

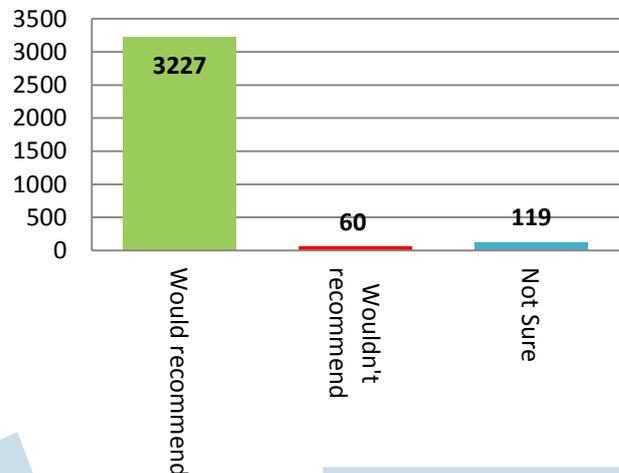
Friends and Family Test

Month March 2019	Number of people participated 3406	Would recommend 95%	Would not recommend 2%
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Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
3227	60	119
95%	2%	3%

Patients accessing services in March	% FFT completed
47,000	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

My support worker is very nice and listens to what I have to say and is very helpful.

CMHT -Sudden

HYM Comment

I didn't think my son would talk to anyone as I had tried other services but he is doing really well here and opening up

Rochdale HYM

MH Inpatient Comment

When my son came into this ward he was in a really bad place, it wasn't my son as he was totally different. With the help of all the teams i appreciate all the care that was provided for him. He came round to say the teams had helped him.

North Ward - Bury

Dental Comment

Overall it was a very easy and pleasant process. My son was made very relaxed and calm. Brilliant considering he has Autism.

Community Services Comment

Friendly, knowledgeable staff. made life for a first time mum much easier. Thank you.

Bury Health Visiting

Community Services Comment

The physiotherapist was thorough and professional and I felt reassured with his advice

Oldham First Contact Physiotherapist