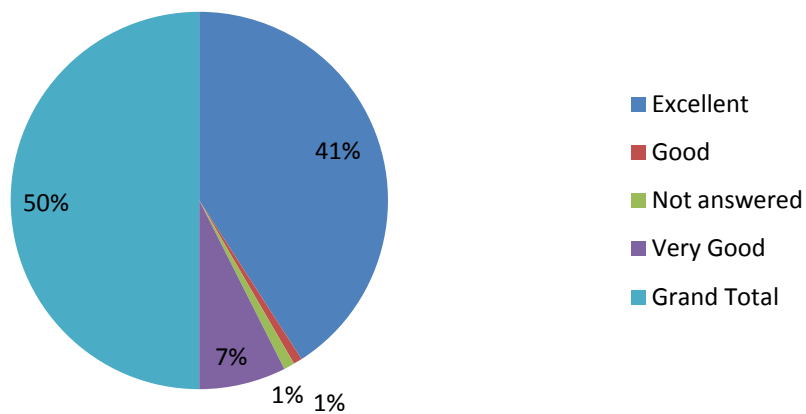
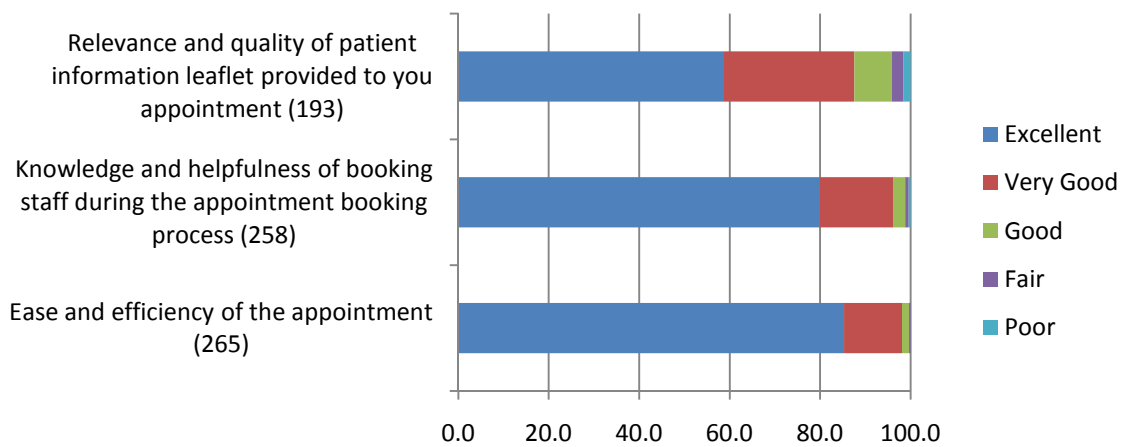


CORNWALL HOUSE PATIENT FEEDBACK RESULTS – Q2 2011

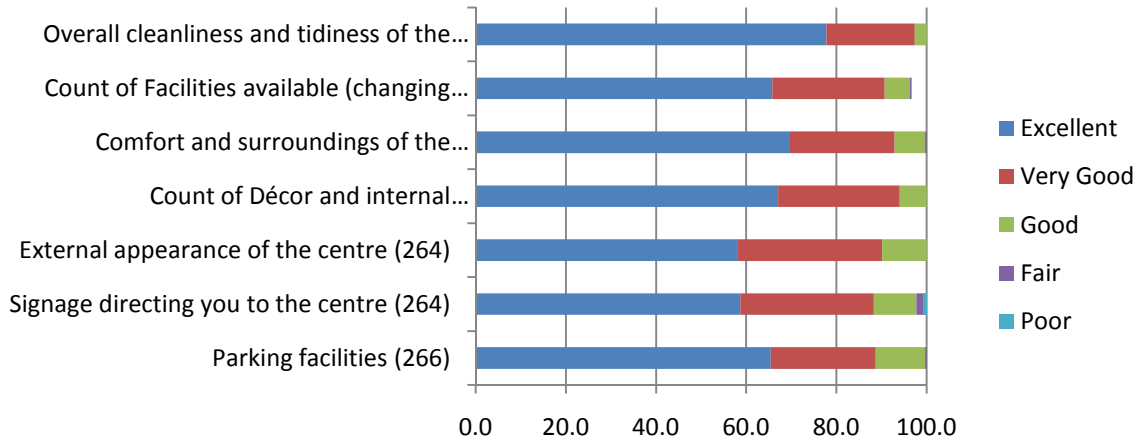
Please rate your overall satisfaction with the service
(269 responses)



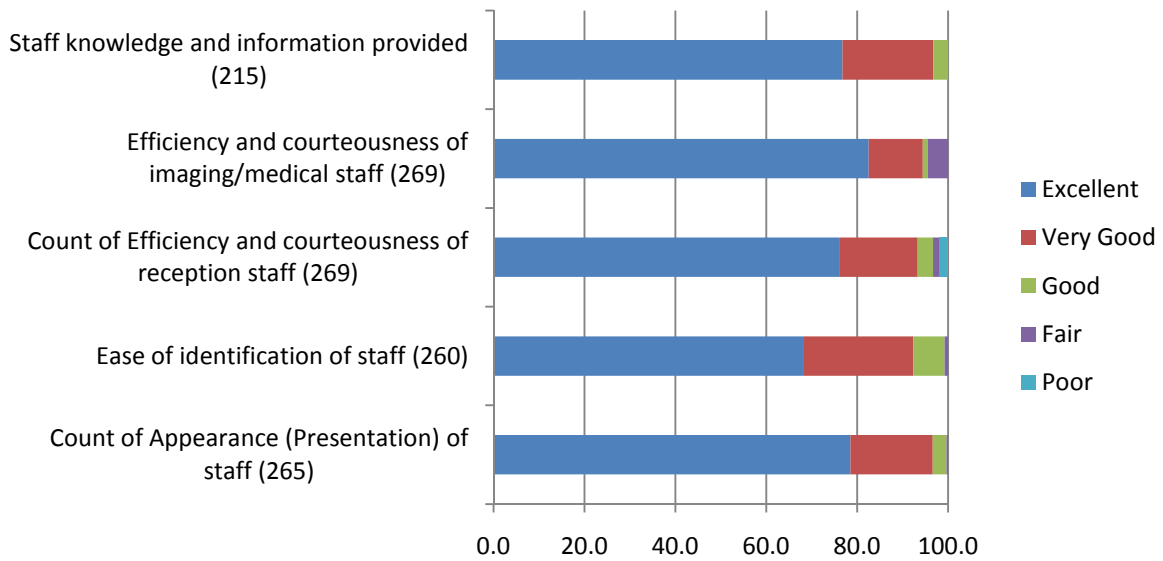
Appointment Booking



Facilities Internal/External



The Staff



PATIENT COMMENTS

I WOULD LIKE THE FACILITY TO BE GIVEN AN INJECTION TO MAKE ME GO TO SLEEP IF I HAD ANOTHER MRI SCAN DUE TO MY CLAUSTROPHOBIA.



WOULD HAVE APPRECIATED PRIVACY WHEN SPEAKING TO THE RECEPTIONIST - EVERYONE WAITING COULD HEAR.

THE ONLY NEGATIVE WAS I DIDN'T RECEIVE MY WRITTEN APPOINTMENT AND CORRESPONDENCE PRIOR TO THE APPOINTMENT I THINK WAS DOWN TO ROYAL MAIL AS OPPOSED TO YOURSELVES.

EXCELLENT SERVICE

EXCELLENT THROUGHOUT. FIRST CLASS SERVICE. WELL DONE ALL.

I FOUND IT TO BE VERY EASY AND A QUICK AND EFFECTIVE SERVICE PROVIDED.

IMAGING STAFF EXCELLENT THROUGHOUT PROCEDURES, KEEPING ME INFORMED THROUGHOUT AS TO WHAT WAS HAPPENING. PLEASE THANK THEM.

ABSOLUTELY FABULOUS.

FANTASTIC PATIENT CARE. WAS QUITE NERVOUS ABOUT THE SCAN, BUT PUT COMPLETELY AT EASE. MANY THANKS.

THE MRI PROCEDURE IS MUCH MORE PRODUCTIVE OF CLAUSTROPHOBIA THAN THE LEAFLET IMPLIES BECAUSE OF THE VERY CONFINED CONDITIONS FOR THAT PARTICULAR PROCEDURE

WOULD HAVE HAD MORE RESPECT IF DOCTOR HAD SAID ONSET THAT HE WOULD DO NOTHING.

APPOINTMENT CHANGED IN ORDER TO FACILITATE ANOTHER PATIENT AT 24HRS NOTICE.

ONLY FOUND THE POSITION UNCOMFORTABLE DUE TO RECENT SHOULDER SURGERY - BUT CAN'T BE HELPED.

I WOULD PREFER TO BE PUT TO SLEEP TO HELP ME COPE WITH MRI SCANS.

DELIGHTFUL ENVIRONMENT.

BRILLIANT FACILITY, CAN NOT FAULT IT IN ANY WAY. EXCELLENT.

CORNWALL HOUSE IS THE BEST MEDICAL CENTRE I HAVE EVER BEEN TO.

I FOUND THAT MY IMPRESSIONS ON ARRIVAL AT CORNWALL HOUSE OF THE BUILDING, STAFF AND THE FOLLOWING EXAMINATION AND DISCUSSION WITH DR ELLIS WERE IN RESPECT TRULY EXCELLENT.

ALL STAFF WERE WONDERFUL, VERY PROFESSIONAL AT ALL TIMES, PUT A VERY NERVOUS PATIENT AT EASE.

GILLIAN & ALISON WHO CONDUCTED THE TEST WERE WONDERFUL AND MADE THE ORDEAL BEARABLE. I THANK THEM VERY MUCH.

ALISON WAS GREAT!

ELAINE, ALISON MARVELLOUS

EXCELLENT SERVICES



FANTASTIC STAFF & SERVICE

HIGH STANDARDS BY ALL STAFF.

IMAGING STAFF WERE BRILLIANT

SMILEY FACE & FRIENDLY STAFF, WOULD RECOMMEND YOU

STAFF AND FACILITIES WERE EXCELLENT

STAFF WERE MARVELLOUS, PUT ME AT EASE, ANSWERED ALL QUESTIONS ASKED AS I WAS EXTREMELY NERVOUS.

VERY CALMING EXPERIENCE. STAFF - KIND & CONSIDERATE. SORRY FOR VERY POOR HANDWRITING

FELT AT EASE

A REASSURING EXPERIENCE AS BEFORE

A VERY CALMING ATMOSPHERE WITH EXCELLENT FACILITIES.

ALL HEALTHCARE SHOULD BE TO THIS STANDARD!

I WISH ALL STANDARDS OF CARE DURING APPOINTMENTS WERE OF THIS HIGH STANDARD

IT IS A WONDERFUL PLACE

MADE TO FEEL CONFIDENT THROUGHOUT THE PROCEDURE

OVERALL EXCELLENT, THANK YOU.

REALLY GOOD

THANK YOU. FOUND HAVING TO HAVE TWO SCANS ONE AFTER THE OTHER TESTED MY ENDURANCE LEVELS TO THE LIMIT

THANKING YOU FOR YOUR TIME. MANY THANKS GOOD LUCK

THE EXPERIENCE TODAY WAS FAR BETTER THAN SIMILAR APPOINTMENTS I HAVE HAD AT THE NUFFIELD HOSPITAL.

THE SPEED OF THE APPOINTMENT WAS SURPRISING AND MOST WELCOME.

VERY IMPRESSED WITH THE WHOLE EXPERIENCE.

VERY PROFESSIONAL, LOVELY PLACE, CLEAN & WELCOMING

FELT UPSET AT DOCTOR NO PEOPLE SKILLS ESPECIALLY WITH PENSIONER, THANK YOU

VERY GOOD, BUT 45 MINUTE WAIT FOR INITIAL CONSULTATION & 30 MINUTES FOR PROCEDURE NOT GOOD. NHS NORMAL, PAYING NOT REALLY ACCEPTABLE.

I FOUND THE TUNNEL VERY UNCOMFORTABLE I FELT VERY CLAUSTROPHOBIC

PERHAPS I SHOULD HAVE ASKED ABOUT MY RESULTS, I DID NOT.



WAS TOLD I WOULD HAVE AN INJECTION WHICH I DID NOT HAVE.

EFFICIENCY & COURTESY OF RECEPTION OK - A BIT OF WARMTH & CHARISMA WOULD MAKE AN ENORMOUS DIFFERENCE

ELAINE WAS LOVELY, PUT ME AT EASE AS VERY ANXIOUS

VERY EFFICIENT AND CONSIDERATE, STAFF EXCELLENT.

VERY FRIENDLY HELPFUL STAFF.

VERY GOOD CARING STAFF.

WAS VERY IMPRESSED WITH SPEED OF APPOINTMENT. 48 HRS. GOOD AS BEEN IN PAIN FOR 8 MONTHS & HOPE THINGS WILL GET BETTER NOW

EVERY CARE WAS TAKEN TO MAKE THE EXPERIENCE AS COMFORTABLE AS POSSIBLE.

A VERY WELCOMING EXPERIENCE, FULLY EXPLAINED PRIOR TO PROCEDURE

I WAS PUT AT EASE AND WENT THROUGH PROCEDURE WITHOUT ANY ISSUES. THANKS.

MADE TO FEEL COMPLETELY AT EASE AND COMFORTABLE THROUGHOUT THE SCAN

MADE TO FEEL VERY COMFORTABLE

NO PROBLEMS AT ALL VERY PLEASED. L LOVELL

SUPERB ALL-ROUND EVERYTHING

TREATED WITH PROFESSIONALISM AND COURTESY THROUGHOUT. THANK YOU. G S OLDFIELD

VERY GOOD

VERY PLEASED HOW QUICK THE APPOINTMENT CAME

VERY PROFESSIONAL, FELT LIKE I WAS A PRIVATE PATIENT NOT NHS. MANY THANKS.

WELL DONE TO EVERYONE CONCERNED.

WOULD RECOMMEND IT TO ANYONE

CHANGING GOWNS ARE DISGUSTING FOR LARGE PEOPLE (NO DIGNITY GIVEN AT ALL).

LARGE GOWNS PLEASE