

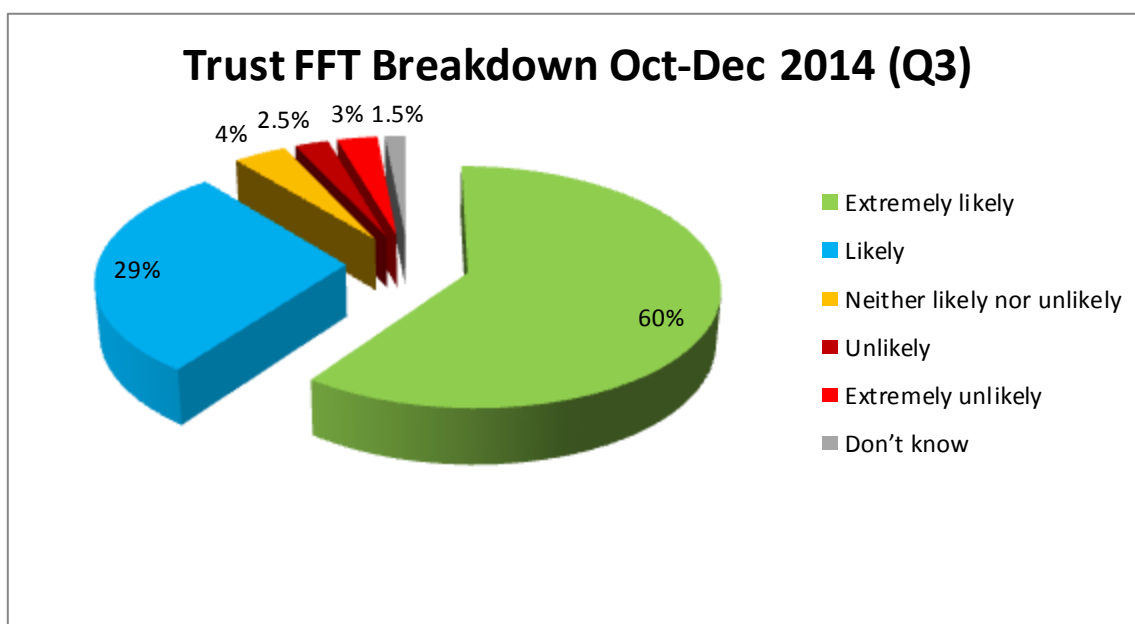
Friends & Family Test Scores October - December 2014 (Quarter 3)

1. Friends & Family Test Scores

In the period October-December 2014 (Quarter 3), **91%** of patients surveyed in the services below said they would recommend our services to friends and family if they needed them.

- Adult Mental Health (AMH) inpatient and community
- Mental Health Services for Older People (MHSOP) inpatient and community
- Adult Learning Disability inpatients.

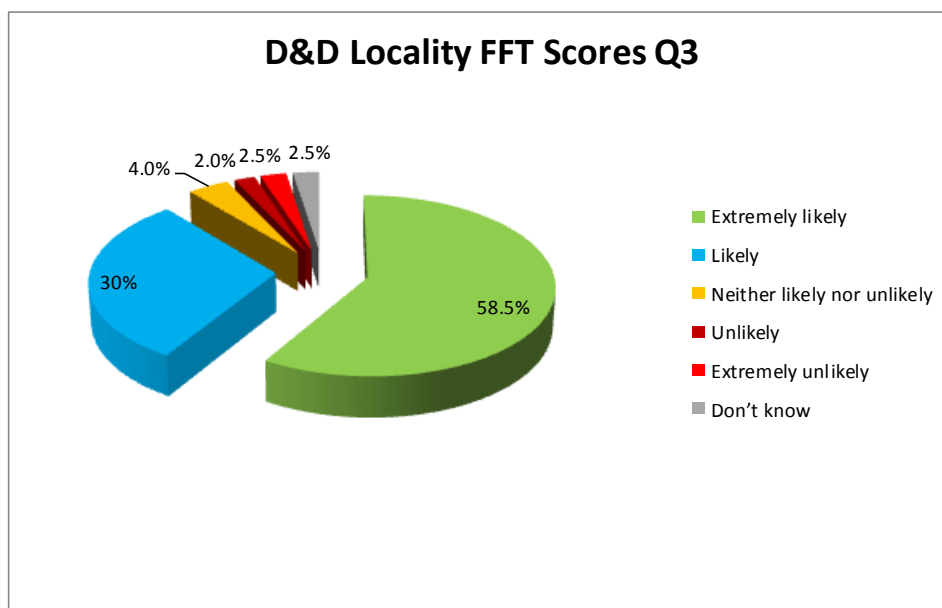
Table 1 Breakdown of Friends & Family test responses for Q3 (AMH & MHSOP inpatient and community services, and Adult LD inpatient services) trust-wide.



NB: FFT result is calculated by combining extremely likely and likely, dividing by the total number of responses excluding don't know answers.

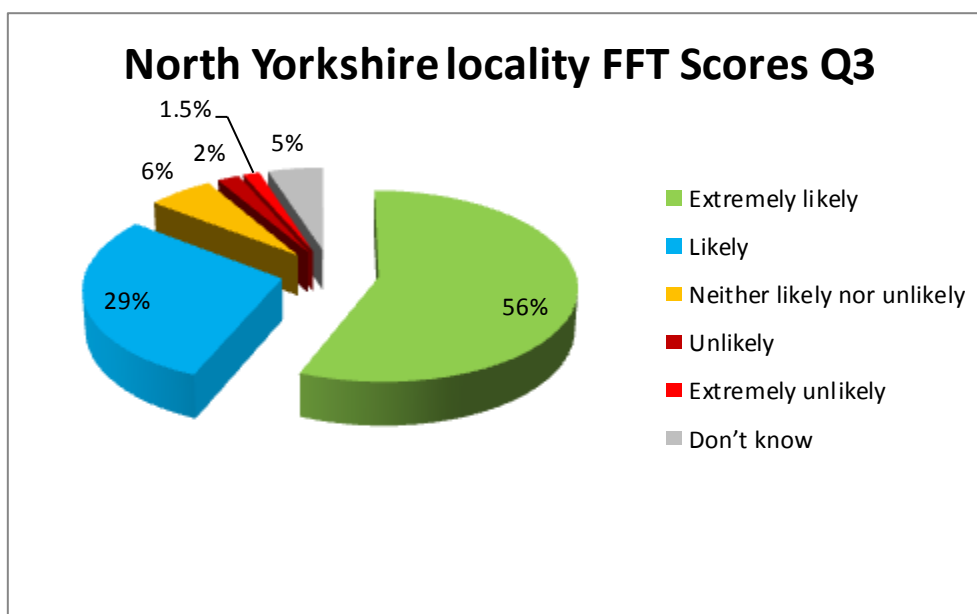
2. FFT Scores by Locality for AMH & MHSOP services and Adult LD

Table 2 Breakdown of Friends & Family test responses for Q3 for Durham & Darlington (D&D) locality.



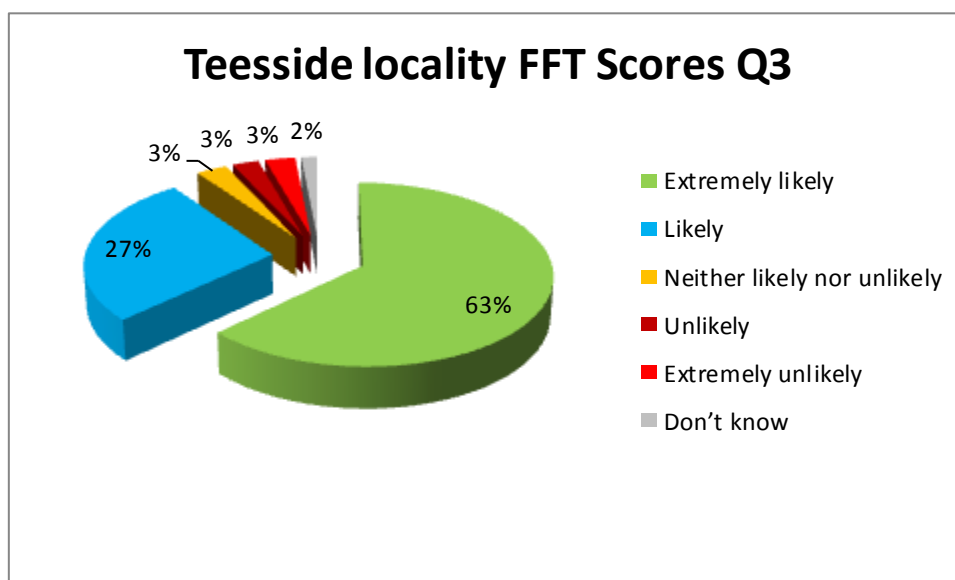
91% of patients who completed the survey in D&D services said they would recommend our services to friends and family if they needed them.

Table 3 Breakdown of Friends & Family test responses for Q3 for North Yorkshire (NY) locality.



90% of patients who completed the survey in NY services said they would recommend our services to friends and family if they needed them.

Table 4 Breakdown of Friends & Family test responses for Q3 for Teesside locality.



91% of patients who completed the survey in Teesside services said they would recommend our services to friends and family if they needed them.

3. FFT Scores broken down by Service

This information can be made available on request by contacting:

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