

The Friends and Family Test - May 2019

WARDS	Likelihood of recommending						Total number of responses	Total eligible	Percentage of Responses	Percentage Extremely likely to recommend	Feb-19	Mar-19	Apr-19	Percentage recommend	% recommend from May '18	Percentage not recommend	% Not recommend from May '18	Trendline for recommendation	
	1. Extremely likely	2. Likely	3. Neither likely or unlikely	4. Unlikely	5. Extremely unlikely	6. Don't know													
A&E	504	131	27	28	47	7	744	3760	19.8%	67.7%	87.5%	87.3%	87.2%	85.3%	85.9%	10.1%	8.0%		
A&E	408	120	27	28	45	6	634	2080	30.5%	64.4%	87.4%	86.0%	85.8%	83.3%	86.6%	11.5%	7.3%		
A&E Paediatrics	8	0	0	0	0	1	9	1311	0.7%	88.9%	100.0%	100.0%	100.0%	88.9%	56.3%	0.0%	37.5%		
MIU	88	11	0	0	2	0	101	369	27.4%	87.1%	94.2%	95.2%	96.6%	98.0%	100.0%	2.0%	0.0%		
Inpatients (including day cases)	1146	131	25	10	12	13	1337	3723	35.9%	85.7%	96.2%	95.8%	95.4%	95.5%	96.3%	1.6%	1.2%		
Albury	21	2	1	0	1	0	25	87	28.7%	84.0%	93.8%	94.6%	100.0%	92.0%	100.0%	4.0%	0.0%		
Bramshott	87	12	0	0	0	1	100	131	76.3%	87.0%	98.3%	95.8%	96.5%	99.0%	92.8%	0.0%	1.8%		
Cardiac Day Ward	35	3	0	0	0	0	38	50	76.0%	92.1%	97.9%	97.7%	100.0%	100.0%	0.0%	0.0%	0.0%		
CCU	20	0	0	0	0	0	20	25	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
Clandon	90	12	3	1	1	1	108	218	49.5%	83.3%	92.1%	94.4%	94.3%	94.4%	99.2%	1.9%	0.8%		
Compton	62	11	4	1	4	0	82	198	41.4%	75.6%	97.4%	97.2%	90.0%	89.0%	96.2%	6.4%	2.3%		
DAY SURGERY UNIT	36	4	1	0	0	0	41	452	9.1%	87.8%	97.1%	93.2%	94.6%	97.6%	100.0%	0.0%	0.0%		
Fashing	16	2	1	0	0	0	19	60	31.7%	84.2%	95.0%	92.0%	90.5%	94.7%	90.5%	0.0%	0.0%		
Elstead	37	6	1	1	1	0	46	64	71.9%	80.4%	92.9%	87.2%	100.0%	93.5%	91.4%	4.3%	1.7%		
EAU	59	10	1	2	2	1	75	183	41.0%	78.7%	91.8%	93.1%	93.1%	92.0%	96.1%	5.3%	2.3%		
Endoscopy	384	26	6	0	1	4	421	1030	40.9%	91.2%	98.5%	98.1%	98.8%	97.4%	98.7%	0.2%	0.3%		
Ewhurst	27	7	2	0	0	2	38	83	45.8%	71.1%	94.3%	88.2%	93.9%	89.5%	90.9%	0.0%	4.5%		
Fresham	35	1	0	0	0	1	37	84	44.0%	94.6%	94.6%	91.2%	92.9%	97.3%	97.4%	0.0%	1.3%		
HASCOMBE	27	0	0	0	0	1	28	391	7.2%	96.4%	100.0%	95.8%	100.0%	95.4%	89.7%	0.0%	0.0%		
Hindhead	26	3	0	0	0	0	29	45	64.4%	89.7%	91.7%	93.5%	88.0%	100.0%	100.0%	0.0%	0.0%		
Hindhead Step Down	3	4	0	1	0	0	8	48	16.7%	37.5%	80.0%	100.0%	100.0%	87.5%	12.5%	0.0%	0.0%		
Medical Day Unit	16	1	0	0	0	0	17	279	6.1%	94.1%	100.0%	100.0%	84.6%	100.0%	100.0%	0.0%	0.0%		
Merrrow	35	9	1	0	0	0	45	70	64.3%	77.8%	96.9%	97.2%	91.2%	97.8%	90.6%	0.0%	0.0%		
Millbridge	34	7	1	1	1	1	45	88	51.1%	75.6%	98.3%	94.2%	89.4%	91.1%	88.6%	4.4%	5.7%		
Onslow	13	0	2	1	0	0	16	95	16.8%	81.3%	95.8%	94.3%	100.0%	81.3%	94.7%	6.3%	0.0%		
SCBU	10	0	0	0	0	0	10	5	166.7%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
SSU	69	10	1	2	1	1	84	10	840.0%	82.1%	89.9%	94.9%	91.3%	94.0%	98.7%	3.0%	0.0%		
Wisleigh	4	1	0	0	0	0	5	26	19.2%	80.0%	92.3%	100.0%	83.3%	100.0%	83.3%	0.0%	8.3%		
Maternity	72	4	1	0	0	0	77			93.5%	97.1%	94.8%	99.2%	98.7%	94.3%	0.0%	1.9%		
Antenatal	8	0	0	0	0	0	8			100.0%	94.4%	98.1%	80.0%	100.0%	92.5%	0.0%	0.0%		
Birthing Unit	21	2	0	0	0	0	23	234	9.8%	91.3%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%		
Postnatal community	6	0	0	0	0	0	6			100.0%	95.0%	91.8%	100.0%	100.0%	97.2%	0.0%	2.8%		
Postnatal ward	37	2	1	0	0	0	40			92.5%	98.4%	92.7%	100.0%	97.5%	91.2%	0.0%	2.7%		
Outpatients	1391	252	71	29	39	12	1794			77.5%	91.9%	93.3%	92.9%	91.6%	91.8%	3.8%	5.0%		
ANAESTHETICS	16	3	0	0	1	1	21			76.2%	85.7%	100.0%	90.9%	90.5%	88.2%	4.8%	0.0%		
AUDIOLOGICAL MEDICINE	4	3	1	0	2	0	10			40.0%	100.0%	90.9%	100.0%	100.0%	100.0%	20.0%	0.0%	0.0%	
AUDIOLOGY	4	2	0	0	0	0	6			66.7%	90.0%	87.5%	81.8%	100.0%	100.0%	0.0%	0.0%	0.0%	
CARDIOLOGY	88	17	3	2	2	1	113			77.9%	93.9%	93.2%	94.1%	92.9%	95.0%	3.5%	1.0%		
CHEMICAL PATHOLOGY	15	1	0	0	1	1	18			83.3%	81.3%	100.0%	100.0%	88.9%	90.0%	5.6%	10.0%		
CHILWORTH	4	0	0	1	0	0	5			80.0%	85.7%	100.0%	50.00%	80.0%	100.0%	0.0%	0.0%		
CLINICAL IMMUNOLOGY & ALLERGY	1	8	3	0	0	0	12			65.6%	89.7%	88.5%	100.0%	90.6%	85.0%	0.0%	10.0%		
CLINICAL NEUROPHYSIOLOGY	9	2	1	0	0	0	12			75.0%	100.0%	100.0%	100.0%	91.7%	100.0%	0.0%	0.0%		
DIAB & ENDOCRINOLOGY	27	9	2	1	2	0	41			65.9%	93.8%	80.8%	95.5%	87.8%	87.5%	7.3%	7.1%		
ENT	73	14	5	3	4	0	99			73.7%	92.5%	91.9%	93.8%	87.9%	91.6%	7.1%	7.4%		
GASTROENTEROLOGY	43	9	1	0	0	0	53			81.1%	92.0%	88.9%	100.0%	98.1%	87.9%	0.0%	9.1%		
GENERAL MEDICINE	15	2	0	1	0	0	18			83.3%	95.0%	95.2%	96.2%	94.4%	88.2%	5.6%	5.9%		
GENERAL SURGERY	167	27	11	4	6	2	217			77.0%	91.6%	98.8%	92.6%	89.4%	93.7%	4.6%	2.6%		
GYNAECOLOGY	48	10	2	2	2	0	64			75.0%	88.3%	96.3%	89.7%	90.6%	93.4%	6.5%	2.9%		
HAE MATOLOGY (CLINICAL)	13	5	2	0	0	0	20			65.0%	100.0%	86.4%	100.0%	86.7%	86.7%	0.0%	13.3%		
MAX-FAC & ORTHODONTICS	100	18	6	4	6	0	134			74.6%	87.7%	92.5%	85.8%	88.1%	90.2%	7.5%	6.9%		
NEUROLOGY	15	5	0	0	1	0	21			71.4%	95.6%	95.2%	96.6%	95.2%	90.9%	4.8%	0.0%		
ONCOLOGY	30	1	2	1	0	0	34			88.2%	91.3%	94.1%	96.2%	91.2%	96.4%	2.9%	0.0%		
OP - PAEDIATRICS	1	0	0	0	0	0	1			100.0%	81.8%	100.0%	100.0%	100.0%	97.9%	0.0%	0.0%		
OPHTHALMOLOGY	179	37	9	4	0	3	232			77.2%	93.3%	91.5%	93.3%	93.1%	90.7%	1.7%	4.7%		
PHYSIOTHERAPY OPD	71	9	1	1	1	2	85			83.5%	90.3%	94.8%	96.8%	94.1%	97.0%	2.4%	2.2%		
PLASTIC SURGERY	13	5	0	0	0	0	18			72.2%	100.0%	93.3%	81.8%	100.0%	83.3%	0.0%	16.7%		
PRE ASSESSMENT	39	3	1	0	0	0	43			90.7%	93.8%	97.0%	97.8%	97.7%	97.1%	0.0%	1.4%		
RADIOLOGY	0	1	0	0	0	0	1			0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%		
RADIOTHERAPY	54	7	1	0	2	0	64			84.4%	95.1%	94.5%	95.1%	95.3%	93.1%	3.1%	0.0%		
RESPIRATORY MEDICINE	46	8	2	0	0	0	56			82.1%	91.7%	87.7%	96.5%	96.4%	81.9%	0.0%	11.3%		
RHEUMATOLOGY	34	3	2	2	0	0	41			82.9%	86.8%	94.7%	94.6%	90.2%	95.9%	4.9%	4.1%		
TRAUMA & ORTHOPAEDICS	155	35	13	2	9	1	215			72.1%	90.4%	88.9%	89.6%	88.4%	88.8%	5.1%	7.5%		
UROLOGY	107	8	3	1	0	1	120			89.2%	92.9%	92.0%	95.7%	95.8%	87.5%	0.8%	8.8%		
Community	79	4	1	0	0	0	84			94.0%	96.7%	97.0%	97.7%	98.8%	98%	0.0%	0.0%		
CRT	4	0	0	0	0	0	4			100.0%	90.9%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%		
DATC	22	0	0	0	0	0	22			100.0%	100.0%	94.8%	95.5%	100.0%	100.0%	0.0%	0.0%		
ELIZAB																			