

## Friends and Family Test – December 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.

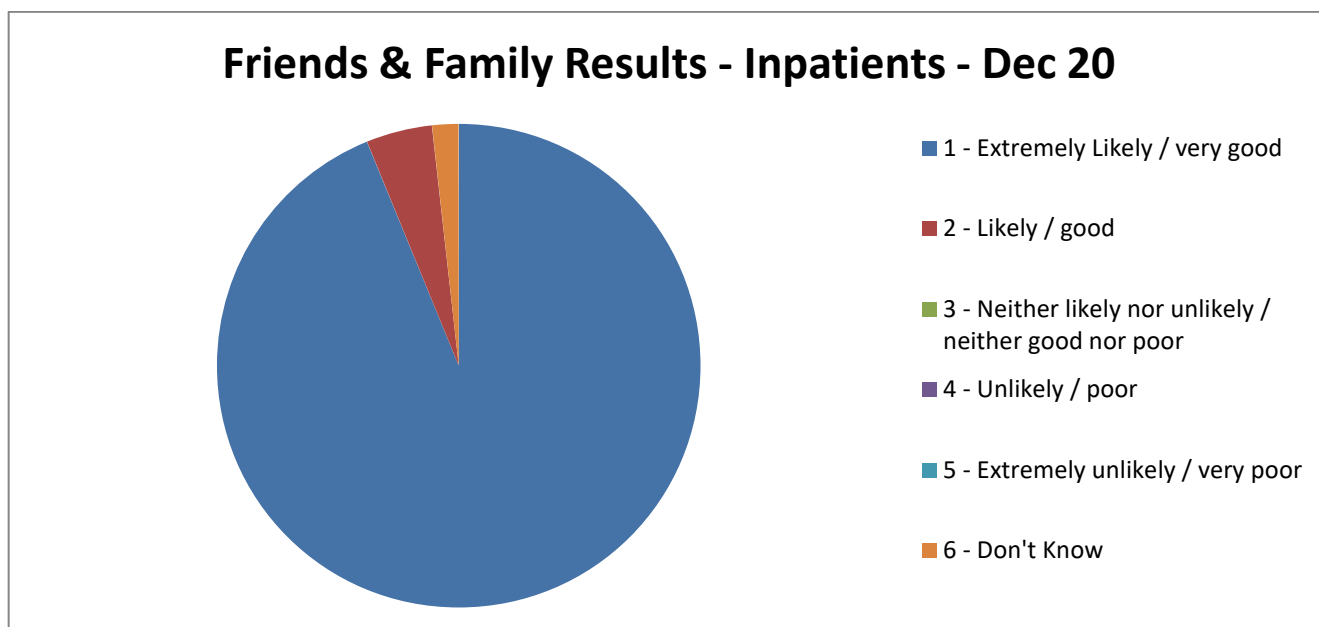
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

### 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 |
|------------|-----------|------|-----------------------|------|-----------|
| 2          | 0         | 0    | 0                     | 5    | 106       |

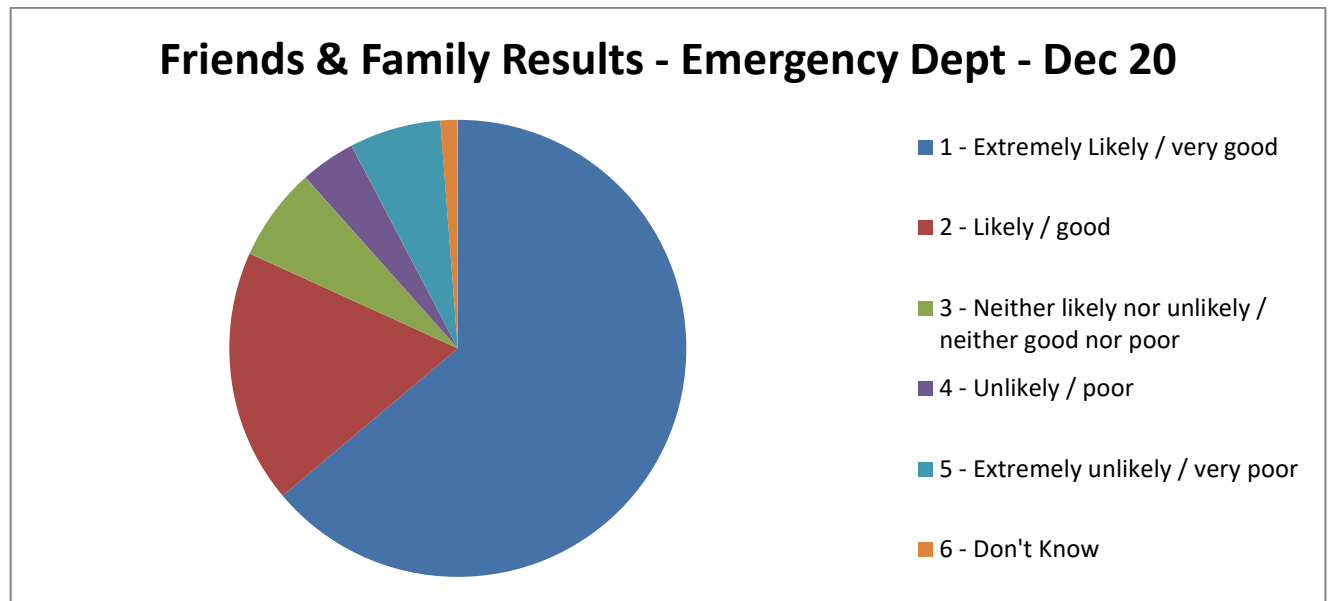


**The percentage of patients who had a positive experience of our Inpatient wards in December is 98.23%**

## 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 |
|------------|-----------|------|-----------------------|------|-----------|
| 10         | 53        | 32   | 54                    | 147  | 523       |

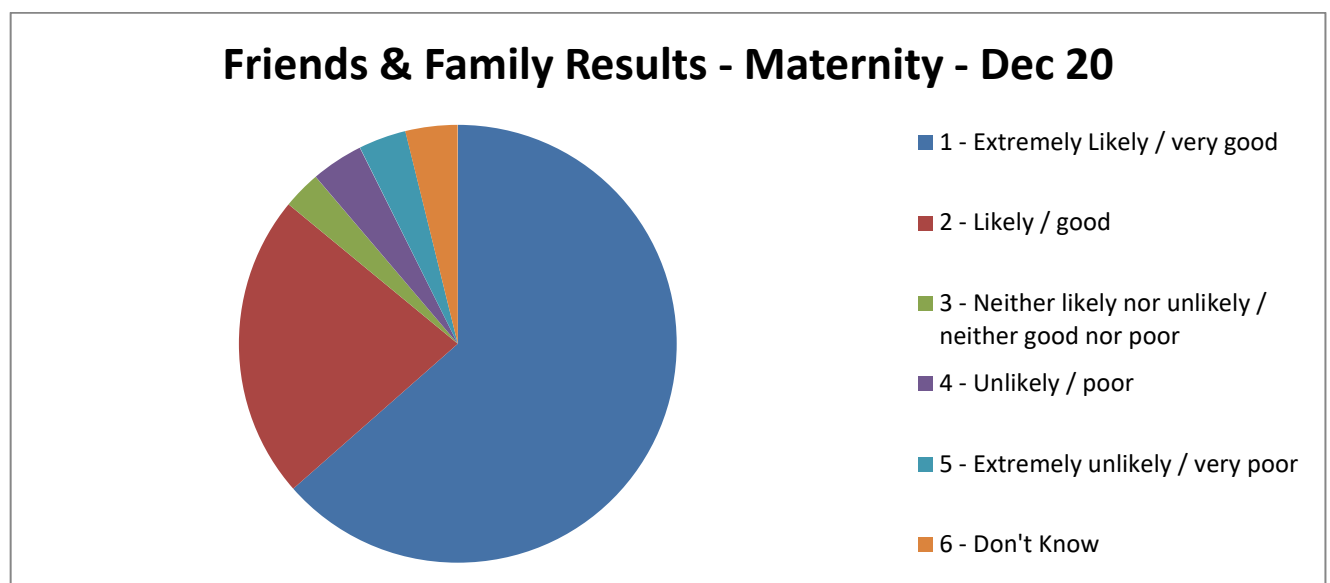


The percentage of patients who had a positive experience of our Emergency Department service in December is 81.81 %

## 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 |
|------------|-----------|------|-----------------------|------|-----------|
| 11         | 10        | 11   | 8                     | 64   | 181       |



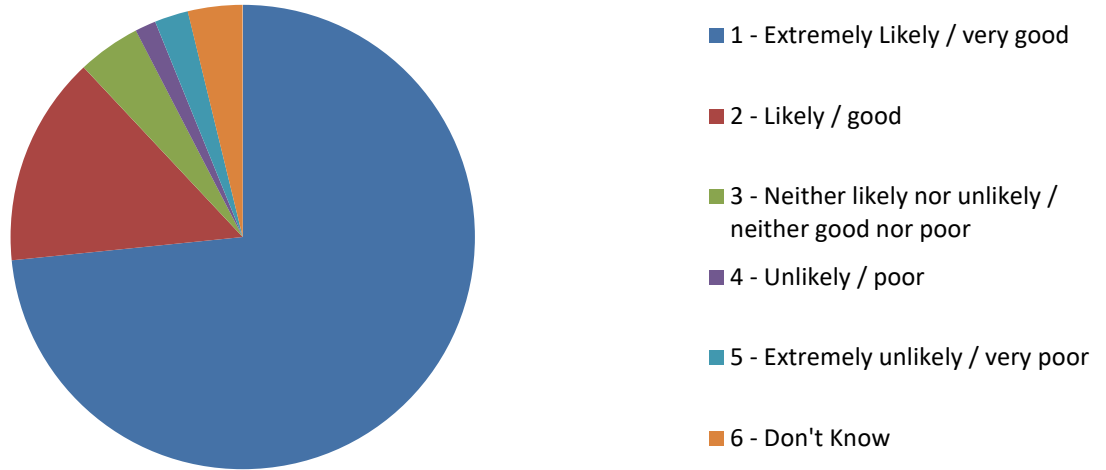
The percentage of patients who had a positive experience of our Maternity service in December is 85.96%

## 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 |
|------------|-----------|------|-----------------------|------|-----------|
| 13         | 8         | 5    | 15                    | 50   | 251       |

### Friends & Family Results - Community - Dec 20



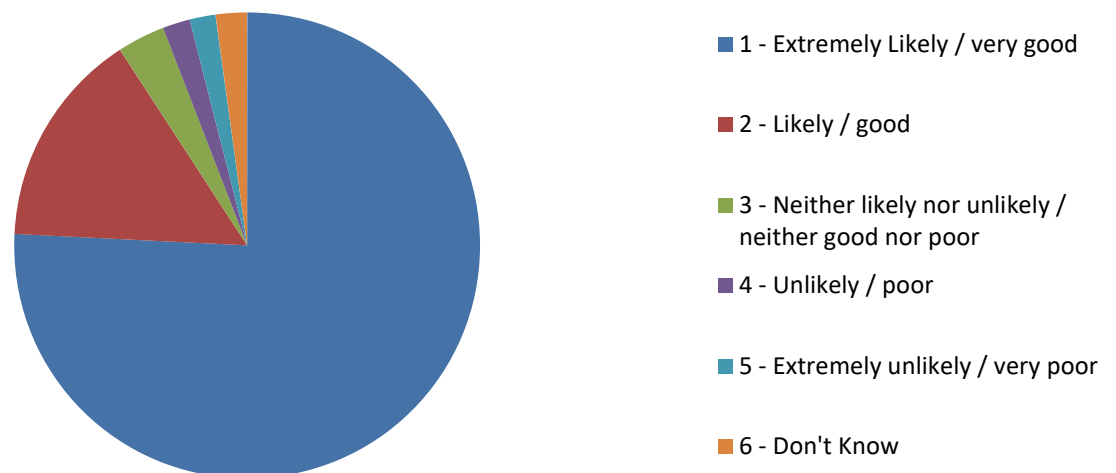
The percentage of patients who had a positive experience of our Community services in December is 88.01%

## 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         | 19        | 20   | 35                    | 159  | 801       |

### Friends & Family Results - Outpatients - Dec 20



The percentage of patients who had a positive experience of our Outpatient Departments in December is 90.82%.