

Update to	Somerset, Wiltshire, Avon and Gloucestershire (SWAG) Cancer Alliance Board
Title	SWAG 2019 National Cancer Patients Experience Survey – details of scores recorded in the 'Lower limit of expected range'
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Recommendation	For information
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Introduction:

The National Cancer Patient Experience Survey (NCPES) 2019 focused on a sample of NHS patient (aged 16 and over) with a confirmed primary diagnosis of cancer who were discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2019.

The fieldwork for the survey was undertaken between December 2019 and March 2020. The methodology included questionnaires sent by post, but also included the option to complete the questionnaire online.

Across the SWAG Cancer Alliance 3,899 patient responded out of a total of 5,951 representing a response rate of 66%. There were 12 out of total of 480 scores (representing 2.5% of the total scores) across all the SWAG providers' results that were either equal to or below the 'lower limited of expected range'. This is based on 60 questions in NCPES x 8 providers at this time = 480 scores

Breakdown by Trust:

- 3 for Weston
- 2 for NBT
- 1 for Salisbury
- 1 for Yeovil
- 5 for Gloucester

Important to note that none of the scores in the combined SWAG report were below the 'Lower Limit of expected range' as they averaged out higher across all providers

NCPES Questions, scores and follow up actions

Q	Question	Trust	Actual Trust score	Lower limited of expected range	Upper limited of expected range	National average	Comments / feedback / actions
5	Received all the information needed about the test	Gloucestershire NHSFT	93	93	97	95	The team have reviewed all literature going out to patients. They hold information to give patients when they attend the hospital as there are often delays in information getting to the patient in time via post. In addition, information is available in ward areas where clinically appropriate. Currently there is work in progress with BAME community relating to patient experience and information in different languages.

10	Patient told they could bring a family member or friend when first told they had cancer	North Bristol NHST	72	72	82	77	Cancer teams are reviewing clinic letters and communication to patients who are attending for diagnostics test and when given their diagnosis.
14	Patient felt that treatment options were completely explained	Yeovil NHSFT	78	79	88	83	A low prostate cancer score of 66% (against national prostate cancer score of 83%) brought the Trusts generic % down. At that time the Trust did not have a Urology Oncology nurse. This was also highlighted in the prostate cancer patient's comments. This information was used to support the business case for funding for a CNS which was agreed with Macmillan in January 2020.
25	Hospital staff told patient they could get free prescriptions	Gloucestershire NHSFT	76	76	87	82	All the cancer CNS teams and cancer information hubs are now holding prescriptions and stamps. Standard operating procedure in place regarding their provision along with maintaining records when forms are provided. Reminder added to template for nurses and Cancer Support Workers to ensure patient are informed of how they can get free prescriptions.
30	Hospital staff didn't talk in front of patient as if patient wasn't there	Weston General Hospital (UHBW NHSFT)	72	75	92	84	Feedback on results to the clinical teams and the Divisional patient experience and senior nursing team. To be incorporated into broader patient experience / respect and dignity work.
31	Patient had confidence and trust in doctors treating them	Weston General Hospital (UHBW NHSFT)	71	75	92	84	Cancer services are linking this into the wider qualitative patient experience work to understand what influences the perception/ feeling of 'Trust' in doctors
36	Patient always got enough privacy when discussing condition and treatment	Salisbury NHSFT	78	78	91	85	A Trust wide project has started introducing cancer champions to promote 'good practice' in cancer care re: communication skills, which includes the environment and privacy. An education programme is currently being developed which incorporates communication training for non-cancer staff on general wards. Local staff informed via clinical governance/Cancer board to increase awareness of survey actions.
39	Patient always felt they were treated with respect and dignity while in hospital	Weston General Hospital (UHBW NHSFT)	76	80	95	88	Feedback on results to the clinical teams and the Divisional patient experience and senior nursing team. To be incorporated into broader patient experience / respect and dignity work.
40	Patient given clear written information about what should or should not do after leaving hospital	Gloucestershire NHSFT	80	81	90	86	The cancer team is in the process of gathering information for review with their team and teams across the Trusts where patients go for surgery.
46	Beforehand, patient completely had all information needed about radiotherapy treatment	North Bristol NHST	79	80	93	86	The cancer teams are in the process of reviewing communication when patients are transferred to the Bristol Haematology and Oncology Centre for oncology treatment.

54	GP given enough information about patient's condition and treatment	Gloucestershire NHSFT	91	93	98	95	GP communications has been reviewed and 'end of treatment summaries' are now live for breast and prostate cancer and will be soon live for colorectal cancer. Infoflex now facilitates emailing 'end of treatment summaries' to GP surgery direct.
60	Someone discussed with patient whether they would like to take part in cancer research	Gloucestershire NHSFT	15	21	40	30	The Lead Cancer Nurse is now invited to the research meetings. The 'Permission to ask about research' NHSI posters is now displayed in Outpatient areas.

The SWAG Cancer Management team discussed the score and actions with the Lead Cancer Nurse representative (LCN's) on January 15th, 2020. The LCNs identified that these would be monitored through the individual Trusts cancer steering group.