

Friends & Family Test Results 2016

Period: 1st January 2016 - 31st December 2016

Overall Trust

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-16	1000	965	97%	24	2%
Feb-16	1236	1173	95%	31	3%
Mar-16	1002	961	96%	20	2%
Apr-16	1039	1001	96%	22	2%
May-16	1312	1265	96%	29	2%
Jun-16	1132	1082	96%	27	2%
Jul-16	1209	1154	95%	26	2%
Aug-16	1306	1247	95%	23	2%
Sep-16	1261	1194	95%	20	2%
Oct-16	770	740	96%	18	2%
Nov-16	1194	1132	95%	20	2%
Dec-16					
Total	12461	11914	96%	260	2%

Breakdown into NHS Friends & Family Test Categories:

Community Inpatient Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-16	6	6	100%	0	0%
Feb-16	18	16	89%	1	6%
Mar-16	12	10	83%	2	17%
Apr-16	11	11	100%	0	0%
May-16	18	16	89%	1	6%
Jun-16	12	9	75%	3	25%
Jul-16	8	7	88%	1	13%
Aug-16	18	16	89%	0	0%
Sep-16	14	14	100%	0	0%
Oct-16	19	18	95%	0	0%
Nov-16	10	9	90%	0	0%
Dec-16					
Total	146	132	90%	8	5%

Community Nursing Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-16	36	34	94%	0	0%
Feb-16	118	115	97%	1	1%
Mar-16	57	56	98%	0	0%
Apr-16	43	43	100%	0	0%
May-16	25	24	96%	0	0%
Jun-16	111	103	93%	4	4%
Jul-16	57	55	96%	0	0%
Aug-16	28	26	93%	1	4%
Sep-16	113	107	95%	1	1%
Oct-16	49	49	100%	0	0%
Nov-16	70	69	99%	0	0%
Dec-16					
Total	707	681	96%	7	1%

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Rehabilitation and Therapy Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-16	105	101	96%	0	0%
Feb-16	248	236	95%	3	1%
Mar-16	219	210	96%	2	1%
Apr-16	111	106	95%	2	2%
May-16	137	133	97%	2	1%
Jun-16	167	165	99%	2	1%
Jul-16	100	97	97%	0	0%
Aug-16	191	182	95%	2	1%
Sep-16	176	165	94%	5	3%
Oct-16	133	130	98%	0	0%
Nov-16	195	188	96%	1	1%
Dec-16					
Total	1782	1713	96%	19	1%

Specialist Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-16	56	56	100%	0	0%
Feb-16	49	45	92%	2	4%
Mar-16	68	66	97%	1	1%
Apr-16	85	83	98%	0	0%
May-16	40	39	98%	0	0%
Jun-16	209	200	96%	0	0%
Jul-16	159	158	99%	1	1%
Aug-16	132	130	98%	1	1%
Sep-16	139	138	99%	1	1%
Oct-16	61	60	98%	0	0%
Nov-16	157	153	97%	4	3%
Dec-16					
Total	1155	1128	98%	10	1%

Children and Family Services

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-16	177	172	97%	2	1%
Feb-16	407	392	96%	5	1%
Mar-16	193	192	99%	0	0%
Apr-16	159	155	97%	0	0%
May-16	227	222	98%	1	0%
Jun-16	69	66	96%	1	1%
Jul-16	92	87	95%	2	2%
Aug-16	112	107	96%	2	2%
Sep-16	148	145	98%	1	1%
Oct-16	127	126	99%	0	0%
Nov-16	167	164	98%	0	0%
Dec-16					
Total	1878	1828	97%	14	1%

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Community Healthcare Other (includes Urgent Care)

Month	Number of Responses	Number recommend	% recommend	Number not recommend	% not recommend
Jan-16	620	596	96%	22	4%
Feb-16	396	369	93%	19	5%
Mar-16	453	427	94%	15	3%
Apr-16	630	603	96%	20	3%
May-16	865	831	96%	25	3%
Jun-16	564	539	96%	17	3%
Jul-16	793	750	95%	22	3%
Aug-16	825	786	95%	17	2%
Sep-16	671	625	93%	12	2%
Oct-16	381	357	94%	18	5%
Nov-16	595	549	92%	15	3%
Dec-16					
Total	6793	6432	95%	202	3%