

Radiology Patient Satisfaction Survey

The vision of The Clatterbridge Cancer Centre NHS Foundation Trust is to provide the best cancer care to the people we serve. We want to improve our care by listening to our patients and those whose lives we touch. We undertook a patient satisfaction survey in November 2020 for a sample of outpatients attending our Radiology department and these are our results.

- **100%** of patients said that they received sufficient information prior to their scan or X-ray, and **99%** said that our staff clearly explained the procedure.
- **100%** of patients were satisfied with the security of their belongings and **99%** were very satisfied or satisfied with the waiting areas.
- **97%** of patients were very satisfied or satisfied with the time they had to wait before their scan or X-ray.
- **18%** of patients said they were not kept informed of any delays.
- **100%** of patients said that our staff acted in a professional and courteous manner, and **99%** felt that their privacy and dignity was respected.
- **96%** of patients said that they were able to talk to a member of staff regarding any concerns or anxieties.
- **100%** of patients felt that they were very well or well looked after during their visit to the Radiology department.
- **96%** of patients rated their overall visit to Radiology as excellent or very good.
- **86%** of patients said it was clear *how* they would receive their results and **80%** said it was clear *when* they would receive their results.
- **15%** of patients said they were not aware that they could call the Radiology department with any queries or appointment changes.
- **46%** of patients were not aware or not sure of our policy regarding consent for use of their images for teaching/research purposes.
- **19%** of patients said that they had additional needs which had not been addressed, although no clarification was given in the comments box.

“Everything was spotless, very good in all aspects.”

“Glad to see a drinks machine, it’s a long time to wait without a drink, thank you.”

“The team looked after me very well, thanks to everyone.”

“Considerate, courteous and excellent communication.”

“A very professional team and I felt safe and well informed, thank you.”

“Outstanding in every way.”

“Excellent, very pleased and happy.”

“All in all, it was a pleasant experience and the care was second to none.”



You said...

You would like to be more informed about how and when you get your results.

You were not aware or not sure of our policy regarding consent for use of your images for teaching/research purposes.

That the waiting area at our Wirral site was cold.

That the changing cubicles are small and uncomfortable.

You were not aware that there were lockers for valuables.

We did...

We reminded our staff that they must communicate this to all patients and we have also added information to banners and digital patient information screens in our waiting rooms.

We are now displaying this information on banners and digital patient information screens. We are also reviewing our patient information leaflets.

We informed our Estates team and it was found that the waiting area was cold due to a fault with the doors. This has now been rectified.

We are changing the solid wooden doors of the cubicles to ones with frosted glass. This will maintain patient privacy but allow more light into the rooms.

We reminded our staff to tell patients about this facility and we have also installed signage to signpost patients to them.

**With thanks to The Clatterbridge
Cancer Centre NHS Foundation Trust
Clinical Effectiveness Team**

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