



National Cancer Patient Experience Programme

2010 National Survey

**University Hospitals Bristol NHS Foundation
Trust**

Pre Publication December 2010

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.

1234 eligible patients from this Trust were sent a survey, and 793 questionnaires were returned completed. This represents a response rate of 66% 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 University Hospitals Bristol 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?

793 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 | 177 |
| Colorectal / Lower Gastrointestinal | 125 |
| Lung | 62 |
| Prostate | 38 |
| Brain/Central Nervous System | 30 |
| Gynaecological | 67 |
| Haematological | 96 |
| Head and Neck | 45 |
| Sarcoma | 6 |
| Skin | 11 |
| Upper Gastrointestinal | 60 |
| Urological | 70 |
| Other | 6 |

* 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. 36 people did not provide their gender or age. Of the 757 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 | 5 | 8 | 27 | 91 | 112 | 66 | 10 | 319 |
| Women | 2 | 11 | 76 | 168 | 122 | 54 | 5 | 438 |
| Total | 7 | 19 | 103 | 259 | 234 | 120 | 15 | 757 |

Trust results

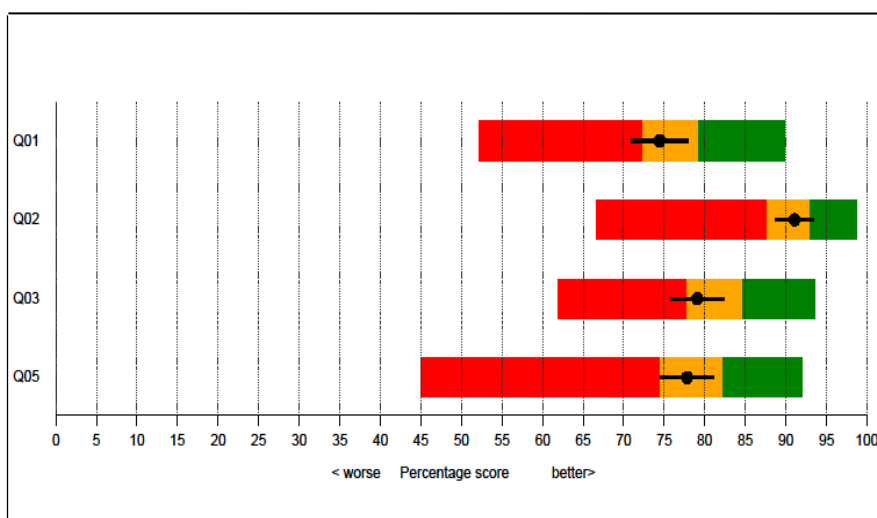
Seeing your GP

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

First appointment no more than 4 weeks after referral

Patient thought they were seen as soon as necessary

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



| Question | | Percentage for this Trust | Lower 95% confidence interval | Upper 95% confidence interval | Threshold for lowest scoring 20% of all Trusts | Threshold for highest scoring 20% of all Trusts | Highest Trust's percentage score | Number of responders for this Trust | Scored % in lowest 20% of Trusts |
|----------|--|---------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|----------------------------------|
| Q1 | Saw GP once/twice before being told had to go to hospital | 74% | 71% | 78% | 72% | 79% | 90% | 595 | |
| Q2 | First appointment no more than 4 weeks after referral | 91% | 89% | 93% | 88% | 93% | 99% | 560 | |
| Q3 | Patient thought they were seen as soon as necessary | 79% | 76% | 82% | 78% | 85% | 94% | 598 | |
| Q5 | Patient's health got better or remained about the same while waiting | 78% | 75% | 81% | 74% | 82% | 92% | 604 | |

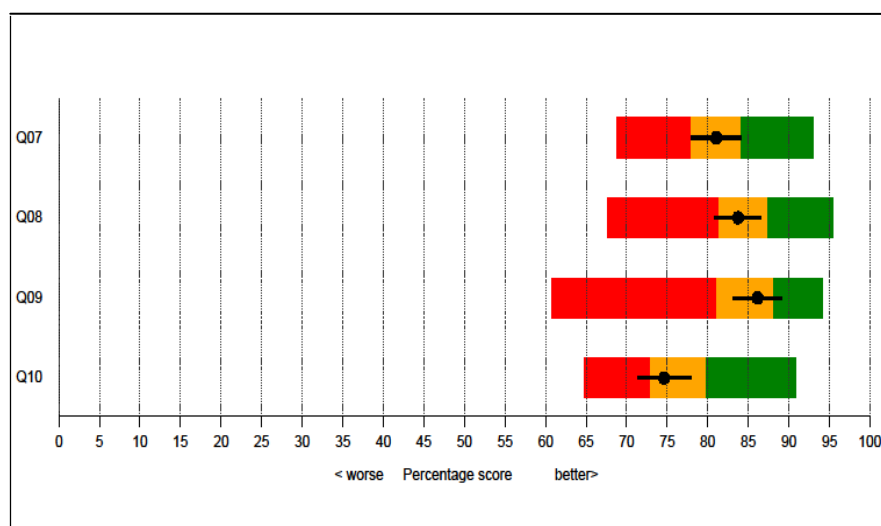
Diagnostic tests

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 | Staff gave complete explanation of purpose of test(s) | 81% | 78% | 84% | 78% | 84% | 93% | 628 | |
| Q8 | Staff explained completely what would be done during test | 84% | 81% | 87% | 81% | 87% | 95% | 646 | |
| Q9 | Given easy to understand written information about test | 86% | 83% | 89% | 81% | 88% | 94% | 512 | |
| Q10 | Given complete explanation of test results in understandable way | 75% | 71% | 78% | 73% | 80% | 91% | 670 | |

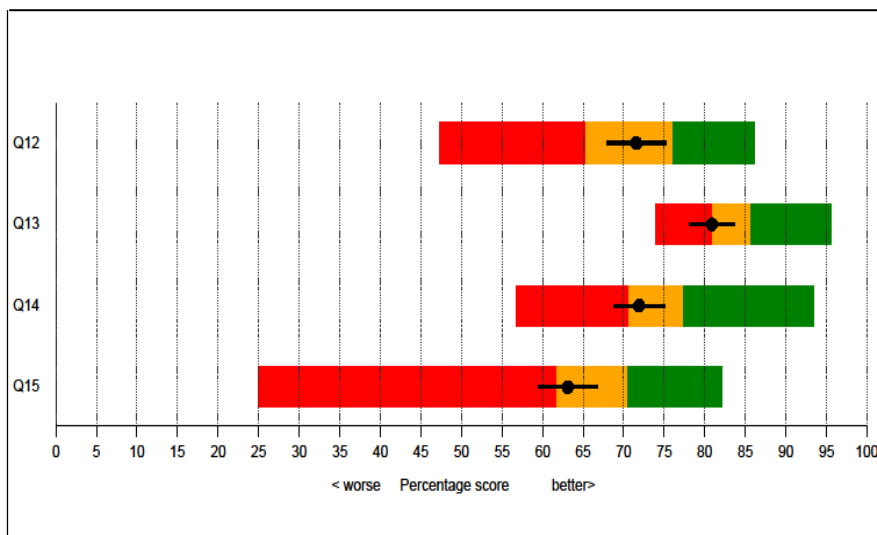
Finding out what was wrong with you

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

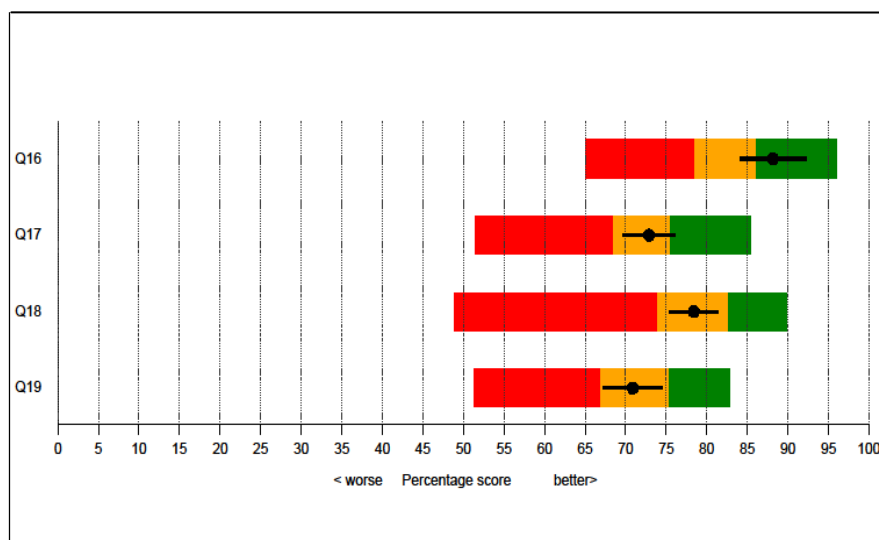
Q15 Patient given written information about the type of cancer they had



| 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 | 72% | 68% | 75% | 65% | 76% | 86% | 598 | |
| Q13 | Patient felt they were told sensitively that they had cancer | 81% | 78% | 84% | 81% | 86% | 96% | 769 | + |
| Q14 | Patient completely understood the explanation of what was wrong | 72% | 69% | 75% | 71% | 77% | 93% | 769 | |
| Q15 | Patient given written information about the type of cancer they had | 63% | 59% | 67% | 62% | 70% | 82% | 659 | |

Deciding the best treatment for you

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



| Question | Percentage for this Trust | Lower 95% confidence interval | Upper 95% confidence interval | Threshold for lowest scoring 20% of all Trusts | Threshold for highest scoring 20% of all Trusts | Highest Trust's percentage score | Number of responders for this Trust | Scored % in lowest 20% of Trusts |
|----------|---------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|----------------------------------|
| Q16 | 88% | 84% | 92% | 79% | 86% | 96% | 245 | |
| Q17 | 73% | 70% | 76% | 68% | 75% | 85% | 742 | |
| Q18 | 78% | 75% | 81% | 74% | 83% | 90% | 713 | |
| Q19 | 71% | 67% | 74% | 67% | 75% | 83% | 608 | |

Clinical Nurse Specialist

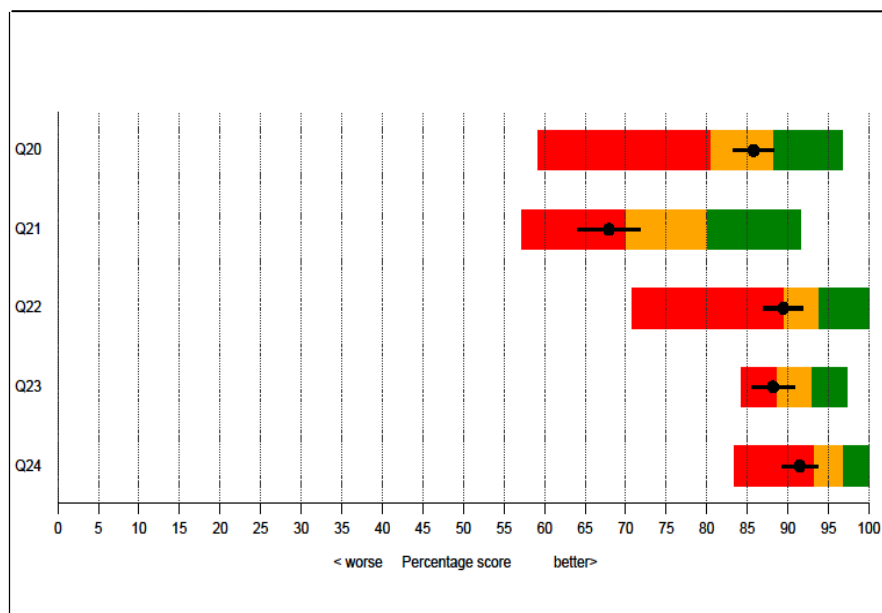
Q20 Patient given the name of the CNS in charge of their care

Q21 Patient finds it easy to contact their CNS

Q22 CNS definitely listened carefully the last time spoken to

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

Q24 Last time seen, time spent with CNS about right



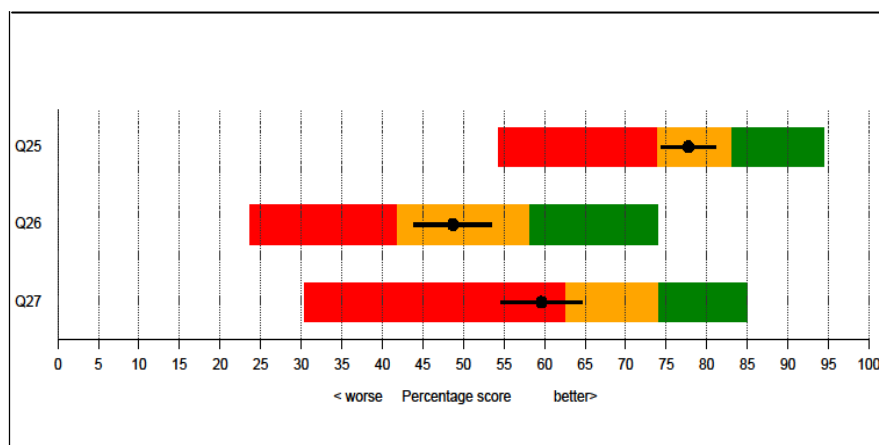
| Question | Percentage for this Trust | Lower 95% confidence interval | Upper 95% confidence interval | Threshold for lowest scoring 20% of all Trusts | Threshold for highest scoring 20% of all Trusts | Highest Trust's percentage score | Number of responders for this Trust | Scored % in lowest 20% of Trusts |
|----------|---------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|----------------------------------|
| Q20 | 86% | 83% | 88% | 81% | 88% | 97% | 739 | |
| Q21 | 68% | 64% | 72% | 70% | 80% | 92% | 580 | + |
| Q22 | 89% | 87% | 92% | 90% | 94% | 100% | 616 | + |
| Q23 | 88% | 86% | 91% | 89% | 93% | 97% | 567 | + |
| Q24 | 91% | 89% | 94% | 93% | 97% | 100% | 609 | + |

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 | Hospital staff gave information about support groups | 78% | 74% | 81% | 74% | 83% | 94% | 575 | |
| Q26 | Hospital staff gave information on getting financial help | 49% | 44% | 53% | 42% | 58% | 74% | 423 | |
| Q27 | Hospital staff told patient they could get free prescriptions | 60% | 55% | 65% | 63% | 74% | 85% | 374 | + |

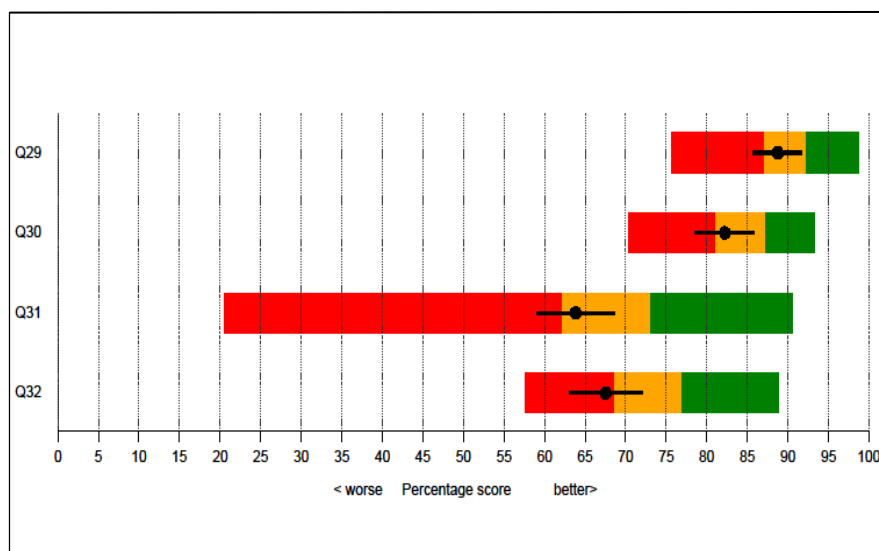
Operations

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 | 89% | 86% | 92% | 87% | 92% | 99% | 427 | |
| Q30 | 82% | 79% | 86% | 81% | 87% | 93% | 422 | |
| Q31 | 64% | 59% | 69% | 62% | 73% | 91% | 390 | |
| Q32 | 68% | 63% | 72% | 69% | 77% | 89% | 422 | + |

Hospital doctors

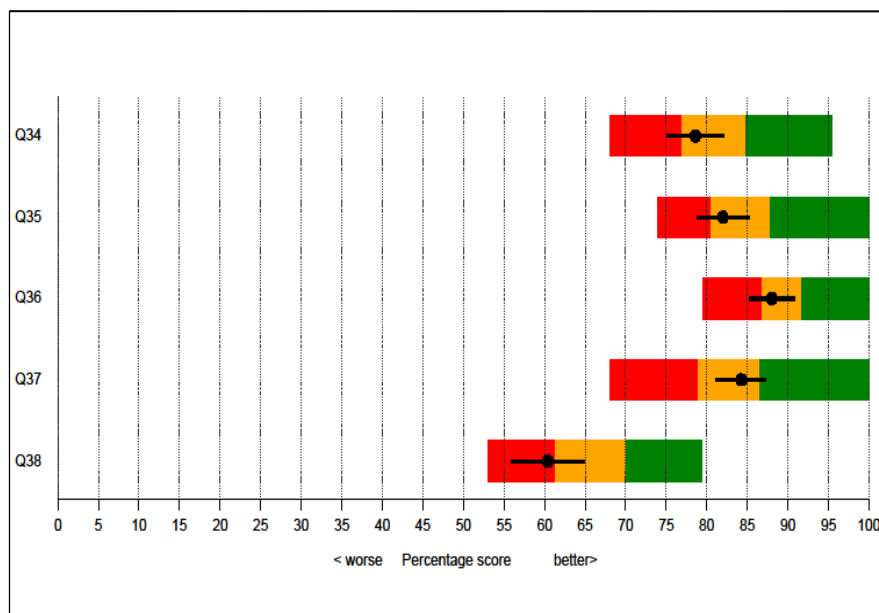
Got understandable answers to important questions all/most of the time

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

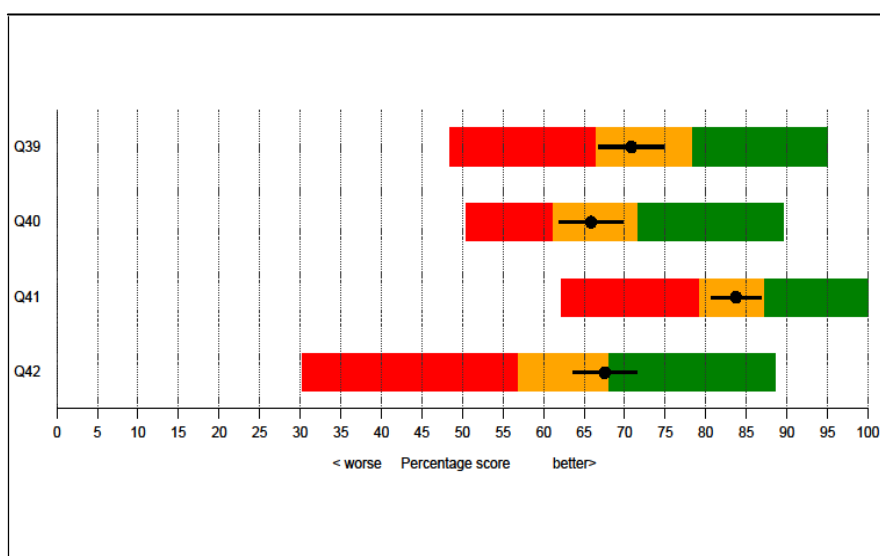
Patient's family definitely had opportunity to talk to doctor



| 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 | 79% | 75% | 82% | 77% | 85% | 95% | 514 | |
| Q35 | Patient had confidence and trust in all doctors treating them | 82% | 79% | 85% | 80% | 88% | 100% | 550 | |
| Q36 | Patient thought doctors knew enough about how to treat their cancer | 88% | 85% | 91% | 87% | 92% | 100% | 534 | |
| Q37 | Doctors did not talk in front of patient as if they were not there | 84% | 81% | 87% | 79% | 86% | 100% | 546 | |
| Q38 | Patient's family definitely had opportunity to talk to doctor | 60% | 56% | 65% | 61% | 70% | 79% | 457 | + |

Ward nurses

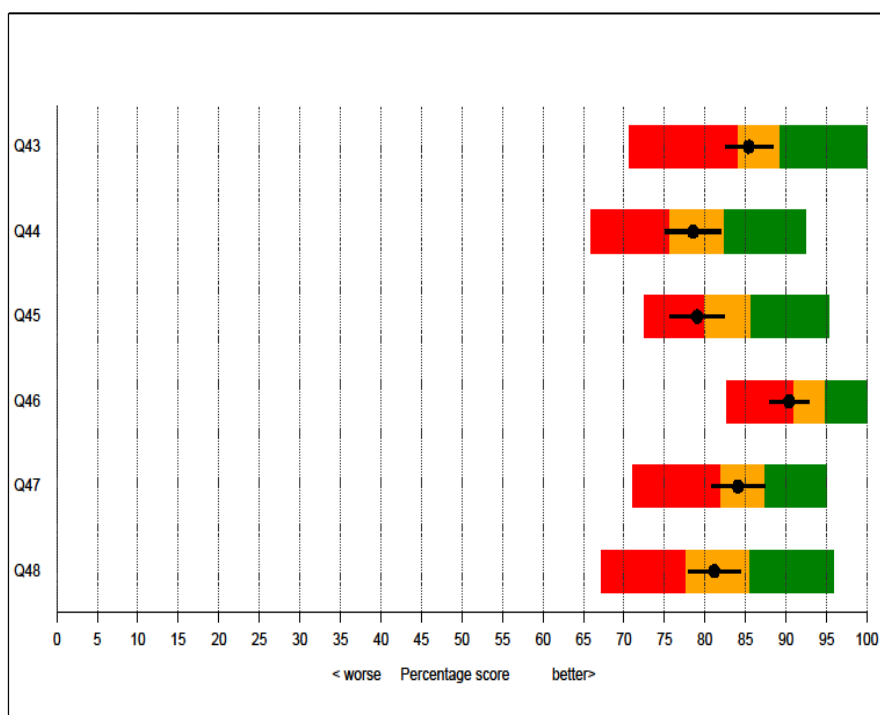
Got understandable answers to important questions all/most of the time
Patient had confidence and trust in all ward nurses
Nurses did not talk in front of patient as if they were not there
Always / nearly always enough nurses on duty



| 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 | Got understandable answers to important questions all/most of the time | 71% | 67% | 75% | 67% | 78% | 95% | 504 | |
| Q40 | Patient had confidence and trust in all ward nurses | 66% | 62% | 70% | 61% | 72% | 90% | 548 | |
| Q41 | Nurses did not talk in front of patient as if they were not there | 84% | 81% | 87% | 79% | 87% | 100% | 547 | |
| Q42 | Always / nearly always enough nurses on duty | 68% | 64% | 72% | 57% | 68% | 89% | 546 | |

Hospital care and treatment

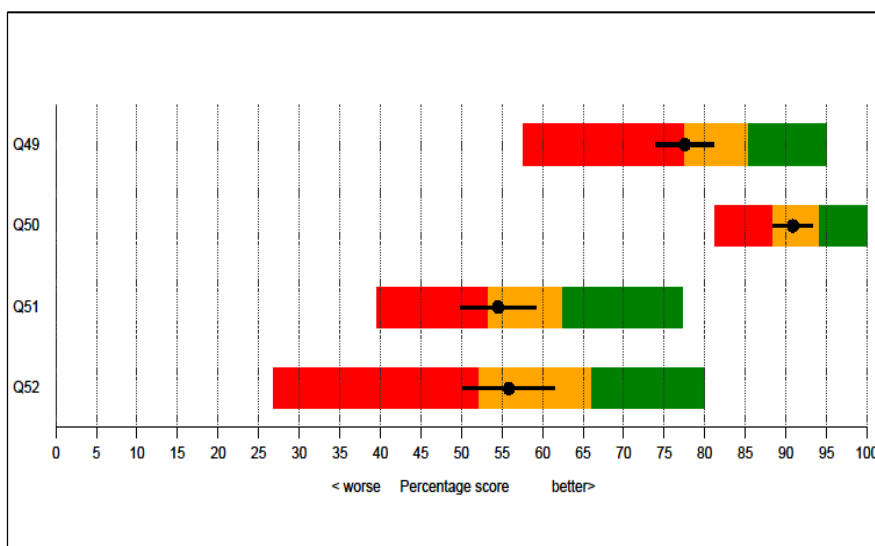
- Q43 Patient did not think hospital staff deliberately misled them
- Q44 Patient never thought they were given conflicting information
- Q45 Always given enough privacy when discussing condition or treatment
- Q46 Always given enough privacy when being examined or treated
- Q47 Hospital staff did everything 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 | 85% | 82% | 88% | 84% | 89% | 100% | 549 | |
| Q44 | 79% | 75% | 82% | 76% | 82% | 92% | 545 | |
| Q45 | 79% | 76% | 82% | 80% | 86% | 95% | 549 | + |
| Q46 | 90% | 88% | 93% | 91% | 95% | 100% | 552 | + |
| Q47 | 84% | 81% | 87% | 82% | 87% | 95% | 471 | |
| Q48 | 81% | 78% | 84% | 78% | 86% | 96% | 552 | |

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 | 78% | 74% | 81% | 78% | 85% | 95% | 521 | |
| Q50 | 91% | 88% | 93% | 89% | 94% | 100% | 537 | |
| Q51 | 55% | 50% | 59% | 53% | 62% | 77% | 453 | |
| Q52 | 56% | 50% | 61% | 52% | 66% | 80% | 299 | |

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

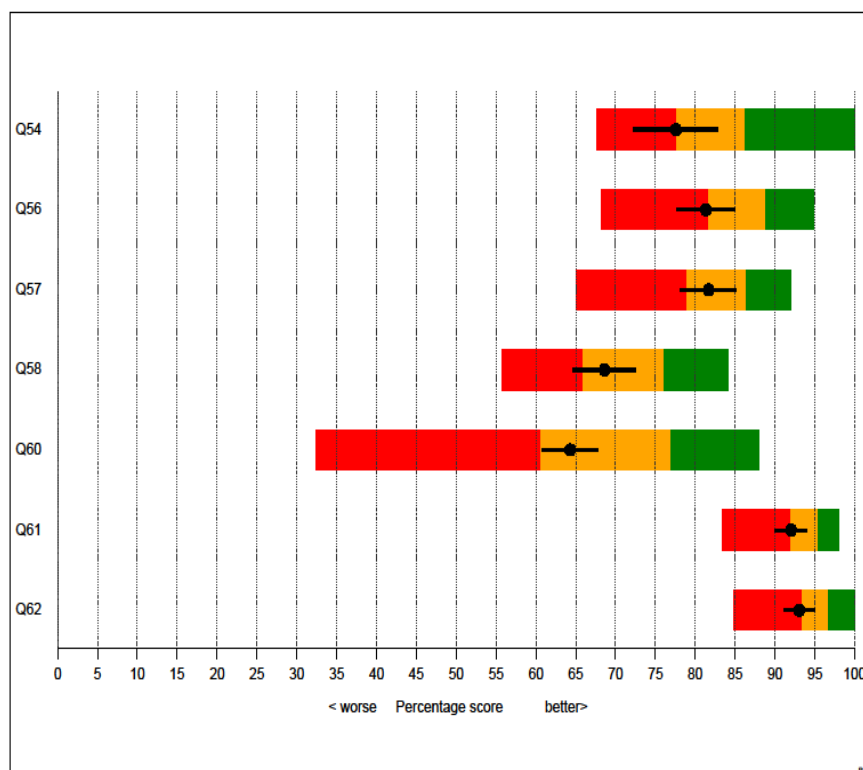
Staff definitely did everything they could to help control pain

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

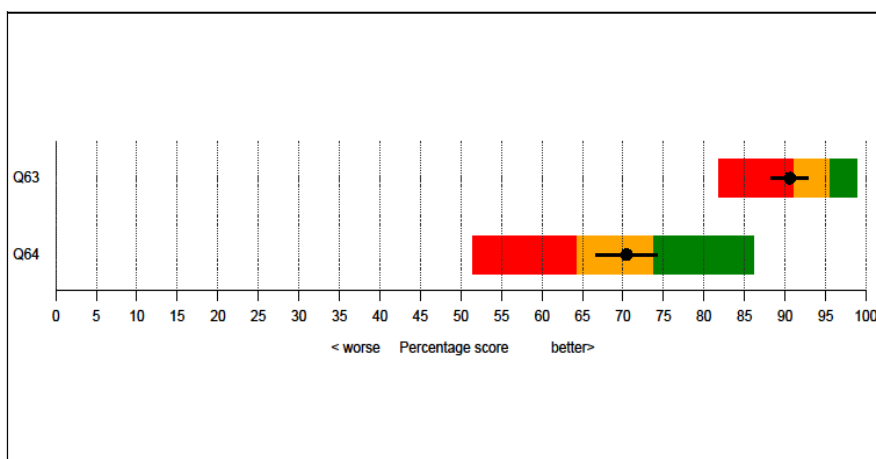


| Question | Percentage for this Trust | Lower 95% confidence interval | Upper 95% confidence interval | Threshold for lowest scoring 20% of all Trusts | Threshold for highest scoring 20% of all Trusts | Highest Trust's percentage score | Number of responders for this Trust | Scored % in lowest 20% of Trusts |
|----------|---------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|----------------------------------|
| Q54 | 78% | 72% | 83% | 78% | 86% | 100% | 241 | + |
| Q56 | 81% | 78% | 85% | 82% | 89% | 95% | 445 | + |
| Q57 | 82% | 78% | 85% | 79% | 86% | 92% | 469 | |
| Q58 | 69% | 65% | 72% | 66% | 76% | 84% | 548 | |
| Q60 | 64% | 61% | 68% | 61% | 77% | 88% | 706 | |
| Q61 | 92% | 90% | 94% | 92% | 95% | 98% | 716 | + |
| Q62 | 93% | 91% | 95% | 93% | 97% | 100% | 677 | + |

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



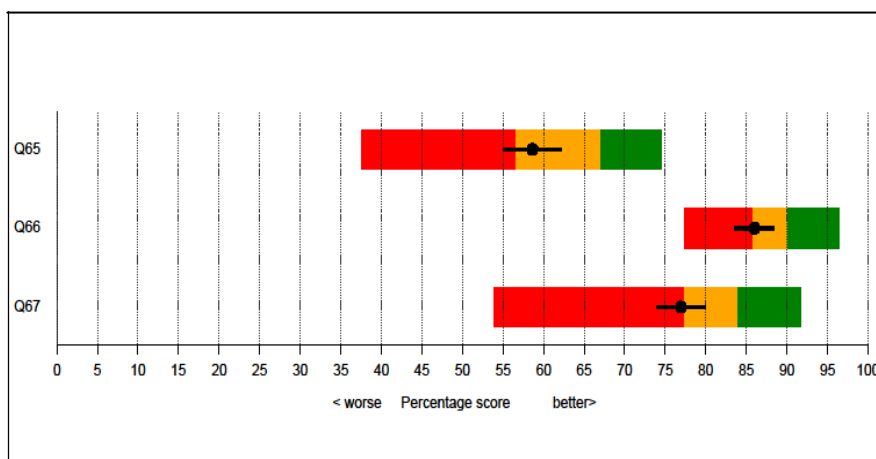
| Question | | Percentage for this Trust | Lower 95% confidence interval | Upper 95% confidence interval | Threshold for lowest scoring 20% of all Trusts | Threshold for highest scoring 20% of all Trusts | Highest Trust's percentage score | Number of responders for this Trust | Scored % in lowest 20% of Trusts |
|----------|--|---------------------------|-------------------------------|-------------------------------|--|---|----------------------------------|-------------------------------------|----------------------------------|
| Q63 | GP given enough information about patient's condition and treatment | 91% | 88% | 93% | 91% | 96% | 99% | 618 | + |
| Q64 | Practice staff definitely did everything they could to support patient | 70% | 67% | 74% | 64% | 74% | 86% | 562 | |

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 | 59% | 55% | 62% | 57% | 67% | 74% | 735 | |
| Q66 | 86% | 84% | 88% | 86% | 90% | 96% | 758 | |
| Q67 | 77% | 74% | 80% | 77% | 84% | 92% | 755 | + |

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 | 90% | 92% | 97% | 96% | 80% | 83% | 90% | 91% |
| Colorectal / Lower Gastro | 60% | 70% | 87% | 88% | 70% | 78% | 77% | 74% |
| Lung | 78% | 66% | 91% | 95% | 85% | 84% | 78% | 71% |
| Prostate | 79% | 77% | 84% | 86% | 79% | 84% | 88% | 88% |
| Brain / CNS | | | | | 60% | 73% | 48% | 65% |
| Gynaecological | 79% | 71% | 90% | 90% | 81% | 77% | 79% | 72% |
| Haematological | 67% | 62% | 97% | 90% | 86% | 81% | 68% | 66% |
| Head & Neck | 79% | 75% | 85% | 85% | 83% | 76% | 83% | 78% |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | 77% | 67% | 98% | 91% | 87% | 79% | 65% | 62% |
| Urological | 73% | 81% | 82% | 88% | 74% | 83% | 84% | 87% |
| Other Cancers | | | | | | | | |
| All cancers | 74% | 75% | 91% | 90% | 79% | 81% | 78% | 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 | 81% | 83% | 81% | 85% | 86% | 85% | 78% | 79% |
| Colorectal / Lower Gastro | 77% | 82% | 86% | 85% | 83% | 88% | 75% | 79% |
| Lung | 80% | 80% | 85% | 86% | 87% | 85% | 77% | 76% |
| Prostate | 81% | 83% | 82% | 86% | 90% | 87% | 72% | 77% |
| Brain / CNS | 72% | 78% | 84% | 82% | | | 68% | 70% |
| Gynaecological | 79% | 76% | 78% | 81% | 85% | 83% | 71% | 73% |
| Haematological | 82% | 81% | 85% | 84% | 91% | 82% | 74% | 73% |
| Head & Neck | 86% | 80% | 84% | 81% | 96% | 81% | 79% | 74% |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | 91% | 78% | 94% | 83% | 83% | 84% | 82% | 74% |
| Urological | 81% | 80% | 80% | 84% | 82% | 86% | 64% | 76% |
| Other Cancers | | | | | | | | |
| All cancers | 81% | 81% | 84% | 84% | 86% | 85% | 75% | 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 | 69% | 78% | 80% | 87% | 73% | 79% | 65% | 71% |
| Colorectal / Lower Gastro | 74% | 75% | 84% | 83% | 72% | 78% | 55% | 65% |
| Lung | 73% | 73% | 78% | 81% | 78% | 75% | 63% | 61% |
| Prostate | 81% | 69% | 78% | 83% | 75% | 78% | 83% | 75% |
| Brain / CNS | | | 79% | 77% | 83% | 68% | 48% | 51% |
| Gynaecological | 71% | 63% | 82% | 80% | 66% | 73% | 71% | 61% |
| Haematological | 70% | 65% | 84% | 82% | 62% | 58% | 78% | 71% |
| Head & Neck | 71% | 66% | 91% | 84% | 79% | 76% | 56% | 56% |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | 71% | 69% | 71% | 78% | 69% | 73% | 58% | 59% |
| Urological | 72% | 65% | 81% | 81% | 71% | 77% | 51% | 63% |
| Other Cancers | | | | | | | | |
| All cancers | 72% | 71% | 81% | 83% | 72% | 74% | 63% | 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 | 89% | 87% | 73% | 75% | 89% | 88% | 65% | 72% |
| Colorectal / Lower Gastro | 86% | 82% | 72% | 76% | 77% | 81% | 74% | 73% |
| Lung | | | 82% | 75% | 86% | 83% | 75% | 72% |
| Prostate | 92% | 89% | 69% | 71% | 71% | 77% | 76% | 74% |
| Brain / CNS | | | 71% | 68% | 67% | 74% | 80% | 67% |
| Gynaecological | | | 76% | 75% | 79% | 83% | 69% | 73% |
| Haematological | 86% | 78% | 75% | 70% | 81% | 77% | 75% | 68% |
| Head & Neck | | | 78% | 72% | 68% | 76% | 70% | 71% |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | 86% | 84% | 66% | 73% | 69% | 80% | 70% | 71% |
| Urological | 78% | 74% | 62% | 67% | 65% | 68% | 61% | 70% |
| Other Cancers | | | | | | | | |
| All cancers | 88% | 83% | 73% | 72% | 78% | 79% | 71% | 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 | 93% | 93% | 71% | 72% | 92% | 91% | 87% | 91% | 92% | 94% |
| Colorectal / Lower Gastro | 83% | 87% | 65% | 78% | 93% | 93% | 92% | 92% | 91% | 96% |
| Lung | 89% | 91% | 61% | 75% | 86% | 91% | 87% | 89% | 92% | 93% |
| Prostate | 85% | 81% | 73% | 71% | 96% | 91% | 88% | 90% | 89% | 95% |
| Brain / CNS | 93% | 78% | 65% | 71% | 81% | 89% | 85% | 87% | 92% | 94% |
| Gynaecological | 100% | 88% | 68% | 72% | 84% | 91% | 88% | 90% | 87% | 95% |
| Haematological | 80% | 81% | 73% | 77% | 89% | 92% | 83% | 91% | 94% | 95% |
| Head & Neck | 68% | 83% | 65% | 73% | 85% | 90% | 95% | 89% | 96% | 94% |
| Sarcoma | | | | | | | | | | |
| Skin | | | | | | | | | | |
| Upper Gastro | 91% | 90% | 74% | 75% | 94% | 92% | 94% | 90% | 92% | 95% |
| Urological | 62% | 69% | 48% | 75% | 77% | 92% | 81% | 90% | 89% | 96% |
| Other Cancers | | | | | | | | | | |
| All cancers | 86% | 84% | 68% | 75% | 89% | 91% | 88% | 91% | 91% | 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 | 88% | 86% | 59% | 53% | 50% | 61% |
| Colorectal / Lower Gastro | 63% | 78% | 32% | 46% | 61% | 74% |
| Lung | 84% | 84% | 58% | 71% | 77% | 80% |
| Prostate | 72% | 78% | | | | |
| Brain / CNS | 72% | 75% | 50% | 50% | | |
| Gynaecological | 82% | 79% | 71% | 52% | 86% | 61% |
| Haematological | 88% | 77% | 56% | 52% | 64% | 74% |
| Head & Neck | 75% | 80% | 43% | 54% | 54% | 71% |
| Sarcoma | | | | | | |
| Skin | | | | | | |
| Upper Gastro | 77% | 79% | 50% | 55% | 57% | 75% |
| Urological | 55% | 60% | 14% | 26% | 50% | 60% |
| Other Cancers | | | | | | |
| All cancers | 78% | 79% | 49% | 50% | 60% | 68% |

Operations

| Cancer type | Q29. Admission date not changed by hospital | | Q30. Staff gave complete explanation of what would be done | | Q31. Patient given written information about the operation | | Q32. Staff explained how operation had gone in understandable way | |
|---------------------------|---|----------|--|----------|--|----------|---|----------|
| | This Trust | National | This Trust | National | This Trust | National | This Trust | National |
| Breast | 95% | 94% | 84% | 86% | 70% | 77% | 63% | 72% |
| Colorectal / Lower Gastro | 86% | 90% | 78% | 84% | 61% | 66% | 68% | 76% |
| Lung | 85% | 84% | 89% | 84% | 74% | 60% | 79% | 73% |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | 96% | 89% | 80% | 85% | 77% | 71% | 65% | 76% |
| Haematological | | | | | | | | |
| Head & Neck | 81% | 88% | 88% | 84% | 62% | 57% | 74% | 73% |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | 76% | 86% | 86% | 86% | 62% | 71% | 78% | 72% |
| Urological | 86% | 85% | 80% | 84% | 52% | 65% | 60% | 72% |
| Other Cancers | | | | | | | | |
| All cancers | 89% | 89% | 82% | 85% | 64% | 68% | 68% | 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 | 75% | 83% | 76% | 84% | 86% | 91% | 87% | 88% | 60% | 68% |
| Colorectal / Lower Gastro | 84% | 83% | 86% | 85% | 87% | 90% | 82% | 80% | 51% | 65% |
| Lung | 82% | 77% | 85% | 81% | 88% | 86% | 92% | 81% | 62% | 65% |
| Prostate | | | | | | | | | | |
| Brain / CNS | | | | | | | | | | |
| Gynaecological | 80% | 82% | 81% | 83% | 94% | 89% | 87% | 86% | 64% | 66% |
| Haematological | 82% | 81% | 76% | 80% | 82% | 85% | 84% | 82% | 63% | 68% |
| Head & Neck | 88% | 81% | 91% | 84% | 90% | 90% | 79% | 82% | 69% | 68% |
| Sarcoma | | | | | | | | | | |
| Skin | | | | | | | | | | |
| Upper Gastro | 82% | 79% | 87% | 82% | 90% | 87% | 79% | 78% | 70% | 66% |
| Urological | 59% | 79% | 79% | 85% | 87% | 91% | 82% | 80% | 49% | 59% |
| Other Cancers | | | | | | | | | | |
| All cancers | 79% | 81% | 82% | 84% | 88% | 89% | 84% | 83% | 60% | 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 | 74% | 74% | 65% | 66% | 85% | 86% | 67% | 62% |
| Colorectal / Lower Gastro | 70% | 71% | 61% | 63% | 80% | 80% | 69% | 58% |
| Lung | 79% | 72% | 77% | 69% | 83% | 83% | 69% | 68% |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | 63% | 72% | 61% | 64% | 85% | 84% | 59% | 61% |
| Haematological | 79% | 74% | 67% | 67% | 84% | 85% | 69% | 60% |
| Head & Neck | 83% | 71% | 88% | 65% | 85% | 82% | 74% | 62% |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | 66% | 71% | 70% | 64% | 82% | 80% | 70% | 60% |
| Urological | 58% | 73% | 60% | 70% | 84% | 83% | 65% | 65% |
| Other Cancers | | | | | | | | |
| All cancers | 71% | 73% | 66% | 66% | 84% | 83% | 68% | 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 | 89% | 90% | 79% | 80% | 73% | 84% |
| Colorectal / Lower Gastro | 82% | 86% | 79% | 77% | 80% | 82% |
| Lung | 90% | 84% | 79% | 77% | 81% | 82% |
| Prostate | | | | | | |
| Brain / CNS | | | | | | |
| Gynaecological | 87% | 86% | 78% | 78% | 78% | 81% |
| Haematological | 86% | 85% | 67% | 74% | 82% | 84% |
| Head & Neck | 85% | 85% | 85% | 78% | 88% | 84% |
| Sarcoma | | | | | | |
| Skin | | | | | | |
| Upper Gastro | 90% | 84% | 78% | 75% | 82% | 81% |
| Urological | 74% | 87% | 72% | 82% | 82% | 82% |
| Other Cancers | | | | | | |
| All cancers | 85% | 87% | 79% | 79% | 79% | 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 | 90% | 93% | 87% | 88% | 84% | 83% |
| Colorectal / Lower Gastro | 92% | 93% | 84% | 84% | 75% | 80% |
| Lung | 94% | 93% | 84% | 84% | 83% | 82% |
| Prostate | | | | | | |
| Brain / CNS | | | | | | |
| Gynaecological | 82% | 93% | 78% | 85% | 80% | 81% |
| Haematological | 92% | 93% | 93% | 84% | 80% | 84% |
| Head & Neck | 97% | 94% | 93% | 84% | 88% | 83% |
| Sarcoma | | | | | | |
| Skin | | | | | | |
| Upper Gastro | 92% | 92% | 95% | 83% | 84% | 80% |
| Urological | 93% | 92% | 63% | 82% | 76% | 82% |
| Other Cancers | | | | | | |
| All cancers | 90% | 93% | 84% | 85% | 81% | 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 | 87% | 88% | 93% | 95% | 55% | 57% | 61% | 59% |
| Colorectal / Lower Gastro | 64% | 78% | 86% | 92% | 46% | 57% | 63% | 67% |
| Lung | 86% | 79% | 91% | 91% | 58% | 60% | 42% | 58% |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | | | | |
| Gynaecological | 80% | 83% | 92% | 92% | 60% | 55% | 54% | 54% |
| Haematological | 75% | 80% | 98% | 95% | 67% | 63% | 41% | 58% |
| Head & Neck | 84% | 83% | 94% | 92% | 55% | 62% | | |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | 72% | 78% | 98% | 91% | 57% | 60% | 71% | 64% |
| Urological | 77% | 79% | 76% | 86% | 45% | 55% | 28% | 50% |
| Other Cancers | | | | | | | | |
| All cancers | 78% | 82% | 91% | 92% | 55% | 58% | 56% | 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 | 80% | 85% | 84% | 85% | 83% | 85% | 72% | 69% |
| Colorectal / Lower Gastro | | | 79% | 85% | 82% | 84% | 67% | 73% |
| Lung | 80% | 82% | 71% | 86% | 80% | 84% | 63% | 74% |
| Prostate | | | | | | | | |
| Brain / CNS | | | | | 60% | 78% | 52% | 63% |
| Gynaecological | 69% | 81% | 82% | 88% | 77% | 84% | 67% | 69% |
| Haematological | | | 82% | 86% | 90% | 85% | 67% | 74% |
| Head & Neck | | | | | 86% | 83% | 78% | 68% |
| Sarcoma | | | | | | | | |
| Skin | | | | | | | | |
| Upper Gastro | | | 82% | 82% | 84% | 82% | 73% | 71% |
| Urological | | | 65% | 79% | 68% | 77% | 65% | 71% |
| Other Cancers | | | | | | | | |
| All cancers | 78% | 82% | 81% | 85% | 82% | 83% | 69% | 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 | 51% | 63% | 89% | 92% | 91% | 94% |
| Colorectal / Lower Gastro | 80% | 69% | 93% | 95% | 92% | 95% |
| Lung | 76% | 71% | 94% | 94% | 92% | 95% |
| Prostate | 76% | 74% | 86% | 93% | 97% | 94% |
| Brain / CNS | 58% | 66% | 100% | 93% | 92% | 93% |
| Gynaecological | 60% | 65% | 90% | 95% | 95% | 95% |
| Haematological | 51% | 61% | 98% | 95% | 97% | 96% |
| Head & Neck | 78% | 67% | 90% | 93% | 93% | 96% |
| Sarcoma | | | | | | |
| Skin | | | | | | |
| Upper Gastro | 84% | 70% | 98% | 94% | 94% | 94% |
| Urological | 55% | 76% | 91% | 95% | 94% | 95% |
| Other Cancers | | | | | | |
| All cancers | 64% | 68% | 92% | 94% | 93% | 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 | 92% | 95% | 73% | 68% |
| Colorectal / Lower Gastro | 82% | 93% | 75% | 70% |
| Lung | 92% | 93% | 77% | 71% |
| Prostate | 100% | 93% | 89% | 73% |
| Brain / CNS | 81% | 91% | 64% | 66% |
| Gynaecological | 94% | 93% | 54% | 66% |
| Haematological | 96% | 94% | 64% | 66% |
| Head & Neck | 97% | 92% | 67% | 67% |
| Sarcoma | | | | |
| Skin | | | | |
| Upper Gastro | 92% | 91% | 75% | 71% |
| Urological | 85% | 93% | 63% | 71% |
| Other Cancers | | | | |
| All cancers | 91% | 93% | 70% | 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 | 58% | 61% | 87% | 89% | 76% | 78% |
| Colorectal / Lower Gastro | 52% | 61% | 82% | 89% | 76% | 82% |
| Lung | 68% | 65% | 89% | 88% | 80% | 79% |
| Prostate | 53% | 63% | 75% | 87% | 77% | 81% |
| Brain / CNS | 46% | 54% | 79% | 85% | 62% | 75% |
| Gynaecological | 66% | 59% | 85% | 87% | 78% | 80% |
| Haematological | 59% | 63% | 96% | 90% | 82% | 82% |
| Head & Neck | 62% | 61% | 86% | 86% | 80% | 80% |
| Sarcoma | | | | | | |
| Skin | | | | | | |
| Upper Gastro | 64% | 61% | 89% | 87% | 77% | 78% |
| Urological | 52% | 64% | 79% | 87% | 72% | 84% |
| Other Cancers | | | | | | |
| All cancers | 59% | 61% | 86% | 88% | 77% | 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

© Crown Copyright
Produced by the Department of Health

The text of this document may be reproduced without formal permission or charge for personal or in-house use.
Pre Publication December 2010
www.quality-health.co.uk
E-mail info@quality-health.co.uk