

Cambridge University Hospital Friends and Family Test Scores**Q2 July-September 2019**

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

Inpatient & Day Cases	% Recommend	% Not Recommend	Response Rate
July	96.1%	1.9%	34.0%
August	95.9%	1.9%	31.1%
September	95.9%	1.9%	30.9%
Q2 Total	96.0%	1.9%	32.0%

Emergency Department Adult and Paediatric	% Recommend	% Not Recommend	Response Rate
July	90.3%	6.6%	25.4%
August	90.5%	6.1%	24.9%
September	89.6%	6.9%	24.2%
Q2 Total	90.1%	6.5%	24.8%

Outpatients	% Recommend	% Not Recommend
July	95.2%	2.3%
August	95.1%	2.4%
September	95.9%	2.2%
Q2 Total	95.4%	2.3%

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
July	92.3%	0.0%
August	100%	0.0%
September	100%	0.0%
Q2 Total	97.4%	0.0%

Response Rate not required by the Dept of Health

Birth	% Recommend	% Not Recommend	Response Rate
July	99.2%	0.0%	29.5%
August	98.5%	0.0%	28.9%
September	98.1%	1.3%	34.9%
Q2 Total	98.6%	0.4%	31.1%

Postnatal	% Recommend	% Not Recommend
July	90.5%	2.8%
August	94.1%	2.3%
September	92.4%	2.8%
Q2 Total	92.3%	2.6%

Response Rate not required by the DOH

Community Midwife	% Recommend	% Not Recommend
July	100%	0.0%
August	100%	0.0%
September	100%	0.0%
Q2 Total	100%	0.0%

Response Rate not required by the Dept of Health