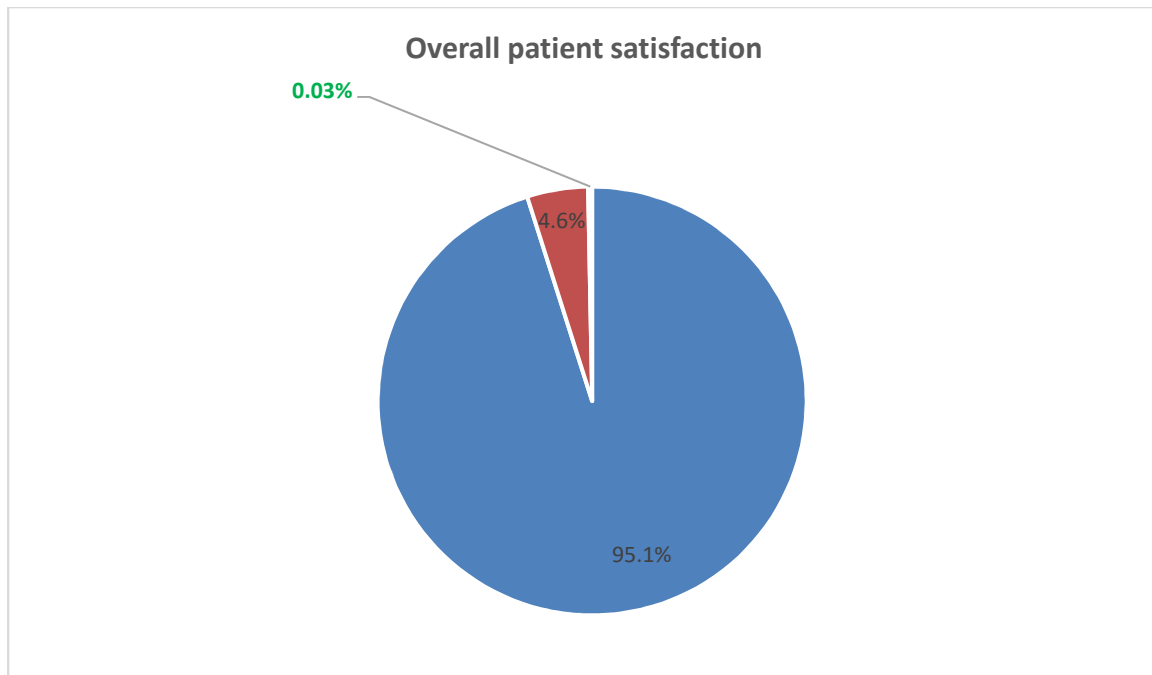


Q4 January – March 2018

Patient Feedback Survey main results

Questionnaires completed: 168

Overall satisfaction: 99.7% of patients who completed the final question were satisfied.



Very satisfied 95.1%

Somewhat satisfied 4.6%

Somewhat unsatisfied 0.03%

Patient feedback included the following positive remarks:

- *“Excellent service, fantastic care and staff”*
- *“Thank you to the PET scan department for getting me seen ASAP as depending on results, awaiting an operation”*
- *“The care by all the staff was exemplary, as were the facilities and environment. I cannot speak more highly of them. The village and associated lift system on the other hand is overly complex and unnecessary”*
- *“Everyone is very helpful, polite and friendly (always). Thank you everyone”*

- *“NHS is a first class service, it’s the staff that makes it great”*
- *“Very friendly, informative, professional staff. Very well run department, they made the experience very easy for me, much praise”*

Remarks to consider were:

- *“It was a very rushed experience, answering questions while cannula was inserted without having time to breathe”*
- *“A clear indication of the half-life of the compound would be useful, rather than a rough estimate”*
- *“Maybe put up a notice in the waiting area about the need to remove clothing with zips, nearly missed one!”*
- *“It would be good if written on the info letter that scan cannot be done if food is consumed after the stipulated time. Though it is written not to consume food, most people are unaware that if food is consumed, scan cannot be done”*
- *Close door whilst discussing history and patient details”*

General notes:

- 73% of respondents noted that they were being treated for Oncology, followed by 7.5% for Respiratory, 4.1% for Dermatology as well as 4.5% for Haematology.
- 98.6% felt they were given enough information to find the PET Centre.
- 90.9% felt that the patient leaflet/information received was easy and clear to understand and 9.1% did not receive a leaflet.
- 93% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 7.0% were informed about the delay and it was about that long or shorter.
- 98.7% responded that they felt treated with dignity and respect at all times and the remaining 1.3% some of the time.
- 43.6% thought their fears and worries had been discussed with a member of staff while 53.1% felt they had no worries or fears and 3.3% felt that this had not been raised.
- 85.1% were offered refreshments after their scan and 14.2% were not while 0.7% 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 comments have been fed back to the radiographers to make them aware.
- This information is included in the appointment letter; What to wear to your appointment. The imaging staff will also check that all zips, metal fasteners have been removed.
- This information is included in the appointment letter; Preparation for scan. Staff also revisit this when confirming appointments with patients verbally in the event that the appointment letter has not been received.
- This comment has been fed back to staff.