

Exceeding Patient Expectations

InHealth Patient Survey



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

Report for Quarter 4 2011
Prepared by HWA Consulting
for InHealth

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Introduction

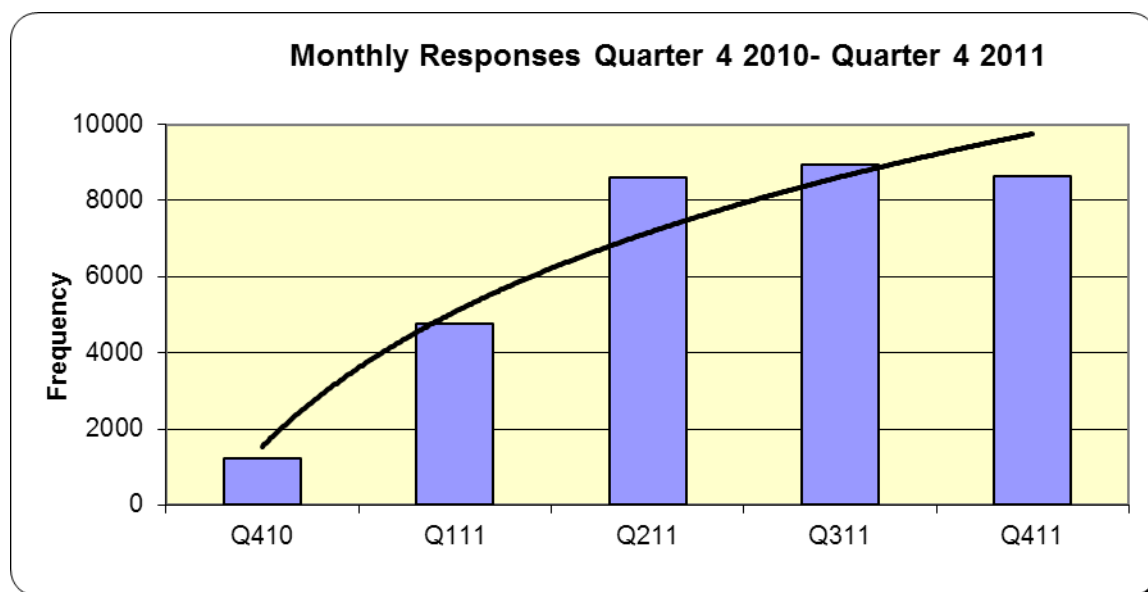
This report is issued quarterly and is based on the responses to patient questionnaires completed and returned during the previous quarter. As this is the Quarter 4 report, all responses received between October 1st and December 31st 2011 have been included.

Methodology

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 4 results

1. Responses



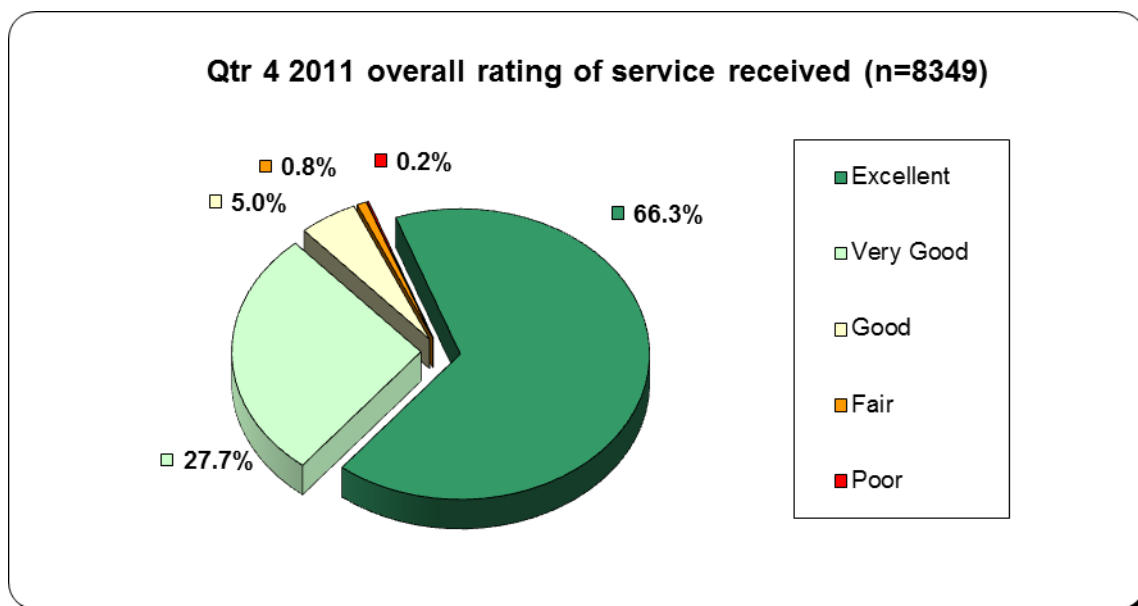
Consistent increases in the number of responses during the past year correlates with improving results. These additional responses give much more confidence in the figures, especially at unit level.

Overall there were 8,637 completed questionnaires received in quarter 4 2011, which gives an overall accuracy to most questions of +/- 0.4% - based on the satisfaction rating to the overall quality of service question.

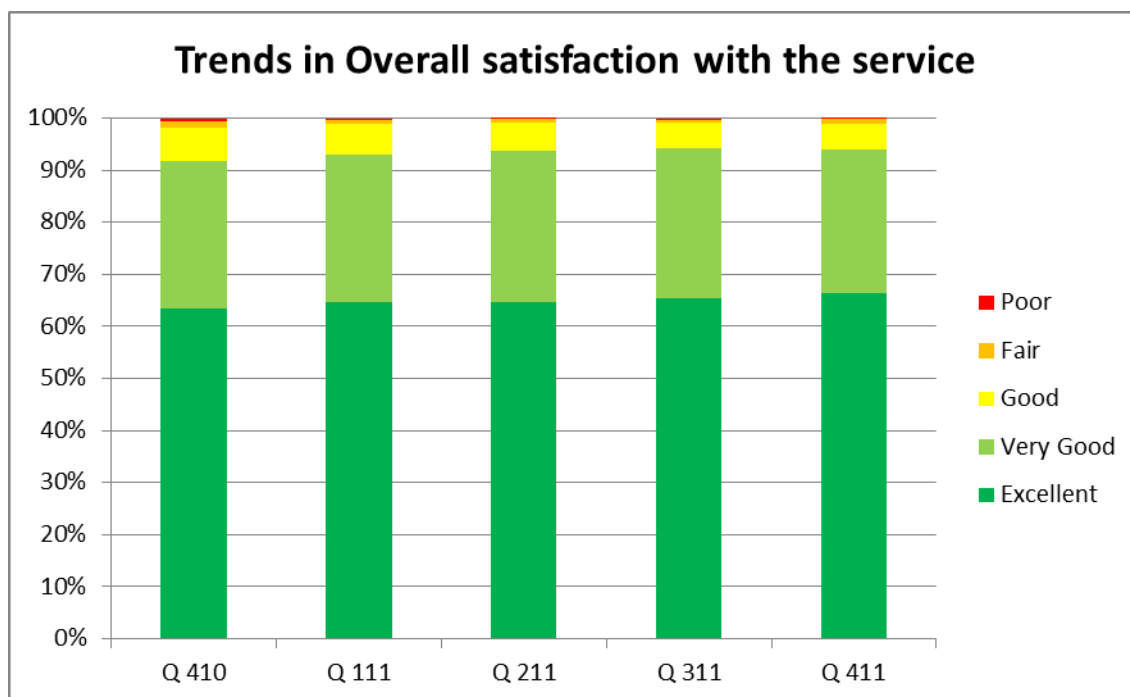
At site level the accuracy will vary according to the individual numbers received.

Overview of results

2. Overall rating



The pie chart shows how the 'overall rating of service' question was answered in Quarter 4 2011.



Overall levels of service have remained consistently high over the past year, with minimal variation. This quarter 94.0% of respondents rated the service as 'Very Good' or 'Excellent'. The proportion recording a 'Poor' experience is just 0.2%. As this result is from a much increased number of respondents in the three most recent quarters it is also more likely to be accurate.

Overview of results

Patient Feedback results	Responses	Quarter 4 2011	
		Frequency	Percentage
			8637
Gender	Male	3472	44.2%
	Female	4378	55.8%
	<i>Total</i>	7850	100.0%
Age	Under 20	304	3.9%
	20 - 34	996	12.8%
	35 - 54	2620	33.6%
	55+	3872	49.7%
	<i>Total</i>	7792	100.0%
Treatment	MRI	6712	79.2%
	CT	244	2.9%
	PET/CT	76	0.9%
	Audiology	252	3.0%
	DXA	53	0.6%
	X-Ray	64	0.8%
	Breast Imaging	394	4.7%
	Echo	238	2.8%
	Cardiology	324	3.8%
	Ultrasound	33	0.4%
	ENT	43	0.5%
	Other	40	0.5%
	<i>Total</i>	8473	100.0%
Ease & efficiency of the appointment booking process	Excellent	5495	66.4%
	Very Good	2091	25.3%
	Good	527	6.4%
	Fair	104	1.3%
	Poor	54	0.7%
	<i>Total</i>	8271	100.0%
Knowledge and helpfulness of booking staff during the appointment booking process	Excellent	5050	63.7%
	Very Good	2158	27.2%
	Good	592	7.5%
	Fair	90	1.1%
	Poor	36	0.5%
	<i>Total</i>	7926	100.0%
Relevance and quality of patient information leaflet provided to your appointment	Excellent	4103	53.5%
	Very Good	2464	32.1%
	Good	837	10.9%
	Fair	137	1.8%
	Poor	128	1.7%
	<i>Total</i>	7669	100.0%
Did you have any concerns?	Yes	717	8.9%
	No	7320	91.1%
	<i>Total</i>	8037	100.0%
...Parking facilities	Excellent	2703	35.4%
	Very Good	1944	25.4%
	Good	1566	20.5%
	Fair	866	11.3%
	Poor	560	7.3%
	<i>Total</i>	7639	100.0%
...Signage directing you to the centre	Excellent	2928	35.7%
	Very Good	2455	30.0%
	Good	1817	22.2%
	Fair	674	8.2%
	Poor	320	3.9%
	<i>Total</i>	8194	100.0%

Overview of results

Patient Feedback results	Quarter 4 2011		
...External appearance of the centre	Excellent	2914	35.5%
	Very Good	2807	34.2%
	Good	1892	23.1%
	Fair	499	6.1%
	Poor	85	1.0%
	<i>Total</i>	8197	100.0%
...Décor and internal appearance of the centre	Excellent	3467	41.3%
	Very Good	3021	36.0%
	Good	1536	18.3%
	Fair	333	4.0%
	Poor	41	0.5%
	<i>Total</i>	8398	100.0%
...Comfort and surroundings of the waiting room	Excellent	3509	41.8%
	Very Good	2950	35.1%
	Good	1525	18.2%
	Fair	363	4.3%
	Poor	53	0.6%
	<i>Total</i>	8400	100.0%
...Facilities available (changing rooms, toilets etc)	Excellent	3325	41.7%
	Very Good	2775	34.8%
	Good	1498	18.8%
	Fair	316	4.0%
	Poor	61	0.8%
	<i>Total</i>	7975	100.0%
...Overall cleanliness and tidiness of the centre	Excellent	4200	50.4%
	Very Good	2817	33.8%
	Good	1124	13.5%
	Fair	169	2.0%
	Poor	20	0.2%
	<i>Total</i>	8330	100.0%
...Appearance of staff	Excellent	5415	63.4%
	Very Good	2459	28.8%
	Good	613	7.2%
	Fair	43	0.5%
	Poor	8	0.1%
	<i>Total</i>	8538	100.0%
...Ease of identification of staff	Excellent	4865	58.2%
	Very Good	2502	29.9%
	Good	794	9.5%
	Fair	156	1.9%
	Poor	45	0.5%
	<i>Total</i>	8362	100.0%
...Efficiency and courteousness of reception staff	Excellent	5711	67.4%
	Very Good	2117	25.0%
	Good	530	6.3%
	Fair	80	0.9%
	Poor	37	0.4%
	<i>Total</i>	8475	100.0%
...Efficiency and courteousness of imaging/medical staff	Excellent	5985	71.8%
	Very Good	1855	22.3%
	Good	435	5.2%
	Fair	42	0.5%
	Poor	13	0.2%
	<i>Total</i>	8330	100.0%
...Staff knowledge and information provided	Excellent	5126	64.8%
	Very Good	2111	26.7%
	Good	553	7.0%
	Fair	87	1.1%
	Poor	31	0.4%
	<i>Total</i>	7908	100.0%

Overview of results

Patient Feedback results	Quarter 4 2011	
Did you feel the length of time you spent waiting for your test to be reasonable?	Yes	8149 96.0%
	No	339 4.0%
	<i>Total</i>	8488 100.0%
Did you feel at ease through your test?	Yes	8188 97.1%
	No	245 2.9%
	<i>Total</i>	8433 100.0%
Were your privacy and dignity needs met?	Yes	8339 99.3%
	No	58 0.7%
	<i>Total</i>	8397 100.0%
Were you told how you would find out about the results of your test?	Yes	7706 92.7%
	No	608 7.3%
	<i>Total</i>	8314 100.0%
Were you made to feel comfortable throughout the procedure by the imaging staff?	Yes	8250 98.9%
	No	88 1.1%
	<i>Total</i>	8338 100.0%
Please rate your overall satisfaction with the service	Excellent	5536 66.3%
	Very Good	2312 27.7%
	Good	418 5.0%
	Fair	68 0.8%
	<i>Total</i>	8349 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		Q410	Q111	Q211	Q311	Q411
	Responses	1214	4778	8589	8926	8637
Gender	Male	44.1%	40.5%	36.9%	41.1%	44.2%
	Female	55.9%	59.5%	63.1%	58.9%	55.8%
Age	Under 20	1.6%	3.1%	2.6%	2.5%	3.9%
	20 - 34	9.8%	11.3%	11.8%	12.6%	12.8%
	35 - 54	32.2%	34.6%	34.6%	34.9%	33.6%
	55+	56.4%	51.0%	51.1%	50.0%	49.7%
Treatment	MRI	71.3%	71.0%	63.2%	75.1%	79.2%
	CT	3.5%	2.0%	1.7%	2.0%	2.9%
	PET/CT	1.9%	1.2%	0.8%	0.7%	0.9%
	Audiology	1.4%	4.0%	4.0%	0.9%	3.0%
	DEXA	2.8%	1.8%	2.0%	1.2%	0.6%
	X-Ray	6.5%	3.4%	4.0%	3.3%	0.8%
	Breast Imaging	0.6%	11.9%	18.8%	10.4%	4.7%
	Echo	3.4%	1.3%	1.1%	2.6%	2.8%
	Cardiology	2.0%	0.8%	1.7%	2.2%	3.8%
	Ultrasound	3.0%	0.7%	1.0%	0.7%	0.4%
	ENT	1.6%	1.2%	1.1%	0.3%	0.5%
Other	1.9%	0.8%	0.7%	0.5%	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.

The significant increase of response since the middle of last year is excellent and gives credibility to the figures. Interestingly, the demographics have not changed, 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	% Sat
Ultrasound	30	70%	30%	0%	0%	0%	100%
Cardiology	318	71%	28%	2%	0%	0%	99%
X-Ray	61	79%	20%	2%	0%	0%	99%
ENT	42	76%	21%	2%	0%	0%	97%
DEXA	53	74%	23%	4%	0%	0%	97%
Breast Imaging	384	74%	22%	3%	1%	0%	96%
Other	40	80%	15%	5%	0%	0%	95%
Echo	232	63%	32%	5%	1%	0%	95%
Total		66%	28%	5%	1%	0%	94%
MRI	6488	66%	28%	5%	1%	0%	94%
PET/CT	72	67%	26%	4%	3%	0%	93%
Audiology	241	61%	32%	6%	2%	0%	93%
CT	235	62%	29%	6%	2%	1%	91%

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		Q410	Q111	Q211	Q311	Q411
Ease & efficiency of the appointment booking process	Excellent	64.5%	67.7%	65.7%	65.3%	66.4%
	Very Good	26.0%	24.5%	25.7%	26.2%	25.3%
	Good	8.1%	6.1%	6.8%	6.6%	6.4%
	Fair	1.7%	0.8%	1.2%	1.2%	1.3%
	Poor	1.4%	0.9%	0.6%	0.6%	0.7%
Knowledge and helpfulness of booking staff during the appointment booking process	Excellent	60.7%	64.2%	62.1%	61.8%	63.7%
	Very Good	27.6%	25.8%	28.3%	28.6%	27.2%
	Good	9.1%	8.4%	7.9%	7.9%	7.5%
	Fair	1.4%	1.1%	1.3%	1.2%	1.1%
	Poor	1.1%	0.5%	0.4%	0.4%	0.5%
Relevance and quality of patient information leaflet provided to your appointment	Excellent	50.6%	52.1%	51.4%	51.7%	53.5%
	Very Good	34.2%	33.1%	33.7%	33.0%	32.1%
	Good	12.0%	10.6%	11.9%	11.8%	10.9%
	Fair	1.3%	2.5%	1.6%	1.8%	1.8%
	Poor	1.9%	1.7%	1.3%	1.8%	1.7%
Did you have any concerns?	Yes	9.1%	7.0%	7.5%	8.2%	8.9%
	No	90.9%	93.0%	92.5%	91.8%	91.1%

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

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 70% to over 96% and are shown below:

Ratings for relevance and quality of patient information leaflet						
Purpose of visit	Excellent	Very Good	Good	Fair	Poor	% Sat
MRI	54%	32%	11%	2%	2%	86%
CT	56%	30%	10%	2%	1%	86%
PET/CT	62%	30%	5%	2%	2%	92%
Audiology	44%	34%	16%	2%	4%	78%
DEXA	47%	42%	7%	0%	4%	89%
X-Ray	57%	22%	14%	4%	2%	79%
Breast Imaging	56%	35%	8%	1%	0%	91%
Echo	50%	36%	11%	1%	1%	86%
Cardiology	54%	32%	12%	2%	1%	86%
Ultrasound	59%	37%	4%	0%	0%	96%
ENT	43%	27%	19%	8%	3%	70%
Other	65%	14%	14%	8%	0%	79%
Total	54%	32%	11%	2%	2%	86%

Trends and observations

Part 3 – On arrival		Q410	Q111	Q211	Q311	Q411
...Parking facilities	Excellent	33.0%	34.6%	37.2%	37.3%	35.4%
	Very Good	24.4%	24.5%	26.2%	25.8%	25.4%
	Good	23.0%	20.4%	18.9%	19.2%	20.5%
	Fair	11.5%	12.2%	10.6%	10.9%	11.3%
	Poor	8.2%	8.3%	7.0%	6.7%	7.3%
...Signage directing you to the centre	Excellent	33.4%	34.9%	34.8%	35.1%	35.7%
	Very Good	28.7%	29.2%	30.2%	31.0%	30.0%
	Good	21.6%	21.7%	21.7%	21.6%	22.2%
	Fair	11.1%	9.4%	8.5%	8.5%	8.2%
	Poor	5.2%	4.8%	4.8%	3.9%	3.9%
...External appearance of the centre	Excellent	34.3%	33.9%	34.7%	35.4%	35.5%
	Very Good	33.8%	32.1%	33.8%	34.1%	34.2%
	Good	23.5%	25.0%	24.1%	23.1%	23.1%
	Fair	7.1%	7.7%	6.3%	6.5%	6.1%
	Poor	1.3%	1.3%	1.1%	0.9%	1.0%
...Décor and internal appearance of the centre	Excellent	39.4%	39.6%	38.4%	39.7%	41.3%
	Very Good	35.8%	35.0%	37.1%	37.2%	36.0%
	Good	18.8%	20.2%	19.8%	19.2%	18.3%
	Fair	5.7%	4.5%	4.1%	3.7%	4.0%
	Poor	0.3%	0.7%	0.5%	0.3%	0.5%
...Comfort and surroundings of the waiting room	Excellent	38.4%	39.4%	38.8%	40.1%	41.8%
	Very Good	34.4%	34.6%	35.3%	35.4%	35.1%
	Good	20.2%	20.0%	20.1%	19.8%	18.2%
	Fair	6.0%	5.3%	5.0%	4.2%	4.3%
	Poor	1.1%	0.7%	0.8%	0.5%	0.6%
...Facilities available (changing rooms, toilets etc)	Excellent	38.5%	38.2%	37.7%	39.2%	41.7%
	Very Good	34.8%	34.1%	35.6%	35.8%	34.8%
	Good	19.4%	21.6%	20.9%	20.3%	18.8%
	Fair	6.0%	5.2%	4.8%	4.1%	4.0%
	Poor	1.3%	0.9%	1.0%	0.7%	0.8%
...Overall cleanliness and tidiness of the centre	Excellent	48.1%	48.5%	48.3%	48.7%	50.4%
	Very Good	33.1%	32.3%	34.8%	34.6%	33.8%
	Good	15.9%	16.6%	14.7%	14.7%	13.5%
	Fair	2.4%	2.1%	1.9%	2.0%	2.0%
	Poor	0.5%	0.4%	0.3%	0.1%	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.

Most elements of the 'on arrival' process remain highly regarded and there has been a general improvement over the past 12 months. Note specifically the improvements in:

- Signage and décor
- The increase in 'Excellent' ratings across many elements this quarter when compared to the same time last year.

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

St Mary's, Alexandra, Queens Medical Centre, Llandough, Quantum, West Suffolk, Weston Lane, Hinckley, Coalville, London Imaging

Trends and observations

Part 4 – The staff		Q410	Q111	Q211	Q311	Q411
Were you made to feel comfortable throughout the procedure by the imaging staff?	Yes	98.9%	99.3%	99.4%	99.2%	98.9%
	No	1.1%	0.7%	0.6%	0.8%	1.1%
...Appearance of staff	Excellent	61.4%	63.3%	62.3%	61.9%	63.4%
	Very Good	29.0%	28.0%	29.6%	29.8%	28.8%
	Good	9.0%	8.0%	7.6%	7.8%	7.2%
	Fair	0.5%	0.5%	0.4%	0.5%	0.5%
	Poor	0.1%	0.1%	0.0%	0.1%	0.1%
...Ease of identification of staff	Excellent	51.6%	55.5%	55.6%	55.9%	58.2%
	Very Good	31.8%	30.9%	31.2%	31.2%	29.9%
	Good	13.4%	11.0%	11.0%	10.8%	9.5%
	Fair	2.6%	2.0%	1.8%	1.8%	1.9%
	Poor	0.6%	0.5%	0.4%	0.4%	0.5%
...Efficiency and courteousness of reception staff	Excellent	63.5%	66.9%	66.4%	66.8%	67.4%
	Very Good	25.9%	24.5%	25.6%	25.2%	25.0%
	Good	8.6%	7.3%	6.8%	6.7%	6.3%
	Fair	1.7%	1.0%	0.9%	1.0%	0.9%
	Poor	0.3%	0.3%	0.3%	0.3%	0.4%
...Efficiency and courteousness of imaging/medical staff	Excellent	68.3%	70.8%	70.7%	70.8%	71.8%
	Very Good	24.1%	22.7%	23.3%	23.1%	22.3%
	Good	6.3%	5.6%	5.4%	5.2%	5.2%
	Fair	0.8%	0.6%	0.4%	0.6%	0.5%
	Poor	0.5%	0.2%	0.2%	0.2%	0.2%
...Staff knowledge and information provided	Excellent	57.2%	61.7%	61.1%	62.7%	64.8%
	Very Good	30.1%	28.4%	29.4%	27.7%	26.7%
	Good	10.9%	8.4%	8.4%	8.3%	7.0%
	Fair	1.0%	1.2%	0.8%	0.9%	1.1%
	Poor	0.8%	0.3%	0.3%	0.4%	0.4%

All ratings are positive and return consistently high results for patient opinions of staff. Averages of 90% satisfaction or more for most questions with virtually no dissatisfaction.

Note the increase in Excellence ratings over the same period last year - in some cases by as much as 7%.

Trends and observations

Part 5 – The procedure & overall experience		Q410	Q111	Q211	Q311	Q411
Did you feel the length of time you spent waiting for your test to be reasonable?	Yes	96.3%	96.3%	96.3%	96.4%	96.0%
	No	3.7%	3.7%	3.7%	3.6%	4.0%
Did you feel at ease through your test?	Yes	96.9%	96.7%	97.0%	97.0%	97.1%
	No	3.1%	3.3%	3.0%	3.0%	2.9%
Were your privacy and dignity needs met?	Yes	98.6%	98.6%	99.1%	99.1%	99.3%
	No	1.4%	1.4%	0.9%	0.9%	0.7%
Were you told how you would find out about the results of your test?	Yes	88.0%	99.3%	92.2%	92.5%	92.7%
	No	12.0%	0.7%	7.8%	7.5%	7.3%
Were you made to feel comfortable throughout the procedure by the imaging staff?	Yes	n/a	99.3%	99.4%	99.2%	98.9%
	No	n/a	0.7%	0.6%	0.8%	1.1%
Please rate your overall satisfaction with the service	Excellent	63.3%	64.5%	64.6%	65.4%	66.3%
	Very Good	28.4%	28.5%	29.1%	28.8%	27.7%
	Good	6.5%	5.8%	5.5%	4.9%	5.0%
	Fair	1.1%	0.9%	0.6%	0.6%	0.8%
	Poor	0.7%	0.3%	0.2%	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. It is particularly gratifying to see the increase in Excellence observed elsewhere mirrored in the overall service question.

Site Responses

The table below shows the responses by site in quarter 4 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	Q411		
	Completed Patients	Completed	Response Rate
Barnet	2504	121	4.8
Central Middlesex	1068	111	10.4
Clare Park	1879	192	10.2
Derby Hearing Centre (Retail)	411	20	4.9
Dewsbury	1741	266	15.3
Eastbourne D G H	2186	261	11.9
Frimley	3774	345	9.1
Hereford County Hospital	191	39	20.4
Kingston	2398	1037	43.2
London Imaging Centre	1474	10	0.7
London Independent Hospital	620	94	15.2
Longton Cottage	616	1	0.2
Croydon MRI (ex Mayday)	3371	368	10.9
Milton Keynes IDC	2192	96	4.4
Milton Keynes	2572	392	15.2
North & East Devon Breast Screening	6528	394	6.0
North Tyneside	1762	438	24.9
Northwick Park	2896	188	6.5
Nottingham MRI/ City	2129	468	22.0
Nottingham PET/CT	690	64	9.3
Peterborough City Care Centre	1682	88	5.2
Sandwell	2399	479	20.0
Nuffield Suffolk	905	319	35.2
St Peters - Chertsey	135	97	71.9
Sussex MRI Centre	3851	75	1.9
Walsall Manor Hospital	2795	186	6.7
Wansbeck	1811	677	37.4
Comwall House	1801	253	14.0
Vincent	1324	39	2.9
Vista	2227	16	0.7
Quantum	103	9	8.7
London PET/CT	159	1	0.6

NOT CODED/Other 184

Unite no longer operating

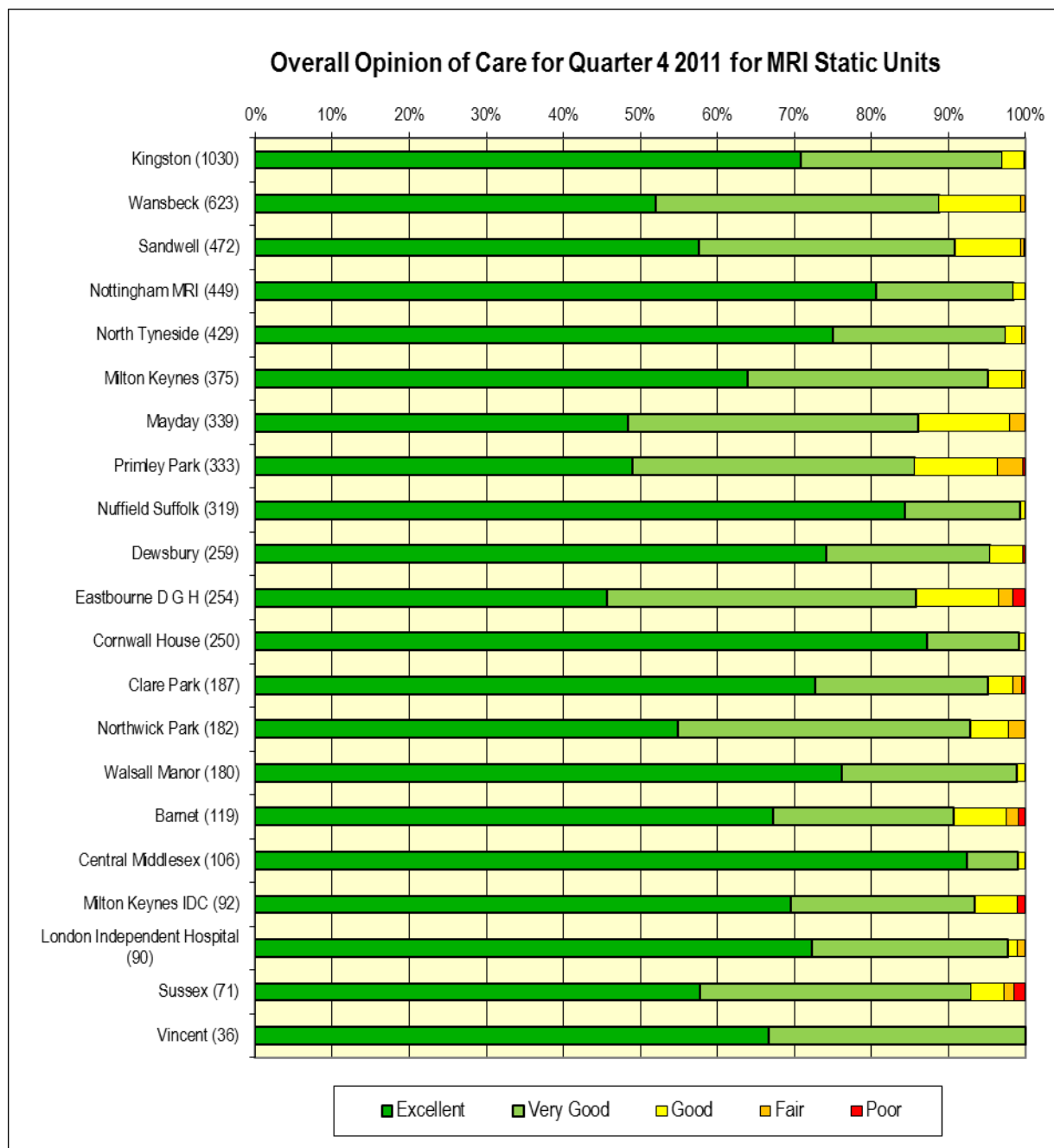
*Figures supplied by Ops

Mobiles/Fixed	Q411		
	Completed Patients	Completed	Response Rate
Adelaide Health Centre	1375	51	3.7
BMI Beaumont *	665	10	1.5
BMI Chiltern	23	2	8.7
BMI Fawkham Manor*	305	3	1.0
BMI - Duchy (Harrogate)*	86	0	0.0
BMI Lincoln		54	
BMI Ridgeway		23	
BMI Werdale*	53	2	3.8
Braunstone Health & Social Care Centre	91	30	33.0
Chesterfield Royal		1	
Coalville Community Hospital,	48	9	18.8
Craigavon Area Hospital	148	14	9.5
Dene Barton	395	2	0.5
Duchy Hospital - (Truro)	58	14	24.1
Fielding Palmer Hospital Lutterworth	89	20	22.5
Global Diagnostics		2	
Grindon Lane Sunderland	1266	189	14.9
Hexham (Northumbria Mobile)	99	11	11.1
Hinckley & District Hospital	199	41	20.6
Ilkeston Community Hospital	184	18	9.8
Llandough Hospital*	246	5	2.0
Letterkenny	152	39	25.7
Loughborough Community Hospital	116	14	12.1
Market Harborough Community Hospital	57	14	24.6
Melton Mowbray Community Hospital	76	16	21.1
Princess Alexandra*	1006	5	0.5
QMC - Nottingham*	1301	92	7.1
Queen Mary's Roehampton	449	3	0.7
Royal Preston Hospital*	1132	13	1.1
Rutland Memorial Hospital	53	21	39.6
Royal South Hants Hospital	1611	43	2.7
Scunthorpe General	1378	31	2.2
Sligo General Hospital	170	62	36.5
Spire Cardiff	7	0	0.0
Spire Murrayfield	11	4	36.4
St Oswalds Hospital	180	26	14.4
St Peters Health Centre	135	21	15.6
Sunderland Royal Hospital*	1400	102	7.3
Swadlincote Health Centre	296	26	8.8
Syston	342	50	14.6
The Croft Medical	85	14	16.5
Tullamore	106	32	30.2
Walkden Gateway		49	3.8
Weston Lane	987	17	1.7
West Suffolk Hospital	88	8	9.1
Whitehaven Hospital*	1109	19	1.7
Wrightington		65	

Comparison between MRI Static Units – Quarter 4 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

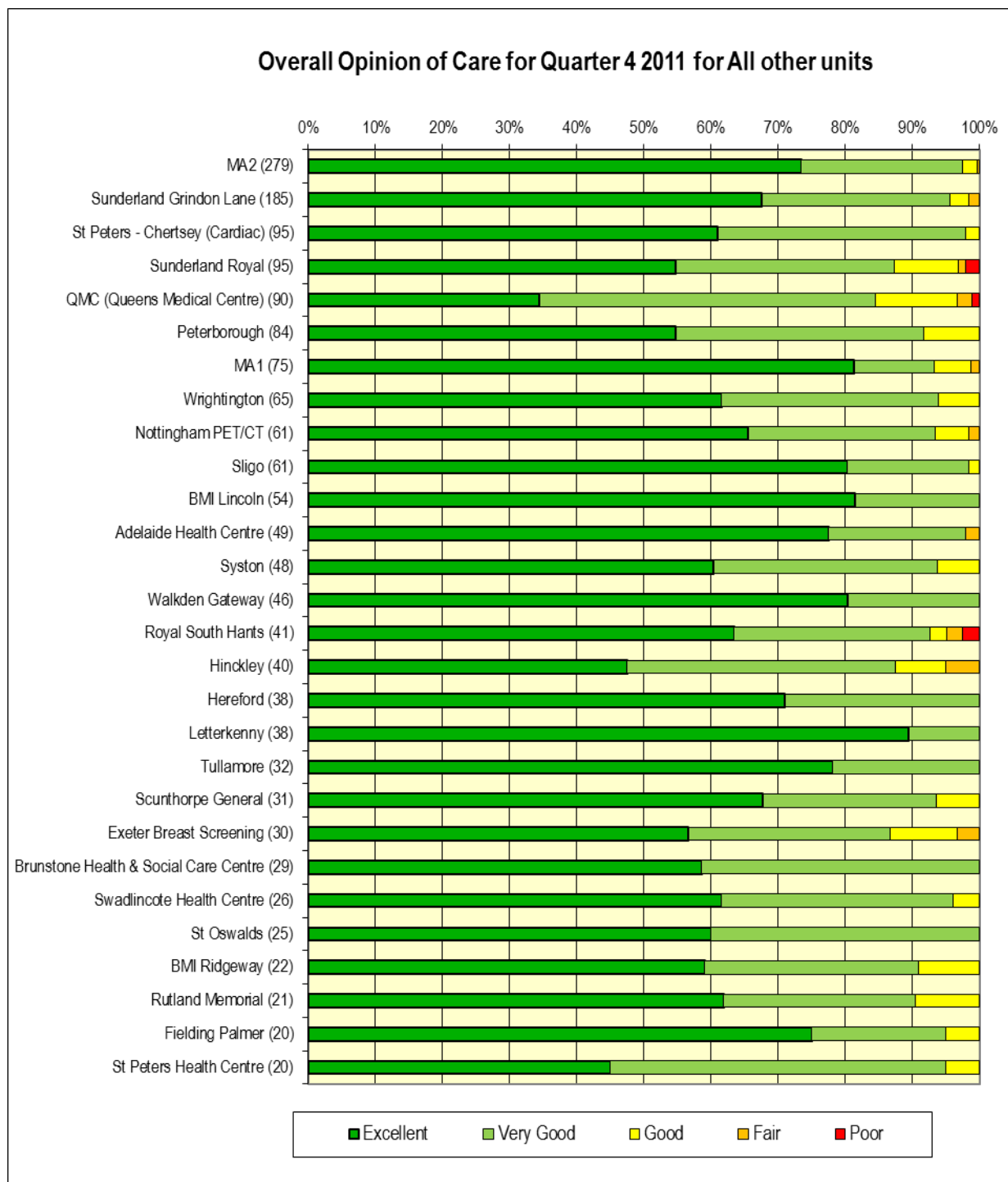
How would you rate the overall quality of the Service?								
	Responses	Excellent	Very Good	Good	Fair	Poor	% Satisfied	% Dissatisfied
Kingston	1030	71%	26%	3%	0%	0%	97%	0%
Wansbeck	623	52%	37%	11%	1%	0%	89%	1%
Sandwell	472	58%	33%	8%	0%	0%	91%	1%
Nottingham MRI	449	81%	18%	2%	0%	0%	98%	0%
North Tyneside	429	75%	22%	2%	0%	0%	97%	0%
Milton Keynes	375	64%	31%	4%	1%	0%	95%	1%
Croydon University Hospital (Mayday)	339	48%	38%	12%	2%	0%	86%	2%
Primley Park	333	49%	37%	11%	3%	0%	86%	4%
Nuffield Suffolk	319	84%	15%	1%	0%	0%	99%	0%
Dewsbury	259	74%	21%	4%	0%	0%	95%	0%
Eastbourne D G H	254	46%	40%	11%	2%	2%	86%	4%
Cornwall House	250	87%	12%	1%	0%	0%	99%	0%
Clare Park	187	73%	22%	3%	1%	1%	95%	2%
Northwick Park	182	55%	38%	5%	2%	0%	93%	2%
Walsall Manor	180	76%	23%	1%	0%	0%	99%	0%
Barnet	119	67%	24%	7%	2%	1%	91%	3%
Central Middlesex	106	92%	7%	1%	0%	0%	99%	0%
Milton Keynes IDC	92	70%	24%	5%	0%	1%	93%	1%
London Independent Hospital	90	72%	26%	1%	1%	0%	98%	1%
Sussex	71	58%	35%	4%	1%	1%	93%	3%
Vincent	36	67%	33%	0%	0%	0%	100%	0%
Longton Cottage (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 4 2011

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

- All units with 20 or more responses are included
- Sites with most responses are at top of graph
- Supporting data is shown overleaf



Comparison between sites – 20 or more responses

How would you rate the overall quality of the Service?								
	Responses	Excellent	Very Good	Good	Fair	Poor	% Satisfied	% Dissatisfied
MA2	279	73%	24%	2%	0%	0%	97%	0%
Sunderland Grindon Lane	185	68%	28%	3%	2%	0%	96%	2%
St Peters - Chertsey (Cardiac)	95	61%	37%	2%	0%	0%	98%	0%
Sunderland Royal	95	55%	33%	9%	1%	2%	87%	3%
QMC (Queens Medical Centre)	90	34%	50%	12%	2%	1%	84%	3%
Peterborough	84	55%	37%	8%	0%	0%	92%	0%
MA1	75	81%	12%	5%	1%	0%	93%	1%
Wrightington	65	62%	32%	6%	0%	0%	94%	0%
Nottingham PET/CT	61	66%	28%	5%	2%	0%	93%	2%
Sligo	61	80%	18%	2%	0%	0%	98%	0%
BMI Lincoln	54	81%	19%	0%	0%	0%	100%	0%
Adelaide Health Centre	49	78%	20%	0%	2%	0%	98%	2%
Syston	48	60%	33%	6%	0%	0%	94%	0%
Walkden Gateway	46	80%	20%	0%	0%	0%	100%	0%
Royal South Hants	41	63%	29%	2%	2%	2%	93%	5%
Hinckley	40	48%	40%	8%	5%	0%	88%	5%
Hereford	38	71%	29%	0%	0%	0%	100%	0%
Letterkenny	38	89%	11%	0%	0%	0%	100%	0%
Tullamore	32	78%	22%	0%	0%	0%	100%	0%
Scunthorpe General	31	68%	26%	6%	0%	0%	94%	0%
Exeter Breast Screening	30	57%	30%	10%	3%	0%	87%	3%
Brunstone Health & Social Care Centre	29	59%	41%	0%	0%	0%	100%	0%
Swadlincote Health Centre	26	62%	35%	4%	0%	0%	96%	0%
St Oswalds	25	60%	40%	0%	0%	0%	100%	0%
BMI Ridgeway	22	59%	32%	9%	0%	0%	91%	0%
Rutland Memorial	21	62%	29%	10%	0%	0%	90%	0%
Fielding Palmer	20	75%	20%	5%	0%	0%	95%	0%
St Peters Health Centre	20	45%	50%	5%	0%	0%	95%	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 20 responses

How would you rate the overall quality of the Service?								
	Responses	Excellent	Very Good	Good	Fair	Poor	% Satisfied	% Dissatisfied
Whitehaven	19	58%	21%	21%	0%	0%	79%	0%
Derby Hearing Centre	18	61%	33%	6%	0%	0%	94%	0%
Clatterbridge	14	79%	21%	0%	0%	0%	100%	0%
Croft Medical	14	79%	21%	0%	0%	0%	100%	0%
Loughborough	14	93%	7%	0%	0%	0%	100%	0%
Market Harborough	14	71%	29%	0%	0%	0%	100%	0%
Ashleigh Clinic	14	71%	21%	7%	0%	0%	93%	0%
Craigavon	14	71%	29%	0%	0%	0%	100%	0%
BMI - Duchy	13	46%	46%	8%	0%	0%	92%	0%
Royal Preston	13	69%	31%	0%	0%	0%	100%	0%
Kettering	12	42%	33%	17%	8%	0%	75%	8%
Hexham	11	64%	27%	9%	0%	0%	91%	0%
BMI Beaumont	10	60%	40%	0%	0%	0%	100%	0%
Coalville	9	89%	11%	0%	0%	0%	100%	0%
London Imaging Centre	9	56%	33%	11%	0%	0%	89%	0%
Quantum	9	67%	11%	22%	0%	0%	78%	0%
West Suffolk	8	25%	75%	0%	0%	0%	100%	0%
Llandough	5	80%	0%	20%	0%	0%	80%	0%
Nene Park	5	80%	20%	0%	0%	0%	100%	0%
Princess Alexandra	4	25%	25%	25%	25%	0%	50%	25%
BMI Somerfield	4	25%	75%	0%	0%	0%	100%	0%
Murrayfield	4	75%	25%	0%	0%	0%	100%	0%
Berwick Infirmary	3	67%	33%	0%	0%	0%	100%	0%
BMI Fawkham Manor	3	33%	67%	0%	0%	0%	100%	0%
Queen Mary's Roehampton	3	33%	67%	0%	0%	0%	100%	0%
BMI Chiltern	2	50%	50%	0%	0%	0%	100%	0%
BMI Werdale	2	100%	0%	0%	0%	0%	100%	0%
Dene Barton	2	100%	0%	0%	0%	0%	100%	0%
Global Diagnostics	2	50%	50%	0%	0%	0%	100%	0%
CAH	2	100%	0%	0%	0%	0%	100%	0%
St Marys	2	50%	0%	0%	50%	0%	50%	50%
Wirral	2	50%	50%	0%	0%	0%	100%	0%
BMI Huddersfield	1	0%	0%	100%	0%	0%	0%	0%
Chesterfield Royal	1	0%	100%	0%	0%	0%	100%	0%
London PET/CT	1	0%	0%	0%	100%	0%	0%	100%
City Royal	1	0%	100%	0%	0%	0%	100%	0%
CT8 Woodlands	1	100%	0%	0%	0%	0%	100%	0%
Glenfield	1	0%	100%	0%	0%	0%	100%	0%
Grange Town	1	100%	0%	0%	0%	0%	100%	0%
Kiassion	1	100%	0%	0%	0%	0%	100%	0%
NHS Westfield	1	100%	0%	0%	0%	0%	100%	0%
Parkside Surgery	1	100%	0%	0%	0%	0%	100%	0%
St Saviours	1	0%	100%	0%	0%	0%	100%	0%
Washington	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

Summary of patient comments for quarter 4 2011:

There were 1834 General Comments of which 55 were General, 400 Negative and 1379 Positive.
In % terms this is 3% General, 22% Negative and 75% Positive.

	General	Negative	Positive	Grand Total
Environment	20	161	11	192
General	28	68	587	683
Information/Communication	6	82	1	89
Staff	1	48	751	800
Waiting Time	0	41	29	70
Grand Total	55	400	1379	1834

There are further categorisations for Environment/General and Information/Communication and these are shown below

		General	Negative	Positive	Grand Total
Environment	Décor		2	1	3
	Facilities	7	55	2	64
	Location	3	8		11
	Music/Noise	10	11	2	23
	Privacy		1		1
	Seating		7		7
	Temperature		13		13
	General			1	1
	Cleanliness		6	5	11
	Parking		58	2	60
	Totals	20	161	11	192

		General	Negative	Positive	Grand Total
General	Music/Noise		22		26
	Uncoded	12	40	1	53
	General Service	16	2	586	604
	Totals	28	68	587	683

		General	Negative	Positive	Grand Total
Information/Communication	Music/Noise		4		4
	Results	2	9		11
	Cleanliness		1		1
	Safety Qx	1			1
	Maps/Signage		39		39
	Communication	3	14	1	18
	Admin		2		2
	Information		13		13
Totals		6	82	1	89

A full set of comments is available separately in a separate excel document.

In the excel file there are also 200 comments collected through the Patient Feedback Card System from Croydon University Hospital.

Report issued by:

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