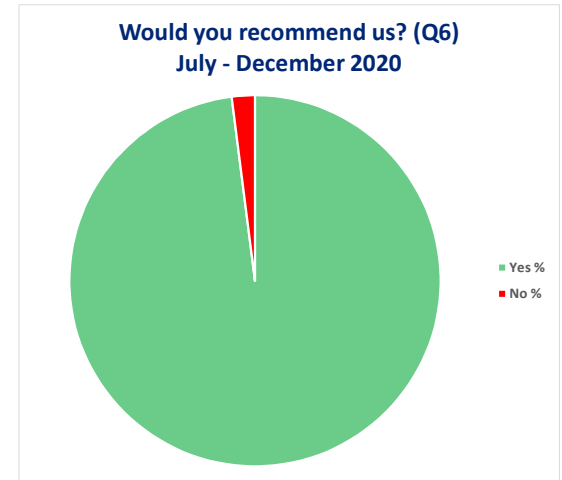
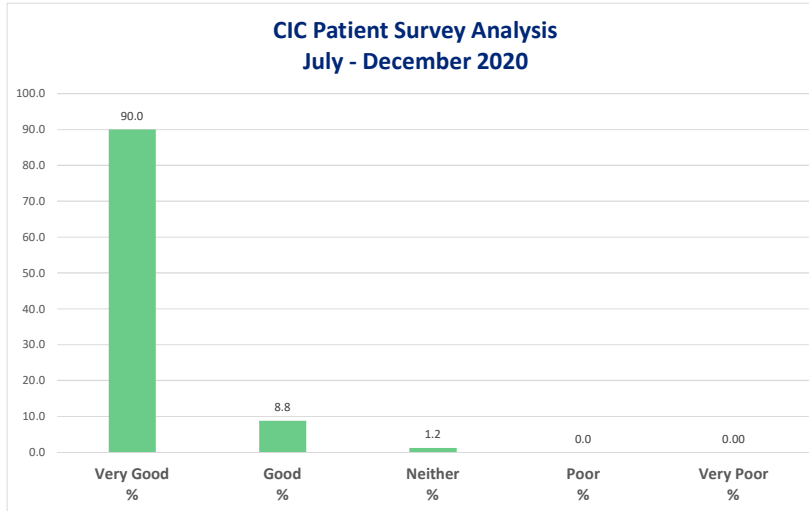


Cobalt Imaging Centre - Patient Survey Monthly Analysis

Standard Statement for OCM	OCM?
Formula: How is this measured?	Patient Questionnaires
Target	100% for positives
Frequency	Monthly, 3 Monthly 6 Monthly & Yearly
Results (Performance against target)	98.8%
Action Plan, if appropriate	Yes
Presentation:	Chart
Reported to: Who?	Heads of Department
Dissemination to:	All Staff
Data source	Result collation
Responsible Person	KHS/FED
Date to next undertake	Jul-21



Total pts scanned at Cobalt Clinic	Number of Questionnaires returned	Response Rate %
12798	92	0.7%

	Jul-Dec 2020						
	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)	92	100.0%	88.0	9.0	3.0	0.0	0.0
Did you feel you were treated with care, respect & dignity throughout your time in the clinic (Q2)	92	100.0%	92.0	8.0	0.0	0.0	0.0
Did you have confidence in the clinical staff who looked after you during your scan (Q3)	92	100.0%	89.0	10.0	1.0	0.0	0.0
Did you feel your privacy was respected during your visit to the clinic (Q4)	92	100.0%	92.0	7.0	1.0	0.0	0.0
How would you rate the cleanliness of the clinic (Q5)	92	100.0%	89.0	10.0	1.0	0.0	0.0
Overall average performance %			90.0	8.8	1.2	0.0	0.00
			98.8%		1.2%		0.0%

	Jul-Dec 2020			
	Number of Questionnaires returned with this question answered	Question Response Rate %	Yes %	No %
Would you recommend us?(Q6)	91	98.9%	98.0	2.0