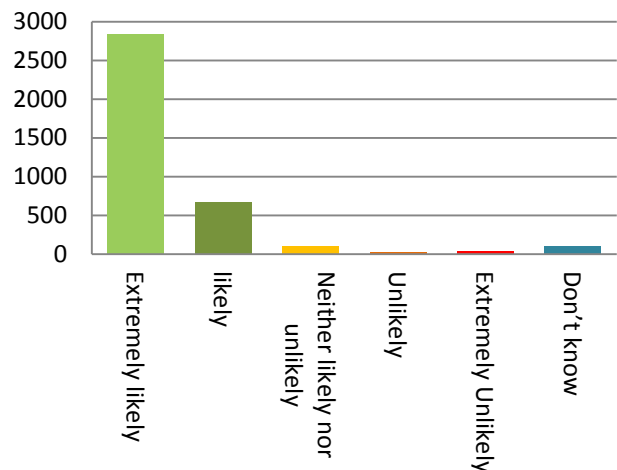


Friends and Family Test

Month February 2017	Number of people participated 3760	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
2834	663	106	25	37	95
75%	18%	3%	1%	1%	2%



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

S was one of the nicest people I've ever met. Fully understood me and really helped me to realise the positives of my situation and helped me to value myself more.
Bury – Access and Crisis Team

Dental Comment

I feel very relaxed when I visit, the staff make me feel very at ease. Everything is always explained properly.
HMR – Dental

MH Outpatient Comment

The reception you get is lovely and the people are really nice..
Healthy Young Minds – Community Eating Disorder Team

Community Services Comment

Amazing support after having twins at 35 weeks, with my elder child too. Went above and beyond what was required. Thank you
Trafford Health Visitors

MH Inpatient Comment

The staff are all amazing and gave me all the help I needed.
Tameside – Taylor Ward

Community Services Comment

I have a great nurse and he helps me with my epilepsy and makes me feel better :-)
HMR Children's Epilepsy Nurse