

# National Cancer Patient Experience Survey 2015

## National Results Summary



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Chief Executive, Quality Health



# Headline results

- Patients' overall rating of their care was **8.7** out of **10**
- **78%** were involved as much as they wanted to be in decisions about their care
- **90%** were given the name of a Clinical Nurse Specialist
- **87%** said it was easy to contact their Clinical Nurse Specialist
- **87%** were always treated with dignity and respect
- **94%** were told who to contact if they were worried after leaving hospital
- **63%** said their general practice did everything they could to support them

Quality Health

# Quality Health

- Over thirty years' experience
- Health, social care, local government
- Public, private, voluntary and academic sectors
- Survey design, development and implementation
- Quantitative and qualitative research
- Consultancy and improvement planning



## Quality Health's other national survey programmes

- CQC patient survey programme
- NHS England national staff survey
- Scottish inpatient survey, maternity survey
- Scottish GP survey
- Northern Ireland health and social care staff survey
- Wales NHS staff survey
- NHS England PROMs
- National Trauma PROMs programme



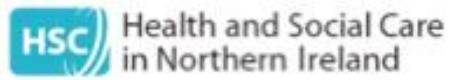
# Quality Health's cancer patient experience work

- English CPES since 2010
- Northern Ireland CPES 2014
- Wales CPES 2014
- Scotland CPES 2015
- Scotland radiotherapy survey 2014
- Qatar CPES 2013
- National Prostate Cancer PROMs
- Dozens of individual cancer charities and patient groups





# Quality Health's government clients



# Quality Health's private sector clients



People caring for people





# Quality Health's voluntary sector clients





CPES

# Cancer Patient Experience Survey

- Developed by Quality Health with the Department of Health
- First run in England in 2010
- Subsequently repeated in 2011/12, 2013, 2014, 2015
- Aims to cover every single cancer patient in active treatment during a three month period
- The largest and most comprehensive survey of cancer patients in the world
- Data now collected from around 350,000 patients
- Significant opportunities for follow-on surveys and linkage to other data sets

# Cancer Patient Experience Survey



# Changes to CPES in 2015

- Major consultation exercise about changes
- Overseen by national Cancer Patient Experience Advisory Group
- Thorough Cognitive Testing of potential new questions with patients
- On-line questionnaire option
- Reporting at CCG level, as well as Trust
- Case-mix adjustment used for comparisons
- Published as an Official Statistic

# The 2015 CPES questionnaire

- Consistency with other national surveys
- New questions to cover the whole patient journey
- Shorter than before - only 50 patient experience questions:
  - 15 new or substantially changed
  - 21 slightly amended from previous years
  - 14 unchanged
- Published as an Official Statistic

**Even where questions remain entirely unchanged, changes in the questionnaire and its administration mean that comparisons with previous years should be treated with caution**



# Survey methodology

- All adult NHS patients with a primary diagnosis of cancer
- In treatment in April, May, June 2015
- Sample size of 116,991
- Fieldwork October 2015 to March 2016
- Questionnaires returned by post, on line, by phone, or through translation

# Response rates

- **66,086** respondents
- **66%** response rate
- **82%** willing to take part in further surveys
- Very high statistical confidence levels: **+/- 0.2%** to **+/- 0.8%**



post  
92.84%



online  
7.12%



phone  
0.04%



translation  
0.01%

# National results by section

# Seeing your GP

- Asked about how long they had to wait before their first appointment with a hospital doctor, **82%** said they were seen as soon as necessary



Once	55%
Twice	20%
3/4 times	15%
5 + times	9%

# Diagnostic tests

- **89%** said they had all the information needed about their test
- **87%** said the time they had to wait for results was about right
- **79%** said the results of tests were explained in a way they could understand

# Finding out what was wrong with you

- **84%** said they were told sensitively
- **73%** said they completely understood the explanation of what was wrong



Yes	70%
No	19%
It was not necessary	10%
I was told by phone/letter	2%



Yes, and it was easy to understand	72%
Yes, but it was difficult to understand	10%
No	19%



# Deciding the best treatment for you

- **83%** said their treatment options were explained to them completely
- **73%** said the side effects of treatment were explained in a way they could understand
- **66%** said they were offered practical advice in dealing with side effects
- **54%** said that they were told about side effects that could affect them in the future rather than straight away
- **78%** were involved as much as they wanted to be in decisions about their care

# Clinical Nurse Specialist

- **90%** were given the name of a Clinical Nurse Specialist
- **87%** said it was easy to contact them
- **88%** said that when they had important questions to ask their Clinical Nurse Specialist, they got answers they could understand

# Support for people with cancer

Did hospital staff...

...discuss with you or give you information about the impact cancer could have on your day to day activities?

**81%**

...give you information about support or self-help groups for people with cancer?

**83%**

...give you information about how to get financial help or any benefits you might be entitled to?

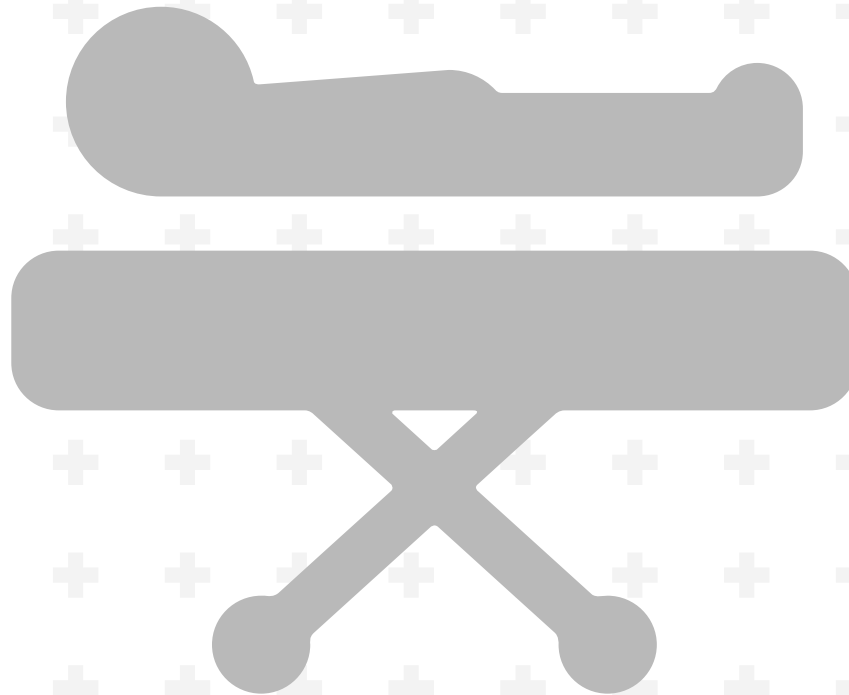
**55%**

...tell you that you could get free prescriptions?

**80%**

# Operations

- **92%** said that they had all the information they needed before their operation



- **78%** said that after their operation, someone explained how it had gone

# Hospital care as an inpatient

- **81%** said groups of doctors and nurses did not talk in front of them as if they weren't there
- **84%** said they had confidence and trust in the doctors treating them
- **72%** said that, if their family or someone else close to them wanted to talk to a doctor, they could
- **72%** said they had confidence and trust in the nurses treating them
- **66%** said there were enough nurses on duty to care for them
- **67%** said all the doctors and nurses asked them what name they prefer to be called by

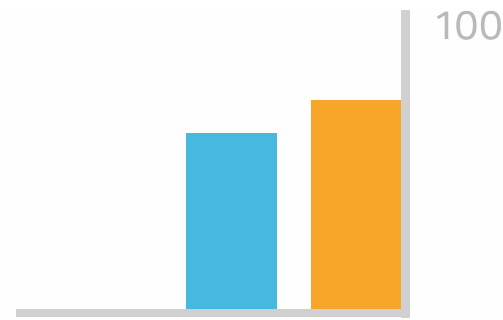
## Hospital care as an inpatient (cont)

- **85%** said they were given enough privacy when discussing their condition or treatment
- **84%** said hospital staff did everything they could to control their pain
- **87%** said they were always treated with dignity and respect
- **84%** said they were given written information about what they should do after leaving
- **94%** said hospital staff told them who to contact if they were worried



# Hospital care as a day patient/outpatient

Did you find somebody on the hospital staff to talk to about your worries and fears?

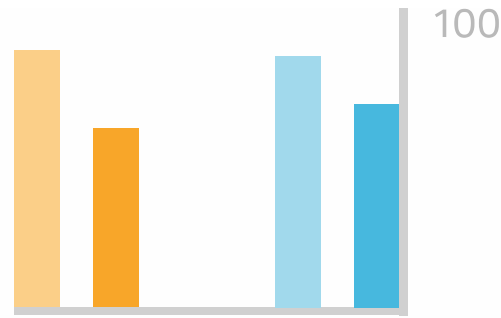


Inpatient	52%
Day/Outpatient	70%

- **96%** said that the last time they had an outpatients appointment, the doctor had the right documents (medical notes, x-rays and test results)

# Chemotherapy and radiotherapy

Did you have all the information you needed?



## Radiotherapy

Before treatment	86%
During treatment	60%

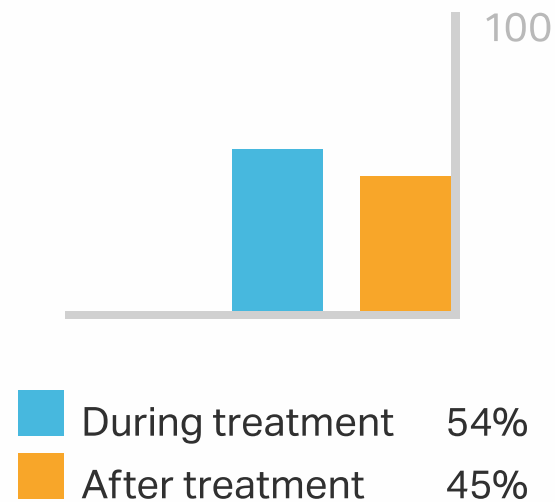
## Chemotherapy

Before treatment	84%
During treatment	68%

# Home care and support

- **58%** said that doctors or nurses gave their family or others close to them information they needed to help care for them at home

**Were you given enough care or support from health or social services?**



## Care from your general practice

- **95%** said that their GP was given enough information about their condition or treatment
- **63%** said that the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment

## Your overall NHS care

- **61%** said that the different people caring for them worked well together
- **33%** said they had been given a care plan
- **89%** said that the administration of their care was 'good' or 'very good'
- **66%** said the amount of time they had to wait when attending clinics and appointments was about right
- **28%** said they had been asked about taking part in cancer research

**Jo's** cervical  
cancer **trust**

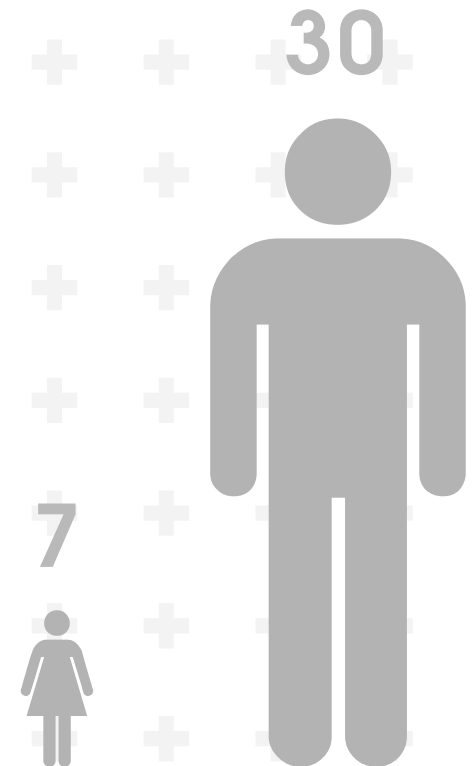
Information / Support / Friends



# Analysis by key variables

# Analysis by key variable – gender

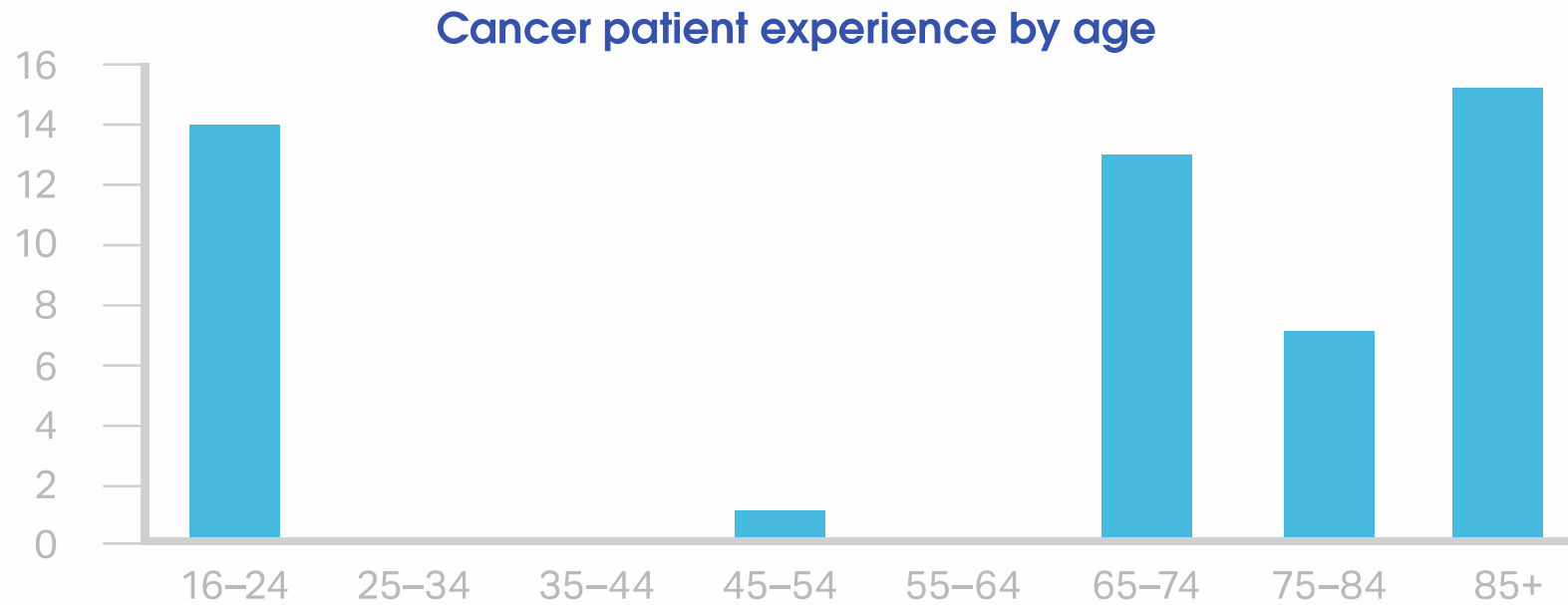
- Significant differences on **37** questions out of **50**
- Men more positive than women on **30** questions
- Women more positive than men on **7** questions





# Analysis by key variable - age

- Significant differences on all questions



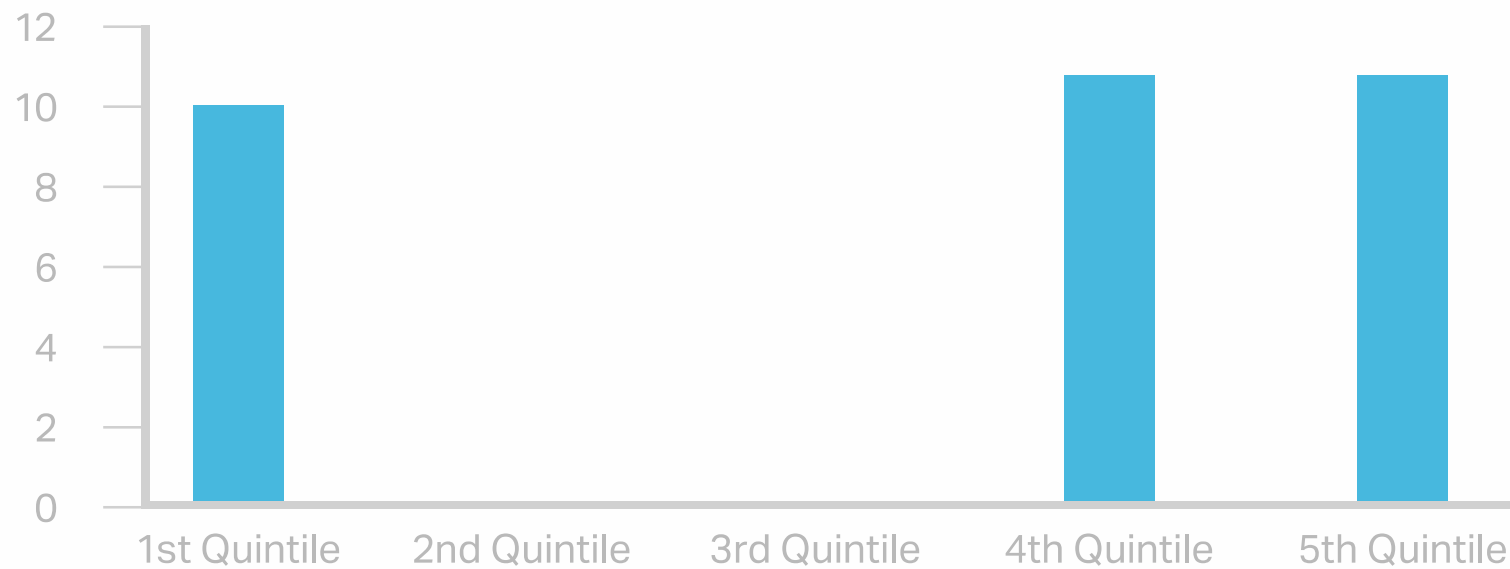
## Analysis by key variable – ethnic group

- Significant differences on **43** questions out of **50**
- White patients most positive on **36** questions
- Asian patients most positive on **2** questions
- Black patients most positive on **5** questions

# Analysis by key variable – deprivation

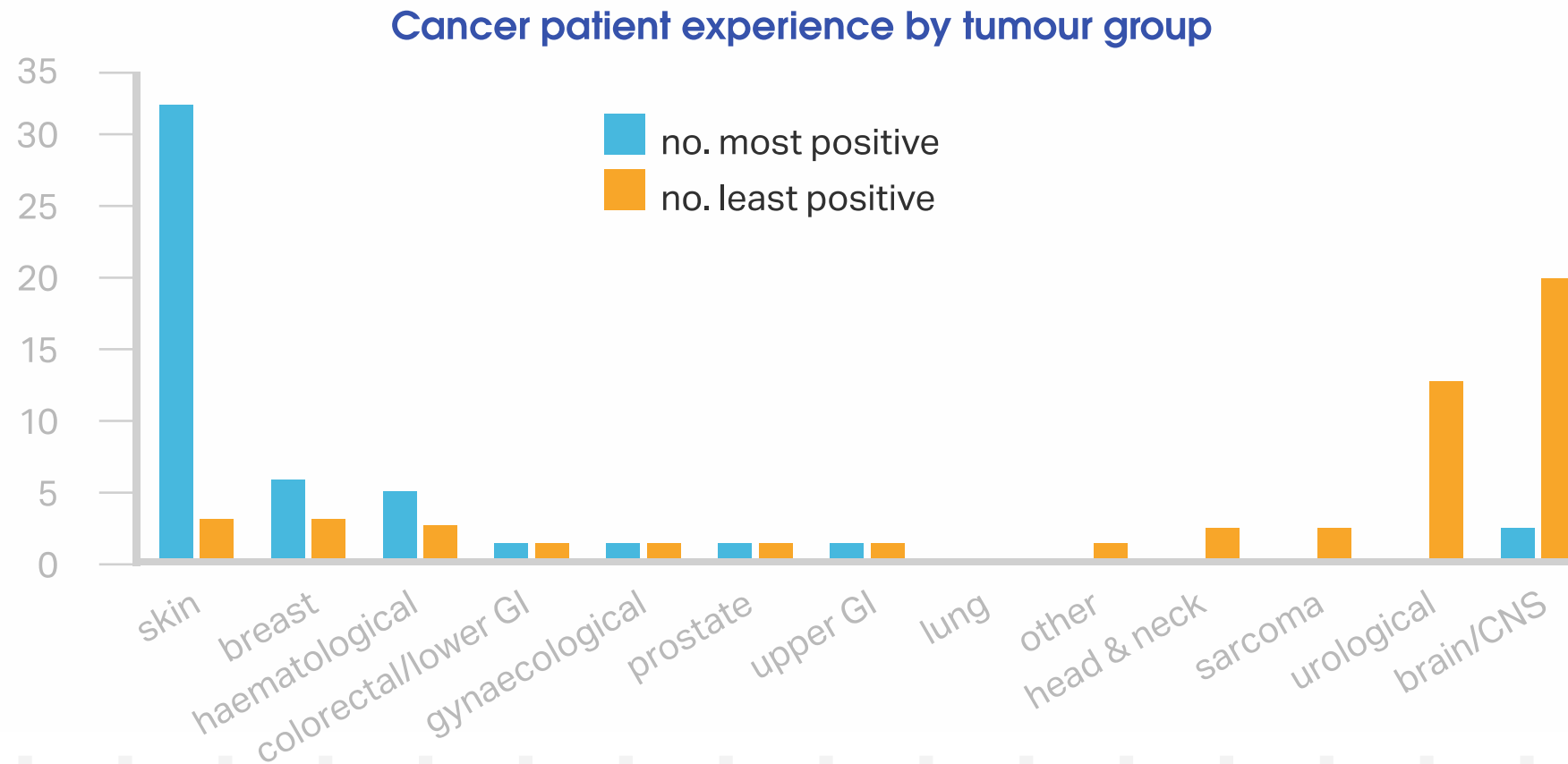
- Significant differences on **32** questions out of **50**

Cancer patient experience by deprivation



# Analysis by key variable – tumour group

- Significant differences on all questions



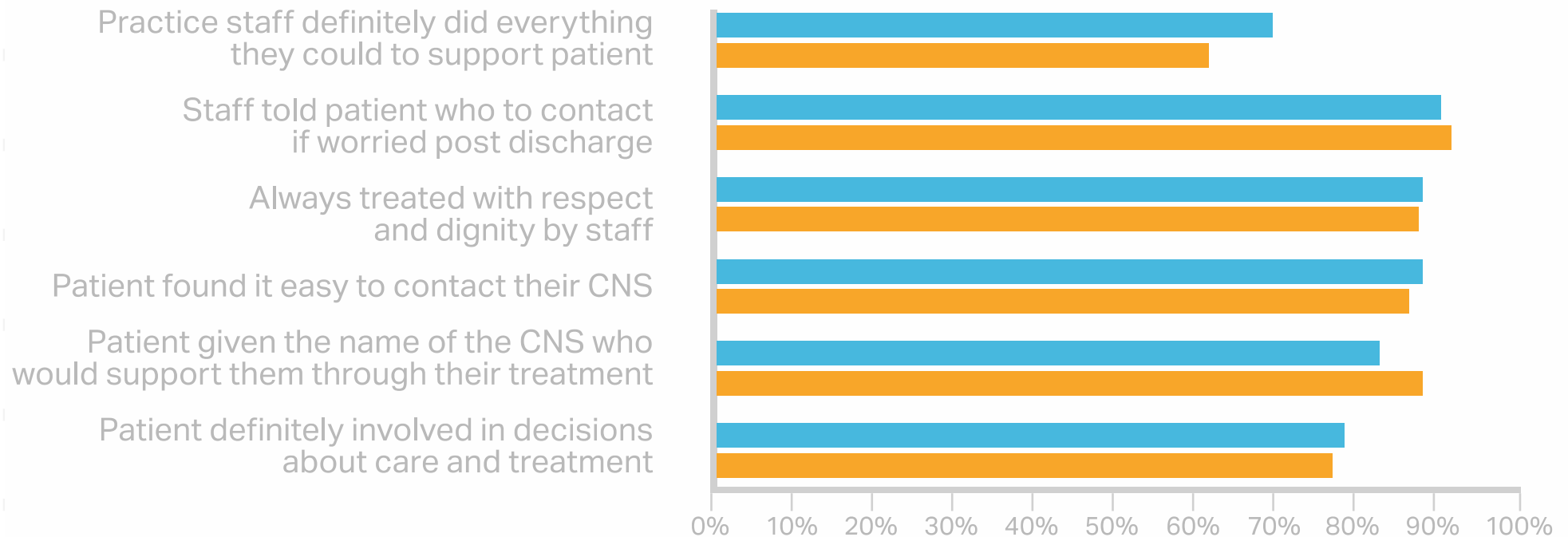
# Comparisons to Scotland

# CPES in Scotland

- Patients' overall rating of their care both countries was **8.7** out of **10**

## CPES2015 comparisons: England vs Scotland

Scotland England



What happens next?

# What happens next?

- Publication of CCG-level results, 5th July
- Publication of Trust-level results, 5th July
- All reports available from **[www.ncpes.co.uk](http://www.ncpes.co.uk)**
- Fieldwork for CPES 2016: October 2016 – March 2017



# Questions and comments