

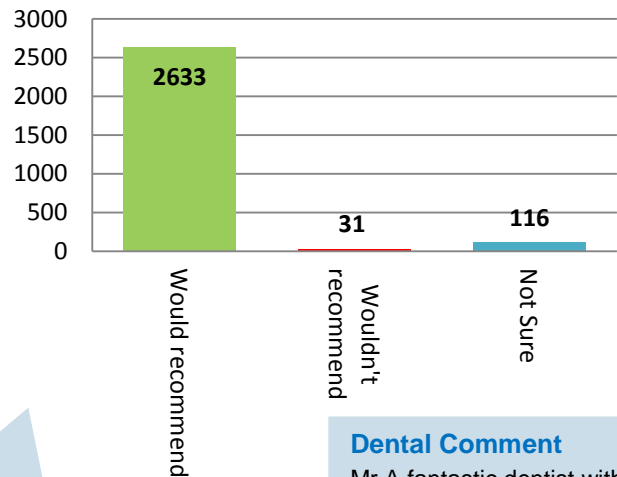
Friends and Family Test

| | | | |
|------------------------------------|--|-------------------------------|----------------------------------|
| Month May 2018 | Number of people participated 2780 | Would recommend 95% | Would not recommend 1% |
|------------------------------------|--|-------------------------------|----------------------------------|

Scores Overall

| Would recommend | Wouldn't Recommend | Not Sure |
|-----------------|--------------------|------------|
| 2633 | 31 | 116 |
| 95% | 1% | 4% |

| Patients accessing services in May | % FFT completed |
|------------------------------------|-----------------|
| 48,011 | 6% |



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've bottled up my problems for too long and it made me ill. If it wasn't for the mental health team I don't think that I would be here today I'd recommend anyone with issues to seek help its good to talk. I am proof

Tameside Psychological Therapies

MH Outpatient Comment

I have found Lisa and Amanda so friendly, helpful and understanding. I really appreciate the support.

Stockport – Memory Assessment Service

MH Inpatient Comment

Staff are kind and understanding. It was nice to be listened to and not judged. Staff go out of their way to keep you involved in your treatment.

Aspen Ward - Oldham

Dental Comment

Mr A fantastic dentist with so much patience, great with kids. Highly recommend.

very friendly dentistry staff went through all options before treatment

A**** all round courteous and efficient

Dental Directorate

Community Services Comment

It was good because I was really nervous but Helen calmed me down and it didn't hurt that much.

Trafford – School Nursing

Community Services Comment

Have had reassurance from a professional with daughter. I would recommend - best thing I ever did having FNP.

Bury – Family Nurse Partnership