



DIRECTORATE OF RADIOLOGY

<http://www.heft-radiology.co.uk/>

PATIENT EXPERIENCE QUESTIONS FOR RADIOLOGY

1. Did you feel cared for?

- a. All of the time
- b. Some of the time
- c. No

2. Did you find the waiting time between seeing your doctor and your x-ray appointment met your expectation?

- a. Yes
- b. No **If No**, please provide reason(s) why:

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3. Did you find the information in the appointment letter and any additional information easy to understand?

- a. Yes, completely
- b. Yes, to some extent
- c. Not at all
- d. No additional information received

4. Were you able to find the department easily?

- a. Yes
- b. No

5. How do you rate the reception & welcome you received in the department?

- a. Good
- b. Adequate
- c. Poor

6. How clean did you find the department (including toilets)?

- a. Very clean
- b. Fairly clean
- c. Not very clean
- d. Not clean at all

Please turn over...

7. Were you given enough privacy whilst in the department?

- a. Yes
- b. To some extent
- c. No

8. Do you feel that you were treated with respect and dignity whilst in the department?

- a. Yes
- b. To some extent
- c. No

9. Do you feel you had a good explanation for the examination you attended for and what the examination involved?

- a. Yes
- b. To some extent
- c. No

10. Has the procedure for obtaining your results been adequately explained to you?

- a. Yes
- b. To some extent
- c. No

11. Would you recommend the Radiology service to family or friends?

- a. Yes
- b. No

Please use the space below to provide any further comments on the questions above:

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Many thanks for participating in this survey.

You may wish to provide feedback to us by:

 <http://www.facebook.com/HEFTRadiology>

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