

Summary: Friends and family data

Service		Apr-18	May-18	Jun-18	Q1	Jul-18	Aug-18	Sep-18	Q2	Oct-18	Nov-18	Dec-18	Q3	Jan-19	Feb-19	Mar-19	Q4	2018/19 Financial year
Inpatients	% recommend	97.7%	97.5%	94.8%	96.7%	96.2%	96.7%	97.1%	96.7%	96.3%	97.2%	96.8%	96.8%	98.1%	97.7%	96.5%	97.4%	96.9%
	% would not recommend	1.2%	1.4%	1.9%	1.5%	1.7%	1.5%	0.9%	1.4%	1.4%	1.4%	1.1%	1.3%	0.7%	0.9%	1.8%	1.1%	1.3%
	% response rate	30.2%	31.7%	30.8%	30.9%	27.4%	28.5%	28.4%	28.1%	28.4%	28.4%	24.2%	27.0%	24.5%	26.2%	25.5%	25.4%	27.9%
	No. responses	576	721	701	1998	629	658	699	1986	724	799	530	2053	722	768	817	2307	8344
Outpatients	% recommend	95.3%	96.2%	95.5%	95.7%	95.0%	94.65%	95.3%	95.0%	94.3%	96.0%	95.1%	95.1%	94.6%	94.8%	95.1%	94.8%	95.1%
	% would not recommend	1.5%	1.9%	2.2%	1.9%	1.7%	1.87%	1.7%	1.7%	2.2%	1.7%	1.9%	1.9%	2.2%	2.1%	1.8%	2.0%	1.9%
	% response rate	10.5%	29.4%	30.8%	23.5%	30.2%	35.70%	28.1%	31.3%	29.2%	28.8%	25.1%	27.7%	27.7%	27.9%	26.7%	27.4%	27.5%
	No. responses	990	3329	3141	7460	3232	2991	3359	9582	3357	3667	2157	9181	3424	3412	3338	10174	36397
ED	% recommend	92.1%	90.3%	91.8%	91.4%	90.8%	92.6%	90.3%	91.2%	92.6%	89.8%	91.4%	91.3%	92.9%	92.4%	92.9%	92.7%	91.6%
	% would not recommend	3.3%	4.3%	4.6%	4.1%	2.9%	1.4%	5.0%	3.1%	2.1%	6.7%	4.7%	4.5%	2.0%	4.0%	2.5%	2.8%	3.6%
	% response rate	11.3%	12.1%	12.9%	12.1%	11.2%	10.5%	10.8%	10.8%	11.6%	11.4%	8.7%	10.6%	9.9%	11.9%	12.1%	11.3%	11.2%
	No. responses	310	355	367	1032	346	367	340	1053	378	344	278	1000	350	327	365	1042	4127
Maternity	% recommend	99.0%	99.2%	100.0%	99.4%	100.0%	99.4%	97.9%	99.1%	99.7%	98.2%	98.1%	98.7%	99.1%	100.0%	98.7%	99.3%	99.1%
	% would not recommend	0.0%	0.8%	0.0%	0.3%	0.0%	0.4%	0.0%	0.1%	0.0%	0.0%	0.5%	0.2%	0.0%	0.0%	0.0%	0.0%	0.1%
	% response rate	38.6%	35.8%	46.1%	40.2%	44.6%	26.1%	45.8%	38.8%	42.4%	41.3%	27.6%	37.1%	48.0%	37.5%	36.8%	40.8%	39.2%
	No. responses	236	212	249	697	258	182	299	739	264	233	162	659	277	188	196	661	2756
Community	% recommend	94.4%	94.2%	93.6%	94.1%	96.3%	91.2%	94.9%	94.1%	93.7%	94.8%	93.9%	94.1%	95.2%	95.1%	95.4%	95.2%	94.4%
	% would not recommend	1.7%	1.9%	2.9%	2.2%	1.6%	4.1%	2.4%	2.7%	2.3%	1.8%	3.8%	2.6%	1.9%	1.9%	2.2%	2.0%	2.4%
	% response rate	3.9%	8.4%	9.5%	7.3%	8.6%	8.8%	6.5%	8.0%	6.4%	6.5%	5.9%	6.3%	6.2%	8.0%	7.1%	7.1%	7.2%
	No. responses	178	464	424	1066	433	386	449	1268	444	442	346	1232	463	531	455	1449	5015