

Friends and Family Test – May 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
26	3	2	2	156	1102

The percentage of patients who had a positive experience of our Inpatient wards in May is 97.44%

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
6	85	45	49	126	383

The percentage of patients who had a positive experience of our Emergency Department service in May is 73.34%

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
1	0	5	8	30	221

The percentage of patients who had a positive experience of our Maternity service in May is 94.72%

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
15	4	7	11	110	626

The percentage of patients who had a positive experience of our Community services in May is 95.21%

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
18	13	15	16	113	900

The percentage of patients who had a positive experience of our Outpatient Departments in May is 94.23%.

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	13