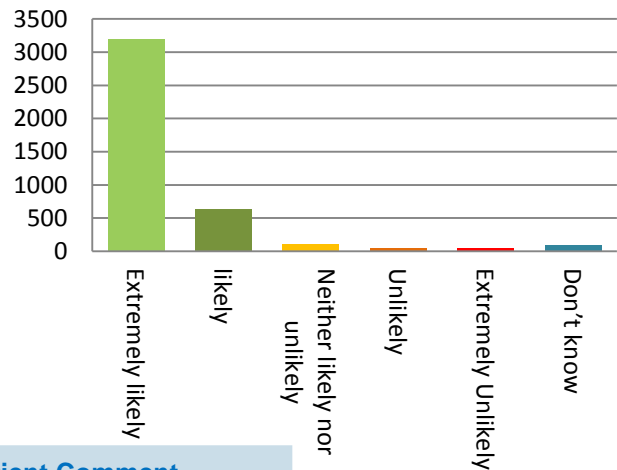


Friends and Family Test

Month May 2017	Number of people participated 4107	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
3190	634	103	44	44	92
78%	15%	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

My CPN Chris (name) has been very supportive throughout my illness - she has reassured me and provided me with advice which has been helpful and helped me get better. I don't know what I would have done without her.

Bury CMHT

Dental Comment

Dentist was understanding about my fears of dentist and I was made to feel warm and somewhat relaxed

Bury – Dental

Healthy Young Minds

The service has provided a great deal of understanding to my adolescent and support needed for her to learn how to manage things otherwise misunderstood to her at this point in her life.

Rochdale

Community Services Comment

my wife and I were always treated with the upmost respect they treated L with care dignity and love always professional and caring thank you to all of them

Oldham – Post Bereavement Service

MH Inpatient Comment

When you need help you need help, don't suffer alone.

Rochdale Hollingworth Ward

Community Services Comment

I felt that I was listened to, my difficulties were truly taken into account and I feel confident the problems will be addressed. Very friendly and respectful.

Bury & HMR - Posture and Mobility Centre

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