

Chemotherapy Day Unit

Waiting times Audit

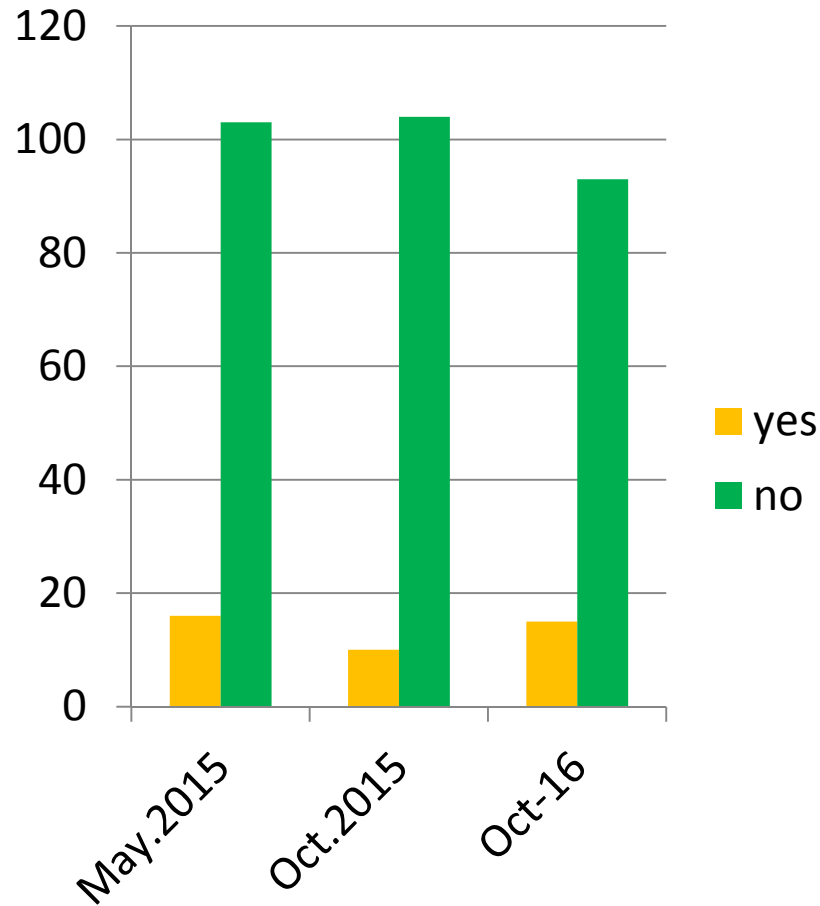
May 2015 – n119 patients

Oct 2015 – n114 patients

May 2016 – Pan London Audit

Oct 2016 – n108 patients

1. Is this your first visit?



- ***“As its my first time I feel a little bit worried”***
- ***“Good, staff are nice”***
- ***“Impeccable service. Was attended to immediately”***
- ***“this is a second visit”***
- ***“I have been coming here since March 2016”***
- ***“My very 1st treatment was unexpected and yet was done with no delays whatsoever. I feel totally secure, my first impression could not be more positive and re-assurring”***

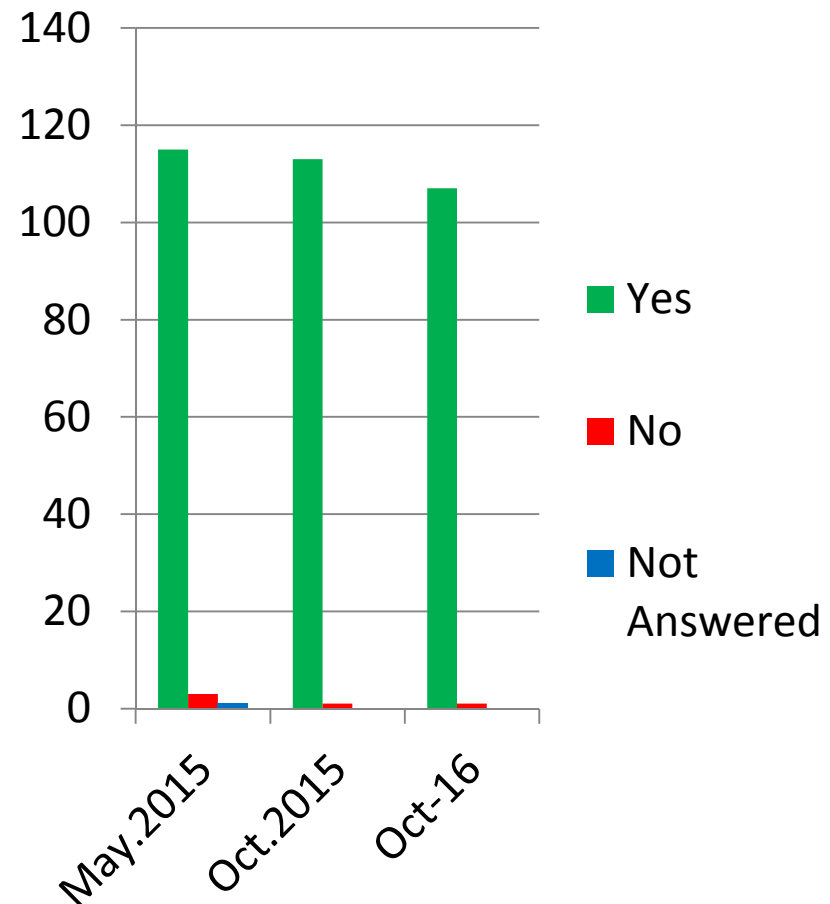
Comments...

- ***“have been attending for 14 months”***
- ***“2nd annual visit”***
- ***“Friendly and caring”***
- ***“It cant be any better”***
- ***“this was my last visit”***
- ***“this is my last treatment”***
- ***“I am very impressed with all the team in the chemo unit. They have been very kind to me as well as the friends and family who have come with me”***
- ***“my first time was really good thanks to the nurse”***
- ***“thank you for your dedication and the very kind and caring staff”***



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

- *“no – I came from clinic”*
- *“It was very convenient for me”*
- *The Consultants meeting was specific”*
- *“keep up the good work”*
- *“nurses are lovely, very friendly and nothing is too much trouble”*
- *“I have been several times and always treated very well”*
- *“I think too much is made of the waiting times. The most important thing is the personalities (all warm and friendly) of the nurses and their dedication. The present team is extremely good and it is a pleasure to have them in attendance”*

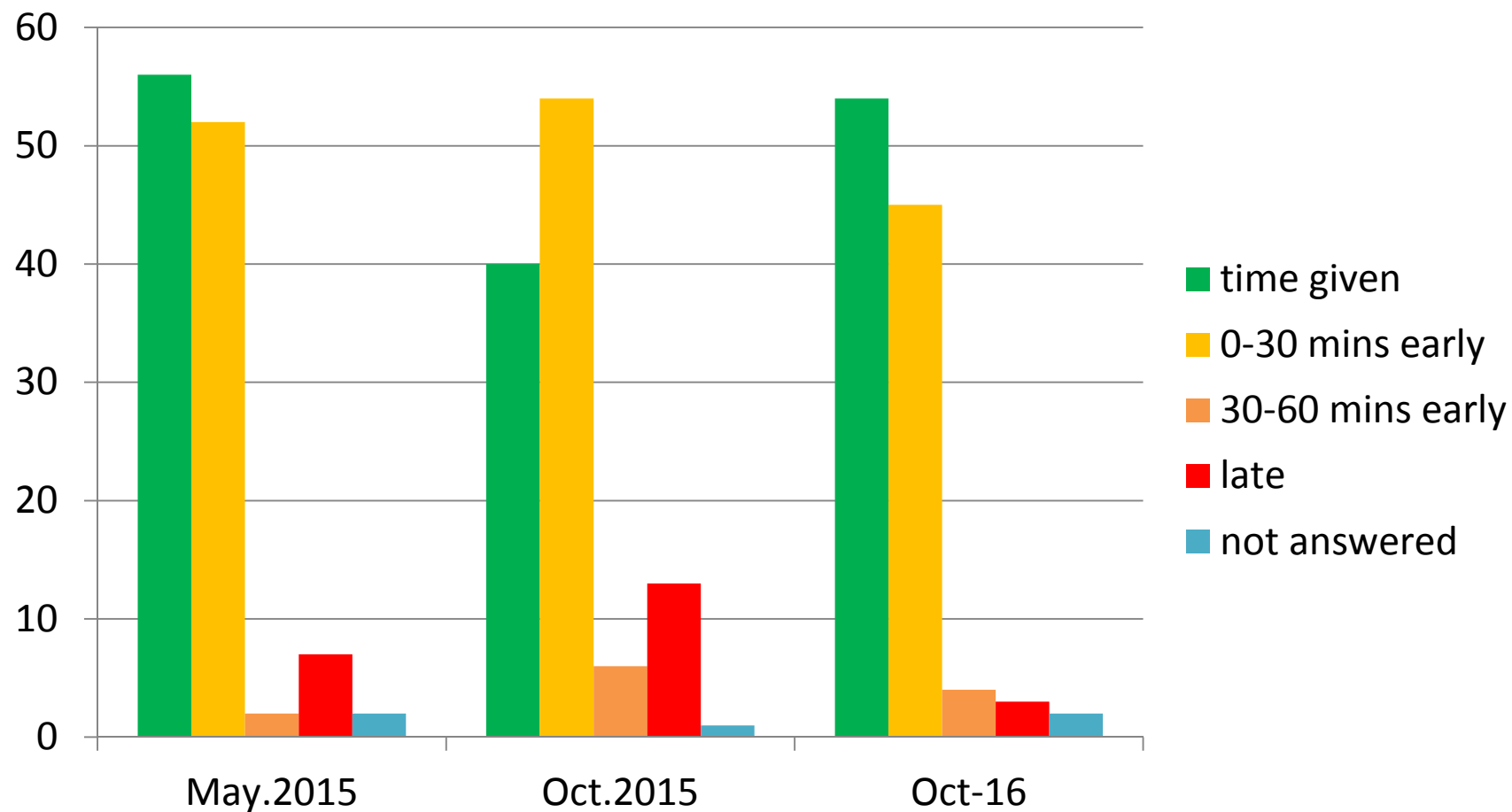


Comments...



- *“ Usually I am but now I see my Consultant first, give blood. So after my blood is checked and ok for treatment”*
- *“Yes – treatment was on time”*
- *“On time. They are all very good”*
- *“My appointment time was noted in my chemo book”*
- *“I always have a specific time”*
- *“Very kind and nurses welcoming. Teresa very kind and helpful.”*
- *“for showing a very caring and helpful side”*
- *“the nurses are pleasant and helpful 9/10”*

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



Comments...

- *“welcoming receptionist”*
- *“the staff were always good to me”*
- *“a little early”*
- *“I came after seeing my Consultant, so I never have a specific time”*
- *“15 minutes early”*
- *“on time”*
- *“I haven’t got anything that needed to be improved since I have been coming everything was perfect. Good staffs both the senior and junior are very good”*

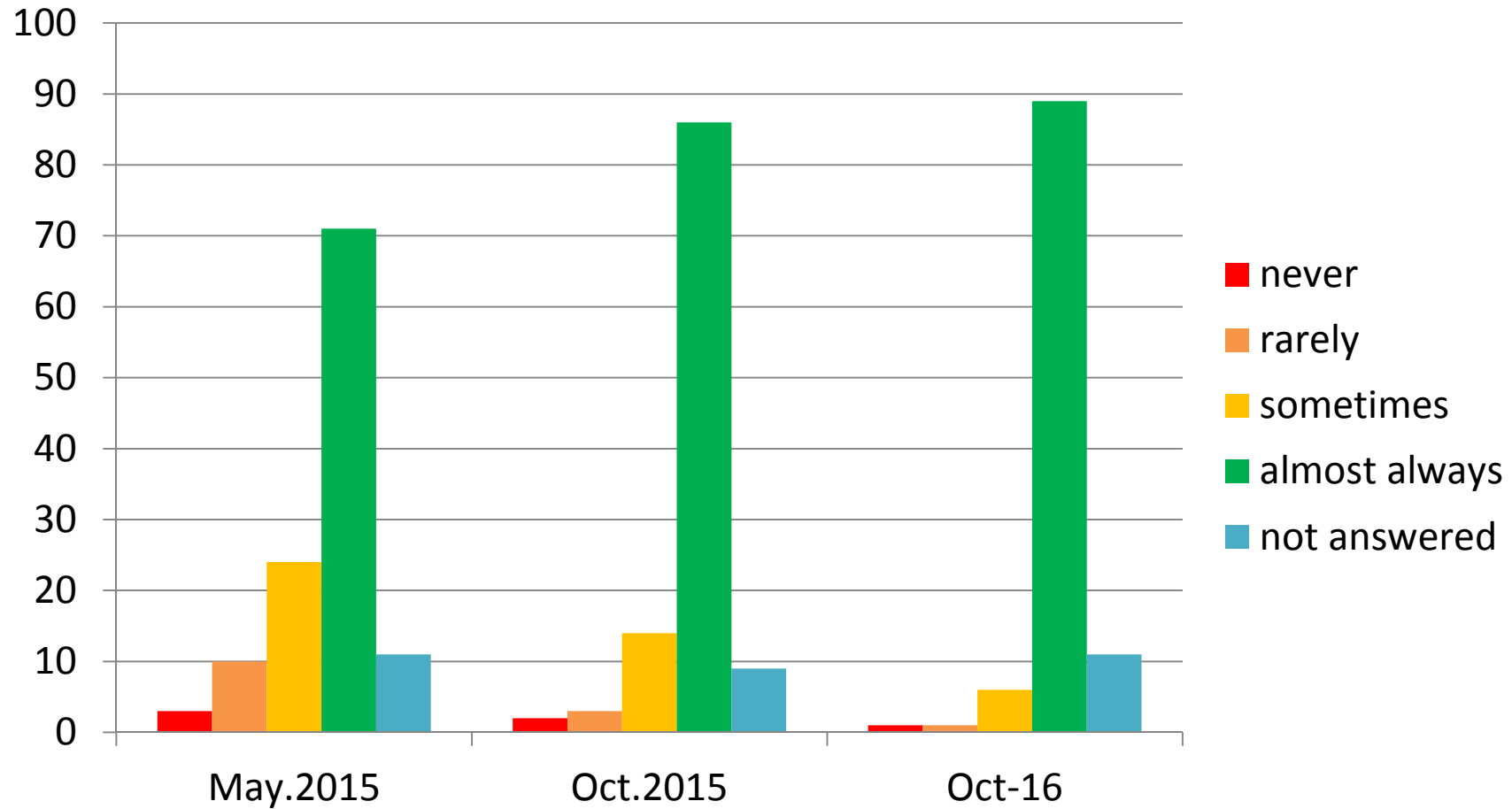


Comments...



- ***“phone the unit to inform I was running late and staff were accommodating as always”***
- ***“I’m usually too early”***
- ***“seen straight away”***
- ***“was delayed at clinic appointment before”***
- ***“I arrived 10 minutes early”***
- ***“a minute or two before time”***
- ***“very polite, friendly and informative”***

4. Are you usually seen on time?

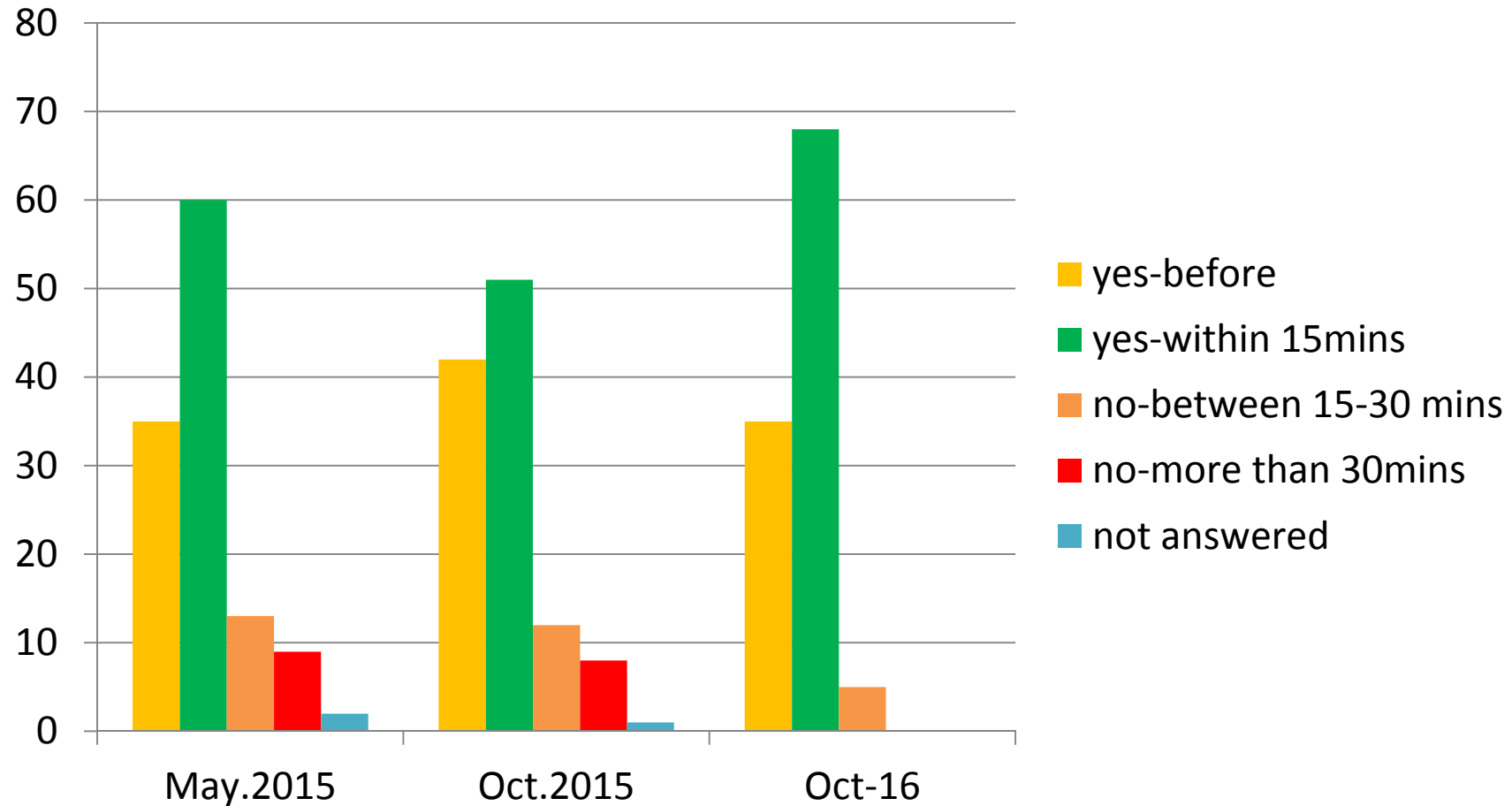


Comments...



- *“I am seen near enough to the time I am aware that many preparations have to be made”*
- *“always”*
- *“sometimes”*
- *“almost always – if they are busy, they cant help it”*
- *“members of staff always very helpful and letting me know what is happening”*
- *“I am usually shown in straight away”*
- *“seen within 5 minutes everything proceeds in a timely fashion”*

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

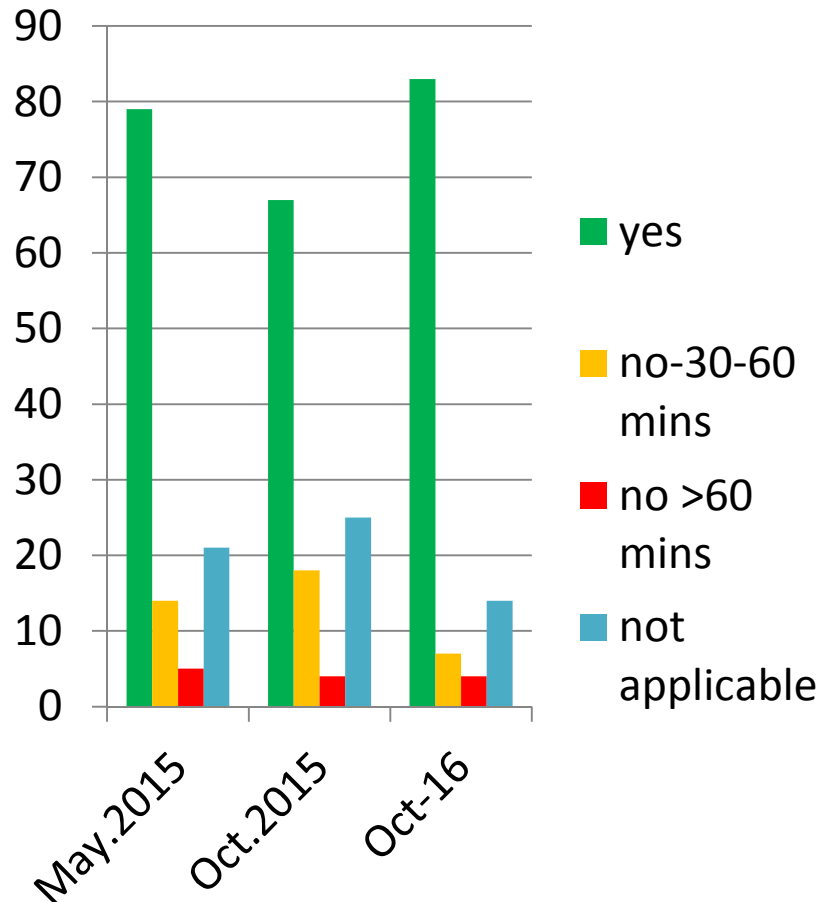


Comments...

- ***“Professional and friendly nurse”***
- ***“Not sure – I think within 15 minutes. However I was assured on arrival that I would be seen”***
- ***“more as I was late arriving”***
- ***“They cant be any better. Nice people”***
- ***“I was seen straight away”***
- ***“I am very pleased with their service, they always take good care of their patient”***
- ***“Chemo staff here are always very pleasant, calm and helpful”***
- ***“Very happy with their services and they are very active and helpful”***



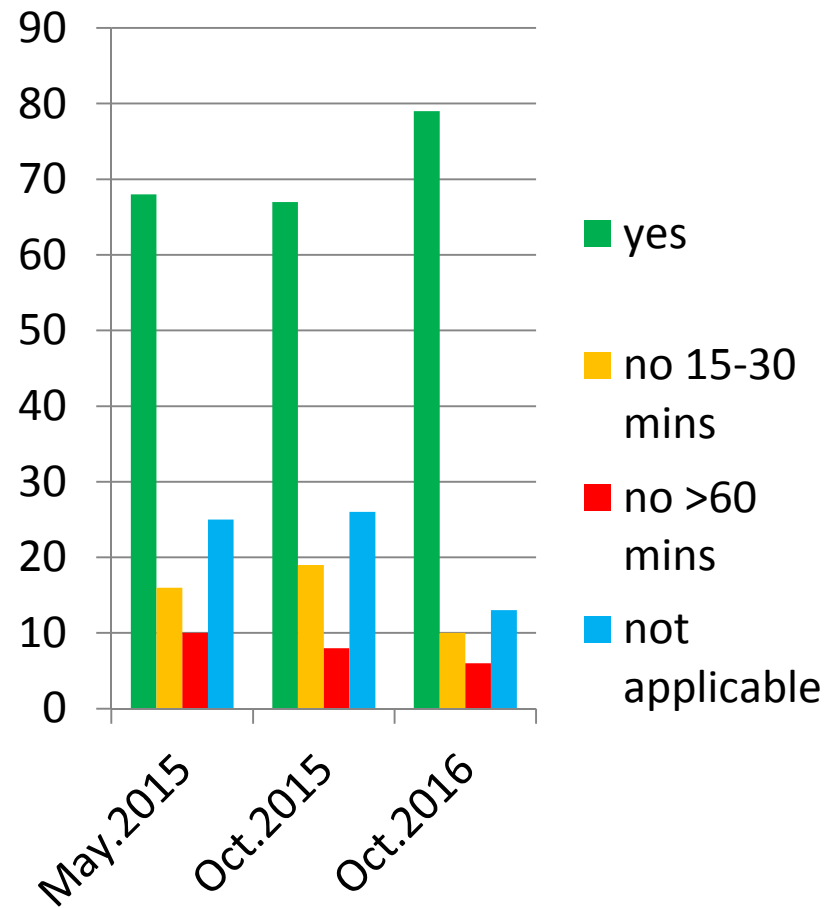
6. Was your cannula inserted or central line accessed within 30 minutes upon arrival to CDU?



- ***“No – poor venous access”***
- ***“Yes – this was done within 20 minutes”***
- ***“Yes – was waiting for the Dr to come and see me”***
- ***“Couldn’t ask for better treatment”***
- ***“No – difficult to cannulate”***
- ***“the nurse was very careful with everything”***
- ***“I am always very happy with the treatment and the nurses. I feel in very good hands and safe. The nurses are very nice, supportive and competent. I can highly recommend the chemotherapy unit!”***

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

- *“Not today I had to wait to see the Dr”*
- *Yes – treatment began almost straight away”*
- *“cold capping set up and prep takes extra time”*
- *“I have to have bloods taken first, that was done immediately”*
- *“no the chemotherapy regimen did not begin until over an hour”*

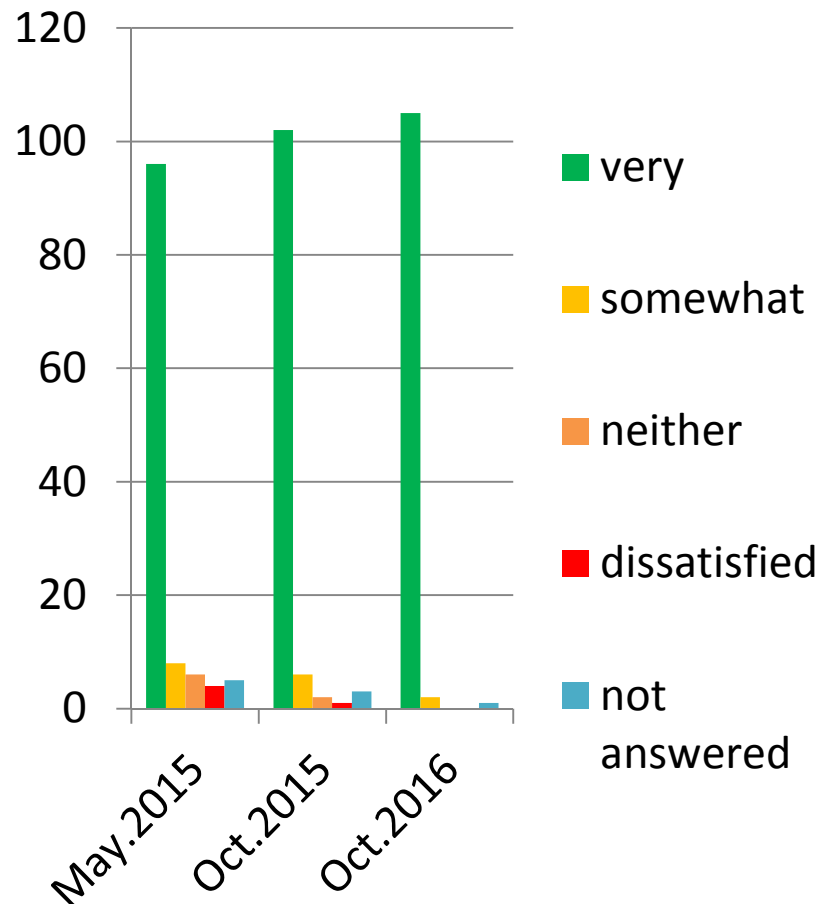


Comments...

- *“with cold capping and saline flush it is a bit longer”*
- *“waited for chemo from pharmacy”*
- *“all proceed regularly once treatment starts”*
- *“no – waiting for results and Dr review”*
- *“the nurses explained to me the procedure and I was clear for everything”*
- *“the staff at the chemo unit are generally ready to start regimen but they have to wait for pharmacy which means they encounter delays outside their control”*
- *“the chemo should arrive on time to beat waiting times of an hour or more”*



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



- ***“Especially with Renata”***
- ***The nurses and Dr are amazingly friendly and professional making a difficult time a lot easier”***
- ***“everything is done swiftly and with consideration and care and I am very satisfied”***
- ***“Extremely reassuring members of staff kind and compassionate”***
- ***“Very satisfied – as always”***
- ***“very satisfied and pleased with the nurses”***
- ***“everyone was so kind”***

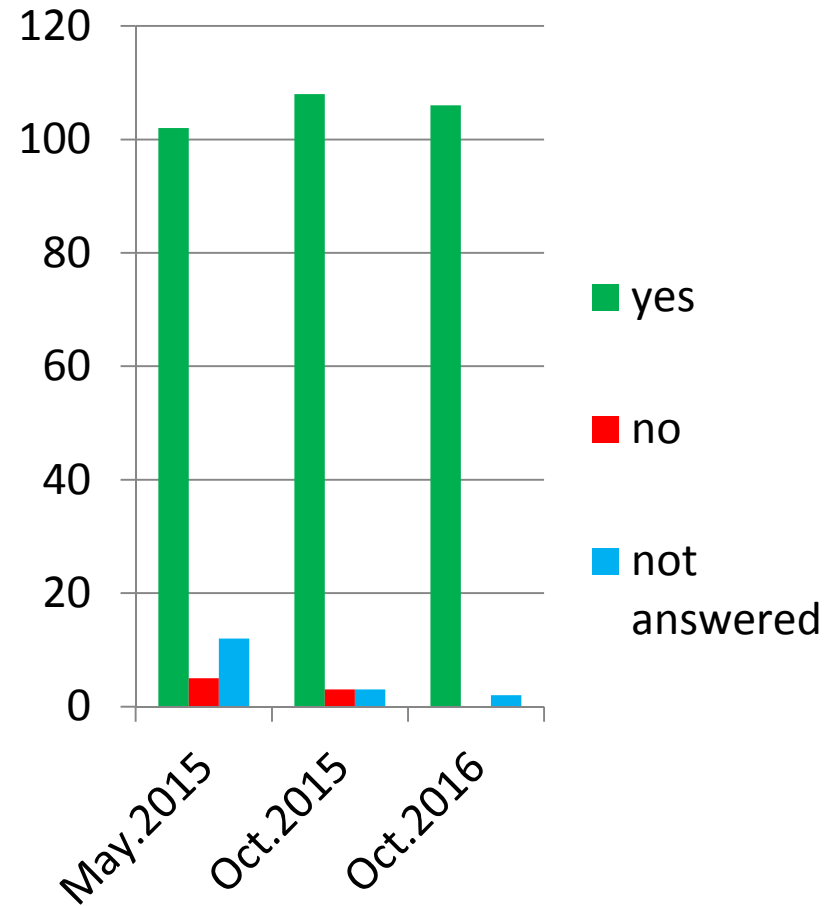
Comments...



- ***“the best, loveliest people in the NHS who make weekly chemo totally bearable”***
- ***“ not satisfied with how long the chemo started”***
- ***“everybody is very nice and helpful”***
- ***“as ever, efficient and friendly staff”***
- ***“I think the manner of the nurses and their handling of patients is very good”***
- ***“staff are very helpful but there is some waiting involved”***
- ***“the nurses were very professional and friendly and made me feel comfortable and safe”***

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

- *“the Welcome is great and it makes you feel at home”*
- *“the nurses and doctors are far nicer than anticipated. A wonderful team of people”*
- *“yes –faultless service”*
- *“this is my second visit to the unit. The staff are amazing”*
- *“excellent session with the care of every member of staff”*
- *“both times I felt safe and well treated. They look after me and always they are ready for anything. I am very happy”*



Whittington Health

- ***“I am very happy with the Whittington Hospital”***
- ***“Whittington Hospital was always for me”***
- ***“Thank you to all staff for their dedication”***
- ***“all I can say is you can’t get any better care. They have saved my life”***
- ***“I am very happy with treatment, staff and care”***



Environment



- ***“The chemo unit is a comfortable environment and you are well looked after by all the staff. Also all the individual services and benefits are well explained and you feel you can always contact the nurses should you need anything.”***
- ***“I cannot fault the chemo suite and staff they are flawless, always helpful and informative as well as being very friendly”***
- ***“all the staff in the chemo unit are approachable friendly and accommodating. This creates a warm atmosphere which helps the patients and their family members to feel valued and relaxed.”***
- ***“Friendly nurses, nice atmosphere”***

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

- *“I am coming for a good while now and the nurses make you feel you can ask any question, they try to help the best they can and I appreciate that. Thanks”*
- *“great nursing staff and doctors”*
- *“difficult to improve on an excellent service. Having drugs ready more quickly sometimes would be good”*
- *“I think you are getting it right what is most important after trusting is the personality of nurse concerned. The nurses are friendly and caring. Lovely people.”*
- *“very happy with care, nurses are very nice, kind. Thank you for all your care and help”*
- *“The kindness and care is outstanding. Patients are treated as people and individuals rather than just another patient – thank you!”*

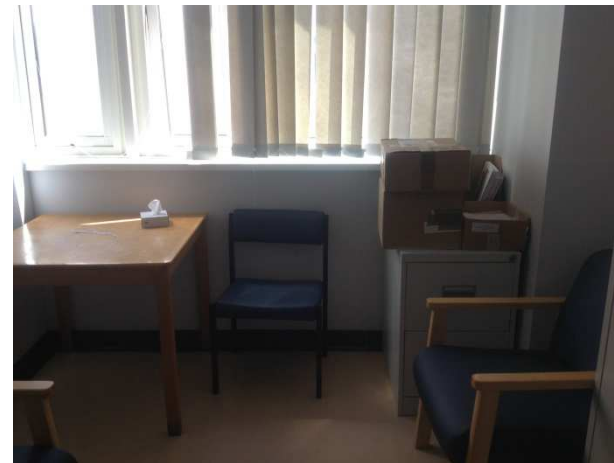


Comments...

- *“Perhaps dedicate a chemotherapy medicine dept or allocate dedicated people in pharmacy to assist with prep”*
- *“can you turn the radio down a bit”*
- *“nurses are very helpful, caring and considerate and always willing to help”*
- *“I think you need more nurses because they work hard”*
- *“very efficient and friendly staff”*
- *“cant think of anything the experience is first rate”*
- *“I do not think I could get better treatment if I was paying for it. Caring, professional and competent staff”*
- *“television, dvd/reflexologist*
- *“nurses at the unit are absolutely fabulous, kind, professional and totally humanly kind”*
- *“A buzzer at reception in case its unattended”*



Quiet Room Refurbishment...before..



....after



You said...we did

Old sandwiches....

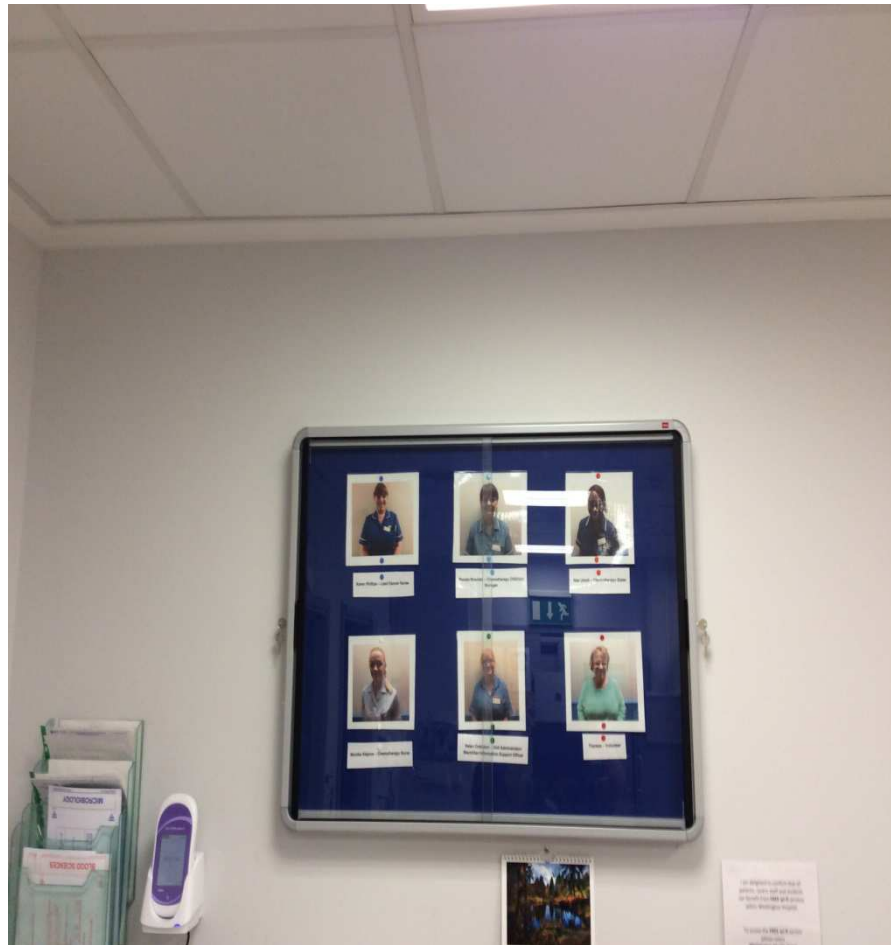
- *“Friendly caring staff BUT I also must say I DO appreciate the art that goes into making sandwiches this tasteless!!”*
- *“very satisfied – apart from dry sandwiches”*
- *“The sandwiches are disgusting – cheap & horrible & cheap can be tasty! Its only bread & filling”*
- *“Sandwiches- the bread today was fresh but usually it is stale. Could they offer granary bread sandwiches which adds taste. Thank you”*

After we changed supplier..

- *“Very caring and responsive environment sandwiches much better today with fresher bread and salad. Thank you”*
- *“sandwiches are excellent now and the service is first class”*



You said...We did



*“a whose who chart
above the check in desk
would be helpful with
photos and job title”*

You said...We Did...

