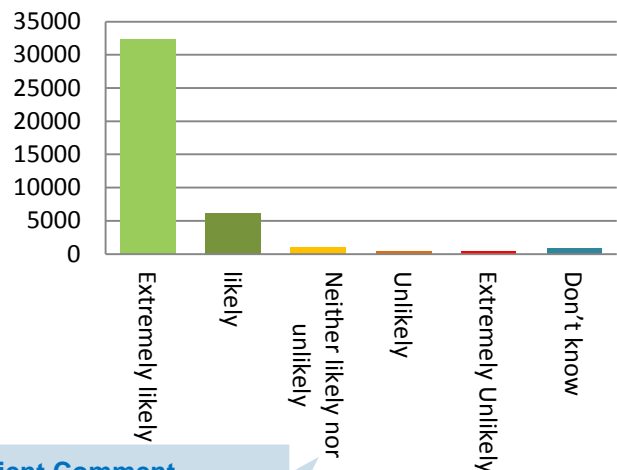


Friends and Family Test

Month April 17 to March 18	Number of people participated 41,124	Would recommend 94%	Would not recommend 2%
--	---	----------------------------------	-------------------------------------

Scores Overall

Extremely Likely	Likely	Neither Likely nor unlikely	Unlikely	Extremely Unlikely	Don't Know
32380	6077	1039	353	418	857
79%	15%	3%	1%	1%	2%



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 felt listened to. The team was helpful and very friendly. I felt informed and empowered about my health options.

Tameside MH Outpatient Dept

Healthy Young Minds

this service has been invaluable to both family and my child, All the employees i have had contact with have offered help and information at every stage. a very caring and supportive team

Oldham

Community Services Comment

very happy with service received. I have always been treated with respect and given clear explanations of the examinations and equipment issued.

Excellent service.

Bury Audiology

Dental Comment

Wish I had contacted the service earlier. Excellent service every time from everyone. Made to feel welcome and calmed from the first visit. Dentist talked me through every stage of my treatment. Big thank you to them all.

HMR – Dental

MH Inpatient Comment

Very caring staff / very approachable. Nice environment

Stockport Arden Ward

Community Services Comment

Very friendly, understanding and supportive staff. Really useful advice and tips to use on daily basis.

Trafford – Weight Management

Working together
LIVING WELL

@PennineCareNHS

www.penninecare.nhs.uk