									NHS Trust
				Fa	amily and Friends		Services		
			Cui	rent month		arch 2018			
		Number of	Response Rat Number of		% Recommend % Who Would	% Response Ra	te	% Would Recommend	% Wouldn't Recommend
		Responses	Potential Responses	Rate	Recommend Recommend	Dec-17 Jan-18	Feb-18	Dec-17 Jan-18 Feb-18	Dec-17 Jan-18 Feb-1
LIED H.P.LED	Brighouse Health Centre BROAD STREET PLAZA	0 0	217 2 0	4.6% 0.0%	100.0% 0.0%	7.5% 7.6% 25.0% 33.3% 0.0% 25.0%	11.4% 0.0% 50.0%	81.3% 90.9% 79.2% 100.0% 100.0% - 100.0% 0.0%	6.3% 9.1% 12.5° 0.0% 0.0% - 0.0% 0.09
	Calderdale Royal Huddersfield Royal Acre Mills	1 0 7	81 5 115	1.2% 0.0% 6.1%	100.0% 0.0%	1.8% 1.2% 50.0% 25.0% 9.8% 8.7%	4.8% 0.0% 14.8%	0.0% 100.0% 66.7% 100.0% 100.0% - 83.3% 85.7% 88.9%	100.0% 0.0% 0.09 0.0% 0.0% - 0.0% 14.3% 11.1
NAESTHETICS	Lister Lane Surgery	2	1 10	20.0%	100.0% 0.0%	0.0% 0.0% 9.5% 28.2%	0.0% 4.5%	100.0% 100.0% 100.0%	0.0% 0.0% 0.09
	Calderdale Royal Huddersfield Royal Acre Mills	1 0 1	4 1 5	25.0% 0.0% 20.0%	100.0% 0.0%	50.0% 33.3% 0.0% 0.0% 0.0% 29.0%	0.0%	100.0% 100.0%	0.0% 0.0% - - 0.0% 0.09
UDIOLOGY		47	370	12.7%	89.4% 6.4%	14.8% 12.6%	16.5%	93.8% 96.3% 94.4%	0.0% 0.0% 5.69
	Calderdale Royal Huddersfield Royal Acre Mills	7 0 40	36 0 334	19.4%	85.7% 14.3% 90.0% 5.0%	31.4% 21.4% 0.0% 0.0% 12.8% 11.3%	22.0%	100.0% 100.0% 100.0% 	0.0% 0.0% 0.09
ARDIOLOGY	Calderdale Royal	142 79	887 511	16.0% 15.5%	94.4% 2.1% 93.7% 3.8%	16.1% 20.0% 16.0% 20.2%	18.7% 18.6%	91.9% 91.0% 91.9% 92.2% 92.8% 90.5%	3.7% 1.0% 1.99 2.6% 1.6% 2.19
	Huddersfield Royal Acre Mills Todmorden Health Centre	29 34 0	153 223 0	19.0% 15.2%	96.6% 0.0% 94.1% 0.0%	17.8% 21.9% 15.7% 18.0% 10.0% 50.0%	14.2% 21.0% 40.0%	85.7% 91.9% 87.5% 94.4% 84.8% 95.7% 100.0% 100.0% 100.0%	4.8% 0.0% 6.39 5.6% 0.0% 0.09 0.0% 0.0% 0.09
	Location Unknown	0	0 65		100.0% 0.0%		-	100.0% 92.9% 92.9%	
IEMICAL PATHOLO	Acre Mills Huddersfield Royal	10 10 0	65 64 1	15.4% 15.6% 0.0%	100.0% 0.0% 100.0% 0.0%	14.3% 17.5% 15.2% 17.7% 0.0% 0.0%	21.9% 22.6% 0.0%	100.0% 92.9% 92.9% 100.0% 92.9% 92.9%	0.0% 7.1% 0.09 0.0% 7.1% 0.09
INICAL GENETICS	Calderdale Royal	0	7	0.0% 0.0%		20.0% 0.0% - 0.0%	0.0% 0.0%	100.0%	0.0%
IN NEURO-PHYSIO		85	3 528	0.0%	95.3% 1.2%	20.0% 0.0% 16.5% 19.3%	0.0%	97.2% 95.3% 95.4%	2.8% 2.4% 0.09
ABETIC MEDICINE	Calderdale Royal	85	528 224	16.1%	95.3% 1.2% 76.9% 7.7%	16.5% 19.3% 5.6% 1.3%	17.6% 3.9%	97.2% 95.3% 95.4% 70.0% 100.0% 100.0%	2.8% 2.4% 0.0% 20.0% 0.0% 0.09
	Calderdale Royal Todmorden Health Centre Location Unknown	9 1 2	101 5 110	8.9% 20.0% 1.8%	77.8% 0.0% 100.0% 0.0% 50.0% 50.0%	4.9% 1.1% 5.1% 0.0%	5.9% - 1.1%	75.0% 100.0% 100.0% 	0.0% 0.0% 0.03 40.0% - 0.03
ERMATOLOGY	Brighouse Health Centre	113	1352	8.4%	89.4% 3.5%	- 0.0%	9.3%	91.1% 88.5% 93.2%	4.1% 2.5% 2.69
	Calderdale Royal Huddersfield Royal Acre Mills	79 0 34	1038 3 311	7.6% 0.0% 10.9%	87.3% 5.1% 	11.1% 7.4% 0.0% 50.0% 9.9% 10.1%	9.2% 50.0% 9.3%	91.2% 86.0% 92.1% - 100.0% 100.0% 90.6% 94.3% 96.3%	4.4% 3.5% 3.49 - 0.0% 0.09 3.1% 0.0% 0.09
AR NOSE AND THRO		182 82	2051 861	8.9% 9.5%	89.0% 7.1% 84.1% 11.0%	11.2% 10.3% 11.0% 7.7%	11.0% 9.3%	87.6% 87.1% 88.1% 82.5% 87.7% 84.3%	7.0% 6.0% 7.35 11.3% 9.2% 10.0
	Huddersfield Royal Todmorden Health Centre Acre Mills	5 4 91	76 34 1079	6.6% 11.8% 8.4%	100.0% 0.0% 50.0% 25.0% 94.5% 3.3%	9.0% 8.0% 8.1% 13.4% 11.7% 12.1%	9.4% 16.5% 11.8%	100.0% 90.9% 100.0% 100.0% 81.8% 66.7% 89.9% 87.6% 92.0%	0.0% 0.0% 0.09 0.0% 9.1% 33.3 4.6% 4.1% 3.29
	Brighouse Health Centre Lister Lane Surgery	0	0	0.0%		0.0% 0.0% 0.0% 50.0%	-	- 0.0%	- 100.0% -
DERLY	Calderdale Royal Huddersfield Royal	8 6 0	74 43 4	10.8%	87.5% 0.0% 100.0% 0.0%	17.2% 11.3% 23.5% 10.9%	17.0%	90.9% 100.0% 100.0% 100.0% 100.0% 100.0%	0.0% 0.0% 0.0% 0.0% 0.0% 0.09
	Todmorden Health Centre Acre Mills	1 1 0	3 24	0.0% 33.3% 4.2%	100.0% 0.0% 0.0% 0.0%	0.0% 0.0% 0.0% - 15.8% 17.6%	0.0% 20.0% 20.8%	66.7% 100.0% 100.0%	0.0% 0.0% 0.00
IDOCRINOLOGY	Location Unknown	4	36	11.1%	75.0% 25.0%	9.5% 15.0%	17.4%	100.0% 100.0% 100.0%	0.0% 0.0% 0.0
ASTROENTEROLOG		162	21 1252	9.5%	100.0% 0.0% 89.5% 4.9%	6.3% 4.2% 12.0% 13.2%	13.3%	100.0% 100.0% 100.0% 92.1% 94.2% 84.8%	0.0% 0.0% 0.09 5.0% 2.5% 7.19
	Calderdale Royal Acre Mills Huddersfield Royal	53 16	482 419 121	13.3% 12.6% 13.2%	90.6% 4.7% 86.8% 7.5% 100.0% 0.0%	11.9% 11.2% 12.1% 13.0% 10.3% 20.2%	10.4% 9.8% 18.4%	95.0% 97.5% 85.0% 95.1% 89.4% 80.6% 66.7% 100.0% 92.9% 90.9% 92.3% 88.9%	2.5% 0.0% 5.09 2.4% 6.4% 11.1 22.2% 0.0% 7.19 9.1% 0.0% 0.09
ENERAL MEDICINE	Location Unknown	29 96	229 1108	12.7% 8.7%	86.2% 3.4% 89.6% 4.2%	14.7% 13.7% 8.8% 7.8%	6.9%	90.2% 90.5% 90.2%	4.9% 4.8% 5.79
	Calderdale Royal Huddersfield Royal Todmorden Health Centre	45 6 0	563 145 4	8.0% 4.1% 0.0% 15.3%	82.2% 6.7% 100.0% 0.0%	8.0% 7.9% 6.8% 2.5% 14.3% 20.0%	12.3% 3.1%	94.1% 94.6% 93.8% 81.3% 85.7% 0.0% 100.0% 100.0%	2.9% 2.7% 4.69 6.3% 14.3% 75.0 0.0% 0.0% - 6.9% 6.1% 2.89
	Acre Mills Location Unknown Lister Lane Surgery	29 16 0	190 206 0	7.8%	100.0% 0.0% 87.5% 6.3%	12.2% 13.6% 9.1% 7.6%	9.9%	89.7% 84.8% 91.7% 100.0% 100.0% 94.1%	6.9% 6.1% 2.8 0.0% 0.0% 0.0
ENERAL SURGERY	Calderdale Royal	328 129	2755 1056	11.9% 12.2%	90.9% 3.0% 90.7% 3.1%	14.2% 13.6% 13.3% 12.8%	14.8% 14.2%	91.0% 92.2% 89.8% 88.5% 86.5% 92.6%	5.1% 3.4% 4.29 4.9% 6.1% 2.99
	Huddersfield Royal Todmorden Health Centre Acre Mills	178 4 0	1496 25 10	11.9% 16.0% 0.0%	92.7% 1.1% 75.0% 25.0%	15.0% 14.0% 20.7% 21.4% 7.7% 10.5%	15.5% 10.0% 5.3%	91.1% 95.7% 87.3% 100.0% 100.0% 100.0% 100.0% 100.0% 100.0%	6.1% 1.9% 5.6° 0.0% 0.0% 0.0° 0.0% 0.0% 0.0°
	BROAD STREET PLAZA King Cross Surgery Location Unknown	0 0 17	0 0 168	10.1%	76.5% 17.6%	0.0% 0.0% 0.0% - 13.3% 14.5%	0.0%	100.0% 95.0% 94.1%	0.0% 0.0% 0.00
YNAECOLOGY	Brighouse Health Centre	155 0	2680	5.8%	90.3% 5.2%	5.7% 7.3%	8.1% 16.7%	88.0% 93.3% 88.3% - 100.0% 0.0%	8.8% 4.5% 7.5% - 0.0% 100.0
	Calderdale Royal Hebden Bridge Health Centre Huddersfield Royal	76 0 50	1196 0 456	6.4%	92.1% 1.3%	5.8% 8.4% 	9.7%	93.3% 91.5% 84.7% 	3.3% 5.1% 10.2
HOL	Todmorden Health Centre ME VALLEY (TRUST ACTIVITY) ECHWOOD MEDICAL CENTRE	0 0	3 0 3	33.3%	100.0% 0.0%	66.7% 20.0% 	0.0%	50.0% 100.0%	50.0% 0.0% -
	ALMONDBURY CLINIC LARENDON MEDICAL CENTRE Location Unknown	0 25 2	0 999 13	2.5% 15.4%	100.0% 0.0% 100.0% 0.0%	1.5% 2.4% 12.5% 0.0%	3.5% 6.7%	100.0% 100.0% 100.0% 100.0% 100.0%	0.0% 0.0% 0.0° 0.0% - 0.0°
NAECOLOGY ONC	Acre Mills	1	2	50.0%	0.0% 0.0%	50.0% 0.0%	0.0%	100.0%	0.0%
EMATOLOGY	Calderdale Royal	0	918	11.3%	94.2% 1.0%	9.5% 12.2%	9.7%	91.7% 96.6% 96.3%	1.4% 0.9% 2.5
LINATOLOGT	BROAD STREET PLAZA Calderdale Royal Huddersfield Royal	0 28 65	0 298 533	9.4%	96.4% 0.0% 95.4% 0.0%	8.3% 12.7% 9.6% 12.4%	9.3%	80.0% 94.9% 92.0% 95.2% 97.0% 100.0%	0.0% 2.6% 8.0 2.4% 0.0% 0.0
BE	ECHWOOD MEDICAL CENTRE Location Unknown	5	45 40	11.1% 15.0%	80.0% 0.0% 83.3% 16.7%	15.4% 10.5% 11.1% 8.0%	8.3% 4.8%	95.2% 97.0% 100.0% 100.0% 100.0% 75.0% 100.0% 100.0% 100.0%	0.0% 0.0% 0.0 0.0% 0.0% 0.0
AXILLO FACIAL SUF	Huddersfield Royal	82 81	804 790	10.2% 10.3%	84.1% 11.0% 84.0% 11.1%	10.4% 10.7% 10.4% 10.6%	9.6% 9.6%	91.7% 96.8% 85.9% 93.0% 96.7% 85.7%	4.2% 1.1% 7.7 2.8% 1.1% 7.8
	Princess Royal Calderdale Royal Acre Mills	0 1 0	0 13 0	7.7%	100.0% 0.0%	14.3% 20.0% 0.0% 0.0%	10.0%	0.0% 100.0% 100.0%	100.0% 0.0% 0.0
EDICAL ONCOLOGY	Calderdale Royal	61 13	834 246	7.3% 5.3%	98.4% 1.6% 100.0% 0.0%	8.0% 6.5% 6.1% 8.0%	8.3% 5.2%	98.2% 98.3% 95.2% 100.0% 100.0% 100.0%	0.0% 1.7% 0.0° 0.0% 0.0% 0.0°
	Huddersfield Royal Acre Mills Location Unknown	10 3 35	101 27 460	9.9% 11.1% 7.6%	90.0% 10.0% 100.0% 0.0% 100.0% 0.0%	2.5% 6.7% 19.0% 15.6% 9.3% 4.9%	5.7% 25.0% 8.7%	100.0% 83.3% 100.0% 100.0% 100.0% 83.3% 97.3% 100.0% 97.1%	0.0% 16.7% 0.0 0.0% 0.0% 0.0 0.0% 0.0% 0.0
DWIFERY	Calderdale Royal	56 34	1910 1045	2.9% 3.3%	92.9% 1.8% 97.1% 2.9%	1.6% 2.8% 1.7% 2.9%	2.4% 2.4%	92.3% 93.2% 97.4% 92.9% 93.8% 95.5%	3.8% 3.4% 2.69 0.0% 6.3% 4.59
	Huddersfield Royal BROAD STREET PLAZA Todmorden Health Centre	0 0	863 0 1	2.4%	85.7% 0.0%	1.5% 2.5% 0.0% 100.0%	2.2%	91.7% 92.0% 100.0%	8.3% 0.0% 0.0°
	Lister Lane Surgery Acre Mills Location Unknown	0 0 1	0 0 1	100.0%	100.0% 0.0%	- 0.0%			
UROLOGY	Calderdale Royal	102 58	848 401	12.0% 14.5%	77.5% 11.8% 81.0% 6.9%	10.5% 11.5% 11.6% 11.6%	9.5% 8.0%	89.4% 86.1% 92.9% 91.2% 91.7% 93.1%	4.5% 5.1% 7.1 2.9% 5.6% 6.9
	Huddersfield Royal Acre Mills OAKLANDS HEALTH CENTRE	0 41 1	0 396 6	10.4%	70.7% 19.5% 100.0% 0.0%	- 0.0% 9.8% 10.3% - 35.3%	0.0% 11.1% 33.3%		6.3% 5.9% 7.9° - 0.0% 0.0°
	Todmorden Health Centre Location Unknown	1	6 38	16.7%	100.0% 0.0% 100.0% 0.0%	0.0% 25.0% 0.0% 0.0%	0.0% 6.7%	100.0%	- 0.0% - 0.00
JRSE LED	Calderdale Royal Acre Mills	0 0	0 0	-			-		
	ACIE WILLS				77.8% 11.1%	1.4% 0.9%	1.6%	60.0% 87.5% 81.8%	

		Cur	rent month	Mar-18			
		Response Rate		% Recommend	% Response Rate	% Would Recommend	% Wouldn't Recommend
	Number of	Number of Potential	Response	% Who Would Wouldn't	Dec-17 Jan-18 Feb-18	Dec-17 Jan-18 Feb-18	Dec-17 Jan-18 Feb-18
	Responses	Responses	Rate	Recommend Recommend			
Calderdale Royal Huddersfield Royal	6 12	469 401	1.3%	100.0% 0.0% 66.7% 16.7%	1.5% 0.5% 1.3% 1.2% 1.3% 2.0%	42.9% 100.0% 80.0% 100.0% 80.0% 83.3%	57.1% 0.0% 20.0% 0.0% 20.0% 16.7%
OPHTHALMOLOGY Calderdale Royal	474 213	4653 2105	10.2% 10.1%	89.7% 4.9% 91.1% 4.2%	10.8% 11.2% 10.7% 10.3% 10.7% 10.4%	86.6% 88.8% 88.8% 85.6% 86.9% 89.7%	5.3% 4.0% 5.0% 5.5% 3.2% 4.2%
Huddersfield Royal Todmorden Health Centre	3 22	37 135	8.1%	100.0% 0.0%	7.7% 11.8% 28.6% 15.0% 14.3% 23.5%	100.0% 100.0% 87.5% 75.0% 81.8% 87.5%	0.0% 0.0% 12.5% 8.3% 9.1% 0.0%
Westwood Park Dtc	11	98	11.2%	90.9% 9.1%	7.6% 15.4% 10.7%	85.7% 100.0% 87.5%	0.0% 0.0% 0.0%
Acre Mills	225	2277	9.9%	87.6% 5.3%	11.3% 11.5% 10.3%	87.9% 90.0% 88.3%	5.2% 4.7% 5.9%
ORTHOPAEDIC SURGERY Acre Mills	345 0	3267 1	10.6%	91.6% 3.5%	9.8% 11.7% 11.5%	90.1% 91.8% 93.4%	3.6% 3.1% 2.3%
Brighouse Health Centre	16	139	11.5%	93.8% 0.0%	10.7% 13.5% 15.9%	100.0% 95.0% 100.0%	0.0% 5.0% 0.0%
BROAD STREET PLAZA Calderdale Royal	8 136	119 1406	6.7% 9.7%	100.0% 0.0% 91.2% 5.1%	4.9% 7.0% 9.5% 9.8% 12.0% 12.8%	80.0% 100.0% 90.9% 88.4% 93.5% 92.5%	0.0% 0.0% 0.0% 3.1% 2.6% 1.9%
Huddersfield Royal King Cross Surgery	161	1406 44	11.5% 4.5%	91.2% 5.1% 90.7% 3.1% 100.0% 0.0%	10.2% 11.2% 10.5% 0.0% 3.5% 5.7%	90.2% 89.0% 92.8% - 0.0% 100.0%	3.1% 2.6% 1.9% 5.4% 2.6% 3.6% - 100.0% 0.0%
Lister Lane Surgery Todmorden Health Centre	2	23	8.7%	100.0% 0.0%	13.6% 11.4% 15.8%	100.0% 100.0% 100.0%	0.0% 0.0% 0.0%
Location Unknown	16 4	108 21	14.8% 19.0%	93.8% 0.0% 100.0% 0.0%	8.6% 21.4% 9.5% 20.0% 15.8% 11.1%	100.0% 96.4% 100.0% 100.0% 100.0% 100.0%	0.0% 3.6% 0.0% 0.0% 0.0% 0.0%
PAED DIABETIC MEDICINE	0	0	-				
Huddersfield Royal	0	0	-				
PAEDIATRIC EPILEPSY	3	31	9.7%	100.0% 0.0%	7.3% 5.0% 9.6%	100.0% 100.0% 100.0%	0.0% 0.0% 0.0%
Huddersfield Royal Calderdale Royal	0	7	0.0%		- 0.0% - 8.8% 4.3% 9.8%	100.0% 100.0% 100.0%	0.0% 0.0% 0.0%
Acre Mills	3	23	13.0%	100.0% 0.0%	0.0% 7.7% 9.4%	- 100.0% 100.0%	- 0.0% 0.0%
PAEDIATRICS Calderdale Royal	75	1150 659	6.5%	96.0% 4.0% 94.9% 5.1%	7.6% 6.8% 8.6%	97.1% 89.9% 79.5% 96.6% 90.9% 86.0%	0.0% 5.6% 13.3% 0.0% 3.6% 9.3%
Huddersfield Royal	39	55	5.9% 5.5%	100.0% 0.0%	5.9% 7.6% 8.2% 2.3% 2.1% 9.2%	100.0% 100.0% 83.3%	0.0% 0.0% 16.7%
Acre Mills CASTLE HILL SCHOOL	31 0	421 0	7.4%	96.8% 3.2%	11.7% 6.3% 9.1% 0.0% 10.0% 0.0%	97.3% 89.7% 71.9% - 100.0% -	0.0% 10.3% 15.6% - 0.0% -
Todmorden Health Centre Location Unknown	1	7 8	14.3% 12.5%	100.0% 0.0% 100.0% 0.0%	4.8% 4.3% 9.1% 0.0% 5.4% -	100.0% 100.0% 50.0%	0.0% 0.0% 50.0% - 0.0% -
PAEDIATRICS CHILD DEVELOPMENT Child Development Unit	82 82	120 120	68.3% 68.3%	98.8% 0.0% 98.8% 0.0%	50.4% 74.3% 63.3% 50.4% 74.3% 63.3%	98.6% 95.0% 96.1% 98.6% 95.0% 96.1%	0.0% 3.0% 0.0% 0.0% 3.0% 0.0%
PAEDIATRIC TRAUMA & ORTHOPAEDICS	4	115	3.5%	75.0% 25.0%	6.5% 6.7% 6.8%	44.4% 70.0% 87.5%	11.1% 20.0% 12.5%
Huddersfield Royal Calderdale Royal	3	41 74	2.4%	100.0% 0.0% 66.7% 33.3%	6.7% 9.4% 6.8% 6.5% 5.2% 6.8%	75.0% 60.0% 100.0% 20.0% 80.0% 80.0%	25.0% 20.0% 0.0% 0.0% 20.0% 20.0%
PAIN MANAGEMENT	27	200	13.50/		10.1% 12.4% 14.7%		
Calderdale Royal	13	134	13.5% 9.7%	88.9% 7.4% 92.3% 7.7%	10.1% 13.4% 11.7% 8.6% 4.4% 6.0%	83.3% 85.3% 92.9% 81.8% 100.0% 100.0%	0.0% 5.9% 3.6% 0.0% 0.0% 0.0%
Huddersfield Royal Todmorden Health Centre	3	4	0.0% 75.0%	66.7% 33.3%	- 0.0% 0.0% 0.0% 0.0% 66.7%	- 100.0%	- 0.0%
Acre Mills Location Unknown	11 0	54 6	20.4%	90.9% 0.0%	17.9% 28.6% 15.0% 0.0% 20.0% 15.8%	85.7% 72.2% 77.8% 100.0% 100.0%	0.0% 11.1% 11.1% - 0.0% 0.0%
	1	7	14.3%	100.0% 0.0%		- 100.0% -	- 0.0% -
PALLIATIVE MEDICINE Calderdale Royal	1	7	14.3%	100.0% 0.0% 100.0% 0.0%	0.0% 20.0% 0.0% 0.0% 20.0% 0.0%	- 100.0%	- 0.0% -
PHYSIOTHERAPY	44	385	11.4%	97.7% 0.0%	13.7% 12.0% 15.7%	93.8% 92.5% 91.7%	4.2% 1.9% 3.3%
Brighouse Health Centre BROAD STREET PLAZA	11 5	97 46	11.3%	100.0% 0.0% 100.0% 0.0%	11.3% 10.4% 17.3% 7.1% 11.6% 12.5%	100.0% 100.0% 88.2% 75.0% 75.0% 100.0%	0.0% 0.0% 5.9% 25.0% 0.0% 0.0%
Todmorden Health Centre	2	36 131	5.6%	100.0% 0.0% 100.0% 0.0%	10.0% 15.7% 15.4%	100.0% 87.5% 100.0% 88.9% 92.9% 95.7%	0.0% 12.5% 0.0% 5.6% 0.0% 0.0%
Lister Lane Surgery Calderdale Royal	5	41	10.7% 12.2%	100.0% 0.0%	15.5% 11.6% 20.0% 10.7% 11.4% 8.8%	100.0% 100.0% 66.7%	0.0% 0.0% 0.0%
Location Unknown	4	17	23.5%	75.0% 0.0%	30.8% 13.8% 11.4%	100.0% 100.0% 100.0%	0.0% 0.0% 0.0%
PLASTIC SURGERY Calderdale Royal	39	318 49	12.3% 14.3%	89.7% 2.6% 100.0% 0.0%	13.7% 14.9% 16.5% 20.0% 13.8% 17.3%	79.3% 82.9% 85.4% 57.1% 50.0% 77.8%	17.2% 2.4% 9.8% 42.9% 25.0% 11.1%
Huddersfield Royal Acre Mills	7 25	32 237	21.9%	71.4% 0.0% 92.0% 4.0%	13.3% 40.0% 33.3% 12.4% 14.5% 16.1%	100.0% 50.0% 100.0% 85.0% 88.6% 87.1%	0.0% 0.0% 0.0% 10.0% 0.0% 9.7%
RENAL MEDICINE Calderdale Royal	26 12	265 139	9.8% 8.6%	92.3% 3.8% 100.0% 0.0%	7.9% 15.4% 8.7% 5.3% 19.0% 7.8%	100.0% 94.7% 95.2% 100.0% 93.8% 87.5%	0.0% 0.0% 4.8% 0.0% 0.0% 12.5%
Acre Mills Huddersfield Royal	13	124 2	10.5%	92:3% 7.7% 0.0% 0.0%	10.5% 13.5% 8.8% 0.0% - 50.0%	100.0% 95.5% 100.0%	0.0% 0.0% 0.0%
RESPIRATORY MEDICINE	83	626	13.3%	89.2% 3.6%	12.0% 14.7% 15.9%	96.1% 94.4% 94.9%	0.0% 4.4% 2.6%
Calderdale Royal	50	357	14.0%	92.0% 2.0%	14.4% 15.8% 15.2%	97.3% 94.7% 95.6%	0.0% 3.5% 2.2%
Huddersfield Royal Acre Mills	32	2 262	0.0% 12.2%	87.5% 6.3%	7.8% 13.0% 17.1%	92.3% 93.8% 93.9%	0.0% 6.3% 3.0%
Todmorden Health Centre	1	4	25.0%	0.0% 0.0%	50.0% 33.3% -	100.0% 100.0% -	0.0% -
RHEUMATOLOGY	142	1251	11.4%	93.7% 4.2%	10.1% 11.7% 13.0%	88.1% 96.7% 91.0%	6.9% 0.7% 6.3%
Calderdale Royal Acre Mills	66 59	575 427	11.5% 13.8%	90.9% 6.1% 96.6% 3.4%	11.0% 10.8% 12.3% 10.2% 14.3% 17.0%	86.8% 95.3% 91.7% 87.5% 98.2% 91.3%	7.5% 0.0% 6.7% 9.4% 0.0% 4.3%
Huddersfield Royal Todmorden Health Centre	0	0 25	16.0%	100.0% 0.0%	0.0% 28.6% 0.0% 20.0% 17.1% 16.7%	100.0%	0.0% - 0.0% - 0.0%
Location Unknown	13	224	5.8%	92.3% 0.0%	7.9% 8.4% 6.8%	93.3% 95.5% 84.6%	0.0% 4.5% 15.4%
STROKE MEDICINE	17	82	20.7%	88.2% 0.0%	11.0% 17.9% 16.3%	100.0% 90.0% 100.0%	0.0% 5.0% 0.0%
Calderdale Royal Huddersfield Royal	10 0	55 0	18.2%	90.0% 0.0%	2.0% 16.9% 10.7% - 0.0% -	100.0% 92.3% 100.0%	0.0% 7.7% 0.0%
Acre Mills	7	27	25.9%	85.7% 0.0%	31.8% 20.6% 23.8%	100.0% 85.7% 100.0%	0.0% 0.0% 0.0%
SPEECH & LANGUAGE THERAPY Acre Mills	0	0	-				
	182			90.1% 3.8%	14.3% 12.7% 14.8%	05.00/ 05.00/ 05.00	0.5%
UROLOGY Calderdale Royal	81	1343 712	13.6% 11.4%	90.1% 3.8% 88.9% 4.9%	13.8% 12.4% 13.7%	85.8% 86.7% 89.6% 81.5% 83.7% 92.9%	8.5% 5.0% 3.8% 12.3% 6.1% 1.2%
Huddersfield Royal Todmorden Health Centre	93 6	580 37	16.0% 16.2%	90.3% 3.2% 100.0% 0.0%	14.8% 12.5% 16.4% 7.1% 29.6% 9.1%	89.2% 90.5% 87.2% 100.0% 87.5% 66.7%	5.4% 4.1% 6.4% 0.0% 0.0% 0.0%
Acre Mills	2	14	14.3%	100.0% 0.0%	0.0% 0.0% 0.0%		
DIETETICS	0	6	0.0%		0.0% 0.0% 0.0%		
Calderdale Royal Acre Mills	0	6	0.0%		0.0% 0.0% 0.0%		
SURGICAL DIVISION TOTAL	1706	15761	10.8%	90.0% 4.7%	11.6% 11.8% 12.1%	88.5% 90.1% 89.9%	5.4% 3.7% 4.7%
MEDICAL & ELDERLY TOTAL FSS TOTAL	1244 402	10948 6910	11.4%	91.2% 3.7% 92.8% 3.7%	11.2% 12.0% 12.1% 5.5% 6.5% 7.2%	92.1% 93.2% 92.2% 90.9% 92.5% 88.8%	3.8% 2.3% 3.7% 5.3% 4.7% 6.9%
	-02	0310	J.076	3.770	J.J. 0.3/6 1.L/6	J. 3/1 88.5%	3.570 4.570 0.570

Grand Total 3352 33619 10.0% 90.8% 4.2% 10.2% 10.8% 11.1% 90.0% 91.5% 90.6% 4.9% 3.4% 4.7%

RAG Rating - Based on July to Sept 2016 National Results

	Response Rate	% Would	% Wouldn't
Super Green	>=13.7%	>=98.4%	<=0.3%
Green	5.3%-13.6%	95.7%-98.3%	0.4%-1.4%
Amber	2.0%-5.2%	92.3%-95.6%	1.5%-3.1%
Red	<=1 9%	<=92.2%	>=3.2%

Potential Responses.

Number of potential responses are calculated by the sum of all surveys sent (including opt outs and undelivered messages).

% Recommended.

% Who would recommend include the response ratings "Extremely Likely" and "Likely"
% Who wouldn't recommend include the response ratings "Extremely Unlikely" and "Unlikely".

Response Rating "Don't Know' is excluded from the recommendation %