

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%	96.6%	97.0%	97.8%	96.3%	97.0%	95.9%	96.7%	97.9%	96.8%	95.7%	98.0%	97.6%	97.1%	96.9%
	% would not recommend	1.9%	1.6%	0.3%	1.2%	0.4%	0.9%	0.9%	0.7%	1.3%	1.1%	1.0%	1.1%	1.2%	0.5%	1.4%	1.0%	1.0%
	% response rate	19.5%	25.1%	29.5%	24.7%	29.3%	26.9%	27.6%	27.9%	26.8%	29.7%	26.9%	27.8%	25.6%	28.3%	25.3%	26.4%	26.7%
	No. responses	373	512	626	1511	526	544	562	1632	450	542	609	1601	583	591	502	1676	6420
Outpatients	% recommend	95.4%	94.6%	94.9%	95.0%	95.5%	94.7%	95.4%	95.2%	95.3%	95.8%	96.3%	95.8%	95.4%	95.7%	97.4%	96.2%	95.5%
	% would not recommend	1.3%	1.8%	1.7%	1.6%	1.8%	1.2%	1.7%	1.6%	1.7%	1.8%	1.5%	1.7%	1.8%	1.5%	0.0%	1.1%	1.5%
	% response rate	28.4%	28.3%	28.5%	28.4%	29.4%	30.2%	30.0%	29.9%	30.0%	30.7%	38.0%	32.9%	32.0%	32.5%	1.1%	21.9%	28.3%
	No. responses	2471	2579	3222	8272	2394	2884	2797	8075	2311	2208	2928	7447	3012	2967	116	6095	29889
ED	% recommend	91.7%	91.2%	90.9%	91.3%	92.4%	94.0%	92.3%	92.9%	90.1%	93.5%	91.1%	91.6%	93.8%	91.7%	91.9%	92.5%	92.0%
	% would not recommend	3.2%	5.2%	2.3%	3.6%	2.2%	2.2%	3.4%	2.6%	3.6%	1.9%	4.7%	3.4%	4.4%	4.5%	5.3%	4.7%	3.6%
	% response rate	5.6%	4.7%	6.8%	5.7%	5.4%	5.6%	5.6%	5.5%	3.5%	4.7%	12.7%	7.0%	10.4%	13.7%	9.2%	11.1%	7.3%
	No. responses	216	193	220	629	184	182	207	573	111	108	339	558	341	314	253	908	2668
Maternity	% recommend	100.0%	97.9%	100.0%	99.3%	99.6%	100.0%	98.7%	99.4%	100.0%	97.4%	98.9%	98.8%	99.0%	97.3%	99.6%	98.6%	99.0%
	% would not recommend	0.0%	0.5%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.0%	0.2%	1.0%	1.4%	0.4%	0.9%	0.3%
	% response rate	14.3%	30.0%	45.0%	29.8%	37.7%	31.2%	34.4%	34.4%	34.9%	38.5%	42.1%	38.5%	38.9%	30.8%	32.6%	34.1%	34.2%
	No. responses	76	187	260	523	224	195	230	649	227	278	276	781	292	165	185	642	2595
Community	% recommend	94.5%	93.6%	93.6%	93.9%	95.1%	95.2%	93.8%	94.7%	95.3%	96.6%	94.0%	95.3%	94.7%	93.9%	100.0%	96.2%	95.0%
	% would not recommend	1.8%	1.7%	1.6%	1.7%	2.0%	1.2%	1.7%	1.6%	1.7%	1.0%	2.4%	1.7%	1.9%	2.1%	0.0%	1.3%	1.6%
	% response rate	7.7%	8.8%	10.0%	8.8%	7.3%	8.7%	7.0%	7.7%	7.3%	7.3%	7.4%	7.3%	8.6%	7.5%	0.1%	5.4%	7.3%
	No. responses	567	629	547	1743	347	357	319	1023	295	293	331	919	413	329	6	748	4433