



NHS PET/CT Diagnostic Imaging Service

NHS PET/CT South Referrer Satisfaction Survey October 2008 - August 2009

**Independent audit report compiled by HWA Consulting for the
NHS PET/CT Diagnostic Imaging Service in the South of England**

These figures are compiled from a database of results compiled by HWA Consulting on behalf of the NHS PET/CT Diagnostic Imaging Service.

Introduction

The NHS PET/CT Diagnostic Imaging Service is part of a national wave 2 ISTC programme procured by the Department of Health to provide greater access to PET/CT for patients in England. InHealth are the provider of the southern part of the national contract and provide PET/CT services at 15 locations across five Strategic Health Authorities in the south of England.

The service has been designed to meet the specific needs of eleven cancer care networks, and integrate fully with local clinical pathways and protocols. The service was launched in April 2008 using mobile units containing Siemens Biograph TruePoint PET/CT scanners. It covers the following locations: Basildon, Bournemouth, Cambridge, Colchester, Leicester, London (x2), Maidstone, Northampton, Norwich, Nottingham, Plymouth, Poole, Southampton and Taunton.

InHealth's own research confirms a high level of patient and referrer satisfaction with our services and people. Our patient satisfaction surveys undertaken from October 2008 to March 2009 illustrated that patients were highly impressed with InHealth's services and the people providing the care.

***“ A five star team,
giving a five star service. ”***

Patient, PET/CT Service

Referrer Satisfaction Summary

This report is based on 156 responses between October 2008 and August 2009.

Main points to note - overall results:

1. 71% of Referrers rated the service as 'good' or better
2. 94% found the helpfulness of the staff and the information provided as 'good' or better
3. 67% of Referrers would recommend the service

Cumulative overall rating of quality of service

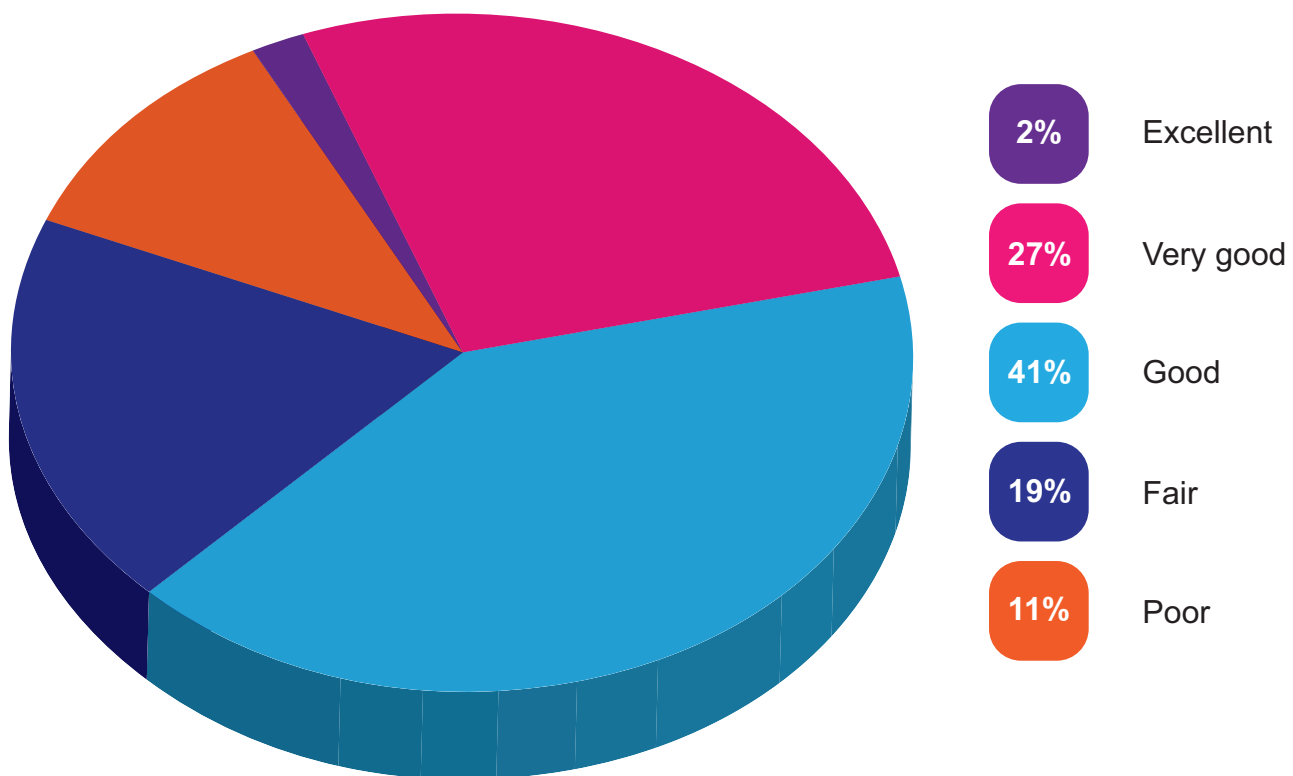


Chart shows how the question 'How do you rate the NHS PET/CT Diagnostic Imaging Service overall' you received' was answered. Percentages are rounded to the nearest whole number.

“ The service has improved overall. ”
Referrer, Salisbury

“ Could not fault anything. ”
Patient, PET/CT Service

Together, delivering excellence in healthcare

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