

InHealth Molecular Imaging NHS PET/CT Diagnostic Imaging Service

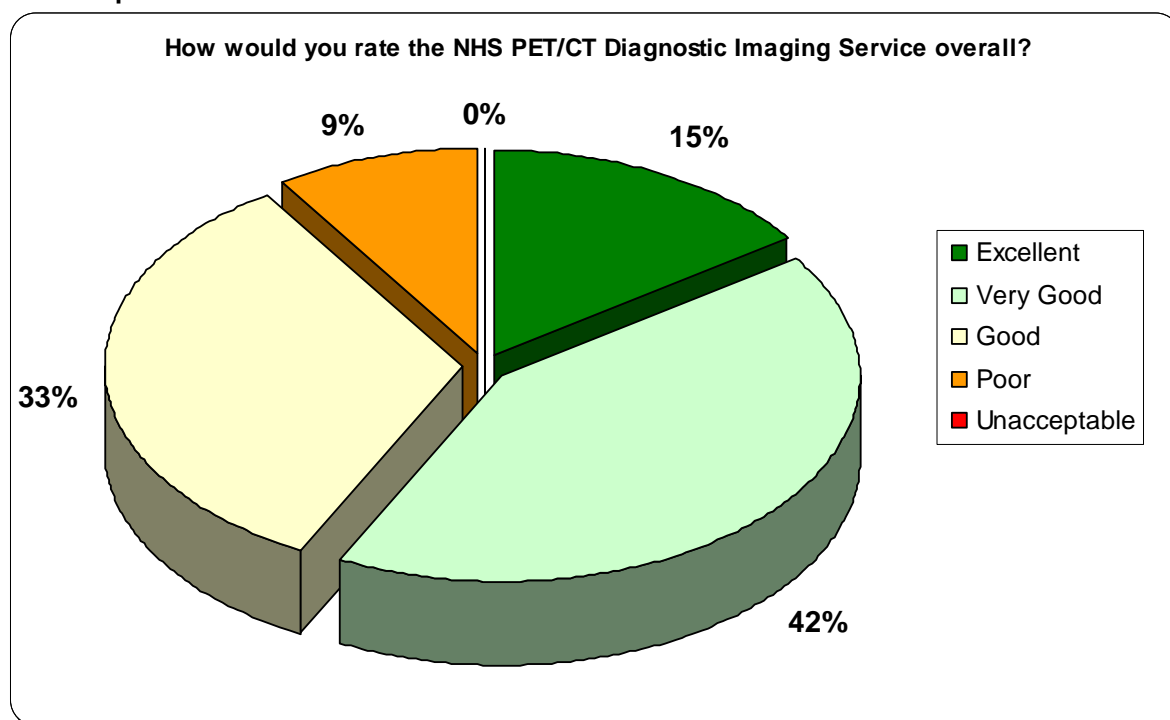
The survey

Questionnaires were sent to Clinicians who had referred patients to the InHealth Molecular Imaging Service during Quarter 2 2010. This report is based on questionnaires completed and returned during April, May, June and July 2010.

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 33 completed responses, compared with 13 in quarter 1 2010.

Overall opinions



Quarter 2 2010 sees the response number increase compared with the previous quarter.

Main points to note –

1. 90% of Clinicians rated the overall service as 'good' or better.
2. 90% of Clinicians would recommend the service.
3. 92% found the helpfulness of the referral pack and literature received as 'good' or better.
4. 86% 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:

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Results for Quarter 2 2010

Referrer Feedback for Quarter 2 2010			
	Responses	33	
		Frequency	Percentage
Please can you indicate how many patients you refer each month?	1-5	29	88%
	6-10	3	9%
	11-15	1	3%
	20+	0	0%
The helpfulness of the staff and the information provided via the Patient Referral Centre (if you've contacted them)?	Excellent	6	29%
	Very Good	10	48%
	Good	2	10%
	Poor	2	10%
	Unacceptable	1	5%
The ease of completing the referral forms?	Excellent	3	9%
	Very Good	9	27%
	Good	12	36%
	Poor	8	24%
	Unacceptable	1	3%
The ease of understanding provided reports and whether our recommendations were clear and concise?	Excellent	7	23%
	Very Good	13	42%
	Good	9	29%
	Poor	2	6%
	Unacceptable	0	0%
The quality of images received from us (If you have received any)?	Excellent	6	19%
	Very Good	10	31%
	Good	10	31%
	Poor	3	9%
	Unacceptable	3	9%
How would you rate the referral process overall?	Excellent	5	15%
	Very Good	14	42%
	Good	11	33%
	Poor	3	9%
	Unacceptable	0	0%
Please rate the helpfulness of the referral packs and literature received?	Excellent	3	13%
	Very Good	8	33%
	Good	11	46%
	Poor	1	4%
	Unacceptable	1	4%
Would you recommend other colleagues to use the NHS PET/CT Diagnostic Imaging Service?	Yes	27	90%
	No	3	10%
How would you rate the NHS PET/CT Diagnostic Imaging Service overall?	Excellent	5	16%
	Very Good	15	48%
	Good	8	26%
	Poor	2	6%
	Unacceptable	1	3%
Would you like a visit from a Customer Service Manager?	Yes	3	12%
	No	23	88%

Trend Results

Trend Table		Quarter 2 2009	Quarter 4 2009	Quarter 1 2010	Quarter 2 2010
	Responses	36	49	13	33
Please can you indicate how many patients you refer each month?	1-5	85%	77%	67%	88%
	6-10	9%	19%	33%	9%
	11-15	0%	2%	0%	3%
	20+	6%	2%	0%	0%
The helpfulness of the staff and the information provided via the Patient Referral Centre (if you've contacted them)?	Excellent	15%	7%	0%	29%
	Very Good	38%	52%	40%	48%
	Good	42%	38%	60%	10%
	Poor	4%	3%	0%	10%
	Unacceptable	0%	0%	0%	5%
The ease of completing the referral forms?	Excellent	3%	7%	0%	9%
	Very Good	17%	13%	17%	27%
	Good	60%	50%	50%	36%
	Poor	17%	26%	33%	24%
	Unacceptable	3%	4%	0%	3%
The ease of understanding provided reports and whether our recommendations were clear and concise?	Excellent	11%	12%	31%	23%
	Very Good	34%	42%	23%	42%
	Good	43%	40%	38%	29%
	Poor	6%	7%	8%	6%
	Unacceptable	6%	0%	0%	0%
The quality of images received from us (if you have received any)?	Excellent	15%	9%	8%	19%
	Very Good	35%	42%	50%	31%
	Good	26%	33%	25%	31%
	Poor	18%	14%	17%	9%
	Unacceptable	6%	2%	0%	9%
How would you rate the referral process overall?	Excellent	3%	9%	8%	15%
	Very Good	31%	28%	38%	42%
	Good	49%	55%	54%	33%
	Poor	14%	6%	0%	9%
	Unacceptable	3%	2%	0%	0%
Please rate the helpfulness of the referral packs and literature received?	Excellent	3%	7%	0%	13%
	Very Good	37%	19%	40%	33%
	Good	53%	63%	60%	46%
	Poor	3%	11%	0%	4%
	Unacceptable	3%	0%	0%	4%
Would you recommend other colleagues to use the NHS PET/CT Diagnostic Imaging Service?	Yes	81%	84%	92%	90%
	No	19%	16%	8%	10%
How would you rate the NHS PET/CT Diagnostic Imaging Service overall?	Excellent	3%	11%	15%	16%
	Very Good	33%	33%	23%	48%
	Good	44%	44%	54%	26%
	Poor	11%	7%	8%	6%
	Unacceptable	8%	4%	0%	3%
Would you like a visit from a Customer Service Manager?	Yes	0%	5%	0%	12%
	No	100%	95%	100%	88%