

FRIENDS AND FAMILY TEST
INPATIENT OVERVIEW REPORT

May 2018

INPATIENT

	May-18					Response Rate %			% Would Recommend			% Wouldn't Recommend		
	Number of Responses	Number of Potential Responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Feb-18	Mar-18	Apr-18	Feb-18	Mar-18	Apr-18	Feb-18	Mar-18	Apr-18
Surgical														
8AB	85	127	66.9%	98.8%	1.2%	52.5%	74.5%	66.1%	100.0%	97.3%	97.3%	0.0%	0.0%	0.0%
8D	66	129	51.2%	100.0%	0.0%	48.4%	56.1%	60.3%	100.0%	97.7%	95.9%	0.0%	0.0%	2.7%
CITU	1	2	50.0%	100.0%	0.0%	0.0%	20.0%	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
H03	37	55	67.3%	97.3%	0.0%	39.5%	61.9%	66.7%	100.0%	100.0%	91.7%	0.0%	0.0%	0.0%
H10	45	92	48.9%	100.0%	0.0%	48.7%	58.8%	58.1%	100.0%	97.9%	95.3%	0.0%	0.0%	2.3%
H14	142	174	81.6%	97.9%	0.0%	17.2%	69.8%	80.5%	100.0%	97.8%	96.0%	0.0%	0.0%	1.6%
H11	91	115	79.1%	97.8%	0.0%	65.6%	71.8%	78.2%	96.6%	97.3%	91.9%	0.0%	0.0%	0.0%
H19	18	37	48.6%	94.4%	0.0%	29.7%	14.7%	18.9%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
H21	21	47	44.7%	95.2%	0.0%	36.8%	35.8%	44.8%	100.0%	94.7%	93.3%	0.0%	0.0%	6.7%
H22	84	146	57.5%	98.8%	0.0%	46.9%	56.6%	60.6%	97.1%	98.6%	100.0%	0.0%	0.0%	0.0%
HICU	2	10	20.0%	100.0%	0.0%	0.0%	20.0%	25.0%	0.0%	100.0%	100.0%	0.0%	0.0%	0.0%
HSAU	72	170	42.4%	95.8%	0.0%	27.8%	46.6%	50.8%	97.6%	94.7%	97.8%	2.4%	3.9%	0.0%
DAYCASE - CRH	564	705	80.0%	99.1%	0.5%	75.0%	65.1%	73.9%	99.1%	99.1%	98.3%	0.6%	0.9%	0.9%
DAYCASE - HRI	720	1600	45.0%	99.0%	0.3%	38.3%	43.1%	44.8%	98.4%	98.7%	99.0%	0.7%	0.9%	0.4%
SURGICAL - DAYCASE	1284	2305	55.7%	99.1%	0.4%	49.2%	50.3%	54.3%	98.7%	98.9%	98.7%	0.7%	0.9%	0.7%
SURGICAL - INPATIENT	664	1104	60.1%	98.0%	0.2%	41.6%	57.4%	60.8%	98.6%	97.4%	96.0%	0.3%	0.5%	1.1%
SURGICAL	1948	3409	57.1%	98.7%	0.3%	47.0%	52.5%	56.4%	98.7%	98.4%	97.8%	0.6%	0.8%	0.8%

Medicine														
2AB	83	310	26.8%	96.4%	1.2%	20.5%	14.3%	24.2%	100.0%	92.5%	97.0%	0.0%	0.0%	0.0%
2CD	41	190	21.6%	97.6%	0.0%	16.3%	7.9%	17.8%	100.0%	90.9%	96.3%	0.0%	0.0%	0.0%
5AD	14	32	43.8%	100.0%	0.0%	37.5%	37.5%	55.9%	100.0%	77.8%	84.2%	0.0%	11.1%	0.0%
5B	21	41	51.2%	95.2%	4.8%	28.9%	24.5%	32.3%	100.0%	91.7%	90.0%	0.0%	0.0%	0.0%
5C	17	40	42.5%	100.0%	0.0%	73.5%	36.6%	40.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
6A	26	37	70.3%	100.0%	0.0%	83.9%	50.9%	56.4%	100.0%	96.6%	95.5%	0.0%	0.0%	0.0%
6BC	58	110	52.7%	96.6%	0.0%	62.7%	48.4%	53.4%	94.2%	100.0%	94.5%	0.0%	0.0%	0.0%
7AD	9	16	56.3%	88.9%	0.0%	85.7%	54.5%	76.5%	94.4%	100.0%	92.3%	0.0%	0.0%	0.0%
7B	7	11	63.6%	100.0%	0.0%	63.6%	62.5%	42.9%	100.0%	100.0%	66.7%	0.0%	0.0%	0.0%
7C	46	56	82.1%	97.8%	0.0%	1.3%	0.5%	5.6%	100.0%	100.0%	92.3%	0.0%	0.0%	7.7%
AECU HRI	11	203	5.4%	100.0%	0.0%	3.2%	13.3%	36.3%	100.0%	100.0%	98.4%	0.0%	0.0%	0.0%
AEOBS CRH	48	195	24.6%	97.9%	2.1%	44.1%	48.5%	54.1%	96.7%	97.0%	100.0%	3.3%	0.0%	0.0%
ANGI	14	59	23.7%	100.0%	0.0%	64.2%	53.5%	73.4%	100.0%	97.8%	100.0%	0.0%	2.2%	0.0%
CCUR	49	85	57.6%	98.0%	0.0%	25.2%	33.7%	34.4%	91.8%	95.9%	90.7%	0.0%	2.0%	1.2%
H01	92	291	31.6%	94.6%	0.0%	3.8%	39.1%	66.7%	100.0%	100.0%	93.8%	0.0%	0.0%	0.0%
H04	16	22	72.7%	100.0%	0.0%	31.3%	26.7%	50.0%	40.0%	100.0%	81.8%	20.0%	0.0%	0.0%
H05	17	23	73.9%	94.1%	5.9%	60.3%	55.4%	10.4%	97.6%	95.7%	100.0%	0.0%	2.2%	0.0%
H06	41	101	40.6%	100.0%	0.0%	77.4%	82.1%	95.8%	95.8%	100.0%	87.0%	0.0%	0.0%	4.3%
H08	25	30	83.3%	100.0%	0.0%	80.0%	59.5%	59.5%	100.0%	95.5%	95.5%	0.0%	0.0%	0.0%
H15	24	35	68.6%	95.8%	4.2%	60.3%	56.7%	67.9%	84.1%	98.0%	92.5%	2.3%	0.0%	0.0%
H12	45	92	48.9%	95.6%	0.0%	69.1%	60.3%	58.1%	97.4%	97.9%	98.1%	2.6%	0.0%	0.0%
H17	61	80	76.3%	95.1%	1.6%	91.2%	93.3%	88.2%	100.0%	100.0%	93.3%	0.0%	0.0%	0.0%
H20	39	47	83.0%	100.0%	0.0%	20.7%	19.9%	30.9%	97.3%	97.7%	96.1%	0.5%	0.0%	0.8%
DAYCASE - CRH	100	1089	9.2%	99.0%	0.0%	16.6%	14.0%	20.7%	98.8%	94.2%	95.9%	0.3%	1.4%	1.6%
DAYCASE - HRI	214	978	21.9%	93.9%	0.0%	32.6%	31.4%	37.6%	95.3%	96.9%	94.8%	0.8%	0.7%	0.4%
MEDICINE - DAYCASE	314	2067	15.2%	95.5%	0.0%	24.7%	22.8%	29.4%	96.1%	96.1%	95.2%	0.6%	0.9%	0.8%
MEDICINE - INPATIENT	810	2126	38.1%	97.2%	0.7%									
MEDICINE	1124	4193	26.8%	96.7%	0.5%									

FSS														
3/PAA	154	665	23.2%	97.4%	0.0%	29.3%	28.0%	20.4%	97.0%	96.5%	96.9%	0.5%	0.5%	0.8%
4C	80	202	39.6%	98.8%	1.3%	13.4%	41.6%	43.8%	100.0%	98.9%	97.8%	0.0%	1.1%	0.0%
H18	36	82	43.9%	97.2%	0.0%	48.7%	52.0%	49.2%	100.0%	100.0%	96.6%	0.0%	0.0%	0.0%
NISCUBU	10	20	50.0%	100.0%	0.0%	53.6%	46.2%	35.9%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%
DAYCASE - CRH	0	0	-	-	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
DAYCASE - HRI	17	61	27.9%	100.0%	0.0%	31.3%	25.5%	30.3%	96.2%	100.0%	93.3%	0.0%	0.0%	3.3%
FSS - DAYCASE	17	61	27.9%	100.0%	0.0%	31.3%	25.5%	29.7%	96.2%	100.0%	93.3%	0.0%	0.0%	3.3%
FSS - INPATIENT	280	969	28.9%	97.9%	0.4%	27.7%	32.6%	27.9%	97.7%	97.6%	97.3%	0.4%	0.6%	0.4%
FSS	297	1030	28.8%	98.0%	0.3%	28.0%	32.0%	28.1%	97.5%	97.8%	96.9%	0.4%	0.6%	0.7%
DAYCASE CRH TOTAL	664	1794	37.0%	99.1%	0.5%	34.3%	29.7%	37.7%	98.6%	98.8%	97.9%	0.6%	0.7%	0.9%
DAYCASE HRI TOTAL	951	2639	36.0%	97.9%	0.2%	32.8%	34.5%	39.4%	98.3%	97.3%	97.9%	0.6%	1.2%	0.9%
DAYCASE TOTAL	1615	4433	36.4%	98.4%	0.3%	33.5%	32.3%	38.7%	98.5%	97.9%	97.9%	0.6%	1.0%	0.9%
INPATIENT CRH TOTAL	835	2347	35.6%	98.0%	0.6%	31.3%	32.6%	36.9%	97.8%	97.0%	96.7%	0.3%	0.5%	0.4%
INPATIENT HRI TOTAL	919	1852	49.6%	97.3%	0.3%	36.5%	45.8%	47.0%	95.3%	97.4%	94.7%	0.9%	0.8%	1.0%
INPATIENT TOTAL	1754	4199	41.8%	97.6%	0.5%	33.4%	37.9%	41.3%	96.7%	97.2%	95.7%	0.6%	0.6%	0.7%
OVERALL TOTAL - CRH	1499	4141	36.2%	98.5%	0.5%	32.7%	31.3%	37.2%	98.2%	97.8%	97.2%	0.4%	0.6%	0.6%
OVERALL TOTAL - HRI	1870	4491	41.6%	97.6%	0.3%	34.4%	39.2%	42.6%	97.0%	97.4%	96.4%	0.7%	1.0%	1.0%
OVERALL TRUST TOTAL	3369	8632	39.0%	98.0%	0.4%	33.5%	35.0%	40.0%	97.6%	97.6%	96.8%	0.6%	0.8%	0.8%

A&E

CRH - A&E	535	5225	10.2%	88.0%	8.2%	11.2%	10.7%	9.9%	87.4%	86.7%	88.1%	7.9%	8.5%	7.5%
HRI - A&E	454	5126	8.9%	84.4%	11.7%	9.4%	10.9%	11.7%	82.0%	77.3%	81.5%	14.4%	13.0%	12.0%
A&E TOTAL	989	10351	9.6%	86.3%	9.8%	10.3%	10.8%	10.7%	85.0%	82.1%	84.7%	10.7%	10.7%	9.8%

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%	>=91.1%	<=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 HRA56 HRDU HRON HRXD HSAU9 XBSSH BSSH

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

FRIENDS AND FAMILY TEST DAYCASE BREAKDOWN

						01/05/2018					Response Rate %					% Would Recommend					% Wouldn't Recommend				
						Number of responses	Number of Potential responses	% Response Rate	% Would Recommend	% Wouldn't Recommend	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18
DAYCASE TOTAL - CRH						664	1794	37.0%	99.1%	0.5%	28.5%	34.7%	35.3%	31.0%	39.9%	97.6%	98.6%	98.7%	98.7%	98.0%	0.6%	0.7%	0.6%	0.8%	0.9%
FSS	XRAY ANGIO	CRH XRAY DEPARTMENT	Gareth Firth	0	0	-	-	-	-	-	80.0%	66.7%	0.0%	0.0%	0.0%	100.0%	100.0%	-	-	-	0.0%	0.0%	-	-	-
MEDICINE	HCDU CRH	CRH HAEM DAY CARE UNIT	Chris Lord	16	292	5.5%	100.0%	0.0%	0.0%	0.0%	19.7%	20.1%	17.3%	14.7%	13.4%	100.0%	97.0%	98.0%	97.9%	100.0%	0.0%	1.5%	0.0%	0.0%	0.0%
MEDICINE	MDCU CRH	CRH WARD 4A	Donna Wood	0	17	0.0%	-	-	-	-	17.5%	25.0%	12.4%	1.0%	0.0%	96.0%	100.0%	100.0%	100.0%	-	0.0%	0.0%	0.0%	0.0%	-
MEDICINE	CRAS CRH	CRH MAU RAPID ASSESSMENT	Lynsey Whitelam	84	307	27.4%	98.8%	0.0%	0.0%	0.0%	25.7%	25.3%	35.9%	30.2%	33.6%	80.9%	96.1%	96.5%	96.9%	94.9%	3.0%	1.3%	0.9%	1.0%	1.0%
SURGICAL	DAYCAS CRH	CRH DAYCASE UNIT	Maggie Metcalfe	265	473	56.0%	98.5%	0.8%	0.8%	0.8%	53.1%	45.7%	42.7%	50.2%	55.1%	99.5%	100.0%	98.8%	98.7%	99.6%	0.5%	0.0%	1.2%	1.3%	0.4%
SURGICAL	ENDO CRH	CRH ENDOSCOPY UNIT	Linda Denham	186	552	33.7%	100.0%	0.0%	0.0%	0.0%	15.7%	33.6%	40.5%	25.3%	38.9%	96.6%	97.6%	99.5%	99.3%	97.8%	0.0%	1.0%	0.0%	0.7%	0.9%
SURGICAL	PMDC CRH	CRH PAIN MANAGEMENT D/C	Karen Melling	113	153	73.9%	99.1%	0.9%	0.9%	0.9%	71.9%	75.7%	76.4%	70.9%	81.5%	98.6%	99.3%	99.1%	100.0%	97.3%	0.0%	0.7%	0.9%	0.0%	1.8%
DAYCASE TOTAL - HRI						951	2639	36.0%	97.9%	0.2%	35.1%	36.1%	34.0%	35.8%	40.1%	98.0%	98.3%	98.0%	97.2%	97.9%	0.8%	0.6%	0.5%	1.3%	0.9%
FSS	HBT HRI	HRI BLOOD TRANSFUSION	Chris Lord	0	35	0.0%	-	-	-	-	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-
FSS	XRAY RDCU	HRI XRAY DEPARTMENT	Gareth Firth	17	26	65.4%	100.0%	0.0%	0.0%	0.0%	62.1%	65.4%	69.2%	59.5%	71.4%	94.4%	100.0%	96.3%	100.0%	93.3%	5.6%	0.0%	0.0%	0.0%	3.3%
MEDICINE	RAS6 HRI	HRI RAPID ASSESSMENT	Kate Crowther	189	559	33.8%	93.1%	0.0%	0.0%	0.0%	21.3%	30.8%	29.2%	26.9%	38.4%	93.5%	97.8%	100.0%	87.9%	95.1%	2.2%	0.0%	0.0%	3.7%	2.7%
MEDICINE	HRON HRI	HRI HRON (General Patients - Normal)	Chris Lord	25	419	6.0%	100.0%	0.0%	0.0%	0.0%	18.4%	20.5%	16.4%	15.1%	21.8%	98.6%	99.0%	95.2%	95.2%	97.5%	0.0%	0.0%	0.0%	1.6%	0.0%
SURGICAL	H22UP	WARD 22 LITHOTRIPSY CLINIC	Lynn Stott	11	20	55.0%	100.0%	0.0%	0.0%	0.0%	0.0%	40.0%	76.2%	100.0%	100.0%	-	100.0%	100.0%	100.0%	100.0%	-	0.0%	0.0%	0.0%	0.0%
SURGICAL	SPU HRI	HRI OLD DEL SUITE THEATRE	Qusva Ilyas	65	192	33.9%	100.0%	0.0%	0.0%	0.0%	31.6%	58.6%	66.2%	53.2%	46.6%	98.1%	98.6%	98.6%	99.1%	100.0%	1.9%	0.7%	0.0%	0.9%	0.0%
SURGICAL	MAX FAX Th	HRI MAX FAX THEATRE	Qusva Ilyas	6	36	16.7%	100.0%	0.0%	0.0%	0.0%	29.4%	18.9%	33.3%	16.7%	25.8%	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	Qusva Ilyas	0	3	0.0%	-	-	-	-	33.3%	16.7%	12.5%	10.0%	22.2%	66.7%	100.0%	100.0%	100.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%
SURGICAL	ENDO HRI	HRI ENDOSCOPY UNIT	Linda Denham	249	680	36.6%	99.2%	0.0%	0.0%	0.0%	31.4%	35.2%	31.2%	29.8%	33.2%	98.9%	97.2%	96.8%	98.9%	98.6%	1.1%	1.8%	1.6%	0.5%	0.5%
SURGICAL	DSU HRI	HRI DAY SURGERY UNIT	Qusva Ilyas	319	433	73.7%	98.4%	0.6%	0.6%	0.6%	74.3%	59.8%	47.9%	79.8%	76.5%	98.8%	100.0%	98.8%	98.9%	99.3%	0.0%	0.0%	0.6%	0.7%	0.0%
SURGICAL	HSA9 HRI	HSAU AMB ASSESSMENT	Karen Melling	70	236	29.7%	100.0%	0.0%	0.0%	0.0%	41.1%	35.4%	22.3%	27.0%	31.0%	97.1%	95.7%	98.0%	96.8%	97.3%	1.4%	0.0%	0.0%	3.2%	2.7%
DAYCASE TOTAL						1615	4433	36.4%	98.4%	0.3%	32.0%	35.4%	34.6%	33.6%	40.0%	97.8%	98.4%	98.3%	97.8%	98.0%	0.7%	0.6%	0.6%	1.1%	0.9%

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