

Your experiences of cancer appointments survey

Who are Healthwatch Norfolk and Healthwatch Suffolk?

Healthwatch Norfolk and Healthwatch Suffolk are independent voices for patients and service users in the counties. We gather your views of health and social care services to ensure they are heard by the people in charge. For more information about what we do, visit our websites www.healthwatchnorfolk.co.uk and www.healthwatchesuffolk.co.uk.

What is this survey about?

We have been working with the Norfolk & Waveney Health and Care Partnership and NHS Norfolk and Waveney Clinical Commissioning Group to look into whether patients affected by cancer have been able to access virtual appointments, for example by telephone or video call.

This survey is for residents living in Norfolk or Waveney who have had a cancer diagnosis, referral and / or treatment since March 2020. We understand that it is not always easy to answer questions about your own health, so really appreciate you taking the time to sharing your views with us.

If you are a paid or unpaid carer of someone who has had a cancer diagnosis, referral and / or treatment, you can complete this survey on their behalf.

If you would prefer to do this survey with us over the phone, please call Healthwatch Norfolk on 01953 856029 and we will arrange a time to ring you back.

How the survey results will be used

Survey responses are being collected and analysed by Healthwatch Norfolk. You can read our full privacy policy at www.healthwatchnorfolk.co.uk/about-us/privacy-statement/.

All responses will be anonymous and will be used to make help recommendations to health and social care providers. The report will also be publicly available on our websites and may be used in other Healthwatch Norfolk and Healthwatch Suffolk communications.

Please tick to confirm:

☐ I have read and understood the above statement

To keep up to date with what we are doing at Healthwatch, you can sign up to our newsletters via our websites: www.healthwatchnorfolk.co.uk and www.healthwatchesuffolk.co.uk.

If you do not use email, you can call Healthwatch Norfolk on 01953 856029 or Healthwatch Suffolk 01449 703949 to ask to receive our newsletters via post.

About you

1. Whose experiences are you answering this survey about? (Circle or underline your answer)

My own The person I care for

If you chose 'the person I care for', please fill out the survey from their perspective as the patient. For example, you would answer "how old are you?" with the age of the person you care for, not your own age.

2. How old are you?

3. What is the first half of your postcode? (eg. NR14)

4. Please tick all the statements that apply to you:

<input type="checkbox"/>	I have a physical disability	<input type="checkbox"/>	English is not my first language
<input type="checkbox"/>	I have a learning disability	<input type="checkbox"/>	I would rather not say
<input type="checkbox"/>	I have a sensory impairment	<input type="checkbox"/>	None of the statements apply to me
<input type="checkbox"/>	I am from a transient or traveller community	<input type="checkbox"/>	

If you chose 'English is not my first language', please state what is:

5. Which statement best describes your experience so far:

<input type="checkbox"/>	I have finished my treatment or been discharged
<input type="checkbox"/>	I am currently having treatment
<input type="checkbox"/>	I am waiting to start treatment
<input type="checkbox"/>	I have been referred and am waiting for a formal diagnosis
<input type="checkbox"/>	I am waiting to be referred
<input type="checkbox"/>	I would rather not say
<input type="checkbox"/>	Other (please state):

6. Which of the following types of appointments have you had regarding your referral, diagnosis or treatment since March 2020? (Circle or underline as many as apply)

Phone call

Video consultation

Email or e-messaging

If you have only had face-to-face appointments, please skip to Question 19 on page 6.

Virtual appointments

Please answer these questions about virtual appointments for your cancer referral, diagnosis and/or treatment since March 2020.

‘Virtual appointment’ can include phone calls, emails, and video consultations.

7. Who have your virtual appointment/s been with? Tick as many as apply to you:

	GP		Hospital consultant
	Community Nurse		Radiographer
	Nurse		I don't know

Other (please state): _____

8. When you were offered a virtual appointment, were you given enough information about how it would work? (Circle or underline your answer)

Yes

No

If 'yes', what information did you receive? If 'no', please explain your answer and say what would have been helpful:

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9. Did you have any help accessing your virtual appointment? (Circle or underline your answer)

Yes

No, but I would have liked help

No, but I didn't need help

10. If you chose 'yes', who helped you? (Circle or underline as many as apply)

Hospital or GP surgery staff

My family or friends

My carer

Other (please state): _____

11. What have you used for your virtual appointment/s? Please tick as many as apply:

<input type="checkbox"/>	Landline telephone	<input type="checkbox"/>	Laptop
<input type="checkbox"/>	Mobile telephone	<input type="checkbox"/>	Desktop computer
<input type="checkbox"/>	Smartphone / tablet	<input type="checkbox"/>	

Other (please state): _____

12. Did you have to borrow any equipment so that you could access your appointment/s? (Circle or underline your answer)

Yes

No

If 'yes', what did you borrow, and where from? (This could include friends and family, or local services like the council or library)

13. How did you feel about the idea of virtual appointments before your first one? Please tick your answer:

<input type="checkbox"/> Very negative	<input type="checkbox"/> Mostly negative	<input type="checkbox"/> Neither positive or negative	<input type="checkbox"/> Mostly positive	<input type="checkbox"/> Very positive
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14. How has your opinion of virtual appointments changed since before your first one?

<input type="checkbox"/>	I feel more positive about them now
<input type="checkbox"/>	I feel more negative about them now
<input type="checkbox"/>	My opinion has not changed

Please explain your answer if you wish:

15. Have you had any particularly good experiences of virtual appointments about cancer? If so, please tell us more, including the name of the hospital or GP surgery:

16. Have you had any particularly bad experiences of virtual appointments about cancer? If so, please tell us more, including the name of the hospital or GP surgery:

17. Thinking about your virtual appointments regarding cancer, please tick whether you agree with the statements:

	Agree	Neither agree nor disagree	Disagree
They have been effective			
I have felt supported by the staff member			
I have felt able to talk openly and ask questions			
Myself and the staff member/s have built up a good rapport			
I felt I got everything I needed from the appointment			
I felt confident enough to attend another virtual appointment if needed			
I would rather have virtual appointments than in-person			

Please explain any of your answers if you wish:

18. Is there anything else you'd like to tell us about your virtual appointments regarding cancer referral, diagnosis or treatment?

In-person appointments

Please only answer these questions if you have had any in-person appointments regarding your cancer referral, diagnosis, or treatment since March 2020. If you haven't had any in-person appointments, you have now finished the survey.

19. Please tick the statement that best describes your experiences:

<input type="checkbox"/>	I have had virtual appointments as well as in-person
<input type="checkbox"/>	I was offered a virtual appointment but declined it
<input type="checkbox"/>	I have been offered a virtual appointment but have not had it yet
<input type="checkbox"/>	I was not offered a virtual appointment

20. If you chose 'I was offered a virtual appointment but declined it', what were the main reason/s? (Tick as many as apply)

<input type="checkbox"/>	I did not want one
<input type="checkbox"/>	My internet connection or phone signal is not good enough
<input type="checkbox"/>	I do not have any internet access
<input type="checkbox"/>	I do not have the right device (eg. computer, laptop, tablet or phone)
<input type="checkbox"/>	I did not feel confident enough with technology
<input type="checkbox"/>	I do not have a private space at home to have a virtual appointment
<input type="checkbox"/>	I did not feel it was a safe option
<input type="checkbox"/>	Other (please state)

21. If you declined a virtual appointment, is there anything that would have helped you to have one?

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22. Thinking about your in-person appointments regarding cancer, please tick how much you agree with the statements:

	Agree	Neither agree nor disagree	Disagree
They have been effective			
I have felt supported by the staff member			
I have felt able to talk openly and ask questions			
Myself and the staff member/s have built up a good rapport			
I felt I got everything I needed from the appointment			
I would rather have in-person appointments than virtual			

23. Have you had any particularly good experiences of in-person appointments about cancer? If so, please tell us more, including the name of the hospital or GP surgery:

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24. Have you had any particularly bad experiences of in-person appointments about cancer? If so, please tell us more, including the name of the hospital or GP surgery:

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25. Is there anything else you'd like to tell us about not accessing virtual appointments regarding cancer referral, diagnosis or treatment?

Thank you

Thank you for taking the time to tell us your experiences. Hopefully you will have received a freepost envelope to send this survey back to us, or you may be able to put the survey in one of our Healthwatch postboxes if you are filling this out at hospital.

However, if you do need to post it back to us, our address is:
Healthwatch Norfolk, Suite 6, The Old Dairy, Elm Farm, Norwich Common, Wymondham, NR18 0SW.

Useful contacts

Big C (Norfolk and Norwich Hospital)

This charity operate across Norfolk and Waveney, and have a hub at the Norfolk and Norwich hospital.

Website: www.big-c.co.uk | Phone: 0800 092 7640 | Email: support@big-c.co.uk

Macmillan (Queen Elizabeth Hospital)

This national charity have local support groups as well as a cancer information and support centre at The Queen Elizabeth Hospital, King's Lynn (QEHKL).

Website: www.macmillan.org.uk | QEHKL phone: 01553 613985 | QEHKL email: MISS@qehkl.nhs.uk

Macmillan also have a telephone buddy service. If you would like a weekly call from someone who understands what you're going through, you can fill out this form online:

www.macmillan.org.uk/get-involved/campaigns/telephone-buddies, or call 0808 808 0000.

Louise Hamilton Centre (James Paget Hospital)

This centre is the hub for several services within the James Paget hospital including cancer care.

Website: www.jpaget.nhs.uk/departments-services/departments-services-a-z/louise-hamilton-centre | Phone: 01493 453100

The Pear Tree Centre, Halesworth

The Pear Tree offers support, information, counselling and benefits advice to anyone who has been diagnosed with a life-changing illness.

Website: www.peartreefund.org/pear-tree-centre-halesworth
Phone: 01986 899655 | Email: peartreecentre@peartreefund.org