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## Patient Satisfaction Questionnaire – part 1

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### 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



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## Patient Satisfaction Questionnaire – part 3

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**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