



Briefing on the Cancer Patient Experience Survey: West Midlands

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 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>

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 22 CCGs in the West Midlands, there were 7,980 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 Birmingham South and Central (129 responses)
 - The CCG with the highest responders was Birmingham CrossCity (698 responses)
- Across the West Midlands, 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 considerable variation across the West Midlands 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 West Midlands (calculated as the average of the CCG averages) of 8.7. This ranged from 8.3 to 8.9 across the 22 CCGs. The national average was 8.7.

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

West Midlands Range		National comparison	
Minimum	Maximum		
71%	81%	78%	of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
81%	93%	90%	of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
82%	93%	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
81%	90%	87%	of respondents said that, overall, they were always treated with dignity and respect they were in hospital
88%	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
49%	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.

- 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 in England. 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 Birmingham CrossCity CCG	2	2	2	2	2	3	2
NHS Birmingham South and Central CCG	2	2	2	2	2	2	2
NHS Cannock Chase CCG	2	3	2	2	3	2	3
NHS Coventry and Rugby CCG	3	2	2	2	2	2	2
NHS Dudley CCG	3	3	2	2	2	3	3
NHS East Staffordshire CCG	2	2	2	2	2	2	2
NHS Herefordshire CCG	3	3	2	2	2	2	2
NHS North Staffordshire CCG	2	2	2	2	2	2	2
NHS Redditch and Bromsgrove CCG	2	2	2	2	2	2	2
NHS Sandwell and West Birmingham CCG	2	2	2	2	2	3	2
NHS Shropshire CCG	2	2	2	2	2	1	2
NHS Solihull CCG	2	2	2	3	2	3	2
NHS South East Staffordshire and Seisdon Peninsul	2	3	2	2	2	2	2
NHS South Warwickshire CCG	2	3	2	2	3	1	2
NHS South Worcestershire CCG	2	3	2	2	2	1	2
NHS Stafford and Surrounds CCG	2	3	2	3	2	2	2
NHS Stoke on Trent CCG	2	2	2	3	3	3	2
NHS Telford and Wrekin CCG	2	2	2	2	2	2	2
NHS Walsall CCG	2	2	2	2	2	2	3
NHS Warwickshire North CCG	2	2	1	2	2	2	2
NHS Wolverhampton CCG	3	2	1	2	2	2	2
NHS Wyre Forest CCG	2	2	2	2	2	2	2

- For the question regarding overall care, no CCGs in the West Midlands rated higher than expected, and 3 CCGs rated lower than expected (i.e. they performed worse in overall care than expected from comparable CCGs)