

## Luton and Dunstable University Hospital Friends and Family Test results for October 2017

The October Friends and Family Test score for the hospital is 96%  
This is based on 1326 responses

Total number of inpatients in period	6108
Total number of responses in period	1326
<b>Friends &amp; Family score</b>	<b>96%</b>

Area	Friends & Family Score	Total Responses
SCBU/NICU	100%	8
Cobham Clinic	100%	90
Ward 10	89%	19
Ward 11	85%	27
Ward 12	*	3
Ward 14	100	13
Ward 15	94%	35
Ward 16	96%	25
Ward 17	78%	23
Ward 18	100%	28
Ward 19a	95%	19
Ward 19a Haem/Onc	96%	26
Ward 19b	100%	9
Ambulatory Care Unit	100%	95
Ward 34	96%	93
High Dependency Unit	*	*
Intensive Therapy Unit	*	*
Ward 20	93%	90
Ward 21	91%	82
Ward 22	93%	59
Ward 23	96%	78
Ward 24 Squirrel	91%	32
Ward 25 - Rabbit	94%	18
Ward 26a - Paediatric Assessment Unit	100%	11
Ward 3	95%	40
Ward 4	98%	50
Ward 6	100%	25
Day cases	97%	306

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 96% total responses: 188

Overall Friends and Family Test score for Maternity is 94% total responses: 47

Overall Friends and Family Test score for Outpatients is 95% total responses: 2299