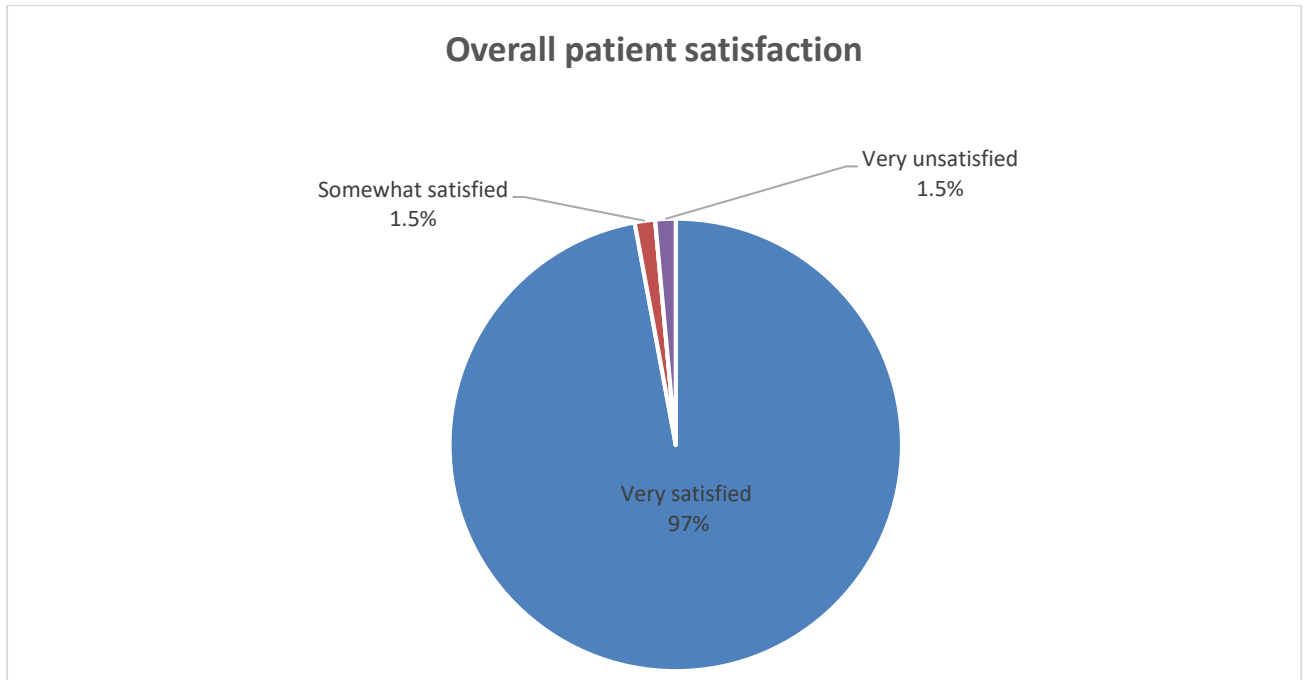


Q2 July – September 2018

Patient Feedback Survey main results

Questionnaires completed: 220

Overall satisfaction: 98.5% of patients who completed the final question were satisfied.



Very satisfied 97.1%

Somewhat satisfied 1.5%

Very unsatisfied 1.5%

Patient feedback included the following positive remarks:

- *“On every occasion I have been treated with professionalism and efficiency to feel relaxed.”*
- *“All staff are very helpful, informative, and polite. Brilliant time management. So appreciative of that!”*
- *“Facilities are immaculately clean. Staff are incredibly helpful and attentive making the experience enjoyable”*
- *“I felt very at ease when I started talking to the lovely lady at the reception. There was nothing I asked her she didn't know. I wish everybody had that attitude in NHS! Many thanks for everything that was done today.”*

Remarks to consider were:

- *“Would have liked information on transport being arranged”*
- *“Plan with letter was incorrect it wasn't clear which floor it was talking about and which entrance”*
- *“I was satisfied with the nurses I saw before my scan and the nurse who got me ready but the nurse who came in the room to release me at the end of the scan was not helpful at all. I have trouble getting up from these tables and she didn't seem to care. She needs people skills, I almost left in tears.”*
- *“It would be useful to mention the key points for the patient to note during the pre-scan telephone confirmation”*

General notes:

- 57.5% of respondents noted that they were being treated for Oncology, followed by 9.8% for Respiratory, 7.8% for Neurology as well as 5.9% for Haematology.
- 99.5% felt they were given enough information to find the PET Centre.
- 95.4% felt that the patient leaflet/information received was easy and clear to understand and 4.6% did not receive a leaflet.
- 96.4% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 73.9% were informed about the delay and it was about that long or shorter.
- 98.5% responded that they felt treated with dignity and respect at all times and the remaining 1.5% some of the time.
- 50.8% thought their fears and worries had been discussed with a member of staff while 47.8% felt they had no worries or fears and 1.5% felt that this had not been raised.
- 91.3% 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.
- We are happy to provide information on transport services, but are unable to book transport for patients. Patients need to be triaged for eligibility by the Transport Team.
- This has been checked and appears to have been a computer error/glitch.
- This information has been fed back to the imaging team.
- This comment has been fed back to staff and aim to cover the most relevant points which are crucial to the scan be performed.