

## The Friends and Family Test

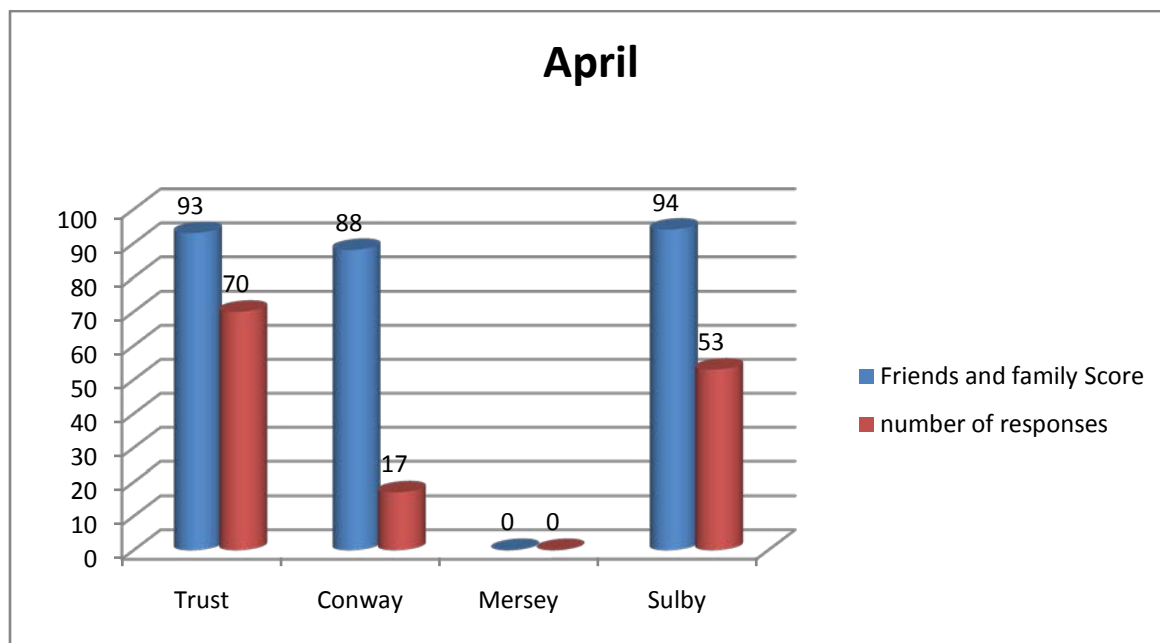
The methodology for scoring The Friends and Family Test is consistent across the NHS to enable comparison across different Trusts and the wards within those Trusts. The score is calculated by the proportion of patients who strongly recommend, minus those who would not recommend, or who are indifferent.

For example between January to March 2013 across the Trust, of a total of 264 patients, 236 patients were 'extremely likely' to recommend our services, 24 patients were 'likely', 3 'neither likely or unlikely' and 1 was 'extremely unlikely'. Therefore

$$236 \div 264 (\times 100) = 89\% \text{ minus } (3+1) \div 264 (\times 100) = 1.5\%$$

= Friends and family test score of 87.5

### April 2013



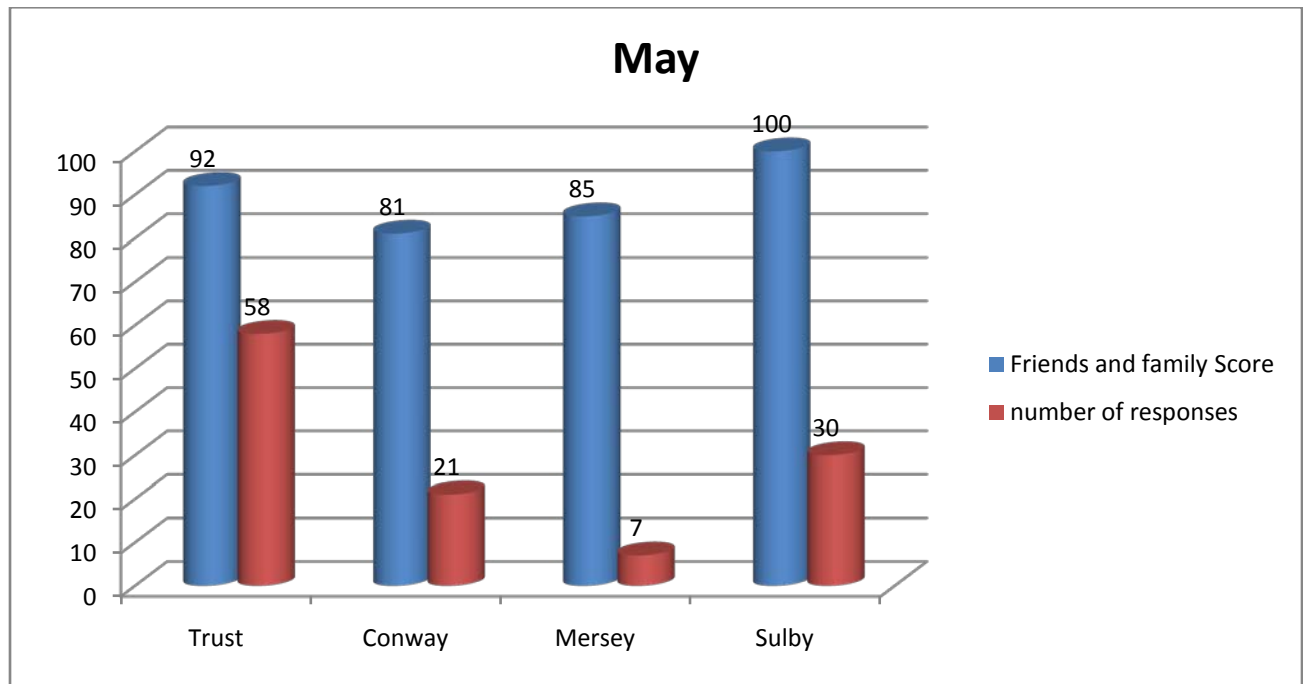
The Friends and Family test score for April for this **Trust** is **93**. This is based on 70 responses.

The Friends and Family test score for April for **Conway Ward** is **88**. This is based on 17 responses.

The Friends and Family test score for April for **Sulby Ward** is **94**. This is based on 53 responses.

## The Friends and Family Test

May 2013



The Friends and Family test score for May for this **Trust** is **92**. This is based on 58 responses.

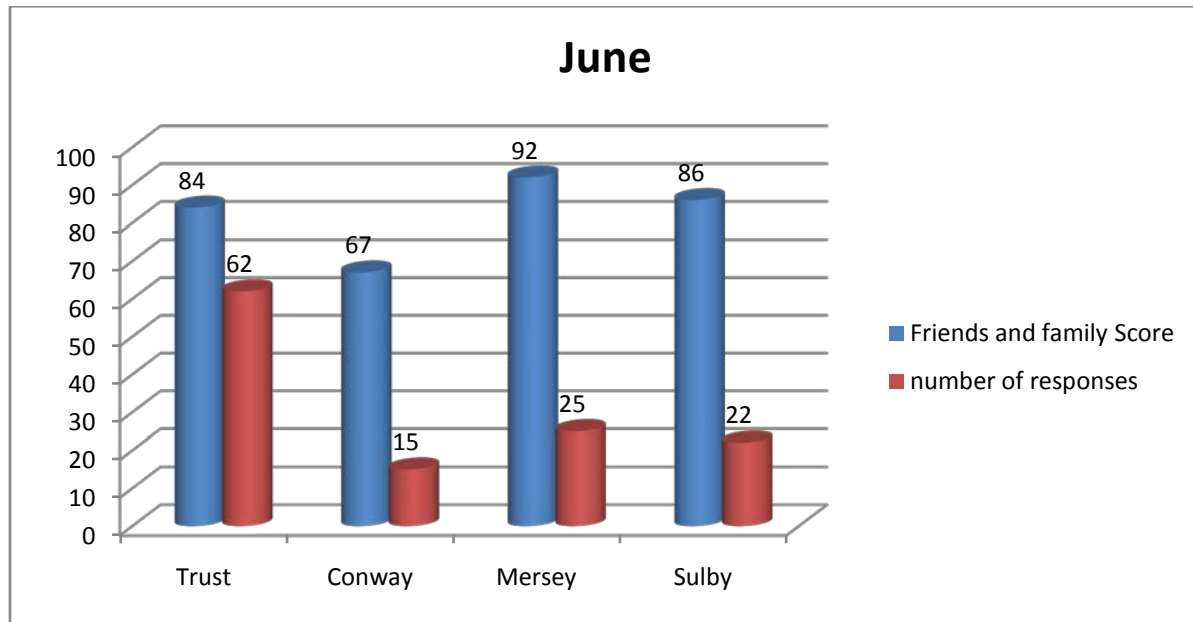
The Friends and Family test score for May for **Conway Ward** is **81**. This is based on 21 responses.

The Friends and Family test score for May for **Mersey Ward** is **85**. This is based on 7 responses.

The Friends and Family test score for May for **Sulby Ward** is **100**. This is based on 30 responses.

# The Friends and Family Test

June 2013



The Friends and Family test score for June for this **Trust** is **84**. This is based on 62 responses.

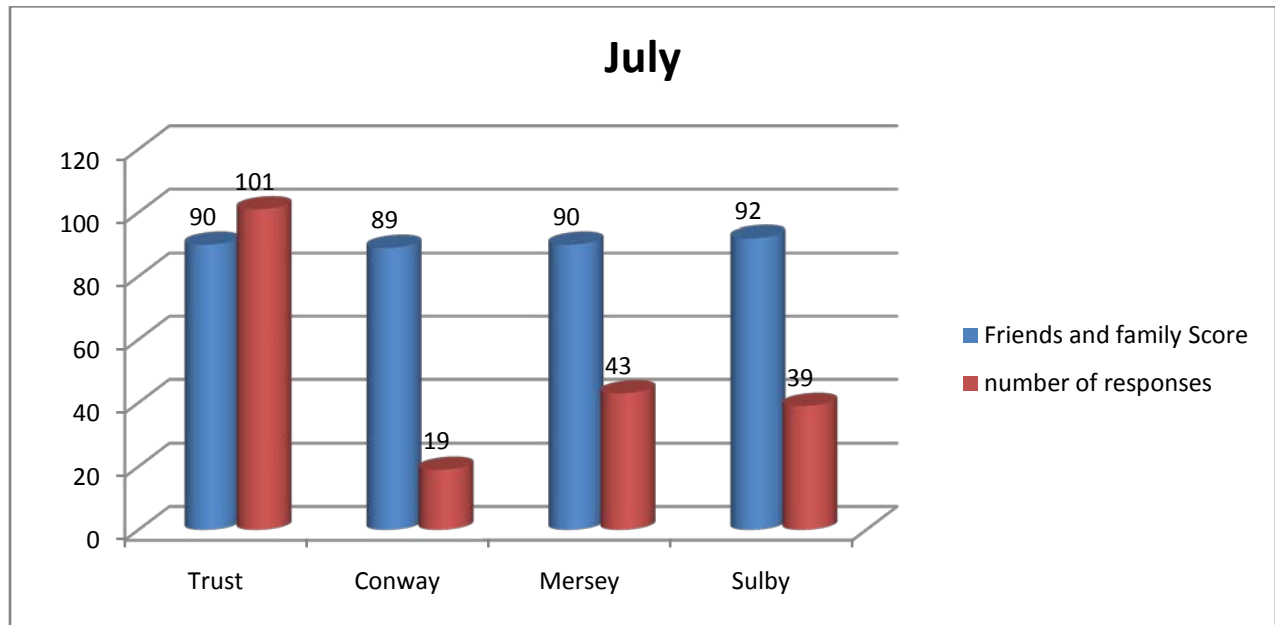
The Friends and Family test score for June for **Conway Ward** is **67**. This is based on 15 responses.

The Friends and Family test score for June for **Mersey Ward** is **92**. This is based on 25 responses.

The Friends and Family test score for June for **Sulby Ward** is **86**. This is based on 22 responses

# The Friends and Family Test

July 2013



The Friends and Family test score for July for this **Trust** is **90**. This is based on 101 responses.

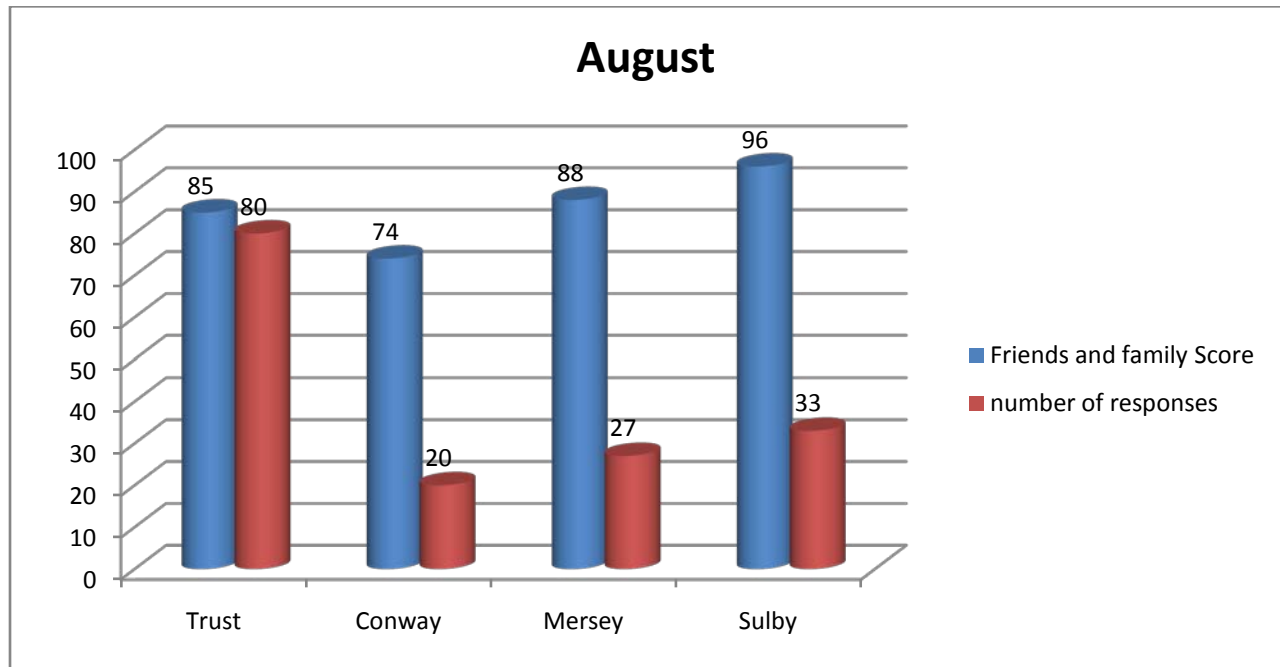
The Friends and Family test score for July for **Conway Ward** is **89**. This is based on 19 responses.

The Friends and Family test score for July for **Mersey Ward** is **90**. This is based on 43 responses.

The Friends and Family test score for July for **Sulby Ward** is **92**. This is based on 39 responses

## The Friends and Family Test

August 2013



The Friends and Family test score for August for this **Trust** is **85**. This is based on 80 responses.

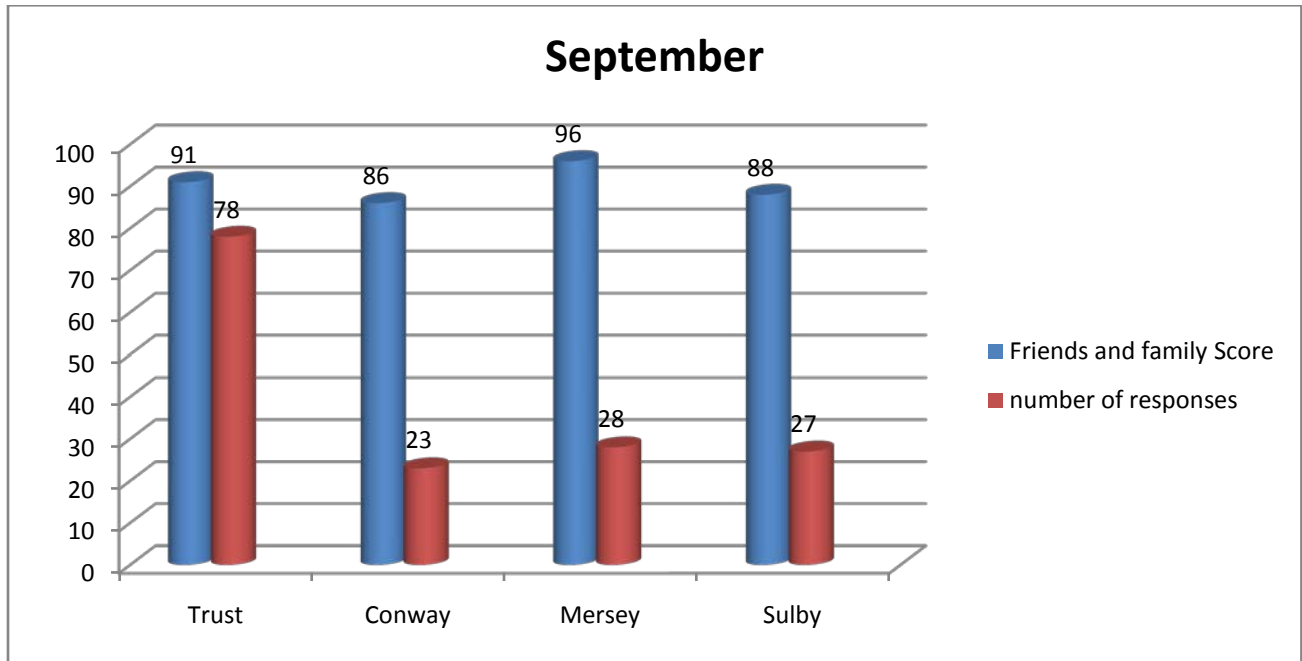
The Friends and Family test score for August for **Conway Ward** is **74**. This is based on 20 responses.

The Friends and Family test score for August for **Mersey Ward** is **88**. This is based on 27 responses.

The Friends and Family test score for August for **Sulby Ward** is **96**. This is based on 33 responses

# The Friends and Family Test

September 2013



The Friends and Family test score for September for this **Trust** is **91**. This is based on 78 responses.

The Friends and Family test score for September for **Conway Ward** is **86**. This is based on 23 responses.

The Friends and Family test score for September for **Mersey Ward** is **96**. This is based on 28 responses.

The Friends and Family test score for September for **Sulby Ward** is **88**. This is based on 27 responses

Please contact Sue Relph, Patient Experience Manager on 0151 482 7927 or [Sue.relph@clatterbridgecc.nhs.net](mailto:Sue.relph@clatterbridgecc.nhs.net).