

Exceeding Patient Expectations

InHealth Patient Survey



Patient perceptions of the way they are cared for by InHealth Core Business

Report for Quarter 1 2011
Prepared by HWA Consulting
for InHealth

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Introduction

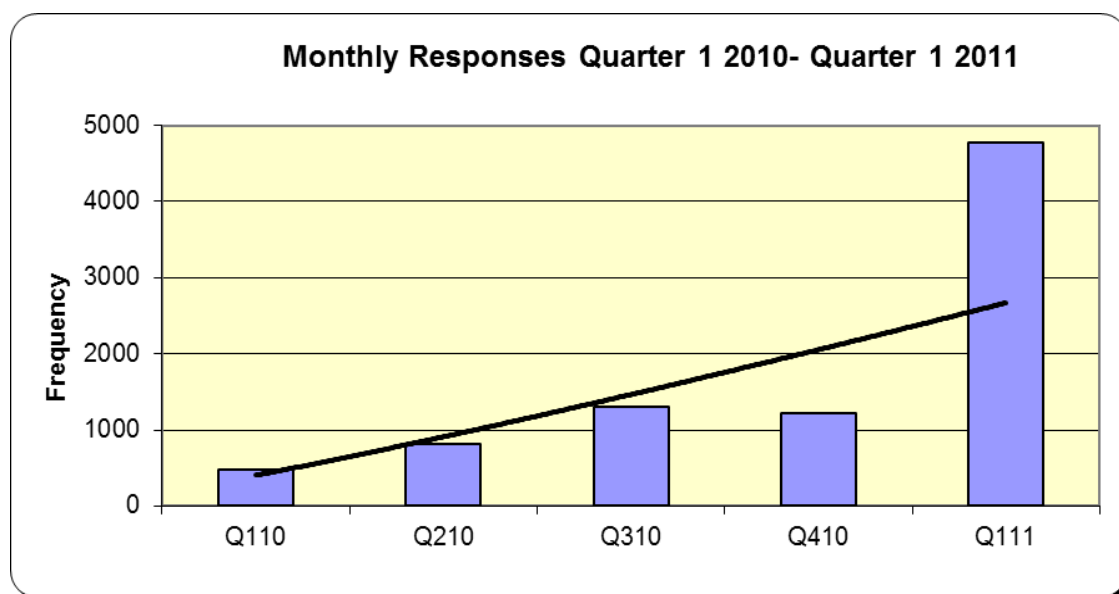
This report is issued quarterly and is based on the responses to patient questionnaires completed and returned during January, February and March. All responses received between January 1st and March 31st have been included.

Methodology

Questionnaires are held in stock at each unit and given to patients after their procedures have been completed. These questionnaires are completed and returned to an independent research agency using the FREEPOST address supplied. Received questionnaires are data captured and the resulting information is presented in this report. In most instances questionnaires are received within one week of the patient's appointment, so the results for a given quarter represent current patient opinion.

Overview of Quarter 1 results

1. Responses

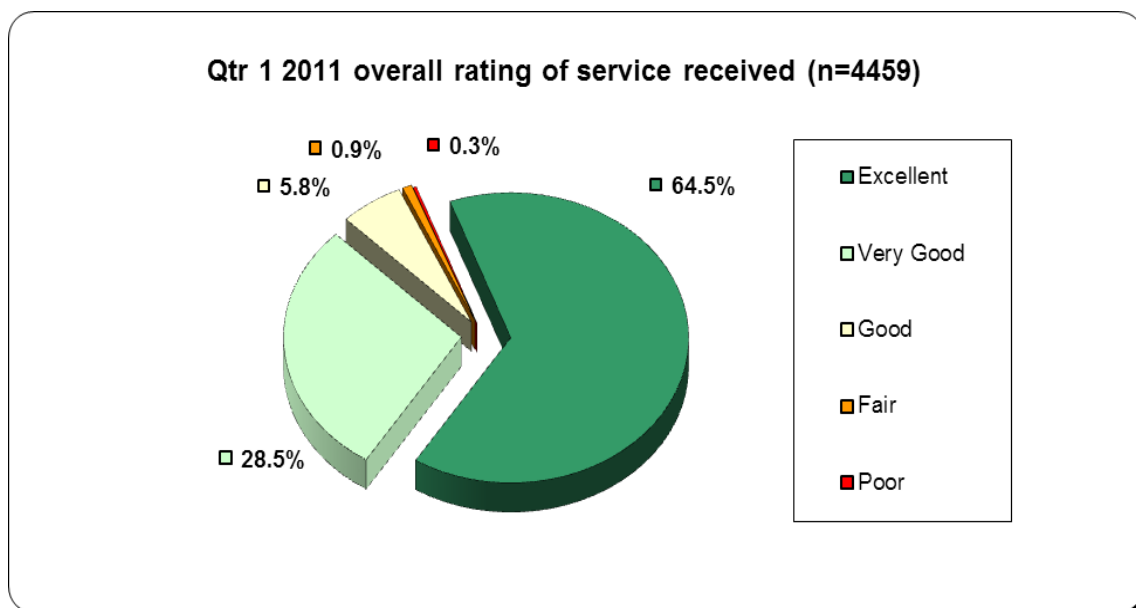


A fourfold increase in the number of responses since the previous quarter is testament to the focus being placed on patient satisfaction. The increased level of response gives much more confidence in the results, especially at unit level.

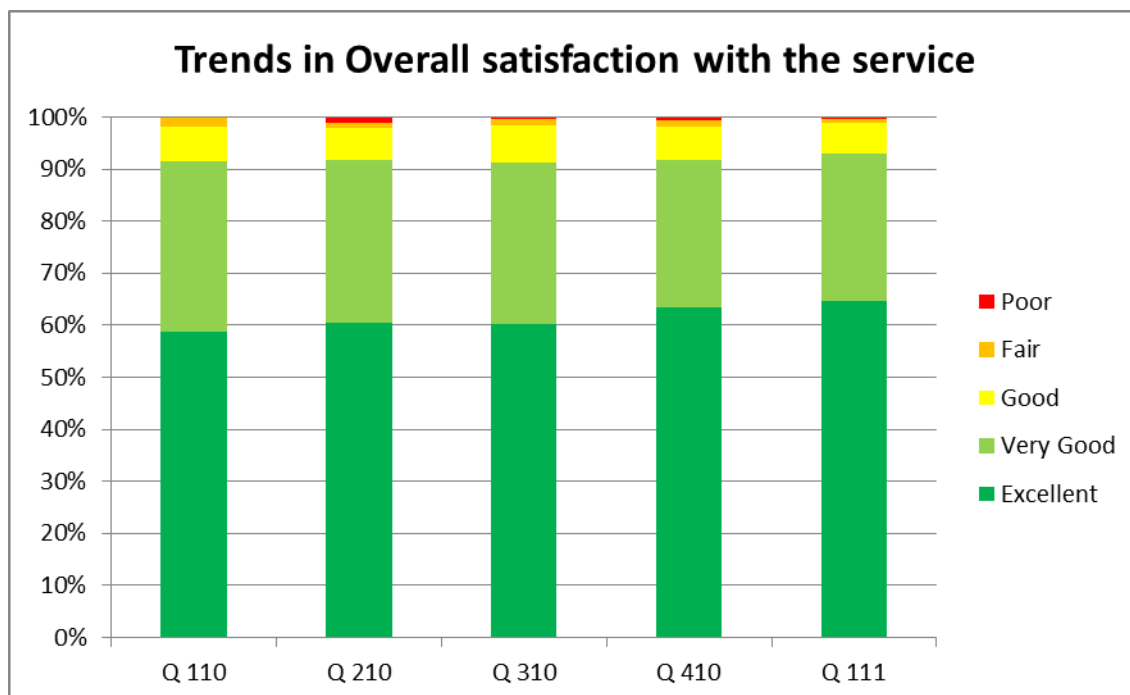
Overall there were 4,778 completed questionnaires received, which gives an overall accuracy to most questions of +/- 0.69%. This compares with the general confidence level of 1-5% - 2.0% in previous quarters.

Overview of results

2. Overall rating



The pie chart shows how the 'overall rating of service' question was answered in quarter 1 2011.



Overall levels of service have remained consistently high over the past year, with minimal variation. This quarter 93.0% of respondents rated the service as 'Very Good' or 'Excellent'. The proportion recording a 'Poor' experience is just 0.3%. Lower than the previous quarter despite the additional responses.

Overview of results

Patient Feedback results	Responses	Quarter 1 2011	
		Frequency	Percentage
			4778
Gender	Male	1776	40.5%
	Female	2608	59.5%
	<i>Total</i>	4384	100.0%
Age	Under 20	137	3.1%
	20 - 34	507	11.3%
	35 - 54	1544	34.6%
	55+	2279	51.0%
	<i>Total</i>	4467	100.0%
Treatment	MRI	3235	71.0%
	CT	90	2.0%
	PET/CT	54	1.2%
	Audiology	182	4.0%
	DXA	80	1.8%
	X-Ray	153	3.4%
	Breast Imaging	540	11.9%
	Echo	57	1.3%
	Cardiology	37	0.8%
	Ultrasound	34	0.7%
	ENT	54	1.2%
	Other	38	0.8%
	<i>Total</i>	4554	100.0%
Ease & efficiency of the appointment booking process	Excellent	3023	67.7%
	Very Good	1095	24.5%
	Good	272	6.1%
	Fair	35	0.8%
	Poor	39	0.9%
	<i>Total</i>	4464	100.0%
Knowledge and helpfulness of booking staff during the appointment booking process	Excellent	2729	64.2%
	Very Good	1095	25.8%
	Good	357	8.4%
	Fair	47	1.1%
	Poor	21	0.5%
	<i>Total</i>	4249	100.0%
Relevance and quality of patient information leaflet provided to your appointment	Excellent	2135	52.1%
	Very Good	1356	33.1%
	Good	434	10.6%
	Fair	101	2.5%
	Poor	71	1.7%
	<i>Total</i>	4097	100.0%
Did you have any concerns?	Yes	292	7.0%
	No	3908	93.0%
	<i>Total</i>	4200	100.0%
...Parking facilities	Excellent	1432	34.6%
	Very Good	1016	24.5%
	Good	846	20.4%
	Fair	506	12.2%
	Poor	342	8.3%
	<i>Total</i>	4142	100.0%
...Signage directing you to the centre	Excellent	1544	34.9%
	Very Good	1290	29.2%
	Good	959	21.7%
	Fair	416	9.4%
	Poor	214	4.8%
	<i>Total</i>	4423	100.0%

Overview of results

Patient Feedback results	Quarter 1 2011	
...External appearance of the centre	Excellent	1518 33.9%
	Very Good	1438 32.1%
	Good	1119 25.0%
	Fair	346 7.7%
	Poor	56 1.3%
	<i>Total</i>	<i>4477 100.0%</i>
...Décor and internal appearance of the centre	Excellent	1831 39.6%
	Very Good	1617 35.0%
	Good	932 20.2%
	Fair	210 4.5%
	Poor	33 0.7%
	<i>Total</i>	<i>4623 100.0%</i>
...Comfort and surroundings of the waiting room	Excellent	1803 39.4%
	Very Good	1583 34.6%
	Good	913 20.0%
	Fair	241 5.3%
	Poor	34 0.7%
	<i>Total</i>	<i>4574 100.0%</i>
...Facilities available (changing rooms, toilets etc)	Excellent	1667 38.2%
	Very Good	1488 34.1%
	Good	941 21.6%
	Fair	226 5.2%
	Poor	39 0.9%
	<i>Total</i>	<i>4361 100.0%</i>
...Overall cleanliness and tidiness of the centre	Excellent	2208 48.5%
	Very Good	1471 32.3%
	Good	756 16.6%
	Fair	97 2.1%
	Poor	20 0.4%
	<i>Total</i>	<i>4552 100.0%</i>
...Appearance of staff	Excellent	2933 63.3%
	Very Good	1298 28.0%
	Good	373 8.0%
	Fair	25 0.5%
	Poor	5 0.1%
	<i>Total</i>	<i>4634 100.0%</i>
...Ease of identification of staff	Excellent	2495 55.5%
	Very Good	1389 30.9%
	Good	495 11.0%
	Fair	91 2.0%
	Poor	23 0.5%
	<i>Total</i>	<i>4493 100.0%</i>
...Efficiency and courteousness of reception staff	Excellent	3084 66.9%
	Very Good	1129 24.5%
	Good	339 7.3%
	Fair	46 1.0%
	Poor	15 0.3%
	<i>Total</i>	<i>4613 100.0%</i>
...Efficiency and courteousness of imaging/medical staff	Excellent	3187 70.8%
	Very Good	1023 22.7%
	Good	254 5.6%
	Fair	26 0.6%
	Poor	9 0.2%
	<i>Total</i>	<i>4499 100.0%</i>
...Staff knowledge and information provided	Excellent	2092 61.7%
	Very Good	961 28.4%
	Good	286 8.4%
	Fair	40 1.2%
	Poor	10 0.3%
	<i>Total</i>	<i>3389 100.0%</i>

Overview of results

Patient Feedback results	Quarter 1 2011	
Did you feel the length of time you spent waiting for your test to be reasonable?	Yes	4368 96.3%
	No	169 3.7%
	<i>Total</i>	4537 100.0%
Did you feel at ease through your test?	Yes	4357 96.7%
	No	151 3.3%
	<i>Total</i>	4508 100.0%
Were your privacy and dignity needs met?	Yes	4319 98.6%
	No	60 1.4%
	<i>Total</i>	4379 100.0%
Were you told how you would find out about the results of your test?	Yes	3924 89.4%
	No	466 10.6%
	<i>Total</i>	4390 100.0%
Were you made to feel comfortable throughout the procedure by the imaging staff?	Yes	4470 99.3%
	No	32 0.7%
	<i>Total</i>	4502 100.0%
Please rate your overall satisfaction with the service	Excellent	2878 64.5%
	Very Good	1273 28.5%
	Good	258 5.8%
	Fair	38 0.9%
	<i>Total</i>	4459 100.0%

Trends and observations

The tables below show the results for the past year, including the same quarter last year for comparison. Trends or apparent anomalies are identified by a **BOLD RED** entry in the appropriate cell.

Part 1 - Demographics		Q110	Q210	Q310	Q410	Q111
	Responses	480	814	1302	1214	4778
Gender	Male	49.8%	43.3%	39.7%	44.1%	40.5%
	Female	50.2%	56.7%	60.3%	55.9%	59.5%
Age	Under 20	1.4%	1.1%	2.0%	1.6%	3.1%
	20 - 34	11.8%	14.7%	8.8%	9.8%	11.3%
	35 - 54	27.3%	31.9%	27.6%	32.2%	34.6%
	55+	59.5%	52.4%	61.6%	56.4%	51.0%
Treatment	MRI	63.8%	72.0%	61.9%	71.3%	71.0%
	DEXA	0.5%	0.8%	4.1%	2.8%	1.8%
	Cardiology	3.4%	3.5%	1.5%	2.0%	0.8%
	CT	1.4%	1.2%	1.8%	3.5%	2.0%
	X-Ray	2.8%	1.8%	5.6%	6.5%	3.4%
	Ultrasound	5.5%	3.4%	2.4%	3.0%	0.7%
	PET/CT	5.5%	3.7%	3.0%	1.9%	1.2%
	Breast Imaging	0.0%	0.0%	11.4%	0.6%	11.9%
	ENT	0.0%	0.0%	0.5%	1.6%	1.2%
	Audiology	1.6%	2.1%	0.8%	1.4%	4.0%
	Echo	14.4%	10.8%	5.2%	3.4%	1.3%
Other	1.1%	0.8%	1.9%	1.9%	0.8%	

Some percentages have been highlighted in RED. These indicate areas of greatest change and may indicate a trend or an anomaly in the figures.

Again we see some variations in treatment areas, in particular a significant increase from Breast Imaging sites which will be due in the most part to the additional effort placed this quarter on responses.

Overall satisfaction						
Modality	Excellent	Very Good	Good	Fair	Poor	Satisfied
CT (82)	62%	37%	1%	0%	0%	99%
X-ray (149)	80%	18%	2%	0%	0%	98%
DXA (78)	71%	23%	6%	0%	0%	94%
MRI (3025)	65%	28%	5%	1%	0%	94%
Survey Average (4274)	65%	29%	6%	1%	0%	93%
PET/CT (49)	59%	33%	8%	0%	0%	92%
Breast Imaging (520)	60%	32%	8%	1%	0%	91%
Echo (55)	64%	27%	7%	2%	0%	91%
Audiology (164)	64%	26%	5%	2%	2%	90%
Cardiology (37)	51%	38%	11%	0%	0%	89%
Other (35)	66%	23%	11%	0%	0%	89%
Ultrasound (32)	72%	16%	13%	0%	0%	88%
ENT (48)	75%	13%	10%	2%	0%	88%

It is interesting to note that there is a 10% difference in opinion (Satisfied) between the patient groups. As MRI has the largest proportion of the total it also has the greatest influence on overall satisfaction. The increase in Breast Imaging will have brought the total this quarter down by around 0.2%.

Trends and observations

Part 2 – Making the appointment		Q110	Q210	Q310	Q410	Q111
Ease & efficiency of the appointment booking process	Excellent	60.5%	59.9%	66.5%	64.5%	67.7%
	Very Good	32.4%	31.1%	26.6%	26.0%	24.5%
	Good	6.0%	7.7%	6.1%	8.1%	6.1%
	Fair	0.9%	1.2%	2.1%	1.7%	0.8%
	Poor	1.1%	1.3%	0.8%	1.4%	0.9%
Knowledge and helpfulness of booking staff during the appointment booking process	Excellent	59.1%	55.6%	62.9%	60.7%	64.2%
	Very Good	32.3%	33.7%	27.4%	27.6%	25.8%
	Good	7.4%	9.2%	7.4%	9.1%	8.4%
	Fair	0.2%	0.9%	1.8%	1.4%	1.1%
	Poor	1.0%	0.7%	0.5%	1.1%	0.5%
Relevance and quality of patient information leaflet provided to your appointment	Excellent	52.4%	50.9%	53.0%	50.6%	52.1%
	Very Good	33.4%	35.3%	33.2%	34.2%	33.1%
	Good	9.8%	10.0%	10.6%	12.0%	10.6%
	Fair	2.3%	2.0%	2.0%	1.3%	2.5%
	Poor	2.1%	1.8%	1.3%	1.9%	1.7%
Did you have any concerns?	Yes	8.2%	8.4%	8.1%	9.1%	7.0%
	No	91.8%	91.6%	91.9%	90.9%	93.0%

Some percentages have been highlighted in RED. These indicate areas of greatest change and may indicate a trend or an anomaly in the figures.

Consistently good results throughout the appointment making process. Dissatisfaction is at the lowest levels recorded.

Ease and efficiency of the appointment booking process						
Modality	Excellent	Very Good	Good	Fair	Poor	Sat
X-ray (131)	82%	17%	2%	0%	0%	98%
DXA (67)	67%	30%	3%	0%	0%	97%
Echo (52)	63%	33%	2%	0%	2%	96%
PET/CT (49)	71%	24%	4%	0%	0%	96%
Breast Imaging (473)	68%	25%	6%	0%	1%	93%
CT (85)	73%	20%	6%	1%	0%	93%
MRI (3102)	68%	25%	6%	1%	1%	93%
Survey Average (4289)	68%	25%	6%	1%	1%	92%
Ultrasound (30)	63%	27%	10%	0%	0%	90%
Other (35)	74%	14%	9%	0%	3%	89%
ENT (52)	60%	29%	10%	0%	2%	88%
Cardiology (35)	43%	43%	9%	6%	0%	86%
Audiology (178)	60%	24%	8%	3%	5%	84%

There are quite wide differences in the way different procedures handle the appointment booking process. Nevertheless, the overall results are excellent.

Trends and observations

Part 3 – On arrival		Q110	Q210	Q310	Q410	Q111
...Parking facilities	Excellent	36.1%	28.2%	37.5%	33.0%	34.6%
	Very Good	23.6%	31.5%	26.4%	24.4%	24.5%
	Good	21.2%	18.2%	18.0%	23.0%	20.4%
	Fair	9.7%	12.1%	10.5%	11.5%	12.2%
	Poor	9.4%	10.0%	7.6%	8.2%	8.3%
...Signage directing you to the centre	Excellent	36.5%	28.6%	35.2%	33.4%	34.9%
	Very Good	28.2%	33.5%	29.8%	28.7%	29.2%
	Good	22.3%	21.7%	21.2%	21.6%	21.7%
	Fair	9.1%	10.3%	8.9%	11.1%	9.4%
	Poor	3.9%	5.8%	5.0%	5.2%	4.8%
...External appearance of the centre	Excellent	34.1%	27.8%	33.1%	34.3%	33.9%
	Very Good	36.5%	33.7%	30.7%	33.8%	32.1%
	Good	23.5%	28.4%	24.1%	23.5%	25.0%
	Fair	4.8%	8.3%	9.9%	7.1%	7.7%
	Poor	1.2%	1.9%	2.2%	1.3%	1.3%
...Décor and internal appearance of the centre	Excellent	38.1%	29.8%	31.8%	39.4%	39.6%
	Very Good	34.9%	34.2%	32.9%	35.8%	35.0%
	Good	20.9%	25.1%	24.5%	18.8%	20.2%
	Fair	5.1%	9.7%	10.0%	5.7%	4.5%
	Poor	0.9%	1.3%	0.7%	0.3%	0.7%
...Comfort and surroundings of the waiting room	Excellent	35.3%	28.8%	32.2%	38.4%	39.4%
	Very Good	33.4%	33.1%	31.2%	34.4%	34.6%
	Good	21.6%	26.6%	24.9%	20.2%	20.0%
	Fair	7.7%	10.0%	10.0%	6.0%	5.3%
	Poor	2.1%	1.4%	1.7%	1.1%	0.7%
...Facilities available (changing rooms, toilets etc)	Excellent	38.8%	31.2%	32.3%	38.5%	38.2%
	Very Good	31.7%	33.2%	31.7%	34.8%	34.1%
	Good	22.2%	25.8%	25.5%	19.4%	21.6%
	Fair	4.9%	8.2%	8.7%	6.0%	5.2%
	Poor	2.4%	1.7%	1.9%	1.3%	0.9%
...Overall cleanliness and tidiness of the centre	Excellent	45.1%	39.8%	42.9%	48.1%	48.5%
	Very Good	36.0%	34.9%	33.6%	33.1%	32.3%
	Good	16.0%	21.4%	18.6%	15.9%	16.6%
	Fair	2.6%	3.6%	4.7%	2.4%	2.1%
	Poor	0.4%	0.4%	0.2%	0.5%	0.4%

Some percentages have been highlighted in RED. These indicate areas of greatest change and may indicate a trend or an anomaly in the figures.

Most elements of the arrival process remain highly regarded. Although there are significantly more 'good' ratings here this is to be expected when dealing with environmental issues. The décor and comfort ratings remain improved and the key opportunity for improvement is the perceived cleanliness and tidiness of the centres.

The overall dissatisfaction with cleanliness is less than 3%. However, the following units are recording over 10%:

BARNET, HINCKLEY, QUEENS MEDICAL CENTRE, ST ANNS, ST PETERS CHERTSEY, ST PETERS LEICESTER

Trends and observations

Part 4 – The staff		Q110	Q210	Q310	Q410	Q111
Were you made to feel comfortable throughout the procedure by the imaging staff?	Yes	98.8%	99.1%	99.0%	98.9%	99.3%
	No	1.2%	0.9%	1.0%	1.1%	0.7%
...Appearance of staff	Excellent	59.5%	64.1%	62.5%	61.4%	63.3%
	Very Good	31.2%	29.0%	29.2%	29.0%	28.0%
	Good	8.1%	6.1%	7.6%	9.0%	8.0%
	Fair	1.2%	0.4%	0.6%	0.5%	0.5%
	Poor	0.0%	0.4%	0.1%	0.1%	0.1%
...Ease of identification of staff	Excellent	47.3%	53.5%	54.5%	51.6%	55.5%
	Very Good	35.2%	33.6%	30.6%	31.8%	30.9%
	Good	12.4%	10.2%	11.1%	13.4%	11.0%
	Fair	4.0%	2.2%	3.1%	2.6%	2.0%
	Poor	1.2%	0.5%	0.7%	0.6%	0.5%
...Efficiency and courteousness of reception staff	Excellent	61.5%	65.0%	66.4%	63.5%	66.9%
	Very Good	30.4%	26.8%	24.3%	25.9%	24.5%
	Good	6.6%	6.6%	7.1%	8.6%	7.3%
	Fair	0.8%	1.2%	1.6%	1.7%	1.0%
	Poor	0.6%	0.4%	0.5%	0.3%	0.3%
...Efficiency and courteousness of imaging/medical staff	Excellent	69.9%	70.1%	71.2%	68.3%	70.8%
	Very Good	25.2%	24.0%	22.6%	24.1%	22.7%
	Good	4.1%	4.8%	4.9%	6.3%	5.6%
	Fair	0.4%	1.0%	0.9%	0.8%	0.6%
	Poor	0.4%	0.1%	0.3%	0.5%	0.2%
...Staff knowledge and information provided	Excellent	62.3%	59.4%	63.8%	57.2%	61.7%
	Very Good	27.8%	30.4%	25.0%	30.1%	28.4%
	Good	7.6%	7.9%	9.0%	10.9%	8.4%
	Fair	1.1%	1.2%	1.4%	1.0%	1.2%
	Poor	1.3%	1.1%	0.7%	0.8%	0.3%

Positive and consistently high results for patient opinions of staff, with averages of 90% satisfaction or more for most questions and virtually no dissatisfaction.

Trends and observations

Part 5 – The procedure & overall experience		Q110	Q210	Q310	Q410	Q111
Did you feel the length of time you spent waiting for your test to be reasonable?	Yes	96.5%	96.6%	96.6%	96.3%	96.3%
	No	3.5%	3.4%	3.4%	3.7%	3.7%
Did you feel at ease through your test?	Yes	97.2%	96.2%	96.9%	96.9%	96.7%
	No	2.8%	3.8%	3.1%	3.1%	3.3%
Were your privacy and dignity needs met?	Yes	98.1%	99.2%	99.1%	98.6%	98.6%
	No	1.9%	0.8%	0.9%	1.4%	1.4%
Were you told how you would find out about the results of your test?	Yes	87.0%	92.3%	86.3%	88.0%	99.3%
	No	13.0%	7.7%	13.7%	12.0%	0.7%
Please rate your overall satisfaction with the service	Excellent	58.7%	60.8%	60.2%	63.3%	64.5%
	Very Good	32.9%	31.1%	31.0%	28.4%	28.5%
	Good	6.5%	6.2%	7.1%	6.5%	5.8%
	Fair	1.9%	0.9%	1.4%	1.1%	0.9%
	Poor	0.0%	0.9%	0.3%	0.7%	0.3%

Some percentages have been highlighted in RED. These indicate areas of greatest change and may indicate a trend or an anomaly in the figures.

Excellent overall ratings testify that patients' expectations are invariably met. Despite the change in the mix of participating units patients' overall impressions have remained consistent.

Site Responses

The table below shows the responses by site in quarter 1 2011, the number of patients treated where known and the response rates. Individual site results are available for each site supplying 20 or more responses.

Static Units	Patients	Completed	Response Rate
Barnet	1850	214	11.6%
Central Middlesex	834	55	6.6%
Dewsbury	1302	102	7.8%
Eastbourne D G H	1257	4	0.3%
Frimley Park	2491	118	4.7%
Clare Park	1351	46	3.4%
Kingston	1760	466	26.5%
London Independent Hospital	486	7	1.4%
Longton Cottage	1819	97	5.3%
Mayday	2605	345	13.2%
InHealth Diagnostic Centre (MK IDC)	1361	155	11.4%
Milton Keynes	1692	276	16.3%
North Tyneside	1207	24	2.0%
Northwick Park	2274	84	3.7%
Nottingham MRI/ City	1575	441	28.0%
Sandwell	1750	326	18.6%
Nuffield Suffolk	635	95	15.0%
Sussex	2799		0.0%
Walsall Manor Hospital	1956	292	14.9%
Wansbeck	1189	52	4.4%
Cornwall House	1049	251	23.9%
Vincent	1029	15	1.5%
London Units	Patients	Completed	Response Rate
London Imaging Centre	1348	13	1.0%
Quantum	143		0.0%
London PET/CT	55	44	80.0%
Cardiac	Patients	Completed	Response Rate
St Peters	673	37	5.5%
Breast	Patients	Completed	Response Rate
Exeter Breast Screening	1201	61	5.1%
MA1	2775	274	9.9%
MA2	2525	212	8.4%
London Mobile Core	Patients	Completed	Response Rate
Queen Marys Roehampton	335	2	0.6%
Bishops wood	Unknown	5	
BMI Somerfield	Unknown	2	
St Georges	Unknown	47	
Other Mobile Core	Patients	Completed	Response Rate
Lister Hospital	75	0	
Berwick Infirmary (Northumbria)	Unknown	4	
Royal Preston Hospital	Unknown	7	
BMI Chiltern Hospital	Unknown	11	
BMI Ridgeway	Unknown	13	
Chesterfield Royal Hospital	450	24	5.3%
QMC (Queens Medical Centre) - Nottingham	1200	16	1.3%
Syston- Leicester	487	16	3.3%
PETCT	Patients	Completed	Response Rate
Nottingham PET/CT	491	20	4.1%
ENT	Patients	Completed	Response Rate
Adelaide Health Centre	unknown	78	
Royal South Hants Hospital	unknown	71	
Weston Lane	unknown	46	
AUDIOLOGY	Patients	Completed	Response Rate
Peterborough City Care Centre - Peteborough	unknown	22	
Derby Hearing Centre	unknown	23	
Swadlincote Health Centre - Derby	unknown	2	

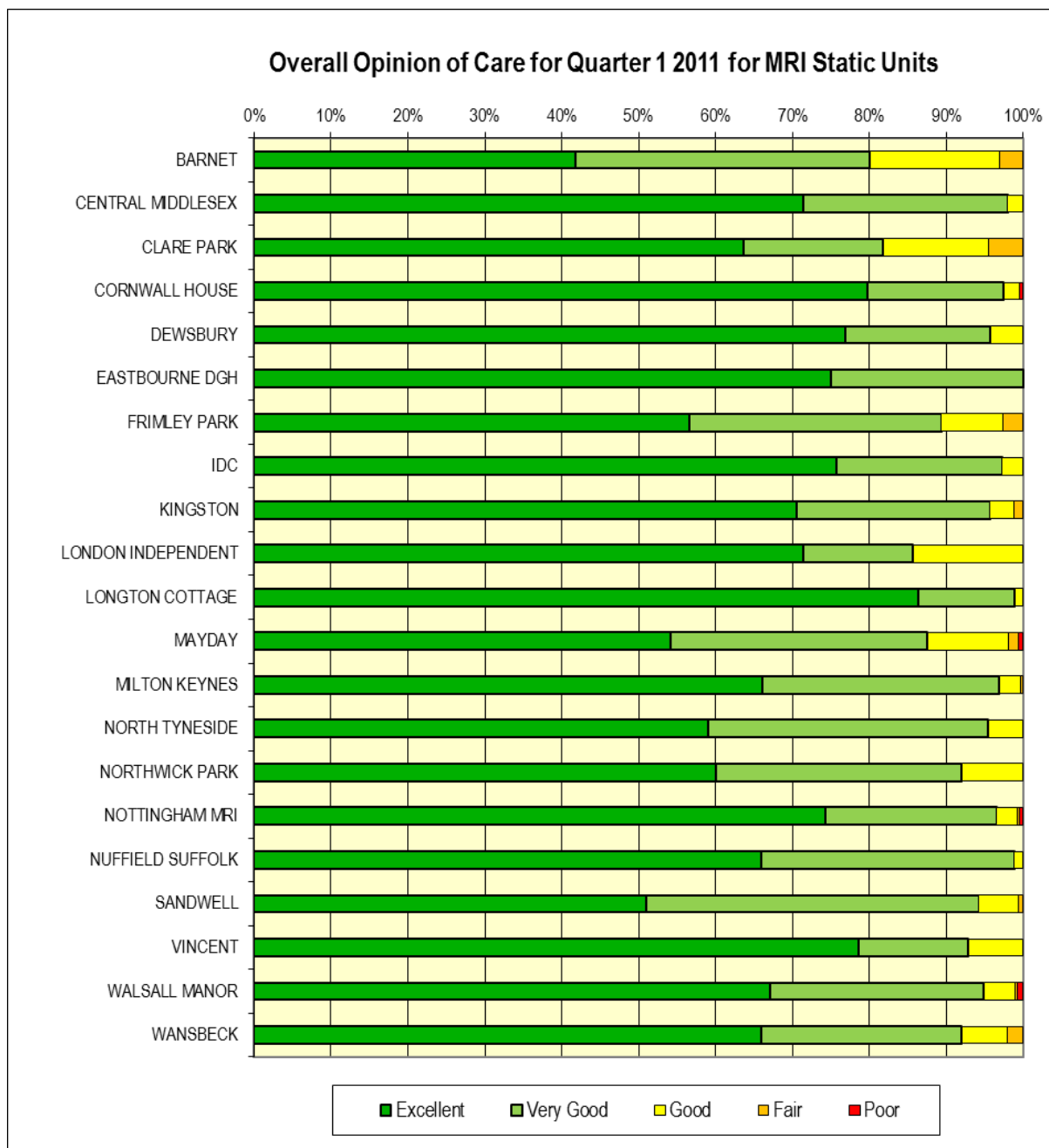
Site Responses Continued

XRAY	Patients	Completed	Response Rate
Dene Barton Community Unit	292	18	6.2%
Walkden Gateway	704	14	2.0%
BNP and Echocardiography	Patients	Completed	Response Rate
Coalville Community Hospital, Coalville	54	10	18.5%
Croft Medical, Oadby, Leicester	59	4	6.8%
Hinckley & District Hospital - Leicester (BNP/ECHO)	130	16	12.3%
Loughborough Community Hospital (BNP/ECHO)	92	5	5.4%
Fielding Palmer Hospital Lutterworth, Leicester	54	8	14.8%
Melton Mowbray Community Hospital	76	10	13.2%
Market Harborough Community Hospital	25	3	12.0%
St Peters Health Centre- Leicester (BNP/ECHO)	84	3	3.6%
Rutland Memorial Hospital - Oakham	52	0	0.0%
Braunstone Health & Social Care Centre, Braunstone, Leicester	21	0	0.0%
Unknown & Non Core Business Units	Patients	Completed	Response Rate
BASINGSTOKE	Unknown	1	
CROMWELL	Unknown	1	
HAYWARD	Unknown	1	
KENT OF CANTERBURY	Unknown	1	
ST ANNS	Unknown	11	
(Not answered)	Unknown	169	

Comparison between MRI Static Units – Quarter 1 2011

The graph below shows the results, by site, to the question: *'Please rate your overall satisfaction with the centre.'*

- All sites with 10 responses or more are included
- Sites with most responses are at top of graph
- Supporting data is shown overleaf

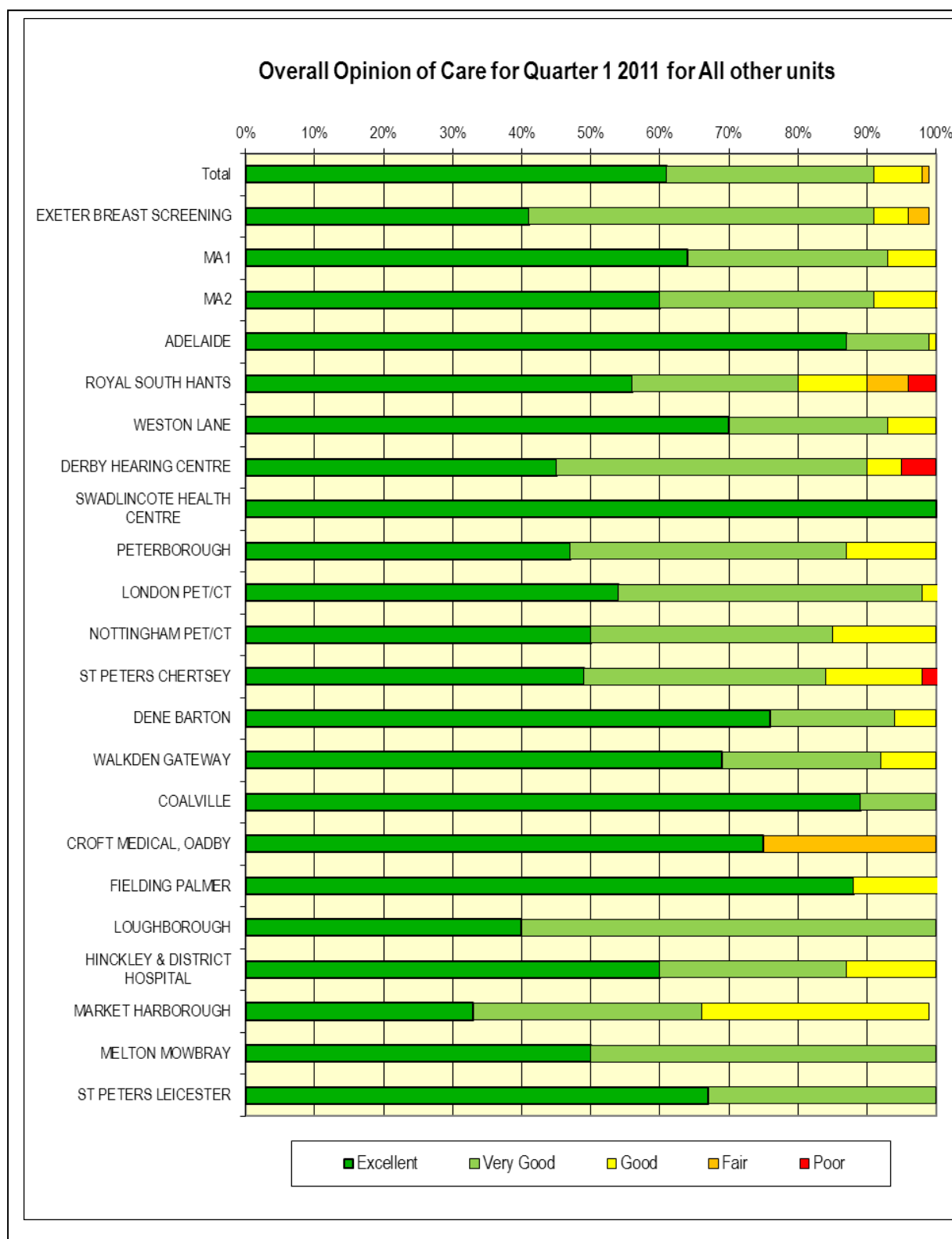


Comparison between MRI Static Units

How would you rate the overall quality of the Service?								
	Responses	Excellent	Very Good	Good	Fair	Poor	% Satisfied	% Dissatisfied
BARNET	196	42%	38%	17%	3%	0%	80%	3%
CENTRAL MIDDLESEX	49	71%	27%	2%	0%	0%	98%	0%
CLARE PARK	44	64%	18%	14%	5%	0%	82%	5%
CORNWALL HOUSE	237	80%	18%	2%	0%	0%	97%	0%
DEWSBURY	95	77%	19%	4%	0%	0%	96%	0%
EASTBOURNE DGH	4	75%	25%	0%	0%	0%	100%	0%
FRIMLEY PARK	113	57%	33%	8%	3%	0%	89%	3%
IDC	148	76%	22%	3%	0%	0%	97%	0%
KINGSTON	444	70%	25%	3%	1%	0%	96%	1%
LONDON INDEPENDENT	7	71%	14%	14%	0%	0%	86%	0%
LONGTON COTTAGE	95	86%	13%	1%	0%	0%	99%	0%
MAYDAY	314	54%	33%	11%	1%	1%	88%	2%
MILTON KEYNES	257	66%	31%	3%	0%	0%	97%	0%
NORTH TYNESIDE	22	59%	36%	5%	0%	0%	95%	0%
NORTHWICK PARK	75	60%	32%	8%	0%	0%	92%	0%
NOTTINGHAM MRI	409	74%	22%	3%	0%	0%	97%	1%
NUFFIELD SUFFOLK	85	66%	33%	1%	0%	0%	99%	0%
SANDWELL	296	51%	43%	5%	1%	0%	94%	1%
VINCENT	14	79%	14%	7%	0%	0%	93%	0%
WALSALL MANOR	273	67%	28%	4%	0%	1%	95%	1%
WANSBECK	50	66%	26%	6%	2%	0%	92%	2%

- % Satisfied is the sum of all Excellent and Very Good answers
- % Dissatisfied is the sum of all Fair and Poor answers

Comparison between all other units – Quarter 1 2011



Comparison between sites

How would you rate the overall quality of the Service?								
	Responses	Excellent	Very Good	Good	Fair	Poor	% Satisfied	% Dissatisfied
Total	1084	61%	30%	7%	1%	0%	91%	1%
EXETER BREAST SCREENING	58	41%	50%	5%	3%	0%	91%	3%
MA1	266	64%	29%	7%	0%	0%	92%	0%
MA2	203	60%	31%	9%	1%	0%	90%	1%
ADELAIDE	69	87%	12%	1%	0%	0%	99%	0%
ROYAL SOUTH HANTS	68	56%	24%	10%	6%	4%	79%	10%
WESTON LANE	44	70%	23%	7%	0%	0%	93%	0%
DERBY HEARING CENTRE	20	45%	45%	5%	0%	5%	90%	5%
SWADLINCOTE HEALTH CENTRE	2	100%	0%	0%	0%	0%	100%	0%
PETERBOROUGH	15	47%	40%	13%	0%	0%	87%	0%
LONDON PET/CT	39	54%	44%	3%	0%	0%	97%	0%
NOTTINGHAM PET/CT	20	50%	35%	15%	0%	0%	85%	0%
ST PETERS CHERTSEY	37	49%	35%	14%	0%	3%	84%	3%
DENE BARTON	17	76%	18%	6%	0%	0%	94%	0%
WALKDEN GATEWAY	13	69%	23%	8%	0%	0%	92%	0%
COALVILLE	9	89%	11%	0%	0%	0%	100%	0%
CROFT MEDICAL, OADBY	4	75%	0%	0%	25%	0%	75%	25%
FIELDING PALMER	8	88%	0%	13%	0%	0%	88%	0%
LOUGHBOROUGH	5	40%	60%	0%	0%	0%	100%	0%
HINCKLEY & DISTRICT HOSPITAL	15	60%	27%	13%	0%	0%	87%	0%
MARKET HARBOROUGH	3	33%	33%	33%	0%	0%	67%	0%
MELTON MOWBRAY	10	50%	50%	0%	0%	0%	100%	0%
ST PETERS LEICESTER	3	67%	33%	0%	0%	0%	100%	0%
SYSTON	15	67%	27%	7%	0%	0%	93%	0%
LONDON IMAGING CENTRE	12	67%	8%	25%	0%	0%	75%	0%
LONDON - BISHOPS WOOD	5	20%	80%	0%	0%	0%	100%	0%
LONDON - BMI SOMERFIELD	2	100%	0%	0%	0%	0%	100%	0%
LONDON - ST ANNS	11	45%	36%	18%	0%	0%	82%	0%
LONDON - ST GEORGES	44	64%	34%	2%	0%	0%	98%	0%
LONDON - QUEEN MARYS ROEHAMPTON	2	100%	0%	0%	0%	0%	100%	0%
BERWICK INFIRMARY	4	75%	25%	0%	0%	0%	100%	0%
BMI CHILTERN	6	17%	83%	0%	0%	0%	100%	0%
BMI RIDGEWAY	11	55%	36%	9%	0%	0%	91%	0%
CHESTERFIELD ROYAL	12	75%	25%	0%	0%	0%	100%	0%
QUEENS MEDICAL CENTRE	24	46%	42%	13%	0%	0%	88%	0%
ROYAL PRESTON	4	50%	50%	0%	0%	0%	100%	0%

Responses is number of people who answered the overall quality of service question and excludes 'not answered'

- % Satisfied is the sum of all Excellent and Very Good answers
- % Dissatisfied is the sum of all Fair and Poor answers

Appointment Booking – Did you have any concerns?

The list of comments which follows is shown in alphabetical site order for easy reference.

Unit	Did you have any concerns? (If so, please detail)
ADELAIDE	FOLLOW UP APPOINTMENT VERY POOR; SUGGESTED I GO BACK TO GP, CONSULTANT SAID I COULD MAKE DIRECT CONTACT
ADELAIDE	MAP TO FIND WHERE TO GO
ADELAIDE	NO TAXI CALLS AT HILLBROOK STN!
ADELAIDE	TO MANY APPOINTMENTS RESCHEDULED
ADELAIDE	TO MANY PATIENTS SNEEZING WITHOUT HANKIES
ADELAIDE	UNABLE TO GET EMERGENCY APPOINTMENT
ADELAIDE	WE DIDN'T ACTUALLY HAVE AN APPOINTMENT BUT HEARING AID NEEDED ADJUSTING SO JUST POPPED IN AN OFF CHANCE AND SAW STRAIGHT AWAY.
BARNET	ABOUT METAL WORKS IN MY FRACTURES AND WIRE ON STERNAM PAST HEART SURGERY
BARNET	CLAUSTROPHOBIA
BARNET	DIFFICULTY IN GETTING INFO ABOUT JOURNEY FROM HARROW
BARNET	I DID NOT CALL IN TIME TO CONFIRM AND WAS WORRIED THEY WOULD CANCEL THE APPOINTMENT
BARNET	I WAS VERY CONCERNED ABOUT NOISE LEVEL BUT WAS VERY PLEASANTLY SURPRISED THAT IT WAS NOT NEARLY AS NOISEY OR UNPLEASANT AS I HAD IMAGINED
BARNET	IT WAS MY FIRST TIME I WAS UNAWARE OF PROCEEDURE, SIDE AFFECTS ETC, MAYBE MORE INFORMATION WOULD BE HELPFUL
BARNET	JUST THE UNKNOWN BUT STAFF BRILLIANT
BARNET	MY CONSULTANT REQUESTED A COPY THEY WERE HAPPY TO SORT THIS TO SPEED UP MY OTHER TRIGGER PRINTING
BARNET	NEEDLE PHOBIC
BARNET	NO LETTER OF APPOINTMENT OR PHONE CALL. NO INFORMATION
BARNET	PARKING EXPENSIVE
BARNET	SOME CONFUSION RE APPOINTMENT AT FIRST IE WHETHER I WAS TO HAVE A MR1.
BARNET	THAT I HAD PHONED TO CONFIRM APPOINTMENT TOO EARLY (BEFORE 48 HOURS)
BARNET	WAITING ROOM COLD
BARNET	WAITING TIME FOR APPOINTMENT
BMI RIDGEWAY	FEAR OF THE UNKNOWN!
BMI RIDGEWAY	TIME IT WILL TAKE FOR RESULTS TO RETURN.
CENTRAL MIDDLESEX	HOW LONG IT WOULD TAKE AND WHEN WILL I RECEIVE THE RESULTS
CENTRAL MIDDLESEX	I'M CLAUSTROPHOBIC AND WAS VERY SCARED OF GOING INTO THE MRI
CENTRAL MIDDLESEX	WAS TOLD LETTER OF CONFIRMATION WOULD BE RECEIVED BUT WASN'T
CENTRAL MIDDLESEX	WOULD HAVE BEEN GOOD TO KNOW THERE ARE LOCKABLE CABNETS FOR PERSONAL BELONGINGS. I DID NOT BRING MY PHONE OR CREDIT CARDS BECAUSE OR WHAT WAS IN THE INFORMATION
CLARE PARK	BEING CLAUSTROPHOBIC, HAVING TO GO INTO THE MACHINE.
CLARE PARK	I REALISED AFTER SCAN THAT I SHOULDNT HAVE REMOVED MY WEDDING RING THAT WAS NOT REQUESTED
CLARE PARK	LOCATION OF SCAN IN CLARE PARK NOT CONVENIENT FOR DISABLED PERSON
CLARE PARK	NO MENTION OF A LOCKER TO PUT PERSONAL BELONGINGS IN BUT A QUICK PHONE CALL PUT MY MIND AT REST
CLARE PARK	RATHER SHORT NOTICE OF APPT. RECEIVED LETTER ON 11TH FEB BUT DIDNT MATTER IN MY CASE
CLARE PARK	WOULD HAVE BEEN NICE TO HAVE MUSIC WHILE HAVING THE SCAN
CORNWALL HOUSE	CALUSTROPHOBIA OK
CORNWALL HOUSE	CONCERNED ABOUT PANIC ATTACKS
CORNWALL HOUSE	DID NOT RECEIVE INFORMATION ON SCAN - NHS REFERRAL

CORNWALL HOUSE	DONT LIKE CONFINED SPACES
CORNWALL HOUSE	HAD V.BAD EXPERIENCE WITH MRI SCANS AT NUFFIELD HOSPITAL. I HAVE CLAUSTROPHOBIA
CORNWALL HOUSE	JUST ABOUT THE PROCEDURE BUT MY HUSBAND WAS ALLOWED WITH ME
CORNWALL HOUSE	MAJOR CONCERNS BEING CLAUSTROPHOBIC ALLOWED ME A PRE-VISIT TO VIEW EQUIPMENT VERY HELPFUL
CORNWALL HOUSE	NEED TO TAKE DIAZE PAM
CORNWALL HOUSE	NERVOUSE OF HAVING THE MRI DONE, BUT A NURSE COME AND SPOKE TO ME ABOUT THE PROCEDURE, SO THAT CALMED ME DOWN
CORNWALL HOUSE	NO ADDRESS OR POSTCODE WAS PROVIDED TO ASSIST IN LOCATING THE CENTRE
CORNWALL HOUSE	NO INFORMATION GIVEN OTHER THAN DATE/TIME OF SCAN BOOKED THROUGH PREMEX
CORNWALL HOUSE	NO LEAFLET PROVIDED DUE TO SPEED OF GETTING APPOINTMENT
CORNWALL HOUSE	SCAN MADE VIA HOSPITAL/BY FAX
CORNWALL HOUSE	SLIGHTLY NERVOUS OF MRI SCAN
CORNWALL HOUSE	SPACE CONSTRICTIONS OF MACHINE, BUT WAS PUT AT EASE OVER THE PHONE
CORNWALL HOUSE	WONDERED HOW I WOULD MANAGE SO I EXPERIENCED PANI ATTACKS BUT I WAS FINE
CROFT	NEVER RECEIVED CONFIRMATION IN THE POST, I HAD TO RING MY GP.
DERBY HEARING CENTRE	DIRECTIONS TO CENTRE BUILDING MARKED IN WRONG PLACE
DERBY HEARING CENTRE	FINDING THE CLINIC INITIALLY, WESTFIELD CENTRE CONFUSING PLACE
DERBY HEARING CENTRE	HAD A COLD. RANG 08456026918 UNABLE TO SPEAK TO ANYONE LEFT MESSAGE AND NUMBERS. CALL NOT RETURNED
DERBY HEARING CENTRE	I COULD NOT CONTACT DERBY CENTRE TO ARRANGE AN APPOINTMENT WAS TOLD IT WAS A WALK IN CENTRE BUT WHEN I WALKED IN IT WAS NOT THE CASE. I TRAVELLED SOME 10 MILES TO BE TOLD THE ONLY TIME WAS AFTER 4PM!
DERBY HEARING CENTRE	STAFF AT CALL CENTRE - USELESS! NO HELP WHATSOEVER - DIDNT APPEAR TO HAVE ANY IDEA
DERBY HEARING CENTRE	WALKED IN: WOULD I BE SEEN YES!!
DEWSBURY	FANTASTIC SERVICE FROM START TO FINISH
DEWSBURY	HAD IT PREVIOUS NIGHT SO WAS VERY ANXIOUS, RADIOGRAPHER VERY SUPPORTIVE AND UNDERSTANDING.
DEWSBURY	THE NEW 'SILENT' EARPHONES MAY BE OF BENEFIT TO SOME PATIENTS
EXETER BREAST SCREENING	EXCELLENT. AS A TEACHER I WANTED AN APPOINTMENT DURING HOILDAY. THIS WAS DONE
EXETER BREAST SCREENING	I'M NOT CONVINCED THAT THE NATURE OF THE TEST CAN'T CAUSE DAMAGE TO THE BREAST LONG TERM. AT ONE POINT IT WAS QUITE PAINFUL
FRIMLEY PARK	CLAUSTROPHOBIA
FRIMLEY PARK	HOW LONG IT TAKES
FRIMLEY PARK	I WAS NOT PROVIDED WITH ANY INFORMATION REGARDING THE PROCEDURE PRIOR TO MY APPOINTMENT
FRIMLEY PARK	JUST HOW I WOULD COPE WITH THE MRI FOR HEALTH REASONS THE STAFF ALL VERY REASONING I.E. HELPED ME MANNAGE I.E COPE
FRIMLEY PARK	NO INFO GIVEN BEFOREHAND ON POSSIBILITY OF CLAUSTROPHOBIA. I WOULD HAVE ASKED TO BE BLINDFOLDED
FRIMLEY PARK	YES QUITE A LONG WALK TO GET TO OUTSIDE FOR MRI
IDC	FEAR OF NEEDLES - EXCELLENTLY HANDLED BY STAFF
IDC	I FELT CLAUSTROPHOBIC AT THE THOUGHT OF GOING INTO THE SCANNER
IDC	I WAS AMAZED HOW QUICKLY I GOT THE APPOINTMENT, MY DOCTOR HAD SAID TWO OR THREE MONTHS ONLY TOOK TWO WEEKS
IDC	TRIED TO CHARGE ME MORE THAN WAS QUOTED OVER THE PHONE WHEN BOOKING WAS MADE
IDC	WHEN I LATER PHONED ALL MY CONCERNS WERE DEALT WITH TOTALLY
KINGSTON	ABILITY TO REMAIN CALM IN THE ENCLOSED SPACE.
KINGSTON	STAFF WERE EXCELLENT
KINGSTON	BECAUSE OF MY SONS AGE WASN'T SURE HOW HE COULD COPE
KINGSTON	CLAUSTROPHOBIA
KINGSTON	DIDN'T RECEIVE MAP WHICH WAS PROMISED.

KINGSTON	DR REQUESTED APPT ON 28TH FEB, HAD TO CHASE AFTER 2 WEEKS AS NOT HEAD APPT VERBALLY CONFIRMED ON 11TH MARCH. LETTER RECEIVED.
KINGSTON	FELT CLAUSTROPHOBIC WHILST ENTERING THE SCAN MACHINE
KINGSTON	HAVING AN INJECTION GOING IN A TUNNEL
KINGSTON	HOW MEDICAL TEAM WOULD COPE WITH THE MATAL IMPLANT IN MY WRIST. ALL WAS OK.
KINGSTON	I CAN GET QUITE STRESSED AND CLAUSTROPHOBIC, I WAS VERY CONCERNED BUT THE STAFF WERE BOTH EXCELLENT
KINGSTON	I DIDNT KNOW THE PROCEDURE WOULD BE SO CLAUSTROPHOBIC. THE DOCTOR SHOULD EXPLAIN BEFOREHAND
KINGSTON	I HAD TO DISCUSS PREVIOUS OPERATIONS - FOR SAFETY REASONS
KINGSTON	I WAS OFFERED 1 APPT THAT I COULD NOT MAKE, TELEPHONED TO REARRANGE BUT WAS TOLD I HAVE NO CHOICE IN TIME OF APPT, I AS SENT, I WOULD BE DISCHARGED
KINGSTON	I WAS WORRIED ABOUT THE RISKS WHICH WE WERE TOLD EXISTED BUT NOT TOLD WHAT THEY WERE
KINGSTON	I WORRIED THAT I WOULD BE SICK
KINGSTON	IF I WOULD BE IN ANY DISCOMFORT/PAIN.
KINGSTON	JUST SCARED - STAFF EXCELLENT TO REASSURANCE
KINGSTON	MRI DURING PREGNANCY
KINGSTON	MY BACK CAUSES ME PAIN AND ITS DIFFICULT TO STAY STILL
KINGSTON	NO - 'CARING AWARDS' MUST GO TO THE ANGIE AND FRANCES FOR TLC BEYOND THE CALL OF DUTY
KINGSTON	NOISE DURING SCAN
KINGSTON	NORMAL ANXIETY OF A NEW EXPERIENCE
KINGSTON	NOT SURE IF THE SCAN WILL ACTUALLY SHOW ANYTHING TO HELP MY DOCTOR MAKE ACCURATE JUDGEMENT
KINGSTON	PREP FOR SCAN
KINGSTON	QUERIES ABOUT THE SAFETY QUESTIONNAIRE DEALT WITH VERY WELL BY UNIT STAFF (ANGIE)
KINGSTON	SLIGHT CONCERN RE: THE NOISE LEVELS WHILST HAVING THE MRI SCAN.
KINGSTON	SLIGHT FEAR OF CLOSED IN HOSPITAL TO TAKE 2AMG DINZPAN
KINGSTON	S-RAY ON EYES (DOUBT ON METAL IN EYES)
KINGSTON	STAFF DEALT WITH THEM IN A REASSURING WAY.
KINGSTON	THE DOCTOR INFORMED ME I WOULD BE SENT THE DETAILS OF MY SCAN BEFORE I SAW HIM AT THE LAST APPOINTMENT, BUT I DIDN'T RECEIVE A DATE AND THE PORTER HAD TO REQUEST ANOTHER DATE.
KINGSTON	THE SYSTEM OF ALLOCATING TIMES WITHOUT DISCUSSION IS RIDICULOUS. IT SHOULD BE POSSIBLE TO MAKE A BOOKING BY PHONE AND THEN A CONFIRMATION TO BE SENT OUT
KINGSTON	VERY NERVOUS I AM QUITE A LARGE LADY AND WORRIED ABOUT THE SIZE OF THE MACHINE
LONDON IMAGING CENTRE	I WAS A BIT NERVOUS OF BEING CLAUSTROPHOBIC- BUT IT WAS FINE.
LONDON INDEPENDENT	APPOINTMENT DETAILS NOT FILED PROPERLY- HOWEVER WAS SEEN IN GOOD TIME.
MA1	HAD TO CHANGE APPOINTMENT DAY, BUT NO PROBLEM TO CHANGE.
MA1	HOLE ON LEFT BREAST
MA1	HOW MUCH WOULD IT HURT!
MA1	I HAD A FALL AND WAS BRUISED ON THE RIGHT BREAST AND SIDE OF CHEST, BUT I TOLD THE STAFF.
MA1	LOCATION - PARKING RESTRICTIONS
MA2	A LITTLE REGARDING MY FRECKLES AND EXPOSURE TO XRAY INCREASING MY SKIN CANCER RISK
MA2	DISCOMFORT LT BREAST
MA2	HAD NO PADDLE TO VAN, WATER HALF WAY UP LEGS.
MA2	I RANG TO CHANGE ORIGINAL APPOINTMENT AS I WAS ON HOILDAY - WHEN I ARRIVED THERE WAS NO RECORDED OF MY RE-ARRANGED APPOINTMENT. IT HAS BEEN ARRONEOUSLY BOOKED FOR WEEK BEFORE - WHEN I WAS AWAY!!
MA2	LACK OF CONVENIENT APPOINTMENT TIMES AND INABILITY TO BOOK A MONTH IN ADVANCE

MA2	NO INFORMATION LEAFLET SENT, ONLY LETTER WITH APPT DATE.
MA2	POOR HEALTH, UNSTEADY CLIMBING STAIRS.
MA2	SMALL RED SPOT ON ONE BREAST AND INTENSITY OF PRESSURE USED TO DO PROCEDURE
MA2	THEY DIDN'T ASK ME ABOUT FAMILY HISTORY
MA2	WASN'T CLEAR THAT THERE WAS A DOOR TO IMAGING ROOM - I WONDERED OUT HOPELESS INTO RECEPTION AREA FROM CHANGING ROOM
MAYDAY	A BIT PANICKY AS IM SLIGHTLY CLAUSTRAPHOBIC
MAYDAY	ABOUT THE PREMIER TELEPHONE NUMBER, IS NOT APPROPRIATE AND IT IS EXPLOITATIVE
MAYDAY	ANXIETY ABOUT THE PROCESS OF SCANNING.
MAYDAY	APPREHENSIVE AS I HAD NOT HAD A SCAN BEFORE STAFF PUT ME AT EASE
MAYDAY	CLAUSTRAPHOBIA - BUT WONDERFUL STAFF SUPPORT
MAYDAY	EXPLANATION ISSUES
MAYDAY	HOW SCAN WOULD AFFECT ME WITH PANIC ATTACK
MAYDAY	I AM CLAUSTRAPHOBIC SO WAS EXTREMELY ANXIOUS AND FRIGHTENED AT HAVING THE SCAN DONE.
MAYDAY	I THINK IT WOULD BE HELPFUL TO KNOW IN ADVANCE WHETHER THE PATIENT CAN EAT OR DRINK PRIOR TO HAVING THE SCAN
MAYDAY	IF THE METAL/MAGNET IS DANGEROUS TO ME OR MY WELL BEING
MAYDAY	METAL IN EYE - ORBIS
MAYDAY	NOT CLEAR WHETHER PAYMENT REQUIRED ON DAY OF TEST
MAYDAY	PERSONAL ANXIETIES (NOT ABOUT STAFF) ONLY OF INTENDED PROCEDURE!
MAYDAY	POSSIBLE OBJECTS IN MY EYES DUE TO PREVIOUS EMPLOYMENT IN STEEL/METAL WORKS
MAYDAY	REFERRAL FROM DR WAS FORGOTTEN / MISSED UNTIL I ASKED WHEN APPT WOULD BE. AFTER 5 WEEKS.
MAYDAY	THE FOAM SUPPORT UNDER THE KNEES MADE LYING DOWN VERY UNCOMFORTABLE!
MAYDAY	TRIED AND FAILED TO HAVE CONVENTIONAL MRI AT KINGSTON DUE TO PANIC ATTACK
MAYDAY	WHAT TO WEAR/NOT TO WEAR DURING PROCEDURE
MAYDAY	WHETHER I WOULD NEED ANY INJECTION - UNDERSTANDING SIGNIFICANT DELAYS - REASSURANCE REGARDING PROCESS ETC
MAYDAY	WOULD HAVE LIKED IT SOONER BECAUSE OF PAIN, THERE IS A WAITING LIST
MILTON KEYNES	BEING A LARGE LADY.
MILTON KEYNES	BUT HAVE HAD ONE ANOTHER TIME.
MILTON KEYNES	CLAUSTRAPHOBIC- BUT VERY KIND AND REASSURING- SAID HUSBAND COULD COME.
MILTON KEYNES	CONCERNS OF RESTRICTION ONCE SCAN IS RUNNING
MILTON KEYNES	CONFINED SPACES- I WAS PUT AT EASE.
MILTON KEYNES	DIDN'T RECEIVE PATIENT INFO LEAFLET.
MILTON KEYNES	FEAR OF UNKNOWN! NO PATIENT INFO LEAFLET GIVEN- SO UNSURE WHAT TO EXPECT UNTIL IT HAPPENED.
MILTON KEYNES	FILLINGS IN MY TEETH.
MILTON KEYNES	I JUST FELT VERY NERVOUS, I HAD BEEN UNABLE TO HAVE THE TEST PREVIOUSLY THROUGH NERVES
MILTON KEYNES	IT WAS AN EMERGENCY APP SO WAS ALL PUT THROUGH V.FAST AND EFFICIENTLY, THROUGH PHONE CALLS.
MILTON KEYNES	JUST WORRIED ABOUT BEING IN AN ENCLOSED AREA.
MILTON KEYNES	UNCERTANTY OVER SPECIFIC FOLLOW UP PROCEDURES
MILTON KEYNES	VOMITING PHOBIA
NORTHWICK PARK	ALERGIES WERE NOT DISCUSSED
NORTHWICK PARK	WAS ANXIOUS ABOUT METAL ROD FIXED ON MY SPINE
NOTTINGHAM MRI	ALL CORRESPONDENCE RECIEVED HAD MY DETAILS AS 8.30 24211 WHEN IT WAS ACTUALLY 0800 25211
NOTTINGHAM MRI	ALL STAFF VERY HELPFUL!
NOTTINGHAM MRI	ANXIOUS BUT STAFF PUT ME AT EASE
NOTTINGHAM MRI	APPREHENSION ABOUT WHAT IS GOING TO HAPPEN
NOTTINGHAM MRI	CLAUSTRAPHOBIC - CONCERNED WITH ENTERING MRI

NOTTINGHAM MRI	CONCERNED ABOUT BEING SHUT IN BUT STAFF LOVELY AND IT WASNT A PROBLEM
NOTTINGHAM MRI	CONFIRMED THAT CONTRAST MEDIUM
NOTTINGHAM MRI	DIDN'T WANT TO BE LEFT ALONE EVEN THOUGH I KNEW I WOULDN'T BE. NURSE WAS VERY REASSURING.
NOTTINGHAM MRI	FIRST TIME HAVING MRI SO DID NOT KNOW WHAT IT WAS LIKE
NOTTINGHAM MRI	HAD CONCERNS LEAVING CONFIRMATION OF APPOINTMENT AN ANSWER MACHINE
NOTTINGHAM MRI	I AM CLAUSTROPHOBIC BUT STAFF AT HOSPITAL WERE HELPFUL.
NOTTINGHAM MRI	I SUFFER FROM PANIC ATTACKS WORRIES OVER HEALTH
NOTTINGHAM MRI	I WOULD FORGET TO TAKE EARINGS OUT! WHEN I WOULD SEE DR AS APPOINTMENT ISN'T TILL JULY
NOTTINGHAM MRI	I WOULD HAVE LIKED AN EARLIER APPOINTMENT AS I HAVE A BRAIN TUMOUR. TIME IS OF THE ESSENCE
NOTTINGHAM MRI	LACK OF PROFESSIONALISM OF THE STAFF
NOTTINGHAM MRI	MAYBE A DETAILED MAP WOULD BE USEFUL.
NOTTINGHAM MRI	NOT NEED TO HAVE CONTRAST DYE BUT REFUSED ANYWAY ON MY FORM - NOT ENOUGH INFO ON ITS SIDE EFFECTS ETC
NOTTINGHAM MRI	PATIENTS BREATHING PRODS AND CONFUSION (DEMENTIA)
NOTTINGHAM MRI	PRIOR INJECTION
NOTTINGHAM MRI	RESULTS FOLLOW UP APPOINTMENT
NOTTINGHAM MRI	THE NOISE
NOTTINGHAM MRI	THERE WAS NO REFERENCE OF THE NEED FOR ME TO BRING SOMEONE WITH ME AND NOT BEING ABLE TO DRIVE AFTER THE SCAN
NOTTINGHAM MRI	WHAT SCAN INVOLVED
NOTTINGHAM MRI	WOULD HAVE LIKED SPECIFIC INFO FOR MY PARTICULAR MRI SCAN (HEART)
NOTTINGHAM PET/CT	FEELING CLAUSTROPHOBIC
NUFFIELD SUFFOLK	CLAUSTROPHOBIA
NUFFIELD SUFFOLK	INITIALLY NERVOUS OF CONFINED SPACE
NUFFIELD SUFFOLK	JUST APPREHENSIVE ABOUT HAVING MRI!
QUEENS MEDICAL CENTRE	FIRST TOLD I WOULD NEED A MRI SCAN NOV, FINALLY RECEIVED 18TH MARCH.
QUEENS MEDICAL CENTRE	NO INFORMATION PRIOR TO SCAN.
QUEENS MEDICAL CENTRE	THE EFFECT OF THE METAL IN MY SPINE REACTING TO THE MRI SCAN CONCERN EASE.
ROYAL PRESTON	I DIDN'T HAVE ANY INFORMATION AS IT ALL HAPPENED SO QUICKLY
ROYAL SOUTH HANTS	A SERVICE FOR DEAF PEOPLE SHOULD NOT RELY ON TELEPHONE BOOKING
ROYAL SOUTH HANTS	ALTHOUGH THE ASSISTANT ON THE PHONE WAS VERY POLITE AND FRIENDLY I DIDN'T RECEIVE MY INFORMATION UNTIL THE MORNING OF MY APPOINTMENT I HAD ALREADY LEFT FOR WORK
ROYAL SOUTH HANTS	BEING A LOCAL PATIENT (TO RSH) WHY DO I HAVE TO PHONE A CENTRE IN ANOTHER COUNTY
ROYAL SOUTH HANTS	CONFUSING - BEING REFERRED FROM THE FORMER AUDIOLOGY DEPARTMENTS TO THE NEAR SYSTEM
ROYAL SOUTH HANTS	DIDN'T RECEIVE ONE. COMPLETE MUDDLE WITH REGARD TO MY APPOINTMENTS AND WHAT THEY WERE FOR!
ROYAL SOUTH HANTS	I HAD NO APPOINTMENT LETTER TO CONFIRM BOOKING
ROYAL SOUTH HANTS	I WAS CONCERNED THAT MY HEARING LOSS WAS NOT ENOUGH TO WALL OUT THE COST TO THE NHS OF PROVIDING ME WITH A HEARING AID
ROYAL SOUTH HANTS	LOST AID!
ROYAL SOUTH HANTS	ON RINGING 0845 NUMBER COULD NOT UNDERSTAND ANY OF CONVERSATION I HAD TO GUESS WHAT MAN WAS SAYING
ROYAL SOUTH HANTS	RECEPTION FROM HIGH WYCOMBE VERY POOR INDEED, HAD TO REPEAT NAME AND LOCATION MANY TIMES
ROYAL SOUTH HANTS	THE ENTRANCE DETAILED ON THE INFORMATION LEAFLET WAS CLOSED (IT WAS SATURDAY)

ROYAL SOUTH HANTS	THE PERSON ON THE END OF THE DID NOT HAVE ANY KNOWLEDGE OF SOUTHAMPTON VERY VERY POOR SERVICE
ROYAL SOUTH HANTS	WAITING 3 DAYS FOR A VITAL HEARING AID REPAIR. NOT ABLE TO ASK A QUESTION RE THE AID
SANDWELL	APPOINTMENT BOOKED BY PRIMARY CARE/ COMMUNITY ORTHOPAEDIC
SANDWELL	BEING CLAUSTROPHOBIC
SANDWELL	BUT INFURATION LEAFLETS TO SMALL TO READ FROM ANY DISTANCE SIZE OF TEST NEEDS TO BE 50% BIGGER
SANDWELL	CLAUSTROPHOBIA THAT I WOULD NOT FIT IN SCANNER BEING SLIGHTLY BIG.
SANDWELL	CONFINED SPACE, LENGTH OF TIME.
SANDWELL	DRESSING GOWN DIFFICULT TO TIE
SANDWELL	GOT MY DAD IN VERY QUICK. CANCELATION APPOINTMENT
SANDWELL	HAD A BAD EXPERIENCE BEFORE.
SANDWELL	HOW LONG DO THE RESULTS TAKE
SANDWELL	SUFFER FROM CLAUSTROPHOBIA AND GETTING LOCKED IN
SANDWELL	VERY GOOD APPOINTMENT PROCESS, GET APPOINTMENT QUICK
SANDWELL	VERY GOOD BOOKING PROCESS.
SANDWELL	VERY NERVOUS, STAFF EXCELLENT
SANDWELL	WHAT EXACTLY A MRI IS!
SANDWELL	WOULD LIKE TO KNOW HOW LONG YOU WOULD BE IN MRI WITH YOUR PROBLEM
ST ANNS	CLAUSTROPHOBIC, SO PICTURE SCANNING MACHINE WOULD HAVE HELPED ME
ST GEORGES	IF I WOULD NEED AN INJECTION.
ST GEORGES	REFERRAL LETTER DATE 9/12/2010 WAS LOST GP SUCESSFULLY CHASED APPT AFTER THE PHONE CALLS AND EMAILS
ST PETERS CHERTSEY	A 6 WEEK APPOINTMENT CHANGED THE WEEK BEFORE WAS NOT HELPFUL
WALKDEN GATEWAY	NO INFORMATION LEAFLET GIVEN BY GP SERVICE.
WALSALL MANOR	DUE TO MY CONDITION AND FREQUENT NEED FOR THE TOILET ALTERED MY MEDICATION FOR THE COLONOSCOPY TO TAKE PLACE TOMORROW
WALSALL MANOR	HAD AN MRI SCAN 5YEARS AGO AND WAS VERY CLAUSTROPHOBIC BUT THIS SCAN WAS MORE COMFORTABLE AND UP TO DATE
WALSALL MANOR	PARKING
WALSALL MANOR	PREVIOUS SHOULDER SURGERY IMPLICATIONS.
WALSALL MANOR	TIME SPENT IS SMALL SPACE
WANSBECK	LACK OF PRIVACY WHEN TALKING TO RECEPTIONIST AND COULD HEAR HER ON PHONE TALKING TO OTHER PATIENTS
WANSBECK	LENGTH OF THE BETWEEN REFERRAL AND ACTUAL APPOINTMENT
WANSBECK	NO INFO SENT ABOUT BRINGING BLOOD SAMPLES. DELAYED TO SCAN!
WESTON LANE	NO SATISFACTION ON HEARING AIDS BUT WAS RECTIFIED ON MY VISIT
WESTON LANE	TOO MUCH POSTAL INFORMATION
WESTON LANE	VERY HELPFUL EXCELLENT SERVICE

The Procedure – Were your privacy & dignity needs met?

The list of comments which follows is shown in alphabetical site order for easy reference.

Unit	Were your privacy & dignity needs met? (If not, please detail)
ADELAIDE	APPOINTMENT WAS BROUGHT FORWARD TO ENABLE AN AUDIOGRAM TO BE DONE STAFF WERE UNAWARE OF THIS
ADELAIDE	NOT TOLD OF RUNNING 0.5 HR LATE
ADELAIDE	WAITED 20 MINS TO BE SEEN AND WAS VERY PAINFUL
ADELAIDE	WE WERE SEEN WITHIN 10 MINUTES, DESPITE NOT HAVING AN APPOINTMENT.
BARNET	EXCELLENT RADIOLOGIST. WAS PATIENT WITH ME THROUGHOUT THE SCAN
BARNET	I FOUND GOWNS AWFUL
BARNET	I HAD TO CHANGE OUT OF MY CLOTHES INTO A HOSPITAL GOWN AND LEFT TO WAIT OUTSIDE
BARNET	INFORMATIVE, CALM, PATIENT, GOOD EXPLANATIONS
BARNET	NO TIES ON GOWN
BARNET	WAITED OVER AN HOUR FOR THE SCAN. NO ONE BOTHERED TO COME OUT AND NOTIFY THAT WERE RUNNING BEHIND. HAD TO ASK
CENTRAL MIDDLESEX	BECAUSE OF BEING CLAUSTROPHOBIC I DIDN'T FEEL AT EASE BUT THE STAFF WERE FANTASTIC
CLARE PARK	NO ROOM FOR PRIVACY. HAD TO ANSWER HEALTH PROBLEMS IN FRONT OF THIRD PARTY.
CLARE PARK	THE WAITING ROOM WAS A PORTABLE WITH ONLY 2 CHAIRS AND NO TOILET
COALVILLE	THE COUCH WAS VERY SHINY AND COVERED WITH PAPER WHICH SLIPPED DOWN, I WAS VERY UNCOMFORTABLE AND FELT I DARE NOT MOVE FOR FEAR OF SLIDING DOWN THE COUCH.
CORNWALL HOUSE	DIDNT FEEL COMFORTABLE INSIDE MACHINE!
CORNWALL HOUSE	PAIN FROM EXISTING INJURY INCREASED CONSIDERABLY DURING TEST
DENE BARTON	THREW IN WHEELCHAIR
DERBY HEARING CENTRE	TOLD IN LETTER TO ARRIVE 15 MINS PRIOR TO APPT TIME NO REASON FOR THIS - STILL KEPT WAITING A FURTHER 20 MINS AFTER APPT TIME
DEWSBURY	OPENINGS ON GOWNS
FRIMLEY PARK	IT WAS NOT THE FACT THAT MY PROCEDURE WAS 40 MINS LATE IT WAS THE FACT I WAS NOT TOLD THIS ON ARRIVAL OR UPDATED WHILE WAITING THAT WAS THE PROBLEM
FRIMLEY PARK	THE AREA THAT YOU HAVE TO WAIT IN ONCE IN A HOSPITAL GOWN IS RATHER OPEN AND PUBLIC
FRIMLEY PARK	VERY NOISY
FRIMLEY PARK	WAITED 45 MINS
KINGSTON	30 MINUTES DELAY
KINGSTON	ALL RUSHED - NO CONCERN OVER ARMS PRESSED TIGHT INSIDE - NOT HELPED UP
KINGSTON	APPOINTMENT AT 8.20 AM BUT ALREADY 20 MINS LATE
KINGSTON	COMPLAINED WHEN ASKED THAT KNEES VERY PAINFUL. A SIMPLE SUPPORT WOULD HAVE HELPED
KINGSTON	I FELT THAT SOMEONE IN THEIR 3RD TRIMESTER OF PREGANANCY COULD HAVE BEEN OFFERED MORE SUPPORT.
KINGSTON	IF THERE IS A WAIT STAFF SHOULD SAY HOW LONG APPROX IT IS. HARD TO BE AT EASE - NOT FAULT OF STAFF
KINGSTON	IT WAS PAINFUL EXPERIENCE
KINGSTON	THE NOISE IRRITATED ME
KINGSTON	THERE HAS BORN AN EMERGENCY EARLIER SO THINGS WERE RUNNING LATE - 40 MINS
KINGSTON	TIME FOR TEST WAS ABOUT 0.5 HR LATE
MA1	ABLE TO HEAR OTHER PATIENTS INFO
MA1	FIRST TIME- HAD TO BEND KNEE, FOUND HARD TO BALANCE- IS THIS BECAUSE I'M TALL.
MA1	NO GOWNS PROVIDED (SUGGEST PROVIDE CAPES AS THEY DO AT RD+E)
MA1	NOWHERE TO UNDRESS EXCEPT THE X RAY ROOM WITH OPERATOR LOOKING ON
MA1	PERSONAL DETAILS DISCUSSED WITHIN HEARING DISTANCE WITH OTHER PATIENTS IN RECEPTION AREA.
MA1	RUNNING LATE 1/2 HR WAIT

MA1	WITH RESERVATIONS- I WASN'T GIVEN SPECIFIC INSTRUCTIONS I.E WHAT I WAS MEANT TO DO/WHAT TO DO- ONLY TO TAKE TOP CLOTHES OFF- FELT AWKWARD HAVING TO ASK TWICE.
MA2	BIT RUSHED
MA2	I WOULD HAVE LIKED A CAPE
MA2	IMAGER CALLED ANOTHER MEMBER OF STAFF DURING PROCESS FOR ADVICE AND WHEN ASKED WHAT WAS WRONG SHE SAID, PROBLEM WITH THE MACHINE, NOT TO WORRY, BUT I DID.
MA2	SEE PREVIOUS COMMENT ABOUT CHANGING ROOMS. BREAST IMAGING IS ALWAYS A VERY UNCOMFORTABLE EXPERIENCE
MA2	YES REALLY; BUT I COULD HEAR THE NURSE ASKING A PATIENT QUESTIONS WHILE I WAS WAITING AND HEAR THE ANSWERS
MARKET HARBOROUGH	A CHANGING CUBICLE SEPERATE FROM IMAGING ROOM SHOULD BE CONSIDERED BOT EVERYONE LIKES UNDRESSING INFROUNT OF STRANGERS.
MAYDAY	BECAUSE DECOR WAS SO MUCH NICER THAN THE REST OF THE HOSPITAL, I FEAR HOW MUCH 'INHEALTH' IS CHARGING THE NHS THESE THINGS ARE REALLY NOT IMPORTANT THE COST TO THE TAXPAYER IS IMPORTANT.
MAYDAY	HOSPITAL GOWNS ARE DIFFICULT TO OUT ON AS THEY NEED TO BE DONE UP AT BACK
MAYDAY	NOT AT EASE DUE TO OWN PHOBIA ONLY! STAFF WERE VERY REASSURING
MAYDAY	PROVIDED EXTRA BLANKET TO COVER EXPOSED PRIVATE AREA
MAYDAY	SEPERATE CHANGING AREA WAS ONLY THING REQUIRED
MAYDAY	TAKE A LONG TIME TO BE SEEN
MAYDAY	THE GOWN NOT WELL FITTING FOR BELOW THE WAIST
MAYDAY	VERY ANXIOUS. RADIOGRAPHERS TEAM PATIENCE AND HELPFUL GREAT
MELTON MOWBRAY	BUT ONLY BECAUSE MY WIFE AND THE RECEPTIONIST WERE THE ONLY TWO PEOPLE IN THE WAITING ROOM- THE DOOR BETWEEN IT AND THE SCANNING ROOM WAS AJAR.
MILTON KEYNES	DOOR LEFT OPENED PRIOR PROCEDURE (PT LYING ON THE TABLE)
MILTON KEYNES	SCARED AND VERY VERY COLD.
NORTHWICK PARK	FIND THE MACHINE FRIGHTENING AND THE PROCESS TOTALLY ALIENATING
NOTTINGHAM MRI	A BIT DIFFICULT TO GET ONTO THE BED OR KNEELING WAS NOT GOOD DUE TO ARTHRITIS. IT WAS PAINFUL ON MY RIB CAGE
NOTTINGHAM MRI	ARMS BEGAN TO ACHE DUE TO NONE MOVEMENT AFTER 40 MINUTES
NOTTINGHAM MRI	FELT ANXIOUS IN MYSELF - NEVER LIKED MRI'S!! 5TH ONE I THINK FOR VARIED THINGS
NOTTINGHAM MRI	I WAS GIVEN NEEDLE AS NEEDED TO INJECTED DYE TO HEART. STAFF MEMBER HIT A NERVE DURING THE PROCEDURE CAUSING PAIN. I HAD TO GO SEE MY GP AFTERWARDS FOR CONTINIOUS PAIN.
NOTTINGHAM MRI	WAS SICK IMMEDIATELY AFTER CONTRAST FLUID GIVEN
NOTTINGHAM PET/CT	I HAVE A NEEDLE PHOBIA BUT THEY PUT ME AT EASE AND KEPT ME CARM (THANK THEM VERY MUCH)
NOTTINGHAM PET/CT	ROOM FAR TOO COLD
PETERBOROUGH	WAITING IN EXCESS OF 0.5 HR, WERE UPDATED ABOUT DELAY
SANDWELL	THE LADY GAVE ME A SECOND GOWN TO COVER MY BACK, FELT ABIT MORE COMFORTABLE
ST ANNS	ALTHOUGH THERE IS NO CHANGING ROOM I WAS LEFT IN PRIVATE TO CHANGE AND PUT ON GOWN
ST PETERS CHERTSEY	THE BED SHORTAGE CARRIED A 2HR DELAY TO START WORK
WALSALL MANOR	BECAUSE MY PARENT COULDNT COME WITH ME
WALSALL MANOR	GOWNS SHOULD FASTEN AT THE FRONT
WALSALL MANOR	WAITED 50 MINUTES, RIDICULOUS DUPLICATION OF QUESTIONS, GOWN DID NOT TIE AT BACK – EMBARRASSING
WESTON LANE	SINGLE ROOM FOR EXAMINATION
	BEING IN A MOB UNIT ALL QUESTIONS AND ANSWERS COULD BE HEARD BY OTHER PATIENTS WAITING
	I WAS ALSO TOLD I COULD HAVE MEDICINE BEFORE; I FELT TERRIFIED AND NOTHING THAT I EXPERIENCED HELPED.

Overall Experience – Additional comments on the procedure

The list of comments which follows is shown in alphabetical site order for easy reference.

Unit	Additional comments on the procedure
ADELAIDE	AT THE AGE OF 86 I HAVE BEEN TO MANY CENTRES, THIS IS UNDOUBTABLY THE BEST WELL DONE!
ADELAIDE	CAR PARK FULL UPON ARRIVAL - FULLY SPACED FREE UP AFTER 10 MINUTES. NO SIGNS FOR ANY OVERFLOW AREA
ADELAIDE	CLARITY OF EXPLANATION OF PROCEDURE AS IT WENT ITS COURSE - HIGHEST STANDARD OF PROFESSIONALISM AND HUMOUR - BRILLIANT
ADELAIDE	COULD NOT FAULT IT AT ALL.
ADELAIDE	DESPITE BEING EARLY I WAS ALMOST LATE FOR APPOINTMENTS BECAUSE OF INABILITY TO FIND PARKING PLACE,
ADELAIDE	EXCELLENT STAFF MADE ME FEEL VERY AT EASE
ADELAIDE	HAVE NEVER RECEIVED SUCH ATTENTIVE CARE. GOLD
ADELAIDE	HAYLEY AND AMY WERE ESPECIALLY PATIENT AND KIND WITH A PATIENT WITH EARLY ALZHEIMERS IN DENIAL OF HEARING LOSS
ADELAIDE	I CANNOT SPEAK HIGHLY ENOUGH OF THE WAY I WAS TREATED IN AUDIOLOGY, STAFF ARE COURTEOUS, KIND AND CONSIDERATE, COULD NOT HAVE BEEN TREATED BETTER.
ADELAIDE	I EXPECTED THE AUDIOGRAM/TEST TO BE DONE IN A SOUNDPROOF ROOM. THERE WAS MUCH EXTERNAL NOISE, MAKING THE TEST MORE DIFFICULT
ADELAIDE	I FOUND THE STAFF WERE EXCELLENT! HOWEVER I FOUND IT HARD TO FIND THE ENTERANCE. LOVELY BUILDING
ADELAIDE	I WAS GENERALLY VERY IMPRESSED I JUST WONDER IF IT WOULD BE POSSIBLE TO DEAL WITH EARWAX AT THE TIME RATHER THAN HAVING TO MAKE A SEPERATE APPOINTMENT WITH MY GP
ADELAIDE	INTERIOR OF THE BUILDING IS FANTASTIC WELL DONE
ADELAIDE	MANY MORE SPACES NEEDED FOR DISABLED
ADELAIDE	ON A COUPLE OF OCCASIONS I'VE BEEN STOOD AT MAIN RECEPTION WHILE STAFF WERE IN CONVERSATION, THE FIRST TIME I WAITED THE SECOND TIME I INTERRUPTED, THIS WAS NOT A CONVERSATION ABOUT CLIENTS IT WAS PERSONAL TO THEM
ADELAIDE	PLEASANTLY SURPRISED AND V.PLEASED TO BE ABLE TO BOOK MRI SCAN WHILE AT THE CENTRE AND ALSO THE FOLLOW-UP APPT.
ADELAIDE	PLEASANTLY SURPRISED AND VERY PLEASED TO BE ABLE TO BOOK MRI SCAN WHILE AT THE CENTRE AND ALSO THE FOLLOW UP APPOINTMENT.
ADELAIDE	STAFF ARE VERY FRIENDLY AND HELPFUL
ADELAIDE	STAFF ARE VERY FRIENDLY AND HELPFUL WE JUST POPPED IN ON THE OFF CHANCE OF SEEING SOMEONE AND HAD VERY LITTLE TIME TO WAIT
ADELAIDE	SOME CARE SERVICES, BUILDING FOR CONSULTANTS.
ADELAIDE	THE ONLY ISSUE I HAD WAS THE LADIES TOILET DESPERATELY NEEDED CLEANING. THEY WERE CHECKED 6.5 HOURS EARLIER AND WASN'T VERY CLEAR WHEN I WENT IN.NEEDS DOING MORE OFTEN
ADELAIDE	THIS CENTRE IS AMAZING , A 1ST CLASS VISIT, THE INTERIOR WALL ART WAS BEING INSTALLED, IT WAS GREAT TO WATCH. STAFF ARE ALWAYS POLITE AND HELPFUL. WE LOVE GOING THERE!
ADELAIDE	VERY INFORMATIVE - NICE DOCTOR HOPE I GET HIM AGAIN
ADELAIDE	WONDERFUL STAFF - PLEASANT MANNER VERY WELL DONE INDEED!
ADELAIDE	WOULD SUGGEST THE 'AUDIOLOGIST' MAKES SURE THE 'PATIENT' IS SITTING THE HEARING AID PROPERLY.
BARNET	AS IT IS SUNDAY, THE RECEPTION DOWNSTAIRS IS CLOSED. THERE WAS NOT WHO I COULD ASK WHERE TO GO FOR MRI. I WAS 1ST TIME IN THIS HOSPITAL

BARNET	AT ALL TIMES, I WAS TREATED WITH COURTESY AND RESPECT.
BARNET	CAR PARK CHARGE EXCESSIVE
BARNET	COULDNT DO ENOUGH TO MAKE IT EASY
BARNET	COUPLE TYPO'S IN THIS FORM - NOT A PROBLEM JUST FOR NEXT RE-PRINT
BARNET	EXCELLENT SERVICE PROVIDED BY THE STAFF
BARNET	EXCELLENT STAFF. VERY HELPFUL AND POLITE AND UNDERSTANDING AND PATIENT
BARNET	FINDING A PARKING SPACE IN CAR PARK WAS A NIGHTMARE, NEED MORE PARKING, OTHER THAN THIS, VERY NICE HOSPITAL.
BARNET	HAD A BIT OF TROUBLE FINDING THE DEPARTMENT - STAFF WERE FANTASTIC
BARNET	HOUSE KEEPING IN WAITING NEEDS A LITTLE ATTENTION
BARNET	I ARRIVED AT 11.30 FOR APPOINTMENT AT 12.00 AND WAS NOT SEEN TILL 13.00; NOT GOOD
BARNET	I WAS PLEASED TO BE ABLE TO HAVE TH OPPORTUNITY TO HAVE THE BENEFIT ON AN MRI SCAN
BARNET	I WAS REALLY DISAPPOINTED AS I HAD 400 APPT AND IT WAS NOT UNTIL I ENQUIRED AT 4.30 THAT I WAS TOLD I WOULD BE TAKEN IN IN 10 MINS! WHY GIVE APPT TIME IF YOU ARE NOT GOING TO KEEP TO IT!
BARNET	IF STAFF CAN BE PATIENT WHEN TAKING PATIENTS IN AND OUT NOT JUST SHOVE THEM
BARNET	IMAGING STAFF VERY RUSHED WITH INFORMATING AND TIME GIVEN
BARNET	IT WAS NICE AND COMFORTABLE
BARNET	LADY AT RECEPTION WAS VERY NICE.
BARNET	MRI BAYS TAKEN UP BY 2 MRI RADIOGRAPHERS. THOUGHT THE BAYS WERE FOR PATIENTS TO PACK
BARNET	NEED ACCESS FOR WHEELCHAIR, BIGGER DOOR.
BARNET	PARKING SPACES THEN BY MON MRI PATIENTS
BARNET	PROBLEM WITH PARKING ALL MRI BAYS TAKEN BY STAFF I THOUGHT STAFF HAVE DESIGNATED SPACES AND THE MRI BAYS ARE FOR PATIENTS
BARNET	SIGN OF DEPT. NEED TO BE SHOWN ON BOARD AT RECEPTION
BARNET	STAFF WERE VERY CONSIDERATE AND PUT ME AT EASE - THANK YOU
BARNET	THANK YOU VERTY MUCH FOR MAKING MY VERY FIRST TIME EXPERIENCE NOT AS BAD AS I IMAGINED
BARNET	THE CHANGING FACILITIES WERE VERY POOR. I DON'T THINK IT IS DIGNIFIED TO BE LEFT IN A COMMUNAL CORRIDOR JUST IN A HOSPITAL GOWN WAITING TO BE SEEN
BARNET	THE PARKING CHARGES IN THE HOSPITAL CAR PARK WAS EXTREMELY EXPENSIVE PARTICULARLY FOR A RETIRED PENSIONER
BARNET	THE TIME OF MY APPOINTMENT WAS 5:20PM. HAD IT NOT BEEN FOR A FAMILY MEMBER GIVING ME A LIFT, I WOULD NOT HAVE ATTENDED AT THIS TIME AS I AM 82 YEARS OLD AND DO NOT LIKE TRAVELLING IN THE DARK
BARNET	THIS HOSPITAL IS MUCH IMPROVED
BARNET	TOTAL CONFUSION WITH MY APPOINTMENT LACK OF INFORMATION, LACK OF COMMUNICATON BETWEEN STAFF, NO ONE EVER SEEMS TO KNOW ANYTHING
BARNET	TOTAL SATISFACTION AND FEKT VERY REASSURED AND SECURE.
BARNET	VERY CONFUSING THE WAITING AREA AS IT IS SHARED WITH CT PATIENTS
BARNET	VERY DISAPPOINTED WITH RECEPTION, RECEPTIONIST QUITE EARLY AND EVENING 19/1, IMAGING STAFF EXCELLENT
BARNET	WAS CALLED TO SEE IF I WANTED TO COME EARLIER. SUNDAT APPT - ALL GOOD
BASINGSTOKE	COULD NOT IMPROVE ON PRESENT SERVICE, IMPRESSIVE
BMI CHILTERN	WAS NOT WARNED OF THE EFFECT ON THE BOWEL OF THE LIQUID I HAD TO DRINK- DIAORHOEA, ALTHOUGH I WAS TOLD TO AND DID DRINK PLENTY OF WATER.
BMI RIDGEWAY	BULDING WORK ONSITE SO LOWER EXTERNAL SCORE
BMI RIDGEWAY	EXCELLENT SERVICE AND STAFF VERY QUICK AND CT APPOINTMENT WAS EARLIER THAN EXPECTED - GREAT!
BMI RIDGEWAY	MORE INFORMATION REGARDING TIME OF RESULTS AND HOW PROCEDURE WORKS.

CENTRAL MIDDLESEX	ALL VERY GOOD AND POLITE, MADE ME FEEL AT EASE
CENTRAL MIDDLESEX	I AM VERY HAPPY WITH WHOLE PROCEDURE
CENTRAL MIDDLESEX	I WOULD HAVE LIKED TO KNOW EXACTLY HOW MRI WORKED AND WHAT THE RESULT WAS AS FAR AS IT WAS POSSIBLE TO DO SO
CENTRAL MIDDLESEX	I'M VERY HAPPY THANKS ALOT FOR YOUR HELP
CENTRAL MIDDLESEX	LOOKED AFTER VERY WELL
CENTRAL MIDDLESEX	MET VERY COURTEOUS AND HELPFUL STAFF TODAY
CENTRAL MIDDLESEX	SERVICE AND STAFF EXCELLENT STAFF VERY HELPFUL SMILING AND WELCOME!
CENTRAL MIDDLESEX	STAFF VERY FRIENDLY AND HELPFUL, HOWEVER I THOUGHT THERE WOULD BE MORE DIALOUGE
CHESTERFIELD ROYAL	IMAGING STAFF MADE ME FEEL AT EASE AND WAS VERY NICE TO ME BECAUSE I WAS NERVOUS.
CHESTERFIELD ROYAL	VERY COMFORTABLE. EXCELLENT STAFF AND SUPPORT. NICE DOCTOR THANK YOU FOR MAKING MY VISIT COMFY.
CHESTERFIELD ROYAL	VERY POLITE STAFF, QUICK AND EFFICIENT.
CLARE PARK	A VERY PEACEFUL ENVIRONMENT
CLARE PARK	FELT SO AT EASE WITH THE EXPERIENCE THAT I EVEN FELL ASLEEP DURING THE MRI SCAN!!
CLARE PARK	I THINK ITS WONDERFUL THAT SUCH TECHNOLOGY IS AVAIBLE OUTSIDE LONDON AND I HOPE THAT THE NHS REFORMS DONT INTERFERE WITH IT
CLARE PARK	MOST IMPORTANT FOR ME WOULD BE STAFF AND EASE OF APPT WAS EXCELLENT THROUGHOUT
CLARE PARK	MRI CABINS WAITING AREA HAD 2 SEATS AND WERE OCCUR TOOK US TO PHYSIOTHERAPY DEPT., GAVE US HOT DRINK AND MADE US WELCOME, CLASS WELCOME AND TREATMENT
CLARE PARK	NOT NEARLY AS BAD AS EVERYONE SAID IT WOULD BE!!
CLARE PARK	PLEASED WITH THE SPEED OF GETTING AN APPOINTMENT, HOWEVER RATINGS DUE TO TEMPERARY NATURE OF MOBILE FACILITY. HOWEVER IT IS GREAT TO HAVE THIS FACILITY
CLARE PARK	STAFF WERE VERY CONSIDORATE AND UNDERSTANDING CARING THEY MADE IT ALL VERY COMFORTABLE ACCOMODATING MY NEEDS WHICH I REALLY ADMIED
CLARE PARK	THE WAITING ROOM ONLY HAD ROOM FOR 2 CHAIRS. 3RD CHAIR IN CHANGING TOOM/CUPBOARD. NO ROOM FOR TOILET. HAD TO GO TO MAIN BUILDING. NO ROOM TO BE ACCOMPANIED IN SCANNER ROOM.
CLARE PARK	THERE WAS NO MUSIC PLAYING THROUGH HEADPHONES AS SOUND SYSTEM OUT OF ORDER AND PREUNATIC DRILL SOUND VERY LOUD
CLARE PARK	UNFORTUNATELY AS THIS MRI UNIT IS IN A MOBILE TYPE FACILITY OUTSIDE THE HOSPITAL THE WAITING AREA WAS VERY CRAMPED, JUST 2 CHAIRS AND A VIEW OF OTHER PATIENTS IN THE SCANNER.
CLARE PARK	VERY GOOD. BUT FAR FROM FRIMLEY HOSPITAL, NEED CLOSER UNIT.
CLARE PARK	VERY SURPRISED TO HAVE MY APPOINTMENT ONLY ONE WEEK AFTER SEEING DOCTOR.
COALVILLE	EFFICIENT AND VERY PLEASING.
COALVILLE	THE GIRLS THAT DID MY ECHO WERE ABSOLUTELY LOVELY. THEY CHATTED AND ANSWERED EVERYTHING I ASKED. EXCELLENT.
COALVILLE	THE PROCEDURE WAS QUITE PAINLESS. THE ONLY PRBLEM WAS WITH THE COUCH. IT NEEDS SOMETHING OTHER THAN PAPER TO LIE ON.
CORNWALL HOUSE	A VERY NICE, FRIENDLY AND RELAXED ENVIRONMENT, A TOTALLY DIFFERENT EXPERIENCE THAN THAT OF AN NHS PROCEDURE. ALL STAFF WERE VERY POLITE AND COURTEOUS
CORNWALL HOUSE	ALWAYS AT EASE SEEING DR MANN- A LVOELY DOCTOR!

CORNWALL HOUSE	COULD NOT FAULT ANY PART OF THE SERVICE, ALL STAFF EXCELLENT
CORNWALL HOUSE	COULDN'T OF ASKED FOR A NICER AND PLEASANT PLACE TO COME
CORNWALL HOUSE	DR A AL. ARAJI WAS EXCELLENT IN HIS EXPLANATION
CORNWALL HOUSE	DRESSING ROBES - EXCELLENT IDEA FOR OPEN BACKED GOWN WEARERS
CORNWALL HOUSE	ELAINE MRI RADIOGRAPHER VERY REASSURING ALL THE WAY THROUGH
CORNWALL HOUSE	EVERYONE WAS VERY HELPFUL
CORNWALL HOUSE	EVERYTHING WAS EFFICIENT AND THE STAFF WERE VERY FRIENDLY
CORNWALL HOUSE	EVERYTHING WAS PERFECT
CORNWALL HOUSE	GOOD LOCATION, AMPLE PARKING CLEAN AND TIDY, STAFF FRIENDLY. IMAGE STAFF EXPLAINED PROCEDURE AND THROUGHOUT SCAN MAKING ME FEEL AT EASE
CORNWALL HOUSE	GOT ME IN FOR SCAN DAY AFTER CONSULTATION WHICH WAS EXCELLENT. STAFF WERE ALSO AN EXAMPLE OF TOP HEALTH CARE. THANK YOU
CORNWALL HOUSE	GREAT STAFF AND FELT VERY RELAXED DURING MRI SCAN
CORNWALL HOUSE	I FELT ALOT OF ANXIETY BUT STAFF WERE ALL FANTASTIC
CORNWALL HOUSE	I HAVE HAD DURING 20 MONTHS ABOUT 6 MRI SCANS BEEN TREATED EXCELLENT
CORNWALL HOUSE	I WAS MADE WELCOME AND COMFORTABLE BY ALL STAFF
CORNWALL HOUSE	I WISH ALL THE HEALTH CENTRES WERE AS GOOD
CORNWALL HOUSE	IMAGING OPERATOR COULD NOT HAVE BEEN BETTER
CORNWALL HOUSE	IMAGING STAFF VERY REASSURING THANKS
CORNWALL HOUSE	IMAGING STAFF WERE VERY ATTENTIVE AND EASED MY NERVES
CORNWALL HOUSE	IT WAS OUR FIRST VISIT TO THE CENTRE. IT WOULD HAVE BEEN HELPFUL TO BEEN WELCOMED AS SUCH AND JUST INDICATED WHERE TOILET FAC WERE HOT DRINKS AVAILABLE ETC.
CORNWALL HOUSE	LOVELY STAFF AND PLEASANT BUT STRANGE EXPERIENCE
CORNWALL HOUSE	MANY VISITS TO CORNWALL HOUSE ALWAYS CONSISTANT ALWAYS EXCELLENT
CORNWALL HOUSE	PLEASE UNDERSTAND THAT THE TV CHANNEL SHOULD BE CHANGED POSSIBLY HOURLY TO HELP VISITORS LISTEN TO SOMETHING OF THEIR CHOICE.
CORNWALL HOUSE	PROFESSIONAL, POLITE SERVICE, VERY WELL MANAGED
CORNWALL HOUSE	SMOOTH, FRIENDLY AND COMFORTABLE
CORNWALL HOUSE	STAFF ARE VERY FRIENDLY
CORNWALL HOUSE	STAFF WERE EXCELLENT AT PUTTING A VERY STRESSED PATIENT AT EASE THANK YOU
CORNWALL HOUSE	STAFF WERE SO RELAXED AND FRIENDLY, TIME WENT VERY QUICKLY VERY IMPRESSED. WELL DONE
CORNWALL HOUSE	THANK YOU FOR ALL STAFFS EVERYTHING IT WAS BRILLIANT
CORNWALL HOUSE	THANK YOU FOR MAKING ME FEEL SO AT EASE FOR A TEST WHICH HAD TERRIFIED ME AT A DIFFERENT HOSPITAL
CORNWALL HOUSE	THE 2 LADIES THE PERFORMED THE SCAN WERE EXCEPTIONAL AND MADE ME FEEL AT EASE
CORNWALL HOUSE	THE IMAGING STAFF WERE CARING AND ATTENTIVE. STAFF COULDN'T BE MORE HELPFUL
CORNWALL HOUSE	THE STAFF WERE EXCEPTIONALLY KIND AND EFFICIENT
CORNWALL HOUSE	THE STAFF WERE MOST KIND AND HELPFUL FOR WHICH I WAS VERY GRATEFUL
CORNWALL HOUSE	THE WHOLE EXPERIENCE WAS MADE A PLEASURABLE
CORNWALL HOUSE	THE WHOLE TEAM AT CORNWALL HOUSE WERE EXCELLENT THEY MADE YOU FEEL TOTALLY RELAXED SUPERB
CORNWALL HOUSE	THIS WAS A MUCH BETTER EXPERIENCE THAN THE PREVIOUS SCANS I HAD UNDER THE NHS
CORNWALL HOUSE	TOTALLY EXCELLENT IN ALL WAYS
CORNWALL HOUSE	TOTALLY IMPRESSED BY THE SPPED OF THE APPOINTMENT AND THE VISIT TO CORNWALL HOUSE - EXCELLENT SERVICE!
CORNWALL HOUSE	VERY HELPFUL AND FRIENDLY STAFF
CORNWALL HOUSE	VERY HELPFUL. I RANG TO ENQUIRE HOW MUCH IT WOULD COST YESTERDAY, HAD THE WHOLE THING EXPLAINED TO ME BY PHONE AND WAS BOOKED IN TODAY! CANT ASK FOR ANYMORE EXCELLENT
CORNWALL HOUSE	VERY KIND, POLITE AND EFFICIENT MEMBERS OF STAFF
CORNWALL HOUSE	VERY PLEASD WITH QUICKNESS OF GAINING AN APPOINTMENT AND OVERALL EXPERIENCE

CORNWALL HOUSE	VERY WELL ORGANISED
CORNWALL HOUSE	WAITING ROOM COLD
CORNWALL HOUSE	WONDERFULLY EFFICIENT AND REASSURING DESPITE MY CLAUSTROPHOBIA
DENE BARTON	DETAILS TO GO TO EXAMINATION DOCTOR; WHO WILL PASS THEM BACK TO ME
DENE BARTON	EVERYONE WAS KIND AND THOUGHTFUL. EXCELLENT SERVICE THANK YOU
DENE BARTON	FELT LIKE PRIVATE CATE NOT NHS.
DENE BARTON	QUESTION D4 DOESN'T MAKE SENSE! QUESTION C5 AND C6 DUPLICATED
DENE BARTON	THIS COMMUNITY FACILITY IS EXCELLENT
DENE BARTON	XRAY LADY WAS MOST HELPFUL
DERBY HEARING CENTRE	DIRECTIONS TO CENTRE APPARLING. MAP HAS I.H CENTRE OTUSIDE THE WESTFIELD CENTRE. OTHER DIRECTIONS ARE IN SMALL PRINT AND TAKES TO WRONG ENTRANCE TO WESTFIELD CENTRE. TOOK ME 35 MINUTES TO FIND AND I AM NO FOOL!
DERBY HEARING CENTRE	EXCELLENT SERVICE, AN A PAN WITH PRIVATE SECTOR - OR BETTER! COMPLETE CONTRAST TO EXPERIENCE 12 MONTHS AGO WHEN I WAS JUST REFERRED
DERBY HEARING CENTRE	GET YOUR DIRECTIONS SORTED YOU ARE IN TEH WESTFIELD CENTRE, NOT THE NEXT COMPLEX DOWN
DERBY HEARING CENTRE	I FELT THE AUDIOLOGISTS WERE UNFAMILIAR WITH THE IMPACT IN SUPPLY OF TUBING NOT FORTHCOMING. HEARING INERTS RECIEVED 19/12/10
DERBY HEARING CENTRE	NOT GIVEN VITAL INFORMATION VOER TELEPHONE WHEN BOOKING THE APPT MEANT WE WERE UNABLE TO BE SEEN AND HAD TO REMAKE APPT - VERY POOR SERVICE
DERBY HEARING CENTRE	TEH CALL CENTRE SIMPLY DOES NOT KNOW IT IS NOT A WALK IN CENTRE. I HAD TO GO AGAIN THE NEXT DAY WHEN THERE WAS AN APPOINTMENT
DERBY HEARING CENTRE	VERY USEFUL INFO/ADVICE/RE-SETTING OF AIDS ORIGINALLY POSTED TO ME 05/02/2011. REARRANGEMENTS
DERBY HEARING CENTRE	WILL USE DERBY AGAIN TO SWADLINCOTE (OUR NEAREST) IS 6-8 WEEKS FOR EACH APPOINTMENT. TOTALLY UNSATISFACTORY
DERBY HEARING CENTRE	YOUR MAP INDICATES THE CENTRE TO BE ON ST PETERS STREET/EAST STREET. THIS IS MISLEADING AS THE CENTRE IS IN THE WESTFIELD CENTRE
DEWSBURY	ALTHOUGH I WAS NERVOUS - I WAS LESS SO, AS I HAD LESS THAN 5 MINS TO WAIT FOR MY TEST WHICH REALLY WAS EXCELLENT
DEWSBURY	DIDNT KNOW THE HOSPITAL - VISITED ON A SATURDAY AND DIDNT KNOW THE 1ST MRI RECEPTION WASNT MANNED - AWAITED BEFORE SEEKING ANOTHER RECEPTION TO SIGN IN
DEWSBURY	FELT HOW YOUR GRANDMA SAID NHS FELT WHEN IT WAS FIRST CONCERNED EXCELLENT SERVICE
DEWSBURY	FIRST APPOINTMENT 30/11/2010 1.30 WAITED WHILE 2.30PM THEN TOLD SCANNER BROKEN DOWN
DEWSBURY	I AM 81 AND FELT A BIT NERVOUS OF GOING INTO THE BARREL. HOWEVER KINDNESS AND PATIENCE OF THE NURSE PUT ME AT EASE AND THE TEST WENT WELL
DEWSBURY	I FOUND THE MRI SCANNER TO BE VERY CLAISTROPHOBIC
DEWSBURY	I WAS TREATED AS A PERSON AND NOT A NUMBER THE SCAN LADY WAS EXCEPTIONALLT HELPFUL AND VERY POLITE
DEWSBURY	IMAGING STAFF VERY REASSURING AND HELPED MAKE THE EXPERIENCE PLEASANT
DEWSBURY	IT WOULD HAVE BEEN HELPFUL IF WE WERE INFORMED A DISC COULD BE MADE FOR MY SON TO LISTEN TO DURING TO SCAN. I FEEL MUSIC HE KNOWS OR A PARENTS VOICE WOULD HAVE HELPED KEEP HIM CALM
DEWSBURY	LOVELY TO BE TREATED AS AN INDIVIDUAL
DEWSBURY	MADE TO FEEL SO AT EASE AS I WAS WORRIED ABOUT HAVING AN MRI SCAN
DEWSBURY	MOST EFFICIENT VISIT TO A HOSPITAL IN A LONG TIME
DEWSBURY	PEOPLE WERE KIND AND VERY FRIENDLY
DEWSBURY	PUTS SHAME TO THE NHS
DEWSBURY	REASSURANCE, FROM STAFF ON RECEPTION AND SCANNER.
DEWSBURY	STAFF AND WHOLE EPISODE EVEN BETTER THEN PREVIOUS SCAN AT OTHER HOSPITAL
DEWSBURY	STAFF ARE VERY FRIENDLY AND HELPFUL AT DIFFICULT TIMES

DEWSBURY	THE EXPERIENCE OF THE STAFF SHINES THROUGH
DEWSBURY	THE STAFF AND WAITING TIME COULD NOT HAVE BEEN BETTER THANK YOU
DEWSBURY	VERY HELPFUL AND KIND
EXETER BREAST SCREENING	CANNOT BE FAULTED SUPERB PLEASE SAVE THE NHS. TOO VITAL TO BE DESTROYED
EXETER BREAST SCREENING	COULDN'T UNDERSTAND THE IMAGING NURSES VERY WELL AS SHE WAS BULGARIAN WITH STRONG ACCENT SO HAD TO KEEP SAYING 'PARDON'
EXETER BREAST SCREENING	FIRST VISIT AND I WAS VERY IMPRESSED WITH SERVICE I RECEIVED
EXETER BREAST SCREENING	GOOD HELPFUL AND FRIENDLY STAFF
EXETER BREAST SCREENING	I HAD PHONED IN EARLY FEB TO CHANGE MY APPT BUT NO RECORD HAD BEEN KEPT OF THE CHANGE, SO I WAS NOT EXPECTED. THIS INCREASED THE MILD ANXIETY I WAS ALREADY EXPERIENCING
EXETER BREAST SCREENING	MAY INCLUDED WITH APPOINTMENT BUT SIGNAGE WOULD BE HELPFUL ESPECIALLY IF YOU DONT KNOW EXETER
EXETER BREAST SCREENING	NOT A VERY CONVENIENT PLACE TO HAVE THE CENTRE
EXETER BREAST SCREENING	THERE SEEMED TO BE ALOT OF STAFF WHO WERE NOT DOING ANYTHING, THE ONE WHO SHOWED ME IN AND THE IMAGER (ESPECIALLY HER) WERE GOOD.
EXETER BREAST SCREENING	VERY FAST - WHOLE TEST FROM APPOINTMENT TIME TO COMPLETION LESS THAN 10 MINUTES
EXETER BREAST SCREENING	VERY PROFESSIONAL STAFF. FELT TOTALLY AT EASE FOR 1ST TIMES!
FIELDING PALMER	THE COURTESY OF THE SCAN STAFF WAS THE MOST REASSURING ONE COULD WISH FOR-SUPERB.
FIELDING PALMER	THE TWO LADIES WERE EXCELLENT- PUT YOU AT EASE- VERY GOOD INDEED.
FRIMLEY PARK	A VERY PROFESSIONAL AND GOOD EXPERIENCE
FRIMLEY PARK	ACCESS TO CAR PARKING FACILITIES CAN BECOME VERY CONGESTED, ESPECIALLY 08.30 ONWARDS AND 14-00 HRS ONWARDS TOO MUCH CONSTRUCTION WORK ON-GOING OVER LAST FEW YEARS
FRIMLEY PARK	AMAZED THAT THEY WORK ON SUNDAYS
FRIMLEY PARK	APPOINTMENT WAS OVER ONE HOUR LATE NO EXPLANATION WAS GIVEN ABOUT THIS DELAY
FRIMLEY PARK	COULD HAVE DONE WITH THE APPOINTMENT BEING EARLIER IN THE DAY. AS MY LAST BUS WAS 5PM SO HAD A 20 MIN WALK HOME
FRIMLEY PARK	COULDN'T HEAR HER COMMENTS OR MUSIC ABOVE NOISE OF MACHINE SHE SEEMD TO BE IN A HURRY
FRIMLEY PARK	EASE OF GETTING APPOINTMENT AND SHORT WAITING TIME EXCELLENT. SEE ABOVE FOR QUIBBLES!!
FRIMLEY PARK	EFFICIENCY AND COURTEOUSNESS WAS EXCELLENT ALTHOUGH SOMETHIMES DIFFICULT TO UNDERSTAND EUROPEAN RADIOLOGISTS - CAN'T FAULT THEIR 'STYLE' THOUGH.
FRIMLEY PARK	EXCELLENT SERVICE
FRIMLEY PARK	FROM ARRIVING AT APPOINTMENT, THROUGH TO THE MRI THEN BACK OUT WITH STAFF TO WAITING AREA. ALL VERY POLITE I.E VERY FRIENDLY I.E. HELPFUL
FRIMLEY PARK	HAPPY WITH SERVICE
FRIMLEY PARK	HEAD PHONES UNCOMFORTABLE.
FRIMLEY PARK	I DID NOT ASK EITHER. GREAT SERVICE THANKS
FRIMLEY PARK	I HAVE HAD SEVERAL TESTS SO WAS NOT CONCERNED ABOUT THE PROCEDURE. IT WAS VERY GOOD AS A PROCEDURE
FRIMLEY PARK	I WAS VERY WELL LOOK AFTER AT THE HOSPITAL BY THE STAFF AT MRI
FRIMLEY PARK	IMAGING STAFF - THE SLIM AUSTRALIAN WAS ARROGANT, RUDE AND SARCASTIC. HE TOOK ME TO THE OUT-SIDE SCANNER WITH NO COAT IN THE COLD WITHOUT INFORMING ME AND ENSURING I HAD SUFFICIENT WARM CLOTHING

FRIMLEY PARK	IT WAS GREAT TO HAVE APPT ON A WEEKEND SO IT DIDNT INTERFERE WITH SCHOOL/WORK. LOVELY STAFF THANK YOU
FRIMLEY PARK	IT WOULD BE GOOD IF RECEPTION STAFF BRIEFED THE PATIENT OR ANY DELAY ON ARRIVAL AND THEN KEPT THEM UP TO DATE IF DELAY INCREASED
FRIMLEY PARK	JUST SLIGHT TRENABLE OF ARMS AND HANDS WHILE BEING DONE
FRIMLEY PARK	MY TREATMENT WITH F.P.H HAS BEEN EXCELLENT SINCE 2005 I HAVE NO COMPLAINTS AT ALL
FRIMLEY PARK	NO BUGGIES SUPPLIED
FRIMLEY PARK	NOT TOLD ABOUT RESULTS BY SCANNING STAFF BUT HAD MADE FOLLOW UP APPOINTMENT WITH CONSULTANT
FRIMLEY PARK	ONE RADIOGRAPHER. 'CHRIS' WAS EXCEPTIONALLY FRIENDLY. REASSURING AND PROFESSIONAL. THANK YOU
FRIMLEY PARK	PARKING EXPENSIVE
FRIMLEY PARK	PARKING FACILITIES ARE VERY POOR FOR DISABLED PEOPLE
FRIMLEY PARK	POSITIVE APPT, DIRECTED TO MRI, HELPFUL STAFF, PERSON IN CHARGE OF SCAN EXCELLENT- THANKING ALL CONCERNED.
FRIMLEY PARK	STAFF WERE VERY PROFESSIONAL AND EXTREMELY UNDERSTANDING AND HELPFUL THROUGHOUT
FRIMLEY PARK	THANK YOU VERY MUCH ALL THE STAFF I CAME IN CONTACT WITH MADE THE EXEPERIENCE PLEASANT
FRIMLEY PARK	THE SERVICE IS VERY FRIENDLY AND I FEEL VERY COMFORTABLE/SATISFIED
FRIMLEY PARK	THERE WAS NOWHERE TO PARK - ALL THE PARKING SPACES WERE FULL - HAD TO WAIT FOR 30 MINUTES! WAITING AREA ALSO VERY NOISY
FRIMLEY PARK	VERY CARING, HELPFUL STAFF IN ALL AREAS. THANK YOU
FRIMLEY PARK	WAS REFFERED BY CONSULTANT APPOINTMENT CARE THROUGH WITHIN 1 WEEK EXCELLENT
HINCKLEY	BEING ABLE TO GET TEST AT LOCAL CENTRE WAS GREATM IT WOULD HAVE MAENT 3 BUSES TO GET LEICESTER, AN EXCELLENT SERVICE. THANK YOU
HINCKLEY	EXCELLENT THROUGHOUT BUT HOSPITAL IS VERY OLD. NEW HINCKLEY AND BOSWORTH COMMUNITY HAS ALL NEW FACILITIES AND IS SAME DISTANCE.
HINCKLEY	IMAGING STAFF APPEARD NOT TO HAVE LAST YEARS RESULTS (CARRIED OUT BY INHEALTH) TO HAND. I FEEL THEY SHOULD HAVE.
HINCKLEY	PROCEDURE WAS CARRIED OUT BY YOUR STAFF COMPLETELY TO MY SATISFACTION. HOWEVER THIS WAS DONE AT HINCKLEY HOSP- HENCE MY COMMUTE ABOVE.
IDC	A LOVELY CUP OF TEA AFTERWARDS, WHAT PLEASANT PEOPLE
IDC	ALL OF THE STAFF WERE VERY COURTEOUS AND PROFESSIONAL THANK YOU FOR THE COFFEE
IDC	ALL ROUND EXCELLENT
IDC	APPT WAS HANDLED QUICKLY AND EFFICIENTLY
IDC	CARING STAFF AND ANSWERED MY QUESTIONS. THANK YOU
IDC	COULD DO WITH A HANGING SIGN OUTSIDE. EXCELLENT STAFF.
IDC	DENNIS THE RADIOLOGIST WAS JUST LOVELY. VERY POLITE, HELPFUL, KIND, CONSIDERATE. KEPT ME INFORMED WTIH ALL PROCEDURES. MOST IMPRESSED WITH SEMI CO FROM DENNIS
IDC	FANTASTIC SERVICE, GOING TO BE VERY HELPFUL TO THE COMMUNITY OF MILTON KEYNES HEALTH CARE.
IDC	FRIENDLY AND HELPFUL STAFF AND EXCELLENT SURROUNDING, SPOTLESS.
IDC	GOOD MAP PROVIDED
IDC	GREAT STAFF AND NICE CLEAN BUILDING
IDC	I FELT THAT THE IMAGING STAFF WERE VERY HELPFUL AND THEIR ASSURANCE OF THE PROCEDURES REALLY PUT ME AT EASE THROUGHOUT
IDC	I WAS MADE TO FEEL AT EASE BY RECEPTION AND THE ATTENTION I GOT HERE
IDC	KEEP UP THE STANDARD!!
IDC	LOVELY, POLITE LADY

IDC	MADE TO FEEL LIKE A PERSON, NOT A NUMBER
IDC	MORE SIGNS NEEDED TO LOCATE CENTRE - I WOULDNT HAVE KNOWN WHERE IT WAS IF NOT FOR SAINSBURYS!
IDC	NO SIGNS VISIBLE TO DIRECT TO CENTRE, BUT GOOD DIRECTIONS SENT THROUGH POST. FREE PARKING IN SUPERMARKET CAR PARK, BUT THEN SHORT DISTANCE, PROBLEM FOR ME.
IDC	NOT HAVING USED THIS CENTRE BEFORE I WAS MOST IMPRESSED BY THE FRIENDLINESS OF ALL THE STAFF. THEY MADE ME FEEL AT EAST
IDC	NOTHING BUT PRAISE. WELL DOME
IDC	PARKING WAS THE ONLY ISSUE. I HAVE A BAD ANKLE. BUT I HAD TO WALK AS NO PRIVATE PARKING
IDC	PAULINE WAS KIND AND HELPFUL THROUGHOUT THE IMAGING PROCESS
IDC	RUTH VERY CONSCIENCIOUS AND PUTS AT EASE AT ALL TIMES,
IDC	SO NICE TO HAVE VERY HELPFUL, POLITE AND COURTEOUS STAFF
IDC	SOFAS IN WAITING ROOM UNCOMFORTABLE. BACK WERE FAR TOO LOW.
IDC	THE HOT CHOCOLATE WAS LOVELY. EXPERIENCE COULD NOT HAVE BEEN BETTER
IDC	THE WAITING AREA NEEDS MORE SEATING AND SMALL TABLES BESIDE COUCHES FOR COFFEE/TEA ETC. OTHERWISE EVERYTHING EXCELLENT. THANK YOU
IDC	VERY EFFICIENT. LOVELY PREMISES AND VERY COMFORTABLE
IDC	VERY GOOD AND FRIENDLY NICE COFFEE TOO HELPFUL STAFF
IDC	VERY HELPFUL I FELT VERY COMFORTABLE THANK YOU
IDC	VERY PROFESSIONAL INFORMATIVE. I WOULD HAVE LIKED TO KNOW THE RESULTS THERE AND THEN HOWEVER I UNDERSTAND THEY HAVE TO GO VIA GP
IDC	VERY PROFESSIONAL, FRIENDLY AND COURTEOUS SERVICE, WOULD RECOMMEND
IDC	WISH ALL CLINICS/HOSPITALS COULD BE AS THIS FACILITY.
IDC	WITH REGARDS TO COMMENT ON PREVIOUS PAGE, I WAS CHARGED LESS IN THE END WITH NO REASON GIVEN, BUT THE INITIAL 'UPPING' WAS NOT VERY PROFESSIONAL
KENT OF CANTERBURY	EVERYONE MADE THE PROCEDURE A RELAXED EVENT
KINGSTON	10/10 VERY PLEASED. ALL PERFECT
KINGSTON	40' WAIT VERY DISAPPOINTING
KINGSTON	ALL VERY LOVELY STAFF - CARING AND HELPFUL
KINGSTON	ALTHOUGH I ARRIVED EARLY (MY FAULT TO BEAT TO TRAFFIC) I WAS TOLD DELAY WAS 30 MINS. APOLOGY OFFERED BUT NO REASON
KINGSTON	ALWAYS COURTEOUS, CONSIDERATE AND REASSURING. A FIRST CLASS SERVICE
KINGSTON	APART FROM THE ESSENTIAL NOISE AN EXCELLENT EXPERIENCE, WITH CHARMING AND HELPFUL STAFF - FRANCES AND ANGELA MANY THANKS
KINGSTON	BEING CLAUSTROPHOBIC I FOUND THE EXPERIENCE DIFFICULT, BUT THE STAFF WERE VERY CONSIDERATE AND SUPPORTIVE
KINGSTON	BETTER SIGNS DIRECTING PATIENTS INTO UNIT
KINGSTON	BOOKING PROCESS- COULDN'T MAKE FIRST BOOKING, BUT STAFF WERE NOT ABLE TO CONFIRM/ IDENTITY A NEW BOOKING TIME, HAD TO WAIT FOR LETTER.
KINGSTON	BUT I HOPE NOT TO RETURN TOO SOON!
KINGSTON	CALM AND PLEASANT EXPERIENCE
KINGSTON	COMPARES FAVOURABLY WITH PRIVATE SECTOR FACILITIES
KINGSTON	COULDNT HEAR MUSIC, ONLY MACHINE. INFO PROVIDED ABOUT MAKING FOLLOW UP ORTHOPAEDIC APPT TO GET RESULTS WAS INCORRECT (ACCORDING TO APPOINTMENTS CLERK)
KINGSTON	DESPITE MACHINE FAILURE BEFORE THE ORGINAL APPOINTMENT (29TH NOVEMBER) THE STAFF WERE VERY GOOD AT KEEPING ME UP TO DATE ON WHAT WAS HAPPEN AND ARRANGING A NEW DATE
KINGSTON	DIFFICULTY KEEPING STILL FOR SO LONG IN MRI.
KINGSTON	ESPECIALLY ASHLEY AND ARGIE AND FRANCES THEY WERE WONDERFUL

KINGSTON	EVERYONE AT THE MRI CENTRE WAS VERY HELPFUL AT ALL TIMES
KINGSTON	EVERYONE DID EVERYTHING THEY COULD TO HELP ME THROUGH THE TEST, GIVING ME RE-ASSURANCE THROUGHOUT. THE MUSIC HELPED TOO!
KINGSTON	EVERYONE HAS BEEN VERY KIND AND REASSURING. ANGIE WAS EXTREMELY HELPFUL WHEN WE FIRST BOOKED THE APPOINTMENT.
KINGSTON	EVERYTHING ABOUT THE MRI CENTRE WAS REALLY SPECIAL
KINGSTON	EVERYTHING VERY GOOD EXCEPTION WILL I BE CONTACTED MON TO NEXT CONS. APPT 2 MONTHS IF PROBLEM FOUND
KINGSTON	EVERYTHING VERY SATISFACTORY THANK YOU
KINGSTON	EXCELLENT TEA MAKING SKILL. THANK YOU VERY MUCH.
KINGSTON	EXTREMELY PLEASANT AND PAINLESS PROCEDURE - VERY EFFICIENT UNIT!
KINGSTON	FAN IN MACHINE A LITTLE COLD ON A COLD DAY
KINGSTON	FANTASTIC QUALITY SERVICE, NICE PEOPLE TOO!
KINGSTON	FANTASTIC STAFF
KINGSTON	FIRST CLASS TREATMENT BY A FIRST CLASS HOSPITAL AND STAFF GRATEFUL THANKS AND BLESSINGS.
KINGSTON	FIRST TIME AND COULD NOT HAVE BEEN EASIER. STAFF WERE FIRST RATE. MANY THANKS
KINGSTON	FREE PARKING APPRECIATED.
KINGSTON	GOOD COMMUNICATION. POLITE STAFF. GOOD ALL ROUND STAFF
KINGSTON	HAVING ARRIVED AND WAITING/BOOKED IN AS WELL, ANOTHER MAN ARRIVED - HE WAS NOT ON THE LIST - HE SAYS HE CONFIRMED IT BUT IT WAS CLEAR HE HAD NOT - HE THEN JUMPED THE QUEUE AND I HAD TO WAIT EVEN LONGER
KINGSTON	HAVING FOOT MRI BUT ALSO HAVE PAINFUL KNEES AND BACK. ASKED FOR SUPPORT NONE AVAILABLE BUT MANAGED WHEN I SUGGESTED
KINGSTON	I COULD NOT PRAISE THE STAFF ENOUGH THEY WERE ALSO KIND, CONSIDERATE AND INFORMATIVE
KINGSTON	I EVEN GOT A CUP OF TEA! THANK YOU
KINGSTON	I FELT A LITTLE CONFUSED ABOUT WHAT TO EXPECT DURING THE PROCEDURE, IF I WAS A MORE NERVOUS PATIENT IT WOULD HAVE BEEN HORRID.
KINGSTON	I FOUND THE STAFF WAS EXCELLENT AND VERY VERY HELPFUL
KINGSTON	I HAD A PANIC ATTACK AND YOUR STAFF WERE SO KIND, UNDERSTANDING AND HELPFUL IN MAKING ME COMPLETE THE TEST.
KINGSTON	I HONESTLY FEEL THAT ALL THE EXCELLENT TICKS WERE JUSTIFIED.
KINGSTON	I LIKE TO THANKS EVERYONE AT KINGSTON CENTRE THE STAFF WAS SO VERY GOOD AND THE SO HELPFUL THANK
KINGSTON	I MUCH APPRECIATED THE CUP OF TEA AFTERWARDS
KINGSTON	I REALLY LIKE KINGSTON HOSPITAL - STAFF ARE NICE AND THE PLACE IS CLEAN
KINGSTON	I VERY MUCH APPRECIATE THE UNDERSTANDING OF MY CONCERNS AND PATIENCE IN ALLOWING ME TO ADJUST.
KINGSTON	I WAS A LITTLE NERVOUS, THE STAFF WERE VERY COMFORTING AND REASSURING
KINGSTON	I WAS GIVEN A NICE CUP OF TEA. THANK YOU.
KINGSTON	I WAS GREATLY IMPRESSED WITH ALL THE ARRANGEMENTS.
KINGSTON	I WAS KEPT WAITING FOR AN HOUR - BUT YOUR STAFF KEPT APPOLOGISING FOR THE DELAY SO IT DIDNT BOTHER ME AT ALL
KINGSTON	IF ONLY ALL NHS UNITS AND DEPARTMENTS COULD BE AS EFFICIENT AS THIS ONE.
KINGSTON	IT WAS MY FIRST MRI SCAN AND DIDNT KNOW WHAT TO EXPECT BUT I HAD A LOVELY EXPERIENCE
KINGSTON	JUDITH WAS FANTASTIC
KINGSTON	JUST THANKS FOR MAKING IT SO CLEAN AND STRAIGHT FORWARD FOR ME.
KINGSTON	LATE BUSES ADDED TO STRESS LEVELS, BUT THE STAFF WERE SO KIND AND GENTLE THEY PUT ME AT MY EASE
KINGSTON	LET DOWN BY KINGSTON HOSPITAL TRANSPORT MANAGEMENT/ORGANISATION AMBULANCE STAFF LOEVLV WAITING (IE ARRIVED LATE) COLLECTION (3 HOURS POST APPOINTMENT)

KINGSTON	MADE ME FEEL AT EASE
KINGSTON	MRI MACHINE HAS VARIOUS NOISE WARN PATIENTS BEFORE THE TEST. OVERALL EXCELLENT SERVICE
KINGSTON	MUSIC CUT OUT PART WAY THROUGH SCAN
KINGSTON	MY FEET WERE A BIT COLD!
KINGSTON	NICE AND UNDERSTANDING STAFF
KINGSTON	NICE TO BE GIVEN A CUP OF COFFEE AFTERWARDS STAFF VERY COURTEOUS THANKS
KINGSTON	NO PILLOW/CUSHION SUPPLIED TO SUPPORT BACK
KINGSTON	NOT A PLEASANT EXPERIENCE BUT THE KINDNESS OF THE STAFF MADE ME CALM AND REASSURED
KINGSTON	NOT REALLY CONCERNED ABOUT UNIT DECOR OR STAFF APPEARANCE - IRRELEVANT. SPEED, ACCURACY AND RELIABILITY OF TEST RESULTS AND SPEED OF FOLLOW UP MUCH MORE IMPORTANT
KINGSTON	OVERALL I AM VERY IMPRESSED. I HAVE SEVERAL MEDICAL CONDITIONS AND OFTEN COME TO HOSPITAL AND THIS IS ONE OF MY MOST IMPRESSIVE EXPERIENCES. WELL DONE!
KINGSTON	PARKING SIDE EXCELLENT - WITHOUT IT HOW IS IT POSSIBLE TO PREDICT PARKING TIME?
KINGSTON	RECEPTION - ASHLEY OUTLET WAS TOTALLY PROFESSIONAL AND EXCELLENT IN EVERY AREA
KINGSTON	RECEPTION AND MEDICAL STAFF WERE EXCEPTIONAL
KINGSTON	RECEPTION STAFF WERE VERY PLEASANT AND HELPFUL
KINGSTON	RECEPTIONIST WAS FRIENDLY AND VERY HELPFUL
KINGSTON	SCAN VERY NOISY, BUT THANKFUL THAT IT WAS AVAILABLE.
KINGSTON	SO GOOD I FELL ASLEEP WHILE HAVING THE SCAN.
KINGSTON	SOME OTHER DEPARTMENTS I HAVE VISITED COULD LEARN A FEW LESSON FROM THIS ONE
KINGSTON	STAFF EXCELLENT PUT YOU AT EASE VERY REASSURING
KINGSTON	STAFF EXCELLENT. ALL COMFORTS THOUGHT OF - REFRESHMENTS OVERALL 10 OF OUT 10
KINGSTON	STAFF MADE THE MRI EXPERIENCE A VERY RELAXED AND ENJOYABLE ONE
KINGSTON	STAFF VERY FRIENDLY AND HELPFUL.
KINGSTON	STAFF WANTED TO ARRANGE FOR ME TO ATTEND AT AN EARLIER TIME - BUT UNFORTUNATELY THEY LOST MY PHONE NO! OOPS!!!
KINGSTON	STAFF WERE FANTASTIC AND VERY HELPFUL.
KINGSTON	STAFF WERE VERY HELPFUL AND EFFICIENT.
KINGSTON	THANK ALL STAFF FOR THEIR ATTENTION.
KINGSTON	THANK YOU TO THE STAFF FOR THE TEA!
KINGSTON	THANKS AND APPRECIATION FOR A VERY GOOD EXPERIENCE
KINGSTON	THE BIG PROBLEM WAS NOT WITH YOU BUT WAITING FOR SOMEONE TO REFER ME TO YOU - ONCE REFERRED THE SERVICE WAS EXCELLENT THANK YOU
KINGSTON	THE CLINICAN AND RECEPTION STAFF WERE EXCELLENT. THE APPOINTMENT BOOKING SERVICE WAS POOR
KINGSTON	THE MRI PARKING SPACES WERE OCCUPIED FOR THE HOUR AND A HALF I WAS WAITIN G FOR AND DURING THE MRI SCAN. THE CARS WERE NOT SHOWING THE PARKING SLIP.
KINGSTON	THE RECEPTIONIST HAD AN EXCELLENT MANNER
KINGSTON	THE STAFF AT RECEPTION WAS VERY EFFICIENT AND FRIENDLY AT THE SAME TIME THANK YOU
KINGSTON	THE STAFF KNEW IT WAS MY FIRST TIME FOR AN MRI, THEY ALSO KNEW I WAS 32 WEEKS PREGNANT. VERY LITTLE INFORMATION WAS OFFERED, I HAD TO ASK EVERYTHING!
KINGSTON	THE STAFF WERE LOVELY AND EXTREMELY HELPFUL
KINGSTON	THE STAFF WERE MOST KIND AND HELPFUL THROUGH OUT THE WHOLE OF MY VISIT
KINGSTON	THE STAFF WERE WONDERFUL AND MADE ME FEEL AT EASE
KINGSTON	TO THE STAFF: MANY THANKS TO A JOB WELL DONE!
KINGSTON	TURN UP THE VOLUME IN THE HEAD PHONE
KINGSTON	VERY FRIENDLY AND EFFICIENT. THANK YOU
KINGSTON	VERY FRIENDLY RECEPTIONIST AND COSY ENVIRONMENT

KINGSTON	VERY FRIENDLY STAFF
KINGSTON	VERY FRIENDLY STAFF (ANGIE IN PARTICULAR)
KINGSTON	VERY FRIENDLY, HELPFUL STAFF
KINGSTON	VERY GOOD COFFEE ON ARRIVAL. A NICE TOUCH
KINGSTON	VERY GOOD EXCELLENT, VERY NICE STAFF AND SURROUNDINGS. THANKS TO ALL.
KINGSTON	VERY GOOD NOT WHAT ARE EXPECT FROM NHS
KINGSTON	VERY GOOD SERVICE AND FRIENDLY, HELPFUL STAFF.
KINGSTON	VERY GOOD SERVICE, HELPFUL STAFF
KINGSTON	VERY GOOD TO ACCOMMODATE AN EARLY APPOINTMENT
KINGSTON	VERY NICE THAT MY HUSBAND WAS OFFERED A HOT DRINK WHILE I WAS HAVING MY SCAN, ALSO I WAS OFFERED A HOT DRINK (WHICH I NEEDED!) BEFORE WE LEFT
KINGSTON	VERY NOISY MACHINE, RADIO NOT LOUD ENOUGH. COLD AIR BLOWING ON CHEST - VERY COLD - WHY SO NOISY
KINGSTON	VERY PLEASED WIT THE SERVICE
KINGSTON	VERY PROFESSIONAL AND WELCOMING STAFF.
KINGSTON	WAS GOING TO HAVE MED TO CALM ME DURING SCAN BUT STAFF WERE SO SUPPORTIVE I DECIDED TO HAVE SCAN WITHOUT THEM AND IT WAS A SUCCESS!
KINGSTON	WATER FOUNTAIN IN WAITING ROOM WOULD BE IDEAL. AS YOUR MOUTH TENDS TO BE DRY AFTER DUE TO NERVES
KINGSTON	WE ASKED TO BE PUT ON THE CANCELLATION LIST AND HOPED TO BE ON AN EARLIER CANCELLATION, HOWEVER WE ONLY MANAGED TO GET A CANCELLATION ON THE DAY THE ORIGINAL TEST WAS SCHEDULED FOR THIS MADE IT VERY TIGHT FOR MY DANCE AUDITIONS
KINGSTON	WOULD BE NICE TO SEE THE RESULT.
LONDON IMAGING CENTRE	ADDRESS IS HARD TO FIND
LONDON IMAGING CENTRE	AS AN NHS PATIENT REFERRED BY MY GP THROUGH THE 'BOOKING' CENTRE, I COULD NOT HAVE BEEN BETTER TREATED.
LONDON IMAGING CENTRE	EXCELLENT SERVICE, MINIMAL AWITING TIME AND ALL APPROPRIATE INFORMATION PROVIDED IN A PROFESSIONAL AND TIMELY MANNER.
LONDON IMAGING CENTRE	THE LIFT IS VERY TINY, COULD BARELY FIT A STANDARD BUGGY, AND TAP IN TOILET NOT WORKING.
LONDON PET/CT	COST OF PARKING, DIFFICULTY IN GETTING DETAILS FOR THE BEDFORD SCHEME.
LONDON PET/CT	THE STAFF WERE ALL EXTREMELY HELPFUL TO ENSURE EVERYTHING WAS OK IN ALL WAYS.
LONDON PET/CT	VERY FRIENDLY STAFF, ACCOMMODATING WHEN I NEEDED TO CHANGE APPOINTMENT. NICE TO HAVE CUPPA AFTERWARDS!!!
LONGTON COTTAGE	CANNOT PICK ANY POINTS WHATSOEVER
LONGTON COTTAGE	COMPLAINT: CONSTANT BEEPING IS A TOTAL ANNOYANCE TO BOTH PATIENT AND STAFF
LONGTON COTTAGE	DIDN'T HAVE APPOINTMENT, VERY QUICKLY DEALT WITH- VERY GOOD.
LONGTON COTTAGE	NOT ENOUGH PARKING SPACES
LONGTON COTTAGE	REALLY PLEASANT QUICK AND HELPFUL SERVICE.
LONGTON COTTAGE	ULTRASOUND MAN WAS BRILLIANT
LONGTON COTTAGE	VERY IMPRESSED - EXCELLENT. HAVE PREVIOUSLY DOUBTED NHS - WITH APOLOGIES - MUCH IMPROVED - VERY HAPPY
MA1	ALL THE INFORMATION AND SUPPORT I NEEDED WAS AVAILABLE PROCEDURE WAS VERY QUICK AND NOT BAD AT ALL.THANK YOU.
MA1	ALTHOUGH STAFF AND INTERNAL FACILITIES ALL VERY GOOD I FEEL THE OUTSIDE AND ENTRANCE TO FACILITIES POOR AND COULD BE MORE USER FRIENDLY

MA1	ANNOYING HAVING TO PAY FOR 1HR OF PARKING FOR A 10 MINUTE APPOINTMENT.
MA1	BECAUSE OF DETAILS AT A4) I TALKED TO THE STAFF WHEN THEY TOOK MY DETAILS AND THEY WERE VERY KIND AND CONSIDERATE.
MA1	DIDN'T HAVE TO WAIT AT ALL, STEP RAIL A BIT WOBBLY IS ALL.
MA1	DIFFICULTY UNDERSTANDING IMAGING STAFF QUITE STRONG ACCENT, WOULD BE NICE TO HAVE BABAY WIPES SO YOU COULD REFRESH YOURSELF BEFORE SCAN.
MA1	DUE TO FOREIGN STAFF AND SPEED OF EXPLANATION/SPEECH I COULDN'T UNDERSTAND WHAT WAS GOING ON. BRISK.
MA1	EVERYTHING WAS EXCELLENT ONLY ONE CONCERN; LADY THAT DID X-RAY HAD VERY BAD BODY ODER.
MA1	GOOD UNINTIMIDATING PROCEDURE AND SURROUNDINGS KIND AND CARING STAFF
MA1	HAVEING TO PAY FOR 1 HOUR TO PARK WHEN ONLY 15 MINUTS NEEDED.
MA1	I AM ALWAYS PLEASED WITH ALL THE HELP I GET FROM THE NHS STAFF.
MA1	I FEEL THERE WAS A WAIT, BUT NOTHING TOO BAD. THE STAFF WERE GREAT/ FRIENDLY, PROFESSIONAL, WELL DONE.
MA1	I HAD CHANGED MY APPOINTMENT BUT WAS NOT ON THE DAY LIST SO HAD TO WAIT WHILST DETAILS FOUND.
MA1	I HOPE YOU CAN KEEP UP THE EXCELLENT SERVICE.
MA1	I WAS GRATEFUL TO BE ABLE TO HAVE THE TEST BUT FELT THE MANNER OF THE MEDICAL PERSON GIVING THE TEST WAS COLD AND MECHANICAL WHEN DID NOT PUT ME AT EASE
MA1	INFORMED RECEPTIONIST/NURSE FILLING OUT MY DETAILS I HAD SCAR FROM LINE AT TOP OF BREAST, SHE DIDN'T RECORD IT AND THEN IMAGING STAFF ASKED WHAT IT WAS AND THEN RECORDED IT!
MA1	IT WAS NOT PAINFUL, AND I'M SURE THIIIS IS WHAT PUTS PEOPLE OFF- MORE INFO NEEDED.
MA1	IT WOULD HAVE BEEN NICE TO HAVE BEEN GREETED WITH A SMILE AND EYE CONTACT.
MA1	MUCH LESS PAINFUL THAN IN PREVIOUS YEARS. IS THIS DUE TO NEW EQUIPMENT OR A GOOD RADIOGRAPHER?
MA1	NO SIGNS TO DIRECT YOU TO THE MOBILE CENTRE, ALTHOUGH TOLD IT WAS AT THE BACK OF THE CARE PARK WHEN BOOKING.
MA1	ONE OF THE GIRLS POINTED TO SCREEN AFTERWARDS AND TRACED HER FINGER DOWN- MADE ME THINK SOMETHING WRONG- LONG TWO WEEKS TO WAIT!
MA1	PUT AT EASE AT ALL TIMES ALTHOUGH PROCEDURE UNCOMFORTABLE BUT NECESSARY.
MA1	STAFF ALOT MORE COURTEOUS THAN 3 YEARS AGO. I FELT COMFORTABLE.
MA1	STAFF FRIENDLY AND EFFICIENT, FIRST CLASS SERVICE, THE WHOLE EXPERIENCE WAS PERFECTLY AGREEABLE.
MA1	STAFF WERE EXCELLENT, VERY WELCOMING AND REASSURING
MA1	THE STAFF GIVE INDIVIDUAL PATIENT CARE DESPITE THE REPETION OF THEIR WORK. WELL DONE TO THEM
MA1	THE TWO STAFF WERE VERY FRIENDLY AND HELPFUL
MA1	THIS WAS MY FIRST VISIT. VERY HAPPY WITH THE SERVICE I REQUIRED.
MA1	VERY HELPFUL AND TOLD ALL WAY THROUGH WHAT THEY WERE DOING AND WHY
MA1	VERY NICE LADIES, BOTH AT THE RECEPTION DESK AND THE EXAMINATION ROOM, BOTH MADE ME FEEL AT EASE AND WELCOMED.
MA1	WELL TRAINED STAFF MADE MY VISIT EASY AND AT EASE.
MA2	A BIT UNDIGNIFIED HAVING TO GO TO B+Q CAR PARK, BUT SAVED ON PARKING FEES AT THE HOSPITAL. INSIDE IS TINY, NOT SO COMFORTABLE.
MA2	ALL THE STAFF WERE FRIENDLY AND COURTEOUS MADE THE EXPERIENCE ALMOST PLEASANT.
MA2	AS A 'FIRST TIMER' (SLIGHTLY APPREHENSIVE) THEY MADE ME VERY WELCOME AND PUT ME AT EASE.
MA2	AS FIRST TIME HAVING A MAMMOGRAM IT WOULD HAVE BEEN GOOD TO HAVE A BIT MORE INFORMATION AT RECEPTION STAFF STAGE I.E. WHAT WOULD HAPPEN NEXT WHO RECEPTIONIST WAS ETC

MA2	AS THIS WAS A MOBILE UNIT THE 'INTERVAL' DECOR ETC IS OBVIOUSLY LIMITED BUT ALL WAS FINE AND THE STAFF ON THE DAY WERE EXCELLENT.
MA2	BOTH STAFF WERE VERY FRIENDLY AND CARING (A BIG THANKS TO THEM)
MA2	C2) BADGES WERE WORN TOO LOW DOWN TO BE ABLE TO IDENTIFY PERSONELL (ON POCKET AT HIP)
MA2	DO NOT EXPECT TO HAVE TO LISTEN TO MUSIC WHILE WAITING; IT DOES NOT RELAX YOU INFAC T I FIND IT VERY STRESSFUL.
MA2	EXCELLENT SERVICE OVERALL, THE STAFF DELIVERED A TOP RATED PATIENT CARE THROUGHOUT MY VISIT WELL DONE TO ALL!
MA2	EXCELLENT SERVICE, I ARRIVED EARLY WAS SEEN AS SOON AS I ARRIVED AND WAS OUT AGAIN BEFORE MY ACTUALY APPOINTMENT TIME - OUTSTANDING
MA2	GREAT IMPROVEMENTATION ON PREVIOUS TESTS ELSEWHERE
MA2	I AM APPRECIATIVE OF THIS SERVICE AS IT WAS NOT AVAILABLE IN DAYS GONE BY
MA2	I DIDN'T RECEIVE AN ACCOMPANYING LEAFLET; HOWEVER I HAVE HAD LEAFLETS IN THE PAST WHICH HAVE BEEN INFORMATIVE.
MA2	I WAS LATE FOR MY APPOINTMENT AND THE STAFF KINDLY FITTED ME IN. THANK YOU
MA2	I WISH THAT IT DIDN'T HAVE TO BE SITUATED IN A PUBLIC CAR PARK
MA2	I WOULD HAVE VALUED A FULLER EXPLANATION OF THE PROBLEM.
MA2	IMAGER FINE, BUT JUST A BIT SURPRISED THAT A TRAINEE DID NOT HAVE A QUALIFIED IMAGER SUPERVISING.
MA2	I'VE ALWAYS BEEN PLEASED HOW I'VE BEEN TREATED
MA2	MOBILE UNIT AT B+Q CAR PARK CAN NEVER SCORE POINTS FOR APPEARANCE!
MA2	MOBILE UNITS ARE VERY EFFICIENT IT SAVES LENGTHY QUEUES IN HOSPITALS. DECOR IS GOOD FOR A UNIT
MA2	MY FEELING ABOUT THE STAFF IS THAT THEY WERE RATHER DISTANT, NO SOFTNESS TOWARDS TO PATIENT. TOO EFFICIENT!
MA2	NURSE THAT DID MAMMOGRAM WAS CHEWING GUM THE WHOLE TIME - NOT VERY PROFESSIONAL!
MA2	RECEPTION PERSON EATING AS TAKING DETAILS/ NOT VERY PROFESSIONAL.
MA2	RECEPTIONIST NOT WELCOMING, NO SMILE, OFFICIOUS NEEDS TO LEARN CUSTOMER SERVICE SKILLS.
MA2	STAFF WERE OUTSTANDING SUCH WARMTH AND SMILING THROUGHOUT. 5 STAR TREATMENT. WELL DONE TO THE TEAM.
MA2	STAFF WERE POLITE, THOUGHTFUL AND VERY PROFESSIONAL. WONDERFUL SERVICE.
MA2	THANK YOU FOR THE EXCELLENT SERVICE. MY FIRST SUCH APPOINTMENT AND EXCELLENT PATIENT CARE
MA2	THE CHOICE AND VOLUME OF RADIO PROGRAMME I FOUND UNHELPFUL AND NOT CONCLUSIVE TO A RELAXED ATMOSPHERE
MA2	THE ONLY COMMENT IS THAT IT ALL FELT VERY MUCH LIKE A CONVEYOR BELT APPOINTMENT- IN'CRASH-BANG-WALLOP-' OUT.
MA2	THE RADIOGRAPHER WAS LOVELY AND MADE ME FEEL RELAXED WHICH IS DIFFICULT, AS I HAD A RECALL IN THE PAST!
MA2	THE STAFF WERE MOST PLEASANT AND EFFICIENT
MA2	THE STAFF WERE VERY PLEASANT, CARING AND MADE ME FEEL TOTALLY AT EASE
MA2	THERE WAS A REPITITIVE BLEEPING FROM A MACHINE WHICH WOULD HAVE BEEN VERY ANNOYING IF I'D HAD TO WAIT ANY LENGTH OF TIME. I WAS TOLD IT HAD BEEN REPORTED - MACHINE BATTERY LOW BUT STAFF COULD NOT DO ANYTHING TO STOP IT THEMSELVES
MA2	THIS RATING WOULD HAVE BEEN HIGHER IF THERE WAS NOT A 3 INCH LAKE OF WATER SURROUNDING THE UNIT- VERY WET FEET, NOT ACCEPTABLE.
MA2	VERY GOOD BUT THE HUGE PADDLE WHICH SOAKED ALL THE CLIENTS WAS NOT ACCEPTABLE.
MA2	WAS 5-10 MINUTES IN SMALL CHANGING AREA BEFORE BREAST SCREENING, NOT IDEAL BIT CLAUSTROPHOBIC!

MA2	WITHOUT A CAR ACCESS WAS DIFFICULT WITH A POOR LOCAL BUS SERVICE. I HAD TO TAKE 2 BUSES AND WALK QUITE A DISTANCE WITH A LONG WAIT FOR A BUS!
MA2	WOULD HAVE APPRECIATED INFORMATION LEAFLET.
MARKET HARBOROUGH	BEING VERY NERVOUS OF HOSPITALS THE STAFF WHO CARRIED OUT THE ECHO IMMEDIATELY PUT ME AT MY EASE. I WAS MOST GRATEFUL TO BOTH ALISON AND JENNY.
MAYDAY	AFTER TRAVELLING 3HRS TO GET HERE, EVERYONE WAS FRIENDLY AND CARING THANK YOU
MAYDAY	ALL STAFF WERE SO FRIENDLY FROM RECEPTIONIST TO DOCTORS
MAYDAY	ALL STAFF WERE VERY PROFESSIONAL AND KIND AND PUT ME AT EASE MANY THANKS
MAYDAY	ALL STAFF WERE WONDERFUL CANNOT FAULT ANY OF THEM AT MRI DEPARTMENT
MAYDAY	ALL THE STAFF WERE VERY EXCELLENT
MAYDAY	BEING IN THE MRI MACHINE COULD BE CLAUSTROPHOBIC
MAYDAY	EVERYONE MADE ME FEEL SO RELAXED AND AT EASE
MAYDAY	EXCELLENT CARE AND KINDNESS
MAYDAY	EXCELLENT DIDN'T UNDERSTAND D4 ABOVE - WILL HAVE A FOLLOW UP CONSULTATION WITH DOCTOR
MAYDAY	FANTASTIC - MY YOUNG SON WAS VERY NERVOUS ABOUT MRI SCAN BUT HE WAS TOTALLY PUT AT EASE!
MAYDAY	FREE, I.E. 0800 TELEPHONE NUMBER SHOULD BE USED AS OPPOSED TO 08445810301. PREFERABLY. 0207, 0208, OR 030. THANKS
MAYDAY	FRIENDLY AND HELPFUL STAFF QUICK AND STRAIGHT FORWARD PROCEDURE CALM ENVIRONMENT
MAYDAY	GREAT SUPPORT FROM THE STAFF WHICH GOT ME THROUGH THE SCAN. I AM VERY CLAUSTROPHOBIC AND HAVE PANIC ATTACKS. WELL DONE TO THEM
MAYDAY	I AM HAPPY WITH THE SERVICES OVERALL EXCELLENT AND SATISFACTORY
MAYDAY	I AM VERY PLEASED AND VERY IMPRESSED FOR TH FIRST TIME COMING TO THE HOSPITAL. VERY GOOD
MAYDAY	I DID HAVE A LONG WAIT BETWEEN MY DETAILS BEING TAKEN AND THE ACTUAL SCAN
MAYDAY	I DID NOT RECEIVE ANY INFORMATION ON THE SCAN SO WAS NOT SURE WHAT TO THINK BUT APART FROM THAT ALL GOOD
MAYDAY	I FELT SO COMFORTABLE AT FIRST I WAS NOT SURE CAUSE 2YRS GO I HAD TO GO TO A DIFFERENT HOSPITAL
MAYDAY	I THINK THAT BEING TOLD BEFORE HAND THAT THE SCAN IS IN BURSTS WOULD HAVE HELPED WITH CLAUSTROPHOBIA
MAYDAY	I WAS OK; I WAS CONTINUALLY ASKED IF I WAS OK THROUGHOUT THE SCAN WHICH EASED MY ANXIETY TREMENDIOUSLY.
MAYDAY	I WAS VERY HAPPY WITH MY TREATMENT AT MAYDAY. THANK YOU STAFF
MAYDAY	I WAS VERY SATISFIED WITH THE PROCEDURE, HOWEVER MACHINE EXTREMELY NOISY!
MAYDAY	IT WOULD HAVE BEEN HELPFUL TO KNOW THE RESULT IMMEDIATELY AS THIS WOULD INFORM THE NEXT CAUSE OF ACTION
MAYDAY	KIND AND EXCELLENT CUSTOMER CARE
MAYDAY	MANY THANKS FOR THE EFFICIENT AND HELPFUL TREATMENT GIVEN TO ME.
MAYDAY	MORE INFO ON WHAT TO EXPECT WOULD BE HELPFUL. ALSO AS THERE WAS A DELAY OF OVER 3/4 HAVE A POLITE MESSAGE TO THOSE WAITING TO ADVISE WOULD HAVE BEEN HELPFUL. DELAYS HAPPEN; AN EXPLANATION HELPS PATIENTS AND STAFF!
MAYDAY	NOISY PROCEDURE
MAYDAY	PARKING ONSITE VERY EXPENSIVE
MAYDAY	PEOPLE WHO ARRIVED LATE FOR THEIR APPOINTMENT WERE SEEN BEFORE ME WHO WAS ON TIME. THEY SHOULD BE MADE TO WAIT
MAYDAY	RADIOGRAPHER AND STAFF EXCELLENT
MAYDAY	SCANNING ROOM COLD
MAYDAY	SUPERB CENTRE CLEAN AND EFFICIENT
MAYDAY	THE IMAGER WAS VERY REASSURING

MAYDAY	THE WAITING TIME WAS LONG
MAYDAY	THE WOMEN ARE VERY GOOD BUT ONE MEN INDIAN IS NOT GOOD
MAYDAY	VERY HELPFUL KIND AND REASSURING
MAYDAY	VERY PLEASED, I HAD A VERY LATE APPOINTMENT AND STAFF HAD OBVIOUSLY HAD A LONG DAY, BUT STILL WAS SO POLITE AND UP BEAT, IT WAS VERY LOVELY THAT THE YOUNG GIRL ON RECEPTION TOOK TIME TO REASSURE ME ABOUT THE SCAN.
MAYDAY	VERY WELCOMING AND HELPFUL. MADE MY EXPERIENCE A LOT MORE AT EASE
MAYDAY	WAITING TIME TOO LONG AND NO EXPLANATION GIVEN
MAYDAY	WAS COMFORTABLE THROUGHOUT THE SCAN. I WAS INFORMED OF EVERY STEP THROUGHOUT THE SCAN. V SATISFIED
MAYDAY	WE ARE ALL FORTUNATE TO HAVE SUCH DEDICATED MEDICAL STAFF
MAYDAY	WE ARE SATISFIED WITH THE SERVICE
MELTON MOWBRAY	DELIGHTFUL, HELPFUL AND FRIENDLY IMAGING STAFF.
MELTON MOWBRAY	I WAS AGREEABLY SURPRISED WITH THE SPEED OF RESPONSE BY IN HEALTH. WELL DONE!
MILTON KEYNES	ALL STAFF WERE LOVELY, WELL-PRESENTED AND FRIENDLY, MANY THANKS AT A DIFFICULT TIME.
MILTON KEYNES	ALL THE STAFF WERE VERY PLEASANT AND HELPFUL THROUGHOUT.
MILTON KEYNES	BETTER DIRECTIONS.
MILTON KEYNES	EVENING APPOINTMENT VERY HANDY. RECEPTION STAFF OF MAIN HOSPITAL DIDN'T KNOW WHERE CENTRE WAS.
MILTON KEYNES	EVERY ONE VERY PLEASANT AND ACCOMODATING, HAVE 4 WEEK OLD BABY AND THEY HELPED ME TO MAKE US ALL FEEL COMFORTABLE.
MILTON KEYNES	EVERYONE WAS VERY NICE. I WAS PUT AT EASE IMMEDIATELY. THANK YOU.
MILTON KEYNES	EXCELLENT ALL ROUND.
MILTON KEYNES	FELT COMPLETELY RALAXED THROUGHOUT.
MILTON KEYNES	FOR SCARY PROCEDURE, ALL VERY KIND, JUST SO SO COLD, WISH KNEW DRESSED WARMER THOUGH DID GET A CUP OF TEA AT END.
MILTON KEYNES	I ATTENDED AND CANCELLED APPOINTMENT AT 1 DAYS NOTICE, HENCE NO INFORMATION LEAFLET PROVIDED, BUT VERY CLEAR DIRECTIONS.
MILTON KEYNES	I FELT VERY NERVOUS AS I AM A LITTLE CLAUSTROPHOBIC. I WAS ABLE TO GO IN SCAN FEET FIRST.
MILTON KEYNES	I HAD HOPED FOR MORE INFORMATION CONCERNING THE AILMENT/INJURY
MILTON KEYNES	I HAD TO BE IN A VERY UNCOMFORTABLE POSITION FOR THE PROCEDURE BU THE RADIOLOGIST DID HER VERY BEST TO MAKE ME AS COMFORTABLE AS POSSIBLE.
MILTON KEYNES	I SUFFER FROM CLAUSTROPHOBIA BUT THE NURSE PUT ME AT EASE, SHE WAS VERY GOOD.
MILTON KEYNES	I THINK ALL THE EXCELLENCE ABOVE STATES MY EASE!
MILTON KEYNES	I WAS CALLED WITH A CANCELLATION APPOINTMENT - BRILLIANT ALL THE WAY THROUGH
MILTON KEYNES	I WAS LOOKED AFTER EXCEPTIONALLY WELL, ALL THE STAFF WERE VERY KIND AND ATTENTIVE.
MILTON KEYNES	I WAS LUCKY AS ONLY SAW CONSULTANT THE DAY BEFORE. SOMEONE CANCELLED SO I WAS OFFERED THIS APPOINTMENT.
MILTON KEYNES	I WAS MADE TO FEEL AT EASE BY THE STAFF BOTH ON ARRIVAL AND THROUGHOUT THE PROCEDURE.
MILTON KEYNES	I WAS NERVOUS; STAFF WERE EXCELLENT AND PUT A PERSON AT EASE. THERE WAS NO WAITING TIME WHICH WAS ALSO EXCELLENT.
MILTON KEYNES	I WAS VERY NERVOUS AND I WAS MADE REASSURED THANK YOU.
MILTON KEYNES	I WAS VERY PLEASED WITH HOW CARING AND HELPFUL THE STAFF WERE. RUTH IN PARTICULAR REALLY HELPED ME OUT. SHE HAS LOVELY AND I DONT THINK I COULD HAVE COMPLETED THE TEST WITHOUT HER
MILTON KEYNES	IT WAS MUCH EASIER AND COMFORTABLE THAT I IMAGINED. A LOT OF REASSURANCE BY THE IMAGING STAFF.
MILTON KEYNES	LACK OF SUFFICIENT SEATING

MILTON KEYNES	LAUREN WAS SO KIND. I WAS VERY SCARED AND SHE HELPED ME SO MUCH- SHE IS A GREAT PEOPLE PERSON. UNBELEIVABLY KIND- THANK YOU! SHE EVEN MADE ME A CUP OF TEA.
MILTON KEYNES	MORE DIVERSE SELECTION OF MAGAZINES WHEN WAITING AND PLAY MUSIC THROUGH EAR DEFENDERS
MILTON KEYNES	MORE SEATING NEEDED IN RECEPTION AREA
MILTON KEYNES	MUSIC, I COULDNT HEAR IT AT ALL
MILTON KEYNES	MY ONLY COMMENT IS THAT IF RUNNING LATE IT IS UNFAIR FOR PATIENT TO HAVE TO PAY EXTRA FOR CAR PARKING.
MILTON KEYNES	NO NOTIFICATION ON LETTER RECEIVED THAT THERE IS FREE PARKING OUTSIDE THE MRI BUILDING. NO MENTION ON LETTER OF WHICH DEPT TO REPORT TO, WE HAD TO PAY FOR PARKING AND SPENT 10 MINUTES FINDING THE DEPT- YOUR ATTENTION TO DETAIL NEEDS IMPROVING.
MILTON KEYNES	NO PROBLEMS. NEEDED TWO APPOINTMENTS THOUGH AS FIRST APPOINTMENT WAS CANCELLED DUE TO FUNDING ISSUE.
MILTON KEYNES	PROCEDURE WENT WELL, WITHOUT ANY PROBLEMS.
MILTON KEYNES	PROFESSIONAL APPROACH AND MET MY EXPECTATIONS. THANK YOU
MILTON KEYNES	SLOPE TO ENTRY MAKES FOR AN INTERESTING ENTRY IN A WHEELCHAIR.
MILTON KEYNES	SO MUCH BETTER THAN THE PEOPLE THAT WORK FOR NHS.
MILTON KEYNES	SOME EXPLANATION OF THE TYPE OF NOISES EXPERIENCED WOULD HAVE BEEN REASSURING.
MILTON KEYNES	STAFF KEPT YOU FULLY AT EASE AND WERE VERY POLITE AND UNDERSTANDING.
MILTON KEYNES	STAFF VERY PROFFESIONAL AND FRIENDLY.
MILTON KEYNES	STAFF WERE ALL VERY POLITE.
MILTON KEYNES	TELL PEOPLE TO WEAR CLOTHING ON ARMS AS COLD IN THE MRI.
MILTON KEYNES	THANK YOU FOR SEEING ME AT SUCH SHORT NOTICE AND MAKING ME FEEL COMFORTABLE.
MILTON KEYNES	THANK YOU SPECIAL THANKS TO BECKY FOR HER KIND, REASSURING AND PROFESSIONAL ATTITUDE
MILTON KEYNES	THE LADY THAT TOOK HIM IN WAS VERY HELPFUL.
MILTON KEYNES	THE STAFF ARE VERY FRIENDLY AND PUT YOUR WORRIES TO EASE.
MILTON KEYNES	THE STAFF WERE VERY GOOD AND MADE ME FEEL RELAXED.
MILTON KEYNES	THE STAFF WERE VERY SUPPORTIVE WITH DISABILITIES I HAVE.
MILTON KEYNES	THE WHOLE EXPERIENCE WAS MADE EASIER BY THE STAFF, ALL SO POLITE AND FRIENDLY AND EFFICIENT.
MILTON KEYNES	VERY FRIENDLY AND HELPFUL STAFF MADE ME FEEL AT EASE. THANK YOU.
MILTON KEYNES	VERY GOOD! LOVELY FRIENDLY STAFF MADE THE EXPERIENCE ALOT BETTER :)!
MILTON KEYNES	VERY PLEASANT EXPERIENCE, WAS RATHER NERVOUS BUT FELT PUT AT EASE.
MILTON KEYNES	VERY PLEASED WITH THE WEEKEND APPOINTMENT I HAD, VERY QUIET THE STAFF WERE VERY ACCOMMODATING, WHICH MADE ME FEEL AT EASE
MILTON KEYNES	VERY QUICK AND EFFICIENT SERVICE.
MILTON KEYNES	VERY QUICK AND PROFESSIONAL, VERY FRIENDLY STAFF.
MILTON KEYNES	VERY VERY PROFESSIONAL.
MILTON KEYNES	WELL PRESENTED, NICE STAFF AND GOOD PARKING
MILTON KEYNES	WOULD LIIKE TO PERSONALLY THANK LAUREN FOR HER SUPPORT AND KINDNESS THROUGH THE SCAN, EXCELLENT.
NORTH TYNESIDE	CLEANEST AND MOST PROFESSIONAL AREA OF THE WHOLE HOSPITAL
NORTH TYNESIDE	I WAS VERY HAPPY WITH EVERYONE THEY WERE LOVELY. I FELT VERY RELAXED. THANK YOU
NORTH TYNESIDE	RESULTS OF THE TEST SHOULD BE MORE SPEEDY, SO THAT CONSULTANTS CAN ARRANGE TREATMENT SOONER
NORTH TYNESIDE	VERY EFFICIENT
NORTH TYNESIDE	WASNT LOOKING FORWARD TO THIS, DID NOT KNOW WHAT TO EXPECT. IT WAS 'PAINLESS!' THANK YOU
NORTHWICK PARK	ANGELA WAS VERY GOOD. SHE TOOK EXCELLENT CARE OF ME. WAS VERY POLITE AND INFORMATIVE

NORTHWICK PARK	CHANGING ROOM MAYBE A BASKET/BAG TO KEEP CLOTHES IN COULD BE USEFUL.
NORTHWICK PARK	EFFICIENT AND COURTEOUS STAFF BUT NOT THE BEST OF THE VENUE. WAS VERY UNSURE AND ANXIOUS AND THE MOBILE UNIT PRIOR TO THE ARRIVAL
NORTHWICK PARK	FULL MARKS CANNOT FAULT
NORTHWICK PARK	I COULD NOT BELIEVE HOW SOON MY APPOINTMENT CAME THROUGH AFTER SEEING THE CONSULTANT - I WOULD LIKE TO CONGRATULATE N.W HOSPITAL FOR AN EXCELLENT SERVICE
NORTHWICK PARK	I FAINTED AND THE STAFF HANDLED BRILLIANTLY.
NORTHWICK PARK	IT'S A GOOD HOSPITAL TO COME TO WHEN YOU ARE ILL
NORTHWICK PARK	JUST FIRST CONCERN, THE IMAGING STAFF WAS NOT SURE ABOUT THE INFO PRECAUTIONS TO THE PATIENT, SEEMS NOT PROFESSIONAL.
NORTHWICK PARK	LAVATORY BINS NEEDED EMPTYING- SINK CLEANED- AREA NEEDED TIDYING UP, STAFF TEST EXPERIENCE 100%.
NORTHWICK PARK	MARY MADE ME TEA WHICH WAS VERY NICE
NORTHWICK PARK	MY FAVOURITE QUOTE IS: ' YOU MAY LISTEN TO A RADIO STATION NOT OF YOUR CHOICE.'
NORTHWICK PARK	NO TEA/COFFEE MACHINE. FIT RECEPTION GIRLS
NORTHWICK PARK	PAY AND DISPLAY MACHINES IN THE CAR PARKS DON'T ACCEPT NOTES THEY SHOULD!!
NORTHWICK PARK	RADIOGRAPHERS TOOK ME IN EARLIER THAN MY APPOINTMENT TIME, WAITING TIME FOR SCAN WAS VERY QUICK!
NORTHWICK PARK	STAFF VERY POLITE, TWO LADIES HELPFUL
NORTHWICK PARK	STAFF WERE VERY POLITE AND GENTLE NO PROBLEMS
NORTHWICK PARK	THE SERVICE SHOULD NOT BE PRIVATE. THIS IS THE UK NOT THE USA THE RED CROSS IN FRANCE IS ACCEPTABLE TO RUN HEALTH CARE, ANYTHING ELSE IS DISCUSTING. TELL YOUR MD THAT.. NOBODY SIGNED YOUR DISCLAIMING EITHER ON YOUR BEHALF
NORTHWICK PARK	THE TEAMS ATTITUDE MAKES ONE FEEL THEIR VALUE FOR RESEARCH. GRATEFUL THANKS TO THEM ALL
NORTHWICK PARK	TOOK A BIT LONGER THAN I WAS EXPECTED
NORTHWICK PARK	VERY DIRTY CHAIRS IN THE WAITING AREA, NEED CLEANING.
NORTHWICK PARK	VERY WELCOMING STAFF. KEEP IT UP!
NOTTINGHAM MRI	5 DAYS FOR RESULTS SEEMS TOO LONG - MAYBE LET OWN RADIOLOGISTS ON SITE
NOTTINGHAM MRI	A SERVICE TO BE PROUD OF.
NOTTINGHAM MRI	A VERY RELAXING AND INTERESTING EXPERIENCE - APPRECIATE BEING GIVEN THE SCAN
NOTTINGHAM MRI	ALL STAFF WERE LOVELY AND VERY FRIENDLY.
NOTTINGHAM MRI	BETTER THAN EXPECTED.
NOTTINGHAM MRI	BOTH LADIES - RECEPTION AND RADIOGRAPHER WERE HELPFUL, EFFICIENT AND VERY KIND
NOTTINGHAM MRI	CAN'T BELIEVE IT WAS NHS FELT MORE LIKE PRIVATE ALL STAFF EXCELLENT RADIOGRAPHER VERY POLITE AND REASSURING
NOTTINGHAM MRI	CAR PARK LIGHTING NEEDS IMPROVING. A LADY VISITOR WOULD HAVE BEEN CONCERENED, DRIVING INTO A PITCH DARK CAR PARK
NOTTINGHAM MRI	DISABLED TOILET DID NOT HAVE A HIGH RIDE DISABLED SEAT - JUST A NORMAL TOILET WHICH IS NO GOOD TO DISABLED PATIENTS LIKE MYSELF
NOTTINGHAM MRI	EVERYONE MADE ME FEEL VERY COMFORTABLE THANKS!
NOTTINGHAM MRI	EVERYONE V.HELPFUL AND COURTEOUS.
NOTTINGHAM MRI	EVERYTHING ABOUT TODAY WAS VERY VERY GOOD
NOTTINGHAM MRI	EXCELLENT ALL THE WAY, MUCH APPRECIATED. EXCELLENT STAFF THROUGHOUT
NOTTINGHAM MRI	EXCELLENT EXPERIENCE THROUGHOUT COULDN'T HAVE ASKED FOR BETTER.
NOTTINGHAM MRI	EXCELLENT SERVICE - APART FROM THE CLAUSTROPHOBIA
NOTTINGHAM MRI	FIRST CLASS AND VERY PROFESSIONAL.
NOTTINGHAM MRI	FROM RECEPTION THROUGH TO DOCTORS AND MRI STAFF I WAS TREATED IN THE MOST EFFICIENT, COURTEOUS AND PROFESSIONAL WAY
NOTTINGHAM MRI	GP INFORMED ME THAT A NERVE HAD BEEN HIT AND THE SHOOTING SENSATION IN MY LOWER ARM THROUGH TO MY THUMB WOULD LAST 18 MONTHS. ALSO I HAD EXTENSIVE BRUSING AROUND ELBOW

NOTTINGHAM MRI	HAVE HAD MANY MRI SCANS AND THIS WAS EASIEST BY FAR- WAS MADE TO FEEL VERY AT EASE AND RELAXED.
NOTTINGHAM MRI	I DID NOT ASK RE-RESULTS OF TEST - I ALREADY HAD THAT INFO FROM A PREVIOUS VISIT AND FROM SURGEON/CONSULTANT
NOTTINGHAM MRI	I DIDNT FEEL NERVOUS AS THE FRIENDLY STAFF PUT ME AT EASE
NOTTINGHAM MRI	I LOVE FREQUENT HOSPITAL VISITS AND THE TWO NURSES I SAW TODAY WERE THE BEST IVE EVER MET
NOTTINGHAM MRI	I RECIEVED MY APPOINTMENT OVER THE PHONE AND THEREFORE DID NOT RECIEVE INFORMATION PRIOR TO THE SCAN
NOTTINGHAM MRI	I WOULD NOT PHYSICALLY EXPECT TO TICK SO MANY 'EXCELLENTS'!! THANK YOU
NOTTINGHAM MRI	IMPRESSIVE AND SPEEDY PROCESS
NOTTINGHAM MRI	IT WAS NOT AS BAD HAS I THOUGHT IT WOULD BE, ALTHOUGH I WOULDN'T WANT TO DO IT AGAIN
NOTTINGHAM MRI	LOVELY, PLEASANT STAFF, OBVIOUSLY BUSY BUT THAT DIDNT EFFECT PATIENT CARE.
NOTTINGHAM MRI	MADE TO FEEL VERY AT EASE THANK YOU
NOTTINGHAM MRI	MANY THANKS FOR SETTING ME AT EASE ON WHAT COULD BE AN UNPLEASANT EXPERIENCE
NOTTINGHAM MRI	MY APPOINTMENT WAS STRAIGHT FORWARD ON THE DAY OF THE SCAN WHICH WAS NOT AN ISSUE. I ARRIVED EARLY AND FOR ME 1ST TIME EVER FOR A MEDICAL APPT, I WAS SEEN/ATTENDED TO EARLY!!
NOTTINGHAM MRI	MY WIFE AND MYSELF CANT FAULT THE ATTENTION I RECEIVED EXCELLENT
NOTTINGHAM MRI	NEVER FEEL AT EASE THROUGH THE TEST - TOO TIGHT
NOTTINGHAM MRI	NICE CLEAN PREMISES. STAFF VERY POLITE AND HELPFUL. PARKING EASY
NOTTINGHAM MRI	NICE, CALM ATMOSPHERE. ALL STAFF VERY PLEASANT, LEFT WITH VERY POSITIVE FEELING
NOTTINGHAM MRI	NO EVERYTHING VERY GOOD.
NOTTINGHAM MRI	NO MORE COMMENTS. THANK YOU
NOTTINGHAM MRI	PIPED MUSIC KEEPS FAILING. AND IT IS NEEDED
NOTTINGHAM MRI	PUT A DRINK MACHINE OR WATER DISPENSER IN THE RECEPTION/ WAITING ROOM AREA?
NOTTINGHAM MRI	PUT ME AT EASE! THANKS
NOTTINGHAM MRI	REALLY EFFICIENT- NO WAITING TIME. STAFF VERY FRIENDLY OVERALL VERY GOOD.
NOTTINGHAM MRI	REALLY GREAT, THANKS FOR YOUR CARE
NOTTINGHAM MRI	REASSURED THROUGHOUT BY STAFF
NOTTINGHAM MRI	STAFF EXTREMELY POLITE AND COURTEOUS THROUGHOUT THE PROCESS CONGRATULATIONS AND THANK YOU
NOTTINGHAM MRI	STAFF VERY COURTEOUS AND MADE ME A CUPPA - THANK YOU. IT'S A VERY CLAUSTROPHOBIC EXPERIENC
NOTTINGHAM MRI	STAFF WERE VERY UNDERSTANDING
NOTTINGHAM MRI	THANK YOU FOR ALL YOUR EXCELLENT SKILLS AND EXPERTISE
NOTTINGHAM MRI	THANK YOU FOR MAKING THIS A EASY AS I FELT IT WAS
NOTTINGHAM MRI	THE CENTRE WAS INCREDIBLY HOT PARTICULARLY THE RECEPTION. I WAS WET WITH SWEAT WHEN I CAME OUT OF THE MACHINE
NOTTINGHAM MRI	THE LADY WHO DID THE MRI WAS LOVELY
NOTTINGHAM MRI	THE STAFF ARE KIND AND CONSIDERATE, THEY MADE ME FEEL COMFORTABLE THROUGHOUT MY STAY.
NOTTINGHAM MRI	THE STAFF LISTEN AND HELP WHERE THEY CAN AND MUCH BETTER THAN THE PARK AND THE QMC.
NOTTINGHAM MRI	THE STAFF WERE BRILL
NOTTINGHAM MRI	THE STAFF WERE VERY HELPFUL AND FRIENDLY
NOTTINGHAM MRI	VERY FRIENDLY AND HELPFUL PUT AT EASE
NOTTINGHAM MRI	VERY FRIENDLY AND PROFESSIONAL AND STAFF MADE THE WHOLE EXPERIENCE GO SMOOTHLY AND EFFORTLESS
NOTTINGHAM MRI	VERY HELPFUL AND CALM STAFF!
NOTTINGHAM MRI	VERY IMPORTANT THAT THE RADIOLOGIST TELLS WHAT IS COMING. IT IS REASSURING

NOTTINGHAM MRI	VERY OPEN AND PROFESSIONAL THANK YOU ALL
NOTTINGHAM MRI	VERY PLEASED, STAFF WERE EXCELLENT, MORE THAN HELPFUL AND SO PLESANT
NOTTINGHAM MRI	VERY POLITE, COURTEOUS STAFF, GREAT FACILITY. THANK YOU.
NOTTINGHAM MRI	VERY POOR EXPERIENCE AS COMPARED TO BEST EXPERIENCE AT OMC
NOTTINGHAM MRI	VERY QUICK AND WELCOMING
NOTTINGHAM MRI	WARM CALMING COMFORTABLE AND UNDERSTANDING
NOTTINGHAM MRI	WAS NERVOUS BUT IT WASNT AS BAD AS I EXPECTED. THE STAFF WERE VERY HELPFUL AND EXPLAINED WHAT WAS HAPPENING
NOTTINGHAM MRI	WISH TO KNOW WHEN/WHERE I HEAR RESULTS
NOTTINGHAM MRI	WONDERFUL SERVICE. THANK YOU
NOTTINGHAM PET/CT	A LITTLE MORE ATTENTION FROM STAFF AT END OF TEST OTHERWISE VERY SATISFIED
NOTTINGHAM PET/CT	BETTER IF GUM NOT BEING CHEWED BY NURSES ON RECEPTION. IMAGING ROOM TOO COLD. MUSIC INTO WAITING ROOM NOT GOOD
NOTTINGHAM PET/CT	CAR PARKING AT HOSPITAL IS BAD. NEED DEDICATED SPACES FOR PET CENTRE. PATIENT COMES FROM A WIDE AREA AND NO ALTERNATIVE TO TRAVEL BY CAR.
NOTTINGHAM PET/CT	HAD PROBLEMS WITH ABCK AND GOT RESTLESS IN TUBE, FELT SORRY FOR STAFF BECAUSE THEY COULD ONLY DO WHAT THEY COULD. A COFFEE OR TEA AND BISCUITS WOULD BE NICE AFTER FINISHED, MANY THANKS JOHN
NOTTINGHAM PET/CT	NIL, BUT VERY MANY THANKS TO ALL STAFF CONCERNED
NOTTINGHAM PET/CT	NOTHING BUT EXCELLENT THANK YOU SO MUCH
NOTTINGHAM PET/CT	THE PARKING FACILITIES WERE VERY POOR AND THE CHARGES £4.00 FOR 2HRS-4HRS WERE EXTORTIONATE ESPECIALLY WHEN YOU TRAVEL 2HRS AND TO THE CENTRE
NOTTINGHAM PET/CT	VERY CLEAN AND NICE STAFF
NUFFIELD SUFFOLK	EXCELLENT EXPERIENCE, STAFF VERY NICE AND MADE IT VERY EASY, THANK YOU
NUFFIELD SUFFOLK	EXCELLENT STAFF
NUFFIELD SUFFOLK	I WAS VERY IMPRESSED BY THE KINDNESS OF THE RECEPTION STAFF WHO PROACTIVELY BOUGHT ME SOME SANDWICHES
NUFFIELD SUFFOLK	MY PROCEDURES LASTED 2 HOURS DURING WHICH TIME I FELT COMFORTABLE, EVEN THOUGH WORK MEN WERE REPAIRING SOMETHING IN THE RADIOLOGY AREA
NUFFIELD SUFFOLK	PROCEDURE WAS COMFORTABLE AND STAFF VERY REASSURING ALTHOUGH LONGER THAN EXPECTED (NOT A NEGATIVE)
NUFFIELD SUFFOLK	RADIOLOGIST CLAIRE WAS EXTREMELY KIND WITH GOOD EXPLANATIONS. THIS REALLY HELPS.
NUFFIELD SUFFOLK	THE RADIOGRAPHER WAS SUPER
NUFFIELD SUFFOLK	UNFORTUNATE THAT THE SCANNER BROKE DOWN A MIX UP OUR RE-BOOKING - GIVEN THE WRONG DAY - OTHERWISE EXCELLENT
NUFFIELD SUFFOLK	VERY FRIENDLY STAFF THROUGHOUT. VERY PROFESSIONAL AND SET ME AT EASE STRAIGHT AWAY
PETERBOROUGH	50% OF THE TIME THE CAR PARK IS FULL THIS FORM IS HARDLY RELEVANT TO MY OUTPATIENT VISIT TO SEE A DERMATOLOGIST. THE RECEPTION ARE ALWAYS DIFFERENT SOME ARE FINE SOME LESS SO.
QUEENS MEDICAL CENTRE	APPOINTMENT LETTER SAID 17.00HRS COMPUTER SAID 17.20HRS SCANNED AT 17.45HRS! OTHERWISE SATISFACTORY
QUEENS MEDICAL CENTRE	EVERYONE CONCERNED MADE ME FEEL VERY COMFORTABLE AND IT TOOK ALL MY FEARS AWAY.
QUEENS MEDICAL CENTRE	GREAT FRIENDLY STAFF.
QUEENS MEDICAL CENTRE	I WAS NERVOUS BUT REASSURED BY THE IMAGING NURSE.

QUEENS MEDICAL CENTRE	ON ARRIVAL WAITING AREA FOR ME AND PARTNER BUT SHOULD BE A SEPERATE AREA FOR PARTNER/FRIENDS TO WAIT FOR PATIENT WILST PROCEDURE TOOK PLACE
ROYAL PRESTON	SUPER QUICK AND EFFICIENT I AM VERY DIZZY SO HELP GIVEN WAS SUPER
ROYAL SOUTH HANTS	APPOINTMENT SHOULD BE DONE AT RSH NOT IN ANOTHER PART OF THE COUNTRY
ROYAL SOUTH HANTS	COULD NOT HAVE ASKED FOR BETTER. MANY MANY THANKS
ROYAL SOUTH HANTS	DO NOT PRIVATISE OUR NHS. (STOP MESSING IT AROUND)
ROYAL SOUTH HANTS	EVERYONE MADE ME FEEL VERY SAFE AND I WAS MADE AT EASE AT ALL TIMES
ROYAL SOUTH HANTS	FIRST CLASS SERVICE BY ALL. ONE FAULT - PARKING FEES TO EXPENSIVE
ROYAL SOUTH HANTS	I CANNOT SPEAK TOO HIGHLY OF THE DOCTOR, FOR SHELLY AND THE ENTIRE STAFF
ROYAL SOUTH HANTS	I CONSIDERED THE YOUNG LADY CONDUCTING THE TEST EXCELLENT
ROYAL SOUTH HANTS	I COULDN'T HAVE RECIEVED ANY BETTER TREATMENT IF I'D GONE PRIVATE. WELL DONE!
ROYAL SOUTH HANTS	I FOUND THE STAFF WERE VERY HELPFUL IN EVERY WAY POSSIBLE
ROYAL SOUTH HANTS	I WAS SURPRISED AT HOW EFFICIENT AND HELPFUL I FOUND EVERYONE
ROYAL SOUTH HANTS	I WAS UPSET TO SPEND 20MINS WAITING WHILE TWO STAFF HELD A CONVERSATION. THERE WERE NO OTHER PATIENTS WAITING OR BEING TREATED
ROYAL SOUTH HANTS	NATALIE IN AUDIOLOGY WAS VERY HELPFUL AND SPENT A LOT OF TIME REASSURING ME
ROYAL SOUTH HANTS	NO CLOCK, CRAMMED WAITING AREA WITH WHEEL CHAIR.
ROYAL SOUTH HANTS	NO STAFF ON SATURDAYS TO DIRECT YOU WHERE TO GO OVER HALF HOUR TO FIND LOCATION
ROYAL SOUTH HANTS	NURSE HELPING WAS VERY NICE TO ME. I THINK SHE WAS VERY UNDERSTANDING HELD MY HAND
ROYAL SOUTH HANTS	PLEASANTLY SURPRISED BEARING IN MIND THE CRITISM THE NHS IS RECEIVING AT PRESENT
ROYAL SOUTH HANTS	SOME MAGAZINES WOULD PASS THE TIME AS WOULD SOME BACKGROUND MUSIC
ROYAL SOUTH HANTS	THE ENT/AUDIOLOGY DEPT IS A CORRIDOR. THE RECEPTION DESK IS BEHIND A GLASS SCREEN AT WAIST HEIGHT. TOTALLY UNFIT FOR PURPOSE - THE PATIENTS ARE MOSTLY DEAF!
ROYAL SOUTH HANTS	THE OPERATIVE I SAW WAS NAMED CHRISTINA AND SHE WAS IN MY OPINION ABSOLEUTELY SUPERB. SHE WAS EFFICIENT, PROFESSIONAL AND MADE ME FEEL AT EASE
ROYAL SOUTH HANTS	THE WHOLE PROCEDURE WAS EXCELLENT
ROYAL SOUTH HANTS	VERY GOOD + VERY FRIENDLY STAFF, WE WERE VERY EARLY FOR THE APPOINTMENT BUT WERE SEEN STRAIGHT AWAY
ROYAL SOUTH HANTS	VERY GRATEFUL, KEEP UP THE GOOD WORK 'EXCELLENT'
ROYAL SOUTH HANTS	VERY PLEASED AT RSH ALL VERY PLEASANT BUT PLEASE DEAL WITH BOOKINGLINE UNABLE TO HEAR ANY OF THE OPTIONS OR PERSON!

ROYAL SOUTH HANTS	WAITED 1/2 HOUR AFTER TIME OF APPOINTMENT. DOCTOR THIS TIME WAS REALLY GOOD. DIDN'T WANT TO ATTEND AS EXPERIENCE WAS SO BAD LAST TIME THE DOCTOR WAS UNCARING AND APPALLING LAST TIME AND FRIGHTENED ME AS THOUGHT HE HAD DAMAGED MY EARS
ROYAL SOUTH HANTS	WE HAVE RECEIVED NUMEROUS SMS'S REMINDING US OF THE APPOINTMENTS, THEY ARE ALL IRRELEVANT SO THEY ARE NOT UPDATED WITH CURRENT APPOINTMENT DETAILS BUT USE ONLY THE INITIAL APPOINTMENT DATE AND TIME WHICH WAS 11TH OCT 2010 16:15#
SANDWELL	1ST CLASS. STAFF PROFESSIONAL AND CARING
SANDWELL	A LITTLE BIT NERVOUS, BUT STAFF VERY HELPFUL.
SANDWELL	ALTHOUGH I WAS LATE, I DID NOT HAVE TO WAIT TOO LONG, STAFF VERY FRIENDLY.
SANDWELL	APART FROM PARKING VERY GOOD SERVICE
SANDWELL	APPOINTMENT DELAYED BUE TO BLOOD TEST.
SANDWELL	BIT NERVOUS, BUT WAS OK
SANDWELL	BIT OF LONG WAIT, RUNNING BEHIND BUT STAFF VERY PLEASANT AND APOLOGETIC
SANDWELL	EXCELLENT SERVICE
SANDWELL	EXCELLENT SERVICE AND STAFF LOOKED AFTER ME AS I WAS VERY NERVOUS. VERY POLITE AND HELPFUL
SANDWELL	EXCELLENT SERVICE THROUGHOUT.
SANDWELL	EXCELLENT SERVICE, HAD CANCELLATION APPOINTMENT FOR SAME DAY AS HANDING IN MY FORM
SANDWELL	FRIENDLY AND HELPFUL STAFF- MADE TO FEEL AT EASE THROUGHOUT PROCEDURE.
SANDWELL	GIVE ALL STAFF A PAY RISE FOR THE EXCELLENT WORK THEY DO.
SANDWELL	GREAT SERVICE
SANDWELL	GREAT STAFF
SANDWELL	HELPFUL STAFF DURING DISTRESSING TIME.
SANDWELL	I DIDNT GO THROUGH AS I WAS CLAUSTROPHOBIC AND I FELT PUT AT EASE AND REASSURED THROUGHOUT
SANDWELL	I FELT THE TESTING ROOM WAS TOO COLD OTHER THAN THAT I AM EXTREMELY HAPPY ABOUT THE SERVICE
SANDWELL	I HAVE FOUND THE STAFF VERY HELPFUL
SANDWELL	I WAS TREATED WELL THROUGHOUT MY SCAN
SANDWELL	LONG TEST BUT IT WAS OK IN THE END. AND GIRLS WAS GREAT
SANDWELL	MUSIC IN HEAD-PHONES DURING SCAN OR SOMETHING SIMILAR.
SANDWELL	MY DAD WAS IN WHEELCHAIR AND COULD NOT GET THROUGH FRONT DOOR HAD TO PULL HIM IN BACKWARDS
SANDWELL	MY DAUGHTER WAS VERY NERVOUS BUT SHE WAS REASSURED AND MADE FEEL COMFORTABLE THROUGHOUT BY ALL STAFF
SANDWELL	MY EXPERIENCE WAS A VERY POSITIVE ONE. THE STAFF ARE HELPFUL, FRIENDLY AND KNOWLEDGEABLE AND THE UNIT IS COMFORTABLE
SANDWELL	NICE STAFF MADE TO FEEL AT EASE
SANDWELL	NO WAITING AT ALL - STRAIGHT IN FOR SCAN
SANDWELL	NOT AN EASY EXPERIENCE FOR ME
SANDWELL	ONLY THE DRESSING GOWN POOR
SANDWELL	PARKING CHARGES VERY HIGH
SANDWELL	PLEASANT AND FRIENDLY STAFF
SANDWELL	PLEASED TO HAVE AN APPOINTMENT NEXT DAY- EXCELLENT SERVICE.
SANDWELL	PLEASED WITH APPOINTMENT APPEARED WITHIN TWO WEEKS AND THE INFORMATION PROVIDED FROM STAFF WAS EXCELLENT. GREAT EXPERIENCE
SANDWELL	PROBABLY THE BEST NHS SERVICE I HAVE EVER RECEIVED MANY THANKS
SANDWELL	PROFESSIONAL THROUGH OUT MRI SCAN, BY ALL MEMBERS OF STAFF. (JOKE, TEA/BISCUITS) EXCELLENT.
SANDWELL	RECEPTION STAFF VERY HELPFUL ABOUT GETTING APPOINTMENT
SANDWELL	SLIGHTLY WORRIED HOWEVER PUT AT EASE BY STAFF

SANDWELL	STAFF AT REAR LAUGHIN VERY LOUDLY GREAT TO SEE THEM ENJOY THE JOB BUT BOARDING ON VERY UNPROFESSIONAL (SORRY)
SANDWELL	STAFF LOVELY AND GREAT SERVICE.
SANDWELL	STAFF ROUND BACK WERE LAUGHING A LOT MADE ME FEEL UNEASY
SANDWELL	STAFF VERY HELPFUL FROM RECEPTION TO MEDICAL STAFF THANK YOU.
SANDWELL	STAFF VERY PLEASANT AND CARING. ALL VERY HAPPY AND SMILING
SANDWELL	STAFF VERY PLEASANT AND HELPFUL
SANDWELL	STAFF WAS VERY KIND AND MADE SURE I WAS OK. BEST HOSPITAL EXPERIENCE EVER THANK YOU
SANDWELL	TELEVISION WOULD BE NICE TO HIDE SOUND OF SCANNER
SANDWELL	THANK YOU SO MUCH FOR THE CUP OF TEA (MOST WELCOME)
SANDWELL	THE SCAN ITSELF IS NOT PLEASANT BUT THE STAFF ARE VERY GOOD AT TRYING TO MAKE YOU FEEL LESS ANXIOUS
SANDWELL	THE STAFF SEEMED MORE BOTHERED ABOUT LAUGHING THAN MY NEEDS AS I WAS A LITTLE NERVOUS
SANDWELL	THE YOUNG LADY WAS VERY PATIENT AND CARING I WAS SCARED. THANKS.
SANDWELL	THIS WAS MY DAUGHTERS APPOINTMENT, SHE WAS VERY NERVOUS, BUT STAFF WERE VERY GOOD AND I WAS ABLE TO GO IN ROOM WITH HER.
SANDWELL	UNIT WAS HIDDEN AWAY, NOT VERY GOOD SIGNAGE
SANDWELL	VERY HAPPY WITH EVERYTHING AND STAFF 10/10
SANDWELL	VERY PLEASED TO BE SEEN BEFORE MY APPOINTMENT TIME.
SANDWELL	VERY PROFESSIONAL FOR A PRIVATE UNIT
SANDWELL	VERY PROMPT AND PROFESSIONAL!! THANK YOU!
SANDWELL	VERY QUICK AND STAFF WAS LOVELY MANY THANKS
SANDWELL	WALKED AWAY HAPPY AND SATISFIED
SANDWELL	WAS IN A LOT OF PAIN AND GOT STUCK ON TABLE, STAFF WERE VERY PATIENT AND HELPFUL.
SANDWELL	WAS VERY NERVOUS BUT ALL STAFF WAS LOVELY
SANDWELL	WELL DONE
SANDWELL	WONDERFUL STAFF, FELT VERY COMFORTABLE AND AT EASE. THANK YOU.
ST ANNS	EVEN THOUGH THE FACILITIES WERE JUST A CARAVAN THE STAFF WERE VERY ATTENTIVE AND PLEASANT AND MADE ME FEEL AT EASE
ST ANNS	IT WAS RAINING ON THE DAY I ATTENDED AND ACCESS TO THE MOBILE UNIT ESPEICALLY AT ME DOOR OPENED OUTWARDS ON ENTRY MADE ACCESS IN THE UNIT PRECARIOUS - I WAS ALL RIGHT BUT OLDER LESS MOBILE PEOPLE WOULD FIND IT
ST ANNS	VERY PLEASED
ST GEORGES	A VERY GOOD EXPERIENCE FROM START TO FINISH
ST GEORGES	EXCELLENT SERVICE, THANK YOU.
ST GEORGES	GET GARDEN IMPROVED
ST GEORGES	HAD APPOINTMENT SAME DAY AS SEEING MY G.P. EXCELLENT SERVICE.
ST GEORGES	STAFF LET ME USE LIFT NOT V GOOD WITH STEPS! AND PLAYED ADELE CD ON HEADPHONES KNOWING I WAS VERY NERVOUS
ST GEORGES	WALK TO IMAGING CENTRE FAR TOO LONG. THIS FACILITY IS FOR PEOPLE WHO HAVE BAD KNEES, AMONG OTHER THINGS.
ST PETERS CHERTSEY	ALL OF THE STAFF I HAD CONTACT WITH WERE EXCELLENT - FIRST CLASS SERVICE
ST PETERS CHERTSEY	DELAY DUE TO WARD BEING USED AS OVERFLOW WARD TO ST PETERS STAFF DISADVANTAGED
ST PETERS CHERTSEY	I AM REALLY SATISFIED AND HAPPY WITH THE TREATMENT I HAVE RECEIVED FROM THE STAFF AT THIS HOSPITAL
ST PETERS CHERTSEY	IT WAS EXCELLENT THE DR AND NURSES WERE LOVELY

ST PETERS CHERTSEY	PARKING PROBLEMS INCREASED THROUGH THE DAY (MY APPOINTMENT WAS EARLY!) RECEPTIONIST WAS RUDE AND OFFHAND
ST PETERS CHERTSEY	SOME OF THE PAPERWORK FOR INFORMATION WAS OUT OF DATE AND NEEDED TO BE REVISED
ST PETERS CHERTSEY	THE HOSPITAL IS SUFFERING A SEVERE BED SHORTAGE AND THE BED 'JUGGLING' IS VERY OBVIOUS
ST PETERS CHERTSEY	WHILE THE CARE I RECEIVED FROM ALL MEDICAL STAFF INVOLVED WAS EXCELLENT THE OVERALL SATISFACTION SCORE REFLECTS THE LACK OF ATTENTION WHEN I ARRIVED AT 7:10AM FEELING VERY NERVOUS AND THEN BEING LEFT UNATTENDED IN THE WAITING AREA FOR OVER 40MINS
ST PETERS LEICESTER	TE STAFF WERE EXCELLENT AND EXPLAINED THE FULL PROCEDURE ALL THE WAY THROUGH AND VERY NICE STAFF, THANKYOU FOR MAKING ME FEEL AT EASE.
SYSTON	100% SATISFACTION I.E. APPT TIME, HEALTH CENTRE AND ESPECIALLY IMAGING STAFF.
SYSTON	I WONDER HOW APPROPRIATE IT IS FOR SYSTON HEALTH CENTRE TO CHARGE FOR PARKING? PARKING IS NOT SCARSE IN SYSTON ON THE FACE OF IT MAYBE IT APPEARS TO BE GREEDY?
SYSTON	KEEP UP THE EXCELLENT WORK
SYSTON	NO COMPLAINTS AT ALL, BRILLIANT SERVICE FROM START TO FINISH.
SYSTON	RECEPTION WAS CLOSED APP 8.00AM NO ONE COULD TELL ME HOW TO CLAIM BACK EXPENSES
VINCENT	ALL MEMBERS OF STAFF THAT I CAME INTO CONTACT WITH WERE PROFESSIONAL AND SUPPORTIVE.
VINCENT	EXCELLENT
VINCENT	HANDLED WITH ASSURANCE WHICH IN ITSELF REASSURING.
VINCENT	IT WAS GOOD TO FIND STAFF SO HELPFUL AND POLITE.
VINCENT	THE PODIAETRY STAFF WERE VERY GOOD.
WALKDEN GATEWAY	AN EXCELLENT SERVICE BETTER THAN GOING PRIVATE- FIRST CLASS.
WALKDEN GATEWAY	FOUND ALL STAFF VERY HELPFUL.
WALKDEN GATEWAY	THE ONLY THING IS THE STAIRS GOING UP TO THE UNIT WERE A BIT STEEP WITH MY MOBILITY PROBLEMS, BUT EVERYTHING ELSE WAS GREAT, THE STAFF WERE GREAT. THANK YOU FOR BEING ABLE TO SEE TO ME VERY QUICK.
WALKDEN GATEWAY	VERY CIVILISED. NO QUESTIONS EASY ACCESS- WONDERFUL IN COMPARISON TO ALTERNATIVES.
WALSALL MANOR	ALL STAFF WERE VERY WELCOMING
WALSALL MANOR	ALL THINGS WERE MADE EASY FOR ME BY STAFF
WALSALL MANOR	EVERYTHING WAS EXCELLENT AND WAS HAPPY WITH EVERYTHING. THANK YOU TO ALL THE STAFF
WALSALL MANOR	EXCELLENT STAFF VERY HELPFUL AND POLITE
WALSALL MANOR	FAMILY MEMBERS HAVE BEEN HERE BEFORE AND HAVE ALWAYS BEEN SATISFIED WITH THE SERVICE
WALSALL MANOR	HAVING TO WAIT 2 WEEKS FOR THE RESULTS WHEN AN ACUTE PROBLEM IS INVOLVED IS TOO LONG
WALSALL MANOR	I FELT VERY COMFORTABLE IN THIS CENTRE. STAFF WERE VERY HELPFUL AND COURTEOUS.
WALSALL MANOR	IMAGING STAFF MEMBER VERY FRIENDLY.
WALSALL MANOR	MADE TO FEEL COMFORTABLE AND AT EASE, WAS VERY GOOD. THANK YOU.
WALSALL MANOR	MY APPOINTMENT WAS ARRANGED LAST MINUTE OVER THE PHONE AS A CANCELLATION - THIS IS WHY I DID NOT GET A LEAFLET ABOUT MRI
WALSALL MANOR	NERVOUS BUT PUT AT EASE BY STAFF
WALSALL MANOR	NO WAITING AND VERY QUICK
WALSALL MANOR	NOISE DON'T LIKE NOISE
WALSALL MANOR	NOT HALF AS SCARY AS I THOUGHT IT WOULD BE

WALSALL MANOR	PARKING POOR - DISABLED HAD TO WALK AWAY TO UNIT
WALSALL MANOR	PITY ALL NHS HOSPITALS WERE NOT THIS EFFICIENT
WALSALL MANOR	PUT AT EASE STRAIGHT AWAY ON ENTERING BUILDING
WALSALL MANOR	RECEPTIONIST WAS OFFENSIVE IN HER ATTITUDE AND MANNER WHEN I ARRIVED WITH MY DISABLED SON. HER LANGUAGE AND ATTITUDE WERE AGRESSIVE, DISCOURTEOUS AND WHOLLY INAPPROPRIATE
WALSALL MANOR	RIDICULOUS TO ANSWER QUESTIONS ON PAPER THEN REPEAT ALL OVER AGAIN! GET DECENT GOWNS. DON'T MAKE PEOPLE WAIT SO LONG
WALSALL MANOR	STAFF WERE MOST HELPFUL AND VERY FRIENDLY
WALSALL MANOR	THANK YOU EXCELLENT STAFF
WALSALL MANOR	THE IMAGING STAFF WERE REALLY FRIENDLY, WHICH MADE ME FEEL MORE AT EASE, THANK YOU.
WALSALL MANOR	VERY EFFICIENT THANK YOU
WALSALL MANOR	VERY HELPFUL STAFF
WALSALL MANOR	VERY PLEASED WITH THE POLITE HELPFUL NATURE OF THE STAFF
WALSALL MANOR	VERY RELAXING STAFF WERE VERY FRIENDLY
WALSALL MANOR	WAS MADE AT EASE BY THE LOVELY GIRL WHO DID THE SCAN. VERY REASSURING THROUGHOUT
WALSALL MANOR	YES YOU NEED MORE STAFF AT THE HOSPITAL LIKE THE ONES IN THE MRI DEPARTMENT
WANSBECK	3 PARKING METERS WERE BROKEN HAD TO WALK ROUND CAR PARK TO FIND ONE THAT WORKED
WANSBECK	APART FROM THE CAR PARKING EXPERIENCE THE REST OF MY VISIT WAS EXEMPLARY
WANSBECK	EXCEPTIONAL SERVICE FROM ALL STAFF CONSIDERATE AT ALL TIMES ALSO INFORMATION TO RELATIVES
WANSBECK	FAB STAFF, PLEASANT HELPFUL. MY 1ST VISIT TO WANSBECK HOSPITAL OVERALL, VERY GOOD
WANSBECK	MY APPOINTMENT WAS FOR 9:45, I WAS DEALT WITH ON ARRIVAL, IN AND OUT IN 30 MINS
WANSBECK	NO REASSURANCE OR INFORMATION WHAT WOULD HAPPEN WAS GIVEN AND I WAS VERY ANXIOUS IT WAS A SHORT PROCEDURE
WANSBECK	NO WAITING AROUND IN AND OUT WITHIN 30 MINS EXCELLENT!!
WANSBECK	PARKING A REAL ISSUE, TOOK NEARLY 20 MINS TO FIND A PARKING SPACE, NEEDS TO BE EXTENDED
WANSBECK	THANK YOU STAFF VERY REASSURED. KNOWLEDGABLE AND EFFICIENT
WANSBECK	THE STAFF NEED A PAY RISE
WESTON LANE	ALL VERY SATISFACTORY
WESTON LANE	AUDIOLOGIST VERY FRIENDLY AND PROFESSIONAL - EXPLAINED RESULTS CLEARLY AND CONCISELY AND CHOICES
WESTON LANE	EFFICIENT, COURTEOUS AND FRIENDLY
WESTON LANE	EXAM ON TIME AND VERY GOOD
WESTON LANE	GREETED WITH A SMILE AND BY NAME, QUICK EFFICIENT SERVICE, THIS CENTRE IS SO MUCH EASIER TO GET TO THAN S.HANTS HOSPITAL
WESTON LANE	HAZEL WAS VERY HELPFUL PRESSENDEINT BROOCK ANOTHER VISIT WAS LOVELY
WESTON LANE	I FOUND THIS A VERY GOOD EXPERIENCE ALL AROUND, AND EASY TO GET TO FROM WHERE I LIVE, MUCH BETTER THAN AT A HOSPITAL
WESTON LANE	I WAS VERY IMPRESSED WITH THE KNOWLEDGE AND CARING ATTITUDE OF THE AUDIOLOGIST
WESTON LANE	I WAS VERY IMPRESSED WITH THE WAY IN WHICH MY PROBLEM WAS DEALT WITH
WESTON LANE	IMPRESSED - KNOWLEDGABLE STAFF
WESTON LANE	MY APPOINTMENT DATE AND TIME WAS VERY GOOD, AND THE WHOLE EXAMINATION.
WESTON LANE	SOUTHAMPTON CITY ARE LUCKY TO HAVE SUCH A WONDERFUL HEALTH CENTRE
WESTON LANE	STAFF WERE ALL HELPFUL AND VERY UNDERSTANDING NEVER FELT UNCOMFORTABLE OR RUSHED ONLY TOO PLEASED TO GO OVER THINGS MORE THAN ONCE
WESTON LANE	THE AUDIOLOGIST WHO DEALT WITH ME THROUGHOUT WAS EXTREMELY HELPFUL AND PLEASANT AND MADE THE WHOLE EXPERIENCE A PLEASURE

WESTON LANE	THE SPEED AND EFFICIENCY OF MY APPOINTMENT WAS EXCELLENT. THE LAST TIME AT MOORGREEN HOSPITAL, TOOK MONTHS FOR APPOINTMENT
WESTON LANE	THE STAFF AT RECEPTION WERE WELCOMING AND COURTEOUS. THE STAFF WHO HELPED WITH HEAR AID WAS AMAZING
WESTON LANE	THE YOUNG CANADIAN LADY WHO TREATED ME COULD NOT HAVE BEEN NICER OR MORE EFFICIENT. IT WAS A PLEASURABLE EXPERIENCE
WESTON LANE	VERY GOOD ALL ROUND PERFORMANCE
WESTON LANE	WASN'T SURE YOU MENT MRI AT START OF SURVEY FELT MRI FACILITY WAS POORLY SIGNED AND STAFF AT ADELAIDE DIDN'T KNOW WHERE YOU WAITED
WESTON LANE	WE USED THE PRIVATE SECTOR TO START WITH (MISTAKE) WE SEE HAYLEY (AUDIOLOGIST), SHE HAS DONE MORE FOR ME THAT I CAN EXPALIN.
WESTON LANE	YOUNG LADY FITTING HEARING AID AND DOING THE TEST EXCELLENT

Report issued by:

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