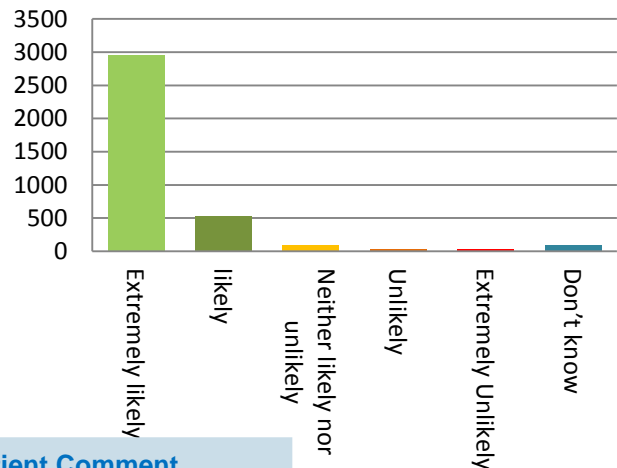


Friends and Family Test

Month July 2017	Number of people participated 3728	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
2959	537	88	31	27	86
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

Very understanding staff . Have helped me to understand my ailments and how to overcome it.

Oldham Psychological Medicine Service

Dental Comment

Excellent!! Wisdom tooth removed very quick, staff brilliant, thank you!

Oldham – Dental

HYM Comment

The staff, each and every one of them are fantastic, very helpful to both parent and child. Keep up the amazing work!.

Stockport Healthy Young Minds

Community Services Comment

The IV nurses were very efficient whilst still maintaining a friendly, relaxing atmosphere. I had two visits per day and they were on time, and took time to administer doses. This service is highly recommended.

Bury – Community IV Therapy Team

MH Inpatient Comment

This ward is run by a caring nursing team who work well together and reach the ends then set out to achieve. Well done!

Oldham -Rowan Ward

Community Services Comment

Yes, much happier the appointment is now at school as we were concerned about missing school. A's confidence is growing

HMR- Children's SLT

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