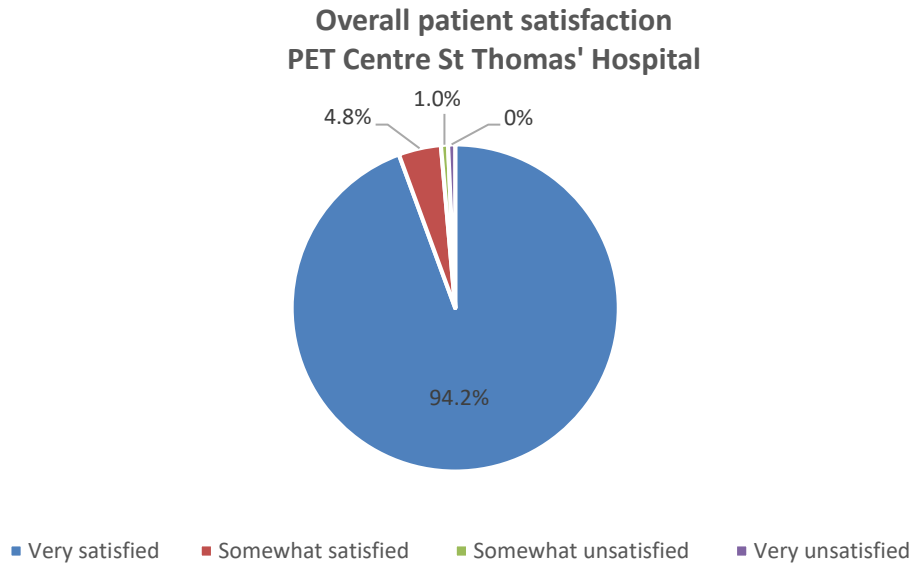


## Q4 January – March 2019

### Cross Site Patient Feedback Survey results

Questionnaires completed at PET Centre St Thomas' Hospital: 111

**Overall satisfaction:** 98.6% of patients who completed the final question were satisfied.



*Very satisfied 94.2%*

*Somewhat satisfied 4.8%*

*Somewhat unsatisfied 1.0%*

*Very unsatisfied 0%*

#### **Patient feedback included the following positive remarks:**

- *We were really looked after in the department. The administrator was extremely helpful and very kind. We really appreciated her help.*
- *Staff at reception and onwards were most helpful and friendly*
- *Staff all very pleasant and considerate. Good communication.*
- *Lovely service wonderful staff, clean, very civilised. Thank you!*

**Remarks to consider were:**

- *I would like to see a seat put into the toilet/changing area to make putting on of shoes etc. easier. The Utube? Nice touch! Thank you.*
- *Today or this am was very cold and everywhere in the clinic was also cold even in the waiting area. Then only a biscuit to help me warm up and 1 tea.*
- *It would be useful to know when the results would be available to my consultant.*
- *Whilst having the scan my left arm was in great pain due to being held over my head. I could have been advised of this and told what I could have done to minimise the pain and cope better.*

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

- 56.0% of respondents noted that they were being treated for Oncology, followed by 22% for Respiratory, 4.4% for Neurology as well as 6.6% for Haematology.
- 97.3% felt they were given enough information to find the PET Centre, 1.8% felt to some extent. 0.9% didn't know/couldn't remember.
- 95.5% felt that the patient leaflet/information received was easy and clear to understand, 3.6% to some extent and 0.9% did not receive a leaflet.
- 98.1% responded that they felt treated with dignity and respect at all times, 1.92% some of the time, 0% felt that they were not.
- 37.1% thought their fears and worries, had been discussed with a member of staff while 5.7% to some extent, 55.2% felt they had no worries or fears and 1.9% felt that this had not been raised.
- 94.2% were offered refreshments after their scan and 5.8% were not while 0% were not sure or could not remember.

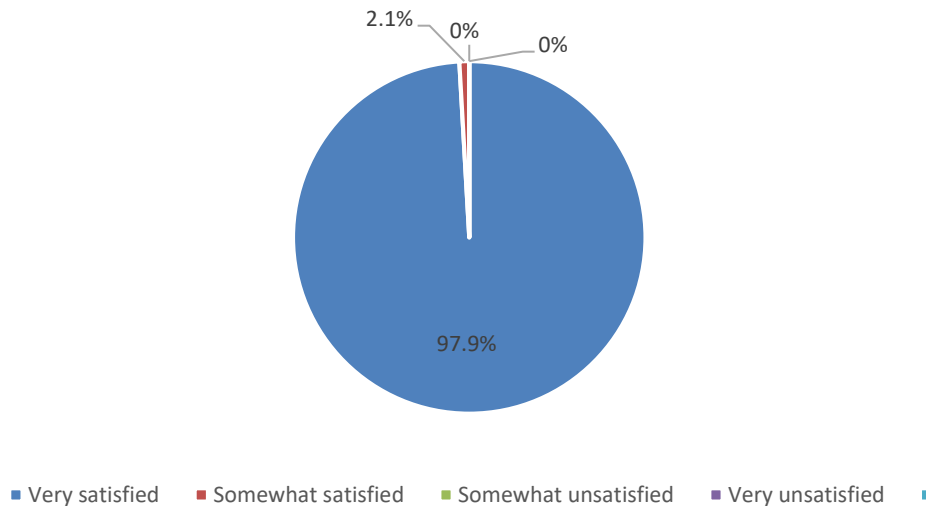
**Notes:**

- We will look into possibly placing a seat in the toilet, this may not be achievable due to space/safety restrictions.
- The department is fed by automated air conditioning. The scanning rooms do need to be cooler for the scanners to work at their optimum. There are no limitations on the hot drinks / biscuits offered.
- Results are normally available within 48 hours, this is stated on our information leaflet.
- This has been fed back to the imaging team.

## Questionnaires completed at Guy's Cancer Centre: 134

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

Overall patient satisfaction  
PET Suite - Guy's Cancer Centre



*Very satisfied 97.9%*

*Somewhat satisfied 2.1%*

*Somewhat unsatisfied 0.0%*

*Very unsatisfied 0.0%*

### **Patient feedback included the following positive remarks:**

- *Thanks! Great team!*
- *Thank you both very much for your care and patience overall and when trying to find a suitable vein. Keep up the good work.*
- *Super clean, efficient and staff very professional.*
- *Thanks for all your care. You really are an exceptional bunch of people doing a wonderful job!*

**Remarks to consider were:**

- *Appt. letter should say, "Press lift button on R". Also, as ground floor check in seems ineffective, say to bypass & take lift to Radiotherapy.*
- *Could inform patients what the scan does again and how it works as a reminder what they are looking see and when results will hopefully be produced.*
- *Slow down, explain how gown works as can feel vulnerable when undressed with a flapping gown! Explain process in detail. Very interesting.*

**PET Suite Guy's Cancer Centre general notes:**

- 71.6% of respondents noted that they were being treated for Oncology, followed by 4.5% for Respiratory, 4.5% for Neurology.
- 92.5% felt they were given enough information to find the PET Suite, 4.5% felt yes to some extent and 3.0% felt they were not.
- 94.5% felt that the patient leaflet/information received was easy and clear to understand. 0.8% did not and 3.8% did not receive a leaflet.
- 98.2% responded that they felt treated with dignity and respect at all times and the remaining 1.8% some of the time and 0% not.
- 73.2% thought their fears and worries had been discussed with a member of staff while 26.8% felt they had no worries or fears and 0% felt that this had not been raised.
- 73.1% were offered refreshments after their scan and 16.7% were not while 10.3% were not sure or could not remember.

**Notes:**

- We are currently in the process of updating the appointment letters for the Cancer Centre.
- This point has been fed back to the imaging staff, however the patient information leaflet briefly explains what PET-CT scan and our website <http://www.sthpetcentre.org.uk> has more detailed information. The reports are generally available within 48 hours, this is also stated in the patient information leaflet.
- This has been fed back to the imaging team.