

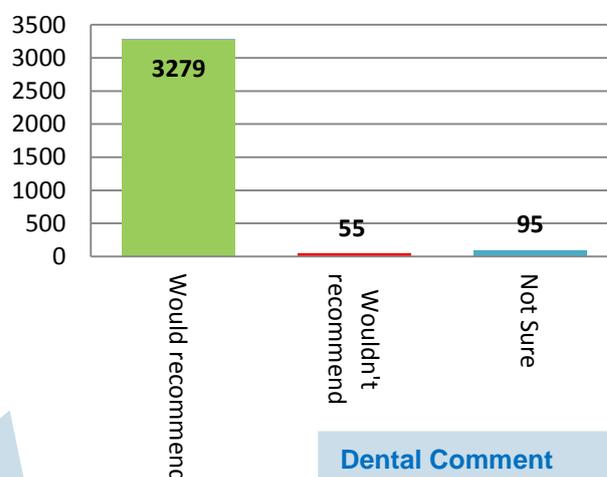
# Friends and Family Test

Month <b>October</b> <b>2018</b>	Number of people participated <b>3429</b>	Would recommend <b>96%</b>	Would not recommend <b>2%</b>
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## Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
<b>3279</b>	<b>55</b>	<b>95</b>
<b>96%</b>	<b>2%</b>	<b>2%</b>

Patients accessing services in Sept	% FFT completed
<b>51,048</b>	<b>6.7%</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

Do not know the words, because I have had two special angels who have been so caring and had to put up with m. I'm still not 100% but I don't think without them I would be here today - thank you so much xx  
**Tameside – Home Intervention Team**

### MH Outpatient Comment

I could phone Adele anytime she would always get back to me and give me good advice  
**Bury - CTLD**

### MH Inpatient Comment

Staff have been friendly and encouraging during my time here.  
**Oldham– Aspen Ward**

### Dental Comment

Dentist and dental nurse were brilliant, super friendly and put my 7 year old at ease. Loved the experience one of the best we ever had  
**Dental**

### Community Services Comment

The lady was very friendly and polite, took very care while she was doing her job, I was very happy with everything, explained to me very well what it actually for and why they had to come back for the test, keep it up with the good job.☺  
**New Born Hearing Screeners**

### Community Services Comment

Very helpful for first time parents for advice and guidance  
**Bury -FNP**

Working together  
**LIVING WELL**