

# Neurophysiology Directorate Royal Manchester Children's Hospital

## Patient feedback

Tara Momenabadi, Clinical Physiologist

As part of our on-going quality improvement programme we regularly ask patients for feedback on issues such as cleanliness, communication, patient experience and privacy and dignity. Here is what some patients said about our services.

109 patient comment cards were collected in total.

82% of the cards collected were over all positive.

18% contained some negative feedback.

### What did we do well?

Friendly and professional staff. Made my son feel comfortable. Explained things clearly and were very reassuring.

Waiting time = zero. No waiting!  
Service with a smile.  
No improvements needed in this 5\* service.

Excellent play area.  
Made very tempting for waiting children.

### How can we improve?

- Better directions to the department.
- My only criticism would be the atrocious parking! Not one space in the car park.

### What have we done in response to feedback?

- We send out a small map with directions to the department with appointment letters.
- We send out leaflets about the **FREE** Belle Vue park and bus ride with patient appointment letters.
- We now have an iPad available to distract and entertain your child during the test.

**Please don't wait to be asked for your views; fill in a comment card and post it in the comment box.**

**Thank you.**

## Neurophysiology Directorate Manchester Royal Infirmary

### Patient feedback

Tara Momenabadi, Clinical Physiologist

As part of our on-going quality improvement programme we regularly ask patients for feedback on issues such as cleanliness, communication, patient experience and privacy and dignity. Here is what some patients said about our services.

137 patient comment cards were collected in total.

81% of the cards collected were over all positive.

19% contained some negative feedback

#### How can we improve?

- Please improve disabled car parking by adding more spaces. It took me 20 minutes to park.
- I had no problems with the procedure, however I couldn't find any signs in the corridor to take me to the department.
- I was kept waiting after my appointment time.

#### "What did we do well?"

Very warm welcome. Made us warm drinks and made my dad very welcome and comfortable. Rang a porter for my dad as it's too far too walk. Attention to detail is excellent. Dr took his time, listened to us and explained the procedure thoroughly.

The gentleman that was seeing me was very calming putting me at ease even when I got upset. Thank you.

Overall, the staff and the clean environment made the whole experience stress free.

#### What have we done in response to feedback?

- We send out a small map with directions to the department with appointment letters.
- We send out leaflets about the **FREE** Belle Vue park and bus ride with patient appointment letters.
- We will always keep you informed if there are any delays.

**Please don't wait to be asked for your views; fill in a comment card and post it in the comment box.**

**Thank you.**