

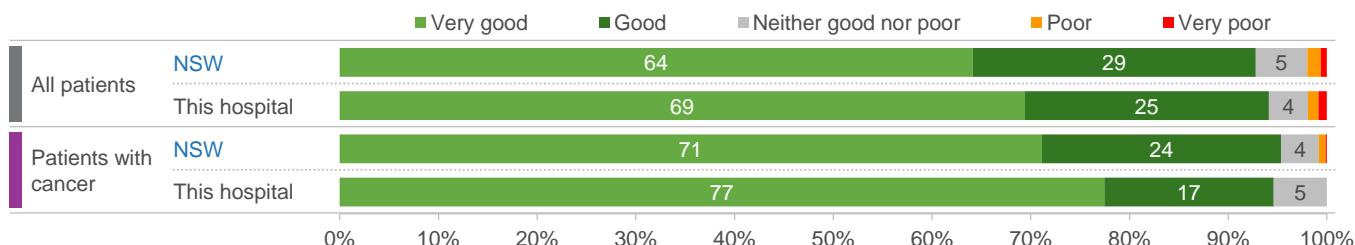


Armidale and New England Hospital

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Overall, how would you rate the care you received while in hospital?



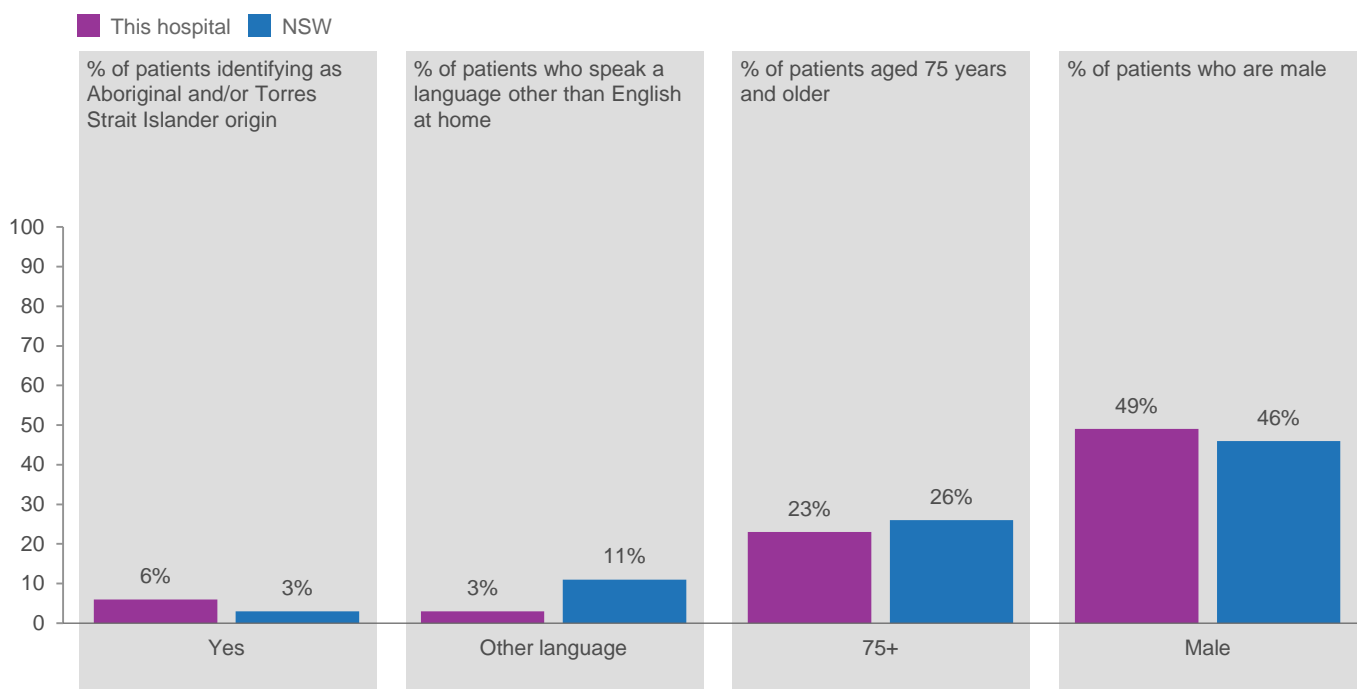
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<h4>Access</h4> <ul style="list-style-type: none"> 1. Time between booking appointment with specialist and hospital admission was 'about right' 2. Waiting time to be admitted to hospital was 'about right' 	<h4>Tailoring healthcare service for each patient</h4> <ul style="list-style-type: none"> 1. Felt well enough to leave hospital when discharged 2. 'Right amount' of information about condition or treatment was given to family or carer 3. Staff 'completely' considered family and home situation when planning discharge 4. Family or carer 'definitely' had opportunity to talk to a doctor
<h4>Continuity of care and relationships</h4> <ul style="list-style-type: none"> 1. Patient told who to contact if they were worried after discharge 2. Doctors 'always' knew enough about medical history 3. Nurses 'always' knew enough about care and treatment 4. 'Completely' adequate arrangements were made for services after discharge 5. Care in hospital was 'very well organised' 	<h4>Effective communication</h4> <ul style="list-style-type: none"> 1. Hospital staff explained surgical procedure in a 'completely' understandable way 2. Doctors 'always' answered important questions in an understandable way 3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way 4. 'Always' got the opportunity to talk to a nurse when needed 5. 'Always' got the opportunity to talk to a doctor when needed
<h4>Information to support patients</h4> <ul style="list-style-type: none"> 1. Staff 'always' explained the purpose of test, X-ray or scans 2. 'Completely' given enough information to manage care at home 	<h4>Shared decision-making</h4> <ul style="list-style-type: none"> 1. 'Definitely' involved in decisions about discharge 2. Felt 'completely' involved in decisions about use of medication 3. 'Definitely' involved in decisions about care and treatment
<h4>Outcomes</h4> <ul style="list-style-type: none"> 1. Did not report complication or problem 2. Care and treatment received in hospital 'definitely' helped 3. Problem resulting in hospital admission 'much better' 4. 'Not difficult at all' to perform normal daily activities 	<h4>Respect for the patient</h4> <ul style="list-style-type: none"> 1. 'Always' given enough privacy when being examined or treated 2. Doctors were 'always' kind and caring 3. 'Always' treated with respect and dignity while in hospital 4. Nurses were 'always' kind and caring
<h4>Addressing patient concerns</h4> <ul style="list-style-type: none"> 1. 'Always' had confidence and trust in doctors 2. 'Always' had confidence and trust in nurses 	<h4>Care requirements</h4> <ul style="list-style-type: none"> 1. Hospital staff 'definitely' did everything they could to help manage pain 2. Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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2. How to interpret the results

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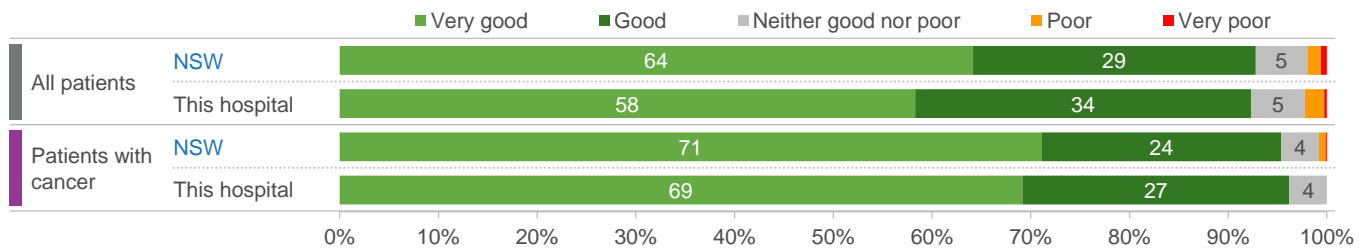


Auburn Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

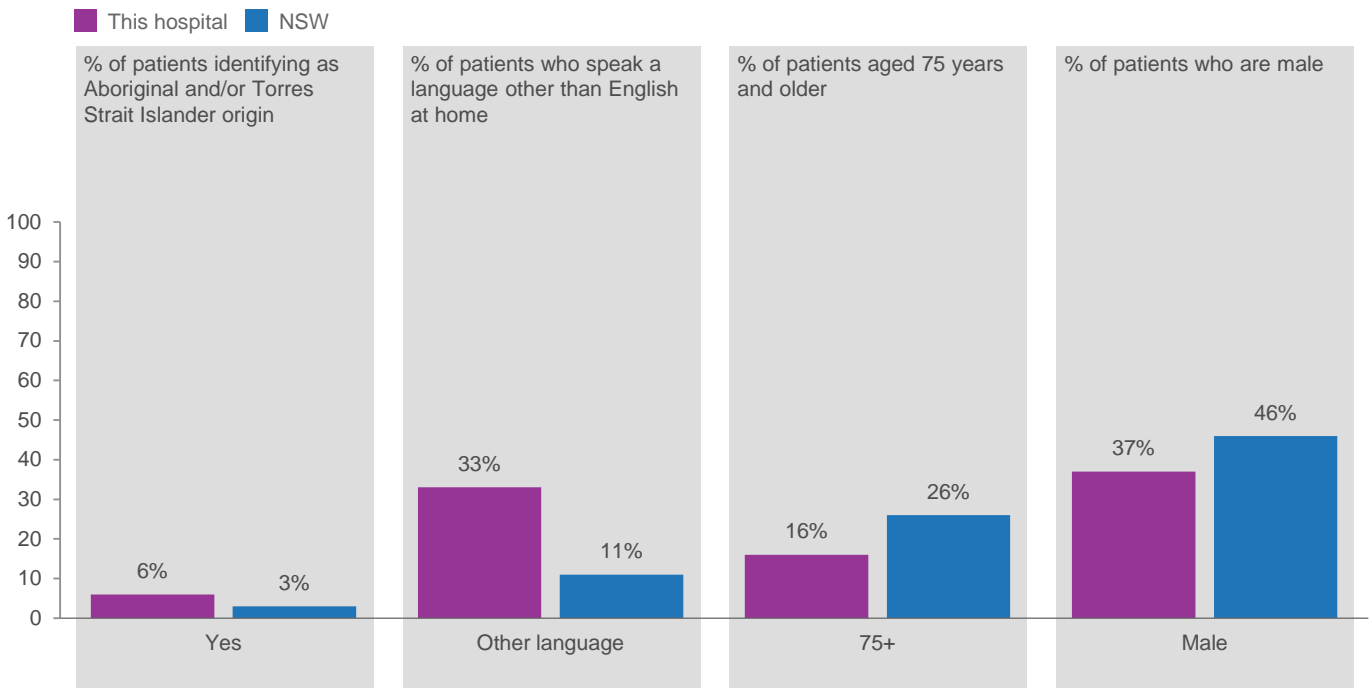
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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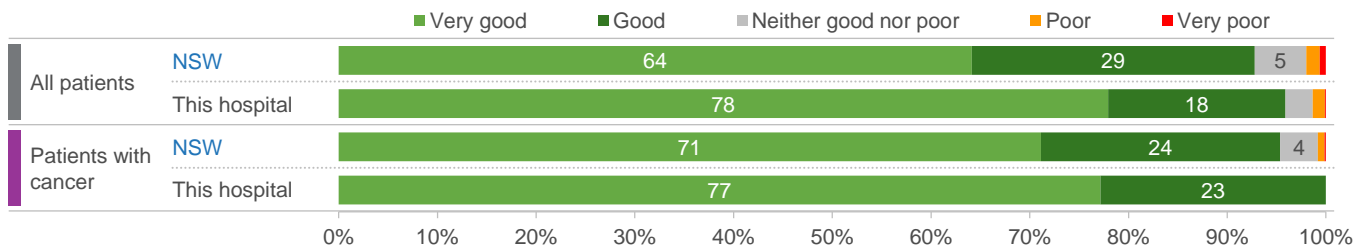


Ballina District Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

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- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

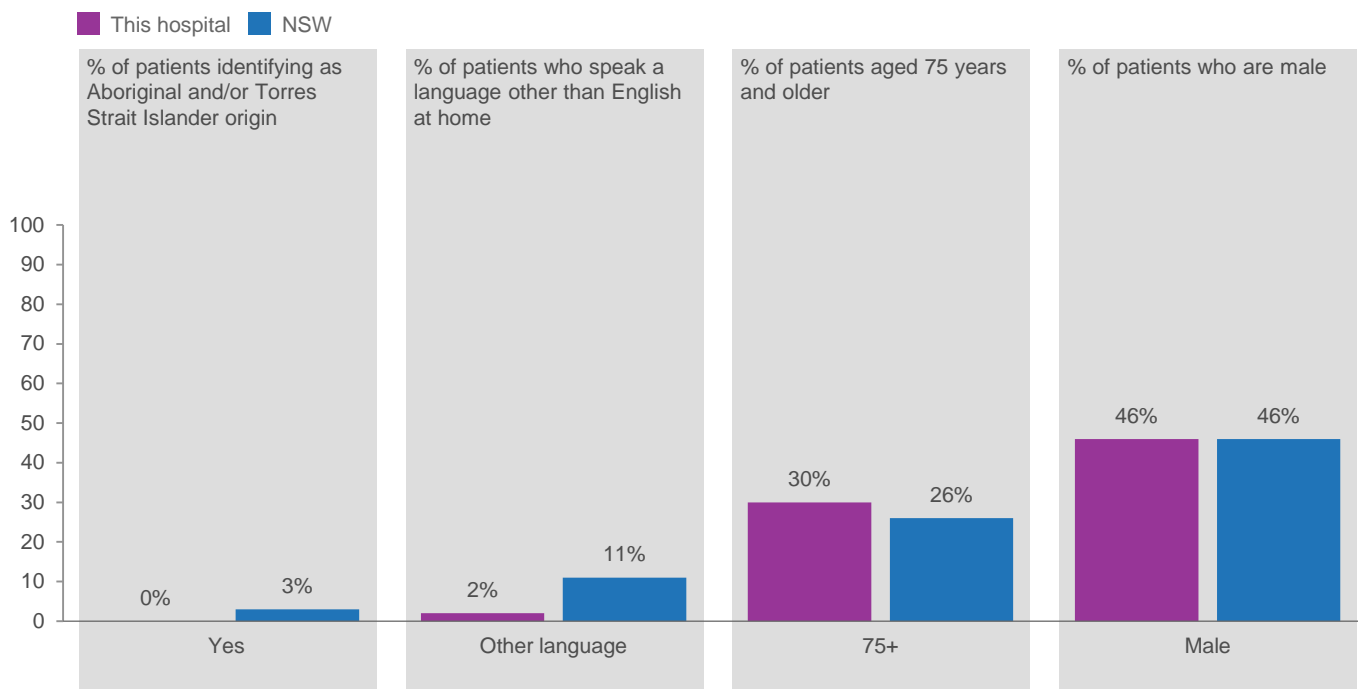
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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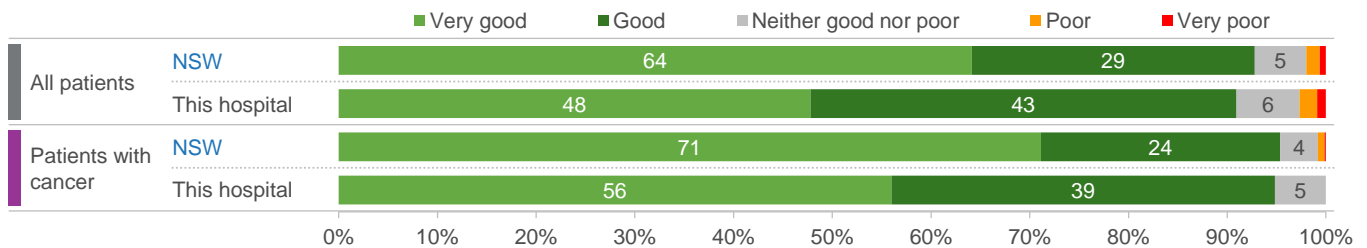


Bankstown / Lidcombe Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
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Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
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- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

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Addressing patient concerns

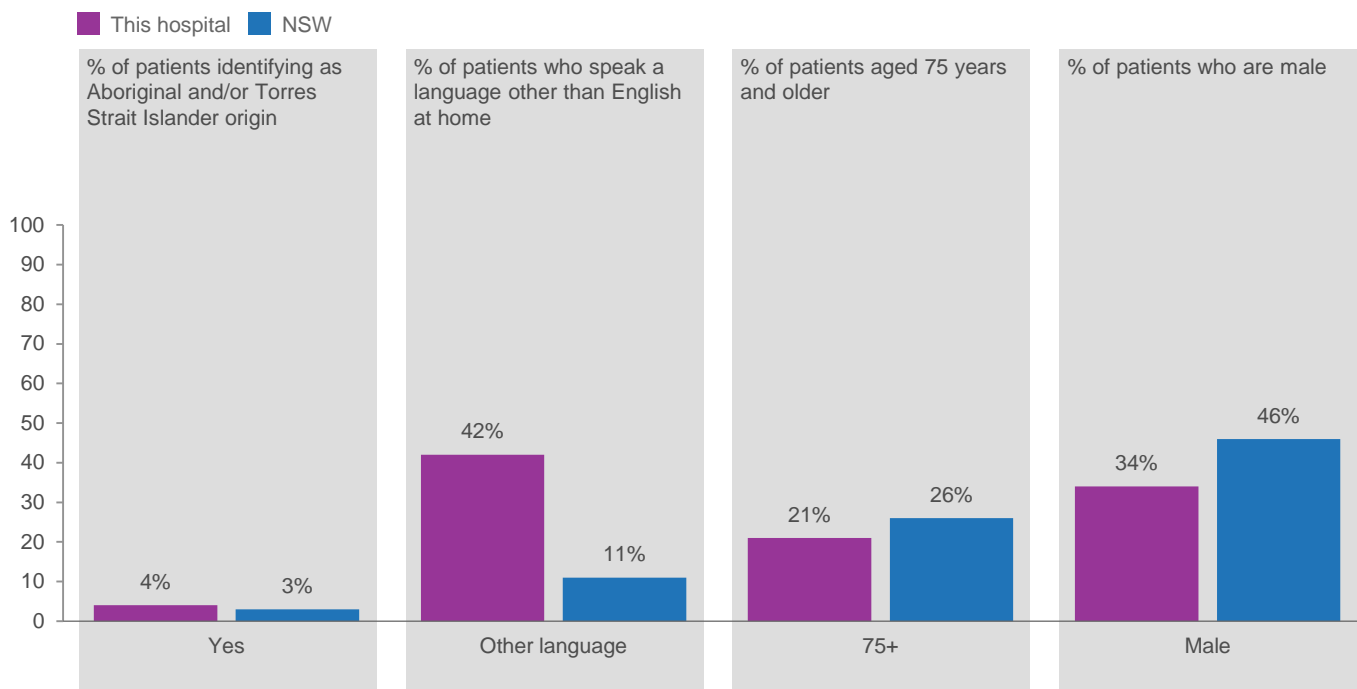
- 'Always' had confidence and trust in doctors
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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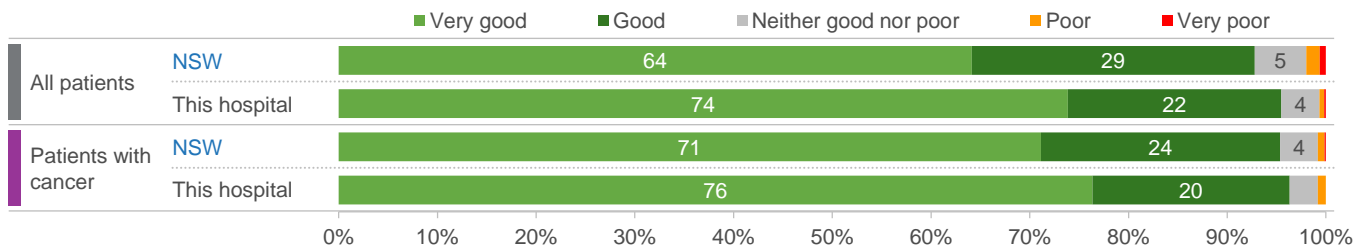


Bathurst Base Hospital

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Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
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Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
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Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
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Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
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- 'Not difficult at all' to perform normal daily activities

Respect for the patient

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Addressing patient concerns

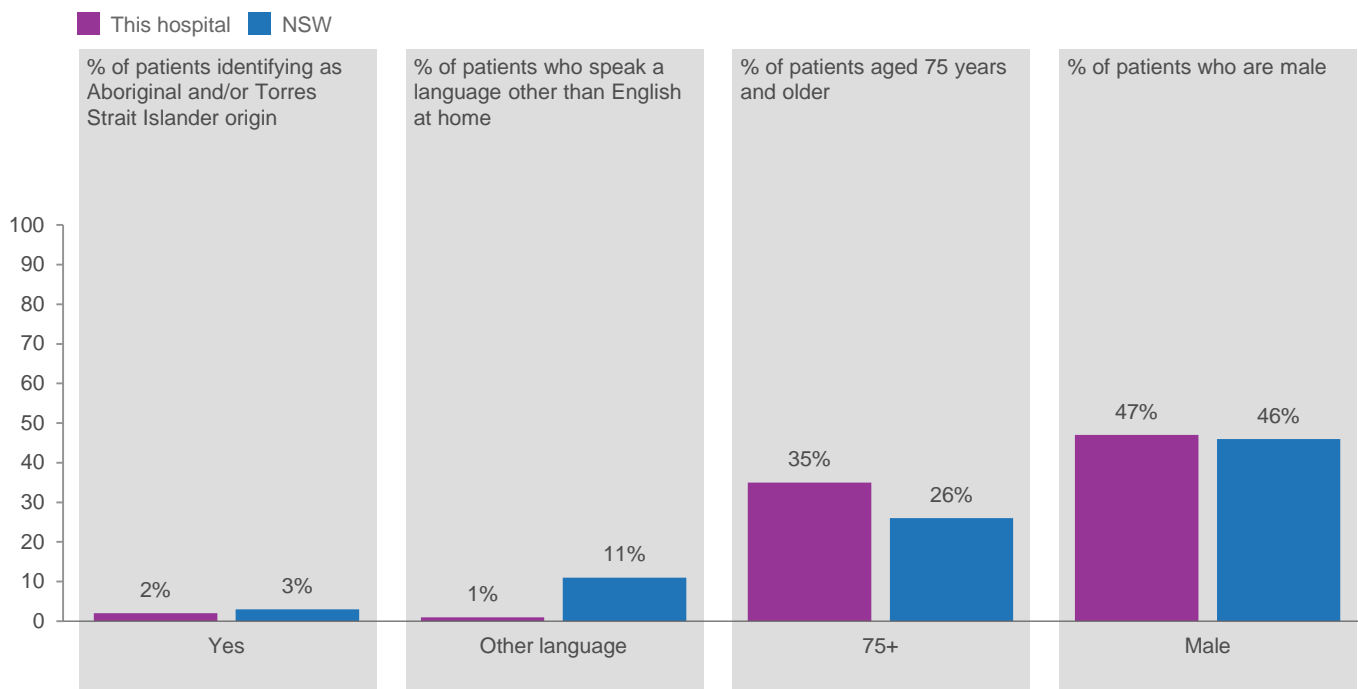
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Care requirements

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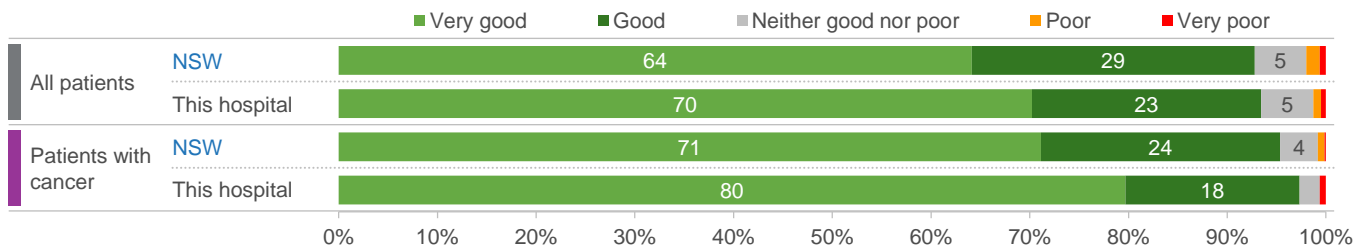


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Outcomes

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Respect for the patient

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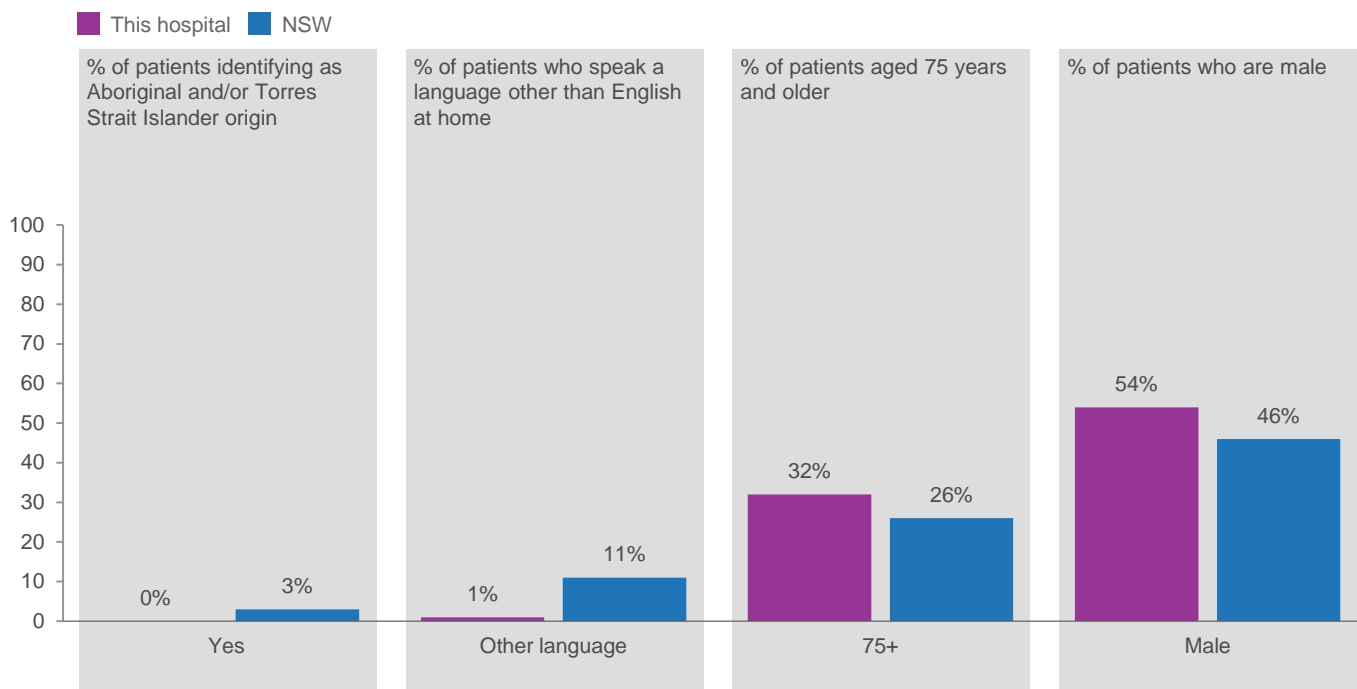
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Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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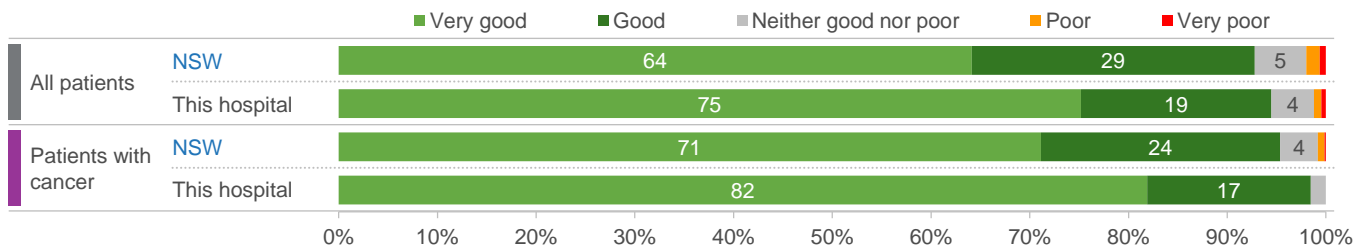


Belmont Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

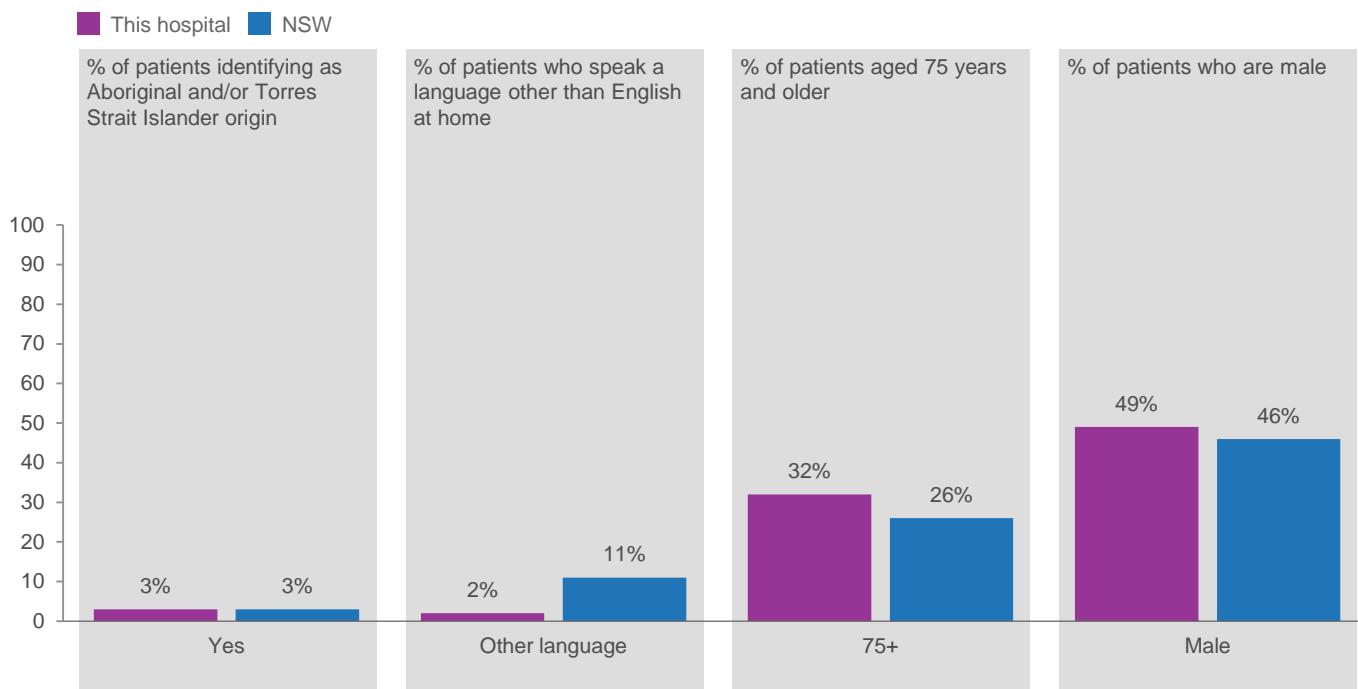
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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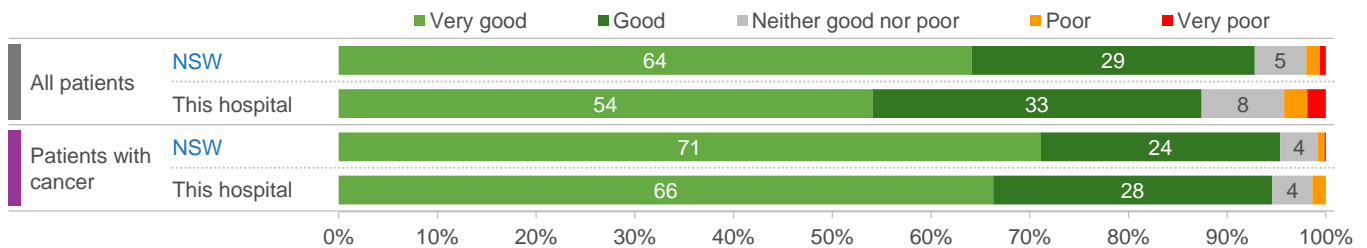


Blacktown Hospital

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Overall, how would you rate the care you received while in hospital?



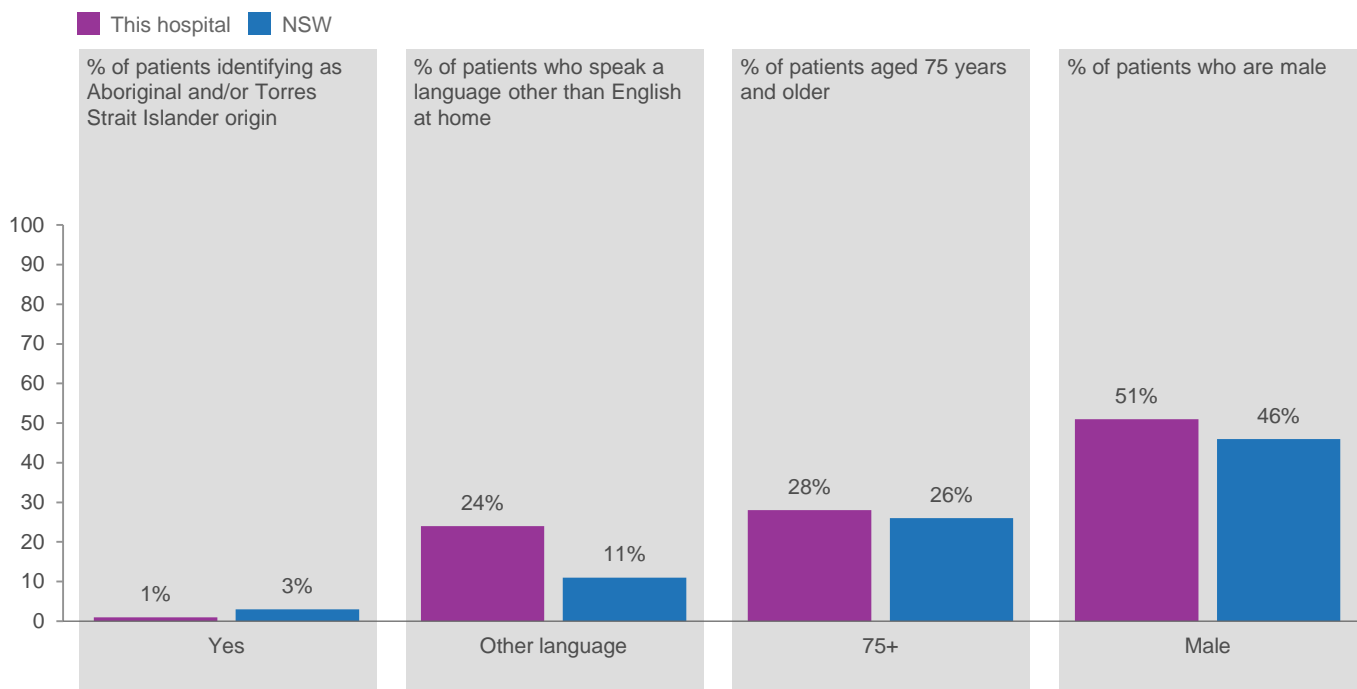
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access</p> <p>1. Time between booking appointment with specialist and hospital admission was 'about right'</p> <p>2. Waiting time to be admitted to hospital was 'about right'</p>	<p>Tailoring healthcare service for each patient</p> <p>1. Felt well enough to leave hospital when discharged</p> <p>2. 'Right amount' of information about condition or treatment was given to family or carer</p> <p>3. Staff 'completely' considered family and home situation when planning discharge</p> <p>4. Family or carer 'definitely' had opportunity to talk to a doctor</p>
<p>Continuity of care and relationships</p> <p>1. Patient told who to contact if they were worried after discharge</p> <p>2. Doctors 'always' knew enough about medical history</p> <p>3. Nurses 'always' knew enough about care and treatment</p> <p>4. 'Completely' adequate arrangements were made for services after discharge</p> <p>5. Care in hospital was 'very well organised'</p>	<p>Effective communication</p> <p>1. Hospital staff explained surgical procedure in a 'completely' understandable way</p> <p>2. Doctors 'always' answered important questions in an understandable way</p> <p>3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way</p> <p>4. 'Always' got the opportunity to talk to a nurse when needed</p> <p>5. 'Always' got the opportunity to talk to a doctor when needed</p>
<p>Information to support patients</p> <p>1. Staff 'always' explained the purpose of test, X-ray or scans</p> <p>2. 'Completely' given enough information to manage care at home</p>	<p>Shared decision-making</p> <p>1. 'Definitely' involved in decisions about discharge</p> <p>2. Felt 'completely' involved in decisions about use of medication</p> <p>3. 'Definitely' involved in decisions about care and treatment</p>
<p>Outcomes</p> <p>1. Did not report complication or problem</p> <p>2. Care and treatment received in hospital 'definitely' helped</p> <p>3. Problem resulting in hospital admission 'much better'</p> <p>4. 'Not difficult at all' to perform normal daily activities</p>	<p>Respect for the patient</p> <p>1. 'Always' given enough privacy when being examined or treated</p> <p>2. Doctors were 'always' kind and caring</p> <p>3. 'Always' treated with respect and dignity while in hospital</p> <p>4. Nurses were 'always' kind and caring</p>
<p>Addressing patient concerns</p> <p>1. 'Always' had confidence and trust in doctors</p> <p>2. 'Always' had confidence and trust in nurses</p>	<p>Care requirements</p> <p>1. Hospital staff 'definitely' did everything they could to help manage pain</p> <p>2. Able to get assistance in a reasonable timeframe 'all the time'</p>



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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2. How to interpret the results

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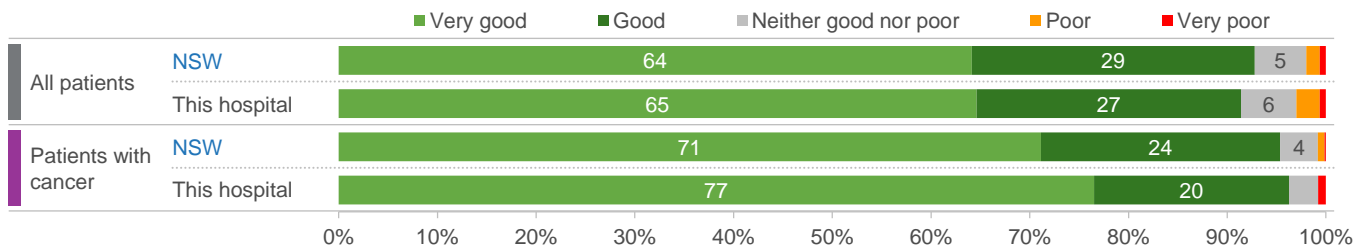


Bowral and District Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
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- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

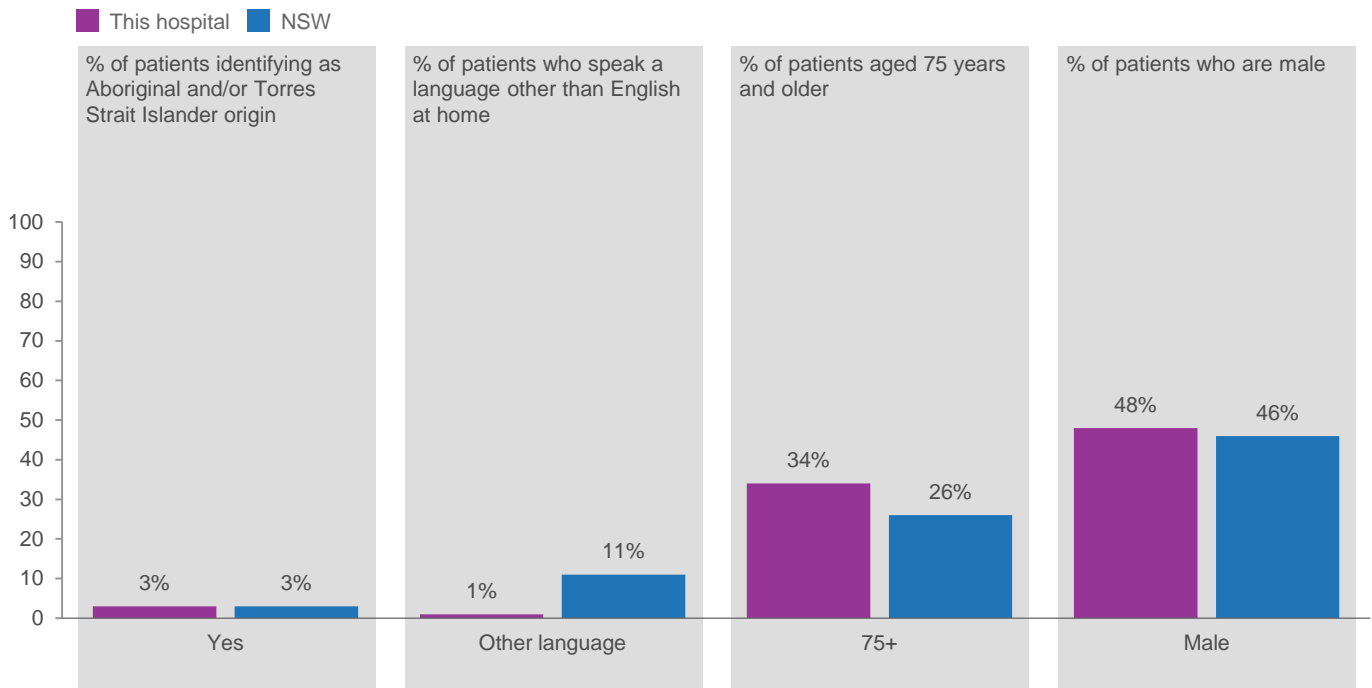
- 'Always' had confidence and trust in doctors
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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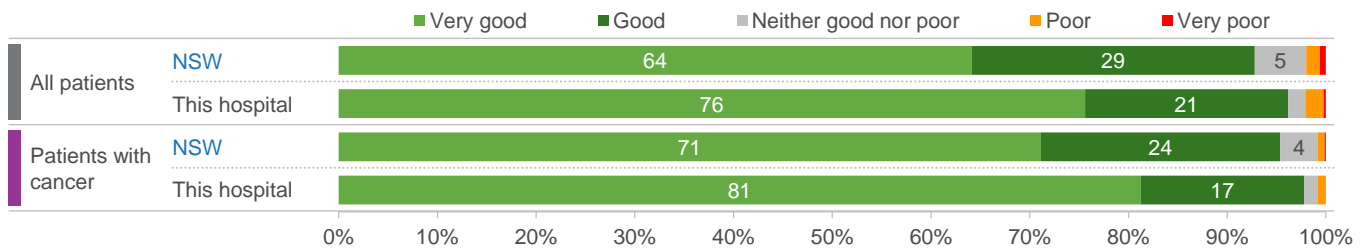


Calvary Mater Newcastle

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Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
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- 'Always' treated with respect and dignity while in hospital
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Addressing patient concerns

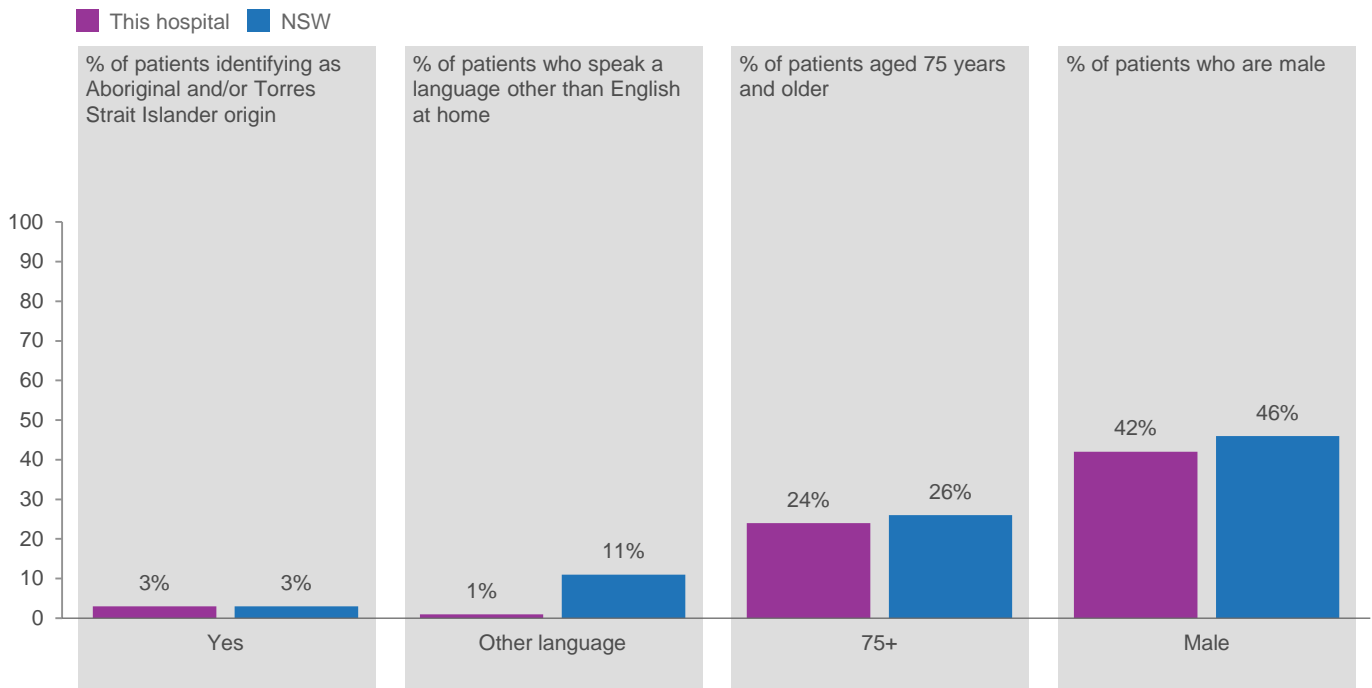
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



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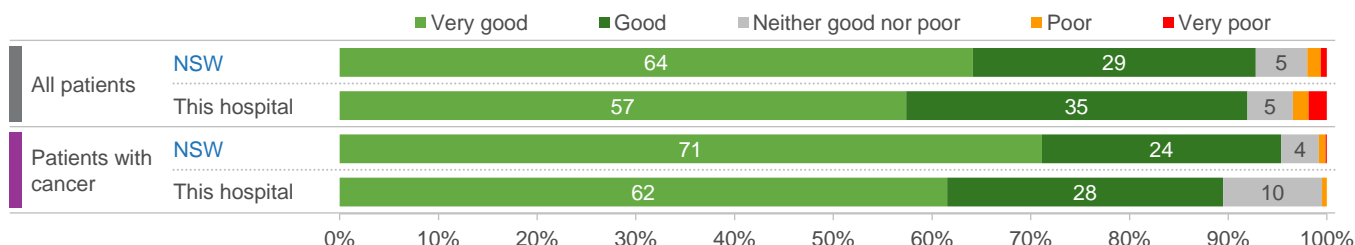


Campbelltown Hospital

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- Time between booking appointment with specialist and hospital admission was 'about right'
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Outcomes

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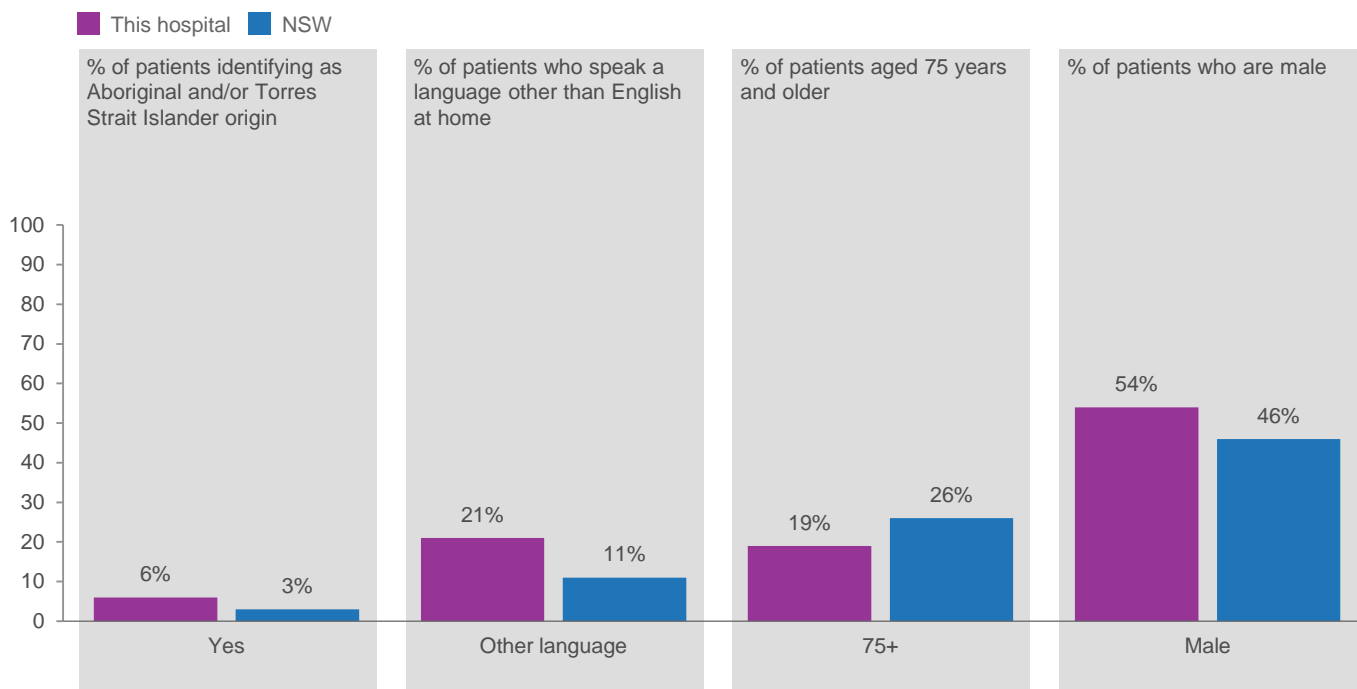
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Demographic differences between patients with cancer at this hospital and NSW overall



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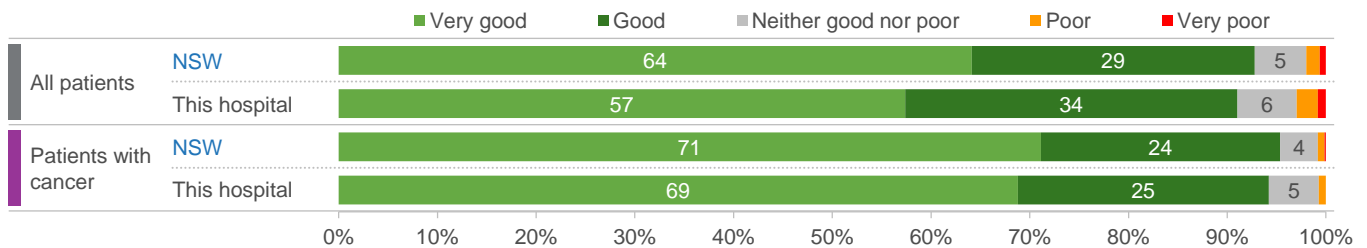


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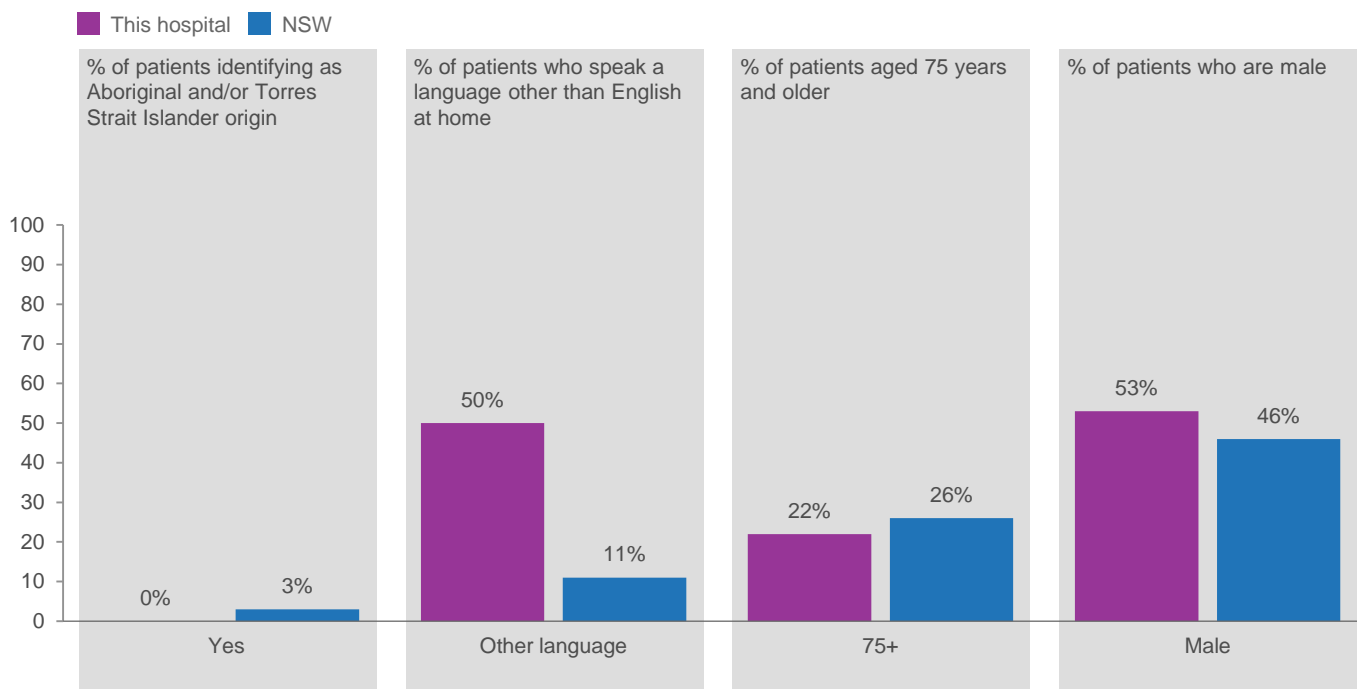
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access </p> <ol style="list-style-type: none"> Time between booking appointment with specialist and hospital admission was 'about right' Waiting time to be admitted to hospital was 'about right' 	<p>Tailoring healthcare service for each patient </p> <ol style="list-style-type: none"> Felt well enough to leave hospital when discharged 'Right amount' of information about condition or treatment was given to family or carer Staff 'completely' considered family and home situation when planning discharge Family or carer 'definitely' had opportunity to talk to a doctor
<p>Continuity of care and relationships </p> <ol style="list-style-type: none"> Patient told who to contact if they were worried after discharge Doctors 'always' knew enough about medical history Nurses 'always' knew enough about care and treatment 'Completely' adequate arrangements were made for services after discharge Care in hospital was 'very well organised' 	<p>Effective communication </p> <ol style="list-style-type: none"> Hospital staff explained surgical procedure in a 'completely' understandable way Doctors 'always' answered important questions in an understandable way Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way 'Always' got the opportunity to talk to a nurse when needed 'Always' got the opportunity to talk to a doctor when needed
<p>Information to support patients </p> <ol style="list-style-type: none"> Staff 'always' explained the purpose of test, X-ray or scans 'Completely' given enough information to manage care at home 	<p>Shared decision-making </p> <ol style="list-style-type: none"> 'Definitely' involved in decisions about discharge Felt 'completely' involved in decisions about use of medication 'Definitely' involved in decisions about care and treatment
<p>Outcomes </p> <ol style="list-style-type: none"> Did not report complication or problem Care and treatment received in hospital 'definitely' helped Problem resulting in hospital admission 'much better' 'Not difficult at all' to perform normal daily activities 	<p>Respect for the patient </p> <ol style="list-style-type: none"> 'Always' given enough privacy when being examined or treated Doctors were 'always' kind and caring 'Always' treated with respect and dignity while in hospital Nurses were 'always' kind and caring
<p>Addressing patient concerns </p> <ol style="list-style-type: none"> 'Always' had confidence and trust in doctors 'Always' had confidence and trust in nurses 	<p>Care requirements </p> <ol style="list-style-type: none"> Hospital staff 'definitely' did everything they could to help manage pain Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

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2. How to interpret the results

Results presented for the themes are for the top category results only (that is, the most favourable response to the question) for patients with cancer at this hospital. The numbers of the questions listed under theme headings correspond to the numbers in the different sections of the graph to the right of that theme heading.

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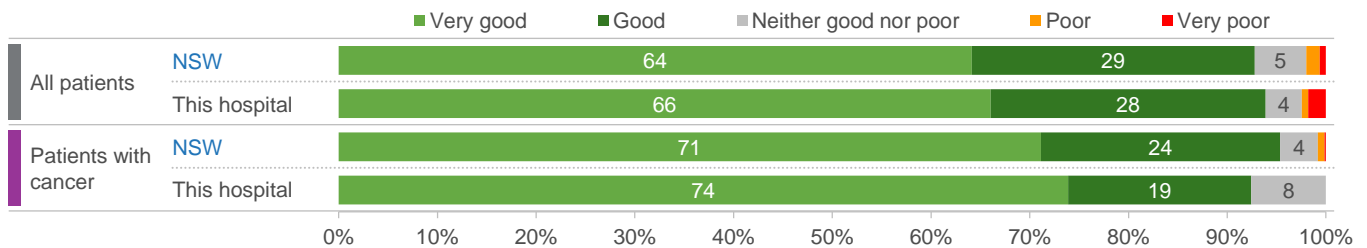


Cessnock District Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

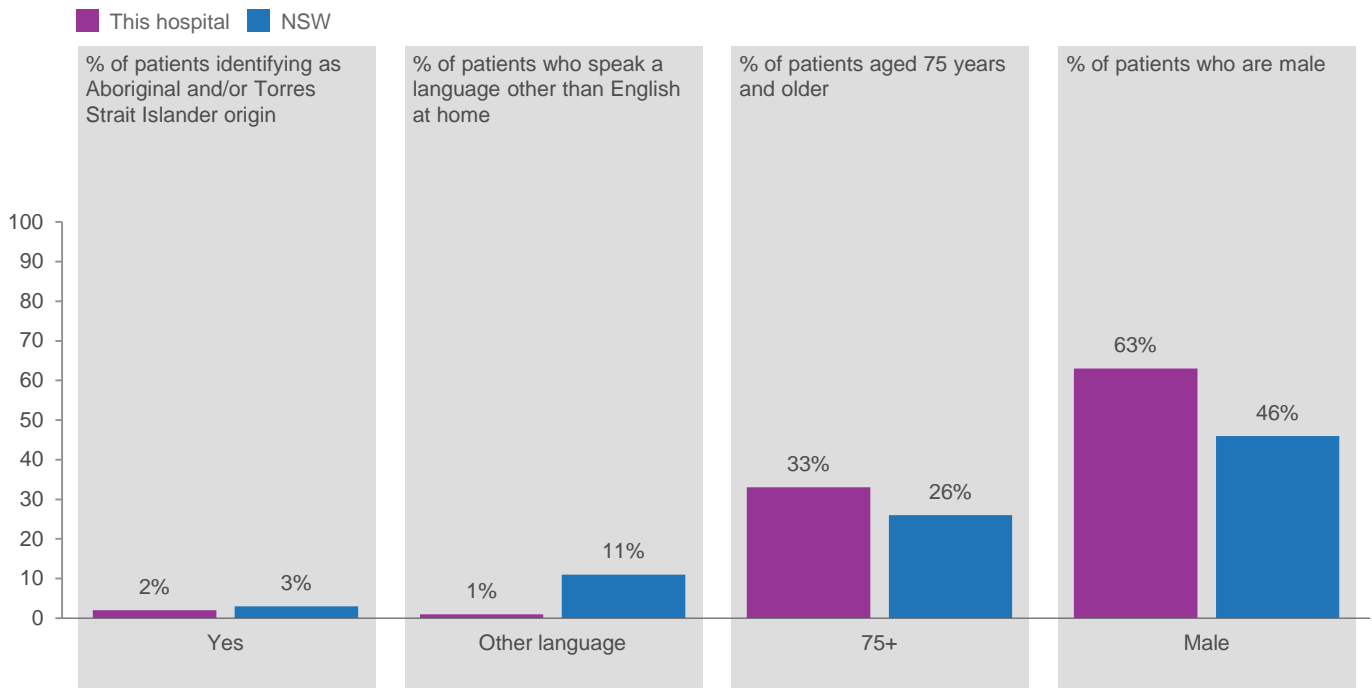
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

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2. How to interpret the results

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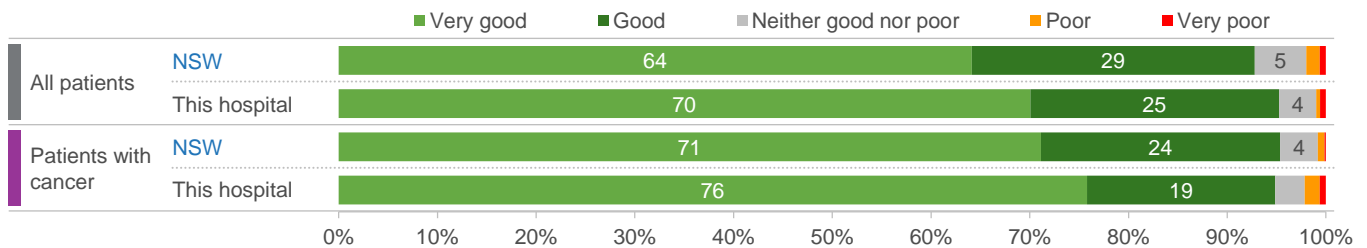


Coffs Harbour Base Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

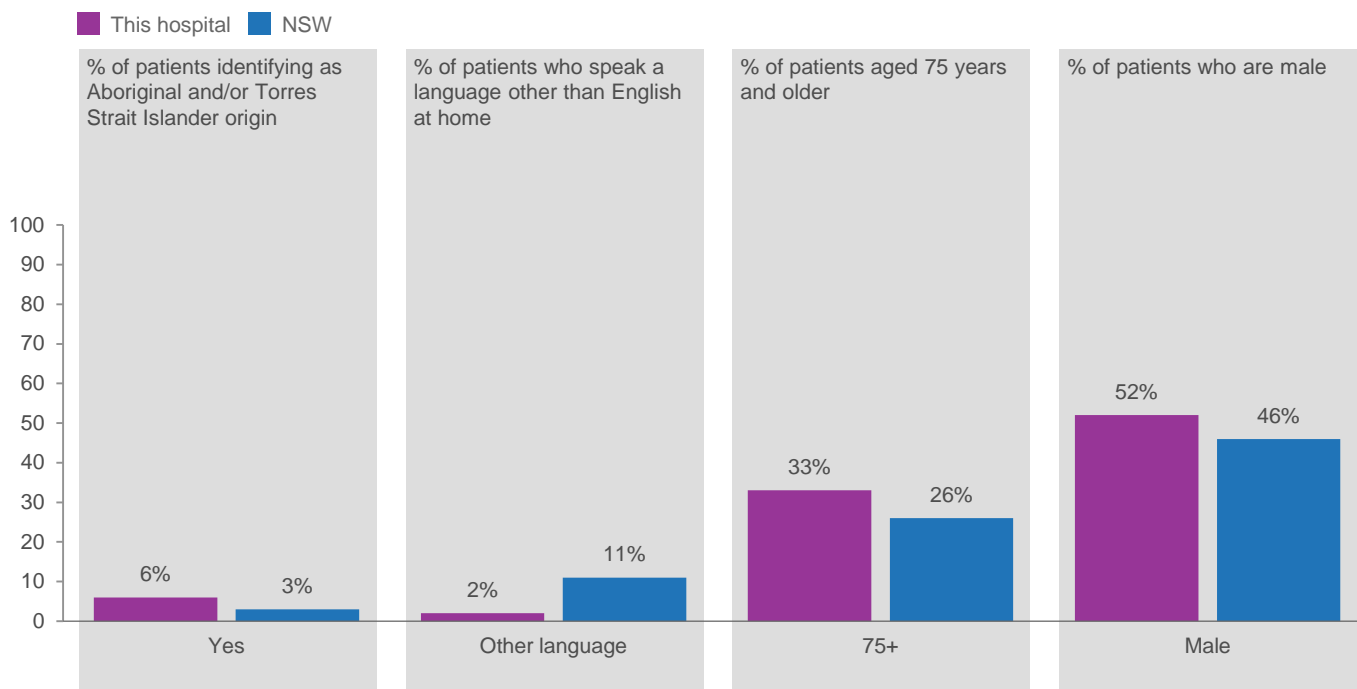
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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2. How to interpret the results

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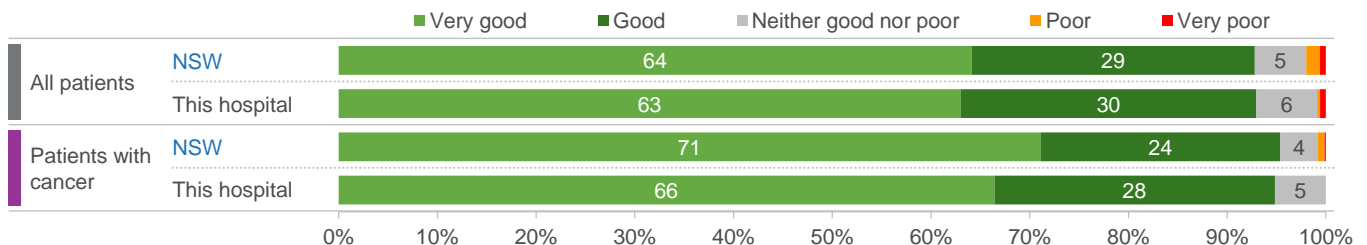


Concord Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

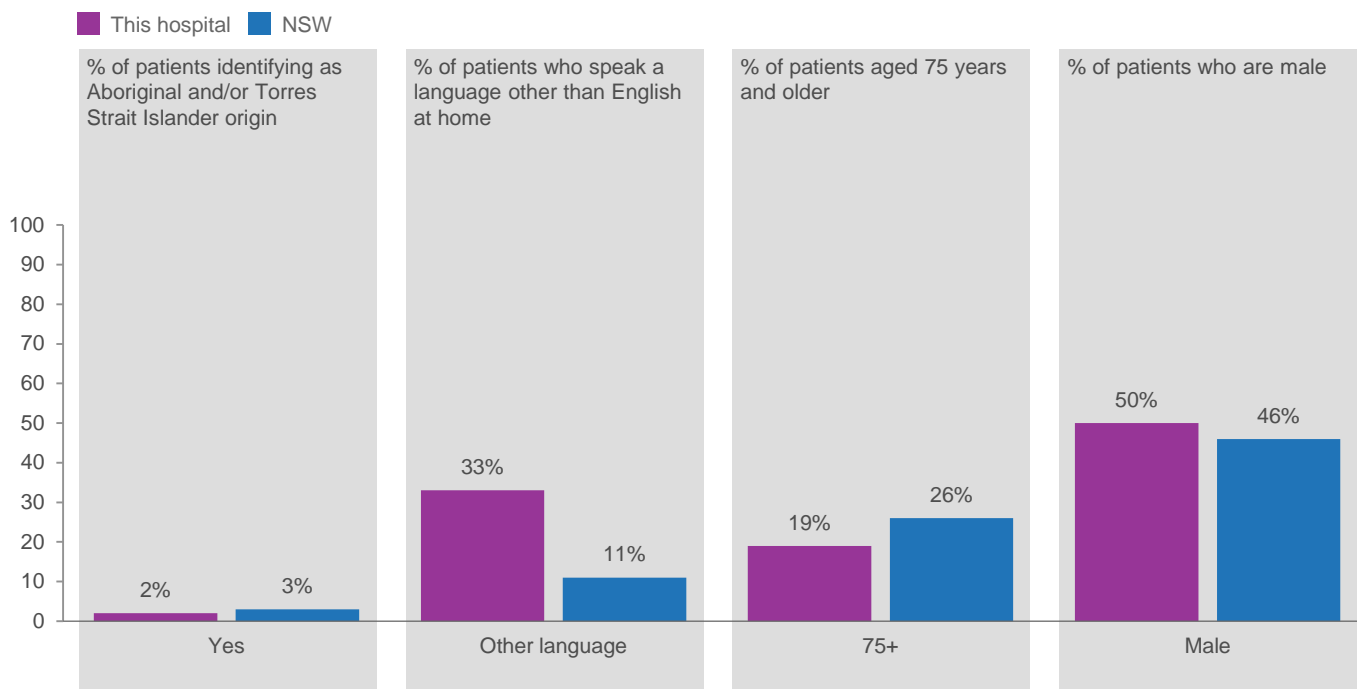
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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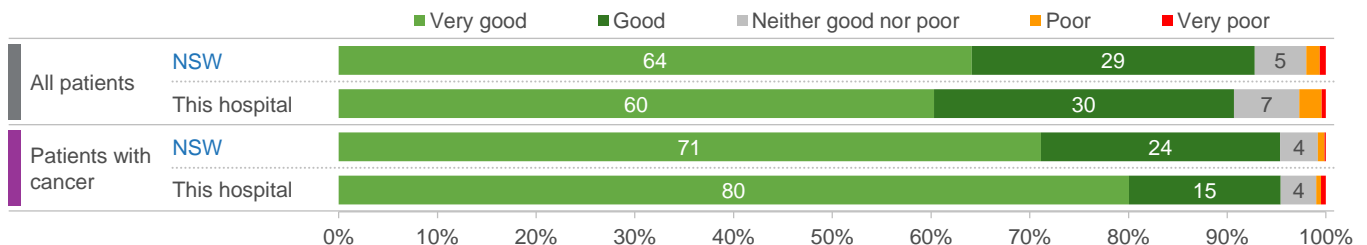


Dubbo Base Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
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Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
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- Staff 'completely' considered family and home situation when planning discharge
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Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
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- Care in hospital was 'very well organised'

Effective communication

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- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
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Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
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Respect for the patient

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Addressing patient concerns

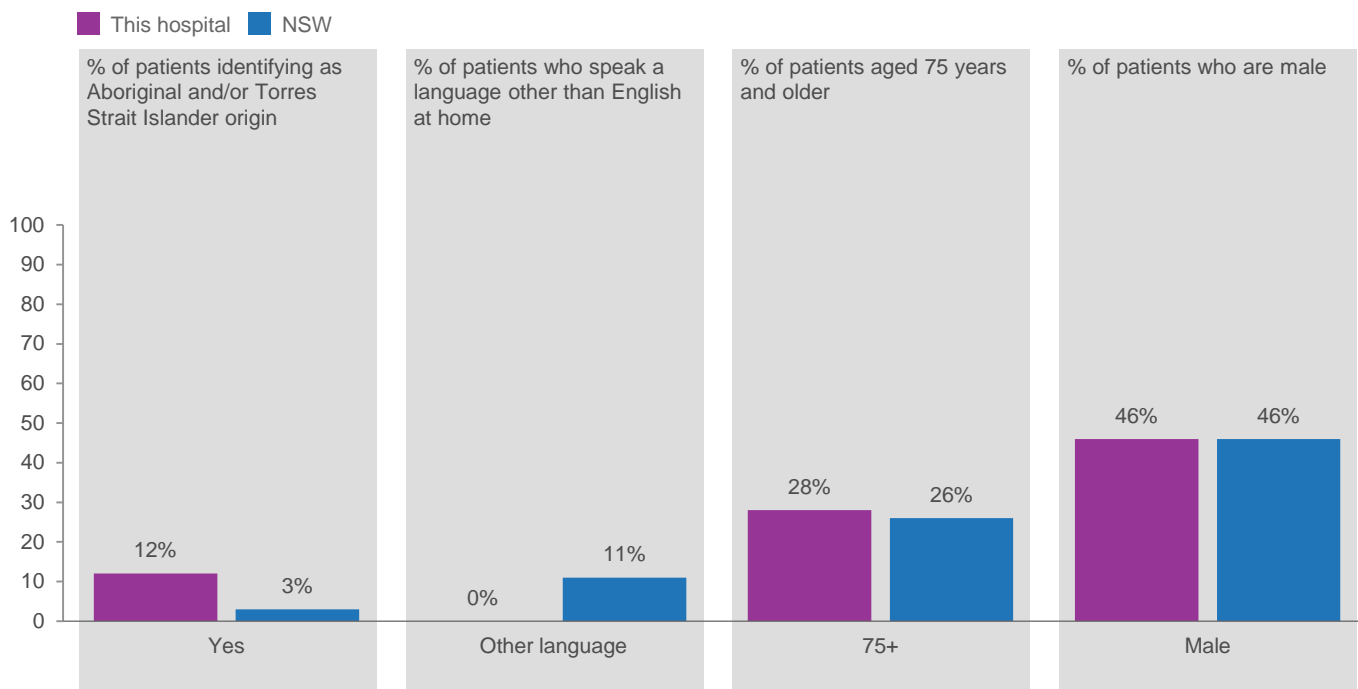
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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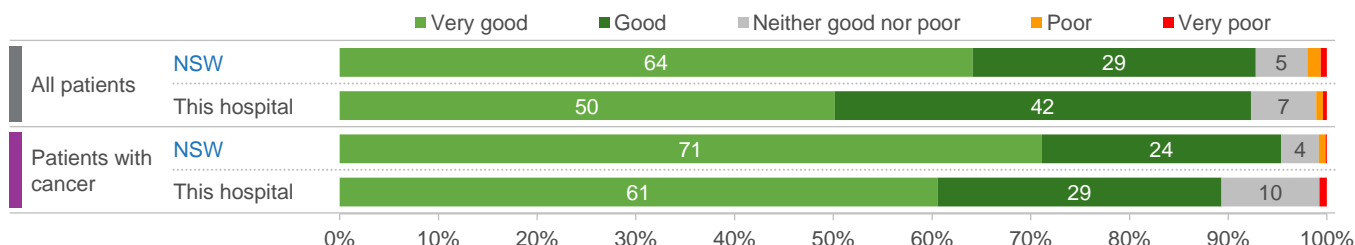


Fairfield Hospital

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Overall, how would you rate the care you received while in hospital?



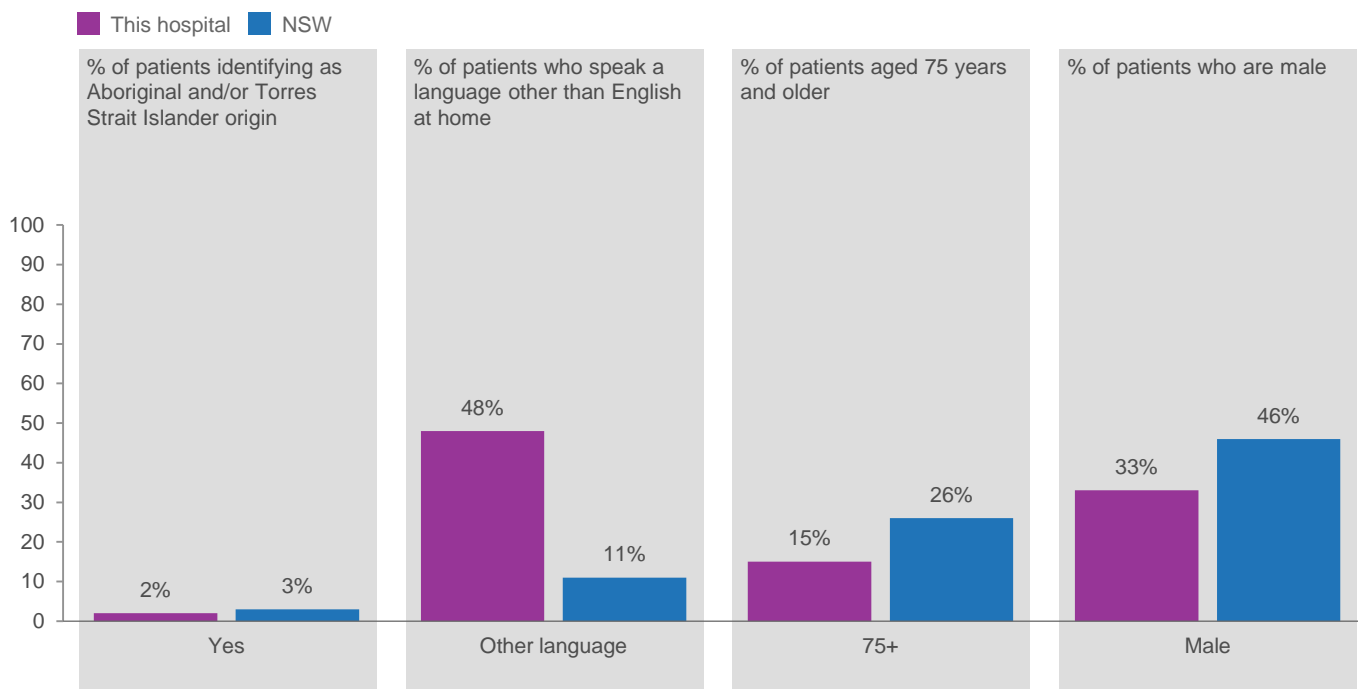
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access</p> <p>1. Time between booking appointment with specialist and hospital admission was 'about right'</p> <p>2. Waiting time to be admitted to hospital was 'about right'</p>	<p>Tailoring healthcare service for each patient</p> <p>1. Felt well enough to leave hospital when discharged</p> <p>2. 'Right amount' of information about condition or treatment was given to family or carer</p> <p>3. Staff 'completely' considered family and home situation when planning discharge</p> <p>4. Family or carer 'definitely' had opportunity to talk to a doctor</p>
<p>Continuity of care and relationships</p> <p>1. Patient told who to contact if they were worried after discharge</p> <p>2. Doctors 'always' knew enough about medical history</p> <p>3. Nurses 'always' knew enough about care and treatment</p> <p>4. 'Completely' adequate arrangements were made for services after discharge</p> <p>5. Care in hospital was 'very well organised'</p>	<p>Effective communication</p> <p>1. Hospital staff explained surgical procedure in a 'completely' understandable way</p> <p>2. Doctors 'always' answered important questions in an understandable way</p> <p>3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way</p> <p>4. 'Always' got the opportunity to talk to a nurse when needed</p> <p>5. 'Always' got the opportunity to talk to a doctor when needed</p>
<p>Information to support patients</p> <p>1. Staff 'always' explained the purpose of test, X-ray or scans</p> <p>2. 'Completely' given enough information to manage care at home</p>	<p>Shared decision-making</p> <p>1. 'Definitely' involved in decisions about discharge</p> <p>2. Felt 'completely' involved in decisions about use of medication</p> <p>3. 'Definitely' involved in decisions about care and treatment</p>
<p>Outcomes</p> <p>1. Did not report complication or problem</p> <p>2. Care and treatment received in hospital 'definitely' helped</p> <p>3. Problem resulting in hospital admission 'much better'</p> <p>4. 'Not difficult at all' to perform normal daily activities</p>	<p>Respect for the patient</p> <p>1. 'Always' given enough privacy when being examined or treated</p> <p>2. Doctors were 'always' kind and caring</p> <p>3. 'Always' treated with respect and dignity while in hospital</p> <p>4. Nurses were 'always' kind and caring</p>
<p>Addressing patient concerns</p> <p>1. 'Always' had confidence and trust in doctors</p> <p>2. 'Always' had confidence and trust in nurses</p>	<p>Care requirements</p> <p>1. Hospital staff 'definitely' did everything they could to help manage pain</p> <p>2. Able to get assistance in a reasonable timeframe 'all the time'</p>



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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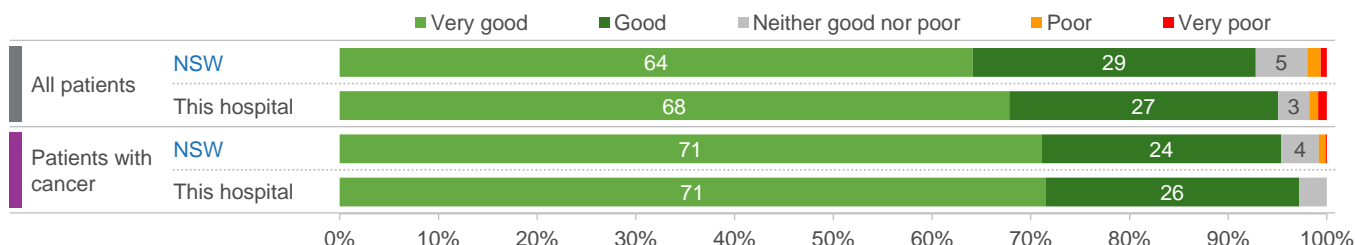


Gosford Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

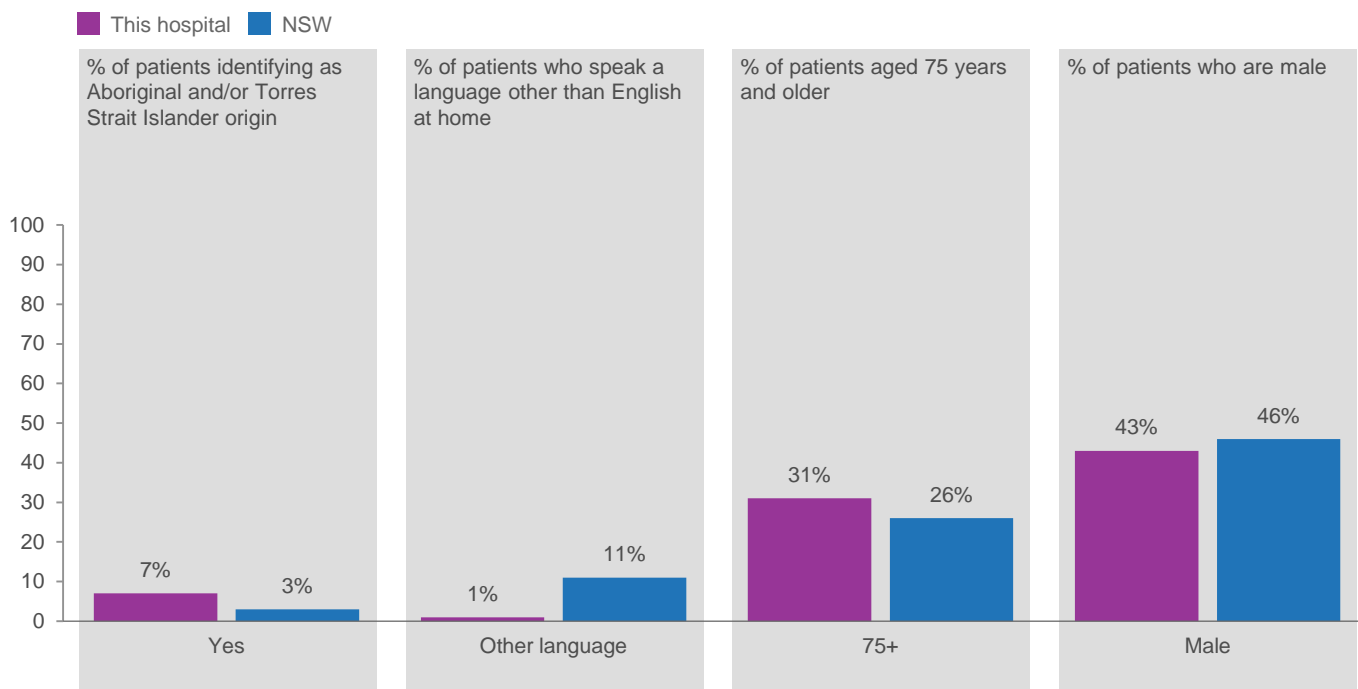
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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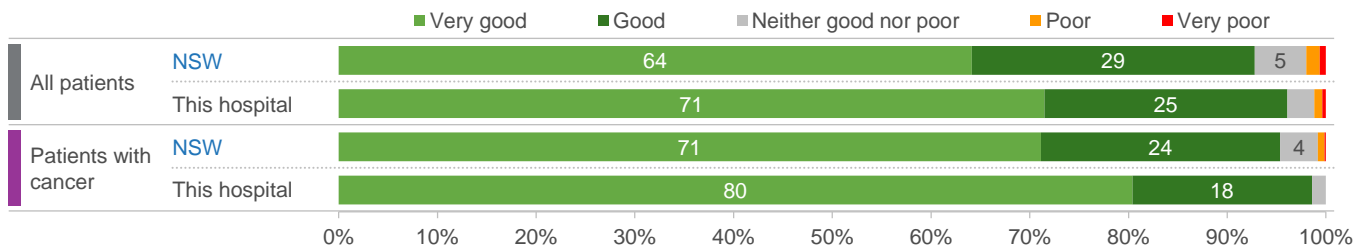


Goulburn Base Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

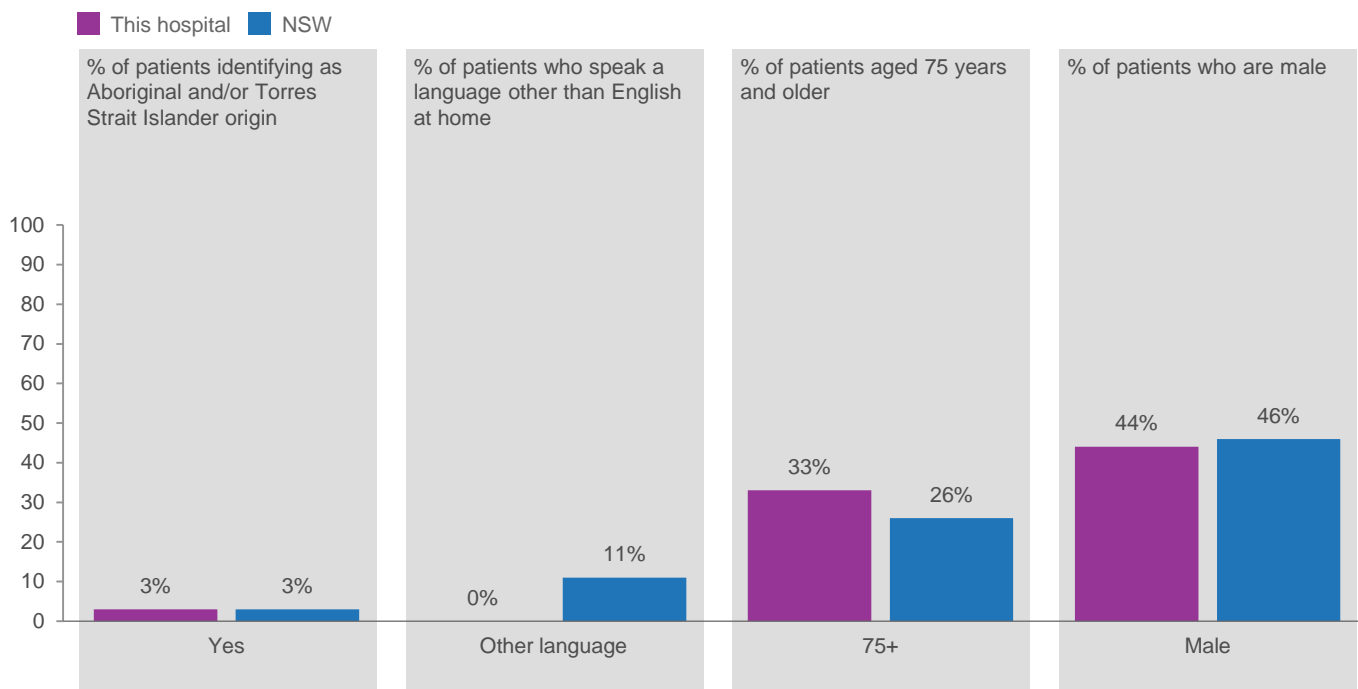
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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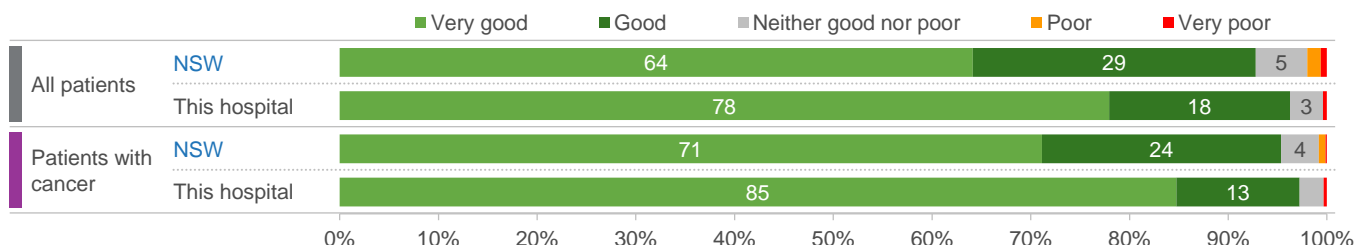


Grafton Base Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
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Respect for the patient

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Addressing patient concerns

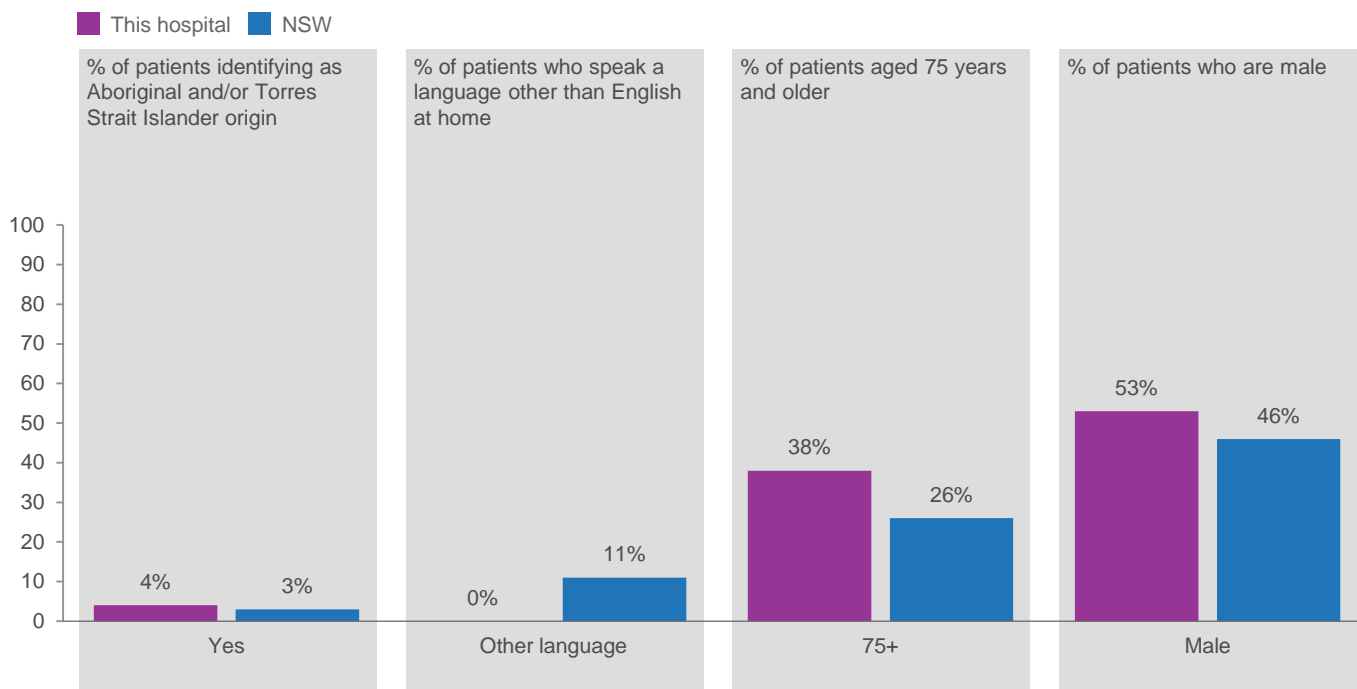
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
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Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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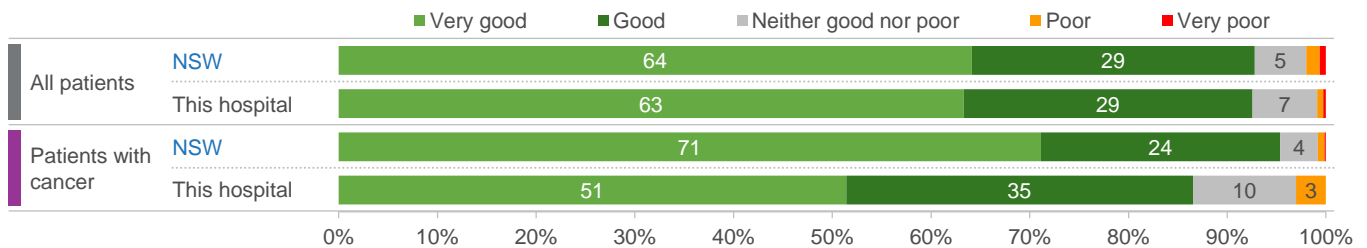


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Overall, how would you rate the care you received while in hospital?



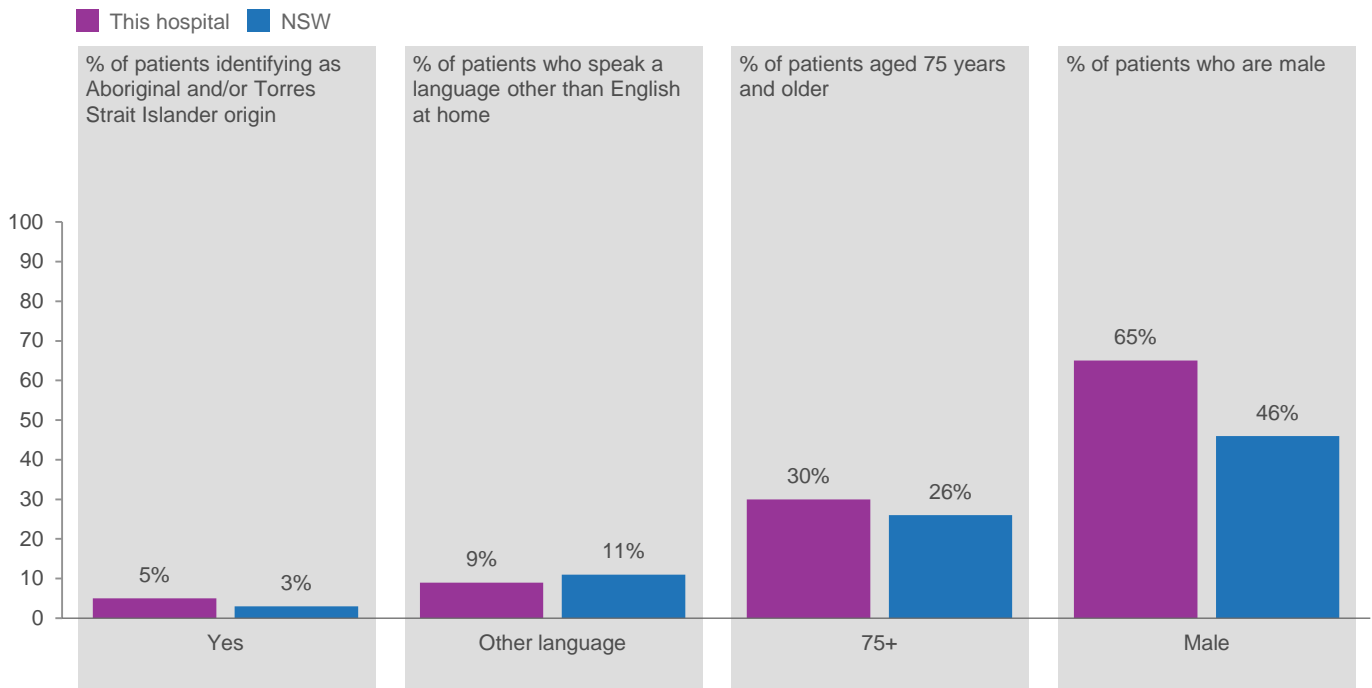
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access </p> <ol style="list-style-type: none"> Time between booking appointment with specialist and hospital admission was 'about right' Waiting time to be admitted to hospital was 'about right' 	<p>Tailoring healthcare service for each patient </p> <ol style="list-style-type: none"> Felt well enough to leave hospital when discharged 'Right amount' of information about condition or treatment was given to family or carer Staff 'completely' considered family and home situation when planning discharge Family or carer 'definitely' had opportunity to talk to a doctor
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<p>Addressing patient concerns </p> <ol style="list-style-type: none"> 'Always' had confidence and trust in doctors 'Always' had confidence and trust in nurses 	<p>Care requirements </p> <ol style="list-style-type: none"> Hospital staff 'definitely' did everything they could to help manage pain Able to get assistance in a reasonable timeframe 'all the time'



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Notes

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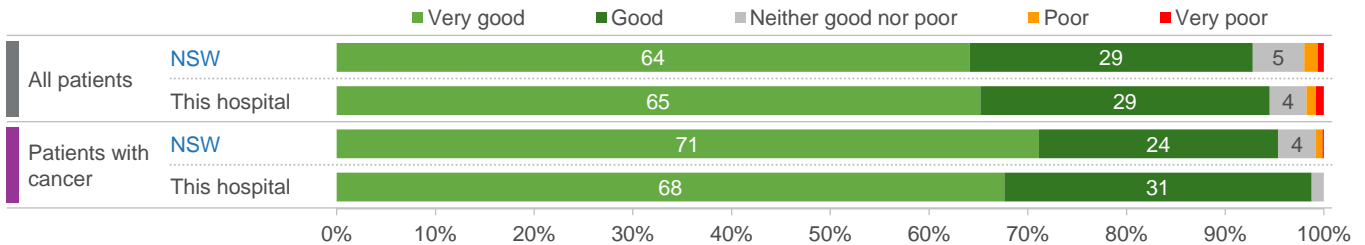


Hornsby and Ku-Ring-Gai Hospital

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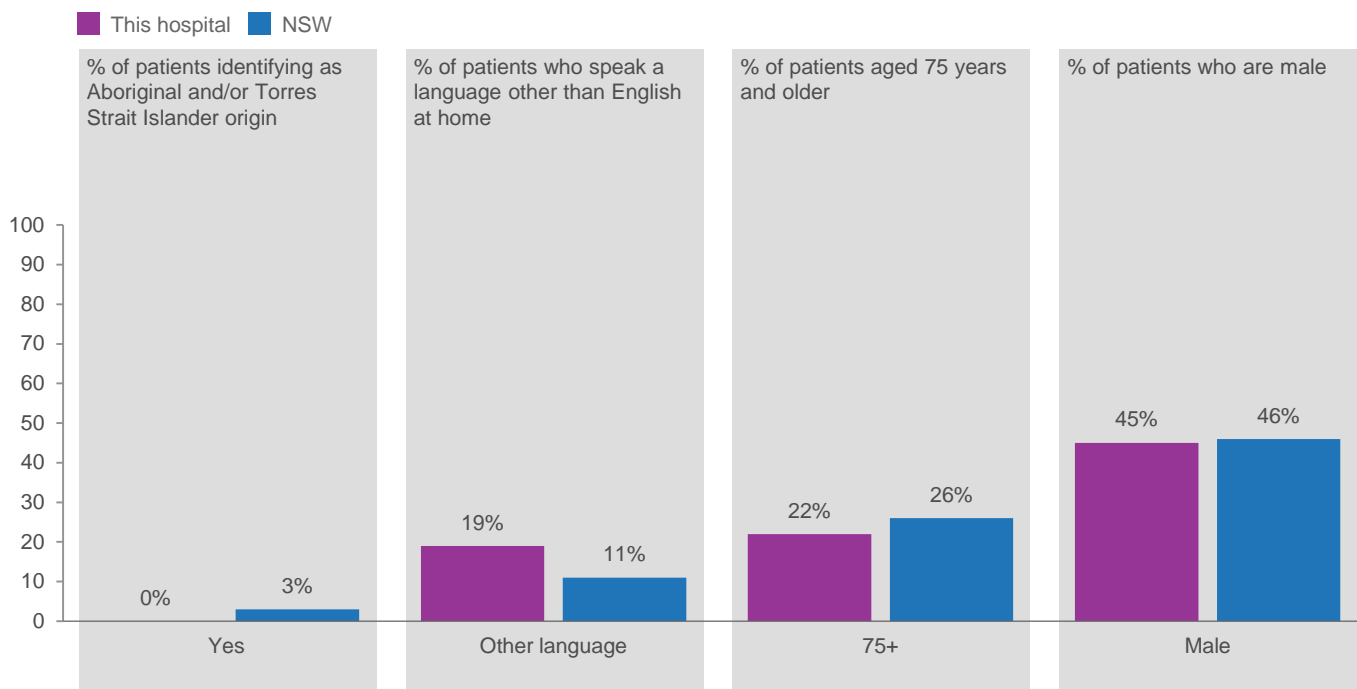
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Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access</p> <p>1. Time between booking appointment with specialist and hospital admission was 'about right'</p> <p>2. Waiting time to be admitted to hospital was 'about right'</p>	<p>Tailoring healthcare service for each patient</p> <p>1. Felt well enough to leave hospital when discharged</p> <p>2. 'Right amount' of information about condition or treatment was given to family or carer</p> <p>3. Staff 'completely' considered family and home situation when planning discharge</p> <p>4. Family or carer 'definitely' had opportunity to talk to a doctor</p>
<p>Continuity of care and relationships</p> <p>1. Patient told who to contact if they were worried after discharge</p> <p>2. Doctors 'always' knew enough about medical history</p> <p>3. Nurses 'always' knew enough about care and treatment</p> <p>4. 'Completely' adequate arrangements were made for services after discharge</p> <p>5. Care in hospital was 'very well organised'</p>	<p>Effective communication</p> <p>1. Hospital staff explained surgical procedure in a 'completely' understandable way</p> <p>2. Doctors 'always' answered important questions in an understandable way</p> <p>3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way</p> <p>4. 'Always' got the opportunity to talk to a nurse when needed</p> <p>5. 'Always' got the opportunity to talk to a doctor when needed</p>
<p>Information to support patients</p> <p>1. Staff 'always' explained the purpose of test, X-ray or scans</p> <p>2. 'Completely' given enough information to manage care at home</p>	<p>Shared decision-making</p> <p>1. 'Definitely' involved in decisions about discharge</p> <p>2. Felt 'completely' involved in decisions about use of medication</p> <p>3. 'Definitely' involved in decisions about care and treatment</p>
<p>Outcomes</p> <p>1. Did not report complication or problem</p> <p>2. Care and treatment received in hospital 'definitely' helped</p> <p>3. Problem resulting in hospital admission 'much better'</p> <p>4. 'Not difficult at all' to perform normal daily activities</p>	<p>Respect for the patient</p> <p>1. 'Always' given enough privacy when being examined or treated</p> <p>2. Doctors were 'always' kind and caring</p> <p>3. 'Always' treated with respect and dignity while in hospital</p> <p>4. Nurses were 'always' kind and caring</p>
<p>Addressing patient concerns</p> <p>1. 'Always' had confidence and trust in doctors</p> <p>2. 'Always' had confidence and trust in nurses</p>	<p>Care requirements</p> <p>1. Hospital staff 'definitely' did everything they could to help manage pain</p> <p>2. Able to get assistance in a reasonable timeframe 'all the time'</p>



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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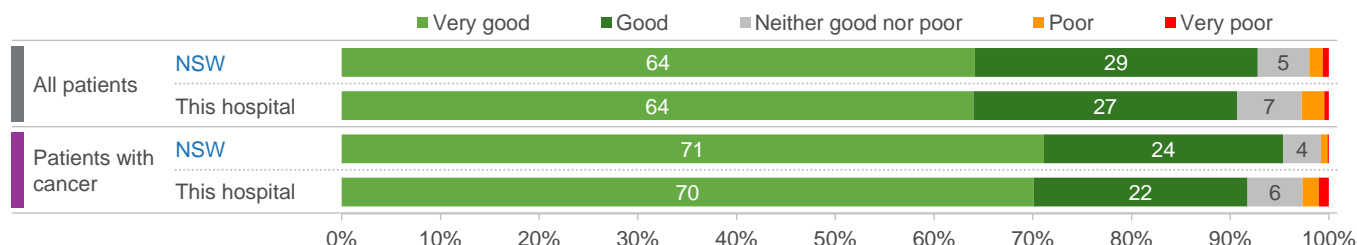


John Hunter Hospital

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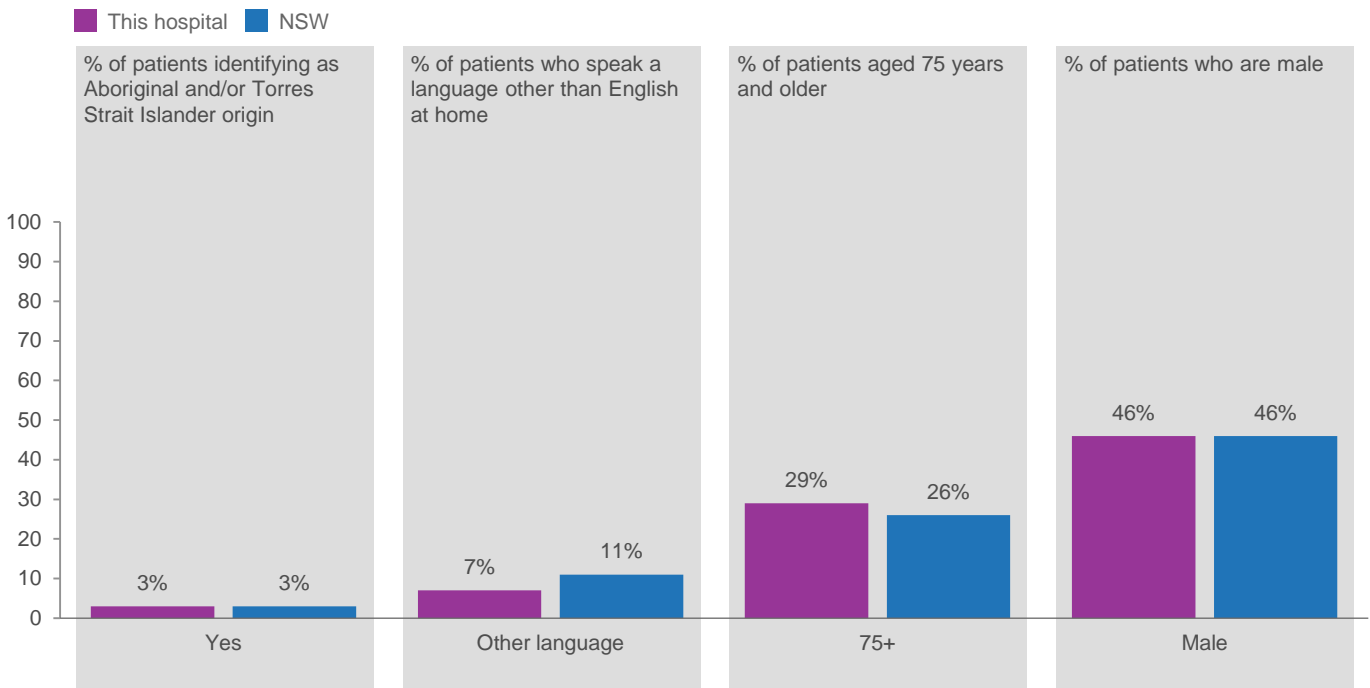
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access</p> <p>1. Time between booking appointment with specialist and hospital admission was 'about right'</p> <p>2. Waiting time to be admitted to hospital was 'about right'</p>	<p>Tailoring healthcare service for each patient</p> <p>1. Felt well enough to leave hospital when discharged</p> <p>2. 'Right amount' of information about condition or treatment was given to family or carer</p> <p>3. Staff 'completely' considered family and home situation when planning discharge</p> <p>4. Family or carer 'definitely' had opportunity to talk to a doctor</p>
<p>Continuity of care and relationships</p> <p>1. Patient told who to contact if they were worried after discharge</p> <p>2. Doctors 'always' knew enough about medical history</p> <p>3. Nurses 'always' knew enough about care and treatment</p> <p>4. 'Completely' adequate arrangements were made for services after discharge</p> <p>5. Care in hospital was 'very well organised'</p>	<p>Effective communication</p> <p>1. Hospital staff explained surgical procedure in a 'completely' understandable way</p> <p>2. Doctors 'always' answered important questions in an understandable way</p> <p>3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way</p> <p>4. 'Always' got the opportunity to talk to a nurse when needed</p> <p>5. 'Always' got the opportunity to talk to a doctor when needed</p>
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Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

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2. How to interpret the results

Results presented for the themes are for the top category results only (that is, the most favourable response to the question) for patients with cancer at this hospital. The numbers of the questions listed under theme headings correspond to the numbers in the different sections of the graph to the right of that theme heading.

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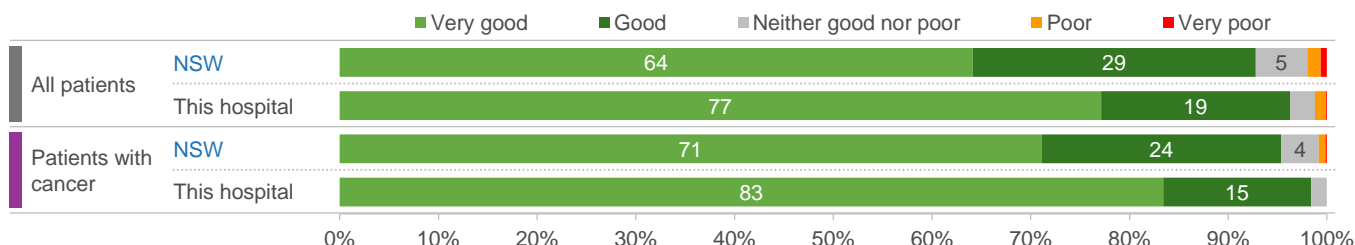


Kempsey Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

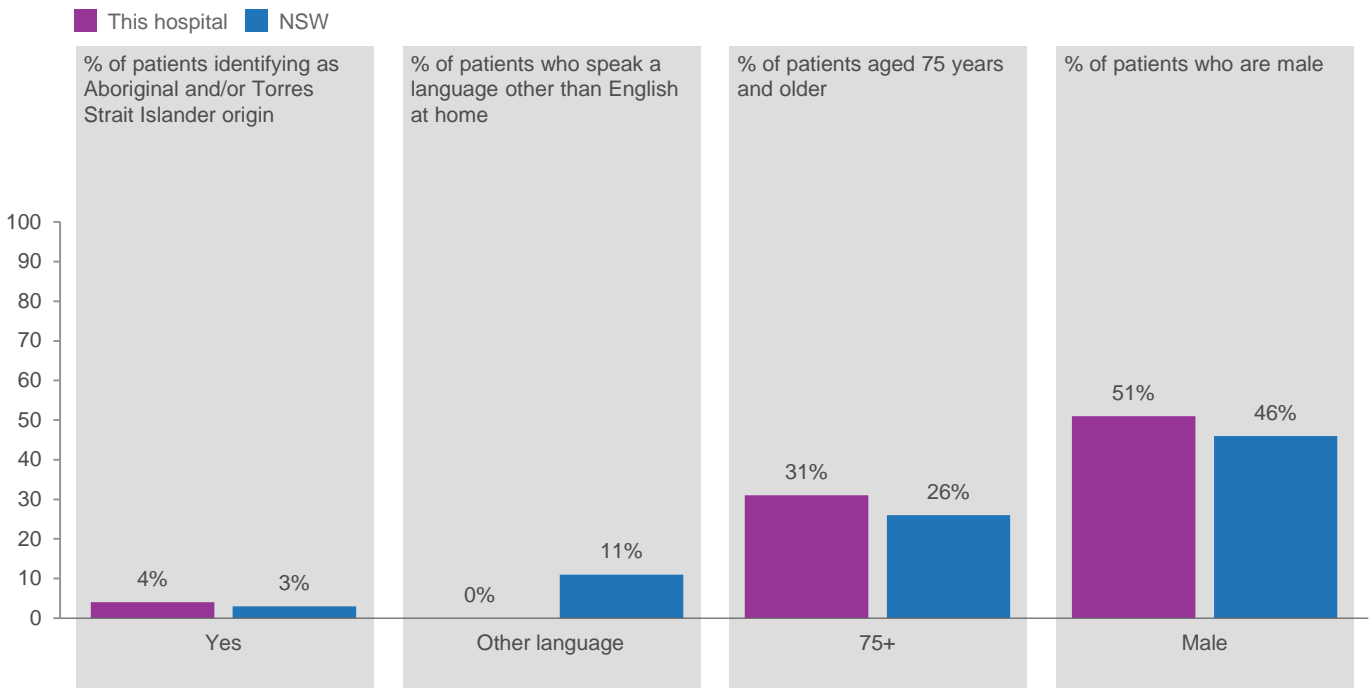
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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2. How to interpret the results

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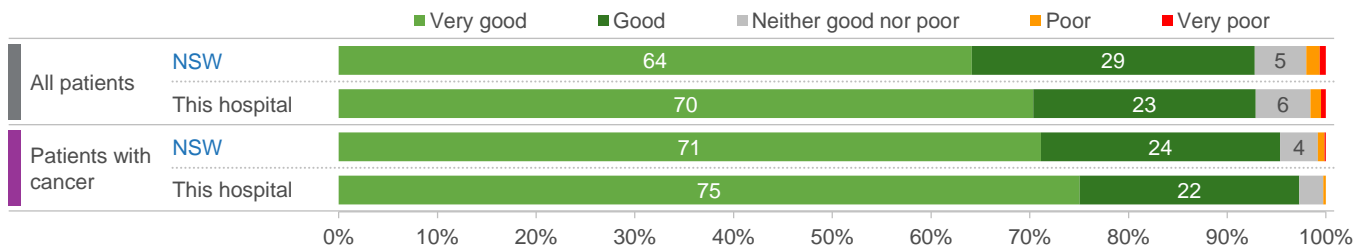


Lismore Base Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

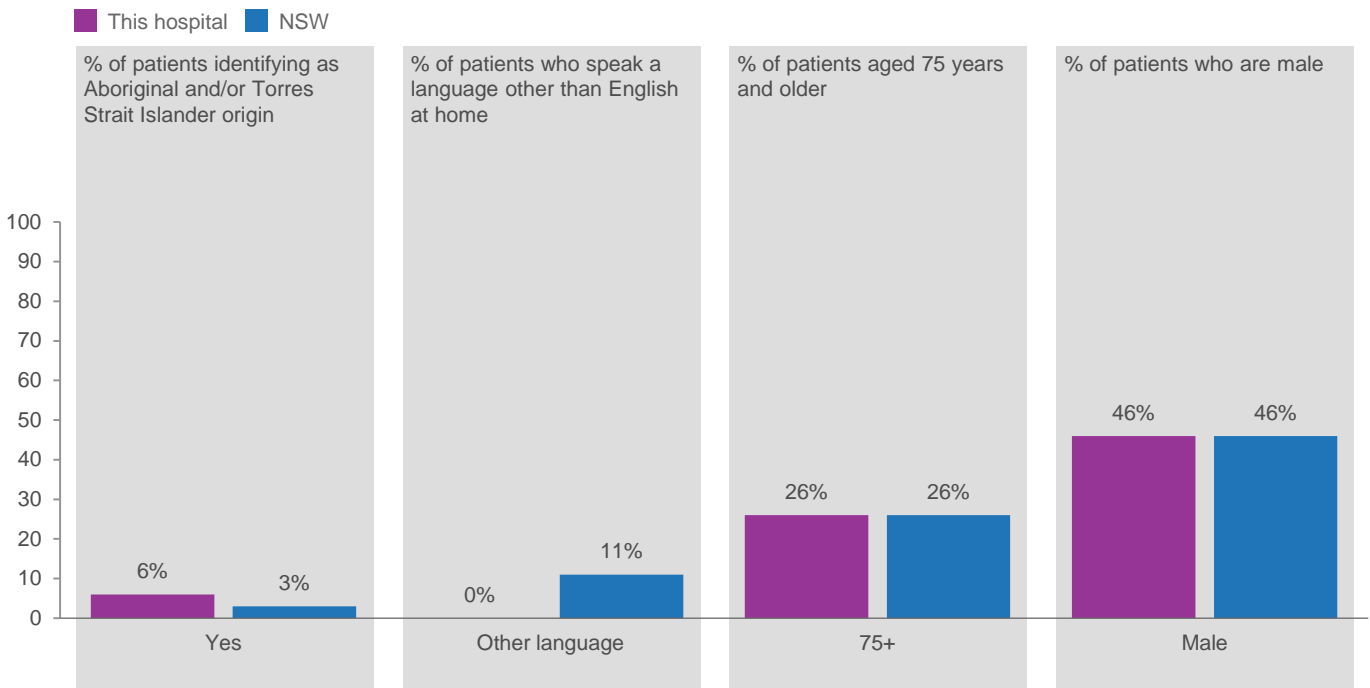
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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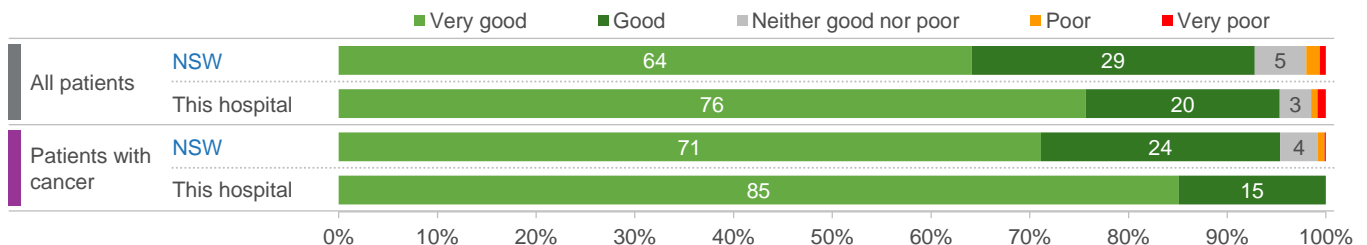


Lithgow Health Service

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

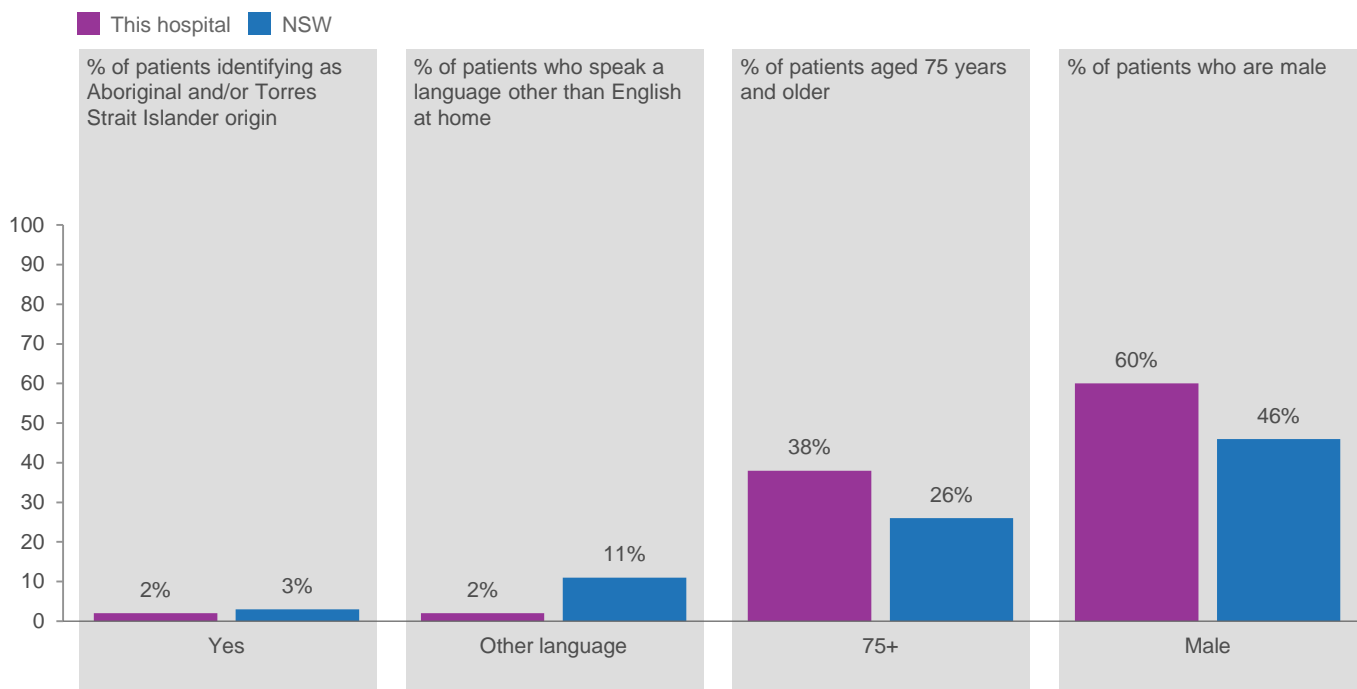
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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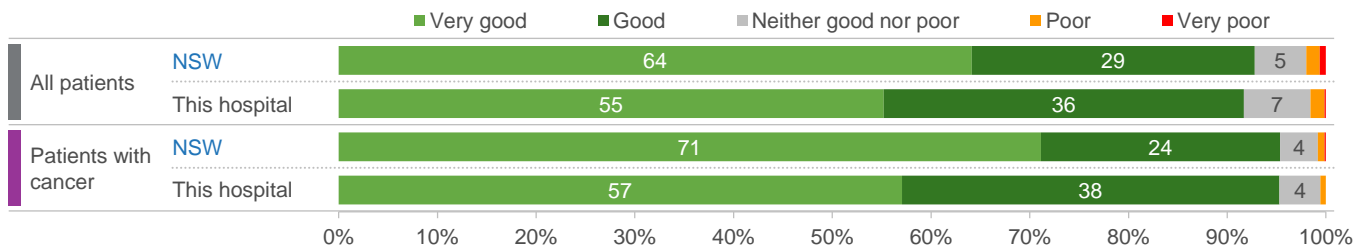


Liverpool Hospital

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Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
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Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
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Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
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- Nurses 'always' knew enough about care and treatment
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Effective communication

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Information to support patients

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Shared decision-making

- 'Definitely' involved in decisions about discharge
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Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
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- 'Not difficult at all' to perform normal daily activities

Respect for the patient

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Addressing patient concerns

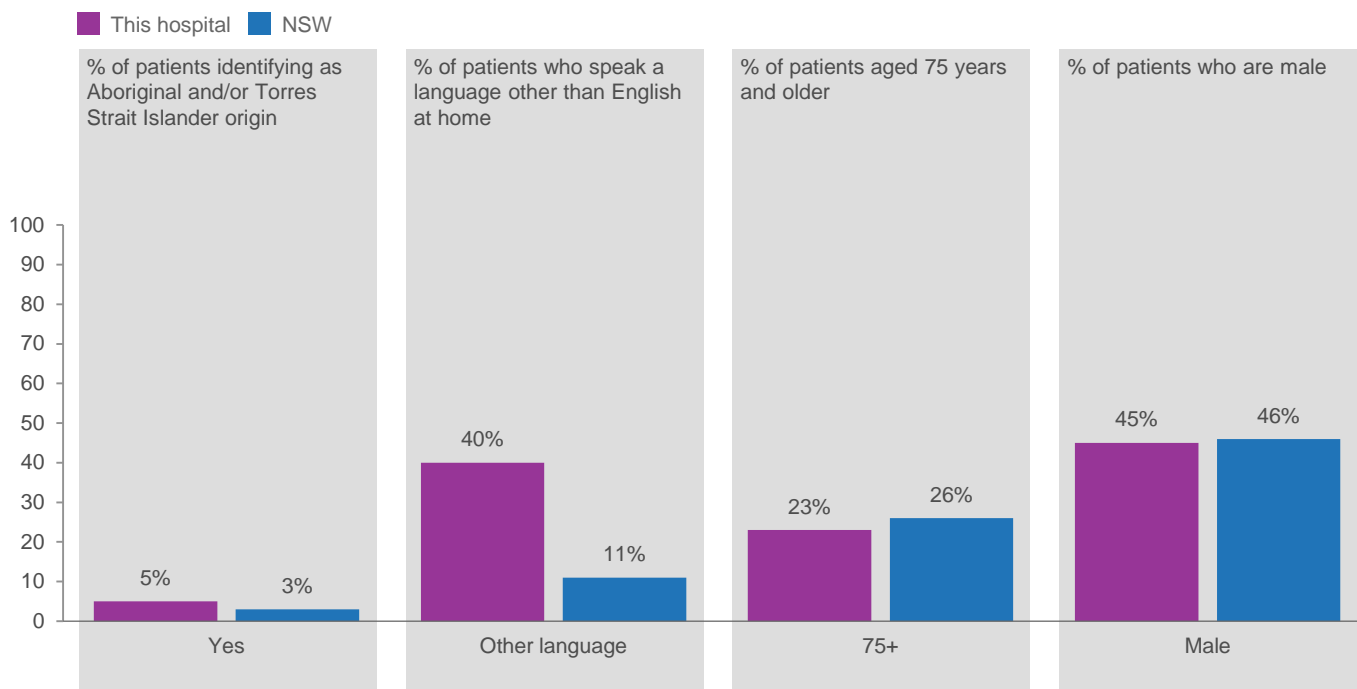
- 'Always' had confidence and trust in doctors
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
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Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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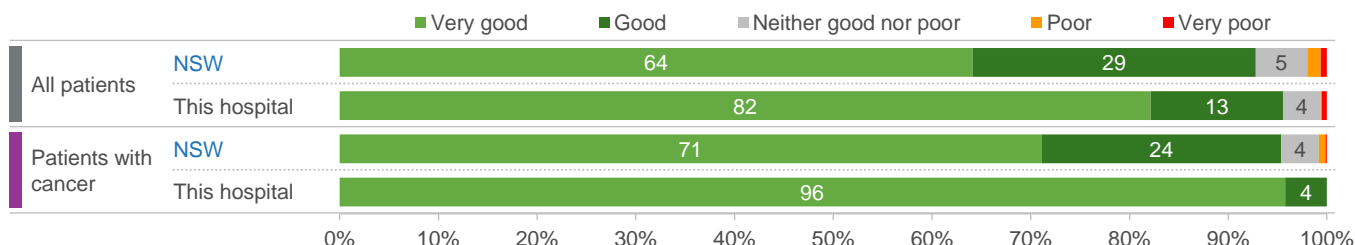


Macksville District Hospital

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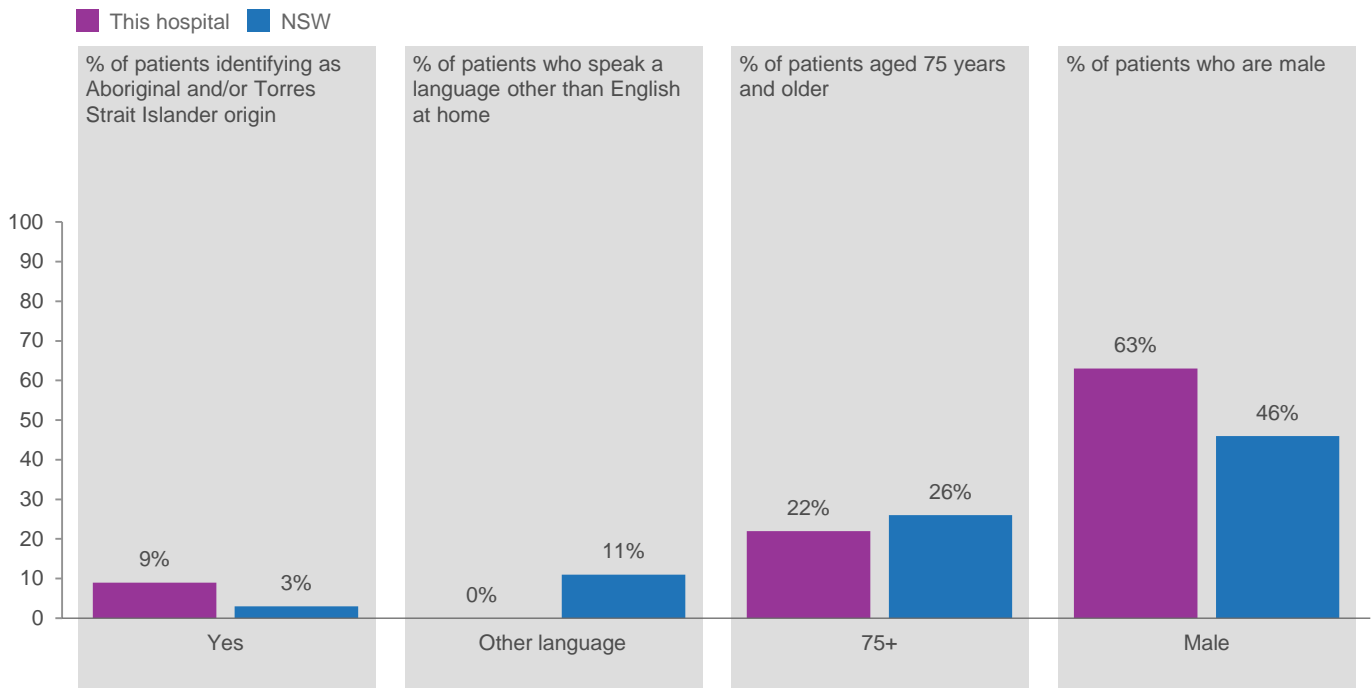
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access</p> <ul style="list-style-type: none"> 1. Time between booking appointment with specialist and hospital admission was 'about right' 2. Waiting time to be admitted to hospital was 'about right' 	<p>Tailoring healthcare service for each patient</p> <ul style="list-style-type: none"> 1. Felt well enough to leave hospital when discharged 2. 'Right amount' of information about condition or treatment was given to family or carer 3. Staff 'completely' considered family and home situation when planning discharge 4. Family or carer 'definitely' had opportunity to talk to a doctor
<p>Continuity of care and relationships</p> <ul style="list-style-type: none"> 1. Patient told who to contact if they were worried after discharge 2. Doctors 'always' knew enough about medical history 3. Nurses 'always' knew enough about care and treatment 4. 'Completely' adequate arrangements were made for services after discharge 5. Care in hospital was 'very well organised' 	<p>Effective communication</p> <ul style="list-style-type: none"> 1. Hospital staff explained surgical procedure in a 'completely' understandable way 2. Doctors 'always' answered important questions in an understandable way 3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way 4. 'Always' got the opportunity to talk to a nurse when needed 5. 'Always' got the opportunity to talk to a doctor when needed
<p>Information to support patients</p> <ul style="list-style-type: none"> 1. Staff 'always' explained the purpose of test, X-ray or scans 2. 'Completely' given enough information to manage care at home 	<p>Shared decision-making</p> <ul style="list-style-type: none"> 1. 'Definitely' involved in decisions about discharge 2. Felt 'completely' involved in decisions about use of medication 3. 'Definitely' involved in decisions about care and treatment
<p>Outcomes</p> <ul style="list-style-type: none"> 1. Did not report complication or problem 2. Care and treatment received in hospital 'definitely' helped 3. Problem resulting in hospital admission 'much better' 4. 'Not difficult at all' to perform normal daily activities 	<p>Respect for the patient</p> <ul style="list-style-type: none"> 1. 'Always' given enough privacy when being examined or treated 2. Doctors were 'always' kind and caring 3. 'Always' treated with respect and dignity while in hospital 4. Nurses were 'always' kind and caring
<p>Addressing patient concerns</p> <ul style="list-style-type: none"> 1. 'Always' had confidence and trust in doctors 2. 'Always' had confidence and trust in nurses 	<p>Care requirements</p> <ul style="list-style-type: none"> 1. Hospital staff 'definitely' did everything they could to help manage pain 2. Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

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2. How to interpret the results

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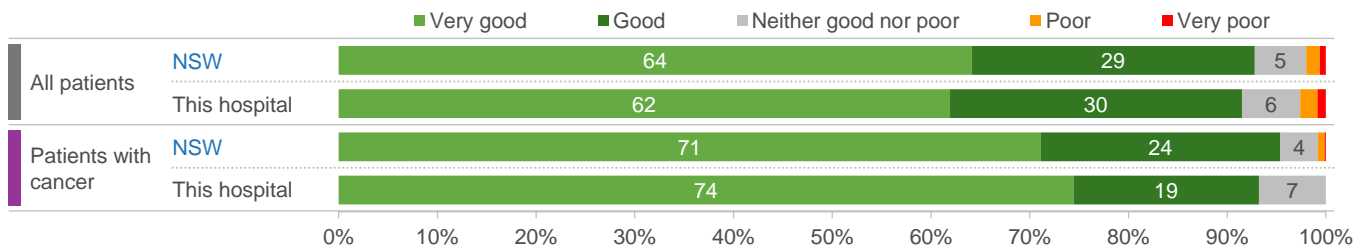


Maitland Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

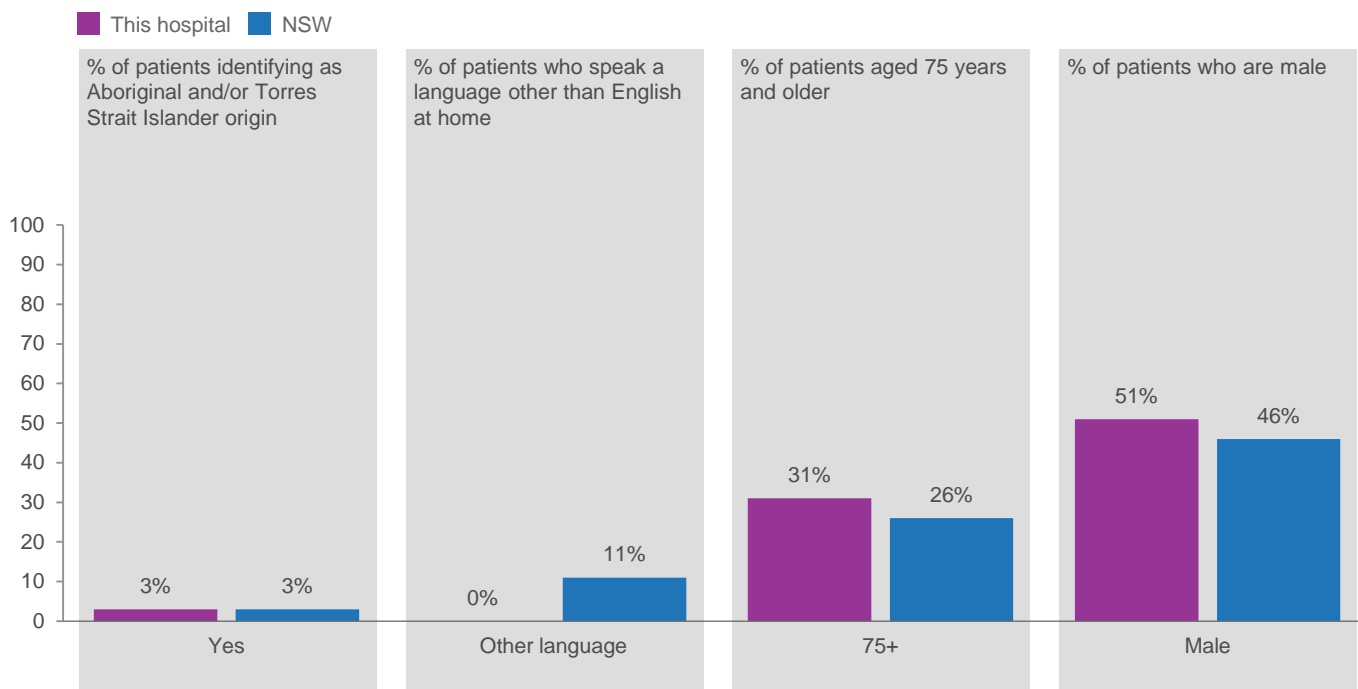
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
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Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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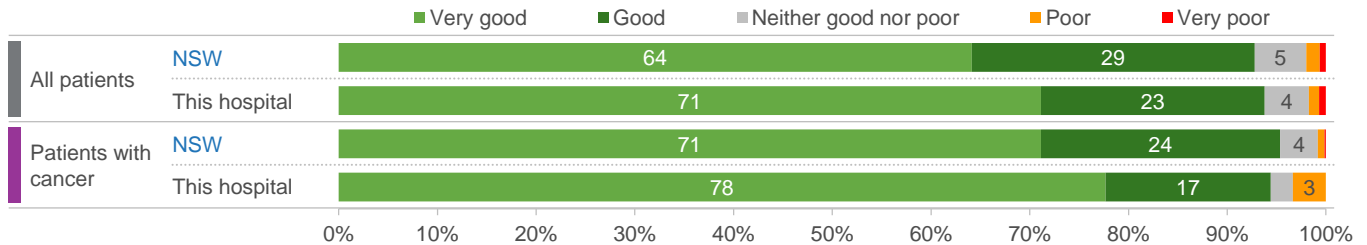


Manly District Hospital

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Overall, how would you rate the care you received while in hospital?



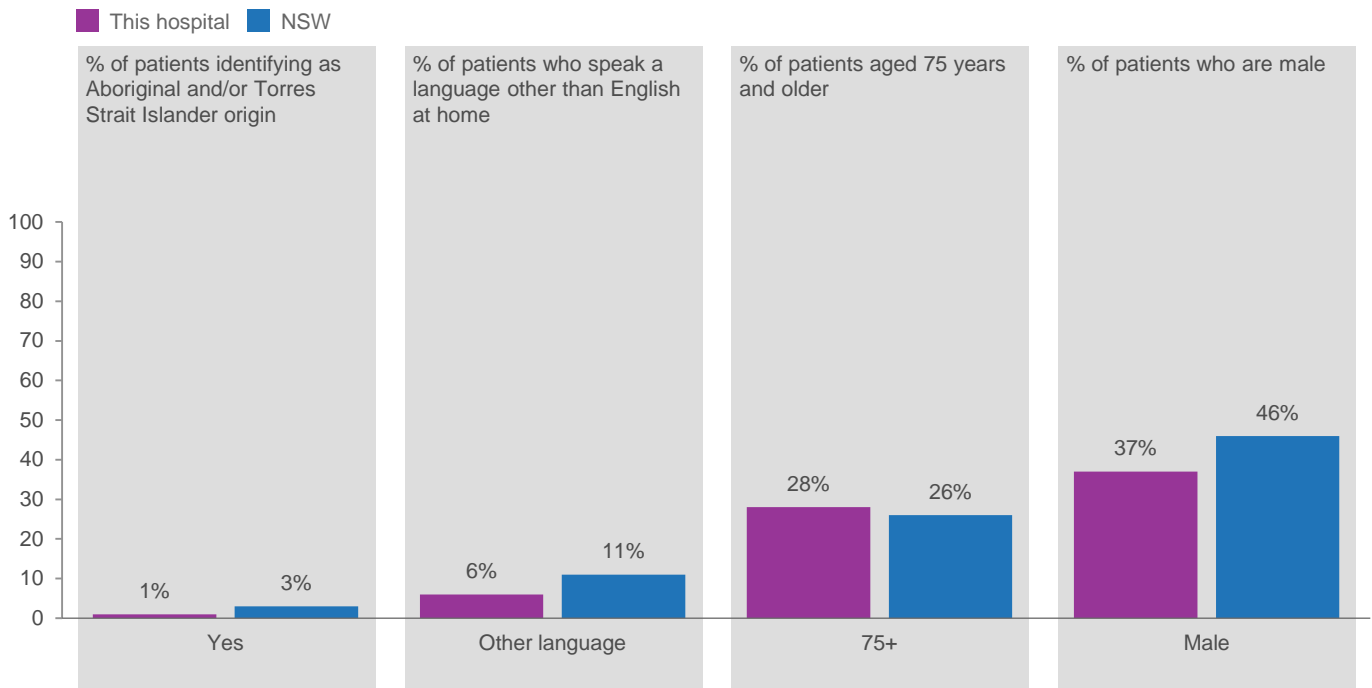
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access </p> <ol style="list-style-type: none"> Time between booking appointment with specialist and hospital admission was 'about right' Waiting time to be admitted to hospital was 'about right' 	<p>Tailoring healthcare service for each patient </p> <ol style="list-style-type: none"> Felt well enough to leave hospital when discharged 'Right amount' of information about condition or treatment was given to family or carer Staff 'completely' considered family and home situation when planning discharge Family or carer 'definitely' had opportunity to talk to a doctor
<p>Continuity of care and relationships </p> <ol style="list-style-type: none"> Patient told who to contact if they were worried after discharge Doctors 'always' knew enough about medical history Nurses 'always' knew enough about care and treatment 'Completely' adequate arrangements were made for services after discharge Care in hospital was 'very well organised' 	<p>Effective communication </p> <ol style="list-style-type: none"> Hospital staff explained surgical procedure in a 'completely' understandable way Doctors 'always' answered important questions in an understandable way Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way 'Always' got the opportunity to talk to a nurse when needed 'Always' got the opportunity to talk to a doctor when needed
<p>Information to support patients </p> <ol style="list-style-type: none"> Staff 'always' explained the purpose of test, X-ray or scans 'Completely' given enough information to manage care at home 	<p>Shared decision-making </p> <ol style="list-style-type: none"> 'Definitely' involved in decisions about discharge Felt 'completely' involved in decisions about use of medication 'Definitely' involved in decisions about care and treatment
<p>Outcomes </p> <ol style="list-style-type: none"> Did not report complication or problem Care and treatment received in hospital 'definitely' helped Problem resulting in hospital admission 'much better' 'Not difficult at all' to perform normal daily activities 	<p>Respect for the patient </p> <ol style="list-style-type: none"> 'Always' given enough privacy when being examined or treated Doctors were 'always' kind and caring 'Always' treated with respect and dignity while in hospital Nurses were 'always' kind and caring
<p>Addressing patient concerns </p> <ol style="list-style-type: none"> 'Always' had confidence and trust in doctors 'Always' had confidence and trust in nurses 	<p>Care requirements </p> <ol style="list-style-type: none"> Hospital staff 'definitely' did everything they could to help manage pain Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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2. How to interpret the results

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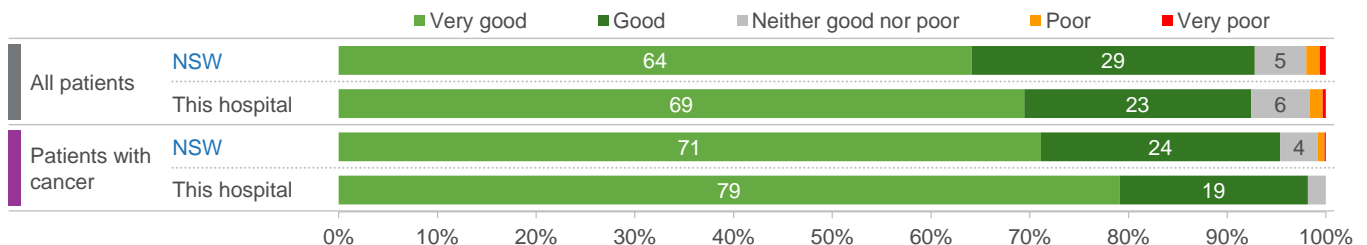


Manning Base Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

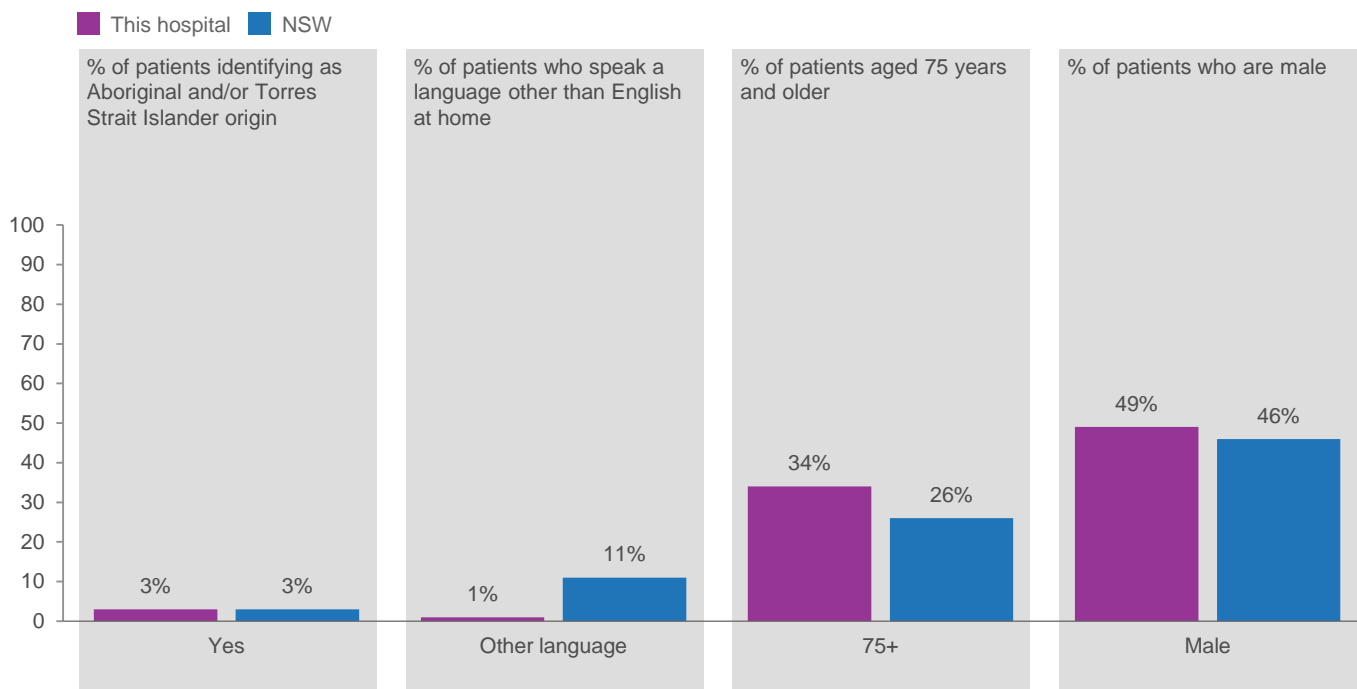
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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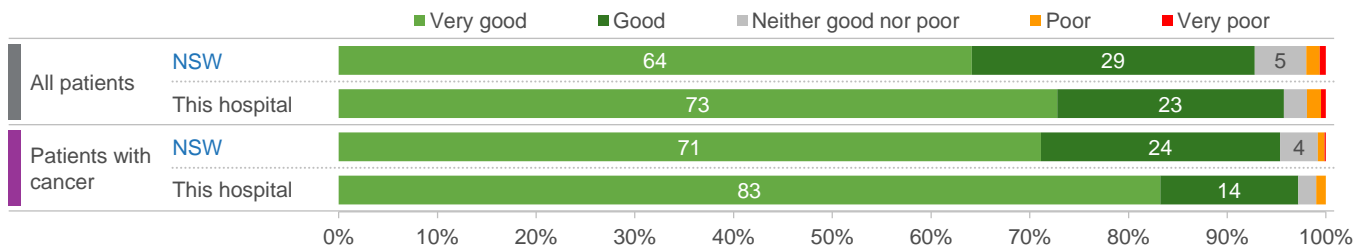


Moruya District Hospital

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Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
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Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
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Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
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Addressing patient concerns

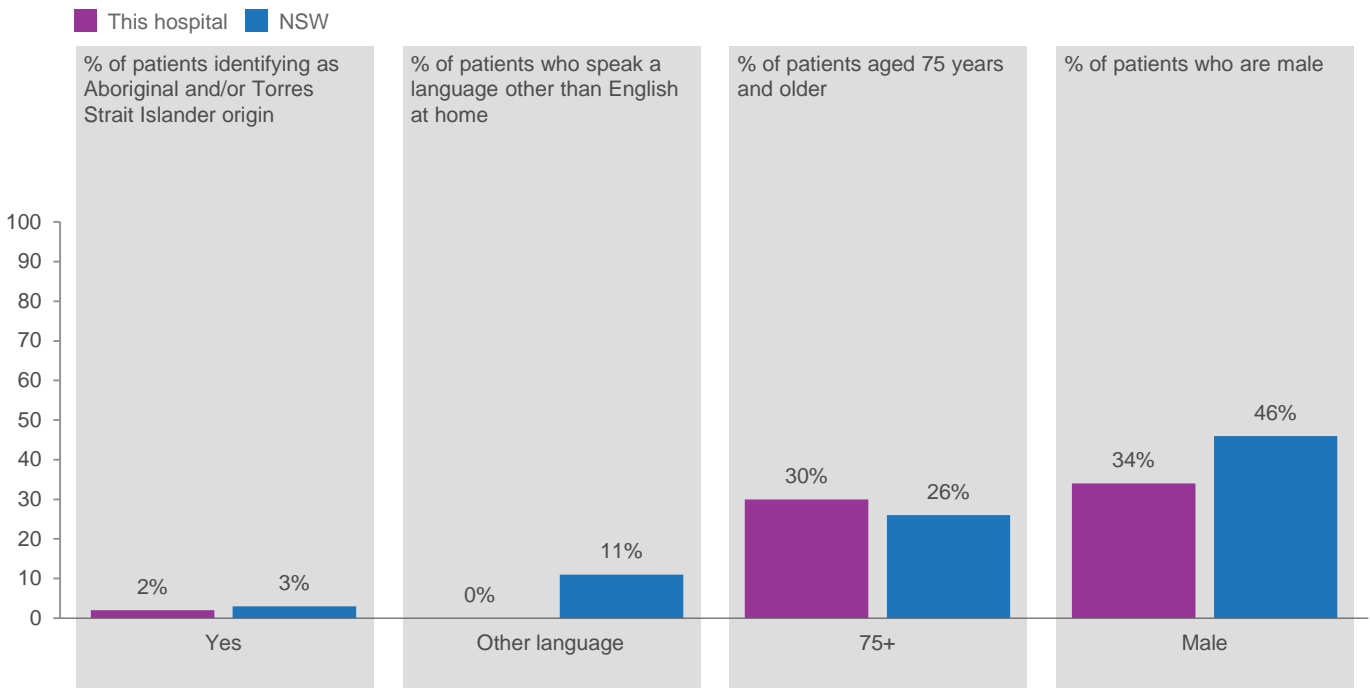
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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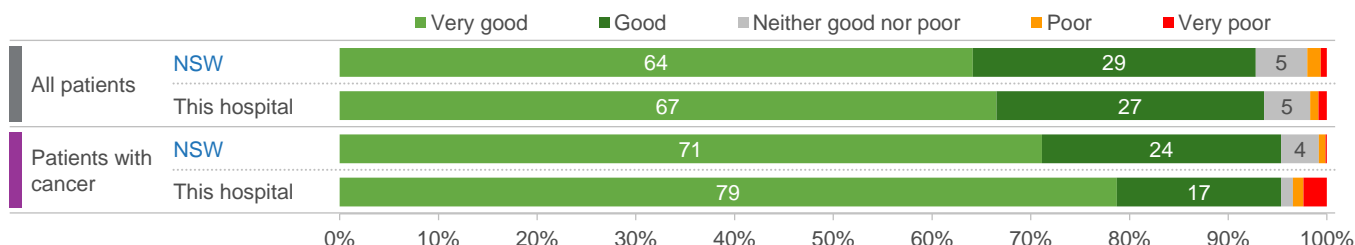


Mount Druitt Hospital

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Summary results for patients with cancer, by theme

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Access

- Time between booking appointment with specialist and hospital admission was 'about right'
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Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
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Shared decision-making

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Outcomes

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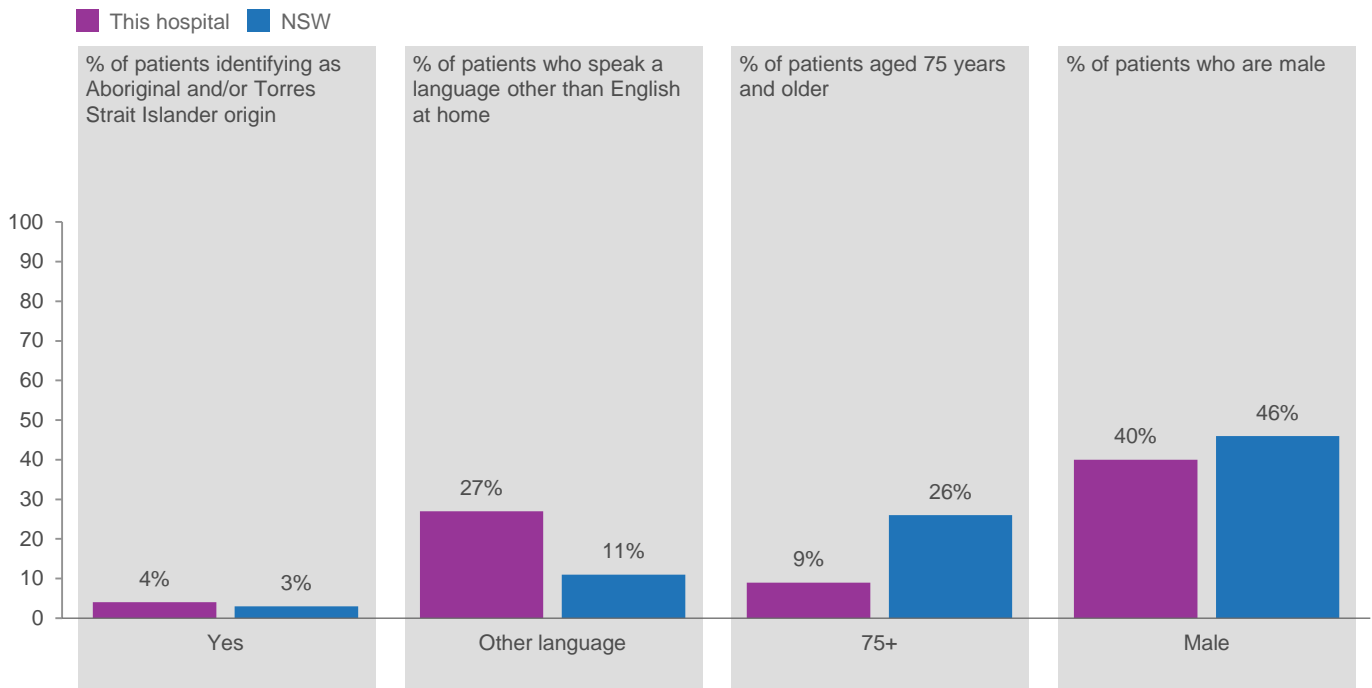
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Care requirements

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Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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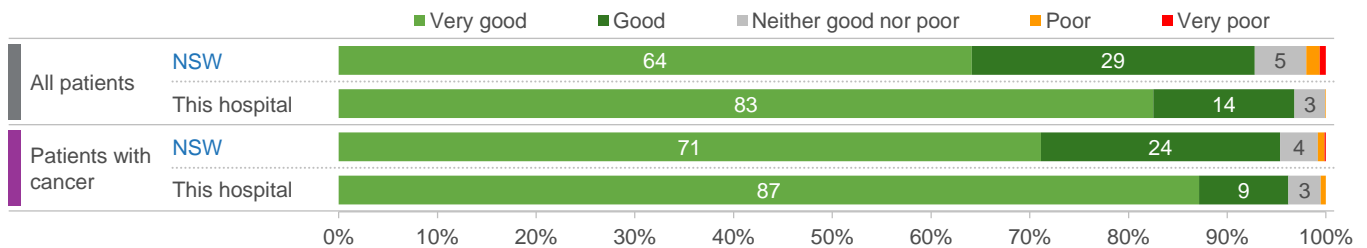


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Summary results for patients with cancer, by theme

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- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

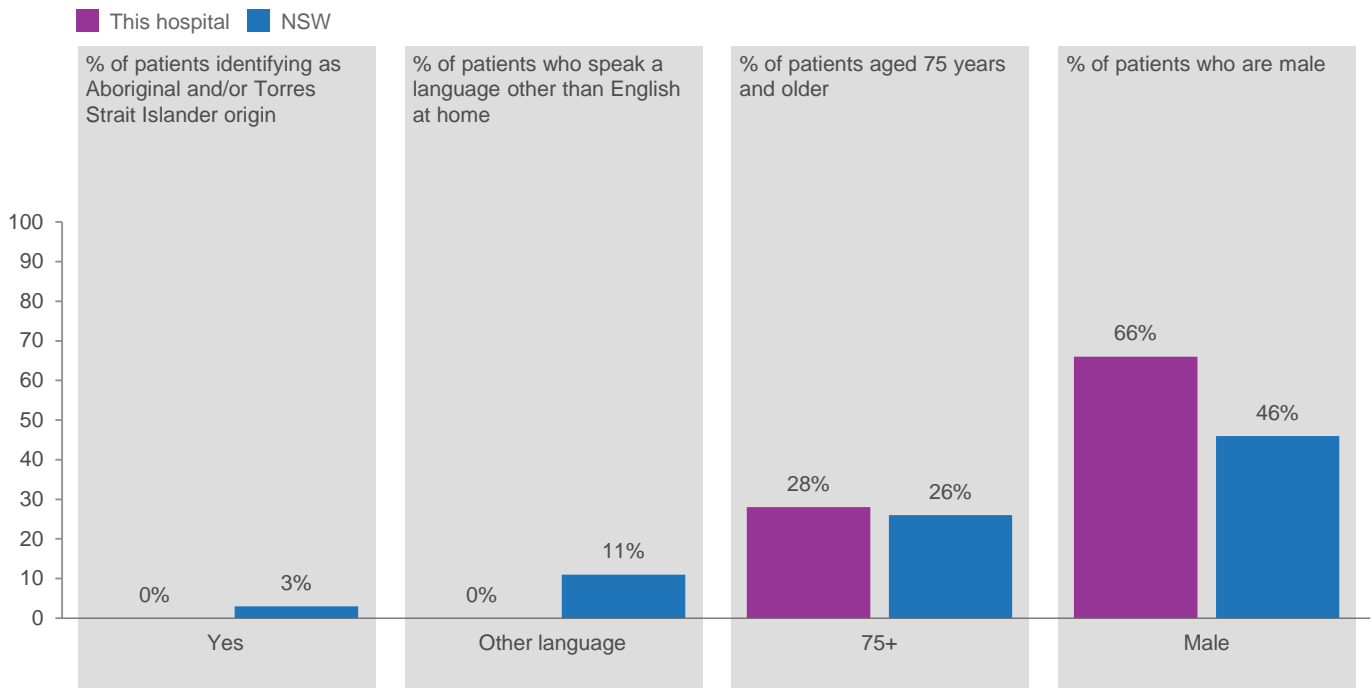
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

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Results for each hospital that were significantly different from the NSW average were identified by comparing 95% confidence intervals for the estimates for each hospital with those of the NSW average. Where confidence intervals do not overlap, an estimate is considered to be significantly different from the NSW average.

2. How to interpret the results

Results presented for the themes are for the top category results only (that is, the most favourable response to the question) for patients with cancer at this hospital. The numbers of the questions listed under theme headings correspond to the numbers in the different sections of the graph to the right of that theme heading.

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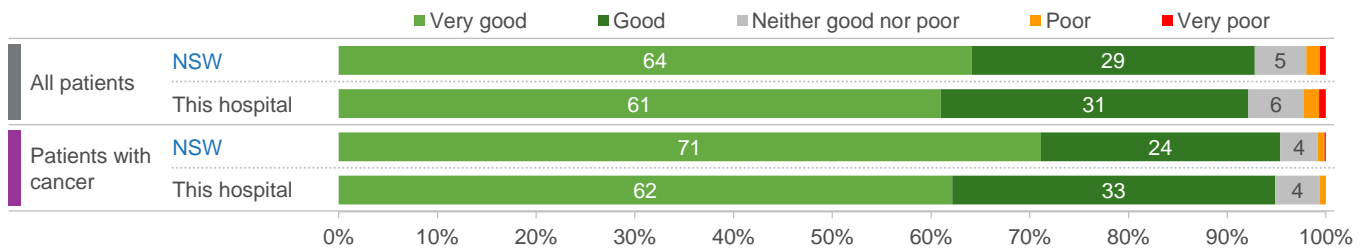


Nepean Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

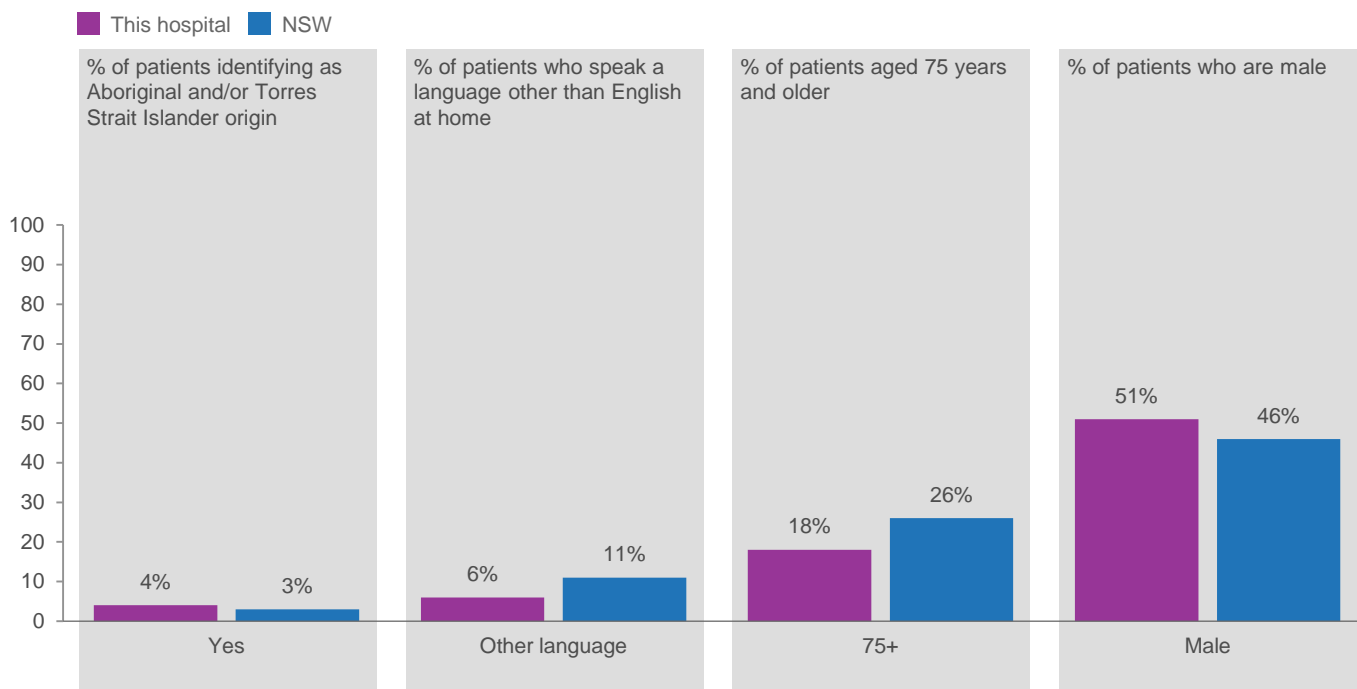
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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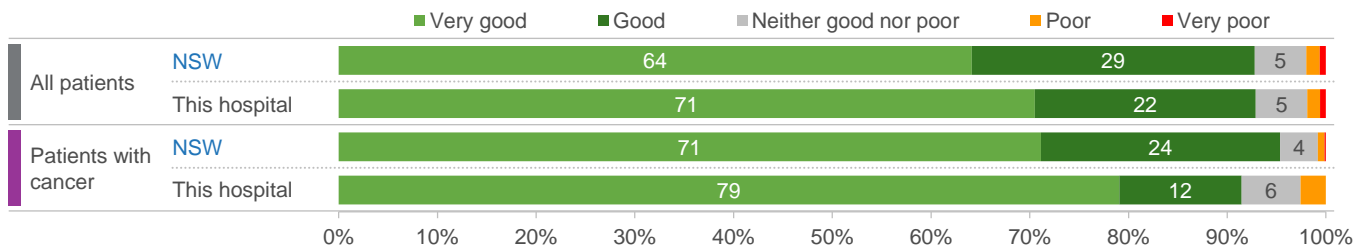


Orange Health Service

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

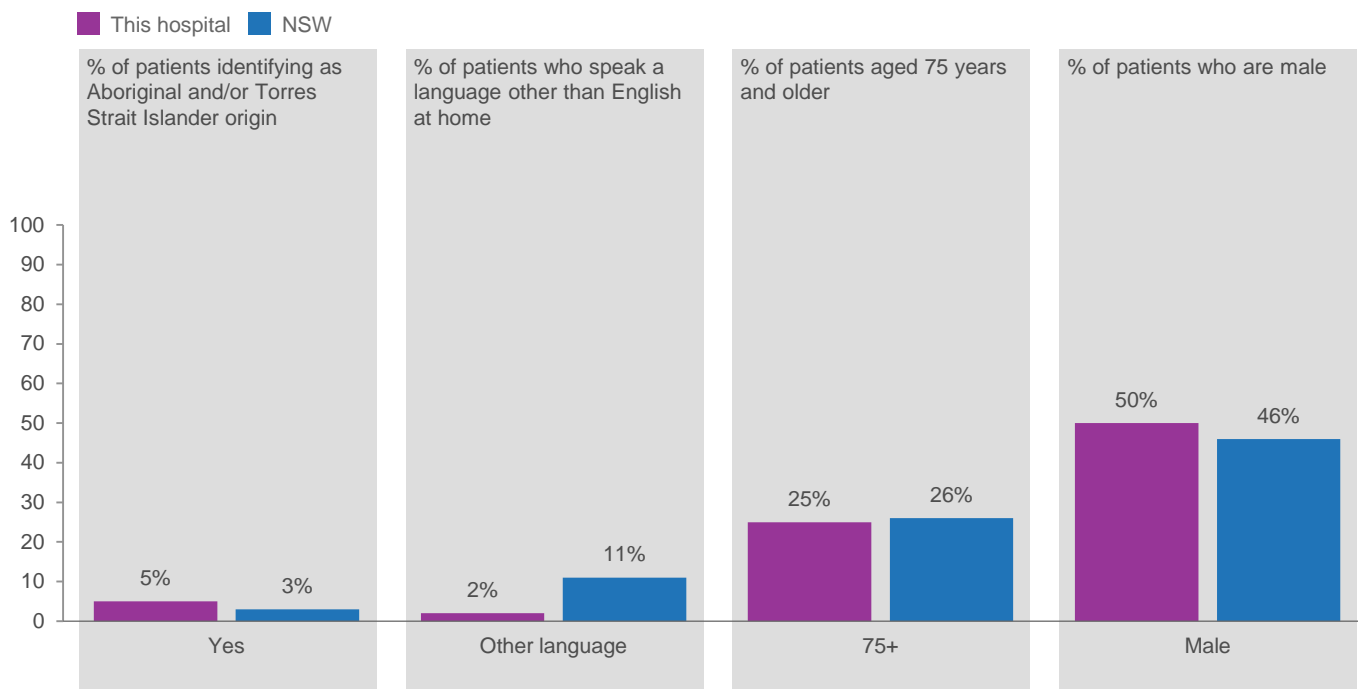
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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2. How to interpret the results

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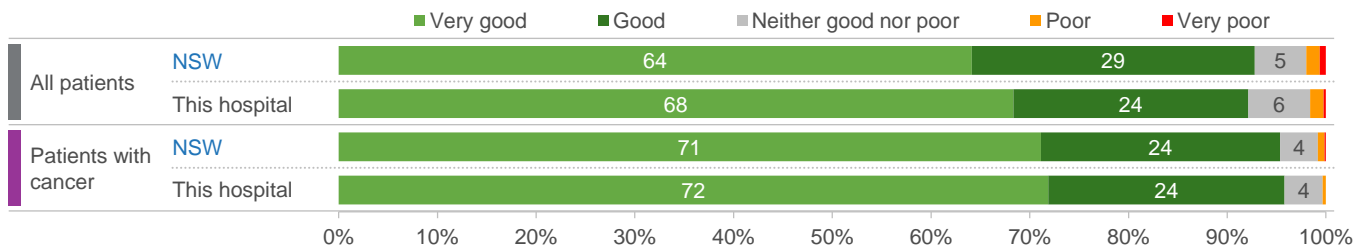


Port Macquarie Base Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

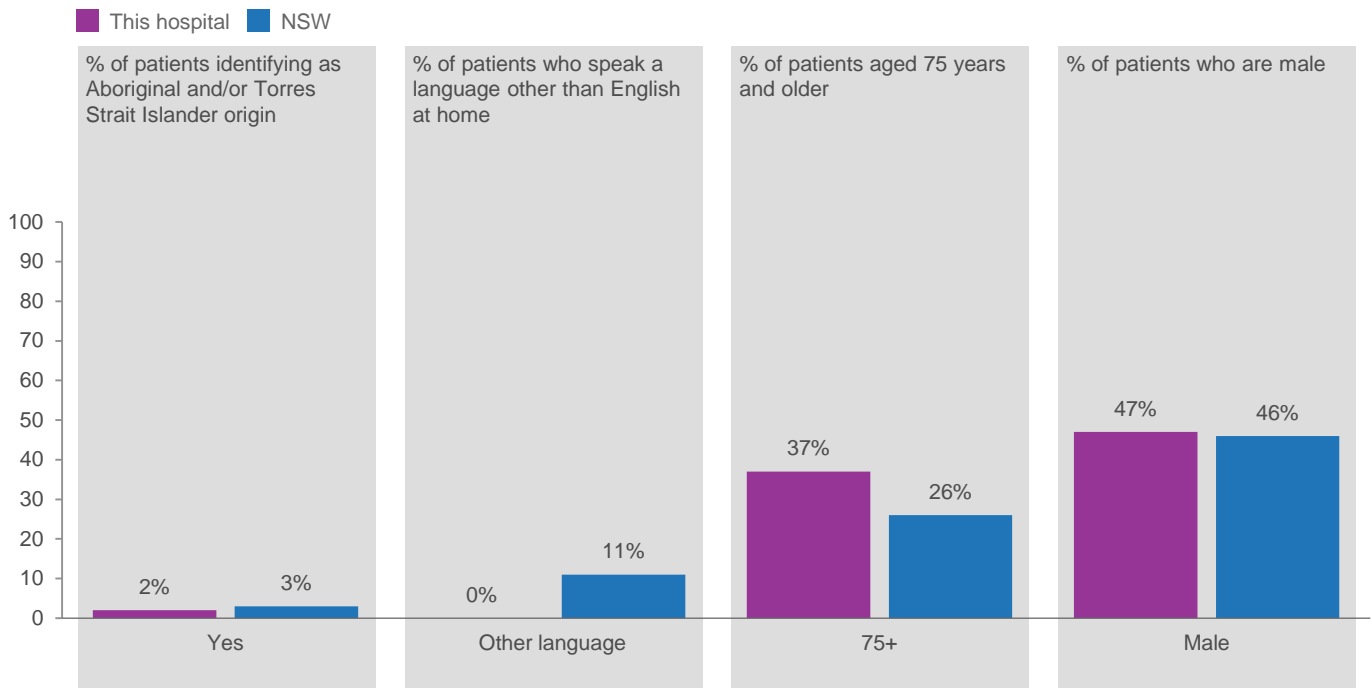
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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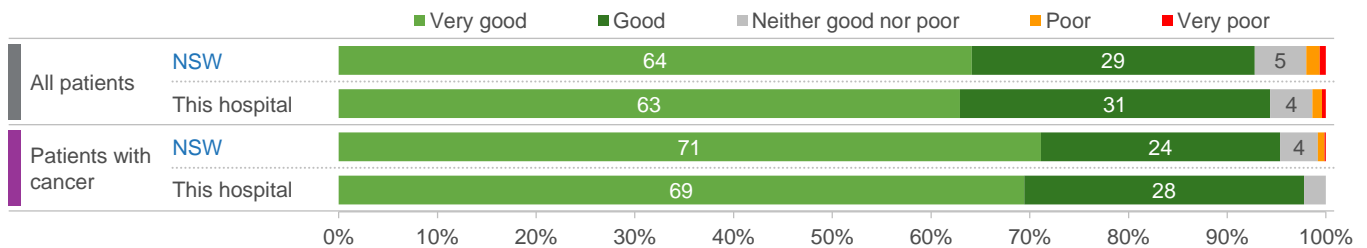


Prince of Wales Hospital

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Overall, how would you rate the care you received while in hospital?



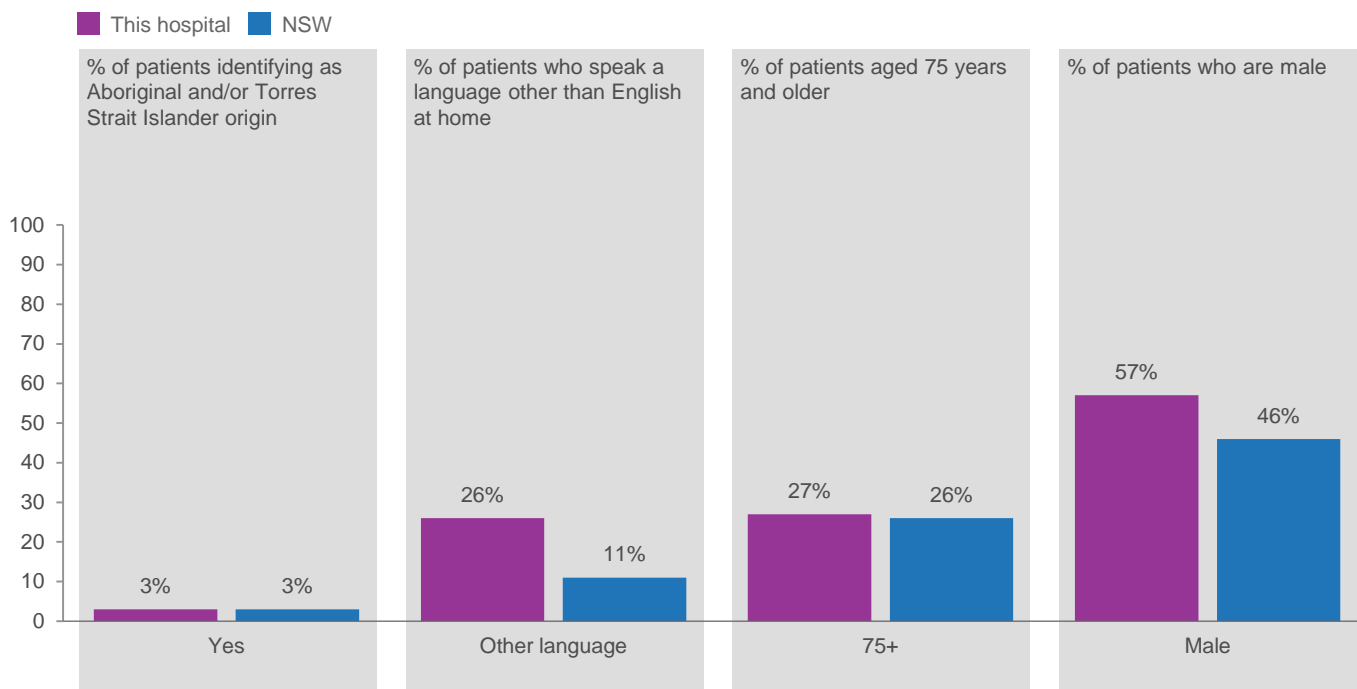
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access</p> <p>1. Time between booking appointment with specialist and hospital admission was 'about right'</p> <p>2. Waiting time to be admitted to hospital was 'about right'</p>	<p>Tailoring healthcare service for each patient</p> <p>1. Felt well enough to leave hospital when discharged</p> <p>2. 'Right amount' of information about condition or treatment was given to family or carer</p> <p>3. Staff 'completely' considered family and home situation when planning discharge</p> <p>4. Family or carer 'definitely' had opportunity to talk to a doctor</p>
<p>Continuity of care and relationships</p> <p>1. Patient told who to contact if they were worried after discharge</p> <p>2. Doctors 'always' knew enough about medical history</p> <p>3. Nurses 'always' knew enough about care and treatment</p> <p>4. 'Completely' adequate arrangements were made for services after discharge</p> <p>5. Care in hospital was 'very well organised'</p>	<p>Effective communication</p> <p>1. Hospital staff explained surgical procedure in a 'completely' understandable way</p> <p>2. Doctors 'always' answered important questions in an understandable way</p> <p>3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way</p> <p>4. 'Always' got the opportunity to talk to a nurse when needed</p> <p>5. 'Always' got the opportunity to talk to a doctor when needed</p>
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<p>Outcomes</p> <p>1. Did not report complication or problem</p> <p>2. Care and treatment received in hospital 'definitely' helped</p> <p>3. Problem resulting in hospital admission 'much better'</p> <p>4. 'Not difficult at all' to perform normal daily activities</p>	<p>Respect for the patient</p> <p>1. 'Always' given enough privacy when being examined or treated</p> <p>2. Doctors were 'always' kind and caring</p> <p>3. 'Always' treated with respect and dignity while in hospital</p> <p>4. Nurses were 'always' kind and caring</p>
<p>Addressing patient concerns</p> <p>1. 'Always' had confidence and trust in doctors</p> <p>2. 'Always' had confidence and trust in nurses</p>	<p>Care requirements</p> <p>1. Hospital staff 'definitely' did everything they could to help manage pain</p> <p>2. Able to get assistance in a reasonable timeframe 'all the time'</p>



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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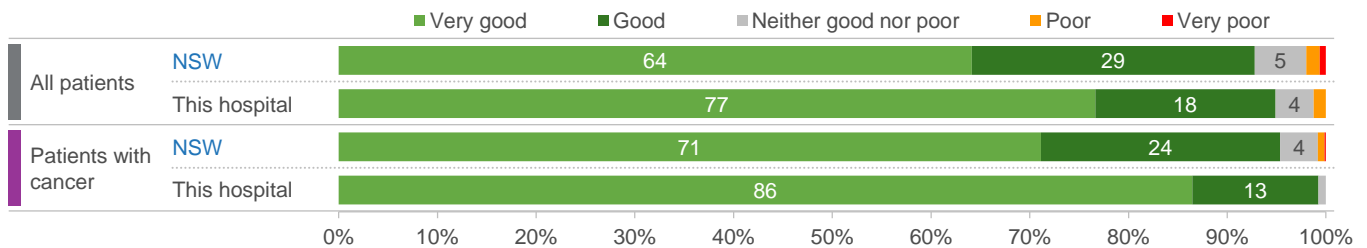


Queanbeyan Health Service

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

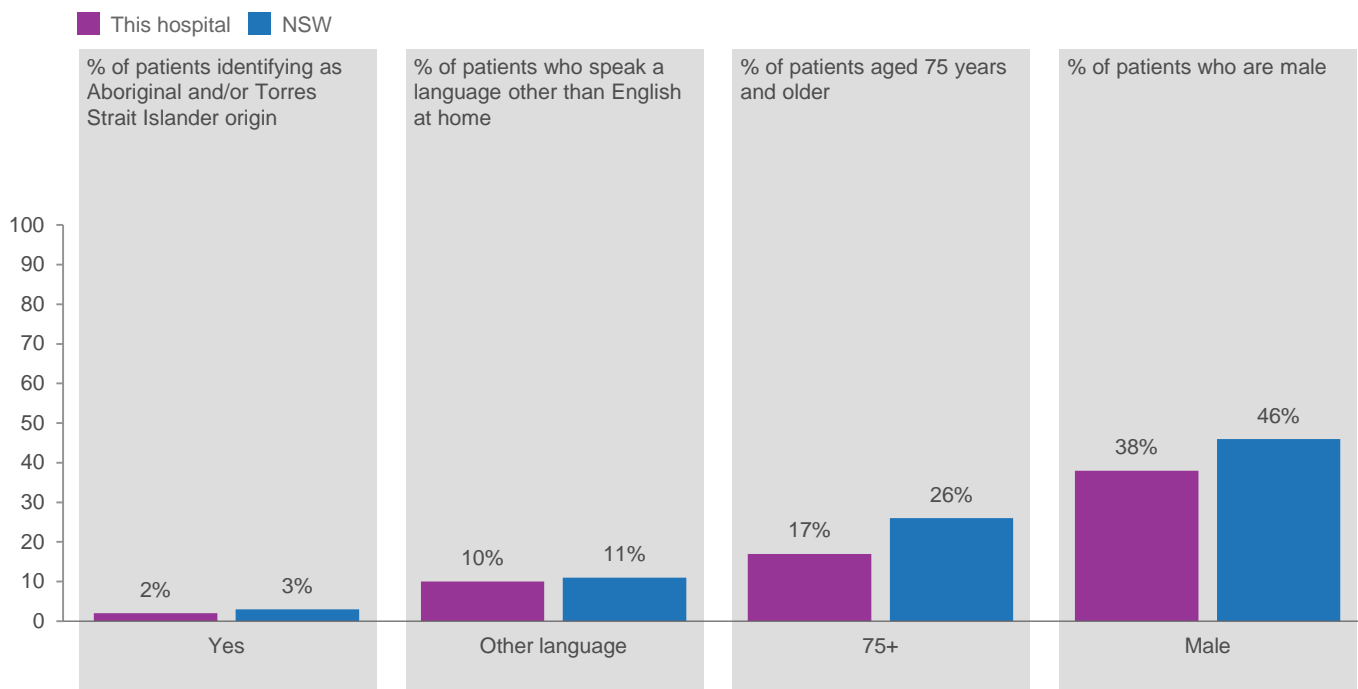
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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Results for each hospital that were significantly different from the NSW average were identified by comparing 95% confidence intervals for the estimates for each hospital with those of the NSW average. Where confidence intervals do not overlap, an estimate is considered to be significantly different from the NSW average.

2. How to interpret the results

Results presented for the themes are for the top category results only (that is, the most favourable response to the question) for patients with cancer at this hospital. The numbers of the questions listed under theme headings correspond to the numbers in the different sections of the graph to the right of that theme heading.

If a section of the graph is green, that result for this hospital was significantly more positive than the NSW average. Results that are coloured red were significantly less positive than the NSW average.

If a section of the graph is blank, there were insufficient respondents to report on this question.

3. More information about NSW Patient Survey Program

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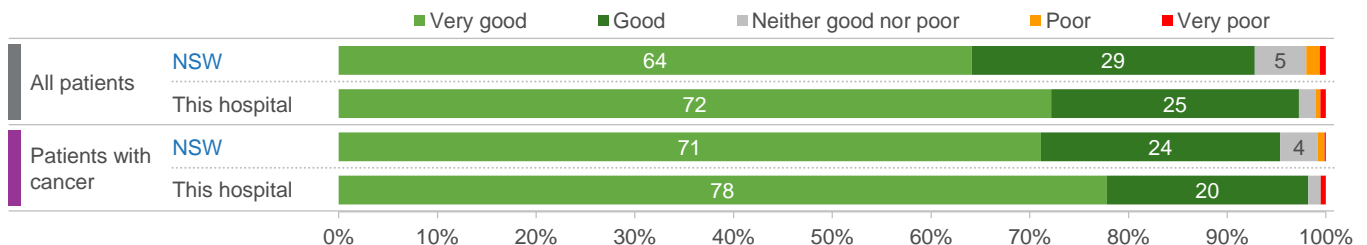


Royal Hospital for Women

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

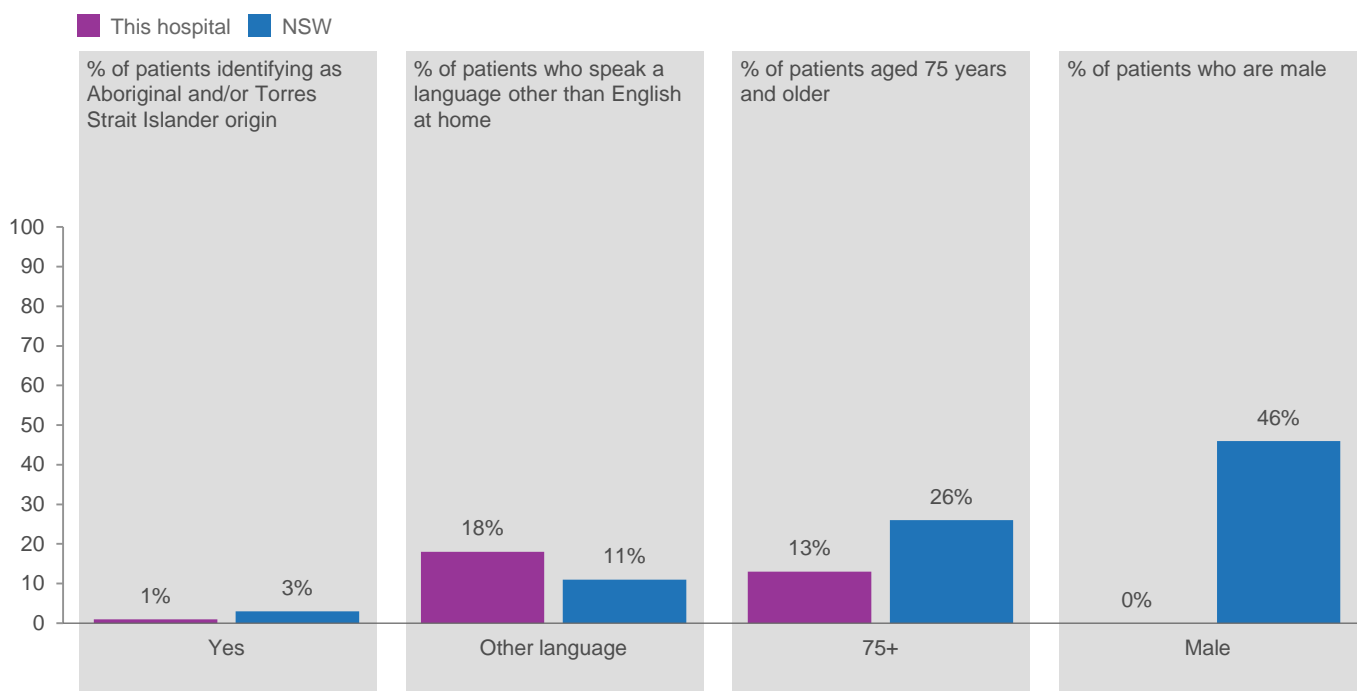
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

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2. How to interpret the results

Results presented for the themes are for the top category results only (that is, the most favourable response to the question) for patients with cancer at this hospital. The numbers of the questions listed under theme headings correspond to the numbers in the different sections of the graph to the right of that theme heading.

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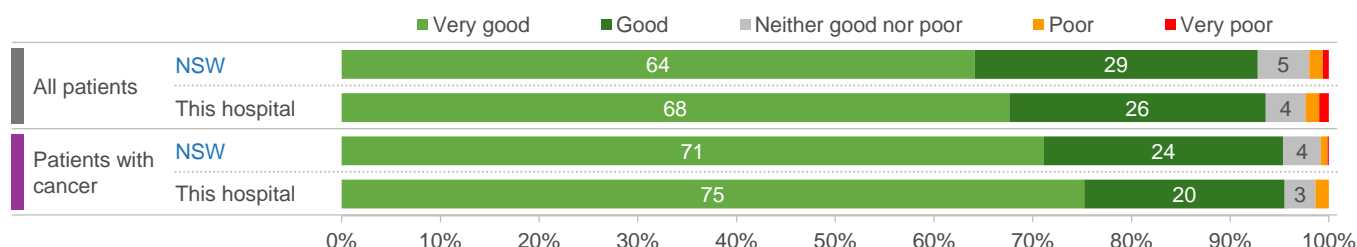


Royal North Shore Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

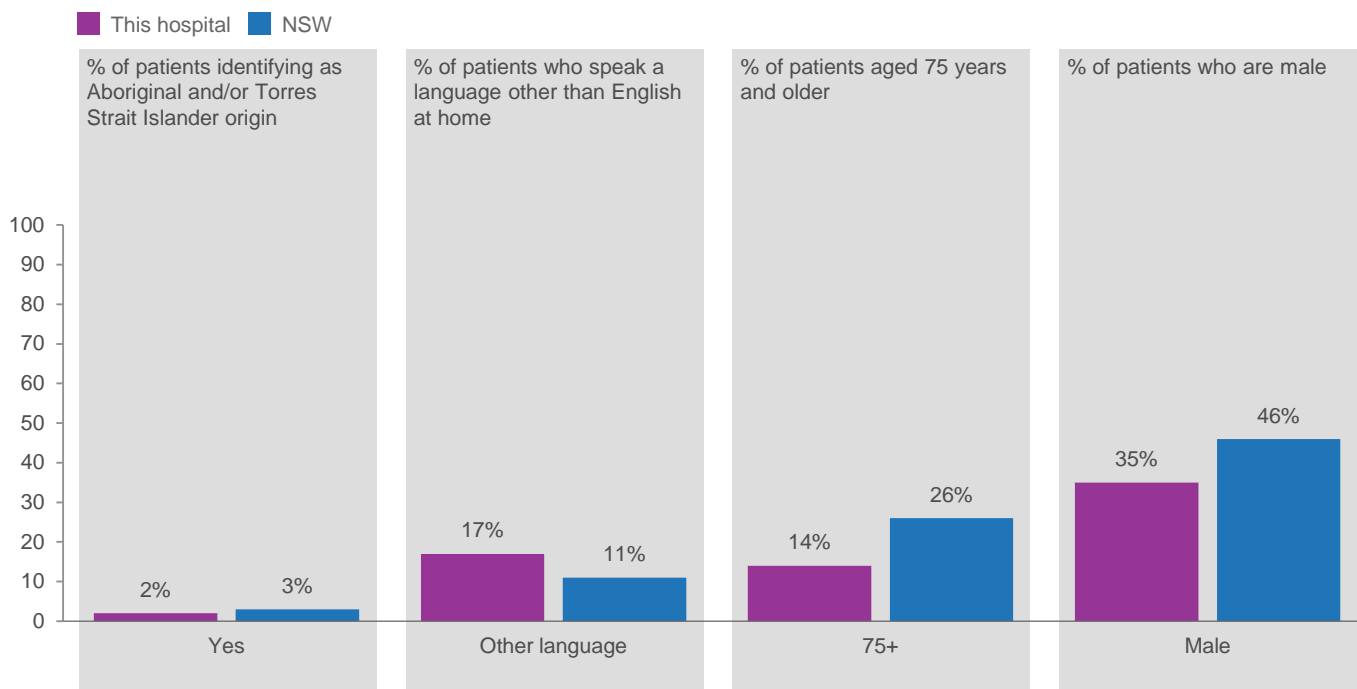
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

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Results for each hospital that were significantly different from the NSW average were identified by comparing 95% confidence intervals for the estimates for each hospital with those of the NSW average. Where confidence intervals do not overlap, an estimate is considered to be significantly different from the NSW average.

2. How to interpret the results

Results presented for the themes are for the top category results only (that is, the most favourable response to the question) for patients with cancer at this hospital. The numbers of the questions listed under theme headings correspond to the numbers in the different sections of the graph to the right of that theme heading.

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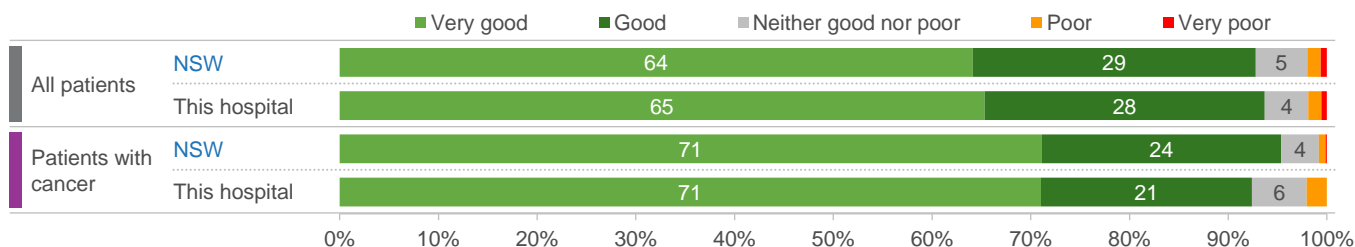


Royal Prince Alfred Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

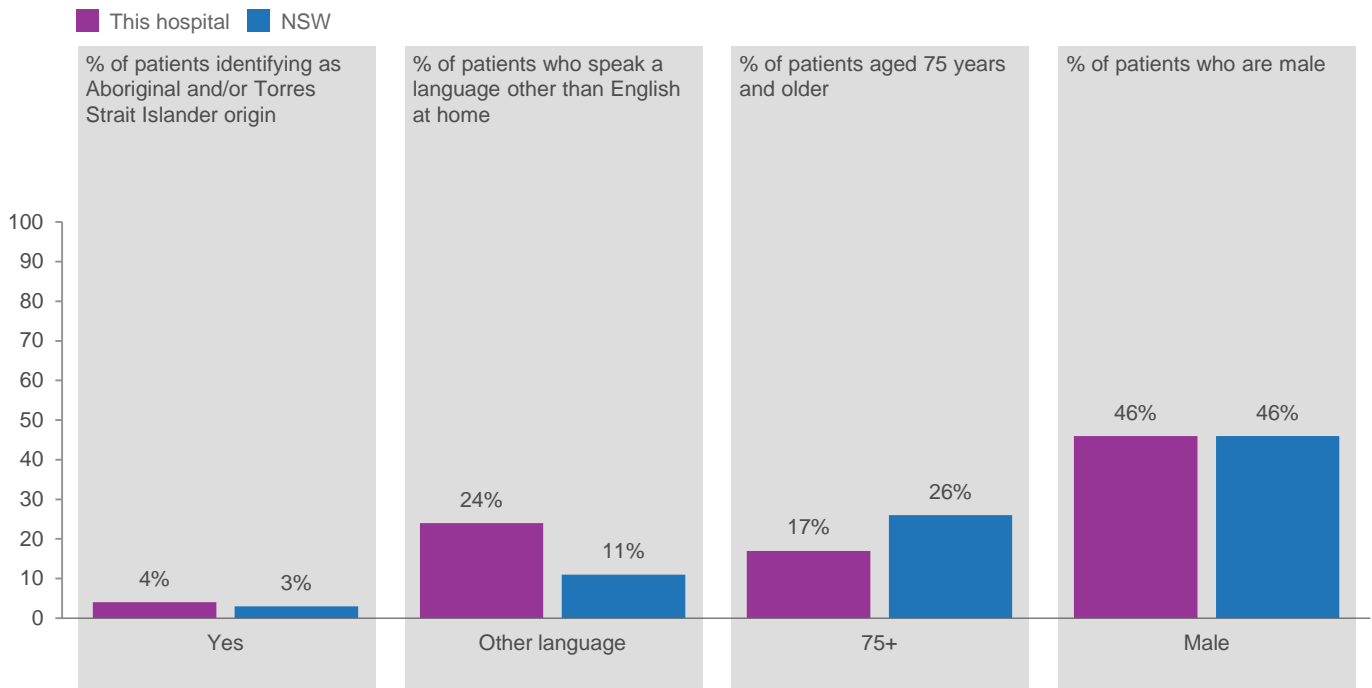
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

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2. How to interpret the results

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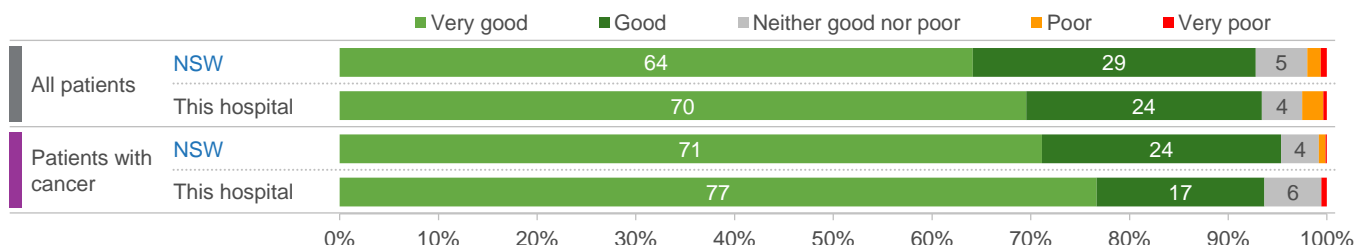


Shoalhaven and District Memorial Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

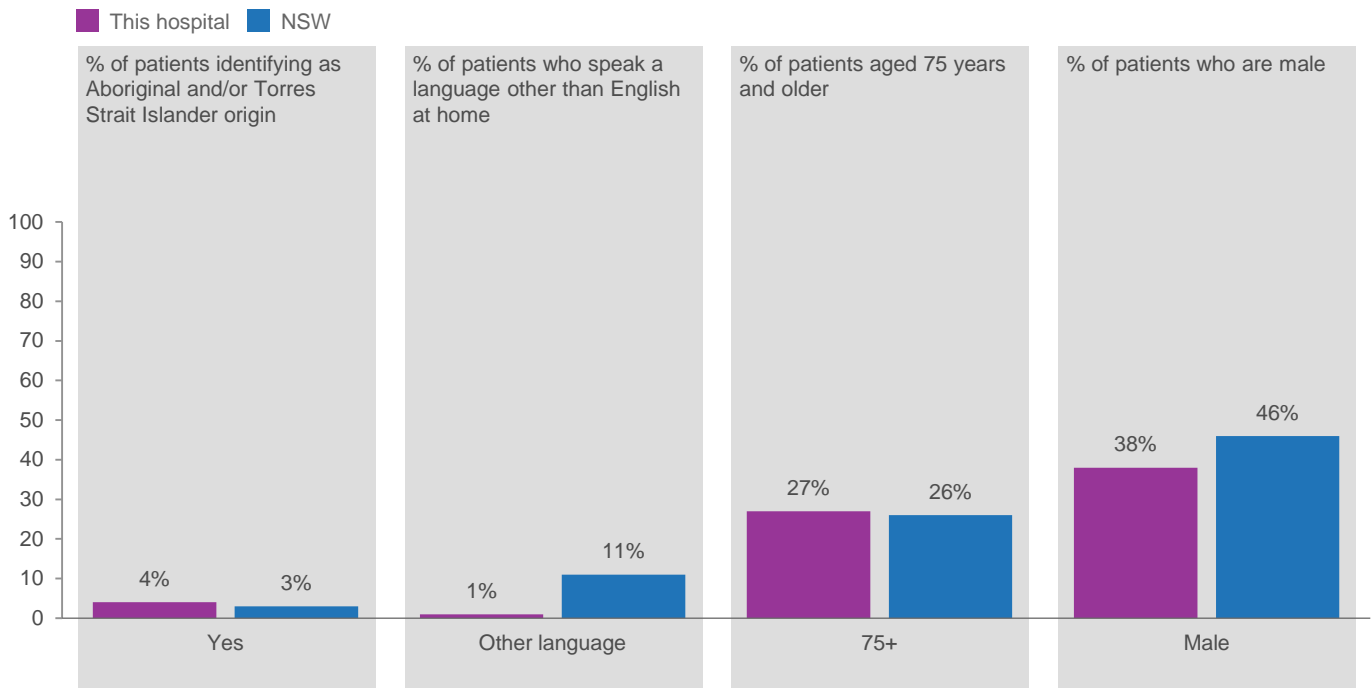
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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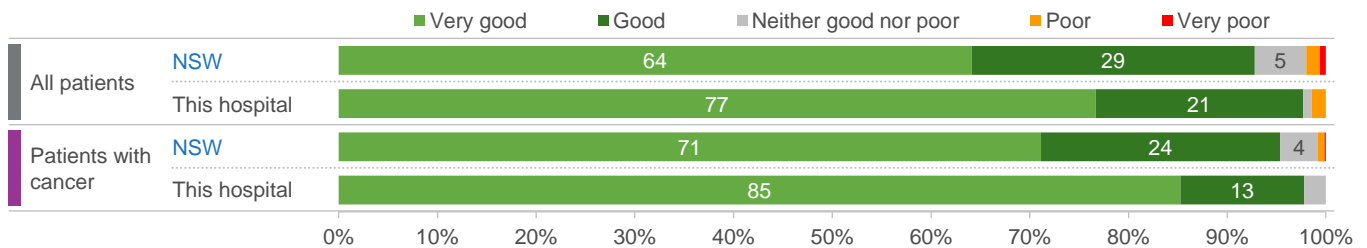


Singleton District Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

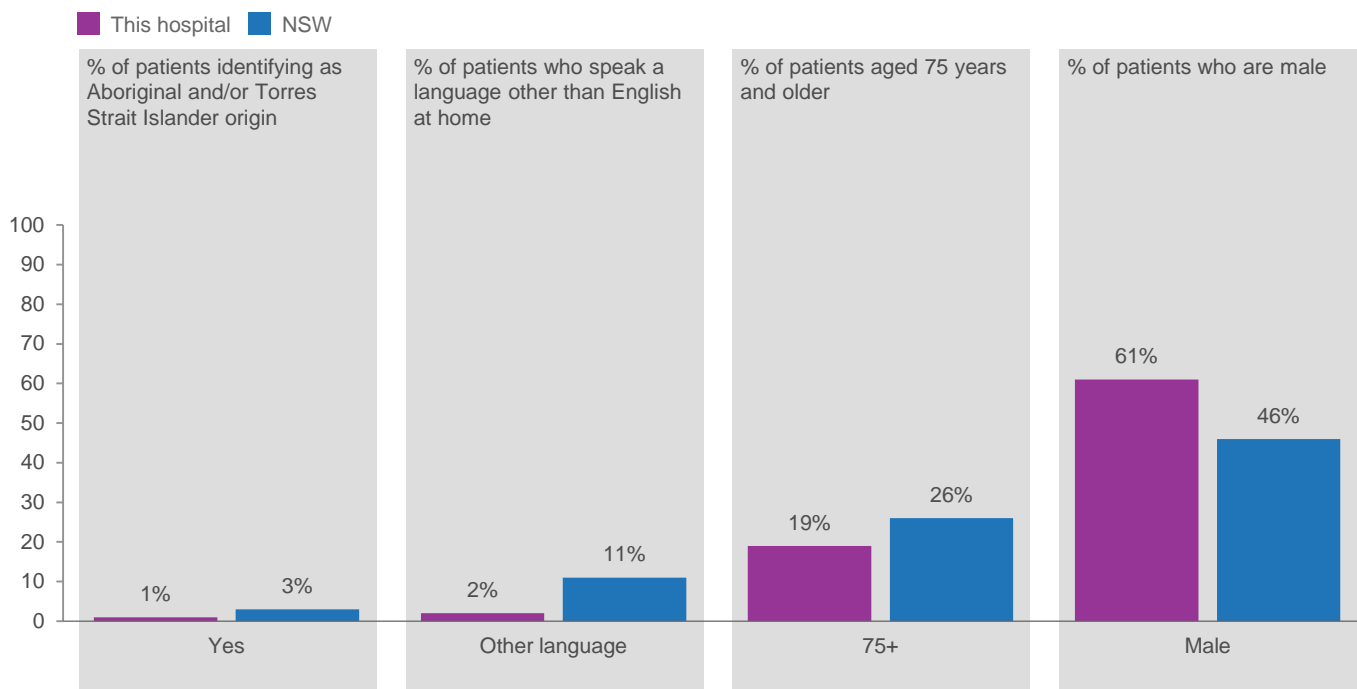
- 'Always' had confidence and trust in doctors
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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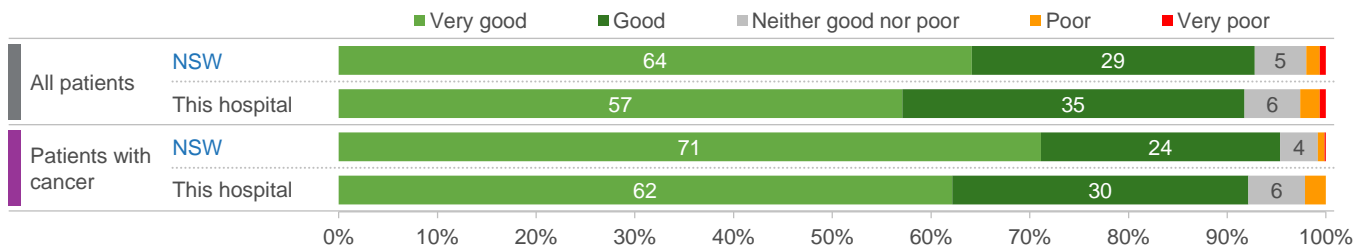


St George Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

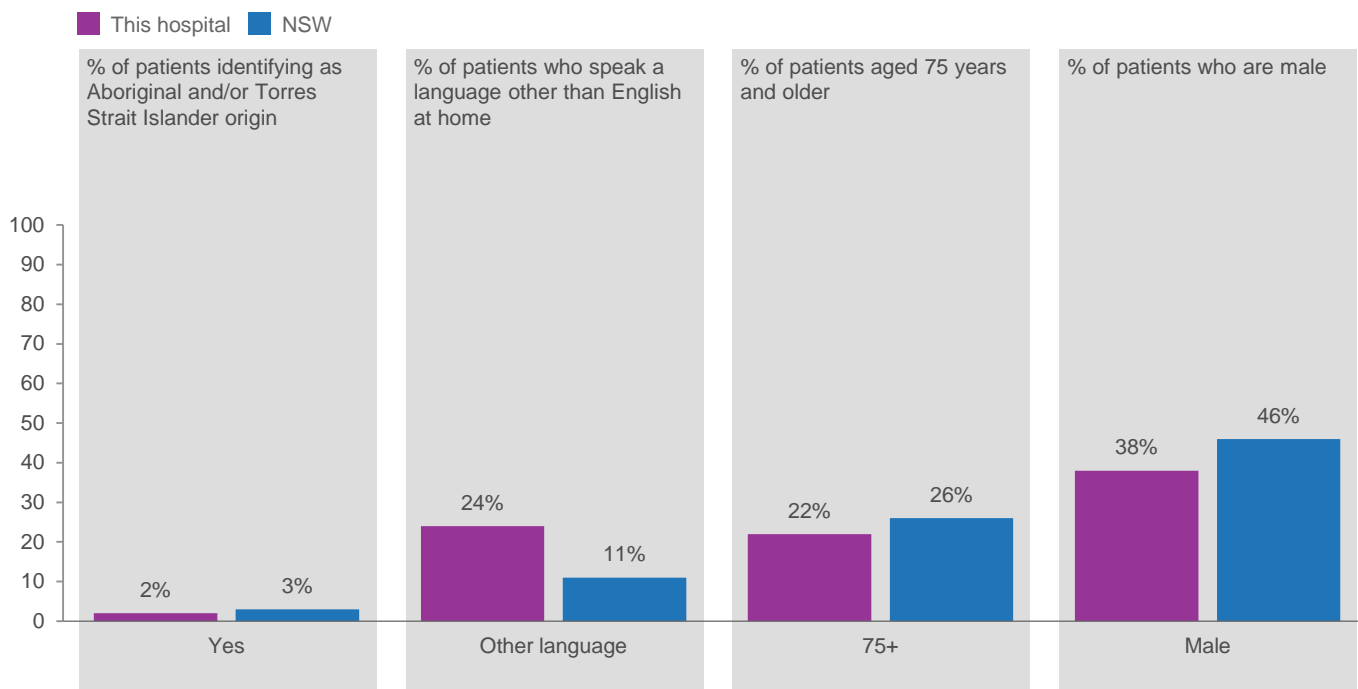
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

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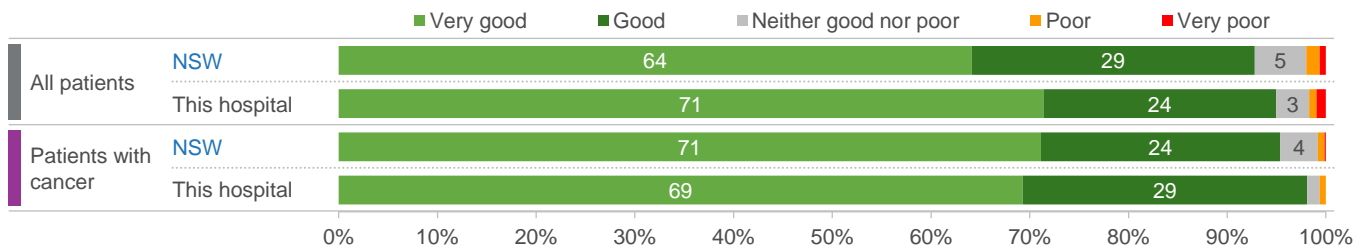


St Vincent's Hospital, Darlinghurst

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

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Addressing patient concerns

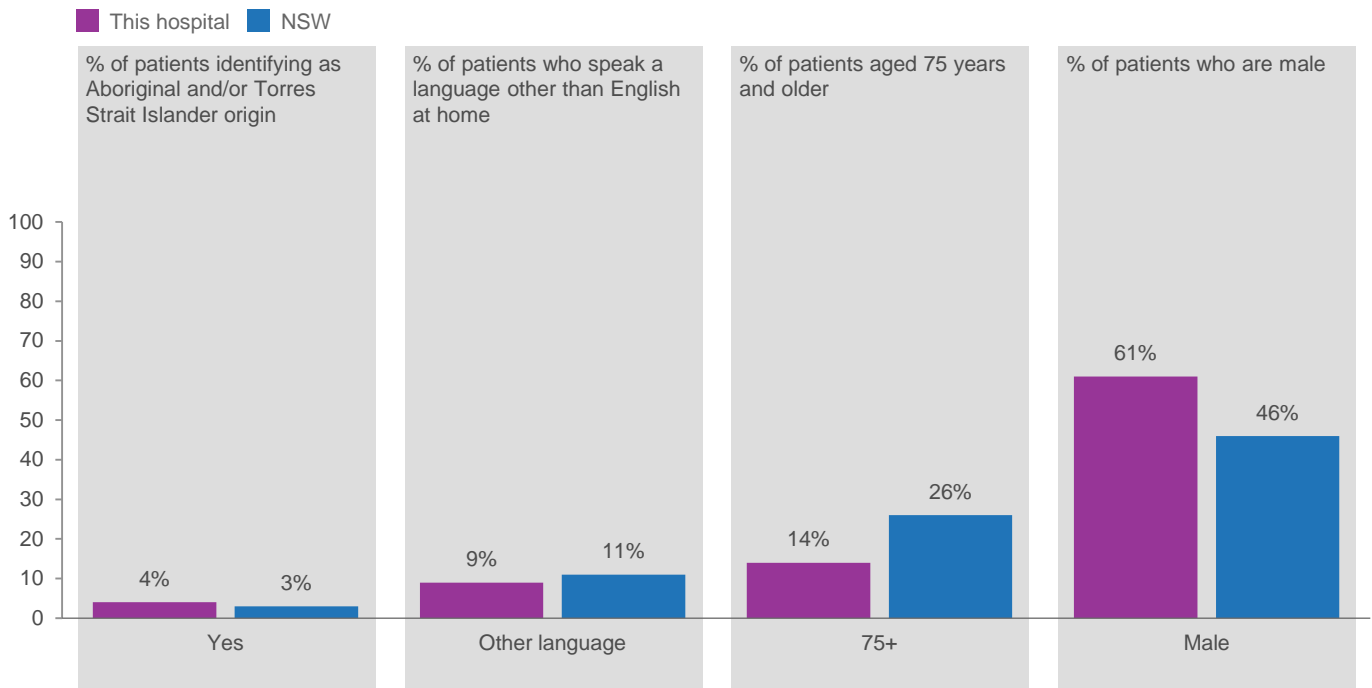
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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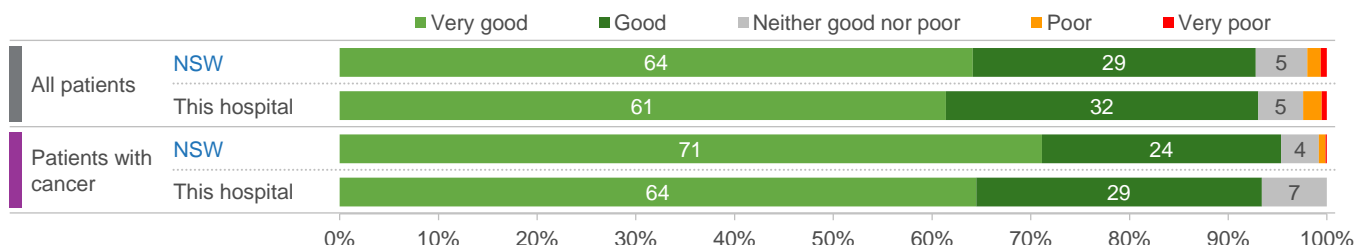


Sutherland Hospital

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Overall, how would you rate the care you received while in hospital?



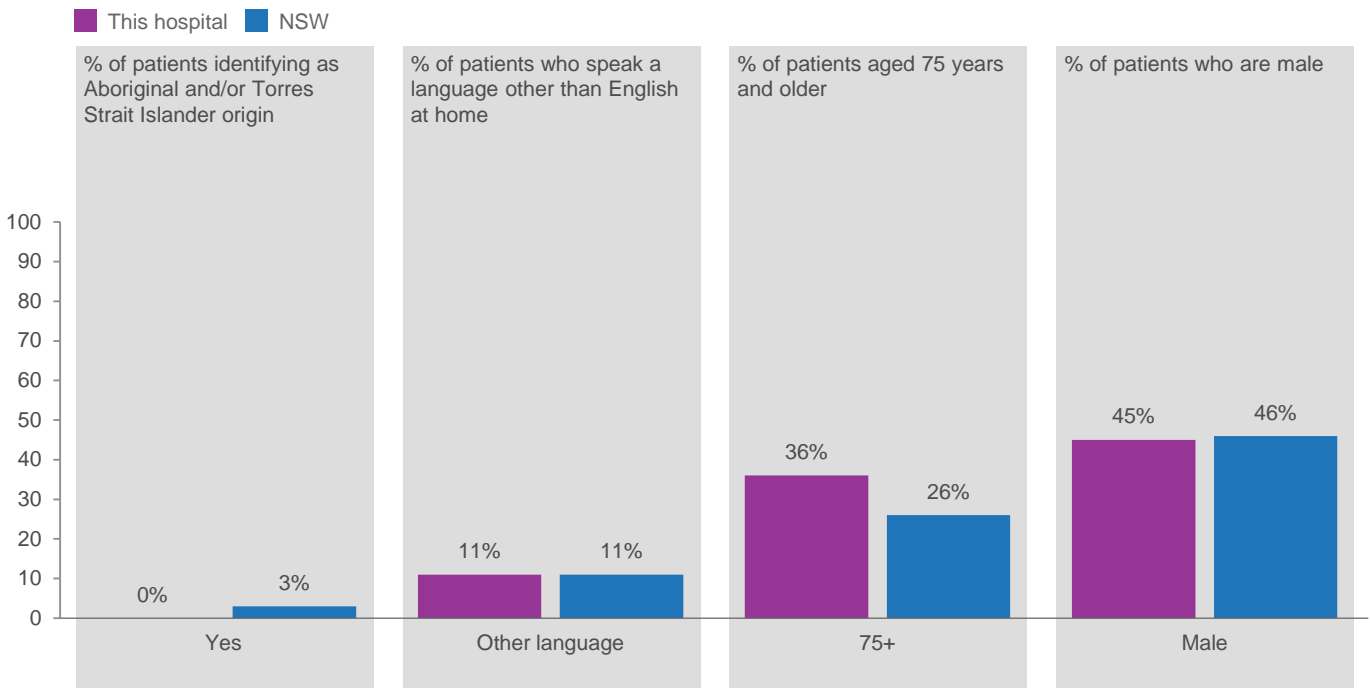
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access</p> <p>1. Time between booking appointment with specialist and hospital admission was 'about right'</p> <p>2. Waiting time to be admitted to hospital was 'about right'</p>	<p>Tailoring healthcare service for each patient</p> <p>1. Felt well enough to leave hospital when discharged</p> <p>2. 'Right amount' of information about condition or treatment was given to family or carer</p> <p>3. Staff 'completely' considered family and home situation when planning discharge</p> <p>4. Family or carer 'definitely' had opportunity to talk to a doctor</p>
<p>Continuity of care and relationships</p> <p>1. Patient told who to contact if they were worried after discharge</p> <p>2. Doctors 'always' knew enough about medical history</p> <p>3. Nurses 'always' knew enough about care and treatment</p> <p>4. 'Completely' adequate arrangements were made for services after discharge</p> <p>5. Care in hospital was 'very well organised'</p>	<p>Effective communication</p> <p>1. Hospital staff explained surgical procedure in a 'completely' understandable way</p> <p>2. Doctors 'always' answered important questions in an understandable way</p> <p>3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way</p> <p>4. 'Always' got the opportunity to talk to a nurse when needed</p> <p>5. 'Always' got the opportunity to talk to a doctor when needed</p>
<p>Information to support patients</p> <p>1. Staff 'always' explained the purpose of test, X-ray or scans</p> <p>2. 'Completely' given enough information to manage care at home</p>	<p>Shared decision-making</p> <p>1. 'Definitely' involved in decisions about discharge</p> <p>2. Felt 'completely' involved in decisions about use of medication</p> <p>3. 'Definitely' involved in decisions about care and treatment</p>
<p>Outcomes</p> <p>1. Did not report complication or problem</p> <p>2. Care and treatment received in hospital 'definitely' helped</p> <p>3. Problem resulting in hospital admission 'much better'</p> <p>4. 'Not difficult at all' to perform normal daily activities</p>	<p>Respect for the patient</p> <p>1. 'Always' given enough privacy when being examined or treated</p> <p>2. Doctors were 'always' kind and caring</p> <p>3. 'Always' treated with respect and dignity while in hospital</p> <p>4. Nurses were 'always' kind and caring</p>
<p>Addressing patient concerns</p> <p>1. 'Always' had confidence and trust in doctors</p> <p>2. 'Always' had confidence and trust in nurses</p>	<p>Care requirements</p> <p>1. Hospital staff 'definitely' did everything they could to help manage pain</p> <p>2. Able to get assistance in a reasonable timeframe 'all the time'</p>



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

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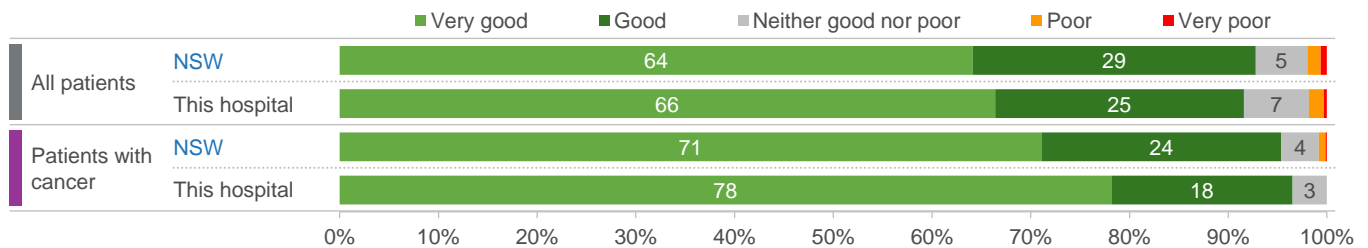


Tamworth Base Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

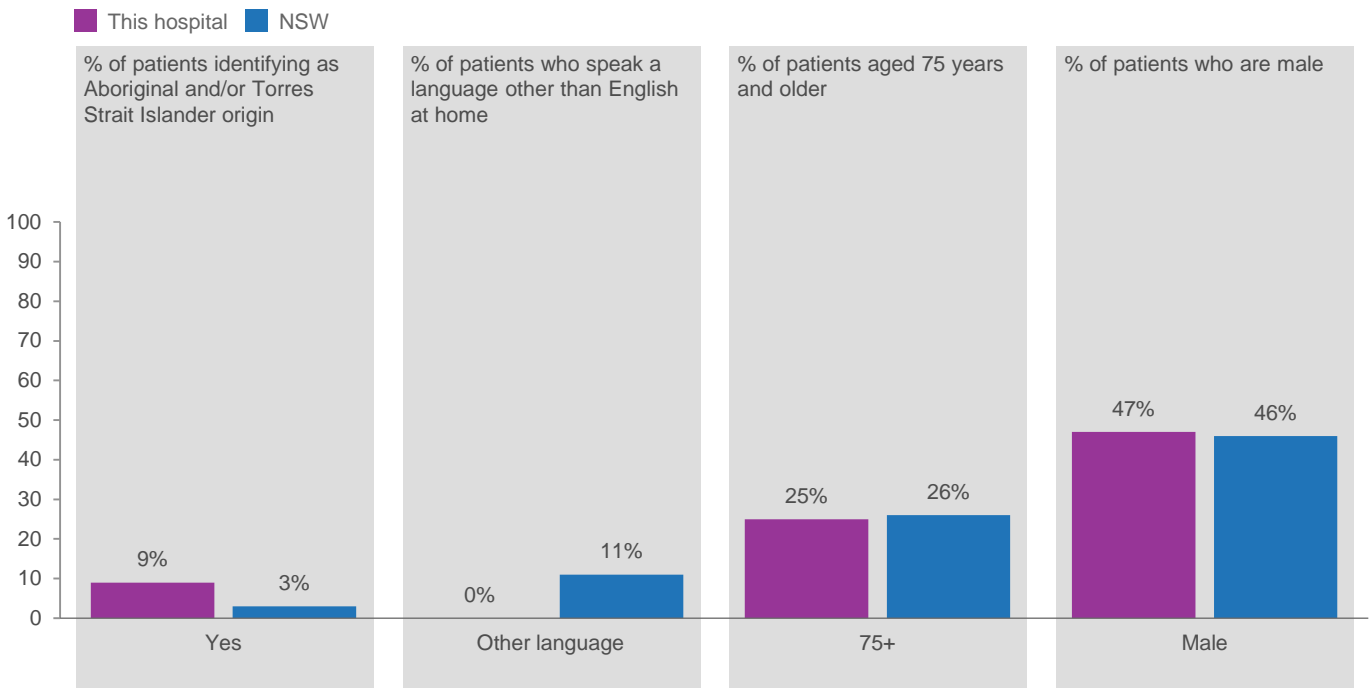
- 'Always' had confidence and trust in doctors
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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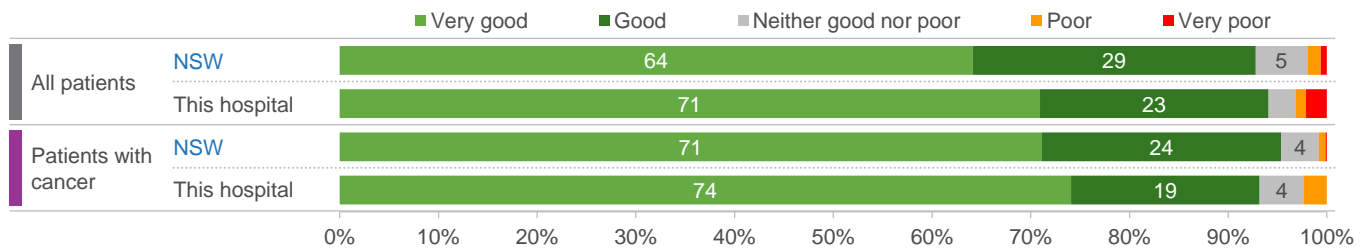


The Tweed Hospital

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Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: ■ Significantly more favourable ■ Significantly less favourable ■ No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
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Addressing patient concerns

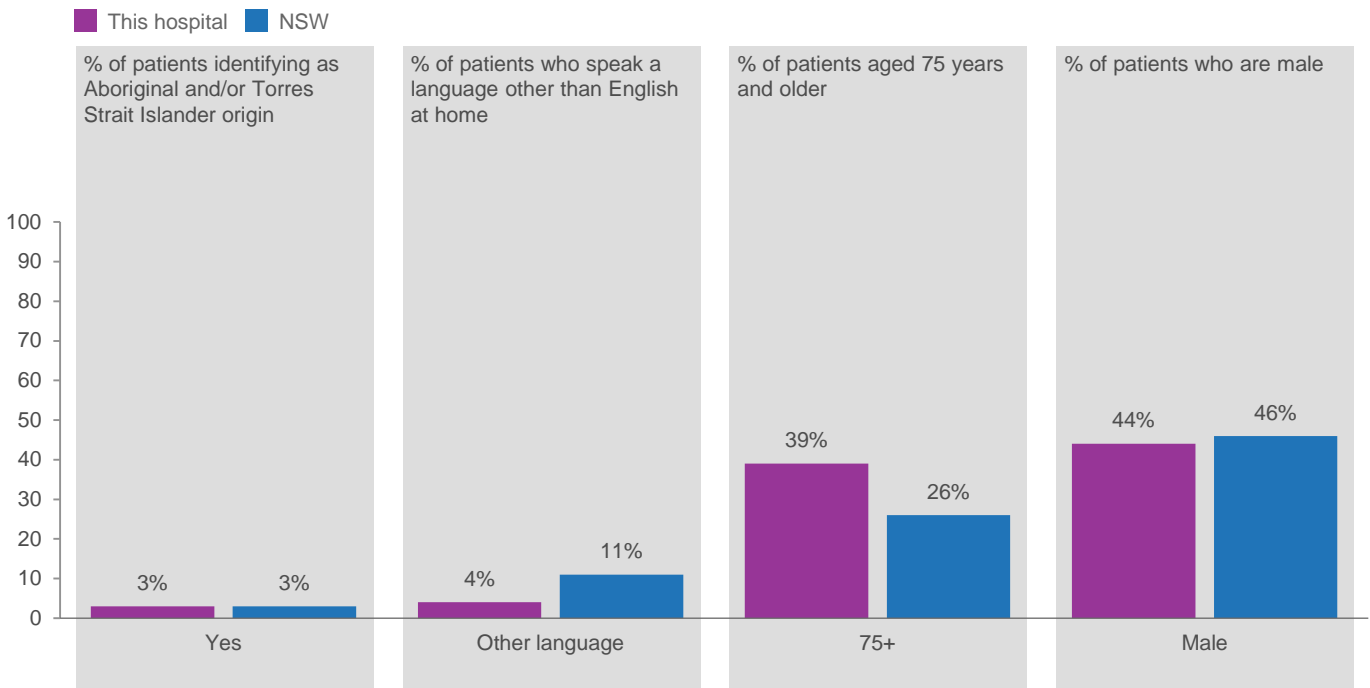
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Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
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Demographic differences between patients with cancer at this hospital and NSW overall



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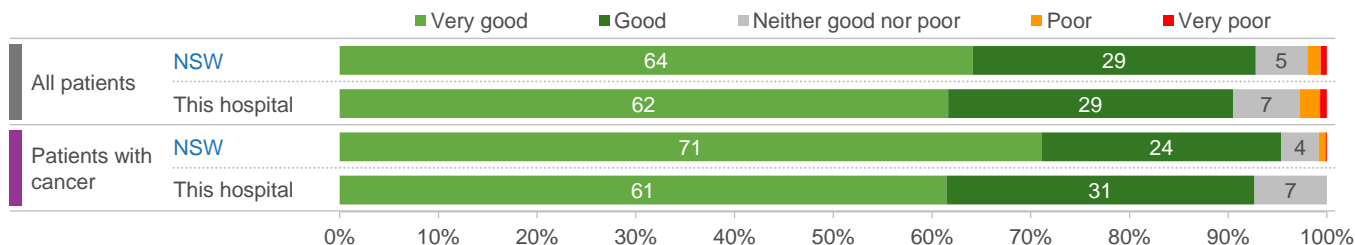


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- Time between booking appointment with specialist and hospital admission was 'about right'
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Continuity of care and relationships

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Shared decision-making

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Outcomes

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Respect for the patient

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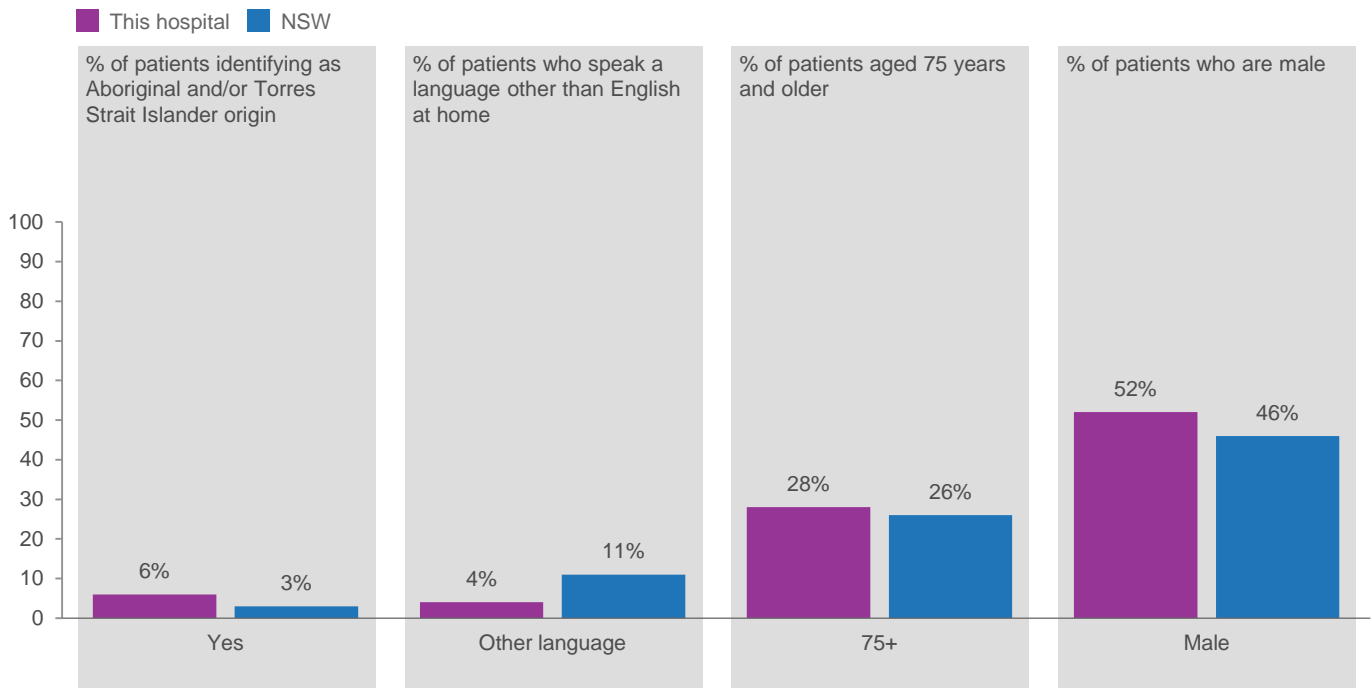
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Care requirements

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Demographic differences between patients with cancer at this hospital and NSW overall



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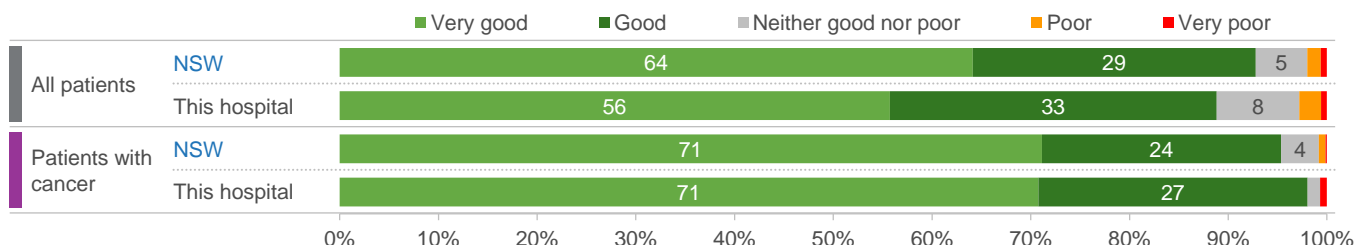


Westmead Hospital

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the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

Overall, how would you rate the care you received while in hospital?



Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

Access

- Time between booking appointment with specialist and hospital admission was 'about right'
- Waiting time to be admitted to hospital was 'about right'

Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
- 'Right amount' of information about condition or treatment was given to family or carer
- Staff 'completely' considered family and home situation when planning discharge
- Family or carer 'definitely' had opportunity to talk to a doctor

Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

- Hospital staff explained surgical procedure in a 'completely' understandable way
- Doctors 'always' answered important questions in an understandable way
- Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
- 'Always' got the opportunity to talk to a nurse when needed
- 'Always' got the opportunity to talk to a doctor when needed

Information to support patients

- Staff 'always' explained the purpose of test, X-ray or scans
- 'Completely' given enough information to manage care at home

Shared decision-making

- 'Definitely' involved in decisions about discharge
- Felt 'completely' involved in decisions about use of medication
- 'Definitely' involved in decisions about care and treatment

Outcomes

- Did not report complication or problem
- Care and treatment received in hospital 'definitely' helped
- Problem resulting in hospital admission 'much better'
- 'Not difficult at all' to perform normal daily activities

Respect for the patient

- 'Always' given enough privacy when being examined or treated
- Doctors were 'always' kind and caring
- 'Always' treated with respect and dignity while in hospital
- Nurses were 'always' kind and caring

Addressing patient concerns

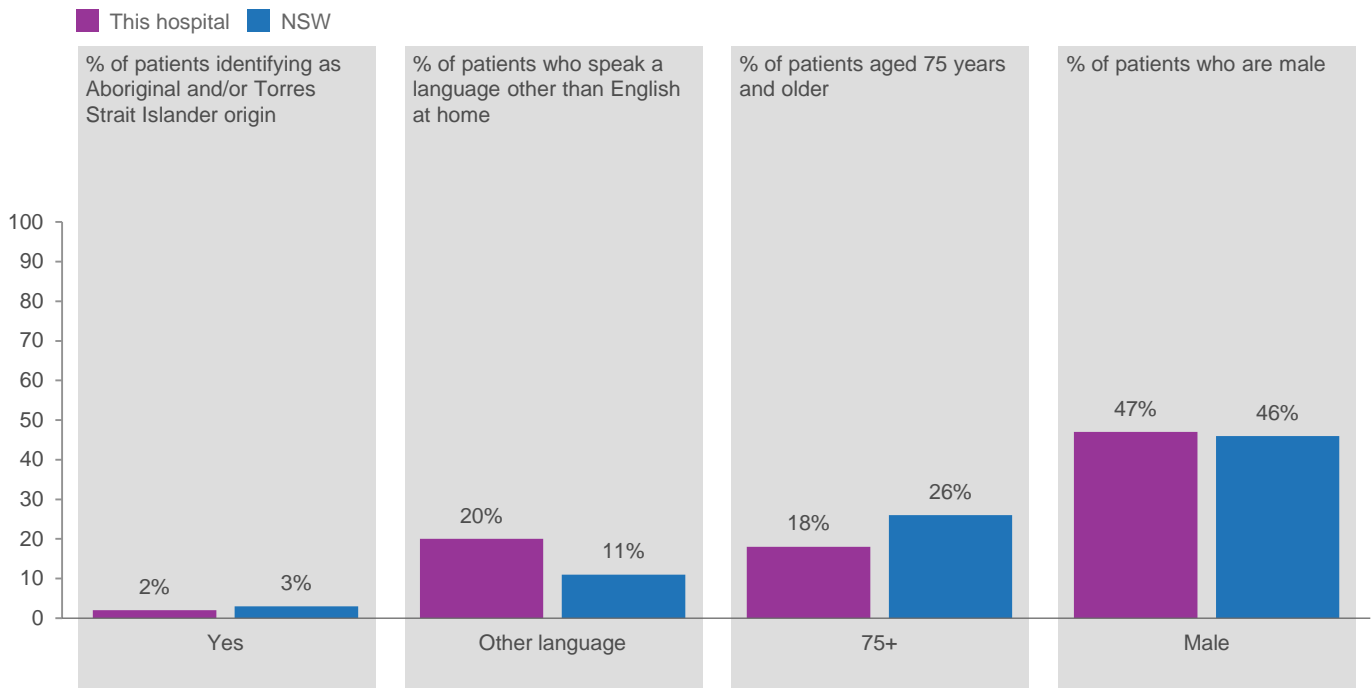
- 'Always' had confidence and trust in doctors
- 'Always' had confidence and trust in nurses

Care requirements

- Hospital staff 'definitely' did everything they could to help manage pain
- Able to get assistance in a reasonable timeframe 'all the time'



Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

A selection of 33 questions have been presented in this profile. Selection of these questions was guided by a conceptual framework (Cancer Care Ontario: Person-centred care guidelines) and was conducted independently by four researchers, followed by a Delphi-like process to agree on the groupings. External reviewers ratified the question selection.

Results for each hospital that were significantly different from the NSW average were identified by comparing 95% confidence intervals for the estimates for each hospital with those of the NSW average. Where confidence intervals do not overlap, an estimate is considered to be significantly different from the NSW average.

2. How to interpret the results

Results presented for the themes are for the top category results only (that is, the most favourable response to the question) for patients with cancer at this hospital. The numbers of the questions listed under theme headings correspond to the numbers in the different sections of the graph to the right of that theme heading.

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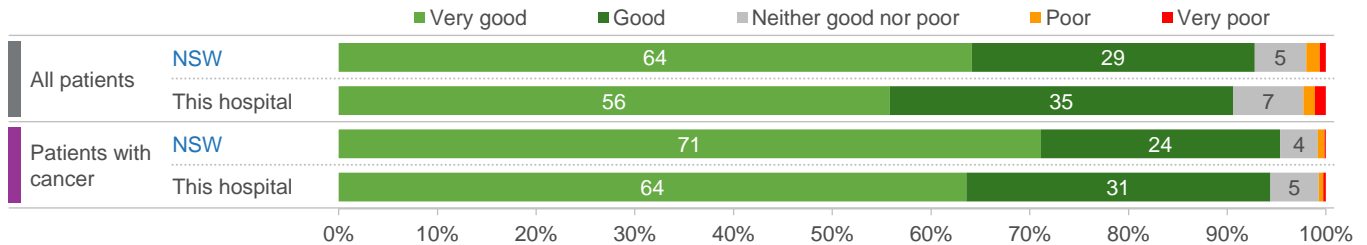


Wollongong Hospital

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Overall, how would you rate the care you received while in hospital?



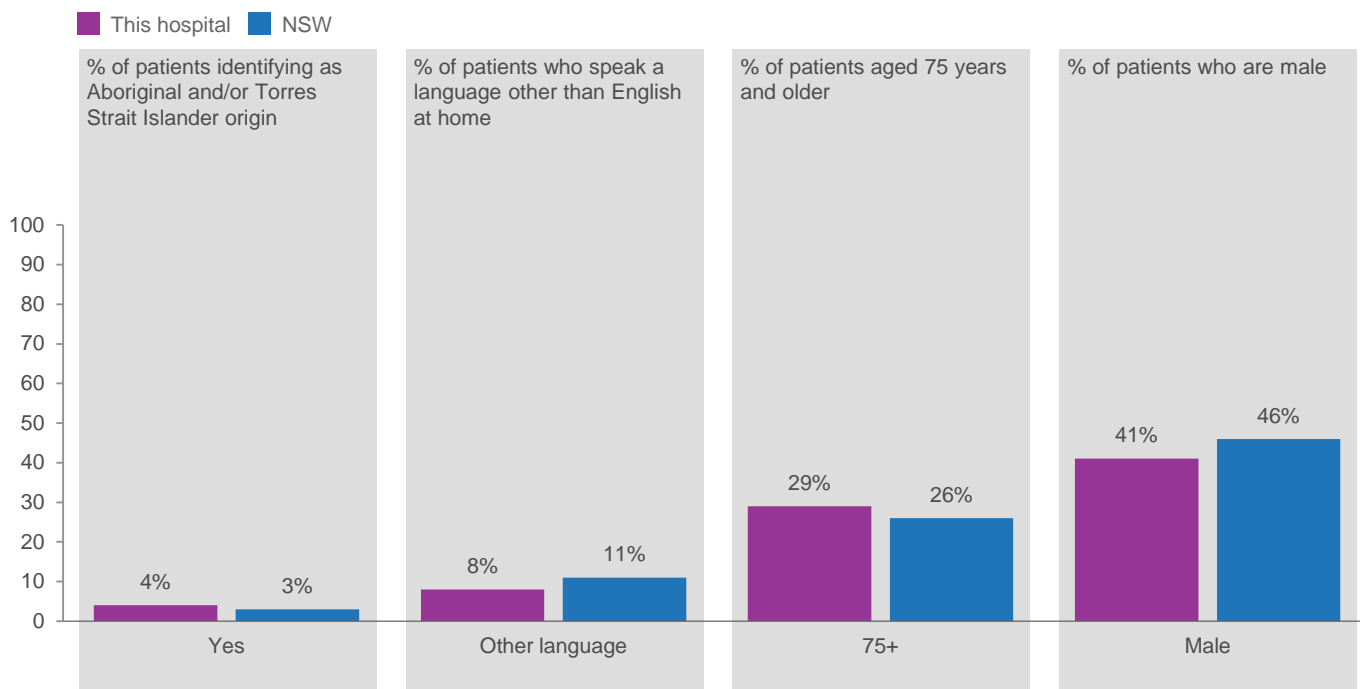
Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

<p>Access</p> <p>1. Time between booking appointment with specialist and hospital admission was 'about right'</p> <p>2. Waiting time to be admitted to hospital was 'about right'</p>	<p>Tailoring healthcare service for each patient</p> <p>1. Felt well enough to leave hospital when discharged</p> <p>2. 'Right amount' of information about condition or treatment was given to family or carer</p> <p>3. Staff 'completely' considered family and home situation when planning discharge</p> <p>4. Family or carer 'definitely' had opportunity to talk to a doctor</p>
<p>Continuity of care and relationships</p> <p>1. Patient told who to contact if they were worried after discharge</p> <p>2. Doctors 'always' knew enough about medical history</p> <p>3. Nurses 'always' knew enough about care and treatment</p> <p>4. 'Completely' adequate arrangements were made for services after discharge</p> <p>5. Care in hospital was 'very well organised'</p>	<p>Effective communication</p> <p>1. Hospital staff explained surgical procedure in a 'completely' understandable way</p> <p>2. Doctors 'always' answered important questions in an understandable way</p> <p>3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way</p> <p>4. 'Always' got the opportunity to talk to a nurse when needed</p> <p>5. 'Always' got the opportunity to talk to a doctor when needed</p>
<p>Information to support patients</p> <p>1. Staff 'always' explained the purpose of test, X-ray or scans</p> <p>2. 'Completely' given enough information to manage care at home</p>	<p>Shared decision-making</p> <p>1. 'Definitely' involved in decisions about discharge</p> <p>2. Felt 'completely' involved in decisions about use of medication</p> <p>3. 'Definitely' involved in decisions about care and treatment</p>
<p>Outcomes</p> <p>1. Did not report complication or problem</p> <p>2. Care and treatment received in hospital 'definitely' helped</p> <p>3. Problem resulting in hospital admission 'much better'</p> <p>4. 'Not difficult at all' to perform normal daily activities</p>	<p>Respect for the patient</p> <p>1. 'Always' given enough privacy when being examined or treated</p> <p>2. Doctors were 'always' kind and caring</p> <p>3. 'Always' treated with respect and dignity while in hospital</p> <p>4. Nurses were 'always' kind and caring</p>
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Demographic differences between patients with cancer at this hospital and NSW overall



Notes

1. Data and methods

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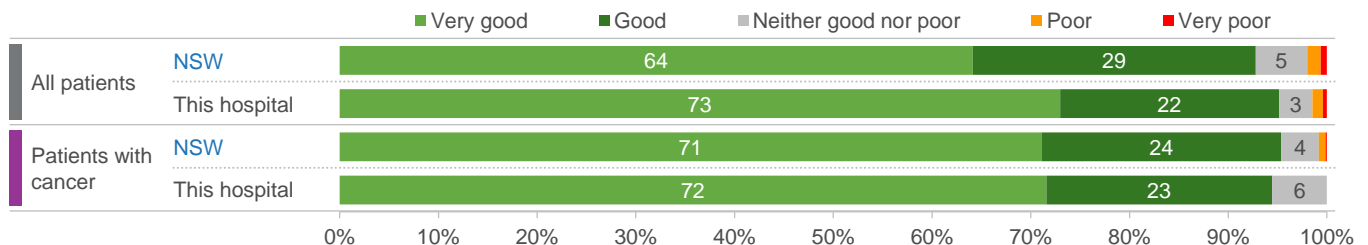


Wyong Hospital

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Access

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Tailoring healthcare service for each patient

- Felt well enough to leave hospital when discharged
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- Staff 'completely' considered family and home situation when planning discharge
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Continuity of care and relationships

- Patient told who to contact if they were worried after discharge
- Doctors 'always' knew enough about medical history
- Nurses 'always' knew enough about care and treatment
- 'Completely' adequate arrangements were made for services after discharge
- Care in hospital was 'very well organised'

Effective communication

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Information to support patients

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Shared decision-making

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Outcomes

- Did not report complication or problem
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Respect for the patient

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Addressing patient concerns

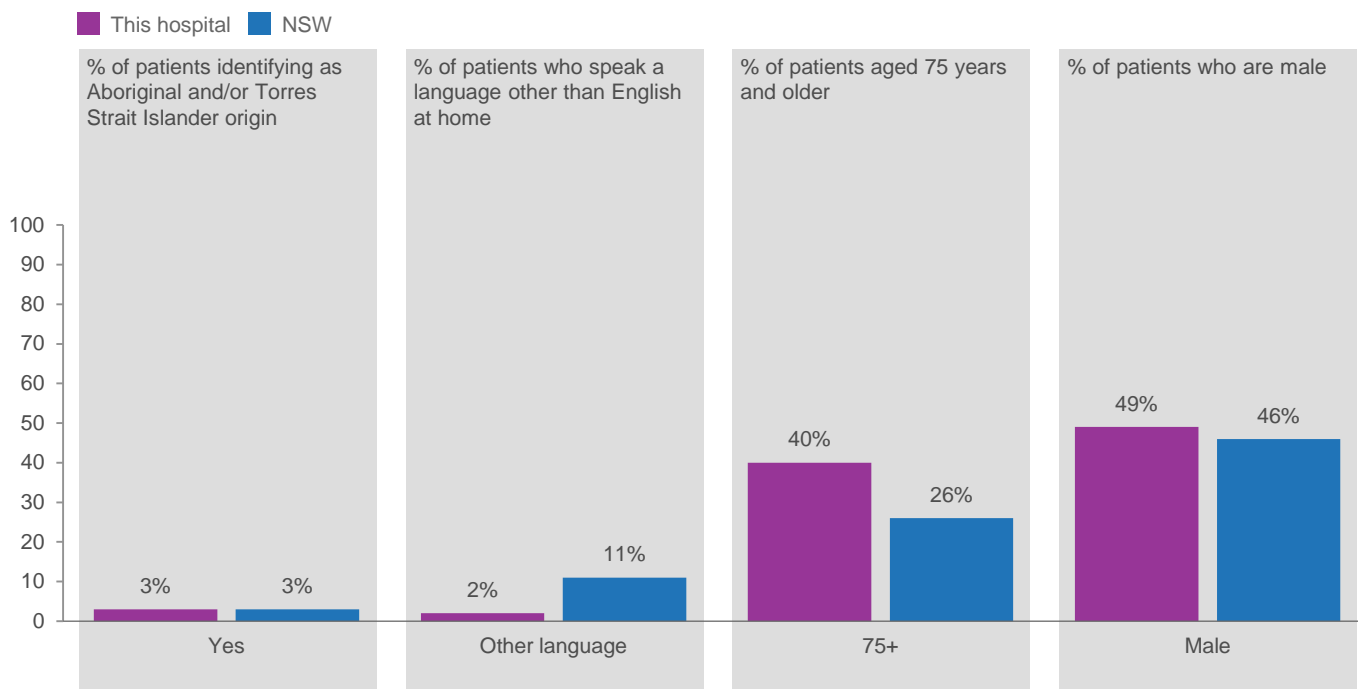
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Care requirements

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