

Friends and Family Test – June 2023

The Friends and Family Test is a short, two question survey that has been introduced across all NHS Trusts in the Country from June 2013 and new guidance from April 2020.

The survey asks overall how was your experience of our service, and there are 6 answer responses.

The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

Responses

Inpatients

Thinking about your recent admission, overall, how was your experience of our service?

Don't know	Very Poor	Poor	Neither Good nor Poor	Good	Very Good
15	2	4	8	100	756

The percentage of patients who had a positive experience of our Inpatient wards in June is 96.74%

Emergency Department

Thinking about your recent visit for emergency care, overall how was your experience of our service?

Don't know	Very Poor	Poor	Neither Good nor Poor	Good	Very Good
4	45	21	28	102	152

The percentage of patients who had a positive experience of our Emergency Department service in June is 72.16%

Maternity

Thinking about our antenatal / delivery / postnatal ward / postnatal care in the community, overall how was your experience of our service?

Don't know	Very Poor	Poor	Neither Good nor Poor	Good	Very Good
4	3	2	2	25	131

The percentage of patients who had a positive experience of our Maternity service in June is 93.41%

Community Services

Thinking about your recent visit, overall how was your experience of our service?

Don't know	Very Poor	Poor	Neither Good nor Poor	Good	Very Good

13	6	0	10	101	562
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The percentage of patients who had a positive experience of our Community services in June is 95.81%

Outpatients

Thinking about your recent visit, overall how was your experience of our service?

Don't know	Very Poor	Poor	Neither Good nor Poor	Good	Very Good
23	7	7	7	87	796

The percentage of patients who had a positive experience of our Outpatient Departments in June is 95.25%.

Post Covid Clinic

Thinking about your recent visit, overall how was your experience of our service?

Don't know	Very Poor	Poor	Neither Good nor Poor	Good	Very Good
0	0	0	0	0	3