

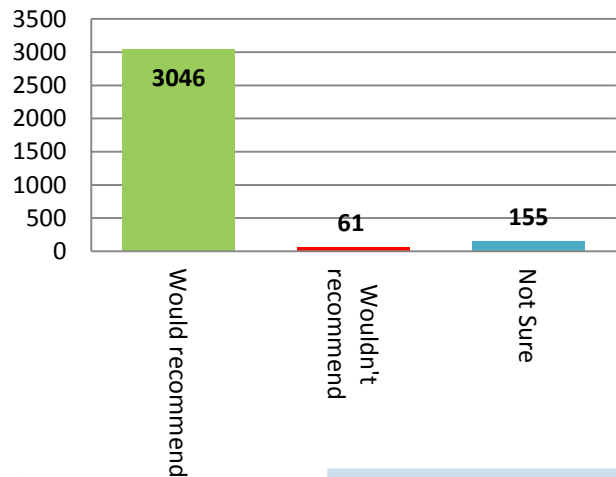
# Friends and Family Test

|                                      |  |                               |                                  |
|--------------------------------------|--|-------------------------------|----------------------------------|
| Month<br><b>March</b><br><b>2018</b> | Number of people participated<br><b>3562</b> | Would recommend<br><b>93%</b> | Would not recommend<br><b>2%</b> |
|--------------------------------------|--|-------------------------------|----------------------------------|

## Scores Overall

| Would recommend | Wouldn't Recommend | Not Sure   |
|-----------------|--------------------|------------|
| <b>3046</b>     | <b>61</b>          | <b>155</b> |
| <b>93%</b>      | <b>2%</b>          | <b>5%</b>  |

| Patients accessing services in March | % FFT completed |
|--------------------------------------|-----------------|
| <b>45,361</b>                        | <b>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

Dr K has provided me with great support and I feel well because of his treatment and care. I feel I have received excellent service and feel well again to live my life.

Thank you.

**Bury – MH Out Patients**

### MH Outpatient Comment

amazing service all in, session made me and my daughter feel a lot better .

**Bury -HYM**

### MH Inpatient Comment

Very caring staff / very approachable.

Nice environment

**Stockport – Arden Ward**

### Dental Comment

Extremely helpful, made me feel at ease I thought id feel pain when I had my extraction but NO PAIN, I'm so happy with my treatment thank you so very much!!!!

**HMR – Dental**

### Community Services Comment

The physio A was very friendly, competent and professional.

**Oldham – Paediatric Physio**

### Community Services Comment

The staff are always friendly, pleasant, polite, professional and very caring. The service they provide is exemplary.

Thank you to all the staff

**Bury- Wound Care & Lymphoedema**