



### Report Cover Sheet

Report to:	Trust Board	
	30 September 2020	
Agenda Item:	P1-144-20	
Title:	2019 National Cancer Patient Experience Survey Results	
Report prepared by:	Karen Kay Deputy Director of Nursing	
Executive Lead:	Sheila Lloyd - Director of Nursing and Quality	
Status of the Report:	Public	Private
	X	

Paper previously considered by:	Integrated Governance Committee – 9 <sup>th</sup> September 2020 Quality Committee – 17 <sup>th</sup> September 2020
Date & Decision:	9 <sup>th</sup> September 2020 – Noted 17 <sup>th</sup> September 2020 - Noted

Executive summary/key points for discussion:	<p>The National Cancer Patient Experience Survey Results 2019 were released in June 2020 and presented to Integrated Governance Committee on 9<sup>th</sup> September 2020 and Quality Committee on 17<sup>th</sup> September 2020. Both committees noted the paper and congratulated CCC on the results.</p> <p>Clatterbridge Cancer Centre (CCC) has maintained its overall patient experience score of 9 which is comparable with our cancer peer Trusts and above the national average score of 8.8.</p> <p>CCC has scored above the national average score for all seven questions included in phase1 of the cancer dashboard developed by Public Health England and NHS England as outlined in section 3.2. Section 3.3 highlights the 15 areas in which CCCs score is significantly higher than both the national upper expected range and national score.</p> <p>Areas identified for improvement based on CCC 2019 survey results include:</p> <ul style="list-style-type: none"> <li>• Q2 Length of time waiting before first appointment with hospital Dr</li> <li>• Q21 When you had important questions to ask CSNS you got answers you could understand</li> <li>• Q22 Being given information about self-help groups/support for people with cancer</li> <li>• Q30 Hospital staff talking in front of you as if you weren't there</li> <li>• Q50 Once started treatment were you given enough information on chemotherapy in way that could be understood</li> </ul>
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	<ul style="list-style-type: none"> <li>Q60 since diagnosis has anyone discussed whether you would like to take part in cancer research</li> </ul> <p>An action plan to capture areas for improvement to be produced and tabled at October Committees.</p> <p>A benchmarking exercise has been completed against Peer Organisations and other local trusts. (Appendix 1)</p> <p>The National Cancer Patient Experience Survey Results 2019 can be found on the Trust website via <a href="https://www.clatterbridgecc.nhs.uk/application/files/9415/9983/0836/IGC-213-20 - 2019 CCC National Cancer Patient Survey Results.pdf">https://www.clatterbridgecc.nhs.uk/application/files/9415/9983/0836/IGC-213-20 - 2019 CCC National Cancer Patient Survey Results.pdf</a></p> <p>Next update report (Q3) to be presented in January 2021 to Quality Committee and Trust Board.</p>
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Action Required:	Discuss		Receive	x
	Approve		Note	x

Next steps:	<p>Trust Board are requested to:</p> <ul style="list-style-type: none"> <li>Note the content of the briefing</li> <li>Note the key findings for CCC from the ninth NCEPS for 2019 and CCC comparison with peers and national scores</li> <li>Note progress and assurance against delivery of action plans will be monitored via patient experience and inclusion group (PEIG).</li> <li>Next update report (Q3) to be presented in January 2021 to Quality Committee and Trust Board.</li> </ul>
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*The paper links to the following strategic priorities (please tick)*

Deliver <b>outstanding care locally</b>	x	Collaborative system <b>leadership</b> to <b>deliver better</b> patient <b>care</b>	x
<b>Retain</b> and <b>develop outstanding staff</b>		<b>Be enterprising</b>	
<b>Invest in research &amp; innovation</b> to deliver <b>excellent</b> patient <b>care</b> in the future		Maintain <b>excellent</b> quality, operational and financial <b>performance</b>	x

*The paper relates to the following Board Assurance Framework (BAF) Risks*

BAF Risk	Please Tick
1. If we do not optimise quality outcomes we will not be able to provide outstanding care	x
2. If we do not prioritise the costs of the delivering the Transforming Cancer Care Programme we will not be able to maintain our long-term financial strength and make appropriate strategic investments.	
3. If we do not have the right infrastructure (estate, communication & engagement, information and technology) we will be unable to deliver care close to home.	
4. If we do not have the right innovative workforce solutions including education and	x

development, we will not have the right skills, in the right place, at the right time to deliver the outstanding care.	
5. If we do not have an organisational culture that promotes positive staff engagement and excellent health and well-being we will not be able to retain and attract the right workforce.	x
6. If we fail to implement and optimise digital technology we will not deliver optimal patient outcomes and operational effectiveness.	
7. If we fail to position the organisation as a credible research partner we will limit patient access to clinical trials and affect our reputation as a specialist centre delivering excellent patient care in the future.	
8. If we do not retain system-side leadership, for example, SRO for Cancer Alliance and influence the National Cancer Policy, we will not have the right influence on the strategic direction to deliver outstanding cancer services for the population of Cheshire & Merseyside.	x
9. If we do not support and invest in entrepreneurial ideas and adapt to changes in national priorities and market conditions we will stifle innovative cancer services for the future.	
10. If we do not continually support, lead and prioritise improved quality, operational and financial performance, we will not provide safe, efficient and effective cancer services.	x

### Equality & Diversity Impact Assessment

Are there concerns that the policy/service could have an adverse impact on:	YES	NO
Age		x
Disability		x
Gender		x
Race		x
Sexual Orientation		x
Gender Reassignment		x
Religion/Belief		x
Pregnancy and Maternity		x

If YES to one or more of the above please add further detail and identify if a full impact assessment is required.



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Karen Kay: Deputy Director of Nursing

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## National Cancer Patient Experience Survey 2019

11<sup>th</sup> September 2020

## 1.0 Purpose

The purpose of this briefing is to provide Trust Board (TB) with an overview of relevant key messages, findings and recommendations from the (ninth) National Cancer Patient Experience Survey (NCPES) report for 2019 and any subsequent actions to be undertaken by Clatterbridge Cancer Centre NHS Foundation Trust (CCC).

## 2.0 Introduction

The survey has been 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 charities and stakeholder groups supporting cancer patients.

The 2109 survey involved 143 NHS Trusts. Nationally a total of 111,366 patients who had received cancer treatment during April to June 2019 were invited to participate in the survey. These patients were allocated to 13 different cancer groups. The national response rate was 61% (67,858 respondents).

## 3.0 Summary

The results for CCC are detailed below. The trust achieved a response rate 59% which was marginally lower than the national response rate 61%. The overall patient experience score of 9.1 has been maintained from 2018 and is comparable with our cancer peer Trusts and above the national average score of 8.8.

### 3.1 Clatterbridge Cancer Centre NCPES 2019 results

- ✓ 291 patients responded out of a total of 497, giving CCC a response rate of 59%.
- ✓ The Trust scored 9.1 for 'patient average rating of care' (Q61): the national average in England was 8.8
- ✓ The full CCC NCPES report is available to download [here](#).
- ✓ The Cheshire and Merseyside NCPES report is available to download [here](#).

### 3.2 National cancer dashboard

The following seven questions are included in phase1 of the cancer dashboard developed by Public Health England and NHS England;

Question Number	Question Text	2019 CCC Trust Score	2019 National score
Q18	Were you involved as much as you wanted to be in decisions about your care and treatment?	85.3%	81%
Q19	Were you given the name of a Clinical Nurse Specialist who would support you through your treatment?	96.8%	92%
Q20	How easy or difficult has it been for you to contact your Clinical Nurse Specialist?	88.5%	85%
Q39	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	89.2%	88%

Q41	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	97.6%	94%
Q55	Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?	64.1%	58%
Q61	Overall, how would you rate your care? (scale from 0 to 10)	9.1	8.8

CCC has scored above the national average score for all seven questions included in phase1.

### 3.3 NCPES comparison with peers

Appendix 1 provides details of CCCs 2019 NCPES responses in comparison to the national average, cancer peers and other local trust scores.

CCC scored marginally below the national average in only 3 areas; length of time patient had to wait before 1<sup>st</sup> appointment with hospital doctor (CCC 81, Christie 84, Marsden 84); when patients have important questions to ask the CNS how often have they got the answers they could understand (CCC 85, Christie 87, Marsden 85); once patients have started treatment were they given enough information about whether their chemotherapy was working in a way they could understand (CCC66, Christie 65, Marsden 71). These topics (highlighted as red in Appendix 1) are captured below.

### 3.4 Areas for improvement

Areas identified for improvement (red and amber scores in Appendix 1) based on CCC 2019 survey results:

- Q2 Length of time waiting before first appointment with hospital Dr
- Q21 When you had important questions to ask CNS you got answers you could understand
- Q22 Being given information about self-help groups/support for people with cancer
- Q30 Hospital staff talking in front of you as if you weren't there
- Q50 Once started treatment were you given enough information on chemotherapy in way that could be understood
- Q60 since diagnosis has anyone discussed whether you would like to take part in cancer research

A trust overarching action plan (comprised of individual directorate action plans) is to be developed with leads identified to ensure progress and assurance against delivery. Action plan implementation and advancement will be monitored via PEIG.

## 4.0 Conclusion

The CCC results from the 2019 NCPES are once again exceptional and continue to show year on year improvement. Staff should be proud of the improvements that have reported by our patients; however we must not become complacent and ensure we continue to strive for continual improvement, based on patient feedback to deliver an outstanding patient experience.

The overall patient experience score of 9.1 has been maintained from 2018 and is higher than the national average score of 8.8. This score is also comparable with our cancer peer Trusts.

CCC has scored above the national average score for all seven questions included in phase1 of the cancer dashboard and significantly higher than both the national upper expected range and national score in a further 15 areas.

Areas for improvement have been identified and delivery supported by directorate led action plans.

The majority of improvement areas outlined in the 2018 action plan have been completed and assurance against delivery reported into PEIG. A number of actions were put on hold due to COVID 19 and outstanding actions will be incorporated into the action plan for the 2019 survey findings. Update report and action plan progress (Q3) will be delivered via trust committee structure in January 2021.

## **5.0 Recommendations**

### Trust Board

- Note the content of the briefing
- Note that a more detailed report was presented at IGC on 9<sup>th</sup> September 2020 and Quality Committee on 17<sup>th</sup> September 2020
- Note the key findings for CCC from the (ninth) NCPES for 2019 and CCC comparison with peers and national scores
- Request further updates as required

## Appendix 1: The Clatterbridge Cancer Centre National Cancer Patient Experience Survey 2019 results and comparison with other trusts and the national average

Comparison to 2019 national average scores	
	Above national average
	Same as national average
	Below national average
*	Numbers suppressed as less than 22 responses

Question Number	Question Text	CCC %	The Christie	The Royal Marsden	The Liverpool Women's	The Walton Centre	Liverpool Heart & Chest	St Helens & Knowsley	RLBUHT	Aintree	2019 National average score %
Q01	Before you were told you needed to go to hospital about cancer, how many times did you see your GP (family doctor) about the health problem caused by cancer?	81	78	79	54	Trust did not take part in survey	83	85	84	82	79
Q02	How do you feel about the length of time you had to wait before your first appointment with a hospital doctor?	81	84	84	75		93	85	83	82	84
Q05	Beforehand, did you have all the information you needed about your test?	97	95	97	97		97	94	95	95	95
Q06	Overall, how did you feel about the length of time you had to wait for your test to be done?	90	92	92	81		88	92	89	88	88
Q07	Were the results of the test explained in a way you could understand?	86	81	82	83		87	84	82	81	80
Q10	When you were first told that you had cancer, had you been told you could bring a family member or friend with you?	78	77	83	69		78	72	77	74	77
Q11	How do you feel about the way you were told you had cancer?	90	83	83	80		91	86	87	87	86
Q12	Did you understand the explanation of what was wrong with you?	81	72	71	73		81	74	77	76	73
Q13	When you were told you had cancer, were you given written information about the type of cancer you had?	78	72	74	66		79	76	80	76	74
Q14	Before your cancer treatment started, were your treatment options explained to you?	92	82	82	85		88	85	87	86	83
Q15	Were the possible side effects of treatment(s) explained in a way you could understand?	76	74	74	71		73	77	72	77	73
Q16	Were you offered practical advice and support in dealing with the side effects of your treatment(s)?	76	68	69	63		63	72	73	68	67
Q17	Before you started your treatment(s), were you also told about any side effects of the treatment that could affect you in the future rather than straight away?	67	59	58	53		57	62	63	63	57
Q18	Were you involved as much as you wanted to be in decisions about your care and treatment?	85	82	83	81		89	83	84	85	81



Q19	Were you given the name of a Clinical Nurse Specialist who would support you through your treatment?	97	92	94	96		91	93	94	90	92
Q20	How easy or difficult has it been for you to contact your Clinical Nurse Specialist?	89	86	83	83		96	88	93	86	85
Q21	When you have had important questions to ask your Clinical Nurse Specialist, how often have you got answers you could understand?	85	87	85	75		92	90	91	89	87
Q22	Did hospital staff give you information about support or self-help groups for people with cancer?	88	90	87	91		90	91	90	85	88
Q23	Did hospital staff discuss with you or give you information about the impact cancer could have on your day to day activities (for example, your work life or education)?	86	86	86	85		88	89	84	82	84
Q24	Did hospital staff give you information about how to get financial help or any benefits you might be entitled to?	72	60	65	*		57	71	58	55	63
Q25	Did hospital staff tell you that you could get free prescriptions?	87	79	84	*		*	86	88	80	82
Q27	Beforehand, did you have all the information you needed about your operation?	98	96	97	97		95	98	97	98	96
Q28	After the operation, did a member of staff explain how it had gone in a way you could understand?	88	76	86	84		83	84	81	87	79
Q30	Did hospital staff talk in front of you as if you weren't there?	84	87	86	89		96	91	88	87	84
Q31	Did you have confidence and trust in the doctors treating you?	85	89	90	81		95	88	90	86	84
Q32	If your family or someone else close to you wanted to talk to a doctor, were they able to?	81	72	81	73		76	76	84	75	72
Q33	Did you have confidence and trust in the ward nurses treating you?	80	79	83	66		85	80	81	73	74
Q34	In your opinion, were there enough nurses on duty to care for you in hospital?	65	73	79	46		76	71	67	64	64
Q35	While you were in hospital did hospital staff ask you what name you prefer to be called by?	80	70	72	77		84	76	72	71	71
Q36	Were you given enough privacy when discussing your condition or treatment?	90	85	87	77		93	90	86	87	85
Q37	During your hospital visit, did you find someone on the hospital staff to talk to about your worries and fears?	61	53	60	46		66	56	62	50	52
Q38	Do you think the hospital staff did everything they could to help control your pain?	84	84	89	80		94	87	83	80	83
Q39	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	89	90	93	88		94	91	91	88	88

Q40	Were you given clear written information about what you should or should not do after leaving hospital?	87	90	90	88		96	91	86	85	86
Q41	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	98	96	99	96		97	95	95	92	94
Q43	While you were being treated as an outpatient or day case, did you find someone on the hospital staff to talk to about your worries and fears?	78	71	73	69		72	71	79	72	71
Q44	The last time you had an outpatients appointment with a cancer doctor, did they have the right documents, such as medical notes, x-rays and test results?	97	97	97	92		96	98	96	96	96
Q46	Beforehand, did you have all of the information you needed about your radiotherapy treatment?	93	92	89	*		*	90	84	88	86
Q47	Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand?	61	54	66	*		*	71	64	57	60
Q49	Beforehand, did you have all of the information you needed about your chemotherapy treatment?	89	89	87	*		*	88	79	82	84
Q50	Once you started your treatment, were you given enough information about whether your chemotherapy was working in a way you could understand?	66	65	71	*		*	61	75	68	68
Q51	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you at home?	70	60	63	57		66	64	69	60	60
Q52	During your cancer treatment, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?	60	57	50	*		55	58	57	64	52
Q53	Once your cancer treatment finished, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?	51	50	47	*		46	48	49	54	45
Q54	As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?	97	95	96	92		96	95	95	96	95
Q55	Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?	64	60	55	55		70	62	54	59	58
Q56	Did the different people treating and caring for you (such as GP, hospital doctors, hospital nurses, specialist nurses, community nurses) work well together to give you the best possible care?	80	70	72	54		85	76	78	74	73

Q57	Have you been given a care plan?	50	37	36	32		48	42	42	38	38
Q58	Overall, how would you rate the administration of your care (getting letters at the right time, doctors having the right notes/tests results, etc.)?	96	88	92	77		97	97	92	92	89
Q59	Overall, how do you feel about the length of time you had to wait when attending clinics and appointments for your cancer treatment?	73	65	67	44		77	77	76	67	69
Q60	Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer research?	30	44	56	23		25	19	22	20	30
Q61	Overall, how would you rate your care? (scale from 0 to 10)	9.1	9.0	9.1	8.6		9.2	9.1	9.0	8.7	8.8
Trust Response rate		59%	56%	56%	45%		62%	58%	58%	61%	61%