Appendix 3

Patient Satisfaction Questionnaire – part 1

Department of Clinical Radiology

There is a scoring system in place

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?

- Very unsatisfied
- Very satisfied
- Neutral (not satisfied or unsatisfied)

Scale: 0 to 10
Patient Satisfaction Questionnaire – part 2

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

[0-10 rating scale]

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

[0-10 rating scale]

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

[0-10 rating scale]

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

[0-10 rating scale]

6 b) Were they helpful?

[0-10 rating scale]

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
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