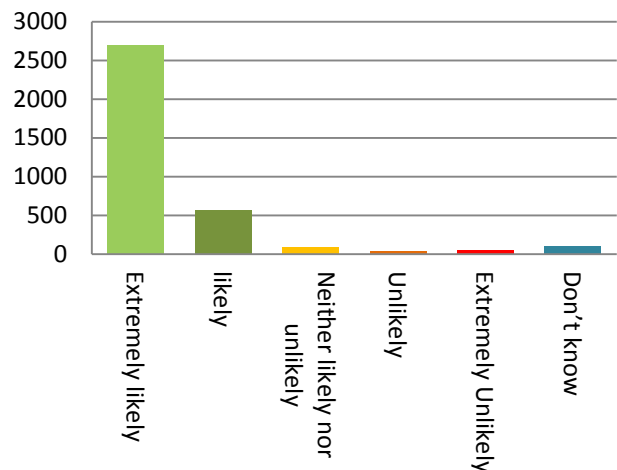


Friends and Family Test

Month January 2017	Number of people participated 3502	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
2687	558	84	30	49	94
77%	16%	2%	1%	1%	3%



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

CTP (home treatment team) are a great service in times when I need a safety net. They offer excellent support (practically and emotionally).

**Bury – Community Therapy Team
HITS**

Dental Comment

Very helpful and courteous discussed my options fully, well pleased.

Oldham – Dental

MH Inpatient Comment

Well run, calm, organised ward. Staff and other patients are approachable. Felt safe and well looked after by everyone on ward.

Bury – North Ward

Community Services Comment

We have needed to call on the nurses many times over the last year. They have always been supportive, reassuring and professional. We can't thank them enough for everything they do. They go the extra mile for the children.

Oldham CCNT

MH Inpatient Comment

Friendly atmosphere - medical side excellent.

Stockport – Saffron Ward