

Cancer Patient Experience Survey 2015

Summary of key national and local results

July 2016

Revised on 13 July 2016

A number of corrections have been made due to errors identified. We apologise for any inconvenience.

This section **Background**

Section 2 National results

Section 3 National results by demographics and tumour groups

Section 4 Local results

The survey is based on a robust methodology with a high response rate.

SURVEY

Target population:

- All adult NHS patients with a primary diagnosis of cancer
- Patients in treatment in April, May and June 2015

Fieldwork: October 2015 to March 2016

Survey carried out by Quality Health on behalf of NHS England.

RESPONSE RATE

108,272 patients in eligible sample

71,186 patients responded

66% response rate

- This is similar to previous years and high for surveys of this nature



A number of improvements were made in 2015 including questionnaire redevelopment and ...

Questionnaire redeveloped*

- Length reduced
- Response options consistent throughout survey
- Questions and/or response options in line with other patient surveys
- Topic areas capture whole patient journey

Online version of questionnaire made available

Data published as Official Statistics

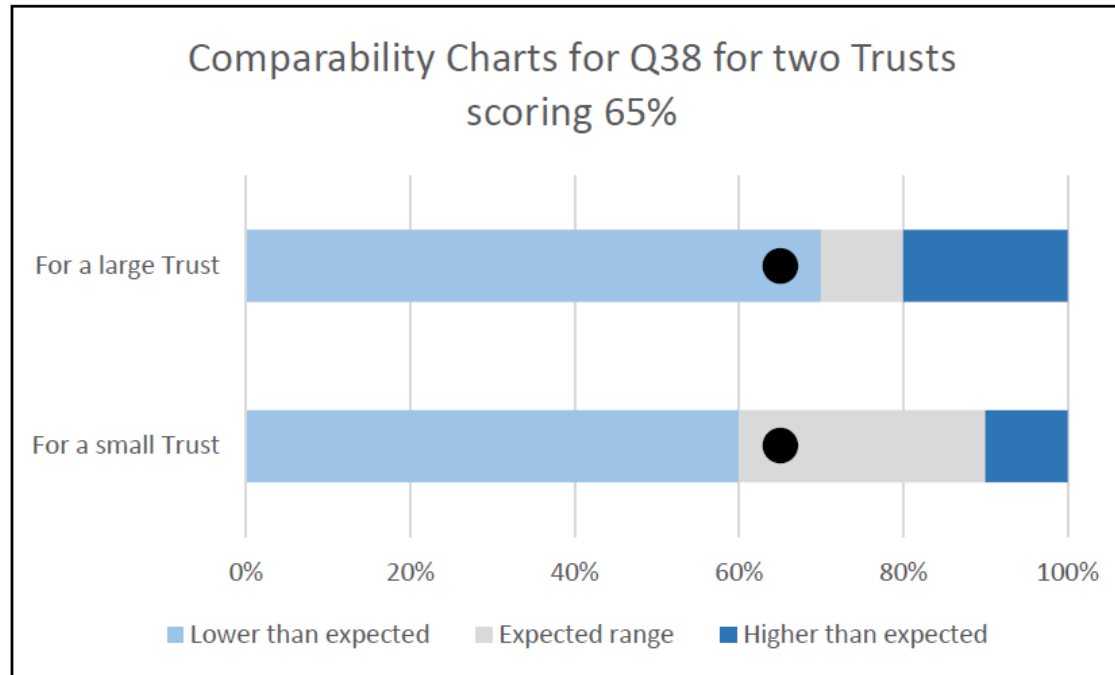
Caution should be taken in directly comparing data from the 2015 survey to the findings of the previous surveys, even for identical questions

*Click [here](#) for further details of CPES question changes from 2014 to 2015.

...changes to ensure greater comparability of results across local areas*.

More comparable results:

- Case-mix adjusted data presented for the first time
- Comparability charts based on expected ranges which are dependent on how many respondents a trust has and on the national score.



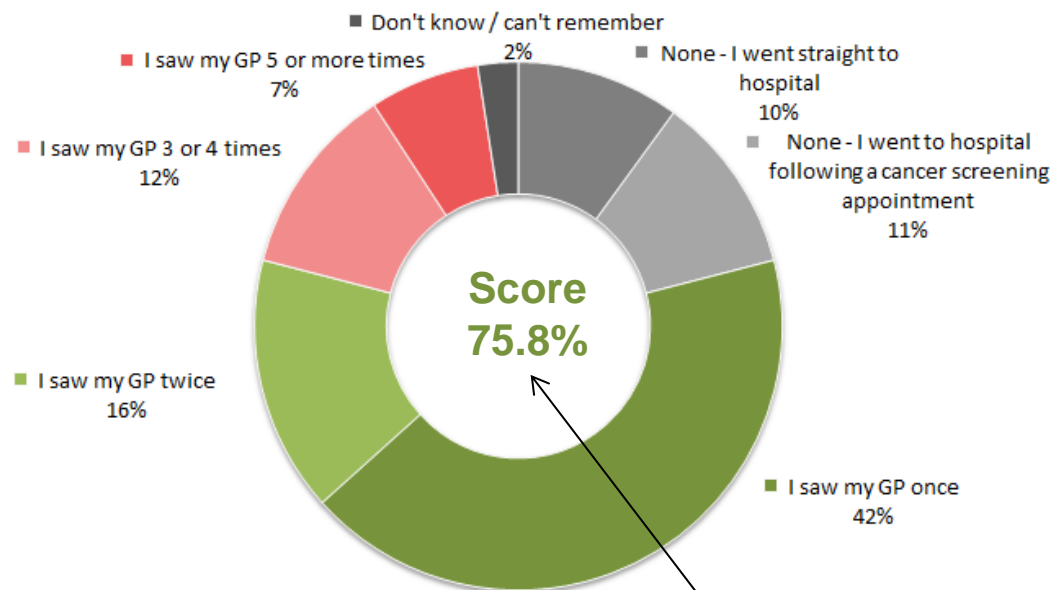
*Click [here](#) for further details of improvements made to the 2015 survey and their likely impact.

50 scored patient experience questions – a selection are presented in this slide pack*.

How to interpret the graphs:

The pie charts show results for each response option given in the question:
Green = positive experience
Red = negative experience
Grey = options that do not provide any information on positive or negative experience i.e. don't know/can't remember

Overall care question on a scale of 0 to 10. Other questions assigned a score to reflect positive / negative experience.



Score presented reflects positive experience as a percentage of positive and negative experience excluding other options e.g. don't know/can't remember

*Full results can be found on the [National Cancer Patient Experience Survey website](https://www.nhs.uk/ncpe).

Section 1 Background

This section National results

Section 3 National results by demographics and tumour groups

Section 4 Local results

Care was generally positive across the Cancer Dashboard* indicators.

8.7 out of 10 overall rating of care

78% were involved as much as they wanted to be in decisions about their care and treatment

87% said overall they were always treated with dignity and respect while they were in hospital

90% reported being given the name of a Clinical Nurse Specialist (CNS) who would support them through treatment

94% said hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

87% who were given the name of a CNS and tried to make contact said that it had been very or quite easy to do so

63% reported they thought GPs and nurses at their general practice did everything they could to support them while they were having cancer treatment

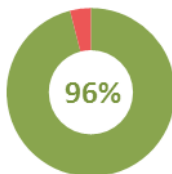
Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

**<https://www.cancerdata.nhs.uk/dashboard/#?tab=Overview>*

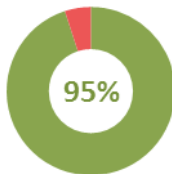
Across all questions, some were rated more positively than others.

Scored highest

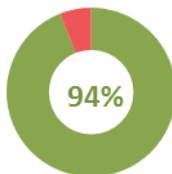
The last time you had an outpatients appointment with a cancer doctor, did they have the right information, such as medical notes, x-rays and test results?



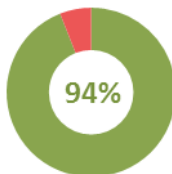
As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?



Beforehand, did you have all the information you needed about your operation?

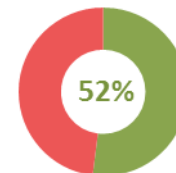


Did the hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

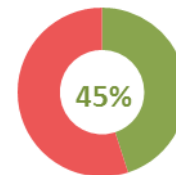


Scored lowest

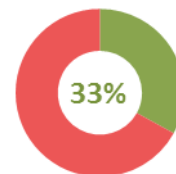
During your hospital visit, did you find someone on the hospital staff to talk to about your worries and fears?



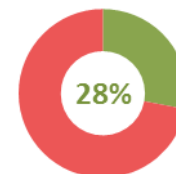
Once your cancer treatment finished, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?



Have you been given a care plan?



Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research?

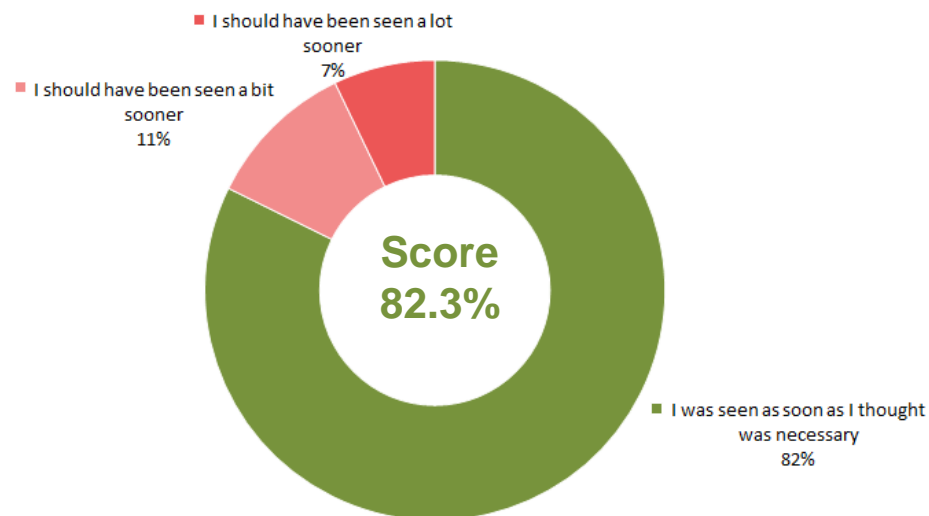
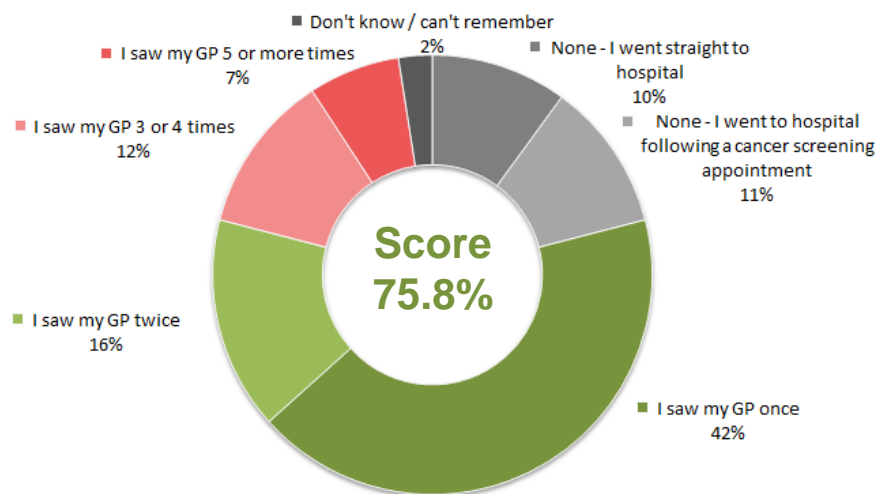


Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Three quarters of GP-referred patients saw their GP once or twice before being referred for cancer.



Before you were told you needed to go to hospital about cancer, how many times did you see your GP (family doctor) about the health problem caused by cancer?



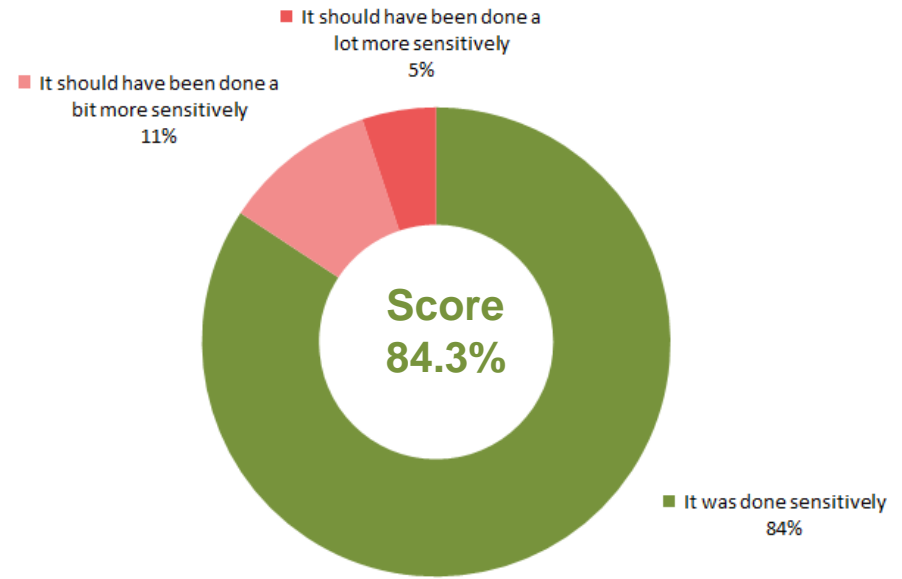
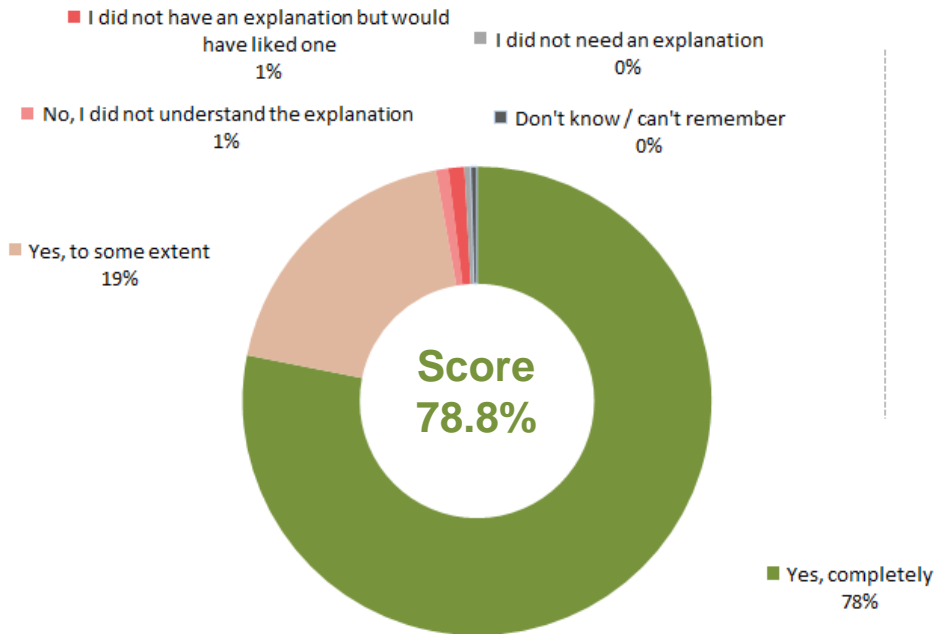
How do you feel about the length of time you had to wait before your first appointment with a hospital doctor?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Just under 1 in 6 patients reported that the way they were told they had cancer should have been done more sensitively.



Were the results of the test explained in a way you could understand?



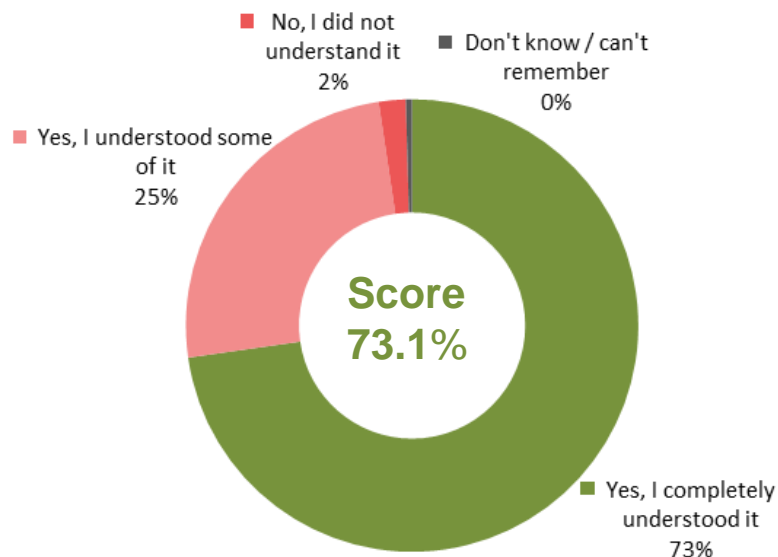
How do you feel about the way you were told you had cancer?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Patients appear to get more information on some areas (day-to-day activities) than on others (benefits) **NHS England**



Did you understand the explanation of what was wrong with you?



Did hospital staff (discuss with you or) give you information about:

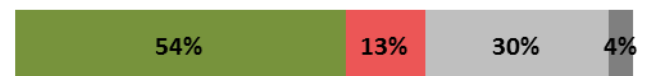
the impact cancer could have on your day to day activities (for example, your work life or education)?

Score 54.7%



how to get financial help or any benefits you might be entitled to?

Score 80.7%



0% 20% 40% 60% 80% 100%

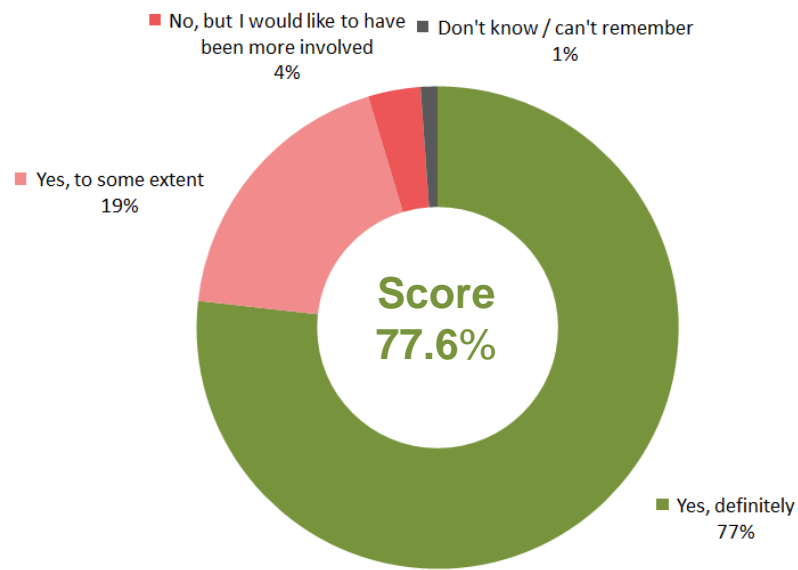
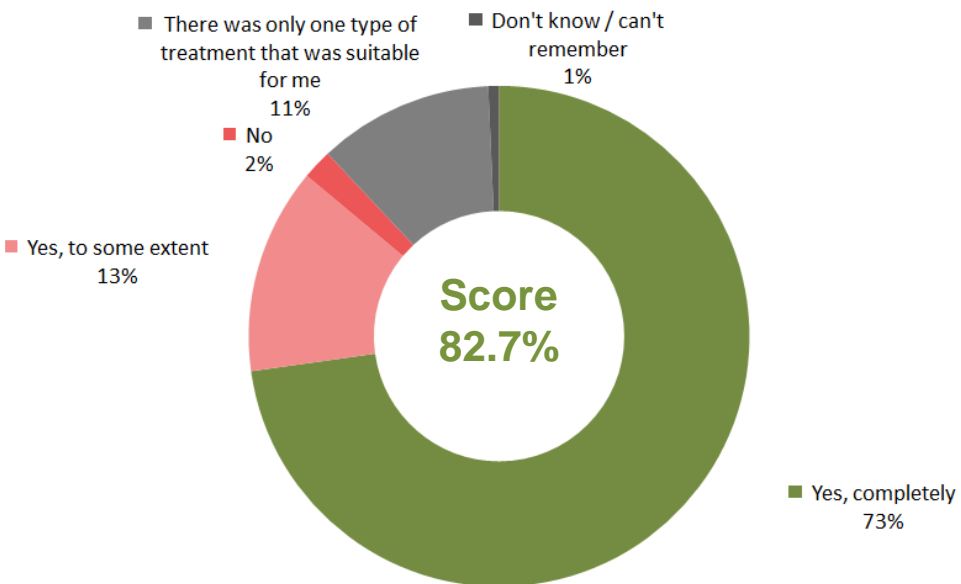
- Yes
- No, but I would have liked (a discussion or) information
- It was not necessary (/ relevant to me)
- Don't know / can't remember

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Three-quarters of patients felt they were definitely involved in decisions about care and treatment.



Before your cancer treatment started, were your treatment options explained to you?



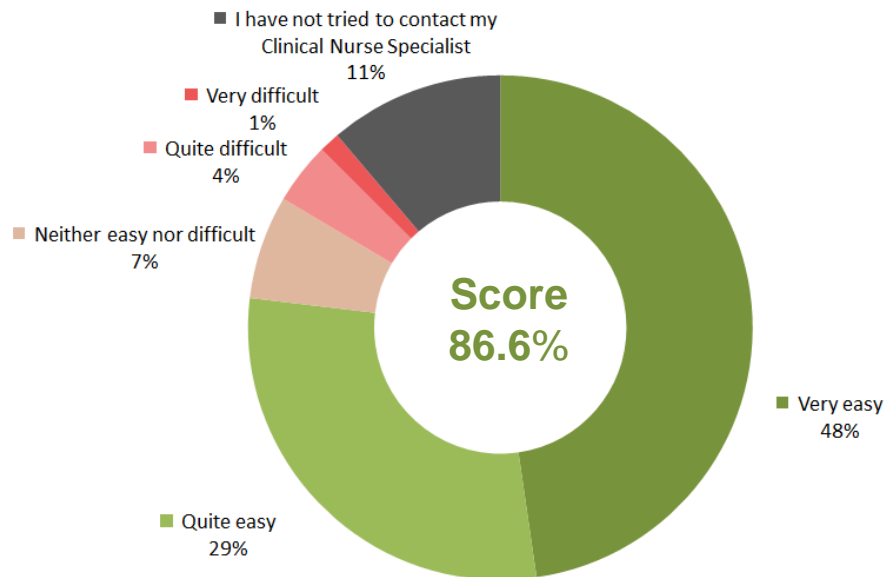
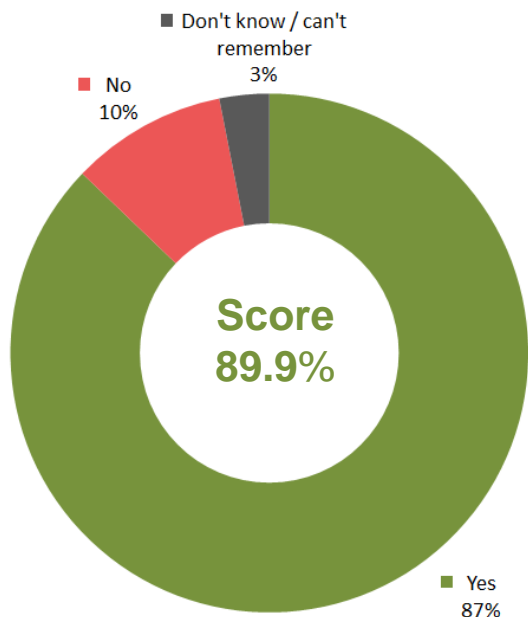
Were you involved as much as you wanted to be in decisions about your care and treatment?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Experiences with a Clinical Nurse Specialist appeared to be very positive.



Were you given the name of a Clinical Nurse Specialist who would support you through your treatment?



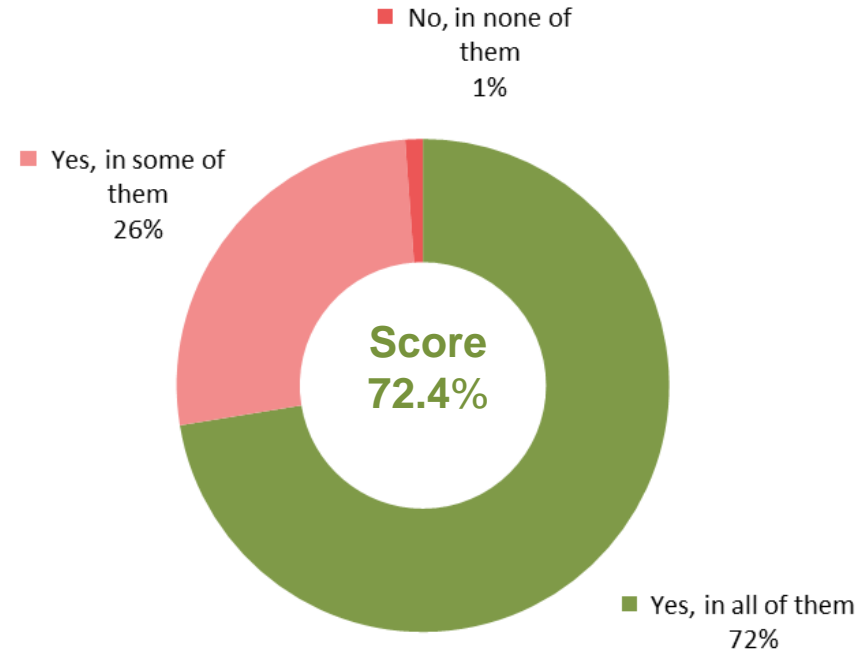
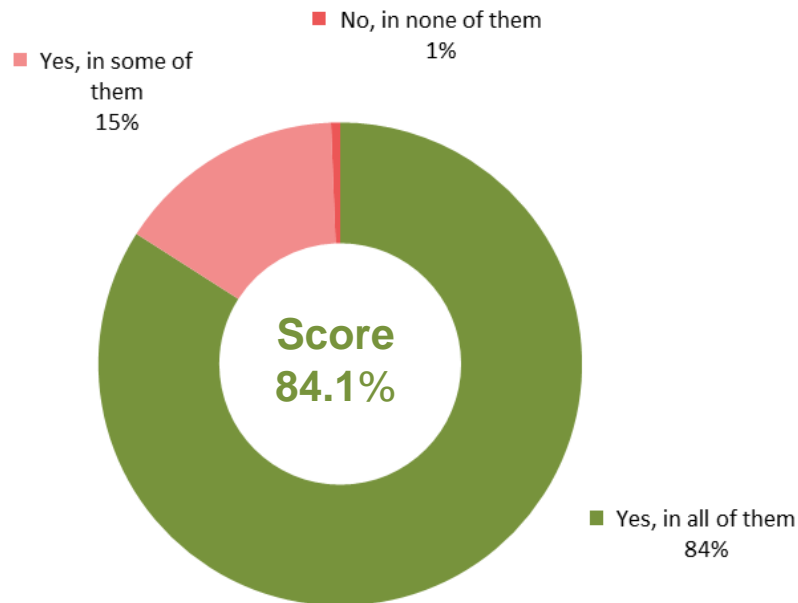
How easy or difficult has it been for you to contact your Clinical Nurse Specialist?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Confidence and trust were higher in doctors than ward nurses.



Did you have confidence and trust in the doctors treating you?



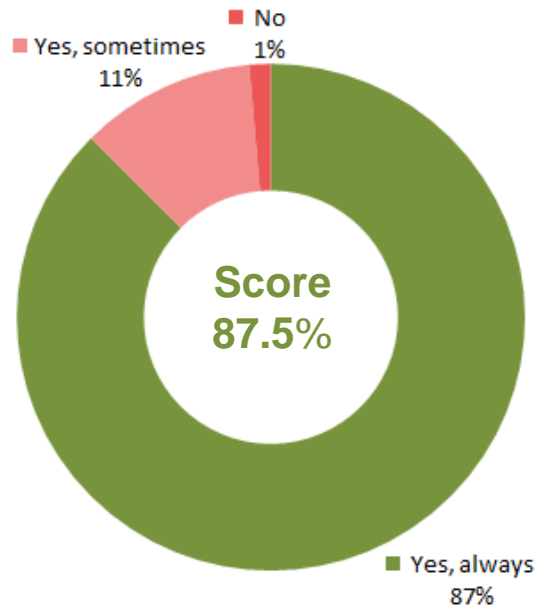
Did you have confidence and trust in the ward nurses treating you?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

A significant minority of patients did not feel they were always treated with respect and dignity.



Overall, did you feel you were treated with respect and dignity while you were in hospital?

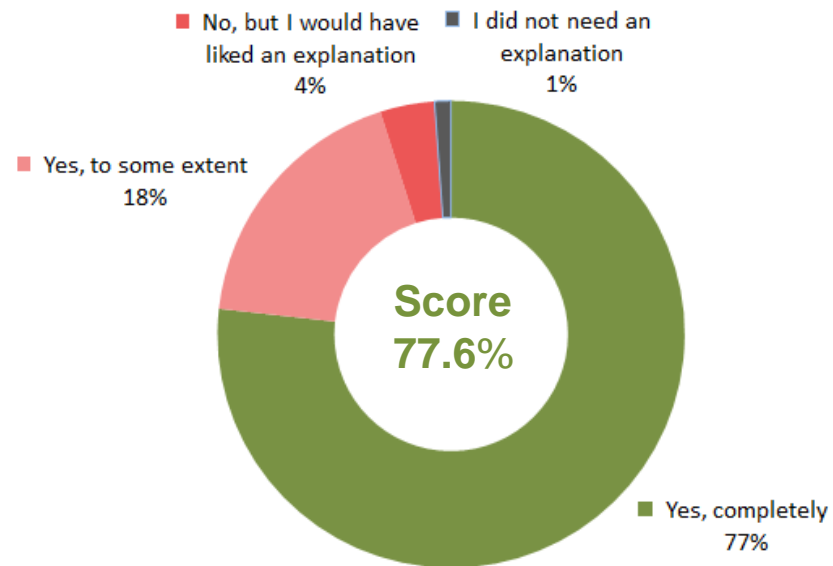
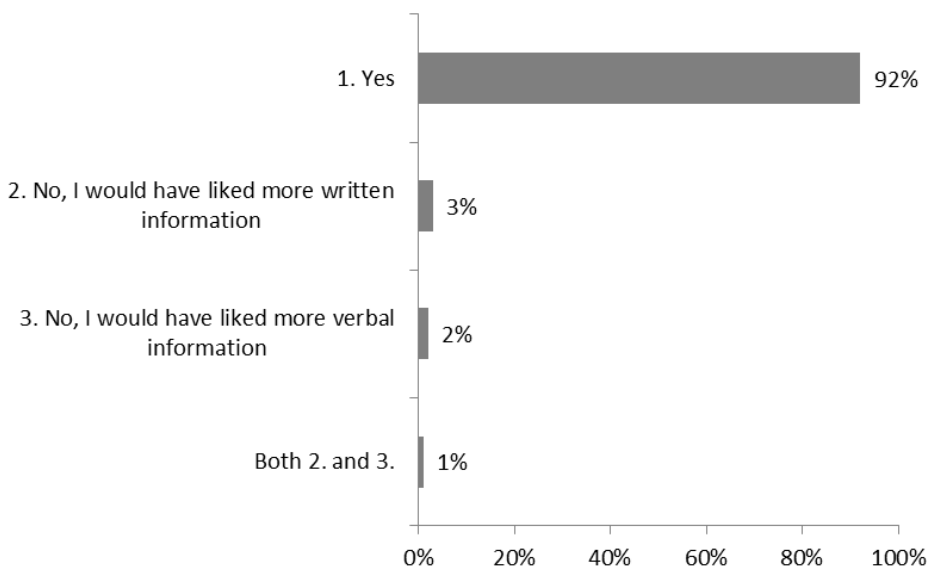


Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Experience of information provision before an operation was particularly positive.



Beforehand, did you have all the information you needed about your operation?*



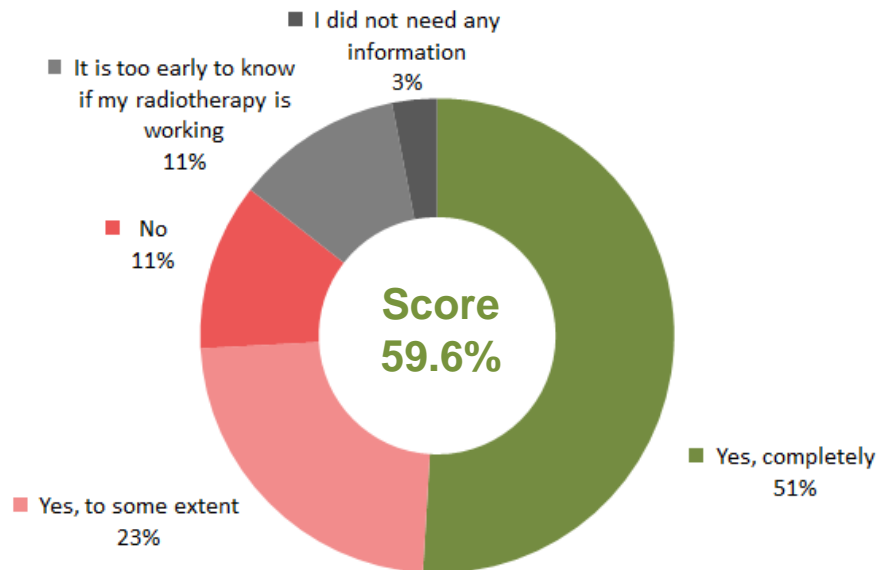
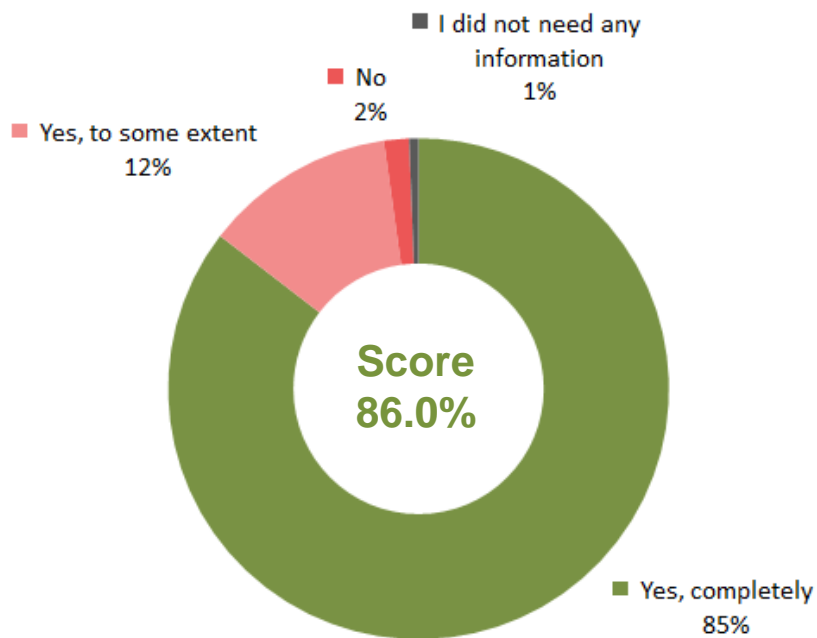
After the operation, did a member of staff explain how it had gone in a way you could understand?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.
*Not scored. Multiple response option question.

Information about radiotherapy appears to be better before treatment than during it...



Beforehand, did you have all the information you needed about your radiotherapy treatment?



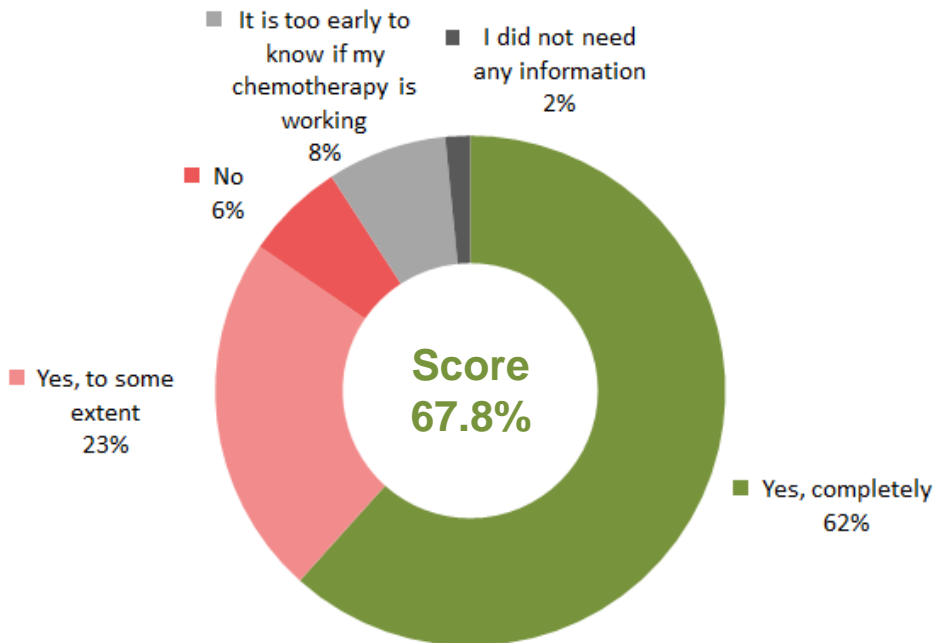
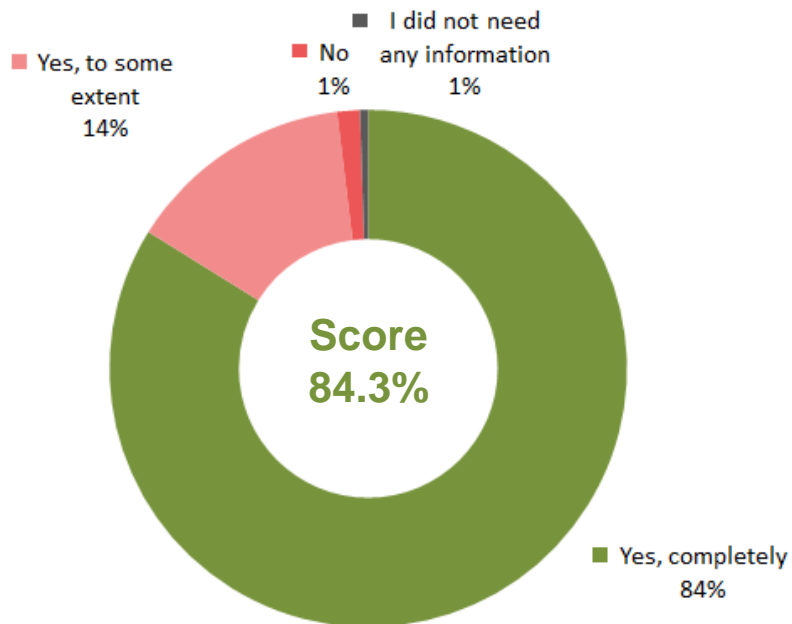
Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

...this was also the case for chemotherapy.



Beforehand, did you have all the information you needed about your chemotherapy treatment?



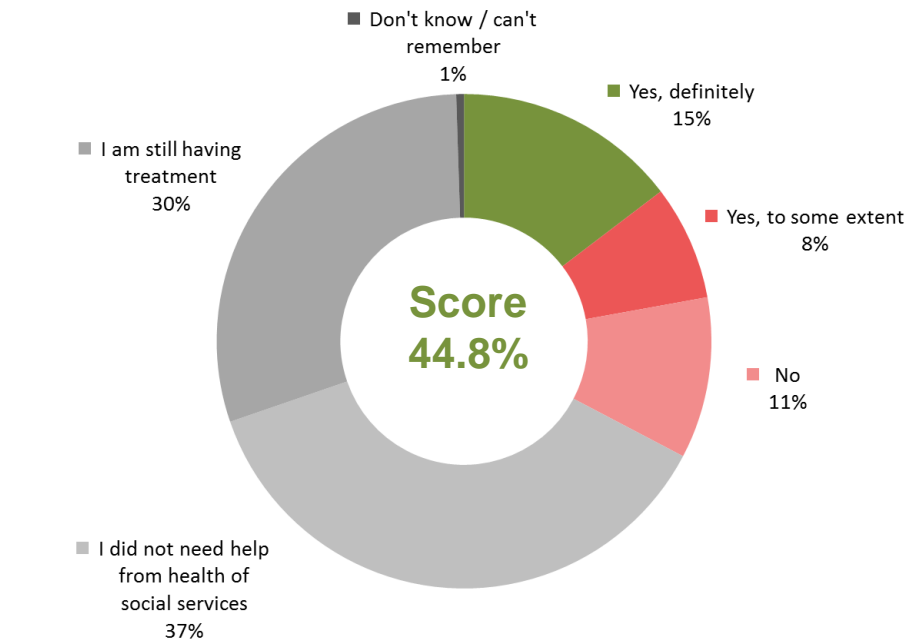
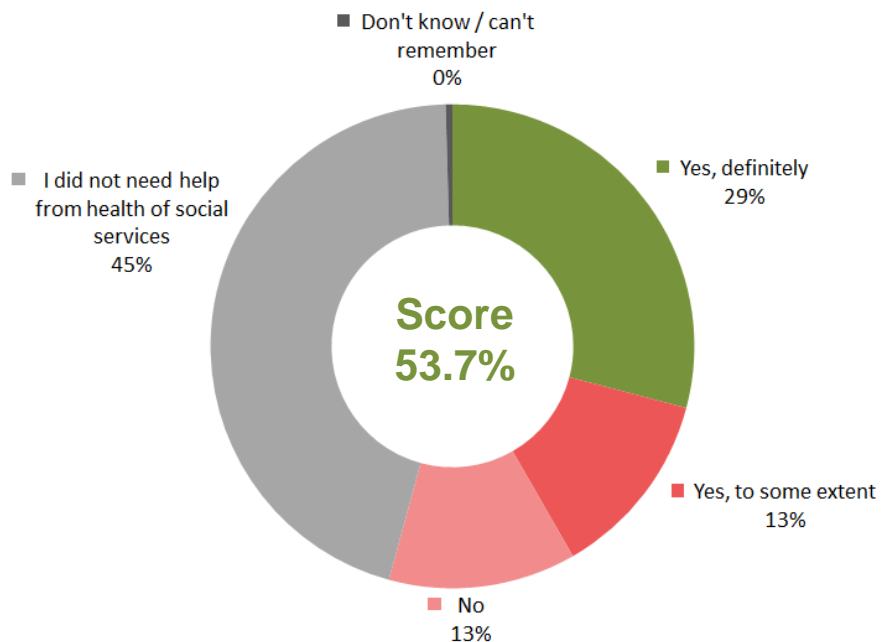
Once you started your treatment, were you given enough information about whether your chemotherapy was working in a way you could understand?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Care and support at home appears to be less positively experienced than care received in hospital. **NHS England**



During your cancer treatment, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?



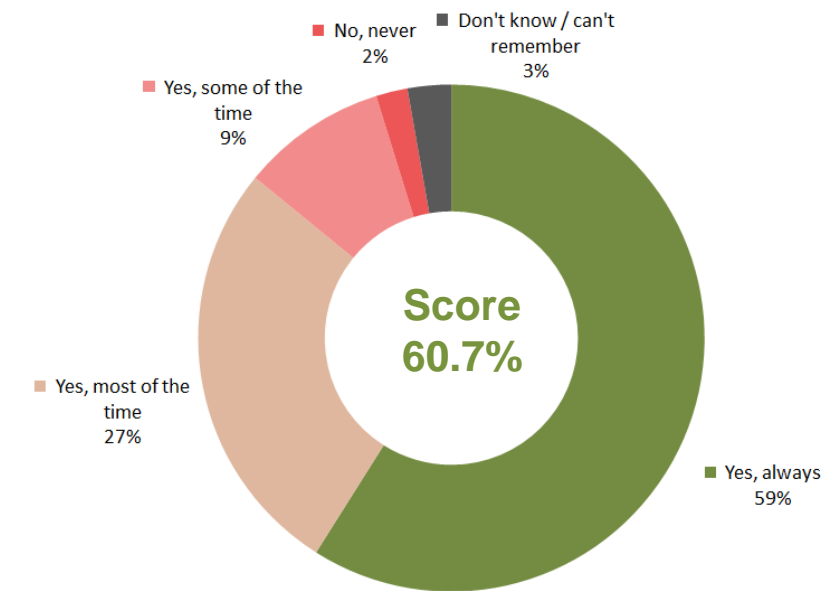
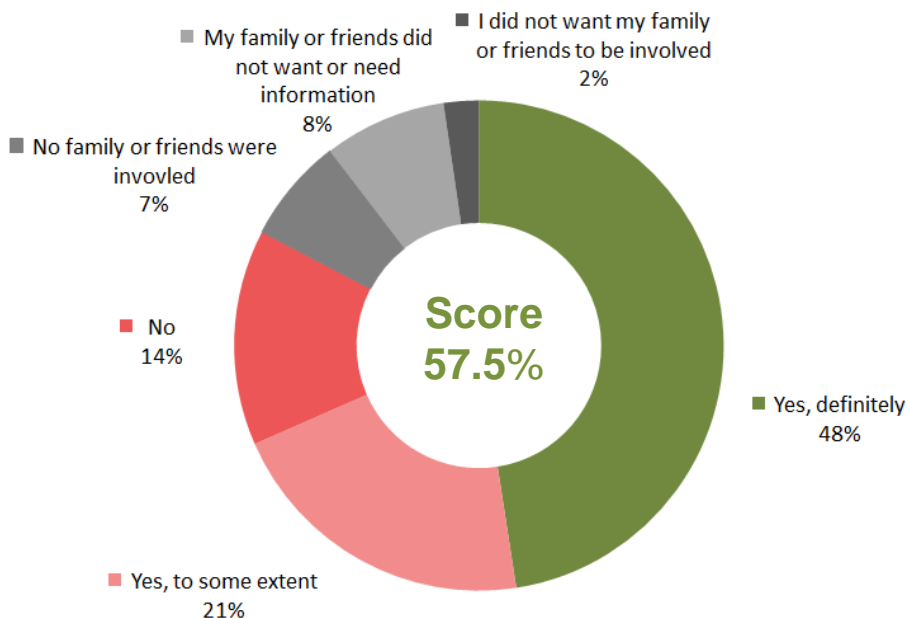
Once your cancer treatment finished, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Experience of transition of care was mixed.



Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you at home?



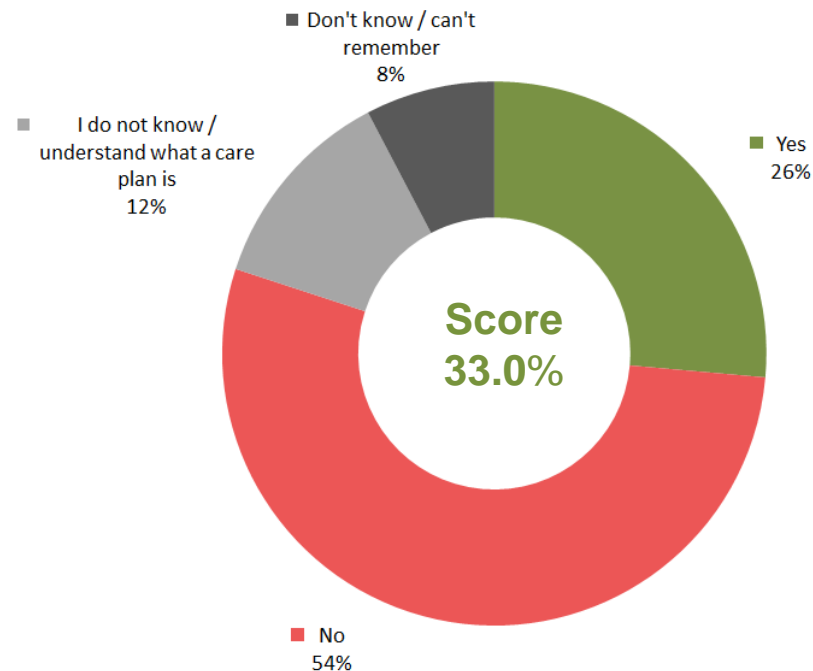
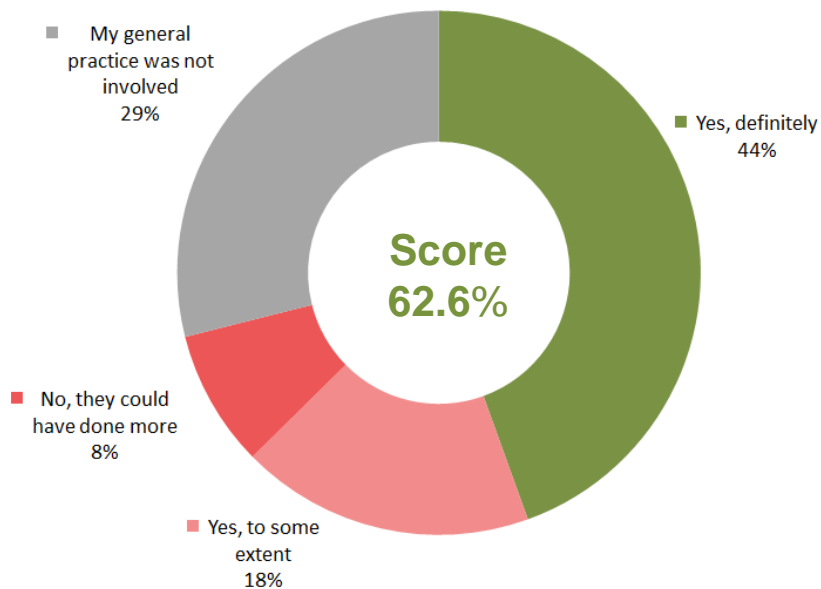
Did the different people treating and caring for you (such as GP, hospital doctors, hospital nurses, specialist nurses, community nurses) work well together to give you the best possible care?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

A significant proportion of patients were not given a care plan or did not know/understand what it is.



Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?



Have you been given a care plan?

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

Section 1 Background

Section 2 National results

This section National results by demographics and tumour groups

Section 4 Local results

Scores for involvement in decisions and support from GP were significantly lower for other ethnic groups.

Cancer Dashboard indicators*

Overall, how would you rate your care? (average score)***

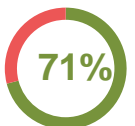
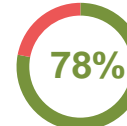
White British



Other ethnic groups**



Were you involved as much as you wanted to be in decisions about your care and treatment?***



Were you given the name of a Clinical Nurse Specialist who would support you through your treatment?



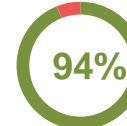
How easy or difficult has it been for you to contact your Clinical Nurse Specialist?***



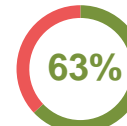
Overall, did you feel you were treated with respect and dignity while you were in hospital?***



Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?***



Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?***



Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

*<https://www.cancerdata.nhs.uk/dashboard/#?tab=Overview>

** Includes other white backgrounds

*** Statistically significant differences

Those aged 75 & over generally had more positive experiences than 55-64 year olds across the Cancer Dashboard indicators*.

Cancer Dashboard indicators – selected age groups**

Question	Score		
	55-64	75 & over	Total
Overall, how would you rate your care? (average score)***	8.6	8.8	8.7
Were you involved as much as you wanted to be in decisions about your care and treatment? ***	76%	79%	78%
Were you given the name of a Clinical Nurse Specialist who would support you through your treatment? ***	92%	86%	90%
How easy or difficult has it been for you to contact your Clinical Nurse Specialist? ***	85%	89%	87%
Overall, did you feel you were treated with respect and dignity while you were in hospital? ***	85%	91%	87%
Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	93%	93%	94%
Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment? ***	60%	66%	63%

Options that do not provide any information on positive or negative experience (e.g. “don’t know / can’t remember”) are excluded from the scores.

* Results for all age groups are available at <http://www.ncpes.co.uk/index.php/reports/national-reports/2488-cpes-2015-national-results/file>. These age groups have been selected to match age groups used by the Office for National Statistics in cancer survival analysis.

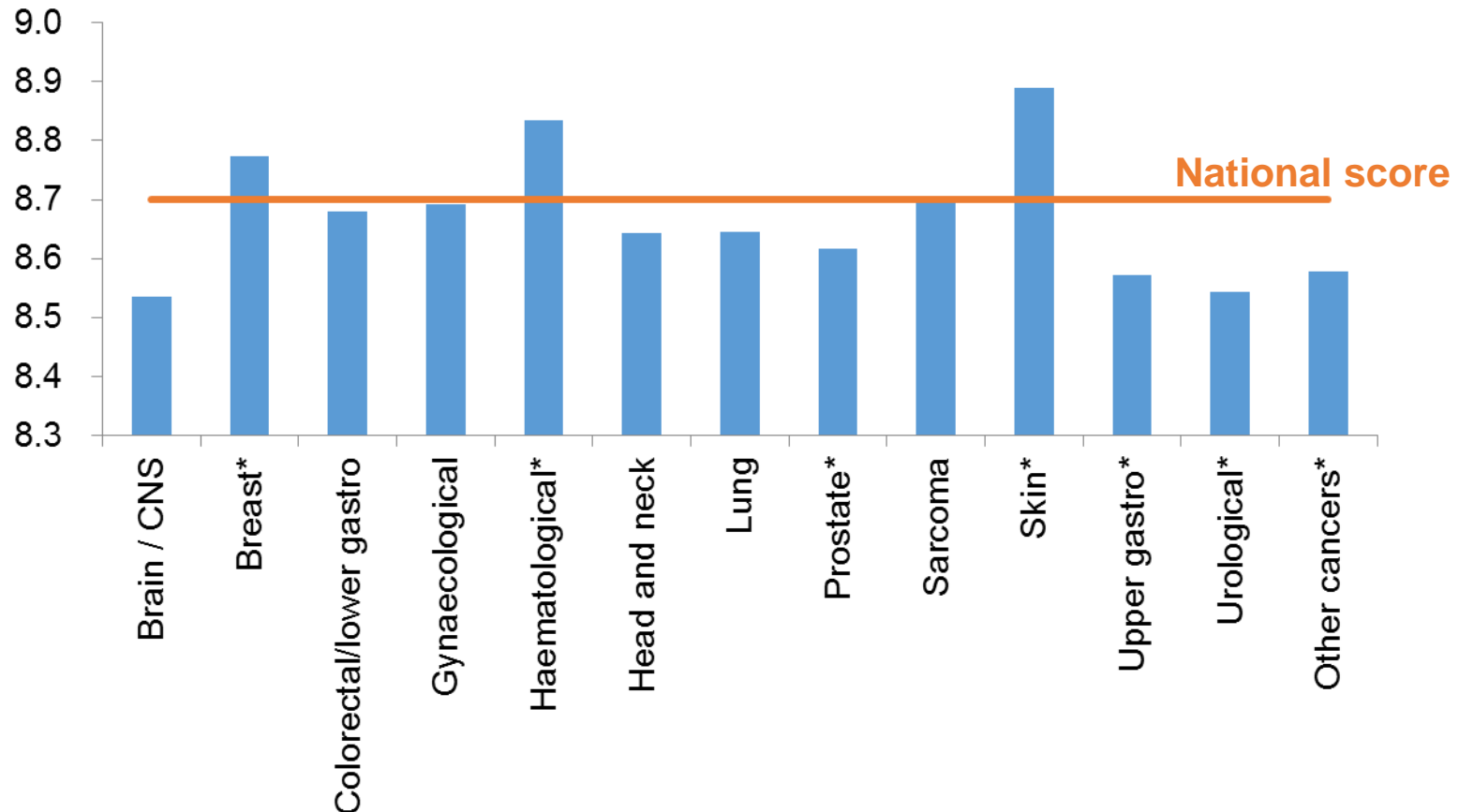
** <https://www.cancerdata.nhs.uk/dashboard/#?tab=Overview>

*** Statistically significant differences

www.england.nhs.uk

Patients with skin and brain/CNS tumours were the most and least satisfied overall respectively.

Overall, how would you rate your care? (average score)



Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

*Statistically significantly different from 'all cancers'

Section 1 Background

Section 2 National results

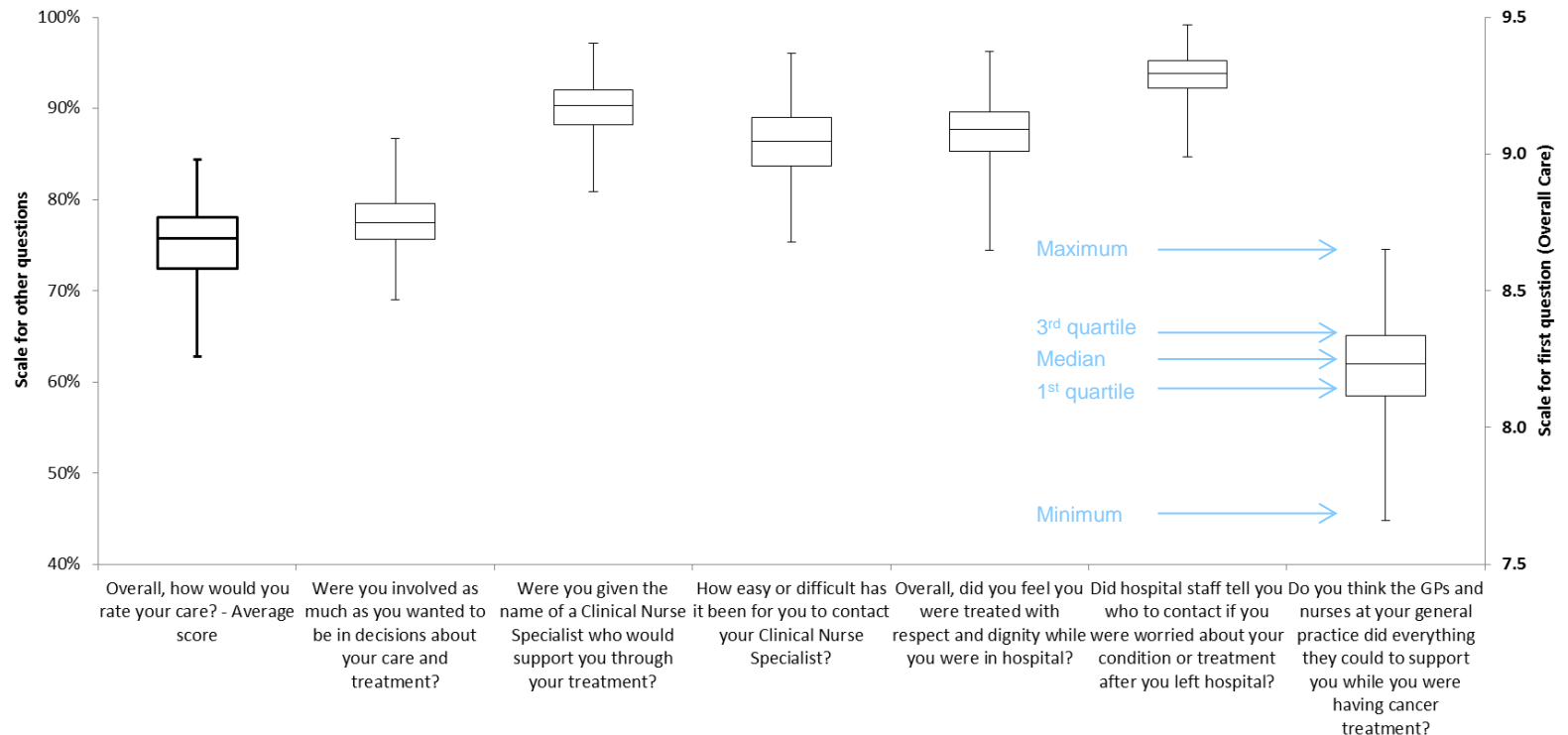
Section 3 National results by demographics and tumour groups

This section Local results

On overall experience, 21 and 27 CCGs scored better and worse than most other CCGs respectively.

Variation across Cancer Dashboard indicators* (case-mix adjusted scores) - CCGs

	Number of CCGs that scored better/worse than most other CCGs**						
Better	21	12	25	16	12	9	21
Worse	27	13	26	20	15	12	25



Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

*<https://www.cancerdata.nhs.uk/dashboard/#?tab=Overview>

** Based on expected range.

Across the survey, the question with the lowest variation across CCGs was in relation to privacy when discussing condition/ treatment.

Across the survey, questions with the highest and lowest variation (case-mix adjusted scores) - CCGs

Based on the questions with the highest number of outliers. Outliers are defined as CCGs scoring better or worse than expected when compared with most other trusts in the survey.

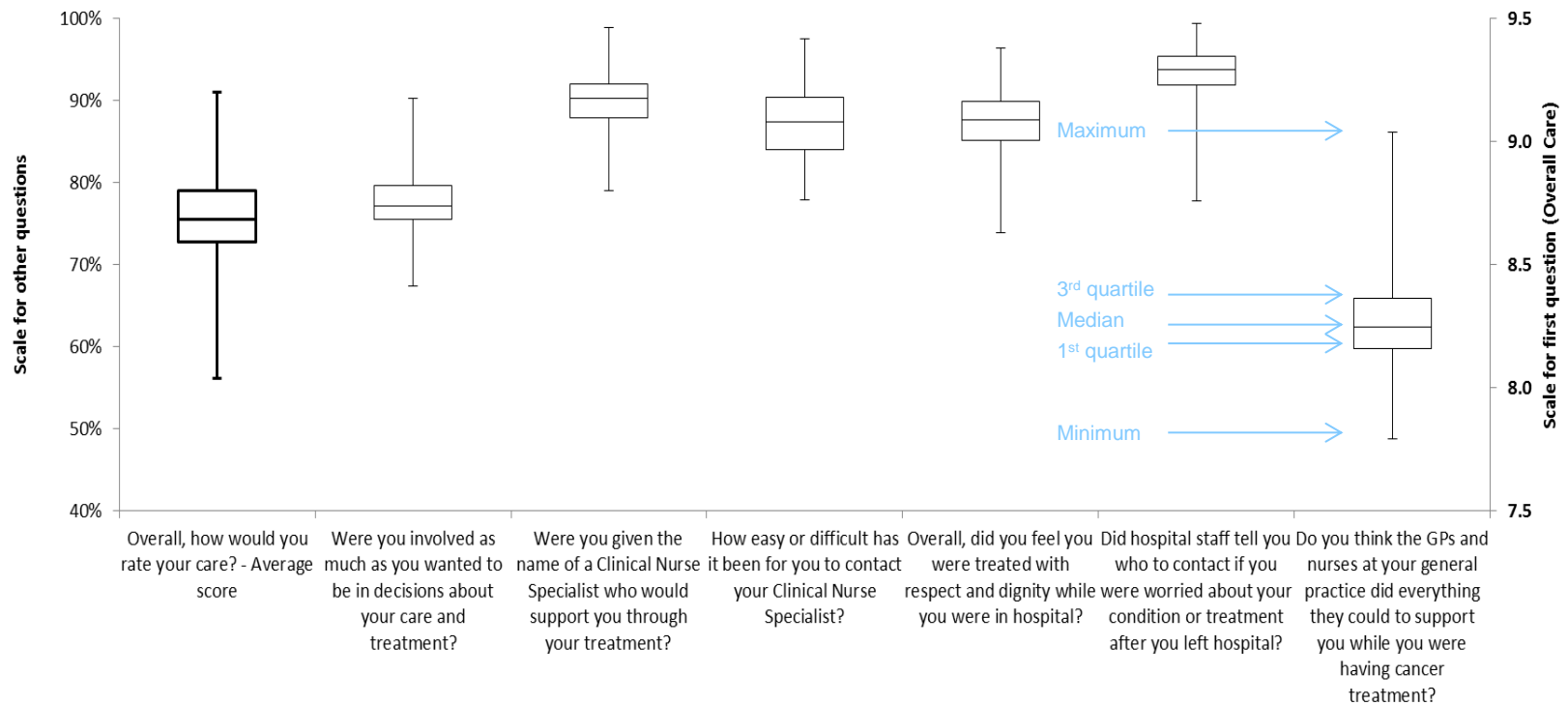
Question	Number of outliers
Highest variation	
Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research?	56
When you were first told you had cancer, had you been told you could bring a family member or friend with you?	53
Were you given the name of a Clinical Nurse Specialist who would support you through your treatment?	51
Lowest variation	
Were you given enough privacy when discussing your condition or treatment?	11
Did you understand the explanation of what was wrong with you?	13
Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand?	14

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.

On overall experience, 17 and 19 trusts scored better and worse than most other trusts respectively.

Variation across Cancer Dashboard indicators* (case-mix adjusted scores) - trusts

	Number of trusts that scored better/worse than most other trusts**						
Better	17	16	15	9	7	12	17
Worse	19	12	17	11	14	14	13



Options that do not provide any information on positive or negative experience (e.g. “don’t know / can’t remember”) are excluded from the scores.

*<https://www.cancerdata.nhs.uk/dashboard/#?tab=Overview>

** Based on expected range.

Across the survey, the question with the lowest variation across trusts concerned provision of information and radiotherapy.

Across the survey, questions with the highest and lowest variation (case-mix adjusted scores) - trusts

Based on the questions with the highest number of outliers. Outliers are defined as trusts scoring better or worse than expected when compared with most other trusts in the survey.

Question	Number of outliers
Highest variation	
When you were first told you had cancer, had you been told you could bring a family member or friend with you?	41
Did hospital staff give you information about support or self-help groups for people with cancer?	38
Did the different people treating and caring for you work well together to give you the best possible care?	38
Lowest variation	
Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand?	10
Before you were told you needed to go to hospital about cancer, how many times did you see your GP (family doctor) about the health problem caused by cancer?	14
Were the results of the test explained in a way you could understand?	16
How do you feel about the way you were told you had cancer?	16
Beforehand, did you have all the information you needed about your chemotherapy treatment?	16

Options that do not provide any information on positive or negative experience (e.g. "don't know / can't remember") are excluded from the scores.