

**FRIENDS AND FAMILY TEST
DAYCASE BREAKDOWN**

				October 17			Response Rate %					% Would Recommend					% Wouldn't Recommend						
				Number of responses	Number of Potential responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	May-17	Jun-17	Jul-17	Aug-17	Sep-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
DAYCASE TOTAL - CRH				734	2162	34.0%	98.4%	0.8%	15.4%	19.8%	21.6%	27.4%	26.8%	99.0%	97.9%	96.7%	97.0%	98.9%	0.0%	0.3%	0.5%	0.9%	0.4%
FSS	XRAY ANGIO	CRH XRAY DEPARTMENT	Gareth Firth	1	1	100.0%	100.0%	0.0%	0.0%	0.0%	100.0%	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	99	335	29.6%	97.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
MEDICINE	MDCU CRH	CRH WARD 4A	Donna Wood	98	356	27.5%	99.0%	0.0%	0.0%	0.3%	6.1%	9.5%	4.2%	-	100.0%	94.7%	96.3%	100.0%	-	0.0%	0.0%	0.0%	0.0%
MEDICINE	CRAS CRH	CRH MAU RAPID ASSESSMENT	Lynsey Whitelam	94	227	41.4%	98.9%	0.0%	2.2%	17.8%	13.1%	25.9%	43.0%	80.0%	89.6%	96.9%	90.9%	97.0%	0.0%	0.0%	0.0%	0.0%	1.0%
SURGICAL	DAYCAS CRH	CRH DAYCASE UNIT	Maggie Metcalfe	288	500	57.6%	98.3%	1.0%	45.4%	44.4%	51.8%	45.5%	50.6%	99.4%	100.0%	97.3%	96.9%	99.2%	0.0%	0.0%	0.9%	0.9%	0.0%
SURGICAL	ENDO CRH	CRH ENDOSCOPY UNIT	Karen Melling	145	583	24.9%	97.2%	1.4%	13.4%	21.4%	21.9%	21.5%	14.7%	100.0%	98.7%	94.1%	99.0%	98.7%	0.0%	1.3%	0.0%	1.0%	1.3%
SURGICAL	PMDC CRH	CRH PAIN MANAGEMENT D/C	Karen Melling	108	160	67.5%	99.1%	0.9%	0.6%	0.0%	20.1%	68.4%	71.8%	100.0%	-	100.0%	98.6%	100.0%	0.0%	-	0.0%	1.4%	0.0%
DAYCASE TOTAL - HRI				648	2133	30.4%	97.2%	1.2%	33.9%	27.9%	27.7%	31.0%	36.7%	97.1%	97.9%	98.6%	97.3%	97.9%	1.0%	0.7%	0.5%	1.4%	0.7%
FSS	HBT HRI	HRI BLOOD TRANSFUSION	Chris Lord	0	61	0.0%	-	-	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
FSS	XRAY RDCU	HRI XRAY DEPARTMENT	Gareth Firth	19	29	65.5%	89.5%	5.3%	0.0%	0.0%	54.5%	62.5%	83.3%	100.0%	100.0%	94.4%	100.0%	95.0%	0.0%	0.0%	0.0%	0.0%	0.0%
MEDICINE	RAS6 HRI	HRI RAPID ASSESSMENT	Kate Crowther	51	241	21.2%	94.1%	3.9%	39.7%	42.5%	38.0%	30.1%	33.6%	96.4%	96.5%	100.0%	100.0%	98.6%	1.2%	2.4%	0.0%	0.0%	0.0%
MEDICINE	HROH HRI	HRI HROH (General Patients - Normal)	Chris Lord	120	437	27.5%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
SURGICAL	H2ZLIP	WARD 22 LITHOTRIPSY CLINIC	Lynn Stott	0	19	0.0%	-	-	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
SURGICAL	SPU HRI	HRI OLD DEL SUITE THEATRE	Maggie Metcalfe	97	221	43.9%	96.9%	1.0%	31.5%	31.8%	31.9%	28.7%	38.9%	100.0%	100.0%	100.0%	94.6%	98.9%	0.0%	0.0%	0.0%	3.6%	0.0%
SURGICAL	MAX FAX Th	HRI MAX FAX THEATRE	Maggie Metcalfe	10	40	25.0%	100.0%	0.0%	0.0%	0.0%	0.0%	26.3%	22.2%	-	100.0%	-	100.0%	100.0%	-	0.0%	-	0.0%	0.0%
SURGICAL	MAXFAX HRI	HRI MAX FAX DEPARTMENT	Maggie Metcalfe	1	5	20.0%	100.0%	0.0%	0.0%	0.0%	0.0%	40.0%	5.9%	-	-	-	100.0%	100.0%	-	-	-	0.0%	0.0%
SURGICAL	ENDO HRI	HRI ENDOSCOPY UNIT	Karen Melling	138	518	26.6%	95.7%	0.7%	8.9%	19.6%	23.6%	23.1%	36.1%	97.6%	97.8%	99.1%	96.5%	99.5%	0.0%	0.0%	0.0%	2.1%	0.5%
SURGICAL	DSU HRI	HRI DAY SURGERY UNIT	Maggie Metcalfe	288	367	78.5%	99.3%	0.7%	64.1%	57.5%	63.1%	74.9%	82.7%	97.0%	98.2%	98.3%	98.0%	98.1%	1.5%	0.7%	0.7%	1.3%	0.9%
SURGICAL	HSA09 HRI	HSAU AMB ASSESSMENT	Karen Melling	44	195	22.6%	95.5%	2.3%	26.4%	8.2%	6.2%	42.3%	36.2%	95.2%	99.8%	91.7%	94.7%	91.0%	0.0%	0.0%	8.3%	1.1%	1.5%
DAYCASE TOTAL				1382	4295	32.2%	97.8%	1.0%	25.1%	24.4%	24.8%	29.3%	31.8%	97.7%	97.9%	97.9%	97.1%	98.3%	0.7%	0.6%	0.5%	1.2%	0.5%

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