

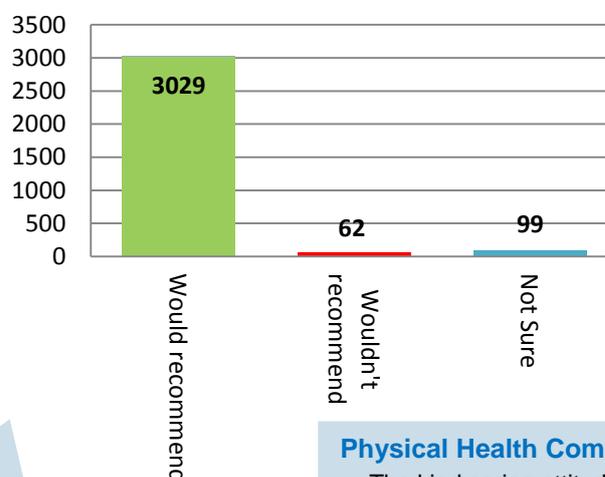
Friends and Family Test

Month Jan 2019	Number of people participated 3190	Would recommend 3029	Would not recommend 62
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Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
3029	62	99
95%	2%	3%

Patients accessing services in January 2019	% FFT completed
47,347	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

When I was in crisis and I needed help and support it was readily given to me. I can honestly as a service user that I haven't used for 18 years it was excellent.

Tameside – Home Intervention Team

MH Inpatient Comment

Staff highly professional and team work excellent. My individual needs were catered for and my concerns listened to and acted upon by junior and senior management on the ward.

Oldham – Cedars Ward

Dental Comment

The best dental experience I have ever had. Lovely dentist and assistant

Dental

Physical Health Comment

The kind caring attitude of the people I came in contact with while using the service

Oldham - ORCAT

Physical Health Comment

They're wonderful, don't talk to me like an idiot, explain what is going on, and what will happen, both good and bad.

Bury Stoma Nurse

MH Outpatient Comment

Outstanding service and support from both the administrators and clinicians. I always felt that I was being cared for in a sympathetic and understanding manner with confidentiality key to the management of my symptoms. The support I received was outstanding and has taught me so much

Bury – Healthy Minds

Working together
LIVING WELL