



Skin Cancer Patient Survey

The Virgin Care North and North East Lincolnshire Dermatology Service is constantly striving to improve the service it provides. The Service is therefore keen to gain feedback from the people who use its services. We are trying to find out what patients who have been treated by skin cancer team think of the care they receive.

What is the purpose of the survey?

Your views are very important in helping us find out how well the skin cancer service works. This is part of our commitment, as outlined in the NHS plan, to design a health service around the patient.

Why have I been chosen?

You are being invited to take part in this survey because you have recently been a patient treated by the Virgin Care, North and North East Lincolnshire Dermatology, skin cancer service.

Do I have to take part?

No, taking part in this survey is voluntary. If you choose not to take part it will not affect the care you receive from the NHS in any way. If you do not want to take part in the survey, or to answer some of the questions, you do not need to give us a reason.

What would I have to do?

If you decide to take part, please complete the questionnaire and return it in the envelope provided. The questionnaire should take around 10 minutes to complete.

You can leave the questionnaire in the sealed envelope with a member of staff from the Service. Alternatively you can use the stamp addressed envelope provided and post it back to us.

What are the advantages / disadvantages of participating in this survey?

There are no direct benefits to you in taking part, but the results of this survey will inform the planning of future skin cancer services offered at each site, which will be beneficial for patients and staff.

Will my taking part in the survey be kept confidential?

Yes. Any information collected during this survey will be treated in the strictest of confidence. Questionnaires will be completely anonymous and it will not be possible to identify who has completed which questionnaire. No individual patient information will be included.

What if I have a complaint?

If you have a concern or complaint about the service you have received from Virgin Care or you need or want more information on the services we provide, then our Customer Services team can help you.



Customer Services

Virgin Care Customer Services
Bournewood House
Guildford Road
Chertsey
Surrey KT16 0QA

Call or fax us:

t: 0300 303 9509

f: 01932 723 854

customerservices@virginicare.co.uk

If you have any further questions about your participation in the questionnaire, please contact the Skin CNS team on 01724 292106.

Survey summary:

- We need your **views** about the **skin cancer service**.
- Your views will help to **improve** the **skin cancer service**.
- The information you give us will be **confidential**.
- You **do not have to** participate in the survey.



Patient Satisfaction Questionnaire

Please put a circle round which location you attended for most of your treatment and/or surgery:

Ironstone Centre Stirling Street Barton Brigg
 Immingham Weelsby View Cromwell Road

Communication

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I was offered a paper copy of the consultation with my Consultant following the appointment where I was told my diagnosis					
I feel that the diagnosis was given to me in a sensitive way					
I understand that a team of specialist doctors and nurses are working together to decide the best treatment for my situation					
I feel that my personal views are important to the team caring for me					
I feel that I have been given time to ask all my questions					
Overall, I feel satisfied with how the nurses talked to me					
Overall, I feel satisfied with how the doctors talked to me					

Please feel free to add any comments.....

Information

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I have been provided with written information about my condition					
The information I have received has helped me understand my condition					
I have been provided with written information about my treatment					
The information I have received has helped me understand my treatment					
I have received written information about local services I can access					

Local services might include some of the following;	Was offered information about this (Please indicate Yes or No)		Would have liked information about this (Please indicate Yes or No)	
	Yes	No	Yes	No
Complimentary Therapies	Yes	No	Yes	No
Support Groups	Yes	No	Yes	No
Patient Involvement Groups	Yes	No	Yes	No
Financial and benefits advice	Yes	No	Yes	No
Research trials	Yes	No	Yes	No
Patient Information Services	Yes	No	Yes	No
Managing fatigue	Yes	No	Yes	No
Returning to work	Yes	No	Yes	No
Macmillan services	Yes	No	Yes	No
Talking to family members	Yes	No	Yes	No
Transport issues	Yes	No	Yes	No

Please feel free to add any comments.....

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If you would like any further information as described above, please contact the Skin CNS team on 01724 292106.

Support

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I was offered the contact details of a key worker (a Skin Cancer Nurse Specialist)					
I have never needed to contact my key worker					
I have always found it easy to contact my key worker					
I have been able to discuss all my concerns about my condition with my key worker					
I feel that I have received adequate emotional support					
Overall, I feel I have been treated with dignity during my visit to the skin cancer clinic (this might be about making sure I was covered up properly, doors and curtains were closed)					
Overall, I feel I have been treated with respect during my visit to the skin cancer clinic (this might be how the staff spoke to you or their attitude towards you whilst in the department)					

Please feel free to add any comments.....

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Thank You