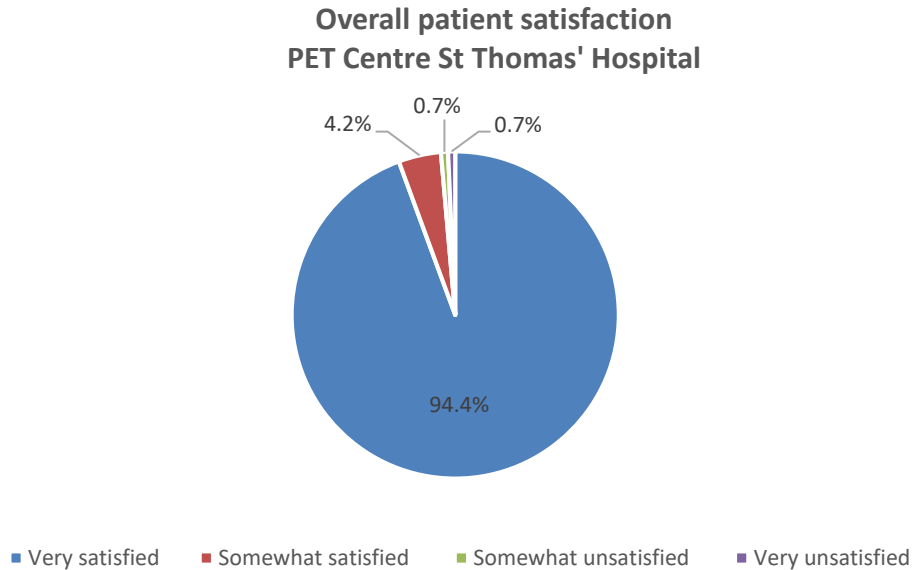


Q3 October – December 2018

Cross Site Patient Feedback Survey results

Questionnaires completed at PET Centre St Thomas' Hospital: 155

Overall satisfaction: 98.6% of patients who completed the final question were satisfied.



Very satisfied 94.4%

Somewhat satisfied 4.2%

Somewhat unsatisfied 0.7%

Very unsatisfied 0.7%

Patient feedback included the following positive remarks:

- *Amazingly friendly and efficient. There is nothing I could suggest to improve the service. Thank you.*
- *Thought whole department ran very well (Thanks to everyone)*
- *All staff were very polite & explained step by step. All areas were very clean.*
- *Very impressed by PET Centre. Really appreciated the music and TV screen. Big thank you to all concerned.*

Remarks to consider were:

- *It was quite cold which made it hard to keep still.*
- *I found the information given was fine. I got confused getting out of the scan area. For me the instructions were a bit rushed. This is only a small problem and something I struggle with generally.*
- *In your leaflet I was told there would be refreshments offered after the scan, there were not. I had to ask and were told for diabetics only. I suffer from low blood pressure, if I had known would have provided my own refreshments.*
- *No music played!*

PET Centre at St Thomas' Hospital general notes:

- 64.0% of respondents noted that they were being treated for Oncology, followed by 16.2% for Respiratory, 4.5% for Neurology as well as 6.3% for Haematology.
- 99.3% felt they were given enough information to find the PET Centre.
- 96.1% felt that the patient leaflet/information received was easy and clear to understand and 3.9% did not receive a leaflet.
- 94.1% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 84.3% were informed about the delay and it was about that long or shorter.
- 97% responded that they felt treated with dignity and respect at all times, 2.2% some of the time, 0.7% felt that they were not.
- 36.6% thought their fears and worries had been discussed with a member of staff while 58.0% felt they had no worries or fears and 1.5% felt that this had not been raised.
- 86.3% were offered refreshments after their scan and 12.9% were not while 0.7% were not sure or could not remember.

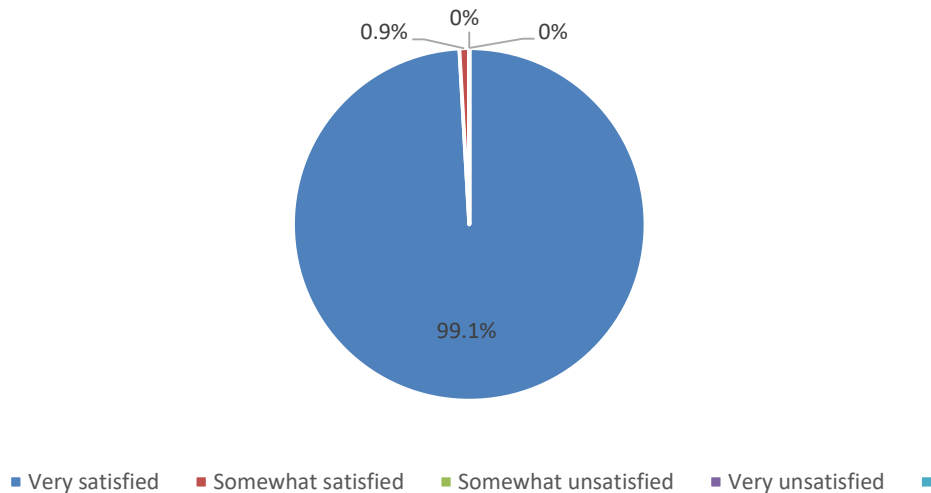
Notes:

- The scanning rooms are a lower temperature as this is required for optimum performance of the scanners.
- This has been fed back to both the imaging and administration teams.
- We offer sandwiches *or* biscuits. Biscuits should be available for all patients. This will be fed back to the imaging and administration teams.
- The imaging team are able to play patients music if they are made aware that this is required.

Questionnaires completed at Guy's Cancer Centre: 137

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

Overall patient satisfaction
PET Suite - Guy's Cancer Centre



Very satisfied 99.1%

Somewhat satisfied 0.9%

Somewhat unsatisfied 0.0%

Very unsatisfied 0.0%

Patient feedback included the following positive remarks:

- *Great service. Well done all!*
- *Very friendly, helpful technologists. Waiting areas always clean and tidy. Very well organised.*
- *Found staff very professional & friendly - able to feel at ease.*
- *Always good.*

Remarks to consider were:

- *A leaflet would have been good as I had no idea I was having a PET scan until the receptionist phoned to book it in. I am still unsure what it is for.*
- *Make it clear in advance that anyone coming with the patient won't be able to wait with them because of radiation.*
- *Explain what will happen in scan.*
- *When I got the letter and it said Cancer Care I called up thinking I had cancer. Staff are so nice. Thank you for doing the job you do.*

PET Suite Guy's Cancer Centre general notes:

- 84.4% of respondents noted that they were being treated for Oncology, followed by 3.8% for Respiratory, 13.8% for Neurology.
- 91.3% felt they were given enough information to find the PET Suite.
- 91.0% felt that the patient leaflet/information received was easy and clear to understand and 3.8% did not receive a leaflet.
- 93.2% of respondents were seen within 30 minutes and out of the respondents who had to wait for more than 30 minutes 46.2% were informed about the delay and it was about that long or shorter.
- 98.4% responded that they felt treated with dignity and respect at all times and the remaining 0.8% some of the time and 0.8% not.
- 50.4% thought their fears and worries had been discussed with a member of staff while 48.7% felt they had no worries or fears and 0.9% felt that this had not been raised.
- 90.4% were offered refreshments after their scan and 7.2% were not while 2.4% were not sure or could not remember.

Notes:

- Information leaflets should be sent out with all appointment letters. The referring clinician / team should inform patients of upcoming investigations.
- We discourage chaperones from waiting with patients after being injected for safety reasons.
- This has been fed back to the imaging staff
- We have three scanners, two at St Thomas' and one at Guy's Cancer Centre, it is merely another scanning site. We scan patients with diseases other than cancer.