

Friends and Family Test – December 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.

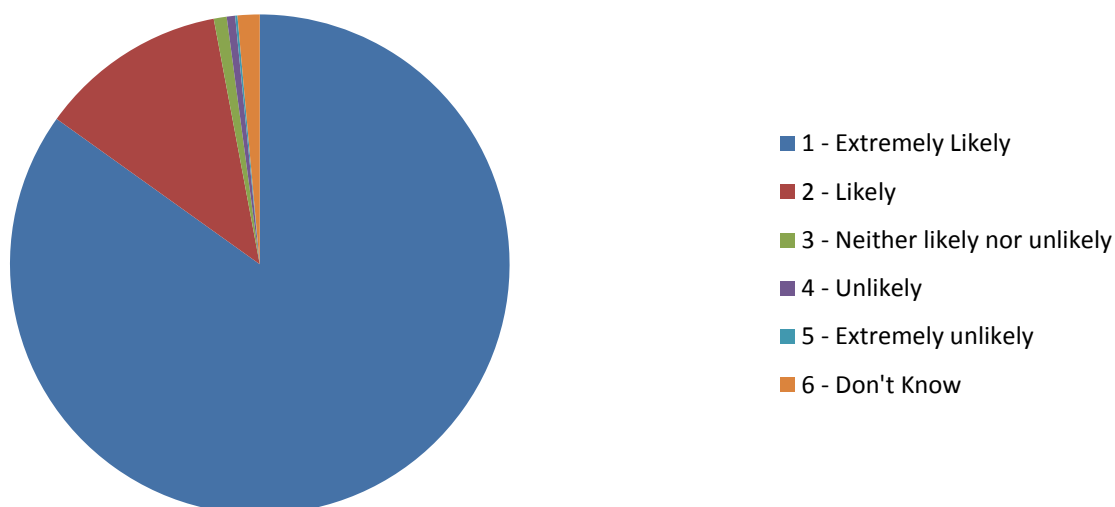
Responses

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
29	3	11	17	247	1724

Friends & Family Results - Inpatients - December 2018



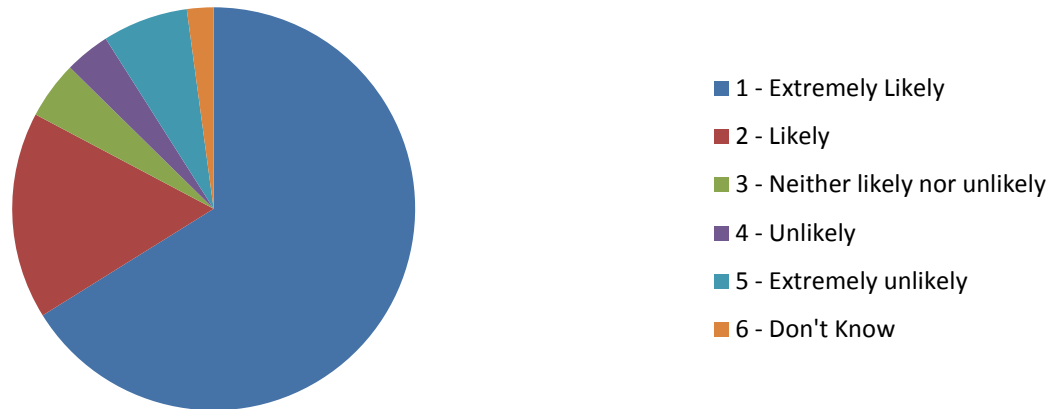
The percentage of patients who would recommend our wards to friends and family in December is 97.05%

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
37	119	63	80	288	1146

Friends & Family Results - Emergency Dept - December 2018



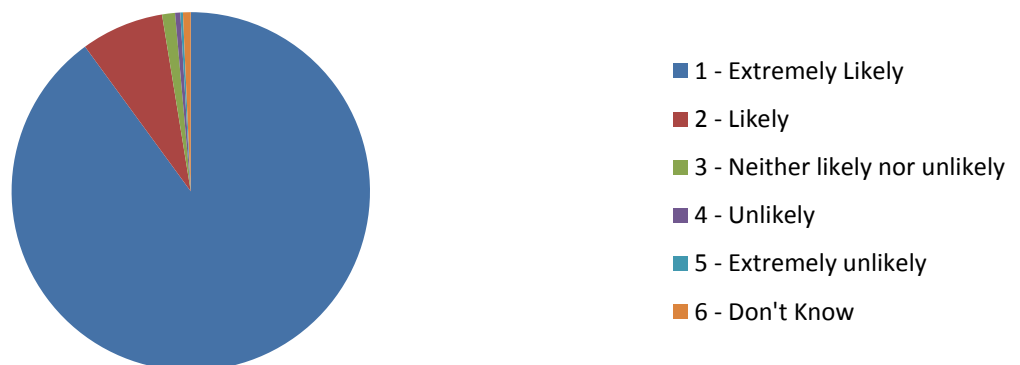
The percentage of patients who would recommend our Emergency Department to friends and family in December is 82.75%

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
3	1	2	5	32	385

Friends & Family Results - Maternity - December 2018



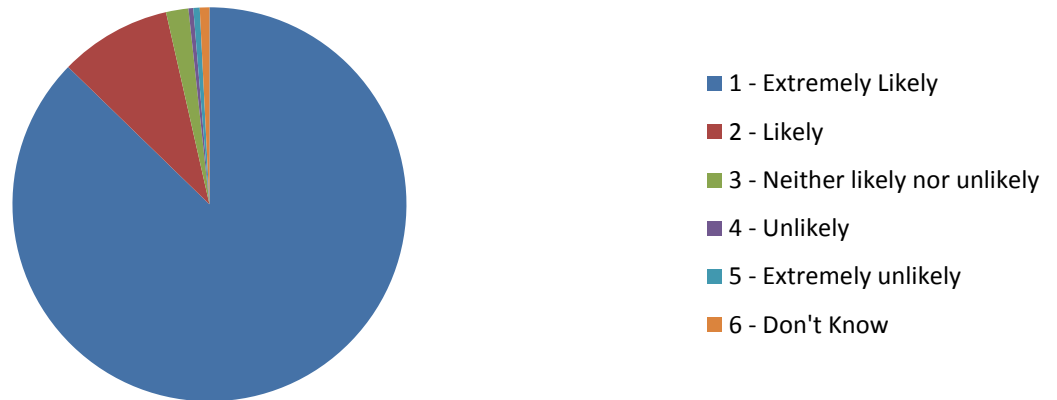
The percentage of patients who would recommend our Maternity service to friends and family in December is 97.43%

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
6	4	3	14	70	665

Friends & Family Results - Community - December 2018



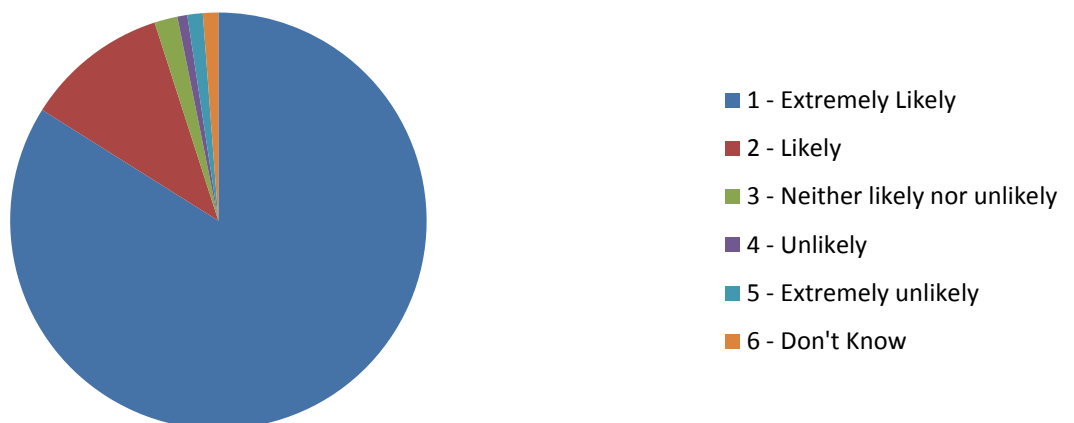
The percentage of patients who would recommend our Community services to friends and family in December is 96.46%

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
14	14	9	21	130	982

Friends & Family Results - Outpatients - December 2018



The percentage of patients who would recommend our Outpatient Departments to friends and family in December is 95.04%