

Friends and Family Test – November 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.

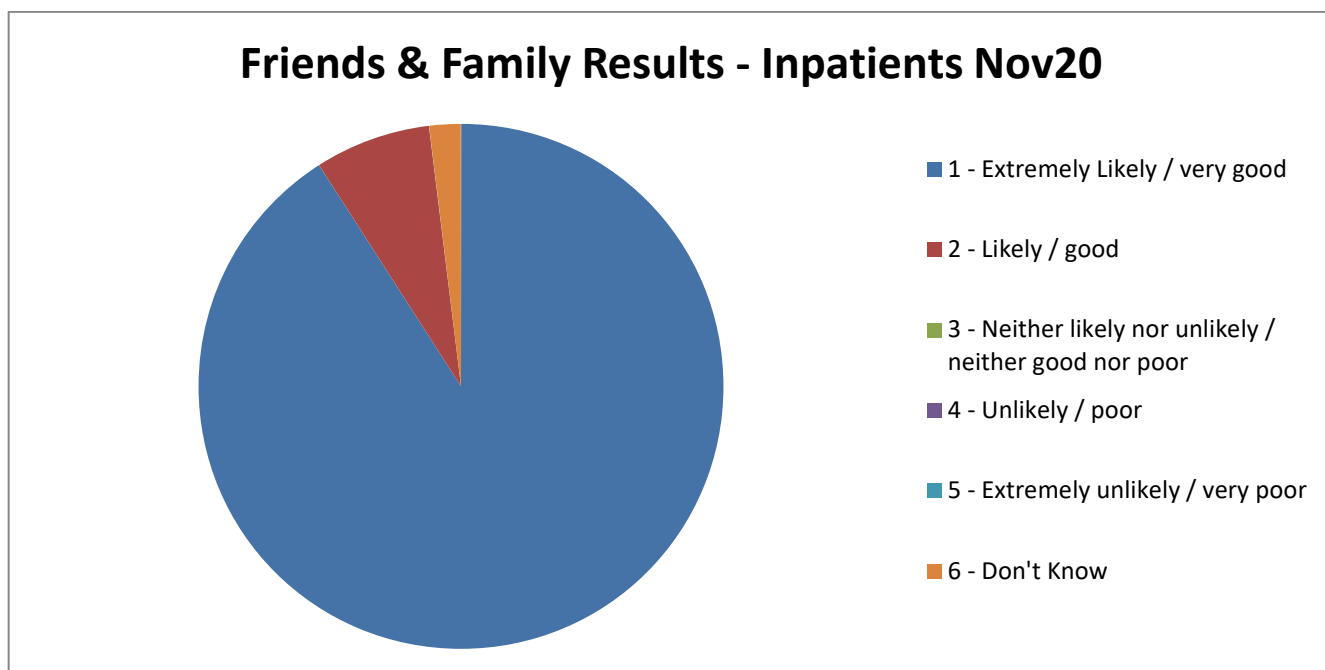
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

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
3	0	0	0	11	140

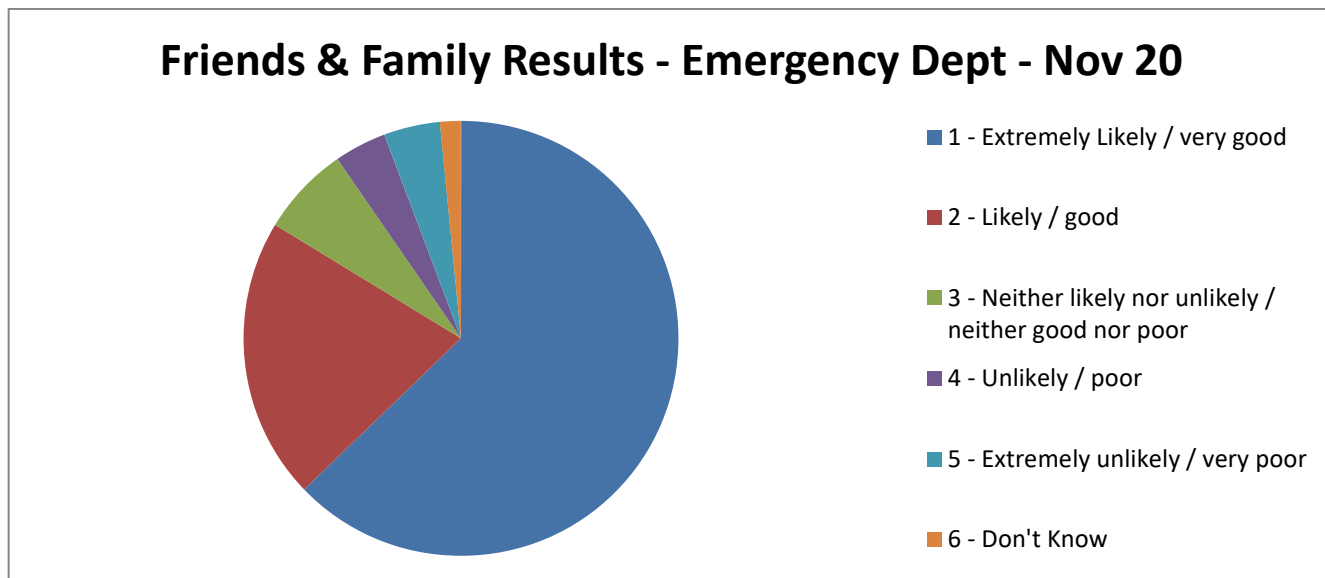


The percentage of patients who had a positive experience of our Inpatient wards in November is 98.05%

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	27	25	43	135	405

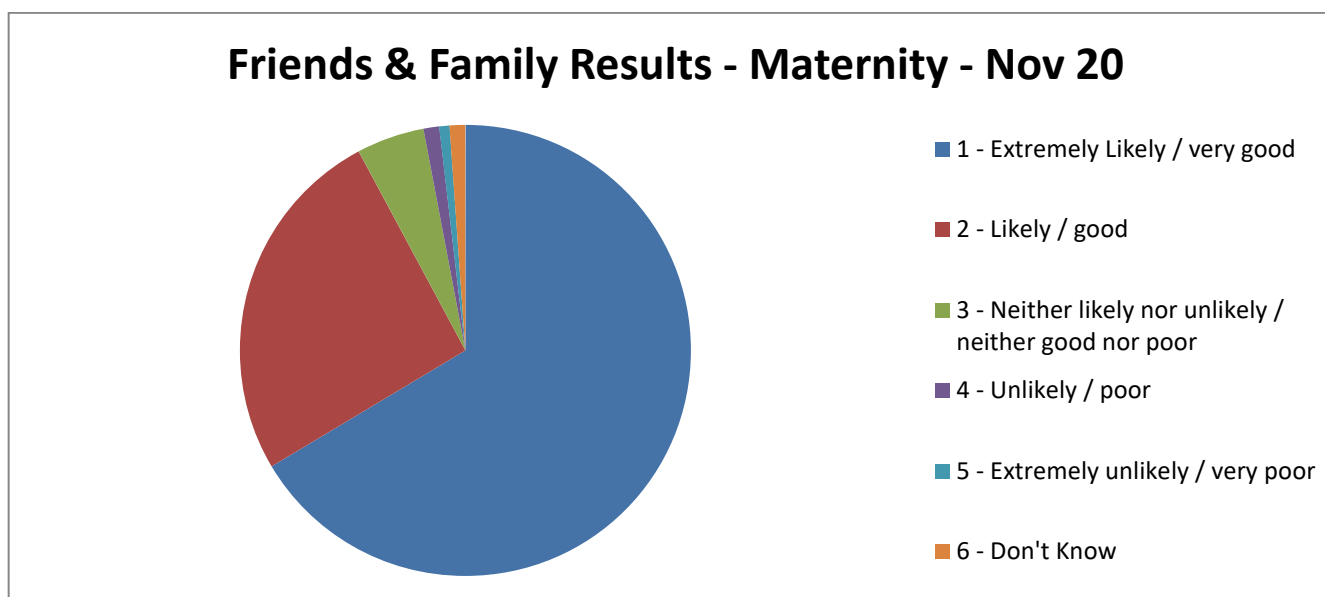


The percentage of patients who had a positive experience of our Emergency Department service in November is **83.72%**

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	2	3	13	69	178



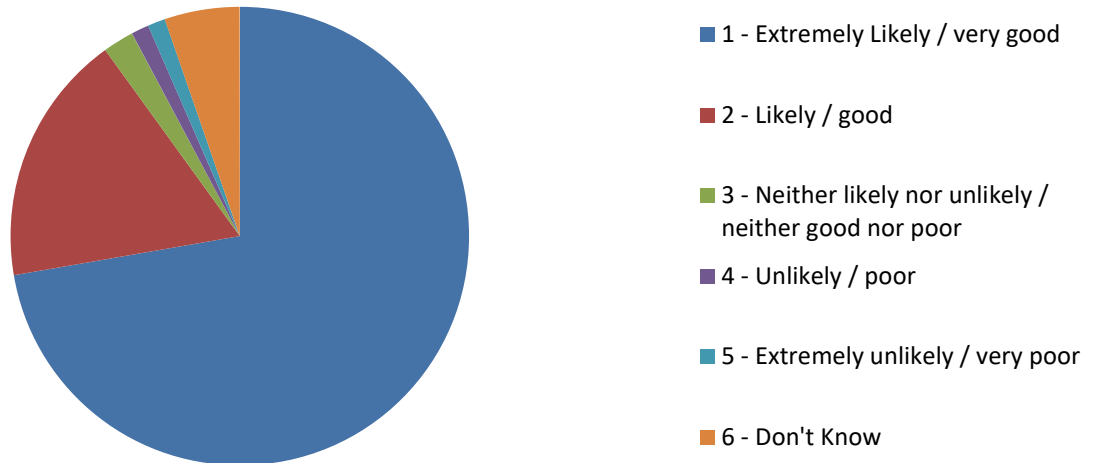
The percentage of patients who had a positive experience of our Maternity service in November is **92.16%**

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
17	4	4	7	57	232

Friends & Family Results - Community - Nov 20



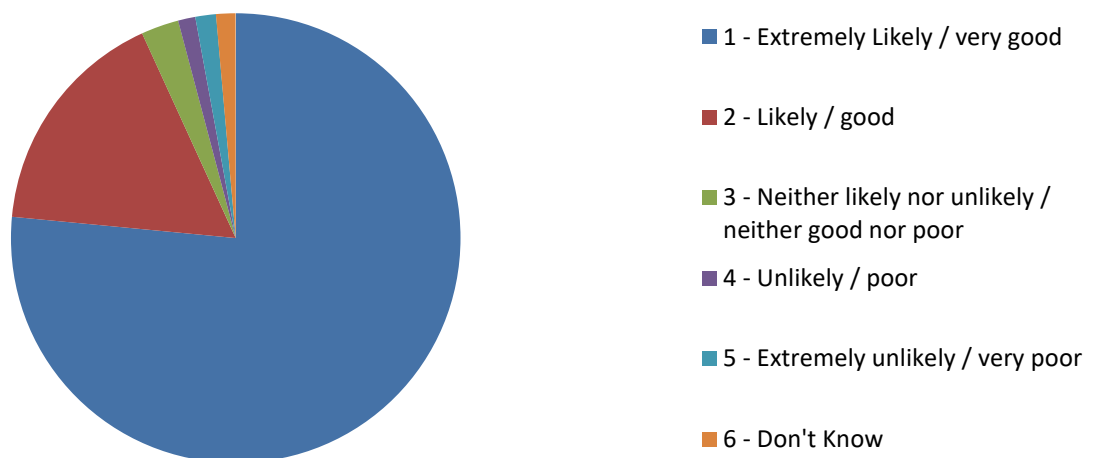
The percentage of patients who had a positive experience of our Community services in November is 90.03%

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
16	17	14	31	190	873

Friends & Family Results - Outpatients - Nov 20



The percentage of patients who had a positive experience of our Outpatient Departments in November is 93.16%.