

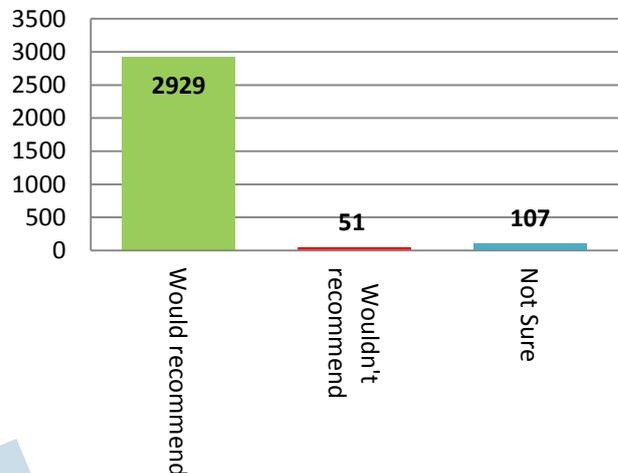
# Friends and Family Test

Month <b>August</b> <b>2018</b>	Number of people participated <b>3087</b>	Would recommend <b>95%</b>	Would not recommend <b>2%</b>
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## Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
<b>2929</b>	<b>51</b>	<b>107</b>
<b>95%</b>	<b>2%</b>	<b>3%</b>

Patients accessing services in August	% FFT completed
<b>49,181</b>	<b>7.5%</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

M has provided many useful and positive help and ideas.  
**Bury CMHT**

### MH Outpatient Comment

My psychiatrist is a partner in managing my mental health. I can tell that she cares about my wellbeing and respects me enough to be upfront with me about my options and what I need to do. I feel listened to. I feel like a valued person. I know I have someone I can rely on when things start to slip and I have a champion to encourage me no matter how well or poorly I am doing.  
**Stockport – Outpatient Department**

### MH Inpatient Comment

Great help and understanding with a good team of happy and encouraging staff.  
**Stockport -Arden Ward**

### Dental Comment

Staff were very nice and made me feel at ease as really have a fear of dentist made me feel calm  
**Dental**

### Community Services Comment

Really don't know where I would be without this service. Staff are so kind caring and better equipped to look after children, much better than the GP and having to go to A&E  
**HMR- CAONS PNP**

### Community Services Comment

Was seen 15 minutes earlier than my appointment at a location which suited me. The practitioner was informative, professional, approachable and welcoming. A great experience all round.  
**Bury - Community Eye Service**