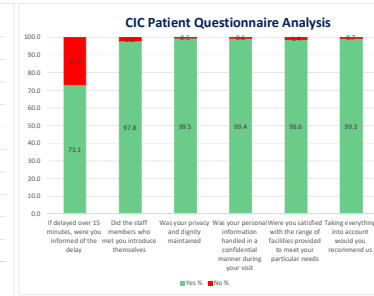
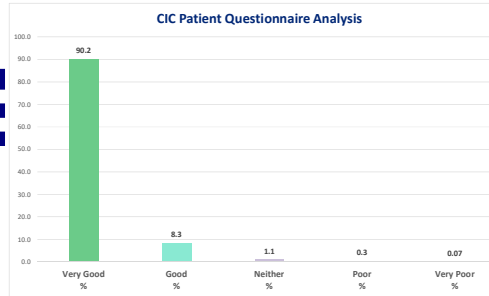




Cobalt Imaging Centre - Patient Questionnaire Analysis January - December 2021

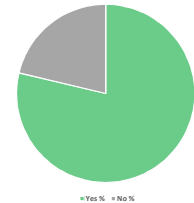
Standard Statement for OCM **OCM?**
Formula: How is this measured? Patient Questionnaires
Target 100% for positives
Frequency Monthly, 3 Monthly 6 Monthly & Yearly
Results (Performance against target) 98.6%
Action Plan, if appropriate Yes
Presentation: Chart
Reported to: Who? Heads of Department
Dissemination to: All Staff
Data source Result collation
Responsible Person KHS/ICM
Date to next undertake Jan-23

Total pts scanned at Cobalt Clinic	Number of Questionnaires completed	Completion Rate %
25660	876	3.4%
Number of Online PQs	453	
Number of Online Surveys	370	
Number of Paper PQs	53	

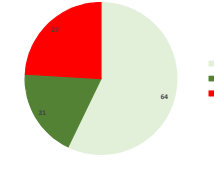


	Jan - Dec 21						
	Number of Questionnaires returned with this question answered	Question Response Rate %	Very Good %	Good %	Neither %	Poor %	Very Poor %
Convenience of appointment	501	99.0%	98.2	10.2	3.2	0.4	0.0
Appointment clearly explained and made in a friendly manner	857	97.8%	91.8	6.8	0.9	0.2	0.2
Questions answered to your satisfaction	494	97.6%	91.1	7.5	1.4	0.0	0.0
Greeting on arrival	500	98.8%	90.8	9.0	0.2	0.0	0.0
Helpfulness of staff	488	96.4%	93.2	6.4	0.4	0.0	0.0
Waiting Room Comfort	482	95.3%	83.0	15.8	1.0	0.0	0.2
Courtesy of staff	864	98.6%	92.4	6.4	0.7	0.6	0.0
Time & attention given	501	99.0%	91.6	7.2	0.6	0.6	0.0
Examination explained	504	99.6%	88.9	9.1	0.8	1.2	0.0
Questions answered satisfactorily	872	99.5%	90.3	8.1	1.1	0.3	0.1
Explanation of how and when you will receive your results	499	98.6%	89.0	8.2	2.4	0.2	0.2
Level of cleanliness	863	98.5%	93.2	6.6	0.2	0.0	0.0
Overall rating of care	506	100.0%	91.7	7.1	0.8	0.2	0.2
Overall average performance %			90.2	8.3	1.1	0.3	0.07
			98.6%	1.1%	0.4%		

Percentage of Patients that know Cobalt is a Medical Charity



If delayed by how long (in minutes)



If delayed by how long (in minutes)?	Number of Questionnaires returned with this question answered	Question Response Rate %	Delay Duration		
			5-9	10-14	15+
	112	12.8%	64	21	27
Overall average performance %			57.1%	18.8%	24.1%

Question	Number of Questionnaires returned with this question answered	Question Response Rate %	Response	
			Yes %	No %
If delayed over 15 minutes, were you informed of the delay?	26	5.1%	73.1	26.9
Did the staff members who met you introduce themselves?	504	99.6%	97.8	2.2
Was your privacy and dignity maintained?	875	99.9%	99.5	0.5
Was your personal information handled in a confidential manner during your visit?	502	99.2%	99.4	0.6
Were you satisfied with the range of facilities provided to meet your particular needs?	501	99.0%	98.6	1.4
Taking everything into account would you recommend us?	876	100.0%	99.3	0.7
Are you area Cobalt is a medical charity?	436	96.2%	78.7	21.3

The overall Completion rate for 2021 was 3.4% a marked increase on last years return rate of 2.7%. Over the year the Online Short Survey has been discontinued and the Full online Survey replacing it along with the reintroduction of paper Patient Questionnaires all returns from the three surveys have been included in this audit.

The overall satisfaction rate for 2021 was 98.6% with only 0.4% of Patients rating their experiences as Poor or Very poor. Only 112 Patients ticked they had been delayed (12.8% of the returned questionnaires) with only 27 being delayed over 15 minutes (3.1%). Of the 26 patients who answered the question relating to if they were informed of the over 15 min delay 73.1% were notified of the reason for delay.

A new question added to the Full online survey was whether the Patient know Cobalt was a medical charity it is interesting to note that just over 20% of Patients weren't aware Cobalt is a charity.

We continue to review all comments received and take action where required a sample of comments are below (to see the full Comments Audit for 2021 please use the link below).

Comments:
 'Very pleasant and professional. Highly recommend.' - CT Jan 21
 'The staff were professional, caring understanding and importantly pleasant. I could not have wished for better treatment all through the procedure.' - PET/CT Feb 21
 'I received the highest degree of courtesy and care at all stages of my visit. Thank you.' - CT Mar 21
 'The staff were very relaxing and reassuring throughout the whole experience, Thank you.' - Apr 21 MRI
 'Just an all round positive and flawless experience bringing my 17 year old son for an MRI and X-Ray. He was beautifully looked after despite all the COVID restrictions still being in place. Many thanks.' - X-Ray & MRI May 21
 'You were easy to find, it was easy to park and I was seen promptly.' - MRI Jun 21
 'Everything at the Cobalt Unit has always been 100%. The staff and care are excellent, thank you.' - CT Jul 21
 'I was very impressed with the whole set up. I could not believe how efficient and quickly my scan was dealt with. Everyone was very pleasant and helpful.' - MRI Aug 21
 'The radiographer and her colleague went above and beyond in caring for me and I was most grateful to them for their professionalism and kindness.' - X-Ray Sep 21
 'This is the second time I have been to Cobalt. The service and Staff are excellent, reassuring and professional.' Oct 21 CBCT
 'I honestly all the staff and my visit was brilliant. Felt very comfortable and confident with them, which meant a lot as I suffer with anxiety.' - Nov 21 MRI
 'Staff were lovely, put me at ease and couldn't have shown more care.' - Dec 21 MRI
 'I found excellent facilities, staff, cleanliness and treatment everywhere at Cobalt.' - Dec 21 PET/CT

Results & Action Plan:

PQ Comments Link [PQ Comments Audit 2021](#)
Responsibility: KHS/ICM