

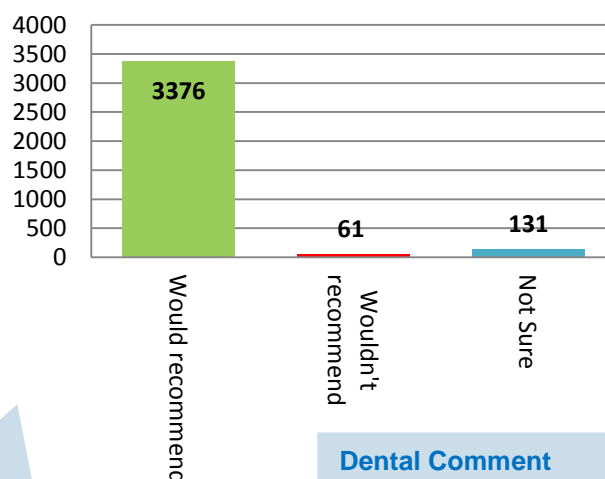
# Friends and Family Test

Month <b>Sept</b> <b>2018</b>	Number of people participated <b>3568</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>3376</b>	<b>61</b>	<b>131</b>
<b>95%</b>	<b>2%</b>	<b>3%</b>

Patients accessing services in Sept	% FFT completed
<b>46,479</b>	<b>8%</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

I had a brilliant case worker, called N she went the extra mile she was very understanding, patient, a good listener, she has left a lasting impression on my life and she is a credit to your crisis team, if the world was full of N's, it would be a better place to live, she never let me down.

**HMR – Access & Crisis Team**

### Community Services Comment

The team were a great help and improved my recovery a great deal

**Oldham – Neuro Rehab**

### MH Inpatient Comment

All the team provided excellent care, expertise and attention. They instilled me with confidence.

**Stockport – Saffron Ward**

### Dental Comment

Really lovely dentist who made me feel at ease during treatment nervous patient

**Oldham Dental**

### Community Services Comment

The exceptional treatment from Wendy (name) and getting a new cushion unexpectedly I am chuffed to bits, the base of my spine feels better already, thank you very helpful.

**HMR Posture & Mobility Centre**

### MH Outpatient Comment

They take each child/adolescent as a single person and they understand that each person has different needs.

**Community Eating Disorder Team**

Working together  
**LIVING WELL**