



Understanding Cancer

Oncology Training for NHS
and Public Health non-clinical staff

Understanding Cancer User Survey February 2014

Trish Stokes and Shaun Gallagher

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1. Executive Summary

Understanding Cancer is an online learning course primarily for non-clinical staff in the NHS and Public Health England. The course was launched in April 2012 and there are now around 40 modules available. As we are now in the third phase of the project, we thought this would be a good time to ask users for feedback on the usefulness of the course and to help guide the future direction.

In February 2014 an invitation to take part in an online survey was sent to nearly 3000 registered users of the MylearningSpace website on which the course is hosted. Around a third of these have already undertaken some of the course modules and a total of 546 responses were received. Respondents were fairly evenly distributed round the UK, including 4% from Wales, 6% from Scotland and 2% from Northern Ireland. Around 80% of respondents were in non-clinical posts, but nearly 20% held clinical roles.

The majority of responses were from the NHS with the largest group of users being MDT Coordinators/Data collectors/trackers (155). There were also 46 NHS Informatics/analysts and 80 other non-clinical NHS staff. 38 clinical nurse specialists responded as did 59 Cancer Registration staff and 35 research staff. Other respondents included a small number of patients/carers and Public Health England analytical staff.

Of those that had completed at least one module (72%), the most popular reason given for completing the modules was to help respondents do their job better (80%).

Almost all respondents felt that the course had a positive impact, with 75% reporting that they learnt new information, 48% that it had benefited their everyday working and 58% had used it as a resource to check their existing knowledge.

The course appears to be used by more experienced staff than had been expected with over half (51%) the respondents working in the field of cancer for more than 5 years. Only 13% had been working in the field for less than one year and around a third (32%) between one and five years.

Nearly 98% of respondents rated the Understanding Cancer course 'excellent' (37%), 'very good' (46%) or 'good' (14%) and 98% of those who commented rated the course as useful (extremely, very or quite). The course was seen to be about the right length by 96% of those who commented (400/420) and about the right level by 95% (406/424)

A number of respondents who took the time to complete the survey had not yet completed any of the modules (28%). For the majority of these the main reason was because of lack of time available and about 20% had only recently registered. Additionally, 12% had problems with their computers and 5% thought that the course was not appropriate for them.

38% of respondents had the Understanding Cancer course included in their PDP but around half who thought it relevant to their job did not (49%). Even where it was included in their PDP, not all respondents had protected time to complete the modules and overall 65% did not have dedicated time allotted for this.

Users were asked to identify any courses that they thought should be developed in the future and the most popular suggestions were Haematology, Cancer of Unknown Primary and

Children, Teenagers and Young Adults, all of which are planned for development over the coming year.

Finally a number of additional comments were made, nearly all offering positive feedback on the course and some suggestions on content, technical issues and publicity...

The survey has reassured the Project Board that the course is meeting the needs of its users and that it should continue to be supported and developed over the coming years.

Understanding Cancer Project Board

April 2014

2. Introduction

Understanding Cancer is an online learning course primarily for non-clinical staff in the NHS and Public Health England. The project was initially targeted towards MDT Coordinators and other staff supporting cancer Multi-Disciplinary Teams and to staff responsible for the management of cancer registration data. As the course has developed it is now recognised that there is a wider audience and it is expected to be of relevance to all non-clinically trained staff involved in the management of cancer.

The course is structured into three areas which cover general information about cancer such as medical terminology, tests and treatments; cancer surveillance such as cancer registration and MDTs; and more detailed information on specific cancer types including causes and risk factors, signs and symptoms, anatomy, physiology and coding.

The course was launched in April 2012 and there are now around 40 modules available. As we are now in the third phase of the project, we thought this would be a good time to ask users for feedback on the usefulness of the course and to help guide the future direction.

To this end an online survey was developed and all registered users of the Understanding Cancer website were invited to take part during February 2014. The following report analyses the results of that survey.

3. Feedback on Users

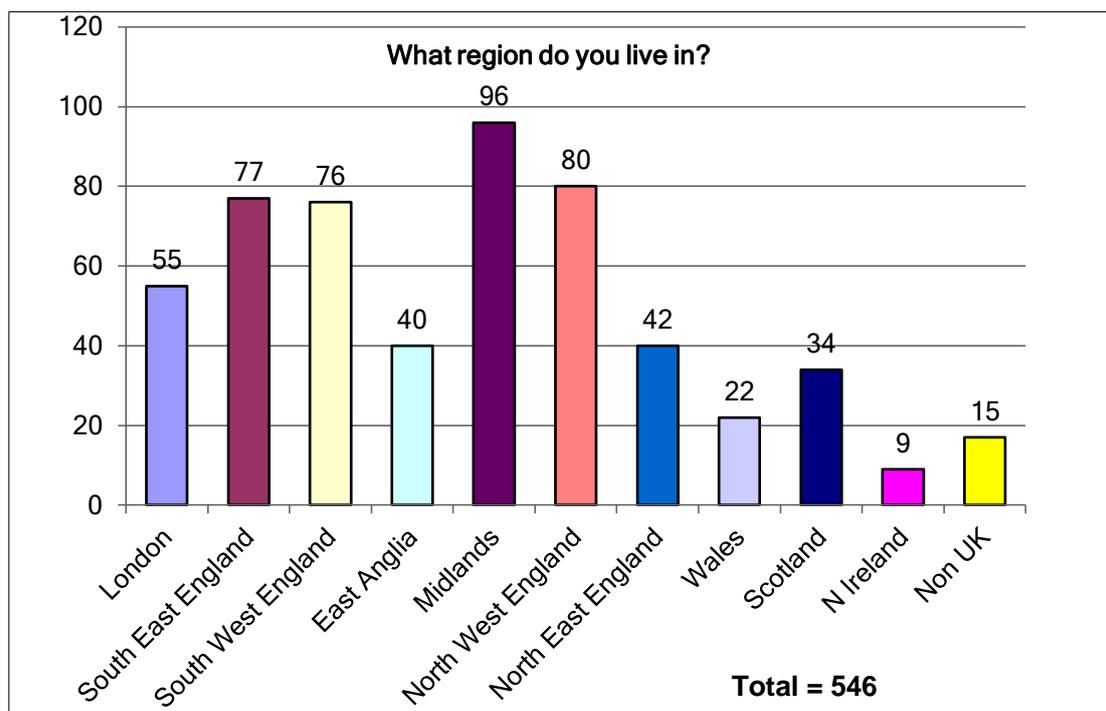
3.1. Respondents

The survey was sent to nearly 3000 registered users of the MylearningSpace website on which the course is hosted. A total of 546 responses were received and the numbers used throughout include all the questionnaires received unless otherwise specified. (A small number completed duplicate questionnaires but it is not possible to identify these definitively.) There are also a number of respondents who state that they have not yet completed any of the modules but these have nearly all given relevant reasons for this and their feedback is significant and relevant to the survey so has also been included throughout.

It has been assumed that the respondents represent a fairly even cross section of the wider user group

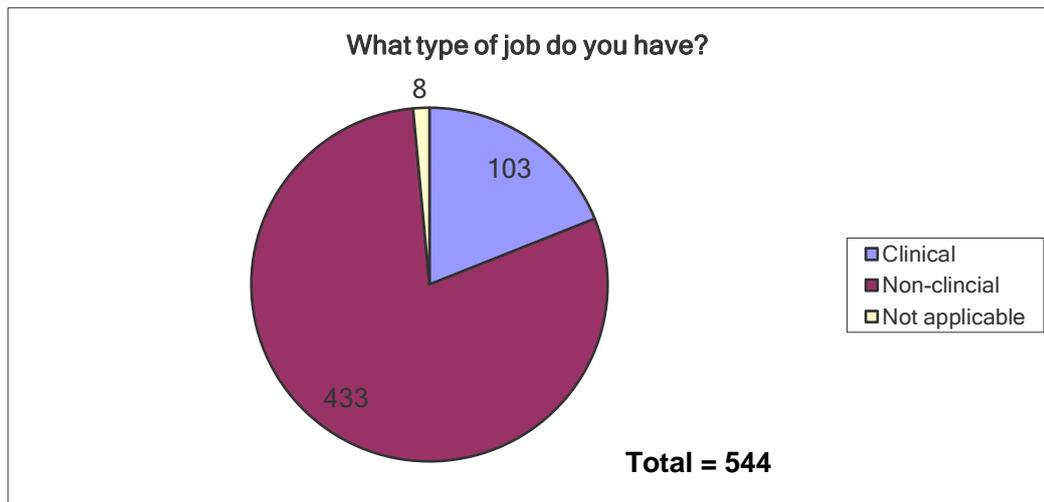
3.2. Where do users live?

Respondents were fairly evenly distributed round the UK, including 4% from Wales, 6% from Scotland and 2% from Northern Ireland. Within England, the highest number of respondents was from the Midlands (18%), closely followed by North West (15%) and South East (14%). Non-UK counties accounted for 3.1% of responses and included countries such as Australia, New Zealand and Spain. The full list of respondents who specified that they lived in a non-UK country is included at Appendix A.



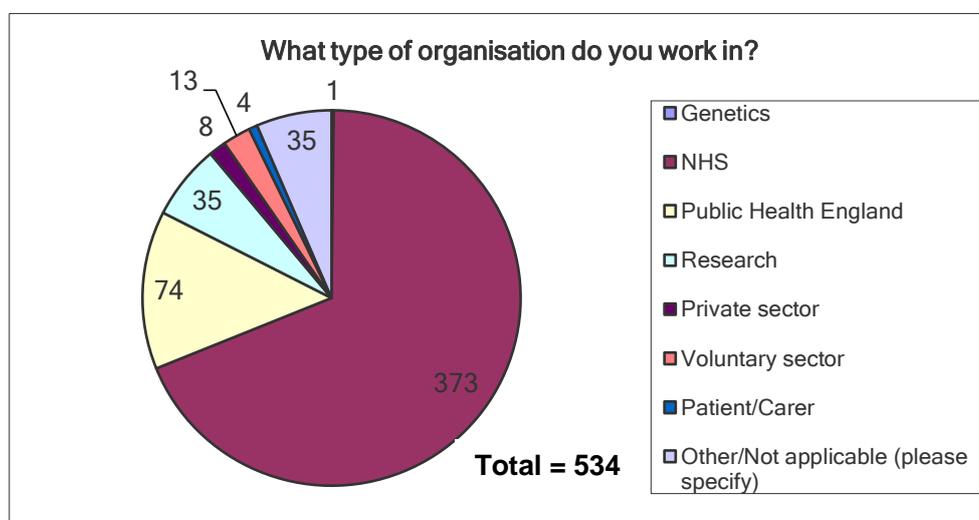
3.3. What type of job do you have?

The vast majority (78%) of respondents hold non-clinical job roles, whilst 19% of respondents hold a clinical job role.



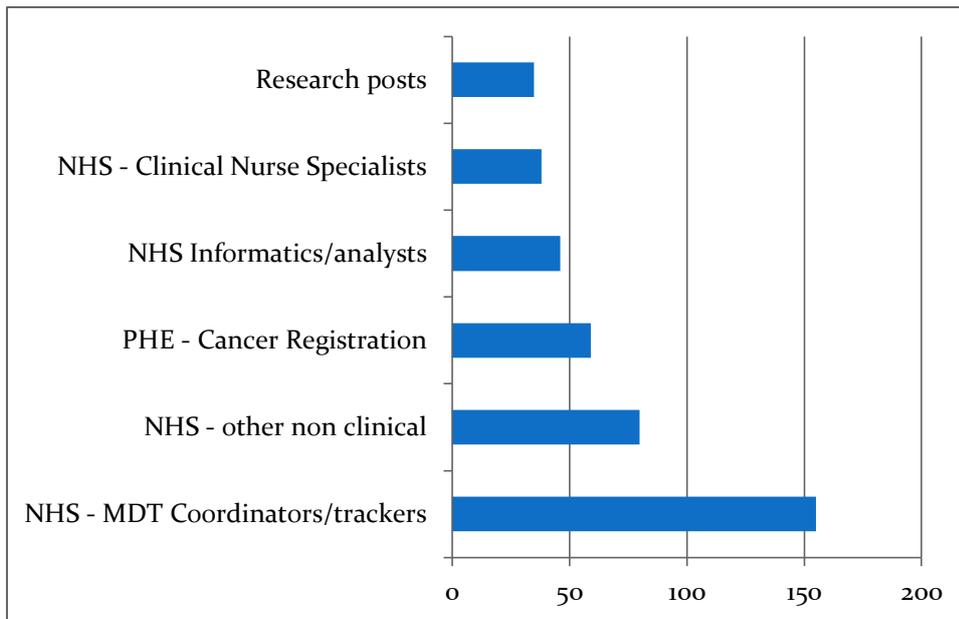
3.4. What type of organisation do you work in?

Personnel working for the NHS make up the largest portion (69%) of respondents. The remainder of respondents work across a variety of organisations, including Public Health England (14%), Research (6%) and a number of other organisations from the voluntary (2%) and care (1%) setting amongst others. 6% of respondents specified that they work for another organisation not listed, including universities, private sector organisations and pharmaceutical companies. The full list of respondents who specified that worked for another organisation than those listed is included at Appendix B.



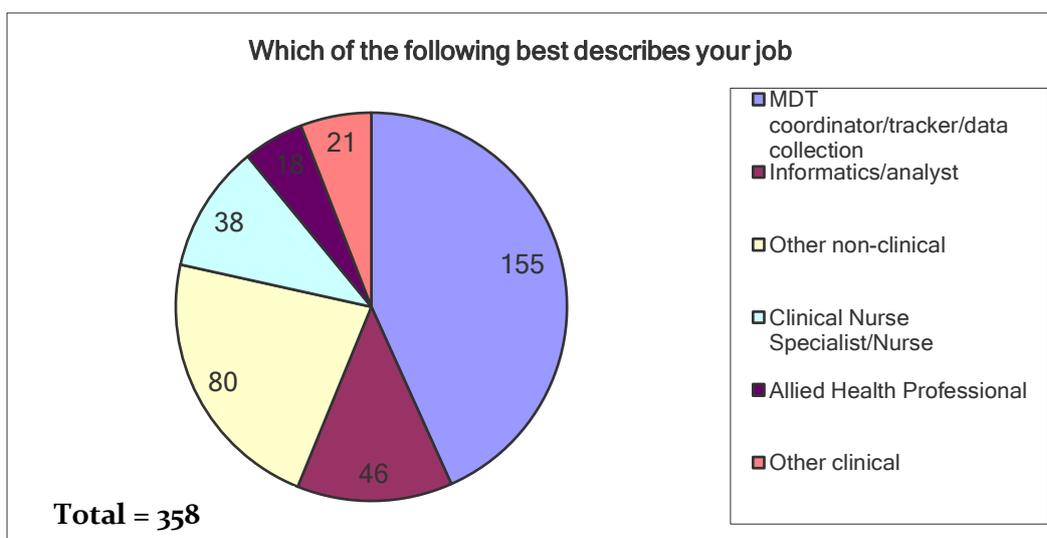
3.5. Main job roles covered

The following shows the main staff groups who responded to the survey.



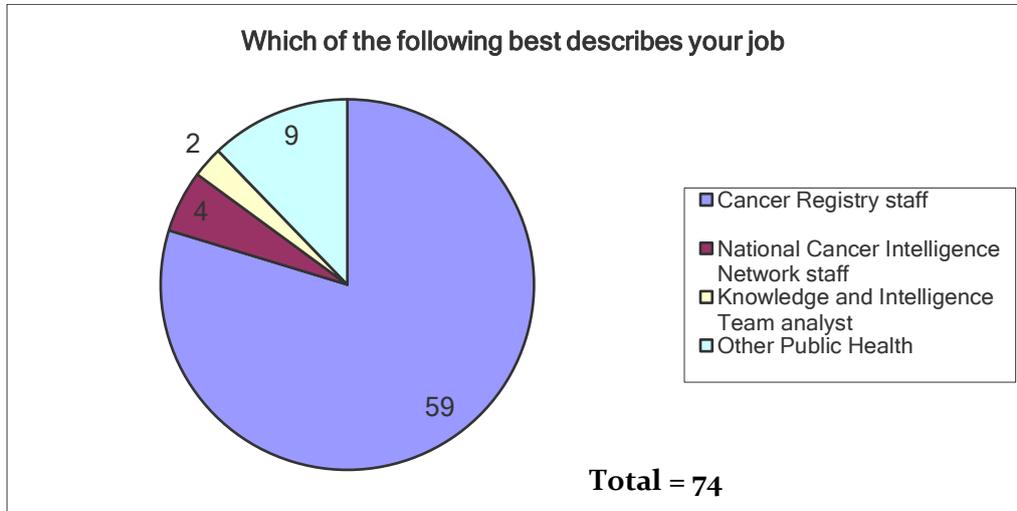
3.6. Which of the following best describes your job (NHS)?

Of those respondents that work in the NHS, nearly half (43%) work in an MDT/tracking/data collection setting. Those in unspecified non-clinical jobs make up the next biggest group of NHS workers (22%) followed by Informatics/Analysts (13%) and Clinical Nurse Specialist/Nurse (11%). Around 10% of NHS respondents worked in other clinical setting such as Allied Health. Further specific details of the type of job role respondents are doing are included at Appendix C.



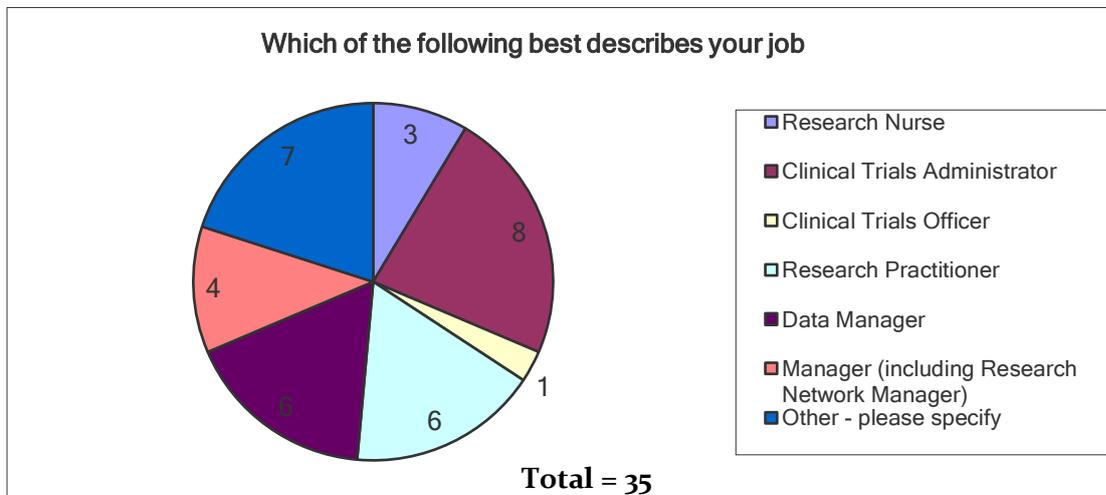
3.7. Which of the following best describes your job (Public Health England)?

Of those respondents that work for Public Health England, the second largest group of organisational respondents, 80% are cancer registry staff. The remainder of respondents work as either for the National Cancer Intelligence Network (5%), Knowledge and Intelligence Team Analyst (3%) or Other Public Health (12%) staff.



3.8. Which of the following best describes your job (Research)?

Respondents from a research organisation work across a variety of job roles, including Research Nurse (9%), Clinical Trials Administrator (23%), Clinical Trials Officer (3%), Research Practitioner (17%), Data Manager (17%) and other management roles (11%). Other research jobs, such as Pharmacist and Clinical Trials Coordinator, accounted for 20% of respondents. The full list of these other research job roles is included at Appendix D.

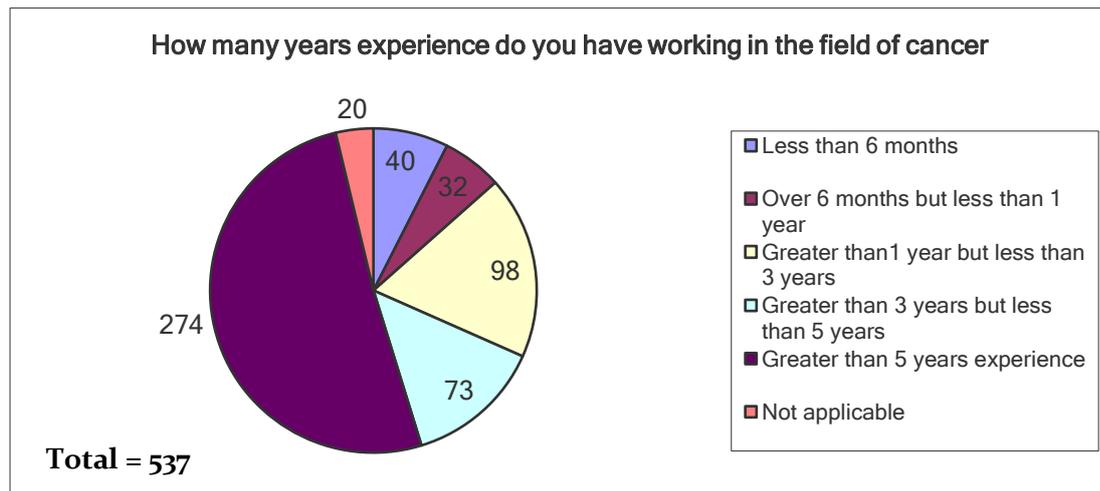


3.9. Which of the following best describes your interest in cancer (Patients/Carers)?

There were only four respondents in the patient/carer group. This is as expected since the course is not aimed towards this group of users.

3.10. How many years' experience do you have working in the field of cancer?

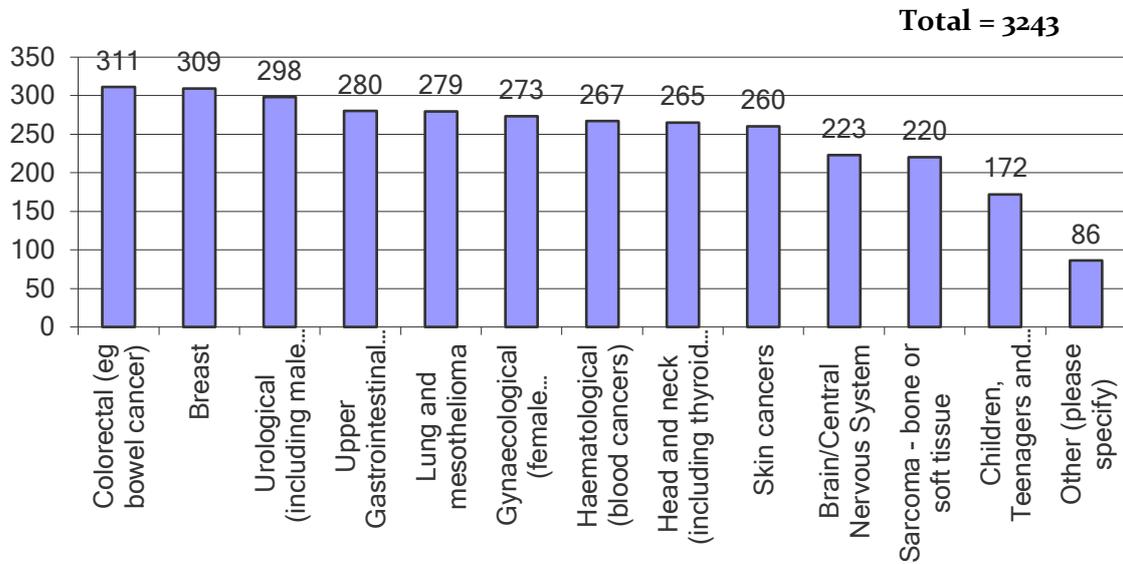
Surprisingly, over half (51%) the respondents have been working in the field of cancer for more than 5 years. Only 13% have been working in the field for less than one year and around a third (32%) between one and five years.



3.11. Which of the following types of cancer are relevant to your work (or personally for patients/carers)

Across the board all the major cancers, including Lung (52%), Breast (58%) and Colorectal (58%), received fairly consistent response rates. Children, Teenagers and Young Adults (32%) and the selection 'other' (16%), which included responses that all cancers (7%) are relevant to respondents work, as opposed to one specific cancer type.

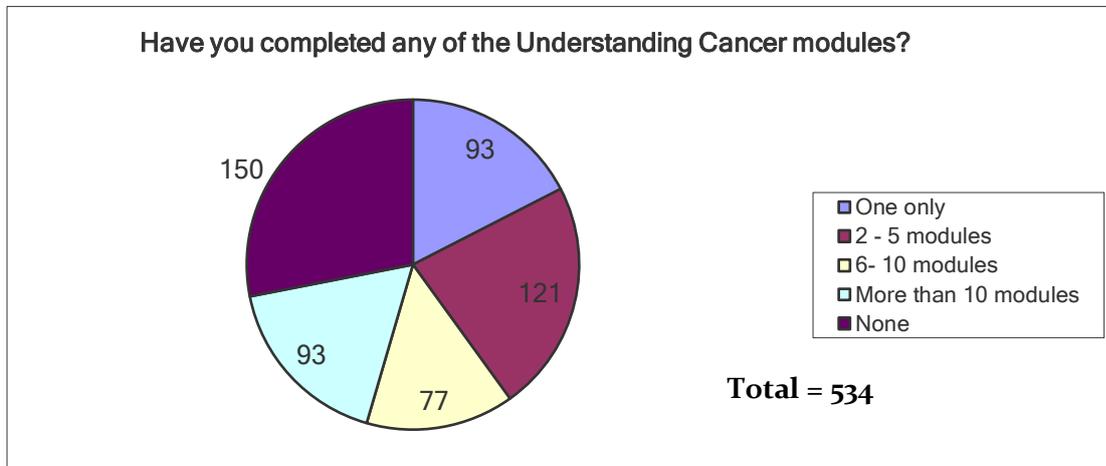
Which of the following types of cancer are relevant to your work. If you don't work in the field of cancer, please say which cancers are relevant to you personally or as a patient/carer representative)



4. Feedback on the course

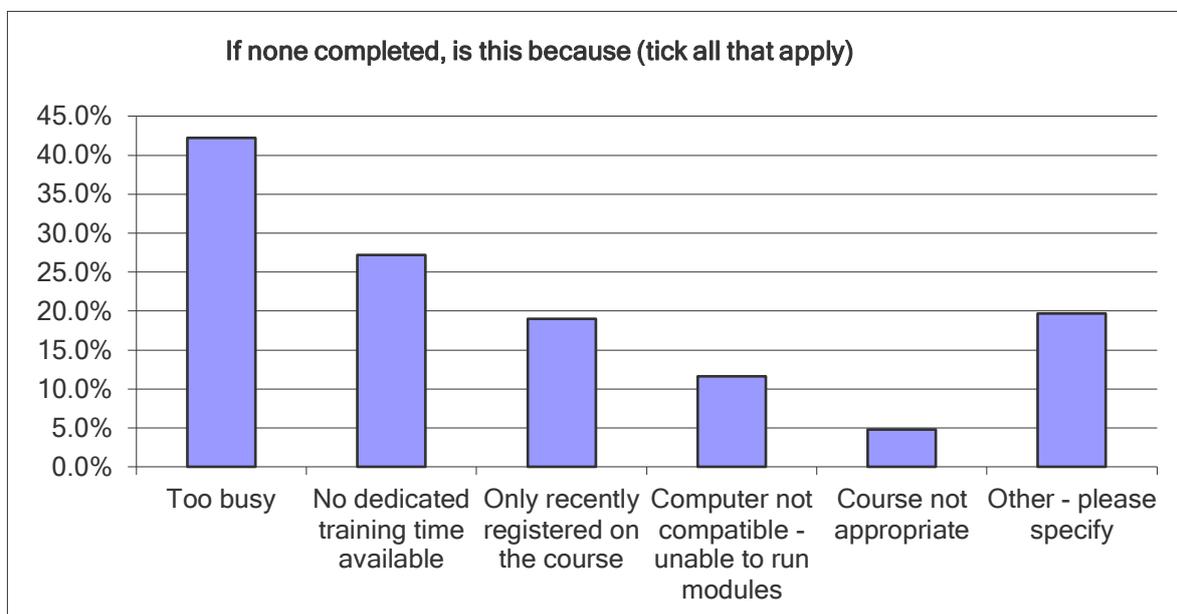
4.1. Have you completed any of the Understanding Cancer modules?

In total, 71% of respondents have completed one or more modules; 17% of users have completed one module, 23% have completed between 2 - 5 modules, 14% have completed 6 - 10 modules and 17% have completed more than 10 modules.



4.2. Reasons for not completing any modules

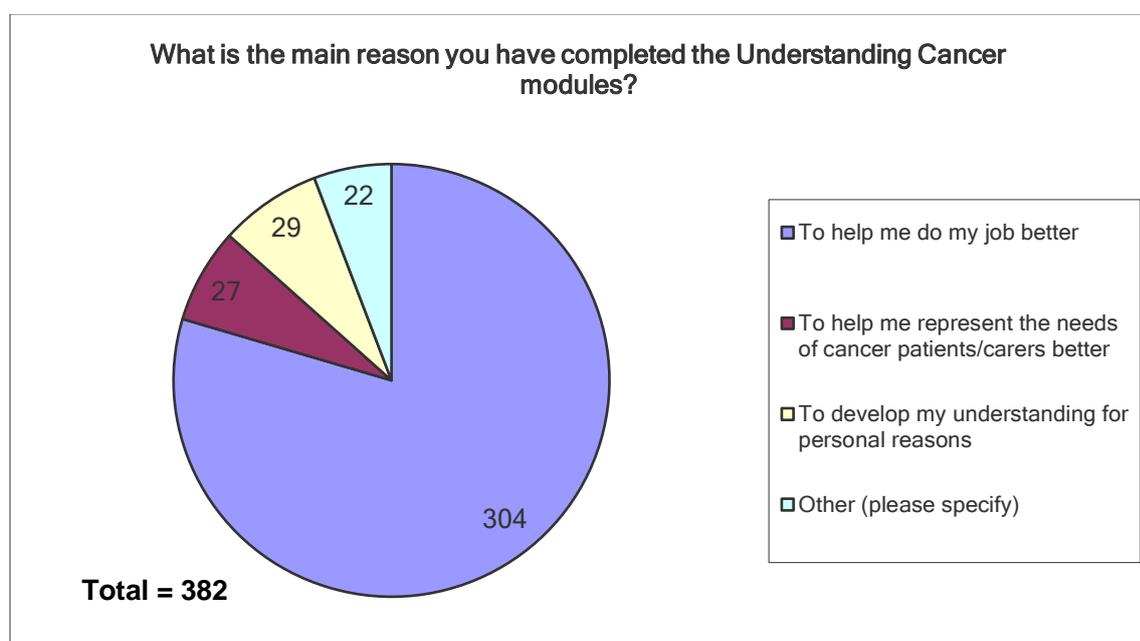
Whilst the majority of respondents have completed one or more modules, 28% of respondents have not yet completed any of the modules as shown in the following graph. A variety of reasons was cited for this, including respondents being too busy (42%), having no dedicated training time available, no dedicated training time available (27%), respondents only having recently registered on the course (19%), their computer not compatible and therefore unable to run modules (12%), and 5% after registering thought that the course was not appropriate.



Additional reasons given as “other” for not completing the modules included time constraints, using the course as a means of just ‘dipping’ in for information and that it didn’t work on an iPad. The full list of reasons is included at Appendix E.

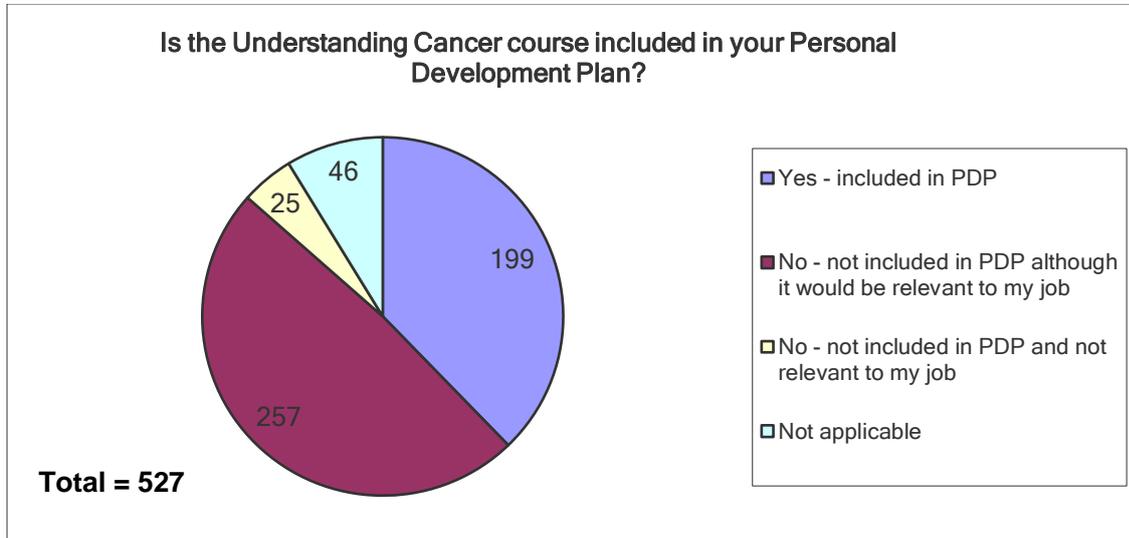
4.3. What is the main reason you have completed the Understanding Cancer modules?

Of those that have completed at least one module (72%), the most popular reason given for completing the Understanding Cancer modules is to help respondents do their job better (80%). Around 8% recorded their main reason as to develop their understanding for personal reasons and a similar percentage (7%) to help them represent the needs of cancer patients/carers better. Other reasons (6%) given included aiding future career projects and to gain a type of qualification in cancer amongst others; full details of other reasons are included at Appendix F.



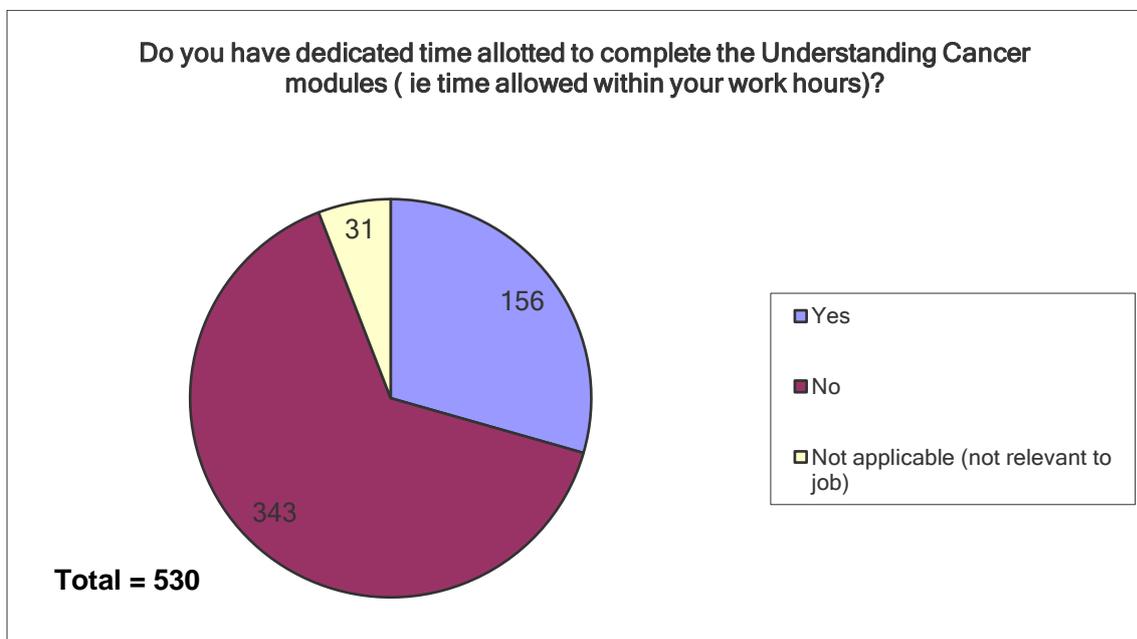
4.4. Is the Understanding Cancer course included in your Personal Development Plan?

38% of respondents have the Understanding Cancer course including in their Personal Development Plan, whilst for 8% of respondents it is not included in their PDP and is not seen as being relevant to their job. 49% of respondents do not have the course included in their PDP, but thought the course would be relevant for inclusion in it.



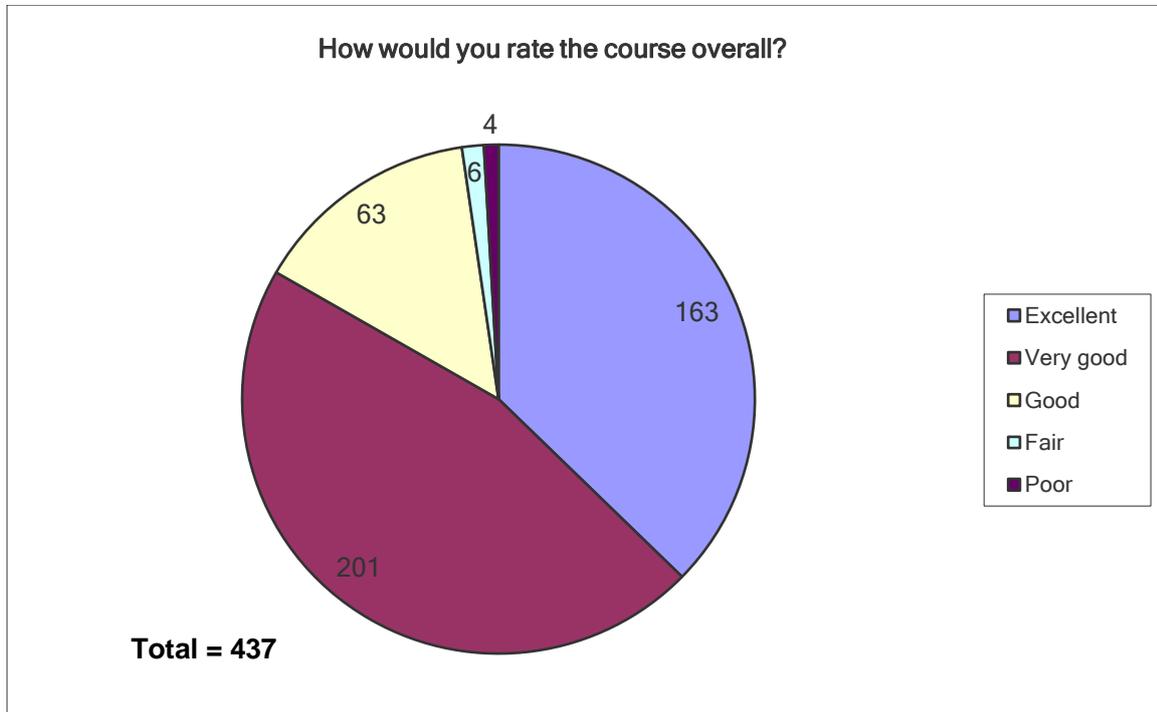
4.5. Do you have dedicated time allotted to complete the Understanding Cancer modules (i.e. time allowed within your work hours)?

65% of respondents do not have dedicated time within their work hours allotted to complete the Understanding Cancer modules. Less than a third (29%) of respondents do have dedicated time allotted in order to complete the course.



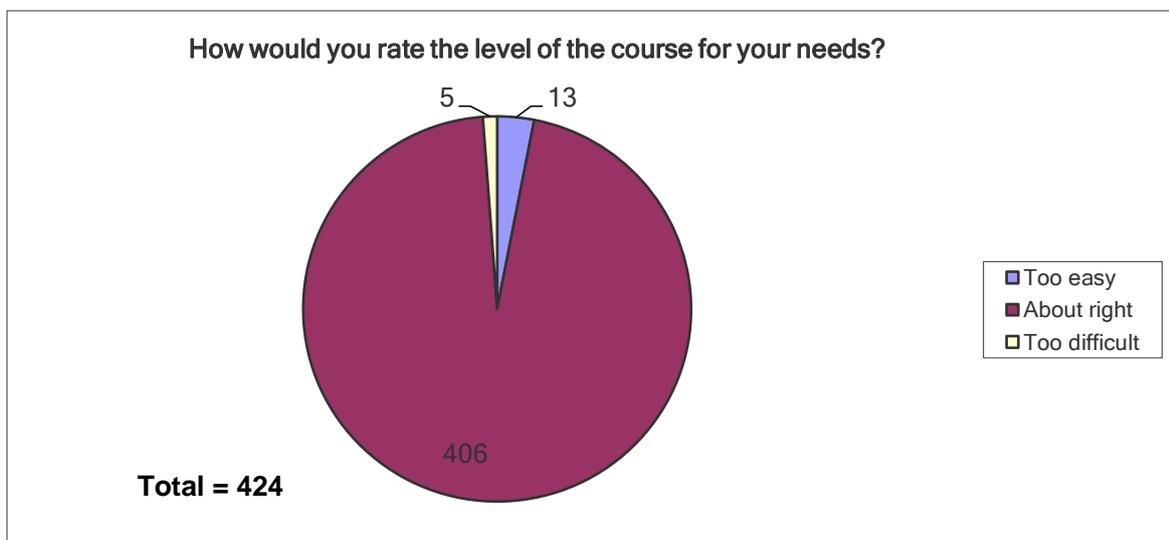
4.6. How would you rate the course overall?

Nearly 98% of respondents rated the Understanding Cancer course 'excellent' (37%), 'very good' (46%) or 'good' (14%). 2% of respondents think the course is 'fair' and less than 1% thought the course was 'poor' (reasons given for this rating include those noted earlier e.g. Incompatible technology, not having dedicated time available to complete the course etc).



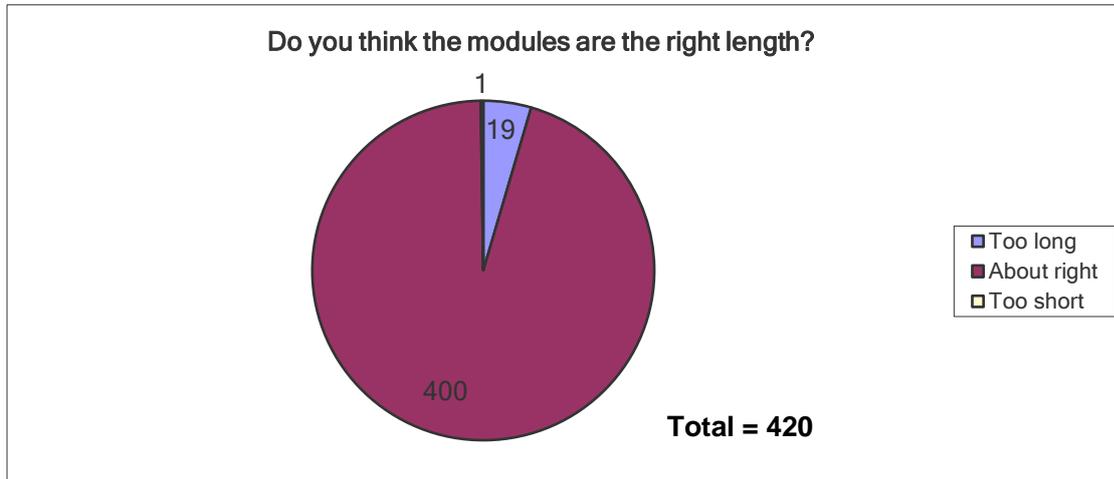
4.7. How would you rate the level of the course for your needs?

Nearly all respondents (96%) rated the level of the Understanding Course to meet their needs as being 'just right'. 3% thought the course was 'too easy' and 1% thought it was too difficult.



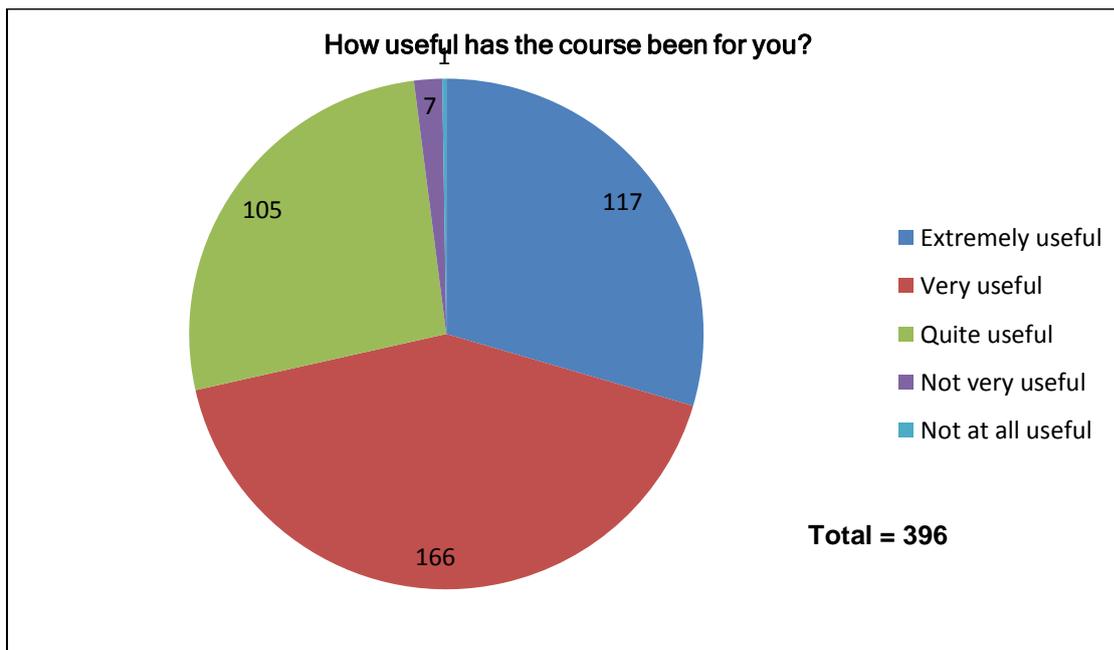
4.8. Do you think the modules are the right length?

Similarly to above, the vast majority 95% of respondents thought the modules were about the right length, whilst only 5% of respondents thought that the modules were too long.



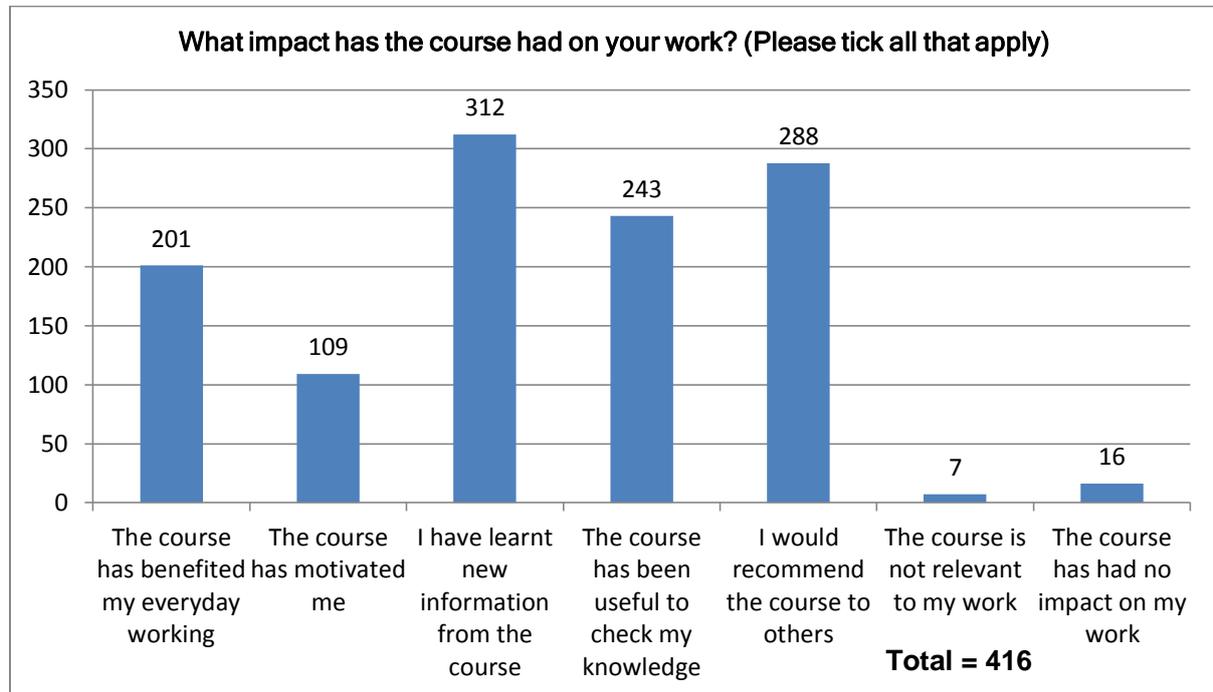
4.9. How useful has the course been for you?

The majority of respondents found the course useful (99%), which included 'extremely useful' (30%), 'very useful' (42%) and 'quite useful' (27%). Very few respondents thought the course was 'not very useful' (1%) or 'not at all useful'.



4.10. What impact has the course had on your work?

On the whole the Understanding Cancer course had a positive impact on a respondent's work. 75% of respondents reported that they learnt new information from the course. Also, many felt that the course has benefited their everyday working (48%) and was used as a resource to check their existing knowledge (58%). 69% of respondents would recommend the course to others. Very few respondents (6% in total) thought the Understanding Cancer course was not relevant to their work or had no impact on their work.



4.11. Are there any other modules you would like to see developed?

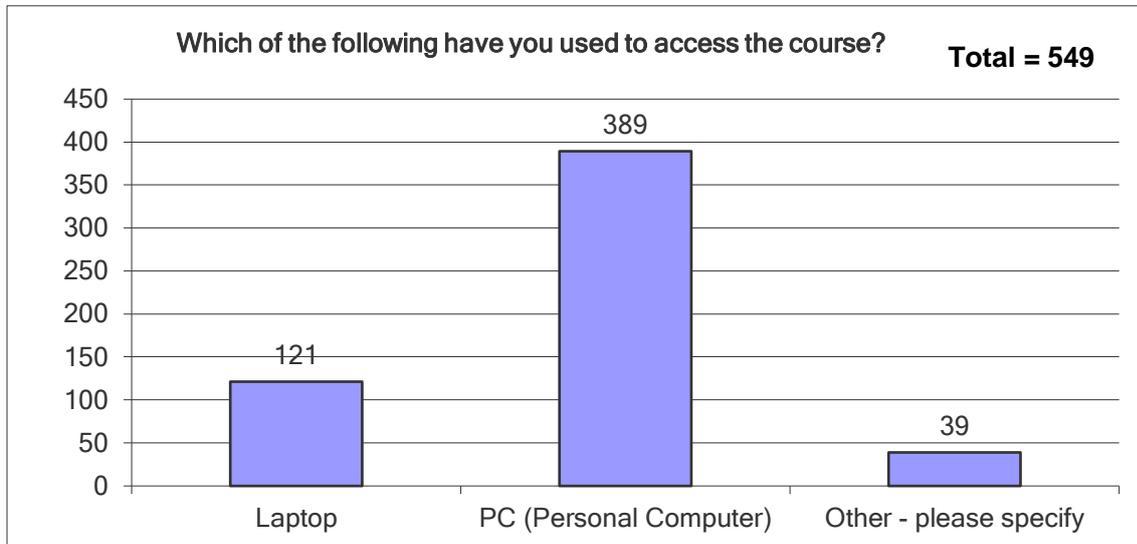
In order to aid the future development of the Understanding Cancer course, respondents were asked what other modules they would like to see developed; 88 responses were received. Haematological cancers (12 responses), Cancer of Unknown Primary (5 responses) and cancers of Children, Teenagers and Young Adults (5 responses), all of which are planned for development over the coming year. Other areas suggested included analysis/epidemiology/statistics (4 responses) and communication with patients/carers (3 responses).

See Appendix G for the full list of responses.

5. Feedback on Technology

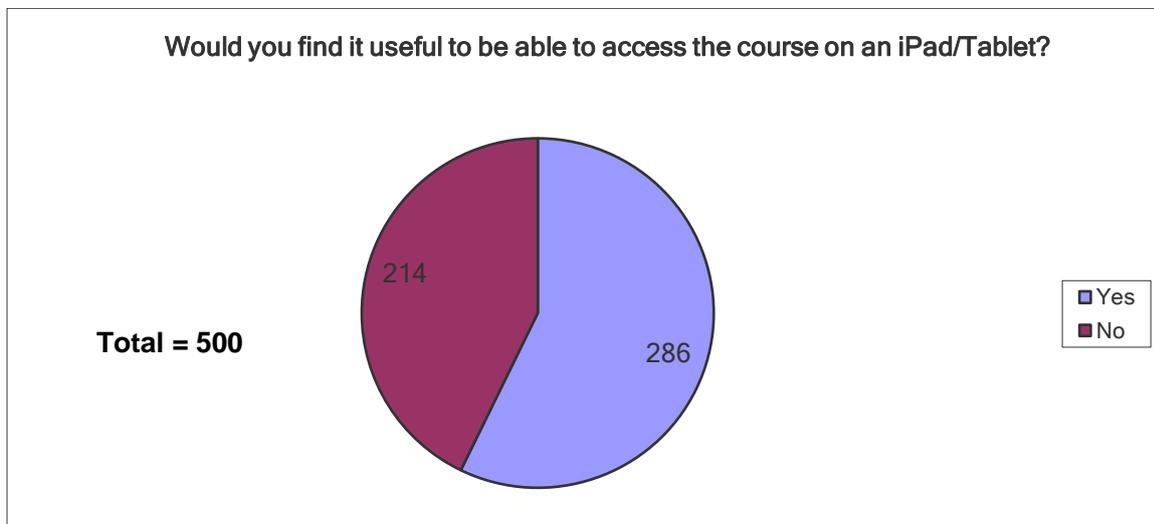
5.1. Which of the following have you used to access the course?

Most respondents have accessed the course through PCs (80%) and about a quarter have used laptops (25%). A significant number have used other devices (8%), such as tablets.



5.2. Would you find it useful to be able to access the course on an iPad/Tablet?

Going forward with regards to the future development of the Understanding Cancer course, 57% specified that they would find it useful to be able to access the course on an iPad/Tablet and indeed some are already accessing it via these means as noted in the previous question.

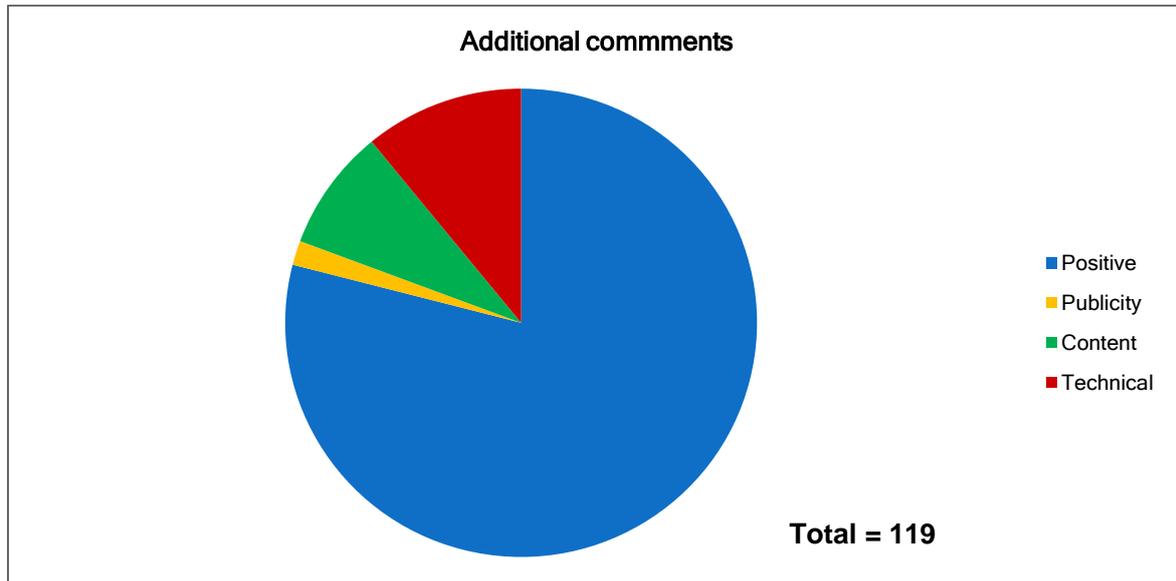


6. Additional comments

6.1. Is there anything else that you would like to say about the course?

Further comments were invited at the end of the survey and 119 people responded with predominantly very positive comments. There were also a few technological issues raised and some suggestions and comments on the content of the course and on publicising the course as shown in the graph below.

See Appendix H for the full list of responses.



Appendix A: Non UK respondents

Non-UK countries	Count
<i>Australia</i>	5
<i>Spain</i>	4
<i>Brazil</i>	2
<i>New Zealand</i>	2
<i>USA</i>	2
<i>Isle of Man</i>	1
<i>Republic of Ireland</i>	1
<i>India</i>	1

Appendix B: Other organisations

Other organisations respondents work for
<i>Basque Cancer Registry-Department of Health of the regional Government of the Basque Country</i>
<i>Cancer registry</i>
<i>Charities</i>
<i>County Council</i>
<i>Government (ONS National cancer registration)</i>
<i>Higher education</i>
<i>Hospital in New Zealand Public Health</i>
<i>Local authority</i>
<i>MOD</i>
<i>NHS - Research</i>
<i>NHS and Voluntary - Macmillan Funded post based within South Wales Cancer Network</i>
<i>Non - Government Organization: Cancer Society</i>
<i>Pharmaceutical Industry</i>
<i>Physician</i>
<i>Private healthcare within an NHS trust</i>
<i>Public Sector Hospital in Ireland</i>
<i>Queensland Health Australia</i>
<i>Third sector</i>
<i>University</i>

Appendix C: Other NHS job roles

Specific details of job roles
<i>2ww</i>
<i>Ambulance</i>
<i>Application Developer</i>
<i>Assistant Performance & Operations Manager for Cancer (Manager of Cancer MDT Co-ordinators)</i>
<i>Cancer Audit Manager</i>
<i>Cancer Data Manager</i>
<i>Cancer information officer</i>
<i>Cancer Manager</i>
<i>Cancer Registration/QA</i>
<i>Cancer Services Manager</i>
<i>Clinic nurse in out patients</i>
<i>Clinical Audit</i>
<i>Clinical Coder</i>
<i>Clinical support worker</i>
<i>Clinical trials associate/ co-ordinator</i>
<i>Clinical trials data manager</i>
<i>Clinical trials officer</i>
<i>Clinical trials practitioner</i>
<i>Commissioning manager</i>
<i>Complementary Therapist</i>
<i>Consultant and reviewer of topic</i>
<i>GP reception - applying for mdt data collection job</i>
<i>IT System Trainer</i>
<i>Macmillan Care Coordinator - work closely with CNS teams</i>
<i>MacMillan Skin Cancer Care Co-ordinator</i>
<i>Manager</i>
<i>Manager of Cancer Services</i>
<i>Medical laboratory assistant - Histopathology</i>
<i>Medical Secretary Histopathology</i>
<i>Mould Room Technician</i>
<i>Outpatient Coder</i>
<i>PA to Lead Cancer Nurse</i>
<i>Paediatrician</i>
<i>Pharmacist</i>
<i>Project manager</i>
<i>Project Manager - Quality Improvement</i>
<i>Research Administrator Oncology Trials</i>
<i>Research Facilitator</i>
<i>Research monitor</i>
<i>Research nurse</i>
<i>Research nurse manager</i>

<i>Senior Clinical Trials Assistant (CTA)</i>
<i>Service Improvement</i>
<i>Service Improvement / Line Manager / Trainer</i>
<i>Stop Smoking Advisor</i>
<i>Study Coordinator</i>
<i>System manager</i>
<i>Uro-oncology assistant</i>

Appendix D: Other research job roles

<i>Clinical Trials Assistant</i>
<i>Clinical Trials Coordinator</i>
<i>Patient-reported outcomes researcher</i>
<i>Pharmacist</i>
<i>Research Administrator</i>
<i>Research Impact Coordinator</i>
<i>Research Network Administrator</i>

Appendix E: Other reasons given for not completing any modules

<i>I have not seen it</i>
<i>Did not really know they were available</i>
<i>Didn't seem sufficiently straightforward to do it</i>
<i>Recently joined xxxx Hospital</i>
<i>Registered Nurse, just office based</i>
<i>I viewed the modules to gain understanding of design and value for junior doctor training</i>
<i>No longer working in that area, however has a personal interest as a cancer patient.</i>
<i>Found it all a bit confusing</i>
<i>Not sure if I have come across this course.</i>
<i>Started the course but haven't had time to finish it</i>
<i>Have studied cancer at higher level at university</i>
<i>Not heard of it until today when asked to do survey</i>

<i>But dip into resources for information</i>
<i>Not aware of them</i>
<i>Not had the link to register</i>
<i>Not sure if will now run on newer computer</i>
<i>Not done, but manage members of staff who have</i>
<i>Can't seem to get into them</i>
<i>Have done post grad training</i>
<i>Tried to log on from home but un able to do so</i>
<i>Cannot use on iPad</i>
<i>Cannot seem to access modules</i>
<i>In my experience the courses do not tend to work and freeze the computer</i>
<i>Did start to read some info and cannot get back into it</i>
<i>Time. but will try</i>
<i>Modules that are relevant weren't available</i>
<i>Didn't know there was a course to take.</i>

Appendix F: Other main reasons for completing modules

<i>To help me understand cancer</i>
<i>Required to by job</i>
<i>Options one and two</i>
<i>To experience the site to be able to recommend it to others</i>
<i>I have only been able to access 1 due to computer compatibility problems</i>
<i>Forced to do it by my boss</i>
<i>To get a job</i>
<i>To gain a type of qualification in cancer</i>
<i>I am studying at xxxx University on my Access course and a key module was Lung Cancer</i>
<i>Work says we have to. Also for my own understanding.</i>
<i>For future career prospects</i>

<i>Testing for training MDTs</i>
<i>To assess the information available for training new staff</i>
<i>Cover MDT role on occasion</i>
<i>To review if appropriate for my students</i>
<i>All of the above and I personally find it fascinating</i>
<i>To see whether they would work as a training exercise for my staff</i>
<i>I encourage my staff to complete the modules relevant to their site</i>
<i>Test out the training to see if it would be useful for the team.</i>
<i>Help with development</i>
<i>To further my knowledge</i>

Appendix G: Suggested future modules

<i>Haematological cancers</i>	<i>1</i>
<i>Cancers of Children, Teenagers and Young Adults</i>	<i>2</i>
<i>Cancer of Unknown Primary</i>	<i>5</i>
<i>Analysis/epidemiology/statistics</i>	<i>4</i>
<i>Communication with patients/carers</i>	<i>3</i>
<i>Acute oncology</i>	<i>2</i>
<i>Chemotherapy</i>	<i>2</i>
<i>Datasets</i>	<i>2</i>
<i>Encore registration</i>	<i>2</i>
<i>Hepato Pancreato Biliary cancers</i>	<i>2</i>
<i>Palliative Care</i>	<i>2</i>
<i>Psychological impact of cancer</i>	<i>2</i>
<i>Research - novel agents/clinical trials</i>	<i>2</i>
<i>Research/clinical trials</i>	<i>2</i>
<i>Urology</i>	<i>2</i>

<i>Adrenal</i>	<i>1</i>
<i>Cancer pharmacology</i>	<i>1</i>
<i>Cancer Screening</i>	<i>1</i>
<i>Commissioning Cancer module</i>	<i>1</i>
<i>Free Elderly</i>	<i>1</i>
<i>Genetics</i>	<i>1</i>
<i>Interpreting blood results</i>	<i>1</i>
<i>Leadership</i>	<i>1</i>
<i>Lower GI</i>	<i>1</i>
<i>Neuroblastoma</i>	<i>1</i>
<i>OPCS 4 coding</i>	<i>1</i>
<i>Oral cancers</i>	<i>1</i>
<i>Recurrence and metastatic disease</i>	<i>1</i>
<i>Renal Cancers</i>	<i>1</i>
<i>Shared decision making</i>	<i>1</i>
<i>Staging cancers</i>	<i>1</i>

Appendix H: Additional comments

Comment- Positive
<i>I would have liked to have been given the time to undertake the course away from my normal workstation (too many interruptions)</i>
<i>Well written, easy to understand, easy to access. Thank you</i>
<i>Excellent resource - you should be very proud!</i>
<i>Very good</i>
<i>I would like to send my staff on these courses</i>
<i>Good course; thank you for hard work in producing/maintaining it. Could improve by becoming more streamlined. Prefer test at end of course, not smaller tests throughout module.</i>
<i>Thank you!</i>
<i>The survey has prompted me to re look at the programme</i>
<i>Although I have not completed many modules, so far they have been informative but have also made me realise how much I now, which inspires confidence</i>
<i>Thank you for providing access to the course and considering further developments</i>
<i>I also teach at the local university and recommend it to all my students taking the cancer care pathway and have listed this in my reference section of the module handbook</i>
<i>The level of support I have been given by Steve has been fantastic - thank you!</i>
<i>very comprehensive</i>
<i>Thank you for your excellent work</i>
<i>A welcome training resource for new staff and helps to structure training</i>
<i>Only having very limited knowledge of cancer when I can into the job, the modules enabled me to feel more confident when I then spent time with the patients</i>
<i>Very useful introduction to the field</i>
<i>I think it would hugely valuable for newly appointed staff & should be incorporated into PDP's, wish I had been aware of it years ago!</i>
<i>It has been extremely helpful and improved my knowledge of Renal Cancer</i>
<i>I think the course is easy to use and very informative.</i>
<i>Very useful and valuable resource</i>
<i>Brilliant.</i>
<i>Keep adding modules</i>
<i>I will be looking at the modules</i>
<i>Very good course from the little experience I had, due to work commitments I find it difficult finding the time to complete them but I hope to do all the modules at some point in the near future. Thanks.</i>

<i>Very helpful. All MDT Coordinators should complete them as part of PDP</i>
<i>Very informative - makes you think. Extends your knowledge</i>
<i>Thank you for such a great job!</i>
<i>I would like to be able to do it</i>
<i>Found it extremely useful when I took over a new post in Cancer Data. Have not added this as part of all staff PDP and will be part of their appraisal</i>
<i>Wished I had time at work to look at all the modules it's an excellent and easy to understand course</i>
<i>Excellent Course that provides the relevant information in terms of MDT working</i>
<i>Very enjoyable</i>
<i>A very useful tool - as a manager this is an excellent overview for newly appointed staff or staff moving to other specialties. I intend to introduce completion of modules as part of my staff's appraisal where appropriate.</i>
<i>Only wish I had a bit more time to do it</i>
<i>Great learning tool</i>
<i>It looks useful. When time/resources allow, I think I will find it beneficial.</i>
<i>I would like to be given time in my working hours to spend on doing the course because it's very informative and helpful</i>
<i>The modules are very clear and easy to follow and I think that an assessment after each section is a good idea, as it enables you to return to any information you are uncertain of. I have found that some of the things I was unsure of regarding different cancers have been explained thoroughly and clearly and have enabled me to gain a better understanding of cancer.</i>
<i>Well thought out and presented. Good to have the certificate to add to my CV.</i>
<i>An invaluable resource which (as long as it remains free) provides an essential initial training tool for Cancer Registration Officers.</i>
<i>Well designed and easy to use</i>
<i>I think it's a fantastic way to learn efficiently about how the cancer can have an impact and it really puts it into perspective from a clinical point of view. The content is excellent, and overall I think the course is fantastic. So glad that I got the opportunity to do this!</i>
<i>It has improved my understanding of the various cancer types, which is vital for my job; I also use it to check anything I cannot remember or am unsure of.</i>
<i>Thank you for an excellent resource</i>
<i>I have found the information extremely helpful in understanding cancer</i>

<i>I have found the courses extremely interesting, but I have had problems getting on to them through the trust pcs</i>
<i>This course is extremely relevant to my role in Cancer Registration and is very user friendly</i>
<i>Really useful course. Might be interesting if there was an RSS component for updates so we could subscribe to these in Outlook - maybe with relevant updates on site specific cancers included in these? I think the ability to access the course on an iPad would be invaluable.</i>
<i>When I had a look at it, it was very interesting and informative</i>
<i>The course is interactive and that is why I think it is the best course around!</i>
<i>Although only completed the first section what I learnt was very good, I have no formal knowledge of cancer and am now employed in a Quality role within an oncology department so all information gathered is great</i>
<i>They are very user friendly and as a line manager I advise e all my staff to undertake this course</i>
<i>Very good & interesting provided lots of information</i>
<i>thank you</i>
<i>Just that it is very, very good and I highly recommend it to anybody</i>
<i>Keep up the good work, maybe link in with higher education institutions</i>
<i>Really enjoyed generally and would highly recommend.</i>
<i>Very easy to use ,nice to get a certificate at the end of a module</i>
<i>Well done! I have really enjoyed taking part in the course- the modules are informative, extensive and relevant to my role.</i>
<i>Useful, informative, wish I had more time to work on it. Would recommend to colleagues.</i>
<i>Has greatly expanded my knowledge base, especially as there are no other courses relevant to my specific job.</i>
<i>Thanks very much for developing such an excellent reference resource for all things cancer related</i>
<i>Excellent for new starters and as a refresher for more established staff.</i>
<i>The freedom to tap in when I can alleviates pressure to complete whilst working in an extremely pressurised environment already.</i>

<i>It's a really great resource for non-clinical staff. We don't have medical training yet have to deal with paperwork that uses very medical/technical language. This course has helped me make more informed judgements in my work, and has increased my enjoyment of and interest for my work.</i>
<i>This is an excellent course and I recommend it whenever I train new staff</i>
<i>I really enjoy completing the courses - they consolidate the knowledge I have and add to my knowledge both for work and personal usage.</i>
<i>Excellent resource - well done!</i>
<i>Very useful illustrations</i>
<i>Thoroughly enjoying the course. Thank you for the free learning and opportunity for knowledge improvement</i>
<i>The course so far has been excellent and is has helped greatly with my knowledge augmentation.</i>
<i>This is a great course, I would be happy to undertake this learning at home if I could</i>
<i>An ideal tool for anyone new to cancer</i>
<i>I wish I had more time to dedicate to further modules!</i>
<i>I have enjoyed the courses and have found them very informative. Keep up the good work!</i>
<i>Very informative and very well done.</i>
<i>Brilliant - keep up the good work - I am always happy to learn more</i>
<i>I really want to do the Upper GI course but because the work computers are affected by pop-ups which I cannot disable without ringing IT I just haven't got round to doing it.</i>
<i>I think it would be extremely useful as a learning tool. Need to agree dedicated time to do course and not let pressures of work stop this.</i>
<i>I really enjoy the modules. They make it easier to do my job.</i>
<i>Its brilliant thank you for the hard work, Is there any possibility that the courses could be accredited with CPD points?</i>
<i>A fabulous easy to access resource.</i>
<i>Very enjoyable</i>
<i>I think this course is a necessity for all who work in the world of cancer information</i>
<i>I am looking forward to starting the modules</i>
<i>Really enjoyed doing the courses, as well as being beneficial, it was quite fun to do as well</i>
<i>I had problems accessing the course and had excellent support from Steve Bunting over the Xmas period</i>
<i>Excellent, I wish I had found it sooner and eagerly look forward to the next modules</i>

<i>We make selected modules from the course part of the training for all new starters in our team</i>
<i>Very useful but could be much better publicised e.g. links on other cancer web sites like PCUK</i>

<i>Look forward to completing more modules. Although guidelines in Scotland are not the same as England and the course seems to be English guidelines</i>
<i>Thanks for providing it.</i>
<i>I haven't used it as much as I would like, however I have prompted others to use it within my organisation (Acute Hospital Trust)</i>

Content
<i>My only comment would be that the time guides were incorrect for me, I do have some medical terminology but I did find it took me a bit longer than you indicated</i>
<i>Brilliant idea but some modules follow a set pattern. Would be nice to vary</i>
<i>The length of the course whilst waiting for modules to develop was too long.</i>
<i>Hand-outs don't contain enough of the images seen in the modules. Hand-outs are maybe too brief, I end up writing down a lot more from the online module.</i>
<i>The course is quite long and I have very little time to spend on it at work.</i>
<i>Some things are done differently in Scotland which could be confusing for inexperienced colleagues!</i>
<i>It feels as if you would never come to an end to obtain a certificate with all the constant modules that are added, due to time factor I dropped out of it for this reason and only having half hour lunch hours when working on</i>
<i>I could like to know more about Patient Cancer Pathways. If there is a module on Cancer Pathways I would like to know.</i>
<i>Able to print. Pictures are always helpful to keep for future reference</i>
<i>It would be good to include other things that are associated with the patient i.e. approaching cancer patients/communication/not only the disease that staff need knowledge of/need to more about treatments/drugs/lab ranges/ this would help with data collectors</i>

Publicity
<i>It would be great if it were better known among pt representatives who are expected to be more expert these days</i>
<i>I think the course should be promoted more in National forums to raise awareness that it is available</i>
Technical
<i>Sometimes the reliability of the modules is a bit dodgy and it throws you out.</i>
<i>It's a shame I have not been able to use it</i>
<i>Due to out of date work computer software, I was unable to do the modules much as I would like to.</i>
<i>The flagging of completed courses is hit and miss with Internet Explorer</i>
<i>I would love to start the course but the version of windows on my PC is incompatible</i>
<i>My computer did not like the system</i>
<i>Make it accessible on all web browsers!</i>
<i>Completed modules do not always update.</i>
<i>The pages often don't load properly – so you need to navigate backwards and forwards to get them to load. This makes it very slow to work through.</i>
<i>Had problems with the pop ups</i>
<i>Please ensure it works with all modern form of technology including ipads/tablets. Sadly, I have no time to start course. Sorry.</i>
<i>Using laptops sometimes proves difficult to navigate around the modules. But thanks to Steve problems are quickly resolved</i>
<i>Having had to have eye surgery I found the modules too difficult to access on the computer</i>