

## USER SATISFACTION

Our latest questionnaire looks at the period from being diagnosed with breast cancer to receiving treatment.

It is a worrying time, so our breast care nurses tell women in advance that we might send them a questionnaire. We ask about the care and support our nurses offer. This is a new questionnaire so we piloted it first. We wanted to check that we were asking the right questions and to see if it is clear and understandable.

We sent out 20 pilot questionnaires in December 2005. 14 were returned (70%).

- All 14 said a breast care nurse was there when they were told they needed treatment.
- 13 saw a breast care nurse again, in their own homes. 11 saw her in hospital too.
- They were all given leaflets and booklets and they all read them.
- 13 were treated within 4 weeks.
- 2 said the wait was too long.
- All 14 said they had enough support from their breast care nurse.
- Many added very appreciative comments about BTW's breast care nurses and about the hospital staff.

We are pleased that the women who answered our questionnaire think we have got this part of our service about right. However, we need to keep checking to see if we can improve.

Based on the comments received, we have now simplified one of the questions. In early 2007 we are sending out further questionnaires across Wales.