

Friends and Family Test – April 2020

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

Suspended on wards due to Covid19 pandemic by NHS England and NHS Improvement.

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
1	4	5	9	29	253

Friends & Family Results - Emergency Dept - April 2020



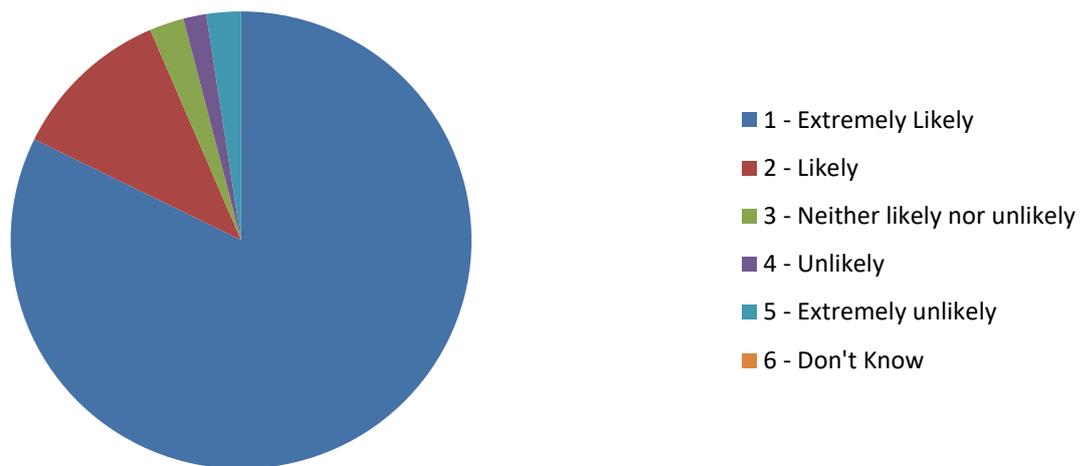
The percentage of patients who would recommend our Emergency Department to friends and family in April is 93.69%

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
0	3	2	3	14	102

Friends & Family Results - Maternity - April 2020



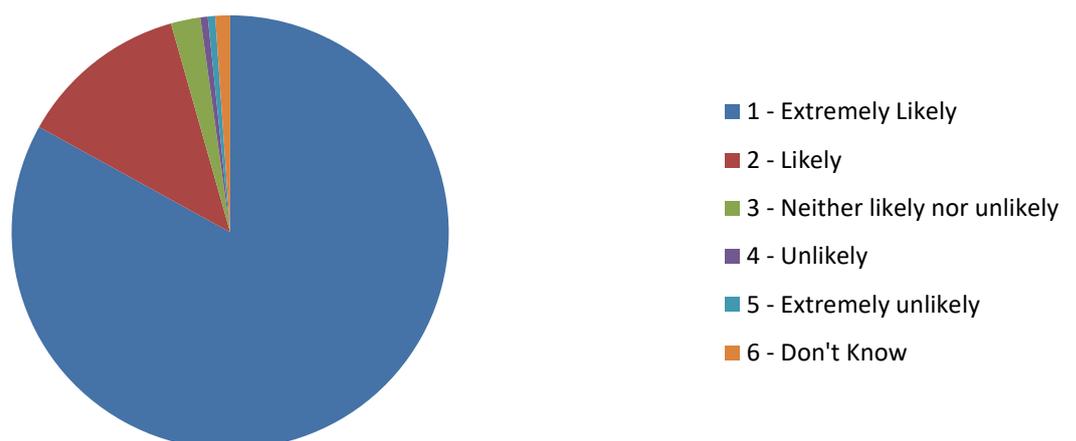
The percentage of patients who would recommend our Maternity service to friends and family in April is 93.55%

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	1	1	4	23	152

Friends & Family Results - Community - April 2020

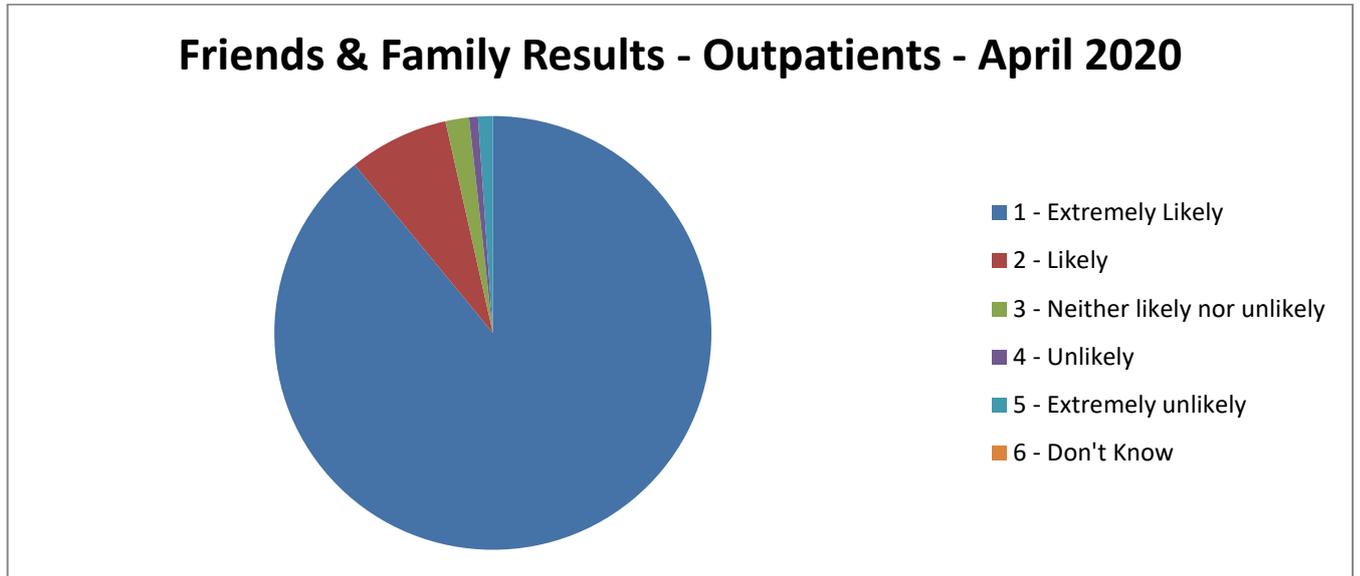


The percentage of patients who would recommend our Community services to friends and family in April is 95.63%

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
0	5	3	8	34	409



The percentage of patients who would recommend our Outpatient Departments to friends and family in April is 96.51%