

## Luton and Dunstable University Hospital Friends and Family Test results for January 2018

The January Friends and Family Test score for the hospital is 96%  
This is based on 1445 responses

Total number of inpatients in period	6168
Total number of responses in period	1445
<b>Friends &amp; Family score</b>	<b>96%</b>

Area	Friends & Family Score	Total Responses
SCBU/NICU	*	*
Cobham Clinic	100%	82
Ward 10	90%	29
Ward 11	92%	36
Ward 12	60%	15
Ward 14	100%	18
Ward 15	98%	41
Ward 16	94%	47
Ward 17	80%	25
Ward 18	100%	16
Ward 19a	100%	28
Ward 19a Haem/Onc	100%	12
Ward 19b	96%	23
Ambulatory Care Unit	97%	74
Ward 34	92%	92
High Dependency Unit	*	*
Intensive Therapy Unit	*	*
Ward 20	89%	35
Ward 21	91%	46
Ward 22	94%	32
Ward 23	92%	36
Ward 24 Squirrel	98%	44
Ward 25 - Rabbit	100%	6
Ward 26 - Hedgehog	100%	33
Ward 26a - Paediatric Assessment Unit	*	3
Ward 3	100%	42
Ward 4	100%	53
Ward 6	100%	46
Day cases	99%	558

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: 111

Overall Friends and Family Test score for Outpatients is 96% total responses: 1933