

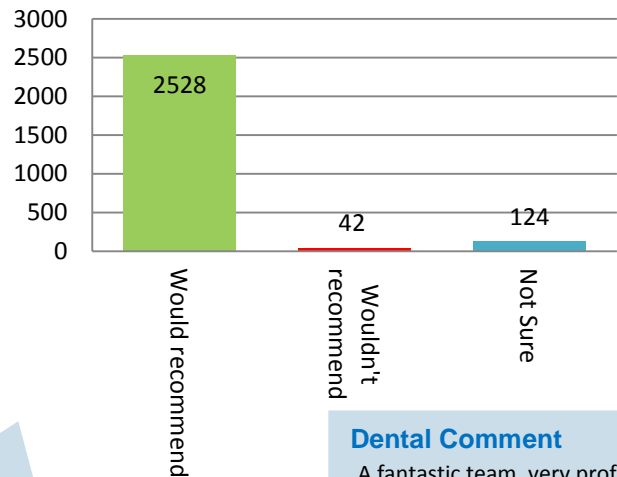
Friends and Family Test

Month Feb 2018	Number of people participated 2694	Would recommend 94%	Would not recommend 2%
------------------------------------	--	-------------------------------	----------------------------------

Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
2528	42	124
94%	2%	4%

Patients accessing services in February	% FFT completed
43,757	6.1%



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

R and her colleague were extremely helpful, they provided great support and care which was badly needed at the time. Great to have someone to talk to and listen to us.

Tameside – Home Intervention Team

MH Outpatient Comment

Good service, would and have recommended to others

Rochdale – #Thrive

MH Inpatient Comment

Everyone is treated with respect, kindness and are looked after like you would want to be looked after. All the staff are always happy and put the residents first

Stockport – Saffron Ward

Dental Comment

A fantastic team, very professional, effective and skilled.

Many thanks
Bury – Dental

Community Services Comment

First class attention at all times. Good reception on arrival with courtesy. Nurse very attentive and capable with utmost help.

Trafford District Nurse Treatment Room

Community Services Comment

Fantastic service, friendly knowledgeable and professional. A made an unfortunate and painful injury a more enjoyable experience with her friendly manner and supportive nature.

Oldham – Community Physio

Working together
LIVING WELL