



National Cancer Patient Experience Programme

2010 National Survey

York Hospitals NHS Foundation 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.

561 eligible patients from this Trust were sent a survey, and 375 questionnaires were returned completed. This represents a response rate of 71% once deceased patients and

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).

National Cancer Patient Experience Survey 2010 York Hospitals NHS Foundation Trust

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?

375 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	67
Colorectal / Lower Gastrointestinal	53
Lung	7
Prostate	65
Brain/Central Nervous System	18
Gynaecological	10
Haematological	70
Head and Neck	22
Sarcoma	1
Skin	3
Upper Gastrointestinal	7
Urological	50
Other	2

* 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. 11 people did not provide their gender or age. Of the 364 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	0	0	6	49	79	54	5	193
Women	0	3	15	55	48	42	8	171
Total	0	3	21	104	127	96	13	364

Trust results

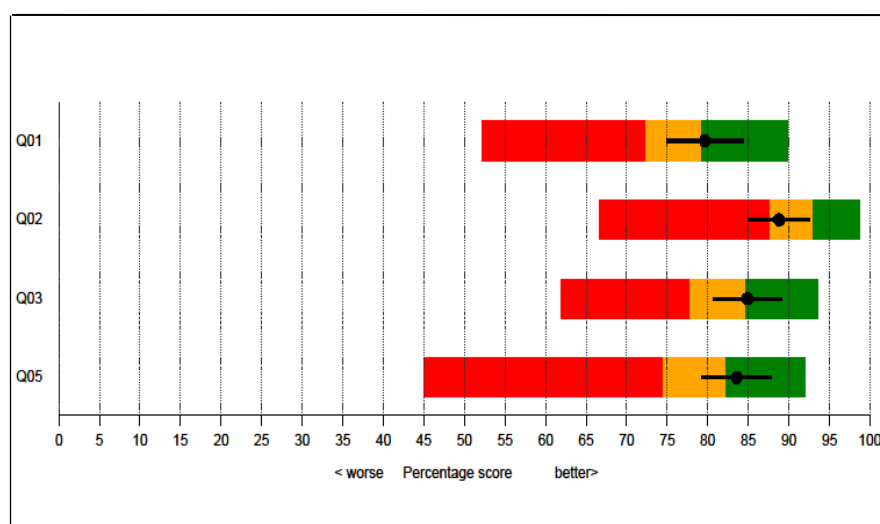
Seeing your GP

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	80%	75%	84%	72%	79%	90%	285	
Q2	89%	85%	93%	88%	93%	99%	268	
Q3	85%	81%	89%	78%	85%	94%	285	
Q5	84%	79%	88%	74%	82%	92%	292	

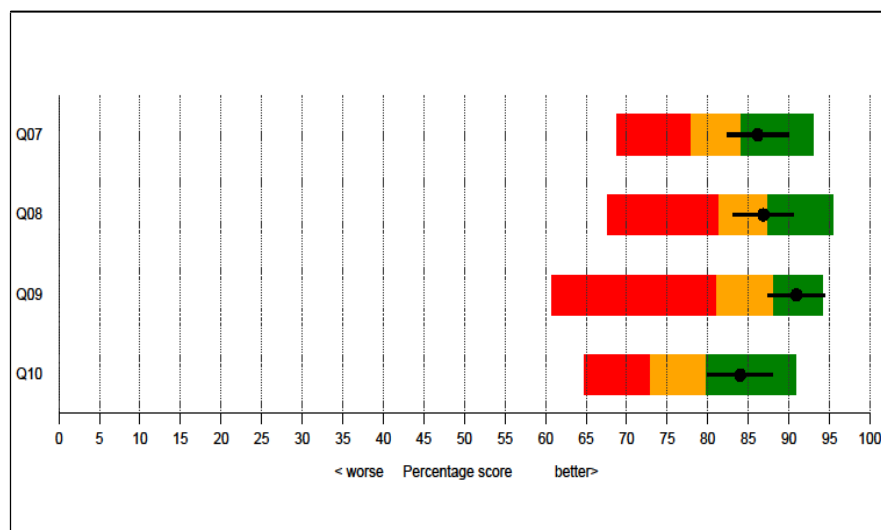
Diagnostic tests

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	86%	82%	90%	78%	84%	93%	318	
Q8	87%	83%	91%	81%	87%	95%	320	
Q9	91%	87%	94%	81%	88%	94%	254	
Q10	84%	80%	88%	73%	80%	91%	325	

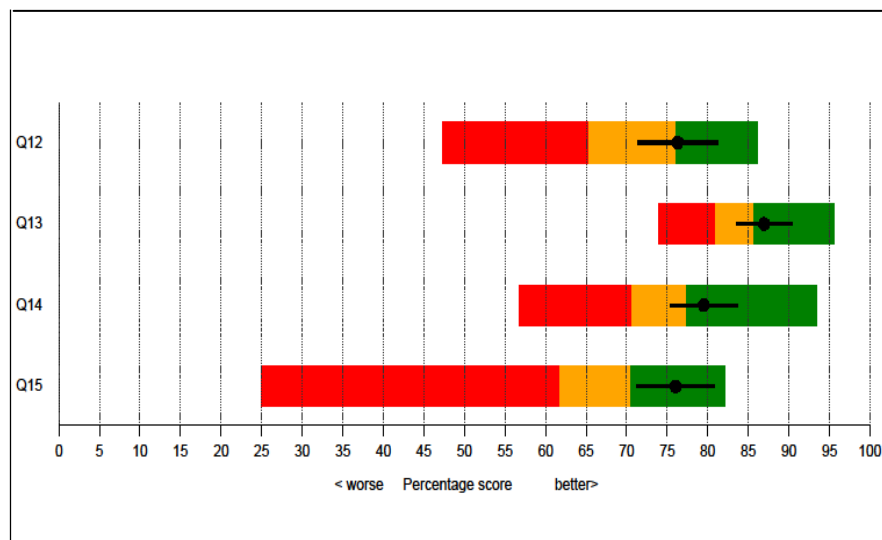
Finding out what was wrong with you

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

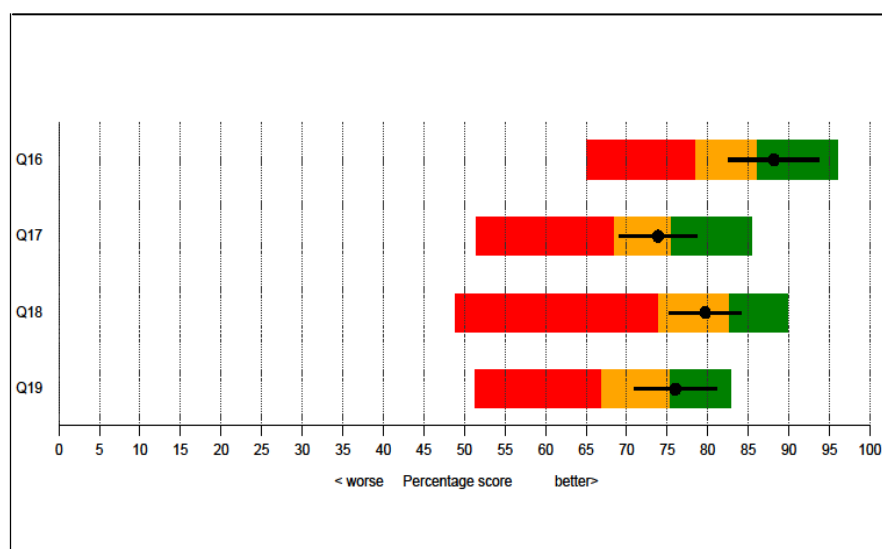
Q15 Patient given written information about the type of cancer they had



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	Patient told they could bring a friend when first told they had cancer	76%	71%	81%	65%	76%	86%	287	
Q13	Patient felt they were told sensitively that they had cancer	87%	84%	90%	81%	86%	96%	368	
Q14	Patient completely understood the explanation of what was wrong	80%	75%	84%	71%	77%	93%	366	
Q15	Patient given written information about the type of cancer they had	76%	71%	81%	62%	70%	82%	309	

Deciding the best treatment for you

- 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



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	88%	83%	94%	79%	86%	96%	135	
Q17	Possible side effects explained in an understandable way	74%	69%	79%	68%	75%	85%	333	
Q18	Patient given written information about side effects	80%	75%	84%	74%	83%	90%	325	
Q19	Patient definitely involved in decisions about which treatment	76%	71%	81%	67%	75%	83%	271	

Clinical Nurse Specialist

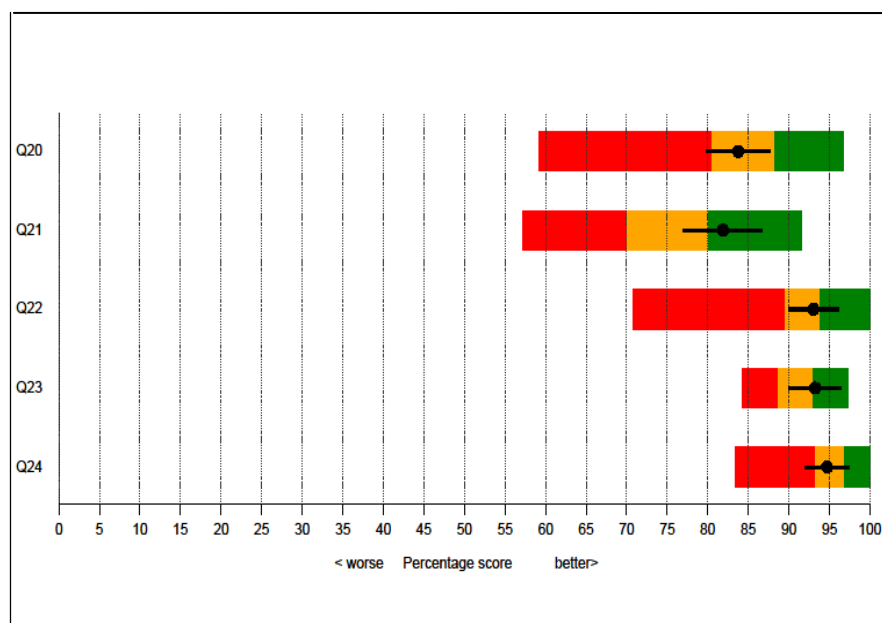
Patient given the name of the CNS in charge of their care

Patient finds it easy to contact their CNS

CNS definitely listened carefully the last time spoken to

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

Last time seen, time spent with CNS about right



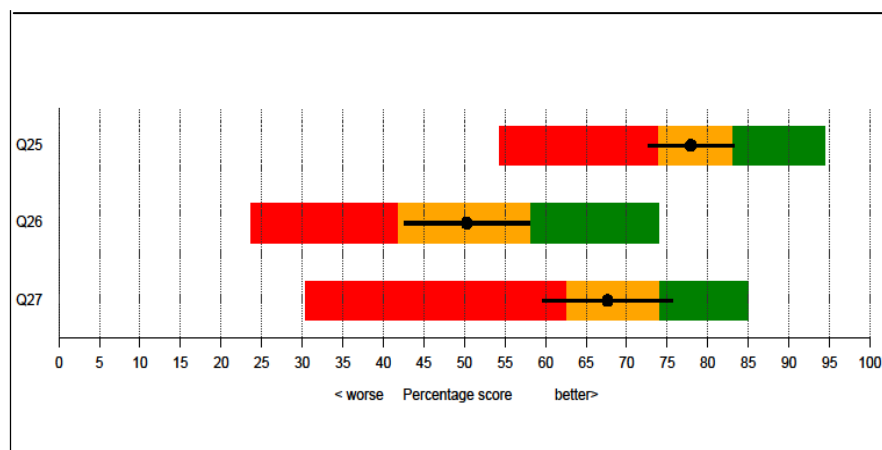
Question		Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q20	Patient given the name of the CNS in charge of their care	84%	80%	88%	81%	88%	97%	339	
Q21	Patient finds it easy to contact their CNS	82%	77%	87%	70%	80%	92%	243	
Q22	CNS definitely listened carefully the last time spoken to	93%	90%	96%	90%	94%	100%	273	
Q23	Get understandable answers to important questions all/most of the time	93%	90%	96%	89%	93%	97%	237	
Q24	Last time seen, time spent with CNS about right	95%	92%	97%	93%	97%	100%	265	

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	78%	73%	83%	74%	83%	94%	240	
Q26	50%	43%	58%	42%	58%	74%	163	
Q27	68%	60%	76%	63%	74%	85%	133	

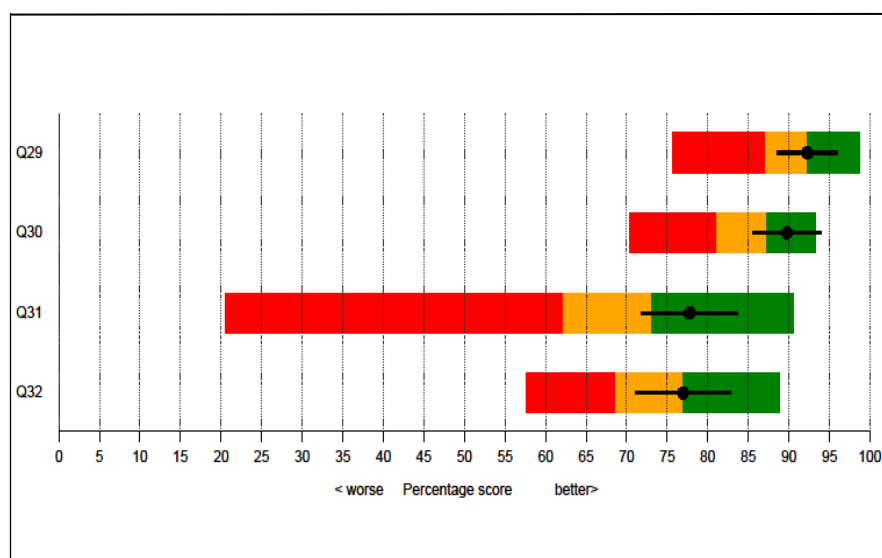
Operations

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	Admission date not changed by hospital	92%	89%	96%	87%	92%	99%	207
Q30	Staff gave complete explanation of what would be done	90%	86%	94%	81%	87%	93%	205
Q31	Patient given written information about the operation	78%	72%	84%	62%	73%	91%	189
Q32	Staff explained how operation had gone in understandable way	77%	71%	83%	69%	77%	89%	204

Hospital doctors

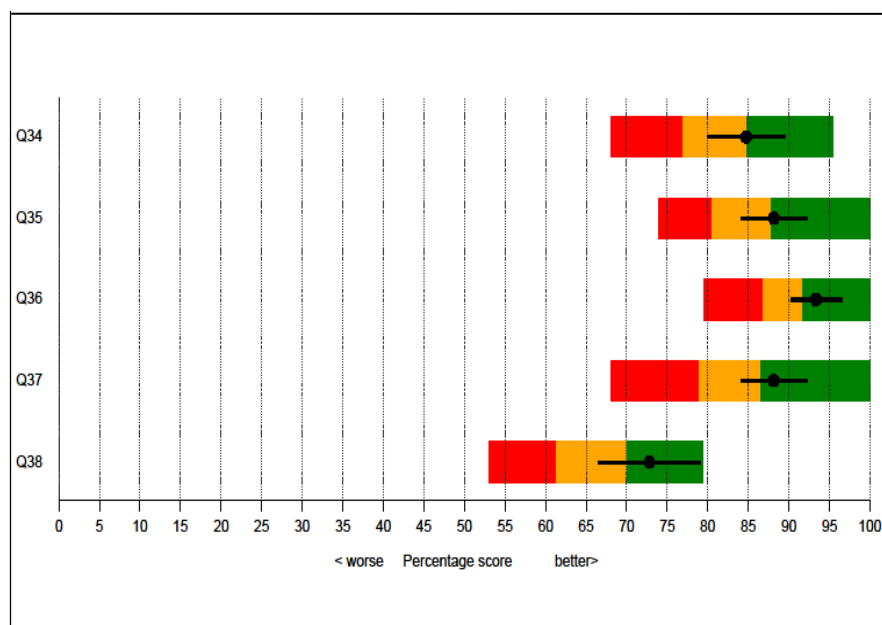
Got understandable answers to important questions all/most of the time

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

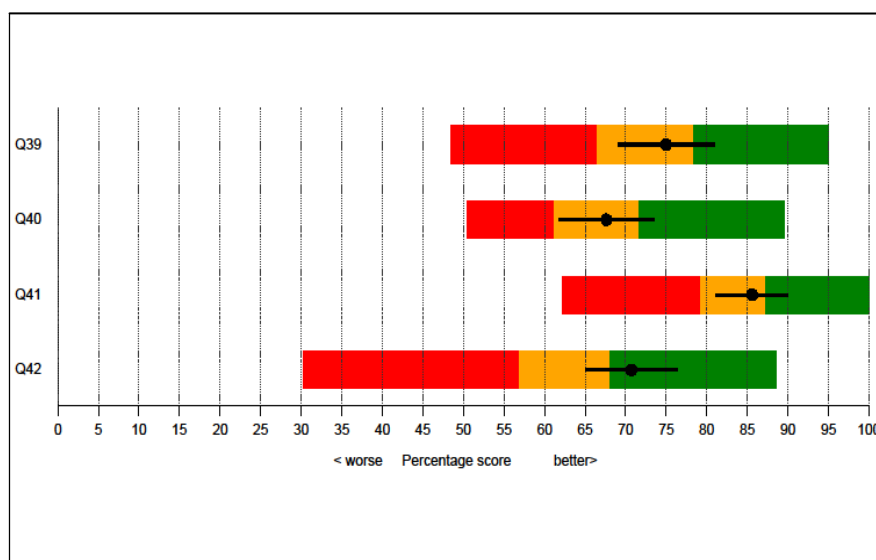
Patient's family definitely had opportunity to talk to doctor



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	85%	80%	89%	77%	85%	95%	223	
Q35	Patient had confidence and trust in all doctors treating them	88%	84%	92%	80%	88%	100%	245	
Q36	Patient thought doctors knew enough about how to treat their cancer	93%	90%	97%	87%	92%	100%	241	
Q37	Doctors did not talk in front of patient as if they were not there	88%	84%	92%	79%	86%	100%	245	
Q38	Patient's family definitely had opportunity to talk to doctor	73%	67%	79%	61%	70%	79%	195	

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	75%	69%	81%	67%	78%	95%	208	
Q40	68%	62%	73%	61%	72%	90%	244	
Q41	86%	81%	90%	79%	87%	100%	243	
Q42	71%	65%	76%	57%	68%	89%	246	

Hospital care and treatment

Q43 Patient did not think hospital staff deliberately misled them

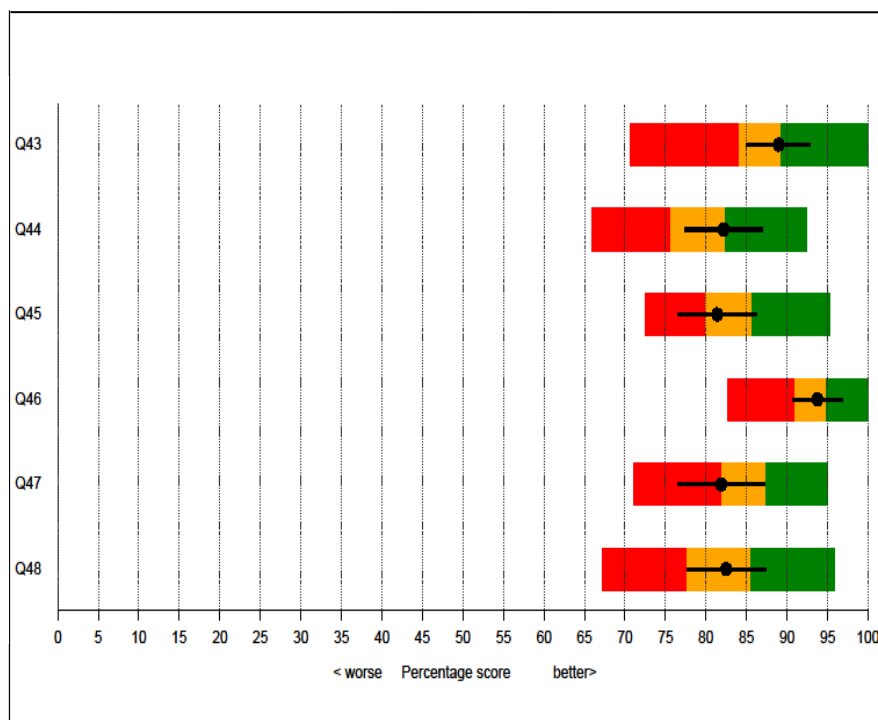
Q44 Patient never thought they were given conflicting information

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	89%	85%	93%	84%	89%	100%	245	
Q44	82%	77%	87%	76%	82%	92%	247	
Q45	81%	77%	86%	80%	86%	95%	247	
Q46	94%	91%	97%	91%	95%	100%	240	
Q47	82%	77%	87%	82%	87%	95%	199	+
Q48	83%	78%	87%	78%	86%	96%	240	

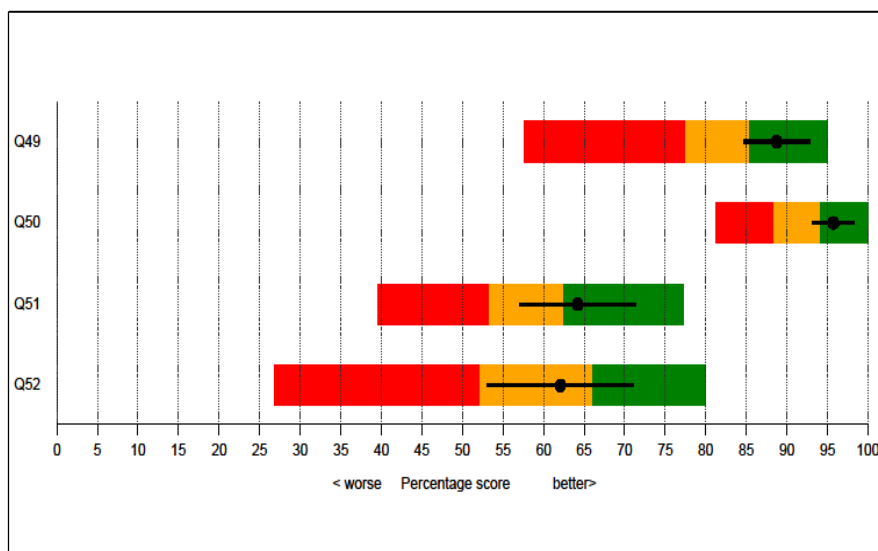
Information given to you before leaving hospital and home support

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	89%	85%	93%	78%	85%	95%	231	
Q50	96%	93%	98%	89%	94%	100%	235	
Q51	64%	57%	71%	53%	62%	77%	176	
Q52	62%	53%	71%	52%	66%	80%	116	

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

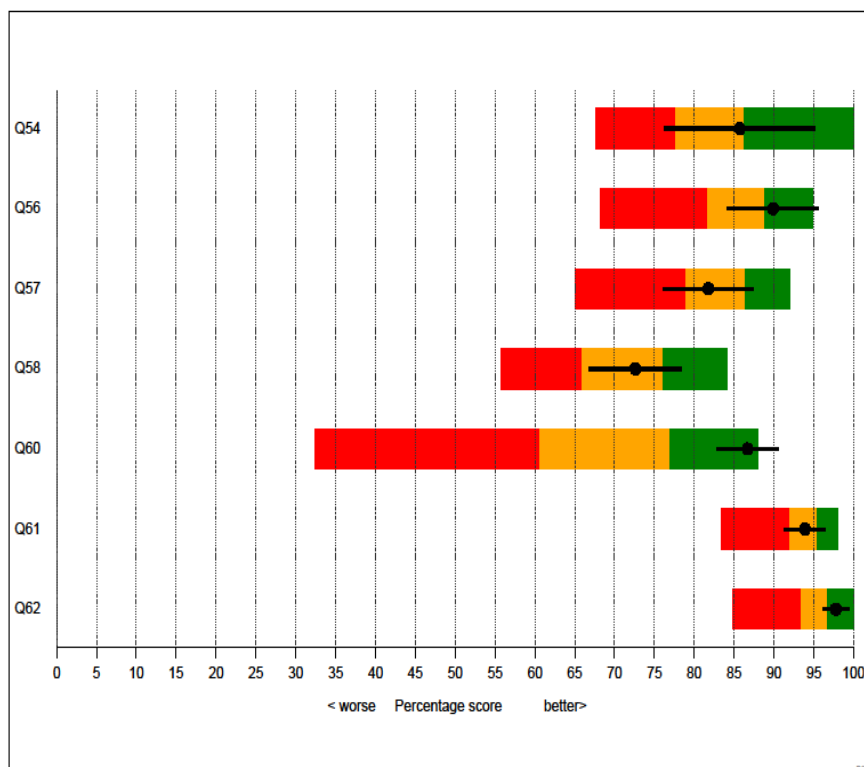
Staff definitely did everything they could to help control pain

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

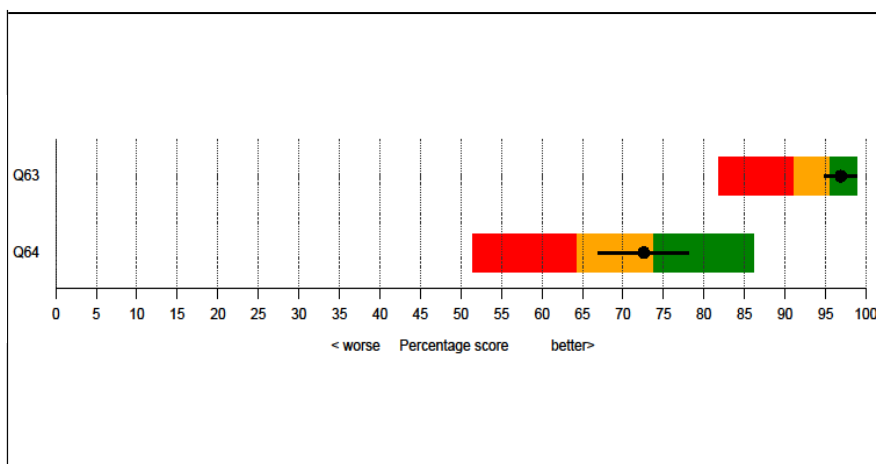


Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q54	86%	77%	95%	78%	86%	100%	56	
Q56	90%	84%	96%	82%	89%	95%	109	
Q57	82%	76%	87%	79%	86%	92%	181	
Q58	73%	67%	78%	66%	76%	84%	230	
Q60	87%	83%	90%	61%	77%	88%	308	
Q61	94%	91%	96%	92%	95%	98%	328	
Q62	98%	96%	99%	93%	97%	100%	314	

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



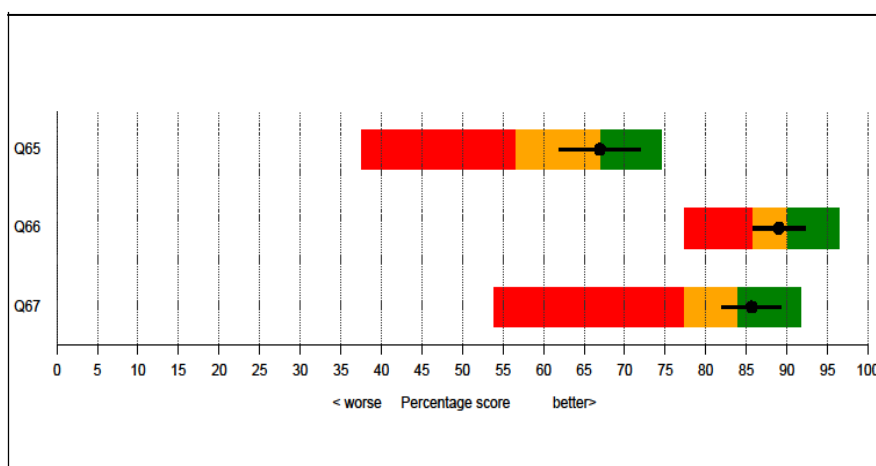
Question		Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q63	GP given enough information about patient's condition and treatment	97%	95%	99%	91%	96%	99%	290	
Q64	Practice staff definitely did everything they could to support patient	73%	67%	78%	64%	74%	86%	248	

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	67%	62%	72%	57%	67%	74%	345	
Q66	Given the right amount of information about condition and treatment	89%	86%	92%	86%	90%	96%	364	
Q67	Patient did not feel that they were treated as 'a set of cancer symptoms'	86%	82%	89%	77%	84%	92%	356	

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	98%	92%	95%	96%	92%	83%	95%	91%
Colorectal / Lower Gastro	76%	70%	94%	88%	81%	78%	77%	74%
Lung								
Prostate	78%	77%	88%	86%	90%	84%	92%	88%
Brain / CNS								
Gynaecological								
Haematological	71%	62%	92%	90%	77%	81%	70%	66%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	84%	81%	76%	88%	93%	83%	93%	87%
Other Cancers								
All cancers	80%	75%	89%	90%	85%	81%	84%	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	82%	83%	81%	85%	90%	85%	86%	79%
Colorectal / Lower Gastro	91%	82%	89%	85%	97%	88%	85%	79%
Lung								
Prostate	91%	83%	91%	86%	91%	87%	84%	77%
Brain / CNS								
Gynaecological								
Haematological	89%	81%	92%	84%	83%	82%	84%	73%
Head & Neck			80%	81%				
Sarcoma								
Skin								
Upper Gastro								
Urological	88%	80%	87%	84%	93%	86%	90%	76%
Other Cancers								
All cancers	86%	81%	87%	84%	91%	85%	84%	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	93%	78%	97%	87%	80%	79%	83%	71%
Colorectal / Lower Gastro	80%	75%	88%	83%	84%	78%	83%	65%
Lung								
Prostate	76%	69%	87%	83%	83%	78%	91%	75%
Brain / CNS								
Gynaecological								
Haematological	62%	65%	81%	82%	64%	58%	66%	71%
Head & Neck			77%	84%	77%	76%		
Sarcoma								
Skin								
Upper Gastro								
Urological	73%	65%	88%	81%	92%	77%	75%	63%
Other Cancers								
All cancers	76%	71%	87%	83%	80%	74%	76%	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	100%	87%	80%	75%	87%	88%	80%	72%
Colorectal / Lower Gastro			81%	76%	87%	81%	82%	73%
Lung								
Prostate	98%	89%	75%	71%	86%	77%	83%	74%
Brain / CNS								
Gynaecological								
Haematological			65%	70%	67%	77%	65%	68%
Head & Neck			81%	72%	85%	76%		
Sarcoma								
Skin								
Upper Gastro								
Urological			79%	67%	80%	68%	81%	70%
Other Cancers								
All cancers	88%	83%	74%	72%	80%	79%	76%	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	97%	93%	84%	72%	92%	91%	93%	91%	95%	94%
Colorectal / Lower Gastro	100%	87%	77%	78%	98%	93%	93%	92%	93%	96%
Lung										
Prostate	97%	81%	84%	71%	89%	91%	90%	90%	92%	95%
Brain / CNS										
Gynaecological										
Haematological	66%	81%	91%	77%	100%	92%	100%	91%	100%	95%
Head & Neck	81%	83%								
Sarcoma										
Skin										
Upper Gastro										
Urological	60%	69%	90%	75%	92%	92%			90%	96%
Other Cancers										
All cancers	84%	84%	82%	75%	93%	91%	93%	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	87%	86%	60%	53%	62%	61%
Colorectal / Lower Gastro	88%	78%	71%	46%		
Lung						
Prostate	85%	78%	28%	35%		
Brain / CNS						
Gynaecological						
Haematological	67%	77%	31%	52%	62%	74%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro						
Urological	71%	60%				
Other Cancers						
All cancers	78%	79%	50%	50%	68%	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	96%	94%	93%	86%	74%	77%	75%	72%
Colorectal / Lower Gastro	95%	90%	90%	84%	88%	66%	92%	76%
Lung								
Prostate								
Brain / CNS								
Gynaecological								
Haematological								
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	86%	85%	91%	84%	86%	65%	88%	72%
Other Cancers								
All cancers	92%	89%	90%	85%	78%	68%	77%	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	92%	83%	97%	84%	98%	91%	94%	88%	82%	68%
Colorectal / Lower Gastro	81%	83%	89%	85%	91%	90%	87%	80%	71%	65%
Lung										
Prostate										
Brain / CNS										
Gynaecological										
Haematological	89%	81%	88%	80%	90%	85%	84%	82%	76%	68%
Head & Neck	95%	81%	90%	84%	95%	90%	85%	82%		
Sarcoma										
Skin										
Upper Gastro										
Urological	87%	79%	90%	85%	100%	91%	87%	80%	64%	59%
Other Cancers										
All cancers	85%	81%	88%	84%	93%	89%	88%	83%	73%	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	86%	74%	77%	66%	94%	86%	84%	62%
Colorectal / Lower Gastro	73%	71%	77%	63%	85%	80%	62%	58%
Lung								
Prostate								
Brain / CNS								
Gynaecological								
Haematological	71%	74%	69%	67%	81%	85%	84%	60%
Head & Neck			50%	65%	70%	82%	55%	62%
Sarcoma								
Skin								
Upper Gastro								
Urological	84%	73%	70%	70%	92%	83%	80%	65%
Other Cancers								
All cancers	75%	73%	68%	66%	86%	83%	71%	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	92%	90%	85%	80%	92%	84%
Colorectal / Lower Gastro	91%	86%	83%	77%	79%	82%
Lung						
Prostate						
Brain / CNS						
Gynaecological						
Haematological	85%	85%	82%	74%	84%	84%
Head & Neck	90%	85%	75%	78%	80%	84%
Sarcoma						
Skin						
Upper Gastro						
Urological	95%	87%	88%	82%	80%	82%
Other Cancers						
All cancers	89%	87%	82%	79%	81%	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	93%	93%	94%	88%	89%	83%
Colorectal / Lower Gastro	93%	93%	86%	84%	80%	80%
Lung						
Prostate						
Brain / CNS						
Gynaecological						
Haematological	94%	93%	90%	84%	84%	84%
Head & Neck	90%	94%			75%	83%
Sarcoma						
Skin						
Upper Gastro						
Urological	97%	92%	76%	82%	85%	82%
Other Cancers						
All cancers	94%	93%	82%	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	93%	88%	98%	95%	69%	57%		
Colorectal / Lower Gastro	91%	78%	98%	92%	73%	57%	76%	67%
Lung								
Prostate								
Brain / CNS								
Gynaecological								
Haematological	86%	80%	97%	95%	76%	63%		
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	90%	79%	95%	86%	69%	55%		
Other Cancers								
All cancers	89%	82%	96%	92%	64%	58%	62%	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%			83%	85%	78%	69%
Colorectal / Lower Gastro			100%	85%	92%	84%	87%	73%
Lung								
Prostate					71%	80%	58%	72%
Brain / CNS								
Gynaecological								
Haematological			84%	86%	82%	85%	72%	74%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological					85%	77%	76%	71%
Other Cancers								
All cancers	86%	82%	90%	85%	82%	83%	73%	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	88%	63%	97%	92%	97%	94%
Colorectal / Lower Gastro	91%	69%	94%	95%	100%	95%
Lung						
Prostate	86%	74%	91%	93%	96%	94%
Brain / CNS						
Gynaecological						
Haematological	89%	61%	93%	95%	98%	96%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro						
Urological	89%	76%	94%	95%	100%	95%
Other Cancers						
All cancers	87%	68%	94%	94%	98%	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	98%	95%	68%	68%
Colorectal / Lower Gastro	98%	93%	76%	70%
Lung				
Prostate	96%	93%	73%	73%
Brain / CNS				
Gynaecological				
Haematological	100%	94%	66%	66%
Head & Neck				
Sarcoma				
Skin				
Upper Gastro				
Urological	98%	93%	82%	71%
Other Cancers				
All cancers	97%	93%	73%	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	77%	61%	92%	89%	86%	78%
Colorectal / Lower Gastro	82%	61%	92%	89%	85%	82%
Lung						
Prostate	60%	63%	89%	87%	80%	81%
Brain / CNS						
Gynaecological						
Haematological	67%	63%	85%	90%	87%	82%
Head & Neck	75%	61%	91%	86%	86%	80%
Sarcoma						
Skin						
Upper Gastro						
Urological	64%	64%	92%	87%	94%	84%
Other Cancers						
All cancers	67%	61%	89%	88%	86%	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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