

Information Nurses Annual User Satisfaction Survey January-February 2013. Telephone service

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.

When you have completed the survey, please return it in the enclosed stamped addressed envelope. We would be grateful if you could return it within 3 weeks of receiving it.

Your call 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 _____

2) Currently there are a number of different ways people can get information about cancer. Why did you choose to contact Cancer Research UK? (You may wish to tick more than one box)

- 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 phone number was the first one I came across
- Other: _____

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

- I prefer to talk to someone
- I thought my question could be explained more clearly through a conversation
- I wanted an immediate response
- I do not have access to email
- Other: _____

4) How did you expect calling us would be helpful to you? (you may wish to tick more than one box)

- 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 calling 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 your call?

Yes

No

If **yes** what action did you take?

Your experience of telephoning us

5) How many times did you have to dial before your call was answered?

- I got through the first time
- 2-4 attempts 5-
- 8 attempts
- More than 8 attempts

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 your call and the nurse you spoke to, 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 contact with the information nurses worthwhile?

Yes
No

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

If **no** can you tell us why not?

11) If you have contacted any other information services, how does our service compare?

Better
Same
Not as good

What was the other service that you contacted?

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

Yes
No

13) Would you recommend our service to anyone else?

Yes
No

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

Our other services

15) Along with the telephone line that you rang, Cancer Research UK has a number of other patient information services. 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	Not used
Emailed the nurses a question			
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 yourself. It won't be possible for us to identify you personally from this information, and it will not be passed on to anyone else.

16) Are you

- Female
Male

17) How old are you?

- 13 or under
14-19
20-29
30-39
40-49
50-59
60-69
70 or over

18) 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 | <input type="checkbox"/> | Asian Bangladeshi | <input type="checkbox"/> |
| White Irish | <input type="checkbox"/> | Chinese | <input type="checkbox"/> |
| White other | <input type="checkbox"/> | Any other Asian background | <input type="checkbox"/> |
| Mixed race White and Black Caribbean | <input type="checkbox"/> | Black Caribbean | <input type="checkbox"/> |
| Mixed race White and Black African | <input type="checkbox"/> | Black African | <input type="checkbox"/> |
| Mixed race White and Asian | <input type="checkbox"/> | Any other Black background | <input type="checkbox"/> |
| Any other mixed race background | <input type="checkbox"/> | Arab | <input type="checkbox"/> |
| Asian Indian | <input type="checkbox"/> | Gypsy/Romany/Irish traveler | <input type="checkbox"/> |
| Asian Pakistani | <input type="checkbox"/> | Any other background | <input type="checkbox"/> |

19) What is your post code? (We use this information to help us evaluate 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
Freephone: 0808 800 4040

Would you be interested in helping us?

We are looking for people to help us review sections of our patient information website, CancerHelp UK. If you have had cancer, live in the UK and would be interested in finding out more about this, please fill in your name and address, email address, or phone number in the box below and we will send you information or contact you by phone. These contact details will only be used for this purpose and will not be passed on to anyone outside of Cancer Research UK's patient information department. They will not be kept alongside the results of the survey you completed.

Your name

Your contact details