



Rapid Investigation Service Patient Feedback Questionnaire Report

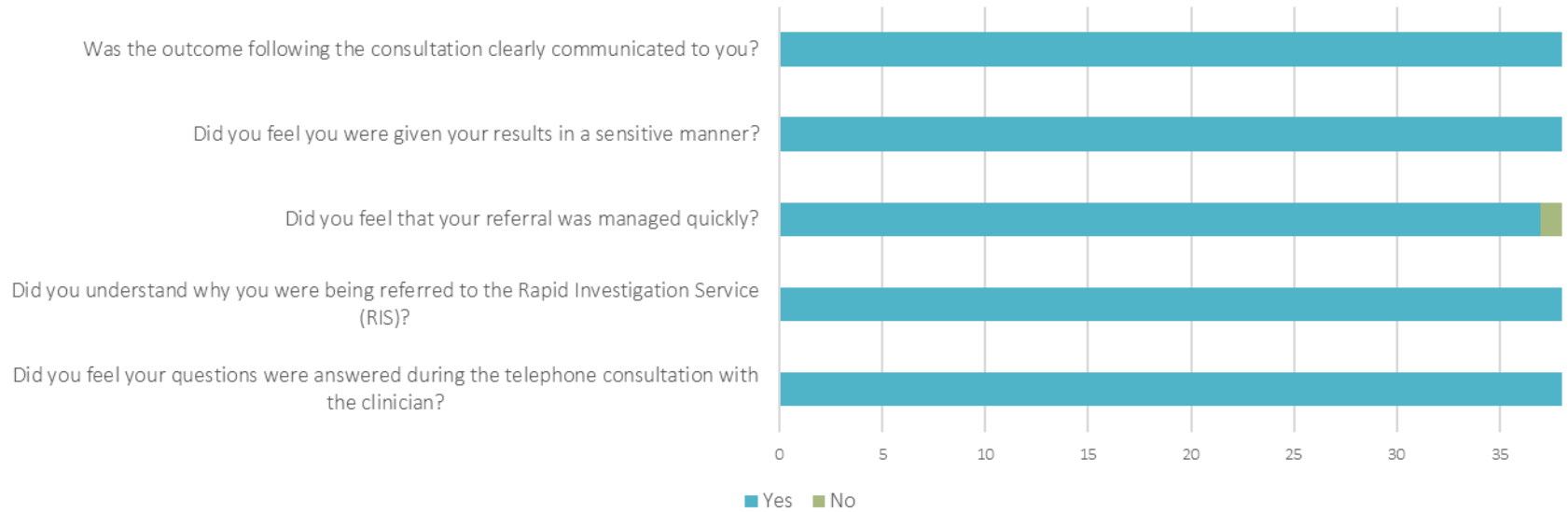
1st January to 6th October 2023





The Wessex Rapid Investigation Service (RIS) has been operational since Summer 2020. As a new developing service RIS invite **100%** of patients who come through the Non-specific symptom pathway and opportunity to provide feedback.

Satisfaction

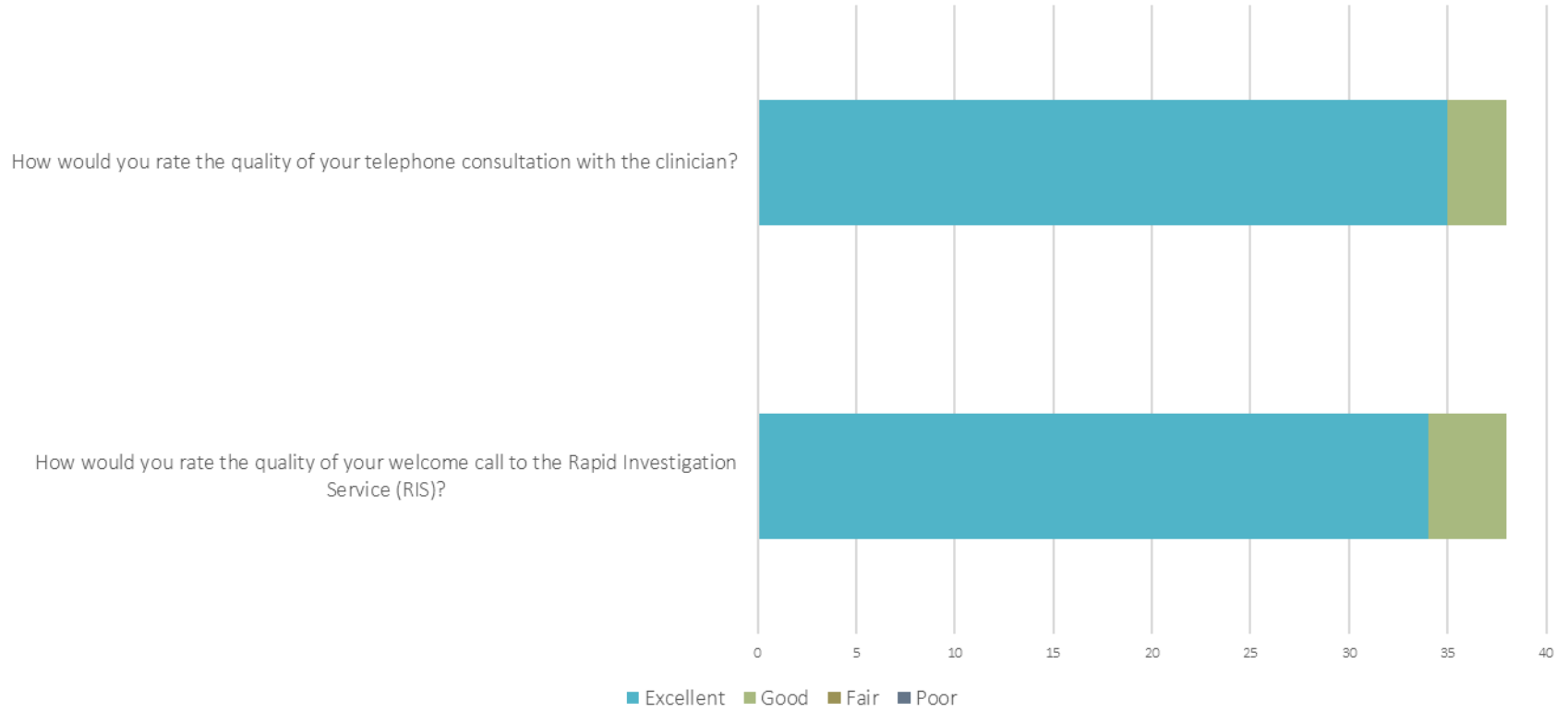


No further comment was provided for the “no”, however the overall rating for RIS was “Very Good”



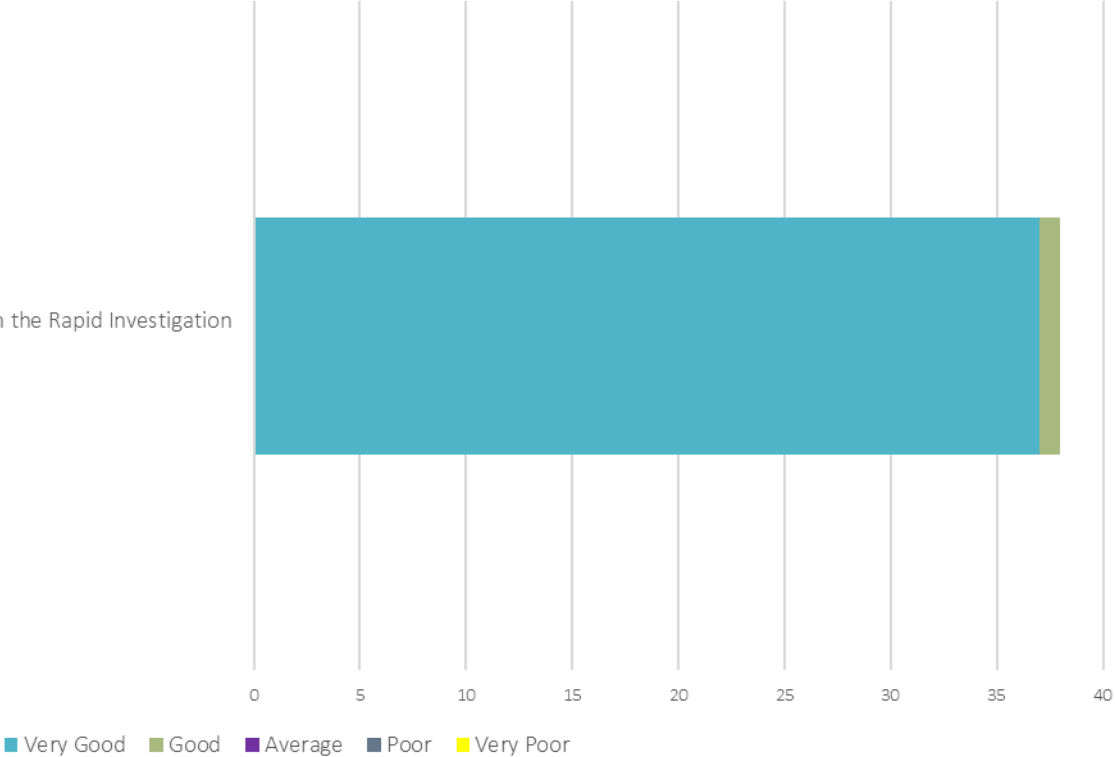
“The Doctor who gave me the telephone conversation was very thorough and clear and gave me time to ask any questions that I had”

Quality



Overall

Overall, how would you rate the service you received from the Rapid Investigation Service?



Patient Feedback Comments

I found the whole experience a little concerning but excellent. The Nurses in the CT Scan were comforting and supportive. Thank you so much.

I was referred, seen and given the CT results within 1 working week. I think was exceptionally good care from the NHS and I am very grateful to all involved.

Having attended the initial appointment at the prescribed time, there was no record at the clinic of the appointment. From then, every other aspect of the service was excellent,. Many thanks to the team, I could not have asked for more

Although I still have no answers as yet to my symptoms you have reassured me that there are no signs of cancer following the tests undertaken for which I am grateful. I appreciate the input from a multidisciplinary team.

Professional, fast and very helpful

Thank you for your prompt action and the sensitive reassurances given. This was delivered on time and in a clear and understandable manner. All this ameliorated the tension and anxieties I felt. Thank you so much for a brilliant service. I am particularly grateful to Lynn for the initial contact and Christine for the manner in which she asked me questions and her reporting back.

Quick Response . I cannot thank NHS team Doctors and nurses enough. Thank you

A brilliant service. All necessary tests took place so quickly and results communicated really rapidly. A wonderful example of working together . Well done NHS.

Patient Feedback Comments

The speed of my appointments to attend were really quick. The OGD procedure went, for me, easily and very well. The team who do this are professional, friendly and overall, a swift and easy time. For me, the CT Scan and OGD results were pretty good for my age. All the concerns that I had are now gone Thank you. I am most grateful

The initial call due on Wednesday evening was missed but I received a call early the next morning to reschedule and the call went ahead on Friday. However, that was the only glitch all other aspects have been very good. I would like to thank Dr Watson for her care but also the admin staff, Lynn and I think Marie (?) who were so helpful and caring and also Christine who was so open and helpful. Thank you everyone I couldn't have wished for more compassion and helpfulness.

I cannot speak highly enough of the treatment I have received. Everybody that I had phone calls with were patient, compassionate and very caring. I cannot thank them all enough.

I appreciate all your help

Excellent care taken over all areas of the investigation.

I was really well taken very good care of in every aspect of care by My Family Dr Xx also by the rapid investigation team. Dr Laura Watson was professional but very empathetic kind and caring. Fortunately, I was very lucky. Thankyou one and all.

Quick Response . I cannot thank NHS team Doctors and nurses enough. Thank you

A brilliant service. All necessary tests took place so quickly and results communicated really rapidly. A wonderful example of working together . Well done NHS.

Patient Feedback Comments

Once again, the NHS hit its sweet spot. Thank you

My case was handled quickly, efficiently, sensitively and with clear communication.

I was delighted to get an appointment so quickly and the results the following week.
Everyone was so helpful

Given reassurance and support at all levels

Christine....I can't remember her surname.... was delightful.. She was calm and knowledgeable and answered all my queries in a very positive manner. The 70 minutes we spent talking on the phone passed in a flash!

Have been very impressed by this form of health care

I thought the service was excellent and a big thank you to all the NHS staff who do an excellent job in caring for our community. People criticise the NHS, but we are so lucky to have such wonderful dedicated people, unlike many countries I've worked in over the years

Sincere thanks to all at RIS from my initial review with Yvonne, the CT scan team and all involved. Also, again to Yvonne for her thorough feedback during our telephone call on September 18. I really do appreciate everyone's support.