

January 2023 Patient Experience Survey feedback

During two weeks over January and February we handed out 5068 surveys, of this 538 of you (10.60%) responded.

There were over 248 positive comments made and 57 negative or constructive comments.

Positive comments included staff professionalism, information on website, privacy and dignity maintained, waiting area comfort and cleanliness and speed of appointment. The common theme for negative comments were around parking and information regarding the scan specifically related to risks, what will happen during scan and wait times.

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

Below is a response to your comments. For any parking or reception issues related to the Nightingale site we have shared this with the Site Management team.

Site	Modality	You said	We did
Wonford (main hospital)	MRI	I was kept waiting for over an hour from my appointment time. One small sign lost amongst many other notices on one wall alerting patients to inform staff if you are kept waiting more than 30 minutes.	We are sorry that your appointment was delayed and you missed the poster displayed regarding waiting over 30 minutes, we have updated this poster to be more visual and printed in a larger format.
Wonford (main hospital)	General x-ray	Heating on but windows open in waiting area! Porters delivered an elderly lady and left her on the trolley and sat down in-patient waiting area chatting surely they could stay with the patient and chat. Respect and compassion?	Due to Trust guidance we are required to ventilate the areas. Heating is on a timer by the Trust and we are unable to turn this off when windows are open, but with them being left on the area is not as cold as it would be with the windows open Our Medical Imaging porters do not wait with the in-patients that they bring down to our department, however the main hospital porters or support workers from certain wards do. This

			was most likely not our own porters and your comments will be fed back to the management for these teams.
Wonford (main hospital)	MRI	Upon entry to MRI my carer was pushed aside and advised to return to the waiting room, whilst completing forms she is legally allowed to sign on my behalf she was berated and told to go sit down	<p>We are sorry that your experience was below yours and our expectations.</p> <p>I think this has been raised as a concern via PALS and we have written to apologise to both the patient and Carer.</p>
Wonford (main hospital)	Ultrasound	Very good service but would rather not have to tell reception all my details, name, address, email, phone number where others can hear. This is a breach of privacy with potential problems. Maybe ask for part of a phone number and email.	The Trust require all reception staff to complete identification checks. We will feedback your suggestion for Receptionists to ask for part of identification checks where possible
Wonford (main hospital)	General X-ray	Great service - only feedback would have been ability to get a copy of my Xray via email as I was very kindly given a CD but hardly any computers now have CD readers!	<p>We don't email images as this isn't a secure method of sending, however we can use the IEP to send images to patients.</p> <p>We're still in the implementation phase, so we'll be using discs for a while longer and also will be our backup should the IEP go down.</p>

<p>Wonford (main hospital)</p>	<p>MRI</p>	<p>When MRI scan was finished I felt rushed to go, I did actually feel quite nauseas.</p>	<p>We are sorry that you felt rushed to leave. You are more than welcome to remain seated in our waiting area. Our scanners operate 8am-8pm. Please let us know if you feel nauseous and we will make sure that you have the appropriate care.</p> <p>We will remind our team at our next meeting that we must check that the patient feels ok and that they are welcome to take a seat.</p>
<p>Wonford (main hospital)</p>	<p>Ultrasound</p>	<p>My first appointment - I turned up at the correct time & place only to be told after approx 30mins waiting that the surgeon during my procedure had been double booked & wasn't going to be able to do the procedure. I was given another appt & the procedure was carried out. My 14.30 appt was 30 mins late.</p>	<p>We are sorry your experience of the department was less than satisfactory. It's unusual for patients to be turned away.</p> <p>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</p>
<p>Nightingale (Diagnostic Centre)</p>	<p>General X-ray</p>	<p>I felt that the staff member carrying out the procedure didn't seem to be interested, at that be particular time.</p>	<p>We are sorry your experience of the department was less than satisfactory. It's unusual for patients to find this to be their experience.</p>

			Feedback on patient experience is brought into staff meetings and this will be included in this.
Wonford (main hospital)	CT	<p>It is annoying that the appointment time of 1.50pm was in the operatives' lunch break so that meant a wait of approximately 15 minutes past the appointment time.</p> <p>There is no privacy when giving personal details in the Reception cabin (CT scan was in the mobile unit in the car park) if other patients are present.</p>	The appointment letters generate an appointment 10 minutes prior to the actual scan appointment so that all the pre-scan checks and booking in is performed prior to your appointment. We are sorry that you were kept waiting on this occasion.
Tiverton	General X-ray	I went for a chest x Ray. There wasn't a changing room so I had to take off my upper garments in the x Ray room. No curtains. No gowns to wear, but I was asked to put my jumper back on after I removed my bra for the x Ray.	We apologise that you were not offered to change in a changing room, there are changing rooms available at Tiverton Hospital for patients to use.
Wonford (main hospital)	MRI	Letter told me to arrive 30 mins before my appointment (11.45 am) so arrived at 11.15 am. Told to go down to the MRI waiting room where I waited for 1 hr 10 mins to 12.25 pm. After changing back to the waiting room for another 10 mins, then taken to the MRI theatre waiting area where I waited a further 15	We are very sorry that on this occasion the MRI list was running exceptionally late and you were delayed. This should have been explained to you at the time. We have recently updated our

		<p>mins. I appreciate and sympathise with the problems you are having but a total of 1 hr 35 mins waiting - a bit better organisation or reality for appointment times would be better.</p>	<p>poster regarding waiting over 30 minutes to be more visual and printed in a larger format.</p> <p>We ask patients to attend prior to their appointment time to ensure all the pre-scan checks and cannula are all in place prior to the scan time and explanation of this test are fully understood. Sometimes an ECG also needs to be performed in this time.</p> <p>We will remind our staff of the importance of good communication when lists are running late.</p>
Nightingale (Diagnostic Centre)	General X-ray	<p>The only comment I could make is I accompanied a disabled young lady for an X ray on her foot , luckily the radiographer could do the Xray whist she was sat in her wheelchair as there was no hoist available. If he was unable to do this, the appointment would've been wasted.</p>	<p>We aim to book patients with mobility issues at our main Wonford site, however booking teams are not always made aware of mobility issues through our booking system. We do have a section on our Nightingale appointment letters which ask patients to notify us if they have any known mobility issues</p>
Wonford (main hospital)	General X-ray	<p>It would be useful if the patient could receive details of their xray rather than have to chase it up. Maybe post this on My Care if the patient is registered</p>	<p>Standard process is that all patients should receive a letter unless</p>

		and happy to have the details posted there.	<p>booked short notice over the phone.</p> <p>Patients with MyChart should also receive an appointment confirmation notification with relevant details.</p>
Nightingale (Diagnostic Centre)	Ultrasound	Don't recall the clinician introducing herself. Don't recall any explanation of procedure being given.	Standard process if for staff to introduce themselves and also to give an explanation. We are sorry this did not appear to happen on this occasion and your comments have been shared as a reminder with staff.
Nightingale (Diagnostic Centre)	General X-ray	<p>Staff at the Nightingale hospital were excellent, but after the delay in my referral being received (caused by my practice, not the Medical Imaging department) I phoned up to make my appointment as requested, only to have already had my appointment made for me on the one day of the week I couldn't do (Tuesday), and was informed that a letter had been sent out confirming this.</p> <p>I pointed out that I thought I was supposed to make the appointment when I call, and thankfully I was able to get this changed to the day before, Monday. Of course I never received a letter for either of the dates - despite this having already been sent out apparently) - and when I arrived at the Nightingale for my appointment they still had it on record as the original date (Tuesday)!</p>	The current process is that patients can phone the department to book their appointment 48 hours after their GP has referred them, however, at present our waiting times for general x-ray are reduced and therefore our administration team on this occasion had already booked the appointment and a letter would have been sent in the post.

		I'm very grateful that they were able to see me on the Monday as had been arranged on the phone, and all the staff I saw were excellent and accommodating, but the process to getting there was a mess.	
Nightingale (Diagnostic Centre)	CT	Overall a very very good service. Maybe a polite (pre/prepared) notice in the waiting corridor to say (when appointments are delayed more than 40 mins), "Sorry for the delay, you have not been forgotten & staff will be with you as soon as possible"	We are sorry that your appointment was delayed. Thank you for your feedback which has been shared with the Nightingale Site Management team
Tiverton	General X-ray	I received two of the same letter on two different occasions telling me about my appointment - I only need one.	We apologise that you received two letters, this is an administration error that rarely happens
Exmouth	Ultrasound	Bad car parking	We are sorry you experienced parking issues. We have fed this back to the Exmouth Site Management Team. Please note appointment letters do contain information around limited parking.
Nightingale (Diagnostic Centre)	General X-ray	I would have found it very helpful if the appointment letter had included what I would expect. I had no idea that it would involve a full examination, blood tests and X-ray. Consequently I found myself becoming rather stressed because I had not been informed. I was not prepared! But otherwise , clean bright surroundings and kind staff. An approximate time would also be helpful for friends etc, giving lifts to the patient	We like to keep appointment letters as concise as possible to ensure patients have the key information. There are patient leaflets available on our pages of the Trust website: <u>NHS Royal Devon Medical Imaging (Radiology, X-ray)</u>

<p>Wonford (main hospital)</p>	<p>CT</p>	<p>I appreciate that the scanning units in the car park are temporary and the waiting area outside of the oncology department also temporary, my only comment is this area was cold because the door to outside remained open. Would it be possible to arrange an area in oncology or haematology where the scanning staff could collect each person?</p>	<p>There are posters within the cabin asking patients to notify the receptionist when the room temperature becomes too cold or too hot.</p> <p>Your suggestion re location has been considered and unfortunately is not a feasible option.</p>
<p>Exmouth</p>	<p>Ultrasound</p>	<p>I didn't receive any information about parking at Exmouth Hospital with my appointment. I tried the website to no avail and eventually, I got through to a nurse practitioner who kindly explained there was parking but I would need to come early so I could find a place or wait for one to become available which I did. I arrived only just before my appointment as I had to park some way away. At around 12noon there was no receptionist but somebody behind a desk in an office told me I would be called ,which I was. I did not wait long but was worried that I had not been able to say I had arrived. I am very grateful for the attention I received, and the prompt reporting of it. Thanks to all concerned</p>	<p>The Exmouth appointment letters have been reviewed and information noted around limited parking is part of the information provided to the patient, we are sorry you missed this information.</p>
<p>Wonford (main hospital)</p>	<p>MRI</p>	<p>Fabulous care - was a bit of a shock to discover I needed a cannular. It would have been good to have that info included in my appointment letter.</p>	<p>Our MRI patient information leaflet which should be sent with your appointment letter and is also available on our Medical Imaging pages of the Trust website. The information states that an injection of contrast</p>

			<p>agent may be administered.</p> <p>We will review all MRI contrast letters to ensure this also states the above.</p>
<p>Wonford (main hospital)</p>	<p>CT</p>	<p>We could not find 'blue portacabin', but website (not information form) states it closes at 5pm anyway. No sign to alternative. IT WAS DARK. We were very stressed, so asked 'going home' staff passing through for help. Someone suggested knocking on 'Van' door. I was able to go in for scan - 30 minutes early. NO OTHER PATIENTS AROUND. TOLD I COULD HAVE HAD SCAN AT ANY TIME THAT DAY!! Obviously not busy. We had located the 'CT Vans' on arrival at the Hospital, and did not notice any patients entering or leaving. The scan experience was inferior to any we have had previously in the main hospital. We realise that frontline staff are working under extremely difficult circumstances at the moment, and are very very grateful for that, but administration regarding the scanning 'vans' would seem to require improvement!</p>	<p>Patients are sent the next available appointment date and time, letters state that if this is not convenient you can phone the department to rearrange.</p> <p>Appointments letters for after 5pm at the portacabin should ask patients to check-in at the main Medical Imaging reception. We apologise if an incorrect letter was sent and the information was not correctly communicated.</p> <p>We apologise that you were informed you could have had the scan at any time that day, this is not routine and could be from patients who did not attend their appointment, or cancelled at short notice.</p>

<p>Wonford (main hospital)</p>	<p>CT</p>	<p>The letter had two appointment times the second for Mako compatibility was not required. So waited not knowing that it was not relevant</p>	<p>We are sorry that this was confusing. This is a Radiology code to identify the specific test. There should only be one appointment time on the letter.</p>
<p>Tiverton</p>	<p>General X-ray</p>	<p>Disappointed that my x-rays were discussed by the lady in blue scrubs while the office door was open. Especially telling her colleagues that there were “obvious signs of lung cancer but we focus on the presenting complaint, the right shoulder.” Do I have lung cancer? Should I be worried?</p>	<p>We are sorry to hear your experience was not pleasant. Your concerns regarding over-hearing the staff have been feedback to the Superintendent who will remind staff of confidentiality.</p> <p>If you are concerned please contact your GP for the results of your x-ray.</p> <p>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</p>
<p>Wonford (main hospital)</p>	<p>Ultrasound</p>	<p>Procedure went as expected. only offered tea and a biscuit during 4 hour recovery. Would have asked for more food but felt staff were busy enough without me requesting any.</p>	<p>We are sorry to hear that you weren't offered a sandwich whilst in the medical imaging nursing bay and that you didn't feel able to interrupt our staff to ask.</p> <p>Whilst staff are often busy patients are always welcome to request food if</p>

			<p>required, we do keep a small stock of sandwiches for those who need them.</p>
<p>Wonford (main hospital)</p>	<p>Interventional procedures</p>	<p>I was 2 hours late going down for my procedure.</p>	<p>All interventional radiology appointment times are approximate due to the nature of our work. We frequently accept emergency requests from the wider hospital and lists are booked with an estimated procedure time in mind. We often rearrange the list to allow for more efficient use of our capacity.</p> <p>I'm sorry that this wasn't communicated to you prior to the appointment and will look into getting our letters changed to reflect this.</p>
<p>Nightingale (Diagnostic Centre)</p>	<p>CT</p>	<p>I was told by the CT booking team I'd need to have a blood test because of the contrast dye I would receive, but at the scan was told the protocol had changed and I didn't need contrast dye. This has left me concerned that either my scan was unnecessarily delayed by the unneeded blood test, or I didn't have the right scan I needed, as contrast was not used. Every staff member was friendly and as helpful as possible, but there's a lack of joined up working in the system somewhere.</p>	<p>We are sorry that this has worried you. Not all CT scans require an injection or dye.</p> <p>Please be assured that every CT scan is vetted and justified by a Dr specialising in Medical Imaging. This is to ensure that the correct CT scan is performed to answer the clinical question. On occasions this may change between appointment and scan. The Radiographers</p>

			will perform a pre-scan pause and check to ensure all documentation is accurately followed.
Wonford (main hospital)	General X-ray	Felt sorry for a man with a major leg issue asked to change into a gown in a small booth effectively in the middle of the waiting area. He struggled and emerged with gown half on revealing his underwear at the back to the room! Surely a dressing gown type thing would be easier and maintain dignity?	We are sorry to hear that on this occasion another service user was not treated with the dignity they deserved. We stock a selection of gowns, some that open at the back and some that do wrap around the body 1.5 times, the team have been reminded to ensure that they offer gowns that will sufficiently cover the patients that they are directing to change. Posters with gown instructions of how to put them on are displayed in all the changing rooms.
Wonford (main hospital)	General X-ray	I was checked into the Fracture Clinic and immediately referred on to X-Ray, necessitating a particularly long journey through the corridors. I wonder if it would be possible to refer patients straight to X-Ray on arrival? My journey was on crutches, because no wheelchairs were available at the Main Entrance. Some more active "hosting" (eg. by volunteers?) at the Main Entrance would have been a good thing, and could help to create a more caring and efficient atmosphere on arrival in the hospital. (I was given a wheelchair for my onward journey from X-Ray)	We are sorry that you have not had a smoothly transitioned service between multiple departments on this occasion. Unfortunately, we are not made aware of which patients are attending from fracture clinic in advance of their arrival. I will liaise with the fracture clinic manager to determine if they can facilitate a more effective use of the clinic and inform patients in advance if they will require an x-

			<p>ray before their clinic appointment and to attend directly to the x-ray department.</p> <p>I am glad to hear however that our team were able to find you a wheelchair for your onwards journey from our department to make the remainder of your attendance easier for you.</p>
<p>Wonford (main hospital)</p>	<p>General X-ray</p>	<p>During waiting by the changing room outside the X ray rooms, no one inform us to get change.</p> <p>The interpreter (that the admin person requested that has to be arranged) spoke and acted too fast and I was not able to understand a word of what she said. I ended up very embarrassing with having 3 ladies(2 NHS staffs and the interpreter) to take off all my clothes inside the X ray room in front of them. My daughter who can interpret for me was only allowed to wait outside and not allow to interpret. All needed to be interpreted was just to get change but instead your admin. officer arranged a stranger who refuse to speak slowly to interpret for me? The interpreter refused and stopped me ask questions as she said she was a nurse and knew everything.</p>	<p>We are sorry to hear that you did not receive the level of care and attention that we expect all of our staff to provide on this occasion.</p> <p>After attending the reception to book in for your x-ray it can sometimes take a little while for the radiographers or student radiographers to determine if you require the need to change for your examination, potentially causing some delay. We will look into a more streamlined system going forwards.</p> <p>If you wish to make a formal complaint you can contact the Patient Advice Liaison Service (PALS) on 01392</p>

			402093 or email rde-tr.Complaints@nhs.net
Exmouth	General X-ray	I have to go back as she did not read the notes and missed two Xrays	<p>Sorry you had to attend on two occasions.</p> <p>Unfortunately without patient details we are unable to look into this</p> <p>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</p>
Wonford (main hospital)	MRI	The MRI Clinician should have taken far more time to explain in detail how the procedure would be. My experience was traumatic and agonising and so painful.	<p>We are sorry that you were not given enough time to have the procedure fully explained to you and that you found the experience traumatic. We do have a MRI patient information leaflet which should be sent with your appointment letter and is also available on our Medical Imaging pages of the Trust website.</p> <p>We will discuss with the Radiographers at the next team meeting.</p> <p>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</p>

<p>Wonford (main hospital)</p>	<p>MRI</p>	<p>The only I would suggest is to make things easier/smoother for people, is if you number each trailer in large number visible for all to see, there would be no confusion on which trailer to go to (this can be unsettling/stressful before the unknown of a scan, if first time being scanned) It may be clear to the workers which trailer is which but to jo blogggs its unclear, other than that I must say good service. 👍</p>	<p>Thank you for your feedback. Unfortunately, the mobile vans are not Trust property. Patients should be clearly directed to the correct scanner or collected by the Radiographer.</p>
<p>Wonford (main hospital)</p>	<p>General X-ray</p>	<p>Staff should be aware that patients can hear them when they are talking to each other and joking about who gets which patient</p>	<p>We are sorry that your experience of the department was less than satisfactory. We have shared your comments in our March departmental newsletter and have reminded staff the important of the Trusts values and patient confidentiality.</p>
<p>Wonford (main hospital)</p>	<p>Ultrasound</p>	<p>Just wondering why I received three letters for one appointment</p>	<p>We apologise that you received three letters, this is an administration error that rarely happens</p>
<p>Exmouth</p>	<p>General X-ray</p>	<p>Apart from the parking which was oversubscribed everything was fine</p>	<p>We are sorry you experienced parking issues. We have fed this back to the Exmouth Site Management Team. Please note appointment letters do contain information around limited parking.</p>
<p>Wonford (main hospital)</p>	<p>MRI</p>	<p>I was left in a corridor outside the MRI room and had a fainting session and had to call out as there was no-one with me. I had been pushed from the ward and left.</p>	<p>Unfortunately, there is no dedicated IP waiting area whilst waiting for a scan. The ward will provide an</p>

			<p>escort if a patient is unable to be left alone. The imaging support team will notify the radiographers that a patient has arrived and there are usually plenty of staff in the vicinity if assistance is required. We would really like a dedicated IP waiting area but this will only occur with significant expansion and building works within the template.</p>
Nightingale (Diagnostic Centre)	General X-ray	Hi, I do not have a gender identity but I do have a sex (Male) which I was not able to select from the options above	Thank you for your feedback we have added non-binary as an option
Wonford (main hospital)	CT	<p>I had a CT with contrast and was not at all happy with how the needle was placed in me for the contrast, I told them (2 men) that I have a problem with needles and was nervous but the man putting in my needle didn't give me a chance, he quickly put the needle in a place at the side of my wrist which I've never had done before and found odd but he really hurt me and I was left with a large bruise for days, I found him without empathy and just wanted to get on with the job, quickly! This has put me right off and I know I will have a huge issue if I ever have to get this done again.</p>	<p>We am very sorry to hear of your experience and that the radiographer was not empathetic. Our Radiographers are highly skilled in cannulation and will cannulate where they believe have the most successful attempt at cannulating 1st time. I am sorry that on this occasion that you had a bruise but this can happen. If you need to have another cannula please let the member of staff know that you found it particularly uncomfortable on the side of your wrist.</p>

<p>Wonford (main hospital)</p>	<p>CT</p>	<p>I ended up in the wrong waiting room but they found me easily, follow the green line for CT scan.... I followed the red one. My fault, I was too embarrassed to say I was colour blind, was hoping there wasn't a red one</p>	<p>We are sorry to hear you felt too embarrassed to inform the staff that you are colour blind. It is important that accessibility needs are disclosed so that your electronic patient record can be updated to help aid future appointments.</p>
<p>Wonford (main hospital)</p>	<p>Ultrasound</p>	<p>Very satisfied with treatment at the RD and E this time NOT SO HAPPY with misdiagnosis of fractured pelvis being classed as soft tissue or missed hip fracture.</p>	<p>We apologise for your experience. 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</p>
<p>Wonford (main hospital)</p>	<p>CT</p>	<p>In the Reception Portakabin the reception person read out all my contact details loudly in front of other waiting patients, which is not good practice. Nothing was explained to me during or after the procedure about how I would get my results. The staff who carried out the procedure, whilst generally pleasant and polite, seemed stressed and tired and said it had "been a long day" - it was only 2pm. Initially they seemed to be very detached and only really engaged with me once I raised a relevant health issue. By the time I left I felt they were kind, but not initially. I think they also hurried me out when I should have been allowed to sit for a while (the reason given was that there</p>	<p>The Trust require all reception staff to complete identification checks. Following feedback we have changed our process and Receptionists will ask for part of identification checks where possible. The staffing on the mobile vans are agency and your feedback will be sent to the Management Team.</p>

		were a lot of people in the portakabin - not my problem!) Overall though the process was ok and seemed efficient.	
Nightingale (Diagnostic Centre)	MRI	1, Nothing was too much trouble. Staff were excellent, 2. Machine - noisy, lengthy and music quality awful.	Unfortunately, the MRI scanner is very noisy and an MRI scan can take up to an hour or more. This should have been explained to you prior to the scan and in your patient information leaflet. The MRI scanner does affect the sound quality of the radio.
Wonford (main hospital)	MRI	The MRI staff are wonderful!! They have such a friendly and reassuring presence. I felt comfortable and safe the whole time One comment would be for the pre contrast eGFR my GP wouldn't agree to do it without a form from the hospital so my be easier to do a community collect/ hospital phlebotomy department	The majority of eGFR bloods are requested at the Wonford Hospital or via Community collect. If GPs are out of area then Community collect is not an option.
Wonford (main hospital)	General X-ray	Answered alongside daughter 5 No risks were discussed at all.	We are sorry that you were not provided with the relevant information required for the examination. Our Radiographers have been reminded of their responsibility to all patients to ensure that they are made aware of the relevant risks of exposure to ionising radiation, and the equivalent background radiation information is displayed in our

			<p>waiting rooms for patient information.</p> <p>The Radiographers have also been reminded of the importance of discussing any risks to people acting as a comforter or carer to a patient undergoing an x-ray examination.</p>
Wonford (main hospital)	MRI	I would like to know more about what the images are for	Your referring clinician is responsible for informing patients why they are being referred for any type of imaging.
Wonford (main hospital)	General X-ray	You need a social scientist to design you a better survey. Look at Q5. Q4 needs a D/K for the child friendly question.	Thank you for your feedback. We have amended the paediatric survey for future data collection.
Wonford (main hospital)	DEXA	Unfortunately, the Dexa scanner machine was not working properly on the day we visited- coming back again	We apologise that you were unable to have your scan on your appointed day, unfortunately, our very busy equipment can occasionally break down. We aim to get equipment fixed timely to prevent any further delays for patients.