

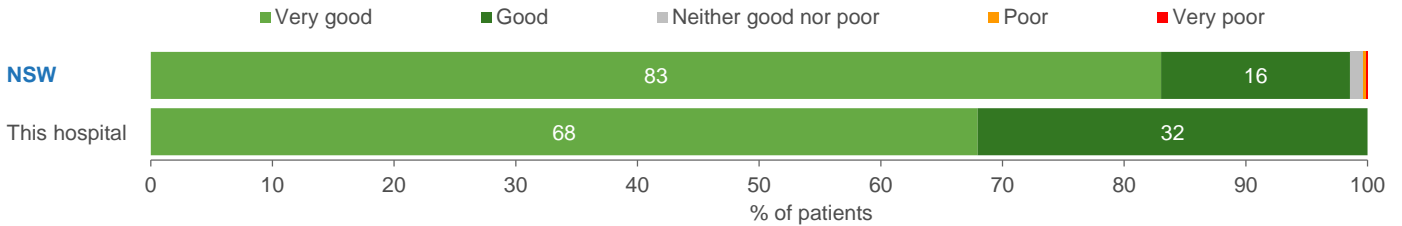
# Bankstown / Lidcombe Hospital

## South Western Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 141 responses from Bankstown / Lidcombe Hospital – a response rate of 46.8%.

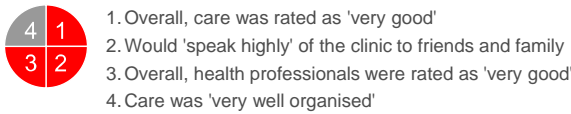
### Overall, how would you rate the care you received in the clinic?



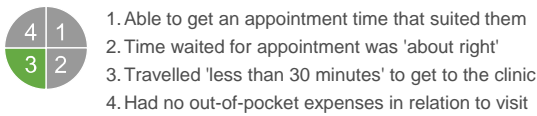
### Summary results for patients who attended this hospital, by theme

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

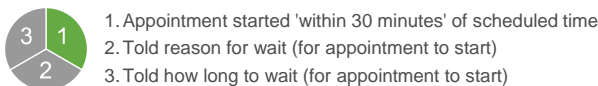
#### Overall experience of care



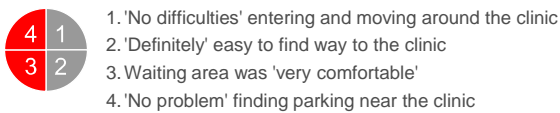
#### Access and timeliness before the visit



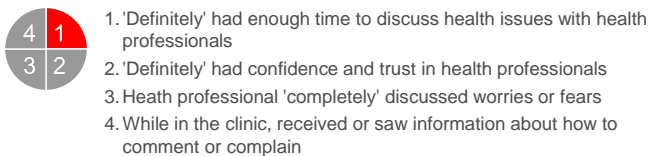
#### Access and timeliness during the visit



#### Physical environment and comfort



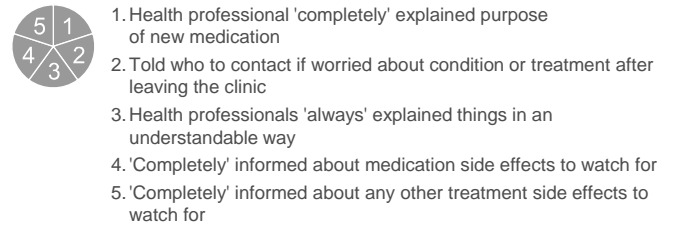
#### Addressing patient concerns



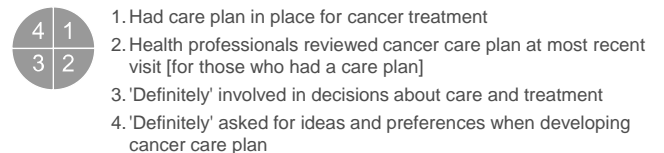
#### Respect and dignity



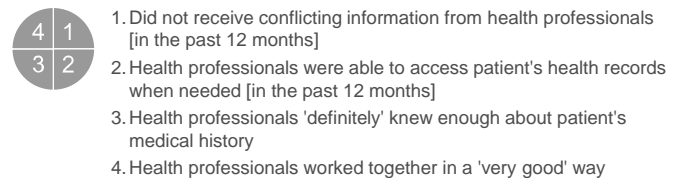
#### Information to support patient



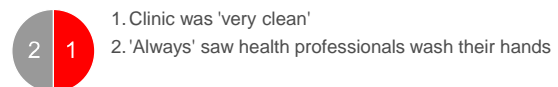
#### Shared decision-making



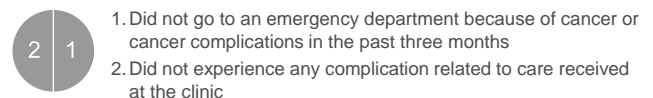
#### Coordination and continuity



#### Hygiene and cleanliness

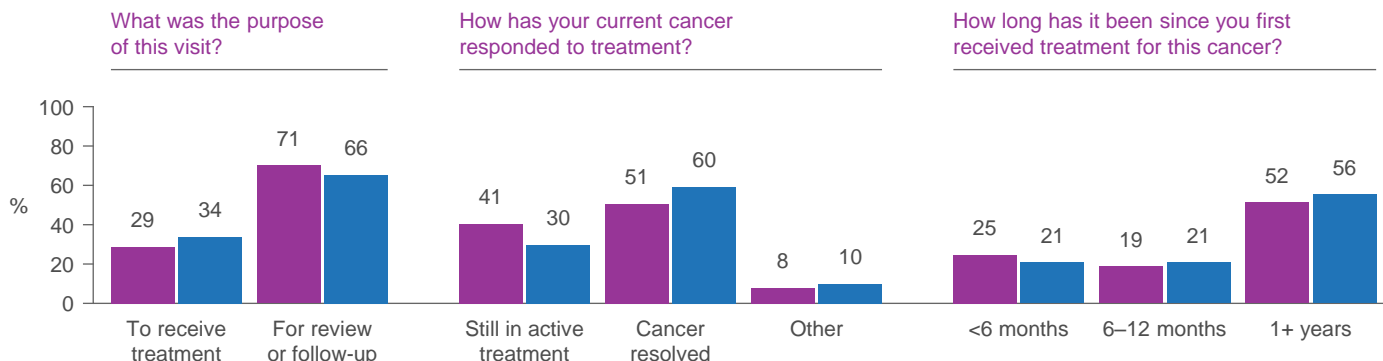


#### Complications



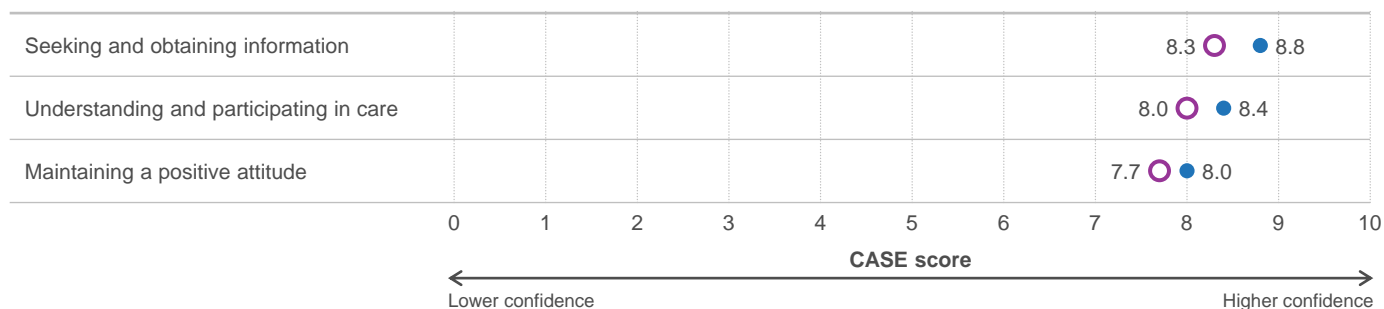
## Profile of patients attending this hospital

■ This hospital ■ NSW result



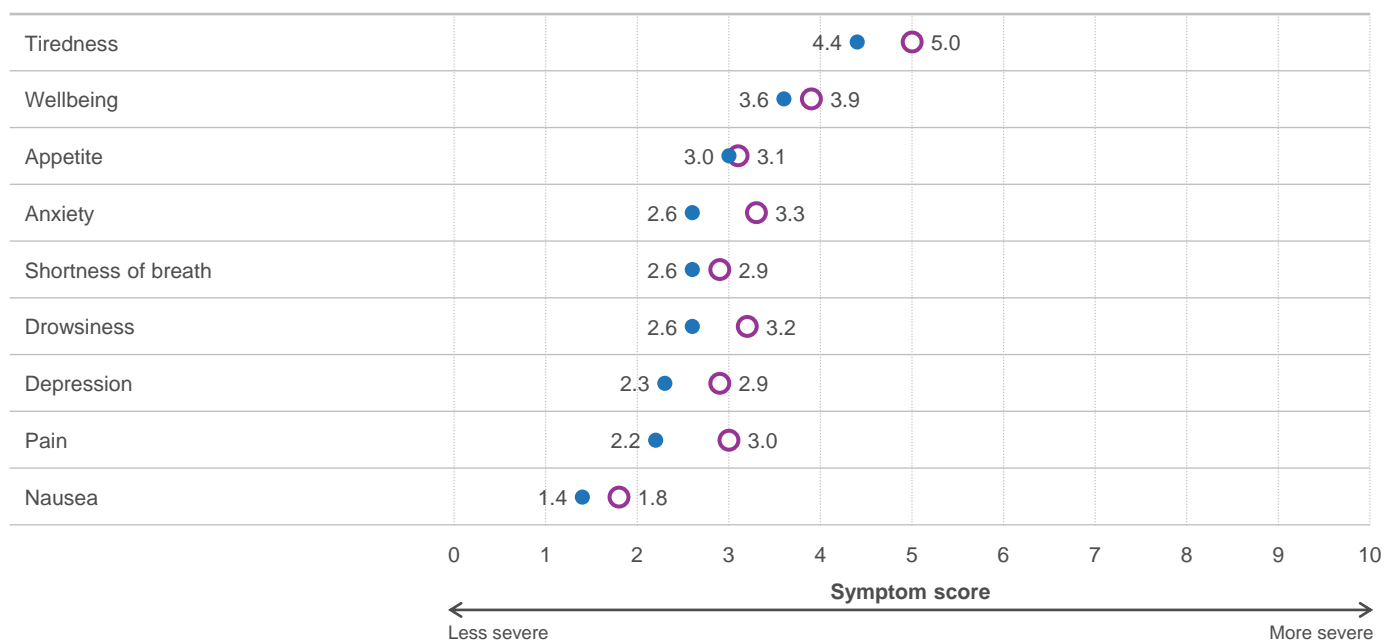
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

For more information about the NSW Patient Survey Program or the Outpatient Cancer Clinics Survey, please visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
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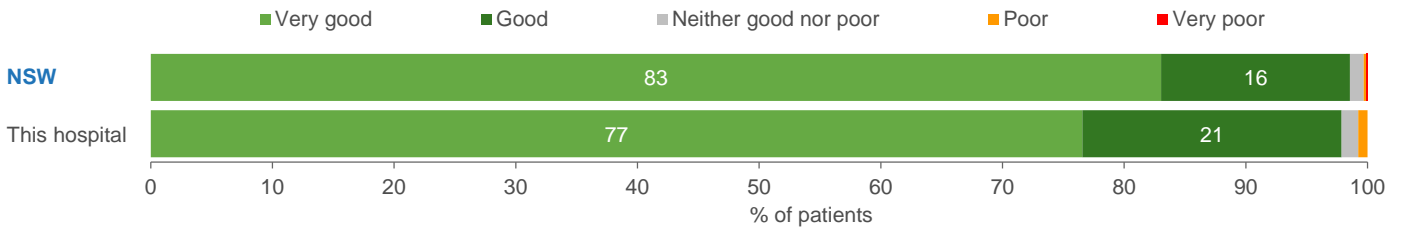
# Blacktown Hospital

## Western Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 145 responses from Blacktown Hospital – a response rate of 50.2%.

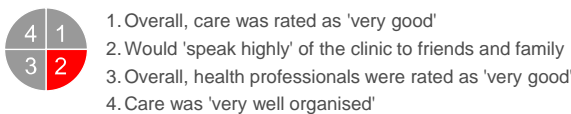
### Overall, how would you rate the care you received in the clinic?



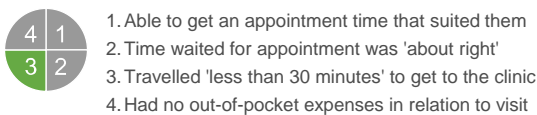
### Summary results for patients who attended this hospital, by theme

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

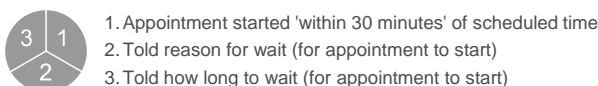
#### Overall experience of care



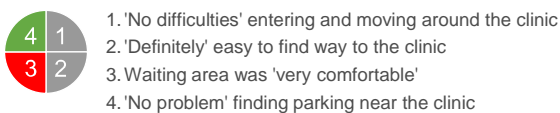
#### Access and timeliness before the visit



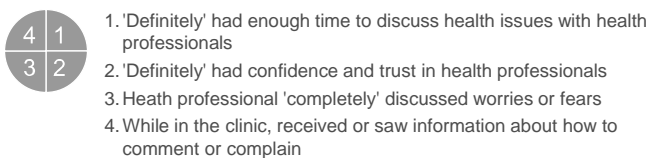
#### Access and timeliness during the visit



#### Physical environment and comfort



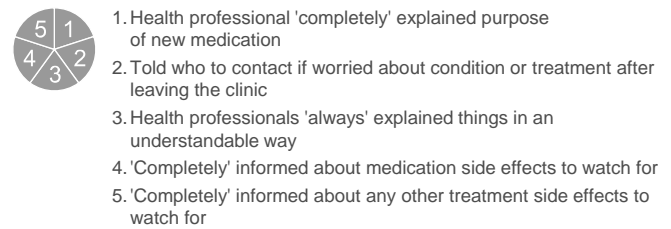
#### Addressing patient concerns



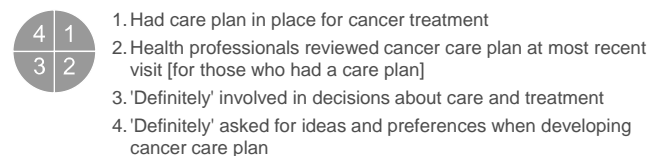
#### Respect and dignity



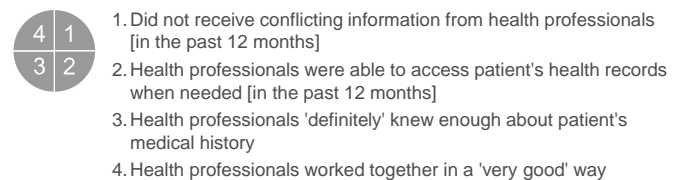
#### Information to support patient



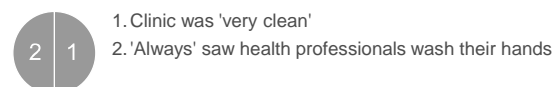
#### Shared decision-making



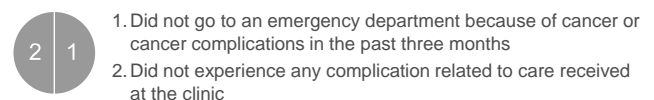
#### Coordination and continuity



#### Hygiene and cleanliness

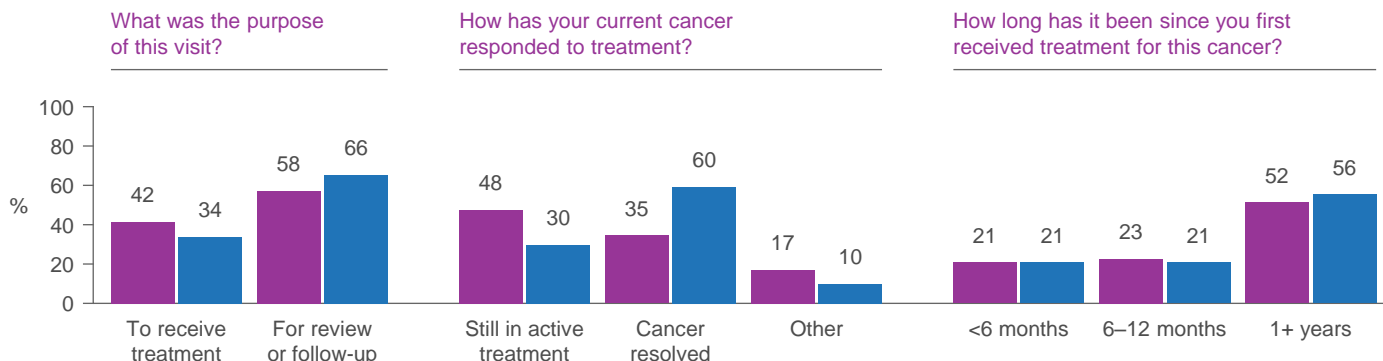


#### Complications



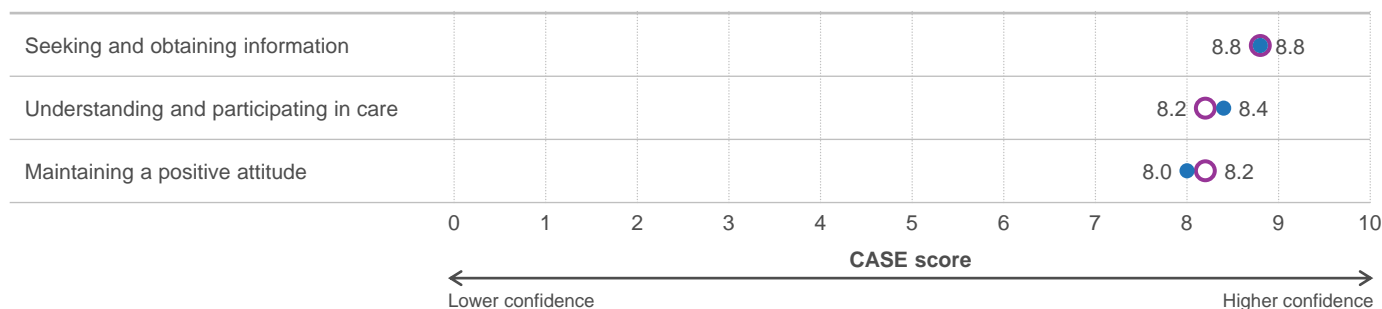
## Profile of patients attending this hospital

■ This hospital ■ NSW result



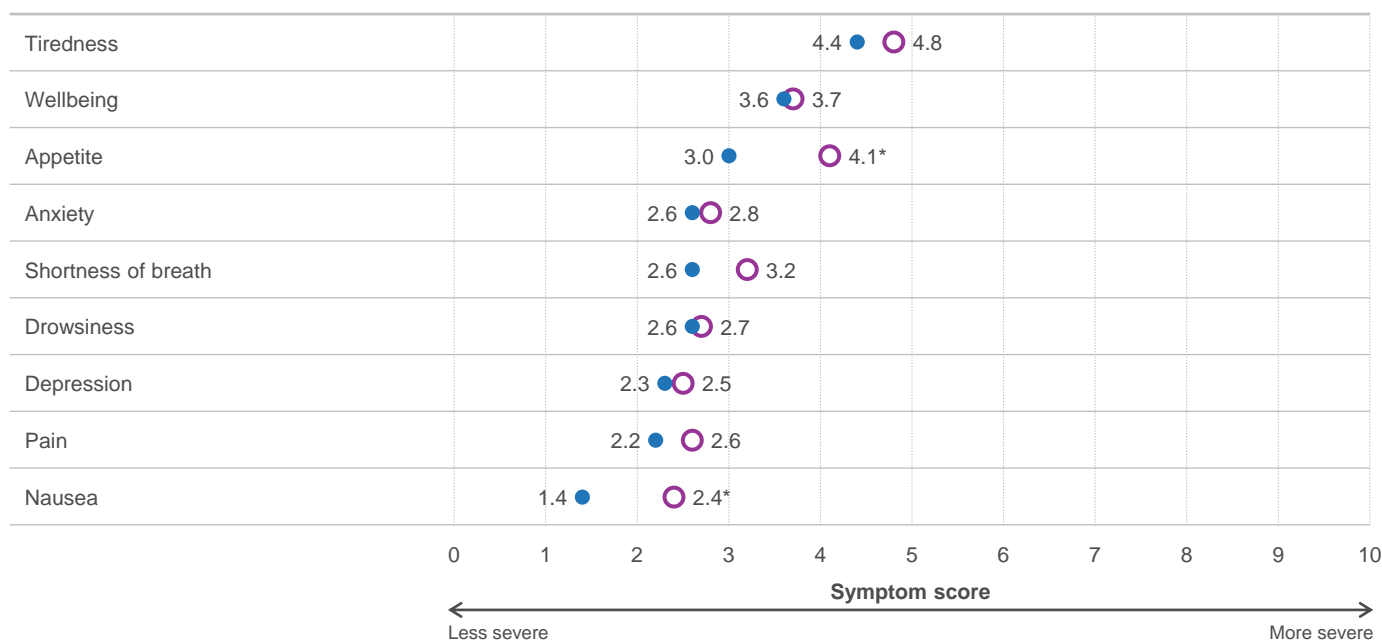
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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

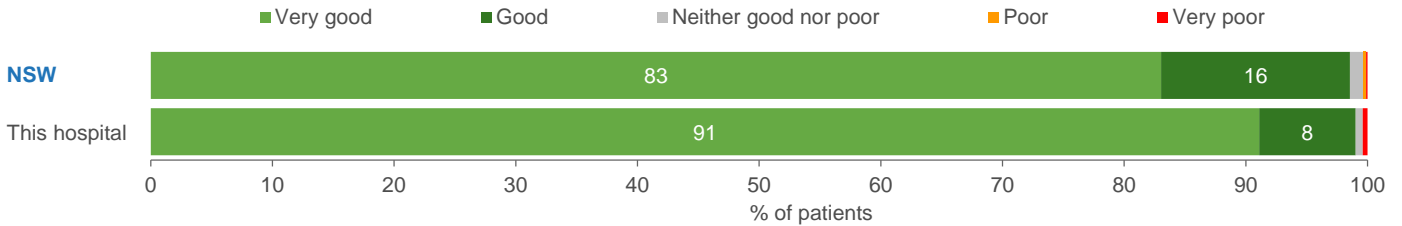
# Campbelltown Hospital

## South Western Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 195 responses from Campbelltown Hospital – a response rate of 60.6%.

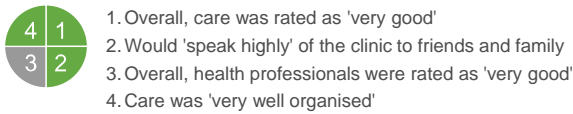
### Overall, how would you rate the care you received in the clinic?



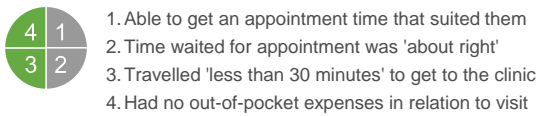
### Summary results for patients who attended this hospital, by theme

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

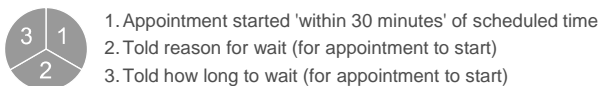
#### Overall experience of care



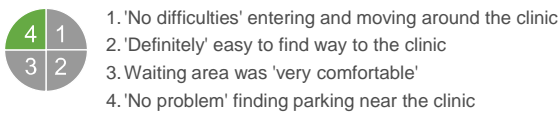
#### Access and timeliness before the visit



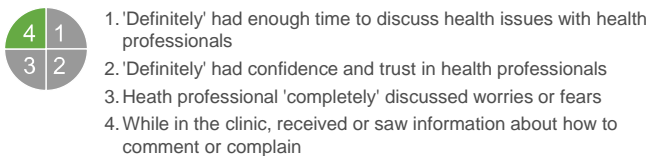
#### Access and timeliness during the visit



#### Physical environment and comfort



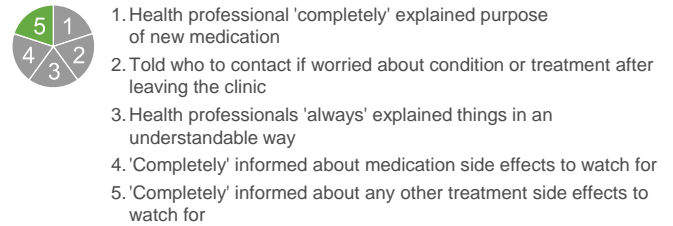
#### Addressing patient concerns



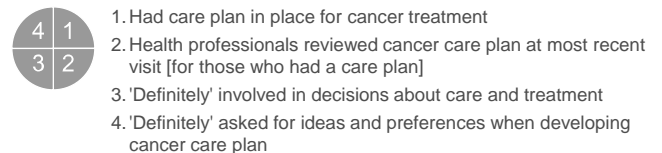
#### Respect and dignity



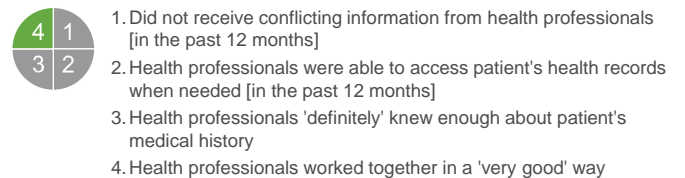
#### Information to support patient



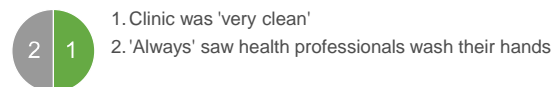
#### Shared decision-making



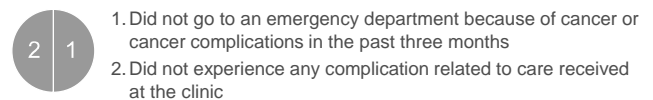
#### Coordination and continuity



#### Hygiene and cleanliness

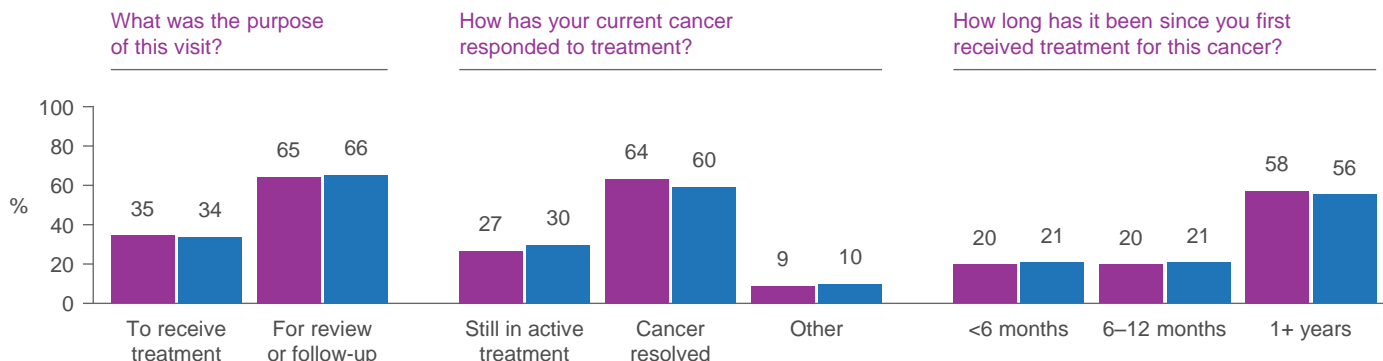


#### Complications



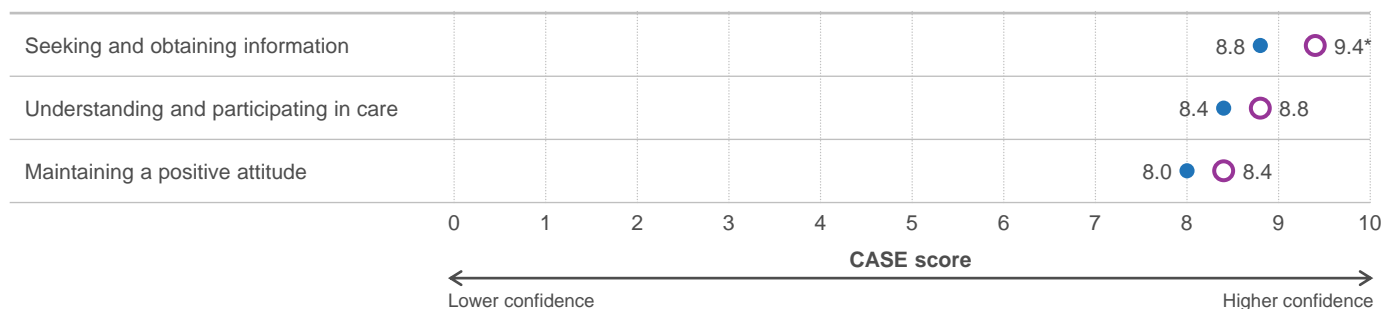
## Profile of patients attending this hospital

■ This hospital ■ NSW result



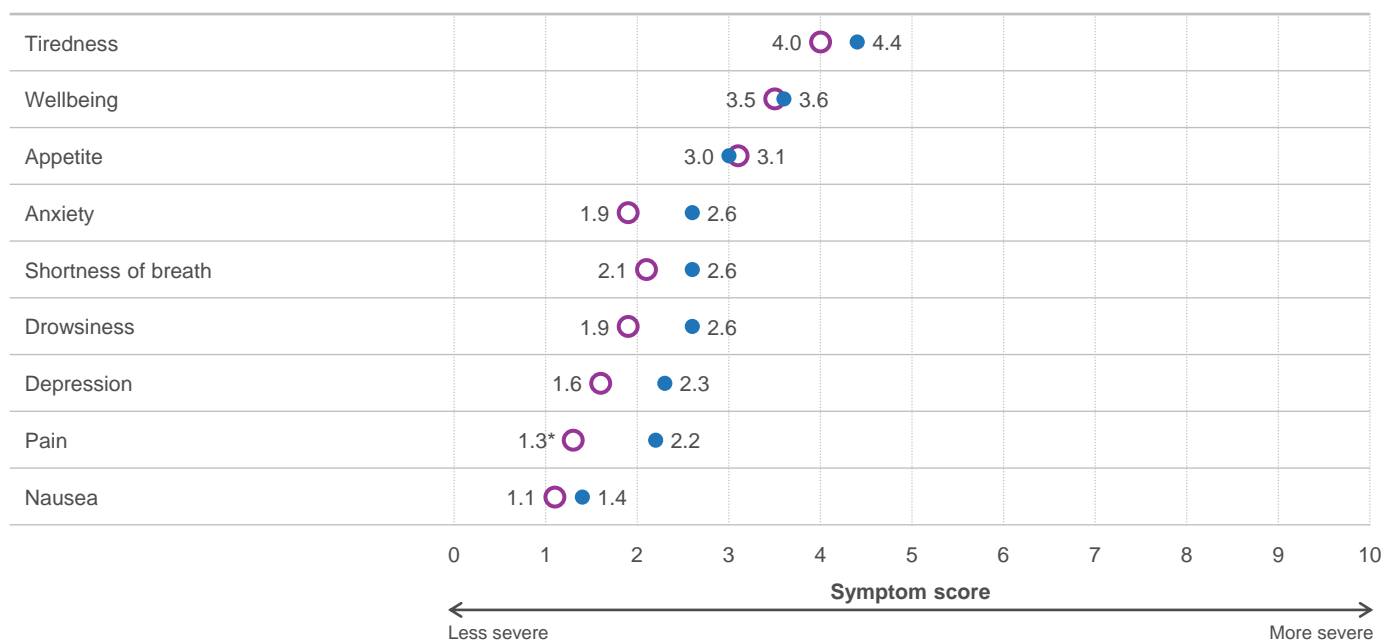
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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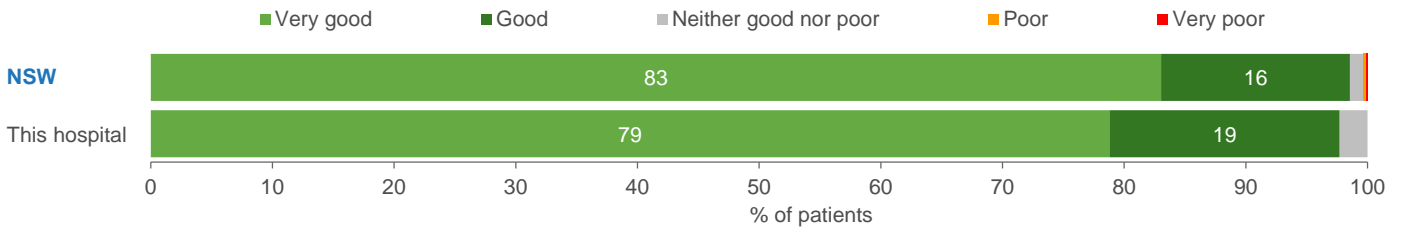
1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

# Chris O'Brien Lifehouse

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 176 responses from Chris O'Brien Lifehouse – a response rate of 52.7%.

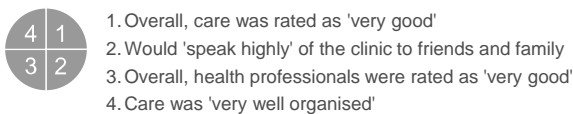
## Overall, how would you rate the care you received in the clinic?



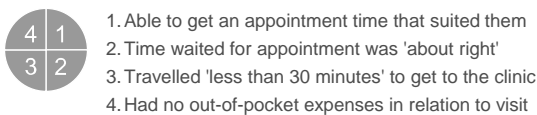
## Summary results for patients who attended this hospital, by theme

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

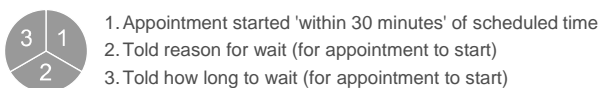
### Overall experience of care



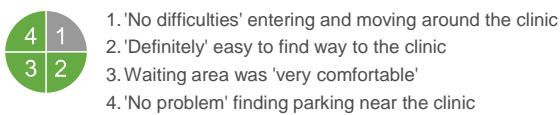
### Access and timeliness before the visit



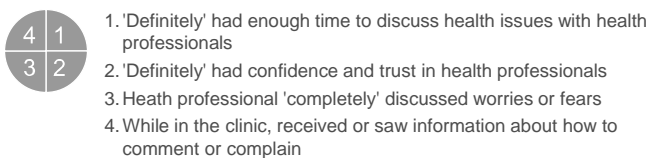
### Access and timeliness during the visit



### Physical environment and comfort



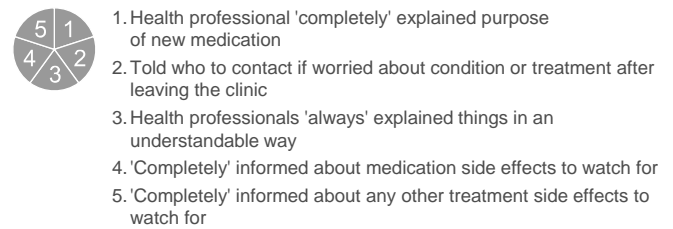
### Addressing patient concerns



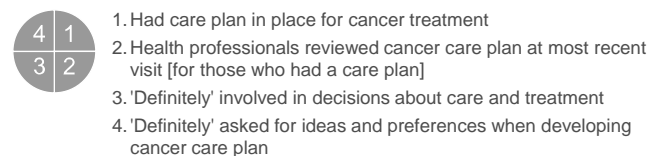
### Respect and dignity



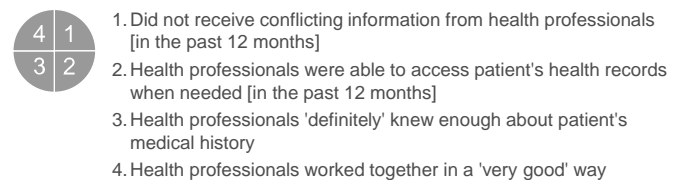
### Information to support patient



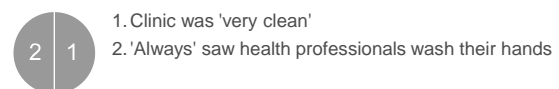
### Shared decision-making



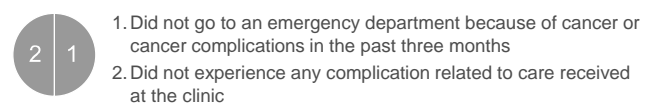
### Coordination and continuity



### Hygiene and cleanliness

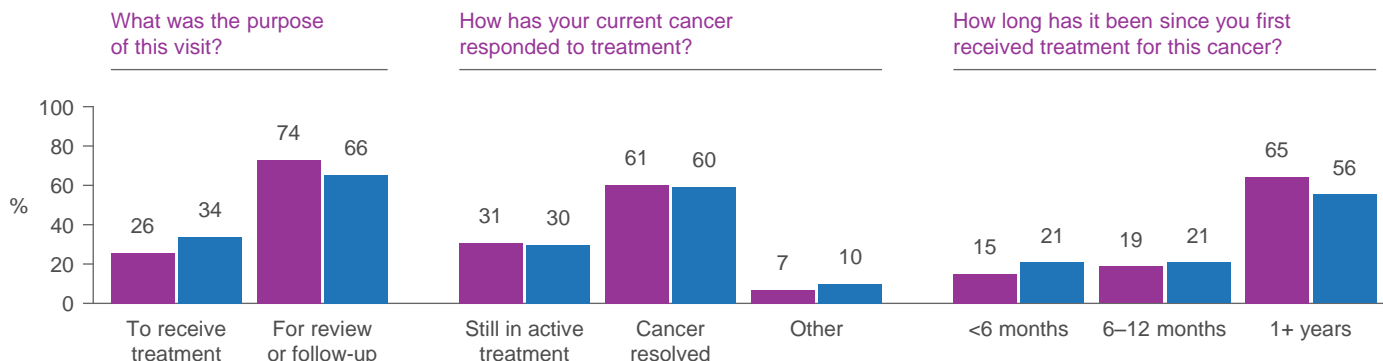


### Complications



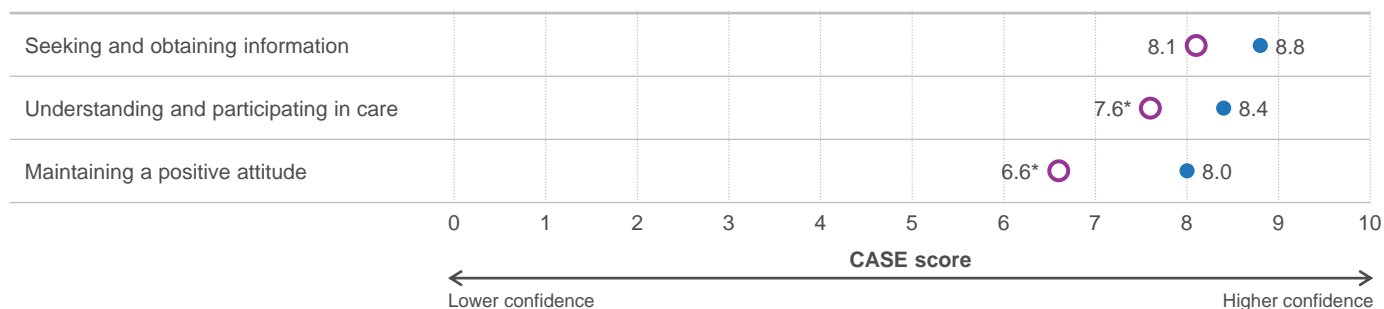
## Profile of patients attending this hospital

■ This hospital ■ NSW result



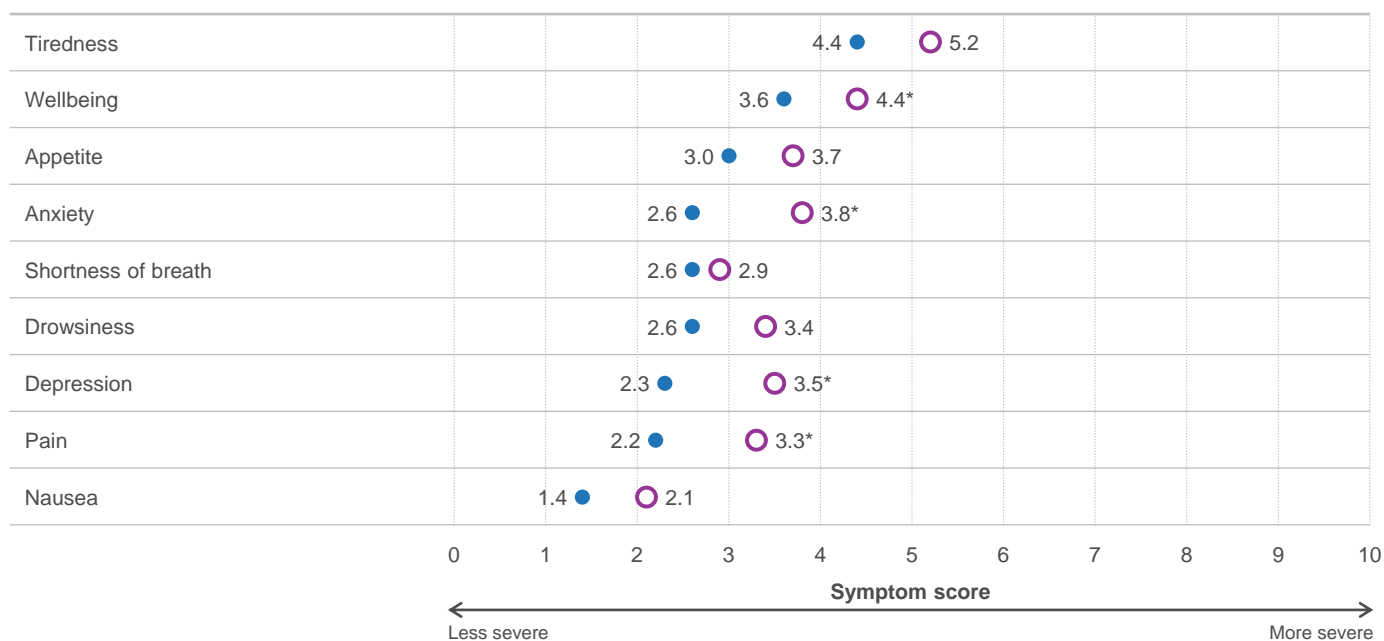
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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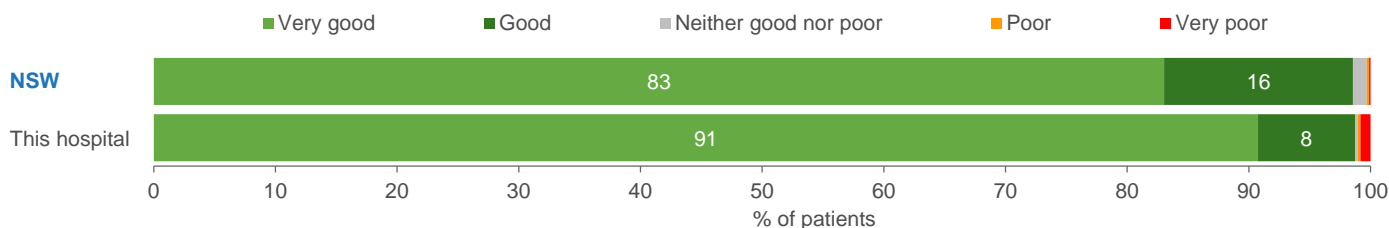
# Coffs Harbour Base Hospital

## Mid North Coast LHD


This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 221 responses from Coffs Harbour Base Hospital – a response rate of 68.2%.

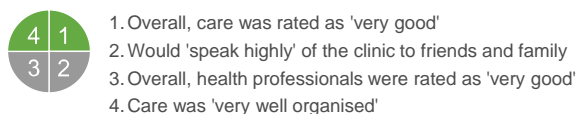
### Overall, how would you rate the care you received in the clinic?



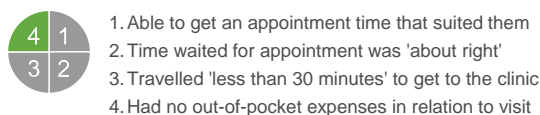
### Summary results for patients who attended this hospital, by theme

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

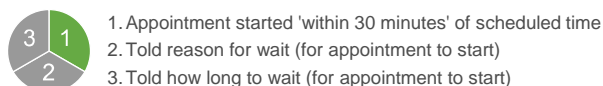
#### Overall experience of care



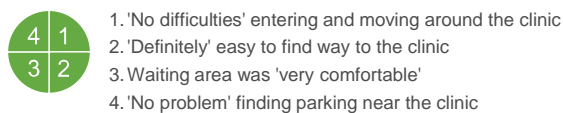
#### Access and timeliness before the visit



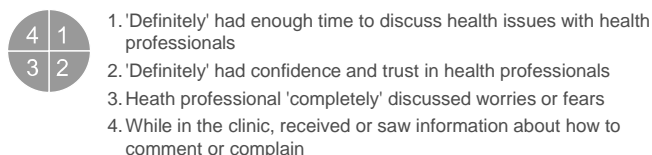
#### Access and timeliness during the visit



#### Physical environment and comfort



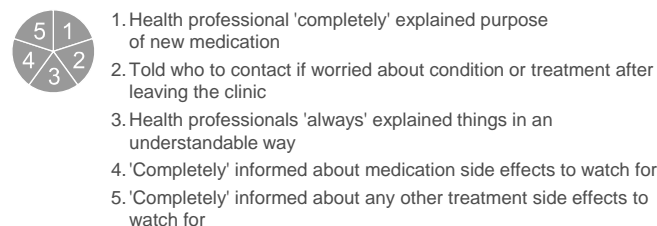
#### Addressing patient concerns



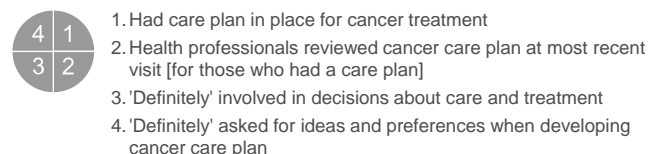
#### Respect and dignity



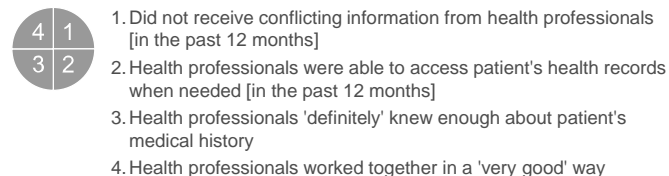
#### Information to support patient



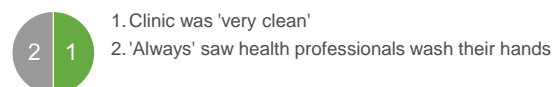
#### Shared decision-making



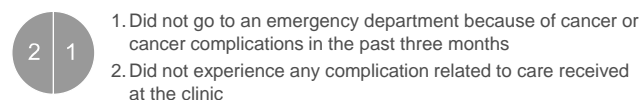
#### Coordination and continuity



#### Hygiene and cleanliness

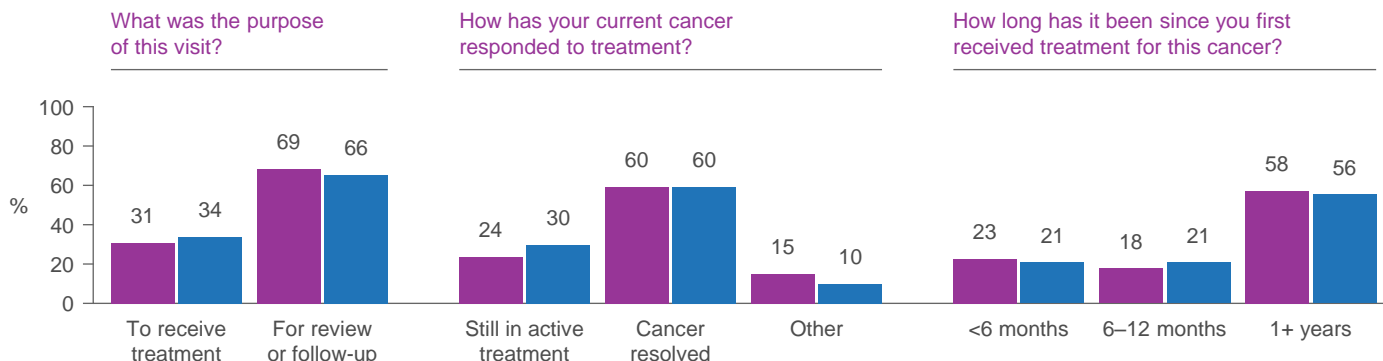


#### Complications



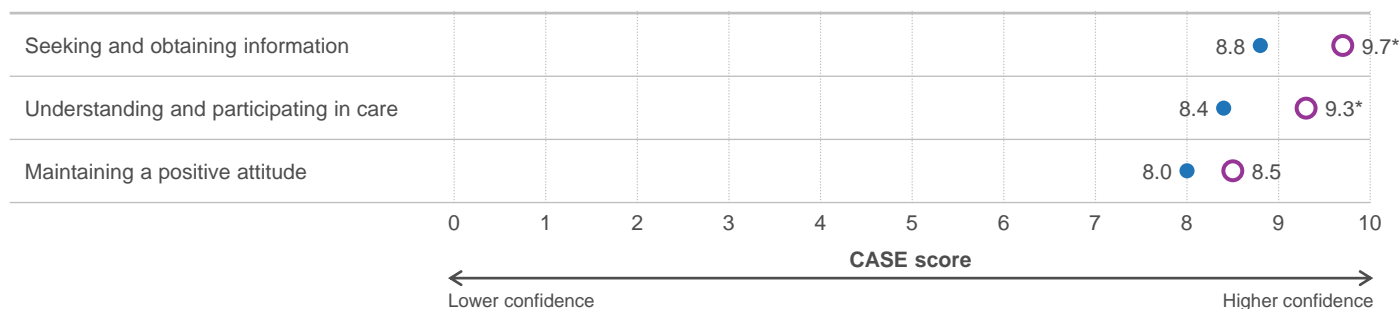
## Profile of patients attending this hospital

■ This hospital ■ NSW result



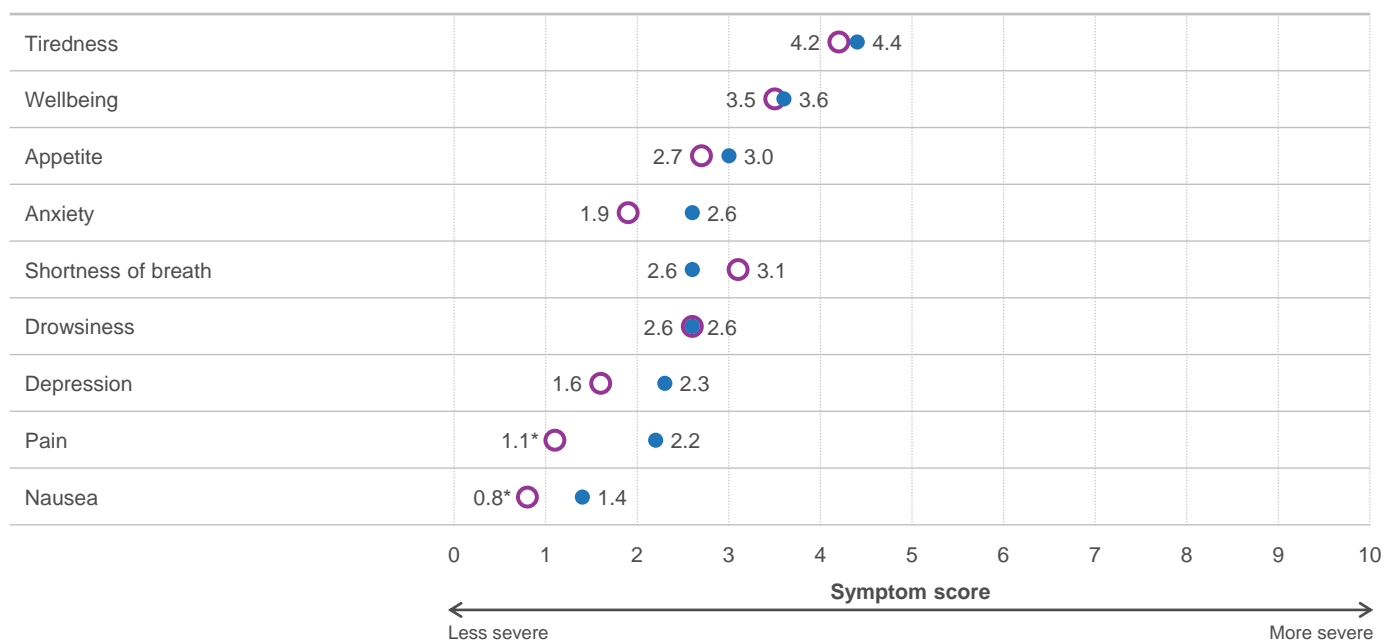
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

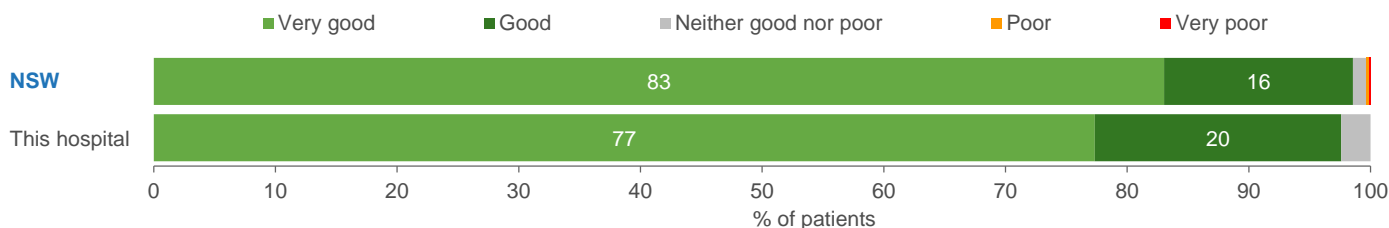
# Concord Hospital

## Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 158 responses from Concord Hospital – a response rate of 58.1%.

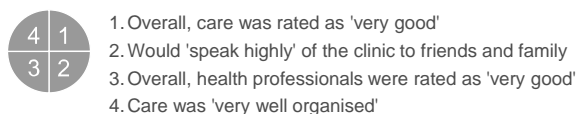
### Overall, how would you rate the care you received in the clinic?



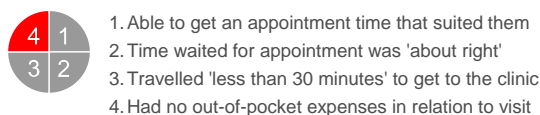
### Summary results for patients who attended this hospital, by theme

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

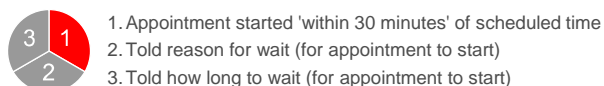
#### Overall experience of care



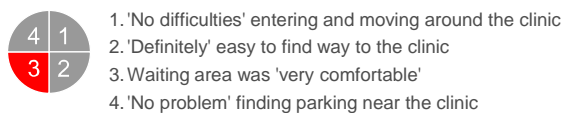
#### Access and timeliness before the visit



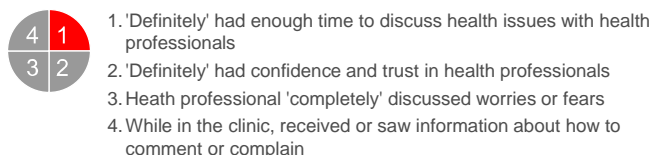
#### Access and timeliness during the visit



#### Physical environment and comfort



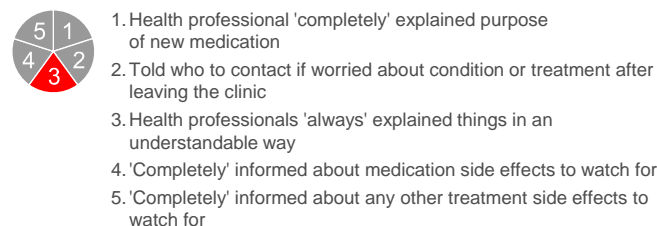
#### Addressing patient concerns



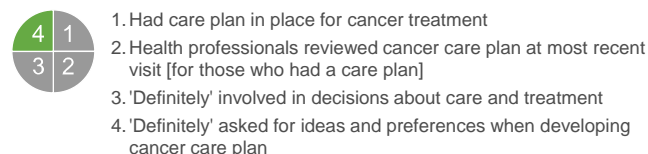
#### Respect and dignity



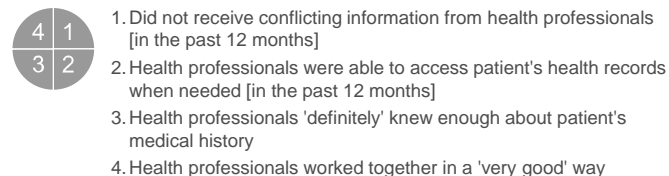
#### Information to support patient



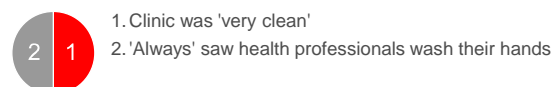
#### Shared decision-making



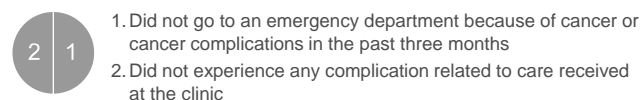
#### Coordination and continuity



#### Hygiene and cleanliness

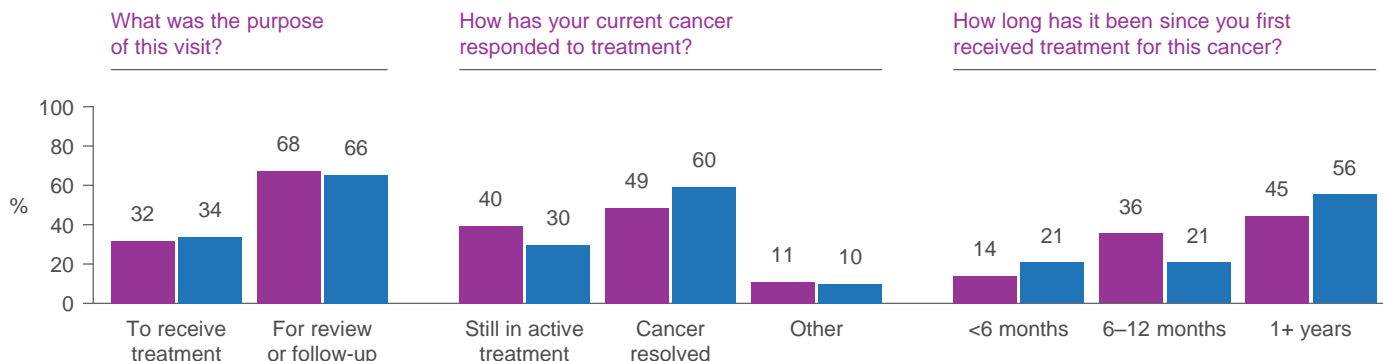


#### Complications



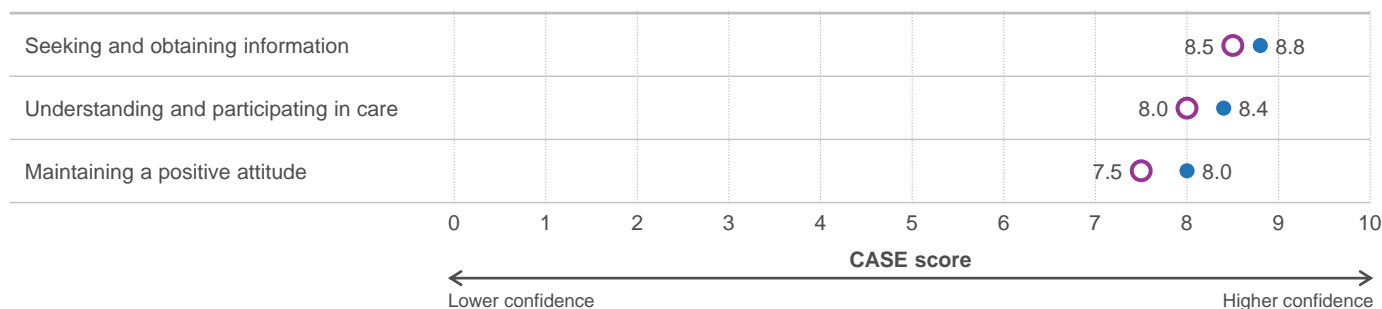
## Profile of patients attending this hospital

■ This hospital ■ NSW result



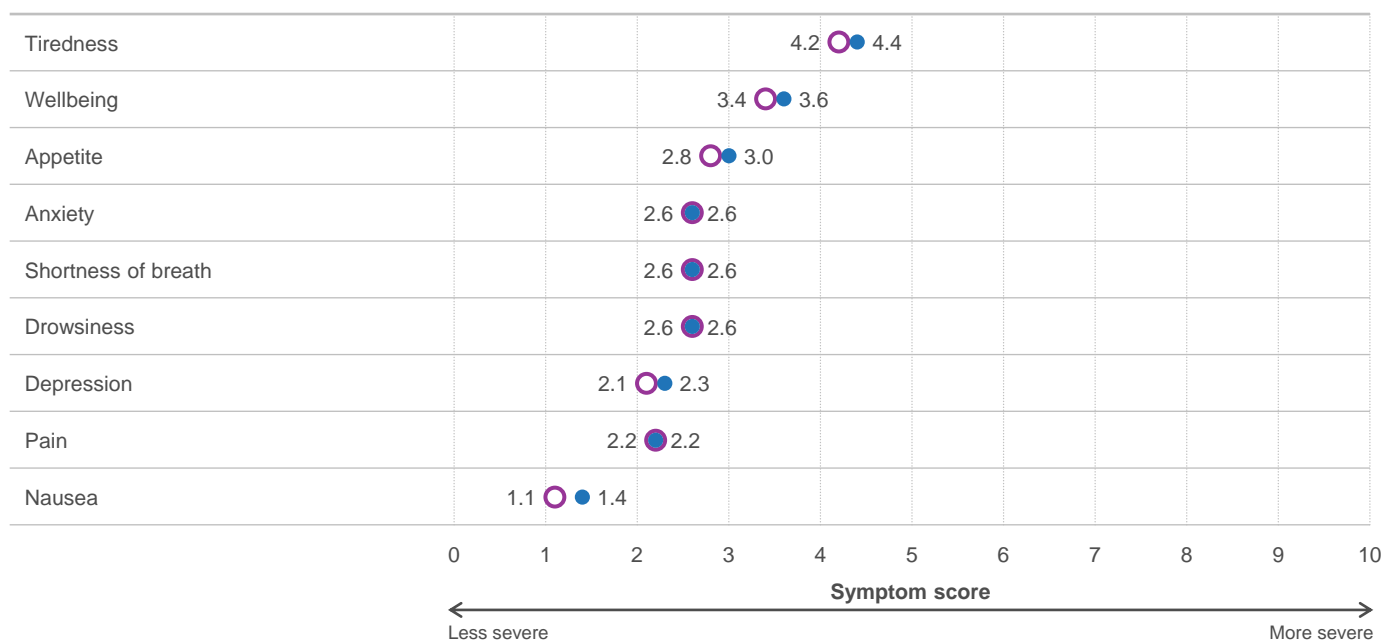
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

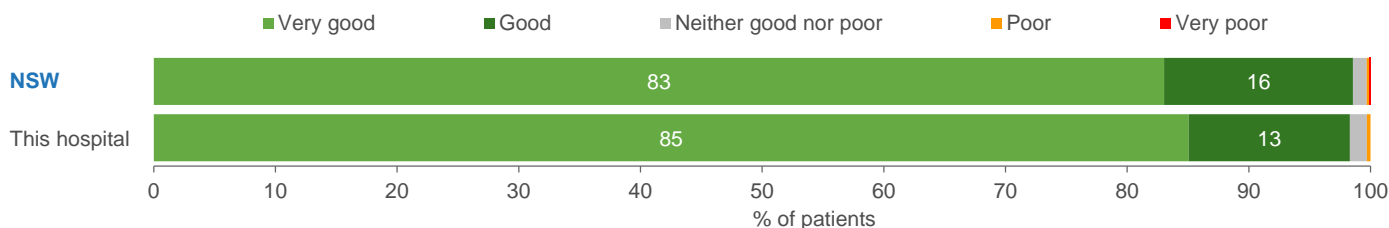
# Gosford Hospital

## Central Coast LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 163 responses from Gosford Hospital – a response rate of 61.3%.

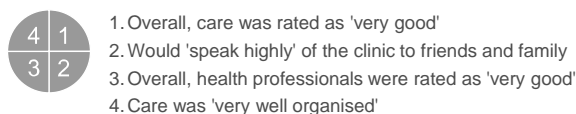
### Overall, how would you rate the care you received in the clinic?



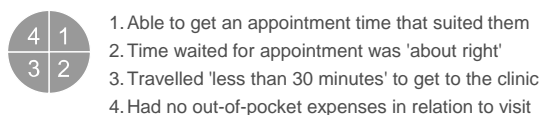
### Summary results for patients who attended this hospital, by theme

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

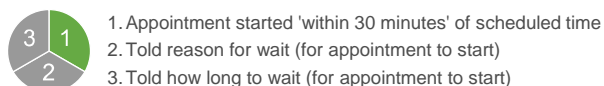
#### Overall experience of care



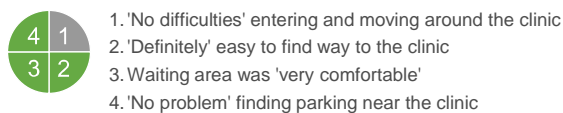
#### Access and timeliness before the visit



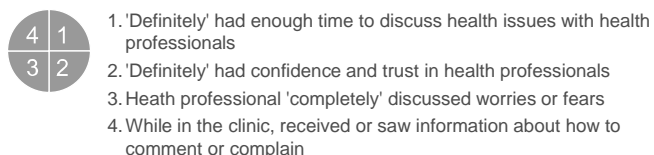
#### Access and timeliness during the visit



#### Physical environment and comfort



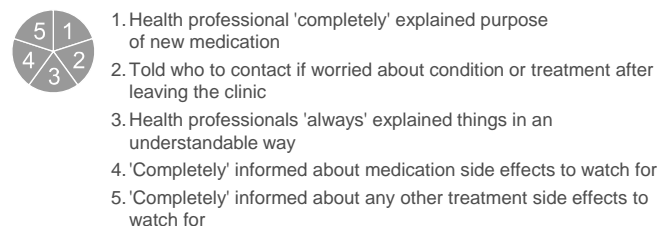
#### Addressing patient concerns



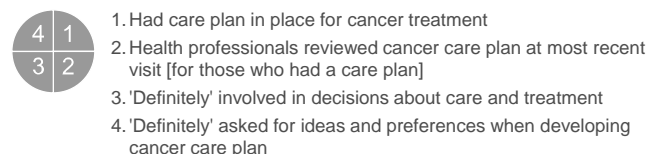
#### Respect and dignity



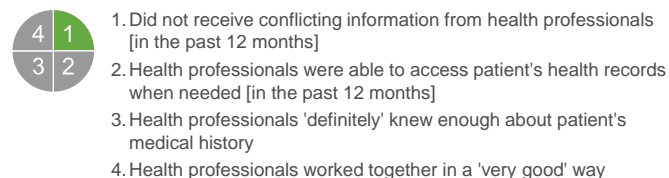
#### Information to support patient



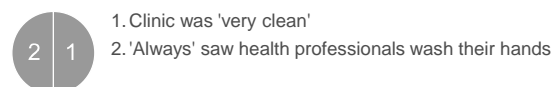
#### Shared decision-making



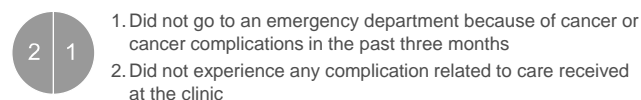
#### Coordination and continuity



#### Hygiene and cleanliness

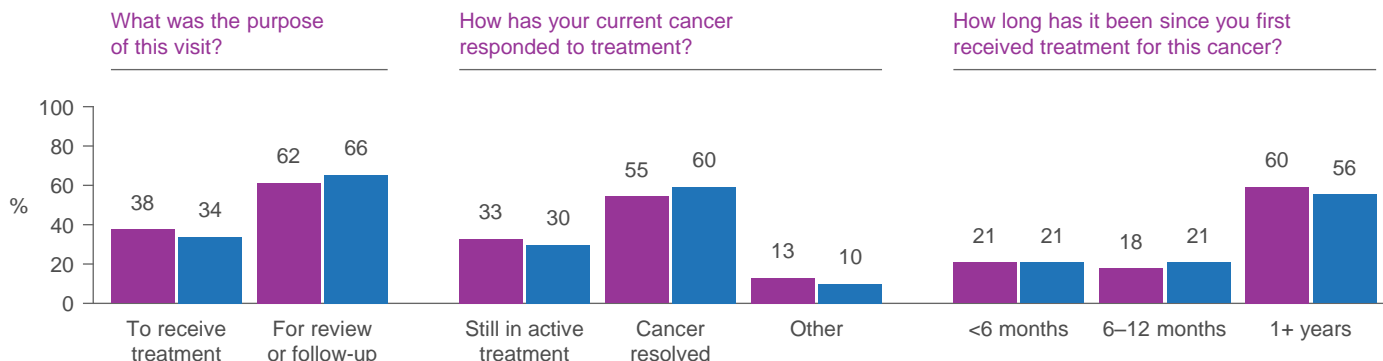


#### Complications



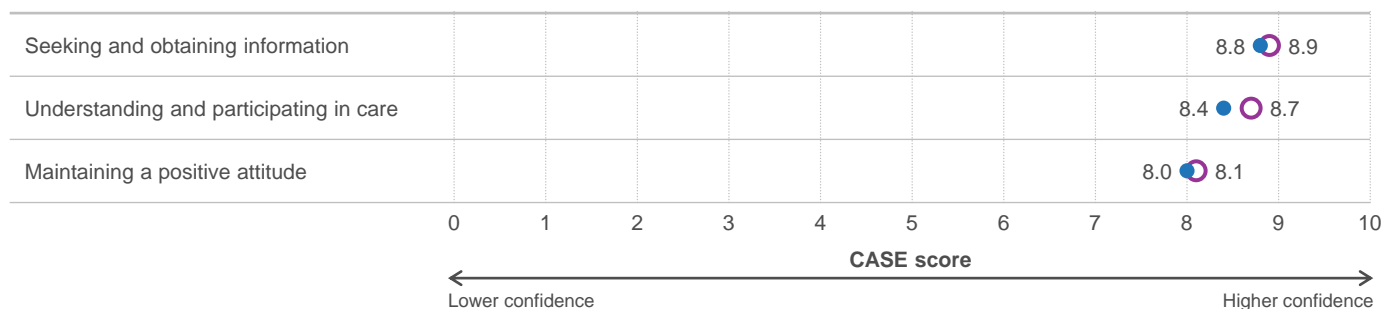
## Profile of patients attending this hospital

■ This hospital ■ NSW result



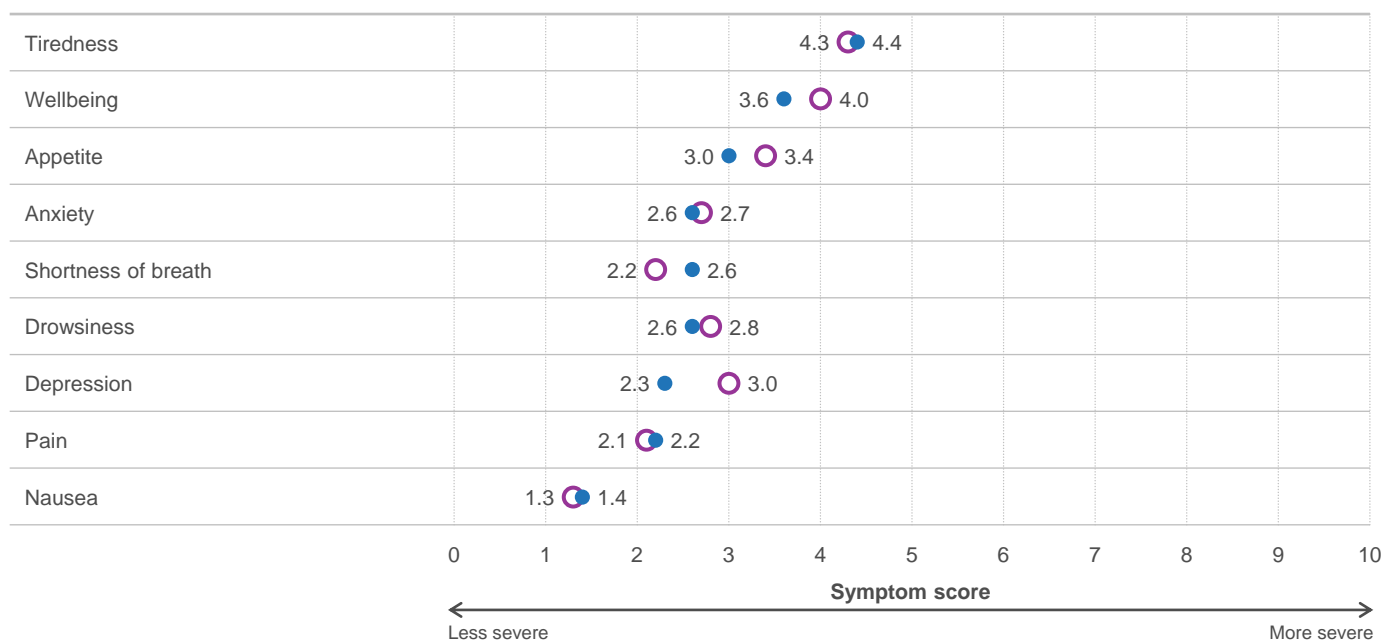
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
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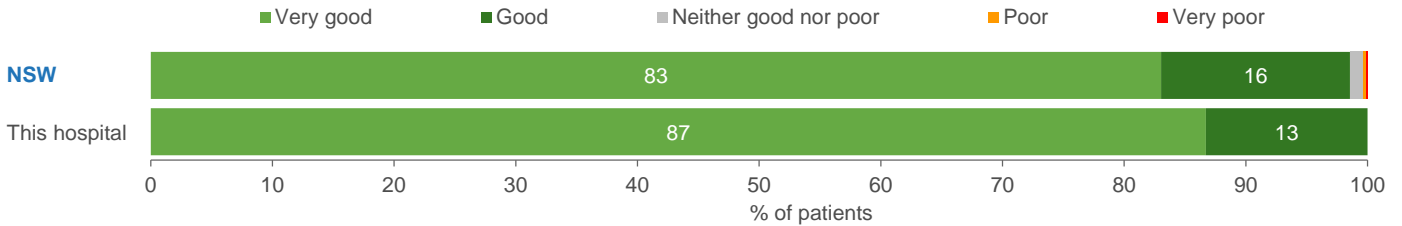
# Grafton Base Hospital

## Northern NSW LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 104 responses from Grafton Base Hospital – a response rate of 65%.

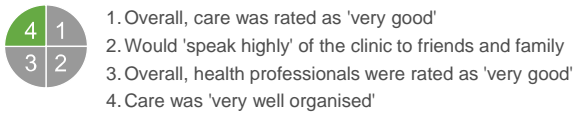
### Overall, how would you rate the care you received in the clinic?



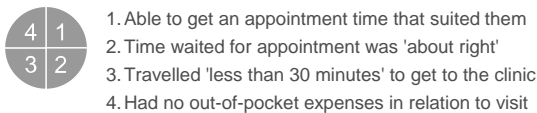
### Summary results for patients who attended this hospital, by theme

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

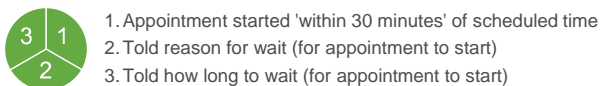
#### Overall experience of care



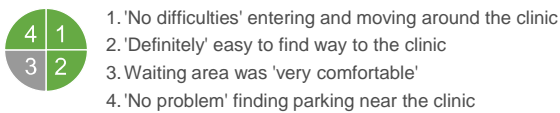
#### Access and timeliness before the visit



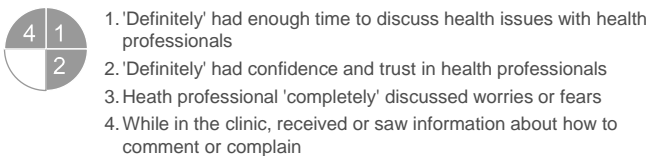
#### Access and timeliness during the visit



#### Physical environment and comfort



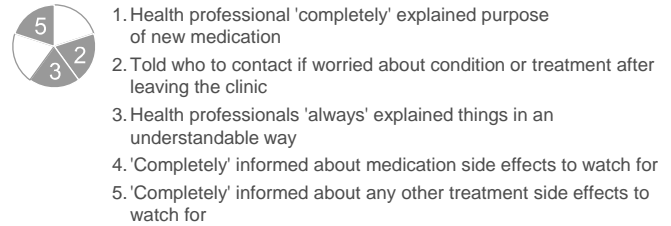
#### Addressing patient concerns



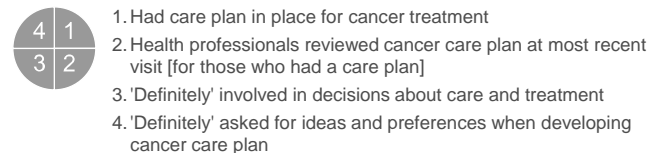
#### Respect and dignity



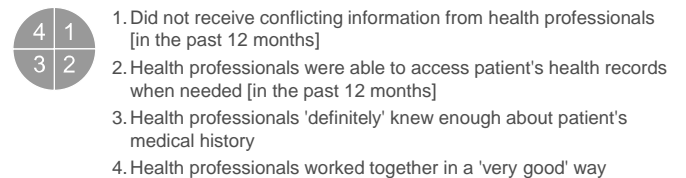
#### Information to support patient



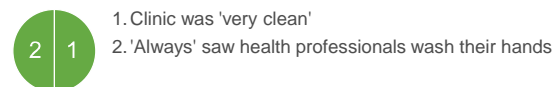
#### Shared decision-making



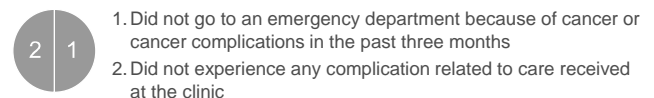
#### Coordination and continuity



#### Hygiene and cleanliness

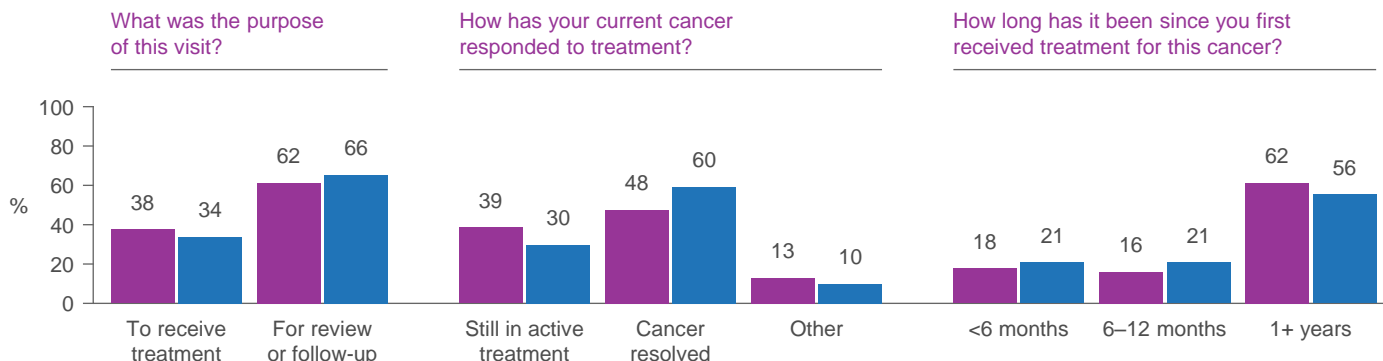


#### Complications



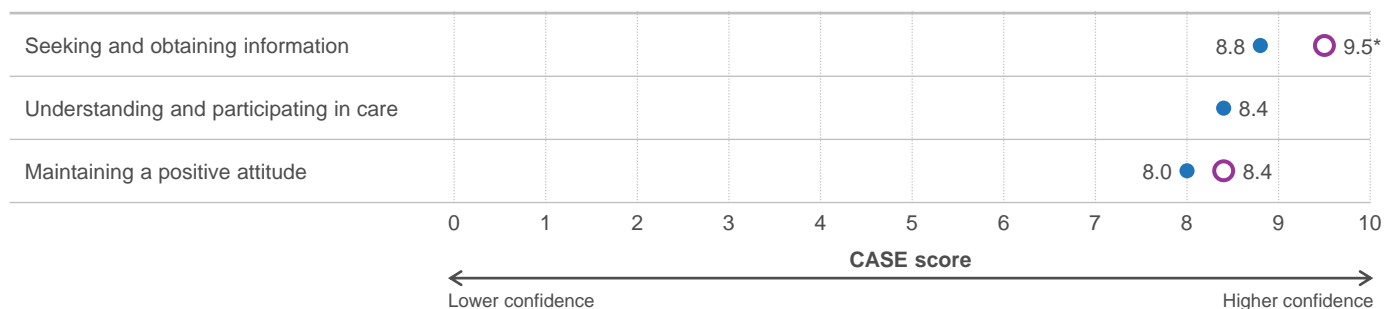
## Profile of patients attending this hospital

■ This hospital ■ NSW result



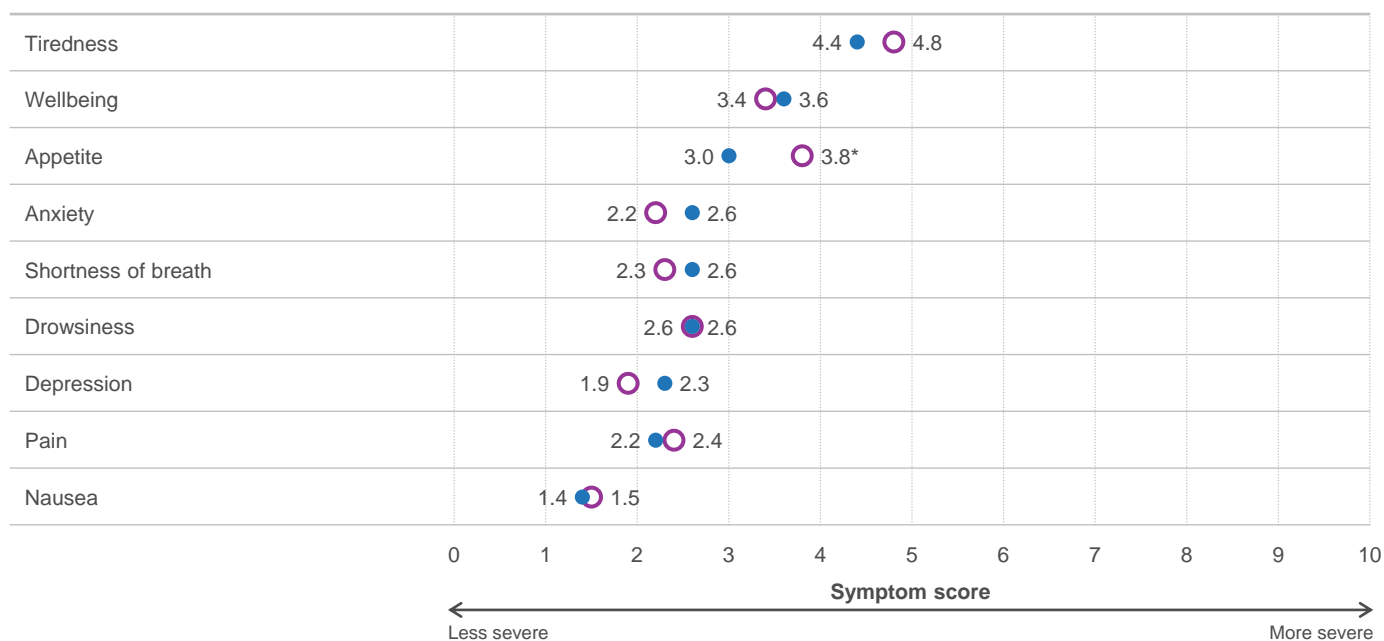
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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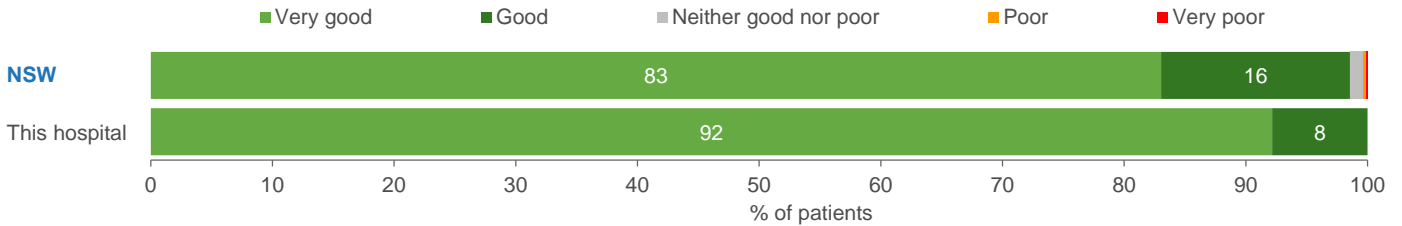
# Lismore Base Hospital

## Northern NSW LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 116 responses from Lismore Base Hospital – a response rate of 55.8%.

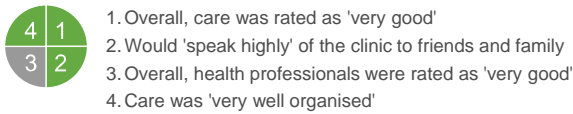
### Overall, how would you rate the care you received in the clinic?



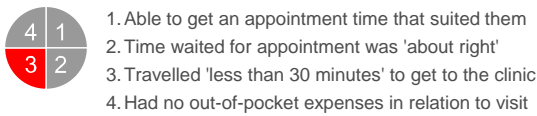
### Summary results for patients who attended this hospital, by theme

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

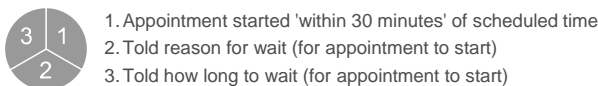
#### Overall experience of care



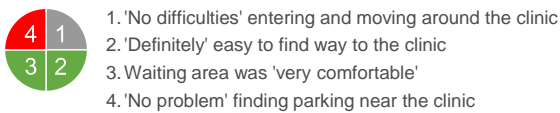
#### Access and timeliness before the visit



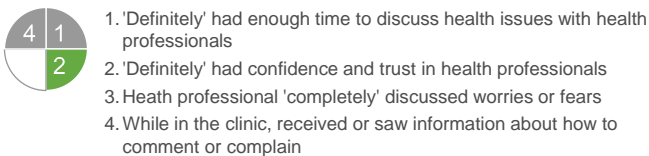
#### Access and timeliness during the visit



#### Physical environment and comfort



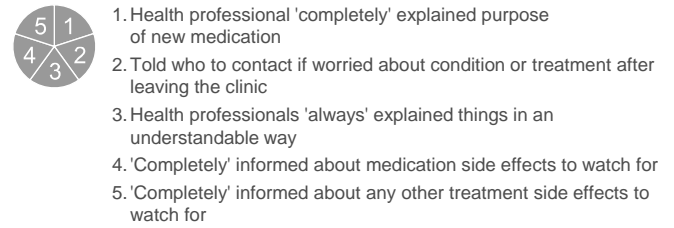
#### Addressing patient concerns



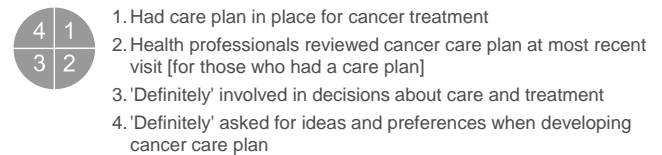
#### Respect and dignity



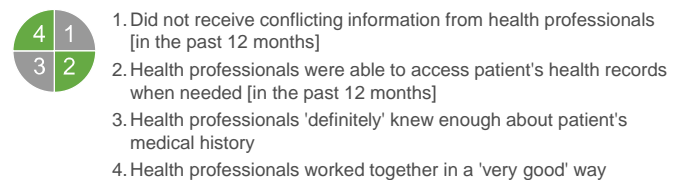
#### Information to support patient



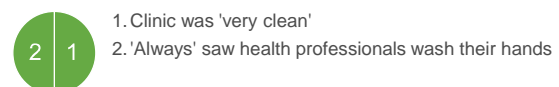
#### Shared decision-making



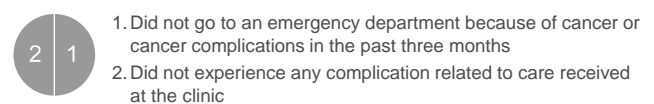
#### Coordination and continuity



#### Hygiene and cleanliness

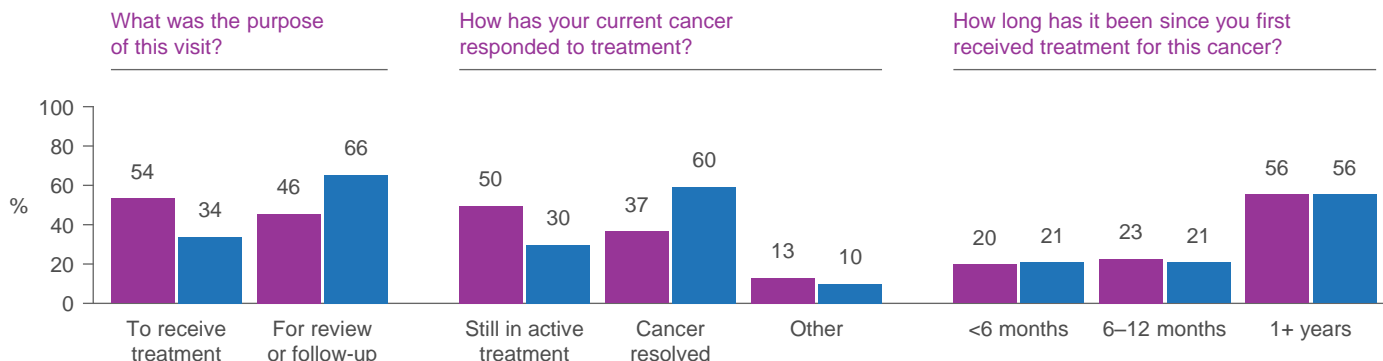


#### Complications



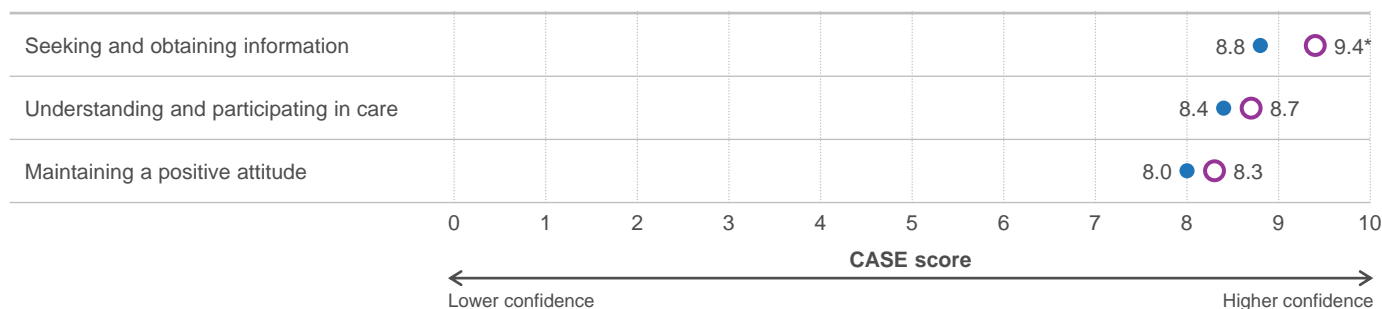
## Profile of patients attending this hospital

■ This hospital ■ NSW result



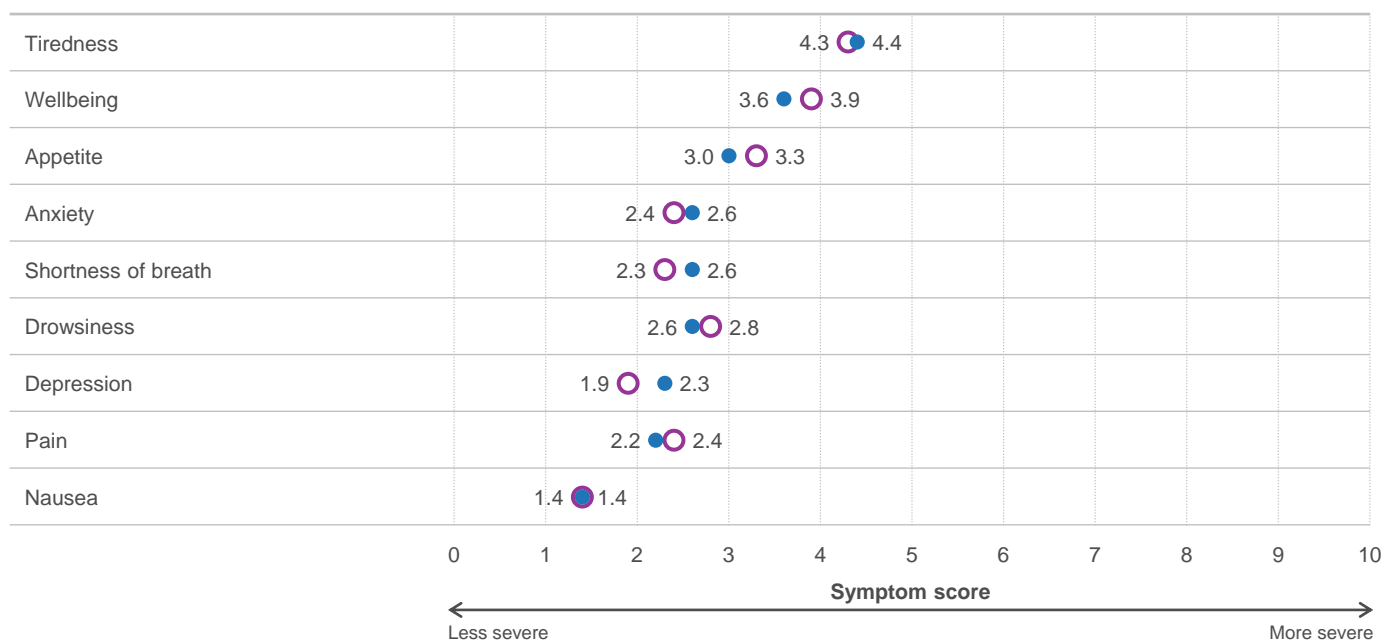
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



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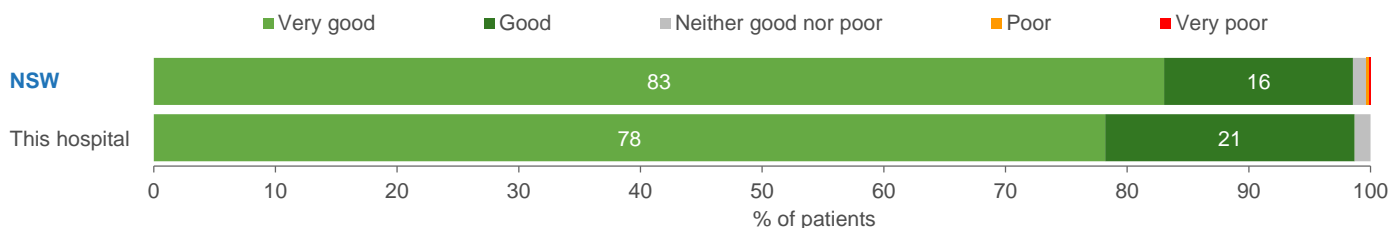
# Liverpool Hospital

## South Western Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 158 responses from Liverpool Hospital – a response rate of 47.9%.

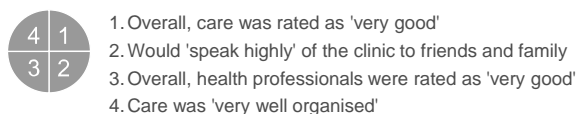
### Overall, how would you rate the care you received in the clinic?



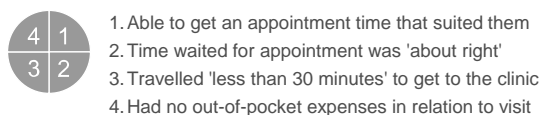
### Summary results for patients who attended this hospital, by theme

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

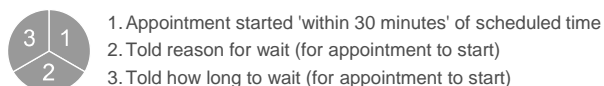
#### Overall experience of care



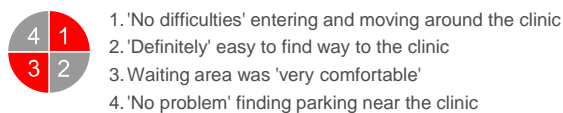
#### Access and timeliness before the visit



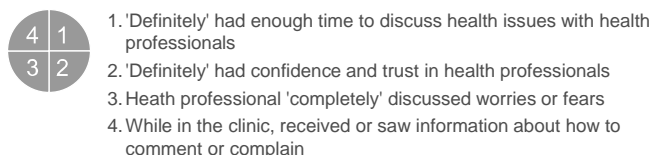
#### Access and timeliness during the visit



#### Physical environment and comfort



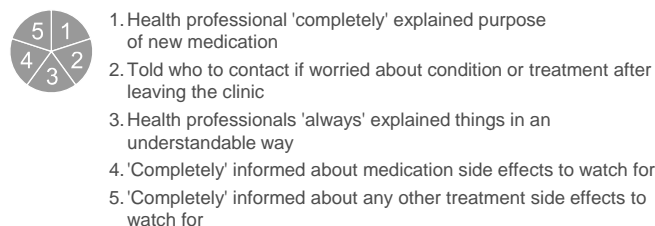
#### Addressing patient concerns



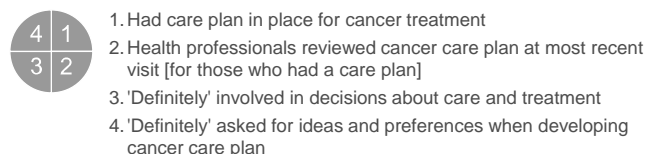
#### Respect and dignity



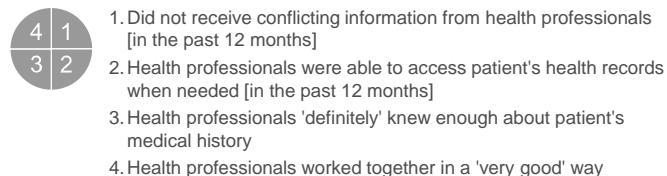
#### Information to support patient



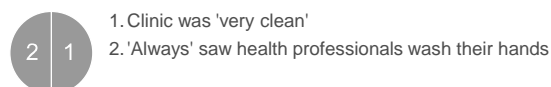
#### Shared decision-making



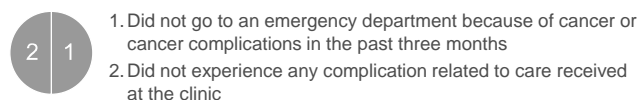
#### Coordination and continuity



#### Hygiene and cleanliness

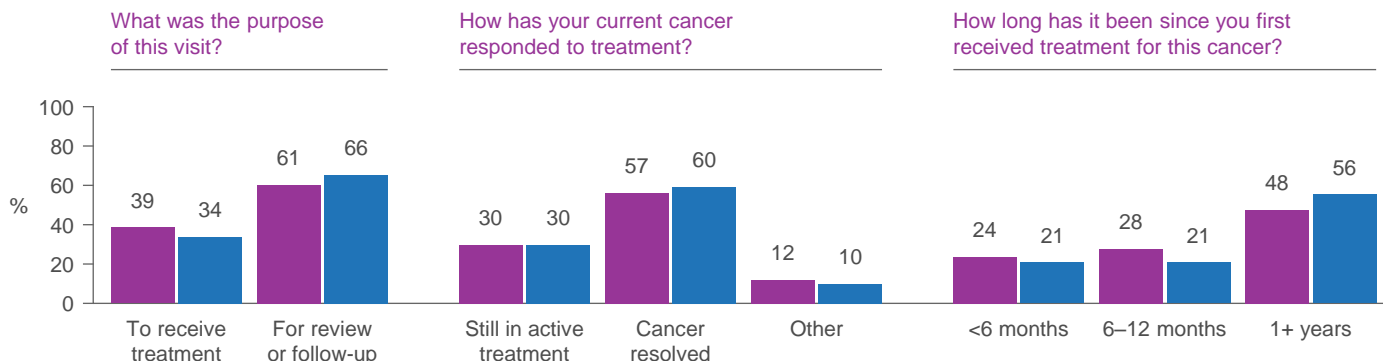


#### Complications



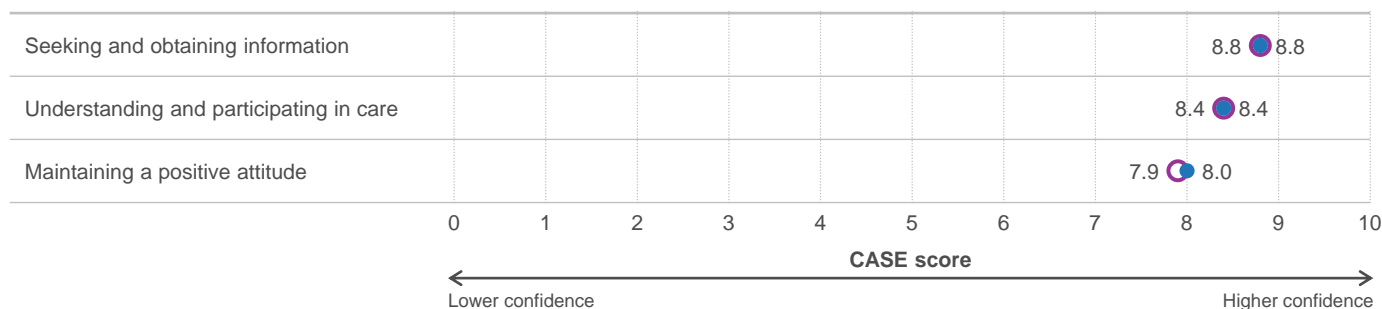
## Profile of patients attending this hospital

■ This hospital ■ NSW result



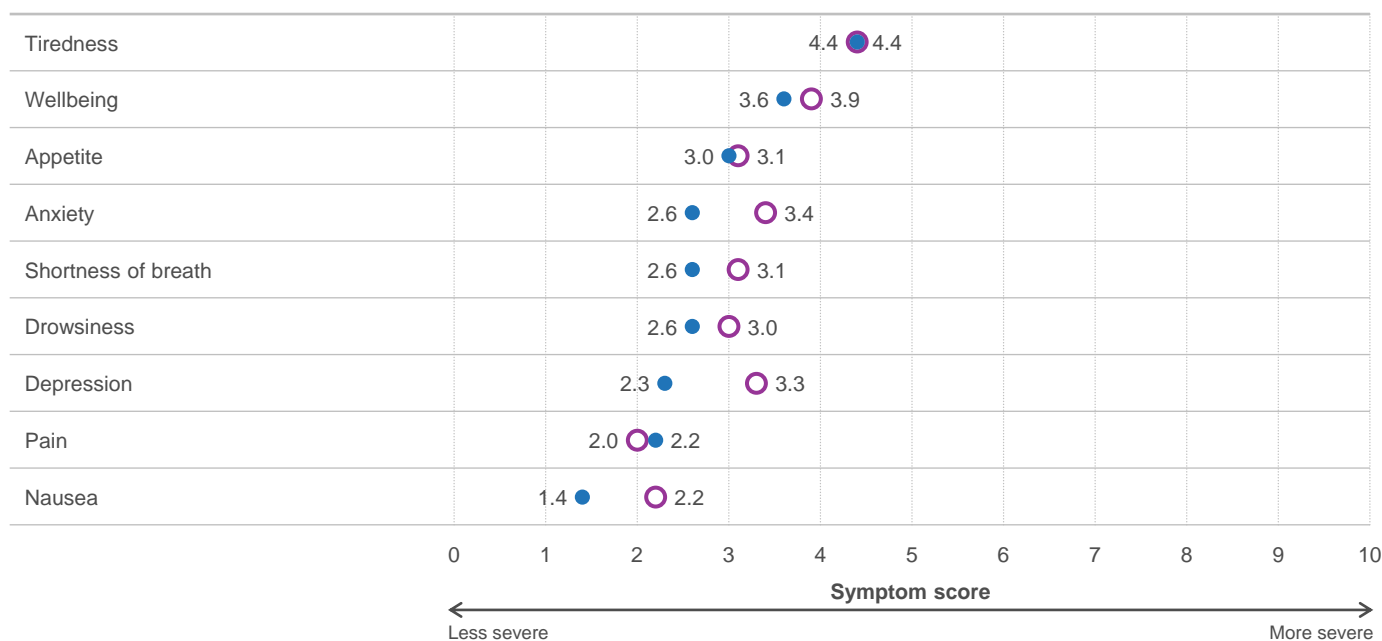
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

For more information about the NSW Patient Survey Program or the Outpatient Cancer Clinics Survey, please visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

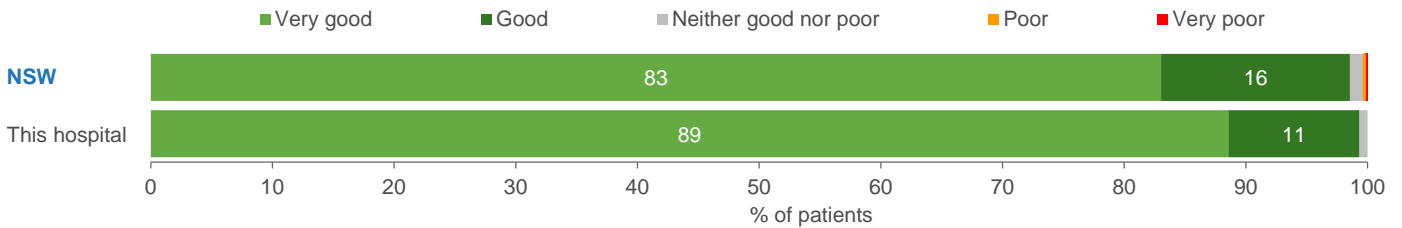
# Manly District Hospital

## Northern Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 137 responses from Manly District Hospital – a response rate of 58.3%.

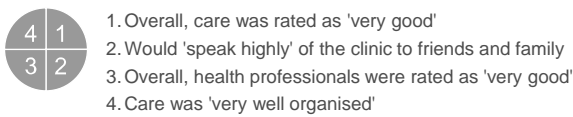
### Overall, how would you rate the care you received in the clinic?



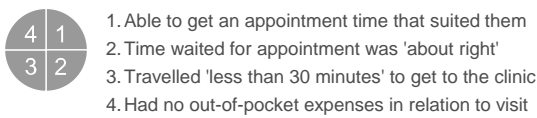
### Summary results for patients who attended this hospital, by theme

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

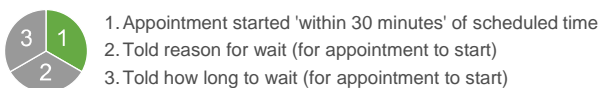
#### Overall experience of care



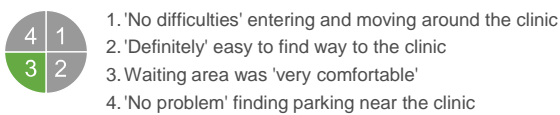
#### Access and timeliness before the visit



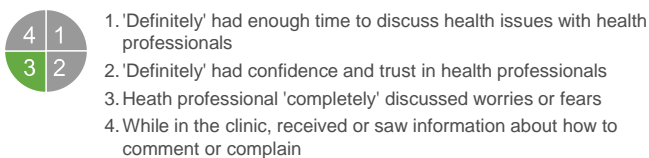
#### Access and timeliness during the visit



#### Physical environment and comfort



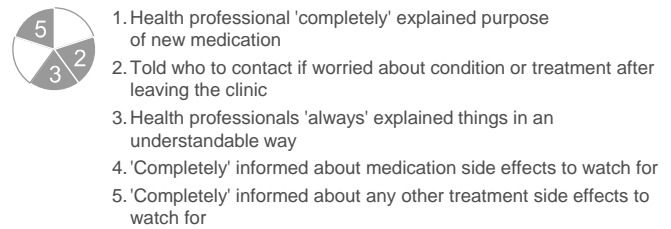
#### Addressing patient concerns



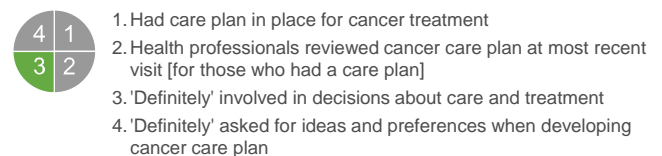
#### Respect and dignity



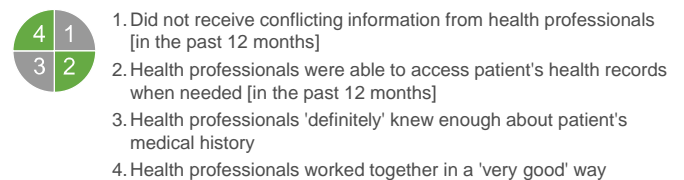
#### Information to support patient



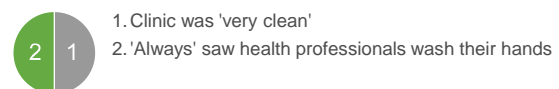
#### Shared decision-making



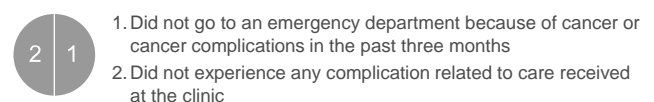
#### Coordination and continuity



#### Hygiene and cleanliness

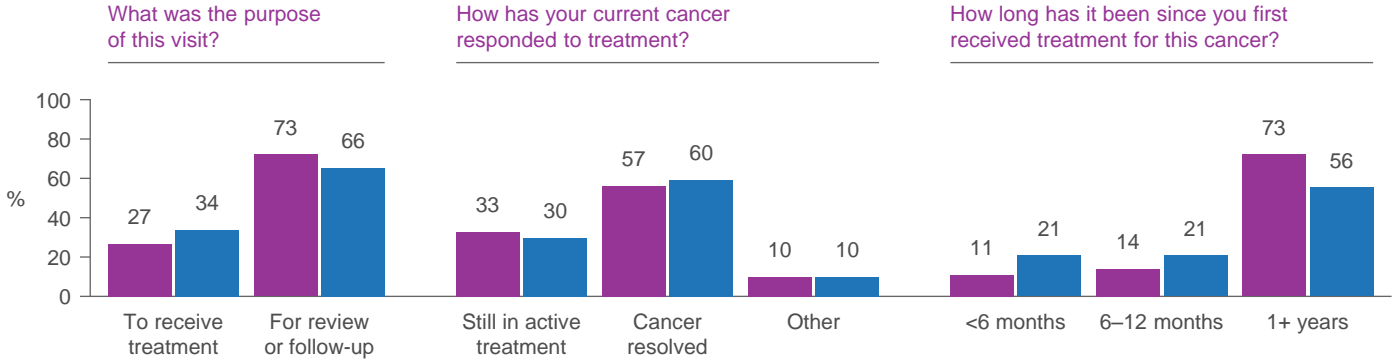


#### Complications



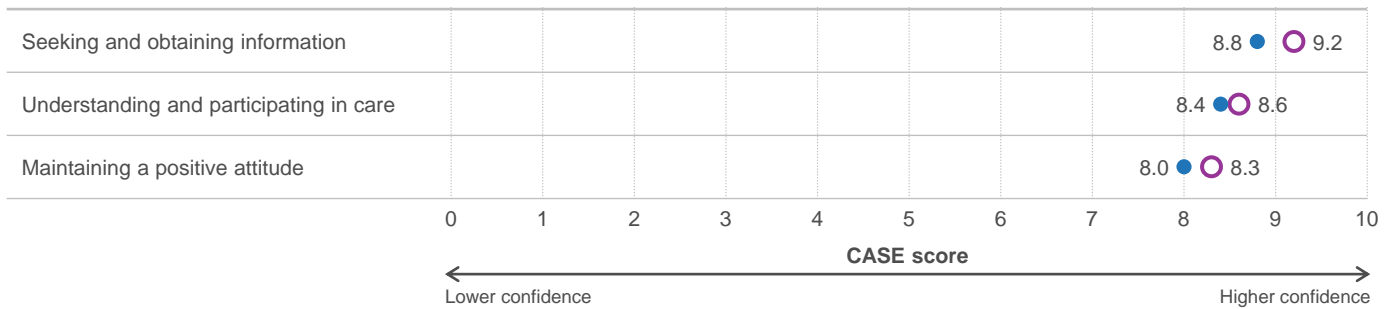
## Profile of patients attending this hospital

■ This hospital ■ NSW result



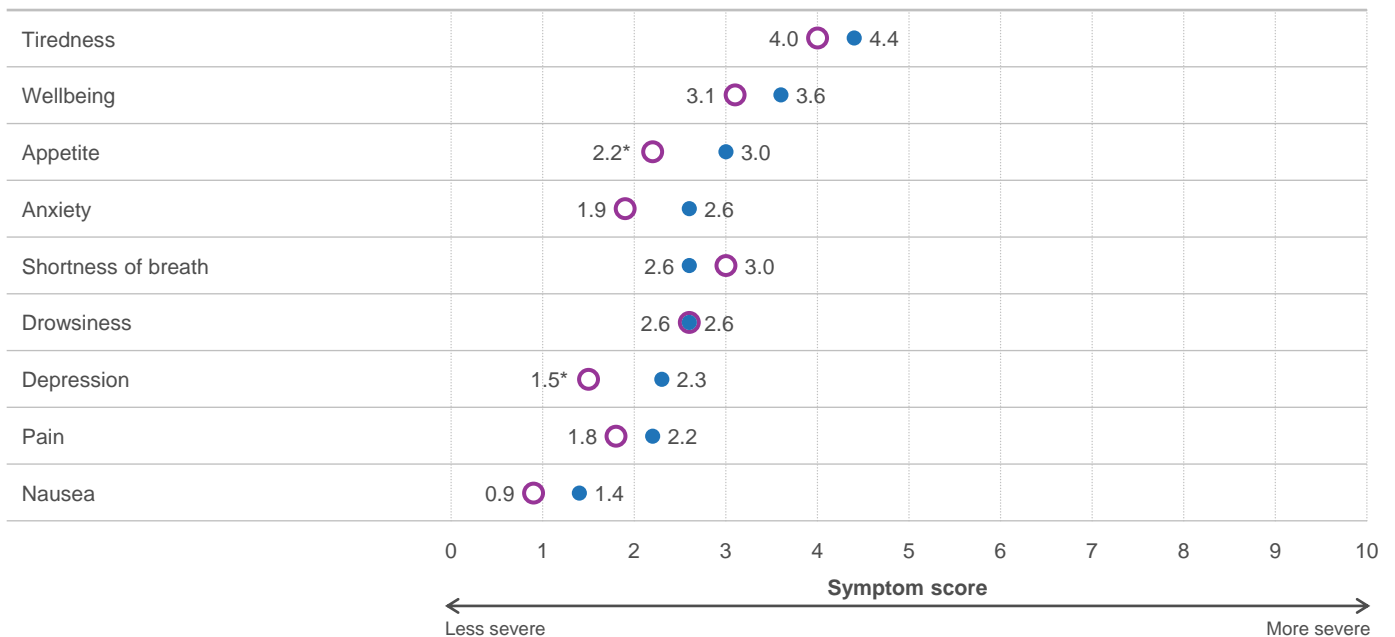
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

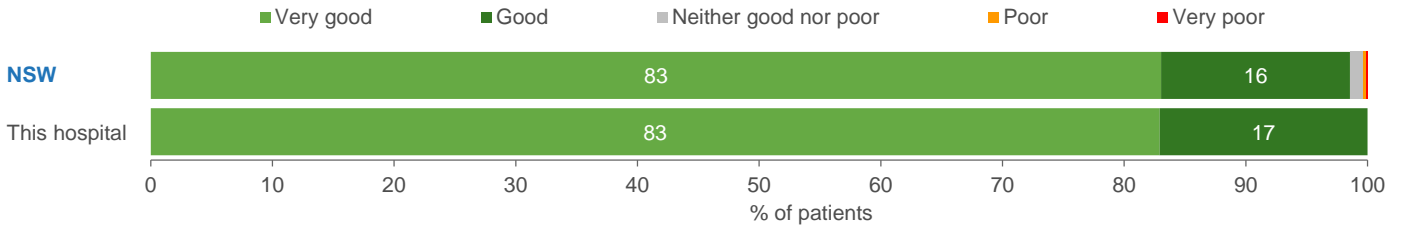
# Nepean Hospital

## Nepean Blue Mountains LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 204 responses from Nepean Hospital – a response rate of 61.6%.

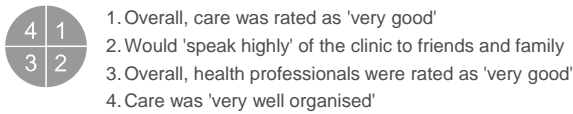
### Overall, how would you rate the care you received in the clinic?



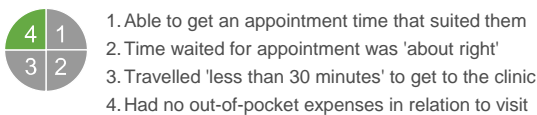
### Summary results for patients who attended this hospital, by theme

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

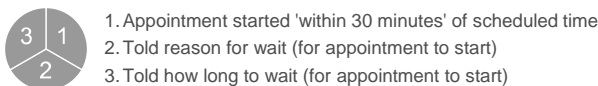
#### Overall experience of care



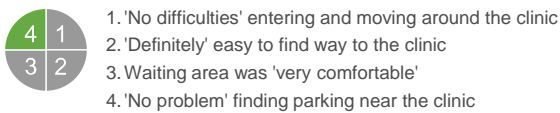
#### Access and timeliness before the visit



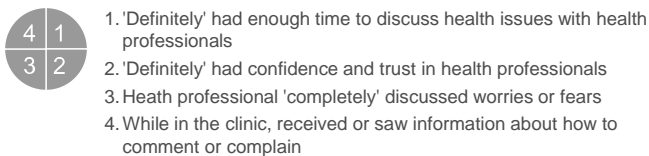
#### Access and timeliness during the visit



#### Physical environment and comfort



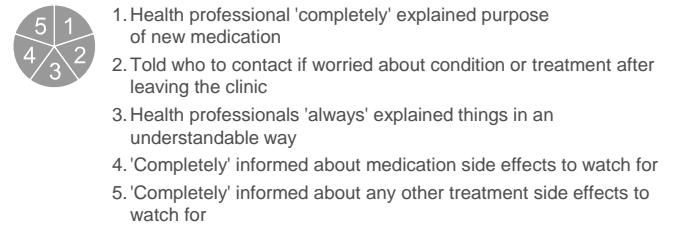
#### Addressing patient concerns



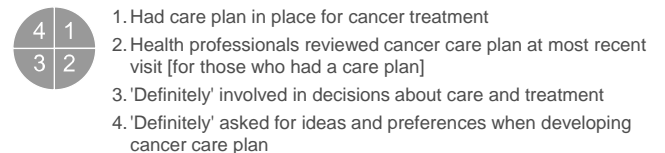
#### Respect and dignity



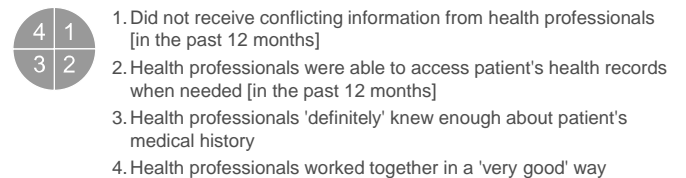
#### Information to support patient



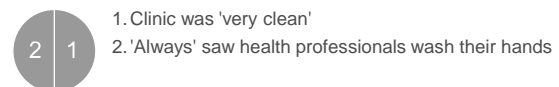
#### Shared decision-making



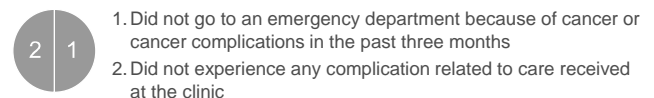
#### Coordination and continuity



#### Hygiene and cleanliness

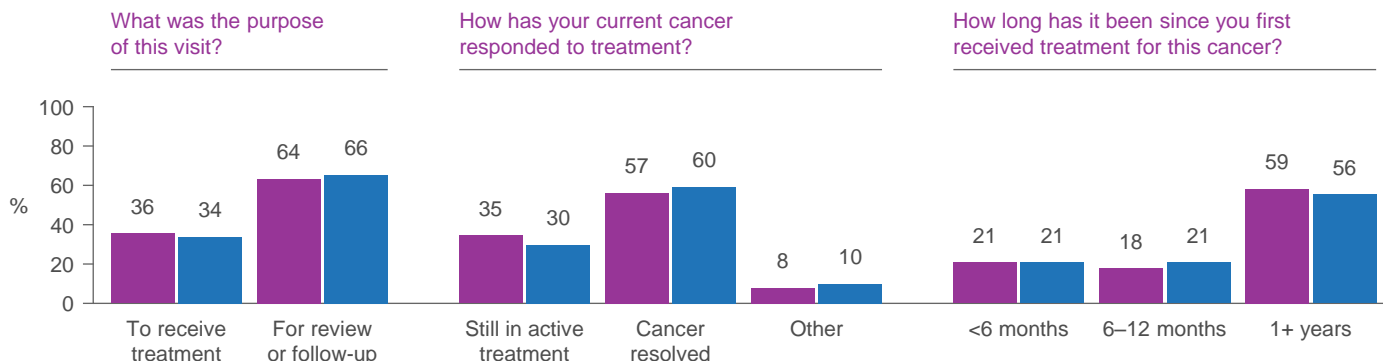


#### Complications



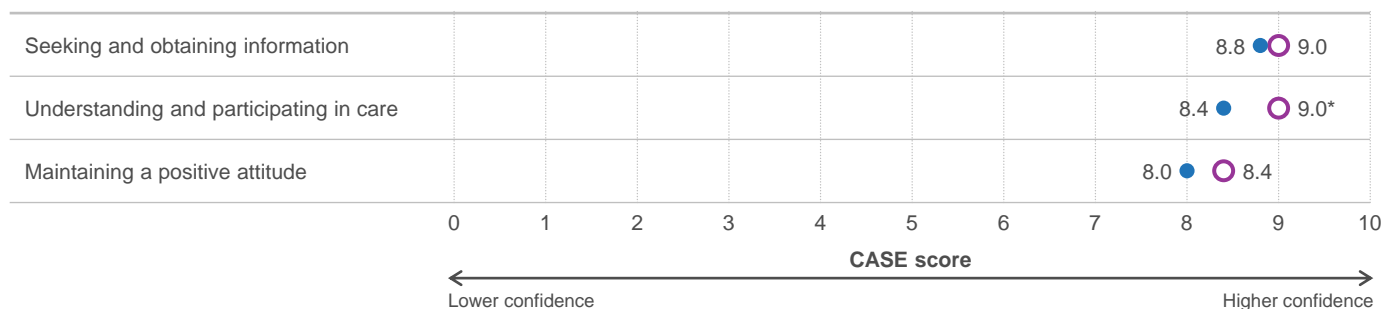
## Profile of patients attending this hospital

■ This hospital ■ NSW result



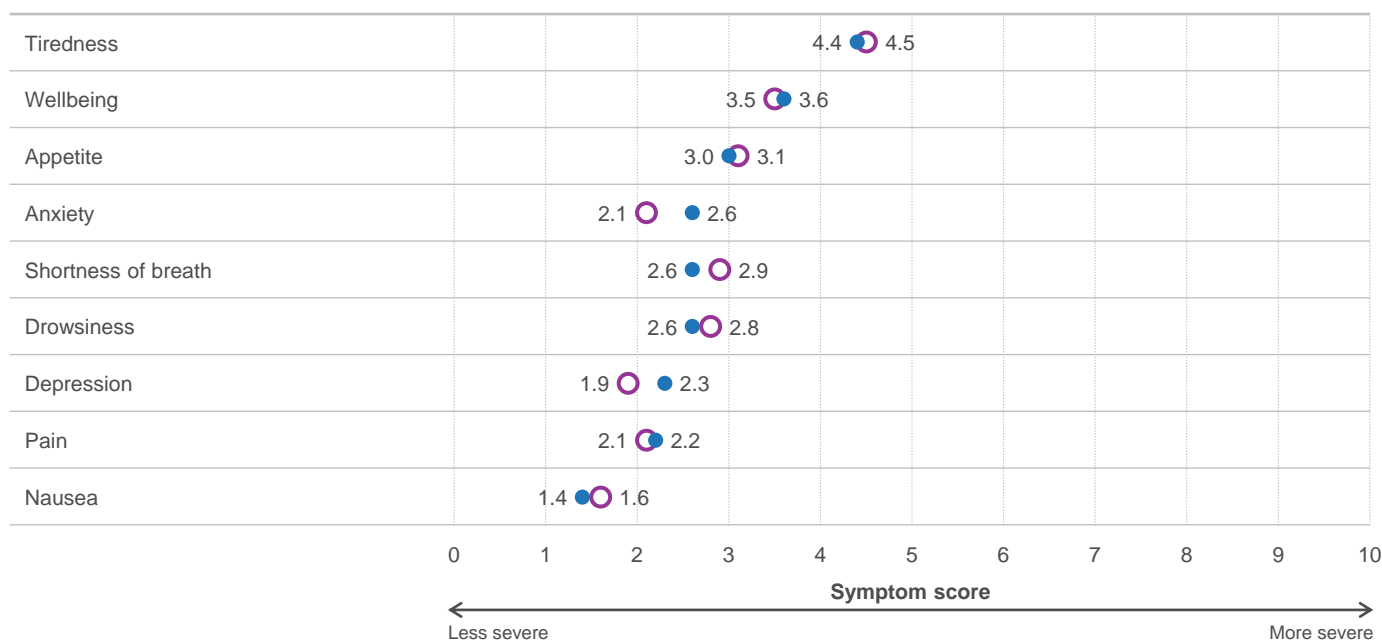
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

For more information about the NSW Patient Survey Program or the Outpatient Cancer Clinics Survey, please visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.



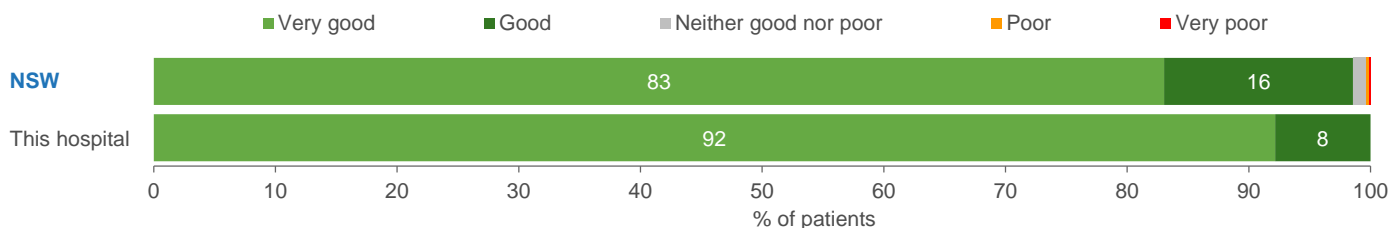
# Orange Health Service

## Western NSW LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 105 responses from Orange Health Service – a response rate of 69.5%.

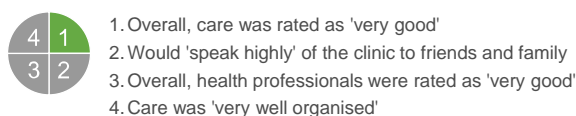
### Overall, how would you rate the care you received in the clinic?



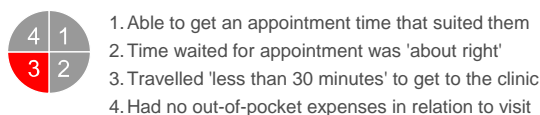
### Summary results for patients who attended this hospital, by theme

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

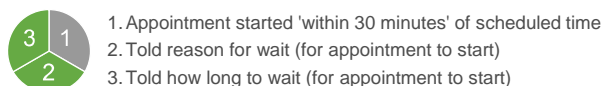
#### Overall experience of care



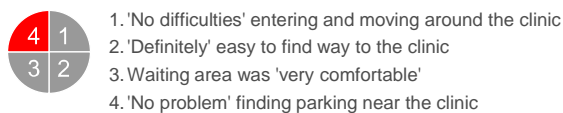
#### Access and timeliness before the visit



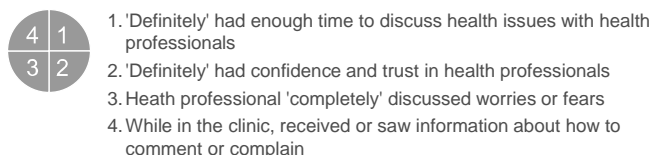
#### Access and timeliness during the visit



#### Physical environment and comfort



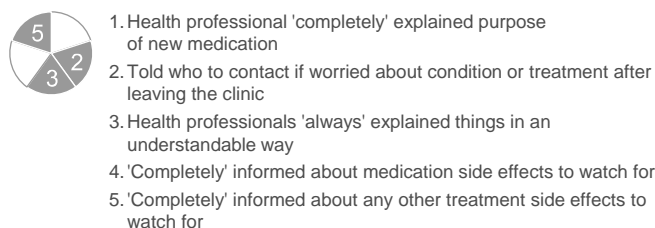
#### Addressing patient concerns



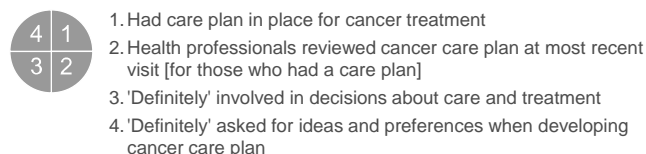
#### Respect and dignity



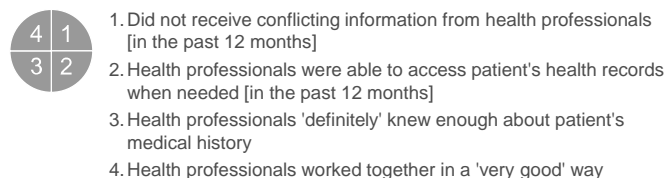
#### Information to support patient



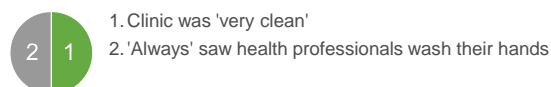
#### Shared decision-making



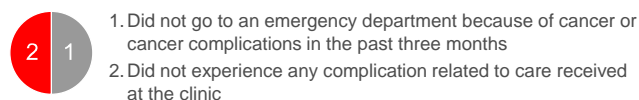
#### Coordination and continuity



#### Hygiene and cleanliness



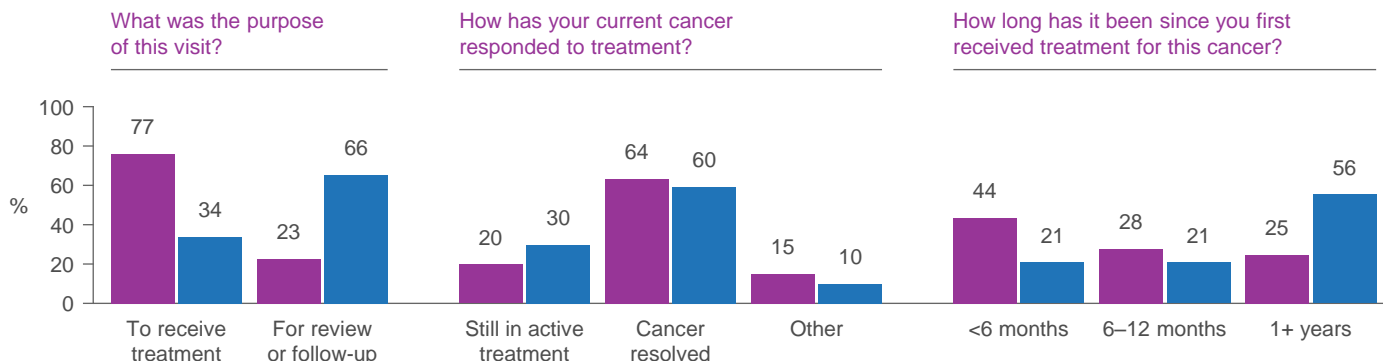
#### Complications



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

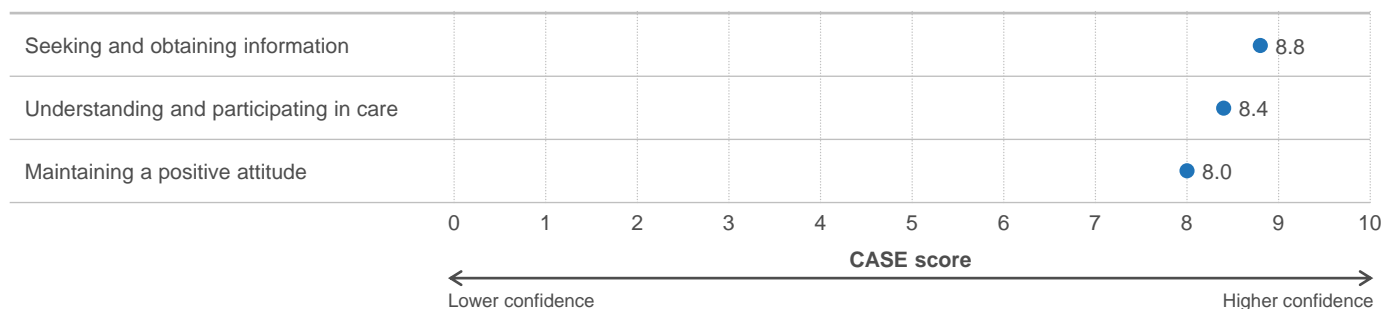
## Profile of patients attending this hospital

■ This hospital ■ NSW result



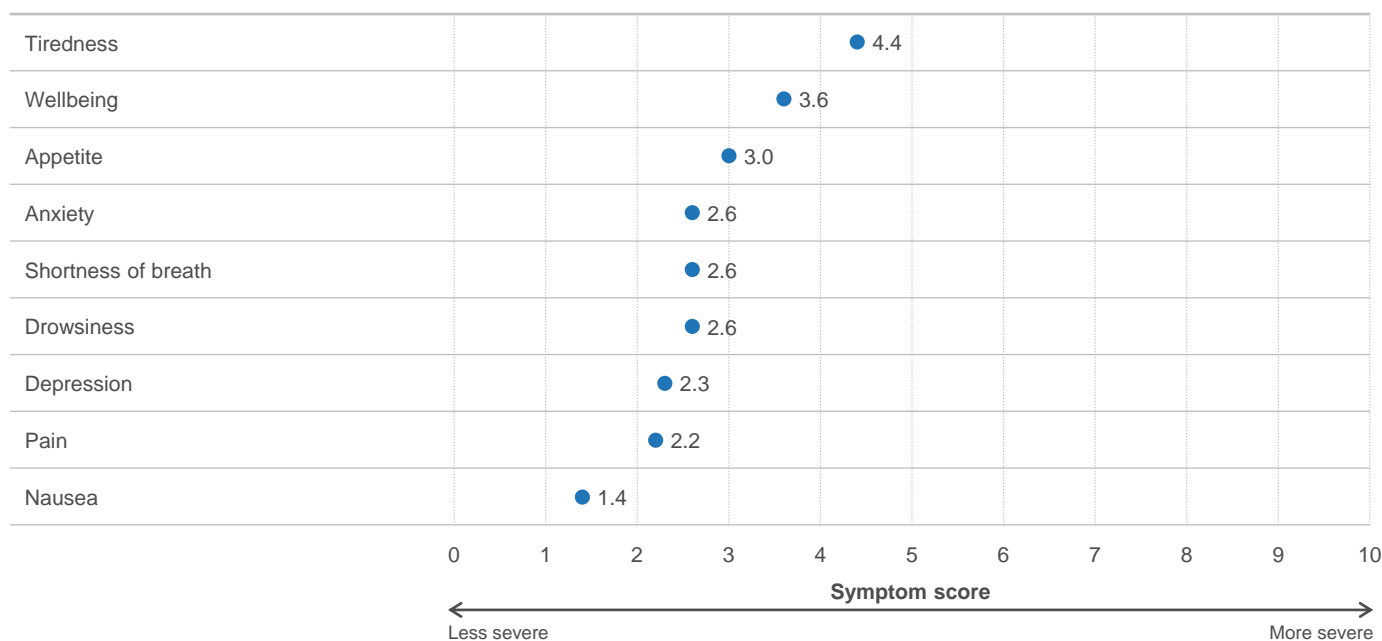
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

For more information about the NSW Patient Survey Program or the Outpatient Cancer Clinics Survey, please visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

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

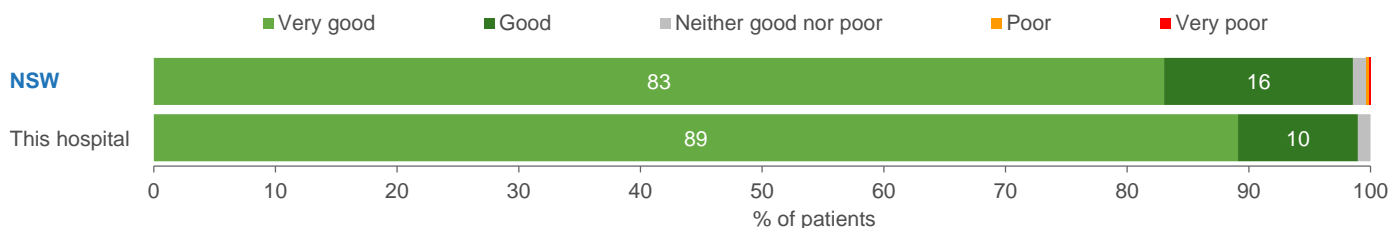
# Port Macquarie Base Hospital

## Mid North Coast LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 195 responses from Port Macquarie Base Hospital – a response rate of 68.4%.

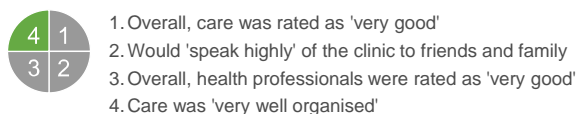
### Overall, how would you rate the care you received in the clinic?



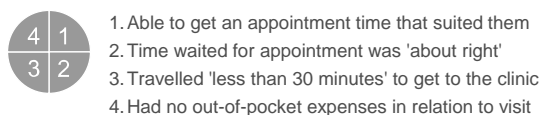
### Summary results for patients who attended this hospital, by theme

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

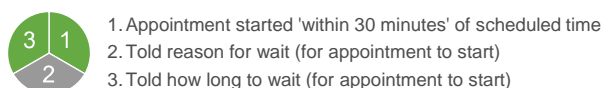
#### Overall experience of care



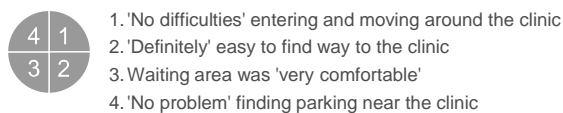
#### Access and timeliness before the visit



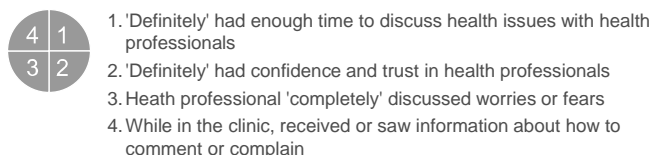
#### Access and timeliness during the visit



#### Physical environment and comfort



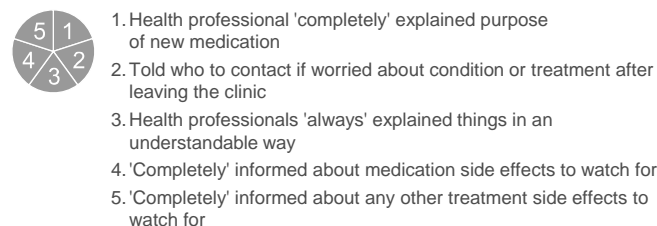
#### Addressing patient concerns



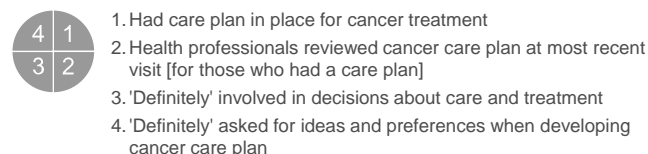
#### Respect and dignity



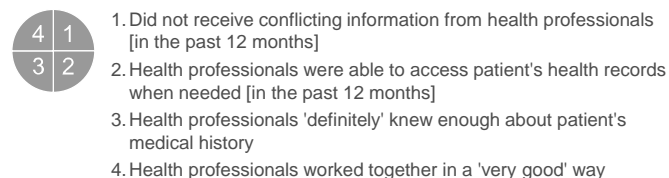
#### Information to support patient



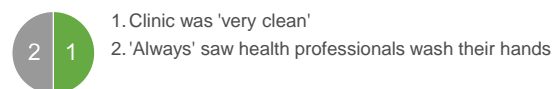
#### Shared decision-making



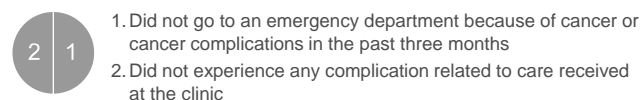
#### Coordination and continuity



#### Hygiene and cleanliness

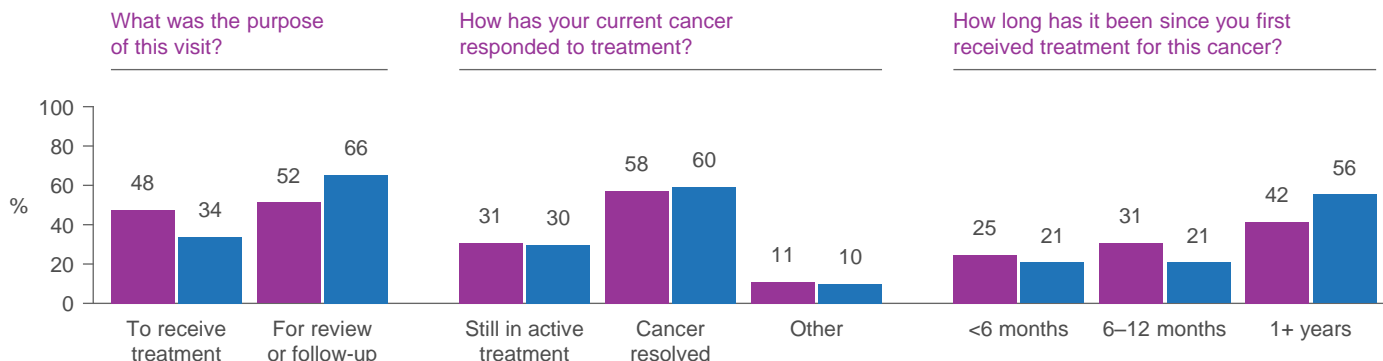


#### Complications



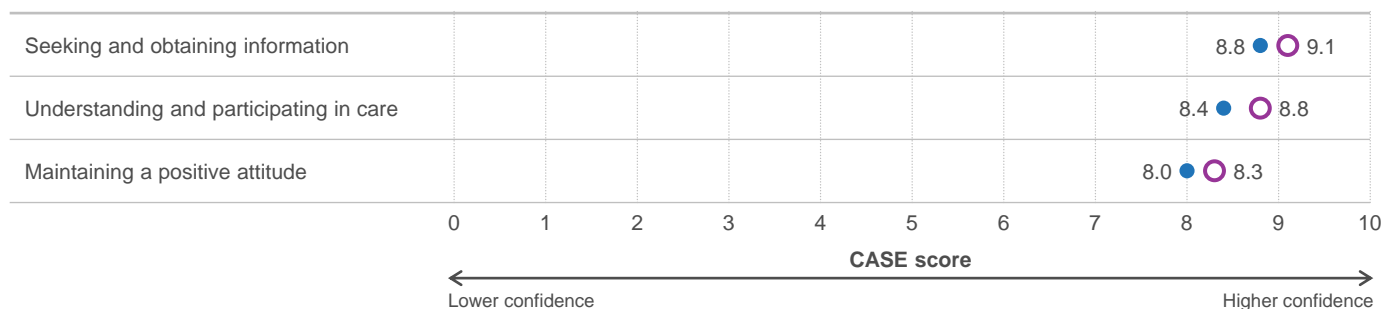
## Profile of patients attending this hospital

■ This hospital ■ NSW result



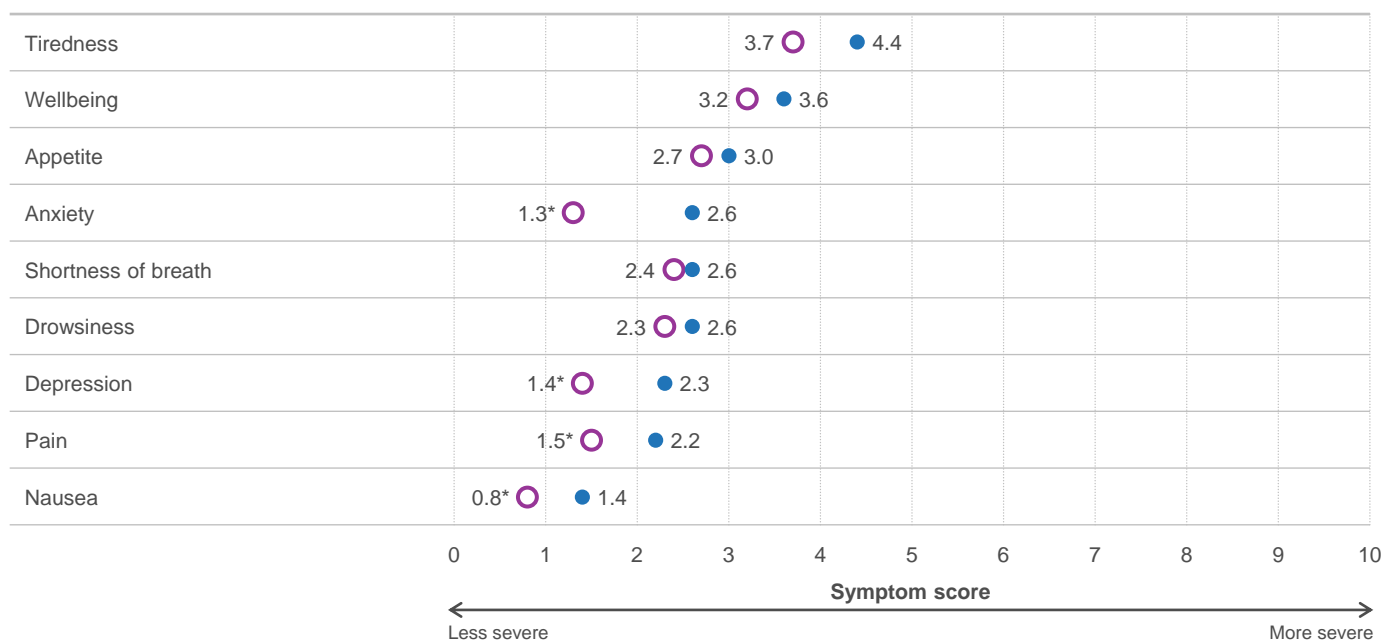
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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

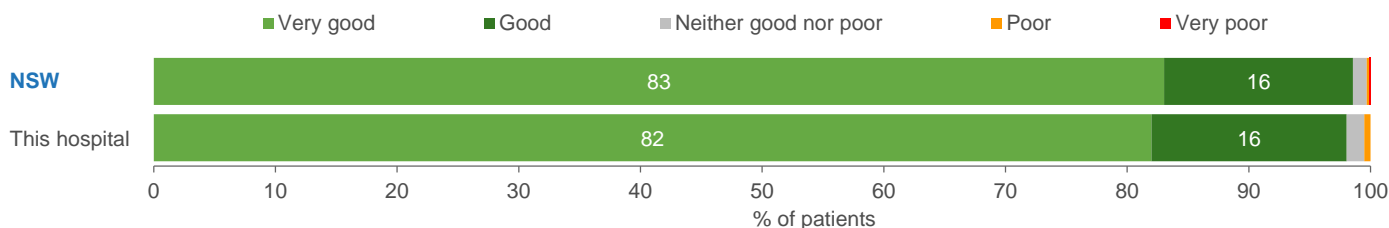
# Prince of Wales Hospital

## South Eastern Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 175 responses from Prince of Wales Hospital – a response rate of 52.6%.

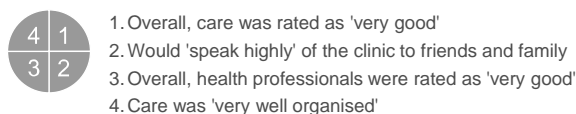
### Overall, how would you rate the care you received in the clinic?



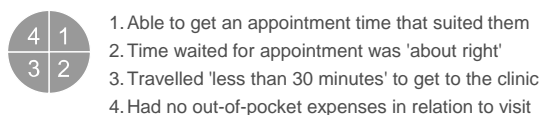
### Summary results for patients who attended this hospital, by theme

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

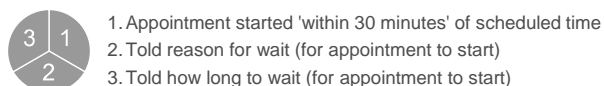
#### Overall experience of care



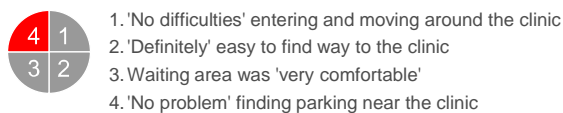
#### Access and timeliness before the visit



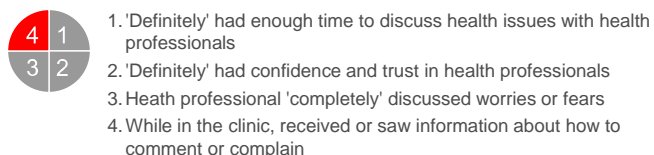
#### Access and timeliness during the visit



#### Physical environment and comfort



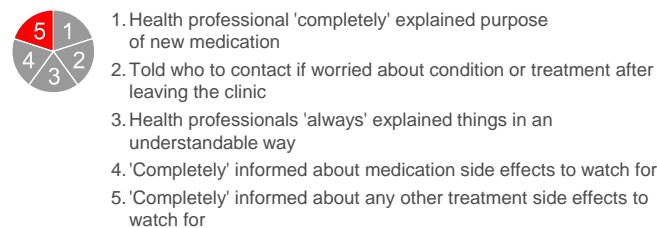
#### Addressing patient concerns



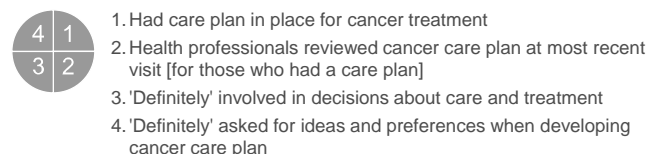
#### Respect and dignity



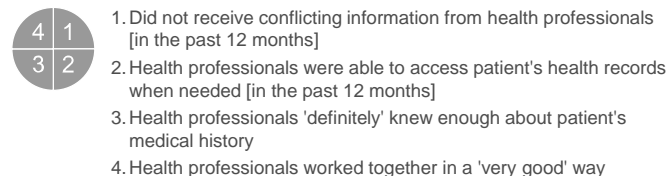
#### Information to support patient



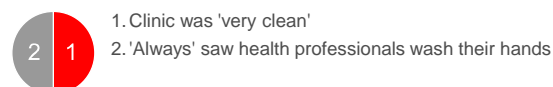
#### Shared decision-making



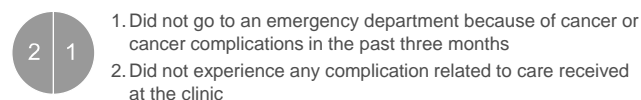
#### Coordination and continuity



#### Hygiene and cleanliness



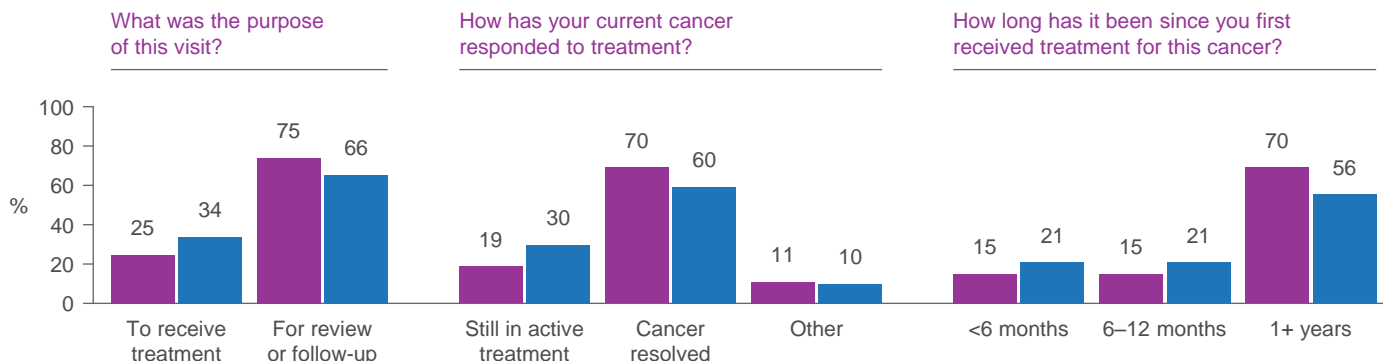
#### Complications



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

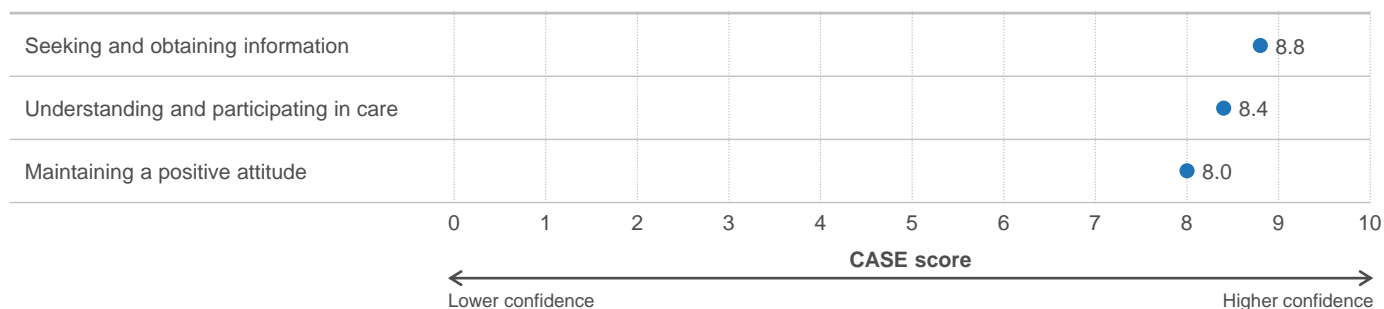
## Profile of patients attending this hospital

■ This hospital ■ NSW result



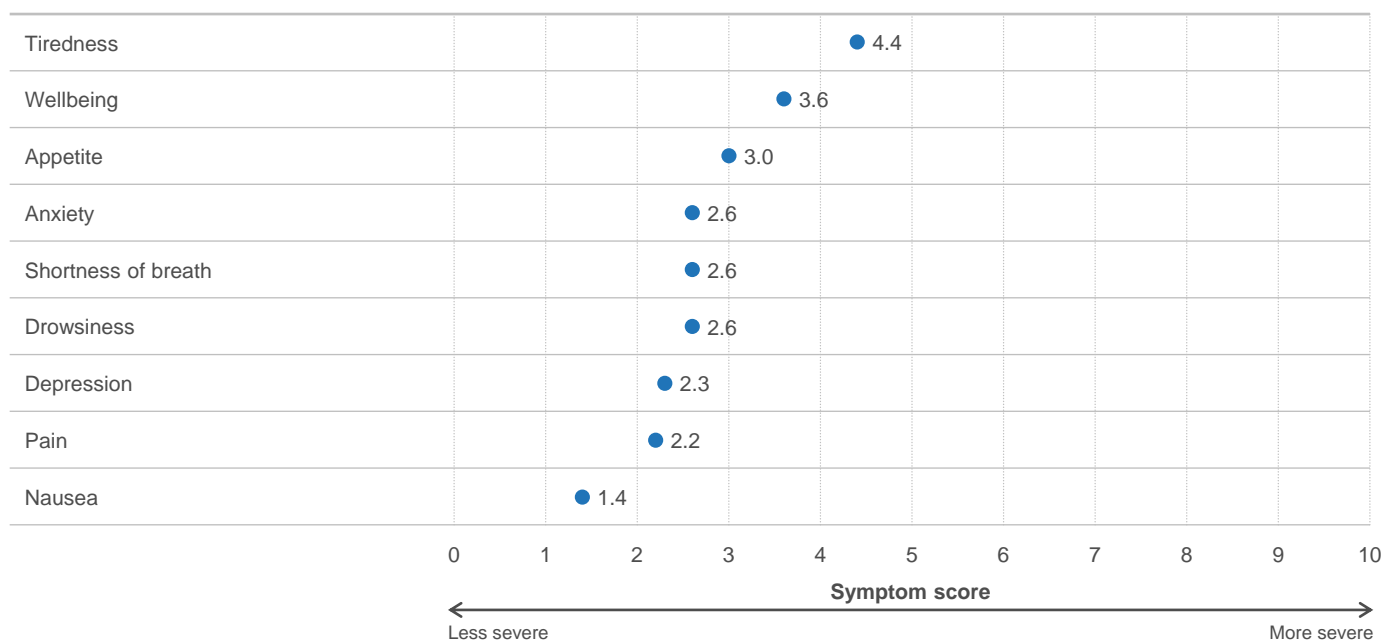
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

For more information about the NSW Patient Survey Program or the Outpatient Cancer Clinics Survey, please visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

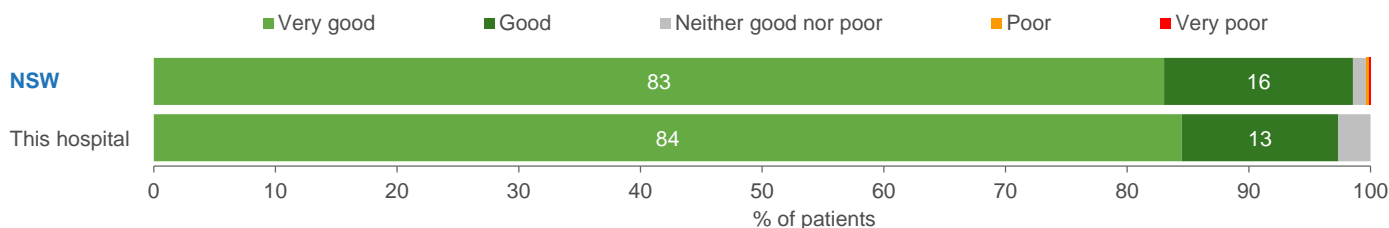
# Royal North Shore Hospital

## Northern Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 194 responses from Royal North Shore Hospital – a response rate of 59.3%.

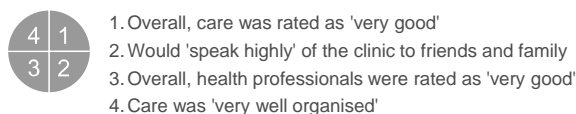
### Overall, how would you rate the care you received in the clinic?



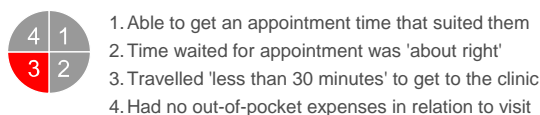
### Summary results for patients who attended this hospital, by theme

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

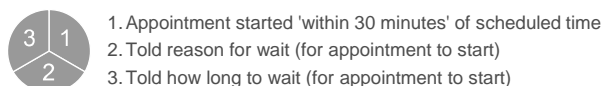
#### Overall experience of care



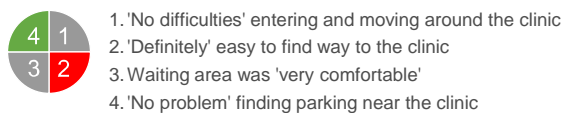
#### Access and timeliness before the visit



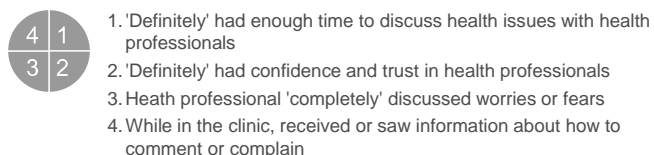
#### Access and timeliness during the visit



#### Physical environment and comfort



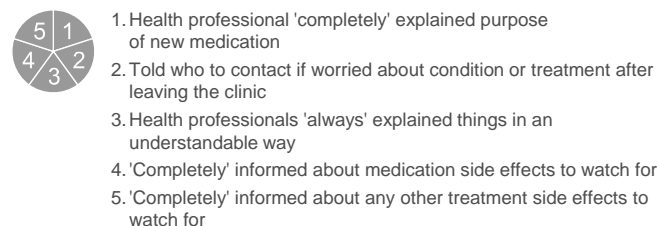
#### Addressing patient concerns



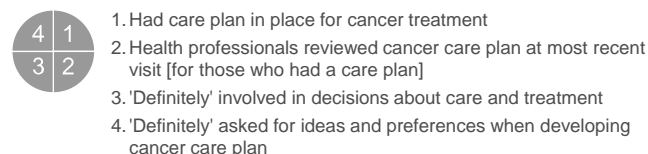
#### Respect and dignity



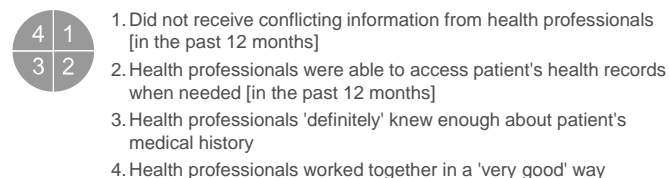
#### Information to support patient



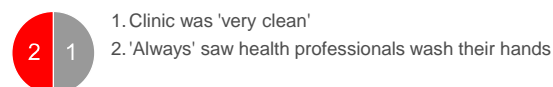
#### Shared decision-making



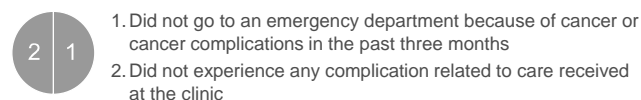
#### Coordination and continuity



#### Hygiene and cleanliness

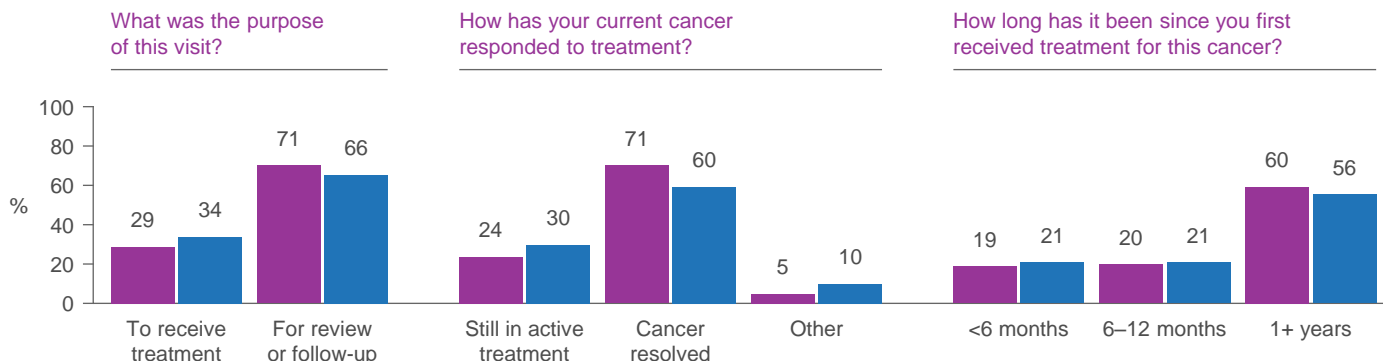


#### Complications



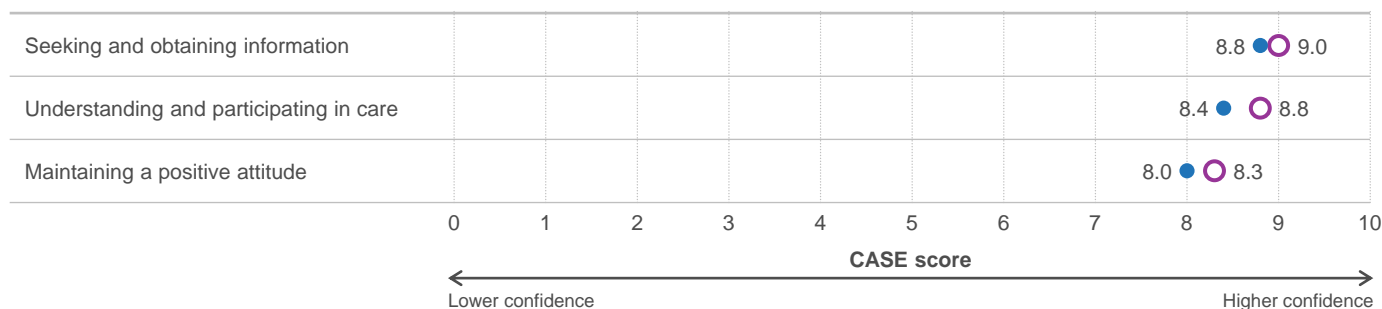
## Profile of patients attending this hospital

■ This hospital ■ NSW result



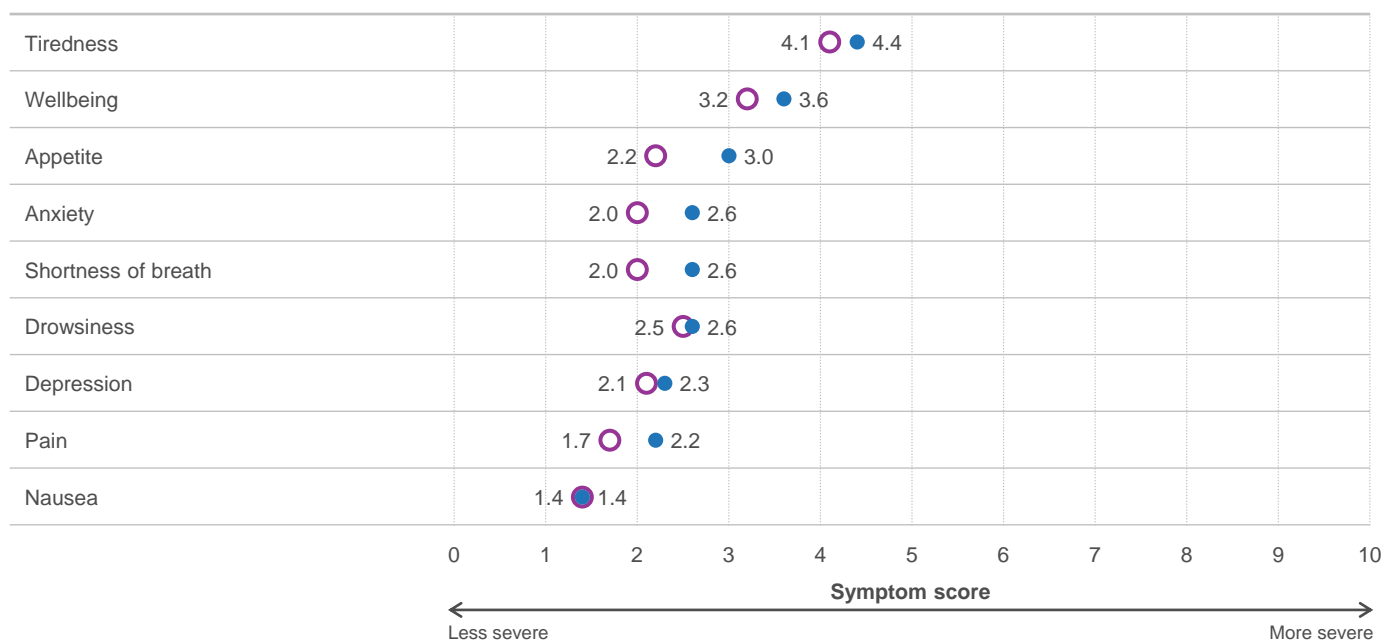
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

For more information about the NSW Patient Survey Program or the Outpatient Cancer Clinics Survey, please visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.



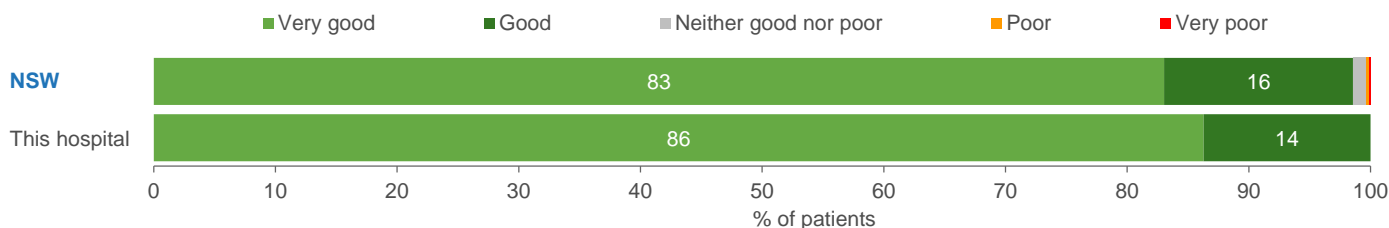
# Royal Prince Alfred Hospital

## Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 64 responses from Royal Prince Alfred Hospital – a response rate of 40%.

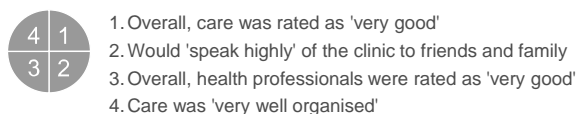
### Overall, how would you rate the care you received in the clinic?



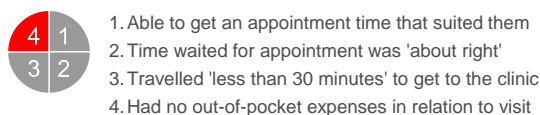
### Summary results for patients who attended this hospital, by theme

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

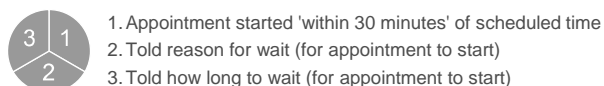
#### Overall experience of care



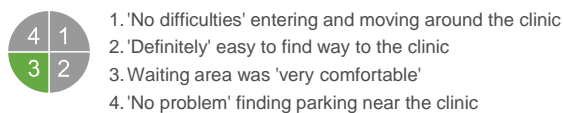
#### Access and timeliness before the visit



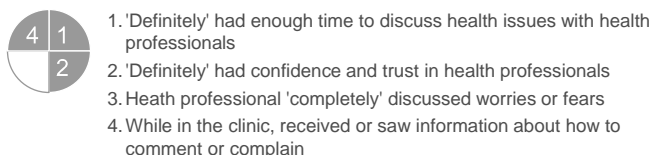
#### Access and timeliness during the visit



#### Physical environment and comfort



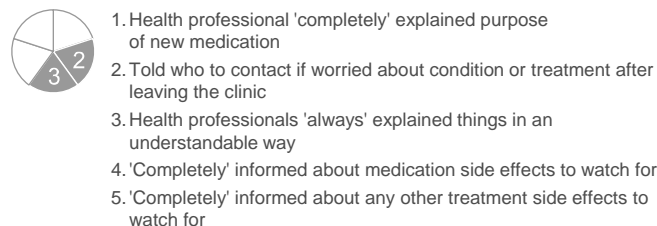
#### Addressing patient concerns



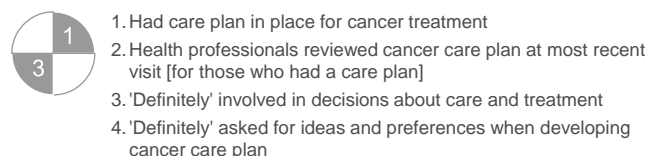
#### Respect and dignity



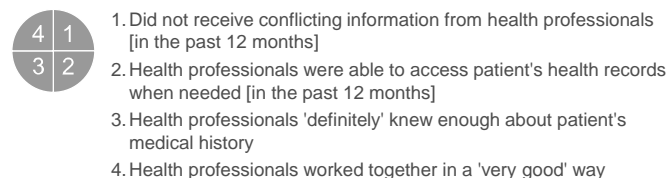
#### Information to support patient



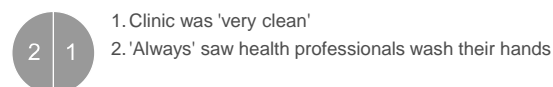
#### Shared decision-making



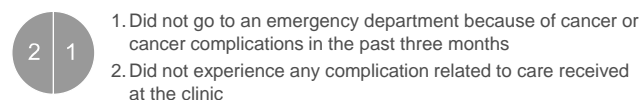
#### Coordination and continuity



#### Hygiene and cleanliness



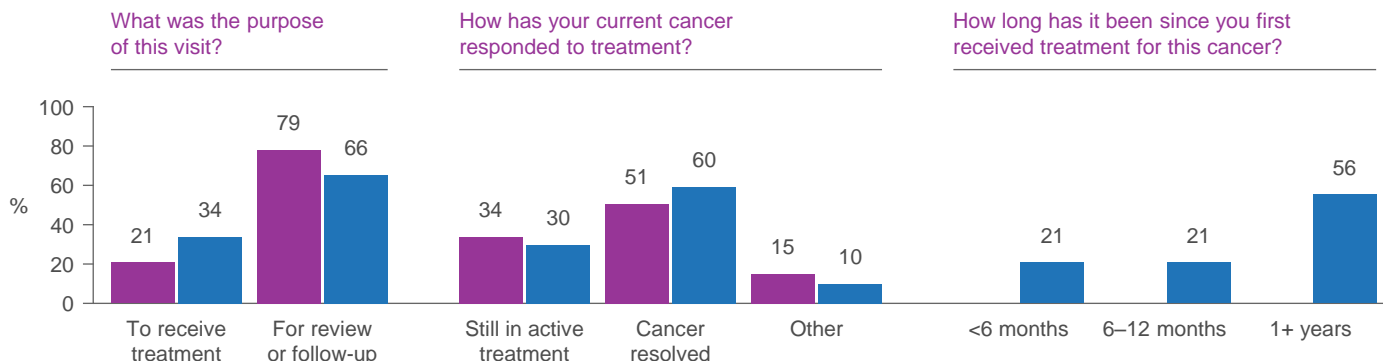
#### Complications



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

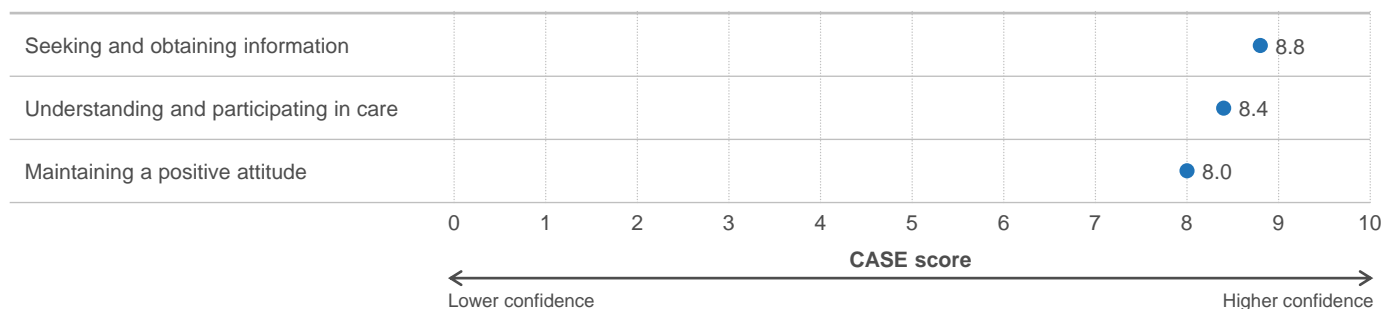
## Profile of patients attending this hospital

■ This hospital ■ NSW result



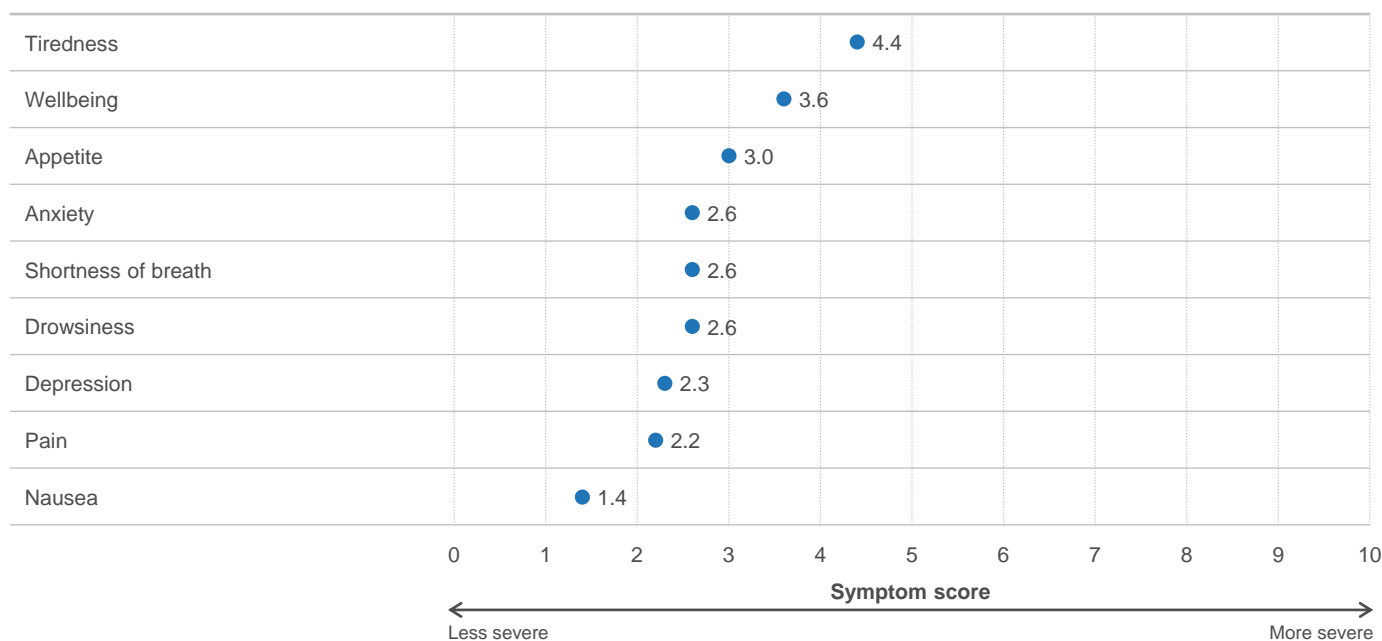
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

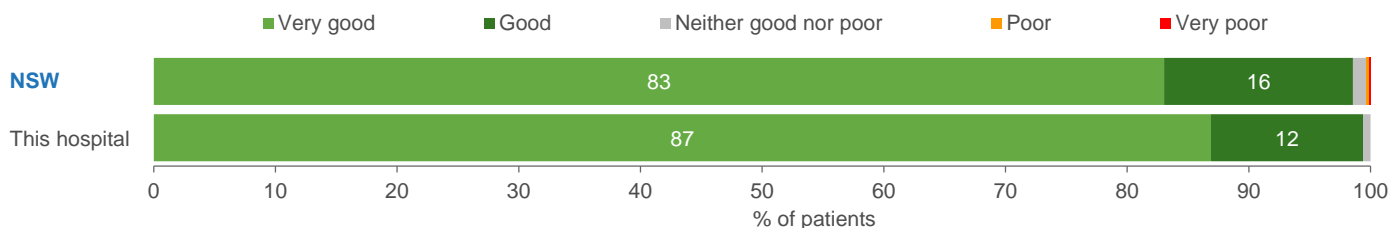
# Shoalhaven District Memorial Hospital

## Illawarra Shoalhaven LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 210 responses from Shoalhaven District Memorial Hospital – a response rate of 66.5%.

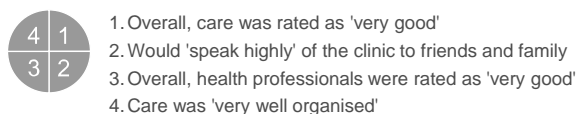
### Overall, how would you rate the care you received in the clinic?



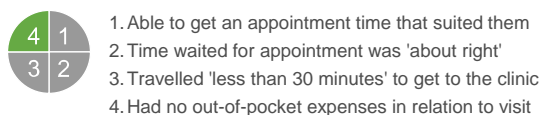
### Summary results for patients who attended this hospital, by theme

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

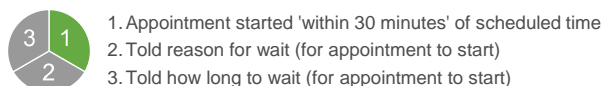
#### Overall experience of care



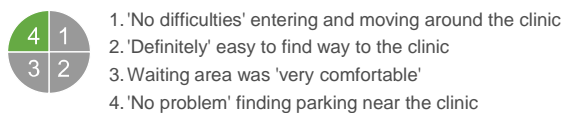
#### Access and timeliness before the visit



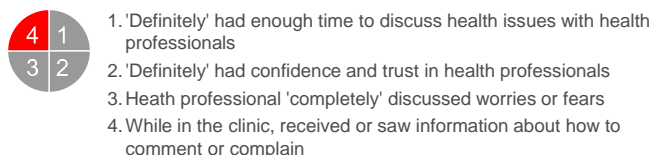
#### Access and timeliness during the visit



#### Physical environment and comfort



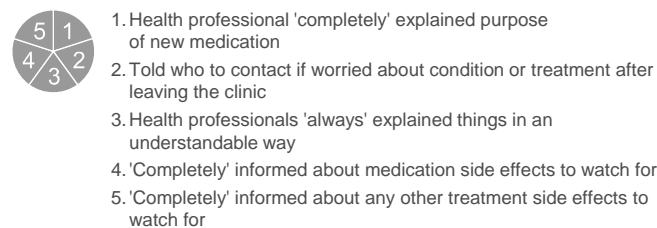
#### Addressing patient concerns



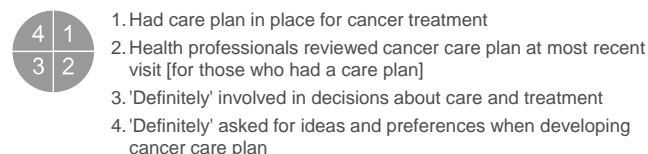
#### Respect and dignity



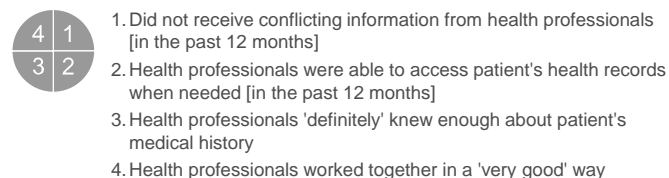
#### Information to support patient



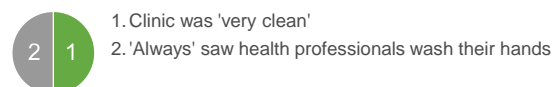
#### Shared decision-making



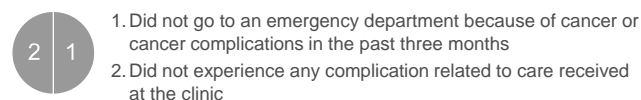
#### Coordination and continuity



#### Hygiene and cleanliness

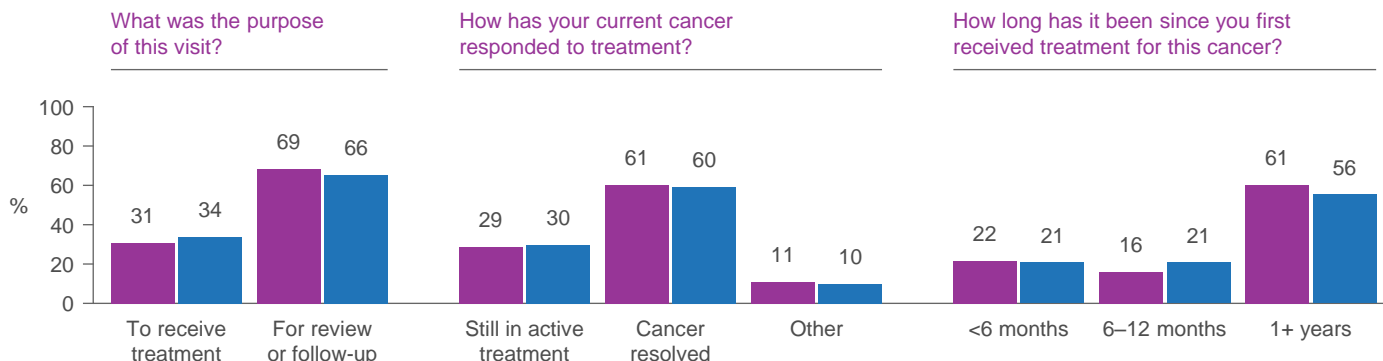


#### Complications



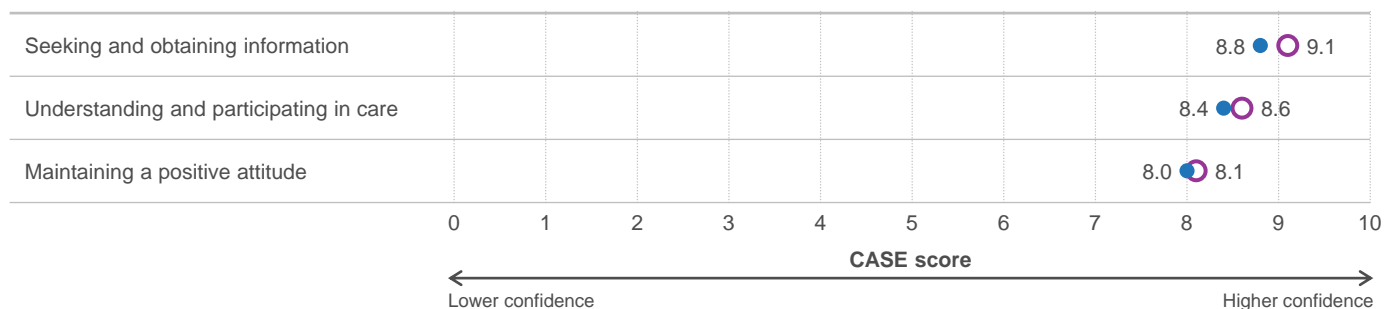
## Profile of patients attending this hospital

■ This hospital ■ NSW result



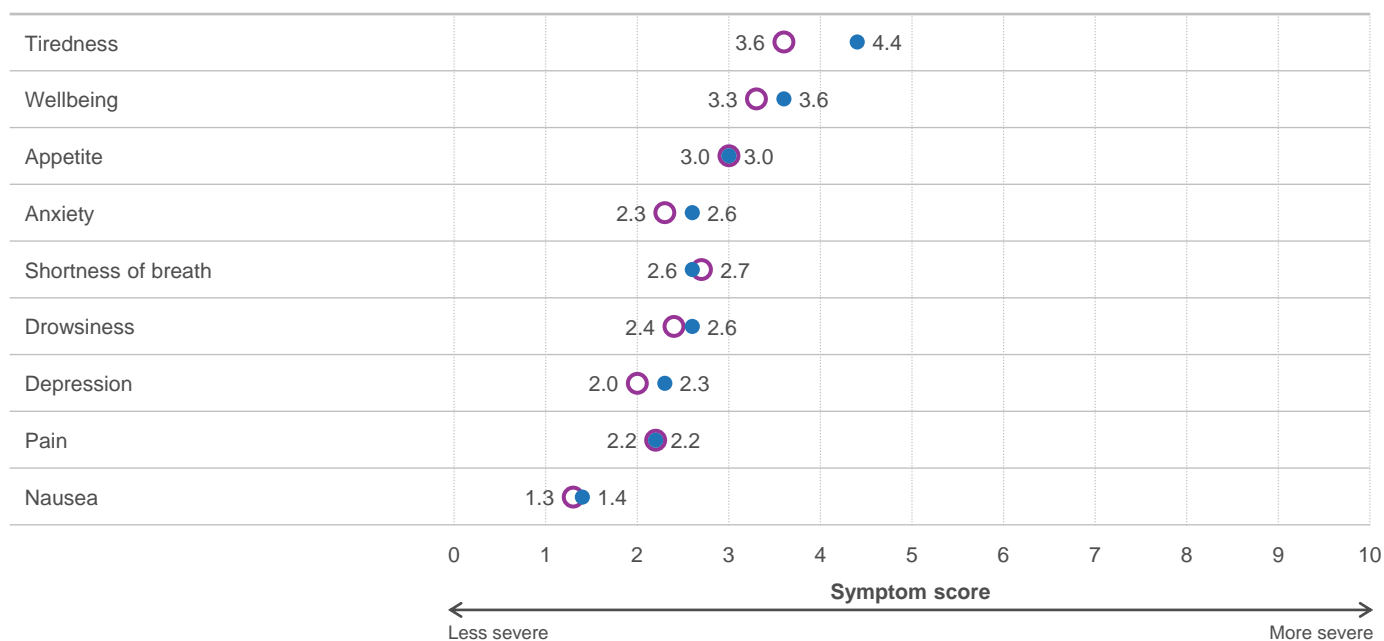
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

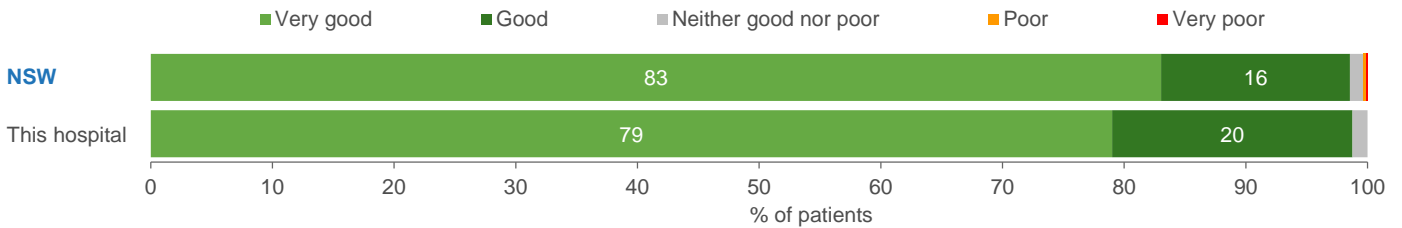
# St George Hospital

## South Eastern Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 82 responses from St George Hospital – a response rate of 65.1%.

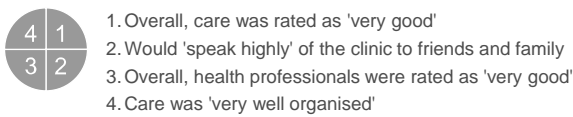
### Overall, how would you rate the care you received in the clinic?



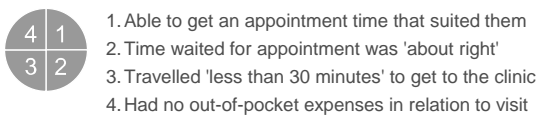
### Summary results for patients who attended this hospital, by theme

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

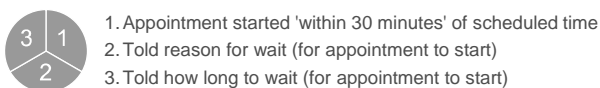
#### Overall experience of care



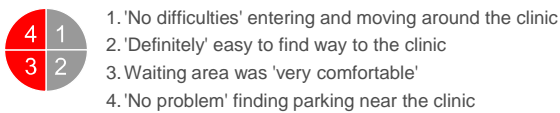
#### Access and timeliness before the visit



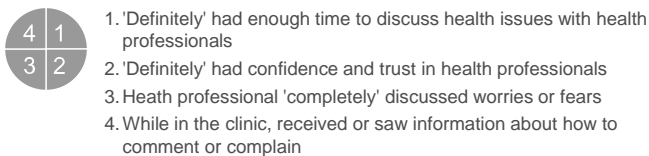
#### Access and timeliness during the visit



#### Physical environment and comfort



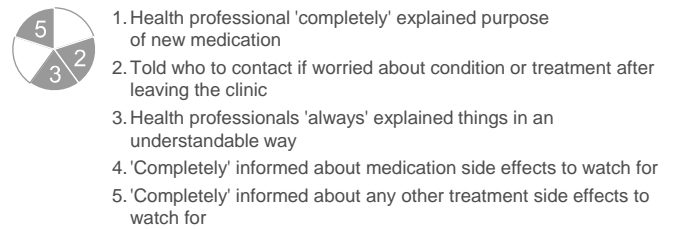
#### Addressing patient concerns



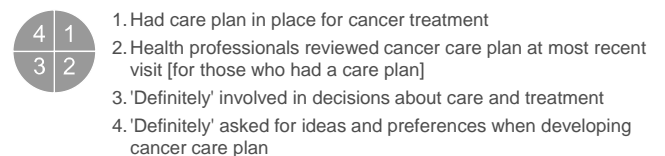
#### Respect and dignity



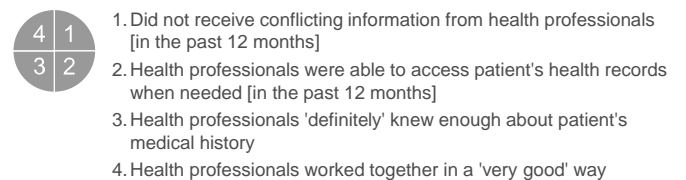
#### Information to support patient



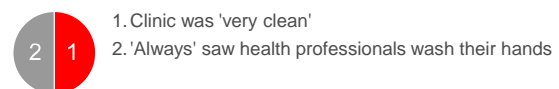
#### Shared decision-making



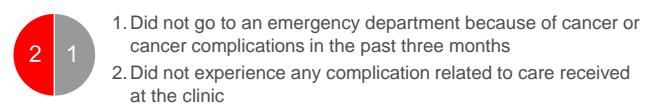
#### Coordination and continuity



#### Hygiene and cleanliness



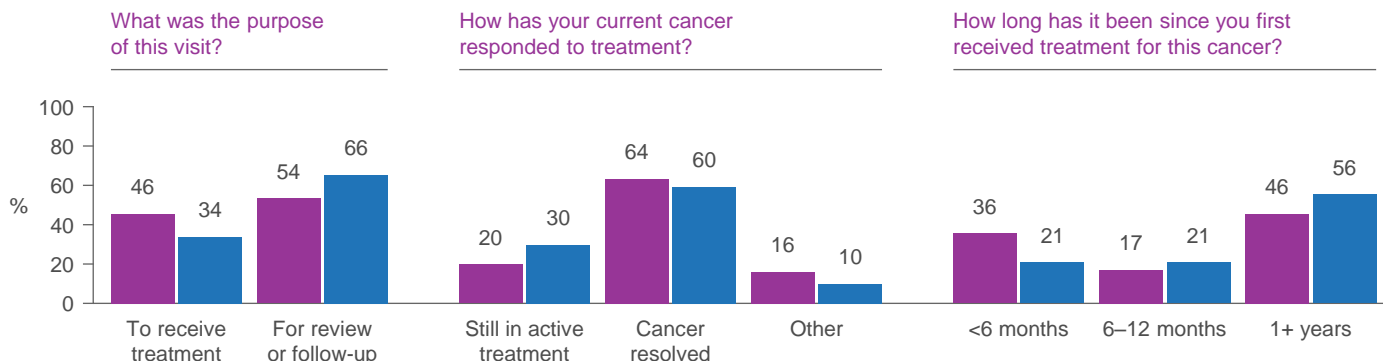
#### Complications



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

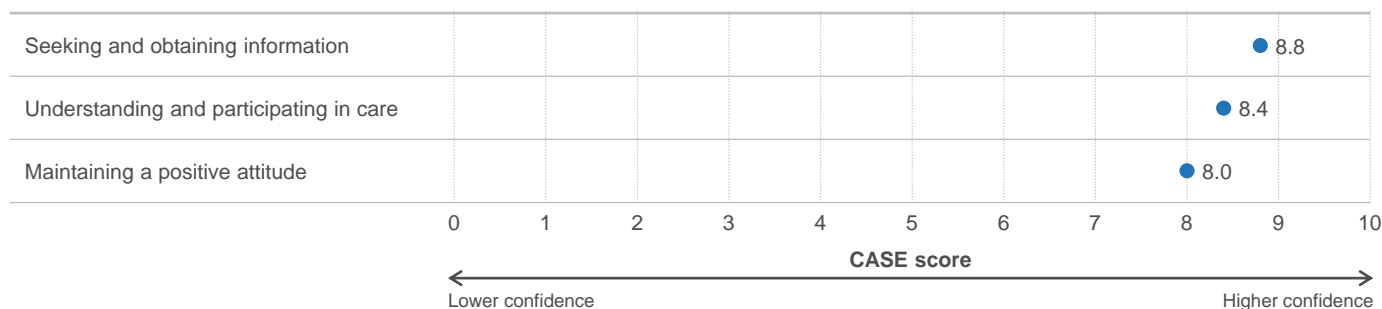
## Profile of patients attending this hospital

■ This hospital ■ NSW result



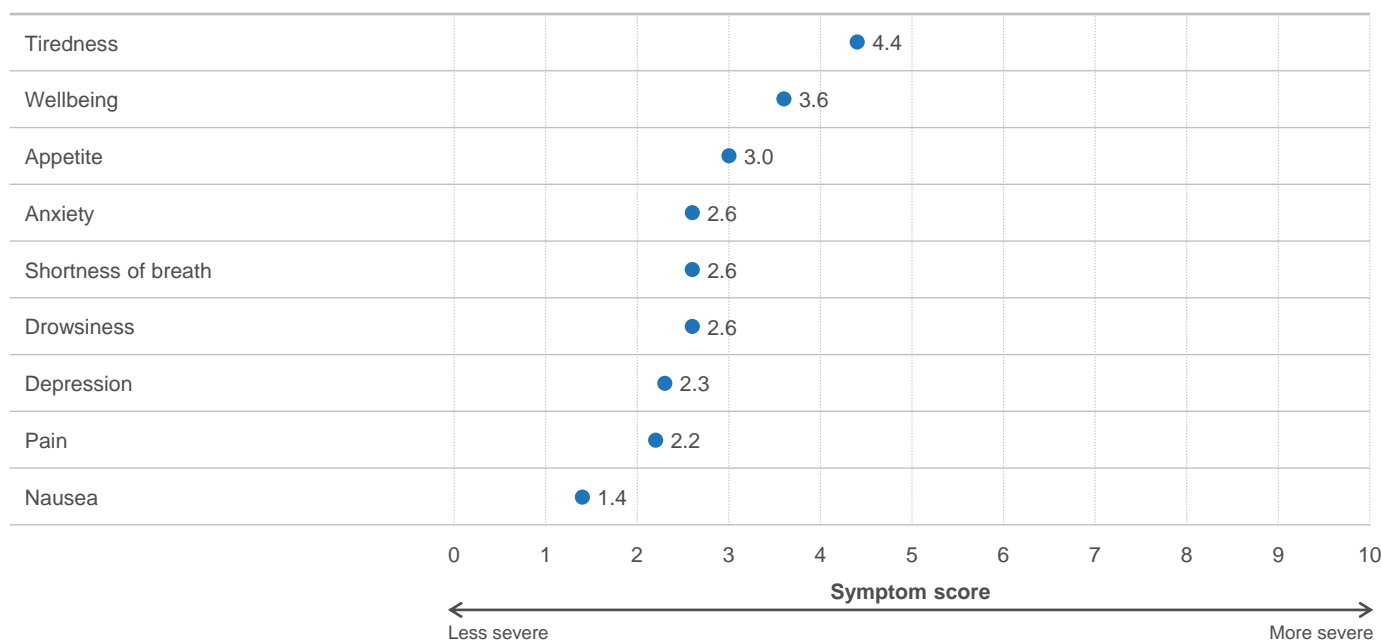
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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

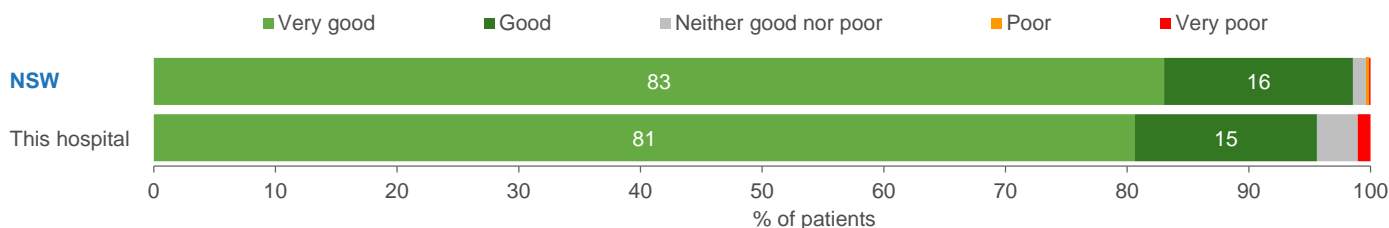
# St Vincent's Hospital, Darlinghurst

## St Vincent's Health Network

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 158 responses from St Vincent's Hospital, Darlinghurst – a response rate of 50.5%.

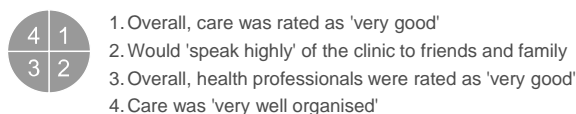
### Overall, how would you rate the care you received in the clinic?



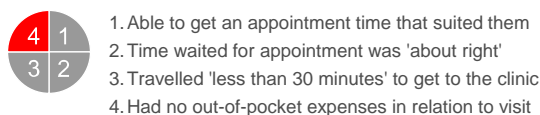
### Summary results for patients who attended this hospital, by theme

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

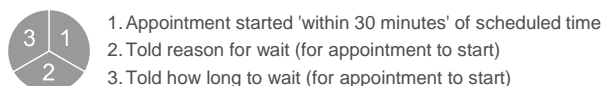
#### Overall experience of care



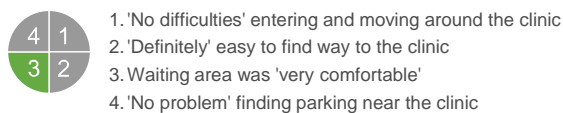
#### Access and timeliness before the visit



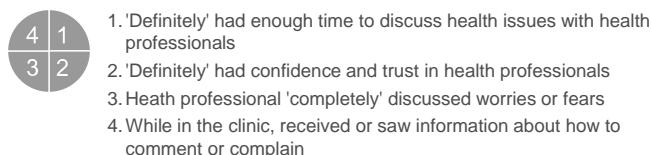
#### Access and timeliness during the visit



#### Physical environment and comfort



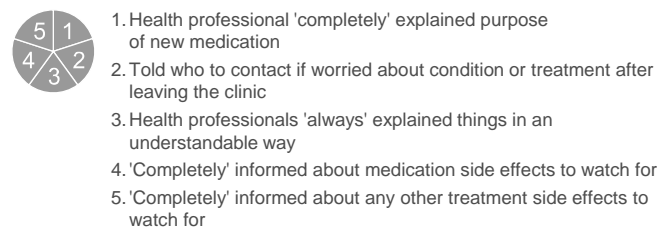
#### Addressing patient concerns



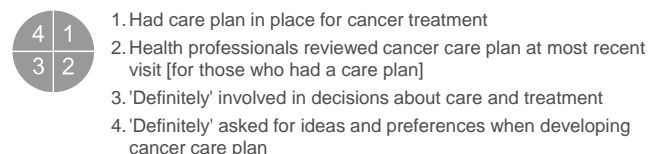
#### Respect and dignity



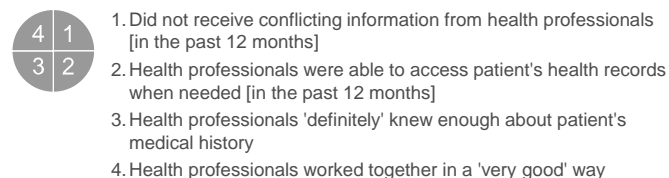
#### Information to support patient



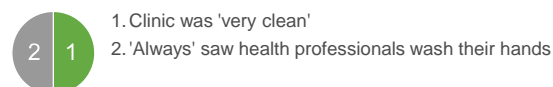
#### Shared decision-making



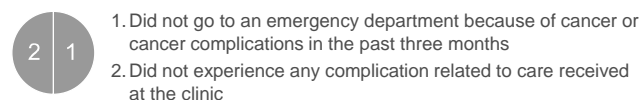
#### Coordination and continuity



#### Hygiene and cleanliness

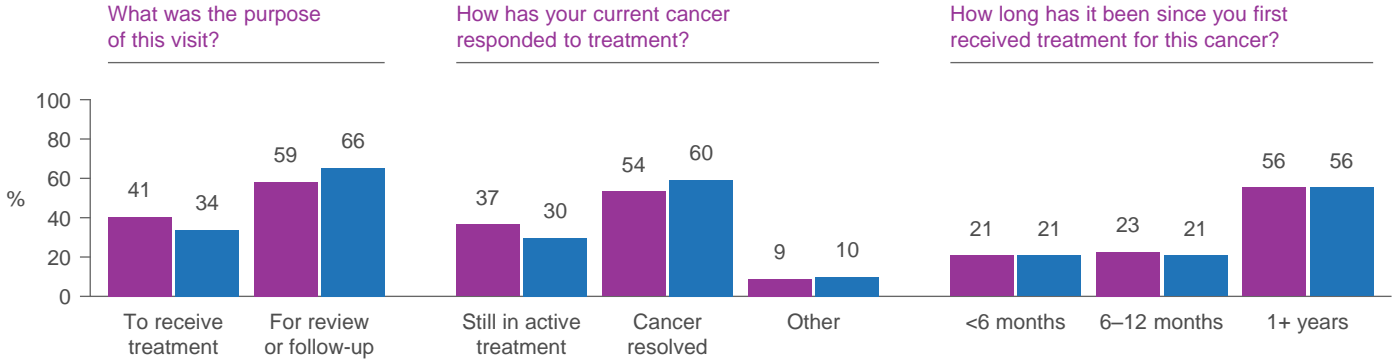


#### Complications



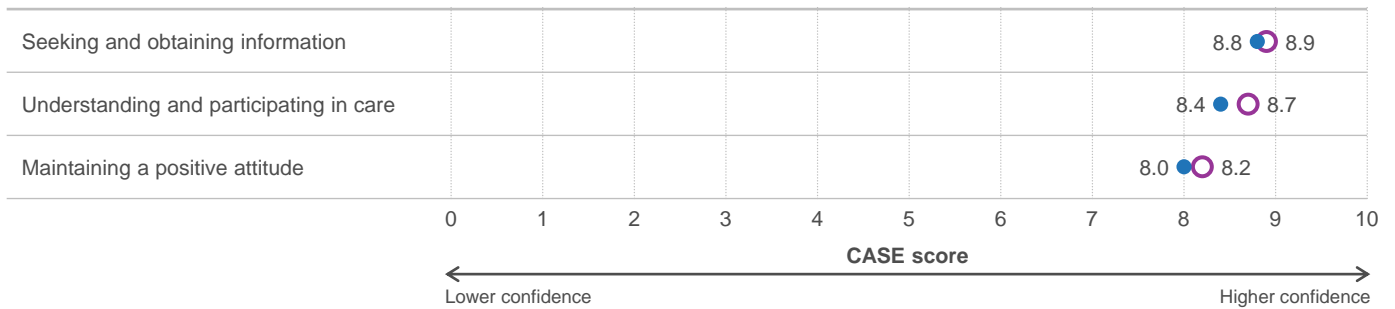
## Profile of patients attending this hospital

■ This hospital ■ NSW result



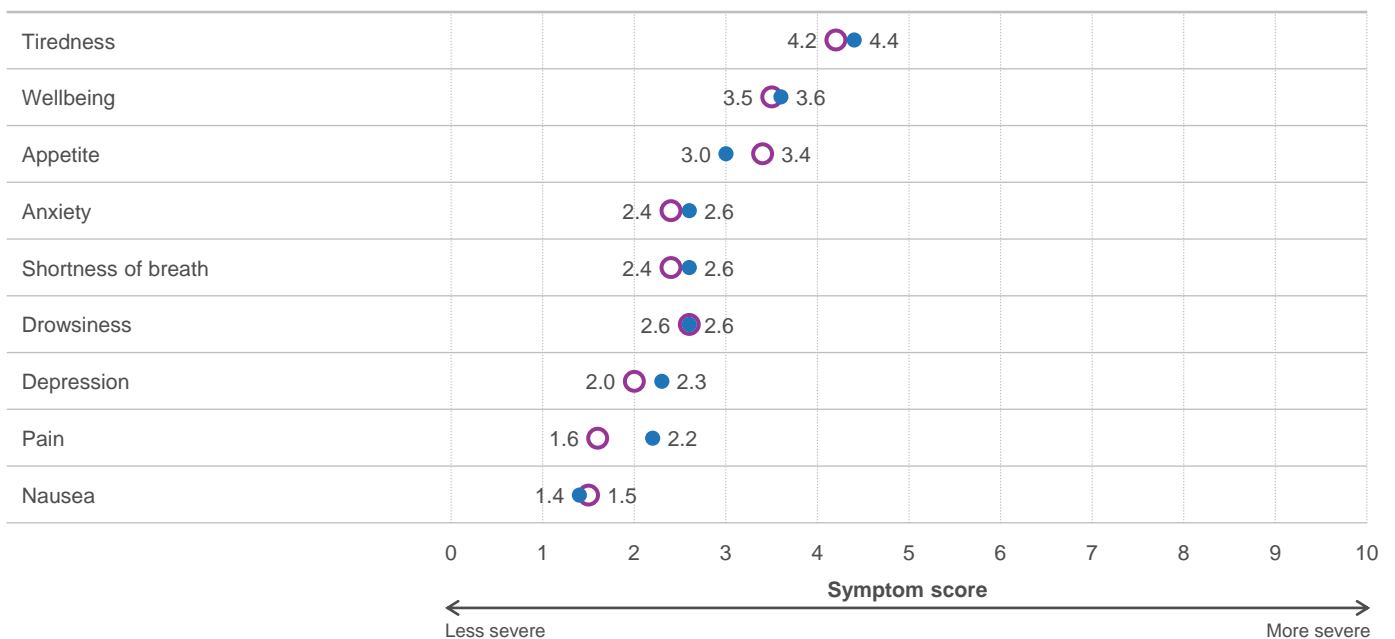
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

For more information about the NSW Patient Survey Program or the Outpatient Cancer Clinics Survey, please visit [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

\* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.



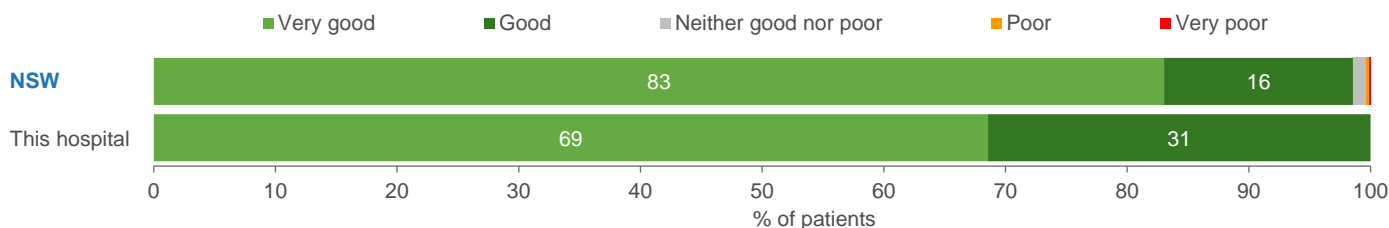
# Sydney/Sydney Eye Hospital

## South Eastern Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 43 responses from Sydney/Sydney Eye Hospital – a response rate of 30.1%.

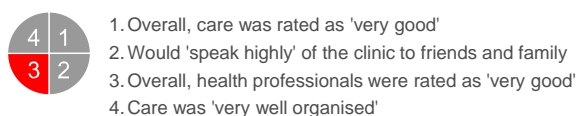
### Overall, how would you rate the care you received in the clinic?



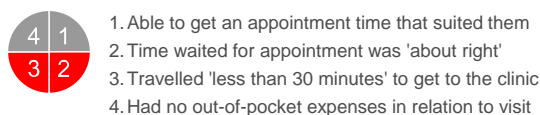
### Summary results for patients who attended this hospital, by theme

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

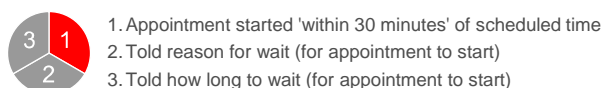
#### Overall experience of care



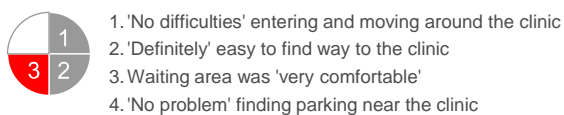
#### Access and timeliness before the visit



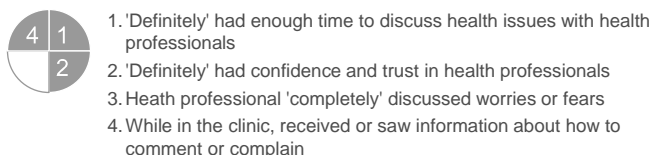
#### Access and timeliness during the visit



#### Physical environment and comfort



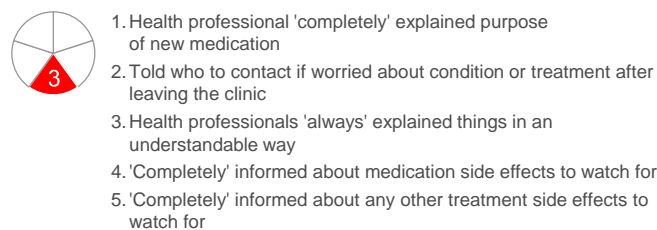
#### Addressing patient concerns



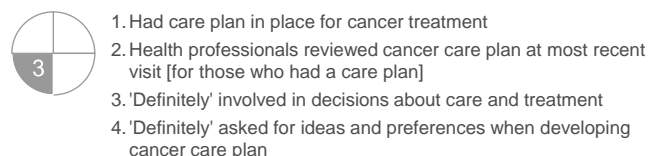
#### Respect and dignity



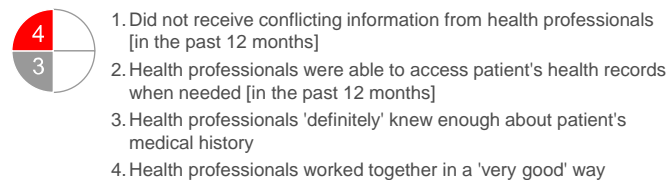
#### Information to support patient



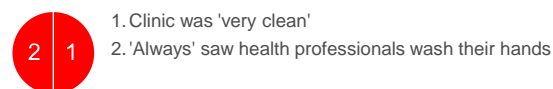
#### Shared decision-making



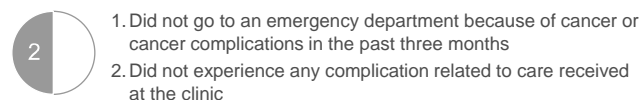
#### Coordination and continuity



#### Hygiene and cleanliness



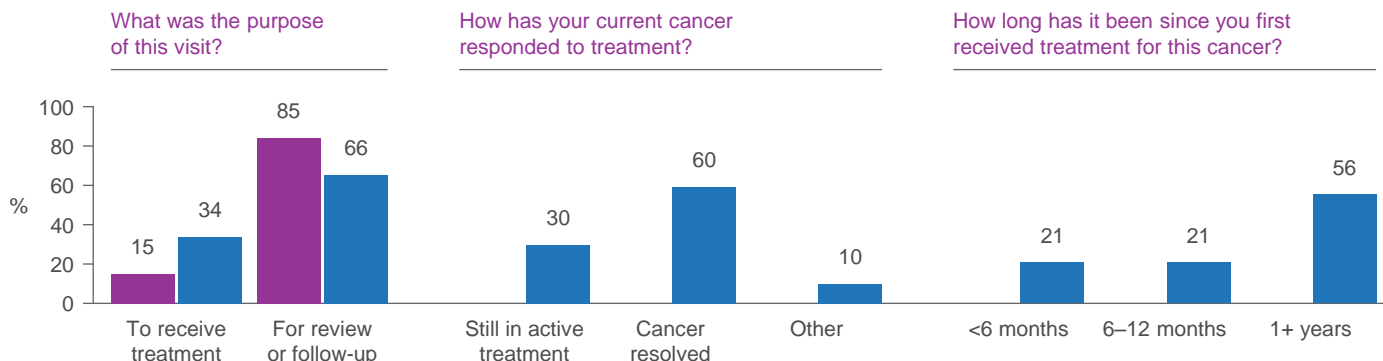
#### Complications



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

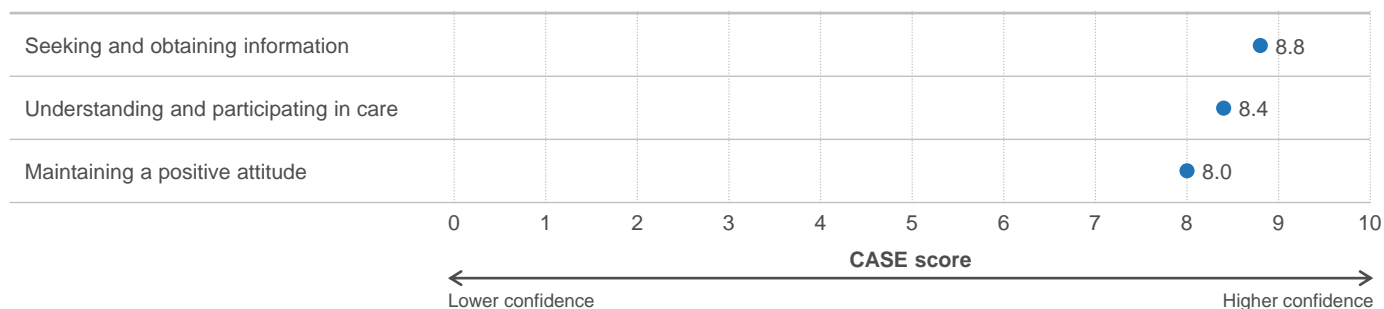
## Profile of patients attending this hospital

■ This hospital ■ NSW result



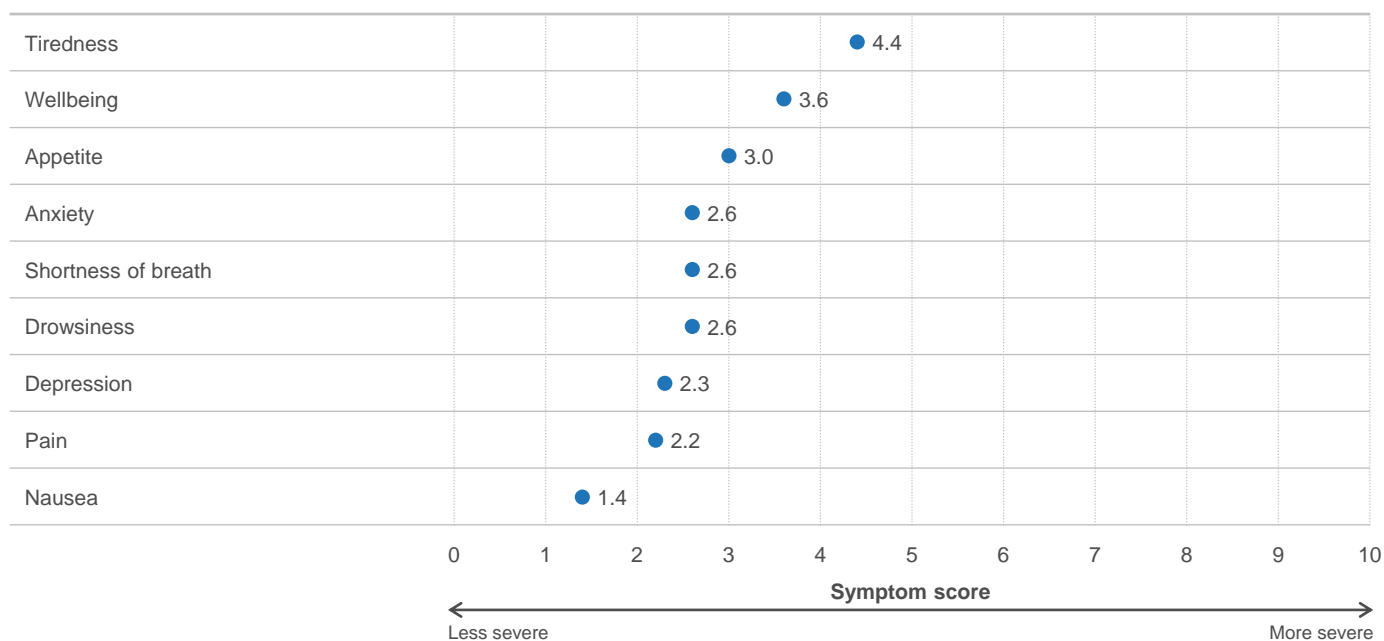
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

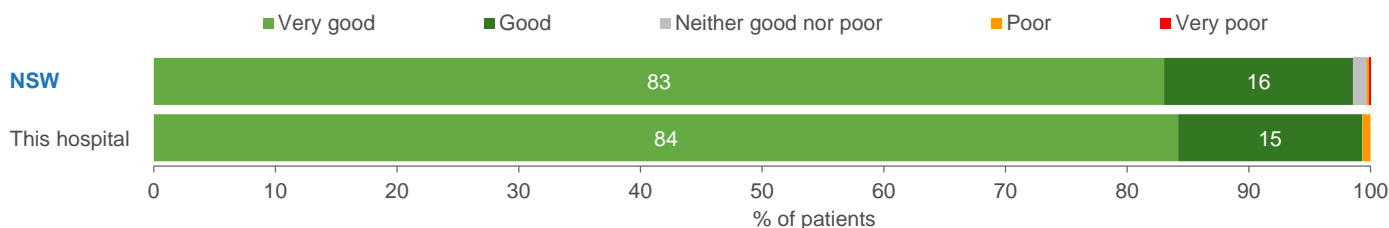
# Westmead Hospital

## Western Sydney LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 185 responses from Westmead Hospital – a response rate of 54.9%.

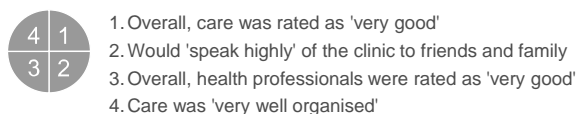
### Overall, how would you rate the care you received in the clinic?



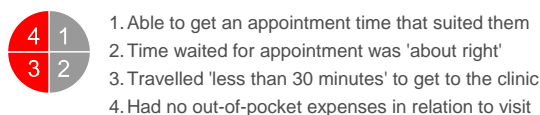
### Summary results for patients who attended this hospital, by theme

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

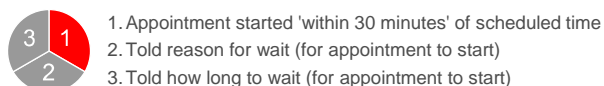
#### Overall experience of care



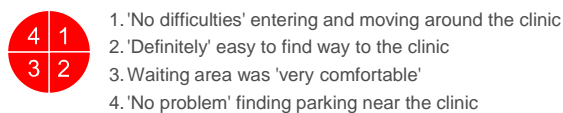
#### Access and timeliness before the visit



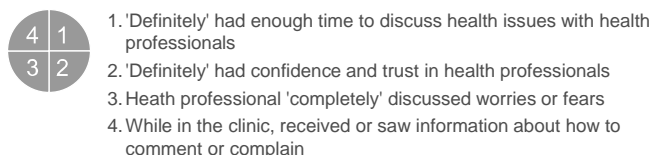
#### Access and timeliness during the visit



#### Physical environment and comfort



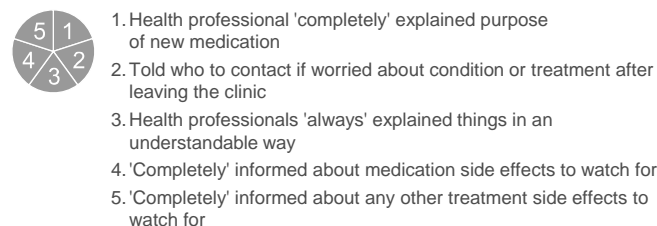
#### Addressing patient concerns



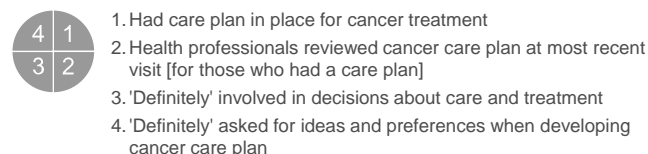
#### Respect and dignity



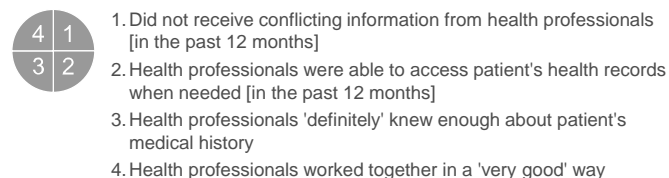
#### Information to support patient



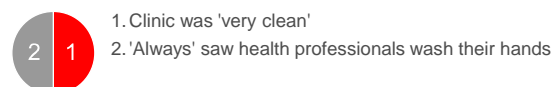
#### Shared decision-making



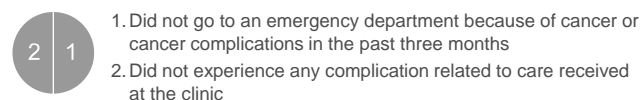
#### Coordination and continuity



#### Hygiene and cleanliness

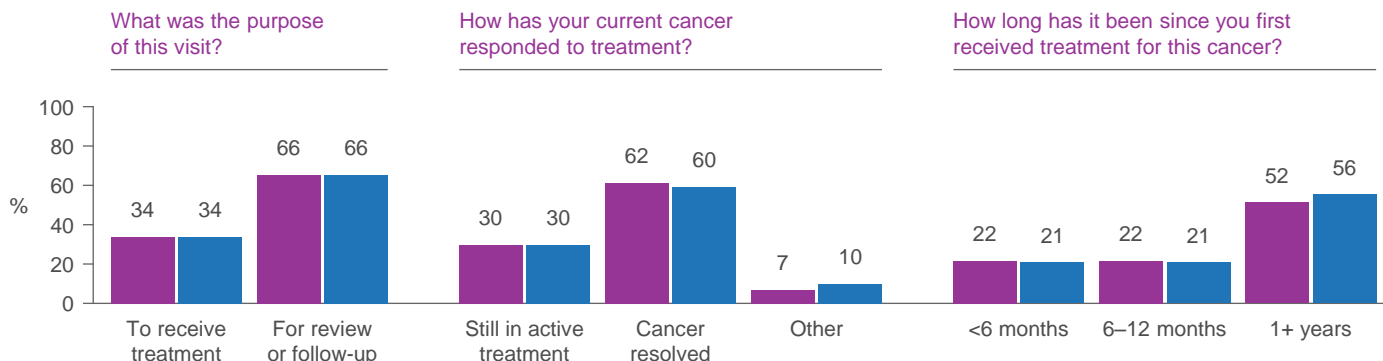


#### Complications



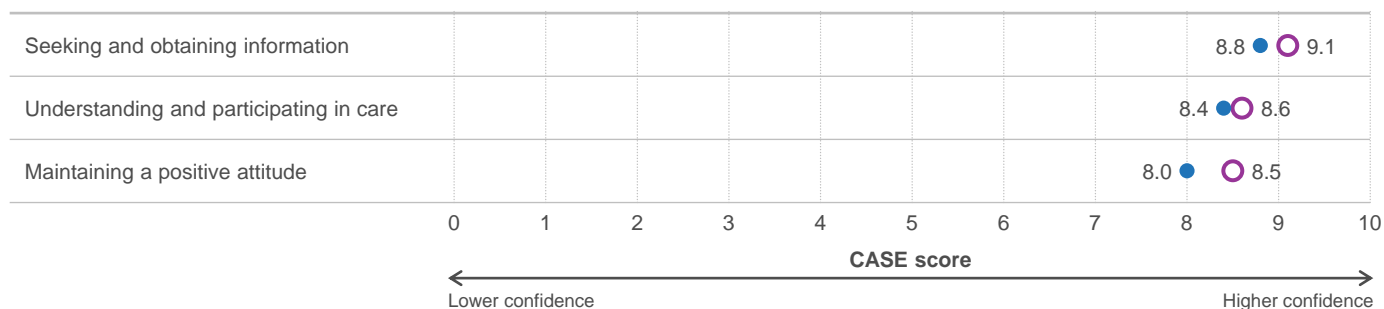
## Profile of patients attending this hospital

■ This hospital ■ NSW result



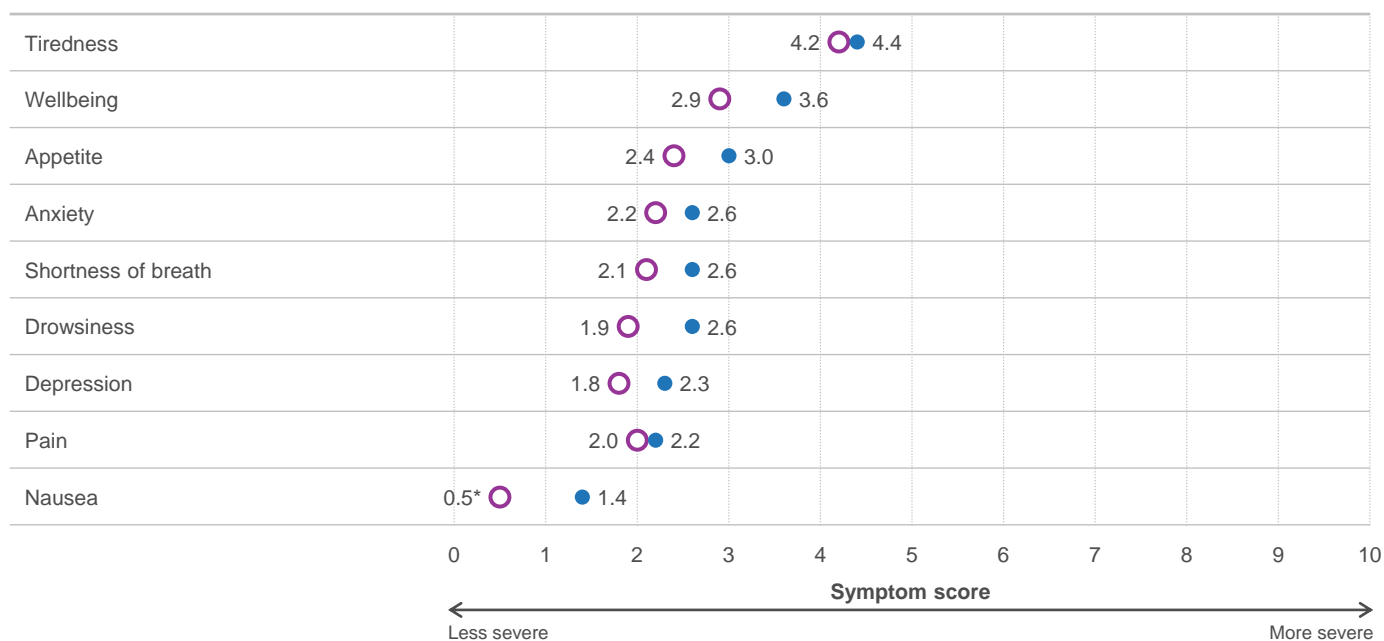
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.

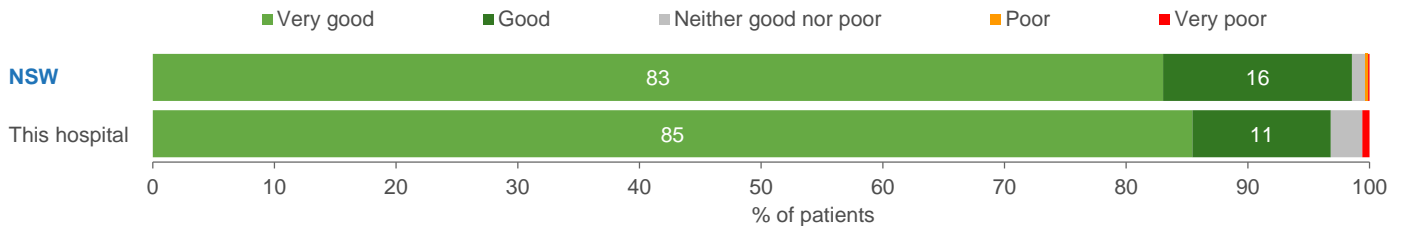
# Wollongong Hospital

## Illawarra Shoalhaven LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 202 responses from Wollongong Hospital – a response rate of 61.4%.

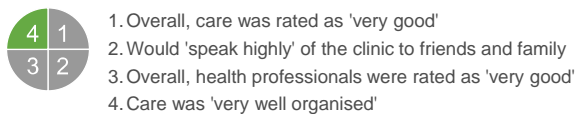
### Overall, how would you rate the care you received in the clinic?



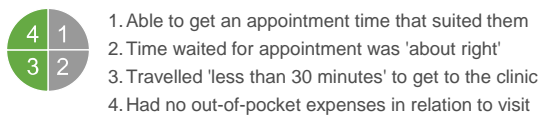
### Summary results for patients who attended this hospital, by theme

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

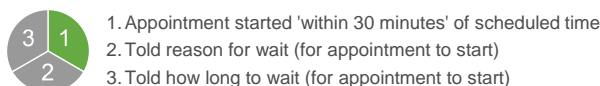
#### Overall experience of care



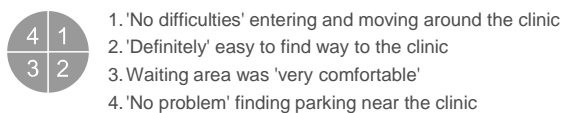
#### Access and timeliness before the visit



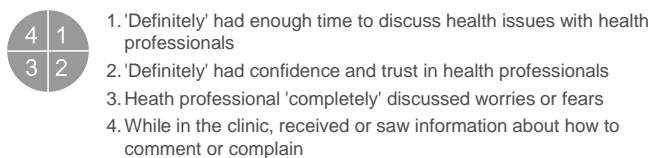
#### Access and timeliness during the visit



#### Physical environment and comfort



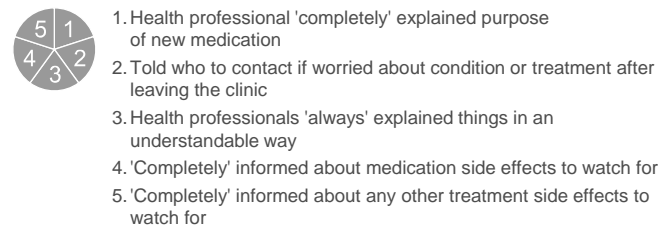
#### Addressing patient concerns



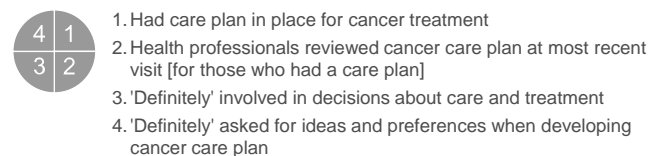
#### Respect and dignity



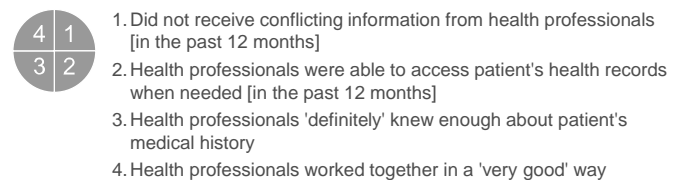
#### Information to support patient



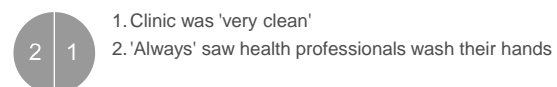
#### Shared decision-making



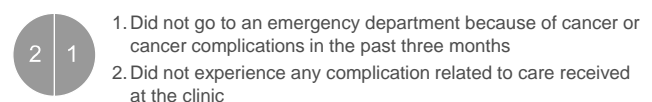
#### Coordination and continuity



#### Hygiene and cleanliness

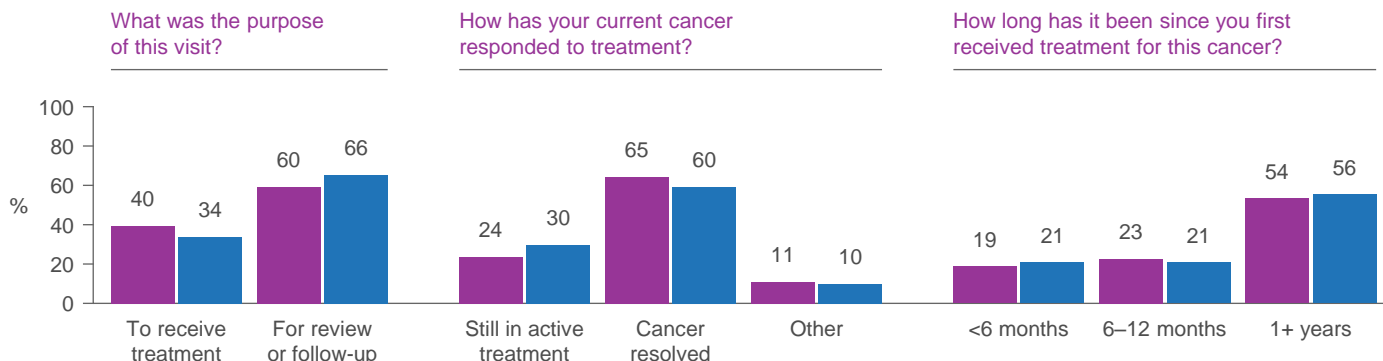


#### Complications



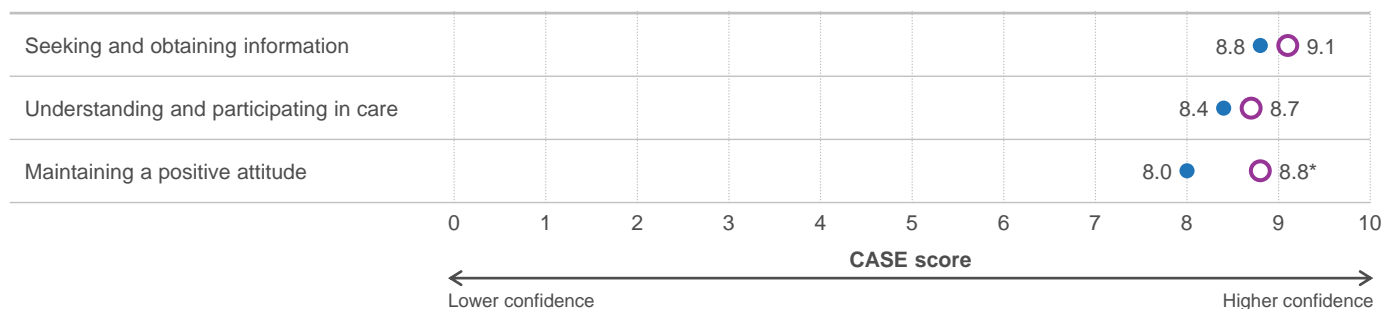
## Profile of patients attending this hospital

■ This hospital ■ NSW result



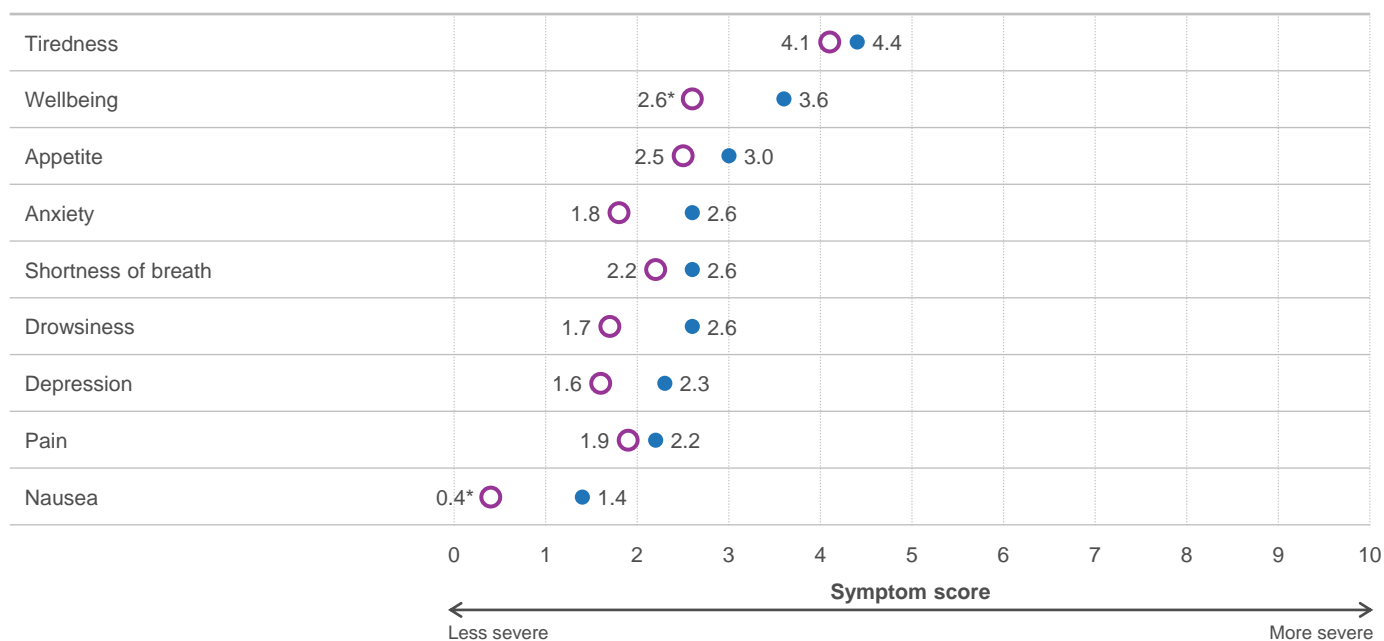
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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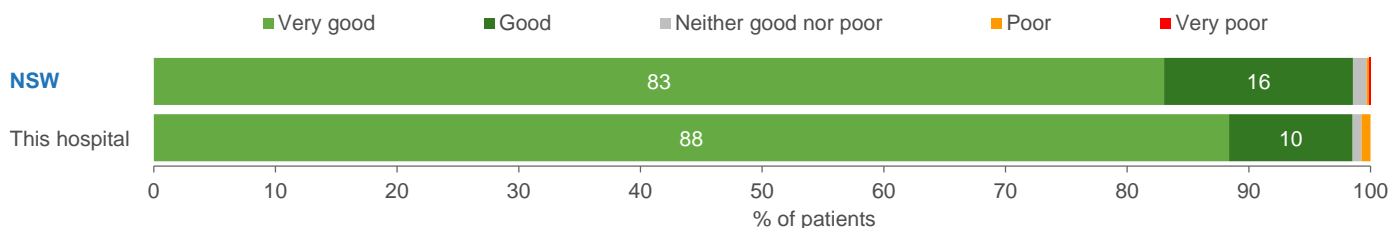
# Wyong Hospital

## Central Coast LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 129 responses from Wyong Hospital – a response rate of 65.8%.

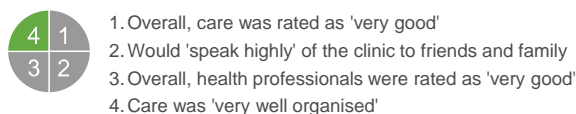
### Overall, how would you rate the care you received in the clinic?



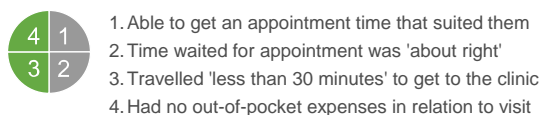
### Summary results for patients who attended this hospital, by theme

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

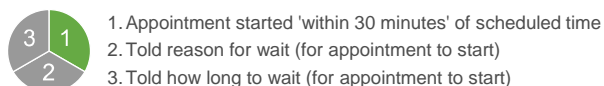
#### Overall experience of care



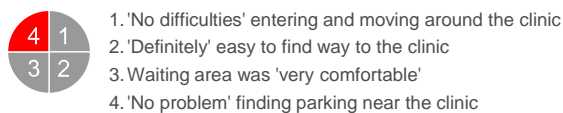
#### Access and timeliness before the visit



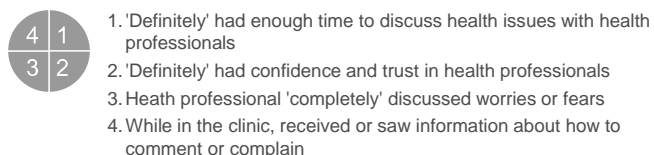
#### Access and timeliness during the visit



#### Physical environment and comfort



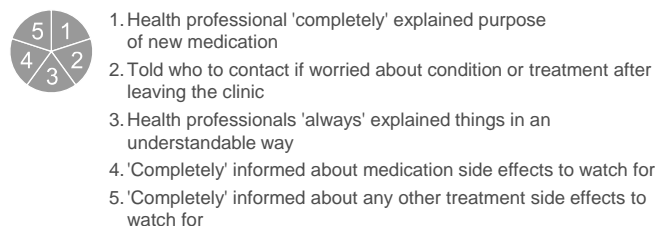
#### Addressing patient concerns



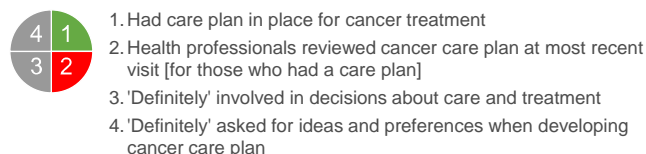
#### Respect and dignity



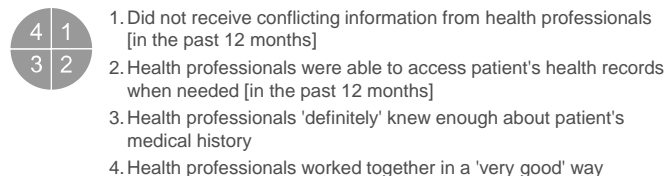
#### Information to support patient



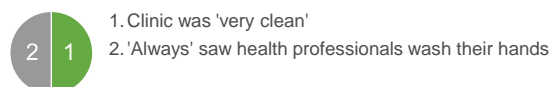
#### Shared decision-making



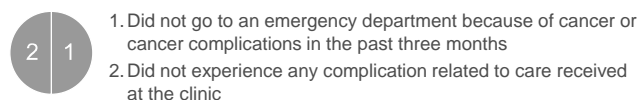
#### Coordination and continuity



#### Hygiene and cleanliness

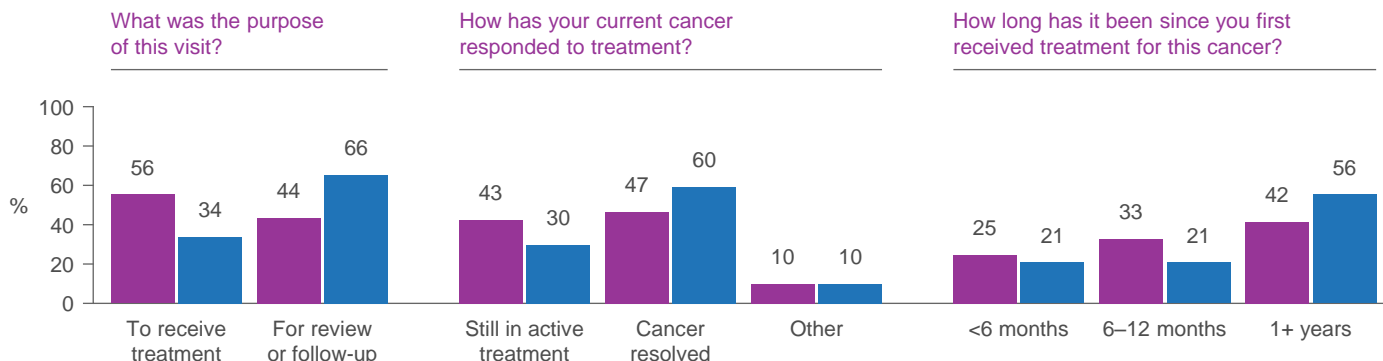


#### Complications



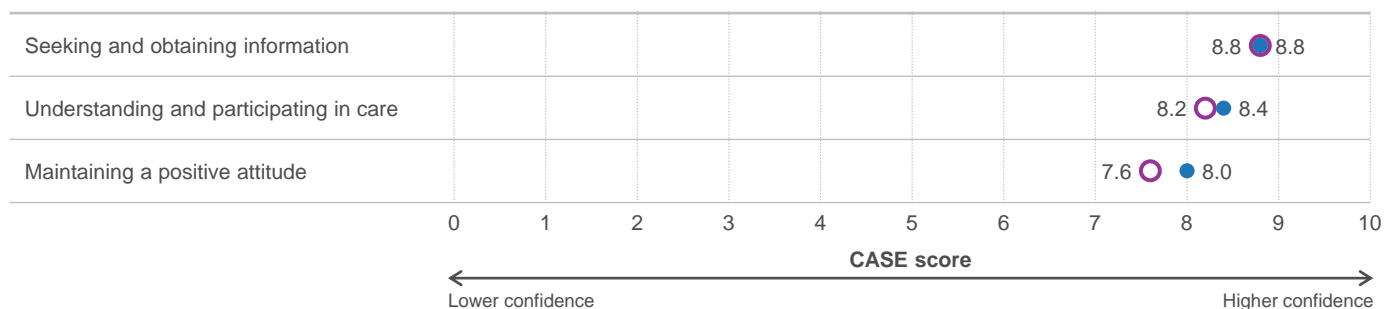
## Profile of patients attending this hospital

■ This hospital ■ NSW result



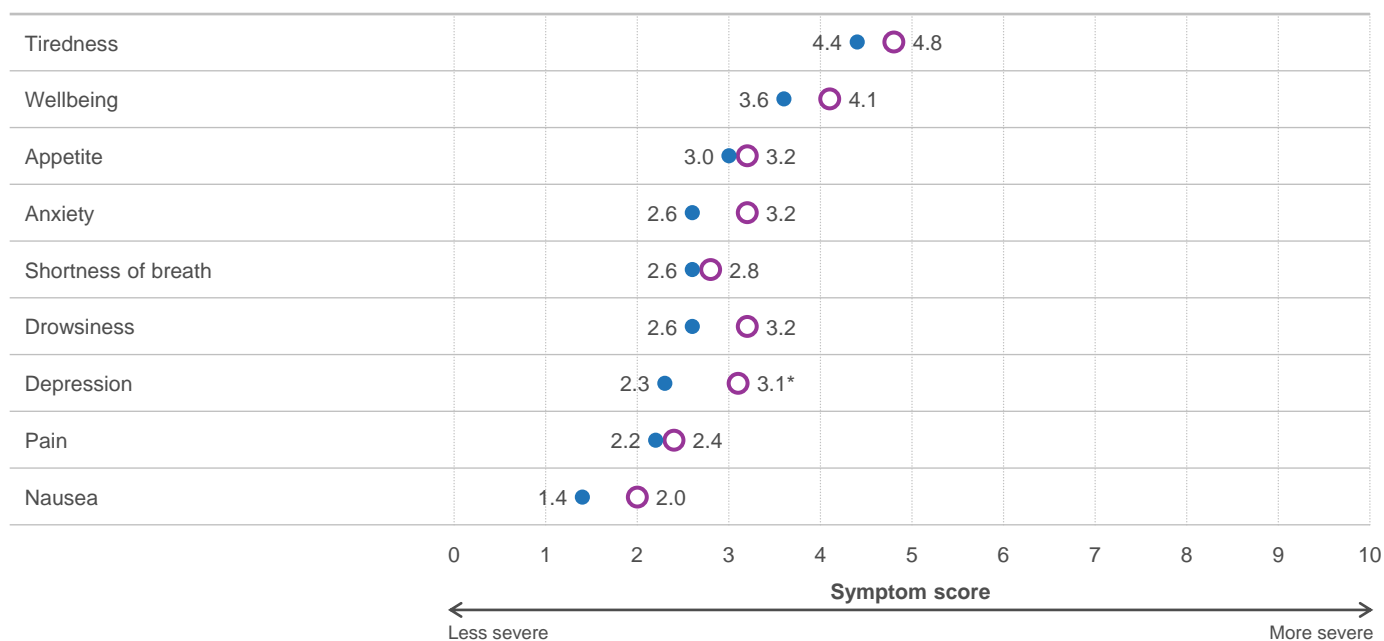
## Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



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

○ This hospital ● NSW result



### Notes

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