

# Friends and Family Test Results 2017



Hounslow and Richmond  
Community Healthcare  
NHS Trust

Period 01<sup>st</sup> January 2017 – September 30<sup>th</sup> 2017

## Overall Trust

Overall Trust	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-17	1207	1150	95.3%	17	1.4%
	Feb-17	1072	1024	95.5%	13	1.2%
	Mar-17	1383	1329	96.1%	20	1.4%
	Apr-17	1532	1410	92.0%	33	2.2%
	May-17	1243	1198	96.4%	10	0.8%
	Jun-17	1294	1254	96.9%	18	1.4%
	Jul-17	1175	1114	94.8%	28	2.4%
	Aug-17	1369	1310	95.7%	10	0.7%
	Sep-17	1224	1167	95.3%	14	1.1%

## Breakdown into NHS Friends & Family Test Categories:

### Community Inpatient Services

Community Inpatient Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-17	20	20	100.0%	0	0.0%
	Feb-17	13	12	92.3%	0	0.0%
	Mar-17	22	20	96.1%	0	1.4%
	Apr-17	15	13	92.0%	1	2.2%
	May-17	25	24	96.4%	0	0.8%
	Jun-17	20	20	96.9%	0	1.4%
	Jul-17	13	13	94.8%	0	2.4%
	Aug-17	18	16	95.7%	0	0.7%
	Sep-17	18	18	95.3%	0	1.1%

### Community Nursing Services

Community Nursing Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-17	199	189	95.0%	6	3.0%
	Feb-17	93	91	97.8%	1	1.1%
	Mar-17	164	162	96.1%	1	1.4%
	Apr-17	78	75	92.0%	1	2.2%
	May-17	100	97	96.4%	0	0.8%
	Jun-17	99	96	96.9%	2	1.4%
	Jul-17	74	70	94.8%	3	2.4%
	Aug-17	101	96	95.7%	0	0.7%
	Sep-17	142	132	95.3%	1	1.1%

Providing care and services that we and our families would want to use



**Care**  
High quality, safe care  
with compassion



**Respect**  
Dignity and respect  
to patients and colleagues



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## Rehabilitation and Therapy Services

Rehabilitation & Therapy Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-17	76	73	96.1%	1	1.3%
	Feb-17	201	194	96.5%	0	0.0%
	Mar-17	307	296	96.1%	0	1.4%
	Apr-17	519	455	92.0%	14	2.2%
	May-17	114	111	96.4%	0	0.8%
	Jun-17	291	283	96.9%	2	1.4%
	Jul-17	192	189	94.8%	1	2.4%
	Aug-17	228	220	95.7%	1	0.7%
Sep-17	116	115	95.3%	0	1.1%	

## Specialist Services

Specialist Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-17	148	145	98.0%	2	1.4%
	Feb-17	91	90	98.9%	0	0.0%
	Mar-17	58	57	96.1%	0	1.4%
	Apr-17	48	48	92.0%	0	2.2%
	May-17	165	159	96.4%	0	0.8%
	Jun-17	187	185	96.9%	2	1.4%
	Jul-17	68	68	94.8%	0	2.4%
	Aug-17	92	90	95.7%	0	0.7%
Sep-17	91	90	95.3%	1	1.1%	

## Children and Family Services

Children & Family Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jan-17	105	102	97.1%	1	1.0%
	Feb-17	35	32	91.4%	1	2.9%
	Mar-17	119	116	96.1%	2	1.4%
	Apr-17	151	148	92.0%	1	2.2%
	May-17	163	156	96.4%	2	0.8%
	Jun-17	149	146	96.9%	1	1.4%
	Jul-17	151	148	94.8%	0	2.4%
	Aug-17	270	265	95.7%	1	0.7%
Sep-17	272	267	95.3%	0	1.1%	

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## Community Healthcare Other (includes Urgent Care)

Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
Jan-17	659	621	94.2%	7	1.1%
Feb-17	639	605	94.7%	11	1.7%
Mar-17	713	678	96.1%	17	1.4%
Apr-17	721	671	92.0%	16	2.2%
May-17	676	651	96.4%	8	0.8%
Jun-17	548	524	96.9%	11	1.4%
Jul-17	677	626	94.8%	24	2.4%
Aug-17	660	623	95.7%	8	0.7%
Sep-17	585	545	95.3%	12	1.1%

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