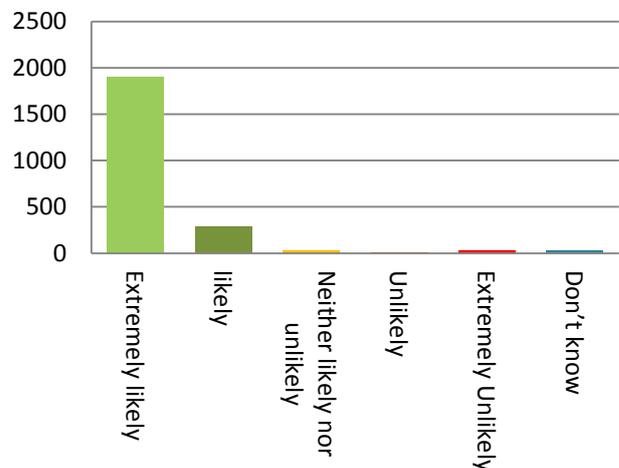


Friends and Family Test

Month June 2016	Number of people participated 2286	Would recommend 96%	Would not recommend 2%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1903	287	30	10	28	28
83%	13%	1%	0%	2%	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 Outpatient

I like the way that the service has developed into much more of a partnership between client and worker and the clear focus on what we actually want to achieve and how to get these. Also very high standard of work.

Oldham-Healthy Minds

Dental Comment

Excellent service, from initial telephone call, reception and final treatment.

Oldham Dental

MH Inpatient Comment

Safety, security, time to reflect and heal. Staff compassionate and respect your ethics and your voice. Farewell and thank you with all my heart

Bury – North Ward

Community Services Comment

The course was very informative and supportive in a non-judgemental setting. I learnt a lot about a better life style choice and was given the right tools -plus staff well brilliant.

Trafford Health Improvement