



FirstName Surame  
Address Line 1  
Address Line 2  
Town Post Code  
Date

Dear

**Your feedback on the Acute Diagnostic Oncology Clinic (ADOC)**

This questionnaire is about your visit to the ADOC clinic at Chelsea & Westminster Hospital run by Rachel Sharkey (Clinical nurse specialist). You were referred to this clinic by your GP so that we could arrange fast access to tests.

Your feedback is very important to us, it is your opportunity to let us know if there are things that we could improve as well as anything that we are doing well.

**Who should complete the questionnaire?**

The questions should be answered by the person named on the front of the envelope. If that person needs help to complete the questionnaire, the answers should be given from his or her point of view - not the point of view of the person who is helping.

**Completing the questionnaire**

Taking part in this survey is voluntary. Your answers will be treated in confidence. Please do not write your name or address anywhere on the questionnaire.

**Questions or help with this questionnaire?**

If you need help with any of the questions please can you contact

Yours sincerely

Please tick clearly **one box** for each question.

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1. Before your appointment, did you know the reason for the appointment?
- Yes, definitely  
 Yes, to some extent  
 No
- 
2. Before your appointment, did you know who to contact if your symptoms or condition got worse?
- Yes  
 No
- 
3. How was the length of waiting time up until your appointment date?
- Too short  
 About right  
 Too long
- 
4. At your appointment did a member of staff explain why you needed tests in a way you could understand?
- Yes, completely  
 Yes, to some extent  
 No  
 I did not need an explanation
- 
5. Did a member of staff explain what would happen during these tests in a way you could understand?
- Yes, completely  
 Yes, to some extent  
 No
- 
6. How was the length of waiting time up until your tests were carried out?
- Too short  
 About right  
 Too long
- 
7. Did a member of staff tell you when you would find out the results of your tests?
- Yes  
 No  
 Not sure / Can't remember
- 
8. Did a member of staff explain the results of the tests in a way you could understand?
- Yes, completely  
 Yes, to some extent  
 No  
 Not sure / Can't remember  
 I was never told the results of the tests
- 
9. If you had questions to ask about the test results, did you get answers that you could understand?
- Yes, completely  
 Yes, to some extent  
 No  
 I did not need to ask  
 I did not have an opportunity to ask
- 
10. At the end of your appointment did clinic staff tell you who to contact if you were concerned?
- Yes  
 No  
 Don't know / Can't remember
- 
11. Overall, did you feel you were treated with respect and dignity while you were at the ADOC clinic?
- Yes, all of the time  
 Yes, some of the time  
 No
-

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12. Overall, how would you rate the care you received at the ADOC clinic?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor

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13. Overall, were you treated with kindness and understanding while you were the ADOC clinic?

- Yes, all of the time
- Yes, some of the time
- No

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14. What was your year of birth? (Please write in) e.g. 1 9 3 4

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15. Are you male or female?

- Male
- Female

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16. Please comment if there was anything that did well during your clinic visit?

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17. Was there anything that could have been improved?

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Thank you very much for your time to complete the questionnaire.

Please post this questionnaire back in the FREEPOST envelope provided. No stamp is needed.