

In May 2024, patients were asked overall how good their experience of our Emergency Department was. 2,462 people responded

**80 % positive**

**15 % not positive**

**1,384**  
Said  
'Very good'

**587**  
Said  
'Good'

**133**  
Said  
'Neither Good nor Poor' or 'Don't Know'

**115**  
Said  
'Poor'

**243**  
Said  
'Very poor'

Scores displayed will always be 4 - 6 weeks old, as validation and reporting to NHS England is required prior to publishing.

The Friends and Family Test allows staff to make improvements based on patient feedback.

You can participate in The Friends and Family Test in a variety of ways; electronic & paper surveys, on our website "How was it for you", QR scan.

**If you would like any further information please ask the Ward Sister / Charge Nurse.**

[www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk)