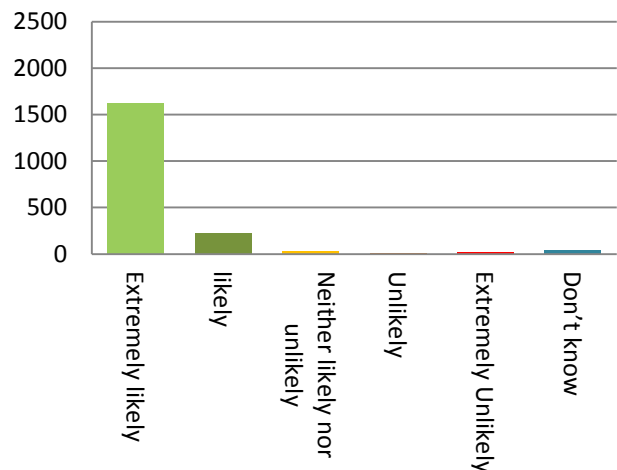


Friends and Family Test

Month May 2016	Number of people participated 1955	Would recommend 96%	Would not recommend 1%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1624	225	34	12	21	39
83%	12%	2%	1%	1%	1%



NHS England introduced the Friends and Family Test (FFT) on the 1st January 2015 within Mental Health and Community Services extending this to Community Dental Services from the 1st April 2015.

The Friends and Family Test (FFT) is a two question survey which asks respondents whether they would recommend the NHS service they have received to family and friends who need similar treatment or care.

The FFT enables respondents to choose from one of the six responses and is then followed with a free text question inviting the respondent to elaborate on the reason for the score they have given:

1. Extremely Likely
2. Likely
3. Neither likely nor unlikely
4. Unlikely
5. Extremely Unlikely
6. Don't Know

MH Comment

Pathways have turned my life around for the better. I couldn't have coped without this service.

*Pathways- Community Drug and Alcohol Service
Rochdale*

Dental Comment

The dentist was explaining everything, made me not nervous at all. Credit to the NHS service.

Bury Dental

Community Comment

C was fantastic, explained everything clearly. What the next steps for my son was. completely put me at ease. Would recommend the service to everyone

Oldham Child Development Service