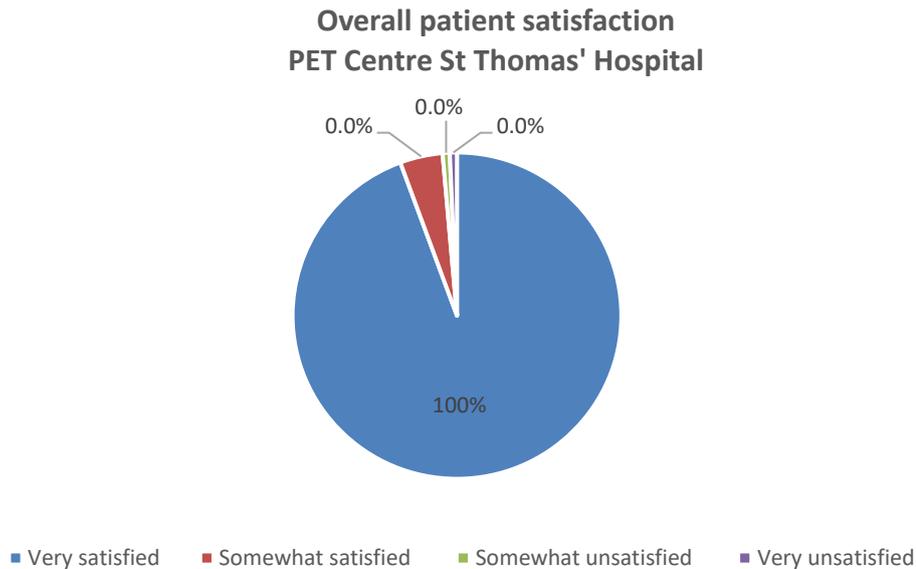


Q2 July 2019 – September 2019

Cross Site Patient Feedback Survey results

Questionnaires completed at PET Centre St Thomas' Hospital: 131

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



Very satisfied 100%

Somewhat satisfied 0.0%

Somewhat unsatisfied 0.0%

Very unsatisfied 0.0%

Patient feedback included the following positive remarks:

- *FIRST CLASS*
- *Would be good to have an information leaflet regarding PET screening. I had to take copies on our phone from the information screen in the reception area.*
- *I thought this department was extremely friendly, clean and calming - it made this entire experience a whole lot easier! Excellent! Thank you!*
- *I have nothing but praise for the staff and the way I was treated. Polite, friendly, reassuring and very efficient.*

Remarks to consider were:

- *The travel information wasn't as clear as it could be. We feel that the leaflet should have said you travel to Charing Cross and walk towards the hospital. We didn't see any signs at the station to say St Thomas's. I tried calling the hospital before the visit for information but couldn't get through - lines were busy every time I called*
- *The music while having a scan was awful and loud.*
- *Would be good to have an information leaflet regarding PET screening. I had to take copies on our phone from the information screen in the reception area.*
- *I think that a donation box for the free tea & coffee would be a good idea as it was much appreciated by my family.*

PET Centre at St Thomas' Hospital general notes:

- 58.5% of respondents noted that they were being treated for Oncology, followed by 17.9% for Respiratory, 12.8% for Neurology as well as 1.9% for Haematology.
- 93.2% felt they were given enough information to find the PET Centre, 6.1% to some extent, 0.8% said no.
- 96.9% felt that the patient leaflet/information received was easy and clear to understand and 4.1% did not receive a leaflet.
- 89.5% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 10.5% were informed about the delay and it was about that long or shorter.
- 97.7% responded that they felt treated with dignity and respect at all times, 2.3% 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.
- 96.9% were offered refreshments after their scan and 2.3% were not while 0.8% were not sure or could not remember.

Notes:

- *We provide a national service therefore not all patients travel from Charing Cross Station. There are maps and directions on the St Thomas' website. Our telephone lines do get very busy at times however, our opening hours are 08.00 till 18.00 and out of these hours we have an answer machine for patients to leave messages and ask for a call back from staff.*
- *We offer the facility for patients to choose the music they wish to listen to whilst being scanned. This has been fed back to the imaging staff to check with patients that the music is not too loud.*
- *We have a patient leaflet which is sent to patients with their appointment letters. This covers the expectations of the appointment, scan and results. We also have a website where more in depth details can be found of a PET-CT scan explaining what the scans are used for and how they images are interpreted.*
- *The refreshments are provided by the university Kings College London; however, this suggestion will be fed back.*

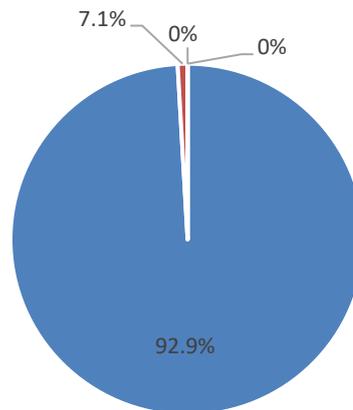
Q2 July 2019 – September 2019

Cross Site Patient Feedback Survey results

Questionnaires completed at Guy's Cancer Centre: 117

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

Overall patient satisfaction
PET Suite - Guy's Cancer Centre



■ Very satisfied ■ Somewhat satisfied ■ Somewhat unsatisfied ■ Very unsatisfied ■

Very satisfied 92.9%

Somewhat satisfied 7.1%

Somewhat unsatisfied 0.0%

Very unsatisfied 0.0%

Patient feedback included the following positive remarks:

- *Staff were very helpful, made me feel very happy and at ease! I have never had a PET scan before and was very worried about getting it done, but the member of staff who was looking after me was excellent. Thank you very much. Such an awesome guy.*
- *Well looked after and everything explained well. Thank you.*
- *Staff are excellent as is the environment. Thank you.*
- *Imaging department is and has always been very professional, kind and extremely friendly. It makes you feel so much better and their confidence puts you at ease. Thank you!!*

Remarks to consider were:

- *Was told by Mr Ahmed that the PET scan didn't involve any radiation.*
- *I was asked to phone to confirm the appointment, however when I contacted the number given several times, I was on hold for over 15 minutes.*
- *Notice for my scan was not very good. So approx 2 weeks after my referral I was given 24 hours' notice by phone and had to decline the appointment. They couldn't give me a new appointment over the phone. When I called the following day they advised that a letter had been sent. The letter arrived giving me again 36 hours' notice. It is good that the appointments can be made with short notice - but would be better if patients could be given as much notice as possible.*
- *I would have liked to receive an email version of my appointment letter. Some more comfortable chairs in the waiting area. We travelled a long distance to attend and have been up since 4am. It was difficult to get comfortable while we waited, not all of the wait is the hospital's fault. We arrived at the hospital early from airport, but were told someone would see us shortly. We'd have liked to go to a cafe.*

PET Suite Guy's Cancer Centre general notes:

- 84.7% of respondents noted that they were being treated for Oncology, followed by 0% for Dermatology, 1% for Gastroenterology, 1% for Neurology, 1% for Endocrinology and 1% for Rheumatology.
- 98.7% felt they were given enough information to find the PET Suite with 1.3% feeling that it was not sufficient.
- 92.3% felt that the patient leaflet/information received was easy and clear to understand, 0.6% did not find the leaflet clear and 7.0% did not receive a leaflet.
- 95.5% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 4.5% 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 and the 0.00% felt that they were not.
- 45.3% thought their fears and worries had been discussed with a member of staff while 52.5% felt they had no worries or fears.
- 83.5% were offered refreshments after their scan and 11.4% were not while 5.1% were not sure or could not remember.

Notes:

- Both our appointment letter and patient leaflet explain that a PET CT scan exposes patients to a small dose of radiation. This radiation exposure has been "clinically vetted" by a PET Consultant, confirming that the scan is justified.
- The telephone lines do get very busy at times, we do have an answer phone for outside scanning hours (08.00-18.00). This comment has been fed back to administration staff.
- As well as FDG PET scans we also perform specialist dotatate scans at Guys Cancer Centre. This being a specialist tracer we quite often book scans in at short notice and apologise for any inconvenience /distress this may have caused.
- We can email appointment letters if we are provided with an email address. The chairs are as new as the Centre and I will feed this back to the staff within the Radiotherapy Department. Imaging staff see patients as soon as possible, with the earlier appointments, the tracer sometimes arrives after the patient, causing a delay. There is a restaurant on the ground floor of the Centre and a restaurant in Guys Hospital.