

Cambridge University Hospital Friends and Family Test Scores

Q3 October-December 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
OCT	96.1%	1.5%	10.0%
NOV	95.4%	1.7%	9.3%
DEC	94.8%	2.2%	7.7%
Q3	95.5%	1.8%	9%

Emergency Department Adult and Paediatric	% Recommend	% Not Recommend	Response Rate
OCT	93.9%	2.7%	19.1%
NOV	92.7%	2.9%	21.0%
DEC	93.3%	2.9%	21.5%
Q3	93.3%	2.8%	20.5%

Outpatients	% Recommend	% Not Recommend
OCT	92.3%	2.1%
NOV	93.6%	2.1%
DEC	92.6%	2.1%
Q3	92.9%	2.1%

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
OCT	97.7%	0%
NOV	93.2%	0%
DEC	97.9%	2.1%
Q3	96.0%	0.7%

Response Rate not required by the Dept of Health

Birth	% Recommend	% Not Recommend	Response Rate
OCT	96.1%	0.6%	51.3%
NOV	98.7%	0%	53.3%
DEC	97.8%	1.7%	53.5%
Q3	97.6%	0.7%	52.7%

Postnatal	% Recommend	% Not Recommend
OCT	91.9%	3.4%
NOV	93.6%	2.2%
DEC	90.1%	1.6%
Q3	91.9%	2.4%

Response Rate not required by the DOH

Community Midwife	% Recommend	% Not Recommend
OCT	0%	0%
NOV	100%	0%
DEC	0%	0%
Q3	100%	0%

Response Rate not required by the Dept of Health