

Friends and Family Test – September 2020

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.

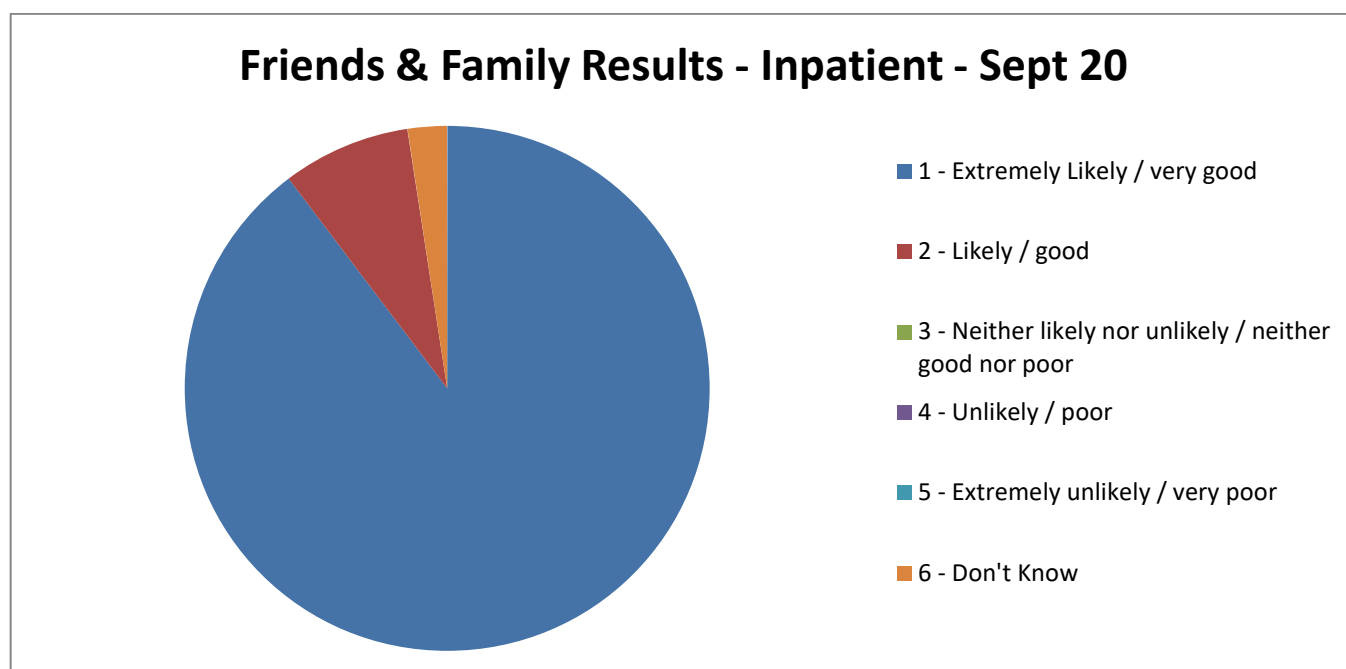
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

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
8	0	0	0	26	296



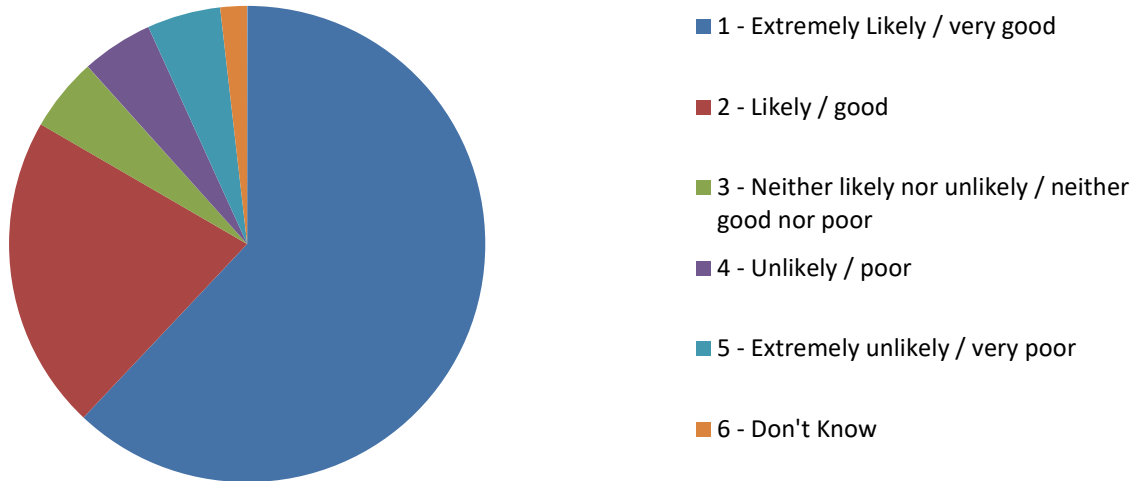
The percentage of patients who had a positive experience of our Inpatient wards in September is **97.58%**

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	33	32	33	141	410

Friends & Family Results - Emergency Sept - Sept 20



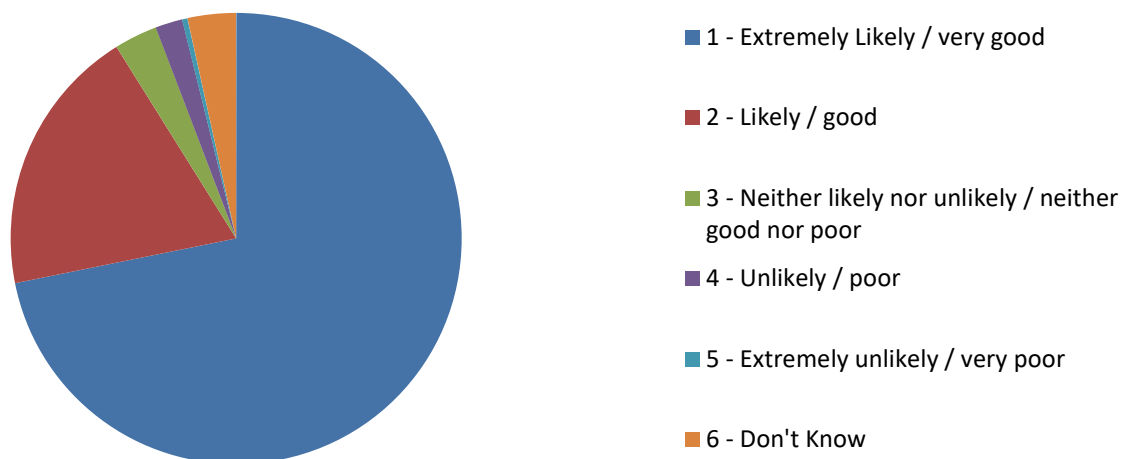
The percentage of patients who had a positive experience of our Emergency Department service in September is 83.36%

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
9	1	5	8	50	186

Friends & Family Results - Maternity - Sept 20

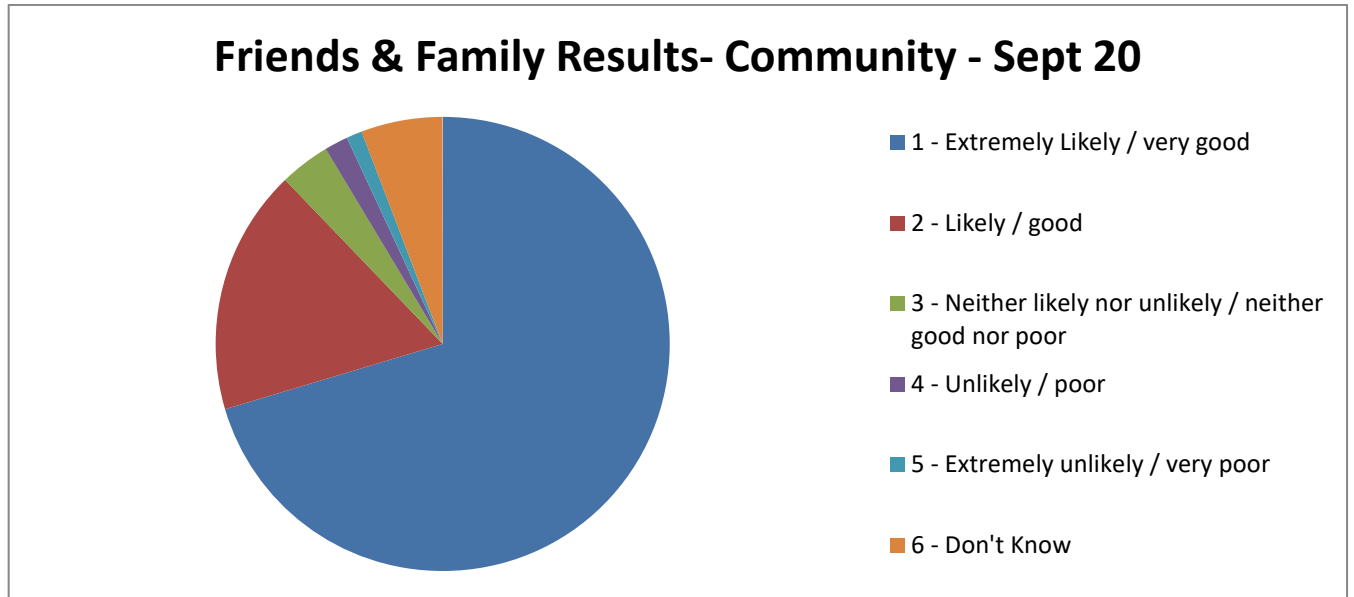


The percentage of patients who had a positive experience of our Maternity service in September is 91.12%

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
21	4	6	13	63	254

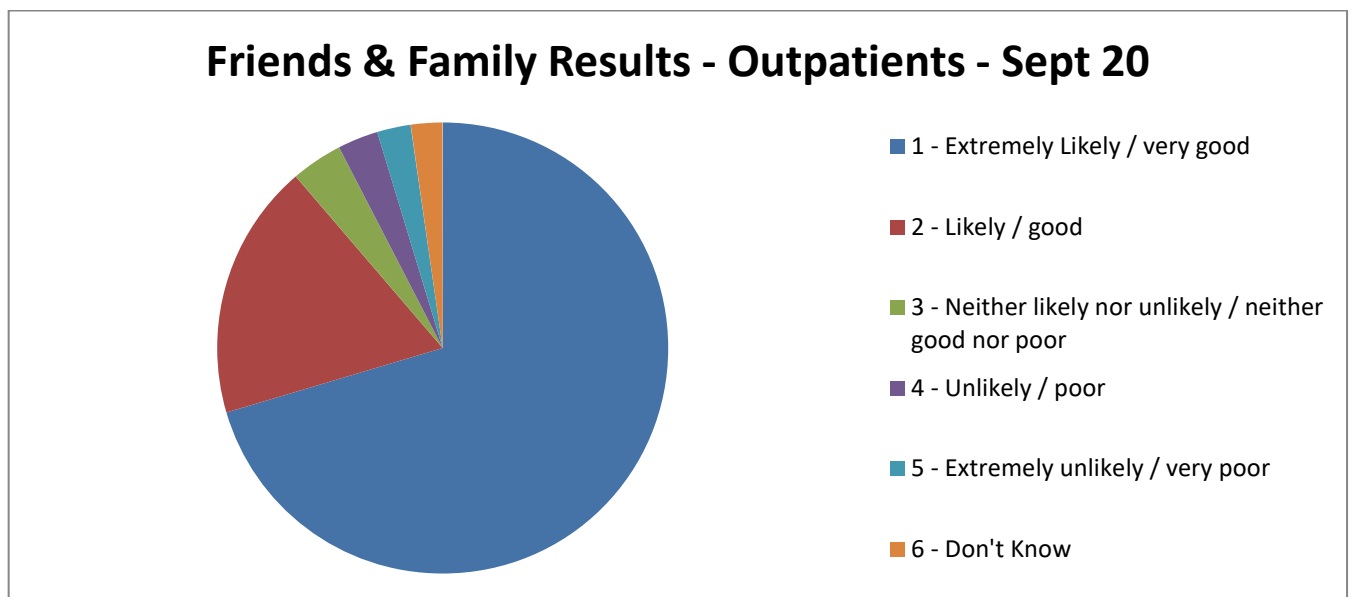


The percentage of patients who had a positive experience of our Community services in September is 87.81%

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	19	23	29	145	556



The percentage of patients who had a positive experience of our Outpatient Departments in September is 88.73%.