

June 2018 Results

Emergency Departments

	Would Recommend %	Would Not Recommend %	Total Number of Patients who Responded	Overall Response Rate %
Children's Emergency Dept	92%	0%	12	2228
Emergency Dept	82%	13%	924	5808
Gynaecology Emergency	79%	9%	43	375
Eye Casualty	85%	10%	14	1630
Rugby Urgent Care Centre	88%	8%	379	2369

Maternity Services

	Would Recommend %	Would Not Recommend %	Total Number of Patients who Responded	Overall Response Rate %
Antenatal after 36 weeks	97%	1%	89	19%
Labour/Birth	100%	0%	51	11%
Postnatal in Hospital	92%	0%	102	22%
Postnatal in Community	97%	3%	78	18%

Ward Level Results – Inpatient Only

Ward	Specialty	Would Recommend %	Would Not Recommend %	Total Number of Patients Eligible to Respond	Total Number of Patients who Did Respond	Response Rate %
Ward 1	Endocrinology	81%	5%	98	21	21%
Ward 2/AMU2	Medical/Acute Medicine	83%	17%	90	12	13%
Ward 3/AMU3	Rheumatology & Medical	70%	26%	116	23	20%

SODA	Surgery on Day of Admission	85%	15%	57	13	23%
Ward 10	Cardiology	89%	0%	113	29	26%
Ward 11	Cardiothoracic Surgical Ward	98%	0%	163	43	26%
Coronary Care Unit	Coronary Care	100%	0%	48	11	23%
Transitional Care Nursery	Neonatal Medicine	100%	0%	24	13	54%
Ward 12/Observation	Emergency Medicine	70%	22%	429	37	9%
Ward 12/AMU1	Acute Medicine	84%	10%	151	31	21%
Ward 14	Paediatrics (patients aged 13 – 17)	92%	4%	128	26	20%
Ward 15	Paediatrics (patients aged 0 – 2)	80%	10%	184	10	5%
Ward 16	Paediatrics (patients aged 2 – 12)	100%	0%	228	12	5%
Ward 20	Gerontology	95%	0%	82	20	24%
Ward 21 Medicine	Medical Care	83%	17%	40	12	30%
Ward 21 Short Stay	Medical Care	87%	13%	128	15	12%
Ward 22 SAU	Surgical Assessment Unit	79%	17%	328	58	18%
Ward 22 ECU	Enhanced Care Unit	94%	6%	50	18	36%
Ward 22a	Vascular	89%	11%	41	9	22%
Ward 23	Gynaecology	86%	10%	174	21	12%
Ward 23 SAU	Gynaecology Surgical Assessment	82%	12%	97	17	18%
Ward 30	Respiratory Medicine	72%	22%	97	18	19%
Ward 31	Respiratory & Infectious Diseases	78%	17%	108	18	17%

Ward 32	Head and Neck Surgical Care	96%	2%	154	46	30%
Ward 32 – SODA Female	Surgery on Day of Admission	89%	11%	36	9	25%
Ward 33 Gastro	Gastroenterology	90%	10%	50	10	20%
Ward 33 Surgery	Surgical	74%	11%	61	19	31%
Ward 33 Urology	Urology	96%	4%	109	26	24%
Ward 34	Haematology	100%	0%	39	6	15%
Ward 35	Oncology	88%	8%	111	24	22%
Ward 40	Care of older people	100%	0%	87	15	17%
Ward 41	Stroke Care	100%	0%	88	20	23%
Ward 42	Neurology Care	100%	0%	46	13	28%
Ward 43	Neurosurgery	82%	6%	95	17	18%
Ward 50	Renal Care	92%	3%	68	38	56%
Ward 52	Trauma and Orthopaedics	85%	11%	109	27	25%
Ward 53	Trauma and Enhanced Care Unit	100%	0%	184	32	17%
Cedar Ward	Orthopaedics	97%	2%	200	116	58%
Mulberry Ward	Rehabilitation	78%	11%	30	9	30%
Hoskyn Ward	Sub-Acute Medicine	100%	0%	54	12	22%
Oak Ward	Rehabilitation	75%	0%	27	12	44%

* Please note we only publish results at ward level for areas that have had 5 or more respondents. An area where there is a 0% response rate indicates that patients weren't discharged from this ward. When the response rate shows more than 100% it is because there is disparity between the numbers of patients who have responded vs. those eligible to respond according to the hospitals patient management system.