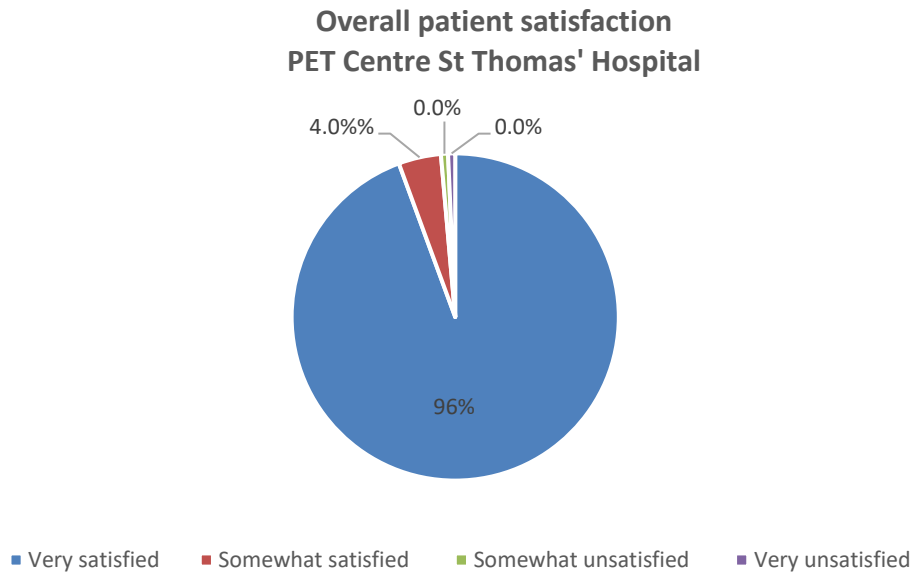


Q1 April 2020 – June 2020

Patient Feedback Survey results

Questionnaires completed at PET Centre St Thomas' Hospital: 29

Overall satisfaction: 100% of patients who completed the final question were satisfied.



Very satisfied 96.0%

Somewhat satisfied 4.0%

Somewhat unsatisfied 0.0%

Very unsatisfied 0.0%

Patient feedback included the following positive remarks:

- *Good communication. Covid prepared.*
- *Excellent service – all staff cheerful and helpful.*
- *Received letter and text message to confirm plus a reminder text.*
- *Telephone call day before was reassuring and informative. Welcome on the day was friendly. Kept updated through the process. Excellent care throughout*

Remarks to consider were:

- *This quarter there were no remarks to consider.*

PET Centre at St Thomas' Hospital general notes:

- 96% felt that the patient leaflet/information received was easy and clear to understand and 14% did not receive a leaflet.
- 62% of patients were seen early or on time for their appointment, 19% waited for 15 minutes, 8%, waited 15-30 minutes, 4% waited 30-60 minutes, 4% waited > 60 minutes and 4% did not know, could not remember
- 52% thought their fears and worries had been discussed with a member of staff while 48% felt they had no worries or fears.
- 85% were offered refreshments after their scan and 12% were not while 4% were not sure or could not remember.

Notes: Thank you for your feedback it is very helpful and much appreciated