

Friends and Family Test – July 2018

The Friends and Family Test is a short, two question survey that has been introduced across all NHS Trusts in the Country from March 2013.

The survey asks whether you would recommend our services to your friends and family 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.

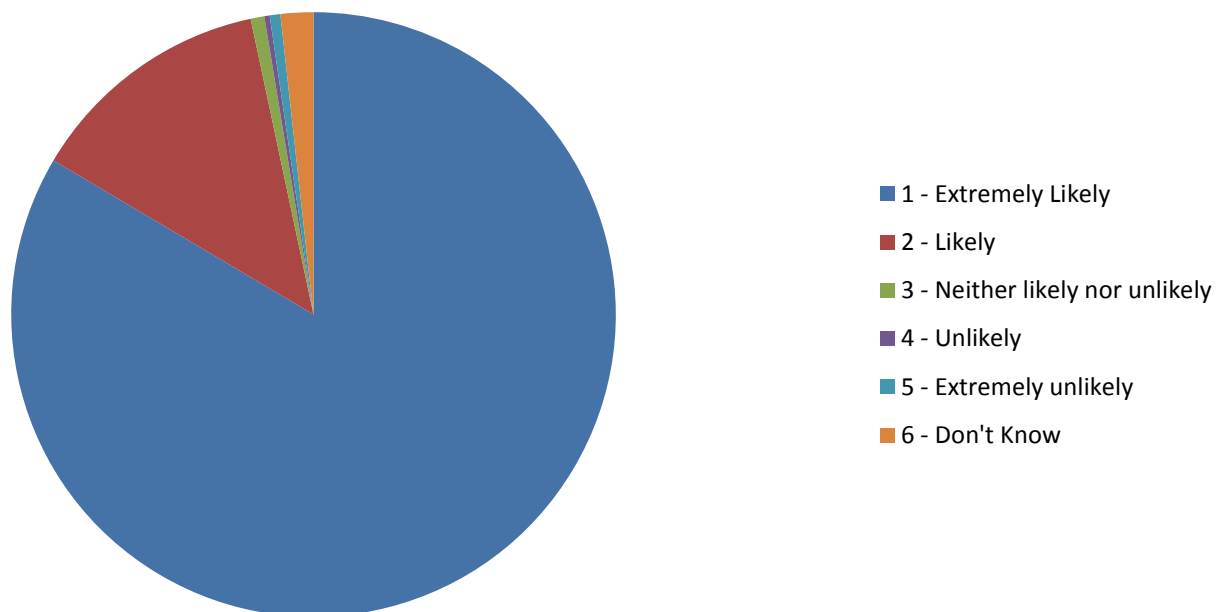
Responses

Inpatients

How likely are you to recommend our wards to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
43	14	7	18	323	2051

Friends & Family Results - Inpatients - July 2018



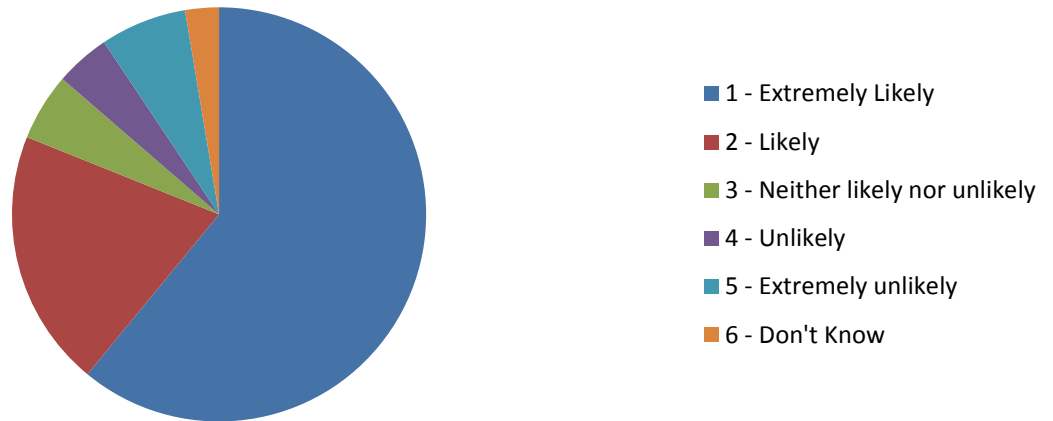
The percentage of patients who would recommend our wards to friends and family in July is 96.66%

Emergency Department

How likely are you to recommend our Emergency Department to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
48	123	78	96	367	1112

Friends & Family Results - Emergency Dept - July 2018



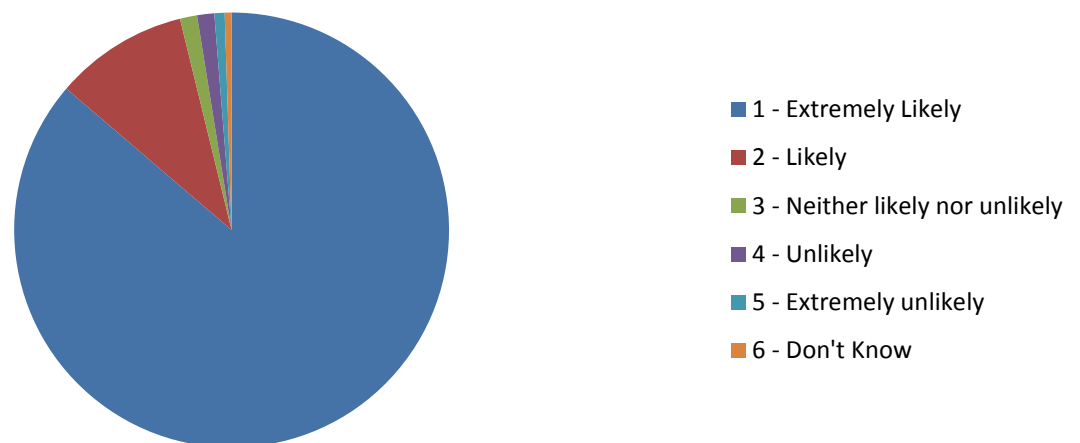
The percentage of patients who would recommend our Emergency Department to friends and family in July is 81.09%

Maternity

How likely are you to recommend our Maternity Services to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
2	3	5	5	39	339

Friends & Family Results - Maternity - July 2018



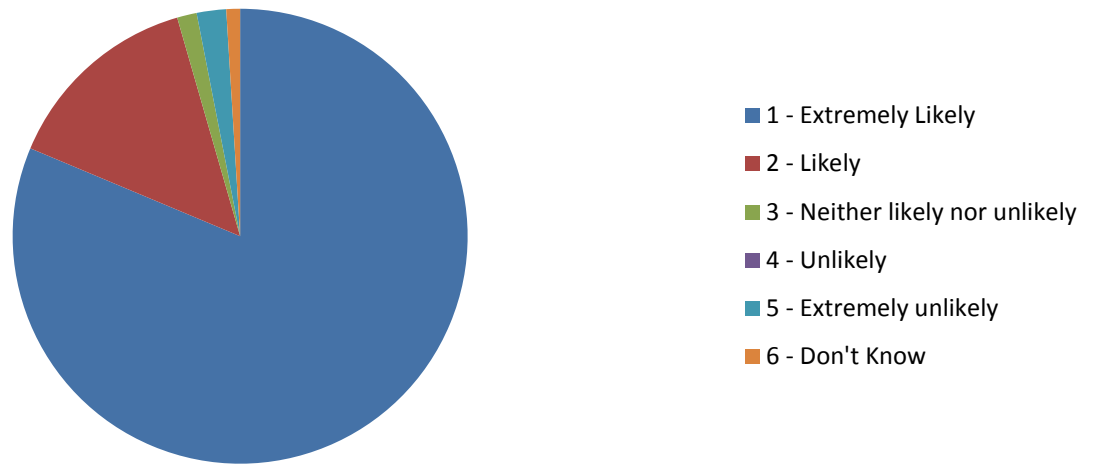
The percentage of patients who would recommend our Maternity service to friends and family in July is 96.18%

Community Services

How likely are you to recommend our Community Services to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
7	15	0	10	102	583

Friends & Family Results - Community - July 2018



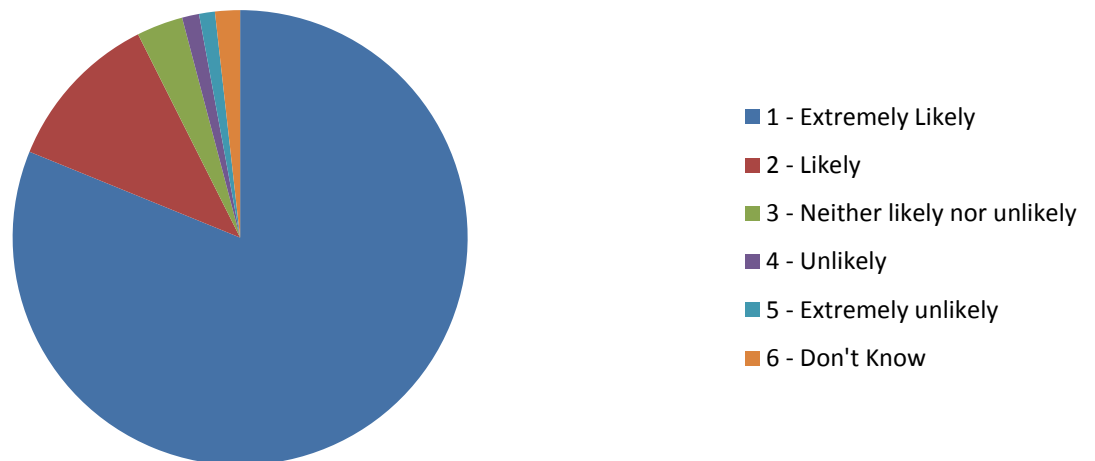
The percentage of patients who would recommend our Community services to friends and family in July is 95.54%

Outpatients

How likely are you to recommend our Outpatient Departments to friends and family if they needed similar care and treatment?

Don't know	Extremely unlikely	Unlikely	Neither likely or unlikely	Likely	Extremely Likely
22	14	15	41	142	1008

Friends & Family Results - Outpatients - July 2018



The percentage of patients who would recommend our Outpatient Departments to friends and family in July is 92.59%