

The Friends and Family Test - April 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	Jan-19	Feb-19	Mar-19	Percentage recommend	% recommend from April '18	Percentage not recommend	% Not recommend from April '18	Trendline for recommendation
A&E	485	135	28	26	33	4	711	3396	20.9%	68.2%	85.6%	87.5%	87.3%	87.2%	80.2%	8.3%	12.3%	
A&E	409	122	27	24	33	4	619	1937	32.0%	66.1%	85.5%	87.4%	86.0%	85.8%	80.7%	9.2%	12.4%	
A&E Paediatrics	3	0	0	0	0	0	3	1140	0.3%	100.0%	88.2%	100.0%	100.0%	100.0%	83.3%	0.0%	8.3%	
MIU	73	13	1	2	0	0	89	319	27.9%	82.0%	98.5%	94.2%	95.2%	96.6%		2.2%		
Inpatients (including day cases)	949	97	17	5	10	18	1096	3708	29.6%	86.6%	95.3%	96.2%	95.8%	95.4%	95.9%	1.4%	1.4%	
AEC	3	1	0	0	0	0	4	15	26.7%	75.0%				66.67%	100.0%	0.0%	0.0%	
Albury	18	2	0	0	0	0	20	66	30.3%	90.0%	84.2%	93.8%	94.6%	100.0%	100.0%	0.0%	0.0%	
Bramshott	43	12	1	0	0	1	57	99	57.6%	75.4%	94.8%	98.3%	95.8%	96.5%	94.8%	0.0%	3.1%	
Cardiac Day Ward	35	1	0	0	0	0	36	49	73.5%	97.2%	98.1%	97.9%	97.7%	100.0%	94.4%	0.0%	2.8%	
CCU	20	0	0	0	0	0	20	29	69.0%	100.0%	96.3%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	
Clandon	72	10	0	0	1	4	87	194	44.8%	82.8%	93.5%	92.1%	94.4%	94.3%	96.2%	1.1%	1.0%	
Compton	41	4	2	0	2	1	50	203	24.6%	82.0%	95.5%	97.4%	97.2%	90.0%	94.6%	4.0%	4.3%	
DAY SURGERY UNIT	33	2	0	0	1	1	37	435	8.5%	89.2%	98.4%	97.1%	93.2%	94.6%	100.0%	2.7%	0.0%	
Eashing	17	2	2	0	0	0	21	56	37.5%	81.0%	100.0%	95.0%	92.0%	90.5%	95.7%	0.0%	4.3%	
Elstead	23	5	0	0	0	0	28	44	63.6%	82.1%	93.5%	92.9%	87.2%	100.0%	94.6%	0.0%	0.0%	
EAU	73	8	3	1	1	1	87	197	44.2%	83.9%	90.9%	91.8%	93.1%	93.1%	92.5%	2.3%	1.1%	
Endoscopy	332	10	2	0	0	2	346	904	38.3%	96.0%	98.7%	98.5%	98.1%	98.8%	97.8%	0.0%	1.1%	
Ewhurst	28	3	1	0	0	1	33	72	45.8%	84.8%	90.0%	94.3%	88.2%	93.9%	95.1%	0.0%	4.9%	
Frensham	22	4	2	0	0	0	28	72	38.9%	78.6%	92.6%	94.6%	91.2%	92.9%	89.8%	0.0%	2.0%	
HASCOMBE	22	1	0	0	0	0	23	370	6.2%	95.7%	92.9%	100.0%	95.8%	100.0%	97.8%	0.0%	0.0%	
Hindhead	14	8	0	1	0	2	25	49	51.0%	56.0%	100.0%	91.7%	93.5%	88.0%	86.4%	4.0%	0.0%	
Hindhead Step Down	2	2	0	0	0	0	4	29	13.8%	50.0%	100.0%	80.0%	100.0%	100.0%	100.0%	0.0%	0.0%	
Medical Day Unit	10	1	0	0	2	0	13	265	4.9%	76.9%	97.4%	100.0%	100.0%	84.6%	100.0%	15.4%	0.0%	
Merrrow	27	4	0	1	0	2	34	84	40.5%	79.4%	94.7%	96.9%	97.2%	91.2%	100.0%	2.9%	0.0%	
Millbridge	37	5	1	1	2	1	47	82	57.3%	78.7%	96.0%	98.3%	94.2%	89.4%	91.4%	6.4%	1.7%	
Onslow	15	2	0	0	0	0	17	84	16.3%	88.2%	77.3%	95.8%	94.3%	100.0%	91.7%	0.0%	0.0%	
SCBU	4	0	0	0	0	0	4	7	57.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	
SSSU	54	9	3	0	1	2	69	254	27.2%	78.3%	87.2%	89.9%	94.9%	91.3%	97.4%	1.4%	0.0%	
Wisley	4	1	0	1	0	0	6	29	20.7%	66.7%	93.3%	92.3%	100.0%	83.3%	100.0%	16.7%	0.0%	
Maternity	123	8	1	0	0	0	132			93.2%	99.5%	97.1%	94.8%	99.2%	98.2%	0.0%	0.4%	
Antenatal	3	1	1	0	0	0	5			60.0%	100.0%	94.4%	98.1%	80.0%	97.0%	0.0%	0.0%	
Birthing Unit	14	0	0	0	0	0	14	214	6.5%	100.0%	100.0%	100.0%	100.0%	100.0%	97.1%	0.0%	2.9%	
Postnatal community	38	4	0	0	0	0	42			90.5%	98.0%	95.0%	91.8%	100.0%	98.3%	0.0%	0.0%	
Postnatal ward	68	3	0	0	0	0	71			95.8%	100.0%	98.4%	92.7%	100.0%	99.2%	0.0%	0.0%	
Outpatients	1244	227	48	22	32	10	1583			78.6%	92.2%	91.9%	93.3%	92.9%	92.5%	3.4%	4.4%	
ANAESTHETICS	9	1	0	1	0	0	11			81.8%	91.7%	85.7%	100.0%	90.9%	100.0%	9.1%	0.0%	
AUDIOLOGICAL MEDICINE	5	1	0	0	0	0	6			83.3%	90.0%	100.0%	90.9%	100.0%	83.3%	0.0%	0.0%	
AUDIOLOGY	7	2	2	0	0	0	11			63.6%	100.0%	90.0%	87.5%	81.8%	100.0%	0.0%	0.0%	
CARDIOLOGY	63	17	2	1	2	0	85			74.1%	92.5%	93.9%	93.2%	94.1%	94.8%	3.5%	2.6%	
CHEMICAL PATHOLOGY	7	2	0	0	0	0	9			77.8%	100.0%	81.3%	100.0%	100.0%	100.0%	0.0%	0.0%	
CHILWORTH	1	0	1	0	0	0	2			50.0%	100.0%	85.7%	100.0%	50.0%	100.0%	0.0%	0.0%	
CLINICAL IMMUNOLOGY & ALLERGY	10	5	0	0	0	0	15			66.7%	82.1%	89.7%	88.5%	100.0%	81.8%	0.0%	9.1%	
CLINICAL NEUROPHYSIOLOGY	11	3	0	0	0	0	14			78.6%	95.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	
DIAB & ENDOCRINOLOGY	39	3	0	0	1	1	44			88.6%	92.3%	93.8%	80.8%	95.5%	90.3%	2.3%	3.2%	
ENT	66	10	2	2	1	0	81			81.5%	93.9%	92.5%	91.9%	93.8%	87.0%	3.7%	3.7%	
GASTROENTEROLOGY	31	3	0	0	0	0	34			91.2%	96.6%	92.0%	88.9%	100.0%	82.4%	0.0%	11.8%	
GENERAL MEDICINE	21	4	0	0	0	1	26			80.8%	88.5%	95.0%	95.2%	96.2%	92.3%	0.0%	7.7%	
GENERAL SURGERY	171	29	8	6	1	1	216			79.2%	93.7%	91.6%	98.8%	92.6%	93.8%	3.2%	4.6%	
GYNAECOLOGY	65	22	2	1	7	0	97			67.0%	93.8%	88.3%	96.3%	89.7%	88.7%	8.2%	8.5%	
HAEMATOLOGY (CLINICAL)	11	4	0	0	0	0	15			73.3%	90.9%	100.0%	86.4%	100.0%	81.0%	0.0%	0.0%	
MAX-FAC & ORTHODONTICS	87	16	10	2	5	0	120			72.5%	89.6%	87.7%	92.5%	85.8%	92.7%	5.8%	4.5%	
NEUROLOGY	23	5	0	1	0	0	29			79.3%	86.7%	95.6%	95.2%	96.6%	88.9%	3.4%	7.4%	
ONCOLOGY	22	3	1	0	0	0	26			84.6%	88.9%	91.3%	94.1%	96.2%	100.0%	0.0%	0.0%	
OPHTHALMOLOGY	115	25	5	1	2	2	150			76.7%	91.8%	93.3%	91.5%	93.3%	93.2%	2.0%	2.7%	
PHLEBOTOMY	20	0	1	1	0	0	22			90.9%		96.6%	98.2%	90.9%	88.9%	9.1%	11.1%	
PHYSIOTHERAPY OPD	25	5	1	0	0	0	31			80.6%	93.8%	90.3%	94.8%	96.8%	98.8%	0.0%	1.2%	
PLASTIC SURGERY	8	1	0	1	1	0	11			72.7%	93.8%	100.0%	93.3%	81.8%	92.3%	18.2%	7.7%	
PRE ASSESSMENT	40	5	0	0	0	1	46			87.0%	98.7%	93.8%	97.0%	97.8%	96.4%	0.0%	2.4%	
RADIOLOGY	0	0	1	0	0	0	1			0.0%	100.0%			0.0%		0.0%		
RADIOLOGY	48	4	2	0	0	1	55			87.3%	96.9%		95.1%	94.5%	100.0%	0.0%	0.0%	
RESPIRATORY MEDICINE	42	13	0	0	1	1	57			73.7%	92.6%	91.7%	87.7%	96.5%	92.2%	1.8%	0.0%	
RHEUMATOLOGY	30	5	1	0	1	0	37			81.1%	93.3%	86.8%	94.7%	94.6%	84.1%	2.7%	13.6%	
TRAUMA & ORTHOPAEDICS	145	27	7	4	7	2	192			75.5%	89.0%	90.4%	88.9%	89.6%	89.1%	5.7%	7.3%	
UROLOGY	122	12	3	1	2	0	140			87.1%	89.9%	92.9%	92.0%	95.7%	91.8%	2.1%	5.10%	
Community	78	6	2	0	0	0	86			90.7%	98.7%	96.7%	97.0%	97.7%		0.0%		
DATC	20	1	1	0	0	0	22			90.9%	100.0%	100.0%	94.4%	95.5%		0.0%		
HOLLY WARD	6	1	0	0	0	0	7	11	63.6%	85.7%	92.3%		100.0%	100.0%	0.0%	0.0%		