

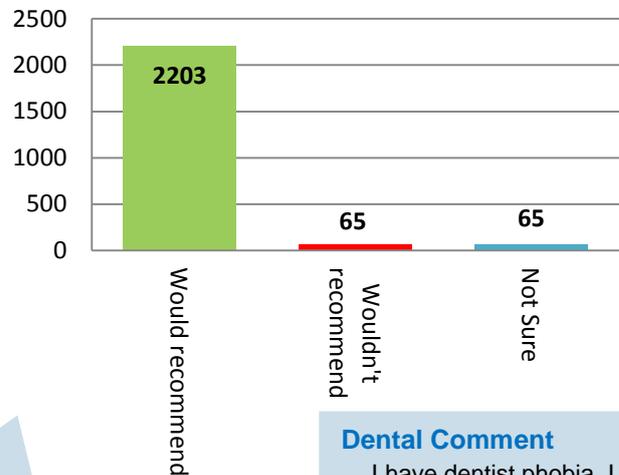
Friends and Family Test

Month April 2019	Number of people participated 2333	Would recommend 94%	Would not recommend 3%
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Scores Overall

Would recommend	Wouldn't Recommend	Not Sure
2203	65	65
94%	3%	3%

Patients accessing services in April 2019	% FFT completed
45,637	5%



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 therapist I was assigned has been brilliant. Had it not been for her help, I would not have even been able to leave the house, let alone get to the position where I have been able to return to work.
Healthy Minds - Stockport

MH Outpatient Comment

Fantastic service and staff, lovely people and thank you all so much.
South Ward - Bury

Community Services Comment

it's been brilliant. Speedy, efficient, and looking at it from my perspective had a further hearing test offered and given new (better) hearing aids and then a follow up appt, no issues whatsoever.
Bury Audiology

Dental Comment

I have dentist phobia. I cannot believe extraction was done with ease. I cannot thank you enough
Dental

Community Services Comment

There were no worst aspects. I have had such wonderful support throughout my recovery- so much patience when I kept having incidents which knocked me backward. I am so much better and confident now thank you so much
Oldham - Falls Team

MH Outpatient Comment

Mum was treated with respect and we as her family were consulted at all times, we were listened to and feel the team had her best interest at heart, after Mum going into full time care we now appreciate that it was what she needed and now feel the right decision was made.
HMR-Older Peoples HITS