

Exceeding Patient Expectations

InHealth Molecular Imaging Patient Survey



Patient perceptions of the way they are cared for by InHealth Molecular Imaging

Report for July 2010
Prepared by HWA Consulting
for InHealth NHS PET/CT Diagnostic Imaging Service

Patient Feedback Report – July 2010

Please find below your patient feedback report based on your patient questionnaires completed and returned during July 2010. A further breakdown of responses by site name can be found below

This report is based on the 169 completed questionnaires received in July.

Site Name	July Total	Site Name	July Total
Addenbrookes	13	Norfolk	21
Basildon	12	Northampton	5
Bournemouth	5	Plymouth	18
Colchester	14	Poole	5
Glenfield	8	Southampton	29
Kent & Canterbury	8	Taunton	19
London	1	Uncoded	1
Maidstone	10		

This report is presented in 5 sections as follows:

Section 1 – Monthly data and year to date comparisons

Shows the frequency and percentage answers for each question. Compares current month with the last 12 month data results so that you can see trends.

Section 2 - Overview tables (all responses)

Shows tables indicating how each question was answered. Tables are produced for all responses and all sites.

Section 3 - Trend results

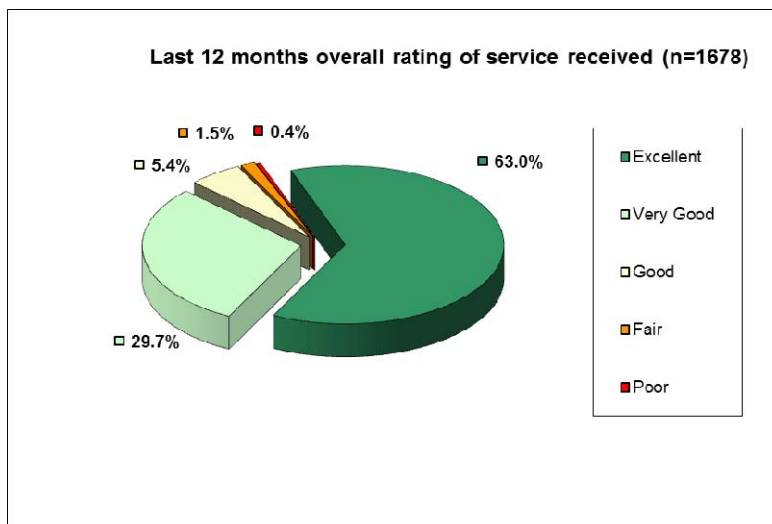
Shows the results by month since August 2009 and allows trends to be identified.

Section 4 – Comparisons between sites

Table showing the comparative ratings by unit for the question ‘Please rate the overall quality of the service’. This helps identify any significant differences in performance between sites.

Section 5 - Comments

Shows patient comments. These are copied verbatim, so please make allowances for misspellings where the writing was difficult to read.



Main points to note – July results:

1. 97.0% rated staff as ‘very good’ or ‘excellent’.
2. 91.6% rated the cleanliness of the facility as ‘very good’ or ‘excellent’
3. 97.1% rated the quality of service as ‘very good’ or ‘excellent’
4. 98.8% of respondents were greeted promptly and courteously.

Report issued by:

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Section 1 – Monthly data and year to date comparisons

Patient Feedback results	Responses	July '10		Last 12 Months	
		Frequency	Percentage	Frequency	Percentage
			169		1678
Gender	Male	81	54.7%	864	57.3%
	Female	67	45.3%	644	42.7%
Age	0-14	0	0.0%	3	0.2%
	15 - 34	5	3.0%	28	1.7%
	35 - 54	13	7.7%	159	9.6%
	55-74	111	66.1%	1046	63.4%
	Over 75	39	23.2%	414	25.1%
Ethnicity	White	164	100.0%	1624	98.4%
	Asian	0	0.0%	5	0.3%
	Asian British	0	0.0%	4	0.2%
	Black	0	0.0%	1	0.1%
	Black British	0	0.0%	3	0.2%
	Chinese/Other	0	0.0%	1	0.1%
	Mixed	0	0.0%	2	0.1%
	Not Stated	0	0.0%	10	0.6%
Choice of appointment times?	Yes	76	45.2%	790	47.7%
	No and didn't want	84	50.0%	789	47.6%
	No and would have liked	7	4.2%	73	4.4%
	Can't remember	1	0.6%	5	0.3%
					0.0%
How long did you wait for appt?	Within 3 days	50	30.3%	525	32.0%
	4 - 7 days	65	39.4%	675	41.2%
	8 - 10 days	29	17.6%	239	14.6%
	10 days +	21	12.7%	200	12.2%
Did this meet your expectation?	Yes	149	90.9%	1489	91.1%
	Preferred longer	1	0.6%	15	0.9%
	Preferred sooner	14	8.5%	131	8.0%
Were you greeted promptly and courteously?	Yes	164	98.8%	1619	98.1%
	No	2	1.2%	31	1.9%
Were you kept informed if your test was delayed?	Yes	45	88.2%	474	83.9%
	No	6	11.8%	91	16.1%
How close to your appointment time were you seen?	On time	132	81.5%	1274	77.7%
	15 min	17	10.5%	198	12.1%
	20 min	3	1.9%	50	3.1%
	25 min	3	1.9%	23	1.4%
	30 min	3	1.9%	33	2.0%
	Over 30 min	4	2.5%	61	3.7%

Section 1 – Monthly data and year to date comparisons

Patient Feedback results		July '10		Last 12 Months	
		Frequency	Percentage	Frequency	Percentage
Were you given all the privacy you needed during your test?	Yes	156	93.4%	1477	89.0%
	Yes to some extent	11	6.6%	179	10.8%
	No	0	0.0%	3	0.2%
Were the procedures and next steps explained in a way you could understand?	Yes	162	95.9%	1577	94.5%
	Yes to some extent	7	4.1%	88	5.3%
	No	0	0.0%	4	0.2%
Did you feel you were given all the time and attention you needed?	Yes	161	95.8%	1545	92.8%
	Yes to some extent	7	4.2%	105	6.3%
	No	0	0.0%	14	0.8%
Did a member of staff tell you how you would find out the results of your tests?	Yes	149	88.7%	1362	82.8%
	Yes to some extent	11	6.5%	211	12.8%
	No	8	4.8%	72	4.4%
How did you rate.....					
... the info received prior to test?	Excellent	97	58.1%	886	54.0%
	Very Good	62	37.1%	587	35.8%
	Good	3	1.8%	120	7.3%
	Fair	2	1.2%	23	1.4%
	Poor	3	1.8%	24	1.5%
..the staff during your visit	Excellent	125	74.4%	1158	69.5%
	Very Good	38	22.6%	422	25.3%
	Good	3	1.8%	62	3.7%
	Fair	2	1.2%	15	0.9%
	Poor	0	0.0%	8	0.5%
..the standards of the facility	Excellent	102	61.8%	858	51.9%
	Very Good	44	26.7%	532	32.2%
	Good	18	10.9%	200	12.1%
	Fair	1	0.6%	56	3.4%
	Poor	0	0.0%	6	0.4%
..the cleanliness of the facility	Excellent	109	65.3%	946	57.2%
	Very Good	44	26.3%	516	31.2%
	Good	12	7.2%	156	9.4%
	Fair	2	1.2%	32	1.9%
	Poor	0	0.0%	3	0.2%
..the overall quality of the service	Excellent	122	73.1%	1041	63.0%
	Very Good	40	24.0%	490	29.7%
	Good	3	1.8%	90	5.4%
	Fair	2	1.2%	24	1.5%
	Poor	0	0.0%	7	0.4%

Patient Feedback Trends		Aug '09	Sep '09	Oct '09	Nov '09	Dec '09	Jan '10	Feb '10	Mar '10	Apr '10	May '10	Jun '10	Jul '10
Were you given all the privacy you needed during your test?	Yes	89.5%	84.2%	83.2%	85.1%	89.2%	89.9%	88.4%	89.0%	90.7%	94.4%	90.2%	93.4%
	Yes to some extent	10.5%	15.8%	16.1%	14.2%	10.0%	10.1%	11.6%	11.0%	9.3%	5.6%	9.8%	6.6%
	No	0.0%	0.0%	0.7%	0.7%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Were the procedures and next steps explained in a way you could understand?	Yes	93.2%	94.1%	91.9%	92.7%	94.2%	93.6%	90.8%	97.9%	96.1%	96.6%	95.8%	95.9%
	Yes to some extent	6.0%	5.2%	8.1%	7.3%	5.0%	5.5%	9.2%	2.1%	3.9%	3.4%	4.2%	4.1%
	No	0.8%	0.7%	0.0%	0.0%	0.8%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Did you feel you were given all the time and attention you needed?	Yes	92.5%	92.5%	88.2%	91.3%	92.5%	89.1%	90.1%	94.5%	96.1%	95.1%	94.5%	95.8%
	Yes to some extent	7.5%	5.2%	10.3%	8.0%	5.8%	10.9%	7.6%	5.5%	3.1%	4.2%	4.9%	4.2%
	No	0.0%	2.2%	1.5%	0.7%	1.7%	0.0%	2.3%	0.0%	0.8%	0.7%	0.6%	0.0%
Did a member of staff tell you how you would find out the results of your tests?	Yes	73.3%	77.3%	81.5%	80.7%	80.0%	84.4%	80.0%	88.3%	86.4%	86.8%	83.9%	88.7%
	Yes to some extent	19.1%	17.4%	13.3%	13.1%	14.2%	13.8%	14.6%	9.0%	10.4%	10.4%	14.3%	6.5%
	No	7.6%	5.3%	5.2%	6.2%	5.8%	1.8%	5.4%	2.8%	3.2%	2.8%	1.9%	4.8%
How did you rate.....													
... the info received prior to test?	Excellent	50.4%	48.0%	40.5%	51.0%	50.0%	51.8%	60.5%	58.2%	51.5%	64.3%	59.6%	58.1%
	Very Good	38.2%	35.4%	38.9%	39.5%	34.7%	40.0%	29.5%	35.6%	40.0%	28.0%	33.5%	37.1%
	Good	9.2%	8.7%	15.3%	6.1%	11.0%	7.3%	8.5%	4.1%	6.9%	6.3%	5.6%	1.8%
	Fair	1.5%	2.4%	3.8%	0.7%	2.5%	0.0%	0.8%	0.7%	1.5%	1.4%	0.6%	1.2%
	Poor	0.8%	5.5%	1.5%	2.7%	1.7%	0.9%	0.8%	1.4%	0.0%	0.0%	0.6%	1.8%
...the staff during your visit	Excellent	72.9%	74.8%	58.5%	69.8%	62.5%	60.0%	74.8%	68.5%	69.5%	71.2%	73.6%	74.4%
	Very Good	22.6%	18.5%	31.1%	24.8%	29.2%	35.5%	18.3%	28.1%	27.3%	24.0%	24.5%	22.6%
	Good	3.8%	4.4%	8.1%	4.7%	5.8%	2.7%	5.3%	2.7%	2.3%	3.4%	0.6%	1.8%
	Fair	0.8%	1.5%	1.5%	0.7%	1.7%	0.9%	0.8%	0.7%	0.0%	0.7%	0.6%	1.2%
	Poor	0.0%	0.7%	0.7%	0.0%	0.8%	0.9%	0.8%	0.0%	0.8%	0.7%	0.6%	0.0%
...the standards of the facility	Excellent	55.0%	57.5%	42.6%	50.3%	44.1%	42.2%	55.0%	47.6%	51.6%	55.5%	54.6%	61.8%
	Very Good	29.8%	31.3%	34.6%	32.9%	34.7%	33.9%	24.8%	36.6%	40.6%	30.8%	31.3%	26.7%
	Good	10.7%	6.7%	15.4%	11.4%	14.4%	19.3%	15.5%	13.8%	7.0%	10.3%	12.3%	10.9%
	Fair	3.8%	3.7%	6.6%	4.7%	5.9%	3.7%	4.7%	2.1%	0.8%	3.4%	1.8%	0.6%
	Poor	0.8%	0.7%	0.7%	0.7%	0.8%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
...the cleanliness of the facility	Excellent	59.8%	61.2%	47.1%	58.4%	50.8%	45.4%	58.6%	57.9%	54.7%	59.7%	61.6%	65.3%
	Very Good	28.0%	29.1%	34.6%	31.5%	32.2%	38.0%	28.1%	32.4%	36.7%	29.9%	30.5%	26.3%
	Good	10.6%	6.7%	14.7%	6.7%	13.6%	13.0%	10.9%	9.7%	6.3%	9.0%	7.3%	7.2%
	Fair	0.8%	3.0%	3.7%	3.4%	2.5%	2.8%	2.3%	0.0%	2.3%	1.4%	0.6%	1.2%
	Poor	0.8%	0.0%	0.0%	0.0%	0.8%	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
...the overall quality of the service	Excellent	68.5%	67.9%	50.7%	61.5%	57.6%	50.5%	65.1%	62.1%	61.7%	65.5%	66.3%	73.1%
	Very Good	25.4%	26.1%	36.8%	31.8%	31.4%	36.7%	26.4%	31.0%	33.6%	26.2%	29.4%	24.0%
	Good	4.6%	2.2%	9.6%	4.7%	7.6%	11.0%	7.0%	6.2%	3.9%	6.2%	3.1%	1.8%
	Fair	1.5%	2.2%	1.5%	2.0%	2.5%	1.8%	0.8%	0.7%	0.0%	2.1%	1.2%	1.2%
	Poor	0.0%	1.5%	1.5%	0.0%	0.8%	0.0%	0.8%	0.0%	0.8%	0.0%	0.0%	0.0%

Section 2 – Comparisons between sites – July 2010

The following figures are the results, by site, to the question: 'How would you rate the overall quality of the service?'

- Non-participating sites are excluded
- Patients that have not responded to the question have been excluded
- % Satisfied is the sum of all Excellent and Very good answers
- % Dissatisfied is the sum of all Fair and Poor answers

How would you rate the overall quality of the Service?								
	Excellent	Very Good	Good	Fair	Poor	Responses	% Satisfied	% Dissatisfied
ADD	61.5%	38.5%	0.0%	0.0%	0.0%	13	100.0%	0.0%
BAS	58.3%	41.7%	0.0%	0.0%	0.0%	12	100.0%	0.0%
BOU	60.0%	40.0%	0.0%	0.0%	0.0%	5	100.0%	0.0%
COL	78.6%	14.3%	7.1%	0.0%	0.0%	14	92.9%	0.0%
GLE	62.5%	37.5%	0.0%	0.0%	0.0%	8	100.0%	0.0%
KEN	87.5%	12.5%	0.0%	0.0%	0.0%	8	100.0%	0.0%
LPC	100.0%	0.0%	0.0%	0.0%	0.0%	1	100.0%	0.0%
MAI	50.0%	40.0%	0.0%	10.0%	0.0%	10	90.0%	10.0%
NFK	70.0%	30.0%	0.0%	0.0%	0.0%	20	100.0%	0.0%
NOR	80.0%	20.0%	0.0%	0.0%	0.0%	5	100.0%	0.0%
PLE	60.0%	20.0%	20.0%	0.0%	0.0%	5	80.0%	0.0%
PLY	77.8%	22.2%	0.0%	0.0%	0.0%	18	100.0%	0.0%
SOU	75.0%	21.4%	3.6%	0.0%	0.0%	28	96.4%	0.0%
TAU	94.7%	0.0%	0.0%	5.3%	0.0%	19	94.7%	5.3%
(Not answered)	100.0%	0.0%	0.0%	0.0%	0.0%	1	100.0%	0.0%
Total	73.1%	24.0%	1.8%	1.2%	0.0%	167	97.0%	1.2%

