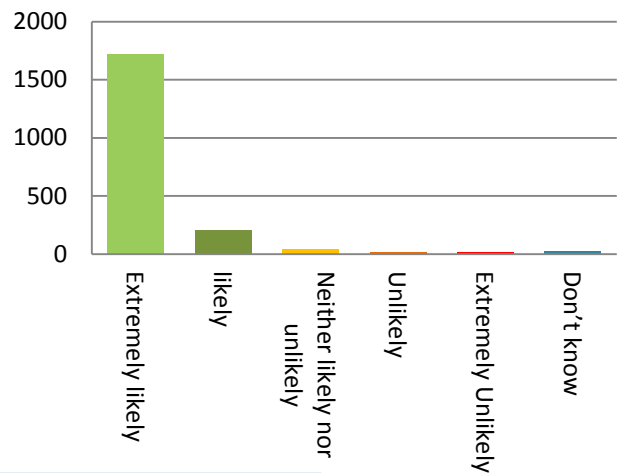


Friends and Family Test

Month July 2016	Number of people participated 2003	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
1721	200	37	13	12	20



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

very good and friendly service. dr's, social workers and hospital staff are fantastic and ready to help at anytime

Rochdale Out Patients Department

Dental Comment

Had an extraction today and as a nervous person, was dreading it but Dr and assistant was fantastic. Thanks so much!

Bury Dental

MH Inpatient Comment

The doctors helped all my symptoms. The helped beat them as early as possible to prevent in all they saved my life. Thank you.

Bury – Hope Unit (CAMHS)

Community Services Comment

Helps me with my asthma. I can run fast now and play a lot more without coughing or needing my sprays. Not in hospital all the time.

HMR- Children's Asthma Service