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Cancer centre at Campbelltown rated strongly again

From her first visit to the Macarthur Cancer Therapy Centre at Campbelltown Hospital, Leppington grandmother Mary Lyons felt safe, comforted and supported.

“I didn’t know what to expect on my first day,” Mrs Lyons, who is receiving treatment for pancreatic cancer, said.

“The staff immediately made me feel welcome and comfortable. Right from the start I felt supported. The nurses introduce themselves at the start of every visit and I have got to know them.

“They are just fantastic. I am receiving excellent care.”

For the sixth consecutive year, the specialist unit has received ratings significantly above the NSW result for a range of measures of patient experience in the 2019 Bureau of Health Information Outpatient Cancer Clinic Survey.

Centre director, Associate Professor Stephen Della-Fiorentina, said he was extremely proud of the staff’s continued excellence in providing outstanding, high-quality and personalised care to their patients.

“To stay on top over six years is a remarkable achievement and a testament to our fantastic staff who go above and beyond for their patients every day,” he said.

“Their efforts have created a true centre of excellence in patient care and comfort.

“I congratulate our wonderful team on this achievement. To be recognised by over 2500 of our patients over six consecutive years is a great honour.

“I thank everyone for their commitment to their patients, families and carers and for their dedication to providing consistent, high-quality care.”

The survey found 98 per cent of patients would speak highly of their clinic experience and 94 per cent of patients had enough time with their health professionals – high results for key categories.

Mrs Lyons said the centre’s accolade was “not a surprise”.

“I am so happy for all the staff. This is a place of hope and happiness and I am so thankful that I am receiving care here,” she said.