

# Friends and Family Test

Reporting Period

**April 2016**

to

**March 2017**

Number of people  
participated

**34,135**

Would  
recommend

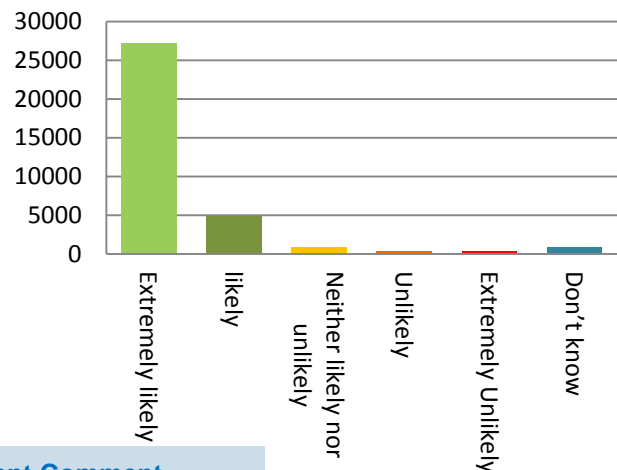
**94%**

Would not  
recommend

**2%**

## Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
27158	4809	770	250	328	820
80%	14%	2%	1%	1%	2%



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

My daughter was seen very quickly, she is listened to and reassured. There is a structured plan of how to help.  
**Oldham – Healthy Young Minds**

### MH Outpatient Comment

Because I was well taken care of under a very difficult illness and nothing was too much trouble. Every member of staff were perfect to me  
**Tameside- Hague Ward**

### MH In-Patient Comment

Staff took the time to listen and were caring. Staff spent one to one time to discuss care and treatment plans.  
**Stockport – Arden Ward**

### MH Outpatient Comment

Very good Service lots of support  
**Bury Community HITS team**

### Community Comment

Because it is a really lovely place with really lovely workers/people. If you need help they will be there and take care of you.  
**Trafford – Bladder & Bowel Team**

### Community Comment

Excellent, kind, friendly, made me feel confident, really knew how to talk to me. I am nearly 5 and struggle to listen sometimes, a big thank you and high 5.  
**HMR- Paediatric Audiology**

### Dental Comment

This was my first time using this service and I was amazed by the staff - helpful and knowledgeable and positive thank you!!  
**Oldham - Dental**

Working together  
**LIVING WELL**

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