

Luton and Dunstable University Hospital Friends and Family Test results for April 2017

The April Friends and Family Test score for the hospital is 96%
This is based on 960 responses

Total number of inpatients in period	4596
Total number of responses in period	960
Friends & Family score	96

Area	Friends & Family Score	Total Responses
SCBU/NICU	100%	19
Cobham Clinic	*	3
Ward 10	92%	12
Ward 11	93%	40
Ward 12	*	1
Ward 14	67%	6
Ward 15	93%	15
Ward 16	*	4
Ward 17	79%	14
Ward 18	*	2
Ambulatory Care Unit	100%	58
Ward 34	95%	85
High Dependency Unit	*	2
Intensive Therapy Unit	*	*
Ward 20	92%	52
Ward 21	93%	57
Ward 22	97%	60
Ward 23	97%	34
Ward 24 Squirrel	100%	6
Ward 25 - Rabbit	*	2
Ward 26a - Paediatric Assessment Unit	*	*
Ward 3	*	3
Ward 4	100%	45
Ward 5	100%	6
Ward 6	100%	23
Day cases	98%	334

Please note – Some areas of the hospital had a low response rate, so please bear in mind the results may not be reflective of overall patient experience.

Overall Friends and Family Test score for Emergency Department is 97% total responses: 114

Overall Friends and Family Test score for Maternity is 98% total responses: 63

Overall Friends and Family Test score for Outpatients is 95% total responses: 1622