

Service		Apr-19	May-19	Jun-19	Q1	Jul-19	Aug-19	Sep-19	Q2	Oct-19	Nov-19	Dec-19	Q3	Jan-20	Feb-20	Mar-20	Q4	2019/20 Financial year
Inpatients	% recommend	97.3%	96.8%	95.9%	96.7%	96.7%	97.2%	96.4%	96.8%	96.2%	96.5%	96.5%	96.4%	95.9%	97.2%	96.4%	96.5%	96.6%
	% would not recommend	1.3%	1.5%	2.1%	1.6%	0.9%	0.5%	0.5%	0.6%	1.2%	1.1%	0.7%	1.0%	1.1%	0.8%	1.1%	1.0%	1.0%
	% response rate	29.5%	29.4%	32.5%	30.5%	28.4%	28.2%	26.9%	27.8%	28.7%	26.7%	22.8%	26.1%	26.2%	24.5%	18.9%	23.2%	26.9%
	No. responses	875	884	969	2728	940	846	811	2597	938	849	684	2471	826	762	449	2037	9833
Outpatients	% recommend	95.4%	95.1%	94.5%	95.0%	95.1%	95.1%	94.9%	95.0%	95.1%	94.6%	95.3%	95.0%	95.4%	95.0%	96.0%	95.5%	95.1%
	% would not recommend	1.5%	1.5%	1.9%	1.6%	1.9%	1.8%	1.7%	1.8%	1.9%	2.1%	1.7%	1.9%	1.7%	1.5%	1.7%	1.7%	1.7%
	% response rate	24.7%	26.1%	26.7%	25.8%	26.5%	27.8%	26.1%	26.8%	26.4%	27.7%	24.8%	26.3%	27.3%	26.6%	27.3%	27.1%	26.5%
	No. responses	2747	3160	3126	9033	3288	2793	2820	8901	3598	3108	2495	9201	3158	3070	2276	8504	35639
ED	% recommend	91.5%	92.3%	91.7%	91.8%	91.3%	91.5%	94.2%	92.3%	91.8%	92.4%	94.0%	92.7%	94.5%	90.8%	92.9%	92.7%	92.4%
	% would not recommend	2.4%	2.9%	3.7%	3.0%	3.9%	4.2%	2.8%	3.6%	3.3%	5.1%	2.6%	3.7%	2.3%	3.8%	2.6%	2.9%	3.3%
	% response rate	11.6%	10.9%	11.2%	11.2%	12.2%	9.8%	10.0%	10.7%	11.7%	9.6%	10.1%	10.5%	11.3%	14.3%	15.5%	13.7%	11.5%
	No. responses	378	375	375	1128	436	353	325	1114	366	276	302	944	310	315	266	891	4077
Maternity	% recommend	98.6%	98.2%	99.5%	98.8%	98.9%	98.8%	99.6%	99.1%	99.3%	98.6%	99.2%	99.0%	99.1%	98.0%	99.3%	98.8%	98.9%
	% would not recommend	0.0%	1.2%	0.0%	0.4%	0.0%	0.3%	0.4%	0.2%	0.4%	0.0%	0.8%	0.4%	0.0%	0.0%	0.0%	0.0%	0.3%
	% response rate	44.8%	28.6%	25.6%	33.0%	43.6%	45.6%	30.8%	40.0%	38.1%	38.7%	40.5%	39.1%	47.6%	32.9%	25.8%	35.4%	36.9%
	No. responses	243	170	142	555	233	295	192	720	224	208	218	650	275	185	140	600	2525
Community	% recommend	96.3%	94.7%	95.9%	95.6%	93.4%	94.6%	96.2%	94.7%	93.8%	96.9%	96.2%	95.6%	96.0%	93.3%	93.4%	94.2%	95.1%
	% would not recommend	1.3%	1.5%	1.7%	1.5%	1.6%	1.9%	1.1%	1.5%	2.2%	1.4%	1.0%	1.5%	1.7%	1.9%	3.3%	2.3%	1.7%
	% response rate	5.8%	6.5%	6.2%	6.2%	6.5%	6.0%	5.8%	6.1%	5.9%	5.5%	4.7%	5.4%	5.6%	5.9%	3.5%	5.0%	5.7%
	No. responses	381	457	416	1254	437	372	364	1173	416	360	292	1068	401	372	181	954	4449