

InHealth Molecular Imaging NHS PET/CT Diagnostic Imaging Service

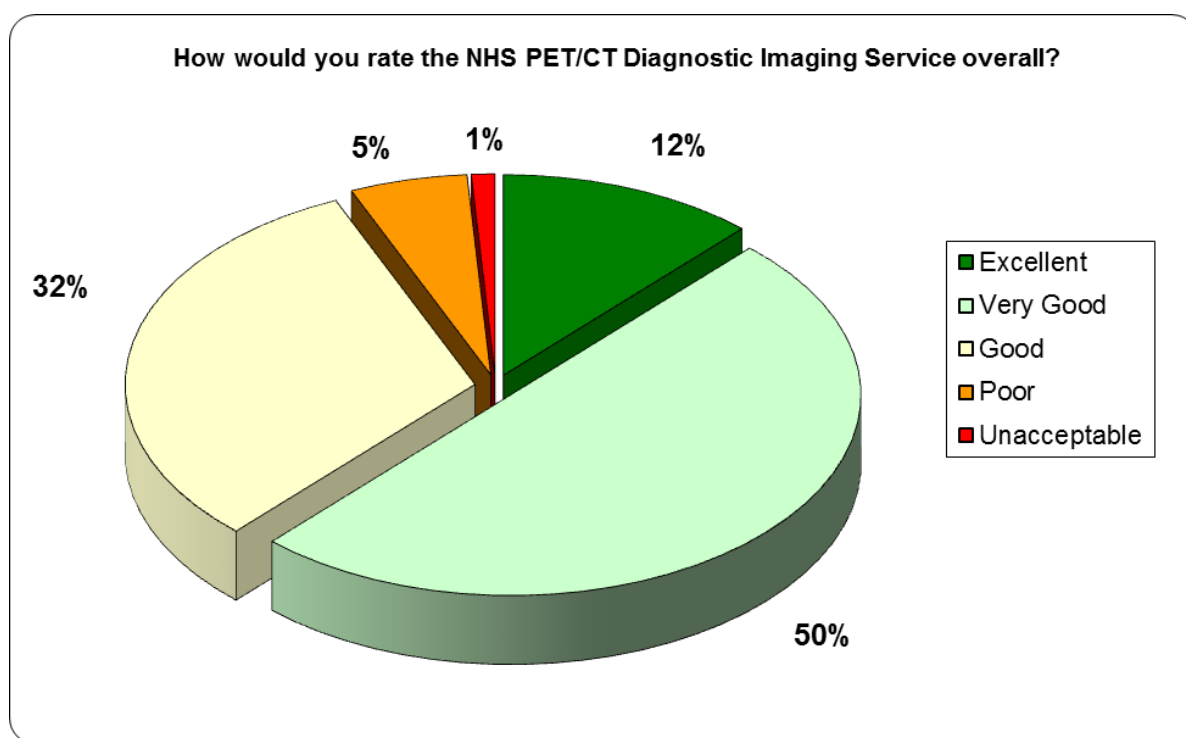
The survey

Questionnaires were sent during Quarter 1 2011 to Clinicians who had referred patients to the InHealth Molecular Imaging Service. This report is based on questionnaires completed and returned during February and March 2011.

The purpose of this survey is to ascertain how these referrers find the quality of the service from their perspective.

This quarter we have received 94 completed responses, compared with 95 in quarter 3 2010.

Overall opinions



Main points to note –

1. 94% of Clinicians rated the overall service as 'good' or better.
2. 92% of Clinicians would recommend the service.
3. 95% found the helpfulness of the staff and the information provided as 'good' or better.

Clinician's comments are copied verbatim, so please make allowances for miss spellings where the writing was difficult to read.

Report issued by:

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

Results for Quarter 1 2011

Feedback for Quarter 1 2011	Responses	Q1 '11	
		Frequency	Percentage
		94	
Please can you indicate how many patients you refer each month?	1-5	76	84%
	6-10	10	11%
	11-15	2	2%
	20+	2	2%
How would you rate the referral process?	Excellent	15	16%
	Very Good	48	53%
	Good	20	22%
	Poor	5	5%
	Unacceptable	3	3%
The choice of scanning locations?	Excellent	9	11%
	Very Good	27	32%
	Good	43	51%
	Poor	6	7%
	Unacceptable	0	0%
The choice of appointment times/dates available to patients?	Excellent	11	14%
	Very Good	28	36%
	Good	36	46%
	Poor	2	3%
	Unacceptable	1	1%
The helpfulness of the staff and the information provided via the Patient Referral Centre (if you've contacted them)?	Excellent	10	16%
	Very Good	29	48%
	Good	19	31%
	Poor	2	3%
	Unacceptable	1	2%
The usefulness of the report in managing the patient's treatment?	Excellent	28	31%
	Very Good	40	44%
	Good	19	21%
	Poor	3	3%
	Unacceptable	0	0%
The quality of images received from us (If you have received any)?	Excellent	14	17%
	Very Good	41	50%
	Good	22	27%
	Poor	4	5%
	Unacceptable	1	1%

Results for Quarter 1 2011

Feedback for Quarter 1 2011		Q1 '11	
		Frequency	Percentage
Are you aware that reports are emailed to a generic Trust email account set up specifically for PET/CT?	Yes	44	48%
	No	48	52%
Are you aware that your local PACS should be storing fused images which are created from the PET/CT study?	Yes	74	80%
	No	19	20%
Are the fused images being made available to you at MDT meetings and in clinic?	Yes	71	79%
	No	19	21%
Please rate the helpfulness of the following:			
The Service referral guide (available in hard copy and on CD)	Excellent	6	13%
	Very Good	16	34%
	Good	18	38%
	Poor	2	4%
	Unacceptable	5	11%
The Service newsletter (sent out quarterly)	Excellent	5	10%
	Very Good	12	24%
	Good	25	50%
	Poor	2	4%
	Unacceptable	6	12%
The Service website (www.nhspetctsouth.com)	Excellent	2	7%
	Very Good	10	36%
	Good	7	25%
	Poor	1	4%
	Unacceptable	8	29%
Would you recommend other colleagues to use the NHS PET/CT Diagnostic Imaging Service?	Yes	81	92%
	No	7	8%
How would you rate the NHS PET/CT Diagnostic Imaging Service overall?	Excellent	11	12%
	Very Good	46	50%
	Good	29	32%
	Poor	5	5%
	Unacceptable	1	1%
Have your patients commented on the service they have received?	Yes	11	13%
	No	74	87%
Would you like a visit from a Customer Service Manager?	Yes	3	4%
	No	64	96%

Trend Results

Trend Table		Quarter 1 2010	Quarter 2 2010	Quarter 3 2010	Quarter 1 2011
	Responses	13	33	95	94
Please can you indicate how many patients you refer each month?	1-5	67%	88%	81%	84%
	6-10	33%	9%	14%	11%
	11-15	0%	3%	4%	2%
	20+	0%	0%	1%	2%
How would you rate the referral process?	Excellent	8%	15%	9%	16%
	Very Good	38%	42%	51%	53%
	Good	54%	33%	32%	22%
	Poor	0%	9%	6%	5%
	Unacceptable	0	0	2%	3%
The choice of scanning locations?	Excellent				11%
	Very Good				32%
	Good				51%
	Poor				7%
	Unacceptable				0%
The choice of appointment times/dates available to patients?	Excellent				14%
	Very Good				36%
	Good				46%
	Poor				3%
	Unacceptable				1%
The helpfulness of the staff and the information provided via the Patient Referral Centre (if you've contacted them)?	Excellent	0%	29%	27%	16%
	Very Good	40%	48%	48%	48%
	Good	60%	10%	23%	31%
	Poor	0%	10%	2%	3%
	Unacceptable	0%	5%	0%	2%
The usefulness of the report in managing the patient's treatment?	Excellent				31%
	Very Good				44%
	Good				21%
	Poor				3%
	Unacceptable				0%
The quality of images received from us (If you have received any)?	Excellent	8%	19%	8%	17%
	Very Good	50%	31%	52%	50%
	Good	25%	31%	27%	27%
	Poor	17%	9%	8%	5%
	Unacceptable	0%	9%	5%	1%

Trend results

Trend Table		Quarter 1 2010	Quarter 2 2010	Quarter 3 2010	Quarter 1 2011
Are you aware that reports are emailed to a generic Trust email account set up specifically for PET/CT?	Yes				48%
	No				52%
Are you aware that your local PACS should be storing fused images which are created from the PET/CT study?	Yes				80%
	No				20%
Are the fused images being made available to you at MDT meetings and in clinic?	Yes				79%
	No				21%
Please rate the helpfulness of the following:					
The Service referral guide (available in hard copy and on CD)	Excellent				13%
	Very Good				34%
	Good				38%
	Poor				4%
	Unacceptable				11%
The Service newsletter (sent out quarterly)	Excellent				10%
	Very Good				24%
	Good				50%
	Poor				4%
	Unacceptable				12%
The Service website (www.nhspetctsouth.com)	Excellent				7%
	Very Good				36%
	Good				25%
	Poor				4%
	Unacceptable				29%
Would you recommend other colleagues to use the NHS PET/CT Diagnostic Imaging Service?	Yes	92%	90%	92%	92%
	No	8%	10%	8%	8%
How would you rate the NHS PET/CT Diagnostic Imaging Service overall?	Excellent	15%	16%	8%	12%
	Very Good	23%	48%	52%	50%
	Good	54%	26%	30%	32%
	Poor	8%	6%	8%	5%
	Unacceptable	0%	3%	2%	1%
Have your patients commented on the service they have received?	Yes				13%
	No				87%
Would you like a visit from a Customer Service Manager?	Yes	0%	12%	7%	4%
	No	100%	88%	93%	96%

Clinician Comments Quarter 1 2011

Clinician	Surgery Name	Date	Comment Type	Comment	Visit?
RYMES	SDHCFT	11/02/2011	Referral Process	EXCEPT FOR THE REFERRAL FORM	Not answered
KEIDAW	KINGS LYNN		Referral Process	HARD TO LINK TO MDT DATES AND GET SCANS AND REPORTS AT TIME REQUIRED	Not answered
MR J A WALLS	NORFOLK AND NORWICH HOSPITAL	20/02/2011	Referral Process	I FIND IT QUITE TIME CONSUMING AND I DONT DO IT IMMEDIATELY IN THE CONSULTATION.	No
GYNAE-ONCOLOGY SERVICE	TAUNTON AND SOMERSET NHS TRUST		Referral Process	LIMITED CONTACT AS REFERRALS FROM TRUST DONE VIA CENTRAL POINT	Not answered
DR ADRIAN MORRIS	EAST KENT HOSP NHS	10/02/2011	Referral Process	MAKE EASY BY DIRECT COMMUNICATION WITH DR GORDON ELVL IN THIS HOSPITAL	No
DR ERIC J WATTS	BASILDON HOSPITAL	04/03/2011	Referral Process	PATIENT SCANNED 8 DAYS AGO, NO RESULT, NO IMAGE.	Yes
DR A PAWLOWIUZ	THE QUEEN ELIZABETH HOSPITAL	07/02/2011	Referral Process	PET SCANS MORE OFTEN NOW THEN PREVIOUSLY NOT AVAILABLE BEFORE MDT MEETING	No
C H WOOD	ROYAL DEVON AND EXETER	25/02/2011	Referral Process	PROMPT ACCURATE	No
N RICHADSON	MEHT	07/03/2011	Referral Process	REFERRAL FORM COMPLICATED AND SPACES TO WRITE TOO SMALL. THANKFULLY OUR MDT CO-ORDINATOR DOES MOST OF THE WORK.	No
			Referral Process	REFERRAL FORM NEEDS TO BE MODIFIED TO STOP REPETITIVE	No
LEWIS	NUUH	03/03/2011	Referral Process	REPETITION OF INFORMATION ON REQUEST FORM	No
K FEYI	BASILDON	07/02/2011	Referral Process	SCAN DONE QUITE PROMPTLY AND RESULTS AVAILABLE IN GOOD TIME	Not answered
K RAZIL	SOMHEAD	03/03/2011	Referral Process	SEE LATER	No
MR MARCHBANK	PLYMOUTH HOSPITALS NHS TRUST		Referral Process	SOMETIMES IMAGING NOT AVAILABLE AT MDT.	No
DR B RICHARDSON	NORTHAMPTON GENERAL HOSPITAL	08/03/2011	Referral Process	STRAIGHT FORWARD	No
L COOKE	KINGS LYNN	25/02/2011	Referral Process	SWIFT BOOKING SYSTEM. POOR COMMUNICATION OF RESULTS AND AVAILABILITY OF SCANS	Not answered
CHRIS POCOCK	EKHUFT	01/03/2011	Referral Process	THE FORMS ARE SOMETIMES LOST BY UNCLER MED AT K AND C	No
AHMCL ROSS	MEHT	09/03/2011	Referral Process	THE REFERRAL FORM IS VERY BADLY DESIGNED AND NEEDS REVIEWED. THE PROCESS WHEN SCANS ARE TURNED DOWN IS UNACCEPTABLY LONG-WINDED	No
SINCLAIR	IPSWICH	10/02/2011	Referral Process	TOO LONG WINDED	No
BANERJEE	SOUTHAMPTON	02/07/2011	Referral Process	TYPICALLY FAIRLY EFFICIENT	No
DR REMA JYOINIRMAYI	MAIDSTONE AND TUNBRIDGE WELLS NHS TRUST	25/02/2011	Referral Process	VERY LONG FORM TO FILL IN!	No
DR LUCY SMYTH	ROYAL DEVON AND EXETER	07/03/2011	Referral Process	VERY LONG REFERRAL FORM	No
R BATES OBEYM	BASINGSTOKE		Referral Process	YOU ARE UNABLE TO PROVIDE US WITH FUSED IMAGES AT PRESENT	Not answered
DR ERIC J WATTS	BASILDON HOSPITAL	04/03/2011	Patients comments	DELAYS	Yes

WIMPERIS	NORFOLK AND NORWICH UNIVERSITY HOSPITAL	01/03/2011	Patients comments	GENERALLY VERY HAPPY	Not answered
L COOKE	KINGS LYNN	25/02/2011	Patients comments	GOOD RESPONSE BUT TOO FAR TO TRAVEL FOR MANY!	Not answered
DR CRAWFORD JAMIESON	NNUH	10/03/2011	Patients comments	HAPPY WITH THE SERVICE	No
WAMLEUVEM	NNUH	08/02/2011	Patients comments	POSITIVE	Not answered
STORR	RDE	28/02/2011	Patients comments	PROMPT SERVICE HELPFUL ON PHONE	Not answered
THOMAS POTESON	MEHT	10/02/2011	Patients comments	THE DELAY IN COMMUNICATION IN DECIDING A SCAN AND LACK OF CLARITY. THE PATIENT FELT MUST BE BECAUSE HE WAS TURKISH	No
C D SHELTON	RD + E	07/02/2011	Patients comments	THEY SAY IT IS EFFICIENT AND TIMELY	Not answered
A S GEE	RD + E	06/03/2011	Patients comments	THEY WISH THE SERVICE WAS AVAILABLE IN EXETER	No
NAPIU	RD+E		Patients comments	VERY PLEASED	No
C H WOOD	ROYAL DEVON AND EXETER	25/02/2011	Patients comments	VERY POSITIVE AND CHEERFUL	No
N ROWELL	MTW		Improvements	ABLE TO SCAN PATIENTS WITHIN 1 WEEK OF REFERRAL	No
OSELL	PHHT	10/02/2011	Improvements	ALWAYS REPORT SUV VALUES	Not answered
DR CRAWFORD JAMIESON	NNUH	10/03/2011	Improvements	AN INCREASED CHOICE OF APPT DAYS WOULD HELP	No
MR J A WALLS	NORFOLK AND NORWICH HOSPITAL	20/02/2011	Improvements	ANY WAY TO IMPROVE THE REFERRAL PROCESS, MAKING IT EASIER TO GET A SCAN WOULD BE A HELP. INTEGRATING IT INTO CURRENT REQUESTING SYSTEMS WOULD BE IDEAL.	No
K RAZIL	SOMHEAD	03/03/2011	Improvements	AT THE MOMENT, THE METHOD OF ORGANIZING REFERRALS IS TOO CUMBERSOME TO MAKE THIS SERVICE EFFECTIVE. I DO NOT LIKE THEIR ASPECT AND DO NOT REEFER AS MUCH AS I WOULD, THE REQUEST FORMS ARE TOO LONG	No
DR ERIC J WATTS	BASILDON HOSPITAL	04/03/2011	Improvements	BE QUICKER	Yes
			Improvements	CHANGE FORM	No
THOMAS POTESON	MEHT	10/02/2011	Improvements	CLEAR LINES OF RESPONSIBILITY AND COMMUNICATION WHEN SCANS ARE DECIDED. MINIMUM LEVEL OF PROFESSIONALISM	No
MALCOLM CAMORON	ADDENBROOKES (WHEN THIS ARRIVED!)	02/03/2011	Improvements	CONTINUE	No
DR U M LAUNEWIT	POOLE	01/03/2011	Improvements	FASTER IMAGE TRANSFER TO LOCAL PACS SYSTEM	Not answered
NAPIU	RD+E		Improvements	GET THE IMAGES OUT EARLIER	No
J S MORGAN	IPSWICH	08/03/2011	Improvements	I PREFER X MARKS THE SPOT SUMMARY IMAGES TO LOOK AT. EVEN PLAN FROM.	No
C D SHELTON	RD + E	07/02/2011	Improvements	I SUGGEST THAT SANDRA POPE WOULD GIVE YOU THE BEST FEEDBACK IF YOU HAVE NOT ALREADY CONTACTED HER.	Not answered
L COOKE	KINGS LYNN	25/02/2011	Improvements	IMPROVE REPORTING TIMES AND AVAILABILITY OF PET/CT RESULTS FOR MDT	Not answered
LEWIS	NNUH	03/03/2011	Improvements	IMPROVE REQUEST FORM	No
BORG	SOUTHEND	08/02/2011	Improvements	IMPROVED LOCAL ACCESS	No

DR A PAWLOWIUZ	THE QUEEN ELIZABETH HOSPITAL	07/02/2011	Improvements	IT WOULD BE USEFUL IF PET SCAN IS AVAILABLE IN EACH CASE BEFORE MDT TO THE CONSULTANT PRESENTING THE PATIENTS CARE IS AWARE OF THE FINDING BEFORE PRESENTS THE PICTURE ON MDT	No
DR ADRIAN MORRIS	EAST KENT HOSP NHS	10/02/2011	Improvements	MAINTAIN/ IMPROVE RAPID ACCESS TO SERVICE AND REPORTING TIME	No
T K MELLOR	QAH PORTSMOUTH	25/02/2011	Improvements	MAKE ALL THE IMAGES AVAILABLE FOR SURGICAL PLANNING	Yes
M HILL	MTW	02/03/2011	Improvements	MAKE IMAGES EASILY AVAILABLE ON PACS. SCAN EVERYDAY	No
K FEYI	BASILDON	07/02/2011	Improvements	MAKING CLINICIANS AWARE OF THE FACILITY AVAILABLE	Not answered
ANDREW BATES	SOUTHAMPTON	16/02/2011	Improvements	MONDAY IMAGES ARE OFTEN NOT AVAILABLE FOR A THURSDAY EVENING MEETING. THEY SHOULD BE AVAILABLE IMMEDIATELY. 30 FRAMED IMAGES (NOT JUST SINGLE SLEEVES)	Yes
MR MITCHELL	SDHFT	03/03/2011	Improvements	MORE LOCAL ACCESS R.E IN TOBAY HOSPITAL	Not answered
BANERJEE	SOUTHAMPTON	02/07/2011	Improvements	MORE SCANNING SESSIONS/DATES	No
R BATES OBEYM	BASINGSTOKE		Improvements	PROVIDE FUSED IMAGES. THIS IS UNDER DISCUSSION AND WE HOPE TO SEE PROGRESS SOON	Not answered
SINCLAIR	IPSWICH	10/02/2011	Improvements	REF PROCESS NEEDS TO BE SIMPLIFIED	No
STONE	WSHT	28/02/2011	Improvements	REFERRAL FORM TAKES TOO LONG TO COMPLETE	No
N RICHADSON	MEHT	07/03/2011	Improvements	REFERRAL PERFORMA, REFERRAL PERFORMA, REFERRAL PERFORMA	No
ELENA MACIAS-FERNANDEZ	EAST KENT HOSPITALS UNIVERSITY NHS FOUNDATION TRUST	18/03/2011	Improvements	REGARDING STUDIES PERFORMED ON THYROID CANCER PATIENTS, PROVIDE FURTHER INFORMATION ON WHETHER RHTSH INJECTIONS HAVE PREVIOUSLY ADMINISTERED.	No
DAVID ROSS	WESTERN SUSSEX	28/02/2011	Improvements	REPORTING IS INCONSISTENT. WE HAVE HAD PROBLEMS GETTING THE SCANS TO GIVE TO OUR SURGEONS	Not answered
MR MENON	PETERBOROUGH	24/02/2011	Improvements	REPORTS SHOULD BE EMAILED TO THE REFERRING CONSULTANT	No
A S GEE	RD + E	06/03/2011	Improvements	SEND THE VAN TO EXETER	No
DR HWANG	ROYAL DEVON + EXETER	28/02/2011	Improvements	SITE IN EXETER PLEASE	No
WILLIAM GIBB	SUHT	07/03/2011	Improvements	THE CONCERN IS THE LACK OF INFORMATION IN PARTICULAR HOW RESULTS WILL MATERIALISE AND HOW SCANS CAN BE REVIEWED	Not answered
CHRIS POCOCK	EKHUFT	01/03/2011	Improvements	THE IMAGES COULD BE E-MAILED WITH THE REPORT	No
C PARKER	YEOVIL	07/02/2011	Improvements	THE WAITING TIME FOR THE SCANS HAS BEEN INCREASING. PLEASE ENSURE PATIENTS ARE OFFERED THE EARLIEST DATE EVEN IF MAY MEAN TRAVEL; NOT JUST THE CLOSEST SITE	Not answered
DR ERIC J WATTS	BASILDON HOSPITAL	04/03/2011	Comments and contacts	DR ERIC J WATTS, BASILDON HOSPITAL, ESSEX, SS16 5NL, 08451553111 EXT 3017	Yes
NAPIU	RD+E		Comments and contacts	IMAGES OFTEN UNAVAILABLE OR NOT FUSED	No
MALCOLM CAMORON	ADDENBROOKES (WHEN THIS ARRIVED!)	02/03/2011	Comments and contacts	PLEASE NOTE I ONLY RECEIVED THIS TODAY (02/03/2011) A SURVEY OUT ON THE 23/2/11 CAN'T REALLY EXPECT A RESPONSE BY 28/2/11 IF IT'S GOING TO BE USEFUL. THE SERVICE IS FINE - I COMPLETE THE REQUEST AND THE IMAGES AT THE MDT. I CAN'T REALLY COMMENT ON LOCATION AND TIMING ISSUES, REGARDS	No
STORR	RDE	28/02/2011	Comments and contacts	REPORTED HERE I THINK AND SOME DELAY!	Not answered

RYMES	SDHCFT	11/02/2011	Comments and contacts	THE SERVICE IS VERY GOOD - SCANS PERFORMED PROMPTLY AND VERY HELPFUL IN PATIENT MANAGEMENT. HOWEVER, THE REFERRAL FORM COULD BE SHORTENED A BIT - WE HAVE TO DUPLICATE A LOT OF INFO, BEARING IN MIND THIS IS DONE IN A BUSY MDT. SOME CENTRES MAY HAVE SUPPORT STAFF TO DO THIS - HERE THE CONSULTANTS HAVE TO DO IT. OVERALL, THOUGH A MINOR QUIBBLE	Not answered
T K MELLOR	QAH PORTSMOUTH	25/02/2011	Comments and contacts	WE ARE UNABLE TO USE THE FUSED IMAGES FOR SURGICAL PLANNING OF MAJOR HEAD AND NECK RESECTIONS. NOT ENOUGH IMAGES AVAILABLE. IMAGES ARE TOO SMALL!	Yes