

Friends and Family Test – June 2020

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

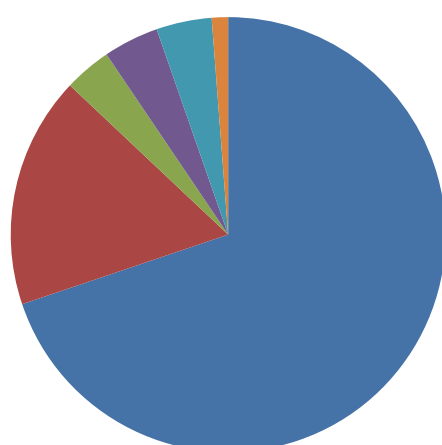
Suspended on wards due to Covid19 pandemic by NHS England and NHS Improvement.

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
10	34	34	29	142	576

Friends & Family Results - Emergency - June 2020



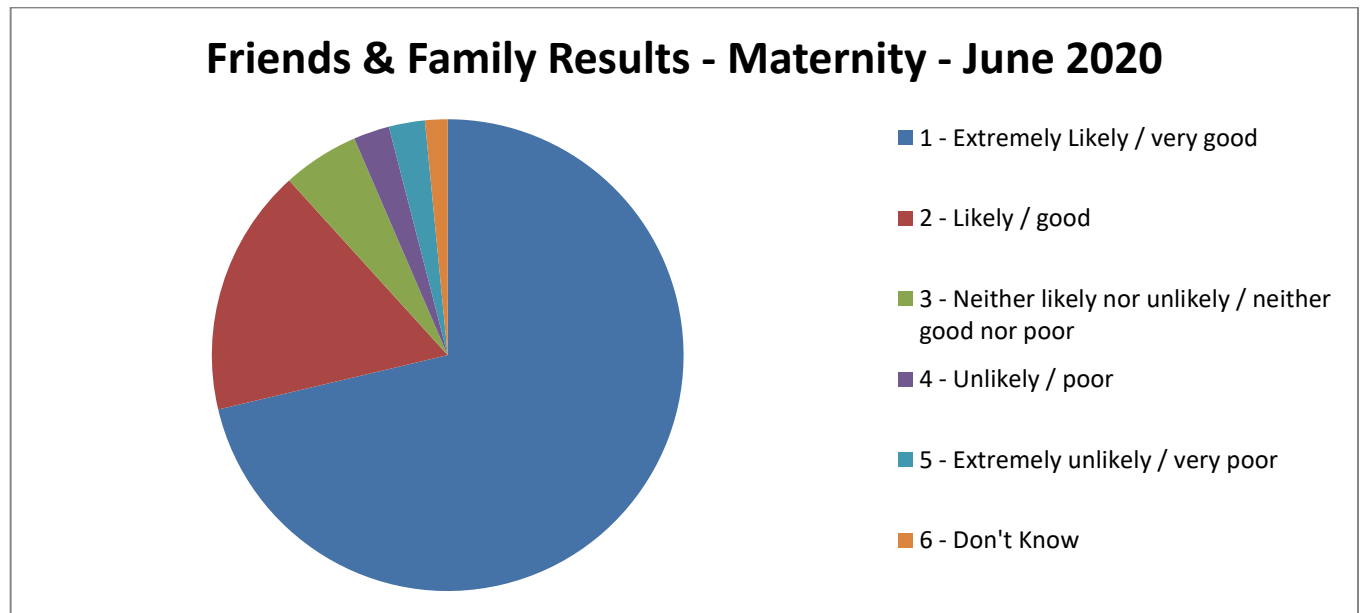
- 1 - Extremely Likely / very good
- 2 - Likely / good
- 3 - Neither likely nor unlikely / neither good nor poor
- 4 - Unlikely / poor
- 5 - Extremely unlikely / very poor
- 6 - Don't Know

The percentage of patients who had a positive experience of our Emergency Department service in June is 87.03%

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	8	8	17	55	231

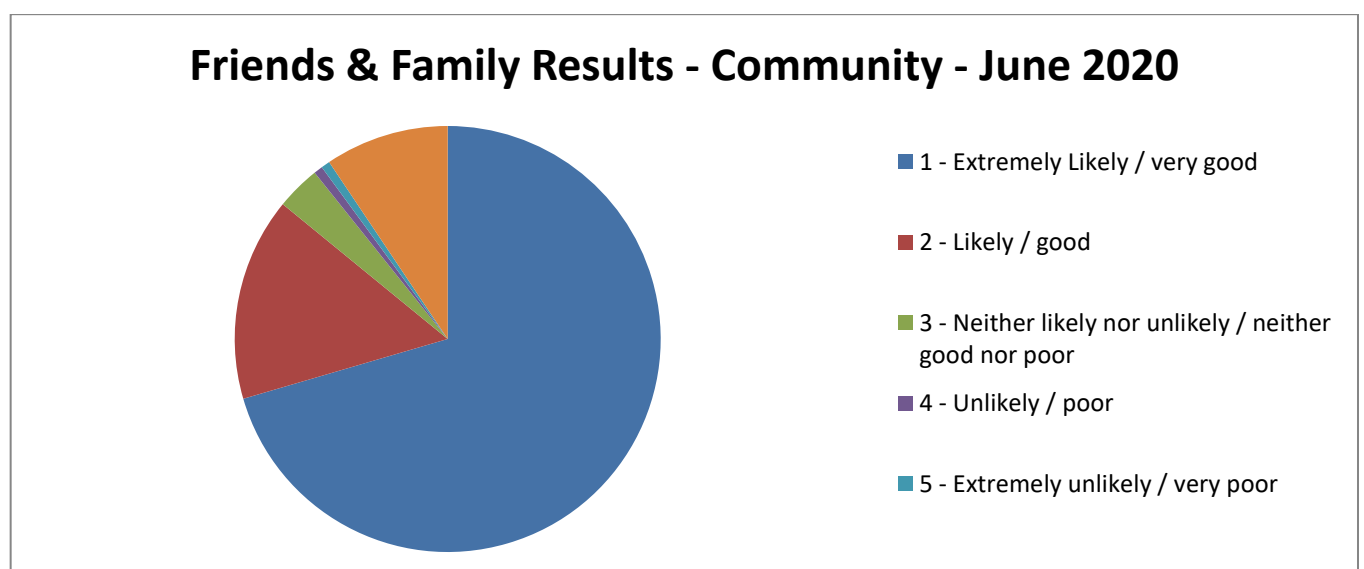


The percentage of patients who had a positive experience of our Maternity service in June is 88.27%

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
14	1	1	5	23	105

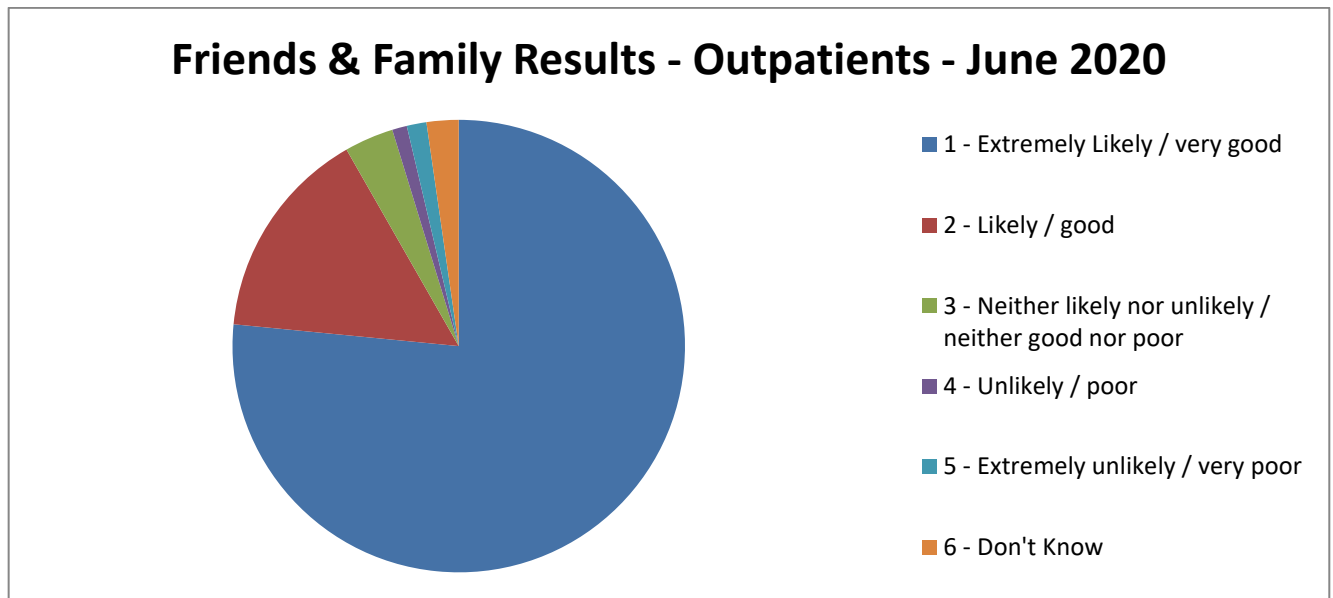


The percentage of patients who had a positive experience of our Community services in June is 85.91%

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
26	16	12	40	173	871



The percentage of patients who had a positive experience of our Outpatient Departments in June is 91.74%.