

Summary friends and family data

Service		Apr-16	May-16	Jun-16	Q1	Jul-16	Aug-16	Sep-16	Q2	Oct-16	Nov-16	Dec-16	Q3	Jan-17	Feb-17	Mar-17	Q4	2016/17 Financial year
Inpatients	% recommend	91.8%	96.6%	95.5%	94.1%	98.2%	96.0%	95.7%	96.3%	96.2%	96.4%	96.5%	96.4%	93.5%	95.4%	96.8%	95.2%	95.5%
	% would not recommend	4.7%	1.8%	1.8%	3.2%	0.0%	1.4%	1.9%	1.4%	0.9%	1.2%	1.0%	1.0%	2.8%	1.9%	1.1%	1.9%	1.9%
	% response rate	37.1%	21.6%	20.8%	26.5%	24.2%	22.0%	32.8%	26.8%	24.0%	28.8%	20.2%	24.3%	21.1%	22.2%	29.8%	24.4%	25.5%
	No. responses	867	505	488	1860	327	504	788	1619	574	721	489	1784	494	482	626	1602	6865
Outpatients	% recommend	95.7%	96.0%	96.4%	95.8%	0.0%	94.8%	94.4%	94.6%	95.2%	95.2%	95.7%	95.4%	95.1%	95.4%	95.9%	95.4%	95.3%
	% would not recommend	1.9%	1.5%	0.8%	1.7%	0.0%	1.7%	1.8%	1.7%	1.4%	1.9%	1.7%	1.7%	2.0%	1.4%	1.5%	1.6%	1.7%
	% response rate	30.9%	15.7%	3.1%	16.2%	0.0%	25.1%	27.9%	16.8%	14.6%	26.5%	24.5%	21.9%	28.6%	29.2%	28.0%	28.6%	20.9%
	No. responses	3428	1533	362	5323	0	2432	3188	5620	1519	3128	2661	7308	3324	3037	3569	9930	28181
ED	% recommend	93.2%	95.1%	93.8%	94.2%	76.5%	90.3%	87.9%	87.8%	90.1%	90.0%	91.8%	90.6%	96.5%	89.6%	95.4%	93.8%	91.6%
	% would not recommend	2.3%	2.4%	6.2%	2.1%	17.6%	9.7%	5.1%	6.3%	4.4%	5.7%	4.1%	4.7%	0.0%	4.4%	1.3%	1.9%	3.8%
	% response rate	6.5%	6.7%	1.4%	4.7%	0.4%	1.3%	7.1%	2.9%	5.8%	5.6%	4.2%	5.2%	4.5%	3.7%	10.5%	6.2%	4.8%
	No. responses	263	288	65	616	17	62	331	410	252	229	171	652	171	135	459	765	2443
Maternity	% recommend	97.3%	98.1%	96.9%	97.5%	98.0%	99.0%	99.4%	98.8%	95.7%	97.8%	96.8%	96.8%	97.4%	97.4%	97.2%	97.3%	97.6%
	% would not recommend	0.0%	0.5%	0.0%	0.2%	1.3%	0.0%	0.0%	0.4%	2.1%	0.0%	0.0%	0.7%	0.0%	0.6%	0.0%	0.2%	0.4%
	% response rate	30.1%	29.0%	27.3%	28.9%	22.0%	33.1%	28.1%	37.5%	26.5%	22.0%	23.3%	23.9%	29.3%	27.2%	25.3%	27.3%	29.4%
	No. responses	186	210	159	555	149	194	160	503	187	135	154	476	190	156	145	491	2025
Community	% recommend	93.6%	94.3%	92.7%	93.7%	88.7%	94.8%	94.4%	94.3%	91.5%	94.3%	93.9%	93.2%	94.3%	94.4%	93.2%	94.0%	93.8%
	% would not recommend	2.9%	1.1%	3.3%	2.4%	6.5%	0.8%	2.1%	1.9%	2.0%	1.9%	2.0%	2.0%	1.1%	1.8%	1.9%	1.6%	2.0%
	% response rate	13.0%	7.4%	1.7%	7.5%	4.2%	9.0%	10.4%	8.7%	5.8%	10.4%	7.1%	7.8%	10.1%	11.5%	12.3%	11.3%	8.8%
	No. responses	994	530	123	1647	124	594	681	1399	399	739	538	1676	737	785	745	2267	6989