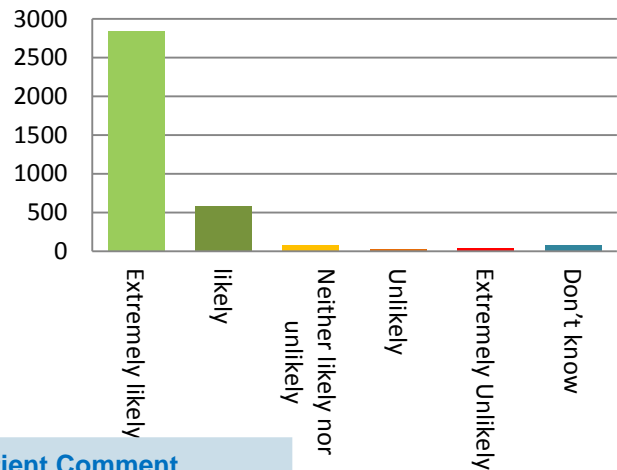


Friends and Family Test

Month August 2017	Number of people participated 3649	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
2835	585	75	29	47	78
78%	16%	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

The lady I saw was very nice and helpful in every way possible.

Rochdale – MERIT Team

HYM Comment

When I come here I feel like my problems have been listened to and active steps have been taken to help me with them.

Oldham - Healthy Young Minds

MH Inpatient Comment

Cobden is the best team in the whole of the North West. The team are extremely helpful. The best by far is the whole country. Cobden is a very fully supportive team unit. Which deserve an award for their work.

Thank you very much; you are heavenly respected by myself.

Stockport -Cobden Unit

Dental Comment

Was really good and helpful, explained everything what I needed to know, the dental staff were 100% out of 100%

HMR– Dental

Community Services Comment

I felt I have been listened to and that my views have been taken into consideration.

Oldham – Child Development Service

Community Services Comment

A always delivers great service and adapt to meet my needs e.g. sterile water or suction. A credit to the NHS.

Trafford –Bladder and Bowel