Introduction
Understanding patients’ needs and preferences provides a useful guide for nurses to improve and achieve a higher quality of care. Limited studies had been done to investigate the effect of cancer treatment environments to patients' satisfaction in the ambulatory settings. Queen Mary Hospital had upgraded their ambulatory cancer service through renovating the Chemotherapy Day Centre (CDC) in 2014 in order to improve the workflow and efficiency in the centre. The upgrade included differentiating the centre and pharmacy service into six specific zones: Registration Zone, Waiting Zone, Cytotoxic Reconstitution Zone, Nursing Treatment Zone, Pre-treatment Zone, and Infusion Zone. This rearrangement aims to facilitate service workflow, improve treatment efficiency and increase patients' safety.

Objectives
We conducted a patient’s satisfactory survey to assess levels of satisfaction of patients and relatives attending the center after the renovation and provide an evidence-based blueprint for further quality improvement.

Methodology
From 3rd Nov to 31st Dec 2014, a 16-item self-reported satisfaction questionnaire was issued to 300 patients and relatives who were attending CDC. All items were responded to on a five-point Likert scale. The questionnaire focused on four aspects including (1) satisfaction to the renovated environment, (2) logistic and flow, (3) quality of nursing service and (4) cleanliness of facilities.

Result
Relatively high scores were recorded in both nursing service received and the renovated treatment areas. Except the logistic aspect, both initially and on follow-up, mean score was above 3.0 (i.e., positive). Measuring patients’ experience is important...
not only because it can provide an indication to our quality of care provided, but also can facilitate strategy design for improving clinical outcomes. In this survey, patients and relatives showed higher satisfaction in most items, especially in the area of nursing services received. This positive feedback fosters the CDC to develop a chemo-nurse led clinic in order to provide comprehensive nursing care and develop the nursing profession in the ambulatory cancer service in the hospital. Some of respondents expressed their concerns in the waiting time of chemotherapy treatments. In order to fulfill patients’ need, The CDC will implement of Six Sigma Greenbelt Project in the management level to enhance the efficiency and efficacy in workflow.