

Open text responses in relation to patient's demographics and overall satisfaction with genetic counseling

Open Text Responses	Age group	History of Cancer	Family History of Cancer	Overall Satisfaction score
I found (the genetic counselor) to be informative, knowledgeable and very friendly. All the staff are fantastic.	30-39	None	<i>BRCA1</i> positive No cancers mentioned	4
I attended the seminar/consult to find out more about genetic testing rather than to identify a solution to my current situation. So wasn't counselor's role to find a solution, only provide options	60-69	Breast Cancer at 39 and 53. Vulva cancer at 61. Skin Cancer at 45.	Lung and Ovarian Cancer	4
I found (the genetic counselor) to be extremely informative and helpful. I had some vague and confusing information from the genetic counselor at KEMH (public hospital) and (the genetic counselor) was able to put my mind at ease and clarify some of the concerns I had. (The genetic counselor) was very patient and I found her ability to explain and answer my genetic questions were great. I left feeling much better and more informed about the process and was more motivated to continue with the testing.	40-49	Breast Cancer at 48.	Breast Cancer, Lung Cancer and Non-Hodgkin's Lymphoma	4
Friendly, concerned and professional care	60-69	Ovarian Cancer at 62	Breast Cancer	4
Happy with service provided	40-49	Breast Cancer at 45	Breast Cancer	4
Able to reassure us that our query was valid	50-59	Breast Cancer at 51. Melanoma at 55	Breast Cancer	4
(The genetic counselor) was fantastic. Very approachable and attentive yet informative. My meeting exceeded any prior expectations	30-39	Breast Cancer at 35	Breast Cancer and Pancreatic Cancer	4
The scores of 2 and 3 are in no way indicative of dissatisfaction with (the genetic counselor) but merely at the stage of my cancer and the results that I personally have to deal with	40-49	Bowel Cancer at 43.	None	3
(The genetic counselor) was wonderful	40-49	None	Breast Cancer	4

to speak to – she made me feel very comfortable and had great empathy for my situation. Thank you. The price in total for the genetic screening was close to \$1000, but the weight that has been lifted from my shoulders is priceless. I feel very lucky to have been able to afford this service. It would be wonderful if more women were able to access this service- Hopefully as time passes, the cost will reduce.				
I was super happy with the genetic counseling very well explained and more than met my expectations	60-69	Breast Cancer at 53	Breast Cancer	4
The genetic counselor was very helpful and reassuring. Everyone in the clinic has been lovely	30-39	None	Bowel Cancer	4
(The genetic counselor) and the team were fantastic and I'm extremely grateful. She was able to facilitate such a fast turnaround for my testing prior to surgery	40-49	Breast Cancer at 46	Breast Cancer	4
(The genetic counselor) was friendly, professional, interested. Very approachable lady. I feel unrushed and confident.	60-69	Ovarian Cancer at 58	Leukaemia	4
I found the genetic counselor very thorough and professional something that was always been very complex to me was explained well and simplified to a level of great understanding. Test process was smooth, simple and reassuring.	50-59	Breast Cancer at 44	Breast Cancer	4
Very professional and great with getting back to me via email with questions.	40-49	None	Breast Cancer	4
In the perfect world. I would like to see the government after genetic counselling, inclusive of blood testing to those unable to afford. Not all are as fortunate as myself. Thanks (genetic counselor), I appreciate your expertise.	40-49	None	Breast, Endometrial Bladder, Thyroid. Cervical and Bowel Cancer	4
(The genetic counselor) was very confident and informative genetic counsellor who made me feel very comfortable and was extremely good and spending time, going through all the information for us to make an informed	50-59	Breast Cancer at 49	Breast Cancer and Bowel Cancer	4

and timely decision about going ahead with blood testing.				
Thank you very much	70-79	Breast Cancer at 65	Breast Cancer	4
For the score of 1 (for waiting time before first contact), there seemed to be a misunderstanding with the receptionist I spoke with. If she had told me that the genetic test had to be paid for before the test could be done, I would have done so. As the geneticist as going on holidays, I couldn't see her until a month later. When I saw here on the 17 th November, she sent the tests away immediately with a waiting period of 6 weeks before results come back to her. So, you can imagine my frustration	70-79	Endometrial Cancer at 75	Liver Cancer and Melanoma	4
Written report was very useful to confirm details in my own mind, and assist with my family's understanding.	50-59	Breast Cancer at 48	Breast and Bowel Cancer and Melanoma	4
The genetic counselor managed to explain a complicated issue very easily and clearly. She is an excellent communicator.	60-69	Ovarian Cancer at 63	Lung, Bladder, Cervical and Throat Cancer	4
The counselor was all I expected her to be. Very professional and easy to understand her explanations.	70-79	Breast Cancer at 70 Ovarian Cancer at 75	None	4
Was apprehensive regarding visit but was totally reassured after seeing (the genetic counselor)	60-69	Not provided	Not provided	4
(The genetic counselor) was brilliant, she spent a lot of time going through my family pedigree and making sure she had all the relevant information. She explained everything clearly and the process was very easy to understand	50-59	Not provided	Not provided	4
We have ---- led to believe the test of finding the mutant gene is not foolproof, so left with the feeling it is really worth having the test. However, I since believe it is worth it for the peace of mind	70-79	Ovarian Cancer at 76	Not provided	N/A