

# Exceeding Patient Expectations

InHealth Patient Survey



## Patient perceptions of the way they are cared for by the NHS PET/CT Diagnostic Imaging Service

Report for Quarter 2 2011  
Prepared by HWA Consulting  
for InHealth NHS PET/CT Diagnostic Imaging Service

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## Introduction

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

## Methodology

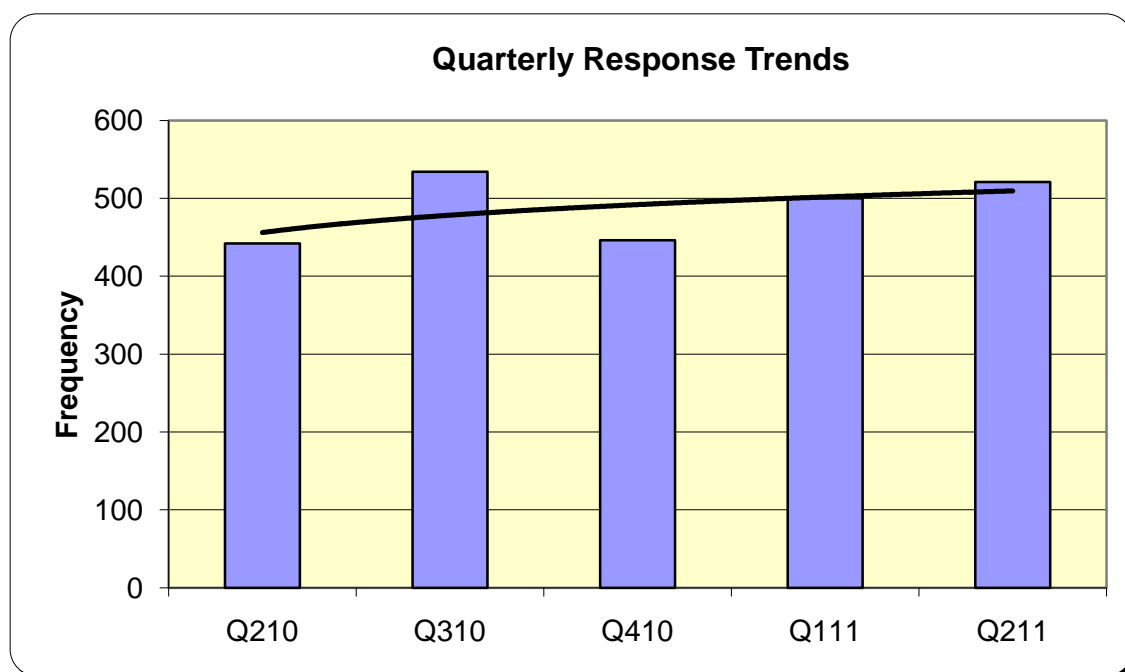
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Questionnaires are sent out to patients with their pre-appointment information. These are then completed and returned to an independent research agency using the FREEPOST address supplied. Received questionnaires are data captured and the resulting information is presented in these reports. In most instances questionnaires are received within one week of issue, so the results for a given quarter are representative of all patients seen during that quarter.

## Overview of Quarter 2 results

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### 1. Responses

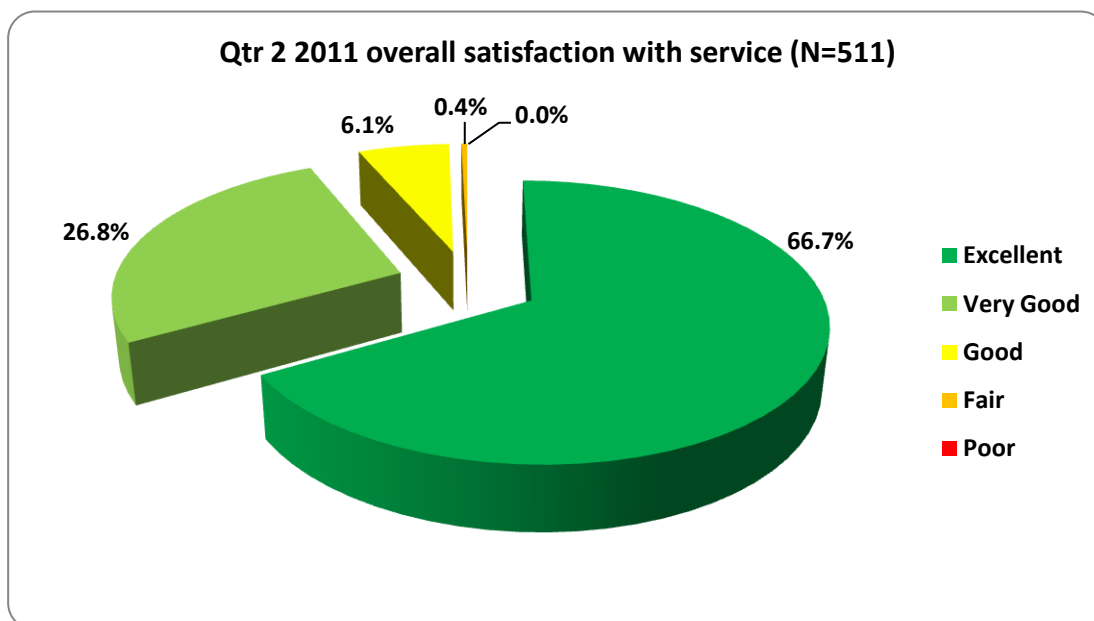


This is the third consecutive quarter that responses have increased and they are significantly above the same period last year. At an individual site level we have had acceptable responses from 12 sites compared to 15 last quarter.

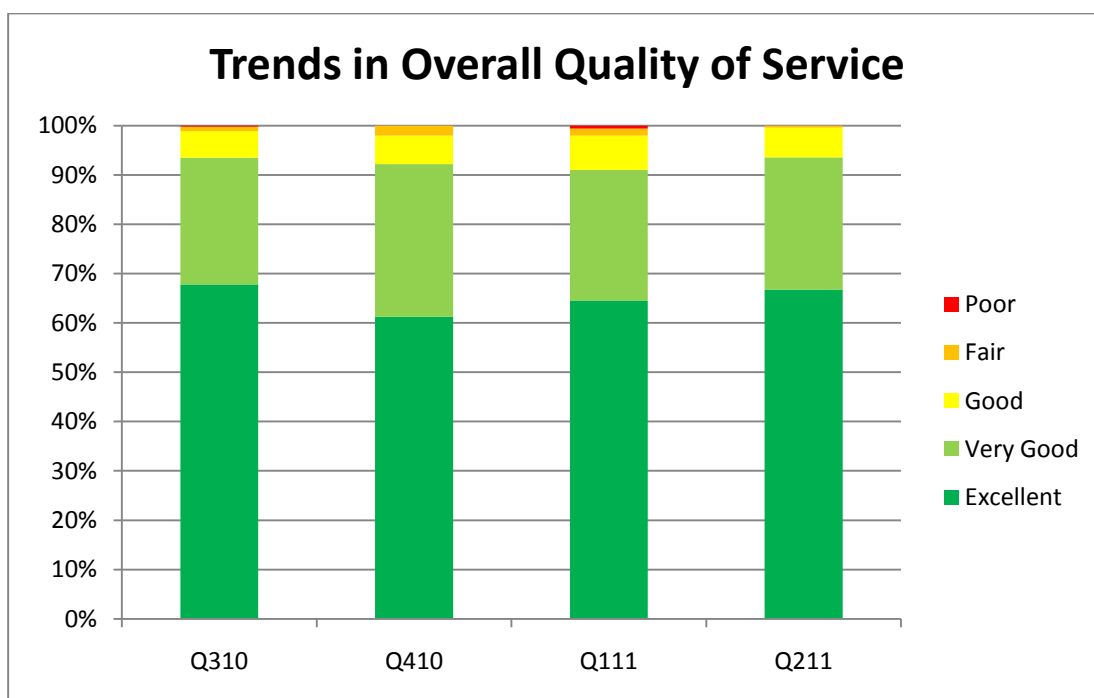
In total there were 521 completed questionnaires received, which gives an overall accuracy to most questions of +/- 1.9% - based on the satisfaction rating to the overall quality of service question.

## Overview of results

### 2. Overall rating



The pie chart shows how the 'overall rating of service' question was answered in Quarter 2 2011. Of the 521 patients responding, 511 answered this question.



Overall 93.5% rated the service as 'Very Good' or 'Excellent' in Q2 2011, whilst those reporting a 'Poor' or 'Fair' experience remain around 0.4%. These figures are consistently high, with minimal variation.

## Trends and observations

The tables below show the results for the past year, plus the same quarter last year for comparison. Trends or apparent anomalies are identified by a **BOLD RED** entry in the appropriate cell.

| Part 1 - Demographics |               | Q210  | Q310  | Q410  | Q111         | Q211  |
|-----------------------|---------------|-------|-------|-------|--------------|-------|
|                       | Responses     | 442   | 534   | 446   | 500          | 521   |
| Gender                | Male          | 57.0% | 55.3% | 56.7% | 57.2%        | 59.4% |
|                       | Female        | 43.0% | 44.7% | 43.3% | 42.8%        | 40.6% |
| Age                   | 0-14          | 0.0%  | 0.0%  | 0.0%  | 0.0%         | 0.0%  |
|                       | 15-24         | 1.8%  | 1.5%  | 1.6%  | 1.6%         | 0.6%  |
|                       | 25-34         |       |       |       |              | 1.2%  |
|                       | 35-44         | 9.0%  | 9.9%  | 8.9%  | 10.6%        | 1.2%  |
|                       | 45-54         |       |       |       |              | 7.5%  |
|                       | 55-64         | 63.2% | 62.9% | 62.0% | <b>57.5%</b> | 18.5% |
|                       | 65-74         |       |       |       |              | 43.4% |
| Over 75               | 26.0%         | 25.7% | 27.5% | 30.3% | 27.7%        |       |
| Ethnicity             | White         | 97.9% | 99.8% | 98.6% | 98.8%        | 98.6% |
|                       | Asian         | 0.5%  | 0.0%  | 0.2%  | 0.2%         | 0.0%  |
|                       | Asian Black   | 0.0%  | 0.2%  | 0.2%  | 0.4%         | 0.4%  |
|                       | Black         | 0.0%  | 0.0%  | 0.0%  | 0.0%         | 0.0%  |
|                       | Black British | 0.2%  | 0.0%  | 0.2%  | 0.0%         | 0.4%  |
|                       | Chinese/Other | 0.0%  | 0.0%  | 0.5%  | 0.0%         | 0.0%  |
|                       | Mixed         | 0.2%  | 0.0%  | 0.0%  | 0.6%         | 0.0%  |
|                       | Not Stated    | 1.1%  | 0.0%  | 0.2%  | 0.0%         | 0.6%  |

Whilst there is a fairly even split between the genders, the other groups are almost exclusively white and predominantly over 55 years old.

It is interesting to note how consistent all these figures are.

| Part 2 – Making the appointment             |                         | Q210  | Q310         | Q410  | Q111  | Q211  |
|---|-------------------------|-------|--------------|-------|-------|-------|
| Choice of appointment times/dates?          | Yes                     | 46.6% | 48.7%        | 47.7% | 54.9% | 53.3% |
|   | No and didn't want      | 49.8% | 47.1%        | 47.3% | 41.9% | 44.2% |
|   | No and would have liked | 3.7%  | 3.6%         | 4.3%  | 3.0%  | 2.1%  |
|   | Can't remember          | 0.0%  | 0.6%         | 0.7%  | 0.2%  | 0.4%  |
| How long did you wait for your appointment? | Within 3 days           | 35.4% | <b>29.4%</b> | 33.8% | 32.1% | 30.4% |
|   | 4 - 7 days              | 43.2% | <b>41.1%</b> | 41.8% | 46.1% | 42.9% |
|   | 8 - 10 days             | 12.0% | 16.6%        | 14.2% | 13.2% | 16.5% |
|   | 10 days +               | 9.4%  | 12.8%        | 10.3% | 8.6%  | 10.1% |
| Did this meet your expectation?             | Yes                     | 94.4% | 89.6%        | 94.9% | 93.9% | 93.9% |
|   | Preferred longer        | 0.9%  | 0.4%         | 0.0%  | 0.8%  | 1.0%  |
|   | Preferred sooner        | 4.6%  | 10.0%        | 5.1%  | 5.3%  | 5.1%  |

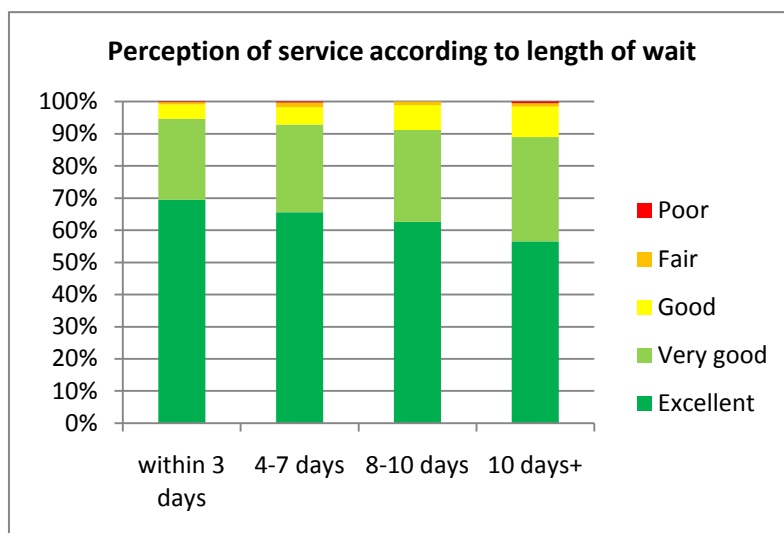
Some percentages have been highlighted in RED. These indicate areas of greatest change and may indicate a trend or an anomaly in the figures.

## Trends and observations

Just 2.1% of patients say they did not get the choice of appointment time/date they wanted.

The proportion of patients waiting over a week for their appointment has risen slightly this quarter, however expectations are still being met.

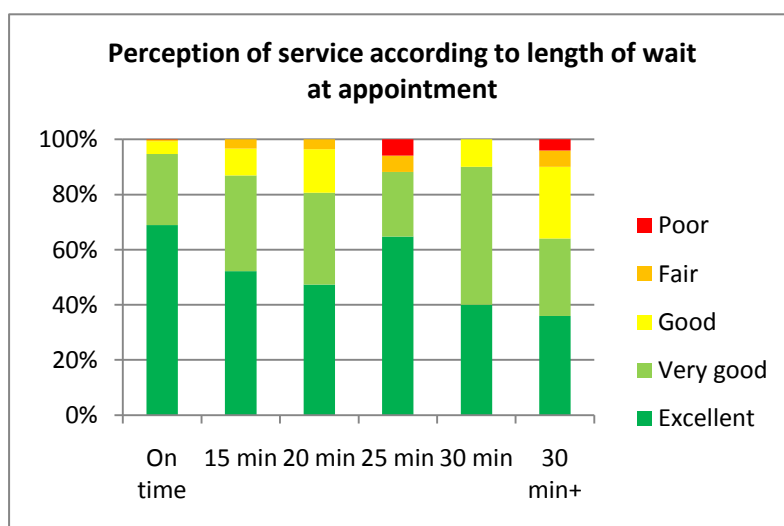
This is an important figure as there is clearly a difference in overall perceptions among those patients who have to wait the longest and a further rise in waiting times could trigger a fall in overall perceptions.



This chart shows that the longer a patient waits FOR their appointment the less likely they are to give an 'Excellent' rating for the overall quality of the service.

Satisfaction falls more noticeably after 7 days. Generally there are between 20% and 25% of patients who wait this long.

Figures are based on all patients responding in the past 12 months



Here we can see that the longer the patient has to wait AT the appointment the lower their overall satisfaction is.

Those who wait longer to be seen are significantly less likely to give a 'Very Good' or 'Excellent' rating.

93% of patients were seen within 15 minutes of their allotted appointment time.

Figures are based on all patients responding in the past 12 months

## Trends and observations

| <b>Part 3 – On arrival</b>                        |             | <b>Q210</b> | <b>Q310</b> | <b>Q410</b> | <b>Q111</b>  | <b>Q211</b>  |
|---|-------------|-------------|-------------|-------------|--------------|--------------|
| Were you greeted promptly and courteously?        | Yes         | 98.6%       | 99.0%       | 99.1%       | 98.1%        | 98.8%        |
|   | No          | 1.4%        | 1.0%        | 0.9%        | 1.9%         | 1.2%         |
| Were you kept informed if your test was delayed?  | Yes         | 85.3%       | 83.8%       | 80.7%       | <b>87.1%</b> | <b>87.1%</b> |
|   | No          | 14.7%       | 16.2%       | 19.3%       | 12.9%        | 12.9%        |
| How close to your appointment time were you seen? | On time     | 78.5%       | 80.6%       | 81.1%       | 81.6%        | <b>81.5%</b> |
|   | 15 min      | 12.7%       | 10.7%       | 9.8%        | 10.6%        | <b>11.9%</b> |
|   | 20 min      | 2.5%        | 3.1%        | 3.9%        | 2.0%         | 2.7%         |
|   | 25 min      | 1.4%        | 2.1%        | 0.7%        | 0.2%         | 0.6%         |
|   | 30 min      | 2.1%        | 1.4%        | 2.3%        | 1.2%         | 1.6%         |
|   | Over 30 min | 2.8%        | 2.1%        | 2.3%        | 4.3%         | 1.8%         |

Over 93% of patients are seen within 15 minutes of arrival. These consistent high standards indicate a process that works well.

| <b>Part 4 – The test</b>  |                    | <b>Q210</b> | <b>Q310</b> | <b>Q410</b> | <b>Q111</b> | <b>Q211</b>  |
|---|--------------------|-------------|-------------|-------------|-------------|--------------|
| Were you given all the privacy you needed during your test?                 | Yes                | 91.8%       | 91.7%       | 90.1%       | 90.6%       | 91.1%        |
|   | Yes to some extent | 8.2%        | 7.9%        | 9.7%        | 9.2%        | 8.8%         |
|   | No                 | 0.0%        | 0.4%        | 0.2%        | 0.2%        | 0.2%         |
| Were the procedures and next steps explained in a way you could understand? | Yes                | 96.1%       | 95.5%       | 95.3%       | 95.0%       | 96.7%        |
|   | Yes to some extent | 3.9%        | 4.0%        | 4.3%        | 4.8%        | 3.1%         |
|   | No                 | 0.0%        | 0.6%        | 0.5%        | 0.2%        | 0.2%         |
| Did you feel you were given all the time and attention you needed?          | Yes                | 95.2%       | 94.3%       | 95.0%       | 94.4%       | 94.8%        |
|   | Yes to some extent | 4.1%        | 5.1%        | 5.0%        | 4.8%        | 5.0%         |
|   | No                 | 0.7%        | 0.6%        | 0.0%        | 0.8%        | 0.2%         |
| Were you told how you would find out your test results?                     | Yes                | 90.0%       | 90.0%       | 86.4%       | 86.8%       | <b>91.4%</b> |
|   | No                 | 10.0%       | 10.0%       | 13.6%       | 13.2%       | 8.6%         |

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

Positive opinions are high, with averages of 90% satisfaction or more for most questions.

## Trends and observations

| Part 5 – Overall opinions   |           | Q210  | Q310  | Q410        | Q111  | Q211        |
|---|-----------|-------|-------|-------------|-------|-------------|
| How did you rate.....   |           |       |       |             |       |             |
| ... the info received prior to test?  | Excellent | 58.8% | 57.2% | 57.0%       | 58.5% | 62.6%       |
|   | Very Good | 33.6% | 36.9% | 34.9%       | 33.6% | 29.9%       |
|   | Good      | 6.2%  | 3.4%  | 7.4%        | 6.1%  | 6.8%        |
|   | Fair      | 1.2%  | 1.3%  | <b>0.5%</b> | 0.6%  | <b>0.4%</b> |
|   | Poor      | 0.2%  | 1.1%  | <b>0.2%</b> | 1.2%  | <b>0.2%</b> |
| ..the staff during your visit   | Excellent | 71.6% | 72.0% | 66.8%       | 68.8% | 70.8%       |
|   | Very Good | 25.2% | 22.3% | 27.3%       | 26.6% | 26.1%       |
|   | Good      | 2.1%  | 3.6%  | 5.4%        | 3.6%  | 3.1%        |
|   | Fair      | 0.5%  | 1.7%  | <b>0.5%</b> | 0.6%  | <b>0.0%</b> |
|   | Poor      | 0.7%  | 0.4%  | <b>0.0%</b> | 0.4%  | <b>0.0%</b> |
| ..the standards of the facility   | Excellent | 54.1% | 58.7% | 49.0%       | 48.9% | 54.9%       |
|   | Very Good | 33.9% | 28.5% | 32.7%       | 33.8% | 31.7%       |
|   | Good      | 9.9%  | 10.4% | 13.3%       | 13.0% | 10.9%       |
|   | Fair      | 2.1%  | 2.1%  | 4.6%        | 3.1%  | 2.1%        |
|   | Poor      | 0.0%  | 0.4%  | 0.5%        | 1.2%  | 0.4%        |
| ..the cleanliness of the facility   | Excellent | 58.9% | 63.4% | 55.5%       | 55.4% | 60.7%       |
|   | Very Good | 32.1% | 26.1% | 31.3%       | 31.6% | 29.3%       |
|   | Good      | 7.6%  | 9.4%  | 11.2%       | 11.8% | 8.4%        |
|   | Fair      | 1.4%  | 1.0%  | 1.8%        | 1.0%  | 1.4%        |
|   | Poor      | 0.0%  | 0.2%  | 0.2%        | 0.2%  | 0.2%        |
| ...your overall satisfaction with the service?                                | Excellent | 64.7% | 67.8% | 61.2%       | 64.6% | 66.7%       |
|   | Very Good | 29.6% | 25.7% | 31.0%       | 26.5% | 26.8%       |
|   | Good      | 4.4%  | 5.4%  | 5.7%        | 6.9%  | 6.1%        |
|   | Fair      | 1.1%  | 1.0%  | 2.1%        | 1.4%  | 0.4%        |
|   | Poor      | 0.2%  | 0.2%  | <b>0.0%</b> | 0.6%  | <b>0.0%</b> |
| Would you recommend the InHealth PET/CT Diagnostic Imaging Service to others? | Yes       |       |       |             |       | 98.8%       |
|   | No        |       |       |             |       | 1.2%        |

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

Here also, positive ratings are exceptionally high. The overall satisfaction with service scores have achieved over 90% for each quarter (Excellent and Very Good combined). This quarter they are and over 99% based on 'Good or better'.

## Site Responses

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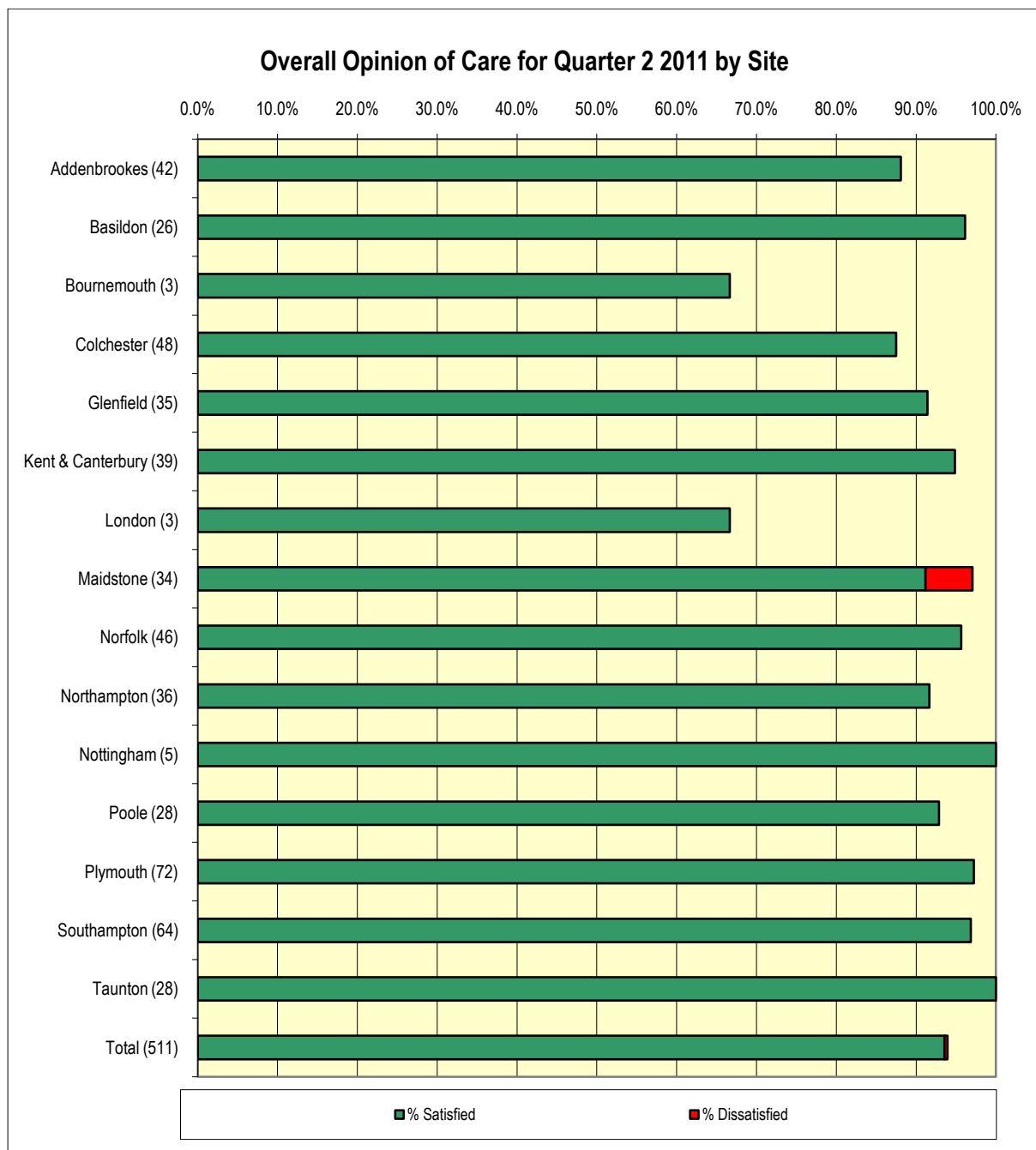
The table below shows the responses by site in quarter 2 2011.

|                   | Patients Scanned | Completed | Response Rate |
|-------------------|------------------|-----------|---------------|
| Addenbrookes      | 225              | 45        | 20.0%         |
| Basildon          | 185              | 26        | 14.1%         |
| Bournemouth       | 20               | 3         | 15.0%         |
| Colchester        | 173              | 48        | 27.7%         |
| Glenfield         | 150              | 35        | 23.3%         |
| Kent & Canterbury | 188              | 40        | 21.3%         |
| London            | 13               | 3         | 23.1%         |
| Maidstone         | 196              | 35        | 17.9%         |
| Norfolk           | 191              | 48        | 25.1%         |
| Northampton       | 167              | 36        | 21.6%         |
| Nottingham        | 18               | 5         | 27.8%         |
| Plymouth          | 268              | 72        | 26.9%         |
| Poole             | 130              | 30        | 23.1%         |
| Rivers Hospital   | 6                | 0         | 0.0%          |
| Southampton       | 302              | 64        | 21.2%         |
| Taunton           | 142              | 29        | 20.4%         |
| Not Coded         | 0                | 2         | N/A           |
| Total             | 2374             | 521       | 21.9%         |

## Comparison between sites – Quarter 2 2011

The graph below shows the results, by site, to the question: 'How would you rate the overall quality of the service?'

- % Satisfied is the sum of all Excellent and Very Good answers
- % Dissatisfied is the sum of all Fair and Poor answers
- Supporting data is shown overleaf



## Comparison between sites

| How would you rate the overall quality of the service? |           |           |           |       |      |      |             |                |
|--|-----------|-----------|-----------|-------|------|------|-------------|----------------|
|  | Responses | Excellent | Very Good | Good  | Fair | Poor | % Satisfied | % Dissatisfied |
| Addenbrookes   | 42        | 54.8%     | 33.3%     | 11.9% | 0.0% | 0.0% | 88.1%       | 0.0%           |
| Basildon   | 26        | 73.1%     | 23.1%     | 3.8%  | 0.0% | 0.0% | 96.2%       | 0.0%           |
| Bournemouth  | 3         | 0.0%      | 66.7%     | 33.3% | 0.0% | 0.0% | 66.7%       | 0.0%           |
| Colchester   | 48        | 60.4%     | 27.1%     | 12.5% | 0.0% | 0.0% | 87.5%       | 0.0%           |
| Glenfield  | 35        | 80.0%     | 11.4%     | 8.6%  | 0.0% | 0.0% | 91.4%       | 0.0%           |
| Kent & Canterbury                                      | 39        | 69.2%     | 25.6%     | 5.1%  | 0.0% | 0.0% | 94.9%       | 0.0%           |
| London   | 3         | 66.7%     | 0.0%      | 33.3% | 0.0% | 0.0% | 66.7%       | 0.0%           |
| Maidstone  | 34        | 76.5%     | 14.7%     | 2.9%  | 5.9% | 0.0% | 91.2%       | 5.9%           |
| Norfolk  | 46        | 60.9%     | 34.8%     | 4.3%  | 0.0% | 0.0% | 95.7%       | 0.0%           |
| Northampton  | 36        | 50.0%     | 41.7%     | 8.3%  | 0.0% | 0.0% | 91.7%       | 0.0%           |
| Nottingham   | 5         | 80.0%     | 20.0%     | 0.0%  | 0.0% | 0.0% | 100.0%      | 0.0%           |
| Poole  | 28        | 53.6%     | 39.3%     | 7.1%  | 0.0% | 0.0% | 92.9%       | 0.0%           |
| Plymouth   | 72        | 77.8%     | 19.4%     | 2.8%  | 0.0% | 0.0% | 97.2%       | 0.0%           |
| Southampton  | 64        | 70.3%     | 26.6%     | 3.1%  | 0.0% | 0.0% | 96.9%       | 0.0%           |
| Taunton  | 28        | 67.9%     | 32.1%     | 0.0%  | 0.0% | 0.0% | 100.0%      | 0.0%           |
| Total  | 511       | 66.7%     | 26.8%     | 6.1%  | 0.4% | 0.0% | 93.5%       | 0.4%           |

This table shows how the overall quality of the service question was answered at each site from which we received completed questionnaires this quarter. 'Responses' is the number of patients answering the question.

## Patient Comments

The list of comments which follows is shown in site order for easy reference. Comments which are considered to be negative are marked with an asterisk (\*).

| Comments   | Unit |
|--|------|
| *I FOUND THE MAP RATHER CONFUSING. PERHAPS THE VARIOUS CONSTRUCTION WORKS CAUSED THIS.   | ADD  |
| *IT WOULD BE HELPFUL IF PATIENTS WERE WARNED (IN LEAFLET OR PRELIM 'CHAT') THAT STAFF WILL KEEP THEIR DISTANCE FROM PATIENTS AFTER INJECTION AND THAT 'FREE TO GO AFTER SCAN' MEANS YOU LEAVE UNACCOMPANIED. LAVATORY SIGNAGE COULD BE IMPROVED- 2 PATIENTS INITIALLY WENT THROUGH WRONG DOOR. | ADD  |
| *TOILETS VERY UNCLEAN. MEMBER OF STAFF DIFFICULT TO UNDERSTAND.  | ADD  |
| *BETTER SIGN POSTING (DIRECTIONS) IN THE HOSPITAL GROUNDS AFTER ENTERING.  | ADD  |
| I HAVE ABSOLUTELY NO COMPLAINTS ABOUT THE SPLENDID SERVICE YOU HAVE PROVIDED ME ON BOTH MY VISITS.   | ADD  |
| *I WAS ASKED WHY I DID NOT HAVE THIS TEST DURING THE WEEK 16TH-20TH AS WAS LISTED BUT I WAS NOT OFFERED THESE DATES.   | ADD  |
| I WAS NERVOUS PRIOR TO MY SCAN BUT I WAS HELPED TO FEEL VERY COMFORTABLE. EXCELLENT STAFF- KEEP UP THE GOOD WORK, VERY SPECIAL.  | ADD  |
| *I WOULD SUGGEST THAT A PANIC BUTTON OR SOME FORM OF COMMUNICATION WOULD AVOID THE EXTREME ANXIETY I FELT WHEN I REMEMBERED THAT I HAD A STAINLESS STEEL PROSTHESIS IN MY MOUTH AFTER THE SCAN HAD STARTED. I WAS COMPLETELY HELPLESS AND NOBODY TOLD ME THAT THIS WOULD NOT AFFECT ME.        | ADD  |
| *'OPEN' OR 'THIS WAY IN' SIGNAGE/ SANDWICH BOARD WOULD BE USEFUL AND MORE FREQUENT CHECKS ON CLEANLINESS OF W.C ARE ESSENTIAL.   | ADD  |
| PLEASE PUT ENGLISH ON YOUR QUESTIONNAIRE AS THIS IS ENGLAND.   | ADD  |
| *STEPS JUST A LITTLE STEEP FOR A DISABLED PERSON ARRIVING AT THE UNIT.   | ADD  |
| THANK YOU FOR ALL YOU ARE DOING FOR ME, I AM VERY GRATEFUL.  | ADD  |
| *THE SCAN PLATFORM WAS RATHER HIGH.  | ADD  |
| VERY PLEASED WITH THE STANDARD OF TREATMENT AND EVERYONE WAS HELPFUL AND CARING.   | ADD  |
| VERY SATISFIED WITH STAFF, THEIR KINDNESS AND SKILL (REMARKABLE)   | ADD  |
| A VERY SUPPORTIVE AND FRIENDLY TEAM, INCLUDING THE DRIVER.   | BAS  |
| THANK YOU TO ALL OF YOU FOR TAKING CARE OF ME (WISH I COULD HAVE COMFY CHAIR!)   | BAS  |
| *THE ONE THING WHICH I DID NOT LIKE WAS AFTER THE SCAN WAS THEN IN THE CAR PARK WITHOUT BEING GIVEN TIME TO PUT MY BRA BACK ON!  | BAS  |
| THE TEST WAS ALL VERY GOOD.  | BAS  |
| VERY NICE PEOPLE, WAS WELL CARED FOR.  | BAS  |
| VERY PLEASED WITH ALL THE TREATMENT I HAVE HAD.  | BAS  |
| *I THOUGHT THE OVERALL AMBIENCE OF THE FACILITY WAS POOR. THERE WERE NO TOILETS AND QUITE A WALK TO THE TOILETS, WHICH IN THE RAIN WASN'T VERY GOOD.   | BOU  |
| *A BIT MORE DETAIL ON THE MAP PROVIDED AS THE VEHICLE IS HIDDEN BEHIND A LARGE BUILDING AND IS NOT VISIBLE FROM THE ACCESS.  | COL  |
| *CHANGE THE UPRIGHT CHAIR FOR ONE A BIT MORE COMFORTABLE.  | COL  |
| *DIDN'T LIKE BEING ABLE TO SEE OTHER PATIENTS IN SCANNER AND SCANS ON COMPUTER SCREEN. NOT MUCH PATIENT CONFIDENTIALITY.   | COL  |
| *THE AREA FOR THE STAFF IN THE AREA OF SERVICE WAS VERY CRAMPED.   | COL  |
| COULD NOT FAULT.   | COL  |
| *DULL WAITING AREA AND NOT VERY WARM.  | COL  |
| EXCELLENT SERVICE FROM DR SHERWIN (IPSWICH) TO AND INCLUDING THE PET SCAN TEST AND FOLLOW UP.  | COL  |
| I WAS VERY APPREHENSIVE, BUT WAS PUT COMPLETELY AT EASE BY THE STAFF.  | COL  |
| *IT WOULD HAVE BEEN BETTER IF I COULD HAVE HAD PET SCAN AT A MORE LOCAL VENUE.   | COL  |
| *MY 1ST APPOINTMENT ON 26/04/2011 AT COLCHESTER- CANCELLED AS MACHINE BROKE, MY 2ND APPOINTMENT 03/05/2011 AT NORWICH- CANCELLED AS MACHINE BROKE, I FOUND THIS VERY STRESSFUL   | COL  |

|  |     |
|--|-----|
| *THE MAP OF HOSPITAL GROUNDS WERE DIFFICULT TO TELL WHERE TO GO IT TOOK 2 OR 3 TIMES ROUNDS TO FIND WAY.   | COL |
| *THIS VISIT WENT REALLY SMOOTHLY. THE SMALL ROOM AT THE END WAS NOT AS CLEAN AS THE FACILITY AND WAITING ROOM.   | COL |
| *WHEN LADY TELLING ABOUT PROCEDURE, GOOD. BUT WHEN IN THE SCAN, DID NOT GET TOLD ABOUT BUTTON OR WHERE IT WAS, COULD HAVE EXPLAINED MORE.                                    | COL |
| WISHED THIS MOBILE SERVICE COULD BE AT BROOMFIELD HOSPITAL.  | COL |
| *YOUR LEAFLET SENT IN ADVANCE SAYS YOU CAN CONTINUE 'MEDICATION' IN THE SIX HOURS BEFORE; IT OUGHT TO BE A LITTLE MORE SPECIFIC- NO COUGH LOZENGES ETC NOTHING WITH SUGAR.   | COL |
| *BETTER DIRECTION BOARDS AND POINTERS I SAW NO DIRECTIONS AND WANDERED ABOUT FOR 30 MINUTES ALMOST GAVE UP.  | GLE |
| *ONE MEMBER OF STAFF DID NOT SHOW EMPATHY WITH MY PROBLEMS OF C.O.PD (NOT ABLE TO BREATHE LYING ON MY BACK) RATHER IMPATIENT. FELT ILL AT EASE.                              | GLE |
| EXCELLENT SERVICE.   | GLE |
| FIRST CLASS SERVICE.   | GLE |
| GENERALLY A GOOD FACILITY IN ALL ASPECTS.  | GLE |
| I WOULD JUST LIKE TO SAY THAT THE STAFF MEMBER WHO INSERTED THE INJECTION (RICHARD) WAS BRILLIANT!   | GLE |
| OVERALL, A VERY EFFICIENT WAY OF HANDLING A COMPLEX AND (I ASSUME) EXPENSIVE PROCEDURE.  | GLE |
| *SOME RELAXING PICTURES ON THE WALLS OF THE HOSPITAL SITE WOULD BE GOOD PLEASE!  | GLE |
| SORRY FOR THE DELAY IN FILLING THIS FORM IN, A LOT WAS GOING ON AT THE TIME.   | GLE |
| THANK YOU FOR THE CARE.  | GLE |
| THE STAFF WERE EXCELLENT REALLY PUT ME AT EASE ESPECIALLY THE NURSE SHE WAS EXCEPTIONAL IN MANOR CARE QUALITY PROFESSION.  | GLE |
| *HAVING BEEN TOLD MY SCAN WOULD TAKE 35 MINUTES, IT WOULD BE USEFUL IF SOME FORM OF CLOCK/TIMER WAS VISIBLE TO THE PATIENT. CRAMP OR DISCOMFORT THEN COULD BE MORE BEARABLE. | KEN |
| *A CLOCK IN THE PET MACHINE ROOM WOULD BE VERY BENEFICIAL. OR THE STAFF TELLING YOU HOW LONG YOU HAVE TO GO WOULD HELP A VERY BORING PROCESS.                                | KEN |
| A FAR LESS UNPLEASANT EXPERIENCE THAN EXPECTED.  | KEN |
| DID NOT LIKE THE RADIOACTIVE PART OF TEST AND I GET CLAUSTROPHOBIC.  | KEN |
| *EXCELLENT SERVICE AND ATTENTION TO DETAIL INADEQUATE PARKING FACILITIES.  | KEN |
| FIRST CLASS TREATMENT.   | KEN |
| *HOSPITAL INFORMATION DESK INFORMED WHERE YOU ARE.   | KEN |
| *I FELT SORRY FOR THE STAFF HAVING TO WORK IN SUCH POOR, CRAMPED CONDITIONS ON THE PET/CT SCANNER VEHICLE.   | KEN |
| I WAS TREATED VERY WELL AND WITH LOTS OF CARE.   | KEN |
| IT WAS NICE TO SEE PEOPLE WHO ENJOY THEIR JOB, TREAT PATIENTS WITH CARE AND CONSIDERATION. ALSO HAVE A LAUGH AND A JOKE.   | KEN |
| *NEVER WANT TO GO TO KENT WARD CANTERBURY HOSPITAL AGAIN, EVER.  | KEN |
| SERVICE AND STAFF EXCELLENT.   | KEN |
| THE INTERVIEW WITH DOCTOR COSIMOS WAS MIDDAY AND THE SCAN STARTED AT 4PM GOT HOME BY 7PM BUT AT LEAST IT WAS ALL IN THE SAME DAY.  | KEN |
| *THE PET SCAN TRIGGERED A PRONOUNCED TINNITUS IN BOTH EARS WHICH CONTINUED FOR SOME 24 HOURS. PERHAPS I SHOULD HAVE BEEN WARNED ABOUT THIS POSSIBILITY.                      | KEN |
| VERY WELL LOOKED AFTER THROUGHOUT BY CHRIS.  | KEN |
| WHAT YOU WERE LOOKING FOR WOULD HAVE BEEN USEFUL   | KEN |
| I COULD NOT ASK FOR BETTER CARE OR TREATMENT, MANY MANY THANKS.  | LPC |
| *PERHAPS WOULD HAVE LIKED TO HAVE HEARD A VOICE DURING THE PROCEDURE, FELT VERY MUCH ALONE.  | LPC |
| *DURING THE PROCESS IT WOULD HAVE BEEN BETTER TO HEAR A VOICE OF COMFORT.  | MAI |
| *AN IN-HOUSE TOILET FACILITY WOULD BE ADVANTAGEOUS.  | MAI |
| EXCELLENT ATTENTION TO DETAIL AND CONSIDERATION 5 HOURS  | MAI |
| EXCELLENT IN ALL RESPECTS.   | MAI |
| EXCELLENT SERVICE, WELL DONE!  | MAI |

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| I WAS SO IMPRESSED WITH THE ATTENTION AND THOUGHTFULNESS OF THE STAFF.   | MAI |
| NONE. A SATISFIED CUSTOMER THANKS.   | MAI |
| PAY THEM MORE MONEY!   | MAI |
| *WHY IN THE PET SCAN ALWAYS IN TRAILER- WHY NO ON BOARD FACILITIES.  | MAI |
| *DO TRY TO GET MORE RELAXING BACKGROUND MUSIC - HEART RADIO IS NOT GOOD.   | NFK |
| *I TRIED FOR HOSPITAL TRANSPORT BUT COULD NOT GET IT. I HAD TO USE THE BUSES VERY CONFUSING. I HAD NO IDEA HOW TO GET THERE. SHOULD BE MORE AVAILABLE.   | NFK |
| *THE CHAIRS IN THE UNIT NOT VERY COMFORTABLE   | NFK |
| A WONDERFUL SERVICE WITHIN A LIMITED AREA. MADE TO FEEL COMPLETELY AT EASE.  | NFK |
| *CAR PARKING AND GUIDANCE COULD BE BETTER AS TO WHERE YOU SHOULD GO.   | NFK |
| I COULDN'T HAVE BEEN BETTER TREATED IF I HAD HAVE BEEN ROYALTY.  | NFK |
| I FOUND THE WHOLE PROCESS OF THE SCREENING EXCELLENT.  | NFK |
| I WISH TO THANK EVERYONE. THEY WERE SO HELPFUL, AT WHAT IS A WORRYING TIME FOR THE PATIENT.  | NFK |
| *I WOULD HAVE LIKED TO HAVE SOME HELP GETTING UP FROM THE BED AFTER THE SCAN.  | NFK |
| *LESS MUSAK.   | NFK |
| LONG TIME WITH ARMS ABOVE HEAD UNCOMFORTABLE.  | NFK |
| NO.  | NFK |
| NOT SO COLD THIS TIME.   | NFK |
| YOU HAVE A VERY NICE TEAM MANNING THE SCANNER.   | NFK |
| DUE TO MACHINE FAILURE 1ST CANCELLED, KEPT WELL INFORMED, 2ND WENT WELL.   | NOR |
| EVERYTHING WAS EXCELLENT, THANK YOU.   | NOR |
| *FEEL THAT A LITTLE MORE TIME SHOULD BE ALLOWED AFTER SCAN JUST TO RECOVER BEFORE BEING UP ON YOUR FEET AND OUT.   | NOR |
| JANEH WAS EXCELLENT AT VEIN FINDING! VERY QUICK AND PAIN FREE. STAFF ON PHONE ARE VERY GOOD TOO.   | NOR |
| ONLY PRAISE FOR THE WAY MY APPOINTMENT I HAD A CALL ON FRI APRIL 1ST FOR WED 6TH BASILDON THEN ON MON 4 A CALL TO SAY THEY COULD FIT ME IN AT NORWICH ON TUESDAY 5TH, THANK YOU.   | NOR |
| ORIGINAL APPOINTMENT AT NGH CANCELLED. MOVED TO GLENFIELD LEICESTER.   | NOR |
| *THE ONLY COMPLAINT IS THAT WHEN I ARRIVED HOME A MESSAGE WAS LEFT FOR ME TO PHONE THEM BACK. HAVING DONE THIS I WAS TOLD THEY HAD NOT SCANNED MY HEAD SO WOULD I GO BACK. THIS MAKING US DO A 40 MILE ROUND TRIP. NOT VERY IMPRESSED. | NOR |
| *THE TECHNICIAN I SAW WAS VERY POLITE AND HELPFUL TAKING TIME TO EXPLAIN EXACTLY HOW THEY SCAN WORKED AND WHY IT WAS USED. THE TOILET ARRANGEMENTS LEAVE A LOT TO BE DESIRED. STAIRS HAZARDOUS.  | NOR |
| WOULD HAVE PREFERRED A PERMANENT INSTALLATION RATHER THAN A TRUCK.   | NOR |
| FANTASTIC SERVICE WHICH EXCEEDED MY EXPECTATIONS. A CUP OF TEA AFTER WOULD HAVE BEEN GOOD.   | NOT |
| *THE UNIT IS NOT EASY TO FIND.   | PLE |
| *ALTHOUGH I WAS CONTACTED BY PHONE (GEMMA) AND KEPT REASONABLY INFORMED, I DID NOT RECEIVE THE CONFIRMATION LETTER AND DETAILED INFO UNTIL 1230 ON THE DATE OF APPOINTMENT (BY POST). THE APPOINTMENT TIME WAS 1630.                   | PLE |
| EXCELLENT SERVICE THROUGHOUT MY TREATMENT. WONDERFUL EMPATHY SHOWN BY STAFF.   | PLE |
| EXCELLENT SERVICE.   | PLE |
| *FUTURE LITERATURE SHOULD EXPLAIN WHAT PET/CT INITIALS STAND FOR.  | PLE |
| *INADEQUATE WAITING AREA FOR RELATIVES/ FRIENDS/ DRIVERS ETC (POOLE GENERAL/ MOBILE UNIT).   | PLE |
| *NOT EASY TO FIND THE UNIT DESPITE THE MAP, ONSITE SIGN POSTING WOULD HELP! BUT JUST THE DETAIL OF OTHER BUILDINGS ON THE MAP WOULD ALSO!  | PLE |
| VERY GOOD TREATMENT FOR THE WHOLE PERIOD.  | PLE |
| WAS VERY SICK THE FOLLOWING DAY.   | PLE |
| WELL EXPLAINED, A VERY PLEASANT AND PROFESSIONAL APPROACH.   | PLE |
| *HAD TO TRAVEL 60 MILES FOR SCAN WHEN UNIT IS MOBILE. IN THE SCHEME OF THE HEALTH SERVICE, WHY CAN'T CORNWALL AFFORD A FIXED UNIT OF ITS OWN?  | PLY |
| *LONG PERIODS IN SCANNER WHEN NOTHING APPEARS TO BE HAPPENING. I WAS MUDDLED WITH EXACTLY WHERE TO GO FOR THE LOO. BLANKET FOR PRIVACY REUSED FOR PATIENTS?  | PLY |

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| *THE 'HOW TO FIND' YOUR CENTRE IS VERY POOR AND UNCLEAR, WE GOT LOST USING IT AND HAD TO ASK SEVERAL PLACES IN THE BUSINESS PARK.   | PLY |
| *THE RADIO NOISE IN WAITING ROOM WAS INVASIVE AND MOST UNPLEASANT. I ASKED FOR IT TO BE TURNED OFF BUT UNDERSTAND THIS WASN'T POSSIBLE. I WOULD NOT WAIT THERE  | PLY |
| *WAS ADVISED THEY DO NOT TALK TO PATIENTS DURING SCAN AS IT MAKES THEM JUMP. WOULD HAVE PREFERRED A VOICE GUIDING ME.   | PLY |
| 1ST CLASS SERVICE. QUICK, EFFICIENT, PROFESSIONAL.  | PLY |
| *COULD HAVE BEEN BETTER SIGN POSTED AT DESTINATION. WAITING AREA FOR SPOUSE HE SAID UNINVITING.   | PLY |
| EVERYTHING WAS PROFESSIONAL AND RAN SMOOTHLY.   | PLY |
| I FOUND YOUR PET/CT TEAM AT THE PENINSULA TO BE MOST COURTEOUS AND PROVIDED A PROMPT SERVICE WITH A SMILE, THANK YOU.   | PLY |
| I WOULD HAVE LIKED TO HAVE HAD A SCAN CLOSER TO HOME, BUT THIS DOES NOT ALWAYS HAPPEN, I HAVE NO COMPLAINTS, JUST A BIG THANK YOU.  | PLY |
| *IF I WERE LESS MOBILE WOULD THERE BE AN- UMBRELLA IN CASE IT RAINED? I CANNOT REMEMBER THE EXACT WORDING OF THE LETTER BUT KNOWING IT WAS IN A MOBILE UNIT I WENT STRAIGHT TO IT INSTEAD OF REPORTING AT RECEPTION.                              | PLY |
| KEEP UP THE GOOD WORK.  | PLY |
| LOVELY WELCOME FROM GENTLEMEN AS WE CAME IN THE DOOR AND THANK YOU TO ALL STAFF.  | PLY |
| OBVIOUSLY THE 'STANDARDS' AND 'OVERALL SATISFACTION' WOULD BE SUBJECT TO REASONABLE WEATHER.  | PLY |
| ONLY SMALL PROBLEM- ORIGINALLY GIVEN APPOINTMENT AT TAUNTON, THEN PHONED ON DAY TO SAY CANCELLED AS TAUNTON DID NOT HAVE THE 'LICENSE' TO CARRY OUT WHAT I NEEDED. TRANSFERRED TO PLYMOUTH.   | PLY |
| *TANNOY TO BE A BIT MORE CLEARER.   | PLY |
| THE FRIENDLY RECEPTION WAS SUPERB, WAITING ROOM EXCELLENT. CLEANLINESS THROUGHOUT WAS EXCELLENT.  | PLY |
| TICKING BOXES DOES NOT ADEQUATELY EXPRESS MY ADMIRATION FOR THE FRIENDLINESS, REASSURANCE AND TOTAL COMPETENCE OF THE STAFF I WAS PRIVILEGED TO MEET. SO MANY THANKS.   | PLY |
| *TO GO TO A TOILET AWAY FROM MOBILE UNIT WAS A STRAIN AFTER RELAXING FOR AN HOUR.   | PLY |
| *UNFORTUNATELY WE HAD TO TAKE OUR GRANDCHILDREN WITH US AS WE HAD NO AGE LIMIT, PLEASE POINT OUT AGE LIMIT SO THEY CAN ATTEND.  | PLY |
| VERY GOOD, WELL SATISFIED WITH ALL ASPECTS OF THE SERVICES PROVIDED. THANKS TO ALL STAFF.   | PLY |
| *WE HAD NO MAP (AS THE POST WAS DELAYED, THE MAP ARRIVED LATE) AND FOUND THE PET SITE HARD TO FIND- THE PET MOBILE UNIT WAS COLD WITH AIR CONDITIONING.   | PLY |
| YOU JUST CANNOT BEAT PERFECTION!  | PLY |
| *HAD TROUBLE FINDING THE UNIT ONCE WE REACHED THE CORRECT ROAD. EVEN WITH THE MAP!  | SOU |
| *I ONLY DOWNGRADED THE 'STANDARDS OF THE FACILITY' ABOVE BECAUSE THE WAITING ROOM FACILITY WAS VERY CRAMPED. (OBVIOUSLY BECAUSE OF LIMITED SPACE IN A MOBILE UNIT.)   | SOU |
| *NO DIRECTIONS TO GET TO HOSPITAL, COMING FROM ISLE OF WIGHT.   | SOU |
| *WOULD LIKE THE WALLS AND DOORS CLEANED OTHERWISE AND EXCELLENT SERVICE.  | SOU |
| A PERMANENT BUILDING.   | SOU |
| ALL IN ALL A PLEASANT AND RELAXING 2 HOURS.   | SOU |
| EVEN WITH A BREAK DOWN ON THE PET/CT EVERYTHING STILL WENT SMOOTHLY.  | SOU |
| EXCELLENT.  | SOU |
| FIRST CLASS SERVICE.  | SOU |
| FOR A NERVOUS PERSON THE STAFF DO MAKE YOU FEEL AT EASE, THANK YOU.   | SOU |
| GIVEN THE RESTRICTION OF A MOBILE UNIT, CAN'T THINK OF ANY IMPROVEMENTS. ALL VERY SATISFACTORY.   | SOU |
| *HEAT WHEN IN THE MACHINE ALSO SOME ONE TO EXPLAIN WHY IT TOOK SO LONG AND NO ONE TO TELL YOU HOW MUCH LONGER IT WOULD BE.  | SOU |
| *I THINK THE CHAIRS WE HAD TO REST ON PRIOR TO SCAN WAS NOT VERY COMFORTABLE.   | SOU |
| I WAS VERY WORRIED, ABOUT THE SCAN, BUT THE STAFF (WENDY-EMMA) EXCELLENT! THANK YOU.  | SOU |
| *I WOULD HAVE FOUND IT HELPFUL TO HAVE BEEN TOLD IN ADVANCE THAT I WOULD NEED TO PROVIDE DETAILS OF OPERATION AND SCANS TAKEN PLACE PREVIOUSLY. IT IS NOT EASY TO REMEMBER DATES ETC WHEN YOU ARE THINKING ABOUT THE SCAN WHICH IS TO TAKE PLACE. | SOU |

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| *IT WAS A BIT COLD AND DRAFTY WHEN SAT IN THE CHAIR AND OTHER PATIENTS WERE COMING IN AND OUT. IT WAS A COLD AND WINDY DAY THOUGH!   | SOU |
| NONE. APOLOGIES FOR DELAY IN REPLY.  | SOU |
| NOT SURE- RECOMMENDED BY RSHANTS 23.03.11.   | SOU |
| *STAFF WELCOMING AND GAVE GOOD INFORMATION. RATHER DIFFICULT TO FIND UNIT.   | SOU |
| STAFF WERE ALL VERY ATTENTIVE AND CARING.  | SOU |
| *THE CHAIR WE HAVE TO REST ON IS VERY VERY UNCOMFORTABLE FOR 1 HOUR, COULD SUGGEST PATIENT BRING CUSHION TO SIT ON.  | SOU |
| THE STAFF AT THE PET/CT UNIT WERE VERY PLEASANT, MORE HELPFUL AND THEY PUT ME AT EASE STRAIGHT AWAY. THE TREATMENT RECEIVED AND INFORMATION RECEIVED WAS EXCELLENT. ON ARRIVAL A LADY CALLED LYNN WAS BRILLIANT. | SOU |
| VERY CONCERNED OVER MY ILLNESS WHEN I WAS TAKEN ILL, 110% GREAT. THANK YOU.  | SOU |
| VERY PLEASED WITH EVERYTHING FROM START TO FINISH.   | SOU |
| WAS VERY ANXIOUS WHEN I ARRIVED AND THE STAFF MADE ME FEEL VERY COMFORTABLE, EXPLAINED EVERY THING AND MADE ME FEEL VERY RELAXED.  | SOU |
| WELL DONE.   | SOU |
| *SOME INDICATION OF TIME/SPAN WOULD BE NICE.   | TAU |
| EXCELLENT SERVICE.   | TAU |
| EXCELLENT STAFF, SERVICE. TAUNTON IS A BEAUTIFUL HOSPITAL. WELL DONE!  | TAU |
| INDICATION TO THE SITING OF THE UNIT.  | TAU |
| *MY TICK FOR STANDARDS OF FACILITY MUST BE VIEWED IN RELATION TO THE FACT THAT IT IS A MOBILE UNIT. NOT IDEAL.   | TAU |
| NO COMMENTS I UNDERSTOOD EVERYTHING THAT WAS GOING ON. THANK YOU.  | TAU |
| NOT SURE WHEN THE BOOKING WAS FIRST MADE.  | TAU |
| *PARKING FEES. EVEN WITH YOUR BLUE CARD, SOME PENSIONERS FIND IT A BIT HEAVY. ALTHOUGH ITS NOT YOUR PROBLEM/ GROUNDS.  | TAU |
| THANKS FOR EVERYTHING.   | TAU |
| *THE CAFE NEARBY FOR FAMILY, FRIEND, CARER ETC IS A MOST HORRIBLE PLACE. AS THE PATIENT IT MIGHT BE NICE TO USE IT BEFORE THE JOURNEY HOME.  | TAU |
| YES HOW LUCKY WE ARE TO HAVE SUCH FACILITIES AND EQUIPMENT.  | TAU |
| YOU WERE ALL SO VERY KIND, IT MADE ME FEEL BETTER JUST BEING ABLE TO TALK TO YOU ALL WITH EASE. THANK YOU.   | TAU |

Report issued by:

*HWA Consulting, 3 Illex House, Holly Road, Twickenham, Middlesex, TW1 4HF*