

Friends and Family Test – May 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.

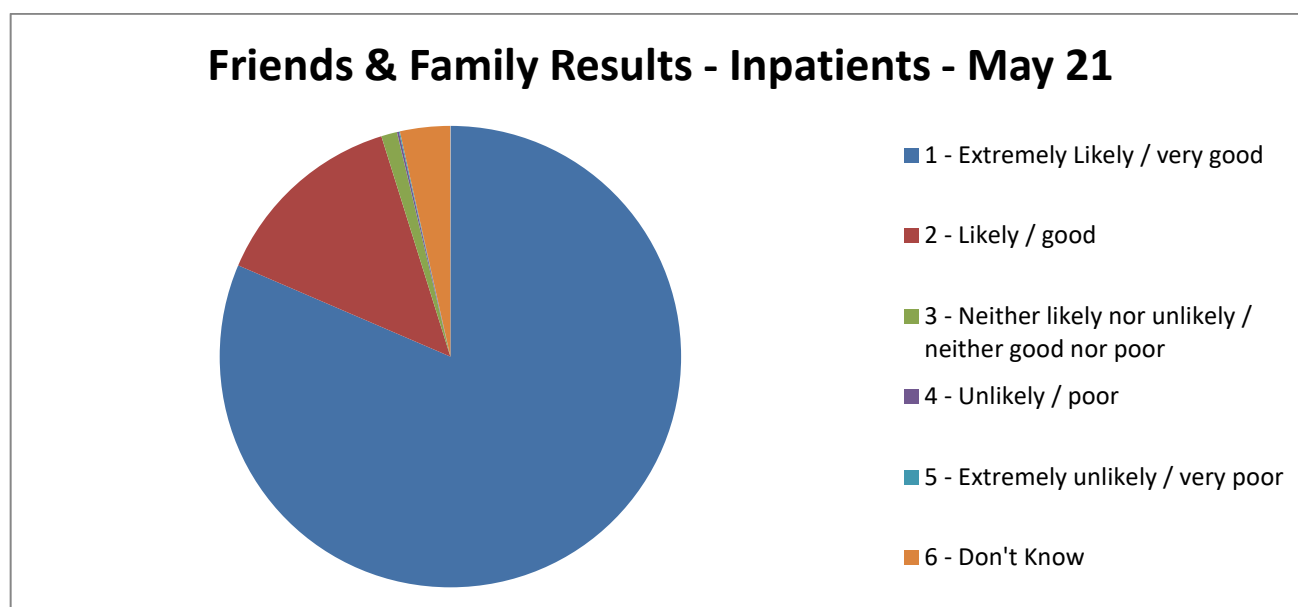
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

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
51	1	2	16	199	1182

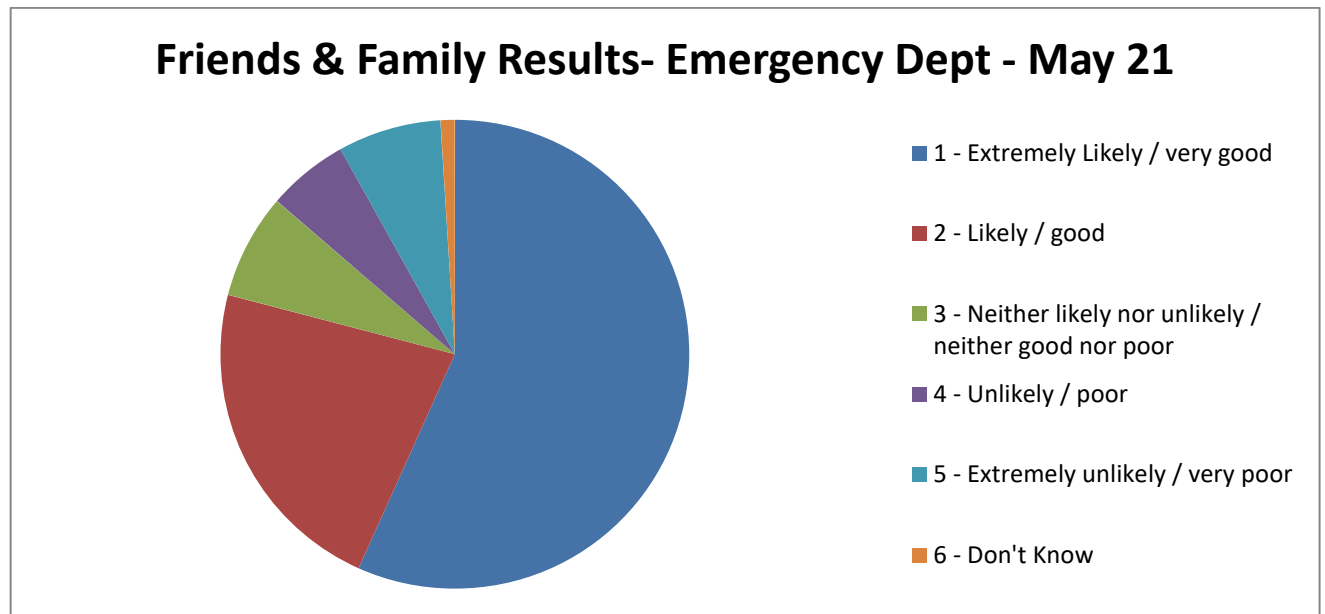


The percentage of patients who had a positive experience of our Inpatient wards in May is 95.18%

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
9	65	51	66	204	518

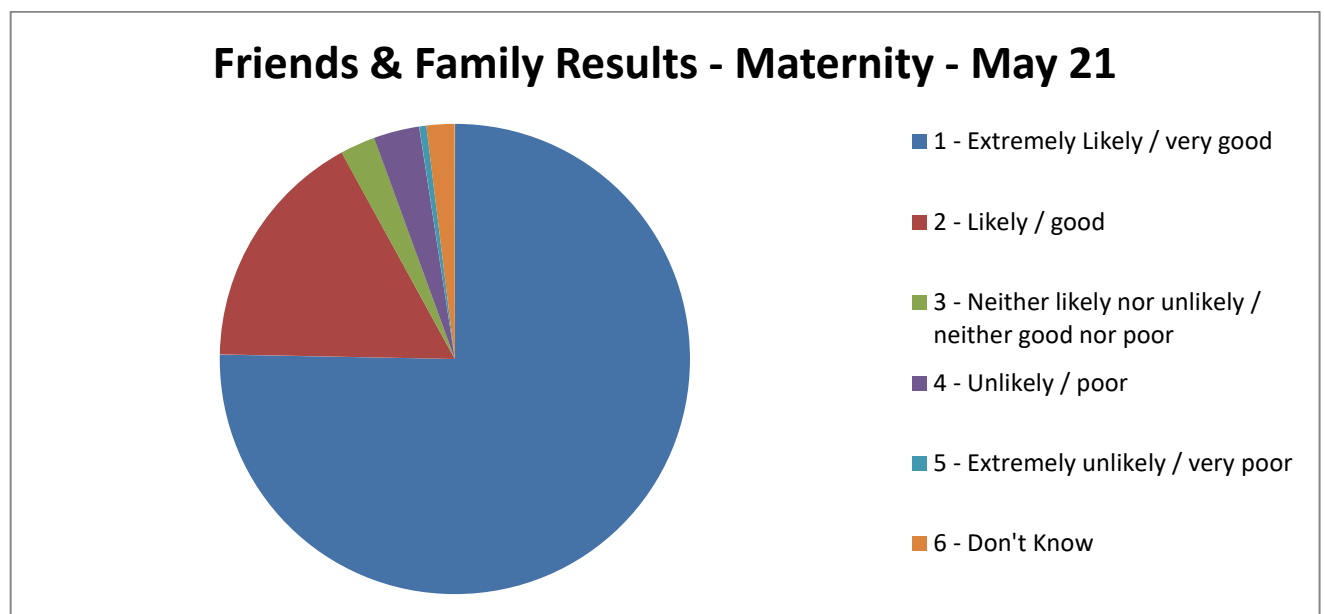


The percentage of patients who had a positive experience of our Emergency Department service in May is 79.08%

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
8	2	13	10	69	311



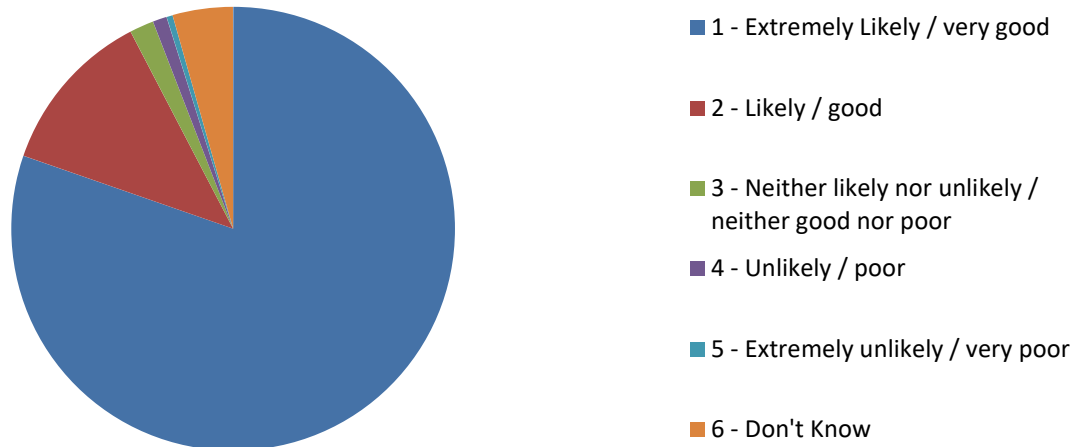
The percentage of patients who had a positive experience of our Maternity service in May is 92.01%

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
30	3	7	12	82	547

Friends & Family Results - Community - May 21



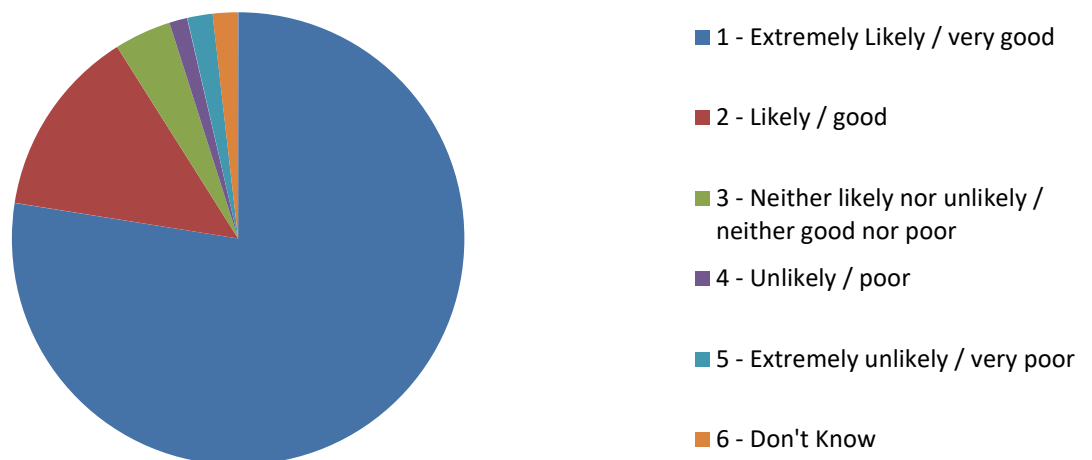
The percentage of patients who had a positive experience of our Community services in May is 92.36%

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
21	21	15	47	157	900

Friends & Family Results - Outpatient - May 21



The percentage of patients who had a positive experience of our Outpatient Departments in May is 91.04%.