

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

The December Friends and Family Test score for the hospital is 95%
This is based on 1256 responses

Total number of inpatients in period	5718
Total number of responses in period	1256
Friends & Family score	95%

Area	Friends & Family Score	Total Responses
SCBU/NICU	*	*
Cobham Clinic	98%	94
Ward 10	95%	20
Ward 11	90%	40
Ward 12	80%	10
Ward 14	81%	16
Ward 15	100%	22
Ward 16	93%	30
Ward 17	94%	30
Ward 18	90%	21
Ward 19a	100%	27
Ward 19a Haem/Onc	100%	14
Ward 19b	92%	13
Ambulatory Care Unit	98%	80
Ward 34	89%	113
High Dependency Unit	*	*
Intensive Therapy Unit	*	*
Ward 20	86%	69
Ward 21	89%	45
Ward 22	91%	77
Ward 23	97%	35
Ward 24 Squirrel	*	*
Ward 25 - Rabbit	93%	15
Ward 26 - Hedgehog	100%	15
Ward 26a - Paediatric Assessment Unit	*	*
Ward 3	100%	29
Ward 4	97%	38
Ward 6	100%	13
Day cases	99%	383

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: 60

Overall Friends and Family Test score for Outpatients is 95% total responses: 1411