

The Friends and Family Test - Oct-2018

WARDS	1. Extremely Likely						2. Likely						3. Neither likely or unlikely						4. Unlikely						5. Extremely unlikely						6. Don't know						Total number of responses	Total eligible	Percentage of Responses	Percentage 'Extremely likely to recommend'	Jul-18	Aug-18	Sep-18	Percentage recommend	% recommend from Oct '17	Percentage not recommend	% Not recommend from Oct '17	Trendline for recommendation
	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6	1	2	3	4	5	6												
<b>A&amp;E</b>	<b>418</b>	<b>111</b>	<b>33</b>	<b>21</b>	<b>23</b>	<b>4</b>	<b>610</b>	<b>3252</b>	<b>18.8%</b>	<b>68.5%</b>	<b>88.1%</b>	<b>88.2%</b>	<b>85.6%</b>	<b>86.7%</b>	<b>86.6%</b>	<b>7.2%</b>	<b>7.6%</b>																															
A&E	409	109	33	20	23	3	597	2034	29.4%	68.5%	88.1%	88.2%	85.5%	86.8%	87.0%	7.2%	7.7%																															
A&E Paediatrics	9	2	0	1	0	1	13	1218	1.1%	69.2%	87.5%	90.0%	100.0%	84.6%	75.0%	7.7%	4.2%																															
<b>Inpatients (including day cases)</b>	<b>1254</b>	<b>186</b>	<b>21</b>	<b>15</b>	<b>20</b>	<b>6</b>	<b>1502</b>	<b>3926</b>	<b>38.3%</b>	<b>83.5%</b>	<b>97.1%</b>	<b>95.6%</b>	<b>96.1%</b>	<b>95.9%</b>	<b>96.7%</b>	<b>2.3%</b>	<b>1.1%</b>																															
Albury	18	4	1	1	0	0	24	70	34.3%	75.0%	96.4%	87.1%	100.0%	91.7%	96.4%	4.2%	1.8%																															
Bramshott	89	24	2	1	0	0	116	145	80.0%	76.7%	98.1%	98.3%	91.7%	100.0%	0.9%	0.0%																																
Cardiac Day Ward	43	1	0	0	0	0	44	58	75.9%	97.7%	96.8%	88.9%	100.0%	100.0%	100.0%	0.0%	0.0%																															
CCU	23	1	0	0	0	0	24	22	109.1%	95.8%	100.0%	90.9%	96.4%	100.0%	0.0%	0.0%																																
Clandon	77	15	4	2	1	1	100	144	69.4%	77.0%	96.4%	99.1%	90.9%	92.0%	95.5%	3.0%	1.1%																															
Compton	68	23	1	2	2	1	97	231	42.0%	70.1%	97.8%	94.8%	94.9%	93.8%	96.9%	4.1%	0.8%																															
<b>DAY SURGERY UNIT</b>	<b>67</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>75</b>	<b>577</b>	<b>13.0%</b>	<b>89.3%</b>	<b>96.9%</b>	<b>95.7%</b>	<b>95.8%</b>	<b>96.0%</b>	<b>96.2%</b>	<b>2.7%</b>	<b>1.0%</b>																															
Eashing	23	2	0	0	0	0	25	43	58.1%	92.0%	85.7%	93.3%	90.0%	100.0%	100.0%	0.0%	0.0%																															
Elstead	31	6	0	0	0	0	37	56	66.1%	83.8%	100.0%	100.0%	93.3%	100.0%	93.1%	0.0%	3.4%																															
EAU	99	23	7	1	2	1	133	201	66.2%	74.4%	89.5%	83.1%	97.0%	91.7%	86.2%	2.3%	6.2%																															
Endoscopy	394	22	0	2	1	1	420	975	43.1%	93.8%	98.5%	98.9%	98.3%	99.0%	99.2%	0.0%	0.8%																															
Ewhurst	35	6	1	0	2	0	44	87	50.6%	79.5%	100.0%	96.4%	100.0%	93.2%	97.4%	4.5%	0.0%																															
Frensham	43	9	1	1	0	0	54	75	72.0%	79.6%	98.4%	85.5%	90.7%	96.3%	95.2%	1.9%	1.2%																															
HASCOMBE	30	6	0	2	5	0	43	390	11.0%	69.8%	100.0%	97.2%	94.4%	83.7%	95.8%	16.3%	0.0%																															
Hindhead	15	5	0	0	0	1	21	57	36.8%	71.4%	100.0%	90.5%	100.0%	95.2%	100.0%	0.0%	0.0%																															
Hindhead Step Down	1	1	0	0	0	0	2	1	200.0%	50.0%			100.0%	100.0%	0.0%	0.0%																																
Medical Day Unit	21	0	0	0	0	0	21	273	7.7%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																															
Merrow	33	7	0	0	1	1	42	67	62.7%	78.6%	96.6%	91.3%	91.9%	95.2%	96.9%	2.4%	1.6%																															
Millbridge	19	9	0	1	1	0	30	70	42.9%	63.3%	96.2%	98.5%	100.0%	93.3%	100.0%	6.7%	0.0%																															
Onslow	34	7	1	0	0	0	42	80	52.5%	81.0%	92.3%	94.7%	91.7%	97.6%	94.0%	0.0%	5.3%																															
SCBU	9	0	0	0	0	0	9	14	64.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																															
SSSU	69	9	2	1	4	0	85	246	34.6%	81.2%	94.7%	94.9%	94.0%	93.8%	91.6%	5.9%	2.1%																															
Wisley	13	1	0	0	0	0	14	44	31.8%	92.9%	93.3%	100.0%	100.0%	100.0%	87.5%	0.0%	0.0%																															
<b>Maternity</b>	<b>263</b>	<b>60</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>333</b>			<b>79.0%</b>	<b>99.5%</b>	<b>97.0%</b>	<b>96.4%</b>	<b>97.0%</b>	<b>96.9%</b>	<b>1.5%</b>	<b>0.6%</b>																															
Antenatal	99	34	3	1	0	0	137			72.3%	96.2%	92.3%	98.2%	97.1%	95.2%	0.7%	4.8%																															
Birthing Unit	26	2	0	0	0	0	28	246	11.4%	92.9%	100.0%	100.0%	96.2%	100.0%	96.7%	0.0%	0.0%																															
Postnatal community	53	10	1	1	2	0	67			79.1%	100.0%	100.0%	96.1%	94.0%	93.8%	4.5%	0.0%																															
Postnatal ward	85	14	1	1	0	0	101			84.2%	100.0%	96.5%	95.5%	98.0%	99.3%	1.0%	0.0%																															
<b>Outpatients</b>	<b>1559</b>	<b>281</b>	<b>60</b>	<b>39</b>	<b>32</b>	<b>15</b>	<b>1986</b>			<b>78.5%</b>	<b>92.1%</b>	<b>92.0%</b>	<b>92.2%</b>	<b>92.6%</b>	<b>93.6%</b>	<b>3.6%</b>	<b>3.1%</b>																															
ACUTE INTERNAL MEDICINE	5	2	0	0	0	0	7			71.4%	100.0%		85.7%	100.0%		0.0%																																
ANAESTHETICS	13	2	0	1	1	0	17			76.5%	100.0%	86.7%	100.0%	88.2%	86.7%	11.8%	6.7%																															
AUDILOGICAL MEDICINE	6	3	1	0	0	0	10			60.0%	87.5%	100.0%	83.3%	90.0%	94.4%	0.0%	5.6%																															
AUDIOLOGY	12	4	0	0	0	0	16			75.0%	100.0%	98.9%	92.3%	100.0%	96.8%	0.0%	3.2%																															
CARDIOLOGY	92	19	9	1	1	3	125			73.6%	92.7%	100.0%	95.8%	88.8%	92.9%	1.6%	0.0%																															
CHEMICAL PATHOLOGY	9	2	0	0	0	0	11			81.8%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																															
CHILWORTH	16	1	0	0	0	0	17			94.1%	100.0%	100.0%	100.0%	100.0%	75.0%	0.0%	12.5%																															
CLINICAL IMMUNOLOGY & ALLERGY	11	2	1	1	0	1	16			68.8%	94.7%	75.0%	89.5%	81.3%	90.9%	6.3%	0.0%																															
CLINICAL NEUROPHYSIOLOGY	18	2	0	0	1	0	21			85.7%	94.4%	100.0%	100.0%	95.2%	94.1%	4.8%	5.9%																															
DIAB & ENDOCRINOLOGY	14	2	1	1	1	0	19			73.7%	81.8%	89.7%	90.0%	84.2%	91.1%	10.5%	5.4%																															
ENT	85	16	3	2	2	1	109			78.0%	96.7%	88.8%	92.9%	92.7%	95.6%	3.7%	1.9%																															
GASTROENTEROLOGY	35	6	0	2	0	0	43			81.4%	85.4%	83.0%	90.7%	95.3%	90.9%	4.7%	4.5%																															
GENERAL MEDICINE	15	2	1	0	1	1	20			75.0%	88.6%	69.0%	95.8%	85.0%	92.9%	5.0%	3.6%																															
GENERAL SURGERY	180	38	7	4	2	1	232			77.6%	92.1%	93.8%	91.3%	94.0%	93.8%	2.6%	2.7%																															
GYNAECOLOGY	65	13	1	2	2	0	83			78.3%	91.5%	90.4%	95.8%	94.0%	91.8%	4.8%	5.2%																															
HAEMATOLOGY (CLINICAL)	20	2	0	0	0	0	22			90.9%	90.0%	100.0%	91.7%	100.0%	100.0%	0.0%	0.0%																															
MAX-FAC & ORTHODONTICS	80	17	2	2	0	1	102			78.4%	87.6%	87.2%	88.0%	95.1%	94.2%	2.0%	3.2%																															
NEUROLOGY	19	7	0	0	0	1	27			70.4%	80.8%	75.0%	90.5%	96.3%	100.0%	0.0%	0.0%																															
ONCOLOGY	21	4	1	0	0	0	26			80.8%	97.4%	85.0%	93.5%	96.2%	91.9%	0.0%	8.1%																															
OP - PAEDIATRICS	34	1	0	0	1	1	37			91.9%	100.0%	100.0%	86.4%	94.6%	97.5%	2.7%	0.0%																															
OPHTHALMOLOGY	185	32	6	6	3	4	236			78.4%	90.1%	90.9%	89.5%	91.9%	94.4%	3.8%	3.5%																															
PHLEBOTOMY	19	4	1	0	1	0	25			76.0%	100.0%	89.5%	90.9%	92.0%	100.0%	4.0%	0.0%																															
PHYSIOTHERAPY OPD	87	12	0	1	1	0	101			86.1%	97.9%	98.3%	95.2%	98.0%	97.2%	2.0%	0.7%																															
PLASTIC SURGERY	9	0	0	0	0	0	9			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																															
PRE ASSESSMENT	80	9	1	1	0	0	91			87.9%	96.1%	93.2%	96.1%	97.8%	95.0%	1.1%	2.5%																															
RADIOTHERAPY	48	4	1	1	2	0	56			85.7%	100.0%	96.5%	94.5%	92.9%	96.2%	5.4%	0.0%																															
RESPIRATORY MEDICINE	57	15	1	0	1	0	74			77.0%	93.6%	95.7%	96.8%	97.3%	95.3%	1.4%	1.6%																															
RHEUMATOLOGY	26	2	5	0	1	0	34			76.5%	97.4%	84.4%	93.9%	82.4%	98.1%	2.9%	1.9%																															
TRAUMA & ORTHOPAEDICS	176	37	7	6	9	0	235			74.9%	88.9%	92.3%	90.0%	90.6%	92.2%	6.4%	4.2%																															
UROLOGY	122	21	11	8	2	1	165			73.9%	92.7%	95.9%	89.7%	86.7%	88.2%	6.1%	5.6%																															
<b>Community</b>	<b>134</b>	<b>11</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>152</b>			<b>88.2%</b>	<b>98.1%</b>	<b>99.2%</b>	<b>99.0%</b>	<b>95.4%</b>		<b>1.3%</b>																																
CRT	7	1	0	0	0	0	8			87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																															
DATC	15	0	0	0	0	0	15			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																															
Elizabeth Ward	3	2	0	0	0	0	5					100.0%		100.0%		0.0%	0.0%																															
Godwin Ward	1	0	0	0	0	0	1					100.0%		100.0%		0.0%	0.0%																															
Holly Ward	3	1	0	0	0	0	4			75.0%	100.0%			100.0%		0.0%	0.0%																															
Lymphoedema	7	1	0	0	0	0	8			87.5%		100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																															
MIU	76	6	2	0	2	0	86			88.4%	97.7%	90.8%	93.7%	95.3%		2.3%	0.0%																															
Oak Ward	9	0	1	0	0	0	10																																									