

Friends & Family Test Results 2018/2019

Period: 1st January 2018 - 31st March 2019

Overall Trust	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-18	1535	1490	97.1%	12	0.8%
	Feb-18	1378	1314	95.4%	20	1.5%
	Mar-18	1445	1378	95.4%	23	1.6%
	Apr-18	1348	1296	96.1%	19	1.4%
	May-18	1825	1701	93.2%	37	2.0%
	Jun-18	1181	1123	95.1%	16	1.4%
	Jul-18	1895	1799	94.9%	40	2.1%
	Aug-18	2129	2072	97.3%	23	1.1%
	Sep-18	1532	1490	97.3%	14	0.9%
	Oct-18	1708	1652	97.3%	16	0.9%
	Nov-18	1761	1693	96.7%	18	1.0%
	Dec-18	1952	1848	94.7%	27	1.4%
	Jan-19	1961	1891	96.4%	21	1.1%
	Feb-19	1985	1921	96.8%	15	0.8%
Total 18/19	23635	22668	95.9%	301	1.3%	

Community Input	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-18	16	15	93.8%	1	6.3%
	Feb-18	12	12	100.0%	0	0.0%
	Mar-18	11	10	90.9%	0	0.0%
	Apr-18	16	14	87.5%	0	0.0%
	May-18	15	14	93.3%	0	0.0%
	Jun-18	17	17	100.0%	0	0.0%
	Jul-18	13	12	92.3%	0	0.0%

Patient Services	Aug-18	11	11	100.0%	0	0.0%
	Sep-18	15	14	93.3%	0	0.0%
	Oct-18	17	17	100.0%	0	0.0%
	Nov-18	19	19	100.0%	0	0.0%
	Dec-18	19	18	94.7%	0	0.0%
	Jan-19	13	13	100.0%	0	0.0%
	Feb-19	16	16	100.0%	0	0.0%
Total 18/19		210	202	96.2%	1	0.5%

Community Nursing Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-18	301	297	98.7%	1	0.3%
	Feb-18	144	137	95.1%	2	1.4%
	Mar-18	183	178	97.3%	1	0.5%
	Apr-18	182	177	97.3%	2	1.1%
	May-18	343	334	97.4%	4	1.2%
	Jun-18	224	221	98.7%	1	0.4%
	Jul-18	214	213	99.5%	0	0.0%
	Aug-18	200	195	97.5%	5	2.5%
	Sep-18	190	189	99.5%	1	0.5%
	Oct-18	200	194	97.0%	4	2.0%
	Nov-18	333	325	97.6%	1	0.3%
	Dec-18	214	212	99.1%	0	0.0%
	Jan-19	273	266	97.4%	3	1.1%
	Feb-19	309	304	98.4%	2	0.6%
Total 18/19		3310	3242	97.9%	27	0.8%

Re	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-18	301	297	98.7%	1	0.3%
	Feb-18	144	137	95.1%	2	1.4%

Rehabilitation & Therapy Services	Mar-18	183	178	97.3%	1	0.5%
	Apr-18	244	241	98.8%	0	0.0%
	May-18	210	201	95.7%	1	0.5%
	Jun-18	268	263	98.1%	1	0.4%
	Jul-18	251	242	96.4%	3	1.2%
	Aug-18	283	275	97.2%	1	0.4%
	Sep-18	307	297	96.7%	3	1.0%
	Oct-18	257	253	98.4%	0	0.0%
	Nov-18	296	290	98.0%	0	0.0%
	Dec-18	217	210	96.8%	1	0.5%
	Jan-19	243	233	95.9%	3	1.2%
	Feb-19	335	327	97.6%	2	0.6%
Total 18/19	3539	3444	97.3%	19	0.5%	

Specialist Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-18	56	56	100.0%	0	0.0%
	Feb-18	101	95	94.1%	0	0.0%
	Mar-18	58	58	100.0%	0	0.0%
	Apr-18	60	58	96.7%	0	0.0%
	May-18	52	52	100.0%	0	0.0%
	Jun-18	107	105	98.1%	1	0.9%
	Jul-18	63	54	85.7%	3	4.8%
	Aug-18	14	13	92.9%	1	7.1%
	Sep-18	44	42	95.5%	2	4.5%
	Oct-18	59	57	96.6%	1	1.7%
	Nov-18	36	35	97.2%	1	2.8%
	Dec-18	28	28	100.0%	0	0.0%
	Jan-19	46	46	100.0%	0	0.0%
	Feb-19	45	43	95.6%	1	2.2%
Total 18/19	769	742	96.5%	10	1.3%	

Children & Family Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-18	105	104	99.0%	0	0.0%
	Feb-18	136	136	100.0%	0	0.0%
	Mar-18	177	170	96.0%	0	0.0%
	Apr-18	59	58	98.3%	0	0.0%
	May-18	442	400	90.5%	4	0.9%
	Jun-18	219	194	88.6%	3	1.4%
	Jul-18	181	179	98.9%	1	0.6%
	Aug-18	275	273	99.3%	1	0.4%
	Sep-18	119	118	99.2%	0	0.0%
	Oct-18	108	106	98.1%	0	0.0%
	Nov-18	44	44	100.0%	0	0.0%
	Dec-18	233	208	89.3%	2	0.9%
	Jan-19	220	215	97.7%	0	0.0%
	Feb-19	358	342	95.5%	2	0.6%
Total 18/19	2676	2547	95.2%	13	0.5%	

Community Healthcare Other (includes U	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-18	874	841	96.2%	9	1.0%
	Feb-18	876	827	94.4%	18	2.1%
	Mar-18	790	745	94.3%	19	2.4%
	Apr-18	787	748	95.0%	17	2.2%
	May-18	763	700	91.7%	28	3.7%
	Jun-18	346	323	93.4%	10	2.9%
	Jul-18	1173	1099	93.7%	33	2.8%
	Aug-18	1346	1305	97.0%	15	1.1%
	Sep-18	857	830	96.8%	8	0.9%
	Oct-18	1067	1025	96.1%	11	1.0%
	Nov-18	1033	980	94.9%	16	1.5%

Urgent Care)	Dec-18	1241	1172	94.4%	24	1.9%
	Jan-19	1166	1118	95.9%	15	1.3%
	Feb-19	922	889	96.4%	8	0.9%
Total 18/19		13241	12602	95.2%	231	1.7%