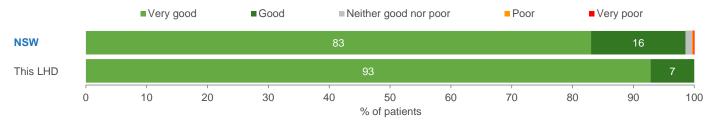


# Western NSW I HD

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

Significantly lower

This LHD result, relative to NSW:		Significantly higher
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#### Overall experience of care



- 1. Overall, care was rated as 'very good'
- 2. Would 'speak highly' of the clinic to friends and family
- 3. Overall, health professionals were rated as 'very good' 4. Care was 'very well organised'

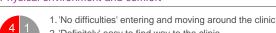
#### Access and timeliness before the visit

- 1. Able to get an appointment time that suited them
- 2. Time waited for appointment was 'about right'
- 3. Travelled 'less than 30 minutes' to get to the clinic 4. Had no out-of-pocket expenses in relation to visit

## Access and timeliness during the visit



- 1. Appointment started 'within 30 minutes' of scheduled time
- 2. Told reason for wait (for appointment to start) 3. Told how long to wait (for appointment to start)
- Physical environment and comfort



- 2. 'Definitely' easy to find way to the clinic
- 3. Waiting area was 'very comfortable'
- 4. 'No problem' finding parking near the clinic

#### Addressing patient concerns



1. 'Definitely' had enough time to discuss health issues with health professionals

- 2. 'Definitely' had confidence and trust in health professionals
- 3. Heath professional 'completely' discussed worries or fears
- 4. While in the clinic, received or saw information about how to comment or complain

#### Respect and dignity



- 1. Cultural or religious beliefs were 'always' respected
- 2. 'Always' treated with respect and dignity
- 3. Health professionals were 'always' kind and caring
- 4. 'Definitely' given enough privacy when being examined or treated 5. 'Definitely' given enough privacy when discussing condition or treatment
- 6. Reception staff were 'definitely' polite and courteous

No significant difference

#### Information to support patient



- 1. Health professional 'completely' explained purpose of new medication
- 2. Told who to contact if worried about condition or treatment after leaving the clinic

Data suppressed (<30 responses)</p>

- 3. Health professionals 'always' explained things in an understandable way
- 4. 'Completely' informed about medication side effects to watch for
- 5. 'Completely' informed about any other treatment side effects to watch for

#### Shared decision-making



1. Had care plan in place for cancer treatment

- 2. Health professionals reviewed cancer care plan at most recent visit [for those who had a care plan]
- 3. 'Definitely' involved in decisions about care and treatment
- 4. 'Definitely' asked for ideas and preferences when developing cancer care plan

#### Coordination and continuity



- 1. Did not receive conflicting information from health professionals [in the past 12 months]
- 2. Health professionals were able to access patient's health records when needed [in the past 12 months]
- 3. Health professionals 'definitely' knew enough about patient's medical history
- 4. Health professionals worked together in a 'very good' way

#### Hygiene and cleanliness



1. Clinic was 'very clean'

2. 'Always' saw health professionals wash their hands

#### Complications



1. Did not go to an emergency department because of cancer or cancer complications in the past three months

2. Did not experience any complication related to care received at the clinic



# Western NSW LHD

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

		0	10	20	30	4(	) 5	0 0	60	70	80	90	10
	Overall, care was rated as 'very good'												
Dverall	Would 'speak highly' of the clinic to friends and family											• •	••
experience f care	Overall, health professionals were rated as 'very good'										eet		
	Care was 'very well organised'									•	• ••	••	
	Able to get an appointment time that suited them												
Access and timeliness before the visit	Time waited for appointment was 'about right'												
	Travelled 'less than 30 minutes' to get to the clinic					••	00		•				
	Had no out-of-pocket expenses in relation to visit					•	•••	•		•			
Access and timeliness during the visit	Appointment started 'within 30 minutes' of scheduled time									•	•		
	Told reason for wait (for appointment to start)			•	<b>o</b> le	D		•					
3	Told how long to wait (for appointment to start)			•									
	'No difficulties' entering and moving around the clinic										•		
hysical	'Definitely' easy to find way to the clinic									•			
nvironment nd comfort	Waiting area was 'very comfortable'					• •		••	••				
	'No problem' finding parking near the clinic			•				•	• •				
	'Definitely' had enough time to discuss health issues with health professionals										•	•••	•
ddressing	'Definitely' had confidence and trust in health professionals										•	••	
atient oncerns	Health professional 'completely' discussed worries of fears								••• (				
	While in the clinic, received or saw information about how to comment or complain												

## Local Health District Profile Outpatient Cancer Clinics Survey



		0	10	20	30	40	50	60	70	80	90	10
	Cultural or religious beliefs were 'always' respected											
	'Always' treated with respect and dignity										•	
Respect and	Health professionals were 'always' kind and caring										d	
dignity	'Definitely' given enough privacy when being examined or treated											
	'Definitely' given enough privacy when discussing condition or treatment									•		
	Reception staff were 'definitely' polite and courteous										<b>e d</b> e	
	Health professional 'completely' explained purpose of new medication											•
	Told who to contact if worried about condition or treatment after leaving the clinic											
nformation to support patient	Health professionals 'always' explained things in an understandable way									•		
	'Completely' informed about medication side effects to watch for								• •	••••		
	'Completely' informed about any other treatment side effects to watch for							••	• •	••		
Shared	Had care plan in place for cancer treatment						• •	(m•	)			
	Health professionals reviewed cancer care plan at most recent visit [for those who had a care plan]								• •		• •	,
decision-making	'Definitely' involved in decisions about care and treatment											
	'Definitely' asked for ideas and preferences when developing cancer care plan					•••	•	(	•			
	Did not receive conflicting information from health professionals [in the past 12 months]											•
Coordination	Health professionals were able to access patient's health records when needed [in the past 12 months]								•			
and continuity	Health professionals 'definitely' knew enough about patient's medical history											
-	Health professionals worked together in a 'very good' way								••••			
Hygiene and	Clinic was 'very clean'								•	••		
cleanliness	'Always' saw health professionals wash their hands							•	•		•	
Complications	Did not go to an emergency department because of cancer or cancer complications in the past three months									•	••	
	Did not experience any complication related to care received at the clinic								(		þ	

% of patients



# 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.

nis LHD result, relative to NSW: 🛛 🛑 Signi	ficantly h	nigher	No sign	ificant differe	nce	🛑 Signifi	cantly low	er C	Other	LHDs	NSW	
Seeking and obtaining information										•••		
Understanding and participating in care									•	• • •	•	
Maintaining a positive attitude									•	•		
	0	1	2	3	4	5	6	7		3	9	10

#### 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

						Sympto	m score				
	0	1	2	3	<b>,</b> 2	5		6	7	8 9	9 1
Nausea		• •									
Pain				•							
Depression			• •	• •							
Drowsiness				• •							
Shortness of breath											
Anxiety			•	• ••  •• •	•						
Appetite				• •	• •••						
Wellbeing				•							
Tiredness					e	•					

#### 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.