

## Luton and Dunstable University Hospital Friends and Family Test results for May 2018

The May Friends and Family Test score for the hospital is 96%  
This is based on 2004 responses

Total number of inpatients in period	2004
Total number of responses in period	5993
<b>Friends &amp; Family score</b>	<b>96%</b>

Area	Friends & Family Score	Total Responses
SCBU/NICU	95%	20
Cobham Clinic	100%	47
Ward 10	94%	17
Ward 11	97%	58
Ward 12	89%	63
Ward 14	86%	7
Ward 15	94%	47
Ward 16	100%	38
Ward 17	97%	29
Ward 18	87%	23
Ward 19a	100%	23
Ward 19a Haem/Onc	100%	28
Ward 19b	90%	31
Ambulatory Care Unit	93%	112
Ward 34	93%	71
Ward 20	92%	123
Ward 21	90%	98
Ward 22	94%	67
Ward 23	93%	73
Ward 24 Squirrel	99%	69
Ward 25 - Rabbit	97%	134
Ward 26 - Hedgehog	98%	137
Ward 26a - Paediatric Assessment Unit	97%	31
Ward 3	99%	71
Ward 4 (EAU 2)	99%	67
Ward 6	100%	16
Day cases	98%	504

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 95% total responses: 382

Overall Friends and Family Test score for Maternity is 96% total responses: 137

Overall Friends and Family Test score for Outpatients is 97% total responses: 1397