

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

The May Friends and Family Test score for the hospital is 96%
This is based on 1208 responses

Total number of inpatients in period	5022
Total number of responses in period	1208
Friends & Family score	96

Area	Friends & Family Score	Total Responses
SCBU/NICU	*	2
Cobham Clinic	100%	65
Ward 10	94%	36
Ward 11	96%	55
Ward 12	100%	27
Ward 14	78%	9
Ward 15	87%	15
Ward 16	100%	22
Ward 17	100%	12
Ward 18	78%	9
Ambulatory Care Unit	100%	49
Ward 34	99%	67
High Dependency Unit	*	3
Intensive Therapy Unit	*	*
Ward 20	97%	87
Ward 21	89%	72
Ward 22	95%	75
Ward 23	90%	60
Ward 24 Squirrel	83%	6
Ward 25 - Rabbit	88%	8
Ward 26a - Paediatric Assessment Unit	*	*
Ward 3	94%	71
Ward 4	100%	16
Ward 5	100%	5
Ward 6	100%	17
Day cases	98%	384

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 100% total responses: 352

Overall Friends and Family Test score for Maternity is 96% total responses: 50

Overall Friends and Family Test score for Outpatients is 96% total responses: 1952