

## Friends and Family Test Results 2018/2019

January – May 2018

### 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%

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

#### Community Inpatient Services

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%

#### 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%

#### Rehabilitation and Therapy 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	244	241	98.8%	0	0.0%
May-18	210	201	95.7%	1	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%

## Children and 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%

## Community Healthcare Other (includes Urgent Care)

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%