

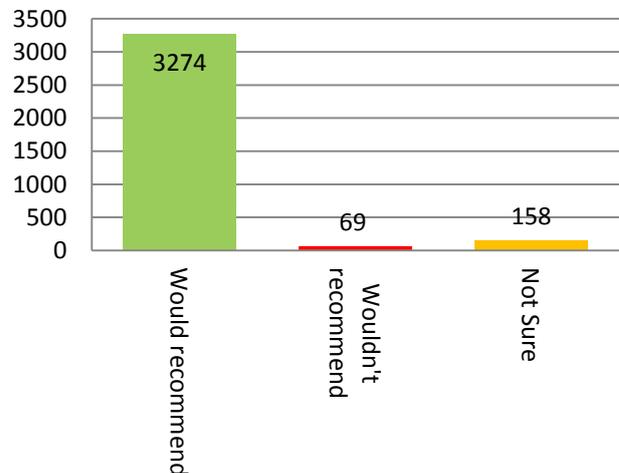
# Friends and Family Test

Month <b>Nov</b> 2017	Number of people participated <b>3501</b>	Would recommend <b>94%</b>	Would not recommend <b>2%</b>
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## Scores Overall

Would recommend	Would not recommend	Not Sure
3274	69	158
94%	2%	5%

Patients accessing services in November	% FFT completed
48,828	7.1%



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

From carer's point of view - very caring, always on time and the care that is given is very good.  
**Bury - CMHT**

### Dental Comment

Fantastic service from both staff and dental staff hopefully won't need them again but if I do I will certainly return to Moorgate.  
**Bury - Dental**

### HYM Comment

We have received fantastic support and advice. I feel they have helped my entire family and not just my child. It's a wonderful service.  
**Oldham HYM**

### Community Services Comment

The ophthalmist was so wonderful and supportive during my young daughter's test. Put my daughter at ease.  
**HMR - Orthoptics**

### MH Inpatient Comment

The staff have been so lovely to me. They have always made time for me. they have done their job and more. I can't thank them enough for all they have done for me  
**Oldham - Rowan Ward**

### Community Services Comment

The help given by the OT and all my questions have been answered and they spoke to Dad as well.  
**Trafford - One Stop Resource**

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