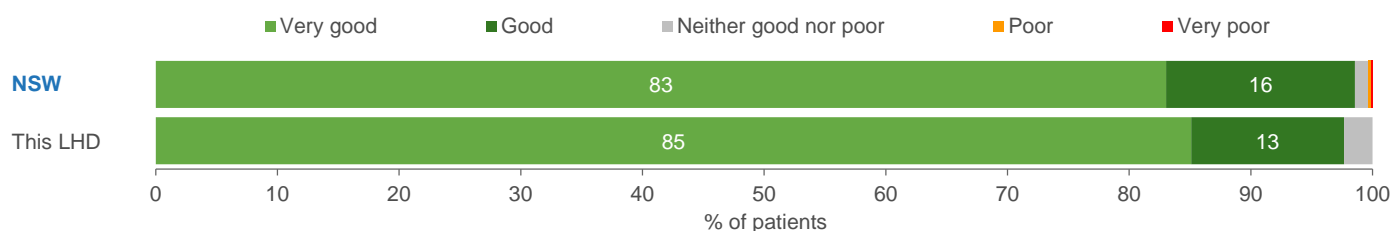


## Northern Sydney LHD

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 331 responses from Northern Sydney LHD – a response rate of 58.9%.

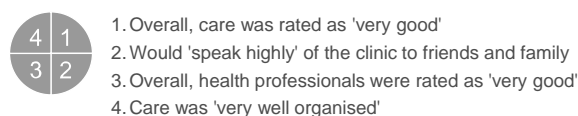
### Overall, how would you rate the care you received in the clinic?



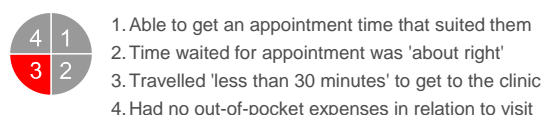
### Summary results for patients who attended outpatient cancer clinics in this LHD, by theme

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

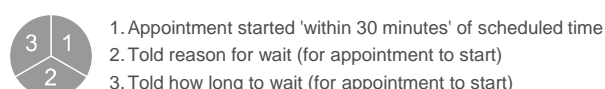
#### Overall experience of care



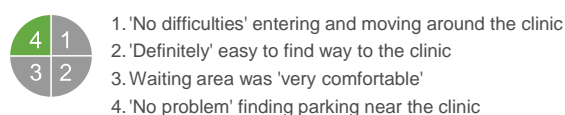
#### Access and timeliness before the visit



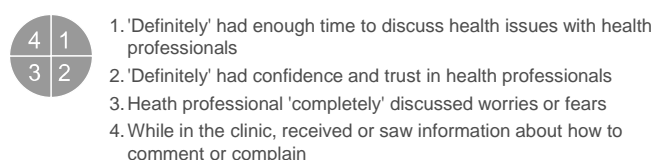
#### Access and timeliness during the visit



#### Physical environment and comfort



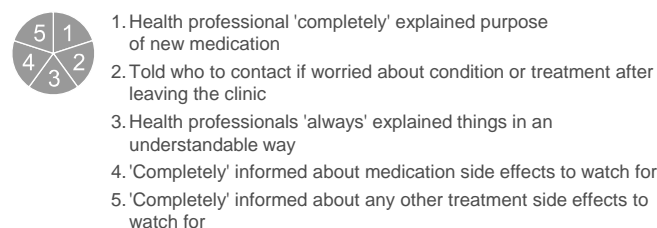
#### Addressing patient concerns



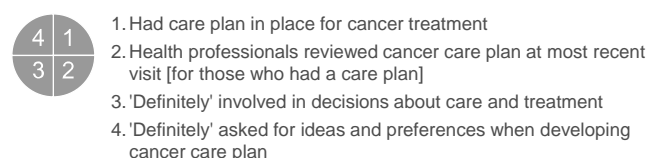
#### Respect and dignity



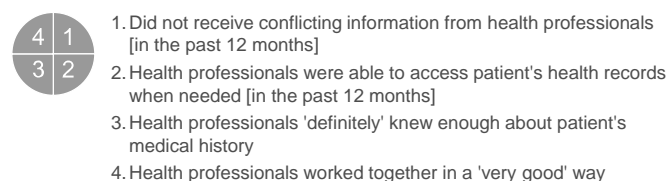
#### Information to support patient



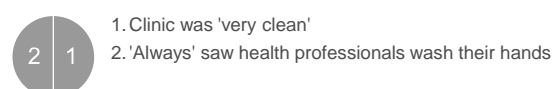
#### Shared decision-making



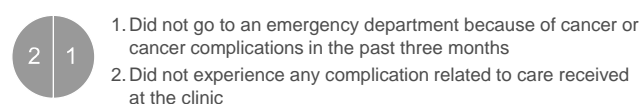
#### Coordination and continuity



#### Hygiene and cleanliness

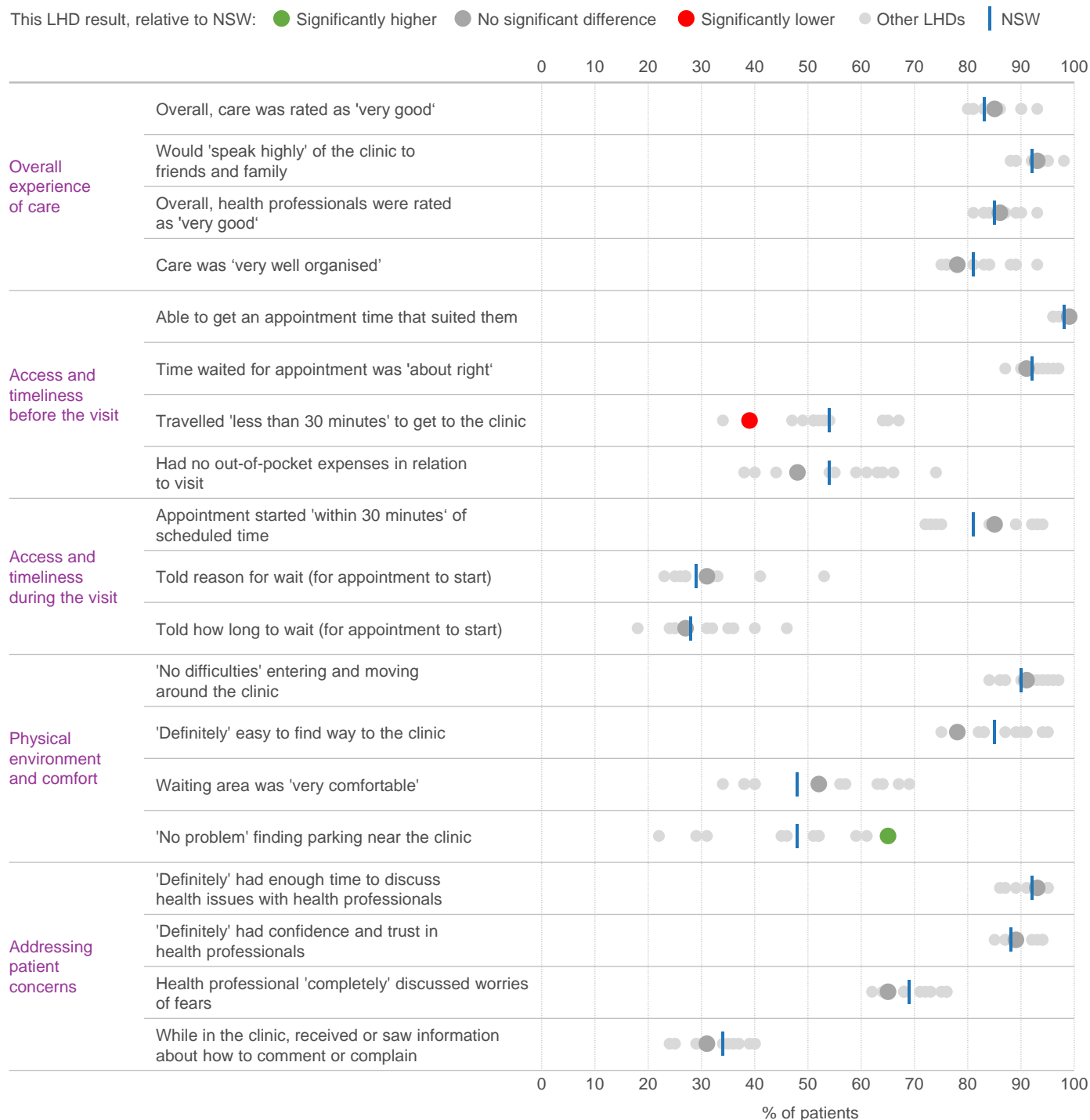


#### Complications



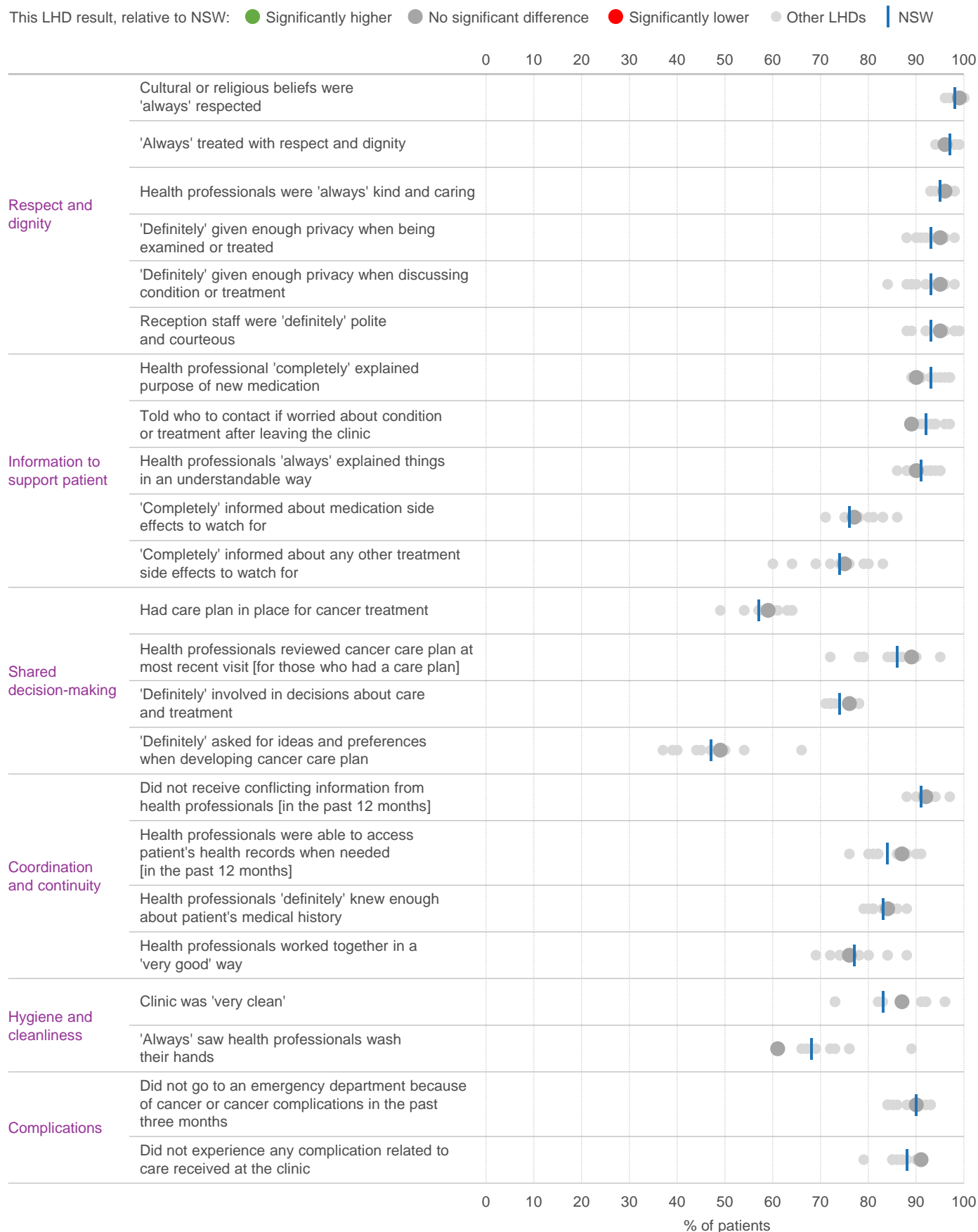
## Northern Sydney LHD

### Patient experience results for Northern Sydney LHD, by aspect of care



# Local Health District Profile

## Outpatient Cancer Clinics Survey



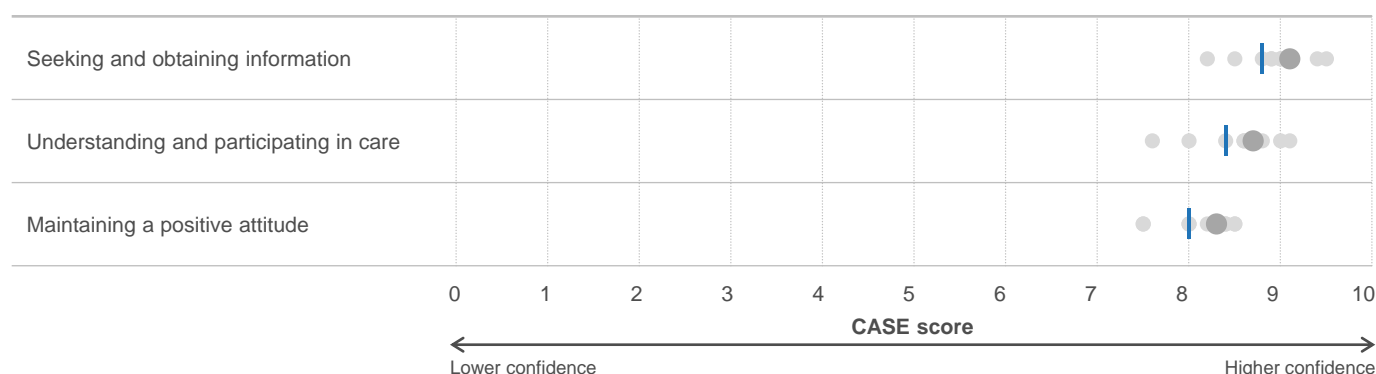
## Northern Sydney LHD

The figures below present the results reported by patients for the internationally validated survey tools known as the Edmonton Symptom Assessment System (ESAS) and the Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Research supports that increased involvement in treatment decisions can have improved outcomes.

Patients attending outpatient cancer clinics provided by Northern Sydney LHD responded about their cancer symptoms and their confidence in seeking information, participating in their care and maintaining a positive attitude. A higher self-efficacy score is better with regards to cancer outcomes, while a higher symptom score means more severe symptoms.

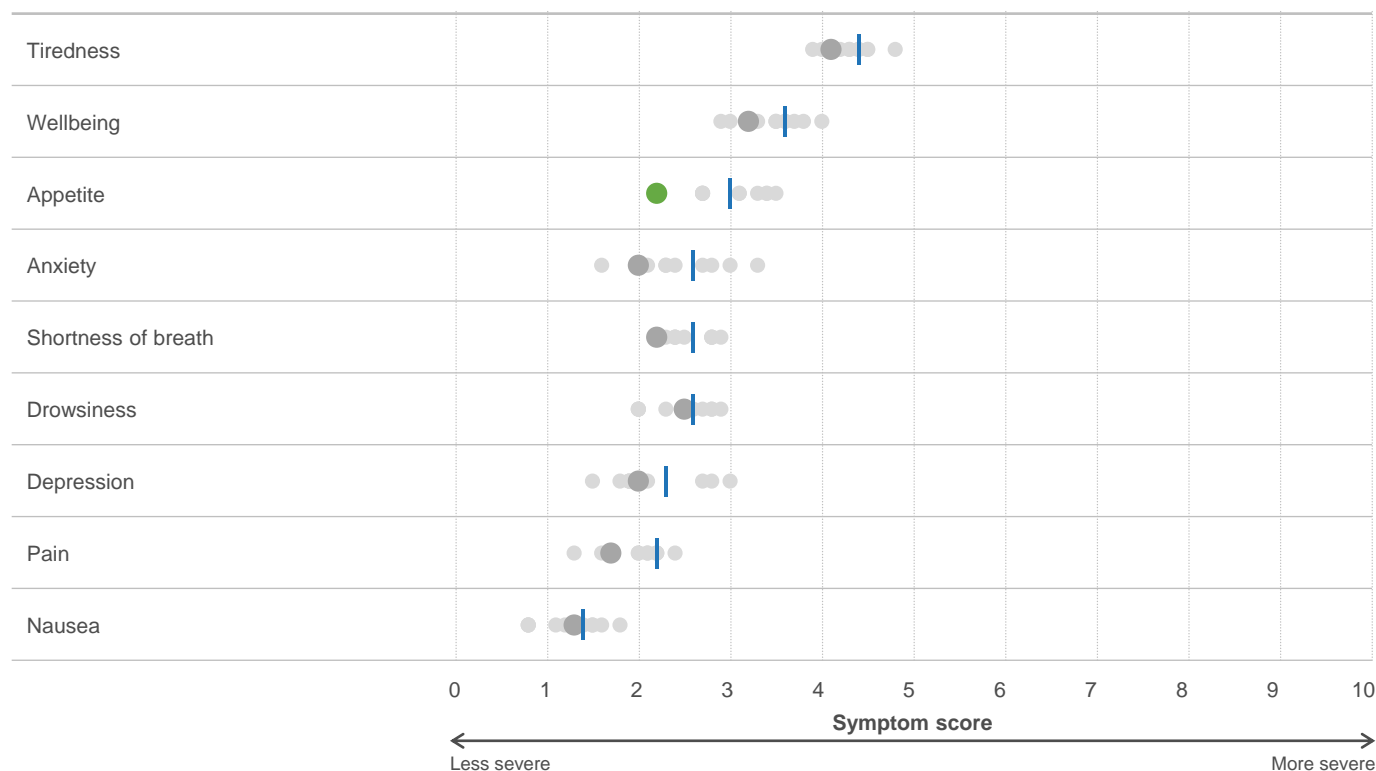
### Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

This LHD result, relative to NSW: ● Significantly higher ● No significant difference ● Significantly lower ● Other LHDs | NSW



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

This LHD result, relative to NSW: ● Significantly less severe ● No significant difference ● Significantly more severe ● Other LHDs | NSW



#### 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, LHD and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.