

# National Cancer Patient Experience Survey: its uses & caveats

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# National Cancer Patient Experience Survey

- NCPES annual survey commissioned & managed by NHS England; designed, implemented and analysed by Quality Health
- Designed 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 produced by hospital trust, CCG and, for the first year, by cancer alliance.
- But there is a significant delay built in to the process of collecting and then reporting the data. By late summer, we may have the preliminary 2018 data.

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# Overall findings from NCPES 2017

From the headline results from the 2017 survey, for the whole of the west London cancer alliance, across all tumour types:

| Measure   | National result | RMP Result |
|---|-----------------|------------|
| Overall experience of care: Zero (very poor) to 10 (very good)  | 8.8             | 8.8        |
| Respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment  | 79%             | 77%        |
| Respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment  | 91%             | 92%        |
| Respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist  | 86%             | 84%        |
| Respondents said that, overall, they were always treated with dignity and respect while they were in hospital   | 89%             | 88%        |
| Respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital.                               | 94%             | 94%        |
| 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. | 60%             | 57%        |

# NCPES results by tumour type across west London

| Question  | Tumour Type              | Positive response rate | Number of responses | National result by tumour type | Difference to England result by tumour type |
|---|--------------------------|------------------------|---------------------|--------------------------------|---|
| Q1 - Before you were told you needed to go to hospital about your cancer, how many times did you see your GP (family doctor) about the health problem caused by cancer? | Colorectal               | 62.8%                  | 199                 | 71.9%                          | -9.1%                                       |
|   | Head and Neck            | 69.7%                  | 66                  | 77.2%                          | -7.5%                                       |
| Q2 - How do you feel about the length of time you had to wait before your 1st appointment   | Gynaecology              | 74.7%                  | 178                 | 80.8%                          | -6.1%                                       |
|   | Skin                     | 78.0%                  | 59                  | 85.7%                          | -7.7%                                       |
|   | Haematology              | 78.4%                  | 580                 | 82.5%                          | -4.0%                                       |
| Q10 - Did you understand the explanation of what was wrong with you?  | Haematology              | 55.9%                  | 603                 | 59.4%                          | -3.5%                                       |
|   | Upper GI                 | 65.7%                  | 140                 | 72.8%                          | -7.0%                                       |
|   | Breast                   | 73.8%                  | 730                 | 77.5%                          | -3.7%                                       |
|   | Urological exc. Prostate | 74.2%                  | 260                 | 76.9%                          | -2.7%                                       |
|   | Skin                     | 76.3%                  | 59                  | 80.6%                          | -4.3%                                       |
| Q12 - Before your cancer treatment started, were your treatment options explained to you?   | Sarcoma                  | 68.0%                  | 25                  | 78.3%                          | -10.3%                                      |
|   | Haematology              | 75.3%                  | 515                 | 79.9%                          | -4.5%                                       |
|   | Skin                     | 79.2%                  | 53                  | 87.7%                          | -8.5%                                       |
| Q14 - Were you offered practical advice and support in dealing with side effects of your treatment(s)?  | Haematology              | 61.5%                  | 569                 | 65.3%                          | -3.8%                                       |
|   | Breast                   | 66.4%                  | 705                 | 69.7%                          | -3.3%                                       |
|   | Skin                     | 66.7%                  | 51                  | 72.8%                          | -6.2%                                       |
| Q19 - When you have had important questions to ask your clinical nurse specialist, how often have you got answers you could understand?                                 | Head and Neck            | 77.8%                  | 63                  | 88.2%                          | -10.4%                                      |
| Q29 - Did you have confidence and trust in the doctors treating you?  | Haematology              | 73.1%                  | 242                 | 81.1%                          | -8.0%                                       |

# Caveats & opportunities

- NCPES is a national benchmarking tool
- But given the delay in reporting, not useful for service improvement?
- 59 questions long: very demanding on patients' time / energy and on those collating / interpreting results
- The devil is in the detail as important variation can be missed
- Queries remain over many of the questions
- However, NHS England are seeking providers interested in a QI project this year looking at 2018 data.
  
- But we need more useful datasets!!

Using CPES to reduce variation in experience **NHS**

Proposal to develop a Cancer Improvement Collaborative – pending business planning approval

Tried and tested methodology from NHS Improvement and the IHI Model for Improvement

Up to 20 provider organisations to work through a QI model for improvement focusing on using the CPES survey results from 2018 (publication due in July 2019)

Supporting cancer alliances by working directly with providers for local improvement in experience in care and developing QI skills in frontline staff

What we need from you?

- Flag the opportunity to your providers – more details will follow
- Register your interest to be the cancer alliance rep on the project steering group with [Claire\\_marshall3@nhs.net](mailto:Claire_marshall3@nhs.net)

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