

Luton and Dunstable University Hospital Friends and Family Test results for February 2018

The February Friends and Family Test score for the hospital is 97%
This is based on 1550 responses

Total number of inpatients in period	5397
Total number of responses in period	1550
Friends & Family score	97%

Area	Friends & Family Score	Total Responses
SCBU/NICU	NR	NR
Cobham Clinic	100%	74
Ward 10	85%	20
Ward 11	95%	19
Ward 12	87%	38
Ward 14	100%	14
Ward 15	97%	31
Ward 16	100%	32
Ward 17	97%	29
Ward 18	86%	14
Ward 19a	100%	46
Ward 19a Haem/Onc	92%	13
Ward 19b	94%	36
Ambulatory Care Unit	99%	106
Ward 34	93%	98
High Dependency Unit	NR	NR
Intensive Therapy Unit	NR	NR
Ward 20	96%	79
Ward 21	88%	42
Ward 22	92%	66
Ward 23	98%	57
Ward 24 Squirrel	92%	48
Ward 25 - Rabbit	100%	27
Ward 26 - Hedgehog	100%	31
Ward 26a - Paediatric Assessment Unit	96%	51
Ward 3	97%	29
Ward 4	100%	25
Ward 6	100%	15
Day cases	99%	510

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 98% total responses: 232

Overall Friends and Family Test score for Maternity is 97% total responses: 72

Overall Friends and Family Test score for Outpatients is 96% total responses: 1411