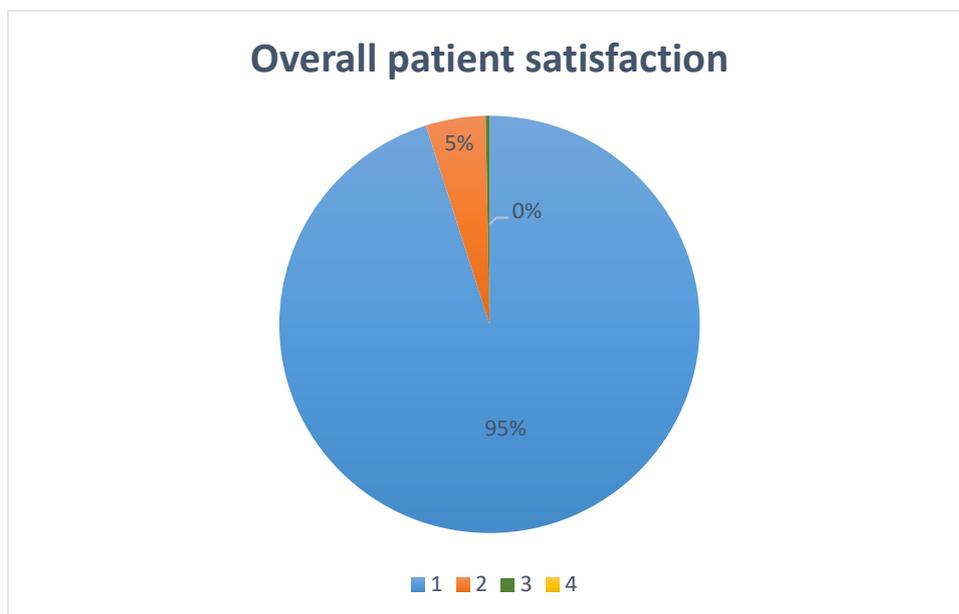


Q3 October – December 2016 Patient Feedback Survey main results

Questionnaires completed: 314

Overall satisfaction: 99.7% as 306 out of 314 who completed the final question were satisfied.



Very satisfied 95.1%

Somewhat satisfied 4.6%

Somewhat unsatisfied 0.3%

Very unsatisfied 0.0%

Breakdown: Very satisfied 292, somewhat satisfied 14, somewhat unsatisfied 1

Patient feedback included the following positive remarks:

“Scans are always daunting, but I have confidence in the staff and feel they are always friendly and professional”.

“All staff were excellent”

“My veins have collapsed after chemotherapy and are very difficult to locate. Mr. John is simply fantastic, very efficient and reassuring and always finds a vein”.

“I have attended the PET imaging centre around 5 times. In my opinion, it is a centre of excellence. I am always seen on time. The staff are universally kind + helpful. They answer any questions I have (as a non-scientist) with precision and so that I can understand the replies. I am fortunate to have a non-worrying temperament but I am sure those patients who do are put at ease. Thank you and keep up the good work”.

Remarks to consider were:

“During the scan, it would have been helpful to know when the pictures were being taken as it was uncomfortable to stay in one position for so long. A bit more interaction would have been good”.

“It was very cold in the waiting area and the scan room”.

“Something to read or look at during the long wait before the scan”

“Would have been good to know the time between the injection and the scan. Scan broke at St. Thomas so was transferred to Guys. Staff were excellent at handling the issue but equipment failure is a big issue for patients with gastro issues and need to fast. Staff throughout were first class. Waiting area at St. Thomas too small; had to sit on the floor for a while”.

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.
- 91.8% felt they were given enough information to find the PET Centre.
- 86% felt that the patient leaflet/information received was easy and clear to understand and 9% 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 50.1% 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.
- 39.1% 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 .07% 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 patient 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.
- There is an overflow seating area for patients/relatives which can be used at peak times.