
Audit 31

- 1) **Audit Title**
Does the radiology department record statistics about patient satisfaction?
- 2) **Standard against which the audit topic to be compared**
National or locally agreed standard
- 3) **Source of standard**
PO Alderson AJR 2000;175:319-323
CD Johnson Radiographics 2009;29:951-959
- 4) **Type of audit – service evaluation, patient focussed**
- 5) **Target /compliance percentage to be achieved**
100%
- 6) **Item or variable to be audited**
All aspects of the patient experience
- 7) **Method: Retrospective / prospective / Other**
Retrospective or prospective
- 8) **Data or information to be collected**
Data around patient satisfaction – using locally/nationally agreed questionnaire, data items
- 9) **Sample details**
As above – for local agreement, example 50 – 100 consecutive patients
- 10) **Target achieved**
Yes/No
- 11) **Action to be taken if target is not met**
Review all aspects of the questionnaire where target(s) not met, multidisciplinary departmental discussion and implement necessary practice changes
- 12) **Timing for re-audit**
One year

An example of a patient radiology departmental satisfaction survey is included overleaf, this can be used locally or adapted for use according to local requirements. The ESR Patient Advisory Group's patient satisfaction survey is also available, this is a more detailed document but again can be adapted as necessary for local use.

Patient Satisfaction Questionnaire – part 1

Department of Clinical Radiology

There is a scoring system in place

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
very unsatisfied					neutral (not satisfied or unsatisfied)					very satisfied

Additional information

Are you?

Male Female

What age group are you?

Under 18 years 18–30 years 31–65 years 66 and over

1) What type of radiology examination did you attend for today?

X-ray CT scan MRI scan Ultrasound Mammogram

2) Did you receive information about your X-ray/scan before your appointment?

- Yes – informed by GP or hospital specialist
- Yes – written information sheet from radiology department
- Yes – phone call or text message from radiology department
- Yes – email from radiology department
- No – no information received

3) How satisfied were you with the information provided, did it help you understand the X-ray/scan?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
very unsatisfied										very satisfied

Patient Satisfaction Questionnaire – part 2

4 a) How satisfied were you with the waiting time for the provided X-ray/scan appointment?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
very unsatisfied										very satisfied

4 b) How satisfied were you with the convenience of the provided X-ray/scan appointment?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
very unsatisfied										very satisfied

5) How satisfied were you with the directions provided for finding the radiology department (information letter, website, signs in hospital)?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
very unsatisfied										very satisfied

6 a) How satisfied were you with the radiology department reception staff, were they friendly?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
very unsatisfied										very satisfied

6 b) Were they helpful?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
0	1	2	3	4	5	6	7	8	9	10
very unsatisfied										very satisfied

7) How did you find the following aspects of the radiology department waiting area?

Cleanliness (including toilets)	Excellent	Good	Neutral	Poor
Layout (including facilities for children)	Excellent	Good	Neutral	Poor
Comfort	Excellent	Good	Neutral	Poor
Changing facilities	Excellent	Good	Neutral	Poor
Overall impression	Excellent	Good	Neutral	Poor

Patient Satisfaction Questionnaire – part 3

8) Was your X-ray/scan appointment performed on time?

- Yes – no issues
- No – minor delay
- No – major delay

9) Did the member of staff involved in your X-ray/scan introduce themselves clearly?

- Yes
- No

10) Were you given a clear explanation of the X-ray/scan and what was involved?

- Yes – clearly
- Yes – to some extent
- No

11 a) Did the radiology member of staff take time to answer your questions?

- Yes – full and clear explanation
- Yes – to some extent
- No

11 b) Did the radiology member of staff give you a clear explanation as to how you would receive your test results?

- Yes – full and clear explanation
- Yes – to some extent
- No

12) What was your overall impression of the service provided by our radiology department?

- Excellent
- Good
- Neutral
- Poor