



**National Cancer Patient Experience Programme**  
**2011/12 National Survey**

**Royal United Hospital Bath NHS 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.

531 eligible patients from this Trust were sent a survey, and 355 questionnaires were returned completed. This represents a response rate of 73% 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](http://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](http://www.quality-health.co.uk).

## Who responded to the survey at this Trust?

355 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	83
Colorectal / Lower Gastrointestinal	70
Lung	10
Prostate	40
Brain/Central Nervous System	1
Gynaecological	22
Haematological	58
Head and Neck	10
Sarcoma	9
Skin	1
Upper Gastrointestinal	15
Urological	32
Other	4

\* 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.

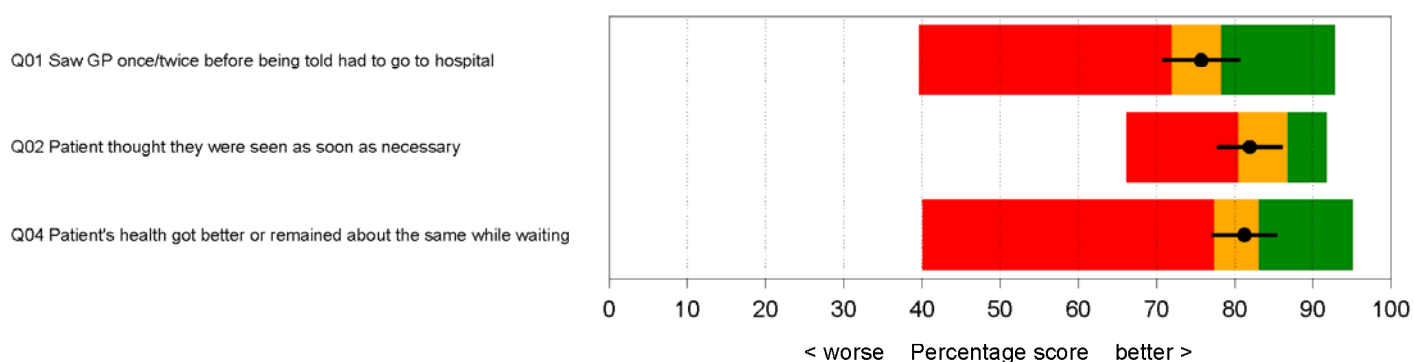
### Age and sex

The survey asked respondents to give their year of birth. This information has been amalgamated into 6 age bands. 13 people did not provide their gender or age. Of the 342 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	2	2	13	33	54	41	2	147
Women	0	2	25	62	54	45	7	195
Total	2	4	38	95	108	86	9	342

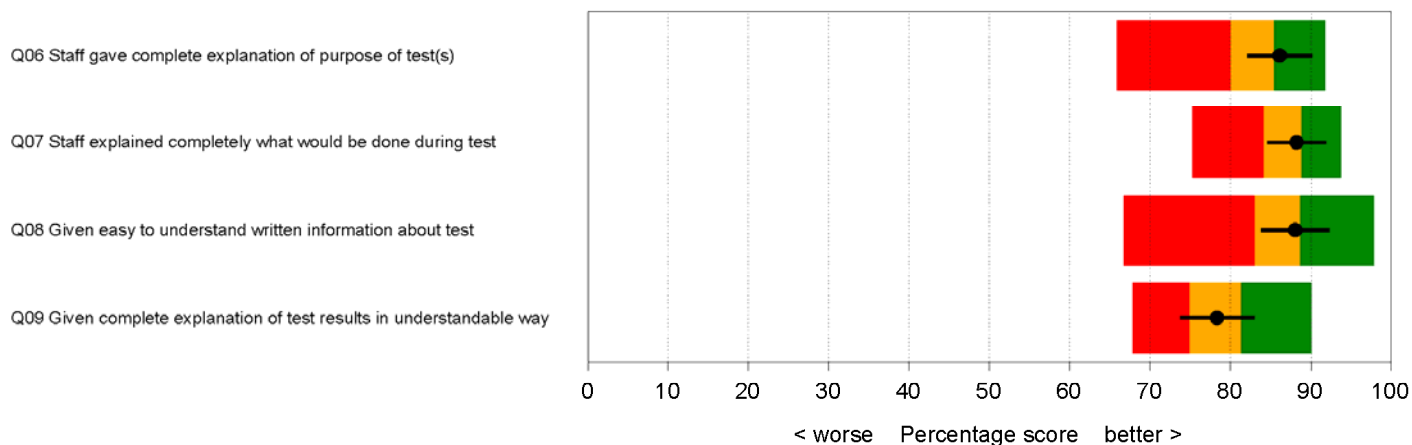
## Trust results

### Seeing your GP



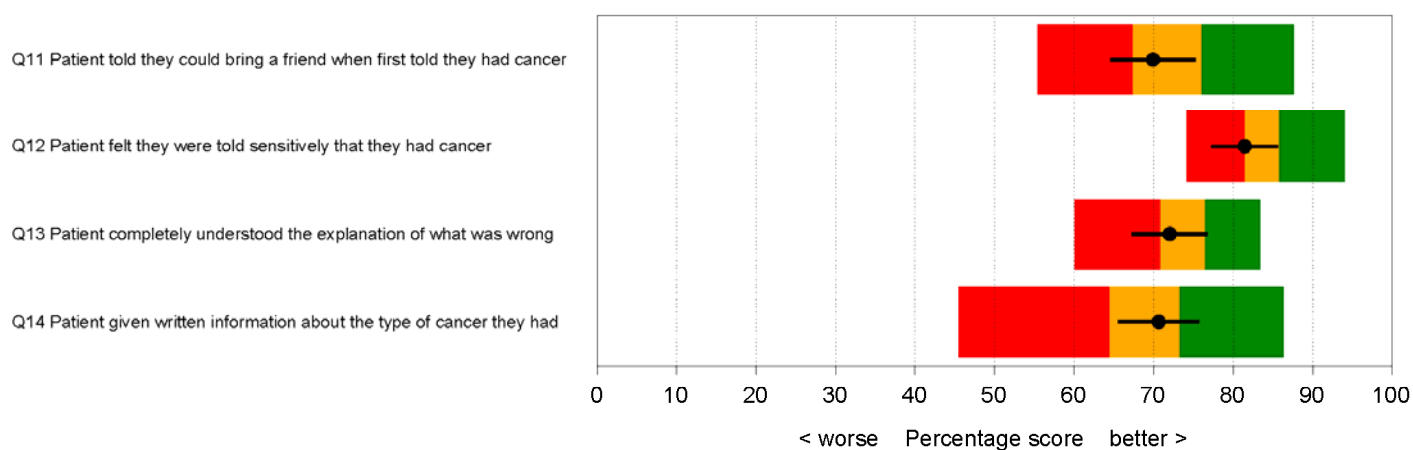
Question		2010 Percentage for this Trust	2012 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012
Q1	Saw GP once/twice before being told had to go to hospital	71%	76%	71%	81%	72%	78%	93%	288	
Q2	Patient thought they were seen as soon as necessary	78%	82%	78%	86%	80%	87%	92%	337	
Q4	Patient's health got better or remained about the same while waiting	79%	81%	77%	85%	77%	83%	95%	341	

## Diagnostic tests



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
Q6 Staff gave complete explanation of purpose of test(s)	84%	86%	82%	90%	80%	85%	92%	288	
Q7 Staff explained completely what would be done during test	88%	88%	85%	92%	84%	89%	94%	305	
Q8 Given easy to understand written information about test	84%	88%	84%	92%	83%	89%	98%	226	
Q9 Given complete explanation of test results in understandable way	73%	78%	74%	83%	75%	81%	90%	309	

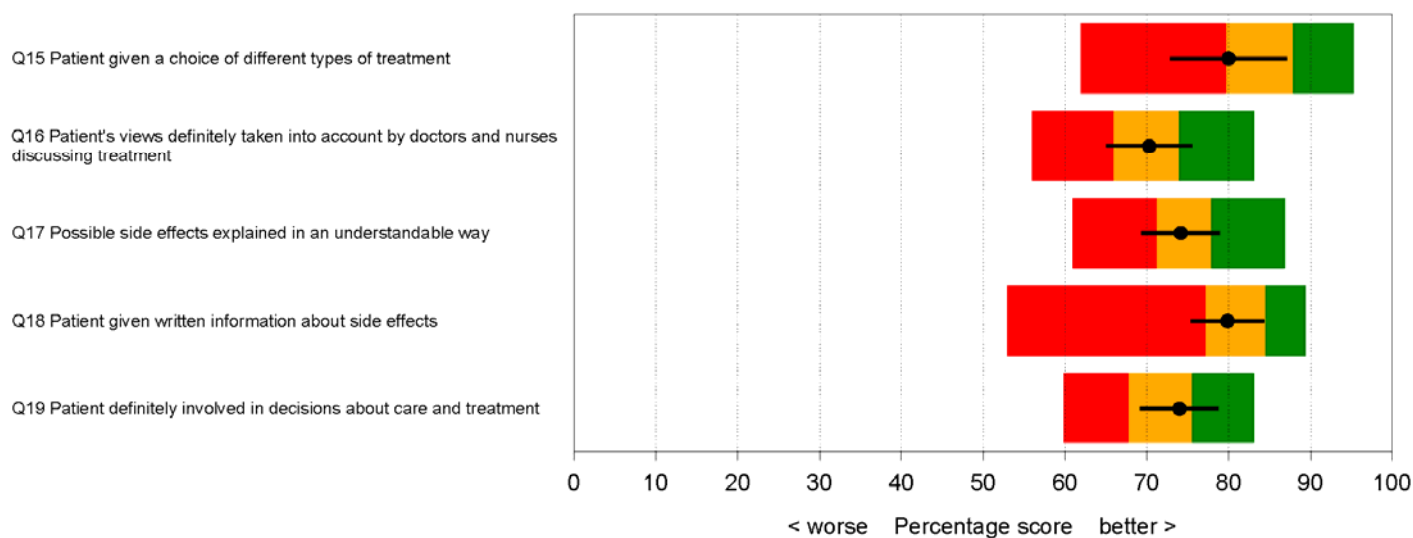
## Finding out what was wrong with you



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
Q11 Patient told they could bring a friend when first told they had cancer	74%	70%	65%	75%	67%	76%	88%	286	
Q12 Patient felt they were told sensitively that they had cancer	82%	81%	77%	86%	81%	86%	94%	345	+
Q13 Patient completely understood the explanation of what was wrong	74%	72%	67%	77%	71%	76%	83%	343	
Q14 Patient given written information about the type of cancer they had	74%	71%	66%	76%	64%	73%	86%	310	

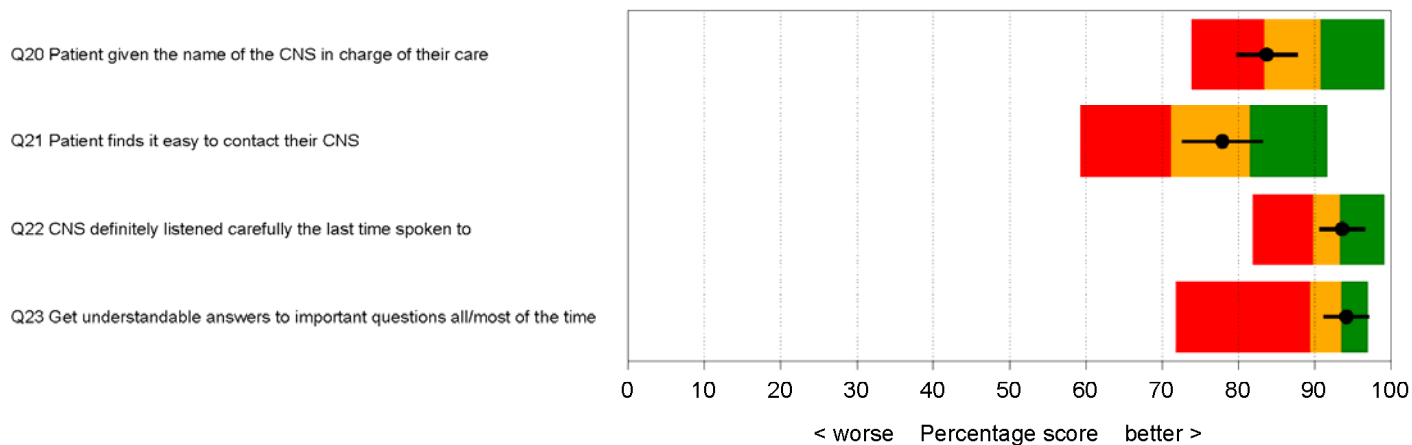


## Deciding the best treatment for you



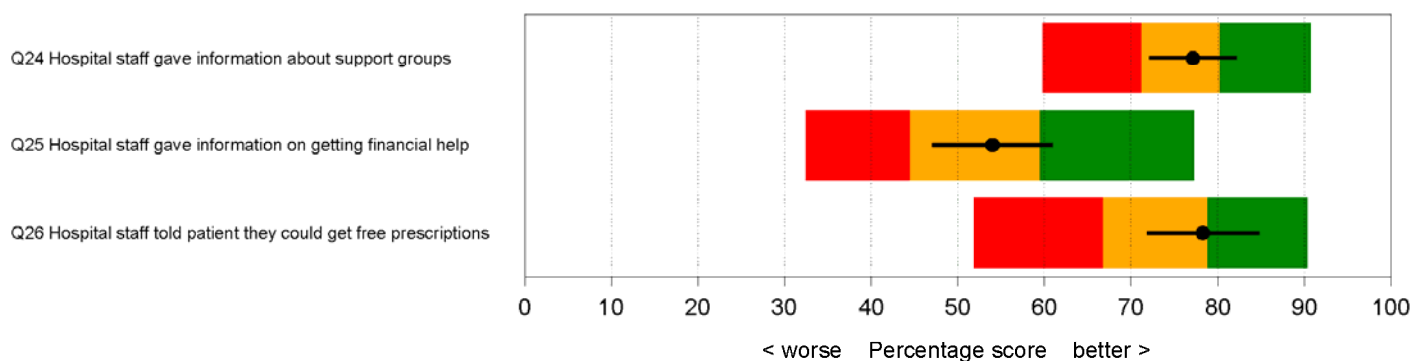
Question	2010 Percentage for this Trust	2012 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012
Q15 Patient given a choice of different types of treatment	86%	80%	73%	87%	80%	88%	95%	125	
Q16 Patient's views definitely taken into account by doctors and nurses discussing treatment	-	70%	65%	76%	66%	74%	83%	293	
Q17 Possible side effects explained in an understandable way	74%	74%	69%	79%	71%	78%	87%	321	
Q18 Patient given written information about side effects	82%	80%	75%	84%	77%	84%	89%	313	
Q19 Patient definitely involved in decisions about care and treatment	73%	74%	69%	79%	68%	76%	83%	327	

Clinical Nurse Specialist



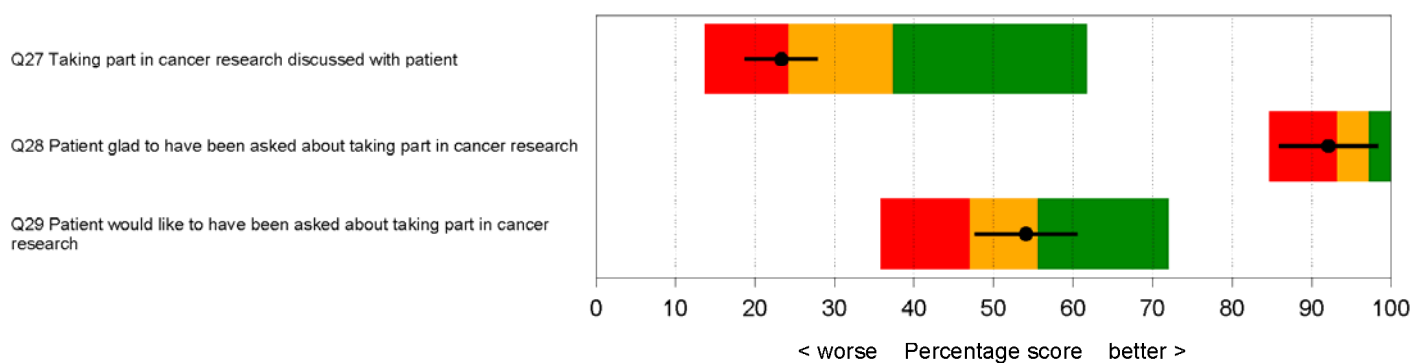
Question		2010 Percentage for this Trust	2012 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012
Q20	Patient given the name of the CNS in charge of their care	88%	84%	80%	88%	83%	91%	99%	331	
Q21	Patient finds it easy to contact their CNS	74%	78%	73%	83%	71%	81%	92%	244	
Q22	CNS definitely listened carefully the last time spoken to	91%	94%	91%	97%	90%	93%	99%	264	
Q23	Get understandable answers to important questions all/most of the time	92%	94%	91%	97%	89%	94%	97%	238	

Support for people with cancer



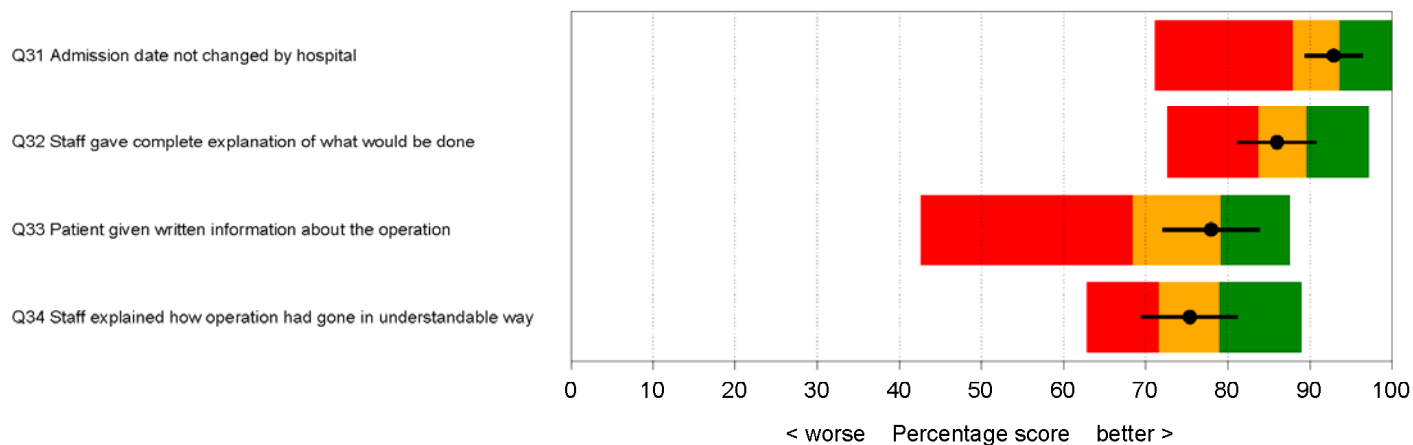
Question	2010 Percentage for this Trust	2012 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012
Q24 Hospital staff gave information about support groups	87%	77%	72%	82%	71%	80%	91%	271	
Q25 Hospital staff gave information on getting financial help	67%	54%	47%	61%	44%	59%	77%	200	
Q26 Hospital staff told patient they could get free prescriptions	85%	78%	72%	85%	67%	79%	90%	161	

Cancer research



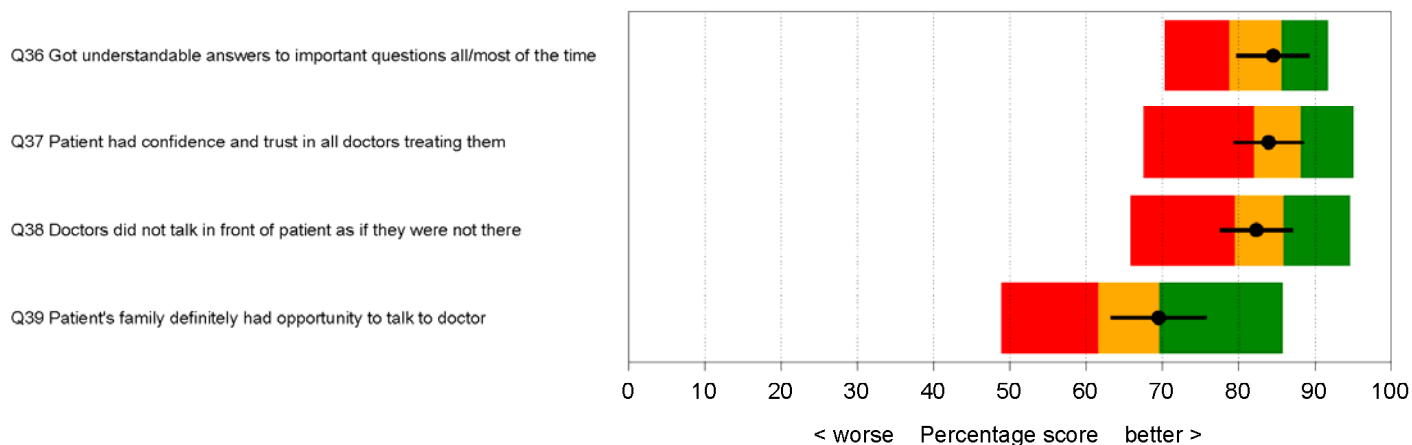
Question		2010 Percentage for this Trust	2012 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012
Q27	Taking part in cancer research discussed with patient	-	23%	19%	28%	24%	37%	62%	330	+
Q28	Patient glad to have been asked about taking part in cancer research	-	92%	86%	98%	93%	97%	100%	76	+
Q29	Patient would like to have been asked about taking part in cancer research	-	54%	48%	60%	47%	56%	72%	233	

Operations



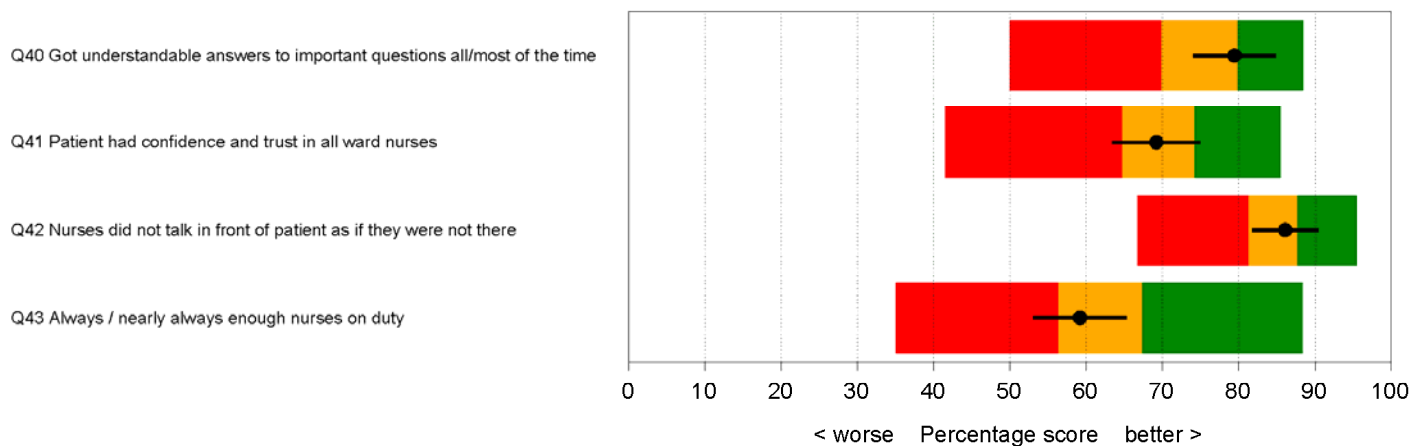
Question	2010 Percentage for this Trust	2012 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012
Q31 Admission date not changed by hospital	90%	93%	89%	96%	88%	94%	100%	210	
Q32 Staff gave complete explanation of what would be done	87%	86%	81%	91%	84%	90%	97%	207	
Q33 Patient given written information about the operation	74%	78%	72%	84%	69%	79%	88%	195	
Q34 Staff explained how operation had gone in understandable way	71%	75%	70%	81%	72%	79%	89%	211	

## Hospital doctors



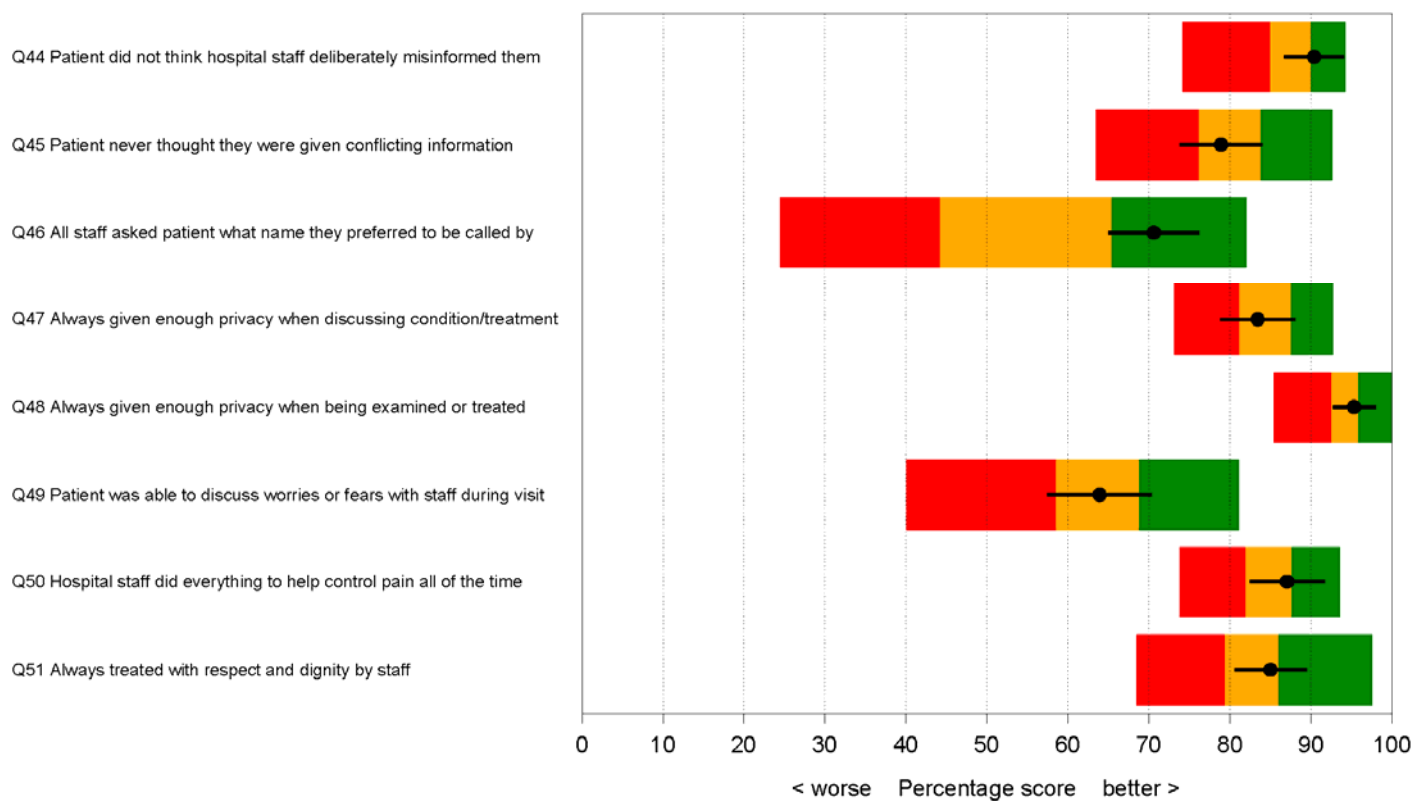
Question	2010 Percentage for this Trust	2012 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012
Q36 Got understandable answers to important questions all/most of the time	86%	85%	80%	89%	79%	86%	92%	226	
Q37 Patient had confidence and trust in all doctors treating them	88%	84%	79%	88%	82%	88%	95%	249	
Q38 Doctors did not talk in front of patient as if they were not there	86%	82%	78%	87%	80%	86%	95%	249	
Q39 Patient's family definitely had opportunity to talk to doctor	69%	70%	63%	76%	62%	70%	86%	210	

Ward nurses



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
Q40 Got understandable answers to important questions all/most of the time	81%	79%	74%	85%	70%	80%	88%	219	
Q41 Patient had confidence and trust in all ward nurses	72%	69%	63%	75%	65%	74%	85%	250	
Q42 Nurses did not talk in front of patient as if they were not there	85%	86%	82%	90%	81%	88%	95%	252	
Q43 Always / nearly always enough nurses on duty	62%	59%	53%	65%	56%	67%	88%	250	

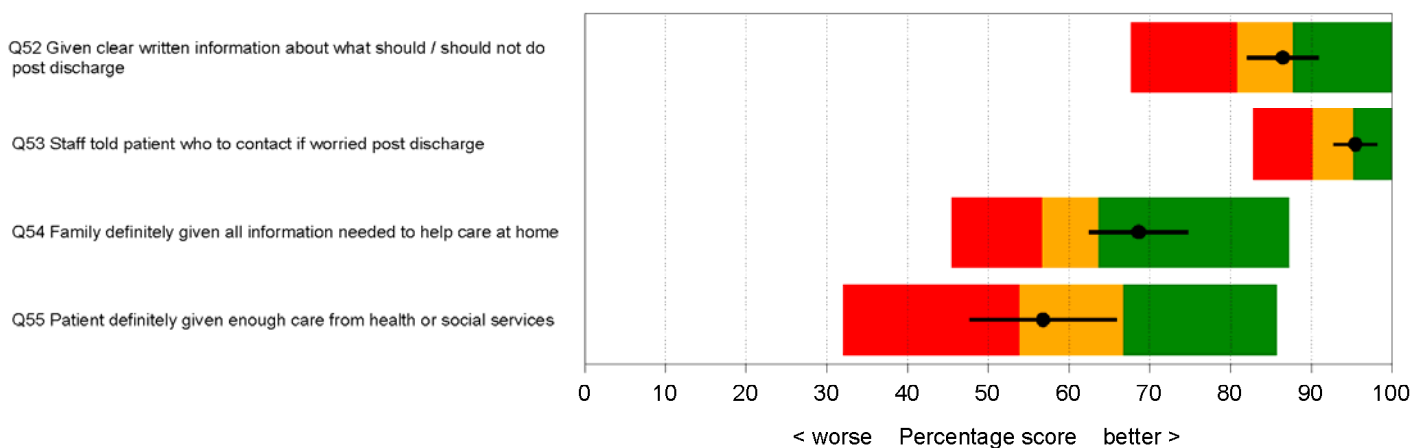
## Hospital care and treatment



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
Q44 Patient did not think hospital staff deliberately misled them	88%	90%	87%	94%	85%	90%	94%	249	
Q45 Patient never thought they were given conflicting information	82%	79%	74%	84%	76%	84%	93%	251	
Q46 All staff asked patient what name they preferred to be called by	-	71%	65%	76%	44%	65%	82%	255	
Q47 Always given enough privacy when discussing condition/treatment	83%	83%	79%	88%	81%	87%	93%	253	
Q48 Always given enough privacy when being examined or treated	90%	95%	93%	98%	93%	96%	100%	255	
Q49 Patient was able to discuss worries or fears with staff during visit	-	64%	57%	70%	59%	69%	81%	216	
Q50 Hospital staff did everything to help control pain all of the time	90%	87%	82%	92%	82%	88%	93%	208	
Q51 Always treated with respect and dignity by staff	86%	85%	81%	89%	79%	86%	98%	253	

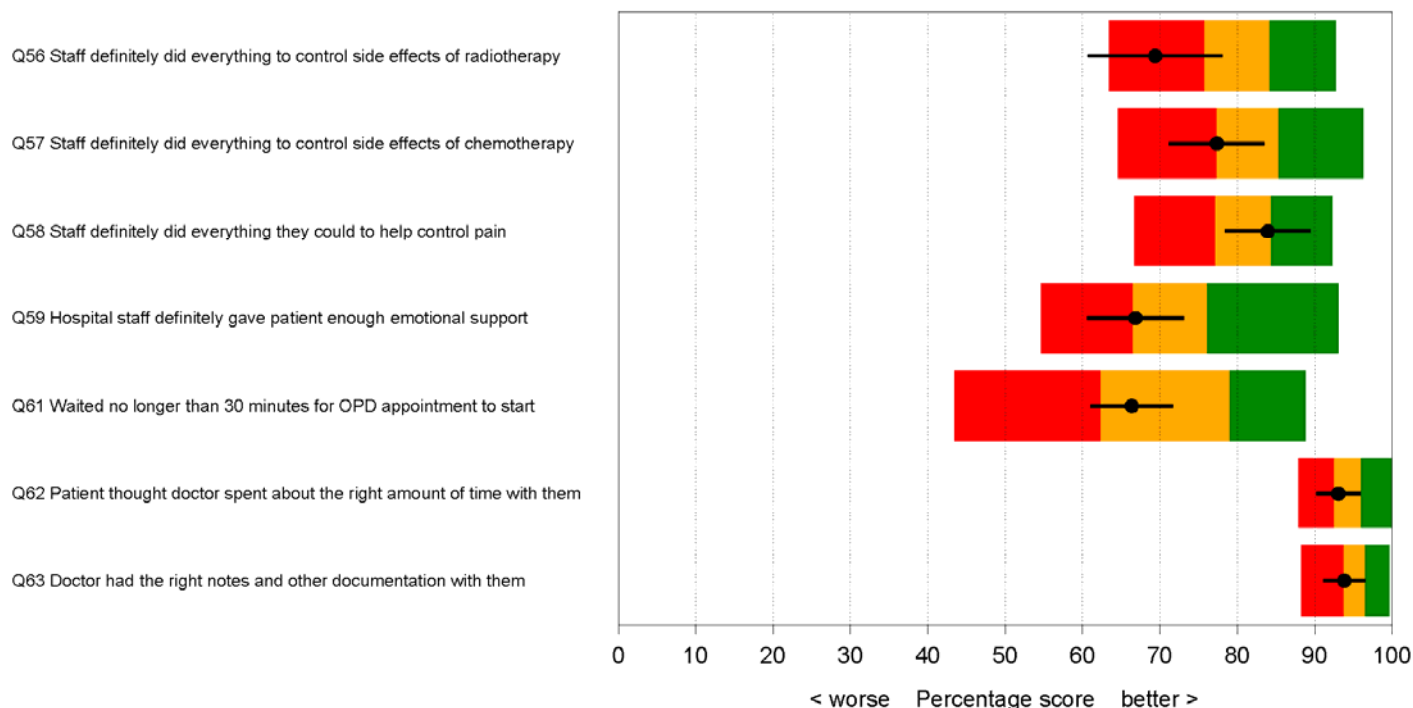


Information given to you before leaving hospital and home support



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	85%	86%	82%	91%	81%	88%	100%	236	
Q53 Staff told patient who to contact if worried post discharge	91%	95%	93%	98%	90%	95%	100%	240	
Q54 Family definitely given all information needed to help care at home	62%	69%	63%	75%	57%	64%	87%	223	
Q55 Patient definitely given enough care from health or social services	59%	57%	48%	66%	54%	67%	86%	118	

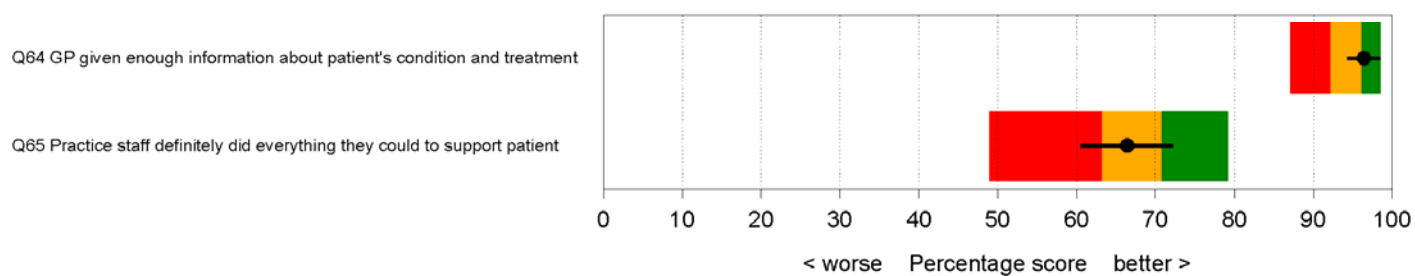
Hospital care as a day patient / outpatient



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		69%	61%	78%	76%	84%	93%	111	+
Q57 Staff definitely did everything to control side effects of chemotherapy	85%*	77%	71%	83%	77%	85%	96%	181	
Q58 Staff definitely did everything they could to help control pain	87%	84%	78%	89%	77%	84%	92%	174	
Q59 Hospital staff definitely gave patient enough emotional support	74%	67%	61%	73%	66%	76%	93%	220	
Q61 Waited no longer than 30 minutes for OPD appointment to start	64%	66%	61%	72%	62%	79%	89%	303	
Q62 Patient thought doctor spent about the right amount of time with them	94%	93%	90%	96%	92%	96%	100%	316	
Q63 Doctor had the right notes and other documentation with them	92%	94%	91%	97%	94%	96%	100%	307	

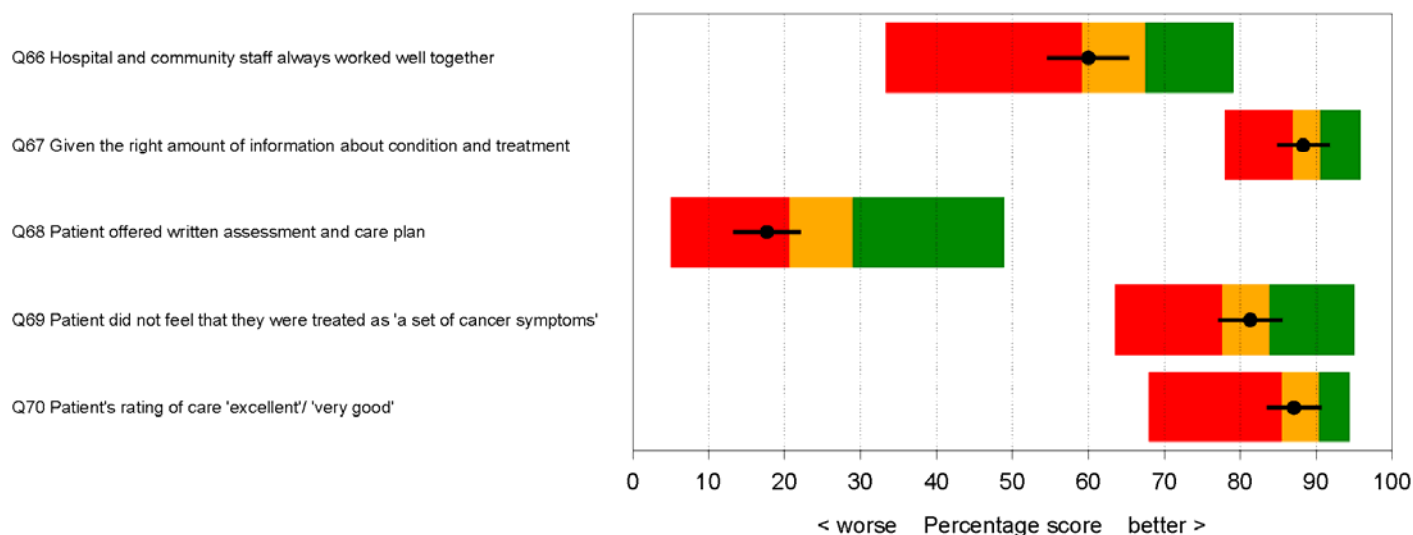
\* The wording of questions 56 and 57 was changed in this year's survey and while the questions are not strictly comparable last year's data has been left in for information.

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	94%	96%	94%	98%	92%	96%	99%	306	
Q65	Practice staff definitely did everything they could to support patient	73%	66%	61%	72%	63%	71%	79%	253	

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	61%	60%	55%	65%	59%	68%	79%	320	
Q67	Given the right amount of information about condition and treatment	90%	88%	85%	92%	87%	91%	96%	341	
Q68	Patient offered written assessment and care plan	-	18%	13%	22%	21%	29%	49%	294	+
Q69	Patient did not feel that they were treated as a 'set of cancer symptoms'	83%	81%	77%	85%	78%	84%	95%	337	
Q70	Patient's rating of care 'excellent'/'very good'	-	87%	83%	91%	85%	90%	94%	340	

## 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	84%	92%	84%	90%	88%	93%
Colorectal / Lower Gastro	79%	70%	84%	80%	86%	76%
Lung						
Prostate	88%	76%	87%	86%	93%	88%
Brain / CNS						
Gynaecological	65%	72%	75%	80%	67%	72%
Haematological	71%	62%	81%	81%	75%	68%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro						
Urological	71%	79%	83%	85%	83%	86%
Other Cancers						
<b>All cancers</b>	<b>76%</b>	<b>74%</b>	<b>82%</b>	<b>83%</b>	<b>81%</b>	<b>79%</b>

## 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	92%	86%	91%	87%	90%	87%	74%	81%
Colorectal / Lower Gastro	86%	82%	87%	87%	96%	89%	87%	79%
Lung								
Prostate	90%	86%	94%	89%	88%	89%	85%	79%
Brain / CNS								
Gynaecological	76%	79%	83%	84%				
Haematological	89%	82%	88%	86%	82%	84%	72%	74%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	77%	81%	81%	85%	86%	86%	72%	77%
Other Cancers								
<b>All cancers</b>	<b>86%</b>	<b>83%</b>	<b>88%</b>	<b>86%</b>	<b>88%</b>	<b>86%</b>	<b>78%</b>	<b>78%</b>

## Finding out what was wrong with you

Cancer type	Q11. Patient told they could bring a friend when first told they had cancer		Q12. Patient felt they were told sensitively that they had cancer		Q13. Patient completely understood the explanation of what was wrong		Q14. Patient given written information about the type of cancer they had	
	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	77%	80%	80%	87%	80%	79%	74%	75%
Colorectal / Lower Gastro	78%	77%	85%	84%	78%	79%	70%	68%
Lung								
Prostate	60%	70%	88%	83%	77%	76%	75%	78%
Brain / CNS								
Gynaecological	67%	66%	86%	80%	86%	72%	70%	65%
Haematological	61%	65%	75%	82%	57%	57%	64%	71%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	59%	65%	83%	81%	71%	76%	77%	66%
Other Cancers								
<b>All cancers</b>	<b>70%</b>	<b>72%</b>	<b>81%</b>	<b>83%</b>	<b>72%</b>	<b>73%</b>	<b>71%</b>	<b>69%</b>

## 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	72%	88%	69%	72%	69%	79%	81%	90%
Colorectal / Lower Gastro	94%	83%	75%	70%	80%	77%	81%	83%
Lung								
Prostate	84%	90%	78%	74%	69%	74%	85%	81%
Brain / CNS								
Gynaecological	100%	81%	80%	69%	76%	76%	85%	84%
Haematological	73%	80%	77%	68%	80%	72%	79%	80%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	73%	75%	58%	65%	76%	69%	70%	70%
Other Cancers								
<b>All cancers</b>	<b>80%</b>	<b>84%</b>	<b>70%</b>	<b>70%</b>	<b>74%</b>	<b>75%</b>	<b>80%</b>	<b>81%</b>

Cancer type	Q19. Patient definitely involved in decisions about care and treatment	
	This Trust	National
Breast	77%	74%
Colorectal / Lower Gastro	70%	73%
Lung		
Prostate	73%	74%
Brain / CNS		
Gynaecological	86%	73%
Haematological	80%	71%
Head & Neck		
Sarcoma		
Skin		
Upper Gastro		
Urological	73%	67%
Other Cancers		
<b>All cancers</b>	<b>74%</b>	<b>72%</b>



## 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	83%	93%	85%	73%	88%	91%	93%	92%
Colorectal / Lower Gastro	86%	90%	75%	78%	96%	92%	96%	92%
Lung								
Prostate	75%	85%	76%	72%	93%	92%	96%	91%
Brain / CNS								
Gynaecological	100%	91%	84%	73%	100%	89%	100%	89%
Haematological	85%	85%	79%	76%	95%	92%	89%	91%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	86%	75%	74%	74%	100%	93%	95%	91%
Other Cancers								
<b>All cancers</b>	<b>84%</b>	<b>87%</b>	<b>78%</b>	<b>75%</b>	<b>94%</b>	<b>91%</b>	<b>94%</b>	<b>91%</b>

## 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	86%	85%	64%	56%	87%	71%
Colorectal / Lower Gastro	75%	75%	47%	49%	88%	76%
Lung						
Prostate	64%	78%	42%	38%	83%	71%
Brain / CNS						
Gynaecological	88%	77%	77%	56%	94%	70%
Haematological	82%	74%	67%	53%	72%	79%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro						
Urological	60%	57%	27%	29%	22%	61%
Other Cancers						
<b>All cancers</b>	<b>77%</b>	<b>76%</b>	<b>54%</b>	<b>52%</b>	<b>78%</b>	<b>73%</b>

## 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	16%	39%			53%	56%
Colorectal / Lower Gastro	37%	36%	88%	95%	41%	51%
Lung						
Prostate	39%	35%			60%	54%
Brain / CNS						
Gynaecological	9%	28%				
Haematological	31%	33%			59%	53%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro						
Urological	7%	15%			55%	47%
Other Cancers						
<b>All cancers</b>	<b>23%</b>	<b>33%</b>	<b>92%</b>	<b>95%</b>	<b>54%</b>	<b>53%</b>

## 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	96%	95%	86%	89%	83%	82%	70%	75%
Colorectal / Lower Gastro	96%	91%	85%	85%	71%	71%	76%	77%
Lung								
Prostate	81%	85%	81%	87%	84%	83%	68%	73%
Brain / CNS								
Gynaecological			95%	85%			90%	77%
Haematological								
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	92%	86%	88%	86%	90%	71%	84%	71%
Other Cancers								
<b>All cancers</b>	<b>93%</b>	<b>90%</b>	<b>86%</b>	<b>87%</b>	<b>78%</b>	<b>73%</b>	<b>75%</b>	<b>75%</b>

## 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	81%	85%	84%	86%	88%	89%	75%	69%
Colorectal / Lower Gastro	82%	83%	87%	86%	77%	79%	61%	63%
Lung								
Prostate	82%	84%	89%	88%	86%	84%	78%	66%
Brain / CNS								
Gynaecological	100%	83%	90%	85%	81%	86%	56%	65%
Haematological	83%	82%	63%	82%	84%	81%	73%	67%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	85%	78%	87%	86%	79%	80%	67%	59%
Other Cancers								
<b>All cancers</b>	<b>85%</b>	<b>82%</b>	<b>84%</b>	<b>85%</b>	<b>82%</b>	<b>83%</b>	<b>70%</b>	<b>65%</b>

## 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	70%	77%	55%	70%	84%	88%	58%	64%
Colorectal / Lower Gastro	86%	74%	83%	66%	94%	82%	50%	57%
Lung								
Prostate	70%	76%	86%	71%	93%	86%	64%	63%
Brain / CNS								
Gynaecological	79%	74%	62%	67%	86%	84%	86%	60%
Haematological	82%	77%	63%	71%	68%	85%	44%	58%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	88%	74%	87%	73%	90%	84%	77%	63%
Other Cancers								
<b>All cancers</b>	<b>79%</b>	<b>75%</b>	<b>69%</b>	<b>69%</b>	<b>86%</b>	<b>84%</b>	<b>59%</b>	<b>61%</b>

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



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	66%	81%	71%	81%	81%	82%	58%	68%
Colorectal / Lower Gastro	79%	79%	77%	83%	89%	82%	76%	73%
Lung								
Prostate	85%	79%	83%	80%	63%	78%	71%	73%
Brain / CNS								
Gynaecological	86%	80%	90%	82%	92%	82%	100%	69%
Haematological	61%	79%	80%	81%	91%	84%	66%	73%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	0%	73%	60%	74%	77%	76%	38%	69%
Other Cancers								
<b>All cancers</b>	69%	79%	77%	81%	84%	81%	67%	71%

Cancer type	Q61. Waited no longer than 30 minutes for OPD appointment to start		Q62. Patient thought doctor spent about the right amount of time with them		Q63. Doctor had the right notes and other documentation with them	
	This Trust	National	This Trust	National	This Trust	National
Breast	58%	65%	90%	92%	90%	95%
Colorectal / Lower Gastro	71%	72%	95%	94%	100%	95%
Lung						
Prostate	90%	76%	90%	93%	93%	95%
Brain / CNS						
Gynaecological			100%	94%	100%	96%
Haematological	47%	65%	87%	95%	93%	95%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro						
Urological	75%	77%	100%	95%	91%	95%
Other Cancers						
<b>All cancers</b>	66%	70%	93%	94%	94%	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	95%	95%	67%	66%
Colorectal / Lower Gastro	97%	94%	57%	69%
Lung				
Prostate	97%	95%	73%	72%
Brain / CNS				
Gynaecological	95%	94%	83%	64%
Haematological	98%	94%	64%	64%
Head & Neck				
Sarcoma				
Skin				
Upper Gastro				
Urological	96%	94%	69%	69%
Other Cancers				
<b>All cancers</b>	<b>96%</b>	<b>94%</b>	<b>66%</b>	<b>67%</b>

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	54%	63%	86%	89%	12%	26%	78%	78%
Colorectal / Lower Gastro	62%	62%	90%	89%	14%	27%	82%	81%
Lung								
Prostate	65%	64%	86%	89%	38%	25%	83%	82%
Brain / CNS								
Gynaecological	79%	60%	100%	88%	17%	22%	95%	78%
Haematological	51%	64%	89%	91%	16%	23%	80%	81%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	71%	64%	83%	87%	20%	20%	83%	82%
Other Cancers								
<b>All cancers</b>	<b>60%</b>	<b>62%</b>	<b>88%</b>	<b>89%</b>	<b>18%</b>	<b>24%</b>	<b>81%</b>	<b>80%</b>

Cancer type	Q70. Patient's rating of care 'excellent'/'very good'	
	This Trust	National
Breast	90%	90%
Colorectal / Lower Gastro	88%	87%
Lung		
Prostate	87%	87%
Brain / CNS		
Gynaecological	95%	87%
Haematological	82%	90%
Head & Neck		
Sarcoma		
Skin		
Upper Gastro		
Urological	80%	85%
Other Cancers		
<b>All cancers</b>	<b>87%</b>	<b>88%</b>



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](http://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.  
Published August 2012  
[www.quality-health.co.uk](http://www.quality-health.co.uk)  
E-mail [info@quality-health.co.uk](mailto:info@quality-health.co.uk)