

Chemotherapy Day Unit

Waiting times Audit

May 2015 – n119 patients

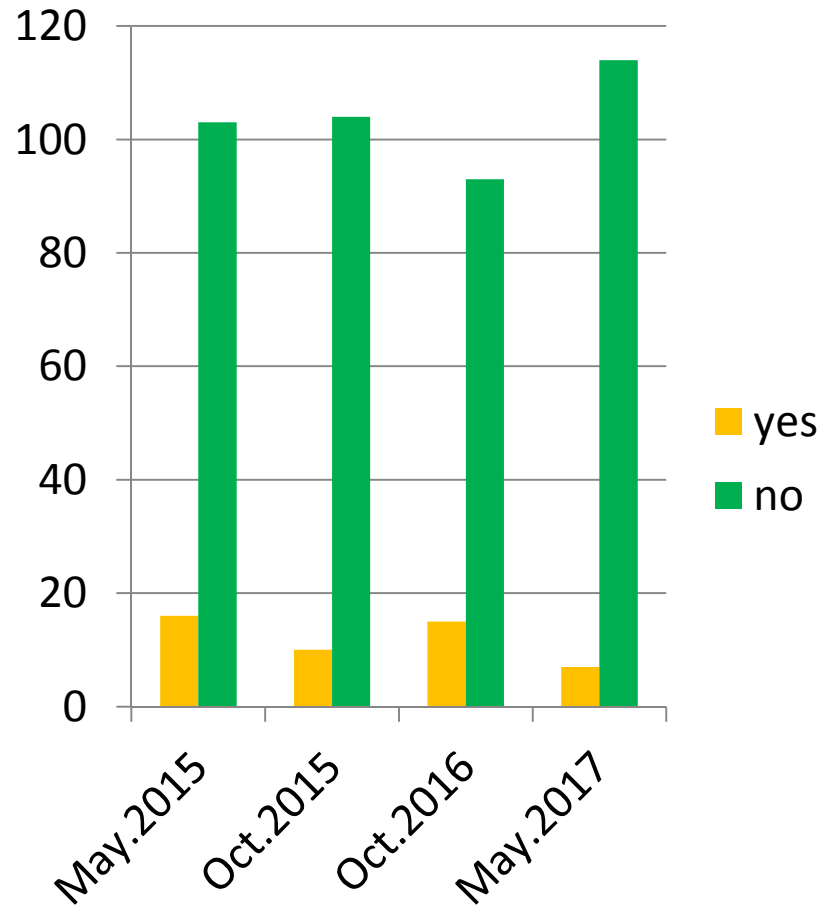
Oct 2015 – n114 patients

May 2016 – Pan London Audit

Oct 2016 – n108 patients

May 2017 – 121 patients

1. Is this your first visit?



- ***"They look after you well"***
- ***"I visited 3 times"***
- ***"I have been treated since 2013"***
- ***"I would like if the doctors try to understand a bit more how we patients feel a bit more. Thank you"***
- ***"Very supportive and patient team"*** 😊
- ***"Having gone through chemo and seeing other people suffer I would expect a separate room for patients after their treatment to have their Herceptin treatments. It is not nice to wait even if it is half an hour watching them on drips etc. My well being could do without this"***

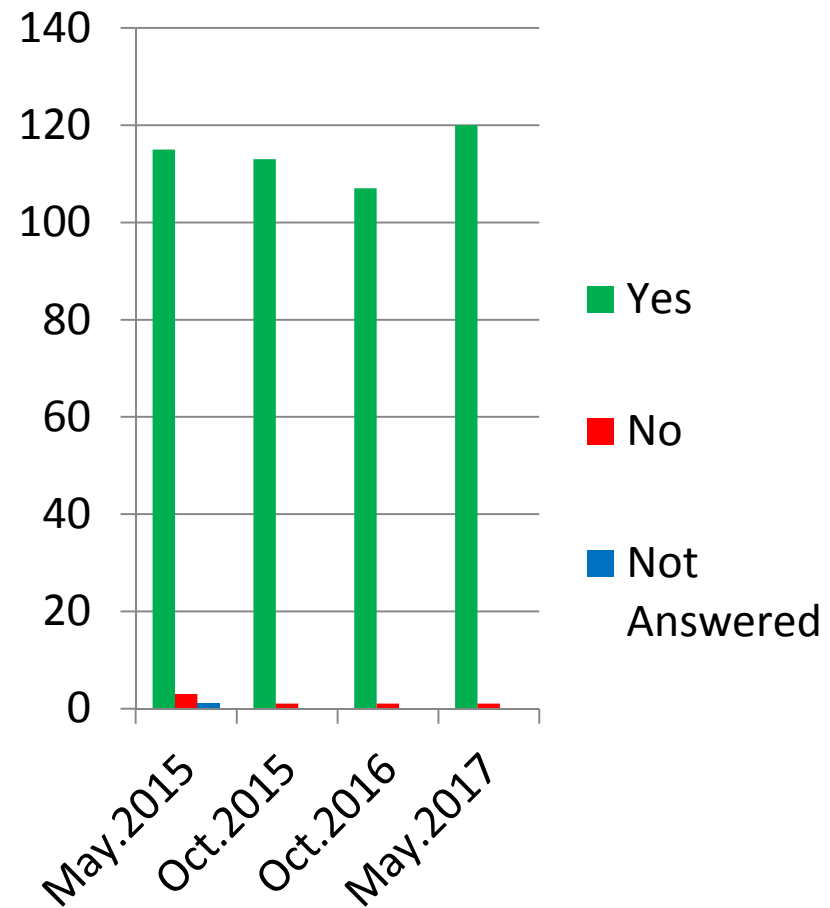
Comments...

- ***“I am very satisfied and think staff and treatment very kind/understanding and efficient – certainly no complaints. Thank you all”***
- ***“great service – friendly and welcoming”***
- ***“I have come for 12 chemotherapy treatments”***
- ***“No- I have been coming here for over a year receiving chemo and Herceptin”***
- ***“I am feeling very pleased, they look after me and care about me”***
- ***“I have had numerous visits to the chemo suite and always had a good experience”***



2. Were you given a specific time to attend today for your treatment?

- *“seen on time”*
- *“Yes - I was told to come in for 1000 but was then told I was booked for 1100!”*
- *“Today was an exception. Yesterday I missed my treatment. They fitted me in as a favour”*
- *“seen at 11am-had an appointment at 1020 with Dr Spurrell, called into see if hackers had disrupted hospital computers, as quiet was offered an immediate treatment”*
- *“no- is an emergency via phone”*
- *“always seen on time stated”*

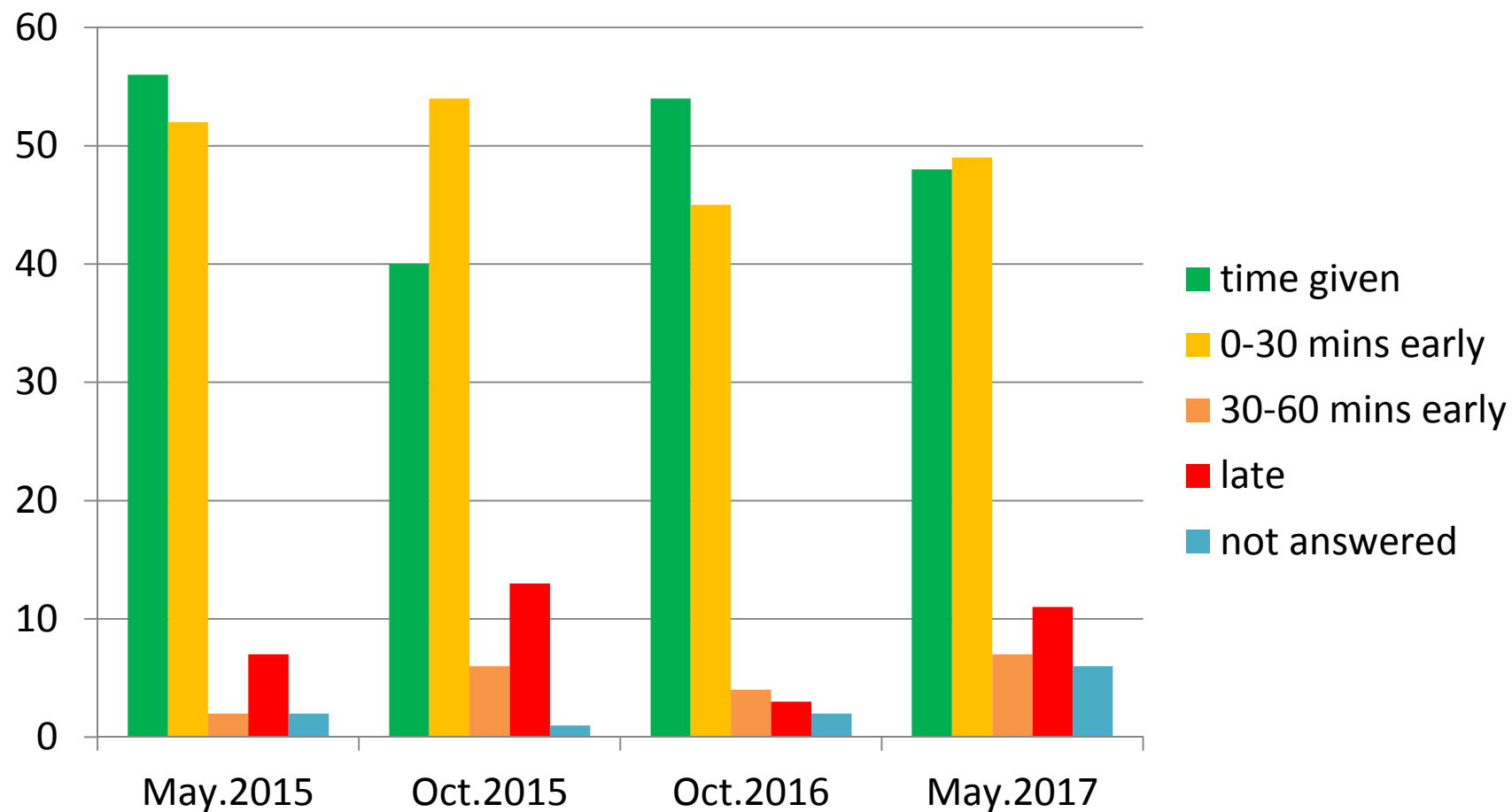


Comments...



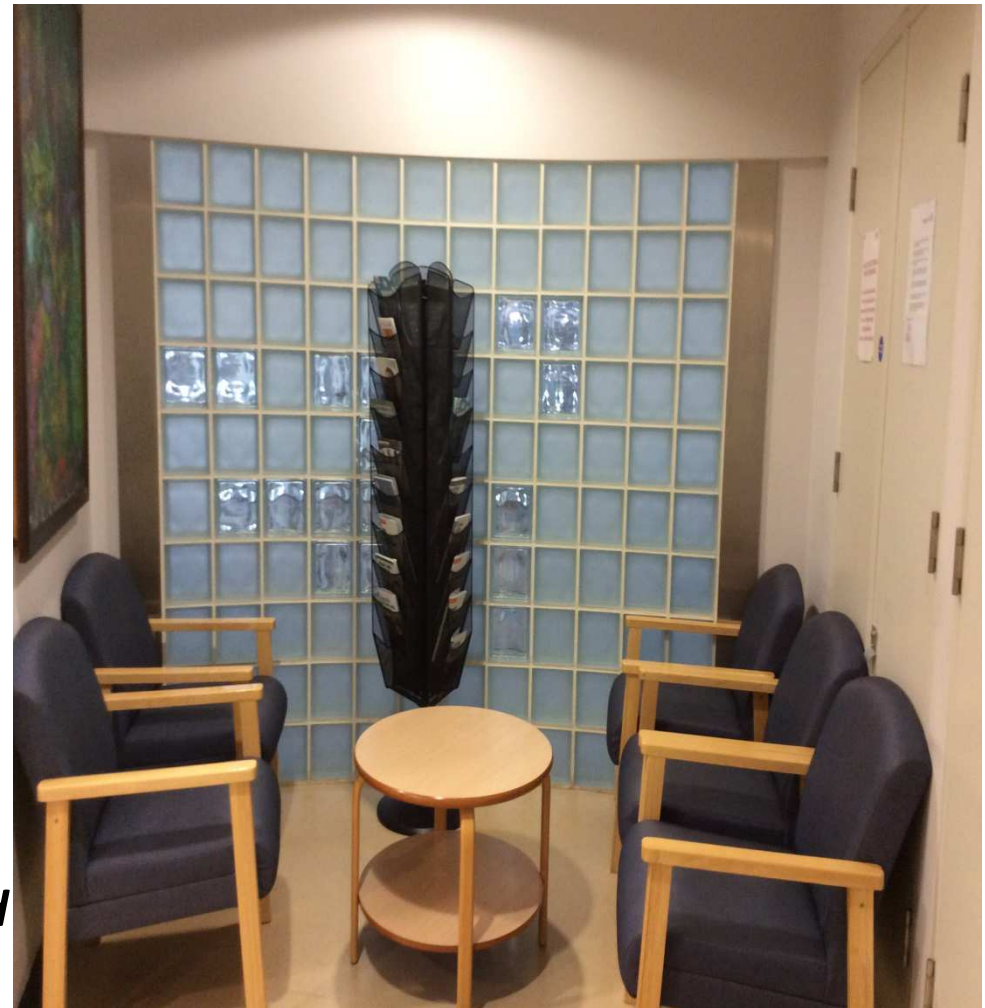
- *“very satisfied – thanks to Nse, Monika, Renata and of course Theresa”*
- *“The waiting for the chemo drugs can be reduced, otherwise I’m more than happy with the level of care. Renata, Monika and Nseobong were all wonderful. Theresa volunteer has been just fantastic! My Oncologist (Dr Rismani) is truly the most welcoming, thoughtful and approachable doctor I could imagine. Just keep valuing nhs staff here so they can continue to help cancer patients like us!”*
- *“well organised staff at all levels”*

3. At what time did you arrive at CDU for your treatment?



Comments...

- ***“Very good service and staff”***
- ***“seen on time”***
- ***“on time”***
- ***“I arrived 15 mins late”***
- ***“my appointment changed last minute due to the clinic running late”***
- ***“late due to appointment in Breast Clinic”***
- ***“they have accommodated me despite my early arrival”***
- ***“the nurses in the unit are very good. They are patient and caring. It has always been a good experience”***

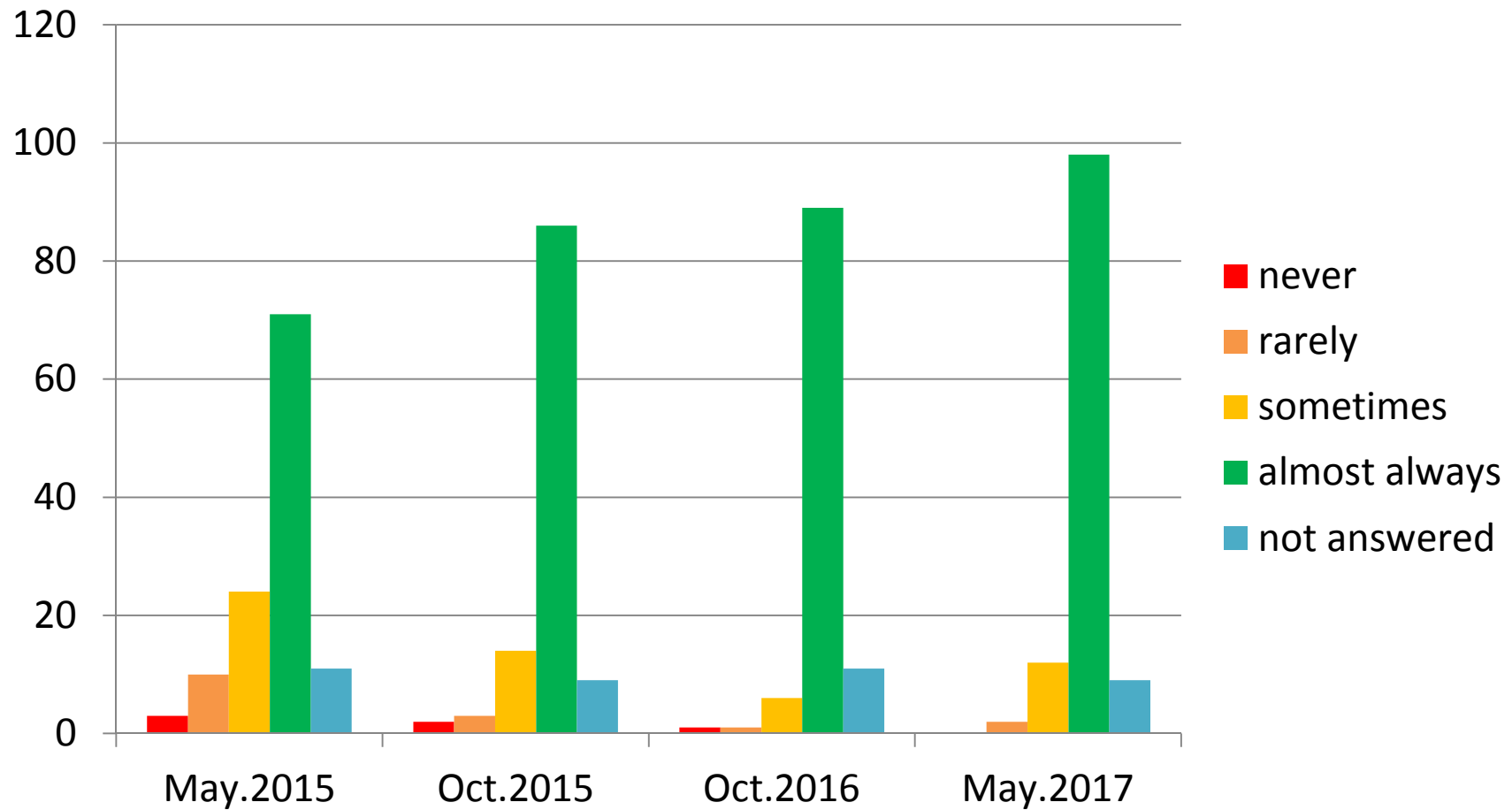


Comments...



- *"I am always very well looked after. I feel very lucky"*
- *"the staff are lovely, supportive, professional and understanding. We are very lucky to have them look after us"*
- *"the staff and doctors are very helpful and clear information given every procedure and always plan future care in given to me"*
- *"The chemo suite is excellent. Nurses are very caring and look after you well"*
- *"they are all very efficient"*
- *"understand how busy it can be. Have never had to wait ages"*
- *"many thanks to a totally professional staff for a friendly experience"*
- *"this is a welcoming professional place"*

4. Are you usually seen on time?

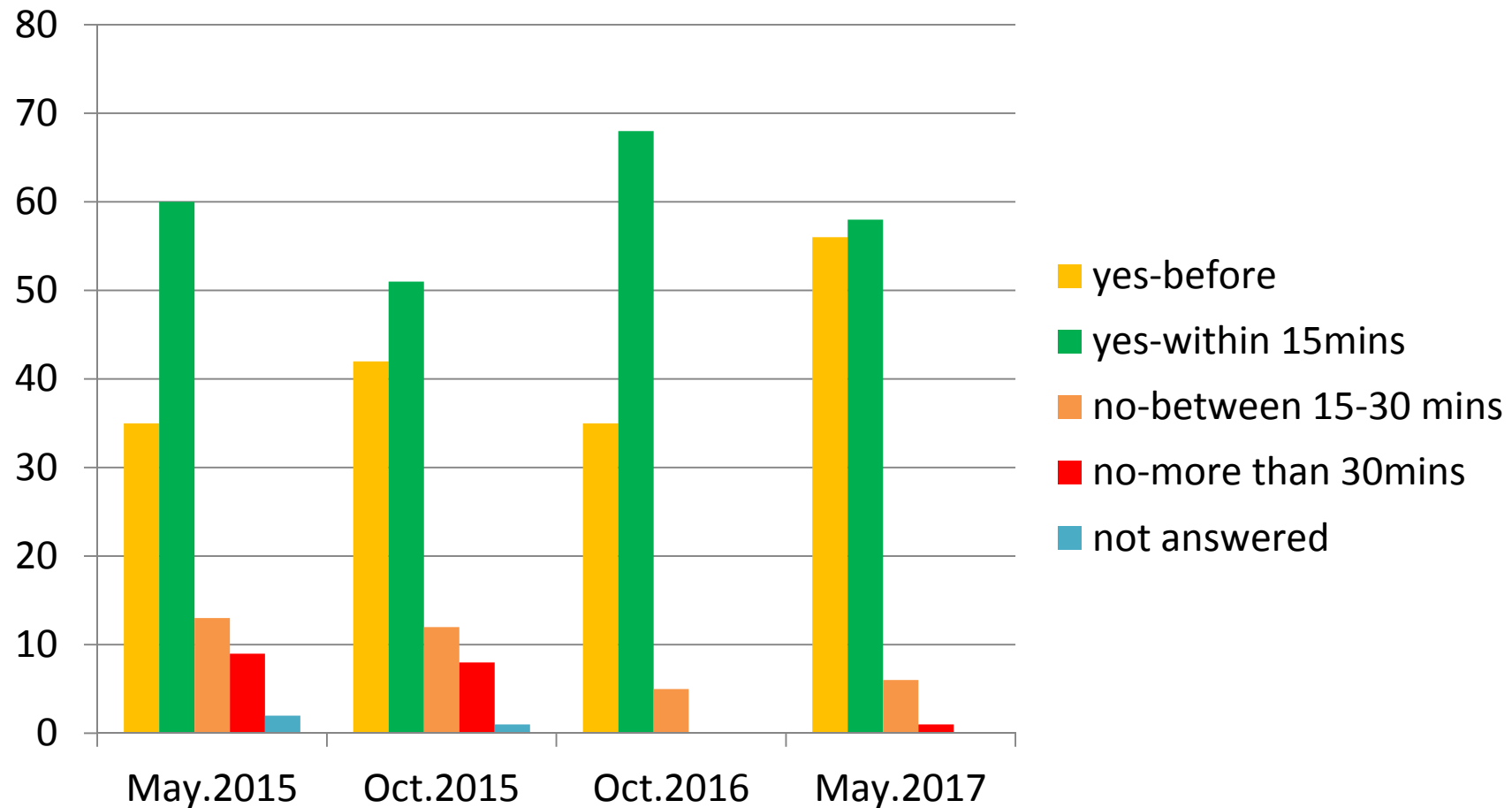


Comments...



- ***“I have been given excellent care by the nurses team”***
- ***“they try as hard as they can”***
- ***“I am always seen on time”***
- ***“almost always – understandably sometime very busy in ward”***
- ***I am always seen on time”***
- ***“always”***
- ***“Monika is always on hand almost straight away to settle me in and do observations”***
- ***“yes the chemo nurses always make sure I am seen to”***
- ***“I do not think the nurses in the chemo can do better than they are already doing”***

5. Did your nurse see you within 15 minutes of your allocated appointment?

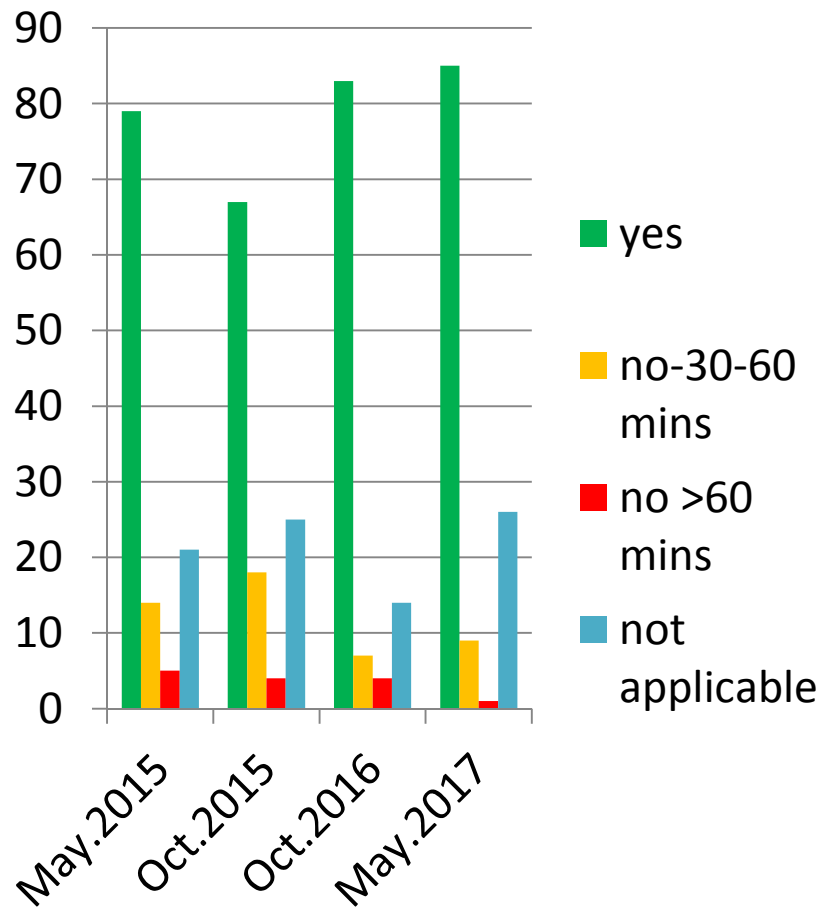


Comments...

- *“They talk to you and ask how you are feeling”*
- *“pretty much”*
- *“yes – sometimes before if not busy”*
- *“no- because I was late”*
- *“I’ve never had to wait for treatment”*
- *“yes- again they are so accommodating”*
- *“yes she was lovely and I did not mind waiting only an hour”*
- *“all the nurses are lovely”*
- *“sometimes they are very busy and got a lot patients so they need other nurses to help them, they are very good staff, very helpful and the same for people who help giving out the tea and food. All staff are very kind and nice”*



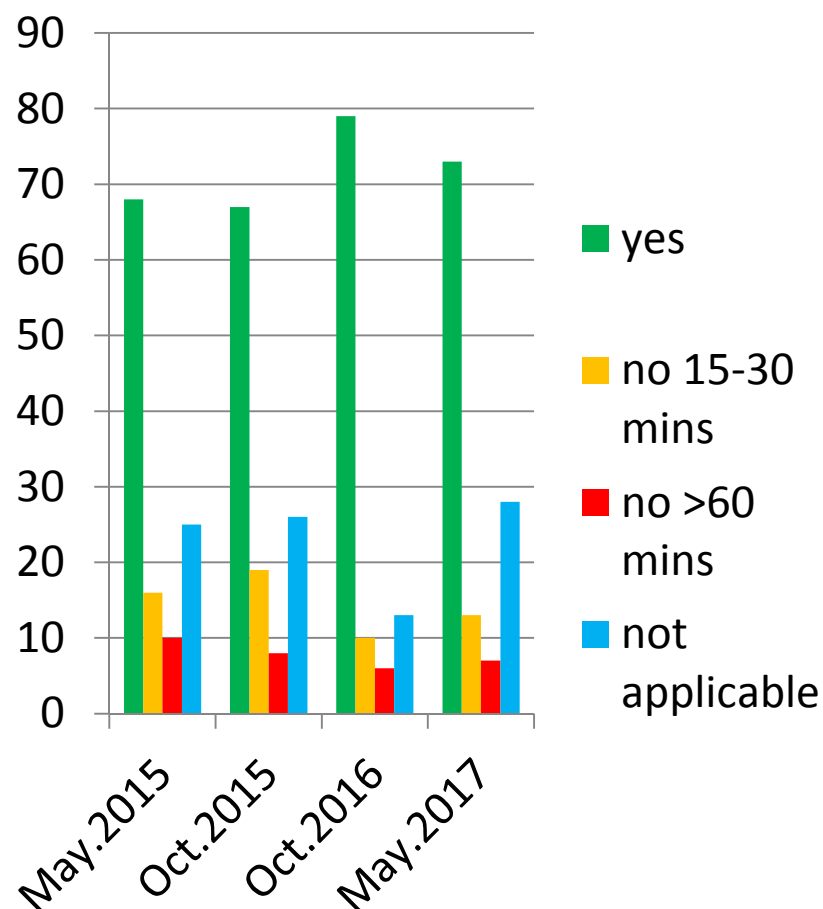
6. Was your cannula inserted or central line accessed within 30 minutes upon arrival to CDU?



- *“not applicable – I just have an injection”*
- *“yes- on time”*
- *“no- waited for blood results”*
- *“staff very busy not enough man power”*
- *“no – didn’t need one”*
- *“yes-very good”*
- *“I always leave here with a smile. Great professionalism the nurses run the chemo dept very well and professionally. Thank you for all that you do”* 😊

7. Did your chemotherapy start within 15mins when needle placed?

- *“no – medicine was not ready”*
- *“no- but I was kept informed and there was no problem or issues in waiting”*
- *“no- waited for blood results”*
- *“not applicable – I come for an injection every six weeks”*
- *“no – I have cold cap so I always need to wait for that to take effect”*
- *“no – because my oncologist has to see me first”*
- *“no – waiting for pharmacy to bring treatment”*
- *“it was not possible in the end because on a follow up check the white cell count was too low”*

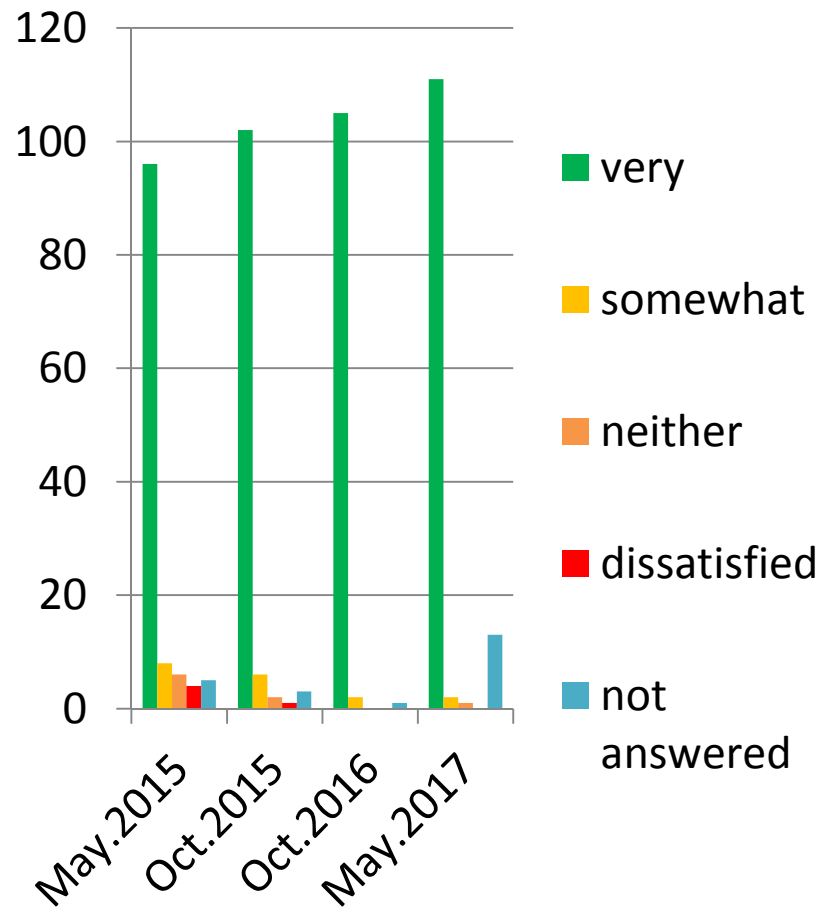


Comments...

- *“more staff needed”*
- *“the staff are all lovely”*
- *Really happy with everything”*
- *“Thank you!!!”*
- *“I have always found everyone very friendly and helpful”*
- *“a big improvement”*
- *“my longest waiting involves the wait for my chemotherapy drugs, although the steroids and anti-nausea are given immediately”*
- *“the care and standards are very high. Care attention and team work is very evident. The staff are a delight and professional”*
- *“The service here at the chemo suite is wonderful. Very kind, accommodating sensitive staff”*



8. How satisfied were you with your experience in the CDU?



- ***“Lovely ladies!”***
- ***“definitely – great team”***
- ***“Always very welcoming and professional when attending to you everything is fully explained and medicines prepared and given before end of treatment”***
- ***“the waiting for my drugs can be reduced. The doctor sees me on time, the staff within the ward are efficient but the drugs can be sent upstairs faster!”***
- ***“definitely! The service has been superb and the nurses wonderful”***
- ***“always excellent service”***
- ***“the nurses in this department are amazing in their reassuring, professionalism, their sensitivity and their warmth! I salute them”*** 😊
- ***“I have been looked after very well”***

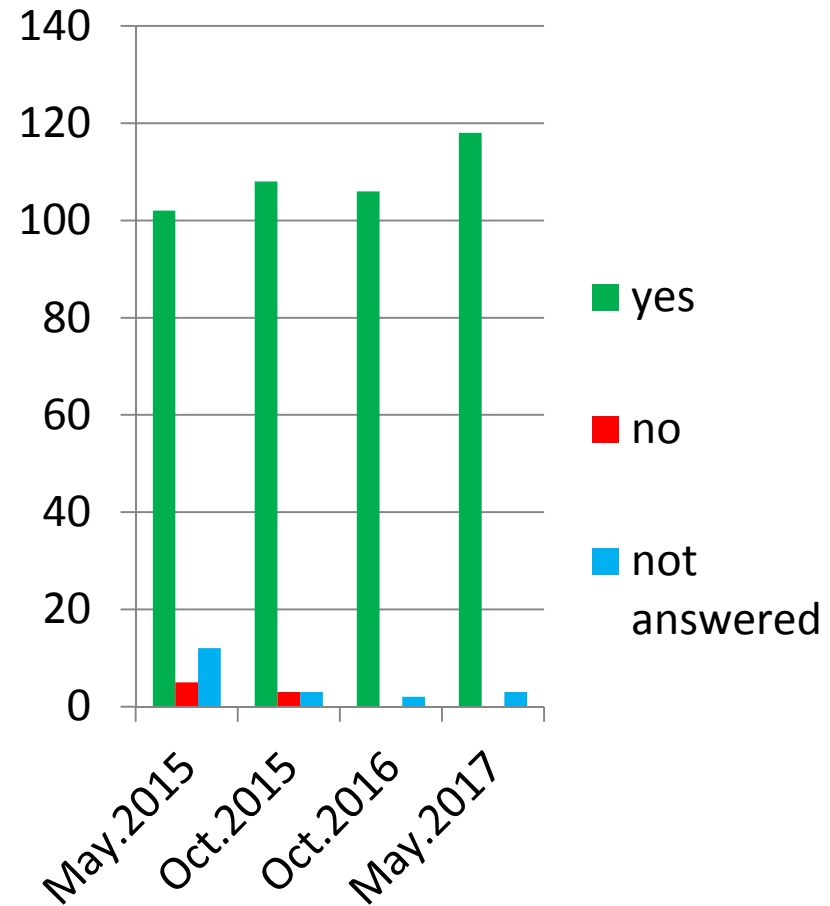
Comments...



- *“cannot improve anything, these people are perfect in every way and very pleasant and professional and knowledgeable”*
- *“not all angels have wings; the chemo lounge nurses are ANGELS. Bless them all xxx”* 😊
- *“The care that the nurses give in the chemo suite are second to none and I’m very grateful to the way they have helped me through the treatment”*
- *“The nurses are lovely and really helpful even though they are always extremely busy”*
- *“I find the nurses in chemotherapy suite to be kind, efficient and very professional. I have full trust in them”*

9. If a family or friend needed cancer treatment would you recommend Whittington CDU?

- *“yes, because they saved my life”*
- *“staff or treatment cannot be more perfect with compassion-care-professionalism”*
- *“1st class attention everybody is very professional and helpful if you have any problems – well done to everyone”*
- *“nurses are very helpful”*
- *“very kind empathetic staff nurse looking after me”*
- *“staff always helpful and supportive”*
- *“its like one big happy family, keep it like it, but there is always room for improvement on some small details”*
- *“the care here has been excellent”*
- *“excellent care, nurses too”*



Whittington Health

- ***“This is my second experience of chemo at two different hospitals. The chemo unit at the Whittington is fantastic – a transformational experience. Keep it – protect it – defend it!”***
- ***“I have had a brilliant experience here at the Whittington. The staff are efficient, kind, accommodating, absolutely wonderful. I highly recommend the Whittington!”***
- ***“I would highly recommend the Whittington”***
- ***“I would always recommend the Whittington for treatment”***



Environment



- *“you couldn’t do any better you always do the best. I come in and always treat me well. The ward is spotless and staff are lovely making sure you are alright”*
- *“although waiting for the chemo drugs takes long, the nurses inside the chemo ward are wonderful. They are caring and efficient and do their best to help in anyway they can! The ward is clean and the care is excellent!”*
- *“the chemo unit is a haven and a place where people can relax. Perhaps on site therapies could do hand/foot massage. Possible nutritionist to answer questions on diet during treatment”*

10. Is there anything else you would like to share with us to help us continually improve cancer patient experience?

- *“No everything first class”*
- *“I was in a coma for about six weeks, they got me on my feet and got me walking again.”*
- *“nurse is looking after you very well, they are very friendly and they do their job perfect. I am very happy”*
- *“I just want to say that the nurses here do a great job, even when I come in feeling sad I leave with a smile on my face because they listen to me and my treatment always goes smoothly”*
- *“nothing to add as I think all the staff do a wonderful job”*



Comments...

- ***“I just wish my Herceptin injection was pre-ordered for me and I could have it as soon as I get here on time. Just don’t like seeing people having cancer treatment, upsets me that’s all. When I had it in Shrewsbury hospital it was all ready when I arrived”***
- ***“no room temperature water available”***
- ***“staff are always friendly, helpful, professional and approachable”***
- ***“everything is good”***

