



The patient perspective: A review of results from a Radiotherapy Patient Experience Survey (RPES) at the North West Cancer Centre, Northern Ireland, UK

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Session overview

- Introduction
- Background
- Survey
- Key Findings
- National Radiotherapy Patient Experience Survey
- Q&A

North West
Cancer Centre

WHSCT

Northern
Ireland



NWCC



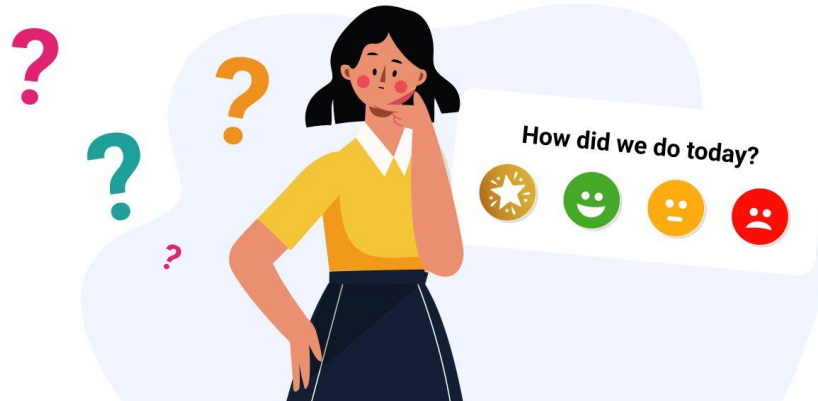
Why Survey Our Patients?

Find out how to improve patients experience

Accreditation Requirement

Help us understand the relationship between expectations and the care received

We want to understand where care is working well



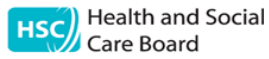
Allow us to benchmark our patients experience with other centres and learn from best practice

The Cancer Strategy for NI

...measure the experience of all people with cancer on an ongoing basis to inform service improvement and redesign....

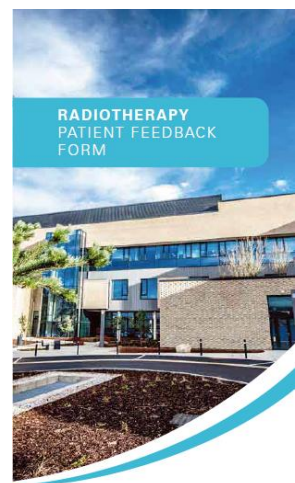


Survey Background



**National Cancer Patient
Experience Survey**

Northern Ireland Cancer Patient Experience Survey 2018



**NORTH WEST
CANCER CENTRE**



Radiotherapy Patient Experience Survey



Radiotherapy Patient Experience Survey

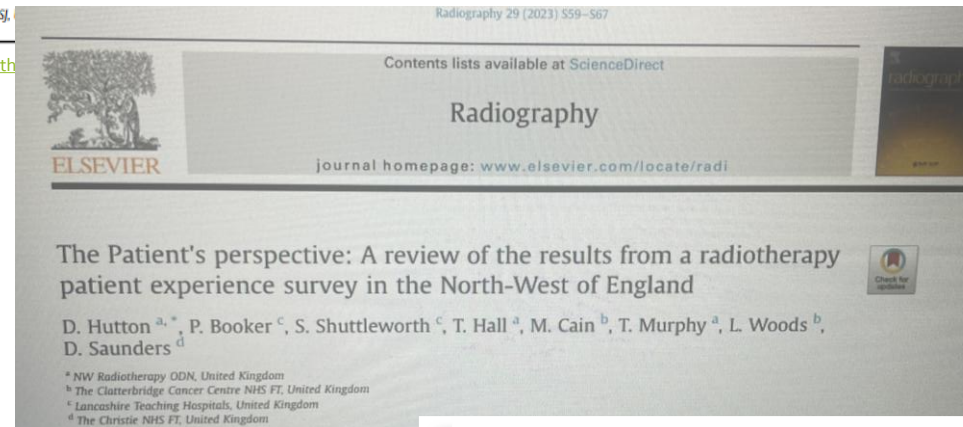


A review of the results from the National Radiotherapy Patient Experience Survey in England

Moira Tomlinson^{*}, Linda Samuels, Tony Murphy, Sarah James, Charlotte Beardmore

Radiation Services, Weston Park Hospital, Whitham Road, Sheffield S10 2SJ, UK

[A review of the results from the National Radiotherapy Patient Experience Survey in England - ScienceDirect](#)



[The Patient's perspective: A review of the results from a radiotherapy patient experience survey in the North-West of England - ScienceDirect](#)

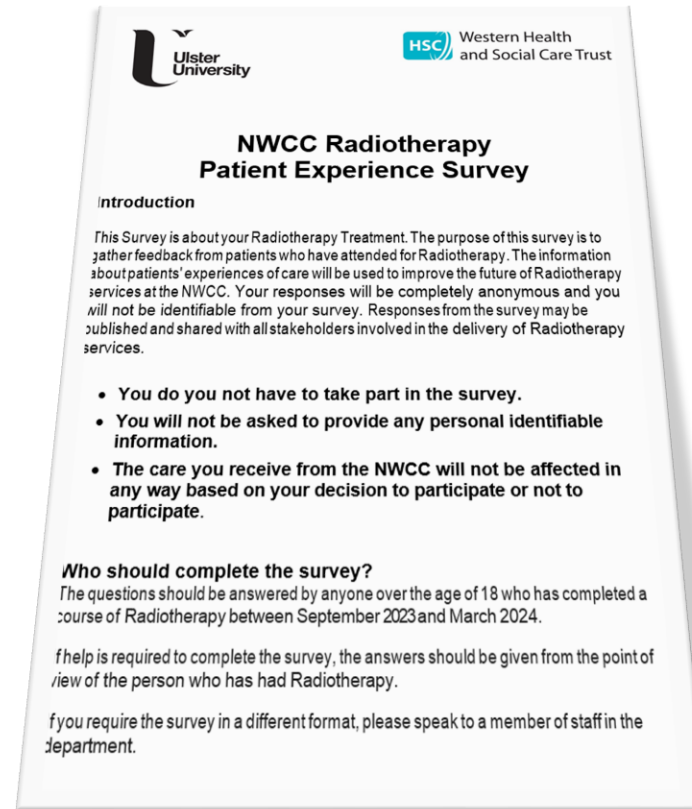


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[Listening to and learning from patients: A review of the results from the 2023 national radiotherapy patient experience survey in England - ScienceDirect](#)

North West Cancer Centre Radiotherapy Patient Experience Survey



**NWCC Radiotherapy
Patient Experience Survey**

Introduction

This Survey is about your Radiotherapy Treatment. The purpose of this survey is to gather feedback from patients who have attended for Radiotherapy. The information about patients' experiences of care will be used to improve the future of Radiotherapy services at the NWCC. Your responses will be completely anonymous and you will not be identifiable from your survey. Responses from the survey may be published and shared with all stakeholders involved in the delivery of Radiotherapy services.

- You do not have to take part in the survey.
- You will not be asked to provide any personal identifiable information.
- The care you receive from the NWCC will not be affected in any way based on your decision to participate or not to participate.

Who should complete the survey?

The questions should be answered by anyone over the age of 18 who has completed a course of Radiotherapy between September 2023 and March 2024.

If help is required to complete the survey, the answers should be given from the point of view of the person who has had Radiotherapy.

If you require the survey in a different format, please speak to a member of staff in the department.

Survey Sections

1. About you
 - a) Demographics
 - b) Treatment site & fractionation
2. Consent
 - a) Completeness of information
 - b) Questions during consent
3. Pre-radiotherapy patient information
 - a) Written information about radiotherapy treatment
 - b) Information from websites
4. Access and navigation
 - a) Going to the hospital
 - b) Navigating the hospital
5. About your radiotherapy
 - a) Radiotherapy appointments
 - b) Information during and after treatment
 - c) Environment of the radiotherapy department
6. Overall hospital experience during radiotherapy

This survey comprised primarily:

- Likert-scale items
- Multiple-choice
- Open questions

North West Cancer Centre Radiotherapy Patient Experience Survey

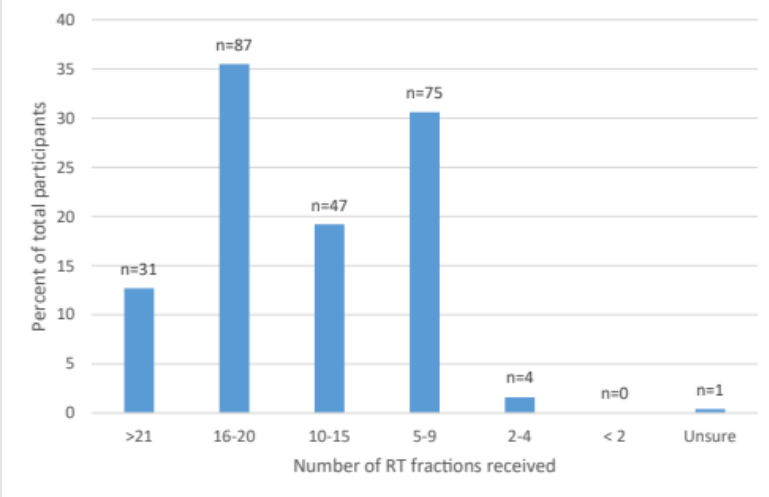
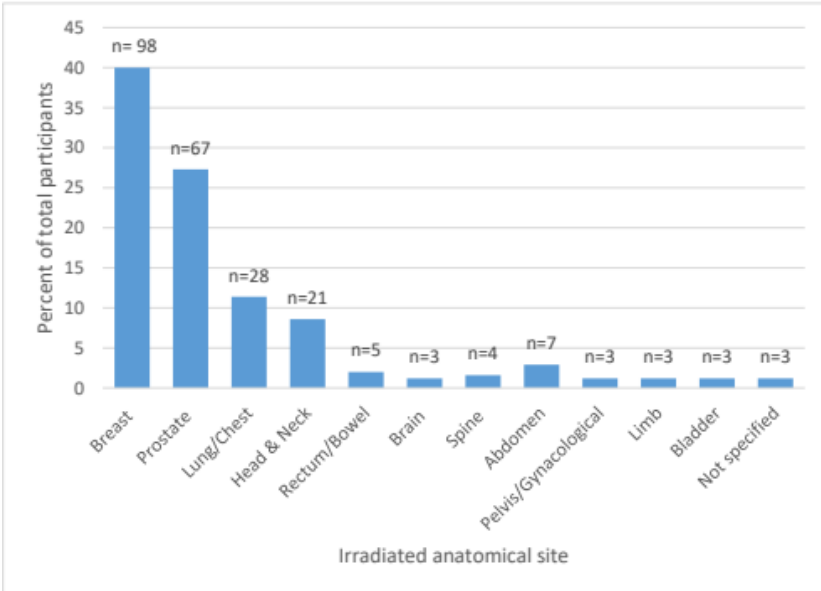
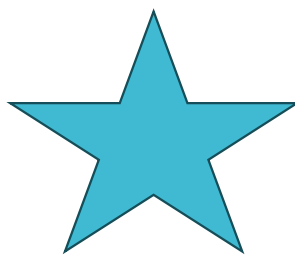


North West
Cancer Centre
Radiotherapy
Patient
Experience
Survey

Results



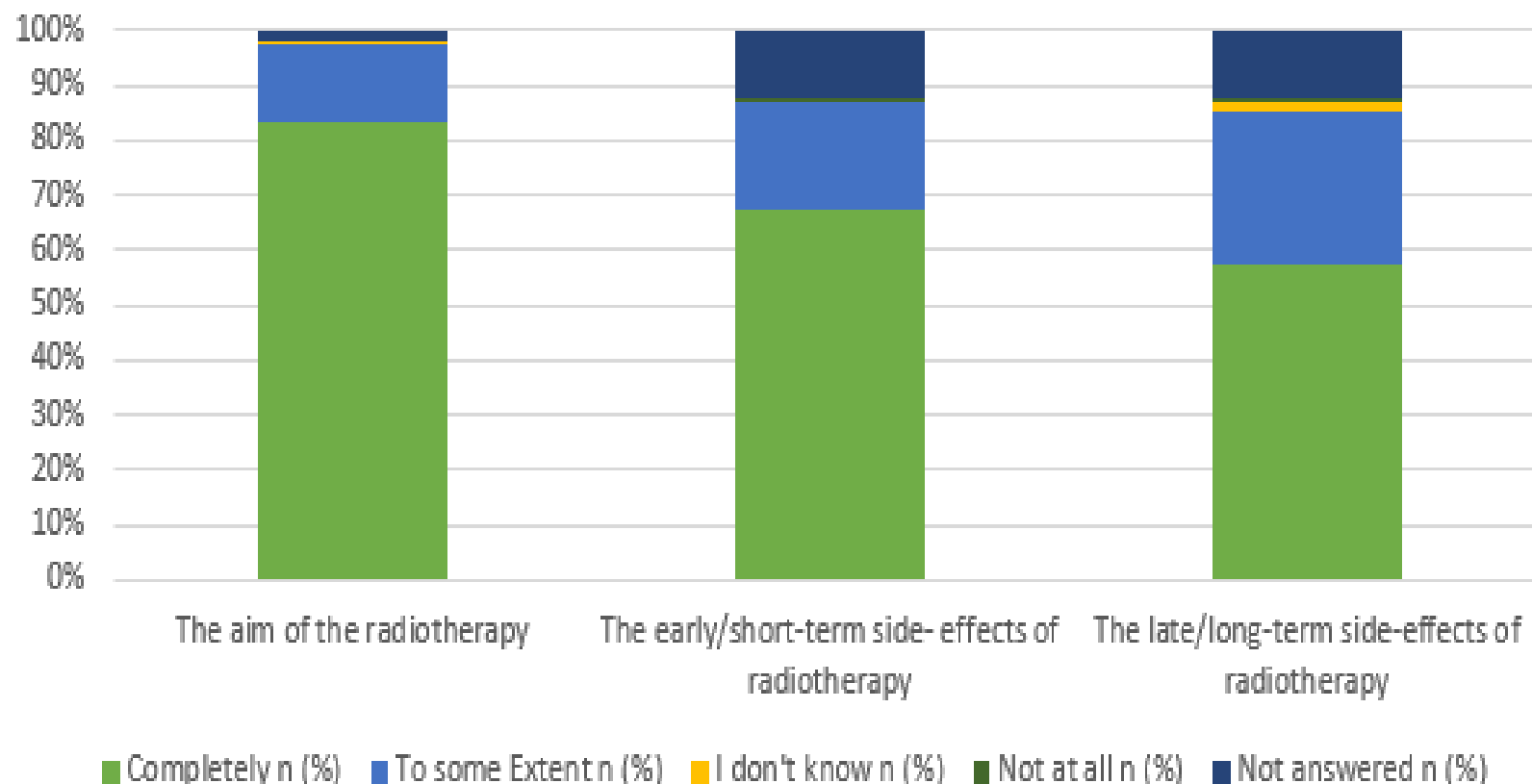
TOTAL RESPONSES= 245



North West Cancer Centre Radiotherapy Patient Experience Survey

Results

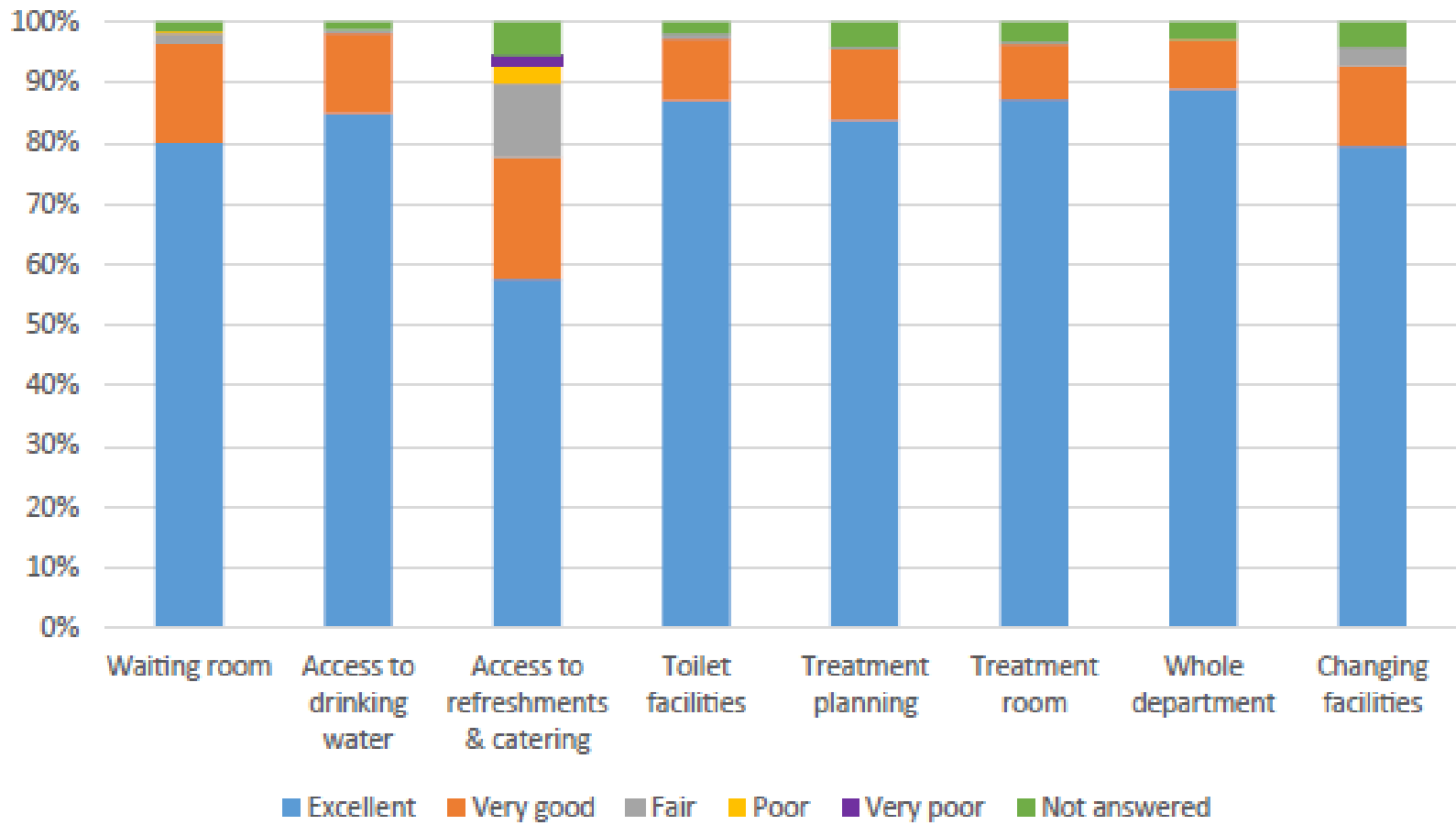
Patient Perception on Information provided



North West
Cancer Centre
Radiotherapy
Patient
Experience
Survey

Results

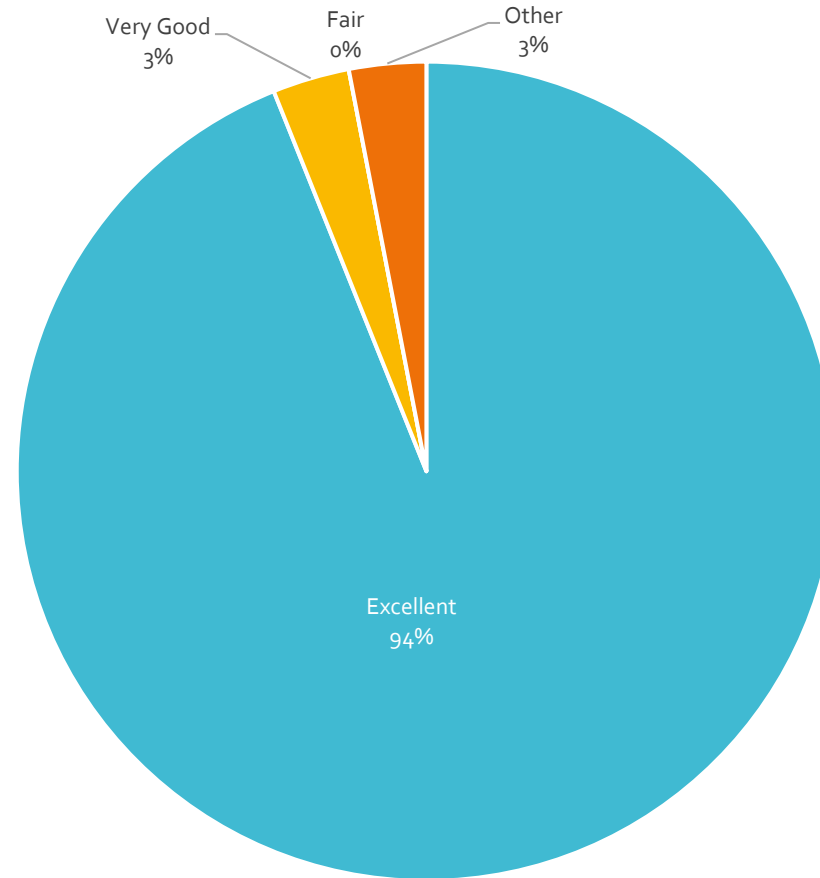
Environment of the Radiotherapy Department



North West Cancer Centre Radiotherapy Patient Experience Survey

Results

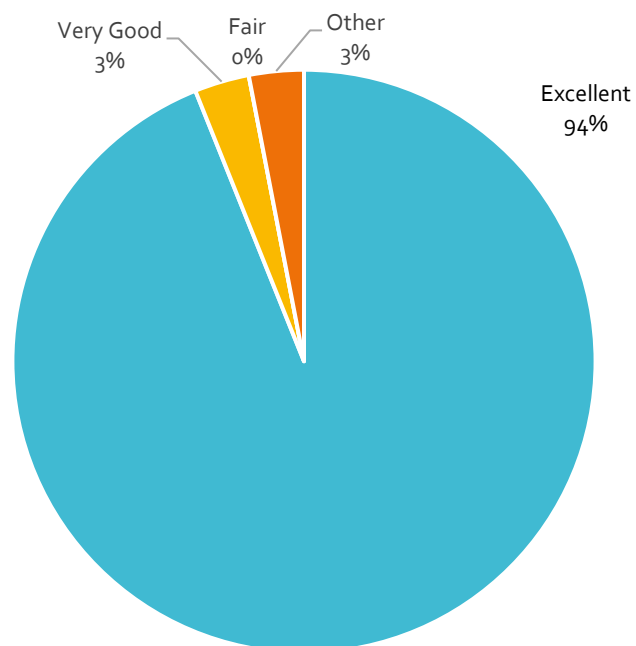
NWCC RPES Overall Patient Satisfaction



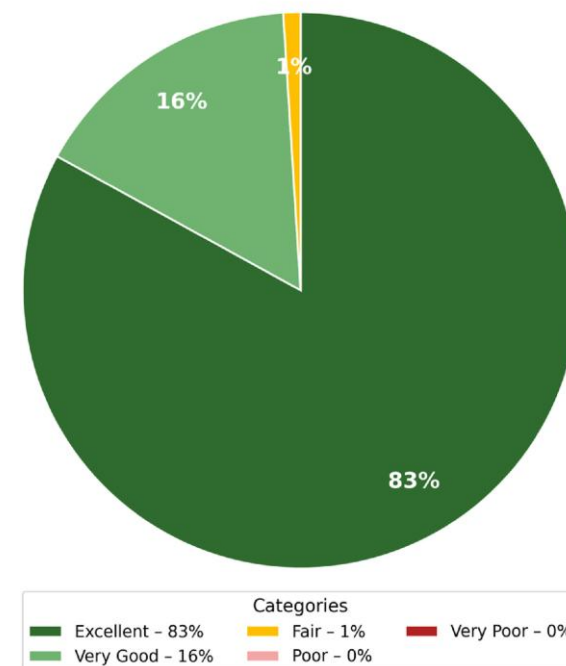
North West Cancer Centre Radiotherapy Patient Experience Survey

NWCC 'V's'
England

NWCC RPES Overall patient rating



Overall Ratings



Categories		
Excellent - 83%	Fair - 1%	Very Poor - 0%
Very Good - 16%	Poor - 0%	

North West Cancer Centre Radiotherapy Patient Experience Survey

Summary of Recommendations

- Ensure patients **fully understand** acute and chronic **side-effects** of Radiotherapy during consent.
- Increase **patient awareness of hospital and cancer centre websites**, ensuring digital information is accessible while also providing face-to-face options.
- Inform patients of available **transport** options and support equitable access.
- Reinforce **communication** with staff during radiotherapy treatment
- Ensure **catering and refreshment facilities** are available, appropriate, and meet patients' dietary needs.
- **Development of Patient Experience** Survey methods, beyond standard measures, including on a **national level**

Radiotherapy Patient Experience Survey

What's next?

Introducing NRPES 2026

How was your radiotherapy experience?

NHS (HSC) Radiotherapy Patient Experience Survey 2026

We want to hear about your care. Please tell us about your radiotherapy treatment at this hospital.

Your answers will help us **improve radiotherapy services**.

Taking part in this survey is **your choice** and all answers are **confidential**.



HSC Health and Social Care
in Northern Ireland

Scan the QR code
to complete the
survey



Who can take part? Anyone who had their last session of radiotherapy between 1st and 30th September 2026.

When does the survey close? 12th October 2026.

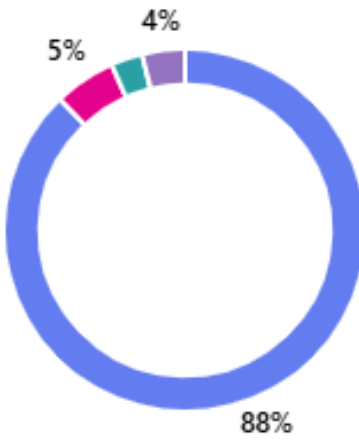
Need help? Ask your radiotherapy team or ask for a paper copy.



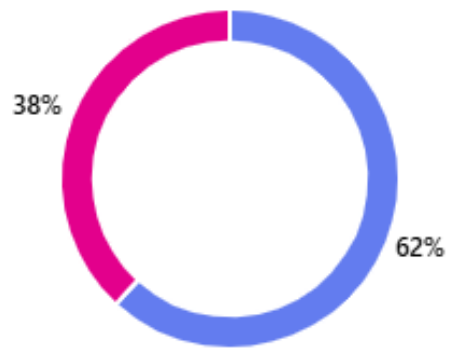
Radiotherapy Patient Experience Survey

NRPES 2026 so
far...

● England	833
● Scotland	52
● Wales	27
● Northern Ireland	36



● Northern Ireland Cancer Centre, Belfast City Hospital, Belfast	21
● North West Cancer Centre, Altnagelvin Hospital, Derry-Londonderry	13



Radiotherapy Patient Experience Survey

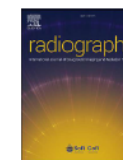


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Radiography

journal homepage: www.elsevier.com/locate/radi



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ARTICLE INFO

Article history:

Received 30 June 2025

Received in revised form

2 November 2025

Accepted 5 November 2025

Available online xxx

Keywords:

Radiotherapy

Patient experience

Satisfaction

Quality

Cancer

ABSTRACT

Introduction: Patient satisfaction is an important measure of radiotherapy quality and reflects the ethos of the Health and Care Professions Council. The Radiotherapy Patient Experience Survey (RPES), developed in 2012, captures patients' experiences across the radiotherapy pathway and was redistributed by National Health Service trusts in 2023. This study reports on patient experiences at the North West Cancer Centre (NWCC), one of two cancer centres in Northern Ireland (NI), using the RPES. While specific to NI, the findings can be considered alongside evidence from other UK regions to inform understanding of radiotherapy experiences across different healthcare contexts.

Methods: From September 2023 to March 2024, the RPES was distributed to patients at the end of radiotherapy. Descriptive statistics were used to analyse quantitative data, and thematic analysis (Braun & Clarke's six-phase framework) guided qualitative analysis. Ethical approval was granted by the affiliated university and Trust Quality Improvement team.

Results: In total, 245 participants completed the survey, with 56.7 % (n = 139) identifying as female. Overall, participants reported high satisfaction with their radiotherapy experiences, with 93.5 % (n = 229) rating the quality of care received as excellent. Key areas for improvement included provision of information about acute and chronic side effects before and after radiotherapy, as well as under-utilisation and perceived outdatedness of website resources.

Conclusion: Despite national increasing wait times for radiotherapy, results from this single centre survey indicate high patient satisfaction with radiotherapy care in NWCC in NI. This study highlights excellence in care and provides guidance for enhancement of the service.

Implications for practice: Key actions have been identified to further improve the radiotherapy service in NWCC. The department should conduct a follow-up clinical audit to ensure improvements are implemented effectively.

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Q+A

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