

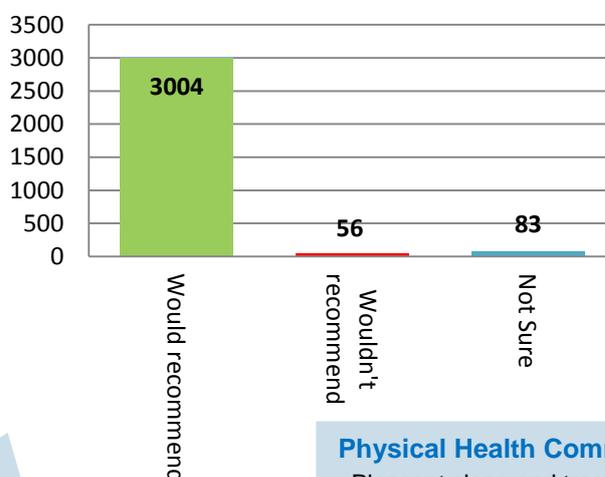
# Friends and Family Test

Month <b>Feb</b> <b>2019</b>	Number of people participated <b>3143</b>	Would recommend <b>3004</b>	Would not recommend <b>56</b>
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## Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
<b>3004</b>	<b>56</b>	<b>83</b>
<b>96%</b>	<b>2%</b>	<b>2%</b>

Patients accessing services in January 2019	% FFT completed
<b>49,622</b>	<b>6%</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

Someone who actually listens and cares rather than take these pills and go away.

**Tameside – Psychological Therapies**

### MH Outpatient Comment

Always very understanding & quick to help when I feel in crisis. The help I received has nipped in the bud what could have been another breakdown. I am very grateful for the excellent services of the mental health team

**Bury – MH Outpatient Department**

### Dental Comment

I am an extremely nervous patient after a bad experience in the past. I was made to feel relaxed and at ease today. I can thank you enough.

**Dental**

### Physical Health Comment

Pleasant clean and treated like a person not a number.

**HMR -Podiatry**

### Physical Health Comment

Over the last few months I do not know how i would have managed without the nurse support she has been my rock always there for me so understanding and patient

**Oldham – Occupational Therapy**

### MH Inpatient Comment

Mum has received the best care on Saffron ward. The staff have gone above and beyond in understanding her needs, medical and psychological and tailored their care, which in turn has made her comfortable and given me the time to recuperate.

**Stockport – Saffron Ward**

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