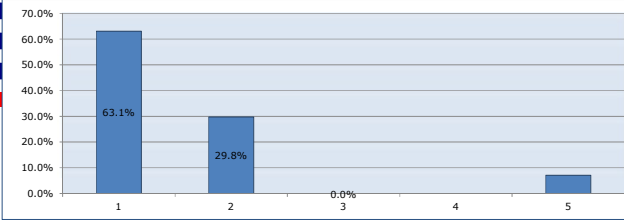


AUDIT - Referrer Survey Analysis - March 2018 Report

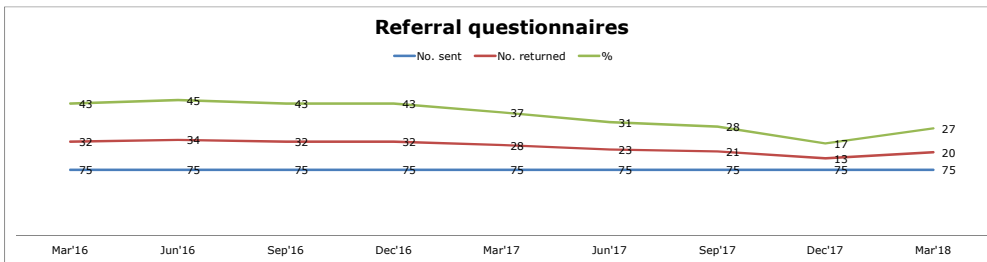
Standard Statement for OCM
Formula: How is this measured?
Target
Frequency
Results (Performance against target)
Performance on specified date
Action Plan, if appropriate
Presentation:
Reported to: Who?
Dissemination to:
Data source
Responsible Person
Date of Next Audit

CL8
 Annual Survey
100%
 Annual
97%
 89%
No
 Chart
 Heads of Department
 All Staff
 Result collation
 CM/KHS
 Jun-18



Date: **March 2018**

75 Sent - 20 Returned = 27% response rate	Very Good	Good	Neither	Poor	Very Poor
How would you rate the referral process?	85.00	15.00	0.00	0.00	0.00
How would you rate your patients' experience?	84.21	10.53	5.26	0.00	0.00
For the written report, how would you rate the turnaround time?	66.67	33.33	0.00	0.00	0.00
How did you find the navigation of your images?					
CD	40.00	60.00	0.00	0.00	0.00
MyVu/View Motion	0.00	50.00	0.00	0.00	50.00
PACS	57.14	42.86	0.00	0.00	0.00
Other	0.00	0.00	0.00	0.00	0.00
How would you rate the accuracy of the report?	88.89	11.11	0.00	0.00	0.00
Overall how would you rate our service?	88.89	11.11	0.00	0.00	0.00
Would you recommend our service? (Yes/No)	100.00	0.00	0.00	0.00	0.00
Averages	63.1%	29.8%	0.0%	0.0%	7.1%
Overall average performance	92.9%		0.0%		7.14%



V4 July 2017

Overall Results:	RESULTS - A disappointing return with only 20 out of 75 returned, although this is an increase on the 13 we received last quarter. The good note is that there are no negative comments. Overall the majority of results have remained the same as last month the only downward turn is the results for turnaround time for My Vue/View Motion which has reduced the final total percentage
Action Plans:	Feedback regarding preferred form or e-Referral dealt with by the Bookings Team; regarding emailing the report immediately to the referrer, email sent by CM; poor score for MyVuew/View Motion, copy passed to RDS for response to be issued
Responsibility & Time Frame:	CM to take findings to next QMAC Meeting