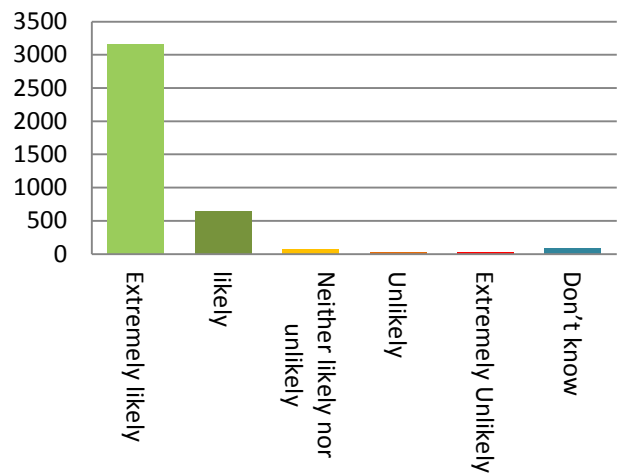


Friends and Family Test

Month March 2017	Number of people participated 4013	Would recommend 95%	Would not recommend 1%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
3151	648	75	26	27	86
79%	16%	2%		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

I hit a brick wall in my life a feel the service provided have helped myself build my confidence back up and also help me with difficult situations I may face.

Oldham Psychology Team

Dental Comment

Fantastic service helped overcome my phobia of dentists

Bury – Dental

MH Outpatient Comment

In 2 years of being unwell I have never had so much help as I have received in the last 6 months. Thank you.

Stockport – Early Intervention Team

Community Services Comment

The service the podiatry team provide is one of the best in the NHS, They are caring, good at what they do and are always willing to go extra mile

Oldham Podiatry

MH Inpatient Comment

It took me a little time to adjust to the setting initially but after a short while I realised the ward provides various different means of support..

Oldham Southside Ward

Community Services Comment

Extremely recommend most efficient and very knowledgeable. Well satisfied. Thank you.

HMR MSK Physio