

## Friends and Family Test – December 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.

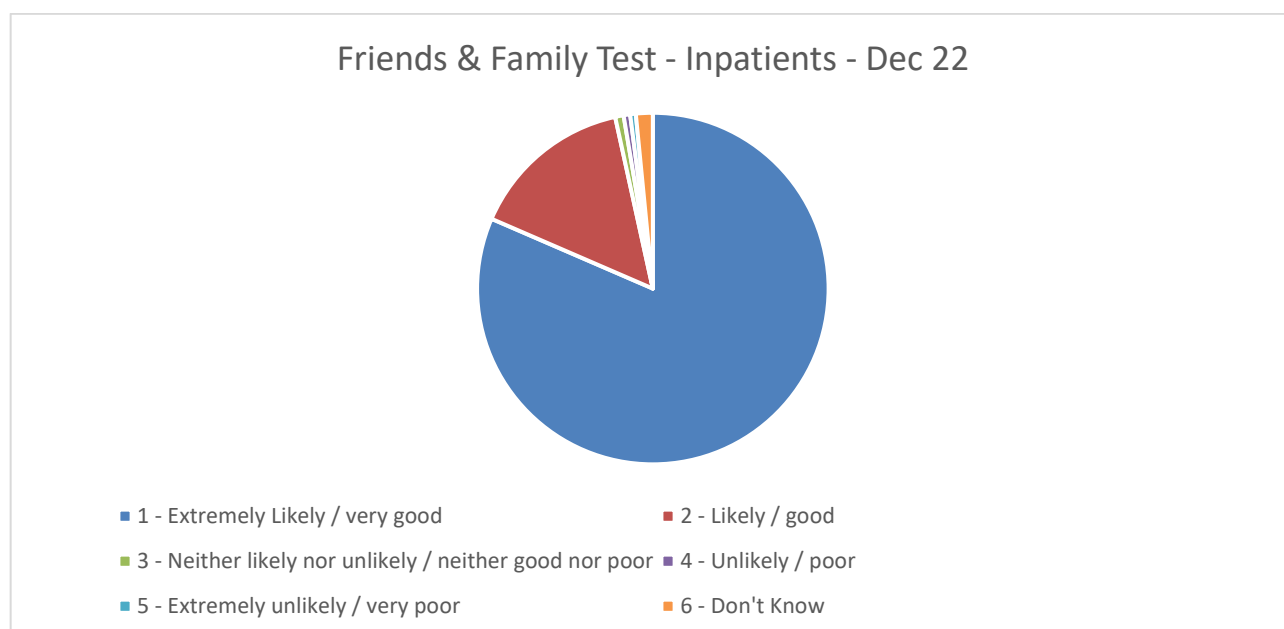
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

## 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
18	6	7	9	175	947



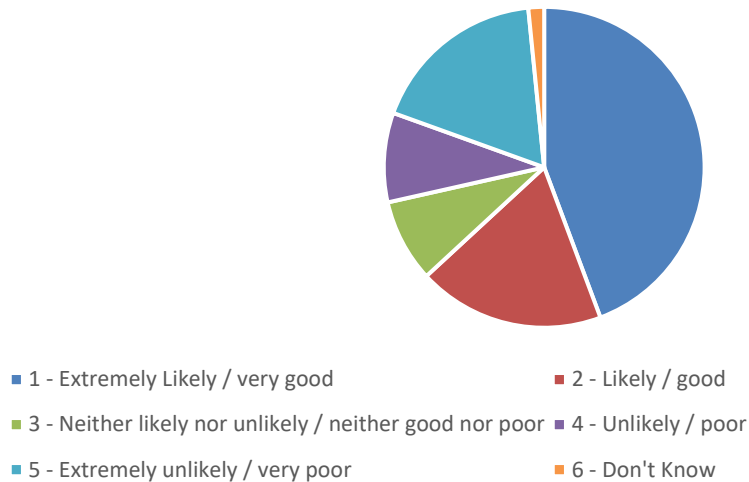
**The percentage of patients who had a positive experience of our Inpatient wards in December is 96.56%**

## 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
12	135	68	63	142	334

Friends & Family Test - Emergency Dept - Dec 22



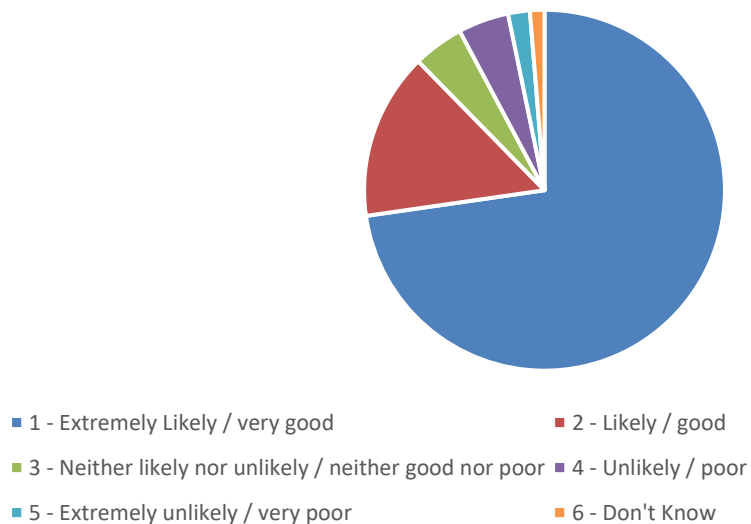
**The percentage of patients who had a positive experience of our Emergency Department service in December is 63.13%**

## 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
2	3	7	7	23	112

Friends & Family Test - Maternity Dept - Dec 22



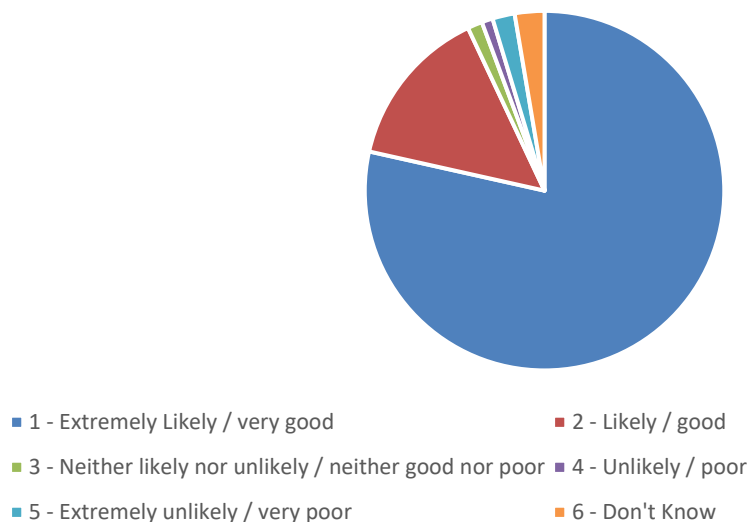
**The percentage of patients who had a positive experience of our Maternity service in December is 87.66%**

## 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
16	12	6	8	87	471

Friends & Family Test - Community - Dec 22



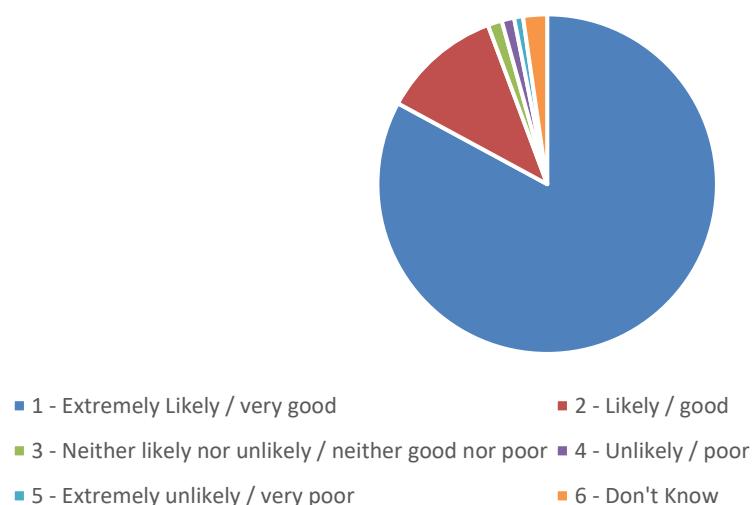
**The percentage of patients who had a positive experience of our Community services in December is 93.00%**

## 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
27	10	14	16	135	979

Friends & Family Test - Outpatients - Dec 22



**The percentage of patients who had a positive experience of our Outpatient Departments in December is 94.33%.**

## 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	6