

# Radiotherapy Patient Experience Survey 2014

## Results for Aberdeen Radiotherapy Centre



November 2014, Official Statistics



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## Introduction

This report gives a summary of the results of the Radiotherapy Patient Experience Survey 2014 for Aberdeen Radiotherapy Centre

Survey questionnaires were distributed to 398 patients who underwent a final radiotherapy treatment at Aberdeen Radiotherapy Centre between 13/03/2014 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>

228 Aberdeen Radiotherapy Centre patients returned feedback on their experiences. Of those patients willing to provide information about themselves:

- 1% were aged 16-34; 34% were aged 35-64; and 65% were aged 65 and over.
- 57% did not have any limiting illness or disability.
- 43% were male and 57% 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 Aberdeen Radiotherapy Centre, 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 Aberdeen Radiotherapy Centre 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](mailto: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
Found hospital website information helpful	100%
Rating of environment in the waiting room	100%
Rating of environment in the treatment room	100%
Rating of environment in the department as a whole	100%
Overall rating of care	100%

### Bottom 5 Responses (highest % negative scores)

Question	Score
Told could communicate with the radiographers outside the room during treatment	31%
Told about local cancer information and support service	34%
Patient given a number to call if any problems in relation to their radiotherapy	36%
Easy to park if patient travelled by car	43%
Given written information about what to expect in the few weeks following treatment and post treatment care	63%

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

### Largest Significant Differences Above Scotland

Question	Centre	+/- Scotland
How soon after appointment time radiotherapy started	93%	+8%
Changing facilities allowed patient to maintain their dignity	83%	+6%
Rating of environment in the waiting room	100%	+1%
<i>No further positive significant differences identified</i>		
<i>No further positive significant differences identified</i>		

### Largest Significant Differences Below Scotland

Question	Centre	+/- Scotland
<i>No further negative significant differences identified</i>		
<i>No further negative significant differences identified</i>		
Given/sent written information by a member of staff	74%	-12%
Given written information about what to expect in the few weeks following treatment and post treatment care	37%	-19%
Patient given a number to call if any problems in relation to their radiotherapy	64%	-23%

## 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).

<sup>s</sup> 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		
<b>1.1 Rated Results - Consent</b>							
1. Understood the benefits of radiotherapy	227	74%		26%	74	-2	
2. Understood what the side-effects of radiotherapy were	227	66%		32%	66	+1	
3. Given the opportunity to ask questions before giving consent	223	97%			97	-1	
4. Satisfied with answers received to questions	212	85%		15%	85	-0	
5. Had confidence in doctors or other health professional who took consent for radiotherapy	224	91%		7%	91	-2	
6. Treated with dignity and respect by the doctor or other health professional who took consent for radiotherapy	227	93%		5%	93	-3	

Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
<b>1.2 Rated Results - Information Before Radiotherapy Treatment</b>							
7. Given/sent written information by a member of staff	211	74%		26%		74	-12 <sup>s</sup>
8. Information/arrangements for first appointment easy to understand	224	86%		13%		86	-4
9. Told about local cancer information and support service	196	66%		34%		66	-6
10. Overall amount of information given before starting radiotherapy	221	54%		43%		98	-0
11. Invited to Radiotherapy department to be given information/explanation before starting treatment pt1	177	82%		18%		82	+4
11. Found information/explanation given helpful pt2	177	98%				98	-0

### 1.3 Rated Results - Website Information

13. Found hospital website information helpful	29	72%		28%		100	+1
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Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
<b>1.4 Rated Results - About Your Radiotherapy</b>							
16. Told how many radiotherapy treatments probably needed	226					97	-0
17. Told how long in total course of radiotherapy treatment would last	227					93	-2
18. Plan of treatment clearly explained by a member of staff	227					89	-1
19. Given information to help manage side effects of treatment	223					68	-5
20. Information given by radiographer at treatment visit the same as that given by doctor/radiographer at clinic visit	211					86	-1
21. Someone in the hospital to talk to about worries or fears	191					95	-2



Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
<b>1.5 Rated Results - Daily Treatment Visits</b>							
23. Easy to park if patient travelled by car	141	57%		43%		57	+2
24. How soon after appointment time radiotherapy started	211	93%			7%	93	+8 <sup>s</sup>
25. Informed of any delays	155	75%		17%	8%	75	+6
26. pt1 Rating of environment in the waiting room	223	86%		14%		100	+1 <sup>s</sup>
26. pt2 Rating of environment in the treatment room	224	89%		11%		100	+0
26. pt3 Rating of environment in the department as a whole	224	90%		10%		100	+0
27. Changing facilities allowed patient to maintain their dignity	214	83%		16%		83	+6 <sup>s</sup>
28. Told could communicate with the radiographers outside the room during treatment	186	69%		31%		69	-3
29. Staff took adequate care when helping patient into right position for treatment	224	97%				97	-0
30. Had opportunity to discuss any questions with radiographer	220	84%		15%		84	-1
32. Had regular formal review of treatment	212	75%		25%		75	+1

Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
<b>1.6 Rated Results - Information About Support</b>							
33. Hospital staff gave information about support or self-help groups for people with cancer	143	83%		17%	83	-0	
<b>1.7 Rated Results - Following Treatment</b>							
35. Patient given a number to call if any problems in relation to their radiotherapy	215	64%		36%	64	-23 <sup>s</sup>	
36. Patient knows arrangements for next visit	224	88%		12%	88	+3	
37. Given written information about what to expect in the few weeks following treatment and post treatment care	212	37%		63%	37	-19 <sup>s</sup>	

Question	Number of responses	Response				% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Neutral	Negative		
<b>1.8 Rated Results - Your Overall Radiotherapy Care</b>							
38. pt1 Given information at the start of radiotherapy	224	97%				97	-1
38. pt2 Overall rating of amount of information given at the start of radiotherapy	218	62%	36%			99	-0
39. Patient involved as much as wanted to be in decisions about care and treatment	216	76%		20%		76	+1
40. Patient felt that staff took account of what mattered to them	224	91%		8%		91	+0
41. Patient felt that staff treated them with compassion and understanding during treatment	226	98%				98	+1
42. Overall rating of care	226	97%				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
<b>12. Did you look for information about radiotherapy on the cancer centre or hospital website where you had your radiotherapy?</b>				
Yes	29	13%	219	16%
No	193	87%	1,142	84%
Missing	6		42	
<b>14. If you did not look at the cancer centre or hospital website, was this because:</b>				
Didn't need to	62	32%	362	32%
Didn't want to	31	16%	204	18%
Didn't know there was any information on the website	45	23%	208	19%
No internet access	41	21%	290	26%
Some other reason	13	7%	53	5%
Missing	36		286	

## 2.2. About Your Radiotherapy

	Centre 2014		Scotland 2014	
	Number of respondents	Percentage	Number of respondents	Percentage
<b>15. Did you have the majority of your radiotherapy as an inpatient or as an outpatient?</b>				
I had the majority of my radiotherapy as an inpatient	26	12%	148	11%
I had the majority of my radiotherapy as an outpatient	200	88%	1,246	89%
Don't know / Can't remember	0	0%	0	0%
Missing	2		9	

## 2.3. Daily Treatment Visits

	Centre 2014		Scotland 2014	
	Number of respondents	Percentage	Number of respondents	Percentage
<b>22. How did you usually get to the hospital where you had your radiotherapy?</b>				
By car	159	77%	960	74%
By public transport (bus, train, taxi)	24	12%	158	12%
By ambulance / hospital transport	21	10%	156	12%
I walked / cycled	2	1%	23	2%
Missing	22		106	
<b>31. During your last course of radiotherapy, how many treatments (sometimes called visits or fractions) did you have?</b>				
1 - 5	66	30%	336	25%
5 - 10	22	10%	99	7%
More than 10	133	60%	882	65%
Don't know / Can't remember	1	0%	38	3%
Missing	6		48	

## 2.4. Information About Support

	Centre 2014		Scotland 2014	
	Number of respondents	Percentage	Number of respondents	Percentage
<b>34. If yes, what type of groups were you given information about?</b>				
General cancer support groups in my area	99	43%	551	39%
Missing	129		852	
Support groups for my specific type of cancer in my area	26	11%	192	14%
Missing	202		1,211	
National cancer charities	27	12%	202	14%
Missing	201		1,201	
Other groups	13	6%	85	6%
Missing	215		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
<b>43. Age Band</b>				
16 - 34	3	1%	11	1%
35 - 54	31	14%	176	14%
55 - 64	43	20%	320	20%
65+	140	65%	851	65%
Missing	11		45	
<b>44. Are you male or female?</b>				
Male	95	43%	585	43%
Female	126	57%	786	57%
Missing	7		32	



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### **How to access background or source data**

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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### **Complaints and suggestions**

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