

Friends and Family Test – July 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.

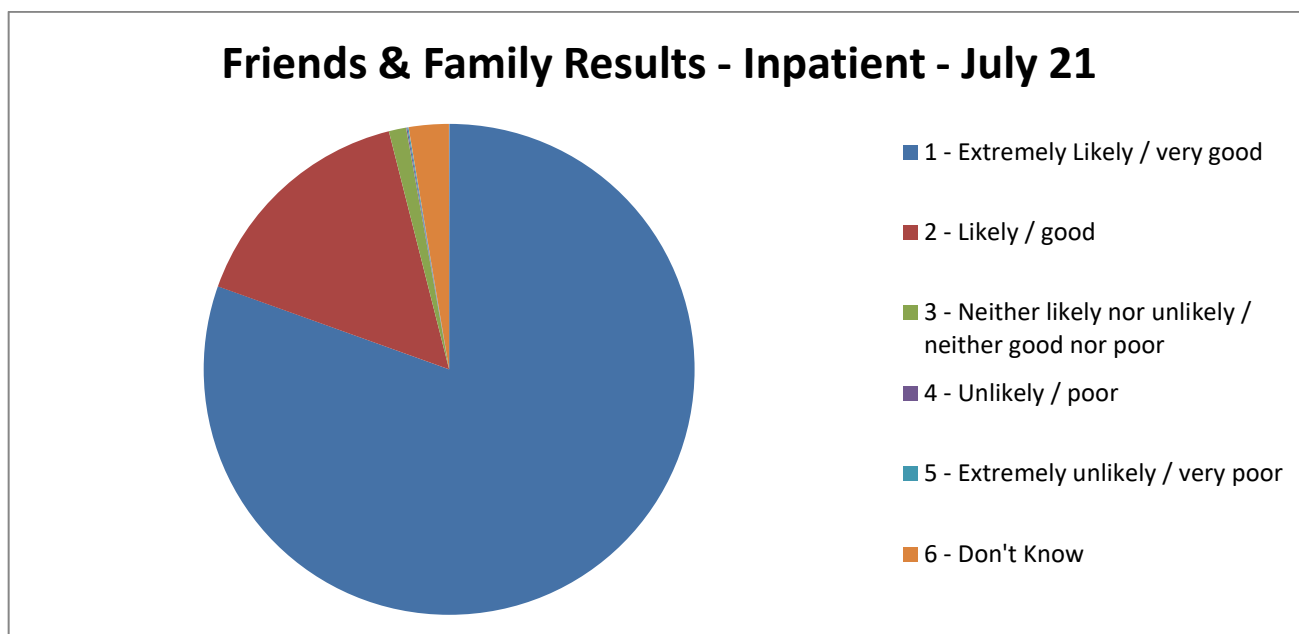
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

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
37	1	1	16	217	1122



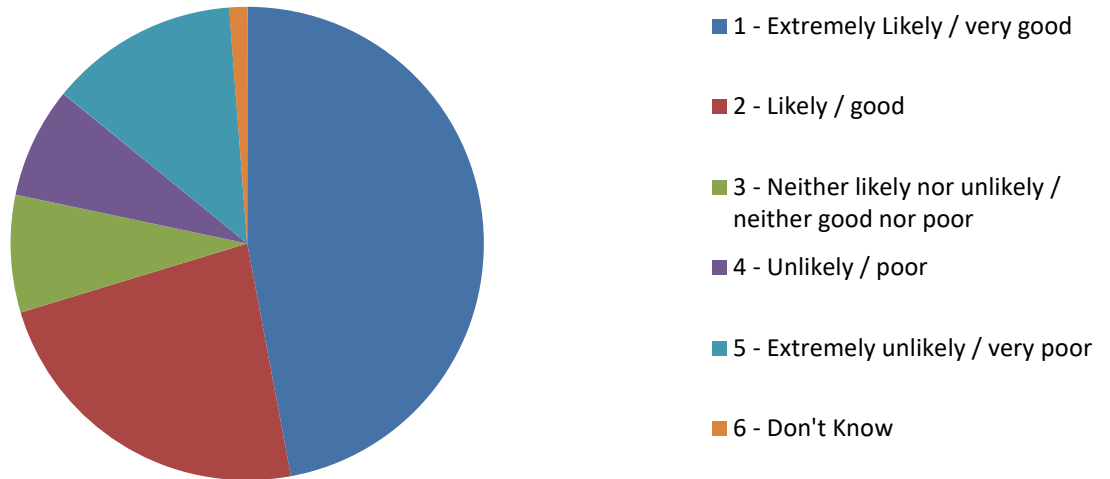
The percentage of patients who had a positive experience of our Inpatient wards in July is 96.05%

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
11	116	68	72	209	423

Friends & Family Results - Emergency Dept-July21



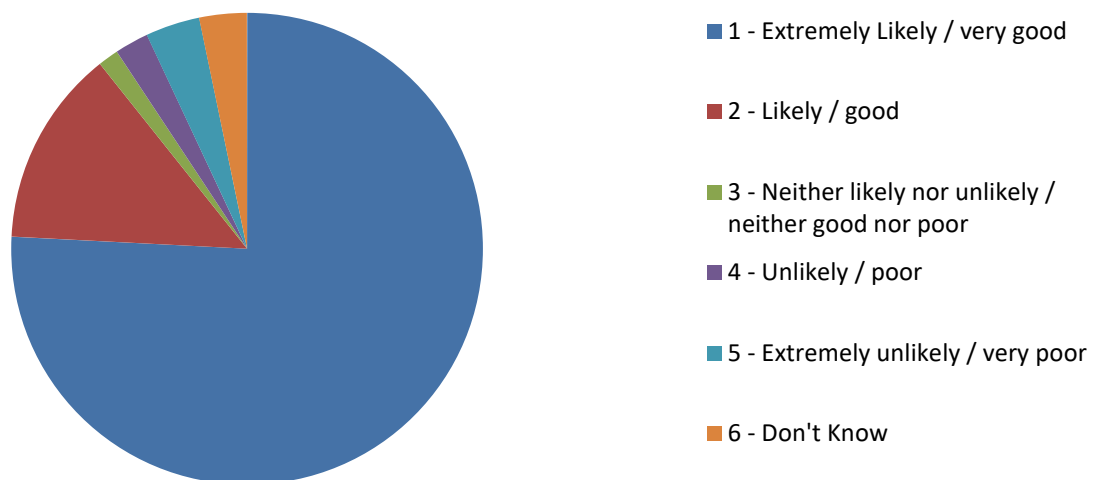
The percentage of patients who had a positive experience of our Emergency Department service in July is 70.30%

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
7	8	5	3	29	163

Friends & Family Results - Maternity - July 21



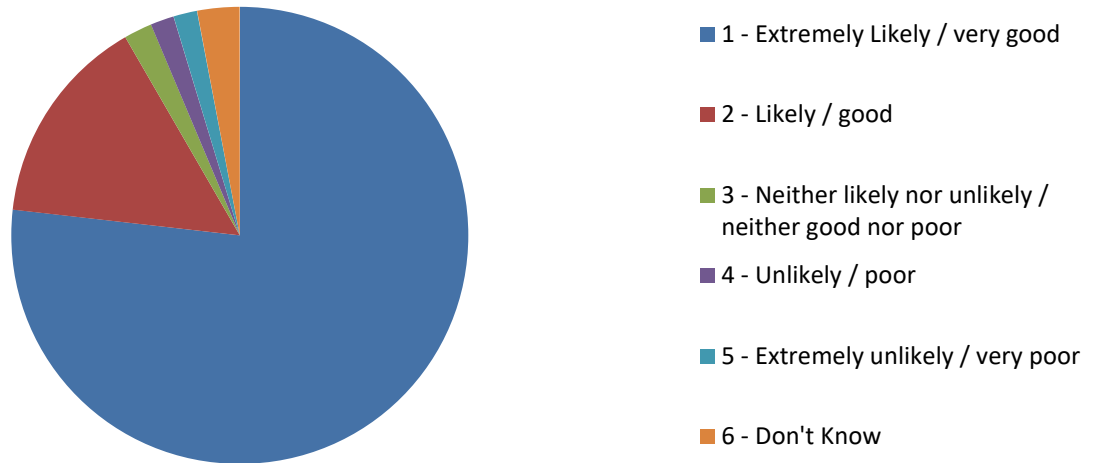
The percentage of patients who had a positive experience of our Maternity service in July is 89.30%

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
18	10	10	12	89	460

Friends & Family Results - Community - July 21



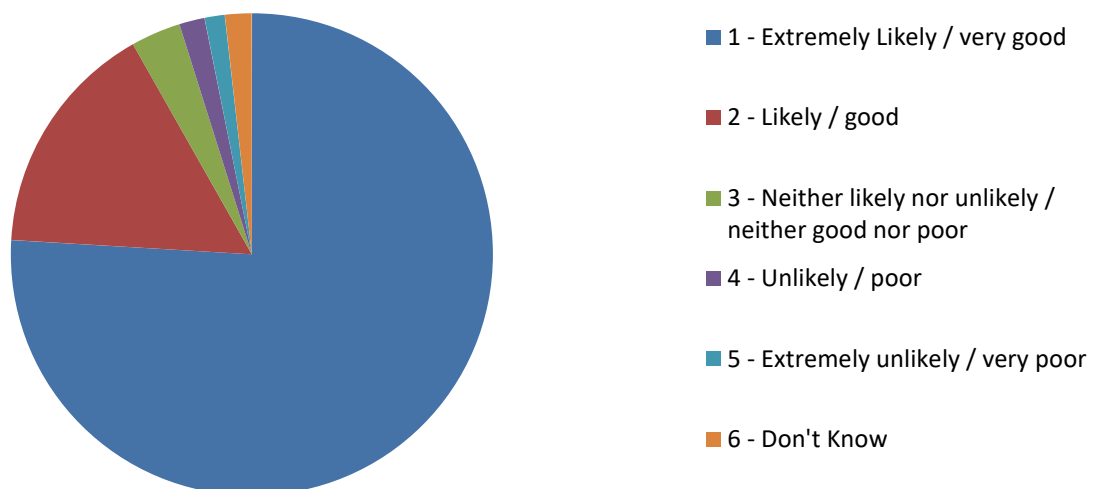
The percentage of patients who had a positive experience of our Community services in July is 91.65%

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
20	15	19	37	176	843

Friends & Family Results - Outpatient - July 21



The percentage of patients who had a positive experience of our Outpatient Departments in July is 91.80%.