

Friends and Family Test – March 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.

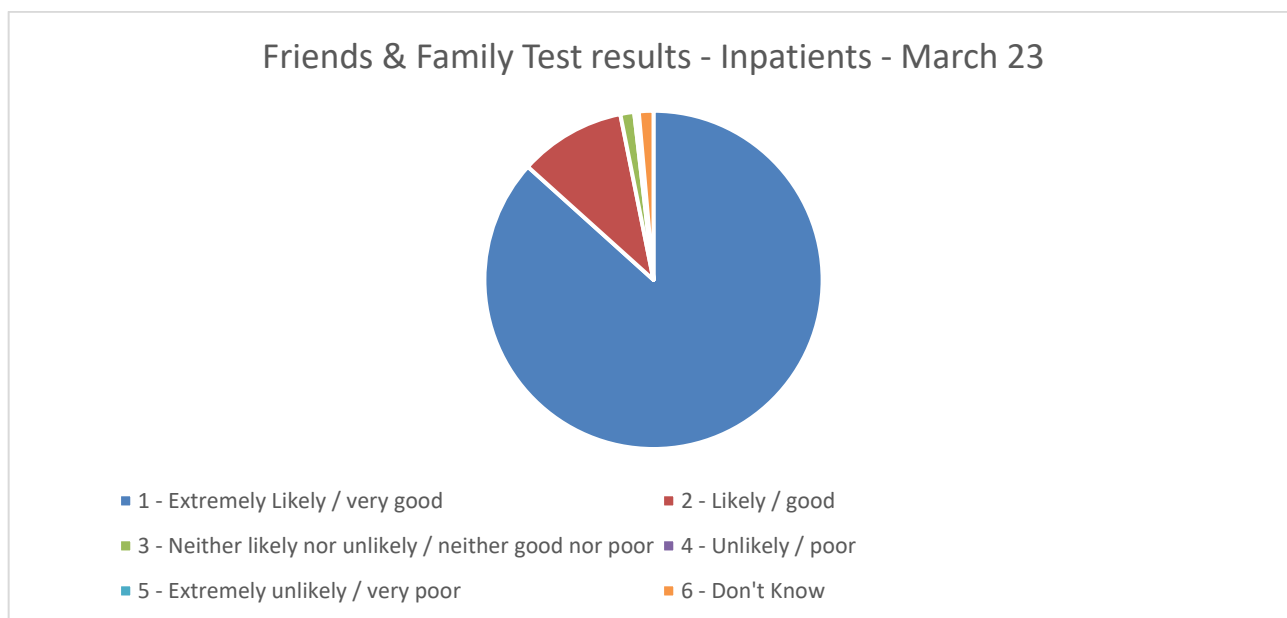
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

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
19	4	2	18	139	1183

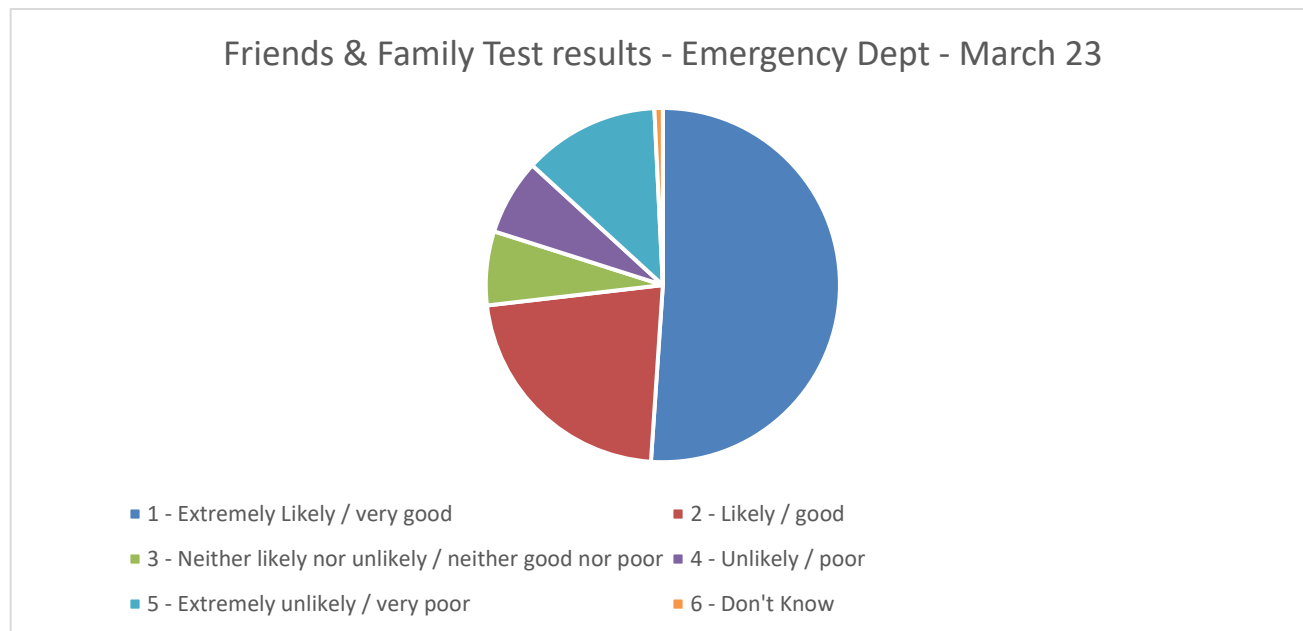


The percentage of patients who had a positive experience of our Inpatient wards in March is 96.85%

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
5	81	45	44	144	333



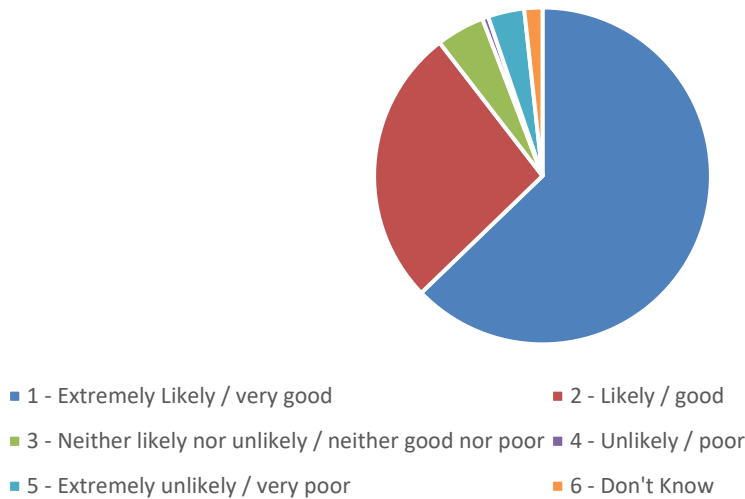
The percentage of patients who had a positive experience of our Emergency Department service in March is 73.16%

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
3	6	1	8	46	108

Friends & Family Test results - Maternity - March 23



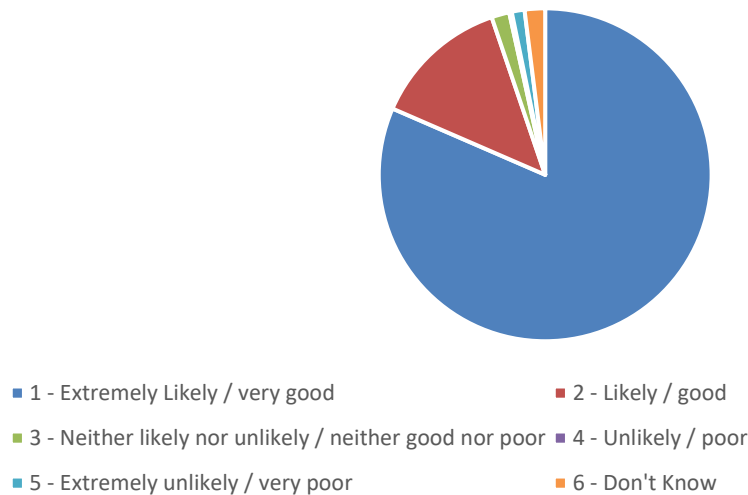
The percentage of patients who had a positive experience of our Maternity service in March is **89.53%**

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	10	2	14	107	657

Friends & Family Test results - Community - March 23



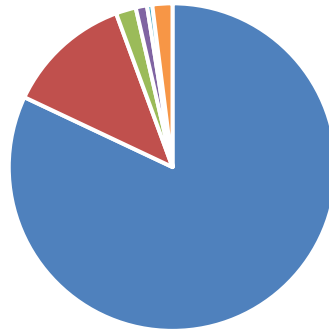
The percentage of patients who had a positive experience of our Community services in March is **94.79%**

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	6	13	23	144	953

Friends & Family Test results - Outpatients - March 23



- 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 March is 94.41%.

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	9