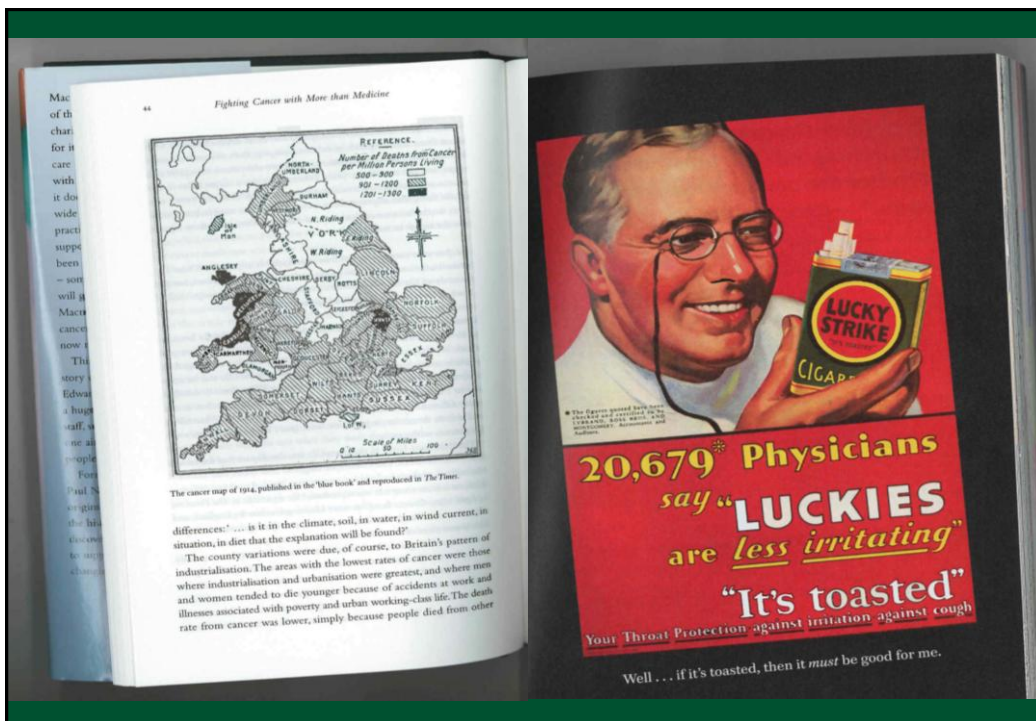
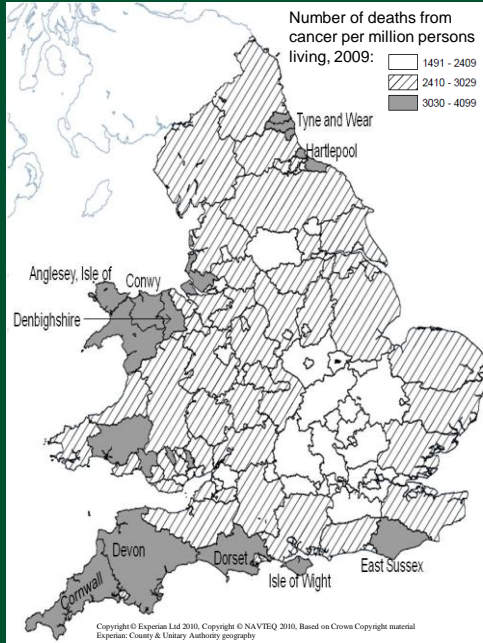


Data, variation and patient experience

Ciarán Devane - Chief Executive
17 June 2011

WE ARE
MACMILLAN.
CANCER SUPPORT

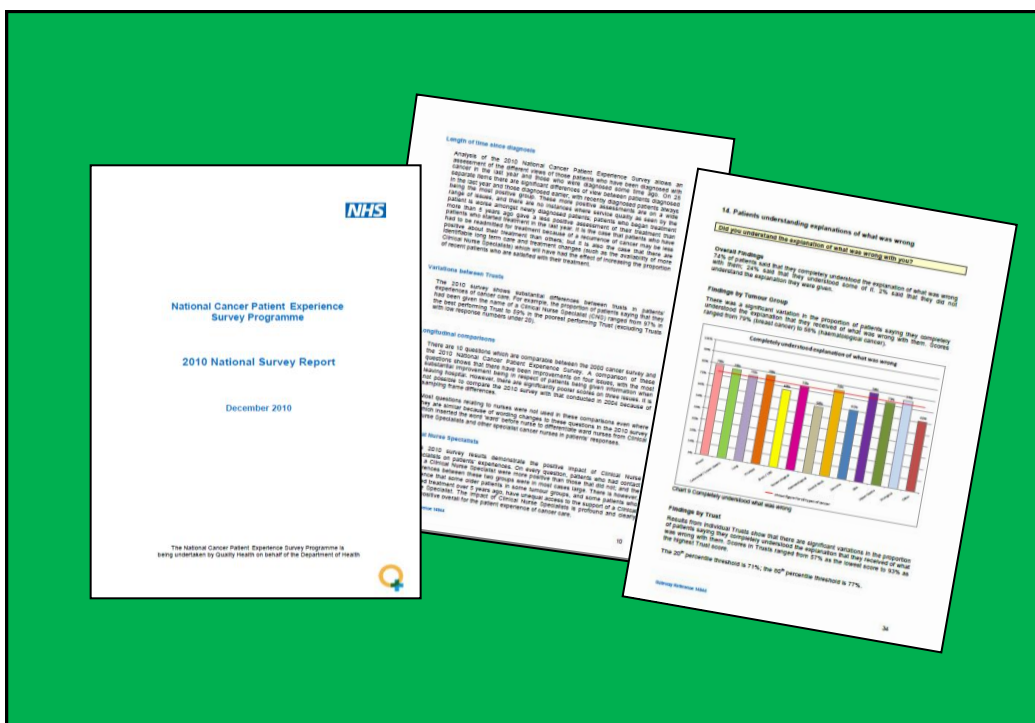




**Smoking
causes fatal lung cancer**

**Smoking
kills**

2 MILLION



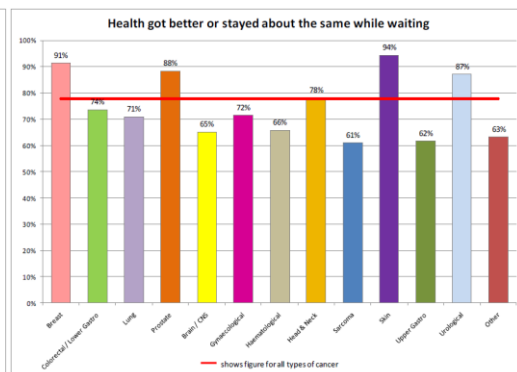
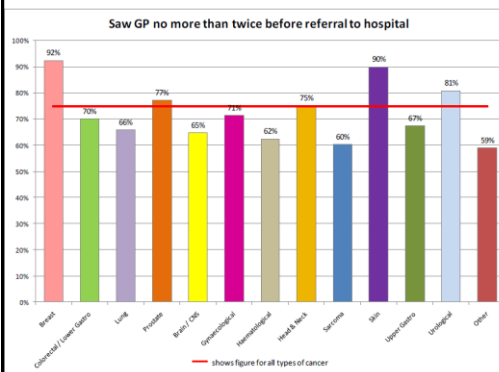
Patient experience is poorer for rarer cancers

Rank	Tumour
1	Breast
2	Skin
3	Prostate
4	Lung
5	Colorectal / Lower Gastro
6	Head & Neck
7	Upper Gastro
8	Gynaecological
9	Haematological
10	Urological*
11	Brain / CNS
12	Other
13	Sarcoma

Breast cancer patients have the best experience
while sarcoma patients have the worst

*Urological excludes Prostate cancer which was included as a separate tumour group in the survey.
32 questions identified significant differences. Factual questions were excluded as Trusts are not been rated on their performance for these.
Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Programme – 2010 National Survey Report

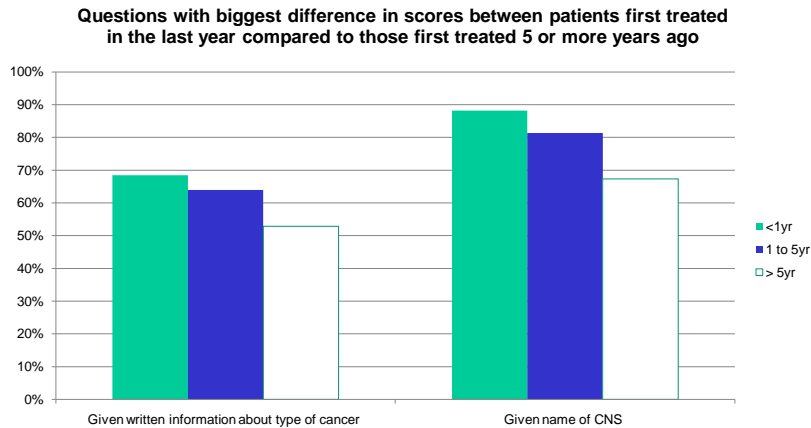
Example: There is large variation in GP visits and subsequent health depending on cancer



A separate study found that a third of patients were reassured and not asked to return at the end of the initial appointment with their GP but were subsequently diagnosed with a rarer cancer (not the top 4)

Source: Department for Health - National Cancer Patient Experience Survey 2010; Rarer Cancers Foundation. 2011. Primary Cause? An audit of the experience in primary care of rarer cancer patients

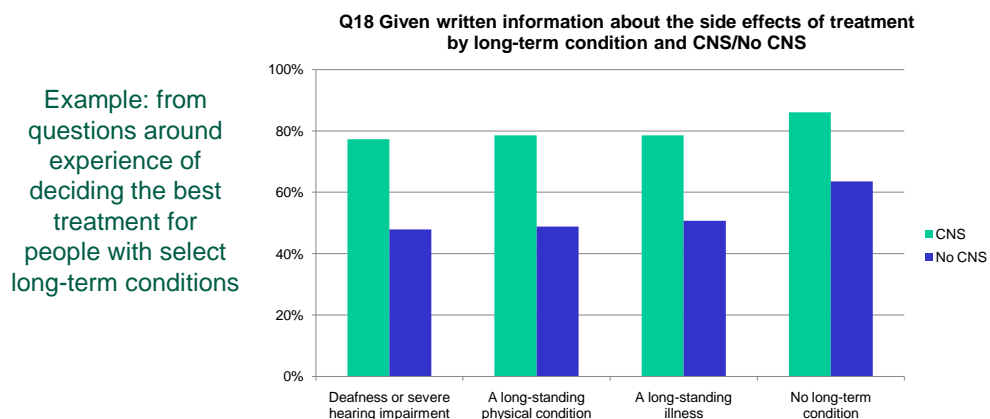
Patient experience is poorer for those with a recurrence



We don't know exactly how many people have a recurrence in England BUT we do know that their experience is worse than those more recently diagnosed

Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Survey 2010

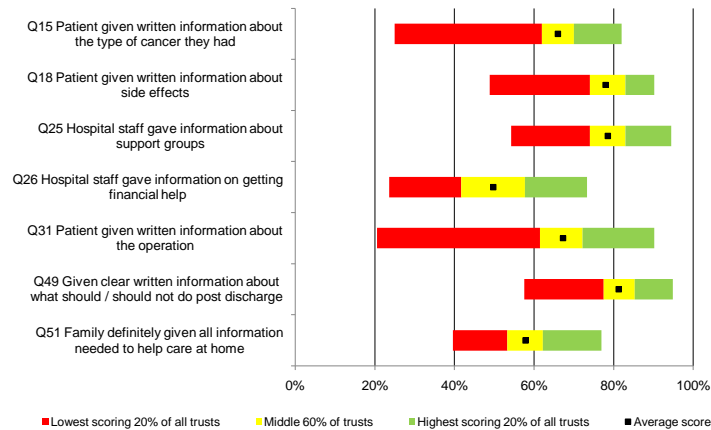
Patients with long-term conditions are less likely to be positive about their experience than those without



This effect is true for those patient both with and without a CNS BUT experiences are significantly worse for all those without a CNS

Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Survey 2010

Patient experience is poor for some information related questions & there is huge variation between Trusts



Largest variation is for experience of receiving written information on their operation – 70 percentage points between the lowest and highest scoring Trusts

Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Survey 2010

Tuesday 26 April 2011

The Telegraph

HOME NEWS SPORT FINANCE COMMENT BLOGS CULTURE TRAVEL LIFE

Motoring Health Property Gardening Food and Drink Family Outdoors Relations

Health News Health Advice Diet and Fitness Wellbeing Expat Health Flu Swine I

Health News

London's cancer hospitals 'poor when it comes to supporting patients'

Some of the country's top hospitals for treating cancer are among the poorest when it comes to how patients feel they are treated, a study has found.



By Stephen Adams 6:30AM BST 21 Apr 2011
2 Comments

Macmillan Cancer Support found that eight out of 10 of the worst hospitals trusts, in terms of the experience cancer patients received, were in London.

The worst was Imperial College Healthcare NHS Trust, which runs five hospitals including Charing Cross Hospital. Second equal was the Royal Free in Hampstead and the Whittington Hospital in Highgate.

The results were based on the Department of Health's 2010 National Cancer Patients Experience Survey. Questions looked at matters such as whether patients were given enough information about their treatment and emotional support.

Stephen Richards, Macmillan's director for England, said: "Good quality cancer services are not just about survival rates."

Share: 31

Recommended

Tweet 31

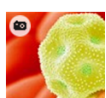
Health News

News » UK News

Health »

Stephen Adams »

IN HEALTH



Pollen grains up



Evening Standard

Cancer patients in London rate their hospital care as worst in the country

By Kate Bannister

Health Correspondent

CANCER patients in London have the worst experience of care during treatment than anywhere else in the country, research reveals today. Eight NHS trusts in the capital are among 10 at the bottom of a league table measuring patients' experiences. Leading hospitals are among those rated poorly by cancer sufferers on issues including the support they received while being treated, whether they had confidence in staff, on duty and how much information they were given on their disease. Imperial College Healthcare NHS Trust, which covers St Mary's Hospital in Paddington and Charing Cross Hospital in Westminster, was at the bottom of the list of 10 trusts across the country. The Royal Free in Hampstead was second worst while Barts and the London Trust was fourth from bottom. The league table, published by Macmillan Cancer Support, is based on Health Department research into the experience of almost 75,000 patients in the first three months of last year. The responses do not cover their medical treatments. "The wife of a patient treated by Imperial College Healthcare NHS Trust said her husband was 'naïf'. The woman, named only as Philippa,

said her husband, who had appendix cancer and died in 2009, did not receive the care he should have. The 62-year-old said: "At any time I had approached death in hospital the support I needed as desperately wasn't there. I wanted to talk about anything, his suffering but the consultant was very rushed and unapproachable, and that was almost the start of his treatment had to leave after four months. She'd helped us with all the practical things like pain management, benefits and parking. She'd been the human face of the NHS but when she left there was a huge void of support."

Julia Duggan, Chief Executive of Macmillan Cancer Support, said: "Cancer patients are being let down by many trusts. The experience you have in hospital can have a major impact on your health and wellbeing and how well you cope once you leave hospital. We hope that the trusts given a red card will work with community services and take urgent action to improve the care they offer cancer patients."

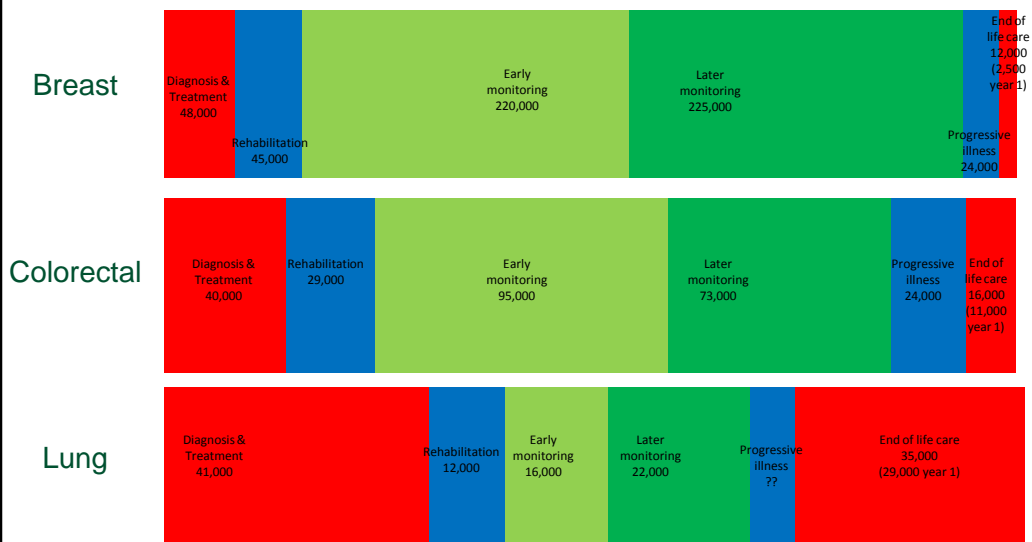
NHS London called the survey results "very disappointing". It said it was reviewing how cancer services are run to ensure they "change for the better".

10 WORST TRUSTS

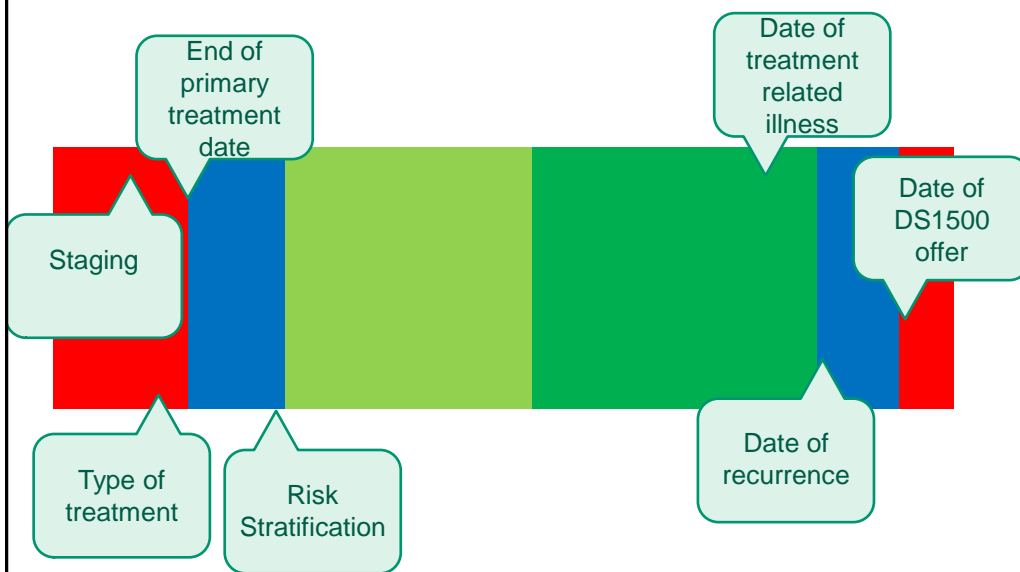
1. Imperial College Healthcare
2. Royal Free Hampstead
3. The Whittington Hospital
4. Barts and the London
5. Royal National Orthopaedic Hospital
6. The Princess Alexandra Hospital
7. Newham University Hospital
8. Guy's Healthcare (Formerly Maudsley)
9. Ealing Hospital
10. Barnsley Hospitals



Quantifying the cancer care pathway



What else do we need to know?




4 MILLION





WE ARE
MACMILLAN
CANCER SUPPORT

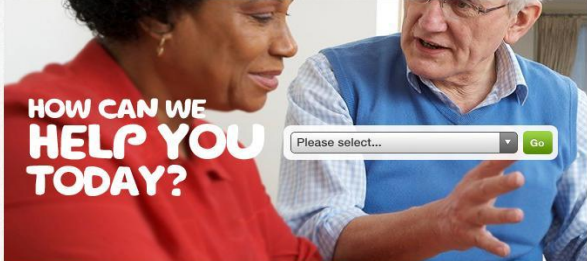
BOWEL CANCER
SUPPORT

Data provided by


[Home](#)
[Symptoms & diagnosis](#)
[Treatment](#)
[Survivorship](#)
[Community](#)

Sign in to our community

Forgotten your password?



Please select...

My Local services
Get valuable information about your local hospitals & services as you browse this site

or

What is bowel cancer?
In summary
Bowel cancer is a general term for cancer that begins in the large bowel. Depending on where in the bowel the cancer starts, bowel cancer is sometimes called colon cancer or rectal cancer. In England, bowel cancer is the third most common type of cancer. An estimated 38,000 new cases are diagnosed each year. However, it is curable in 40 to 50 per cent of cases, usually by surgery
[Read more about bowel cancer >](#)

What are the symptoms?
What to look out for


- Blood in, or on, your stools
- A change in your normal bowel habit
- Unexplained weight loss
- Pain in the tummy or back passage
- A feeling of not having emptied your bowel properly after a bowel motion

[Find out more about symptoms >](#)

Financial support
We can help with money worries
Having cancer can be expensive in ways you may never have expected, with costs you hadn't considered. Macmillan is here to help, with financial support and advice
[Benefits made clear >](#)
[Financial information >](#)
[Useful publications >](#)
[Contact a Macmillan benefits adviser >](#)

WE ARE
MACMILLAN
CANCER SUPPORT

BOWEL CANCER
SUPPORT

Data provided by


[Home](#)
[Symptoms & diagnosis](#)
[Treatment](#)
[Survivorship](#)
[Community](#)

Sign in to our community

Forgotten your password?

Treatment types

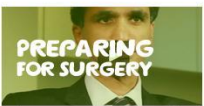

- Surgery
- Chemotherapy
- Radiotherapy

Frequently asked questions
[How do I prepare for surgery?](#)
[How soon can I go home?](#)
[Will I need help at home?](#)
[Who do I call if something goes wrong?](#)

My Local services
Bedford Hospital
change
87 reviews ★★★★★
www.bedfordhospital.nhs.uk

Patient experience at this hospital
Admission date was not changed by hospital
N/A
Staff gave a complete explanation of what would be done
95%
I received written information about the operation
N/A
Staff explained how the operation had gone in understandable way
81%
The experiences of patients undergoing surgery in Bedford Hospital are generally above the national average
Surgery at this hospital
110 operations performed in 2009/10
Types of operations performed
34% Laparoscopic surgery
66% Open surgery

Surgery
What are the benefits of surgery?
Surgery is the most common type of treatment for colon cancer and should be carried out by a surgeon who specialises in bowel surgery.
There are different types of colon cancer surgery. Your doctor will discuss with you the most appropriate type of surgery, depending on the stage of your cancer and where it is in your bowel.
Removal of all or part of the colon
Removal of the whole colon is called a total colectomy. If only half of the colon needs to be removed, this is known as a hemi-colectomy. Either the left side or the right side may be removed, depending on where the cancer is. [Read more...](#)
Laparoscopic Colectomy
This operation uses four or five small cuts in the abdomen rather than one bigger incision. A laparoscope (a thin, flexible tube containing a light and camera) is passed

11

the most appropriate type of surgery, depending on the stage of your cancer where it is in your bowel.

Removal of all or part of the colon

Removal of the whole colon is called a total colectomy. If only half of the colon needs to be removed, this is known as a hemi-colectomy. Either the left side or right side may be removed, depending on where the cancer is. [Read more...](#)

Laparoscopic Colectomy

This operation uses four or five small cuts in the abdomen rather than one bigger incision. A laparoscope (a thin, flexible tube containing a light and camera) is passed into the abdomen through one of the cuts and the cancer is removed. Recovery from this operation is usually quicker. However, this is a new operation that is currently being researched to find out its risks and benefits. [Read more...](#)

Need to contact your bowel cancer team?

Bedford Hospital
David Smith
Call: 020 0000 0000
Email: david.smith@bedfordhosp.nhs.uk

[Fusce dapibus, tellus ac cursus](#)
Jonny7532

[Condimentum Bibendum Ma](#)
Summernight

[Lorem Cursus Bibendum Co](#)
Beeface

understandable way 81%

The experiences of patients undergoing surgery in Bedford Hospital are generally above the national results

Surgery at this hospital

110 operations performed in 2009/10

Types of operations performed

92% 30 day post-op survival rate (2003-06)

[More information](#)

Surgery statistics for Bedford Hospital are not significantly different from the national average

How does this hospital compare...

Hospitals in your area

- Bedford Hospital
- Milton Keynes Hospital
- Luton & Dunstable Hospital
- Lister Hospital

[View all discussions about surgery](#)

understandable way 88%

The experiences of patients undergoing surgery at Milton Keynes Hospital are in line with national results

Surgery at this hospital

98 operations performed in 2009/10

Types of operations performed

93% 30 day post-op survival rate (2003-06)

[More information](#)

Surgery statistics for Milton Keynes Hospital are not significantly different from the national average

Treatment types

- Surgery
- Chemotherapy
- Radiotherapy

Frequently asked questions

[How do I prepare for surgery?](#)

[How soon can I go home?](#)

[Will I need help at home?](#)

[Who do I call if something goes wrong?](#)

Surgery

What are the benefits of surgery?

Surgery is the most common type of treatment for colon cancer and should be carried out by a surgeon who specialises in bowel surgery.

There are different types of colon cancer surgery. Your doctor will discuss with you the most appropriate type of surgery, depending on the stage of your cancer and where it is in your bowel.

Removal of all or part of the colon

Removal of the whole colon is called a total colectomy. If only half of the colon needs to be removed, this is known as a hemi-colectomy. Either the left side or the right side may be removed, depending on where the cancer is. [Read more...](#)

Laparoscopic Colectomy

This operation uses four or five small cuts in the abdomen rather than one bigger incision. A laparoscope (a thin, flexible tube containing a light and camera) is passed into the abdomen through one of the cuts and the cancer is removed. Recovery from this operation is usually quicker. However, this is a new operation that is currently being researched to find out its risks and benefits. [Read more...](#)

Need to contact your bowel cancer team?

Local Hospital
Julie Andrews
Call: 020 0000 0000

PREPARING FOR SURGERY

MY LIFE AFTER SURGERY

My Local services

Local Hospital change 92 reviews ★★★★★
[www.nhs.uk](#)

Patient experience at this hospital

Surgery at this hospital

100 operations performed in 2009/10

Types of operations performed

90% 30 day post-op survival rate (2003-06)

[More information](#)

Surgery statistics for Local Hospital are significantly worse than the national average

We recommend you...

- Discuss this concern with your doctor
- Talk to your Macmillan nurse
- Compare this against a nearby hospital
- Read 'How patients rated this hospital'

How does this hospital compare...

Hospitals in your area

- Bedford Hospital
- Milton Keynes Hospital

Treatment types

- [Surgery](#)
- [Chemotherapy](#)
- [Radiotherapy](#)

Frequently asked questions

[How do I prepare for surgery?](#)

[How soon can I go home?](#)

[Will I need help at home?](#)

[Who do I call if something goes wrong?](#)

Surgery

What are the benefits of surgery?

Surgery is the most common type of treatment for colon cancer and should be carried out by a surgeon who specialises in bowel surgery.

There are different types of colon cancer surgery. Your doctor will discuss with you the most appropriate type of surgery, depending on the stage of your cancer and where it is in your bowel.

Removal of all or part of the colon

Removal of the whole colon is called a total colectomy. If only half of the colon needs to be removed, this is known as a hemi-colectomy. Either the left side or the right side may be removed, depending on where the cancer is. [Read more...](#)

Laparoscopic Colectomy

This operation uses four or five small cuts in the abdomen rather than one bigger incision. A laparoscope (a thin, flexible tube containing a light and camera) is passed into the abdomen through one of the cuts and the cancer is removed. Recovery from this operation is usually quicker. However, this is a new operation that is currently being researched to find out its risks and benefits. [Read more...](#)

Need to contact your bowel cancer team?

Local Hospital
Julie Andrews
Call: 020 0000 0000

00:00

00:00

My Local services

Local Hospital
change
[www.nhs.uk](#)

92 reviews ★★★★★

Patient experience at this hospital

Surgery at this hospital

100 operations performed in 2009/10

Laparoscopic surgery uses four or five small cuts in the abdomen rather than one bigger incision. A laparoscope (a thin, flexible tube containing a light and camera) is passed into the abdomen through one of the cuts and the cancer is removed. For suitable patients this surgery results in shorter bed stays and significantly improves the patient experience.

national average

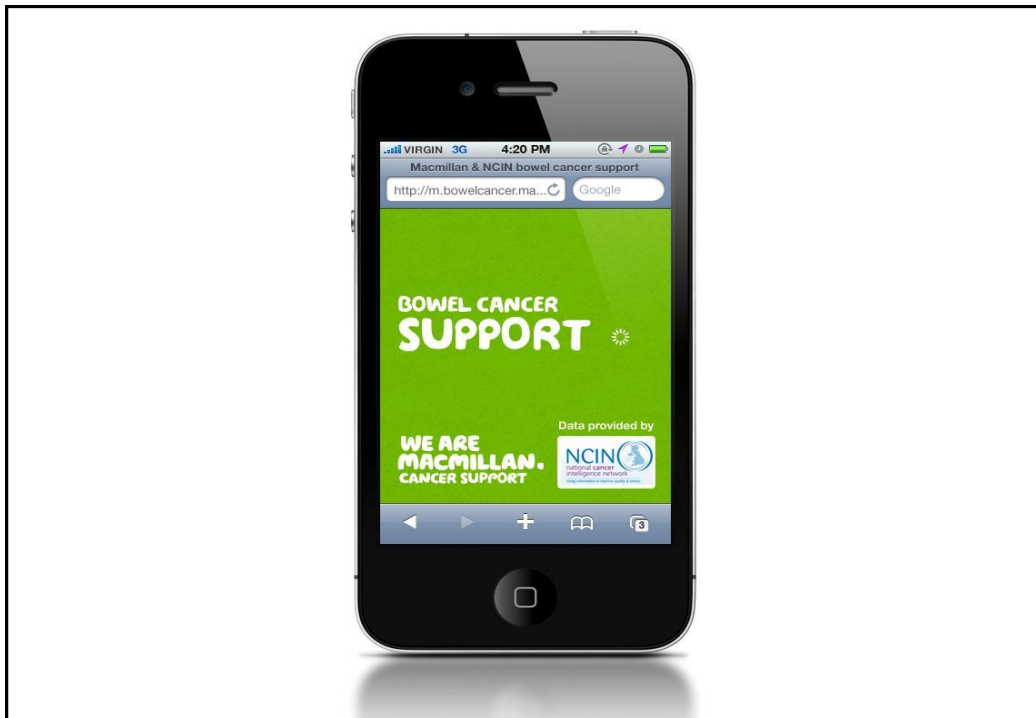
We recommend you...

- ✓ Discuss this concern with your doctor
- ✓ [Talk to your Macmillan nurse](#)
- ✓ [Compare this against a nearby hospital](#)
- ✓ Read [‘How patients rated this hospital’](#)

How does this hospital compare...

Hospitals in your area

A. [Bedford Hospital](#)
B. [Milton Keynes Hospital](#)



I was diagnosed early	I understand, so I make good decisions	I get the treatment and care which are best for my cancer, and my life
Those around me are well supported	I am treated with dignity and respect	I know what I can do to help myself and who else can help me
I can enjoy life	I feel part of a community and I'm inspired to give something back	I want to die well

THANK YOU