



National Cancer Patient Experience Programme

2010 National Survey

**The Shrewsbury and Telford Hospital NHS
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.

769 eligible patients from this Trust were sent a survey, and 521 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 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 The Shrewsbury and Telford Hospital NHS 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?

521 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	145
Colorectal / Lower Gastrointestinal	101
Lung	16
Prostate	27
Brain/Central Nervous System	16
Gynaecological	25
Haematological	71
Head and Neck	17
Sarcoma	4
Skin	12
Upper Gastrointestinal	27
Urological	55
Other	5

* 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. 17 people did not provide their gender or age. Of the 504 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	1	1	7	51	65	61	6	192
Women	3	4	62	122	77	35	9	312
Total	4	5	69	173	142	96	15	504

Trust results

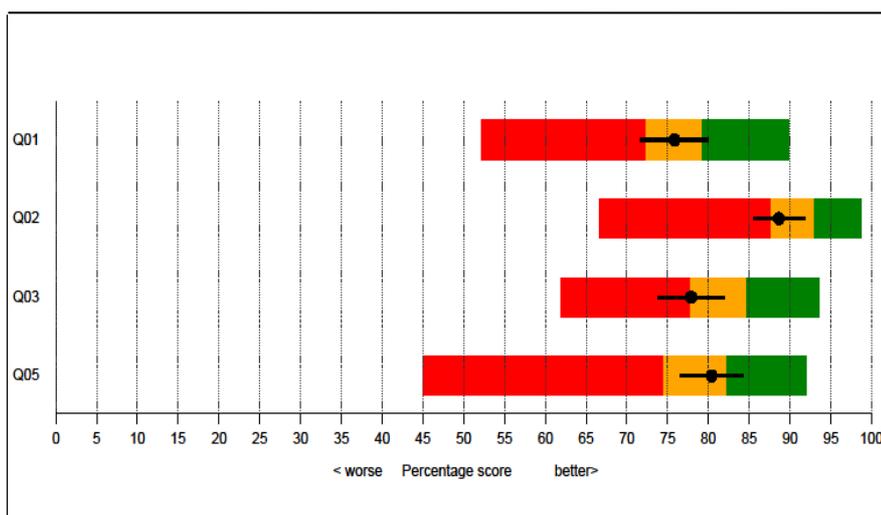
Seeing your GP

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	76%	72%	80%	72%	79%	90%	406
Q2	First appointment no more than 4 weeks after referral	89%	86%	92%	88%	93%	99%	396
Q3	Patient thought they were seen as soon as necessary	78%	74%	82%	78%	85%	94%	407
Q5	Patient's health got better or remained about the same while waiting	80%	77%	84%	74%	82%	92%	408

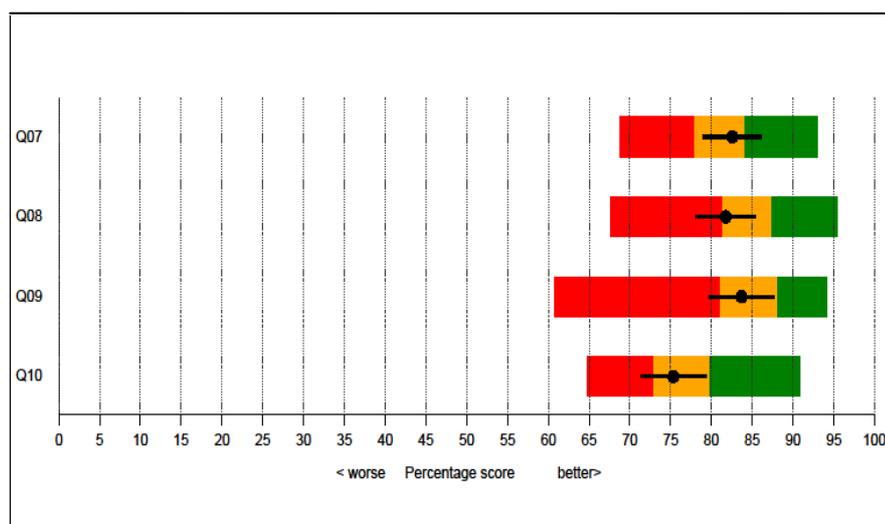
Diagnostic tests

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	83%	79%	86%	78%	84%	93%	430	
Q8	82%	78%	85%	81%	87%	95%	439	
Q9	84%	80%	88%	81%	88%	94%	319	
Q10	75%	71%	79%	73%	80%	91%	446	

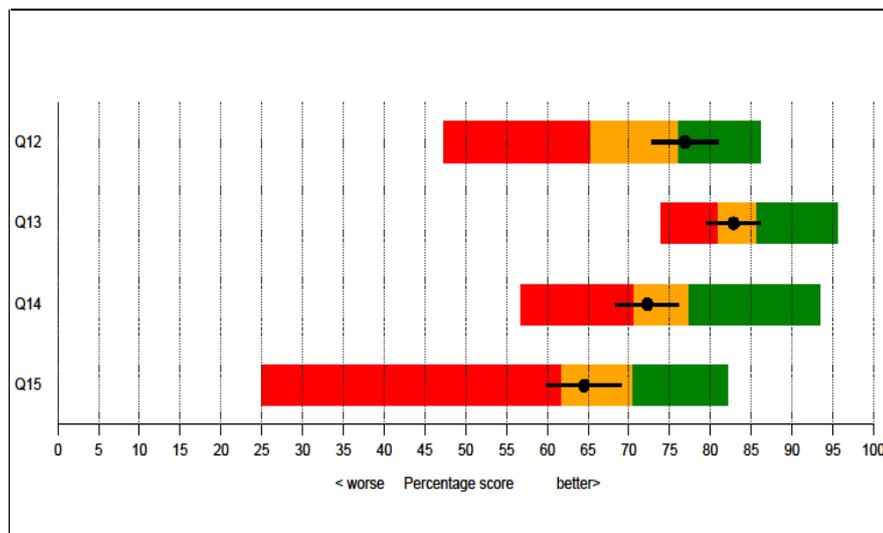
Finding out what was wrong with you

Patient told they could bring a friend when first told they had cancer

Patient felt they were told sensitively that they had cancer

Patient completely understood the explanation of what was wrong

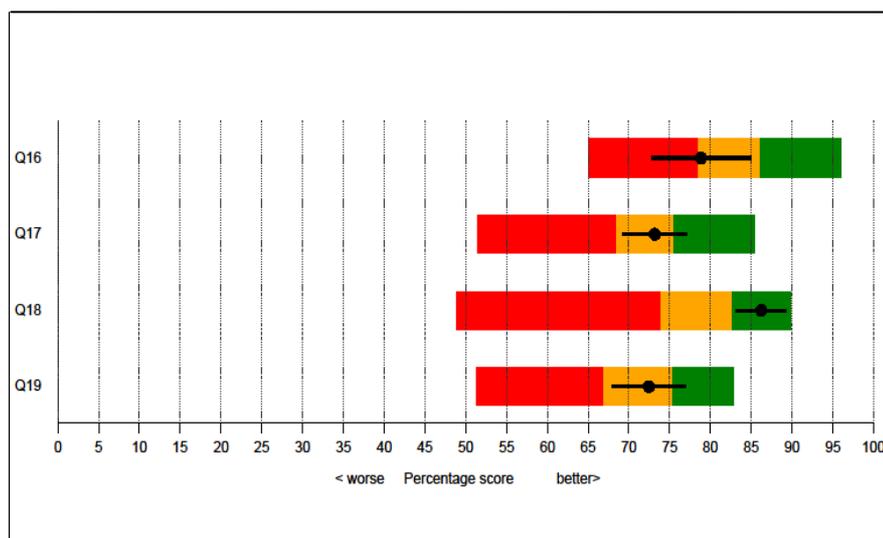
Patient given written information about the type of cancer they had



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	77%	73%	81%	65%	76%	86%	407	
Q13	83%	80%	86%	81%	86%	96%	513	
Q14	72%	68%	76%	71%	77%	93%	516	
Q15	65%	60%	69%	62%	70%	82%	420	

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	79%	73%	85%	79%	86%	96%	175	
Q17	73%	69%	77%	68%	75%	85%	485	
Q18	86%	83%	89%	74%	83%	90%	472	
Q19	72%	68%	77%	67%	75%	83%	385	

Clinical Nurse Specialist

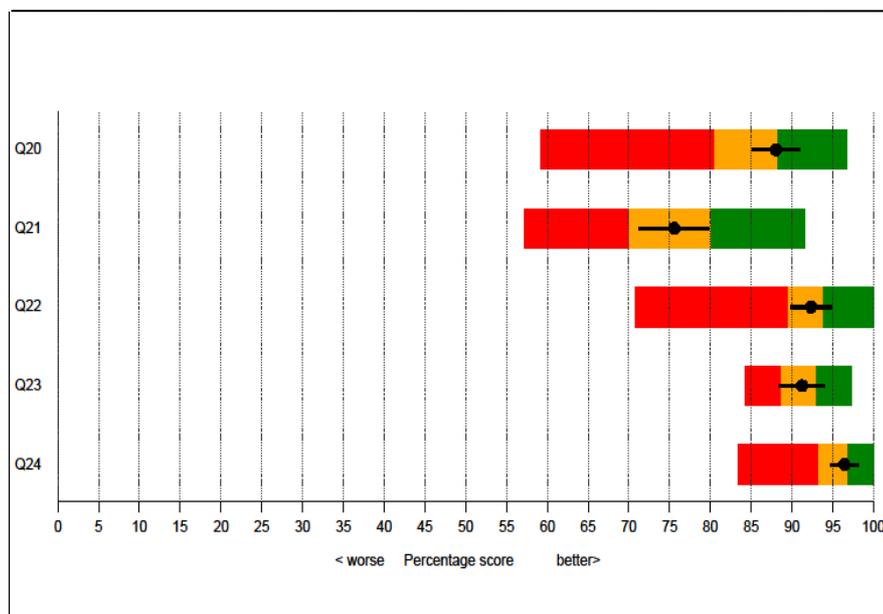
Q20 Patient given the name of the CNS in charge of their care

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



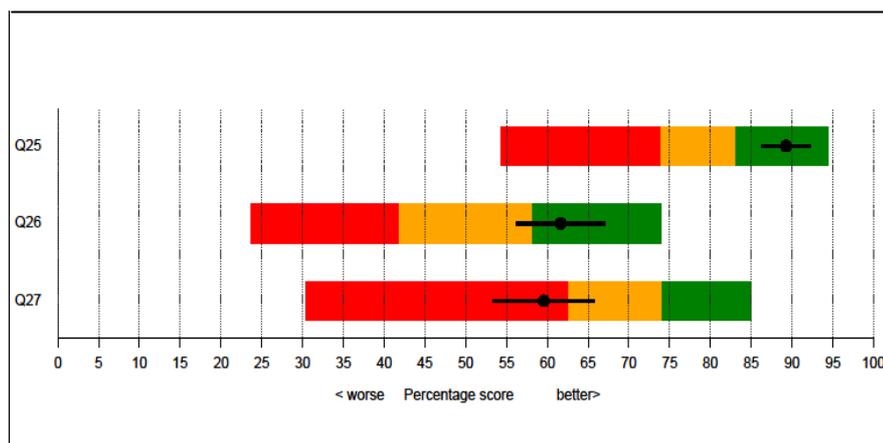
Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q20	88%	85%	91%	81%	88%	97%	485	
Q21	76%	71%	80%	70%	80%	92%	385	
Q22	92%	90%	95%	90%	94%	100%	419	
Q23	91%	88%	94%	89%	93%	97%	388	
Q24	96%	95%	98%	93%	97%	100%	421	

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	89%	86%	92%	74%	83%	94%	419	
Q26	62%	56%	67%	42%	58%	74%	305	
Q27	60%	53%	66%	63%	74%	85%	240	+

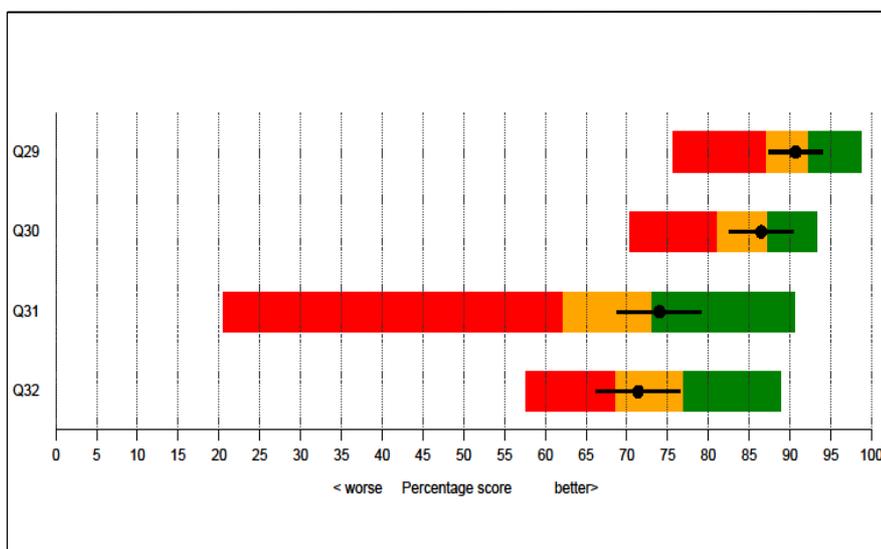
Operations

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	Admission date not changed by hospital	91%	87%	94%	87%	92%	99%	301
Q30	Staff gave complete explanation of what would be done	86%	83%	90%	81%	87%	93%	296
Q31	Patient given written information about the operation	74%	69%	79%	62%	73%	91%	281
Q32	Staff explained how operation had gone in understandable way	71%	66%	77%	69%	77%	89%	297

Hospital doctors

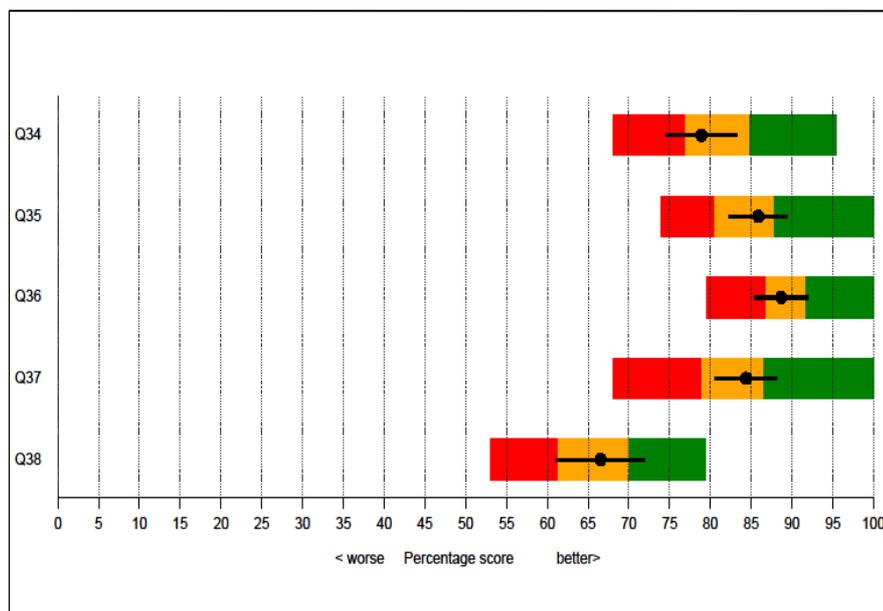
Got understandable answers to important questions all/most of the time

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

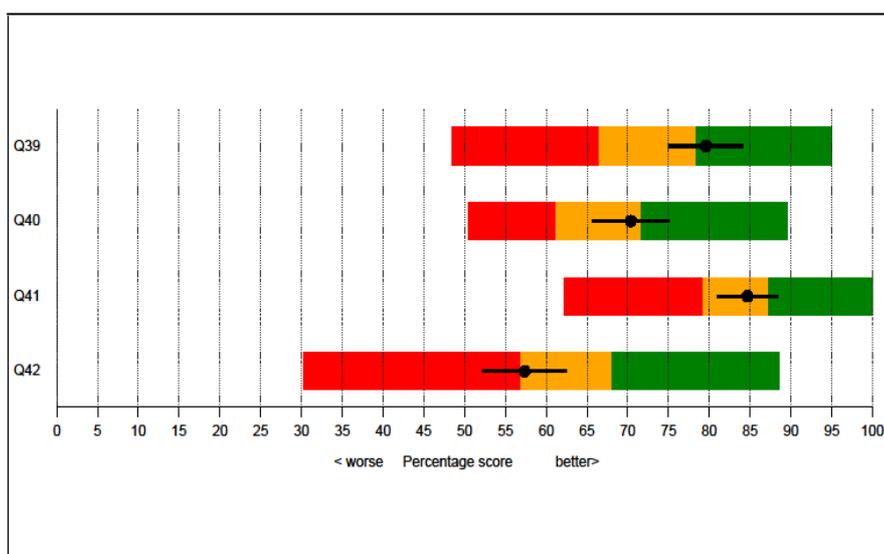
Patient's family definitely had opportunity to talk to doctor



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%	74%	83%	77%	85%	95%	327	
Q35	Patient had confidence and trust in all doctors treating them	86%	82%	89%	80%	88%	100%	361	
Q36	Patient thought doctors knew enough about how to treat their cancer	89%	85%	92%	87%	92%	100%	353	
Q37	Doctors did not talk in front of patient as if they were not there	84%	81%	88%	79%	86%	100%	358	
Q38	Patient's family definitely had opportunity to talk to doctor	67%	61%	72%	61%	70%	79%	293	

Ward nurses

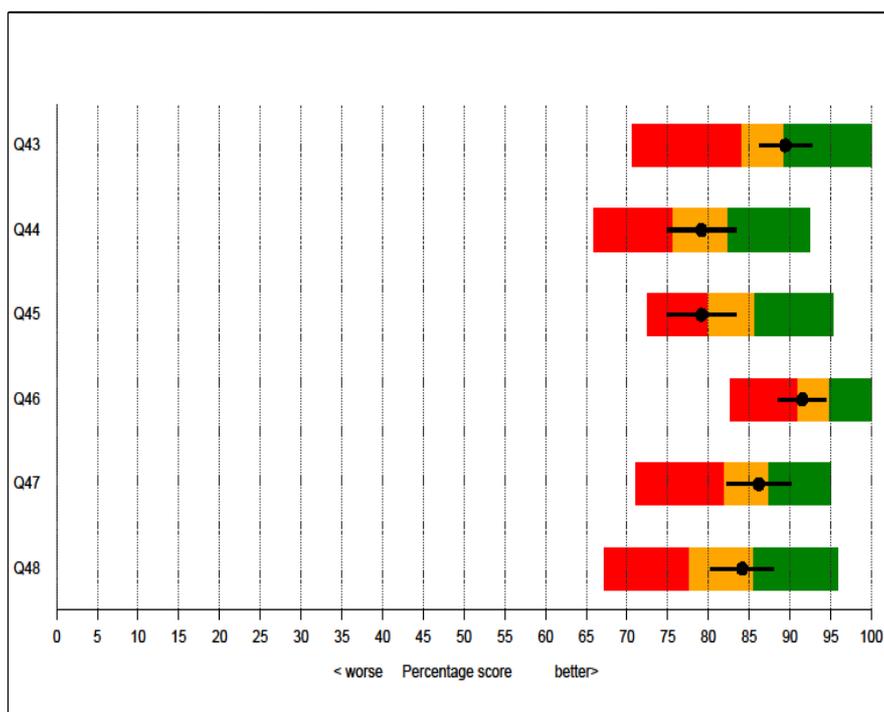
Got understandable answers to important questions all/most of the time
Patient had confidence and trust in all ward nurses
Nurses did not talk in front of patient as if they were not there
Always / nearly always enough nurses on duty



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	80%	75%	84%	67%	78%	95%	309	
Q40	Patient had confidence and trust in all ward nurses	70%	66%	75%	61%	72%	90%	358	
Q41	Nurses did not talk in front of patient as if they were not there	85%	81%	88%	79%	87%	100%	359	
Q42	Always / nearly always enough nurses on duty	57%	52%	62%	57%	68%	89%	359	

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	89%	86%	93%	84%	89%	100%	360	
Q44	79%	75%	83%	76%	82%	92%	355	
Q45	79%	75%	83%	80%	86%	95%	355	+
Q46	92%	89%	94%	91%	95%	100%	354	
Q47	86%	82%	90%	82%	87%	95%	297	
Q48	84%	80%	88%	78%	86%	96%	353	

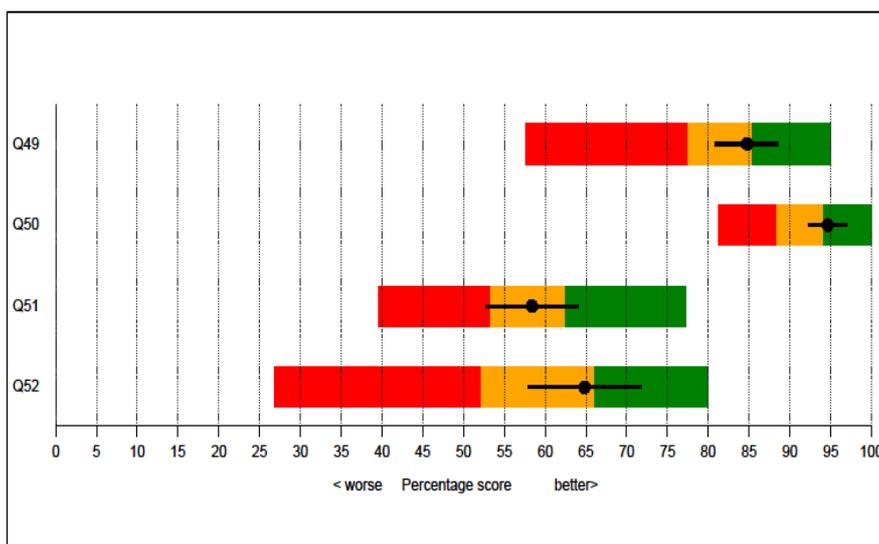
Information given to you before leaving hospital and home support

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	85%	81%	89%	78%	85%	95%	335	
Q50	95%	92%	97%	89%	94%	100%	337	
Q51	58%	53%	64%	53%	62%	77%	298	
Q52	65%	58%	72%	52%	66%	80%	185	

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

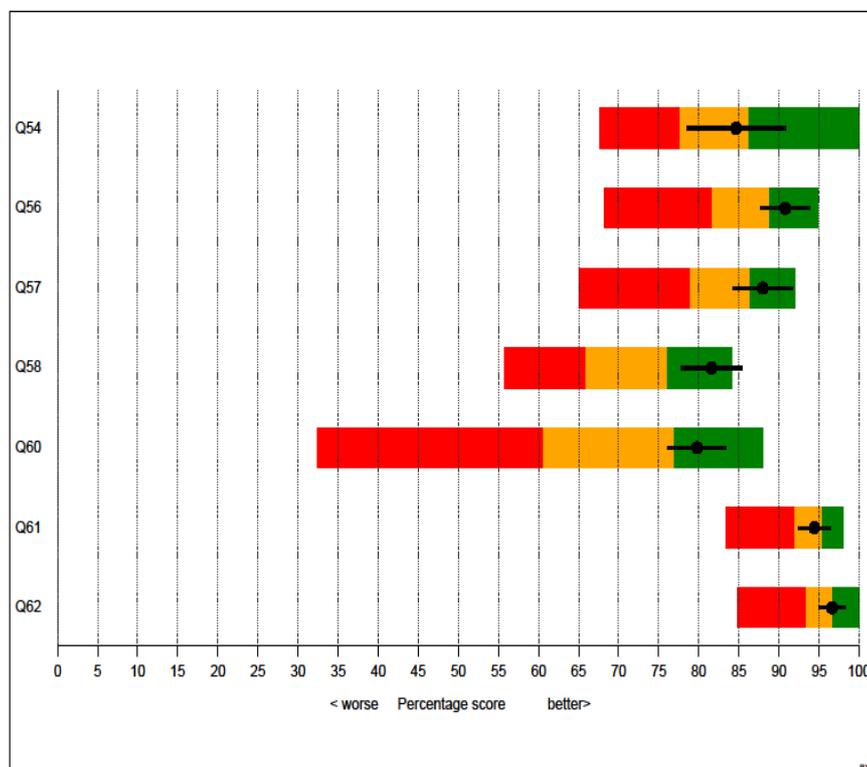
Staff definitely did everything they could to help control pain

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

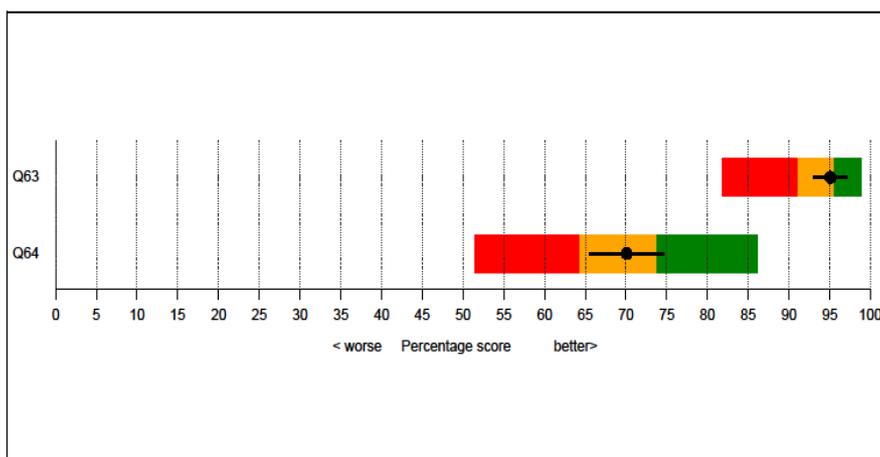


Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q54	85%	79%	91%	78%	86%	100%	137	
Q56	91%	88%	94%	82%	89%	95%	337	
Q57	88%	84%	92%	79%	86%	92%	308	
Q58	82%	78%	85%	66%	76%	84%	402	
Q60	80%	76%	83%	61%	77%	88%	475	
Q61	94%	92%	96%	92%	95%	98%	484	
Q62	97%	95%	98%	93%	97%	100%	476	

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



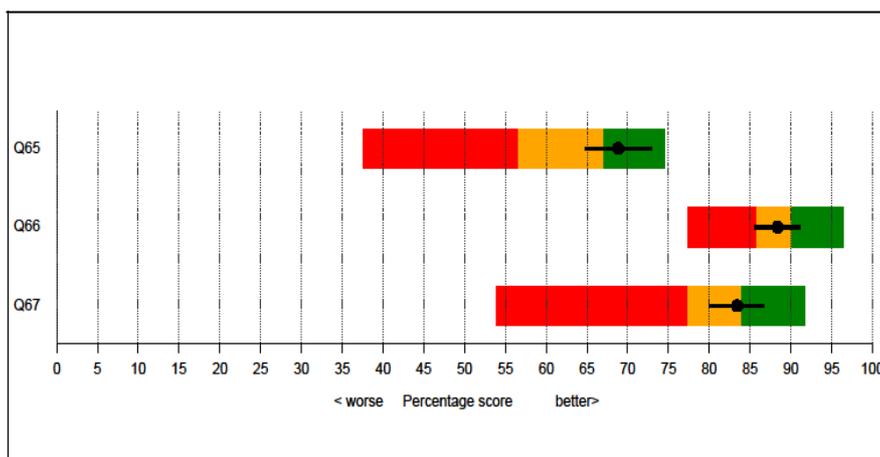
Question		Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts
Q63	GP given enough information about patient's condition and treatment	95%	93%	97%	91%	96%	99%	408	
Q64	Practice staff definitely did everything they could to support patient	70%	66%	75%	64%	74%	86%	388	

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	Hospital and community staff always worked well together	69%	65%	73%	57%	67%	74%	488	
Q66	Given the right amount of information about condition and treatment	88%	86%	91%	86%	90%	96%	499	
Q67	Patient did not feel that they were treated as 'a set of cancer symptoms'	83%	80%	87%	77%	84%	92%	501	

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	96%	92%	98%	96%	80%	83%	93%	91%
Colorectal / Lower Gastro	78%	70%	90%	88%	81%	78%	74%	74%
Lung								
Prostate	67%	77%	83%	86%	76%	84%	84%	88%
Brain / CNS								
Gynaecological			90%	90%	77%	77%	75%	72%
Haematological	52%	62%	88%	90%	82%	81%	73%	66%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro	67%	67%	96%	91%	65%	79%	73%	62%
Urological	67%	81%	77%	88%	77%	83%	79%	87%
Other Cancers								
All cancers	76%	75%	89%	90%	78%	81%	80%	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	84%	83%	83%	85%	83%	85%	77%	79%
Colorectal / Lower Gastro	83%	82%	81%	85%	90%	88%	79%	79%
Lung								
Prostate	91%	83%	83%	86%	90%	87%	78%	77%
Brain / CNS								
Gynaecological	74%	76%	78%	81%			67%	73%
Haematological	80%	81%	79%	84%	77%	82%	67%	73%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro	96%	78%	92%	83%	88%	84%	73%	74%
Urological	77%	80%	79%	84%	76%	86%	72%	76%
Other Cancers								
All cancers	83%	81%	82%	84%	84%	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	81%	78%	83%	87%	72%	79%	65%	71%
Colorectal / Lower Gastro	82%	75%	82%	83%	75%	78%	71%	65%
Lung								
Prostate			85%	83%	81%	78%	62%	75%
Brain / CNS								
Gynaecological			76%	80%	72%	73%		
Haematological	74%	65%	83%	82%	66%	58%	81%	71%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro	68%	69%	74%	78%	63%	73%	60%	59%
Urological	62%	65%	87%	81%	75%	77%	45%	63%
Other Cancers								
All cancers	77%	71%	83%	83%	72%	74%	65%	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	80%	87%	76%	75%	93%	88%	69%	72%
Colorectal / Lower Gastro	79%	82%	86%	76%	92%	81%	74%	73%
Lung								
Prostate			56%	71%	80%	77%	85%	74%
Brain / CNS								
Gynaecological			83%	75%	91%	83%		
Haematological	76%	78%	68%	70%	78%	77%	64%	68%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro			79%	73%	86%	80%		
Urological			56%	67%	60%	68%	74%	70%
Other Cancers								
All cancers	79%	83%	73%	72%	86%	79%	72%	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	94%	93%	74%	72%	92%	91%	91%	91%	95%	94%
Colorectal / Lower Gastro	91%	87%	82%	78%	96%	93%	88%	92%	95%	96%
Lung										
Prostate	77%	81%	95%	71%	90%	91%				
Brain / CNS										
Gynaecological	82%	88%								
Haematological	88%	81%	83%	77%	96%	92%	98%	91%	100%	95%
Head & Neck										
Sarcoma										
Skin										
Upper Gastro	96%	90%	59%	75%	100%	92%	95%	90%	96%	95%
Urological	81%	69%	63%	75%	88%	92%	89%	90%	98%	96%
Other Cancers										
All cancers	88%	84%	76%	75%	92%	91%	91%	91%	96%	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	91%	86%	57%	53%	43%	61%
Colorectal / Lower Gastro	93%	78%	73%	46%	76%	74%
Lung						
Prostate						
Brain / CNS						
Gynaecological	85%	79%				
Haematological	91%	77%	72%	52%	85%	74%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro	100%	79%				
Urological	70%	60%	41%	26%		
Other Cancers						
All cancers	89%	79%	62%	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	98%	94%	86%	86%	81%	77%	62%	72%
Colorectal / Lower Gastro	91%	90%	82%	84%	81%	66%	81%	76%
Lung								
Prostate								
Brain / CNS								
Gynaecological								
Haematological								
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	79%	85%	91%	84%	66%	65%	67%	72%
Other Cancers								
All cancers	91%	89%	86%	85%	74%	68%	71%	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	76%	83%	83%	84%	89%	91%	89%	88%	64%	68%
Colorectal / Lower Gastro	80%	83%	91%	85%	92%	90%	82%	80%	64%	65%
Lung										
Prostate										
Brain / CNS										
Gynaecological			85%	83%	90%	89%	90%	86%		
Haematological	83%	81%	91%	80%	97%	85%	94%	82%	79%	68%
Head & Neck										
Sarcoma										
Skin										
Upper Gastro										
Urological	82%	79%	92%	85%	88%	91%	75%	80%	73%	59%
Other Cancers										
All cancers	79%	81%	86%	84%	89%	89%	84%	83%	67%	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%	64%	66%	88%	86%	59%	62%
Colorectal / Lower Gastro	85%	71%	76%	63%	89%	80%	54%	58%
Lung								
Prostate								
Brain / CNS								
Gynaecological			75%	64%	85%	84%	50%	61%
Haematological	78%	74%	66%	67%	78%	85%	50%	60%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	75%	73%	78%	70%	77%	83%	52%	65%
Other Cancers								
All cancers	80%	73%	70%	66%	85%	83%	57%	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	91%	90%	75%	80%	78%	84%
Colorectal / Lower Gastro	91%	86%	82%	77%	88%	82%
Lung						
Prostate						
Brain / CNS						
Gynaecological	95%	86%	75%	78%	70%	81%
Haematological	88%	85%	90%	74%	84%	84%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro						
Urological	96%	87%	81%	82%	79%	82%
Other Cancers						
All cancers	89%	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	93%	93%	89%	88%	83%	83%
Colorectal / Lower Gastro	94%	93%	91%	84%	87%	80%
Lung						
Prostate						
Brain / CNS						
Gynaecological	95%	93%	70%	85%	80%	81%
Haematological	81%	93%	83%	84%	87%	84%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro						
Urological	94%	92%	79%	82%	83%	82%
Other Cancers						
All cancers	92%	93%	86%	85%	84%	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	90%	88%	97%	95%	58%	57%	57%	59%
Colorectal / Lower Gastro	89%	78%	98%	92%	64%	57%	76%	67%
Lung								
Prostate								
Brain / CNS								
Gynaecological								
Haematological	93%	80%	100%	95%	73%	63%		
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	74%	79%	89%	86%	49%	55%		
Other Cancers								
All cancers	85%	82%	95%	92%	58%	58%	65%	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	88%	85%	93%	85%	86%	85%	80%	69%
Colorectal / Lower Gastro			95%	85%	91%	84%	83%	73%
Lung								
Prostate								
Brain / CNS								
Gynaecological								
Haematological			91%	86%	87%	85%	94%	74%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro			90%	82%			81%	71%
Urological			80%	79%	84%	77%	74%	71%
Other Cancers								
All cancers	85%	82%	91%	85%	88%	83%	82%	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	71%	63%	93%	92%	93%	94%
Colorectal / Lower Gastro	87%	69%	98%	95%	95%	95%
Lung						
Prostate	96%	74%	100%	93%	100%	94%
Brain / CNS						
Gynaecological	81%	65%	92%	95%	100%	95%
Haematological	92%	61%	91%	95%	98%	96%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro	68%	70%	100%	94%	100%	94%
Urological	74%	76%	98%	95%	98%	95%
Other Cancers						
All cancers	80%	68%	94%	94%	97%	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	94%	95%	64%	68%
Colorectal / Lower Gastro	95%	93%	83%	70%
Lung				
Prostate	95%	93%	90%	73%
Brain / CNS				
Gynaecological	95%	93%		
Haematological	98%	94%	60%	66%
Head & Neck				
Sarcoma				
Skin				
Upper Gastro	95%	91%	62%	71%
Urological	93%	93%	71%	71%
Other Cancers				
All cancers	95%	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	63%	61%	84%	89%	80%	78%
Colorectal / Lower Gastro	74%	61%	93%	89%	88%	82%
Lung						
Prostate	85%	63%	92%	87%	92%	81%
Brain / CNS						
Gynaecological	58%	59%	84%	87%	80%	80%
Haematological	76%	63%	94%	90%	84%	82%
Head & Neck						
Sarcoma						
Skin						
Upper Gastro	71%	61%	84%	87%	72%	78%
Urological	69%	64%	94%	87%	85%	84%
Other Cancers						
All cancers	69%	61%	88%	88%	83%	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

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