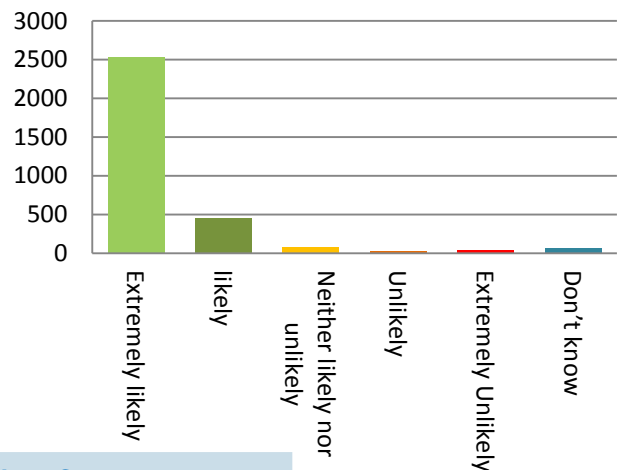


Friends and Family Test



Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
2529	455	75	33	38	70
79%	14%	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 mental health services have helped me come from near death to the man I am today.

Bury – Outpatient Department

Dental Comment

They understood my anxiety and made sure I was doing ok every step of the treatment

Bury – Dental

HYM Comment

The help we have had has made a huge difference to our family.

Oldham - Healthy Young Minds

Community Services Comment

The questionnaire regarding diabetes (20 questions) I found it very useful in regards to understanding diabetes, what effects it has on your daily life.

Oldham – Diabetes Service

MH Inpatient Comment

The excellent care I received provided me with a much needed break from my illness which I didn't expect. Therefore I'd like to thank all the staff and would like to say it was the health service at the best.

Tameside – Home Intervention Team

Community Services Comment

Very thorough and helpful. L and J made me feel at ease after going through a difficult couple of weeks. A very punctual service.

Bury – Community IV Therapy

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