

Luton and Dunstable University Hospital Friends and Family Test results for March 2018

The March Friends and Family Test score for the hospital is 95%
This is based on 1620 responses

Total number of inpatients in period	5857
Total number of responses in period	1620
Friends & Family score	95%

Area	Friends & Family Score	Total Responses
SCBU/NICU	Nil return	Nil return
Cobham Clinic	99%	68
Ward 10	100%	11
Ward 11	98%	41
Ward 12	90%	39
Ward 14	92%	13
Ward 15	96%	24
Ward 16	98%	43
Ward 17	92%	25
Ward 18	88%	25
Ward 19a	100%	24
Ward 19a Haem/Onc	100%	20
Ward 19b	86%	14
Ambulatory Care Unit	98%	100
Ward 34	88%	120
High Dependency Unit	Nil return	Nil return
Intensive Therapy Unit	Nil return	Nil return
Ward 20	94%	127
Ward 21	93%	85
Ward 22	86%	95
Ward 23	92%	52
Ward 24 Squirrel	88%	33
Ward 25 - Rabbit	92%	13
Ward 26 - Hedgehog	100%	32
Ward 26a - Paediatric Assessment Unit	100%	10
Ward 3	95%	59
Ward 4	100%	16
Ward 6	100%	20
Day cases	99%	511

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 99% total responses: 226

Overall Friends and Family Test score for Maternity is 100% total responses: 77

Overall Friends and Family Test score for Outpatients is 95% total responses: 1283