

The Friends and Family Test - March 2019

| WARDS                                   | Likelihood of Recommendation |            |                               |             |                       |               | Total number of responses | Total eligible | Percentage of Responses | Percentage Extremely likely to recommend | Dec-18       | Jan-19       | Feb-19       | Percentage recommend | % recommend from March '18 | Percentage not recommend | % Not recommend from March '18 | Trendline for recommendation |
|---|------------------------------|------------|-------------------------------|-------------|-----------------------|---------------|---------------------------|----------------|-------------------------|--|--------------|--------------|--------------|----------------------|----------------------------|--------------------------|--------------------------------|------------------------------|
|   | 1. Extremely Likely          | 2. Likely  | 3. Neither likely or unlikely | 4. Unlikely | 5. Extremely unlikely | 6. Don't know |                           |                |                         |  |              |              |              |                      |                            |                          |                                |                              |
| <b>A&amp;E</b>                          | <b>452</b>                   | <b>130</b> | <b>27</b>                     | <b>31</b>   | <b>24</b>             | <b>3</b>      | <b>667</b>                | <b>3556</b>    | <b>18.8%</b>            | <b>67.8%</b>                             | <b>85.6%</b> | <b>85.6%</b> | <b>87.5%</b> | <b>87.3%</b>         | <b>86.5%</b>               | <b>8.2%</b>              | <b>8.7%</b>                    |                              |
| A&E                                     | 377                          | 119        | 25                            | 30          | 23                    | 3             | 577                       | 1908           | 30.2%                   | 65.3%                                    | 85.6%        | 85.5%        | 87.4%        | 86.0%                | 86.1%                      | 9.2%                     | 8.9%                           |                              |
| A&E Paediatrics                         | 6                            | 1          | 0                             | 0           | 0                     | 0             | 7                         | 1328           | 0.5%                    | 85.7%                                    | 100.0%       | 88.2%        | 100.0%       | 100.0%               | 100.0%                     | 0.0%                     | 0.0%                           |                              |
| MIU                                     | 69                           | 10         | 2                             | 1           | 1                     | 0             | 83                        | 320            | 25.9%                   | 83.1%                                    | 97.1%        | 98.5%        | 94.2%        | 95.2%                |                            | 2.4%                     |                                |                              |
| <b>Inpatients (including day cases)</b> | <b>1137</b>                  | <b>171</b> | <b>26</b>                     | <b>8</b>    | <b>15</b>             | <b>9</b>      | <b>1366</b>               | <b>4020</b>    | <b>34.0%</b>            | <b>83.2%</b>                             | <b>95.4%</b> | <b>95.3%</b> | <b>96.2%</b> | <b>95.8%</b>         | <b>95.1%</b>               | <b>1.7%</b>              | <b>2.2%</b>                    |                              |
| AEC                                     | 2                            | 0          | 0                             | 1           | 0                     | 0             | 3                         | 27             | 11.1%                   | 66.7%                                    |              |              |              | 66.7%                |                            | 33.3%                    |                                |                              |
| Albury                                  | 33                           | 2          | 1                             | 0           | 1                     | 0             | 37                        | 72             | 51.4%                   | 89.2%                                    | 89.7%        | 84.2%        | 93.8%        | 94.6%                | 90.5%                      | 2.7%                     | 9.5%                           |                              |
| Bramshott                               | 82                           | 10         | 3                             | 0           | 1                     | 0             | 96                        | 148            | 64.9%                   | 85.4%                                    | 96.9%        | 94.8%        | 98.3%        | 95.8%                | 97.5%                      | 1.0%                     | 0.0%                           |                              |
| Cardiac Day Ward                        | 39                           | 3          | 1                             | 0           | 0                     | 0             | 43                        | 54             | 79.6%                   | 90.7%                                    | 100.0%       | 98.1%        | 97.9%        | 100.0%               | 0.0%                       | 0.0%                     |                                |                              |
| CCU                                     | 20                           | 2          | 0                             | 0           | 0                     | 0             | 22                        | 23             | 95.7%                   | 90.9%                                    | 94.4%        | 96.3%        | 100.0%       | 100.0%               | 90.5%                      | 0.0%                     | 0.0%                           |                              |
| Clandon                                 | 55                           | 12         | 1                             | 1           | 2                     | 0             | 71                        | 183            | 38.8%                   | 77.5%                                    | 95.0%        | 93.5%        | 92.1%        | 94.4%                | 93.9%                      | 4.2%                     | 3.0%                           |                              |
| Compton                                 | 78                           | 25         | 2                             | 0           | 1                     | 0             | 106                       | 244            | 43.4%                   | 73.6%                                    | 89.9%        | 95.5%        | 97.4%        | 97.2%                | 92.9%                      | 0.9%                     | 2.4%                           |                              |
| DAY SURGERY UNIT                        | 40                           | 1          | 3                             | 0           | 0                     | 0             | 44                        | 520            | 8.5%                    | 90.9%                                    | 100.0%       | 98.4%        | 97.1%        | 93.2%                | 97.3%                      | 0.0%                     | 2.7%                           |                              |
| Eashing                                 | 22                           | 1          | 0                             | 0           | 1                     | 1             | 25                        | 90             | 50.0%                   | 88.0%                                    | 85.7%        | 100.0%       | 95.0%        | 92.0%                | 75.0%                      | 4.0%                     | 8.3%                           |                              |
| Eldstead                                | 32                           | 9          | 3                             | 2           | 1                     | 0             | 47                        | 55             | 85.5%                   | 68.1%                                    | 95.0%        | 93.5%        | 92.9%        | 87.2%                | 89.7%                      | 6.4%                     | 5.1%                           |                              |
| EAU                                     | 40                           | 14         | 2                             | 1           | 0                     | 1             | 58                        | 178            | 32.6%                   | 69.0%                                    | 98.9%        | 90.9%        | 91.8%        | 93.1%                | 93.7%                      | 1.7%                     | 4.5%                           |                              |
| Endoscopy                               | 382                          | 33         | 3                             | 1           | 1                     | 3             | 423                       | 1004           | 42.1%                   | 90.3%                                    | 98.0%        | 98.7%        | 98.5%        | 98.1%                | 97.8%                      | 0.5%                     | 0.6%                           |                              |
| Ewhurst                                 | 11                           | 4          | 0                             | 0           | 2                     | 0             | 17                        | 83             | 20.5%                   | 64.7%                                    | 93.3%        | 90.0%        | 94.3%        | 88.2%                | 92.4%                      | 11.8%                    | 2.5%                           |                              |
| Frensham                                | 25                           | 6          | 1                             | 1           | 1                     | 0             | 34                        | 76             | 44.7%                   | 73.5%                                    | 90.9%        | 92.6%        | 94.6%        | 91.2%                | 90.8%                      | 5.9%                     | 6.2%                           |                              |
| HASCOMBE                                | 45                           | 1          | 0                             | 0           | 1                     | 1             | 48                        | 383            | 12.5%                   | 93.8%                                    | 86.4%        | 92.9%        | 100.0%       | 95.8%                | 96.5%                      | 2.1%                     | 1.8%                           |                              |
| Hindhead                                | 24                           | 5          | 1                             | 0           | 0                     | 1             | 31                        | 54             | 57.4%                   | 77.4%                                    | 93.8%        | 100.0%       | 91.7%        | 93.5%                | 100.0%                     | 0.0%                     | 0.0%                           |                              |
| Medical Day Unit                        | 25                           | 0          | 0                             | 0           | 0                     | 0             | 25                        | 275            | 9.1%                    | 100.0%                                   | 96.8%        | 97.4%        | 100.0%       | 100.0%               | 96.4%                      | 0.0%                     | 1.8%                           |                              |
| Merrow                                  | 24                           | 11         | 0                             | 0           | 1                     | 1             | 36                        | 75             | 48.0%                   | 66.7%                                    | 95.2%        | 94.7%        | 96.9%        | 97.2%                | 97.6%                      | 0.0%                     | 0.0%                           |                              |
| Millbridge                              | 41                           | 8          | 2                             | 0           | 1                     | 0             | 52                        | 90             | 57.8%                   | 78.8%                                    | 95.3%        | 96.0%        | 98.3%        | 94.2%                | 89.4%                      | 1.9%                     | 0.0%                           |                              |
| Onslow                                  | 28                           | 5          | 0                             | 0           | 1                     | 1             | 35                        | 119            | 29.4%                   | 80.0%                                    | 92.0%        | 77.3%        | 95.8%        | 94.3%                | 100.0%                     | 2.9%                     | 0.0%                           |                              |
| SCBU                                    | 6                            | 0          | 0                             | 0           | 0                     | 0             | 6                         | 8              | 75.0%                   | 100.0%                                   | 100.0%       | 100.0%       | 100.0%       | 100.0%               | 0.0%                       | 0.0%                     |                                |                              |
| SSSU                                    | 75                           | 19         | 3                             | 1           | 1                     | 0             | 99                        | 266            | 37.2%                   | 75.8%                                    | 94.4%        | 87.2%        | 89.9%        | 94.9%                | 93.6%                      | 2.0%                     | 4.6%                           |                              |
| Wisley                                  | 8                            | 0          | 0                             | 0           | 0                     | 0             | 8                         | 33             | 24.2%                   | 100.0%                                   | 100.0%       | 93.3%        | 92.3%        | 100.0%               | 71.4%                      | 0.0%                     | 14.3%                          |                              |
| <b>Maternity</b>                        | <b>177</b>                   | <b>24</b>  | <b>6</b>                      | <b>1</b>    | <b>3</b>              | <b>1</b>      | <b>212</b>                |                |                         | <b>83.5%</b>                             | <b>95.7%</b> | <b>99.5%</b> | <b>97.1%</b> | <b>94.8%</b>         | <b>95.8%</b>               | <b>1.9%</b>              | <b>2.2%</b>                    |                              |
| Antenatal                               | 35                           | 17         | 1                             | 0           | 0                     | 0             | 53                        |                |                         | 66.0%                                    | 86.4%        | 100.0%       | 94.4%        | 98.1%                | 95.7%                      | 0.0%                     | 1.0%                           |                              |
| Birthing Unit                           | 28                           | 0          | 0                             | 0           | 0                     | 0             | 28                        | 208            | 13.5%                   | 100.0%                                   | 100.0%       | 100.0%       | 100.0%       | 100.0%               | 0.0%                       | 0.0%                     |                                |                              |
| Postnatal community                     | 43                           | 2          | 1                             | 1           | 2                     | 0             | 49                        |                |                         | 87.8%                                    | 97.4%        | 98.0%        | 95.0%        | 91.8%                | 95.1%                      | 6.1%                     | 4.9%                           |                              |
| Postnatal ward                          | 71                           | 5          | 4                             | 0           | 1                     | 1             | 82                        |                |                         | 86.6%                                    | 97.1%        | 100.0%       | 98.4%        | 92.7%                | 95.5%                      | 1.2%                     | 3.6%                           |                              |
| <b>Outpatients</b>                      | <b>1406</b>                  | <b>230</b> | <b>46</b>                     | <b>21</b>   | <b>41</b>             | <b>9</b>      | <b>1753</b>               |                |                         | <b>80.2%</b>                             | <b>91.8%</b> | <b>92.2%</b> | <b>91.9%</b> | <b>93.3%</b>         | <b>93.5%</b>               | <b>3.5%</b>              | <b>4.0%</b>                    |                              |
| ANAESTHETICS                            | 11                           | 4          | 0                             | 0           | 0                     | 0             | 15                        |                |                         | 73.3%                                    | 93.8%        | 91.7%        | 85.7%        | 100.0%               | 93.8%                      | 0.0%                     | 0.0%                           |                              |
| AUDIOLOGICAL MEDICINE                   | 6                            | 4          | 0                             | 0           | 1                     | 0             | 11                        |                |                         | 54.5%                                    | 100.0%       | 90.0%        | 100.0%       | 90.9%                | 100.0%                     | 9.1%                     | 0.0%                           |                              |
| AUDIOLOGY                               | 11                           | 3          | 1                             | 0           | 0                     | 1             | 16                        |                |                         | 68.8%                                    | 90.0%        | 100.0%       | 90.0%        | 87.5%                | 100.0%                     | 0.0%                     | 0.0%                           |                              |
| CARDIOLOGY                              | 71                           | 11         | 1                             | 2           | 3                     | 0             | 88                        |                |                         | 80.7%                                    | 94.8%        | 92.5%        | 93.9%        | 93.2%                | 92.0%                      | 5.7%                     | 5.0%                           |                              |
| CHEMICAL PATHOLOGY                      | 12                           | 1          | 0                             | 0           | 0                     | 0             | 13                        |                |                         | 92.3%                                    | 87.5%        | 100.0%       | 81.3%        | 100.0%               | 92.3%                      | 0.0%                     | 0.0%                           |                              |
| CHILWORTH                               | 3                            | 0          | 0                             | 0           | 0                     | 0             | 3                         |                |                         | 100.0%                                   | 100.0%       | 100.0%       | 85.71%       | 100.0%               | 89.5%                      | 0.0%                     | 5.3%                           |                              |
| CLINICAL IMMUNOLOGY & ALLERGY           | 18                           | 5          | 1                             | 0           | 1                     | 1             | 26                        |                |                         | 69.2%                                    | 84.6%        | 82.1%        | 89.7%        | 88.5%                | 81.3%                      | 3.8%                     | 18.8%                          |                              |
| CLINICAL NEUROPHYSIOLOGY                | 13                           | 2          | 0                             | 0           | 0                     | 0             | 15                        |                |                         | 86.7%                                    | 92.9%        | 95.0%        | 100.0%       | 100.0%               | 92.3%                      | 0.0%                     | 7.7%                           |                              |
| DIAB & ENDOCRINOLOGY                    | 21                           | 0          | 4                             | 0           | 1                     | 0             | 26                        |                |                         | 80.8%                                    | 95.0%        | 92.3%        | 93.8%        | 80.8%                | 86.2%                      | 3.8%                     | 6.9%                           |                              |
| ENT                                     | 69                           | 10         | 5                             | 1           | 0                     | 1             | 86                        |                |                         | 80.2%                                    | 93.3%        | 93.9%        | 92.5%        | 91.9%                | 92.3%                      | 1.2%                     | 6.4%                           |                              |
| GASTROENTEROLOGY                        | 28                           | 4          | 1                             | 2           | 1                     | 0             | 36                        |                |                         | 77.8%                                    | 100.0%       | 96.6%        | 92.0%        | 88.9%                | 89.2%                      | 8.3%                     | 8.1%                           |                              |
| GENERAL MEDICINE                        | 18                           | 2          | 0                             | 0           | 1                     | 0             | 21                        |                |                         | 85.7%                                    | 100.0%       | 88.5%        | 95.0%        | 95.2%                | 96.4%                      | 4.8%                     | 3.6%                           |                              |
| GENERAL SURGERY                         | 228                          | 29         | 1                             | 0           | 0                     | 2             | 260                       |                |                         | 87.7%                                    | 91.3%        | 93.7%        | 91.6%        | 98.8%                | 96.3%                      | 0.0%                     | 2.3%                           |                              |
| GYNAECOLOGY                             | 96                           | 11         | 3                             | 0           | 0                     | 0             | 110                       |                |                         | 82.5%                                    | 85.7%        | 93.8%        | 88.3%        | 96.3%                | 93.3%                      | 0.0%                     | 3.3%                           |                              |
| HAEMATOLOGY (CLINICAL)                  | 16                           | 3          | 1                             | 0           | 1                     | 0             | 21                        |                |                         | 72.7%                                    | 95.0%        | 90.9%        | 100.0%       | 86.4%                | 95.2%                      | 4.5%                     | 0.0%                           |                              |
| MAX-FAC & ORTHODONTICS                  | 79                           | 20         | 2                             | 1           | 5                     | 0             | 107                       |                |                         | 73.8%                                    | 89.8%        | 89.6%        | 87.7%        | 92.5%                | 90.1%                      | 5.6%                     | 6.3%                           |                              |
| NEUROLOGY                               | 14                           | 6          | 0                             | 0           | 1                     | 0             | 21                        |                |                         | 66.7%                                    | 93.8%        | 86.7%        | 95.6%        | 95.2%                | 86.4%                      | 4.8%                     | 9.1%                           |                              |
| ONCOLOGY                                | 27                           | 5          | 1                             | 1           | 0                     | 0             | 34                        |                |                         | 79.4%                                    | 100.0%       | 88.9%        | 91.3%        | 94.1%                | 100.0%                     | 2.9%                     | 0.0%                           |                              |
| OP - PAEDIATRICS                        | 1                            | 0          | 0                             | 0           | 0                     | 0             | 1                         |                |                         | 100.0%                                   | 100.0%       | 100.0%       | 81.8%        | 100.0%               | 94.0%                      | 0.0%                     | 2.0%                           |                              |
| OPHTHALMOLOGY                           | 154                          | 29         | 8                             | 3           | 5                     | 1             | 200                       |                |                         | 77.0%                                    | 90.8%        | 91.8%        | 93.3%        | 91.5%                | 92.9%                      | 4.0%                     | 6.0%                           |                              |
| PHLEBOTOMY                              | 56                           | 0          | 0                             | 0           | 0                     | 1             | 57                        |                |                         | 98.2%                                    | 100.0%       |              | 96.6%        | 98.2%                | 97.5%                      | 0.0%                     | 1.2%                           |                              |
| PHYSIOTHERAPY OPD                       | 81                           | 11         | 5                             | 0           | 0                     | 0             | 97                        |                |                         | 83.5%                                    | 95.1%        | 93.8%        | 90.3%        | 94.8%                | 99.1%                      | 0.0%                     | 0.9%                           |                              |
| PLASTIC SURGERY                         | 12                           | 2          | 0                             | 0           | 1                     | 0             | 15                        |                |                         | 80.0%                                    | 100.0%       | 93.8%        | 100.0%       | 93.3%                | 75.0%                      | 6.7%                     | 12.5%                          |                              |
| PRE ASSESSMENT                          | 26                           | 6          | 0                             | 1           | 0                     | 0             | 33                        |                |                         | 78.8%                                    | 93.3%        | 98.7%        | 93.8%        | 97.0%                | 94.4%                      | 3.0%                     | 2.2%                           |                              |
| RADIOLOGY                               | 55                           | 3          | 1                             | 0           | 2                     | 0             | 61                        |                |                         | 90.2%                                    | 96.7%        | 96.9%        | 100.0%       | 95.1%                | 98.2%                      | 3.3%                     | 0.0%                           |                              |
| RESPIRATORY MEDICINE                    | 41                           | 9          | 1                             | 1           | 5                     | 0             | 57                        |                |                         | 71.9%                                    | 91.1%        | 92.6%        | 91.7%        | 87.7%                | 98.0%                      | 10.5%                    | 2.0%                           |                              |
| RHEUMATOLOGY                            | 26                           | 10         | 1                             | 1           | 0                     | 0             | 38                        |                |                         | 68.4%                                    | 84.2%        | 93.3%        | 86.8%        | 94.7%                | 94.4%                      | 2.6%                     | 0.0%                           |                              |
| TRAUMA & ORTHOPAEDICS                   | 143                          | 25         | 5                             | 6           | 8                     | 2             | 189                       |                |                         | 75.7%                                    | 89.9%        | 89.0%        | 90.4%        | 88.9%                | 91.0%                      | 7.4%                     | 5.3%                           |                              |
| UROLOGY                                 | 100                          | 15         | 3                             | 2           | 5                     | 0             | 125                       |                |                         | 80.0%                                    | 88.2%        | 89.9%        | 92.9%        | 92.0%                | 92.5%                      | 5.6%                     | 4.8%                           |                              |
| <b>Community</b>                        | <b>121</b>                   | <b>7</b>   | <b>1</b>                      | <b>1</b>    | <b>0</b>              | <b>2</b>      | <b>132</b>                |                |                         | <b>91.7%</b>                             | <b>97.4%</b> | <b>98.7%</b> | <b>96.7%</b> | <b>97.0%</b>         |                            | <b>0.8%</b>              |                                |                              |
| CRT                                     | 11                           | 1          | 0                             | 0           | 0                     | 0             | 12                        |                |                         | 91.7%                                    | 100.0%       | 100.0%       | 90.9%        | 100.0%               |                            | 0.0%                     |                                |                              |
| DATC                                    | 17                           | 0          | 1                             | 0           | 0                     | 0             | 18                        |                |                         | 94.4%                                    |              | 100.0%       | 100.0%       | 94.4%                |                            | 0.0%                     |                                |                              |
| ELIZABETH WARD                          | 8                            | 1          |                               |             |                       |               |                           |                |                         |  |              |              |              |                      |                            |                          |                                |                              |