

Exceeding Patient Expectations

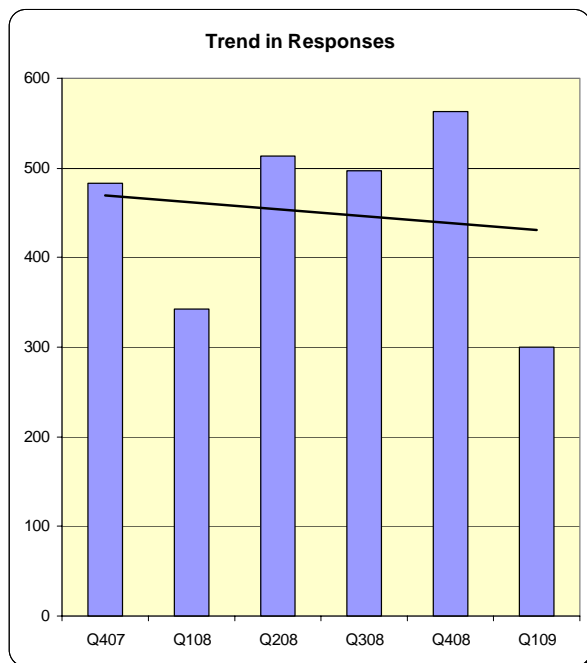
InHealth Group Patient Survey



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

Report for January, February and March 2009
Prepared by HWA Consulting
for InHealth Group Diagnostics Service

Introduction



The majority of questionnaires received during quarter 1 2009 were new style questionnaires, in total 260 of the 300 received. In this report the results from both questionnaires have been combined, where possible.

This is the sixth quarterly report based on patient feedback from completed questionnaires and although the number of responses has dipped this quarter it is encouraging to see that overall satisfaction remain high.

Staff, in particular, are once again commended and attract universally positive ratings. Of the 300 plus respondents this quarter:

- 97.5% rated staff knowledge and information giving as 'Good' or better
- 98.8% rated the presentation of staff as 'Good' or better
- 96.8% rated staff identification as 'Good' or better

Overall patient satisfaction is high and 98.4% rated their overall satisfaction with the centre as 'Good' or better

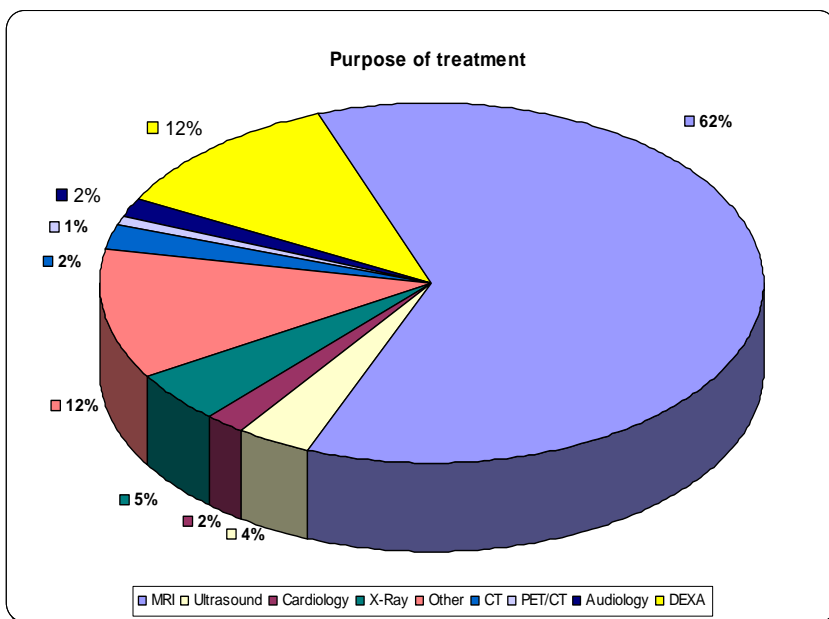
This quarterly report follows the format of the new style questionnaire and is presented in four sections:

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



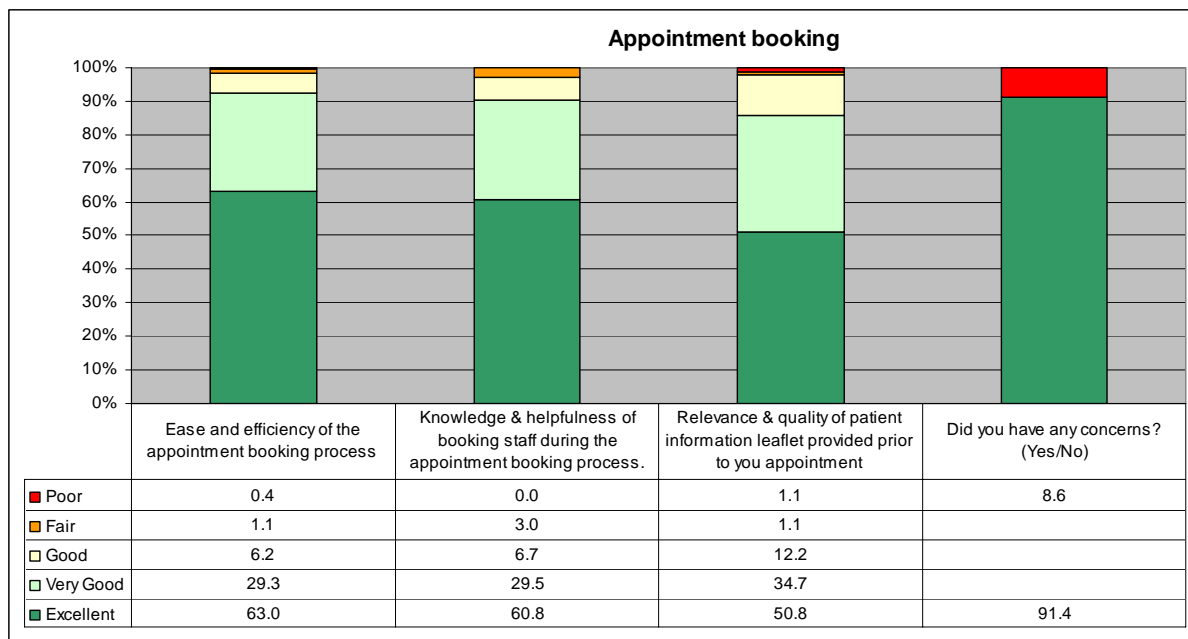
Unit	Responses Q1 2009	Unit	Responses Q1 2009
Barnet	4	Mayday	1
Dewsbury	1	Milton Keynes	44
Grimsby	40	Northwick Park	4
Croft Medical	4	Nottingham MRI	53
Hinkley	7	North Tyneside	3
London Imaging Centre	37	Sandwell	24
London Independent Hospital	1	St. Peters	31
Loughborough	5	Vincent Medical	19
London Pet/CT	4	West Dorset	3
Syston	6	Unknown	5
Walsall Manor Hospital	4	Total	300

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 1 2009

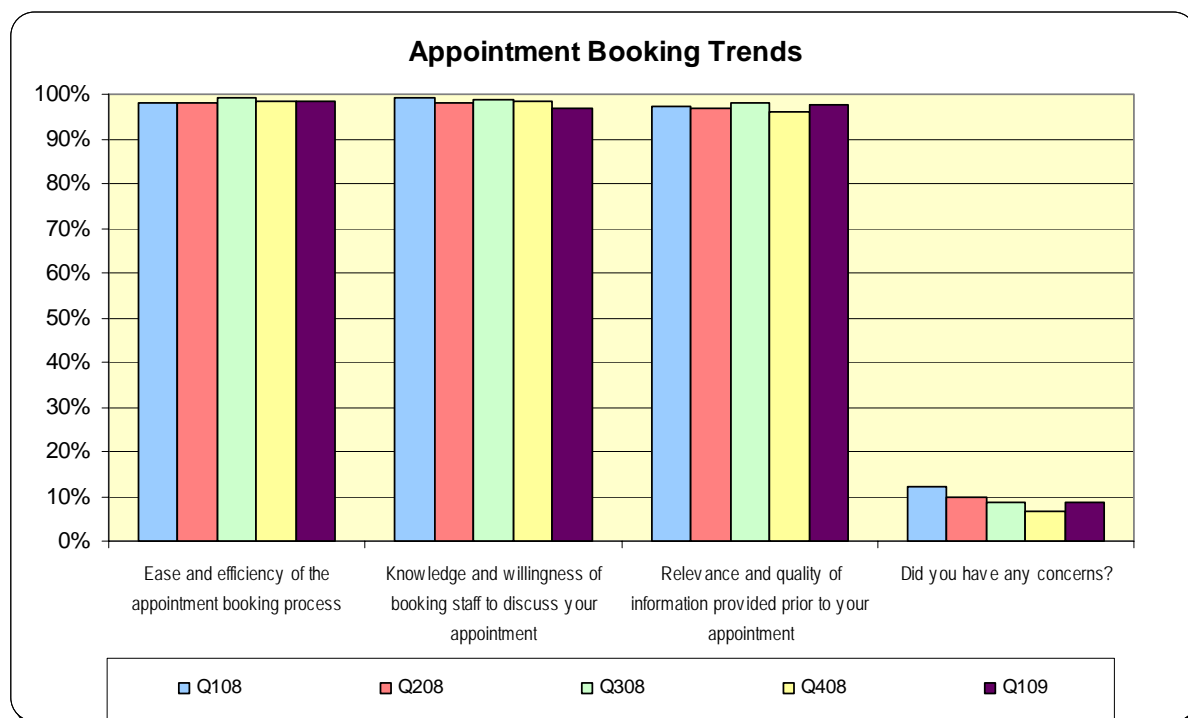
	Excellent	Very Good	Good	Fair	Poor		% Satisfied	% Dissatisfied
About You								
	Male	Female						
Gender	47.5	52.5						
	Under 20	20-34	35-54	55+				
Age	2.4	9.8	30.7	57.1				
Appointment booking								
Ease and efficiency of the appointment booking process	63.0	29.3	6.2	1.1	0.4		98.5%	1.5%
Knowledge & helpfulness of booking staff during the appointment booking process.	60.8	29.5	6.7	3.0	0.0		97.0%	3.0%
Relevance & quality of patient information leaflet provided prior to you appointment	50.8	34.7	12.2	1.1	1.1		97.8%	2.2%
	Yes	No					% Yes	% No
Did you have any concerns?	8.6	91.4					8.6%	91.4%
On Arrival								
Parking facilities	33.2	23.5	19.4	12.4	11.5		76.1%	23.9%
Signage directing you to the centre	30.4	31.7	25.0	4.6	8.3		87.1%	12.9%
External appearance of the centre	34.8	31.6	25.8	5.7	2.0		92.3%	7.7%
Décor & internal appearance of the centre	41.8	39.1	16.0	2.3	0.8		96.9%	3.1%
Comfort & surroundings of the waiting room	41.8	35.5	18.4	4.3	0.0		95.7%	4.3%
Facilities available (changing rooms, toilets etc.)	42.1	35.7	18.6	3.2	0.4		96.4%	3.6%
Overall cleanliness and tidiness of the centre	50.7	38.1	9.7	1.4	0.0		98.6%	1.4%
The Staff	Yes	No					% Yes	% No
Were you made to feel comfortable throughout the procedure by the imaging staff?	99.2	0.8					99.2%	0.8%
Presentation of staff	65.8	26.9	6.2	0.8	0.4		98.8%	1.2%
Ease of identification of staff	53.1	34.7	9.0	2.0	1.2		96.8%	3.2%
Efficiency & courteousness of reception staff	63.5	28.0	7.1	1.1	0.4		98.5%	1.5%
Efficiency & courteousness of imaging staff	74.6	19.9	4.9	0.3	0.3		99.4%	0.6%
Staff knowledge & information provided	65.8	25.6	6.0	1.8	0.7		97.5%	2.5%
The Procedure	Yes	No					% Yes	% No
Did you feel the length of time you spent waiting for your test to be reasonable?	95.7	4.3					95.7%	4.3%
Did you feel at ease through your test?	97.8	2.2					97.8%	2.2%
Were your privacy & dignity needs met?	99.2	0.8					99.2%	0.8%
Were you told how you would find out the results of you scan?	89.6	10.4					89.6%	10.4%
Overall experience								
Please rate your overall satisfaction with the centre	62.0	31.8	4.5	0.8	0.8		98.4%	1.6%

Appointment Booking



Patient dissatisfaction remains minimal in booking appointments during quarter 1 2009.

The trend graph below indicates no significant change quarter on quarter. Of particular note is the high rating for information provided. This is significantly higher than is recorded in other patient surveys.



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

On Arrival

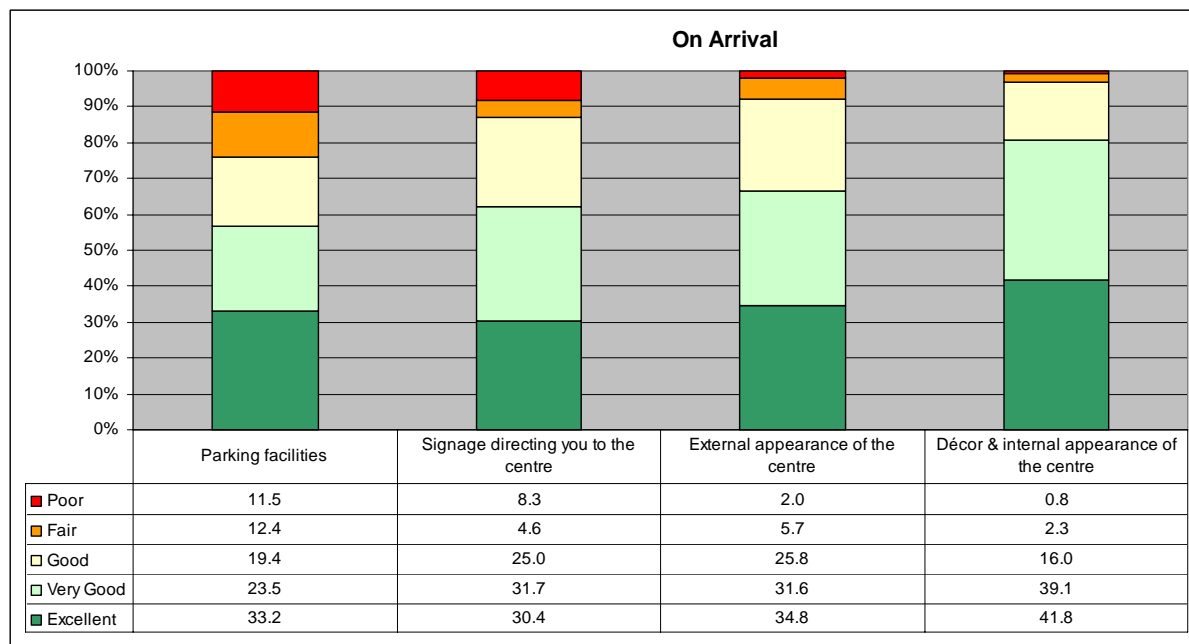
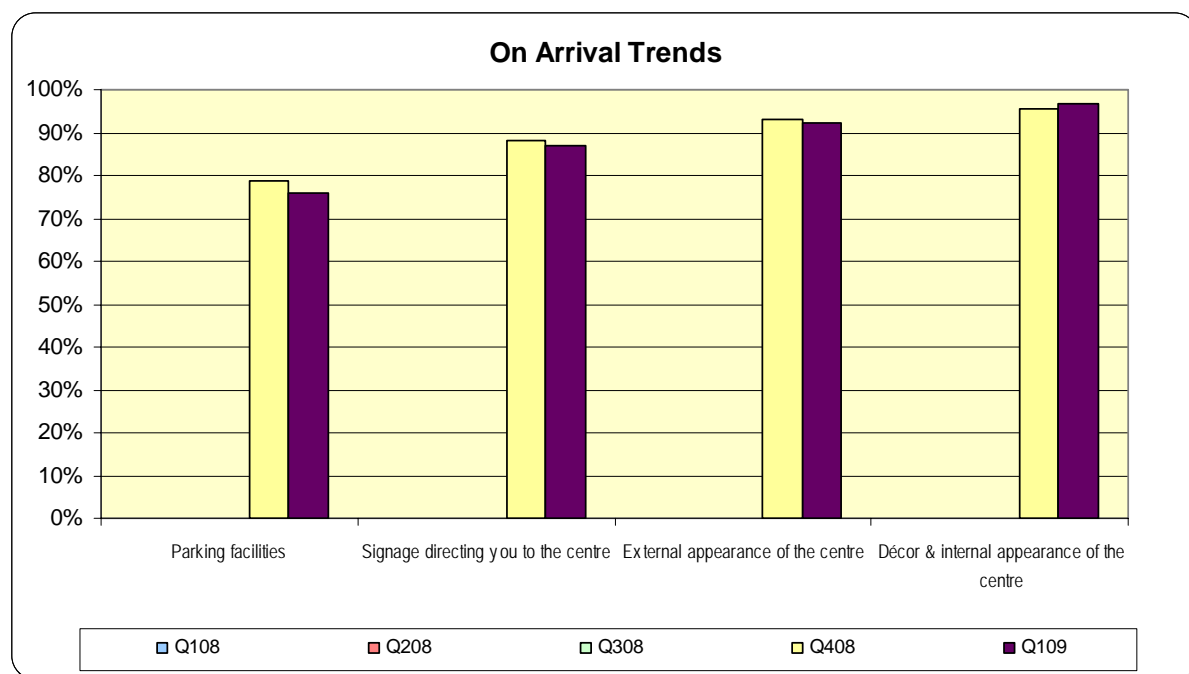


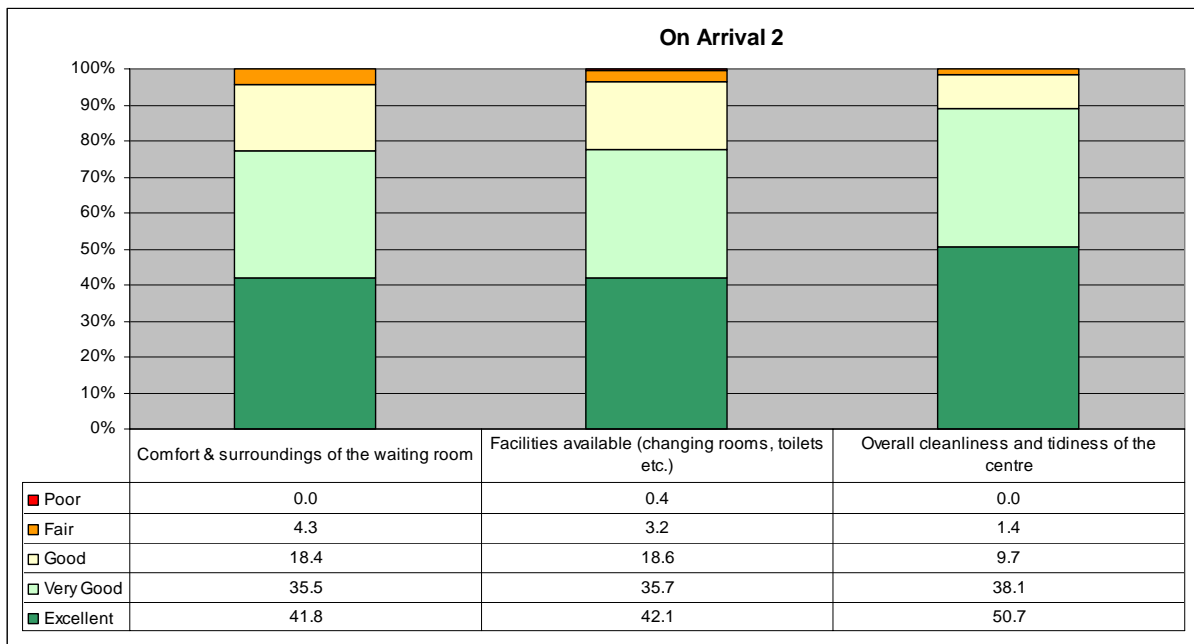
Table of results show a higher level of patient dissatisfaction in parking and signage. More than 10 percent of patients rated the parking facilities as poor.

The questions below are only included in the new style questionnaire and can only be compared with the previous quarter, only a small difference can be seen quarter on quarter.



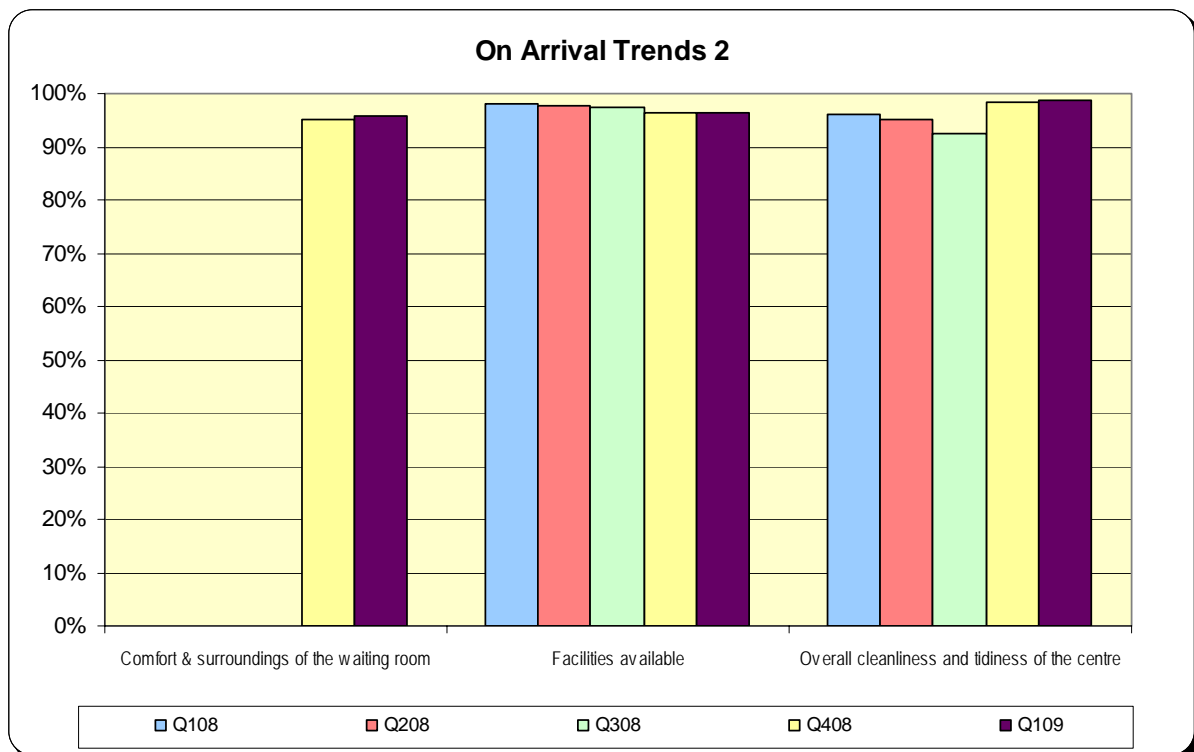
'Satisfaction' is the percentage of patients rating as 'Good' or better.

On Arrival 2



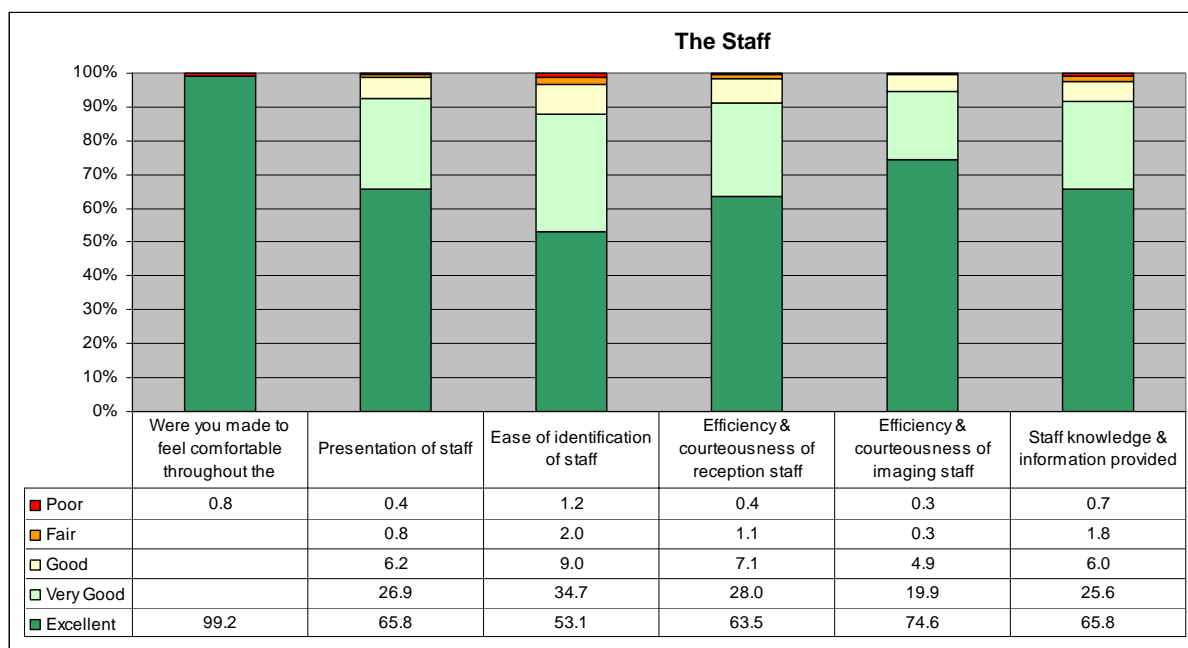
Once again rating for cleanliness is exceptionally high and 98.6% of patients rated the overall cleanliness and tidiness as 'Good' or better.

This is the second quarter the rating for cleanliness achieves over 95% and patient satisfaction with all aspects remains positive.



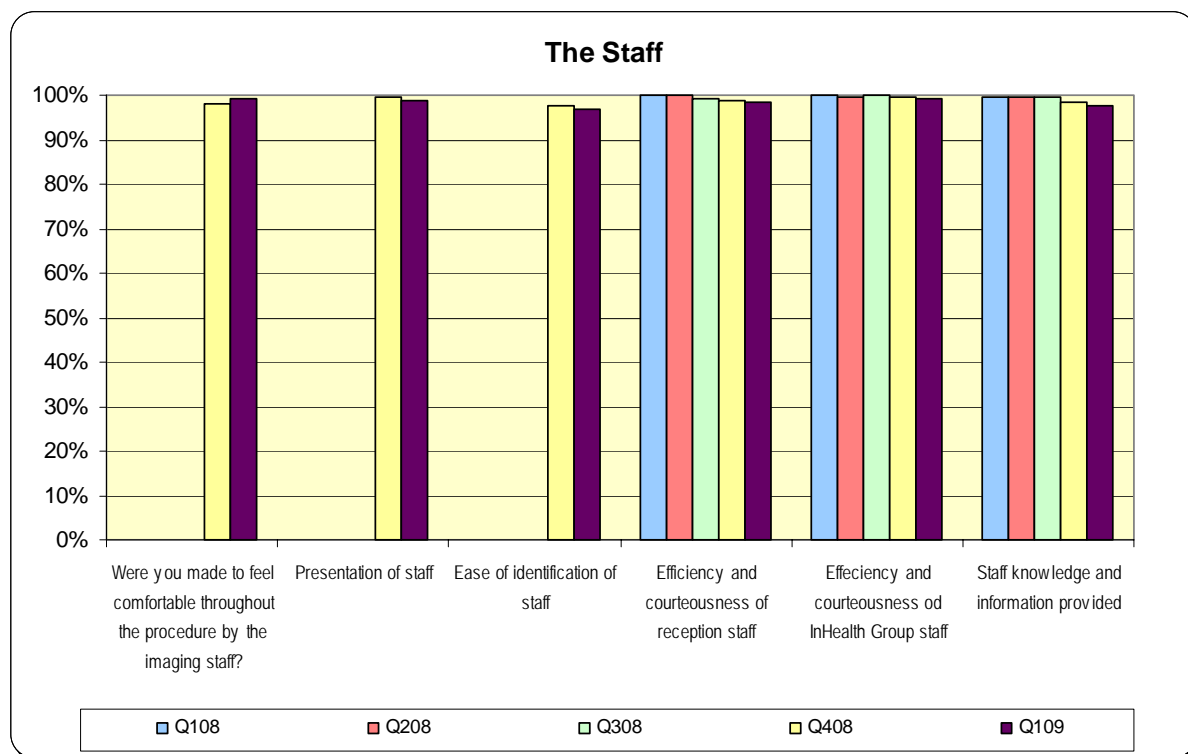
Satisfaction is the percentage of patients rating as 'Good' or better.

The Staff



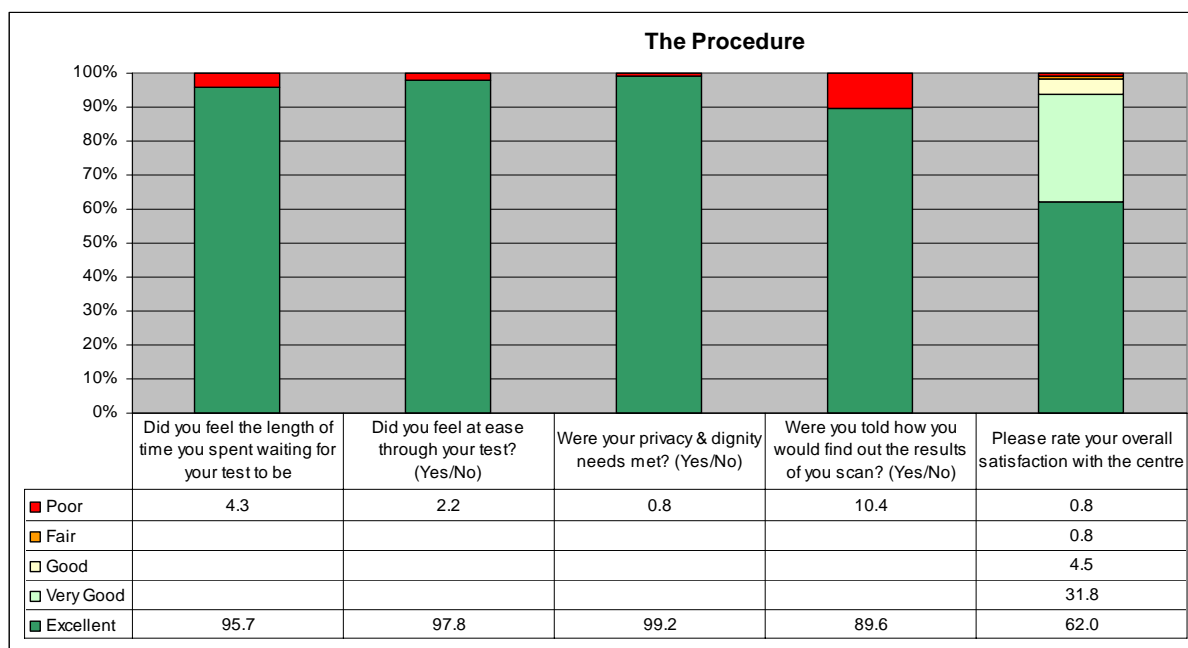
Please note the exceptionally high levels of patient satisfaction. It is difficult to see how these could be significantly improved upon. Even raising the benchmark to 'Very Good' gives ratings of 90% or more.

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



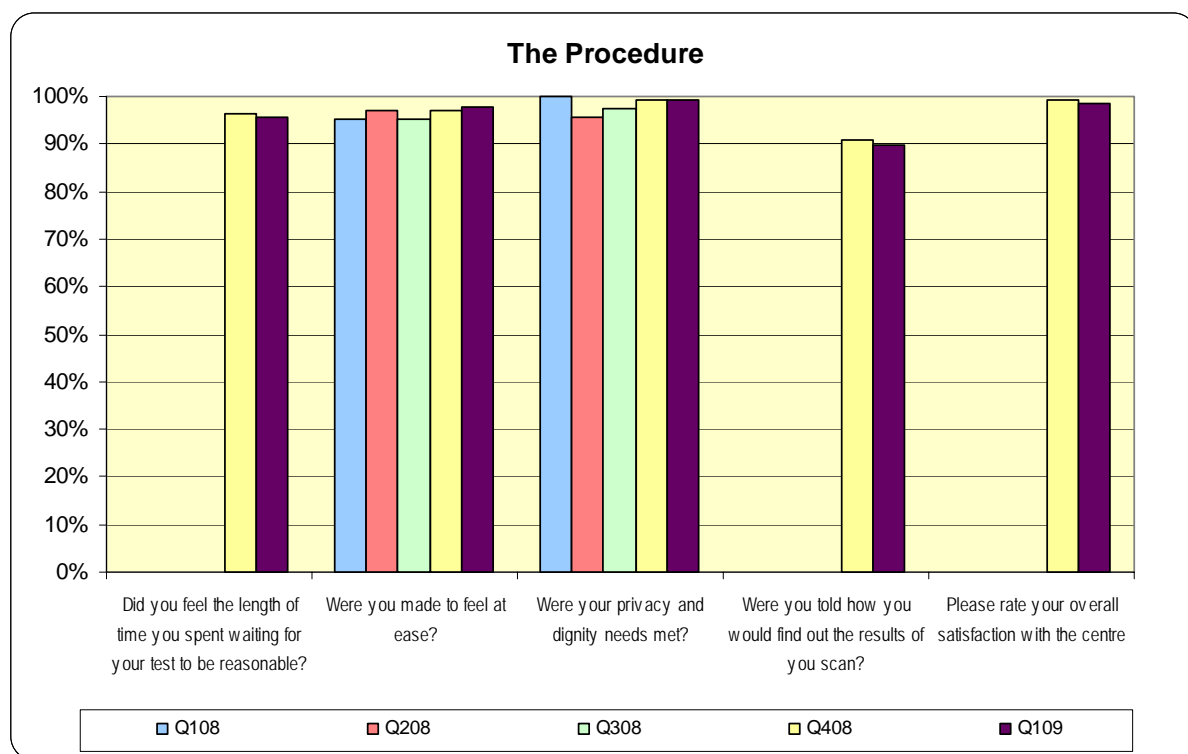
'Satisfaction' is the percentage of patients rating as 'Good' or better.

The Procedure



Only results for 'were you told how you would find out the results of your scan' falls below the benchmark, over 10 percent of patients claim they did not know how they would receive their results.

Trends show that these opinions have not changed significantly. Results for patient privacy and overall satisfaction with the centre achieve exceptionally high ratings for a second 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.

'A LOT QUICKER THAN 11 YEARS AGO'

'EVERYBODY CONCERNED WERE VERY KIND AND HELPFUL AND EXPLAINED EVERYTHING FULLY.'

'I AM VERY HAPPY WITH THE WHOLE PROCEDURE.'

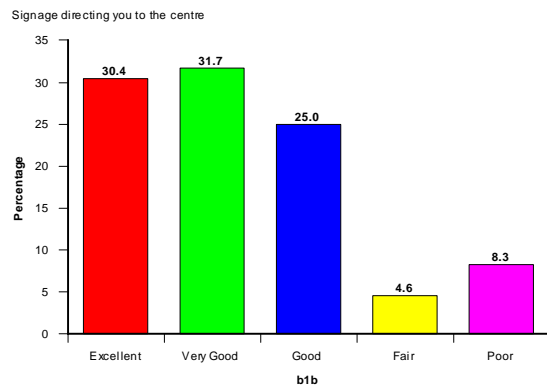
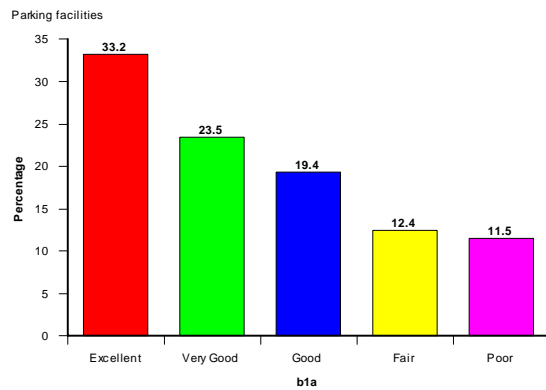
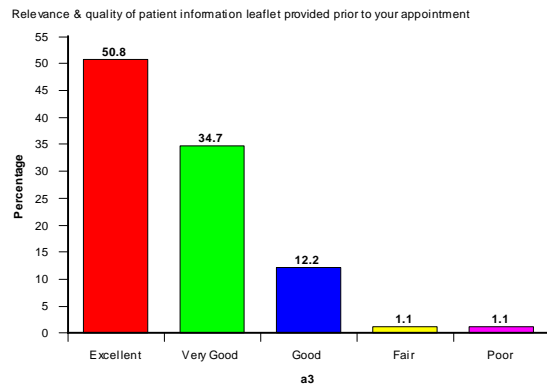
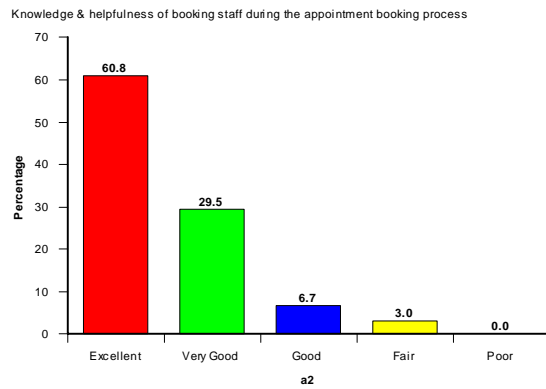
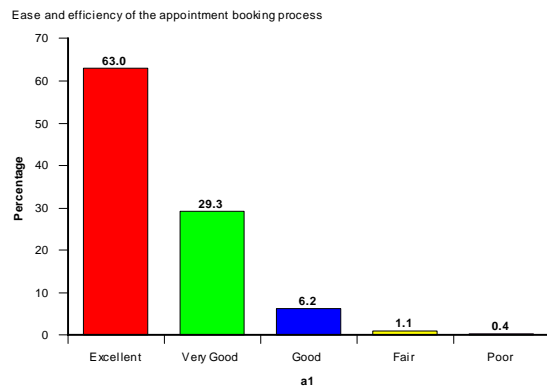
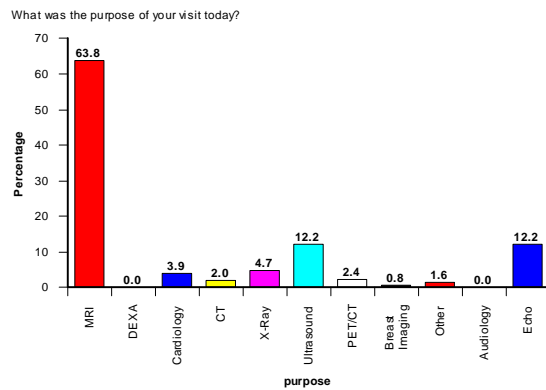
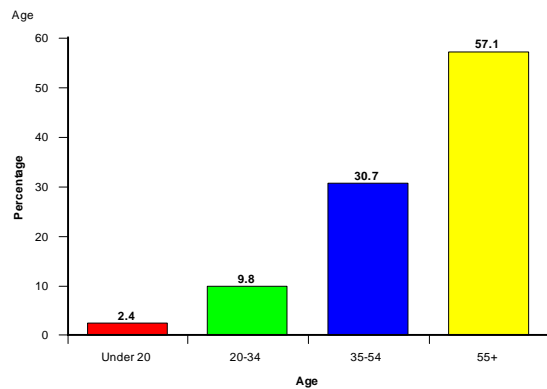
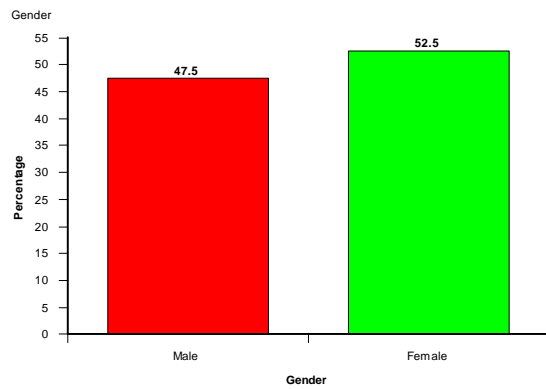
'THE RADIOLOGIST WAS REALLY HELPFUL, KIND AND UNDERSTANDING AND SHOULD BE CONGRATULATED.'

'RECENTLY REFURBISHED DEPARTMENT WELL PLANNED.'

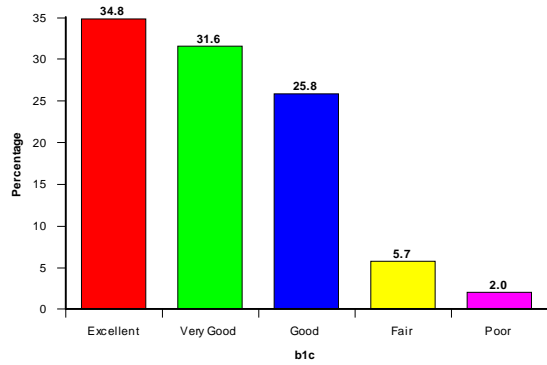
'THANK YOU FOR THE EXCELLENT TREATMENT I HAD FROM DR WILKINSON AND THE NURSES.'

'YOUR STAFF WERE EXCELLENT ON THE WARD AND SURGERY UNIT. THANK YOU SO MUCH.'

All InHealth Units Patient Satisfaction Survey Q1 2009 - 300 Responses



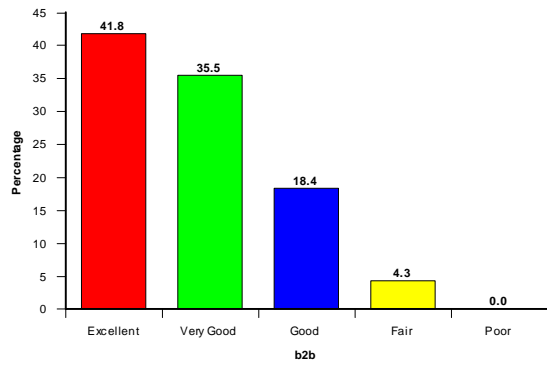
External appearance of the centre



Decor & internal appearance of the centre



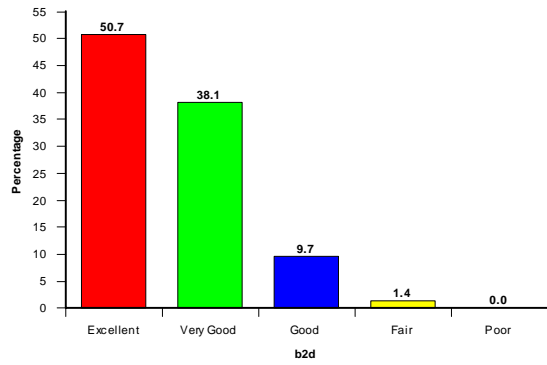
Comfort and surroundings of the waiting room



Facilities available (changing rooms, toilets etc)



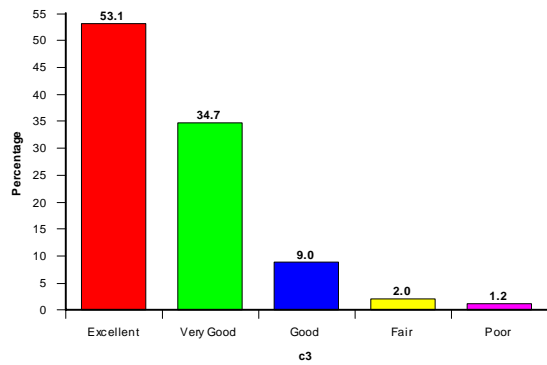
Overall cleanliness and tidiness of the centre



Presentation of staff



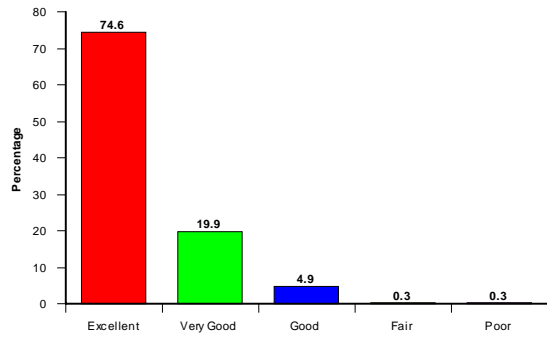
Ease of identification of staff



Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



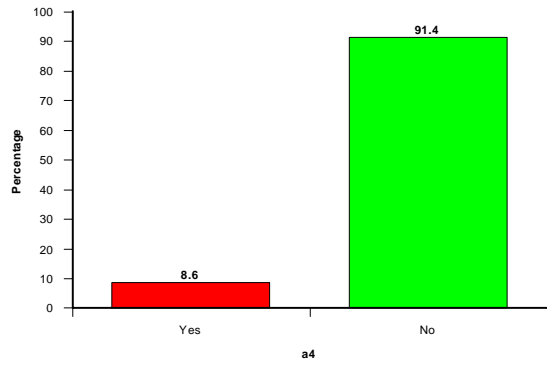
Staff knowledge & information provided



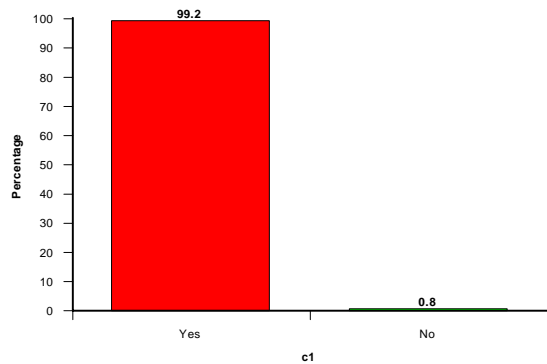
Please rate your overall satisfaction with the centre



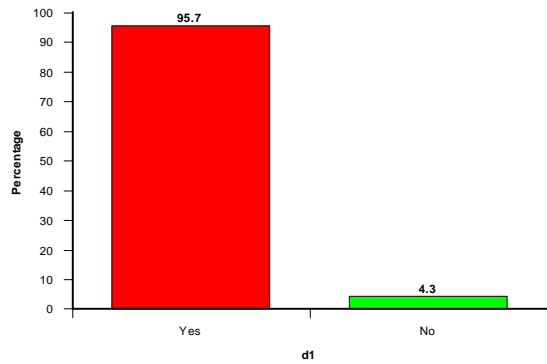
Did you have any concerns?



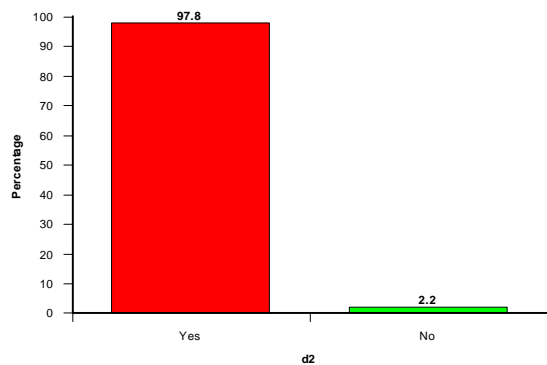
Were you made to feel comfortable throughout the procedure by the imaging staff?



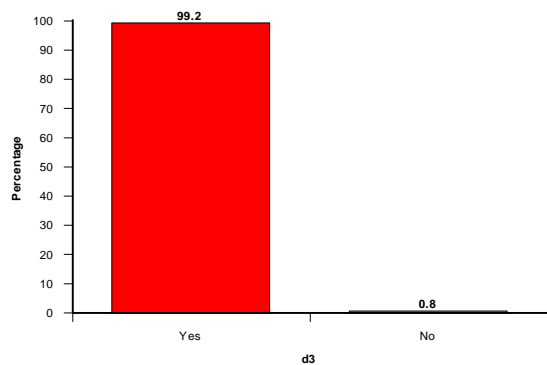
Did you feel the length of time you spent waiting for your test to be reasonable?



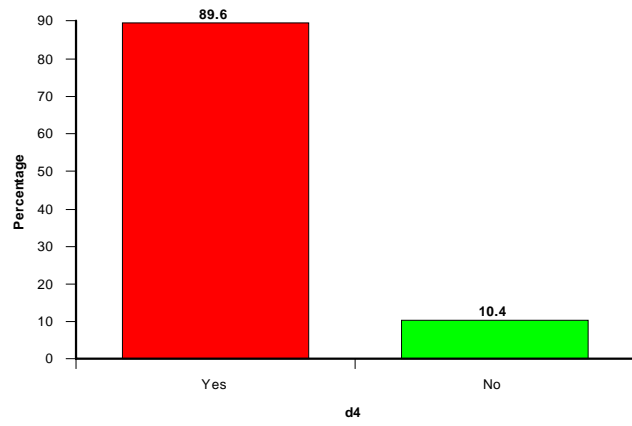
Did you feel at ease through your test?



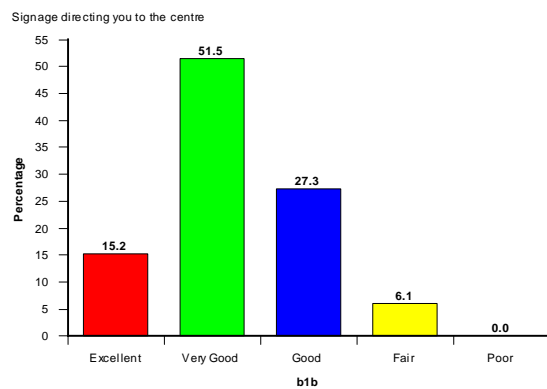
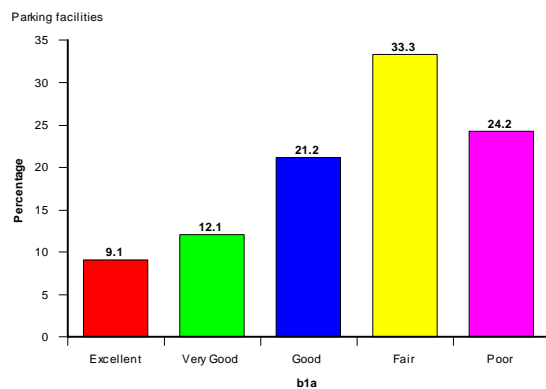
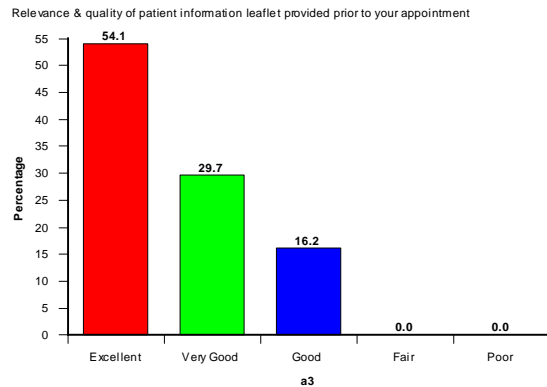
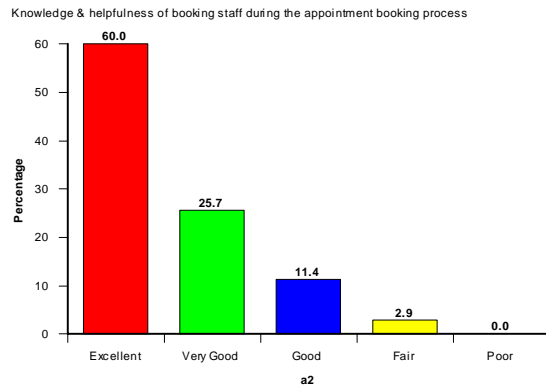
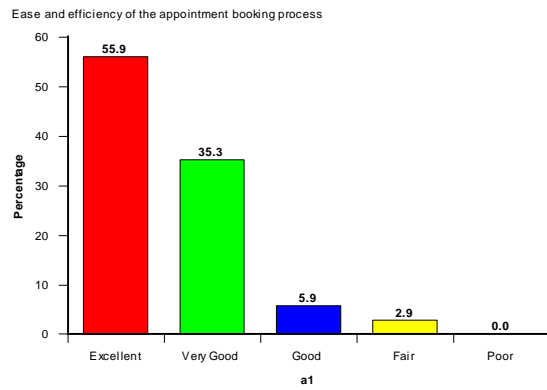
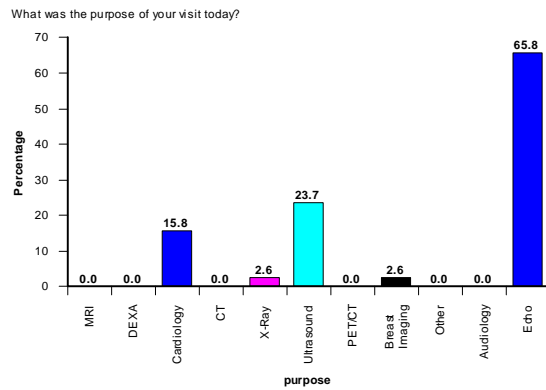
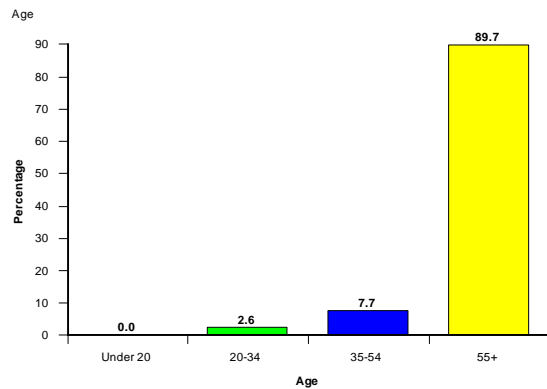
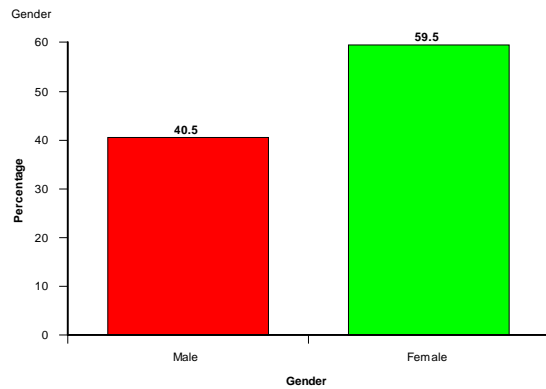
Were your privacy & dignity needs met?

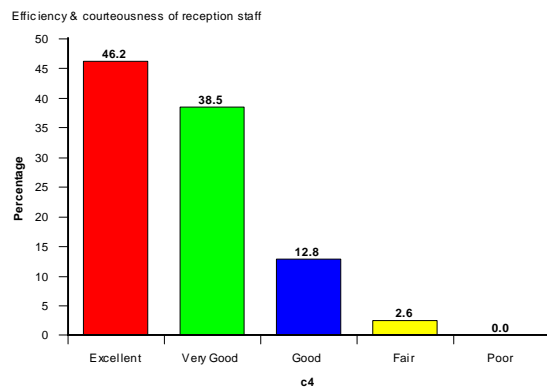
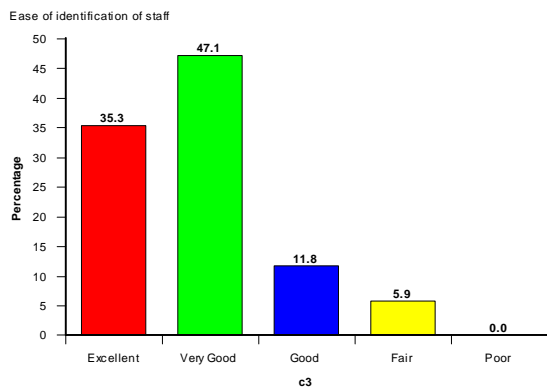
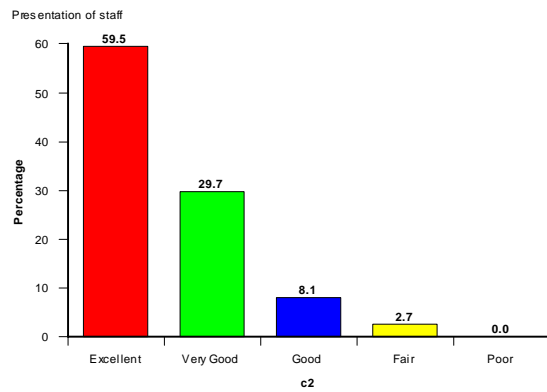
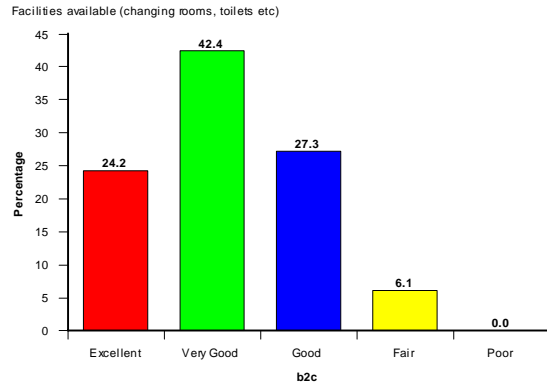
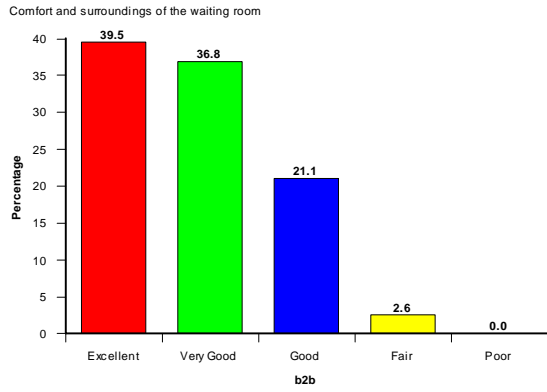
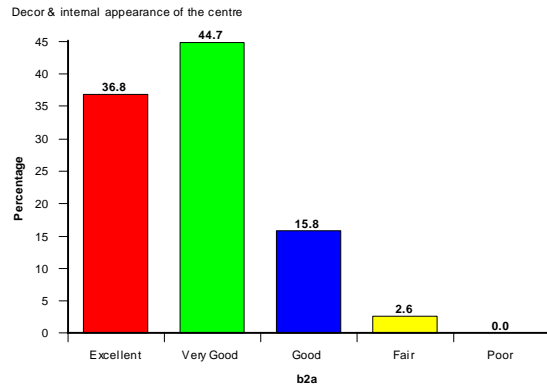
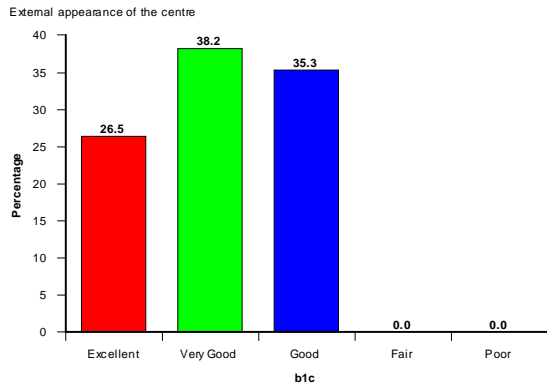


Were you told how you would find out the results of your scan?



Grimsby Patient Satisfaction Survey Q1 2009 - 40 Responses





Efficiency & courteousness of imaging staff



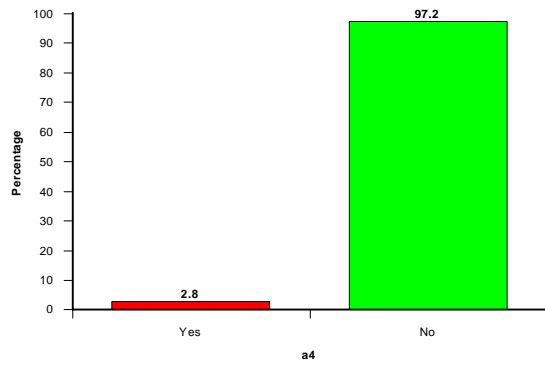
Staff knowledge & information provided



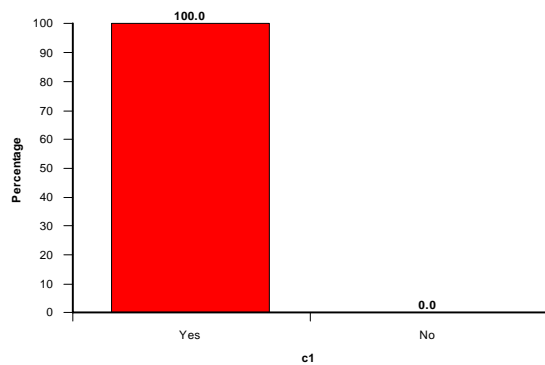
Please rate your overall satisfaction with the centre



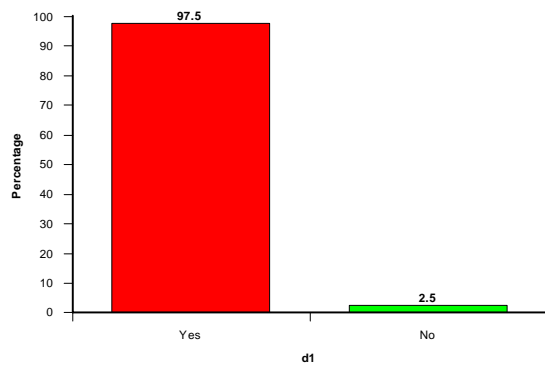
Did you have any concerns?



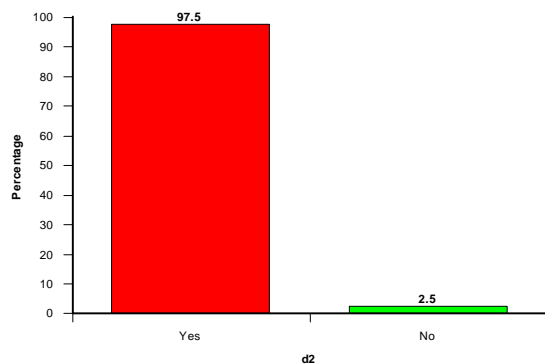
Were you made to feel comfortable throughout the procedure by the imaging staff?



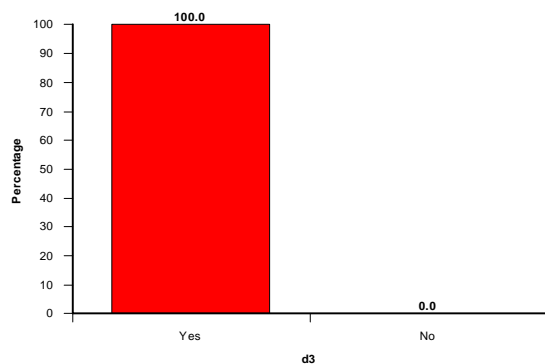
Did you feel the length of time you spent waiting for your test to be reasonable?



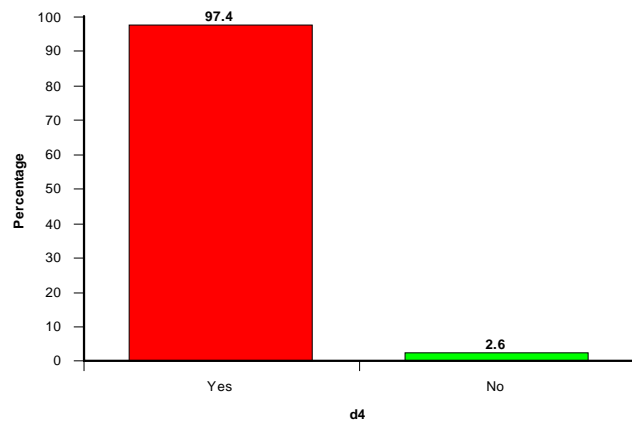
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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



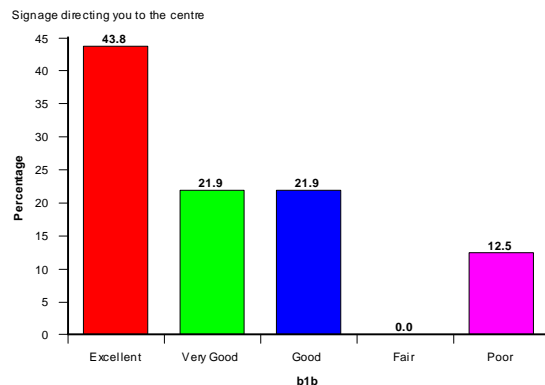
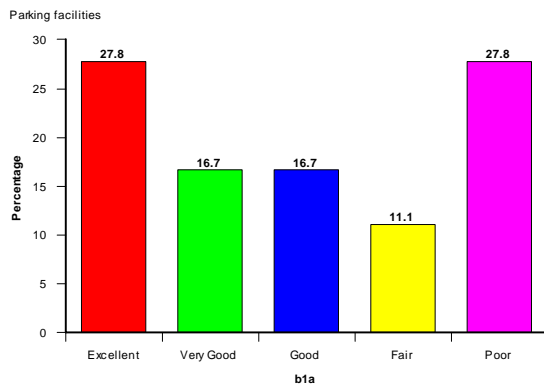
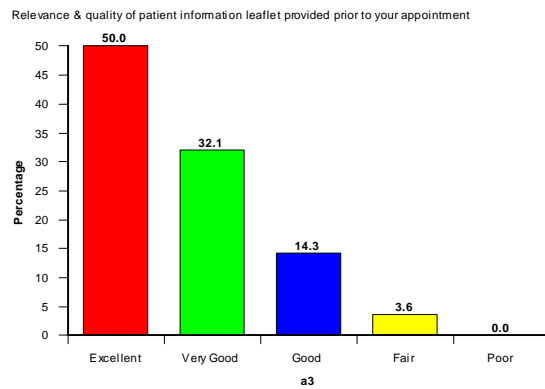
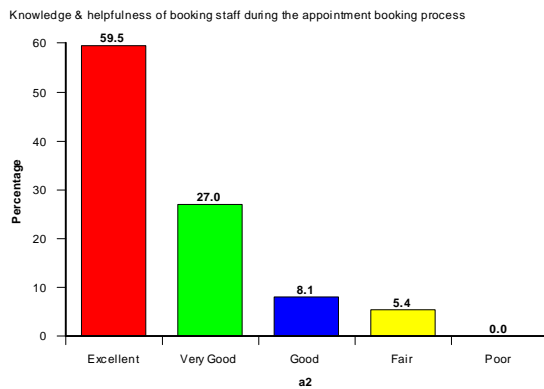
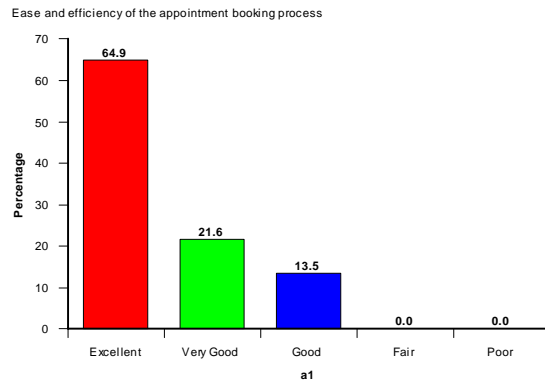
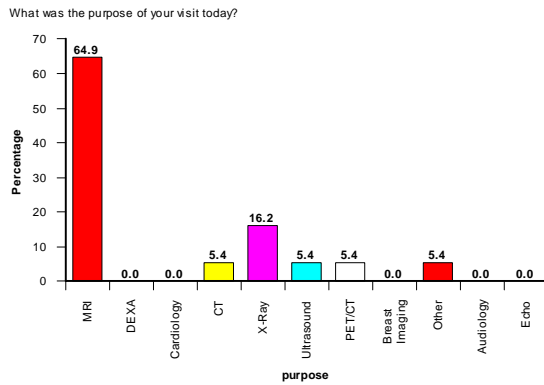
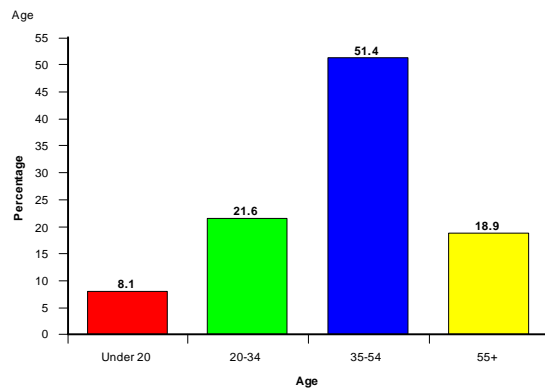
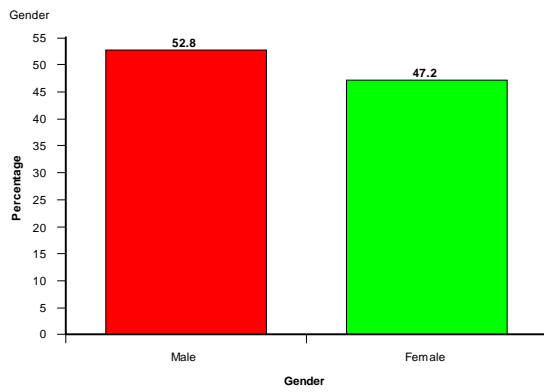
Grimsby Comments

Unit	Appointment Comments
GRIM	ONLY FEAR OF UNKNOWN

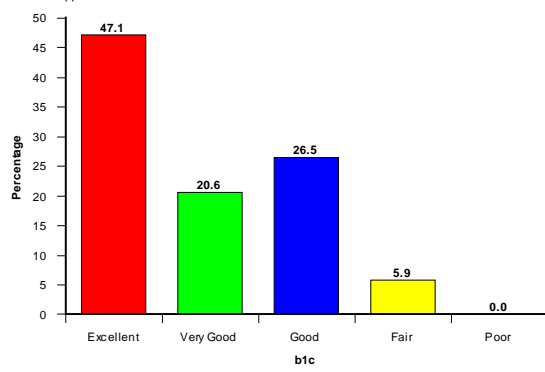
Unit	Procedure Comments
GRIM	NO GOWNS ROOM COULD HAVE BEEN WARMER

Unit	Additional Comments
GRIM	ALL THE STAFF WERE VERY SOCIABLE WHICH WAS GOOD,
GRIM	ALL VERY SATISFACTORY
GRIM	COULD NOT HAVE BEEN BETTER NOT THEIR FAULT ABOUT CARS
GRIM	EXCELLENT
GRIM	I THINK THEY SHOULD HAVE GRIP RAILS FOR WHEN YOU HAVE TO TURN ON YOUR SIDE ETC.
GRIM	MY NEXT APPOINTMENT AT THE CLINIC IS NOT UNTIL THE 20TH APRIL SO PROBABLY I WONT HAVE ANY NEWS OR OUTCOME UNTIL THEN - MUCH TOO LONG.
GRIM	MY OWN PERSONAL PREFERENCE WOULD BE TO HAVE MORE DETAILED INFORMATION ON THE PROCEDURE AS IT IS BEING CARRIED OUT.
GRIM	NO INFORMATION LEAFLET
GRIM	PLEASANT AND PAINLESS
GRIM	RECENTLY REFURBISHED DEPARTMENT WELL PLANNED.
GRIM	STAFF WERE HELPFUL IN EVERY WAY
GRIM	THE EXPERIENCE WAS EXCELLENT MARRED OYL BY THE LACK OF A CHANGING ROOM.
GRIM	THE STAFF WAS A LITTLE CREDIT TO THE HOSPITAL
GRIM	VERY PLEASED WITH EVERYTHING

London Imaging Centre Patient Satisfaction Survey Q1 2009 - 37 Responses



External appearance of the centre



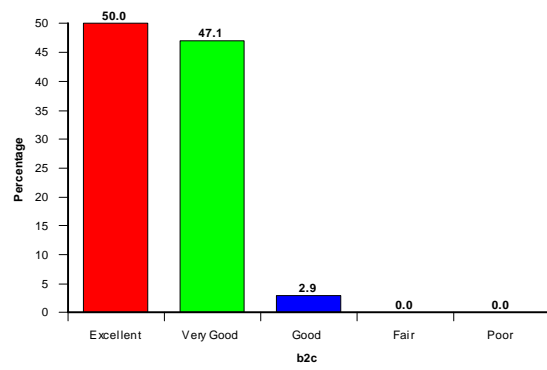
Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



Facilities available (changing rooms, toilets etc)



Overall cleanliness and tidiness of the centre



Presentation of staff



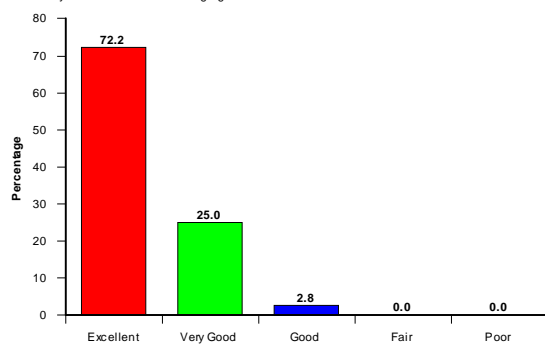
Ease of identification of staff



Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



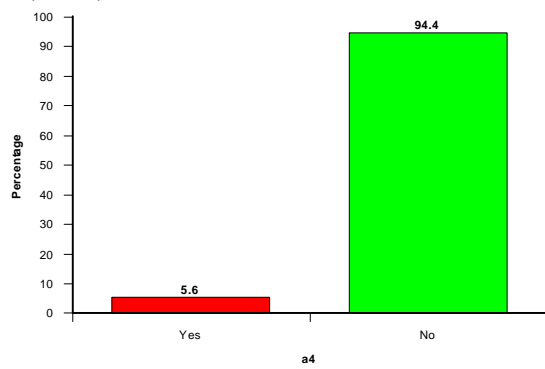
Staff knowledge & information provided



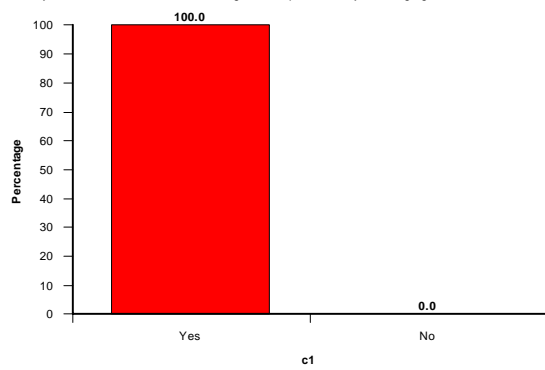
Please rate your overall satisfaction with the centre



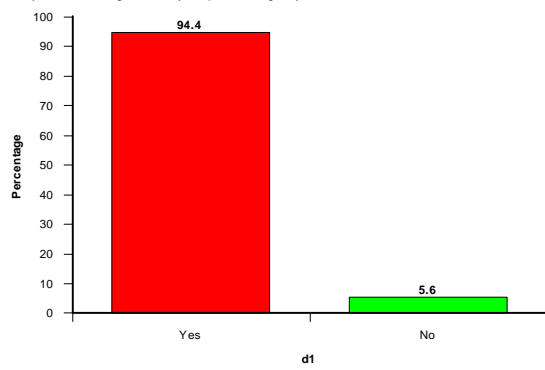
Did you have any concerns?



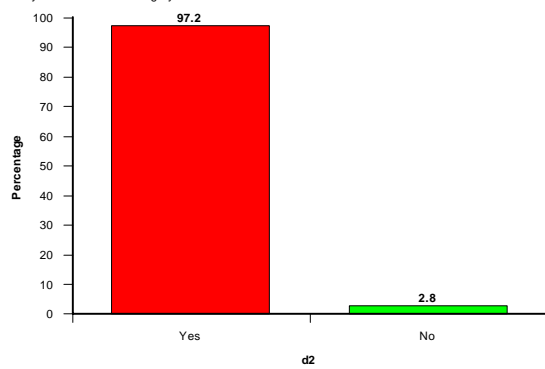
Were you made to feel comfortable throughout the procedure by the imaging staff?



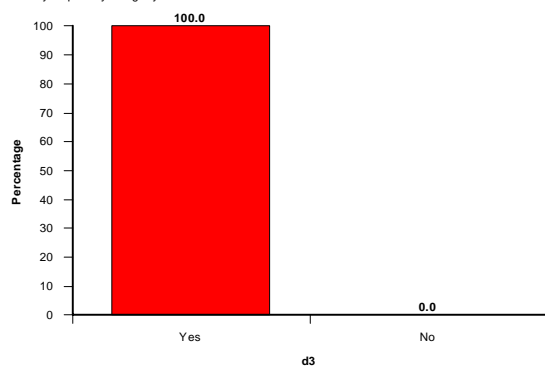
Did you feel the length of time you spent waiting for your test to be reasonable?



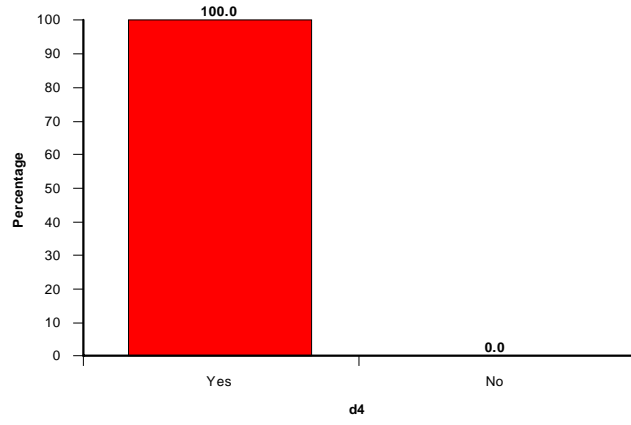
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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

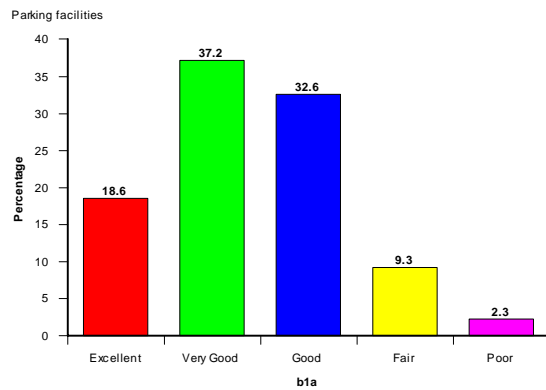
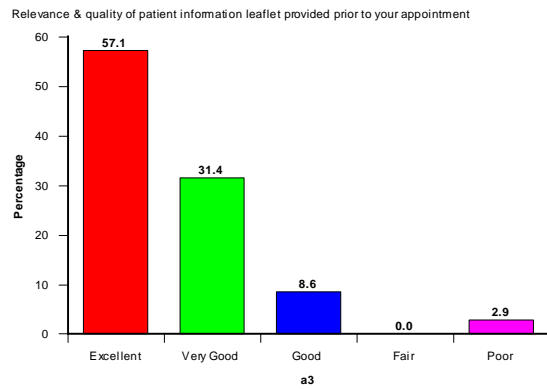
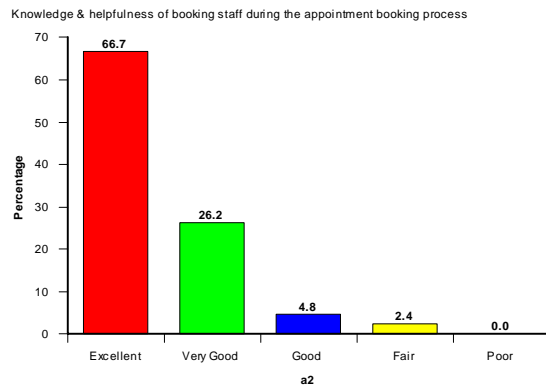
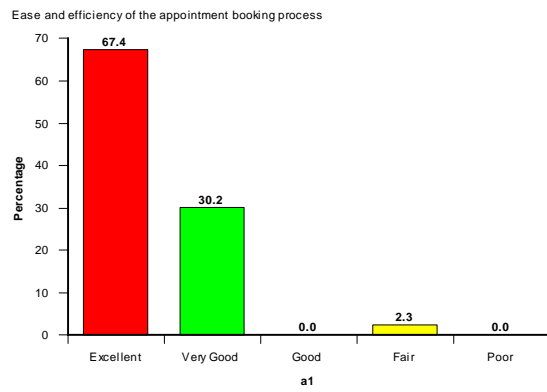
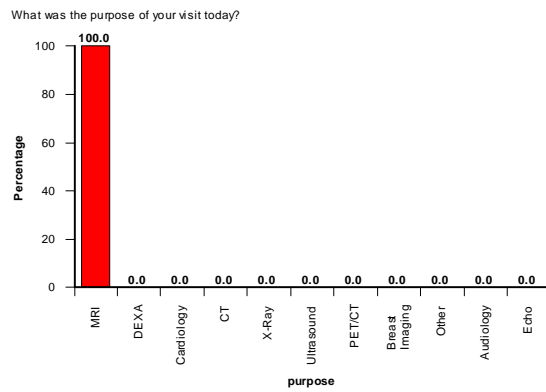
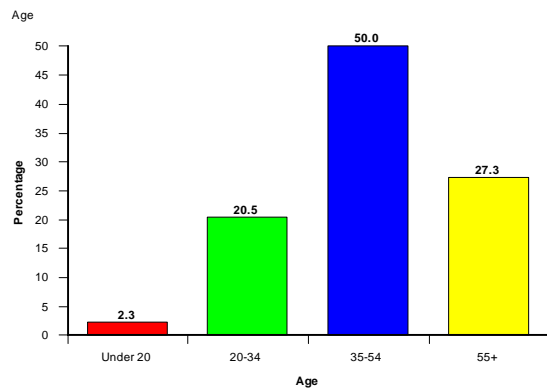
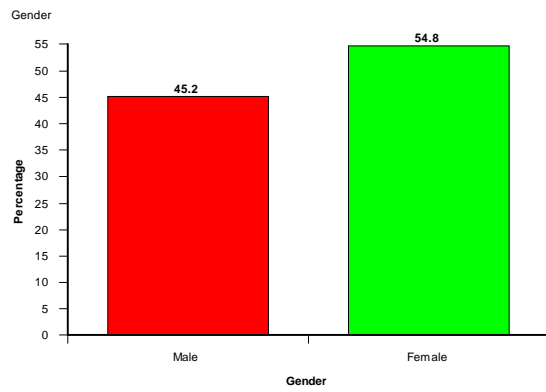


London Imaging Centre Comments

Unit	Appointment Comments
LIC	HOW LONG DID IT TAKE TO COMPLETE THE TEST? THE QUESTION WAS ANSWERED FULLY.

Unit	Additional Comments
LIC	BISCUITS AND TEA WELCOME TOUCH!
LIC	FINDING THE PLACE WAS THE MOST DIFFICULT THING. PLEASE TO SOMEWHERE KNOWLEDGEABLE.
LIC	OVERALL EVERY THING WAS WONDERFUL
LIC	SOME BREAKS IN (NUCLEAR) IMAGING V WELCOME DUE TO LOWER BACK PAIN HARDNESS OF THE IMAGING BED.
LIC	VERY HAPPY AND QUITE SATISFIED

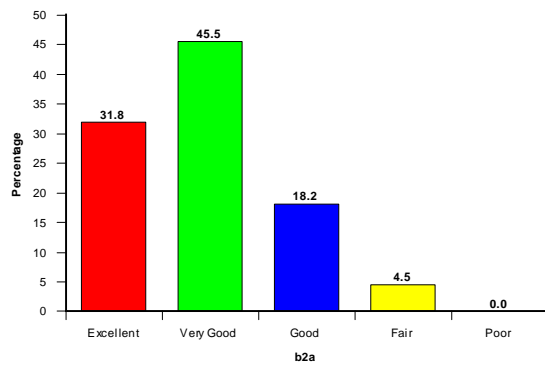
Milton Keynes Patient Satisfaction Survey Q1 2009 - 44 Responses



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



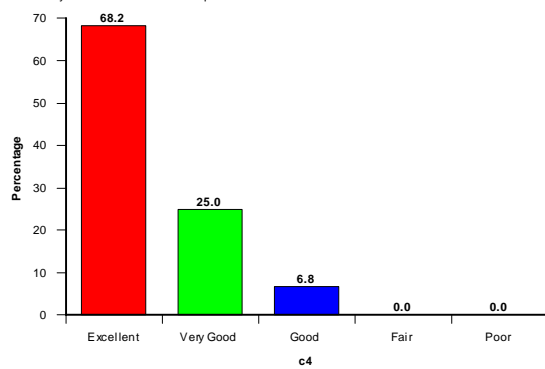
Presentation of staff



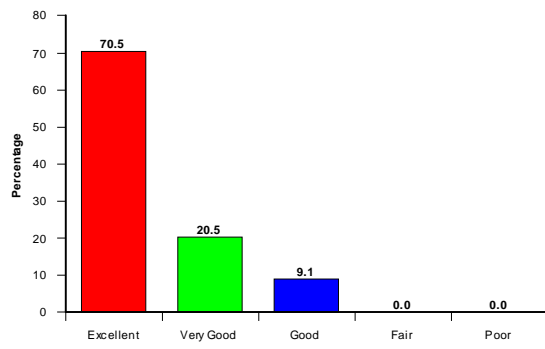
Ease of identification of staff



Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



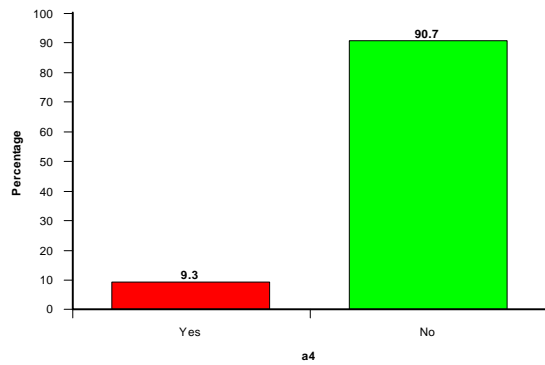
Staff knowledge & information provided



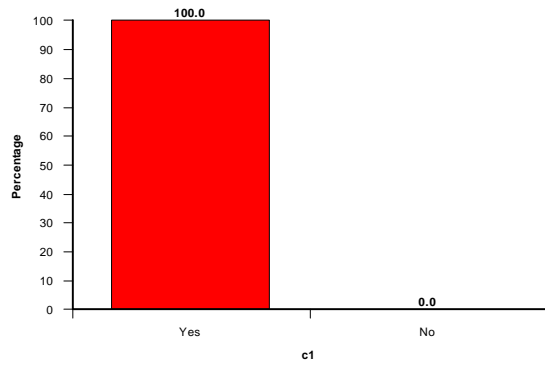
Please rate your overall satisfaction with the centre



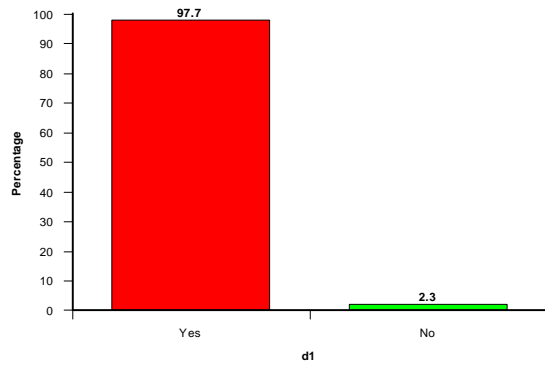
Did you have any concerns?



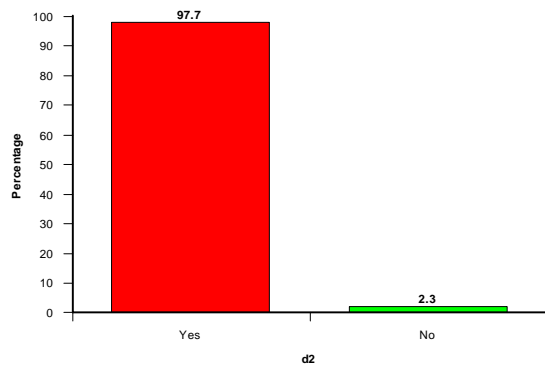
Were you made to feel comfortable throughout the procedure by the imaging staff?



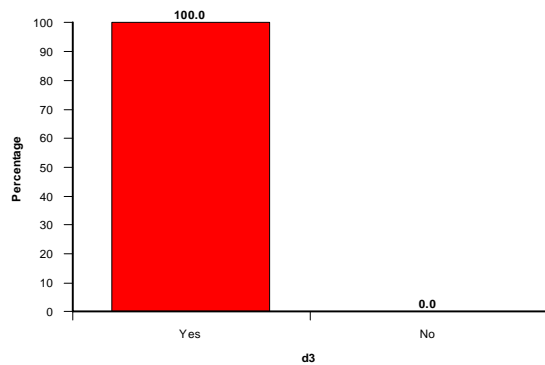
Did you feel the length of time you spent waiting for your test to be reasonable?



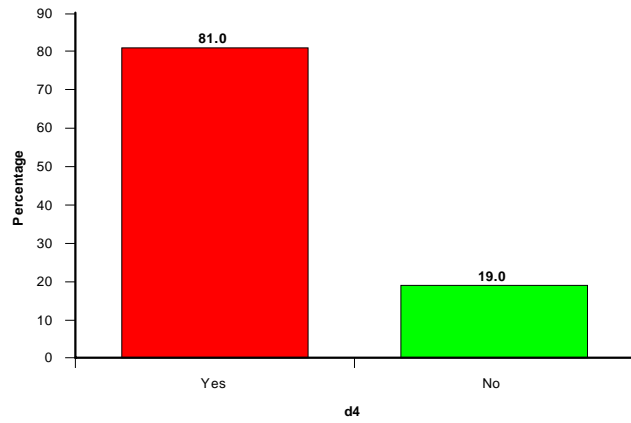
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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



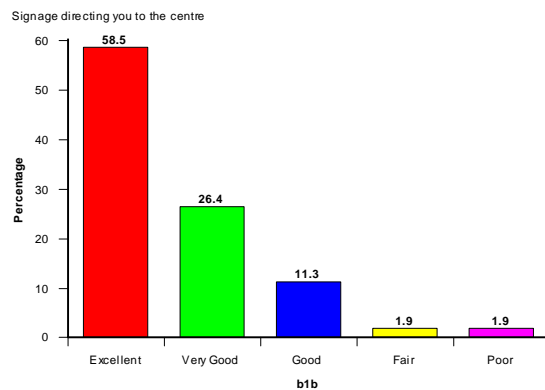
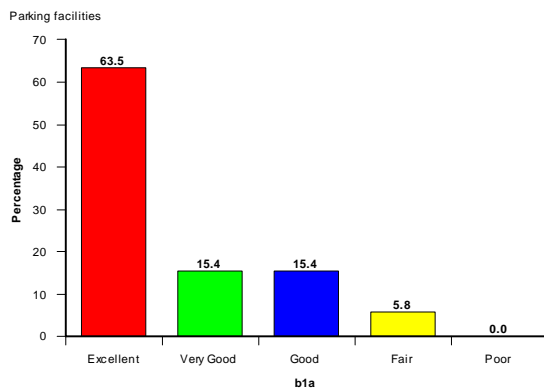
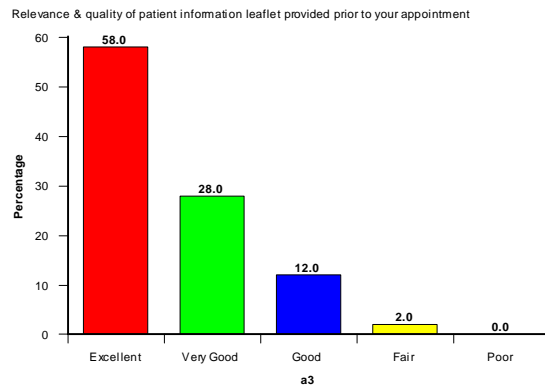
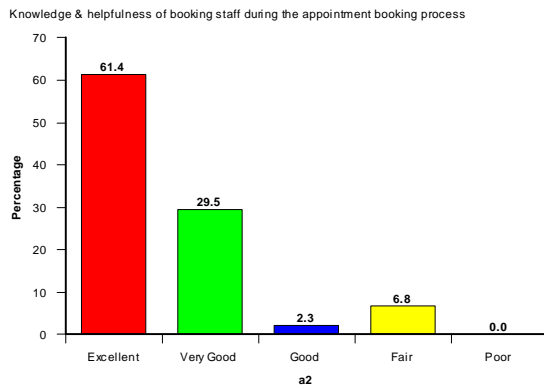
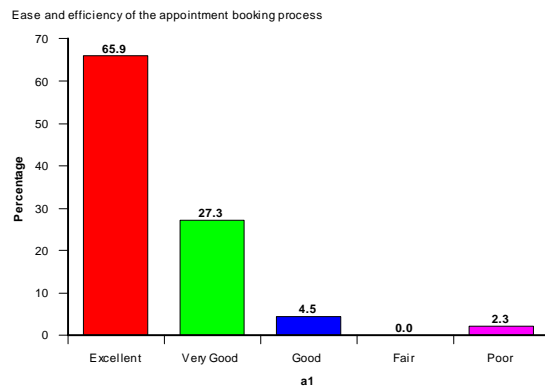
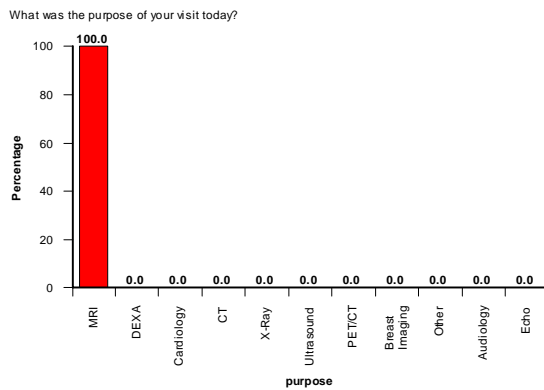
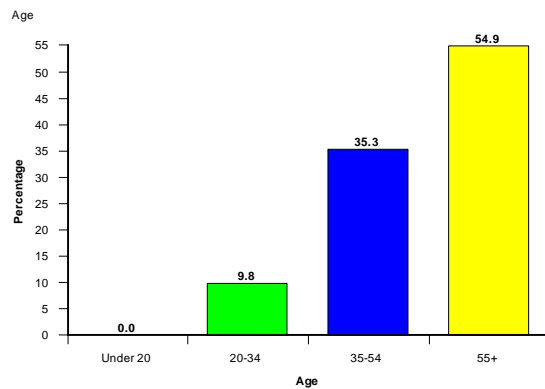
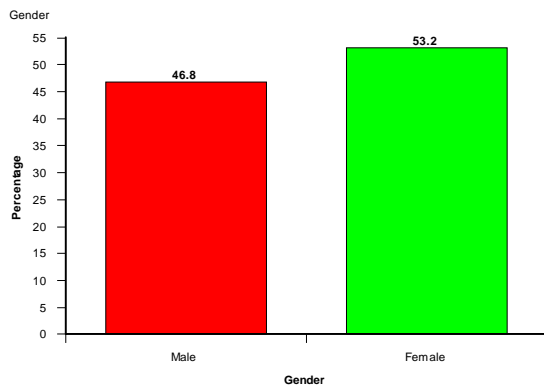
Milton Keynes Comments

Unit	Appointment Comments
MKGH	NERVOUS
MKGH	NOT KNOWING WHAT TO EXPECT

Unit	Procedure Comments
MKGH	DIDN'T LIKE BEING IN A ENCLOSED SPACE FOR TOO LONG

Unit	Additional Comments
MKGH	EXCELLENT - ONE OF THE BEST UNITS I HAVE BEEN TO FOR MEDICAL TREATMENT.
MKGH	I AM VERY HAPPY WITH THE WHOLE PROCEDURE
MKGH	IMAGING STAFF COULD SMILE MORE
MKGH	MUSIC FOR HEADPHONES
MKGH	NOT ENOUGH INFORMATION BEFORE SCAN NOT ENOUGH COMMUNICATION/WHEN HOING INTO THE UNKNOWN
MKGH	SOME EXTRA PARKING WOULD BE USEFUL
MKGH	THANK YOU, HOWEVER MUSIC TO LISTEN TO WOULD BE GOOD DURING SCAN.
MKGH	VERY EFFICIENT,
MKGH	VERY GOOD
MKGH	VERY GOOD
MKGH	VERY GOOD AND KNOWLEDGEABLE STAFF AND EXCELLENT SERVICE.
MKGH	WAS TOLD A LETTER AND LEAFLET WOULD BE SENT AND RECEIVED NOTHING ALSO STRUGGLED TO FIND INFO ON INTERNET.
MKGH	WOULD PREFER RESULTS QUICKER BUT EVERYTHING WAS FINE.

Nottingham MRI Patient Satisfaction Survey Q1 2009 - 53 Responses



External appearance of the centre



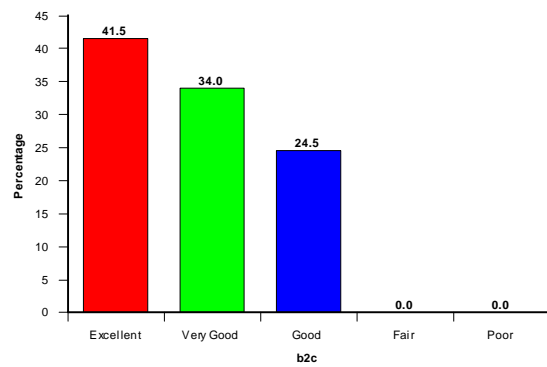
Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



Facilities available (changing rooms, toilets etc)



Overall cleanliness and tidiness of the centre



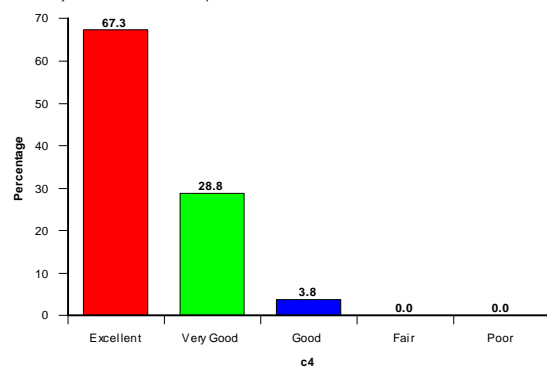
Presentation of staff



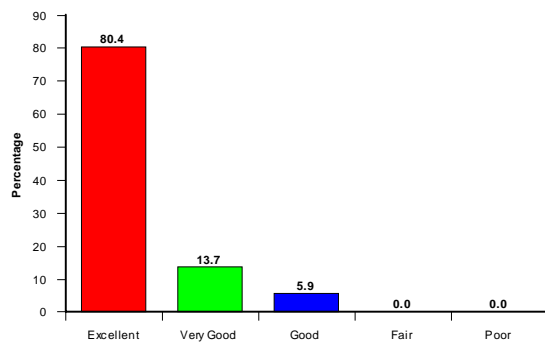
Ease of identification of staff



Efficiency & courteousness of reception staff



Efficiency & courteousness of imaging staff



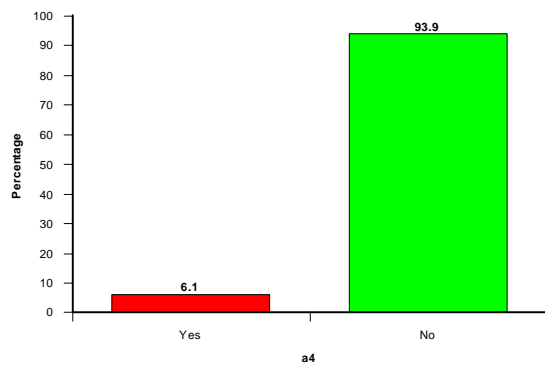
Staff knowledge & information provided



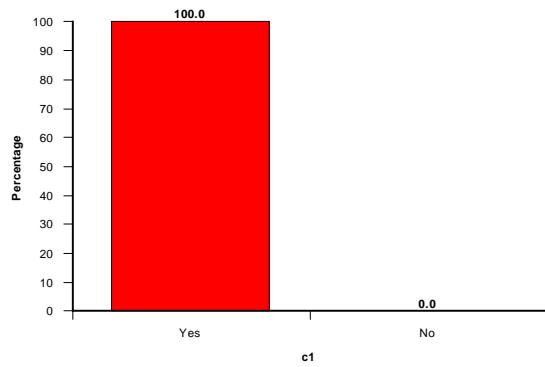
Please rate your overall satisfaction with the centre



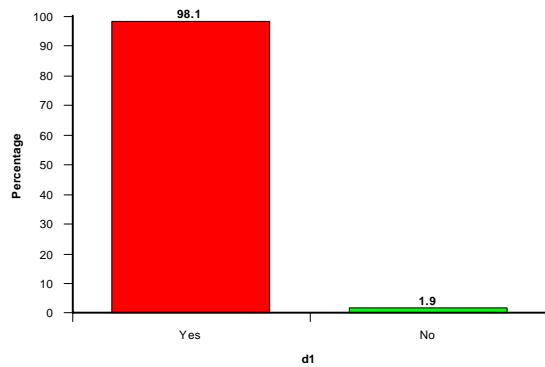
Did you have any concerns?



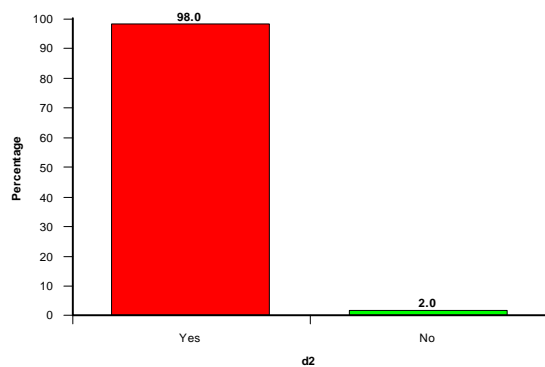
Were you made to feel comfortable throughout the procedure by the imaging staff?



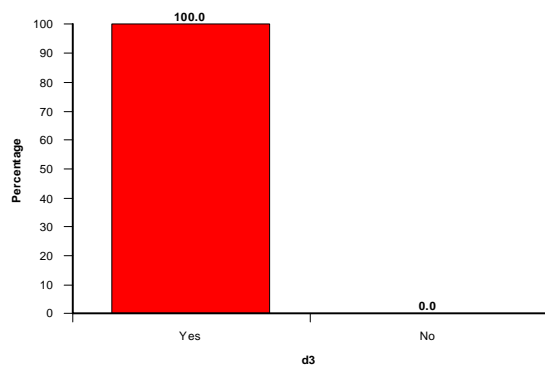
Did you feel the length of time you spent waiting for your test to be reasonable?



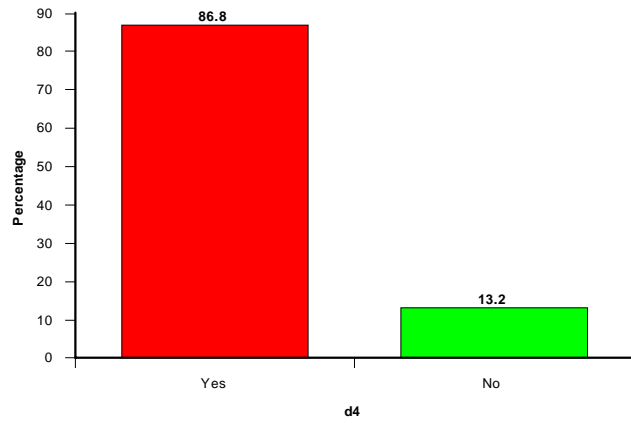
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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



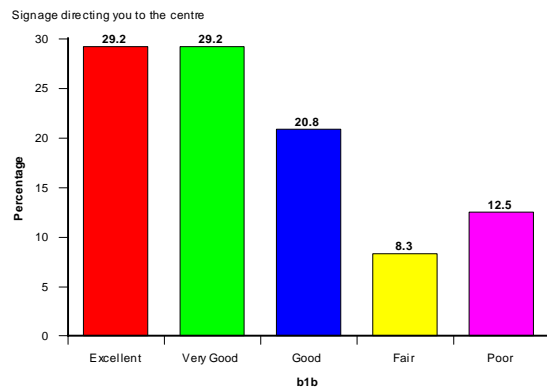
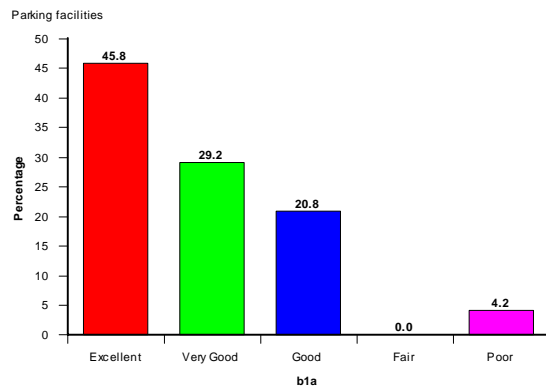
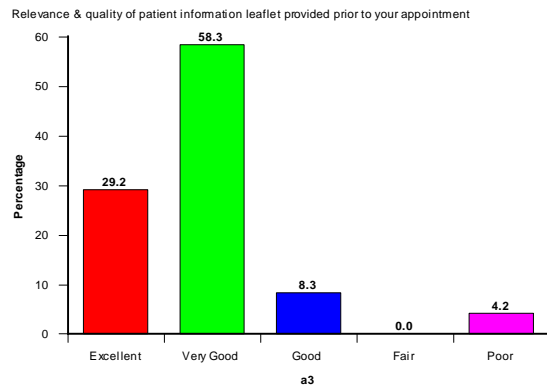
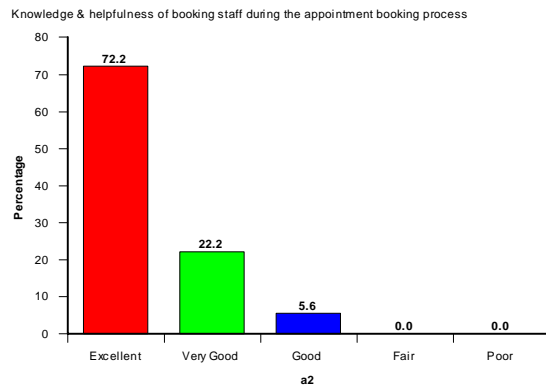
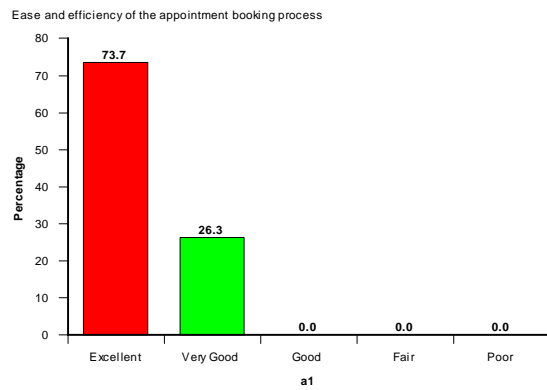
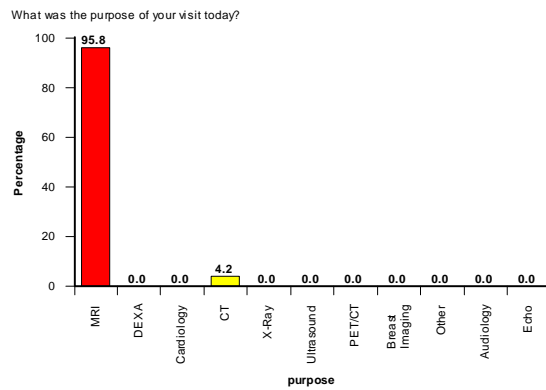
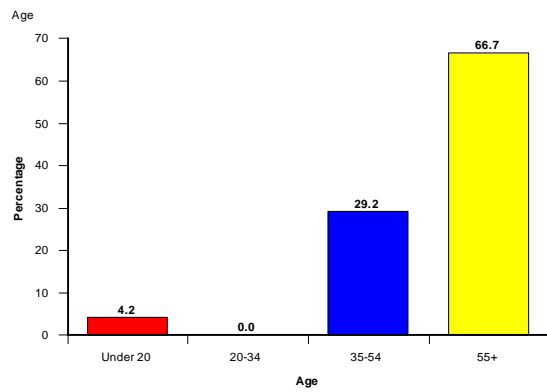
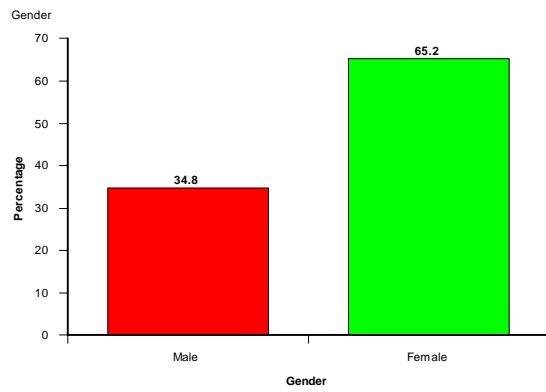
Nottingham MRI Comments

Unit	Appointment Comments
NOTM	CONFINED SPACES!
NOTM	JUST USUAL NERVED!!
NOTM	MILD CONCERNS RE THE CAPSULE ITSELF AND I WOULD FEEL CLAUSTROPHOBIC
NOTM	THE MRI SCAN WAS BOOKED BY CONSULTANT
NOTM	THE ONLY CONCERNS I HAD WERE BEING ABLE TO GET ANY APPOINTMENTS BOOKED THROUGH THE NHS APPOINTMENT BOOKING LINES

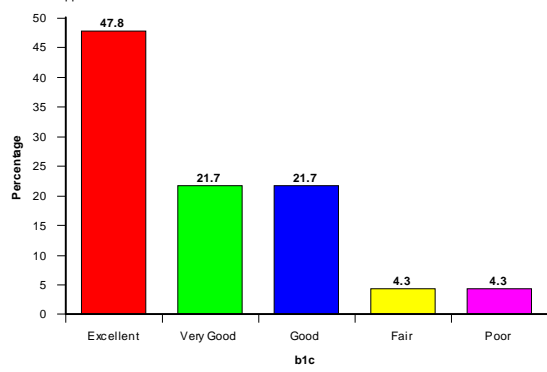
Unit	Procedure Comments
NOTM	THE LACK OF EASE WAS NOT DUE TO STAFF IT WAS DUE TO BEING SORE AND HAVING TO STAY STILL AND CLAUSTROPHOBIA!

Unit	Additional Comments
NOTM	A LOT QUICKER THAN 11 YEARS AGO
NOTM	AT EACH STAGE IT WAS EXPLAINED THAT IT WOULD BE QUITE NOISY OR VERY NOISY. I AFTERWARDS LEARNT THAT THE IMAGING STAFF HAD THEMSELVES BEEN IN THE MACHINE SO THEY KNEW WHAT THEY WERE TALKING ABOUT I WAS VERY IMPRESSED.
NOTM	EXPERIENCE ON THIS VISIT MADE ME FEEL THAT I HAD 'GONE PRIVATE'
NOTM	FANTASTIC
NOTM	MUCH MORE COMFORTABLE THAT THE 2 PREVIOUS MRI SCANS I HAVE HAD
NOTM	QUITE GLAD DIDN'T TAKE ANY LONGER THAN 15 MINS. MY LIMBS WERE BEGINNING TO ACHE.
NOTM	SUPER
NOTM	THE SCAN WAS FOR 9AM ON A SATURDAY. I CAME OUT WITHIN 30 MINUTES. EXCELLENT SERVICE
NOTM	THE STAFF AND PROCEDURE ETC. WERE EXCELLENT. I JUST CAN'T STAY IN ONE PLACE FOR LONG IN COMFORT.
NOTM	VERY GOOD CARE, WAS GENUINE, MAKING YOU FEEL AT EASE. IF NEEDED AGAIN (HOPE NOT) I WOULDN'T MIND COMING AGAIN! THANK YOU!

Sandwell Patient Satisfaction Survey Q1 2009 - 24 Responses



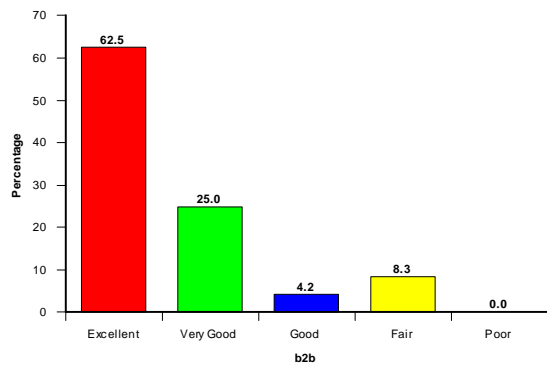
External appearance of the centre



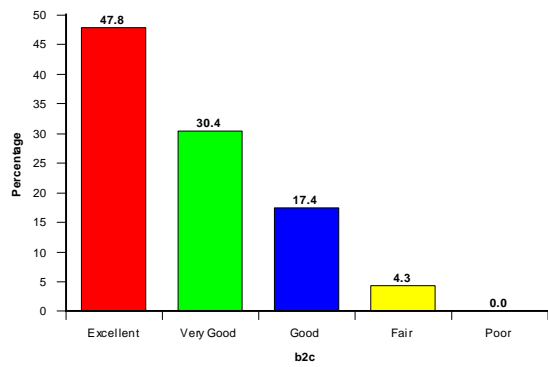
Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



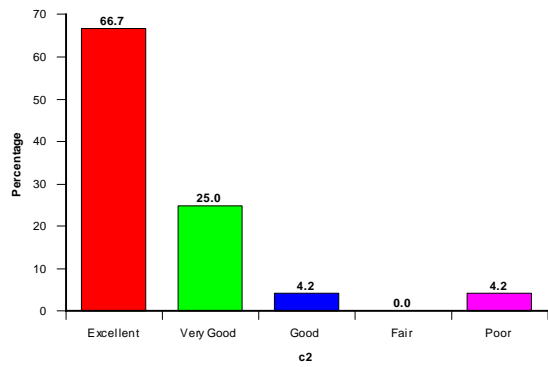
Facilities available (changing rooms, toilets etc)



Overall cleanliness and tidiness of the centre



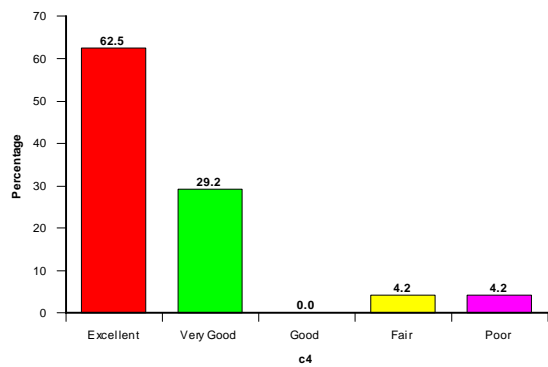
Presentation of staff



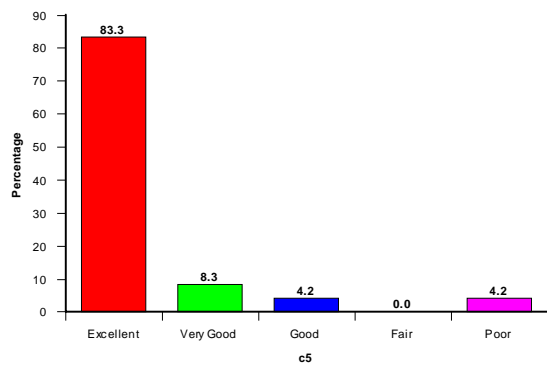
Ease of identification of staff



Efficiency & courteousness of reception staff



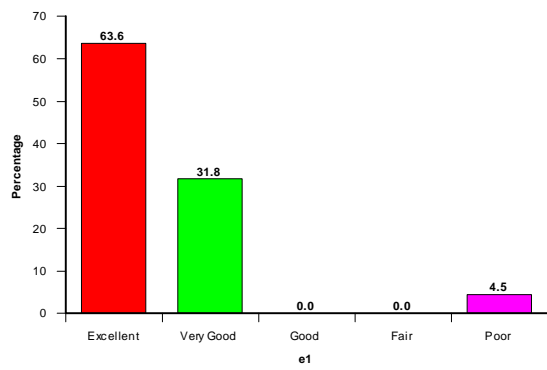
Efficiency & courteousness of imaging staff



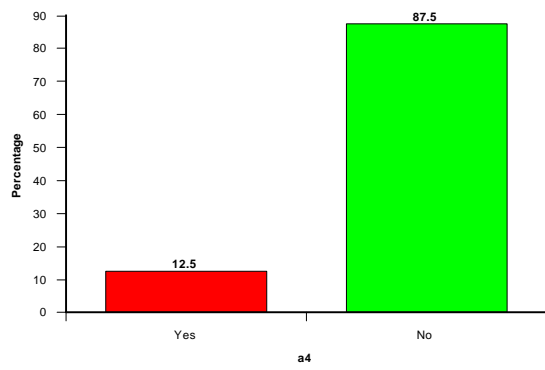
Staff knowledge & information provided



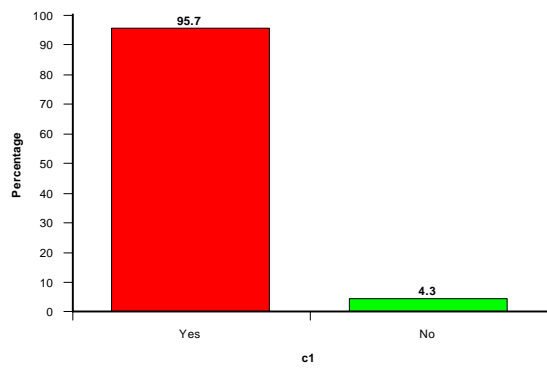
Please rate your overall satisfaction with the centre



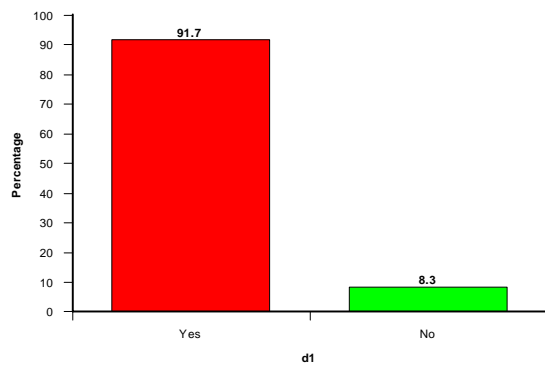
Did you have any concerns?



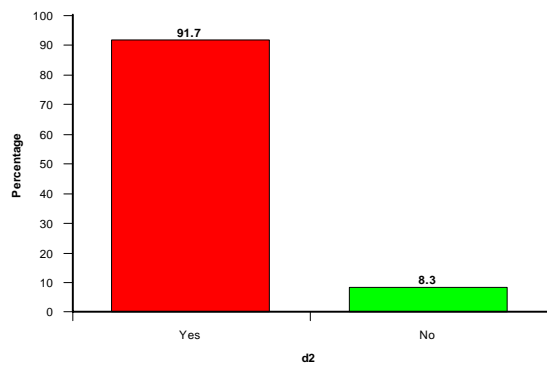
Were you made to feel comfortable throughout the procedure by the imaging staff?



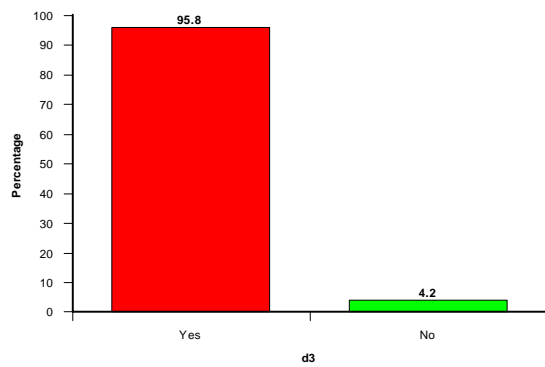
Did you feel the length of time you spent waiting for your test to be reasonable?



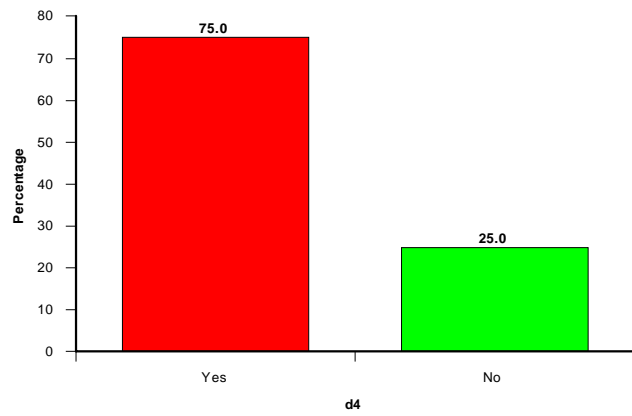
Did you feel at ease through your test?



Were your privacy & dignity needs met?



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



d4

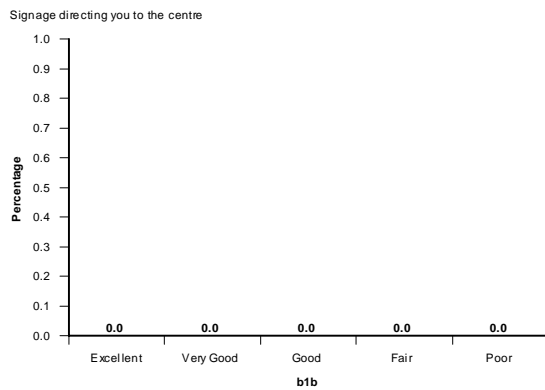
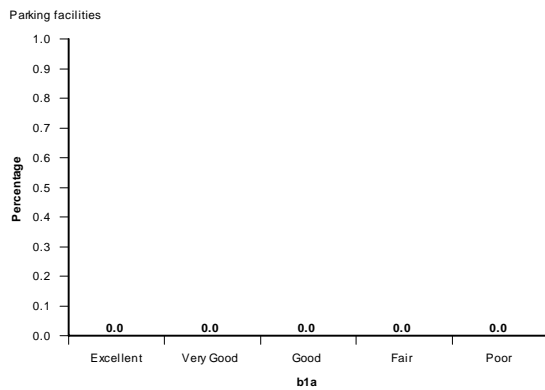
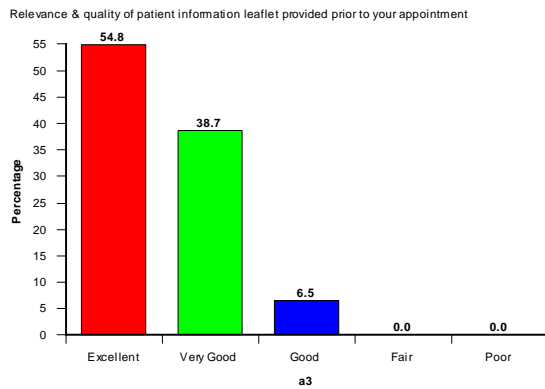
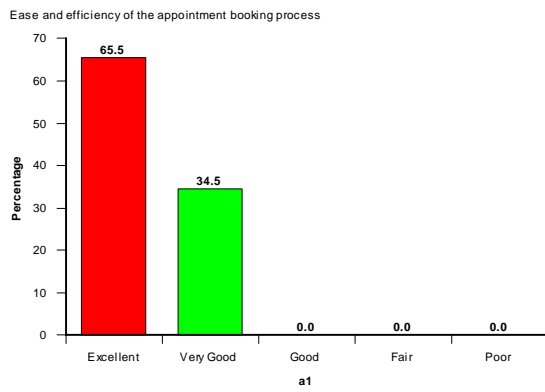
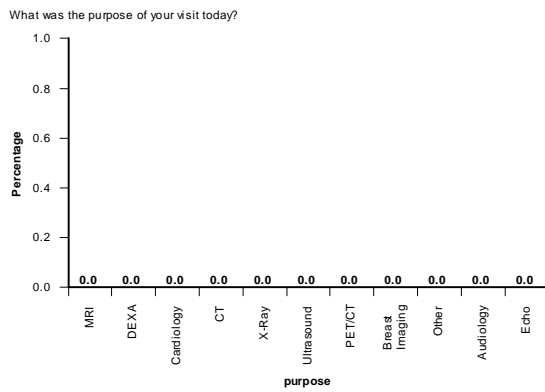
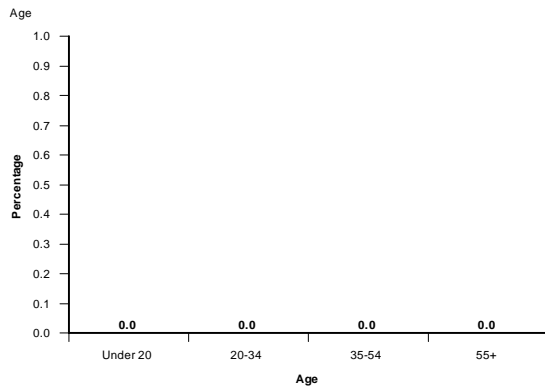
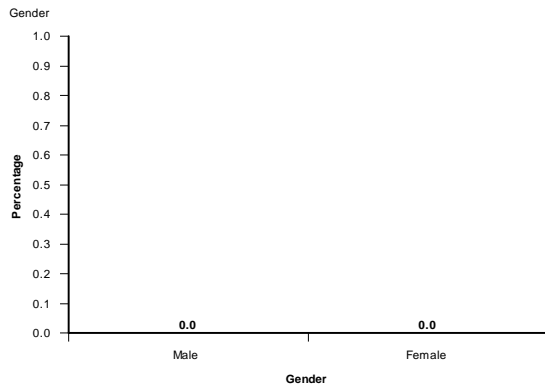
Sandwell Comments

Unit	Appointment Comments
SAND	AS A DISABILITY CAR PARKING USER PARKED IN SDGH FACILITY. NO SIGNAGE OBVIOUS TO STATE AND DIRECT AROUND BUILDING TOWARDS MRI DEPT.
SAND	EXACT LOCATION OF MRI UNIT ON HOSPITAL SITE. MAP PROVIDED DID NOT SHOW LITTLE LANE WHICH IS MENTIONED AS CAR PARKING ACCESS ROUTE.
SAND	I AM CLAUSTROPHOBIC AND I WORRIED ABOUT BEING INSIDE THE SCANNER. IT WOULD HAVE BEEN HELPFUL IF THIS WAS ADDRESSED IN LEAFLET. MY HEAD WAS OUT THE OTHER SIDE DURING MY SCAN, ALSO IT WOULD HAVE BEEN HELPFUL TO KNOW IF I HAD TO HAVE THE INJECTION.
SAND	MORE INFO ABOUT WEARING METAL, HELPFUL BUT NOT ESSENTIAL

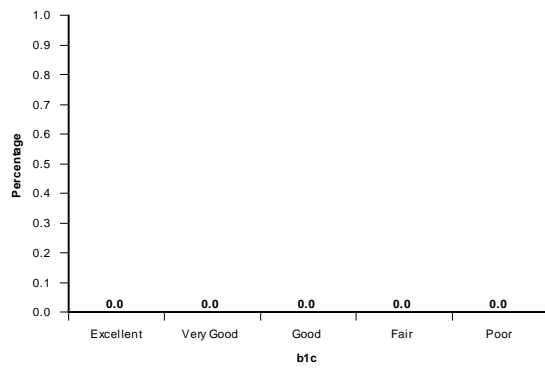
Unit	Procedure Comments
SAND	AS A TRI WALKER AND WALKING STICK USER. NO OFFER OF SUPPORTING ARM TO WALK FROM CUBICLE TO MRI ROOM
SAND	MY OWN BACK CURVATURE MADE IT PAINFUL TO LIE

Unit	Additional Comments
SAND	I TRAVELLED FROM SOUTH BIRMINGHAM (ONE HOUR BY CAR) WITH NO CLEAR INFORMATION FOR THE DESTINATION. A BETTER MAP WOULD BE VERY USEFUL TO YOUR CLIENTS.
SAND	I WAS HURRIED INTO THE TUNNEL. I FELT EMOTIONALLY UPSET AT 'WELCOME'.
SAND	I WAS VERY PLEASED WITH THE SHORT TIME I HAD TO WAIT FOR MY SCAN AND THE STAFF HELPFUL AND VERY PLEASANT
SAND	IT WAS NOT AS BAD AS I THOUGH IT WOULD BE. I WAS GLAD I COULD PARK ON THE HOSPITAL CAR PARK AND THAT I DID NOT HAVE TO PAY.
SAND	OUTSTANDING STAFF AND SERVICE IS SECOND TO NONE
SAND	WAITING ROOM COULD DO WITH FACELIFT IE PAINTING

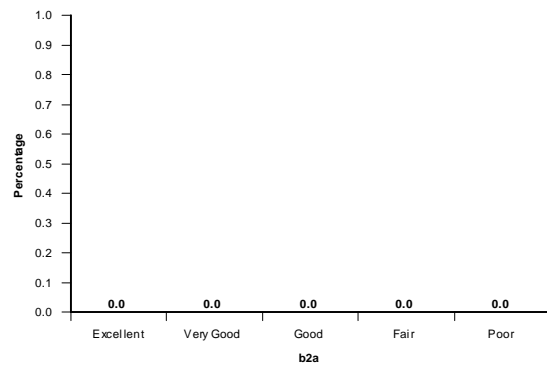
St. Peters Patient Satisfaction Survey Q1 2009 – 31 Responses



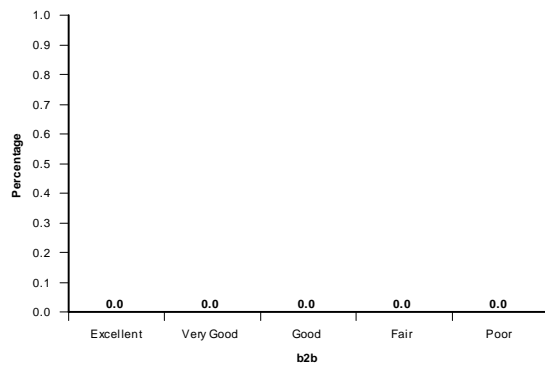
External appearance of the centre



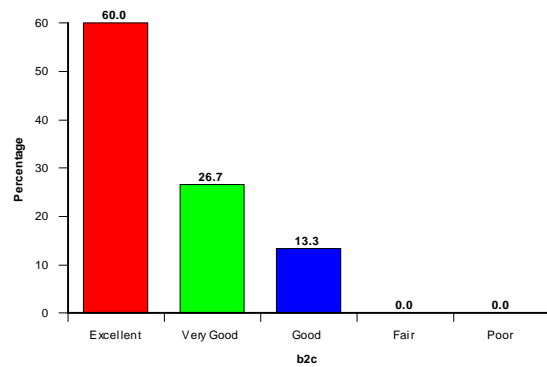
Decor & internal appearance of the centre



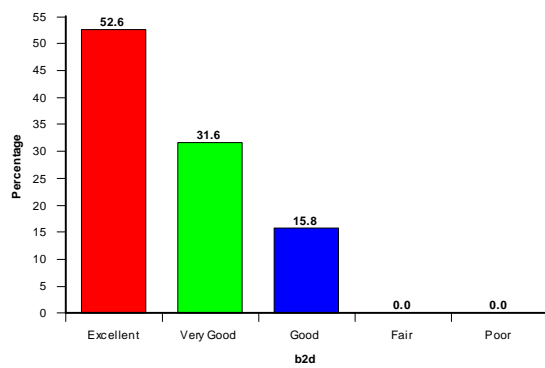
Comfort and surroundings of the waiting room



Facilities available (changing rooms, toilets etc)



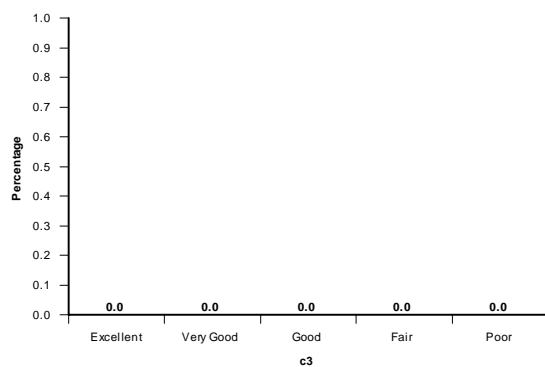
Overall cleanliness and tidiness of the centre



Presentation of staff



Ease of identification of staff



Efficiency & courteousness of reception staff



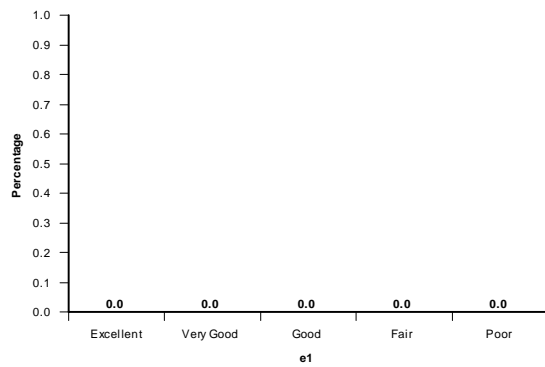
Efficiency & courteousness of imaging staff



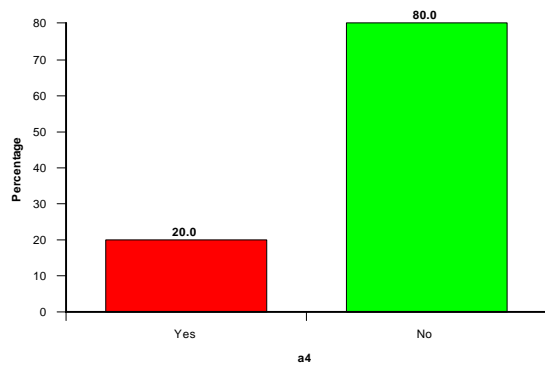
Staff knowledge & information provided



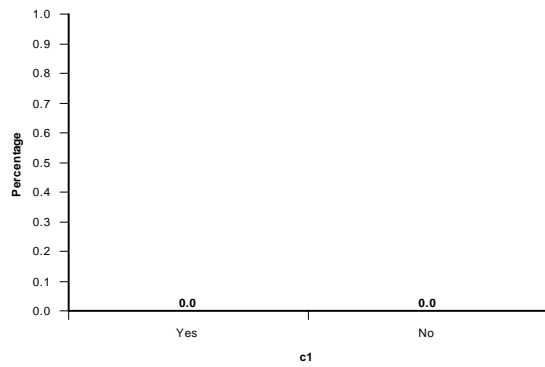
Please rate your overall satisfaction with the centre



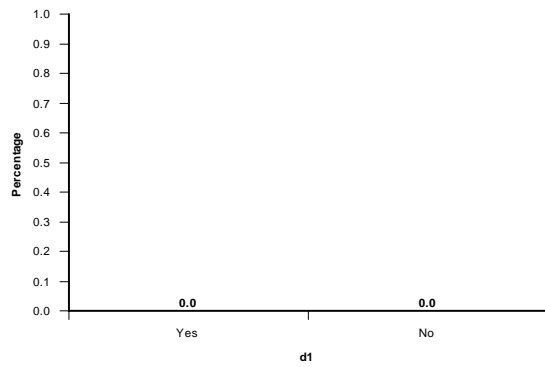
Did you have any concerns?



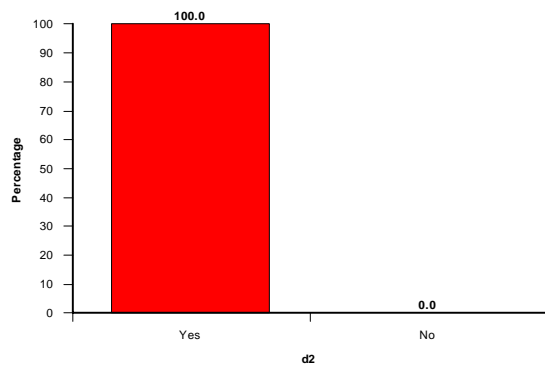
Were you made to feel comfortable throughout the procedure by the imaging staff?



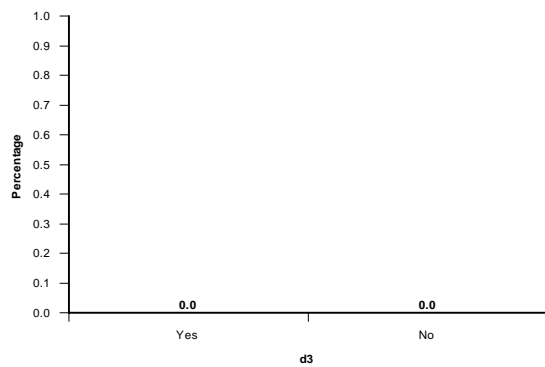
Did you feel the length of time you spent waiting for your test to be reasonable?



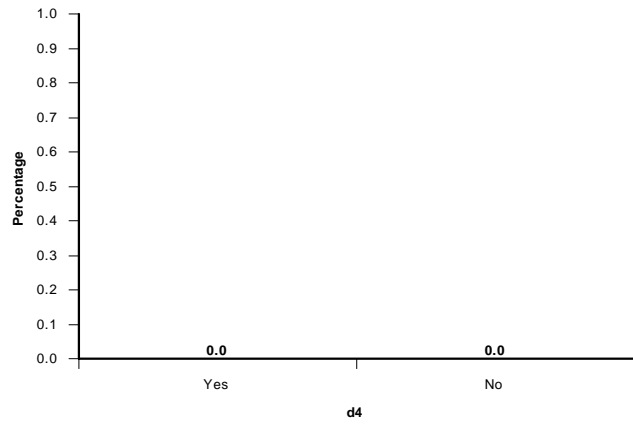
Did you feel at ease through your test?



Were your privacy & dignity needs met?



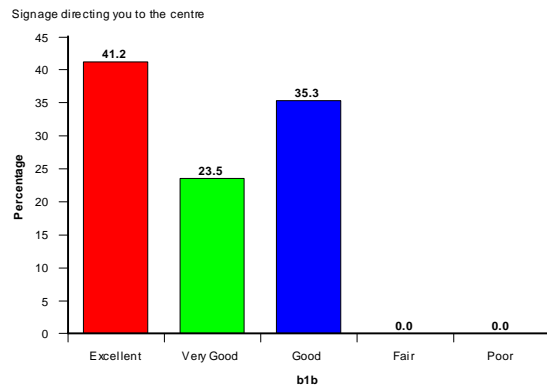
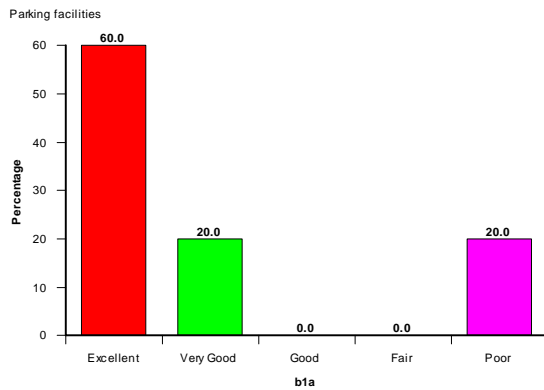
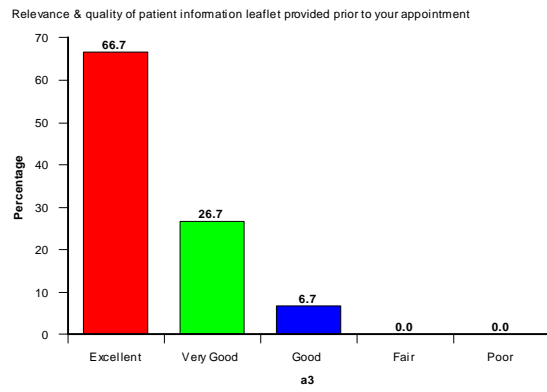
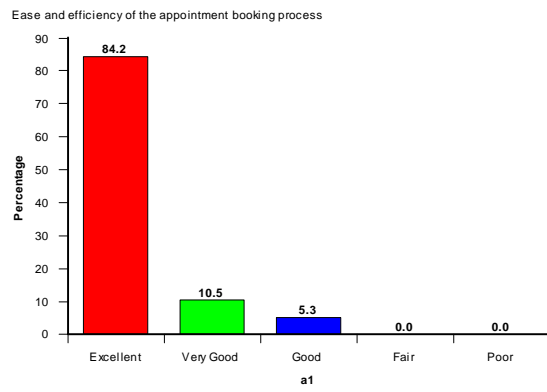
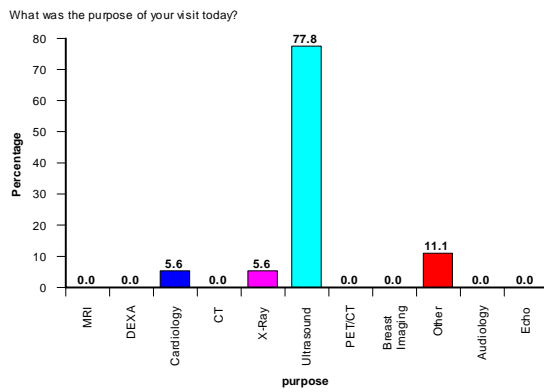
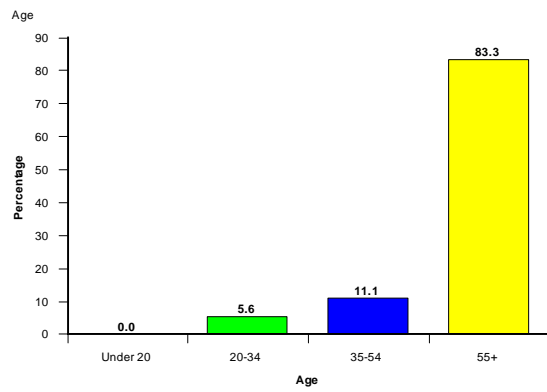
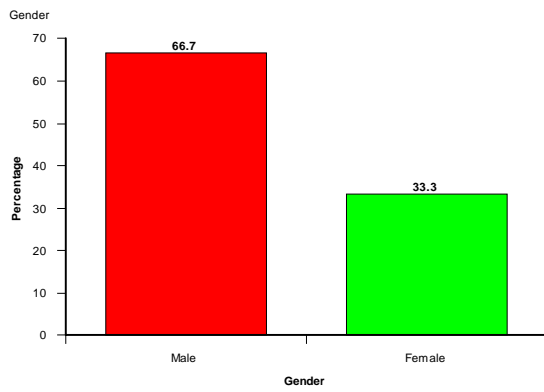
Were you told how you would find out the results of your scan?



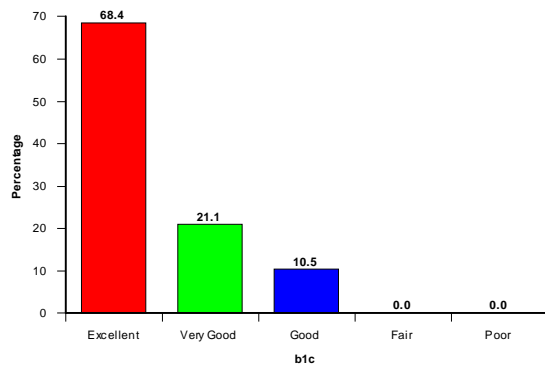
St. Peters Comments

Unit	Additional Comments
STPE	ALL STAFF WERE EFFICIENT AND RESPECTFUL
STPE	COULDN'T FAULT THE WAS WE WERE DEALT WITH
STPE	I AM VERY HAPPY FOR MY WIFE'S TREATMENT IN THIS HOSPITAL
STPE	I WAS SENT A LETTER DATED 17/11/2008 STATING THAT I HAD AN APPOINTMENT FOR 28TH NOV. IT ARRIVED 8TH DEC
STPE	JULIA AND SHARON IN 'ANGIO D CARE' ATTENDED TO ME WITH CARE AND PROFESSIONALISM
STPE	MY NOTES WENT DOWN WITH MAN IN NEXT BED. THEN TWO DAYS LATER HE BROUGHT SOME OF THE NOTES/PAPERWORK TO MY FRONT DOOR!! HE HAD BEEN GIVEN THEM TO TAKE HOME!! THIS IS NOT GOOD.
STPE	THANK YOU FOR THE EXCELLENT TREATMENT I HAD FROM DR WILKINSON AND THE NURSES.
STPE	TREATED BY ALL STAFF SPLENDIDLY. THANK YOU.
STPE	VERY IMPRESSED WITH THE AMBIENCE AND ATTENTION GENERATED BY THE TEAM
STPE	YOUR STAFF WERE EXCELLENT ON THE WARD AND SURGERY UNIT. THANK YOU SO MUCH.

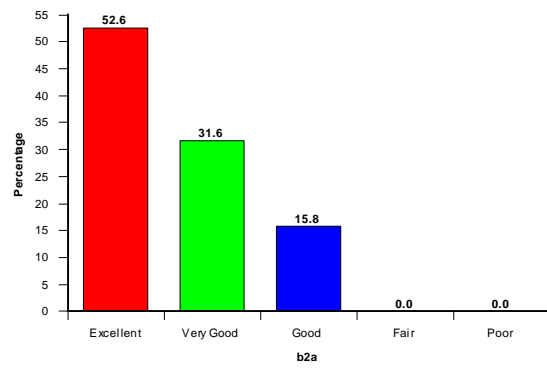
Vincent Medical Patient Satisfaction Survey Q1 2009 - 19 Responses



External appearance of the centre



Decor & internal appearance of the centre



Comfort and surroundings of the waiting room



Facilities available (changing rooms, toilets etc)



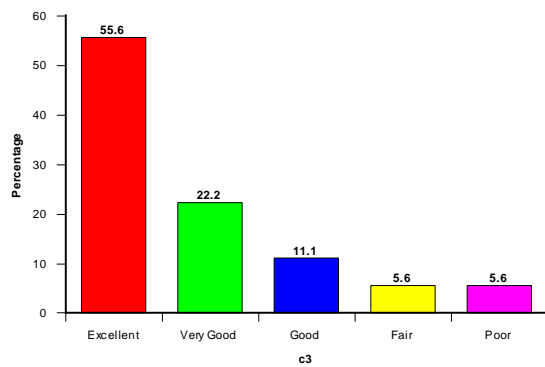
Overall cleanliness and tidiness of the centre



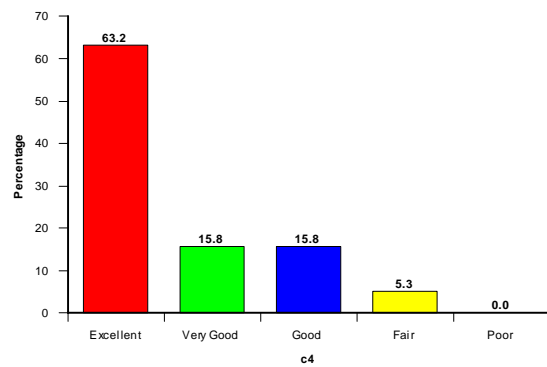
Presentation of staff



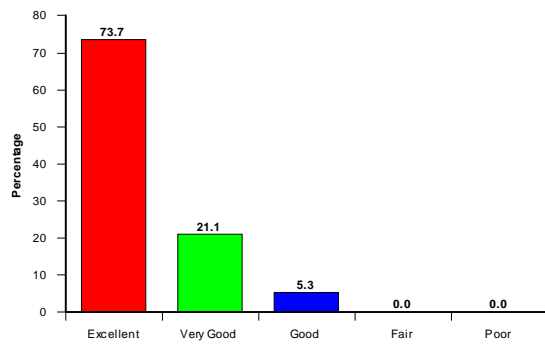
Ease of identification of staff



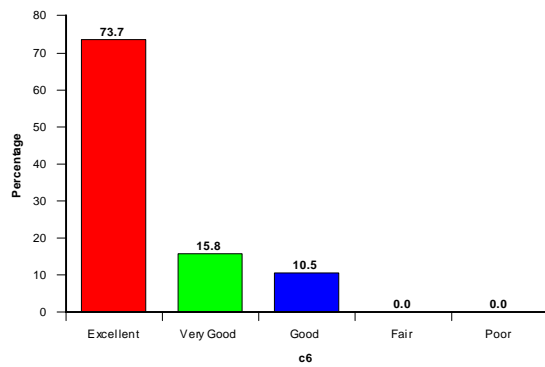
Efficiency & courteousness of reception staff



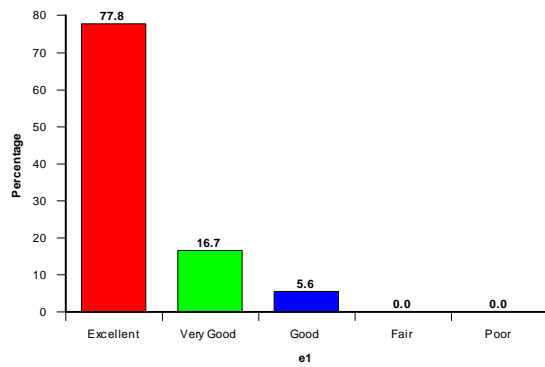
Efficiency & courteousness of imaging staff



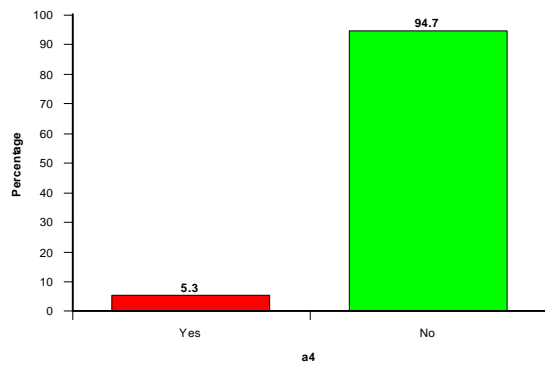
Staff knowledge & information provided



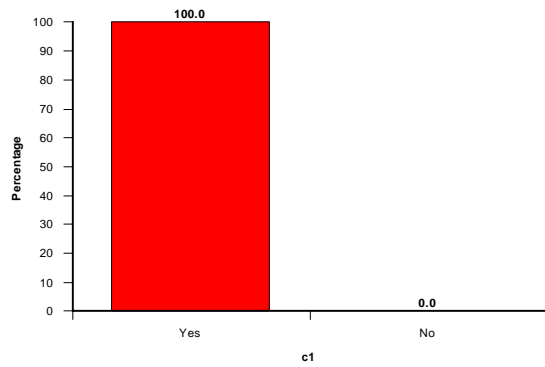
Please rate your overall satisfaction with the centre



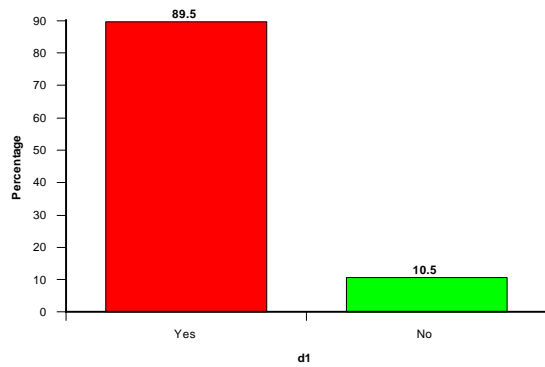
Did you have any concerns?



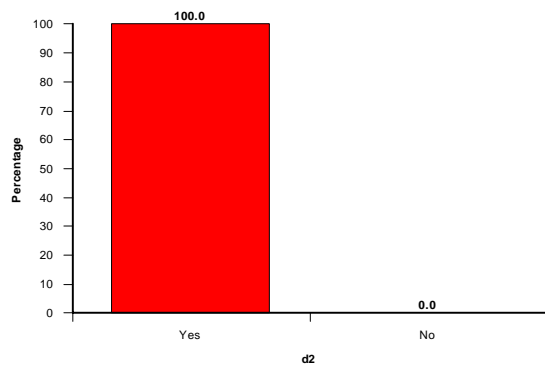
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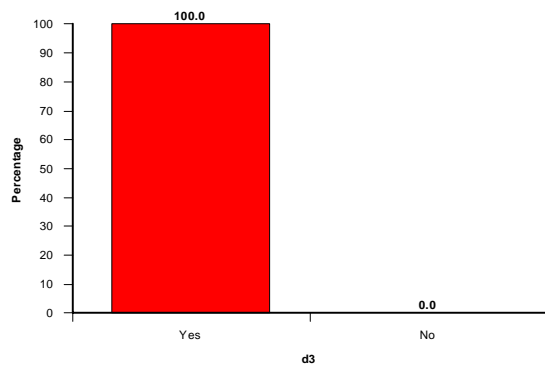
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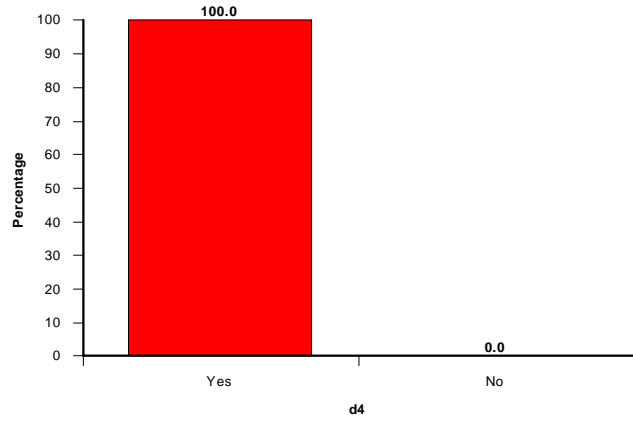
Did you feel at ease through your test?



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	IN WAITING AREA NUMEROUS STAFF AND PATIENTS WERE PASSING ALL THE TIME BUT NOBODY USED THE HAND CLEANING GEL.
VINC	NO INFO LEAFLET PROVIDED

Unit	Additional Comments
VINC	ALL IN ALL I AM MOST IMPRESSED
VINC	EXCELLENT OVERALL. AN ON-TIME APPOINTMENT, AS GOOD AS ANYTHING IN THE PRIVATE SECTOR.
VINC	EXCELLENT SERVICE, WELL DONE TO ALL CONCERNED, THANKS
VINC	IMAGING STAFF VERY PLEASANT AND HAPPY TO ANSWER QUESTIONS, EXPLAIN TERMINOLOGY ETC. ALSO SEEMED VERY THOROUGH.
VINC	SMOOTH AND VERY EFFICIENT
VINC	STAFF VERY NICE AND VERY EFFICIENT