

Summary friends and family data

Service		Apr-15	May-15	Jun-15	Q1	Jul-15	Aug-15	Sep-15	Q2	Oct-15	Nov-15	Dec-15	Q3	Jan-16	Feb-16	Mar-16	Q4	2015/16 Financial year
Inpatients	% recommend	96.4%	95.2%	95.8%	95.8%	96.6%	94.7%	93.8%	95.1%	97.8%	94.7%	93.3%	95.6%	92.4%	91.3%	92.5%	92.0%	94.7%
	% would not recommend	0.8%	1.4%	0.6%	0.9%	0.8%	1.7%	2.9%	1.8%	0.6%	1.3%	1.9%	1.2%	3.6%	4.9%	4.2%	4.3%	2.0%
	% response rate	46.9%	47.7%	48.7%	47.7%	44.7%	39.1%	43.8%	42.5%	46.3%	43.0%	27.9%	38.6%	31.8%	38.7%	36.8%	35.7%	41.0%
	No. responses	1078	939	1050	3067	976	869	971	2816	1080	818	690	2588	750	894	857	2501	10972
Outpatients	% recommend	94.8%	94.4%	94.6%	94.6%	94.2%	93.8%	94.2%	94.1%	94.0%	84.8%	84.6%	88.4%	95.8%	95.8%	96.1%	95.9%	93.3%
	% would not recommend	1.3%	1.3%	1.5%	1.4%	1.9%	1.9%	1.9%	1.9%	1.5%	7.9%	9.5%	5.8%	1.4%	1.4%	1.4%	1.4%	2.6%
	% response rate	23.9%	20.9%	24.7%	23.2%	28.9%	24.8%	21.9%	24.8%	20.5%	21.7%	24.4%	21.9%	25.5%	31.7%	27.5%	28.1%	24.4%
	No. responses	2244	1902	2295	6441	2991	2783	3079	8853	2956	2305	2146	7407	2739	3034	2566	8339	31040
ED	% recommend	89.9%	90.8%	89.3%	89.9%	88.7%	92.5%	88.7%	89.8%	90.0%	84.8%	89.7%	88.6%	89.7%	90.9%	91.5%	90.8%	89.9%
	% would not recommend	4.2%	4.3%	5.0%	4.5%	5.8%	2.6%	6.9%	5.3%	4.3%	9.9%	6.3%	6.3%	4.8%	4.7%	4.6%	4.7%	5.1%
	% response rate	15.5%	12.5%	16.3%	14.8%	18.6%	12.0%	14.9%	15.1%	12.9%	8.1%	9.8%	10.4%	12.9%	17.2%	12.6%	14.1%	13.6%
	No. responses	356	305	401	1062	462	307	346	1115	300	171	223	694	292	364	307	963	3834
Maternity	% recommend	98.9%	98.0%	99.0%	98.7%	97.3%	96.8%	98.5%	97.7%	98.4%	97.7%	100.0%	98.8%	99.4%	96.9%	99.0%	98.6%	98.5%
	% would not recommend	0.0%	0.7%	0.0%	0.2%	0.0%	2.1%	0.0%	0.5%	0.5%	0.8%	0.0%	0.4%	0.6%	0.0%	0.0%	0.2%	0.3%
	% response rate	28.4%	26.2%	37.5%	30.5%	24.8%	17.1%	26.7%	22.9%	27.0%	21.3%	38.6%	28.4%	31.8%	23.7%	32.9%	29.6%	28.1%
	No. responses	184	151	206	541	160	95	135	390	186	132	201	519	169	131	201	501	1951
Community	% recommend	94.8%	92.5%	91.6%	93.0%	93.9%	93.5%	92.1%	93.2%	92.5%	83.9%	81.5%	86.7%	94.5%	95.2%	92.6%	94.2%	91.9%
	% would not recommend	1.4%	2.8%	2.2%	2.1%	1.0%	2.2%	2.2%	1.7%	3.1%	8.3%	11.2%	7.1%	2.5%	1.6%	3.0%	2.3%	3.2%
	% response rate	12.4%	11.5%	13.4%	12.4%	16.2%	11.9%	13.4%	13.8%	11.8%	8.9%	10.3%	10.3%	10.1%	14.2%	11.0%	11.7%	12.0%
	No. responses	898	758	866	2522	1149	882	910	2941	924	709	670	2303	804	960	771	2535	10301