



# National Cancer Patient Experience Survey recommended response

<b>Report to the Wessex Cancer Alliance Board</b>	
<b>Title:</b>	<b>Wessex Cancer Alliance response to National Cancer Patient Experience Survey 2019 results</b>
<b>Sponsor</b>	<b>Sue Newell, Patient and Public Involvement Programme Manager, WCA</b>
<b>Date:</b>	<b>10 September 2020</b>
<b>Purpose</b>	<b>Approval</b>
<b>Issue to be addressed:</b>	<a href="#">NCPES</a> provides rich insight into cancer patients' experiences of care and highlights both areas of achievement and for improvement. Wessex's overall results show performance within the expected range for the Cancer Dashboard questions, and Hampshire Hospitals and Royal Bournemouth have increased a number of their responses beyond the expected range. There are however responses where across nationally results are poor and these are reflected or are worse in Wessex. There are individual local Trusts where results against some the Cancer Dashboard questions are lower or just within the expected range. Whilst there are also are differences in experiences across age, gender, tumour type (especially rarer cancers), some of the results for Black, Asian and minority ethnic people nationally are shocking.
<b>Response to the issue:</b>	Whilst we expect that local Trusts, CCGs and SSGs are already reviewing their relevant results and forming improvement plans, it would be useful to address some issues collectively in order to share good practice and develop more consistent approaches in relation to people's experiences of cancer care across the area. The summary section below outlines the proposed approach.
<b>Implications:</b>	<ul style="list-style-type: none"> <li>- Trusts, CCGs and primary care will need to recommend colleagues, patients and carers to join the NCPES Task and Finish Group, that will develop and implement a Wessex improvement plan.</li> <li>- Trusts will need to share BAME cancer patients lists to support the social research.</li> </ul>
<b>Risks:</b>	<ul style="list-style-type: none"> <li>- Not addressing people's experiences can lead to a decline in trust in services, which may have further implications for people's health outcomes.</li> <li>- Black, Asian and minority ethnic patients will continue to experience worse care.</li> <li>- Individual Trusts and CCGs could be potentially failing to meet public sector equality duties.</li> </ul>
<b>Summary:</b>	<p>The recommendation to the Board is to:</p> <ul style="list-style-type: none"> <li>- Set up a Wessex NCPES Task and Finish Group, with representatives from Trusts, CCGs, Primary Care, the Alliance, patients and carers, to devise and implement a collective improvement plan.</li> <li>- Commission social research into Black, Asian and minority ethnic people's experiences of cancer services in Wessex. There is funding available to support this.</li> </ul>



# Wessex's positive results



- Wessex has above average survey response rates (66% compared to 61%)
- Overall, Wessex performance is within the expected range for the seven cancer dashboard questions, and does well on *'Patient found it easy to contact CNS'* (particularly in Poole and Portsmouth)
- Wessex performed above the expected range for:
  - 'Patients got understandable answers to important questions most/ all of the time'*
  - 'Cancer doctor had right documents at last patient's outpatient appointment'*
  - 'Patient felt length of time for attending clinics/ appts was about right'*
- HHFT increased the number of responses above the expected range from 1 to 9 and RBCH have from 15 to 17



# National and Wessex poor results



Where experiences are less than 60%

		2019	Wessex
Q17	Patient definitely told about side effects that could affect them in future	56.8%	55%
Q37	Patient definitely found hospital staff to discuss worries during inpatient visit	52%	53%
Q47	Patient completely given understandable information about whether radiation working	59.8%	59%
Q52	Patient definitely given enough support from health or social care during treatment	52.1%	54%
Q53	Patient definitely given enough support from health or social care after treatment	45%	52%
Q57	Patient given a care plan	37.6%	34%
Q60	Someone discussed with patient whether they would like to take part in cancer research	30.3%	32%



# Wessex in relation to national experience decline



Where Wessex reflects reported decline in experience nationally between this year and last

		2018	2019	Wessex
Q10	Patient told they could bring a family member when first told they have cancer	77.5%	76.9%	76%
Q55	General practice staff definitely did everything they could to support patient during treatment	59.2%	58.3%	57%

Where Wessex reflects reported decline in experience over last 5 years

		2015	2019	Wessex
Q55	General practice staff definitely did everything they could to support patient during treatment	62.5%	58.3%	57%



# Trust performance against dashboard



		Trust	Result	Wessex	National
Q61	Patient's average rating of care	IOW	8.6	8.8	8.8
Q18	Patient definitely involved as much as they wanted in decisions about care and treatment	DC	75%	82%	81%
		IOW	74%		
Q19	Patient given the name of the CNS	HHFT	89%	91%	92%
Q20	Patient found it very or quite easy to contact their CNS	IOW	79%	88%	85%
Q39*	Patients always treated with respect and dignity in hospital	DC	86%	88%	88%
		UHS	85%		
Q41*	Hospital staff told patient who to contact with worries after leaving	PHT	93%	95%	94%
		IOW	92%		
Q55	General Practice staff definitely did everything they could to support patient during treatment	PHT	53%	57%	58%



# Asian people's responses nationally

## Ethnicity – Asian - *Scored lowest on 15 questions*

Ethnicity

		White	Asian
Q30	Patient found that hospital staff did not talk in front of them as if they were not there	84.5%	68.7%
Q43	Whilst being treated as an outpatient or day case, patient found a hospital staff member talked to them about their worries and fears	71.1%	57.3%
Q07	Patient found that results of tests were explained in a way they could understand	80.4%	67.6%
Q21	Patient found that when they had important questions to ask their CNS they often received answered they could understand	88.0%	78.0%
Q37	During their hospital visit, patient found a hospital staff member talked to them about their worries and fears	52.3%	43.1%



# Black people's responses nationally



## Ethnicity – Black- *Scored lowest on 5 questions*

Ethnicity

		White	Black
Q01	Saw GP once or twice before being told they needed to goto hospital	79.4%	66.2%
Q12	Patient fount they understood the explanation of what was wrong with them	73.6%	62.2%
Q52	During their cancer treatment, patient found they were given enough care and support from health or social services	52.8%	41.6%
Q53	Once their cancer treatment finished, patient found they were given enough care and support from health or social services	45.5%	34.6%
Q05	Before treatment, patient found they had all the information they needed about their test	95.2%	90.7%