

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

The February Friends and Family Test score for the hospital is 96%
This is based on 1100 responses

Total number of inpatients in period	4533
Total number of responses in period	1100
Friends & Family score	96

Area	Friends & Family Score	Total Responses
SCBU/NICU	100%	6
Cobham Clinic	100%	19
Ward 10	85%	13
Ward 11	91%	32
Ward 12	*	3
Ward 14	92%	12
Ward 15	85%	13
Ward 16	100%	15
Ward 17	83%	6
Ward 18	*	1
Ambulatory Care Unit	100%	48
Ward 34	96%	49
High Dependency Unit	*	*
Intensive Therapy Unit	*	*
Ward 20	96%	76
Ward 21	96%	70
Ward 22	90%	40
Ward 23	96%	49
Ward 24 Squirrel	*	*
Ward 25 - Rabbit	83%	12
Ward 26a - Paediatric Assessment Unit	*	4
Ward 3	92%	66
Ward 4	94%	32
Ward 5	*	*
Ward 6	92%	12
Day cases	98%	438

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 251

Overall Friends and Family Test score for Maternity is 95% total responses 112

Overall Friends and Family Test score for Outpatients is 95% total responses 1674