Radiotherapy Out Patient Satisfaction Survey

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Deputy QMR
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**Scope and Objective**

To identify areas where patient needs are/are not met within the radiotherapy department.

To identify levels of patient satisfaction.

**Introduction**

Obtaining feedback from patients and taking account of their views and priorities is essential to improve the experience of each individual patient at NCCC. Understanding how things look through the patient's eyes should be a central part of any quality improvement programme.

The NCCC Radiotherapy Outpatient Satisfaction Survey was carried out in April 2014 as part of an ongoing programme of continual improvement.

**Method**

A questionnaire and pen were given to each patient who had completed a course of radiotherapy in April 2014 by the reception staff.

Completion of the questionnaire was voluntary and anonymous.

A box for all the completed questionnaires was situated on the radiotherapy reception desk.
Results

137 completed questionnaires were returned (a response rate of 50.6%)

Note - the percentages shown in this report are based on responses where an answer to the question was provided. If no answer was made to a given question, the response will not be counted in the percentage.

Transport

How did you travel to NCCC today?

<table>
<thead>
<tr>
<th>Mode of Transport</th>
<th>&lt;= 20 Mins</th>
<th>20 Mins - 1 Hr</th>
<th>&gt; 1 Hr</th>
<th>Varied</th>
<th>No Response</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Own transport</td>
<td>36</td>
<td>23</td>
<td>4</td>
<td>14</td>
<td>1</td>
<td>78</td>
</tr>
<tr>
<td>Hospital transport</td>
<td>15</td>
<td>8</td>
<td>1</td>
<td>6</td>
<td>1</td>
<td>30</td>
</tr>
<tr>
<td>Public transport</td>
<td>5</td>
<td>2</td>
<td></td>
<td>2</td>
<td></td>
<td>9</td>
</tr>
<tr>
<td>Walked</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>DAAB</td>
<td>8</td>
<td>1</td>
<td></td>
<td>2</td>
<td></td>
<td>11</td>
</tr>
<tr>
<td>No Response</td>
<td>4</td>
<td>3</td>
<td></td>
<td>1</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>Total</td>
<td>69</td>
<td>37</td>
<td>5</td>
<td>25</td>
<td>1</td>
<td>137</td>
</tr>
</tbody>
</table>
Environment

How would you rate the cleanliness of NCCC: Waiting Areas?

How would you rate the cleanliness of NCCC: Toilets?

How would you rate the cleanliness of NCCC: Treatment Rooms?
How did you find the comfort of the waiting areas?

![Bar chart showing percentage of responses for comfort levels: Poor (0.8%), Fair (9.0%), Good (57.9%), Excellent (32.3%).]

Was the radiotherapy department easy to find?

![Bar chart showing percentage of responses for ease of finding: Yes, completely (87.5%), Yes, to some extent (11.0%), No (1.5%).]

Suggestions and Comments from Patients

- All staff were very helpful and really pleasant. Could not have received better care. The staff are a credit to the department and the NHS
- Asked someone where it is - confused down on level 1
- Consider re-arranging the waiting area
- Hospital transport very poor waiting times to go home sometimes hours
- It’s a long way from the main entrance. Better signage
- Like to thank all staff for making my treatment go so smoothly
- Loved the art group on a Wednesday - more please
- Only problem we found was that we thought we came in on the ground floor and assumed level 1 was upstairs. Reception were very good in directing us to radiotherapy dept
- Perhaps a TV placed in the waiting areas for news programmes - there are some delays experience through breakdowns
- Possible light music in waiting area
- Sometimes my times were changed at short notice. Not a problem for me but could have been for others
- Staff always kind and helpful
• The boards I found were updated earlier in the day and when I came in they had been re updated which did cause a bit of confusion sometimes. I think a decision should be made either you update them or you don’t just once a day
• Toilets need a little more care
Waiting Times

How soon after your appointment time did your radiotherapy usually start?

<table>
<thead>
<tr>
<th>Percentage of Responses</th>
<th>On time or within 20 minutes of my appointment time</th>
<th>Between 20 minutes and 1 hour of my appointment time</th>
<th>More than 1 Hour After My Appointment Time</th>
<th>It varied from visit to visit</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50.7%</td>
<td>27.2%</td>
<td>3.7%</td>
<td>18.4%</td>
</tr>
</tbody>
</table>

Were you told about any delays?

<table>
<thead>
<tr>
<th>Percentage of Responses</th>
<th>Yes, always</th>
<th>Yes, Sometimes</th>
<th>Never or rarely</th>
<th>There were no delays</th>
<th>Don't know/can't remember</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>64.4%</td>
<td>27.3%</td>
<td>3.0%</td>
<td>3.8%</td>
<td>1.5%</td>
</tr>
</tbody>
</table>

Suggestions and Comments from Patients

- A big thank you again
- Dealy board showed 1 hour delay but the wait was considerably longer on 3 visits
- Delays left you feeling tried
- Excellent treatment
- Maybe some easy chairs or even some couches to lie down when very tried
- Please inform of delays
- Staff always apologised for and explained delay
- Staff extremely helpful and considerate. Excellent service by all
- The waiting times sometimes over 2 hours waiting not acceptable
- There were no delays
- This department was exceptional all round. I was treated with kindness and all staff were friendly but professional throughout. Thank you
- Timings varied due to patients transport arrival times
- To summarise - an absolutely brilliant service carried out by dedicated caring staff
- Within 10-15 minutes be told of your approx treatment time. Allows a comfort break or a walk etc.
Information

How did you rate the information you received: About how to get to NCCC?

How did you rate the information you received: Out patient guide to NCCC and Radiotherapy?

How did you rate the information you received: About the side effects of your radiotherapy?
Were you given/sent written information about your type of cancer?

Did you look for information about radiotherapy on the Newcastle Hospitals website?

If you did look at the website, did you find the information you found helpful?
Did you experience any side effects during your treatment?

- Yes: 61.4%
- No: 38.6%

Did you feel that staff did everything possible to control your side effects?

- Yes: 96.1%
- No: 3.9%

Were you aware of the cancer information centre on level 2 at NCCC?

- Yes, I used the centre: 14.0%
- Yes, but I did not use the centre: 51.2%
- No, I was not aware: 34.9%
Was the radiotherapy department easy to find? vs How did you rate the information you received: About how to get to NCCC?

<table>
<thead>
<tr>
<th>Was the radiotherapy department easy to find</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
<th>No Response</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, completely</td>
<td>2</td>
<td>1</td>
<td>54</td>
<td>53</td>
<td>9</td>
<td>119</td>
</tr>
<tr>
<td>Yes, to some extent</td>
<td>1</td>
<td>9</td>
<td>2</td>
<td>3</td>
<td>15</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>No Response</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>3</td>
<td>2</td>
<td>63</td>
<td>57</td>
<td>12</td>
<td>137</td>
</tr>
</tbody>
</table>

Patients who experienced side effects vs Patients who felt that the staff did everything possible to control their side effects

<table>
<thead>
<tr>
<th>Did you experience any side effects during your treatment?</th>
<th>Yes</th>
<th>No</th>
<th>No Response</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>74</td>
<td>3</td>
<td>4</td>
<td>81</td>
</tr>
<tr>
<td>Total</td>
<td>74</td>
<td>3</td>
<td>4</td>
<td>81</td>
</tr>
</tbody>
</table>

Suggestions and Comments from Patients

- It would be nice to be offered the possibility to bring music to play while having treatment
- More communication between different levels (Eg 1-3)
- The Maggies centre opposite filled the blanks for me. Enlarge its use!!
- Was explained to me by my consultant at the RVI. The nurses at 'Maggies Place' gave better more detailed information
- We did not receive any information up front of our first visit - missed the first appointment because we were not told. Very disappointed that we did not find out about the excellent parking concession until mentioned by other patients
- Wonderful centre and hospital
Overall Experience

Were you treated with respect and courtesy by: Receptionist?

- Always: 94.7%
- Sometimes: 5.3%

Were you treated with respect and courtesy by: Radiographers?

- Always: 99.2%
- Never: 0.8%

Did staff answer your questions adequately?

- Always: 96.1%
- Sometimes: 3.9%
Were the staff at NCCC helpful and friendly?

- 99.2% always helpful and friendly
- 0.8% sometimes helpful and friendly

Did the staff take enough time with you?

- 95.5% always took enough time
- 4.5% sometimes took enough time

Overall how would you rate the care you have received at NCCC?

- 77.3% rate the care as excellent
- 22.7% rate the care as good
Suggestions and Comments from Patients

- 5* treatment - couldn't be bettered
- All staff excellent friendly and competent
- All staff were very good and very friendly
- Chris from radiotherapy was exceptional he took the fear of the unknown away and treated everyone as if he knew them personally
- Couldn't fault staff and cleanliness  only fault was that times were changed occasionally and weren't notified until arrival and that priority appears to be given to ambulance patients over those that make their own way to hospital in terms of waiting for treatment and changing appointment times
- Excellent - lovely smiles and kind greetings
- First class staff
- Hospital transport needs a bit more thought
- In good weather it would be nice to be encouraged to go into the garden while waiting
- Michelle at reception learns 90% of patients names. That has made such a difference to my treatment experience.Well done Michelle
- More than excellent. Also do all female radiographers have to be incredibly attractive? Friendly, helpful staff couldn't credit you all more. Dr Kelly excellent with me as well. Thank you
- Mystery shopper on receptionists - they are the face of NCCC and 3 I have come across have been off putting (not all however, the friendly ones make a big difference)
- Only 1 receptionist to complain about - she leaves it until she has 5-6 waiting for transport before she phones. I have been sat for 11/2 hours and transport has just been told you are waiting
- Please put another chair and clothes pegs in the changing rooms . No where for carers to sit and no where to put clothes on
- Should be open on a shift basis
- Sometimes took in to radiotherapy before time up after drinking water. One time didn't even get to finish before put into radiotherapy
- Staff should be commended as they could not be more helpful and friendly
- Superb facilities
- Thank you
- The staff in room 4 - Robbie, Phil etc are a credit to their profession and to the Freeman hospital
- These were the most nicest and caring people I have ever met
- Would recommend this clinic to anyone graet care undersatnding to patients
- You are all amazing carry on your fabulous work
Discussion of Results

137 completed questionnaires were returned. This represented a response rate of 50.6%

Transport

60% of the patients in the survey used their own transport to attend NCCC, 23% used hospital transport, 7% used public transport, 1% walked and 9% used Daft as a Brush transport.

Environment

- 99% of patients rated the cleanliness of the waiting areas as excellent or good.
- 96% of patients rated the cleanliness of the toilets as excellent or good.
- 100% of patients rated the cleanliness of the treatment rooms as excellent or good.
- 90% of patients rated the comfort of the waiting areas as excellent or good.
- 99% of patients rated the department as easy to find

Waiting Times

- 49% of patients indicated that they had waited longer than 20 minutes for their radiotherapy.
- 64% of patients indicated that they were always told of any delays

Information

- 96% of patients rated the information on how to get to NCCC as excellent or good.
- 94% of patients rated the outpatient guide to radiotherapy as excellent or good.
- 91% of patients rated the information they received about the side effects of radiotherapy as excellent or good.
- 74% of patients said that they were given/sent written information about their type of cancer.
- 20% said they looked for information about radiotherapy on the Newcastle Hospitals website.
- 100% of those that did look for information on the website felt that the information they found on the website was helpful.
- 61% of patients experienced side effects during their treatment
- 96% of patients that experienced side effects felt that staff did everything possible to control their side effects.
- 65% of patients were aware of the cancer information centre on level 2 at NCCC.

Overall Experience

- 95% of patients stated that they were always treated with courtesy and respect by the receptionist.
- 99% of patients stated that they were always treated with courtesy and respect by the radiographer.
- 96% of patients felt that staff always answered their questions adequately.
- 99% of patients felt that NCCC staff were always helpful and friendly.
- 95% felt that staff always took enough time with them.
- 100% of patients rated the the overall care they received at NCCC as excellent or good.
Acknowledgements

This survey would not have been possible without the help of all members of the reception staff, radiographers and the time given by patients in completing the questionnaires.