

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

The September Friends and Family Test score for the hospital is 96%
This is based on 1187 responses

Total number of inpatients in period	5699
Total number of responses in period	1187
Friends & Family score	96%

Area	Friends & Family Score	Total Responses
SCBU/NICU	*	2
Cobham Clinic	97%	69
Ward 10	100%	22
Ward 11	90%	39
Ward 12	*	4
Ward 14	*	0
Ward 15	100%	13
Ward 16	94%	16
Ward 17	*	0
Ward 18	100%	14
Ward 19a	100%	7
Ward 19a Haem/Onc	80%	10
Ward 19b	100%	13
Ambulatory Care Unit	99%	87
Ward 34	86%	35
High Dependency Unit	*	0
Intensive Therapy Unit	*	1
Ward 20	94%	104
Ward 21	96%	95
Ward 22	92%	61
Ward 23	94%	48
Ward 24 Squirrel	95%	21
Ward 25 - Rabbit	100%	32
Ward 26a - Paediatric Assessment Unit	89%	19
Ward 3	89%	38
Ward 4	88%	25
Ward 6	100%	23
Day cases	99%	389

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: 199

Overall Friends and Family Test score for Maternity is * total responses: 4

Overall Friends and Family Test score for Outpatients is 95% total responses: 2269