

## Friends and Family Test – July 2019

The Friends and Family Test is a short, two question survey that has been introduced across all NHS Trusts in the Country from March 2013.

The survey asks whether you would recommend our services to your friends and family 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.

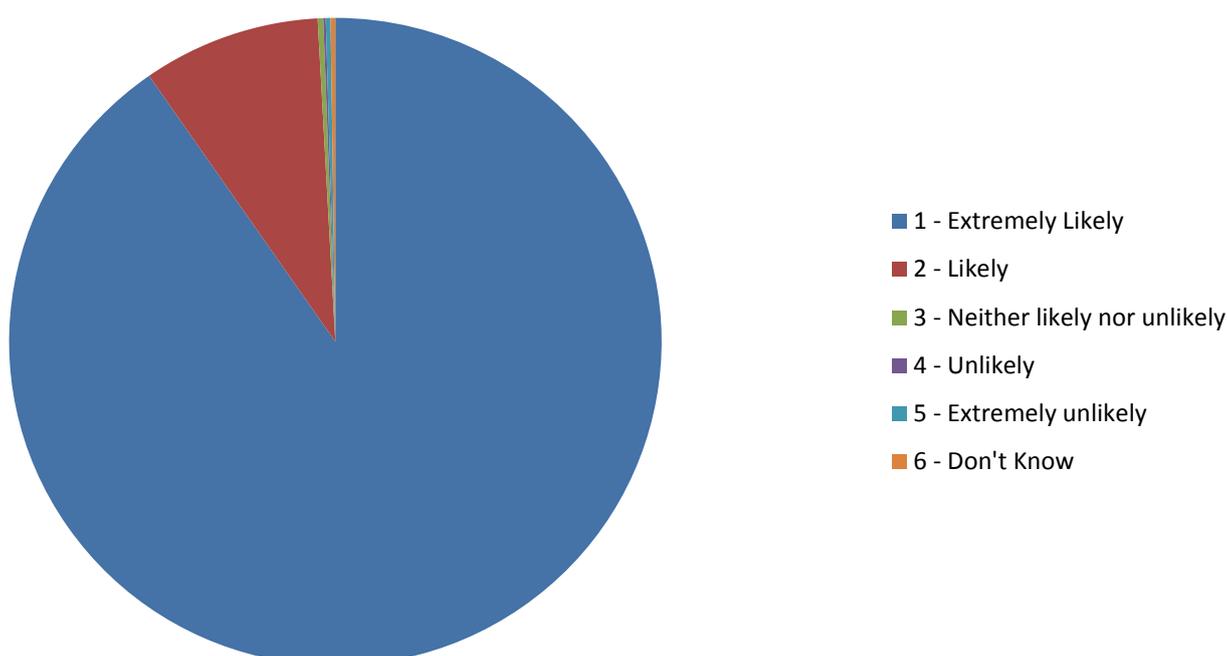
### Responses

#### Inpatients

How likely are you to recommend our wards to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
6	6	3	7	224	2297

### Friends & Family results - Inpatients - July 2019



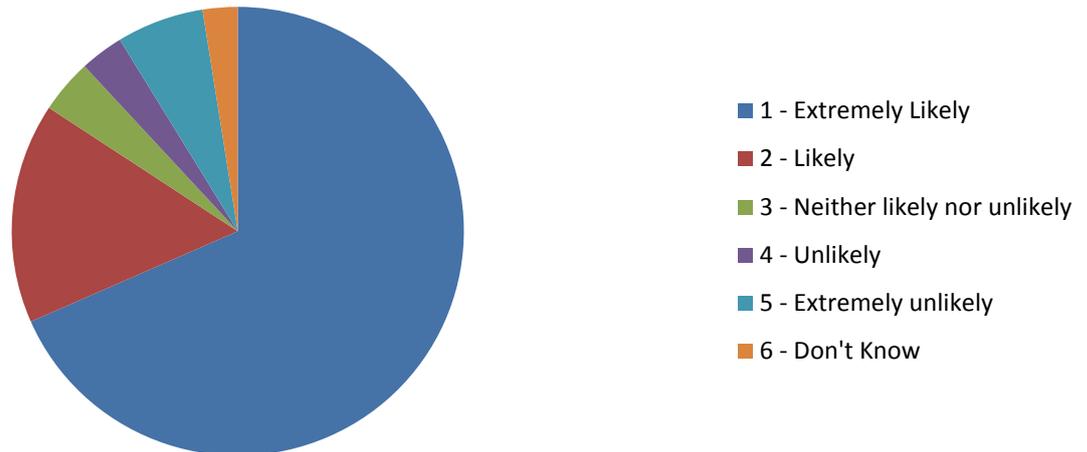
The percentage of patients who would recommend our wards to friends and family in July is 99.13 %

## Emergency Department

How likely are you to recommend our Emergency Department to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
56	140	70	87	356	1535

### Friends & Family results - Emergency Dept - July 2019



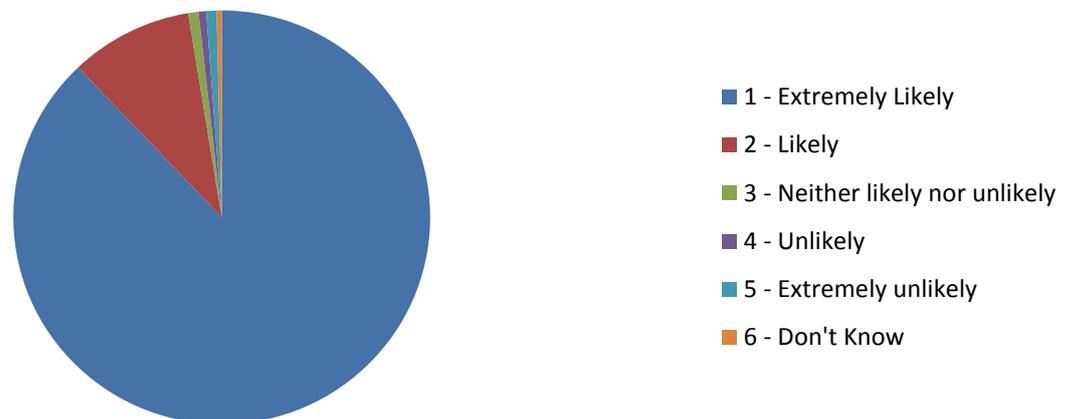
The percentage of patients who would recommend our Emergency Department to friends and family in July is 84.27 %

## Maternity

How likely are you to recommend our Maternity Services to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
2	4	3	4	48	443

### Friends & Family Results - Maternity - July 2019

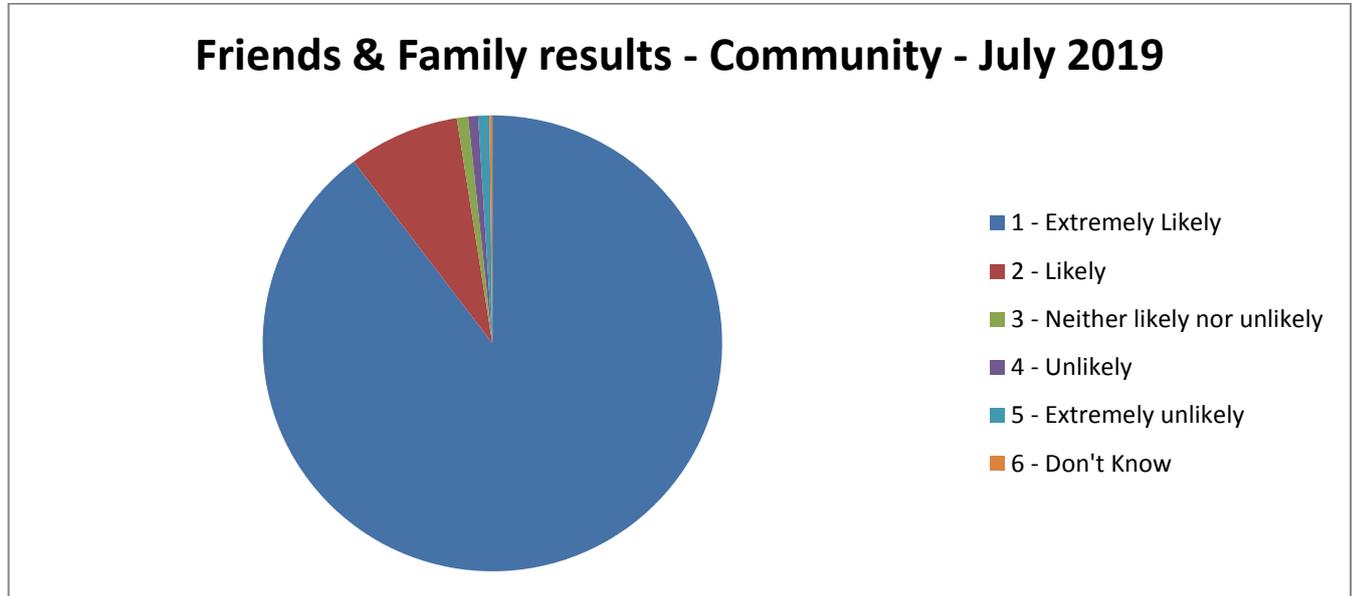


The percentage of patients who would recommend our Maternity service to friends and family in July is 97.42 %

## Community Services

How likely are you to recommend our Community Services to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
2	8	7	8	79	904

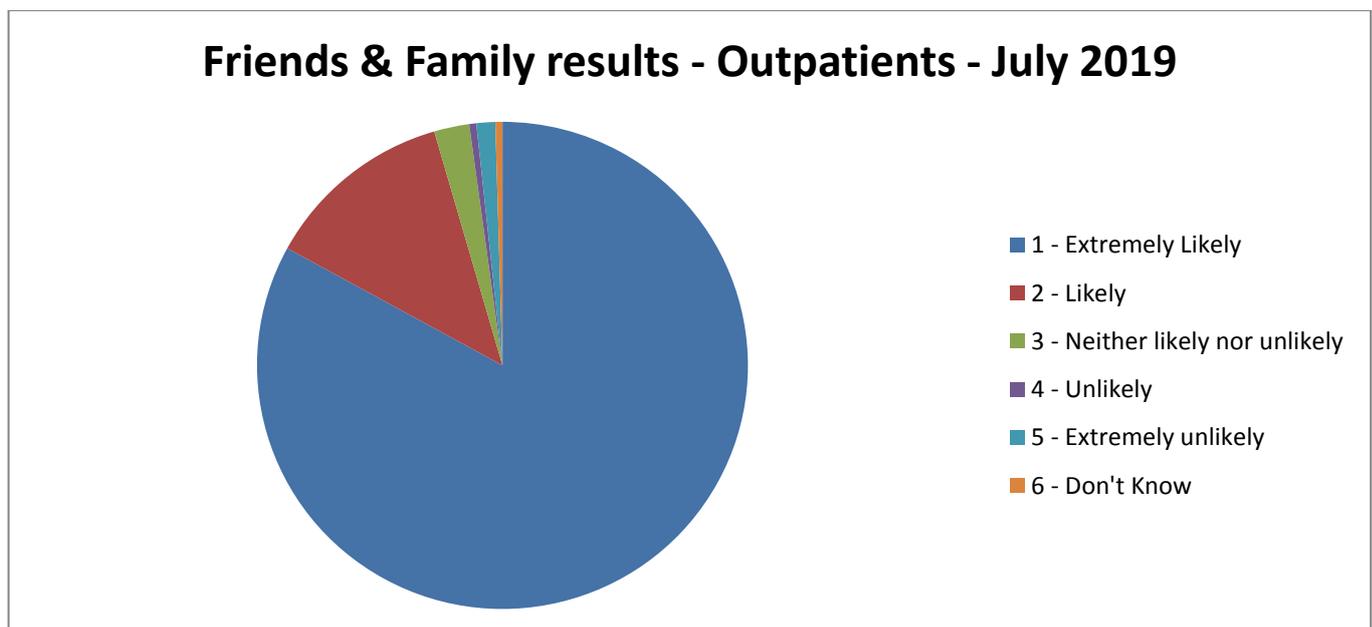


The percentage of patients who would recommend our Community services to friends and family in July is 97.52%

## Outpatients

How likely are you to recommend our Outpatient Departments to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
6	16	6	30	162	1073



The percentage of patients who would recommend our Outpatient Departments to friends and family in July is 95.51 %