

Survey results

Patients' experiences in outpatient cancer clinics in 2023

The Outpatient Cancer Clinics Survey 2023 results reflect the experiences of **8,280 adult patients** who attended one of **43 NSW facilities** housing outpatient cancer clinics in January 2023, including three private facilities. Results are available for individual facilities, local health districts and NSW.

This report highlights key NSW-level findings in relation to patients' experiences across a range of aspects of care, and compares patients' experiences in rural and urban facilities. It also examines experiences of virtual care with public hospital outpatient clinics and general practitioners (GPs).

These findings highlight where there was significant variation in facility results when compared with NSW, where facility results improved or declined compared with the previous survey (2021), NSW trends, and important measures of experience based on evidence and stakeholder input.



Interactive data

Supplementary data tables

The supplementary data tables are a good starting point to see an overview of your local facility's performance before a more detailed search in the Data Portal. Explore results for the most positive response option (e.g. 'very good') for individual facilities, local health districts (LHDs) and NSW. The tables include green and red flags for results significantly higher or lower than NSW, and comparisons with the 2021 results.

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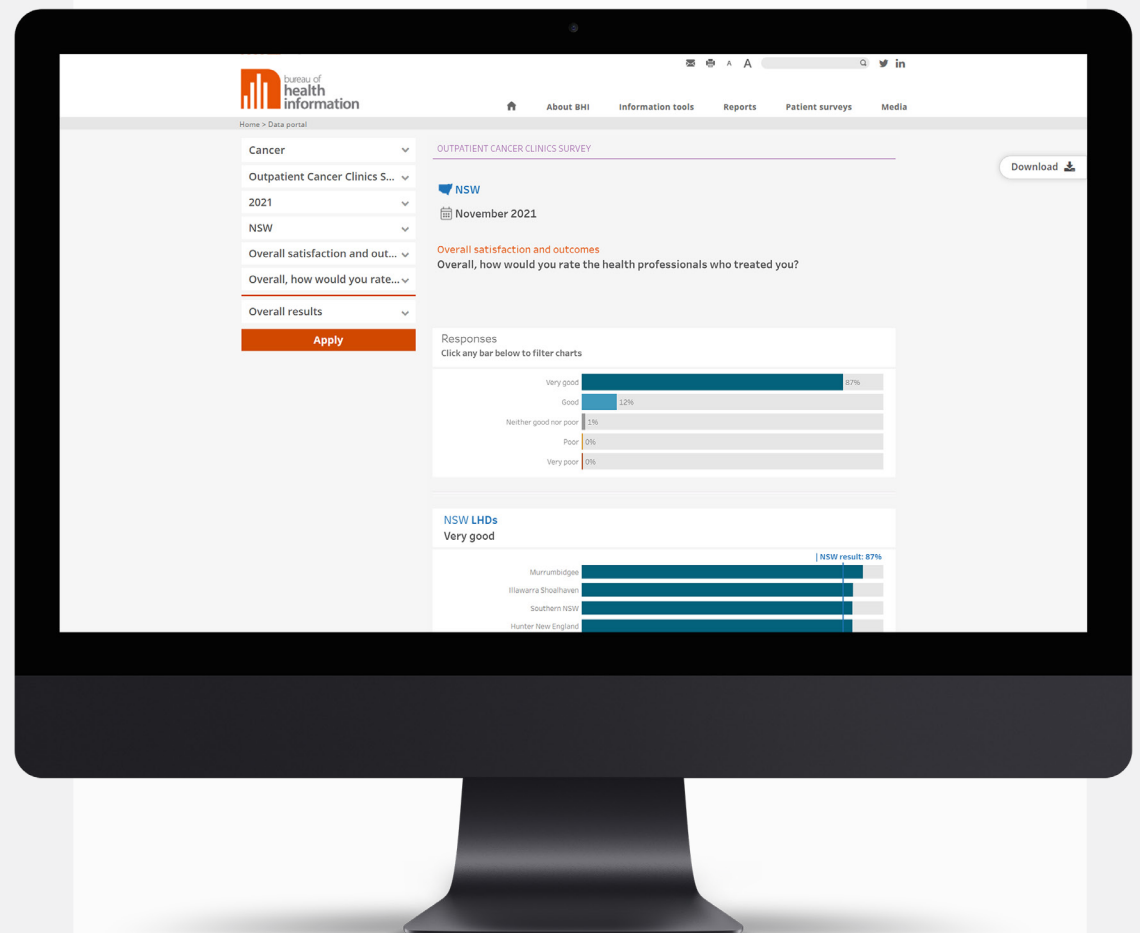
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Bureau of Health Information Data Portal

The BHI Data Portal allows you to find and compare patient survey results across questions for all response options. Detailed results, including trends, are provided for individual facilities, LHDs and NSW. Survey results can also be explored for various patient groups.

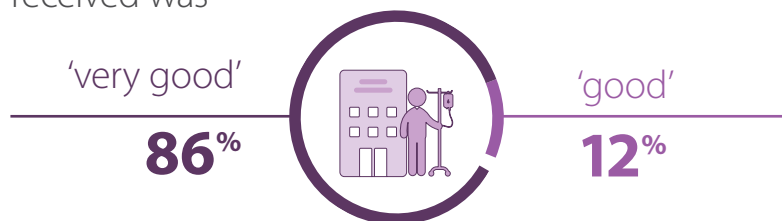


Key findings

The overwhelming majority of patients were positive about the care they received from outpatient cancer clinics. Ratings for most questions were unchanged or relatively stable compared with the previous survey's results (2021).

Overall satisfaction and outcomes

Almost all patients (98%) said, overall, the care they received was



This result has been consistently high since 2018. For patients who said 'very good', results ranged from 73% to 95% across facilities.

BHI has taken into account differences in patient characteristics at each facility. Facilities with fewer respondents, marked 'Interpret with caution', are not compared with the NSW result. For more details, see the [technical supplement](#).

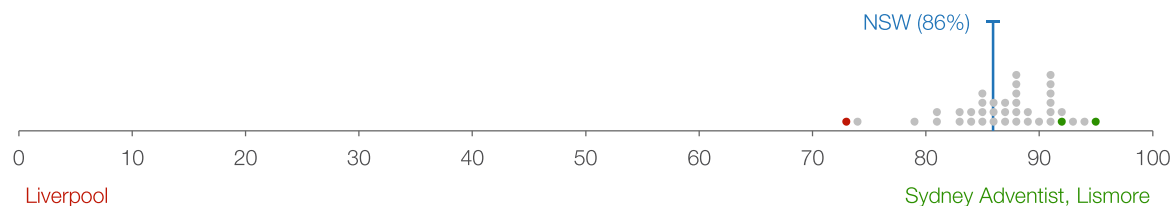
Compassion, respect and kindness

97% of patients said they were 'always' treated with respect and dignity.

This result has been consistently high since 2018 for NSW and across facilities.

Percentage of patients in each facility who said, overall, the care they received was 'very good', 2023

Facility result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution



“

I was always treated kindly and with respect and always made to feel safe during my treatment.

”

Involvement in decision-making

81% of patients said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment.

Following a decrease in 2021, a 2 percentage point increase in 2023 saw this result return to previous levels.

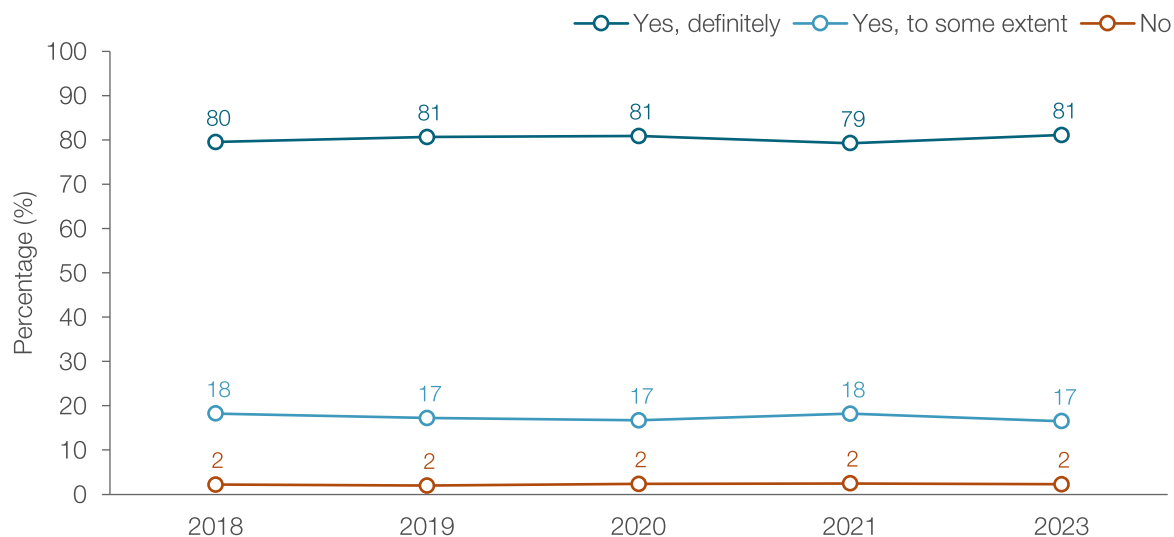
8 facilities improved by 5 percentage points or more.

Note: Results may not add up to 100% due to rounding.

41% of patients who said they needed a written care plan, received one.

8 facilities improved by 5 percentage points or more.

Were you involved, as much as you wanted to be, in decisions about your care and treatment?, all response options, NSW, 2018 to 2023



“

Perhaps communication with my GP (could be improved), who I am relying on for follow up MRIs, blood tests etc., but who doesn't have a treatment plan for me.

”

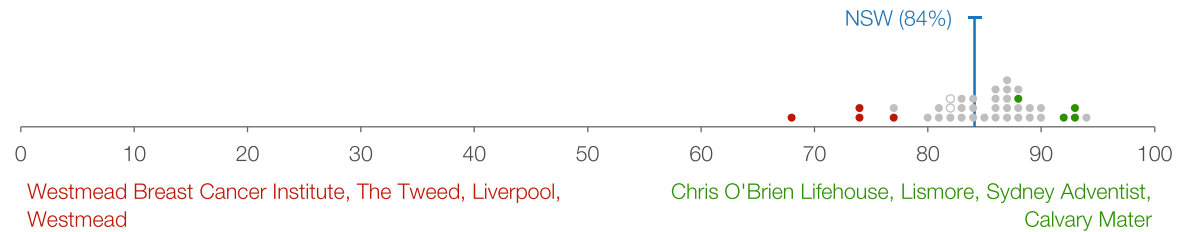
Timely and coordinated care

84% of patients said their care was 'very well organised'.

Across facilities, results ranged from 68% to 94%.

Percentage of patients in each facility who said their care was 'very well organised', 2023

Facility result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution

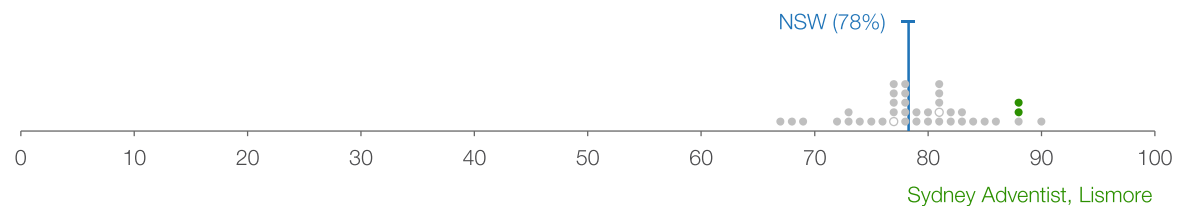


78% of patients rated how health professionals worked together as 'very good'.

Across facilities, results ranged from 67% to 90%.

Percentage of patients in each facility who rated how health professionals worked together as 'very good', 2023

Facility result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution



BHI has taken into account differences in patient characteristics at each facility. Facilities with fewer respondents, marked 'Interpret with caution', are not compared with the NSW result. For more details, see the [technical supplement](#).

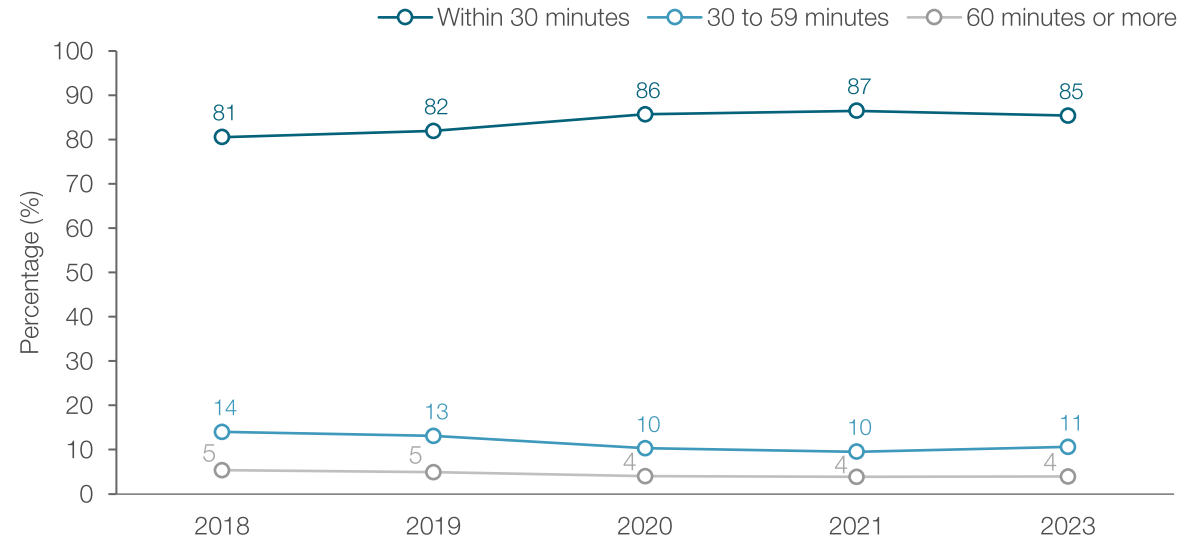
Timely and coordinated care

85% of patients said their appointment started 'within 30 minutes' of the scheduled appointment time.

After steadily increasing since 2018, this result decreased in 2023.

Note: Results may not add up to 100% due to rounding.

How long after the scheduled appointment time did your appointment actually start?, all response options, NSW, 2018 to 2023



“ I know it is hard but keep appointments as close as possible to the time as, for some patients, waiting can cause additional anxiety. ”

“ We didn't have to wait too long and staff were so caring. ”

Clear information

68% of patients said a health professional at the clinic gave their family or someone close to them 'completely' enough information to help care for them at home.

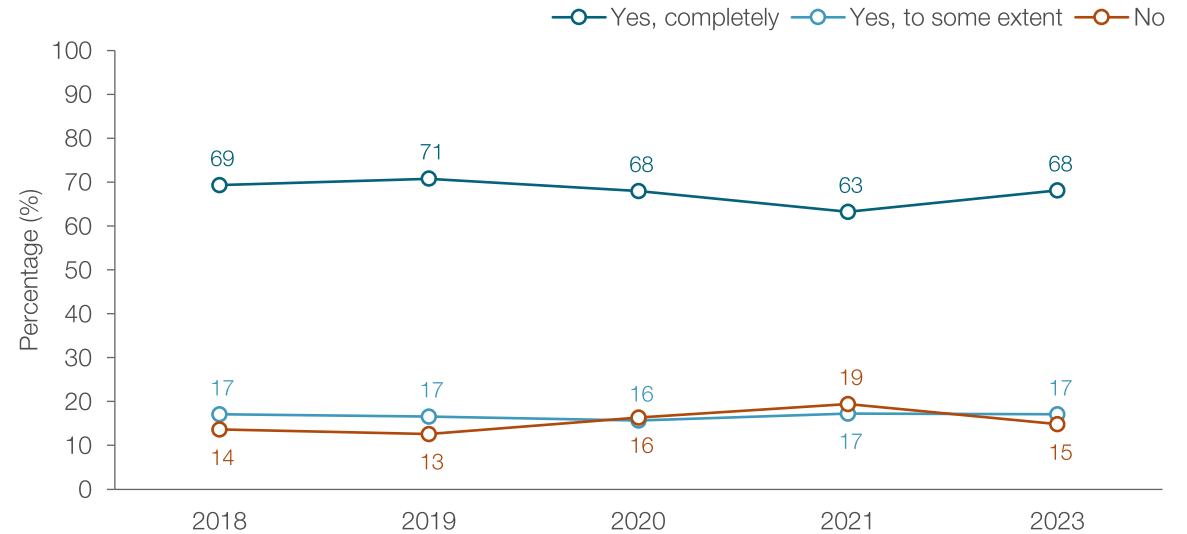
Following a decrease since 2019, this result increased by 5 percentage points in 2023 compared with 2021. 12 facilities improved by 5 percentage points or more.

Note: Results may not add up to 100% due to rounding.

83% of patients said they were told who to contact if they were worried about their condition or treatment after their appointment.

This result decreased by 2 percentage points compared with 2021.

Did a health professional at the clinic give your family or someone close to you enough information to help care for you at home?, all response options, NSW, 2018 to 2023



“

It can be very unsettling when there's not one person responsible for your treatment – which one do you follow up with?

”

Safe, comfortable environment

48% of patients said the waiting area was 'very comfortable'.

This result increased by 2 percentage points compared with 2021.

“ It was well organised and never any waiting – very comfortable waiting room with tea and coffee available. ”

“ The waiting room chairs are very hard with little backs – most uncomfortable. ”

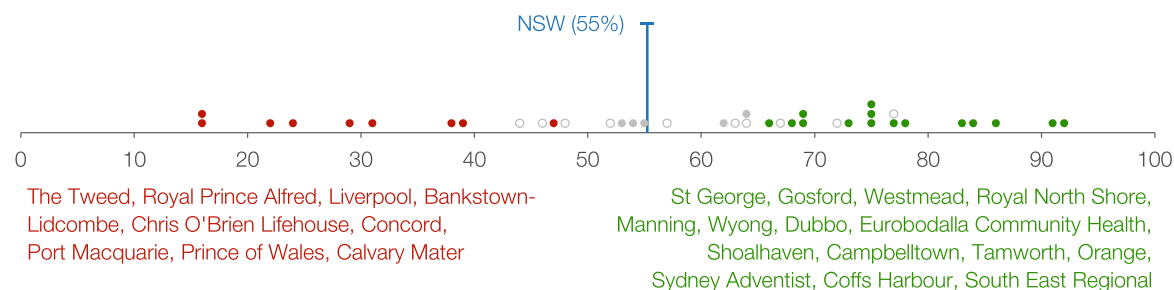
55% of patients said they had no issues with parking.

Following steady improvement between 2018 and 2021 this result declined by 3 percentage points in 2023. 15 facilities had results significantly higher and 9 facilities significantly lower than NSW.

BHI has taken into account differences in patient characteristics at each facility. Facilities with fewer respondents, marked 'Interpret with caution', are not compared with the NSW result. For more details, see the [technical supplement](#).

Percentage of patients in each facility who said they had no issues with parking, 2023

Facility result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution



Experiences in rural and urban facilities

BHI conducted additional analyses to compare the experiences of the 3,036 patients who attended rural facilities and the 5,244 patients who attended urban facilities.

For most questions, there were no significant differences in experiences between rural and urban patients, including for overall ratings of care.

However, patients who attended rural facilities reported significantly more positive experiences for several questions related to timely and coordinated care and a safe, comfortable environment. For example, patients in rural facilities were significantly more likely to say the care they received from the clinic was 'very well organised' (88%, compared with 83% of patients in urban facilities). Patients in rural facilities were also significantly more likely to say that the waiting area was 'very comfortable' (55%, compared with 46%).

However, patients in urban facilities were significantly more likely to say the health professionals 'definitely' knew enough about their medical history (82%, compared with 80% in rural facilities).

For detailed results see the [supplementary data tables](#).

“

(The best part of care was) not having to travel to Sydney for treatment.

”

“

Living in the country and being able to have a consultation with a specialist is fantastic.

”

BHI has taken into account differences in patient characteristics when identifying significant differences between rural and urban facilities' results. For more details, see the [technical supplement](#).

Experiences of virtual care

Respondents to the survey who had at least one virtual care appointment with a hospital outpatient clinic (38% of respondents) and/or had a virtual care appointment with a GP (41%) also provided feedback about their experiences of virtual care in the past 12 months.

For detailed results see the [supplementary data tables](#).

Hospital outpatient clinics

94% of patients said overall, the virtual care they received was



Ratings improved on all comparable measures between 2021 and 2023, with the largest increases for overall ratings of care, whether care helped and if patients would use virtual care again.

General practitioners

92% of patients said the opportunity to use virtual care helped ensure their care was well coordinated between the hospital outpatient clinic and GP.

“

The follow-up and results came quickly and then the results were delivered by a telehealth appointment.

”

“

(I received) a clear explanation of my condition and treatment options and (was happy with) the professional care shown by my doctor during consultations and telehealth consultations.

”



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Figures published in the Data Portal may differ from those in published reports and information products due to subsequent changes in data coverage and analytic methods, and updates to databases. At any time, the most up-to-date results are available in the Data Portal and supersede all previously published figures.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

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