



National Cancer Patient Experience Programme

2011/12 National Survey

**Chelsea and Westminster Hospital
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.

175 eligible patients from this Trust were sent a survey, and 74 questionnaires were returned completed. This represents a response rate of 48% 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?

74 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 | 0 |
| Colorectal / Lower Gastrointestinal | 13 |
| Lung | 14 |
| Prostate | 4 |
| Brain/Central Nervous System | 0 |
| Gynaecological | 4 |
| Haematological | 13 |
| Head and Neck | 1 |
| Sarcoma | 3 |
| Skin | 1 |
| Upper Gastrointestinal | 7 |
| Urological | 14 |
| Other | 0 |

* 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.

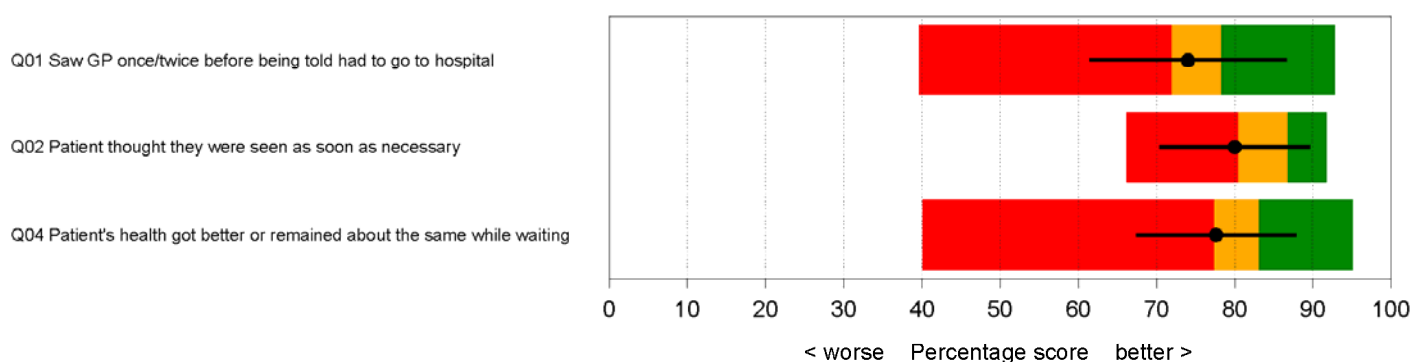
Age and sex

The survey asked respondents to give their year of birth. This information has been amalgamated into 6 age bands. 4 people did not provide their gender or age. Of the 70 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 | 1 | 3 | 6 | 11 | 10 | 3 | 34 |
| Women | 0 | 0 | 3 | 10 | 12 | 11 | 0 | 36 |
| Total | 0 | 1 | 6 | 16 | 23 | 21 | 3 | 70 |

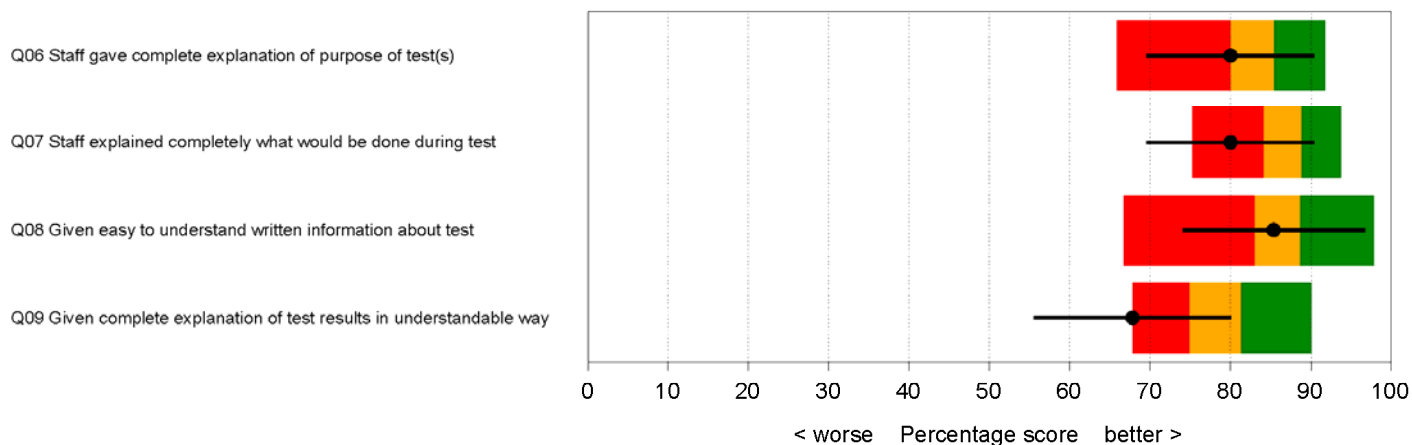
Trust results

Seeing your GP



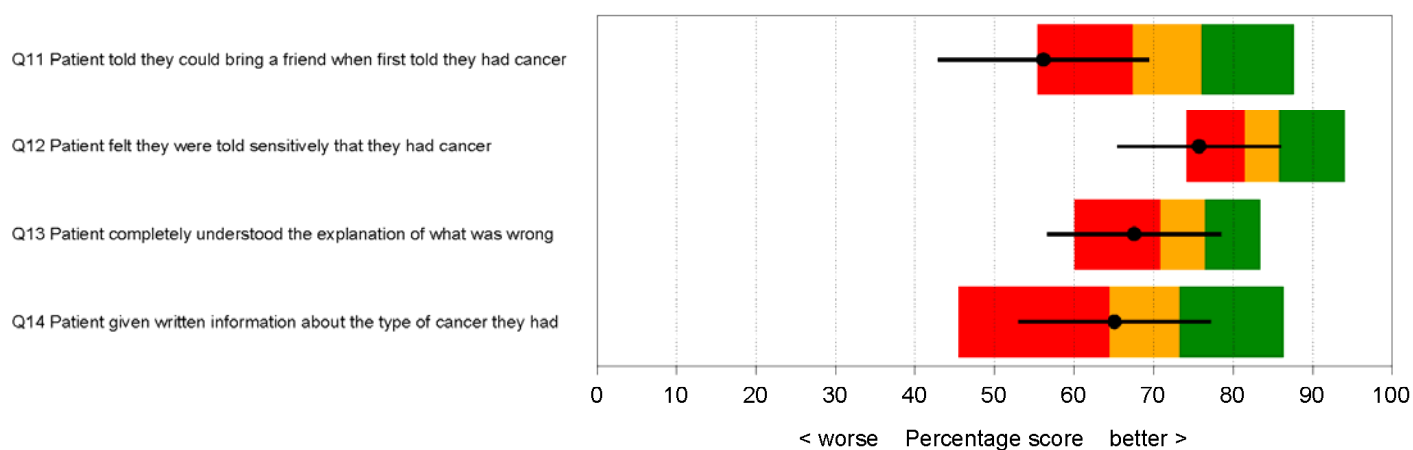
| Question | 2010 Percentage for this Trust | 2012 Percentage for this Trust | Lower 95% confidence interval | Upper 95% confidence interval | Threshold for lowest scoring 20% of all Trusts | Threshold for highest scoring 20% of all Trusts | Highest Trust's percentage score | Number of responders for this Trust | Scored % in lowest 20% of Trusts 2012 |
|---|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q1 Saw GP once/twice before being told had to go to hospital | 70% | 74% | 62% | 86% | 72% | 78% | 93% | 50 | |
| Q2 Patient thought they were seen as soon as necessary | 84% | 80% | 71% | 89% | 80% | 87% | 92% | 70 | + |
| Q4 Patient's health got better or remained about the same while waiting | 66% | 78% | 68% | 88% | 77% | 83% | 95% | 67 | |

Diagnostic tests



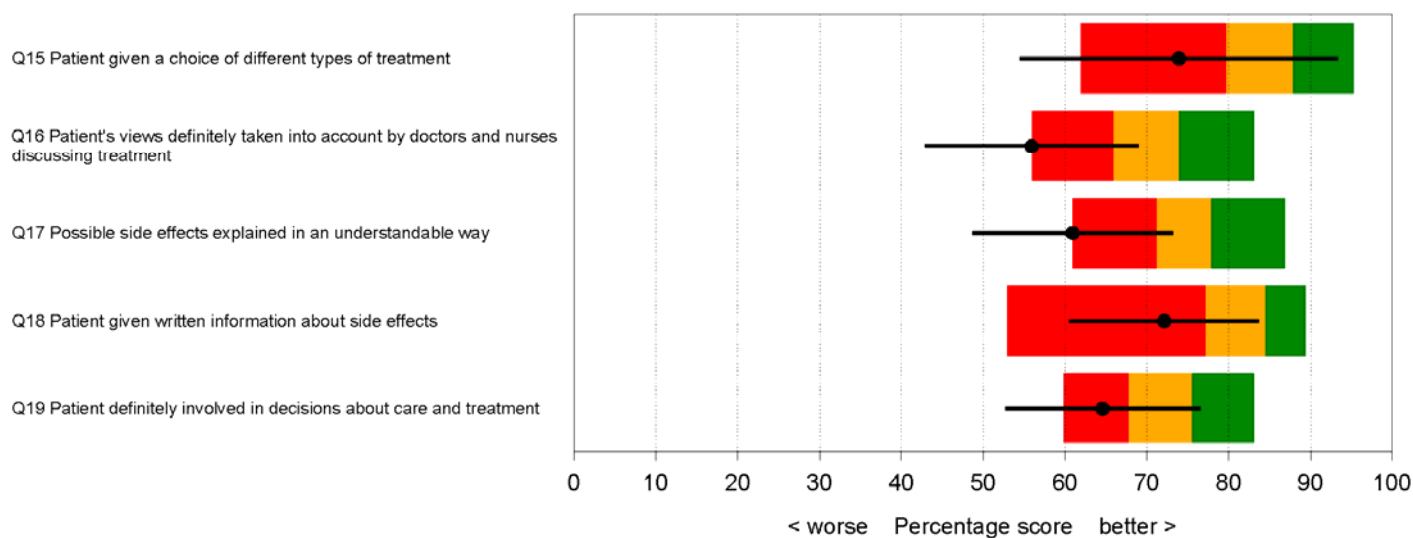
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|---|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q6 Staff gave complete explanation of purpose of test(s) | 87% | 80% | 70% | 90% | 80% | 85% | 92% | 60 | |
| Q7 Staff explained completely what would be done during test | 88% | 80% | 70% | 90% | 84% | 89% | 94% | 60 | + |
| Q8 Given easy to understand written information about test | 86% | 85% | 75% | 96% | 83% | 89% | 98% | 41 | |
| Q9 Given complete explanation of test results in understandable way | 79% | 68% | 56% | 80% | 75% | 81% | 90% | 59 | + |

Finding out what was wrong with you



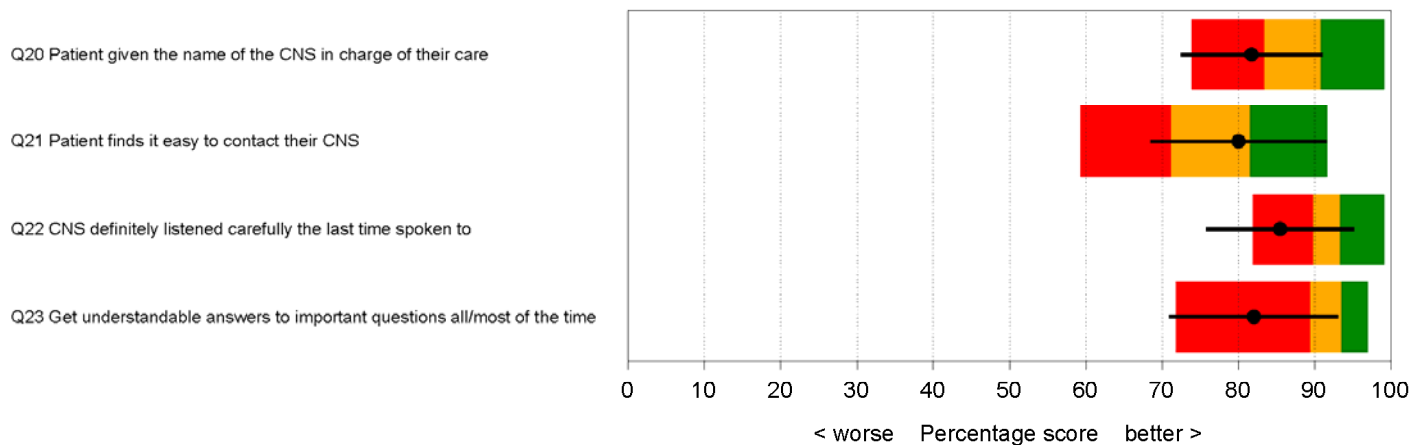
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|----------|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q11 | 73% | 56% | 43% | 69% | 67% | 76% | 88% | 57 | + |
| Q12 | 83% | 76% | 66% | 86% | 81% | 86% | 94% | 70 | + |
| Q13 | 77% | 68% | 57% | 78% | 71% | 76% | 83% | 74 | + |
| Q14 | 66% | 65% | 53% | 77% | 64% | 73% | 86% | 63 | |

Deciding the best treatment for you



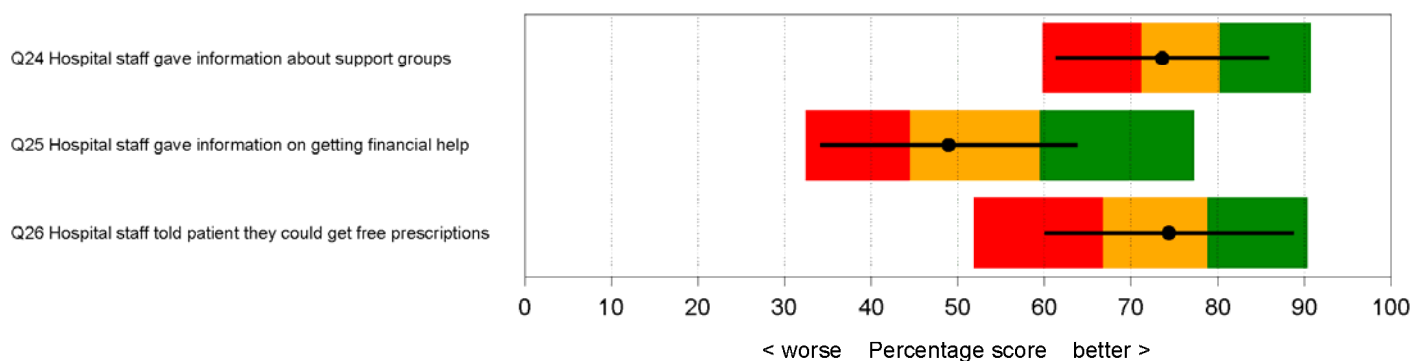
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|--|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q15 Patient given a choice of different types of treatment | | 74% | 56% | 92% | 80% | 88% | 95% | 23 | + |
| Q16 Patient's views definitely taken into account by doctors and nurses discussing treatment | - | 56% | 43% | 69% | 66% | 74% | 83% | 59 | + |
| Q17 Possible side effects explained in an understandable way | 65% | 61% | 49% | 73% | 71% | 78% | 87% | 64 | + |
| Q18 Patient given written information about side effects | 65% | 72% | 61% | 83% | 77% | 84% | 89% | 61 | + |
| Q19 Patient definitely involved in decisions about care and treatment | 65% | 65% | 53% | 76% | 68% | 76% | 83% | 65 | + |

Clinical Nurse Specialist



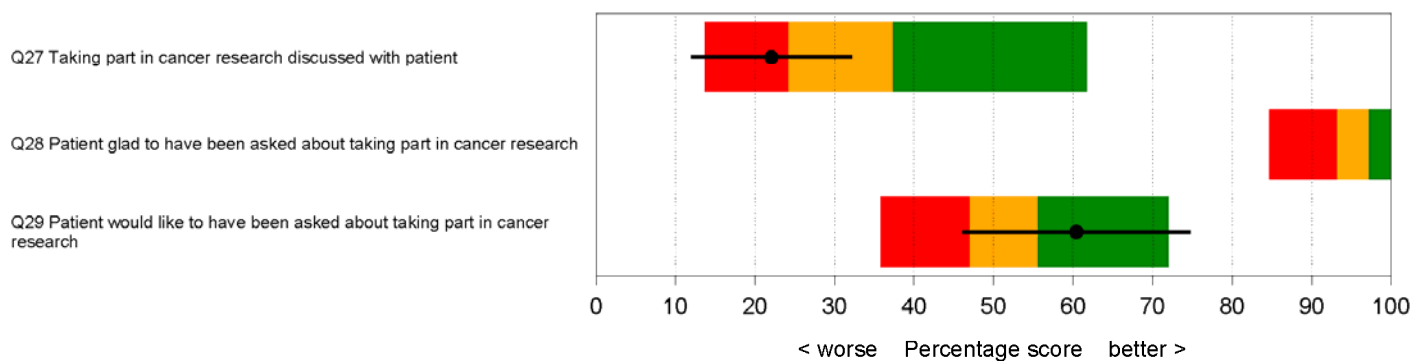
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|--|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q20 Patient given the name of the CNS in charge of their care | 85% | 82% | 73% | 91% | 83% | 91% | 99% | 71 | + |
| Q21 Patient finds it easy to contact their CNS | 82% | 80% | 69% | 91% | 71% | 81% | 92% | 50 | |
| Q22 CNS definitely listened carefully the last time spoken to | 98% | 85% | 76% | 95% | 90% | 93% | 99% | 55 | + |
| Q23 Get understandable answers to important questions all/most of the time | 97% | 82% | 71% | 93% | 89% | 94% | 97% | 50 | + |

Support for people with cancer



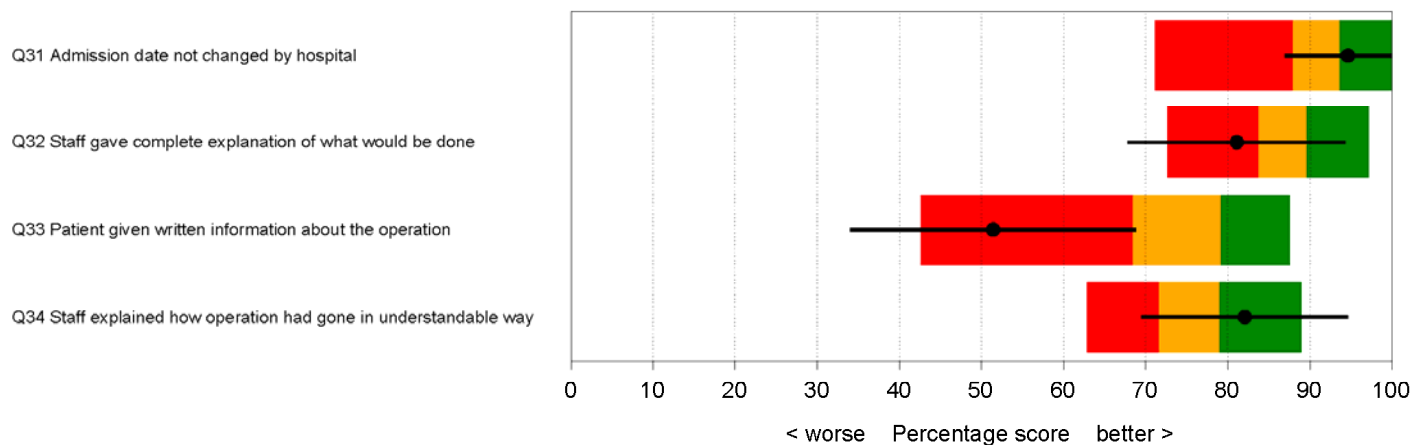
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|---|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q24 Hospital staff gave information about support groups | 71% | 74% | 62% | 85% | 71% | 80% | 91% | 53 | |
| Q25 Hospital staff gave information on getting financial help | 42% | 49% | 35% | 63% | 44% | 59% | 77% | 47 | |
| Q26 Hospital staff told patient they could get free prescriptions | 76% | 74% | 61% | 88% | 67% | 79% | 90% | 39 | |

Cancer research



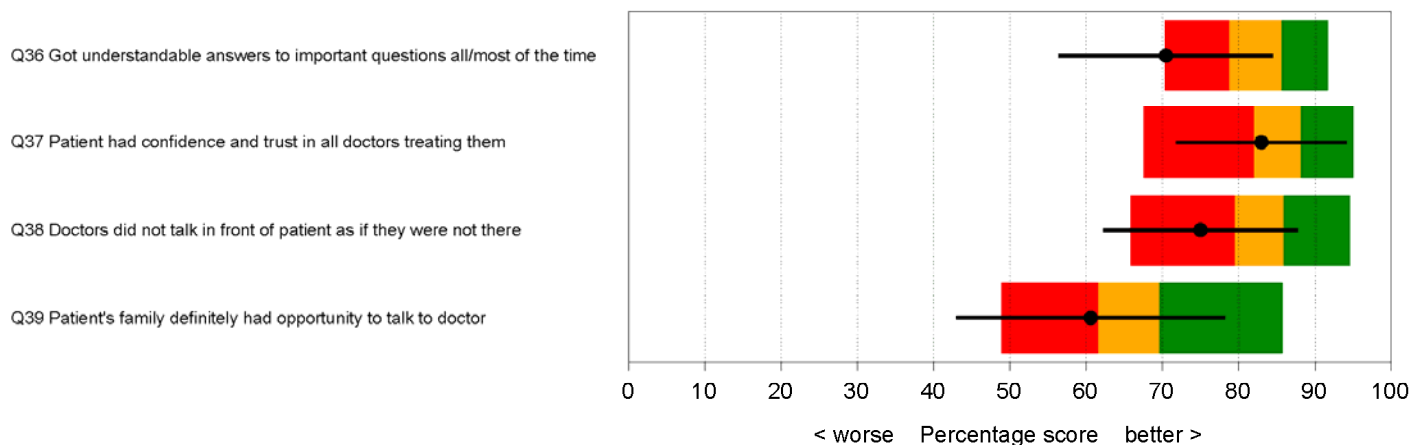
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|----------|--|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q27 | Taking part in cancer research discussed with patient | - | 22% | 12% | 32% | 24% | 37% | 62% | 68 | + |
| Q28 | Patient glad to have been asked about taking part in cancer research | - | | | | 93% | 97% | 100% | 16 | |
| Q29 | Patient would like to have been asked about taking part in cancer research | - | 60% | 47% | 74% | 47% | 56% | 72% | 48 | |

Operations



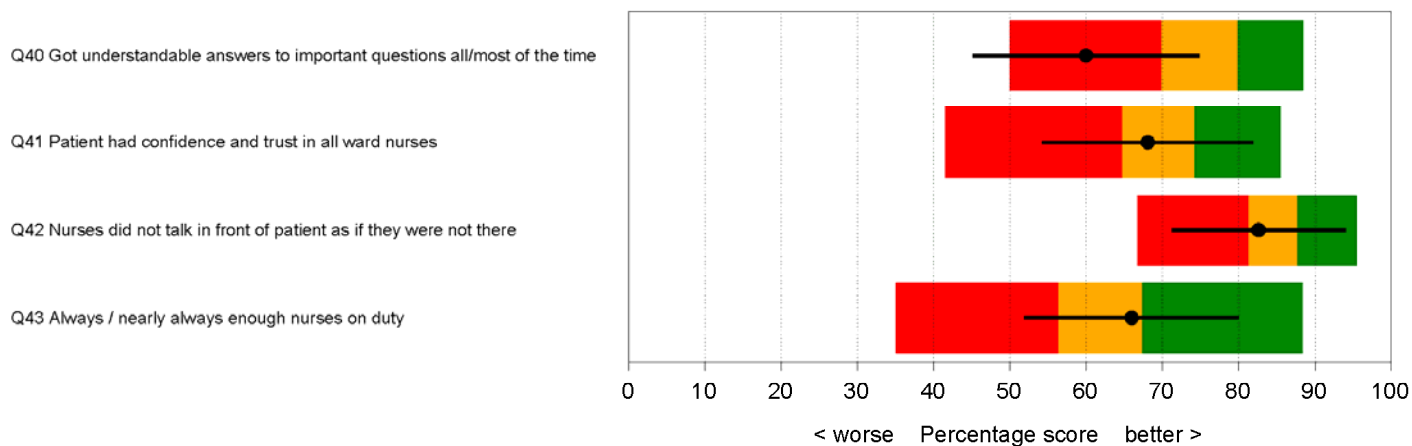
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|----------|--|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|---|
| Q31 | Admission date not changed by hospital | 91% | 95% | 87% | 100% | 88% | 94% | 100% | 37 | |
| Q32 | Staff gave complete explanation of what would be done | 89% | 81% | 68% | 94% | 84% | 90% | 97% | 37 | + |
| Q33 | Patient given written information about the operation | 63% | 51% | 35% | 68% | 69% | 79% | 88% | 35 | + |
| Q34 | Staff explained how operation had gone in understandable way | 86% | 82% | 70% | 94% | 72% | 79% | 89% | 39 | |

Hospital doctors



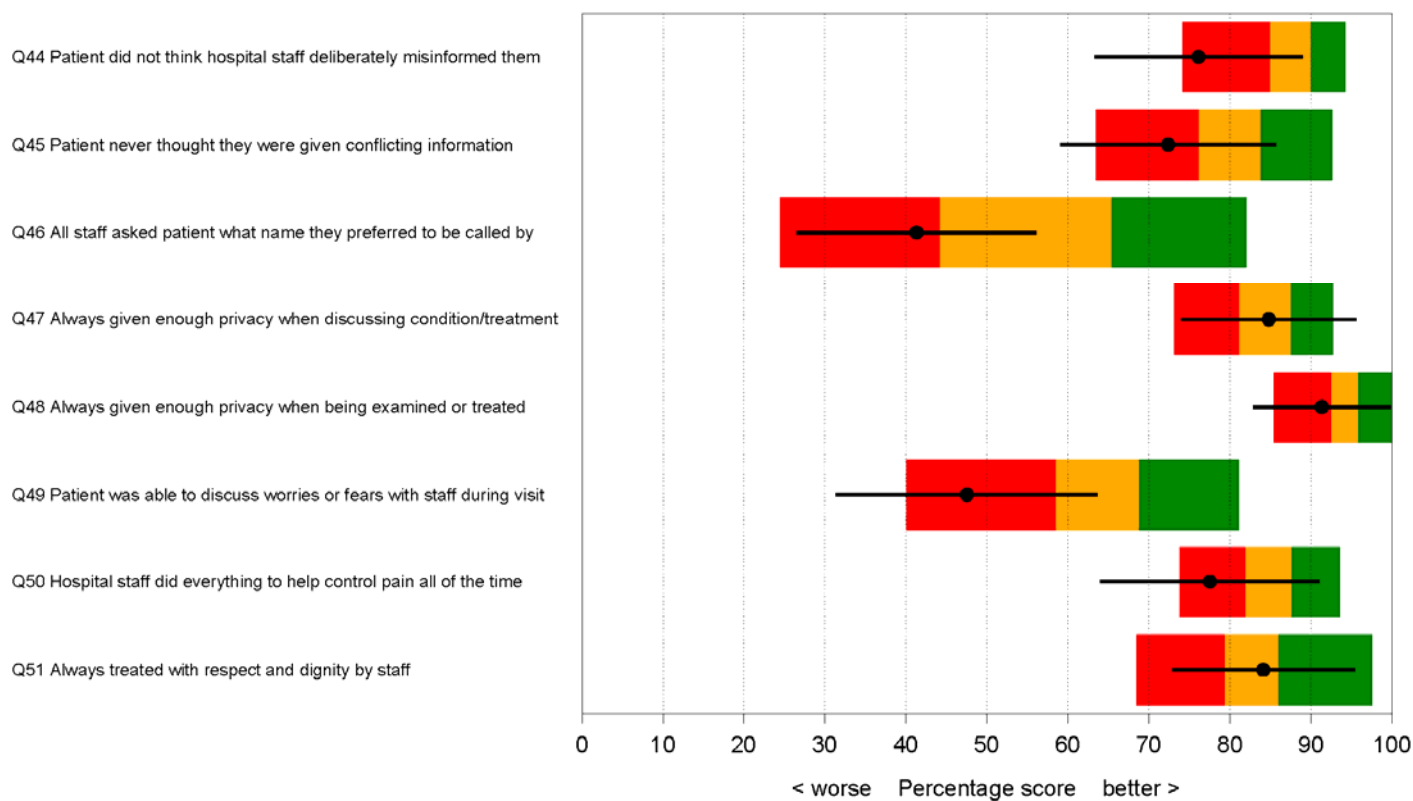
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|--|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q36 Got understandable answers to important questions all/most of the time | 88% | 70% | 57% | 84% | 79% | 86% | 92% | 44 | + |
| Q37 Patient had confidence and trust in all doctors treating them | 85% | 83% | 72% | 94% | 82% | 88% | 95% | 47 | |
| Q38 Doctors did not talk in front of patient as if they were not there | 78% | 75% | 63% | 87% | 80% | 86% | 95% | 48 | + |
| Q39 Patient's family definitely had opportunity to talk to doctor | 74% | 61% | 44% | 77% | 62% | 70% | 86% | 33 | + |

Ward nurses



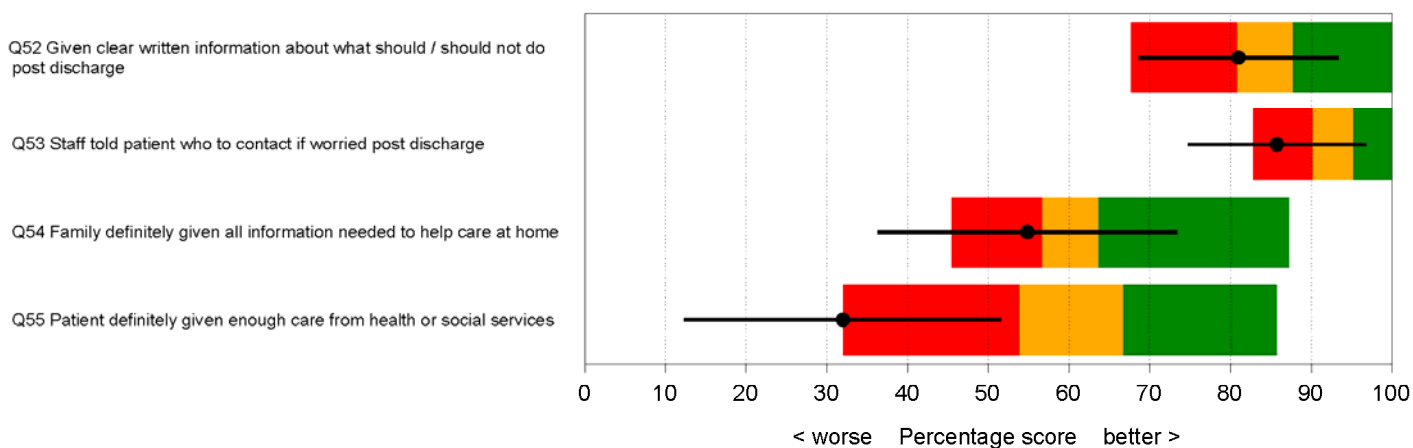
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|--|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q40 Got understandable answers to important questions all/most of the time | 66% | 60% | 46% | 74% | 70% | 80% | 88% | 45 | + |
| Q41 Patient had confidence and trust in all ward nurses | 61% | 68% | 55% | 81% | 65% | 74% | 85% | 47 | |
| Q42 Nurses did not talk in front of patient as if they were not there | 76% | 83% | 72% | 94% | 81% | 88% | 95% | 46 | |
| Q43 Always / nearly always enough nurses on duty | 70% | 66% | 52% | 80% | 56% | 67% | 88% | 47 | |

Hospital care and treatment



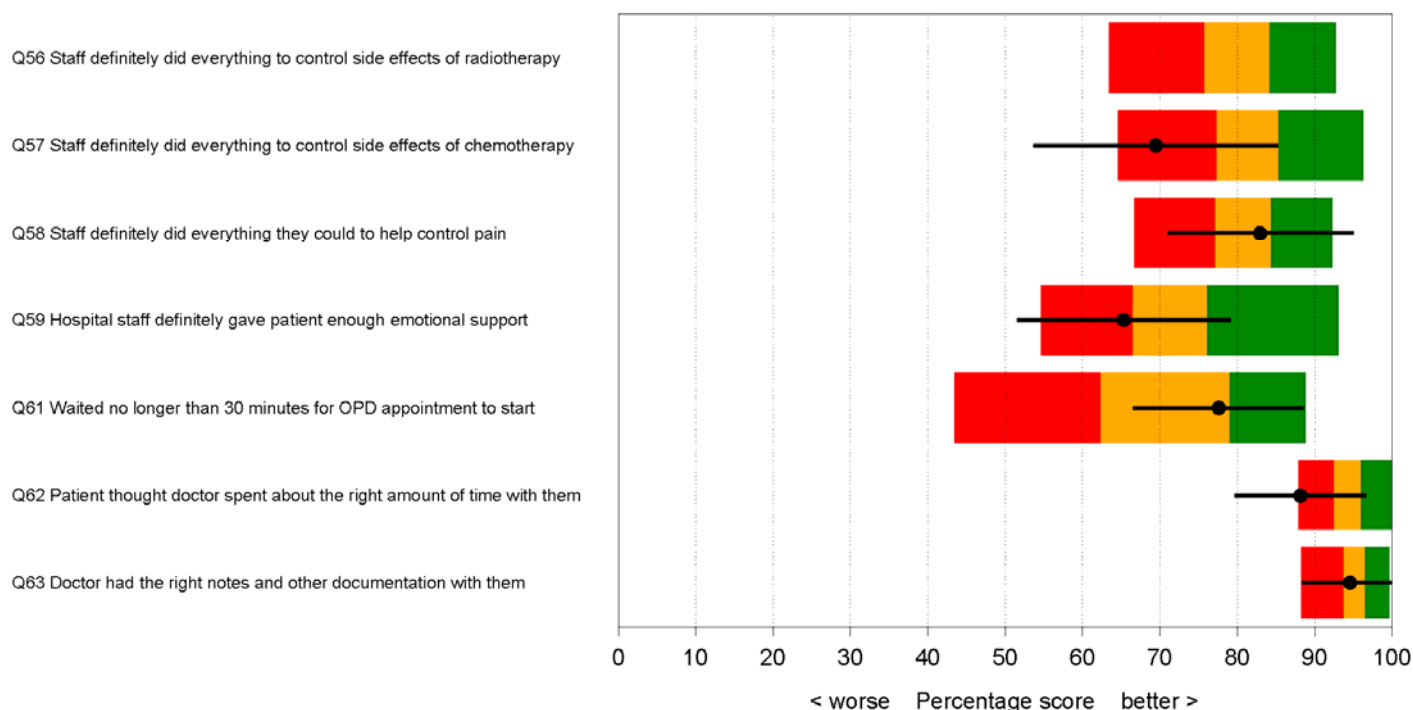
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|--|--------------------------------|--------------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|---------------------------------------|
| Q44 Patient did not think hospital staff deliberately misinformed them | 84% | 76% | 64% | 88% | 85% | 90% | 94% | 46 | + |
| Q45 Patient never thought they were given conflicting information | 73% | 72% | 60% | 85% | 76% | 84% | 93% | 47 | + |
| Q46 All staff asked patient what name they preferred to be called by | - | 41% | 27% | 56% | 44% | 65% | 82% | 46 | + |
| Q47 Always given enough privacy when discussing condition/treatment | 91% | 85% | 74% | 95% | 81% | 87% | 93% | 46 | |
| Q48 Always given enough privacy when being examined or treated | 93% | 91% | 83% | 99% | 93% | 96% | 100% | 46 | + |
| Q49 Patient was able to discuss worries or fears with staff during visit | - | 48% | 32% | 63% | 59% | 69% | 81% | 40 | + |
| Q50 Hospital staff did everything to help control pain all of the time | 81% | 78% | 65% | 90% | 82% | 88% | 93% | 40 | + |
| Q51 Always treated with respect and dignity by staff | 77% | 84% | 73% | 95% | 79% | 86% | 98% | 44 | |

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 Given clear written information about what should / should not do post discharge | 78% | 81% | 69% | 93% | 81% | 88% | 100% | 42 | |
| Q53 Staff told patient who to contact if worried post discharge | 81% | 86% | 75% | 96% | 90% | 95% | 100% | 42 | + |
| Q54 Family definitely given all information needed to help care at home | 60% | 55% | 37% | 72% | 57% | 64% | 87% | 31 | + |
| Q55 Patient definitely given enough care from health or social services | 70% | 32% | 14% | 50% | 54% | 67% | 86% | 25 | + |

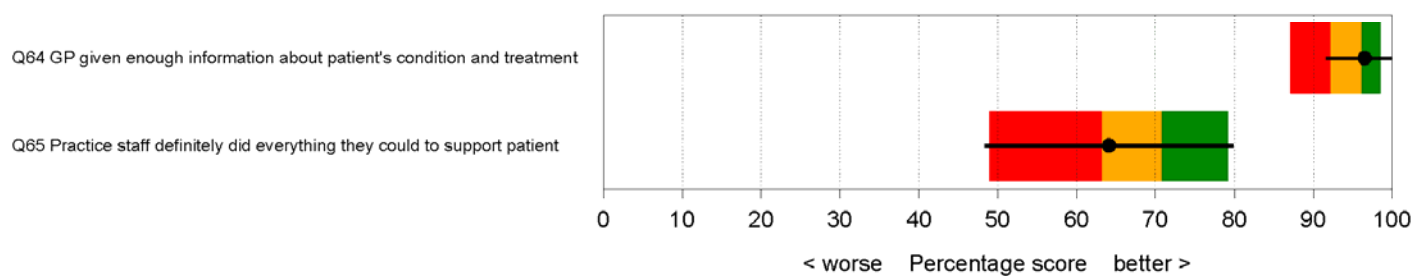
Hospital care as a day patient / outpatient



| 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% | 84% | 93% | | |
| Q57 Staff definitely did everything to control side effects of chemotherapy | | 69% | 54% | 84% | 77% | 85% | 96% | 36 | + |
| Q58 Staff definitely did everything they could to help control pain | 83% | 83% | 71% | 94% | 77% | 84% | 92% | 41 | |
| Q59 Hospital staff definitely gave patient enough emotional support | 74% | 65% | 52% | 79% | 66% | 76% | 93% | 49 | + |
| Q61 Waited no longer than 30 minutes for OPD appointment to start | 83% | 78% | 67% | 88% | 62% | 79% | 89% | 58 | |
| Q62 Patient thought doctor spent about the right amount of time with them | 91% | 88% | 80% | 96% | 92% | 96% | 100% | 59 | + |
| Q63 Doctor had the right notes and other documentation with them | 100% | 95% | 89% | 100% | 94% | 96% | 100% | 55 | |

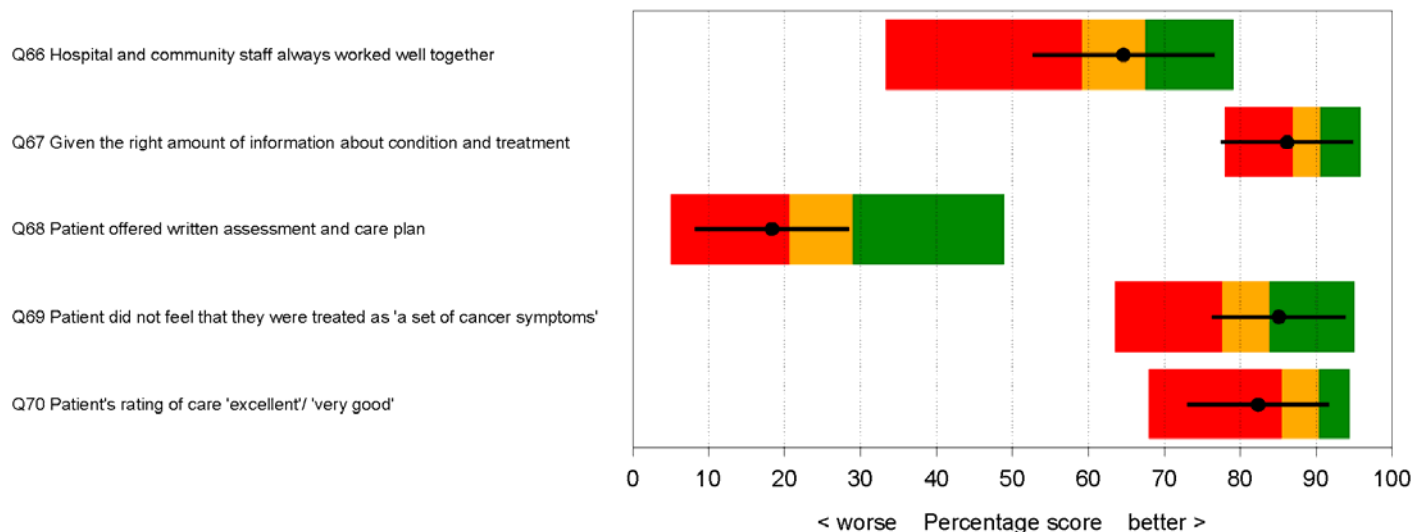
* The wording of questions 56 and 57 was changed in this year's survey and while the questions are not strictly comparable last year's data has been left in for information.

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 | 89% | 96% | 92% | 100% | 92% | 96% | 99% | 57 | |
| Q65 | Practice staff definitely did everything they could to support patient | 79% | 64% | 49% | 79% | 63% | 71% | 79% | 39 | |

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 | 65% | 65% | 53% | 76% | 59% | 68% | 79% | 65 | |
| Q67 Given the right amount of information about condition and treatment | 90% | 86% | 78% | 95% | 87% | 91% | 96% | 65 | + |
| Q68 Patient offered written assessment and care plan | - | 18% | 9% | 28% | 21% | 29% | 49% | 60 | + |
| Q69 Patient did not feel that they were treated as a 'set of cancer symptoms' | 80% | 85% | 77% | 94% | 78% | 84% | 95% | 67 | |
| Q70 Patient's rating of care 'excellent'/'very good' | - | 82% | 73% | 91% | 85% | 90% | 94% | 68 | + |

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 | | | | | | |
| Colorectal / Lower Gastro | | | | | | |
| Lung | | | | | | |
| Prostate | | | | | | |
| Brain / CNS | | | | | | |
| Gynaecological | | | | | | |
| Haematological | | | | | | |
| Head & Neck | | | | | | |
| Sarcoma | | | | | | |
| Skin | | | | | | |
| Upper Gastro | | | | | | |
| Urological | | | | | | |
| Other Cancers | | | | | | |
| All cancers | 74% | 74% | 80% | 83% | 78% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 80% | 83% | 80% | 86% | 85% | 86% | 68% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 56% | 72% | 76% | 83% | 68% | 73% | 65% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 74% | 84% | 56% | 70% | 61% | 75% | 72% | 81% |

| Cancer type | Q19. Patient definitely involved in decisions about care and treatment | |
|---------------------------|--|----------|
| | This Trust | National |
| Breast | | |
| Colorectal / Lower Gastro | | |
| Lung | | |
| Prostate | | |
| Brain / CNS | | |
| Gynaecological | | |
| Haematological | | |
| Head & Neck | | |
| Sarcoma | | |
| Skin | | |
| Upper Gastro | | |
| Urological | | |
| Other Cancers | | |
| All cancers | 65% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 82% | 87% | 80% | 75% | 85% | 91% | 82% | 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 | | | | | | |
| Colorectal / Lower Gastro | | | | | | |
| Lung | | | | | | |
| Prostate | | | | | | |
| Brain / CNS | | | | | | |
| Gynaecological | | | | | | |
| Haematological | | | | | | |
| Head & Neck | | | | | | |
| Sarcoma | | | | | | |
| Skin | | | | | | |
| Upper Gastro | | | | | | |
| Urological | | | | | | |
| Other Cancers | | | | | | |
| All cancers | 74% | 76% | 49% | 52% | 74% | 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 | | | | | | |
| Colorectal / Lower Gastro | | | | | | |
| Lung | | | | | | |
| Prostate | | | | | | |
| Brain / CNS | | | | | | |
| Gynaecological | | | | | | |
| Haematological | | | | | | |
| Head & Neck | | | | | | |
| Sarcoma | | | | | | |
| Skin | | | | | | |
| Upper Gastro | | | | | | |
| Urological | | | | | | |
| Other Cancers | | | | | | |
| All cancers | 22% | 33% | 100% | 95% | 60% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 95% | 90% | 81% | 87% | 51% | 73% | 82% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 70% | 82% | 83% | 85% | 75% | 83% | 61% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 60% | 75% | 68% | 69% | 83% | 84% | 66% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 76% | 87% | 72% | 79% | 41% | 56% | 85% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 91% | 94% | 48% | 64% | 78% | 84% | 84% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 81% | 84% | 86% | 93% | 55% | 60% | 32% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | | | 69% | 81% | 83% | 81% | 65% | 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 | | | | | | |
| Colorectal / Lower Gastro | | | | | | |
| Lung | | | | | | |
| Prostate | | | | | | |
| Brain / CNS | | | | | | |
| Gynaecological | | | | | | |
| Haematological | | | | | | |
| Head & Neck | | | | | | |
| Sarcoma | | | | | | |
| Skin | | | | | | |
| Upper Gastro | | | | | | |
| Urological | | | | | | |
| Other Cancers | | | | | | |
| All cancers | 78% | 70% | 88% | 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 | | | | |
| Colorectal / Lower Gastro | | | | |
| Lung | | | | |
| Prostate | | | | |
| Brain / CNS | | | | |
| Gynaecological | | | | |
| Haematological | | | | |
| Head & Neck | | | | |
| Sarcoma | | | | |
| Skin | | | | |
| Upper Gastro | | | | |
| Urological | | | | |
| Other Cancers | | | | |
| All cancers | 96% | 94% | 64% | 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 | | | | | | | | |
| Colorectal / Lower Gastro | | | | | | | | |
| Lung | | | | | | | | |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | | | | | | | | |
| Haematological | | | | | | | | |
| Head & Neck | | | | | | | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | | | | | | |
| Urological | | | | | | | | |
| Other Cancers | | | | | | | | |
| All cancers | 65% | 62% | 86% | 89% | 18% | 24% | 85% | 80% |

| Cancer type | Q70. Patient's rating of care 'excellent'/'very good' | |
|---------------------------|---|----------|
| | This Trust | National |
| Breast | | |
| Colorectal / Lower Gastro | | |
| Lung | | |
| Prostate | | |
| Brain / CNS | | |
| Gynaecological | | |
| Haematological | | |
| Head & Neck | | |
| Sarcoma | | |
| Skin | | |
| Upper Gastro | | |
| Urological | | |
| Other Cancers | | |
| All cancers | 82% | 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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