

Friends and Family Test – July 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

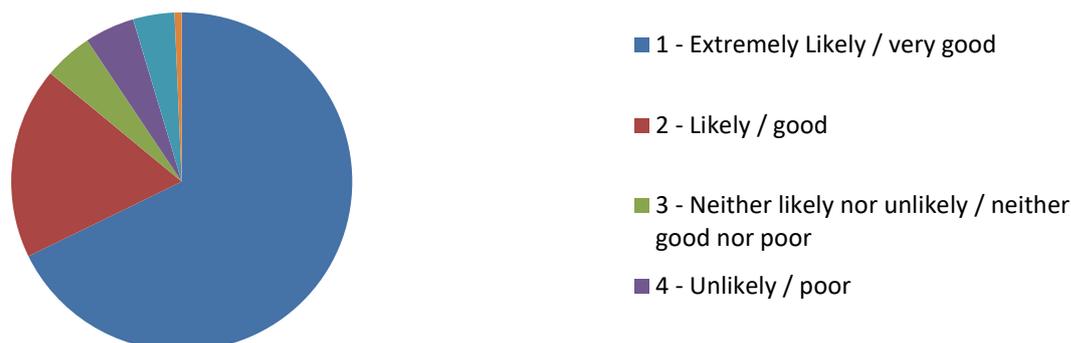
Suspended on wards due to Covid19 pandemic by NHS England and NHS Improvement.

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	29	35	34	135	500

Friends & Family Results - Emergency Dept - July 2020



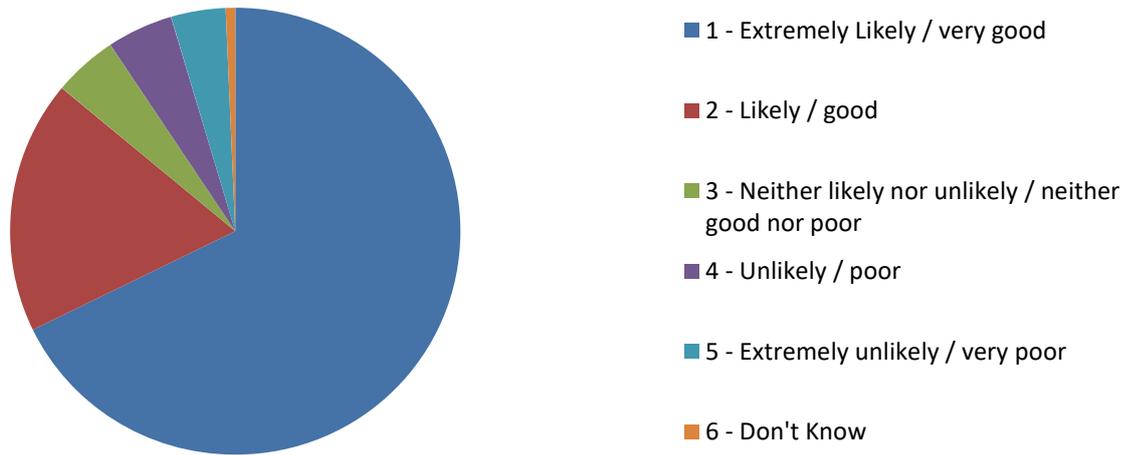
The percentage of patients who had a positive experience of our Emergency Department service in July is 86.04%

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
6	3	7	11	73	213

Friends & Family Results - Maternity - July 2020



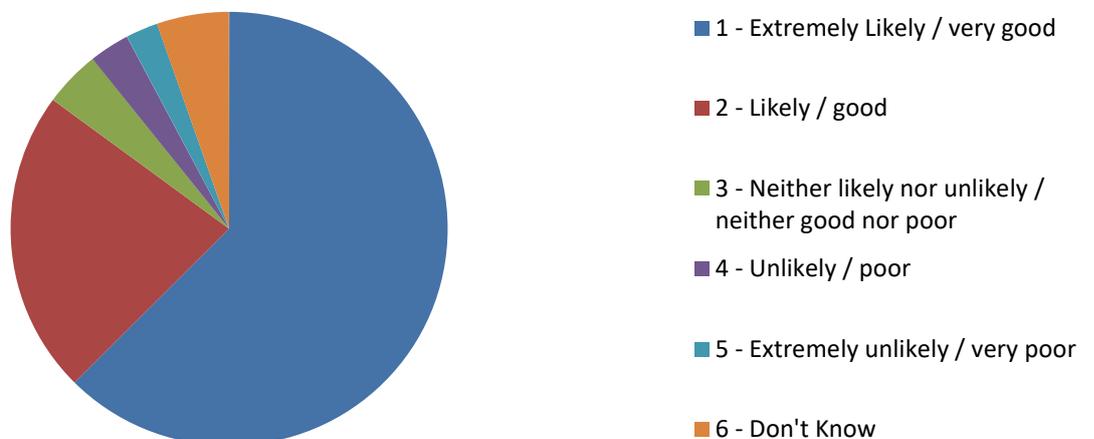
The percentage of patients who had a positive experience of our Maternity service in July is 90.15%

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
9	4	5	7	38	105

Friends & Family Results - Community - July 2020



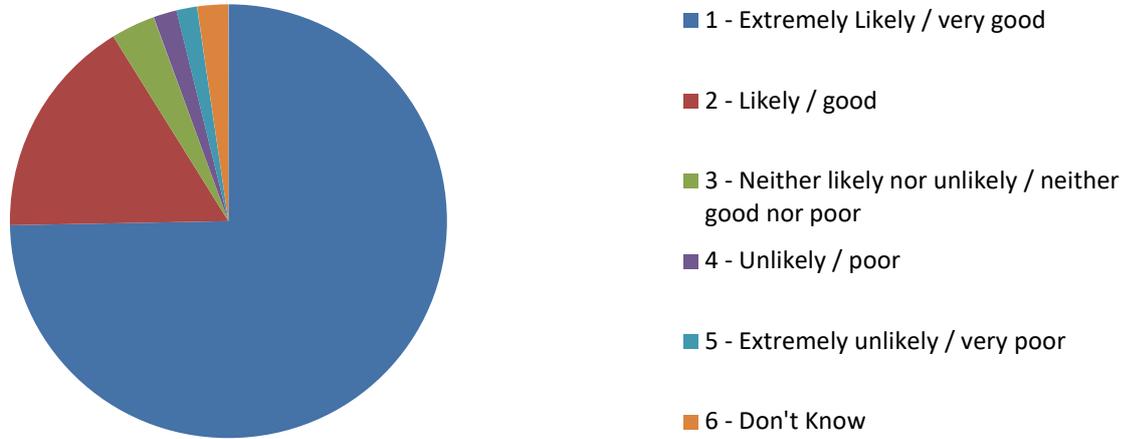
The percentage of patients who had a positive experience of our Community services in July is 85.12%

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
24	16	18	34	172	780

Friends & Family Results - Outpatients - July 2020



The percentage of patients who had a positive experience of our Outpatient Departments in July is **91.19%**.