

Cambridge University Hospital Friends and Family Test Scores

Q2 July-September 2017

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

Inpatient & Day Cases	% Recommend	% Not Recommend	Response Rate
JUL	94.6%	2.3%	9.1%
AUG	96.8%	1.1%	8.5%
SEP	95.7%	2.4%	9.2%
Q2	95.7%	1.9%	9%

Emergency Department Adult and Paediatric	% Recommend	% Not Recommend	Response Rate
JUL	93.1%	2.6%	21.6%
AUG	94.8%	2.3%	21.9%
SEP	95.2%	1.7%	22.8%
Q2	94.3%	2.2%	22.1%

Outpatients	% Recommend	% Not Recommend
JUL	92.5%	3%
AUG	93%	2.2%
SEP	91.5%	2.5%
Q2	92.2%	2.5%

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
JUL	89.3%	0%
AUG	84.4%	2.2%
SEP	100%	0%
Q2	91%	0.9%

Response Rate not required by the Dept of Health

Birth	% Recommend	% Not Recommend	Response Rate
JUL	99%	0%	42.8%
AUG	98.5%	1.5%	29.8%
SEP	95.6%	1.5%	31.5%
Q2	97.9%	0.9%	34.8%

Postnatal	% Recommend	% Not Recommend
JUL	90.1%	2.4%
AUG	88%	4%
SEP	91.4%	3.2%
Q2	89.9%	3.2%

Response Rate not required by the DOH

Community Midwife	% Recommend	% Not Recommend
JUL	100%	0%
AUG	100%	0%
SEP	100%	0%
Q2	100%	0%

Response Rate not required by the Dept of Health