

Friends and Family Test – June 2021

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.

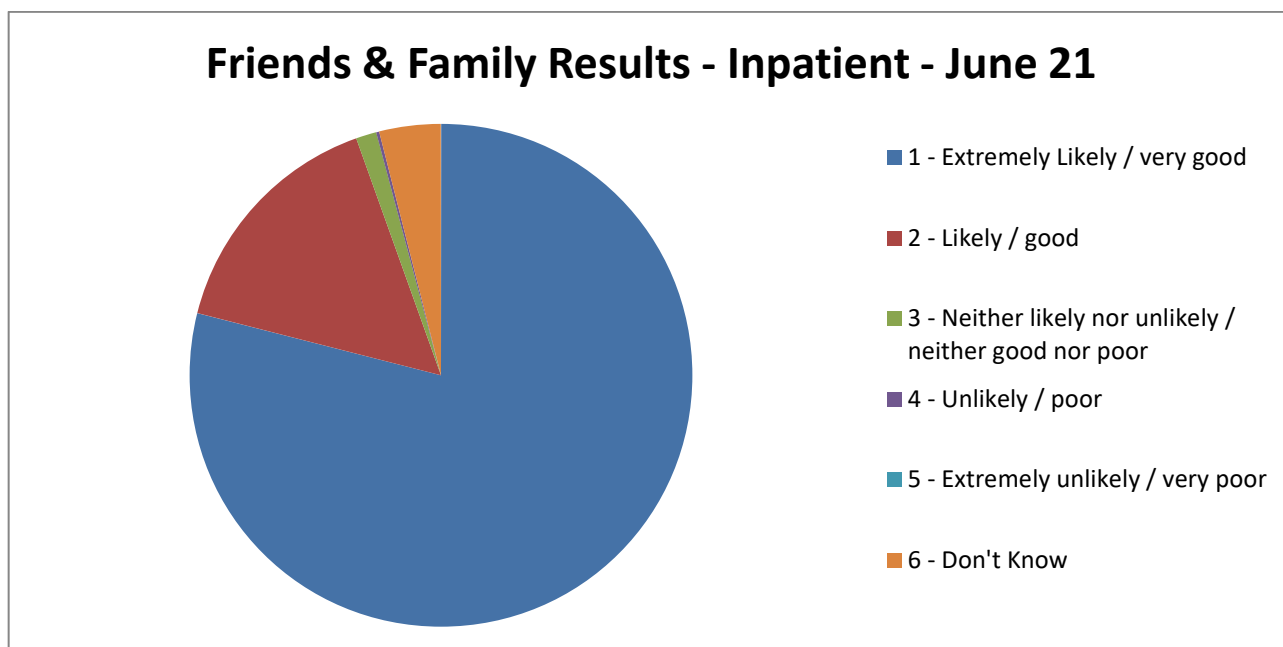
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

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
60	0	3	20	236	1198

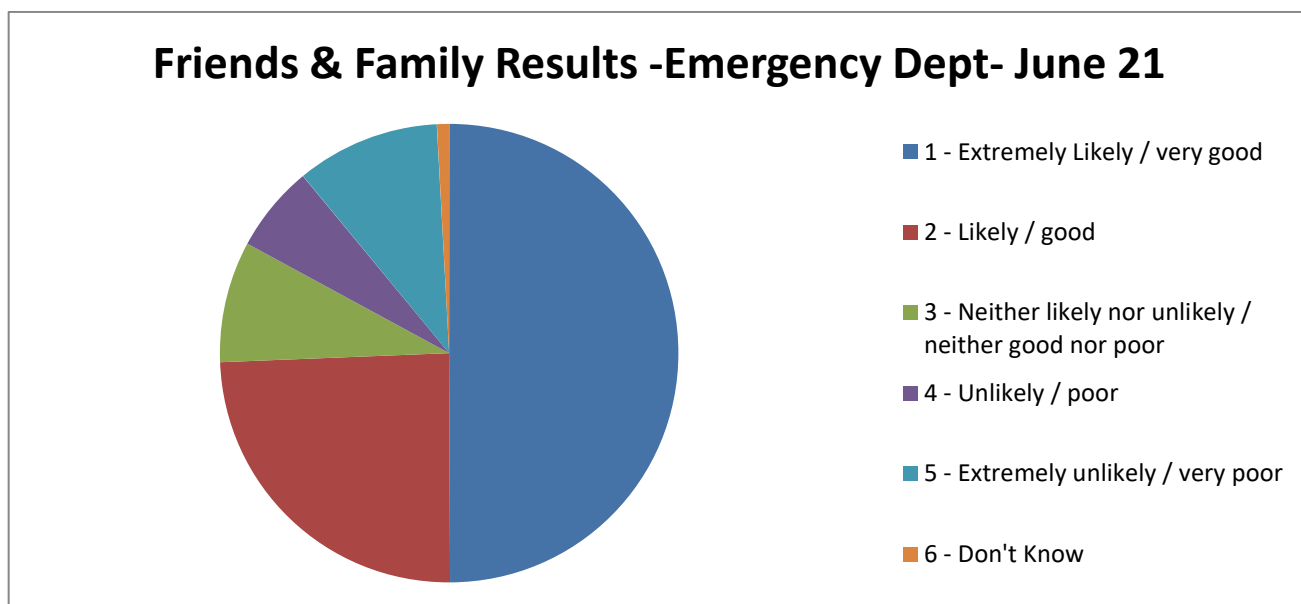


The percentage of patients who had a positive experience of our Inpatient wards in June is 94.53%

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
7	83	50	70	200	409

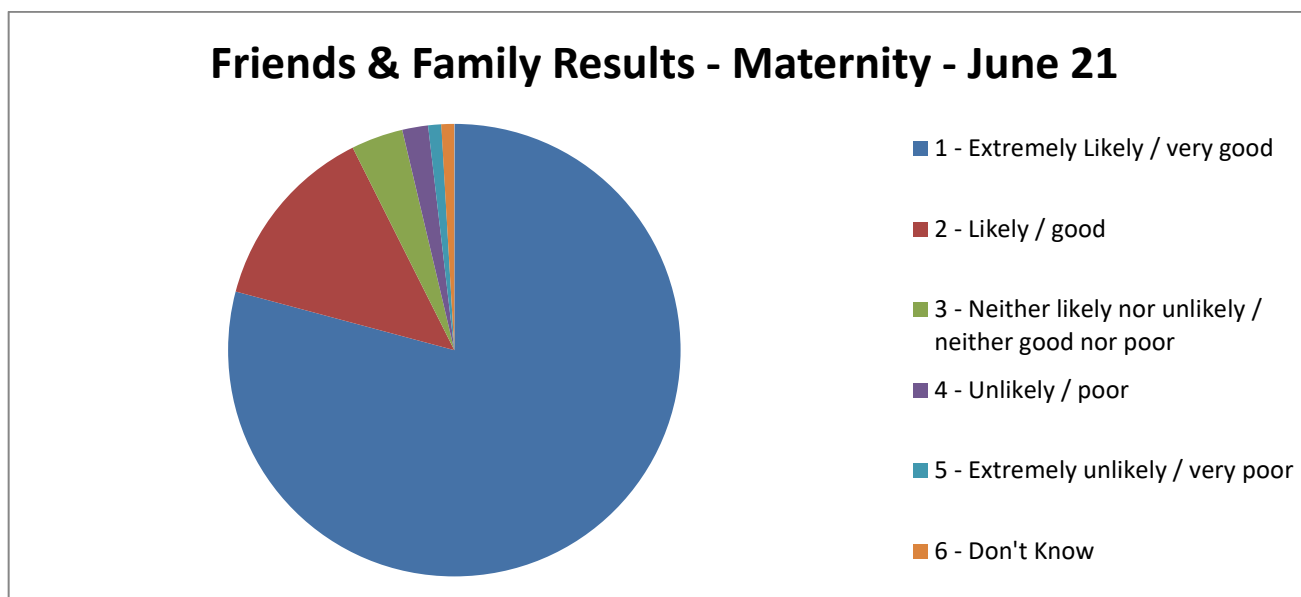


The percentage of patients who had a positive experience of our Emergency Department service in June is 74.36%

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
2	2	4	8	29	171



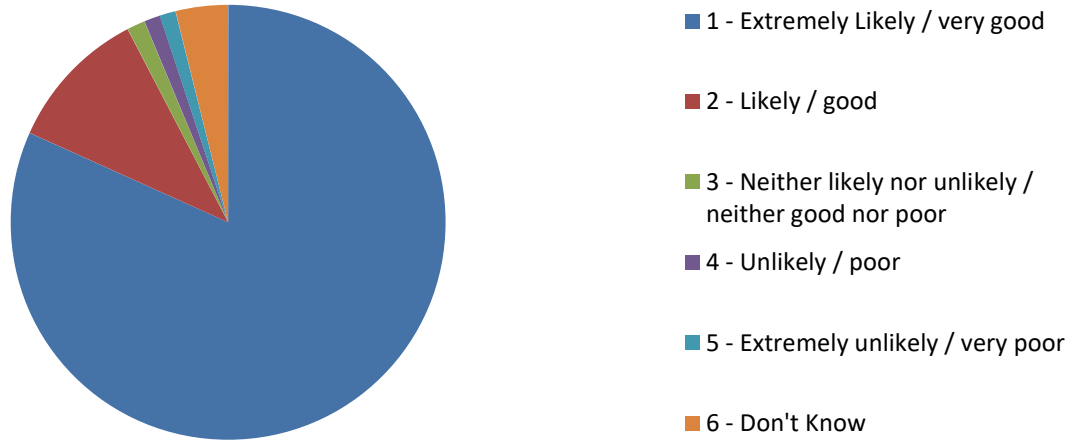
The percentage of patients who had a positive experience of our Maternity service in June is 92.59%

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
26	8	8	9	71	546

Friends & Family Results - Community - June 21



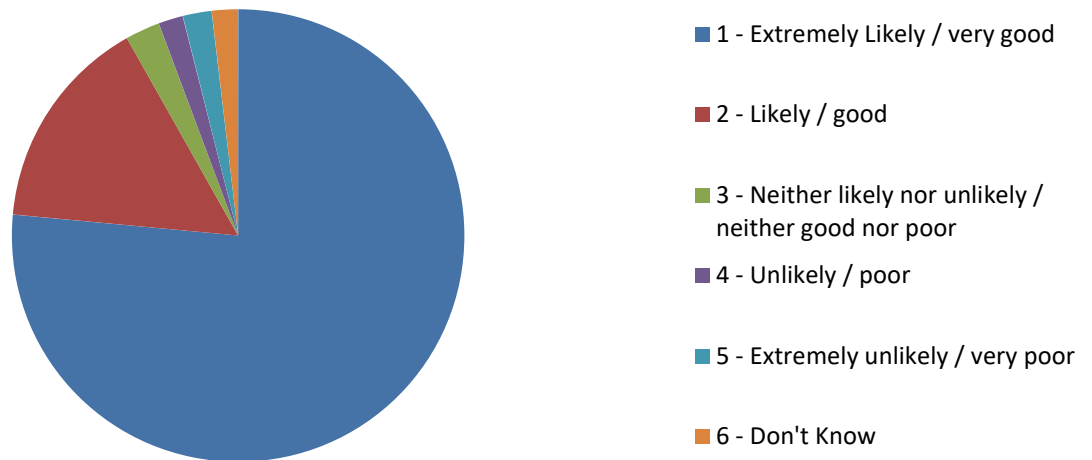
The percentage of patients who had a positive experience of our Community services in June is 92.37%

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
19	21	18	25	156	777

Friends & Family Results - Outpatient - June 21



The percentage of patients who had a positive experience of our Outpatient Departments in June is 91.83%.