

Friends and Family Test – August 2022

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.

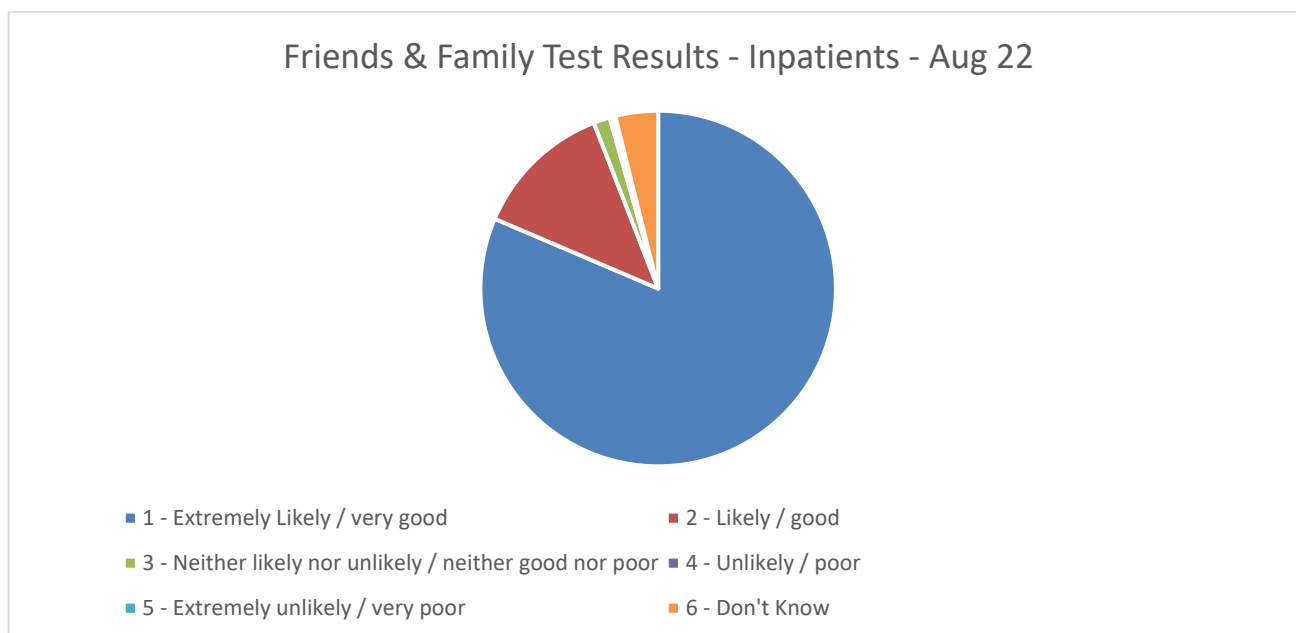
The survey is for patients who have stayed in one of our wards overnight, visited the Emergency Department and Urgent Care Centres at Royal Blackburn Hospital and Burnley General Hospital, Maternity Service users, Community Service users and Outpatient attenders.

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
52	4	3	20	170	1091



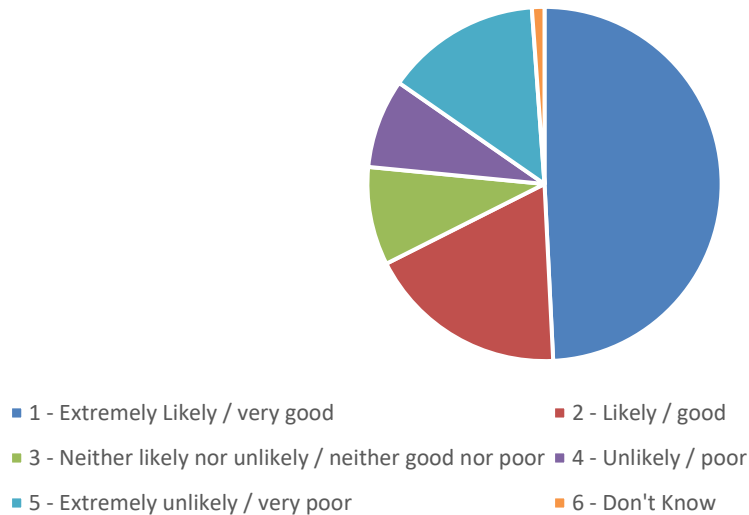
The percentage of patients who had a positive experience of our Inpatient wards in August is 94.10%

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	136	78	86	176	472

Friends & Family Test Results - Emergency Dept - Aug 22



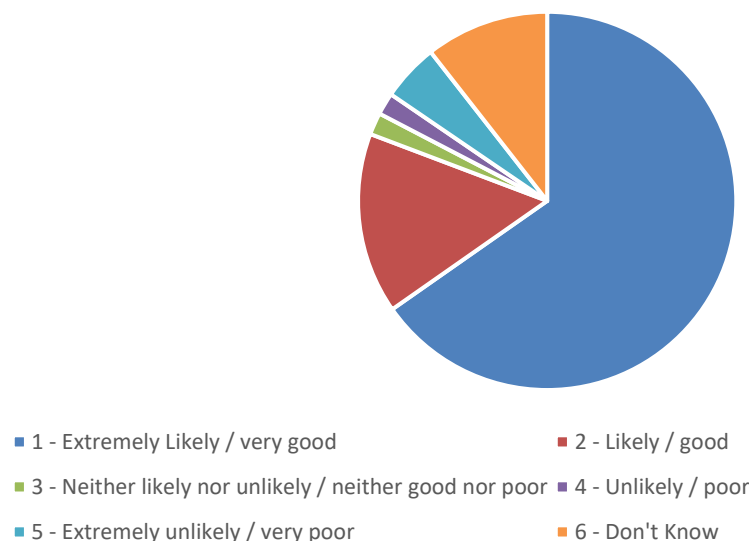
The percentage of patients who had a positive experience of our Emergency Department service in August is 67.57%

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
28	13	5	5	41	173

Friends & Family Test Results - Maternity - Aug 22

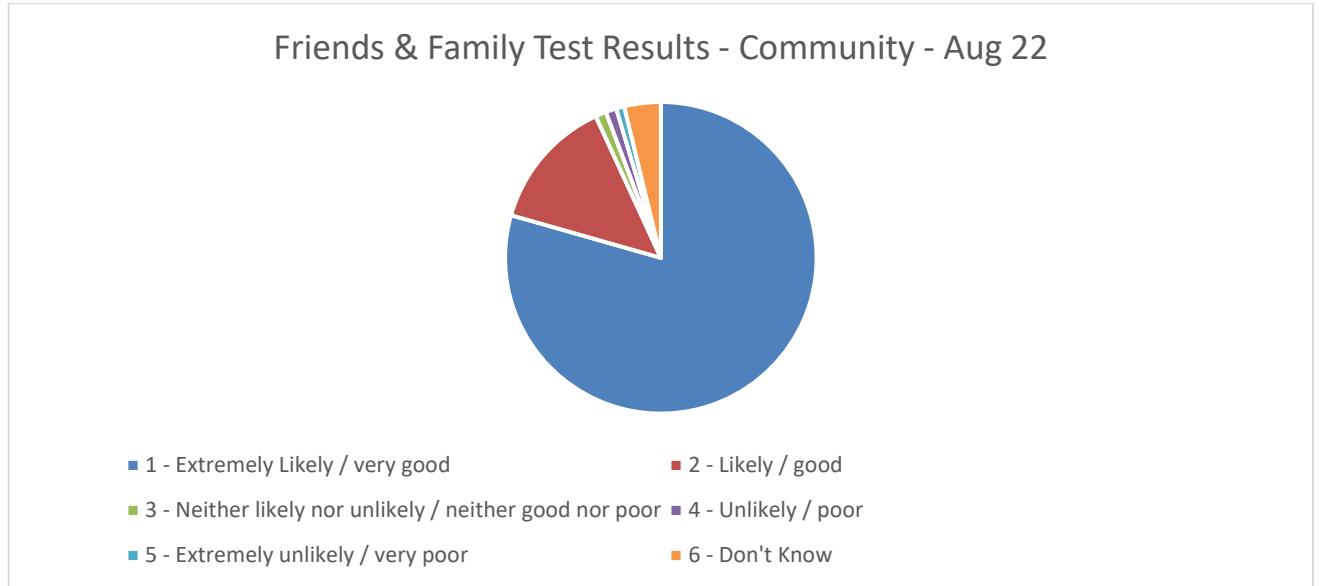


The percentage of patients who had a positive experience of our Maternity service in August is 80.75%

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
27	6	8	8	98	567

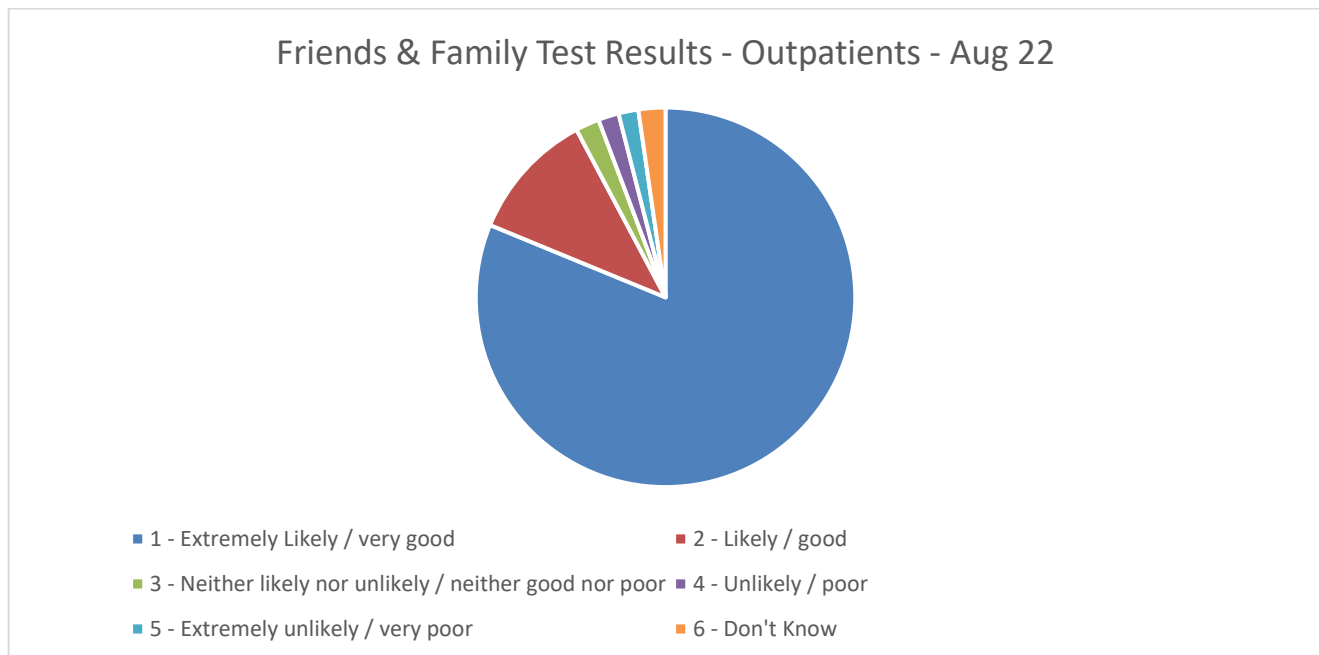


The percentage of patients who had a positive experience of our Community services in August is 93.14%

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
34	25	26	30	163	1202



The percentage of patients who had a positive experience of our Outpatient Departments in August is 92.23%.

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	0	0	7