



National Cancer Patient Experience Programme

2010 National Survey

The Leeds Teaching Hospitals NHS Trust

Published January 2011

The National Cancer Patient Experience Survey Programme is
being undertaken by Quality Health on behalf of the Department of Health



Introduction

The Cancer Reform Strategy (CRS) published in 2007 set out a commitment to establish a new NHS Cancer Patient Experience Survey programme. The 2010 National Cancer Patient Experience Survey was designed to monitor national progress on cancer care; and to provide information that could be used to drive local quality improvements; and to help gather vital information on the *Transforming Inpatient Care Programme*, the *National Cancer Survivorship Initiative* and the *National Cancer Equality Initiatives*.

Participating Trusts

158 acute hospital NHS Trusts providing cancer services took part in the survey. Primary Care Trusts, some of whom provide cancer services, were excluded from the survey, as were some specialist hospital Trusts because of very low patient numbers.

Patients selected to take part

The survey included all adult patients (aged 16 and over) with a primary diagnosis of cancer who had been admitted to an NHS hospital as an inpatient or as a day case patient, and had been discharged between 1st January 2010 and 31st March 2010.

Patients eligible for the survey were taken from Trust patient administration systems; the inclusion criteria were that the patient had an International Classification of Disease (ICD10) code of C00-99 (excluding C44) or D05. The types of cancer patients included in the 2010 survey included, for the first time, significant numbers with rarer cancers as well as patients in the "Big 4" cancer groups – i.e. breast, prostate, lung, and colorectal/Lower GI.

Trust samples were checked rigorously for duplicates and patient lists were also de-duplicated nationally to ensure that patients did not receive multiple copies of the questionnaire.

Survey method

Postal surveys were sent to patients' home addresses following their discharge. Up to two reminders were sent to non-responders. A freepost envelope was included for their replies. Patients could call a free telephone line to ask questions, complete the questionnaire verbally, or to access an interpreting service.

Response rate

A total of 109,477 patients who had received treatment for cancer during January to March 2010 were included in the national sample for the Cancer Patient Experience Survey. These patients fell into 13 different cancer groups.

2407 eligible patients from this Trust were sent a survey, and 1467 questionnaires were returned completed. This represents a response rate of 66% once deceased patients and

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questionnaires returned undelivered had been accounted for. The national response rate was 67% (67,713 respondents).

Percentage scores

The questions in the cancer survey have been summarised as the percentage of patients who reported a positive experience. For example, “Percentage of patients who were given a complete explanation of their diagnostic tests” and “Percentage of patients who said that nurses did NOT talk in front of them as if they were not there”. Neutral responses, such as “Don’t know” and “I did not need an explanation” are not included in the denominator when computing the score.

The higher the score, the better the Trust’s performance.

Trusts with small numbers of respondents or small numbers in particular tumour groups

Some Trusts have relatively small numbers of cancer patients, so the total number of respondents to the survey may be low despite the high response rate. Reports for these Trusts have been completed in the normal way, but the results for these Trusts need to be treated with caution. It is important to recognise however, that the low numbers of respondents in these Trusts is simply the result of low numbers of cancer patients being treated.

In almost all Trusts, there were tumour groups where the number of respondents was less than 20; this is particularly true of tumour groups representing rarer cancers. Where numbers of respondents in a particular tumour group is less than 20, we have used the convention of leaving the relevant cell blank. This is further explained in the introduction to the tumour group tables in this report.

Benchmark charts

Percentage scores are displayed on benchmark bar charts in the following section. Each bar represents the range of results across all Trusts that took part in the survey for one question. The bar is divided into:

- a red section: scores for the lowest-scoring 20% of Trusts
- a green section: scores for the highest-scoring 20% of Trusts
- an amber section: scores for the remaining 60% of Trusts.

The black circle represents the score for this Trust. For example, if the circle is in the green section of the bar, it means that the Trust is among the top 20% of Trusts in England for that question. The line on either side of the circle shows the 95% confidence interval (the amount of uncertainty surrounding the Trust’s score).

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The table below each benchmarking chart represents the Trust score for each question in the first column (represented by the black circle on the benchmarking chart). The confidence intervals in columns two and three are shown on the chart as the black line running through the Trust score. The fourth and fifth columns represent the upper threshold for the lowest scoring 20% and the lower threshold for the highest scoring 20% (i.e. the end of the red section and the beginning of the green section on the chart). The sixth column displays the highest Trust's score for this question and the seventh column displays the number of respondents who gave this answer for this question. The eighth column displays a '+' alongside any question where the Trust's score falls within the lowest 20% of Trust scores for that question.

Further information

Full details of the survey method are in the National Report of the Cancer Patient Experience Survey 2010, which is available at www.quality-health.co.uk; and further details of survey development, nationally agreed methodology, and cognitive testing are also available at www.quality-health.co.uk.

Who responded to the survey at this Trust?

1467 patients responded to the survey from the Trust. The tables below show the numbers of patients from each tumour group and the age and sex distribution of these patients.

Respondents by tumour group

Tumour Group	Number of respondents*
Breast	187
Colorectal / Lower Gastrointestinal	238
Lung	93
Prostate	100
Brain/Central Nervous System	78
Gynaecological	138
Haematological	173
Head and Neck	94
Sarcoma	55
Skin	29
Upper Gastrointestinal	110
Urological	158
Other	14

* These figures will not match the numerator for all questions in the 'comparisons by tumour group' section of this report because not all questions were answered by all responders.

Age and sex

The survey asked respondents to give their year of birth. This information has been amalgamated into 6 age bands. 45 people did not provide their gender or age. Of the 1422 who did, the age and gender distribution for the Trust was as follows:

	16-25	26-35	36-50	51-65	66-75	75+	Missing	Total
Men	15	16	52	220	238	139	12	692
Women	8	19	134	265	194	89	21	730
Total	23	35	186	485	432	228	33	1422

Trust results

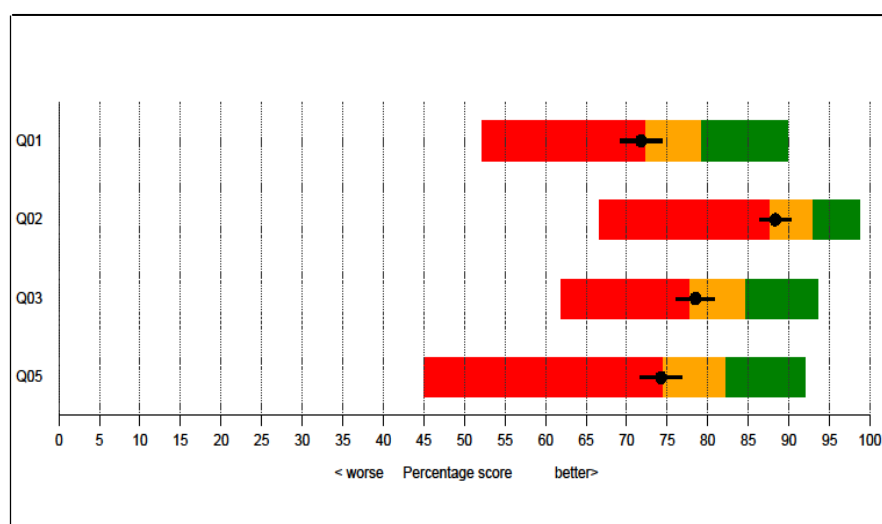
Seeing your GP

Saw GP once/twice before being told had to go to hospital

First appointment no more than 4 weeks after referral

Patient thought they were seen as soon as necessary

Patient's health got better or remained about the same while waiting



Question		Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q1	Saw GP once/twice before being told had to go to hospital	72%	69%	74%	72%	79%	90%	1141	+
Q2	First appointment no more than 4 weeks after referral	88%	86%	90%	88%	93%	99%	1088	
Q3	Patient thought they were seen as soon as necessary	78%	76%	81%	78%	85%	94%	1134	
Q5	Patient's health got better or remained about the same while waiting	74%	72%	77%	74%	82%	92%	1141	+

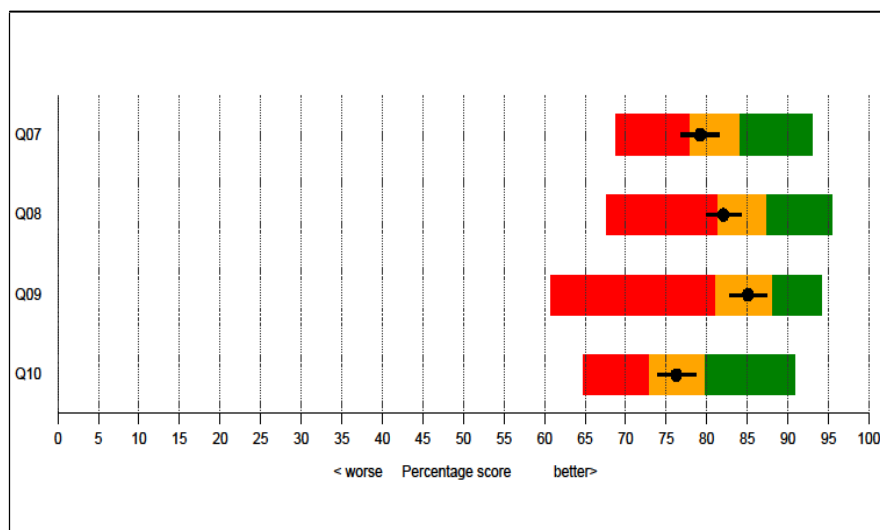
Diagnostic tests

Staff gave complete explanation of purpose of test(s)

Staff explained completely what would be done during test

Given easy to understand written information about test

Given complete explanation of test results in understandable way



Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q7	79%	77%	82%	78%	84%	93%	1163	
Q8	82%	80%	84%	81%	87%	95%	1193	
Q9	85%	83%	87%	81%	88%	94%	912	
Q10	76%	74%	79%	73%	80%	91%	1234	

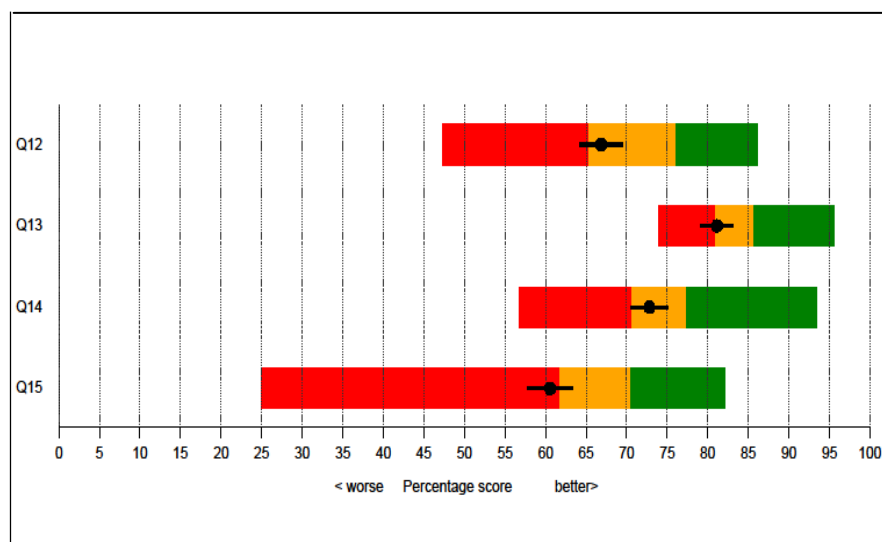
Finding out what was wrong with you

Q12 Patient told they could bring a friend when first told they had cancer

Q13 Patient felt they were told sensitively that they had cancer

Q14 Patient completely understood the explanation of what was wrong

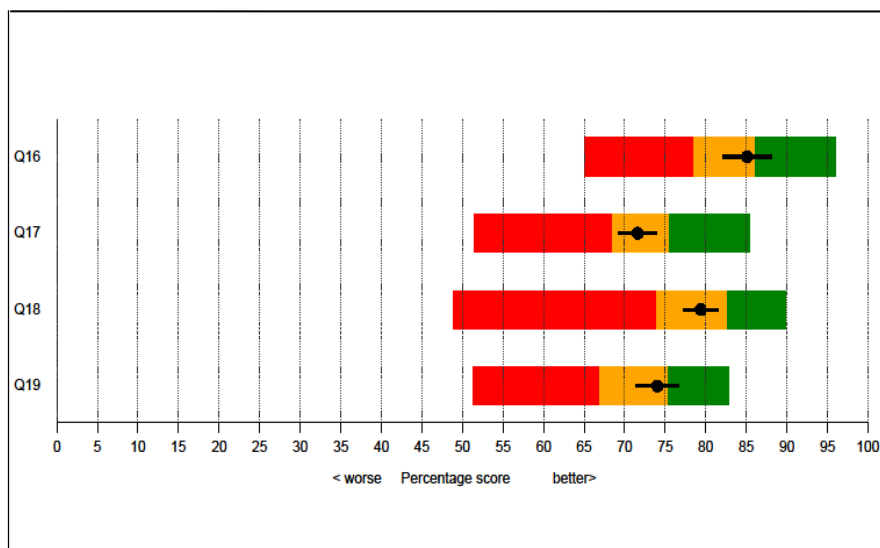
Q15 Patient given written information about the type of cancer they had



Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q12	67%	64%	70%	65%	76%	86%	1183	
Q13	81%	79%	83%	81%	86%	96%	1443	
Q14	73%	71%	75%	71%	77%	93%	1442	
Q15	61%	58%	63%	62%	70%	82%	1215	+

Deciding the best treatment for you

- Patient given a choice of different types of treatment
- Possible side effects explained in an understandable way
- Patient given written information about side effects
- Patient definitely involved in decisions about which treatment



Question		Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q16	Patient given a choice of different types of treatment	85%	82%	88%	79%	86%	96%	550	
Q17	Possible side effects explained in an understandable way	72%	69%	74%	68%	75%	85%	1346	
Q18	Patient given written information about side effects	79%	77%	82%	74%	83%	90%	1339	
Q19	Patient definitely involved in decisions about which treatment	74%	71%	77%	67%	75%	83%	1086	

Clinical Nurse Specialist

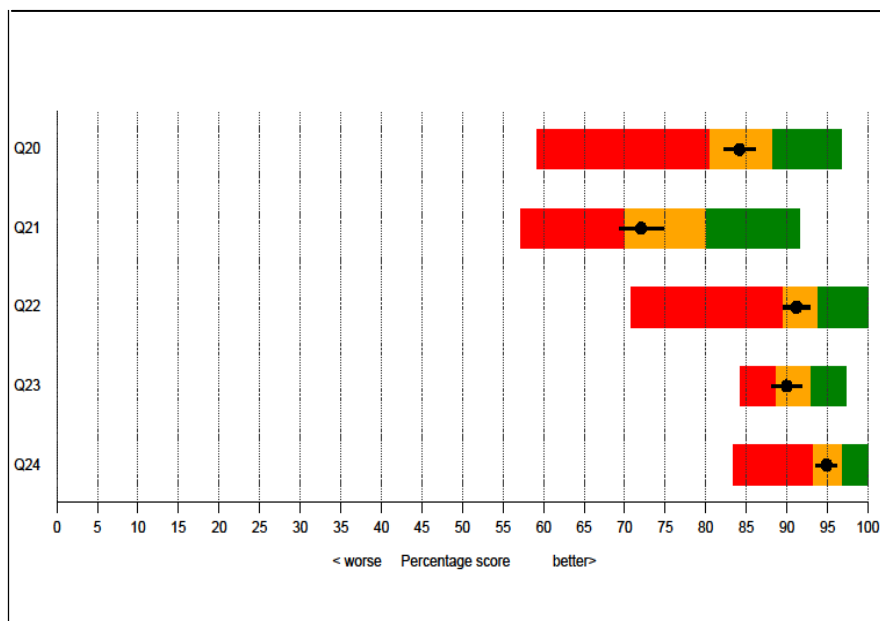
Q20 Patient given the name of the CNS in charge of their care

Q21 Patient finds it easy to contact their CNS

Q22 CNS definitely listened carefully the last time spoken to

Q23 Get understandable answers to important questions all/most of the time

Q24 Last time seen, time spent with CNS about right



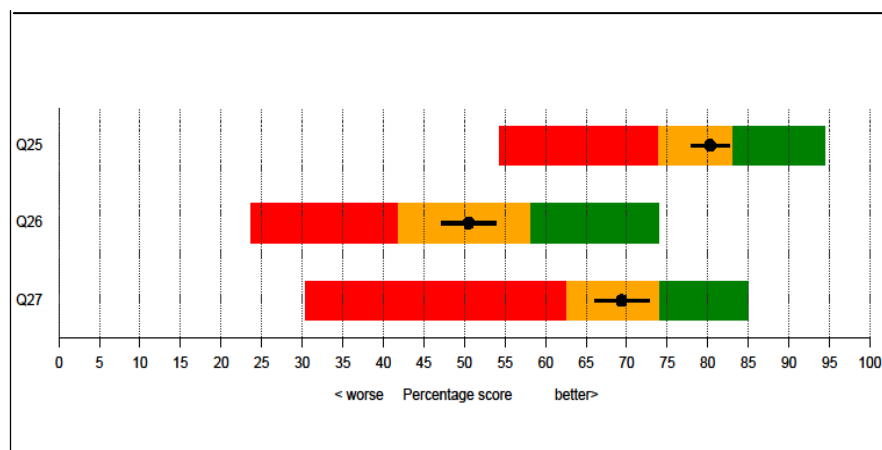
Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q20	84%	82%	86%	81%	88%	97%	1363	
Q21	72%	69%	75%	70%	80%	92%	1037	
Q22	91%	90%	93%	90%	94%	100%	1114	
Q23	90%	88%	92%	89%	93%	97%	1008	
Q24	95%	94%	96%	93%	97%	100%	1098	

Support for people with cancer

Hospital staff gave information about support groups

Hospital staff gave information on getting financial help

Hospital staff told patient they could get free prescriptions



Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q25	80%	78%	83%	74%	83%	94%	1066	
Q26	51%	47%	54%	42%	58%	74%	837	
Q27	69%	66%	73%	63%	74%	85%	722	

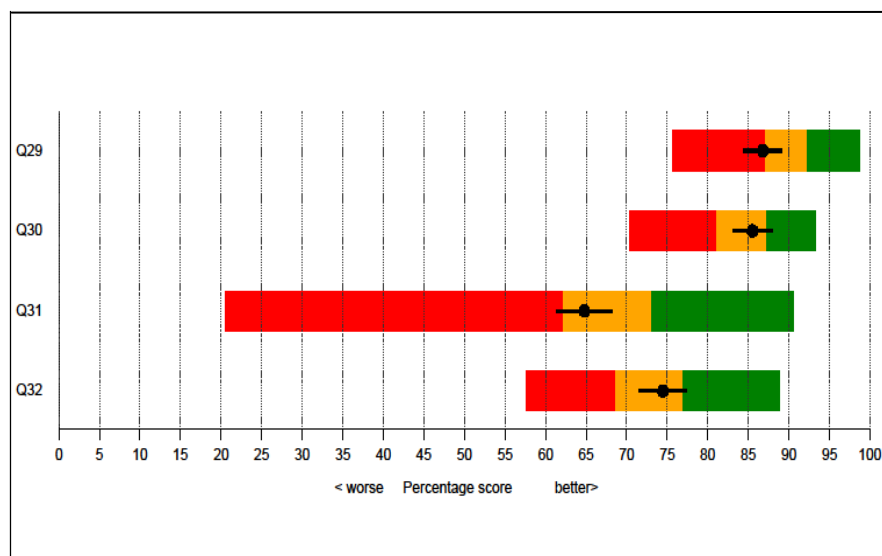
Operations

Admission date not changed by hospital

Staff gave complete explanation of what would be done

Patient given written information about the operation

Staff explained how operation had gone in understandable way



Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q29	87%	84%	89%	87%	92%	99%	818	+
Q30	86%	83%	88%	81%	87%	93%	808	
Q31	65%	61%	68%	62%	73%	91%	764	
Q32	74%	71%	77%	69%	77%	89%	819	

Hospital doctors

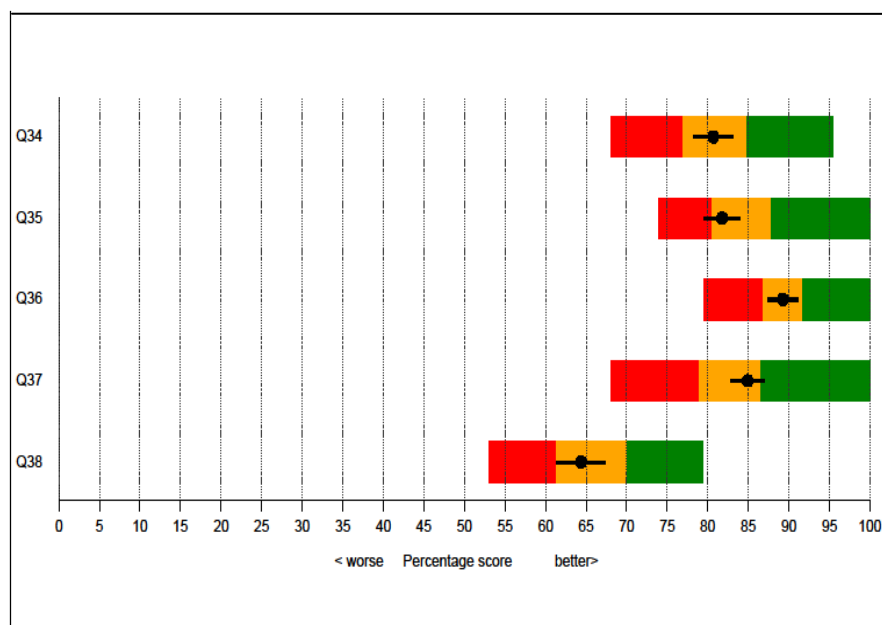
Got understandable answers to important questions all/most of the time

Patient had confidence and trust in all doctors treating them

Patient thought doctors knew enough about how to treat their cancer

Doctors did not talk in front of patient as if they were not there

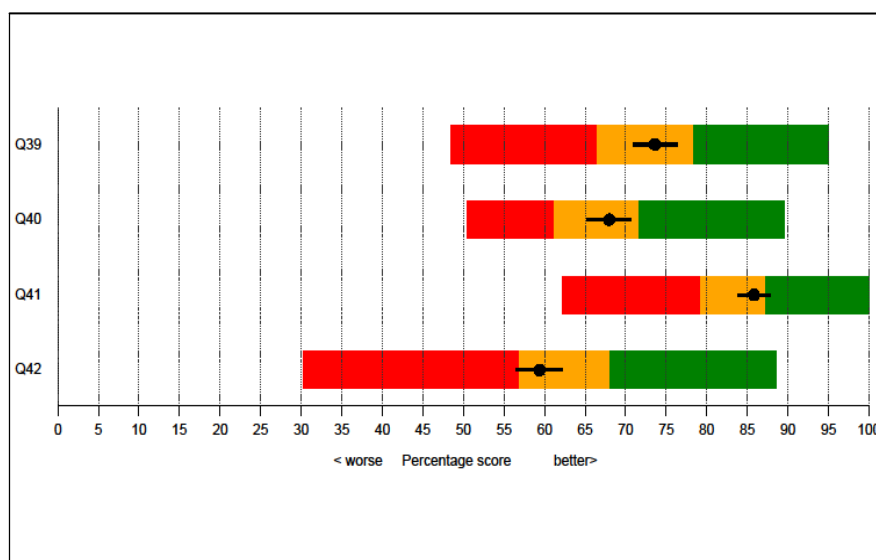
Patient's family definitely had opportunity to talk to doctor



Question		Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q34	Got understandable answers to important questions all/most of the time	81%	78%	83%	77%	85%	95%	1067	
Q35	Patient had confidence and trust in all doctors treating them	82%	80%	84%	80%	88%	100%	1130	
Q36	Patient thought doctors knew enough about how to treat their cancer	89%	87%	91%	87%	92%	100%	1109	
Q37	Doctors did not talk in front of patient as if they were not there	85%	83%	87%	79%	86%	100%	1134	
Q38	Patient's family definitely had opportunity to talk to doctor	64%	61%	67%	61%	70%	79%	960	

Ward nurses

- Got understandable answers to important questions all/most of the time
- Patient had confidence and trust in all ward nurses
- Nurses did not talk in front of patient as if they were not there
- Always / nearly always enough nurses on duty



Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q39	74%	71%	76%	67%	78%	95%	1023	
Q40	68%	65%	71%	61%	72%	90%	1131	
Q41	86%	84%	88%	79%	87%	100%	1128	
Q42	59%	57%	62%	57%	68%	89%	1123	

Hospital care and treatment

Q43 Patient did not think hospital staff deliberately misled them

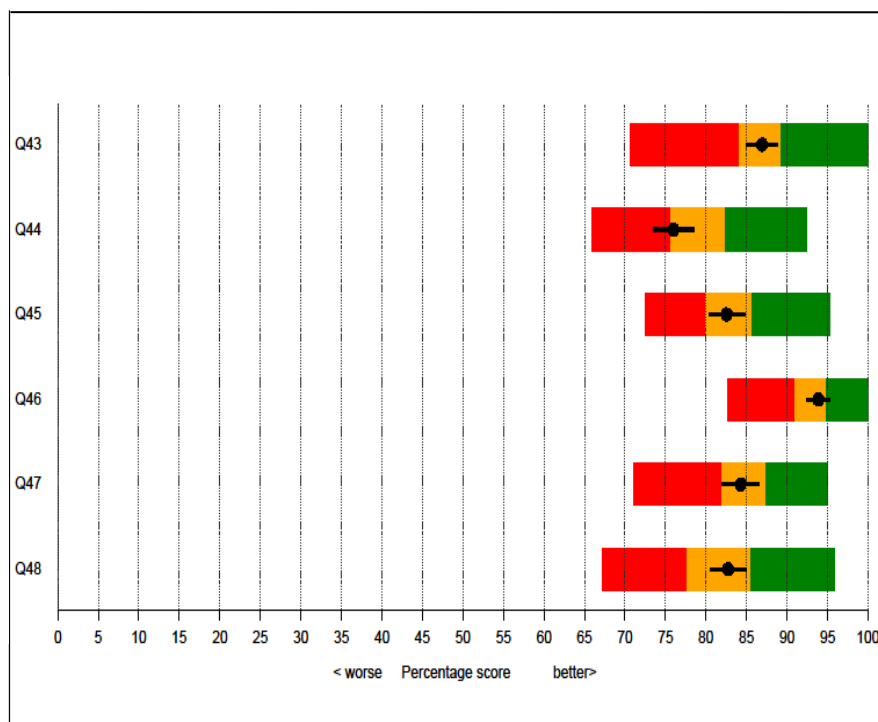
Q44 Patient never thought they were given conflicting information

Q45 Always given enough privacy when discussing condition or treatment

Q46 Always given enough privacy when being examined or treated

Q47 Hospital staff did everything to help control pain all of the time

Q48 Always treated with respect and dignity by staff



Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q43	87%	85%	89%	84%	89%	100%	1125	
Q44	76%	73%	78%	76%	82%	92%	1128	
Q45	83%	80%	85%	80%	86%	95%	1130	
Q46	94%	92%	95%	91%	95%	100%	1125	
Q47	84%	82%	87%	82%	87%	95%	973	
Q48	83%	81%	85%	78%	86%	96%	1124	

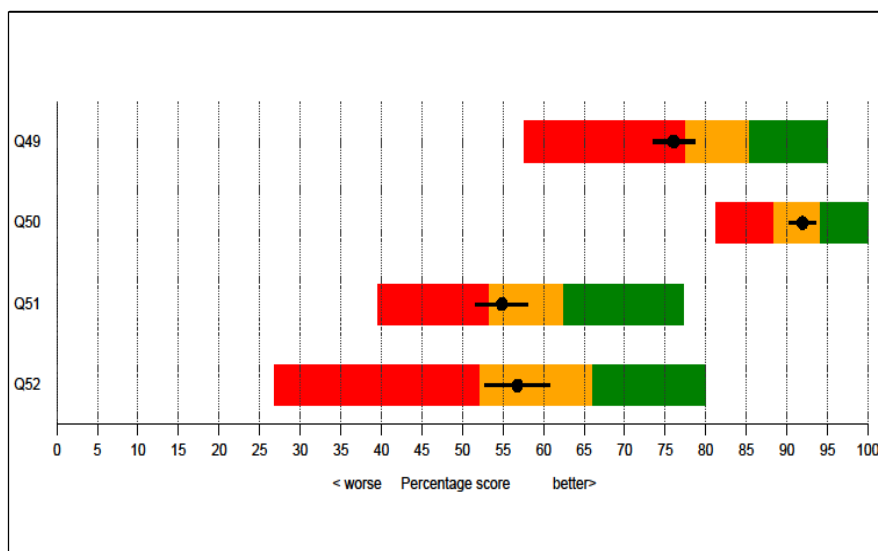
Information given to you before leaving hospital and home support

Given clear written information about what should / should not do post discharge

Staff told patient who to contact if worried post discharge

Family definitely given all information needed to help care at home

Patient definitely given enough care from health or social services



Question		Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q49	Given clear written information about what should / should not do post discharge	76%	73%	79%	78%	85%	95%	1052	+
Q50	Staff told patient who to contact if worried post discharge	92%	90%	94%	89%	94%	100%	1090	
Q51	Family definitely given all information needed to help care at home	55%	52%	58%	53%	62%	77%	904	
Q52	Patient definitely given enough care from health or social services	57%	53%	61%	52%	66%	80%	604	

Hospital care as a day patient / outpatient

Staff definitely did everything to control side effects of radiotherapy

Staff definitely did everything to control side effects of chemotherapy

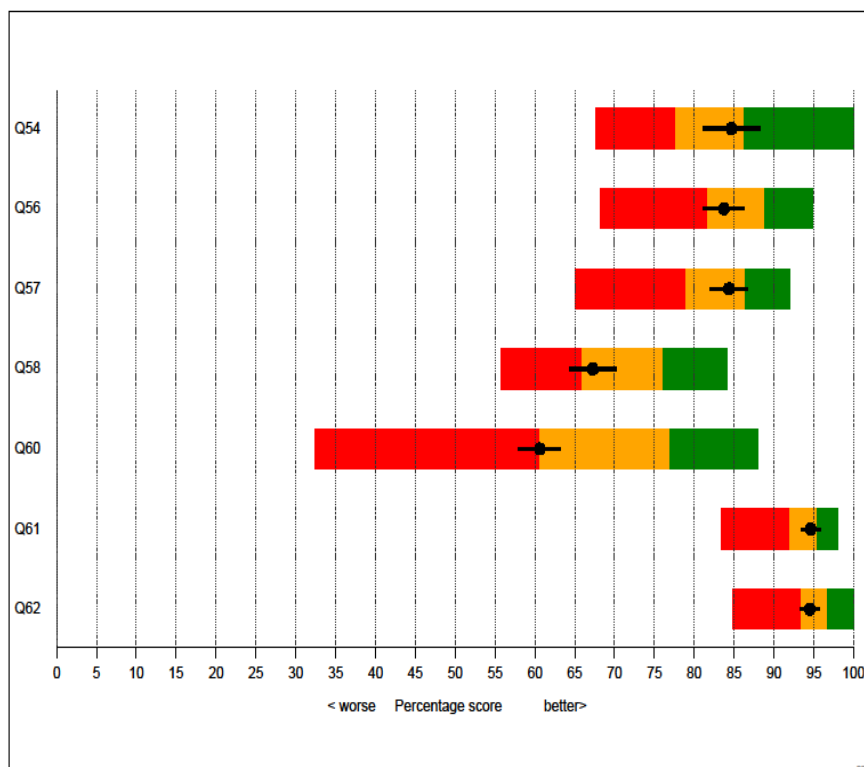
Staff definitely did everything they could to help control pain

Hospital staff definitely gave patient enough emotional support

Waited no longer than 30 minutes for OPD appointment to start

Patient thought doctor spent about the right amount of time with them

Doctor had the right notes and other documentation with them

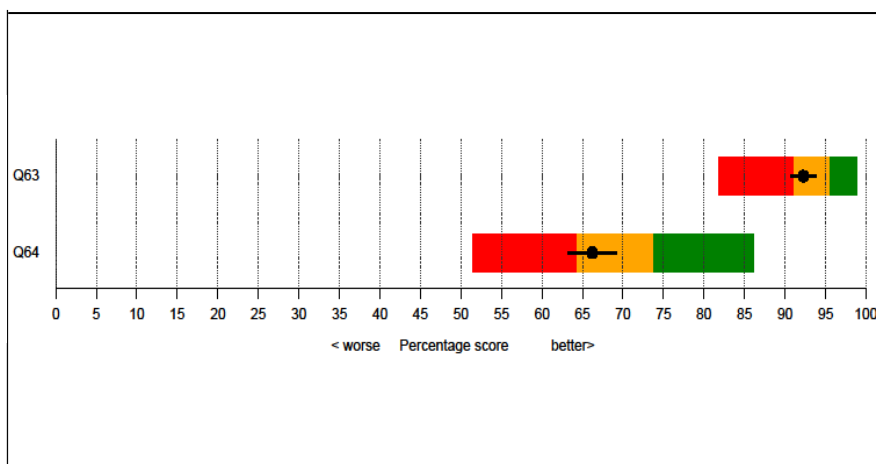


Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q54	85%	81%	88%	78%	86%	100%	385	
Q56	84%	81%	86%	82%	89%	95%	774	
Q57	84%	82%	87%	79%	86%	92%	870	
Q58	67%	64%	70%	66%	76%	84%	1012	
Q60	61%	58%	63%	61%	77%	88%	1313	+
Q61	95%	93%	96%	92%	95%	98%	1340	
Q62	95%	93%	96%	93%	97%	100%	1291	

Care from your general practice

Q63 GP given enough information about patient's condition and treatment

Q64 Practice staff definitely did everything they could to support patient



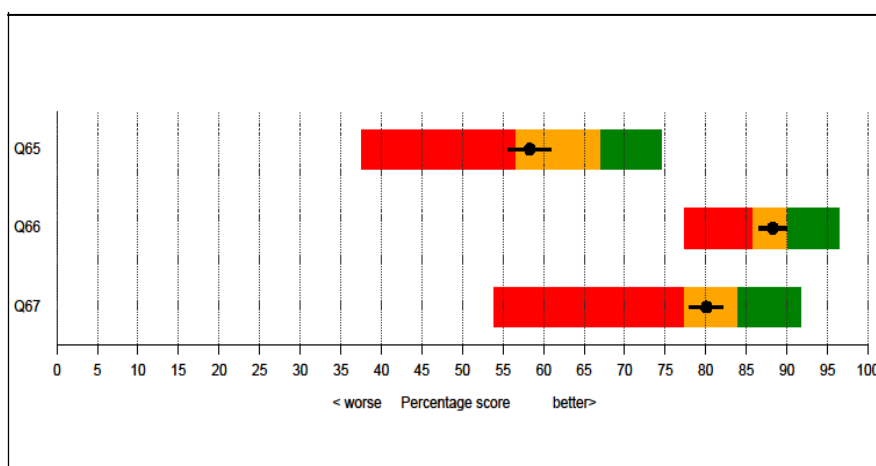
Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q63 GP given enough information about patient's condition and treatment	92%	91%	94%	91%	96%	99%	1087	
Q64 Practice staff definitely did everything they could to support patient	66%	63%	69%	64%	74%	86%	956	

Your overall NHS care

Hospital and community staff always worked well together

Given the right amount of information about condition and treatment

Patient did not feel that they were treated as 'a set of cancer symptoms'



Question		Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q65	Hospital and community staff always worked well together	58%	56%	61%	57%	67%	74%	1360	
Q66	Given the right amount of information about condition and treatment	88%	87%	90%	86%	90%	96%	1417	
Q67	Patient did not feel that they were treated as 'a set of cancer symptoms'	80%	78%	82%	77%	84%	92%	1411	

Comparisons by tumour group for this Trust

The following tables show the Trust and the national percentage scores for each question broken down by tumour group. Where a cell in the table is blank this indicates that the number of patients in that group was below 20 and too small to display.

Seeing your GP

Cancer type	Q1. Saw GP once/twice before being told had to go to hospital		Q2. First appointment no more than 4 weeks after referral		Q3. Patient thought they were seen as soon as necessary		Q5. Patient's health got better or remained about the same while waiting	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	94%	92%	96%	96%	85%	83%	95%	91%
Colorectal / Lower Gastro	66%	70%	85%	88%	75%	78%	69%	74%
Lung	65%	66%	92%	95%	86%	84%	70%	71%
Prostate	73%	77%	90%	86%	83%	84%	88%	88%
Brain / CNS	62%	65%	81%	90%	71%	73%	58%	65%
Gynaecological	66%	71%	90%	90%	77%	77%	72%	72%
Haematological	59%	62%	92%	90%	80%	81%	58%	66%
Head & Neck	81%	75%	85%	85%	74%	76%	82%	78%
Sarcoma	61%	60%	81%	80%	64%	68%	50%	61%
Skin	92%	90%	88%	87%	89%	82%	85%	94%
Upper Gastro	64%	67%	89%	91%	80%	79%	63%	62%
Urological	84%	81%	83%	88%	78%	83%	90%	87%
Other Cancers								
All cancers	72%	75%	88%	90%	78%	81%	74%	78%

Diagnostic tests

Cancer type	Q7. Staff gave complete explanation of purpose of test(s)		Q8. Staff explained completely what would be done during test		Q9. Given easy to understand written information about test		Q10. Given complete explanation of test results in an understandable way	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	86%	83%	86%	85%	85%	85%	81%	79%
Colorectal / Lower Gastro	82%	82%	84%	85%	90%	88%	81%	79%
Lung	85%	80%	89%	86%	87%	85%	87%	76%
Prostate	74%	83%	78%	86%	80%	87%	74%	77%
Brain / CNS	82%	78%	77%	82%	83%	83%	72%	70%
Gynaecological	72%	76%	81%	81%	84%	83%	76%	73%
Haematological	78%	81%	79%	84%	80%	82%	74%	73%
Head & Neck	76%	80%	73%	81%	92%	81%	72%	74%
Sarcoma	67%	77%	66%	79%	73%	76%	67%	70%
Skin								
Upper Gastro	83%	78%	88%	83%	86%	84%	78%	74%
Urological	78%	80%	83%	84%	84%	86%	69%	76%
Other Cancers								
All cancers	79%	81%	82%	84%	85%	85%	76%	76%

Finding out what was wrong with you

Cancer type	Q12. Patient told they could bring a friend when first told they had cancer		Q13. Patient felt they were told sensitively that they had cancer		Q14. Patient completely understood the explanation of what was wrong		Q15. Patient given written information about the type of cancer they had	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	75%	78%	83%	87%	80%	79%	72%	71%
Colorectal / Lower Gastro	70%	75%	81%	83%	81%	78%	54%	65%
Lung	69%	73%	84%	81%	85%	75%	68%	61%
Prostate	60%	69%	77%	83%	76%	78%	74%	75%
Brain / CNS	66%	70%	78%	77%	66%	68%	33%	51%
Gynaecological	70%	63%	81%	80%	69%	73%	61%	61%
Haematological	70%	65%	84%	82%	52%	58%	68%	71%
Head & Neck	58%	66%	83%	84%	73%	76%	62%	56%
Sarcoma	59%	63%	80%	80%	51%	61%	40%	44%
Skin			89%	85%	72%	78%	85%	74%
Upper Gastro	67%	69%	81%	78%	81%	73%	57%	59%
Urological	60%	65%	78%	81%	77%	77%	52%	63%
Other Cancers								
All cancers	67%	71%	81%	83%	73%	74%	61%	66%

Deciding the best treatment for you

Cancer type	Q16. Patient given a choice of different types of treatment		Q17. Possible side effects explained in an understandable way		Q18. Patient given written information about side effects		Q19. Patient definitely involved in decisions about which treatment	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	90%	87%	76%	75%	89%	88%	71%	72%
Colorectal / Lower Gastro	87%	82%	73%	76%	81%	81%	78%	73%
Lung	89%	81%	79%	75%	83%	83%	86%	72%
Prostate	89%	89%	71%	71%	85%	77%	72%	74%
Brain / CNS	79%	75%	68%	68%	73%	74%	70%	67%
Gynaecological	84%	81%	73%	75%	85%	83%	83%	73%
Haematological	79%	78%	65%	70%	81%	77%	67%	68%
Head & Neck	88%	83%	68%	72%	81%	76%	72%	71%
Sarcoma			61%	69%	80%	71%	68%	71%
Skin			73%	72%	74%	60%	85%	81%
Upper Gastro	92%	84%	78%	73%	72%	80%	71%	71%
Urological	75%	74%	69%	67%	61%	68%	73%	70%
Other Cancers								
All cancers	85%	83%	72%	72%	79%	79%	74%	71%

Clinical Nurse Specialist

Cancer type	Q20. Patient given the name of the CNS in charge of their care		Q21. Patient finds it easy to contact their CNS		Q22. CNS definitely listened carefully the last time spoken to		Q23. Get understandable answers to important questions all/most of the time		Q24. Last time seen, time spent with CNS about right	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	96%	93%	60%	72%	91%	91%	91%	91%	93%	94%
Colorectal / Lower Gastro	77%	87%	76%	78%	92%	93%	91%	92%	99%	96%
Lung	93%	91%	63%	75%	90%	91%	88%	89%	94%	93%
Prostate	83%	81%	55%	71%	88%	91%	85%	90%	96%	95%
Brain / CNS	71%	78%	76%	71%	85%	89%	88%	87%	94%	94%
Gynaecological	95%	88%	76%	72%	92%	91%	92%	90%	96%	95%
Haematological	85%	81%	79%	77%	91%	92%	90%	91%	93%	95%
Head & Neck	97%	83%	84%	73%	94%	90%	94%	89%	94%	94%
Sarcoma	85%	75%	79%	73%	95%	90%	95%	89%	98%	93%
Skin	89%	75%			95%	93%			100%	95%
Upper Gastro	77%	90%	69%	75%	88%	92%	84%	90%	92%	95%
Urological	67%	69%	78%	75%	92%	92%	91%	90%	96%	96%
Other Cancers										
All cancers	84%	84%	72%	75%	91%	91%	90%	91%	95%	95%

Support for people with cancer

Cancer type	Q25. Hospital staff gave information about support groups		Q26. Hospital staff gave information on getting financial help		Q27. Hospital staff told patient they could get free prescriptions	
	This Trust	National	This Trust	National	This Trust	National
Breast	93%	86%	41%	53%	63%	61%
Colorectal / Lower Gastro	74%	78%	43%	46%	75%	74%
Lung	84%	84%	83%	71%	84%	80%
Prostate	80%	78%	40%	35%	62%	68%
Brain / CNS	75%	75%	60%	50%	59%	65%
Gynaecological	85%	79%	57%	52%	63%	61%
Haematological	84%	77%	56%	52%	77%	74%
Head & Neck	85%	80%	65%	54%	74%	71%
Sarcoma	83%	76%	50%	52%	72%	60%
Skin						
Upper Gastro	77%	79%	49%	55%	76%	75%
Urological	50%	60%	24%	26%	60%	60%
Other Cancers						
All cancers	80%	79%	51%	50%	69%	68%

Operations

Cancer type	Q29. Admission date not changed by hospital		Q30. Staff gave complete explanation of what would be done		Q31. Patient given written information about the operation		Q32. Staff explained how operation had gone in understandable way	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	95%	94%	89%	86%	78%	77%	80%	72%
Colorectal / Lower Gastro	84%	90%	83%	84%	57%	66%	74%	76%
Lung	68%	84%	93%	84%	69%	60%	79%	73%
Prostate	75%	82%	80%	86%	74%	79%	62%	72%
Brain / CNS	94%	88%	76%	81%	53%	49%	62%	70%
Gynaecological	89%	89%	88%	85%	70%	71%	81%	76%
Haematological	94%	91%	78%	82%	62%	52%	65%	70%
Head & Neck	88%	88%	88%	84%	70%	57%	72%	73%
Sarcoma	88%	85%	82%	81%	38%	43%	63%	72%
Skin	88%	90%	88%	87%			75%	79%
Upper Gastro	91%	86%	94%	86%	70%	71%	68%	72%
Urological	83%	85%	83%	84%	56%	65%	79%	72%
Other Cancers								
All cancers	87%	89%	86%	85%	65%	68%	74%	73%

Hospital Doctors

Cancer type	Q34. Got understandable answers to important questions all/most of the time		Q35. Patient had confidence and trust in all doctors treating them		Q36. Patient thought doctors knew enough about how to treat their cancer		Q37. Doctors did not talk in front of patient as if they were not there		Q38. Patient's family definitely had opportunity to talk to doctor	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	82%	83%	87%	84%	94%	91%	88%	88%	71%	68%
Colorectal / Lower Gastro	78%	83%	79%	85%	89%	90%	85%	80%	63%	65%
Lung	84%	77%	82%	81%	88%	86%	81%	81%	69%	65%
Prostate	72%	79%	82%	86%	90%	90%	86%	84%	51%	66%
Brain / CNS	72%	74%	74%	77%	78%	80%	72%	79%	52%	62%
Gynaecological	88%	82%	88%	83%	94%	89%	93%	86%	70%	66%
Haematological	75%	81%	65%	80%	80%	85%	89%	82%	59%	68%
Head & Neck	79%	81%	82%	84%	90%	90%	79%	82%	62%	68%
Sarcoma	89%	80%	81%	80%	79%	83%	87%	84%	60%	64%
Skin			95%	91%	100%	94%	82%	85%		
Upper Gastro	85%	79%	83%	82%	93%	87%	82%	78%	71%	66%
Urological	80%	79%	84%	85%	92%	91%	82%	80%	64%	59%
Other Cancers										
All cancers	81%	81%	82%	84%	89%	89%	85%	83%	64%	66%

Ward Nurses

Cancer type	Q39. Got understandable answers to important questions all/most of the time		Q40. Patient had confidence and trust in all ward nurses		Q41. Nurses did not talk in front of patient as if they were not there		Q42. Always / nearly always enough nurses on duty	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	83%	74%	80%	66%	92%	86%	67%	62%
Colorectal / Lower Gastro	67%	71%	59%	63%	80%	80%	46%	58%
Lung	73%	72%	71%	69%	88%	83%	66%	68%
Prostate	60%	76%	60%	71%	90%	86%	63%	68%
Brain / CNS	58%	65%	62%	62%	70%	78%	51%	59%
Gynaecological	82%	72%	70%	64%	88%	84%	73%	61%
Haematological	73%	74%	57%	67%	89%	85%	47%	60%
Head & Neck	71%	71%	67%	65%	85%	82%	53%	62%
Sarcoma	70%	73%	66%	65%	89%	84%	57%	61%
Skin			86%	78%	91%	87%	67%	78%
Upper Gastro	78%	71%	75%	64%	84%	80%	61%	60%
Urological	72%	73%	70%	70%	85%	83%	64%	65%
Other Cancers								
All cancers	74%	73%	68%	66%	86%	83%	59%	62%

Hospital care and treatment

Cancer type	Q43. Patient did not think hospital staff deliberately misinformed them		Q44. Patient never thought they were given conflicting information		Q45. Always given enough privacy when discussing condition or treatment	
	This Trust	National	This Trust	National	This Trust	National
Breast	91%	90%	79%	80%	89%	84%
Colorectal / Lower Gastro	86%	86%	75%	77%	81%	82%
Lung	82%	84%	82%	77%	85%	82%
Prostate	85%	87%	78%	83%	81%	84%
Brain / CNS	87%	82%	68%	73%	68%	77%
Gynaecological	88%	86%	75%	78%	83%	81%
Haematological	79%	85%	66%	74%	79%	84%
Head & Neck	81%	85%	70%	78%	89%	84%
Sarcoma	94%	86%	81%	73%	87%	80%
Skin	95%	91%	81%	85%	76%	90%
Upper Gastro	90%	84%	71%	75%	75%	81%
Urological	89%	87%	84%	82%	85%	82%
Other Cancers						
All cancers	87%	87%	76%	79%	83%	82%

Cancer type	Q46. Always given enough privacy when being examined or treated		Q47. Hospital staff did everything to help control pain all of the time		Q48. Always treated with respect and dignity by staff	
	This Trust	National	This Trust	National	This Trust	National
Breast	96%	93%	89%	88%	90%	83%
Colorectal / Lower Gastro	91%	93%	80%	84%	75%	80%
Lung	94%	93%	88%	84%	92%	82%
Prostate	94%	93%	83%	86%	79%	84%
Brain / CNS	90%	90%	83%	81%	77%	79%
Gynaecological	94%	93%	85%	85%	80%	81%
Haematological	93%	93%	83%	84%	86%	84%
Head & Neck	98%	94%	85%	84%	76%	83%
Sarcoma	94%	91%	89%	85%	87%	83%
Skin	90%	94%			95%	88%
Upper Gastro	96%	92%	75%	83%	83%	80%
Urological	94%	92%	87%	82%	84%	82%
Other Cancers						
All cancers	94%	93%	84%	85%	83%	82%

Information given to you before you left hospital and home support

Cancer type	Q49. Given clear written information about what should / should not do post discharge		Q50. Staff told patient who to contact if worried post discharge		Q51. Family definitely given all information needed to help care at home		Q52. Patient definitely given enough care from health or social services	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	91%	88%	96%	95%	61%	57%	41%	59%
Colorectal / Lower Gastro	66%	78%	88%	92%	46%	57%	71%	67%
Lung	60%	79%	90%	91%	62%	60%	59%	58%
Prostate	74%	82%	83%	90%	46%	59%	35%	59%
Brain / CNS	73%	75%	98%	89%	59%	57%	73%	59%
Gynaecological	83%	83%	96%	92%	59%	55%	55%	54%
Haematological	74%	80%	97%	95%	56%	63%	54%	58%
Head & Neck	90%	83%	93%	92%	52%	62%	52%	58%
Sarcoma	68%	74%	96%	91%	50%	59%	63%	58%
Skin	77%	85%	100%	93%				
Upper Gastro	68%	78%	90%	91%	55%	60%	65%	64%
Urological	74%	79%	86%	86%	58%	55%	44%	50%
Other Cancers								
All cancers	76%	82%	92%	92%	55%	58%	57%	60%

Hospital care as a day patient / outpatient

Cancer type	Q54. Staff definitely did everything to control side effects of radiotherapy		Q56. Staff definitely did everything to control side effects of chemotherapy		Q57. Staff definitely did everything they could to help control pain		Q58. Hospital staff definitely gave patient enough emotional support	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	91%	85%	81%	85%	83%	85%	65%	69%
Colorectal / Lower Gastro	76%	81%	84%	85%	83%	84%	61%	73%
Lung	93%	82%	85%	86%	88%	84%	76%	74%
Prostate	91%	84%			80%	80%	68%	72%
Brain / CNS	73%	78%	78%	84%	80%	78%	64%	63%
Gynaecological	78%	81%	87%	88%	85%	84%	74%	69%
Haematological	85%	79%	82%	86%	89%	85%	61%	74%
Head & Neck	80%	82%	84%	84%	84%	83%	71%	68%
Sarcoma			92%	83%	83%	82%	70%	69%
Skin							85%	73%
Upper Gastro	86%	81%	83%	82%	86%	82%	72%	71%
Urological			85%	79%	82%	77%	70%	71%
Other Cancers								
All cancers	85%	82%	84%	85%	84%	83%	67%	71%

Cancer type	Q60. Waited no longer than 30 minutes for OPD appointment to start		Q61. Patient thought doctor spent about the right amount of time with them		Q62. Doctor had the right notes and other documentation with them	
	This Trust	National	This Trust	National	This Trust	National
Breast	55%	63%	91%	92%	94%	94%
Colorectal / Lower Gastro	59%	69%	95%	95%	91%	95%
Lung	79%	71%	99%	94%	98%	95%
Prostate	72%	74%	95%	93%	96%	94%
Brain / CNS	56%	66%	94%	93%	97%	93%
Gynaecological	51%	65%	97%	95%	95%	95%
Haematological	46%	61%	94%	95%	95%	96%
Head & Neck	76%	67%	92%	93%	93%	96%
Sarcoma	49%	61%	96%	94%	96%	95%
Skin	64%	74%	100%	93%	100%	95%
Upper Gastro	68%	70%	94%	94%	93%	94%
Urological	70%	76%	95%	95%	95%	95%
Other Cancers						
All cancers	61%	68%	95%	94%	95%	95%

Care from your general practice

Cancer type	Q63. GP given enough information about patient's condition and treatment		Q64. Practice staff definitely did everything they could to support patient	
	This Trust	National	This Trust	National
Breast	94%	95%	66%	68%
Colorectal / Lower Gastro	93%	93%	65%	70%
Lung	88%	93%	69%	71%
Prostate	96%	93%	67%	73%
Brain / CNS	91%	91%	60%	66%
Gynaecological	93%	93%	67%	66%
Haematological	92%	94%	61%	66%
Head & Neck	90%	92%	68%	67%
Sarcoma	95%	90%	65%	62%
Skin	90%	94%		
Upper Gastro	91%	91%	79%	71%
Urological	89%	93%	61%	71%
Other Cancers				
All cancers	92%	93%	66%	69%

Your overall NHS care

Cancer type	Q65. Hospital and community staff always worked well together		Q66. Given the right amount of information about condition and treatment		Q67. Patient did not feel that they were treated as 'a set of cancer symptoms'	
	This Trust	National	This Trust	National	This Trust	National
Breast	59%	61%	87%	89%	74%	78%
Colorectal / Lower Gastro	55%	61%	90%	89%	79%	82%
Lung	65%	65%	91%	88%	81%	79%
Prostate	54%	63%	86%	87%	83%	81%
Brain / CNS	50%	54%	85%	85%	73%	75%
Gynaecological	64%	59%	93%	87%	87%	80%
Haematological	57%	63%	90%	90%	79%	82%
Head & Neck	60%	61%	87%	86%	74%	80%
Sarcoma	60%	54%	90%	84%	83%	78%
Skin	57%	68%	96%	90%	96%	87%
Upper Gastro	60%	61%	92%	87%	85%	78%
Urological	58%	64%	79%	87%	83%	84%
Other Cancers						
All cancers	58%	61%	88%	88%	80%	80%



The National Cancer Patient Experience Survey was undertaken by Quality Health, which specialises in measuring patients' experiences of hospital, primary care and mental health services, using this information to improve the quality of health care and the responsiveness of health services to patients and service users' needs.

Quality Health works with all acute hospitals in England, all independent providers of hospital care, and all Health Boards in Scotland using rigorous survey methods to evaluate the quality of services to patients, the outcomes of operative procedures and health gain, and establish the views of NHS staff. Quality Health also works for healthcare system providers in the Middle East and in Wales and Northern Ireland.

Quality Health is an approved contractor for the Care Quality Commission survey programmes of patients and staff in the NHS and also undertakes data collection and survey systems for the National Patient Reported Outcomes programme on behalf of the Department of Health. Quality Health has headquarters in North Derbyshire.

Further information on the National Cancer Patient Experience Survey programme and the 2010 survey can be obtained at www.quality-health.co.uk

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