

Friends and Family Test – August 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?

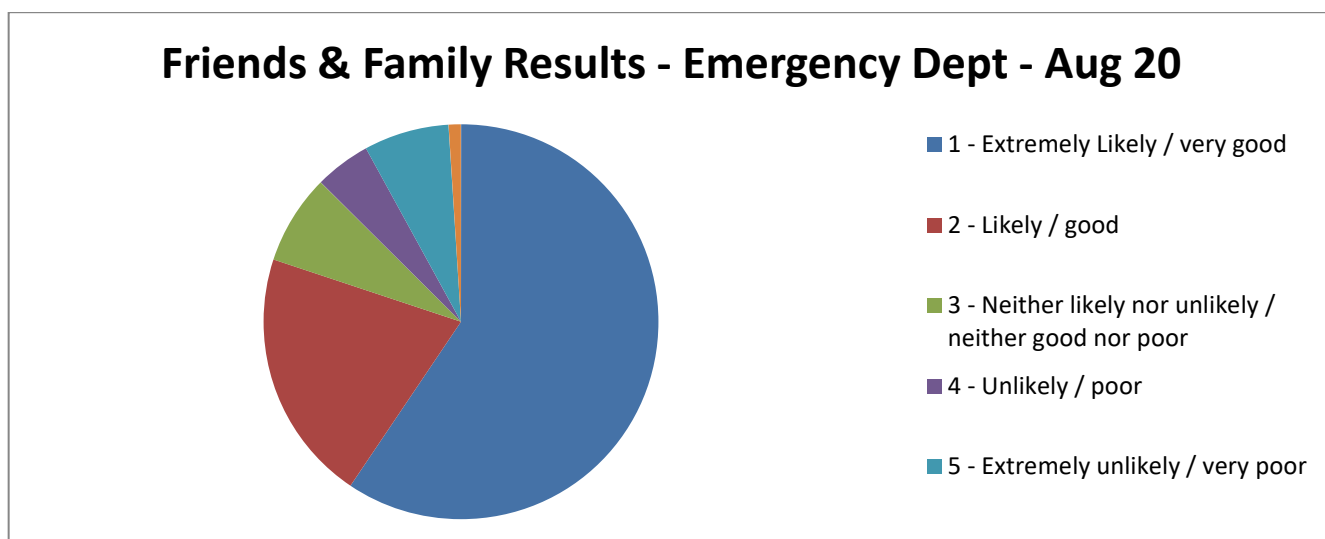
Don't know	Very Poor	Poor	Neither Good nor Poor	Good	Very Good

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
8	55	36	58	163	469

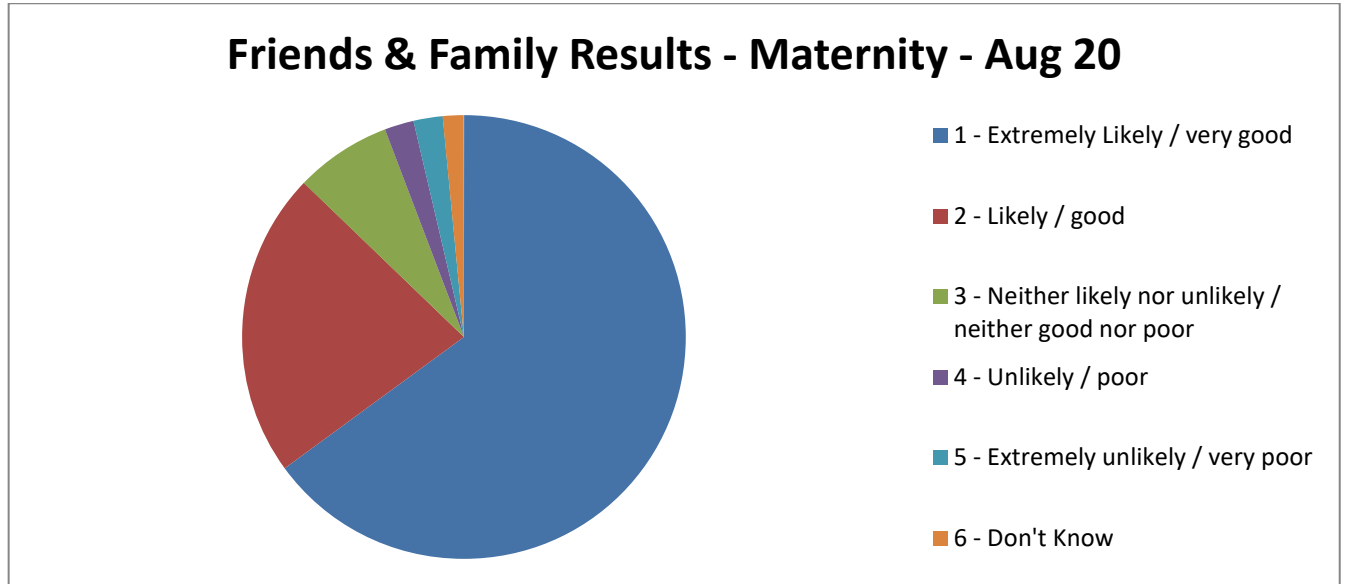


The percentage of patients who had a positive experience of our Emergency Department service in August is 80.10%

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	7	23	73	213

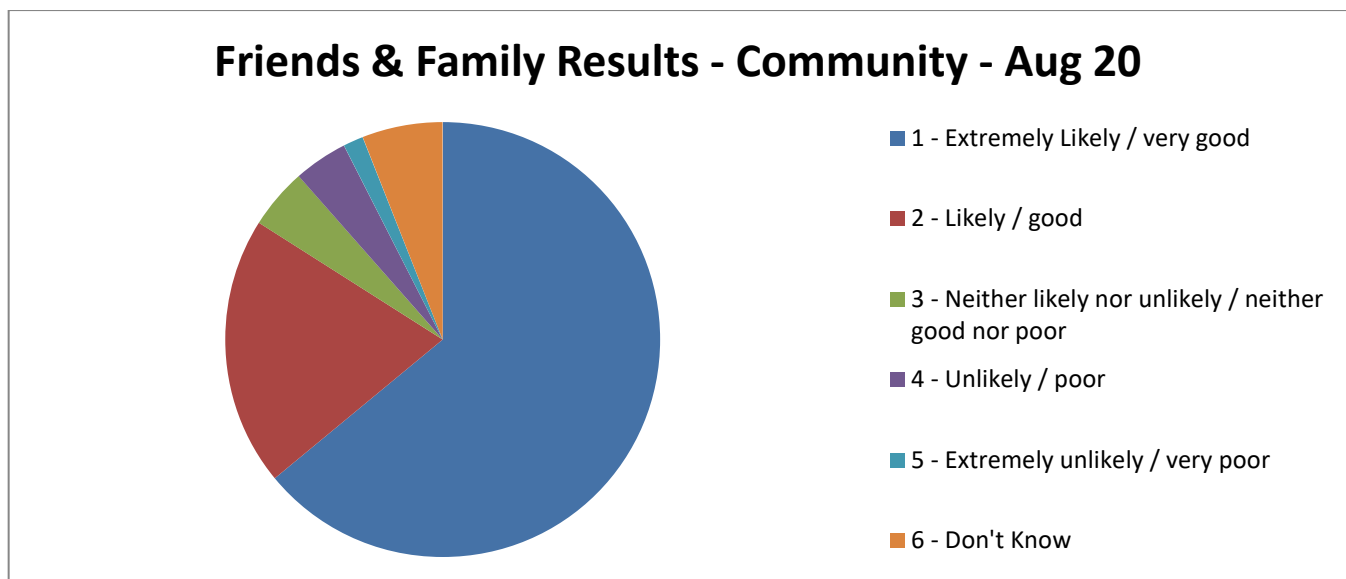


The percentage of patients who had a positive experience of our Maternity service in August is **87.20%**

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
12	3	8	9	40	128

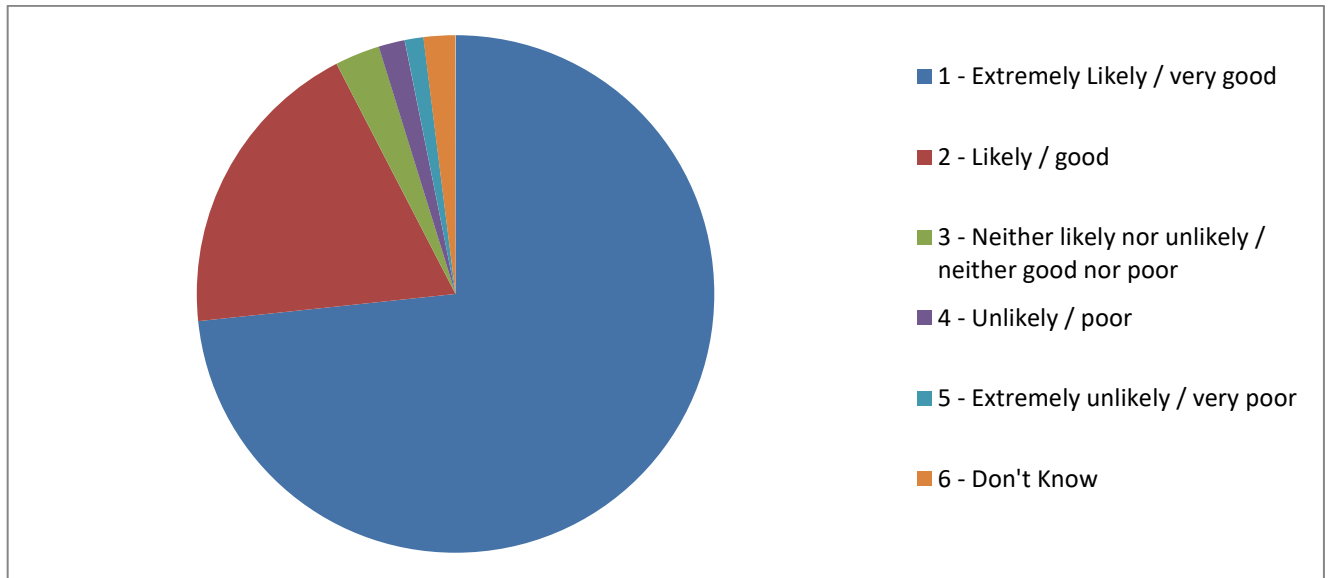


The percentage of patients who had a positive experience of our Community services in August is **84.00%**

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
17	10	14	24	163	627



The percentage of patients who had a positive experience of our Outpatient Departments in August is 91.19%.