

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 June 2011

Prepared by HWA Consulting on behalf of InHealth

Contents

Introduction	3
Methodology	3
Overview of results	3
Trends and observations	5 - 9
Demographics	5
Making the appointment	6
On arrival	7
The test.....	8
Overall opinions.....	9
Site responses.....	10
Comparisons between sites	11
Patient comments.....	13

Introduction

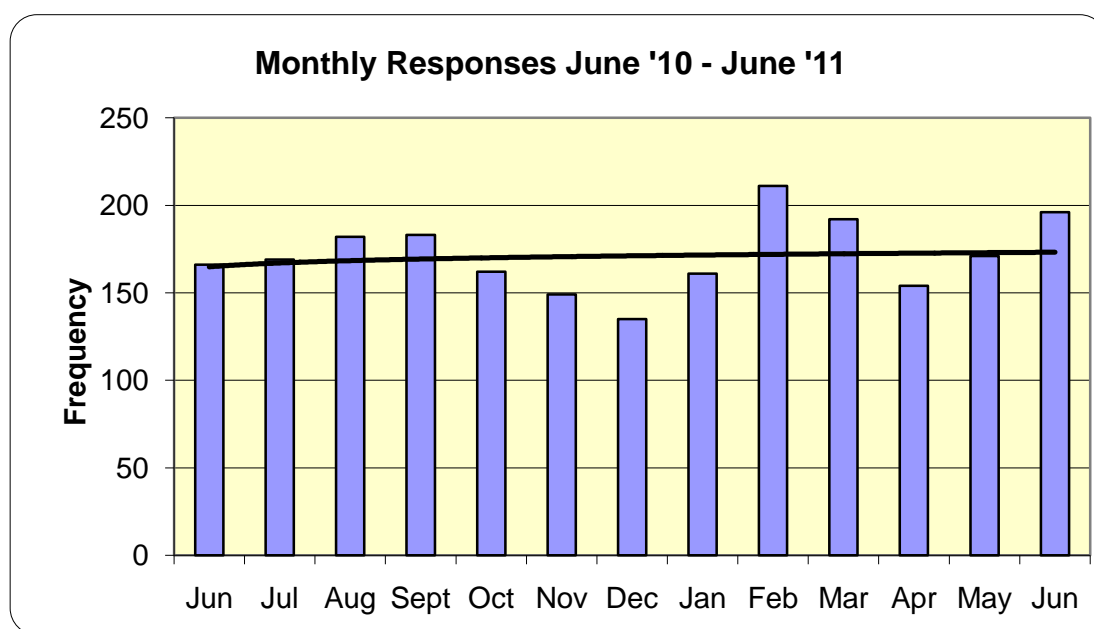
This report is issued monthly and is based on the responses to patient questionnaires completed and returned during June 2011.

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 month generally represent patients seen in week four of the previous month to week 3 of the current month.

Overview of June results

1. Responses

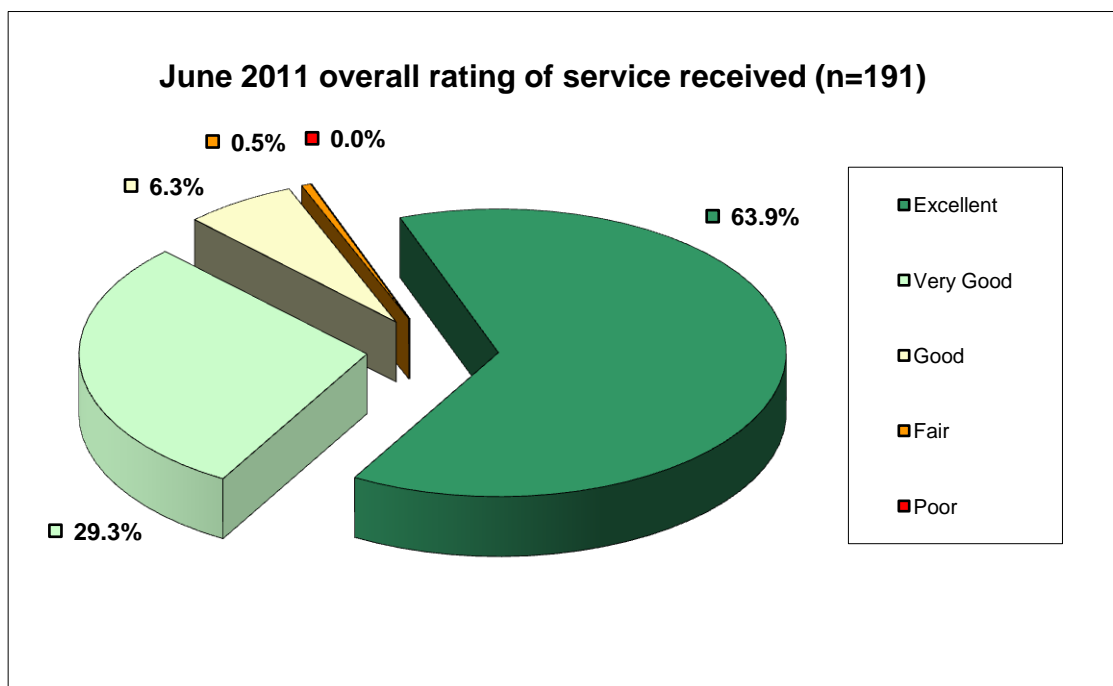


Site Name	June Total	Site Name	June Total
Addenbrookes	14	Northampton	11
Basildon	14	Plymouth	26
Bournemouth	2	Poole	7
Colchester	18	Southampton	30
Glenfield	13	Taunton	10
Kent & Canterbury	16	Not coded	1
Maidstone	17	Total	196
Norfolk	17		

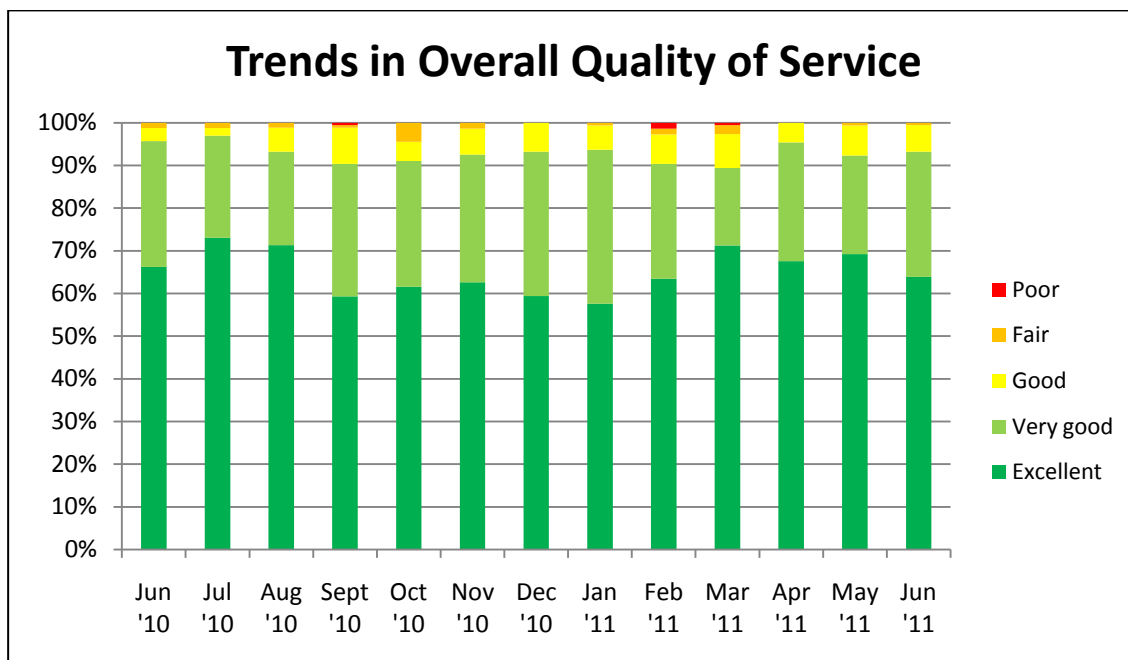
Response numbers are still quite variable but continue to show a year on year increase. The overall response represents 21.9% of patients seen during the month, but this varies considerably from site to site. See page 4 for response rates by site.

Overview of results

2. Overall Quality of Service rating



The pie chart shows how the 'overall rating of service' question was answered during June 2011. 99.5% of respondents have rated their overall service as good or better.



93% of patients this month rated their overall care as 'Very Good' or 'Excellent'. This is an excellent score and is marginally higher than last month. It is worth noting that patient satisfaction, measured as Excellent or Very Good ratings, has been at or above 90% in 11 of the past 12 months.

Demographics

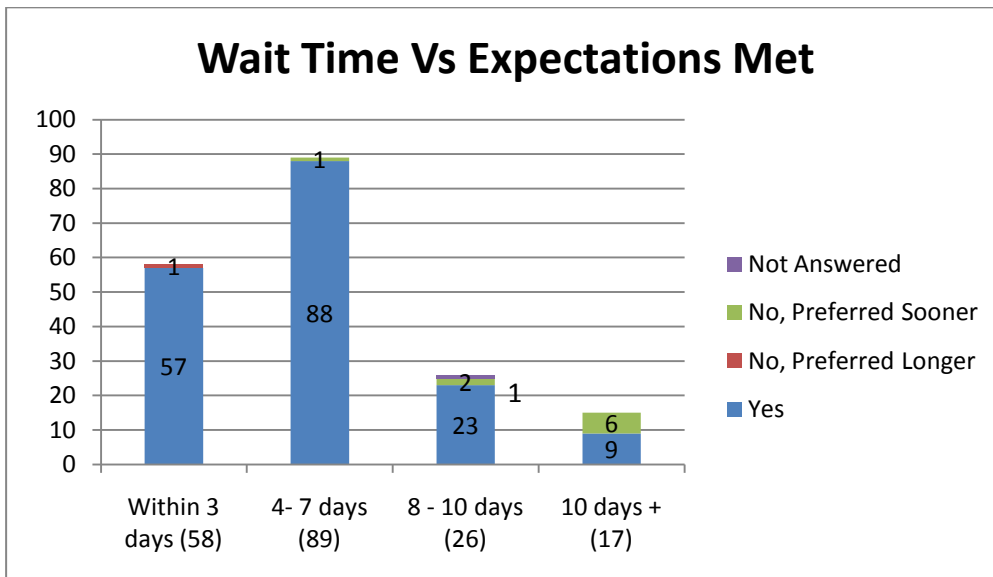
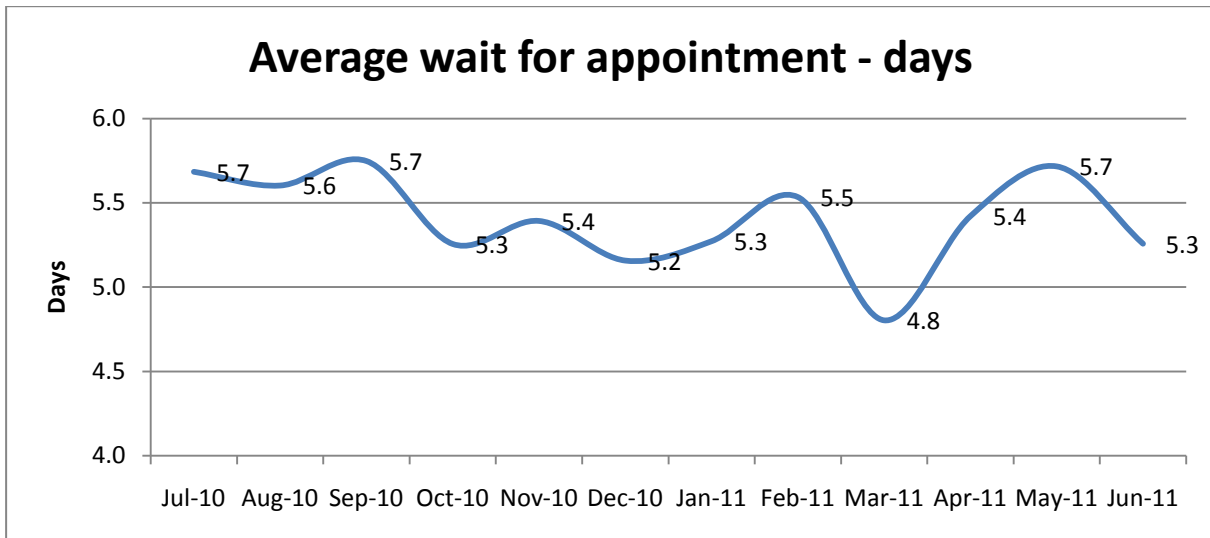
The tables below show the results for the past year, on a month by month basis for comparison. Trends or apparent anomalies are identified by a **BOLD RED** entry in the appropriate cell.

Part 1 - Demographics		Jul '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11	Jun '11
	Responses	169	182	183	162	149	135	161	147	192	154	171	196
Gender	Male	54.7%	58.3%	52.8%	55.6%	57.2%	57.3%	61.4%	53.2%	56.5%	59.9%	61.1%	57.5%
	Female	45.3%	41.7%	47.2%	44.4%	42.8%	42.7%	38.6%	46.8%	43.5%	40.1%	38.9%	42.5%
Age	0-14	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	15-24	3.0%	0.6%	1.1%	0.6%	2.7%	1.5%	1.3%	2.1%	1.6%	0.0%	0.6%	0.7%
	25-34	7.7%	12.9%	8.9%	9.4%	8.8%	8.3%	10.0%	12.5%	9.6%	7.8%	5.4%	1.5%
	35-44	66.1%	56.7%	65.9%	60.6%	61.2%	64.7%	58.8%	58.3%	55.9%	60.1%	62.9%	8.9%
	45-54	23.2%	29.8%	24.0%	29.4%	27.2%	25.6%	30.0%	27.1%	33.0%	32.0%	31.0%	20.7%
	55-64												40.7%
	65-74												25.9%
	Over 75												
Ethnicity	White	100.0%	100.0%	99.4%	97.5%	99.3%	99.2%	98.7%	99.3%	98.4%	98.0%	99.4%	98.4%
	Asian	0.0%	0.0%	0.0%	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	0.0%	0.0%
	Asian Black	0.0%	0.0%	0.6%	0.6%	0.0%	0.0%	0.6%	0.0%	0.5%	0.7%	0.6%	0.0%
	Black	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Black British	0.0%	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.0%
	Chinese/Other	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Mixed	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.6%	0.7%	0.5%	0.0%	0.0%	0.0%
	Not Stated	0.0%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%

Note that a new questionnaire has been issued and the age options have changed to allow us to get a better understanding of the actual age range of our patients.

The patient demographics have not changed significantly in the past 12 months.

Making the Appointment



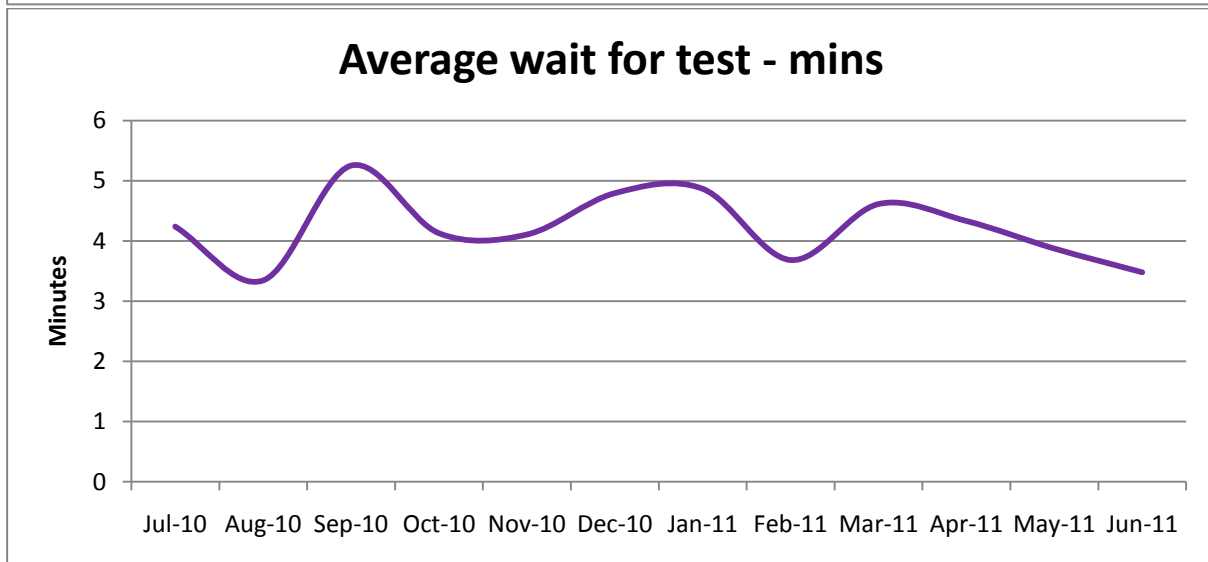
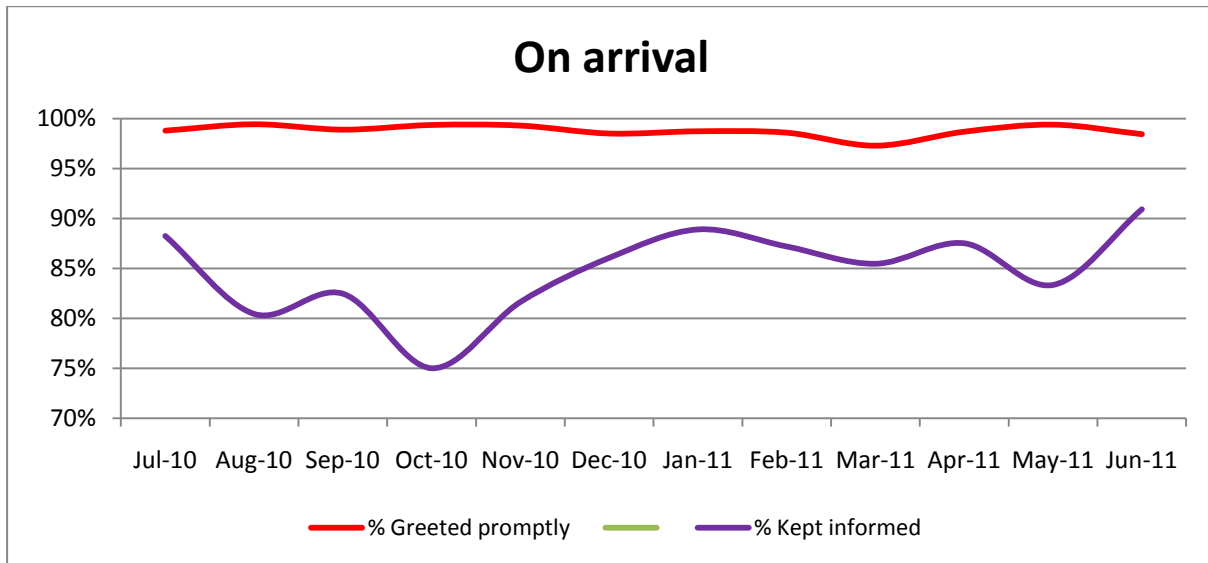
In June just over three quarters (77.2%) of patients were seen within 7 days.

2 patients who waited 10 days+ and would have liked to be seen sooner were Poole patients where the service is only operated two weekly

Part 2 – Making the appointment		Jul '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11	Jun '11
Choice of appointment times/dates?	Yes	45.2%	52.5%	48.0%	50.9%	44.9%	47.0%	52.8%	60.4%	52.4%	52.6%	51.2%	55.7%
	No and didn't want	50.0%	44.1%	47.5%	44.1%	50.3%	47.8%	45.3%	34.0%	45.0%	44.7%	47.1%	41.2%
	No and would have liked	4.2%	3.4%	3.4%	4.3%	3.4%	5.2%	1.9%	4.9%	2.6%	2.0%	1.8%	2.6%
	Can't remember	0.6%	0.0%	1.1%	0.6%	1.4%	0.0%	0.0%	0.7%	0.0%	0.7%	0.0%	0.5%
How long did you wait for your appointment?	Within 3 days	30.3%	29.6%	28.5%	35.0%	31.0%	35.3%	31.8%	29.2%	34.6%	31.3%	29.5%	30.5%
	4 - 7 days	39.4%	41.9%	41.9%	41.3%	42.1%	42.1%	44.8%	44.4%	48.4%	42.9%	38.6%	46.8%
	8 - 10 days	17.6%	16.8%	15.6%	11.9%	18.6%	12.0%	13.6%	14.6%	11.7%	15.0%	21.1%	13.7%
	10 days +	12.7%	11.7%	14.0%	11.9%	8.3%	10.5%	9.7%	11.8%	5.3%	10.9%	10.8%	8.9%
Did this meet your expectation?	Yes	90.9%	91.7%	86.4%	95.4%	95.2%	94.0%	91.8%	91.0%	97.9%	94.7%	92.1%	94.7%
	Preferred longer	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.5%	0.7%	1.8%	0.5%
	Preferred sooner	8.5%	7.8%	13.6%	4.6%	4.8%	6.0%	8.2%	6.9%	1.6%	4.6%	6.1%	4.8%

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

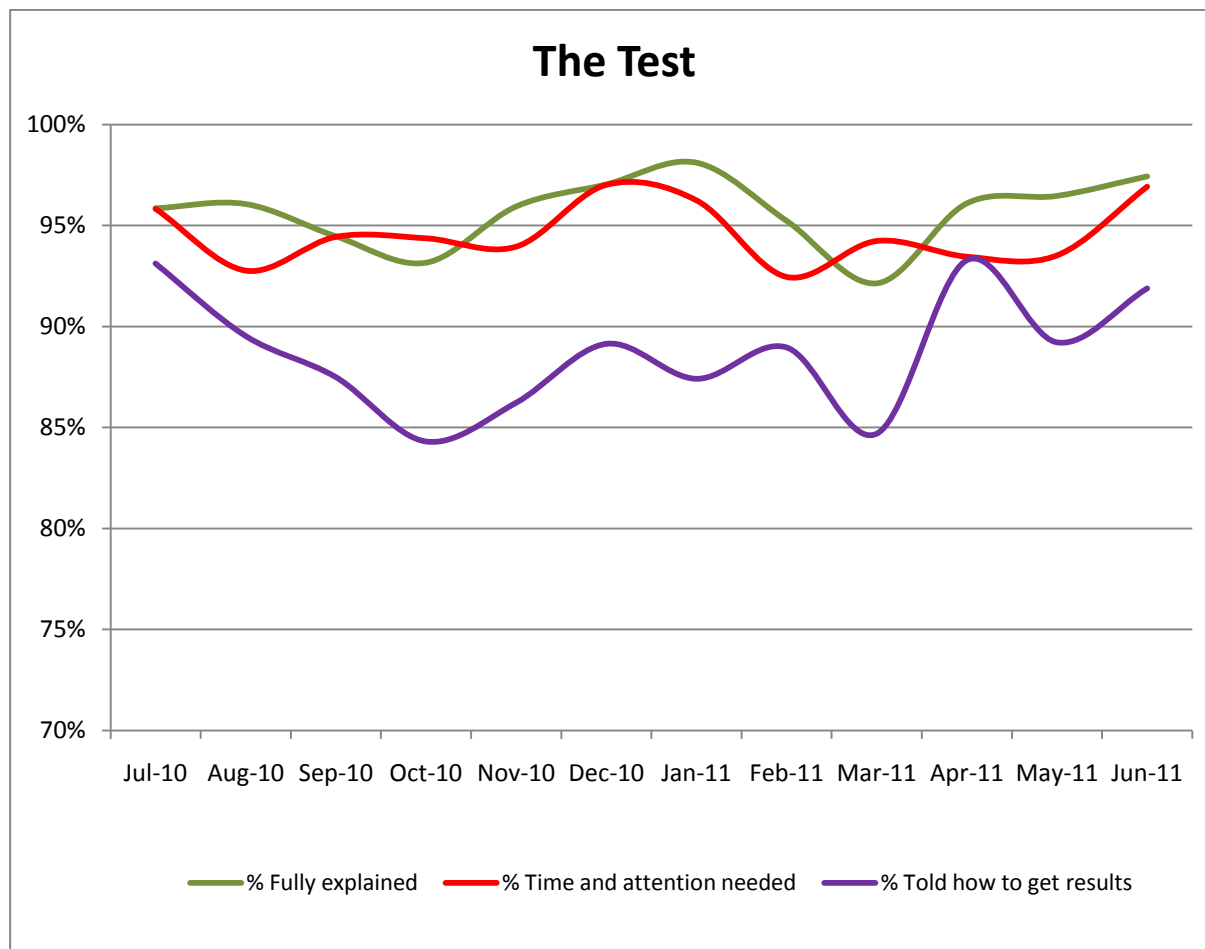
On Arrival



Part 3 – On arrival		Jul '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11	Jun '11
Were you greeted promptly and courteously?	Yes	98.8%	99.4%	98.9%	99.4%	99.3%	98.5%	98.7%	98.6%	97.3%	98.7%	99.4%	98.4%
	No	1.2%	0.6%	1.1%	0.6%	0.7%	1.5%	1.3%	1.4%	2.7%	1.3%	0.6%	1.6%
Were you kept informed if your test was delayed?	Yes	88.2%	80.4%	82.5%	75.0%	81.6%	86.0%	88.9%	87.2%	85.5%	87.5%	83.3%	90.9%
	No	11.8%	19.6%	17.5%	25.0%	18.4%	14.0%	11.1%	12.8%	14.5%	12.5%	16.7%	9.1%
How close to your appointment time were you seen?	On time	81.5%	84.7%	75.8%	83.9%	81.0%	78.0%	78.0%	85.3%	81.8%	80.4%	82.8%	81.2%
	15 min	10.5%	9.7%	11.8%	6.8%	10.9%	12.1%	13.2%	8.4%	10.2%	11.1%	10.1%	14.1%
	20 min	1.9%	2.3%	5.1%	5.0%	2.7%	3.8%	3.1%	1.4%	1.6%	3.3%	3.0%	2.1%
	25 min	1.9%	1.1%	3.4%	0.0%	2.0%	0.0%	0.0%	0.7%	0.0%	1.3%	0.6%	0.0%
	30 min	1.9%	1.1%	1.1%	1.2%	2.0%	3.8%	1.3%	1.4%	1.1%	1.3%	1.2%	2.1%
	Over 30 min	2.5%	1.1%	2.8%	3.1%	1.4%	2.3%	4.4%	2.8%	5.3%	2.6%	2.4%	0.5%

Some percentages have been highlighted in RED. These indicate areas of greatest change and may indicate a trend or an anomaly in the figures. **Only 1 person waited more than 30 minutes to be seen and this person was kept informed about the delay.**

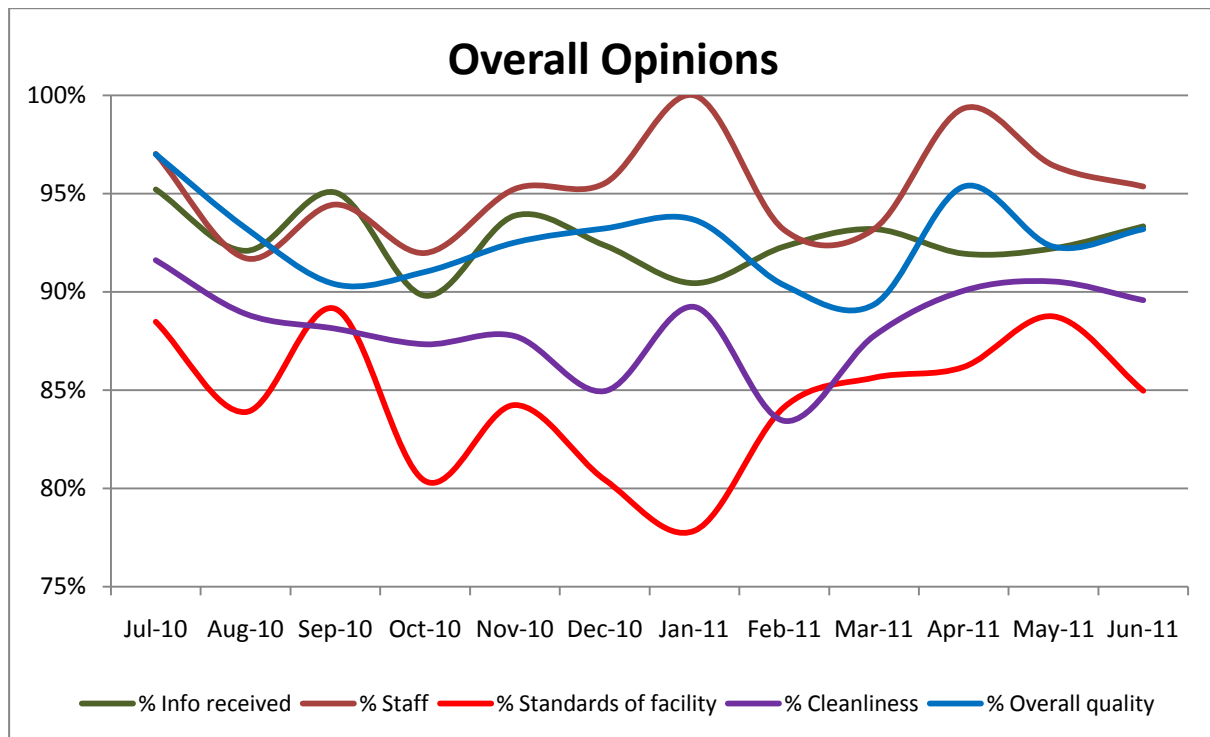
The Test



Part 4 – The test		Jul '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11	Jun '11
Were you given all the privacy you needed during your test?	Yes	93.4%	91.7%	90.1%	90.1%	91.3%	88.7%	91.9%	88.4%	91.1%	91.6%	93.5%	88.5%
	To some extent	6.6%	7.8%	9.3%	9.9%	8.7%	10.5%	8.1%	11.6%	8.4%	8.4%	6.5%	11.0%
	No	0.0%	0.6%	0.5%	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%
Were the procedures and next steps explained in a way you could understand?	Yes	95.9%	96.1%	94.5%	93.2%	95.9%	97.0%	98.1%	95.2%	92.1%	96.1%	96.5%	97.4%
	To some extent	4.1%	3.4%	4.4%	6.8%	2.7%	3.0%	1.9%	4.8%	7.3%	3.9%	3.5%	2.1%
	No	0.0%	0.6%	1.1%	0.0%	1.4%	0.0%	0.0%	0.0%	0.5%	0.0%	0.0%	0.5%
Did you feel you were given all the time and attention you needed?	Yes	95.8%	92.8%	94.4%	94.4%	94.0%	97.0%	96.3%	92.5%	94.2%	93.5%	93.5%	96.9%
	To some extent	4.2%	6.7%	4.4%	5.6%	6.0%	3.0%	3.8%	6.2%	4.7%	6.5%	6.5%	2.6%
	No	0.0%	0.6%	1.1%	0.0%	0.0%	0.0%	0.0%	1.4%	1.0%	0.0%	0.0%	0.5%
Were you told how you would find out your test results?	Yes	93.1%	89.5%	87.5%	84.3%	86.2%	89.1%	87.4%	89.0%	84.7%	93.3%	89.2%	91.9%
	No	6.9%	10.5%	12.5%	15.7%	13.8%	10.9%	12.6%	11.0%	15.3%	6.7%	10.8%	8.1%

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

Overall Opinions



Part 5 – Overall opinions		Jul '10	Aug '10	Sept '10	Oct '10	Nov '10	Dec '10	Jan '11	Feb '11	Mar '11	Apr '11	May '11	Jun '11
How did you rate.....													
... the info received prior to test?	Excellent	58.1%	61.0%	52.7%	56.7%	60.5%	53.4%	49.0%	67.8%	59.2%	62.4%	63.5%	62.1%
	Very Good	37.1%	31.1%	42.3%	33.1%	33.3%	38.9%	41.4%	24.5%	34.0%	29.5%	28.7%	31.3%
	Good	1.8%	5.6%	2.7%	10.2%	5.4%	6.1%	6.4%	6.3%	5.8%	8.1%	7.2%	5.6%
	Fair	1.2%	1.7%	1.1%	0.0%	0.7%	0.8%	1.9%	0.0%	0.0%	0.0%	0.0%	1.0%
	Poor	1.8%	0.6%	1.1%	0.0%	0.0%	0.8%	1.3%	1.4%	1.0%	0.0%	0.6%	0.0%
..the staff during your visit	Excellent	74.4%	74.6%	67.2%	67.9%	63.9%	68.7%	65.4%	68.5%	71.7%	72.4%	70.8%	69.6%
	Very Good	22.6%	17.1%	27.2%	24.1%	31.3%	26.9%	34.6%	24.7%	21.5%	27.0%	25.6%	25.8%
	Good	1.8%	5.0%	3.9%	7.4%	4.1%	4.5%	0.0%	4.8%	5.8%	0.7%	3.6%	4.6%
	Fair	1.2%	2.8%	1.1%	0.6%	0.7%	0.0%	0.0%	1.4%	0.5%	0.0%	0.0%	0.0%
	Poor	0.0%	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%	0.7%	0.5%	0.0%	0.0%	0.0%
..the standards of the facility	Excellent	61.8%	62.8%	51.4%	52.5%	49.3%	44.4%	44.9%	48.3%	52.7%	53.3%	56.8%	54.4%
	Very Good	26.7%	21.1%	37.7%	27.8%	34.9%	36.1%	32.9%	35.9%	33.0%	32.9%	32.0%	30.6%
	Good	10.9%	12.8%	7.4%	12.7%	12.3%	15.0%	18.4%	11.0%	10.1%	11.8%	8.9%	11.9%
	Fair	0.6%	3.3%	2.3%	6.3%	2.7%	4.5%	3.2%	3.4%	2.7%	1.3%	2.4%	2.6%
	Poor	0.0%	0.0%	1.1%	0.6%	0.7%	0.0%	0.6%	1.4%	1.6%	0.7%	0.0%	0.5%
..the cleanliness of the facility	Excellent	65.3%	68.9%	55.9%	58.9%	55.8%	51.1%	54.4%	52.4%	58.5%	57.6%	63.9%	60.4%
	Very Good	26.3%	20.0%	32.2%	28.5%	32.0%	33.8%	34.8%	31.0%	29.3%	32.5%	26.6%	29.2%
	Good	7.2%	9.4%	11.3%	10.8%	10.9%	12.0%	9.5%	14.5%	11.7%	7.9%	8.3%	8.9%
	Fair	1.2%	1.7%	0.0%	1.3%	1.4%	3.0%	1.3%	1.4%	0.5%	2.0%	1.2%	1.0%
	Poor	0.0%	0.0%	0.6%	0.6%	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.5%
..the overall quality of the service	Excellent	73.1%	71.3%	59.3%	61.5%	62.6%	59.4%	57.6%	63.4%	71.3%	67.5%	69.2%	63.9%
	Very Good	24.0%	21.9%	31.1%	29.5%	29.9%	33.8%	36.1%	26.9%	18.1%	27.8%	23.1%	29.3%
	Good	1.8%	5.6%	8.5%	4.5%	6.1%	6.8%	5.7%	6.9%	8.0%	4.6%	7.1%	6.3%
	Fair	1.2%	1.1%	0.6%	4.5%	1.4%	0.0%	0.6%	1.4%	2.1%	0.0%	0.6%	0.5%
	Poor	0.0%	0.0%	0.6%	0.0%	0.0%	0.0%	0.0%	1.4%	0.5%	0.0%	0.0%	0.0%
Would you recommend us?	Yes											100.0%	98.5%
	No											0.0%	1.5%

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

Note the strong correlation in results between overall quality of service and staff rating. This indicates that the care and attention from staff is a key driver of patient satisfaction.

Site Responses

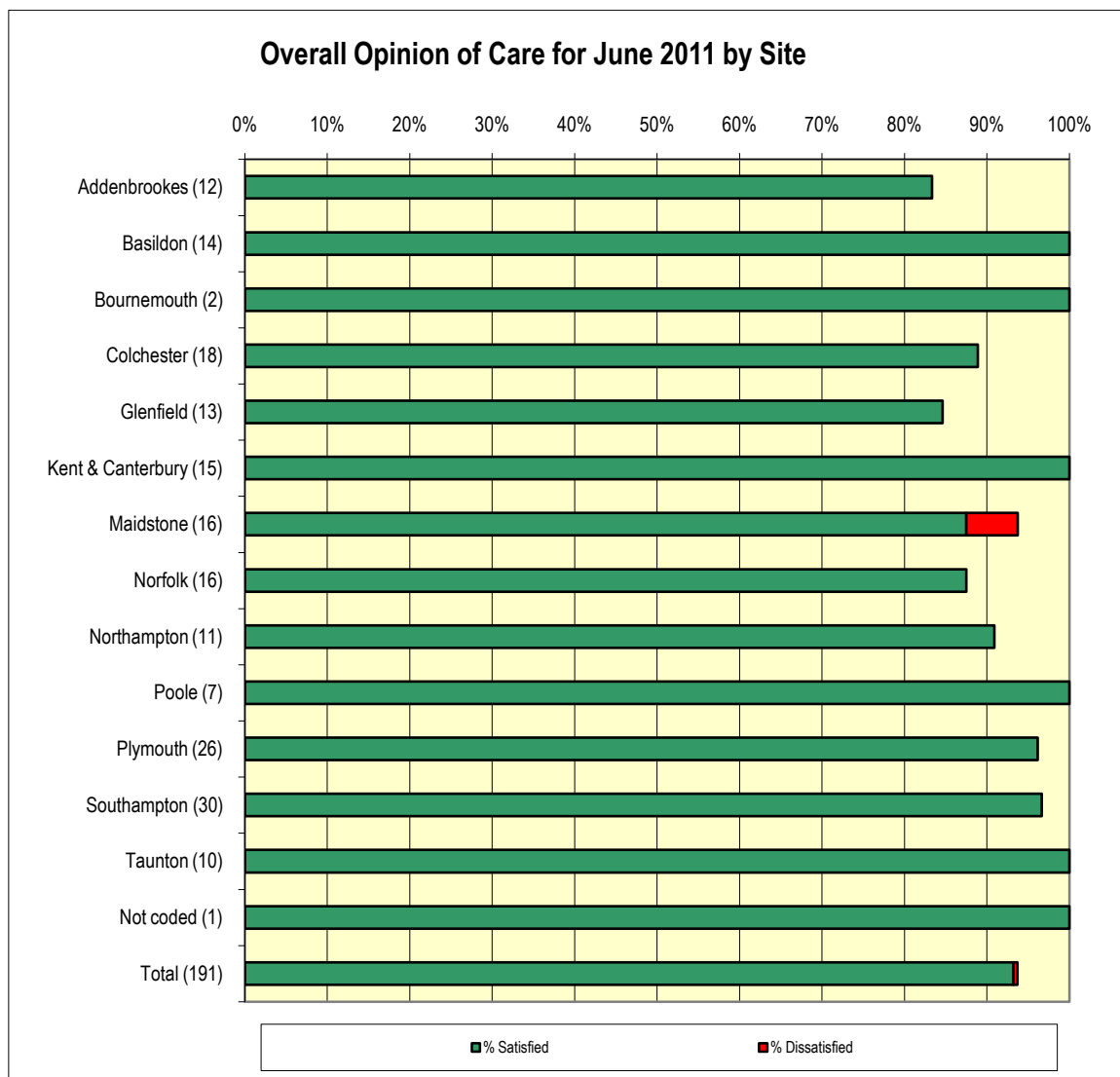
The table below shows the response rate by units in June 2011; that is the number of responses as a percentage of the number of appointments by unit. We have run individual site results for each site below irrespective of response, but it should be understood that, in many cases where responses are low, the figures may not be an accurate representation of patient opinion.

	Appointments	Responses	%
Site	June-11	June-11	
Addenbrookes	87	14	16.1%
Basildon	76	14	18.4%
Bournemouth	20	2	10.0%
Colchester	54	18	33.3%
Glenfield	62	13	21.0%
Kent & Canterbury	85	16	18.8%
London	0	0	n/a
Maidstone	75	17	22.7%
Norfolk	73	17	23.3%
Northampton	58	11	19.0%
Nottingham	3	0	0.0%
Plymouth	115	26	22.6%
Poole	34	7	20.6%
Rivers Hospital	6	0	0.0%
Southampton	100	30	30.0%
Taunton	48	10	20.8%
Not Coded	0	1	n/a
Total	896	196	21.9%

Comparison between sites – June 2011

The graph below shows the results, by site, to the question: *'How would you rate the overall quality of the service?'*

- Figures in brackets are the number of patients answering the overall quality question
- % 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



Only one patient rated the overall service as Fair this month. There were no Poor ratings.

Comparison between sites – June 2011

How would you rate the overall quality of the Service?								
	Responses	Excellent	Very Good	Good	Fair	Poor	% Satisfied	% Dissatisfied
Addenbrookes	12	66.7%	16.7%	16.7%	0.0%	0.0%	83.3%	0.0%
Basildon	14	71.4%	28.6%	0.0%	0.0%	0.0%	100.0%	0.0%
Bournemouth	2	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Colchester	18	72.2%	16.7%	11.1%	0.0%	0.0%	88.9%	0.0%
Glenfield	13	69.2%	15.4%	15.4%	0.0%	0.0%	84.6%	0.0%
Kent & Canterbury	15	53.3%	46.7%	0.0%	0.0%	0.0%	100.0%	0.0%
Maidstone	16	81.3%	6.3%	6.3%	6.3%	0.0%	87.5%	6.3%
Norfolk	16	50.0%	37.5%	12.5%	0.0%	0.0%	87.5%	0.0%
Northampton	11	18.2%	72.7%	9.1%	0.0%	0.0%	90.9%	0.0%
Poole	7	57.1%	42.9%	0.0%	0.0%	0.0%	100.0%	0.0%
Plymouth	26	73.1%	23.1%	3.8%	0.0%	0.0%	96.2%	0.0%
Southampton	30	66.7%	30.0%	3.3%	0.0%	0.0%	96.7%	0.0%
Taunton	10	70.0%	30.0%	0.0%	0.0%	0.0%	100.0%	0.0%
Not coded	1	100.0%	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%

Responses is number of people who answered the overall quality of service question and excludes 'not answered'

Addenbrookes and Basildon have no dissatisfaction recorded for the fourth consecutive month.

Six sites have a 100% rating – up from five last month.

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
*I FOUND THE MAP RATHER CONFUSING. PERHAPS THE VARIOUS CONSTRUCTION WORKS CAUSED THIS.	ADD
*IT WOULD BE HELPFUL IF PATIENTS WERE WARNED (IN LEAFLET OR PRELIM 'CHAT') THAT STAFF WILL KEEP THEIR DISTANCE FROM PATIENTS AFTER INJECTION AND THAT 'FREE TO GO AFTER SCAN' MEANS YOU LEAVE UNACCOMPANIED. LAVATORY SIGNAGE COULD BE IMPROVED- 2 PATIENTS INITIALLY WENT THROUGH WRONG DOOR.	ADD
*TOILETS VERY UNCLEAN. MEMBER OF STAFF DIFFICULT TO UNDERSTAND.	ADD
A VERY SUPPORTIVE AND FRIENDLY TEAM, INCLUDING THE DRIVER.	BAS
THE TEST WAS ALL VERY GOOD.	BAS
VERY PLEASED WITH ALL THE TREATMENT I HAVE HAD.	BAS
*A BIT MORE DETAIL ON THE MAP PROVIDED AS THE VEHICLE IS HIDDEN BEHIND A LARGE BUILDING AND IS NOT VISIBLE FROM THE ACCESS.	COL
*CHANGE THE UPRIGHT CHAIR FOR ONE A BIT MORE COMFORTABLE.	COL
*DIDN'T LIKE BEING ABLE TO SEE OTHER PATIENTS IN SCANNER AND SCANS ON COMPUTER SCREEN. NOT MUCH PATIENT CONFIDENTIALITY.	COL
*THE AREA FOR THE STAFF IN THE AREA OF SERVICE WAS VERY CRAMPED.	COL
WISHED THIS MOBILE SERVICE COULD BE AT BROOMFIELD HOSPITAL.	COL
*BETTER DIRECTION BOARDS AND POINTERS I SAW NO DIRECTIONS AND WANDERED ABOUT FOR 30 MINUTES ALMOST GAVE UP.	GLE
*ONE MEMBER OF STAFF DID NOT SHOW EMPATHY WITH MY PROBLEMS OF C.O.PD (NOT ABLE TO BREATHE LYING ON MY BACK) RATHER IMPATIENT. FELT ILL AT EASE.	GLE
OVERALL, A VERY EFFICIENT WAY OF HANDLING A COMPLEX AND (I ASSUME) EXPENSIVE PROCEDURE.	GLE
*HAVING BEEN TOLD MY SCAN WOULD TAKE 35 MINUTES, IT WOULD BE USEFUL IF SOME FORM OF CLOCK/TIMER WAS VISIBLE TO THE PATIENT. CRAMP OR DISCOMFORT THEN COULD BE MORE BEARABLE.	KEN
DID NOT LIKE THE RADIOACTIVE PART OF TEST AND I GET CLAUSTROPHOBIC.	KEN
HOSPITAL INFORMATION DESK INFORMED WHERE YOU ARE.	KEN
I WAS TREATED VERY WELL AND WITH LOTS OF CARE.	KEN
IT WAS NICE TO SEE PEOPLE WHO ENJOY THEIR JOB, TREAT PATIENTS WITH CARE AND CONSIDERATION. ALSO HAVE A LAUGH AND A JOKE.	KEN
THE INTERVIEW WITH DOCTOR COSIMOS WAS MIDDAY AND THE SCAN STARTED AT 4PM GOT HOME BY 7PM BUT AT LEAST IT WAS ALL IN THE SAME DAY.	KEN
WHAT YOU WERE LOOKING FOR WOULD HAVE BEEN USEFUL	KEN
*DURING THE PROCESS IT WOULD HAVE BEEN BETTER TO HEAR A VOICE OF COMFORT.	MAI
EXCELLENT ATTENTION TO DETAIL AND CONSIDERATION 5 HOURS	MAI
*DO TRY TO GET MORE RELAXING BACKGROUND MUSIC - HEART RADIO IS NOT GOOD.	NFK
*I TRIED FOR HOSPITAL TRANSPORT BUT COULD NOT GET IT. I HAD TO USE THE BUSES VERY CONFUSING. I HAD NO IDEA HOW TO GET THERE. SHOULD BE MORE AVAILABLE.	NFK
*THE CHAIRS IN THE UNIT NOT VERY COMFORTABLE	NFK
I COULDN'T HAVE BEEN BETTER TREATED IF I HAD HAVE BEEN ROYALTY.	NFK
I FOUND THE WHOLE PROCESS OF THE SCREENING EXCELLENT.	NFK
WOULD HAVE PREFERRED A PERMANENT INSTALLATION RATHER THAN A TRUCK.	NOR
*THE UNIT IS NOT EASY TO FIND.	PLE
*HAD TO TRAVEL 60 MILES FOR SCAN WHEN UNIT IS MOBILE. IN THE SCHEME OF THE HEALTH SERVICE, WHY CAN'T CORNWALL AFFORD A FIXED UNIT OF ITS OWN?	PLY

*LONG PERIODS IN SCANNER WHEN NOTHING APPEARS TO BE HAPPENING. I WAS MUDDLED WITH EXACTLY WHERE TO GO FOR THE LOO. BLANKET FOR PRIVACY REUSED FOR PATIENTS?	PLY
*THE 'HOW TO FIND' YOUR CENTRE IS VERY POOR AND UNCLEAR, WE GOT LOST USING IT AND HAD TO ASK SEVERAL PLACES IN THE BUSINESS PARK.	PLY
*THE RADIO NOISE IN WAITING ROOM WAS INVASIVE AND MOST UNPLEASANT. I ASKED FOR IT TO BE TURNED OFF BUT UNDERSTAND THIS WASN'T POSSIBLE. I WOULD NOT WAIT THERE	PLY
*WAS ADVISED THEY DO NOT TALK TO PATIENTS DURING SCAN AS IT MAKES THEM JUMP. WOULD HAVE PREFERRED A VOICE GUIDING ME.	PLY
KEEP UP THE GOOD WORK.	PLY
THE FRIENDLY RECEPTION WAS SUPERB, WAITING ROOM EXCELLENT. CLEANLINESS THROUGHOUT WAS EXCELLENT.	PLY
VERY GOOD, WELL SATISFIED WITH ALL ASPECTS OF THE SERVICES PROVIDED. THANKS TO ALL STAFF.	PLY
WE HAD NO MAP (AS THE POST WAS DELAYED, THE MAP ARRIVED LATE) AND FOUND THE PET SITE HARD TO FIND- THE PET MOBILE UNIT WAS COLD WITH AIR CONDITIONING.	PLY
*HAD TROUBLE FINDING THE UNIT ONCE WE REACHED THE CORRECT ROAD. EVEN WITH THE MAP!	SOU
*I ONLY DOWNGRADED THE 'STANDARDS OF THE FACILITY' ABOVE BECAUSE THE WAITING ROOM FACILITY WAS VERY CRAMPED. (OBVIOUSLY BECAUSE OF LIMITED SPACE IN A MOBILE UNIT.)	SOU
*NO DIRECTIONS TO GET TO HOSPITAL, COMING FROM ISLE OF WIGHT.	SOU
*WOULD LIKE THE WALLS AND DOORS CLEANED OTHERWISE AND EXCELLENT SERVICE.	SOU
ALL IN ALL A PLEASANT AND RELAXING 2 HOURS.	SOU
FIRST CLASS SERVICE.	SOU
FOR A NERVOUS PERSON THE STAFF DO MAKE YOU FEEL AT EASE, THANK YOU.	SOU
GIVEN THE RESTRICTION OF A MOBILE UNIT, CAN'T THINK OF ANY IMPROVEMENTS. ALL VERY SATISFACTORY.	SOU
STAFF WERE ALL VERY ATTENTIVE AND CARING.	SOU
VERY PLEASED WITH EVERYTHING FROM START TO FINISH.	SOU
WAS VERY ANXIOUS WHEN I ARRIVED AND THE STAFF MADE ME FEEL VERY COMFORTABLE, EXPLAINED EVERY THING AND MADE ME FEEL VERY RELAXED.	SOU
*SOME INDICATION OF TIME/SPAN WOULD BE NICE.	TAU
EXCELLENT STAFF, SERVICE. TAUNTON IS A BEAUTIFUL HOSPITAL. WELL DONE!	TAU
NO COMMENTS I UNDERSTOOD EVERYTHING THAT WAS GOING ON. THANK YOU.	TAU

Report issued by:

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