

Radiotherapy Patient Experience Survey 2014

Results for Department of Clinical Oncology (Inverness)



November 2014, Official Statistics



	Page
Introduction	3
Summary of Results	4
Chapter 1: Rated Results	
1.0 Notes on Interpretation	5
1.1 Consent	6
1.2 Information Before Radiotherapy Treatment	7
1.3 Website Information	7
1.4 About Your Radiotherapy	8
1.5 Daily Treatment Visits	9
1.6 Information About Support	10
1.7 Following Treatment	10
1.8 Your Overall Radiotherapy Care	11
Chapter 2: Information Questions	12
Chapter 3: Demographic Questions	16
Further Information	17

Introduction

This report gives a summary of the results of the Radiotherapy Patient Experience Survey 2014 for Department of Clinical Oncology (Inverness)

Survey questionnaires were distributed to 224 patients who underwent a final radiotherapy treatment at Department of Clinical Oncology (Inverness) between 11/02/2014 and 04/07/2014.

The survey asked questions about people's experiences of consent, information received before radiotherapy treatment, website information, radiotherapy treatment, information given about support, information following treatment and overall radiotherapy care.

You can find a copy of the survey at: <http://www.scotland.gov.uk/Topics/Statistics/Browse/Health>

135 Department of Clinical Oncology (Inverness) patients returned feedback on their experiences. Of those patients willing to provide information about themselves:

- 0% were aged 16-34; 38% were aged 35-64; and 62% were aged 65 and over.
- 61% did not have any limiting illness or disability.
- 38% were male and 62% were female.

The survey was commissioned by the Scottish Government as part of the Scottish Care Experience Survey Programme, which aims to use the public's experiences of health and care services to improve those services. The survey fieldwork was carried out by Quality Health Ltd, a care experience survey contractor.

The results of the survey will be used by Department of Clinical Oncology (Inverness), and the Scottish Government to improve the quality of healthcare in Scotland by focusing on the areas that patients tell us are important to them and where they consider improvements could be made.

To find out more about what Department of Clinical Oncology (Inverness) is doing to make improvements please contact:

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For more information on the work to improve cancer services and outcomes within Scotland see:

<http://www.scotland.gov.uk/Topics/Health/Services/Cancer> or contact: CancerDeliveryTeamMailbox@scotland.gsi.gov.uk

Summary of Results

The tables below summarise the top and bottom responses and the significant differences from Scotland for this Radiotherapy Centre. The left hand tables show the top 5 responses (highest percent positive scores in green) and bottom 5 responses (highest percent negative scores in red). The right hand tables show the largest significant differences above and below the Scottish average.

Top Bottom 5 | Highest / Lowest Responses

Top 5 Responses (highest % positive scores)

Question	Score
Rating of environment in the waiting room	100%
Rating of environment in the department as a whole	100%
Overall rating of care	100%
Given information at the start of radiotherapy	99%
Rating of environment in the treatment room	99%

Bottom 5 Responses (highest % negative scores)

Question	Score
Invited to Radiotherapy department to be given information/explanation before starting treatment	18%
Told could communicate with the radiographers outside the room during treatment	20%
Patient given a number to call if any problems in relation to their radiotherapy	24%
Given written information about what to expect in the few weeks following treatment and post treatment care	43%
Easy to park if patient travelled by car	53%

Top Bottom 5 | Largest significant differences above and below Scottish average

Largest Significant Differences Above Scotland

Question	Centre	+/- Scotland
Had regular formal review of treatment	92%	+19%
Told about local cancer information and support service	88%	+15%
Informed of any delays	81%	+12%
Hospital staff gave information about support or self-help groups for people with cancer	92%	+9%
Told could communicate with the radiographers outside the room during treatment	80%	+8%

Largest Significant Differences Below Scotland

Question	Centre	+/- Scotland
<i>No further negative significant differences identified</i>		
<i>No further negative significant differences identified</i>		
<i>No further negative significant differences identified</i>		
<i>No further negative significant differences identified</i>		
Patient given a number to call if any problems in relation to their radiotherapy	76%	-10%

1.0 Rated Results - Notes on Interpretation

The tables and charts below show how positively or negatively patients treated within this Radiotherapy Centre responded to questions within the 2014 survey. For each question, the percentages of positive, partly positive, neutral and negative responses are shown along with the total percentage of positive responses. A comparison to the Scotland 2014 result is also shown.

Notes on Interpretation

Number of responses - the number of patients within this Radiotherapy Centre who provided a valid response to this question. Note that patients who indicated that a question was not relevant, or who did not know the answer, are not included in the results.

Response - the percentage of positive, partly positive, neutral and negative responses received for this question within this Radiotherapy Centre. For example when asked if they were happy with the overall amount of information given before starting radiotherapy, the percentage positive refers to patients who said it was excellent or satisfactory. Where patients said it was poor or very poor these responses have been counted as negative. The coloured bars illustrate the percentage positive as green (darker green being entirely positive and lighter green being partly positive), and the percentage negative as red. Where answers were neither positive nor negative (neutral) the percentage is shown in yellow. Note that results have been rounded to the nearest whole percentage and this occasionally results in the sum of positive, neutral and negative percentages not adding up to exactly 100%; this is not an error.

% Positive 2014 - the percent positive result; the total percentage of patients who responded positively (very positive + partially positive) to this question within this Radiotherapy Centre.

Difference from Scotland 2014 - the difference between this Radiotherapy Centre's percent positive result and the equivalent result for NHS Scotland in 2014 (for example, -2 means that the result for this Radiotherapy Centre in 2014 is two percentage points lower than for Scotland as a whole).

^s Indicates a statistically significant difference between the percent positive result for this Radiotherapy Centre and that of Scotland as a whole.

Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
1.1 Rated Results - Consent							
1. Understood the benefits of radiotherapy	135	71%		29%	71	-5	
2. Understood what the side-effects of radiotherapy were	135	70%		30%	70	+5	
3. Given the opportunity to ask questions before giving consent	129	98%			98	+0	
4. Satisfied with answers received to questions	127	87%		13%	87	+2	
5. Had confidence in doctors or other health professional who took consent for radiotherapy	133	89%		9%	89	-4	
6. Treated with dignity and respect by the doctor or other health professional who took consent for radiotherapy	135	96%			96	-0	

Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
1.2 Rated Results - Information Before Radiotherapy Treatment							
7. Given/sent written information by a member of staff	129					94	+8 ^s
8. Information/arrangements for first appointment easy to understand	134					89	-1
9. Told about local cancer information and support service	122					88	+15 ^s
10. Overall amount of information given before starting radiotherapy	135					99	+1
11. Invited to Radiotherapy department to be given information/explanation before starting treatment pt1	102					82	+4
11. Found information/explanation given helpful pt2	102					99	+1

1.3 Rated Results - Website Information

13. Found hospital website information helpful	9					89	-10
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Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
1.4 Rated Results - About Your Radiotherapy							
16. Told how many radiotherapy treatments probably needed	135					97	-0
17. Told how long in total course of radiotherapy treatment would last	135					96	+1
18. Plan of treatment clearly explained by a member of staff	135					93	+4
19. Given information to help manage side effects of treatment	131					77	+4
20. Information given by radiographer at treatment visit the same as that given by doctor/radiographer at clinic visit	125					89	+2
21. Someone in the hospital to talk to about worries or fears	115					98	+1

Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
1.5 Rated Results - Daily Treatment Visits							
23. Easy to park if patient travelled by car	76	47%			53%	47	-8
24. How soon after appointment time radiotherapy started	125	90%			10%	90	+5
25. Informed of any delays	108	81%		14%		81	+12 ^s
26. pt1 Rating of environment in the waiting room	134	78%	22%			100	+1 ^s
26. pt2 Rating of environment in the treatment room	134	87%	13%			99	-1
26. pt3 Rating of environment in the department as a whole	134	92%	8%			100	+0
27. Changing facilities allowed patient to maintain their dignity	129	70%		19%	11%	70	-7
28. Told could communicate with the radiographers outside the room during treatment	121	80%			20%	80	+8 ^s
29. Staff took adequate care when helping patient into right position for treatment	134	98%				98	+1
30. Had opportunity to discuss any questions with radiographer	134	87%		13%		87	+2
32. Had regular formal review of treatment	129	92%			8%	92	+19 ^s

Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
1.6 Rated Results - Information About Support							
33. Hospital staff gave information about support or self-help groups for people with cancer	103					92	+9 ^s
1.7 Rated Results - Following Treatment							
35. Patient given a number to call if any problems in relation to their radiotherapy	123					76	-10 ^s
36. Patient knows arrangements for next visit	133					86	+1
37. Given written information about what to expect in the few weeks following treatment and post treatment care	125					57	+1

Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
1.8 Rated Results - Your Overall Radiotherapy Care							
38. pt1 Given information at the start of radiotherapy	135	99%				99	+1
38. pt2 Overall rating of amount of information given at the start of radiotherapy	134	68%	31%			99	+0
39. Patient involved as much as wanted to be in decisions about care and treatment	133	77%		19%		77	+3
40. Patient felt that staff took account of what mattered to them	134	95%				95	+4
41. Patient felt that staff treated them with compassion and understanding during treatment	135	97%				97	+0
42. Overall rating of care	135	98%				100	+0

Chapter 2: Information Questions

The tables below show results for questions that did not fit into the percent positive format used elsewhere within this report. These tables show the percentage of patients within this Radiotherapy Centre who selected each response option when answering these questions. The overall results from Scotland 2014 are also shown.

2.1. Website Information

	Centre 2014		Scotland 2014	
	Number of respondents	Percentage	Number of respondents	Percentage
12. Did you look for information about radiotherapy on the cancer centre or hospital website where you had your radiotherapy?				
Yes	10	8%	219	16%
No	122	92%	1,142	84%
Missing	3		42	
14. If you did not look at the cancer centre or hospital website, was this because:				
Didn't need to	40	34%	362	32%
Didn't want to	20	17%	204	18%
Didn't know there was any information on the website	24	20%	208	19%
No internet access	27	23%	290	26%
Some other reason	7	6%	53	5%
Missing	17		286	

2.2. About Your Radiotherapy

	Centre 2014		Scotland 2014	
	Number of respondents	Percentage	Number of respondents	Percentage
15. Did you have the majority of your radiotherapy as an inpatient or as an outpatient?				
I had the majority of my radiotherapy as an inpatient	13	10%	148	11%
I had the majority of my radiotherapy as an outpatient	121	90%	1,246	89%
Don't know / Can't remember	0	0%	0	0%
Missing	1		9	

2.3. Daily Treatment Visits

	Centre 2014		Scotland 2014	
	Number of respondents	Percentage	Number of respondents	Percentage
22. How did you usually get to the hospital where you had your radiotherapy?				
By car	90	70%	960	74%
By public transport (bus, train, taxi)	14	11%	158	12%
By ambulance / hospital transport	8	6%	156	12%
I walked / cycled	16	13%	23	2%
Missing	7		106	
31. During your last course of radiotherapy, how many treatments (sometimes called visits or fractions) did you have?				
1 - 5	30	23%	336	25%
5 - 10	7	5%	99	7%
More than 10	92	70%	882	65%
Don't know / Can't remember	3	2%	38	3%
Missing	3		48	

2.4. Information About Support

	Centre 2014		Scotland 2014	
	Number of respondents	Percentage	Number of respondents	Percentage
34. If yes, what type of groups were you given information about?				
General cancer support groups in my area	77	57%	551	39%
Missing	58		852	
Support groups for my specific type of cancer in my area	27	20%	192	14%
Missing	108		1,211	
National cancer charities	18	13%	202	14%
Missing	117		1,201	
Other groups	9	7%	85	6%
Missing	126		1,318	

Chapter 3: Demographic Questions

The tables below show a number of socio-demographic characteristics of patients who responded to the survey in 2014. These tables show the percentage of patients within this Radiotherapy Centre who selected each response option when answering these questions. The overall results from Scotland 2014 are also shown.

	Centre 2014		Scotland 2014	
	Number of respondents	Percentage	Number of respondents	Percentage
43. Age Band				
16 - 34	0	0%	11	0%
35 - 54	17	13%	176	13%
55 - 64	33	25%	320	25%
65+	83	62%	851	62%
Missing	2		45	

44. Are you male or female?

Male	51	38%	585	43%
Female	83	62%	786	57%
Missing	1		32	

An Official Statistics Publication for Scotland

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Data source may be made available on request, subject to consideration of legal and ethical factors. For further information please contact:

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ISBN: 978-1-78412-955-2 (web only)

Published by the Scottish Government, November 2014

The Scottish Government
St Andrew's House
Edinburgh
EH1 3DG

Produced for the Scottish Government by APS Group Scotland, 21 Tennant Street, Edinburgh EH6 5NA
PPDAS40142 (11/14)