


Cancer Partners UK 2013 annual patient satisfaction results

Questionnaire results

Complete results are shown on the following pages. All results will be discussed by the Corporate Governance Committee and any actions arising following these patient satisfaction results will be detailed in future reports.



“ To the team at CPUK thanks for the security, smiles and reassurance you give on a daily basis. When people are at their most vulnerable, you're there. You can be very proud of what you do. Thanks so much for being there. ”

“ Thank you so much for looking after me so well over my 5 weeks treatment. You're all so friendly, calm and professional it's really reassuring and has made the whole process as comfortable and easy as possible. I didn't quite know what to expect but it's been much better than I imagined -thank you! ”



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Your appointments	Yes, it was clear and easy to understand	Yes, but it was difficult to understand	No, but I would have liked more information	Can't remember / left blank			
1 Were you given sufficient verbal/written information before your first visit?	98%	1%	0.5%	0.5%			
		Yes	No	Left blank			
2 Was the centre easy to locate?	95.5%	2.5%	2%				
3 Was the entrance clearly signposted?	88%	5%	7%				
4 Were you able to park easily?	83%	9%	8%				
	Yes	No but I would have liked a choice	No but I didn't want/need a choice	Can't remember	Blank		
5 Were you given a choice of appointment times?	84.5%	4%	10%	0.5%	1%		
Your experience	Excellent	Good	Fair	Poor	Left blank		
6 Please give your opinion of: greeting on arrival	94%	5%	0.5%	-	0.5%		
7 Please give your opinion of: friendliness of reception staff	95%	3.5%	0.5%	-	1%		
8 Please give your opinion of: promptness of attention	92%	7.5%	-	-	0.5%		
9 Please give your opinion of: waiting room comfort	85%	13%	1.5%	-	0.5%		
10 Please give your opinion of: overall first impression	88%	11%	0.5%	-	0.5%		
	Early	On time	5 minutes late	10 minutes late	20 minutes late	25+ minutes late	Left blank
11 On average, how close to your appointment time were you seen?	33%	48%	12%	4%	0.5%	0.5%	2%



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Your environment	Always	Mostly	Rarely	Unsure	Left blank
12 Were the areas you visited clean and tidy?	99%	0.5%	-	-	0.5%
13 Were the areas maintained at an appropriate temperature?	89%	9.5%	0.5%	-	1%
14 Were the toilets clean?	89%	3%	-	2.5%	5.5%
15 Was your privacy respected in the reception area?	95%	3.5%	-	0.5%	1%
16 Was noise kept to a minimum?	93%	5.5%	0.5%	-	1%

Your treatment	Yes	No	Left blank
17 Prior to treatment did you know about IMRT?	40.5%	56%	3.5%
18 Prior to treatment did you know about IGRT?	45%	53%	2%
19 Were the advantages of IMRT and/or IGRT explained to you by your oncologist ?	75%	10%	15%
20 Were the advantages of IMRT and/or IGRT explained to you by the centre staff ?	70%	11%	19%

	Excellent	Good	Fair	Poor	Left blank
21 Throughout your treatment, how would you rate quality of care received from your oncologist ?	79%	12%	2%	-	7%
22 Throughout your treatment, how would you rate the quality of care received from the radiographers ?	96.5%	2%	0.5%	-	1%
23 Throughout your treatment, how would you rate the opportunity to ask questions?	90%	8%	1%	-	1%
24 Throughout your treatment, how would you rate the overall clinical service you received?	92%	5%	0.5%	0.5%	2%



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	Yes completely	Yes to some extent	No	Left blank
25 Were you given the privacy you needed during your treatment?	94%	4%	-	2%
26 Were the procedures explained in a way that you could understand?	93%	5%	0.5%	1.5%
27 Was the patient identification procedure explained to you?	89.5%	6%	2.5%	2%
28 When you had questions to ask, did you get answers you could understand?	93%	5%	-	2%
29 Were the possible side effects explained to you by your oncologist ?	81%	16%	2%	1%
30 Were the possible side effects explained to you by the radiographers ?	86%	11%	2%	1%
Overall	Yes	No	Unsure	Left blank
31 Would you recommend us to friends or family in the future?	95.5%	0.5%	0.5%	3.5%

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