

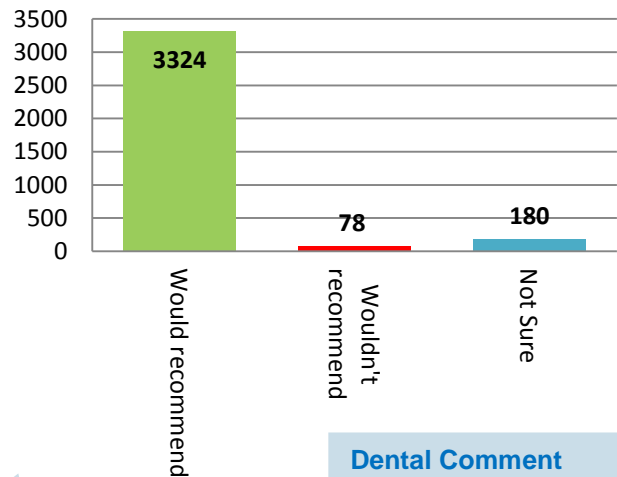
Friends and Family Test

Month June 2018	Number of people participated 3582	Would recommend 93%	Would not recommend 2%
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Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
3324	78	180
93%	2%	5%

Patients accessing services in June	% FFT completed
46,582	7.6%



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

Because i see Dr W and she is an amazingly brilliant psychiatrist who has saved my life on a number of occasions.so I'd like to say a big thank you to her and all of the team.

Stockport – Outpatients Dept.

MH Outpatient Comment

I find the service is the best thing that came out of my relapse as the service helps me.

Eating Disorder Team – CAMHS

MH Inpatient Comment

The staff were all excellent, very helpful, friendly and caring. The patients were good company too.

Bury – North Ward

Dental Comment

Fantastic were so reassuring and led me through the whole procedure especially being a extremely nervous patient.

Excellent don't have enough words to praise you.

Dental Directorate

Community Services Comment

I have felt a lot better since starting the class and not only has my breathing been better my overall health has improved.

Trafford – Pulmonarv Rehab

Community Services Comment

The service we have received has been excellent. The team are very caring nothing is too much trouble for them

Oldham - ORCAT