

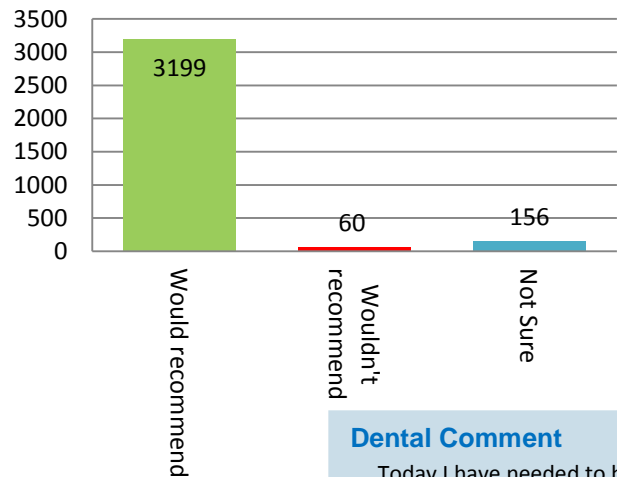
Friends and Family Test

Month Jan 2018	Number of people participated 3415	Would recommend 94%	Would not recommend 2%
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Scores Overall

Would recommend	Would not recommend	Not Sure
3199	60	156
94%	2%	5%

Patients accessing services in January	% FFT completed
45,255	7.5%



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

Professional, experienced and courteous staff. R has made a big difference in my life. She is positive, helpful and friendly and I would recommend her services without any doubt.
HMR-MERIT Team

MH Outpatient Comment

Whenever I have needed the mental health services I have been treated and looked after very well.
Oldham – MHOP West

MH Inpatient Comment

The care I received was very good by all the staff
HMR – Beech Ward

Dental Comment

Today I have needed to have an extraction I have a dentist phobia but the kind and lovely staff made me feel at ease and I am grateful for the care they gave me as an emergency appointment
Bury– Dental

Community Services Comment

K helped with some extremely tough times. She has taught me so much about motherhood and life in general.
Bury – Family Nurse Partnership

Community Services Comment

Good to talk through health issues / concerns with friendly health advisers and be encouraged to make changes to improve health
Be well - Tameside

Working together
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