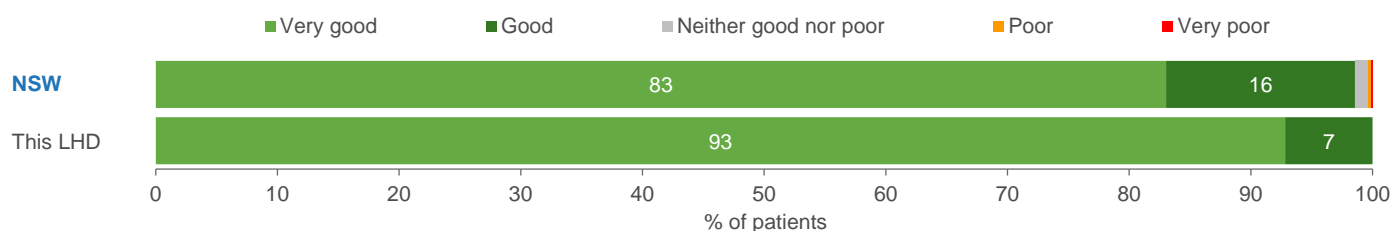


Western NSW LHD

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 151 responses from Western NSW LHD – a response rate of 65.7%.

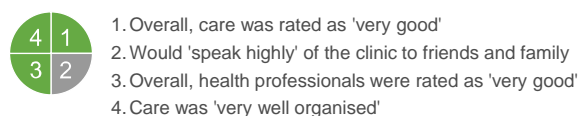
Overall, how would you rate the care you received in the clinic?



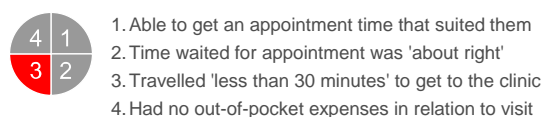
Summary results for patients who attended outpatient cancer clinics in this LHD, by theme

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

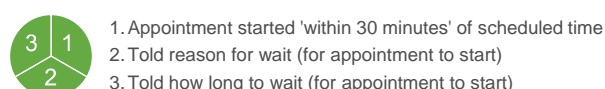
Overall experience of care



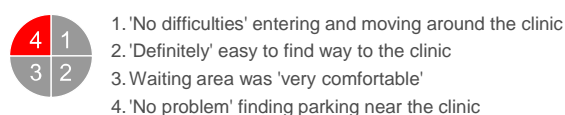
Access and timeliness before the visit



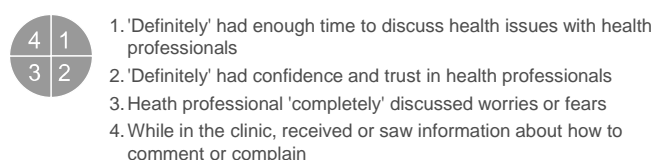
Access and timeliness during the visit



Physical environment and comfort



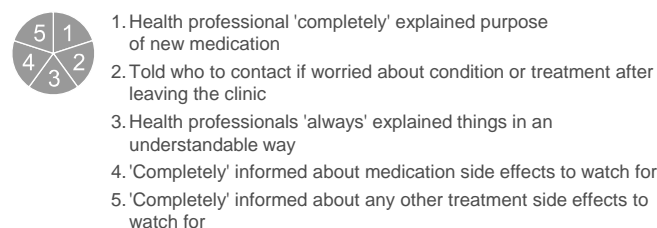
Addressing patient concerns



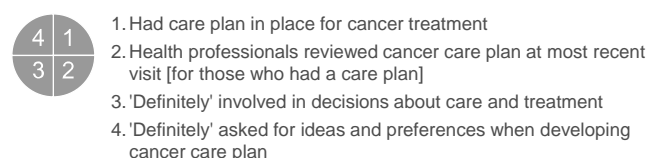
Respect and dignity



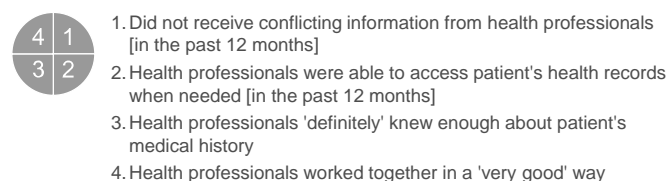
Information to support patient



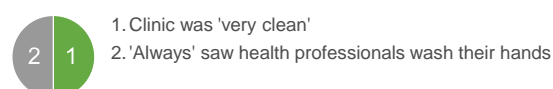
Shared decision-making



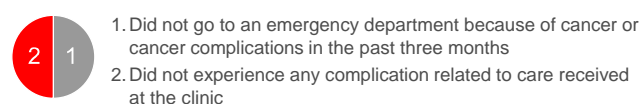
Coordination and continuity



Hygiene and cleanliness

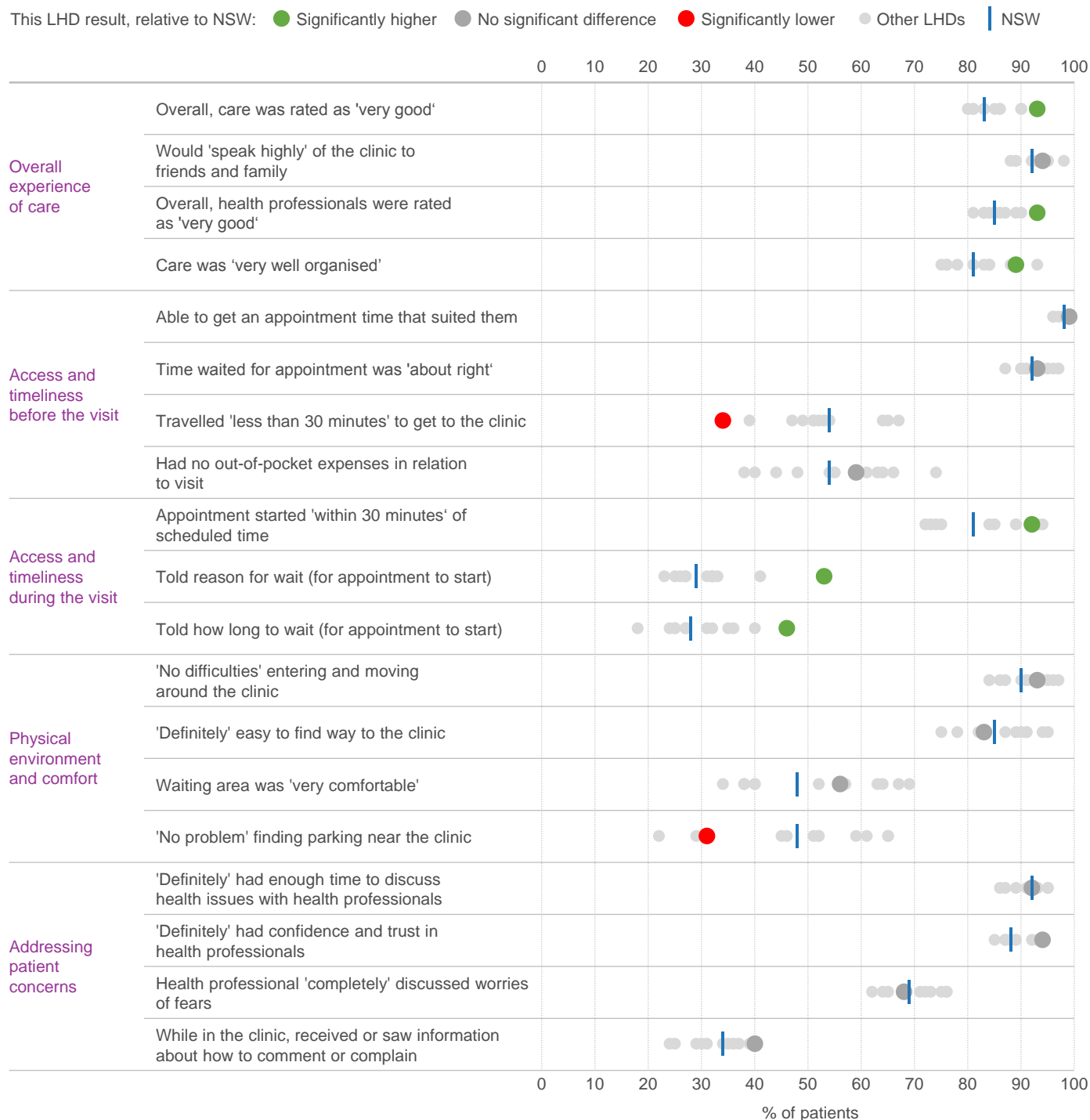


Complications



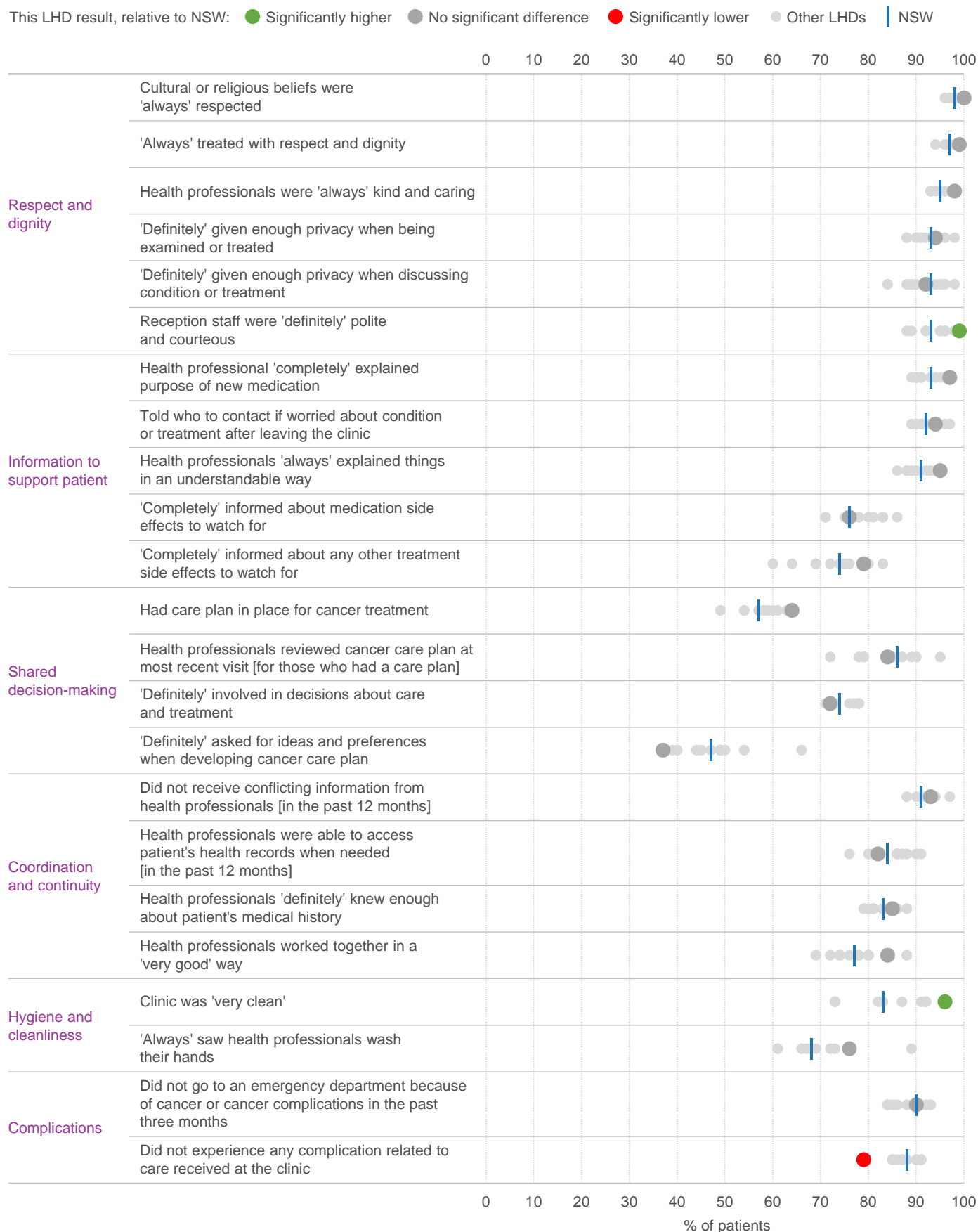
Western NSW LHD

Patient experience results for Western NSW LHD, by aspect of care



Local Health District Profile

Outpatient Cancer Clinics Survey



Western NSW LHD

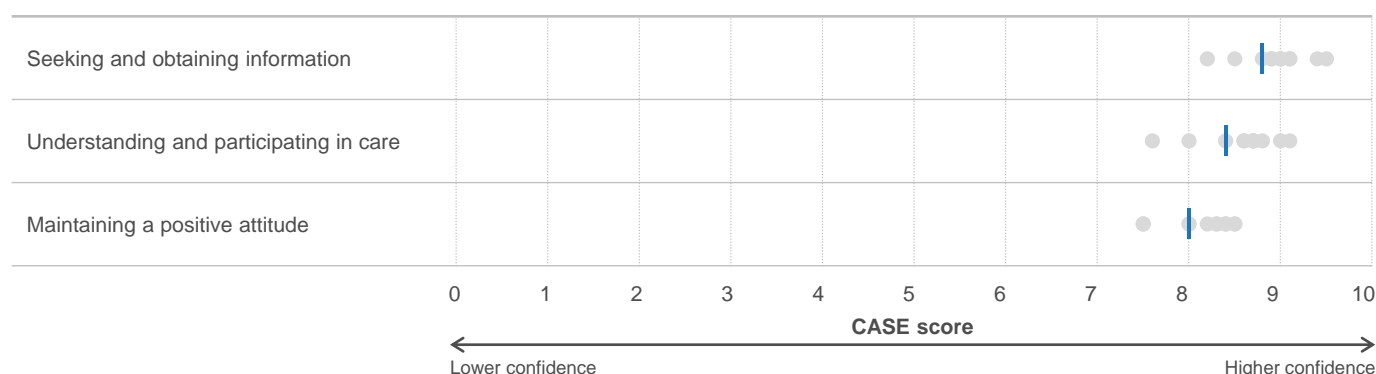
The figures below present the results reported by patients for the internationally validated survey tools known as the Edmonton Symptom Assessment System (ESAS) and the Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Research supports that increased involvement in treatment decisions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

Patients attending outpatient cancer clinics provided by Western NSW 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.

Note: This LHD has too few respondents in active treatment for individual reporting

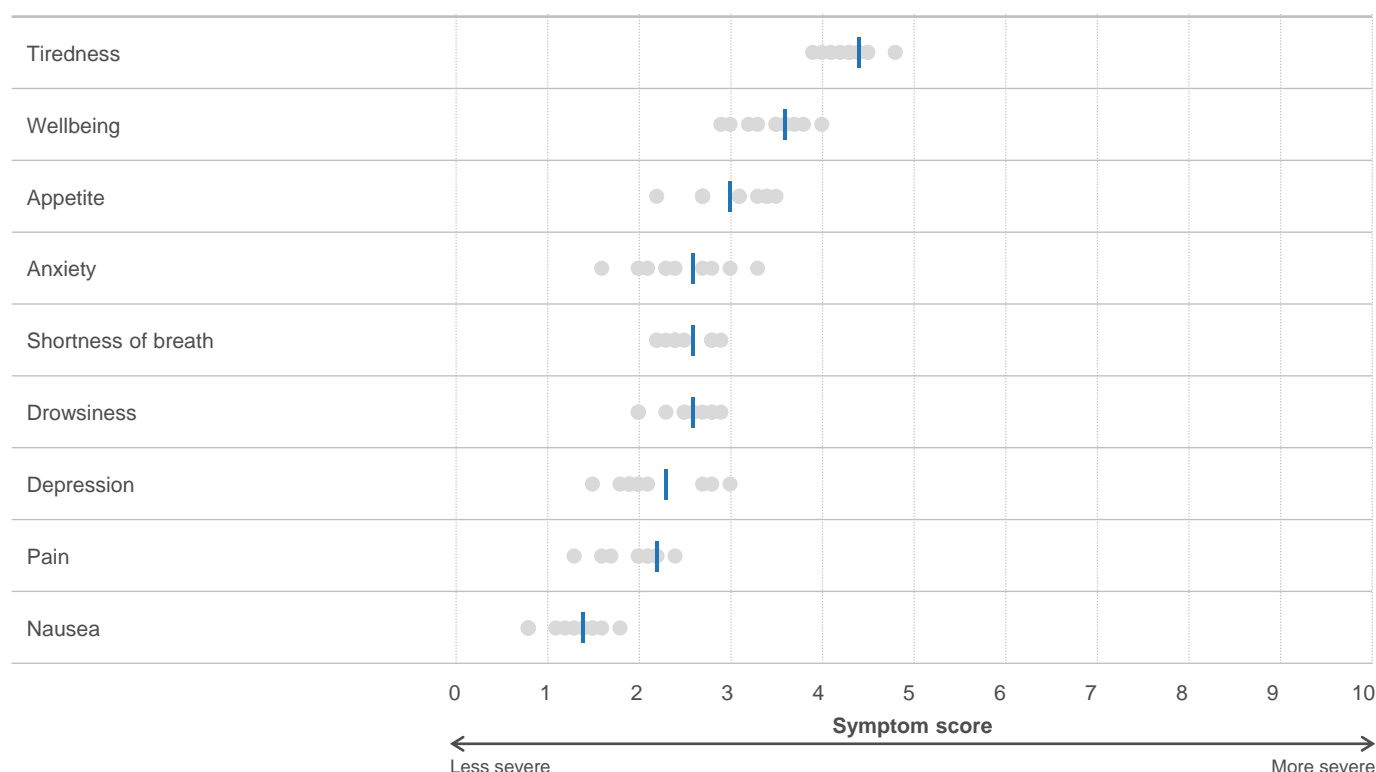
Self-efficacy scores¹ among patients in active treatment for cancer at time of survey

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



Symptom assessment scores² 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

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.