

Friends and Family Test – January 2019

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

The survey asks whether you would recommend our services to your friends and family 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.

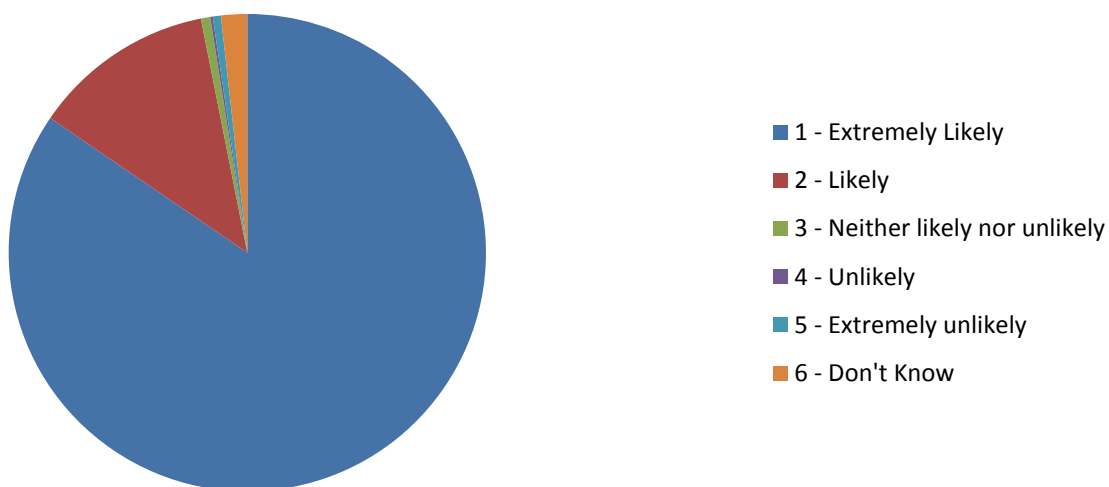
Responses

Inpatients

How likely are you to recommend our wards to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
42	13	4	15	293	2006

Friends & Family Results - Inpatients - January 2019

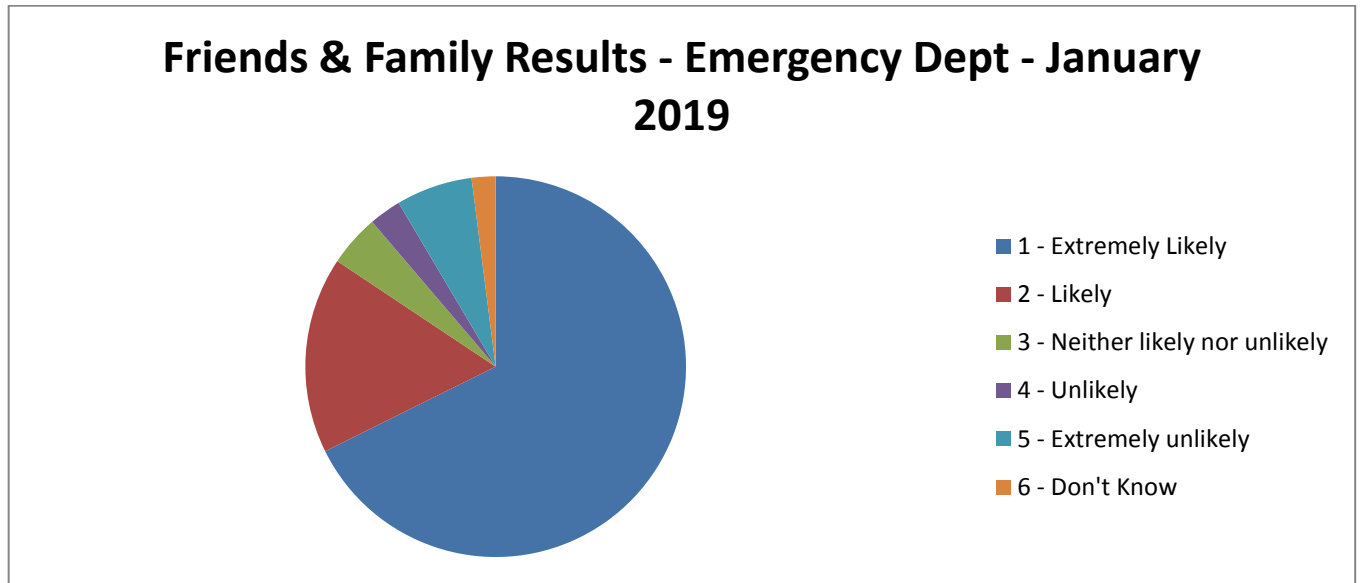


The percentage of patients who would recommend our wards to friends and family in January is 96.88%

Emergency Department

How likely are you to recommend our Emergency Department to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
35	112	47	76	288	1168

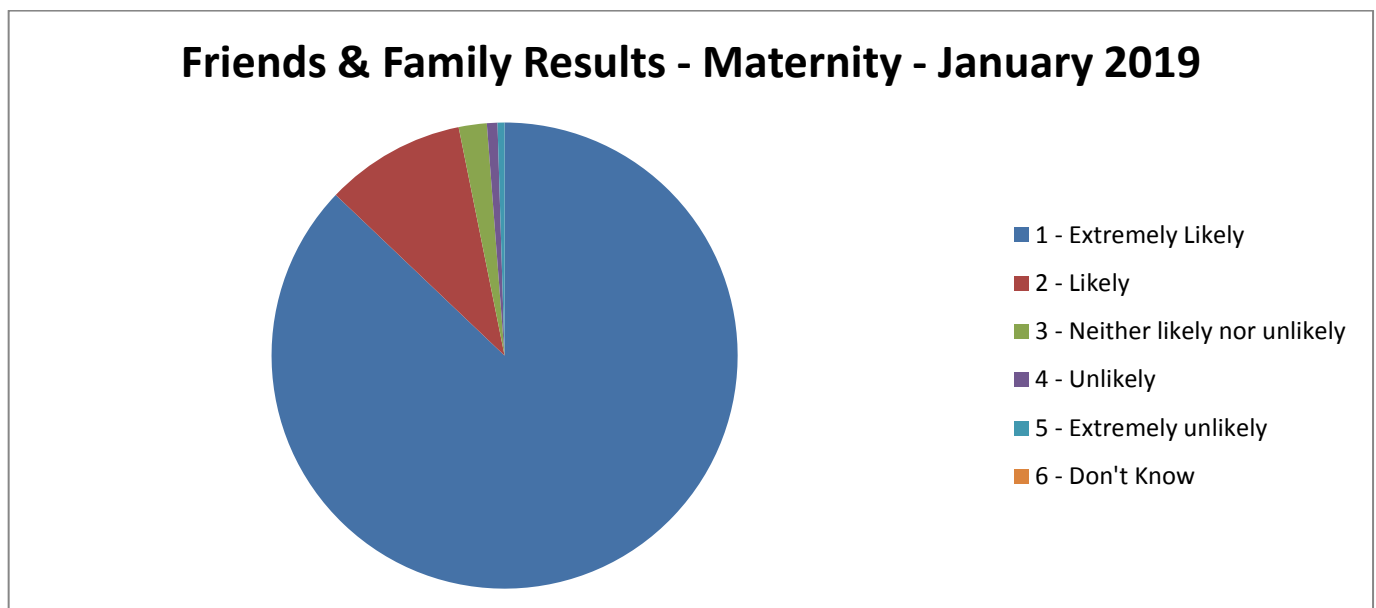


The percentage of patients who would recommend our Emergency Department to friends and family in January is 84.36%

Maternity

How likely are you to recommend our Maternity Services to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
0	2	3	8	40	358

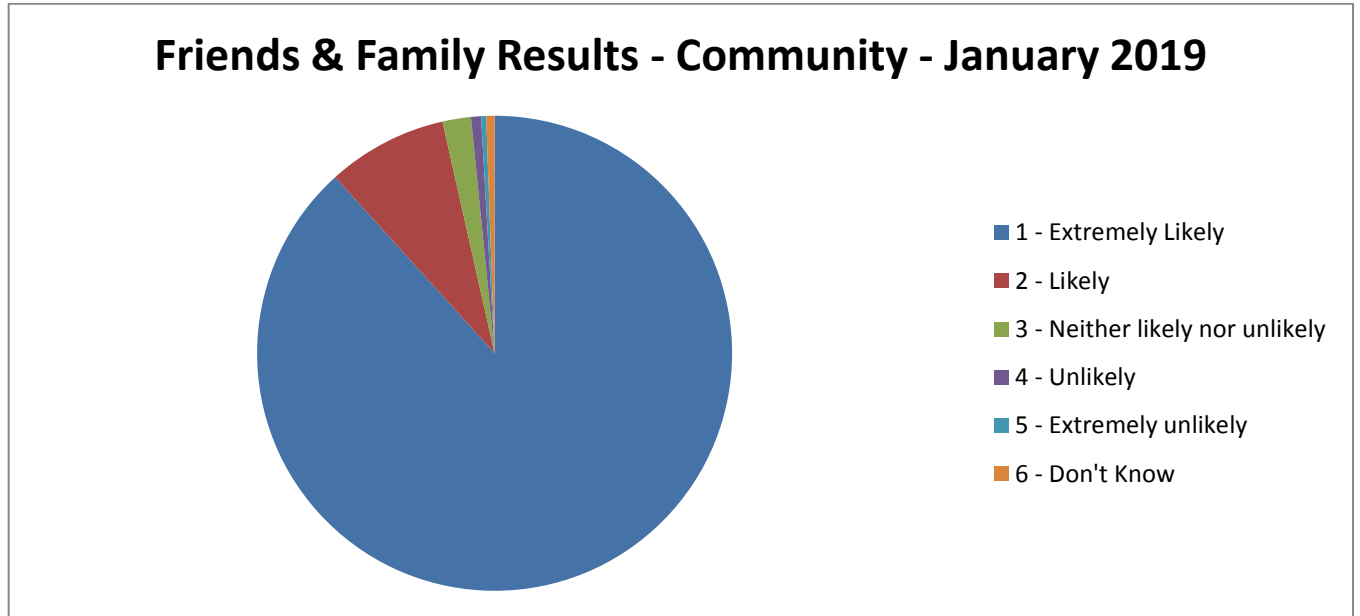


The percentage of patients who would recommend our Maternity service to friends and family in January is 96.84%

Community Services

How likely are you to recommend our Community Services to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
5	3	6	17	72	777

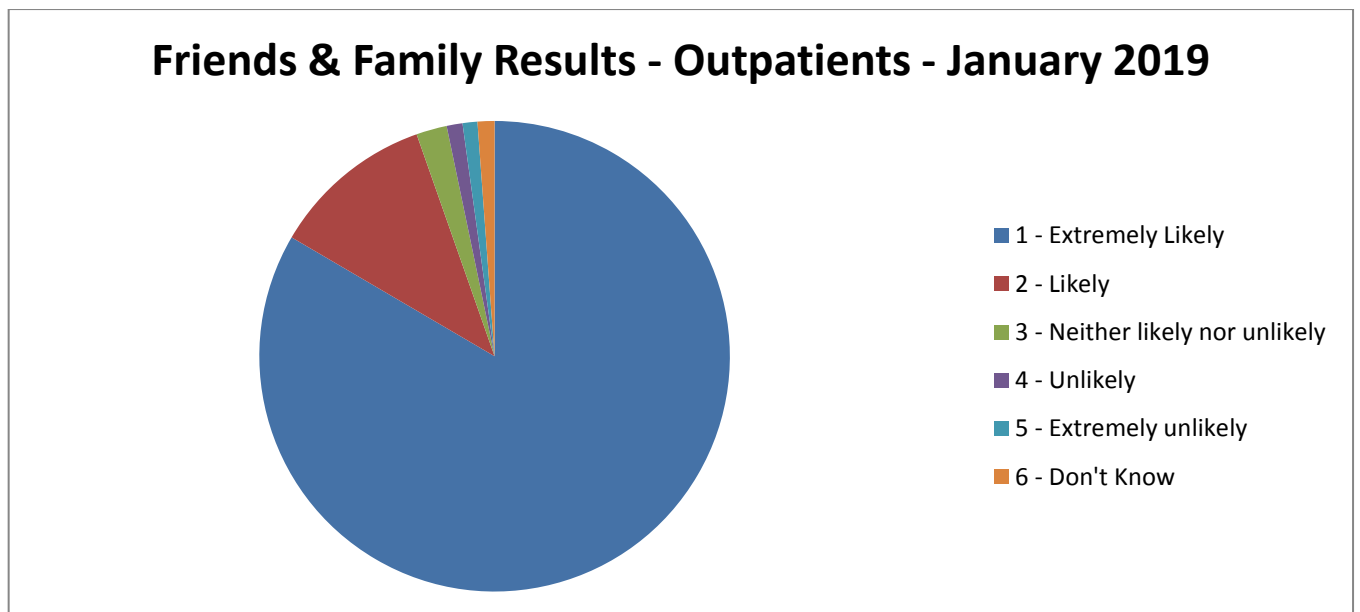


The percentage of patients who would recommend our Community services to friends and family in January is 96.48%

Outpatients

How likely are you to recommend our Outpatient Departments to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
16	14	15	29	154	1148



The percentage of patients who would recommend our Outpatient Departments to friends and family in January is 94.62%