

Radiotherapy Patient Experience Survey 2014

Results for Beatson West of Scotland Cancer 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 Beatson West of Scotland Cancer Centre

Survey questionnaires were distributed to 950 patients who underwent a final radiotherapy treatment at Beatson West of Scotland Cancer Centre between 10/03/2014 and 09/05/2014.

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>

473 Beatson West of Scotland Cancer Centre patients returned feedback on their experiences. Of those patients willing to provide information about themselves:

- 1% were aged 16-34; 37% were aged 35-64; and 62% were aged 65 and over.
- 59% 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 Beatson West of Scotland Cancer 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 Beatson West of Scotland Cancer 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

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
Overall rating of care	100%
Rating of environment in the treatment room	100%
Rating of environment in the department as a whole	100%
Found information/explanation given helpful	99%
Given information at the start of radiotherapy	99%
Bottom 5 Responses (highest % negative scores)	
Question	Score
Told about local cancer information and support service	29%
Told could communicate with the radiographers outside the room during treatment	32%
Had regular formal review of treatment	38%
Given written information about what to expect in the few weeks following treatment and post treatment care	52%
Easy to park if patient travelled by car	72%

Top Bottom 5 Largest significant differences above and below Scottish average		
Largest Significant Differences Above Scotland		
Question	Centre	+/- Scotland
Patient given a number to call if any problems in relation to their radiotherapy	92%	+6%
<i>No further positive significant differences identified</i>		
<i>No further positive significant differences identified</i>		
<i>No further positive significant differences identified</i>		
<i>No further positive significant differences identified</i>		
Largest Significant Differences Below Scotland		
Question	Centre	+/- Scotland
Given written information about what to expect in the few weeks following treatment and post treatment care	48%	-7%
Changing facilities allowed patient to maintain their dignity	68%	-9%
Informed of any delays	59%	-10%
Had regular formal review of treatment	62%	-12%
Easy to park if patient travelled by car	28%	-28%

1.1 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		
1.2 Rated Results - Consent							
1. Understood the benefits of radiotherapy	466					76	+0
2. Understood what the side-effects of radiotherapy were	470					65	+0
3. Given the opportunity to ask questions before giving consent	448					98	-0
4. Satisfied with answers received to questions	434					84	-1
5. Had confidence in doctors or other health professional who took consent for radiotherapy	465					93	+1
6. Treated with dignity and respect by the doctor or other health professional who took consent for radiotherapy	471					97	+1

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	446					88	+2
8. Information/arrangements for first appointment easy to understand	469					91	+1
9. Told about local cancer information and support service	420					71	-2
10. Overall amount of information given before starting radiotherapy	465					98	-0
11. Invited to Radiotherapy department to be given information/explanation before starting treatment pt1	295					73	-4
11. Found information/explanation given helpful pt2	295					99	+1

1.3 Rated Results - Website Information

13. Found hospital website information helpful	90					99	-0
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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	467					96	-1
17. Told how long in total course of radiotherapy treatment would last	469					96	-0
18. Plan of treatment clearly explained by a member of staff	469					87	-2
19. Given information to help manage side effects of treatment	459					72	-1
20. Information given by radiographer at treatment visit the same as that given by doctor/radiographer at clinic visit	439					87	-0
21. Someone in the hospital to talk to about worries or fears	373					97	-0

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	243	28%			72%	28	-28 ^s
24. How soon after appointment time radiotherapy started	403	81%		18%		81	-4 ^s
25. Informed of any delays	336	59%		25%	16%	59	-10 ^s
26. pt1 Rating of environment in the waiting room	462	68%	31%			99	+0
26. pt2 Rating of environment in the treatment room	462	84%	16%			100	+0
26. pt3 Rating of environment in the department as a whole	462	85%	15%			100	-0
27. Changing facilities allowed patient to maintain their dignity	442	68%		24%	7%	68	-9 ^s
28. Told could communicate with the radiographers outside the room during treatment	410	68%			32%	68	-4
29. Staff took adequate care when helping patient into right position for treatment	463	96%				96	-1
30. Had opportunity to discuss any questions with radiographer	460	83%		16%		83	-2
32. Had regular formal review of treatment	429	62%			38%	62	-12 ^s

Question	Number of responses	Response			% Positive 2014	Difference from Scotland 2014
		Positive	Partly Positive	Negative		
1.6 Rated Results - Information About Support						
33. Hospital staff gave information about support or self-help groups for people with cancer	282				82	-1
1.7 Rated Results - Following Treatment						
35. Patient given a number to call if any problems in relation to their radiotherapy	455				92	+6 ^s
36. Patient knows arrangements for next visit	464				82	-3
37. Given written information about what to expect in the few weeks following treatment and post treatment care	446				48	-7 ^s

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	467	99%				99	+0
38. pt2 Overall rating of amount of information given at the start of radiotherapy	462	59%	40%			99	+0
39. Patient involved as much as wanted to be in decisions about care and treatment	445	72%		23%		72	-2
40. Patient felt that staff took account of what mattered to them	464	89%		10%		89	-2
41. Patient felt that staff treated them with compassion and understanding during treatment	468	96%				96	-1
42. Overall rating of care	467	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
12. Did you look for information about radiotherapy on the cancer centre or hospital website where you had your radiotherapy?				
Yes	91	20%	219	16%
No	366	80%	1,142	84%
Missing	16		42	
14. If you did not look at the cancer centre or hospital website, was this because:				
Didn't need to	106	30%	362	32%
Didn't want to	61	17%	204	18%
Didn't know there was any information on the website	59	16%	208	19%
No internet access	113	32%	290	26%
Some other reason	19	5%	53	5%
Missing	115		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	49	10%	148	11%
I had the majority of my radiotherapy as an outpatient	420	90%	1,246	89%
Don't know / Can't remember	0	0%	0	0%
Missing	4		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	324	74%	960	74%
By public transport (bus, train, taxi)	54	12%	158	12%
By ambulance / hospital transport	51	12%	156	12%
I walked / cycled	6	1%	23	2%
Missing	38		106	
31. During your last course of radiotherapy, how many treatments (sometimes called visits or fractions) did you have?				
1 - 5	121	27%	336	25%
5 - 10	31	7%	99	7%
More than 10	284	62%	882	65%
Don't know / Can't remember	19	4%	38	3%
Missing	18		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	178	38%	551	39%
Missing	295		852	
Support groups for my specific type of cancer in my area	55	12%	192	14%
Missing	418		1,211	
National cancer charities	72	15%	202	14%
Missing	401		1,201	
Other groups	30	6%	85	6%
Missing	443		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	5	1%	11	1%
35 - 54	55	12%	176	12%
55 - 64	113	25%	320	25%
65+	282	62%	851	62%
Missing	18		45	
44. Are you male or female?				
Male	197	43%	585	43%
Female	263	57%	786	57%
Missing	13		32	

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