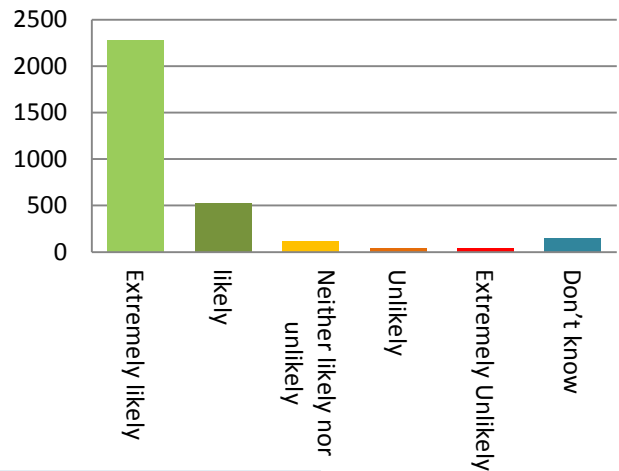


Friends and Family Test

| | | | |
|------------------------------------|--|-------------------------------|----------------------------------|
| Month Oct 2016 | Number of people participated 3131 | Would recommend 89% | Would not recommend 2% |
|------------------------------------|--|-------------------------------|----------------------------------|

Scores Overall

| Extremely Likely | Likely | Neither Likely nor unlikely | Unlikely | Extremely Unlikely | Don't Know |
|------------------|--------|-----------------------------|----------|--------------------|------------|
| 2275 | 522 | 118 | 35 | 39 | 142 |



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

I have chosen this because J has been a big help towards my child and her emotional needs which helps my child at home and school and helped me deal with her issues as a parent

Bury Healthy Young Minds

Dental Comment

Excellent service when I really needed help great staff and no faults what so ever dentist and assistant were fab

Bury Dental

MH Inpatient Comment

Staff are fab always there for me. They have really helped me to get better.

Oldham – Southside Ward

Community Services Comment

It was absolutely fabulous, I cannot fault the team - they were consistently supportive and went out of the way to provide excellent care. Brilliant from start to finish

Trafford Children's Nursing Team