

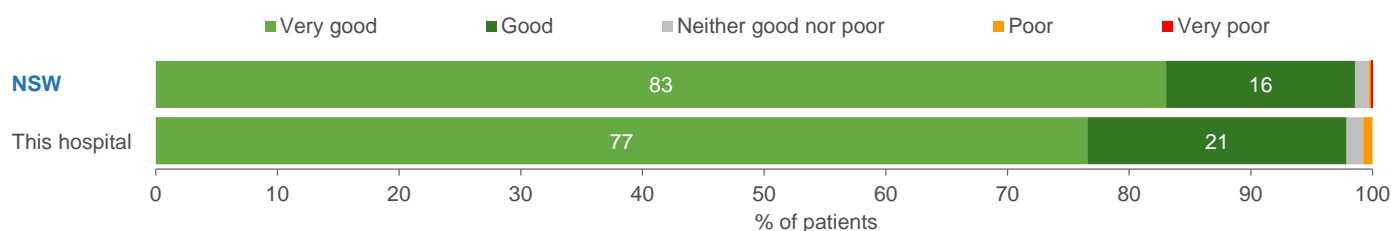
## Blacktown Hospital

### Western Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 145 responses from Blacktown Hospital – a response rate of 50.2%.

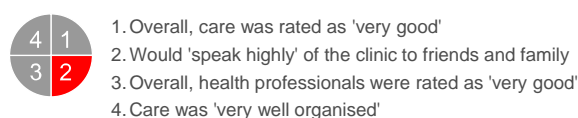
### Overall, how would you rate the care you received in the clinic?



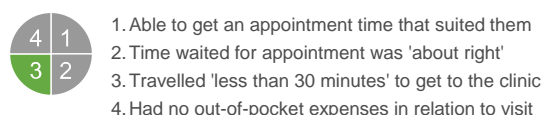
### Summary results for patients who attended this hospital, by theme

Hospital result, relative to NSW: ■ Significantly higher ■ Significantly lower ■ No significant difference ■ Data suppressed (<30 responses)

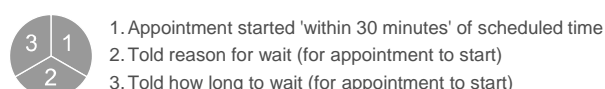
#### Overall experience of care



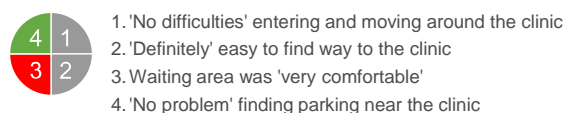
#### Access and timeliness before the visit



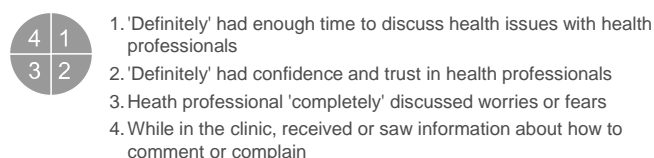
#### Access and timeliness during the visit



#### Physical environment and comfort



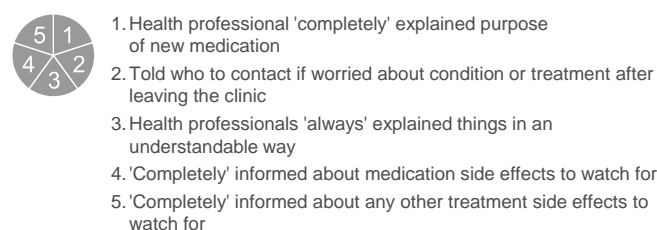
#### Addressing patient concerns



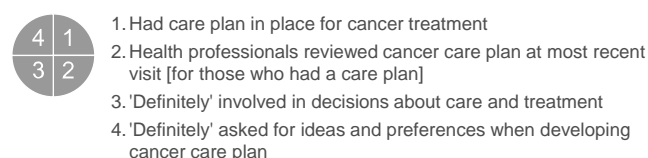
#### Respect and dignity



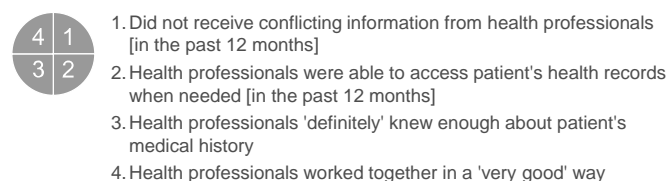
#### Information to support patient



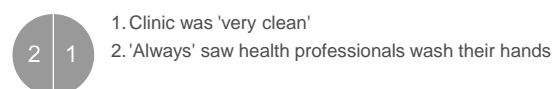
#### Shared decision-making



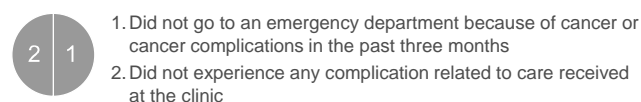
#### Coordination and continuity



#### Hygiene and cleanliness

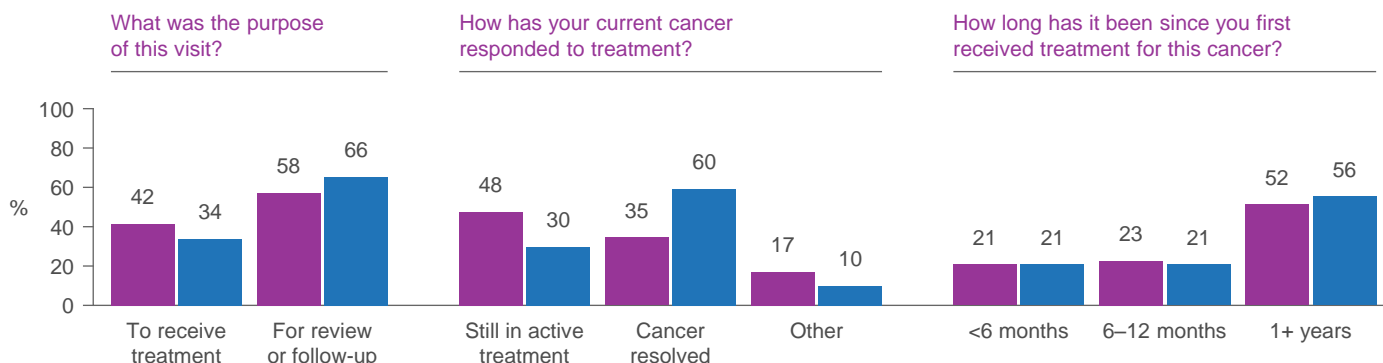


#### Complications



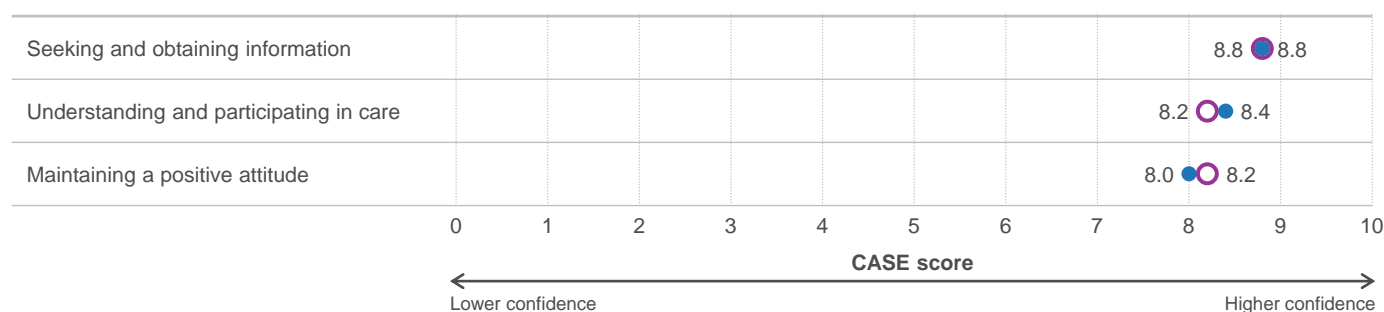
## Profile of patients attending this hospital

■ This hospital ■ NSW result



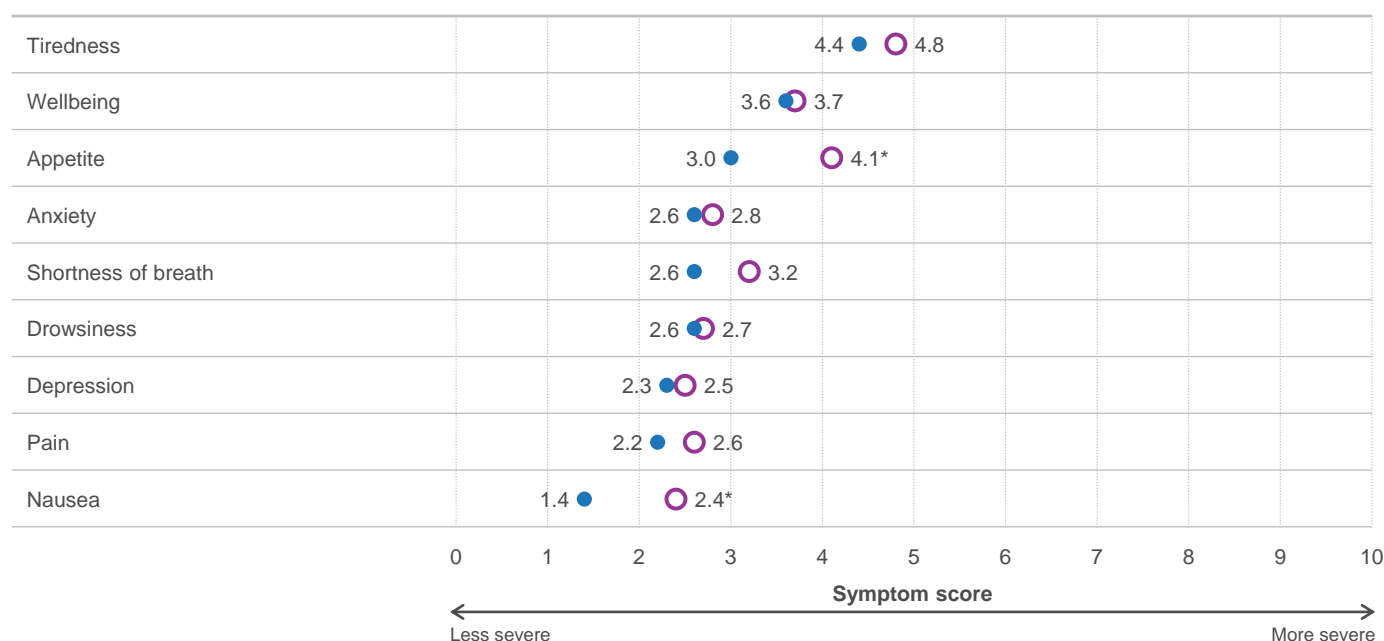
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



## Symptom assessment scores<sup>2</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



### Notes

For more information about the NSW Patient Survey Program or the Outpatient Cancer Clinics Survey, please visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.