

2011-12 National Cancer Patient Experience Survey – League table and tumour group variations

**INTELLIGENCE
AND RESEARCH**

August 2012

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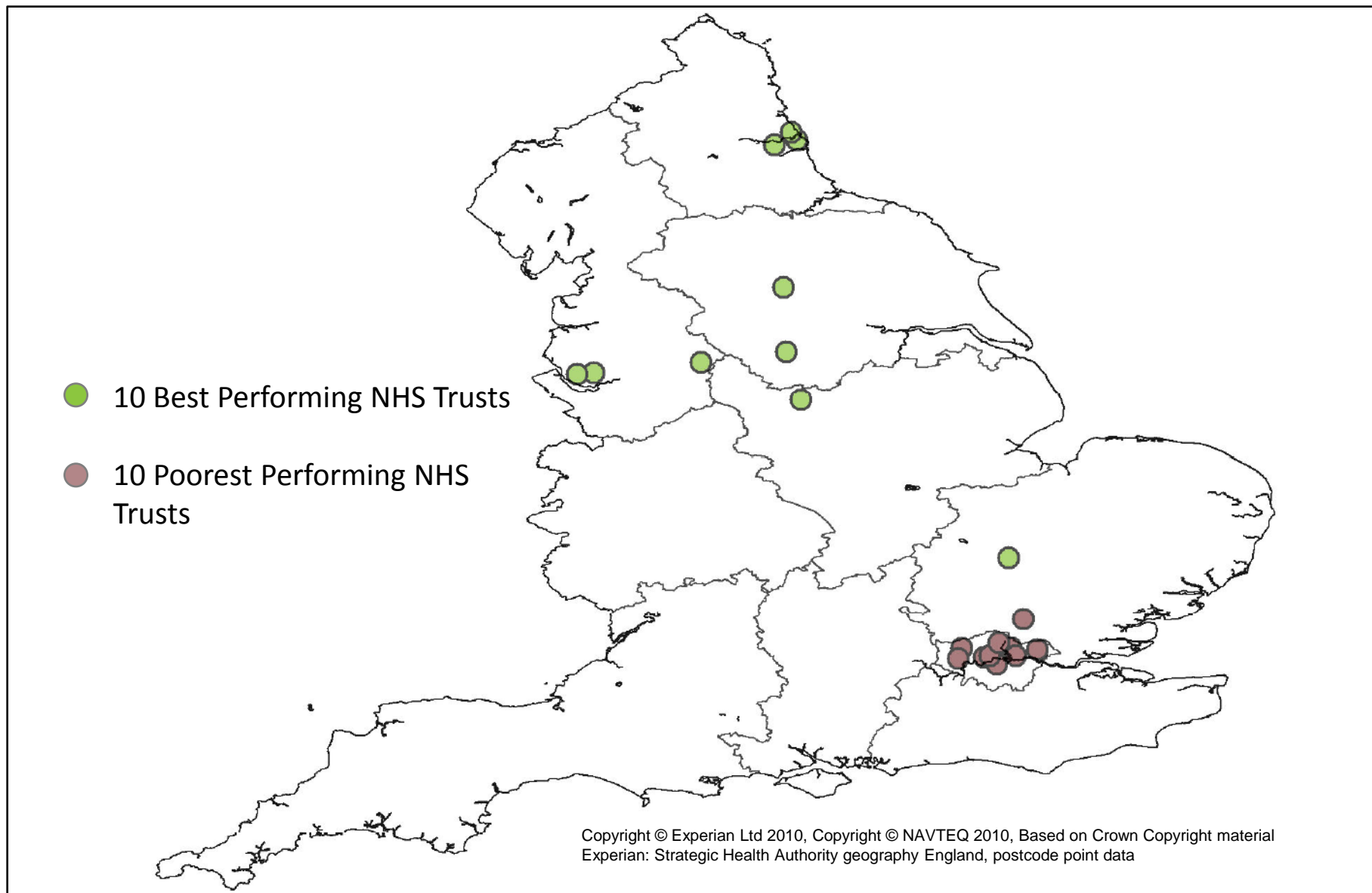
10 Best and 10 Poorest Performing NHS Trusts in England, 2011

Rank, Trust, SHA, Number of questions falling into the top/bottom 20%

Top 10 Best Performing Trusts - ranked by number of times in top 20%, then number of times in bottom 20%				
Rank	Trust	Strategic Health Authority	No. of times the trust falls within bottom 20%	No. of times the trust falls within top 20%
1	Harrogate and District NHS Foundation Trust	Yorks & Humber	0	55
2	South Tyneside NHS Foundation Trust	North East	1	55
3	Papworth Hospital NHS Foundation Trust	East of England	3	46
4	Northumbria Healthcare NHS Foundation Trust	North East	0	44
5	Gateshead Heath NHS Foundation Trust	North East	1	42
6	Chesterfield Royal Hospital NHS Foundation Trust	East Midlands	3	37
7	Barnsley Hospital NHS Foundation Trust	Yorks & Humber	4	37
8	St Helens and Knowsley Teaching Hospitals NHS Trust	North West	3	36
9	Liverpool Heart and Chest Hospital NHS Foundation Trust	North West	6	36
10	Tameside Hospital NHS Foundation Trust	North West	2	35
Bottom 10 Poorest Performing Trusts - ranked by number of times in the bottom 20%, then number of times in top 20%				
Rank	Trust	Strategic Health Authority	No. of times the trust falls within bottom 20%	No. of times the trust falls within top 20%
1	Imperial College Healthcare NHS Trust	London	56	1
2	Whipps Cross University Hospital NHS Trust	London	50	1
3	King's College Hospital NHS Foundation Trust	London	45	2
4	The Princess Alexandra Hospital NHS Trust	East of England	42	4
5	North West London Hospitals NHS Trust	London	41	0
6	University College Hospital London NHS Foundation Trust	London	41	2
7	Ealing Hospital NHS Trust	London	41	4
8	Newham University NHS Trust	London	40	3
9	Barking, Havering and Redbridge University Hospitals NHS Trust	London	39	1
10	North Middlesex University Hospital Trust	London	38	3

Source: Analysis based on Department for Health - National Cancer Patient Experience Survey 2011.
See Annex A for the Top 10 and Bottom 10 NHS trusts in 2010.

10 Best and 10 Poorest Performing NHS Trusts in England, 2011: Location by Strategic Health Authority



10 Most Improved NHS Trusts, 2010 to 2011

Rank, Trust, SHA, Number of scores showing statistically significant improvement/fall between 2010 to 2011, Number of questions falling into top/bottom 20% in 2011, Ranking in top/bottom10 performers in 2010 & 2011

Top 10 Most Improved Trusts- ranked by number of scores showing statistically significant improvement, then by number of scores showing statistically significant fall							
Trust	Strategic Health Authority	Number of scores improving	Number of scores falling	No. of times the trust falls within bottom 20%	No. of times the trust falls within top 20%	Position in 2010	Position in 2011
Portsmouth Hospitals NHS Trust	South Central	20	0	20	0	10th poorest performer	-
Guy's & St Thomas' NHS Foundation Trust	London	20	1	16	10	-	-
Tameside Hospital NHS Foundation Trust	North West	17	0	2	35	-	10 th best performer
The Royal Marsden NHS Foundation Trust	London	17	2	8	19	-	-
Western Sussex Hospitals NHS Trust	South East Coast	16	0	0	5	-	-
East Kent University Hospitals NHS Foundation Trust	South East Coast	15	0	3	3	-	-
University Hospital Bristol NHS Foundation Trust	South West	15	2	9	4	-	-
South Tyneside NHS Foundation Trust	North East	12	0	1	55	-	2 nd best performer
Norfolk & Norwich University Hospitals NHS Foundation Trust	East of England	12	0	2	14	-	-
Medway NHS Foundation Trust	South East Coast	12	0	2	23	-	-

Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Survey 2010 and 2011

*Only scores showing a *statistically significant* improvement or fall are counted.

Key variations: Tumour Groups

Patients with more common cancers report better patient experience than those with rarer cancers:

Rank	Tumour Group
1	Breast
2	Skin
3	Prostate
4	Lung
5	Colorectal/ Lower Gastrointestinal
6	Head & Neck
7	Haematological
8	Other
9	Gynaecological
10	Upper Gastrointestinal
11	Urological*
12	Brain/ Central Nervous System
13	Sarcoma

There is no clear pattern of issues which show variation between cancer types. However some of the biggest variations exist around diagnosis, provision of written information on tests and treatments, and where to go for financial support

As in 2010, breast cancer patients have the best patient experience. Sarcoma, brain/central nervous system and urological* cancer patients have the poorest patient experience, scoring worse by 20-30 percentage points in some areas.

*Urological excludes Prostate cancer which was included as a separate tumour group in the survey.

Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Survey 2011

Data source and notes

The Department of Health's National Cancer Patient Experience Survey Programme provides insights into the care and treatment experienced by cancer patients in 160 NHS Hospital Trusts across England.

In 2011-12 survey, 71,793 cancer patients treated in hospital as day cases or inpatients during the September-November 2011 took part. This is the second National Cancer Patient Experience Survey, the previous 2010-11 survey was run with patients treated during the first three months of 2010.

The national and trust level survey report can be found on the Quality Health website [here](#).

Notes on league table analysis:

The 10 Best Performing NHS trusts are ranked based on the number of questions where their scores fell within the top 20% of all trusts, then further ranked by the number of questions where their scores fell within the bottom 20% of all trusts. (i.e. the trusts with the highest number of questions in the green, further ranked by the lowest number of questions in the red). The 10 Poorest Performing NHS trusts are ranked based on the number of questions where their scores fell within the bottom 20% of all trusts and are further ranked by the number of questions where their scores fell within the top 20% of all trusts. (i.e. the trusts with the highest number of questions in the red when looking at the trust level reports, further ranked by the lowest number of questions in the green). The remaining trusts were not ranked. There were 64 scored questions in total.

Caveat: the 10 Best Performing Trusts in 2011 is not directly comparable to the list of Top 10 Trusts in 2010 as different methods of ranking were used. In 2010 the league table ran from the worst to best performing trusts and as such the top 10 trusts were those who scored in the bottom 20% least often (who were then further ranked by the number of times they scored in the top 20%).

The 10 most improved NHS Trusts were ranked based on the number of survey questions where their scores had shown a statistically significant improvement between the 2010 and 2011 surveys. The 10 most improved NHS trusts are those whose scores had improved on the highest number of questions, further ranked by those with the lowest number of questions where scores had shown a statistically significant fall.

Caveat: Many trusts saw improvement on a smaller number of questions than the trusts listed in the top ten. Among these trusts there may be those who have made a larger scale of improvement in percentage terms. However the method we have used only takes into account the number of questions with improved scores, rather than the size of the percentage change in the scores.

Notes on tumour group ranking:

There were 37 questions which identified significant differences in responses for patients with different tumour groups. For each question tumour groups were ranked according to their average score (ranked 1 for the highest score, to 13 for the lowest). An average rank for all 37 questions was then calculated for each tumour group to determine an overall ranking.

Appendix A: 10 Best and 20 Poorest Performing NHS Trusts in England, 2010

Rank, Trust, SHA, Responses, Number of questions falling into top/bottom 20%

Top 10 Best Performing Trusts- ranked by number of times in bottom 20%, then number of times in top 20%					
Rank	Trust	Strategic Health Authority	No. of responses in the Trust	No. of times the trust falls within bottom 20%	No. of times the trust falls within top 20%
1	Harrogate and District NHS Foundation Trust	Yorks & Humber	253	0	47
2	Gateshead Health NHS Foundation Trust	North East	172	0	42
3	Barnsley Hospital NHS Foundation Trust	Yorks & Humber	158	0	35
4	Airedale NHS Foundation Trust	Yorks & Humber	260	0	34
5	East Cheshire NHS Trust	North West	116	0	33
6	Northumbria Healthcare NHS Foundation Trust	North East	506	0	29
7	Poole Hospital NHS Foundation Trust	South West	484	0	26
8	Royal Devon and Exeter NHS Foundation Trust	South West	856	0	25
9	South Tees Hospitals NHS Foundation Trust	North East	797	0	21
10	Sheffield Teaching Hospitals NHS Foundation Trust	Yorks & Humber	1682	0	13
Bottom 10 Poorest Performing Trusts - ranked by number of times in the bottom 20%, then number of times in top 20%					
Rank	Trust	Strategic Health Authority	No. of responses in the Trust	No. of times the trust falls within bottom 20%	No. of times the trust falls within top 20%
1	Imperial College Healthcare NHS Trust	London	776	47	0
2	Royal Free Hampstead NHS Trust	London	391	43	0
3	The Whittington Hospital NHS Trust	London	139	43	0
4	Barts and the London NHS Trust	London	623	39	0
5	Royal National Orthopaedic Hospital NHS Trust	London	42	38	1
6	The Princess Alexandra Hospital NHS Trust	East of England	304	38	1
7	Newham University NHS Trust	London	78	37	2
8	Mayday Healthcare NHS Trust	London	103	35	4
9	Ealing Hospital NHS Trust	London	66	34	3
10	Portsmouth Hospital NHS Trust	South Central	776	33	0