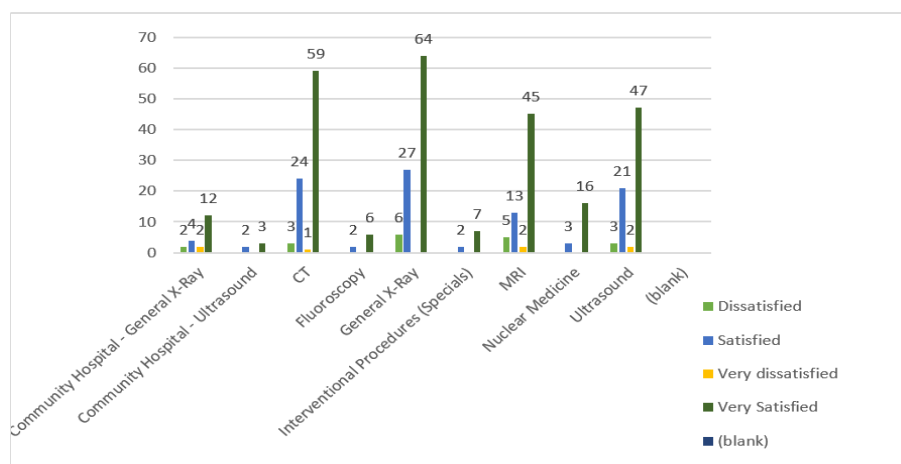


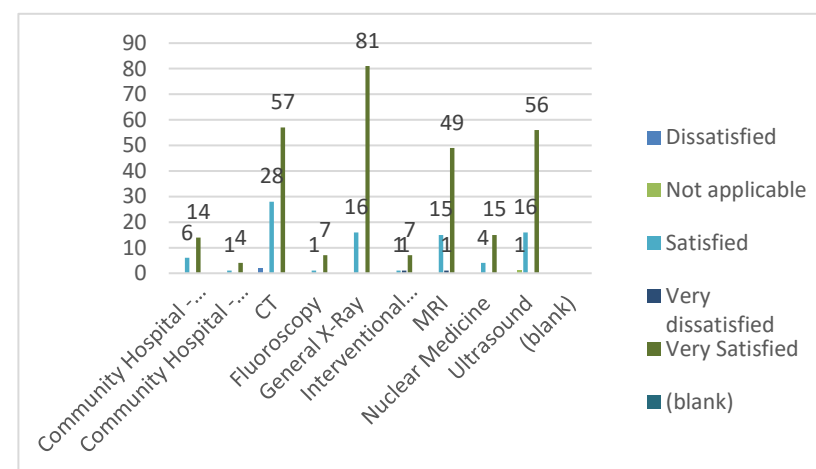
MEDICAL IMAGING JANUARY 2022 PATIENT EXPERIENCE SURVEY RESPONSES

Year	Questionnaires Issued	Returned Questionnaires	% Response Rate
January 2022	2582	390 (7 are paediatrics)	15%

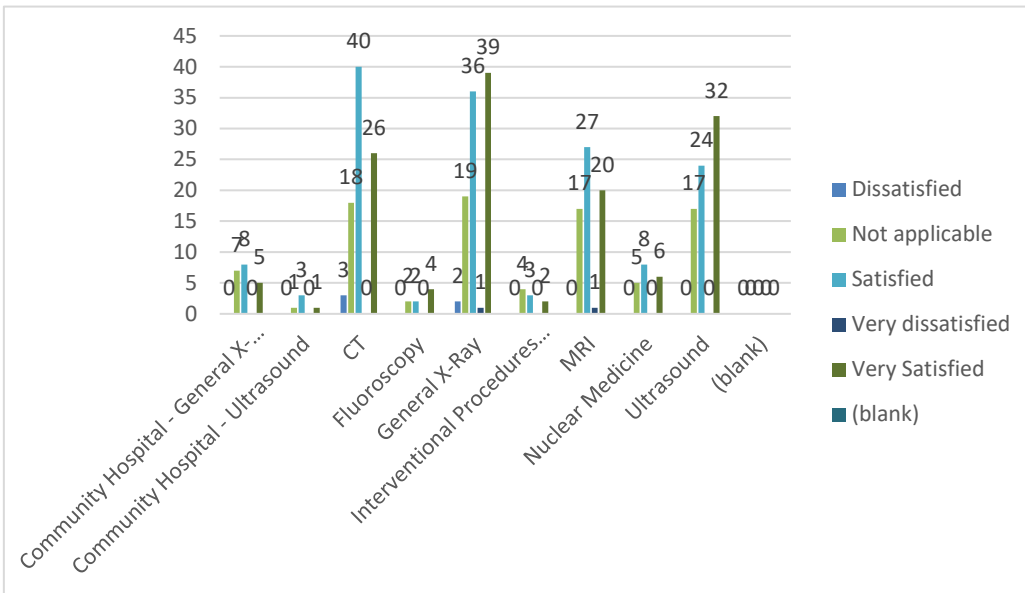
Speed of appointment (from referral to receiving your appointment):



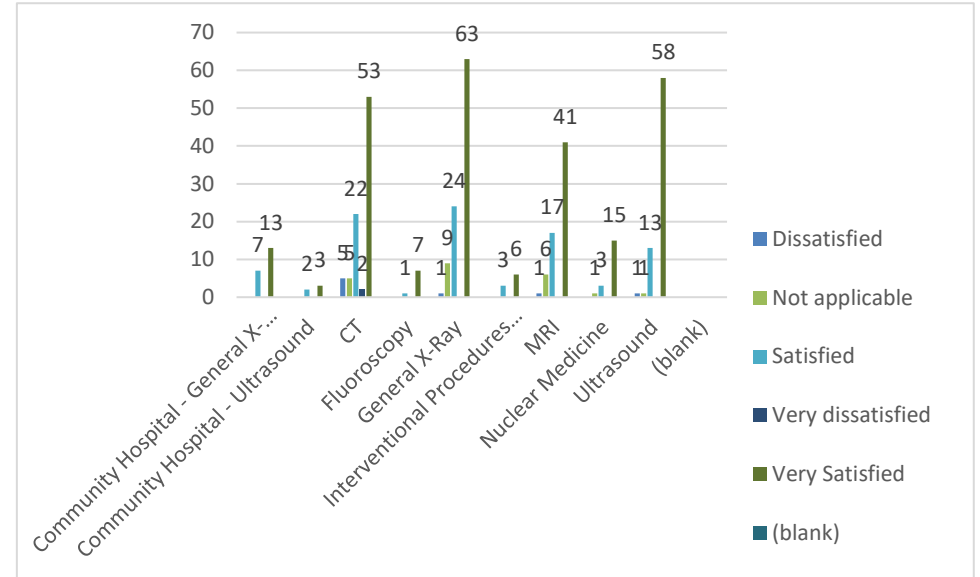
Privacy and dignity maintained during my visit:



Information in the waiting area:



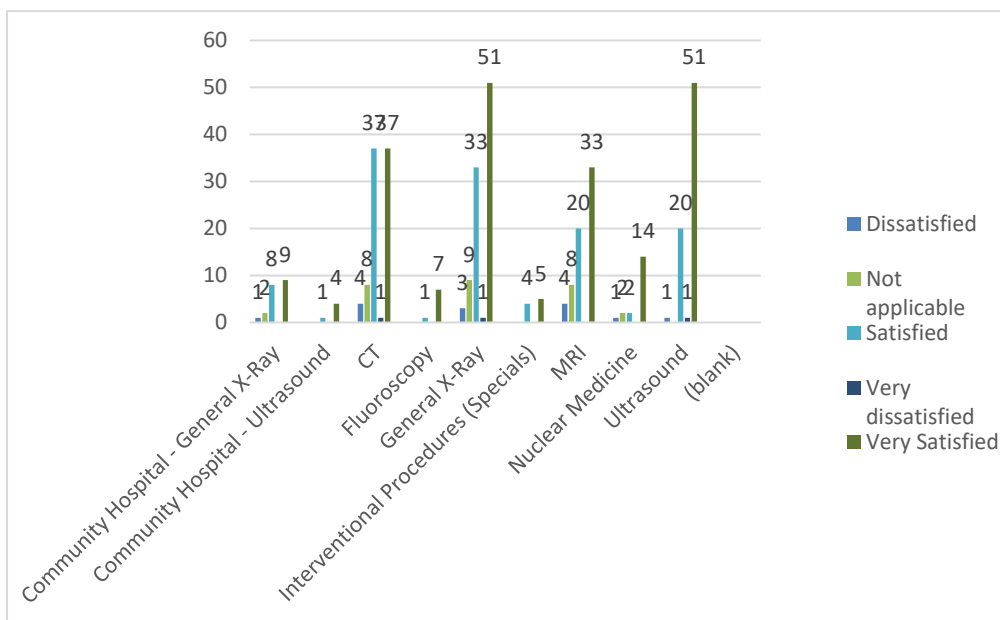
The information



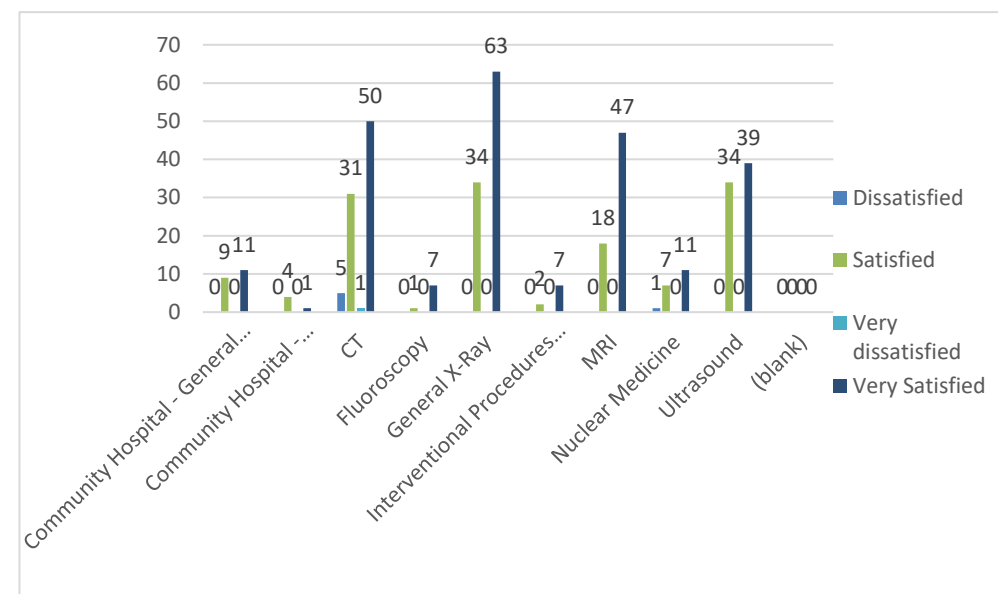
Patient Experience Survey Responses

Month/Year	Questionnaires Issued	Returned Questionnaires	% Response Rate
January 2022	2582	390 (7 are paediatrics)	15%

Results procedures explained:



Easily identifiable by uniform staff functions:



Information – have you accessed our Medical Imaging webpage on the Trust website?

- 15 answered Yes (of which 11 stated that they were satisfied & 1 stated that they were dissatisfied)
- 321 answered No (of which 4 stated that they did not know how to)

Comments:

- Yes, and content good
- Yes, it was clear and concise
- No. I was not told I can do this
- No, but I would like to if I knew how!
- Yes, all you need to know

- Yes, very satisfied
- No, but now intend to do so!
- No. Did not know you could?
- Yes-simple to use
- No. I didn't find it necessary as I already had all the relevant information.

January 2022 Patient Experience Survey feedback

During two weeks in January we handed out 2582 surveys, 390 of you responded to the survey and left additional comments, below are our responses.

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

Patient letters/information	
You said	We did
A suggestion. After the first letter of appointment received, stop including many A4 sheets of paper explaining the same thing each time that is not needed.	It is standard procedure to send patients appointment letters and information leaflets for their examinations and therefore the amount sent is required for each individual patient appointment.
Either in My Care or in the appointment letter or both (I don't have the letter to hand), the appointment was referred to as being in 'the ultrasound' department. The signs in the hospital corridors call it 'Medical Imaging'. I've been before, so I know this.	Letters have been checked and these are all correct with directions to Medical Imaging, however they will still mention ultrasound as this is the specific type of appointment you are attending for. The MyCare team have been contacted to ensure this holds the correct information.
Letter says go to one place. My care App says go to another!	As above
Letter should read car park C not women's health centre	Letters inform you where the cabin is located on the hospital site and not the specific car park
Appointment letter had instructions which seemed not particularly relevant to me, and which were not checked on arrival. For example, I was told to drink 1 pint of water an hour before my appointment, which I would have found difficult to do, but in the event, no-one asked whether I had done this. I therefore worried about this unnecessarily.	The radiographer does not always ask if you have drunk the water, they will be able to see this through the scans taken
I didn't think to ask at the time and the leaflet didn't say about exercise after the scan. I appreciate there can't be an endless FAQ list but maybe online? Thank you.	All relevant information is within the information leaflet and letters. We would advise patients with any questions to ask the clinical team at the time of the appointment
Patient letters/information	
You said	We did
As the appointment was made over the phone I did not have any details of eating and drinking before appointment.	Any prep information would be given over the phone at the time of the booking. If you did not receive any prep instructions then please assume you can eat and drink as normal.
Facilities and environment	
You said	We did
The waiting room, whilst serves a purpose is cluttered with information on the walls and would perhaps have more impact if condensed.	Review of all patient waiting areas has taken place and the information has been condensed to ensure that it relevant for the specific waiting areas

Facilities and environment cont'd....	
You said	We did
Was embarrassing having to change into a gown for my procedure in a recovery room as a nurse walked in part way through me getting changed. She did apologise as she didn't know I was in there but did not help my anxiety and I was then worried when I had to get changed back into my clothes in the same recovery room. I went in for my appointment 2 hours late, but I understand this can't be helped if other patients need are greater, or unexpected complications occur.	We apologise that this was your experience, we like to maintain privacy, dignity and respect, and therefore your feedback has been passed onto the Nursing team to ensure this is prevented from happening.
Waiting area was a little tired.	Work is underway to improve our waiting areas environment on the main RD&E site. We have had professional photos taken of teams which will be displayed through-out the corridors of the department. We are also looking to replace any chairs that may be damaged and worn.
My one concern all be it a minor one is the condition of some of the waiting area setting, some of the furniture is very tired.	As above
A chair would have been useful in the changing room	All changing rooms are being checked to ensure a chair is available for patient to use.
The Medical Photography department is a poorly setting. There is no place for patients to place their personal belongings. Female patients may feel vulnerable to have a male taking naked photo shoot	We are going to make sure chaperones are available for any patient who would feel more comfortable with this facility.
Would have liked to have been informed about the steps as don't like heights. Steps were also slippery. Staff member let you use the lift to return to the ground.	We capture patients with mobility issues through asking this in the appointment letter and can re-arrange the appointment if this is required. Health & Safety have reviewed the mobile vans during, cold, icy and wet spells to ensure these are safe for use.
Mobile van appointments	
You said	We did
I have always found the medical imaging department at the RD&E very helpful and efficient. The only comment I would make is that when visiting the mobile MRI unit as I did - about which I have no complaints whatsoever - having to walk outside the main hospital to access it is not very satisfactory if the weather is bad and it is rather a long way from the main Medical Imaging reception area.	These scanners are increasing our appointment capacity, and whilst we appreciate these are situated some distance from the main department they are allowing patients to be seen much more timely.
I had a very satisfactory visit for, an MRI scan. All staff were friendly and professional. The machine was in a mobile unit and I found the steps into the unit were very steep and wobbly!	There is a lift for patients who find the steps too steep. The comments have been fed-back to the Medneo/Alliance team who provide us with these scanning facilities.

Mobile van appointments cont'd....	
You said	We did
It would be good if the correct information was sent. I have twice been sent to area M to then be sent to portal unit outside cherry brook as walking is hard for me it makes it a lot easier to know in advance	Due to Covid infection precaution measures our cabin can only facilitate a small number of patients therefore, some patients are asked to check in with the main reception first. Once the measures are reduced we will of course look to accommodate more patients into our cabin waiting area.
It would have been helpful to be told with the appointment letter that the CT scanner was in a vehicle outside the hospital and a long walk from the area M reception where we had been instructed to go. I am in a wheelchair and once outside we had to circle around two such vehicles, over blocks across the path, trying to find an accessible way to get to an entrance, but they all were up a flight of stairs After a short time the radiographer found us and took me up to an entrance in a lift fitment but my husband had to wait outside in the cold and darkness. If we had been told this in advance we could have driven to the far end of the hospital and parked near the mobile scanner.	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.
It's quite a long walk to the mobile units from the waiting room if you are injured	As above
Very satisfied. The only thing I can say, is that the porter cabin was a bit chilly.	There is a heater in the cabin, which is switched on in the mornings. Due to Covid infection precaution measures, the window is open for ventilation. We have added a poster that asks patients to inform the receptionist if they would like the window to be closed.
Quick appointment for non-urgent scan (more responsive than any face to face GP service I have received over the last 2 years). I found the mobile unit & waiting room a little cold. The staff were friendly & professional. I would have liked to know when I might hear the results after review by a radiologist, but the staff had no idea. This isn't their fault - they are contractors to provide radiography only. But it would have been good if the RD&E could have given some kind of indication about this.	As above. Staff are unable to give results at the time of the procedure. A report has to be formally written and verified by qualified clinical staff members 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
It would have been helpful to know that I had to report to the blue porta cabin reception in the carpark on the letter I received I wandered round the carpark until I found it as it wasn't clearly signpost or mentioned on my letter	We have reviewed the letters and this does state: <i>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.</i>

Mobile van appointments cont'd...	
You said	We did
<p>There was no way to avoid walking the full length of the building twice since the reception and scan were at opposite ends of the hospital and this caused me issues with my limited mobility. There was also no advice regarding this situation prior to the appointment to aid visit planning, despite calling in advance as I was led to believe the cabin was at the same end of the hospital as the reception.</p>	<p>We have ensured there is a 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.</p> <p>A poster has been added to the main reception to advise patients to inform the receptionist if they have mobility issues</p>
Results	
You said	We did
<p>I would have liked to be able to discuss the results afterwards. It is frustrating to leave without knowing anything</p>	<p>Staff are unable to give results at the time of the procedure. A report has to be formally written and verified by qualified clinical staff members before this is shared with patients and the referrer.</p> <p>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.</p>
<p>Although there was a long wait for the appointment, the procedure was very satisfactory. I was not told when I could expect results of the scan the staff were all very friendly and helpful. Thank you</p>	<p>As above</p>
<p>After arriving in room to get guided injection, the doctor had no idea why I was there and made me feel like an imposter</p>	<p>We apologise that your experience was not satisfactory. We have shared your feedback to the Clinical Director who will share with the clinical team.</p>