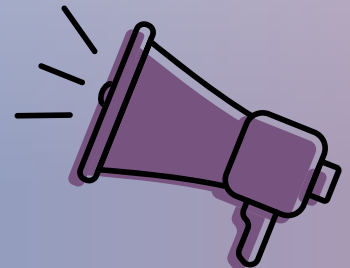




**National Cancer Patient
Experience Survey**

**you said
we will**



About the survey

The National Cancer Patient Experience Survey takes place every year and we use the results to help improve cancer care. It is sent to people over the age of 16 years who had hospital treatment between April and June in that year. For 2022, the surveys were sent to people and completed carried out between October 2022 and February 2023. Each hospital in our area receives detailed results and produces their own action plans. In this report, we set out the work the Wessex Cancer Alliance will do to support improvements in cancer patient experience for people across Wessex (Hampshire and the Isle of Wight, Dorset).

Headline Findings

We received 3,227 completed surveys in Wessex with a 9 out of 10 overall rating of care which is higher than the England average. There were four questions that had a statistically significant increase since the 2021 survey:

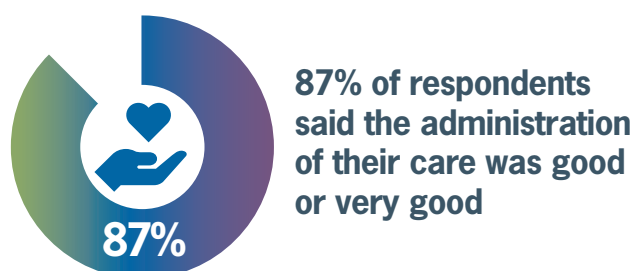
- Q12 Patient was told they could have a family member, carer or friend with them when told diagnosis
- Q22 Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options
- Q49 Care team gave family, or someone close, all the information needed to help care for the patient at home
- Q52 Patient has had a review of cancer care by GP practice (19% compared to 15% in 2021)

One question showed a significant decrease since the last survey:

- Administration of care was very good or good (87% compared to 90% in 2021)



Completed surveys in Wessex



What we learned from this survey

Getting Diagnosed

- Most people who completed the survey only spoke to their family doctor once or twice before a cancer diagnosis, but this was different for some people. Younger people, people from different ethnic backgrounds and people living in areas of deprivation were more likely to see their doctor 3 or more times before being diagnosed.
- Nearly three quarters of people from the most affluent areas said that referral for diagnosis was explained in a way they could completely understand, compared to 60% of people living in areas of deprivation
- People with a Learning Disability and people with mental health conditions were also less likely to agree that referral for diagnosis was explained in a way they could completely understand.

Having treatment

- Around 60% of people felt possible longer-term side effects were definitely explained in a way they could understand in advance of their treatment.
- 55% of people agreed that there were definitely able to discuss options for managing the impact of any long-term side effects.
- Around 60% of people agreed that their family or people close to them had all the information needed to help care for them at home.
- Nearly 60% of people who felt they needed it said they received enough care and support at home from community or voluntary services. This was much lower for some people from different ethnic backgrounds.

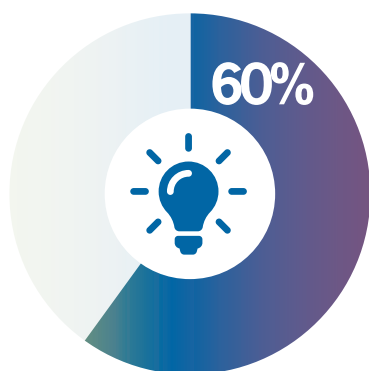
- 45% of people agreed that they definitely received the right amount of support from their GP practice during treatment. Nearly half of the people who responded said their GP practice wasn't involved.

After treatment

- 19% of people said they had had a review of their cancer care by their GP practice. This is a significant increase from the previous survey.
- While most people said they didn't need emotional support after treatment, of those that felt they needed it 29% of women and 41% of men said they could definitely get enough support from community or voluntary services.
- Two thirds of respondents said they were definitely given enough information about the possibility and signs of cancer coming back or spreading.
- Nearly 40% of people said that cancer research opportunities were discussed with them – 34% of women and 45% of men.

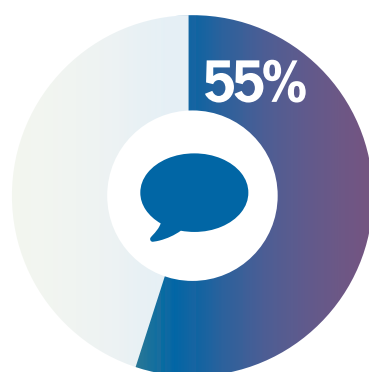
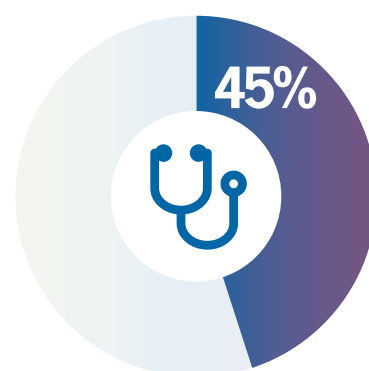


What we learned from this survey



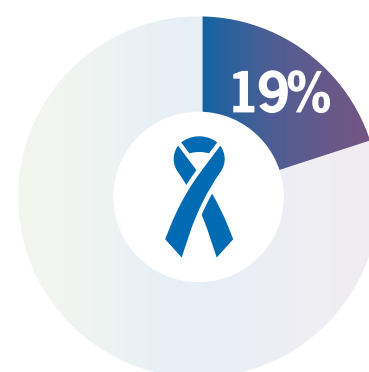
60% felt possible longer-term side effects were explained in a way they could understand before treatment

45% agreed they definitely received the right amount of support from their GP practice during treatment



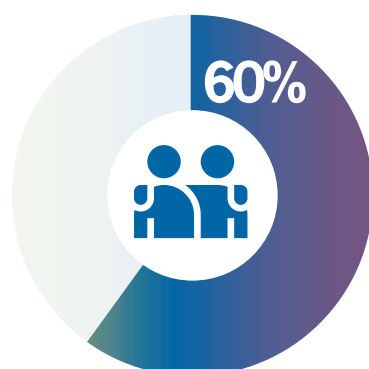
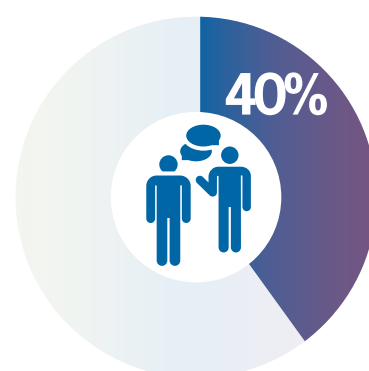
55% agreed they were able to discuss options for managing the impact of any long-term side effects

19% received a review of their cancer care by their GP practice after treatment



60% agreed that people close to them had all the information needed to care for them at home

40% said that cancer research opportunities were discussed with them



60% received enough care and support at home from community or voluntary services

Taking action

Communication

There are a few areas where communication has been highlighted as an issue. This is particularly the case for people who might need information given to them in different formats as well as people who would like more information to support their decision making.

- We will secure funding to continue offering Advanced Communication Skills training to cancer teams across Wessex.
- We will work with organisations across Wessex to ensure health literacy is considered when giving information to patients.

Working with GPs

- We will work with GPs and other colleagues in Primary Care Networks to identify how we can improve support for cancer patients. This will include providing training and mentoring for Practice Nurses and Cancer Care Coordinators.

Administration

- We will work with hospitals, GPs and other partners to improve the administration of care locally through increasing coordination, particularly for the supportive workforce including Cancer Care Coordinators and Pathway Navigators.

Providing support in the community

- We will work with our key partners in the community and voluntary sector to ensure that people are able to access a range of support close to home. This will consider how people are signposted to support groups, online information and financial advice as well as support with rehabilitation.
- We will also work with partners to identify what psychological support people might need to help them during and after cancer treatment.



Taking action

Clinical Trials

- To enable more people to benefit from clinical trials, we will work with a specialist research nurse to increase involvement in Wessex.

Reducing inequalities

The survey provides us with rich insight into people's experiences of cancer care, but some voices are missing.

- We will do more to involve people with a learning disability and their carers in our work, identifying how we can improve access, experience and outcomes
- We will work with people experiencing homelessness to ensure we can provide appropriate care and support.
- We will work with people from different ethnic backgrounds to better understand their experiences of cancer care.

Feeding back

We will report back on progress with this action plan on an annual basis. The next Cancer Patient Experience Survey for 2023 is now live and if you receive one, we ask that you complete and return it. Your views help us make cancer care better for everyone.





For a translation of this document or to request
information in an accessible format, please
email: wessexcanceralliance@wca.uhs.nhs.uk