



Results from the 2017 patient survey **Outpatient Cancer Clinics**

More than 11,000 people told us about their experiences at outpatient cancer clinics in NSW in 2017.

Each year more than 42,000 people in NSW are diagnosed with cancer. There are many different types of cancer – the most common being prostate, breast and skin (melanoma) cancers.

Outpatient cancer clinics provide important care to patients across a range of cancers and treatment options, including chemotherapy, radiation therapy and surgery. Patients also attend these clinics for treatment for reasons other than cancer, including almost one in five respondents (18%) whose results are included in this survey.

The Bureau of Health Information (BHI) partnered with the Cancer Institute NSW (CINSW) to develop the Outpatient Cancer Clinics Survey 2017. The survey results reflect the experiences of 11,301 patients who attended one of 50 facilities in NSW in November 2017, including two private facilities.

This report highlights key findings in relation to the experiences of patients at outpatient cancer clinics in NSW.

Facilities may house a number of individual clinics. Results are reported at the facility level.

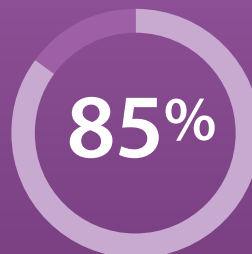
Overall ratings of care: Almost all patients (99%) said, overall, the care they received was 'very good' (85%) or 'good' (14%). More than eight in 10 patients (82%) said their care was 'very well organised'.

Experiences of care: Almost all patients (96%) said they were 'always' treated with respect and dignity. More than eight in 10 patients (82%) said health professionals 'completely' explained the next steps of care and treatment in a way they could understand.

Follow-up and outcomes of care: Almost nine in 10 patients (89%) were told who to contact if they were worried about their condition or treatment after they left hospital. However, 14% of patients said they experienced a problem or complication during or shortly after their clinic visit.

Overall, patients rated the care at cancer clinics as

'very good'



'good'



Overall ratings of care

Overall ratings of care reflect general measures of patient satisfaction, with most respondents very positive about their experiences of care in outpatient cancer clinics.

Almost all patients (99%) said, overall, the care they received was 'very good' (85%) or 'good' (14%) (Figure 1a). Those rating their care as 'very good' ranged from 76% to 96% across facilities (Figure 2a).

Most patients (86%) rated their health professionals as 'very good', while a further 13% said they were 'good' (Figure 1b). Results ranged from 74% to 96% across facilities (Figure 2b).

More than eight in 10 patients (82%) said the care they received was 'very well organised' (Figure 1c), ranging from 72% to 93% across facilities (Figure 2c).

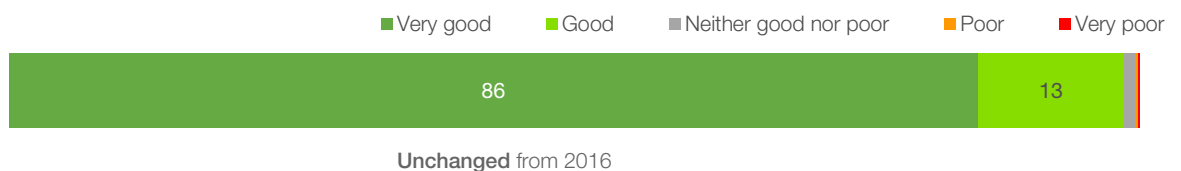
For results of all survey questions, results from previous years of the Outpatient Cancer Clinics Survey, further information on survey methodology and a copy of the questionnaire, please see bhi.nsw.gov.au/nsw_patient_survey_program

Figure 1 Percentage of patients in NSW, for all response categories, 2017

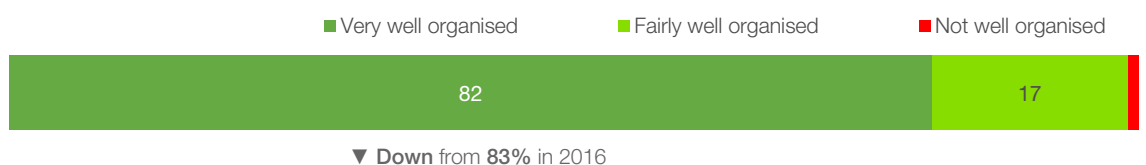
a. Overall, how would you rate the care you received in the clinic?



b. Overall, how would you rate the health professionals who treated you?



c. How well organised was the care you received in the clinic?

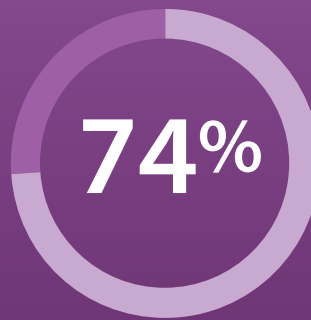




"Staff were professional, friendly and helpful, and worked well together as a team... I found this reassuring"

If asked how well the health professionals worked together,

said 'very good'



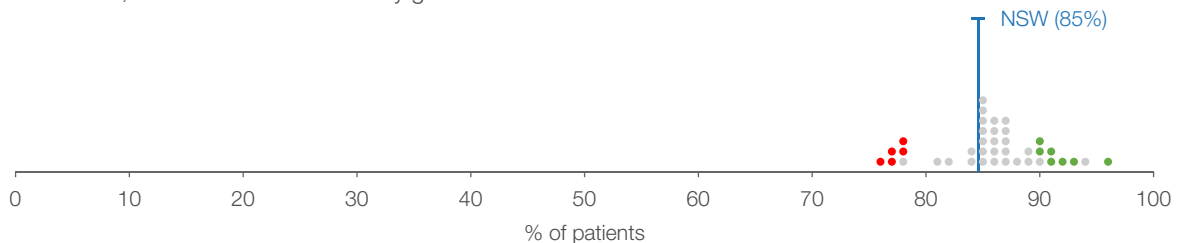
Each dot represents a facility which may contain one or more clinics. Results are available in the data tables on the Outpatient Cancer Clinics Survey page at bhi.nsw.gov.au and on BHI's online interactive portal, **Healthcare Observer**.

Figure 2

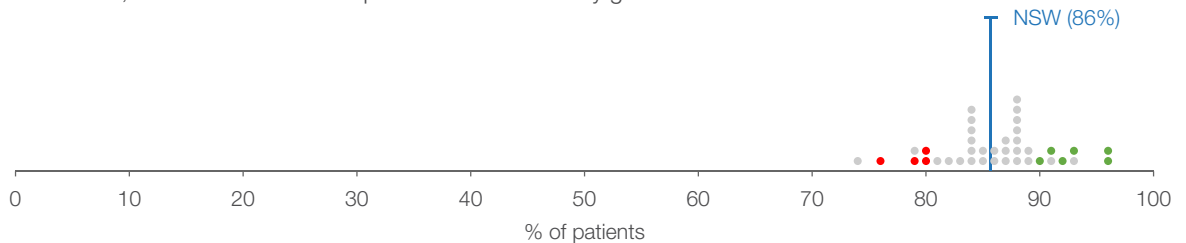
Percentage of patients in each facility, who selected the most positive response category, 2017

Facility result relative to NSW: • Less favourable • Not significantly different • More favourable

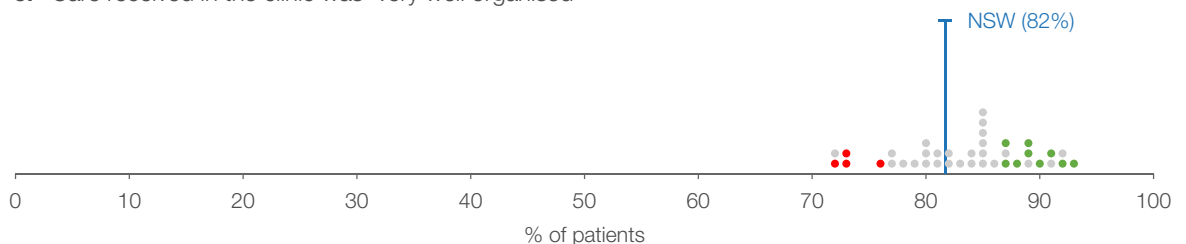
a. Overall, care in the clinic was 'very good'



b. Overall, treatment from health professionals was 'very good'



c. Care received in the clinic was 'very well organised'



Experiences of care

Patients who attended outpatient cancer clinics shared their experiences about different aspects of their care, including how involved they were in decisions about their care and how health professionals treated them.

Almost all patients (95%) wanted to be involved in decisions about their care and treatment. Of those patients, 79% said they were ‘definitely’ involved as much as they wanted to be (Figure 3a). Results ranged from 73% to 88% across clinics (Figure 4a).

Almost all patients (96%) said they were ‘always’ treated with respect and dignity (Figure 3b). This result ranged from 93% to 100% across facilities (Figure 4b).

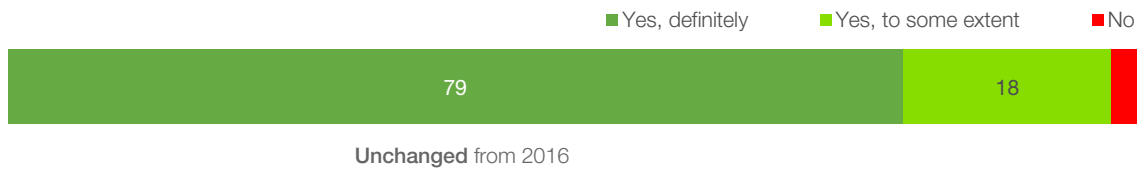
More than eight in 10 patients (82%) said health professionals ‘completely’ explained the next steps of their care and treatment in a way they could understand (Figure 3c). This result ranged from 74% to 90% across facilities (Figure 4c).

More than three in 10 patients (33%) said they had worries and fears about their treatment. Of those patients, 67% said those worries and fears were ‘completely’ discussed with them.

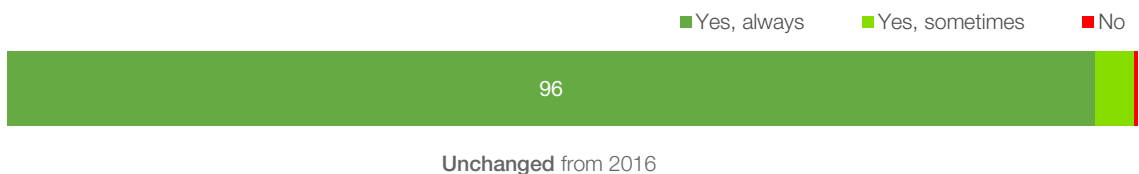
Results are available in the data tables and on BHI's interactive data portal Healthcare Observer for the 39 facilities where enough responses were received to report. Responses from the remaining 11 facilities contribute to NSW-level results.

Figure 3 Percentage of patients in NSW, for all response categories, 2017

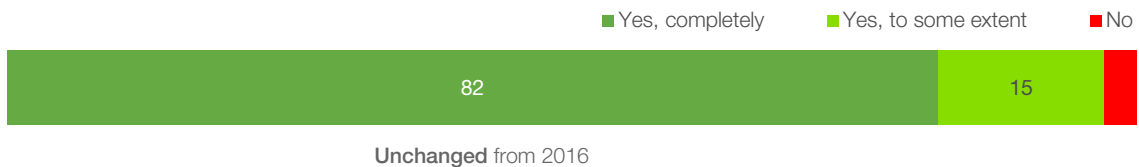
a. Were you involved, as much as you wanted to be, in decisions about your care and treatment?*



b. Were you treated with respect and dignity while you were at the clinic?



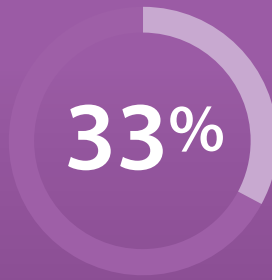
c. Did a health professional at the clinic explain the next steps of your care and treatment in a way you could understand?



* Based on responses from 95% of patients who said they wanted to be involved in decisions about their care and treatment.



“The overall care was excellent. Perhaps some more reassurance would have a positive effect; someone to talk with about your feelings and fears.”

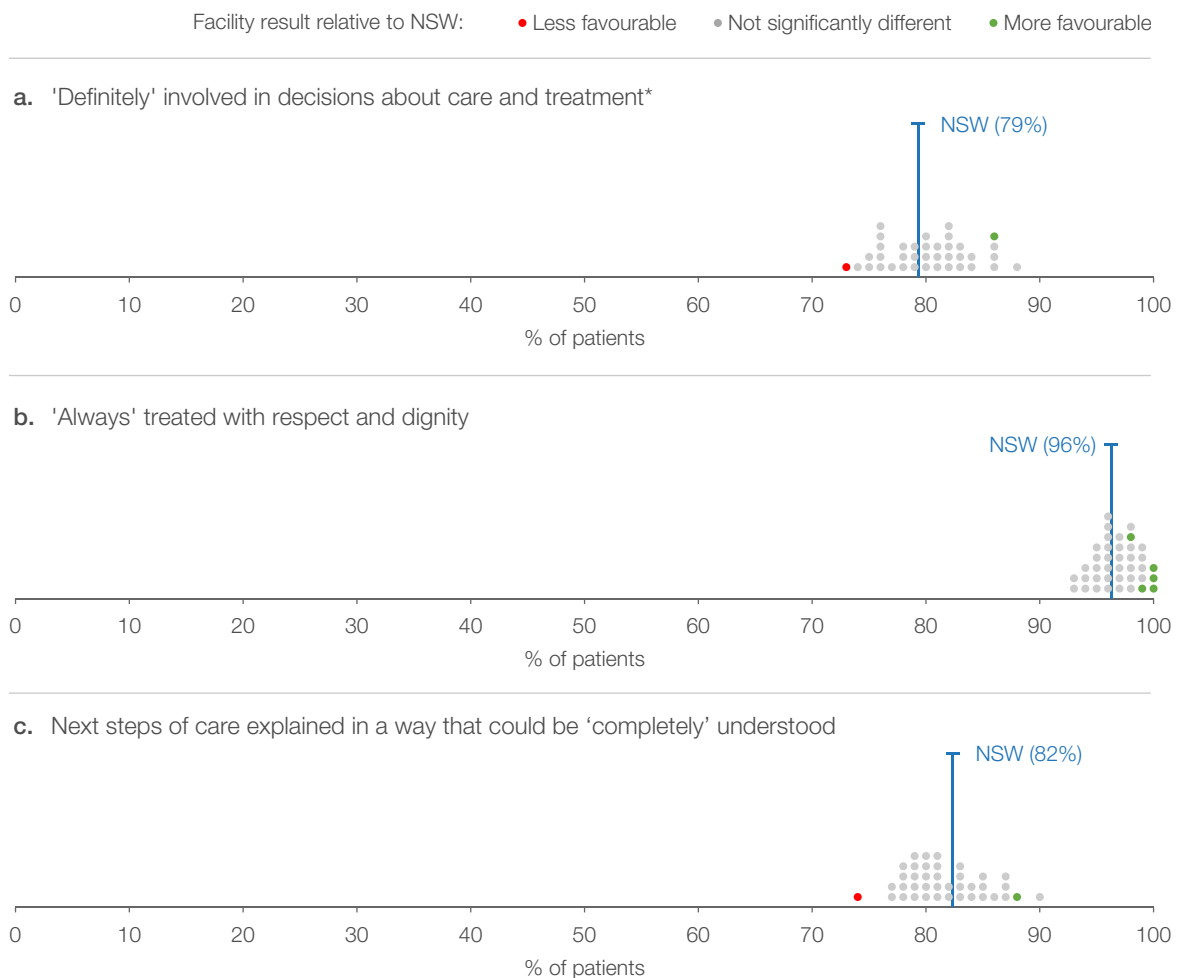


of patients said they had worries and fears about their treatment



Of those who had worries and fears, **67%** said health professionals ‘completely’ discussed these with them

Figure 4 Percentage of patients in each facility, who selected the most positive response option, 2017



* Based on responses from 95% of patients who said they wanted to be involved in decisions about their care and treatment.

Follow-up and outcomes of care

A patient's condition and treatment type provide important context for understanding their experiences of follow-up and outcomes of care.

All patients who attend cancer clinics may receive treatment including chemotherapy and radiotherapy, or follow-up care such as regular check-ups and treatment reviews. Patients also attend these clinics for reasons other than cancer, including almost one in five respondents (18%) included in the survey results.

Almost nine in 10 patients (89%) said they were told who to contact if they were worried about their condition or treatment after they left the clinic (Figure 5a). Results ranged from 83% to 98% across facilities (Figure 6a).

More than one in 10 patients (14%) said they experienced at least one problem or complication (Figure 5b). A majority of patients (65%) said

professionals were 'completely' open with them about their problem or complication.

Four per cent of patients said they attended an emergency department due to complications related to the care they received (Figure 5c).

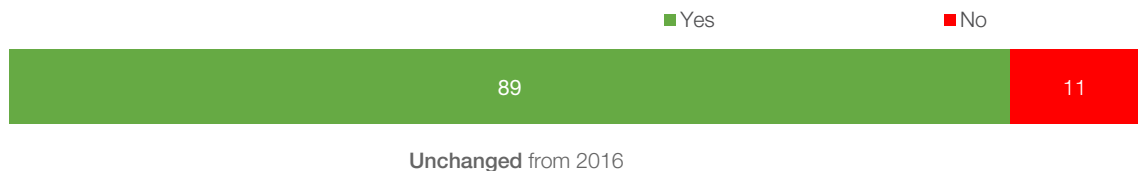
Results for questions concerning problems and complications must be considered in the context of patient characteristics. For this survey:

- 82% of patients attended due to cancer, ranging from 53% to 98% across facilities.
- 36% of patients received treatment, ranging from 22% to 85% across facilities.

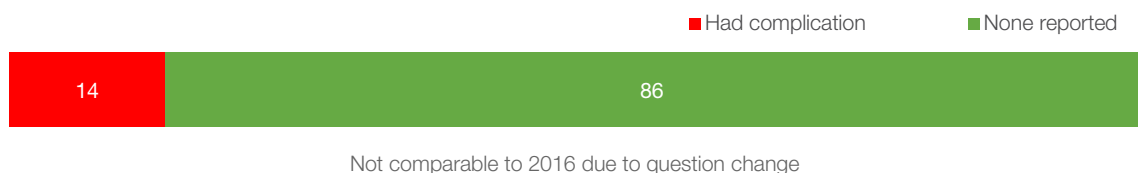
Facilities with higher proportions of patients attending for cancer and patients receiving treatment tended to have higher reported levels of problems and complications. See the *Supplementary data tables* for details of patient characteristics at facility level.

Figure 5 Percentage of patients in NSW, for all response categories, 2017

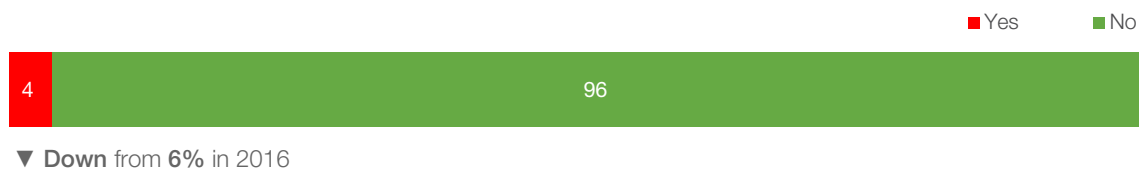
a. Were you told who to contact if you were worried about your condition or treatment after you left the clinic?



b. During your visit or soon afterwards, did you experience a problem or complication?



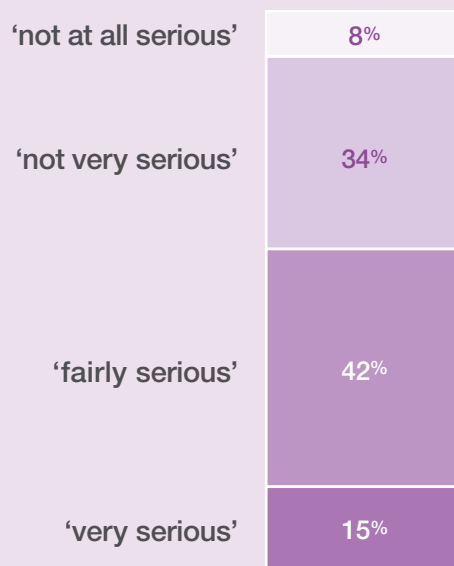
c. In the past three months, have you gone to an emergency department because of complications related to the care you received?



Patients with a problem or complication experienced the following:

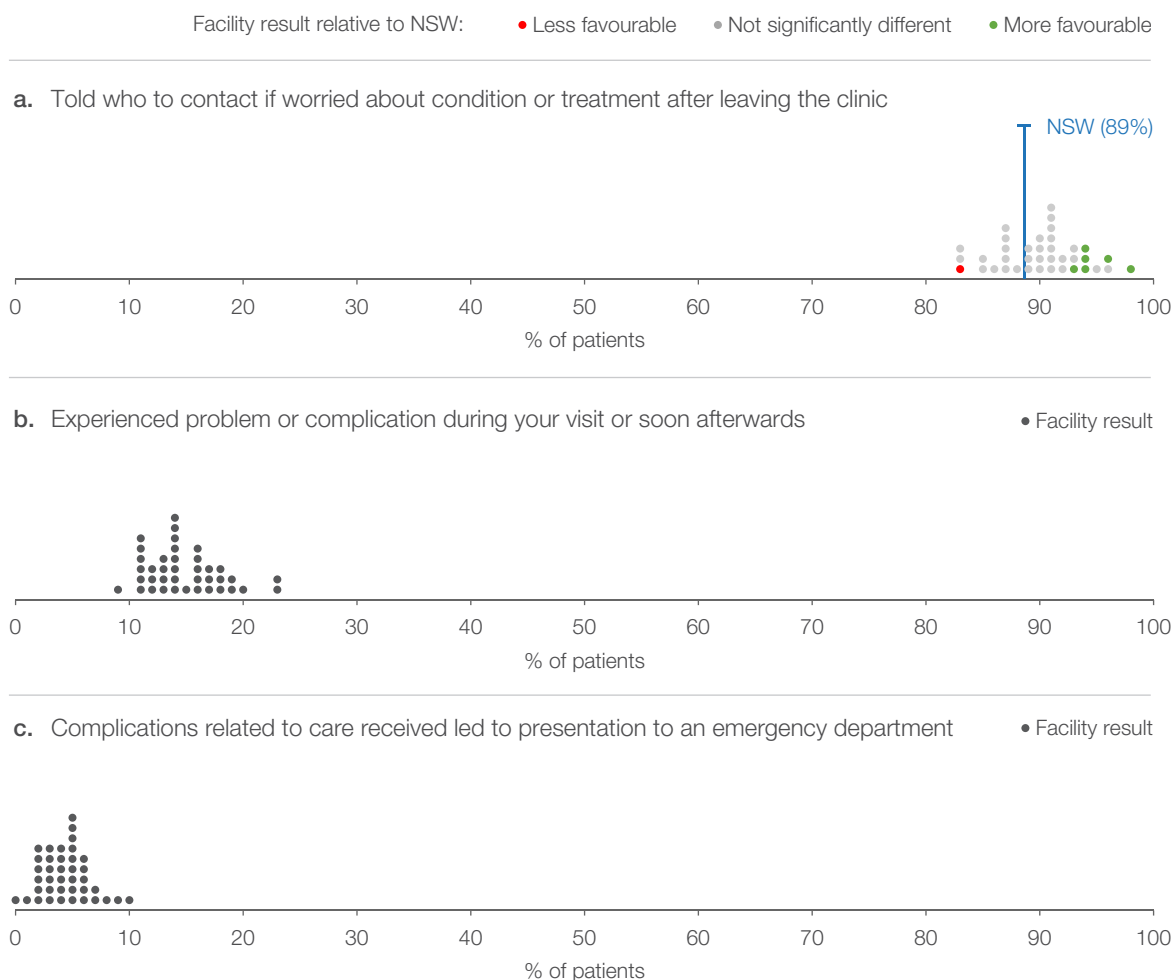
| | 2016 | 2017 |
|--|------------------|------|
| Severe anxiety or worry | 4% | 4% |
| An infection | 3% | 3% |
| An unexpected negative reaction to medication | 3% | 3% |
| Any other problem or complication | 3% | 3% |
| Severe pain due to the treatment | 2% | 2% |
| Lymphoedema (excessive swelling) | (new in 2017) 2% | 2% |
| Complications as a result of tests or procedures | 1% | 1% |
| Uncontrolled bleeding | 0% | 0% |

...and they rated the seriousness as:



Descriptive results are provided without comparison to NSW for Figures 6b and 6c. This is because facilities with higher proportions of patients attending for cancer and patients receiving treatment tended to have higher reported levels of problems and complications.

Figure 6 Percentage of patients in each facility, who selected the indicated response option, 2017



Healthcare Observer

Healthcare Observer is the Bureau of Health Information's (BHI) online interactive data portal which lets you explore and download information about the performance of the NSW healthcare system.

For further detail on the Outpatient Cancer Clinics Survey 2017 and other patient survey results, please visit:

bhi.nsw.gov.au/Healthcare_Observer



Adult Admitted Patient Survey



Emergency Department Patient Survey



Admitted Children and Young Patients Survey



Outpatient Survey



Maternity Care Survey



Small and Rural Hospitals Survey



Outpatient Cancer Clinics Survey



Small Hospital Emergency Care Survey



BreastScreen NSW Client Experience Survey

The Bureau of Health Information Patient Survey Program

Each month we ask thousands of people in NSW to tell us about their recent experience with the public healthcare system as part of the NSW Patient Survey Program.

The surveys ask people questions about different aspects of their care such as accessibility and timeliness, the physical environment of the hospital, safety and hygiene, communication and information, and whether they were treated with respect and dignity.

Results from our surveys can be found via our website: bhi.nsw.gov.au/nsw_patient_survey_program

About the Bureau of Health Information

BHI is a board-governed organisation that publishes independent reports and information about the performance of the healthcare system in NSW.

We aim to provide the community, health professionals and policy makers with information that enhances visibility and understanding of the performance of the healthcare system, in order to inform actions to improve healthcare and strengthen accountability.



Level 11, 67 Albert Avenue,
Chatswood NSW 2067 Australia

Telephone: +61 2 9464 4444

Email: BHI-enq@health.nsw.gov.au

bhi.nsw.gov.au

State Health Publication Number: (BHI) 180686

© Copyright Bureau of Health Information 2018

This work is copyrighted. It may be reproduced in whole or in part for study or training purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above requires written permission from the Bureau of Health Information.

The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.