

Luton and Dunstable University Hospital Friends and Family Test results for January 2017

The January Friends and Family Test score for the hospital is 96%. This is based on 1033 responses

Total number of inpatients in period	4950
Total number of responses in period	1033
Friends & Family score	96%

Area	Friends & Family Score	Total Responses
SCBU/NICU	100%	9
Cobham Clinic	100%	37
Ward 10	90%	10
Ward 11	95%	22
Ward 12	-	0
Ward 14	100%	9
Ward 15	100%	14
Ward 16	95%	21
Ward 17	-	2
Ward 18	-	3
Ward 19A	86%	7
Ward 19B	-	4
Ambulatory Care Unit	100%	51
Ward 34	90%	60
High Dependency Unit	-	0
Intensive Therapy Unit	-	0
Ward 20	92%	60
Ward 21	92%	53
Ward 22	88%	33
Ward 23	97%	32
Ward 24 Squirrel	-	2
Ward 25 - Rabbit	100%	8
Ward 26a - Paediatric Assessment Unit	-	1
Ward 3	95%	73
Ward 4	94%	70
Ward 5	-	0
Ward 6	100%	13
Day cases	99%	413
Cardiac Cath Lab	100%	26

Please note – Some areas of the hospital had a low response rate, so please bear in mind the results may not be reflective of overall patient experience.

Overall Friends and Family Test score for Emergency Department is 97% total responses - 300

Overall Friends and Family Test score for Maternity is 100% total responses - 65

Overall Friends and Family Test score for Outpatients is 96% total responses - 1948