

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

The June Friends and Family Test score for the hospital is 97%  
This is based on 844 responses

|                                      |           |
|--------------------------------------|-----------|
| Total number of inpatients in period | 4721      |
| Total number of responses in period  | 844       |
| <b>Friends &amp; Family score</b>    | <b>97</b> |

| Area                                  | Friends & Family Score | Total Responses |
|---------------------------------------|------------------------|-----------------|
| SCBU/NICU                             | *                      | *               |
| Cobham Clinic                         | 100%                   | 26              |
| Ward 10                               | 96%                    | 23              |
| Ward 11                               | 88%                    | 8               |
| Ward 12                               | 100%                   | 5               |
| Ward 14                               | 100%                   | 6               |
| Ward 15                               | *                      | 1               |
| Ward 16                               | *                      | 1               |
| Ward 17                               | 100%                   | 8               |
| Ward 18                               | *                      | 2               |
| Ambulatory Care Unit                  | 98%                    | 56              |
| Ward 34                               | 100%                   | 76              |
| High Dependency Unit                  | *                      | *               |
| Intensive Therapy Unit                | *                      | *               |
| Ward 20                               | 88%                    | 24              |
| Ward 21                               | 97%                    | 64              |
| Ward 22                               | 78%                    | 18              |
| Ward 23                               | 97%                    | 37              |
| Ward 24 Squirrel                      | *                      | 1               |
| Ward 25 - Rabbit                      | 80%                    | 5               |
| Ward 26a - Paediatric Assessment Unit | *                      | 2               |
| Ward 3                                | *                      | *               |
| Ward 4                                | 100%                   | 5               |
| Ward 5                                | *                      | *               |
| Ward 6                                | *                      | 2               |
| Day cases                             | 98%                    | 450             |

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 96% total responses: 237

Overall Friends and Family Test score for Maternity is 96% total responses: 27

Overall Friends and Family Test score for Outpatients is 96% total responses: 1929