

**Friends and Family Test – November 2017**

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 |
| 11 | 10 | 4 | 18 | 413 | 2057 |

**The percentage of patients who would recommend our wards to friends and family in November is 98.3%**

**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 |
| 28 | 109 | 69 | 71 | 333 | 853 |

**The percentage of patients who would recommend our Emergency Department to friends and family in November is 81.1%**

**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 |
| 1 | 7 | 2 | 2 | 28 | 384 |

**The percentage of patients who would recommend our Maternity service to friends and family in**

**November is 97.2%**

**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 |
| 4 | 14 | 6 | 11 | 144 | 765 |

**The percentage of patients who would recommend our Community services to friends and family in November is 96.3%**

**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 |
| 12 | 13 | 9 | 16 | 144 | 1078 |

**The percentage of patients who would recommend our Outpatient Departments to friends and family in November is 96.1%**