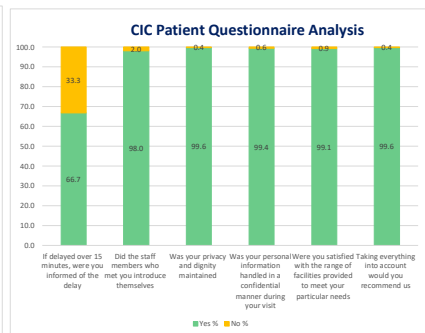
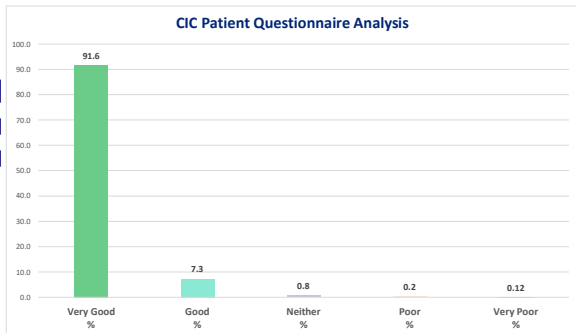




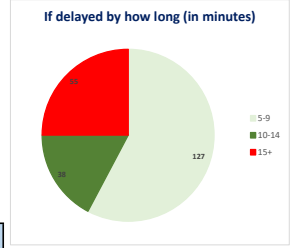
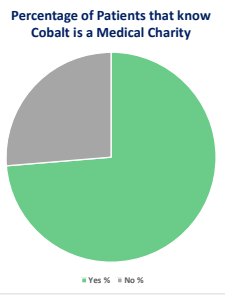
Cobalt Imaging Centre - Patient Questionnaire Annual Analysis - January - December 2022

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)	98.9%
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-24



Total pts scanned at Cobalt Clinic	Number of Questionnaires completed	Completion Rate %
18767	1086	5.8%
Number of Online PQs	863	
Number of Online Surveys	39	
Number of Paper PQs	184	

	Jan-Dec 22						
	Number of Questionnaires returned with this question answered	Question Response Rate %	Very Good %	Good %	Neither %	Poor %	Very Poor %
Convenience of appointment	1046	99.9%	89.0	9.8	0.8	0.4	0.0
Appointment clearly explained and made in a friendly manner	1057	97.3%	92.8	6.5	0.5	0.1	0.1
Questions answered to your satisfaction	1017	97.1%	92.1	7.4	0.4	0.1	0.0
Greeting on arrival	1039	99.2%	92.1	7.0	0.6	0.1	0.2
Helpfulness of staff	1016	97.0%	93.9	5.6	0.4	0.1	0.0
Waiting Room Comfort	1008	96.3%	83.3	14.7	1.7	0.1	0.2
Courtesy of staff	1079	98.4%	94.9	4.7	0.3	0.0	0.1
Time & attention given	1022	97.6%	93.1	6.3	0.1	0.4	0.2
Examination explained	1028	98.2%	90.8	7.6	1.2	0.4	0.1
Questions answered satisfactorily	1069	98.4%	92.5	6.5	0.7	0.2	0.1
Explanation of how and when you will receive your results	1028	98.2%	87.3	9.0	2.9	0.3	0.5
Level of cleanliness	1048	96.5%	94.5	5.3	0.2	0.0	0.0
Overall rating of care	1046	99.9%	94.7	4.7	0.3	0.3	0.0
Overall average performance %			91.6	7.3	0.8	0.2	0.12
			98.9%		0.8%		0.3%



If delayed by how long (in minutes)?	Number of Questionnaires returned with this question answered	Question Response Rate %	5-9	10-14	15+
	220	20.3%	127	38	55
Overall average performance %			57.7%	17.3%	25.0%

	Number of Questionnaires returned with this question answered	Question Response Rate %	Yes %	No %
If delayed over 15 minutes, were you informed of the delay	54	5.2%	66.7	33.3
Did the staff members who met you introduce themselves	1046	99.9%	98.0	2.0
Was your privacy and dignity maintained	1082	99.6%	99.6	0.4
Was your personal information handled in a confidential manner during your visit	1033	98.7%	99.4	0.6
Were you satisfied with the range of facilities provided to meet your particular needs	959	91.6%	99.1	0.9
Taking everything into account would you recommend us	1083	99.7%	99.6	0.4
Are you aware Cobalt is a medical charity	863	100.0%	73.7	26.3

Results & Action Plan:

Overall return rate for 2022 was (5.8%) is a significant increase compared 2021 (3.4%). Overall satisfaction rate is at (98.9%) with (0.8%) Neither and (0.3%) Poor/Very Poor an overall increase in satisfaction compared to 2021 (98.6%). An increase in the number of respondents waited over 15 minutes 54 compared to 26, the number who were informed of the delay unfortunately also decreased (66.7%) compared to (73.1% 2021). Awareness of Cobalt as a medical Charity has remained stable throughout the year with around a quarter of pts. reporting not knowing Cobalt was a Charity before attending.

Comments

"Excellent Facility - staff professional & helpful wonderful parking - no charge - brilliant"

"Brilliant staff, very reassuring and attentive to my needs. Thank You"

"I am very claustrophobic. Staff listened to my concerns and acted to alleviate my fears"

"Very grateful for the speed of the appointment booked"

"Excellent is word to describe every part of my care during my visit. Thank you everyone"

PQ Comments Link [PQ Comments Audit 2022](#)

Responsibility: KHS/ICM