

Mid Essex Cancer Services User Group

PATIENT SURVEY
ACCESSING RADIOTHERAPY TREATMENT
REPORT & ANALYSIS

*Prepared by C J Blanchard for and on behalf of Mid Essex Cancer Services User Group and
Colchester Hospitals University Foundation Trust*

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1 INTRODUCTION

1.1 **Mid Essex Cancer Services User Group (MECSUG)** was established thirteen years ago as Chelmsford Cancer Services User Group, changing its name to reflect the geographic area it covers. The Group comprises patients, carers and family members, working in collaboration with health professionals through active involvement with and representation on the Mid Essex Hospitals Services Trust (MEHST) Cancer Services Management Board and Patient Experience Group. Members represent service users/patients in the London Cancer Alliance, Peer Group Reviews, Essex Local Cancer Forum, Cancer Research UK and support groups such as Pancreatic, Head & Neck and Mid Essex Stoma Support Groups. James West and Clive Blanchard were involved to a limited extent in the design and development stage of the new Radiotherapy (RT) facility built on the Colchester General Hospital (CGH) site.

A number of the Group's active members are also volunteers for the Macmillan Information Pod situated in the atrium at Broomfield Hospital in Chelmsford.

MECSUG's philosophy is that patients and carers are always at the heart of everything they do; their prime objectives are to:

- ensure MEHST and other care providers recognise the experience of cancer services users in the planning and delivery of cancer services
- improve users' experience of cancer and palliative care services, ensuring exercise of choice and access to high quality services, including quality information
- influence cancer and palliative care policy so that users' views are central to service design.

1.2 **Colchester Hospitals University Foundation Trust (CHUFT)** provides RT and oncology services to a population of about 670,000 people across north and mid-Essex. Its aim is to provide the best possible standards of cancer treatment, care and support for patients and carers by pursuing a policy of continuous improvement and research. A full range of services is offered by the cancer service, which involves a number of Trust departments, including surgery, medicine, diagnostics (such as Radiology) and the specialised cancer services. The new, £25M Radiotherapy centre was completed in the Spring of 2014 and began treating patients in June of that year.

1.3 **In September 2014 James West (Chair, MECSUG) requested a patient survey** to assess the access and travel experiences of Mid Essex patients (i.e. those referred by MEHST) using the RT facility following its relocation to Colchester General Hospital (CGH) from Essex County Hospital (ECH). Sonia Tankard (ST), James West and Clive Blanchard met to agree the objectives and scope of the proposed survey and format of the Patient Questionnaire (Appendix A).

1.4 **The objectives and scope of the survey were agreed as follows:**

- Identify access issues concerned with attending RT at CGH following relocation from ECH.
- Identify satisfaction levels with the facilities and services provided for RT patients at CGH.
- Ensure equal opportunity to complete the survey be given to all RT patients served by CGH, during the period 1st February to 30th April 2015.
- Afford patients the opportunity to anonymously complete the survey and comment upon *inter alia* general standards of care, facilities, environment, etc.
- MECSUG will undertake responsibility for collating, analysis and preparation of a report upon the findings of the patient survey.
- Statistical analyses to identify CHUFT and MEHST patients separately, by postcode for comparison purposes.

2 EXECUTIVE SUMMARY

Following local approvals and at the request of MECSUG, a patient survey was conducted between 1st February and 30th April 2015. The objectives were to assess patient experience in accessing Radiotherapy (RT) and to seek comment regarding the RT unit facilities, environment and levels of care following relocation of RT services from ECH to CGH.

176 responses were received from patients living as far west in the county as Shenfield and Hutton, and Clacton, Harwich, Frinton in the east. The response represents the equivalent of around 36% of the total RT patients treated by CHUFT in the year 2014/15. This Report and Analysis outlines the statistical analyses, patients' comments and MECSUG's conclusions and recommendations.

Statistical analyses confirm that patients continue to travel often excessive distances to access their course of RT, with travel times reflecting those distances. It is noted that patients referred by MEHST will travel on average more than double the distances of their CHUFT counterparts (46 miles versus 22.5 miles). MECSUG is concerned that some patients are travelling in excess of 2,000 miles (maximum 2,856) in the course of their treatment programme and recommends such patients be afforded the opportunity of attending a RT provider closer to their home.

Whilst patients appreciate the free, reserved parking facility adjacent to the RT unit, their comments highlight the need to address difficulties in accessing it within CGH's internal site roads and we have made appropriate recommendations accordingly. Likewise, patients have expressed frustrations regarding provision and co-ordination of hospital transport services, which we believe should be addressed at earliest opportunity.

Although patients demonstrated high satisfaction levels in respect of waiting times, we believe concerns expressed by patients may be addressed in a straightforward manner and at nil-cost.

Whilst the focus has been upon access to RT, the opportunity to seek patients' comments more generally has proven invaluable. There are very high levels of satisfaction in respect of the overall environment and facilities, but in particular regarding patient care, with many highly complimentary comments regarding staff. We believe Sonia Tankard and her team can take great pride in this.

3 CONCLUSIONS

3.1 Survey

3.1.1 With 176 responses over a three months period, the survey may be considered a valid representation of the wider population of CHUFT's RT patients.

3.1.2 A slightly higher ratio of MEHST patients completed the survey than their CHUFT counterparts.

3.2 Access & Travel

3.2.1 The results of this survey confirm the difficulties experienced by some patients in accessing their RT treatment, in particular the distances travelled and problems with hospital transport.

3.2.2 MEHST patients travel an average of 46.1 miles for each treatment, more than double that of CHUFT patients, 22.5 miles. This disparity is highlighted by minimum and maximum distances travelled for each treatment during the survey period:
CHUFT minimum 2 miles, maximum 49 miles;
MEHST 22 miles and 77 miles.

3.2.3 Almost one-third of patients travelled in excess of 1,000 miles during their course of treatment (CHUFT 14, MEHST 27 patients), with four MEHST patients travelling between 2,000 and 2,500 miles and a fifth patient reaching 2,856 miles.

3.2.4 Distances travelled were inevitably reflected in travelling times, with 51 patients reporting over 45 minutes each way from/to home (CHUFT 13, MEHST 38), whilst 11 of those 51 patients reported in excess of 60 minutes travelling each way (all MEHST).

3.2.5 Whilst 85% of patients travelled to CGH by car, 60% relied upon a family member, carer or friend to drive, highlighting the stresses and strain of travelling such distances on a daily basis over a prolonged period of up to seven weeks.

3.2.6 Just 15% of patients reported cost of travel being some concern to them, perhaps surprisingly the majority were CHUFT patients.

3.2.7 Although only 13% accessed RT by hospital transport or volunteer services, concerns were expressed regarding co-ordination of pick-up and take-home timings, in particular in respect of hospital transport arrangements. This and other, more recent anecdotal evidence (not included in this survey) supports the need for a review of these services.

3.3 Car Parking

Very positive response to the free and reserved car parking facility, although a number of patients expressed concerns regarding access to it, due to cars parked on the internal site access roads marked with double yellow lines.

3.4 Waiting Times

Patients were satisfied with this aspect of their treatment, with only a 2% rating of "unsatisfactory". Patients noted the pleasant environment and appreciate the refreshment facility. Nevertheless there was a number who commented upon the unreliability of the information screens and difficulties experienced awaiting treatment with a full bladder.

3.5 Overall Experience of the Radiotherapy Service

93% reported their overall experience of the service at CGH as "Excellent" (65%) or "Good" (28%), with only 1 patient noting the service as "Unsatisfactory". In particular patients were highly complimentary of staff - "...friendly...considerate...kind...caring...professional...excellent..." - and the facilities.

4 RECOMMENDATIONS

4.1 Travel etc.

- 4.1.1 A review of the patient's ability to access RT should be carried out when prescribing the treatment. This should apply in particular to those who live furthest distance from CGH (threshold to be agreed), and/or have most recently undergone surgery (survey 48%), chemotherapy (24%) or both.
- 4.1.2 Patients deemed sufficiently unwell to undertake RT at CGH should be offered an alternative provider nearer to their home address. (survey - 7% of patients offered alternative, including Cambridge [Addenbrookes], Ipswich, Romford and The Royal Marsden, none on grounds of access).
- 4.1.3 Review and revise the arrangements in place for hospital transport contractors to better co-ordinate and improve provision of transport to and from CGH.
- 4.1.4 Take appropriate steps to ensure RT patients can access the reserved car parking area without obstruction or continued difficulty.
- 4.1.5 Explore with Essex CC the feasibility of opening up the emergency ambulance access point off the Northern Relief road to:
 - (a) allow direct access by car to the reserved car parking area and
 - (b) provide the added benefit of shorter journey distance and time for patients.
- 4.1.6 Ensure all patients travelling via the A12 are aware of the new Northern Approach Road extension; although it only reduces travel distance by no more than one mile, it is an easier route to Turner Road and avoids built-up areas.

4.2 Waiting Times

- 4.2.1 Review the process for updating information screens to show more accurate waiting times.
- 4.2.2 Ensure regular communication with patients, in particular those who need to take on and retain fluids.

5 STATISTICAL ANALYSES - TRAVEL

5.1 Surveys completed

During the period 1st February to 30th April 2015, **176** patients completed the survey:

CHUFT patients - **99**

MEHST patients - **77**

Projected over a 12 months period, this represents response rates of:

CHUFT patients - 33%

MEHST patients - 40%

Responses were received from patients residing in all parts of Mid and North Essex, as far west as Hutton and Shenfield, to Clacton, Harwich and Frinton in the east of the county. Patients were offered the opportunity to complete more than one survey, for example part-way through and then at the end of their course of treatment. No-one took advantage of that facility.

Some surveys were not completed in full - accordingly, the statistics in the following pages are based upon completed answers.

5.2 SURVEY numbers of RT patients & attendances

	<u>Patients</u>	<u>%</u>	<u>Attendances</u>	<u>%</u>	<u>Ave. Attendance/Patient</u>
CHUFT	*92	55.4	1894	55.9	20.6
MEHST	*74	44.6	1492	44.1	<u>20.2</u>
	<u>*166</u>		<u>3386</u>		<u>20.4</u>

*These are adjusted numbers - 10 of the 176 responses did not provide number of attendances.

5.3 ACTUAL numbers of RT patients & attendances 2014/15

<u>Referral from</u>	<u>Patients</u>	<u>%</u>	<u>Attendances</u>	<u>%</u>
CHUFT	1,197	60.7	17,988	60.0
MEHST	762	38.6	11,692	39.0
Other	13	0.7	300	1.0
	<u>1,972</u>		<u>29,980</u>	

*Source: Lead for Radiotherapy May 2015

5.4 Mode of Transport

	<u>Car</u>	<u>Hosp/Hosp Volunteer</u>	<u>Public Transport</u>
CHUFT	86%	11%	6%
MEHST	<u>83%</u>	<u>15%</u>	<u>1%</u>
Total	85%	13%	4%

*Totals exceed 100% because during their course of treatment a very small number of patients switched from using their own car to hospital-provided transport.

Overall, 60% of patients (CHUFT 56%, MEHST 60%) were taken to their RT treatment by a family member or friend.

5.5 Concerns regarding Cost of Travel

Patients were asked whether the cost of travel to access their RT treatment was of concern:

	<u>Yes</u>	<u>%</u>
CHUFT	15	15%
MEHST	11	14%
	<u>26</u>	<u>15%</u>

5.6 Distances Travelled to Access RT

Using the AA Route Planner, actual distances travelled were calculated from patients' home postcodes to CGH and return, multiplied by their number of attendances for treatment.

	<u>Attendances</u>	<u>Miles Travelled</u>	<u>Ave. Miles/Attendance</u>
CHUFT	1,894	42,554	22.5
MEHST	<u>1,492</u>	<u>68,753</u>	<u>46.1</u>
	<u>3,386</u>	<u>111,307</u>	<u>32.9</u>

Inevitably there are extremes within these figures, with some patients living quite close to CGH, whilst others have considerable distances to travel. The table below illustrates the extremes of distances travelled.

	<u>Per Attendance (Miles)</u>	
	<u>Lowest</u>	<u>Highest</u>
CHUFT	2	49
MEHST	22	77

The survey results serve to highlight the high total distances patients travelled in the course of receiving their treatment.

- 41 patients - 23% of those surveyed - travelled over 1,000 miles to access their course of RT treatment.
- 16 patients - 9 % of those surveyed - travelled over 1,500 miles to access their course of RT treatment.

Analysis:

<u>Miles</u>	<u>Number of Patients</u>		
	<u>CHUFT</u>	<u>MEHST</u>	<u>Total</u>
1,000 - 1,500	12	13	25
1,501 - 2,000	2	9	11
2,001 - 2,500		4	4
2,501 - 2,856		1	1
	<u>14</u>	<u>27</u>	<u>41</u>

5.7 Travelling Times

The following table shows a wide variation of travel times to CGH to access RT treatment.

<u>Minutes</u>	<u>CHUFT</u>		<u>MEHST</u>		<u>Total</u>	
10 - 20	21	22.6%	0	0	21	12.4%
21 - 30	21	22.6%	3	4%	24	14.2%
31 - 45	38	40.8%	35	46%	73	43.2%
46 - 60	13	14.0%	27	35%	40	23.7%
60+	0		11	15%	11	6.5%
	<u>93</u>		<u>76</u>		<u>169</u>	

*7 patients did not respond to this question

6 STATISTICAL ANALYSES - OTHER

6.1 Alternative RT providers

A total of **12 (7%)** patients were offered an alternative RT provider, 6 patients from each of CHUFT and MEHST, alternatives included Addenbrookes, Ipswich, Royal Marsden and Romford.

6.2 Surgery and Chemotherapy

Many patients had undergone surgery and/chemotherapy treatment before their course of RT began.

	<u>Survey</u>	<u>Surgery</u>		<u>Chemo</u>		<u>Surgery and Chemo</u>	
CHUFT	99	54	55%	23	23%	17	17%
MEHST	77	31	40%	19	25%	9	12%
Total	176	85	48%	42	24%	26	15%

7 CAR PARKING

7.1 Patients' satisfaction ratings of the Free-of-Charge, Reserved Car Parking facility.

	<u>Unsatisfactory</u>		<u>Satisfactory</u>		<u>Good</u>	
CHUFT	3	3.5%	10	11.5%	74	85%
MEHST	3	5%	5	8%	56	87%
	<u>6</u>	<u>4%</u>	<u>15</u>	<u>10%</u>	<u>130</u>	<u>86%</u>

**25 patients did not respond to this question*

7.2 Patients' Comments

- The only thing was driving past Gainsborough to the car park would be better if cars were not parked in road. Trouble passing by sometimes.
- It is a great help to have dedicated parking.
- While the car park for radiotherapy patients is excellent, driving to it is very unsatisfactory because of the cars parked along the road. It's ok if good/sensible drivers are coming the other way, but if silly/poor drivers are, then it's a nightmare.
- The radiotherapy car park is excellent. Unfortunately the curved road leading to it has parking on both sides making it impossible for cars to pass. Yesterday I was part of a procession of cars backing up as the driver coming the other way wouldn't, or couldn't back up himself.
- Too many cars parked on the roads to get to the car park. Hospital desperately needs a car park, as the more wards you add on surely you need more spaces for staff as well as patients. Cars all on double yellow lines, soft verges etc. well and truly overcrowded and a right mess.
- The "car parking", and I use that word loosely, is beyond belief, how it is allowed is beyond me and everyone else I've spoken to! Parking needs sorting out urgently, the stress caused just by entering the hospital grounds and then leaving again is unacceptable and not good for anyone, let alone cancer patients and the many other illnesses people have visiting here!
- Access to car park is diabolical. Double yellow lines = NO PARKING!!! Have nearly had a nervous breakdown each time. We appreciate that parking is at a premium BUT it makes driving round very difficult when what should be a two-way access is reduced to a single track. Radiotherapy car parking spaces are always available, thank goodness.
- With regards to the radiotherapy car park, better signage is required as drivers approach/depart barrier from both directions and with a lot of cars parked on double yellow lines outside of this parking for radiotherapy patients could cause an accident.
- Roadway through hospital grounds from highway to dedicated car park reduced to single lane almost whole way by parked vehicles on both sides including grass verges etc and limited visibility by its winding nature. (Access to treatment initially and at hospital very good).
- Remove cars parked on the access road including those on yellow lines.
- I think that the entrance to the radiotherapy park is difficult, the bar across the entrance is very quick!! Difficult to drivers.
- Excellent access really appreciated available car park took pressure away.
- Having dedicated parking takes a lot of stress away from attending appointments.
- Very difficult to get to radiotherapy car park and to get out of the hospital with the car as road blocked by parked cars. No blue badge places available.
- Best car parking arrangements I have come across.
- How valuable the dedicated car park is for patients. I was able to park quickly, close by the unit and be at work by 9am. It took the stress away from being in a rush!!
- The designated car park is a very good idea. Having to attend hospital for 7 weeks would be much more stressful worrying about parking so this was very much appreciated.

8 WAITING TIMES

8.1 Patients' satisfaction levels regarding the time they wait on site for their treatment.

	<u>Unsatisfactory</u>		<u>Satisfactory</u>		<u>Good</u>	
CHUFT	1	1%	32	33%	65	66%
MEHST	<u>3</u>	<u>4%</u>	<u>30</u>	<u>41%</u>	<u>41</u>	<u>55%</u>
	<u>4</u>	<u>2%</u>	<u>62</u>	<u>36%</u>	<u>106</u>	<u>61%</u>

*4 patients did not respond to this question

8.2 Patients' Comments

- Came from Chemo straight to Radiotherapy, 2 hours early for my appointment - I was fitted in straightaway - excellent!
- Mostly excellent, either on time or early. I rarely had to wait beyond my appointment time.
- If the waiting time was running late, the staff always apologised.
- Generally times are within stated limits, not always, today 25 mins late. Waiting times for return (*journey home by hospital transport*) generally mean a long wait - today 3.30pm until 5.45pm, ie 2.25 hours!!
- More effort should be made to see patients at their appointment time to help with bladder control.
- With only 2-3 exceptions, my appointments have been on time or early.
- It is not unreasonable to expect some waiting time.
- Because we have to drink water an hour before your treatment, when there is a delay sometimes it's a problem. If there is no delay then I find it ok.
- I have had 15 sessions and have never had to wait past my appointment time.
- Varies from day to day; if a long wait, becomes a problem with retaining fluid.
- 13 times on time, 2 times late.
- Only complaint...when there is a breakdown and you are not told.
- My 3rd today and so far I had 2 hours of delays , unacceptable, I've got 17 more days of this!!
- I found the screens misleading, eg on 04.02.15 screen said "on time" though I waited an hour, though it was not a problem for me.
- Tea and coffee is a good idea, it gets people chatting and helps with the nerves.
- If there are any problems with the machines patients be informed - this alleviates problems re mainly those who need a full bladder who can make decisions.
- On the first day of treatment there were a lot like me so waiting time was extended but then after that pretty much on time.
- Well within expected limits and you do provide facilities for a hot drink.
- Lack of communication is the main issue. Would like to know how long it is likely to take and what we are waiting for.
- I had early morning appointments and all were on time or early.
- Several times the screens in reception have shown "on time" - drinks are taken then rechecking the screens show approx 40-45 minutes. I feel screens by the suites would be most helpful especially when trying to gain bladder control as instructed.
- Good except on days when delays to schedule occurred, sometimes up to 75 minutes. Very difficult and painful with the requirement to empty bladder and take on 350ml of water one hour before treatment appointment time.
- All delays were promptly notified and most did not exceed the predicted delay time and were in fact much shorter.

- I've been 6 times so far and have waited for about 45 minutes each day, even when it says "on time" on the screen. It's a nice place to wait, drinks and magazines appreciated, but if it is a regular delay I'd prefer to arrive 45 minutes later.
- Waiting times are shown on the board and I think staff try to keep to times.
- Varied, mostly ok however when delays did occur the information on the screens was either totally misleading or just wrong.
- Waiting times were of acceptable length made more pleasurable by provision of refreshments and beautiful and comfortable surroundings.
- Not always kept informed.
- Delays are unavoidable and we are informed therefore not a lot can be done to improve.
- Very good.
- I had a maximum of one hour waits which i felt was reasonable - had comfy seats, lovely atmosphere and drinks provided!
- Only had to wait when machines switched off otherwise fine.
- I was always prepared to wait, with a book. One long wait was because chiller breakdown caused closure (coffee and biscuits were most comforting).
- Very pleasant waiting area.
- I never had to wait for long even when I often turned up 30 minutes early, having allowed for traffic problems.
- One day - long wait due to unavoidable machine breakdown.
- Normally a wait of 15-30 minutes which can be frustrating when it's every day.
- Waiting times on screen not same as actual waiting times.
- The only time I waited was on equipment failure, the facilities are so good that it was of no concern.
- About 15 minutes late on average, no problem though!
- Machines need maintenance which causes delays thus understandable.
- Rarely kept waiting.
- If one treatment unit was late, every effort was made to minimise delay by using an alternative suite.
- Whenever my treatment was delayed I accepted there was a good reason.
- When long delays because of "watering up" it would be helpful if kept informed so that you are ready.
- Having completed 50% of my treatment, waiting times are at a minimum. Have only experienced one delay over 30 minutes since starting.
- I was rarely kept waiting beyond my appointment time.

9 OVERALL EXPERIENCE OF THE SERVICE

9.1 Patients were afforded the opportunity to say how they rated their overall experience in receiving their course of RT treatment.

	<u>Unsatisfactory</u>		<u>Satisfactory</u>		<u>Good</u>		<u>Excellent</u>	
CHUFT	0	0%	7	7%	24	24%	67	67%
MEHST	1	1%	3	4%	24	33%	44	61%
Total	1	0.5%	10	6%	48	28%	111	65%

9.2 Patients Comments

- Excellent - staff always very friendly and supportive.
- Would have preferred continuity of same staff during treatment.
- I have only praise! The new centre is lovely. Staff are friendly and professional and were sensitive to my particular needs as a deaf patient. Thank you all!
- All very good.
- A very helpful caring team looked after me. I thank them very much, they made everything more bearable and less frightening.
- An excellent facility which is well organised with really nice staff. Many thanks for the care you have given me.
- We have been impressed by the kindness, consideration, professionalism of all staff. The initial simulation and giving out of information was very good.
- I would like to thank all the nurses and workers at the Radiotherapy department for their kindness; even if there is a delay, they try to make sure we don't wait so long. Thanks everyone!
- I am halfway through my course and have found everything to be excellent. All staff have been very helpful.
- I have nothing but praise for the whole experience, excellent facilities and a friendly and helpful staff.
- I am very happy with my treatment. Staff are friendly and helpful. No complaints from me throughout any of my treatment.
- Staff all very kind and caring.
- More smiles!
- All staff very pleasant, a good atmosphere all round.
- The equipment is obviously first class and the staff are excellent.
- A very good service, it could not be better.
- First class facility, excellent caring and informative staff.
- I have been very happy with my radiotherapy treatment, from parking (which can be a worry) right through to treatment itself. The Dept and staff are excellent.
- No problems at all. Everything ran smoothly and the staff in all areas were very friendly and helpful.
- I was directed to check in at the reception desk daily but one new patient didn't realise you had to.
- Very caring people.
- Everything went smoothly - GP → Hospital → Surgery → Radiotherapy.
- Good disabled access.
- Very satisfactory, a worrying problem put at ease by all staff involved with my treatment. Thank you.
- Lovely building but after having chemotherapy it would be nice to have the garden views for long days treatment. These sessions are shorter.
- I would like to say how wonderful all the staff are. They are so efficient, kind, caring and cheerful and have been so helpful during the whole treatment. My grateful thanks to all of them.
- Can you put clothes hooks in the dressing rooms?

- I would like to say a very big "thank you" to all the staff in various disciplines for their kindness and consideration and caring to me during my visits to your splendid department.
- I cannot thank everyone enough for the way I was treated. Great care and very friendly staff.
- Treatment was perfect, staff were super and very caring.
- Very caring staff who fully supported me and provided advice during my session. Many thanks to them all.
- Staff have been excellent, thoughtful, kind, friendly and respectful.
- Very organised and comprehensive.
- Staff were very courteous and considerate, waiting areas comfortable. Movement of patients in and out of treatment rooms very efficient.
- The experience couldn't have been more excellent, efficient and caring. The new centre is just amazing, every comfort has been considered.
- A nice environment and all staff I have come into contact with have been excellent in terms of treatment and providing information.
- All staff very nice and helpful.
- Staff all very courteous. Treated with dignity and respect. Facilities brilliant, I really could not fault it!! Also good opportunity to meet other ladies undergoing similar treatment.
- Wonderful supportive staff who explained everything.
- I would like to commend staff - they were all brilliant, friendly and caring.
- Everyone was most helpful, polite, kind and respectful, with plenty of information when asked.
- Staff very helpful, polite and informative. The unit very nice and restful with useful facilities (as nice as The Oaks!!)
- If only all NHS treatment and care was as good.
- The only comment I would make is the majority of staff help you with poppers and a gentle arm to help you up off the couch - this was greatly appreciated. A couple didn't and it was a bit more of a struggle. Overall staff great.
- the hospital have made the experience as easy and pleasant as possible with friendly and helpful staff and easy car parking.
- Staff very helpful and friendly.
- All staff were excellent.
- Staff always very friendly.
- Staff are fantastic, true 5-stars, a credit to the NHS. Thank you.
- Everything was good.
- All staff courteous and caring. Made efforts to accommodate patient needs. Building well designed for purpose, housekeeping excellent.
- I was very impressed by the commitment of staff to deliver exemplary service.
- Everyone has been excellent.
- I wish to say how much I appreciated 8am appointments.
- One word - Excellent.
- All in all very satisfied with the radiotherapy department, staff excellent.
- The surroundings are very pleasant.
- There was some confusion about what treatment was required before radiotherapy regarding a CT scan or not. There was a 2-months gap to the CT scan after a doctor's referral during which the tumour grew.
- Chelmsford should have its own radiotherapy available on site, time wasting would be reduced and blood pressure levels would be lower.
- Times used by ERS appear based upon appointment times. in my and others' cases you need to be on site an hour beforehand - ignoring this factor can affect the whole of the days experience and really needs building in to improve this.
- The biggest problem is the weight of traffic on the A12. Need to leave much earlier than necessary and then unknown waiting times when there.
- Some better co-ordination of where patients live could save some patients having to travel very long distances to pick up or return other people. (*Hospital transport*)

- I started using my car to access the hospital but it became expensive, approx £16 per day. I switched to hospital organised transport which was very satisfactory.
- I was concerned about traffic but was reassured I would still be seen if I got caught in a hold up.

Mid Essex Cancer Services User Group

ACCESSING RADIOTHERAPY TREATMENT – A PATIENT SURVEY

We wish to gather information from cancer patients regarding their arrangements and experiences in accessing Radiotherapy treatment at Colchester General Hospital. Completing this survey will help us assess patients' satisfaction and/or concerns and assist in our efforts to identify opportunities for improvement. **Every response will be treated in confidence and no response will be identifiable within the survey results.**

You can return the completed form at the end of, or at any point in your treatment. Further copies are available in the Radiotherapy Department. You may wish to submit more than one response during your course of treatment; if so, please indicate the number below.

Survey number if you are submitting more than one during your treatment: _____ Date _____

1 Town or Village _____ Postcode: _____

2 When did you have Radiotherapy treatment? _____

3 How long did/will your Radiotherapy treatment last? _____

PLEASE TICK THE APPROPRIATE BOXES TO ANSWER THE FOLLOWING QUESTIONS:

4 Were you offered an alternative Radiotherapy provider?

Yes at:.....	No
-----------------	----

5 Did you undergo surgery before Radiotherapy?

Yes at:.....	No
-----------------	----

6 Did you undergo chemotherapy before Radiotherapy?

Yes at:.....	No
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7 How did you travel to your Radiotherapy treatment?

Car	Hospital Transport	Hospital Volunteer	Public Transport
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8 If you went by car, was it -

Your Own Car	Friend/Carer's Car
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9 Did you drive yourself to and from Radiotherapy?

Yes	No	I started driving myself but needed help as my treatment progressed.
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10 Was the cost of travel a cause for concern to you?

Yes	No
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11 Approximately how long did it take for you to get to and from your Radiotherapy treatment? (Include minimum/maximum times if you feel relevant)

<u>To</u>	<u>From</u>
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12 How would you describe Car parking when you arrived for your Radiotherapy Treatment?

<u>Unsatisfactory</u>	<u>Satisfactory</u>	<u>Good</u>	<u>N/A</u>
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13 How would you describe waiting times when you arrived for your Radiotherapy treatment?

<u>Unsatisfactory</u>	<u>Satisfactory</u>	<u>Good</u>
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Have you any additional comments regarding waiting times?

14 How would you describe your experience of accessing Radiotherapy treatment?

<u>Unsatisfactory</u>	<u>Satisfactory</u>	<u>Good</u>	<u>Excellent</u>
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Comments: Have you any further comments regarding access to your Radiotherapy treatment?

THANK YOU FOR YOUR HELP AND TAKING THE TIME TO COMPLETE THIS SURVEY.

This survey is confidential. If you have any queries or concerns regarding this or your treatment, please contact the Radiotherapy Department at Colchester General Hospital.

Please return this form to: Radiotherapy Reception, Colchester General Hospital