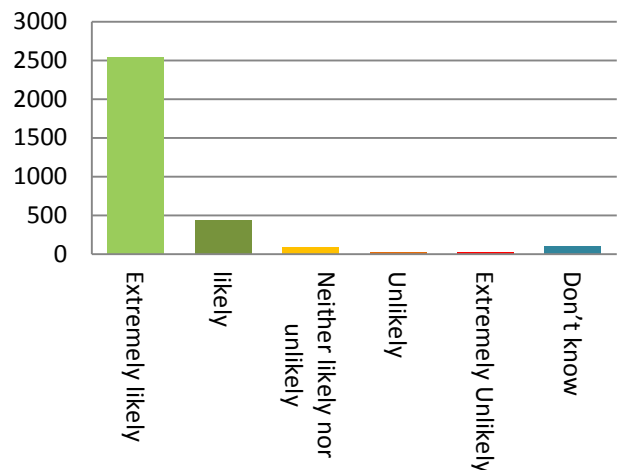


Friends and Family Test

Month Dec 2016	Number of people participated 3207	Would recommend 93%	Would not recommend 2%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
2543	433	90	21	28	92



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

We have received great help after my son had a breakdown. Home treatment team and early interventions team coming out. I am grateful for such fantastic help and would recommend these services.

Stockport – Healthy Minds

MH Inpatient Comment

Quality of care despite difficult circumstances.

Stockport - Arden Ward

MH Inpatient Comment

Very good place to live.

Oldham – Rhodes Place

Dental Comment

I am 58 and this is the best dentist ever. Excellent service and brilliant work - all staff friendly and helpful.

Bury-Dental

Community Services Comment

G is an inspiration. He gives such a lot of encouragement and I am motivated not to let him down. Lots of good tips and techniques. He's got me further than an expensive private physiotherapist.

HMR MSK Physio

Working together
LIVING WELL