

## Cambridge University Hospital Friends and Family Test Scores

### Q4 January-March 2018

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	93.9%	1.9%	8.3%
FEB	96.0%	2.3%	9.1%
MAR	96.5%	0.8%	7.4%
<b>Q4</b>	<b>95.4%</b>	<b>1.7%</b>	<b>8.2%</b>

<b>Emergency Department Adult and Paediatric</b>	<b>% Recommend</b>	<b>% Not Recommend</b>	<b>Response Rate</b>
JAN	93.9%	2.1%	20.7%
FEB	91.0%	4.8%	18.8%
MAR	90.2%	4.4%	20.8%
<b>Q4</b>	<b>91.7%</b>	<b>3.7%</b>	<b>20.2%</b>

<b>Outpatients</b>	<b>% Recommend</b>	<b>% Not Recommend</b>
JAN	94.1%	1.6%
FEB	94.6%	1.7%
MAR	94.1%	2.0%
<b>Q4</b>	<b>94.2%</b>	<b>1.8%</b>

*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
JAN	88.0%	0%
FEB	90.0%	0%
MAR	95.5%	0%
<b>Q4</b>	<b>91.0%</b>	<b>0%</b>

*Response Rate not required by the Dept of Health*

Birth	% Recommend	% Not Recommend	Response Rate
JAN	100%	0%	46.7%
FEB	98.6%	0.7%	35.8%
MAR	97.1%	0.7%	28.4%
<b>Q4</b>	<b>98.8%</b>	<b>0.4%</b>	<b>36.7%</b>

Postnatal	% Recommend	% Not Recommend
JAN	93.7%	1.5%
FEB	89.1%	2.6%
MAR	88.8%	3.6%
<b>Q4</b>	<b>90.6%</b>	<b>2.6%</b>

*Response Rate not required by the DOH*

Community Midwife	% Recommend	% Not Recommend
JAN	100%	0%
FEB	100%	0%
MAR	40.0%	20.0%
<b>Q4</b>	<b>70.0%</b>	<b>10.0%</b>

*Response Rate not required by the Dept of Health*