

## Friends and Family Test – November 2022

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.

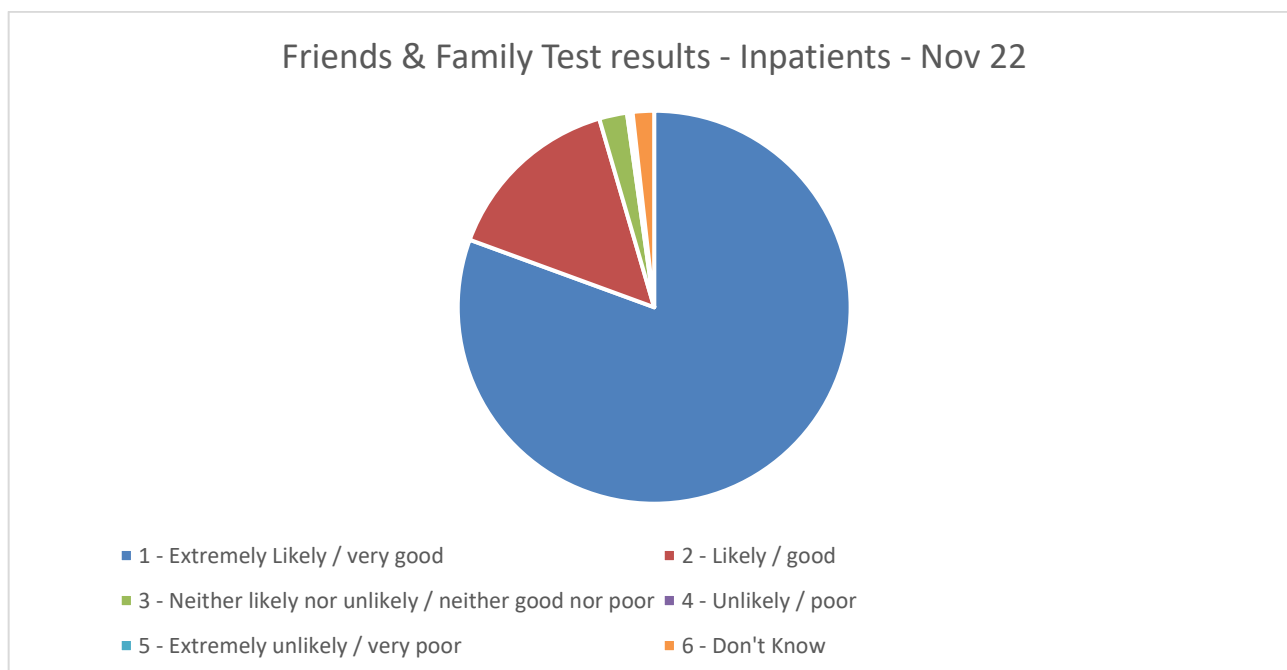
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

### 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
23	2	4	30	195	1054

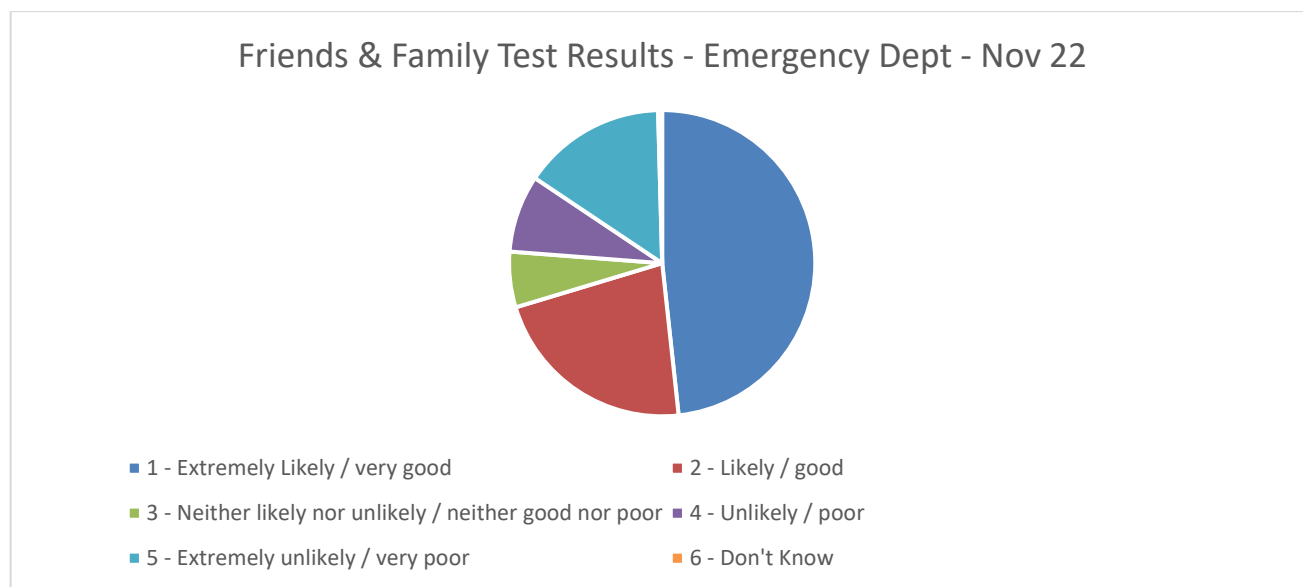


**The percentage of patients who had a positive experience of our Inpatient wards in November is 95.49%**

## 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
3	106	57	41	154	337



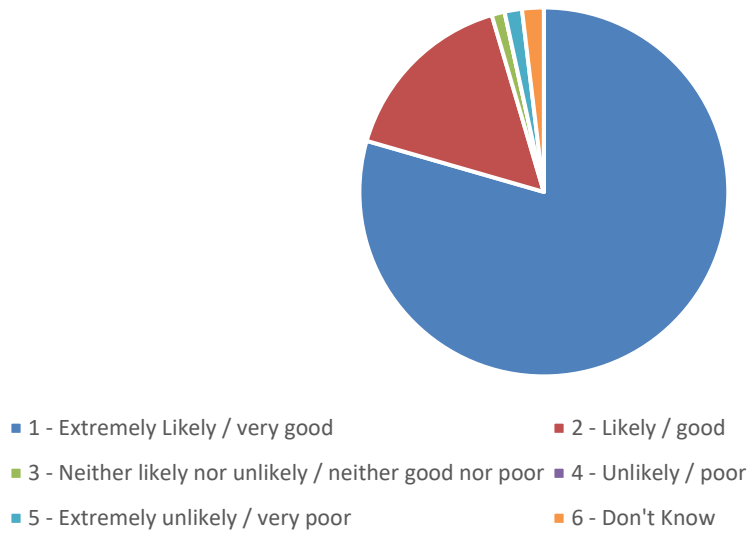
**The percentage of patients who had a positive experience of our Emergency Department service in November is 70.34%**

## 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
5	4	0	3	42	209

### Friends & Family Test results - Maternity - Nov 22



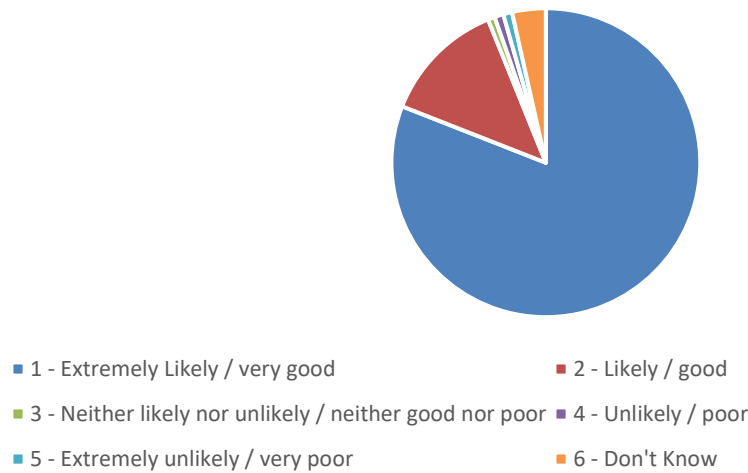
**The percentage of patients who had a positive experience of our Maternity service in November is 95.44%**

### 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
34	9	9	7	125	782

### Friends & Family Test results - Community - Nov 22



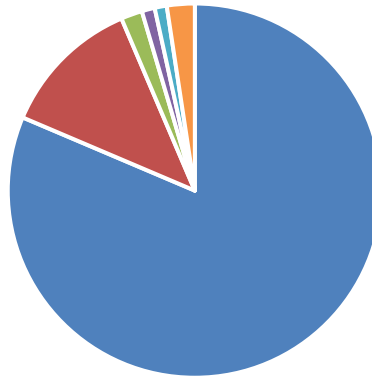
**The percentage of patients who had a positive experience of our Community services in November is 93.89%**

### 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
30	13	14	23	152	1015

## Friends & Family Test results - Outpatients - Nov 22



- 1 - Extremely Likely / very good
- 2 - Likely / good
- 3 - Neither likely nor unlikely / neither good nor poor
- 4 - Unlikely / poor
- 5 - Extremely unlikely / very poor
- 6 - Don't Know

**The percentage of patients who had a positive experience of our Outpatient Departments in November is 93.58%.**

### 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	1	11