

## Friends and Family Test – March 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.

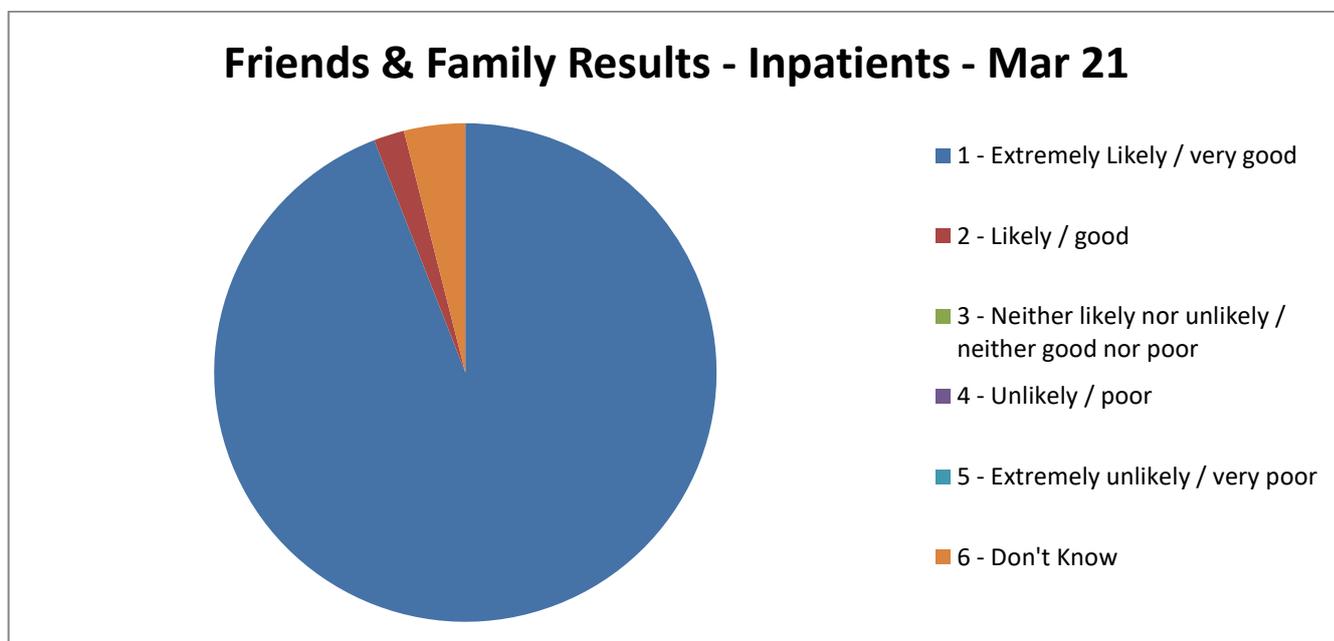
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

### 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
16	0	0	0	8	382



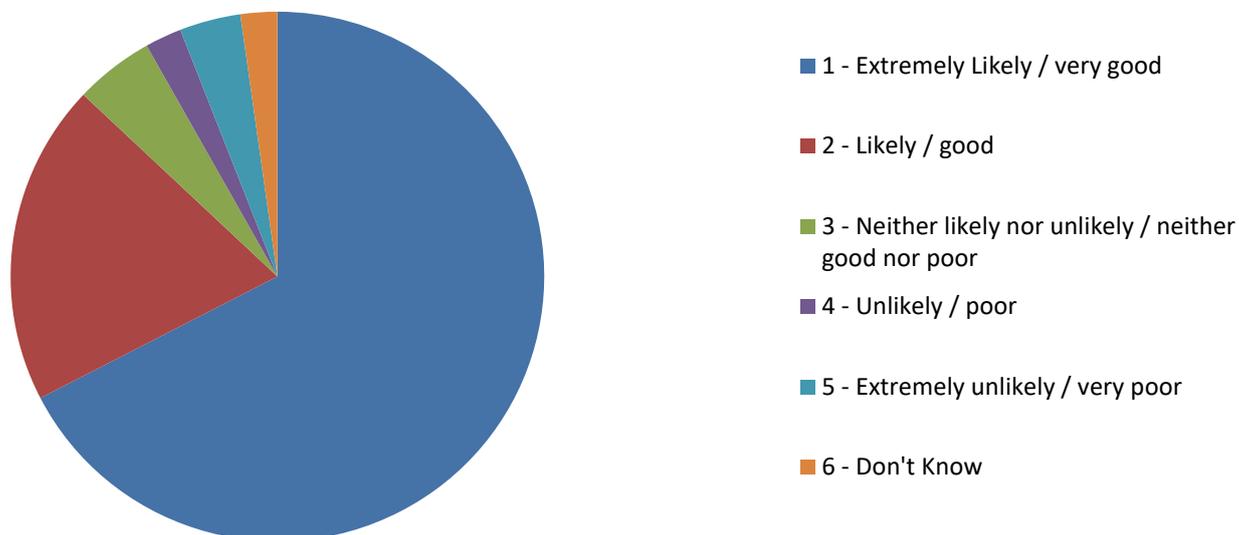
The percentage of patients who had a positive experience of our Inpatient wards in March is 96.06%

## 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
12	20	12	26	106	364

### Friends & Family Results - Emergency Dept - Mar 21



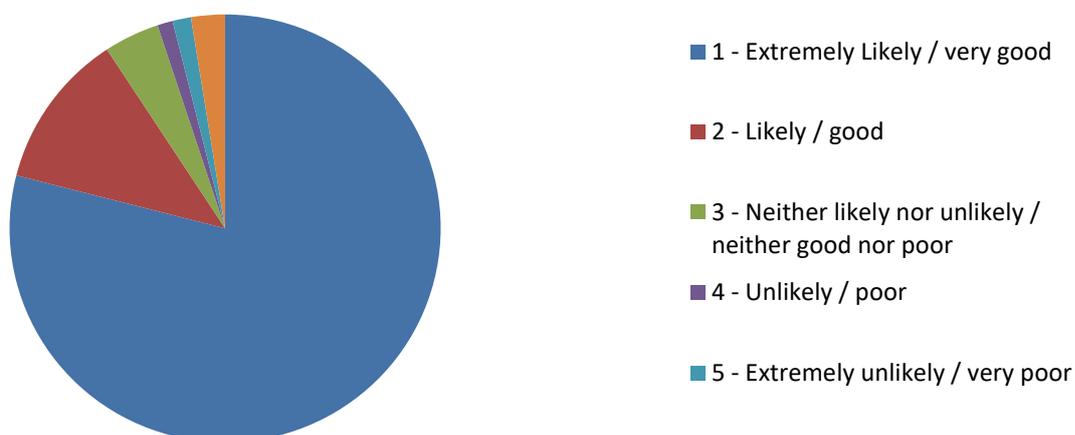
The percentage of patients who had a positive experience of our Emergency Department service in March is 87.04%

## 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	6	5	18	51	342

### Friends & Family Results - Maternity - Mar 21



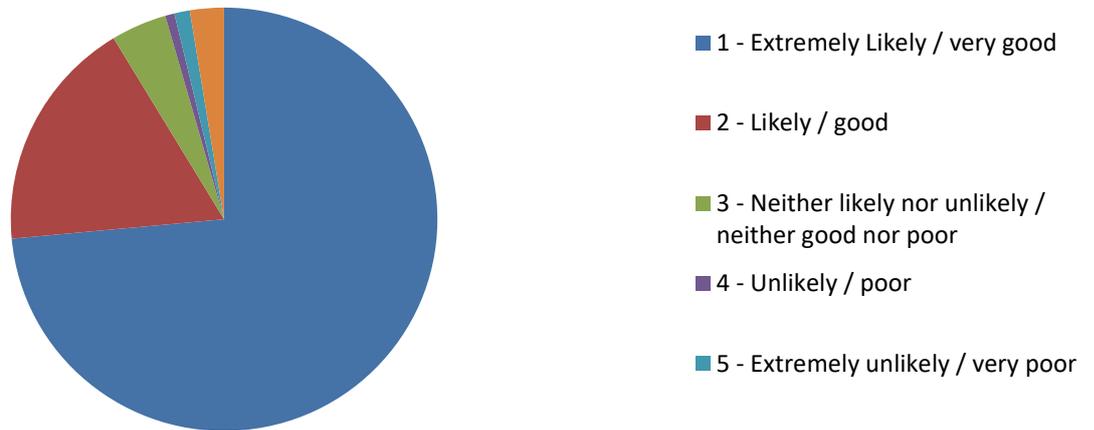
The percentage of patients who had a positive experience of our Maternity service in March is 90.76%

## 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
11	5	3	18	76	314

### Friends & Family Results - Community - Mar 21



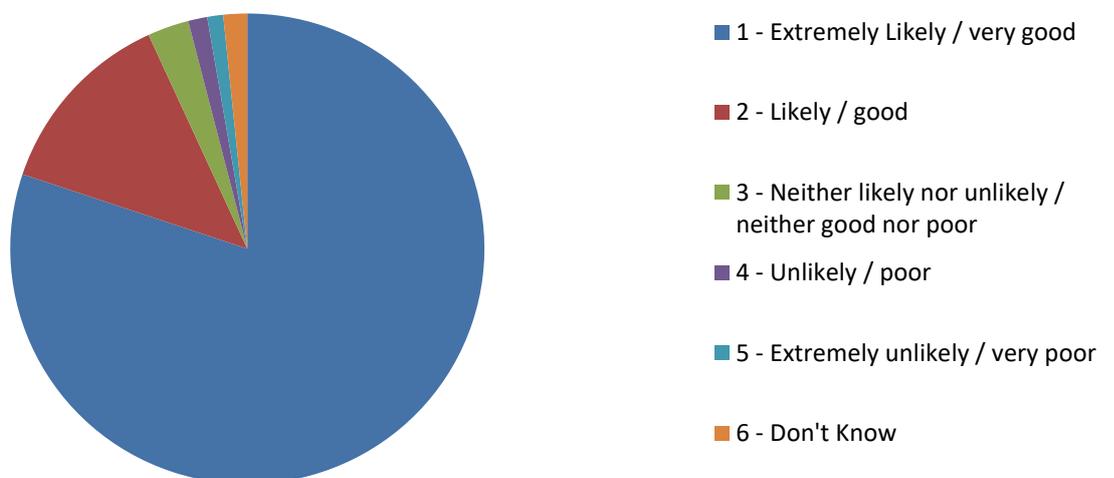
The percentage of patients who had a positive experience of our Community services in March is 91.33%

## 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
15	10	12	26	120	738

### Friends & Family Results - Outpatients - Mar 21



The percentage of patients who had a positive experience of our Outpatient Departments in March is 93.16%.