

## Luton and Dunstable University Hospital Friends and Family Test results for August 2017

The August Friends and Family Test score for the hospital is 91%  
This is based on 1170 responses

Total number of inpatients in period	5003
Total number of responses in period	1170
<b>Friends &amp; Family score</b>	<b>91</b>

Area	Friends & Family Score	Total Responses
SCBU/NICU	*	2
Cobham Clinic	100%	29
Ward 10	88%	16
Ward 11	94%	51
Ward 12	100%	5
Ward 14	92%	12
Ward 15	89%	18
Ward 16	97%	30
Ward 17	*	4
Ward 18	94%	16
Ambulatory Care Unit	*	*
Ward 34	*	4
High Dependency Unit	*	3
Intensive Therapy Unit	*	1
Ward 20	92%	61
Ward 21	92%	63
Ward 22	93%	70
Ward 23	91%	54
Ward 24 Squirrel	95%	20
Ward 25 - Rabbit	*	4
Ward 26a - Paediatric Assessment Unit	*	1
Ward 3	92%	62
Ward 4	96%	28
Ward 5	*	*
Ward 6	100%	15
Day cases	88%	504

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 98% total responses: 226

Overall Friends and Family Test score for Maternity is 100% total responses: 5

Overall Friends and Family Test score for Outpatients is 96% total responses: 1880