



National Radiotherapy Patient Experience Survey: *End of Project Report*

Date: November 2024

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Project background and scope

The national Radiotherapy Network Managers group facilitated the National Radiotherapy Patient Experience Survey in September 2023, on behalf of NHS Providers delivering radiotherapy in England. The survey supported the aims of the Service Specification for [Operational Delivery Networks for External Beam Radiotherapy Services](#) and [Achieving World Class Cancer Outcomes: A Strategy for England 2015-2020](#) to improve people's experiences across the pathway.

From the 11 Radiotherapy networks in England, 10 participated in the survey with responses received from 51 radiotherapy centres. The South West Radiotherapy Network and all radiotherapy centres within the network chose not to participate in the survey.

A total of 2,506 responses to the survey were received. There were 38 responses where the radiotherapy centre was not specified.

Project aims

The aim of this project was to develop and conduct a National Radiotherapy Patient Experience Survey across Providers in England. Once completed Network and department level reports would be provided by the project team.

These reports would allow Providers to:

- Benchmark departments against other radiotherapy departments in England.
- Identify opportunities for improvement in local radiotherapy departments radiotherapy services and networks.
- Meet the requirement to measure patient experience as set out in the Service Specification for External Beam Radiotherapy.

Project overview

Development

The survey was co-produced with patient representatives, representatives of the Radiotherapy Service Managers group and Radiotherapy Network Managers group in England. The survey was shared widely with radiotherapy professionals and academic partners, including the Radiotherapy Advisory Group; ethical approval from Birmingham City University and the Health Research Authority (HRA) via the Integrated Research Application System (IRAS).

Survey Design

A digital survey was the preferred method of delivery. The digital survey was hosted by the Christie NHS Foundation Trust on SmartSurvey.co.uk, a UK-hosted cloud-based survey platform which met all the necessary NHS digital compliance requirements. Trusts were able to choose their preferred methods of promoting the survey locally. This included:

- a QR code/website link, publicised via posters in the department.
- a mobile device in the radiotherapy department
- a text message/email link to patients

An electronic copy of the survey was provided by the national survey team which could be printed locally to avoid digital exclusion of patients. It also enabled departments to participate where a digital survey was not possible due to IT difficulties.

Where paper copies of the survey were completed, it was the responsibility of the department to upload this data to the digital survey platform. Due to a paper-based survey being available, none of the questions in the digital survey were mandatory.

Topics, number, and type of questions included in the survey are summarised in the table below:

| Topic | Number of questions | Response options |
|---|---------------------|-------------------------------|
| Radiotherapy Centre details | 1 | Multiple choice |
| Consent | 4 | Multiple choice and free text |
| Written information provided before your radiotherapy | 3 | Multiple choice and free text |
| Online information about radiotherapy | 2 | Multiple choice and free text |
| Coming to the hospital for radiotherapy | 5 | Multiple choice and free text |
| About your radiotherapy appointments | 10 | Multiple choice and free text |
| About your experience of your radiotherapy appointments | 5 | Multiple choice and free text |
| About your experience of having radiotherapy | 3 | Multiple choice and free text |
| About you | 10 | Multiple choice and free text |
| TOTAL | 43 | |

Implementation

Implementation of the survey was overseen by a national survey team consisting of a patient representative, representatives from the Radiotherapy Network Managers group, radiotherapy professionals and academics.

All radiotherapy departments in England were invited to participate in the survey. All adult patients (aged 18 and over), who completed a course of radiotherapy at participating departments between 4th September 2023 and 29th September 2023 were eligible to complete the survey. The survey remained open until Friday 6th October to allow eligible patients an opportunity to submit their responses.

Completion of the survey was completely voluntary and anonymous. Patients were reassured that they did not have to take part and were not asked to provide any personal identifiable information.

Results

For the purposes of reporting and analysis, the total number of responses received was 2,487.

Some positive highlights and areas for improvement from the national averages as follows:

- When giving consent, 87% of respondents (n=2,461) completely understood the aim of radiotherapy (range 67% to 90%).
- 78% of respondents (n=2,363) completely understood the early/short-term effects of radiotherapy compared with 63% of respondents (n=2,357) who completely understood the late/long-term side effects.
- 70% of respondents (n=2,417) rated access to drinking water as excellent (range 58% to 83%)
- Only 44% of respondents (n=2,352) rated access to other refreshments as excellent, ranging from 31% to 63%.
- 98% of respondents (n=2,427) said they were treated with dignity and respect in the department generally (ranging from 65% to 100%)
- Overall, 86% of respondents (n=2,451) rated their care as excellent, although this ranged from 67% to 92%.

Reports

Department level quantitative reports: Produced by the Survey Project team in November 2023. Radiotherapy departments were provided with the data submitted as part of the survey. The report was designed to:

- Provide quantitative data that could be used by departments to identify possible areas for future quality improvement within their service.
- Enable radiotherapy departments to identify positive themes.
- Enable radiotherapy departments to identify areas for improvement.

Enable radiotherapy departments to track changes in patient experiences of care over time. Free text responses for all departments were also shared. These responses provide essential feedback beyond the constraints of closed questions.

Network Level reports: Produced by the Survey Project team in May 2024 and distributed to Radiotherapy Network Managers to be shared with Radiotherapy Service Managers. These reports provided a breakdown of the responses within each network by radiotherapy centre and satellite centre (where applicable). A national average was provided for comparison. These reports were designed to provide quantitative data that could be used by departments to identify possible areas for future quality improvement within their service.

Peer review paper: The purpose of this paper is to summarise the themes identified from the survey. The aim is for this paper to be submitted to the Radiography Journal in November 2024 for consideration for publication.

Feedback survey

In order to understand experiences of running the survey, usefulness of the reports in identifying areas for improvement and gauge the level of support for running the survey again, a short survey was undertaken.

This was shared with all Radiotherapy Network Managers and the Chair of the Radiotherapy Service Managers group for onward circulation to all Radiotherapy Service Managers. The survey was live from 25th October to 6th November 2024.

A total of 14 responses were received, all from network managers or Radiotherapy Service Managers whose centres/networks had participated in the national survey. Responses were equally split between Radiotherapy Network Managers Radiotherapy Service Managers which is a low response rate of around 14% for Radiotherapy Service Managers.

The majority responded positively about information provided during planning and preparation (very satisfied = 46%, satisfied = 46%), communication from the project team before the survey (very satisfied = 54%, satisfied = 31%) and communication and support while the survey was open (very satisfied 46%, satisfied = 31%).

77% of respondents implemented both digital and paper-based methods and the majority found it easy (46%) or very easy (15%) to implement. However, some respondents reported that implementation was difficult (23%) or answered neutral (15%) to this question.

The next questions related to the usefulness of the reports provided to networks and Providers following the national survey. Most respondents reported that the centre-level quantitative reports were used (46%) or very useful (31%), network-level quantitative reports were useful (62%) or very useful (15%), and the free-text responses were very useful (31%) or useful (31%). However, there were also respondents that reported these reports weren't useful; 23% for the centre-level report wasn't useful, 15% for the network-level quantitative report, 23% for the free-text responses.

Reponses to questions about identifying areas for improvement, developing action plans and undertaking any specific quality improvement projects were mixed, with only 17% (n=2) stating that reports had "completely" helped to identify areas for improvement and had developed an action plan and only 8% (n=1) had undertaken any specific quality improvement projects.

There was however strong support to run the National RTPES again in the future, with 83% of respondents answering "yes" and 17% unsure – no respondents answered no to this question. Of the 10 responses to the question, 4 suggested the survey should be run annually, 5 biennially and 1 every 3 years.

Recommendations

A National patient experience survey can be a valuable resource for service leads and professionals to compare radiotherapy services against other providers of similar size and configuration, identifying areas of best practice and benchmarking services against national averages. This approach would support NHSE's vision for improving the quality of radiotherapy, to reduce variation and enhance patient experience.

This report serves as a call to action for the radiotherapy community to commit to undertaking National Radiotherapy Patient Experience Surveys in future to continue to work together, sharing learning and good practice, to improve the quality of radiotherapy services and improve experiences of radiotherapy for patients.

Feedback suggests support for a survey to be undertaken annually or biennially. Due to the amount of time required to develop quality improvement plans and implement changes following the publication of data and reports, the recommendation from the Survey Project team is for the frequency to be no less than biennially and would require investment and support to facilitate this.

Acknowledgements

This has been a successful collaboration between many stakeholders towards a shared aim of delivering a National Radiotherapy Patient Experience Survey, designed to support providers to improve radiotherapy service and experience for patients.

Thank you to everyone who was involved in developing the questions to be included in the National Radiotherapy Patient Experience Survey.

Thank you to radiotherapy providers who participated in the survey.

For further information, please contact;

| | | |
|----------------|--|--|
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| Michelle Bates | East of England Radiotherapy Network Manager | michelle.bates@nnuh.nhs.uk |

Circulation

| | |
|---|---|
| To: | Radiotherapy Network Managers, Radiotherapy Board, Royal College of Radiologists (RCR), Institute of Physics and Engineering in Medicine (IPEM), College of Radiographers (CoR), National Programme of Care (Cancer) team, National Patient Experience team, Care Quality Commission. |
| For onward circulation by Network Managers to: | Network Oversight Group members, Cancer Alliances, |

Additional Information

Background

The Cancer Patient Experience survey was designed to monitor national progress on cancer care and provide information to drive local quality improvements. The first survey was undertaken in 2010 and is conducted by Picker Institute Europe on behalf of NHS England.

The National Cancer Patient Experience Survey includes very few questions specific to radiotherapy and is therefore limited in supporting opportunities for radiotherapy centres to improve services and experiences for their patients. The purpose of a National Radiotherapy Patient Experience Survey was to obtain specific feedback from patients about their experiences of radiotherapy and offer an opportunity to benchmark services and drive local quality improvements.

This was an anonymous survey and therefore, the General Data Protection Regulations 2018 (GDPR) did not apply.

National Radiotherapy Patient Experience Survey results: Summary of national averages

| | | | | | | | |
|--|------------------|------------------|-------------------------|------------|----------------|------------|--|
| Q2. When you gave your consent, to what extent did you understand: | | No. of responses | I don't know | Not at all | To some extent | Completely | |
| The aim of the radiotherapy | | 2,461 | 0% | 0% | 14% | 86% | |
| The early/ short term side effects of radiotherapy | | 2,363 | 1% | 1% | 20% | 77% | |
| The late/ long-term side effects | | 2,357 | 3% | 3% | 33% | 61% | |
| Q3. Were you given the chance to ask questions before giving consent? | No. of responses | I don't know | No | Yes | | | |
| | 2458 | 1% | 0% | 99% | | | |
| Q4. If you did ask questions, were you happy your questions were answered? | No. of responses | I don't know | I did not ask questions | No | Yes | | |
| | 2470 | 1% | 7% | 1% | 91% | | |
| Q5. Were you happy to answer all of the questions that you were asked during | No. of responses | I don't know | No | Yes | | | |

| | | | | | | | | | |
|---|------------------|--|---|---|---|---------------------------|-------|------------|--|
| the discussion about consent? | | | | | | | | | |
| | 2466 | 1% | 0% | 99% | | | | | |
| Q6. How happy were you with the information about radiotherapy you were given or sent before your first radiotherapy planning or CT appointment? | No. of responses | I wasn't given or sent any information | Unhappy | Neither happy nor unhappy | Happy | Very happy | | | |
| | 2472 | 1% | 0% | 5% | 28% | 66% | | | |
| Q7. If you required information in a different format, was this provided? For example, in a different language, large print, electronic, braille, or easy read? | No. of responses | I don't know | This does not apply to me | No | Yes | | | | |
| | 2449 | 1% | 87% | 3% | 9% | | | | |
| Q8. Were you told about the local cancer information and support services at the hospital (sometimes call the Cancer Information Centre)? | No. of responses | I don't know | No | Yes | | | | | |
| | 2462 | 9% | 13% | 78% | | | | | |
| Q9. How happy were you with the information about radiotherapy available on the cancer centre or hospital website? | No. of responses | I chose not to access | I did not have access to the internet | Very Unhappy | Unhappy | Neither happy nor unhappy | Happy | Very happy | |
| | 2459 | 30% | 5% | 1% | 0% | 7% | 21% | 36% | |
| Q10. What was the reason you did not visit the cancer centre or hospital website? | No. of responses | I had all the information I needed | I didn't know there was information about RT on the website | I accessed information on cancer charity websites | I was unable to find the cancer centre/hospital website | Other | | | |
| | 2047 | 77% | 13% | 8% | 1% | 1% | | | |
| Q11. Were you made aware of all of the transport options available to you before you came for your radiotherapy? | No. of responses | I can't remember | No | Yes | | | | | |
| | 2441 | 6% | 23% | 71% | | | | | |
| Q12. How did you usually get to the hospital? | No. of responses | Patient transport service | Motor vehicle | Public transport | Other | | | | |
| | 2263 | 11% | 78% | 11% | 0% | | | | |

| | | | | | | | | | |
|---|------------------|---------------------------------|----------------|-----------|---------------------------|-----------|--------------------------------|--|--|
| Q13. How easy was it to find your way: | No. of responses | Not applicable | Very Difficult | Difficult | Easy | Very easy | I don't know/ I can't remember | | |
| To the RT department | 2469 | 0% | 0% | 2% | 22% | 76% | 0% | | |
| Around the RT department | 2257 | 1% | 1% | 1% | 24% | 73% | 0% | | |
| To other departments within the hospital as part of the planning and preparation for your RT treatment | 2255 | 13% | 0% | 2% | 28% | 56% | 1% | | |
| Q14. How would you rate the following in the department: | No. of responses | Very poor | Poor | Fair | Very good | Excellent | | | |
| The waiting room? | 2465 | 0% | 0% | 6% | 35% | 58% | | | |
| Access to drinking water? | 2417 | 0% | 1% | 5% | 24% | 70% | | | |
| Access to other refreshments and catering? | 2352 | 2% | 4% | 16% | 33% | 44% | | | |
| Toilet facilities? | 2435 | 2% | 4% | 16% | 33% | 44% | | | |
| Changing facilities? | 2312 | 0% | 1% | 8% | 34% | 57% | | | |
| The treatment planning room (e.g. CT scanning, mould room) | 2407 | 0% | 0% | 2% | 26% | 71% | | | |
| The treatment room? | 2437 | 0% | 0% | 2% | 21% | 77% | | | |
| The department as a whole? | 2438 | 0% | 0% | 1% | 21% | 78% | | | |
| | | | | | | | | | |
| Q15. Did the changing facilities allow you to maintain your dignity? | No. of responses | I don't know | Never | Rarely | Mostly | Always | | | |
| | 2335 | 6% | 1% | 0% | 9% | 84% | | | |
| Q16. How happy were you with the information given about how to prepare for your RT planning/CT appt? | No. of responses | I was not given any information | Very unhappy | Unhappy | Neither happy nor unhappy | Happy | Very happy | | |
| | 2461 | 1% | 0% | 0% | 4% | 23% | 71% | | |
| Q17. How happy were you with the explanation given about what to expect during your RT treatment appts? | No. of responses | Not given an explanation | Very unhappy | Unhappy | Neither happy nor unhappy | Happy | Very happy | | |
| | 2466 | 1% | 0% | 0% | 3% | 24% | 71% | | |
| Q18. Were you told that you could communicate with the | No. of responses | I don't know | No | Yes | | | | | |

| | | | | | | | |
|--|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--|----------------------------|--|
| radiographers outside the room whilst your RT was being delivered? | | | | | | | |
| | 2460 | 7% | 11% | 82% | | | |
| Q19. If you had any questions about your RT, were you able to discuss these with the radiographer? | No. of responses | No | Yes | | | | |
| | 2447 | 1% | 99% | | | | |
| Q20. Was the information given to you by the radiographer in the treatment room the same as you had been told previously? | No. of responses | I don't know | No | Yes | | | |
| | 2460 | 4% | 1% | 95% | | | |
| Q21. Were most of your radiotherapy appointments within core hours between 9am and 6pm, Monday to Friday? | No. of responses | No | Yes | | | | |
| | 2458 | 4% | 96% | | | | |
| Q22. How happy were you with the appointment times that you were offered? | No. of responses | Very Unhappy | Unhappy | Neither happy nor unhappy | Happy | Very happy | |
| | 2465 | 1% | 2% | 7% | 31% | 59% | |
| Q23. Did your treatment start within 30 minutes of your appointment times? | No. of responses | Never | Rarely | Yes, sometimes | Yes, always | | |
| | 2463 | 1% | 3% | 35% | 61% | | |
| Q24. Were you informed of any delays to your radiotherapy appointment? | No. of responses | Never | Rarely | Yes, sometimes | Yes, always | There were no delays | |
| | 2463 | 5% | 3% | 18% | 51% | 23% | |
| Q25. Would you have been willing to attend for your RT appointments on the following days or times? (select all that apply) | Weekdays between 7am to 9am | Weekdays between 6pm to 9pm | Saturday between 7am to 9am | Saturday between 9am to 1pm | Saturday between 1pm to 6pm | Saturday between 6pm - 9pm | |
| | 44% | 35% | 30% | 48% | 43% | 28% | |
| Q25 Cont. Would you have been willing to attend for your RT appointments on the following days or times? (select all that apply) | Sunday between 7am to 9am | Sunday between 9am to 1pm | Sunday between 1pm to 6pm | Sunday between 6pm - 9pm | I would prefer Monday to Friday, 9am - 6pm | | |
| | 28% | 43% | 60% | 27% | 52% | | |
| Q26. During your treatment did you have a chance to discuss your treatment side-effects with a health professional? This could have been | No. of responses | No | Yes | | | | |

| | | | | | | | | |
|--|------------------|--|---|--------------|---------------------------|---------------------------|------------|------------|
| in a review clinic or a telephone appointment. | | | | | | | | |
| | 2446 | 9% | 91% | | | | | |
| Q27. During your treatment, how happy were you with the information you were given about how to deal with any early/short-term side-effects of your treatment. | No. of responses | I didn't experience any early/short-term side-effects | I wasn't given any information about dealing with early/short-term side-effects | Very unhappy | Unhappy | Neither happy nor unhappy | Happy | Very happy |
| | 2461 | 2% | 2% | 0% | 0% | 6% | 30% | 58% |
| Q28. Were you given a number to call to discuss any concerns about RT side-effects you may experience after your RT treatment finished? | No. of responses | I don't know | No | Yes | | | | |
| | 2457 | 10% | 9% | 81% | | | | |
| Q29. How happy were you with the information you were given about how to deal with any radiotherapy side-effects in the weeks following your treatment? | No. of responses | I wasn't given any information about dealing with side effects in the weeks following RT | Very unhappy | Unhappy | Neither happy nor unhappy | Happy | Very happy | |
| | 2424 | 4% | 0% | 1% | 9% | 33% | 54% | |
| Q30. How happy were you with the written information you were given about your follow-up plan? | No. of responses | I wasn't given any information about my follow-up plan | Very unhappy | Unhappy | Neither happy nor unhappy | Happy | Very happy | |
| | 2391 | 18% | 0% | 0% | 9% | 27% | 46% | |
| | | | | | | | | |
| Q31. During your RT, to what extent do you feel you were treated with dignity and respect: | No. of responses | Not at all | To some extent | Completely | | | | |
| At the reception desk? | 2452 | 0% | 2% | 98% | | | | |
| In the department generally? | 2427 | 0% | 2% | 98% | | | | |
| In the treatment planning room (e.g. CT scanner, mould room)? | 2424 | 0% | 2% | 98% | | | | |
| In the treatment room | 2420 | 0% | 2% | 98% | | | | |
| On the treatment review appts | 2267 | 1% | 3% | 97% | | | | |
| Q32. Overall, how would you rate the quality of care you received during your radiotherapy? | No. of responses | Very poor | Poor | Fair | Very good | Excellent | | |
| | 2451 | 0% | 0% | 1% | 13% | 86% | | |

| | | |
|---|--|--|
| Q33 Please use this space to tell us if there is anything about your experience of radiotherapy that could be improved. | Free text responses to be provided to Providers. | |
| | | |

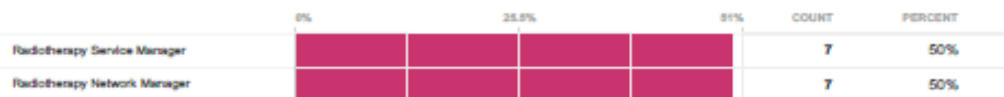
Feedback Survey Results

National RT Patient Experience Survey Feedback

Responses

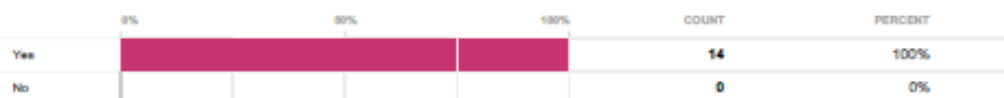
01 Please confirm your role. (Mandatory)

Answers **14**
100%
Skips **0**
0%



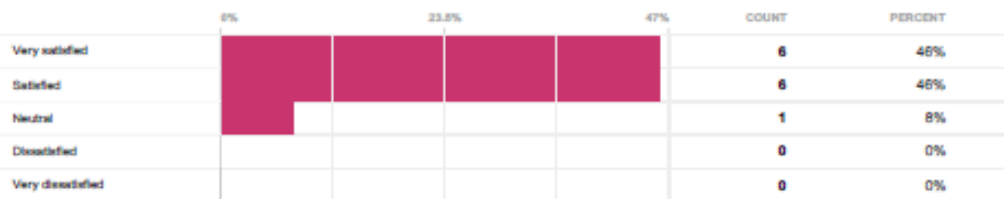
02 Did your centre/network take part in the National Radiotherapy Patient Experience survey in September 2023?

Answers **14**
100%
Skips **0**
0%



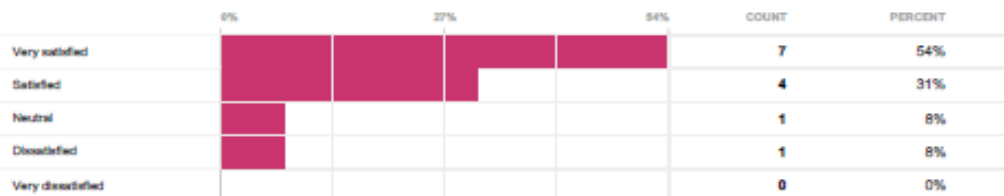
03 How satisfied or dissatisfied were you with the information provided by the project team during planning and preparation of the survey? (Mandatory)

Answers **13**
93%
Skips **1**
7%



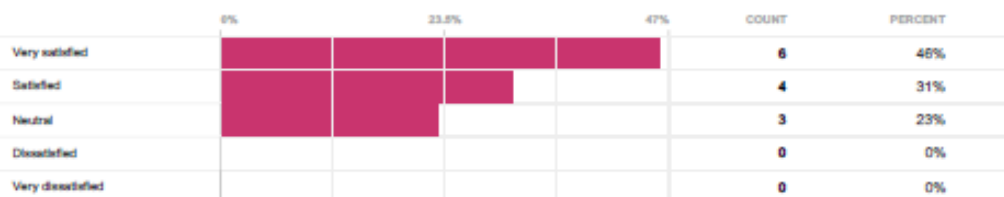
04 How satisfied or dissatisfied were you with the communication from the project team before the survey was implemented?? (Mandatory)

Answers **13**
93%
Skips **1**
7%



05 How satisfied or dissatisfied were you with the communication and support from the project team while the survey was open? (Mandatory)

Answers **13**
93%
Skips **1**
7%



06

What method did your centre/network choose to implement the survey? (Mandatory)

Answers

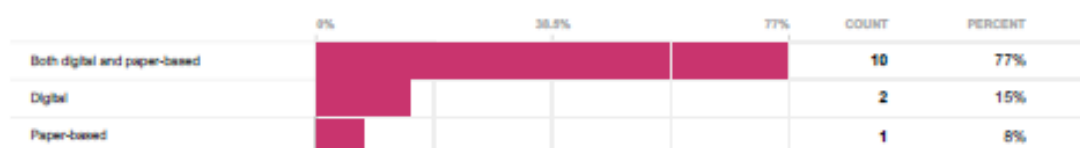
13

93%

Skips

1

7%



07

How easy or difficult was it to implement the survey in your centre/network? (Mandatory)

Answers

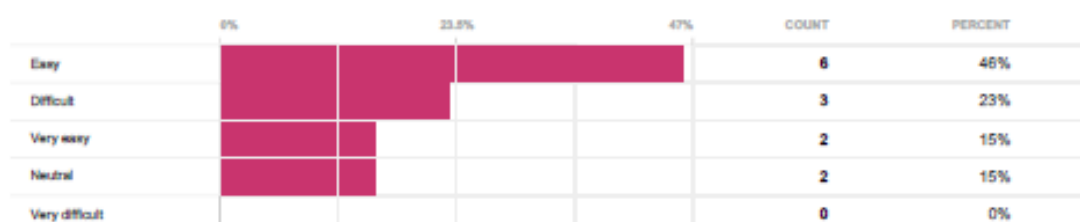
13

93%

Skips

1

7%



08

How useful was the centre-level quantitative report? (Mandatory)

Answers

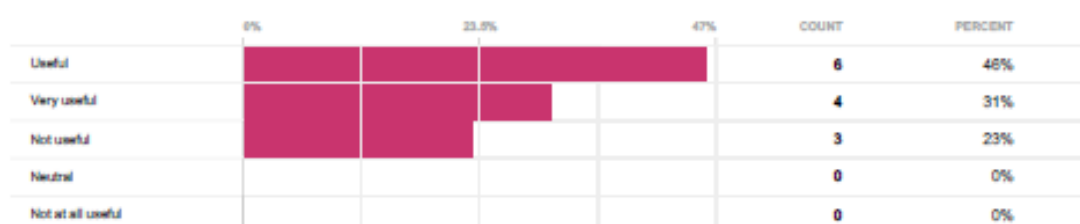
13

93%

Skips

1

7%



09

How useful was the network-level quantitative report you received? (Mandatory)

Answers

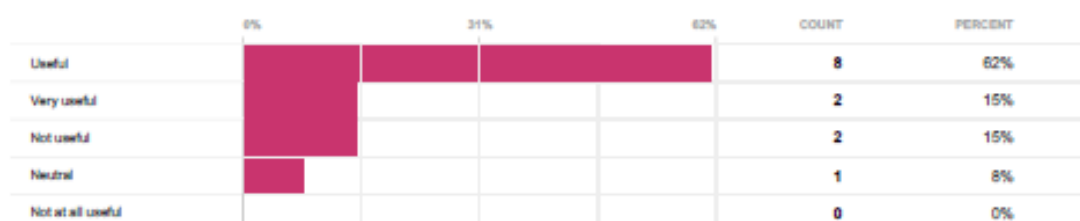
13

93%

Skips

1

7%



10

How useful were the free-text responses you received? (Mandatory)

Answers

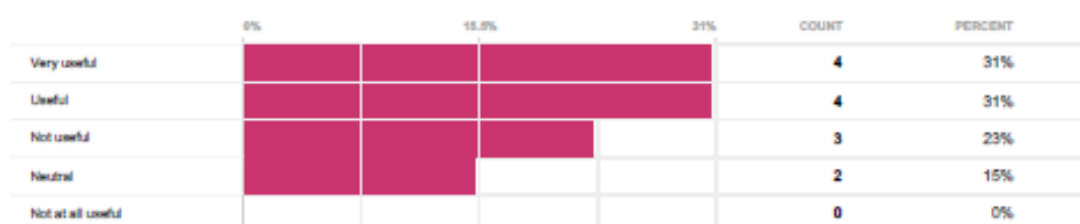
13

93%

Skips

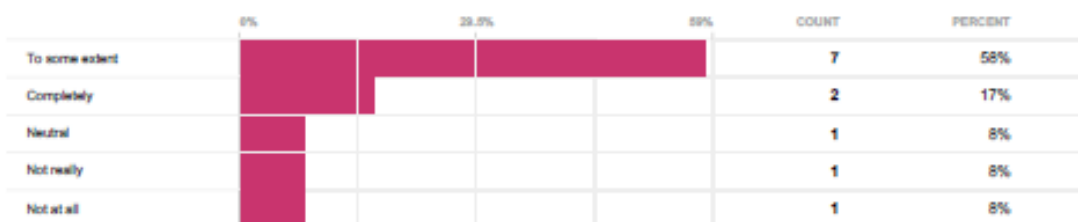
1

7%



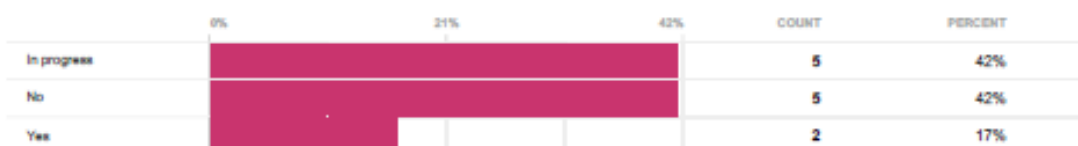
11 Did the reports help you identify areas that required improvement within your network/centre? (Mandatory)

Answers **12** Skips **2**
86% 14%



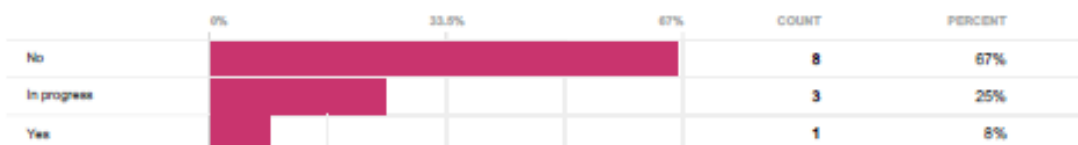
12 Have you developed an action plan to address any specific areas from your reports? (Mandatory)

Answers **12** Skips **2**
86% 14%



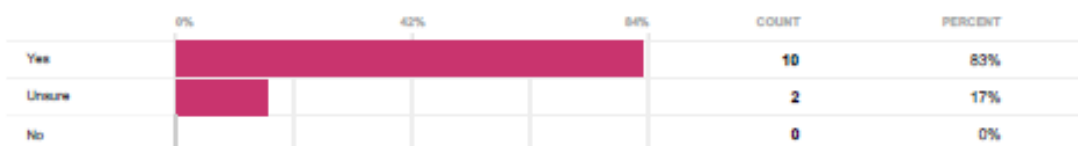
13 Have you undertaken any specific quality improvement work/projects as a result of your survey responses? (Mandatory)

Answers **12** Skips **2**
86% 14%



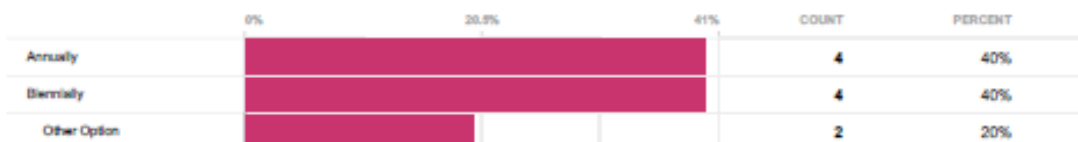
14 Would you be supportive of running the survey again in the future to measure improvements in radiotherapy patient experience? (Mandatory)

Answers **12** Skips **2**
86% 14%



15 If yes, what frequency would you recommend?

Answers **10** Skips **4**
71% 29%



Example Improvement Projects

West Midlands RTN/ patient Information

The data from the National Radiotherapy Patient Experience Survey has been used by the Quality Improvement Group in the West Midlands Radiotherapy Network to identify the need for further work on digital patient information for patients receiving radiotherapy for breast cancer. A project group has been identified and a patient insight survey will be completed in the near future to understand patient preference for accessing digital content.

North West Improvement Projects

The data from the National Radiotherapy Patient Experience Survey has been used by the North West Radiotherapy Network to identify areas to improve the quality and experience of patient care. This had been done by identifying actions plans to address patient feedback.

Improve patient Information.

It was identified that the level of patient information regarding their cancer diagnosis, treatment options, expectations and necessary preparations was insufficient. The following action plans have been developed:

- The Clatterbridge Cancer Centre (CCC) are providing virtual videos to show patients what to expect before commencing radiotherapy.
- The Lancashire Teaching Hospitals are due to begin trailing providing patient with QR codes to direct them to specific information leaflets relevant to their diagnosis.
- The Christie NHS Foundation Trust are looking to improve and update information on the Christie website.

Improve departmental/hospital signage.

It was identified that the signage available at all the Trusts across the Network was insufficient and caused confusion and frustration among patients. The following action plans have been developed:

- The CCC are in discussions with their estates teams to improve signage across the department.
- The Lancashire Teaching Hospitals have increased the signage throughout the department both a trust site and departmental specific maps to offer to patients.
- The Christie plan to increase signage to improve wayfinding at Withington, re-number treatment machines so they follow a logical order and improve signage to toiler facilities.

Improve available facilities in waiting areas.

It was identified that there was a lack of privacy for patients when changing and a lack of instruction in the changing rooms explaining what to do and where to go after changing. It was raised that essential amenities such as refreshments and a waste bin were not provided. The following action plans have been developed:

- The CCC have taken on board patient feedback to provide waste bins in changing facilities and place informative, instructive posters in the changing rooms.
- The Lancashire Teaching Hospitals feedback to pre-treatment team to ensure the blinds between the control room and scanner room are used and gowns/screens are used were appropriate.
- The Christie is learning from their Macclesfield site which is rated as having better access to refreshments and catering compared to all other departments at The Christie.

Improve review clinics.

It was identified that some patients were not satisfied with their review clinics, and they were provided with insufficient information regarding coping with both short and long-term side-effects of their treatments. In terms of action plans it had been recognised across all the Trusts within the Network the Review Clinics need to be reviewed to ensure patients are benefiting from the service.