**July 2022 Patient Experience Survey feedback**

During two weeks in July we handed out 4364 surveys, 350 positive comments made and 149 negative or constructive comments Below are our responses to your comments.

Many thanks for taking the time to complete our survey and provide us with some helpful feedback

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| **Patient letters/information** | | **Site** |
| **You said** | **We did** |
| My only negative - I wasn't told in advance that I couldn't drive myself home until at least 30 mins after the scan - something I would have liked to know then my husband could have driven me. | Our letters and website include information regarding contrast scans and driving. It might be possible that if booked over the phone the administration team did not provide this information. A reminder has been given to the team to ensure all information that would be provided in a letter is communicated over the phone as well. | Exmouth |
| Perhaps a diagram to show correct way to put on the hospital gown would be helpful | We do have different gowns for different procedures on the Wonford site, so it could be confusing to have different diagrams to follow. All of our staff should explain how to put on a gown when asking a patient to change. A reminder has been given to the team to ensure that this happens.  A new poster is being developed for use across all our sites to help patients with gowns. | Wonford MRI |
| I was really disappointed. My ID was checked, they confirmed I was here for an OPG, then I was stood in front of a machine and told to bite down. Neither radiographer or student introduced themselves, no explanation of what the exam would involve was given. After being positioned the exposure was completed, no reassurance was given just ‘you can go’. Neither student nor radiographer came to undo the head bands. I had to say I couldn’t move, they just told me to step backwards which was very uncomfortable against the head bands and mouthpiece. No information as to where to go afterwards or results was given. I’m a radiographer myself and I was gobsmacked. It made me so sad to see such a lack of common courtesy and patient care, especially with an OPT where it is standard practice to explain the examination so the patient understands it is a long exposure and needs to remain still for the duration. The students will clearly pick this up from the staff which is really depressing. | Comments have been forwarded onto staff during a team meeting. Line manager has reiterated the professional values and behaviours that are expected to the team. | Wonford x-ray |
| I did get 2 separate letters , the first one saying I needed to be nil by mouth 4 hours before. The second one said I didn’t need to be NBM but needed to take gastograstin and supplied it . Could be confusing for some patients | Nightingale letters are in the process of being amended to be clearer. Appts requiring need for gastrografin will have a separate letter also. | NGE-CT |
| I had no appointment letter, only by phone; but no problem. I was offered to be able to listen to the radio while in the MRI scanner. I asked for Radio 4. But it was inaudible due to background machine noise. It would have been better if that was explained, and the suggestion made that music would have been better. | Our patients are able to choose a radio station to entertain them during a scan. Unfortunately, the team do not hear the radio and so would not have been aware if the content was quiet. Patients can let the team know in-between scans or with the patient buzzer that they would like to switch to an alternative channel or have the volume increased. Not all patients enjoy music and find a news or discussion channel better to distract them from their surroundings | Wonford MRI |
| I tend to think that all this emphasis on gender etc actually causes MORE racism tendencies by focusing on the completely unnecessary | One of the Trust values is inclusion.  We are inclusive. We are creating an inclusive culture, which values and celebrates individual differences so we feel like we belong and can bring our whole selves to work. We listen and take action to ensure there is equity for everyone, and work in collaboration with others for the common good | Exmouth x-ray |
| Would be most useful if you provided a map, with your appointment letter, to explain the actual location of your mobile units as I had great difficulty in understanding where I was to report after hours and spent time trying to locate your unit. | We have reviewed our letters and they do give clear instruction on the location of the cabin.  Letters are clear from a Lay person perspective | Wonford CT |
| I missed some more explanations on what was going to happen next and also the fact of not having been offered pain relief at any point considering I have a broken bone | As Allied Health Care Professionals, this would have to be offered by the minor injury or emergency department that you present to. | Exmouth x-ray |
| Your letter could make it clear that those dropping you off have 20 minutes before car parking charges are incurred. We were not the only confused couple... Thank you everybody. | Our Medical Imaging patient information leaflet has recently been updated to reflect the new car parking system. Unfortunately, this would not have been live for when you received your appointment. | Wonford CT |
| The only thing missing on the appointment letter was it didn't mention that I would have a Buscapan injection | The use of Buscopan to reduce bowel motion is only necessary to improve some examinations. Where it may be beneficial each patient will be asked a series of questions to see if there are any contraindications for the drug. The injection will only proceed if it is safe to do so and the patient consents. In most cases the examination can be performed without Buscopan. | Wonford MRI |
| As a severely sight impaired person I felt courtesy was very good as my wife was with me she acted as my sighted guide it would have been useful to have the original appointment letter sent via email so I could read this on my computer with my speech system. | If you want the letter sent into another format please contact us via our telephone number or email to request this. | NGE X-ray |
| The appointment letter stated “for six hours prior to the examination you should NOT have anything to eat or drink except sips of water” the clinician said I could have had clear fluids not just sips. This is important as dehydration could have been an issue in these hot times. With this exception in general everything was very good. | Our appointment letters are being reviewed to ensure there is consistency across the Acute hospital and community hospital sites. These will ensure they are clear in terms of clear fluids. | Axminster US |
| Two points: firstly, if the breath holding was very long, it is very difficult to start breathing gently after holding your breath for a long time! Secondly, more specific feedback during the procedure would have been helpful e.g. you’re halfway through now, only five minutes left, just three more scans to go, etc. It was starting to get a little claustrophobic and feed back would have helped. | In MRI the length of time a patient needs to hold their breath is sometimes linked to their heart rate. As this can vary during a scan the radiographers do not always know how long the scan will be, which is why they ask the patient to breathe gently if they cannot hold their breath for the full scan. Wherever it is possible the radiographers should maintain contact with the patient during the scan. All patients are provided with a buzzer in MRI to call for attention if it is needed. The team have been reminded of the importance of reassuring their patients during the scan. | Wonford MRI |
| I didn’t receive any advance information or leaflet on how to prepare for CT scan ie whether or not to fast or not drink water beforehand. I just received appointment via the app, with no instructions. At hospital, I received courteous and professional treatment. Thank you. | The app will show your appointments, however you should have received an appointment letter as they are automatically generated and sent via an external printing company. Without specific patient information we are unable to audit this. Apologies that you did not appear to receive your letter. | Wonford CT |
| No verbal instructions during scan. In past scans always instructed to “breath in and hold your breath”. No explanation from staff as to why this did not happen. | For CT scans if you are required to hold your breath, instructions are automatically relayed to the patient. Not all scans require the patient to stop breathing. | Wonford CT |
| The clarity of communication while receiving MRI treatment was poor, not helped by having to remove my hearing aids. Suggest a higher frequency female voice, with clear diction, is used for the pre recorded instructions, rather than a lower male voice, and speech is slower for those of us whose hearing is not what it used to be. | The intercom system in the MRI scanners can regrettably be challenging for patients with hearing impairment. It is always best to discuss any difficulties with the radiographer before and during the scan so that they can make any changes required to facilitate the examination. | Wonford MRI |
| The CT mobile unit was not easy to find as the car park where it is based is not shown on the hospital map | We have reviewed our letters and they do give clear instruction on the location of the cabin.  Letters are clear form a Lay person perspective | Wonford CT |
| **Facilities and environment** | |  |
| **You said** | **We did** |  |
| Only issue was standing in corridor for someone to come to fetch me, being partially sighted made this slightly awkward | When booking in with our reception team please inform us of any assistance that you may require during your appointment. They can then pass this message to the radiographers involved to ensure that you have the help you need. | Wonford MRI |
| It is very difficult to hear the receptionist, and you have to give your contact details very loudly for them to hear, so there is no privacy at reception, everybody in the waiting area can hear your conversation. | We are aware the main reception desk does not offer the privacy when giving personal details and we are currently reviewing what options are available to improve this.  Estates Job No 656486 approved for new screens to developed to help with noise levels in reception. | Wonford X-ray |
| All Good. The only niggle is for domestic staff as to why is bleach or disinfectant not used. Dirty grim areas in lots of corners and lifts etc. | Unfortunately, we do not know why this is, and therefore we have shared your feedback with the Domestics team | Wonford x-ray |
| Apart from there not being different sized garments to protect your dignity! | The gowns at the Nightingale are designed to protect dignity as they are a wrap around design. We are producing posters to display in changing cubicles to ensure that they are put on correctly. Staff are available to assist and we can always utilise 2 gowns if necessary. | NGE – x-ray |
| I'm registered disabled and use a rollator to get about and the problem was I had to go to area M ground floor to register in then had to walk all the way back to way out and carry on down to exit doors my oncology to go the car park where MRI machine is based. Maybe have something so that if you are disabled you don't need to walk from one end of the hospital to the other then have to lie for 45mns or more in the MRI machine on my back which is painful enough on its own without going in the machine. | There are posters displayed asking patients if your appointment is in the van, and you have mobility issues, please ask for assistance. We apologise that you did not appear to see these posters and that you were not asked if you required assistance. We have reminded reception staff to ensure they offer assistance to patients who may have mobility difficulties. | Wonford MRI |
| Very upset that the male radiologist did not introduce himself, did not explain the procedure or how long it would take. Whilst in MRI no one spoke to me. | All staff have been reminded through the departmental newsletter and local comm cell meetings that they must introduce themselves to patients. We have also shared your feedback with the Clinical team. | Wonford MRI |
| I thought the reception window was less obvious than the bigger window that you see first as you enter the waiting area, it wasn’t obvious the difference between the two windows? I thought the actual clinical waiting area outside the X-ray rooms was a bit dreary, there were a couple of nice framed pictures but I thought it would benefit from a bit more life and colour! Particularly for the staff as a working environment | The reception area is being reviewed. We also currently have an Environmental team who are looking to improve the department as a whole which also includes all patients waiting areas. | Wonford x-ray |
| While I was waiting for my appointment, I could hear all the details other patients were giving at the reception desk including the first line of their address and dates of birth. | We are aware the main reception desk does not offer the privacy when giving personal details and we are currently reviewing what options are available to improve this. | Wonford x-ray |
| General lack of masks | In line with Trust and Government guidance it is personal choice as to whether a mask is worn. There are certain areas of the Trust where masks do have to be worn by all staff at all times, but Medical Imaging is not one of these departments. | Wonford US |
| I had a strong buzzing shocking feeling in my head during the scan that was extremely uncomfortable and weird which the doctors couldn't explain to me | We would not expect an MRI scan to be painful. If you feel anything concerning during the scan you should use the buzzer to attract the attention of the staff immediately. The scanner is very loud but patients are provided with ear defenders to protect their hearing. | Wonford MRI |

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| Receptionist was inattentive and other staff had to inform her I was waiting. | Staff are required to carry out other duties whilst on reception when there are no patients waiting, therefore sometimes a patient may arrive at the desk and the receptionist may not be aware of them immediately. | Tiverton |
| My only negative comments are: I was asked to wear a mask while in the hospital but there were people in the waiting room not wearing masks. The Receptionist was very nice but asked personal questions and the answers I gave were heard by people in the waiting room. However, my overall experience was very positive. The Radiologist was nice, friendly and efficient. I was in and out of the X-ray room in about 2 minutes. | In line with Trust and Government guidance it is personal choice as to whether a mask is worn. There are certain areas of the Trust where masks do have to be worn by all staff at all times, but Medical Imaging is not one of these departments.  We are aware the main reception desk does not offer the privacy when giving personal details and we are currently reviewing what options are available to improve this. | Exmouth |
| Only thing I would like to mention was that another patient in a wheelchair had to give personal and very private details to a nurse waiting in the waiting room with her to fill out a form before her MRI. Everyone in the waiting room could hear - I think she should have been taken somewhere that she could have given her details privately. | We are aware that we do have a lack of private spaces within the department and our waiting rooms are often shared between in and out patients. We are committed to protecting the privacy and dignity of all of our patients. The team have been reminded to ensure that where personal conversations are required these happen in a more private place. | Wonford MRI |
| Staff shout out personnel details, discuss with other staff while dealing with me another patient. Lot of staff standing around drinking coffee no patience at least 7 rooms, either shut door or don’t make out you’re under staffed. | Comms will be sent to staff regarding discussing patient information in open areas.  We strive to ensure we utilise all of our resources at any time of the day. | Wonford Ultrasound |
| It’s somewhat strange to have a sub-wait at the end of a corridor, with no seat, or indication that you've arrived at the right place. | Only patients that have checked in at the main reception are asked to wait at this seat. The sign has been amended to make this clear. | Wonford MRI |
| Being a wheelchair user, I find that it is difficult to give personal information to reception staff due to the high level of the screen/counter. Also, I have to shout as the speaker unit is too high and I am aware that everyone around can hear my personal details. I find this very uncomfortable. | We are aware the main reception desk does not offer the privacy when giving personal details and we are currently reviewing what options are available to improve this. | Wonford x-ray |
| When being asked to undress for procedure male staff in the room just turned away as there was no curtain and was not asked to undress/ change elsewhere. I myself was not concerned but there will be other female patients who would not be comfortable with this. (Even at a spa, you are left to change) Glove use for a procedure not involving body fluid are not required | Communication with staff has been shared to be mindful when patients are required to remove clothing.  On occasions there may be a reason for the member of staff to wear gloves for the procedure. | Wonford US |
| Not a friendly experience. Car parking was great and speed of appointment was excellent. But felt like on a production line. | Tiverton is a busy Minor Injuries Unit where we also see booked outpatients. There is only one Radiographer present and therefore runs to a tight schedule in order to ensure patients are seen in a timely manner. | Tiverton x-ray |
| Pity staff shortages mean no X-ray service in Axminster | Due to Covid-19 related illnesses, there has been a number of staff off, which unfortunately means we have had to stand down some of the community services. Services have now resumed. | Honiton x-ray |
| I believe my experience was as good as it could be. My only point would be that covid19 precautions seem to be very sparse and as someone who is immune suppressed I find it worrying. | In line with Trust and Government guidance it is personal choice as to whether a mask is worn. There are certain areas of the Trust where masks do have to be worn by all staff at all times, but Medical Imaging is not one of these departments.  The department has a robust cleaning system in place between patients to ensure that equipment and the environment in the scan rooms is safe for all of our patients and staff. | Wonford MRI |

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| **Mobile van appointments** | | |  |
| **You said** | | **We did** |  |
| No access to Blue Hut to book in for disabled, what if it was raining ?? | A request for a ramp has been submitted. | | Wonford MRI |
| A very long walk from reception to the mobile unit when the hip is a problem. Not bad enough to need a wheelchair. | | We have ensured there is sentence within the letter that asks you to contact us if you have mobility issues so that your appointment can be rearranged to a more accessible scanner. There are also posters displayed asking patients if your appointment is in the van, and you have mobility issues, please ask for assistance. We apologise that you did not appear to see these posters and that you were not asked if you required assistance. We have reminded reception staff to ensure they offer assistance to patients who may have mobility difficulties | Wonford MRI |
| I was given an unexpected MRI appointment 3 days after radiation for back pain which makes lying uncomfortable. There was no discussion of what mri was or why it would help me. The cabin was claustraphobic and I was not allowed to bring in a friend or to have part of the body scanned to allow my head to remain outside the scanner. I was too scared to enter the scanner. I felt one of many being 'processed'. It would be better to have an initial visit to familiarise with the equipment and procedures, and to space out appointments better. The way it went, I felt I wasted everyone's time and am unsure if I will try again or not. | | The Medic referring a patient for a scan should share with them the reasons it is required and the benefit that can be gained from the diagnostic information that will be provided. Unfortunately, due to the pressures of our waiting lists we have to book our patient appointments to make the best use of the equipment; and do not have the opportunity to offer all patients a viewing of the scanner. However, if we know in advance that a patient is very anxious we can facilitate this.  For an MRI scan the body part that is being imaged has to be in the centre of the scanner so it is not always possible for a patient’s head to be outside of the machine.  We are always grateful that a patient attempts an MRI scan even if they are unable to complete the procedure; very often we are able to provide some diagnostic information or a failed attendance helps us to plan for future requests. | Wonford MRI |
| The waiting area for the external MRI Unit was not clear and made me unsure of where I should wait | | We have reviewed the letters and this does state:  *Your imaging appointment will be taking place in one of our vans located in the Child & Women’s Health carpark, please report to a blue portacabin signposted “CT/MRI waiting area”, where our receptionist will check you in. The cabin is located directly outside the Haematology entrance. If you have difficulty locating the reception please call the above number.* | Wonford MRI |
| Access to the scanner would have been very difficult for any disabled person as you had to climb steps into a lorry trailer. I assume the disabled or infirm would have had their appointments to a scanner in the main building with better access. My appointment was at 7:50am, I arrived at 7: 45 at the reception and it was closed, I knocked on a scanner door and they had my details but the receptionist then arrived and took me back to the reception, which had to be unlocked, computer started etc. My point being is that I was then 10 - 15 minutes late to my actual appointment and while no real problem for me if this is reflected through the day times get later and later. It is important to start on time, and try to keep to time, I know that is not always possible. The scan itself was very efficient. Thanks | | We have ensured there is sentence within the letter that asks you to contact us if you have mobility issues so that your appointment can be rearranged to a more accessible scanner. There are also posters displayed asking patients if your appointment is in the van, and you have mobility issues, please ask for assistance. We apologise that you did not appear to see these posters and that you were not asked if you required assistance. We have reminded reception staff to ensure they offer assistance to patients who may have mobility difficulties  There is a lift for patients who find the steps too steep.  Ordinarily the cabin is manned from 7.45am and therefore it may well have been a one off instance where the receptionist was delayed starting. | Wonford MRI |
| **Results** | |  |  |
| **You said** | | **We did** |  |
| Once back in A&E I was given no indication of the result before being discharged. I believe that is an A&E responsibility.  Waiting for results one week on from visit. How will this be communicated?  Very angry at delay in reporting CT scan (5.5weeks), in the meantime admitted acutely with infection which is late being reported on CT scan, my wife had to dial 999 and it has taken 2.5 weeks since admission to find the route cause of infection. She hasn't got the energy to fight the corner for her loved one. We know you are all stretched, but this reporting is awful for folk as outpatients, who then become inpatients, IV antibiotics, hospital bed etc etc. we are wasting a precious diagnostic tool in late reporting. We are grateful to you all, but ..... we are all wasting precious NHS finance and lives | | Clinical staff members at the time of appointments should explain the results procedure, which is that a report has to be formally written and verified before this is shared with patients and the referrer.  There are posters on display in all waiting areas to inform patients that we are unable to give the results at the time of the examination.  Staff are also unable and should not give a timeframe for results.  During Summer 2022 our reporting backlog had increased significantly, we have therefore increased our out-sourcing and as of October 2022 are in a much better position. This will continue to be monitored to ensure patients receive their reports in a timely manner.  All staff have been reminded of the process through our September departmental newsletter. | Wonford x-ray |

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| **Results** |  |  |
| **You said** | **We did** |  |
| * The Radiographer said it might be 6 weeks before I get the results, which does seem rather a long time * I was told it would be 2 weeks until the results of my x-ray would be available, but on my appointment letter it stated results would be available in one week. I think 2 weeks is quite a long time to wait as my physio treatment depends on these results * Bit vague on when and how I would get my results * Long wait to get appointment and won't get results from x-ray for 3 weeks. * Information not offered as to how i would receive results, forgot to ask at the time so had i asked this might have been answered, but perhaps better to be offered * Only grumbles - length of time to get appointments and to get results! BUT Present predicament understood! * Can’t recall results procedure being mentioned * I had hoped for quicker turnaround of results. * Still waiting to hear the results - eleven days later. * My only negative would be the length of time it takes to get results | Clinical staff members at the time of appointments should explain the results procedure, which is that a report has to be formally written and verified before this is shared with patients and the referrer.  There are posters on display in all waiting areas to inform patients that we are unable to give the results at the time of the examination.  Staff are also unable and should not give a timeframe for results.  During Summer 2022 our reporting backlog had increased significantly, we have therefore increased our out-sourcing and as of October 2022 are in a much better position. This will continue to be monitored to ensure patients receive their reports in a timely manner.  All staff have been reminded of the process through our October departmental newsletter. |  |
| **Results** |  |  |
| **You said** | **We did** |  |
| It's not clear to me who will follow up on all of my results to draw a conclusion on diagnosis and if necessary treatment - my GP or a referring clinician in RD&E - if so who?  Trivial - but a poster explaining the uniform colour coding would be nice. | Clinical staff members at the time of appointments should explain the results procedure, which is that a report has to be formally written and verified before this is shared with patients and the referrer.  There are posters on display in all waiting areas to inform patients that we are unable to give the results at the time of the examination.  Staff are also unable and should not give a timeframe for results.  During Summer 2022 our reporting backlog had increased significantly, we have therefore increased our out-sourcing and as of October 2022 are in a much better position. This will continue to be monitored to ensure patients receive their reports in a timely manner.  All staff have been reminded of the process through our October departmental newsletter.  There are Trust posters which are displayed in the department but we do acknowledge that there is no a specific uniform poster for Medical Imaging. |  |
| The MRI staff were excellent. First Class. The only query I had was when will I receive the result? They explained the path of consultants routeing to me. They seemed poorly briefed on even how roughly I would receive my result. THIS IS OBVIOUSLY A MANAGEMENT ITEM THAT NEEDS RECTIFYING. THE EXCEPTIONALLY EXCELLENT MRI STAFF ARE OBVIOUSLY POORLY BRIEFED BY MANAGEMENT. AS A MATTER OF PASSING INTEREST I SAW NO SECURITY THROUGHOUT THE HOSPITAL... PHARMACY DOOR WITHOUT CORRECT LOCKS ETC ETC.. THE TWO MRI LADIES WERE ON THEIR OWN OUTSIDE THE HOSPITAL building...... | Please above for response to results comment.  The Trust has 3 mobile scanners outside of Haematology in close proximity each equipped with teams of radiographers. Each scanner has processes in place to alert hospital security to attend if and when required.  The Security Team operates a reactive security service to the site 24 hours a day, 365 days a year. | Wonford MRI |
| **Appointments** |  |  |
| **You said** | **We did** |  |
| Everything ran smoothly however I was only given 3 hours notice prior to my scan that I wouldn’t be able to feed my 6 day old baby for 13 hours following the scan. This was very little time to prepare and make a plan b. It could be seen from my notes I was a BF mother so this should have been taken into consideration when the scan was known to be required on Friday / Saturday. | Thank you for your feedback. We appreciate that the lack of notice causes problems with breast feeding patients.  Unfortunately the nuclear medicine department is not staffed over weekends so we would not see this request until Monday morning. This is an urgent scan, looking for possible blood clots in the lungs. In  order to get the scan done on Monday, it would need to be authorised by the radiologist and booked in promptly. The scanners are often heavily booked in afternoons with other patients who have injections some time before scans, so it is usual to do lung scans in the morning. This is why there was very little notice before getting the scan done.  There is a patient information leaflet for “Scanning for suspected pulmonary embolism (pe) in pregnancy and post-natal period”,  which does mention need to interrupt breastfeeding. We will ask whether it is possible to have this linked to the orders system, so when staff request this scan they will be able to pass this leaflet to the patient straight away, instead of waiting until the scan has been authorised.  We are also working on a more specific leaflet about breastfeeding for nuclear medicine patients, which will be on the patient information leaflet database when it has been completed. | Wonford Nuclear Med |
| I was rather disappointed not to be emailed or sent a letter to give me an appointment to have removal of the soft cast after fracture of wrist diagnosed 5 weeks ago. I had to telephone department myself. | This appointment would not be made by the Medical imaging Department, you would only come here pre or post removal of cast for an x-ray. The department you are referring to is Fracture Clinic. We have shared your comments with the Admin Line Manager | Wonford x-ray |
| The doctor first referred me on 28/5/22. I had to phone up twice to get my appointment on 21/7/22 | Appointments waiting time is approximately 6 weeks, occasionally we do experience a backlog. We apologise that you had to phone to chase the appointment on this occasion. | Sidmouth x-ray |
| **Appointments** |  |  |
| **You said** | **We did** |  |
| Changed date of first appointment, received a letter with a new one, then the date of the new appointment came up on Mycare as different, sorted with a phone call. | Without specific patient details unfortunately, we are unable to investigate this error on MyCare. We have been working with the MyChart Team to ensure notifications are correct. Our booking system is separate to MyCare and therefore there can be glitches between the two systems which is constantly being reviewed by out IT team. | Wonford DEXA |
| Was disappointed that x-ray facility is not available all day. Had to attend next day for x ray as missed end of X-ray facility by 15 mins. Felt that this added to waiting times and double the work for staff. Surely having x ray available all day would ease pressure on over stretched a& e facilities. | Honiton Hospital is a Minor Injuries Unit which is open different hours to the X-ray Department. | Honiton x-ray |
| Four members of staff in the x-ray dept at one point did not seem very confident in what they were doing (I understand 2 of them were training) and left me in a rather uncomfortable position at the oral X-ray machine while they gathered in a back room to discuss best course of action. | There are some examinations which are not within our normal scope of practice, and as such we have a small number of team members who are adept at these examinations and try to train newer staff members as opportunities arise. The comments regarding being left in an uncomfortable position have been forwarded on to the team with a reiteration of the professional standards expected. | Wonford x-ray |
| Normally a speedy and professional service. I have 2 or 3 u/s scans per year. This week’s had an unexplained delay of about 20 minutes. | Occasionally some examinations can take longer than the appointed time, therefore unfortunately causing a delay to the next patient. | Wonford US |
| **Appointments** |  |  |
| **You said** | **We did** |  |
| Never received appointment letter called to chase appointment to be told I had requested to have appointment elsewhere and later in same call that I had DNA. Poor communication? Error in record keeping? or lies being told to cover mistakes? | Without specific patient details unfortunately, we are unable to check if a letter was generated for your appointment. | Wonford x-ray |
| I arrived promptly and 10 mins before my appointment and waited patiently. Another lady arrived later and 4 mins before my appointed time the other lady was shown in. She was in there for 20 mins meaning my appointment was delayed even though we were the first ones there. This meant my husband was delayed starting work that day. | Appointments are booked by time slots, and therefore it is likely the patient before you was scheduled before your appointment time. Occasionally some examinations can take longer than the appointed time, therefore unfortunately causing a delay to the next patient. | Honiton x-ray |
| Long wait for appointment and I was not informed of the waiting time for my scan. I had to phone the consultant’s secretary and the radiography department to ascertain when I was likely to get an appointment. | A referral is received and added to the waiting list. The appointment is not issued until an appointment becomes available. You will be notified of this via letter a couple weeks before.  Each department has a different process for managing appointments, and therefore you may have experienced notification in the past that you were on a waiting list. | Wonford US |
| Cannula was put in very roughly causing pain and discomfort | The siting of a cannula for an injection in Medical Imaging should not normally be very painful. The staff who cannulate in our department have all achieved or are in training for an approved qualification for this skill.  For certain patients it can be difficult to obtain good venous access but when we know this in advance we can book support from the Trust’s Vascular Access team.  The radiographers have been reminded to be considerate of the patient’s feelings and needs during this procedure. | Wonford CT |
| **Appointments** |  |  |
| **You said** | **We did** |  |
| When I went for my x-ray there was no one around, I had to shout 'Hello' 3 times before someone answered. I wondered why I had to wait 2 hours for the x-ray when no one was in the department?? This was at 11:00pm and I had been waiting since 7:00pm. | Outside of the core working hours for Medical Imaging there is skeleton staff covering essential examinations which will include patients referred through from the Emergency Department who should be told to follow the white line and ring the bell on arrival so that staff know you have arrived. | Wonford x-ray |
| A long wait for the appointment to come through, but service and experience excellent following receipt of appointment | Appointments waiting time is approximately 6 weeks, occasionally we do experience a backlog. We are pleased your experience in the department was excellent 😊 | Wonford MRI |
| Clinic was running around 15 minutes behind. Not a major issue but I had come out of work for my appointment and was disappointed that it wasn’t on time. These things happen I know but perhaps an evening clinic could run once a fortnight or so to help those who work full time and don’t require an urgent appointment. | Appointments are booked by time slots, however, occasionally some examinations can take longer than the appointed time, therefore unfortunately causing a delay to the next patient.  Unfortunately, we do not have the staffing capacity to run evening clinics at Community sites. Occasionally we do run weekend clinics. | Honiton x-ray |

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| **Car parking/Travel** |  |
| **You said** | **We did** |
| * Total unexpected lack of parking was very disappointing. I had been diverted from Exmouth to go to Exeter due to last minute staff shortages there and had to drive. No provision for parking could have caused a significant problem. Hopefully I won't get a ticket for parking in a nearby retail park. * The lack of disabled parking, or even a layby to let disabled patients out and get their mobility devices out is a serious issue. It creates a lot of stress and risks of getting hit by a passing car. Couldn't one of the neighbouring businesses outsource a few spaces for you. It really is a nightmare. * No parking not ideal for people with walking issues * Disappointed with a Lack of parking * Felt like it was a bit rushed and not great access to the site hubby was very annoyed at not having anywhere in the ground to park 🙄 * It's a 50 mile round trip. I would have driven but I saw that I could not park anywhere nearby, even with a blue badge, and I can't climb onto a bus. Fortunately, a friend drove me, but parking is a major problem. A set-down point close to the entrance might help? I saw that this was a problem for most of the others attending. And a map with the letter, might help. Industrial estates aren't easy to navigate if you're older * Only negative is it is a hard to reach hospital if you don’t drive and have mobility problems. | Thank you for your feedback.  If your comments relate to the Royal Devon (Eastern Services) your comments have been shared with the Royal Devon Car Parking Team.  If your comments relate to the Devon Diagnostic Centre (Nightingale) your comments have been shared with the Nightingale Car Parking Team. |
| **Car parking/Travel** |  |
| **You said** | **We did** |
| * The only problem I found was starting to park at the nightingale site. * Very smooth appointment, the only niggle would be no parking but for me that was ok as my mobility is still Very good and the weather conditions being dry so the brisk walk from the nearest available parking was ok for me but I could see older less able clients finding it more difficult. * A drop off point for relatives/friends without having to cross such a busy road would certainly help. * I was concerned that there is no parking at the Nightingale even for disabled people. I parked in the Dunelm car park and my husband (who does not drive) went in to shop while I walked to my appointment. However if my knee and hip problem had been worse I wouldn’t have been able to do this. * Had to pay a lot of money for taxis though as buses would have meant an hour journey each way and a lot of waiting) * It was all fine except for the arrangements for disabled patients of which I am one. Not having provision for parking for the disabled seems rather ridiculous. It would not be possible for me to get the buses suggested. Luckily my husband was able to take time out of work to bring me but it’s fairly disappointing that my independence is stifled due to poor accessibility * The Nightingale Centre really need to be able to provide short term parking for patients accessing the centre * I liked the Nightingale but would prefer a couple of spaces to be dropped off in a car | Thank you for your feedback.  If your comments relate to the Royal Devon (Eastern Services) your comments have been shared with the Royal Devon Car Parking Team.  If your comments relate to the Devon Diagnostic Centre (Nightingale) your comments have been shared with the Nightingale Car Parking Team. |
| **Car parking/Travel** |  |
| **You said** | **We did** |
| * Only problem. No parking. * Travelling there id the issue. The bus might be accessible, but at the Science Park bus stop there is no where to sit and no bus shelter. Not all people with a disability bring their seat with them! * Car Parking in the vicinity is non existent * shame about the lack of car space especially disabled. * Yet again the parking is unsatisfactory - payment meter not working - did not recognise my number plate and then screen went completely blank and would not allow any further progress. * The worst thing about Nightingale is no parking. When walking especially when one has constant neuropathic pain, is exhausting * Regarding parking, sign preventing use of drive to met office not eye catching or fully visible because of position. References to car park use varying names, park and change, park and ride and, from memory, Allington Lane car park which is a bit confusing. * The only drawback at the Nightingale was no parking facilities. Going to the Park and Ride would have made the journey longer so we parked in Dunelm near the hospital. We went to this hospital about 18 months ago and there was parking available at the front of the building. This problem needs to be addressed as I witnessed difficulty by a disabled lady when I was leaving. The new parking at RD&E is ridiculous but this is almost worse! | Thank you for your feedback.  If your comments relate to the Royal Devon (Eastern Services) your comments have been shared with the Royal Devon Car Parking Team.  If your comments relate to the Devon Diagnostic Centre (Nightingale) your comments have been shared with the Nightingale Car Parking Team. |
| **Car parking/Travel** |  |
| **You said** | **We did** |
| * Well no negative comments regards staff, but finding the entrance was a hell, the signage on entering the grounds no clear directions at all anywhere, i after driving around for 30 minutes had to ask several people how to find the main door, i am old and have walking disabilities had to park and walk a great distance, because i did not know where i was, on exiting the same via a different exit door, totally lost,,, very very bad planning (not Nightingale) * Parking!!! * Only problem with the nightingale hospital is parking as there isn't any | Thank you for your feedback.  If your comments relate to the Royal Devon (Eastern Services) your comments have been shared with the Royal Devon Car Parking Team.  If your comments relate to the Devon Diagnostic Centre (Nightingale) your comments have been shared with the Nightingale Car Parking Team. |

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| **Miscellaneous** |  |  |
| **You said** | **We did** |  |
| I woke up during the procedure twice. I expected the doctor who did the procedure to come and explain herself or apologize, that would have been basic politeness. I brought it up with two other doctors and they simply didn't respond to that, that's just rude! lack of professionalism was to check my height and weight and not give me enough sedation for the time that they needed it. I am having flashbacks about this. I would like to make a formal complaint about the concerning lack of basic hygiene in this Hospital. I actually had to clean the bathroom before I used it. And just to make it clear, I am not saying I had to wipe the toilet sit, I am saying that I had to clean the bathroom properly before it was just good enough for me to use it. Please don't mention standards, this was straight out dirty! And I would like to suggest that there was easy access, on site for patients to make complaints. Finally, I would like to speak to someone about these issues in more detail. | Light sedation is used in the Medical Imaging department to prevent the need for General Anaesthesia (GA). There are many benefits to using this technique, the main one being that it is possible to perform procedures as day cases allowing patients to return home the same day. The effect of sedation should be that the patient experiences a state of calm therefore we would expect an awareness of their surroundings throughout. Your comments have been noted and it will be fed back to the team that this should be emphasised during the process.  We have shared your feedback with the Domestics team in relation to the cleanliness. The Trust website has a “get in touch page” which gives you the details of how to make a complaint.  If you wish to make a formal complaint you can contact the Patient Advice Liaison Service (PALS) on 01392 402093 or email [rde-tr.Complaints@nhs.net](mailto:rde-tr.Complaints@nhs.net) | **Interventional** |
| The method used by the porters of tipping a patient from a sheet onto an adjoining trolley immediately after a hip operation is diabolical. Massively painful. | Unfortunately, post-operative images of the hip & pelvis cannot be taken on the patients’ own bed and so transfer onto a trolley is required. The department follow the Trust’s moving and handling guidance for patient transfers from bed to trolley.  Portering staff will be reminded of offering a full explanation to the patient of what they are doing and to be as gentle as possible during the transfer. | Wonford x-ray |
| Due to Covid and the long waiting times I ended up paying privately for part of my treatment. | Unfortunately, Covid has had a significant impact on waiting times and this can vary from specialty to specialty ie plain x-ray to CT. | Wonford x-ray |
| **Miscellaneous** |  |  |
| **You said** | **We did** |  |
| I was sent home with a discharge that was incorrect and not the final discharge there was no summary. The doctor did not see me to explain the results of the CT scan or X-ray I was just discharged and whilst the staff were all lovely in the ground floor this left me feeling a bit let down. There was also wrong directions re the meds on the discharge it told me to continue taking Apixaban when it was no longer needed and to stop two other meds with no reason. The summary my GP received was very different in comparison this could have led to an issue if the meds were important I offered to stay and wait for the complete discharge but was told to go and it would be posted | Unfortunately, without patient details we are not able to look at your notes and therefore are unable to send your feedback to the ward for which you were an inpatient on. | Wonford CT |
| In the 15 min wait area after the procedure, surely it would be better use of staff to have an auxiliary observing for 15 mins than a nurse, who could be better employed elsewhere? I appreciate a nurse would have to be present to remove the canula but not there the whole time. | The staffing of the CT facilities at the Nightingale Hospital has been carefully considered to ensure patient safety is maintained at all times. The team of staff present may be Radiographers/ Radiographic Assistants/ Student Radiographers/ Apprentice Radiographers and a Paramedic. | **NGE - CT** |
| I have never had any problems with the service at Axminster, always top class. However, the only problem is the times between visits. I should be having once every six-month visits, however this last visit was nearly eight months. This isn’t the first, and I do appreciate we have been through a pandemic. This is not Axminster’s problem as such, just the system catching up. You ask for comments I just thought you’d like to know. | Thank you for your feedback**,** Covid has had a significant impact on waiting times and this can vary from specialty to specialty ie plain x-ray to ultrasound. We have been running additional lists to help reduce the waiting times. | Axminster x-ray |
| **Miscellaneous** |  |  |
| **You said** | **We did** |  |
| I wish I had a copy of the X-ray by email. | If you would like copies of your images on disc, you can contact us on 01392 402336 (option 1, option 3) and we will send you a copy of the form.  Once the signed form is returned to the department, we will process and make your disc - this can take up to 30 days. There is no charge for this service. | Wonford x-ray |
| Would appreciate seeing my x-rays from Newton Abbot, concerning my damaged right foot - sadly, they are unsuccessful as well. | We would suggest that you contact 01626 324500 and speak with the X-ray Department at Newton Abbot who should be able to advise how you can access a copy of your x-rays. | Wonford x-ray CT |
| I didn’t even know why I was referred or what treatment I was going to have and it was a total surprise to discover why. Further, I don’t know what the outcome was and what will happen next. I was treated with no dignity whatsoever and was left standing naked from the waist down, wiping my private parts with paper towel in front of a technician which was humiliating, embarrassing and distressing. It came as a total shock to be taken in to a darkened room with a total stranger and ordered to strip and expose my genitals. I was shocked because I had no prior notice of why I was there. There should have been a screen and I should have had a chaperone. | Without patient details we are unable to look into where your referral came from. The Referrer is responsible for informing you of their request for the examination.  Posters are on display in the waiting areas regarding chaperones.  Your comments have been noted and will be staff will be reminded of the importance of privacy and dignity. | Wonford US |
| **Miscellaneous** |  |  |
| **You said** | **We did** |  |
| I found it very difficult to move into the positions needed for the x ray and had to say, ask for help and the staff did help me. So thank you for that. I was in agony before during and after and very glad I asked for the appointment to be at Wonford as only a short distance from home. I was asked to attend the nightingale hospital for the appointment which I think is ridiculous considering I only lived few minutes from the hospital. Had I had to go to nightingale I would have had to say I can’t have the x ray as wouldn’t have been able to afford the taxi there and back and to walk from the allowed drop off point to the building. | All routine X-Ray appointments for Wonford site are now being booked at our Diagnostic Centre and the Nightingale Hospital, although we will still accommodate patients who are not suitable to attend the Nightingale at Wonford. | Wonford x-ray |
| Because of using crutches, it would have been useful to have a chair with arms to assist with getting up | A variety of wheelchairs are available at the main entrance for use. | Wonford x-ray |
| I went for an outpatient orthopaedic appointment today and was due to get a full leg X-ray before seeing the consultant. Due to there being one machine out of action I was sent to the main hospital for one. Here there was a very long queue due to one of the ‘booking in’ computers being down. I waited an hour for my X-ray amongst patients who were getting very upset at having to wait so long. Altogether not a very satisfactory appointment. My consultant was very apologetic for the wait. Sadly this highlights that there is a break down in the system- one we used to be able to rely on. | Unfortunately, there are circumstances that are out of our control and do our best to rectify these in a timely manner. We apologise that on this occasion you experienced a delay. | Wonford x-ray |