

## Friends and Family Test – July 2022

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.

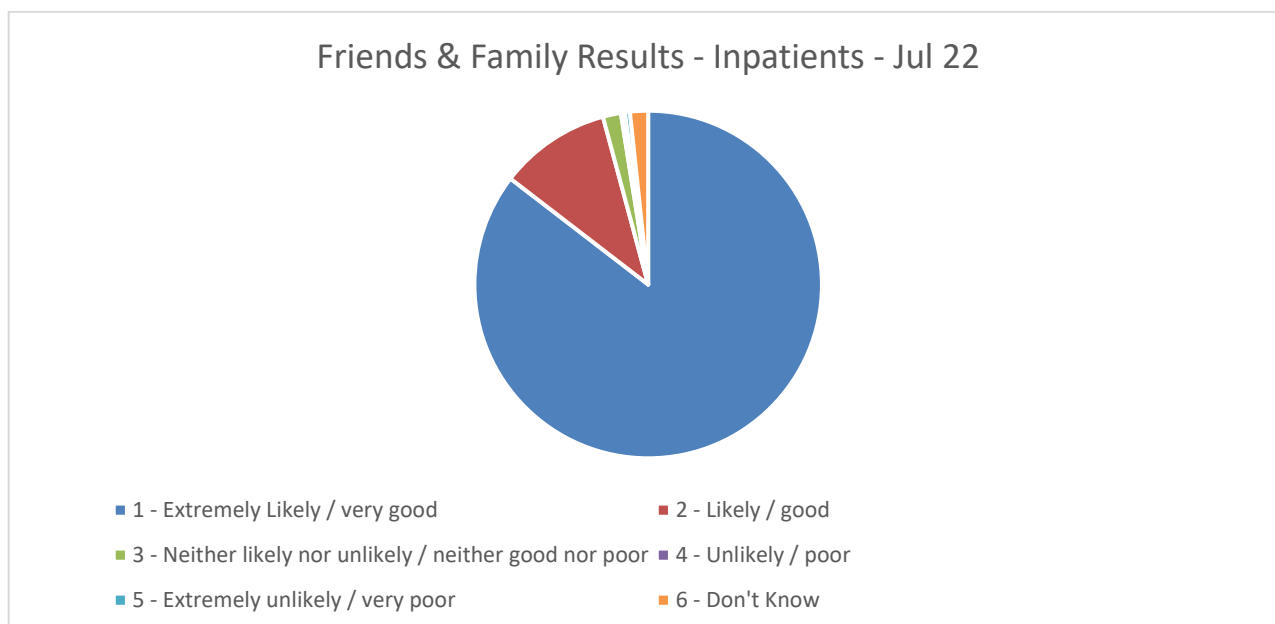
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

## 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
22	6	5	22	136	1120

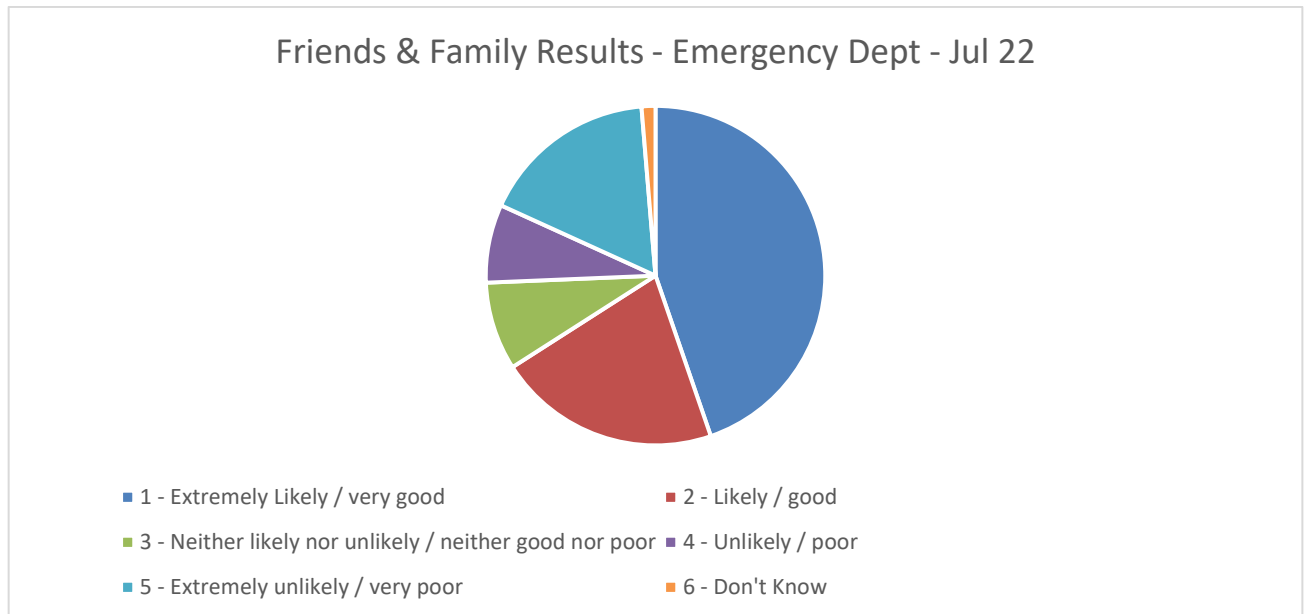


**The percentage of patients who had a positive experience of our Inpatient wards in July is 95.80%**

## 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
14	179	79	89	225	474

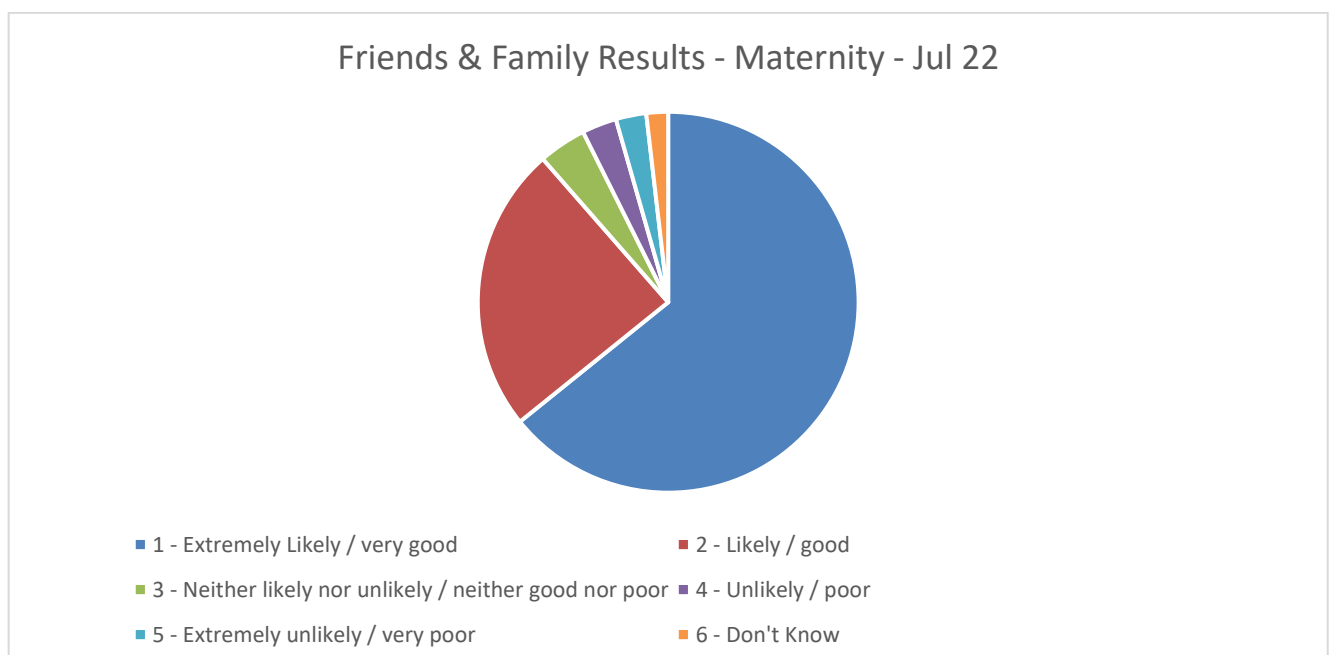


**The percentage of patients who had a positive experience of our Emergency Department service in July is 69.94%**

## 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
5	7	8	11	66	174

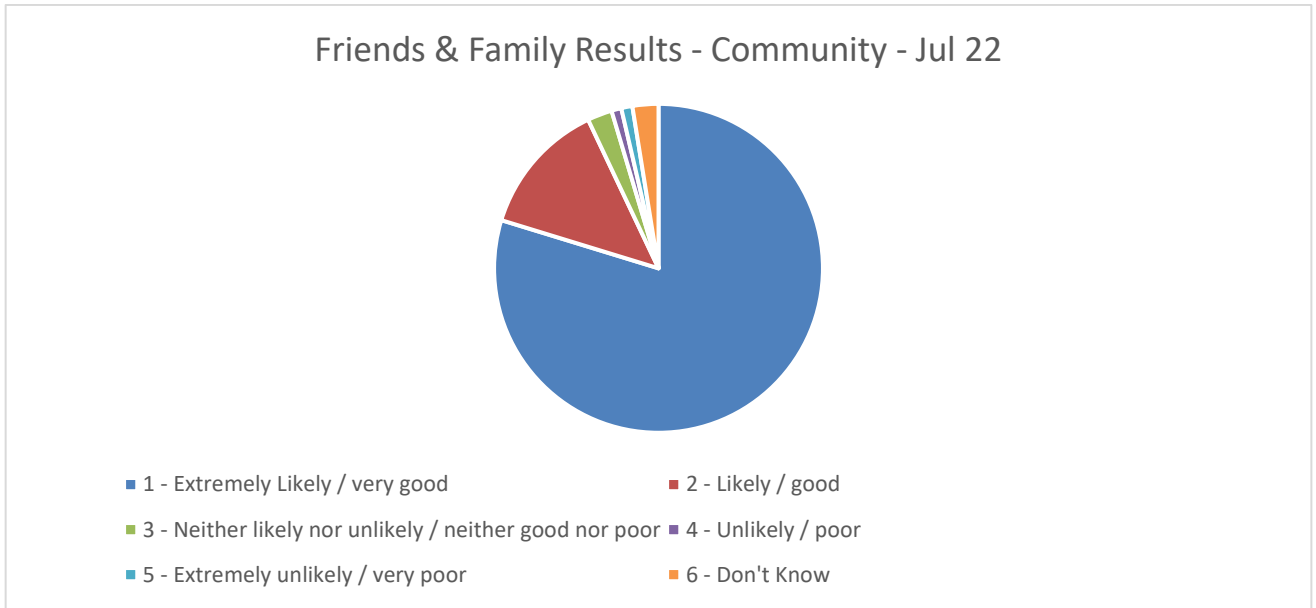


**The percentage of patients who had a positive experience of our Maternity service in July is 88.56%**

## 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
21	9	8	20	109	657

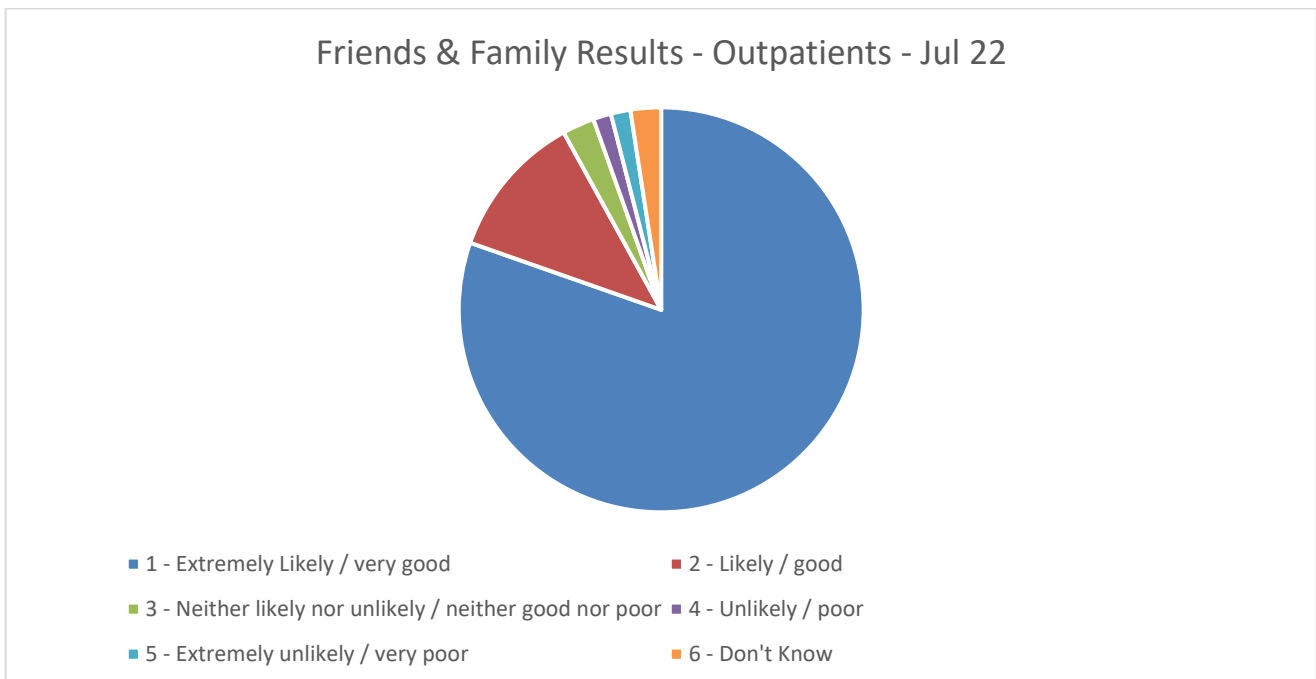


**The percentage of patients who had a positive experience of our Community services in July is 92.96 %**

## 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
39	25	23	41	186	1286



**The percentage of patients who had a positive experience of our Outpatient Departments in July is 92.00%.**

## Post Covid Clinic

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
0	0	0	0	0	7