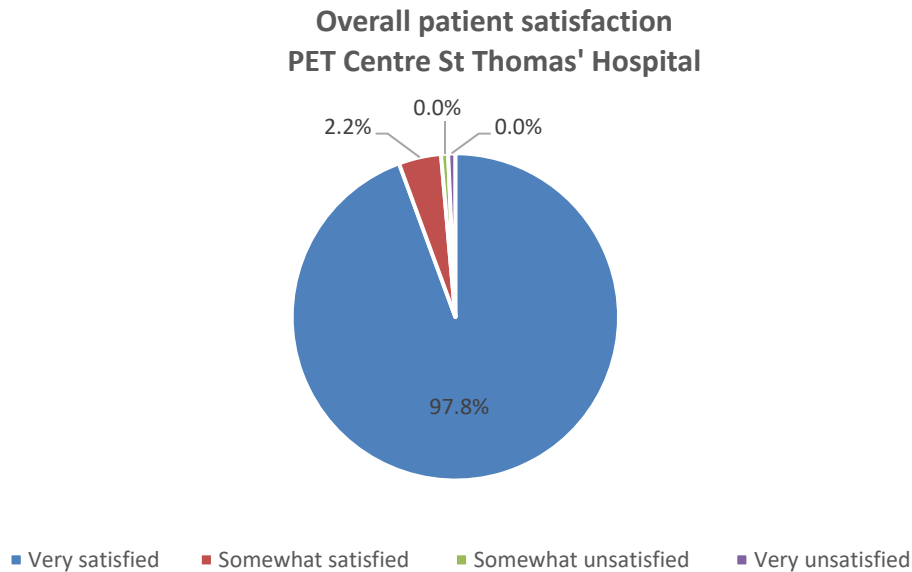


Q1 April 2019 – June 2019

Cross Site Patient Feedback Survey results

Questionnaires completed at PET Centre St Thomas' Hospital: 98

Overall satisfaction: 100% of patients who completed the final question were satisfied.



Very satisfied 97.8%

Somewhat satisfied 2.2%

Somewhat unsatisfied 0.0%

Very unsatisfied 0.0%

Patient feedback included the following positive remarks:

- *Guy's & St Thomas' is the gold standard against which every other hospital should be judged. Everyone I have come into contact with has been thoroughly caring and professional. You are all fantastic!*
- *Couldn't have been treated better. Thank you.*
- *It was all very efficient and kept to time. Staff were very pleasant, surroundings were clean and while waiting it was quiet and calm.*
- *Great team. I've been coming for many years and it's lovely that they always remember me. Those who I don't know are always friendly warm and polite.*

Remarks to consider were:

- *Better signal in waiting room. Secure wifi for waiting family member as it is a very long wait.*
- *From past experiences you can feel a bit 'dumped' in the rooms without training how to adjust chairs and beds. And you have to jump a bit when they want you off the scanner. I like contact with the people behind the glass - it feels less scary. Hope they don't mind.*
- *A texted appointment would be convenient. The posted ones arrived late.*
- *Lack of information from the technicians immediately following the scan.*

PET Centre at St Thomas' Hospital general notes:

- 64.6% of respondents noted that they were being treated for Oncology, followed by 11.4% for Respiratory, 11.4% for Neurology as well as 5.1% for Haematology.
- 97% felt they were given enough information to find the PET Centre.
- 93% felt that the patient leaflet/information received was easy and clear to understand and 6.2% did not receive a leaflet.
- 93.4% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 66.7% were informed about the delay and it was about that long or shorter.
- 100% responded that they felt treated with dignity and respect at all times, 2.2% some of the time, 0% felt that they were not.
- 38.7% thought their fears and worries had been discussed with a member of staff while 60.2% felt they had no worries or fears and 1.1% felt that this had not been raised.
- 87.5% were offered refreshments after their scan and 11.4% were not while 1.1% were not sure or could not remember.

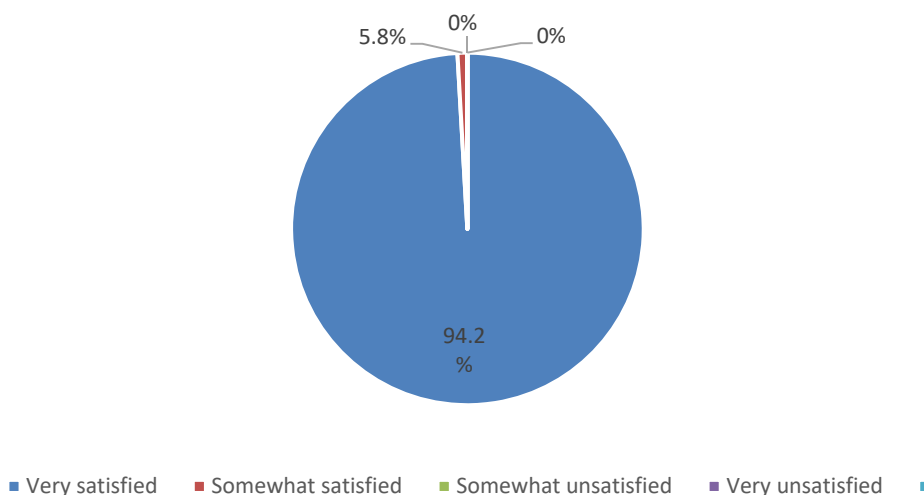
Notes:

- The department has lead lining for safety reason, this does affect mobile signal. The Trust do provide wifi which is WifiSPARK.
- I have fed this back to the imaging staff and we will aim to improve on this. The imaging team are happy to put patients' at ease.
- We are in the process of rolling this service out to our patients.
- This has been fed back to the imaging staff and they will aim to improve on this.

Questionnaires completed at Guy's Cancer Centre: 63

Overall satisfaction: 100% of patients who completed the final question were satisfied.

Overall patient satisfaction
PET Suite - Guy's Cancer Centre



Very satisfied 94.2%

Somewhat satisfied 5.8%

Somewhat unsatisfied 0.0%

Very unsatisfied 0.0%

Patient feedback included the following positive remarks:

- *Feels very calm and quiet*
- *Excellent service thank you. All staff were friendly yet professional.*
- *As ever the staff are extremely professional and courteous. The service is first class.*

Remarks to consider were:

- *Tell the doctors referring patients to advise their patients that the location is in the cancer centre but this does not mean you might have/are being scanned for cancer. Be more specific about whether patients can go back to work after the radioactive dye. The technologist was able to clarify this very easily, but when I phoned ahead the receptionist was unsure and told me to isolate myself completely from colleagues with young children at home, which the technologist advised is totally unnecessary.*

This led me to disclosing more health information than necessary to a colleague & manager.

- *How long will it take till I can have a copy of this scan and results?*
- *Where you have a complex medical history - perhaps having that information to hand (previously) so the patient does not have to list and date it all - might help Techs.*
- *There seems to be a lack of coordination for all appointments here at the Cancer Centre. I have experienced it myself and other patients have told me they have also had the same problems ongoing. This really needs to be addressed and improved upon as us cancer patients.*

PET Suite Guy's Cancer Centre general notes:

- 80.6% of respondents noted that they were being treated for Oncology, followed by 5.6% for Dermatology, 2.8% for Gastroenterology, 5.6% for Neurology, 2.7% for Endocrinology and 2.8% for Rheumatology.
- 95.3% felt they were given enough information to find the PET Suite with 4.7% feeling that it was not sufficient.
- 96.3% felt that the patient leaflet/information received was easy and clear to understand, 3.1% did not find the leaflet clear and 1.6% did not receive a leaflet.
- 98.4% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 67.7% were informed about the delay and it was about that long or shorter.
- 98.2% responded that they felt treated with dignity and respect at all times and the 1.8% felt that they were not.
- 43.1% thought their fears and worries had been discussed with a member of staff while 56.9% felt they had no worries or fears.
- 92.1 % were offered refreshments after their scan and 2.6% were not while 5.3% were not sure or could not remember.

Notes:

- The referring team should inform the patients why they are being referred for a PET scan and also that the Cancer Centre PET suite performs scans for non-cancer specialties. The administration staff have been updated on radioactive policies post the scan and if unsure on advice to give to patients, direct to the imaging staff.
- PET reports are available to referrers immediately, however patients are informed to contact their referrers for the results.
- Medical/clinical history is always provided by the referring clinician, however the imaging staff will revisit the history with each patient to ensure nothing has been missed which could be crucial to the scan results.
- The PET department only book PET scans. We aim as much as possible with the information provided to coordinate patient's appointments and if made aware where possible try to accommodate multiple appointments. This of course, is not always possible due to the length of the PET appointment and the patient being radioactive after the scan.