

Gloucestershire Hospitals  
NHS Foundation Trust



**Radiology Department**

**Patient Satisfaction Survey**  
**September 2005 – March 2006**

FINAL REPORT

*Patient & Public Involvement Department*  
*June 2006*

## Radiology Department Patient Satisfaction Survey 2005/2006

### Introduction

This report provides a summary of the results of the Radiology Department Patient Satisfaction Survey which took place during September 2005 – March 2006 at Cheltenham General Hospital.

This survey was carried out to identify the patients' satisfaction level for the X-ray Barium Service. Patients were given the opportunity to provide free text comments within the questionnaire on their experience and also how the service could be improved. 100 surveys were distributed to patients whilst in the Radiology Department and returned to the Patient and Public Involvement (PPI) Department using pre-paid envelopes.

82 surveys were completed and returned to the PPI Department, giving a response rate of 82%. Please note that the number of respondents for each question is acknowledged within the graphs (*n*).

Where appropriate satisfaction scores have been applied to some of the questions in the survey. The satisfaction levels within this report were calculated using a five point scale:

4 point for the maximum scale, e.g., excellent or very easy; and

0 points for the lowest scale, e.g., very poor or very difficult

The satisfaction level was calculated as the ratio of the actual score to the maximum possible score, expressed as a percentage.

### Summary of Results

63% of patients were seen promptly at the stated appointment time. 40% of patients who had to wait were not given an explanation by a member of staff.

With regard to care, patients felt that they were given privacy when needed (94%). Patients were satisfied that staff explained the procedure (94%) using words they could understand (93%) and were given a chance to ask any questions (91%).

The information sent prior to arrival on bowel preparation (86%), dietary instruction (84%) and diabetes (86%) was generally rated as very good.

Patients were 80% satisfied that the information given in the form of leaflets was clear and easy to understand. Patients were only 76% satisfied with the directions to the Radiology Department.

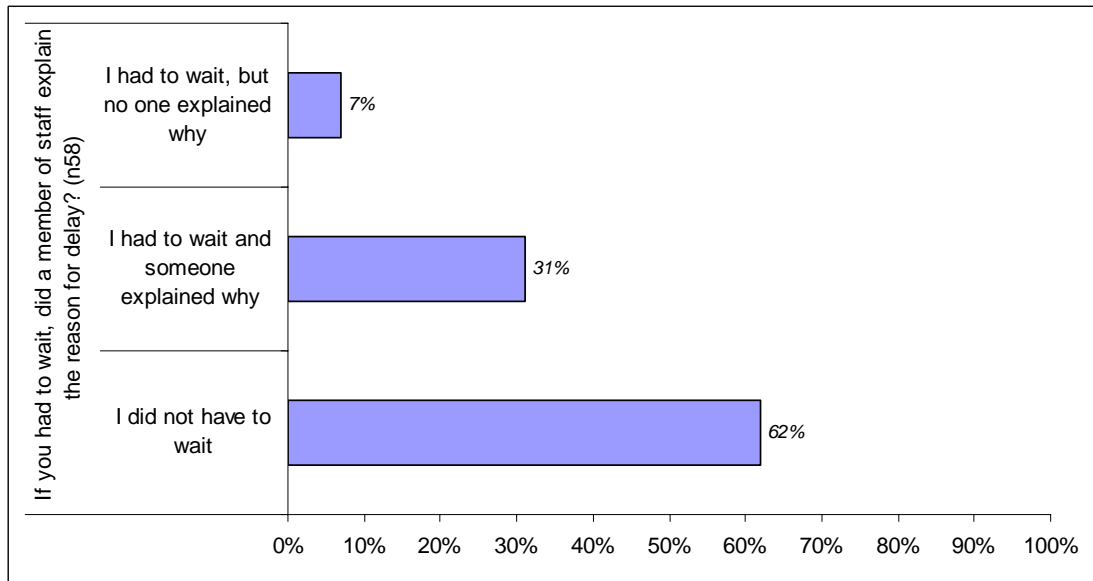
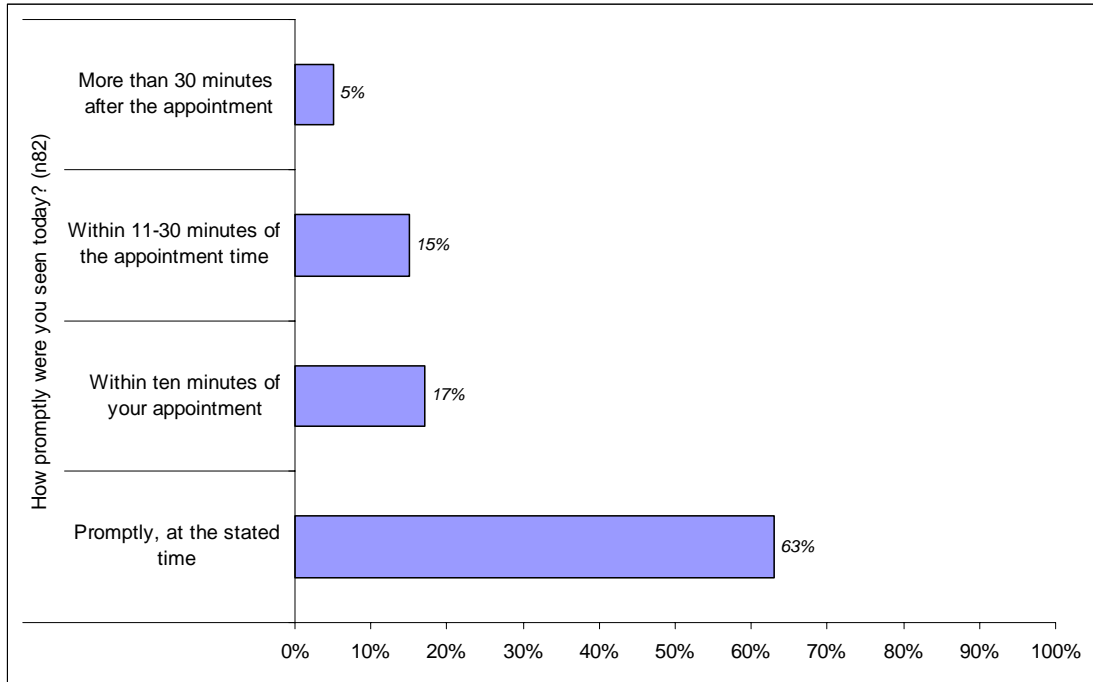
The lowest satisfaction score was achieved with the overall impression of the waiting area (65%), although patients were satisfied with the speed of attention at reception (85%). It is important to note that building work was underway throughout the duration of the survey and therefore it is likely that such work may have impacted on patients' views, in particular their overall impression of the waiting area.

Overall, patients were satisfied with the manner and attitude of staff (94%) and the standard of cleanliness (82%).

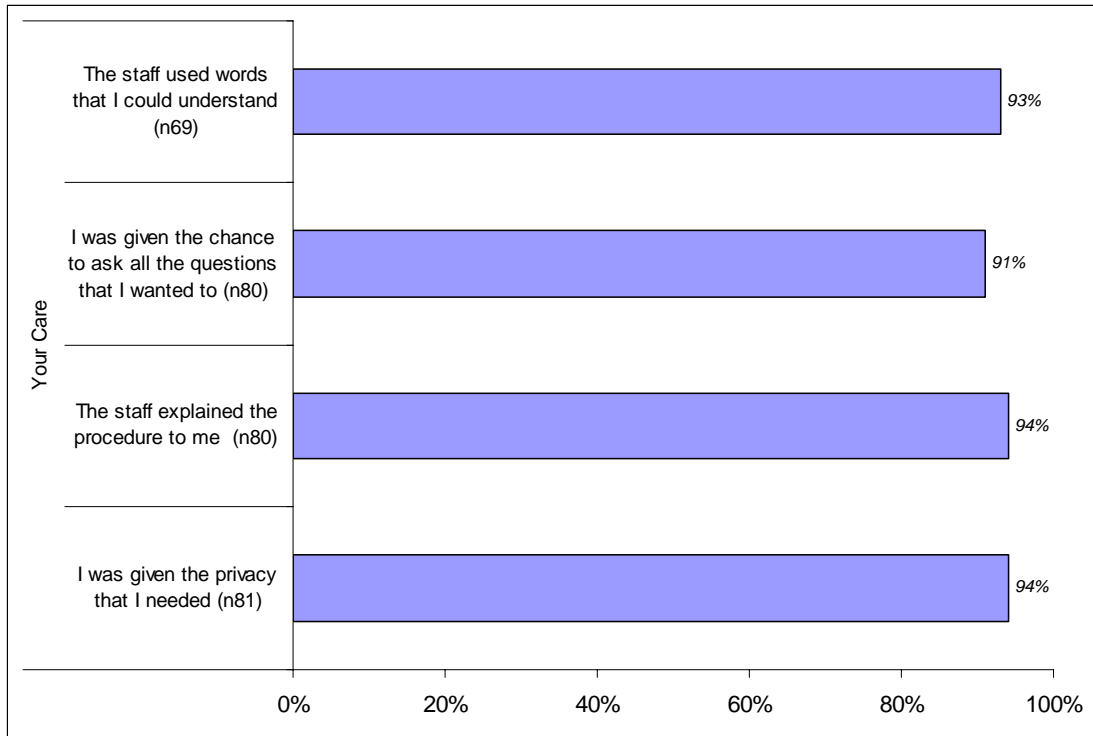
Patients felt that all staff were very friendly, helpful and understanding. 98% of patients were white and of a variety of ages.

This report has been prepared by Amy Silk – Patient & Public Involvement Officer.

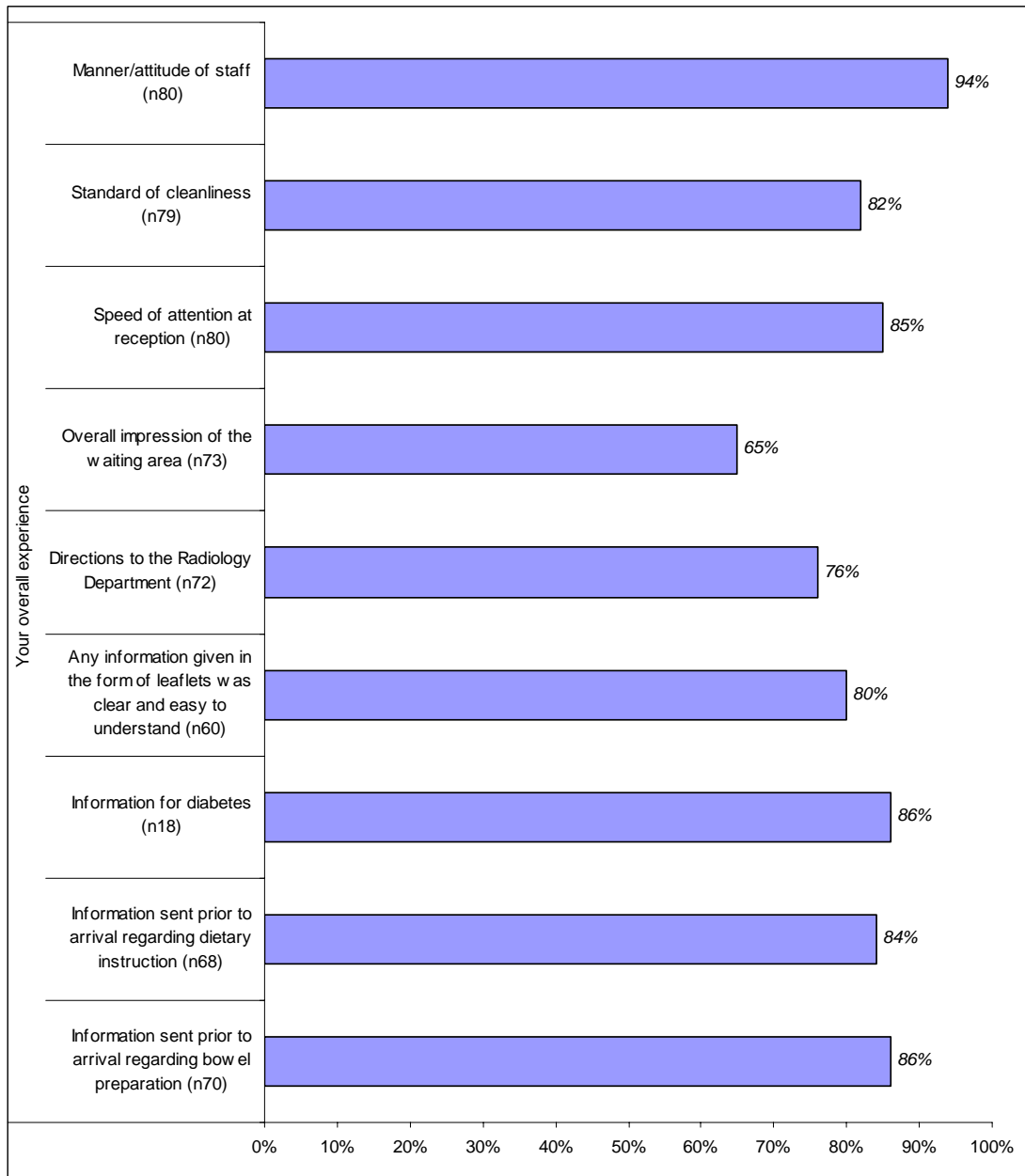
Your Appointment



## Your Care



## Your Overall Experience



## About You

