

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 3 2011
Prepared by HWA Consulting
for InHealth NHS PET/CT Diagnostic Imaging Service

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Introduction

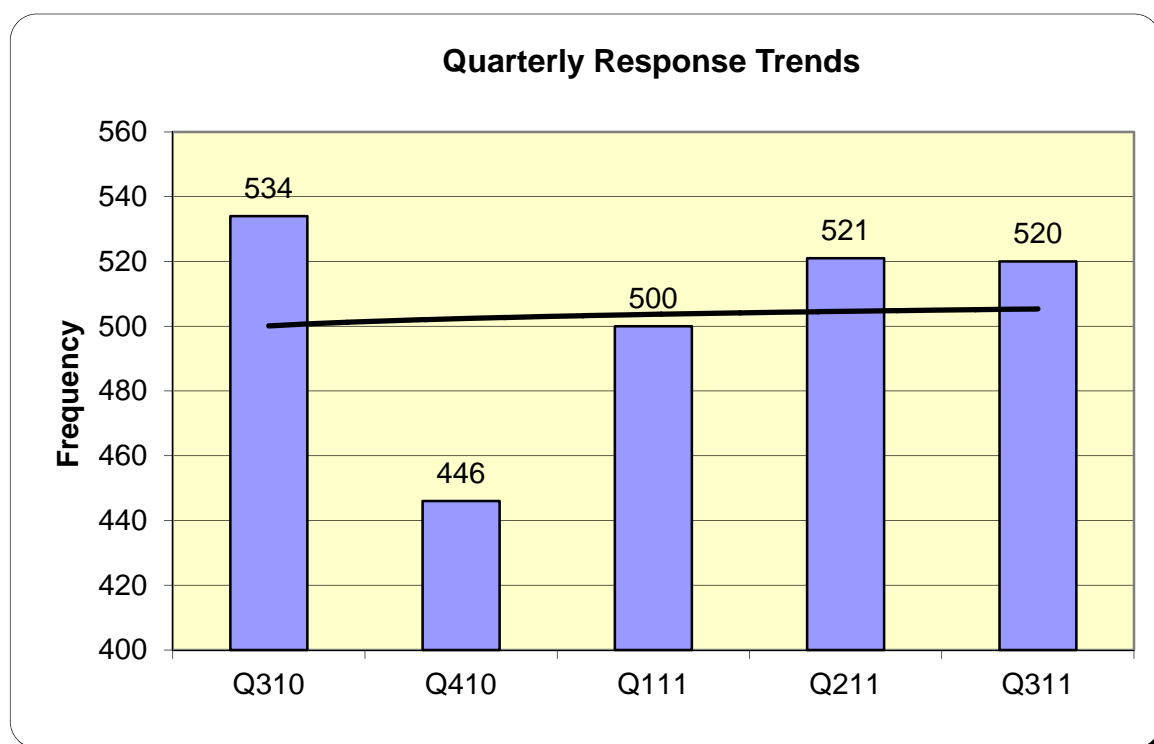
This report is issued quarterly and is based on the responses to patient questionnaires completed and returned during July, August and September 2011. All responses received between July 1st and September 30th have been included.

Methodology

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 3 results

1. Responses

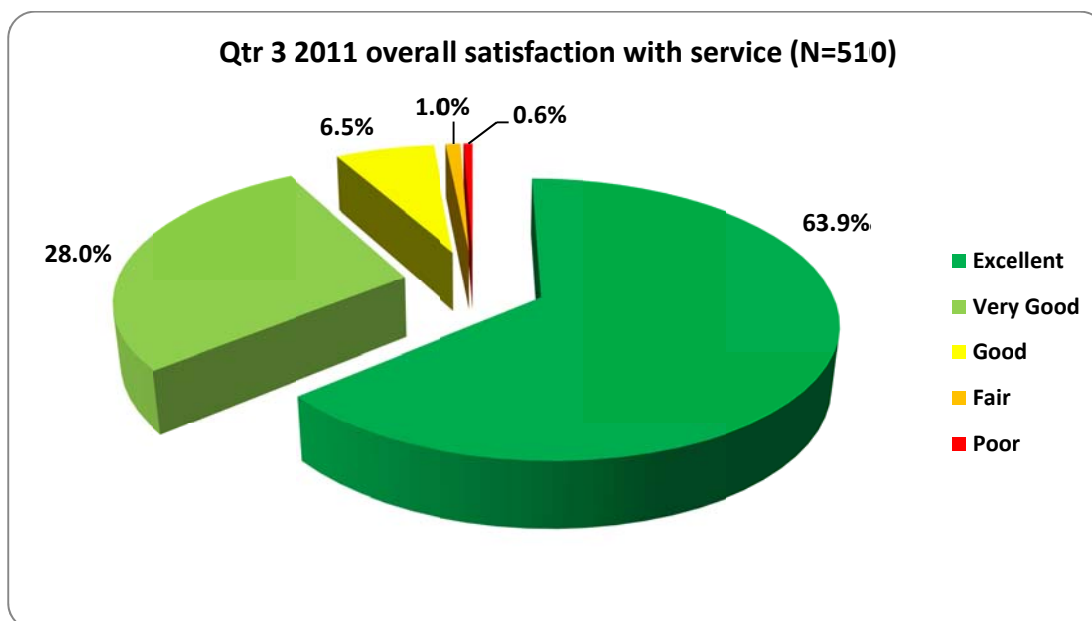


The level of responses is becoming extremely consistent.

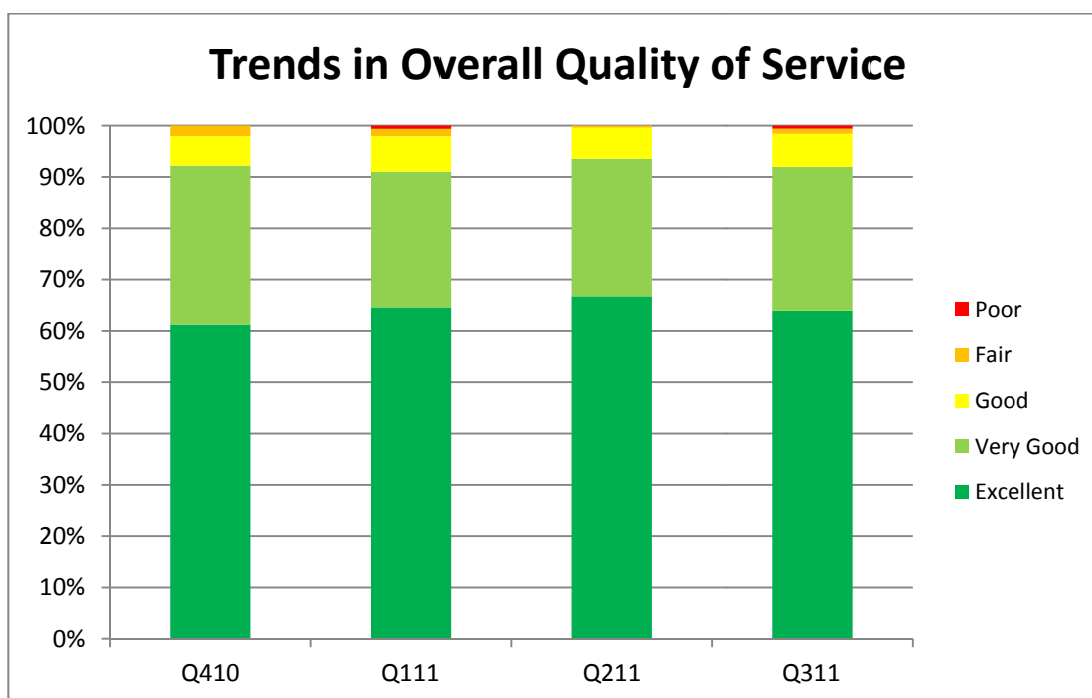
In total there were 520 completed questionnaires received, which gives an overall accuracy to most questions of +/- 2.1% - based on the satisfaction rating to the overall quality of service question.

Overview of results

2. Overall rating



The pie chart shows how the 'overall rating of service' question was answered in Quarter 3 2011. Of the 520 patients responding, 510 answered this question.



Overall 91.9% rated the service as 'Very Good' or 'Excellent' in Q3 2011. 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		Q310	Q410	Q111	Q211	Q311
	Responses	534	446	500	521	520
Gender	Male	55.3%	56.7%	57.2%	59.4%	56.3%
	Female	44.7%	43.3%	42.8%	40.6%	43.7%
Age	0-14	0.0%	0.0%	0.0%	0.0%	0.0%
	15-24				0.6%	0.4%
	25-34				1.2%	0.9%
	35-44				1.2%	2.0%
	45-54				7.5%	7.0%
	55-64				18.5%	22.1%
	65-74				43.4%	41.0%
	Over 75	25.7%	27.5%	30.3%	27.7%	26.5%
Ethnicity	White	99.8%	98.6%	98.8%	98.6%	98.2%
	Asian	0.0%	0.2%	0.2%	0.0%	0.2%
	Asian Black	0.2%	0.2%	0.4%	0.4%	0.4%
	Black	0.0%	0.0%	0.0%	0.0%	0.4%
	Black British	0.0%	0.2%	0.0%	0.4%	0.2%
	Chinese/Other	0.0%	0.5%	0.0%	0.0%	0.2%
	Mixed	0.0%	0.0%	0.6%	0.0%	0.0%
	Not Stated	0.0%	0.2%	0.0%	0.6%	0.4%

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

Part 2 – Making the appointment		Q310	Q410	Q111	Q211	Q311
Choice of appointment times/dates?	Yes	48.7%	47.7%	54.9%	53.3%	55.9%
	No and didn't want	47.1%	47.3%	41.9%	44.2%	41.4%
	No and would have liked	3.6%	4.3%	3.0%	2.1%	2.5%
	Can't remember	0.6%	0.7%	0.2%	0.4%	0.2%
How long did you wait for your appointment?	Within 3 days	29.4%	33.8%	32.1%	30.4%	26.9%
	4 - 7 days	41.1%	41.8%	46.1%	42.9%	48.1%
	8 - 10 days	16.6%	14.2%	13.2%	16.5%	15.5%
	10 days +	12.8%	10.3%	8.6%	10.1%	9.4%
Did this meet your expectation?	Yes	89.6%	94.9%	93.9%	93.9%	94.7%
	Preferred longer	0.4%	0.0%	0.8%	1.0%	0.6%
	Preferred sooner	10.0%	5.1%	5.3%	5.1%	4.7%

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

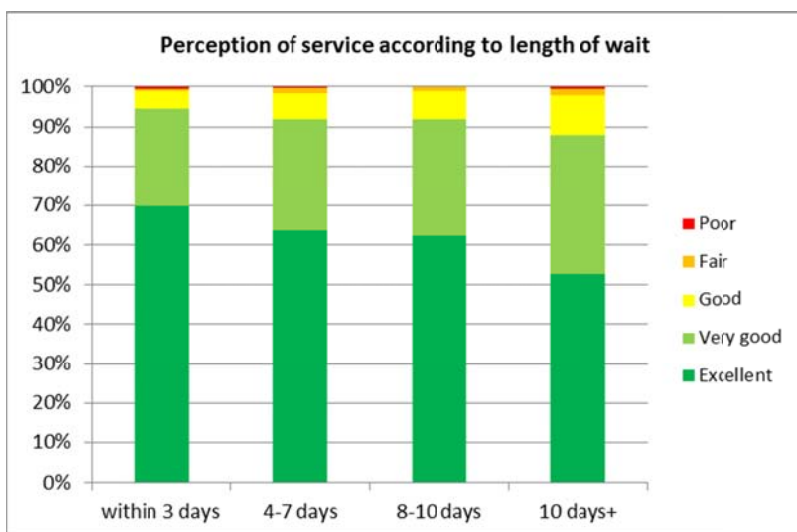
Note the move from 1-3 days wait. This time, however, it has not affected expectations, so is probably not an issue.

Trends and observations

Just 2.5% of patients say they did not get the choice of appointment time/date they wanted.

Although there have been slightly fewer patients seen within 3 days, the proportion seen within a week is virtually unchanged. 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.

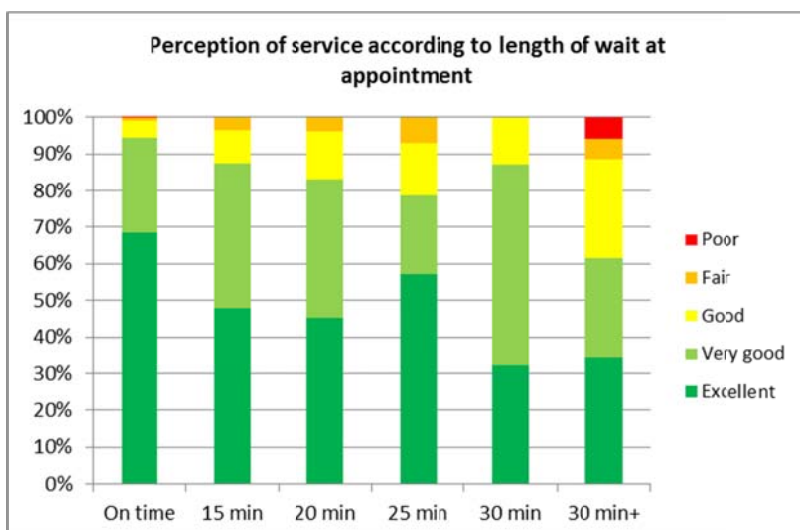
We need to look at this in future reports to see if the effect of delays is becoming any more or less pronounced. Generally, the point at which satisfaction is effected has been a wait of one week or more.



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.

92.4% 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

Part 3 – On arrival		Q310	Q410	Q111	Q211	Q311
Were you greeted promptly and courteously?	Yes	99.0%	99.1%	98.1%	98.8%	97.6%
	No	1.0%	0.9%	1.9%	1.2%	2.4%
Were you kept informed if your test was delayed?	Yes	83.8%	80.7%	87.1%	87.1%	78.6%
	No	16.2%	19.3%	12.9%	12.9%	21.4%
How close to your appointment time were you seen?	On time	80.6%	81.1%	81.6%	81.5%	82.1%
	15 min	10.7%	9.8%	10.6%	11.9%	10.3%
	20 min	3.1%	3.9%	2.0%	2.7%	2.3%
	25 min	2.1%	0.7%	0.2%	0.6%	1.4%
	30 min	1.4%	2.3%	1.2%	1.6%	1.6%
	Over 30 min	2.1%	2.3%	4.3%	1.8%	2.3%

Over 92% of patients are seen within 15 minutes of arrival. These consistent high standards indicate a process that works well.

Part 4 – The test		Q310	Q410	Q111	Q211	Q311
Were you given all the privacy you needed during your test?	Yes	91.7%	90.1%	90.6%	91.1%	89.1%
	Yes to some extent	7.9%	9.7%	9.2%	8.8%	10.5%
	No	0.4%	0.2%	0.2%	0.2%	0.4%
Were the procedures and next steps explained in a way you could understand?	Yes	95.5%	95.3%	95.0%	96.7%	95.7%
	Yes to some extent	4.0%	4.3%	4.8%	3.1%	3.9%
	No	0.6%	0.5%	0.2%	0.2%	0.4%
Did you feel you were given all the time and attention you needed?	Yes	94.3%	95.0%	94.4%	94.8%	94.0%
	Yes to some extent	5.1%	5.0%	4.8%	5.0%	5.2%
	No	0.6%	0.0%	0.8%	0.2%	0.8%
Were you told how you would find out your test results?	Yes	90.0%	86.4%	86.8%	91.4%	89.6%
	No	10.0%	13.6%	13.2%	8.6%	10.4%

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		Q310	Q410	Q111	Q211	Q311
How did you rate.....						
... the info received prior to test?	Excellent	57.2%	57.0%	58.5%	62.6%	62.6%
	Very Good	36.9%	34.9%	33.6%	29.9%	28.4%
	Good	3.4%	7.4%	6.1%	6.8%	7.0%
	Fair	1.3%	0.5%	0.6%	0.4%	1.6%
	Poor	1.1%	0.2%	1.2%	0.2%	0.4%
..the staff during your visit	Excellent	72.0%	66.8%	68.8%	70.8%	70.5%
	Very Good	22.3%	27.3%	26.6%	26.1%	24.5%
	Good	3.6%	5.4%	3.6%	3.1%	3.3%
	Fair	1.7%	0.5%	0.6%	0.0%	0.8%
	Poor	0.4%	0.0%	0.4%	0.0%	1.0%
..the standards of the facility	Excellent	58.7%	49.0%	48.9%	54.9%	53.4%
	Very Good	28.5%	32.7%	33.8%	31.7%	31.9%
	Good	10.4%	13.3%	13.0%	10.9%	9.4%
	Fair	2.1%	4.6%	3.1%	2.1%	4.5%
	Poor	0.4%	0.5%	1.2%	0.4%	0.8%
..the cleanliness of the facility	Excellent	63.4%	55.5%	55.4%	60.7%	58.7%
	Very Good	26.1%	31.3%	31.6%	29.3%	30.3%
	Good	9.4%	11.2%	11.8%	8.4%	9.0%
	Fair	1.0%	1.8%	1.0%	1.4%	1.6%
	Poor	0.2%	0.2%	0.2%	0.2%	0.4%
...your overall satisfaction with the service?	Excellent	67.8%	61.2%	64.6%	66.7%	63.9%
	Very Good	25.7%	31.0%	26.5%	26.8%	28.0%
	Good	5.4%	5.7%	6.9%	6.1%	6.5%
	Fair	1.0%	2.1%	1.4%	0.4%	1.0%
	Poor	0.2%	0.0%	0.6%	0.0%	0.6%
Would you recommend the InHealth PET/CT Diagnostic Imaging Service to others?	Yes				98.8%	99.6%
	No				1.2%	0.4%

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).

Site Responses

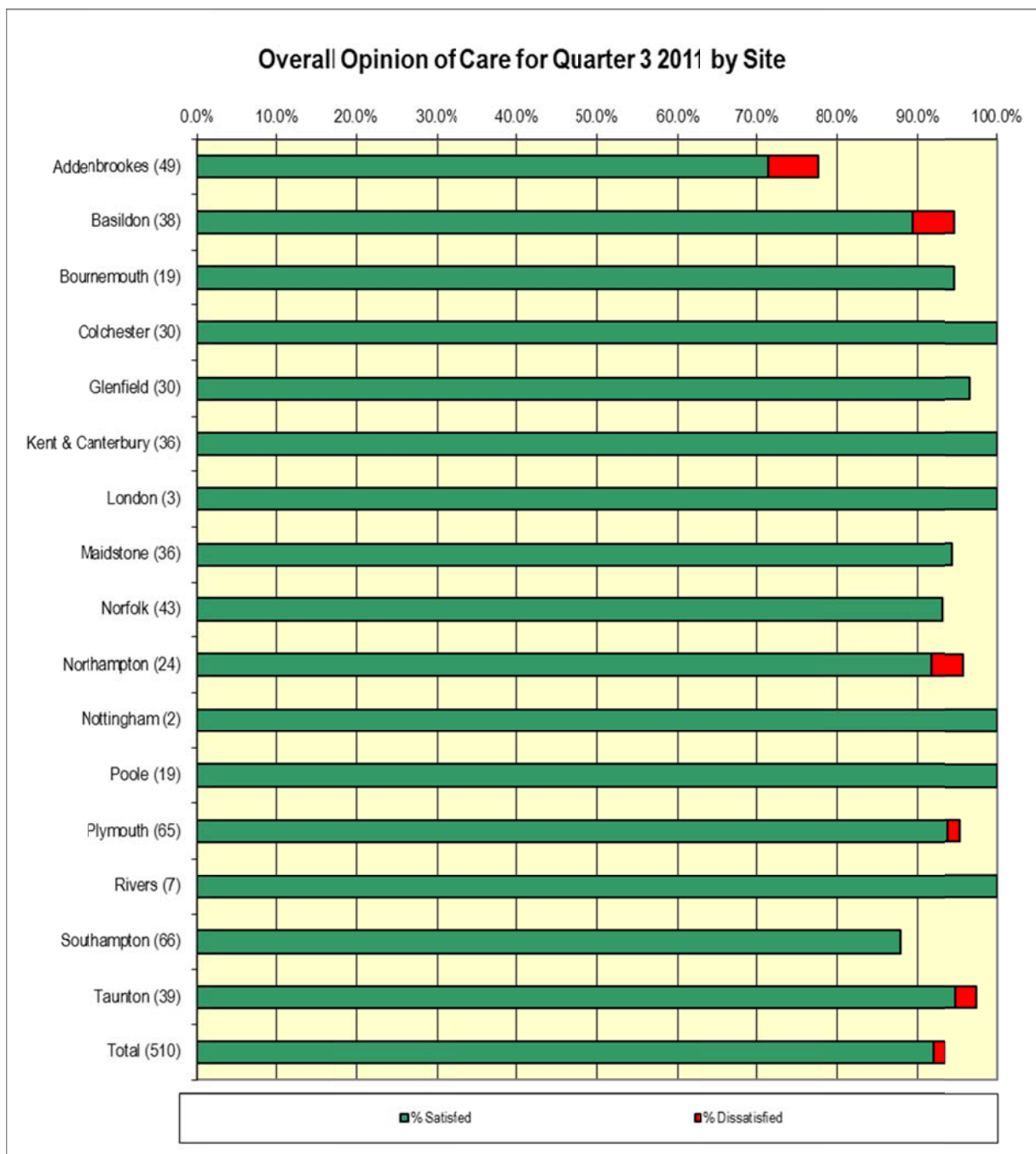
The table below shows the responses by site in quarter 3 2011.

	Appointment	Response	%
Site	Q3 11	Q2 11	
Addenbrooke's Hospital, Cambridge	239	50	20.9%
Basildon University Hospital	194	40	20.6%
Royal Bournemouth Hospital	77	19	24.7%
Colchester General Hospital	146	31	21.2%
Glenfield Hospital, Leicester	166	30	18.1%
Kent and Canterbury	187	38	20.3%
London PET/CT Centre	13	3	23.1%
Maidstone Hospital	222	38	17.1%
Norfolk & Norwich University Hospital	189	43	22.8%
Northampton General Hospital	188	25	13.3%
Nottingham City Hospital	14	2	14.3%
Peninsular Radiology Academy, Plymouth	283	65	23.0%
Poole Hospital	102	19	18.6%
Rivers Hospital	59	8	13.6%
Southampton General Hospital	339	66	19.5%
Musgrove Park Hospital, Taunton	184	39	21.2%
Not Coded	0	4	n/a

Comparison between sites – Quarter 3 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	49	40.8%	30.6%	22.4%	4.1%	2.0%	71.4%	6.1%
Basildon	38	68.4%	21.1%	5.3%	2.6%	2.6%	89.5%	5.3%
Bournemouth	19	57.9%	36.8%	5.3%	0.0%	0.0%	94.7%	0.0%
Colchester	30	60.0%	40.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Glenfield	30	80.0%	16.7%	3.3%	0.0%	0.0%	96.7%	0.0%
Kent & Canterbury	36	77.8%	22.2%	0.0%	0.0%	0.0%	100.0%	0.0%
London	3	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Maidstone	36	58.3%	36.1%	5.6%	0.0%	0.0%	94.4%	0.0%
Norfolk	43	48.8%	44.2%	7.0%	0.0%	0.0%	93.0%	0.0%
Northampton	24	58.3%	33.3%	4.2%	0.0%	4.2%	91.7%	4.2%
Nottingham	2	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Poole	19	78.9%	21.1%	0.0%	0.0%	0.0%	100.0%	0.0%
Plymouth	65	67.7%	26.2%	4.6%	1.5%	0.0%	93.8%	1.5%
Rivers	7	42.9%	57.1%	0.0%	0.0%	0.0%	100.0%	0.0%
Southampton	66	66.7%	21.2%	12.1%	0.0%	0.0%	87.9%	0.0%
Taunton	39	76.9%	17.9%	2.6%	2.6%	0.0%	94.9%	2.6%
Total	510	63.9%	28.0%	6.5%	1.0%	0.6%	92.0%	1.6%

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
* ON ARRIVAL, RECEPTION SHOULD BE FRIENDLY AND PLEASANT. BEAR IN MIND THAT THE PATIENT IS EXPERIENCING THIS FOR THE FIRST TIME	ADD
* SIGN POSTING TO THE MOBILE UNIT AT ADDENBROOKES COULD BE A LOT BETTER	ADD
* SORRY TO SAY BEDSIDE MANNER WAS NOT EVIDENT **** NEEDS TO MODERATE HIS ATTITUDE	ADD
* THE RADIOLOGIST I SAW WHEN I ARRIVED AND WHO ADMINISTERED THE INJECTION I FELT WAS RATHER CAVALIER AND NOT PARTICULARLY SUPPORTIVE	ADD
* YES, THE UNIT SHOULD VISIT PETERBOROUGH AS IT TOOK MY WIFE AND I A TOTAL OF 6 HOURS TO GO TO ADDENBROOKS, NOT TO MENTION EXPENSE!	ADD
*? NO INTERCOM COMMUNICATION WHILST IN SCAN. NOT A PROBLEM FOR ME BUT FOR OTHER PATIENTS THIS MIGHT BE AN ISSUE!	ADD
*POOR DIRECTIONS THROUGH VARIOUS DOORS. DELIVERY OF HEAVY BATTERIES DURING MY VISIT. VERY WOBBLY HAND RAIL. ONLY ONE STAFF MEMBER INTRODUCED THEMSELVES. STAFF BRUSQUE/RUDE.	ADD
*THE CHAIRS IN THE WAITING ROOM WHERE YOU HAVE TO SIT AND WAIT 1 HOUR COULD HAVE BEEN MORE COMFORTABLE.	ADD
*WITH THE BENEFITS OF THE SCAN I HAVE TO RECOMMEND IT. HAD TO REMOVE BRA IN SCANNING ROOM NO PRIVACY. FELT VERY DIZZY WHEN I SAT UP AFTER THE SCAN, WAS ASKED IF I WAS ALRIGHT AFTER I TOLD THE LADY. I THOUGHT IT WAS VERTIGO, HER REPLY WAS 'THERE'S THE DOOR HANDLE WHEN I GO' I DID MANAGE TO OPEN THE DOOR STILL FEELING UNWELL. NO WHERE TO PUT BRA ON SO DIDN'T BOTHER. HAD TO FIND EXIT, BUT NEEDED TO PHONE MY DAUGHTER TO GET ME HOME. WAS VERY CAREFUL ON METAL STEPS, AS STILL BIT DIZZY. I FOUND 2 WORKMEN THEY DIRECTED ME TO THE PHONES. WITH KIND SIGHT I SHOULD HAVE SAT DOWN FOR A WHILE BEFORE I LEFT	ADD
OVERALL, A SATISFACTORY APPOINTMENT THANK YOU	ADD
THANK YOU FOR THE SERVICE	ADD
THE ONLY COMMENT I HAVE TO MAKE IS THAT I HAVE TO TRAVEL OVER 100 MILES THERE AND BACK TO HAVE MY TEST	ADD
WAITING AREA WAS COOL. GOOD IN SUMMER BUT NOT SURE HOW THIS WOULD BE IN COLD WEATHER	ADD
* HARD TO FIND NHS-POST IN HOSPITAL BASILDON	BAS
* LOVELY BUILDING - GREAT STAFF/HOWEVER CAFE'S PRICES ARE APPALLING!	BAS
* MEDICAL FACILITIES - EQUIPMENT, TREATMENT: EXCELLENT AMBIENCE, PSYCHOLOGICAL WELL BEING OF PATIENT: DREADFUL, VERY CRAMPED, UNCOMFORTABLE	BAS
* THE MOBILE UNIT FELT CRAMPED	BAS
*IT WOULD HELP IF IT WAS MADE CLEAR THAT PATIENTS HAD TO REPORT TO THE RECEPTION IN THE CARDIOTHORACIC CENTRE AND NOT AT THE PET/CT UNIT	BAS
*MEMBER OF STAFF - ***** - EXTREMELY RUDE AND APPALLING ATTITUDE - SEE EMAIL OF COMPLAINT	BAS
*THE AREA ALLOCATED FOR INITIAL QUESTIONNAIRE AND ATTACHMENT, TOO SMALL	BAS
AS I HAD MY SCAN AT BASILDON IN A MOBILE UNIT ALL THINGS CONSIDERED IT WAS VERY GOOD	BAS
AS THIS WAS A MOBILE UNIT IT WAS AS GOOD AS SPACE ALLOWED IT TO BE	BAS
CHANTELLE WAS BEST!	BAS
EXCELLENT SERVICE FROM EVERYONE CONCERNED	BAS
I WAS TELEPHONED BY PET/CT STAFF BEFORE GETTING LETTER FROM DOCTOR	BAS
MUCH QUICKER AND MORE RELAXED THAN MRI SCAN	BAS
*CALL CENTRE TOO IMPERSONAL, PARTICULARLY FOLLOW UP CALL CONFIRMING APPOINTMENT. SOUNDED LIKE RECORDED MESSAGE!	BOU
*INFO NEEDS SORTING, TOO MUCH REPETITION, I HAD TO INSTRUCT THE NURSES IT WAS SO CONFUSED. LIST ELECTRICALS WITH BULLET MARKS. MAP X GEOGRAPHY APPALLING. I AM GLAD I WAS NOT DRIVING OR WALKING. INSTRUCTIONS ON CARD DIFFERENT FROM THOSE OF STAFF WHAT'S DOES PET/CT STAND FOR?	BOU

* CAR PARKING AT COLCHESTER VERY LIMITED IN SCANNER AREA	COL
* CAR PARKING WAS VERY DIFFICULT AND EXPENSIVE	COL
BRILLIANT SERVICE. STAFF WERE WONDERFUL	COL
COMPLETELY SATISFIED WITH PROMPT APPOINTMENT AND TREATMENT. THANK YOU	COL
COMPLIMENTARY MALT WHISKEY AFTER SCAN WOULD BE NICE	COL
EXCELLENT SERVICE	COL
MAY I SUGGEST THE STAFF CHECK TRACKSUIT TROUSERS FOR ANY METAL ON THE WAIST TIES. WHEN REMOVING MINE AT HOME I NOTICED METAL FINISHES ON THE TIES, I WAS MORTIFIED AND EXTREMELY WORRIED THAT I MAY HAVE MESSED UP THE SCAN	COL
NO OTHER COMMENTS EVERYTHING WAS EXCELLENT	COL
VERY EFFICIENT. THE PERSON IN CHARGE SHOULD RUN THE NHS	COL
WE WERE DISMAYED TO FIND ON OUR FIRST VISIT THAT AS MY BLOOD SUGAR LEVEL WAS 12 THE TEST COULD NOT BE DONE, NO ONE HAD WARNED US ABOUT THIS	COL
* BETTER SIGN POSITIONING TO THE MOBILE UNIT - TOOK US 45 MINUTES TO FIND HOSPITAL STAFF WHEN ASKED - VERY VAGUE!	GLE
* I HAD A JOB FINDING WHERE THE SCANNER UNIT WAS, IF PATIENTS WERE TOLD TO GO TO THE MAIN RECEPTION THERE WOULD BE NO PROBLEMS FINDING IT - I USED THIS METHOD IN THE END	GLE
* VERY UNCOMFORTABLE CHAIR TO SIT IN FOR A HOUR. MY FEET COULD NOT TOUCH THE FLOOR	GLE
* YOUR LEAFLET IS A LITTLE MISERABLE SHOWING STAFF TALKING TO PATIENT AS SHE IS ABOUT TO BE SCANNED. I FELT ALONE AS STAFF TALKED TO ME FROM THE DOORWAY. I UNDERSTAND THEY DON'T WANT TO BE EXPOSED TO RADIO ACTIVITY	GLE
A FIRST CLASS SERVICE	GLE
EXCEPTIONALLY QUALITY SERVICES THROUGHOUT	GLE
I WAS TREATED IN A KIND AND COURTEOUS MANNER	GLE
I WAS VERY IMPRESSED WITH THE SERVICE AND PARTICULARLY WITH THE PLEASANTNESS AND PROFESSIONALISM OF RICHARD THE SENIOR RADIOGRAPHER IN CHARGE	GLE
SIGN POSTING TO UNIT AND ALSO THE MAP PROVIDED WERE IN ADEQUATE	GLE
THANK - EVERYTHING EXCEPTIONAL	GLE
THE SERVICE, THE STAFF AND EVERYTHING IS EXCELLENT, BEST ARRANGEMENTS, GOD BLESS NHS AND THE STAFF HERE	GLE
* BIGGER WAITING ROOM, A BIT ON THE SMALL SIZE, AND NARROW	KEN
* THE RECEPTIONIST (WHO WAS NOT NORMALLY THERE ON A THURSDAY) DID NOT NOTIFY THE DEPT, THAT I WAS THERE AND THEREFORE I WAS WAITING LONGER	KEN
*CLINICAL STAFF WERE EXCELLENT. RECEPTION APPEARED OVERSTATED, STAFF SPENT THEIR TIME CHATTING, GIGGLING AND CHATTING ON THE TELEPHONE; IGNORING PATIENTS. OVERALL, MOST UNPROFESSIONAL AND SPOILED AN OTHERWISE EXCELLENT SERVICE	KEN
*THE ONLY PROBLEM MY HUSBAND AND I HAD WAS FINDING THE UNIT, PEOPLE ASKED HELPFUL - ONCE FOUND HAD FULL ATTENTION AND PUT AT EASE BY CHRIS AND TEAM - THANK YOU!	KEN
*WOULD HAVE LIKED DIRECTIONS FOR AREA OF CAR PARK WHERE MOBILE PET SCAN WAS PARKED MADE CLEARER	KEN
ALL STAFF WERE HELPFUL AND UNDERSTANDING AND VERY KIND	KEN
ALL THE STAFF WORK VERY HARD	KEN
EVERYONE WAS PLEASANT AND KIND AND ASSURING	KEN
I FELT I WAS GIVEN EVERY POSSIBLE CONSIDERATION WHICH IS REASSURING AT MY AGE AND IN MY PRESENT STATE. GREAT!	KEN
I FOUND THE SERVICE TO BE EXCELLENT IN EVERY WAY - FROM STAFF, FACILITY AND PROCEDURE AND WOULD RECOMMEND IT TO OTHERS	KEN
IF POSSIBLE THE MEDICAL QUESTIONNAIRE REGARDING PAST DATES COULD BE MORE EASILY COMPLETED AT HOME WHERE RECORDS MAY BE AVAILABLE. AGE DIMS THE MEMORY AS DOES THE STRESS OF THE SITUATION	KEN
IN FACT I ARRIVED EARLY AND WAS SEEN EARLY. GREAT STAFF	KEN
IN VIEW OF THE AVERAGE AGE OF THE PATIENTS IN THE UNIT, ALTHOUGH WE WERE ADVISED TO BRING A BOOK TO READ I FEEL THAT 'HELLO' AND 'COSMOPOLITAN' ARE NOT THE MOST SUITABLE MAGS TO THE UNIT	KEN
JUST WISH IT WAS AT WILLIAM HARVEY ASHFORD	KEN

NONE JOB WELL DONE	KEN
SERVICE SUPER. RE. PARKING - COULD AREA AT PET SCANNER UNIT SAY HAVE FOR 5 BAY DESIGNATED PATIENTS	KEN
STILL AWAITING APPOINTMENT WITH CONSULTANT 3 WEEKS LATER FOR RESULTS IF ANY	KEN
THANK YOU	KEN
THE TWO NURSES SARAH AND EMMA WERE EXCELLENT THROUGHOUT THE PROCEDURE	KEN
WITHIN THE LIMITS OF THE MOBILE PET CT UNIT - IT WAS VERY GOOD	KEN
* DURING THE 29 MINUTES SCANNING, I FOUND THE TABLE QUITE JERKY WHICH KEPT MAKING ME JUMP. WOULD A SOFT BLEEP BE POSSIBLE AND WARM BEFORE MOVEMENT?	LPC
* LACK OF WAITING AREA ADJACENT TO THE PET SCAN MOBILE WAS INCONVENIENT - BUT PROBABLY UNAVOIDABLE	MAI
* NO CLEAR INSTRUCTION WAS GIVEN WHERE THE RECEPTION AREA WAS LOCATED AWAY FROM THE TRUCKS HOUSING THE SCAN UNIT	MAI
* YOUR MAP DIDN'T SHOW CLEAR LOCATION	MAI
24 HOURS BEFORE THE SCAN YOU CHECK TO SEE IF I WAS OK TO HAVE THE SCAN	MAI
A LITTLE ON THE OVERKILL ON INFORMATION GIVEN	MAI
AN AREA TO HAVE A CUP OF TEA OR COFFEE BEFORE. PLUS TO HAVE THE MOBILE UNIT TO COME TO CORNWALL	MAI
EXCEPTIONAL SERVICE, KEEP UP THE GOOD WORK UNIT A CREDIT TO NHS. WELL DONE	MAI
IT WAS GREAT TO BE TREATED SO WONDERFUL KEEP IT UP FULL MARKS TO ALL	MAI
JUST A BIT BORING	MAI
NONE MOBILE UNITS WOULD BE VERY USEFUL	MAI
STAFF VERY CARING, UNDERSTANDING AND HELPFUL	MAI
* AFTER SCAN WAS COMPLETED I FOUND IT SLIGHTLY DIFFICULT GETTING IN SITTING POSITION, A PULLEY ROPE WAS PROVIDED, BUT I FOUND IT A STRAIN ON MY BACK	NFK
* CONFUSED BECAUSE NO ONE AT RECEPTION	NFK
* TREATMENT FIRST CLASS BUT VERY STRESSED PUT BY HAVING TO PARK A GOOD DISTANCE FROM TREATMENT VAN AND HAVING TO TALK, TRYING TO HURRY AND NOT BEING VERY MOBILE	NFK
* I WAS AT THE UNIT FOR OVER 3 HOURS WHEN ADVICE GIVEN SUGGESTED ONLY 2 HOURS. THE ADDITIONAL TIME COST AN EXTRA £2.00 IN PARKING FEES	NFK
* MORE COMFORTABLE CHAIRS! MUSIC TOO LOUD. NOT ASKED IF I COULD BE CLAUSTROPHOBIC.	NFK
AS A DISABLED LADY, I COULD NOT POSSIBLY HAVE BEEN TREATED BETTER. EVERYONE WAS SO KIND AND CONSIDERATE - TOP MARKS FOR ALL	NFK
EVERYTHING WENT VERY SMOOTHLY	NFK
NO - JUST THANK YOU FOR MAKING A DIFFICULT TIME EASIER - THE RELAXED 'AIR' REALLY HELPED	NFK
THE STAFF WERE BUSY BUT ONE TO ONE EXCELLENT WERE NECESSARY. I FOUND THE MIDDLE PART WHILST ON CHAIR. IMMOBILITY UNCOMFORTABLE DUE TO ARTHRITIS - THE ACTUAL PET LIKE LYING ON A BEACH GREAT!	NFK
VERY GOOD	NFK
* I FOUND IT RATHER COLD	NOR
* IN A WAY I HAD MORE PRIVACY THAN I WANTED! I WANTED TO TALK TO OTHER PATIENTS - ESPECIALLY WAITING FOR AN HOUR (WHICH IS BORING) TO SHARE EXPERIENCE WITH THEM	NOR
* THE NOTIFICATION OF PATIENT BACKGROUND HISTORY/INFO COULD BE BETTER, TO SAVE TIME CHECKING AND FORM FILLING ON THE DAY	NOR
* WOULD RATHER HAD BEEN DONE NEARER HOME IE. MILTON KEYNES. PARKING COST EXPENSIVE AND NOT ENOUGH SPACES	NOR
* YOU NEED TO HAVE MUCH BETTER FACILITIES FOR PEOPLE IN WHEELCHAIRS E.G. TOILET ARRANGEMENTS WHICH ARE PATHETICALLY POOR FOR A HOSPITAL WHICH CREATES QUITE UNNECESSARY STRESS OF DIFFICULTY	NOR
BRILLIANT JOB	NOR
EXCELLENT SERVICE	NOR
YES - YOU WERE RIGHT. THE UNIT WAS QUITE CHILLY, ESPECIALLY SITTING UNDERNEATH THE AIR BLOWER	NOR
* SOME RESERVES PARKING FOR PATIENTS ON INFO ON PARKING WOULD HAVE HELPED. BUT REALLY HARD TO IMPROVE EXCELLENT SERVICE. THANK YOU	NOT

* I WISH THE DIRECTIONS TO POOLE HOSPITAL HAD BEEN OR WERE BETTER. COMING FROM ANDOVER IT WOULD HAVE BEEN EASIER TO FIND THE AIR/SHOP	PLE
* NOT VERY EASY ACCESS TO UNIT FOR REASONS WITH DISABILITY	PLE
EXCELLENT SERVICE ALL ROUND	PLE
I WOULD LIKE TO SAY THAT THE STAFF WERE EXCELLENT	PLE
THIS IS NOT A COMPLAINT BUT WHEN I WAS CONTACTED BY PHONE ABOUT MY APPOINTMENT, I WAS NOT TOLD THAT I COULD DRINK WATER, BUT NO PROBLEM TO ME. THANK YOU FOR A VERY FAST AND EXCELLENT SERVICE	PLE
VERY FRIENDLY STAFF. HELPFUL AND CHEERFUL. VERY GOOD EXPERIENCE ALL ROUND. WELL DONE TO ADAM AT POOLE UNIT	PLE
VERY IMPRESSED WITH THE QUALITY OF MACHINE AND TREATMENT	PLE
* CONFIRMATION AND INSTRUCTIONS THROUGH POST ONLY ARRIVED DAY BEFORE APPOINTMENT. DOWNLOADED E-MAIL TOO MUCH YOU DON'T NEED TO DOWNLOAD PHOTOS	PLY
* I NOTICED THAT THE DOOR TO SCANNER ROOM WAS NOT CLOSED IMMEDIATELY FOLLOWING EXIT OF PREVIOUS PATIENT. THIS MAY BE UNIMPORTANT	PLY
* I SAW NO ADVANTAGE OF BEING A PRIVATE PATIENT AS NHS WERE GIVEN PRIORITY . I WAITED 0.5 HOURS FOR THE DISC. BEFORE THIS VISIT I WAS GIVEN IT IMMEDIATELY. NO MENTION OF BLOOD SUGAR RESULTS AS ON PREVIOUS VISITS	PLY
* I WOULD HAVE LIKED A LITTLE LONGER TO GET IN A COMFORTABLE POSITION ON THE NARROW SCANNING TABLE. E.G. POSITIONING ARMS COMFORTABLY	PLY
* MAYBE THERE COULD BE A MORE COMFORTABLE WAITING AREA NOT PEOPLE ACCOMPANYING PATIENTS IF THEY HAD COME A LONG WAY	PLY
* MORE INFORMATION NEEDED ON HOW TO FIND YOUR CENTRE WE GOT LOST	PLY
* YOU NEED TO SEPARATE THE NAMES OF PENINSULAR AND PENINSULAR NHS ITS CONFUSING. DO YOU GET MONEY BACK FOR NOT USING NEW NAMES?	PLY
*A VERY LONG WAY TO TRAVEL FROM W.CORNWALL. A D.I.S AT TRELISKE WOULD BE IDEAL IF COSTS WOULD ALLOW	PLY
*HAVE A NOTE GIVEN TO YOU ON DEPARTURE THE FACILITY WITH CONTACT NO FOR RESULTS TO BE CHASED UP	PLY
*LETTER AND LEAFLET COULD EXPLAIN WHY IT'S IMPORTANT NOT TO HAVE ANY FOOD OR SUGAR THAT MORNING - OTHER TIMES YOU ARE NBM YOU ARE ALLOWED TO SUCK A SOLID SWEET	PLY
ALL EXCELLENT	PLY
EVERY STEP WAS PROFESSIONAL, FROM PRE TREATMENT PHONE CALLS AND LITERATURE, TO RECEPTIONIST, TO TECHNICIANS, ALL IN ALL A MORE THAN SATISFACTORY EXPERIENCE	PLY
EVERYONE CONCERNED MADE THIS EXPERIENCE AS STRESS FREE AS POSSIBLE. THANK YOU	PLY
EVERYTHING WAS PERFECT	PLY
EXCELLENT SWIFT SERVICE THANK YOU	PLY
I RECEIVED THE VERY BEST OF CARE. COURTEOUS AND PROFESSIONAL IN ALL CONTACTS	PLY
SADLY MY CLAUSTROPHOBIA CAUSED ME TO PANIC WHEN MY HEAD WAS IN THE SCANNER AND NOT ALL THE IMAGES WERE TAKEN. A SEDATIVE WOULD HAVE BEEN HELPFUL	PLY
THE BOXES I HAVE TICKED ARE A TRUE REFLECTION OF MY TREATMENT - YES EVERYTHING WAS EXCELLENT	PLY
VERY GOOD AND PLEASANT SERVICE VERY PROFESSIONAL	PLY
CALL CENTRE STAFF SO HELPFUL AND KIND ALL STAFF LOVELY	RIV
* COMPLETELY OUTRAGED BY THE COST OF PARKING - I AM DISABLED AND A CANCER PATIENT	SOU
* GET SOME COMFORTABLE RECLINING CHAIRS WHICH CAN BE OPERATED WHILST SEATING IN THEM	SOU
* NEARER HOME SAVE LONG JOURNEY SOMETHING SOFT TO LAY ON IF POSSIBLE	SOU
* NO PAPER TOWELS IN TOILET OR HAND GEL = HAD PIERCING HEADACHE AFTER TREATMENT HAD TO GO TO BED	SOU
* ONE SUGGESTION - WE ARE TOLD TO DRINK PLENTY! IT WOULD BE NICE TO HAVE A WATER FOUNTAIN IN THE VAN	SOU
* TOILET SEAT DID NOT STAY UP FOR GENTS EMPTYING BLADDER. VERY SMALL WASH BASIN - FLOOR BED SPLASHED	SOU
BRILL SERVICE - TOUCHY GANG OF PEOPLE GIVE THEM A PAY RISE	SOU

EVERYONE WAS VERY KIND AND PUT ONE AT EASE	SOU
EVERYTHING WAS GOOD, VERY FRIENDLY	SOU
EXCELLENT MAPS AND DIRECTIONS INCLUDED BUT VERY GLAD I WAS NOT ON MY OWN TRYING TO FIND THE UNIT IN A BIG HOSPITAL COMPLEX. TWO OF US NEEDED TO NAVIGATE	SOU
GET A WIDER MORE COMFORTABLE BOARD TO LIE ON! BECAUSE YOU HAVE TO LAY STILL FOR SO LONG	SOU
I FOUND THE STAFF EXCELLENT AND ALL MADE MY TIME THEN AS ENJOYABLE AS POSSIBLE	SOU
IT WOULD BE RELAXING IF PATIENTS COULD HAVE THE SELECTED OPTION OF MUSIC/EAR PHONE DURING THE SCAN	SOU
MOBILE UNITS NEVER SEEM AS GOOD AS HOSPITAL FOR STANDARDS AND CLEANLINESS BUT VERY GOOD SERVICE OVERALL	SOU
MY PET/CT WAS ON 04/07/2011. STUFF I COULD LIKE TO SEE IS LARGER ROOMS	SOU
NONE WHAT SO EVER	SOU
THANK YOU AND WELL DONE EVERYONE	SOU
THERE WAS NO WAITING ROOM FOR FAMILY MEMBERS TO WAIT OTHER THAN THAT THE SERVICE WAS EXCELLENT	SOU
THIS TEAM IS EXCELLENT AND SO VITAL. THANK YOU	SOU
UNFORTUNATELY MY APPOINTMENT WAS RESCHEDULED FOR 8TH AUG FROM 5TH AUGUST DUE TO MACHINE MALFUNCTIONING	SOU
VERY GOOD SERVICE BUT WISH THE TREATMENT COULD HAVE BEEN CLOSER FOR ME	SOU
WHILE THE MACHINE WAS NOT WORKING AND WE HAD TO WAIT FOR AN ENGINEER FOR TWO HOURS THE STAFF KEPT US INFORMED AND WERE APOLOGETIC	SOU
* FROM EXETER TO MUSGROVE HOSPITAL THERE IS NO NEED TO TRAVEL UP TO JUNCTION 25 YOU CAN LEAVE THE M5 AT J23 OR 24 AND GO TOWARDS WELLINGTON, SAVING SEVERAL MILES AND TIME	TAU
* I COULD NOT HEAR THE INSTRUCTIONS VERY CLEARLY WHEN MY SCAN HAD FINISHED SO I STAYED STILL WHILE SOMEONE CAME IN, WHICH I THINK WAS WHAT I WAS TOLD	TAU
* MORE PRIVACY, ALTHOUGH THIS IS DIFFICULT IN A MOBILE UNIT	TAU
* OK IN SUMMER NOT SO GOOD WINTER. MORE TIME NEEDS TO BE SPENT TO GET ALL MAJOR HOSPITALS TO HAVE PET IN HOUSE AND NOT ON THE WAGON!	TAU
* ONE OR TWO STRAPS HANGING FROM THE CEILING TO ASSIST IN RISING FROM THE BED - I HAD PROBLEMS	TAU
* THE BATHROOM WAS DIRTY - ESPECIALLY THE U-TUBE UNDER THE SINK, AND THE SINK WAS GRUBBY. DISPOSABLE PAPER HEAD RESTS SHOULD BE USED ON THE CHAIR. THE TECHNICIAN ALTHOUGH VERY PROFESSIONAL AND COURTEOUS, HAD A STRONG ACCENT AND WAS DIFFICULT TO UNDERSTAND	TAU
*IT WOULD BE GOOD TO HAVE SCANNER EXPLAINED BEFORE ENTERING IT!	TAU
ALL EXCELLENT SERVICE	TAU
I COULDN'T HAVE BEEN LOOKED AFTER BETTER IF I'D BEEN A KING	TAU
SCANS SHOULD BE COMPULSORY FOR ALL	TAU
THANK EMMA AND NIKKI: EXCELLENT	TAU
THE TEAM ALTHOUGH HAVING TROUBLE WITH THE SCANNER MADE ME FEEL AT EASE AT ALL TIMES	TAU
WAS RELIEVED AT HOW THOROUGHLY EVERY STEP WAS EXPLAINED BY COURTEOUS AND HELPFUL STAFF. DESPITE LIMITED SPACE, SMOOTH PROCEDURE TOOK PLACE	TAU
NO I WAS VERY PLEASED WITH THE PROCEDURE	
THANKS FOR YOUR HELP	

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