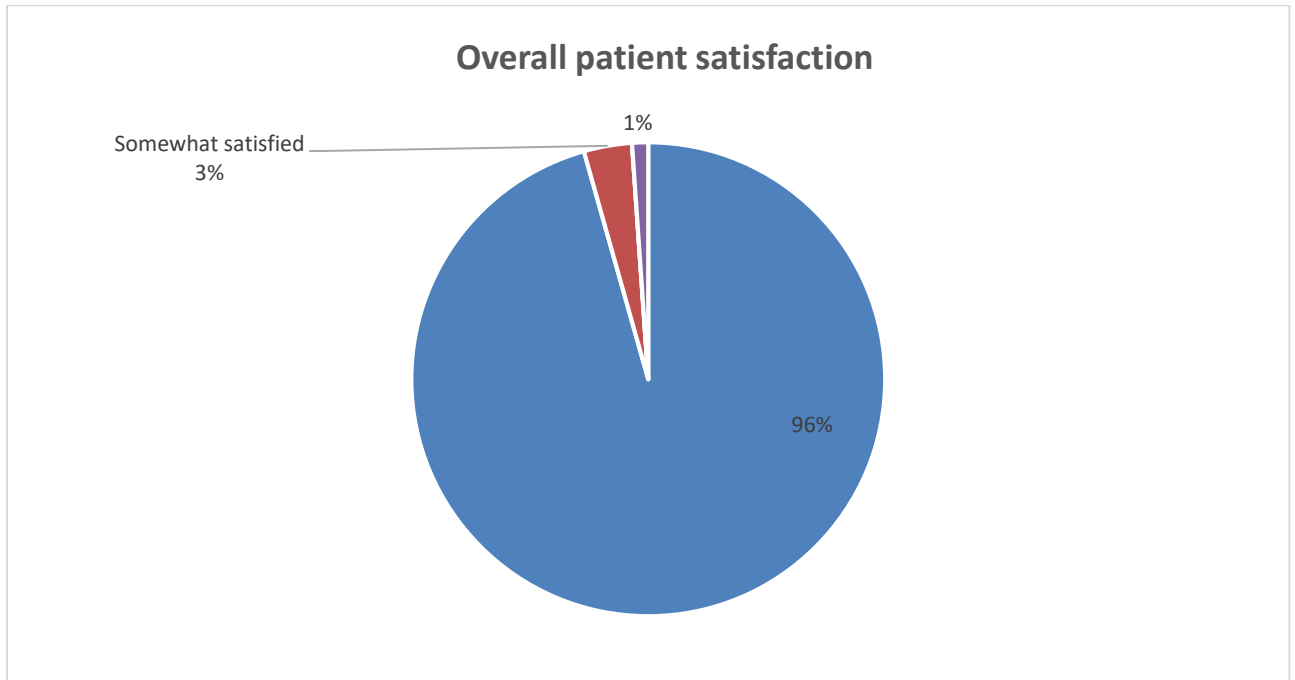


Q2 April – June 2018

Patient Feedback Survey main results

Questionnaires completed: 315

Overall satisfaction: 98.9% of patients who completed the final question were satisfied.



Very satisfied 95.6%

Somewhat satisfied 3.3%

Very unsatisfied 1.1%

Patient feedback included the following positive remarks:

- *"I think the staff were really lovely there made my husband feel really at ease so thank you so much for doing this."*
- *"I would think this is a shining beacon that other trusts could learn from."*
- *"Very well run, everyone helpful supporting and knowledgeable"*
- *"Really happy with the service, was only told yesterday by my consultant I need a scan which they would do ASAP. Fantastic service!"*

- *“All staff are very professional, helpful and pleasant. This is a great facility with wonderful staff”*

Remarks to consider were:

- *“If I had known I was going to have to wait an hour for the dye to take effect I would have brought a book to read! Very long hour!”*
- *“When staff are asked about eating / drinking in waiting area they should explain why food/drink is not allowed and not just say no”*
- *“Better liaising with other departments! I reached on time for injection, however I was delayed as I needed a blood test first so the delay increased by nearly 2 hours*
- *“A timer or clock in scanner would be useful. It was very difficult and painful to keep arms above head for 30 minutes”*

General notes:

- 66% of respondents noted that they were being treated for Oncology, followed by 8.4% for Respiratory, 7% for Haematology as well as 4.7% for Dermatology.
- 98.7% felt they were given enough information to find the PET Centre.
- 94.2% felt that the patient leaflet/information received was easy and clear to understand and 5.2% did not receive a leaflet.
- 94.8% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 82.1% were informed about the delay and it was about that long or shorter.
- 98.9% responded that they felt treated with dignity and respect at all times and the remaining 1.1% some of the time.
- 44.8% thought their fears and worries had been discussed with a member of staff while 53.1% felt they had no worries or fears and 2.2% felt that this had not been raised.
- 31.3% were offered refreshments after their scan and 7.1% were not while 1.5% were not sure or could not remember.

Notes:

- Overall performance of the PET team over the last quarter was excellent so the team should continue with the good work.
- The length of the appointment time is stated on the letter, however this has been fed back to staff to revisit when speaking with patients.
- We aim to explain the clinical reasoning for the strict fast period. This comment has been fed back to the staff.
- Given the duration of each PET appointment, if arrival time is delayed it can have a knock on affect to schedule appointment in PET.
- This comment has been fed back to staff.