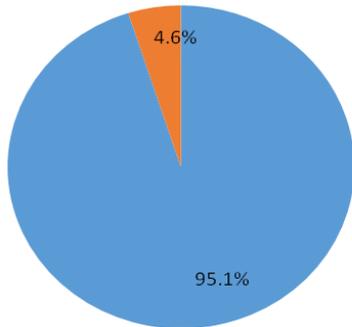


# January - March 2017 Patient Feedback Survey main results

Questionnaires completed: 405

Overall satisfaction: 99.7% as out of 372 who completed the final question 371 were satisfied.

## Overall patient satisfaction



*Very satisfied 95.1% (357)*

*Somewhat satisfied 4.6% (14)*

**Breakdown:** Very satisfied 357, somewhat satisfied 14, somewhat unsatisfied 1

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

*"Very pleased with the treatment I received"*

*"I have always found everyone to be and helpful here. And I am always imaged by Louis - incredible memory for faces!"*

*"I felt very safe."*

*"Very proficient and caring all the time. Thank you."*

*"Love the TV on the ceiling. Made a huge difference. Really relaxed me."*

*"Lovely experience many thanks. Arrived over an hour early as left plenty of time for traffic and parking, got seen early which was great."*

**Remarks to consider were:**

*"It would be helpful if patient is told time remaining during the scan or a clock timer. Total silence is off-putting."*

*"I would have liked to have some music playing while having my scan. "*

*"Choice of appointment time will be good for those who live outside London."*

*"I wasn't told how long it will take to get the results."*

*"Unclear what to wear for the scan."*

*"Just wondering why I was not offered a sandwich as it can be a long time to go hungry."*

**General notes:**

- 75.5% of respondents noted that they were being treated for Oncology, followed by 7.3% for Respiratory, 1.7% for Dermatology as well as 5.2% for Haematology.
- 99.5% felt they were given enough information to find the PET Centre.
- 88.4% felt that the patient leaflet/information received was easy and clear to understand and 6.8% did not receive a leaflet.
- 91.1% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 38% were informed about the delay and it was about that long or shorter.
- 98.2% responded that they felt treated with dignity and respect at all times and the remaining 1.6% some of the time.
- 39.7% thought their fears and worries had been discussed with a member of staff while 55.6% felt they had no worries or fears and 5% felt that this had not been raised.
- 76% were offered refreshments after their scan and 21.2% were not while 2.8% 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.
- Communication with the patients to make them feel included in the process should take place throughout the whole experience, for example informing the patient of the duration between injection and scan and how long the scan will take to relieve their anxiety.
- Sandwiches are provided for pre-identified diabetic patients. Tea, coffee and biscuits are provided for all.
- Availability of music for the scan duration on request, patients should be informed of this by the staff.
- Appointments are usually offered in line with treatment or medication cycles and we are guided by the referring clinicians. If the appointment given is not suitable, alternative times can be offered on request.