

Summary friends and family data

Service		Apr-17	May-17	Jun-17	Q1	Jul-17	Aug-17	Sep-17	Q2	Oct-17	Nov-17	Dec-17	Q3	Jan-18	Feb-18	Mar-18	Q4	2017/18 Financial year
Inpatients	% recommend	96.2%	96.7%	96.8%	<b>96.6%</b>	97.0%	97.8%	96.3%	<b>97.0%</b>	95.9%	96.7%	97.9%	<b>96.8%</b>	95.7%			<b>95.7%</b>	<b>96.5%</b>
	% would not recommend	1.9%	1.6%	0.3%	<b>1.2%</b>	0.4%	0.9%	0.9%	<b>0.7%</b>	1.3%	1.1%	1.0%	<b>1.1%</b>	1.2%			<b>1.2%</b>	<b>1.1%</b>
	% response rate	19.5%	25.1%	29.5%	<b>24.7%</b>	29.3%	26.9%	27.6%	<b>27.9%</b>	26.8%	29.7%	26.9%	<b>27.8%</b>	25.6%			<b>25.6%</b>	<b>26.5%</b>
	No. responses	373	512	626	<b>1511</b>	526	544	562	<b>1632</b>	450	542	609	<b>1601</b>	583			<b>583</b>	<b>5327</b>
Outpatients	% recommend	95.4%	94.6%	94.9%	<b>95.0%</b>	95.5%	94.7%	95.4%	<b>95.2%</b>	95.3%	95.8%	96.3%	<b>95.8%</b>	95.4%			<b>95.4%</b>	<b>95.3%</b>
	% would not recommend	1.3%	1.8%	1.7%	<b>1.6%</b>	1.8%	1.2%	1.7%	<b>1.6%</b>	1.7%	1.8%	1.5%	<b>1.7%</b>	1.8%			<b>1.8%</b>	<b>1.6%</b>
	% response rate	28.4%	28.3%	28.5%	<b>28.4%</b>	29.4%	30.2%	30.0%	<b>29.9%</b>	30.0%	30.7%	38.0%	<b>32.9%</b>	32.0%			<b>32.0%</b>	<b>30.8%</b>
	No. responses	2471	2579	3222	<b>8272</b>	2394	2884	2797	<b>8075</b>	2311	2208	2928	<b>7447</b>	3012			<b>3012</b>	<b>26806</b>
ED	% recommend	91.7%	91.2%	90.9%	<b>91.3%</b>	92.4%	94.0%	92.3%	<b>92.9%</b>	90.1%	93.5%	91.1%	<b>91.6%</b>	93.8%			<b>93.8%</b>	<b>92.4%</b>
	% would not recommend	3.2%	5.2%	2.3%	<b>3.6%</b>	2.2%	2.2%	3.4%	<b>2.6%</b>	3.6%	1.9%	4.7%	<b>3.4%</b>	4.4%			<b>4.4%</b>	<b>3.5%</b>
	% response rate	5.6%	4.7%	6.8%	<b>5.7%</b>	5.4%	5.6%	5.6%	<b>5.5%</b>	3.5%	4.7%	12.7%	<b>7.0%</b>	10.4%			<b>10.4%</b>	<b>7.1%</b>
	No. responses	216	193	220	<b>629</b>	184	182	207	<b>573</b>	111	108	339	<b>558</b>	341			<b>341</b>	<b>2101</b>
Maternity	% recommend	100.0%	97.9%	100.0%	<b>99.3%</b>	99.6%	100.0%	98.7%	<b>99.4%</b>	100.0%	97.4%	98.9%	<b>98.8%</b>	99.0%			<b>99.0%</b>	<b>99.1%</b>
	% would not recommend	0.0%	0.5%	0.0%	<b>0.2%</b>	0.0%	0.0%	0.0%	<b>0.0%</b>	0.0%	0.6%	0.0%	<b>0.2%</b>	1.0%			<b>1.0%</b>	<b>0.3%</b>
	% response rate	14.3%	30.0%	45.0%	<b>29.8%</b>	37.7%	31.2%	34.4%	<b>34.4%</b>	34.9%	38.5%	42.1%	<b>38.5%</b>	38.9%			<b>38.9%</b>	<b>35.4%</b>
	No. responses	76	187	257	<b>520</b>	226	197	230	<b>653</b>	228	278	276	<b>782</b>	292			<b>292</b>	<b>2247</b>
Community	% recommend	94.5%	93.6%	93.6%	<b>93.9%</b>	95.1%	95.2%	93.8%	<b>94.7%</b>	95.3%	96.6%	94.0%	<b>95.3%</b>	94.7%			<b>94.7%</b>	<b>94.7%</b>
	% would not recommend	1.8%	1.7%	1.6%	<b>1.7%</b>	2.0%	1.2%	1.7%	<b>1.6%</b>	1.7%	1.0%	2.4%	<b>1.7%</b>	1.9%			<b>1.9%</b>	<b>1.7%</b>
	% response rate	7.7%	8.8%	10.0%	<b>8.8%</b>	23.6%	24.1%	24.1%	<b>23.9%</b>	7.3%	7.3%	7.4%	<b>7.3%</b>	8.6%			<b>8.6%</b>	<b>12.2%</b>
	No. responses	567	629	547	<b>1743</b>	347	335	319	<b>1001</b>	295	293	331	<b>919</b>	413			<b>413</b>	<b>4076</b>