

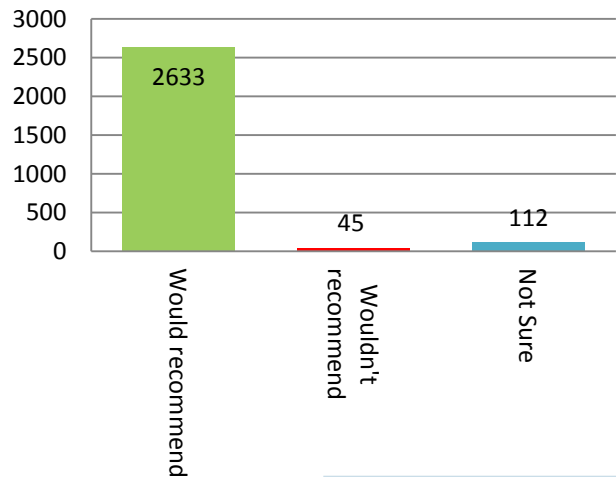
Friends and Family Test

Month Dec 2017	Number of people participated 2790	Would recommend 94%	Would not recommend 2%
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Scores Overall

Would recommend	Would not recommend	Not Sure
2633	45	112
94%	2%	4%

Patients accessing services in December	% FFT completed
41,330	8%



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

I like my nurse she helps me to stop worrying she helped me to get my health checked she is friendly
HMR-Community LD Team

Dental Comment

Seen fast by lovely helpful people I was very worried when I arrived and feel reassured thanks Team!
Oldham – Dental

MH Outpatient Comment

While I was in a state of clinical depression and severe illness, I could not have coped without the team's patience to stick by me during my dark times
Burv – Access and Crisis Team

Community Services Comment

Great service at such a young age- gives total piece of mind
Oldham – New Born Hearing Screening

MH Inpatient Comment

Every member of staff have helped me immensely. I have been given great care and support and am very well looked after in every way.
Tameside – Saxon Ward

Community Services Comment

M has helped me and my family in my son accessing transport for school despite his on-going complex needs and this will make family life more easy going
HMR CAONS –Epilepsy Nurse

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