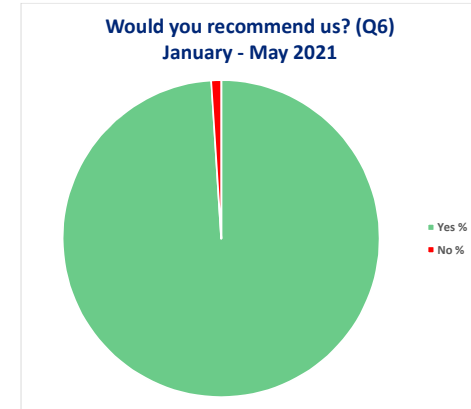
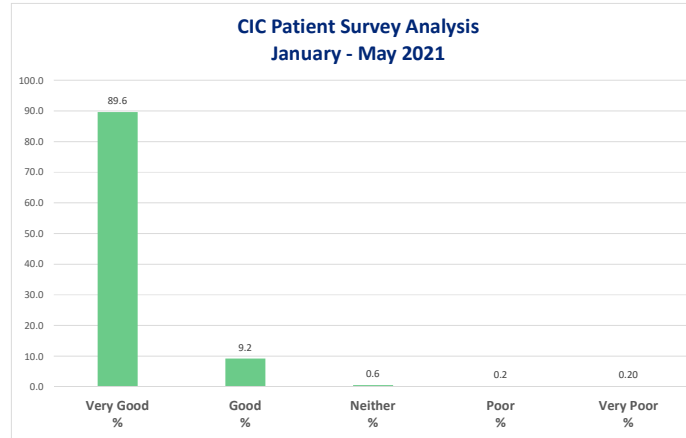


Cobalt Imaging Centre - Patient Survey Monthly Analysis

|   |                                       |
|---|---------------------------------------|
| <b>Standard Statement for OCM</b>           | <b>OCM?</b>                           |
| <b>Formula: How is this measured?</b>       | Patient Questionnaires                |
| <b>Target</b>                               | 100% for positives                    |
| <b>Frequency</b>                            | Monthly, 3 Monthly 6 Monthly & Yearly |
| <b>Results (Performance against target)</b> | 98.8%                                 |
| <b>Action Plan, if appropriate</b>          | Yes                                   |
| <b>Presentation:</b>                        | Chart                                 |
| <b>Reported to: Who?</b>                    | Heads of Department                   |
| <b>Dissemination to:</b>                    | All Staff                             |
| <b>Data source</b>                          | Result collation                      |
| <b>Responsible Person</b>                   | KHS/FED                               |
| <b>Date to next undertake</b>               | Jan-22                                |



| Total pts scanned at Cobalt Clinic | Number of Questionnaires Completed | Completion Rate % |
|------------------------------------|------------------------------------|-------------------|
| 10690                              | 338                                | 3.2%              |

|  | Jan-May 2021  |                          |              |            |             |            |             |
|--|---|--------------------------|--------------|------------|-------------|------------|-------------|
|  | Number of Questionnaires returned with this question answered | Question Response Rate % | Very Good %  | Good %     | Neither %   | Poor %     | Very Poor % |
| To what extent were you satisfied with your appointment booking experience (Q1)                    | 338   | 100.0%                   | 91.0         | 7.0        | 1.0         | 0.0        | 1.0         |
| Did you feel you were treated with care, respect & dignity throughout your time in the clinic (Q2) | 338   | 100.0%                   | 89.0         | 9.0        | 1.0         | 1.0        | 0.0         |
| Did you have confidence in the clinical staff who looked after you during your scan (Q3)           | 338   | 100.0%                   | 88.0         | 10.0       | 1.0         | 0.0        | 0.0         |
| Did you feel your privacy was respected during your visit to the clinic (Q4)                       | 338   | 100.0%                   | 88.0         | 12.0       | 0.0         | 0.0        | 0.0         |
| How would you rate the cleanliness of the clinic (Q5)  | 338   | 100.0%                   | 92.0         | 8.0        | 0.0         | 0.0        | 0.0         |
| <b>Overall average performance %</b>   |   |                          | <b>89.6</b>  | <b>9.2</b> | <b>0.6</b>  | <b>0.2</b> | <b>0.20</b> |
|  |   |                          | <b>98.8%</b> |            | <b>0.6%</b> |            | <b>0.4%</b> |

|                             | Jan-May 2021  |                          |       |      |
|-----------------------------|---|--------------------------|-------|------|
|                             | Number of Questionnaires returned with this question answered | Question Response Rate % | Yes % | No % |
| Would you recommend us?(Q6) | 338   | 100.0%                   | 99.0  | 1.0  |

|                                   |  |
|-----------------------------------|--|
| <b>Results &amp; Action Plan:</b> | <p>This 6 monthly audit of the Short Online patient survey was cut short to 5 months as in June the longer Paper Patient Questionnaire and online version were reintroduced and the remaining short survey completed were included in the new audit.</p> <p>Overall completion rate for the Short Survey between Jan-May 2021 = 3.2% a significant increase from the 0.7% completion rate between Jul-Dec 2020. Overall satisfaction of patients is at 98.8% with 337/338 pts confirming they would recommend Cobalt.</p> <p><b>Comments:</b><br/>           'Very courteous and caring team all the way through. Exceptional cleaning of all areas. Well done.' May 21<br/>           'You were easy to find, it was easy to park and I was seen promptly.' May 21<br/>           'Remarkably smooth MRI experience. Polite cheerful staff. Excellent conditions' May 21<br/>           'Excellent visit, from ease of entry (temperature, sanitiser, reception staff) to the medical staff making sure you had no worries about treatment.' May 21<br/>           'The staff were very relaxing and reassuring throughout the whole experience, Thank you.' Apr 21</p> |
| <b>PQ Comments Link</b>           | <a href="#">PQ Comments Audit 2021</a>   |
| <b>Responsibility:</b>            | KHS/FED  |