

# Exceeding Patient Expectations

InHealth Patient Survey



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

Report for Quarter 3 2011  
Prepared by HWA Consulting  
for InHealth

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## Introduction

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This report is issued quarterly and is based on the responses to patient questionnaires completed and returned during July, August and September. All responses received between July 1<sup>st</sup> and September 30<sup>th</sup> 2011 have been included.

## Methodology

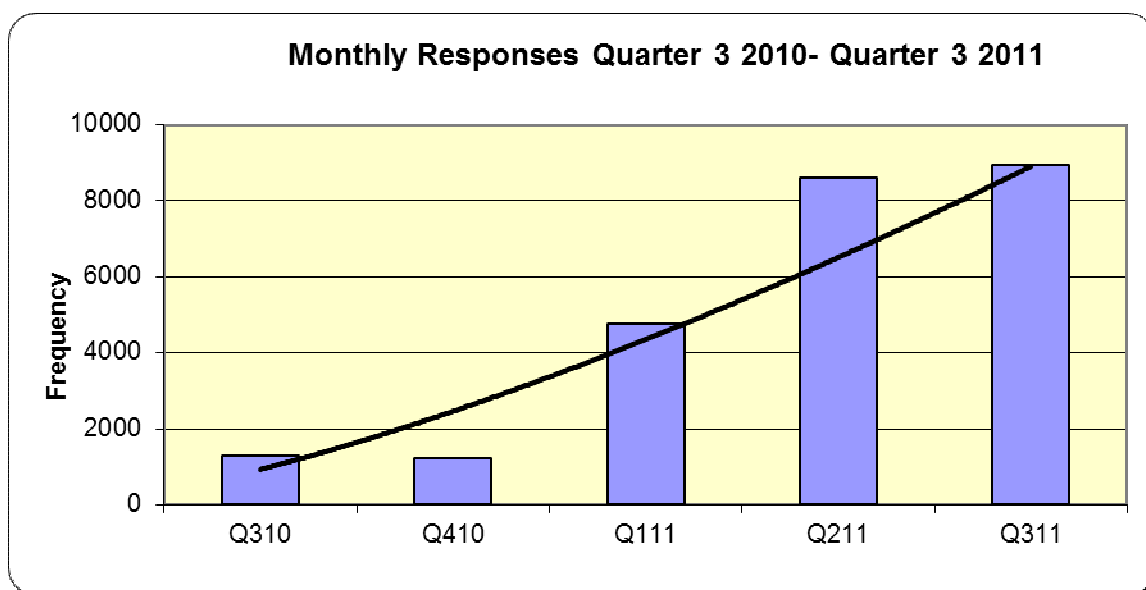
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Questionnaires are held in stock at each unit and given to patients after their tests have been completed. These are then completed and returned to an independent research agency using the FREEPOST address supplied. Received questionnaires are data captured and the resulting information is presented in these reports. In most instances questionnaires are received within one week of issue, so the results for a given quarter are representative of all patients seen during that quarter.

## Overview of Quarter 3 results

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### 1. Responses



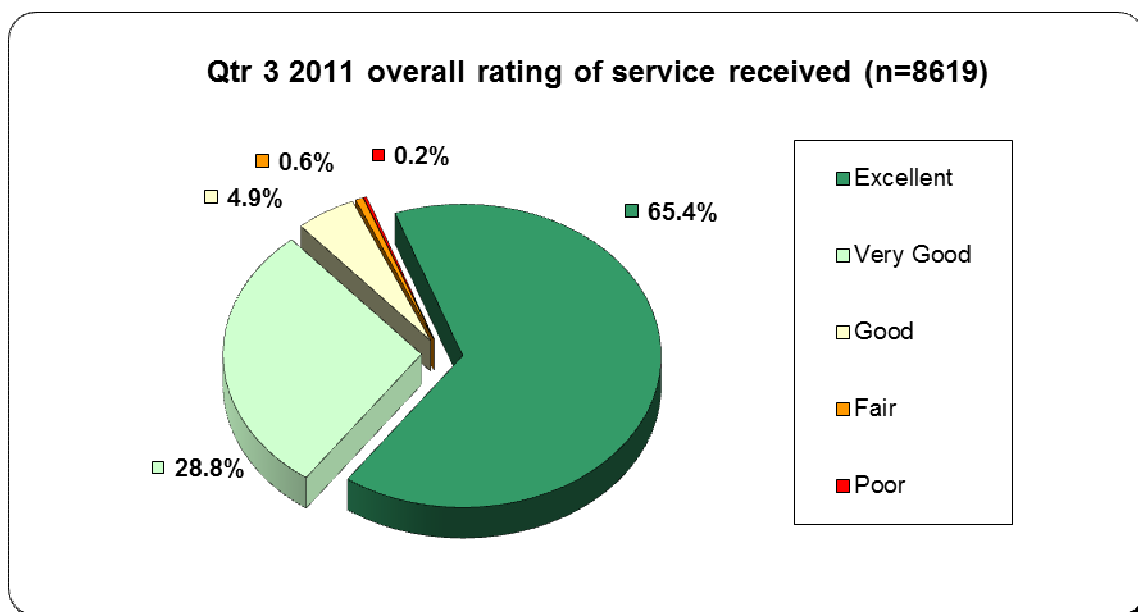
Consistent increases in the number of responses during the past year correlates with improving results. These additional responses give much more confidence in the figures, especially at unit level.

Overall there were 8,926 completed questionnaires received in quarter 3 2011, which gives an overall accuracy to most questions of +/- 0.4% - based on the satisfaction rating to the overall quality of service question.

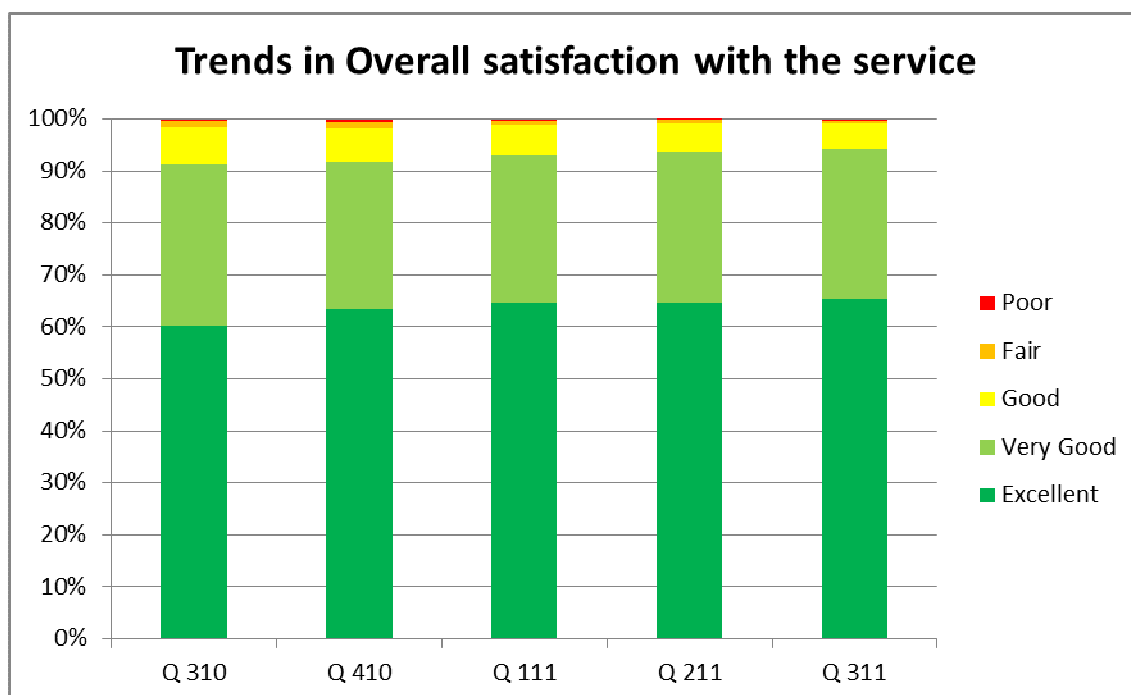
At site level the accuracy will vary according to the individual numbers received.

## Overview of results

### 2. Overall rating



The pie chart shows how the 'overall rating of service' question was answered in quarter 3 2011.



Overall levels of service have remained consistently high over the past year, with minimal variation. This quarter 94.2% of respondents rated the service as 'Very Good' or 'Excellent'. The proportion recording a 'Poor' experience is just 0.2%. Overall, the best results since Quarter 4 2008. As this result is from a much increased number of respondents it is also more likely to be accurate.

## Overview of results

Patient Feedback results	Responses	Quarter 3 2011	
		Frequency	Percentage
			8926
Gender	Male	3323	41.1%
	Female	4764	58.9%
	<i>Total</i>	8087	100.0%
Age	Under 20	197	2.5%
	20 - 34	1006	12.6%
	35 - 54	2781	34.9%
	55+	3990	50.0%
	<i>Total</i>	7974	100.0%
Treatment	MRI	6653	75.1%
	CT	181	2.0%
	PET/CT	62	0.7%
	Audiology	79	0.9%
	DXA	108	1.2%
	X-Ray	292	3.3%
	Breast Imaging	925	10.4%
	Echo	234	2.6%
	Cardiology	194	2.2%
	Ultrasound	61	0.7%
	ENT	28	0.3%
	Other	43	0.5%
	<i>Total</i>	8860	100.0%
Ease & efficiency of the appointment booking process	Excellent	5526	65.3%
	Very Good	2217	26.2%
	Good	562	6.6%
	Fair	105	1.2%
	Poor	50	0.6%
	<i>Total</i>	8460	100.0%
Knowledge and helpfulness of booking staff during the appointment booking process	Excellent	4994	61.8%
	Very Good	2312	28.6%
	Good	640	7.9%
	Fair	101	1.2%
	Poor	34	0.4%
	<i>Total</i>	8081	100.0%
Relevance and quality of patient information leaflet provided to your appointment	Excellent	4070	51.7%
	Very Good	2602	33.0%
	Good	927	11.8%
	Fair	138	1.8%
	Poor	139	1.8%
	<i>Total</i>	7876	100.0%
Did you have any concerns?	Yes	690	8.2%
	No	7709	91.8%
	<i>Total</i>	8399	100.0%
...Parking facilities	Excellent	2928	37.3%
	Very Good	2028	25.8%
	Good	1510	19.2%
	Fair	856	10.9%
	Poor	529	6.7%
	<i>Total</i>	7851	100.0%
...Signage directing you to the centre	Excellent	2928	35.1%
	Very Good	2586	31.0%
	Good	1801	21.6%
	Fair	710	8.5%
	Poor	325	3.9%
	<i>Total</i>	8350	100.0%

## Overview of results

Patient Feedback results	Quarter 3 2011	
...External appearance of the centre	Excellent	2996 35.4%
	Very Good	2891 34.1%
	Good	1960 23.1%
	Fair	550 6.5%
	Poor	78 0.9%
	<i>Total</i>	8475 100.0%
...Décor and internal appearance of the centre	Excellent	3438 39.7%
	Very Good	3221 37.2%
	Good	1661 19.2%
	Fair	319 3.7%
	Poor	26 0.3%
	<i>Total</i>	8665 100.0%
...Comfort and surroundings of the waiting room	Excellent	3480 40.1%
	Very Good	3074 35.4%
	Good	1717 19.8%
	Fair	362 4.2%
	Poor	45 0.5%
	<i>Total</i>	8678 100.0%
...Facilities available (changing rooms, toilets etc)	Excellent	3203 39.2%
	Very Good	2921 35.8%
	Good	1654 20.3%
	Fair	333 4.1%
	Poor	56 0.7%
	<i>Total</i>	8167 100.0%
...Overall cleanliness and tidiness of the centre	Excellent	4198 48.7%
	Very Good	2980 34.6%
	Good	1267 14.7%
	Fair	170 2.0%
	Poor	10 0.1%
	<i>Total</i>	8625 100.0%
...Appearance of staff	Excellent	5475 61.9%
	Very Good	2636 29.8%
	Good	690 7.8%
	Fair	41 0.5%
	Poor	6 0.1%
	<i>Total</i>	8848 100.0%
...Ease of identification of staff	Excellent	4844 55.9%
	Very Good	2706 31.2%
	Good	934 10.8%
	Fair	152 1.8%
	Poor	32 0.4%
	<i>Total</i>	8668 100.0%
...Efficiency and courteousness of reception staff	Excellent	5855 66.8%
	Very Good	2207 25.2%
	Good	590 6.7%
	Fair	90 1.0%
	Poor	25 0.3%
	<i>Total</i>	8767 100.0%
...Efficiency and courteousness of imaging/medical staff	Excellent	6139 70.8%
	Very Good	2005 23.1%
	Good	453 5.2%
	Fair	50 0.6%
	Poor	19 0.2%
	<i>Total</i>	8666 100.0%
...Staff knowledge and information provided	Excellent	5065 62.7%
	Very Good	2235 27.7%
	Good	668 8.3%
	Fair	76 0.9%
	Poor	33 0.4%
	<i>Total</i>	8077 100.0%

## Overview of results

Patient Feedback results	Quarter 3 2011	
Did you feel the length of time you spent waiting for your test to be reasonable?	Yes	8483 96.4%
	No	317 3.6%
	<i>Total</i>	8800 100.0%
Did you feel at ease through your test?	Yes	8473 97.0%
	No	266 3.0%
	<i>Total</i>	8739 100.0%
Were your privacy and dignity needs met?	Yes	8641 99.1%
	No	78 0.9%
	<i>Total</i>	8719 100.0%
Were you told how you would find out about the results of your test?	Yes	7977 92.5%
	No	645 7.5%
	<i>Total</i>	8622 100.0%
Were you made to feel comfortable throughout the procedure by the imaging staff?	Yes	8615 99.2%
	No	68 0.8%
	<i>Total</i>	8683 100.0%
Please rate your overall satisfaction with the service	Excellent	5639 65.4%
	Very Good	2479 28.8%
	Good	424 4.9%
	Fair	56 0.6%
	<i>Total</i>	8619 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		Q310	Q410	Q111	Q211	Q311
	Responses	1302	1214	<b>4778</b>	<b>8589</b>	<b>8926</b>
Gender	Male	39.7%	44.1%	40.5%	36.9%	41.1%
	Female	60.3%	55.9%	59.5%	63.1%	58.9%
Age	Under 20	2.0%	1.6%	3.1%	2.6%	2.5%
	20 - 34	8.8%	9.8%	11.3%	11.8%	12.6%
	35 - 54	27.6%	32.2%	34.6%	34.6%	34.9%
	55+	61.6%	56.4%	51.0%	51.1%	50.0%
Treatment	MRI	61.9%	71.3%	71.0%	63.2%	75.1%
	CT	1.8%	3.5%	2.0%	1.7%	2.0%
	PET/CT	3.0%	1.9%	1.2%	0.8%	0.7%
	Audiology	0.8%	1.4%	4.0%	4.0%	0.9%
	DEXA	4.1%	2.8%	1.8%	2.0%	1.2%
	X-Ray	<b>5.6%</b>	<b>6.5%</b>	3.4%	4.0%	3.3%
	Breast Imaging	<b>11.4%</b>	0.6%	<b>11.9%</b>	<b>18.8%</b>	10.4%
	Echo	5.2%	3.4%	1.3%	1.1%	2.6%
	Cardiology	1.5%	2.0%	0.8%	1.7%	2.2%
	Ultrasound	2.4%	3.0%	0.7%	1.0%	0.7%
	ENT	0.5%	1.6%	1.2%	1.1%	0.3%
Other	1.9%	1.9%	0.8%	0.7%	0.5%	

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

A ten-fold increase in response in the past 12 months is excellent and gives credibility to the figures. Interestingly, the demographics have not changed significantly, which indicates that our samples were fairly representative even when the responses were low.

Overall satisfaction							
Purpose of visit	Base	Excellent	Very Good	Good	Fair	Poor	Satisfied
<b>Cardiology</b>	191	69%	31%	1%	0%	0%	<b>99%</b>
<b>DXA</b>	106	75%	23%	2%	0%	0%	<b>98%</b>
<b>Ultrasound</b>	61	72%	25%	3%	0%	0%	<b>97%</b>
<b>X-Ray</b>	285	79%	18%	4%	0%	0%	<b>96%</b>
<b>CT</b>	176	62%	34%	4%	0%	0%	<b>96%</b>
<b>Other</b>	41	71%	24%	2%	2%	0%	<b>95%</b>
<b>Breast Imaging</b>	914	72%	23%	4%	1%	0%	<b>95%</b>
<b>Audiology</b>	77	74%	21%	3%	0%	3%	<b>95%</b>
<b>Echo</b>	224	67%	27%	5%	1%	0%	<b>94%</b>
<b>Total</b>		<b>65%</b>	<b>29%</b>	<b>5%</b>	<b>1%</b>	<b>0%</b>	<b>94%</b>
<b>MRI</b>	6395	63%	30%	5%	1%	0%	<b>94%</b>
<b>ENT</b>	28	64%	25%	7%	4%	0%	<b>89%</b>
<b>PET/CT</b>	59	53%	36%	10%	2%	0%	<b>88%</b>

It is interesting to note that there is a 10% difference in opinion between the patient groups. As the two largest groups are within a percentage point of each other, we would need a considerable increase in the outliers for there to be a noticeable effect on the overall score.

## Trends and observations

Part 2 – Making the appointment		Q310	Q410	Q111	Q211	Q311
Ease & efficiency of the appointment booking process	Excellent	66.5%	64.5%	67.7%	65.7%	65.3%
	Very Good	26.6%	26.0%	24.5%	25.7%	26.2%
	Good	6.1%	8.1%	6.1%	6.8%	6.6%
	Fair	2.1%	1.7%	0.8%	1.2%	1.2%
	Poor	0.8%	1.4%	0.9%	0.6%	0.6%
Knowledge and helpfulness of booking staff during the appointment booking process	Excellent	62.9%	60.7%	64.2%	62.1%	61.8%
	Very Good	27.4%	27.6%	25.8%	28.3%	28.6%
	Good	7.4%	9.1%	8.4%	7.9%	7.9%
	Fair	1.8%	1.4%	1.1%	1.3%	1.2%
	Poor	0.5%	1.1%	0.5%	0.4%	0.4%
Relevance and quality of patient information leaflet provided to your appointment	Excellent	53.0%	50.6%	52.1%	51.4%	51.7%
	Very Good	33.2%	34.2%	33.1%	33.7%	33.0%
	Good	10.6%	12.0%	10.6%	11.9%	11.8%
	Fair	2.0%	1.3%	2.5%	1.6%	1.8%
	Poor	1.3%	1.9%	1.7%	1.3%	1.8%
Did you have any concerns?	Yes	8.1%	9.1%	7.0%	7.5%	8.2%
	No	91.9%	90.9%	93.0%	92.5%	91.8%

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

Note the continuing exceptionally low levels of dissatisfaction in all areas. Note also, how consistent these figures are.

The patient information literature is the lowest scoring area within this section, so we have broken out these results according to purpose of visit to see if there are any specific areas of weakness. The results range from 77% to over 90% and are shown below:

<b>Ratings for relevance and quality of patient information leaflet</b>						
<b>Purpose of visit</b>	<b>Excellent</b>	<b>Very Good</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>% Sat</b>
<b>Cardiology</b>	54%	36%	9%	0%	1%	<b>90%</b>
<b>Breast Imaging</b>	52%	37%	10%	1%	1%	<b>89%</b>
<b>Other</b>	58%	31%	11%	0%	0%	<b>89%</b>
<b>Audiology</b>	53%	35%	6%	1%	4%	<b>88%</b>
<b>Ultrasound</b>	69%	20%	12%	0%	0%	<b>88%</b>
<b>DXA</b>	58%	29%	12%	1%	0%	<b>87%</b>
<b>ENT</b>	48%	39%	4%	9%	0%	<b>87%</b>
<b>Echo</b>	51%	34%	11%	2%	1%	<b>86%</b>
<b>Total</b>	<b>52%</b>	<b>33%</b>	<b>12%</b>	<b>2%</b>	<b>2%</b>	<b>85%</b>
<b>MRI</b>	51%	33%	12%	2%	2%	<b>84%</b>
<b>PET/CT</b>	49%	32%	13%	4%	2%	<b>81%</b>
<b>X-Ray</b>	58%	22%	13%	4%	3%	<b>81%</b>
<b>CT</b>	44%	32%	19%	2%	3%	<b>77%</b>

## Trends and observations

Part 3 – On arrival		Q310	Q410	Q111	Q211	Q311
...Parking facilities	Excellent	37.5%	33.0%	34.6%	37.2%	37.3%
	Very Good	26.4%	24.4%	24.5%	26.2%	25.8%
	Good	18.0%	23.0%	20.4%	18.9%	19.2%
	Fair	10.5%	11.5%	12.2%	10.6%	10.9%
	Poor	7.6%	8.2%	8.3%	7.0%	6.7%
...Signage directing you to the centre	Excellent	35.2%	33.4%	34.9%	34.8%	35.1%
	Very Good	29.8%	28.7%	29.2%	30.2%	31.0%
	Good	21.2%	21.6%	21.7%	21.7%	21.6%
	Fair	8.9%	11.1%	9.4%	8.5%	8.5%
	Poor	5.0%	5.2%	4.8%	4.8%	3.9%
...External appearance of the centre	Excellent	33.1%	34.3%	33.9%	34.7%	35.4%
	Very Good	30.7%	33.8%	32.1%	33.8%	34.1%
	Good	24.1%	23.5%	25.0%	24.1%	23.1%
	Fair	9.9%	7.1%	7.7%	6.3%	6.5%
	Poor	2.2%	1.3%	1.3%	1.1%	0.9%
...Décor and internal appearance of the centre	Excellent	31.8%	39.4%	39.6%	38.4%	39.7%
	Very Good	32.9%	35.8%	35.0%	37.1%	37.2%
	Good	24.5%	18.8%	20.2%	19.8%	19.2%
	Fair	10.0%	5.7%	4.5%	4.1%	3.7%
	Poor	0.7%	0.3%	0.7%	0.5%	0.3%
...Comfort and surroundings of the waiting room	Excellent	32.2%	38.4%	39.4%	38.8%	40.1%
	Very Good	31.2%	34.4%	34.6%	35.3%	35.4%
	Good	24.9%	20.2%	20.0%	20.1%	19.8%
	Fair	10.0%	6.0%	5.3%	5.0%	4.2%
	Poor	1.7%	1.1%	0.7%	0.8%	0.5%
...Facilities available (changing rooms, toilets etc)	Excellent	32.3%	38.5%	38.2%	37.7%	39.2%
	Very Good	31.7%	34.8%	34.1%	35.6%	35.8%
	Good	25.5%	19.4%	21.6%	20.9%	20.3%
	Fair	8.7%	6.0%	5.2%	4.8%	4.1%
	Poor	1.9%	1.3%	0.9%	1.0%	0.7%
...Overall cleanliness and tidiness of the centre	Excellent	42.9%	48.1%	48.5%	48.3%	48.7%
	Very Good	33.6%	33.1%	32.3%	34.8%	34.6%
	Good	18.6%	15.9%	16.6%	14.7%	14.7%
	Fair	4.7%	2.4%	2.1%	1.9%	2.0%
	Poor	0.2%	0.5%	0.4%	0.3%	0.1%

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 and there has been a general improvement over the past 12 months.. 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%:

**Coalville, Princess Alexandra, Princess Royal Telford, Queens Medical Centre, Scunthorpe, St Mary's, St Peters – Leicester, Wroughton**

## Trends and observations

<b>Part 4 – The staff</b>		<b>Q310</b>	<b>Q410</b>	<b>Q111</b>	<b>Q211</b>	<b>Q311</b>
Were you made to feel comfortable throughout the procedure by the imaging staff?	Yes	99.0%	98.9%	99.3%	99.4%	99.2%
	No	1.0%	1.1%	0.7%	0.6%	0.8%
...Appearance of staff	Excellent	62.5%	61.4%	63.3%	62.3%	61.9%
	Very Good	29.2%	29.0%	28.0%	29.6%	29.8%
	Good	7.6%	9.0%	8.0%	7.6%	7.8%
	Fair	0.6%	0.5%	0.5%	0.4%	0.5%
	Poor	0.1%	0.1%	0.1%	0.0%	0.1%
...Ease of identification of staff	Excellent	54.5%	51.6%	55.5%	55.6%	55.9%
	Very Good	30.6%	31.8%	30.9%	31.2%	31.2%
	Good	11.1%	13.4%	11.0%	11.0%	10.8%
	Fair	3.1%	2.6%	2.0%	1.8%	1.8%
	Poor	0.7%	0.6%	0.5%	0.4%	0.4%
...Efficiency and courteousness of reception staff	Excellent	66.4%	63.5%	66.9%	66.4%	66.8%
	Very Good	24.3%	25.9%	24.5%	25.6%	25.2%
	Good	7.1%	8.6%	7.3%	6.8%	6.7%
	Fair	1.6%	1.7%	1.0%	0.9%	1.0%
	Poor	0.5%	0.3%	0.3%	0.3%	0.3%
...Efficiency and courteousness of imaging/medical staff	Excellent	71.2%	68.3%	70.8%	70.7%	70.8%
	Very Good	22.6%	24.1%	22.7%	23.3%	23.1%
	Good	4.9%	6.3%	5.6%	5.4%	5.2%
	Fair	0.9%	0.8%	0.6%	0.4%	0.6%
	Poor	0.3%	0.5%	0.2%	0.2%	0.2%
...Staff knowledge and information provided	Excellent	63.8%	57.2%	61.7%	61.1%	62.7%
	Very Good	25.0%	30.1%	28.4%	29.4%	27.7%
	Good	9.0%	10.9%	8.4%	8.4%	8.3%
	Fair	1.4%	1.0%	1.2%	0.8%	0.9%
	Poor	0.7%	0.8%	0.3%	0.3%	0.4%

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

<b>Part 5 – The procedure &amp; overall experience</b>		<b>Q310</b>	<b>Q410</b>	<b>Q111</b>	<b>Q211</b>	<b>Q311</b>
Did you feel the length of time you spent waiting for your test to be reasonable?	Yes	96.6%	96.3%	96.3%	96.3%	96.4%
	No	3.4%	3.7%	3.7%	3.7%	3.6%
Did you feel at ease through your test?	Yes	96.9%	96.9%	96.7%	97.0%	97.0%
	No	3.1%	3.1%	3.3%	3.0%	3.0%
Were your privacy and dignity needs met?	Yes	99.1%	98.6%	98.6%	99.1%	99.1%
	No	0.9%	1.4%	1.4%	0.9%	0.9%
Were you told how you would find out about the results of your test?	Yes	86.3%	88.0%	99.3%	92.2%	92.5%
	No	13.7%	12.0%	0.7%	7.8%	7.5%
Please rate your overall satisfaction with the service	Excellent	60.2%	63.3%	64.5%	64.6%	65.4%
	Very Good	31.0%	28.4%	28.5%	29.1%	28.8%
	Good	7.1%	6.5%	5.8%	5.5%	4.9%
	Fair	1.4%	1.1%	0.9%	0.6%	0.6%
	Poor	0.3%	0.7%	0.3%	0.2%	0.2%

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 3 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.

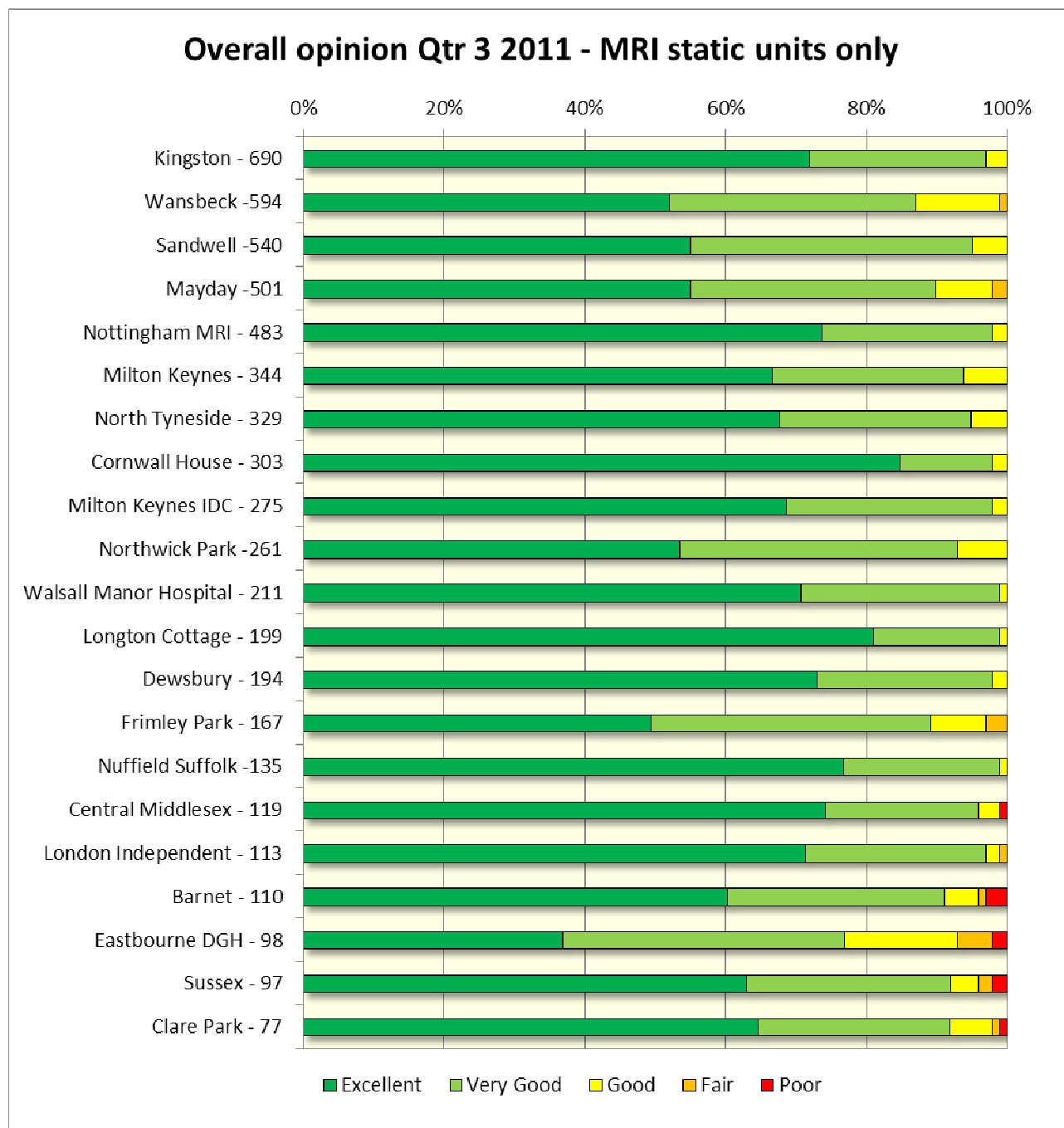
Static Units	Q3 2011		
	Patients	Completed	% Response Rate
Barnet	2470	118	4.8
Central Middlesex	1166	131	11.2
Clare Park	1963	80	4.1
Cornwall House	1621	308	19.0
Derby Hearing Centre (Retail)	429	4	0.9
Dewsbury	2090	195	9.3
Eastbourne D G H	2206	100	4.5
Frimley	3539	171	4.8
Hereford County Hospital	188	47	25.0
Kingston	2307	697	30.2
London Imaging Centre	1660	19	1.1
London Independent Hospital	678	113	16.7
London PET/CT	217	23	10.6
Longton Cottage	2495	201	8.1
Croydon MRI (ex Mayday)	3533	513	14.5
Milton Keynes IDC	2104	285	13.5
Milton Keynes	2486	354	14.2
North & East Devon Breast Screening	7937	935	11.8
North Tyneside	1780	360	20.2
Northwick Park	2941	276	9.4
Nottingham MRI/ City	2203	502	22.8
Nottingham PET/CT	772	40	5.2
Sandwell	2498	559	22.4
Nuffield Suffolk	838	137	16.3
St Peters - Chertsey	999	123	12.5
Sussex MRI Centre	3811	102	2.7
Walsall Manor Hospital	2802	215	7.7
Wansbeck	1822	663	36.4
Vincent	1404	1	0.1
Vista		1	
<b>TOTALS</b>	<b>60959</b>	<b>7272</b>	<b>11.9</b>

Mobiles/Fixed	Q3 2011		
	Patients	Completed	% Response Rate
Adelaide Health Centre	1009	38	3.8
BMI Beaumont (Bolton)	415	26	6.3
BMI Fernbrae	64	2	3.1
BMI - Duchy (Harrogate)	77	2	2.6
BMI - Goring Hall	73	5	6.8
BMI Huddersfield	100	7	7.0
BMI Lincoln	247	29	11.7
BMI Ridgeway	174	14	8.0
BMI Somerfield	0	14	
BMI Werndale	49	1	2.0
Braunstone Health & Social Care Centre	113	26	23.0
Chesterfield Royal	610	9	0.0
Coalville Community Hospital	46	11	23.9
Craigavon Area Hospital	0	17	0
Dene Barton	433	12	2.8
Dorchester	0	2	0
Feilding Palmer Hospital	92	14	15.2
Global Diagnostics	189	30	15.9
Grindon Lane Sunderland	813	185	22.8
Hexham (Northumbria Mobile)	212	27	12.7
Highfield – Rochdale	120	7	5.8
Hinckley & District Hospital - Leicester	209	36	17.2
Hull & East Riding	118	2	0
Ilkeston Community Hospital – Derby	272	2	0
Llandough Hospital	878	213	24.3
Loughborough Community Hospital	106	27	25.5
Market Harborough Community Hospital	74	18	24.3
Melton Mowbray Community Hospital	92	29	31.5
Princess Alexandra	695	11	0.0
QMC (Queens Medical Centre) - Nottingham	1067	164	15.4
Royal Preston Hospital	1019	12	1.2
Rutland Memorial Hospital	78	27	34.6
Royal South Hants Hospital	1267	23	1.8
Scunthorpe General	884	66	7.5
Sligo General Hospital		7	
St Oswalds Hospital – Derby	198	3	1.5
St Peters Health Centre- Leicester	138	13	9.4
Sunderland Royal Hospital	1191	66	5.5
Swadlincote Health Centre – Derby	321	2	0.6
Syston- Leicester	678	90	13.3
The Croft Medical Centre	91	26	28.6
Princess Royal Telford	155	26	16.8
Walkden Gateway	261	63	
Weston Lane	810	28	3.5
Whitehaven Hospital (Cumbria)	794	17	2.1
NOT CODED/OTHER		151	
<b>OVERALL TOTALS</b>	<b>81183</b>	<b>8873</b>	<b>10.9</b>

## Comparison between MRI Static Units – Quarter 3 2011

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

- All MRI Static Units are included
- Sites with most responses are at top of graph
- Supporting data is shown overleaf



## Comparison between MRI Static Units

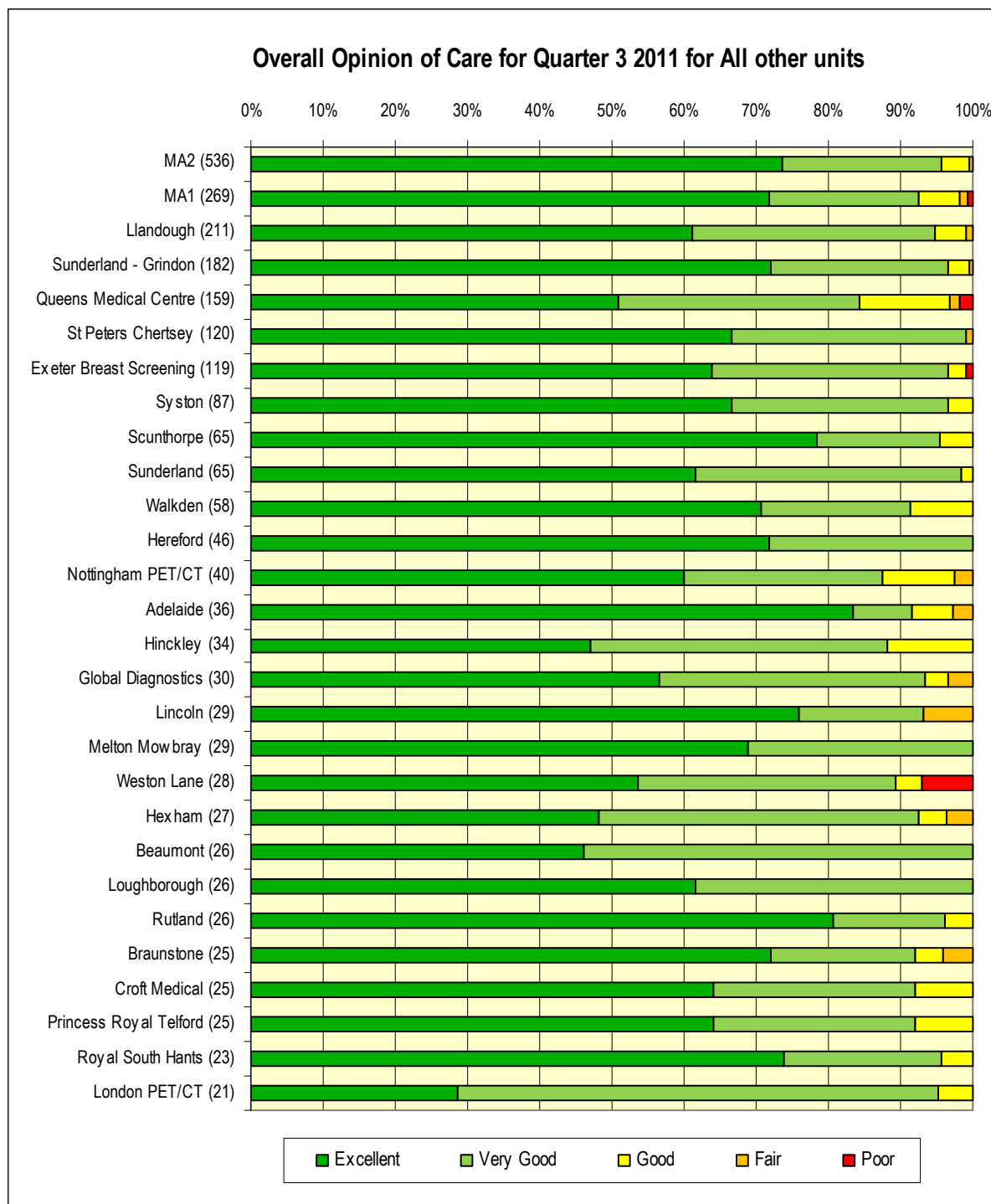
How would you rate the overall quality of the Service?								
	Responses	Excellent	Very Good	Good	Fair	Poor	% Satisfied	% Dissatisfied
Kingston	690	72%	25%	3%	0%	0%	97%	0%
Wansbeck	594	52%	35%	12%	1%	0%	87%	1%
Sandwell	540	55%	40%	5%	0%	0%	95%	0%
Mayday	501	55%	35%	8%	2%	0%	90%	2%
Nottingham MRI	483	73%	24%	2%	0%	0%	97%	0%
Milton Keynes	344	66%	27%	6%	0%	0%	93%	1%
North Tyneside	329	67%	27%	5%	0%	0%	95%	0%
Comwall House	303	84%	13%	2%	0%	0%	98%	0%
Milton Keynes IDC	275	68%	29%	2%	0%	0%	98%	0%
Northwick Park	261	53%	39%	7%	0%	0%	92%	1%
Walsall Manor Hospital	211	70%	28%	1%	0%	0%	99%	0%
Longton Cottage	199	81%	18%	1%	0%	0%	99%	0%
Dewsbury	194	73%	25%	2%	0%	0%	98%	0%
Frimley Park	167	50%	40%	8%	3%	0%	89%	3%
Nuffield Suffolk	135	76%	22%	1%	0%	0%	99%	0%
Central Middlesex	119	75%	22%	3%	0%	1%	97%	1%
London Independent	113	72%	26%	2%	1%	0%	97%	1%
Barnet	110	61%	31%	5%	1%	3%	92%	4%
Eastbourne DGH	98	37%	40%	16%	5%	2%	77%	7%
Sussex	97	63%	29%	4%	2%	2%	92%	4%
Clare Park	77	64%	27%	6%	1%	1%	91%	3%
Vincent (not included in graph)	1	100%	0%	0%	0%	0%	100%	0%

- % 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 3 2011

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

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



## Comparison between sites – 10 or more responses

How would you rate the overall quality of the Service?								
	Responses	Excellent	Very Good	Good	Fair	Poor	% Satisfied	% Dissatisfied
MA2	536	74%	22%	4%	1%	0%	96%	1%
MA1	269	72%	21%	6%	1%	1%	93%	2%
Llandough	211	61%	34%	4%	1%	0%	95%	1%
Sunderland - Grindon	182	72%	25%	3%	1%	0%	97%	1%
Queens Medical Centre	159	51%	33%	13%	1%	2%	84%	3%
St Peters Chertsey	120	67%	33%	0%	1%	0%	99%	1%
Exeter Breast Screening	119	64%	33%	3%	0%	1%	97%	1%
Syston	87	67%	30%	3%	0%	0%	97%	0%
Scunthorpe	65	78%	17%	5%	0%	0%	95%	0%
Sunderland	65	62%	37%	2%	0%	0%	98%	0%
Walkden Gateway	58	71%	21%	9%	0%	0%	91%	0%
Hereford	46	72%	28%	0%	0%	0%	100%	0%
Nottingham PET/CT	40	60%	28%	10%	3%	0%	88%	3%
Adelaide	36	83%	8%	6%	3%	0%	92%	3%
Hinckley	34	47%	41%	12%	0%	0%	88%	0%
Global Diagnostics	30	57%	37%	3%	3%	0%	93%	3%
Lincoln	29	76%	17%	0%	7%	0%	93%	7%
Melton Mowbray	29	69%	31%	0%	0%	0%	100%	0%
Weston Lane	28	54%	36%	4%	0%	7%	89%	7%
Hexham	27	48%	44%	4%	4%	0%	93%	4%
Beaumont	26	46%	54%	0%	0%	0%	100%	0%
Loughborough	26	62%	38%	0%	0%	0%	100%	0%
Rutland	26	81%	15%	4%	0%	0%	96%	0%
Braunstone	25	72%	20%	4%	4%	0%	92%	4%
Croft Medical	25	64%	28%	8%	0%	0%	92%	0%
Princess Royal Telford	25	64%	28%	8%	0%	0%	92%	0%
Royal South Hants	23	74%	22%	4%	0%	0%	96%	0%
London PET/CT	21	29%	67%	5%	0%	0%	95%	0%
Craigavon	17	88%	12%	0%	0%	0%	100%	0%
London Imaging	17	53%	24%	24%	0%	0%	76%	0%
Somerfield	14	71%	29%	0%	0%	0%	100%	0%
St Peters	13	38%	38%	15%	8%	0%	77%	8%
Dene Barton	12	100%	0%	0%	0%	0%	100%	0%
Preston	12	58%	33%	8%	0%	0%	92%	0%
Coalville	11	73%	18%	9%	0%	0%	91%	0%
Princess Alexandra	11	9%	73%	18%	0%	0%	82%	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

## Comparison between sites – less than 10 responses

How would you rate the overall quality of the Service?								
	Responses	Excellent	Very Good	Good	Fair	Poor	% Satisfied	% Dissatisfied
Chesterfield	8	100%	0%	0%	0%	0%	100%	0%
Highfield	7	43%	43%	14%	0%	0%	86%	0%
Sligo	7	57%	43%	0%	0%	0%	100%	0%
Huddersfield	6	33%	67%	0%	0%	0%	100%	0%
Wrightington	6	33%	67%	0%	0%	0%	100%	0%
Goring Hall	5	80%	20%	0%	0%	0%	100%	0%
Derby	4	50%	25%	25%	0%	0%	75%	0%
St Marys	3	33%	67%	0%	0%	0%	100%	0%
St Oswalds	3	67%	33%	0%	0%	0%	100%	0%
BMI Duchy	2	50%	0%	50%	0%	0%	50%	0%
Fernbrae	2	0%	100%	0%	0%	0%	100%	0%
Ilkeston	2	50%	50%	0%	0%	0%	100%	0%
Sandhill	2	100%	0%	0%	0%	0%	100%	0%
Spire Hull	2	50%	50%	0%	0%	0%	100%	0%
St Ann's	2	50%	50%	0%	0%	0%	100%	0%
Swadlincote	2	50%	50%	0%	0%	0%	100%	0%
Tullamore	2	100%	0%	0%	0%	0%	100%	0%
West Dorset	2	50%	50%	0%	0%	0%	100%	0%
Berwick Infirmary	1	100%	0%	0%	0%	0%	100%	0%
Christopher Castle	1	100%	0%	0%	0%	0%	100%	0%
Glenfield	1	100%	0%	0%	0%	0%	100%	0%
Grays Inn Medical	1	100%	0%	0%	0%	0%	100%	0%
Luton and Dunstable	1	0%	100%	0%	0%	0%	100%	0%
Salford	1	100%	0%	0%	0%	0%	100%	0%
Spire Hospital	1	0%	100%	0%	0%	0%	100%	0%
St Georges	1	0%	100%	0%	0%	0%	100%	0%
Vista	1	0%	100%	0%	0%	0%	100%	0%
Wendale	1	100%	0%	0%	0%	0%	100%	0%
West Suffolk	1	100%	0%	0%	0%	0%	100%	0%
Whips Cross	1	100%	0%	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

Note that these response levels are generally too low to provide any level of accuracy.

## Patient Comment Codes

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### Summary of patient comments for quarter 3 2011:

All General  
Comments 2020

Negative comments or suggestions for improvement			Positive comments		
Code	Response	% Response	Code	Response	% Response
Cleanliness	7	0.3%	Cleanliness	9	0.4%
Environment	100	4.9%	Environment	5	0.2%
Staff	56	2.8%	Staff	806	39.8%
Waiting time	53	2.6%	Waiting time	38	1.9%
Parking	47	2.3%	Parking	7	0.3%
General	114	5.6%	General	667	32.9%
Information	71	3.5%	Information	6	0.3%
Unallocated	39	1.9%			

Only the general comment box has been allocated codes.

The sum of codes may not add up to the total due to comments being allocated multiple codes.

Report issued by:

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