

Email Service Evaluation Survey - January/February 2011

Thank you for agreeing to take part in this survey; it should take no more than 10 minutes to complete. We will use the results to help us improve our service and get a better understanding of what people want from us. An anonymous summary of the results may be used in a published research paper.

Your email to the information nurses

1) When you contacted us was it mainly because? (Please tick only one box)

- You have cancer or have had it in the past and had questions about your own situation
- You had questions about a relative or friend who has cancer or had it in the past
- You were worried that symptoms you had might be a sign of cancer
- You were worried that someone you know might have cancer
- You are a health professional looking for information for your patients or your own professional use
- You are a student or journalist
- Other (please specify) _____

2) Currently there are a number of different ways people can get information about cancer. Why did you choose to contact Cancer Research UK? (tick all that apply)

- I wanted unbiased information from someone not involved in my case
- I believed Cancer Research UK would have the expertise to answer my question
- I couldn't find the answer to my question anywhere else
- I did not know where else to go to for information
- Cancer Research UK's email form was the first one I came across
- Other: _____

3) Why did you choose to contact us by email rather than phone? (You may wish to tick more than one option.)

- I prefer to ask questions by email rather than by phone
- I wanted to have the answer in writing
- It was more convenient for me than phoning you
- Emailing is less emotional for me than phoning you
- I did not know I could phone you
- Other: _____

4) How did you expect emailing us would be helpful to you? Use check boxes to include

- I had a specific question that I wanted you to answer
- I wanted to get a better/clearer understanding of my/the situation
- I (or a relative or friend) had a decision to make and thought emailing you would help me/us make it
- I needed information that I already had to be explained to me more clearly
- I thought calling you might put my mind at rest or help me feel less anxious
- I didn't know

Did you take any action as a result of the reply you got from us?

Yes

No

If yes what action did you take?

Your experience of emailing us

5) Did you receive your reply within 5 working days?

- Yes
- No

6) When you contacted us how well did we meet your expectations?

- Exceeded my expectations
- Met my expectations
- Did not meet my expectations
- I wasn't sure what to expect

7) Since contacting us, do you now feel that you have a better understanding of your situation?

- Yes
- No

If no, please explain why not:

8) The helpline is staffed by trained information nurses. Thinking about the reply we sent you, please answer the following questions on a scale of 1- 5 where 1 is poor and 5 is excellent.

How would you rate the nurse's communication skills, where 1 is poor and 5 is excellent?

Poor
1 2 3 4 excellent
5

Was the answer they gave you easy to understand? Please answer on a scale of 1 – 5, where 1 is difficult and 5 is very easy

Difficult
1 2 3 4 Very easy
5

9) Overall how satisfied were you with the service you received? Please say on a scale of 1- 5, where 1 is not satisfied and 5 is very satisfied.

Not satisfied
1 2 3 4 Very satisfied
5

10) Overall was your email contact with the information nurses worthwhile?

Yes
No

If **yes** can you tell us why?

If no can you tell us why not?

11) a Did our e-mail reply contain links to web pages with further information on them?

Yes
No

12) b Did you click on these links and look at the web pages?

Yes
No

13) c. Did you find this information helpful?

Yes
No

14) a. If you have contacted any other information services,how did our service compare?

Better
Same
Not as good

b. What was the other service that you contacted?

15) If in the future you need some more information, would you email the Cancer Research UK information nurses again?

Yes
No

16) Would you recommend our service to anyone else?

Yes

No

17) Do you have any other comments or improvements you would like to suggest?

Our other services

18) Please tick the boxes below if you have used any of Cancer Research UK's other patient information services listed.

Service	Used once	Used more than once
Phoned the nurses		
CancerHelp UK website		
Looked at Cancer Chat forum		
Posted on Cancer Chat forum		

About you

It is really useful for us to build up a picture of who uses our services. If we notice that some groups are not using us this helps us to decide if we need to promote or advertise the services differently. So it would be helpful to us if you would answer the following questions about you. It won't be possible for us to identify you personally from this information, and it will not be passed on to anyone else.

19) Are you

Female
Male

20) How old are you?

13 or under
14-19
20-29

- 30-39
- 40-49
- 50-59
- 60-69
- 70 or over

21) What is your ethnic group? We use this information to gauge whether we are reaching all ethnic groups in the UK. (The following categories were adapted from the National Census)

White British	Asian Bangladeshi	
White Irish	Chinese	
White other	Any other Asian background	
Mixed race White and Black Caribbean	Black Caribbean	
Mixed race White and Black African	Black African	
Mixed race White and Asian	Any other Black background	
Any other mixed race background	Arab	
Asian Indian	Gypsy/Romany/Irish traveler	
Asian Pakistani	Any other background	

22) What is your post code? (We use this information to help us gauge if we are reaching people in all parts of the country and the community)

Thank you very much for taking the time to complete this questionnaire.

**The Cancer Information Nurse Team
Cancer Research UK
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