This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.

Friends and Family Test Score for this ward:
96%

Percentage of respondents who scored their experience on this ward positively

Responses for this ward:
46
52%

Total surveys returned this month
Percentage response return this month

About the Friends and Family test...

ACUTE CARDIAC CARE UNIT

October (2017)
### Friends and Family Test Score for this ward:

<table>
<thead>
<tr>
<th>Percentage of respondents who scored their experience on this ward positively</th>
<th>Responses for this ward:</th>
</tr>
</thead>
<tbody>
<tr>
<td>83%</td>
<td>40</td>
</tr>
</tbody>
</table>

### About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
## Friends and Family Test Score for this ward:

<table>
<thead>
<tr>
<th>Percentage of respondents who scored their experience on this ward positively</th>
<th>Responses for this ward:</th>
</tr>
</thead>
<tbody>
<tr>
<td>96%</td>
<td>53</td>
</tr>
</tbody>
</table>

### Total surveys returned this month

- Total surveys returned this month: 53
- Percentage response return this month: 82%

## About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
### About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.

### Friends and Family Test Score for this ward:

- **100%**
  - Percentage of respondents who scored their experience on this ward positively

### Responses for this ward:

- **17**
  - Total surveys returned this month
- **50%**
  - Percentage response return this month
This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
## Friends and Family Test Score for this ward:

<table>
<thead>
<tr>
<th>Percentage of respondents who scored their experience on this ward positively</th>
<th>Total surveys returned this month</th>
<th>Percentage response return this month</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>19</td>
<td>28%</td>
</tr>
</tbody>
</table>

## About the Friends and Family Test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team.

The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
Friends and Family Test Score for this ward: 73%

Responses for this ward:
- Total surveys returned this month: 11
- Percentage response return this month: 12%

About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
### Friends and Family Test Score for this ward:

**90%**

Percentage of respondents who scored their experience on this ward positively

### Responses for this ward:

**20**

Total surveys returned this month

**31%**

Percentage response return this month

---

**About the Friends and Family test...**

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
The Friends and Family Test

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.

About the Friends and Family test...

Friends and Family Test Score for this ward:

100%

Percentage of respondents who scored their experience on this ward positively

Responses for this ward:

12

Total surveys returned this month

30%

Percentage response return this month

WARD 32

Aintree University Hospital NHS Foundation Trust

October (2017)
### About the Friends and Family Test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
### Friends and Family Test Score for this ward:

<table>
<thead>
<tr>
<th>Percentage of respondents who scored their experience on this ward positively</th>
<th>Responses for this ward:</th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>2</td>
</tr>
<tr>
<td>Total surveys returned this month</td>
<td>Percentage response return this month</td>
</tr>
<tr>
<td></td>
<td>11%</td>
</tr>
</tbody>
</table>

### About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
### About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.

### Friends and Family Test Score for this ward:

- **MAJOR TRAUMA WARD**
- **October (2017)**

| Percentage of respondents who scored their experience on this ward positively | Responses for this ward:
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>100%</td>
<td>3</td>
<td>4%</td>
</tr>
<tr>
<td>Total surveys returned this month</td>
<td>Percentage response return this month</td>
<td></td>
</tr>
</tbody>
</table>

- **Total surveys returned this month:** 3
- **Percentage response return this month:** 4%
About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
<table>
<thead>
<tr>
<th>Friends and Family Test Score for this ward:</th>
<th>Responses for this ward:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>83%</strong></td>
<td><strong>52</strong></td>
</tr>
<tr>
<td>Percentage of respondents who scored their experience on this ward positively</td>
<td>Total surveys returned this month</td>
</tr>
<tr>
<td></td>
<td>28%</td>
</tr>
<tr>
<td></td>
<td>Percentage response return this month</td>
</tr>
</tbody>
</table>

**About the Friends and Family test...**

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
### Friends and Family Test Score for this ward:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>100%</strong></td>
<td></td>
</tr>
</tbody>
</table>

- Percentage of respondents who scored their experience on this ward positively

### Responses for this ward:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>2%</strong></td>
</tr>
</tbody>
</table>

- Total surveys returned this month
- Percentage response return this month

### About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
Friends and Family Test Score for this ward: 83%

Responses for this ward:
- Total surveys returned this month: 6
- Percentage response return this month: 12%

About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.
About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.

Friends and Family Test Score for this ward:

100%

Percentage of respondents who scored their experience on this ward positively

Responses for this ward:

10

Total surveys returned this month

8%

Percentage response return this month
### Friends and Family Test Score for this ward:

- **88%**
- Percentage of respondents who scored their experience on this ward positively

### Responses for this ward:

- **48**
- Total surveys returned this month
- **23%**
- Percentage response return this month

### About the Friends and Family test...

This short survey is given upon discharge and provides us with invaluable, anonymous feedback about our patients’ experiences. It enables us to continually review the quality of our services and make improvements wherever possible.

This report gives information about our Friends and Family Test results for last month which is sourced from the Aintree Business Intelligence team. The Friends and Family Test score shows the percentage of respondents who would recommend the service.

If you have any questions about the Friends and Family Test you can speak to the Ward Manager or alternatively contact the Patient Experience Team on 0151 529 8142.