

# The Friends and Family Test

## Service Report: Jan 2021

Service

### All Departments

Star Rating



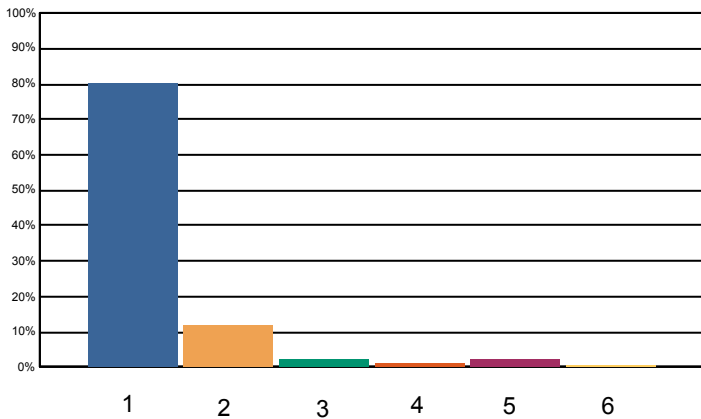
Positive

92.31%

Negative

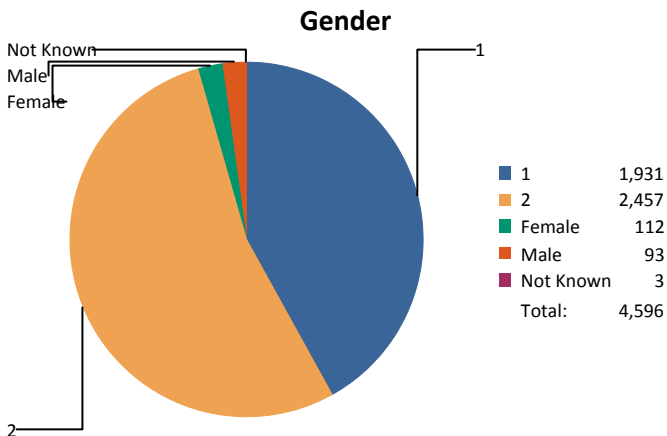
3.99%

### Overall Scores



Response Option	Responses	Percentage
1 - Very good	3,634	80.10%
2 - Good	554	12.21%
3 - Neither good nor poor	123	2.71%
4 - Poor	71	1.56%
5 - Very poor	110	2.42%
6 - Don't know	45	0.99%

### Breakdown



Total Responses

4537