

**National Cancer Patient Experience Programme**  
**2012/13 National Survey**

**York Teaching Hospital NHS Foundation Trust**

**Pre-Publication August 2013**

The National Cancer Patient Experience Survey Programme is  
being undertaken by Quality Health on behalf of NHS England



## **Introduction**

The Cancer Patient Experience Survey 2012/13 (CPES) follows on from the successful implementation of the 2010 and 2012 CPES, designed to monitor national progress on cancer care. The 2013 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; with the NHS England Business Plan 2013-16; and "Everyone Counts", Planning for Patients 2013-14. The CPES provides information that can be used to drive local quality improvements, both by Trusts and Commissioners, and is consistent with the objectives of NHS policy.

## **Participating Trusts**

155 acute hospital NHS Trusts providing cancer services took part in the survey, accounting for every Trust that provides adult cancer care in England. 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. The number of Trusts has fallen from 160 in 2012 because of Trust amalgamations in Greater Manchester, Yorkshire, London and Hampshire.

## **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 2012 and 30th November 2012. The three month eligibility period for data capture purposes is identical to that for the 2010 and 2012 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 and 2012 surveys, 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.

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 116,525 patients who had received treatment for cancer during September to November 2012 were included in the national sample for the Cancer Patient Experience Survey. These patients were allocated to 13 different cancer groups.

1120 eligible patients from this Trust were sent a survey, and 715 questionnaires were returned completed. This represents a response rate of 69% once deceased patients and questionnaires returned undelivered had been accounted for. The national response rate was 64% (68,737 respondents). In 2012 the national response rate was 68%.

## **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. Some scores represent performance across a pathway involving primary and community care in addition to acute care but represent important parts of the patient experience along the pathway of care.

## **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 2012/13
- a green section: scores for the highest-scoring 20% of Trusts in 2012/13
- an amber section: scores for the remaining 60% of Trusts in 2012/13

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 2012; in the second column, the Trust score for that question in 2013 (if this score is highlighted it means that the score is statistically significantly different from the score for 2012, with a green highlight showing a higher value than in 2012, and a red highlight showing a lower score in 2013 than in 2012); 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 2012/13 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 2012/13.

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 2012/13, which will be available at [www.quality-health.co.uk](http://www.quality-health.co.uk) from August 2013; 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?

715 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	143
Colorectal / Lower Gastrointestinal	122
Lung	38
Prostate	61
Brain/Central Nervous System	1
Gynaecological	29
Haematological	104
Head and Neck	21
Sarcoma	7
Skin	3
Upper Gastrointestinal	38
Urological	90
Other	58

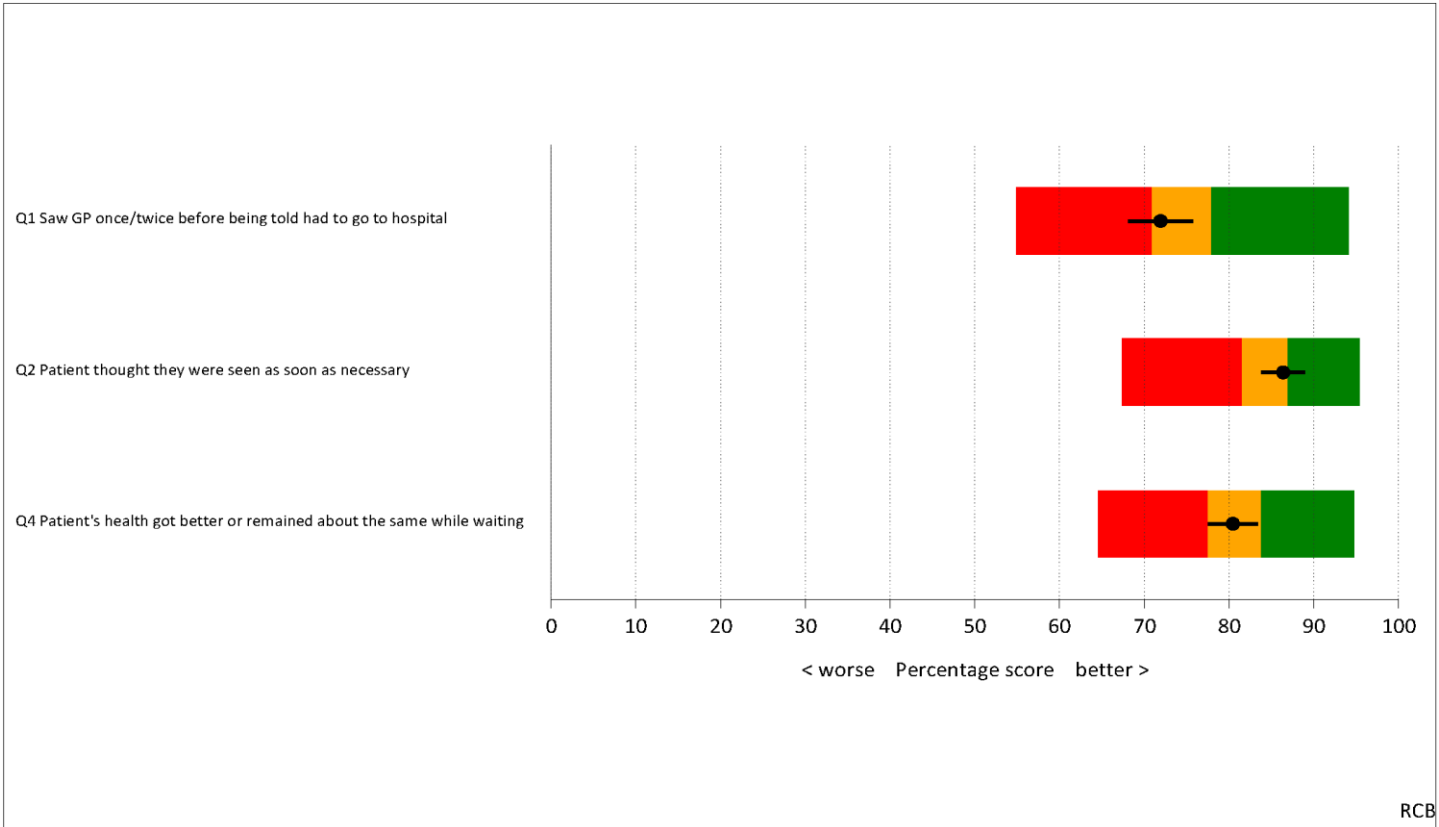
\* These figures will not match the numerator for all questions in the 'comparisons by tumour group' section of this report because not all questions were answered by all responders.

### Age and sex

The survey asked respondents to give their year of birth. This information has been amalgamated into 6 age bands. No respondents failed to provide their gender or age. The age and gender distribution for the Trust was as follows:

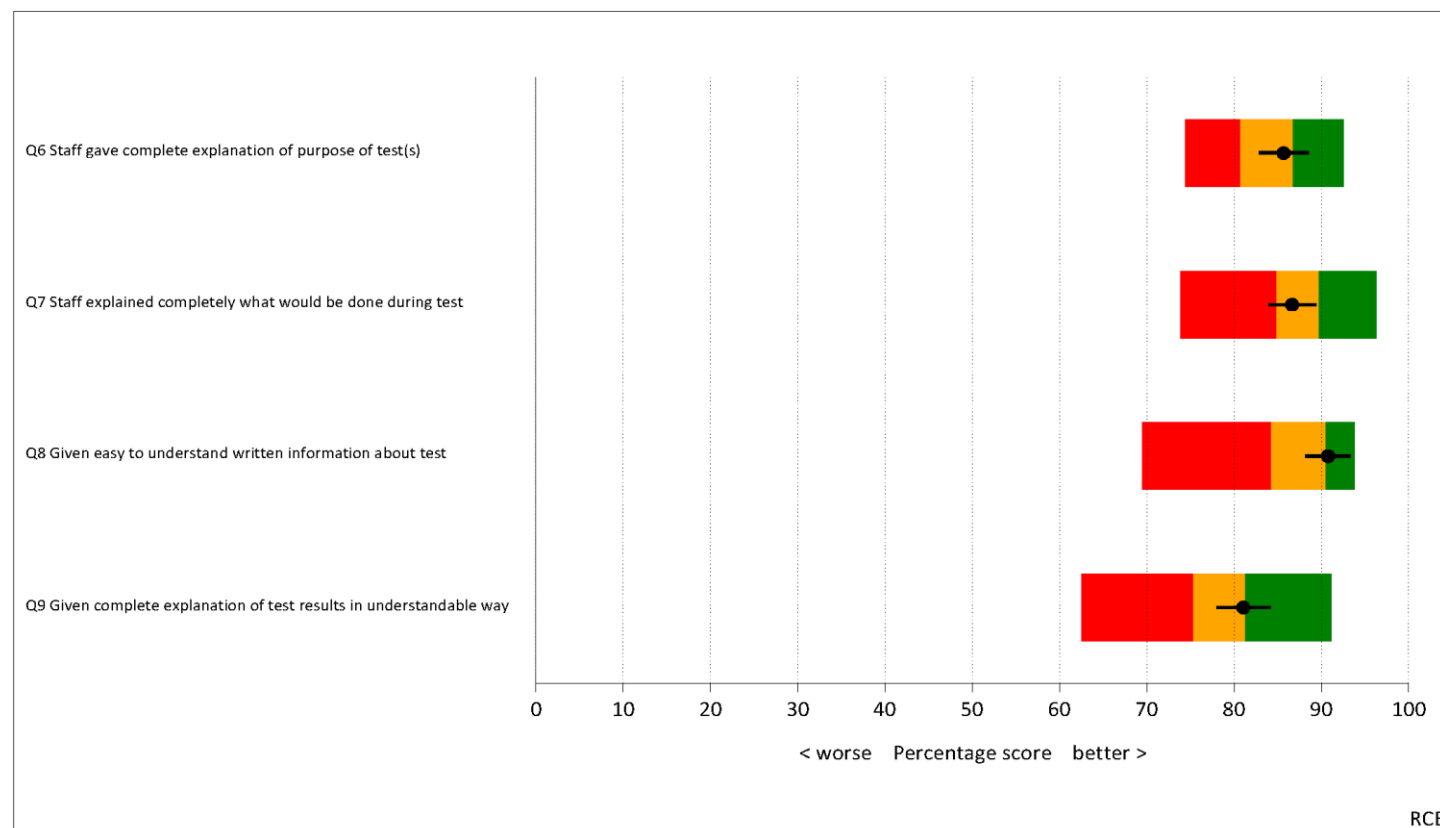
	16-25	26-35	36-50	51-65	66-75	76+	Missing	Total
Men	0	0	7	80	143	112	14	356
Women	1	6	30	129	102	78	13	359
Total	1	6	37	209	245	190	27	715

Trust results



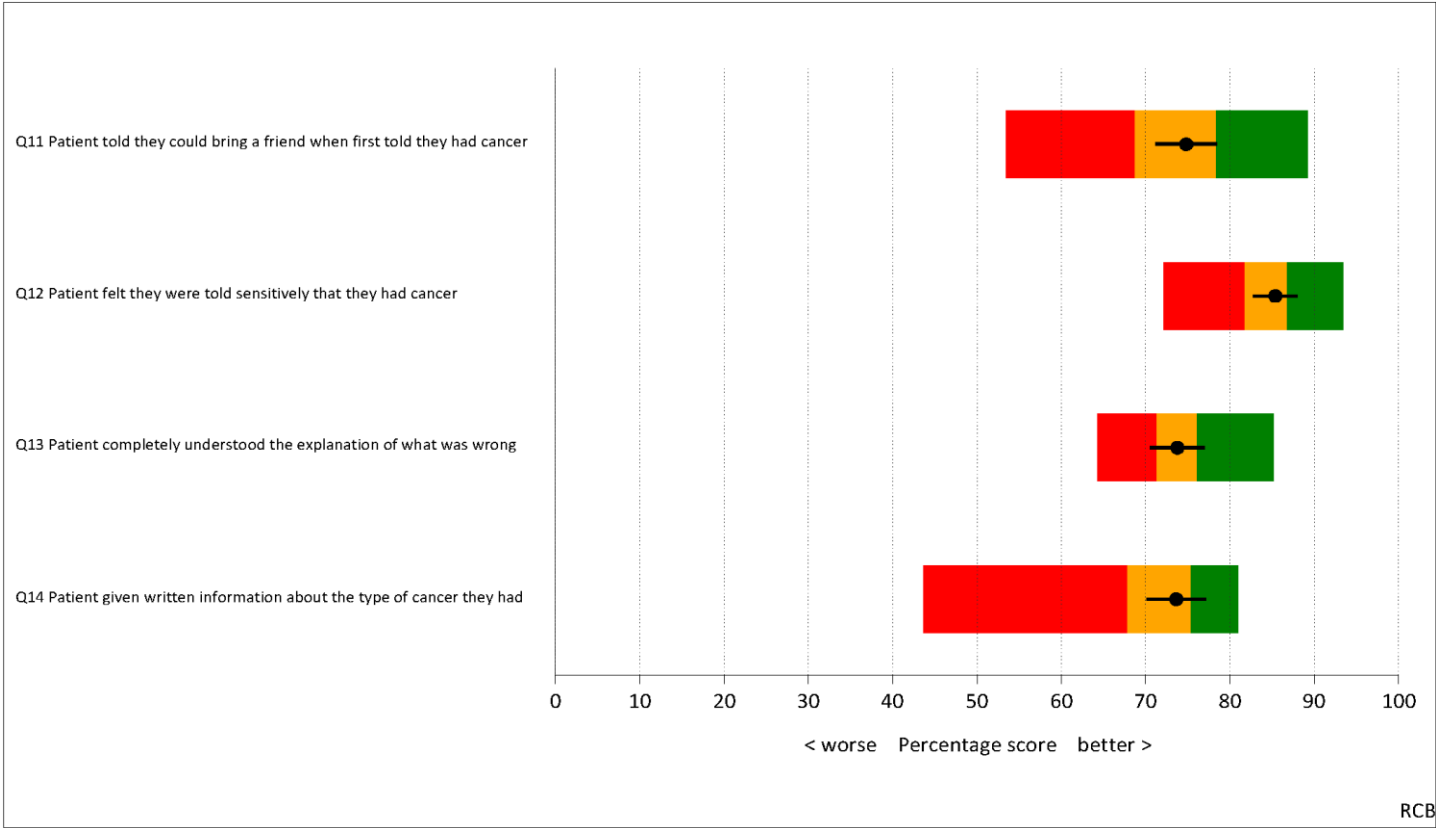
Question		2011/12 Percentage for this Trust	2012/13 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012/13
Q1	Saw GP once/twice before being told had to go to hospital	78%	72%	68%	76%	71%	78%	94%	541	
Q2	Patient thought they were seen as soon as necessary	87%	86%	84%	89%	81%	87%	95%	690	
Q4	Patient's health got better or remained about the same while waiting	80%	80%	77%	83%	77%	84%	95%	690	

## Diagnostic tests



Question		2011/12 Percentage for this Trust	2012/13 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 2012/13
Q6	Staff gave complete explanation of purpose of test(s)	83%	86%	83%	89%	81%	87%	93%	580	
Q7	Staff explained completely what would be done during test	86%	87%	84%	89%	85%	90%	96%	599	
Q8	Given easy to understand written information about test	85%	91%	88%	93%	84%	90%	94%	477	
Q9	Given complete explanation of test results in understandable way	79%	81%	78%	84%	75%	81%	91%	618	

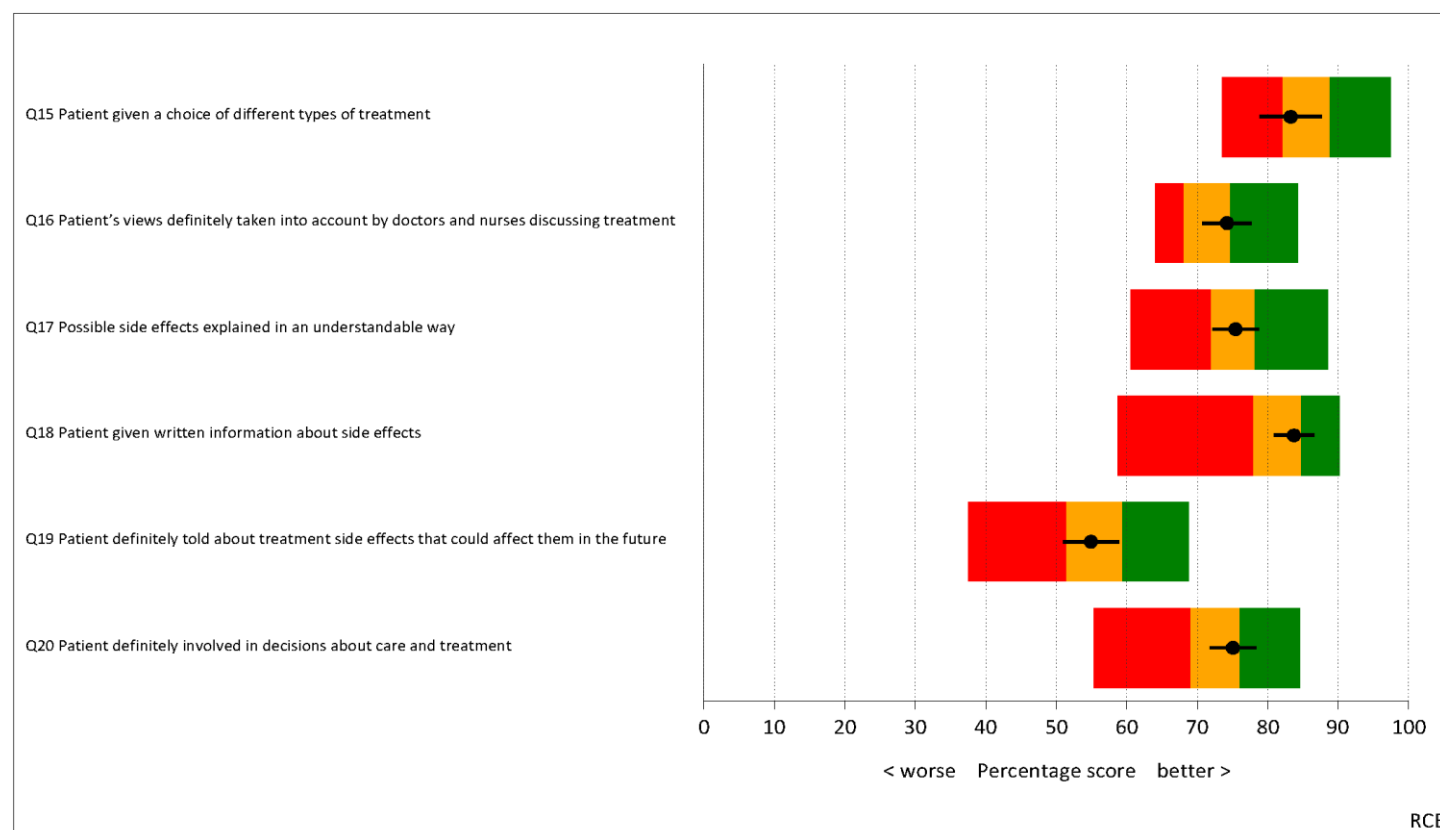
Finding out what was wrong with you



Question		2011/12 Percentage for this Trust	2012/13 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 2012/13
Q11	Patient told they could bring a friend when first told they had cancer	74%	75%	71%	78%	69%	78%	89%	544	
Q12	Patient felt they were told sensitively that they had cancer	86%	85%	83%	88%	82%	87%	93%	705	
Q13	Patient completely understood the explanation of what was wrong	75%	74%	71%	77%	71%	76%	85%	705	
Q14	Patient given written information about the type of cancer they had	71%	74%	70%	77%	68%	75%	81%	603	

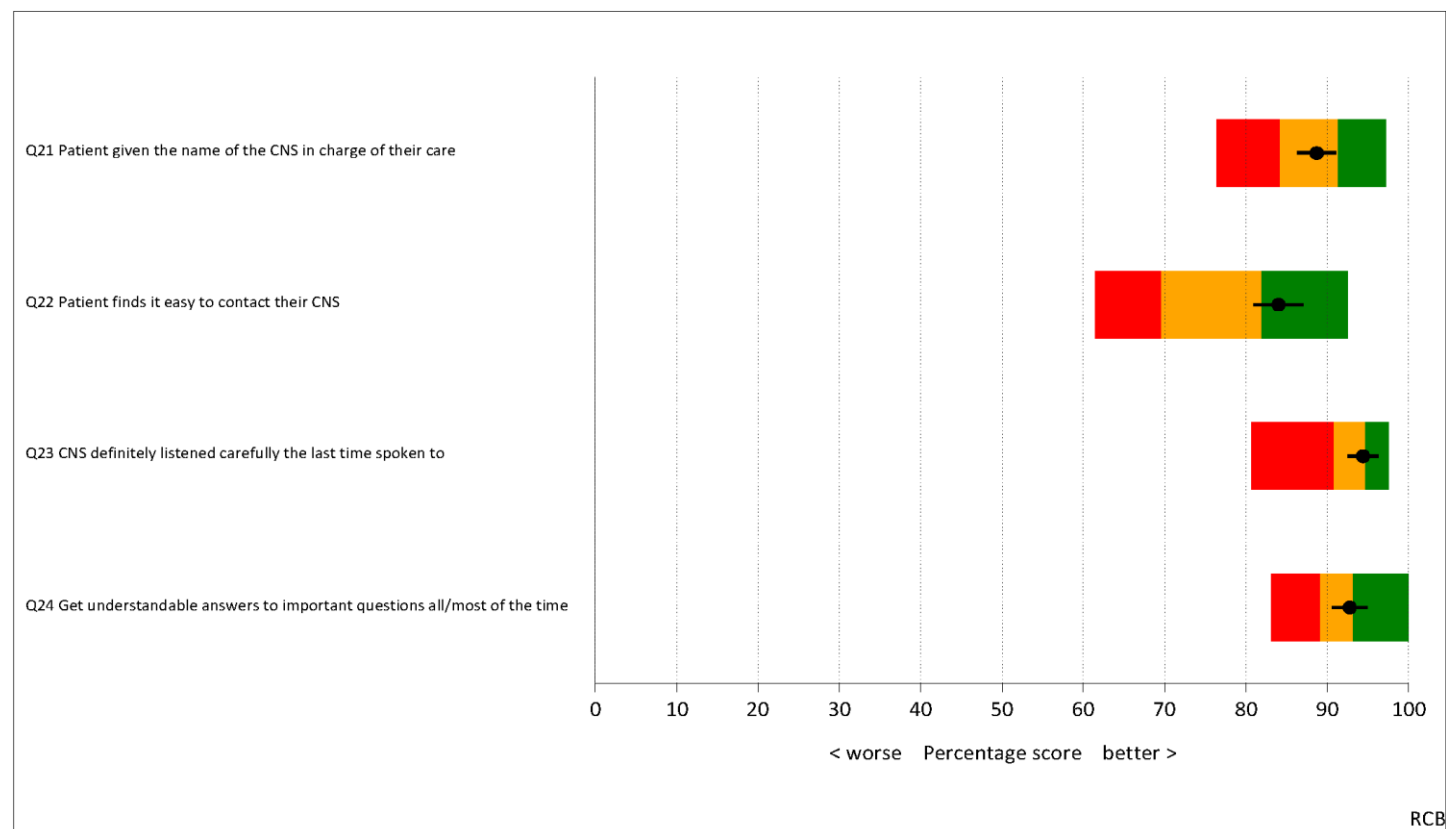


## Deciding the best treatment for you



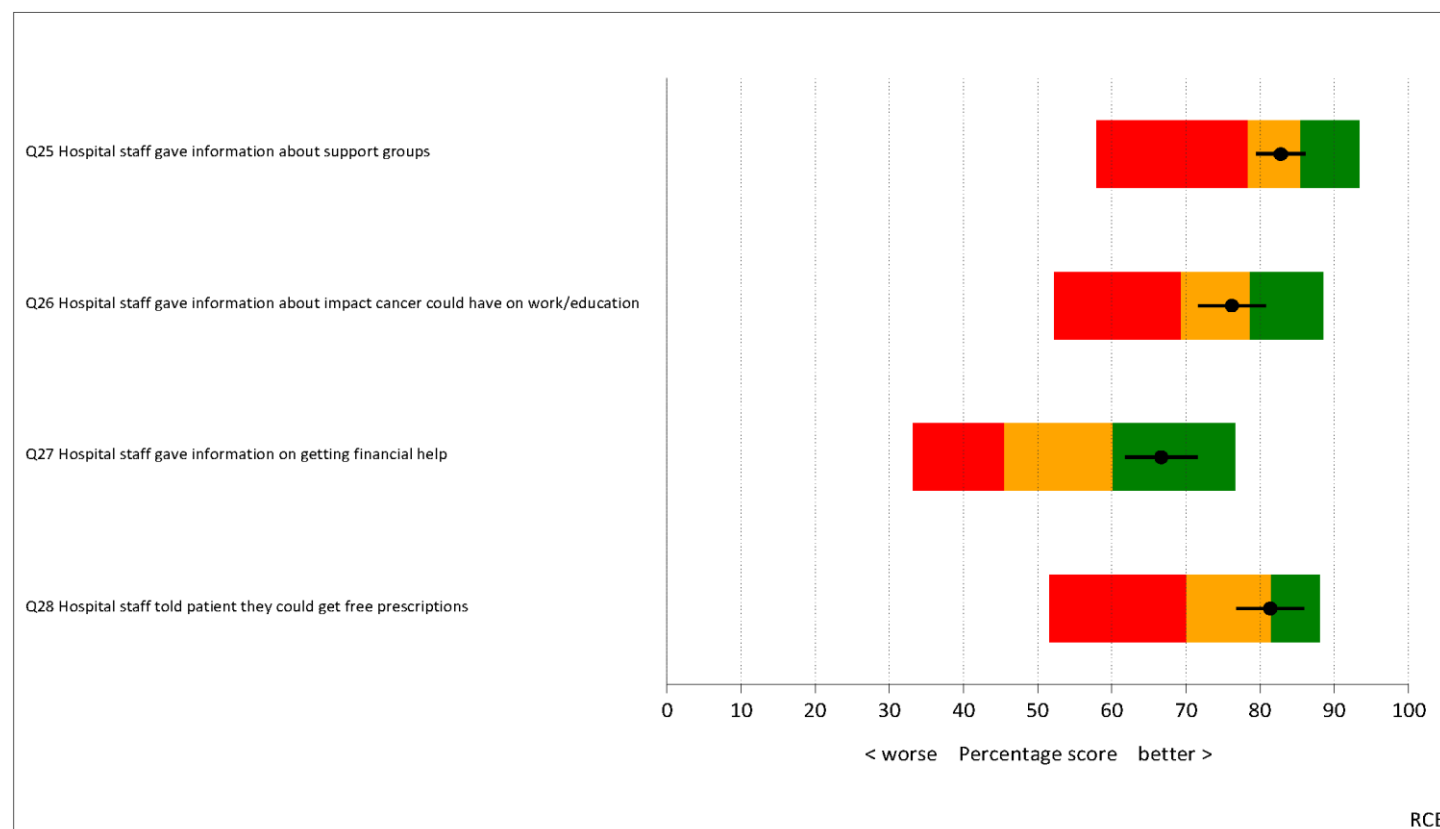
Question		2011/12 Percentage for this Trust	2012/13 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012/13
Q15	Patient given a choice of different types of treatment	82%	83%	79%	88%	82%	89%	98%	281	
Q16	Patient's views definitely taken into account by doctors and nurses discussing treatment	74%	74%	71%	78%	68%	75%	84%	613	
Q17	Possible side effects explained in an understandable way	75%	75%	72%	79%	72%	78%	89%	668	
Q18	Patient given written information about side effects	80%	84%	81%	87%	78%	85%	90%	639	
Q19	Patient definitely told about treatment side effects that could affect them in the future	-	55%	51%	59%	52%	59%	69%	606	
Q20	Patient definitely involved in decisions about care and treatment	77%	75%	72%	78%	70%	76%	85%	678	

## Clinical Nurse Specialist



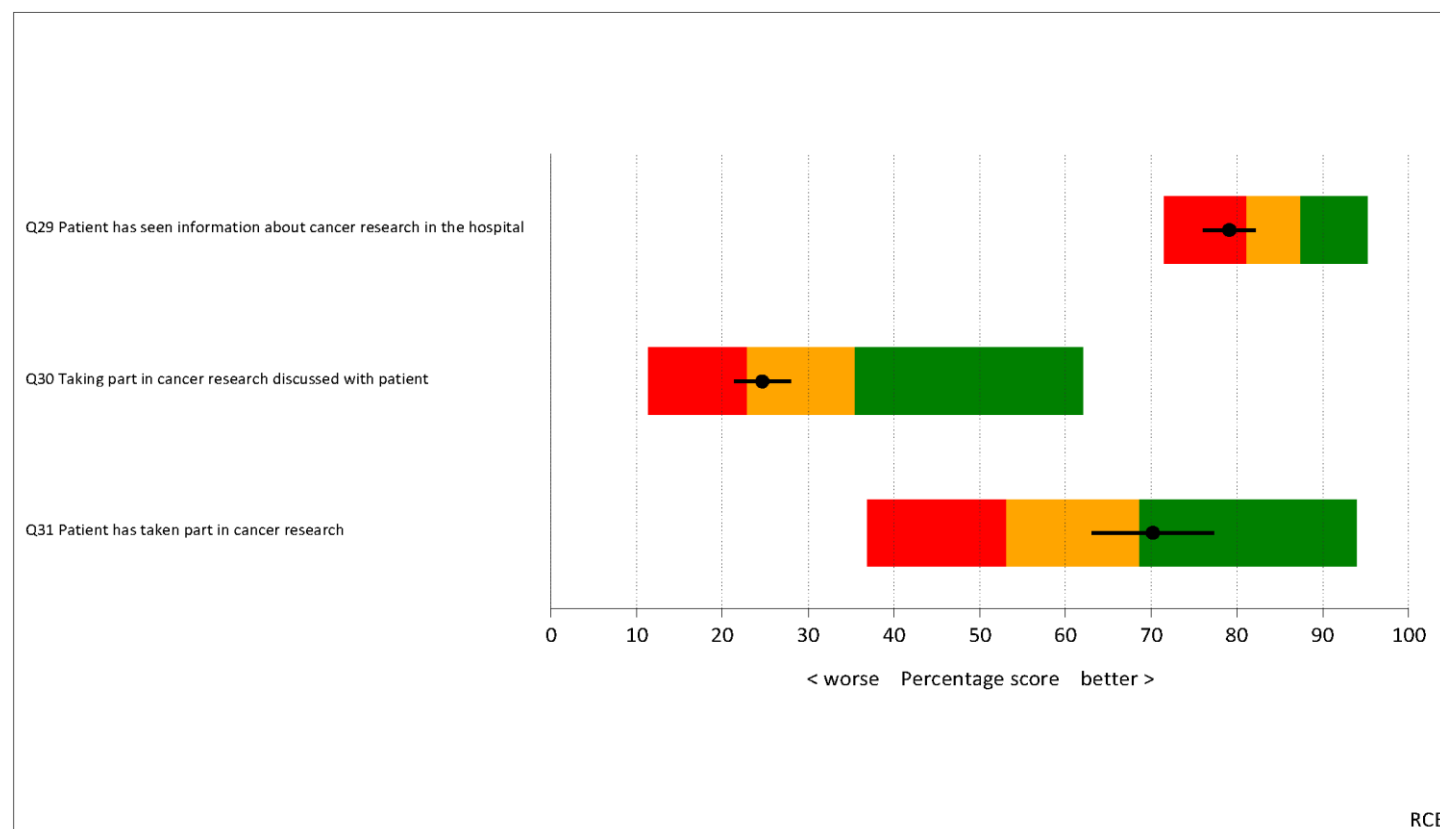
Question		2011/12 Percentage for this Trust	2012/13 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012/13
Q21	Patient given the name of the CNS in charge of their care	88%	89%	86%	91%	84%	91%	97%	673	
Q22	Patient finds it easy to contact their CNS	84%	84%	81%	87%	70%	82%	93%	563	
Q23	CNS definitely listened carefully the last time spoken to	94%	94%	92%	96%	90%	94%	97%	594	
Q24	Get understandable answers to important questions all/most of the time	95%	93%	91%	95%	89%	93%	100%	540	

## Support for people with cancer



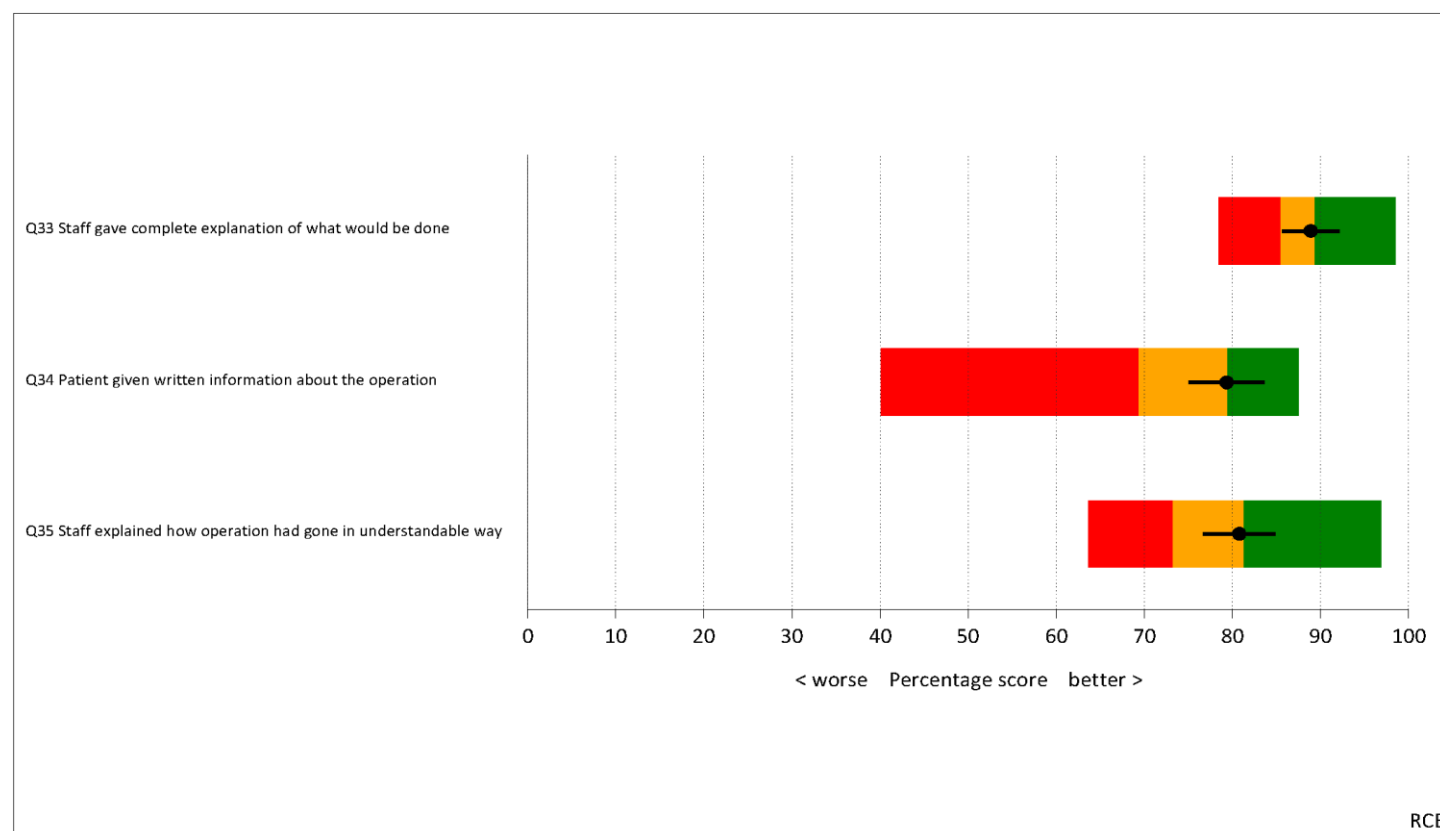
Question		2011/12 Percentage for this Trust	2012/13 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012/13
Q25	Hospital staff gave information about support groups	82%	83%	79%	86%	79%	85%	93%	505	
Q26	Hospital staff gave information about impact cancer could have on work/education	-	76%	72%	81%	69%	79%	89%	340	
Q27	Hospital staff gave information on getting financial help	61%	67%	62%	72%	46%	60%	77%	360	
Q28	Hospital staff told patient they could get free prescriptions	74%	81%	77%	86%	70%	82%	88%	279	

## Cancer research



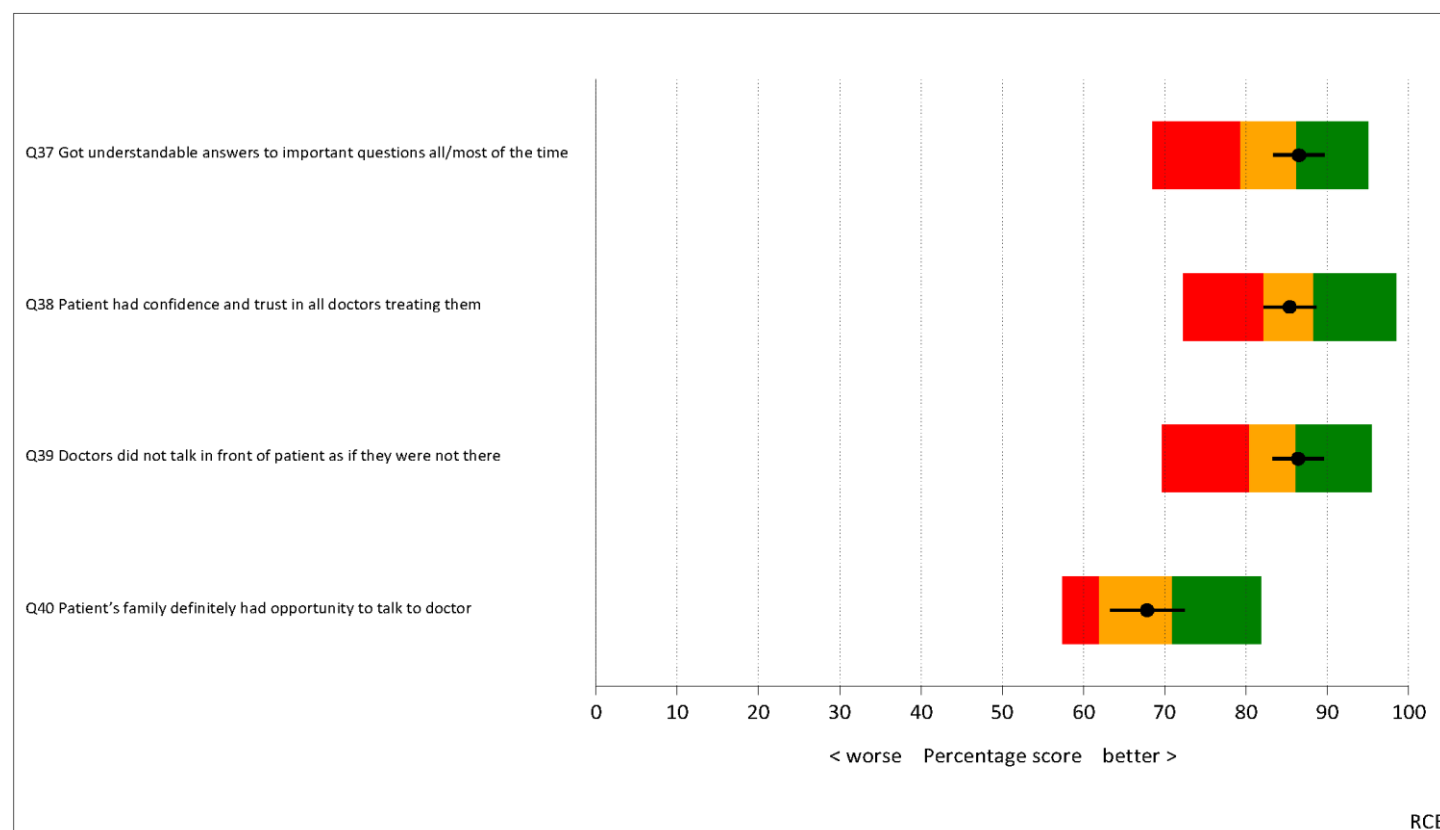
Question		2011/12 Percentage for this Trust	2012/13 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored %, in lowest 20% of Trusts 2012/13
Q29	Patient has seen information about cancer research in the hospital	-	79%	76%	82%	81%	87%	95%	694	+
Q30	Taking part in cancer research discussed with patient	31%	25%	21%	28%	23%	35%	62%	657	
Q31	Patient has taken part in cancer research	-	70%	63%	77%	53%	69%	94%	161	

## Operations



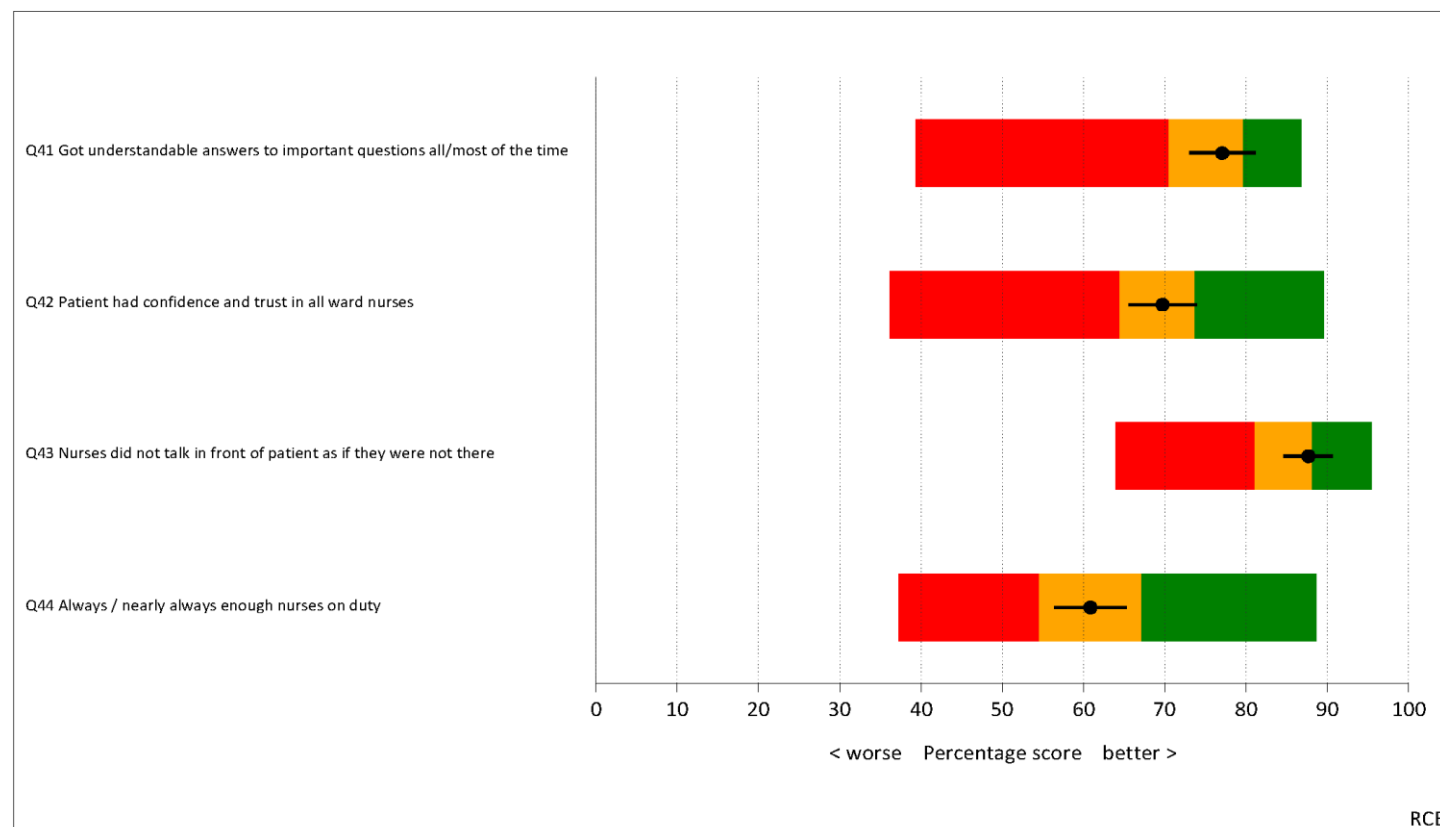
Question		2011/12 Percentage for this Trust	2012/13 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012/13
Q33	Staff gave complete explanation of what would be done	85%	89%	86%	92%	85%	89%	99%	360	
Q34	Patient given written information about the operation	72%	79%	75%	84%	69%	79%	88%	339	
Q35	Staff explained how operation had gone in understandable way	78%	81%	77%	85%	73%	81%	97%	359	

## Hospital doctors



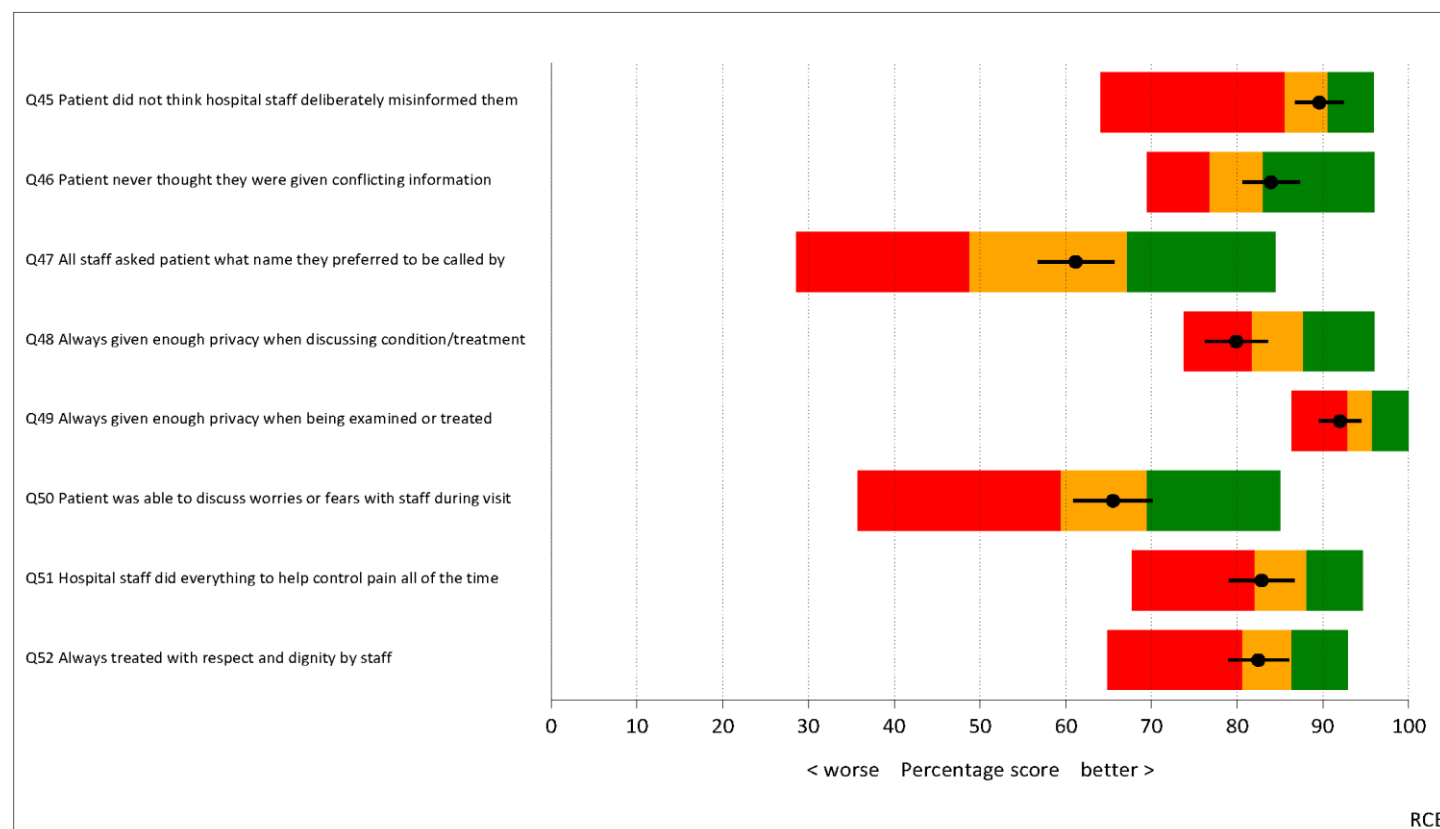
Question		2011/12 Percentage for this Trust	2012/13 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012/13
Q37	Got understandable answers to important questions all/most of the time	85%	87%	83%	90%	79%	86%	95%	445	
Q38	Patient had confidence and trust in all doctors treating them	87%	85%	82%	89%	82%	88%	99%	465	
Q39	Doctors did not talk in front of patient as if they were not there	84%	86%	83%	90%	80%	86%	96%	464	
Q40	Patient's family definitely had opportunity to talk to doctor	68%	68%	63%	72%	63%	71%	82%	398	

## Ward nurses



Question		2011/12 Percentage for this Trust	2012/13 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 2012/13
Q41	Got understandable answers to important questions all/most of the time	73%	77%	73%	81%	71%	80%	87%	410	
Q42	Patient had confidence and trust in all ward nurses	67%	70%	66%	74%	64%	74%	90%	466	
Q43	Nurses did not talk in front of patient as if they were not there	86%	88%	85%	91%	81%	88%	96%	462	
Q44	Always / nearly always enough nurses on duty	62%	61%	56%	65%	54%	67%	89%	465	

## Hospital care and treatment

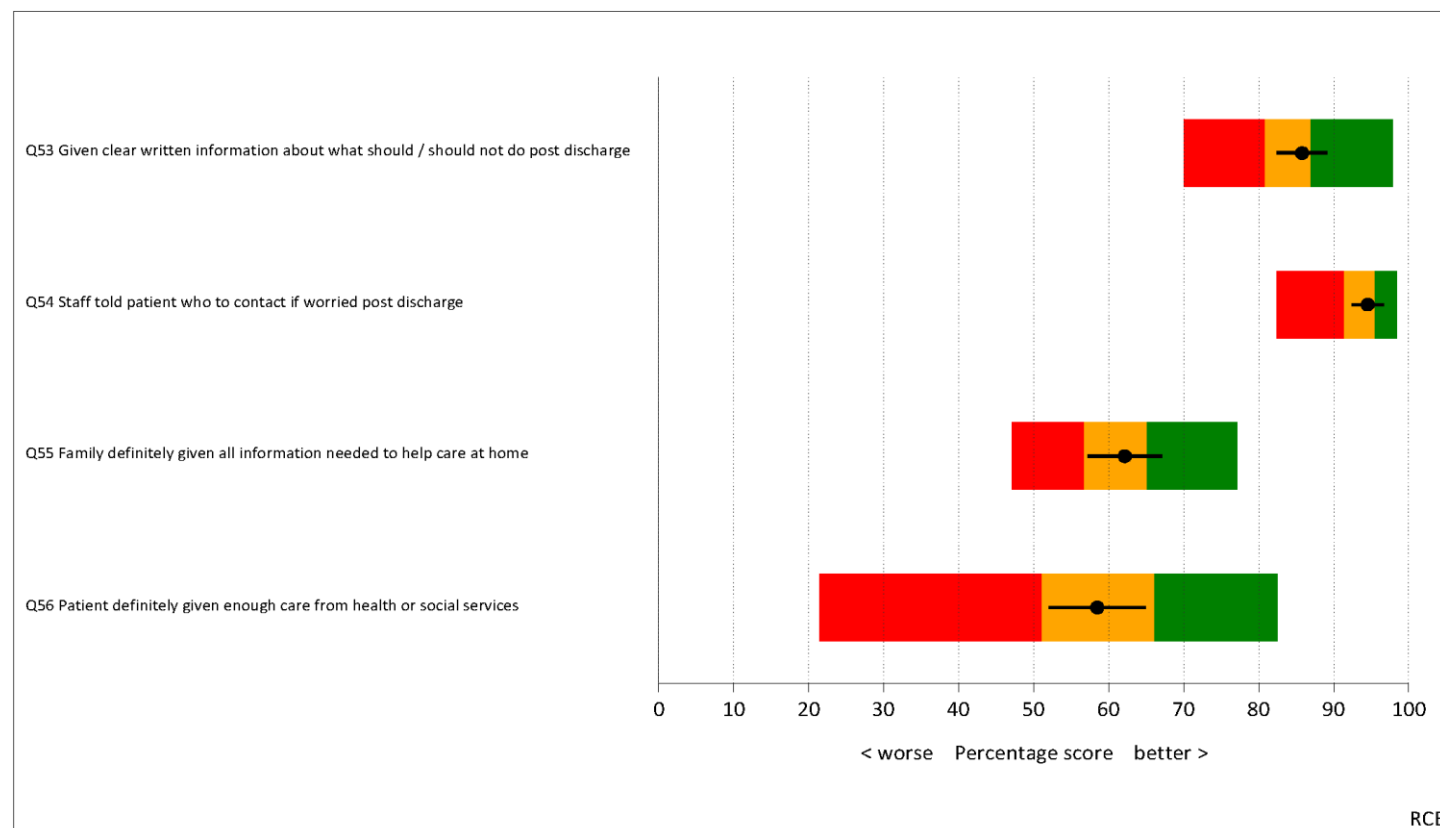


RCB

Question		2011/12 Percentage for this Trust	2012/13 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 Trusts percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012/13
Q45	Patient did not think hospital staff deliberately misled them	87%	90%	87%	92%	86%	90%	96%	461	
Q46	Patient never thought they were given conflicting information	80%	84%	81%	87%	77%	83%	96%	461	
Q47	All staff asked patient what name they preferred to be called by	63%	61%	57%	66%	49%	67%	84%	461	
Q48	Always given enough privacy when discussing condition/treatment	81%	80%	76%	84%	82%	88%	96%	463	+
Q49	Always given enough privacy when being examined or treated	93%	92%	90%	94%	93%	96%	100%	463	+
Q50	Patient was able to discuss worries or fears with staff during visit	67%	66%	61%	70%	59%	69%	85%	412	
Q51	Hospital staff did everything to help control pain all of the time	86%	83%	79%	87%	82%	88%	95%	385	
Q52	Always treated with respect and dignity by staff	82%	82%	79%	86%	81%	86%	93%	451	

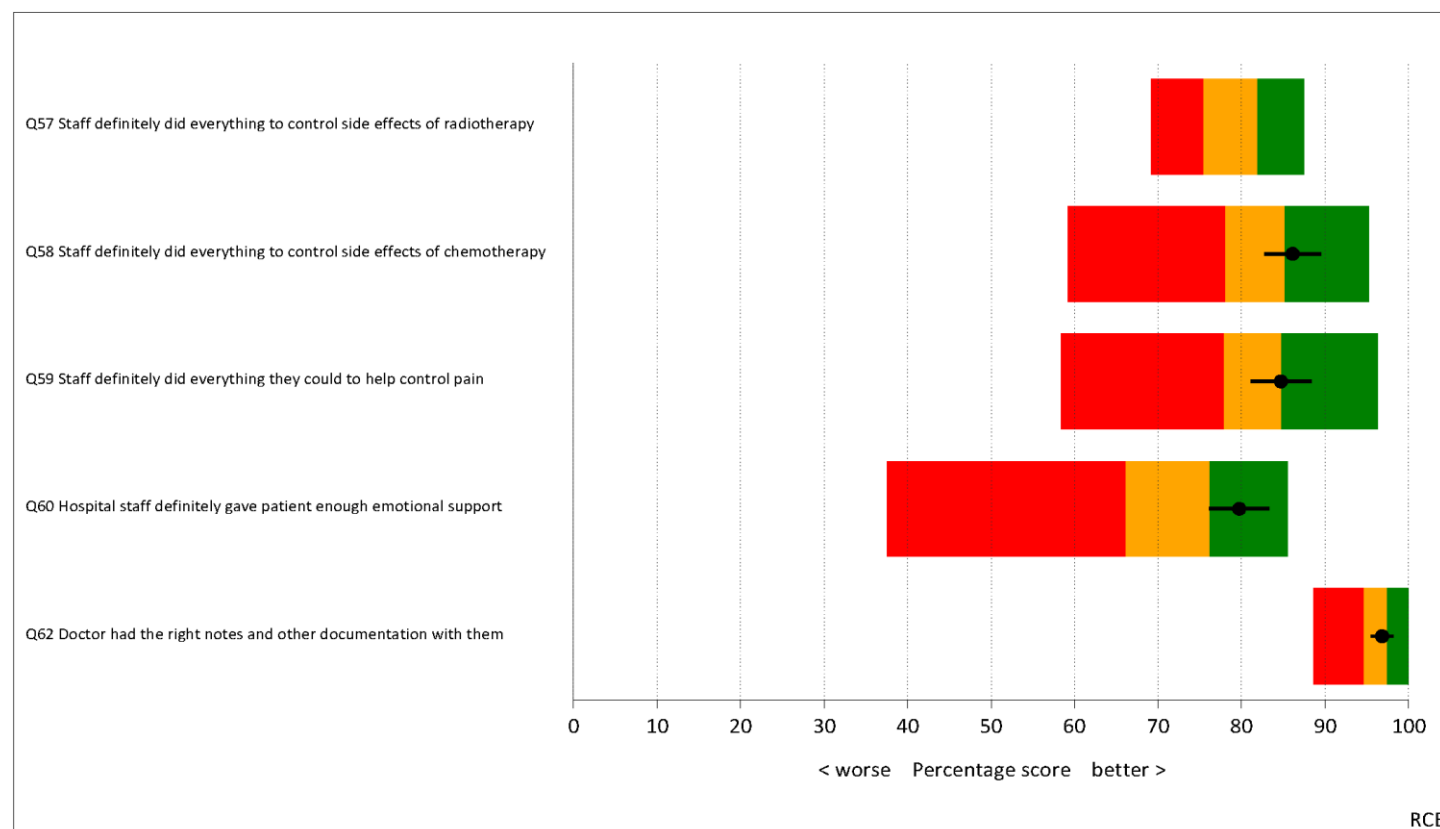


## Information given to you before leaving hospital and home support



Question		2011/12 Percentage for this Trust	2012/13 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 2012/13
Q53	Given clear written information about what should / should not do post discharge	86%	86%	82%	89%	81%	87%	98%	422	
Q54	Staff told patient who to contact if worried post discharge	93%	95%	92%	97%	92%	95%	99%	442	
Q55	Family definitely given all information needed to help care at home	61%	62%	57%	67%	57%	65%	77%	370	
Q56	Patient definitely given enough care from health or social services	65%	58%	52%	65%	51%	66%	83%	224	

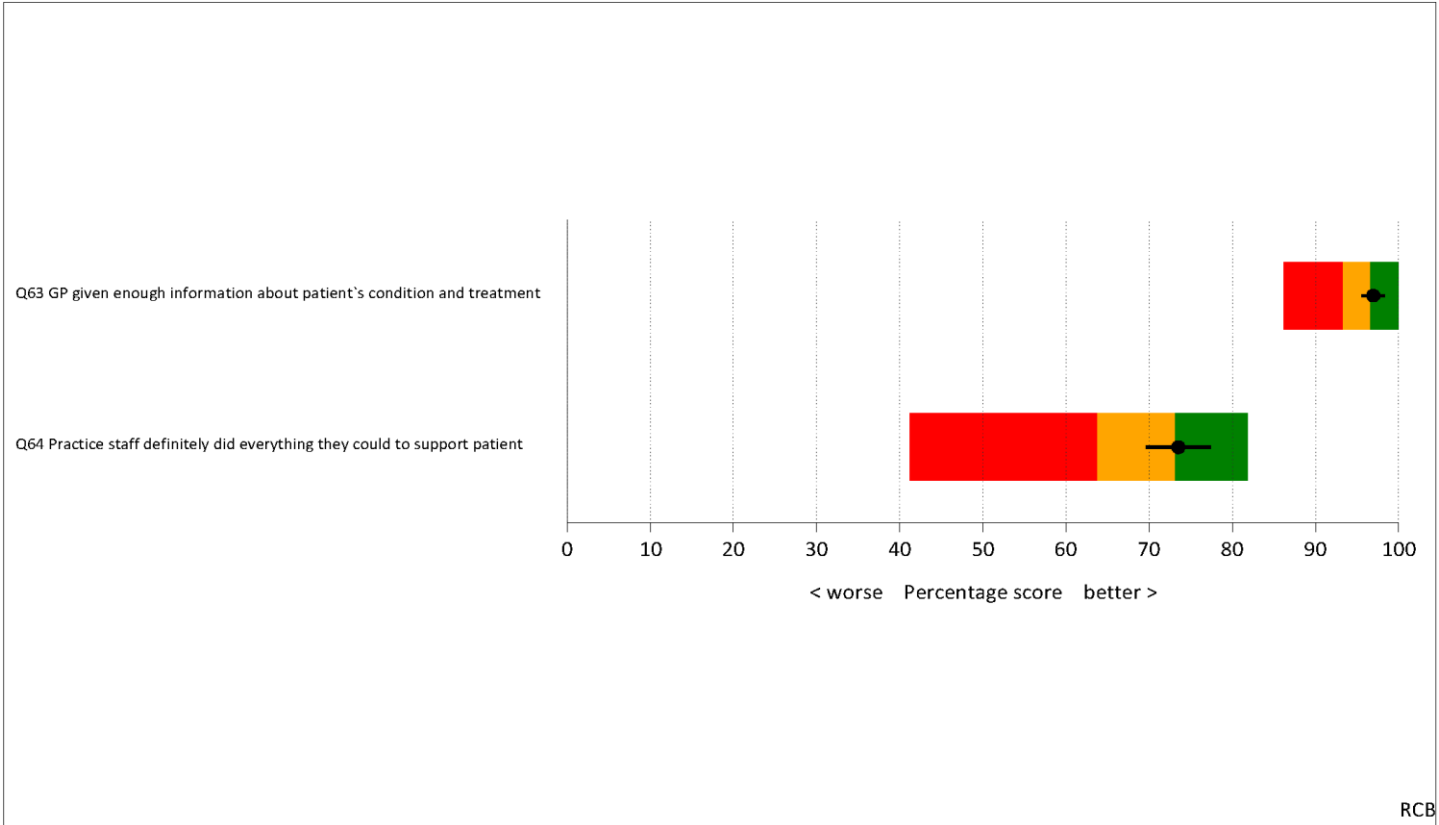
## Hospital care as a day patient / outpatient



RCB

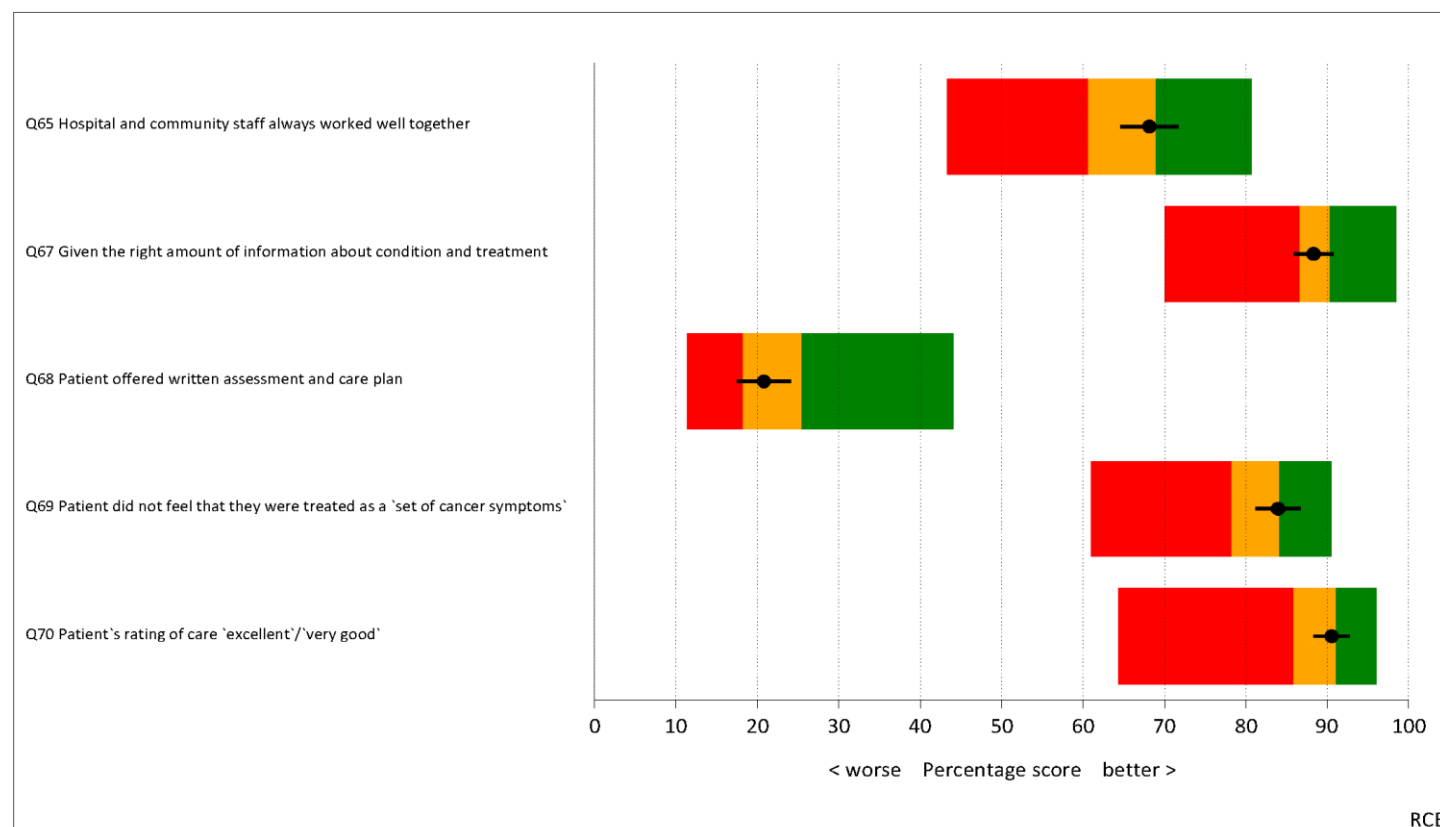
Question		2011/12 Percentage for this Trust	2012/13 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Threshold for lowest scoring 20% of all Trusts	Threshold for highest scoring 20% of all Trusts	Highest Trust's percentage score	Number of responders for this Trust	Scored % in lowest 20% of Trusts 2012/13
Q57	Staff definitely did everything to control side effects of radiotherapy	-	-	-	-	75%	82%	87%	210	
Q58	Staff definitely did everything to control side effects of chemotherapy	87%	86%	83%	90%	78%	85%	95%	396	
Q59	Staff definitely did everything they could to help control pain	85%	85%	81%	88%	78%	85%	96%	373	
Q60	Hospital staff definitely gave patient enough emotional support	76%	80%	76%	83%	66%	76%	86%	483	
Q62	Doctor had the right notes and other documentation with them	96%	97%	95%	98%	95%	97%	100%	629	

Care from your general practice



Question		2011/12 Percentage for this Trust	2012/13 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 2012/13
Q63	GP given enough information about patient's condition and treatment	96%	97%	96%	98%	93%	97%	100%	591	
Q64	Practice staff definitely did everything they could to support patient	69%	73%	70%	77%	64%	73%	82%	498	

## Your overall NHS care



Question	2011/12 Percentage for this Trust	2012/13 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 2012/13
Q65 Hospital and community staff always worked well together	67%	68%	65%	72%	61%	69%	81%	663	
Q67 Given the right amount of information about condition and treatment	90%	88%	86%	91%	87%	90%	99%	668	
Q68 Patient offered written assessment and care plan	22%	21%	17%	24%	18%	26%	44%	582	
Q69 Patient did not feel that they were treated as a 'set of cancer symptoms'	86%	84%	81%	87%	78%	84%	91%	680	
Q70 Patient's rating of care 'excellent'/'very good'	89%	91%	88%	93%	86%	91%	96%	688	

## 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

	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	
Cancer type	This Trust	National	This Trust	National	This Trust	National
Breast	89%	92%	93%	90%	97%	94%
Colorectal / Lower Gastro	66%	69%	80%	81%	76%	76%
Lung	59%	68%	81%	84%	63%	75%
Prostate	75%	76%	93%	87%	90%	89%
Brain / CNS						
Gynaecological	64%	72%	92%	80%	67%	73%
Haematological	60%	63%	87%	81%	66%	68%
Head & Neck	79%	74%	81%	80%	81%	80%
Sarcoma						
Skin						
Upper Gastro	59%	68%	74%	78%	69%	68%
Urological	81%	78%	89%	85%	87%	87%
Other Cancers	74%	65%	86%	77%	84%	72%
<b>All cancers</b>	<b>72%</b>	<b>74%</b>	<b>86%</b>	<b>84%</b>	<b>80%</b>	<b>80%</b>

## Diagnostic tests

	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	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	86%	87%	83%	88%	89%	88%	83%	82%
Colorectal / Lower Gastro	86%	83%	89%	88%	97%	91%	86%	80%
Lung	94%	84%	89%	88%	85%	87%	72%	78%
Prostate	84%	86%	94%	89%	93%	89%	78%	78%
Brain / CNS								
Gynaecological	95%	81%	86%	85%	79%	86%	80%	76%
Haematological	91%	83%	84%	87%	98%	86%	83%	75%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro	81%	81%	88%	87%	93%	86%	77%	75%
Urological	84%	81%	85%	85%	88%	87%	85%	78%
Other Cancers	74%	80%	84%	86%	88%	87%	64%	72%
<b>All cancers</b>	<b>86%</b>	<b>84%</b>	<b>87%</b>	<b>87%</b>	<b>91%</b>	<b>88%</b>	<b>81%</b>	<b>78%</b>

## Finding out what was wrong with you

	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	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	87%	81%	87%	88%	77%	79%	78%	76%
Colorectal / Lower Gastro	80%	80%	88%	85%	78%	79%	77%	71%
Lung	65%	76%	82%	82%	71%	75%	67%	65%
Prostate	70%	72%	87%	83%	80%	78%	78%	81%
Brain / CNS								
Gynaecological	61%	69%	72%	82%	84%	73%	60%	65%
Haematological	72%	67%	91%	82%	68%	58%	76%	73%
Head & Neck	71%	70%	95%	86%	76%	75%	65%	60%
Sarcoma								
Skin								
Upper Gastro	72%	74%	74%	80%	79%	72%	53%	63%
Urological	67%	68%	83%	81%	76%	76%	79%	68%
Other Cancers	64%	71%	82%	80%	53%	69%	63%	56%
<b>All cancers</b>	<b>75%</b>	<b>74%</b>	<b>85%</b>	<b>84%</b>	<b>74%</b>	<b>73%</b>	<b>74%</b>	<b>71%</b>

## Deciding the best treatment for you

	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	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	93%	89%	75%	73%	78%	78%	89%	90%
Colorectal / Lower Gastro	84%	83%	77%	72%	82%	77%	86%	84%
Lung	92%	85%	72%	72%	76%	76%	86%	83%
Prostate	91%	92%	81%	75%	73%	74%	83%	83%
Brain / CNS								
Gynaecological	83%	83%	75%	70%	83%	76%	90%	84%
Haematological	84%	82%	74%	69%	72%	72%	86%	80%
Head & Neck	90%	83%	90%	71%	70%	73%	67%	76%
Sarcoma								
Skin								
Upper Gastro	62%	82%	62%	68%	75%	74%	82%	82%
Urological	69%	79%	72%	67%	71%	69%	75%	71%
Other Cancers	61%	78%	64%	65%	65%	72%	74%	79%
<b>All cancers</b>	<b>83%</b>	<b>85%</b>	<b>74%</b>	<b>71%</b>	<b>75%</b>	<b>75%</b>	<b>84%</b>	<b>82%</b>

	Q19. Patient definitely told about treatment side effects that could affect them in the future		Q20. Patient definitely involved in decisions about care and treatment	
Cancer type	This Trust	National	This Trust	National
Breast	62%	59%	76%	74%
Colorectal / Lower Gastro	56%	57%	79%	74%
Lung	54%	54%	67%	73%
Prostate	62%	64%	83%	75%
Brain / CNS				
Gynaecological	52%	52%	79%	72%
Haematological	52%	50%	79%	71%
Head & Neck	50%	59%	76%	72%
Sarcoma				
Skin				
Upper Gastro	53%	52%	67%	69%
Urological	47%	49%	74%	69%
Other Cancers	44%	49%	58%	67%
<b>All cancers</b>	<b>55%</b>	<b>55%</b>	<b>75%</b>	<b>72%</b>



## Clinical Nurse Specialist

	Q21. Patient given the name of the CNS in charge of their care		Q22. Patient finds it easy to contact their CNS		Q23. CNS definitely listened carefully the last time spoken to		Q24. Get understandable answers to important questions all/most of the time	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	98%	93%	81%	73%	94%	91%	94%	92%
Colorectal / Lower Gastro	96%	90%	84%	78%	93%	93%	93%	92%
Lung	95%	91%	91%	75%	91%	91%	90%	90%
Prostate	82%	87%	83%	73%	91%	91%	97%	91%
Brain / CNS								
Gynaecological	91%	91%	90%	73%	100%	91%	90%	91%
Haematological	72%	85%	94%	76%	99%	91%	98%	91%
Head & Neck	90%	84%						
Sarcoma								
Skin								
Upper Gastro	89%	91%	91%	73%	94%	90%	97%	89%
Urological	85%	76%	74%	75%	94%	92%	88%	91%
Other Cancers	84%	82%	79%	70%	87%	89%	85%	90%
<b>All cancers</b>	<b>89%</b>	<b>88%</b>	<b>84%</b>	<b>75%</b>	<b>94%</b>	<b>91%</b>	<b>93%</b>	<b>91%</b>

## Support for people with cancer

	Q25. Hospital staff gave information about support groups		Q26. Hospital staff gave information about impact cancer could have on work/education		Q27. Hospital staff gave information on getting financial help		Q28. Hospital staff told patient they could get free prescriptions	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	85%	88%	77%	77%	65%	57%	73%	75%
Colorectal / Lower Gastro	87%	82%	84%	74%	72%	51%	92%	80%
Lung	97%	85%	86%	74%	82%	70%	100%	82%
Prostate	82%	84%	67%	77%	59%	40%	77%	73%
Brain / CNS								
Gynaecological	79%	83%	77%	72%	60%	58%	88%	75%
Haematological	78%	79%	83%	76%	61%	54%	76%	80%
Head & Neck	100%	82%	85%	73%	92%	58%	92%	78%
Sarcoma								
Skin								
Upper Gastro	75%	81%	65%	73%	63%	56%	58%	79%
Urological	76%	67%	66%	60%	61%	31%	71%	63%
Other Cancers	78%	80%	60%	64%	55%	50%	91%	75%
<b>All cancers</b>	<b>83%</b>	<b>82%</b>	<b>76%</b>	<b>74%</b>	<b>67%</b>	<b>54%</b>	<b>81%</b>	<b>76%</b>

## Cancer research

	Q29. Patient has seen information about cancer research in the hospital		Q30. Taking part in cancer research discussed with patient		Q31. Patient has taken part in cancer research	
Cancer type	This Trust	National	This Trust	National	This Trust	National
Breast	82%	87%	15%	37%	60%	58%
Colorectal / Lower Gastro	84%	85%	40%	32%	66%	65%
Lung	89%	88%	23%	31%		
Prostate	71%	85%	18%	34%		
Brain / CNS						
Gynaecological	79%	85%	22%	28%		
Haematological	78%	86%	46%	36%	86%	73%
Head & Neck	81%	86%	35%	29%		
Sarcoma						
Skin						
Upper Gastro	78%	86%	18%	35%		
Urological	69%	78%	9%	16%		
Other Cancers	81%	85%	14%	33%		
<b>All cancers</b>	<b>79%</b>	<b>85%</b>	<b>25%</b>	<b>32%</b>	<b>70%</b>	<b>64%</b>

## Operations

	Q33. Staff gave complete explanation of what would be done		Q34. Patient given written information about the operation		Q35. Staff explained how operation had gone in understandable way	
Cancer type	This Trust	National	This Trust	National	This Trust	National
Breast	91%	89%	83%	82%	87%	77%
Colorectal / Lower Gastro	91%	86%	84%	72%	86%	80%
Lung						
Prostate						
Brain / CNS						
Gynaecological						
Haematological	83%	85%				
Head & Neck						
Sarcoma						
Skin						
Upper Gastro						
Urological	86%	87%	81%	72%	76%	74%
Other Cancers						
<b>All cancers</b>	<b>89%</b>	<b>87%</b>	<b>79%</b>	<b>74%</b>	<b>81%</b>	<b>77%</b>

## Hospital Doctors

	Q37. Got understandable answers to important questions all/most of the time		Q38. Patient had confidence and trust in all doctors treating them		Q39. Doctors did not talk in front of patient as if they were not there		Q40. Patient's family definitely had opportunity to talk to doctor	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	89%	85%	86%	86%	94%	90%	69%	70%
Colorectal / Lower Gastro	89%	84%	90%	86%	88%	80%	71%	65%
Lung								
Prostate								
Brain / CNS								
Gynaecological							59%	66%
Haematological	90%	84%	80%	81%	82%	81%	81%	66%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	80%	80%	91%	87%	82%	82%	61%	61%
Other Cancers	95%	77%	90%	78%	90%	81%	83%	63%
<b>All cancers</b>	<b>87%</b>	<b>83%</b>	<b>85%</b>	<b>85%</b>	<b>86%</b>	<b>83%</b>	<b>68%</b>	<b>66%</b>

## Ward Nurses

	Q41. Got understandable answers to important questions all/most of the time		Q42. Patient had confidence and trust in all ward nurses		Q43. Nurses did not talk in front of patient as if they were not there		Q44. Always / nearly always enough nurses on duty	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	76%	78%	68%	71%	88%	88%	57%	64%
Colorectal / Lower Gastro	84%	74%	70%	65%	88%	82%	63%	57%
Lung								
Prostate								
Brain / CNS								
Gynaecological			65%	67%				
Haematological	82%	77%	71%	70%	88%	86%	67%	57%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	77%	73%	73%	71%	85%	84%	62%	61%
Other Cancers	61%	71%	62%	64%	90%	82%	62%	55%
<b>All cancers</b>	<b>77%</b>	<b>75%</b>	<b>70%</b>	<b>69%</b>	<b>88%</b>	<b>85%</b>	<b>61%</b>	<b>61%</b>

## Hospital care and treatment

	Q45. Patient did not think hospital staff deliberately misinformed them		Q46. Patient never thought they were given conflicting information		Q47. All staff asked patient what name they preferred to be called by		Q48. Always given enough privacy when discussing condition or treatment	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	90%	91%	80%	81%	51%	51%	78%	85%
Colorectal / Lower Gastro	87%	88%	87%	78%	71%	63%	86%	82%
Lung								
Prostate								
Brain / CNS								
Gynaecological								
Haematological	86%	86%	78%	75%	60%	58%	84%	85%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	93%	87%	92%	83%	58%	63%	78%	84%
Other Cancers	95%	84%	85%	75%	57%	55%	80%	82%
<b>All cancers</b>	90%	88%	84%	79%	61%	58%	80%	84%

	Q49. Always given enough privacy when being examined or treated		Q50. Patient was able to discuss worries or fears with staff during visit		Q51. Hospital staff did everything to help control pain all of the time		Q52. Always treated with respect and dignity by staff	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	92%	94%	64%	65%	85%	88%	75%	85%
Colorectal / Lower Gastro	93%	94%	72%	63%	86%	85%	83%	82%
Lung								
Prostate								
Brain / CNS								
Gynaecological					67%	84%	85%	82%
Haematological	86%	94%	74%	65%	76%	84%	90%	84%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	95%	94%	56%	63%	78%	82%	86%	82%
Other Cancers	95%	93%	44%	60%			85%	80%
<b>All cancers</b>	92%	94%	66%	64%	83%	85%	82%	83%

## Information given to you before you left hospital and home support

	Q53. Given clear written information about what should / should not do post discharge		Q54. Staff told patient who to contact if worried post discharge		Q55. Family definitely given all information needed to help care at home		Q56. Patient definitely given enough care from health or social services	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	82%	90%	95%	96%	49%	60%	26%	61%
Colorectal / Lower Gastro	87%	82%	97%	94%	65%	61%	71%	66%
Lung								
Prostate								
Brain / CNS								
Gynaecological								
Haematological	84%	80%	98%	96%	78%	65%	67%	59%
Head & Neck								
Sarcoma								
Skin								
Upper Gastro								
Urological	84%	82%	90%	90%	63%	57%	46%	52%
Other Cancers	90%	78%	100%	92%	63%	55%	45%	60%
<b>All cancers</b>	<b>86%</b>	<b>84%</b>	<b>95%</b>	<b>94%</b>	<b>62%</b>	<b>61%</b>	<b>58%</b>	<b>60%</b>



## Hospital care as a day patient / outpatient

	Q57. Staff definitely did everything to control side effects of radiotherapy		Q58. Staff definitely did everything to control side effects of chemotherapy		Q59. Staff definitely did everything they could to help control pain		Q60. Hospital staff definitely gave patient enough emotional support	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast			80%	81%	79%	83%	77%	68%
Colorectal / Lower Gastro			88%	81%	83%	81%	86%	71%
Lung			96%	83%	89%	82%	87%	72%
Prostate			100%	80%	88%	79%	76%	73%
Brain / CNS								
Gynaecological			95%	83%	88%	81%	77%	69%
Haematological			86%	82%	89%	84%	83%	73%
Head & Neck					93%	83%	83%	70%
Sarcoma								
Skin								
Upper Gastro			90%	79%	95%	79%	82%	68%
Urological			81%	76%	88%	77%	74%	70%
Other Cancers			79%	80%	75%	79%	69%	64%
<b>All cancers</b>			86%	81%	85%	82%	80%	70%

	Q62. Doctor had the right notes and other documentation with them	
Cancer type	This Trust	National
Breast	98%	96%
Colorectal / Lower Gastro	96%	97%
Lung	100%	96%
Prostate	92%	96%
Brain / CNS		
Gynaecological	91%	96%
Haematological	98%	97%
Head & Neck		
Sarcoma		
Skin		
Upper Gastro	97%	95%
Urological	98%	96%
Other Cancers	95%	95%
<b>All cancers</b>	97%	96%

## 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	98%	96%	64%	67%
Colorectal / Lower Gastro	97%	95%	74%	69%
Lung	97%	95%	75%	69%
Prostate	96%	96%	85%	73%
Brain / CNS				
Gynaecological	95%	95%	67%	67%
Haematological	100%	95%	72%	65%
Head & Neck	90%	93%	88%	66%
Sarcoma				
Skin				
Upper Gastro	94%	93%	88%	69%
Urological	96%	94%	71%	69%
Other Cancers	96%	94%	69%	64%
<b>All cancers</b>	<b>97%</b>	<b>95%</b>	<b>73%</b>	<b>68%</b>

## Your overall NHS care

	Q65. 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'	
Cancer type	This Trust	National	This Trust	National	This Trust	National	This Trust	National
Breast	62%	64%	90%	88%	17%	21%	82%	79%
Colorectal / Lower Gastro	68%	63%	92%	89%	31%	25%	90%	82%
Lung	76%	66%	89%	88%	36%	22%	82%	78%
Prostate	70%	67%	88%	89%	18%	22%	87%	83%
Brain / CNS								
Gynaecological	67%	61%	92%	89%	32%	20%	87%	80%
Haematological	71%	66%	93%	89%	16%	22%	83%	82%
Head & Neck	76%	63%	90%	87%	40%	23%	85%	81%
Sarcoma								
Skin								
Upper Gastro	81%	62%	76%	86%	7%	24%	80%	77%
Urological	70%	65%	85%	87%	11%	18%	89%	84%
Other Cancers	55%	58%	80%	84%	19%	19%	70%	75%
<b>All cancers</b>	<b>68%</b>	<b>64%</b>	<b>88%</b>	<b>88%</b>	<b>21%</b>	<b>22%</b>	<b>84%</b>	<b>81%</b>

	Q70. Patient's rating of care 'excellent'/'very good'	
Cancer type	This Trust	National
Breast	92%	90%
Colorectal / Lower Gastro	92%	88%
Lung	92%	88%
Prostate	87%	87%
Brain / CNS		
Gynaecological	88%	88%
Haematological	97%	91%
Head & Neck	90%	88%
Sarcoma		
Skin		
Upper Gastro	95%	86%
Urological	82%	86%
Other Cancers	86%	85%
<b>All cancers</b>	<b>91%</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, all Health Boards in Scotland, Wales and Northern Ireland 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 international healthcare Providers on 5 continents.

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 NHS England. Quality Health has headquarters in North Derbyshire.

Further information on the National Cancer Patient Experience Survey programme and the 2012/13 survey can be obtained at [www.quality-health.co.uk](http://www.quality-health.co.uk)

© Crown Copyright  
Produced by NHS England

The text of this document may be reproduced without formal permission or charge for personal or in-house use.  
Pre-Publication August 2013  
[www.quality-health.co.uk](http://www.quality-health.co.uk)  
E-mail [info@quality-health.co.uk](mailto:info@quality-health.co.uk)