

Exceeding Patient Expectations

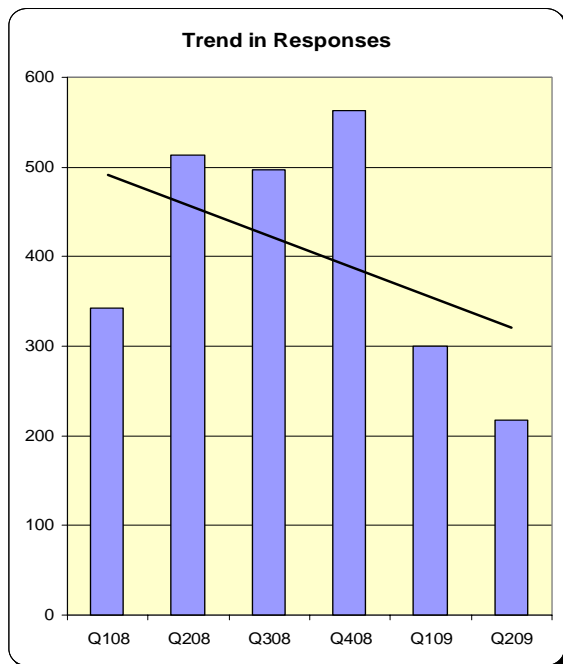
InHealth Group Patient Survey



Patient perceptions of the way they are cared for at InHealth Group Treatment Centres

Report for April, May, June 2009
Prepared by HWA Consulting
for InHealth Group Diagnostics Service

Introduction



The majority of questionnaires received during quarter 2 2009 were new style questionnaires, in total 201 of the 218 received. In this report the results from both questionnaires have been combined, where possible.

Although the number of responses has dropped significantly this year it is encouraging to see that the overall satisfaction remains high.

Patient satisfaction with staff once again attracts positive ratings. Of the 218 respondents this quarter:

- 99.1% rated staff knowledge and information giving as 'Good' or better
- 99.5% rated the presentation of staff as 'Good' or better
- 96.9% rated staff identification as 'Good' or better
- 100% of patients felt comfortable throughout the procedure by the imaging staff.

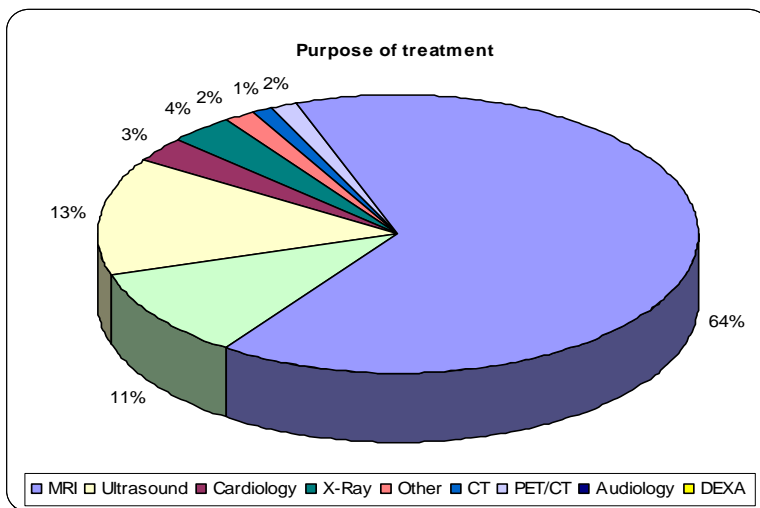
Overall patient satisfaction is high and 97.9% rated their overall satisfaction with the centre as 'Good' or better

This quarterly report follows the format of the new style questionnaire and is presented in four sections:

1. Appointment booking
2. Arrival
3. Staff
4. Procedure

Services used

Of the eleven services provided by the London Diagnostic and Imaging Service, the majority of referrals are for MRI



Overall responses have decreased to 218; however, there is a wide range of participation from different units as the chart and table show:

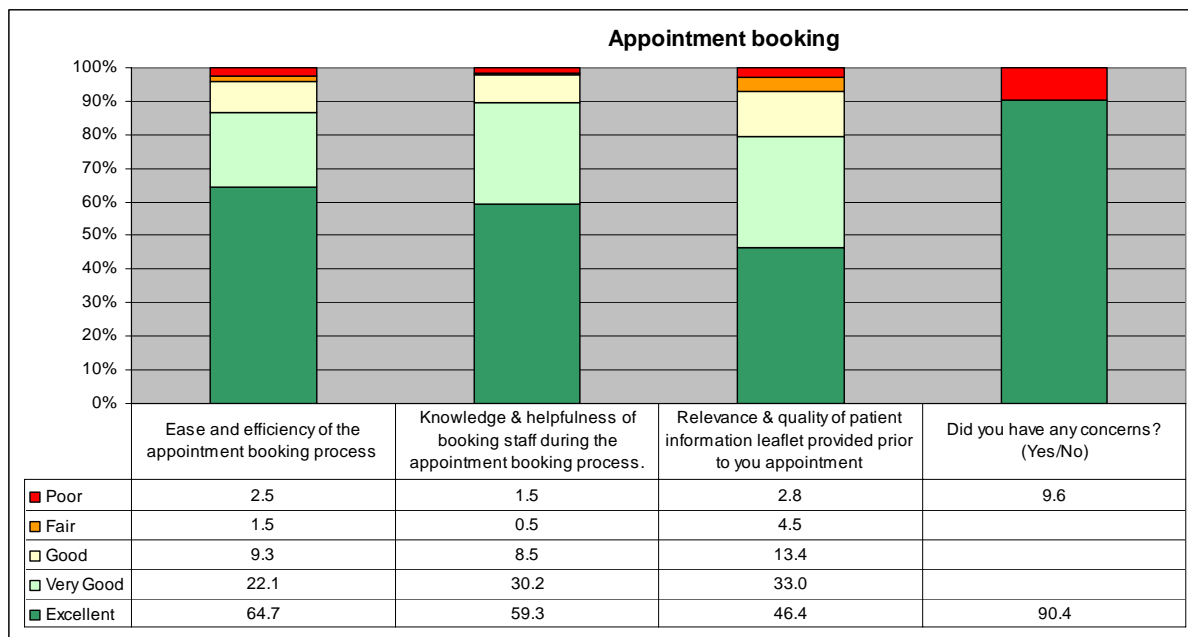
Unit	Responses Q2 2009	Unit	Responses Q2 2009
Central Middlesex	1	Mayday	1
Cornwall House	2	Milton Keynes	19
Grimsby	4	Northwick Park	3
Croft Medical	1	Nottingham MRI	52
Feilding Palmer	4	North Tyneside	32
Hinckley	3	Quantun	1
London Imaging Centre	11	Sandwell	2
Loughborough	3	St Peters	20
Melton Mowbray	6	Sussex	4
London Pet/CT	3	Vincent Medical	22
Syston	13	(Not answered)	9
Walsall Manor Hospital	2	Total	53

Additional sets of graphs have been provided for all units producing over 10 responses, although it should be recognised that lower numbers will reduce confidence in the figures.

Overall results for Quarter 2 2009

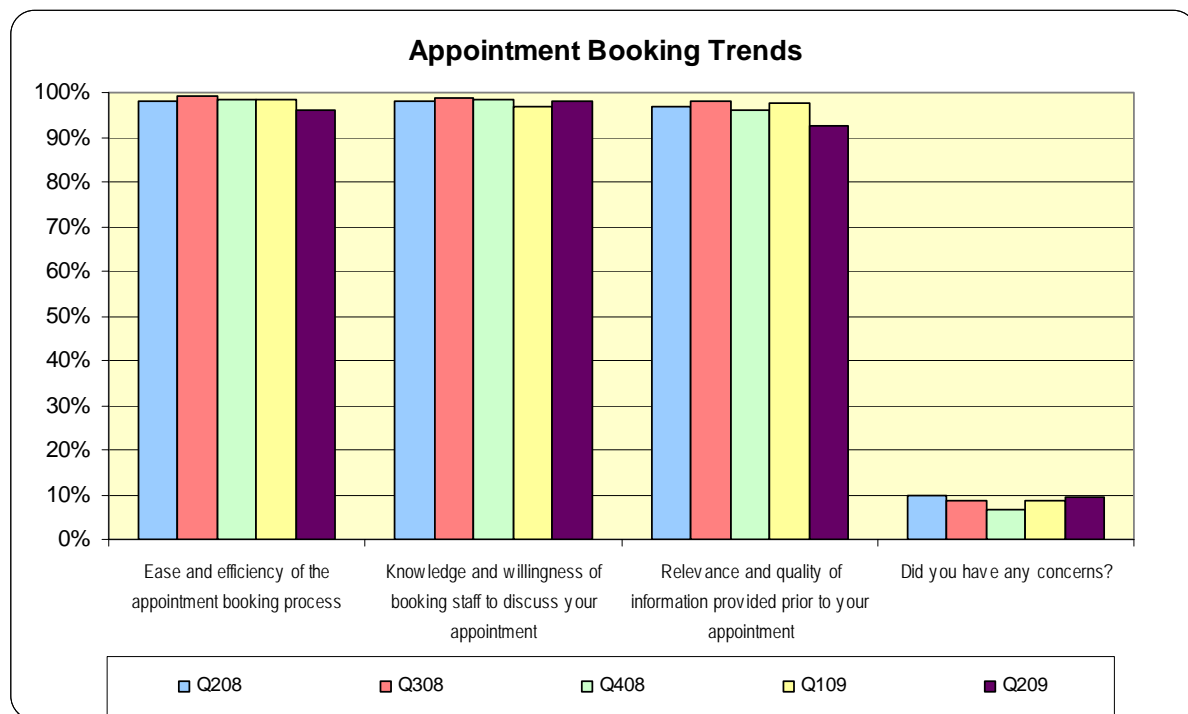
Quarter 2 2009 responses = 218	Excellent	Very Good	Good	Fair	Poor		% Satisfied	% Dissatisfied
About You								
	Male	Female						
Gender	48.2	51.8						
	Under 20	20-34	35-54	55+				
Age	1.5	5.1	30.6	62.8				
Appointment booking								
Ease and efficiency of the appointment booking process	64.7	22.1	9.3	1.5	2.5		96.0%	4.0%
Knowledge & helpfulness of booking staff during the appointment booking process.	59.3	30.2	8.5	0.5	1.5		98.0%	2.0%
Relevance & quality of patient information leaflet provided prior to you appointment	46.4	33.0	13.4	4.5	2.8		92.7%	7.3%
	Yes	No					% Yes	% No
Did you have any concerns?	9.6	90.4					90.4%	9.6%
On Arrival								
Parking facilities	36.0	26.2	20.7	7.9	9.1		83.0%	17.0%
Signage directing you to the centre	34.4	29.6	19.9	10.2	5.9		83.9%	16.1%
External appearance of the centre	36.3	30.0	29.5	3.7	0.5		95.8%	4.2%
Décor & internal appearance of the centre	41.9	35.4	21.7	1.0	0.0		99.0%	1.0%
Comfort & surroundings of the waiting room	39.3	38.8	18.9	3.0	0.0		97.0%	3.0%
Facilities available (changing rooms, toilets etc.)	39.9	37.4	19.7	2.0	1.0		97.0%	3.0%
Overall cleanliness and tidiness of the centre	54.9	30.2	14.0	0.5	0.5		99.0%	1.0%
The Staff								
	Yes	No						
Were you made to feel comfortable throughout the procedure by the imaging staff?	100.0	0.0					100.0%	0.0%
Presentation of staff	63.6	28.7	7.2	0.5	0.0		99.5%	0.5%
Ease of identification of staff	54.1	30.4	12.4	2.6	0.5		96.9%	3.1%
Efficiency & courteousness of reception staff	72.4	19.2	5.6	2.3	0.5		97.2%	2.8%
Efficiency & courteousness of imaging staff	77.1	16.8	4.7	0.9	0.5		98.6%	1.4%
Staff knowledge & information provided	65.1	26.8	7.2	0.5	0.5		99.0%	1.0%
The Procedure								
	Yes	No						
Did you feel the length of time you spent waiting for your test to be reasonable?	97.5	2.5					97.5%	2.5%
Did you feel at ease through your test?	97.0	3.0					97.0%	3.0%
Were your privacy & dignity needs met?	99.5	0.5					99.5%	0.5%
Were you told how you would find out the results of you scan?	95.4	4.6					95.4%	4.6%
Overall experience								
Please rate your overall satisfaction with the centre	63.7	29.0	5.2	0.5	1.6		97.9%	2.1%

Appointment Booking



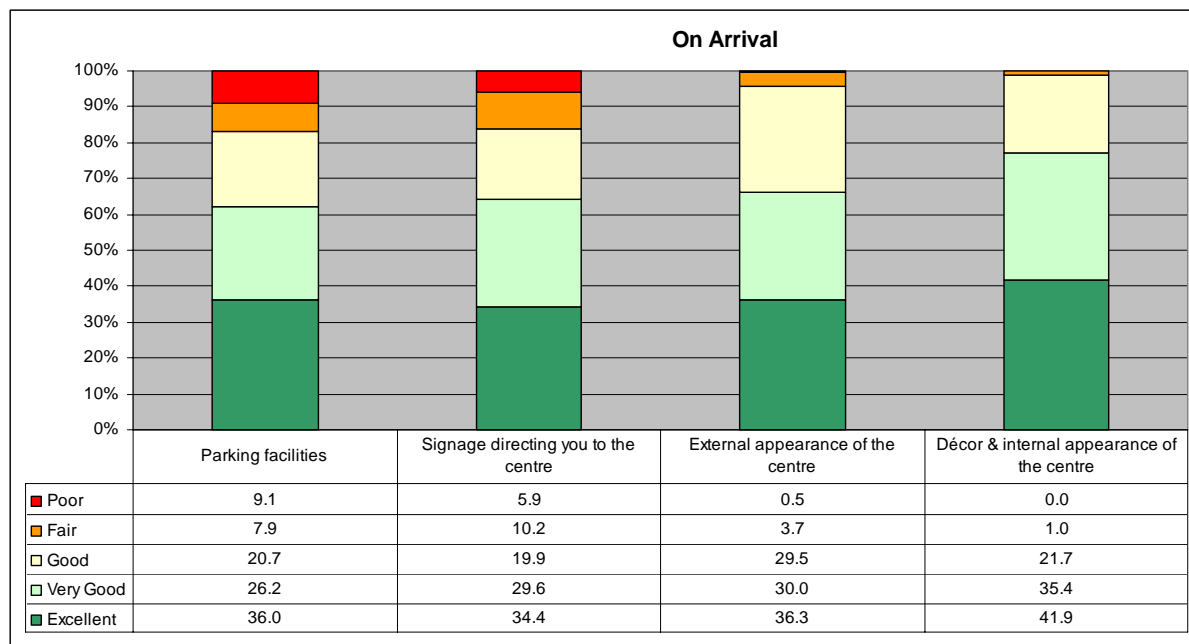
Patient dissatisfaction remains minimal with booking appointments during quarter 2 2009.

The trend graph below indicates no significant change quarter on quarter. Of particular note is the high rating of knowledge and willingness of booking staff.



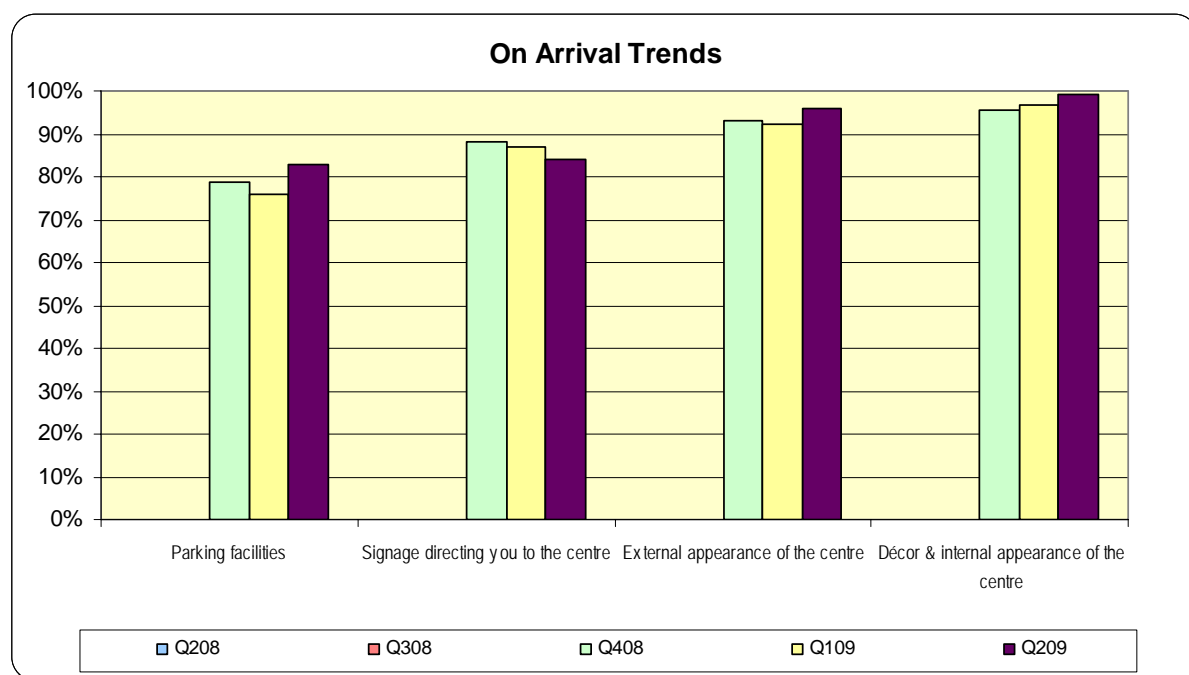
'Satisfaction' is the percentage of patients rating as 'Good' or better.

On Arrival



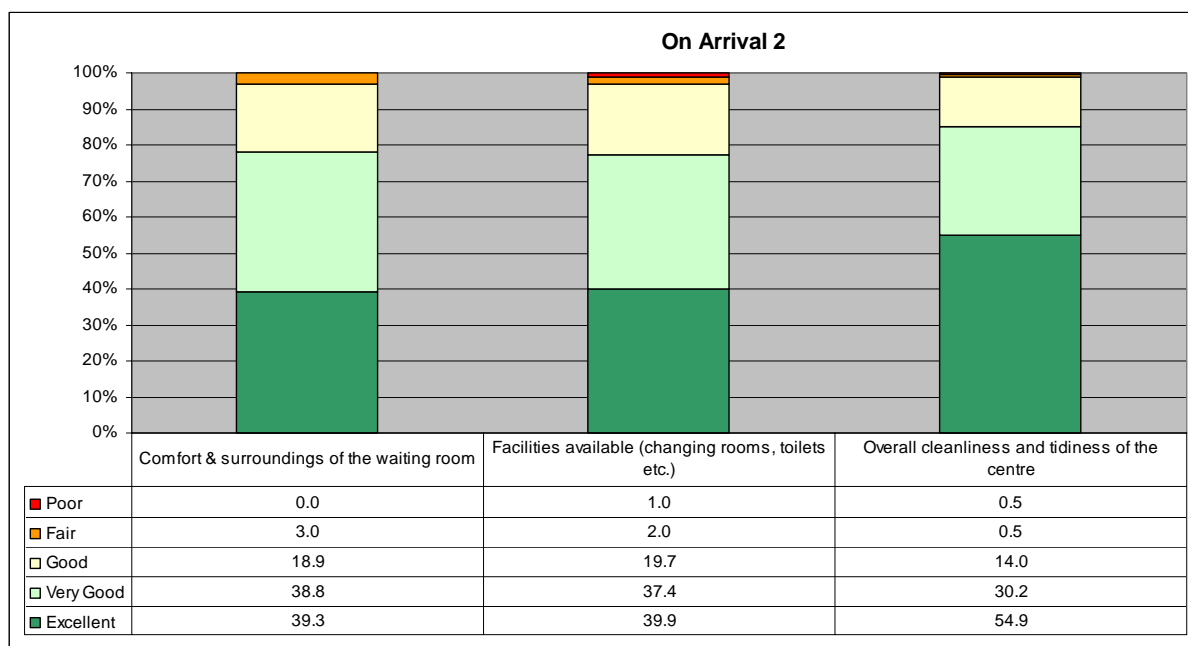
The table of results show a higher level of dissatisfaction with parking and signage to the centre.

The questions below are only included in the new style questionnaire and therefore a full set of historical data is not available.



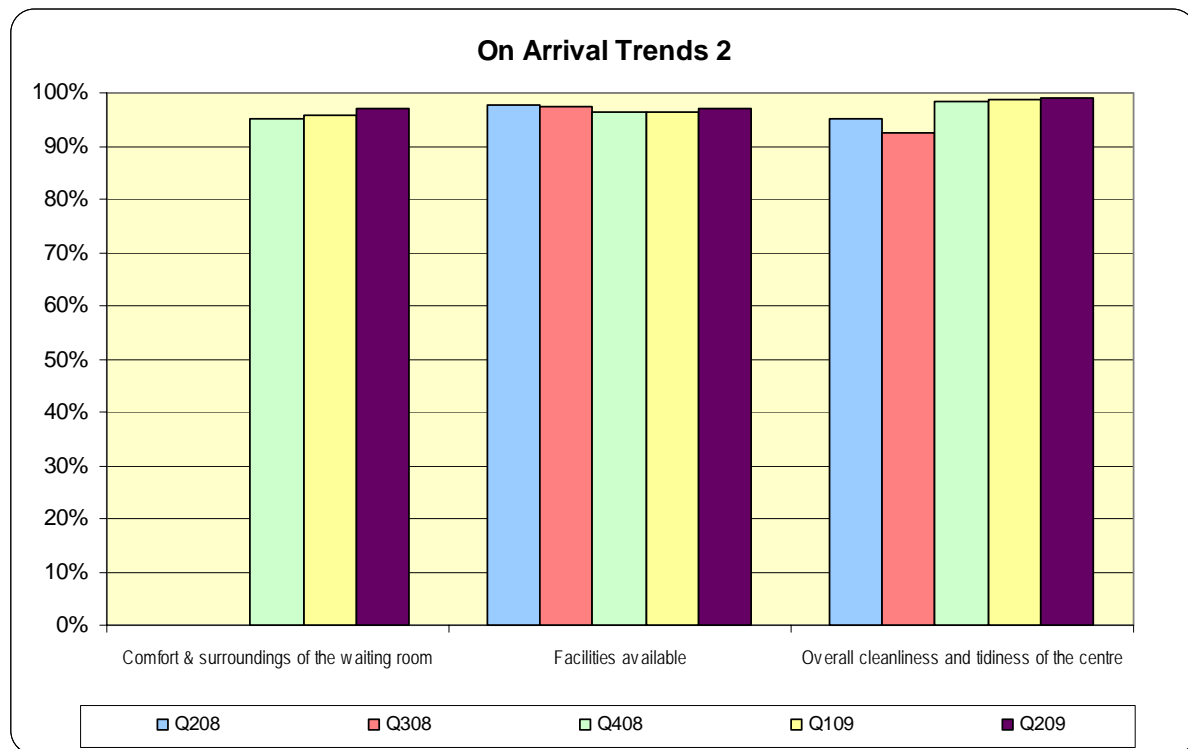
'Satisfaction' is the percentage of patients rating as 'Good' or better.

On Arrival 2



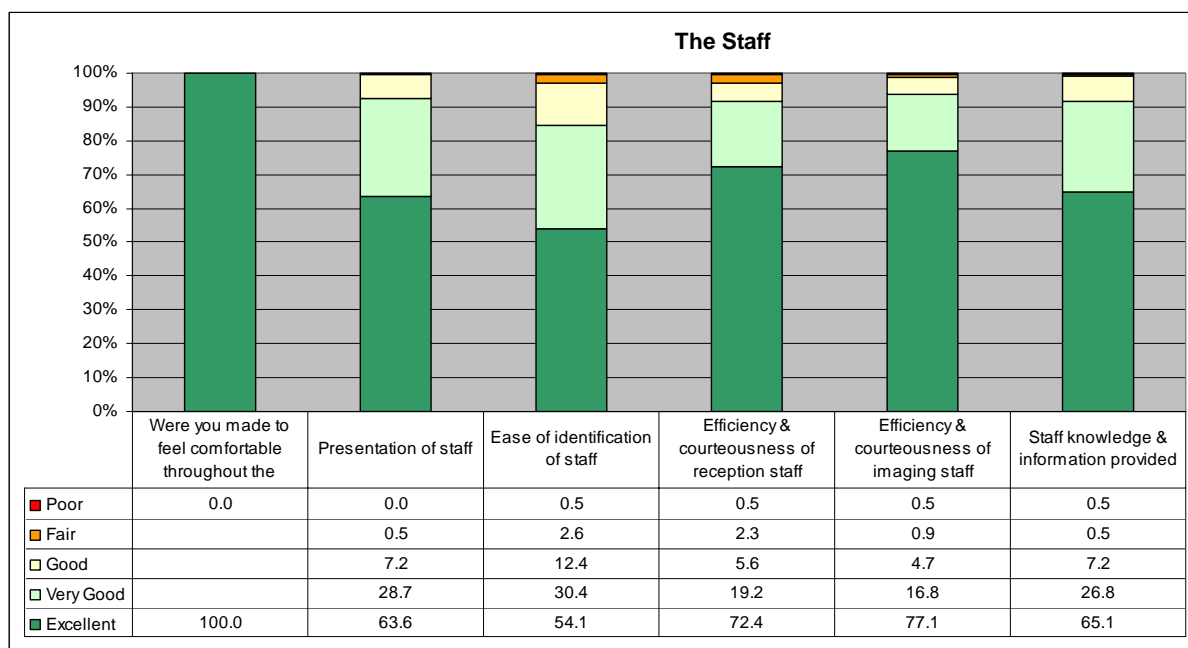
Rating of cleanliness is exceptionally high and 99.1% of patients were satisfied with the overall cleanliness and tidiness.

Hygiene ratings are generally good and there appears to be no underlying problems with cleanliness.



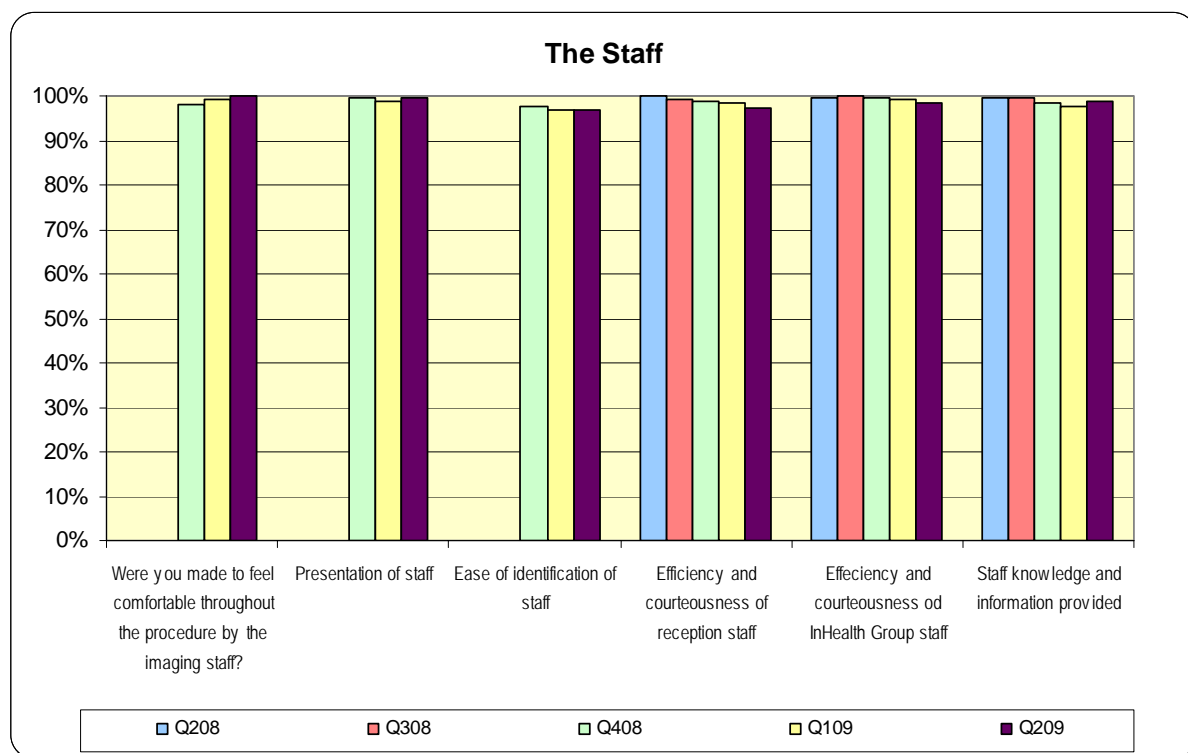
'Satisfaction' is the percentage of patients rating as 'Good' or better.

The Staff



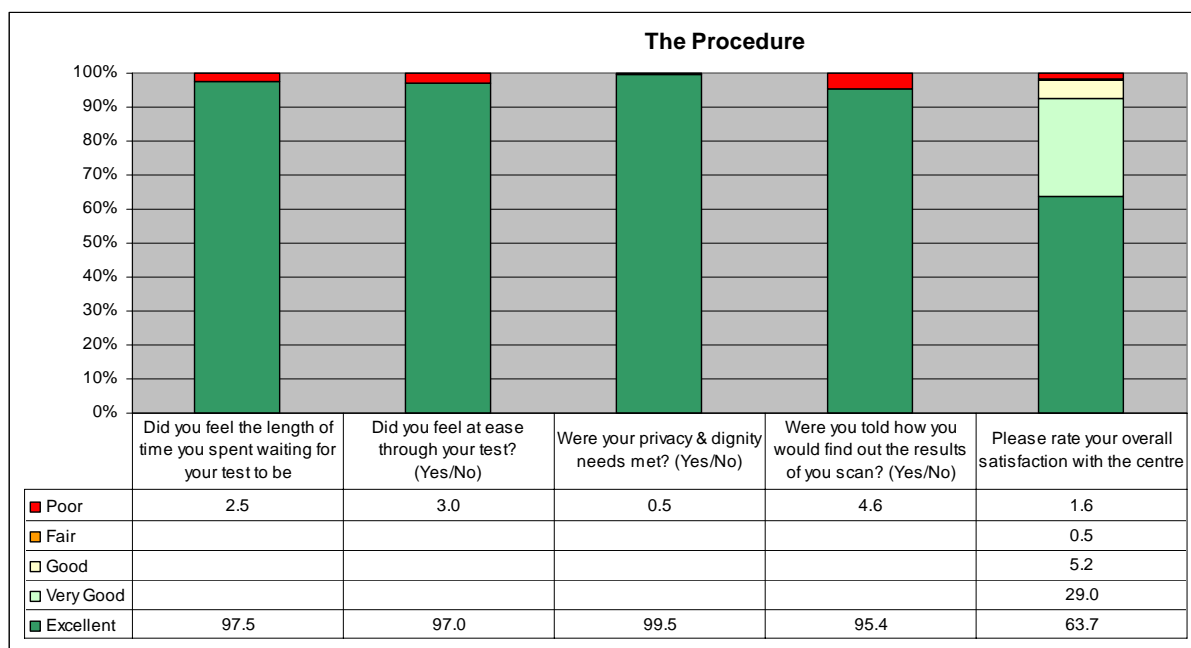
Most notably 100% of patients felt comfortable throughout the procedure by imaging staff. It is difficult to see how these could be significantly improved upon. Even raising the benchmark to 'Very Good' gives ratings of 90% or more.

Patient satisfaction with staff remains consistently high and trend results show that opinions have not changed significantly.



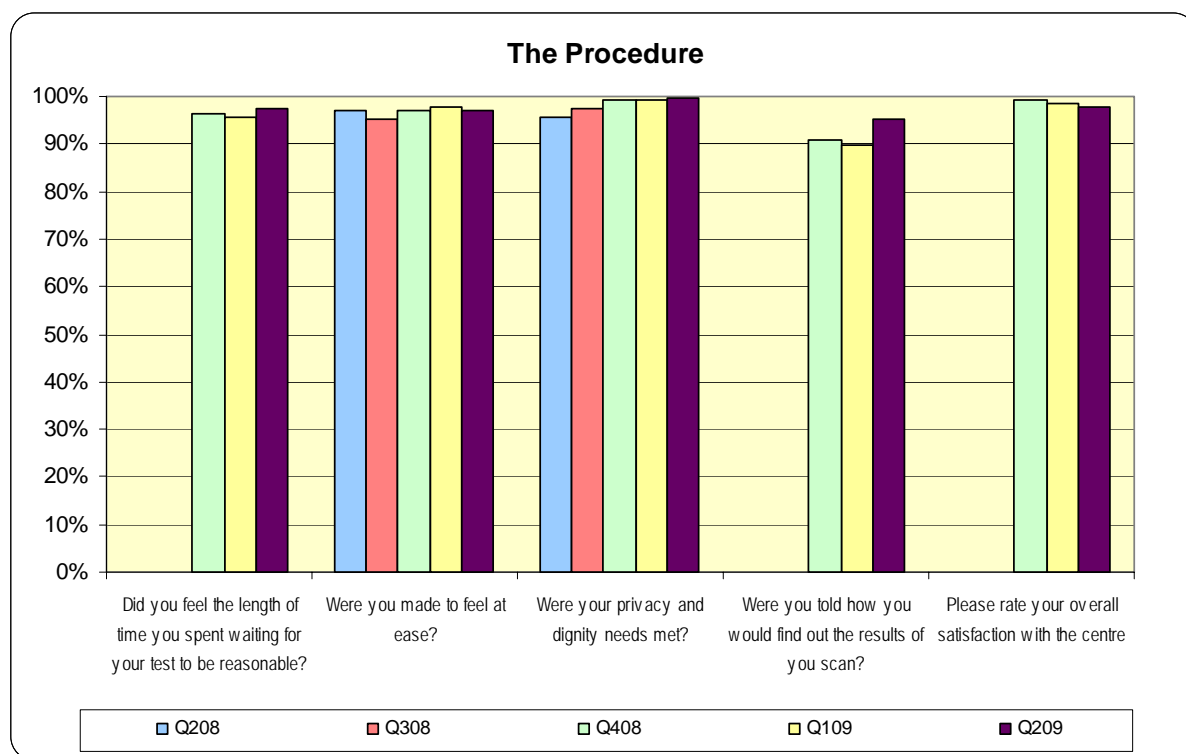
'Satisfaction' is the percentage of patients rating as 'Good' or better.

The Procedure



Generally satisfaction with the procedure is high and, most notably, dissatisfaction with privacy is minimal.

Results for 'were you told how you would find out the results of your scan' has improved significantly this quarter.



'Satisfaction' is the percentage of patients rating as 'Good' or better.

Comments

A random selection of comments is shown below.

Detailed comments for each unit are provided later in the document.

'VERY EFFICIENT. MADE EVERYTHING EASIER. THANK YOU.'

'EVERYBODY MADE ME FEEL VERY SAFE AND SECURE AND MADE ME FEEL VERY AT EASE.'

'FELT FAINT AND NAUSEOUS THROUGHOUT BUT STAFF WERE BRILLIANT AT PUTTING ME AT EASE.'

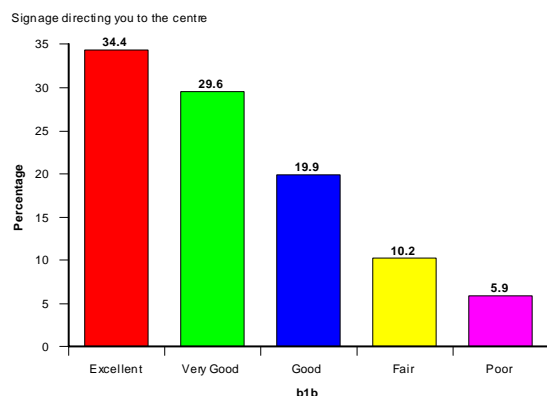
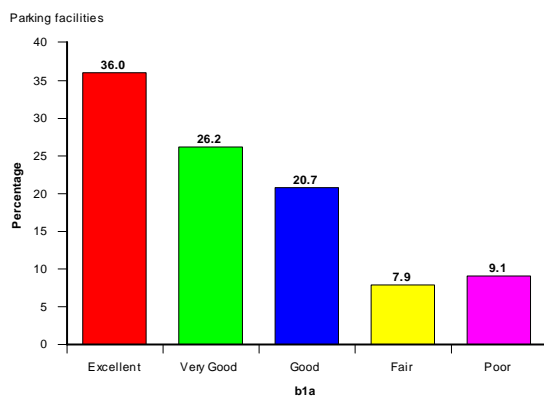
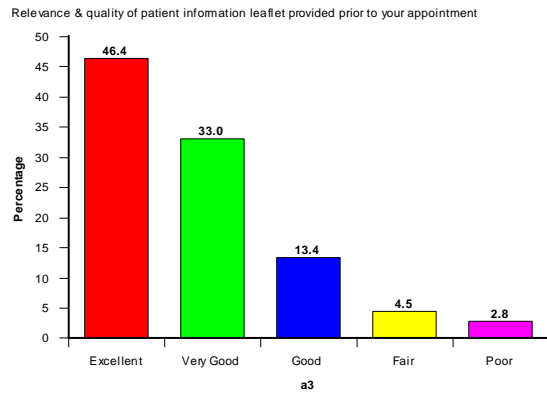
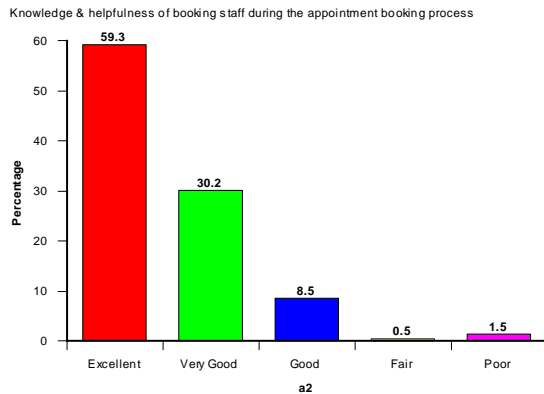
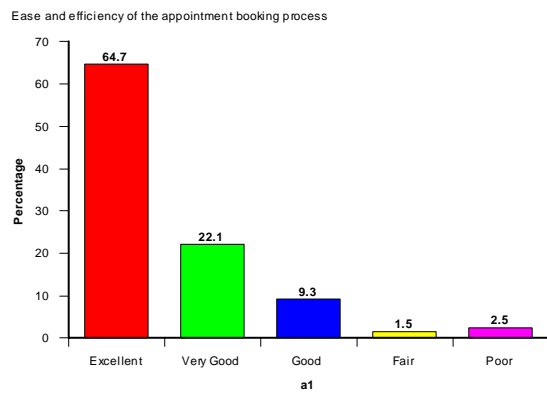
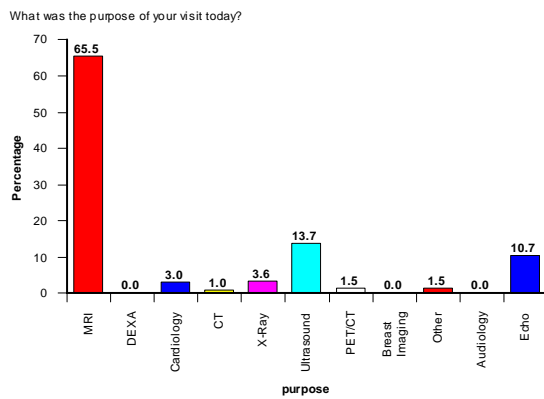
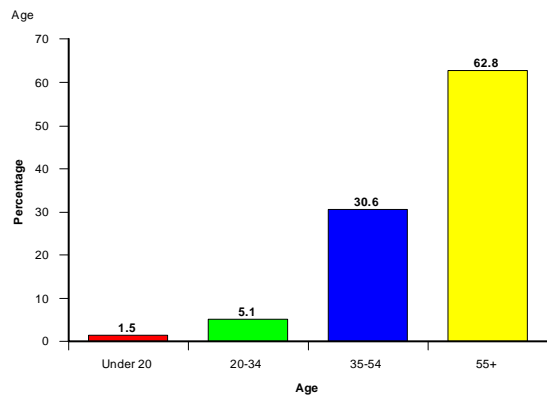
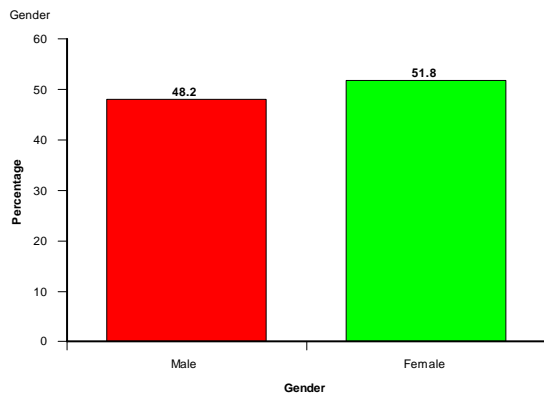
'SERVICE PROVIDED AT WALK IN X-RAY WAS EXCELLENT THROUGHOUT. ALL DONE IN 10 MINS. FANTASTIC.'

'WITHIN TEN MINUTES OF LEAVING DOCTORS, I WAS BEING X-RAYED (CAN'T BEAT THAT).'

'5* SERVICE FROM BECKY AND SHARON.'

'I HAVE TREMENDOUS RESPECT AND GRATITUDE AND ADMIRATION FOR THE NATIONAL HEALTH. I THINK MOST DO A WONDERFUL JOB. THANK YOU.'

All InHealth Units Patient Satisfaction Survey Q2 2009 - 218 Responses



External appearance of the centre



Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



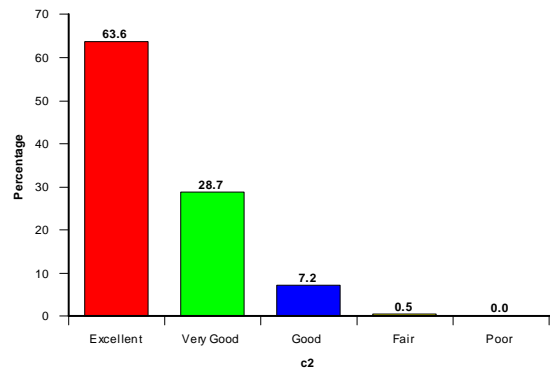
Facilities available (changing rooms, toilets etc)



Overall cleanliness and tidiness of the centre



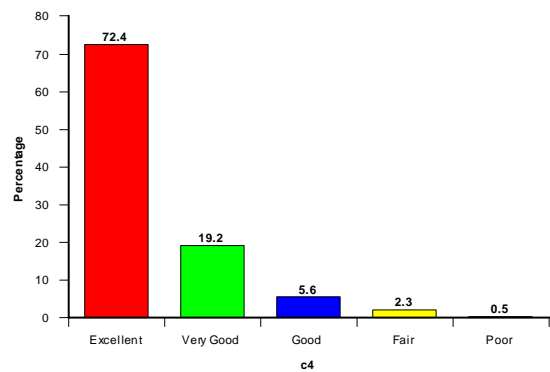
Presentation of staff



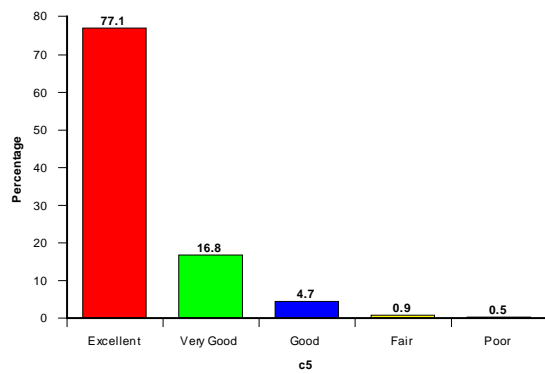
Ease of identification of staff



Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



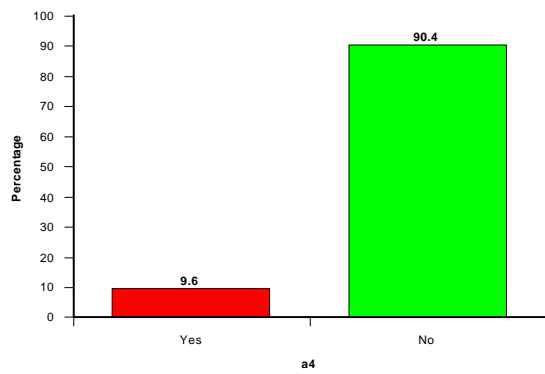
Staff knowledge & information provided



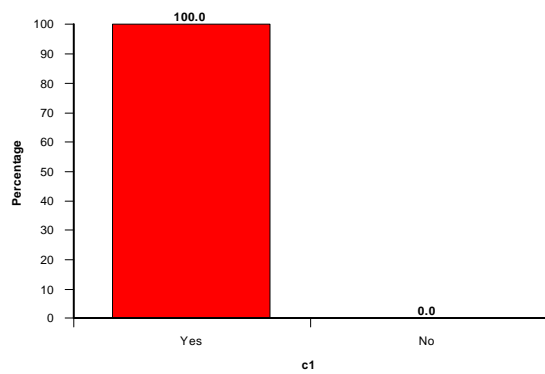
Please rate your overall satisfaction with the centre



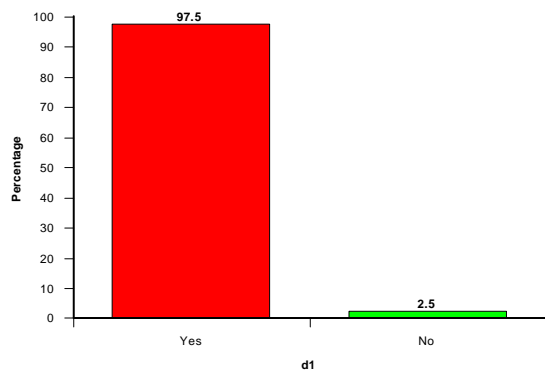
Did you have any concerns?



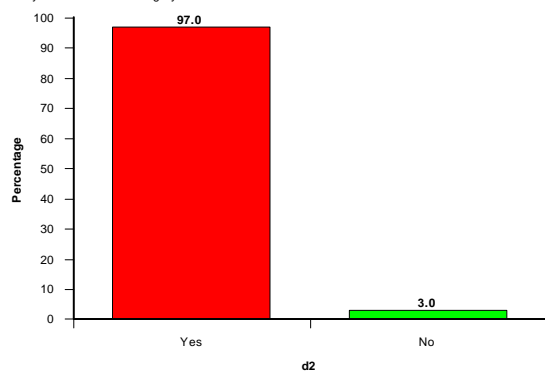
Were you made to feel comfortable throughout the procedure by the imaging staff?



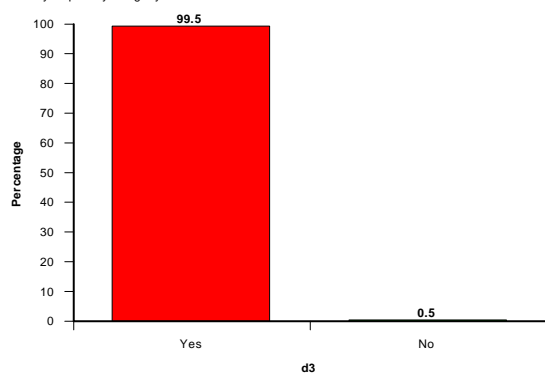
Did you feel the length of time you spent waiting for your test to be reasonable?



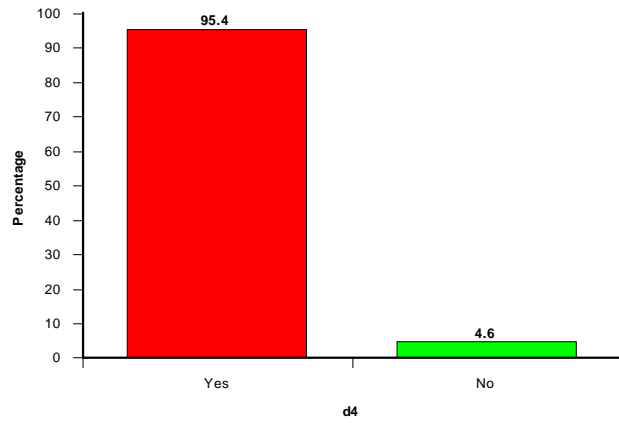
Did you feel at ease through your test?



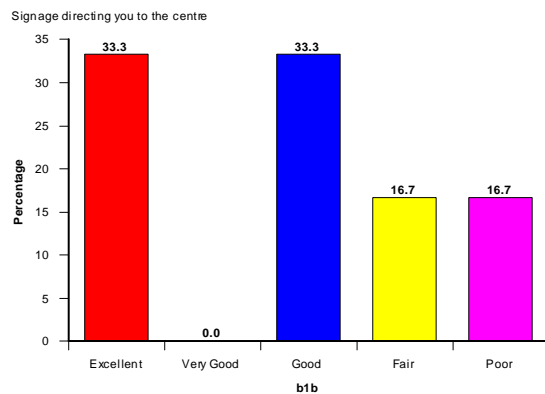
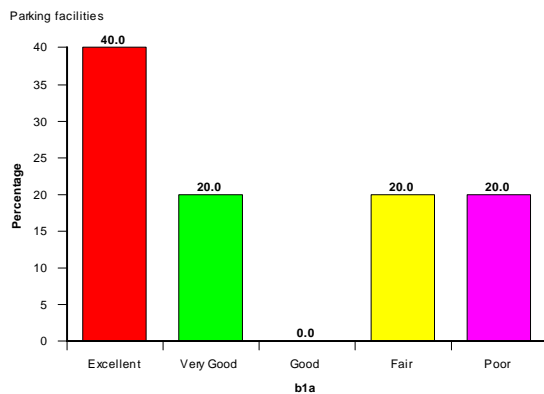
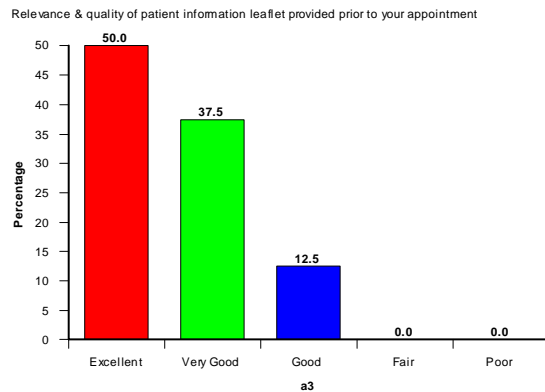
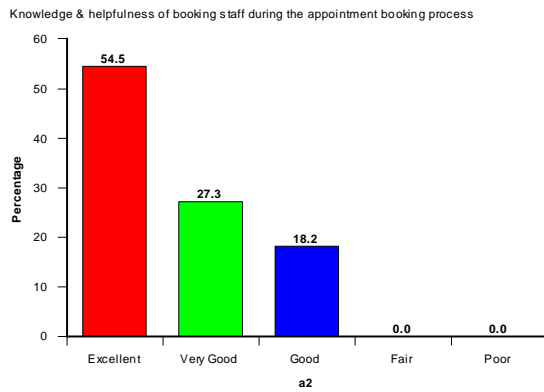
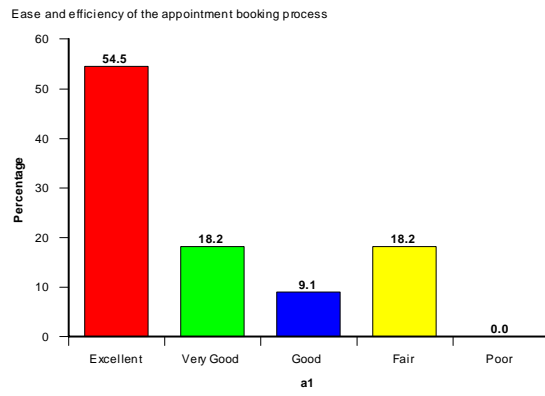
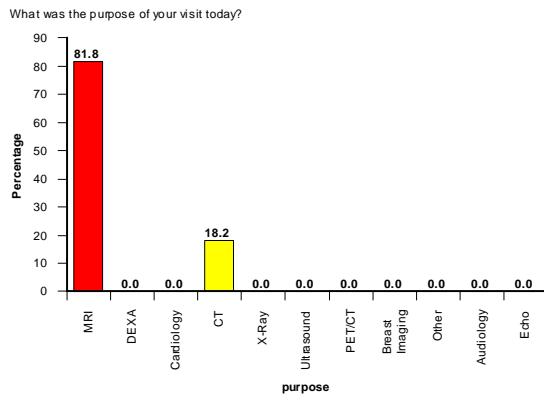
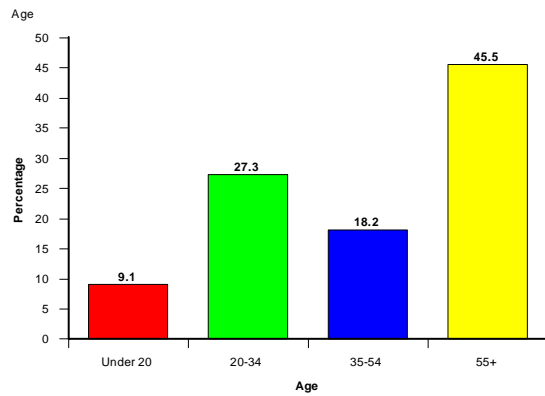
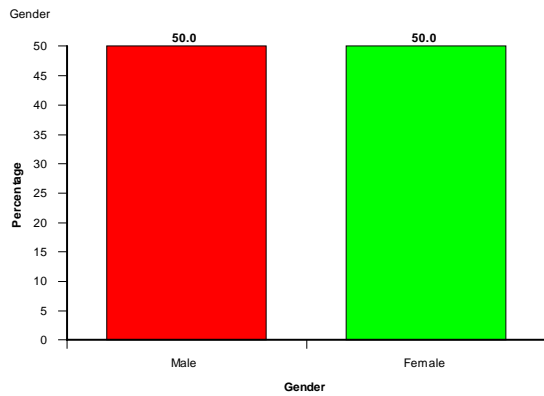
Were your privacy & dignity needs met?



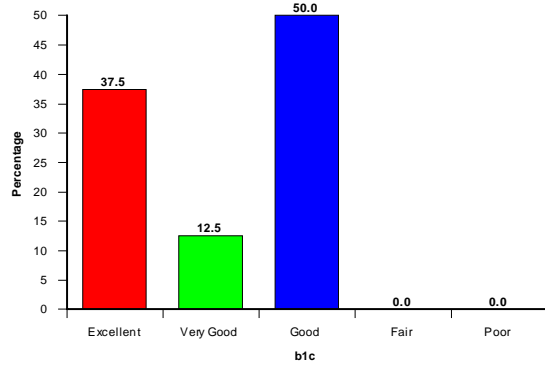
Were you told how you would find out the results of your scan?



London Imaging Centre Patient Satisfaction Survey Q2 2009 - 11 Responses



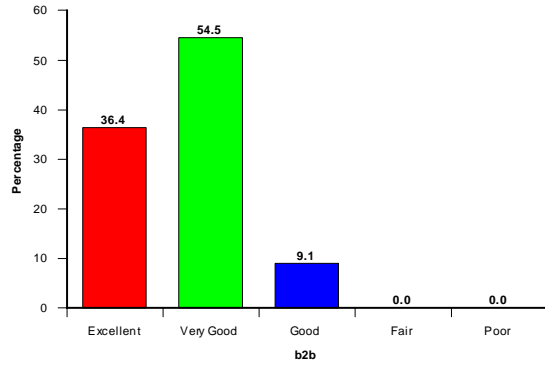
External appearance of the centre



Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



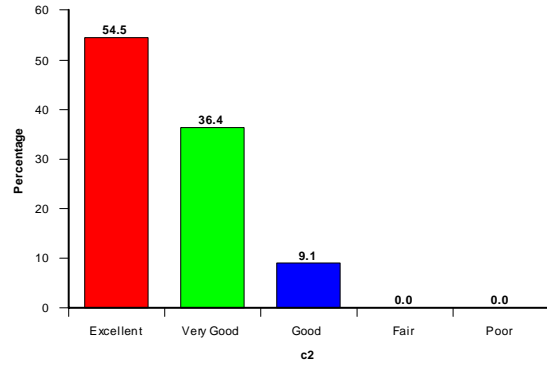
Facilities available (changing rooms, toilets etc)



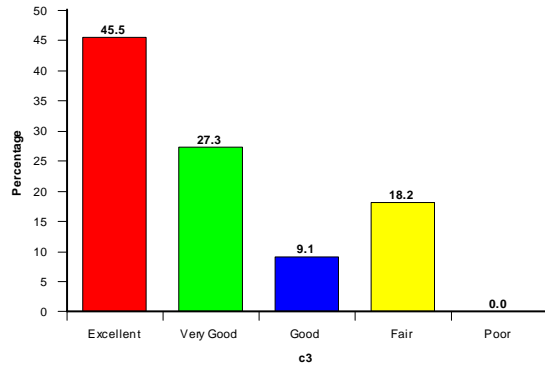
Overall cleanliness and tidiness of the centre



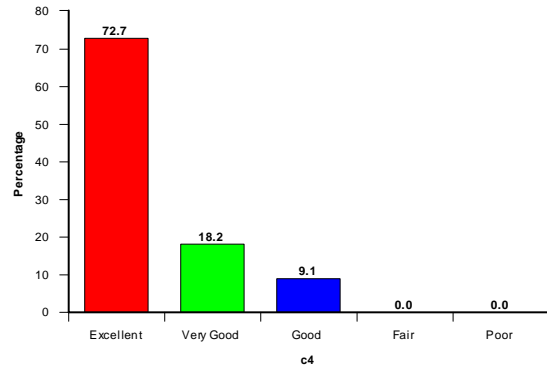
Presentation of staff



Ease of identification of staff



Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



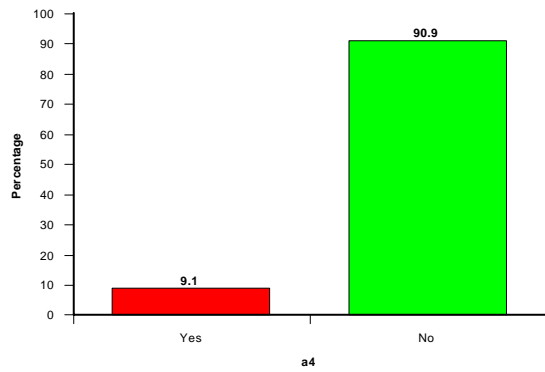
Staff knowledge & information provided



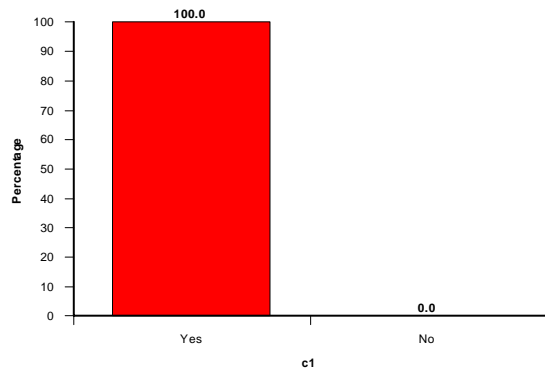
Please rate your overall satisfaction with the centre



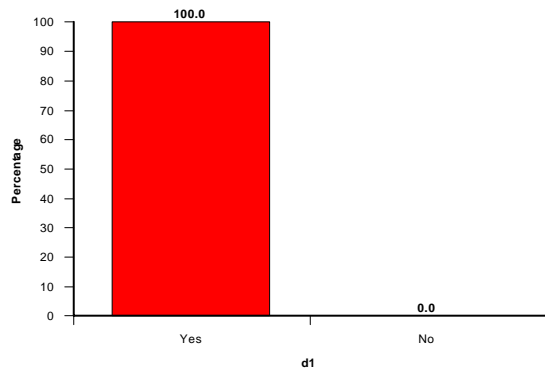
Did you have any concerns?



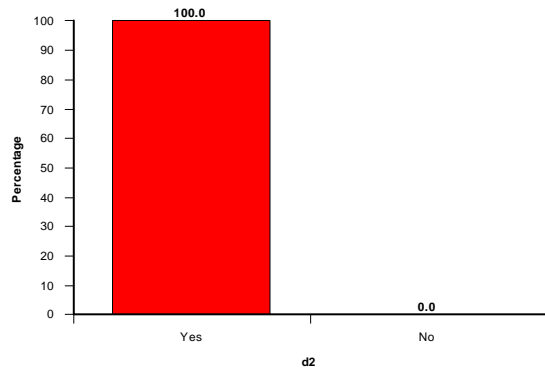
Were you made to feel comfortable throughout the procedure by the imaging staff?



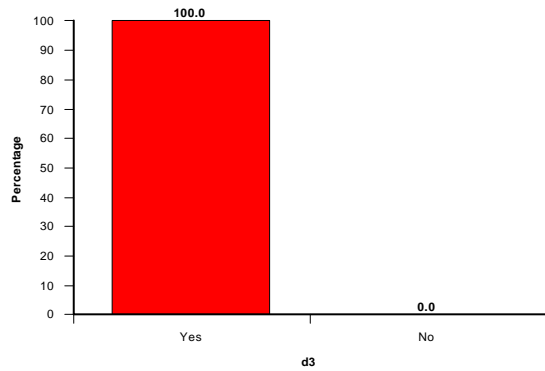
Did you feel the length of time you spent waiting for your test to be reasonable?



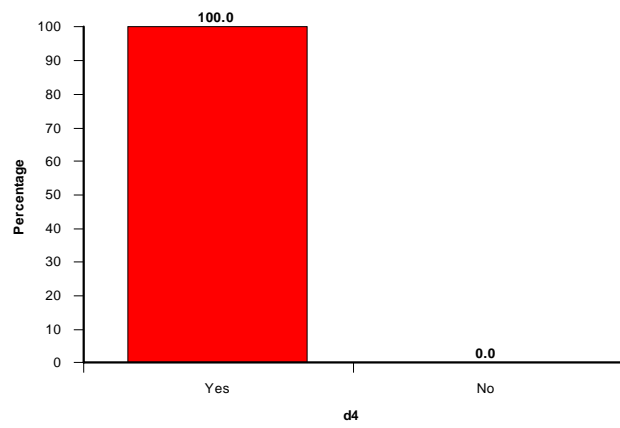
Did you feel at ease through your test?



Were your privacy & dignity needs met?



Were you told how you would find out the results of your scan?

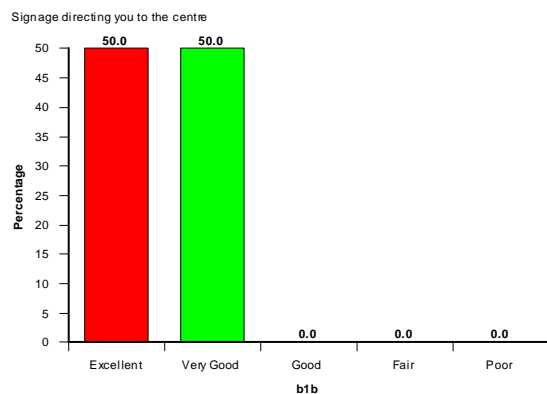
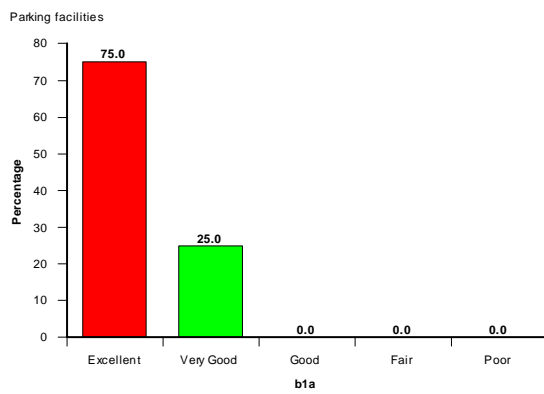
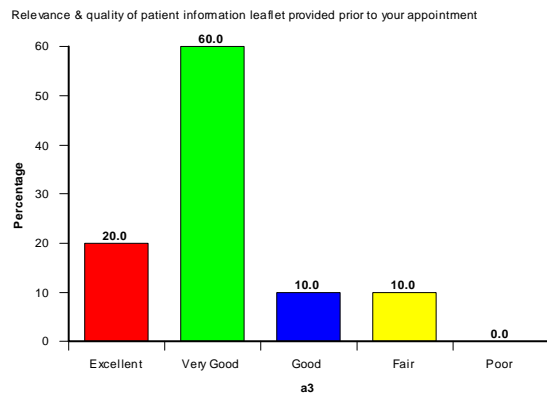
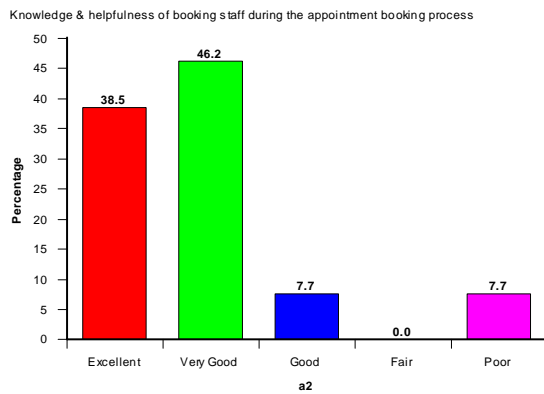
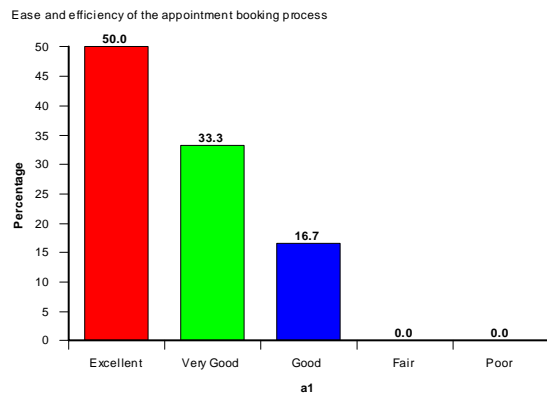
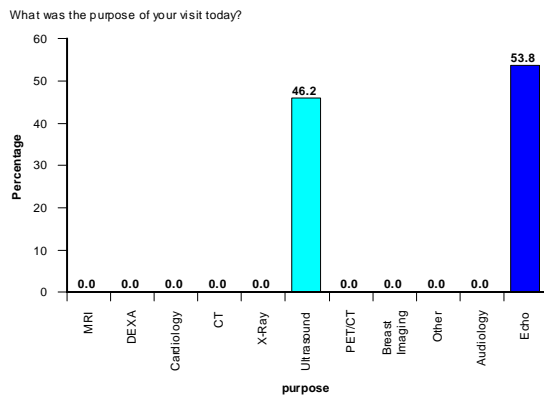
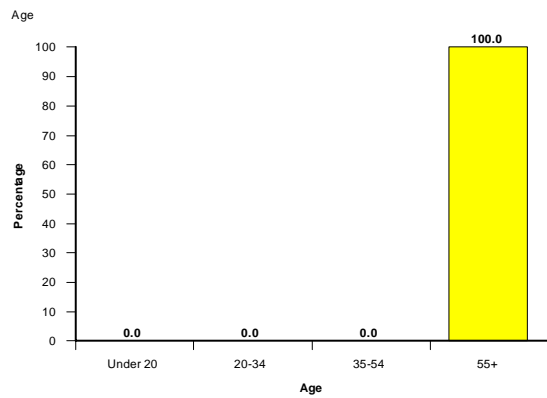
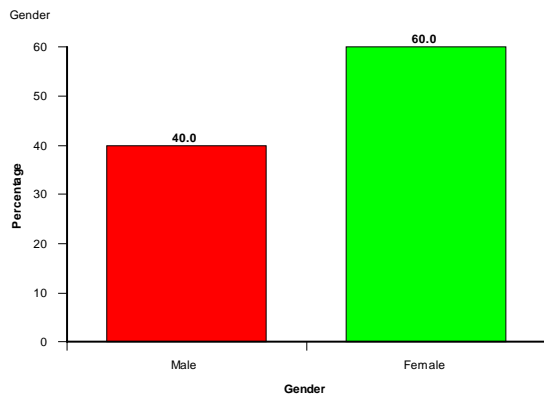


London Imaging Centre Comments

Unit	Appointment Comments
LIC	PLATE IN WRIST, ASTHMA, UNRHYTHMIC HEART CONDITION

Unit	Additional Comments
LIC	THE ONLY FAILURE OF THE PROCESS WAS THE BOOKING WHICH WAS TO BE IN TWO WEEKS AND HAD TO BE CHASED - 6 WEEKS TO APPT
LIC	WOULD HAVE LIKED SOMETHING TO RAISE MY LOWER BACK AND UNDER LEGS - THE BED WAS UNCOMFORTABLE LYING DOWN

Syston Patient Satisfaction Survey Q2 2009 - 13 Responses



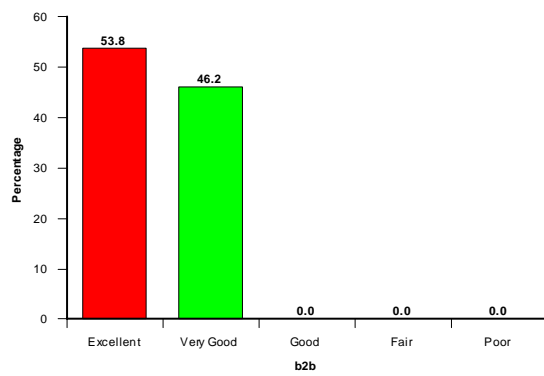
External appearance of the centre



Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



Facilities available (changing rooms, toilets etc)



Overall cleanliness and tidiness of the centre



Presentation of staff



Ease of identification of staff



Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



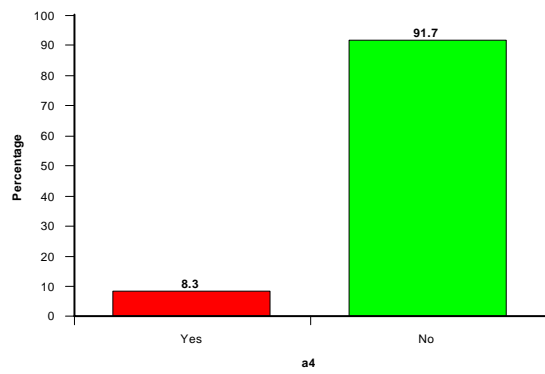
Staff knowledge & information provided



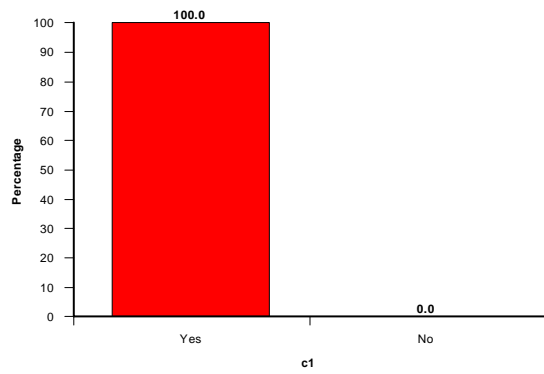
Please rate your overall satisfaction with the centre



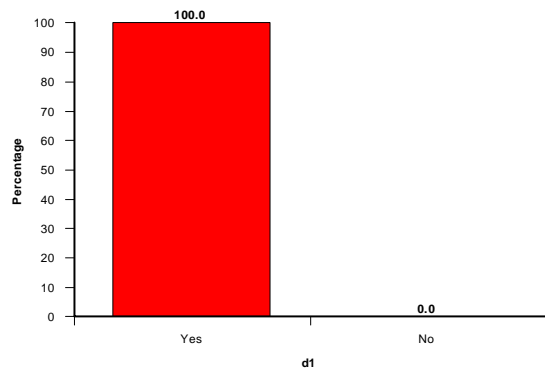
Did you have any concerns?



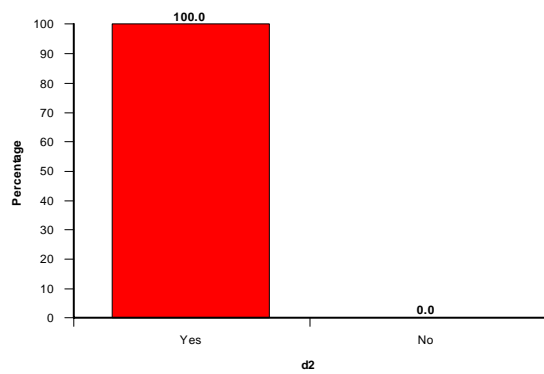
Were you made to feel comfortable throughout the procedure by the imaging staff?



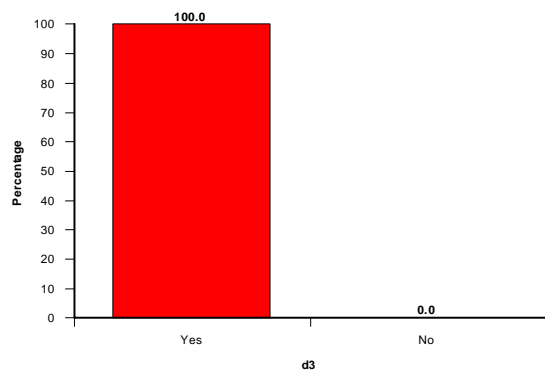
Did you feel the length of time you spent waiting for your test to be reasonable?



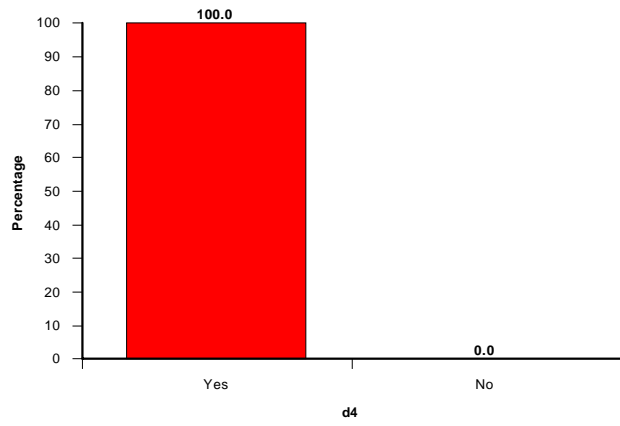
Did you feel at ease through your test?



Were your privacy & dignity needs met?



Were you told how you would find out the results of your scan?

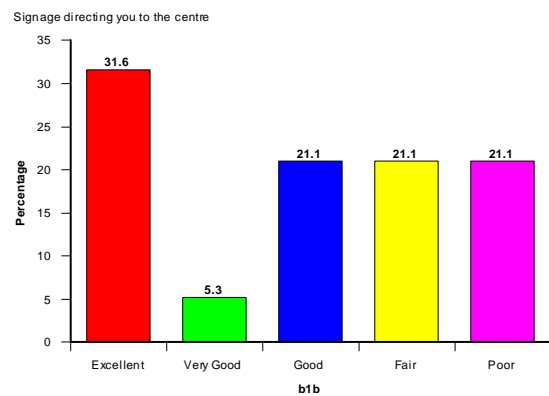
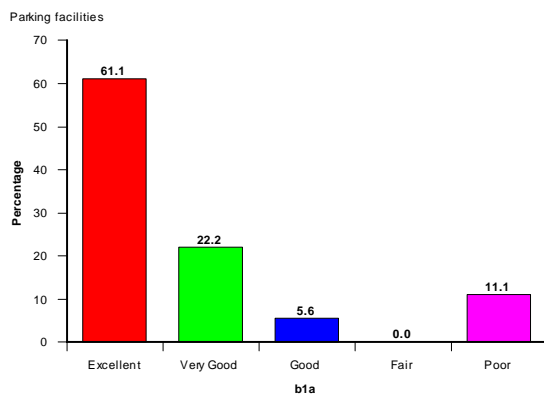
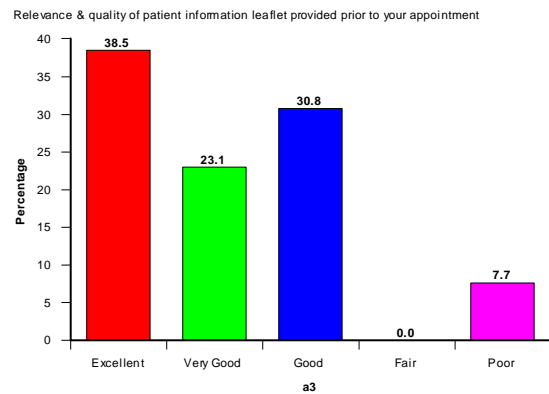
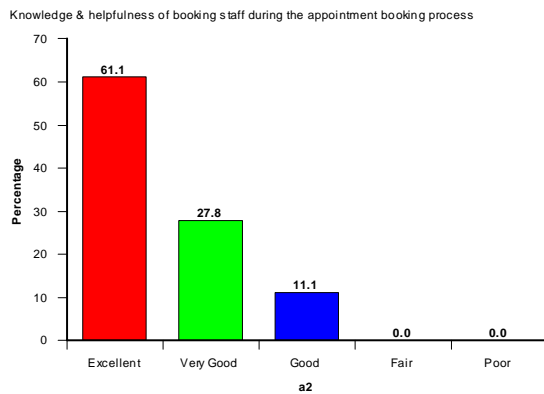
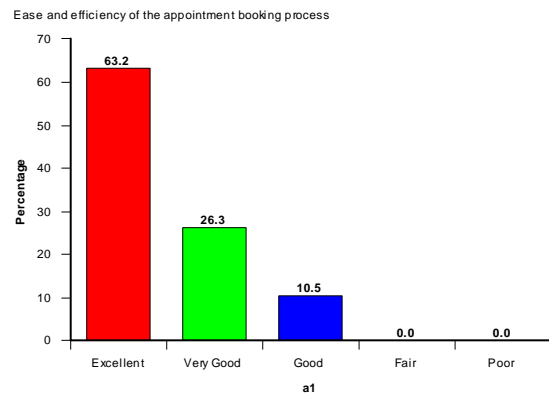
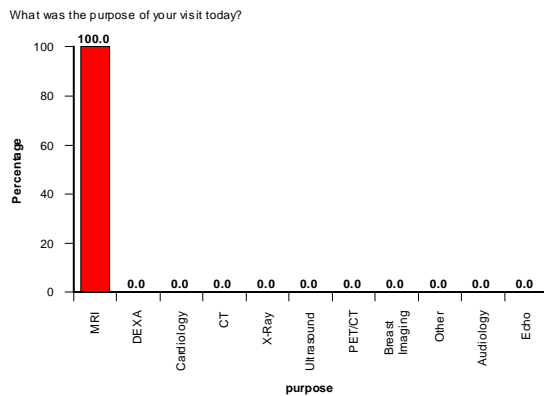
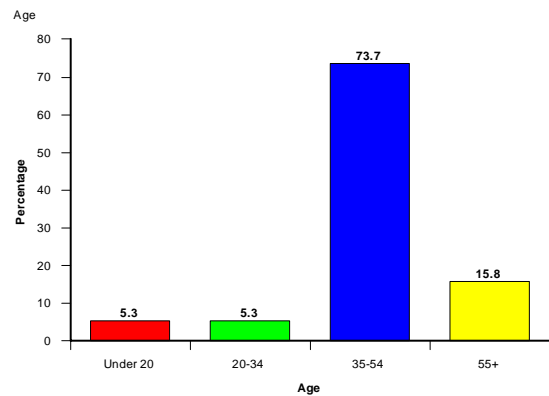
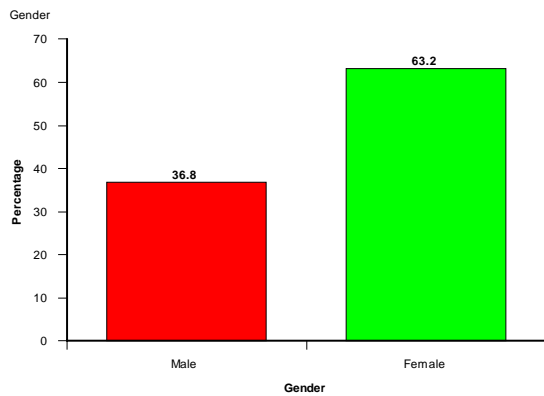


System Comments

Unit	Appointment Comments
LSYS	DOCTORS REQUEST
LSYS	STAFF HAD NO KNOWLEDGE OF LEICESTERSHIRE AREA.

Unit	Additional Comments
LSYS	PILLOW WOULD HAVE MADE PROCEDURE MORE COMFORTABLE
LSYS	VERY FRIENDLY AND PROFESSIONAL. FELT AT EASE ALL THE TIME.
LSYS	VERY PROFESSIONAL

Milton Keynes Patient Satisfaction Survey Q2 2009 - 19 Responses



External appearance of the centre



Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



Facilities available (changing rooms, toilets etc)



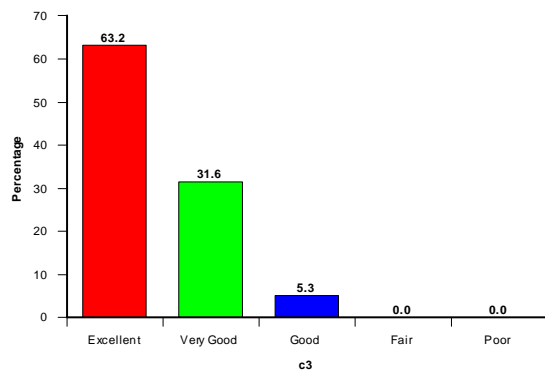
Overall cleanliness and tidiness of the centre



Presentation of staff



Ease of identification of staff



Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



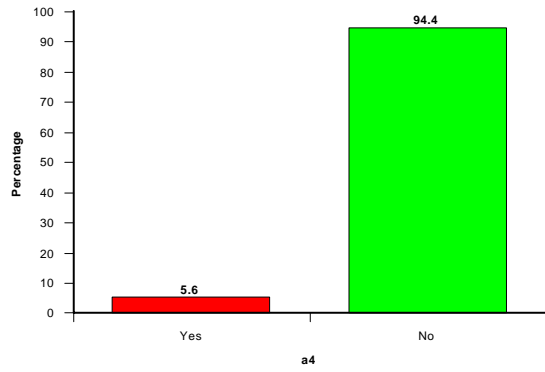
Staff knowledge & information provided



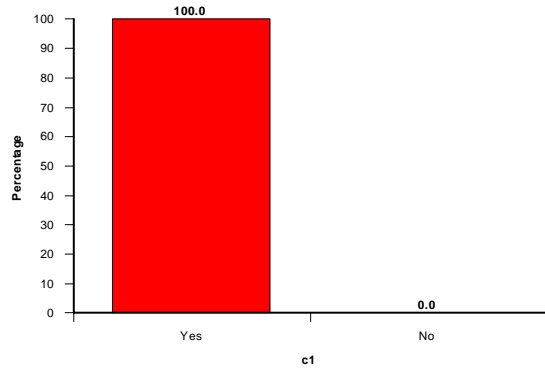
Please rate your overall satisfaction with the centre



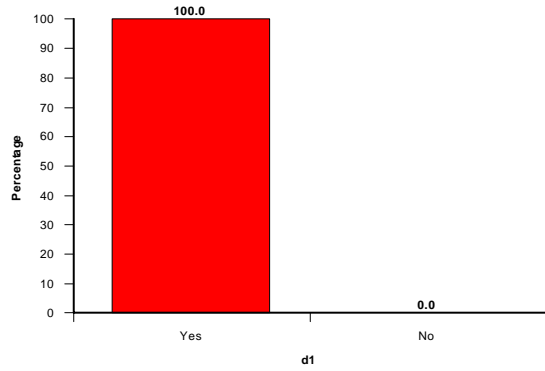
Did you have any concerns?



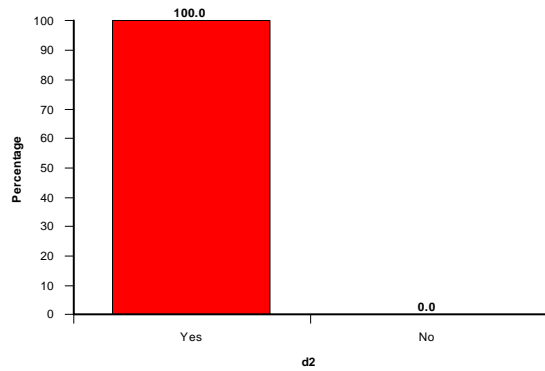
Were you made to feel comfortable throughout the procedure by the imaging staff?



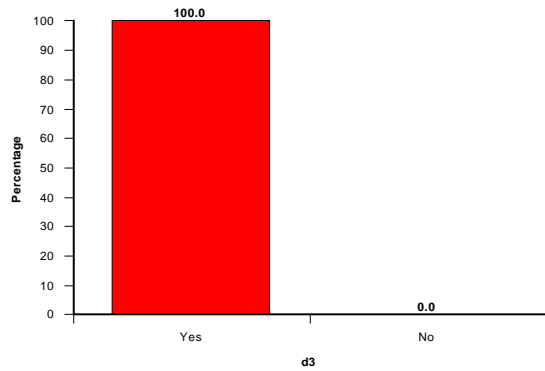
Did you feel the length of time you spent waiting for your test to be reasonable?



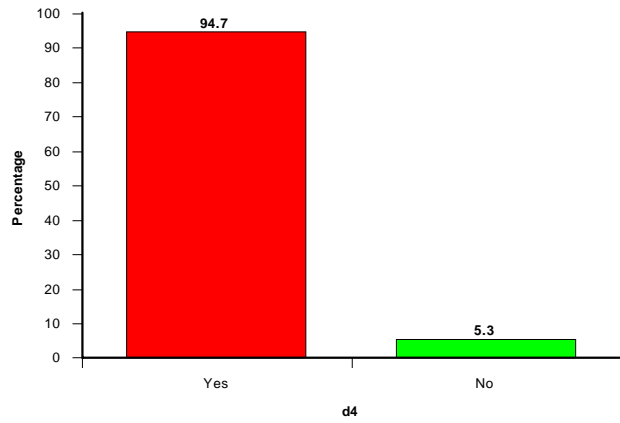
Did you feel at ease through your test?



Were your privacy & dignity needs met?



Were you told how you would find out the results of your scan?

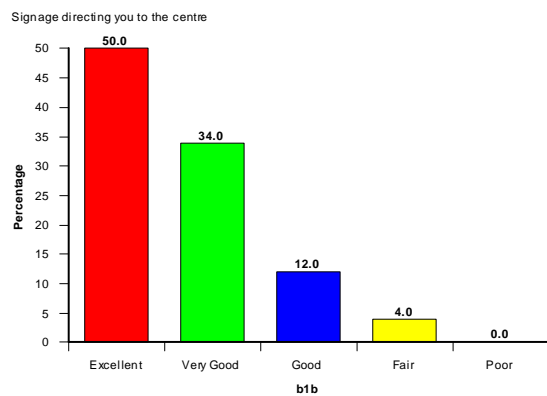
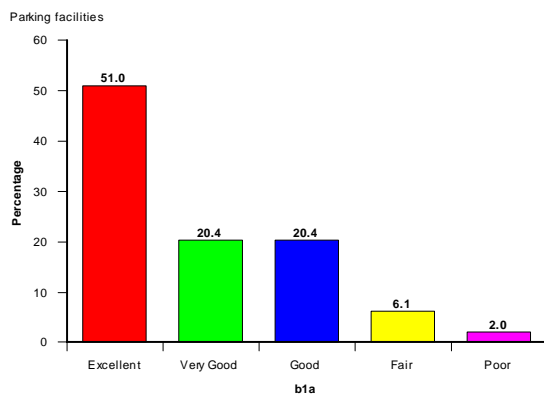
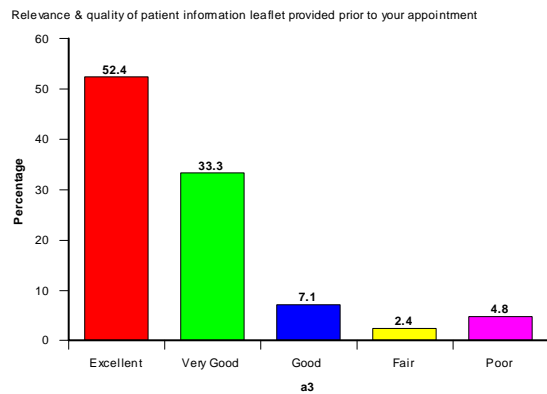
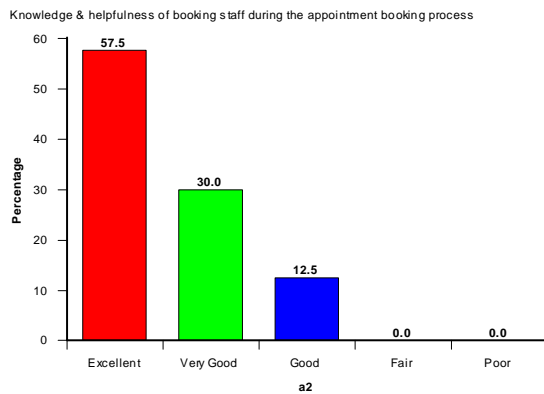
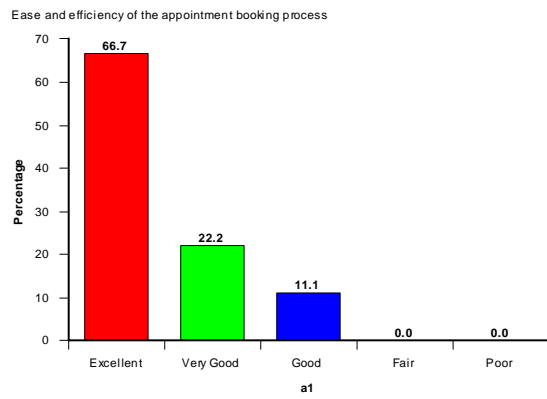
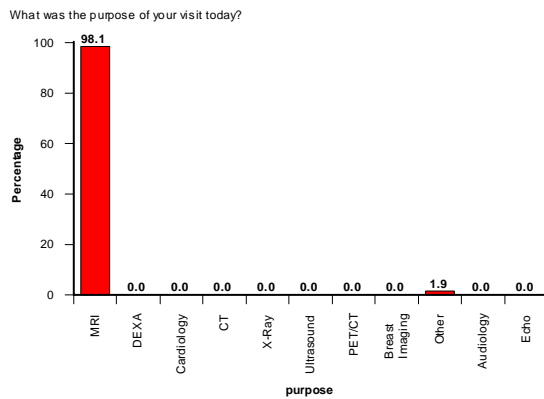
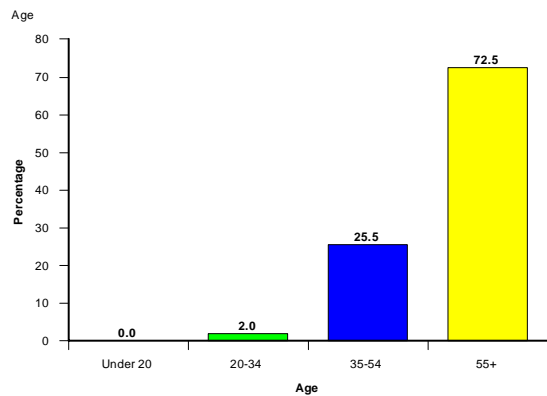
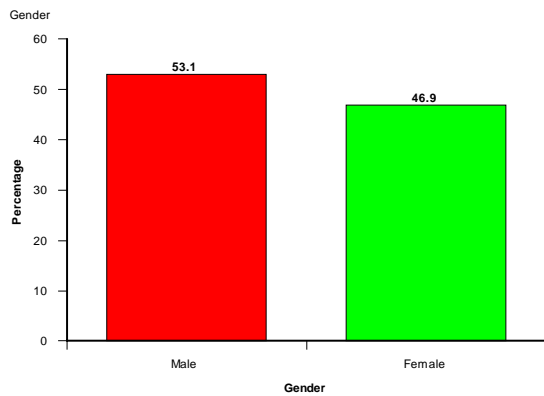


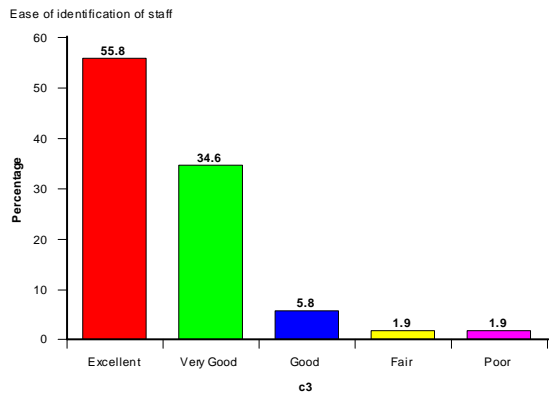
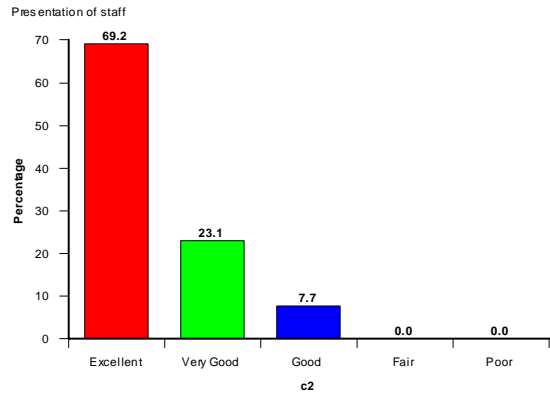
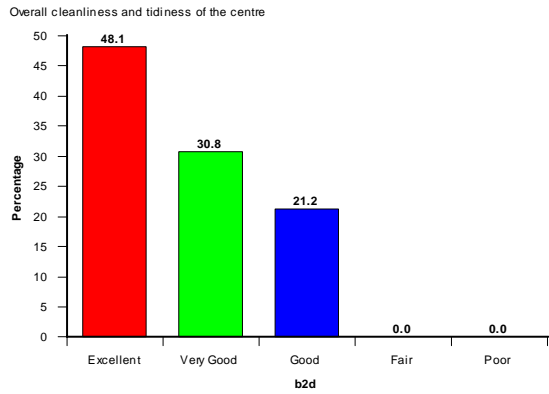
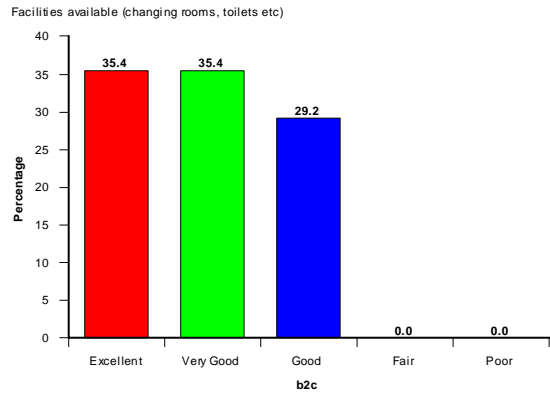
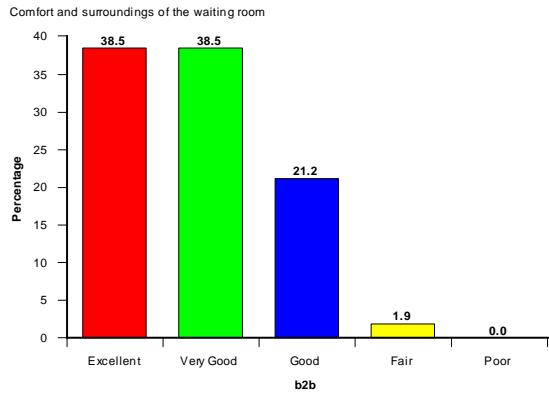
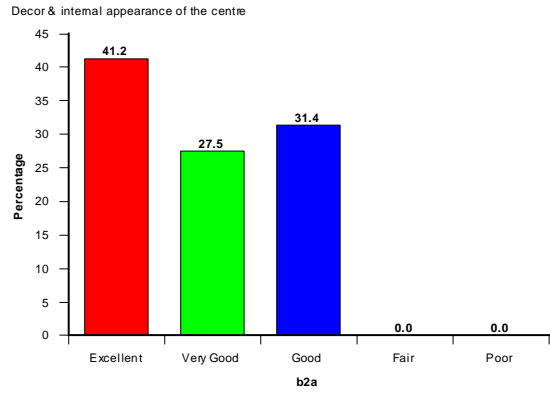
Milton Keynes Comments

Unit	Appointment Comments
MKGH	GENERAL QUESTIONS ABOUT THE PROCEDURE ITSELF

Unit	Additional Comments
MKGH	FRIENDLY STAFF WHO EXPLAINED THE WHOLE OPERATION THOROUGHLY
MKGH	VERY PLEASANT STAFF
MKGH	WOULD HAVE BEEN GOOD TO RECEIVE SOMETHING IN POST PRIOR TO SCAN TO TELL YOU A BIT ABOUT IT.

Nottingham MRI Patient Satisfaction Survey Q2 2009 - 52 Responses





Efficiency & courteousness of imaging staff



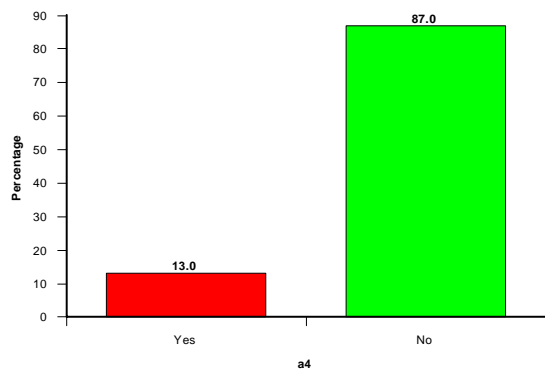
Staff knowledge & information provided



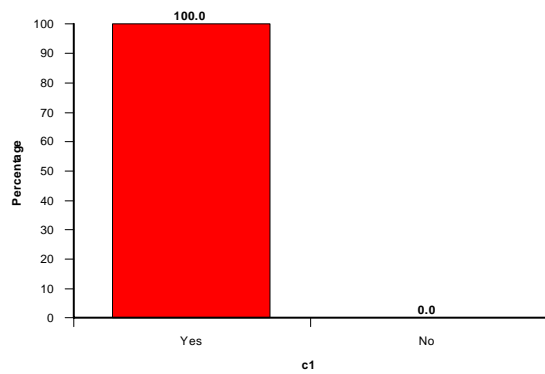
Please rate your overall satisfaction with the centre



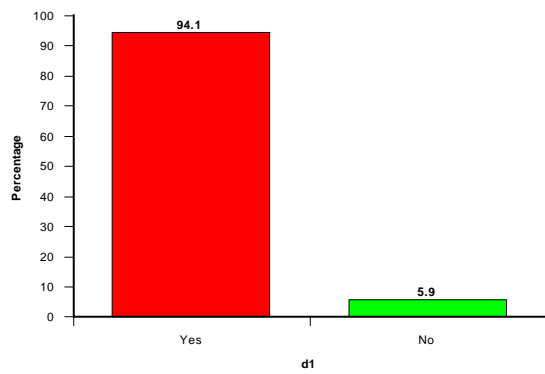
Did you have any concerns?



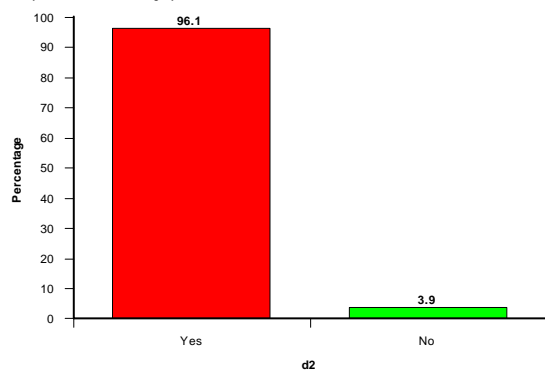
Were you made to feel comfortable throughout the procedure by the imaging staff?



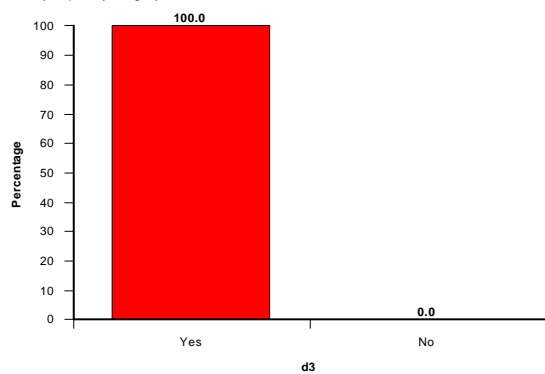
Did you feel the length of time you spent waiting for your test to be reasonable?



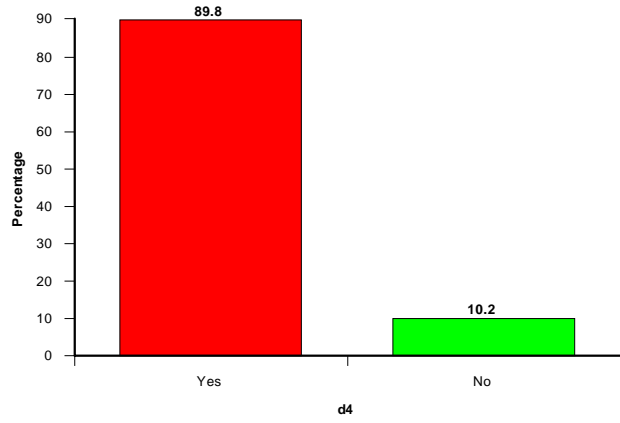
Did you feel at ease through your test?



Were your privacy & dignity needs met?



Were you told how you would find out the results of your scan?



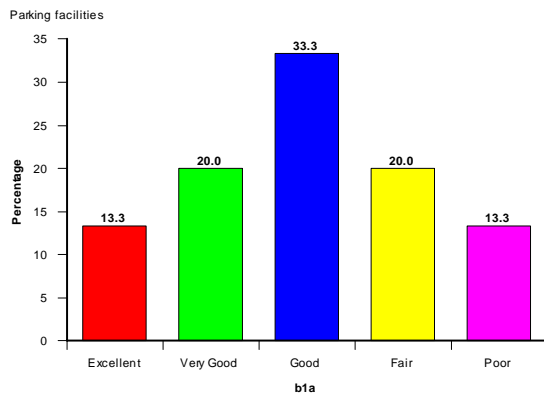
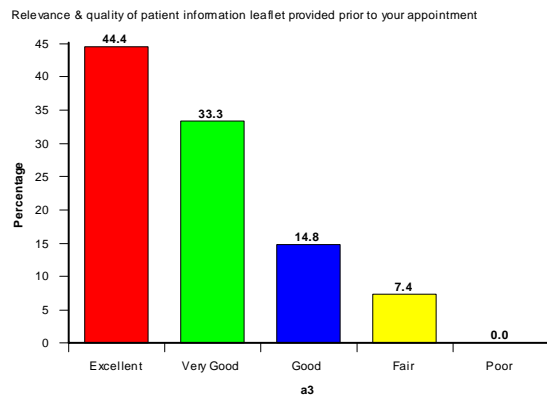
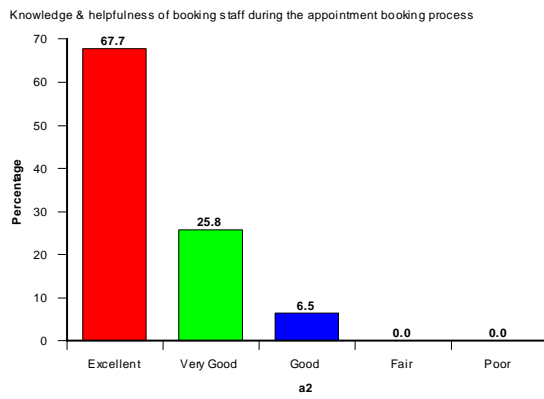
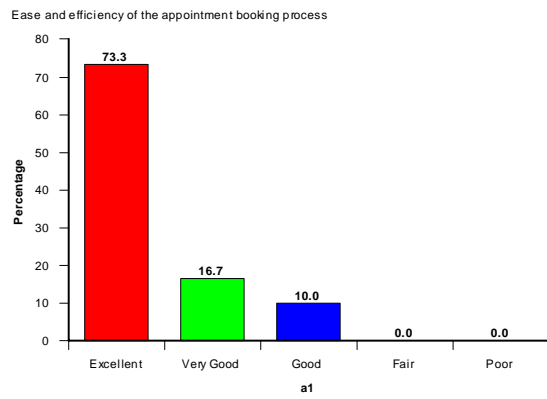
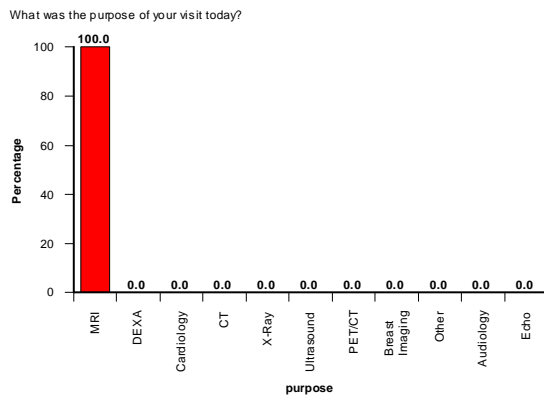
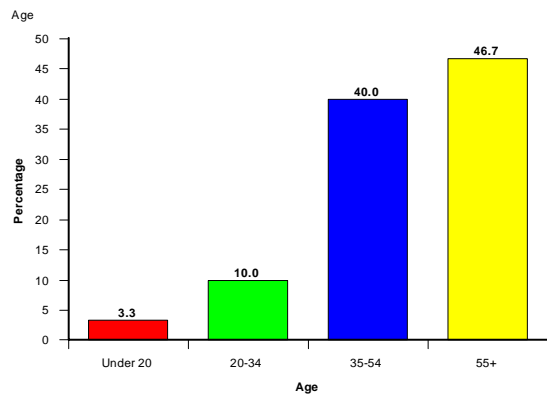
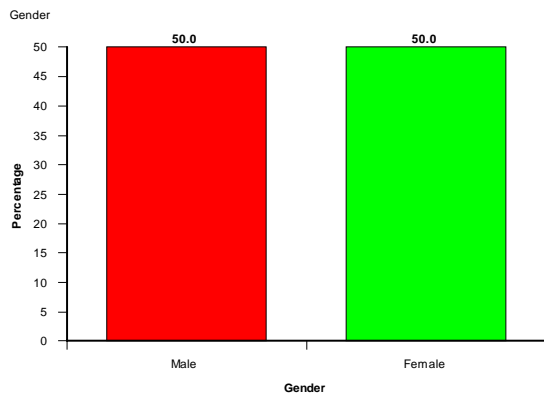
Nottingham MRI Comments

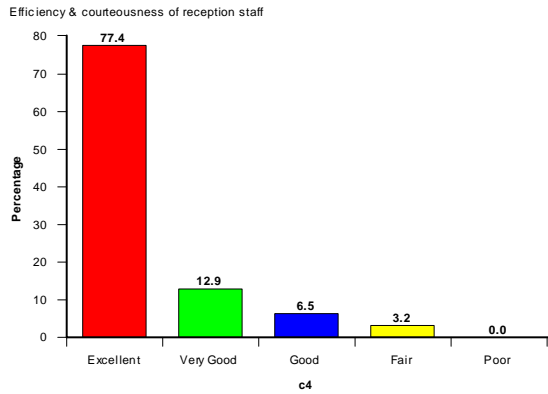
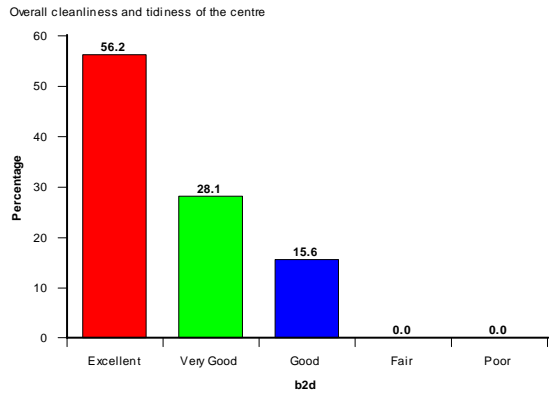
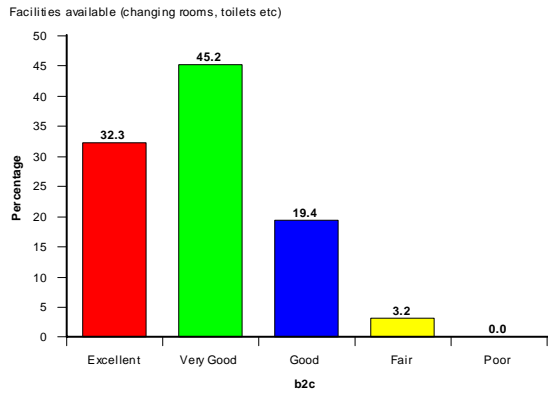
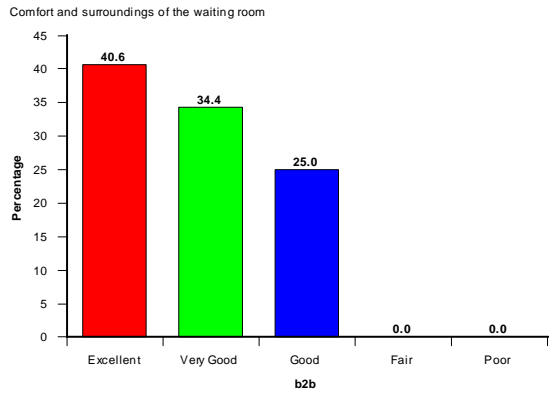
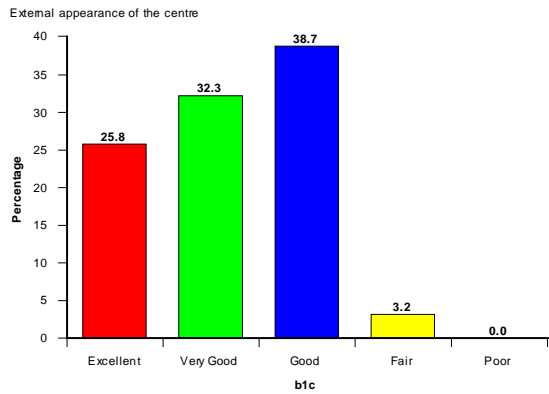
Unit	Appointment Comments
NOTM	APPT RECEIVED BY PHONE QUICKLY. THAT WAS VERY GOOD. PHONED FOR DIRECTIONS . GOT SWITCHED FROM DEPT TO DEPT FOUR TIMES. RECEIVED KIND HELP FROM ONE RECEPTIONIST IN THE END.
NOTM	CHAMBER A LITTLE BIT CLOSED IN
NOTM	DIDN'T WANT TO GO IN HEAD FIRST, ALLOWED TO GO FEET FIRST.
NOTM	I HAD NO INFORMATION AT ALL ABOUT THE SCANNER WHAT IT INVOLVED.
NOTM	WAS NERVOUS REGARDING BEING ENCLOSED IN MACHINE, BUT STAFF WERE REASSURING, KIND.
NOTM	WORRIED ABOUT HAVING THE SCAN

Unit	Procedure Comments
NOTM	CLAUSTROPHOBIC
NOTM	CLINIC RUNNING 1/2 HOUR BEHIND
NOTM	DELAYED BY HOUR, WAS VERY FRIGHTENED BUT STAFF WERE EXCELLENT, KIND AND REASSURING.
NOTM	WAS MOSTLY AT EASE BUT WOULD HAVE LIKED INFORMATION BEFORE

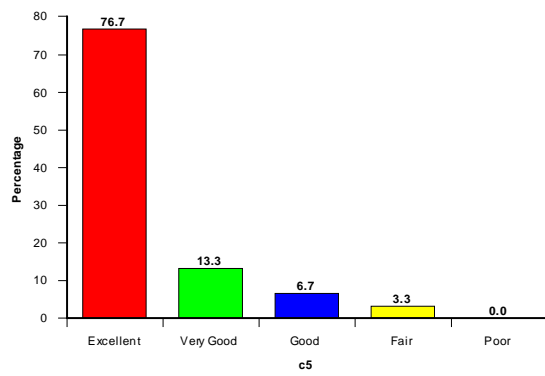
Unit	Additional Comments
NOTM	ALL GOOD
NOTM	AS I WAS SUCH A NERVOUS WRECK THE STAFF WERE FANTASTIC
NOTM	EVERYBODY MADE ME FEEL VERY SAFE AND SECURE AND MADE ME FEEL VERY AT EASE
NOTM	EVERYBODY WAS VERY FRIENDLY AND HELPFUL AND MADE ME FEEL VERY MUCH AT EASE.
NOTM	EXCELLENT ALL ROUND EXPERIENCE
NOTM	HEIGHT OF CHAMBER A LITTLE LOW, PROCEDURE A LITTLE BIT TOO LONG
NOTM	I GOT TO BE HONEST THE SERVICE WAS EXCELLENT ALL THOUGH.
NOTM	INFORMATION GIVEN SAID IT WOULD BE NOISY, BUT IT ALSO SCARED ME AS IT VIBRATED. HERMITTENT HOT LOUD NOISE, UNSURE HOW LARGE HAD BEEN. IT WOULD HAVE HELPED TO BE TOLD THIS REGULARLY.
NOTM	NOT TOLD OF CAR PARKING
NOTM	STAFF WERE EXTREMELY KIND AND CONSIDERATE
NOTM	THE IMAGING STAFF MEMBER WAS REALLY EXCELLENT - LYNDY?
NOTM	THE SEMI-RETIRED LADY FROM THE IMAGING STAFF WAS JUST EXCELLENT.
NOTM	THE SHORTAGE OF TIME I'VE EVER HAD IN ANY HOSPITAL. THANK YOU
NOTM	THE UNEASE IN SECTION D2 WAS MY OWN, NOT CAUSED BY STAFF.
NOTM	VERY COURTEOUS AND HELPFUL IMAGING STAFF
NOTM	VERY GOOD OVERALL
NOTM	WAITING TIME OUT TO MINIMUM BETTER THAN NHS KINGS MASFIELD
NOTM	WOULD HAVE BEEN HELPFUL TO KNOW ABOUT FREE PARKING AT MRI BEFORE WE PAID!
NOTM	YOUR STAFF WERE FANTASTIC!

North Tyneside Patient Satisfaction Survey Q2 2009 - 32 Responses





Efficiency & courteousness of imaging staff



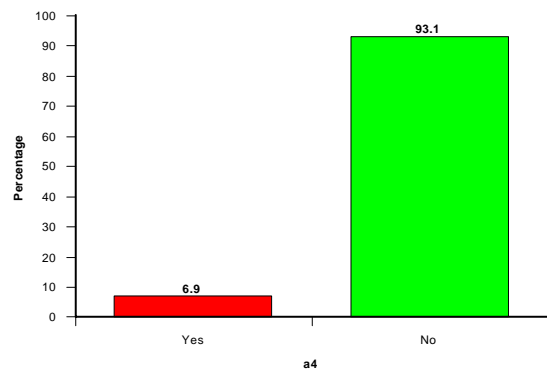
Staff knowledge & information provided



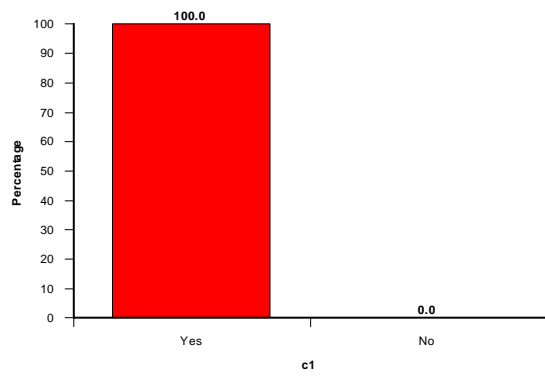
Please rate your overall satisfaction with the centre



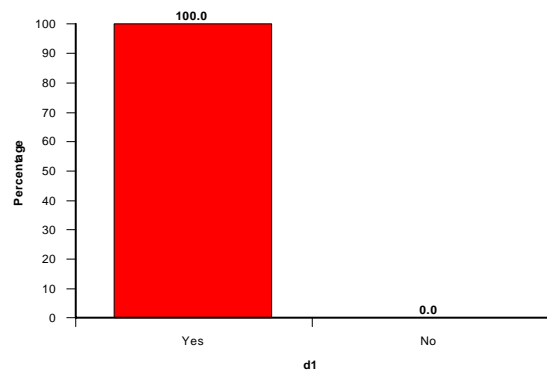
Did you have any concerns?



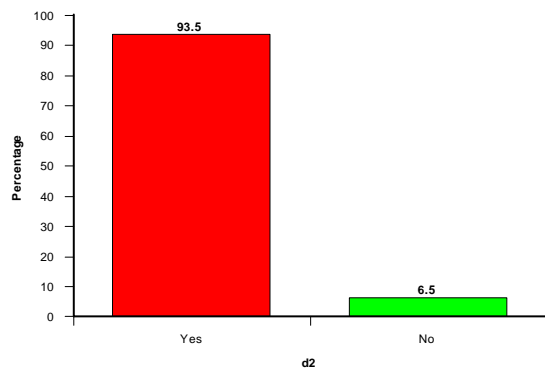
Were you made to feel comfortable throughout the procedure by the imaging staff?



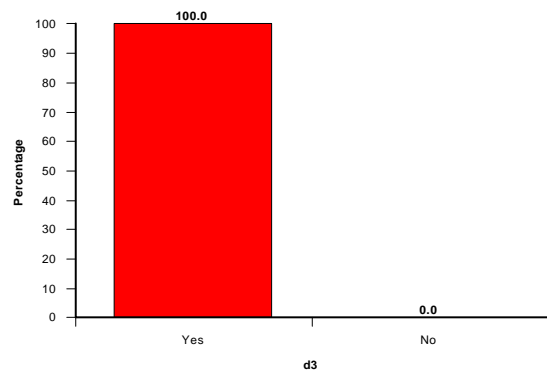
Did you feel the length of time you spent waiting for your test to be reasonable?



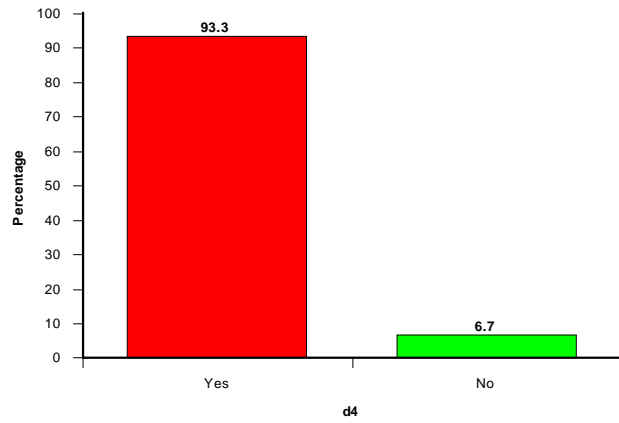
Did you feel at ease through your test?



Were your privacy & dignity needs met?



Were you told how you would find out the results of your scan?



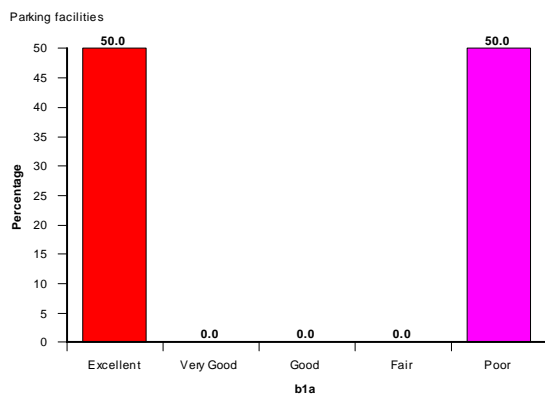
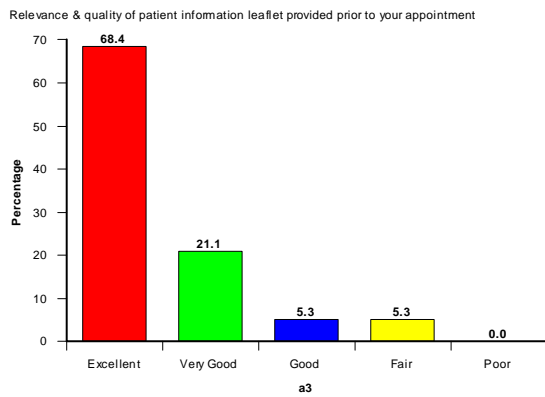
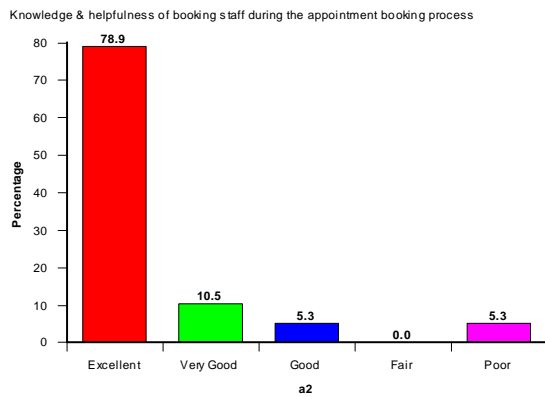
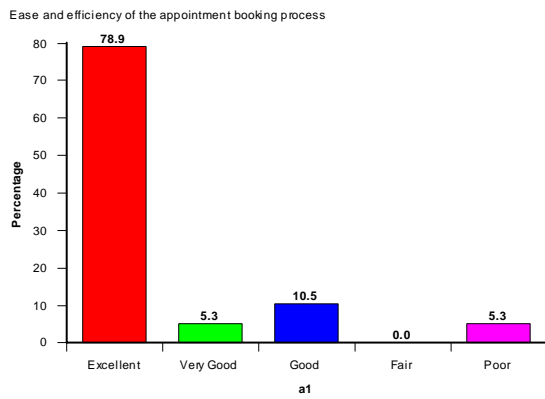
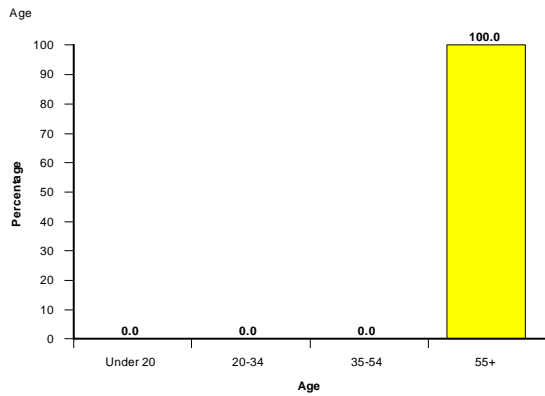
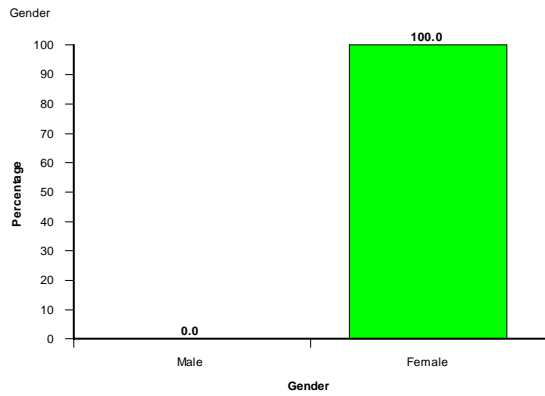
North Tyneside Comments

Unit	Appointment Comments
NTYN	BEING SLIGHTLY CLAUSTROPHOBIC
NTYN	NERVOUS ABOUT SCAN, PUT AT EASY WITH STAFF

Unit	Procedure Comments
SAND	AS A TRI WALKER AND WALKING STICK USER. NO OFFER OF SUPPORTING ARM TO WALK FROM CUBICLE TO MRI ROOM
SAND	MY OWN BACK CURVATURE MADE IT PAINFUL TO LIE

Unit	Additional Comments
NTYN	EXCELLENT
NTYN	IMAGING STAFF WAS VERY SENSITIVE TO MY NEEDS WHEN I SUFFERED CLAUSTROPHOBIA A BIT RUSHED AT START.
NTYN	MY ONLY PROBLEM WAS WITH CAR PARK CHARGING SYSTEM, 1 HOUR +1 MINUTE CHARGED FOR 2 HOURS, THIS IS DISGUSTING
NTYN	VERY GOOD IN EVERYTHING
NTYN	VERY IMPRESSED WITH ALL STAFF ALL FRIENDLY AND POLITE MADE YOU FEEL AT EASE.

St. Peters Patient Satisfaction Survey Q2 2009 – 20 Responses



External appearance of the centre



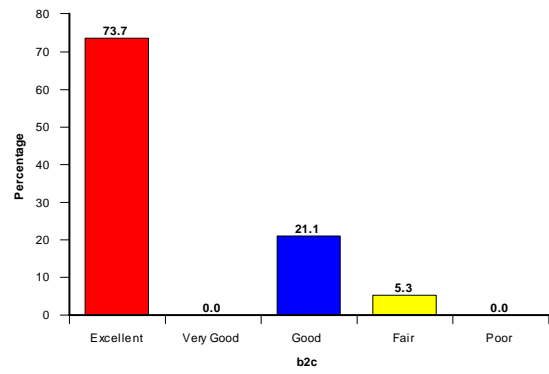
Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



Facilities available (changing rooms, toilets etc)



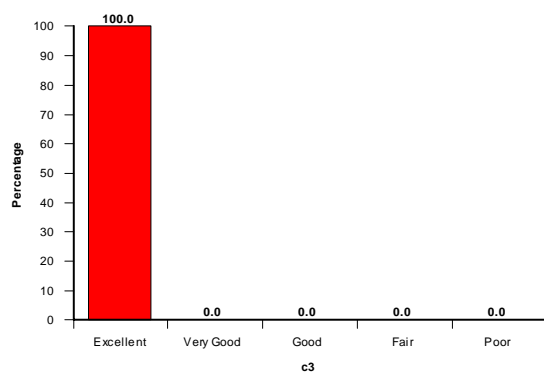
Overall cleanliness and tidiness of the centre



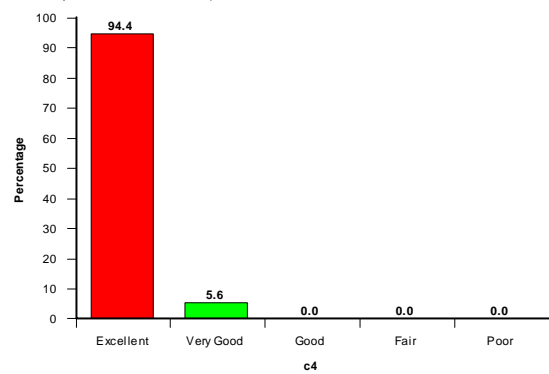
Presentation of staff



Ease of identification of staff



Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



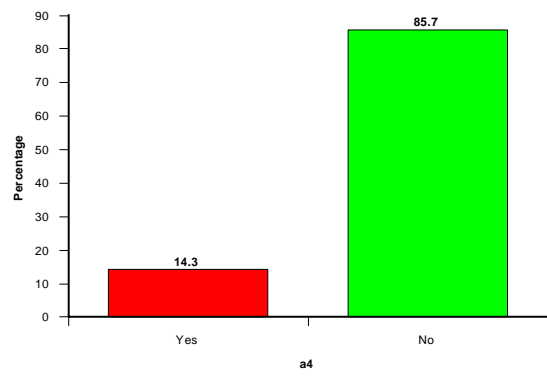
Staff knowledge & information provided



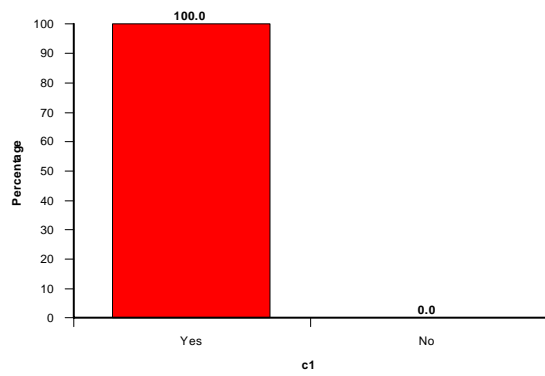
Please rate your overall satisfaction with the centre



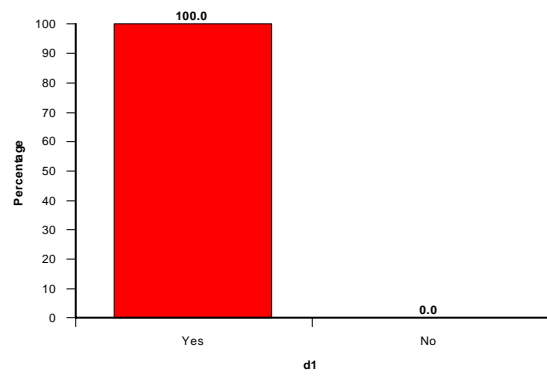
Did you have any concerns?



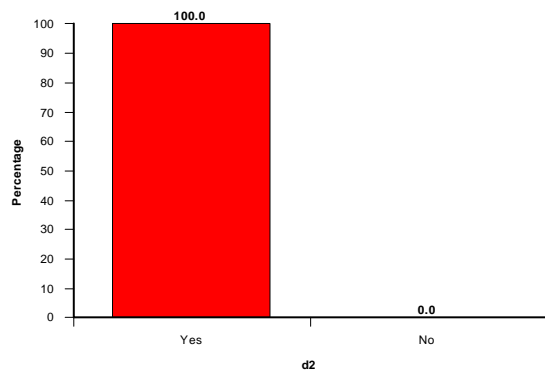
Were you made to feel comfortable throughout the procedure by the imaging staff?



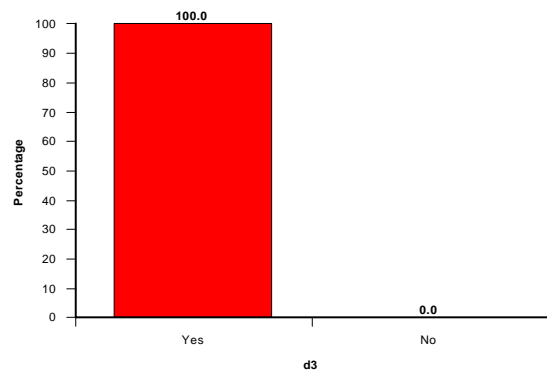
Did you feel the length of time you spent waiting for your test to be reasonable?



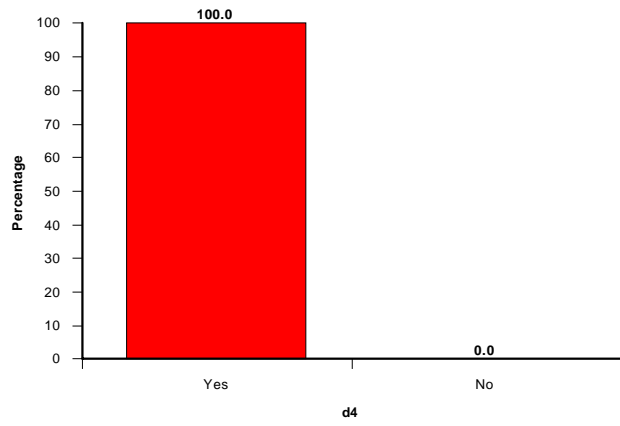
Did you feel at ease through your test?



Were your privacy & dignity needs met?



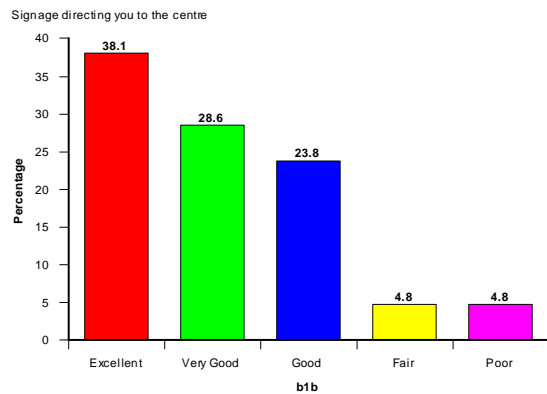
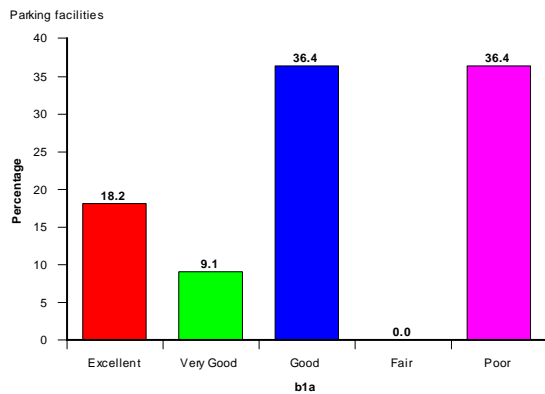
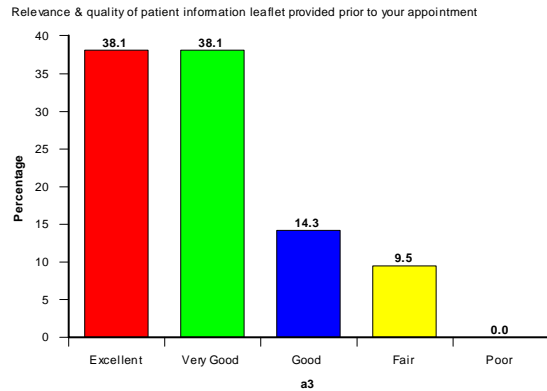
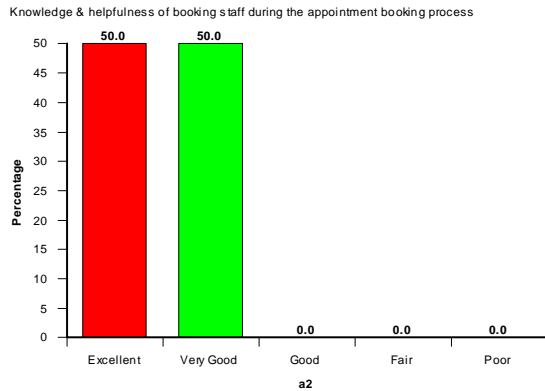
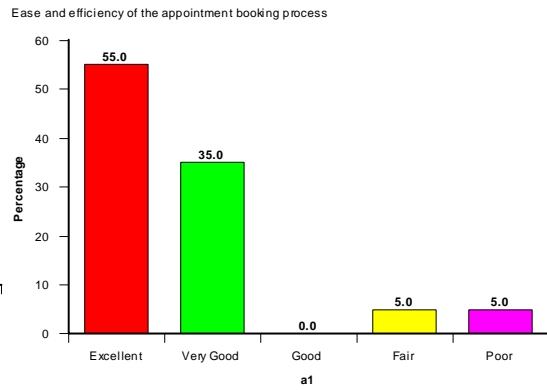
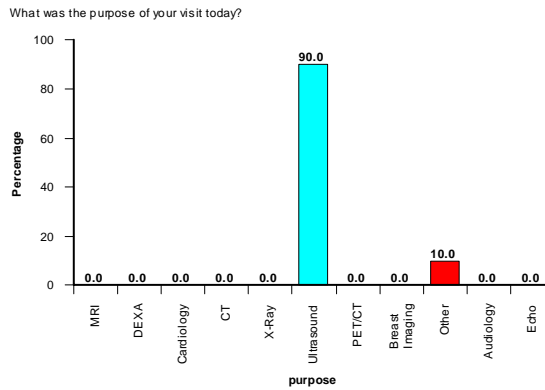
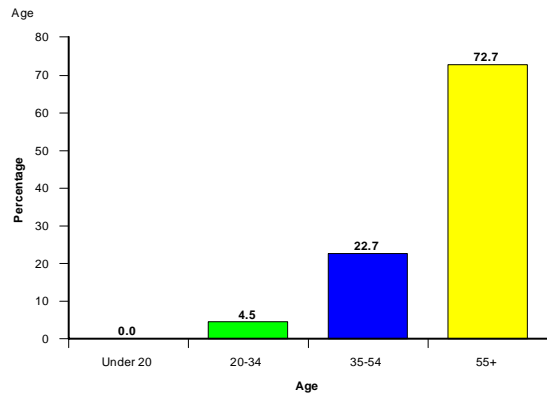
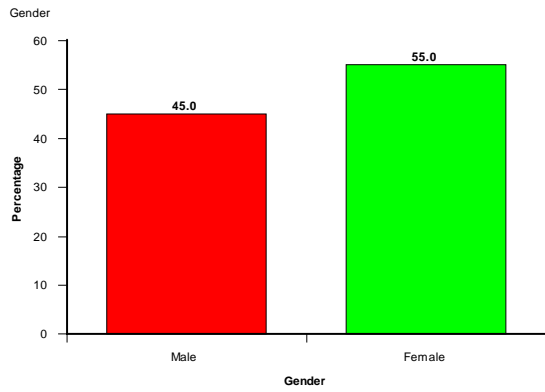
Were you told how you would find out the results of your scan?



St. Peters Comments

Unit	Additional Comments
STPE	5* SERVICE FROM BECKY AND SHARON
STPE	I FEEL IN LOVE WITH ALL THE NURSES
STPE	IT WOULD HAVE BEEN EASIER TO WRITE EXCELLENT ACROSS THE WHOLE PAGE.
STPE	LOVELY YOUNG NURSES BRIGHT HAPPY
STPE	THIS WAS MY FIRST VISIT TO THIS CENTRE I WAS VERY IMPRESSED BY EFFICIENCY AND COURTEOUSNESS OF ALL STAFF.
STPE	WONDERFUL TREATMENT MARVELLOUS CARE. ALL TO BE COMMENDED
STPE	5* SERVICE FROM BECKY AND SHARON

Vincent Medical Patient Satisfaction Survey Q2 2009 - 22 Responses



External appearance of the centre



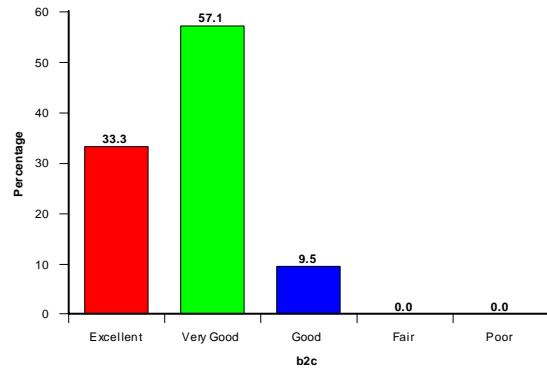
Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



Facilities available (changing rooms, toilets etc)



Overall cleanliness and tidiness of the centre



Presentation of staff



Ease of identification of staff



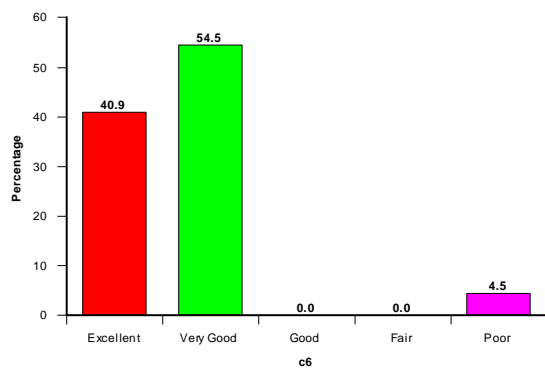
Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



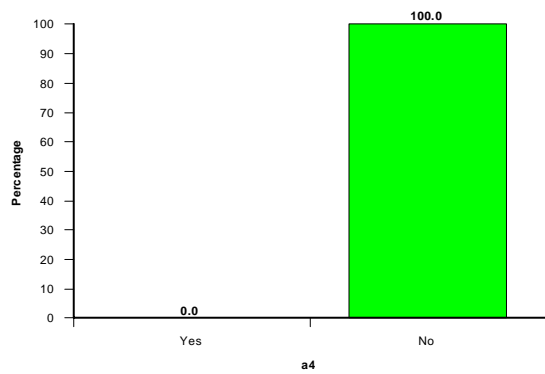
Staff knowledge & information provided



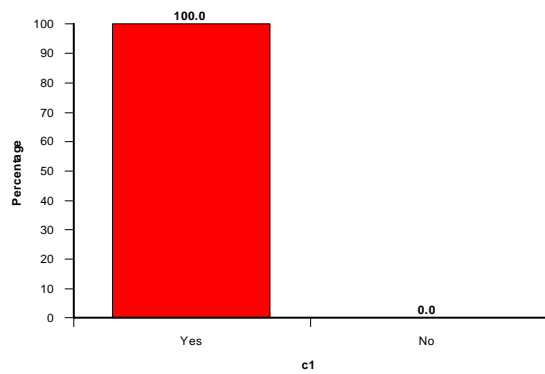
Please rate your overall satisfaction with the centre



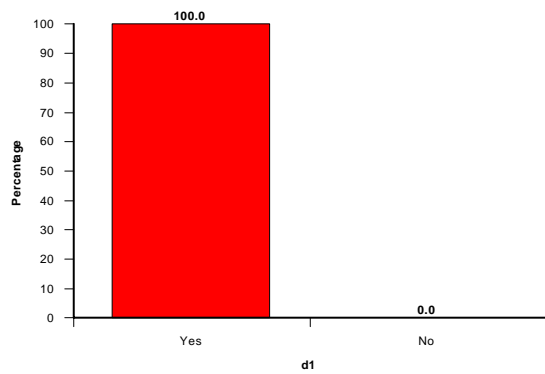
Did you have any concerns?



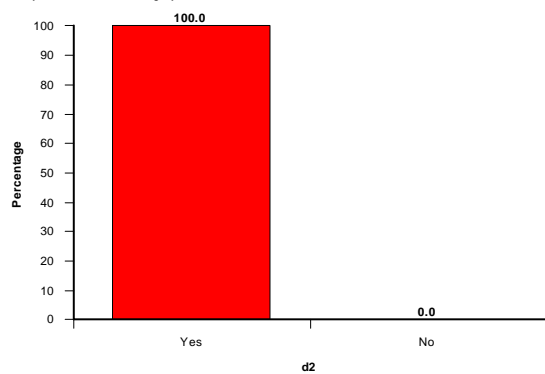
Were you made to feel comfortable throughout the procedure by the imaging staff?



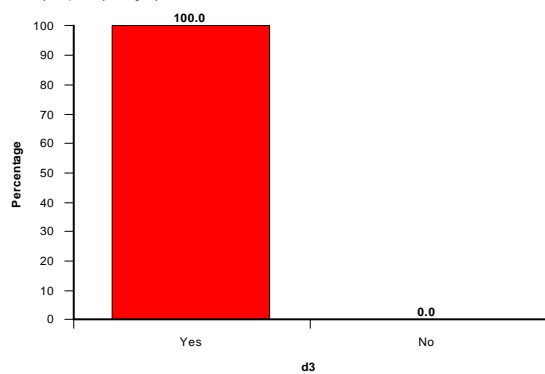
Did you feel the length of time you spent waiting for your test to be reasonable?



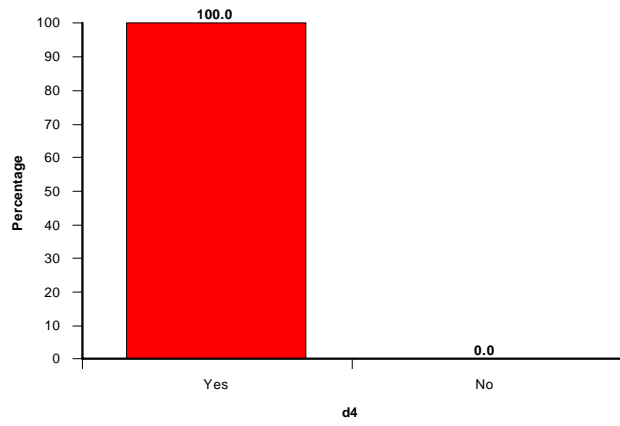
Did you feel at ease through your test?



Were your privacy & dignity needs met?



Were you told how you would find out the results of your scan?



Vincent Medical Comments

Unit	Appointment Comments
VINC	JUST 1/2 LATE (APPOINTMENT)

Unit	Additional Comments
VINC	EXCELLENT TREATMENT VERY SENSITIVE. STAFF VERY FRIENDLY AND SENSITIVE TO MY NEEDS. POSITIVE EXPERIENCE.
VINC	FELT FAINT AND NAUSEOUS THROUGHOUT BUT STAFF WERE BRILLIANT AT PUTTING ME AT EASE,
VINC	I HAVE TREMENDOUS RESPECT AND GRATITUDE AND ADMIRATION FOR THE NATIONAL HEALTH. I THINK MOST DO A WONDERFUL JOB. THANK YOU.
VINC	IT IS AS GOOD AS IT GETS
VINC	VERY HELPFUL RECEPTIONIST
VINC	WAS GLAD TO HAVE TREATMENT
VINC	WHEN GIVEN THE CHOICE OF HOSPITALS I ALWAYS ASK, WHEN POSSIBLE FOR UCL AND I AM NOT EASILY PLEASED!!