

Standard Statement for OCM

Formula: How is this measured?

Target

Frequency

Results (Performance against target)

Action Plan, if appropriate

Presentation:

Reported to: Who?

Dissemination to:

Data source

Responsible Person

Date to next undertake

OCM?

Patient Questionnaires

100% for positives

Monthly, 3 Monthly 6 Monthly & Yearly

98.2%

Yes

Chart

Heads of Department

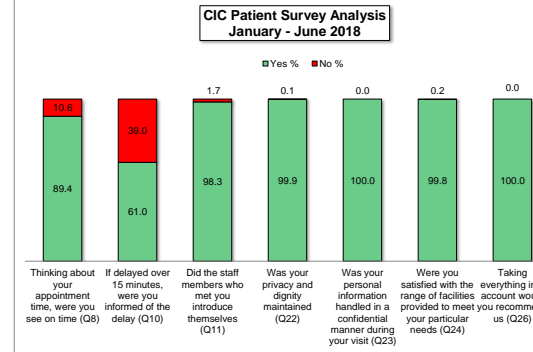
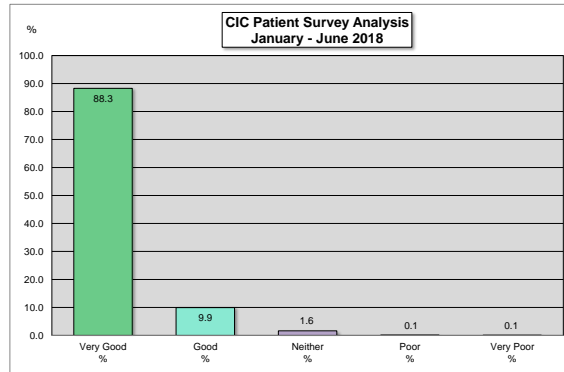
All Staff

Result collation

KHS/UB

Jan-19

Number of Patient Questionnaires distributed	Number of Questionnaires returned	Response Rate %
3832	806	21.0%



January - June 2018							
	Number of Questionnaires returned with this question answered	Question Response Rate %	Very Good %	Good %	Neither %	Poor %	Very Poor %
Convenience of appointment (Q1)	796	98.8%	86.9	12.1	0.6	0.1	0.3
Appointment clearly explained and made in a friendly manner (Q2)	762	94.5%	92.5	7.4	0.0	0.1	0.0
Questions answered to your satisfaction (Q3)	756	93.8%	91.2	8.6	0.1	0.1	0.0
Greeting on arrival (Q4)	791	98.1%	92.4	7.7	0.0	0.0	0.0
Helpfulness of staff (Q5)	779	96.7%	94.0	5.9	0.1	0.0	0.0
Staff member helpful and answered any questions (Q12)	759	94.2%	92.3	7.3	0.4	0.0	0.1
Courtesy of staff (Q13)	800	99.3%	93.6	5.9	0.4	0.0	0.1
Time & attention given (Q14)	798	99.0%	90.9	8.5	0.5	0.0	0.1
Examination explained (Q15)	795	98.6%	91.4	7.6	0.8	0.0	0.1
Questions answered satisfactorily (Q16)	787	97.6%	90.4	8.6	0.9	0.0	0.1
Explanation of how and when you will receive your results (Q17)	794	98.5%	89.3	9.1	1.5	0.1	0.0
Level of cleanliness (Q18)	795	98.6%	94.3	5.7	0.0	0.0	0.0
The navigation was (Q19)	147	18.2%	64.3	25.8	9.3	0.7	0.0
The content was (Q20)	145	18.0%	64.5	25.3	9.6	0.6	0.0
Overall rating of care (Q25)	796	98.8%	96.2	3.4	0.3	0.0	0.1
Overall average performance %			88.3	9.9	1.6	0.1	0.1
			98.2%		1.6%		0.2%

January - June 2018				
	Number of Questionnaires returned with this question answered	Question Response Rate %	Yes %	No %
Thinking about your appointment time, were you see on time (Q8)	785	97.4%	89.4	10.6
If delayed over 15 minutes, were you informed of the delay (Q10)	39	4.8%	61.0	39.0
Did the staff members who met you introduce themselves (Q11)	779	96.7%	98.3	1.7
Was your privacy and dignity maintained (Q22)	796	98.8%	99.9	0.1
Was your personal information handled in a confidential manner during your visit (Q23)	772	95.8%	100.0	0.0
Were you satisfied with the range of facilities provided to meet your particular needs (Q24)	777	96.4%	99.8	0.2
Taking everything into account would you recommend us (Q26)	795	98.6%	100.0	0.0

Results & Action Plan:

The response rate for this 6 monthly period is 21.0%. CM has been kept up to date with the response rates.

Below target for this period (98.2%). 1.6% pts scored 'Neither' & 0.2% scored either 'Poor' or 'Very Poor'.

83pts (40xMRI & 43xPET/CT) said they were delayed this month. 40pts (21xMRI & 19xPET/CT) said they were delayed over 15mins. 7xMRI & 8xPET/CT pt said they were not informed of a delay over 15mins.

All PQs with negative comments are given to relevant Managers/Departments to action if needed.

A report showing all comments left by patients on questionnaires has been devised and used for the first time in October 2017. To view all comments, please use the link below and click on the month tab you wish to view. You can also see a 'snapshot' of comments on each individual PQ report.

[PQ Comments Link](#)

[PQ Comments Audit 2018](#)

Responsibility:

KHS/UB