

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

The March Friends and Family Test score for the hospital is 95%
This is based on 1318 responses

Total number of inpatients in period	5577
Total number of responses in period	1318
Friends & Family score	95

Area	Friends & Family Score	Total Responses
SCBU/NICU	88%	8
Cobham Clinic	100%	17
Ward 10	92%	26
Ward 11	89%	56
Ward 12	-	1
Ward 14	100%	8
Ward 15	88%	33
Ward 16	100%	12
Ward 17	94%	18
Ward 18	-	4
Ambulatory Care Unit	97%	67
Ward 34	96%	79
High Dependency Unit	-	-
Intensive Therapy Unit	-	-
Ward 20	88%	64
Ward 21	95%	73
Ward 22	91%	57
Ward 23	95%	40
Ward 24 Squirrel	-	-
Ward 25 - Rabbit	67%	6
Ward 26a - Paediatric Assessment Unit	-	2
Ward 3	97%	62
Ward 4	100%	5
Ward 5	-	-
Ward 6	100%	18
Day cases	97%	596

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 297

Overall Friends and Family Test score for Maternity is 95% total responses 135

Overall Friends and Family Test score for Outpatients is 94% total responses 1979