

Friends & Family Test Results 2015

Period: 1st January 2015 - 31st December 2015

Overall Trust

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-15	493	472	96%	9	2%
Feb-15	578	550	95%	12	2%
Mar-15	642	610	95%	18	3%
Apr-15	663	621	94%	25	4%
May-15	744	701	94%	18	2%
Jun-15	1107	999	90%	39	4%
Jul-15	719	672	93%	23	3%
Aug-15	947	899	95%	24	3%
Sep-15	800	764	96%	21	3%
Oct-15	795	775	97%	12	2%
Nov-15	1277	1229	96%	25	2%
Dec-15	848	813	96%	19	2%
Total	9613	9105	95%	245	3%

Breakdown into NHS Friends & Family Test Categories:

Community Inpatient Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-15	20	19	95%	1	5%
Feb-15	16	16	100%	0	0%
Mar-15	13	10	77%	2	15%
Apr-15	10	10	100%	0	0%
May-15	17	16	94%	1	6%
Jun-15	12	11	92%	0	0%
Jul-15	13	11	85%	1	8%
Aug-15	13	11	85%	1	8%
Sep-15	15	15	100%	0	0%
Oct-15	14	14	100%	0	0%
Nov-15	19	19	100%	0	0%
Dec-15	10	9	90%	0	0%
Total	172	161	94%	6	3%

Community Nursing Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-15	98	96	98%	1	1%
Feb-15	71	67	94%	0	0%
Mar-15	22	22	100%	0	0%
Apr-15	12	9	75%	1	8%
May-15	9	9	100%	0	0%
Jun-15	438	373	85%	18	4%
Jul-15	9	7	78%	0	0%
Aug-15	49	49	100%	0	0%
Sep-15	17	17	100%	0	0%
Oct-15	37	36	97%	1	3%
Nov-15	16	15	94%	1	6%
Dec-15	23	22	96%	1	4%
Total	801	722	90%	23	3%

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Rehabilitation and Therapy Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-15	1	1	100%	0	0%
Feb-15	5	5	100%	0	0%
Mar-15	7	7	100%	0	0%
Apr-15	15	14	93%	1	7%
May-15	144	142	99%	1	1%
Jun-15	136	134	99%	0	0%
Jul-15	158	155	98%	2	1%
Aug-15	283	276	98%	1	0%
Sep-15	132	128	97%	0	0%
Oct-15	167	160	96%	4	2%
Nov-15	95	93	98%	0	0%
Dec-15	119	116	97%	0	0%
Total	1262	1231	98%	9	1%

Specialist Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-15	7	4	57%	1	14%
Feb-15	5	5	100%	0	0%
Mar-15	3	3	100%	0	0%
Apr-15	83	80	96%	3	4%
May-15	95	84	88%	1	1%
Jun-15	27	24	89%	0	0%
Jul-15	43	34	79%	2	5%
Aug-15	80	79	99%	1	1%
Sep-15	78	76	97%	0	0%
Oct-15	110	107	97%	1	1%
Nov-15	200	193	97%	0	0%
Dec-15	31	31	100%	0	0%
Total	762	720	94%	9	1%

Children and Family Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-15	162	156	96%	2	1%
Feb-15	173	166	96%	2	1%
Mar-15	126	122	97%	1	1%
Apr-15	93	86	92%	3	3%
May-15	119	112	94%	2	2%
Jun-15	176	168	95%	3	2%
Jul-15	16	16	100%	0	0%
Aug-15	28	23	82%	2	7%
Sep-15	71	68	96%	1	1%
Oct-15	59	59	100%	0	0%
Nov-15	205	202	99%	0	0%
Dec-15	112	109	97%	0	0%
Total	1340	1287	96%	16	1%

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Community Healthcare Other (includes Urgent Care)

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-15	205	196	96%	4	2%
Feb-15	308	291	94%	10	3%
Mar-15	471	446	95%	15	3%
Apr-15	450	422	94%	17	4%
May-15	360	338	94%	13	4%
Jun-15	318	289	91%	18	6%
Jul-15	480	449	94%	18	4%
Aug-15	494	461	93%	19	4%
Sep-15	487	460	94%	20	4%
Oct-15	408	399	98%	6	1%
Nov-15	742	707	95%	24	3%
Dec-15	553	526	95%	18	3%
Total	5276	4984	94%	182	3%