

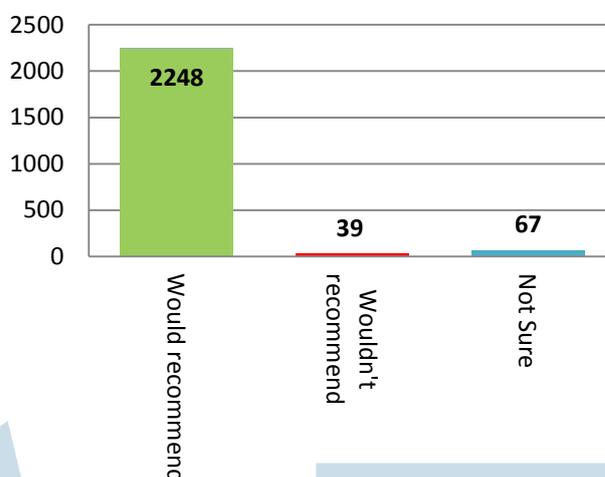
Friends and Family Test

Month Dec 2018	Number of people participated 2354	Would recommend 95%	Would not recommend 2%
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Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
2248	39	67
95%	2%	3%

Patients accessing services in Dec	% FFT completed
37,508	6%



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

The staff are very welcoming and considerate. It enables me to get out and meet other people. They all share their experiences and information. Plus they make a nice cup of tea

Rochdale - Memory Clinic

MH Outpatient Comment

Easy re-access when I needed it and support from the moment I phoned to try and re-access the service. Lovely staff, great surroundings that made me feel comfortable.

Oldham - Psychological Medicine Service

MH Inpatient Comment

Nice staff gives time to us, listen to our worries, and help keep us calm

Stockport -Saffron Ward

Dental Comment

The ladies made me feel at ease was extremely nice and gave me the best I could of asked for.

Thank you
Dental

Community Services Comment

Both nurses, friendly, helpful and supportive. Suggested and arranged for quick provision of aids to make it easier and safer to manage front and back steps stairs, provided rails for getting in and out of the bath. Defiantly helped to boost my confidence. My husband also felt the benefit. Each nurse explained each exercise simply together only a phone call away if needed, overall every time was very positive.

Bury -Falls Prevention Service

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