



Briefing on the Cancer Patient Experience Survey: London

On the 5th July 2016, the 2015 results of the Cancer Patient Experience Survey (CPES) were released. Quality Health designed, implemented and analysed the survey, and it was overseen by the National Cancer Patient Experience advisory Group. NHS commissioned the survey. CPES is the biggest survey of cancer patients in the world, and it provides important baselines for taking forward the national cancer strategy, “Achieving world class cancer outcomes: A strategy for England 2015-2020”.

The aim of survey is: to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

Results by Trust and CCG were release, including a breakdown by major cancer groupings. Nationally, the eligible sample size was 108,272 cancer patients and there were 71,186 respondents.

More details can be found here: <https://www.quality-health.co.uk/surveys/national-cancer-patient-experience-survey>

Quality Health have provided reports for every CCG and Trust, with an executive summary based on the questions which are included in phase 1 of the Cancer Dashboard developed by Public Health England and NHS England (<https://www.cancerdata.nhs.uk/dashboard/>). Only the questions identified as key by the Cancer Dashboard will be presented in this briefing. The trust and CCG reports can be found here:

<http://www.ncpes.co.uk/index.php/reports/local-reports/trusts>

<http://www.ncpes.co.uk/index.php/reports/local-reports/ccg?limit=100&limitstart=0>

Notes on usage of the data:

- Unadjusted data should be used to see the actual responses from patients relating to the CCG.
- Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results.

Key points for London for all cancers combined were:

- Across the 32 CCGs in London, there were 7,302 responders for the final question: “Overall, how would you rate your care”. Of the 7 questions presented on the Dashboard, this question had the greatest number of responders.
 - The CCG with the fewest responders was Tower Hamlets (99 responses)
 - The CCG with the highest responders was Bromley (466 responses)
- Across London, the question “Did the hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?” had the fewest responses out of the 7 dashboard questions
- Case-mix adjusted results were presented for each question, and there was substantial variation across London and across the questions.
- Asked to rate their care on a scale of zero (very poor) to 10 (very good), respondents gave an average rating across London (calculated as the average of the CCG averages) of 8.6. This ranged from 8.3 to 9.0 across the 32 CCGs. The national average was 8.7.

- A summary table of the case-mix adjusted results is shown below:

London range		National comparison	
Minimum	Maximum		
69%	82%	78%	of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
84%	96%	90%	of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
75%	88%	87%	of respondents said that it had been 'quite easy' or 'very easy' when asked how easy or difficult it had been to contact their Clinical Nurse Specialist
74%	91%	87%	of respondents said that, overall, they were always treated with dignity and respect they were in hospital
85%	96%	94%	of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital
50%	74%	63%	of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

- In order to compare the CCGs, the performance ratings should be used. These are based on the CQC standard for reporting comparative performance. This means that CCGs will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for CCGs of the same size. A summary by CCG of the performance ratings is shown below:

Legend	
1	Higher than expected
2	No significant difference
3	Lower than expected

	Performance rating						
	Q16	Q17	Q18	Q37	Q39	Q53	Q59
	Were you involved as much as you wanted to be in decisions about your care and treatment?	Were you given the name of a Clinical Nurse Specialist who would support you through your treatment?	How easy or difficult has it been for you to contact your Clinical Nurse Specialist?	Overall, did you feel you were treated with respect and dignity while you were in hospital?	Did the hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?	Overall, how would you rate your care?
NHS Barking and Dagenham CCG	2	2	3	2	2	2	3
NHS Barnet CCG	2	2	3	2	2	3	3
NHS Bexley CCG	2	2	2	2	2	2	2
NHS Brent CCG	2	2	3	2	2	2	2
NHS Bromley CCG	2	2	3	2	2	3	2
NHS Camden CCG	2	1	3	2	2	2	2
NHS Central London (Westminster) CCG	2	2	3	2	2	2	2
NHS City and Hackney CCG	2	2	2	2	2	2	3
NHS Croydon CCG	2	2	2	2	2	2	2
NHS Ealing CCG	3	2	2	2	2	2	2
NHS Enfield CCG	3	2	2	2	2	3	3
NHS Greenwich CCG	2	2	2	2	3	2	2
NHS Hammersmith and Fulham CCG	2	2	2	2	2	3	2
NHS Haringey CCG	2	2	2	2	2	2	2
NHS Harrow CCG	3	2	2	2	3	2	3
NHS Havering CCG	2	2	3	2	3	2	2
NHS Hillingdon CCG	2	2	2	2	2	2	2
NHS Hounslow CCG	2	2	2	2	2	3	2
NHS Islington CCG	2	2	2	2	2	2	2
NHS Kingston CCG	2	2	3	2	2	2	2
NHS Lambeth CCG	2	2	2	2	2	2	2
NHS Lewisham CCG	2	2	3	2	2	3	2
NHS Merton CCG	2	2	2	2	2	2	2
NHS Newham CCG	2	2	2	2	2	3	3
NHS Redbridge CCG	2	2	2	3	2	3	3
NHS Richmond CCG	3	2	3	2	3	2	2
NHS Southwark CCG	2	2	2	2	2	2	3
NHS Sutton CCG	2	1	2	2	2	2	1
NHS Tower Hamlets CCG	2	3	2	3	2	2	2
NHS Waltham Forest CCG	3	2	2	3	3	3	3
NHS Wandsworth CCG	2	2	2	2	2	2	2
NHS West London CCG	2	1	2	2	2	1	1

- For the question regarding overall care, 2 London CCGs rated higher than expected, but 9 CCGs rated lower than expected (i.e. they performed worse in overall care than expected from comparable CCGs)

Prepared by the National Cancer Registration and Analysis Service, 5th July 2016