

Cambridge University Hospital Friends and Family Test Scores NHS Foundation Trust**Q4 January-March 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
January	96.1%	1.7%	8.7%
February	96.3%	0.9%	10%
March	95.8%	2.1%	10.9%
Q4	96.1%	1.6%	9.9%

Emergency Department Adult and Paediatric	% Recommend	% Not Recommend	Response Rate
January	92%	3.3%	22.1%
February	92.1%	4.1%	21.7%
March	90.6%	4%	20.8%
Q4	91.5%	3.8%	21.6%

Outpatients	% Recommend	% Not Recommend
January	92.4%	1.9%
February	93.7%	2.3%
March	94.1%	2.3%
Q4	93.4%	2.2%

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
January	88.5%	0%
February	93.9%	0%
March	89.5%	5.3%
Q4	90.7%	1.8%

Response Rate not required by the Dept of Health

Birth	% Recommend	% Not Recommend	Response Rate
January	98.8%	0%	35.7%
February	97.9%	1%	26.6%
March	99.3%	0%	33.7%
Q4	98.7%	0.3%	32%

Postnatal	% Recommend	% Not Recommend
January	88.8%	3.4%
February	90.4%	1.8%
March	91.2%	2.5%
Q4	90.1%	2.5%

Response Rate not required by the DOH

Community Midwife	% Recommend	% Not Recommend
January	100%	0%
February	80%	20%
March	100%	0%
Q4	93.3%	6.7%

Response Rate not required by the Dept of Health