



National Cancer Patient Experience Programme
2011/12 National Survey

The Royal Marsden NHS Foundation Trust

Published August 2012

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



Introduction

The Cancer Patient Experience Survey 2011/12 (CPES) follows the successful implementation of the 2010 CPES, designed to monitor national progress on cancer care. The 2011/12 survey is congruent with the National Operating Framework (NOF) for the NHS 2012/13, which defines quality as those indicators of safety, effectiveness and patient experience that indicate that standards are being maintained or improved. The CPES thus provides information that can be used to drive local quality improvements, both by Trusts and Commissioners, and is consistent with the objectives of the NOF and the Outcomes Framework.

Participating Trusts

160 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 September 2011 and 30th November 2011. The three month eligibility period for data capture purposes is identical to that for the 2010 CPES.

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 and C84) or D05. As in the 2010 survey, the types of cancer patients included significant numbers with rarer cancers as well as patients in the “Big 4” cancer groups – i.e. breast, prostate, lung, and colorectal/Lower GI. The exclusion of patients with a cancer code of C84 (for example Mycosis Fungoides) was a new development for the 2012 survey; the number of patients so excluded nationally was very small.

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.

Trust samples were rigorously checked for deceased patients through the DBS system on at least three occasions during the fieldwork, to ensure that the numbers of deceased patients in samples was reduced to an absolute minimum. This process was undertaken by Quality Health and was highly effective.

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 113,808 patients who had received treatment for cancer during September to November 2011 were included in the national sample for the Cancer Patient Experience Survey. These patients were allocated to 13 different cancer groups.

2637 eligible patients from this Trust were sent a survey, and 1613 questionnaires were returned completed. This represents a response rate of 65% once deceased patients and questionnaires returned undelivered had been accounted for. The national response rate was 68% (71,793 respondents). In 2010 the national response rate was 67%.

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.

Low numbers of respondents and data not reported

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.

Patients were asked to complete the questionnaire in respect of the Trust named on the covering letter. In those Trusts without a radiotherapy or chemotherapy unit, where patients reported receiving these treatments despite these instructions, responses have been suppressed.

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 in 2011/12
- a green section: scores for the highest-scoring 20% of Trusts in 2011/12
- an amber section: scores for the remaining 60% of Trusts in 2011/12

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).

The table below each benchmarking chart shows the following: in column one, the Trust score for each question in 2010; in the second column, the Trust score for that question in 2011/12 (if this score is highlighted it means that the score is statistically significantly different from the score for 2010, with a blue highlight showing a higher value than in 2010, and a red highlight showing a lower score in 2012 than in 2010); column three represents the lower confidence interval at 95%; column four represents the upper confidence interval at 95% (the scores in columns three and four are the outer limits of the horizontal black line on the RAG chart). The fifth and sixth columns represent the upper threshold for the lowest scoring 20% of Trusts on that question and the lower threshold for the highest scoring 20% of Trusts on that question (i.e. the end of the red section and the beginning of the green section on the chart). The seventh column displays the highest Trust's score for this question in 2011/12 and the eighth column displays the number of respondents who gave this answer for this question. The ninth column displays a '+' alongside any question where the Trust's score falls within the lowest 20% of Trust scores for that question in 2011/12.

Where no Trust data or confidence interval is displayed on the RAG chart or in the tables for a particular question, there is insufficient data (below 20 respondents) to allow display.

Further information

Full details of the survey method are in the National Report of the Cancer Patient Experience Survey 2011/12, which will be available at www.quality-health.co.uk from 17th August 2012; 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?

1613 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	383
Colorectal / Lower Gastrointestinal	117
Lung	101
Prostate	129
Brain/Central Nervous System	19
Gynaecological	111
Haematological	225
Head and Neck	53
Sarcoma	169
Skin	31
Upper Gastrointestinal	134
Urological	77
Other	64

* 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.

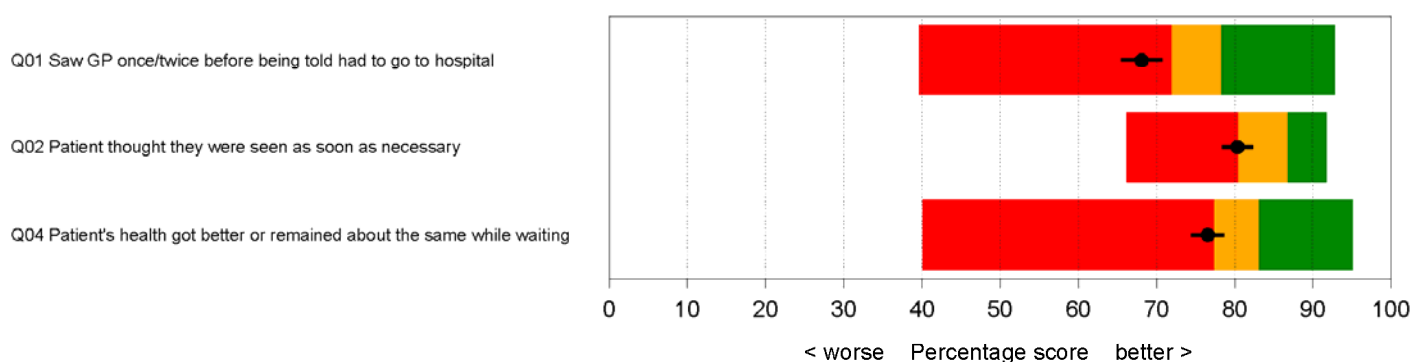
Age and sex

The survey asked respondents to give their year of birth. This information has been amalgamated into 6 age bands. 37 people did not provide their gender or age. Of the 1576 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	16	12	44	200	229	132	20	653
Women	12	16	196	330	237	101	31	923
Total	28	28	240	530	466	233	51	1576

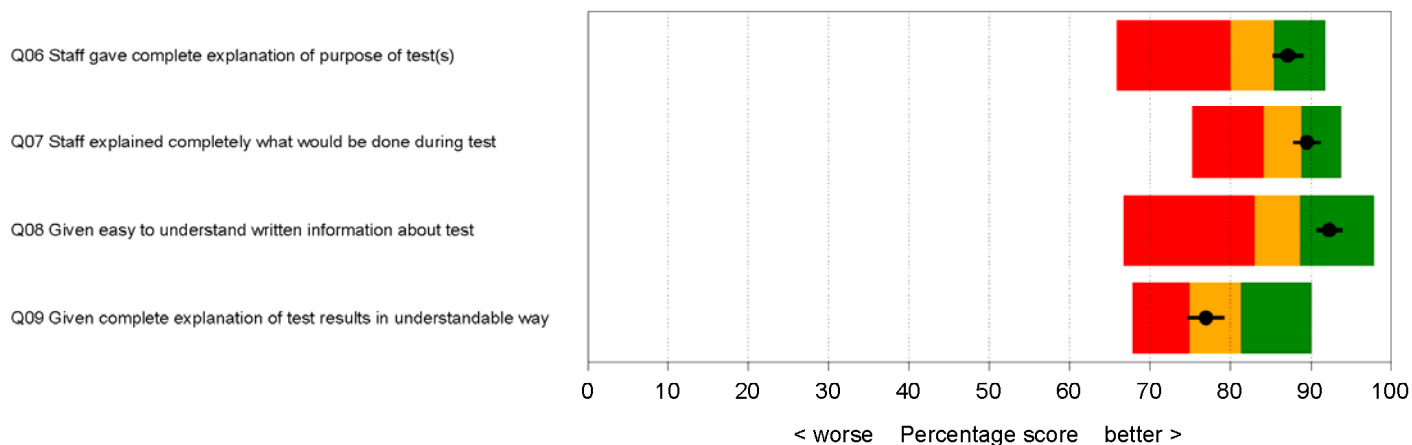
Trust results

Seeing your GP



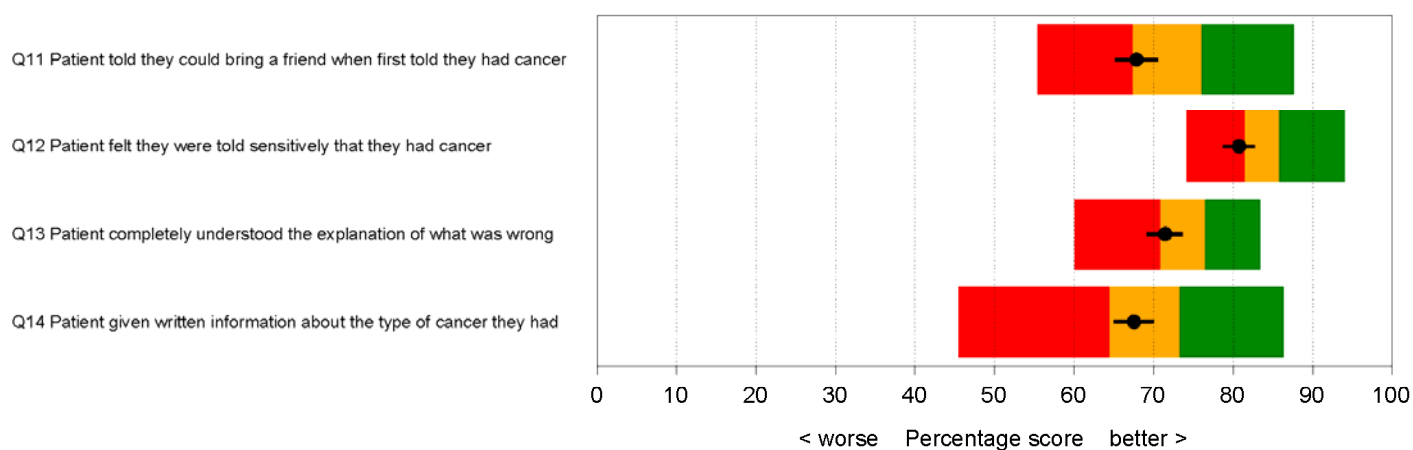
Question	2010 Percentage for this Trust	2012 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012
Q1 Saw GP once/twice before being told had to go to hospital	69%	68%	65%	71%	72%	78%	93%	1216	+
Q2 Patient thought they were seen as soon as necessary	77%	80%	78%	82%	80%	87%	92%	1532	+
Q4 Patient's health got better or remained about the same while waiting	74%	77%	74%	79%	77%	83%	95%	1535	+

Diagnostic tests



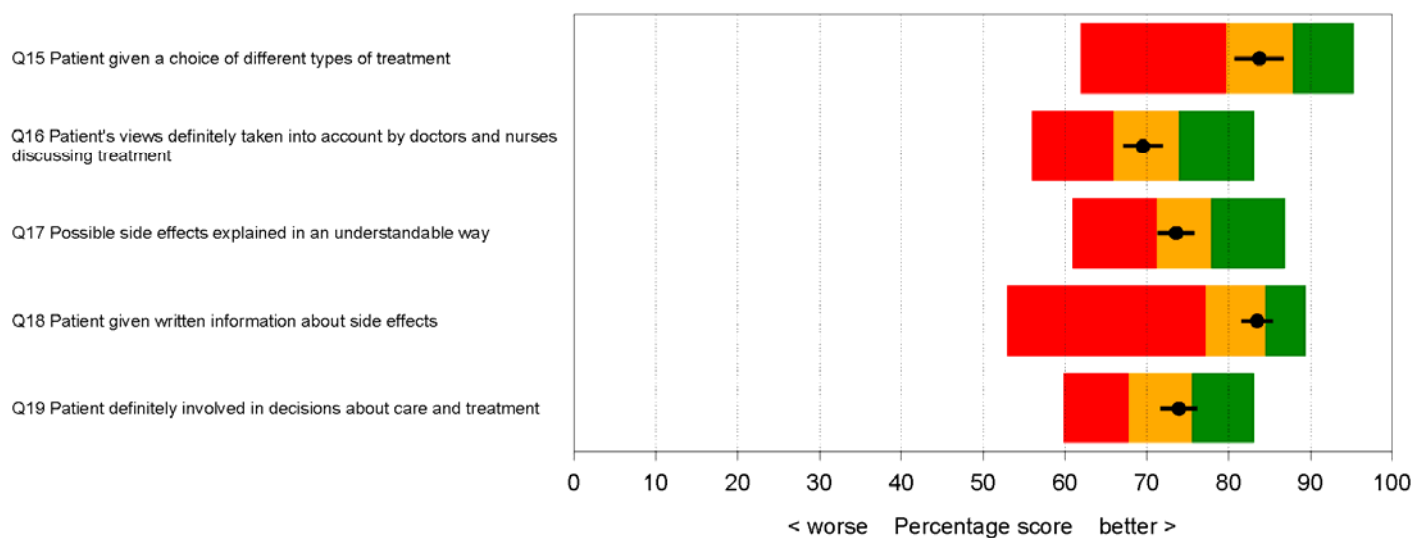
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Q6 Staff gave complete explanation of purpose of test(s)	84%	87%	85%	89%	80%	85%	92%	1267	
Q7 Staff explained completely what would be done during test	86%	89%	88%	91%	84%	89%	94%	1303	
Q8 Given easy to understand written information about test	89%	92%	91%	94%	83%	89%	98%	1051	
Q9 Given complete explanation of test results in understandable way	77%	77%	75%	79%	75%	81%	90%	1345	

Finding out what was wrong with you



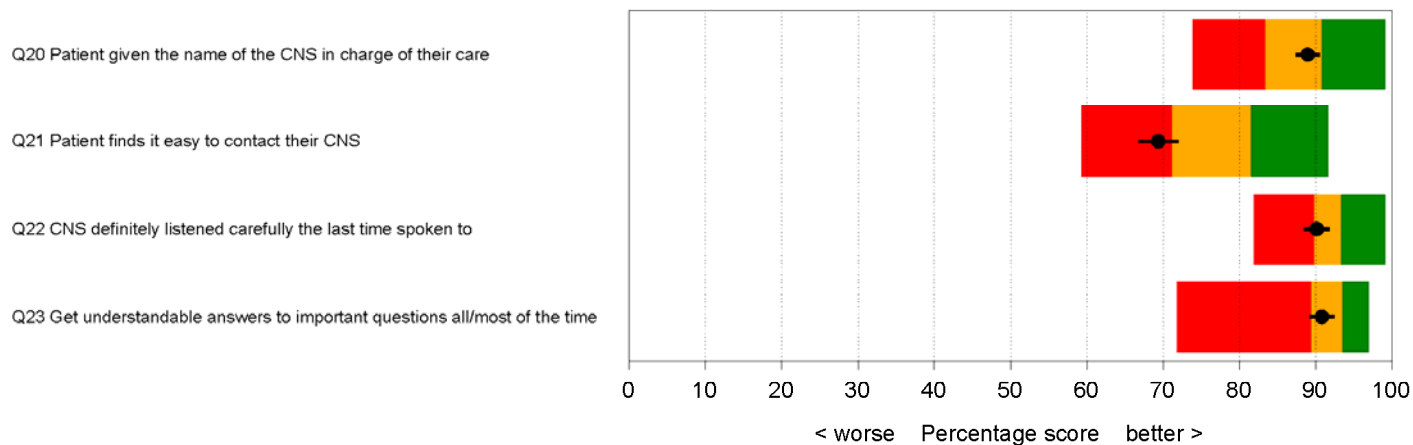
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Q11	Patient told they could bring a friend when first told they had cancer	66%	68%	65%	70%	67%	76%	88%	1204	
Q12	Patient felt they were told sensitively that they had cancer	79%	81%	79%	83%	81%	86%	94%	1552	+
Q13	Patient completely understood the explanation of what was wrong	69%	71%	69%	74%	71%	76%	83%	1562	
Q14	Patient given written information about the type of cancer they had	66%	68%	65%	70%	64%	73%	86%	1336	

Deciding the best treatment for you



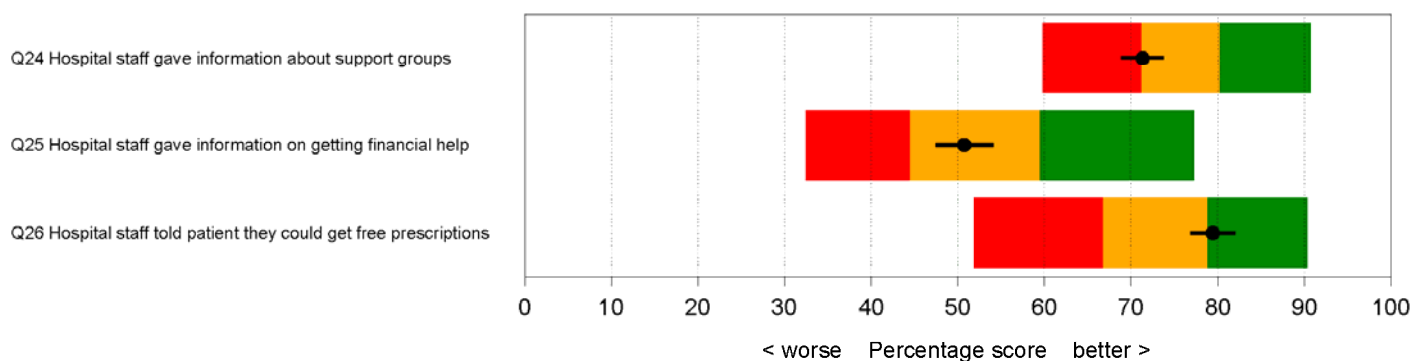
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Q15 Patient given a choice of different types of treatment	81%	84%	81%	87%	80%	88%	95%	598	
Q16 Patient's views definitely taken into account by doctors and nurses discussing treatment	-	70%	67%	72%	66%	74%	83%	1405	
Q17 Possible side effects explained in an understandable way	73%	74%	71%	76%	71%	78%	87%	1534	
Q18 Patient given written information about side effects	82%	83%	82%	85%	77%	84%	89%	1477	
Q19 Patient definitely involved in decisions about care and treatment	69%	74%	72%	76%	68%	76%	83%	1542	

Clinical Nurse Specialist



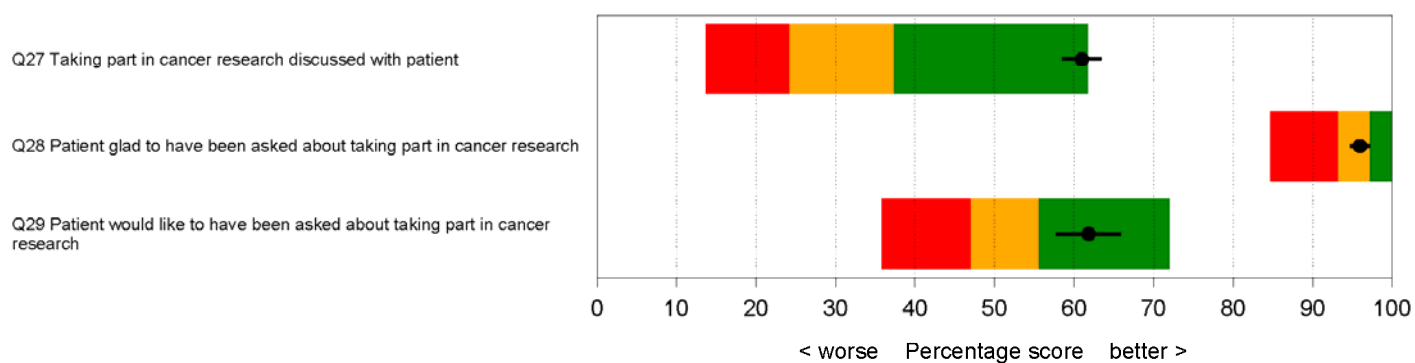
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Q20 Patient given the name of the CNS in charge of their care	87%	89%	87%	91%	83%	91%	99%	1490	
Q21 Patient finds it easy to contact their CNS	72%	69%	67%	72%	71%	81%	92%	1204	+
Q22 CNS definitely listened carefully the last time spoken to	90%	90%	88%	92%	90%	93%	99%	1276	
Q23 Get understandable answers to important questions all/most of the time	91%	91%	89%	92%	89%	94%	97%	1173	

Support for people with cancer



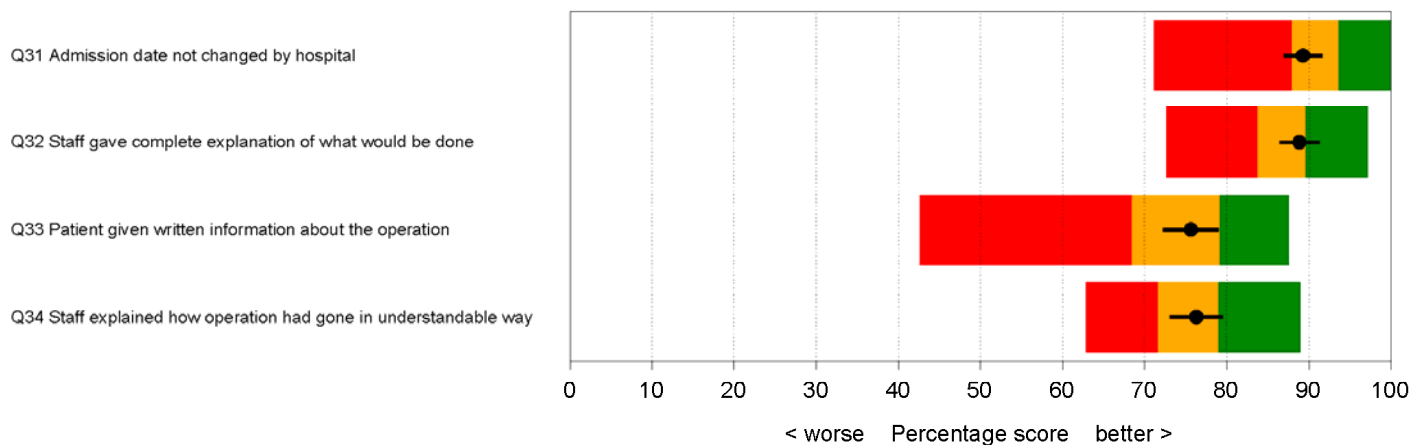
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Q24 Hospital staff gave information about support groups	76%	71%	69%	74%	71%	80%	91%	1258	
Q25 Hospital staff gave information on getting financial help	48%	51%	47%	54%	44%	59%	77%	875	
Q26 Hospital staff told patient they could get free prescriptions	58%	79%	77%	82%	67%	79%	90%	956	

Cancer research



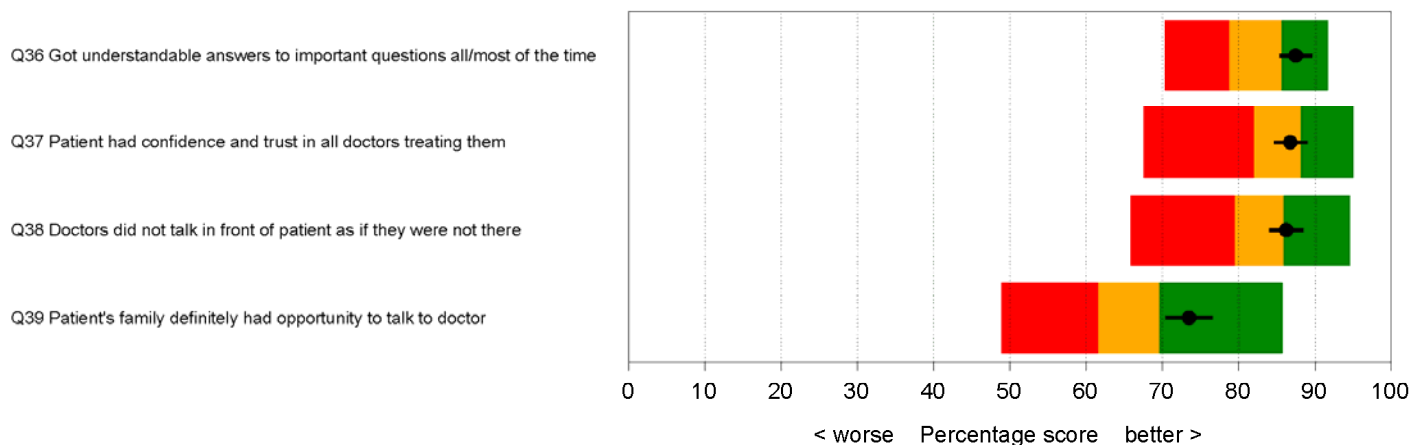
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Q27	Taking part in cancer research discussed with patient	-	61%	59%	63%	24%	37%	62%	1510	
Q28	Patient glad to have been asked about taking part in cancer research	-	96%	95%	97%	93%	97%	100%	914	
Q29	Patient would like to have been asked about taking part in cancer research	-	62%	58%	66%	47%	56%	72%	550	

Operations



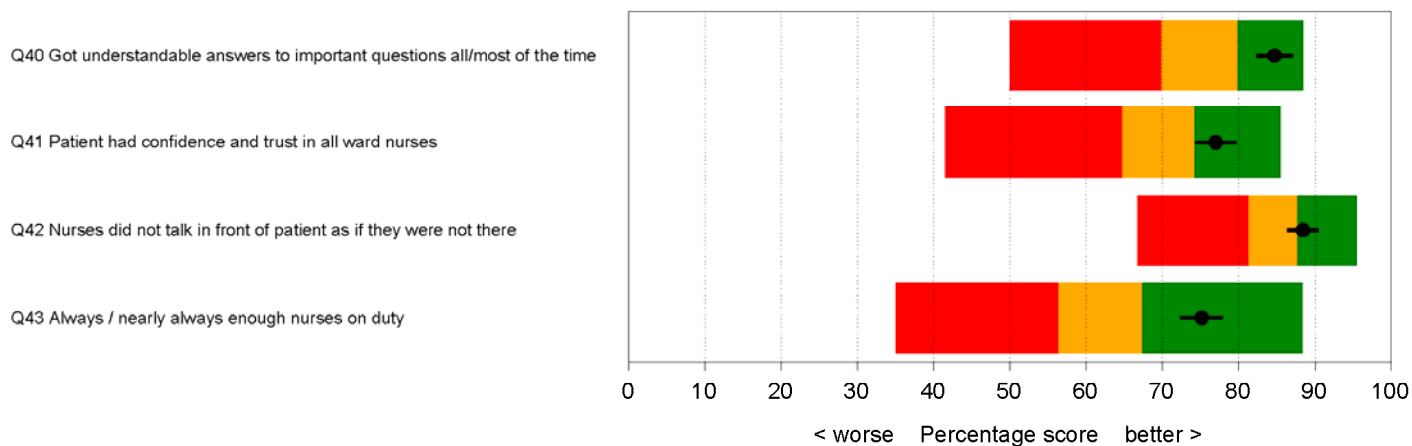
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Q31 Admission date not changed by hospital	83%	89%	87%	92%	88%	94%	100%	670	
Q32 Staff gave complete explanation of what would be done	86%	89%	86%	91%	84%	90%	97%	663	
Q33 Patient given written information about the operation	68%	76%	72%	79%	69%	79%	88%	619	
Q34 Staff explained how operation had gone in understandable way	76%	76%	73%	79%	72%	79%	89%	670	

Hospital doctors



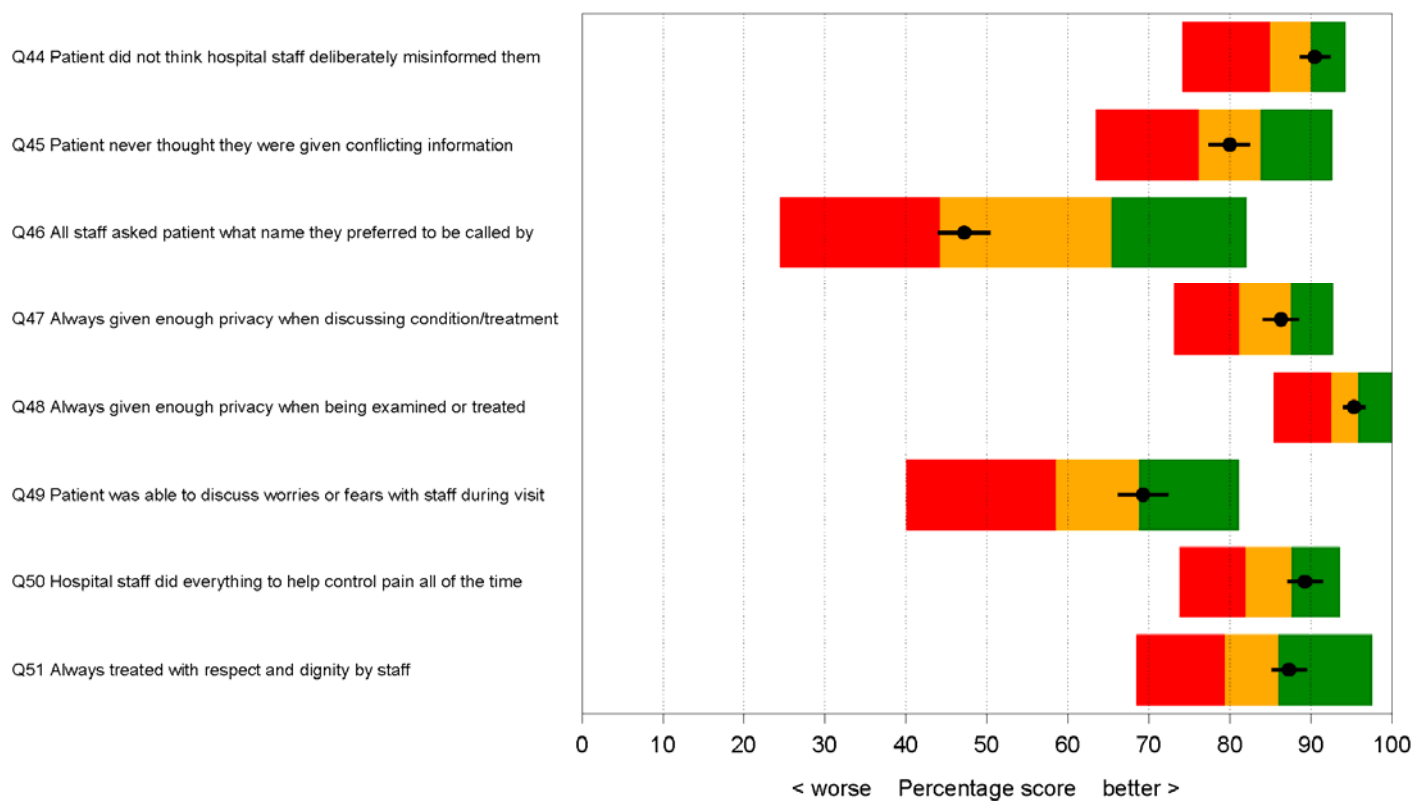
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Q36 Got understandable answers to important questions all/most of the time	84%	87%	85%	90%	79%	86%	92%	918	
Q37 Patient had confidence and trust in all doctors treating them	82%	87%	85%	89%	82%	88%	95%	952	
Q38 Doctors did not talk in front of patient as if they were not there	86%	86%	84%	88%	80%	86%	95%	951	
Q39 Patient's family definitely had opportunity to talk to doctor	72%	74%	70%	77%	62%	70%	86%	804	

Ward nurses



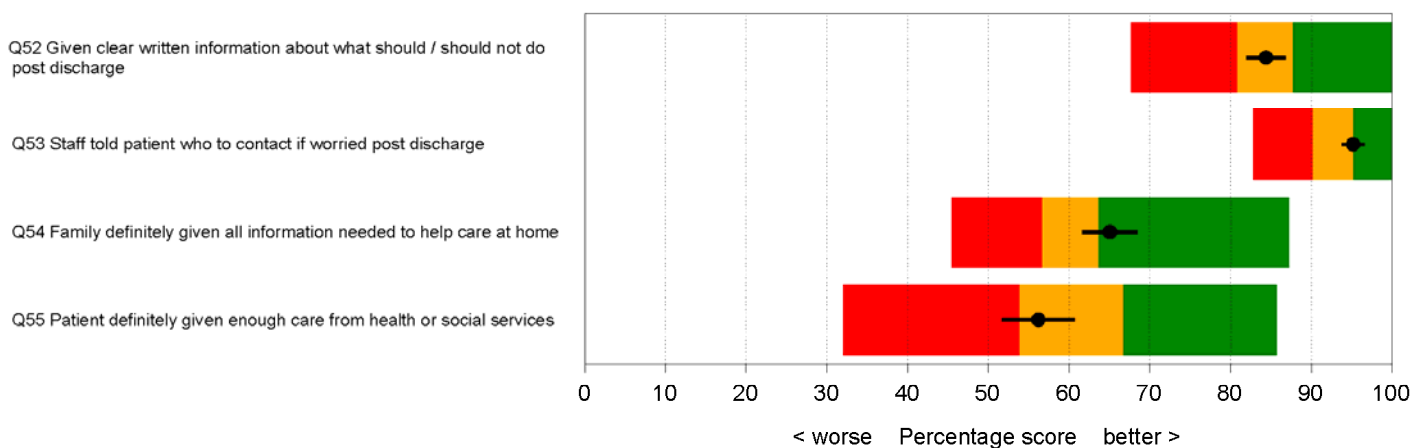
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Q40	Got understandable answers to important questions all/most of the time	80%	85%	82%	87%	70%	80%	88%	895	
Q41	Patient had confidence and trust in all ward nurses	70%	77%	74%	80%	65%	74%	85%	952	
Q42	Nurses did not talk in front of patient as if they were not there	89%	88%	86%	90%	81%	88%	95%	949	
Q43	Always / nearly always enough nurses on duty	71%	75%	72%	78%	56%	67%	88%	946	

Hospital care and treatment



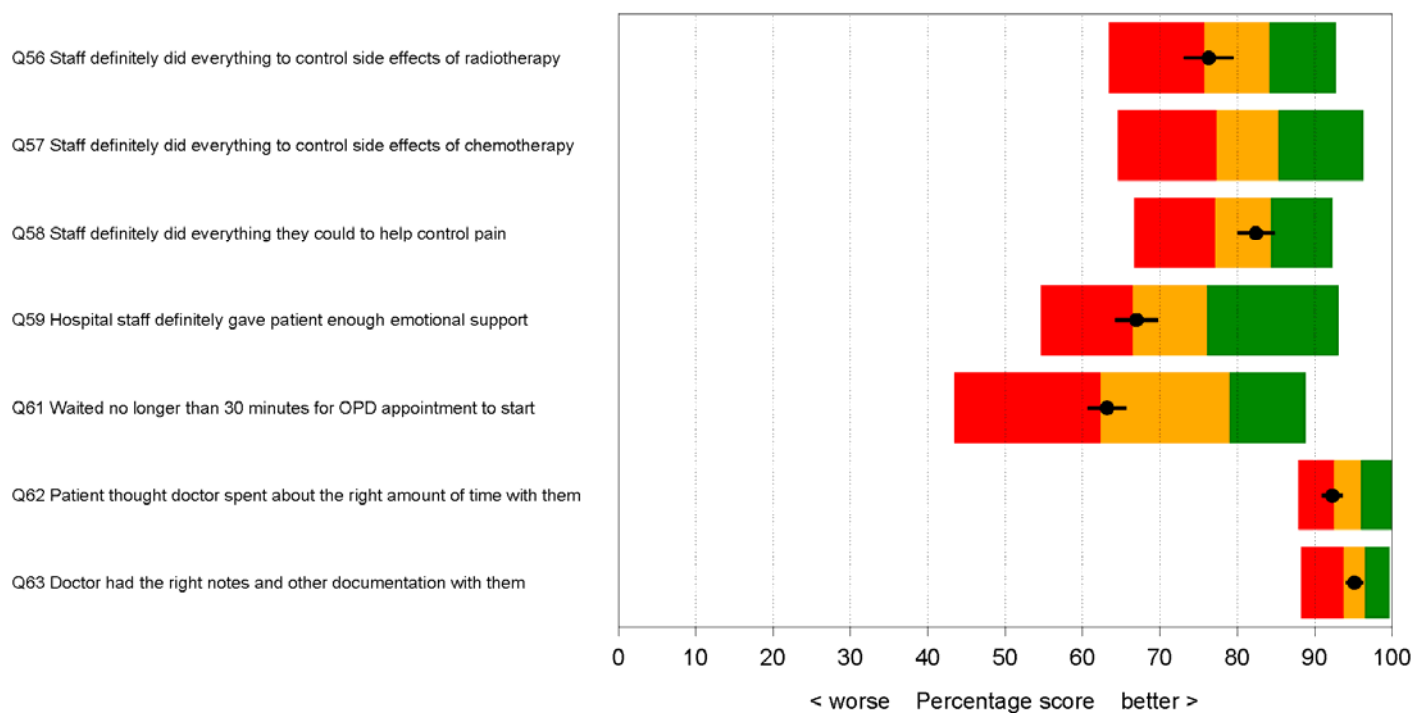
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Q44 Patient did not think hospital staff deliberately misinformed them	87%	90%	89%	92%	85%	90%	94%	951	
Q45 Patient never thought they were given conflicting information	76%	80%	77%	82%	76%	84%	93%	952	
Q46 All staff asked patient what name they preferred to be called by	-	47%	44%	50%	44%	65%	82%	947	
Q47 Always given enough privacy when discussing condition/treatment	82%	86%	84%	88%	81%	87%	93%	954	
Q48 Always given enough privacy when being examined or treated	92%	95%	94%	97%	93%	96%	100%	955	
Q49 Patient was able to discuss worries or fears with staff during visit	-	69%	66%	72%	59%	69%	81%	852	
Q50 Hospital staff did everything to help control pain all of the time	87%	89%	87%	91%	82%	88%	93%	799	
Q51 Always treated with respect and dignity by staff	86%	87%	85%	89%	79%	86%	98%	943	

Information given to you before leaving hospital and home support



Question	2010 Percentage for this Trust	2012 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 2012
Q52	82%	84%	82%	87%	81%	88%	100%	877	
Q53	94%	95%	94%	97%	90%	95%	100%	908	
Q54	62%	65%	62%	68%	57%	64%	87%	755	
Q55	54%	56%	52%	61%	54%	67%	86%	470	

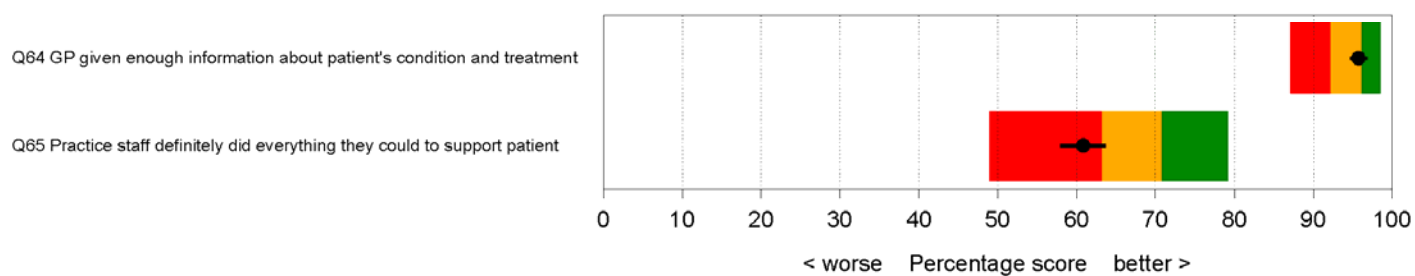
Hospital care as a day patient / outpatient



Question	2010 Percentage for this Trust	2012 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 2012
Q56 Staff definitely did everything to control side effects of radiotherapy		76%	73%	80%	76%	84%	93%	675	
Q57 Staff definitely did everything to control side effects of chemotherapy					77%	85%	96%		
Q58 Staff definitely did everything they could to help control pain	85%	82%	80%	85%	77%	84%	92%	1000	
Q59 Hospital staff definitely gave patient enough emotional support	69%	67%	64%	70%	66%	76%	93%	1147	
Q61 Waited no longer than 30 minutes for OPD appointment to start	62%	63%	61%	66%	62%	79%	89%	1484	
Q62 Patient thought doctor spent about the right amount of time with them	92%	92%	91%	94%	92%	96%	100%	1540	+
Q63 Doctor had the right notes and other documentation with them	94%	95%	94%	96%	94%	96%	100%	1477	

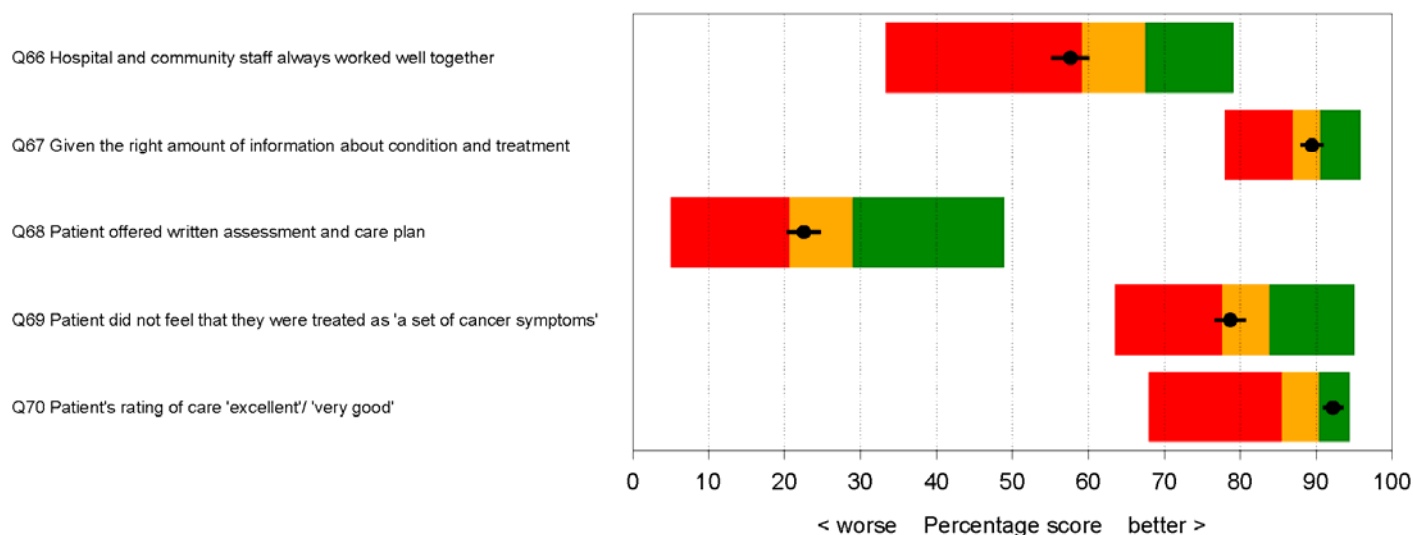
* The wording of questions 56 and 57 was changed in this year's survey and while the questions are not strictly comparable last year's data has been left in for information.

Care from your general practice



Question		2010 Percentage for this Trust	2012 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 2012
Q64	GP given enough information about patient's condition and treatment	95%	96%	95%	97%	92%	96%	99%	1377	
Q65	Practice staff definitely did everything they could to support patient	63%	61%	58%	64%	63%	71%	79%	1077	+

Your overall NHS care



Question		2010 Percentage for this Trust	2012 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 2012
Q66	Hospital and community staff always worked well together	54%	58%	55%	60%	59%	68%	79%	1518	+
Q67	Given the right amount of information about condition and treatment	88%	89%	88%	91%	87%	91%	96%	1571	
Q68	Patient offered written assessment and care plan	-	23%	20%	25%	21%	29%	49%	1332	
Q69	Patient did not feel that they were treated as a 'set of cancer symptoms'	79%	79%	77%	81%	78%	84%	95%	1559	
Q70	Patient's rating of care 'excellent'/'very good'	-	92%	91%	94%	85%	90%	94%	1564	

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. Patient thought they were seen as soon as necessary		Q4. Patient's health got better or remained about the same while waiting	
	This Trust	National	This Trust	National	This Trust	National
Breast	92%	92%	89%	90%	92%	93%
Colorectal / Lower Gastro	54%	70%	74%	80%	72%	76%
Lung	64%	66%	82%	84%	72%	74%
Prostate	68%	76%	85%	86%	90%	88%
Brain / CNS						
Gynaecological	70%	72%	73%	80%	70%	72%
Haematological	51%	62%	78%	81%	66%	68%
Head & Neck	70%	73%	76%	79%	80%	79%
Sarcoma	60%	62%	76%	73%	64%	64%
Skin	79%	89%	77%	86%	87%	94%
Upper Gastro	69%	68%	81%	78%	70%	67%
Urological	65%	79%	73%	85%	73%	86%
Other Cancers	67%	73%	70%	78%	70%	78%
All cancers	68%	74%	80%	83%	77%	79%

Diagnostic tests

Cancer type	Q6. Staff gave complete explanation of purpose of test(s)		Q7. Staff explained completely what would be done during test		Q8. Given easy to understand written information about test		Q9. Given complete explanation of test results in an understandable way	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	89%	86%	90%	87%	93%	87%	84%	81%
Colorectal / Lower Gastro	72%	82%	80%	87%	86%	89%	70%	79%
Lung	84%	83%	91%	87%	93%	87%	71%	78%
Prostate	92%	86%	96%	89%	96%	89%	78%	79%
Brain / CNS								
Gynaecological	89%	79%	92%	84%	96%	85%	76%	75%
Haematological	92%	82%	89%	86%	92%	84%	72%	74%
Head & Neck	73%	81%	77%	84%	89%	80%	64%	77%
Sarcoma	86%	79%	90%	85%	95%	86%	77%	72%
Skin	92%	87%	88%	89%	94%	84%	92%	83%
Upper Gastro	87%	79%	88%	86%	88%	86%	75%	75%
Urological	87%	81%	95%	85%	91%	86%	80%	77%
Other Cancers	96%	81%	92%	87%	96%	86%	77%	75%
All cancers	87%	83%	89%	86%	92%	86%	77%	78%

Finding out what was wrong with you

Cancer type	Q11. Patient told they could bring a friend when first told they had cancer		Q12. Patient felt they were told sensitively that they had cancer		Q13. Patient completely understood the explanation of what was wrong		Q14. Patient given written information about the type of cancer they had	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	77%	80%	88%	87%	82%	79%	81%	75%
Colorectal / Lower Gastro	63%	77%	78%	84%	78%	79%	67%	68%
Lung	73%	75%	77%	82%	69%	75%	54%	62%
Prostate	67%	70%	83%	83%	76%	76%	80%	78%
Brain / CNS								
Gynaecological	50%	66%	77%	80%	71%	72%	52%	65%
Haematological	67%	65%	78%	82%	55%	57%	68%	71%
Head & Neck	57%	69%	78%	85%	68%	74%	41%	58%
Sarcoma	70%	67%	80%	78%	66%	66%	66%	50%
Skin	73%	61%	73%	86%	81%	79%	58%	78%
Upper Gastro	66%	72%	80%	79%	72%	73%	65%	62%
Urological	59%	65%	72%	81%	68%	76%	50%	66%
Other Cancers	59%	71%	75%	82%	67%	70%	60%	60%
All cancers	68%	72%	81%	83%	71%	73%	68%	69%

Deciding the best treatment for you

Cancer type	Q15. Patient given a choice of different types of treatment		Q16. Patient's views definitely taken into account by doctors and nurses discussing treatment		Q17. Possible side effects explained in an understandable way		Q18. Patient given written information about side effects	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	87%	88%	77%	72%	79%	79%	90%	90%
Colorectal / Lower Gastro	84%	83%	62%	70%	72%	77%	80%	83%
Lung	80%	83%	58%	70%	73%	77%	89%	84%
Prostate	93%	90%	68%	74%	68%	74%	83%	81%
Brain / CNS								
Gynaecological	78%	81%	67%	69%	68%	76%	81%	84%
Haematological	82%	80%	72%	68%	75%	72%	80%	80%
Head & Neck	79%	83%	53%	69%	54%	71%	66%	73%
Sarcoma	77%	76%	75%	64%	73%	73%	78%	79%
Skin	86%	86%	71%	76%	65%	74%	75%	67%
Upper Gastro	74%	82%	62%	67%	71%	73%	88%	81%
Urological	86%	75%	76%	65%	76%	69%	77%	70%
Other Cancers	75%	80%	65%	68%	80%	76%	87%	81%
All cancers	84%	84%	70%	70%	74%	75%	83%	81%

Cancer type	Q19. Patient definitely involved in decisions about care and treatment	
	This Trust	National
Breast	78%	74%
Colorectal / Lower Gastro	65%	73%
Lung	73%	73%
Prostate	82%	74%
Brain / CNS		
Gynaecological	73%	73%
Haematological	77%	71%
Head & Neck	54%	69%
Sarcoma	76%	68%
Skin	83%	80%
Upper Gastro	66%	69%
Urological	73%	67%
Other Cancers	73%	74%
All cancers	74%	72%

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	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	93%	93%	70%	73%	90%	91%	90%	92%
Colorectal / Lower Gastro	94%	90%	77%	78%	93%	92%	91%	92%
Lung	85%	90%	65%	76%	92%	91%	94%	90%
Prostate	80%	85%	63%	72%	91%	92%	85%	91%
Brain / CNS								
Gynaecological	86%	91%	51%	73%	79%	89%	87%	89%
Haematological	92%	85%	75%	76%	91%	92%	95%	91%
Head & Neck	95%	83%	60%	73%	98%	90%	90%	90%
Sarcoma	80%	79%	70%	73%	89%	90%	90%	90%
Skin	84%	84%	75%	84%	100%	94%	91%	94%
Upper Gastro	95%	89%	68%	74%	88%	91%	90%	91%
Urological	83%	75%	80%	74%	96%	93%	96%	91%
Other Cancers	86%	87%	64%	74%	83%	92%	91%	89%
All cancers	89%	87%	69%	75%	90%	91%	91%	91%

Support for people with cancer

Cancer type	Q24. Hospital staff gave information about support groups		Q25. Hospital staff gave information on getting financial help		Q26. Hospital staff told patient they could get free prescriptions	
	This Trust	National	This Trust	National	This Trust	National
Breast	78%	85%	50%	56%	74%	71%
Colorectal / Lower Gastro	78%	75%	50%	49%	82%	76%
Lung	71%	80%	74%	70%	86%	82%
Prostate	69%	78%	48%	38%	74%	71%
Brain / CNS						
Gynaecological	63%	77%	43%	56%	83%	70%
Haematological	70%	74%	52%	53%	84%	79%
Head & Neck	57%	76%	58%	57%	88%	77%
Sarcoma	69%	71%	49%	52%	75%	69%
Skin	78%	81%	42%	49%	73%	50%
Upper Gastro	69%	76%	43%	53%	81%	77%
Urological	64%	57%	52%	29%	81%	61%
Other Cancers	69%	75%	44%	51%	78%	69%
All cancers	71%	76%	51%	52%	79%	73%

Cancer research

Cancer type	Q27. Taking part in cancer research discussed with patient		Q28. Patient glad to have been asked about taking part in cancer research		Q29. Patient would like to have been asked about taking part in cancer research	
	This Trust	National	This Trust	National	This Trust	National
Breast	59%	39%	95%	94%	54%	56%
Colorectal / Lower Gastro	72%	36%	96%	95%	50%	51%
Lung	79%	35%	93%	95%	81%	53%
Prostate	86%	35%	99%	96%		
Brain / CNS						
Gynaecological	48%	28%	96%	95%	56%	51%
Haematological	46%	33%	97%	97%	71%	53%
Head & Neck	68%	24%	94%	97%		
Sarcoma	62%	33%	96%	96%	62%	59%
Skin	67%	27%				
Upper Gastro	62%	38%	95%	96%	69%	54%
Urological	49%	15%	100%	94%	57%	47%
Other Cancers	60%	36%	97%	94%	73%	57%
All cancers	61%	33%	96%	95%	62%	53%

Operations

Cancer type	Q31. Admission date not changed by hospital		Q32. Staff gave complete explanation of what would be done		Q33. Patient given written information about the operation		Q34. Staff explained how operation had gone in understandable way	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	92%	95%	92%	89%	87%	82%	78%	75%
Colorectal / Lower Gastro	86%	91%	87%	85%	63%	71%	70%	77%
Lung								
Prostate	81%	85%	89%	87%	86%	83%	73%	73%
Brain / CNS								
Gynaecological	78%	90%	92%	85%	63%	75%	73%	77%
Haematological	88%	91%	69%	84%	75%	61%	67%	73%
Head & Neck	95%	90%	77%	86%	71%	63%	70%	74%
Sarcoma	95%	90%	93%	85%	57%	55%	80%	74%
Skin	100%	91%	85%	90%	63%	64%	83%	80%
Upper Gastro	88%	84%	85%	86%	74%	72%	71%	74%
Urological	79%	86%	92%	86%	76%	71%	85%	71%
Other Cancers								
All cancers	89%	90%	89%	87%	76%	73%	76%	75%

Hospital Doctors

Cancer type	Q36. Got understandable answers to important questions all/most of the time		Q37. Patient had confidence and trust in all doctors treating them		Q38. Doctors did not talk in front of patient as if they were not there		Q39. Patient's family definitely had opportunity to talk to doctor	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	89%	85%	89%	86%	92%	89%	78%	69%
Colorectal / Lower Gastro	93%	83%	88%	86%	78%	79%	67%	63%
Lung	84%	79%	83%	82%	89%	80%	81%	66%
Prostate	91%	84%	100%	88%	94%	84%	83%	66%
Brain / CNS								
Gynaecological	86%	83%	86%	85%	91%	86%	73%	65%
Haematological	87%	82%	84%	82%	84%	81%	70%	67%
Head & Neck	80%	82%	83%	86%	81%	80%	70%	66%
Sarcoma	87%	78%	89%	80%	85%	81%	77%	62%
Skin	96%	90%	96%	91%	87%	86%	81%	73%
Upper Gastro	85%	80%	79%	83%	73%	76%	64%	62%
Urological	84%	78%	88%	86%	83%	80%	71%	59%
Other Cancers	82%	81%	81%	79%	86%	82%	61%	65%
All cancers	87%	82%	87%	85%	86%	83%	74%	65%

Ward Nurses

Cancer type	Q40. Got understandable answers to important questions all/most of the time		Q41. Patient had confidence and trust in all ward nurses		Q42. Nurses did not talk in front of patient as if they were not there		Q43. Always / nearly always enough nurses on duty	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	83%	77%	75%	70%	89%	88%	75%	64%
Colorectal / Lower Gastro	85%	74%	79%	66%	84%	82%	71%	57%
Lung	88%	74%	83%	70%	91%	82%	78%	63%
Prostate	93%	76%	83%	71%	91%	86%	87%	63%
Brain / CNS								
Gynaecological	80%	74%	71%	67%	90%	84%	73%	60%
Haematological	86%	77%	81%	71%	89%	85%	74%	58%
Head & Neck	82%	75%	72%	68%	89%	84%	78%	61%
Sarcoma	85%	70%	76%	64%	89%	82%	81%	56%
Skin	78%	84%	79%	81%	91%	89%	75%	78%
Upper Gastro	90%	72%	76%	65%	84%	80%	65%	55%
Urological	79%	74%	83%	73%	83%	84%	81%	63%
Other Cancers	94%	73%	81%	68%	89%	83%	66%	62%
All cancers	85%	75%	77%	69%	88%	84%	75%	61%

Hospital care and treatment

Cancer type	Q44. Patient did not think hospital staff deliberately misinformed them		Q45. Patient never thought they were given conflicting information		Q46. All staff asked patient what name they preferred to be called by		Q47. Always given enough privacy when discussing condition or treatment	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	92%	91%	80%	82%	43%	49%	87%	85%
Colorectal / Lower Gastro	87%	87%	71%	77%	62%	61%	84%	83%
Lung	87%	84%	83%	78%	57%	64%	85%	84%
Prostate	100%	90%	83%	85%	39%	52%	98%	86%
Brain / CNS								
Gynaecological	87%	86%	82%	78%	39%	51%	84%	82%
Haematological	94%	86%	79%	74%	48%	57%	87%	85%
Head & Neck	87%	86%	77%	78%	47%	56%	91%	85%
Sarcoma	91%	84%	82%	73%	55%	53%	90%	78%
Skin	92%	92%	100%	86%	43%	52%	100%	89%
Upper Gastro	86%	83%	72%	73%	49%	64%	81%	83%
Urological	87%	87%	83%	82%	48%	61%	79%	84%
Other Cancers	97%	85%	86%	75%	40%	54%	80%	84%
All cancers	90%	87%	80%	79%	47%	56%	86%	84%

Cancer type	Q48. Always given enough privacy when being examined or treated		Q49. Patient was able to discuss worries or fears with staff during visit		Q50. Hospital staff did everything to help control pain all of the time		Q51. Always treated with respect and dignity by staff	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	95%	94%	70%	65%	92%	88%	86%	83%
Colorectal / Lower Gastro	95%	94%	67%	63%	85%	84%	83%	80%
Lung	96%	94%	71%	63%	87%	83%	92%	83%
Prostate	100%	94%	81%	66%	94%	86%	93%	84%
Brain / CNS								
Gynaecological	97%	94%	64%	60%	90%	84%	88%	82%
Haematological	95%	94%	70%	65%	86%	85%	91%	84%
Head & Neck	98%	93%	58%	65%	83%	84%	85%	85%
Sarcoma	94%	92%	76%	60%	92%	81%	90%	80%
Skin	96%	96%	73%	74%	95%	90%	92%	89%
Upper Gastro	92%	94%	70%	61%	86%	82%	84%	81%
Urological	91%	94%	62%	62%	95%	82%	86%	83%
Other Cancers	100%	95%	66%	64%	79%	86%	84%	81%
All cancers	95%	94%	69%	64%	89%	84%	87%	83%

Information given to you before you left hospital and home support

Cancer type	Q52. Given clear written information about what should / should not do post discharge		Q53. Staff told patient who to contact if worried post discharge		Q54. Family definitely given all information needed to help care at home		Q55. Patient definitely given enough care from health or social services	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	88%	90%	96%	96%	66%	60%	43%	62%
Colorectal / Lower Gastro	92%	82%	97%	94%	71%	60%	60%	68%
Lung	89%	82%	96%	92%	64%	62%	55%	59%
Prostate	93%	84%	98%	92%	74%	62%	67%	57%
Brain / CNS								
Gynaecological	78%	84%	90%	93%	64%	56%	55%	58%
Haematological	89%	82%	99%	96%	69%	65%	40%	59%
Head & Neck	80%	85%	93%	92%	54%	64%	50%	57%
Sarcoma	75%	77%	97%	91%	66%	55%	66%	65%
Skin	88%	87%	92%	94%	67%	64%	71%	66%
Upper Gastro	78%	79%	94%	91%	62%	58%	66%	63%
Urological	77%	81%	90%	88%	57%	56%	59%	51%
Other Cancers	77%	80%	92%	93%	61%	58%	73%	61%
All cancers	84%	84%	95%	93%	65%	60%	56%	61%

Hospital care as a day patient / outpatient

Cancer type	Q56. Staff definitely did everything to control side effects of radiotherapy		Q57. Staff definitely did everything to control side effects of chemotherapy		Q58. Staff definitely did everything they could to help control pain		Q59. Hospital staff definitely gave patient enough emotional support	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	81%	81%			85%	82%	67%	68%
Colorectal / Lower Gastro	73%	79%			77%	82%	71%	73%
Lung	68%	79%			86%	83%	68%	74%
Prostate	76%	79%			78%	78%	70%	73%
Brain / CNS								
Gynaecological	79%	80%			88%	82%	72%	69%
Haematological	78%	79%			80%	84%	69%	73%
Head & Neck	61%	78%			77%	82%	70%	69%
Sarcoma	74%	76%			81%	76%	59%	65%
Skin	100%	80%			80%	78%	76%	78%
Upper Gastro	76%	79%			91%	81%	62%	68%
Urological	78%	73%			81%	76%	70%	69%
Other Cancers	90%	79%			80%	82%	65%	67%
All cancers	76%	79%			82%	81%	67%	71%

Cancer type	Q61. Waited no longer than 30 minutes for OPD appointment to start		Q62. Patient thought doctor spent about the right amount of time with them		Q63. Doctor had the right notes and other documentation with them	
	This Trust	National	This Trust	National	This Trust	National
Breast	58%	65%	93%	92%	96%	95%
Colorectal / Lower Gastro	68%	72%	91%	94%	98%	95%
Lung	67%	73%	96%	95%	98%	95%
Prostate	79%	76%	91%	93%	96%	95%
Brain / CNS						
Gynaecological	60%	69%	92%	94%	91%	96%
Haematological	59%	65%	94%	95%	97%	95%
Head & Neck	83%	70%	87%	93%	86%	95%
Sarcoma	60%	65%	91%	93%	94%	94%
Skin	69%	75%	93%	95%	93%	95%
Upper Gastro	58%	71%	94%	94%	95%	94%
Urological	59%	77%	92%	95%	93%	95%
Other Cancers	68%	67%	92%	93%	95%	94%
All cancers	63%	70%	92%	94%	95%	95%

Care from your general practice

Cancer type	Q64. GP given enough information about patient's condition and treatment		Q65. Practice staff definitely did everything they could to support patient	
	This Trust	National	This Trust	National
Breast	98%	95%	59%	66%
Colorectal / Lower Gastro	99%	94%	63%	69%
Lung	89%	94%	63%	67%
Prostate	96%	95%	69%	72%
Brain / CNS				
Gynaecological	95%	94%	56%	64%
Haematological	96%	94%	62%	64%
Head & Neck	93%	92%	54%	63%
Sarcoma	97%	94%	60%	64%
Skin	96%	94%	61%	72%
Upper Gastro	94%	93%	59%	68%
Urological	95%	94%	68%	69%
Other Cancers	92%	92%	68%	66%
All cancers	96%	94%	61%	67%

Your overall NHS care

Cancer type	Q66. Hospital and community staff always worked well together		Q67. Given the right amount of information about condition and treatment		Q68. Patient offered written assessment and care plan		Q69. Patient did not feel that they were treated as 'a set of cancer symptoms'	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	63%	63%	89%	89%	23%	26%	81%	78%
Colorectal / Lower Gastro	54%	62%	80%	89%	29%	27%	75%	81%
Lung	60%	64%	91%	88%	19%	25%	76%	77%
Prostate	63%	64%	90%	89%	22%	25%	81%	82%
Brain / CNS								
Gynaecological	53%	60%	88%	88%	14%	22%	76%	78%
Haematological	59%	64%	93%	91%	23%	23%	86%	81%
Head & Neck	54%	60%	87%	86%	15%	24%	82%	79%
Sarcoma	56%	55%	91%	86%	24%	21%	75%	76%
Skin	42%	67%	84%	90%	32%	25%	83%	89%
Upper Gastro	54%	60%	91%	87%	26%	27%	67%	76%
Urological	53%	64%	90%	87%	19%	20%	78%	82%
Other Cancers	57%	60%	92%	86%	25%	23%	82%	76%
All cancers	58%	62%	89%	89%	23%	24%	79%	80%

Cancer type	Q70. Patient's rating of care 'excellent'/'very good'	
	This Trust	National
Breast	94%	90%
Colorectal / Lower Gastro	88%	87%
Lung	94%	88%
Prostate	93%	87%
Brain / CNS		
Gynaecological	91%	87%
Haematological	94%	90%
Head & Neck	90%	87%
Sarcoma	91%	85%
Skin	87%	90%
Upper Gastro	92%	85%
Urological	96%	85%
Other Cancers	92%	87%
All cancers	92%	88%



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 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 2011-12 survey can be obtained at www.quality-health.co.uk

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