

3rd Global Meeting on ONCOLOGY AND RADIOLOGY

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Patient Satisfaction with radiology department.**Manahil Bashir**

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Background: The above study was conducted to know if parameters of good medical practice are being followed and if patients are satisfied with it. Likert scale questionnaire was distributed among 30 patients in different sections of radiology USS, MRI, CT and Xray.

The aim of this audit is to assess how patients view the radiology service with the intent of highlighting any areas for improvement. Target was that 90% of patients should respond with answers 3 or 4 on each four point Likert-type scale and answers 4, 5 or 6 on each six point Likert scale. Results showed that in terms of information given prior to scan 6.6% were on scale one whereas 90% were on scale 2 (scale 1-3). In terms of appointments booking 6.6% on scale 1, 73% on scale 2, 20% on scale 3, 20% on scale 4. Data showed that 13.3 % found it difficult to find the department whereas 63% found it easy. Also 73% of all were satisfied with waiting areas. In terms of staff behaviour 50% said they were taken care of well whereas 46% were very satisfied. We plan to improve the figures with aim to meet Standards of GMP (good medical practice) by introducing leaflets and ideas on what to expect in appointments, for directions to department, Target surveys, helping with the patient flow.

Biography

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