

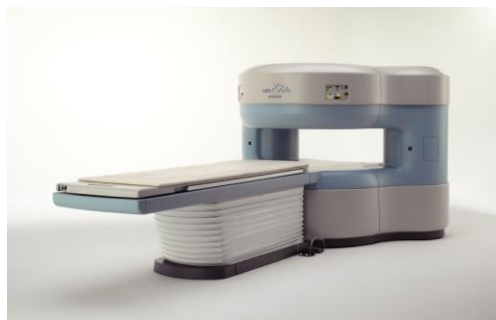
Ridgeway Open MRI Centre

BMI Ridgeway Hospital, Swindon

Summer 2009 Newsletter

Summer Special!

Throughout June and July we will be offering our patients a very special self pay price of **£399 for a one part reported MRI scan**. Of course we also accept patients with Private Medical Cover and NHS patients.



Simple Referral Process

Please fax referral letters to 01793 812254. Our receptionists will then contact your patient directly to arrange an appointment at a time that is convenient to them. With our targeted 24hr reporting time the report will be back with you within 48hrs of your patient's appointment.

Success of New Scanner

The New Hitachi Elite Open MRI Scanner was installed in January and is proving to be a huge success. The main benefit being speedier scan times enabling the patient to spend less time in the scanner-a huge plus for claustrophobic patients.

Excellent Customer Reviews

The Ridgeway Open MRI Centre is pleased to announce that yet again we have received glowing reviews from patients of recent months. As part of Medtel's commitment to pursuing continual improvement in "who we are and what we do" our patients are encouraged to complete a Patient Satisfaction Questionnaire whilst enjoying a coffee or tea following their scan. This gives Medtel the opportunity to discover how we can improve



the patient experience as a whole. We ask various questions such as the level of privacy and dignity the patient felt they were shown, were they able to find the centre easily? Did they receive the speed of attention they expect? Even whether the quality of magazines in the waiting room are up to standard.

Here are a few of the comments we received about The Ridgeway Open MRI Centre in the past month.

"A very easy visit-very reassuring.Excellent!"- Mrs Bridges,Marlborough

"Very caring staff,esp radiographer who was very kind."-EMJ Bath

"Everyone very helpful and friendly. Co-ordination of scan & consultant excellent"-Mr Clark-Reading

The questionnaire results are collated and analyzed on a quarterly basis. Suggested improvements can then be implemented immediately, ensuring that we constantly meet and exceed our patient's expectations and needs.

Would you like a Ridgeway Open MRI Centre Information Pack?

To receive a pack containing referral forms and patient information booklets please call 02920 546000

www.medtel.co.uk

Tel 01793 812202