

Friends and Family Test – May 2020

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

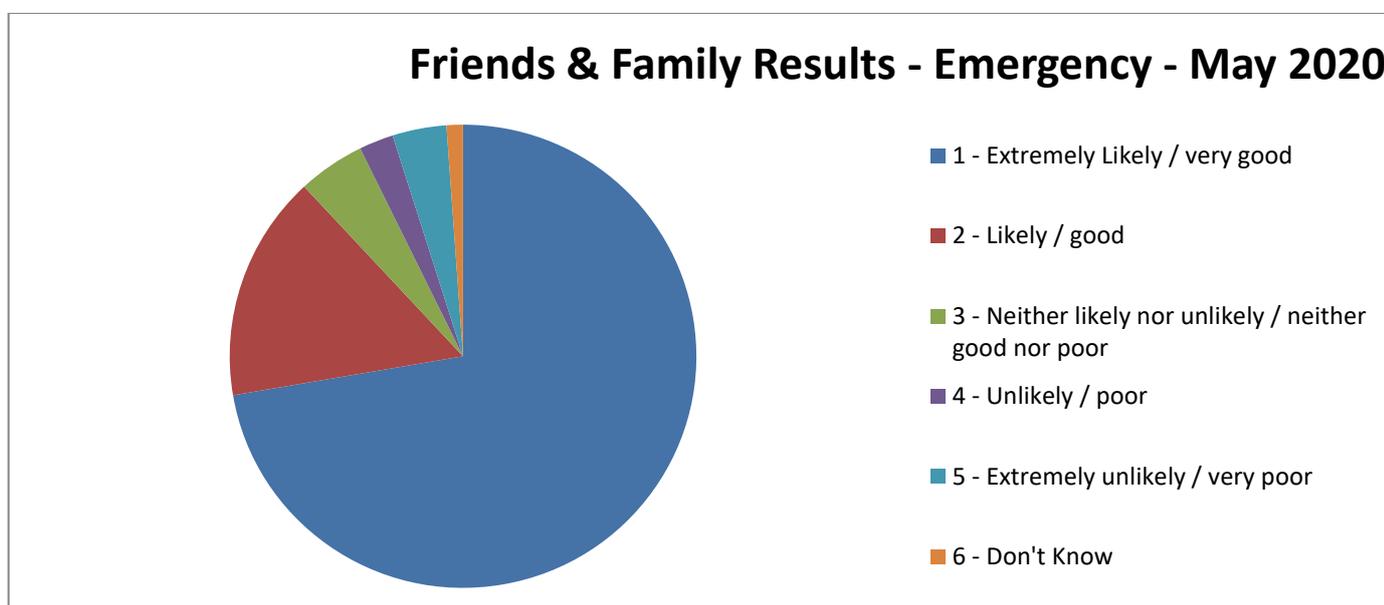
Don't know	Very Poor	Poor	Neither Good nor Poor	Good	Very Good

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	33	21	41	139	637



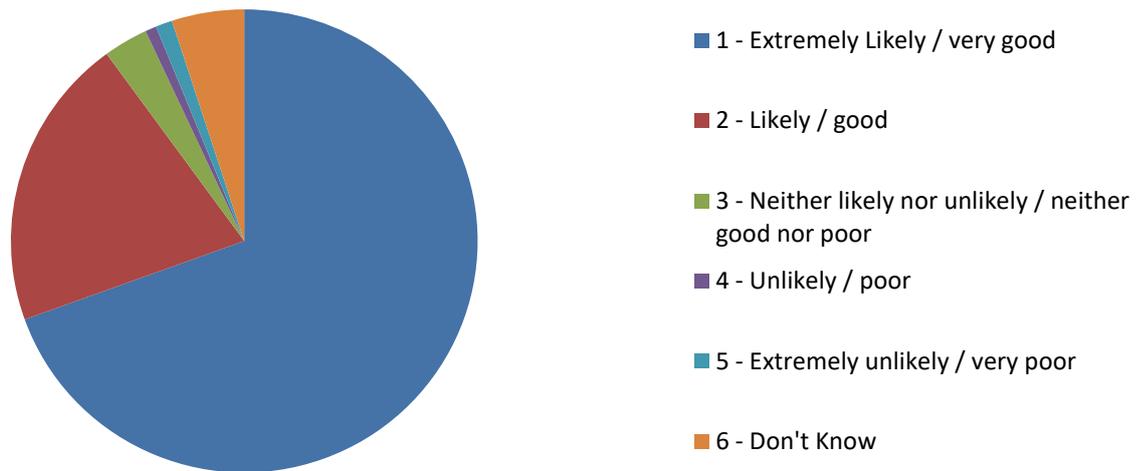
The percentage of patients who had a positive experience of our Emergency Department in May is 88.08%

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
13	3	2	8	54	180

Friends & Family Results - Maternity - May 2020



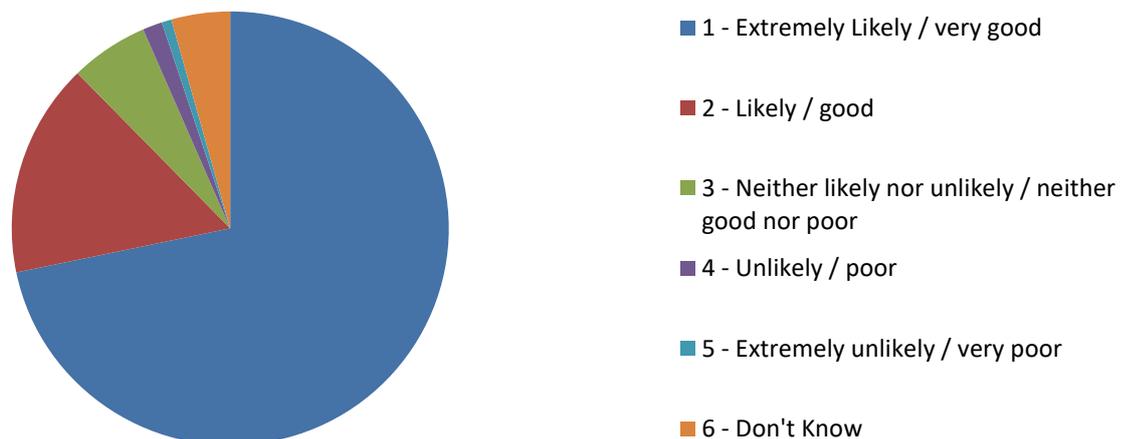
The percentage of patients who had a positive experience of our Maternity service in May is 89.96%

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
6	1	2	8	22	99

Friends & Family Results - Community - May 2020

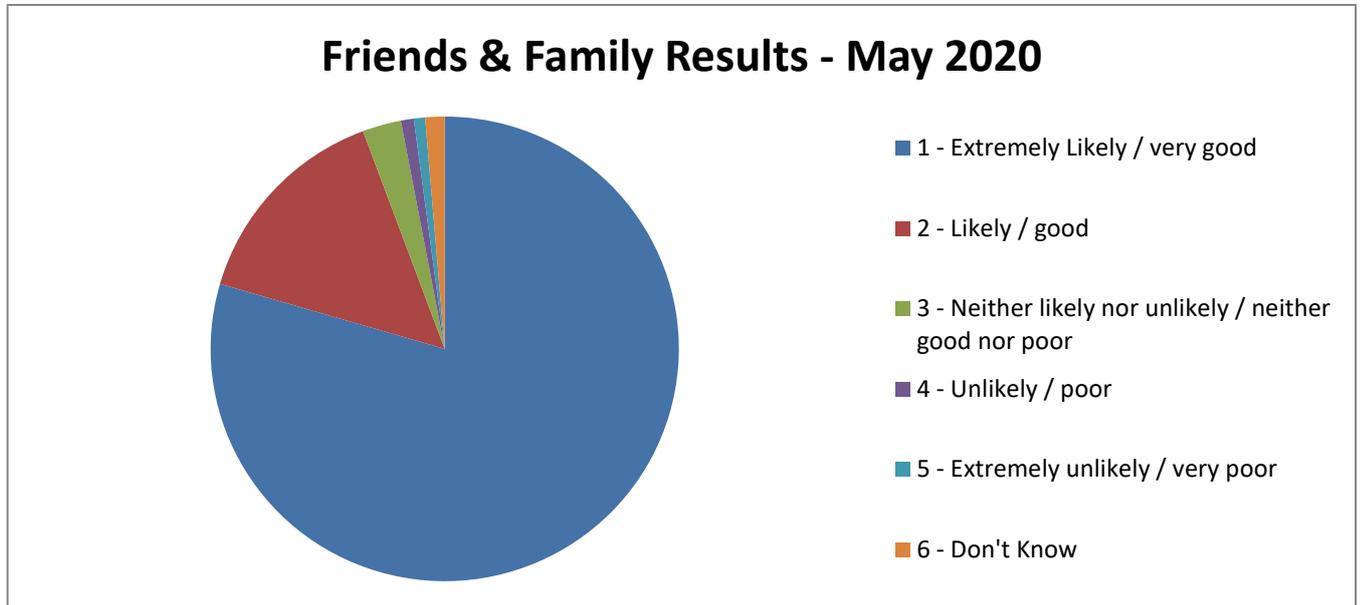


The percentage of patients who had a positive experience of our Community services in May is 87.68%

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
12	7	8	24	133	714



The percentage of patients who had a positive experience of our Outpatient Departments in May is 94.32%