
Audit 1

- 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) **Importance**
High
- 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.