

## Cambridge University Hospital Friends and Family Test Scores

### Q1 April-June 2017

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

<b>Inpatient &amp; Day Cases</b>	<b>% Recommend</b>	<b>% Not Recommend</b>	<b>Response Rate</b>
APR	96.5%	1.4%	11.7%
MAY	95.8%	1.9%	10%
JUN	96%	1.3%	8.4%
<b>Q1</b>	<b>96.1%</b>	<b>1.5%</b>	<b>9.8%</b>

<b>Emergency Department Adult and Paediatric</b>	<b>% Recommend</b>	<b>% Not Recommend</b>	<b>Response Rate</b>
APR	95.2%	1.9%	21.8%
MAY	95%	2.3%	22.1%
JUN	93.4%	3.6%	21.4%
<b>Q1</b>	<b>94.5%</b>	<b>2.6%</b>	<b>21.7%</b>

<b>Outpatients</b>	<b>% Recommend</b>	<b>% Not Recommend</b>
APR	93.4%	2.5%
MAY	90.8%	4.2%
JUN	92.8%	2.6%
<b>Q1</b>	<b>92.3%</b>	<b>3.1%</b>

*Response Rate not required by the Dept of Health*

## Cambridge University Hospital Friends and Family Test Scores

### Q1 April-June 2017

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	97.3%	0%
MAY	97.6%	2.4%
JUN	96.8%	0%
<b>Q1</b>	<b>97.3%</b>	<b>0.9%</b>

*Response Rate not required by the Dept of Health*

Birth	% Recommend	% Not Recommend	Response Rate
APR	96.5%	1%	65.7%
MAY	99.6%	0%	62.5%
JUN	98.4%	0.5%	45%
<b>Q1</b>	<b>98.1%</b>	<b>0.5%</b>	<b>58%</b>

Postnatal	% Recommend	% Not Recommend
APR	96.9%	1.2%
MAY	97.7%	0.9%
JUN	91.9%	2.5%
<b>Q1</b>	<b>95%</b>	<b>1.7%</b>

*Response Rate not required by the DOH*

Community Midwife	% Recommend	% Not Recommend
APR	100%	0%
MAY	100%	0%
JUN	100%	0%
<b>Q1</b>	<b>100%</b>	<b>0%</b>

*Response Rate not required by the Dept of Health*