



**Service Priorities and Programmes**  
**Electronic Presentations**

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**A Survey of Patient's satisfaction in Oncology ward**

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**Introduction**

Number of new cases of cancer in Hong Kong was 30,318 in 2015 (with 700 more cases or increased by 2.4% compared to 2014), Department of Clinical Oncology in TMH is the major Oncology Center in NTWC. The oncology ward is a 37-bed mixed gender ward for oncology and palliative patients. There were ~100 numbers of patients per month were admitted to Oncology in-patient ward and ~20 numbers of patient per month were the new cases. A Chemotherapy Patient's Satisfaction Survey was conducted in Oncology ward in 2014 and 2017 respectively.

**Objectives**

The aimed of the survey was review the patient satisfaction on chemotherapy related services in Oncology ward and service improvement.

**Methodology**

The patient satisfaction survey is used as the measuring tool which content is the same as the survey in 2014 and 2017. The content of the questionnaire included several aspects: 1. Clear information for chemotherapy admission 2. Clear explanation for admission procedures 3. Adequacy of Chemotherapy information 4. Satisfaction of nursing procedures 5. Adequacy of discharge information 6. Adequacy of tangible support. ( Wheelchair, walking frames, etc. ) 7. Adequacy of Psychological support 8. Satisfy with ward environment and facilities 9. Satisfy with health care workers' attitude 10. Overall satisfaction of chemotherapy service provided

**Result**

In 2014, for the questions overall in this survey, over 75% patients rated 'agree' or 'very agree' with all the questions in the questionnaires. In 2017, 100% patients rated 'agree' or 'very agree' in all the questions in the questionnaires. It shows the patients had the most positive feedback and highest satisfaction level compare with the results of 2014. The survey indicated the patients were satisfied with different aspects of the service provided from oncology ward. For the service enhancement, this survey has explored more new services for the oncology patients and such as phone follow up for the continuity care to the patients.