

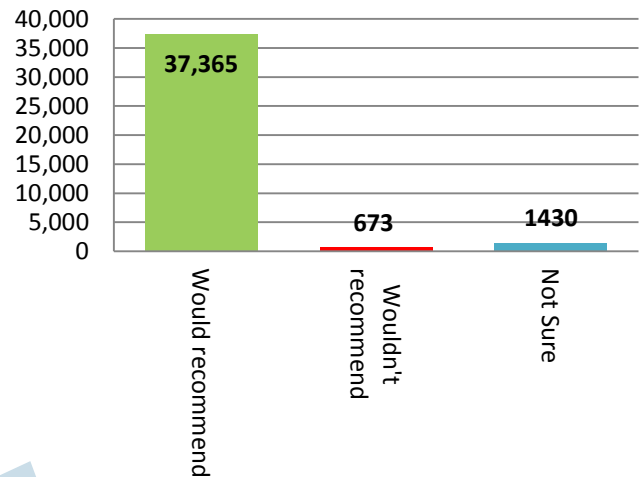
Friends and Family Test

| | | | |
|---|---|--------------------------------------|---|
| Month April 2018 To March 2019 | Number of people participated 39,468 | Would recommend 95% | Would not recommend 2% |
|---|---|--------------------------------------|---|

Scores Overall

| Would recommend | Wouldn't Recommend | Not Sure |
|-----------------|--------------------|-------------|
| 37,365 | 673 | 1430 |
| 95% | 2% | 3% |

| Patients accessing services in March | % FFT completed |
|--------------------------------------|-----------------|
| 568,049 | 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

Amazing support, never judges you, they listen to everything and makes you feel safe.

Stockport – Healthy Minds

Dental Comment

Best dental experience, dentists and dental nurse put my mind at ease I am not a very good patient

Community Services Comment

We find your help and kindness very helpful putting my son at ease, nothing too much trouble. it feels great to have help and coming to own home is great. Thank you all.

Bury Children's Continence Team

HYM Comment

My son has come on so much, he is more happy in himself. He's become more confident and has made many new friends. He seems to be a lot more happy and im glad to see him smile everyday. Thank you.

Rochdale # THRIVE

Community Services Comment

W was very polite and understanding of my situation and explained everything in clear and simple terms. I wish all appointments went this smoothly

HMR -Posture & Mobility

MH Inpatient Comment

Helped me a lot to reevaluate everything that has been going on

Aspen Ward - Oldham