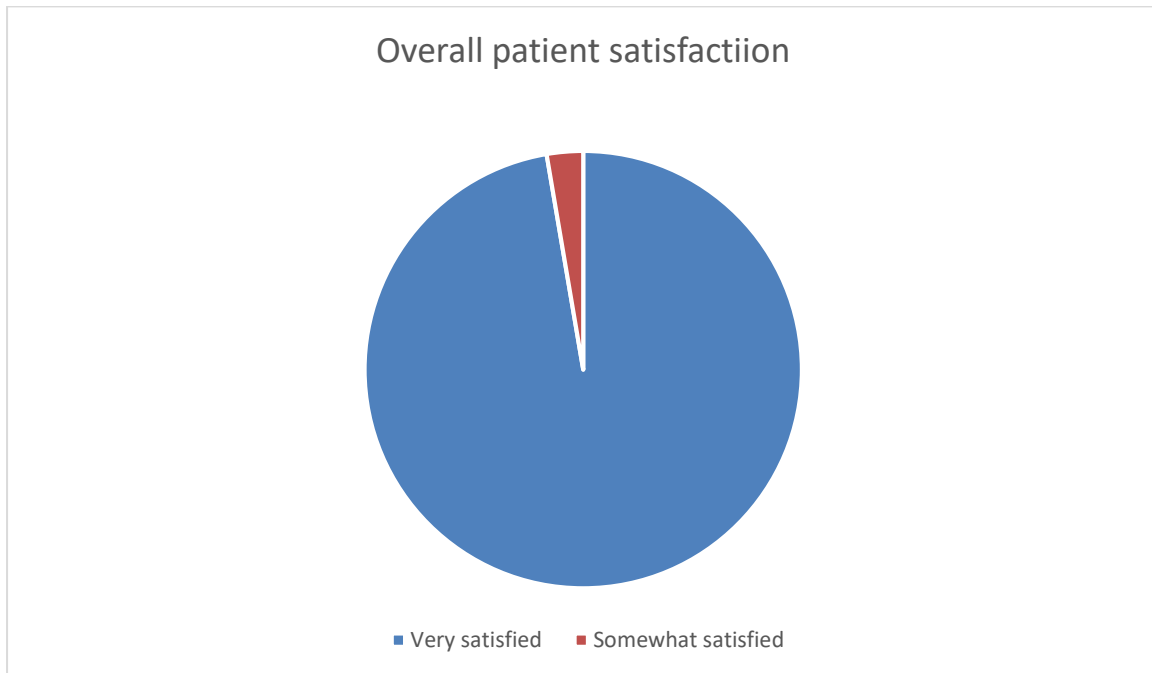


Q3 October - December 2017

Patient Feedback Survey main results

Questionnaires completed: 149

Overall satisfaction: 99.3% as out of 149 who completed the final question 145 were satisfied.



Very satisfied 97.3% (145)

Somewhat satisfied 2.7% (4)

Breakdown: Very satisfied 145, somewhat satisfied 4, somewhat unsatisfied 0

Patient feedback included the following positive remarks:

"The facilities at the Cancer Centre are excellent"

"They picked up on the fact that I was claustrophobic. They reassured me, showed me the scanner before my session, appreciated it".

"If all hospitals were this good"

"Had to rearrange my appointment but this was easily done. Staff were very kind, helpful and professional".

Remarks to consider were:

“Precise reason for requesting - more than diagnostic, but this would come from requesting doctor. Some detail about what exactly a PET scan is, what it reveals, how? I guess I can google that”

“I wasn’t warned about the needle insertion for the cannula with the normal “sharp scratch”

“Would like to have been told what happens now.... Do you contact me, does the doctor? Also in the changing area, I know that I am an elderly patient, like many of your patients, I am hard of hearing and could not really hear what was being asked of me through the speaker system. A human being would have been nice – otherwise a very good experience!

General notes:

- 64.6% of respondents noted that they were being treated for Oncology, followed by 5.3% for Respiratory, 2.2% for Dermatology as well as 3.9% for Haematology. 24% of respondents did not specify.
- 98.6% 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 4.1% did not receive a leaflet.
- 96.6% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 2.0% were informed about the delay and it was about that long or shorter.
- 100% responded that they felt treated with dignity and respect at all times and the remaining 1.6% some of the time.
- 35.2% thought their fears and worries had been discussed with a member of staff while 63.0% felt they had no worries or fears and 1.9% felt that this had not been raised.
- 73.5% were offered refreshments after their scan and 18.4% were not while 8.1% 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.
- We as a department undertake the scans on behalf of specialist referrers. The reason for the scan is normally explained at referral point. We are not able to offer any clinical reasoning for the scan nor the results to the patient, this is communicated back by the referrer’s team. We have a patient information screen in the waiting room and also the patient leaflet which explains the process of a PET-CT scan.
- 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 insertion of the cannula and what to expect so this does not cause any distress.
- The results are sent to the referring team (usually within 48 hours) and this is explained within “Your guide to having at PET-CT”.
The imaging staff communicate with injected patients through the intercom as to lessen their exposure to radioactivity.