

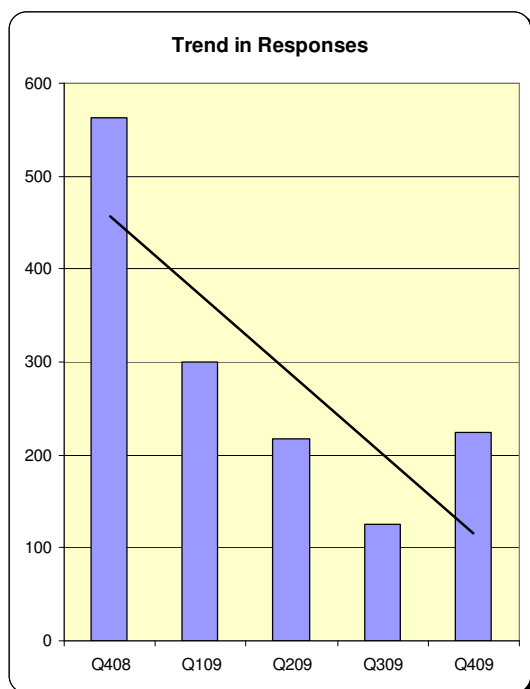
# Exceeding Patient Expectations

InHealth Group Patient Survey



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

Report for October, November and December 2009  
Prepared by HWA Consulting  
for InHealth Group Diagnostics Service



## Introduction

All questionnaires received during quarter 4 2009 were completed using the new style format.

Response rates begin to recover from the previous low seen last quarter. Increased response rates should provide a more accurate reflection of patient satisfaction and if we are able to maintain a level of 300 or more each quarter we should be able to have more confidence in the results.

Of the 225 respondents this quarter; patient satisfaction was more pronounced in the following areas:

- 99.1% claimed that their privacy and dignity needs were met by staff
- 99.1% felt comfortable throughout the procedure by imaging staff
- 98.6% rated the efficiency & courteousness of reception staff as 'Good' or better.
- 98.2% rated the efficiency & courteousness of imaging staff as 'Good' or better.

Overall patient satisfaction is high and 97.2% rated their overall satisfaction with the centre as 'Good' or better

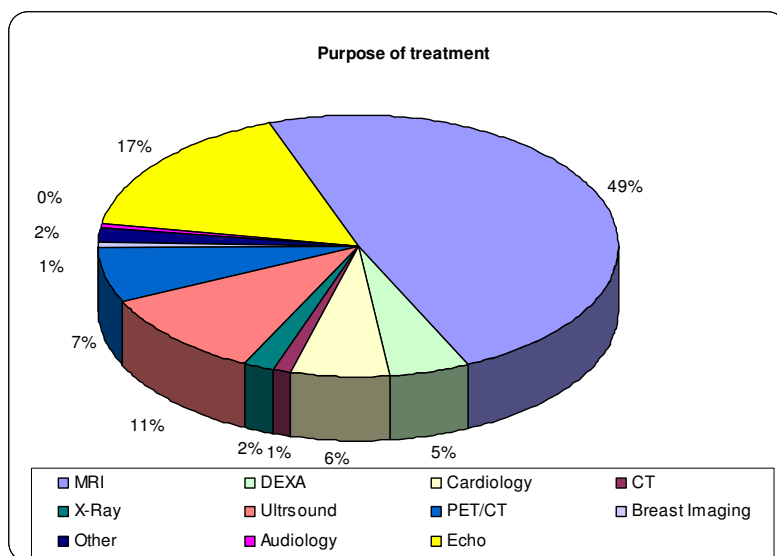
This quarterly report follows the format of the new style questionnaire and is presented in four sections:

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 increased by nearly double; however, there is a wide range of participation from different units as the chart and table show:



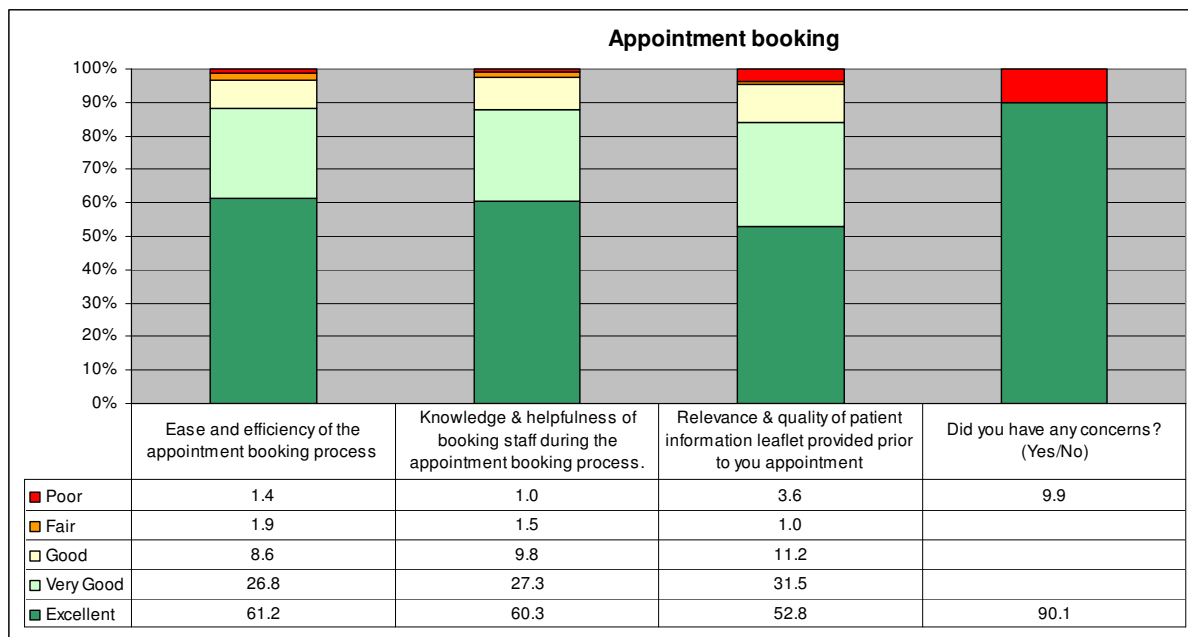
Unit	Responses Q4 2009	Unit	Responses Q4 2009
Barnet	6	Walsall Manor Hospital	5
<b>Central Middlesex</b>	<b>15</b>	<b>Nottingham MRI</b>	<b>34</b>
Cornwall House	1	<b>Nottingham Pet/CT</b>	<b>18</b>
Frimely	1	North Tyneside	6
Croft Medical	6	Peterborough	1
Feilding Palmer	2	Quantum	2
<b>Hinckley</b>	<b>14</b>	<b>Sandwell</b>	<b>39</b>
London Imaging Centre	3	St Peters	1
Loughborough	5	<b>Sussex</b>	<b>16</b>
<b>Melton Mowbray</b>	<b>11</b>	<b>Vincent Medical</b>	<b>18</b>
London Pet/CT	2	Unknown	8
<b>Syston</b>	<b>11</b>	Total	225

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 4 2009

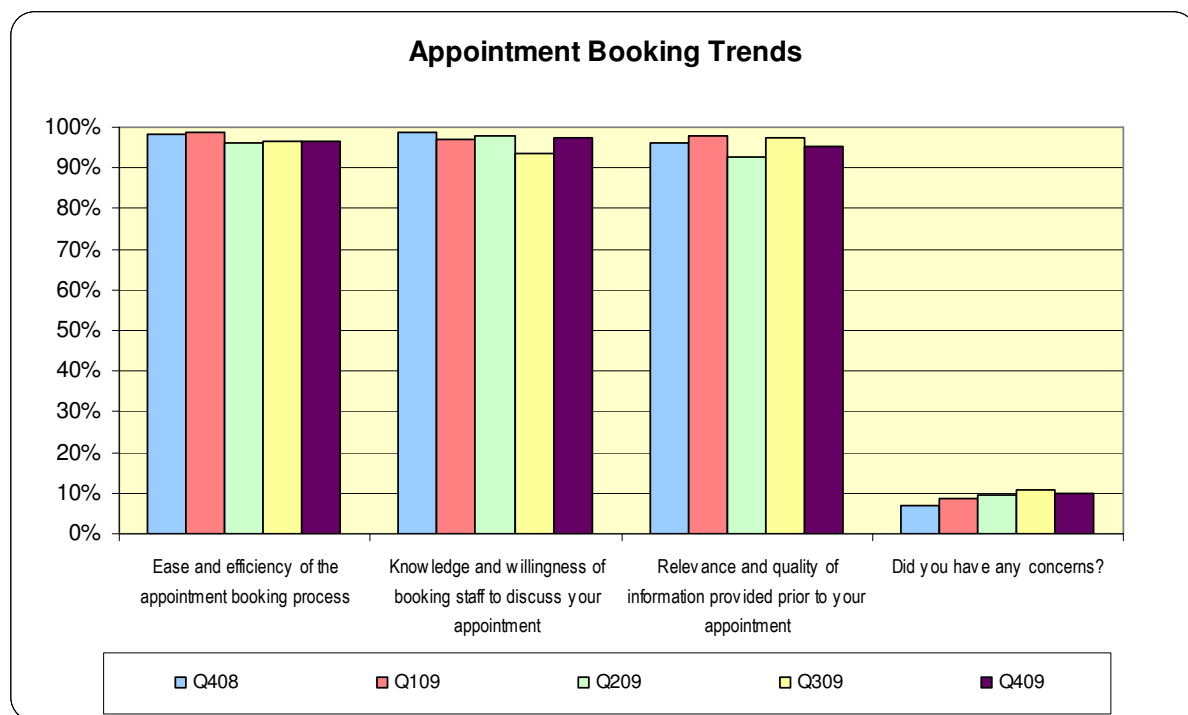
Quarter 4 2009 responses = 225	Excellent	Very Good	Good	Fair	Poor		% Satisfied	% Dissatisfied
<b>About You</b>								
	Male	Female						
Gender	46.7	53.3						
	Under 20	20-34	35-54	55+				
Age	2.8	5.5	23.5	68.2				
<b>Appointment booking</b>								
Ease and efficiency of the appointment booking process	61.2	26.8	8.6	1.9	1.4		96.7%	3.3%
Knowledge & helpfulness of booking staff during the appointment booking process.	60.3	27.3	9.8	1.5	1.0		97.5%	2.5%
Relevance & quality of patient information leaflet provided prior to you appointment	52.8	31.5	11.2	1.0	3.6		95.4%	4.6%
	Yes	No					% Yes	% No
Did you have any concerns?	9.9	90.1					90.1%	9.9%
<b>On Arrival</b>								
Parking facilities	28.6	29.1	18.9	12.8	10.7		76.5%	23.5%
Signage directing you to the centre	29.6	27.2	23.9	12.2	7.0		80.8%	19.2%
External appearance of the centre	30.3	35.8	24.3	8.3	1.4		90.3%	9.7%
Décor & internal appearance of the centre	35.4	40.4	17.9	5.8	0.4		93.8%	6.2%
Comfort & surroundings of the waiting room	34.8	40.2	18.3	6.2	0.4		93.4%	6.6%
Facilities available (changing rooms, toilets etc.)	35.4	40.1	17.9	5.7	0.9		93.4%	6.6%
Overall cleanliness and tidiness of the centre	44.8	39.0	13.5	2.2	0.4		97.4%	2.6%
<b>The Staff</b>								
	Yes	No					% Yes	% No
Were you made to feel comfortable throughout the procedure by the imaging staff?	99.1	0.9					99.1%	0.9%
Presentation of staff	62.8	30.7	4.6	1.4	0.5		98.1%	1.9%
Ease of identification of staff	50.7	31.5	10.8	4.7	2.3		93.0%	7.0%
Efficiency & courteousness of reception staff	60.8	28.4	9.5	0.9	0.5		98.6%	1.4%
Efficiency & courteousness of imaging staff	73.6	18.6	5.9	0.9	0.9		98.2%	1.8%
Staff knowledge & information provided	62.3	25.1	10.2	0.9	1.4		97.7%	2.3%
<b>The Procedure</b>								
	Yes	No					% Yes	% No
Did you feel the length of time you spent waiting for your test to be reasonable?	96.8	3.2					96.8%	3.2%
Did you feel at ease through your test?	96.9	3.1					96.9%	3.1%
Were your privacy & dignity needs met?	99.1	0.9					99.1%	0.9%
Were you told how you would find out the results of you scan?	90.4	9.6					90.4%	9.6%
<b>Overall experience</b>								
Please rate your overall satisfaction with the centre	61.0	31.0	5.2	1.9	0.9		97.2%	2.8%

# Appointment Booking



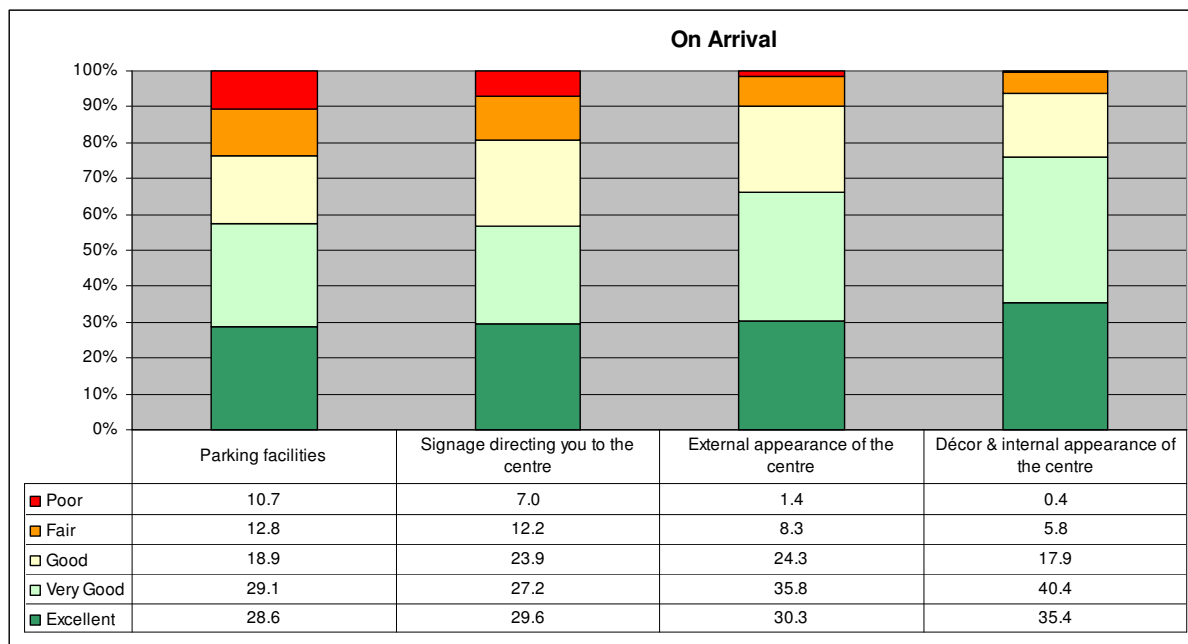
Patient satisfaction with booking appointments remains consistent with previous results and patient dissatisfaction is low.

The trend graph below indicates no significant change quarter on quarter. Of particular note is the consistently high rating for the ease and efficiency of the appointment booking process.



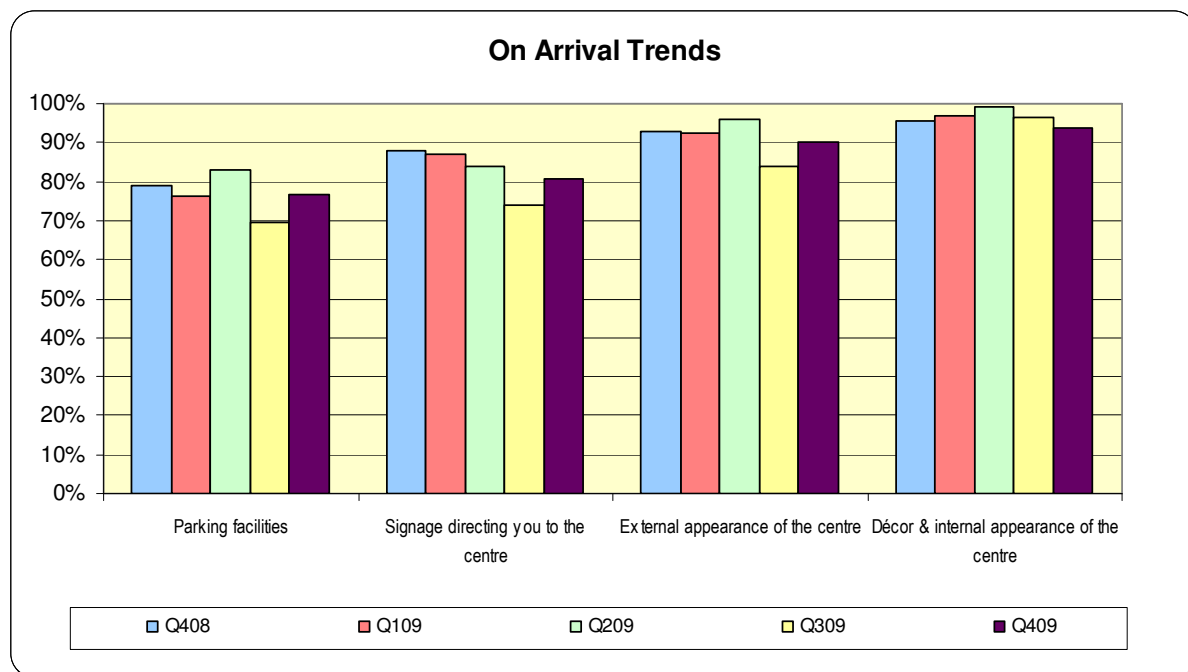
'Satisfaction' is the percentage of patients rating as 'Good' or better.

# On Arrival

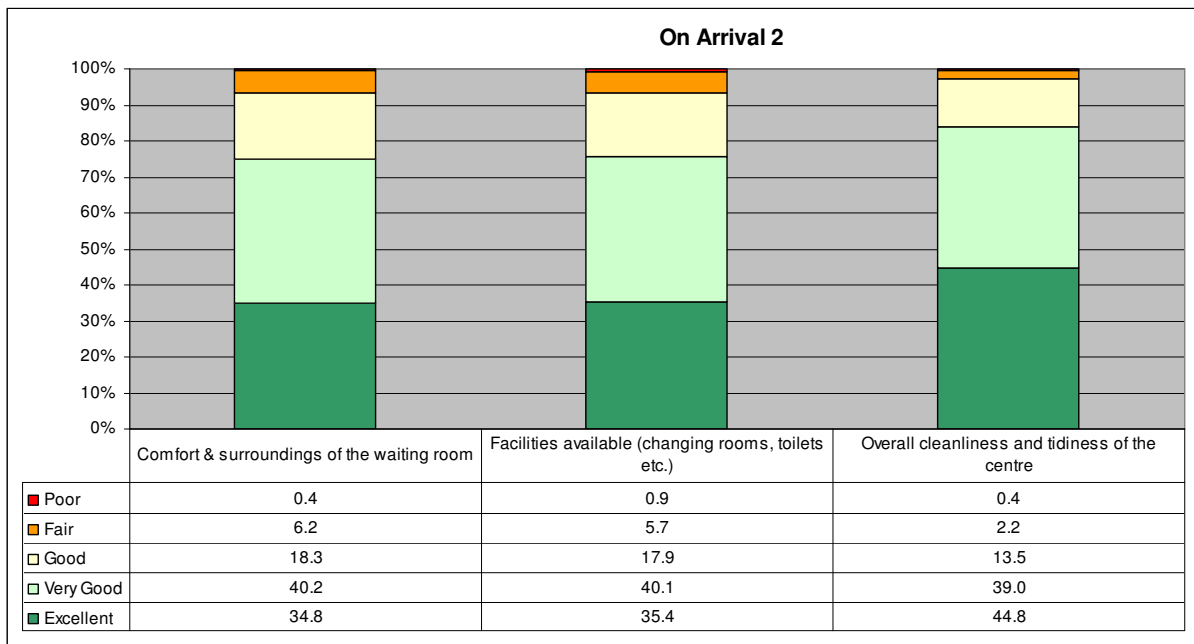


The table of results show a higher level of patient dissatisfaction in parking and signage. More than 10 percent of patients rated the parking facilities as poor. However, patient satisfaction on arrival shows significant improvement upon the last quarter's results.

The trend table shows that patient satisfaction on arrival has increased in most areas this quarter.

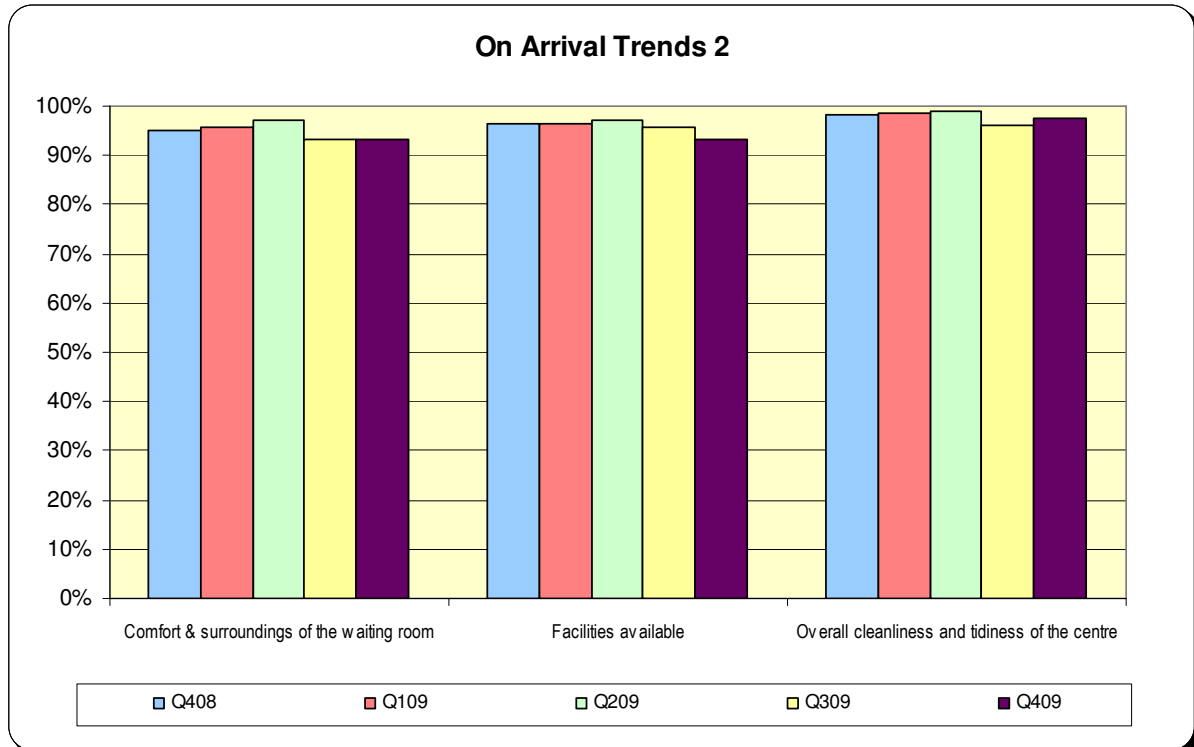


'Satisfaction' is the percentage of patients rating as 'Good' or better.



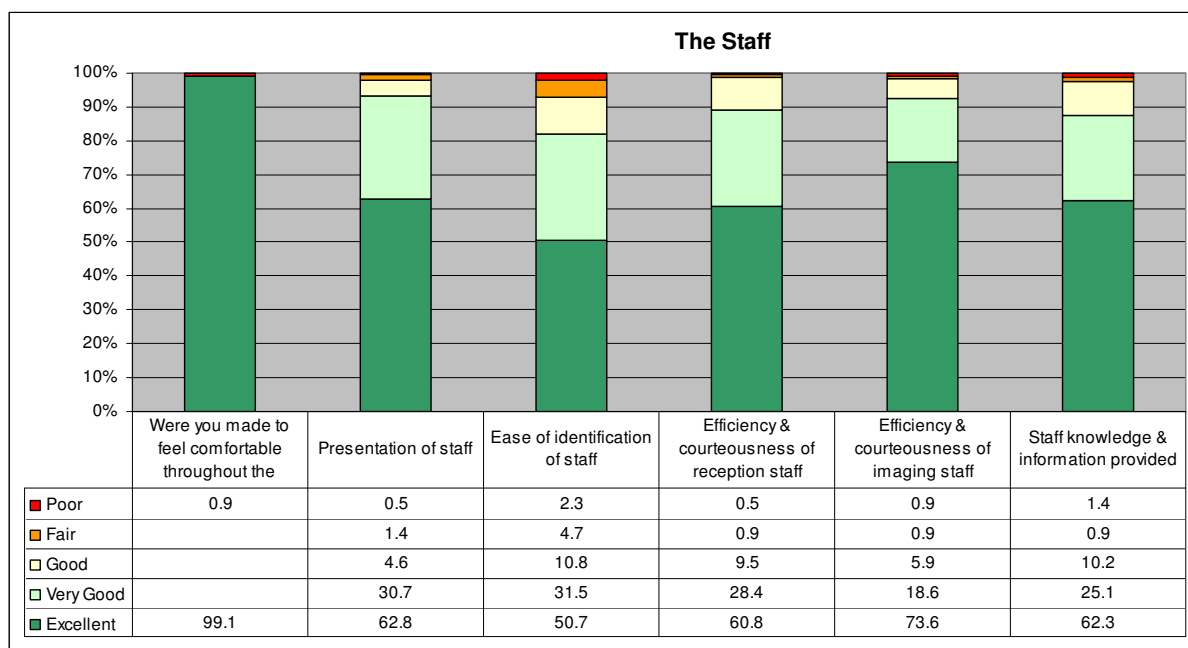
Once again rating for cleanliness is exceptionally high and this quarter and 97.4% of patients rated the overall cleanliness and tidiness as 'Good' or better.

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



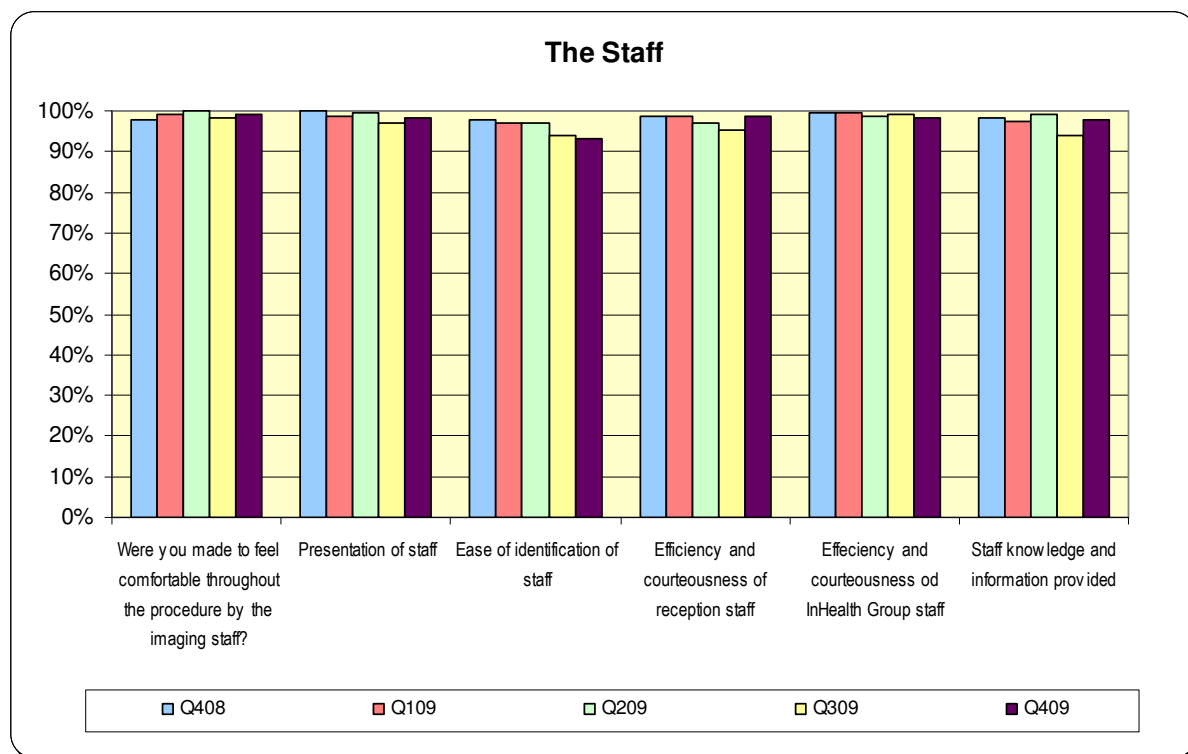
'Satisfaction' is the percentage of patients rating as 'Good' or better.

# The Staff



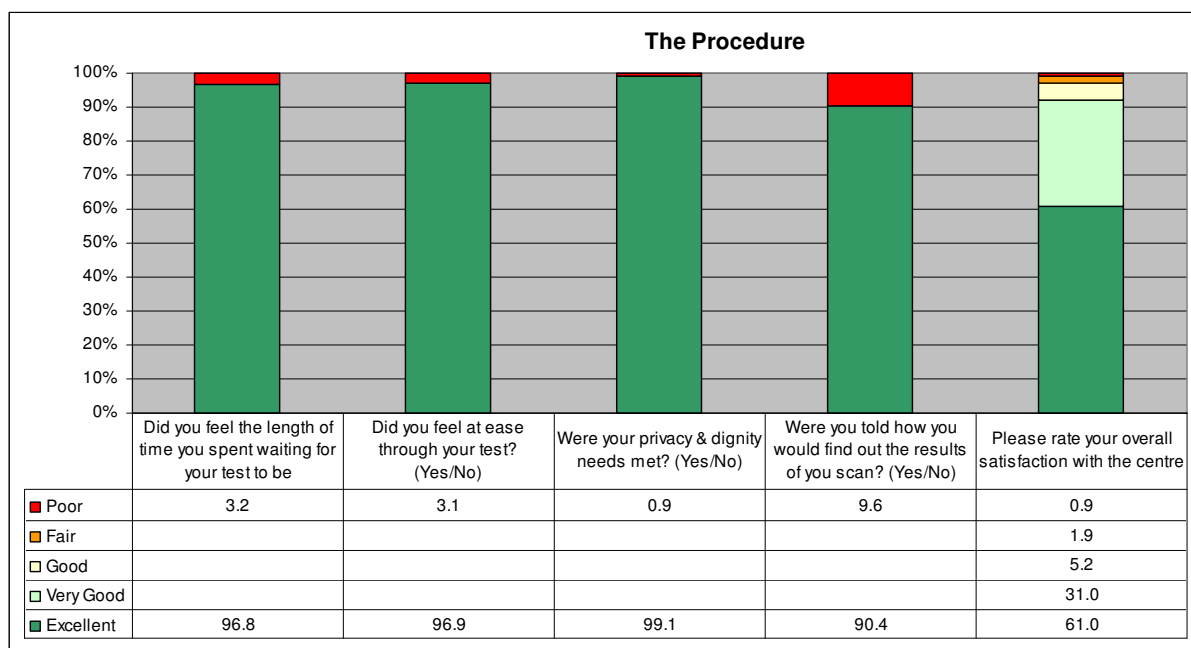
Please note the exceptionally high levels of patient satisfaction. However, note that patient satisfaction with ease and identification of staff has dipped this quarter.

Trends show that these opinions have not changed significantly. Note the consistent high results in patient satisfaction with staff.



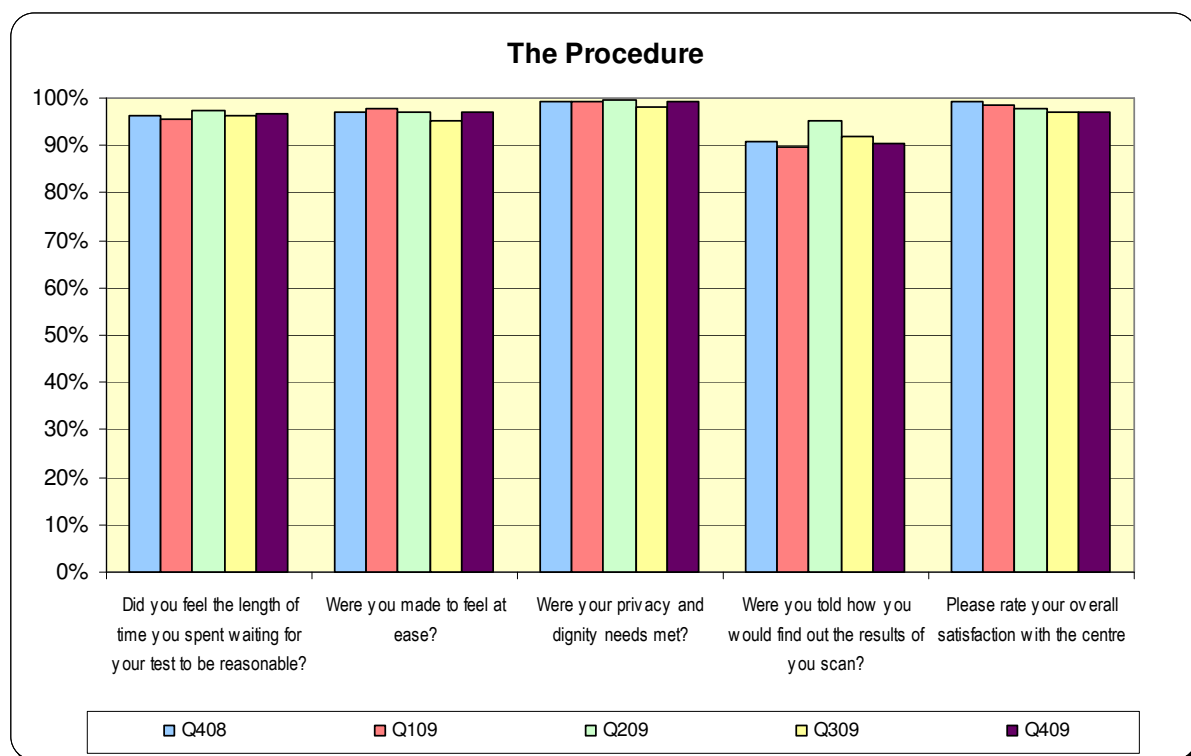
'Satisfaction' is the percentage of patients rating as 'Good' or better.

# The Procedure



Overall satisfaction with the centre is exceptionally high and even raising the benchmark to 'Very Good' gives ratings of over 90%.

Trends show that these opinions have not changed significantly. Once again, results for patient privacy and overall satisfaction with the centre achieve exceptionally high ratings.



'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.

'EXCELLENT STAFF, EXCELLENT ATTITUDE - WELL DONE.'

'VERY GOOD SERVICE, VERY IMPRESSED WITH THE WHOLE SERVICE AND THE MANNER AND COMMUNICATION OF STAFF.'

'FROM START TO FINISH EVERYTHING WAS PERFECT TEN OUT OF TEN ALL ROUND.'

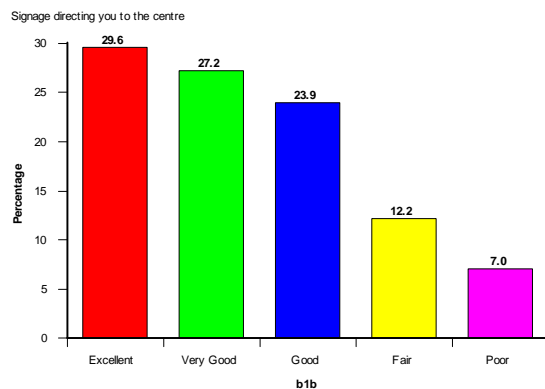
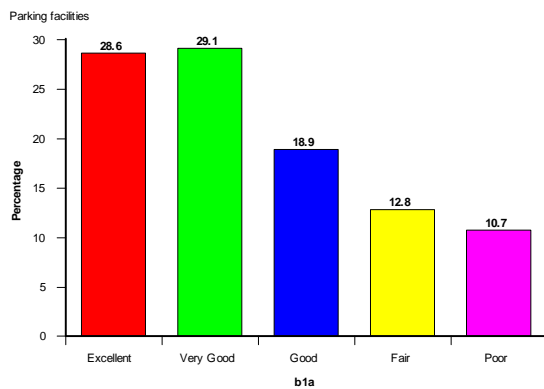
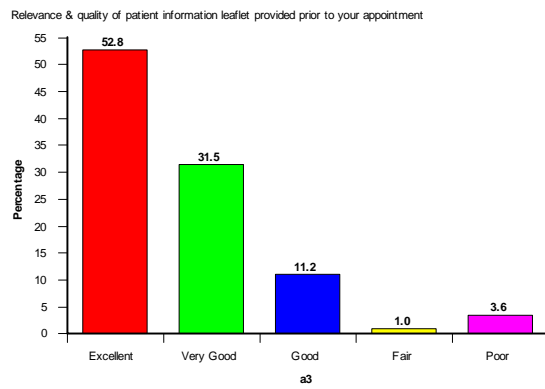
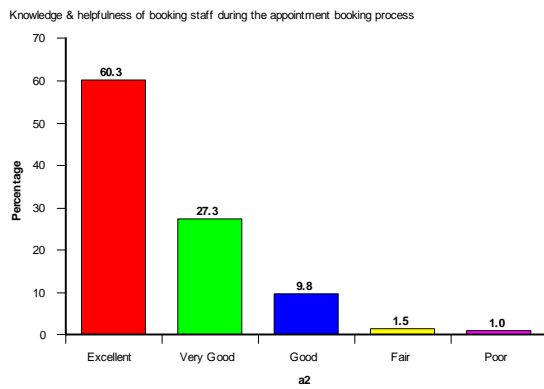
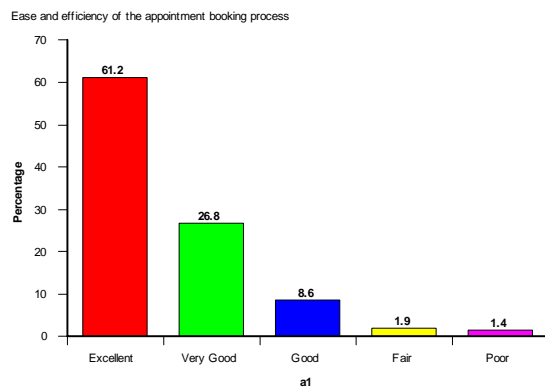
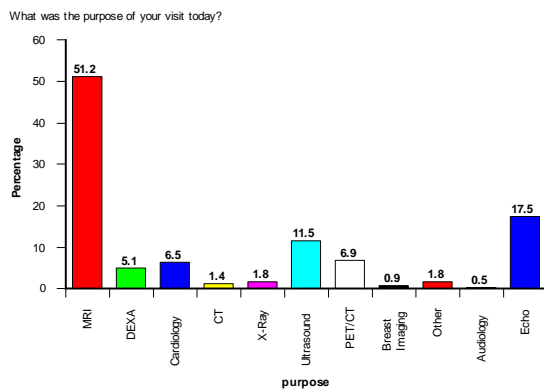
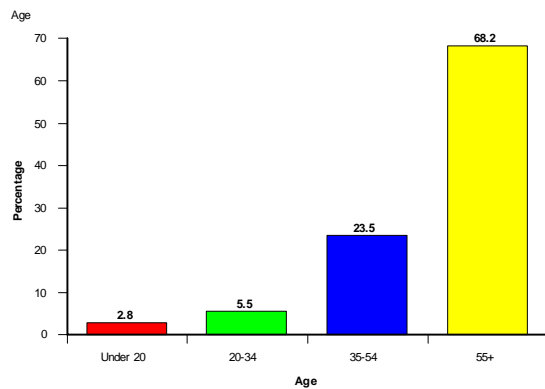
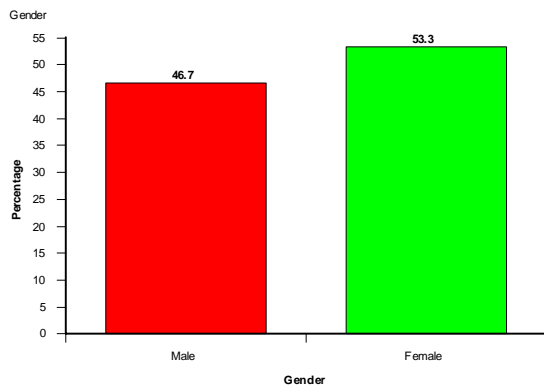
'THE DATE OF THE TEST WAS HELPFULLY CHANGED TO PROCEED AN APPOINTMENT WITH A CARDIOLOGIST. MY TREATMENT COULD NOT HAVE BEEN IMPROVED! MANY THANKS.'

'THE NURSE WHO DID THE SCAN WAS OUTSTANDING, SECOND TO NONE, I WAS HELPED FROM THE BED AND TO THE CUBICLE.'

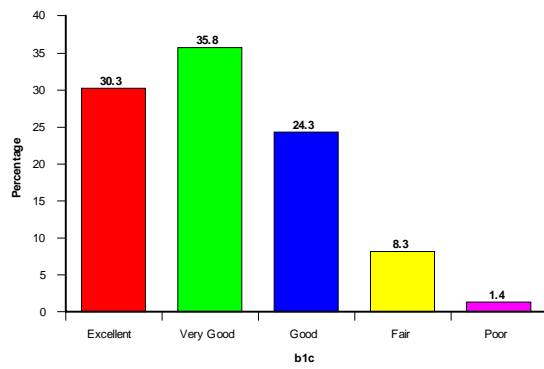
'COULD NOT FAULT MY TREATMENT AND CARE.'

'FROM ARRIVAL TO DEPARTURE I HAD THE BEST TREATMENT AND FELT LIKE AN INDIVIDUAL IN A CARING ENVIRONMENT.'

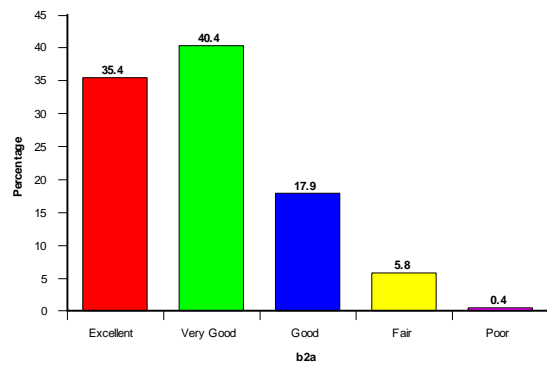
# All InHealth Units Patient Satisfaction Survey Q4 2009 - 225 Responses



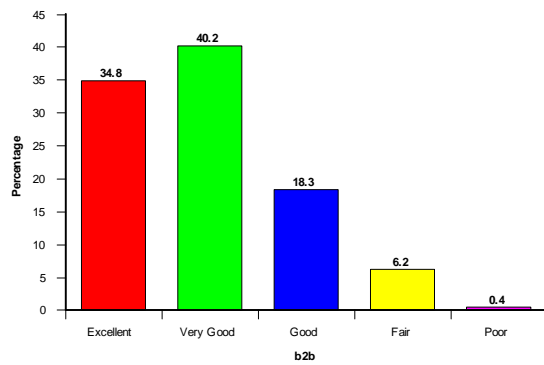
External appearance of the centre



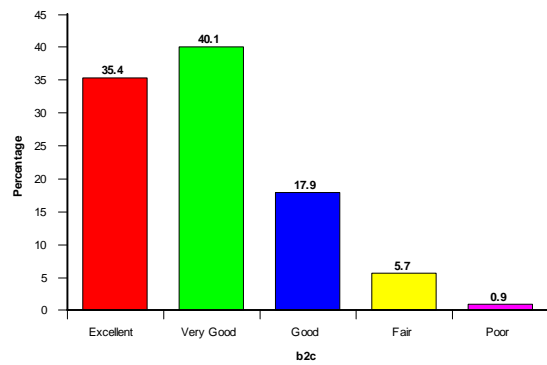
Decor & internal appearance of the centre



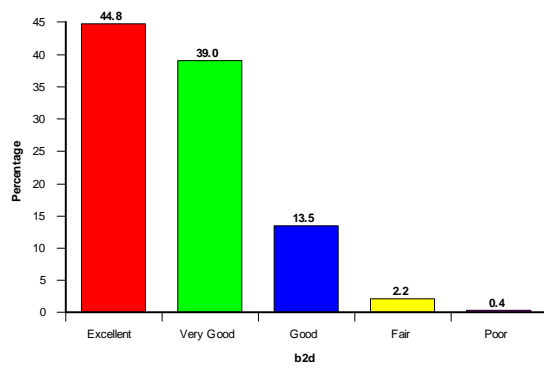
Comfort and surroundings of the waiting room



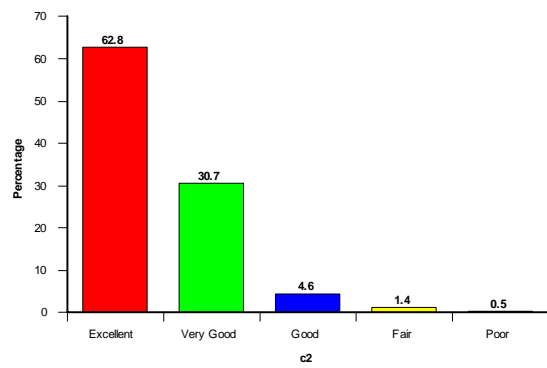
Facilities available (changing rooms, toilets etc)



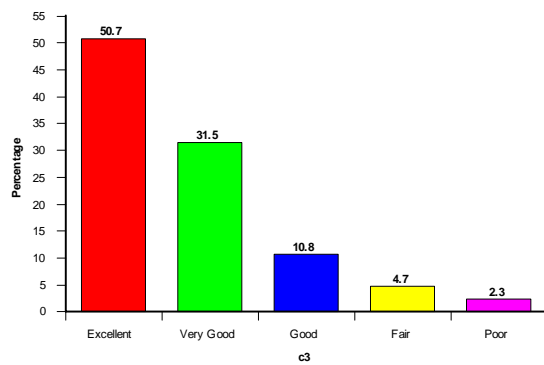
Overall cleanliness and tidiness of the centre



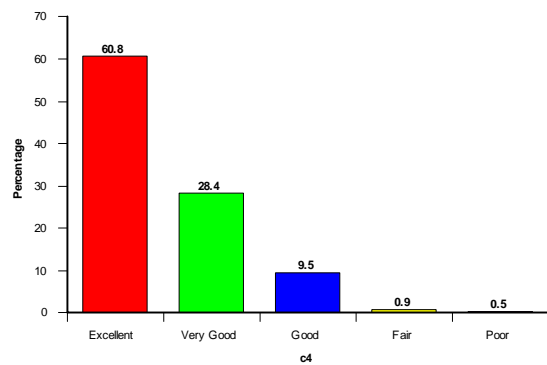
Presentation of staff



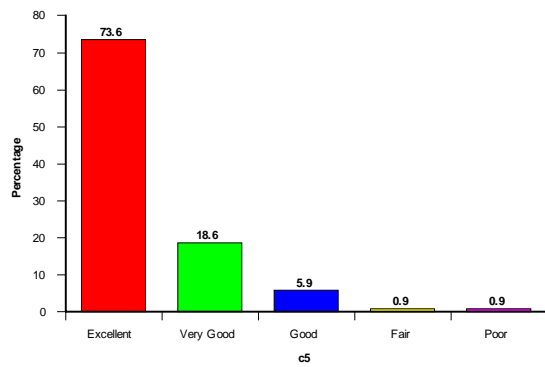
Ease of identification of staff



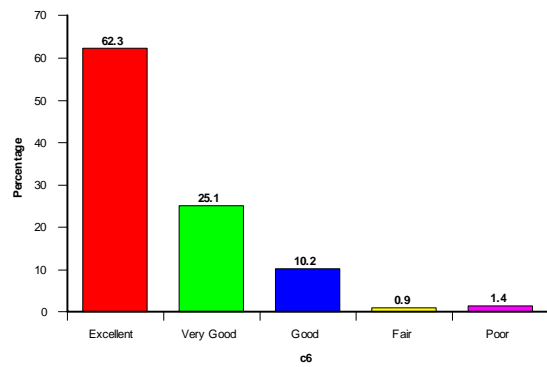
Efficiency & courteousness of reception staff



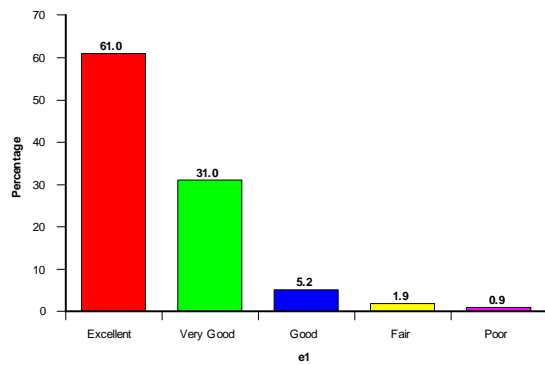
Efficiency & courteousness of imaging staff



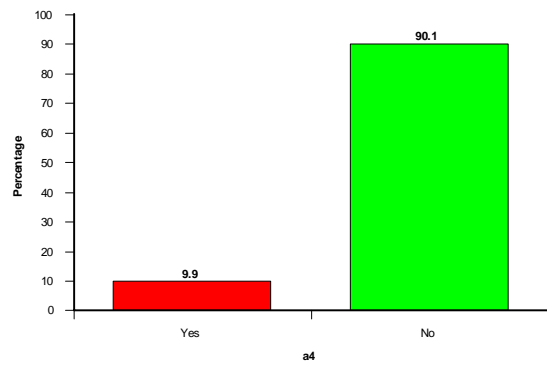
Staff knowledge & information provided



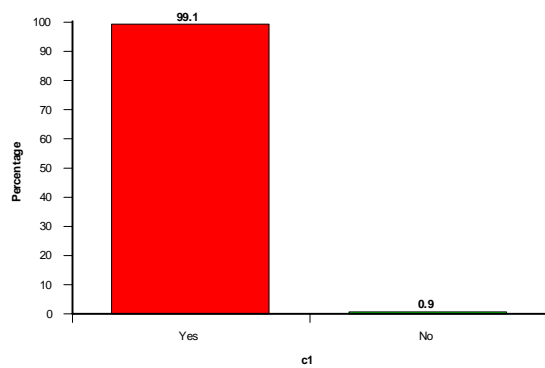
Please rate your overall satisfaction with the centre



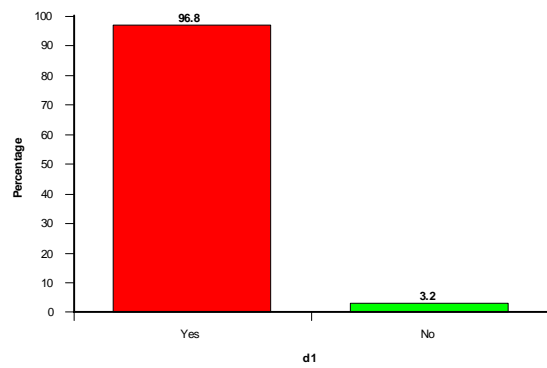
Did you have any concerns?



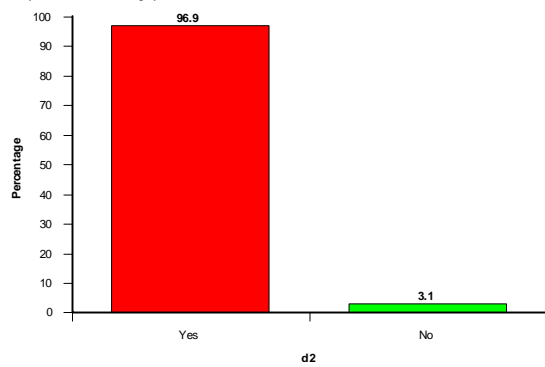
Were you made to feel comfortable throughout the procedure by the imaging staff?



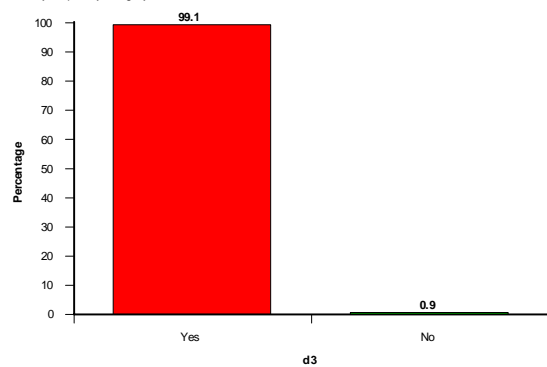
Did you feel the length of time you spent waiting for your test to be reasonable?



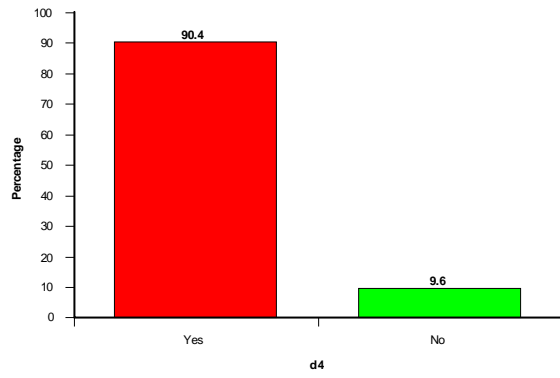
Did you feel at ease through your test?



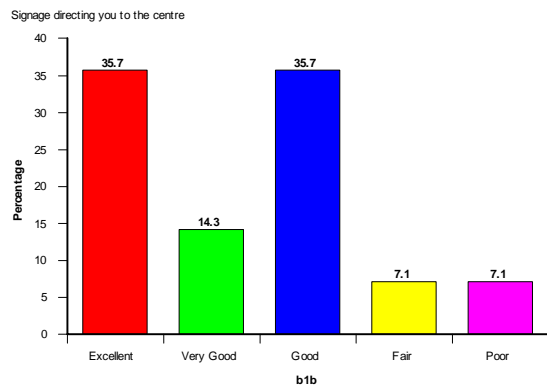
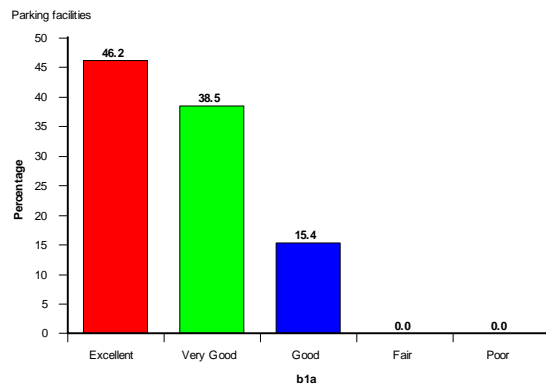
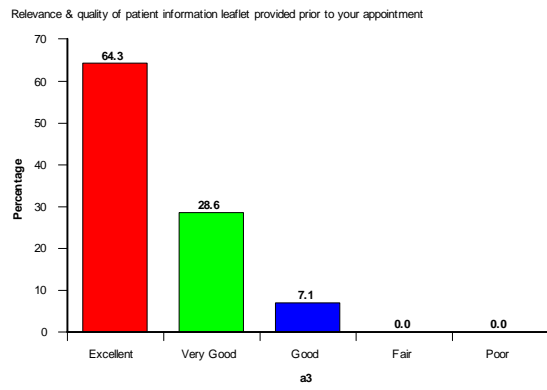
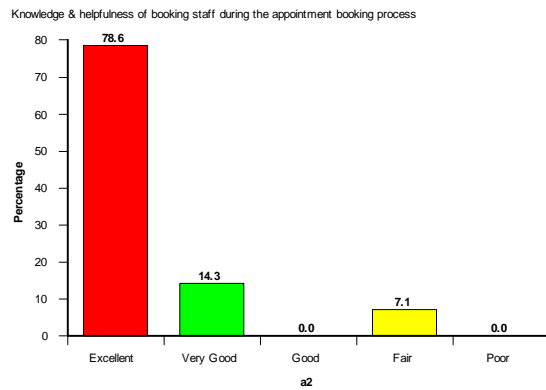
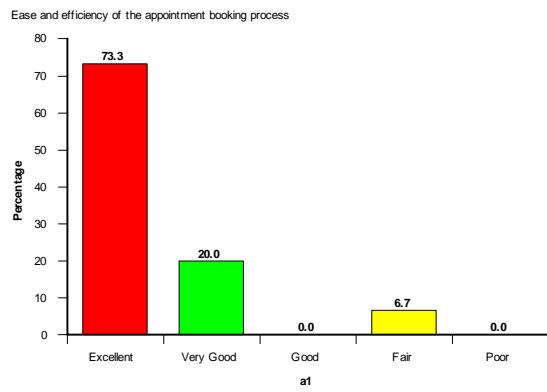
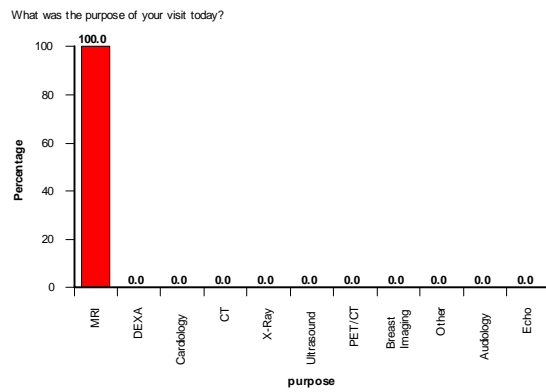
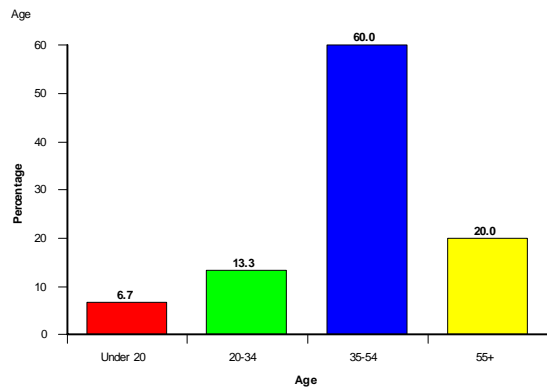
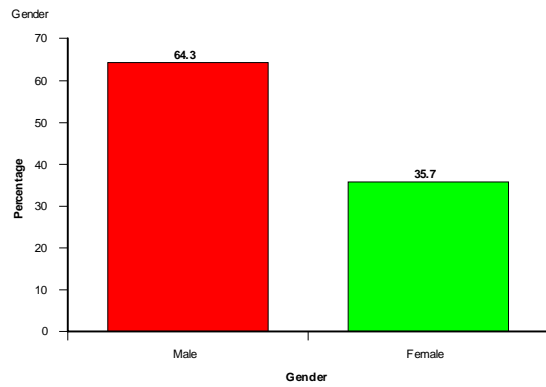
Were your privacy & dignity needs met?



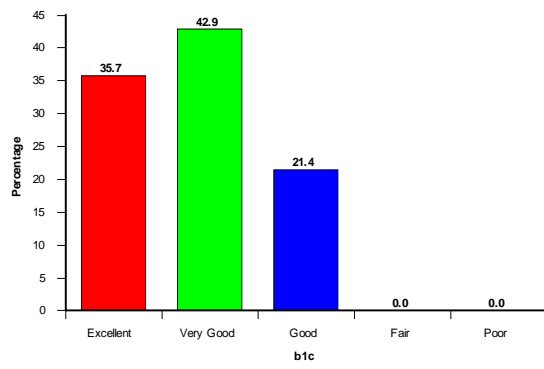
Were you told how you would find out the results of your scan?



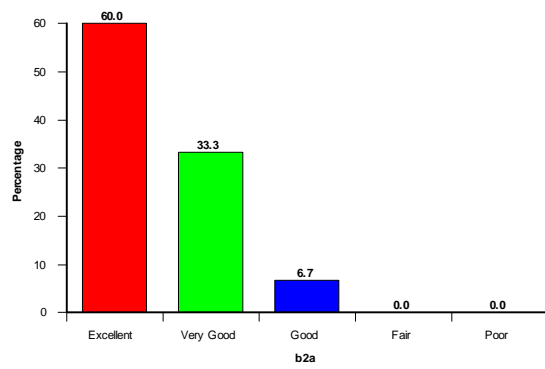
# Central Middlesex Patient Satisfaction Survey Q4 2009 - 15 Responses



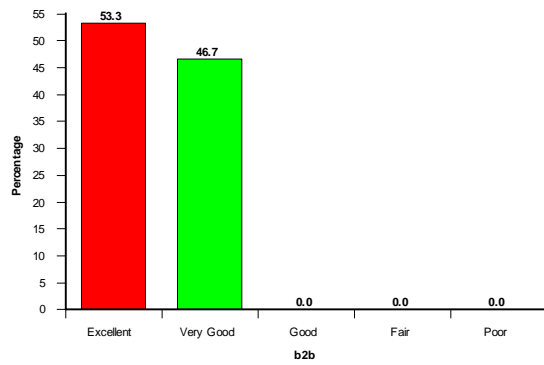
External appearance of the centre



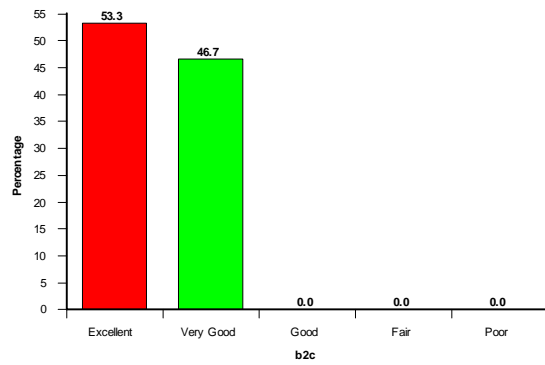
Decor & internal appearance of the centre



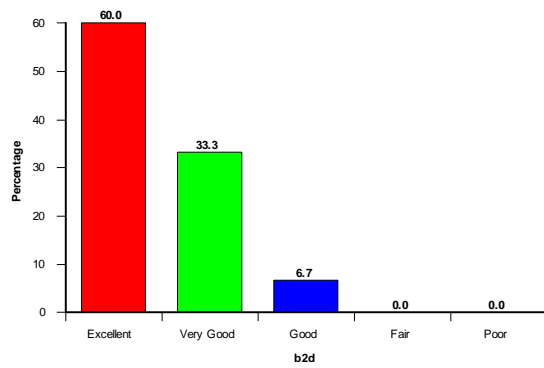
Comfort and surroundings of the waiting room



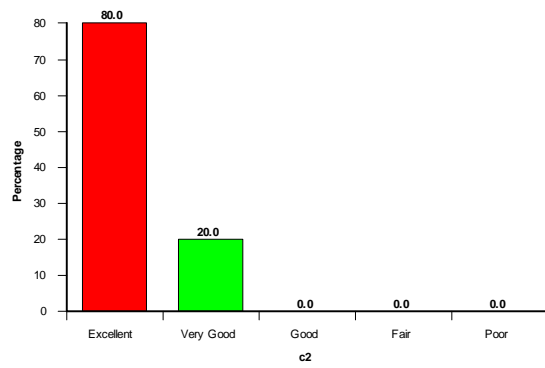
Facilities available (changing rooms, toilets etc)



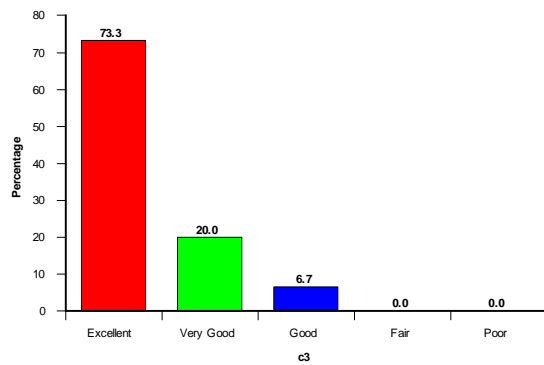
Overall cleanliness and tidiness of the centre



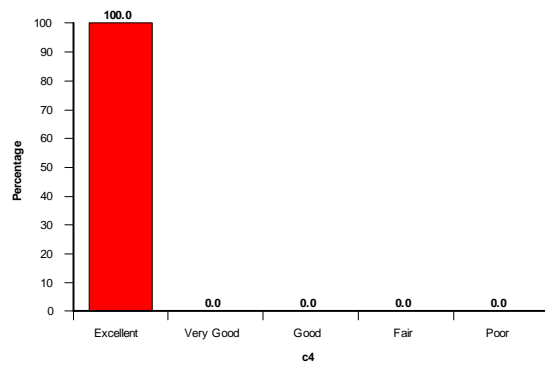
Presentation of staff



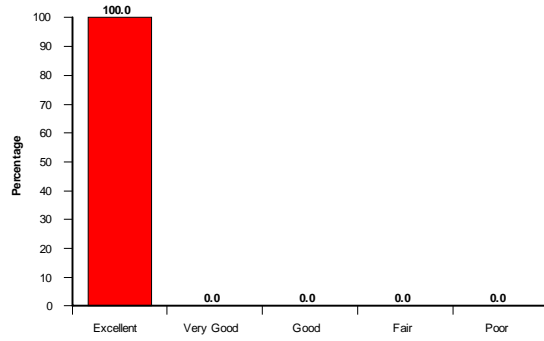
Ease of identification of staff



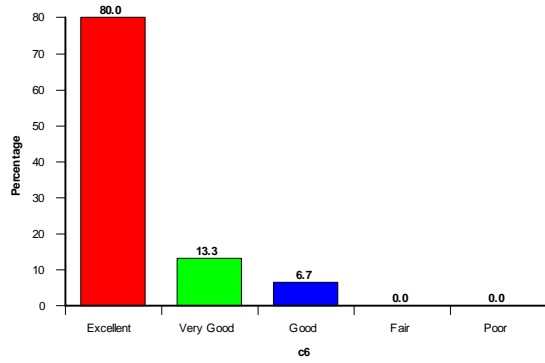
Efficiency & courteousness of reception staff



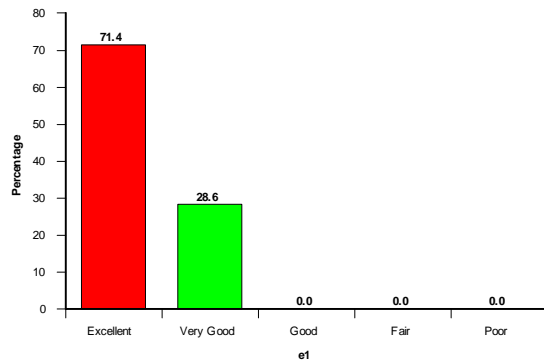
Efficiency & courteousness of imaging staff



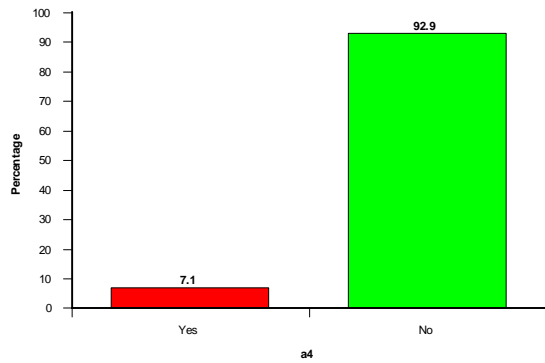
Staff knowledge & information provided



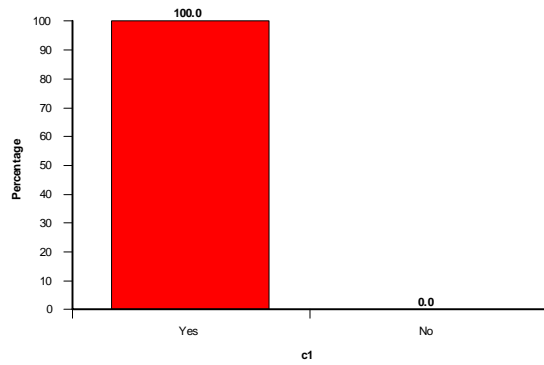
Please rate your overall satisfaction with the centre



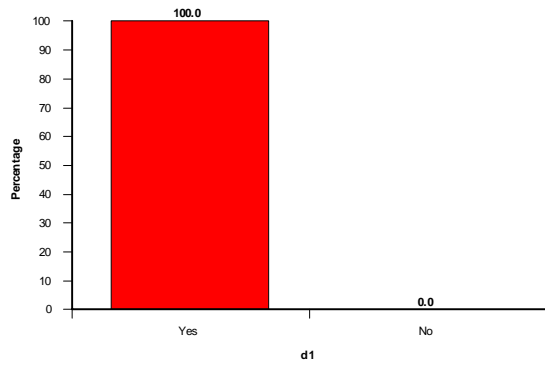
Did you have any concerns?



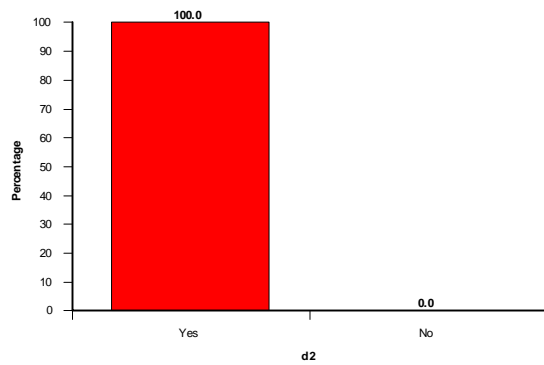
Were you made to feel comfortable throughout the procedure by the imaging staff?



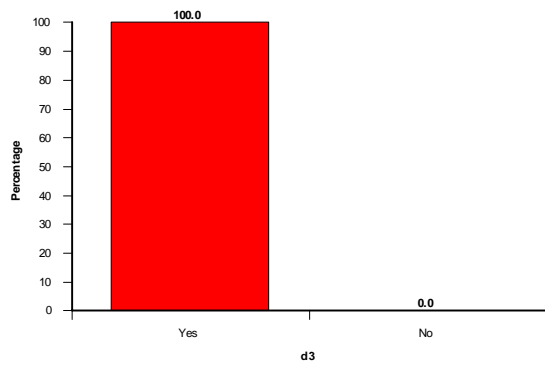
Did you feel the length of time you spent waiting for your test to be reasonable?



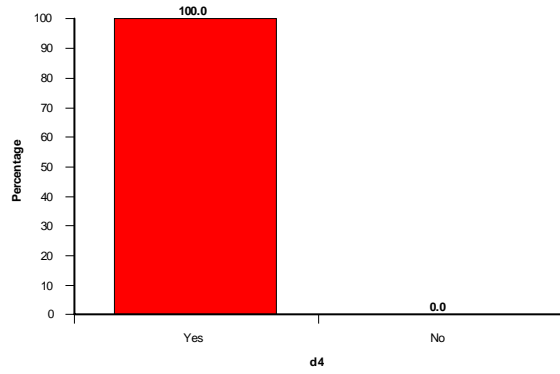
Did you feel at ease through your test?



Were your privacy & dignity needs met?



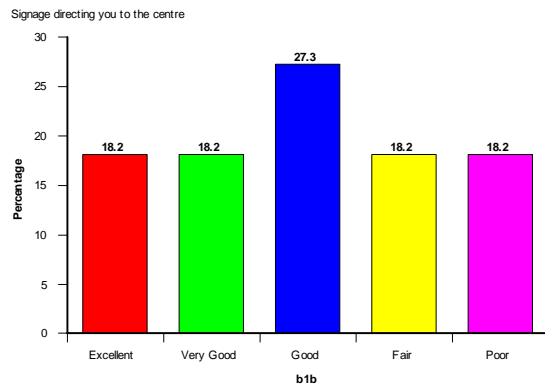
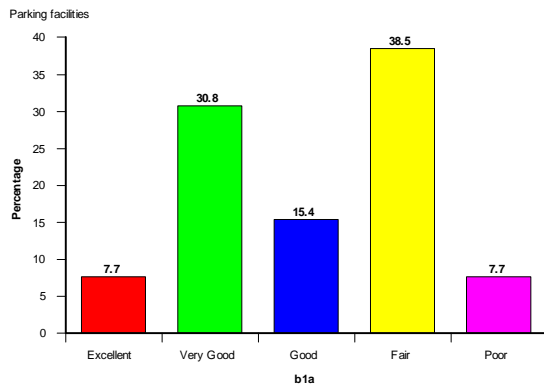
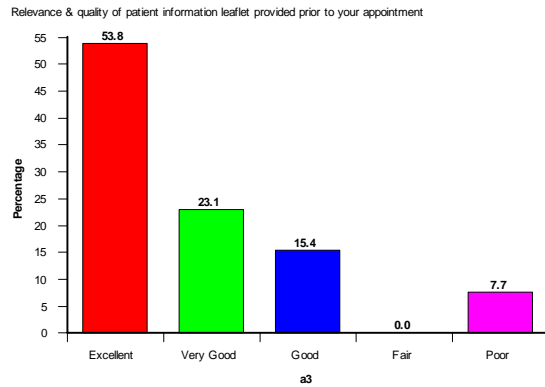
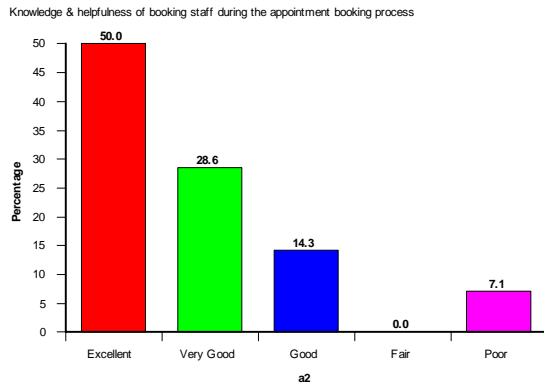
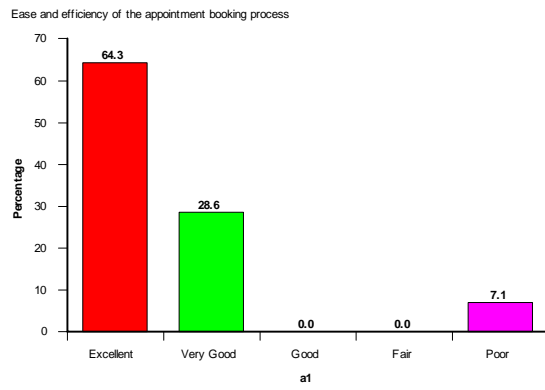
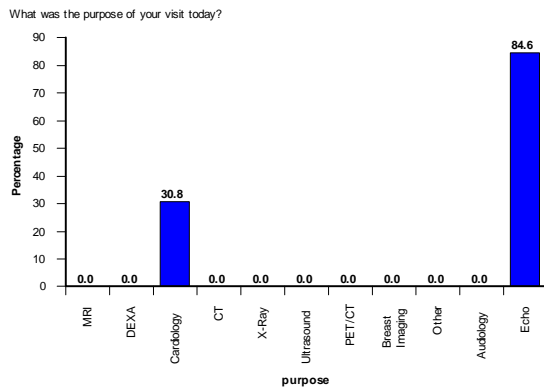
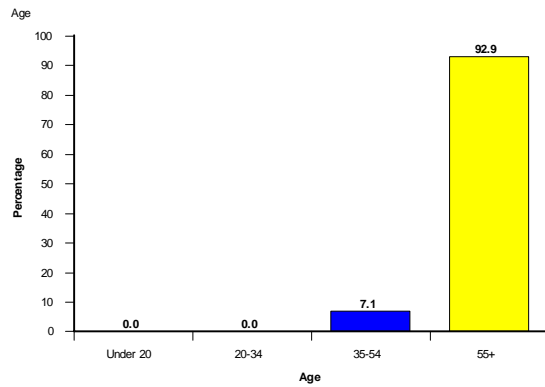
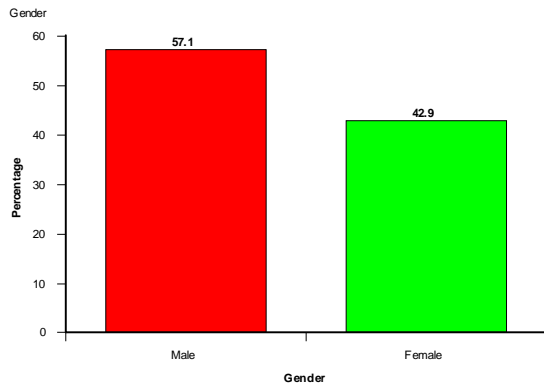
Were you told how you would find out the results of your scan?



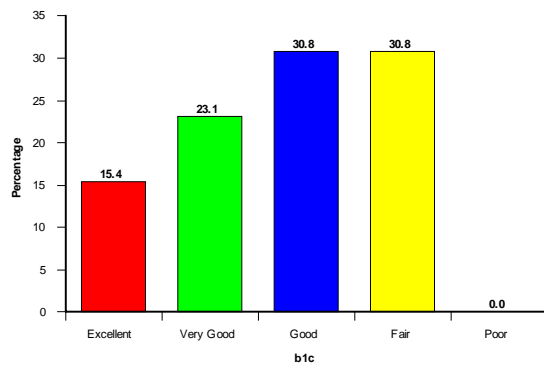
## Central Middlesex Comments

Unit	Additional Comments
CMID	IT WAS A VERY COMFORTABLE PROCEDURE AND THE PATIENT IS GIVEN THE CONFIDENCE AND COURAGE TO GO THROUGH IT EVEN THOUGH IT WAS NOISY.
CMID	VERY GOOD SERVICE

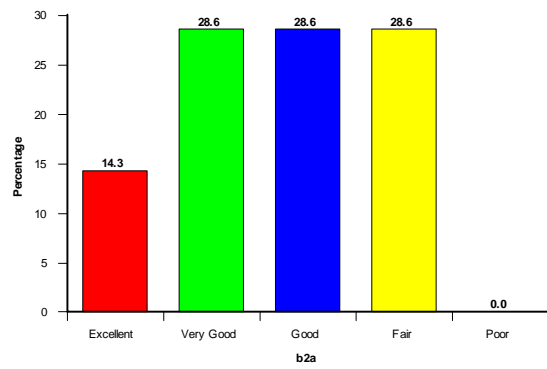
# Hinckley Patient Satisfaction Survey Q4 2009 - 14 Responses



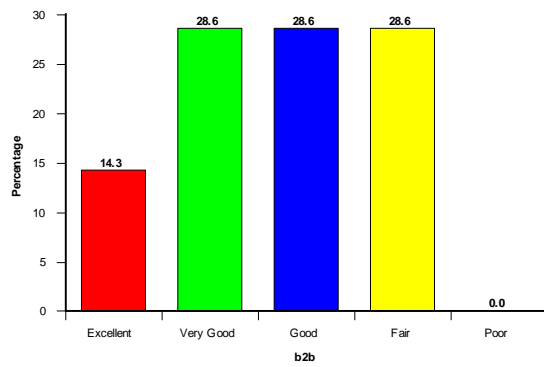
External appearance of the centre



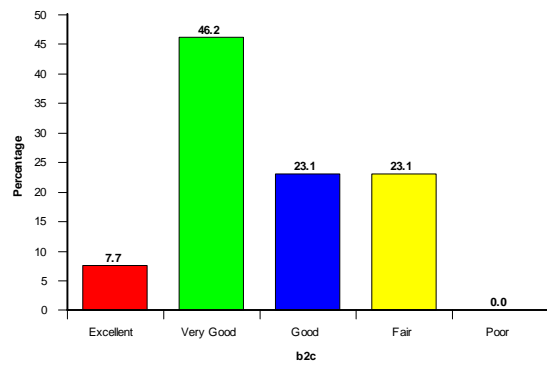
Decor & internal appearance of the centre



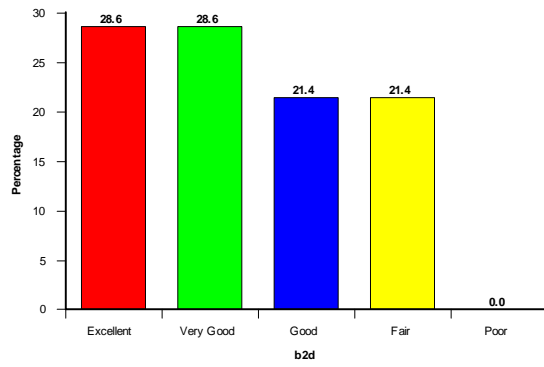
Comfort and surroundings of the waiting room



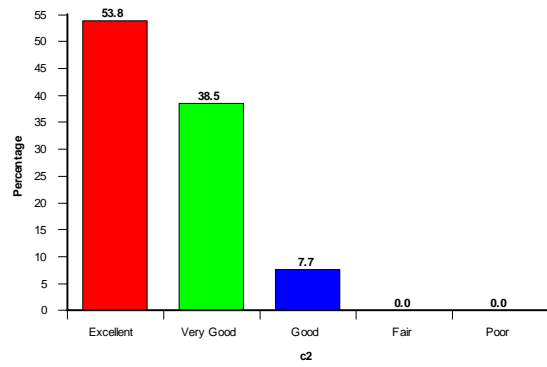
Facilities available (changing rooms, toilets etc)



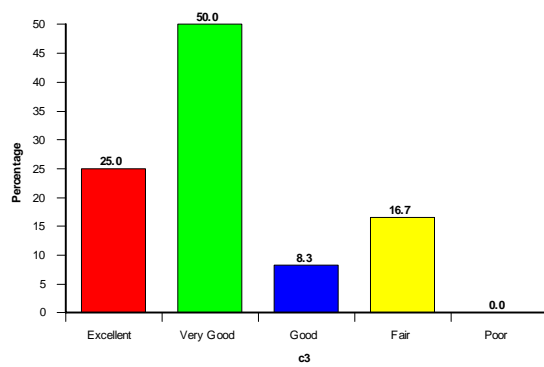
Overall cleanliness and tidiness of the centre



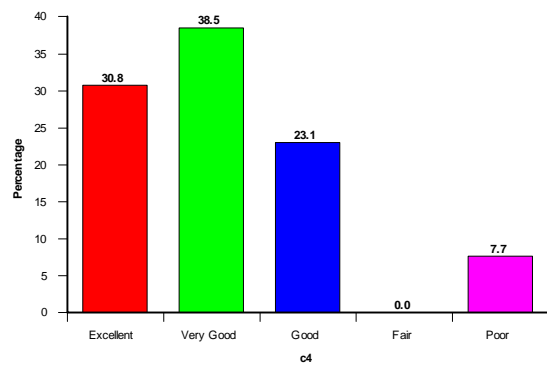
Presentation of staff



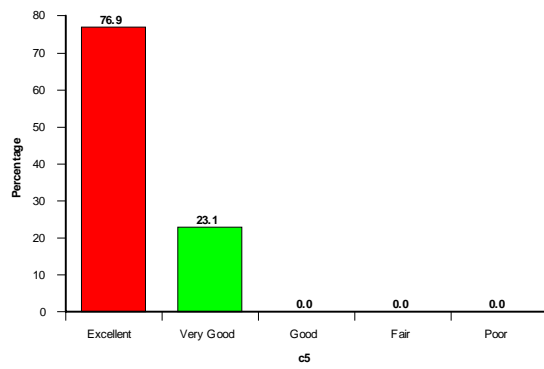
Ease of identification of staff



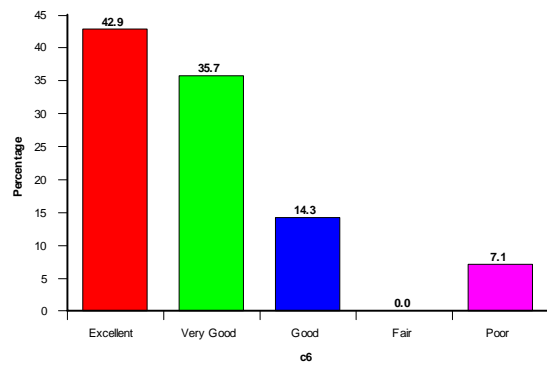
Efficiency & courteousness of reception staff



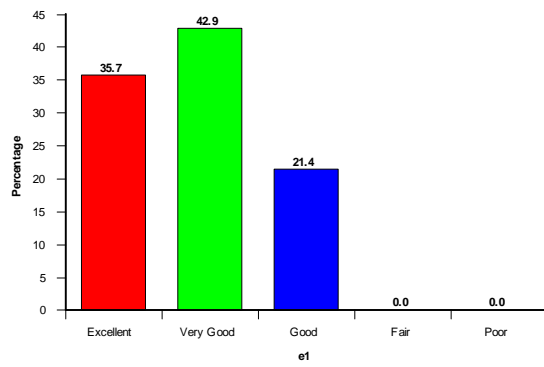
Efficiency & courteousness of imaging staff



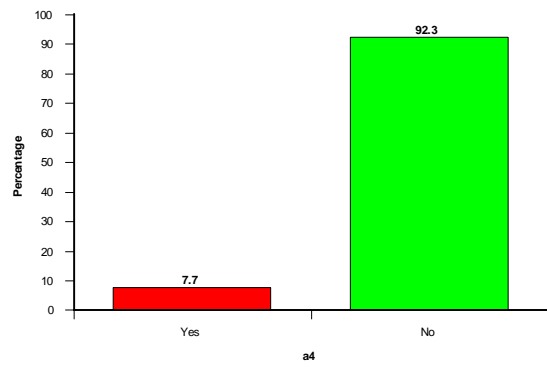
Staff knowledge & information provided



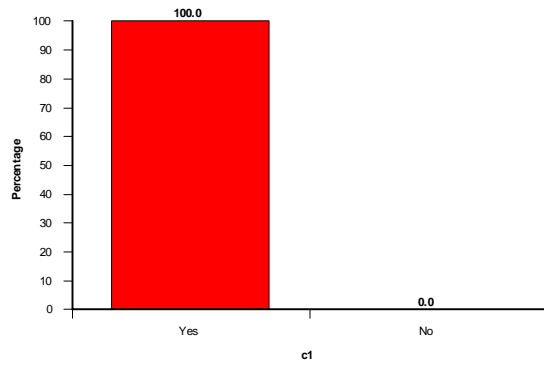
Please rate your overall satisfaction with the centre



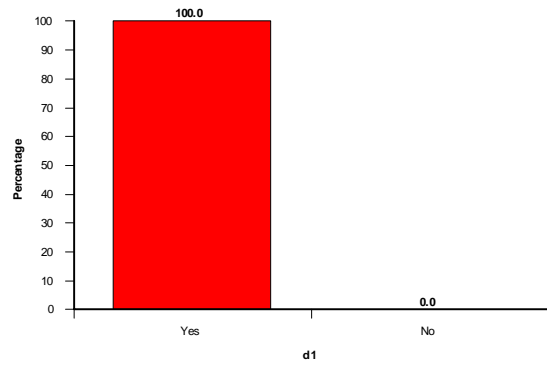
Did you have any concerns?



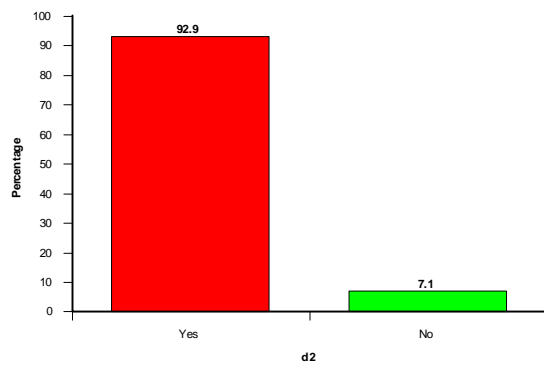
Were you made to feel comfortable throughout the procedure by the imaging staff?



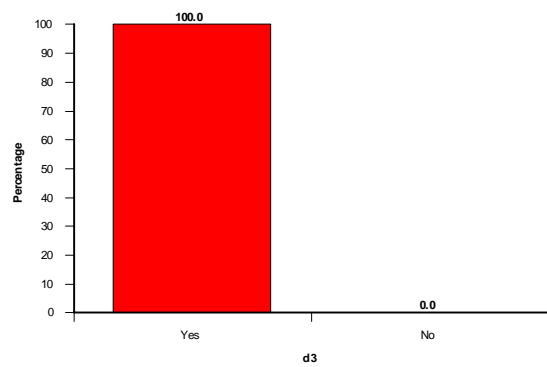
Did you feel the length of time you spent waiting for your test to be reasonable?



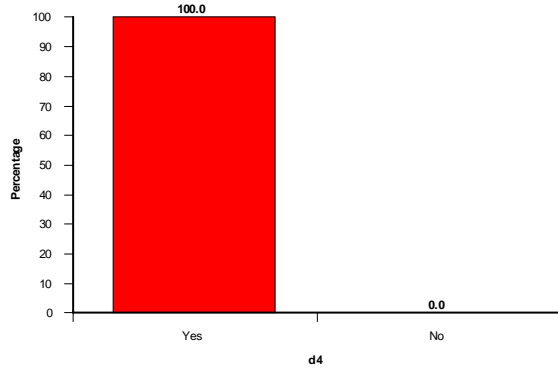
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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

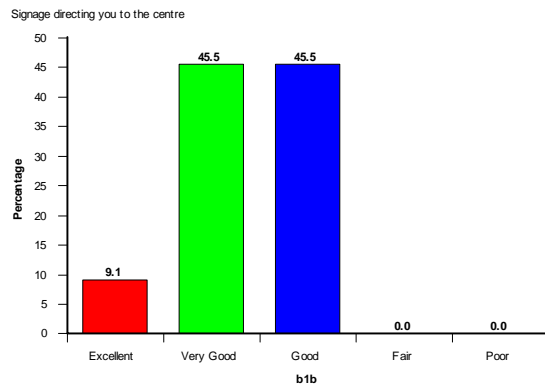
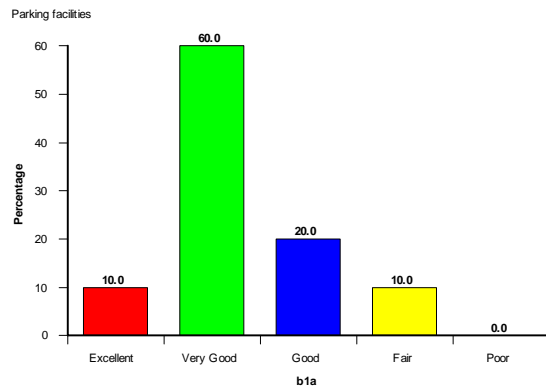
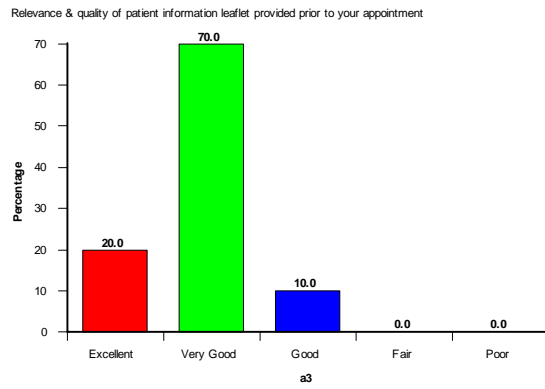
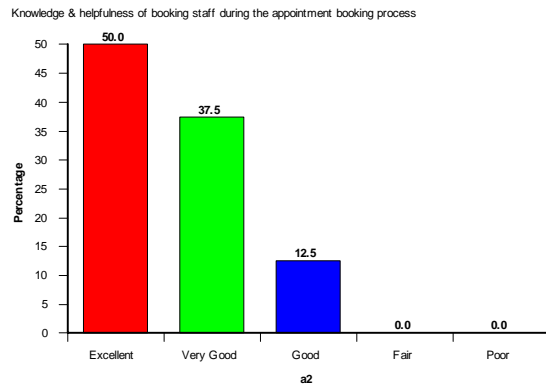
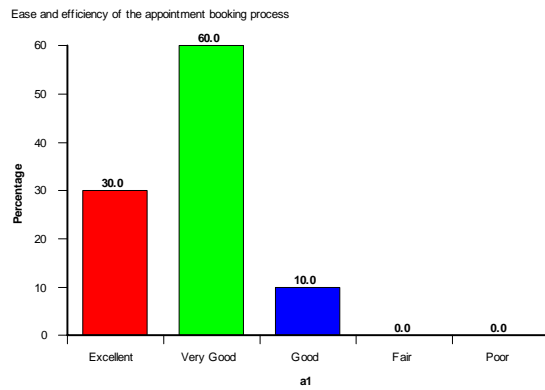
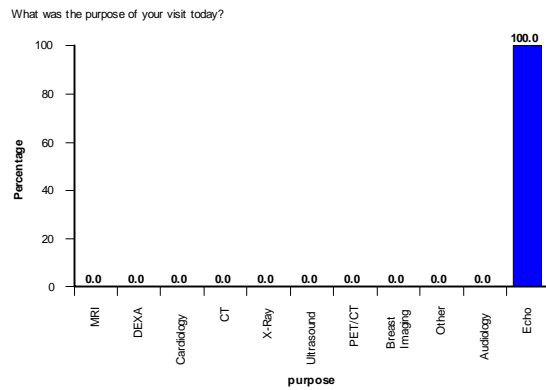
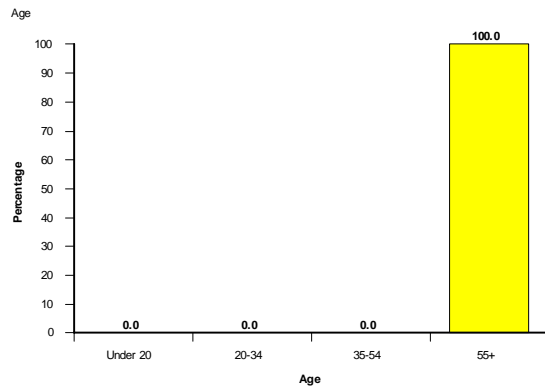
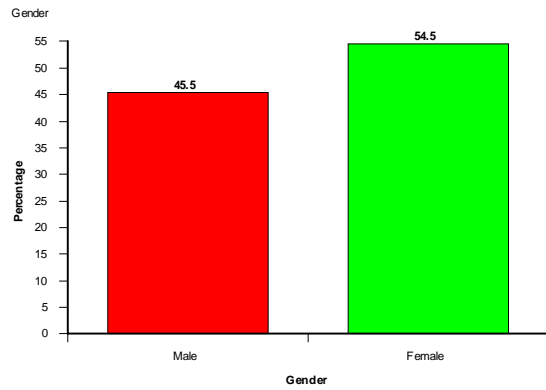


## Hinckley Comments

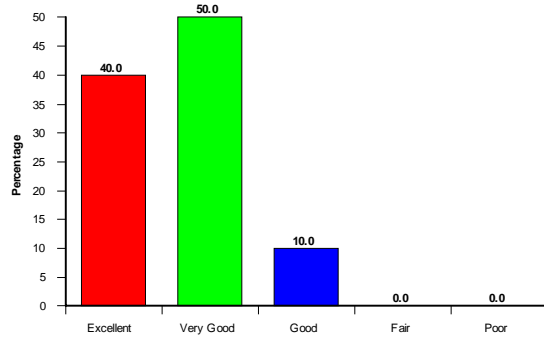
<b>Unit</b>	<b>Procedure Comments</b>
LHIN	ASK AT RECEPTION AND WAS SENT TO WRONG AREA.
LHIN	DID NOT FEEL AT EASE AFTER GOING TO WRONG HOSPITAL

<b>Unit</b>	<b>Additional Comments</b>
LHIN	I FELT VERY COMFORTABLE AND 'LOOKED AFTER'
LHIN	VERY HELPFUL

# Melton Mowbray Patient Satisfaction Survey Q4 2009 - 11 Responses

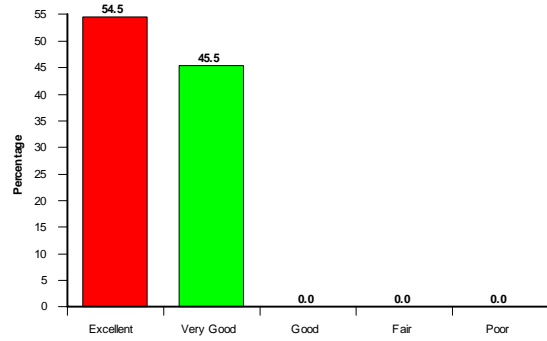


External appearance of the centre



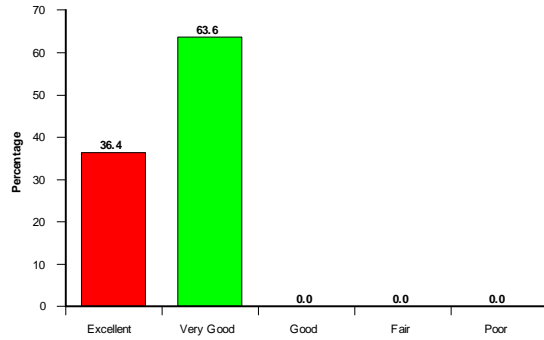
b1c

Decor & internal appearance of the centre



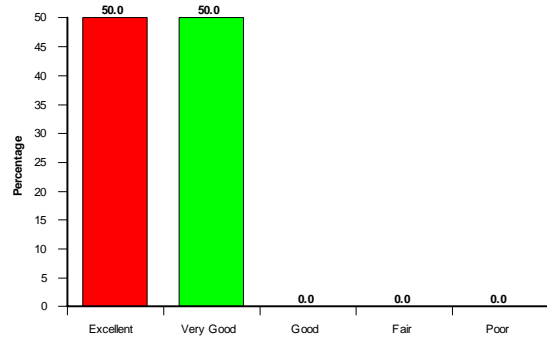
b2a

Comfort and surroundings of the waiting room



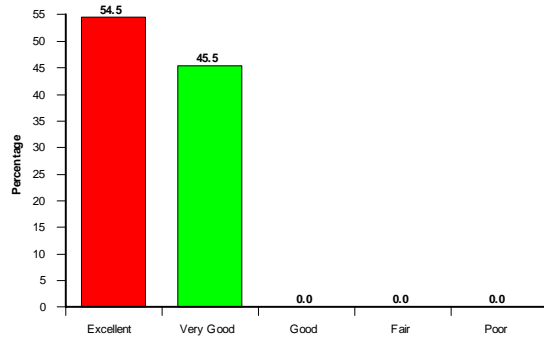
b2b

Facilities available (changing rooms, toilets etc)



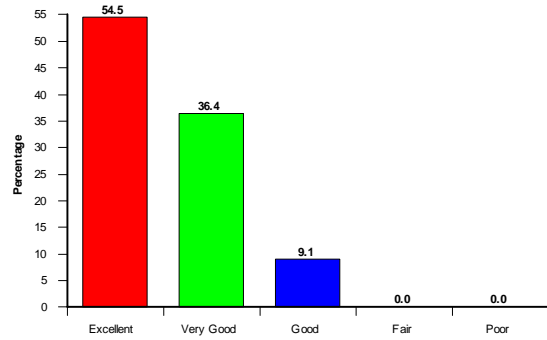
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Overall cleanliness and tidiness of the centre



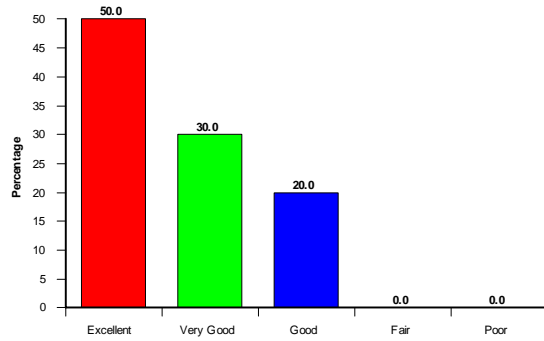
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Presentation of staff



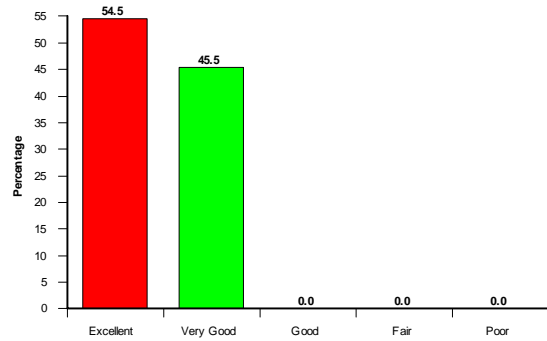
c2

Ease of identification of staff



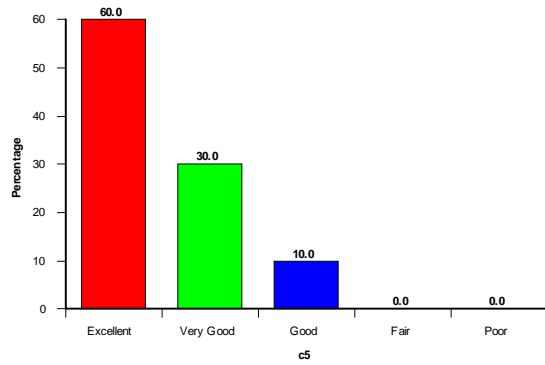
c3

Efficiency & courteousness of reception staff

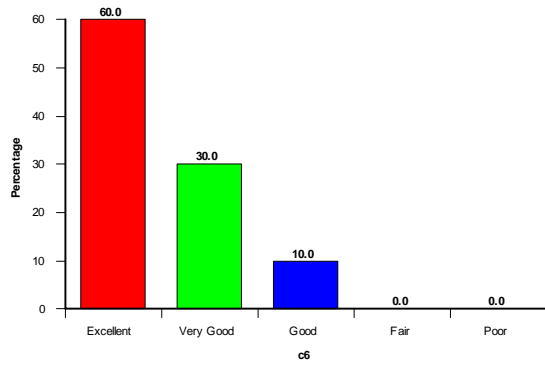


c4

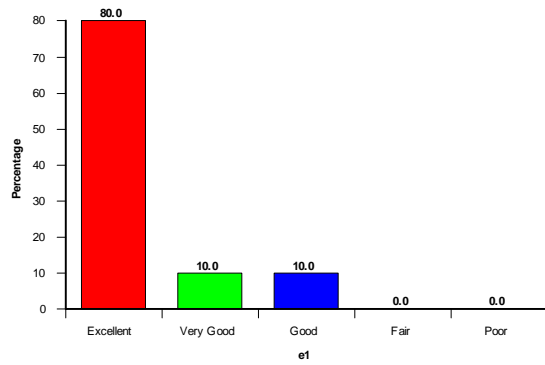
Efficiency & courteousness of imaging staff



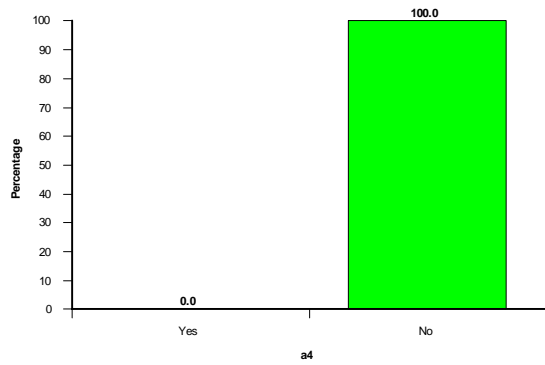
Staff knowledge & information provided



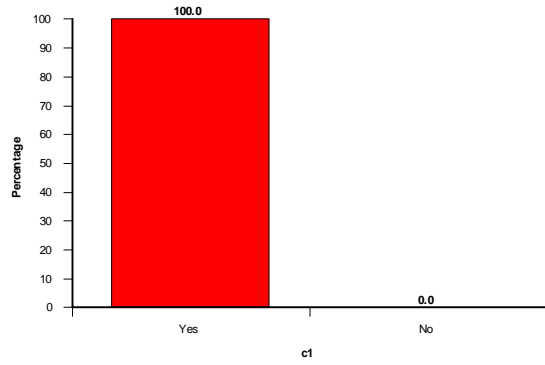
Please rate your overall satisfaction with the centre



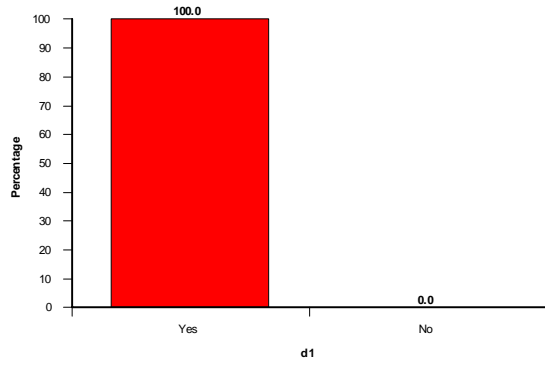
Did you have any concerns?



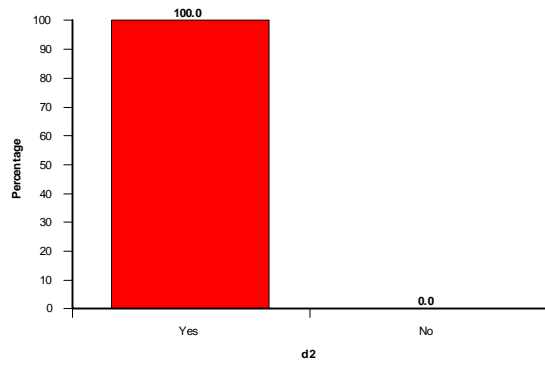
Were you made to feel comfortable throughout the procedure by the imaging staff?



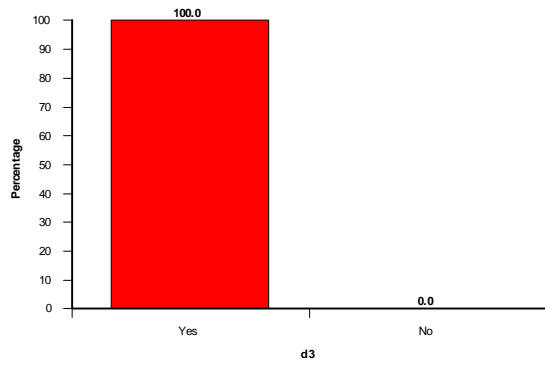
Did you feel the length of time you spent waiting for your test to be reasonable?



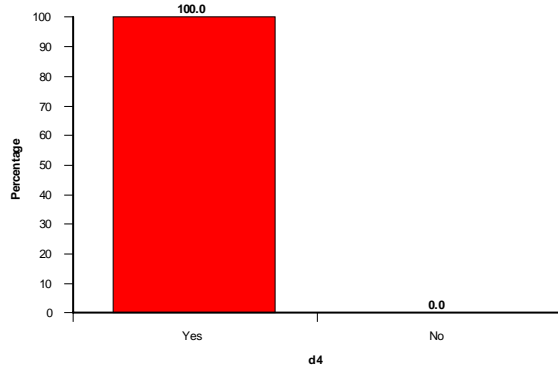
Did you feel at ease through your test?



Were your privacy & dignity needs met?



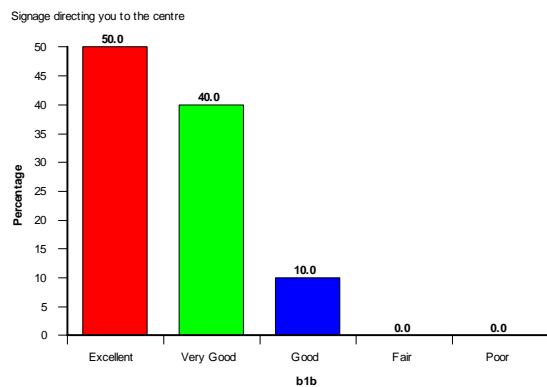
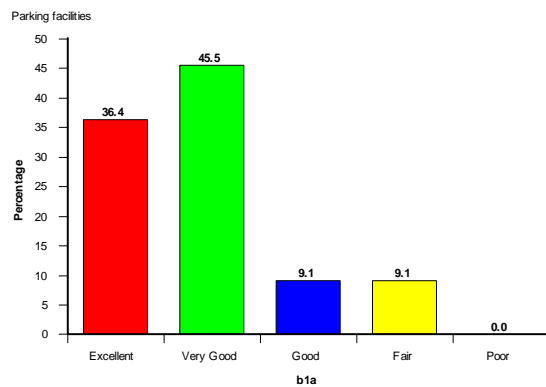
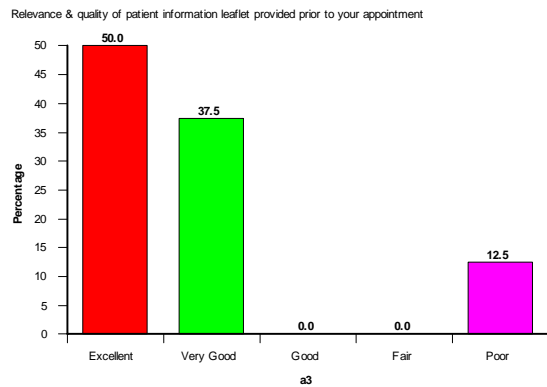
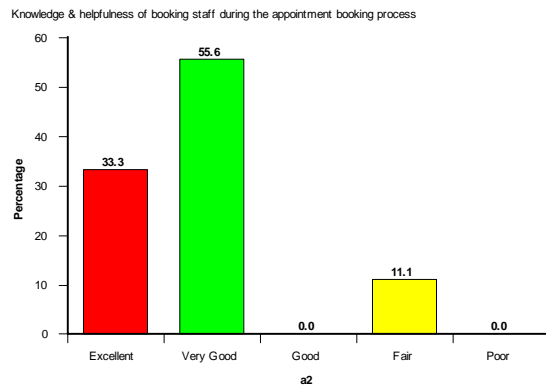
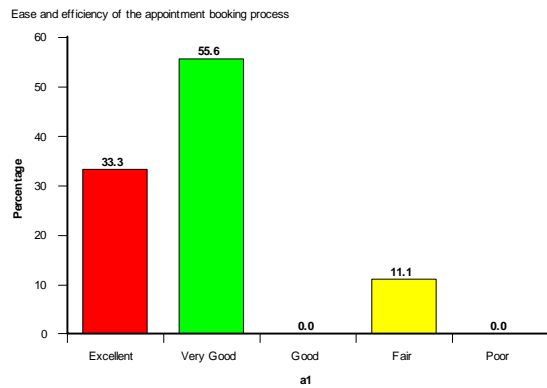
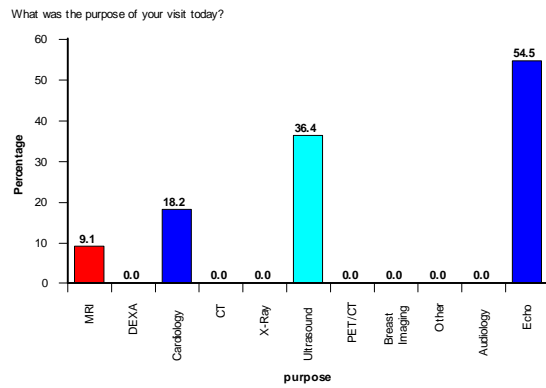
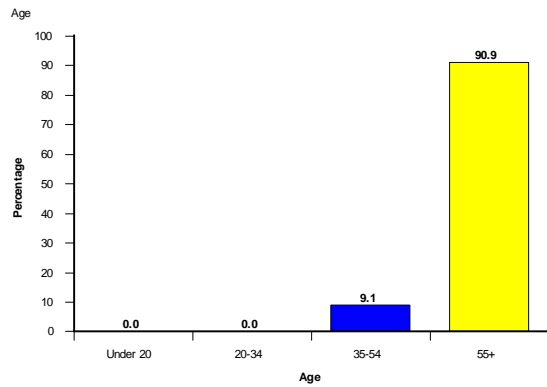
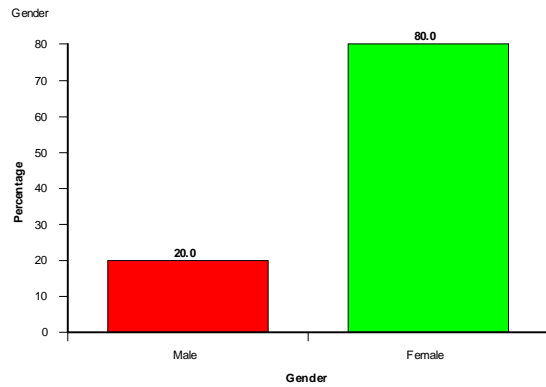
Were you told how you would find out the results of your scan?



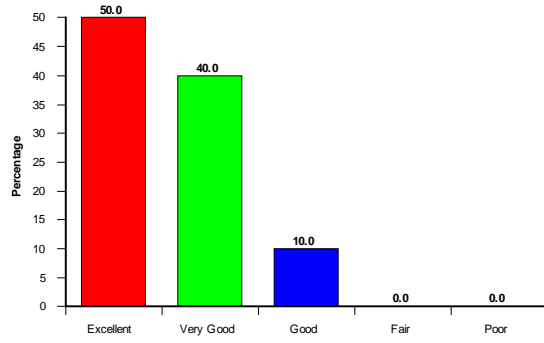
## Melton Mowbray Comments

Unit	Additional Comments
LMMU	COULD NOT FAULT MY TREATMENT AND CARE.
LMMU	FELT COMFORTABLE THROUGHOUT. NEW HOSPITAL (VERY CLEAN)
LMMU	FROM START TO FINISH IT WAS VERY GOOD,

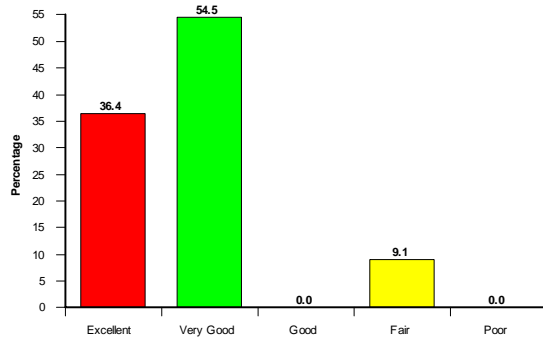
# Syston Patient Satisfaction Survey Q4 2009 - 11 Responses



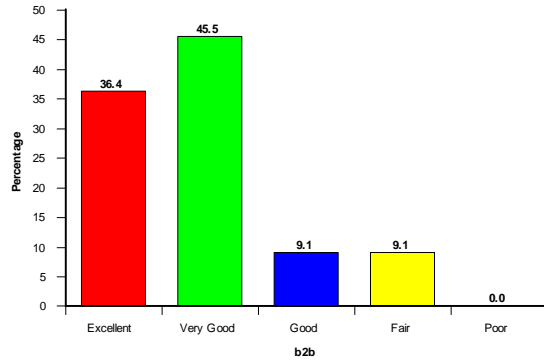
External appearance of the centre



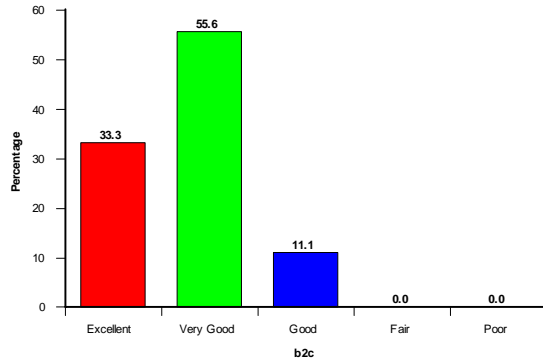
Decor & internal appearance of the centre



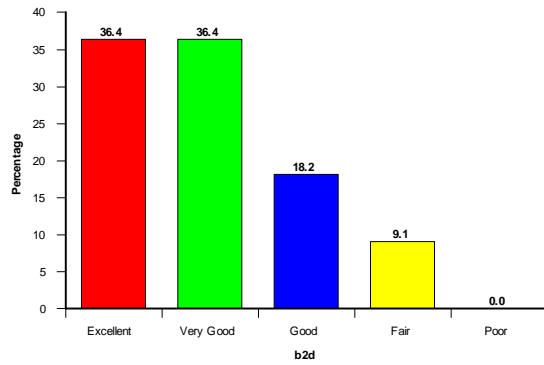
Comfort and surroundings of the waiting room



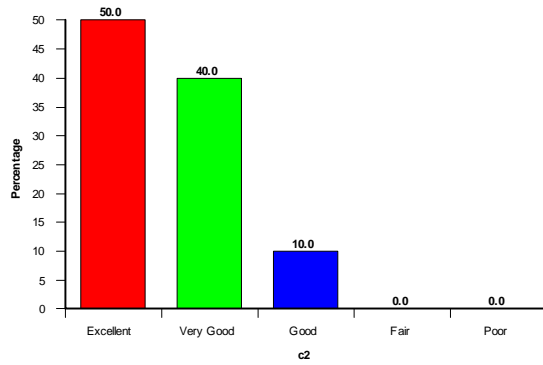
Facilities available (changing rooms, toilets etc)



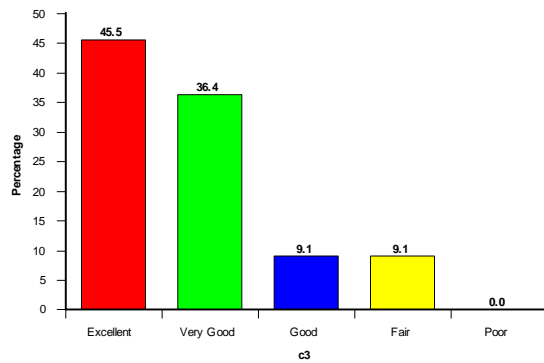
Overall cleanliness and tidiness of the centre



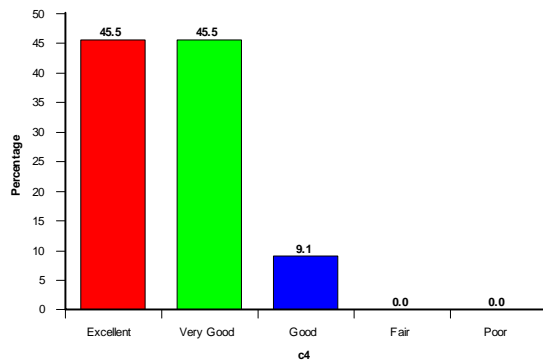
Presentation of staff



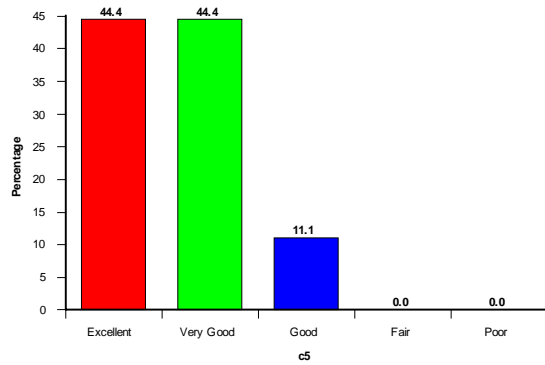
Ease of identification of staff



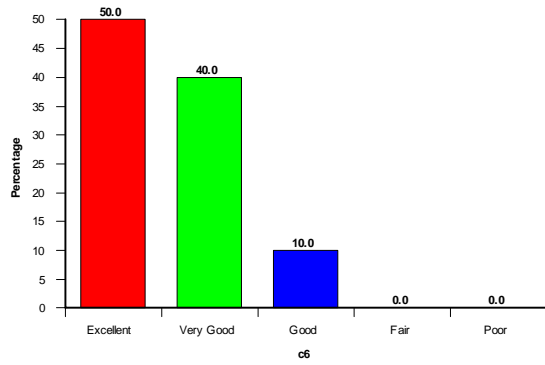
Efficiency & courteousness of reception staff



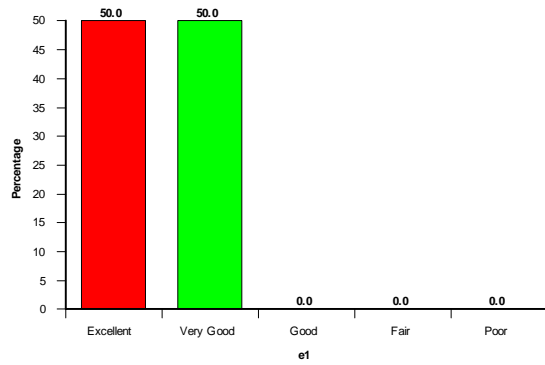
Efficiency & courteousness of imaging staff



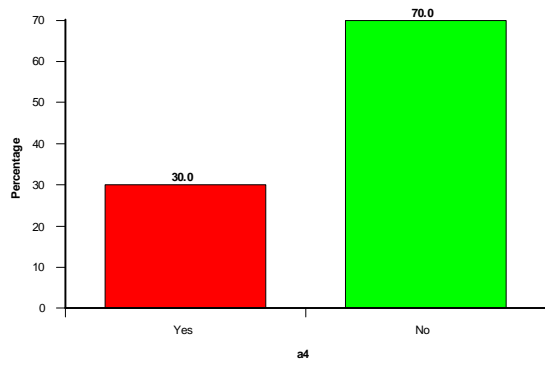
Staff knowledge & information provided



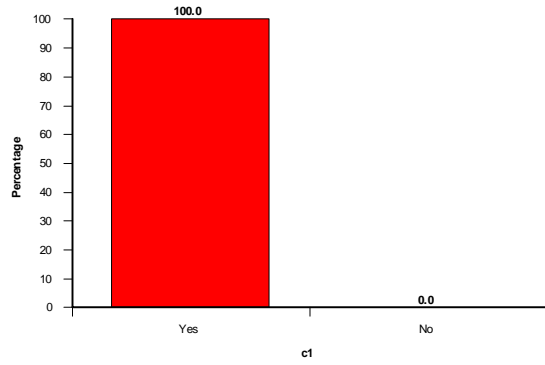
Please rate your overall satisfaction with the centre



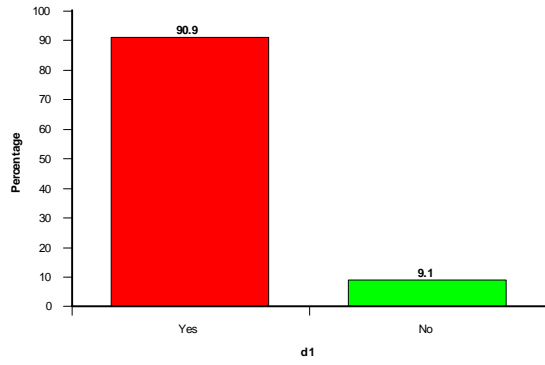
Did you have any concerns?



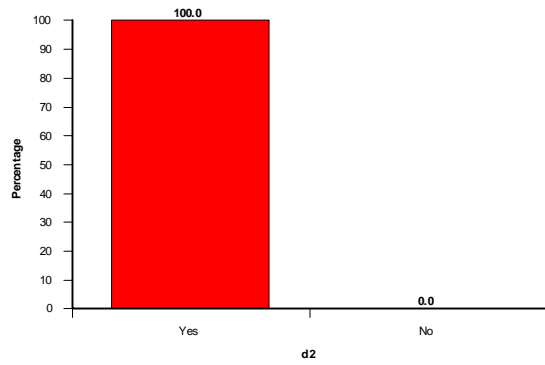
Were you made to feel comfortable throughout the procedure by the imaging staff?



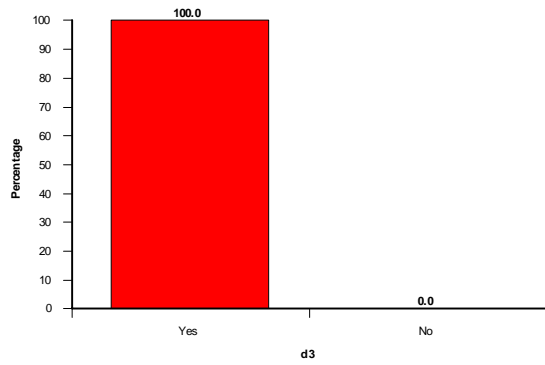
Did you feel the length of time you spent waiting for your test to be reasonable?



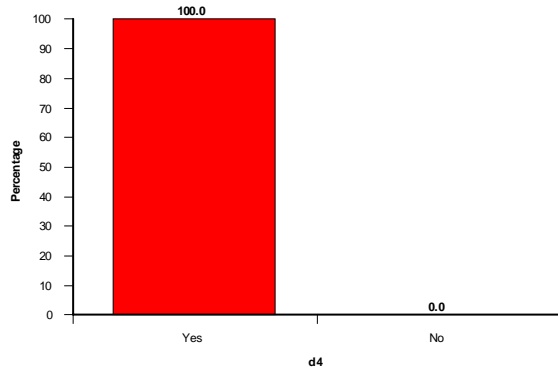
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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

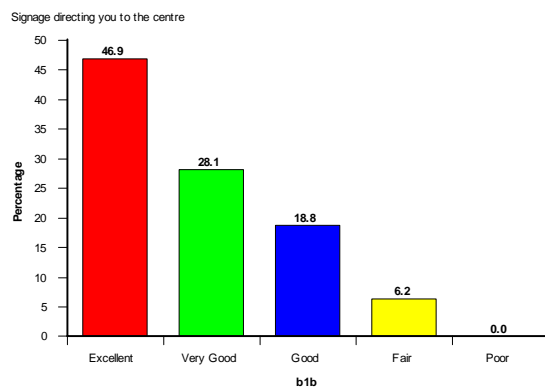
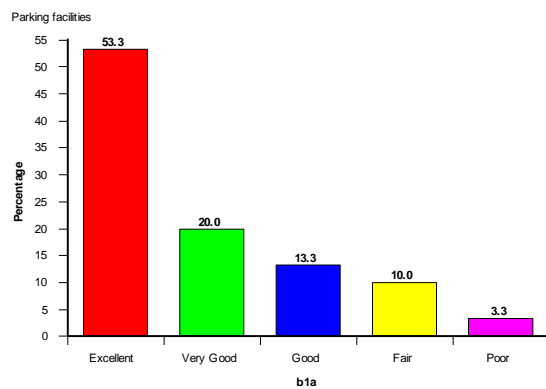
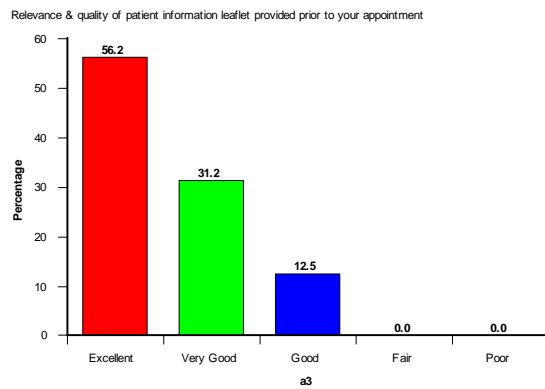
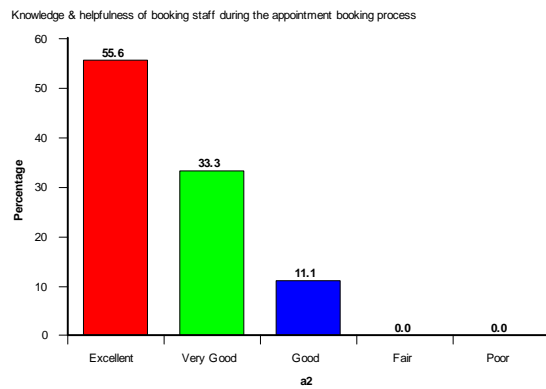
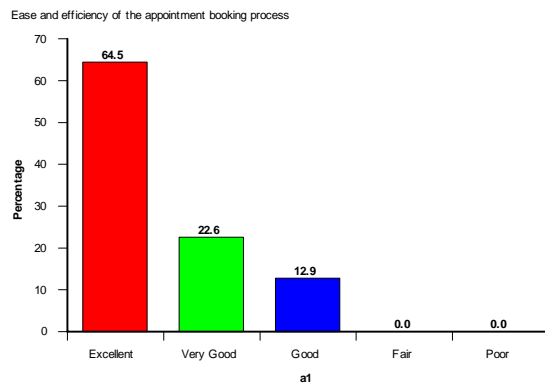
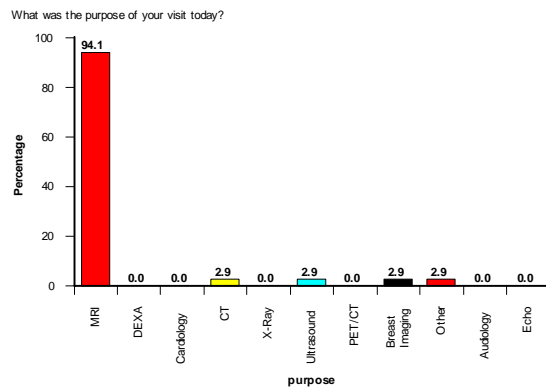
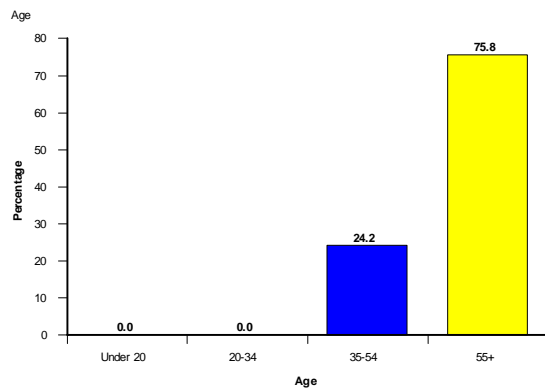
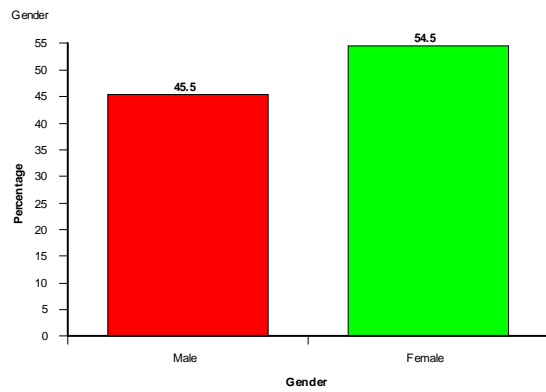


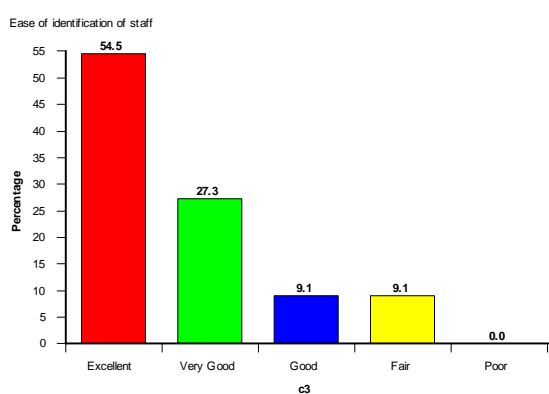
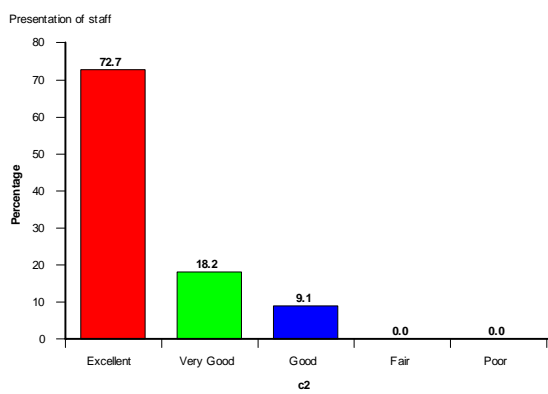
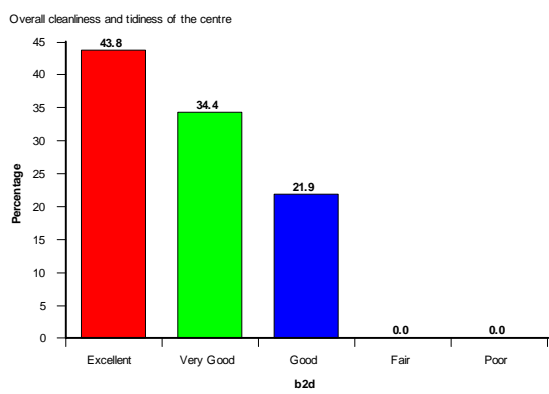
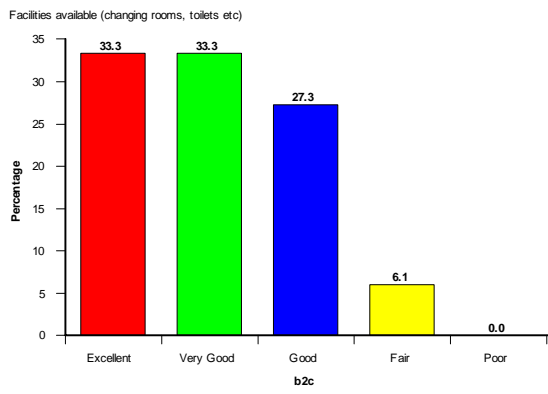
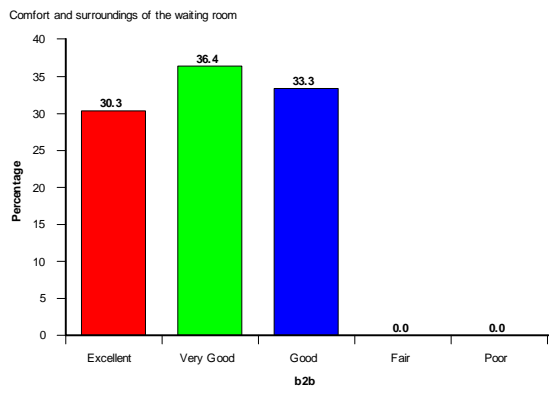
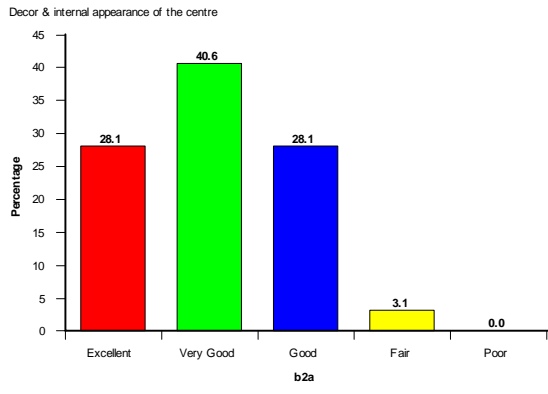
## System Comments

Unit	Appointment Comments
LSYS	I CALLED TO FIND OUT IF I COULD GET AN APPOINTMENT IN LO9UGHBOROUGH, CLOSER TO WHERE I LIVE.
LSYS	NO LETTER OF NOTIFICATION FOR APPOINTMENT.
LSYS	WHAT WOULD BE FOUND

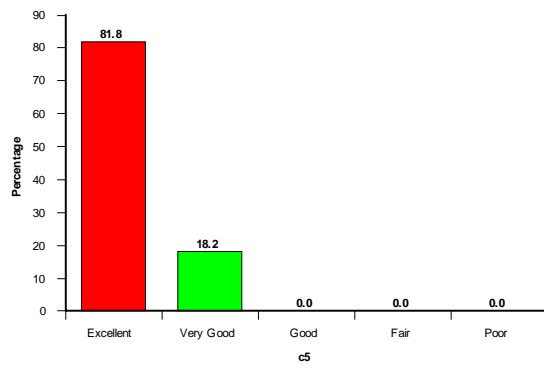
Unit	Additional Comments
LSYS	EVERYTHING WAS EXCELLENT
LSYS	STAFF RELUCTANT TO EXPLAIN MEANING AND ANALYSIS OF PROCEDURE - JUST MERELY REFERRED TO THE DOCTOR FOR EXPLANATION.

# Nottingham MRI Patient Satisfaction Survey Q4 2009 - 34 Responses

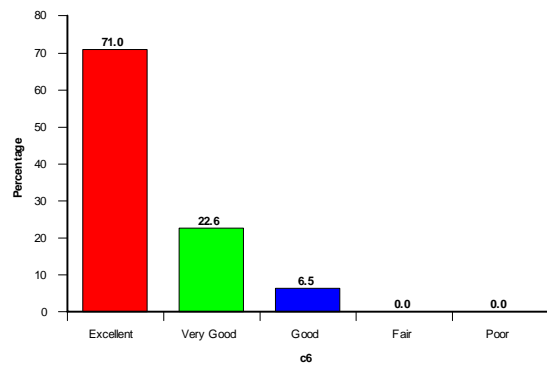




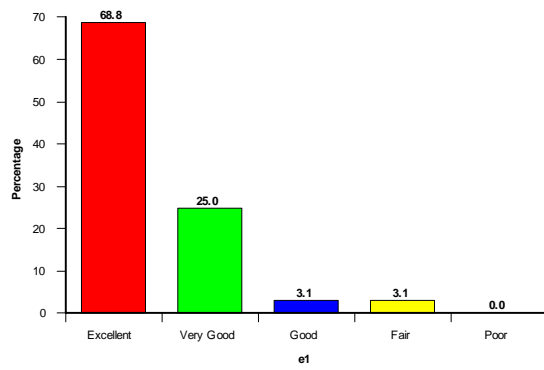
Efficiency & courteousness of imaging staff



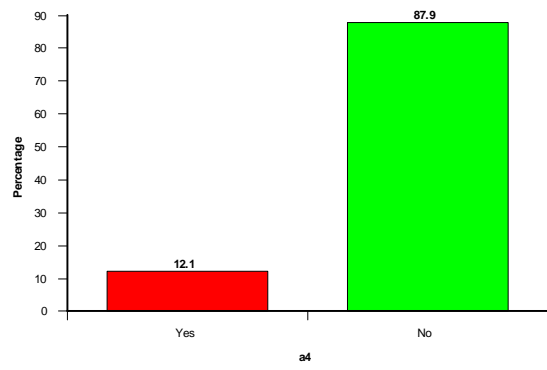
Staff knowledge & information provided



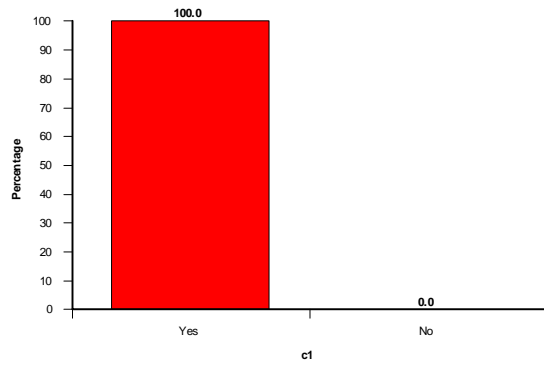
Please rate your overall satisfaction with the centre



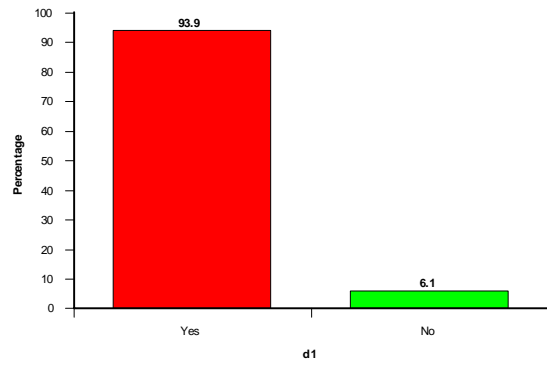
Did you have any concerns?



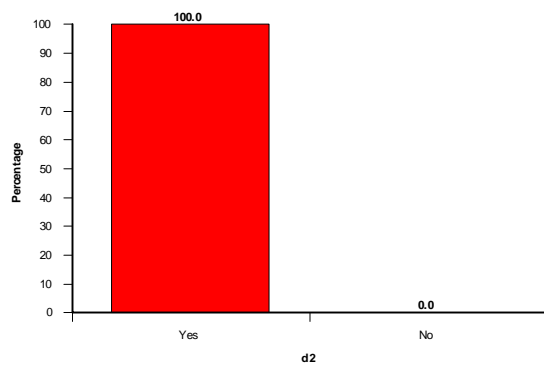
Were you made to feel comfortable throughout the procedure by the imaging staff?



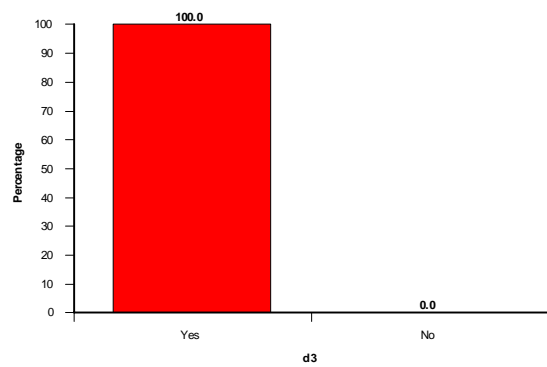
Did you feel the length of time you spent waiting for your test to be reasonable?



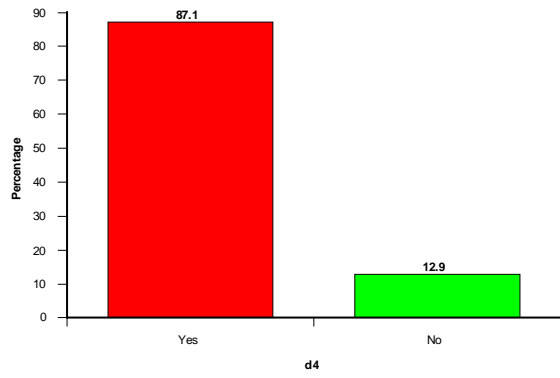
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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

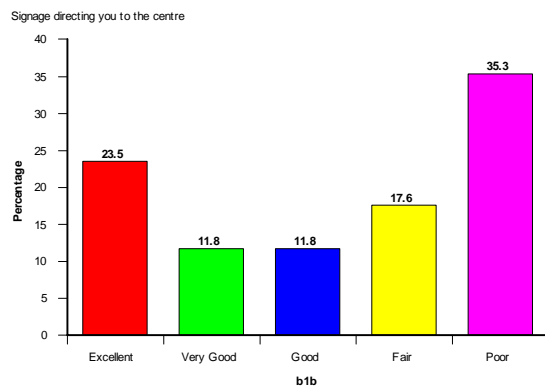
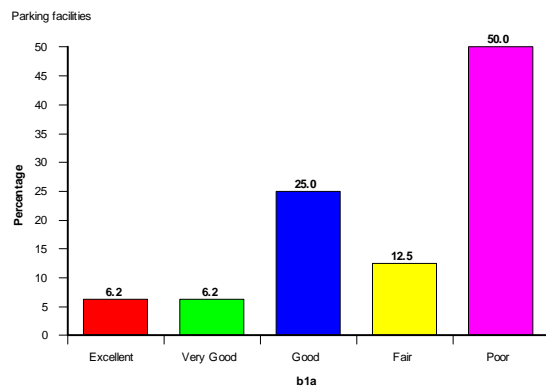
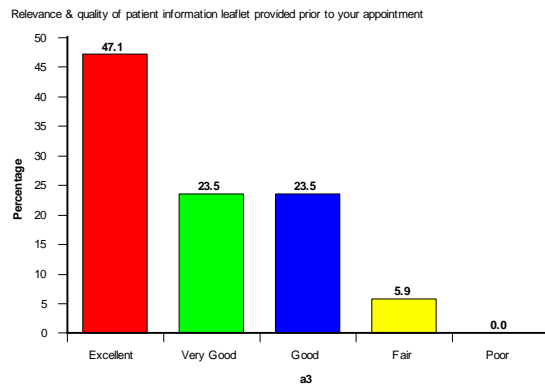
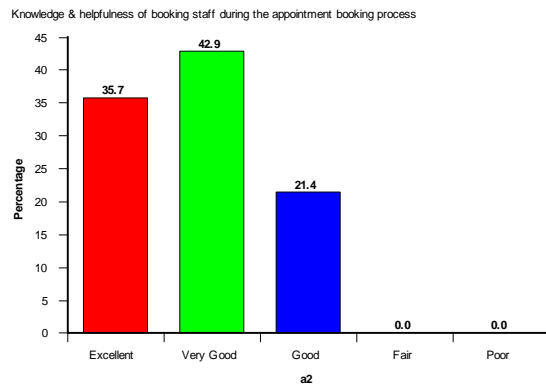
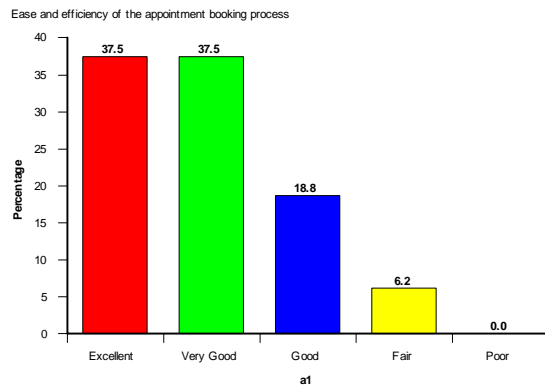
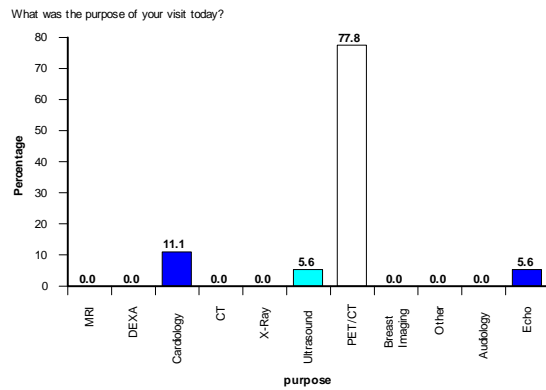
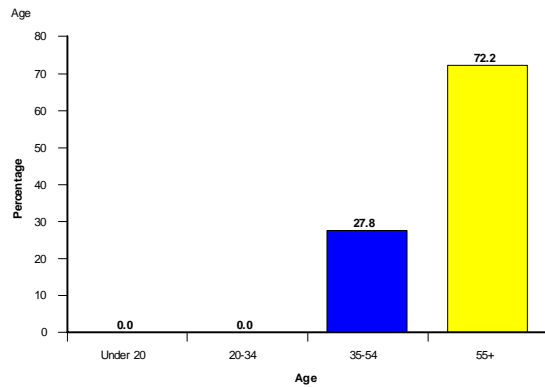
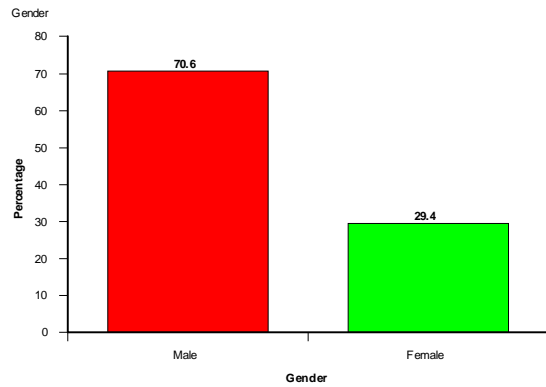


## Nottingham MRI Comments

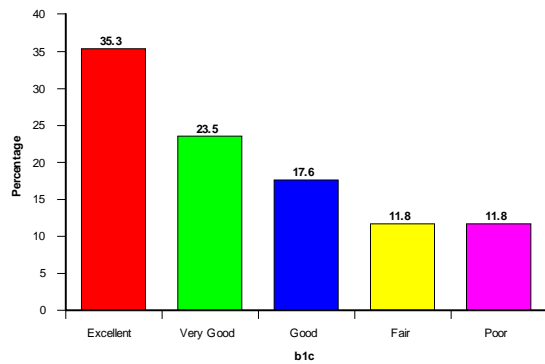
Unit	Appointment Comments
NOTM	CLAUSTROPHOBIA
NOTM	LONG DELAY
NOTM	THE BOOKING WAS MADE WITHOUT MY KNOWLEDGE AND SO IT WAS RATHER A SURPRISE WHEN I WAS TOLD.
NOTM	TIMINGS/BUT STOPS FOR THE MEDILINK BUS. ENCLOSING A MEDILINK BUS LEAFLET WOULD BE HELPFUL.

Unit	Additional Comments
NOTM	FROM ARRIVAL TO DEPARTURE I HAD THE BEST TREATMENT AND FELT LIKE AN INDIVIDUAL IN A CARING ENVIRONMENT.
NOTM	I WAS LOOKED AFTER VERY WELL. THANK YOU
NOTM	IMPOSSIBLE FOR ANYONE WHO IS THE SLIGHTEST BIT CLAUSTROPHOBIC.
NOTM	IT WOULD BE NICE FOR THE BARRIER CONTROL TO BE ILLUMINATED AT NIGHT.
NOTM	RE DI: ALTHOUGH I DO APPRECIATE THAT EMERGENCY CASES NEED TO TAKE PRIORITY!
NOTM	STAFF VERY GOOD
NOTM	THE BEST DEP TO VISIT IN THE CITY HOSP.
NOTM	THE DOCTOR, MRI STAFF WERE EXCELLENT, AND MADE WHAT WAS FOR ME A TRAUMATIC EXPERIENCE AS COMFORTABLE AS POSSIBLE.
NOTM	THE IS MY SECOND MRI SCAN WHICH WAS VERY GOOD BUT THE FIRST ONE WAS POOR IN COMPARISON.
NOTM	THE MACHINE NURSE WAS GOOD BUT ALTHOUGH ADVISING ME THE MACHINE WOULD BE EASY, I WISH SHE COULD HAVE DESCRIBED THE NOISE IN DETAIL IT WAS SURPRISINGLY DISTURBING.
NOTM	THE RADIOLOGIST WAS VERY KIND.
NOTM	THROUGH NO FAULT OF THE STAFF IT WAS 1.25 HRS AFTER MY APPOINTMENT TIME, THAT I WAS FINALLY SEEN.
NOTM	VERY EFFICIENT AND STAFF VERY UNDERSTANDING AND KIND. PLEASANTLY SURPRISED BY VERY HELPFUL SUPPORT/LEAFLETS/BOOKLETS ETC.

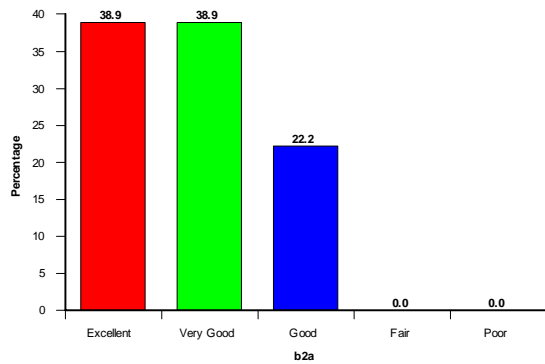
# Nottingham Pet/CT Patient Satisfaction Survey Q4 2009 - 18 Responses



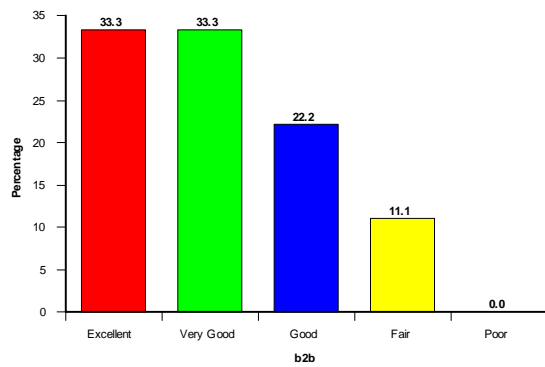
External appearance of the centre



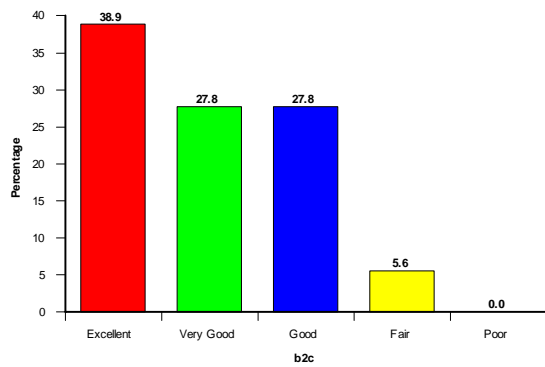
Decor & internal appearance of the centre



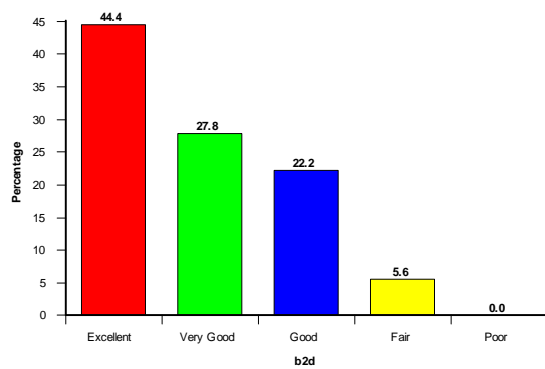
Comfort and surroundings of the waiting room



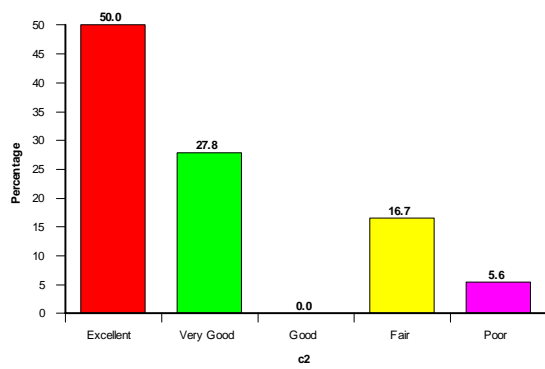
Facilities available (changing rooms, toilets etc)



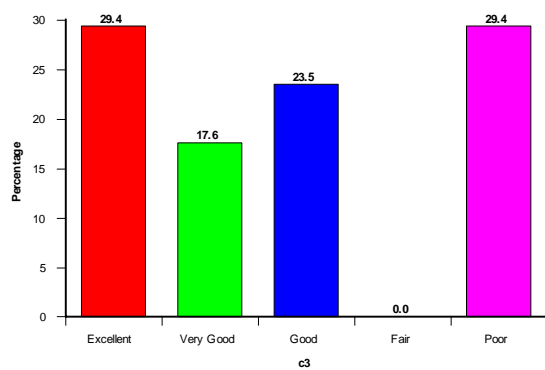
Overall cleanliness and tidiness of the centre



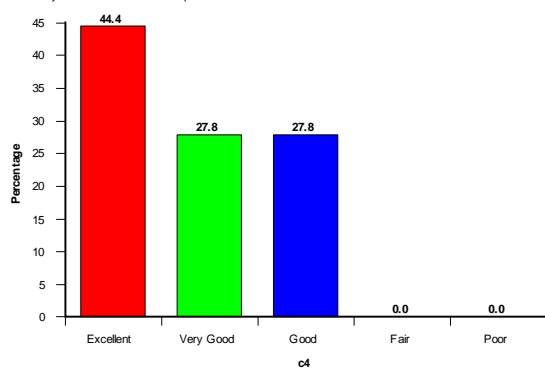
Presentation of staff



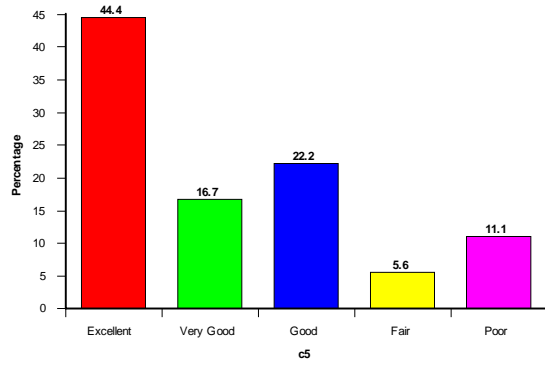
Ease of identification of staff



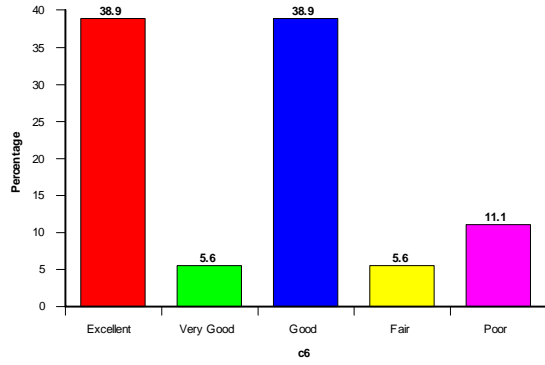
Efficiency & courteousness of reception staff



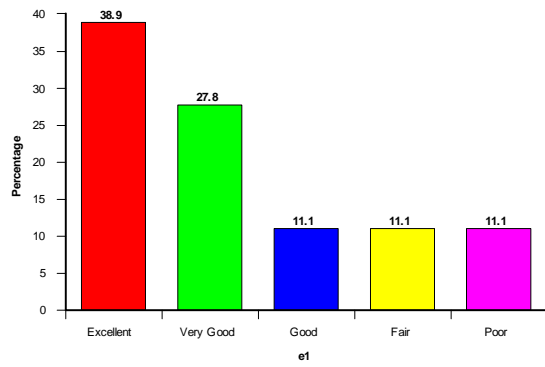
Efficiency & courteousness of imaging staff



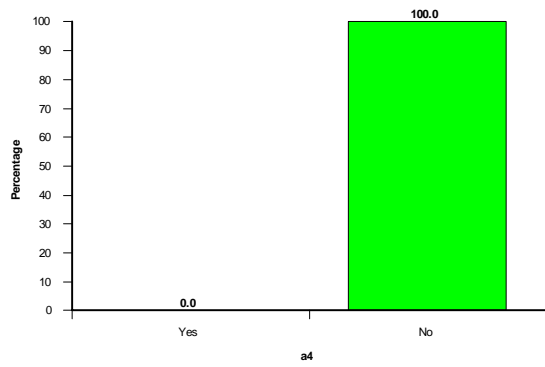
Staff knowledge & information provided



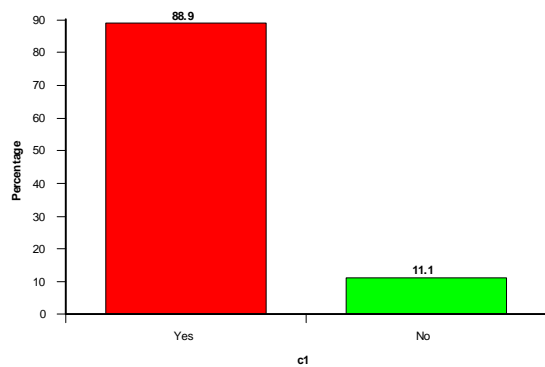
Please rate your overall satisfaction with the centre



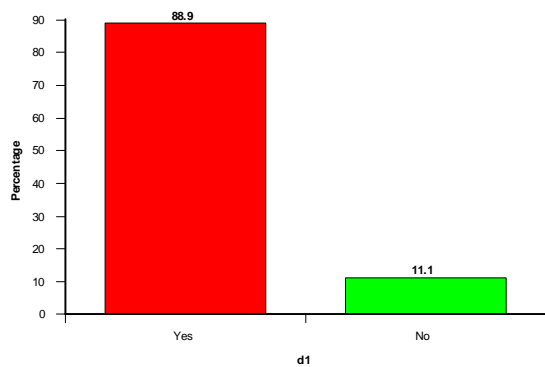
Did you have any concerns?



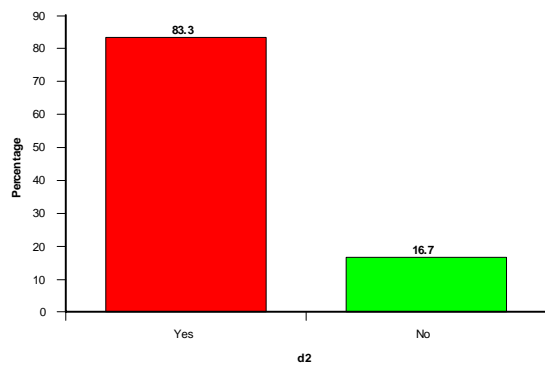
Were you made to feel comfortable throughout the procedure by the imaging staff?



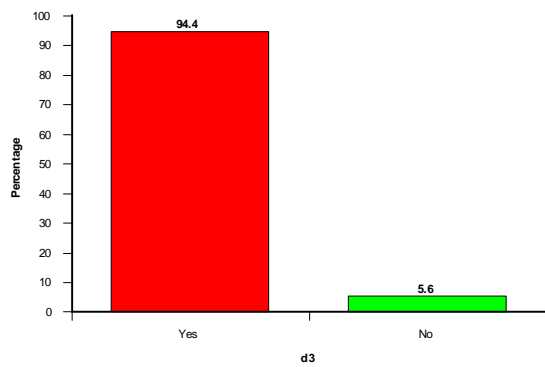
Did you feel the length of time you spent waiting for your test to be reasonable?



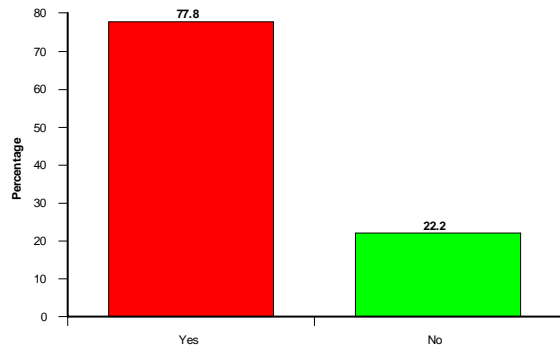
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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



d4

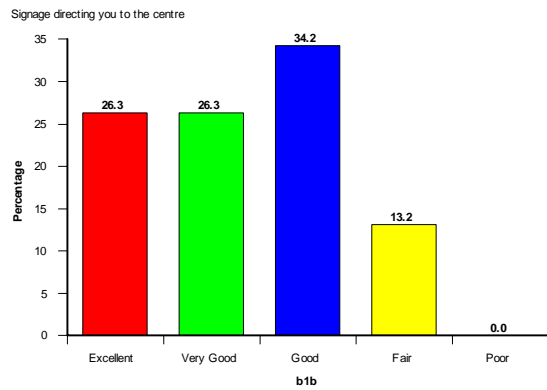
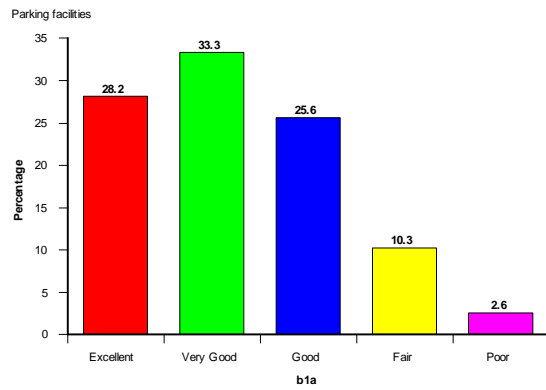
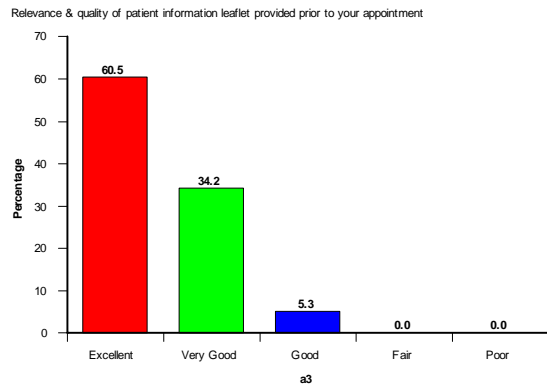
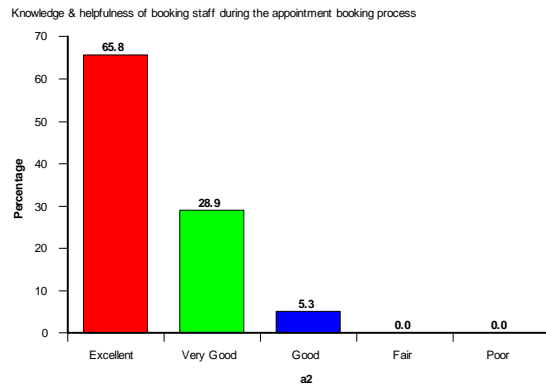
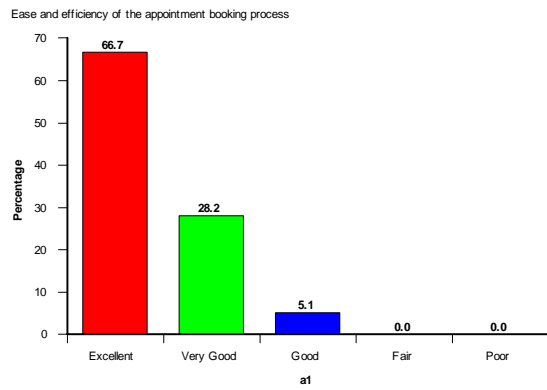
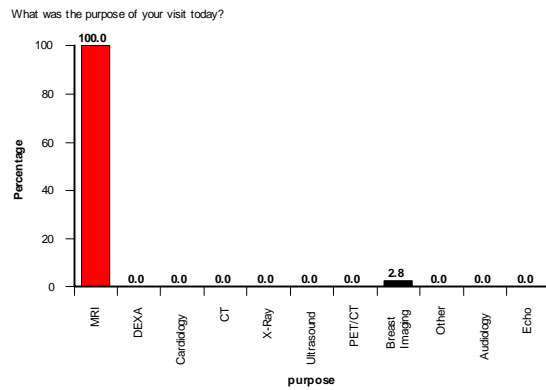
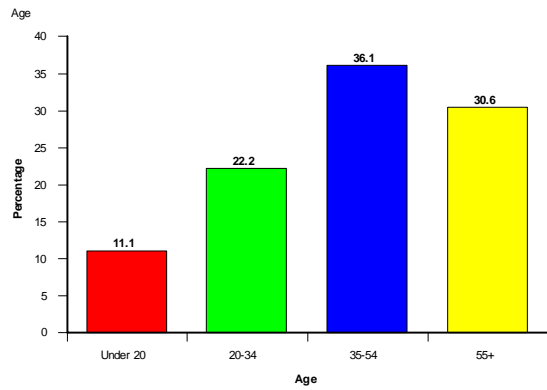
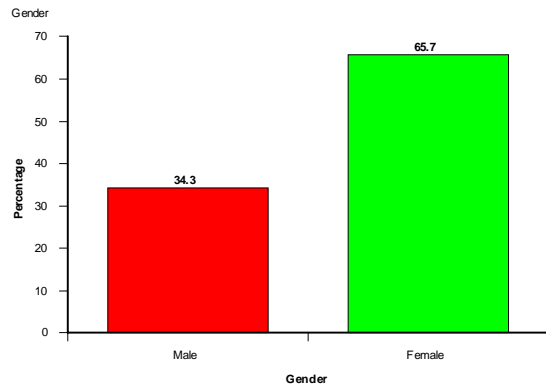
## Nottingham Pet/CT Comments

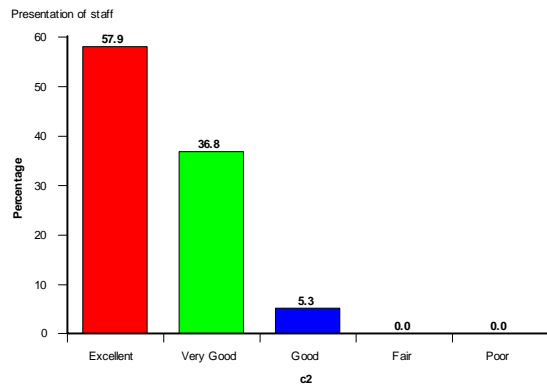
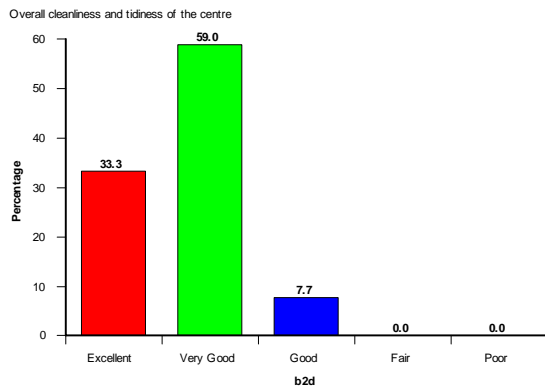
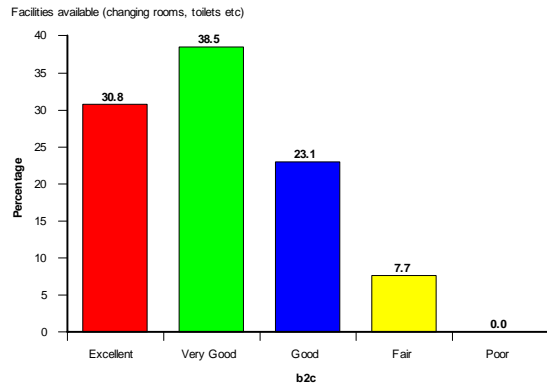
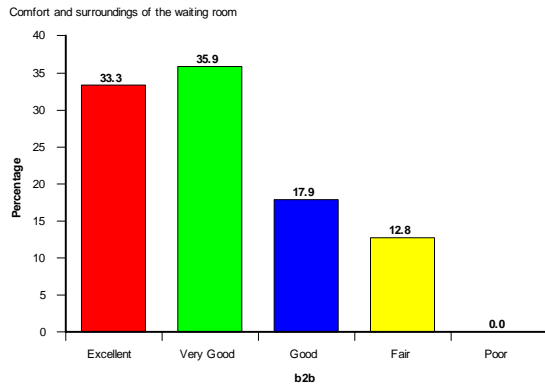
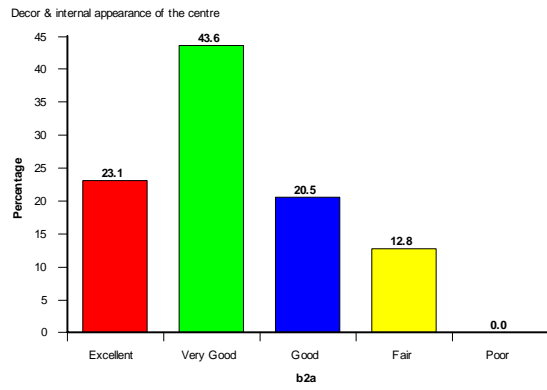
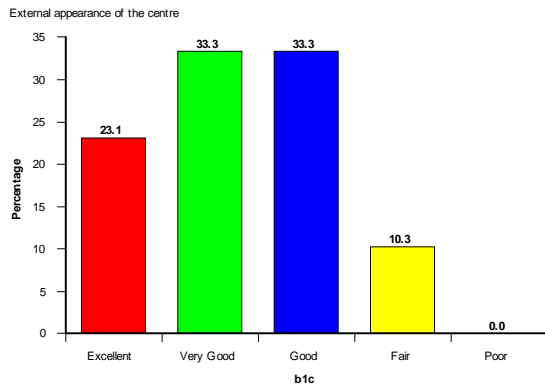
Unit	Appointment Comments
NOTP	WOULD HAVE BEEN USEFUL TO KNOW WHAT IS MEANT BY LOOSE CLOTHING, AND HOW MUCH WATER TO DRINK.

Unit	Procedure Comments
NOTP	NECK AND KNEES NOT PROPERLY SUPPORTED, SO PAINFUL. TECHNICIAN BRUSQUE AND 'BARKNIG' TO THE POINT OF RUDENESS.

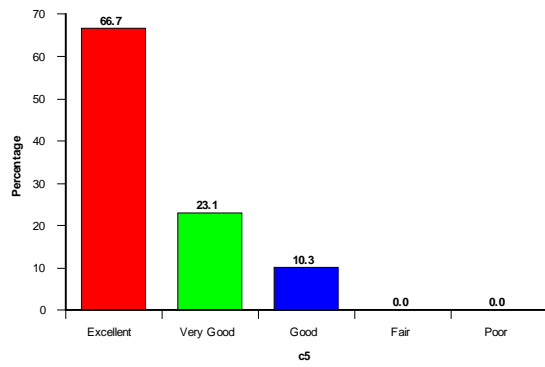
Unit	Additional Comments
NOTP	COULDN'T HAVE THE SCAN BECAUSE THEY DIDN'T HAVE MY INJECTION. MALE MEMBER OF STAFF WAS RUDE.
NOTP	DISABLED SPACES TAKEN UP BY NON DISABLED CARS. STAFF NOT INTERESTED.
NOTP	I DID GET VERY COLD DURING ACTUAL SCAN
NOTP	IT WAS NOT CARRIED OUT IN A MANNER THOUGHTFUL TO ME - TREATED AS JUST A 'PACKAGE' TO ME MAN HANDLED.
NOTP	MY FATHER CANNOT REMEMBER MUCH, BUT MAY HAVE BEEN SITTING UNCOMFORTABLY FOR AN HOUR RATHER THAN LYING DOWN. HE WOULD HAVE PREFERRED TO LIE DOWN BUT MAY NOT HAVE REALISED THAT HE COULD.
NOTP	STAFF MORE INTERESTED IN DRINKING COFFEE. ONE VERY LOUD FEMALE STAFF MEMBER HEARD THROUGHOUT TEST BUT NOT SEEN TO DESCRIBE.

# Sandwell Patient Satisfaction Survey Q4 2009 - 39 Responses

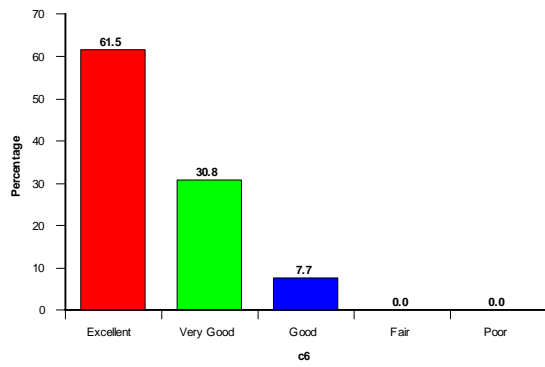




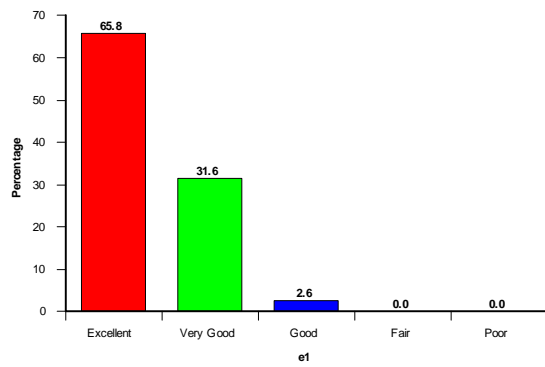
Efficiency & courteousness of imaging staff



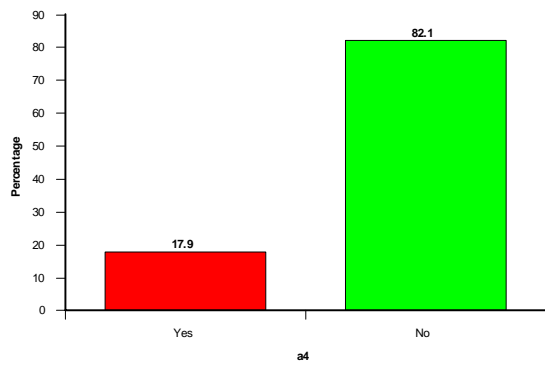
Staff knowledge & information provided



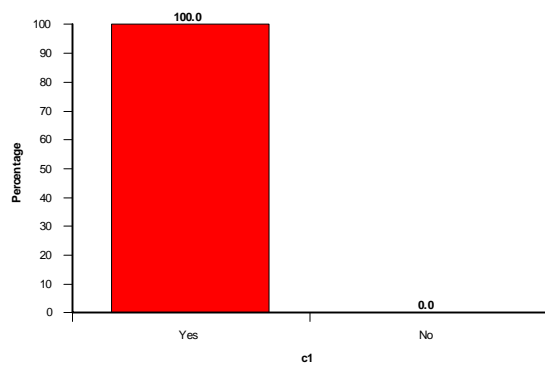
Please rate your overall satisfaction with the centre



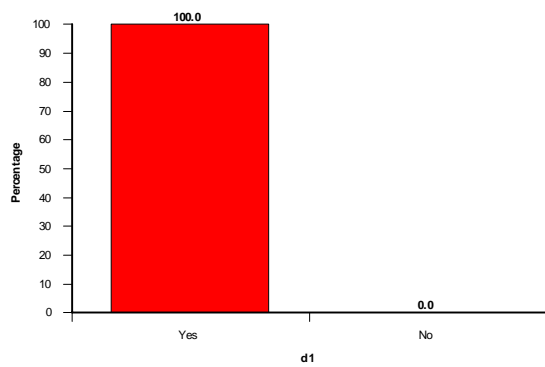
Did you have any concerns?



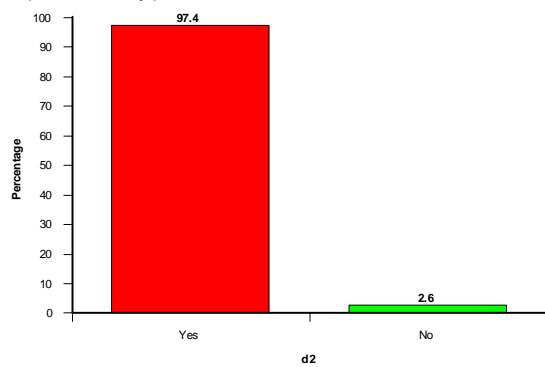
Were you made to feel comfortable throughout the procedure by the imaging staff?



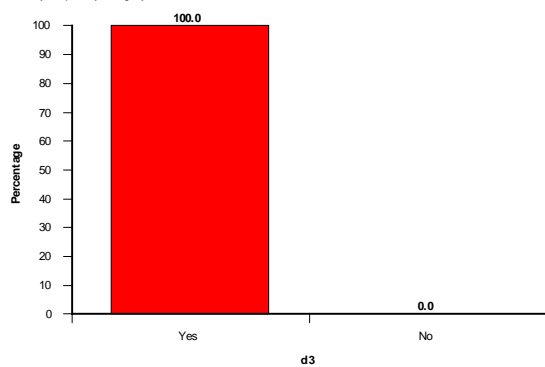
Did you feel the length of time you spent waiting for your test to be reasonable?



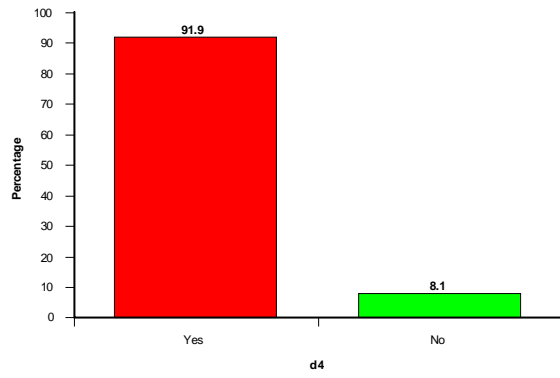
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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



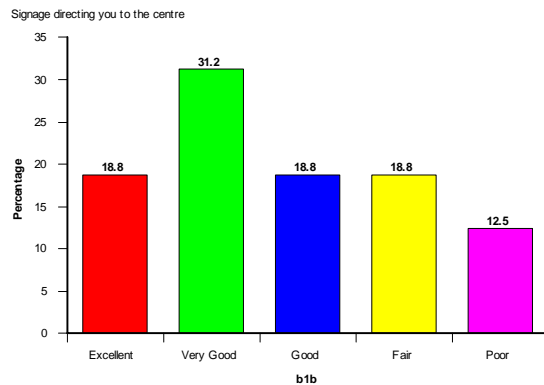
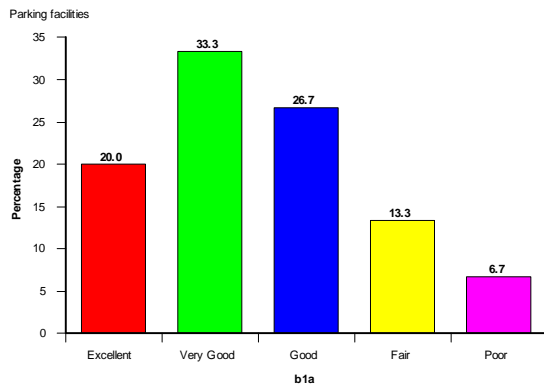
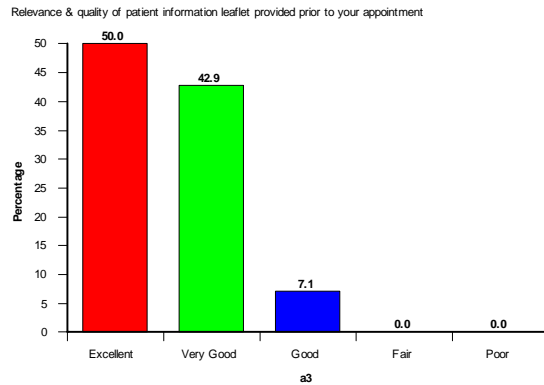
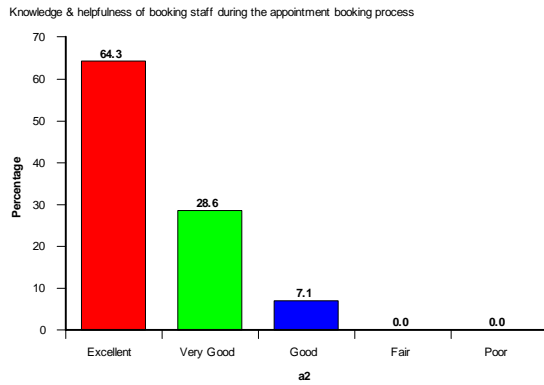
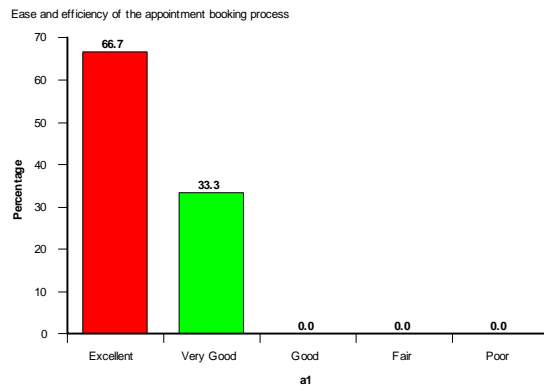
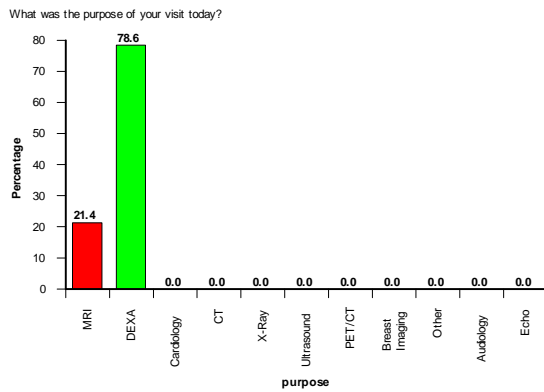
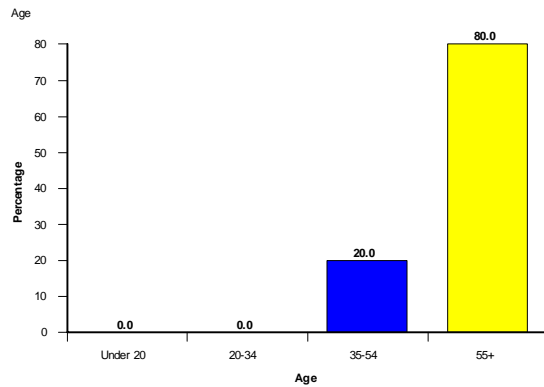
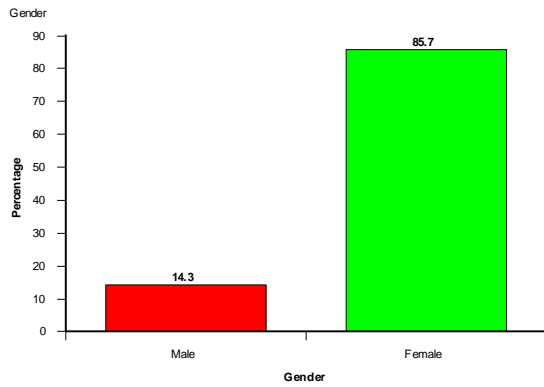
## Sandwell Comments

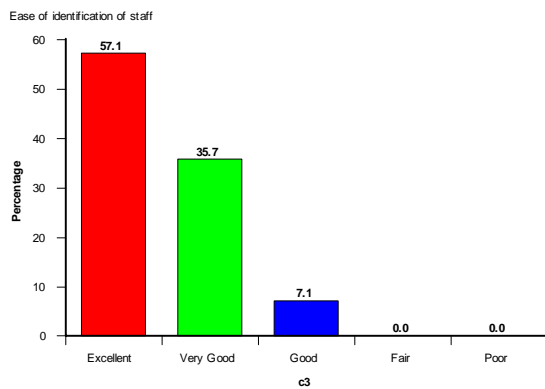
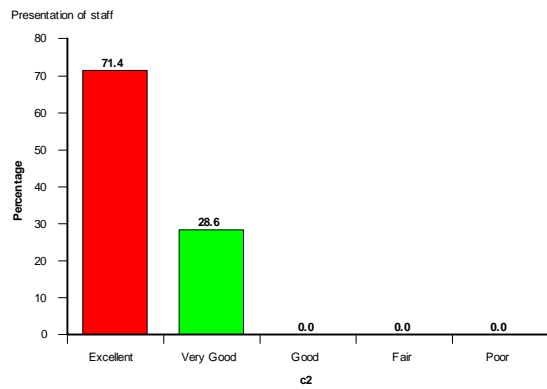
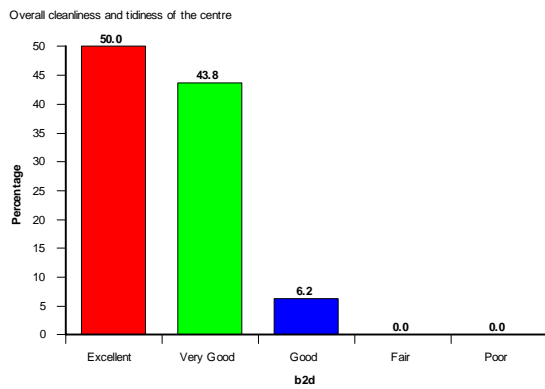
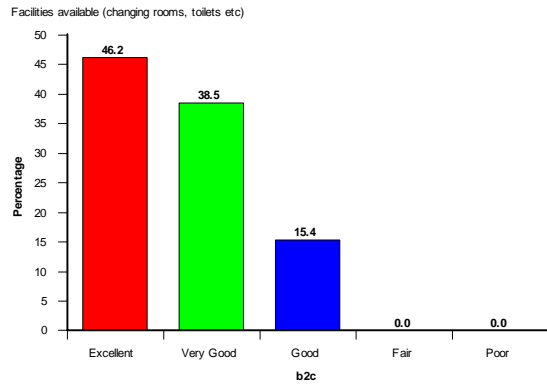
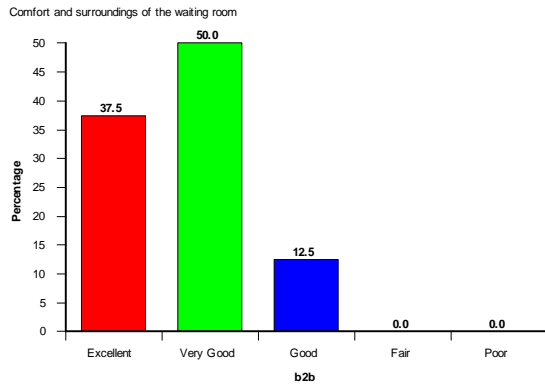
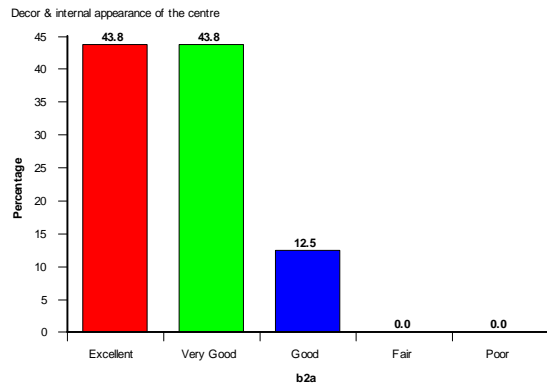
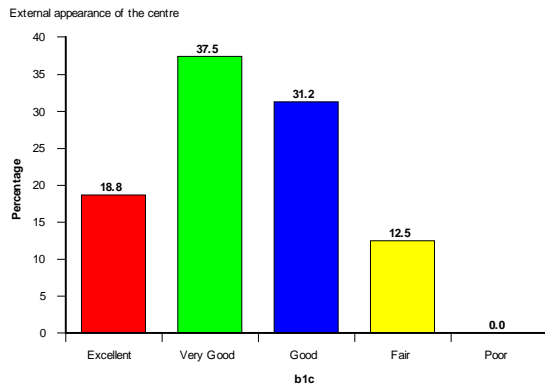
Unit	Appointment Comments
SAND	VERY ANXIOUS AND WORRIED ABOUT BEING.
SAND	WAS WORRIED ABOUT BEING CLAUSTROPHOBIC
SAND	WAS WORRIED ABOUT BEING CLAUSTROPHOBIC
SAND	WAS WORRIED ABOUT BEING CLAUSTROPHOBIC

Unit	Procedure Comments
SAND	I AM A BIT CLAUSTROPHOBIC

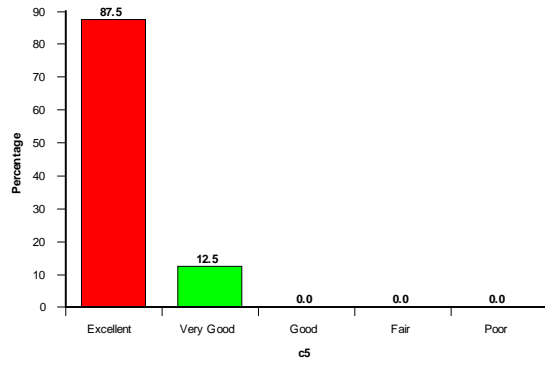
Unit	Additional Comments
SAND	EXCELLENT SERVICE.
SAND	EXCELLENT STAFF, EXCELLENT ATTITUDE - WELL DONE.
SAND	MADE TO FEEL AT EASE - RECEPTION VERY HELPFUL.
SAND	MADE TO FEEL AT EASE AND MORE ENJOYABLE EXPERIENCE THAT I THOUGHT.
SAND	MADE TO FEEL AT EASE, VERY PLEASED WITH ALL MEMBERS OF STAFF, ESPECIALLY RECEPTION.
SAND	NOT HAVING TO PAY FOR PARKING WAS GOOD.
SAND	PERFECT
SAND	RECEPTION STAFF WERE VERY FRIENDLY AND HELPFUL
SAND	RECEPTION STAFF WERE VERY FRIENDLY AND HELPFUL WHEN ASKING QUESTIONS - V GOOD
SAND	STAFF VERY EFFICIENT AND PLEASANT, SIGNAGE TO UNIT NEEDS ADDRESSING.
SAND	STAFF, FRIENDLY AND HELPFUL, WAITING ROOM COULD DO WITH SOME PAINT AND NEW CARPET.
SAND	THANK YOU FOR YOUR HELP AND KINDNESS
SAND	THE COURTESY SHOWN TO ME AND THE TIME TAKEN TO EXPLAIN TO MY SON WAS EXCELLENT.
SAND	THE NURSE WHO DID THE SCAN WAS OUTSTANDING, SECOND TO NONE, I WAS HELPED FROM THE BED AND TO THE CUBICLE.
SAND	VERY CLEAN AND STAFF HAD GOOD ATTITUDE WITH PATIENT CARE.
SAND	VERY GOOD SERVICE, VERY IMPRESSED WITH THE WHOLE SERVICE AND THE MANNER AND COMMUNICATION OF STAFF.
SAND	VERY PERSONAL - SURPRISED WITH THE SERVICE I RECEIVED - THANKS
SAND	VERY PLEASED WITH THE CARE PROVIDED AND WAS IN AND OUT WITHIN 30 MINS. THANK YOU
SAND	VERY PROFESSIONAL AND EFFICIENT
SAND	WAS WORRIED BUT MADE TO FEEL COMFORTABLE BY THE STAFF V GOOD.
SAND	WHAT MORE CAN YOU SAY?

# Sussex Patient Satisfaction Survey Q4 2009 - 16 Responses

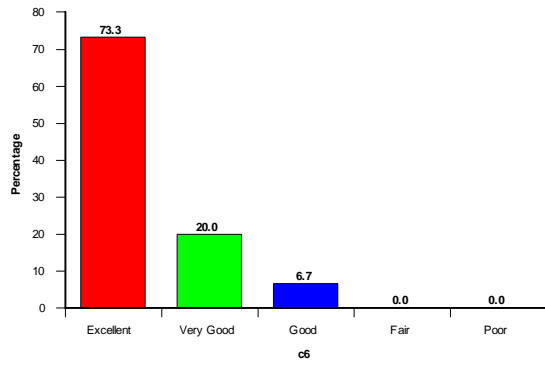




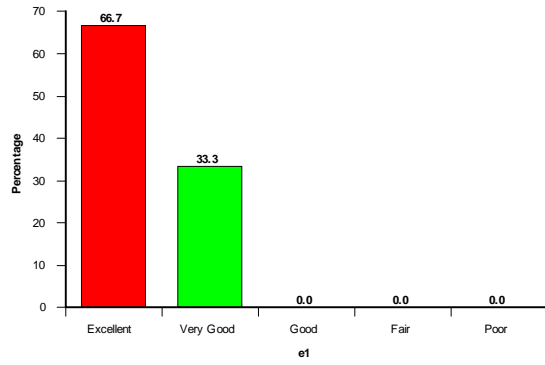
Efficiency & courteousness of imaging staff



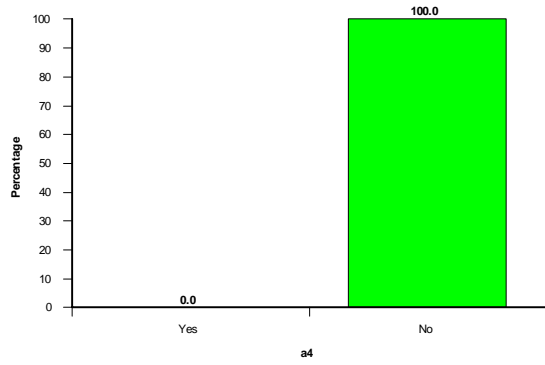
Staff knowledge & information provided



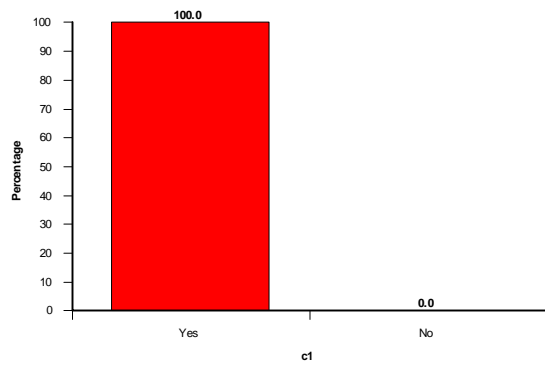
Please rate your overall satisfaction with the centre



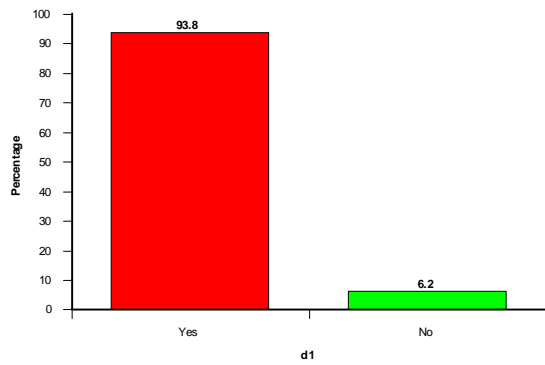
Did you have any concerns?



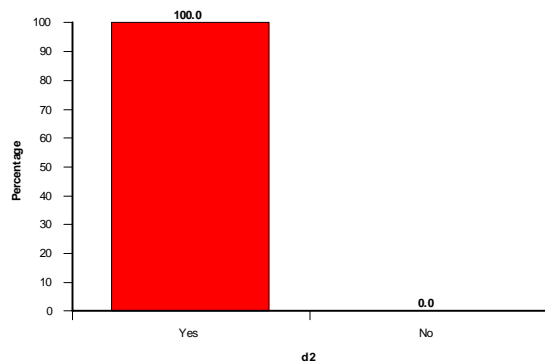
Were you made to feel comfortable throughout the procedure by the imaging staff?



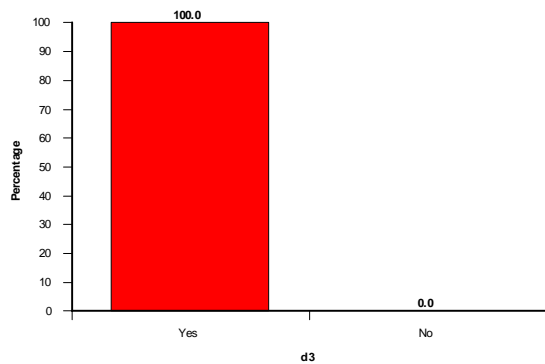
Did you feel the length of time you spent waiting for your test to be reasonable?



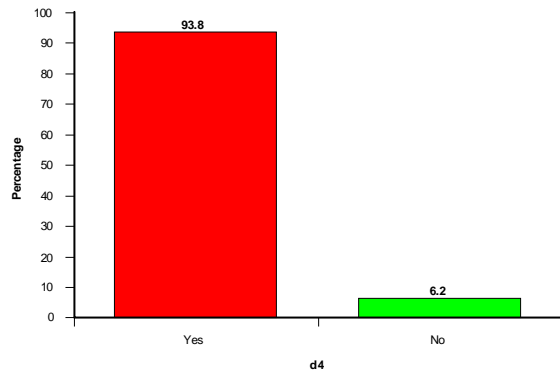
Did you feel at ease through your test?



Were your privacy & dignity needs met?



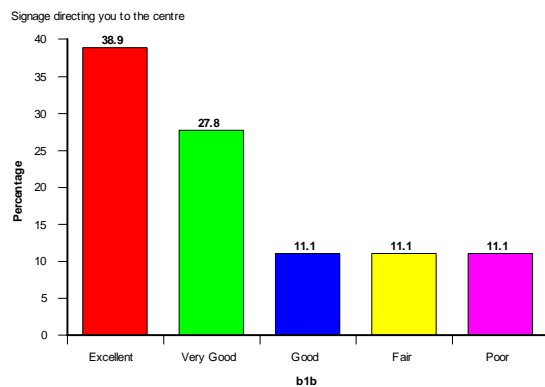
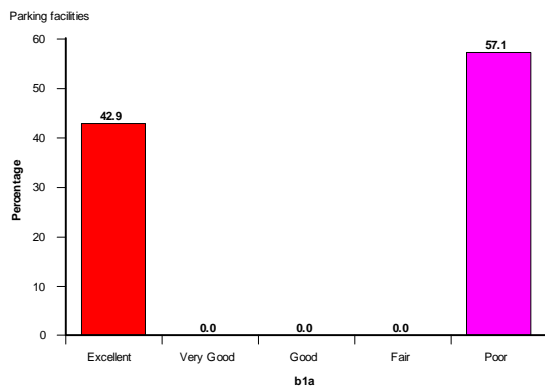
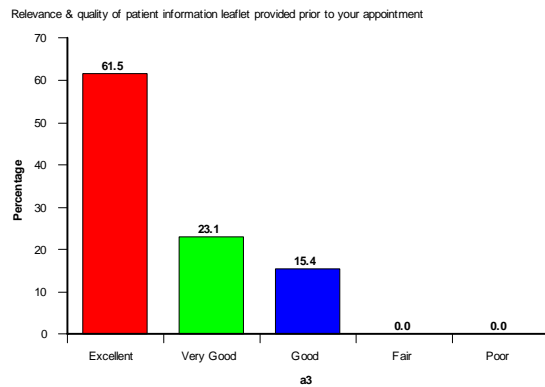
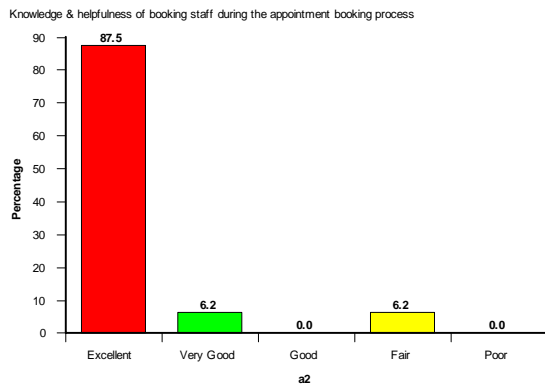
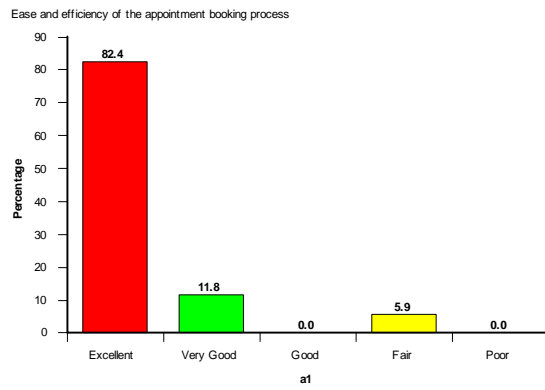
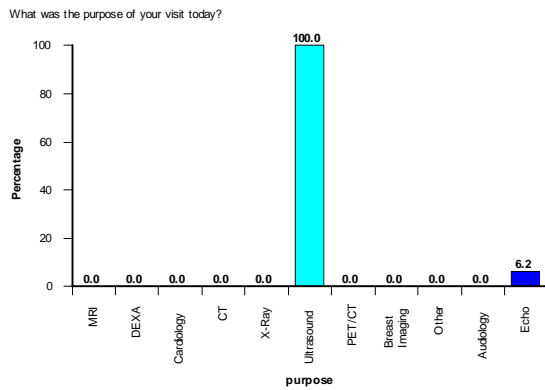
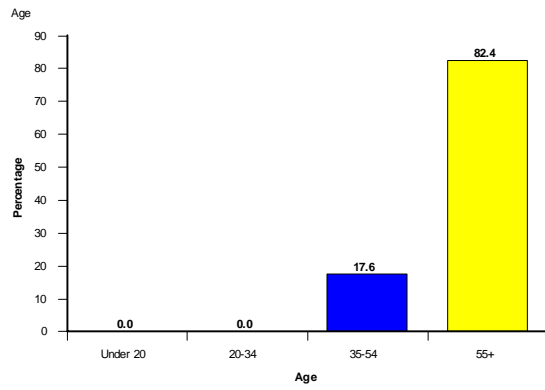
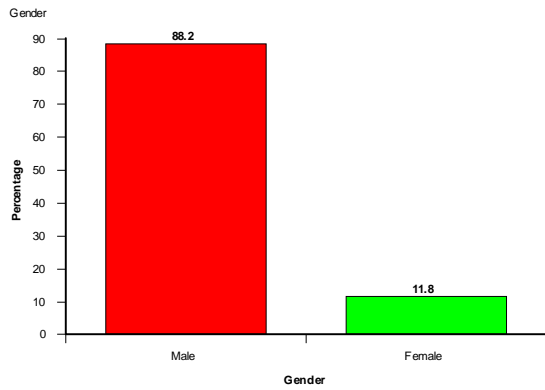
Were you told how you would find out the results of your scan?



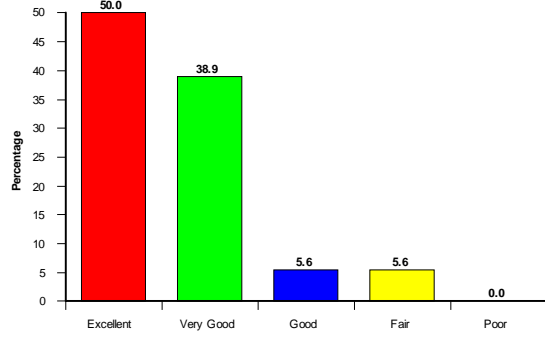
## Sussex Comments

Unit	Additional Comments
SUSS	AS INDICATED ABOVE, OVERALL VERY IMPRESSIVE FACILITIES, STAFF AND 'SYSTEM'
SUSS	BRILLIANT
SUSS	DONE WTH CHARMING EFFICIENCY AND PUNCTUALITY.
SUSS	GREAT
SUSS	I WAS DEALT WITH IN A VERY PLEASANT AND COURTEOUS MANNER
SUSS	THE LADY SCANNING ME WAS MORE THAN HELPFUL.

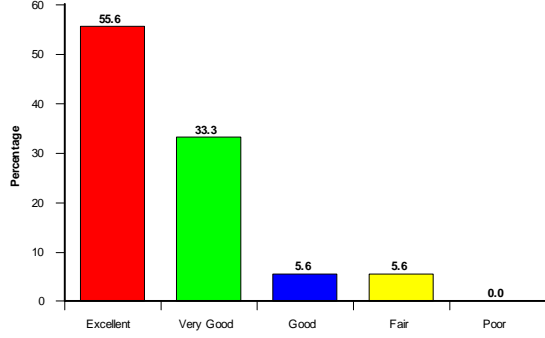
# Vincent Medical Patient Satisfaction Survey Q4 2009 – 18 Responses



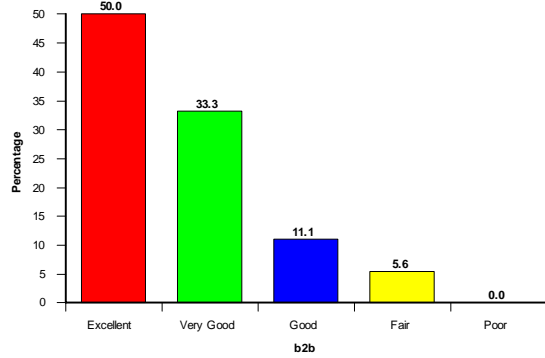
External appearance of the centre



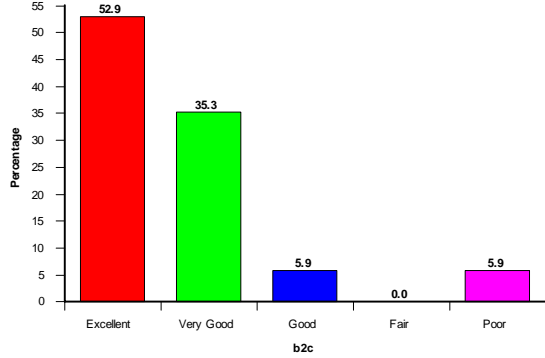
Decor & internal appearance of the centre



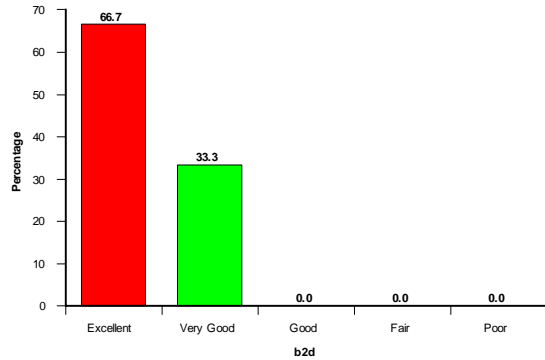
Comfort and surroundings of the waiting room



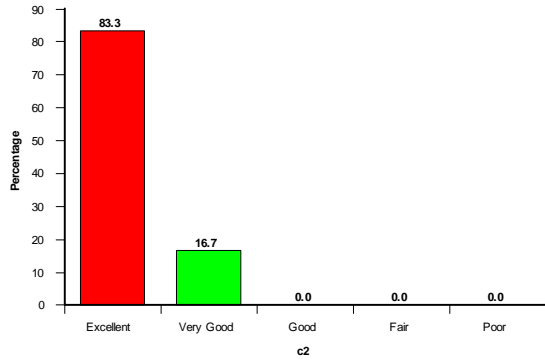
Facilities available (changing rooms, toilets etc)



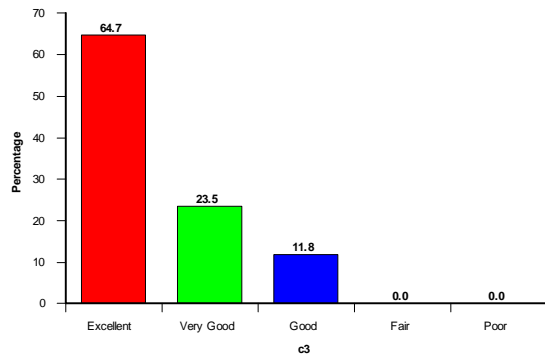
Overall cleanliness and tidiness of the centre



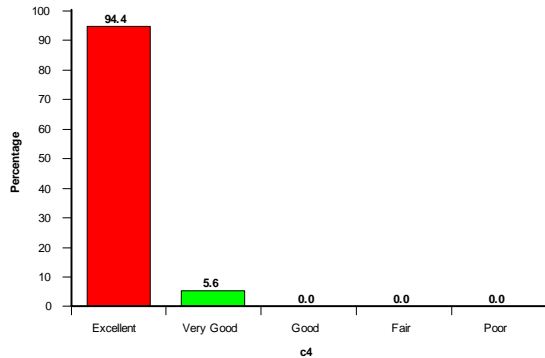
Presentation of staff



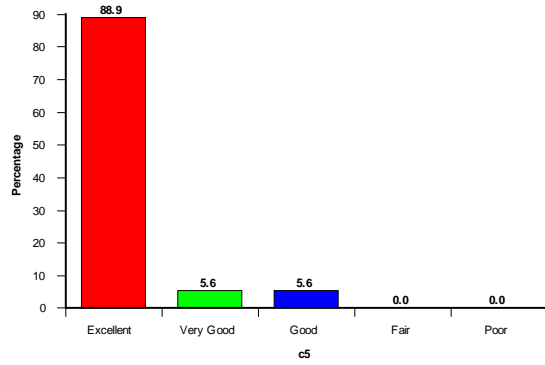
Ease of identification of staff



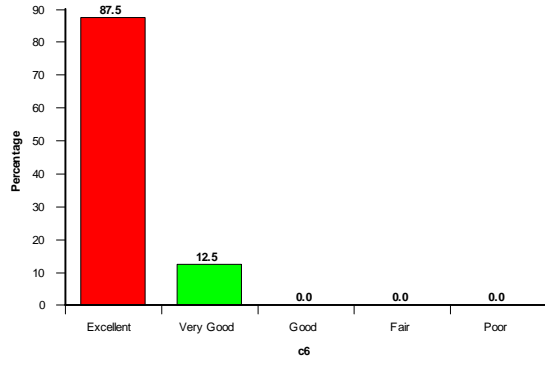
Efficiency & courteousness of reception staff



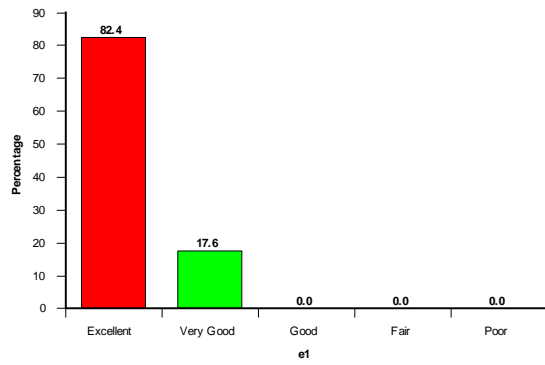
Efficiency & courteousness of imaging staff



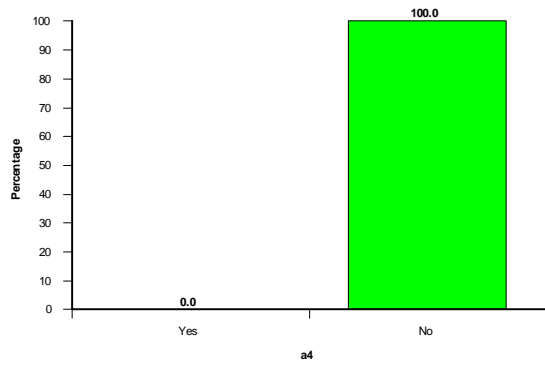
Staff knowledge & information provided



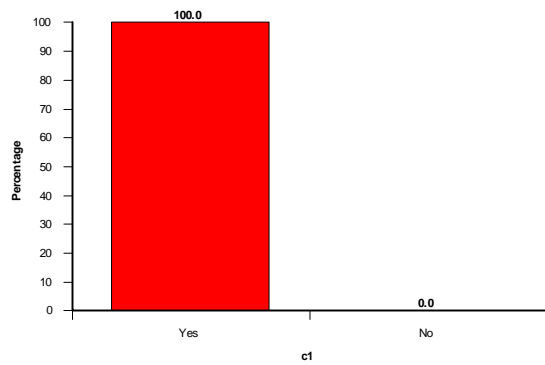
Please rate your overall satisfaction with the centre



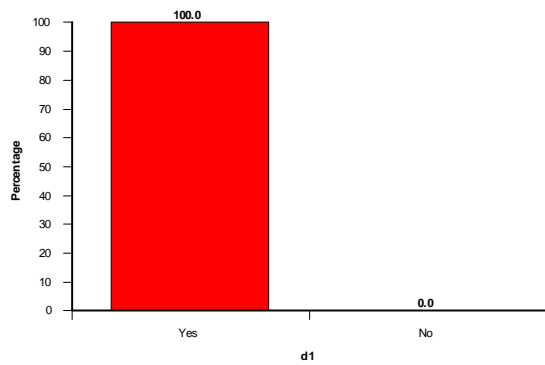
Did you have any concerns?



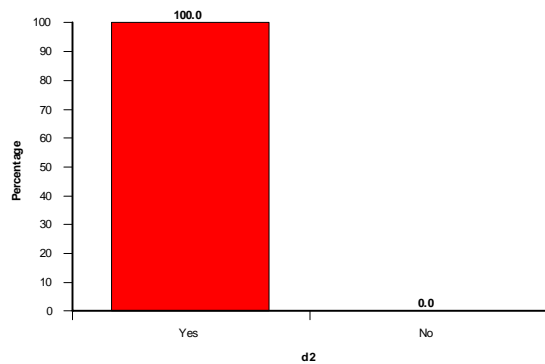
Were you made to feel comfortable throughout the procedure by the imaging staff?



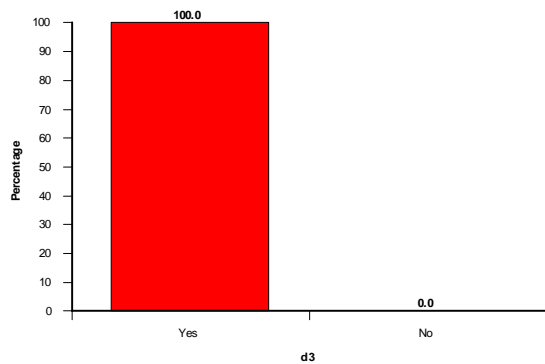
Did you feel the length of time you spent waiting for your test to be reasonable?



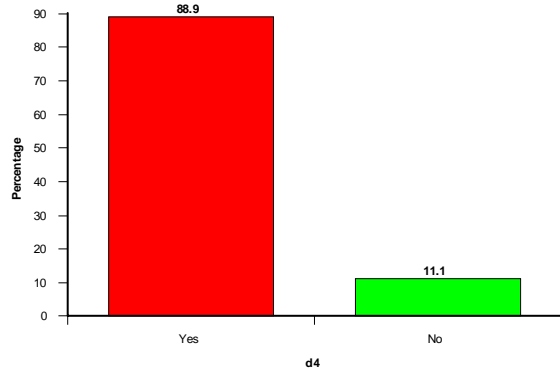
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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



## Vincent Medical Comments

Unit	Additional Comments
VINC	FROM START TO FINISH EVERYTHING WAS PERFECT TEN OUT OF TEN ALL ROUND.
VINC	I WAS IN AND OUT IN 40MINUTES WHICH IS VERY GOOD.
VINC	THE DATE OF THE TEST WAS HELPFULLY CHANGED TO PROCEED AN APPOINTMENT WITH A CARDIOLOGIST. MY TREATMENT COULD NOT HAVE BEEN IMPROVED! MANY THANKS