

# National Cancer Patient Experience Survey (NCPES)

*(2017) published September (2018)*

## RESULTS FOR THE PENINSULA CANCER ALLIANCE TRUSTS

### Urology

Northern Devon Healthcare   
NHS Trust

Royal Cornwall Hospitals   
NHS Trust

Royal Devon and Exeter   
NHS Foundation Trust

  
Torbay and South Devon  
NHS Foundation Trust

  
University Hospitals  
Plymouth  
NHS Trust

# National Cancer Patient Experience Survey (2017)

- ❖ The NCPES survey was first undertaken in 2010
- ❖ It 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 various charities and stakeholder groups supporting cancer patients
- ❖ The survey was overseen by a NCPE advisory group
- ❖ The survey is commissioned and managed by NHS England
- ❖ The design, implementation and analysis of the survey is outsourced to quality health
- ❖ All of the national reports can be access @ [www.ncpes.co.uk](http://www.ncpes.co.uk)
- ❖ The information can be sub-divided by tumour site, Trust, CCG and Cancer Alliance



# Inclusion Criteria and Responses

## Inclusion criteria

- ❖ NHS Patients; Adults (age over 16 yrs. and over) with;
- ❖ A confirmed diagnosis of cancer;
- ❖ Discharged from the trust after an outpatient episode or day case attendance between April 1<sup>st</sup> 2017 and June 30<sup>th</sup> 2017
- ❖ Surveys were sent out in October 2017

## 2017 Responses

***North Devon Healthcare NHS Trust: Urology (15) Total (219)***

***Royal Cornwall Hospitals NHS Trust: Urology (38) Total (621)***

***Royal Devon and Exeter NHS Foundation Trust: Urology (55) Total (963)***

***Torbay and South Devon Healthcare NHS Foundation Trust: Urology (39) Total (554)***

***University Hospitals Plymouth NHS Trust: Urology (62) Total (846)***

# **NCPEP 2017 RESULTS**

## **UROLOGY PATIENTS**



	Question	North Devon		Cornwall		Exeter		Torbay		Plymouth		National Unadjusted
		NR	UTS	NR	UTS	NR	UTS	NR	UTS	NR	UTS	
Q1	<i>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?</i>	12	*	30	83.3%	41	85.4%	30	70.0%	51	76.5%	81.8%
Q2	<i>How do you feel about the length of time you had to wait before your first appointment with a hospital doctor?</i>	15	*	38	84.2%	53	83.0%	38	86.8%	62	87.1%	85.8%
Q5	<i>Beforehand, did you have all the information you needed about your test?</i>	14	*	37	94.6%	48	95.8%	34	100.0%	57	98.2%	93.7%
Q6	<i>Overall, how did you feel about the length of time you had to wait for your test to be done?</i>	14	*	38	89.5%	49	89.8%	33	90.9%	60	90.0%	87.5%
Q7	<i><u>Were the results of the test explained in a way you could understand?</u></i> /	14	*	37	70.3%	49	83.7%	34	79.4%	59	83.1%	78.7%

	<b>Question</b>	<b>North Devon</b>	<b>Cornwall</b>	<b>Exeter</b>	<b>Torbay</b>	<b>Plymouth</b>	<b>National</b>					
<b>Q8</b>	<i>When you were first told that you had cancer, had you been told you could bring a family member or friend with you?</i>	15	*	34	70.6%	51	78.4%	35	80.0%	58	82.8%	72.8%
<b>Q9</b>	<i>How do you feel about the way you were told you had cancer?</i>	15	*	38	86.8%	55	80.0%	38	84.2%	61	82.0%	82.5%
<b>Q10</b>	<i>Did you understand the explanation of what was wrong with you?</i>	15	*	38	60.5%	55	76.4%	39	84.6%	61	78.7%	76.9%
<b>Q11</b>	<i>When you were told you had cancer, were you given written information about the type of cancer you had?</i>	15	*	35	71.4%	50	74.0%	30	80.0%	55	83.6%	73.1%
<b>Q12</b>	<i>Before your cancer treatment started, were your treatment options explained to you?</i>	12	*	31	74.2%	49	87.8%	33	87.9%	50	74.0%	81.8%
<b>Q13</b>	<i>Were the possible side effects of treatment(s) explained in a way you could understand?</i>	14	*	36	66.7%	51	74.5%	39	69.2%	58	82.8%	70.8%
<b>Q14</b>	<i>Were you offered practical advice and support in dealing with the side effects of your treatment(s)?</i>  /	14	*	37	64.9%	50	66.0%	39	66.7%	55	60.0%	62.1%

	<b>Question</b>	<b>North Devon</b>		<b>Cornwall</b>		<b>Exeter</b>		<b>Torbay</b>		<b>Plymouth</b>		<b>National</b>
<b>Q15</b>	<i>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?</i>	12	*	36	47.2%	49	61.2%	36	47.2%	50	42.0%	53.5%
<b>Q16</b>	<i>Were you involved as much as you wanted to be in decisions about your care and treatment?</i>	14	*	38	73.7%	53	75.5%	36	77.8%	60	78.3%	76.4%
<b>Q17</b>	<i>Were you given the name of a Clinical Nurse Specialist who would support you through your treatment?</i>	14	*	36	75.0%	53	84.9%	36	83.3%	56	96.4%	83.4%
<b>Q18</b>	<i>How easy or difficult has it been for you to contact your Clinical Nurse Specialist?</i>	11	*	22	95.5%	37	89.2%	27	81.5%	38	81.6%	84.9%
<b>Q19</b>	<i>When you have had important questions to ask your Clinical Nurse Specialist, how often have you got answers you could understand?</i>	9	*	20	*	33	90.9%	24	91.7%	36	91.7%	87.7%
<b>Q20</b>	<i>Did hospital staff give you information about support or self-help groups for people with cancer?</i>	8	*	20	*	41	82.9%	27	85.2%	41	80.5%	77.5%

	<b>Question</b>	<b>North Devon</b>		<b>Cornwall</b>		<b>Exeter</b>		<b>Torbay</b>		<b>Plymouth</b>		<b>National</b>
<b>Q21</b>	<i>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)?</i>	6	*	20	*	29	79.3%	22	77.3%	28	67.9%	74.4%
<b>Q22</b>	<i>Did hospital staff give you information about how to get financial help or any benefits you might be entitled to?</i>	4	*	16	*	19	*	19	*	20	*	38.9%
<b>Q23</b>	<i>Did hospital staff tell you that you could get free prescriptions?</i>	1	*	14	*	21	66.7%	16	*	16	*	71.4%
<b>Q25</b>	<i>Beforehand, did you have all the information you needed about your operation?</i>	11	*	33	90.9%	50	96.0%	24	100.0%	52	96.2%	95.5%
<b>Q26</b>	<i>After the operation, did a member of staff explain how it had gone in a way you could understand?</i>	11	*	33	66.7%	51	76.5%	24	79.2%	51	58.8%	75.9%
<b>Q28</b>	<i>Did groups of doctors and nurses talk in front of you as if you weren't there?</i>	9	*	31	83.9%	49	77.6%	19	*	44	77.3%	79.8%
<b>Q29</b>	<i>Did you have confidence and trust in the doctors treating you?</i>	9	*	31	83.9%	49	89.8%	20	*	44	81.8%	85.7%
<b>Q30</b>	<i>If your family or someone else close to you wanted to talk to a doctor, were they able to?</i>	6	*	27	63.0%	38	65.8%	18	*	29	62.1%	69.3%



	Question	North Devon		Cornwall		Exeter		Torbay		Plymouth		National
Q31	Did you have confidence and trust in the ward nurses treating you?	9	*	31	87.1%	49	75.5%	20	*	44	68.2%	77.7%
Q32	In your opinion, were there enough nurses on duty to care for you in hospital?	9	*	31	64.5%	49	77.6%	19	*	44	68.2%	68.5%
Q33	While you were in hospital did the doctors and nurses ask you what name you prefer to be called by?	9	*	31	83.9%	49	79.6%	20	*	44	59.1%	72.3%
Q34	Were you given enough privacy when discussing your condition or treatment?	9	*	31	90.3%	49	81.6%	20	*	44	81.8%	85.4%
Q35	During your hospital visit, did you find someone on the hospital staff to talk to about your worries and fears?	5	*	22	54.5%	34	55.9%	13	*	27	48.1%	46.5%
Q36	Do you think the hospital staff did everything they could to help control your pain?	7	*	27	92.6%	43	86.0%	17	*	38	71.1%	81.6%
Q37	Overall, did you feel you were treated with respect and dignity while you were in the hospital?	9	*	31	96.8%	49	91.8%	20	*	44	86.4%	89.2%
Q38	Were you given clear written information about what you should or should not do after leaving hospital?	9	*	30	86.7%	46	80.4%	18	*	42	81.0%	86.3%
Q39	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	9	*	29	96.6%	46	91.3%	20	*	41	92.7%	91.5%

	<b>Question</b>	<b>North Devon</b>		<b>Cornwall</b>		<b>Exeter</b>		<b>Torbay</b>		<b>Plymouth</b>		<b>National</b>
<b>Q41</b>	<i>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?</i>	6	*	24	58.3%	29	75.9%	28	75.0%	29	69.0%	66.4%
<b>Q42</b>	<i>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?</i>	12	*	29	93.1%	32	100.0%	32	100.0%	45	93.3%	95.5%
<b>Q44</b>	<i>Beforehand, did you have all of the information you needed about your radiotherapy treatment?</i>	3	*	11	*	10	*	13	*	5	*	83.6%
<b>Q45</b>	<i>Once you started your treatment, were you given enough information about whether your radiotherapy was working in a way you could understand?</i>	3	*	8	*	9	*	10	*	5	*	54.4%
<b>Q47</b>	<i>Beforehand, did you have all of the information you needed about your chemotherapy treatment?</i>	8	*	17	*	15	*	15	*	25	88.0%	84.5%
<b>Q48</b>	<i>Once you started your treatment, were you given enough information about whether your chemotherapy was working in a way you could understand?</i>	6	*	13	*	14	*	15	*	23	56.5%	69.1%

	<b>Question</b>	<b>North Devon</b>		<b>Cornwall</b>		<b>Exeter</b>		<b>Torbay</b>		<b>Plymouth</b>		<b>National</b>
<b>Q49</b>	<i>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?</i>	13	*	29	51.7%	40	62.5%	30	60.0%	43	51.2%	57.6%
<b>Q50</b>	<i>During your cancer treatment, were you given enough care and support from health or social services (for example, district nurses, home helps or physiotherapists)?</i>	5	*	18	*	23	47.8%	18	*	20	*	47.9%
<b>Q51</b>	<i>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)?</i>	5	*	11	*	17	*	9	*	13	*	45.3%
<b>Q52</b>	<i>As far as you know, was your GP given enough information about your condition and the treatment you had at the hospital?</i>	14	*	27	96.3%	46	97.8%	34	94.1%	48	93.8%	95.4%
<b>Q53</b>	<i>Do you think the GPs and nurses at your general practice did everything they could to support you while you were having cancer treatment?</i>	10	*	28	64.3%	36	66.7%	23	82.6%	36	44.4%	62.1%

	<b>Question</b>	<b>North Devon</b>	<b>Cornwall</b>	<b>Exeter</b>	<b>Torbay</b>	<b>Plymouth</b>	<b>National</b>					
<b>Q54</b>	<i>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?</i>	15	•	37	64.9%	50	70.0%	35	77.1%	59	57.6%	62.6%
<b>Q55</b>	<i>Have you been given a care plan?</i>	11	•	27	22.2%	41	34.1%	30	46.7%	45	22.2%	29.6%
<b>Q56</b>	<i>Overall, how would you rate the administration of your care (getting letters at the right time, doctors having the right notes/tests results, etc.)?</i>	15	•	35	80.0%	55	89.1%	38	86.8%	61	86.9%	86.6%
<b>Q57</b>	<i>Overall, how do you feel about the length of time you had to wait when attending clinics and appointments for your cancer treatment?</i>	15	•	37	89.2%	54	75.9%	37	78.4%	61	73.8%	75.4%
<b>Q58</b>	<i>Since your diagnosis, has anyone discussed with you whether you would like to take part in cancer <u>research</u>?</i>	14	•	36	30.6%	52	28.8%	35	25.7%	57	14.0%	20.0%
<b>Q59</b>	<i>Overall, how would you rate your care?</i>	15	•	35	8.66	52	8.90	36	9.11	59	8.63	8.71

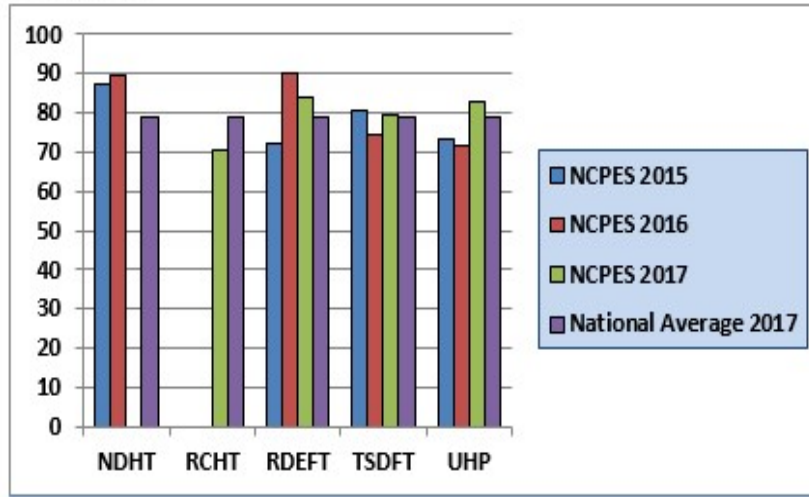
**NCPES SURVEY RESULTS**  
**HIGHLIGHTS FROM**  
**2015, 2016 and 2017**

**UROLOGY PATIENTS**

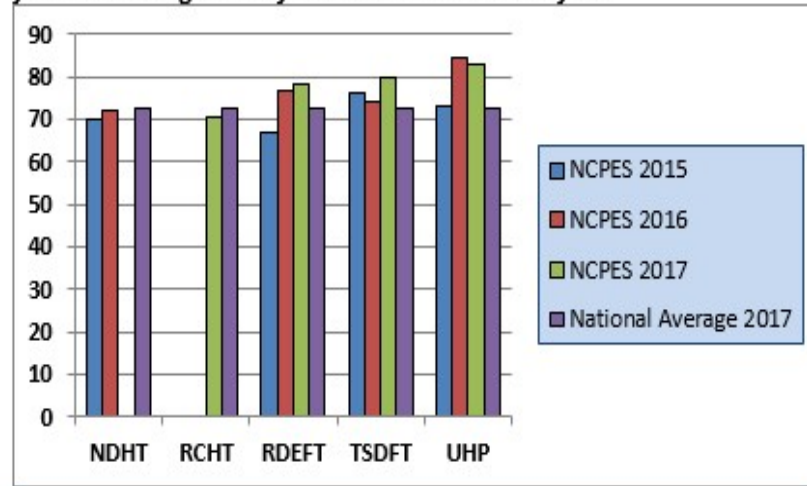
## NCPES Results 2015-2017 (Highlights)

*\*Unadjusted Figures \*\*Missing data=not enough responses to publish*

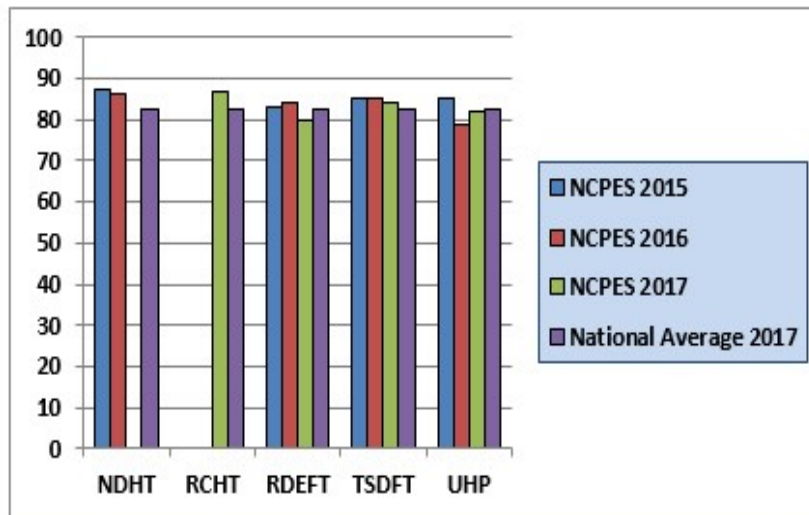
**Q7: Were the results of the test explained in a way you could understand?**



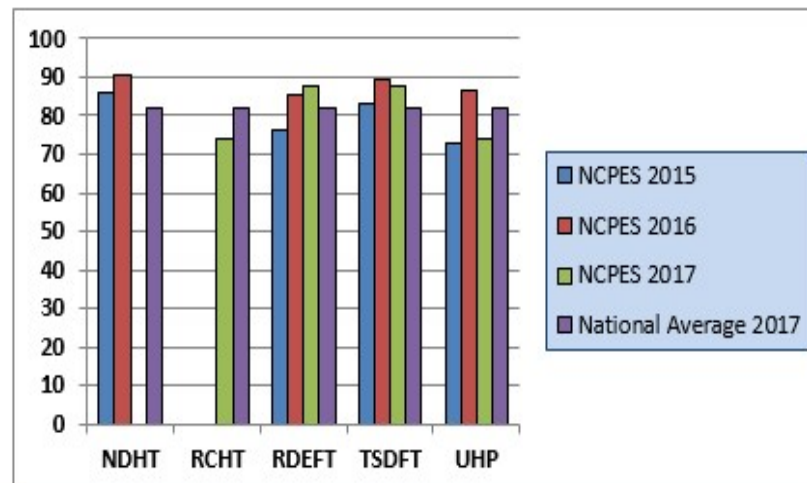
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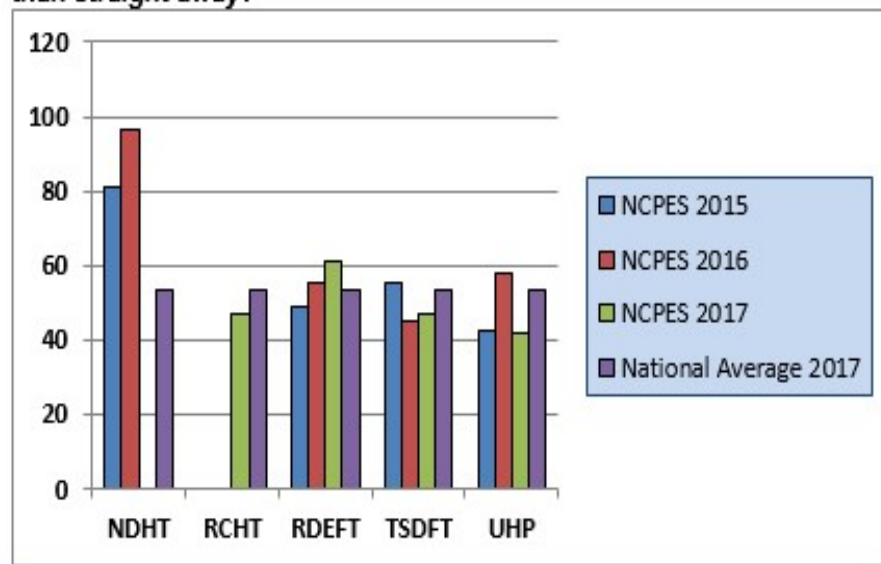
**Q9: How do you feel about the way you were told you had cancer?**



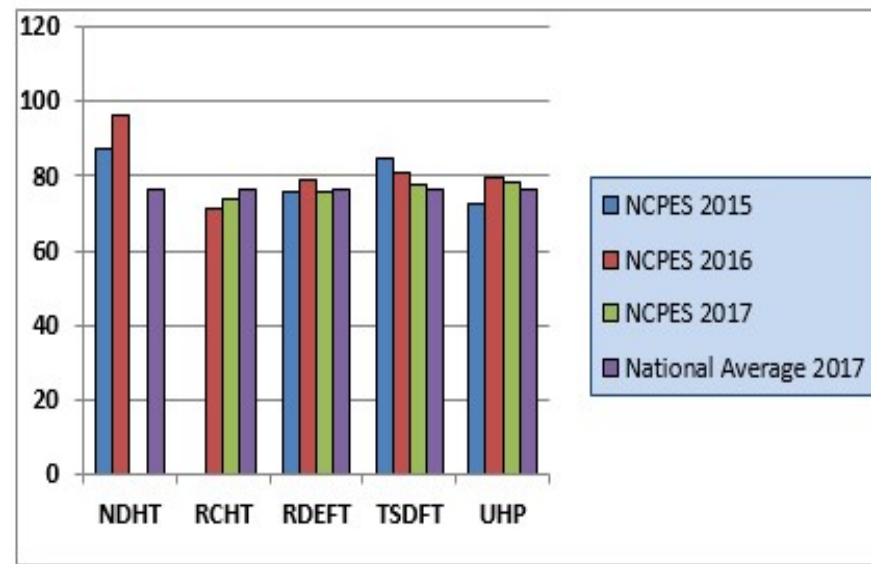
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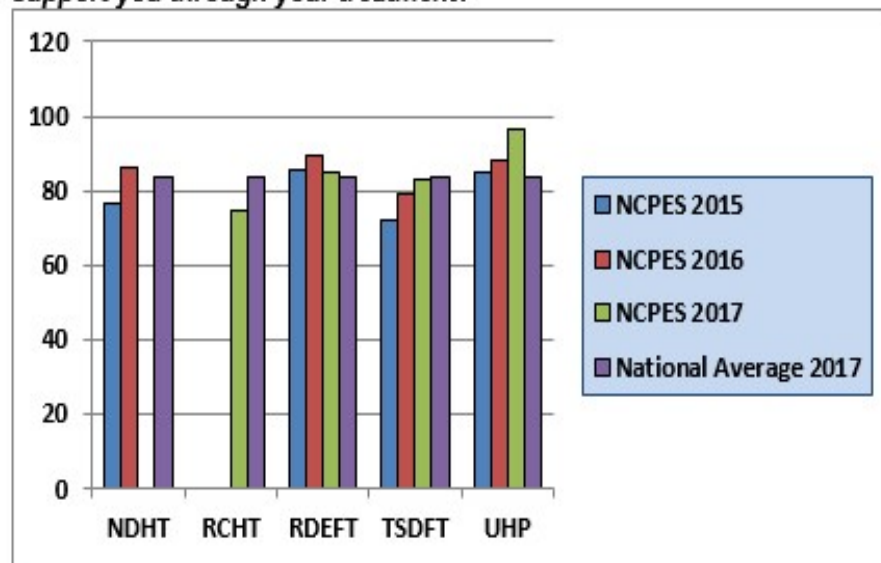
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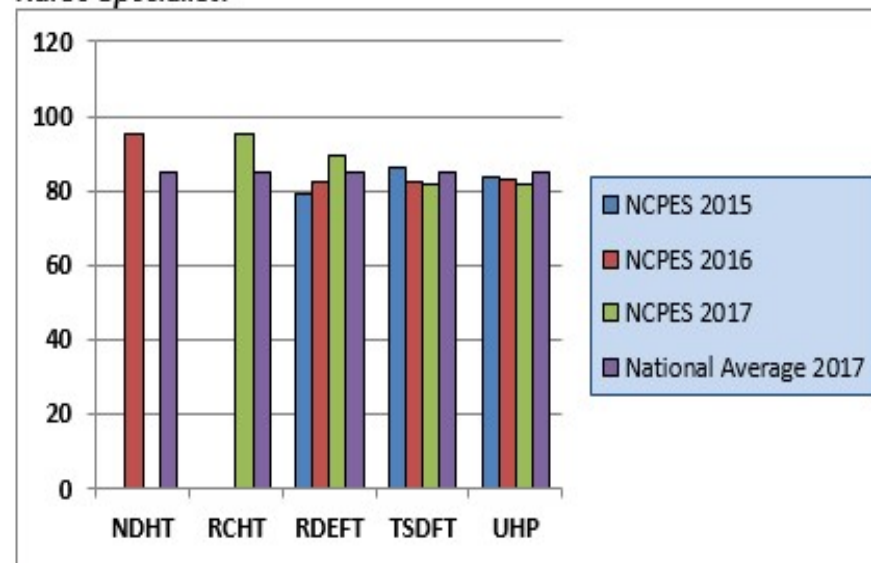
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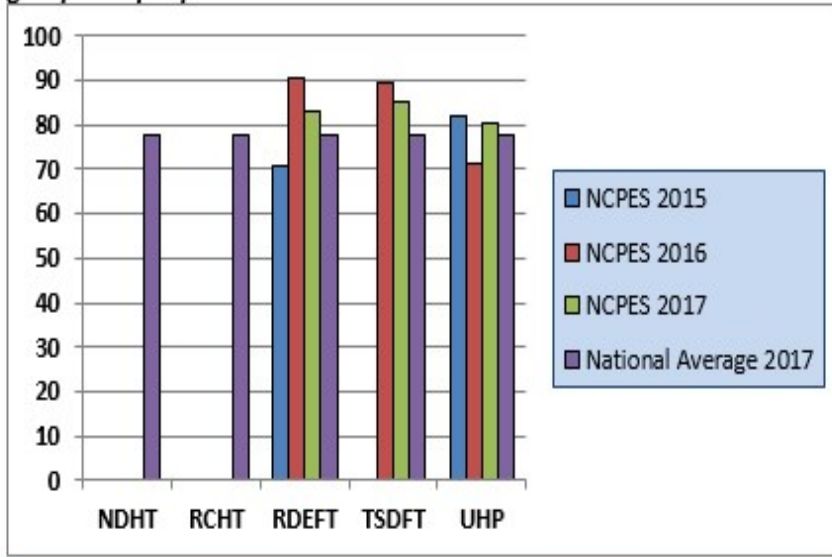
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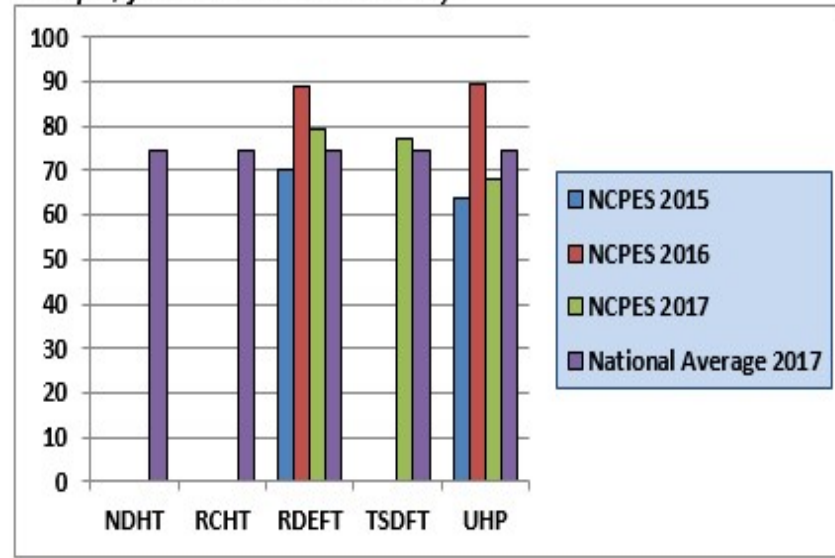
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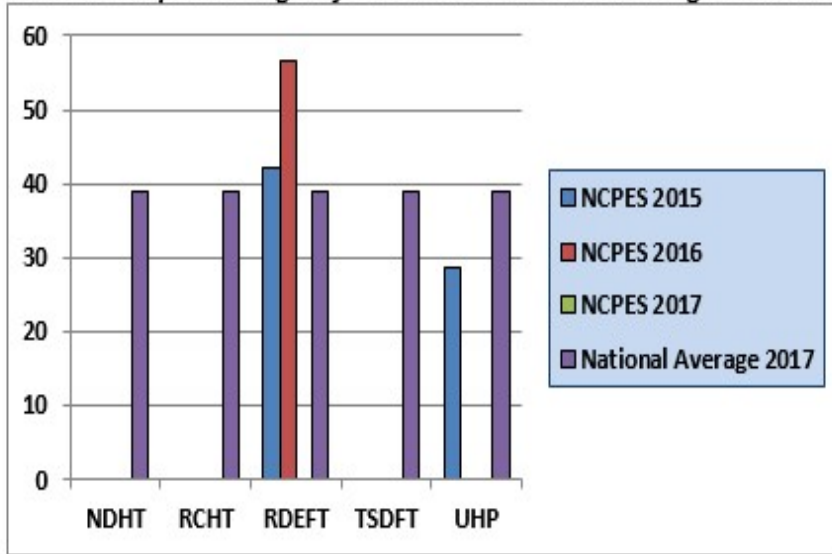
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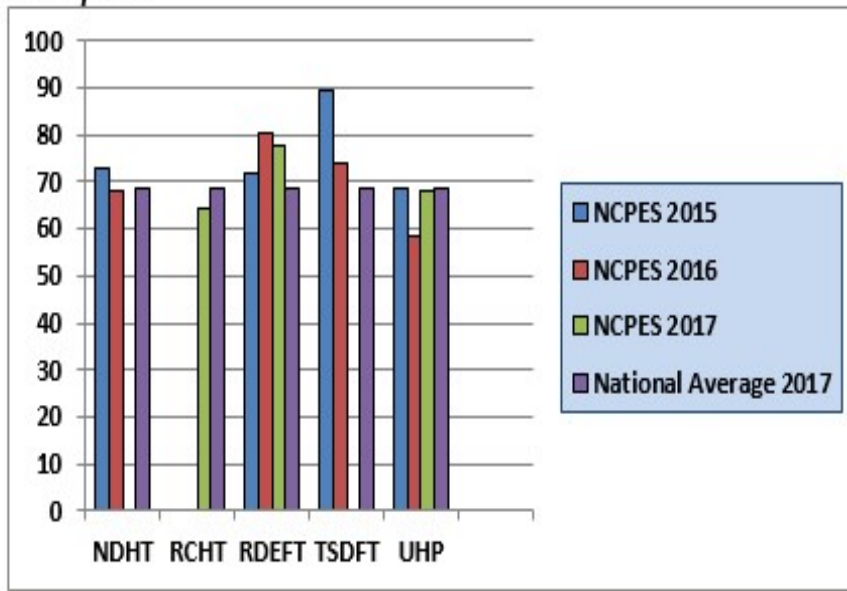


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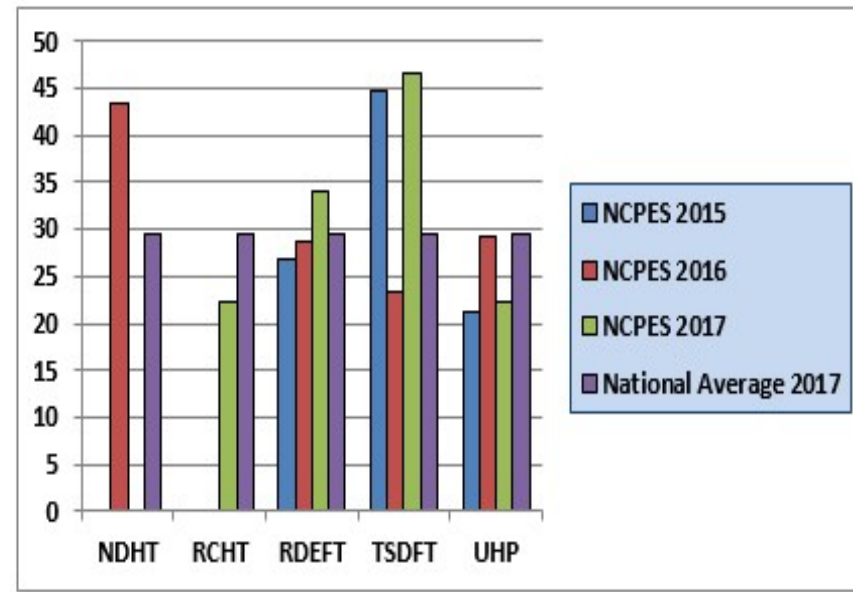




**Q32: In your opinion, were there enough nurses on duty to care for you in hospital?**



**Q55: Have you been given a care plan?**



**Q59: Overall, how would you rate your care?**

