

Summary: Friends and Family data

Service		Apr-20	May-20	Jun-20	Q1	Jul-20	Aug-20	Sep-20	Q2	Oct-20	Nov-20	Dec-20	Q3	Jan-21	Feb-21	Mar-21	Q4	2020/21 Financial year
Inpatients	% good or very good	94.3%	100.0%	99.1%	97.8%	97.1%	95.8%	94.5%	95.8%	92.6%	97.0%	95.5%	95.0%	96.4%	96.0%	98.5%	97.0%	96.4%
	% poor or very poor	0.0%	0.0%	0.9%	0.3%	1.2%	1.4%	1.4%	1.3%	3.2%	1.8%	1.8%	2.2%	1.9%	3.1%	0.0%	1.7%	1.4%
	No. responses	35	45	109	189	172	213	366	751	500	503	398	1401	364	226	65	655	2996
Outpatients	% good or very good	96.7%	96.0%	96.2%	96.3%	95.4%	96.3%	95.9%	95.9%	94.8%	94.6%	95.5%	95.0%	94.8%	95.2%	94.4%	94.8%	95.5%
	% poor or very poor	0.9%	1.6%	1.4%	1.3%	1.7%	1.6%	1.5%	1.6%	2.2%	1.9%	1.5%	1.9%	2.4%	2.6%	2.2%	2.4%	1.8%
	No. responses	568	643	1011	2222	1465	1384	1824	4673	2382	2320	2198	6900	2294	1921	2604	6819	20614
ED	% good or very good	96.1%	92.7%	94.2%	94.3%	94.1%	92.1%	90.4%	92.2%	91.1%	93.6%	90.2%	91.6%	90.7%	94.7%	89.3%	91.6%	92.4%
	% poor or very poor	2.0%	4.5%	2.5%	3.0%	2.5%	3.9%	4.0%	3.5%	4.3%	1.9%	4.8%	3.7%	4.5%	0.8%	3.8%	3.0%	3.3%
	No. responses	255	330	360	945	355	381	429	1165	394	360	357	1111	355	244	421	1020	4241
Maternity	% good or very good	100.0%	98.6%	98.0%	98.9%	100.0%	98.8%	98.8%	99.2%	98.4%	97.1%	100.0%	98.5%	100.0%	0.0%	99.2%	66.4%	90.7%
	% poor or very poor	0.0%	0.0%	2.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.2%
	No. responses	125	150	78	353	175	228	121	524	189	140	131	460	27	0	141	168	1505
Community	% good or very good	94.2%	98.2%	92.1%	94.8%	95.3%	95.0%	93.9%	94.8%	93.1%	98.1%	93.2%	94.8%	93.4%	95.1%	87.5%	92.0%	94.1%
	% poor or very poor	1.2%	1.8%	1.1%	1.4%	1.6%	2.8%	2.0%	2.1%	4.0%	0.9%	1.0%	1.9%	3.3%	2.4%	3.1%	3.0%	2.1%
	No. responses	86	56	89	231	129	141	99	369	101	106	103	310	91	41	64	196	1106