

FRIENDS AND FAMILY TEST  
INPATIENT OVERVIEW REPORT  
February 2018

## INPATIENT

	Feb-18					Response Rate %			% Would Recommend			% Wouldn't Recommend		
	Number of Responses	Number of Potential Responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Nov-17	Dec-17	Jan-18	Nov-17	Dec-17	Jan-18	Nov-17	Dec-17	Jan-18
Surgical														
8AB	32	61	52.5%	100.0%	0.0%	67.9%	58.9%	37.3%	97.8%	93.7%	96.4%	1.1%	1.6%	0.0%
8D	59	122	48.4%	100.0%	0.0%	53.4%	39.8%	56.9%	100.0%	98.0%	100.0%	0.0%	0.0%	0.0%
CITU	0	2	0.0%	0.0%	0.0%	40.0%	16.7%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
H03	17	43	39.5%	100.0%	0.0%	63.2%	59.0%	45.3%	97.2%	100.0%	96.6%	0.0%	0.0%	0.0%
H10	37	76	48.7%	100.0%	0.0%	51.1%	46.7%	48.6%	97.8%	97.7%	100.0%	0.0%	0.0%	0.0%
H14	15	87	17.2%	100.0%	0.0%	4.3%	2.9%	18.2%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
H11	59	90	65.6%	96.6%	0.0%	44.6%	34.2%	63.4%	97.3%	92.0%	93.2%	0.0%	0.0%	0.0%
H19	11	37	29.7%	100.0%	0.0%	25.6%	8.1%	21.6%	100.0%	100.0%	81.8%	0.0%	0.0%	9.1%
H21	14	38	36.8%	100.0%	0.0%	30.8%	21.3%	36.2%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
H22	69	147	46.9%	97.1%	0.0%	58.1%	51.4%	74.3%	99.2%	100.0%	98.7%	0.0%	0.0%	0.0%
HICU	0	0	-	-	-	50.0%	42.9%	33.3%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
HSAU	42	151	27.8%	97.6%	2.4%	44.6%	30.8%	40.9%	93.6%	96.4%	94.3%	0.0%	0.0%	1.4%
DAYCASE - CRH	464	619	75.0%	99.1%	0.6%	68.8%	51.5%	62.3%	97.8%	98.5%	99.0%	1.8%	0.3%	0.6%
DAYCASE - HRI	556	1453	38.3%	98.4%	0.7%	43.1%	42.9%	40.2%	96.3%	98.4%	98.0%	1.2%	0.7%	0.9%
SURGICAL - DAYCASE	1020	2072	49.2%	98.7%	0.7%	51.8%	45.8%	48.2%	97.0%	98.5%	98.5%	1.5%	0.6%	0.8%
SURGICAL - INPATIENT	355	854	41.6%	98.6%	0.3%	52.3%	41.7%	49.9%	97.2%	97.0%	96.5%	0.4%	0.3%	0.9%
SURGICAL	1375	2926	47.0%	98.7%	0.6%	51.9%	44.5%	48.7%	97.0%	98.0%	97.9%	1.1%	0.5%	0.8%
Medicine														
4D	6	31	19.4%	100.0%	0.0%	4.4%	0.0%	39.0%	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%
2AB	48	234	20.5%	100.0%	0.0%	41.7%	18.2%	15.6%	92.3%	92.5%	95.0%	1.5%	5.7%	0.0%
2CD	21	129	16.3%	100.0%	0.0%	31.1%	11.1%	6.4%	98.9%	100.0%	100.0%	0.0%	0.0%	0.0%
5AD	12	32	37.5%	100.0%	0.0%	84.9%	23.5%	31.4%	100.0%	100.0%	81.8%	0.0%	0.0%	9.1%
5B	13	45	28.9%	100.0%	0.0%	90.5%	29.8%	16.3%	94.7%	78.6%	100.0%	0.0%	0.0%	0.0%
5C	25	34	73.5%	100.0%	0.0%	53.3%	50.0%	36.6%	100.0%	93.3%	100.0%	0.0%	0.0%	0.0%
6A	26	31	83.9%	100.0%	0.0%	52.5%	46.2%	61.0%	100.0%	94.4%	88.0%	0.0%	0.0%	4.0%
6BC	52	83	62.7%	94.2%	0.0%	56.3%	28.7%	40.0%	100.0%	94.3%	92.1%	0.0%	2.9%	0.0%
7AD	18	21	85.7%	94.4%	0.0%	78.3%	69.6%	44.4%	94.4%	81.3%	100.0%	0.0%	0.0%	0.0%
7B	7	11	63.6%	100.0%	0.0%	82.4%	100.0%	80.0%	100.0%	88.9%	100.0%	0.0%	0.0%	0.0%
7C	31	50	62.0%	93.5%	0.0%	19.7%	7.8%	3.6%	98.3%	100.0%	100.0%	0.0%	0.0%	0.0%
AECU HRI	3	229	1.3%	100.0%	0.0%	19.7%	7.8%	3.6%	98.3%	100.0%	100.0%	0.0%	0.0%	0.0%
AEOBS CRH	8	247	3.2%	100.0%	0.0%	7.7%	29.3%	12.5%	100.0%	98.8%	100.0%	0.0%	1.2%	0.0%
ANGI	30	68	44.1%	96.7%	3.3%	50.0%	32.8%	37.8%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
CCUR	52	81	64.2%	100.0%	0.0%	58.2%	52.9%	61.3%	93.5%	97.8%	98.0%	0.0%	0.0%	0.0%
H01	61	242	25.2%	91.8%	0.0%	16.9%	29.5%	35.1%	96.2%	93.9%	92.0%	0.0%	3.7%	3.4%
H04	1	26	3.8%	100.0%	0.0%	3.2%	7.1%	18.5%	100.0%	100.0%	80.0%	0.0%	0.0%	0.0%
H05	10	32	31.3%	40.0%	20.0%	68.0%	50.0%	52.3%	100.0%	100.0%	91.3%	0.0%	0.0%	0.0%
H06	41	68	60.3%	97.6%	0.0%	83.9%	35.4%	47.3%	98.7%	97.5%	98.4%	0.0%	0.0%	0.0%
H08	24	31	77.4%	95.8%	0.0%	100.0%	85.7%	94.7%	100.0%	91.7%	94.4%	0.0%	8.3%	0.0%
H15	20	25	80.0%	100.0%	0.0%	84.5%	70.8%	80.0%	95.4%	93.5%	87.5%	1.1%	0.0%	0.0%
H12	44	73	60.3%	84.1%	2.3%	55.4%	46.3%	64.0%	76.5%	61.4%	66.7%	5.9%	2.3%	3.5%
H17	38	55	69.1%	97.4%	2.6%	62.1%	51.6%	63.6%	98.1%	93.8%	98.0%	0.0%	0.0%	0.0%
H20	31	34	91.2%	100.0%	0.0%	14.6%	75.6%	86.5%	85.7%	96.8%	93.8%	0.0%	0.0%	6.3%
DAYCASE - CRH	186	1276	14.6%	97.3%	0.5%	11.2%	13.9%	14.6%	95.2%	95.8%	98.5%	0.0%	1.2%	1.0%
DAYCASE - HRI	132	638	20.7%	98.5%	0.0%	10.1%	17.3%	22.5%	97.2%	97.2%	98.8%	1.4%	0.9%	0.0%
MEDICINE - DAYCASE	318	1914	16.6%	97.8%	0.3%	10.8%	15.1%	17.4%	95.8%	96.3%	98.7%	0.4%	1.1%	0.5%
MEDICINE - INPATIENT	634	1946	32.6%	95.3%	0.8%	36.4%	28.0%	30.7%	96.5%	92.5%	93.1%	0.4%	1.7%	1.0%
MEDICINE	952	3860	24.7%	96.1%	0.6%	24.4%	22.4%	24.2%	96.4%	93.6%	95.0%	0.4%	1.5%	0.8%
FSS														
3/PAA	200	682	29.3%	97.0%	0.5%	17.7%	16.4%	26.8%	95.6%	94.8%	97.7%	2.2%	1.7%	0.6%
4C	25	187	13.4%	100.0%	0.0%	41.1%	26.1%	27.0%	98.1%	98.1%	97.9%	0.0%	1.9%	0.0%
H18	19	39	48.7%	100.0%	0.0%	50.0%	40.0%	49.1%	96.3%	100.0%	96.3%	0.0%	0.0%	0.0%
NISCBU	15	28	53.6%	100.0%	0.0%	32.4%	30.6%	31.3%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
DAYCASE - CRH	0	0	-	-	-	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
DAYCASE - HRI	26	83	31.3%	96.2%	0.0%	15.5%	23.3%	22.4%	93.3%	100.0%	100.0%	0.0%	0.0%	0.0%
FSS - DAYCASE	26	83	31.3%	96.2%	0.0%	18.0%	26.9%	24.1%	94.4%	100.0%	100.0%	0.0%	0.0%	0.0%
FSS - INPATIENT	259	936	27.7%	97.7%	0.4%	23.0%	19.9%	28.3%	96.5%	96.4%	97.7%	1.3%	1.5%	0.4%
FSS	285	1019	28.0%	97.5%	0.4%	22.5%	20.4%	28.0%	96.3%	96.8%	97.8%	1.2%	1.4%	0.4%
DAYCASE CRH TOTAL	650	1895	34.3%	98.6%	0.6%	31.4%	27.6%	31.8%	97.2%	97.7%	98.9%	1.4%	0.6%	0.7%
DAYCASE HRI TOTAL	714	2174	32.8%	98.3%	0.6%	32.1%	34.2%	33.5%	96.3%	98.3%	98.3%	1.2%	0.7%	0.7%
DAYCASE TOTAL	1364	4069	33.5%	98.5%	0.6%	31.8%	31.0%	32.7%	96.8%	98.0%	98.5%	1.3%	0.7%	0.7%
INPATIENT CRH TOTAL	692	2213	31.3%	97.8%	0.3%	33.7%	26.8%	28.6%	97.5%	95.0%	97.3%	0.6%	1.5%	0.4%
INPATIENT HRI TOTAL	556	1523	36.5%	95.3%	0.9%	42.2%	32.3%	41.8%	96.0%	94.0%	92.9%	0.5%	0.9%	1.2%
INPATIENT TOTAL	1248	3736	33.4%	96.7%	0.6%	37.3%	29.2%	34.2%	96.8%	94.5%	95.0%	0.5%	1.2%	0.9%
OVERALL TOTAL - CRH	1342	4108	32.7%	98.2%	0.4%	32.6%	27.2%	30.2%	97.4%	96.2%	98.1%	0.9%	1.1%	0.6%
OVERALL TOTAL - HRI	1270	3697	34.4%	97.0%	0.7%	36.7%	33.3%	37.1%	96.1%	96.3%	95.6%	0.8%	0.8%	1.0%
OVERALL TRUST TOTAL	2612	7805	33.5%	97.6%	0.6%	34.5%	30.1%	33.4%	96.8%	96.2%	96.8%	0.9%	0.9%	0.8%
A&E														
CRH - A&E	484	4319	11.2%	87.4%	7.9%	10.0%	10.9%	10.5%	88.6%	85.8%	85.8%	6.3%	9.7%	9.2%
HRI - A&E	383	4096	9.4%	82.0%	14.4%	11.1%	9.2%	10.3%	82.5%	84.3%	89.0%	12.9%	9.9%	8.3%
A&E TOTAL	867	8415	10.3%	85.0%	10.7%	10.5%	10.1%	10.4%	85.5%	85.2%	87.3%	9.6%	9.8%	8.7%

**RAG RATING**  
INPATIENT/ PAEDIATRICS/ DAYCASE:  
(Based on July to Sept 16 National Results)

	Response Rate	Would	Wouldn't
Super Green	>=37.4%	>=97.9%	<=0.6
Green	25.0%-37.3%	96.3%-97.8%	0.7%-1.1%
Amber	17.1%-25.8%	94.1%-96.2%	1.2%-1.9%
Red	<=17.0%	<=94.0%	>=2.0

**A&E:**  
(Based on July to Sept 16 National Results)

	Response Rate	Would	Wouldn't
Super Green	>=20.2%	>=93.1%	<=2.5%
Green	13.3%-20.1%	86.5%-93.0%	2.6%-7.8%
Amber	5.5%-13.2%	82.5%-86.4%	7.5%-10.9%
Red	<=5.4%	<=82.4%	>=11.0%

## DAYCASE CRITERIA:

Daycase CRH includes wards - 4A B5SC CDC COPD CRAS CRXD DAYCAS ENDOSC GAU PMDC XBSSC

Daycase HRI includes wards - H22LP HBT HODST HOPDC HRA56 HRDU HRON HRXD HSA49 XBSSH BSSH

These wards are reported at ward level on the Daycase Breakdown report.

## FRIENDS AND FAMILY TEST DAYCASE BREAKDOWN

				01/02/2018					Response Rate %					% Would Recommend					% Wouldn't Recommend				
				Number of responses	Number of Potential responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18
DAYCASE TOTAL - CRH				650	1895	34.3%	98.6%	0.6%	26.8%	34.7%	36.1%	28.5%	34.6%	98.9%	98.3%	97.0%	97.6%	98.6%	0.4%	0.8%	1.2%	0.6%	0.7%
FSS	XRAY ANGIO	CRH XRAY DEPARTMENT	Gareth Firth	0	0		-	-	100.0%	100.0%	100.0%	80.0%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
MEDICINE	HCDU CRH	CRH HAEM DAY CARE UNIT	Chris Lord	49	284	17.3%	98.0%	0.0%	0.0%	0.0%	27.0%	19.7%	20.1%	-	-	95.4%	100.0%	97.0%	-	-	0.0%	0.0%	1.5%
MEDICINE	MDCU CRH	CRH WARD 4A	Donna Wood	27	274	9.9%	100.0%	0.0%	100.0%	99.0%	26.6%	17.5%	24.7%	100.0%	99.0%	94.3%	96.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
MEDICINE	CRAS CRH	CRH MAU RAPID ASSESSMENT	Lynsey Whitelam	110	315	34.9%	96.4%	0.9%	97.0%	99.0%	24.3%	25.7%	25.3%	97.0%	99.0%	96.9%	90.9%	96.1%	1.0%	0.0%	0.0%	3.0%	1.3%
SURGICAL	DAYCAS CRH	CRH DAYCASE UNIT	Maggie Metcalfe	169	403	41.9%	98.8%	1.2%	99.2%	98.3%	53.4%	53.1%	45.4%	99.2%	98.3%	98.1%	99.5%	100.0%	0.0%	1.0%	1.9%	0.5%	0.0%
SURGICAL	ENDO CRH	CRH ENDOSCOPY UNIT	Karen Melling	188	479	39.2%	99.5%	0.0%	98.7%	96.7%	25.3%	15.7%	33.6%	98.7%	96.7%	95.4%	96.6%	97.6%	1.3%	1.3%	3.3%	0.0%	1.0%
SURGICAL	PMDC CRH	CRH PAIN MANAGEMENT D/C	Karen Melling	107	140	76.4%	99.1%	0.9%	100.0%	99.1%	74.5%	71.9%	75.7%	100.0%	99.1%	99.3%	98.6%	99.3%	0.0%	0.9%	0.0%	0.0%	0.7%
DAYCASE TOTAL - HRI				714	2174	32.8%	98.3%	0.6%	36.8%	31.4%	34.7%	35.0%	35.7%	97.9%	97.3%	96.5%	98.0%	98.2%	0.6%	1.2%	1.2%	0.9%	0.6%
FSS	HBT HRI	HRI BLOOD TRANSFUSION	Chris Lord	0	44	0.0%	-	-	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
FSS	XRAY RDCU	HRI XRAY DEPARTMENT	Gareth Firth	26	39	66.7%	96.2%	0.0%	83.3%	65.5%	58.3%	62.1%	65.4%	95.0%	89.5%	95.2%	94.4%	100.0%	0.0%	5.3%	0.0%	5.6%	0.0%
MEDICINE	RAS6 HRI	HRI RAPID ASSESSMENT	Kate Crowther	73	260	28.1%	100.0%	0.0%	33.6%	21.6%	29.4%	21.3%	31.1%	98.6%	94.2%	97.3%	93.5%	97.8%	0.0%	3.8%	1.3%	2.2%	0.0%
MEDICINE	HRON HRI	HRI HRON (General Patients - Normal)	Chris Lord	59	378	15.6%	96.6%	0.0%	0.0%	0.0%	7.6%	18.4%	20.5%	-	-	97.1%	98.6%	99.0%	-	-	2.9%	0.0%	0.0%
SURGICAL	H22LIP	WARD 22 LITHOTRIPSY CLINIC	Lynn Stott	16	21	76.2%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	40.0%	-	-	-	-	100.0%	-	-	-	-	0.0%
SURGICAL	SPU HRI	HRI OLD DEL SUITE THEATRE	Maggie Metcalfe	139	216	64.4%	98.6%	0.0%	39.7%	46.6%	37.5%	31.6%	58.2%	98.9%	97.1%	97.5%	98.1%	98.6%	0.0%	1.0%	1.2%	1.9%	0.7%
SURGICAL	MAX FAX Th	HRI MAX FAX THEATRE	Maggie Metcalfe	8	27	29.6%	100.0%	0.0%	22.2%	32.5%	23.9%	29.4%	18.9%	100.0%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
SURGICAL	MAXFAX HRI	HRI MAX FAX DEPARTMENT	Maggie Metcalfe	2	16	12.5%	100.0%	0.0%	5.9%	20.0%	29.4%	33.3%	16.7%	100.0%	100.0%	100.0%	66.7%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
SURGICAL	ENDO HRI	HRI ENDOSCOPY UNIT	Karen Melling	177	596	29.7%	97.7%	1.7%	36.3%	27.6%	28.8%	31.4%	34.9%	99.5%	95.8%	96.3%	98.9%	97.2%	0.5%	0.7%	0.5%	1.1%	1.9%
SURGICAL	DSU HRI	HRI DAY SURGERY UNIT	Maggie Metcalfe	169	353	47.9%	98.8%	0.6%	82.4%	78.5%	77.7%	74.6%	60.2%	98.1%	99.3%	97.9%	98.8%	100.0%	0.9%	0.7%	1.5%	0.0%	0.0%
SURGICAL	HSA9 HRI	HSAU AMB ASSESSMENT	Karen Melling	45	224	20.1%	97.8%	0.0%	36.8%	26.2%	38.5%	38.7%	31.8%	91.2%	96.1%	87.1%	96.9%	95.2%	1.5%	2.0%	1.4%	1.5%	0.0%
DAYCASE TOTAL				1364	4069	33.5%	98.5%	0.6%	31.9%	33.1%	35.4%	31.9%	35.2%	98.3%	97.8%	96.7%	97.8%	98.4%	0.5%	1.0%	1.2%	0.7%	0.6%

**RAG RATING**  
(Based on July to Sept 16 National Results)

	Response Rate	Would	Wouldn't
Super Green	>=37.4%	>=97.9%	<=0.6
Green	25.9%-37.3%	96.3%-97.8%	0.7%-1.1%
Amber	17.1%-25.8%	94.1%-96.2%	1.2%-1.9%
Red	<=17.0%	<=94.0%	>=2.0