

The Friends and Family Test

% Positive Scores (very good/good)	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
------------------------------------	--------	--------	--------	--------	--------	--------

GLENFIELD HOSPITAL	GH-Wd 15	98%	100%	96%	100%	100%	100%
	GH-Wd 15A	-	96%	96%	100%	98%	100%
	GH-Wd 16 Respiratory	97%	97%	100%	95%	98%	92%
	GH-Wd 17 Respiratory	97%	95%	100%	96%	98%	100%
	GH-Wd 20 Respiratory	98%	91%	100%	98%	96%	100%
	GH-Wd 23	95%	97%	100%	98%	94%	100%
	GH WD 25E Digestive Diseases	99%	99%	99%	99%	100%	100%
	GH-Wd 26 Thoracic Surgery	100%	100%	97%	100%	98%	100%
	GH-Wd 28 Cardiology	100%	95%	100%	100%	95%	100%
	GH-Wd 29 Respiratory	100%	98%	100%	100%	100%	98%
	GH-Wd 31 Cardiac Surgery	100%	100%	95%	98%	100%	100%
	GH-Wd 32 Cardiology Procedures	99%	99%	100%	99%	100%	100%
	GH-Wd 33 Cardiology	100%	98%	100%	95%	100%	97%
	GH-Wd 33A Cardiology	100%	100%	94%	100%	92%	100%
	GH-Wd 34	100%	100%	100%	100%	100%	100%
	GH-Wd 35	100%	97%	89%	94%	97%	100%
	GH-Wd 36	98%	100%	98%	98%	98%	98%
	GH-Wd 37	100%	94%	100%	90%	100%	95%
	GH-Coronary Care Unit	100%	100%	100%	100%	100%	100%
	GH-CDU Cardiac Admissions	96%	98%	97%	98%	95%	95%
	GH WD INTENSIVE CARE	100%	98%	98%	99%	100%	96%
	GH-Planned Day Case Unit	100%	100%	100%	100%	100%	100%
GH WD SURGICAL ENHANCED CARE	94%	100%	98%	100%	98%	100%	

Latest month score breakdown						
Total Responses	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't know

19	16	3	0	0	0	0
9	8	1	0	0	0	0
13	9	3	1	0	0	0
11	9	2	0	0	0	0
28	24	4	0	0	0	0
37	25	12	0	0	0	0
66	61	5	0	0	0	0
23	20	3	0	0	0	0
25	22	3	0	0	0	0
47	43	3	1	0	0	0
21	19	2	0	0	0	0
57	54	3	0	0	0	0
32	25	6	1	0	0	0
24	20	4	0	0	0	0
45	40	5	0	0	0	0
16	10	6	0	0	0	0
46	39	6	1	0	0	0
22	18	3	0	0	1	0
8	7	1	0	0	0	0
78	56	18	2	0	2	0
51	48	1	0	0	1	1
8	8	0	0	0	0	0
19	18	1	0	0	0	0

The Friends and Family Test

% Positive Scores (very good/good)		Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
LEICESTER GENERAL HOSPITAL	LGH-Renal Planned care unit	100%	100%	100%	100%	100%	100%
	LGH-Wd 14 Elective Ortho	100%	98%	95%	100%	96%	100%
	LGH -Wd 15	88%	100%	100%	100%	94%	93%
	LGH-Wd 16	100%	99%	98%	100%	100%	100%
	LGH-Wd 17	99%	99%	97%	96%	94%	100%
	LGH-Wd 18 Elective Ortho	100%	100%	100%	100%	100%	100%
	LGH-Wd 19	98%	98%	98%	99%	99%	100%
	LGH-Wd 22 ESM Winter Ward	90%	94%	91%	97%	92%	76%
	LGH-Wd 28 Urology	93%	98%	97%	99%	99%	100%
	LGH-Wd 1 General Medicine	100%	100%	97%	100%	94%	95%
	LGH-Wd 3 Stroke Rehab	100%	100%	82%	86%	100%	100%
	LGH-WD 31 Gynae	97%	99%	99%	100%	100%	97%
	LGH WD Crit Care Med	100%	95%	100%	100%	100%	100%
	LGH WD Day Case Unit (Prev 26 & 27)	100%	100%	100%	100%	100%	98%
	LGH-Endoscopy	100%	100%	100%	99%	99%	100%
	LGH-Neo-Natal Unit	100%	100%	75%	75%	100%	91%
	LGH Theatre Arrivals area	96%	98%	99%	99%	97%	96%
	LGH-Wd 29	100%	91%	94%	97%	98%	95%
	LGH-NRU Neuro Rehab	71%	100%	100%	100%	80%	100%

Latest month score breakdown						
Total Responses	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
11	11	0	0	0	0	0
23	20	3	0	0	0	0
28	19	7	0	2	0	0
13	12	1	0	0	0	0
65	58	7	0	0	0	0
83	76	7	0	0	0	0
108	92	16	0	0	0	0
17	8	5	3	1	0	0
39	35	4	0	0	0	0
20	15	4	1	0	0	0
5	4	1	0	0	0	0
78	63	13	2	0	0	0
13	13	0	0	0	0	0
52	47	4	0	1	0	0
46	43	3	0	0	0	0
11	9	1	0	0	1	0
181	146	27	1	2	4	1
42	32	8	1	0	0	1
11	9	2	0	0	0	0

The Friends and Family Test

% Positive Scores (very good/good)	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
------------------------------------	--------	--------	--------	--------	--------	--------

Latest month score breakdown						
Total Responses	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know

LEICESTER ROYAL INFIRMARY	LRI-Wd 7	99%	93%	98%	99%	94%	90%
	LRI-Wd 9 Spec Surg Admission	100%	98%	100%	100%	98%	100%
	LRI-Wd 10 Childrens Surgery	100%	100%	98%	99%	97%	98%
	LRI-Wd 11 Childrens Medicine	100%	100%	100%	100%	100%	100%
	LRI-Wd 14 Childrens Medicine	96%	100%	95%	98%	90%	93%
	LRI-Wd 17 Spinal/Trauma Ortho	96%	100%	97%	94%	100%	100%
	LRI-Wd 19 Childrens Surgery	97%	100%	98%	98%	100%	97%
	LRI-Wd 21	88%	97%	100%	100%	94%	96%
	LRI-Wd 22 GI Surgery	91%	98%	96%	97%	100%	93%
	LRI-Wd 23 Specialist Med	100%	97%	100%	100%	93%	100%
	LRI-Wd 24 Specialist Med	97%	95%	90%	96%	100%	86%
	LRI-Stroke Wds 25/26	92%	98%	100%	95%	100%	90%
	LRI-Wd 27 Childrens Onc & Haem	100%	100%	100%	100%	100%	100%
	LRI-Wd 29 Older People	96%	100%	100%	100%	97%	92%
	LRI-Wd 30 Older people	96%	100%	96%	95%	94%	95%
	LRI-Wd 31 Older People	93%	95%	88%	98%	94%	91%
	LRI-Wd 33 Med	93%	89%	96%	100%	92%	94%
	LRI-Wd 36 Older People	100%	93%	97%	100%	89%	100%
	LRI-Wd 38 Diabetes/Endocrine	100%	100%	85%	100%	97%	100%
	LRI-Wd 39 Onc	93%	100%	100%	100%	93%	100%
	LRI-Wd 40 Onc	96%	100%	100%	100%	98%	100%
	LRI-Wd 42 Gastro Med	100%	93%	100%	97%	90%	87%
	LRI-Wd 43 Gastro Med/Hepat	92%	95%	100%	100%	94%	94%
	LRI-Wd 44 (Winter Discharge Lounge)	-	100%	92%	88%	100%	93%
Ashton Care Home (Hinckley)	96%	100%	100%	100%	100%	100%	

62	36	20	5	1	0	0
34	32	2	0	0	0	0
49	40	8	0	1	0	0
23	19	4	0	0	0	0
14	8	5	0	0	0	1
6	3	3	0	0	0	0
39	30	8	0	0	1	0
26	22	3	0	0	0	1
30	21	7	1	1	0	0
8	5	3	0	0	0	0
21	11	7	3	0	0	0
10	6	3	0	0	1	0
18	15	3	0	0	0	0
12	4	7	1	0	0	0
21	17	3	1	0	0	0
47	29	14	2	2	0	0
16	13	2	0	0	0	1
16	9	7	0	0	0	0
13	12	1	0	0	0	0
5	5	0	0	0	0	0
20	15	5	0	0	0	0
15	9	4	2	0	0	0
17	13	3	1	0	0	0
14	12	1	1	0	0	0
19	17	2	0	0	0	0

The Friends and Family Test

% Positive Scores (very good/good)		Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
LEICESTER ROYAL INFIRMARY	LRI-AFU	94%	98%	100%	94%	100%	100%
	LRI-AMU	97%	97%	100%	95%	97%	100%
	LRI-ASU	99%	100%	100%	99%	99%	100%
	LRI WD Paed ITU (CICU)	100%	100%	100%	92%	82%	100%
	LRI- AMU South	97%	97%	97%	93%	100%	95%
	LRI-Endoscopy	100%	99%	98%	98%	100%	96%
	LRI-GAU (Gynaecology admissions)	98%	97%	99%	96%	98%	97%
	LRI Hambleton Suite	100%	100%	97%	100%	100%	100%
	LRI-Hampton Suite	93%	93%	84%	96%	90%	92%
	LRI WD Clinical Hope Trials Unit	100%	94%	100%	100%	100%	100%
	LRI-Infectious Diseases Unit	100%	97%	78%	100%	100%	100%
	LRI-ITU (Gen.Surgery,Haematology,Med,Max.Facial)	100%	100%	100%	100%	100%	100%
	LRI-Kinmonth Unit Head, Neck, ENT Surg	100%	95%	100%	100%	100%	100%
	LRI-Osbourne Assessment Unit Onc & Haem	100%	100%	100%	100%	96%	100%
	LRI-Ophthalmic Suite	100%	98%	98%	98%	100%	100%
	LRI WD Paed ITU (PICU)	100%	100%	100%	95%	95%	91%
	LRI-Surgical Assessment Unit	97%	92%	95%	92%	94%	96%
	LRI-Neo-Natal Unit	100%	100%	100%	100%	100%	100%
	LRI Theatre Arrivals area	95%	96%	98%	99%	97%	96%
	LRI-Surgical Triage Unit	-	-	80%	100%	80%	90%

Latest month score breakdown						
Total Responses	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
19	18	1	0	0	0	0
66	51	15	0	0	0	0
86	77	9	0	0	0	0
5	5	0	0	0	0	0
39	29	8	1	0	0	1
28	23	4	1	0	0	0
38	30	7	0	0	1	0
23	23	0	0	0	0	0
25	17	6	1	0	1	0
25	23	2	0	0	0	0
8	7	1	0	0	0	0
15	14	1	0	0	0	0
19	18	1	0	0	0	0
10	7	3	0	0	0	0
18	14	4	0	0	0	0
11	9	1	1	0	0	0
28	19	8	0	1	0	0
16	13	3	0	0	0	0
85	72	10	1	1	1	0
20	14	4	0	2	0	0

The Friends and Family Test

University Hospitals of Leicester 
NHS Trust

Caring at its best

% Positive Scores (very good/good)	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24
------------------------------------	--------	--------	--------	--------	--------	--------

Latest month score breakdown						
Total Responses	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know

ALLIANCE HOSPITAL	Loughborough General Hospital	100%	99%	100%	-	100%	99%
	Melton Mowbray Hospital	100%	100%	-	-	100%	100%
	St Lukes Hospital	100%	100%	-	-	100%	100%

84	81	2	0	1	0	0
122	120	2	0	0	0	0
128	125	3	0	0	0	0

MATERNITY	Maternity Overall	94%	95%	94%	95%	94%	93%
	Maternity Antenatal	96%	94%	95%	91%	90%	91%
	Maternity Labour & Birth	95%	96%	94%	95%	93%	93%
	Maternity Postnatal Ward	92%	96%	92%	95%	94%	91%
	Maternity Postnatal Community	98%	96%	98%	99%	99%	97%

581	434	109	23	10	5	0
74	58	9	5	1	1	0
193	143	37	8	3	2	0
156	96	46	9	4	1	0
158	137	17	1	2	1	0

OTHER	Emergency Department	84%	80%	82%	83%	86%	81%
	Outpatients	95%	95%	94%	94%	95%	95%

1947	969	617	119	82	149	11
14397	11928	1700	313	171	245	40