Thank you to all the people who participated in the Patient Experience Survey. Without your valuable participation and support the survey would not have been possible. Your feedback will help guide service planning and improvement.
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Foreword

Despite significant advances in diagnosis and treatment hearing the words “you have cancer” is a devastating physical and emotional blow to any individual. How we navigate patients along their journey to recovery has a significant impact on their ability to cope with the situation and will ultimately affect their survival. The stakes are too high for us to get it wrong.

Patients deserve to receive the best medical care available in a respectful way from kind and compassionate care givers in a patient-centred holistic environment. The only way to establish if we are achieving this is to ask the service users; the patients themselves.

Too often our healthcare service focuses on numbers. For example, numbers waiting for appointments and procedures or numbers of patients on trolleys. Behind each number is a person with their own unique story which deserves to be heard. As healthcare professionals we ask patients to trust us with their lives therefore, we should in turn trust them to tell us how we can improve our service.

Dr. Deirdre Duke
Lead Clinician Symptomatic Breast Service
Beaumont Hospital
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Introduction
The National Cancer Control Programme (NCCP) oversees the delivery of all cancer services in Ireland and strives to ensure these including breast cancer services meet the highest standards. Adherence to the standards is measured by key performance indicators (KPI’s) which predominantly examine waiting times for diagnosis and treatment across the multi-disciplinary team. The Beaumont Breast Centre has been compliant with targets as outlined by the NCCP for our rapid access breast clinic over the past nine years (see figure 1). While they have merit, they are limited in examining the patients’ experience. In contrast, patient satisfaction surveys measure the extent to which care is person or patient centred. In addition patient experience surveys can offer objective reports and insights which can be potentially used to improve patients’ satisfaction with their care and their clinical outcomes (Lorig et al. 2001 & Davies et al. 2011).

The Agency for Healthcare Research and Quality (AHRQ, 1989) defines patient experience as “the range of interactions that patients have with the health care system, including their care from health plans, and from doctors, nurses, and staff in hospitals, physician practices and other health care facilities. As an integral component of healthcare quality, patient experience includes several aspects of health care delivery that patients value highly when they seek and receive care such as getting timely appointments, easy access to information, and good communication with health care providers.” Research by the Picker Institute a leading international charity in the field of person centred care has shown that many patients want to play an active role in their healthcare which suggests that meaningful patient involvement and engagement of people in their own care supports professional relationships and improves the quality and experience of healthcare (Picker, 2008). The delivery of patient centred care has also been linked to improved patient outcomes, as well as more effective and efficient healthcare (Poochikian-Sarkissian et al. 2010 & Doyle et al. 2013).

The National Cancer Strategy 2017-2026 (Department of Health, 2017) recognises that patient involvement should be an integral part of both cancer care and service development. With this in mind, a patient experience survey was conducted in the Beaumont Breast Centre to both ascertain the patient’s experience of the breast service and to facilitate patient input into the service.

Aim
To capture the patient experience in our symptomatic breast cancer service so as to identify areas which need improvement with the intention of providing best patient centred care.

Objectives
- To obtain a meaningful picture of the patient experience through the Beaumont Breast Centre.
- To help identify potential areas for service improvement.
- To allow patients to express their needs and expectations.
- To optimise health expenditure through patient-guided planning and evaluation.

Methodology
A patient experience survey was designed to follow the patient’s journey from breast cancer diagnosis to surgery (Appendix A). A literature search was conducted to devise the questions for the questionnaire. The final questionnaire comprised 22 questions involving a combination of closed and open ended questions and Likert scales. A 10 point Likert scale consisting of scores from 1 to 10 was used (1 being extremely unsatisfied and 10 being extremely satisfied). Responses were coded as follows; 1-6 fair to poor, 7-8 good and 9-10 very good. This was similar to the method used in the National Patient Experience Survey 2017. The aim of the open-ended questions was to allow patients to communicate their experience in their own words and give context to the results.

We utilised our quarterly Audit, Quality and Risk (AQR) symptomatic breast meeting to advise all staff that the survey would commence. A pilot was conducted between April and May 2018. The survey began in June 2018 and closed on the 1st of September 2018. Patients were issued a letter, an instruction leaflet and four paged questionnaire with a stamped addressed envelope to return the survey. The letter contained a web link to give patients the option to respond online. The response rate was poor via the web link which was similar to the National Patient Survey which found that only 8% were completed online compared with 91% for paper questionnaires (The National Patient Survey, 2017). However, this did allow us to test the web link mode which can be used for future surveys.

Sample
The sample included all patients who had surgery for primary breast cancer between June 2016 and June 2017 in the Beaumont Breast Centre. This cohort of patients was chosen as a good representation of
patients who had experienced both outpatient and inpatient care. In addition they were at a stage in their treatment that allowed them to comment on their experiences in hindsight. A total of 189 patients were selected and 121 patients responded, giving a response rate of 64%.

Standard
The National Cancer Strategy (Department of Health, 2017) states that the primary aim of all cancer services is to provide effective safe, high quality and patient centred care. Measurement of the patient experience is central to monitoring quality of care and assessing the performance of a healthcare system and is a key recommendation in the strategy. Patient experience has also been demonstrated to be a good indicator of healthcare quality and performance (Coulter & Cleary 2001; Anhang-Price et al. 2014, Luxford & Sutton 2014).

Criteria
Questions were designed to measure the following aspects of the patient journey.

- Breast clinic out-patient department
- Breast imaging department
- Diagnosis
- Breast care nurses
- Treatment plan
- Physical environment
- Overall experience

Patients also commented on other aspects of the service in the open ended questions (Appendix A).

Pilot
A pilot was conducted on a sample of 10 patients during a scheduled follow-up appointment in the outpatients’ department. This pilot highlighted that the logistics of issuing the patient experience survey to those attending for a scheduled outpatient clinic appointment did not work. While this process produced a good return rate, it was very time-consuming for all involved. Following the pilot it was agreed that it was more time-efficient to post the survey to patients who could then complete it in their own time.

Limitations
The introduction of the General Data Protection Regulations (GDPR) coincided with the period during which the survey was being designed. In order to comply with requirements, it was decided to leave the survey anonymous. Therefore there is no characteristic data such as age and gender or a coded register of who responded. Correlation of age and information requirements during the different aspects of the patient’s breast cancer journey can be useful in service planning. Research also suggests that different age groups might have different information needs. (Davidson & Mills 2005 & Landsdown et al. 2008). As responses were anonymous, reminder letters were sent to all participants as we were unable to identify who had responded already.
Results

Breast Clinic Outpatient Department (OPD)

How satisfied were you with the courtesy & helpfulness of the person at reception?

- Did not respond to question: 2%
- Fair to poor: 7%
- Good: 17%
- Very Good: 74%

How satisfied were you with the waiting time to see a doctor in the out-patient clinic?

i.e. difference between your scheduled appointment time in the outpatient clinic and the time you were actually seen by the doctor on that day.

- Did not respond to question: 4%
- Fair to poor: 35%
- Good: 24%
- Very Good: 37%
Key Findings
Seventy four percent of patients rated the courtesy and helpfulness of the person at reception as very good. Only 37% of patients were happy with the time they spent in the waiting area of the outpatient department (OPD). The time spent in the waiting areas of both OPD and breast imaging section was frequently cited in the open ended questions as an issue demanding improvement. These issues reflect the pressure created by large volumes of patients attending the same clinic. Increased patient throughput ensures adherence to waiting times targets but negatively affects individual patient experience. Large volumes cause difficulties for clinic organisation and management, particularly in the absence of adequate clinic hours and space. Patients at times, found the appointment system difficult and stressful. Some respondents offered solutions to the waiting time problem in their feedback.

“Helpfulness at reception, the staff were very friendly.”

“Administrator staff are a critical part of the service and need to be supported.”

“Sometimes the phone calls are hard. It can be difficult to rearrange things if needed especially as I have lots of trips to Beaumont. But honestly most of the staff have been truly wonderful.”

“Clinic waiting times are very long. There are not enough seats when it’s full. When the appointments aren’t urgent the waiting times to get procedures done are very long. Car park charges are too high when you’re attending appointments on a regular basis.”

“Waiting in waiting room long but understand the staff are so busy.”

“The outpatient section needs to be improved; waiting time for the patient is very slow. “Why bother giving and appointment time if waiting to see the doctor for 2-3hrs before calling in.”

“The waiting time is too long, that should be improved on, spending hours before seeing the doctor is not very good and stressful.”

“Would it be possible to note time of appointment? Might suit and query could be helpful when travelling long distance to Dublin.”

“A ticket system on arrival and approximate time of being called would allow patients time to go to the café etc.”

“Waiting time shortened. Would like to have been called by number rather than by name.”
The Beaumont Breast Centre has been compliant with targets as outlined by the NCCP for our rapid access breast clinic over the past 9 years (see figure 1). This ease of access and the speed of movement through the system for investigations and procedures was recognised by patients in their feedback. Research has also identified accessibility as a top priority for breast cancer patients (de Kok et al. 2007 & de Boer et al. 2010).

“Time from going to GP to being seen in clinic was 3 days; all tests were done within a week which I thought was fantastic. Also anytime I was waiting for results was never more than 20 minutes for my consultant which I thought was fantastic. You are not left sitting waiting whilst you’re worried. Clinic seems extremely well run.”

“From diagnosis to procedure was very fast. I was always treated with kindness.”

“Great to see a doctor for examination in OPD and go straight to mammography for mammogram and ultrasound and have biopsy or cyst drainage and back to OPD doctor all in one single mornings visit.”
How satisfied were you with the courtesy and helpfulness of the person at reception?

- 2% Did not respond to question
- 6% Fair to poor
- 18% Good
- 74% Very Good

How satisfied were you with the waiting time to get tests completed?

- 2% Did not respond to question
- 12% Fair to poor
- 26% Good
- 60% Very Good
Did the staff who examined you, introduce themselves to you?

- Yes, always: 83%
- Yes, sometimes: 13%
- No: 2%
- Did not respond to question: 2%

Before having a test or procedure, did a staff member explain what would happen?

- Yes, always: 87%
- Yes, sometimes: 7%
- No: 4%
- Did not respond to question: 2%

Key Findings

Most patients were satisfied with their overall experience in the Breast Imaging Unit. The distance from the surgical outpatient clinic to mammography was highlighted as a negative. Sixty percent were satisfied with the waiting time. While this is better than the surgical outpatient clinic it still leaves room for improvement.

"The relative calmness of the mammography unit was welcomed after the frenetic atmosphere of the triple assessment unit upstairs. Would be nice to have all breast units relatively together in a physical sense."

"Mammography/ultrasound team- also very professional and clear in explaining information."

"The calmness in the mammography unit is unexpected but the area needs more waiting room space."

Diagnosis

Did the doctor explain the results of your tests in a way that you could understand?

- Yes, always: 89%
- Yes, sometimes: 8%
- No: 1%
- Did not respond to question: 2%

Was your diagnosis explained to you in a way that you could understand?

- Yes, always: 89%
- Yes, sometimes: 8%
- No: 3%
- Did not respond to question: 2%
Key Findings
This area relates to the patient’s experience when receiving the results of tests and the diagnosis. Results demonstrate that over 80% of the patients in this survey were satisfied with the various stages of their care during the diagnostic process. Research by Codd (1999) ranked Ireland higher than other European countries in the communication of the diagnosis. This included time spent with the doctor, openness of the doctor, explanations, information provided and the opportunity to ask questions. Studies have also demonstrated that if patients are satisfied with how the diagnosis is delivered it can help psychological well-being, enhance optimism and improve compliance (Lazarus & Folkman 1984 & Loge et al. 1997).

Patients’ comments remind us of the importance of treating each individual patient with respect and dignity. Although 80% of respondents were satisfied with the amount of time spent addressing their needs some comments highlighted the pressure of time. The increasing volume of patients attending the breast unit (on average 1000 new and return patients per month) coupled with pressure to meet national targets can provide challenges to healthcare professionals. Attempting to provide a high quality rapid service may not necessarily produce greater patient satisfaction.

Were you satisfied with the amount of time spend addressing your needs?

- Yes, always 80%
- Yes, sometimes 17%
- No 1%
- Did not respond to question 2%

“The confidence of the doctor and the team helped a lot with my mental well being as they provided the security I needed. Special thanks to the whole team.”

“My surgeon was very courteous, clear communicator, very professional, inspired confidence.”

“The time allowed with doctors-there is a sense that everyone is always under pressure and one shouldn’t delay them with questions.”

“Yes the respect that the nurses and doctors gave myself and my daughters at all times, also the genuine friendliness of all they staff we came in contact with over the past 15 months. Thank you all so much.”

“Shock factor of being informed of the diagnosis does not appear to be considered properly. Feeling of being just a number, very prevalent.”
Key Findings
The breast care nurse is the primary patient liaison and a further source of information and explanation. They must be accessible to the patients. Chamberlain-Wilmoth et al. (2006) found telephone support in conjunction with education materials improves patients' attitudes to their illness. Lafferty et al. (2011) highlight the strength of the breast care nurse and suggest that the role could be expanded to encompass follow-up review appointments which in turn provides continuity of care and support.

“Felt very welcome and understood by all the nurses in the breast clinic. They helped put all my fears and concerns into terms that I could understand.”

“Excellent breast care nurses always responded to queries left in their voicemail within short time.”

“My breast care nurse was absolutely amazing, should be nominated for nurse of the year such a lovely caring gentle person that gave me lots of time.”

“I was so grateful for the help from the breast care nurse. She explained everything so thoroughly to me and was always there to answer any questions I had.”
Were you involved as much as you wanted to be in decisions about your care or treatment?

Yes, always: 80%
Yes, sometimes: 16%
No: 2%
Did not respond to question: 2%

When you had important questions to ask, did a member of staff answer in a way that you could understand?

Yes, always: 81%
Yes, sometimes: 14%
No: 1%
Did not respond to question: 4%

Before you received any treatments, did a member of staff explain what would happen?

Yes, always: 85%
Yes, sometimes: 9%
No: 3%
Did not respond to question: 3%

Did a member of staff explain the risks and benefits of the operation or procedure in a way that you could understand?

Yes, always: 83%
Yes, sometimes: 12%
No: 3%
Did not respond to question: 2%
Did the staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

- Yes, always: 79%
- Yes, sometimes: 12%
- No: 7%
- Did not respond to question: 2%

Were you given information about your cancer and sources of support?

- Yes, always: 68%
- Yes, sometimes: 21%
- No: 5%
- Did not respond to question: 6%

Did you offered practical advice and support in dealing with the side effects of your treatment(s)?

- Yes, always: 66%
- Yes, sometimes: 20%
- No: 12%
- Did not respond to question: 2%

Were you told how you could expect to feel after you had the operation or procedure?

- Yes, always: 67%
- Yes, sometimes: 21%
- No: 7%
- Did not respond to question: 2%
Key Findings
The questions relating to treatment generally scored high (80% and above). For example, 85% of participants responded “yes always” to a question asking if a member of staff had explained what would happen prior to treatment. Questions relating to patient involvement in treatment and explanations also scored high (80% and above).

A number of patient comments highlighted a lack of information on breast reconstruction, lymphoedema, financial information and support for low mood. Only 21% responded “yes sometimes” when asked if they were given information about their cancer and sources of support. Tsianakas et al. (2012) identified that a lack of information about procedures negatively impacts the patient as they are ill-prepared to deal with what is happening. Patients are not always informed about information and support such as the Irish Cancer Society Daffodil Centre within Beaumont hospital. Lindop & Cannon (2001) highlight professional and social support as a significant factor in women’s ability to cope but state its source and the timing of its provision is important in the care of breast cancer patients.

There were some comments relating to inpatient care with regard to communication and information. Some patients emphasised that not all wards were suited to the care of the breast cancer patient during chemotherapy due to the limited experience of the staff.

Continuity of care with the original consultant, at the time of follow up, was frequently cited as important to the patient with many patients finding it fragmented. Cabanna & Jee (2004) demonstrate the link between continuity of care and increased patient satisfaction. Due to the volume of patients attending the service it is impossible for the consultant surgeon to see every return patient at every clinic.

In Beaumont, the breast team make every attempt to make the patient cancer journey as stress free as possible. This may include offering patients treatment in affiliated units geographically closer to their home. Ironically, some patients found that attending multiple facilities caused feelings of isolation.

Finally, patients rated support from other patients as beneficial to them. Patient to patient support is something to be considered going forward.
The doctors and nurses were extremely helpful. I was quite happy. The breast care nurses and doctors and consultants were extremely nice and friendly. They really made me feel calm and at ease. Nothing was ever a problem to them in helping and answering my questions. An excellent team in charge of the breast care. Right down to the lovely receptionist.

“I spent 5 ½ weeks in St Lukes and the support from other patients was fantastic.”

“Having a definite date for surgery rather than having to call the evening before to confirm availability of bed. I know this is not the fault of the staff.”

“I had a mastectomy in Beaumont Hospital, radiotherapy in St Luke’s hospital, chemo and Herceptin in Our Lady of Lourdes Hospital Drogheda. The consultant change meant I never got to know anybody and felt quite isolated and alone at times.”

“I’ve always felt I was in good hands, that I was getting the best treatment for my particular situation.”

“Well when I came to I had no pain. I was not sick or sore. So everything went well.”

“I was pleased that the operation was successful. Thanks to my surgeon and his team.”

“My amazing plastic surgeon, I feel lucky to have been under his care. Speed of things happening post diagnosis was excellent.”

“More information on the pros and cons of reconstructive surgery.”

“Sister came to visit me before my op at 8am. I was very impressed, lovely person. My surgeon was amazing.”

“Advice and help with depression? When you feel so low, someone to contact?”

“Had to approach daffodil day centre for financial information. I was not informed that there was a Daffodil day centre by staff.”
Key findings
The healthcare physical environment can affect patient experience and well-being and potentially have an impact on outcomes (Ulrich 2001 & Sadler et al. 2011). Research by Douglas & Douglas (2005) examined patient’s perceptions of healthcare environments and identified factors found to be supportive of health and recovery. These included privacy and dignity, accessibility and travel through transitional and public spaces. In research by Tsai et al. (2007) patients rated the physical environment of the outpatient waiting area. The cleanliness of the waiting area was ranked most satisfactory whereas noise level, comfort and number of chairs were the least satisfactory. Recent research by Zhao & Moursheed (2017) identified five principal design factors important to the patient i.e. sensory, lighting and thermal, facilities, spatial and seating design.

Receiving a diagnosis in a suitable place is highlighted by Girgis et al. (1999) stating that every effort should be made to ensure privacy and to make the patient feel comfortable. Other authors also highlight the importance of disclosing the diagnosis in a suitable place (Buckman 1992 & Kay 1995).

LaVela et al. (2015) identify the environment of care (EOC) as a new and merging construct that organisations should use to complement other outcome performance measures. Their research findings identified cleanliness, good signs and information points, adequate seating, non-overcrowing and privacy for conversations as important factors that can affect patient experience and well-being. This survey reveals that only 77% rated the environment in which they were told about their diagnosis as very good with many comments reflecting the need for a more suitable environment.
“Waiting time – after being diagnosed if there was a different waiting room or different day to visit the clinic.”

“Overall think staff are working in physical environment that needs to be updated (when funds allow).”

“Confusion over which room to see you in-not enough rooms.”

“Outpatient clinic surroundings- crowded clinic rooms’ busy-places pressure on staff. Moving between clinic rooms if clinic runs late.”

“Probably the facilities as in the waiting rooms. I am aware that this is nothing to do with the staff. Thanking You.”
Overall Experience

Key Findings
Seventy-five percent of patients scored their overall experience as “very good”. The patient comments demonstrate the importance of the relationship between the members of the breast care team and the patient. In addition the standard of care received is also reflected in the comments.

The survey did not ask specifically about some areas such as medical or radiation oncology, but patients provided feedback on these sections. This feedback was generally very good but patient comments suggest further patient experience surveys may be needed in these areas. All feedback has been distributed to the breast care team and the various sub-groups for review.

“How efficiently everything was dealt with once diagnosed. I felt Beaumont did everything that was needed to start my treatment asap. I felt they were completely in control which helped me a lot.”

“Doctors and nurses were very helpful and supportive. Reception staff were very nice, helped me find my way around the hospital. I felt I was looked after very well at every stage from start to finish.”

“The Staff on the oncology day ward were kind and always empathetic and positive.”

“St Lukes at Beaumont has a very patient focussed and relaxing atmosphere.”

“How efficiently everything was dealt with once diagnosed. I felt Beaumont did everything that was needed to start my treatment asap. I felt they were completely in control which helped me a lot.”

“From when I felt the lump until my operation was 5 weeks in all, which was excellent.”

“Time waiting for bloods to come back for chemo can be very stressful.”

Graph showing satisfaction levels:
- 2% Did not respond to question
- 10% Fair to poor
- 13% Good
- 75% Very Good
“I would give all staff in oncology 10 out of 10 for their care, patience and understanding.”

“The staff at Beaumont were lovely from clerical, nurses and doctors. Being diagnosed with breast cancer or any kind of cancer is not a nice experience but again thanks to Beaumont I got through it.”

“The kindness and help of every staff person from top down made you feel at ease. Thanking you for saving my life. God bless.”

“Art work on walls of waiting room and in the corridor made the space look less clinical and more like a home/nice hotel.”

“The waiting time in the oncology wards sometimes was awful, if I wasn’t there on treatment day before 10am I’d be there for the whole entire day (not ideal in the middle of treatment).”

“Staff were pleasant enough. My plastics team were amazing, so supportive and really pleasant. Also my social worker in Beaumont was very attentive.”

“Smiles and warmth (and friendliness and humour) of chemotherapy nurses and general chat helped me to feel like myself and never a victim.”
The results of this survey illustrate the experience of breast cancer patients as they journey from diagnosis through their care and treatment to recovery. The survey also provides invaluable information regarding areas of the service which need urgent attention. Of interest, it is clear that every staff member affiliated to the breast multi-disciplinary team plays an important role from those serving tea and coffee to the overseeing consultant.

The Beaumont Breast Centre has been compliant with targets as outlined by the NCCP for our rapid access breast clinic over many years. This ease of access and the speed of movement through the system for investigations and procedures was recognised by patients in their feedback.

Several aspects of the diagnostic and treatment process scored high. Areas highlighted for improvement include provision of information relating to post treatment expectations, information or supports available, and continuity of care on follow up visits.

It is clear from the feedback that the overall physical facilities urgently need improvement and upgrading. Clinic organisation also requires review with the intention of reducing the time patients spend in the waiting areas of both the outpatient department and breast imaging sections.

The patient narratives in the feedback provide information which will help guide service planning and improvement.

**Recommendations**

- **A new dedicated breast unit**
  At the time of report, a dedicated breast unit incorporating surgical outpatient clinics, breast imaging, breast care nursing support and a clinical trials unit under one roof has been announced. This will radically improve the patient experience and improve overall efficiency.

- **Results and feedback**
  All feedback and results have been distributed to the breast care team.

- **Repeat patient experience survey**
  A repeat patient experience survey is planned for the future which will include other aspects of the breast cancer journey.

- **Staff satisfaction survey**
  A staff satisfaction survey should be conducted to ascertain staff opinions with particular emphasis on identifying any constraints to the delivery of patient-centred care.


Appendix A: Patient Experience Survey

Dear Sir or Madam,

Beaumont Breast Centre is conducting a Patient Experience Survey about your care and treatment. Your feedback will let us know how we are doing and help us make improvements. Please complete the survey and return in the stamped addressed envelope by Friday the 31st of August 2018. You also have the option of completing the survey online. The link is https://www.surveymonkey.com/r/breastcentre. Please type this link into your internet browser to complete the survey. Participation is voluntary and if you do not want to participate please do not return the survey. Your feedback will not affect your future care in any way.

The survey is completely confidential and the answers you provide will be anonymised. Your contact details will be used for the sole purpose of sending you the survey. They will be deleted as soon as the survey is complete.

We value your contribution and thank you for taking the time to complete this survey.

Yours sincerely,

Dr. Deirdre Duke

Lead Clinician Symptomatic Breast Services
Patient Experience Survey

Beaumont Breast Centre, Beaumont Hospital

What is this survey about?

Beaumont Hospital seeks to provide the highest standard of care to all our patients. This questionnaire is about your care and treatment for breast cancer.

Your feedback will let us know how we are doing and help us to make improvements. The survey is anonymous and taking part in this survey is voluntary. Your feedback will not affect your future care in any way.

Why did I get this questionnaire?

You got this questionnaire because you were attended Beaumont Hospital for surgery between June 2016 and June 2017.

We value your contribution and thank you for taking the time to complete this questionnaire.

Completing the questionnaire

- Read each question
- Select the answer that best reflects your opinion by placing a tick in the box
- If you make a mistake simply cross it out and select the one you want
- Please do not write your name or address as the survey is anonymous
- There is a space at the end of the questionnaire for your written comments.

Who completes the questionnaire?

- The person who has been treated in Beaumont Breast Centre

  Or A relative or friend who acts as his/her advocate to reflect the view of the patient.

Returning the questionnaire

Please return the completed survey in the stamped addressed envelope provided.
What is this survey about?
Beaumont Hospital seeks to provide the highest standard of care to all our patients. This survey is about your care and treatment in the Beaumont Breast Cancer.

Your feedback will let us know how we are doing and help us to make improvements. The survey is anonymous and taking part in this survey is voluntary. Your feedback will not affect your future care in any way. The final date for receipt of your completed survey is Friday August 31st 2018.

Why did I get this survey?
You received this survey because you attended the Beaumont Breast Centre for treatment. We value your contribution and thank you for taking the time to complete this questionnaire.

Completing the questionnaire
- Read each question
- Select the answer that best reflects your opinion by placing a tick in the box
- If you make a mistake on the form just reselect your preferred choice
- Please do not write your name or address as the survey is anonymous
- There is a space at the end of the survey for your written comments.

Who completes the survey?
The person who has been treated in Beaumont Breast Centre or a relative or friend who acts as his/her advocate to reflect the view of the patient.

If you have any queries please contact Beaumont Breast Centre on 01 8093183.

REMEMBER, THE FINAL DATE FOR RECEIPT OF YOUR COMPLETED SURVEY IS FRIDAY AUGUST 31ST 2018
OUT-PATIENT DEPARTMENT
Please rate the following statements indicating how satisfied you were at your clinic attendance by selecting the appropriate star. (1 being extremely unsatisfied & 10 being extremely satisfied)

1. Courtesy & helpfulness of the person at reception

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2. Waiting time to see a doctor in the Out-Patient Clinic

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MAMMOGRAPHY/BREAST ULTRASOUND
Please rate the following for attendance for Mammography and/or Breast Ultrasound by selecting the appropriate star. (1 being extremely unsatisfied & 10 being extremely satisfied)

3. Courtesy & helpfulness of the person at reception

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4. Waiting time to get tests completed

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5. Did the staff who examined you introduce themselves to you
   - Yes, always
   - Yes, sometimes
   - No they did not introduce themselves

6. Before having a test or procedure, did a staff member explain what would happen?
   - Yes, always
   - Yes, sometimes
   - No
YOUR DIAGNOSIS & TREATMENT

7. Did the doctor explain the results of your tests in a way that you could understand?
   - Yes, always
   - Yes, sometimes
   - No

8. Was your diagnosis explained to you in a way that you could understand?
   - Yes, always
   - Yes, sometimes
   - No

9. Were you satisfied with the amount of time spent addressing your needs?
   - Yes, always
   - Yes, sometimes
   - No

10. Were you involved as much as you wanted to be in decisions about your care or treatment?
    - Yes, always
    - Yes, sometimes
    - No

11. Were you given the contact details of a Breast Care Nurse
    - Yes
    - No

12. When you had important questions to ask, did a member of staff answer in a way that you could understand?
    - Yes, always
    - Yes, sometimes
    - No

13. Before you received any treatments did a member of staff explain what would happen?
    - Yes, always
    - Yes, sometimes
    - No

14. Did a member of staff explain the risks and benefits of the operation or procedure in a way that you could understand?
    - Yes, always
    - Yes, sometimes
    - No

15. Were you told how you could expect to feel after you had the operation or procedure?
    - Yes, always
    - Yes, sometimes
    - No

16. Were you offered practical advice and support in dealing with the side effects of your treatment(s)?
    - Yes, always
    - Yes, sometimes
    - No
17. Did the staff tell you who to contact if you were worried about your condition or treatment after you left hospital?
   - Yes, always
   - Yes, sometimes
   - No

18. Were you given information about your cancer and sources of support?
   - Yes, always
   - Yes, sometimes
   - No

Please rate the following overall questions by selecting the appropriate star. (1 being extremely unsatisfied & 10 being extremely satisfied)

19. Level of privacy and dignity when being examined or when discussing your treatment?
   - 

20. The environment in which you were told about your diagnosis
   - 

YOUR OVERALL EXPERIENCE OF THE BEAUMONT BREAST CARE CENTRE

21. How satisfied were you with your overall experience in attending the Beaumont Breast Centre?
   - 

22. Was there anything particularly good about your cancer care at Beaumont Breast Centre you would like to comment on?
23. Was there anything that could be improved upon?

Thank you for taking the time to complete this survey.