

The Friends and Family Test - Dec- 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	Sep-18	Oct-18	Nov-18	Percentage recommend	% recommend from Dec '17	Percentage not recommend	% Not recommend from Dec '17
	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											
A&E	437	87	18	20	42	8	612	3072	19.9%	71.4%	85.6%	86.7%	83.1%	85.6%	84.9%	10.1%	9.0%																														
A&E	436	87	18	20	42	8	611	3072	31.6%	71.4%	85.5%	86.8%	83.1%	85.6%	85.3%	10.1%	8.9%																														
A&E Paediatrics	1	0	0	0	0	0	1	1139	0.1%	100.0%	100.0%	84.6%	83.3%	100.0%	66.7%	0.0%	11.1%																														
Inpatients (including day cases)	931	138	27	11	8	6	1121	3627	30.9%	83.1%	96.1%	95.9%	95.7%	95.4%	95.9%	1.7%	1.6%																														
Albury	24	2	1	0	2	0	29	90	32.2%	82.8%	100.0%	91.7%	100.0%	89.7%	100.0%	6.9%	0.0%																														
Bramshott	53	9	1	1	0	0	64	115	55.7%	82.8%	91.7%	97.4%	96.7%	96.9%	99.0%	1.6%	0.0%																														
Cardiac Day Ward	30	0	0	0	0	0	30	44	68.2%	100.0%	100.0%	100.0%	96.3%	100.0%	100.0%	0.0%	0.0%																														
CCU	17	0	0	0	1	0	18	29	62.1%	94.4%	96.4%	100.0%	100.0%	94.4%	100.0%	5.6%	0.0%																														
Clandon	64	12	2	1	1	0	80	227	35.2%	80.0%	90.9%	92.0%	89.9%	95.0%	96.3%	2.5%	2.5%																														
Compton	53	9	4	0	1	2	69	210	32.9%	76.8%	94.9%	93.8%	92.7%	89.9%	96.6%	1.4%	1.7%																														
DAY SURGERY UNIT	31	3	0	0	0	0	34	364	9.3%	91.2%	95.8%	96.0%	96.9%	100.0%	99.0%	0.0%	0.0%																														
Eashing	18	6	2	1	1	0	28	68	41.2%	64.3%	90.0%	100.0%	80.0%	85.7%	90.0%	7.1%	7.5%																														
Elstead	29	9	2	0	0	0	40	66	60.6%	72.5%	93.3%	100.0%	93.0%	95.0%	94.7%	0.0%	2.6%																														
EAU	76	18	0	0	0	1	95	196	48.5%	80.0%	97.0%	91.7%	97.0%	98.9%	87.5%	0.0%	4.2%																														
Endoscopy	273	19	4	1	0	1	298	806	37.0%	91.6%	98.3%	99.0%	99.1%	98.0%	97.0%	0.3%	0.5%																														
Ewhurst	24	4	0	1	0	1	30	75	40.0%	80.0%	100.0%	93.2%	96.3%	93.3%	97.3%	3.3%	0.0%																														
Frensham	44	6	4	0	0	1	55	119	46.2%	80.0%	90.7%	96.3%	98.1%	90.9%	96.1%	0.0%	2.6%																														
HASCOMBE	17	2	1	2	0	0	22	389	5.7%	77.3%	94.4%	83.7%	93.8%	86.4%	100.0%	9.1%	0.0%																														
Hindhead	13	2	1	0	0	0	16	44	36.4%	81.3%	100.0%	95.2%	80.0%	93.8%	89.5%	0.0%	5.3%																														
Hindhead Step Down	3	2	1	0	0	0	6	53	11.3%	50.0%	100.0%	100.0%	100.0%	83.3%	83.3%	0.0%	0.0%																														
Medical Day Unit	28	2	1	0	0	0	31	210	14.8%	90.3%	100.0%	100.0%	90.0%	96.8%	100.0%	0.0%	0.0%																														
Mirror	32	8	2	0	0	0	42	92	45.7%	76.2%	91.9%	95.2%	97.8%	95.2%	96.4%	0.0%	0.0%																														
Millbridge	29	12	1	1	0	0	43	99	43.4%	67.4%	100.0%	93.3%	93.9%	95.3%	94.5%	2.3%	4.1%																														
Onslow	18	5	0	0	2	0	25	100	25.0%	72.0%	91.7%	97.6%	96.2%	92.0%	100.0%	8.0%	0.0%																														
SCBU	2	0	0	0	0	0	2	11	18.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																														
SSSU	43	8	0	3	0	0	54	194	27.8%	79.6%	94.0%	91.8%	86.4%	94.4%	88.2%	5.6%	2.9%																														
Wisley	10	0	0	0	0	0	10	26	38.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																														
Maternity	121	14	3	0	3	0	141		85.8%	96.4%	97.0%	98.5%	95.7%	93.3%	2.1%	2.2%																															
Antenatal	16	3	2	0	1	0	22		72.7%	98.2%	97.1%	97.5%	86.4%	82.2%	4.5%	4.4%																															
Birthing Unit	13	0	0	0	0	0	13	188	6.9%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																														
Postnatal community	34	3	0	0	1	0	38			89.5%	96.1%	94.0%	97.1%	97.4%	92.1%	2.6%	5.3%																														
Postnatal ward	58	8	1	0	1	0	68			85.3%	95.5%	98.0%	100.0%	97.1%	98.8%	1.5%	0.0%																														
Outpatients	1158	191	34	30	48	8	1469		78.8%	92.2%	92.6%	92.4%	91.8%	93.7%	5.3%	3.3%																															
ANAESTHETICS	12	3	1	0	0	0	16			75.0%	100.0%	88.2%	100.0%	93.8%	100.0%	0.0%	0.0%																														
AUDIOLOGICAL MEDICINE	5	1	0	0	0	0	6			83.3%	83.3%	90.0%	100.0%	100.0%	100.0%	0.0%	0.0%																														
AUDIOLOGY	7	2	0	0	1	0	10			70.0%	92.3%	100.0%	100.0%	90.0%	88.9%	10.0%	0.0%																														
CARDIOLOGY	63	10	0	2	2	0	77			81.8%	95.8%	88.8%	89.3%	94.8%	100.0%	5.2%	0.0%																														
CHEMICAL PATHOLOGY	5	2	0	0	1	0	8			62.5%	100.0%	100.0%	90.0%	87.5%	100.0%	12.5%	0.0%																														
CLINICAL IMMUNOLOGY & ALLERG	17	5	1	1	2	0	26			65.4%	89.5%	81.3%	79.2%	84.6%	80.0%	11.5%	10.0%																														
CLINICAL NEUROPHYSIOLOGY	9	4	0	0	1	0	14			64.3%	100.0%	95.2%	86.7%	92.9%	100.0%	7.1%	0.0%																														
DIAB & ENDOCRINOLOGY	14	5	0	0	1	0	20			70.0%	90.0%	84.2%	87.5%	95.0%	76.9%	5.0%	0.0%																														
ENT	48	8	1	0	3	0	60			80.0%	92.9%	92.7%	95.6%	93.3%	90.2%	5.0%	4.9%																														
GASTROENTEROLOGY	16	5	0	0	0	0	21			76.2%	90.7%	95.3%	85.0%	100.0%	95.8%	0.0%	0.0%																														
GENERAL MEDICINE	13	4	0	0	0	0	17			76.5%	95.8%	85.0%	100.0%	100.0%	92.3%	0.0%	0.0%																														
GENERAL SURGERY	168	20	3	6	8	1	206			81.6%	91.3%	94.0%	93.9%	91.3%	98.0%	6.8%	2.0%																														
GYNACOELOGY	33	3	1	1	3	1	42			78.6%	95.8%	94.0%	91.5%	85.7%	91.7%	9.5%	6.3%																														
HAEMATOLOGY (CLINICAL)	17	2	1	0	0	0	20			85.0%	91.7%	100.0%	84.6%	95.0%	100.0%	0.0%	0.0%																														
MAX-FAC & ORTHODONTICS	85	12	6	3	2	0	108			78.7%	88.0%	95.1%	88.8%	89.8%	93.9%	4.6%	2.4%																														
NEUROLOGY	13	2	0	0	1	0	16			81.3%	90.5%	96.3%	94.1%	93.8%	75.0%	6.3%	0.0%																														
ONCOLOGY	12	3	0	0	0	0	15			80.0%	93.5%	96.2%	96.0%	100.0%	100.0%	0.0%	0.0%																														
OP - PAEDIATRICS	7	2	0	0	0	0	9			77.8%	86.4%	94.6%	94.1%	100.0%	100.0%	0.0%	0.0%																														
OPHTHALMOLOGY	126	22	7	3	5	0	163			77.3%	89.5%	91.9%	92.0%	90.8%	91.1%	4.9%	4.8%																														
PHLEBOTOMY	8	0	0	0	0	0	8			100.0%	90.9%	92.0%	100.0%	100.0%	50.0%	0.0%	0.0%																														
PHYSIOTHERAPY OPD	73	4	0	1	1	2	81			90.1%	95.2%	98.0%	94.1%	95.1%	95.3%	2.5%	2.4%																														
PLASTIC SURGERY	7	1	0	0	0	0	8			87.5%	100.0%	100.0%	88.9%	100.0%	50.0%	0.0%	50.0%																														
PRE ASSESSMENT	52	5	1	0	0	0	58			89.7%	96.1%	97.8%	96.7%	98.3%	93.2%	0.0%	5.4%																														
RADIOLOGY	1	0	0	0	0	0	1			100.0%				100.0%	100.0%	0.0%	0.0%																														
RADIOTHERAPY	52	6	2	0	0	0	60			86.7%	94.5%	92.9%	98.8%	96.7%	93.6%	0.0%	0.0%																														
RESPIRATORY MEDICINE	41	10	0	1	3	1	56			73.2%	96.8%	97.3%	95.3%	91.1%	92.0%	7.1%	4.0%																														
RHEUMATOLOGY	25	7	1	2	2	1	38			65.8%	93.9%	82.4%	95.3%	84.2%	100.0%	10.5%	0.0%																														
TRAUMA & ORTHOPAEDICS	127	25	3	5	7	2	169			75.1%	90.0%	90.6%	90.9%	89.9%	91.1%	7.1%	6.4%																														
UROLOGY	102	18	6	5	5	0	136			75.0%	89.7%	86.7%	92.9%	88.2%	93.1%	7.4%	5.2%																														
Community	100	12	2	1	0	0	115		87.0%	99.0%	95.4%	96.4%	97.4%		0.9%																																
CRT	2	0	0	0	0	0	2			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																														
Holly Ward	4	2	0	0	0	0	6			66.7%		100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																														
Lymphoedema	21	1	0	0	0	0	22			95.5%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																														
MIU	61	6	2	0	0	0	69	473	14.6%	88.4%	93.7%	95.3%	95.2%	97.1%	100.0%	0.0%	0.0%																														
MSK Direct Access	7	1	0	0	0	0	8			87.5%				100.0%	100.0%	0.0%	0.0%																														
Oak Ward	2	0	0	0	0	0	2			100.0%		90.0%	100.0%	100.0%	100.0%	0.0%	0.0%																														
Occupational Therapy	1	0	0	0	0	0	1			100.0%		100.0%	100.0%	100.0%	100.0%	0.0%	0.0%																														
Rapid Response	4	2	0	1	0	0	7			57.1%	100.0%	83.3%	88.9%	85.7%		14.3%																															

Trustwide	1368	225	45	31	50	14	1733	6699	25.9%	78.9%	93.0%	93.2%	92.2%	91.9%	92.9%	4.7%	3.6%
Day Cases	362	24	5	1	0	1	393	1424	27.6%	92.1%	98.2%	98.8%	98.3%	98.2%	98.1%	0.3%	0.3%