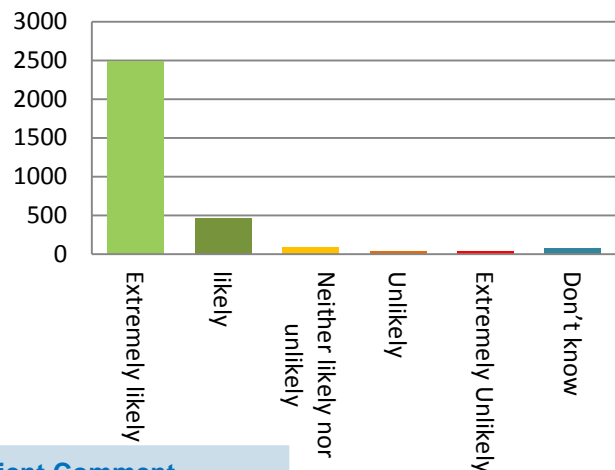


Friends and Family Test

Month April 2017	Number of people participated 3168	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
2489	456	83	32	39	69
79%	14%	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

I've been on drugs for many years and things weren't going great, then I came here and realised it's never too late. There is always someone to listen and yes they really do care. No one looks down their nose at you and they always treat you fair.

Stockport Drug & Alcohol Service

Healthy Young Minds

The services have been really supportive and thorough.

Oldham

MH Inpatient Comment

Very caring and dedicated staff who genuinely care for the patients and tend to their needs. Family are kept fully informed of the patient's progress and wellbeing. Family are very happy with mother's care.

Rochdale Beech Ward

Dental Comment

Phoned at 08:30 after the longest night of pain and by 11:15 I had been fixed. Lovely staff all round

HMR – Dental

Community Services Comment

The people who support you are very committed and knowledgeable.

Trafford – Weight Management

Community Services Comment

The Orthoptist was extremely good working with children, she immediately put my daughter at ease & made the visit/test feel more like a game, despite my daughter only being 22mths old

Bury Orthoptist

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