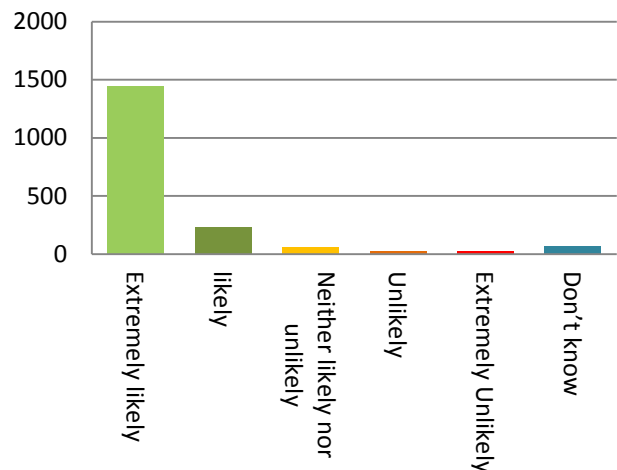


Friends and Family Test

Month Sept 2016	Number of people participated 1835	Would recommend 91%	Would not recommend 2%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
1445	233	53	20	21	63



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 Outpatient Comment

An extremely friendly atmosphere enabling everyone to speak freely of the difficulties arising from their condition.

Bury MH Older Age Outpatients

Dental Comment

Excellent service a difficult extraction was handled professionally and confidently and I felt so much better after being fully put in the picture of the procedure thank you

HMR Dental

MH Inpatient Comment

the food is great people (nurses) are approachable and very helpful, rooms and shower suite is also nice

Tameside-Saxon Ward

Community Services Comment

From the receptionist to the person I saw everyone was very welcoming, pleasant and helpful even though they were extremely busy which made for a nice experience

Bury Podiatry Team