## FRIENDS AND FAMILY TEST

INPATIENT OVERVIEW REPORT

October 2017

					INPATIENT										
	Oct-17				Re	sponse Rat	te %	% Wo	uld Recon	mend	% Wouldn't Recommend				
	Number of Responses	Number of Potential Responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Jul-17	Aug-17	Sep-17	Jul-17	Aug-17	Sep-17	Jul-17	Aug-17	Sep-17	
Surgical															
8AB	73	114	64.0%	100.0%	0.0%	62.4%	63.1%	60.7%	97.8%	97.1%	93.2%	1.1%	0.0%	2.7%	
8D	70	128	54.7%	100.0%	0.0%	60.5%	56.8%	52.4%	97.4%	97.6%	100.0%	1.3%	1.2%	0.0%	
CITU	1	4	25.0%	100.0%	0.0%	20.0%	0.0%	66.7%	100.0%	0.0%	100.0%	0.0%	0.0%	0.0%	
H03 H10	21 42	40 80	52.5% 52.5%	100.0% 100.0%	0.0%	75.0% 32.6%	49.1% 52.0%	45.9% 55.7%	100.0% 100.0%	96.4% 94.9%	92.9% 92.3%	0.0%	0.0% 0.0%	0.0%	
H14	1	9	11.1%	0.0%	0.0%	5.3%	38.5%	7.7%	100.0%	100.0%	50.0%	0.0%	0.0%	0.0%	
H15	79	115	68.7%	94.9%	1.3%	63.9%	71.8%	66.2%	95.7%	98.7%	95.6%	1.4%	0.0%	0.0%	
H19 H20	12 26	47	25.5% 22.8%	91.7% 88.5%	0.0%	27.8% 27.1%	27.1%	16.3% 26.3%	100.0% 88.5%	93.8% 100.0%	87.5% 96.2%	0.0%	0.0% 0.0%	12.5% 0.0%	
H22	111	168	66.1%	95.5%	0.9%	77.8%	60.9%	53.4%	98.1%	99.1%	94.5%	1.9%	0.9%	1.8%	
HICU HSAU	5	7 194	71.4% 37.6%	100.0% 90.4%	0.0%	37.5% 43.4%	37.5% 43.4%	40.0% 47.9%	66.7% 90.2%	66.7% 96.6%	100.0% 95.0%	0.0%	0.0%	0.0%	
DAYCASE - CRH	541	743	72.8%	98.2%	1.1%	60.1%	69.4%	63.3%	96.7%	97.9%	99.3%	0.6%	1.1%	0.0%	
DAYCASE - HRI	578	1365	42.3%	97.8%	0.9%	38.7%	40.9%	48.9%	98.3%	96.8%	97.9%	0.8%	1.7%	0.8%	
SURGICAL - DAYCASE	1119	2108	53.1%	97.9%	1.0%	45.0%	50.0%	53.7%	97.7%	97.3%	98.4%	0.7%	1.4%	0.6%	
SURGICAL - INPATIENT	514	1020	50.4%	95.9%	0.4%	49.8%	49.1%	45.3%	96.0%	97.4%	94.8%	1.5%	0.6%	1.4%	
SURGICAL	1633	3128	52.2%	97.3%	0.8%	46.7%	49.7%	51.0%	97.0%	97.3%	97.4%	1.0%	1.1%	0.8%	
Medicine															
4D	27	82	32.9%	100.0%	0.0%	15.5%	23.3%	12.1%	93.3%	95.0%	100.0%	0.0%	0.0%	0.0%	
2AB	90	184	48.9%	94.4%	1.1%	35.3%	34.5%	43.8%	86.8%	89.5%	90.6%	1.9%	1.8% 0.0%	3.1% 0.0%	
2CD 5AD	46 35	271 41	17.0% 85.4%	100.0% 100.0%	0.0%	7.5%	23.9% 57.6%	14.8% 73.3%	70.6% 100.0%	96.3% 94.7%	96.8% 100.0%	5.9% 0.0%	0.0% 0.0%	0.0%	
5B	21	27	77.8%	90.5%	0.0%	92.9%	70.4%	95.2%	92.3%	100.0%	95.0%	3.8%	0.0%	5.0%	
5C 6A	21 24	46 39	45.7% 61.5%	100.0% 95.8%	0.0%	58.8% 63.3%	61.2% 62.1%	52.2% 79.3%	100.0% 96.8%	100.0% 100.0%	95.8% 87.0%	0.0%	0.0% 0.0%	0.0%	
6BC	78	119	65.5%	95.8%	4.2%	19.4%	55.8%	64.3%	95.2%	97.4%	94.4%	0.0%	1.3%	4.3%	
6D	12	16	75.0%	100.0%	0.0%	61.8%	69.6%	86.0%	100.0%	97.9%	98.0%	0.0%	0.0%	0.0%	
7AD 7BC	15 32	23 44	65.2% 72.7%	100.0% 100.0%	0.0%	80.6% 66.7%	81.8% 75.0%	66.7% 62.5%	92.0%	77.8% 100.0%	93.8%	4.0%	0.0% 0.0%	0.0%	
7BC 8C	2	2	100.0%	100.0%	0.0%	35.3%	28.6%	62.5%	100.0% 66.7%	100.0%	90.0% 100.0%	0.0%	0.0%	0.0%	
AECDU HRI	39	328	11.9%	92.3%	2.6%	4.2%	1.3%	5.2%	93.3%	100.0%	86.7%	6.7%	0.0%	6.7%	
AEOBS CRH ANGI	59 36	323 78	18.3% 46.2%	93.2% 94.4%	0.0%	6.3% 37.1%	3.7% 56.5%	1.6% 46.0%	95.0% 95.7%	100.0% 100.0%	100.0% 100.0%	0.0%	0.0% 0.0%	0.0%	
CCUR	49	69	71.0%	94.4%	0.0%	54.8%	67.6%	46.0%	97.8%	100.0%	97.6%	0.0%	0.0%	0.0%	
H01	59	329	17.9%	94.9%	1.7%	21.5%	18.2%	19.4%	90.1%	96.6%	95.0%	0.0%	0.0%	0.0%	
H04 H05	1 16	22 26	4.5% 61.5%	100.0% 93.8%	0.0%	7.7%	15.4% 58.3%	14.3% 50.0%	100.0% 100.0%	100.0% 100.0%	100.0% 94.1%	0.0%	0.0% 0.0%	0.0%	
H05	53	106	50.0%	96.2%	0.0%	56.1%	60.6%	70.8%	100.0%	96.7%	98.5%	0.0%	0.0%	0.0%	
H08	21	22	95.5%	100.0%	0.0%	77.3%	85.7%	97.0%	100.0%	95.8%	100.0%	0.0%	0.0%	0.0%	
H11 H12	24	85 77	28.2% 50.6%	95.8% 87.2%	4.2%	43.2% 61.0%	38.1% 54.5%	44.4% 53.8%	90.6% 80.9%	97.3% 86.1%	94.4% 91.1%	0.0%	0.0%	0.0%	
H17	68	94	72.3%	98.5%	0.0%	58.2%	64.9%	67.5%	93.8%	98.0%	94.4%	0.0%	0.0%	1.9%	
H21	14	18	77.8%	100.0% 99.0%	0.0%	41.7%	35.0%	43.8%	100.0%	100.0% 93.1%	85.7%	0.0%	0.0%	0.0%	
DAYCASE - CRH DAYCASE - HRI	192 51	1418 678	13.5% 7.5%	99.0%	3.9%	9.1% 12.1%	6.2% 10.1%	8.1% 11.4%	98.3% 100.0%	93.1%	97.3% 98.6%	0.0%	0.0% 0.0%	0.9%	
MEDICINE - DAYCASE	243	2096	11.6%	97.9%	0.8%	10.1%	7.5%	9.2%	99.0%	96.2%	97.8%	0.0%	0.0%	0.5%	
MEDICINE - INPATIENT	881	2471	35.7%	96.5%	1.0%	27.5%	32.1%	34.0%	93.1%	96.5%	95.2%	0.7%	0.3%	1.1%	
MEDICINE	1124	4567	24.6%	96.8%	1.0%	19.8%	20.6%	22.6%	94.4%	96.4%	95.7%	0.6%	0.2%	1.0%	
FSS															
3/PAA	120	797	15.1%	97.5%	0.0%	24.9%	34.1%	21.9%	95.7%	99.4%	95.7%	0.7%	0.0%	1.4%	
4C	70	141	49.6%	97.1%	1.4%	36.8%	44.0%	42.5%	97.8%	98.3%	98.1%	2.2%	1.7%	0.0%	
H18 NISCBU	30 15	67 32	44.8% 46.9%	100.0% 100.0%	0.0%	39.3% 2.7%	35.3% 55.0%	53.3% 50.0%	100.0% 100.0%	100.0% 100.0%	100.0% 94.1%	0.0%	0.0%	0.0%	
DAYCASE - CRH	15	32	46.9%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	94.1% 100.0%	0.0%	0.0%	0.0%	
DAYCASE - HRI	19	90	21.1%	89.5%	5.3%	37.5%	35.1%	26.0%	94.4%	100.0%	95.0%	0.0%	0.0%	0.0%	
FSS - DAYCASE	20	90	22.0%	90.0%	5.0%	41.2%	36.2%	28.8%	95.2%	100.0%	95.7%	0.0%	0.0%	0.0%	
FSS - INPATIENT	235	1037	22.7%	97.9%	0.4%	26.8%	36.7%	28.3%	96.7%	99.2%	96.7%	0.9%	0.4%	0.8%	
FSS	255	1128	22.6%	97.3%	0.8%	27.7%	36.7%	28.4%	96.6%	99.3%	96.6%	0.9%	0.4%	0.8%	
DAYCASE CRH TOTAL	734	2161	34.0%	98.4%	0.8%	24.6%	26.9%	26.5%	97.1%	97.1%	98.9%	0.4%	0.9%	0.4%	
DAYCASE HRI TOTAL	648	2134	30.4%	97.2%	1.2%	30.3%	31.1%	36.4%	98.4%	97.2%	97.9%	0.6%	1.5%	0.7%	
DAYCASE TOTAL	1382	4295	32.2%	97.8%	1.0%	27.6%	29.1%	31.5%	97.9%	97.2%	98.3%	0.6%	1.2%	0.5%	
INPATIENT CRH TOTAL	896	2580	34.7%	97.8%	0.4%	31.5%	38.3%	34.4%	95.3%	97.6%	95.9%	1.1%	0.5%	1.3%	
INPATIENT HRI TOTAL	734	1948	37.7%	95.0%	1.1%	34.9%	36.3%	36.8%	94.2%	96.9%	94.7%	1.0%	0.3%	1.1%	
INPATIENT TOTAL	1630	4528	36.0%	96.5%	0.7%	33.1%	37.4%	35.4%	94.8%	97.3%	95.4%	1.0%	0.4%	1.2%	
OVERALL TOTAL - CRH OVERALL TOTAL - HRI	1630 1382	4741 4082	34.4% 33.9%	98.0% 96.0%	0.6%	28.5% 32.6%	32.8% 33.6%	30.7% 36.6%	96.0% 96.2%	97.4% 97.0%	97.1% 96.4%	0.8%	0.6%	0.9%	
OVERALL TRUST TOTAL	3012	8823	34.1%	97.1%	0.9%	30.5%	33.2%	33.5%	96.1%	97.2%	96.7%	0.8%	0.7%	0.9%	
					A&E										

					AGE									
CRH - A&E	610	5011	12.2%	89.7%	5.9%	14.1%	13.6%	12.5%	87.6%	87.1%	88.2%	7.2%	8.8%	6.6%
HRI - A&E	465	4683	9.9%	81.5%	12.9%	10.9%	9.8%	9.5%	82.5%	84.2%	84.9%	11.5%	8.8%	10.4%
A&E TOTAL	1075	9694	11.1%	86.1%	8.9%	12.5%	11.7%	11.0%	85.4%	85.9%	86.8%	9.0%	8.8%	8.2%

RAG RATING		Response Rate	Would	Wouldn't	
INPATIENT/ PAEDIATRICS/ DAYCASE:	Super Green	>=37.4%	>=97.9%	<=0.6	1
	Green	25.9%-37.3%	96.3%-97.8%	0.7%-1.1%	1
(Based on July to Sept 16 National Results)	Amber	17.1%-25.8%	94.1%-96.2%	1.2%-1.9%	1
(Based on July to Sept 16 National Results)	Red	<=17.0%	<=94.0%	>=2.0	1
					-
		Response Rate	Would	Wouldn't	
A&E:	Super Green	>=20.2%	>=93.1%	<=2.5%	1
	Green	13.3%-20.1%	86.5%-93.0%	2.6%-7.4%	1
(Based on July to Sept 16 National Results)	Amber	5.5%-13.2%	82.5%-86.4%	7.5%-10.9%	1
(based on July to Sept 16 National Results)	Red	<-5.4%	<=82.4%	>=11.0%	٦

## DAYCASE CRITERIA:

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

Daycase HRI includes wards - H22LIP HBT HODST HOPDC HRAS6 HRDU HRON HRXD HSAA9 XBSSH BSSH

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

## 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
	DAYO	CASE TOTAL - CRH	RESPONSIBILITY	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%	100.0%	-	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%	-		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%
	DAY	CASE TOTAL - HRI	RESPONSIBILITY	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%		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	HRON HRI	HRI HRON (General Patients - Normal)	Chris Lord	120	437	27.5%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
SURGICAL	H22LIP	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%	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%	-	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	HSAA9 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%	93.8%	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