



Patient Satisfaction --



Privacy in the Radiology department

Aim— Gather Patients perspectives of the **privacy** within Radiology.

Background— Patients must always be provided with the upmost **dignity** and **respect** throughout their hospital journey.

Action— A 14 question survey was collated focused on questions relevant to the X-ray department at Borders General Hospital.

- + Patient consent was obtained when patients **voluntarily** completed the **anonymous** survey.
- + Surveys were handed out over several **different days** with different **staff rotation**—within core **9-5pm** hours—to GP, A&E and Orthopaedic patients who were able to complete the form.

Analysis— **Analyse** results

- + Construct **action plan** in accordance to the results of the survey questions.
- + Appropriate **changes** throughout the department in **response** to survey results were installed.
- + **Review** after 1 year to assess whether the changes have been effective.
- + **What Now?! -** Is a new action plan or new research required?

Table— **Results of patient survey responses.**

	1- Least Satisfactory	2-Below Average	3- Average	4- Above Average	5- Most Satisfactory
Privacy in Cubicles - Where Required				5.00%	95%
Information provided about x-ray results		2%	2%		96%
Radiology Reception			2.90%	4.40%	92.70%
Waiting Area			6.25%	5%	88.75%