

## Cambridge University Hospital Friends and Family Test Scores

### Q4 January-March 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>
JAN	96.5%	1.5%	8%
FEB	96.5%	1.3%	8.9%
MAR	95.9%	1.4%	10.6%
<b>Q4</b>	<b>96.2%</b>	<b>1.4%</b>	<b>9.2%</b>

<b>Emergency Department Adult and Paediatric</b>	<b>% Recommend</b>	<b>% Not Recommend</b>	<b>Response Rate</b>
JAN	93.9%	1.8%	23.1%
FEB	93%	3.1%	22.8%
MAR	94.4%	2.4%	23.2%
<b>Q4</b>	<b>93.8%</b>	<b>2.4%</b>	<b>23.1%</b>

<b>Outpatients</b>	<b>% Recommend</b>	<b>% Not Recommend</b>
JAN	96.9%	1.1%
FEB	96.5%	1.4%
MAR	96%	2%
<b>Q4</b>	<b>96.3%</b>	<b>1.6%</b>

*Response Rate not required by the Dept of Health*

## Cambridge University Hospital Friends and Family Test Scores

### Q4 January-March 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
JAN	91.5%	3.3%
FEB	94.4%	0%
MAR	87.8%	0%
<b>Q4</b>	<b>90.7%</b>	<b>1.7%</b>

*Response Rate not required by the Dept of Health*

Birth	% Recommend	% Not Recommend	Response Rate
JAN	99.1%	0.8%	25.1%
FEB	98.9%	0%	24.7%
MAR	98.1%	0.6%	36.1%
<b>Q4</b>	<b>98.6%</b>	<b>0.5%</b>	<b>28.7%</b>

Postnatal	% Recommend	% Not Recommend
JAN	95.6%	3.1%
FEB	90.6%	3.4%
MAR	91.4%	1.2%
<b>Q4</b>	<b>92.7%</b>	<b>2.5%</b>

*Response Rate not required by the DOH*

Community Midwife	% Recommend	% Not Recommend
JAN	100%	0%
FEB	100%	0%
MAR	100%	0%
<b>Q4</b>	<b>100%</b>	<b>0%</b>

*Response Rate not required by the Dept of Health*