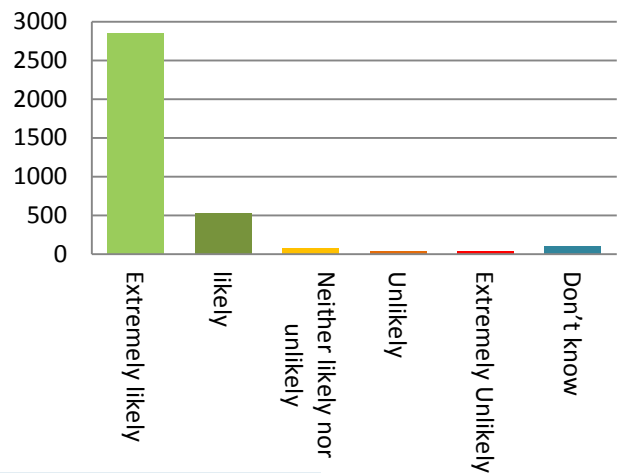


# Friends and Family Test

Month <b>Nov</b> 2016	Number of people participated <b>3621</b>	Would recommend <b>93%</b>	Would not recommend <b>2%</b>
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## Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
2844	533	78	38	32	96



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 Outpatient Comment

Staff very supportive. Helped our family through a very low point and helped us understand what is happening with our dad. We now feel more able to cope and less stressed and scared.

*Tameside – Whittaker Day Unit*

### Dental Comment

I'm frightened of the dentist and I get very nervous receiving treatment R&K put me at ease and made me feel less nervous about the dentist

*Oldham Dental*

### MH Inpatient Comment

Nurses and doctors are very nice and polite and understanding of your own condition. They make the ward a place of safety and comfortable.

*Tameside Hague Ward*

### Community Services Comment

Treated with dignity and respect, spoke to child in language she understood and could respond to

*Bury Community Eye Service*