

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

The July Friends and Family Test score for the hospital is 96%
This is based on 1134 responses

Total number of inpatients in period	5560
Total number of responses in period	1134
Friends & Family score	96

Area	Friends & Family Score	Total Responses
SCBU/NICU	*	*
Cobham Clinic	100%	29
Ward 10	93%	40
Ward 11	98%	59
Ward 12	100%	7
Ward 14	100%	6
Ward 15	100%	5
Ward 16	100%	16
Ward 17	*	4
Ward 18	89%	19
Ambulatory Care Unit	97%	62
Ward 34	97%	86
High Dependency Unit	*	*
Intensive Therapy Unit	*	*
Ward 20	92%	97
Ward 21	95%	93
Ward 22	86%	57
Ward 23	93%	42
Ward 24 Squirrel	*	*
Ward 25 - Rabbit	100%	6
Ward 26a - Paediatric Assessment Unit	*	1
Ward 3	*	*
Ward 4	97%	33
Ward 5		
Ward 6	100%	15
Day cases	97%	457

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: 391

Overall Friends and Family Test score for Maternity is 97% total responses: 33

Overall Friends and Family Test score for Outpatients is 96% total responses: 1876