

Magnetic Resonance Imaging (MRI) Patient Survey

A survey was carried out to assess the experience of patients undergoing Magnetic Resonance Imaging (MRI) at Gloucestershire Royal Hospital.

Questions were asked regarding patients experiences prior to the MRI appointment, within the MRI suite, within the scanning room and after the MRI scan.

74 questionnaires were distributed to patients whilst in clinic, and they were all returned, giving a response rate of 100%.

General Statistics

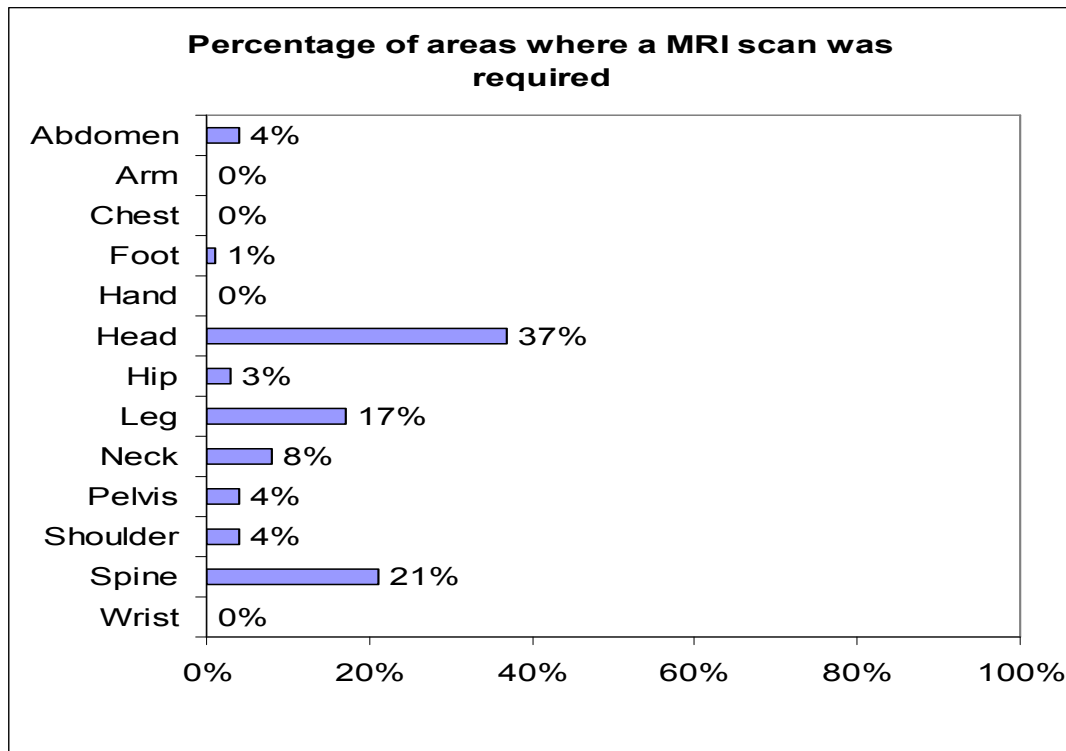
About the patient:

- Of the 74 replies 58% were male and 42% female.
- 87% of the respondents were between the age of 12 and 60, with 1% between the age of 5 and 11, and 12% over 60 years of age.
- The majority of patients (91%) stated no disability and 9% (8 patients) stated they had a known disability as shown below:

Disability	Number of patients
Back disease	1
Spine and joint injury	1
Back injury	2
Breathing	1
Knee problem	1
Arthritis in knee's and elbows	1

Table 1

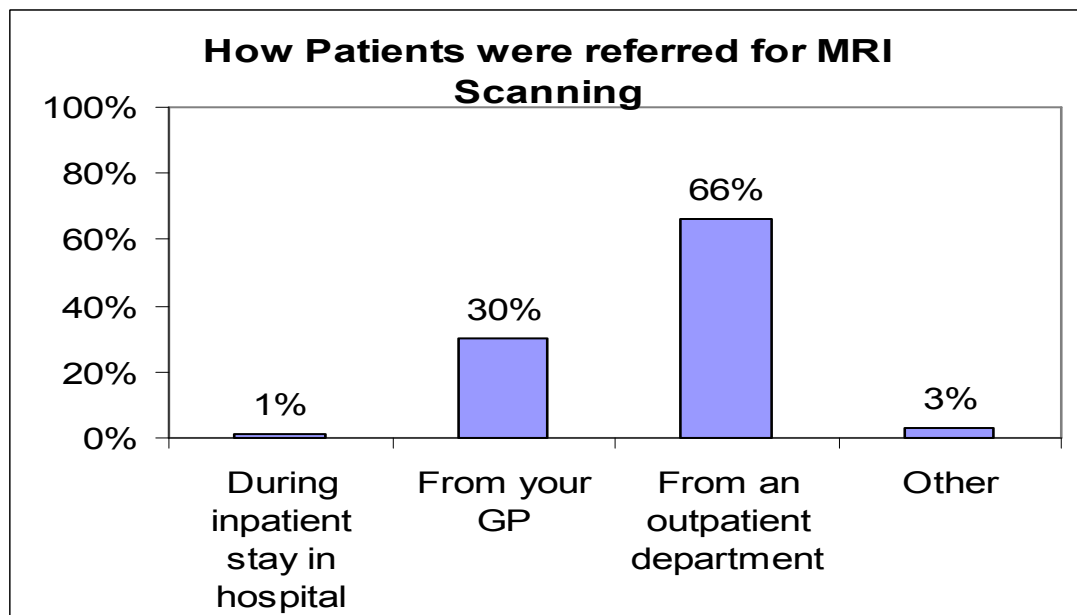
Graph 1 below illustrates the areas for which MRI scans were required.



Graph 1

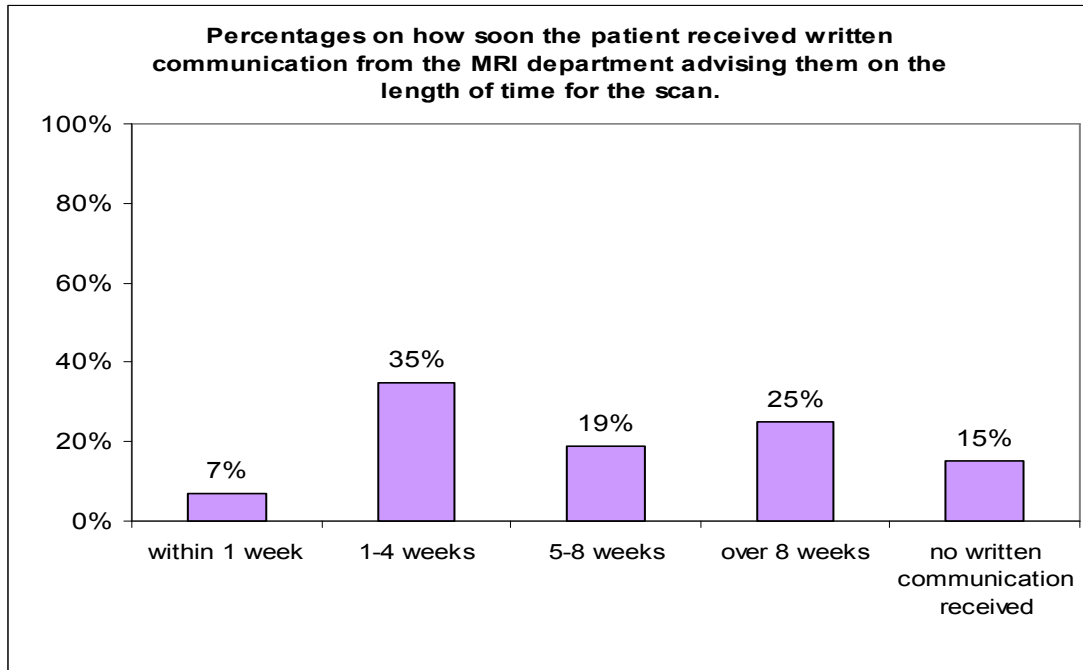
The Experience prior to the MRI appointment

Graph 2 below explains that the majority of people (66%) were referred from an outpatient department.



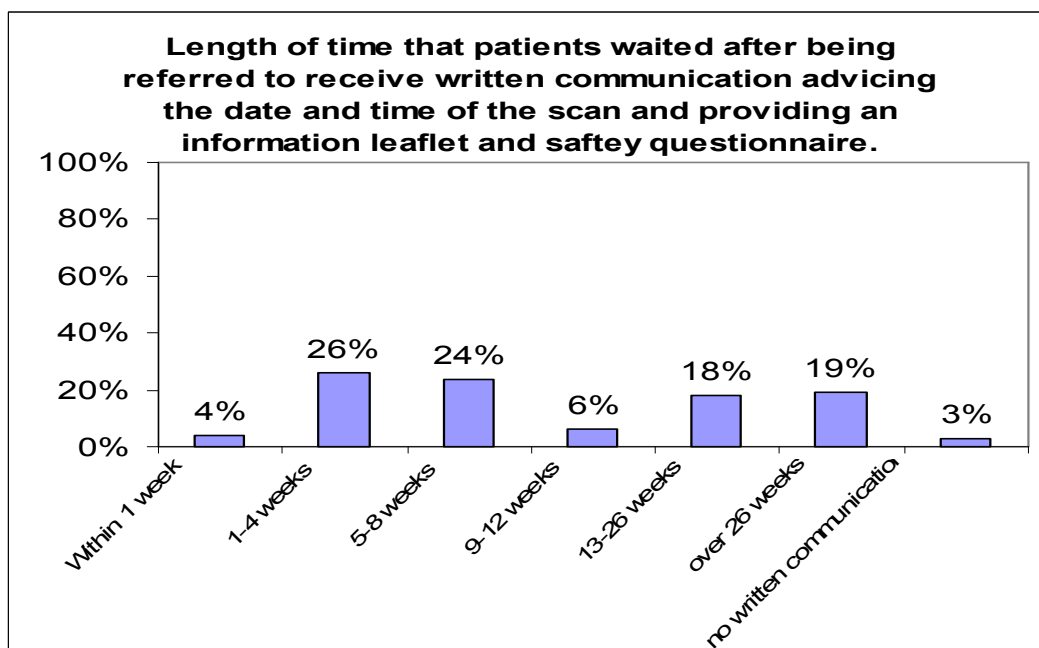
Graph 2

As illustrated in graph 3 below the majority of people (35%) received written communication from the MRI department advising them that the length of time they would have to wait for a scan was 1-4 weeks. However, 25% had to wait over 8 weeks for their letter and 15% had no written communication.



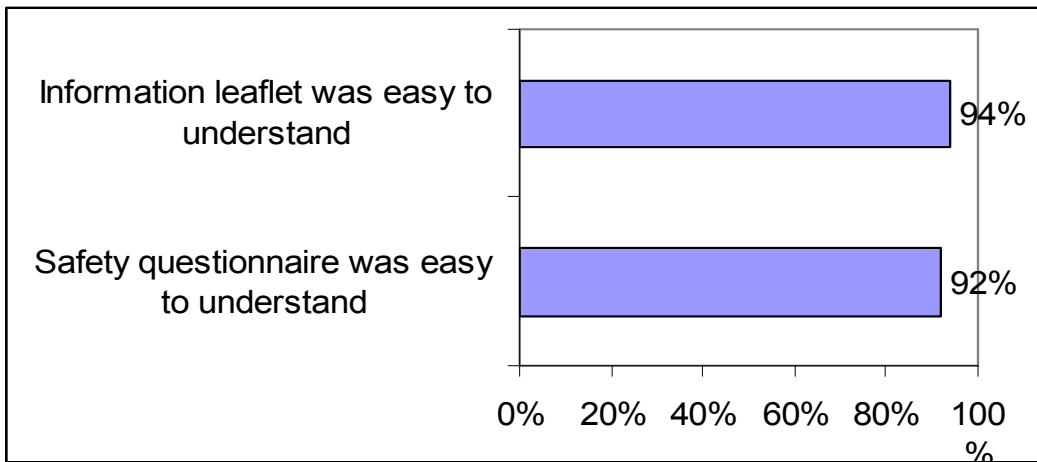
Graph 3

Graph 4 below illustrates how soon after being referred the patient received written communication from the department, advising the date and times of the scan and providing information leaflet and safety questionnaire.



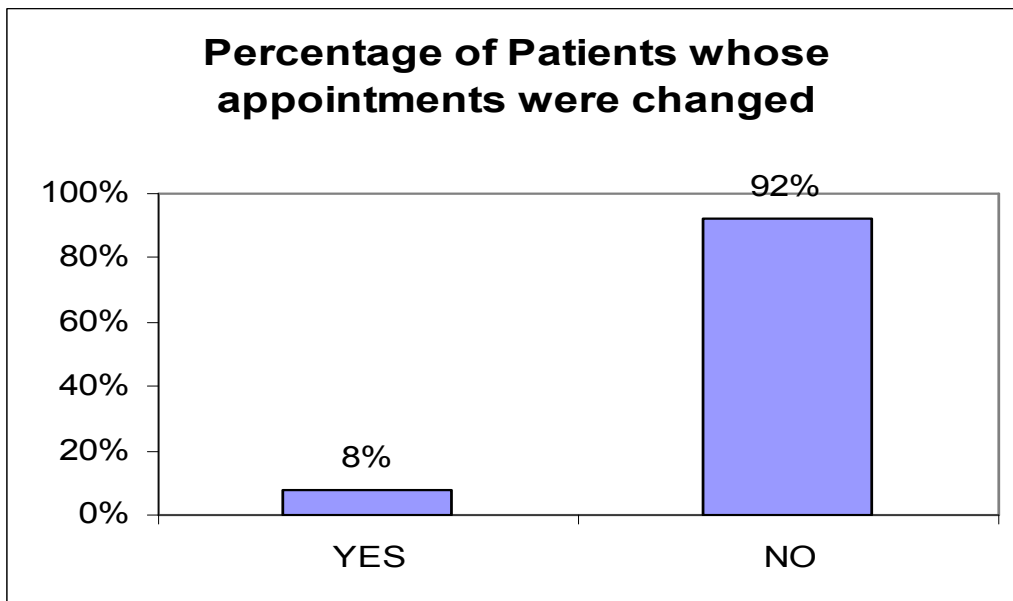
Graph 4

Patients were asked to provide the views on how easy to understand the information leaflet and safety questionnaire given with their appointment were. The results are shown below in graph 5.



Graph 5

92% of respondents stated that after receiving their appointment no changes were made. Of the 8% whose appointments were changed, 8% only had their appointment changed once as shown in graph 6 below.

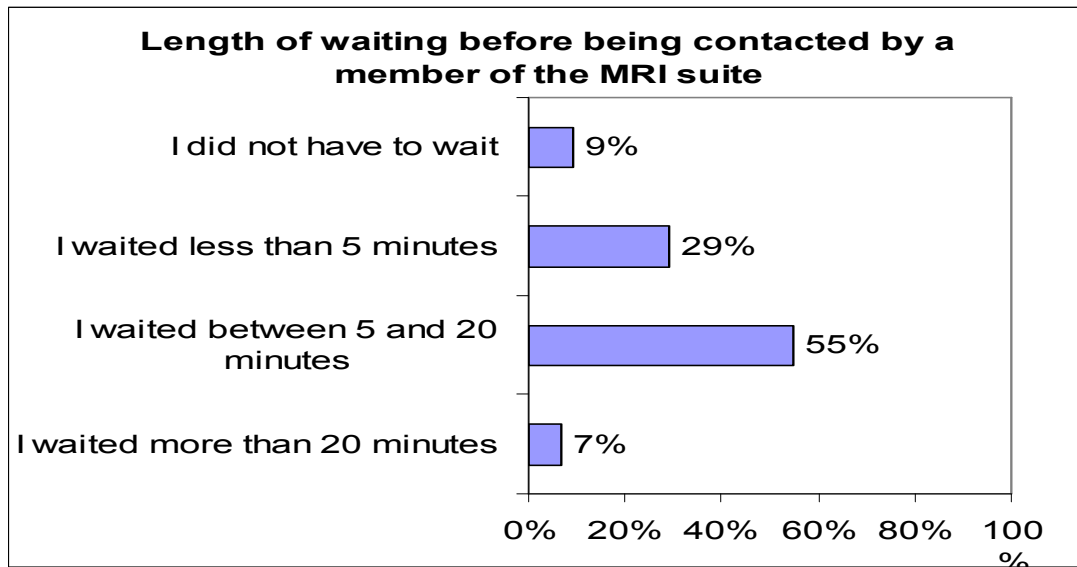


Graph 6

Experience on arrival for appointment

The percentage of patients attended to straight away by reception was 83%, with 13% queuing for less than 5 minutes and only 4% queuing for more than 5 minutes.

Graph 7 below illustrates the length of time respondents had to wait to be seen by a member of staff. 55% of respondents waited between 5 and 20 minutes while 29% waited less than 5 minutes.



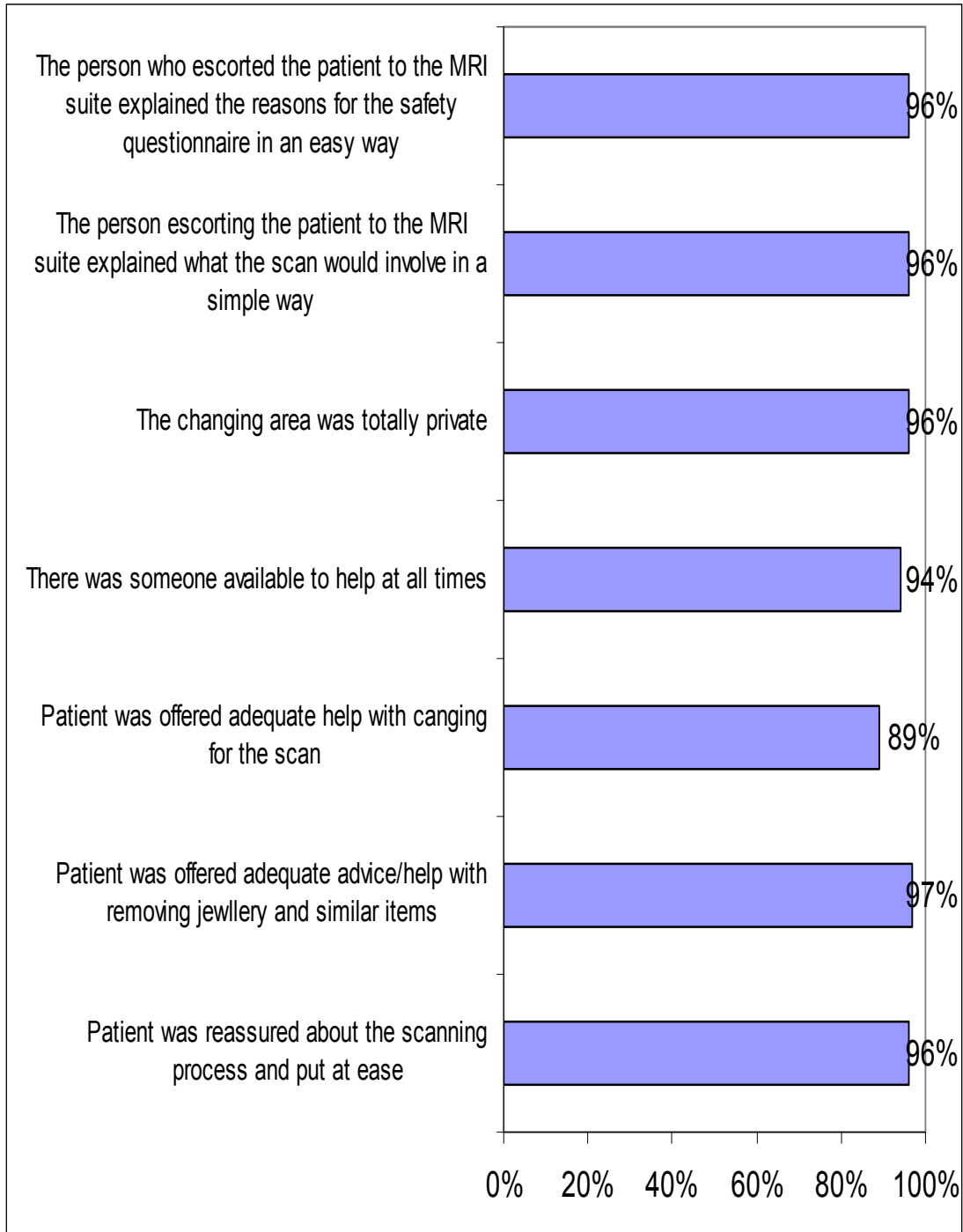
Graph 7

18% of respondents who had to wait stated that someone explained a reason for the wait. However, 20% stated that they had to wait but no-one explained why. The remaining patients stated they did not have to wait.

92% of respondents expressed that they had been escorted into the MRI suite by someone who had introduced themselves by name, and explained their roles pleasantly and fully. Only 3% didn't understand the MRI staff's role and 4% didn't receive an introduction or explanation.

The Experience within the MRI Suite

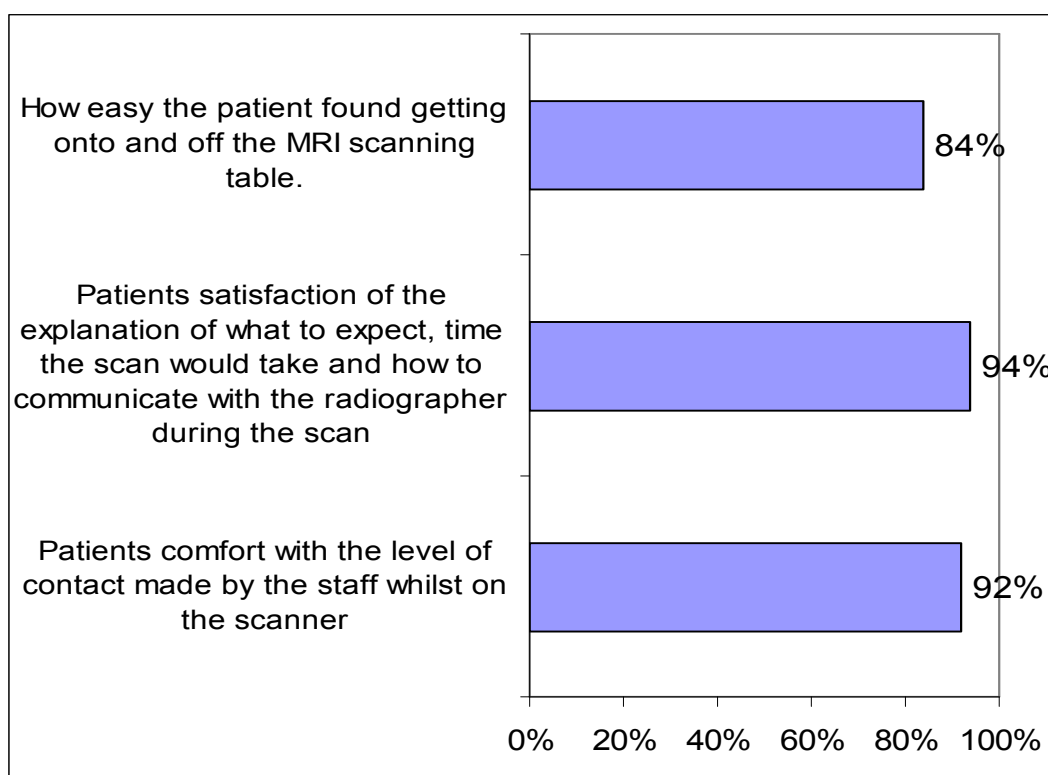
Graph 8 below shows the patients' experience and satisfaction of the MRI suite.



Graph 8

The Experience within the MRI scanning room

Graph 9 illustrates the patients experience and satisfaction inside the scanning room.



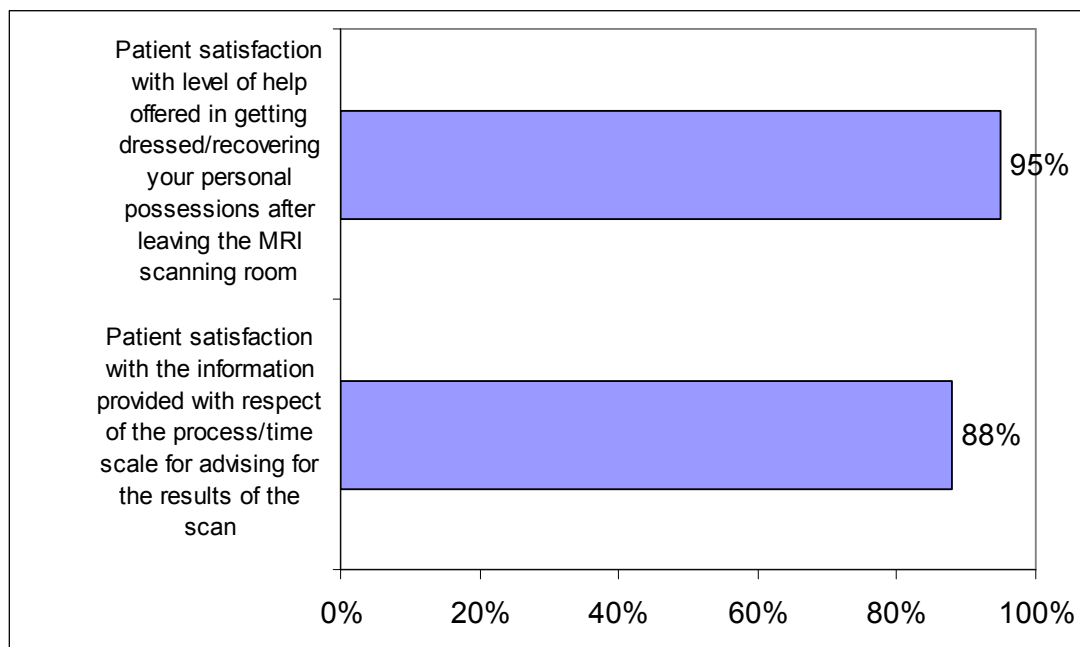
Graph 9

The 23% of respondents who did not feel totally comfortable with their experience of the scanning room were asked to tick various alternatives that would help them become more comfortable with their experience:

- 12% stated that regular intercom updates of overall time remaining in scanning would help to relax
- 3% required regular intercom updates of how long each scanning period would last.
- 4% asked for explanations of reason for 'gaps' in scanning process.
- 3% required headphone and their own tape/CD.
- 1% asked for headphones and any tape/CD.

Experience after the MRI scan

The levels of patient satisfaction after the scan are illustrated in graph 10 below.



Graph 10

Respondent's comments regarding other information they would have liked at this stage are shown below.

- *I was not told how long the scan would take, which might have been helpful, as I lost all feeling for time, also a warning that it is quite noisy would have been helpful*
- *Time scale (approx) on results*
- *2 weeks is a long time to wait for results. As it leads to more anxiety about the condition you have*

Patients' comments

Comments regarding what the respondents found most helpful about their MRI Scan Appointment include:

- *Pleasant and helpful staff*
- *The pre scan information*
- *How fast I got my appointment*
- *I was dealt with very quickly*
- *Not much waiting time*
- *Quick response from GRH after doctor's appointment*
- *The total operation from start to finish was very satisfactory. All staff were very helpful and reassuring. Thank you*

Comments regarding what would make the MRI scan Appointment easier for the patient include:

- *The MRI Suite needs to be signed a little better as I found it difficult to find*
- *To have longer before getting off the table*
- *Shorter wait for appointments*
- *Results sent to the consultant sooner*
- *If it was still carried out in the lorry trailer and they came to my house.*
- *Less time waiting*
- *Tape or CD player and a companion with me*
- *More comfortable head rest so I could have slept better*