

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

The November Friends and Family Test score for the hospital is 95%
This is based on 1194 responses

Total number of inpatients in period	6354
Total number of responses in period	1194
Friends & Family score	95%

Area	Friends & Family Score	Total Responses
SCBU/NICU	*	4
Cobham Clinic	98%	62
Ward 10	95%	21
Ward 11	96%	23
Ward 12	95%	19
Ward 14	100%	26
Ward 15	86%	28
Ward 16	100%	32
Ward 17	98%	51
Ward 18	92%	24
Ward 19a	100%	17
Ward 19a Haem/Onc	100%	18
Ward 19b	100%	10
Ambulatory Care Unit	99%	67
Ward 34	94%	102
High Dependency Unit	*	1
Intensive Therapy Unit	*	*
Ward 20	90%	94
Ward 21	86%	50
Ward 22	87%	86
Ward 23	93%	60
Ward 24 Squirrel	90%	10
Ward 25 - Rabbit	83%	6
Ward 26 - Hedgehog	88%	16
Ward 26a - Paediatric Assessment Unit	*	2
Ward 3	100%	22
Ward 4	99%	81
Ward 6	100%	9
Day cases	98%	247

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: 207

Overall Friends and Family Test score for Outpatients is 96% total responses: 2208