

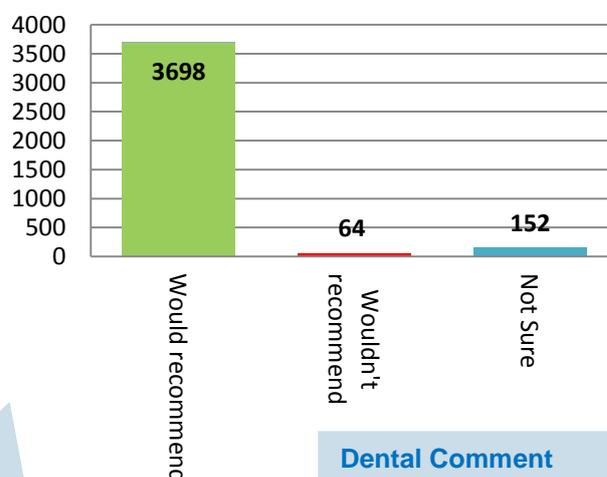
Friends and Family Test

Month Nov 2018	Number of people participated 3914	Would recommend 94%	Would not recommend 2%
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Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
3698	64	152
94%	2%	4%

Patients accessing services in Sept	% FFT completed
49,831	7.9%



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

It was very comfortable and informal speaking to Q. She was non-judgemental, very approachable and she was easy to talk to. I looked forward to my sessions as it felt like as each session went by Q was my friend and not a therapist. She was attentive, caring and genuine.

Oldham – Healthy Minds

MH Outpatient Comment

The consultant listened, was very knowledgeable and thinks he might have found what my problem is

Bury Outpatient Department

MH Inpatient Comment

All the staff were very good to me and my family and would go the extra mile

Tameside – Hague Ward

Dental Comment

This is not a familiar environment. However I was immediately put at ease and therefore felt very confident I was being dealt with professionally. The experience was completed in a timely a pleasant atmosphere.

Dental

Community Services Comment

Excellent service and the member of staff was wonderful with children

HMR – CAONS Orthoptics

Community Services Comment

The community IV team were brilliant, I have been made to feel at ease and have felt like I could ask questions all the way through my treatment.

Bury – Community IV Therapy

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