

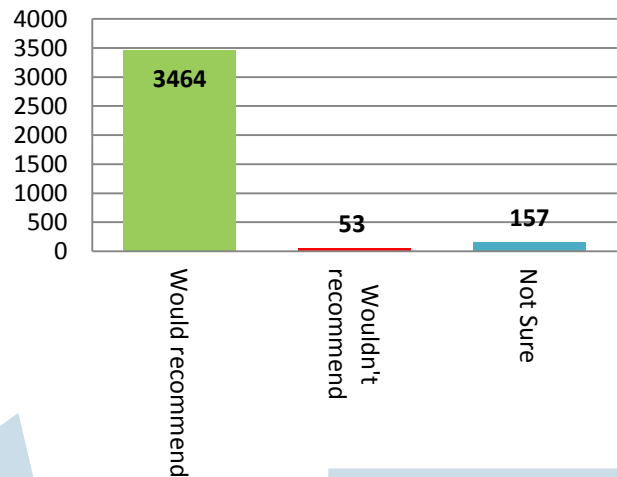
Friends and Family Test

Month July 2018	Number of people participated 3674	Would recommend 94%	Would not recommend 1%
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Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
3464	53	157
94%	1%	5%

Patients accessing services in July	% FFT completed
49,181	7%



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 just moved to the area I was seen very quickly, treated with the utmost care and respect knowing I have the support from the team has helped me loads already. Many
Stockport - Healthy Minds

Dental Comment

Absolute joy to come and to be treated by wonderful staff that put you at ease and explain everything in detail. Excellent level of compassion and respect.
Thank you so much
Dental

MH Outpatient Comment

I don't know where I would be without the help I received from the RAID team - thank you.
Bury RAID Team

Community Services Comment

Kind, caring, hard working. No rush nothing to much trouble. Absolutely excellent service.
Oldham DN Treatment Room

MH Inpatient Comment

You were fantastic with me. Very well looked after. Thank you!
Tameside - Hague Ward

Community Services Comment

I believe in the service. A big thank you to the staff member who believed in me and supported me. I feel much uplifted
Tameside Be Well Tameside