Calderdale and Huddersfield NHS
NHS Trust

FRIENDS AND FAMILY TEST
INPATIENT OVERVIEW REPORT
September 2017

INPATIENT

	Sep-17					Response Rate %			% Would Recommend			% Wouldn't Recommend		
	Number of Responses	Number of Potential Responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Jun-17	Jul-17	Aug-17	Jun-17	Jul-17	Aug-17	Jun-17	Jul-17	Aug-17
Surgical														
8AB	74	122	60.7%	93.2%	2.7%	63.6%	62.4%	63.1%	98.7%	97.8%	97.1%	0.0%	1.1%	0.0%
8D	66	126	52.4%	100.0%	0.0%	56.3%	60.5%	56.8%	97.0%	97.4%	97.6%	0.0%	1.3%	1.2%
CITU	2	3	66.7%	100.0%	0.0%	20.0%	20.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%
H03	28	61	45.9%	92.9%	0.0%	24.0%	75.0%	49.1%	100.0%	100.0%	96.4%	0.0%	0.0%	0.0%
H10	39	70	55.7%	92.3%	5.1%	35.5%	32.6%	52.0%	100.0%	100.0%	94.9%	0.0%	0.0%	0.0%
H14	2	26	7.7%	50.0%	0.0%	12.5%	5.3%	38.5%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
H15	45	68	66.2%	95.6%	0.0%	54.0%	63.9%	71.8%	91.8%	95.7%	98.7%	4.9%	1.4%	0.0%
H19	8	49	16.3%	87.5%	12.5%	55.0%	27.8%	27.1%	95.5%	100.0%	93.8%	0.0%	0.0%	0.0%
H20	26	99	26.3%	96.2%	0.0%	32.4%	27.1%	27.7%	100.0%	88.5%	100.0%	0.0%	3.8%	0.0%
H22	55	103	53.4%	94.5%	1.8%	34.0%	77.8%	60.9%	96.0%	98.1%	99.1%	0.0%	1.9%	0.9%
HICU	2	5	40.0%	100.0%	0.0%	0.0%	37.5%	37.5%	0.0%	66.7%	66.7%	0.0%	0.0%	0.0%
HMFD	0	44	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
HSAU	80	167	47.9%	95.0%	0.0%	53.2%	43.4%	43.4%	88.0%	90.2%	96.6%	3.3%	2.2%	1.1%
DAYCASE - CRH	421	665	63.3%	99.3%	0.2%	44.3%	60.1%	69.4%	99.6%	96.7%	97.9%	0.4%	0.6%	1.1%
DAYCASE - HRI	657	1344	48.9%	97.9%	0.8%	37.5%	38.7%	40.9%	98.0%	98.3%	96.8%	0.6%	0.8%	1.7%
SURGICAL - DAYCASE	**1078**	**2009**	**53.7%**	**98.4%**	**0.6%**	39.4%	45.0%	50.0%	98.5%	97.7%	97.3%	0.6%	0.7%	1.4%
SURGICAL - INPATIENT	**427**	**943**	**45.3%**	94.8%	1.4%	45.5%	49.8%	49.1%	95.1%	96.0%	97.4%	1.3%	1.5%	0.6%
SURGICAL	**1505**	**2952**	**51.0%**	**97.4%**	**0.8%**	41.5%	46.7%	49.7%	**97.2%**	**97.0%**	**97.3%**	**0.8%**	**1.0%**	**1.1%**
Medicine														
4D	11	91	12.1%	100.0%	0.0%	17.8%	15.5%	23.3%	94.4%	93.3%	95.0%	0.0%	0.0%	0.0%
2AB	64	146	43.8%	90.6%	3.1%	40.8%	35.3%	34.5%	63.4%	86.8%	89.5%	2.8%	1.9%	1.8%
2CD	31	209	14.8%	96.8%	0.0%	8.7%	7.5%	23.9%	75.0%	70.6%	96.3%	5.0%	5.9%	0.0%
5AD	22	30	73.3%	100.0%	0.0%	61.2%	58.5%	57.6%	100.0%	100.0%	94.7%	0.0%	0.0%	0.0%
5B	20	21	95.2%	95.0%	5.0%	96.3%	92.9%	70.4%	96.2%	92.3%	100.0%	0.0%	3.8%	0.0%
5C	24	46	52.2%	95.8%	0.0%	56.8%	58.8%	61.2%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
6A	23	29	79.3%	87.0%	4.3%	64.1%	63.3%	62.1%	96.0%	96.8%	100.0%	0.0%	0.0%	0.0%
6BC	72	112	64.3%	94.4%	2.8%	26.8%	19.4%	55.8%	100.0%	95.2%	97.4%	0.0%	0.0%	1.3%
6D	49	57	86.0%	98.0%	0.0%	63.0%	61.8%	69.6%	100.0%	100.0%	97.9%	0.0%	0.0%	0.0%
7AD	16	24	66.7%	93.8%	0.0%	66.7%	80.6%	81.8%	94.4%	92.0%	77.8%	0.0%	4.0%	0.0%
7BC	10	16	62.5%	90.0%	0.0%	75.0%	66.7%	75.0%	94.4%	100.0%	100.0%	0.0%	0.0%	0.0%
8C	30	45	66.7%	100.0%	0.0%	32.1%	35.3%	28.6%	100.0%	66.7%	100.0%	0.0%	0.0%	0.0%
AECDU HRI	15	289	5.2%	86.7%	6.7%	6.0%	4.2%	1.3%	95.2%	93.3%	100.0%	0.0%	6.7%	0.0%
AEOBS CRH	5	319	1.6%	100.0%	0.0%	1.0%	6.3%	3.7%	100.0%	95.0%	100.0%	0.0%	0.0%	0.0%
ANGI	29	63	46.0%	100.0%	0.0%	19.4%	37.1%	56.5%	100.0%	95.7%	100.0%	0.0%	0.0%	0.0%
CCUR	42	74	56.8%	97.6%	0.0%	47.4%	54.8%	67.6%	97.2%	97.8%	100.0%	0.0%	0.0%	0.0%
H01	60	310	19.4%	95.0%	0.0%	24.3%	21.5%	18.2%	93.8%	90.1%	96.6%	0.0%	0.0%	0.0%
H04	2	14	14.3%	100.0%	0.0%	4.0%	7.7%	15.4%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
H05	17	34	50.0%	94.1%	0.0%	0.0%	24.2%	58.3%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%
H06	68	96	70.8%	98.5%	0.0%	35.7%	56.1%	60.6%	97.1%	100.0%	96.7%	0.0%	0.0%	0.0%
H08	32	33	97.0%	100.0%	0.0%	63.2%	77.3%	85.7%	100.0%	100.0%	95.8%	0.0%	0.0%	0.0%
H11	36	81	44.4%	94.4%	0.0%	35.4%	43.2%	38.1%	96.4%	90.6%	97.3%	0.0%	0.0%	0.0%
H12	56	104	53.8%	91.1%	1.8%	49.4%	61.0%	54.5%	90.2%	80.9%	86.1%	0.0%	0.0%	0.0%
H17	54	80	67.5%	94.4%	1.9%	67.2%	58.2%	64.9%	91.1%	93.8%	98.0%	2.2%	0.0%	0.0%
H21	7	16	43.8%	85.7%	0.0%	47.4%	41.7%	35.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
DAYCASE - CRH	110	1352	8.1%	97.3%	0.9%	9.5%	9.1%	6.2%	90.9%	98.3%	93.1%	0.0%	0.0%	0.0%
DAYCASE - HRI	72	633	11.4%	98.6%	0.0%	14.2%	12.1%	10.1%	96.5%	100.0%	100.0%	2.4%	0.0%	0.0%
MEDICINE - DAYCASE	**182**	**1985**	**9.2%**	97.8%	0.5%	11.4%	10.1%	7.5%	93.6%	99.0%	96.2%	1.2%	0.0%	0.0%
MEDICINE - INPATIENT	**796**	**2339**	34.0%	95.2%	1.1%	26.4%	27.5%	32.1%	91.7%	93.1%	96.5%	0.6%	0.7%	0.3%
MEDICINE	**978**	**4324**	**22.6%**	95.7%	**1.0%**	20.6%	19.8%	20.6%	92.1%	94.4%	96.4%	0.7%	0.6%	0.2%
FSS														
3/PAA	138	630	21.9%	95.7%	1.4%	19.8%	24.9%	34.1%	96.4%	95.7%	99.4%	0.9%	0.7%	0.0%
4C	54	127	42.5%	98.1%	0.0%	35.4%	36.8%	44.0%	100.0%	97.8%	98.3%	0.0%	2.2%	1.7%
H18	32	60	53.3%	100.0%	0.0%	40.0%	39.3%	35.3%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
NISCBU	17	34	50.0%	94.1%	0.0%	0.0%	2.7%	55.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%
DAYCASE - CRH	3	0	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
DAYCASE - HRI	20	77	26.0%	95.0%	0.0%	0.0%	37.5%	35.1%	100.0%	94.4%	100.0%	0.0%	0.0%	0.0%
FSS - DAYCASE	**23**	**77**	28.8%	95.7%	0.0%	-	41.2%	36.2%	100.0%	95.2%	100.0%	0.0%	0.0%	0.0%
FSS - INPATIENT	**241**	**851**	28.3%	96.7%	0.8%	22.9%	26.8%	36.7%	97.8%	96.7%	99.2%	0.5%	0.9%	0.4%
FSS	**264**	**931**	**28.4%**	**96.6%**	**0.8%**	24.8%	27.7%	36.7%	98.0%	96.6%	99.3%	0.5%	0.9%	0.4%
DAYCASE CRH TOTAL	**534**	**2017**	**26.5%**	**98.9%**	**0.4%**	22.4%	24.6%	26.9%	97.2%	97.1%	97.1%	0.3%	0.4%	0.9%
DAYCASE HRI TOTAL	**749**	**2057**	**36.4%**	**97.9%**	**0.7%**	30.8%	30.3%	31.1%	97.8%	98.4%	97.2%	0.9%	0.6%	1.5%
DAYCASE TOTAL	**1283**	**4074**	**31.5%**	**98.3%**	**0.5%**	27.2%	27.6%	29.1%	97.6%	97.9%	97.2%	0.7%	0.6%	1.2%
INPATIENT CRH TOTAL	**799**	**2324**	**34.4%**	95.9%	**1.3%**	29.1%	31.5%	38.3%	93.5%	95.3%	97.6%	0.6%	1.1%	0.5%
INPATIENT HRI TOTAL	**665**	**1809**	**36.8%**	94.7%	**1.1%**	31.6%	34.9%	36.3%	94.2%	94.2%	96.9%	1.2%	1.0%	0.3%
INPATIENT TOTAL	**1464**	**4133**	**35.4%**	95.4%	**1.2%**	30.2%	33.1%	37.4%	93.8%	94.8%	97.3%	0.9%	1.0%	0.4%
OVERALL TOTAL - CRH	**1333**	**4341**	**30.7%**	**97.1%**	**0.9%**	26.5%	28.5%	32.8%	94.7%	96.0%	97.4%	0.5%	0.8%	0.6%
OVERALL TOTAL - HRI	**1414**	**3866**	**36.6%**	**96.4%**	**0.8%**	31.2%	32.6%	33.6%	96.0%	96.2%	97.0%	1.0%	0.8%	0.9%
OVERALL TRUST TOTAL	**2747**	**8207**	**33.5%**	**96.7%**	0.9%	28.9%	30.5%	33.2%	95.4%	96.1%	**97.2%**	0.8%	0.8%	0.7%

A&E

CRH - A&E	633	5060	12.5%	88.2%	6.6%	11.3%	14.1%	13.6%	87.4%	87.6%	87.1%	8.6%	7.2%	8.8%
HRI - A&E	463	4862	9.5%	84.9%	10.4%	10.3%	10.9%	9.8%	82.1%	82.5%	84.2%	13.5%	11.5%	8.8%
A&E TOTAL	**1096**	**9922**	**11.0%**	86.8%	**8.2%**	10.8%	12.5%	11.7%	84.9%	85.4%	85.9%	10.9%	9.0%	8.8%

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	25.9%-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

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%-7.4%
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 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.

Any patients with a 0 LOS on other wards not listed in the daycase criteria above are included in the inpatient ward figureswithin this report.

Calderdale and Huddersfield NHS
NHS Trust

FRIENDS AND FAMILY TEST
DAYCASE BREAKDOWN

					September 17				Response Rate %					% Would Recommend					% Wouldn't Recommend				
					Number of responses	Number of Potential responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17
DAYCASE TOTAL - CRH			**RESPONSIBILITY**		**534**	**2020**	**26.4%**	**98.9%**	**0.4%**	**25.4%**	**15.4%**	**19.8%**	**21.6%**	**27.2%**	**99.5%**	**99.0%**	**97.9%**	**96.7%**	**97.0%**	**0.2%**	**0.0%**	**0.3%**	**0.5%**	**0.9%**
FSS	XRAY ANGIO	CRH XRAY DEPARTMENT	Gareth Firth		3	3	100.0%	100.0%	0.0%	100.0%	0.0%	0.0%	100.0%	100.0%	100.0%	-	100.0%	100.0%	100.0%	0.0%	-	0.0%	0.0%	0.0%
MEDICINE	HCDU CRH	CRH HAEM DAY CARE UNIT	Chris Lord		0	318	0.0%	-	-	5.2%	0.0%	0.0%	0.0%	0.0%	100.0%	-	-	-	-	0.0%	-	-	-	-
MEDICINE	MDCU CRH	CRH WARD 4A	Donna Wood		14	334	4.2%	100.0%	0.0%	20.1%	0.0%	0.3%	6.1%	9.5%	98.4%	-	100.0%	94.7%	96.3%	1.6%	-	0.0%	0.0%	0.0%
MEDICINE	CRAS CRH	CRH MAU RAPID ASSESSMENT	Lynsey Whitelam		96	230	41.7%	96.9%	1.0%	14.4%	2.2%	17.8%	13.1%	25.5%	100.0%	80.0%	89.6%	96.9%	90.8%	0.0%	0.0%	0.0%	0.0%	0.0%
SURGICAL	DAYCAS CRH	CRH DAYCASE UNIT	Maggie Metcalfe		240	470	51.1%	99.2%	0.0%	50.6%	45.4%	44.4%	51.8%	45.5%	99.6%	99.4%	100.0%	97.3%	96.9%	0.0%	0.0%	0.0%	0.9%	0.9%
SURGICAL	ENDO CRH	CRH ENDOSCOPY UNIT	Karen Melling		70	509	13.8%	98.6%	1.4%	10.9%	13.4%	21.2%	21.9%	20.8%	96.3%	100.0%	98.7%	94.1%	99.0%	0.0%	0.0%	1.3%	0.0%	1.0%
SURGICAL	PMDC CRH	CRH PAIN MANAGEMENT D/C	Karen Melling		111	156	71.2%	100.0%	0.0%	80.1%	0.6%	0.0%	20.1%	68.4%	100.0%	100.0%	-	100.0%	98.6%	0.0%	0.0%	-	0.0%	1.4%
DAYCASE TOTAL - HRI			**RESPONSIBILITY**		**749**	**2054**	**36.5%**	**97.9%**	**0.7%**	**35.3%**	**34.2%**	**27.8%**	**28.4%**	**31.8%**	**97.7%**	**97.1%**	**97.9%**	**98.6%**	**97.3%**	**0.5%**	**1.0%**	**0.8%**	**0.5%**	**1.4%**
FSS	HBT HRI	HRI BLOOD TRANSFUSION	Chris Lord		0	53	0.0%	-	-	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
FSS	XRAY RDCU	HRI XRAY DEPARTMENT	Gareth Firth		20	24	83.3%	95.0%	0.0%	58.8%	0.0%	0.0%	54.5%	62.5%	100.0%	100.0%	100.0%	94.4%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
MEDICINE	RAS6 HRI	HRI RAPID ASSESSMENT	Kate Crowther		72	217	33.2%	98.6%	0.0%	51.8%	39.7%	42.5%	38.0%	30.1%	90.4%	96.4%	96.5%	100.0%	100.0%	1.4%	1.2%	2.4%	0.0%	0.0%
MEDICINE	HRON HRI	HRI HRON (General Patients - Normal)	Chris Lord		0	416	0.0%	-	-	0.3%	0.0%	0.0%	0.0%	0.0%	100.0%	-	-	-	-	0.0%	-	-	-	-
SURGICAL	H22LIP	WARD 22 LITHOTRIPSY CLINIC	Lynn Stott		0	14	0.0%	-	-	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
SURGICAL	SPU HRI	HRI OLD DEL SUITE THEATRE	Maggie Metcalfe		81	229	35.4%	98.8%	0.0%	44.2%	31.5%	31.8%	31.9%	28.7%	98.6%	100.0%	100.0%	100.0%	94.6%	0.0%	0.0%	0.0%	0.0%	3.6%
SURGICAL	ENDO HRI	HRI ENDOSCOPY UNIT	Karen Melling		181	524	34.5%	99.4%	0.6%	19.7%	8.9%	19.4%	23.6%	23.0%	97.4%	97.6%	97.8%	99.1%	96.4%	0.0%	0.0%	0.0%	0.0%	2.1%
SURGICAL	DSU HRI	HRI DAY SURGERY UNIT	Maggie Metcalfe		322	392	82.1%	98.1%	0.9%	88.0%	64.1%	57.1%	63.1%	75.2%	98.7%	97.0%	98.2%	98.3%	98.0%	0.6%	1.5%	0.7%	0.7%	1.3%
SURGICAL	HSAA9 HRI	HSAU AMB ASSESSMENT	Karen Melling		67	185	36.2%	91.0%	1.5%	29.7%	26.4%	8.2%	6.2%	42.3%	100.0%	95.2%	93.8%	91.7%	94.7%	0.0%	0.0%	0.0%	8.3%	1.1%
DAYCASE TOTAL					**1283**	**4074**	**31.5%**	**98.3%**	**0.5%**	**30.0%**	**25.2%**	**24.3%**	**25.2%**	**29.5%**	**98.5%**	**97.7%**	**97.9%**	**97.9%**	**97.1%**	**0.3%**	**0.7%**	**0.6%**	**0.5%**	**1.2%**

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