

Friends and Family Test – February 2021

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.

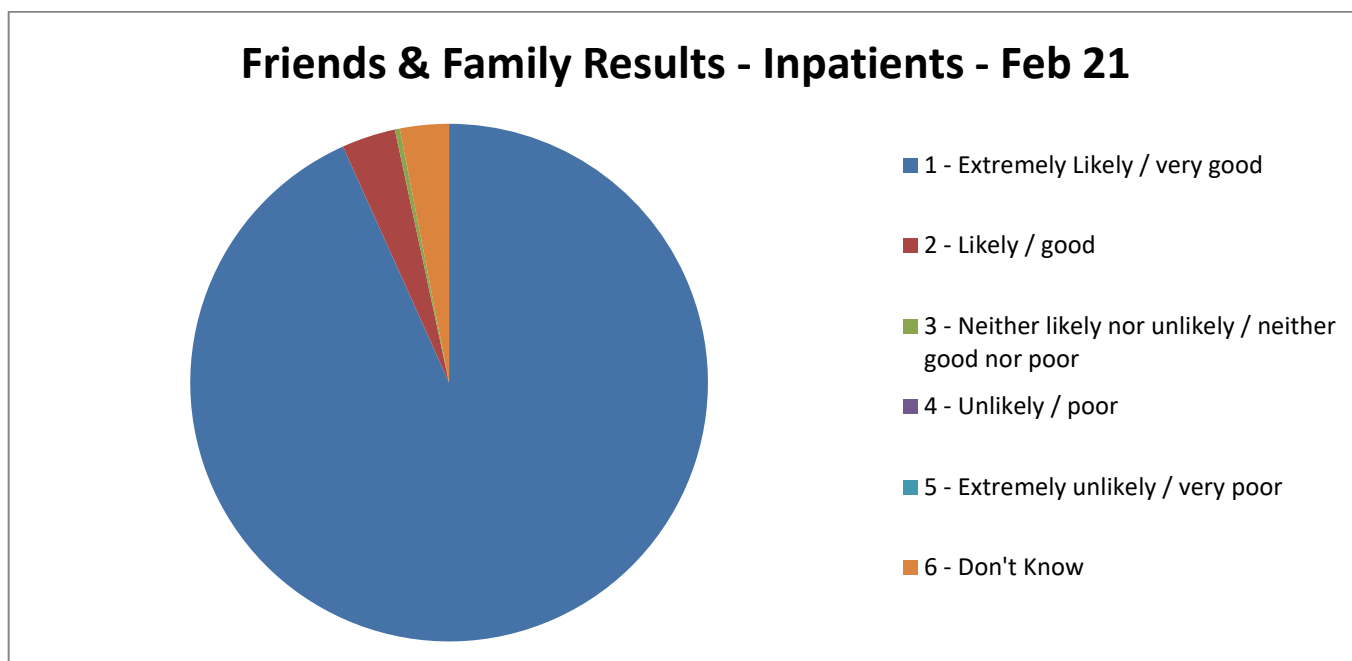
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

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
10	0	0	1	11	305



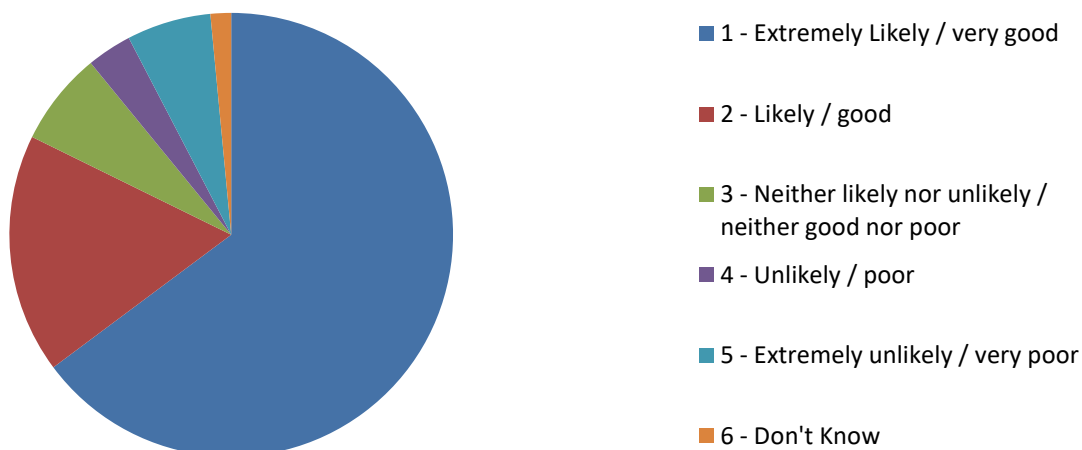
The percentage of patients who had a positive experience of our Inpatient wards in February is **96.64%**

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
11	45	24	50	128	475

Friends & Family Results - Emergency - Feb 21



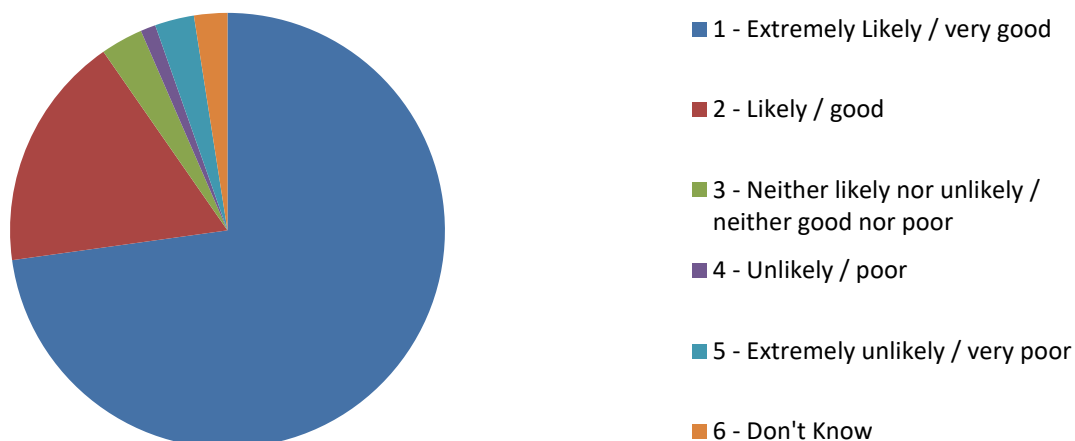
The percentage of patients who had a positive experience of our Emergency Department service in February is 82.26%

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
11	13	5	14	78	324

Friends & Family Results - Maternity - Feb 21



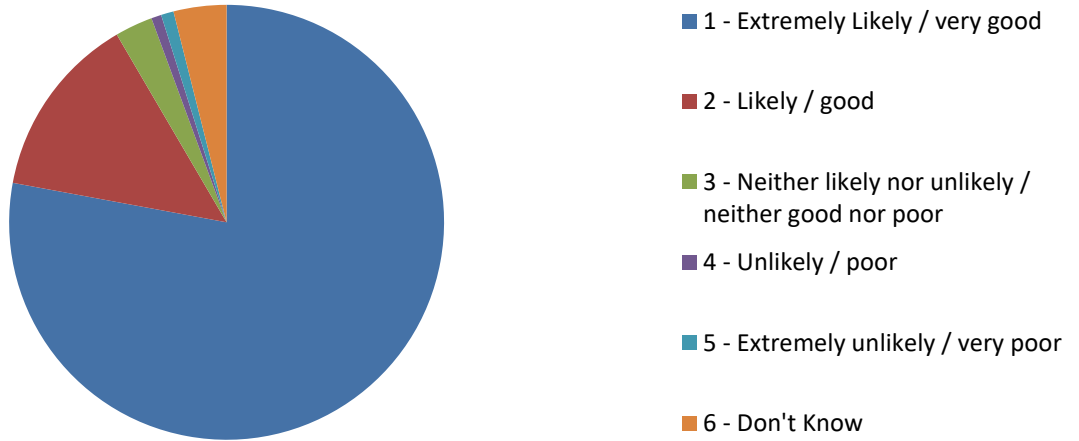
The percentage of patients who had a positive experience of our Maternity service in February is 90.34%

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
21	5	4	15	73	416

Friends & Family Results - Community - Feb 21



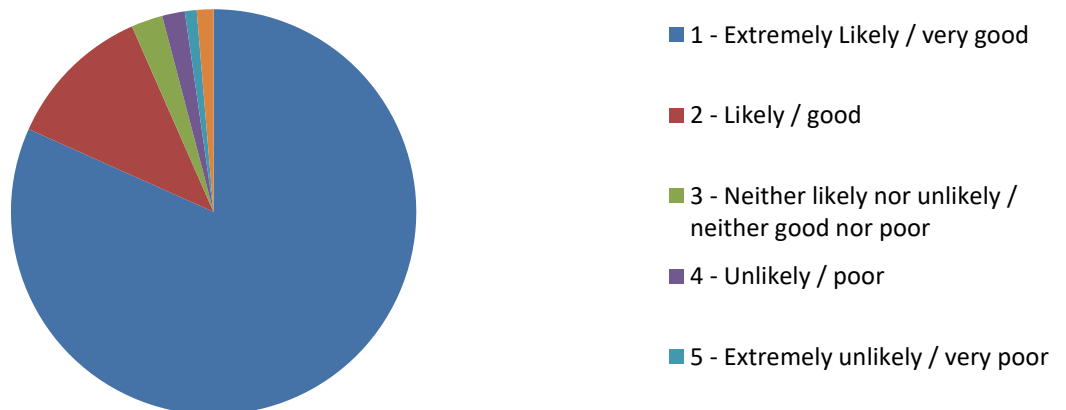
The percentage of patients who had a positive experience of our Community services in February is 91.57%

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	12	23	32	149	1040

Friends & Family Results - Outpatients - Feb 21



The percentage of patients who had a positive experience of our Outpatient Departments in February is 93.40%.