

## Friends and Family Test: Scores

### Changes to reporting scores

The scoring system for FFT data has now changed. NHS England no longer use the NPS score and have now moved to a percentage system. FFT scores are now recorded taking the percentage of respondents who 'would recommend' our service which is taken from ratings 1 (Highly Likely) and 2 (Likely), and the percentage of respondents who 'wouldn't recommend' our service which is taken from ratings 4 (Highly Unlikely) and 5 (Unlikely).

The numbers highlighted in **green** is the percentage of patients who **would recommend** our services.

The numbers highlighted in **red** is the percentage of patient who **would not** recommend our services.

	Jun-14 †	Jul-14 †	Aug-14 †	Sep-14**		Oct-14**		Nov-14**	
STH Inpatient	76	75	80	97%	1%	97%	1%	98%	1%
National Inpatient Average	74	73	73	94%	2%	94%	2%	*	*
STH A&E	48	47	51	79%	12%	79%	11%	80%	11%
National A&E Average	53	53	58	82%	7%	87%	6%	*	*
STH Maternity	73	73	66	93%	2%	95%	2%	95%	1%
National Maternity Average ††	72	69	70	94%	2%	94%	2%	*	*

\* National data for November will not be available until the end of December when figures are published nationally

\*\* New FFT percentage scoring system

† NPS Score

† † These figures have been calculated in-house and are not published nationally

## Friends and Family Test: Response rates

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
STH Inpatient	29.8%	36.7%	33.9%	26.7%	41.7%	31.2%	25%
National Inpatient Average	35.9%	38.0%	38.2%	36.3%	36.6%	37.5%	*
STH A&E	27.3%	24.9%	22.6%	22.2%	21.4%	20.6%	19%
National A&E Average	19.1%	20.8%	20.2%	20.0%	19.5%	19.6%	*
STH Maternity	9.9%	40.1%	27.7%	27.2%	25.5%	21.5%	10.9%
National Maternity Average †	20.1%	20.3%	21.3%	20.3%	**	**	**

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† These figures have been calculated in-house and are not published nationally

\*\* National eligibility is no longer published, therefore a national average for maternity services can no longer be calculated in-house

## Friends and Family Test: Maternity Services scores

	May-14 †	Jun-14 †	Jul-14 †	Aug-14 †	Sep-14**		Oct-14**		Nov-14**	
<b>STH Antenatal</b>	59	73	64	63	95%	3%	97%	3%	92%	4%
<b>National Average</b>	67	67	62	66	95%	1%	95%	1%	*	*
<b>STH Birth</b>	67	74	82	66	96%	1%	93%	2%	96%	0%
<b>National Average</b>	77	76	77	77	95%	2%	95%	1%	*	*
<b>STH Postnatal ward</b>	38	70	68	67	91%	3%	98%	0%	96%	0%
<b>National Average</b>	65	66	65	65	91%	2%	91%	2%	*	*
<b>STH Community</b>	86	77	73	67	90%	2%	90%	5%	92%	0%
<b>National Average</b>	77	77	75	76	96%	1%	96%	1%	*	*
<b>STH Maternity Total</b>	59	73	73	66	93%	2%	95%	2%	95%	1%
<b>National Average † †</b>	68	72	79	70	94%	2%	94%	2%	*	*

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\*\* New FFT percentage scoring system

† NPS Score

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## Friends and Family Test: Maternity Services response rate

	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14
<b>STH Antenatal</b>	9.7%	41.6%	32.2%	41.3%	28.9%	26.9%	9.8%
<b>National Average</b>	16.5%	17.3%	18.4%	16.6%	*	*	*
<b>STH Birth</b>	12.4%	38.7%	23.8%	20.7%	21.6%	19.6%	9.7%
<b>National Average</b>	23.3%	23.1%	22.7%	24.5%	21.3%	21.3%	*
<b>STH Postnatal ward</b>	12.9%	38.3%	24.5%	19.5%	24.1%	20.8%	11%
<b>National Average</b>	26.8%	27.0%	28.2%	28.5%	*	*	*
<b>STH Community</b>	4.5%	48.0%	44.6%	49.4%	38.1%	22.3%	16.6%
<b>National Average</b>	13.5%	13.8%	14.4%	14.6%	*	*	*
<b>STH Maternity Total</b>	9.9%	40.1%	27.7%	27.2%	25.5%	21.5%	10.9%
<b>National Average †</b>	20.1%	20.3%	21.3%	20.3%	*	*	*

† These figures have been calculated in-house and are not published nationally

\* National eligibility is no longer published, therefore national averages can no longer be calculated in-house

## Friends and Family Test: Breakdown of A&E Scores

	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know	Eligible Patients	Total Responses	Response Rate
Accident & Emergency (NGH)	543	250	83	56	75	23	5605	1030	18.4%
Eye Casualty (RHH)	119	21	0	0	1	0	567	141	24.9%
<b>Total</b>	662	271	83	56	76	23	6172	1171	19%

## Friends and Family Test: Breakdown of Maternity Scores

	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know	Eligible Patients	Total Responses	Response Rate
Antenatal	15	9	0	0	1	1	266	26	9.8%
Birth	40	9	2	0	0	0	524	51	9.7%
Postnatal ward	33	10	2	0	0	0	408	45	11%
Community	17	7	0	0	0	1	151	25	16.6%
<b>Total</b>	<b>94</b>	<b>33</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1349</b>	<b>134</b>	<b>10.9%</b>

# Friends and Family Test: Outpatient, community and day case services

Scores	Would Recommend	Wouldn't Recommend
Outpatients	92%	3%
Community	81%	7%
Day Case	98%	0%

Method	SMS	Postcard	IVM	Online	Other	Total
Outpatients	4957	0	7028	0	0	11985
Community	5	0	130	0	0	135
Day Case	0	248	0	1	0	249

## Friends and Family Test: Outpatient, community and day case services

	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't Know	Eligible patients	Total responses	Response rate
Outpatients	8896	2160	362	176	178	213	66325	11985	18%
Community*	78	31	8	3	7	8	527	135	26%
Day Case	217	27	2	0	1	2	4802	249	5%

\*Community covers 5 pilot areas