

Friends & Family Test Results July 2018-July 2019

Overall Trust	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	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%
	Mar-19	2688	2523	93.9%	63	2.3%
	Apr-19	2293	2161	94.2%	38	1.7%
	May-19	2887	2719	94.2%	44	1.5%
	Jun-19	2378	2242	94.3%	37	1.6%
Jul-19	2672	2534	94.8%	50	1.9%	
Total	27841	26545	95.3%	406	1.5%	

Community Inpatient Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	Jul-18	13	12	92.3%	0	0.0%
	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%
	Mar-19	20	20	100.0%	0	0.0%
	Apr-19	15	15	100.0%	0	0.0%
	May-19	13	12	92.3%	0	0.0%
	Jun-19	15	15	100.0%	0	0.0%
Jul-19	12	12	100.0%	0	0.0%	
Total	198	194	98.0%	0	0.0%	

Community Nursing Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	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%
	Mar-19	324	317	97.8%	1	0.3%
	Apr-19	315	312	99.0%	1	0.3%
	May-19	452	442	97.8%	3	0.7%
	Jun-19	358	352	98.3%	3	0.8%
Jul-19	489	478	97.8%	3	0.6%	
Total	3871	3799	98.1%	27	0.7%	

Rehabilitation & Therapy Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	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%
	Mar-19	545	531	97.4%	4	0.7%
	Apr-19	300	296	98.7%	1	0.3%
	May-19	366	364	99.5%	0	0.0%
	Jun-19	369	362	98.1%	3	0.8%
Jul-19	325	314	96.6%	4	1.2%	
Total	4094	3994	97.6%	25	0.6%	

Specialist Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	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%
	Mar-19	208	205	98.6%	0	0.0%
	Apr-19	67	67	100.0%	0	0.0%
	May-19	98	97	99.0%	0	0.0%
	Jun-19	146	146	100.0%	0	0.0%
Jul-19	135	135	100.0%	0	0.0%	
Total	989	968	97.9%	9	0.9%	

Children & Family Services	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	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%
	Mar-19	455	428	94.1%	11	2.4%
	Apr-19	287	276	96.2%	0	0.0%
	May-19	521	486	93.3%	8	1.5%
	Jun-19	184	177	96.2%	0	0.0%
Jul-19	157	145	92.4%	1	0.6%	
Total	3142	2997	95.4%	26	0.8%	

Community Healthcare Other (Includes Urgent Care)	Month	Number of Reponses	Number Recommend	% Recommend	Number Not Recommend	% Not Recommend
	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%
	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%
	Mar-19	1136	1022	90.0%	47	4.1%
	Apr-19	1309	1195	91.3%	36	2.8%
	May-19	1437	1318	91.7%	33	2.3%
	Jun-19	1306	1190	91.1%	31	2.4%
	Jul-19	1554	1450	93.3%	42	2.7%
Total	15547	14593	93.9%	319	2.1%	