

Scottish Cancer Patient Experience Survey 2015

Around **5,000** patients took part in Scotland's first cancer patient experience survey. Questions covered the entire cancer care journey, from thinking that something might be wrong to support received after treatment.

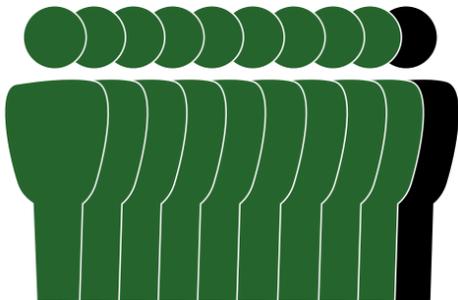
People's responses about their overall NHS care

Overall ratings:

Length of time waiting	76%
Administration of care	90%
Care	94%

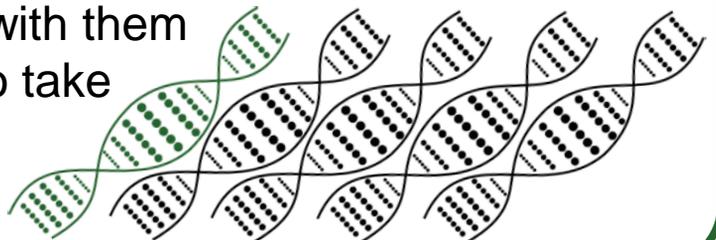
% positive

Just over **1 in 5** people reported that they had been given a care plan



9 out of 10 people felt that different people treating them worked well together to give them the best possible care all or most of the time

Around **1 in 5** people said that, since their diagnosis, someone has discussed with them whether they would like to take part in cancer research



Finding Out What Was Wrong

83% of people waited less than 3 months before going to see a doctor about the problem



3 in 4 people were referred to hospital by their GP

92% of people said they had had **all the information** they needed about their **diagnostic test beforehand**

4 out of 5 people felt the **results** of their **diagnostic test** were explained in a way they could understand

1 out of 3 people got **no written information** about their type of cancer when diagnosed

When first told they had cancer:

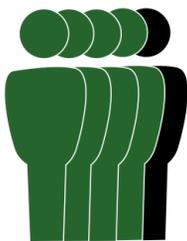
72% of people were told they could bring a family member or friend

75% of people fully understood the explanation what was wrong

86% of people were told in a sensitive way

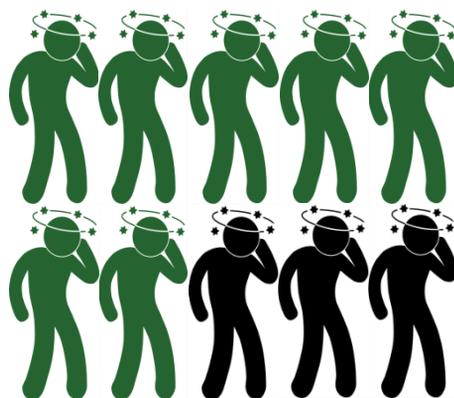
Deciding on Treatment

86% of people had their **treatment options explained** to them before their cancer treatment started



Almost **4 in 5** people reported that they were **involved in decisions** about their care and treatment as much as they wanted to be

7 out of 10 people felt the **possible side effects** of treatment(s) were explained in a way they could understand



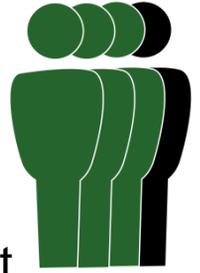
53% of people were told about any side effects of the treatment that could affect them in the future rather than straight away, before they started their treatment



Almost **1 in 10** people were not offered practical advice or support on side effects

83% of people experienced

Hospital Care as an Inpatient



3 in 4 people said that their **family** or **someone else close to them** was able to **talk to a doctor** if they wanted to

87% of people were **always** treated with **respect and dignity** while they were in hospital

Percentage of people who had **confidence and trust** in their...

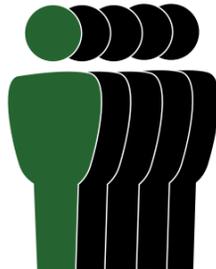
Doctors **86%**

Ward Nurses **77%**

87% of people felt the hospital staff did **everything they could to control the pain**

... were **not** given enough information on what they should or should not do after leaving hospital

Almost 1 in 5 people...



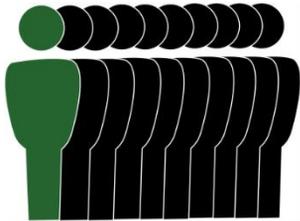
... were **not** always **given enough privacy** when discussing their condition or treatment

... were **not** able to find someone on the hospital staff to **talk to about their worries and fears**

... reported that groups of doctors and nurses **talked in front of them as though they weren't there**

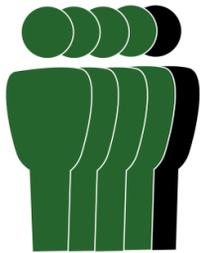
Hospital Care as an Outpatient

98% of people reported that, at their last outpatients appointment with a cancer doctor, the **doctor had all the right documents**



Almost **1 out of 10** people could not **find someone** on the hospital staff to **talk about their worries and fears** when in hospital as an outpatient

77% of respondents had an **operation**



4 out of 5 people reported that, afterwards, a member of staff **explained how it had gone in a way they could understand**

93% of people had **all the information** they needed about their treatment **beforehand**

Radiotherapy

49%

percentage of respondents receiving this type of treatment

81%

of people had **all the information** they needed about their treatment **beforehand**

54%

of people were **given enough information** about **whether their treatment was working** in a way they could understand



Chemotherapy

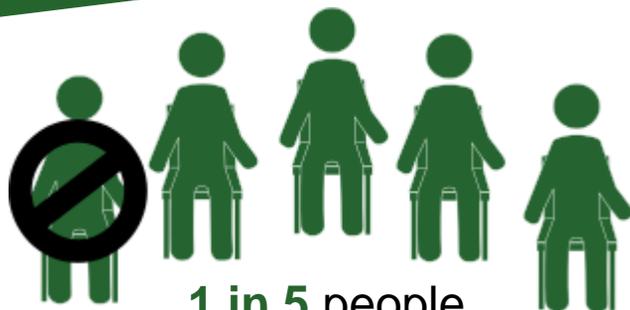
48%

77%

62%

Support from Hospital Staff

77% of people got information from or had a discussion with, hospital staff about the impact cancer could have on their day to day activities



1 in 5 people did **not** get information from hospital staff about **support or self-help groups** for people with Cancer



1 in 2 people **did not** get information from hospital staff about how to get **financial help** or any **benefits** they may have been entitled to

4 in 5 people said the doctors and nurses gave their family or someone close to them all the information they needed to **help care for them at home**



Home Care and Support

54% of people received enough care and support from health or social services **during their cancer treatment**

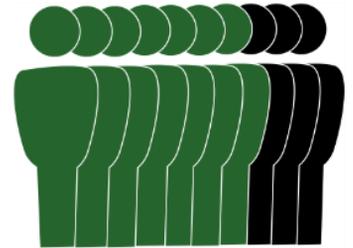
45% of people received enough care and support from health or social services **once their cancer treatment had finished**

Support from GP Practice

96% of people felt their GP was given enough information about their condition and the treatment they had at the hospital



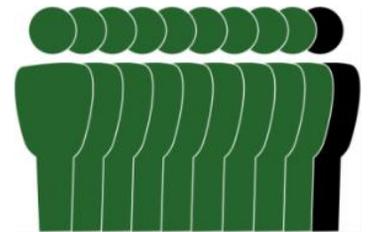
7 out of 10 people felt GPs and nurses at their general practice did everything they could to support them while they were having cancer treatment



Clinical Nurse Specialist (CNS)

84% of people said they were given the name of a **CNS**

↳ **9 out of 10** people felt their CNS was very or quite easy to contact



↳ **85%** approached their CNS with questions

↳ **9 out of 10** people got answers they understood all or most of the time

