

Cambridge University Hospital Friends and Family Test Scores

Q1 April 2016-June 2016

Friends and Family scores are reported for inpatients & day cases (1 submission), A&E and Outpatients

Inpatient & Day Cases	% Recommend	% Not Recommend	Response Rate
APR	96.6%	1.3%	14%
MAY	97.2%	1.1%	15.2%
JUN	96%	1.1%	11.2%
Q1	96.6%	1.2%	13.2%

Emergency Department Adult and Paediatric	% Recommend	% Not Recommend	Response Rate
APR	94.1%	2%	24.1%
MAY	92%	3.6%	22.4%
JUN	89.6%	4.2%	22.7%
Q1	91.8%	3.2%	23%

Outpatients	% Recommend	% Not Recommend
APR	88.6%	4.8%
MAY	89.4%	4.2%
JUN	93.3%	4%
Q1	91.2%	4.2%

Response Rate not required by the Dept of Health

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Rosie Hospital Maternity Friends and Family scores are reported for the following services: antenatal, birth, postnatal and community midwife after discharge.

Antenatal	% Recommend	% Not Recommend
APR	94.3%	0
MAY	90.7%	1.3%
JUN	93.2%	1.7%
Q1	92.7%	1%

Response Rate not required by the Dept of Health

Birth	% Recommend	% Not Recommend	Response Rate
APR	98.7%	0	17%
MAY	100%	0	21.2%
JUN	97%	1.9%	22.5%
Q1	98.6%	0.7%	20.2%

Postnatal	% Recommend	% Not Recommend
APR	95.2%	0
MAY	94.1%	2.3%
JUN	92.5%	3%
Q1	94%	1.8%

Response Rate not required by the DOH

	% Recommend	% Not Recommend
APR	90.3%	0
MAY	97%	0
JUN	96.4%	0
Q1	94.6%	0

Response Rate not required by the Dept of Health