

Luton and Dunstable University Hospital Friends and Family Test results for April 2018

The April Friends and Family Test score for the hospital is 96%
This is based on 1886 responses

Total number of inpatients in period	6067
Total number of responses in period	1886
Friends & Family score	96%

Area	Friends & Family Score	Total Responses
SCBU/NICU	100%	16
Cobham Clinic	98%	53
Ward 10	94%	17
Ward 11	100%	54
Ward 12	90%	40
Ward 14	100%	10
Ward 15	100%	22
Ward 16	96%	46
Ward 17	94%	36
Ward 18	77%	13
Ward 19a	100%	7
Ward 19a Haem/Onc	100%	23
Ward 19b	90%	20
Ambulatory Care Unit	98%	96
Ward 34	95%	121
High Dependency Unit	NR	NR
Intensive Therapy Unit	NR	NR
Ward 20	97%	122
Ward 21	90%	97
Ward 22	88%	102
Ward 23	91%	43
Ward 24 Squirrel	89%	71
Ward 25 - Rabbit	96%	69
Ward 26 - Hedgehog	100%	92
Ward 26a - Paediatric Assessment Unit	100%	33
Ward 3	92%	51
Ward 4 (EAU 2)	95%	39
Ward 6	100%	13
Day cases	98%	579

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 99% total responses: 168

Overall Friends and Family Test score for Maternity is 83% total responses: 36

Overall Friends and Family Test score for Outpatients is 94% total responses: 1288