

# Friends and Family Test Results

## 1 January 2017 – 31 March 2018

### 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%
Oct-17	1248	1168	93.6%	26	2.1%
Nov-17	1044	994	95.2%	23	2.2%
Dec-17	735	696	94.7%	11	1.5%
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%

### Breakdown into NHS Friends & Family Test Categories:

#### 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%
Oct-17	17	17	100.0%	0	0.0%
Nov-17	15	14	93.3%	1	6.7%
Dec-17	13	13	100.0%	0	0.0%
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%

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



**Communication**  
Listening and  
communicating clearly



## 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%
Oct-17	142	134	94.4%	5	3.5%
Nov-17	190	185	97.4%	2	1.1%
Dec-17	139	133	95.7%	2	1.4%
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%

## Rehabilitation and 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%
Oct-17	136	133	97.8%	0	0.0%
Nov-17	212	209	98.6%	0	0.0%
Dec-17	186	177	95.2%	0	0.0%
Jan-18	183	177	96.7%	1	0.5%
Feb-18	109	107	98.2%	0	0.0%
Mar-18	226	217	96.0%	3	1.3%

## 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%
Oct-17	39	39	100.0%	0	0.0%
Nov-17	52	51	98.1%	0	0.0%
Dec-17	20	18	90.0%	0	0.0%
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%

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



### Communication

Listening and communicating clearly

CONNECT WITH US



@HRCH\_NHS\_Trust



hounslowandrichmondnhs

## 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%
	Oct-17	144	141	97.9%	2	1.4%
	Nov-17	69	69	100.0%	0	0.0%
	Dec-17	41	40	97.6%	0	0.0%
	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%	

## Community Healthcare Other (includes Urgent Care)

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%
	Oct-17	770	704	91.4%	19	2.5%
	Nov-17	506	466	92.1%	20	4.0%
	Dec-17	336	315	93.8%	9	2.7%
	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%	

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



### Communication

Listening and communicating clearly

CONNECT WITH US



@HRCH\_NHS\_Trust



hounslowandrichmondnhs