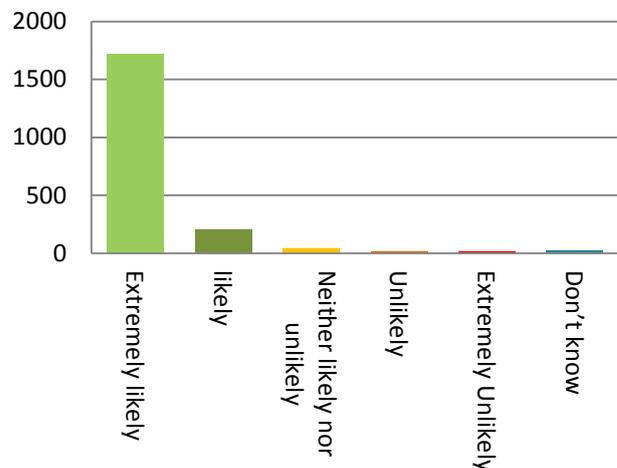


# Friends and Family Test

Month <b>August</b> <b>2016</b>	Number of people participated <b>1907</b>	Would recommend <b>97%</b>	Would not recommend <b>1%</b>
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## Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1684	168	15	8	12	20



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

So caring and professional. A pillar of support for my father during a very stressful time. Thank you thank you thank you  
**Tameside – Memory Clinic**

### Dental Comment

Amazing staff, amazing treatment, cant thank you enough for the treatment given to my daughter, the NHS is awesome, thank you.  
**Oldham Dental**

### MH Inpatient Comment

The staff are caring, attentive and knowledgeable. all the ward is cleaned and maintained daily and the facilities are good. I always felt safe and cared for  
**Oldham -Southside Ward**

### Community Services Comment

I think this place is absolutely fantastic. Every single member of staff is so very caring and helpful and focussed on your care and progress. I cannot mention one particular member of staff as everyone is so lovely; I would like to thank each and every one for your care, consideration and help.  
**Grange View**

Working together  
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