



THE CROWN PRINCESS MARY CANCER CENTRE, WESTMEAD

Satisfaction Survey

We would like to hear your feedback about your experience at the Crown Princess Mary Cancer Centre Westmead. Please circle the response below that most closely represents your opinion, and leave blank any items which do not apply to you.

	Strongly Disagree				Strongly Agree
It was easy to get to and from the Cancer Centre.	1	2	3	4	5
It was easy to book or change appointments at the Cancer Centre.	1	2	3	4	5
The waiting room environment was comfortable.	1	2	3	4	5
I got the information I needed at the time I needed it.	1	2	3	4	5
The different members of my treating team communicated well with each other.	1	2	3	4	5
My treating team communicated well with my general practitioner (family doctor).	1	2	3	4	5
I had someone I could contact (e.g. a nurse coordinator) if I had a problem.	1	2	3	4	5
My concerns were listened to and addressed respectfully.	1	2	3	4	5
Problems were handled quickly and efficiently.	1	2	3	4	5
The waiting time for my appointments was reasonable.	1	2	3	4	5
The waiting time for my treatment (e.g. chemotherapy or radiotherapy) was reasonable.	1	2	3	4	5
Support from a psychologist, social worker or counsellor was offered to me.	1	2	3	4	5

Please turn over...



The University of Sydney

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ESMO

Designated Centers
of Integrated
Oncology and
Palliative Care

Please indicate how satisfied you have been with your experience at the Westmead Cancer Care Centre. Please circle the response below that most closely represents your opinion.

	Very Dissatisfied			Very Satisfied	
How satisfied were you with the staff's respect for your privacy?	1	2	3	4	5
How satisfied were you with efforts to include you in decisions about your treatment?	1	2	3	4	5
How satisfied were you with the time that your doctors spent with you?	1	2	3	4	5
How satisfied were you with the way in which staff addressed your emotional needs?	1	2	3	4	5
How satisfied were you with staff sensitivity to personal difficulties and inconveniences your condition and treatment can cause?	1	2	3	4	5
How satisfied were you with the coordination of your care across different treatment areas and services?	1	2	3	4	5
Overall, how satisfied were you with the skill and knowledge of the <u>doctors</u> you saw?	1	2	3	4	5
Overall, how satisfied were you with the skill and knowledge of the <u>nurses</u> you saw?	1	2	3	4	5
If you saw any other health professionals, how satisfied were you with their skill and knowledge? (Please answer all that apply to you.)					
<u>Radiation therapists?</u>	1	2	3	4	5
<u>Dietitian/s?</u>	1	2	3	4	5
<u>Speech pathologist/s?</u>	1	2	3	4	5
<u>Physiotherapist/s?</u>	1	2	3	4	5
<u>Occupational therapist/s?</u>	1	2	3	4	5
Overall, how satisfied were you with the care and services provided by the Cancer Centre?	1	2	3	4	5

If you have any other comments, please write them below:

Thank you for taking the time to complete this survey