

# 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 4 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 October, November and December 2011. All responses received between October 1<sup>st</sup> and December 31<sup>st</sup> have been included.

## Methodology

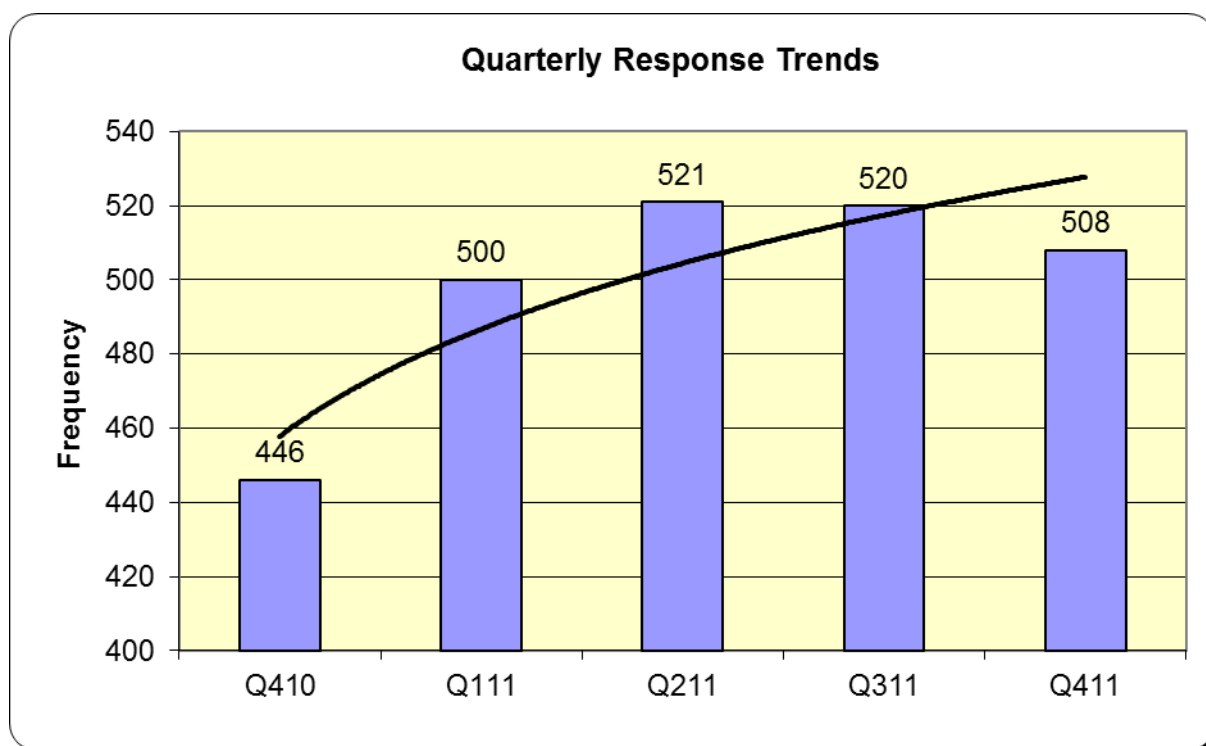
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Questionnaires are sent out to patients with their pre-appointment information. These are then completed and returned to an independent research agency using the FREEPOST address supplied. Received questionnaires are data captured and the resulting 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 4 results

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### 1. Responses

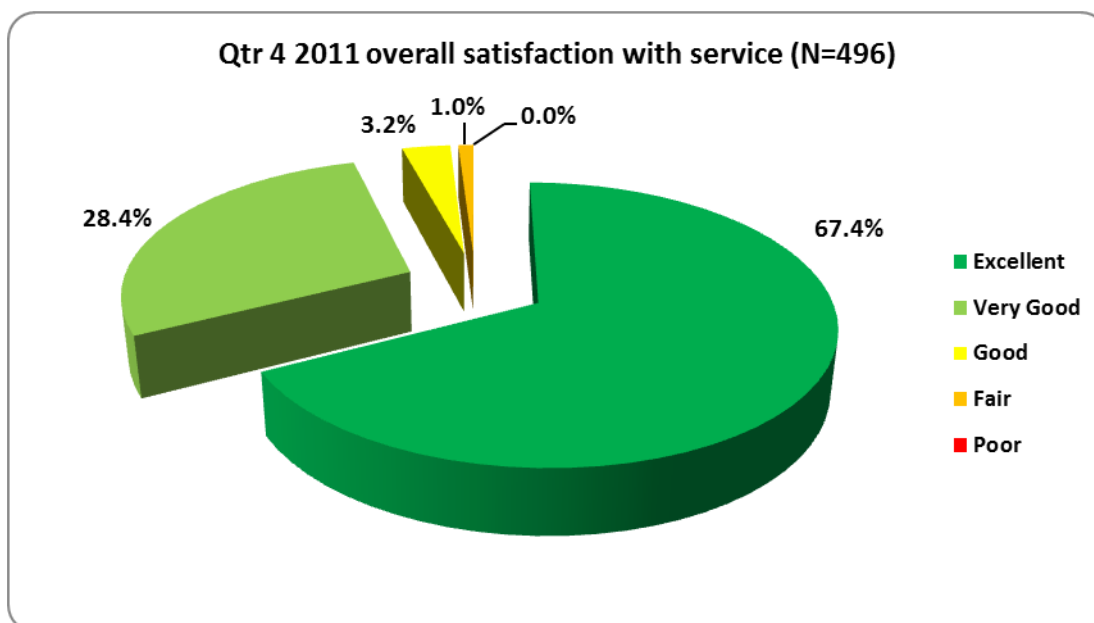


The level of responses is becoming extremely consistent.

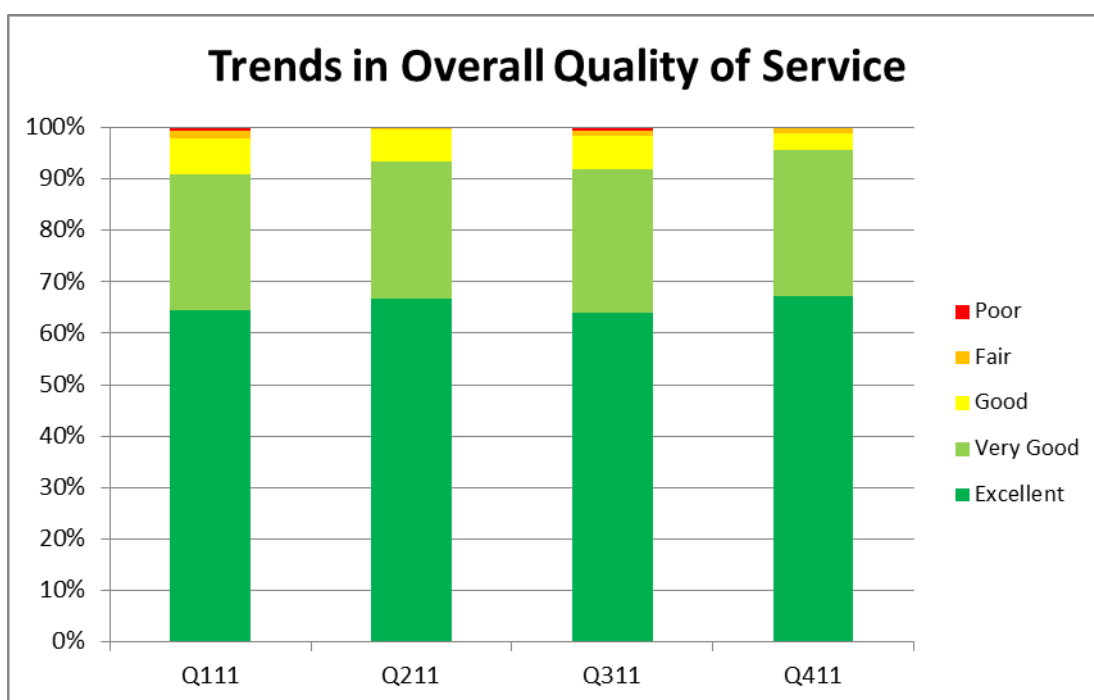
In total there were 508 completed questionnaires received, which gives an overall accuracy to most questions of +/- 1.8% - based on the satisfaction rating to the overall quality of service question.

## Overview of results

### 2. Overall rating



The pie chart shows how the 'overall rating of service' question was answered in Quarter 4 2011. Of the 508 patients responding, 496 answered this question.



Overall 95.8% rated the service as 'Very Good' or 'Excellent' in Q4 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		Q410	Q111	Q211	Q311	Q411
	Responses	446	500	521	520	508
Gender	Male	56.7%	57.2%	59.4%	56.3%	52.9%
	Female	43.3%	42.8%	40.6%	43.7%	47.1%
Age	0-14	0.0%	0.0%	0.0%	0.0%	0.0%
	15-24			0.6%	0.4%	0.0%
	25-34			1.2%	0.9%	0.9%
	35-44			1.2%	2.0%	1.7%
	45-54			7.5%	7.0%	5.5%
	55-64			18.5%	22.1%	23.4%
	65-74			43.4%	41.0%	42.8%
	Over 75	27.5%	30.3%	27.7%	26.5%	25.7%
Ethnicity	White	98.6%	98.8%	98.6%	98.2%	98.8%
	Asian	0.2%	0.2%	0.0%	0.2%	0.4%
	Asian Black	0.2%	0.4%	0.4%	0.4%	0.0%
	Black	0.0%	0.0%	0.0%	0.4%	0.0%
	Black British	0.2%	0.0%	0.4%	0.2%	0.0%
	Chinese/Other	0.5%	0.0%	0.0%	0.2%	0.0%
	Mixed	0.0%	0.6%	0.0%	0.0%	0.2%
	Not Stated	0.2%	0.0%	0.6%	0.4%	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.

Part 2 – Making the appointment		Q410	Q111	Q211	Q311	Q411
Choice of appointment times/dates?	Yes	47.7%	54.9%	53.3%	55.9%	55.5%
	No and didn't want	47.3%	41.9%	44.2%	41.4%	41.1%
	No and would have liked	4.3%	3.0%	2.1%	2.5%	2.0%
	Can't remember	0.7%	0.2%	0.4%	0.2%	1.4%
How long did you wait for your appointment?	Within 3 days	33.8%	32.1%	30.4%	<b>26.9%</b>	28.0%
	4 - 7 days	41.8%	46.1%	42.9%	48.1%	46.6%
	8 - 10 days	14.2%	13.2%	16.5%	15.5%	15.3%
	10 days +	10.3%	8.6%	10.1%	9.4%	10.1%
Did this meet your expectation?	Yes	94.9%	93.9%	93.9%	94.7%	92.9%
	Preferred longer	0.0%	0.8%	1.0%	0.6%	0.6%
	Preferred sooner	5.1%	5.3%	5.1%	4.7%	6.5%

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

<b>Part 3 – On arrival</b>		<b>Q410</b>	<b>Q111</b>	<b>Q211</b>	<b>Q311</b>	<b>Q411</b>
Were you greeted promptly and courteously?	Yes	99.1%	98.1%	98.8%	97.6%	99.4%
	No	0.9%	1.9%	1.2%	2.4%	0.6%
Were you kept informed if your test was delayed?	Yes	80.7%	87.1%	87.1%	<b>78.6%</b>	83.2%
	No	19.3%	12.9%	12.9%	21.4%	16.8%
How close to your appointment time were you seen?	On time	81.1%	81.6%	81.5%	82.1%	<b>86.0%</b>
	15 min	9.8%	10.6%	11.9%	10.3%	8.4%
	20 min	3.9%	2.0%	2.7%	2.3%	2.6%
	25 min	0.7%	0.2%	0.6%	1.4%	0.2%
	30 min	2.3%	1.2%	1.6%	1.6%	0.4%
	Over 30 min	2.3%	4.3%	1.8%	2.3%	2.4%

Over 94.4% 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>Q410</b>	<b>Q111</b>	<b>Q211</b>	<b>Q311</b>	<b>Q411</b>
Were you given all the privacy you needed during your test?	Yes	90.1%	90.6%	91.1%	89.1%	<b>94.2%</b>
	Yes to some extent	9.7%	9.2%	8.8%	10.5%	5.8%
	No	0.2%	0.2%	0.2%	0.4%	0.0%
Were the procedures and next steps explained in a way you could understand?	Yes	95.3%	95.0%	96.7%	95.7%	<b>97.4%</b>
	Yes to some extent	4.3%	4.8%	3.1%	3.9%	2.4%
	No	0.5%	0.2%	0.2%	0.4%	0.2%
Did you feel you were given all the time and attention you needed?	Yes	95.0%	94.4%	94.8%	94.0%	<b>95.1%</b>
	Yes to some extent	5.0%	4.8%	5.0%	5.2%	4.7%
	No	0.0%	0.8%	0.2%	0.8%	0.2%
Were you told how you would find out your test results?	Yes	86.4%	86.8%	91.4%	89.6%	<b>92.6%</b>
	No	13.6%	13.2%	8.6%	10.4%	7.4%

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 very low dissatisfaction and improvements in all areas this quarter. However, around 7% of patients are NOT told how they would find out their test results.

## Trends and observations

Part 5 – Overall opinions		Q410	Q111	Q211	Q311	Q411
How did you rate.....						
... the info received prior to test?	Excellent	57.0%	58.5%	62.6%	62.6%	61.2%
	Very Good	34.9%	33.6%	29.9%	28.4%	32.4%
	Good	7.4%	6.1%	6.8%	7.0%	5.2%
	Fair	0.5%	0.6%	0.4%	1.6%	0.8%
	Poor	0.2%	1.2%	0.2%	0.4%	0.4%
..the staff during your visit	Excellent	66.8%	68.8%	70.8%	70.5%	73.9%
	Very Good	27.3%	26.6%	26.1%	24.5%	23.3%
	Good	5.4%	3.6%	3.1%	3.3%	2.4%
	Fair	0.5%	0.6%	0.0%	0.8%	0.4%
	Poor	0.0%	0.4%	0.0%	1.0%	0.0%
..the standards of the facility	Excellent	49.0%	48.9%	54.9%	53.4%	54.3%
	Very Good	32.7%	33.8%	31.7%	31.9%	32.4%
	Good	13.3%	13.0%	10.9%	9.4%	10.5%
	Fair	4.6%	3.1%	2.1%	4.5%	2.4%
	Poor	0.5%	1.2%	0.4%	0.8%	0.4%
..the cleanliness of the facility	Excellent	55.5%	55.4%	60.7%	58.7%	59.5%
	Very Good	31.3%	31.6%	29.3%	30.3%	29.1%
	Good	11.2%	11.8%	8.4%	9.0%	9.8%
	Fair	1.8%	1.0%	1.4%	1.6%	1.4%
	Poor	0.2%	0.2%	0.2%	0.4%	0.2%
...your overall satisfaction with the service?	Excellent	61.2%	64.6%	66.7%	63.9%	67.4%
	Very Good	31.0%	26.5%	26.8%	28.0%	28.4%
	Good	5.7%	6.9%	6.1%	6.5%	3.2%
	Fair	2.1%	1.4%	0.4%	1.0%	1.0%
	Poor	0.0%	0.6%	0.0%	0.6%	0.0%
Would you recommend the InHealth PET/CT Diagnostic Imaging Service to others?	Yes			98.8%	99.6%	98.0%
	No			1.2%	0.4%	2.0%

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. Note in particular the Excellence rating for staff this quarter.

## Site Responses

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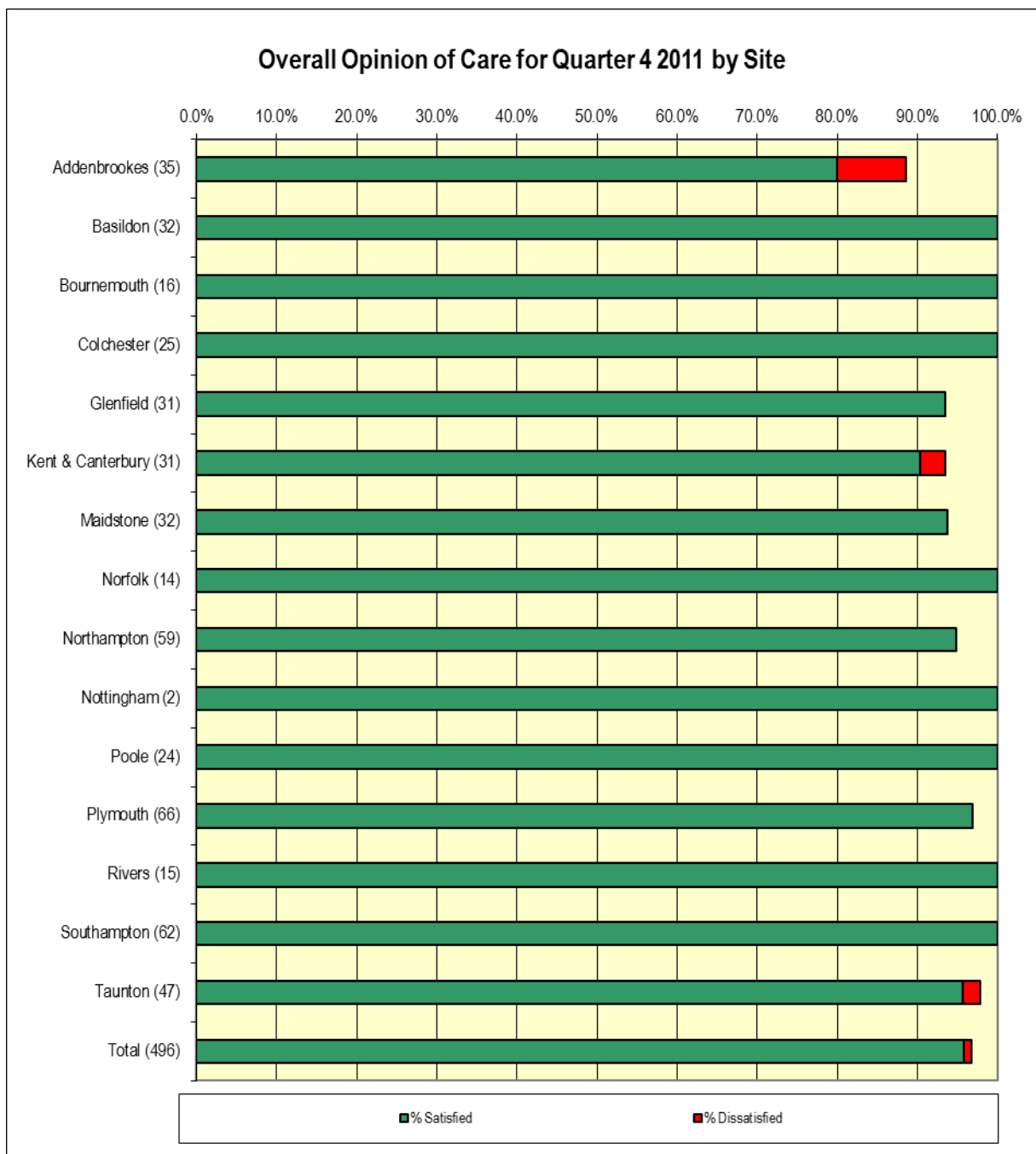
The table below shows the responses by site in quarter 4 2011.

	Appointment	Response	%
Site	Q4 11	Q4 11	
Addenbrooke's Hospital, Cambridge	216	37	17.1%
Basildon University Hospital	192	33	17.2%
Royal Bournemouth Hospital	82	16	19.5%
Colchester General Hospital	160	27	16.9%
Glenfield Hospital, Leicester	174	32	18.4%
Kent and Canterbury	196	32	16.3%
Maidstone Hospital	198	33	16.7%
Norfolk & Norwich University Hospital	239	14	5.9%
Northampton General Hospital	169	60	35.5%
Nottingham City Hospital	16	2	12.5%
Peninsular Radiology Academy, Plymouth	281	68	24.2%
Poole Hospital	82	24	29.3%
Rivers Hospital	70	15	21.4%
Southampton General Hospital	355	63	17.7%
Musgrove Park Hospital, Taunton	167	47	28.1%
Unknown site		9	
<b>Total</b>	<b>2597</b>	<b>508</b>	<b>19.6%</b>

## Comparison between sites – Quarter 4 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	35	48.6%	31.4%	11.4%	8.6%	0.0%	80.0%	8.6%
Basildon	32	84.4%	15.6%	0.0%	0.0%	0.0%	100.0%	0.0%
Bournemouth	16	81.3%	18.8%	0.0%	0.0%	0.0%	100.0%	0.0%
Colchester	25	68.0%	32.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Glenfield	31	64.5%	29.0%	6.5%	0.0%	0.0%	93.5%	0.0%
Kent & Canterbury	31	64.5%	25.8%	6.5%	3.2%	0.0%	90.3%	3.2%
Maidstone	32	62.5%	31.3%	6.3%	0.0%	0.0%	93.8%	0.0%
Norfolk	14	71.4%	28.6%	0.0%	0.0%	0.0%	100.0%	0.0%
Northampton	59	64.4%	30.5%	5.1%	0.0%	0.0%	94.9%	0.0%
Nottingham	2	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Poole	24	62.5%	37.5%	0.0%	0.0%	0.0%	100.0%	0.0%
Plymouth	66	77.3%	19.7%	3.0%	0.0%	0.0%	97.0%	0.0%
Rivers	15	73.3%	26.7%	0.0%	0.0%	0.0%	100.0%	0.0%
Southampton	62	69.4%	30.6%	0.0%	0.0%	0.0%	100.0%	0.0%
Taunton	47	59.6%	36.2%	2.1%	2.1%	0.0%	95.7%	2.1%
Total	496	67.4%	28.4%	3.2%	1.0%	0.0%	95.8%	1.0%

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
*BEING FEMALE AND VERY NERVOUS WOULD HAVE BEEN NICE TO HAVE HAD FEMALE DOCTOR THERE	ADD
*DIRECTIONS TO ADDENBROOKES ON INFO SHEET NEEDS UPDATING TO ACCOUNT FOR NEW ROAD AND SO AVOID CITY CENTRE. WOULD BE NICE TO HAVE MUSIC DURING SCAN (COULD HEAR FAINT RADIO FROM OFFICE)	ADD
*INSTRUCTIONS RE FLUID INTAKE NOT VERY CLEAR. I DID NOT LIKE BEING TOLD BY THE TECHNICIAN THAT HE WAS GOING TO GIVE ME 'JUNGLE JUICE' I.V. A MORE PROFESSIONAL TERM WOULD HAVE BEEN BETTER	ADD
*NOT VERY HELPFUL IN GENERAL I.E. STEEP STEPS UN-AIDED AND VERY DANGEROUS IN WIND. NO WATER TO DRINK AVAILABLE WAS TOLD TO TAKE OFF WEDDING RING INSTEAD OF PUTTING TAPE AROUND IT, FOUND UPSETTING	ADD
*SPEAKER IN THE SCAN ROOM SHOULD BE FIXED SO THAT PATIENTS HAVE SOMETHING TO LISTEN TO DURING THE SCAN	ADD
*YES TOILET ON SCANNER VEHICLE WAS BLOCKED AND HAD TO WALK TO MAIN BUILDING TOILETS HALF WAY DURING SCAN/TREATMENT (NOT RELAXING)	ADD
EVERYONE WAS VERY CARING	ADD
STANDARD OF FACILITY (FAIR) ONLY DUE TO CONFINE SPACE WHICH IS UNAVOIDABLE	ADD
THE APPOINTMENT DATE WAS REQUESTED BY MY CONSULTANT	ADD
THE WAITING AREA IS VERY COLD AND DRAUGHTY DUE TO THE CONSTANT OPENING AND CLOSING OF THE DOORS. HOWEVER, OVER ALL THIS SCANNER HAS IMPROVED GREATLY SINCE MY LAST VISIT TWELVE MONTHS AGO	ADD
*I TICKED 'FAIR' FOR 'CLEANLINESS' AS I COULD SEE COBWEBS HANGING FROM THE CEILING	BAS
*TOILET FACILITIES IN OR CLOSE TO UNIT WOULD BE USEFUL	BAS
*YOU HAVE TO LEAVE UNIT TO USE TOILET WHICH IS NOT VERY GOOD	BAS
EXCELLENT SERVICE	BAS
I CANNOT SPEAK TOO HIGHLY OF THE STAFF. I WAS TREATED WITH RESPECT AND FRIENDLINESS	BAS
IT'S A PITY THERE AREN'T MORE OF THESE UNITS	BAS
STAFF VERY CARING AND ATTENTIVE A GREAT EXPERIENCE	BAS
THANK YOU AND WELL DONE BASILDON HOSPITAL	BAS
VERY GOOD	BAS
WONDERFUL STAFF, VERY FRIENDLY, MADE ME FEEL AT EASE STRAIGHT AWAY	BAS
YOUR STAFF WERE VERY KIND AND UNDERSTANDING THROUGHOUT THE TREATMENT, BUT ESPECIALLY WHEN I EXPERIENCED A PANIC ATTACK AT THE END OF THE SCAN. I MUCH APPRECIATED THEIR CARE	BAS
REALLY IMPRESSED VERY FRIENDLY PROFESSIONAL STAFF MADE A WORRYING TIME LESS STRESSFUL. THANK YOU	BOU
THANK YOU AN EXCELLENT SERVICE	BOU
VERY IMPRESSED WITH THE SERVICE PROVIDED	BOU
*A FAN PUSHING AIR OVER PATIENT WHILST HAVING THE SCAN, FROM OTHER SIDE	COL
*MORE COMFORTABLE CHAIRS WHILE WAITING THE HOUR BEFORE THE SCAN	COL
*T'S 2011 AND TO ENDURE THIS PROCEDURE FROM PAIN BENCH TO A TRAILER IN A CAR PARK IS ANTEDILUVIAN - WHERE'S YOUR PRIDE	COL
EXCELLENT IN EVERY WAY, E.G. STAFF AT COLCHESTER	COL
I FELT VERY POORLY AT THE INJECTION TIME AND ALL THE STAFF WERE VERY HELPFUL AND SUPPORTIVE IN HELPING ME TO RECOVER, BIG THANK YOU	COL
I WAS NERVOUS BUT THE STAFF SOON PUT ME AT EASE. VERY GOOD	COL
STAFF VERY COURTEOUS AND HELPFUL THROUGHOUT. ONLY CRITICISM RELATES TO THE MAP SHOWING THE SITE AND CAR PARK WHICH I FOUND CONFUSING THOUGH WE FOUND IT	COL
VERY COURTEOUS AND HELPFUL - PUT YOU AT EASE	COL
*DIFFICULT TO FIND DUE TO LACK OF SIGN POSTING AT THE HOSPITAL. GLENFIELD GENERAL LEICESTER	GLE

*PROBLEM WAS THAT NOT TOLD RADIOACTIVE GLUCOSE WOULD MEAN I COULDN'T CALL A TAXI AFTERWARDS BECAUSE MOBILE WENT BERSERK (FOR 2 DAYS)	GLE
*SIGNPOSTING TO THE UNIT IS POOR - A SIGN ON THE ROAD WOULD HELP	GLE
*THE WAITING AREA WAS EXTREMELY COLD, MAY BE A HEATER COULD BE USED IN THE AREA	GLE
*WHY ARE THERE TWO MAPS OF THE HOSPITAL AREA ONE NORTH/SOUTH AND THE OTHER IN A DIFFERENT EXCEL TABLE?? SO HARD TO FIND THE POST LOCATION?	GLE
5 HOUR DELAY CAUSED BY MACHINE BREAKDOWN	GLE
BRILLIANT/FRIENDLY/SERVICE	GLE
THE STAFF WERE EXTREMELY PROFESSIONAL AND APPROACHABLE	GLE
THE STAFF WERE MOST HELPFUL AND EXPLAINED THE PROCEDURE FULLY TO	GLE
*I FOUND IT VERY COLD IN THE UNIT	KEN
*IN MY CASE DIRECTIONS TO THIS DEPARTMENT WERE VERY CONFUSING I.E. THE INFORMATION ON LOCATION OF SITE WAS NOT AS DIRECTED	KEN
*MADE MISTAKE BY ENTERING BUILDING, NOBODY KNOW WHERE PET/CT WAS. AFTER 20 MINUTES WALKING, FOUND YOURSELVES OUTSIDE, THEN IT WAS SIMPLE	KEN
*OVERALL THE PEOPLE WERE VERY POLITE BUT THE CLEANLINESS OF THE MOBILE WAS POOR AND DIRTY AND VERY WORN TATTY. PAPER WAS NOT CHANGED THE FELT STRAP UNDER CHAIN WAS UNHEALTHY	KEN
ALL 3 MEMBERS OF STAFF I MET WERE FAULTLESS IN MY CARE. I ESPECIALLY APPRECIATED THE EFFICIENT REASSURING CARE GIVEN BY SARAH WHO DID MOST FOR ME	KEN
EXCELLENT TREATMENT AND SERVICE	KEN
STAFF WERE HELPFUL, KIND AND FRIENDLY	KEN
THE NURSING STAFF AND TECHNICIANS WERE 1ST CLASS, I HAD NO FAULT WITH THEM AT AL.. UNFORTUNATELY I CANNOT SAY THE SAME OF THE RECEPTION DESK TEAM, THERE WAS NO WELCOME GREETING, JUST ASKED THE USUAL QUESTIONS AND TOLD TO TAKE A SEAT	KEN
VERY GOOD EMPATHY SHOWN BY TEAM	KEN
*INCREASE SOUND PROOFING TO MOBILE DIVISION	MAI
*ON ENTERING THE PET UNIT RECEPTION, I FOUND THE CLEANLINESS POOR AND INTENDED TO COMPLAIN TO THE RADIOLOGIST! - HOWEVER, AS SHE CLEANSER HER HANDS WITH GEL AND PUT ON GLOVES AND THE NECESSARY TOOLS WERE IN THEIR STERILE PACS, I DID NOT MAKE A COMMENT	MAI
*PERHAPS SOME TYPE OF EYE COVER?	MAI
*THE MEDICAL QUESTIONNAIRE WAS CONDUCTED IN THE GENERAL WAITING AREA. OTHER PEOPLE COULD HEAR MY PRIVATE DETAILS AND MEDICAL HISTORY	MAI
ALL HANDLED VERY WELL	MAI
EVERYTHING WENT WELL	MAI
EXCELLENT SERVICE	MAI
EXCELLENT SERVICE ALL ROUND	MAI
I WAS VERY PLEASED WITH THE SERVICE I RECEIVED EVERYONE WAS VERY KIND TO ME	MAI
KEEP UP THE GOOD WORK	MAI
THE NURSES WERE VERY HELPFUL	MAI
THE STAFF WERE EXCELLENT	MAI
VERY GOOD SERVICE	MAI
*NO EXPLANATION WAS GIVEN FOR THE REASONS FOR HAVING THE SCAN WHY THE DOCTOR HAD ORGANISED IT	NFK
*ACCESS TO UNIT IN NORWICH HOSPITAL VERY POOR. DISABLED PERSONS AND ELDERLY VERY CONFUSING AND TIRING ADJACENT CAR PARK WOULD BE HELPFUL	NOR
*AT NORTHAMPTON. VERY POOR PARKING FACILITIES	NOR
*BETTER SIGNPOSTS NEEDED, NORTHAMPTON HOSPITAL GROUNDS.	NOR
*COULD HAVE WATER ON HAND. WAS NOT OFFERED HELP TO GET OFF TABLE	NOR
*FOOT RESTS SHOULD BE SUPPLIED AS STANDARD. THE CHAIR I SAT ON FOR AN HOUR CAUSED MY RIGHT LEG AND FOOT TO SWELL. 50 MINS LATER A GENTLEMEN NEARBY, WAS OFFERED A FOOT REST. THIS MADE MY VISIT VERY STRESSFUL	NOR
*I FOUND GREAT DIFFICULTY WITH ARMS ABOVE MY HEAD FOR SO LONG	NOR
*I FOUND THE STAIRS A PROBLEM, I HAVE EMPHYSEMA AND AN ON BOARD TOILET WOULD BE OF BENEFIT	NOR

*THE MUSIC PUT ON DURING TEST WAS MUCH TOO LOUD. OLDER PEOPLE DON'T WANT TO HEAR REGGAE MUSIC SCREAMING OUT. IT WAS AWFUL	NOR
*TO SIT IN UNIT FOR OVER 1 HOUR IT WAS QUITE COLD	NOR
*UNDERSTANDING THE NEED FOR MAINTAINING A DISTANCE BETWEEN STAFF AND PATIENT, SOME MORE ATTENTION AFTER COMPLETION RATHER THAN JUST EJECTION TO STREET	NOR
*WAITING AREA COULD BE WARMER	NOR
EVERYONE INVOLVED IN MY SCAN WAS ABSOLUTELY MARVELLOUS	NOR
EXCELLENT SERVICE	NOR
KEEP UP YOUR EXCELLENT ATTITUDE/WORK THANK YOU!	NOR
NO I WAS VERY SATISFIED WITH STAFF ANY DRIVER	NOR
NO SUGGESTIONS VERY HAPPY WITH THE SERVICE APPOINTMENT COULD HAVE BEEN DEALT WITH QUICKER	NOR
TREATMENT COULD NOT HAVE BEEN BETTER	NOR
VERY IMPRESSED WITH THE PROCEDURE FROM APPOINTMENT 'PHONE CALL, ALL THROUGH	NOR
VERY PLEASED WITH EFFICIENT CARE	NOR
COULD NOTTINGHAM COUNCIL PROVIDE A FEW MORE HOSPITAL DIRECTION SIGNS WHEN APPROACHING FROM LEICESTER	NOT
THANK YOU	NOT
*INSUFFICIENT SIGNS TO THE PET/CT UNIT FROM THE MAIN ENTRANCE.	PLE
*IT WAS TOO COLD IN THE MOBILE UNIT	PLE
*NOTHING TO DO WITH INHEALTH, BUT THE SITE MAP ENCLOSED WITH DIRECTS WAS RUBBISH. ADDENBROOKES DOES NOT HAVE PROPER SIGNAGE	PLE
*YES, REGARDING ALLOWED FLUIDS - MAKE IT CLEANER THAT NOTHING WITH MILK, SUGAR/ SHOULD BE TAKEN - ONLY BLACK COFFEE TEA/WATER	PLE
I WAS VERY NERVOUS ABOUT THIS PET/CT SCAN, AND THE STAFF WERE REALLY KIND AND REASSURING AND PUT ME AT EASE, STAFF WERE LOVELY PEOPLE AND WOULD LIKE TO SAY THANK YOU TO THEM	PLE
STAFF VERY CHEERFUL AND MADE PROCESS STRESS FREE	PLE
VERY PLEASED WITH ALL PARTS OF THE TEST	PLE
YES WHEN I LEFT THE VERY HELPFUL GENTLEMEN SAID 'GOOD LUCK' TO ME THAT AS I WOULD NEED IT. I THINK HE WAS ONLY BEING POLITE	PLE
*COMMISSION MORE MACHINES TO SAVE PATIENTS TRAVELLING DISTANCES	PLY
*FOUND DIFFICULTY IN LOCATING BUILDING ALTHOUGH GIVEN MAP. INSUFFICIENT SIGNAGE ONE SIGN HIDDEN IN BUSHES	PLY
*I WAS TOLD THAT THE DIRECTIONS ETC WOULD BE EMAILED TO ME. I RECEIVED INFO BY POST AFTER THE TEST. LUCKILY TORBAY HOSPITAL HAD GIVEN ME THEIR OWN LEAFLET	PLY
*IT MAY BE WISE TO ENSURE THAT IF THOSE DOING OUR TESTS ARE FREE FROM COLD ETC, ESPECIALLY WHEN OUR IMMUNE SYSTEM IS DOWN I AM STILL TRYING TO RECOVER FROM THE COLD VIRUS I CAUGHT WHILST THERE	PLY
*LACK OF VISIBLE AND EASY TO SEE SIGN POSTS TO FACILITY	PLY
*SEATS IN WAITING ROOM UNCOMFORTABLE	PLY
*SITTING IN WAITING ROOM, IT WAS VERY NOISY COMING FROM THE ROOMS IN THE CORRIDOR. THEIR DOORS WERE OPEN	PLY
*THE DIRECTIONS FOR FINDING THE PLYMOUTH BUSINESS PARK, FROM THE TAMAR BRIDGE WERE PRECISE. HOWEVER, FINDING THE RADIOLOGY ACADEMY WAS DIFFICULT DUE TO LACK OF SIGNAGE	PLY
*THE INHEALTH VEHICLE WAS ON THE INTERNATIONAL BUSINESS PARK IN PLYMOUTH - NO BUSES ONLY TAXIS FROM THE STATION ALTHOUGH THE LEAFLET RECOMMENDED USING PUBLIC TRANSPORT! VERY INCONVENIENT	PLY
*THE RESTING CHAIRS IN THE MOBILE UNIT WERE SET AT AN UNCOMFORTABLE ANGLE MAKING RELAXING MORE DIFFICULT	PLY
10 OUT OF 10	PLY
BRILL	PLY
COURTESY AND KINDNESS FROM THE RECEPTION DESK AND THE DIAGNOSTIC STAFF, WAS SUPERBLY EFFICIENT. I AM VERY PLEASED WITH THE MANNER TO WHICH I WAS TREATED - THANK YOU	PLY
EVERYTHING WAS BRILLIANTLY DONE	PLY
EXCELLENT SERVICE ALL ROUND!	PLY

I FELT LIKE I WAS AT HOME THANK YOU	PLY
KINDNESS I FOUND WITH THE STAFF AMAZING STAFF (EXCELLENT)	PLY
SCANNER BROKE DOWN DAY BEFORE DUE SCAN. RESCHEDULED FOR 6 DAYS LATER	PLY
TEST DELAYED TO MACHINE BREAKING DOWN. TEST DELAYED 3 DAYS	PLY
THE SERVICE WAS EXCELLENT WAS USUAL FROM DERRIFORD; THAT IS ALL I HAVE TO SAY	PLY
THIS WAS MY 3RD PET SCAN SO PERHAPS I AM BECOMING USED TO IT BUT I FOUND THIS VISIT THE LEAST STRESSFUL AND I HAD A FABULOUS DISCUSSION ABOUT	PLY
VERY COURTEOUS, EFFICIENT AND PROFESSIONAL	PLY
VERY SATISFIED INDEED	PLY
WHAT A NICE FACILITY CLEAN AND COMFORTABLE	PLY
WOULD HAVE TICKED 'EXCELLENT' IF THE WAITING AREA FOR THE ACTUAL SCAN DID NOT FEEL COOL BECAUSE OF THE SEPARATE EXIT DOOR FOR PATIENTS AND THE IMPRESSION OF DRAUGHT. THIS COULD NOT HAVE BEEN TOO BAD, AS I SLEPT FOR HALF OF THE WAIT!	PLY
YOUR SERVICE IS BRILLIANT	PLY
A BIG THANK YOU TO ALL	RIV
MY HUSBAND WAS GIVEN WATER WHEN HE HAD A PET SCAN AT PART'S WATER NOT REALLY AVAILABLE AT MOBILE UNIT. TO SAVE STAFF EXTRA WORK, WOULD SUGGEST TO RECOMMEND PATIENT TO BRING WATER. THE NURSE JANET, BLESS HER, TOOK CARE OF MY NEEDS.	RIV
NO ONE TOLD ME HOW CLAUSTROPHOBIC I WOULD FEEL*	RIV
POSSIBLY A RECLINING CHAIR - STOOL TO PUT UP YOUR FEET! (I KNOW* SPACE IS LIMITED)	RIV
*INCLUDE IN JOINING INSTRUCTIONS THAT PATIENTS COMING EARLY REPORT TO RECEPTION IN ADVANCE OF APPOINTMENT TIME. MY SCAN COULD HAVE STARTED EARLIER BECAUSE TEAM WERE AHEAD OF SCHEDULE	SOU
*LETTER POSTED 15 DEC ARRIVED DAY AFTER TEST ON 20TH DEC, I PHONED FOR DIRECTIONS AND THOUGH UNCLEAR, FOUND UNIT NO PROBLEM.	SOU
*MAP NEEDS UPDATING CAR PARK 4 IS ACTUALLY CAR PARK 8. COUPLE OF TYPES IN PRINT AS WELL, BUT NOTHING THAT WOULD CAUSE CONFUSION	SOU
*PLEASE STATE CLEARLY ON INFORMATION THAT PATIENTS CANNOT COME WITHIN 1M OF ANYONE UNDER 18 YEARS FOR 6 HOURS. PROLONGED CLOSE CONTACT INFERS HUGS/FEEDING NOT IN SAME ROOM/CAR	SOU
*THE HOSPITALS MAPS WERE TOTALLY INADEQUATE. ONLY CONTACT WAS PATIENT REFERRAL	SOU
*THE PLE SCANNING ROOM HAD LARGE COB-WEBS HANGING DOWN THERE SEEMS TO BE CONFUSION OVER THE TERM NO CONTACT WITH CHILDREN AFTER PET/CT SCAN	SOU
*TO GET HOT WATER TO WASH HANDS WAS NOT VERY CLEAN	SOU
*TRICKY STEPS TO ENTER 'PET VAN'	SOU
*VERY COLD ON SCANNER. TIMELINESS OF RESULTS INACCURATE. THIS IS MY SECOND PET/CT NEITHER OF WHICH HAVE BEEN REPORTED IN THE STATED 2 DAYS	SOU
*WHEN BOOKING THE APPOINTMENT I ASKED ABOUT CONTACT WITH MY 11 YEAR OLD SON AND WAS TOLD IT WOULD BE OK WHICH SUBSEQUENTLY TURNED OUT TO BE WRONG	SOU
*WHILE BEING SCANNED BACKGROUND MUSIC WOULD HELP TO RELAX. STAFF AT SOUTHAMPTON WERE EXCELLENT AND MADE YOU FEEL RELAXED	SOU
*WOULD HAVE LIKED MUSIC TO DISTRACT FROM NOISE OF MACHINE	SOU
ALL THE STAFF COULD NOT HAVE BEEN MORE HELPFUL OR KINDER. I CANNOT PRAISE THEM ENOUGH	SOU
I MAY HAVE GIVEN MY NAME AND TELEPHONE NUMBER IF THIS HAD HAD A SEALABLE ENVELOPE FOR RETURN	SOU
IF ONLY THE NHS WAS 50% AS EFFICIENT ROLL ON MORE PRIVATE CONTRACTS!	SOU
MY APPOINTMENT WOULD HAVE BEEN EARLIER BUT APPARENTLY THE DOCTOR HAD REQUESTED A SPECIFIC DATE	SOU
NO ALL VERY GOOD	SOU
ONLY THANKS FOR THE PROFESSIONAL STANDARDS AND FOR THE FRIENDLINESS AND EFFICIENCY OF ALL THOSE CONCERNED WITH MY SCAN	SOU
ONLY TO SAY THANK YOU	SOU
STAFF - VERY EFFICIENT AND FRIENDLY	SOU
THANK YOU	SOU
THE SERVICE WAS EXCELLENT, EVERYTHING WAS EXPLAINED CLEARLY. THE STAFF WERE VERY FRIENDLY. I CANNOT FAULT AT ANYTHING.	SOU

THEY STRAP YOUR HEAD DOWN	SOU
THIS LAST QUESTION IS RACIST - WHAT DIFFERENCE DOES IT MAKE TO THIS SERVICE.	SOU
*BEFORE THE INITIAL CONTACT, I WAS NOT AWARE THAT THE SCAN WAS A MOBILE UNIT FOR THE DEVON AREA, IT WOULD HAVE BEEN HELPFUL TO KNOW THIS	TAU
*BIT CHILLY IN VEHICLE	TAU
*MAKE LAVATORY MORE ACCESSIBLE FOR DISABLED, SEAT TOO LOW	TAU
*MAYBE AN ODD WORD OF TWO OVER THE MICROPHONE DURING THE PROCEDURE FOR REASSURANCE	TAU
*SOME CLOTHES HOOKS IN THE LOO WOULD HAVE BEEN USEFUL FOR ME	TAU
*TOILETS A LITTLE DIRTY OTHERWISE ALL GOOD	TAU
*TRESTLE TOO NARROW SHOULD BE MISSED TO ALLOW FOR EASY DESCENT AFTER SCAN (LIKE HOSPITAL BEDS AND BATH, CHAIR LIFTS)	TAU
FIRST CLASS SERVICE WITH NO ROOM FOR IMPROVEMENTS	TAU
I HAD PROBLEMS WITH FACILITY AVAILABILITY DUE TO BREAKDOWNS - APPEARS VERY COMMON	TAU
I WAS VERY PLEASED WITH THE SERVICE I RECEIVED	TAU
I WAS VERY UPSET WHEN TOLD MY APP HAD BEEN CANCELLED, BUT WAS VERY PLEASED WHEN TOLD IT WOULD BE 3 DAYS LATER THANK YOU VERY MUCH WHOEVER ARRANGED IT	TAU
ON MY FIRST APPT (1ST NOV) THE SCANNER WAS OUT OF ACTION WHICH MADE ANOTHER JOURNEY NECESSARY LATER IN THE WEEK	TAU
OVERALL EXCELLENT SERVICE, BOTH PROFESSIONAL AND CARING STAFF. MANY THANKS	TAU
OVERALL VERY GOOD	TAU
VERY EFFICIENT	TAU
VERY GOOD	TAU
*SHAME IT WAS SO WET AND GREAT CARE NEEDED ON STEPS - ALSO GOT VERY WET TO AND FROM UNIT. GLAD STAFF WATCHED ME!	

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