



## Briefing on the 2015 Cancer Patient Experience Survey results

### Introduction

On the 5<sup>th</sup> 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 aims of the survey are: 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 released, 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>

## Key points for the North West for all cancers combined

- Across the CCGs in the North West, there were 6,819 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 NHS Central Manchester CCG (73 responses)
  - The CCG with the highest responders was NHS East Lancashire CCG (568 responses)
- Across the North West, 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 the North West 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 the North West (calculated as the average of the CCG averages) of 8.8. This ranged from 8.5 to 9.0 across the 32 CCGs. The national average was 8.7.
- A summary table of the case-mix adjusted results can be found in Table 1.
- In order to compare the CCGs, the performance ratings should be used. These are based on the Care Quality Commission (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 in Table 2.
- For the question regarding overall care, 4 North West CCGs rated higher than expected, and only 1 CCG rated lower than expected (i.e. they performed worse in overall care than expected from comparable CCGs)

**Table 1. Summary of the case-mix adjusted results.**

North West range		National comparison	
Min	Max		
73%	86%	78%	of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
84%	97%	90%	of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
78%	94%	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
83%	96%	87%	of respondents said that, overall, they were always treated with dignity and respect while they were in hospital
90%	99%	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
52%	73%	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.

**Table 2. Summary of the performance rating results by CCG.**

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 Blackburn with Darwen CCG	2	2	2	2	2	1	2
NHS Blackpool CCG	2	2	2	2	2	2	3
NHS Bolton CCG	2	2	1	2	2	2	2
NHS Bury CCG	2	2	2	2	2	2	2
NHS Central Manchester CCG	2	2	2	2	2	2	2
NHS Chorley and South Ribble CCG	2	2	2	2	2	2	1
NHS East Lancashire CCG	2	2	2	2	2	1	2
NHS Eastern Cheshire CCG	2	2	2	2	2	2	2
NHS Fylde & Wyre CCG	2	2	2	2	2	2	2
NHS Greater Preston CCG	2	2	2	2	2	2	2
NHS Halton CCG	2	2	2	2	2	2	2
NHS Heywood, Middleton and Rochdale	2	2	2	2	2	2	2
NHS Knowsley CCG	2	1	2	2	2	2	2
NHS Lancashire North CCG	2	2	2	2	2	2	2
NHS Liverpool CCG	2	2	2	2	2	2	1
NHS North Manchester CCG	2	2	3	2	2	2	2
NHS Oldham CCG	2	2	2	2	2	3	2
NHS Salford CCG	2	2	2	1	1	2	1
NHS South Cheshire CCG	2	2	2	2	2	2	2
NHS South Manchester CCG	2	2	2	2	2	2	2
NHS South Sefton CCG	2	2	2	1	2	2	2
NHS Southport and Formby CCG	2	2	2	2	2	2	2
NHS St Helens CCG	1	2	2	2	2	2	1
NHS Stockport CCG	2	2	2	2	2	2	2
NHS Tameside and Glossop CCG	2	2	2	2	2	3	2
NHS Trafford CCG	2	2	2	2	2	2	2
NHS Vale Royal CCG	2	2	2	2	2	2	2
NHS Warrington CCG	2	3	2	2	2	2	2
NHS West Cheshire CCG	2	2	2	2	2	2	2
NHS West Lancashire CCG	2	2	2	2	2	2	2
NHS Wigan Borough CCG	2	2	1	1	2	2	2
NHS Wirral CCG	2	2	1	1	2	2	2

### Notes of 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.

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