

Friends and Family Test – November 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.

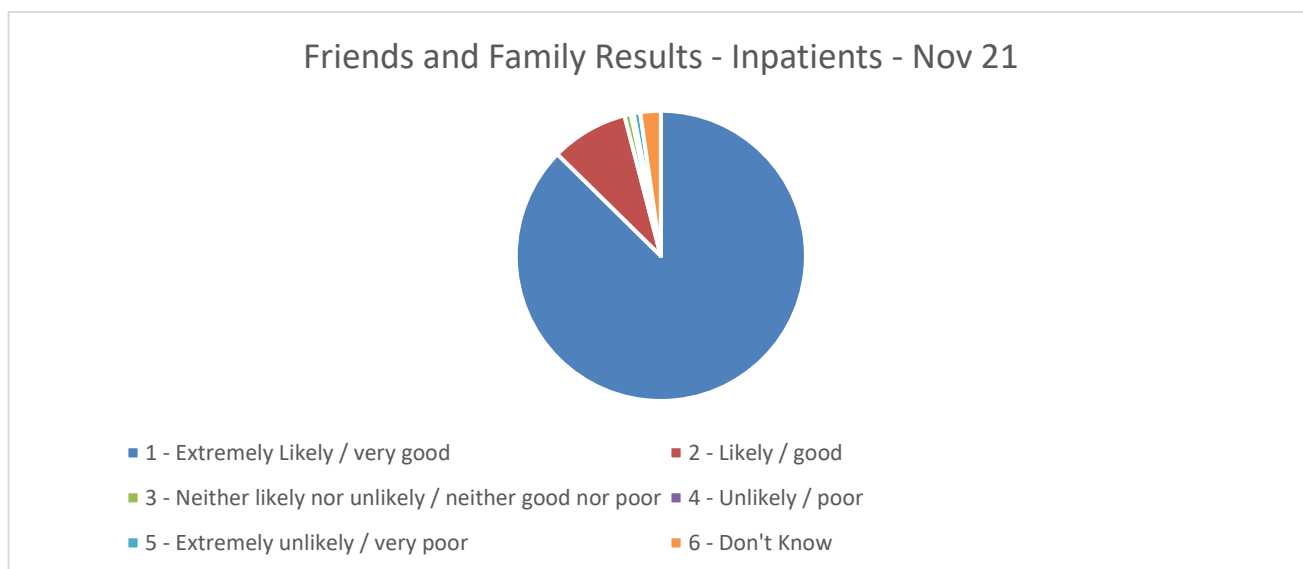
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

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
22	7	3	7	83	843

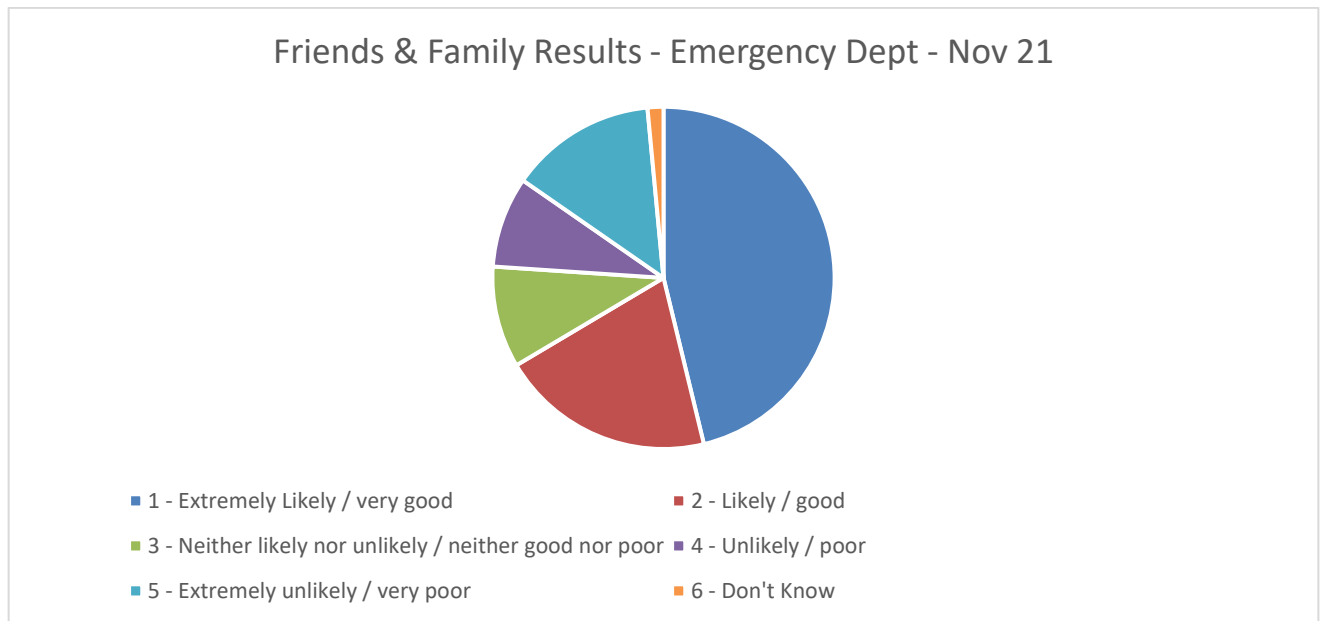


The percentage of patients who had a positive experience of our Inpatient wards in November is 95.96%

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
18	166	103	115	243	554

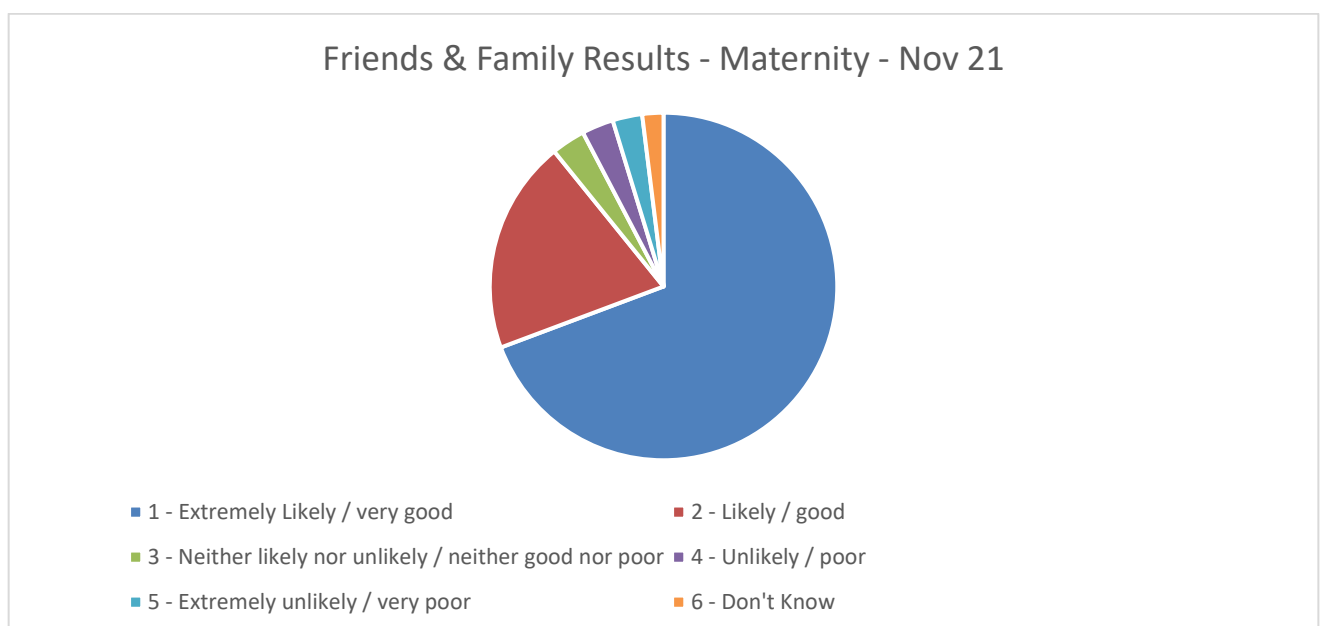


The percentage of patients who had a positive experience of our Emergency Department service in November is 66.47%

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
10	14	15	16	101	352

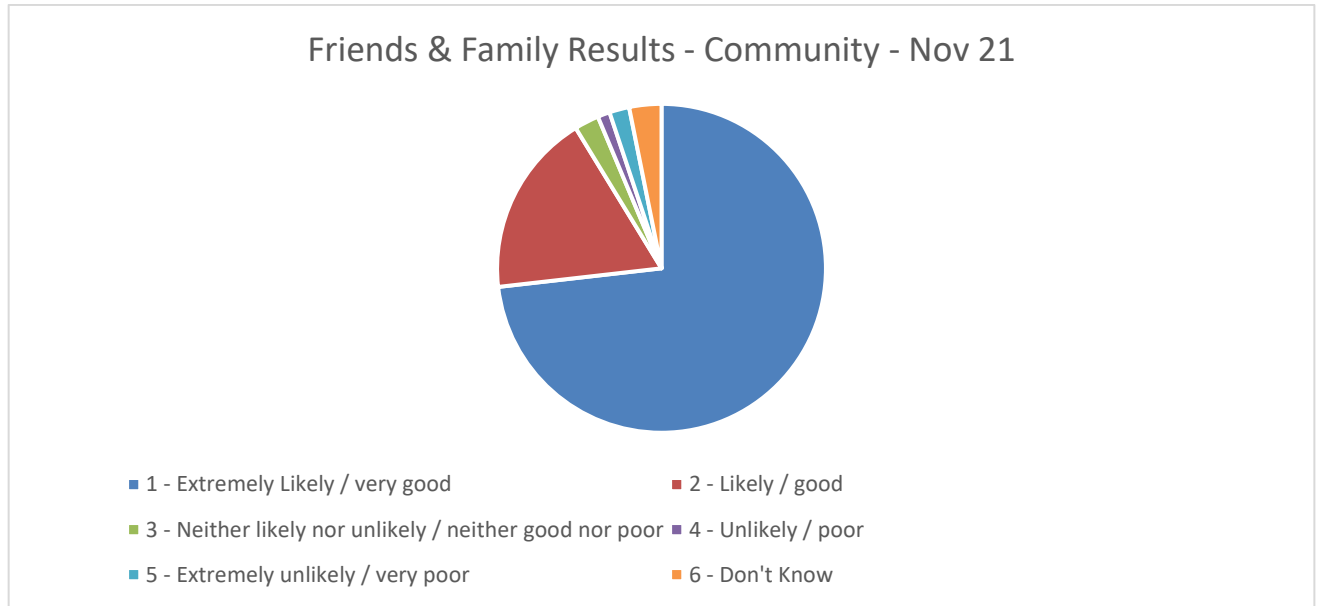


The percentage of patients who had a positive experience of our Maternity service in November is 89.17%

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	13	8	16	120	486

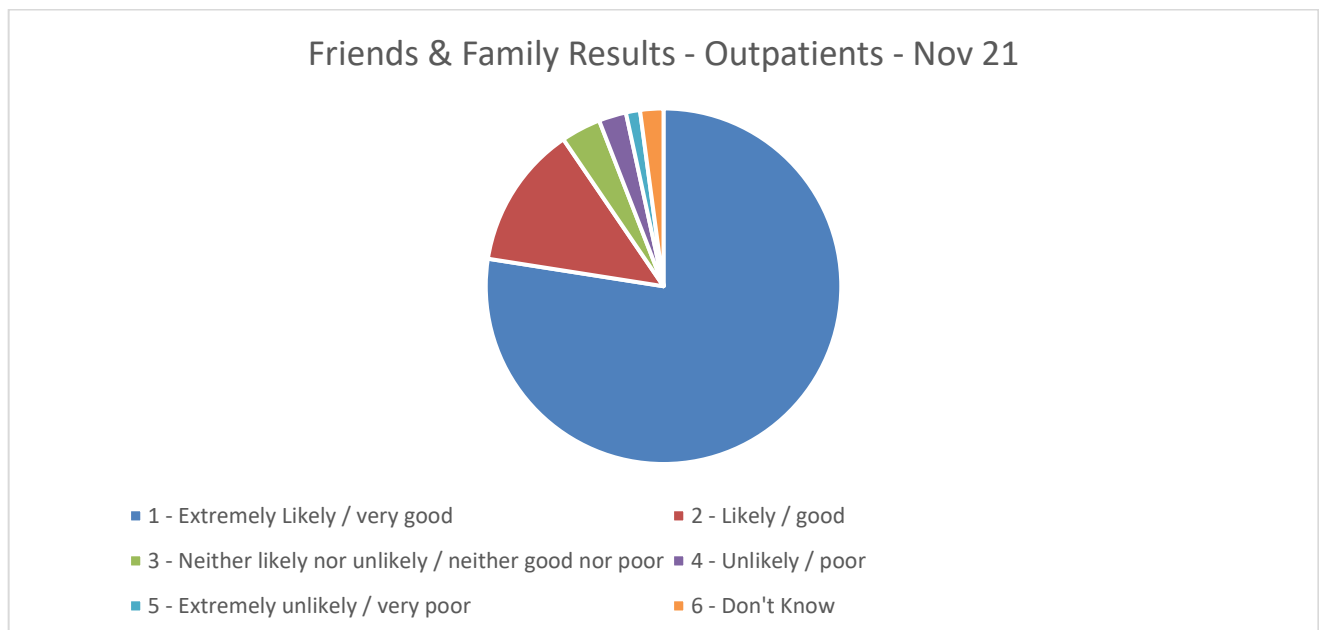


The percentage of patients who had a positive experience of our Community services in November is 91.27%

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
28	17	33	48	172	1025



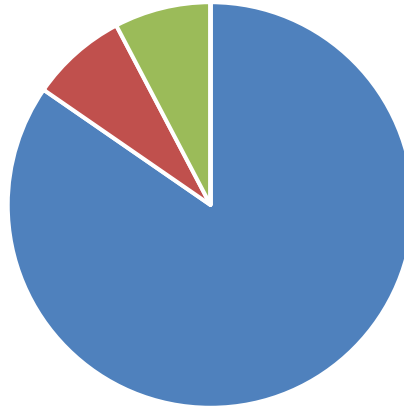
The percentage of patients who had a positive experience of our Outpatient Departments in November is 90.48%.

Post Covid Clinic

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
0	0	0	1	1	11

Friends & Family Results - Post Covid - Nov 21



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