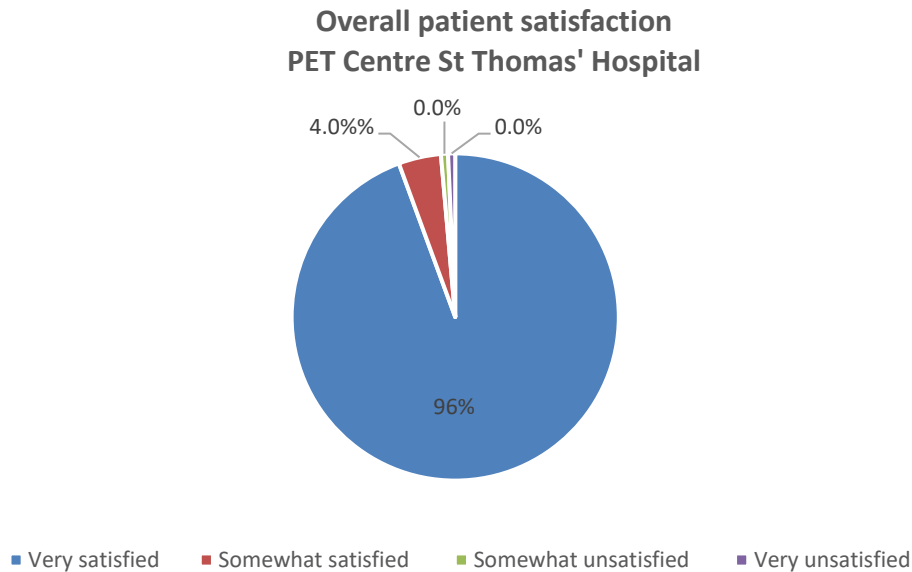


## Q3 October 2020 – December 2020

### Patient Feedback Survey results

Questionnaires completed at PET Centre St Thomas' Hospital: 58

**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:**

- *The staff and the caring way they treated me amazes me and delights me that they are all such lovely caring people. They are a credit to themselves and the hospital.*
- *All the staff in this department very caring and helpful every time I'm here. You are all wonderful and very professional.*
- *I felt that I had been treated with politeness, kindness, care and respect throughout. Almost painless cannulisation.*
- *Staff all friendly and knowledgeable. Area well controlled/feel safe regarding Covid 19*

**Remarks to consider were:**

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

**PET Centre at St Thomas' Hospital general notes:**

- 97% felt that the patient leaflet/information received was easy and clear to understand and 3% did not receive a leaflet.
- 33% of patients were seen early or on time for their appointment, 9% waited for 15 minutes, 3% waited 15-30 minutes, 5% waited > 60 minutes.
- 45% thought their fears and worries had been discussed with a member of staff, 53% felt they had no worries or fears, while 2% thought their fears and worries were not discussed.
- 89% were offered refreshments after their scan and 9% were not while 2% were not sure or could not remember.

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