### 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.