

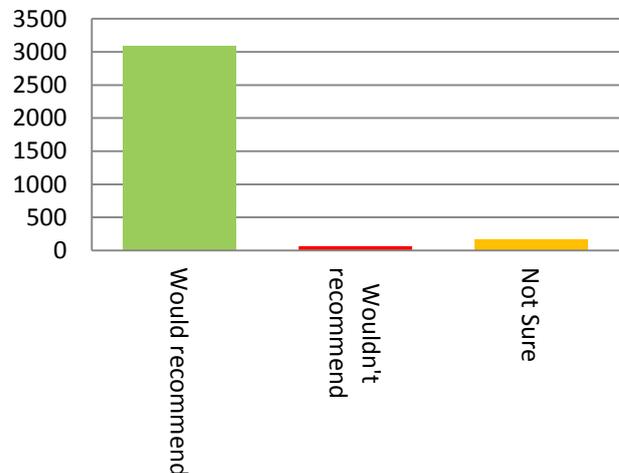
# Friends and Family Test

Month <b>Oct</b> <b>2017</b>	Number of people participated <b>3335</b>	Would recommend <b>93%</b>	Would not recommend <b>2%</b>
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## Scores Overall

Would recommend	Would not recommend	Not Sure
<b>3097</b>	<b>60</b>	<b>172</b>
<b>93%</b>	<b>2%</b>	<b>5%</b>

Patients accessing services in October	% FFT completed
<b>49,235</b>	<b>6.7%</b>



NHS England introduced the Friends and Family Test (FFT) on the 1<sup>st</sup> January 2015 within Mental Health and Community Services extending this to Community Dental Services from the 1<sup>st</sup> 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 feel like I have been supported 100% since joining this service and have been able to confide in the staff.  
**Stockport – Healthy Minds**

### Dental Comment

Absolutely first class not been to the dentist for years due to nerves but definitely will do now.  
**HMR – Dental**

### HYM Comment

Understanding staff who take the patient's preferences into account but are also firm to ensure health, extremely friendly, helpful and offer some good services.  
**Eating Disorder Service**

### Community Services Comment

This is because the nurses were nice and helpful. They weren't pushing me to have the needle.  
**HMR – School Health**

### Community Services Comment

The nurse explained everything in great detail so I now feel like I know more about diabetes and how I can manage it.  
**Integrated Diabetes Teams**

### MH Inpatient Comment

Because staff are warm, helpful and caring.  
**Stockport – Arden Ward**

Working together  
**LIVING WELL**