

The Friends and Family Test - Jan 2019

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	Oct-18	Nov-18	Dec-18	Percentage recommend	% recommend from Jan '18	Percentage not recommend	% Not recommend from Jan '18	Trendline for recommendation																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																			
	413	115	26	28	28	7	617	1886	32.7%	66.9%	86.7%	83.1%	85.6%	85.6%	87.9%	9.1%	7.8%	400	113	25	27	28	7	600	640	93.8%	66.7%	86.8%	83.1%	85.6%	85.5%	87.8%	9.2%	7.9%	13	2													1	1	0	0	17	1246	1.4%	76.5%	84.6%	83.3%	100.0%	88.2%	100.0%	5.9%	0.0%	1124	155	24	14	12	13	1342	3912	34.3%	83.8%	95.9%	95.7%	95.4%	95.3%	96.7%	1.9%	1.5%	15	1	1	0	1	1	19	58	32.8%	78.9%	91.7%	100.0%	89.7%	84.2%	90.9%	5.3%	4.5%	44	11	1	2	0	0	58	105	55.2%	75.9%	97.4%	96.7%	96.9%	94.8%	90.5%	3.4%	7.1%	46	6	0	0	0	0	53	61	86.9%	86.8%	100.0%	96.3%	100.0%	98.1%	100.0%	0.0%	0.0%	22	4	0	0	1	0	27	28	96.4%	81.5%	100.0%	100.0%	94.4%	96.3%	100.0%	3.7%	0.0%	71	15	1	0	1	4	92	196	46.9%	77.2%	92.0%	89.9%	95.0%	93.5%	97.5%	1.1%	0.0%	81	26	3	1	1	0	112	248	45.2%	72.3%	93.8%	92.7%	89.9%	95.5%	96.5%	1.8%	2.7%	59	1	0	1	0	0	61	543	11.2%	96.7%	96.0%	96.9%	100.0%	98.4%	98.9%	1.6%	0.0%	17	6	0	0	0	0	23	50	46.0%	73.9%	100.0%	80.0%	85.7%	100.0%	97.2%	0.0%	0.0%	24	5	0	1	0	1	31	53	58.5%	77.4%	100.0%	93.0%	95.0%	93.5%	96.4%	3.2%	0.0%	60	20	3	2	1	2	88	218	40.4%	68.2%	91.7%	97.0%	98.9%	90.9%	96.0%	3.4%	2.0%	442	20	2	0	2	2	468	967	48.4%	94.4%	99.0%	99.1%	98.0%	98.7%	99.1%	0.4%	0.6%	18	0	1	1	0	0	20	75	26.7%	90.0%	93.2%	96.3%	93.3%	90.0%	98.3%	5.0%	1.7%	21	4	2	0	0	0	27	74	36.5%	77.8%	96.3%	98.1%	90.9%	92.6%	90.0%	0.0%	4.0%	12	1	1	0	0	0	14	377	3.7%	85.7%	83.7%	93.8%	86.4%	92.9%	96.9%	0.0%	1.6%	5	2	0	0	0	0	7	39	17.9%	71.4%	95.2%	80.0%	93.8%	100.0%	91.3%	0.0%	4.3%	3	1	0	0	0	0	4	50	8.0%	75.0%	100.0%	100.0%	83.3%	100.0%	100.0%	0.0%	0.0%	36	1	0	0	0	1	38	291	13.1%	94.7%	100.0%	90.0%	96.8%	97.4%	97.9%	0.0%	0.0%	26	10	2	0	0	0	38	69	55.1%	68.4%	95.2%	97.8%	95.2%	94.7%	96.1%	0.0%	2.0%	22	2	1	0	0	0	25	61	41.0%	88.0%	93.3%	93.9%	95.3%	96.0%	91.5%	0.0%	5.1%	16	1	2	1	2	0	22	111	19.8%	72.7%	97.6%	96.2%	92.0%	77.3%	100.0%	13.6%	0.0%	6	0	0	0	0	0	6	19	31.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	66	16	3	5	3	1	94	193	48.7%	70.2%	91.8%	86.4%	94.4%	87.2%	94.3%	8.5%	0.0%	12	2	1	0	0	0	15	26	57.7%	80.0%	100.0%	100.0%	100.0%	93.3%	90.0%	0.0%	5.0%	175	17	1	0	0	0	193			90.7%	97.0%	98.5%	95.7%	99.5%	97.8%	0.0%	1.3%	38	14	0	0	0	0	52			73.1%	97.1%	97.5%	86.4%	100.0%	97.5%	0.0%	1.2%	22	0	0	0	0	0	22	231	9.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	48	0	1	0	0	0	49			98.0%	94.0%	97.1%	97.4%	98.0%	98.1%	0.0%	1.9%	67	3	0	0	0	0	70			95.7%	98.0%	100.0%	97.1%	100.0%	97.3%	0.0%	1.4%	1576	283	65	43	42	7	2016			78.2%	92.6%	92.4%	91.8%	92.2%	93.5%	4.2%	2.8%	ACUTE INTERNAL MEDICINE									#DIV/0!	100.0%			#DIV/0!		#DIV/0!			ANAESTHETICS	20	2	0	1	1	24			83.3%	88.2%	100.0%	93.8%	91.7%	100.0%	8.3%	0.0%	AUDIOLOGICAL MEDICINE	9	0	0	1	0	10			90.0%	90.0%	100.0%	100.0%	90.0%	100.0%	0.0%	10.0%	AUDIOLOGY	1	0	0	0	0	1			100.0%	100.0%	100.0%	90.0%	100.0%	100.0%	0.0%	0.0%	CARDIOLOGY	106	17	4	2	4	133			79.7%	88.8%	89.3%	94.8%	92.5%	91.6%	4.5%	4.2%	CHEMICAL PATHOLOGY	18	0	0	0	0	18			100.0%	100.0%	90.0%	87.5%	100.0%	100.0%	0.0%	0.0%	CHILWORTH	6	4	0	0	0	10			60.0%	100.0%	69.2%		100.0%	90.9%	0.0%	0.0%	CLINICAL IMMUNOLOGY & ALLERGY	19	4	3	1	1	28			67.9%	81.3%	79.2%	84.6%	82.1%	81.5%	7.1%	7.4%	CLINICAL NEUROPHYSIOLOGY	18	1	0	1	0	20			90.0%	95.2%	86.7%	92.9%	95.0%	86.7%	5.0%	0.0%	DIAB & ENDOCRINOLOGY	9	3	0	1	0	13			69.2%	84.2%	87.5%	95.0%	92.3%	90.3%	7.7%	3.2%	ENT	80	13	3	1	2	99			80.8%	92.7%	95.6%	93.3%	93.9%	90.7%	3.0%	6.7%	GASTROENTEROLOGY	48	8	1	1	0	58			82.8%	95.3%	85.0%	100.0%	96.6%	90.0%	1.7%	3.3%	GENERAL MEDICINE	19	4	1	0	2	26			73.1%	85.0%	100.0%	100.0%	88.5%	92.9%	7.7%	0.0%	GENERAL SURGERY	184	39	6	4	4	238			77.3%	94.0%	93.9%	91.3%	93.7%	96.9%	3.4%	1.8%	GERIATRIC MEDICINE									#DIV/0!				#DIV/0!		#DIV/0!			GYNAECOLOGY	68	8	1	1	3	81			84.0%	94.0%	91.5%	85.7%	93.8%	84.6%	4.9%	12.3%	HAEMATOLOGY (CLINICAL)	17	3	0	0	2	22			77.3%	100.0%	84.6%	95.0%	100.0%	100.0%	9.1%	0.0%	MAX-FAC & ORTHODONTICS	95	17	4	6	2	125			76.0%	95.1%	88.8%	89.8%	89.6%	93.4%	6.4%	1.3%	NEUROLOGY	23	3	2	2	0	30			76.7%	96.3%	94.1%	93.8%	86.7%	76.9%	6.7%	7.7%	NUCLEAR MEDICINE	0	0	0	0	0	0			#DIV/0!				#DIV/0!	100.0%	#DIV/0!		0.0%	ONCOLOGY	28	4	1	2	0	36			77.8%	96.2%	96.0%	100.0%	88.9%	100.0%	5.6%	0.0%	OP - PAEDIATRICS	11	1	0	0	0	12			91.7%	94.6%	94.1%	100.0%	100.0%	96.1%	0.0%	0.0%	OPHTHALMOLOGY	162	50	10	4	5	231			70.1%	91.9%	92.0%	90.8%	91.8%	93.4%	3.9%	3.7%	OP-PHARMACY									#DIV/0!				#DIV/0!		#DIV/0!			PHLEBOTOMY									#DIV/0!				#DIV/0!		#DIV/0!			PHYSIOTHERAPY OPD	69	7	2	1	2	81			85.2%	98.0%	94.1%	95.1%	93.8%	99.1%	3.7%	0.0%	PLASTIC SURGERY	13	2	0	1	0	16			81.3%	100.0%	88.9%	100.0%	93.8%	76.9%	6.3%	15.4%	PRE ASSESSMENT	67	7	0	1	0	75			89.3%	97.8%	96.7%	98.3%	98.7%	97.5%	1.3%	0.8%	RADIOLOGY	2	0	0	0	0	2			100.0%				1	100.0%	0.0%	0.0%	RADIOTHERAPY	58	5	1	0	1	65			89.2%	92.9%	98.8%	96.7%	96.9%	91.7%	1.5%	0.0%	RESPIRATORY MEDICINE	53	10	1	3	1	68			77.9%	97.3%	95.3%	91.1%	92.6%	97.4%	5.9%	0.0%	RHEUMATOLOGY	50	6	3	0	1	60			83.3%	82.4%	95.3%	84.2%	93.3%	96.9%	1.7%	0.0%	TRAUMA & ORTHOPAEDICS	176	43	12	5	7	246			71.5%	90.6%	90.9%	89.9%	89.0%	94.5%	4.9%	2.7%	UROLOGY	147	22	10	4	4	188			78.2%	86.7%	92.9%	88.2%	89.9%	90.8%	4.3%	1.7%	137	15	1	1	0	0	154			89.0%	95.4%	96.4%	97.4%	98.7%		0.6%		CRT	3	0	0	0	0	3			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	DATC	22	1	0	0	0	23			95.7%	100.0%	100.0%		100.0%	100.0%	0.0%	0.0%	GODWIN WARD	2	0	0	0	0	2			100.0%	100.0%	100.0%		100.0%	100.0%	0.0%	0.0%	HOLLY WARD	11	1	1	0	0	13			81.3%	84.6%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	LYMPHOEDEMA	10	0	0	0	0	10			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	MIU	55	11	0	1	0	67			82.1%	95.3%	95.2%	97.1%	98.5%		1.5%		MSK DIRECT ACCESS	4	0	0	0	0	4			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	OAK WARD	3	0	0	0	0	3			100.0%	90.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	PHYSIOTHERAPY COMM OPD	18	1	0	0	0	19			94.7%				100.0%	100.0%	0.0%	0.0%	RAPID RESPONSE	3	0	0	0	0	3			100.0%	83.3%	88.9%	85.7%	100.0%	100.0%	0.0%	0.0%	SLT	6	1	0

Trustwide	1537	270	50	42	40	20	1959	5798	33.8%	78.5%	93.2%	92.2%	91.9%	92.2%	94.4%	4.2%	3.2%	Trendline for recommendation
Day Cases	583	28	2	1	2	4	620	1862	33.3%	94.0%	98.8%	98.3%	98.2%	98.5%	99.1%	0.5%	0.4%	
Inpatient Without Day Case	538	126	22	13	10	9	718	2000	35.9%	74.9%	94.1%	94.2%	93.9%	92.5%	95.2%	3.2%	2.2%	
Trustwide (Including Community)	1674	285	51	43	40	20	2113	3632	58.2%	79.2%	93.4%	92.6%	92.3%	92.7%	94.9%	3.9%		