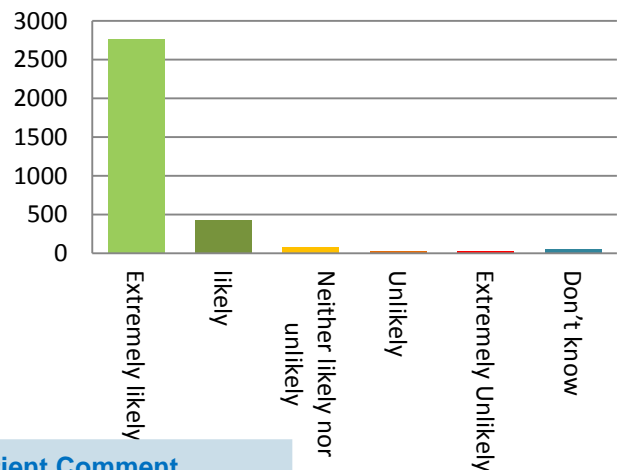


Friends and Family Test

Month June 2017	Number of people participated 3382	Would recommend 94%	Would not recommend 2%
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Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
2768	423	78	22	34	58
82%	12%	2%	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 have felt understood and not judged. I didn't think counselling was going to work when my GP suggested it but I would definitely recommend it.
Oldham Healthy Minds

Dental Comment

Awesome dentist fast and friendly thanks
HMR – Dental

MH Outpatient Comment

My experience from reception to speaking to staff members was really good. Seeing the consultant was very informative and I was so relaxed by his manner and answers to my questions.
Tameside – Memory Clinic

Community Services Comment

Absolutely fantastic service. Nothing too much trouble for any of the staff. Even put some make up on for the patient's appointment. Thank you so much all of you.
Trafford – Enhanced Care

MH Inpatient Comment

When I wasn't very well there were people there to support me and make me comfortable.
Stockport Saffron Ward

Community Services Comment

Fantastic service from reception to being treated. Outstanding customer service from dedicated caring staff. Many thanks.
Bury Walk in Centre