

Dear Patient/Carer,

**Liver Resection Services Are Changing, Have Your Say.**

The Cambridgeshire, Norfolk and Suffolk Joint Scrutiny Committee is currently considering plans put forward by NHS England to create one specialist centre for liver cancer patients in the east of England. These changes mean that surgery for liver metastases - the spread of cancer from one organ or part of the body to another - would be performed at one specialist centre.

During their first meeting at the end of September, the Scrutiny Committee considered the quality of clinical evidence that underlies the proposals. Their second meeting on 29/11/2013 will consider the impact of the proposals on patients and carer experience and outcomes on their health and wellbeing.

Healthwatch is here to listen to your views about health and social care services. It has the power to use your experience to shape, influence and improve services. The Joint Scrutiny Committee are listening to the views of patients and members of the public through Healthwatch so please ensure that you have your say.

Healthwatch Suffolk, Healthwatch Norfolk and Healthwatch Cambridgeshire are working together to ensure that your views are heard at this crucial stage. We understand you / your relative had surgery at one of the existing centres, and we are writing to invite you to share your experience with us. You can do this by filling in an online survey at [www.healthwatchesuffolk.co.uk](http://www.healthwatchesuffolk.co.uk), or completing the attached survey and return it to the freepost address below:

Freepost RTEC-ZGLG-GYLE, Healthwatch Suffolk, 12&13 Norfolk House, Williamsport Way, Needham Market, Suffolk, IP6 8RW.

**To ensure your views are considered by the Joint Scrutiny Committee, please return your survey to us as soon as possible and by no later than 11/11/2013.**

The report will be shared with you in December through the hospital.

Thank you for taking the time to complete the survey.



Annie Topping  
Chief Executive  
Healthwatch Suffolk



Sandie Smith  
Chief Executive  
Healthwatch Cambridgeshire



Alex Stewart  
Chief Executive  
Healthwatch Norfolk

# Patient Feedback on Liver Resection Services

## General Questions

**(Optional)**

**NAME:**

Patient

Carer

**AGE:**

0-19

20-29

30-39

40-49

50-59

60-69

70+

**GENDER:**

Male

Female

Transgender

**Q1:** Please tell us at which Hospital you/your relative received your Surgery?

Norfolk and Norwich

Addenbrookes

**Q2:** Did you/your relative undergo treatment for the Liver cancer prior to surgery?

Yes

No

**Q3:** Please tell us at which Hospital you/your relative received follow up care?

Norfolk and Norwich

Addenbrookes

**Q4:** About how long in weeks was it from seeing your GP to being seen by a Clinician at your local hospital?

0-5

6-10

11-15

15-20

20+

**Q5:** About how long in weeks was it after you/your relative were seen at your local hospital before you were referred to a specialist centre?

0-5

6-10

11-15

15-20

20+

**Q6:** If you had bowel cancer removed, did you receive a good post operative surveillance by scans?

Yes

No

**Q7:** Were you/your relative offered a choice of Hospital for your surgery? Tick the appropriate box

Yes  No

### Patient Experience Questions

**Q1:** Were you/your relative treated with respect and dignity? Tick the appropriate box

Yes  No

**Q2:** Did you/your relative receive sufficient information regarding your treatment? Tick the appropriate box

Yes  No

**Q3:** Were you/your relative allocated a Key Worker (probably a Clinical Nurse Specialist)? Tick the appropriate box

Yes  No

**Q4:** Did you/your relative have sufficient access to your Key Worker? Tick the appropriate box

Yes  No

**Q5:** Was your/your relative surgery changed by the hospital? Tick the appropriate box

Yes  No

**Q6:** Did you/your relative have confidence in the doctors treating you? Tick the appropriate box

Yes  No

**Q7:** Did you/your relative receive consistent information from the clinical staff involved in your treatment? Tick the appropriate box

Yes  No

**Q8:** Was your/your relative privacy always maintained when your treatment or cancer were being discussed? Tick the appropriate box

Yes  No

**Q9:** Did you/your relative have confidence in the nurses that were treating you? Tick the appropriate box

Yes  No

**Q10:** Did you/your relative experience any difficulties in travelling to the Hospital for your surgery? Tick the appropriate box

Yes  No

**Q11:** If your answer was YES to question 10 please tell us what the difficulty was:

**Q12:** The proposal is to have one specialist centre where all surgery for Liver resection is performed, and this would either be Addenbrookes or Norfolk & Norwich. If the specialist centre was not at the hospital where you had your surgery, how might this have impacted on you?

**Q13:** Would you recommend the Hospital where you received your surgery to a friend? Please answer with a rating from 1 to 6 where 1 is extremely likely 2 is likely and so on until 6 is extremely unlikely

1  2  3  4  5  6

**Q14:** Would you be happy for us to contact you to discuss any of your answers in more details? Tick the appropriate box

Yes

No

**Q15:** Would you be happy to talk to us on a one to one basis to ask you some more detailed questions?

Yes

No

If your answer to the above questions is yes please provide us with your email and telephone number so we can contact you:

Do you have any other comments that you wish to share? Please enter below. Thank you for completing our survey.