



Northern Ireland Cancer Patient Experience Programme

2015 Survey

**Western
Health & Social Care Trust**

Published October 2015

The Northern Ireland Cancer Patient Experience Survey Programme is undertaken by Quality Health on behalf of the Northern Ireland Public Health Agency and Macmillan Cancer Support



Introduction

The Northern Ireland Cancer Patient Experience Survey 2015 (CPES) follows on from the successful implementation of the 2010, 2012, 2013 and 2014 surveys in England and in Wales, (4 iterations in England and 1 in Wales) designed to monitor progress on cancer care. The 2015 survey is congruent with defining quality as those indicators of safety, effectiveness and patient experience that indicate that standards are being maintained or improved. The CPES provides information that can be used to drive local quality improvements, both by Trusts and Commissioners, and is consistent with the objectives of Health Service policy.

Participating Trusts

5 hospital Trusts providing cancer services took part in the survey, accounting for every Trust that provides adult cancer care in Northern Ireland.

Patients selected to take part

The survey included all adult patients (aged 16 and over) with a primary diagnosis of cancer who had been admitted to a Northern Ireland hospital as an inpatient or as a day case patient, and had been discharged between December 2013 and May 2014.

Patients eligible for the survey were taken from Trust patient administration systems; the inclusion criteria were that the patient had an International Classification of Disease (ICD10) code of C00-99 (excluding C44 and C84) or D05. As in the England and Wales surveys, the types of cancer patients included all those with rarer cancers as well as patients in the “Big 4” cancer groups – i.e. breast, prostate, lung, and colorectal/Lower GI.

Trust samples were checked rigorously for duplicates and patient lists were also de-duplicated at Northern Ireland level to ensure that patients did not receive multiple copies of the questionnaire.

Deceased checks on Trust samples were carried out on at least three occasions during the fieldwork, to ensure that the numbers of deceased patients in samples was reduced to an absolute minimum. This process was undertaken by the Northern Ireland Cancer Registry.

Survey method

Postal surveys were sent to patients' home addresses following their discharge. Up to two reminders were sent to non-responders. A freepost envelope was included for their replies. Patients could call a free telephone line to ask questions, complete the questionnaire verbally, or to access an interpreting service. Survey packages were prepared by Quality Health, supplied to the Northern Ireland Health Service and dispatched to patients by them.

Response rate

A total of 5,388 patients who had received treatment for cancer during December 2013 to May 2014 were included in the sample for the Cancer Patient Experience Survey. These patients were allocated to 13 different cancer groups.

614 eligible patients from this Trust were sent a survey, and 360 questionnaires were returned completed. This represents a response rate of 60% once deceased patients and questionnaires returned undelivered had been accounted for. The response rate for Northern Ireland as a whole was 62% (3,217 respondents).

Percentage scores

The questions in the cancer survey have been summarised as the percentage of patients who reported a positive experience. For example, the percentage of patients who were given a complete explanation of their diagnostic tests or the percentage of patients who said that nurses did NOT talk in front of them as if they were not there. Neutral responses, such as "Don't know" and "I did not need an explanation" are not included in the denominator when computing the score.

The higher the score the better the Trust's performance. Some scores represent performance across a pathway involving primary and community care in addition to acute care but represent important parts of the patient experience along the pathway of care.

Most of the questions in the 2015 Cancer Patient Experience Survey for Northern Ireland are in the same format and have the same wording as in the 2014 CPES for England, and the scoring system for them is identical, thus enabling robust comparisons to be made.

Low numbers of respondents and data not reported

Some Trusts have relatively small numbers of cancer patients, so the total number of respondents to the survey may be lower despite the high response rate. Reports for these Trusts have been completed in the normal way, but the results for these Trusts need to be treated with caution. It is important to recognise however, that the low numbers of respondents in these Trusts for some tumour groups is simply the result of low numbers of cancer patients being treated, especially where there is low incidence of particular types of tumours.

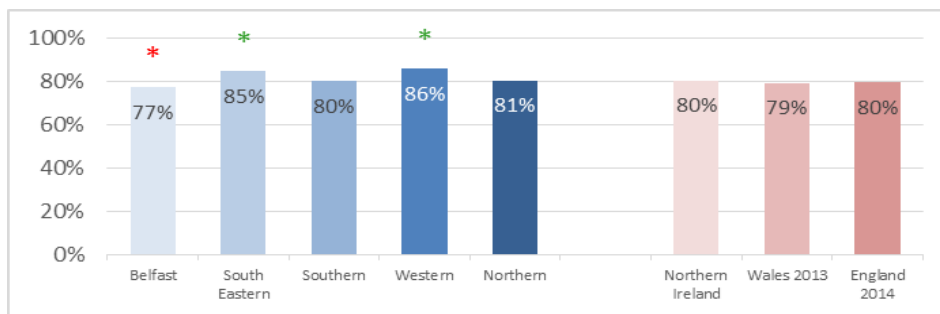
Patients were asked to complete the questionnaire in respect of the Trust named on the covering letter. In those Trusts without a radiotherapy unit, where patients reported receiving these treatments despite these instructions, responses have been suppressed.

In almost all Trusts, there were tumour groups where the number of respondents was less than 20; this is particularly true of tumour groups representing rarer cancers. Where numbers of respondents in a particular tumour group is less than 20, we have suppressed this data. This is further explained in the introduction to the tumour group tables in this report.

Benchmark charts

Percentage scores are displayed on benchmark bar charts in the following section. For each question, a bar is displayed showing the "all cancers" score for each Trust in Northern Ireland, together with the "all cancers" score for Northern Ireland as a whole, for the Wales 2013 CPES survey, and the England 2014 CPES survey. ^φ

Where the variation between the Trust score and the score for Northern Ireland has been found to be statistically significant the relevant Trust bar is highlighted with an asterisk (*) coloured green where the variation is positive and red where the variation is negative.



In the chart above Belfast has a statistically significantly lower score (77%) than Northern Ireland (80%), while South Eastern (85%) and Western (86%) have a statistically significantly higher score in each case.

The table below each benchmarking chart shows the following:

- **Column 1** shows the Trust score for that question in 2015;
- **Column 2** shows the lower confidence interval at 95% for the 2015 data;
- **Column 3** shows the upper confidence interval at 95% for the 2015 data;
- **Column 4** shows the highest Trusts' score for that question in 2015;
- **Column 5** shows the number of respondents who answered the question at this Trust in 2015.

Following these tables is further information which show the scores for each question for each of the 13 tumour groups at this Trust, with a comparative score for that tumour group for all Trusts in Northern Ireland.

^φ Further information on the Wales and England surveys can be found at www.quality-health.co.uk

Further information

Full details of the survey method are in the Report of the Northern Ireland Cancer Patient Experience Survey 2015, which will be available at www.quality-health.co.uk from October 2015; further details of survey development, nationally agreed methodology, and cognitive testing are also available at www.quality-health.co.uk.

Copies of the questionnaire and covering letters can also be viewed at www.quality-health.co.uk.

Who responded to the survey at this Trust?

360 patients responded to the survey from the Trust. The tables below show the numbers of patients from each tumour group and the age and sex distribution of these patients.

Respondents by tumour group

Tumour Group	Number of respondents*	%
Breast	80	22%
Colorectal / Lower Gastrointestinal	54	15%
Lung	13	4%
Prostate	55	15%
Brain / Central Nervous System	0	0%
Gynaecological	9	3%
Haematological	71	20%
Head and Neck	9	3%
Sarcoma	1	0%
Skin	7	2%
Upper Gastrointestinal	10	3%
Urological	43	12%
Other	8	2%

* These figures will not match the numerator for all questions in the 'comparisons by tumour group' section of this report because not all questions were answered by all responders.

Age and sex

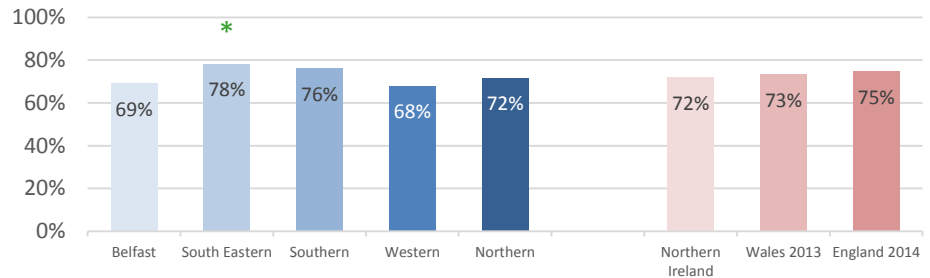
The survey asked respondents to give their year of birth. This information has been amalgamated into 6 age bands. The age and gender distribution of respondents for the Trust was as follows:

	16-25		26-35		36-50		51-65		66-75		76+		Missing	Total	% Total
Men	0	0%	0	0%	7	4%	54	30%	73	41%	46	26%	2	182	51%
Women	0	0%	2	1%	29	18%	61	39%	38	24%	28	18%	1	159	44%
Missing	0	0%	0	0%	1	20%	1	20%	2	40%	1	20%	14	19	5%
Total	0	0%	2	1%	37	11%	116	34%	113	33%	75	22%	17	360	

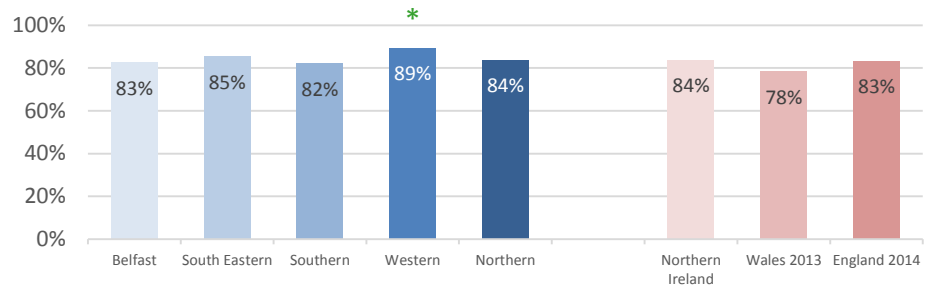
Trust results

Seeing your GP

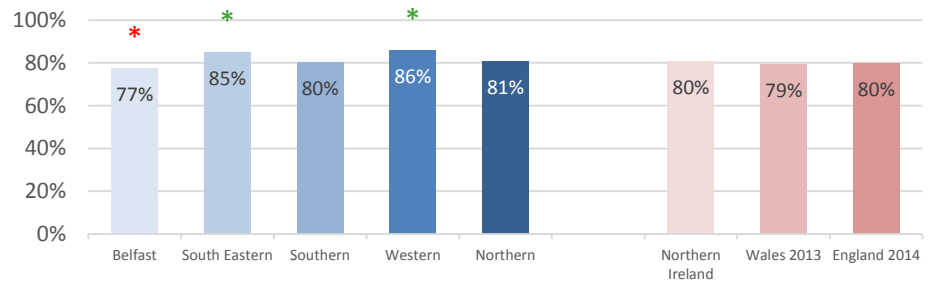
Q1 Saw GP once/twice before being told had to go to hospital



Q2 Patient thought they were seen as soon as necessary



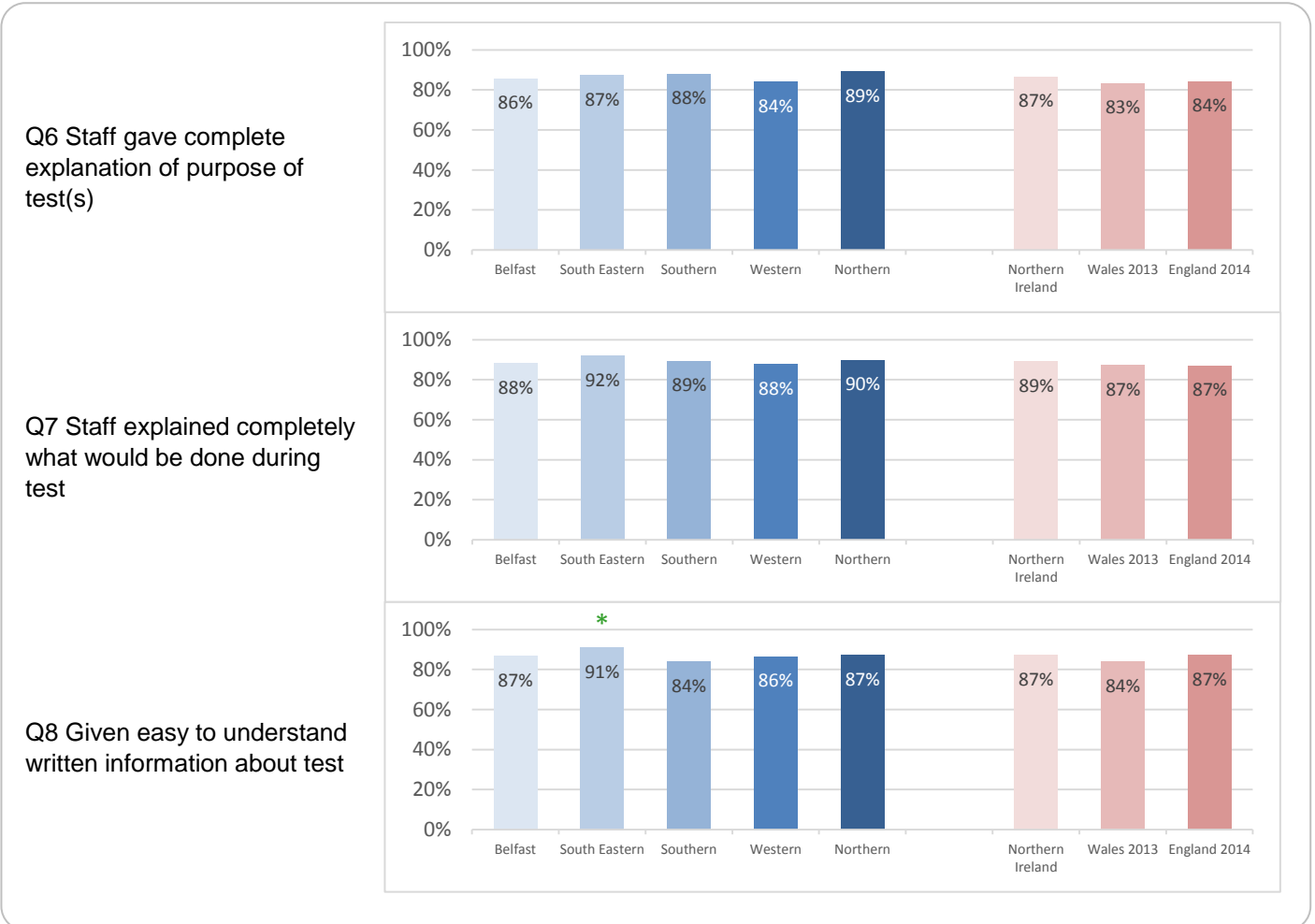
Q4 Patient's health got better or remained about the same while waiting



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q1 Saw GP once/twice before being told had to go to hospital	68%	63%	73%	78%	350
Q2 Patient thought they were seen as soon as necessary	89%	86%	92%	89%	354
Q4 Patient's health got better or remained about the same while waiting	86%	82%	90%	86%	355

Trust results

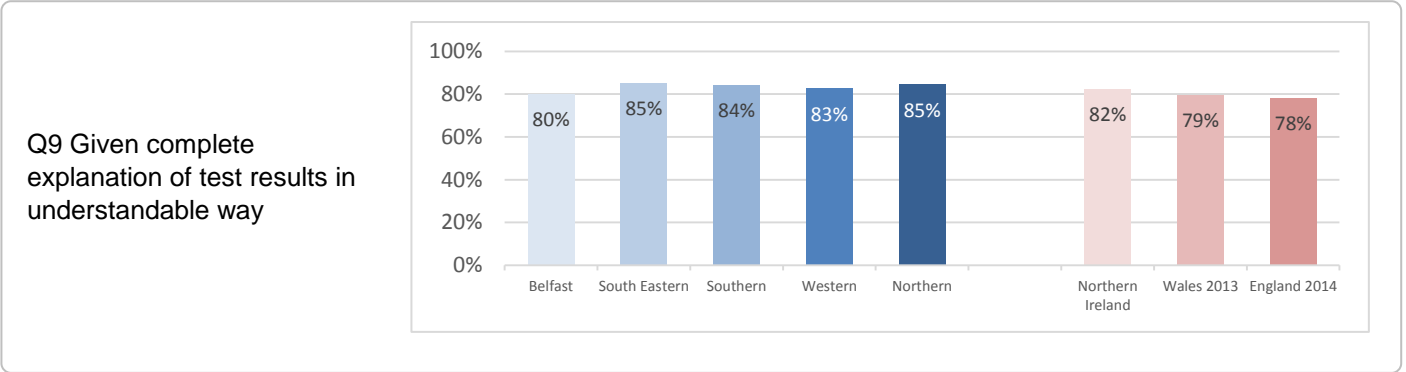
Diagnostic tests



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q6 Staff gave complete explanation of purpose of test(s)	84%	80%	88%	89%	275
Q7 Staff explained completely what would be done during test	88%	84%	92%	92%	274
Q8 Given easy to understand written information about test	86%	82%	91%	91%	274

Trust results

Diagnostic tests

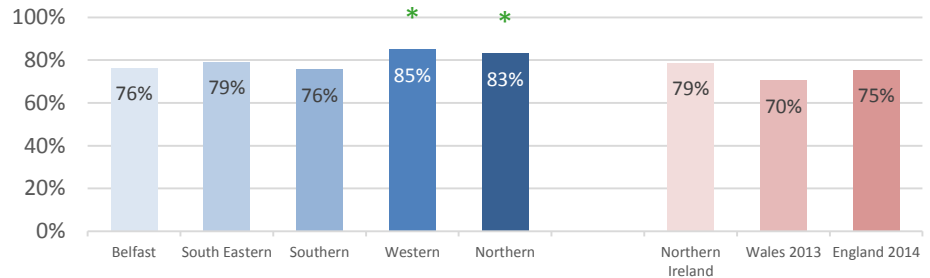


Question	Percentage 2015 for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of respondents for this Trust
Q9 Given complete explanation of test results in understandable way	83%	78%	87%	85%	272

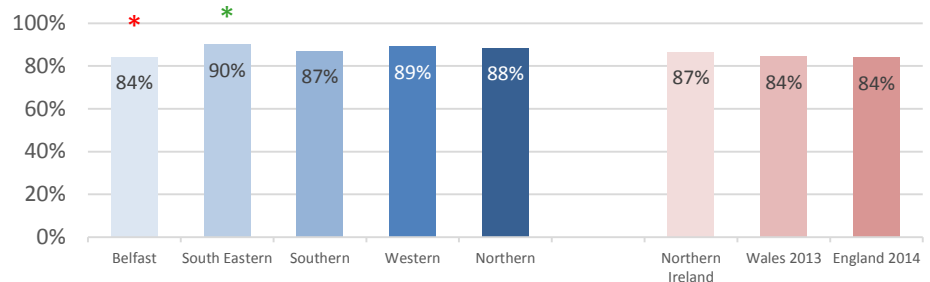
Trust results

Finding out what was wrong with you

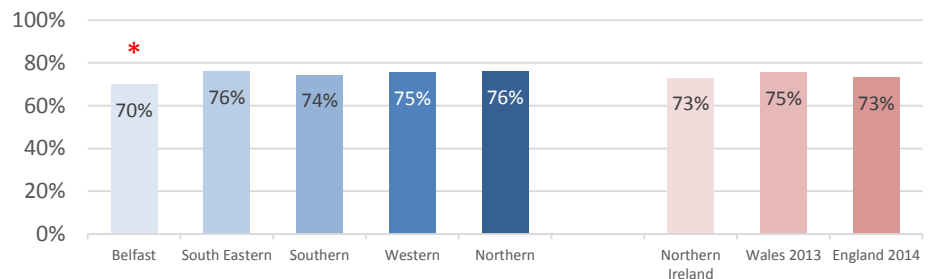
Q11 Patient told they could bring a friend when first told they had cancer



Q12 Patient felt they were told sensitively that they had cancer



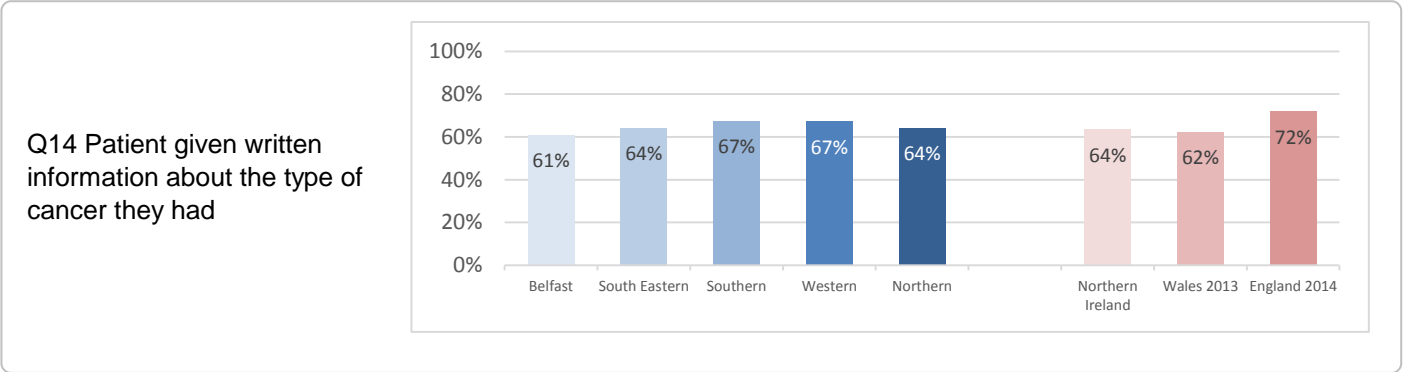
Q13 Patient completely understood the explanation of what was wrong



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q11 Patient told they could bring a friend when first told they had cancer	85%	81%	89%	85%	352
Q12 Patient felt they were told sensitively that they had cancer	89%	86%	92%	90%	354
Q13 Patient completely understood the explanation of what was wrong	75%	71%	80%	76%	358

Trust results

Finding out what was wrong with you

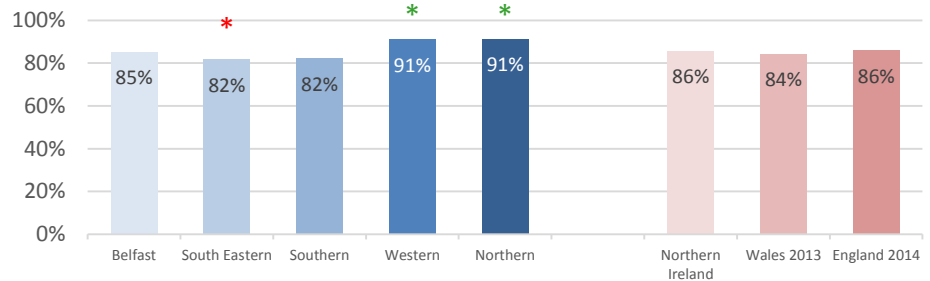


Question	Percentage 2015 for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of respondents for this Trust
Q14 Patient given written information about the type of cancer they had	67%	62%	72%	67%	357

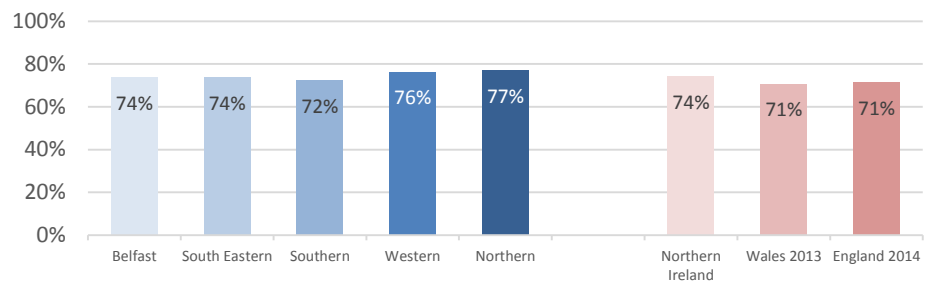
Trust results

Deciding the best treatment for you

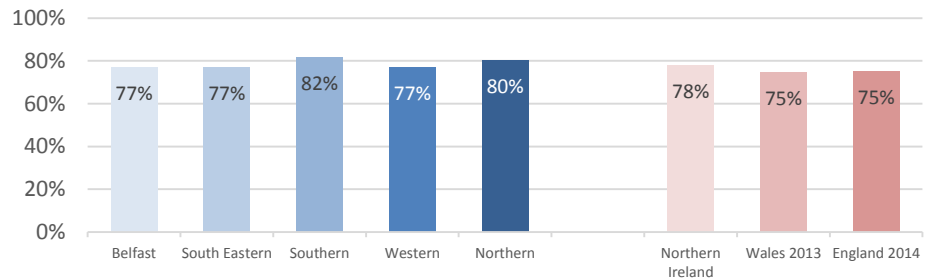
Q15 Patient given a choice of different types of treatment



Q16 Patient's views definitely taken into account by doctors and nurses discussing treatment



Q17 Possible side effects explained in an understandable way

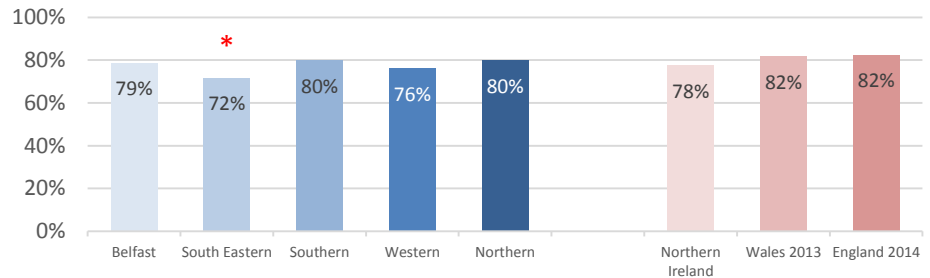


Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q15 Patient given a choice of different types of treatment	91%	88%	94%	91%	350
Q16 Patient's views definitely taken into account by doctors and nurses discussing treatment	76%	72%	81%	77%	348
Q17 Possible side effects explained in an understandable way	77%	72%	81%	82%	351

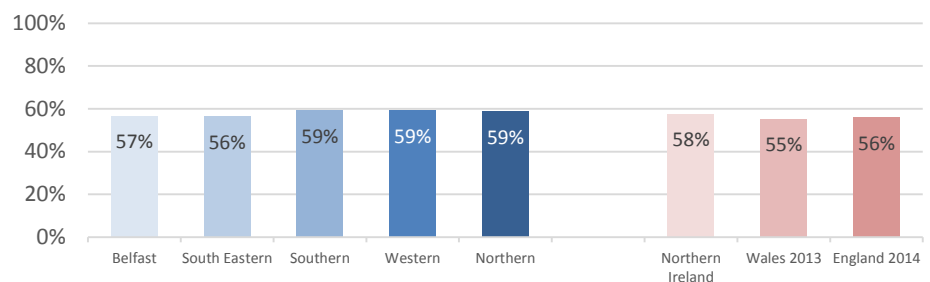
Trust results

Deciding the best treatment for you

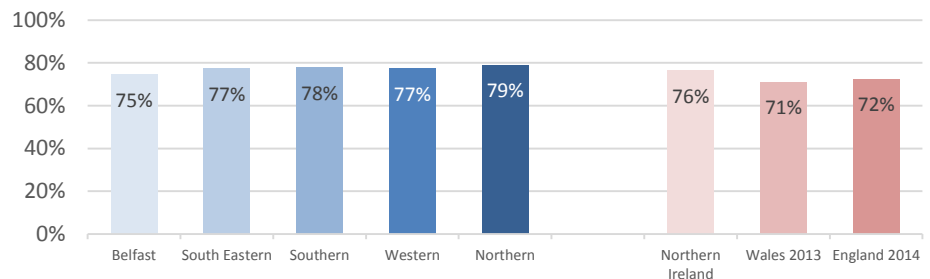
Q18 Patient given written information about side effects



Q19 Patient told about side effects that could affect them in future



Q20 Patient definitely involved in decisions about care and treatment

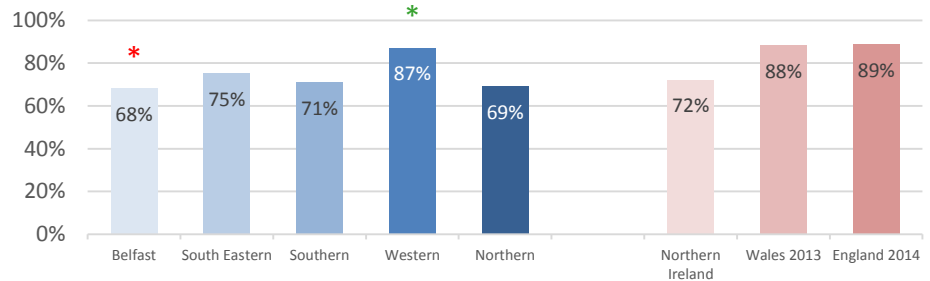


Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q18 Patient given written information about side effects	76%	72%	81%	80%	343
Q19 Patient told about side effects that could affect them in future	59%	54%	64%	59%	340
Q20 Patient definitely involved in decisions about care and treatment	77%	73%	82%	79%	346

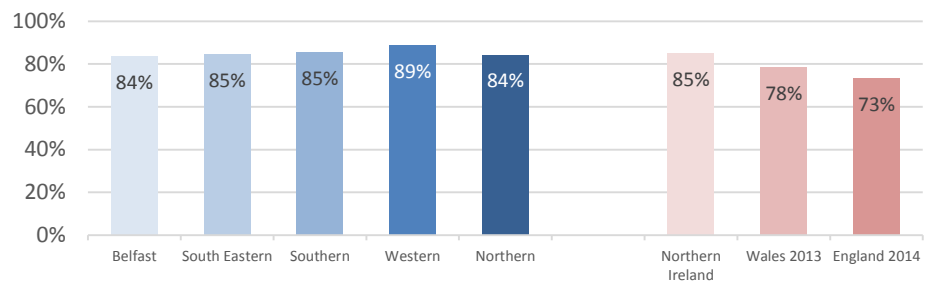
Trust results

Clinical Nurse Specialist

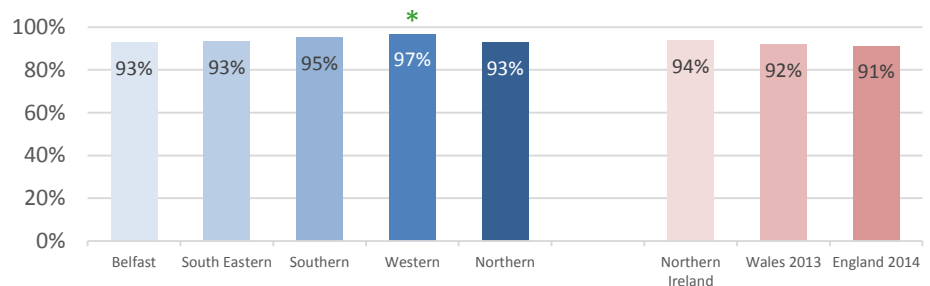
Q21 Patient given the name of the CNS in charge of their care



Q22 Patient finds it easy to contact their CNS



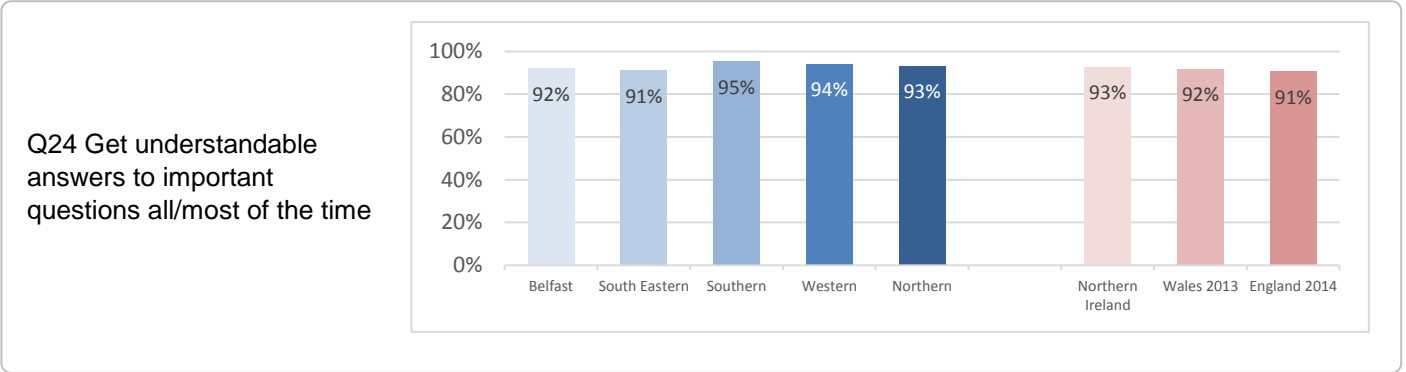
Q23 CNS definitely listened carefully the last time spoken to



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q21 Patient given the name of the CNS in charge of their care	87%	84%	91%	87%	346
Q22 Patient finds it easy to contact their CNS	89%	85%	92%	89%	290
Q23 CNS definitely listened carefully the last time spoken to	97%	95%	99%	97%	288

Trust results

Clinical Nurse Specialist

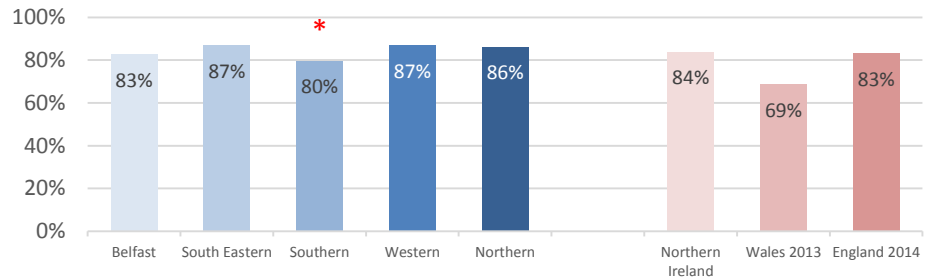


Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q24 Get understandable answers to important questions all/most of the time	94%	91%	97%	95%	293

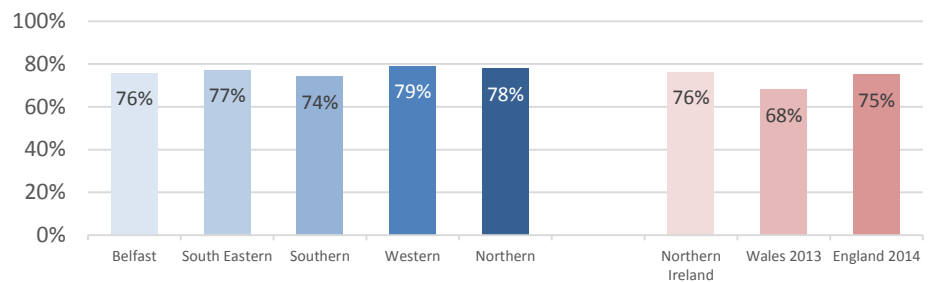
Trust results

Support for people with cancer

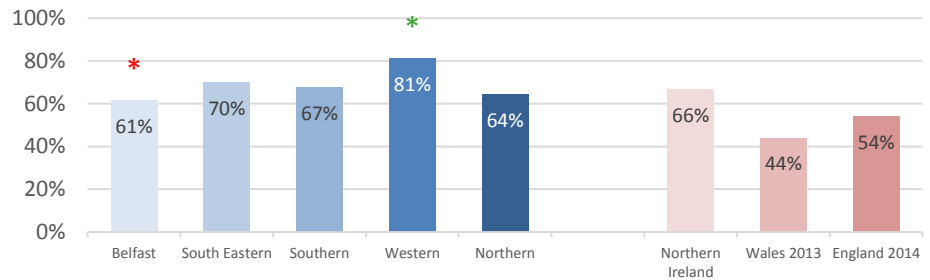
Q25 Hospital staff gave information about support groups



Q26 Hospital staff discussed or gave information about impact cancer could have on work life or education



Q27 Hospital staff gave information on getting financial help

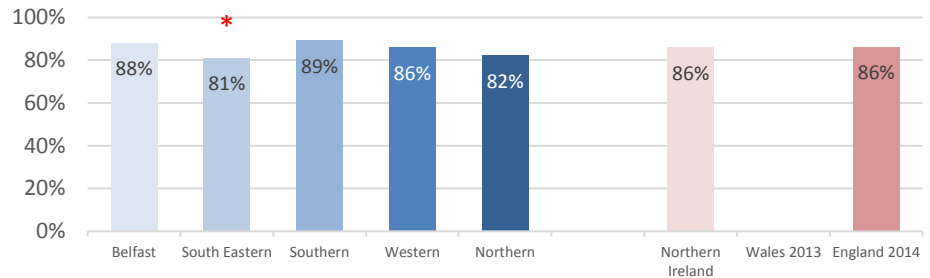


Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q25 Hospital staff gave information about support groups	87%	83%	90%	87%	344
Q26 Hospital staff discussed or gave information about impact cancer could have on work life or education	79%	75%	83%	79%	348
Q27 Hospital staff gave information on getting financial help	81%	77%	85%	81%	350

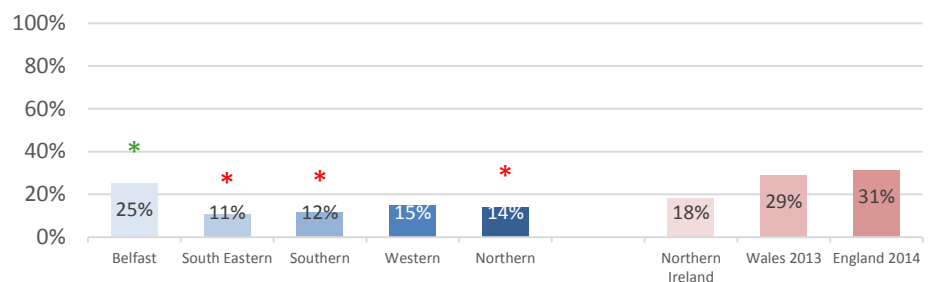
Trust results

Cancer research

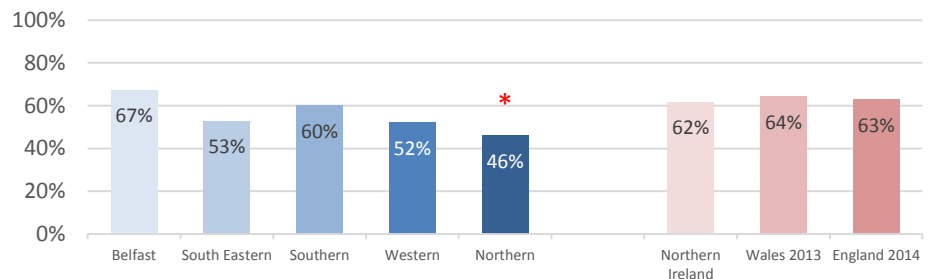
Q28 Patient saw cancer research information in the hospital



Q29 Taking part in cancer research discussed with patient



Q30 Patient went on to take part in cancer research

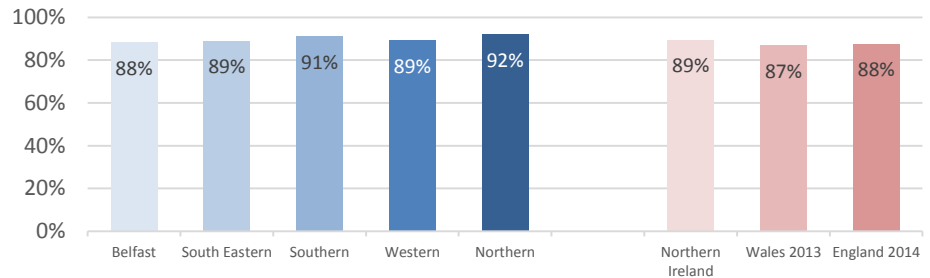


Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q28 Patient saw cancer research information in the hospital	86%	82%	90%	89%	351
Q29 Taking part in cancer research discussed with patient	15%	11%	18%	25%	346
Q30 Patient went on to take part in cancer research	52%	38%	66%	67%	48

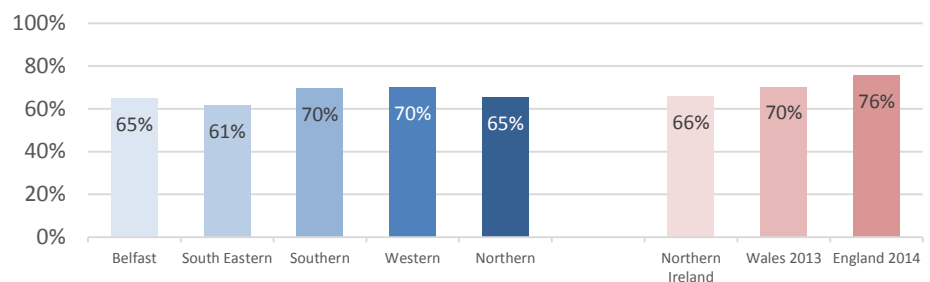
Trust results

Operations

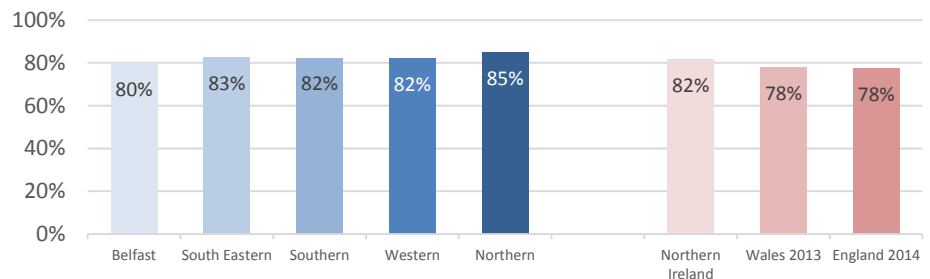
Q32 Hospital staff explained what would be done during the operation



Q33 Given written information about operation beforehand



Q34 Got understandable explanation of how operation had gone

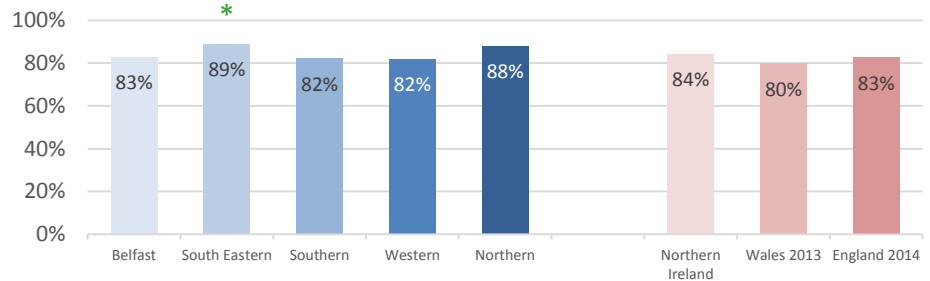


Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q32 Hospital staff explained what would be done during the operation	89%	84%	94%	92%	151
Q33 Given written information about operation beforehand	70%	63%	77%	70%	150
Q34 Got understandable explanation of how operation had gone	82%	76%	88%	85%	152

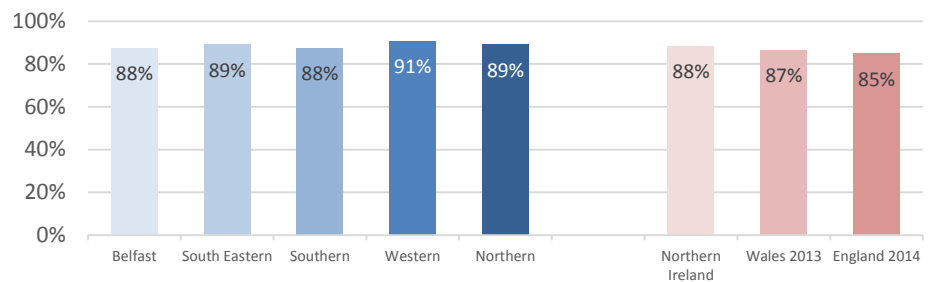
Trust results

Hospital doctors

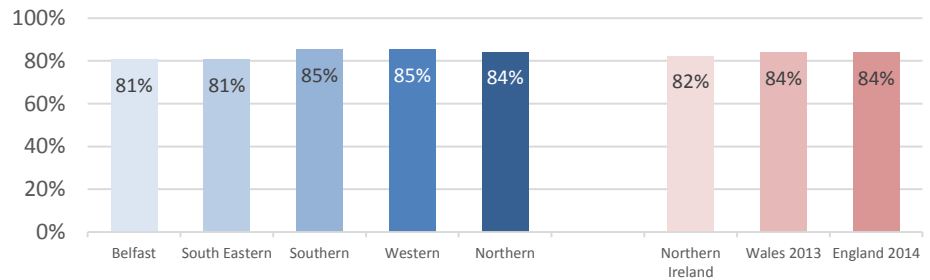
Q36 Got understandable answers to important questions all/most of the time



Q37 Patient had confidence and trust in all doctors treating them



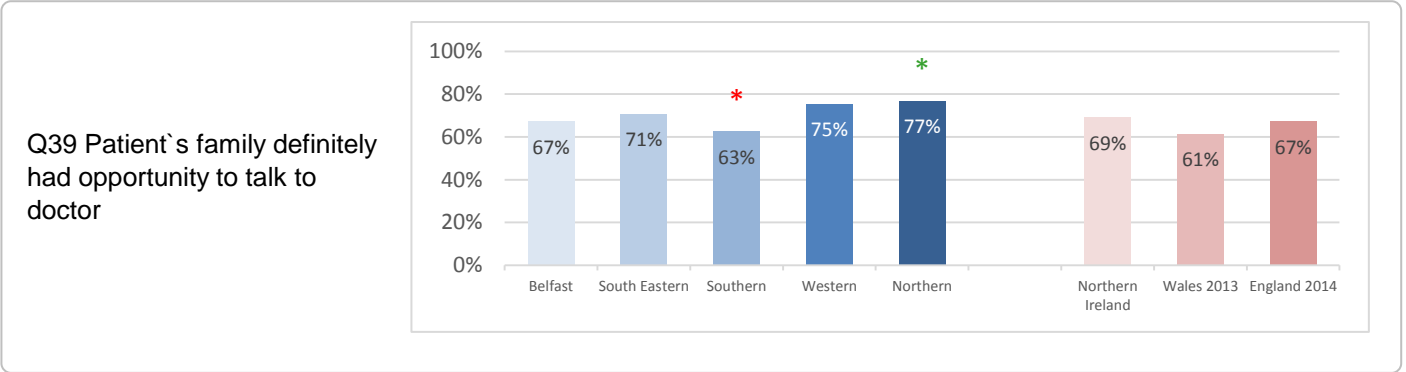
Q38 Doctors did not talk in front of patient as if they were not there



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q36 Got understandable answers to important questions all/most of the time	82%	76%	88%	89%	184
Q37 Patient had confidence and trust in all doctors treating them	91%	87%	95%	91%	183
Q38 Doctors did not talk in front of patient as if they were not there	85%	80%	90%	85%	182

Trust results

Hospital doctors

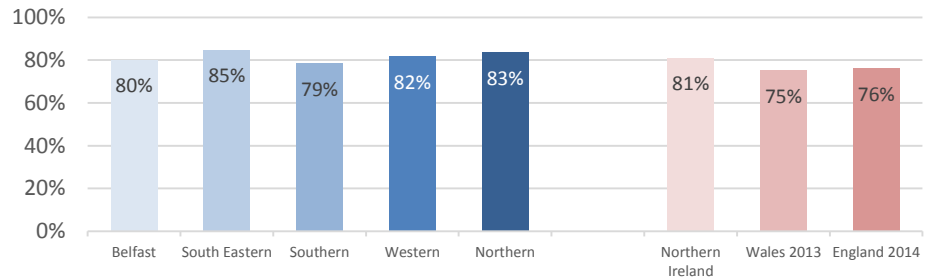


Question	Percentage 2015 for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q39 Patient's family definitely had opportunity to talk to doctor	75%	69%	82%	77%	183

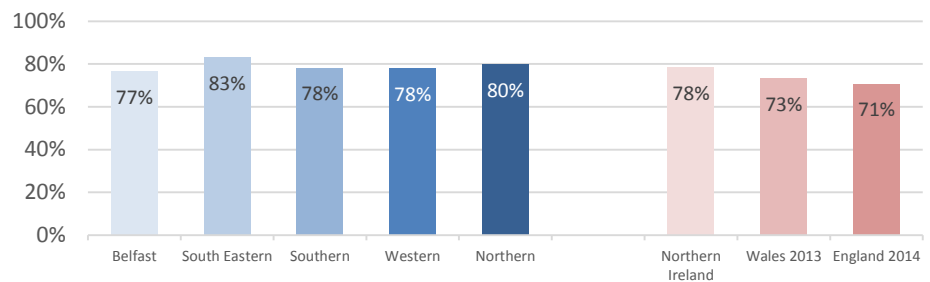
Trust results

Ward nurses

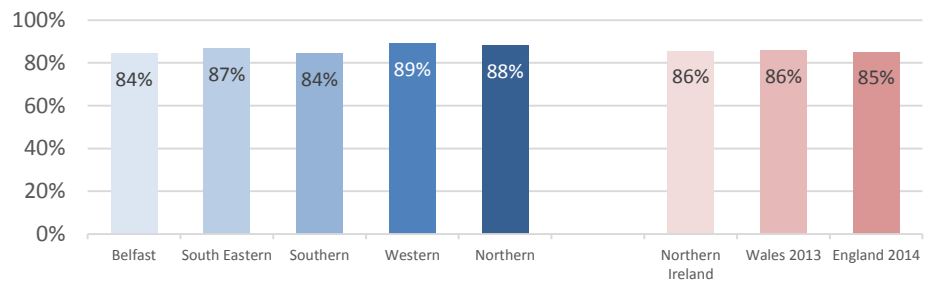
Q40 Got understandable answers to important questions all/most of the time



Q41 Patient had confidence and trust in all ward nurses



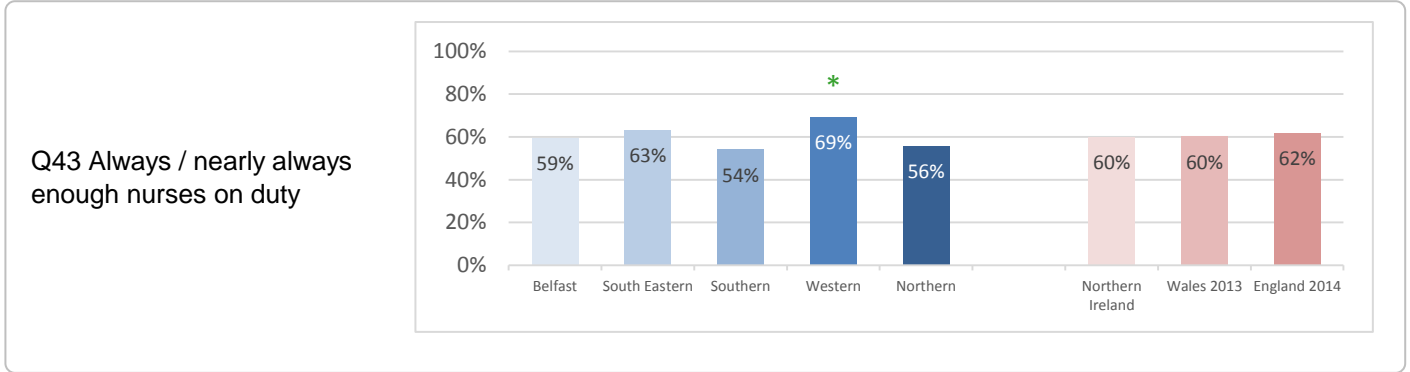
Q42 Nurses did not talk in front of patient as if they were not there



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q40 Got understandable answers to important questions all/most of the time	82%	76%	87%	85%	182
Q41 Patient had confidence and trust in all ward nurses	78%	72%	84%	83%	182
Q42 Nurses did not talk in front of patient as if they were not there	89%	84%	94%	89%	182

Trust results

Ward nurses

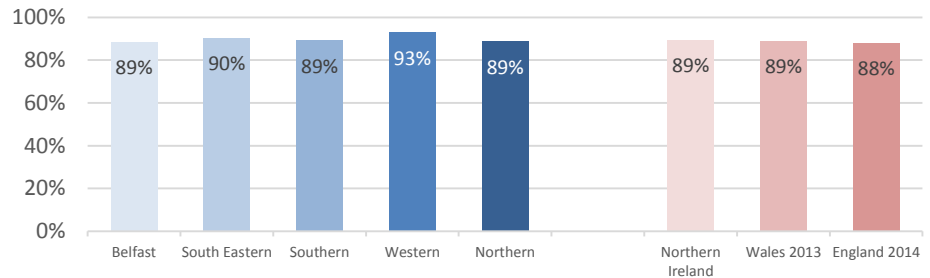


Question	Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of respondents for this Trust
Q43 Always / nearly always enough nurses on duty	69%	63%	76%	69%	182

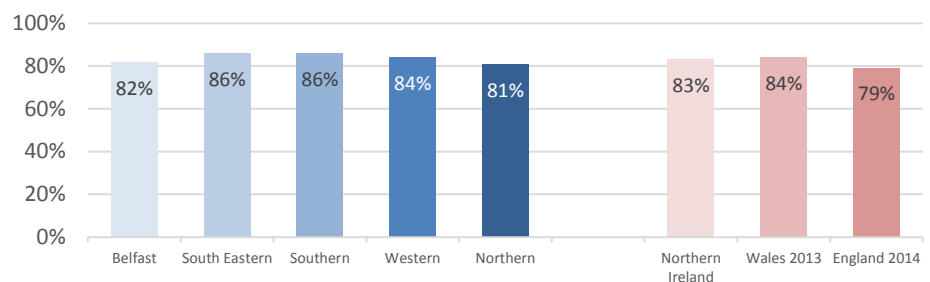
Trust results

Hospital care and treatment

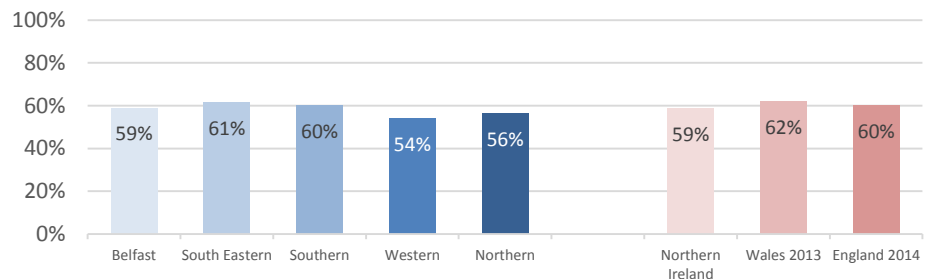
Q44 Patient did not think hospital staff deliberately misled them



Q45 Patient never thought they were given conflicting information



Q46 All staff asked patient what name they preferred to be called by

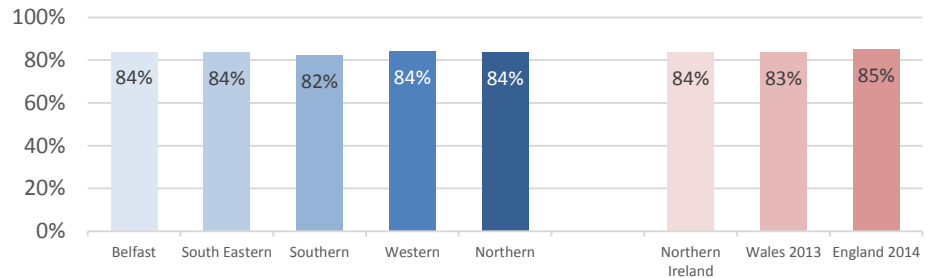


Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q44 Patient did not think hospital staff deliberately misled them	93%	89%	97%	93%	182
Q45 Patient never thought they were given conflicting information	84%	79%	89%	86%	182
Q46 All staff asked patient what name they preferred to be called by	54%	47%	61%	61%	181

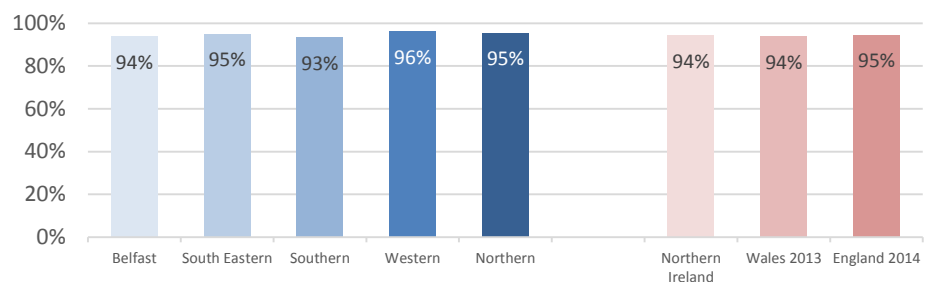
Trust results

Hospital care and treatment

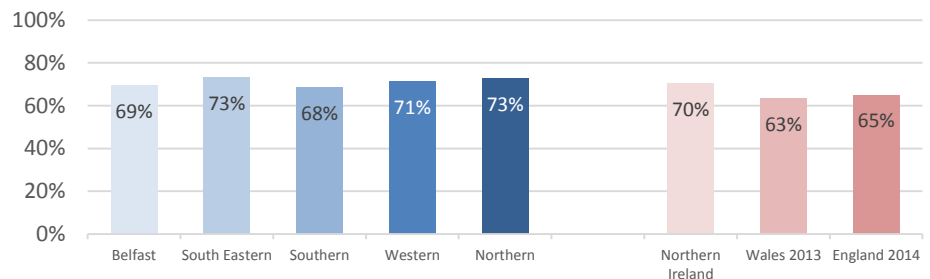
Q47 Always given enough privacy when discussing condition/treatment



Q48 Always given enough privacy when being examined or treated



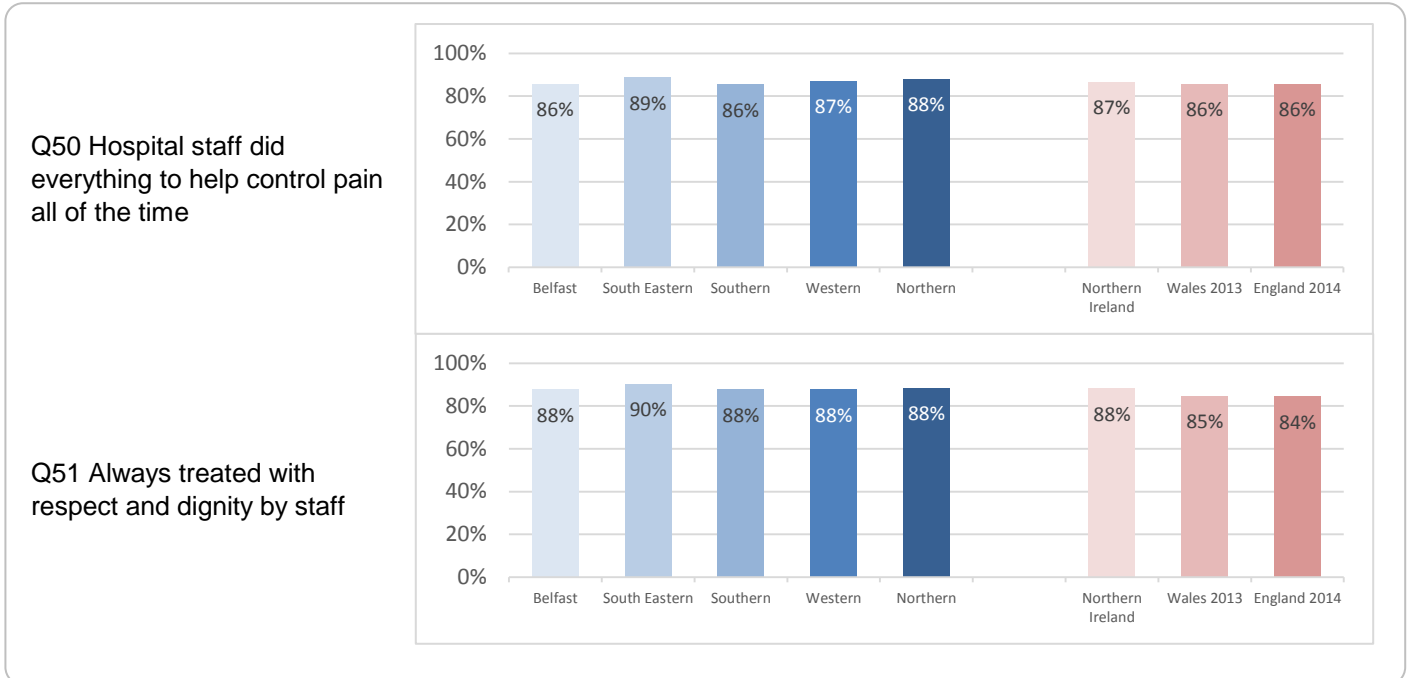
Q49 Patient was able to discuss worries or fears with staff during visit as much as they wanted



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q47 Always given enough privacy when discussing condition/treatment	84%	79%	89%	84%	183
Q48 Always given enough privacy when being examined or treated	96%	93%	99%	96%	183
Q49 Patient was able to discuss worries or fears with staff during visit as much as they wanted	71%	65%	78%	73%	183

Trust results

Hospital care and treatment

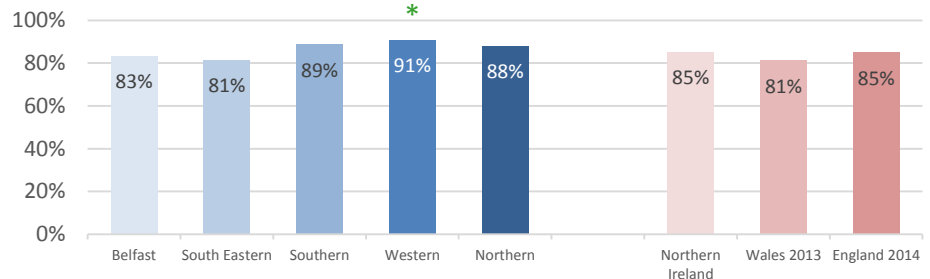


Question	2015 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q50 Hospital staff did everything to help control pain all of the time	87%	82%	92%	89%	180
Q51 Always treated with respect and dignity by staff	88%	83%	93%	90%	180

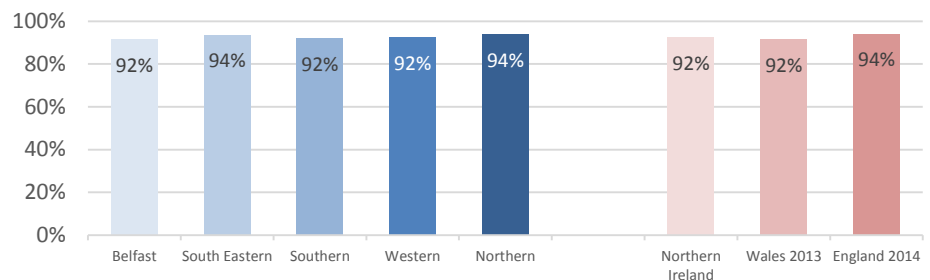
Trust results

Information given to you before leaving hospital and home support

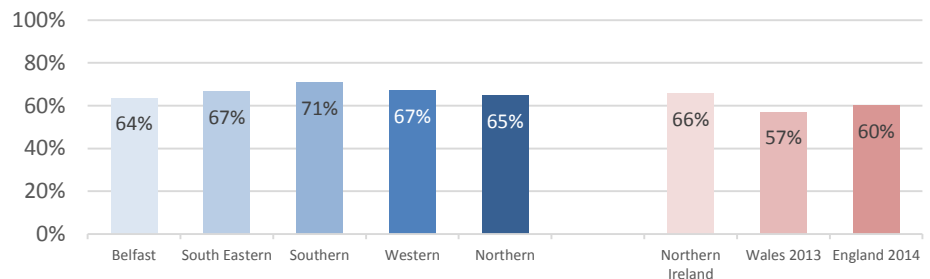
Q52 Given clear written information about what should / should not do post discharge



Q53 Staff told patient who to contact if worried post discharge



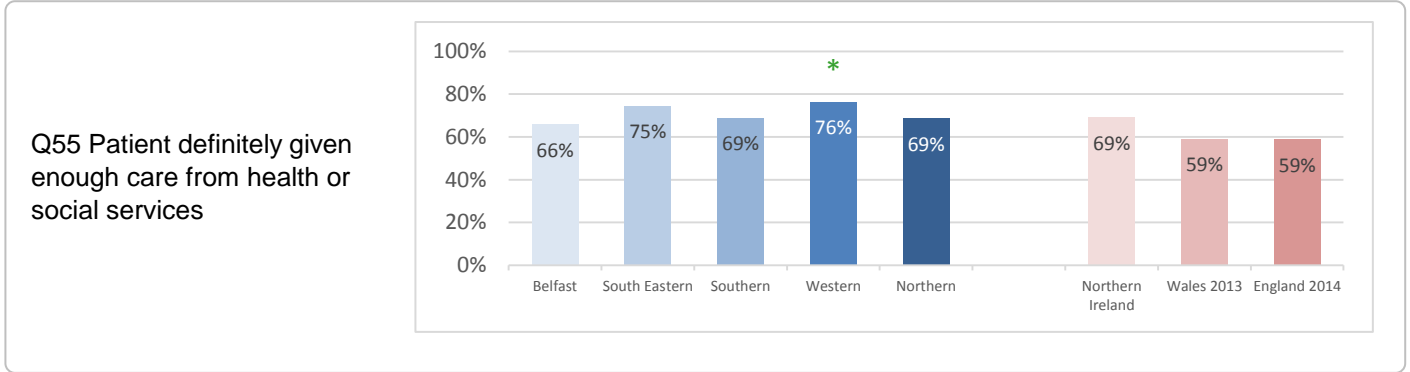
Q54 Family definitely given all information needed to help care at home



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q52 Given clear written information about what should / should not do post discharge	91%	86%	95%	91%	178
Q53 Staff told patient who to contact if worried post discharge	92%	89%	96%	94%	180
Q54 Family definitely given all information needed to help care at home	67%	60%	74%	71%	177

Trust results

Information given to you before leaving hospital and home support



Question	Percentage 2015 for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of respondents for this Trust
Q55 Patient definitely given enough care from health or social services	76%	70%	83%	76%	177

Trust results

Hospital care as a day patient / outpatient **

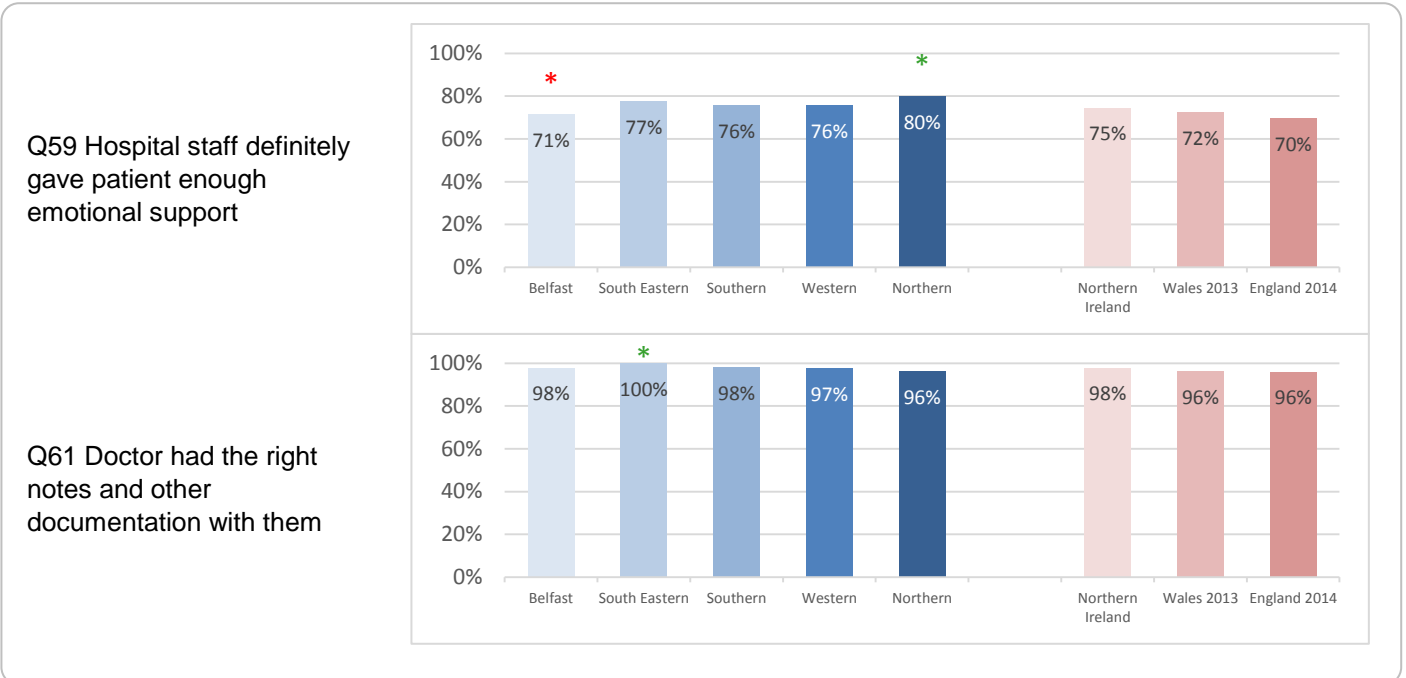


Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trusts percentage score	Number of respondents for this Trust
Q57 Staff definitely did everything to control side effects of chemotherapy	91%	88%	94%	91%	321
Q58 Staff definitely did everything they could to help control pain	88%	84%	91%	88%	334

** At present, only one Radiotherapy Unit exists in Northern Ireland, at Belfast. For all other Trust reports, radiotherapy data is suppressed.

Trust results

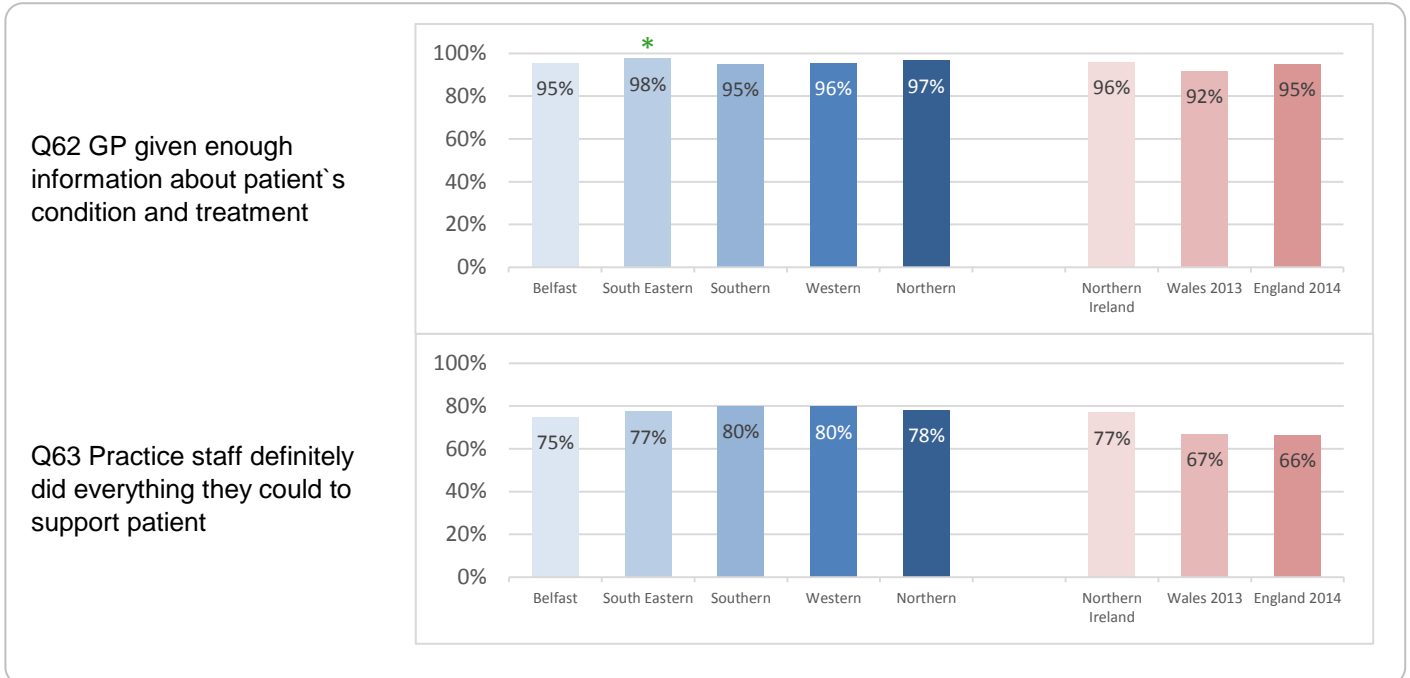
Hospital care as a day patient / outpatient



Question	2015 Percentage for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q59 Hospital staff definitely gave patient enough emotional support	76%	71%	80%	80%	336
Q61 Doctor had the right notes and other documentation with them	97%	96%	99%	100%	285

Trust results

Care from your general practice

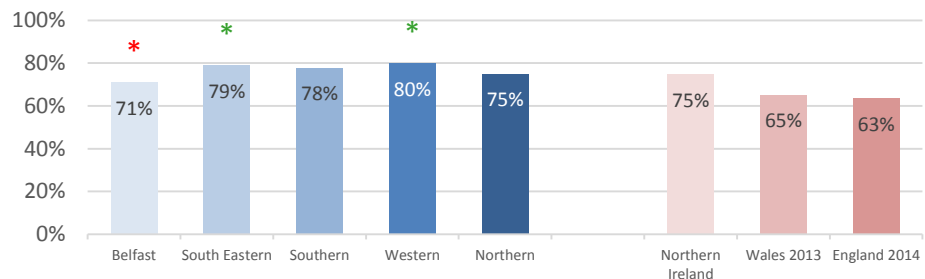


Question	Percentage 2015 for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of respondents for this Trust
Q62 GP given enough information about patient's condition and treatment	96%	93%	98%	98%	349
Q63 Practice staff definitely did everything they could to support patient	80%	76%	84%	80%	343

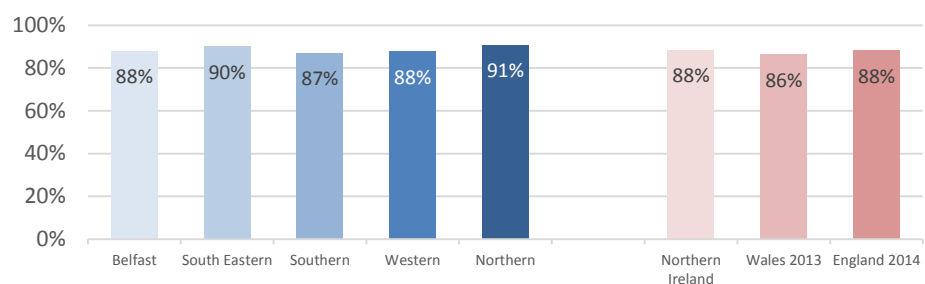
Trust results

Your overall NHS care

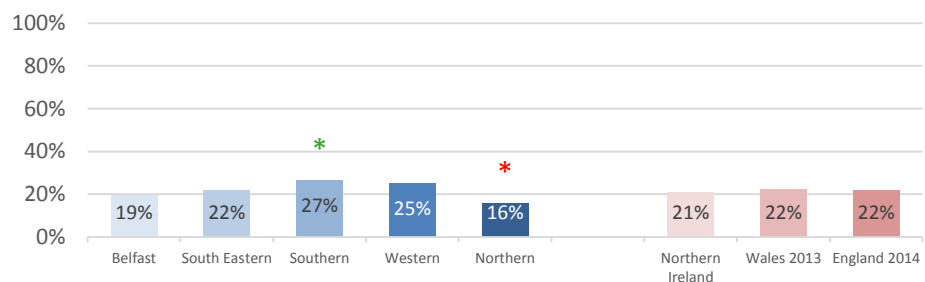
Q64 Hospital and community staff always worked well together



Q66 Given the right amount of information about condition and treatment



Q67 Patient offered written assessment and care plan



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q64 Hospital and community staff always worked well together	80%	76%	84%	80%	349
Q66 Given the right amount of information about condition and treatment	88%	84%	91%	91%	331
Q67 Patient offered written assessment and care plan	25%	21%	30%	27%	338

Trust results

Your overall NHS care



Question	Percentage 2015 for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trusts percentage score	Number of responders for this Trust
Q68 Patient did not feel that they were treated as a 'set of cancer symptoms'	86%	82%	89%	86%	339
Q69 Patient's rating of care 'excellent' / 'very good'	95%	93%	97%	95%	348

Comparisons by tumour group for this Trust

The following tables show the Trust and the all Northern Ireland percentage scores for each question broken down by tumour group. Where a cell in the table is blank this indicates that the number of patients in that group was below 20 and too small to display.

Seeing your GP

Cancer type	Q1. Saw GP once/twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary		Q4. Patient's health got better or remained about the same while waiting	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	93%	94%	95%	88%	99%	94%
Colorectal / Lower Gastro	61%	64%	87%	83%	80%	75%
Lung		65%		88%		83%
Prostate	69%	67%	87%	83%	85%	88%
Brain / CNS		10%		81%		80%
Gynaecological		69%		81%		74%
Haematological	50%	60%	86%	81%	73%	68%
Head and Neck		69%		78%		82%
Sarcoma		67%		93%		71%
Skin		94%		84%		95%
Upper Gastro		68%		81%		71%
Urological	68%	74%	93%	86%	90%	84%
Other Cancers		82%		76%		76%
All Cancers	68%	72%	89%	84%	86%	80%

Diagnostic tests

	Q6. Staff gave complete explanation of purpose of test(s)		Q7. Staff explained completely what would be done during test		Q8. Given easy to understand written information about test		Q9. Given complete explanation of test results in an understandable way	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Cancer type								
Breast	83%	88%	84%	88%	88%	85%	89%	85%
Colorectal / Lower Gastro	81%	86%	86%	90%	90%	91%	81%	82%
Lung		89%		90%		83%		83%
Prostate	88%	90%	90%	91%	86%	92%	85%	85%
Brain / CNS		95%		83%		100%		70%
Gynaecological		85%		90%		87%		77%
Haematological	81%	86%	96%	92%	85%	85%	83%	84%
Head and Neck		81%		83%		75%		80%
Sarcoma		75%		69%		75%		92%
Skin		89%		91%		91%		89%
Upper Gastro		86%		89%		85%		80%
Urological	88%	84%	89%	88%	85%	88%	74%	80%
Other Cancers		88%		87%		89%		80%
All Cancers	84%	87%	88%	89%	86%	87%	83%	82%

Finding out what was wrong with you

Cancer type	Q11. Patient told they could bring a friend when first told they had cancer		Q12. Patient felt they were told sensitively that they had cancer		Q13. Patient completely understood the explanation of what was wrong		Q14. Patient given written information about the type of cancer they had	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	97%	88%	91%	92%	79%	80%	81%	76%
Colorectal / Lower Gastro	84%	78%	92%	88%	83%	79%	45%	55%
Lung		81%		84%		80%		53%
Prostate	86%	86%	96%	88%	83%	80%	84%	70%
Brain / CNS		86%		68%		46%		50%
Gynaecological		70%		79%		71%		64%
Haematological	84%	74%	87%	86%	66%	56%	78%	73%
Head and Neck		66%		83%		66%		42%
Sarcoma		90%		80%		53%		17%
Skin		65%		93%		79%		65%
Upper Gastro		71%		82%		71%		57%
Urological	69%	76%	84%	86%	81%	77%	44%	48%
Other Cancers		76%		84%		70%		46%
All Cancers	85%	79%	89%	87%	75%	73%	67%	64%

Deciding the best treatment for you

Cancer type	Q15. Patient given a choice of different types of treatment		Q16. Patient's views definitely taken into account by doctors and nurses discussing treatment		Q17. Possible side effects explained in an understandable way		Q18. Patient given written information about side effects	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	96%	86%	79%	79%	79%	83%	83%	89%
Colorectal / Lower Gastro	80%	86%	76%	77%	74%	79%	74%	79%
Lung		84%		73%		78%		75%
Prostate	100%	94%	82%	82%	78%	78%	78%	75%
Brain / CNS		70%		68%		67%		76%
Gynaecological		73%		69%		77%		78%
Haematological	86%	87%	78%	71%	82%	80%	75%	78%
Head and Neck		81%		72%		65%		63%
Sarcoma		100%		92%		85%		69%
Skin		57%		88%		67%		66%
Upper Gastro		87%		65%		75%		80%
Urological	70%	81%	71%	69%	74%	75%	60%	64%
Other Cancers		64%		68%		73%		76%
All Cancers	91%	86%	76%	74%	77%	78%	76%	78%

Cancer type	Q19. Patient definitely told about treatment side effects that could affect them in the future		Q20. Patient definitely involved in decisions about care and treatment	
	This Trust	N.I.	This Trust	N.I.
Breast	64%	62%	77%	77%
Colorectal / Lower Gastro	54%	55%	80%	80%
Lung		56%		74%
Prostate	68%	68%	88%	85%
Brain / CNS		50%		67%
Gynaecological		52%		73%
Haematological	60%	58%	73%	76%
Head and Neck		44%		68%
Sarcoma		85%		80%
Skin		76%		78%
Upper Gastro		54%		72%
Urological	56%	51%	79%	75%
Other Cancers		49%		73%
All Cancers	59%	58%	77%	76%

Clinical Nurse Specialist

Cancer type	Q21. Patient given the name of the CNS in charge of their care		Q22. Patient finds it easy to contact their CNS		Q23. CNS definitely listened carefully the last time spoken to		Q24. Get understandable answers to important questions all/most of the time	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	100%	94%	90%	83%	96%	92%	93%	93%
Colorectal / Lower Gastro	72%	63%	97%	90%	100%	95%	100%	96%
Lung		69%		82%		91%		90%
Prostate	93%	70%	84%	81%	98%	97%	98%	98%
Brain / CNS		73%		80%		82%		80%
Gynaecological		82%		78%		94%		88%
Haematological	94%	70%	95%	90%	94%	94%	92%	92%
Head and Neck		69%		82%		96%		92%
Sarcoma		83%		100%		100%		89%
Skin		42%		92%		100%		93%
Upper Gastro		66%		89%		93%		92%
Urological	73%	53%	76%	82%	100%	95%	96%	89%
Other Cancers		62%		78%		95%		96%
All Cancers	87%	72%	89%	85%	97%	94%	94%	93%

Support for people with cancer

Cancer type	Q25. Hospital staff gave information about support groups		Q26. Hospital staff gave information about impact cancer could have on work/education		Q27. Hospital staff gave information on getting financial help	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	92%	93%	89%	83%	96%	76%
Colorectal / Lower Gastro	74%	81%	72%	77%	76%	67%
Lung		85%		77%		72%
Prostate	97%	87%	83%	81%	64%	51%
Brain / CNS		90%		71%		63%
Gynaecological		80%		68%		60%
Haematological	90%	84%	83%	78%	84%	75%
Head and Neck		78%		69%		59%
Sarcoma		91%		86%		80%
Skin		82%		71%		69%
Upper Gastro		80%		78%		65%
Urological	71%	67%	47%	60%	62%	41%
Other Cancers		76%		65%		57%
All Cancers	87%	84%	79%	76%	81%	66%

Cancer research

Cancer type	Q28. Patient has seen information about cancer research in the hospital		Q29. Taking part in cancer research discussed with patient		Q30. Patient has taken part in cancer research	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	88%	88%	16%	22%		63%
Colorectal / Lower Gastro	78%	81%	6%	15%		59%
Lung		87%		12%		57%
Prostate	85%	84%	28%	34%		68%
Brain / CNS		93%		37%		80%
Gynaecological		86%		16%		64%
Haematological	89%	91%	17%	22%		56%
Head and Neck		87%		11%		50%
Sarcoma		87%		8%		100%
Skin		83%				
Upper Gastro		88%		18%		63%
Urological	84%	79%	7%	9%		66%
Other Cancers		87%		9%		40%
All Cancers	86%	86%	15%	18%	52%	62%

Operations

Cancer type	Q32. Staff gave complete explanation of what would be done		Q33. Patient given written information about the operation		Q34. Staff explained how operation had gone in understandable way	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	85%	92%	87%	79%	87%	83%
Colorectal / Lower Gastro	97%	89%	62%	57%	88%	85%
Lung		96%		47%		84%
Prostate		85%		79%		76%
Brain / CNS		86%		70%		69%
Gynaecological		91%		68%		79%
Haematological		86%		51%		79%
Head and Neck		89%		55%		81%
Sarcoma		100%		57%		88%
Skin		93%		73%		85%
Upper Gastro		90%		71%		87%
Urological	81%	85%	60%	59%	74%	75%
Other Cancers		83%		50%		83%
All Cancers	89%	89%	70%	66%	82%	82%

Hospital Doctors

Cancer type	Q36. Got understandable answers to important questions all/most of the time		Q37. Patient had confidence and trust in all doctors treating them		Q38. Doctors did not talk in front of patient as if they were not there		Q39. Patient's family definitely had opportunity to talk to doctor	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	79%	86%	86%	89%	88%	89%	73%	69%
Colorectal / Lower Gastro	88%	85%	91%	90%	76%	76%	81%	70%
Lung		86%		85%		77%		79%
Prostate		89%		91%		87%		75%
Brain / CNS		69%		92%		69%		64%
Gynaecological		81%		87%		88%		59%
Haematological	92%	90%	96%	92%	92%	86%	79%	77%
Head and Neck		88%		82%		79%		71%
Sarcoma		100%		100%		88%		75%
Skin		96%		90%		90%		88%
Upper Gastro		81%		90%		73%		67%
Urological	74%	74%	90%	86%	83%	80%	61%	58%
Other Cancers		81%		82%		73%		68%
All Cancers	82%	84%	91%	88%	85%	82%	75%	69%

Ward Nurses

	Q40. Got understandable answers to important questions all/most of the time		Q41. Patient had confidence and trust in all ward nurses		Q42. Nurses did not talk in front of patient as if they were not there		Q43. Always / nearly always enough nurses on duty	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Cancer type								
Breast	79%	83%	79%	78%	91%	89%	64%	58%
Colorectal / Lower Gastro	89%	84%	74%	78%	82%	83%	62%	61%
Lung		83%		78%		85%		68%
Prostate		81%		82%		85%		72%
Brain / CNS		82%		71%		71%		43%
Gynaecological		76%		68%		83%		56%
Haematological	75%	85%	77%	82%	85%	87%	69%	59%
Head and Neck		79%		74%		80%		60%
Sarcoma		100%		88%		86%		86%
Skin		100%		100%		89%		79%
Upper Gastro		75%		78%		86%		54%
Urological	79%	75%	77%	79%	97%	86%	87%	60%
Other Cancers		76%		83%		83%		53%
All Cancers	82%	81%	78%	78%	89%	86%	69%	60%

Hospital care and treatment

Cancer type	Q44. Patient did not think hospital staff deliberately misled them		Q45. Patient never thought they were given conflicting information		Q46. All staff asked patient what name they preferred to be called by		Q47. Always given enough privacy when discussing condition or treatment	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	97%	93%	90%	84%	50%	53%	84%	84%
Colorectal / Lower Gastro	88%	88%	82%	87%	52%	58%	94%	84%
Lung		92%		78%		48%		81%
Prostate		88%		75%		63%		87%
Brain / CNS		86%		79%		69%		79%
Gynaecological		92%		77%		48%		71%
Haematological	96%	90%	88%	85%	62%	66%	85%	85%
Head and Neck		92%		84%		52%		91%
Sarcoma		100%		88%		63%		100%
Skin		89%		86%		62%		100%
Upper Gastro		82%		79%		70%		86%
Urological	94%	86%	77%	84%	52%	67%	81%	81%
Other Cancers		88%		82%		48%		78%
All Cancers	93%	89%	84%	83%	54%	59%	84%	84%

Cancer type	Q48. Always given enough privacy when being examined or treated		Q49. Patient was able to discuss worries or fears with staff during visit		Q50. Hospital staff did everything to help control pain all of the time		Q51. Always treated with respect and dignity by staff	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	93%	94%	69%	68%	85%	89%	88%	89%
Colorectal / Lower Gastro	94%	94%	76%	74%	84%	88%	88%	88%
Lung		90%		71%		88%		90%
Prostate		94%		68%		88%		84%
Brain / CNS		93%		67%		85%		77%
Gynaecological		91%		69%		82%		84%
Haematological	100%	95%	74%	76%	94%	87%	85%	90%
Head and Neck		98%		66%		78%		85%
Sarcoma		100%		83%		100%		86%
Skin		100%		88%		88%		100%
Upper Gastro		99%		65%		90%		93%
Urological	100%	94%	69%	69%	89%	84%	89%	88%
Other Cancers		93%		69%		82%		83%
All Cancers	96%	94%	71%	70%	87%	87%	88%	88%

Information given to you before you left hospital and home support

	Q52. Given clear written information about what should / should not do post discharge		Q53. Staff told patient who to contact if worried post discharge		Q54. Family definitely given all information needed to help care at home		Q55. Patient definitely given enough care from health or social services	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Cancer type								
Breast	98%	93%	95%	98%	55%	62%	81%	75%
Colorectal / Lower Gastro	90%	83%	90%	91%	71%	68%	91%	74%
Lung		82%		90%		65%		74%
Prostate		87%		89%		71%		62%
Brain / CNS		75%		92%		54%		30%
Gynaecological		92%		91%		56%		61%
Haematological	92%	84%	100%	98%	88%	76%	76%	75%
Head and Neck		86%		92%		69%		70%
Sarcoma		100%		100%		100%		50%
Skin		93%		97%		61%		86%
Upper Gastro		77%		91%		67%		64%
Urological	74%	78%	81%	81%	64%	59%	45%	51%
Other Cancers		78%		95%		71%		71%
All Cancers	91%	85%	92%	92%	67%	66%	76%	69%

Hospital care as a day patient / outpatient

Cancer type	Q56. Staff definitely did everything to control side effects of radiotherapy		Q57. Staff definitely did everything to control side effects of chemotherapy		Q58. Staff definitely did everything they could to help control pain		Q59. Hospital staff definitely gave patient enough emotional support	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast		85%	85%	87%	88%	88%	78%	75%
Colorectal / Lower Gastro		86%	93%	88%	93%	87%	72%	77%
Lung		81%		89%		87%		79%
Prostate		81%	100%	84%	78%	81%	82%	77%
Brain / CNS		80%		75%		88%		57%
Gynaecological		85%		85%		84%		60%
Haematological		85%	93%	90%	92%	89%	78%	77%
Head and Neck		76%		77%		89%		65%
Sarcoma		80%		100%		100%		100%
Skin		100%		100%		75%		74%
Upper Gastro		91%		87%		82%		72%
Urological		90%	100%	82%	84%	80%	77%	75%
Other Cancers		76%		88%		88%		71%
All Cancers		84%	91%	87%	88%	86%	76%	75%

Cancer type	Q61. Doctor had the right notes and other documentation with them	
	This Trust	N.I.
Breast	100%	98%
Colorectal / Lower Gastro	95%	97%
Lung		99%
Prostate	100%	99%
Brain / CNS		92%
Gynaecological		96%
Haematological	98%	99%
Head and Neck		97%
Sarcoma		100%
Skin		98%
Upper Gastro		98%
Urological	93%	97%
Other Cancers		97%
All Cancers	97%	98%

Care from your general practice

Cancer type	Q62. GP given enough information about patient's condition and treatment		Q63. Practice staff definitely did everything they could to support patient	
	This Trust	N.I.	This Trust	N.I.
Breast	92%	96%	82%	79%
Colorectal / Lower Gastro	100%	97%	83%	80%
Lung		94%		78%
Prostate	95%	97%	82%	79%
Brain / CNS		91%		76%
Gynaecological		97%		74%
Haematological	98%	97%	74%	73%
Head and Neck		93%		63%
Sarcoma		92%		100%
Skin		98%		79%
Upper Gastro		96%		76%
Urological	91%	94%	70%	79%
Other Cancers		95%		86%
All Cancers	96%	96%	80%	77%

Your overall NHS care

Cancer type	Q64. Hospital and community staff always worked well together		Q66. Given the right amount of information about condition and treatment		Q67. Patient offered written assessment and care plan		Q68. Patient did not feel that they were treated as 'a set of cancer symptoms'	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	79%	76%	91%	87%	37%	32%	83%	79%
Colorectal / Lower Gastro	80%	81%	89%	89%	24%	19%	86%	87%
Lung		72%		91%		18%		82%
Prostate	84%	80%	96%	91%	15%	19%	92%	89%
Brain / CNS		56%		79%		28%		68%
Gynaecological		66%		90%		14%		79%
Haematological	84%	78%	88%	91%	24%	23%	84%	86%
Head and Neck		62%		82%		18%		83%
Sarcoma		86%		93%		18%		86%
Skin		84%		89%		2%		90%
Upper Gastro		69%		88%		19%		81%
Urological	71%	73%	78%	85%	15%	11%	85%	84%
Other Cancers		69%		83%		24%		80%
All Cancers	80%	75%	88%	88%	25%	21%	86%	83%

Cancer type	Q69. Patient's rating of care 'excellent'/'very good'	
	This Trust	N.I.
Breast	97%	94%
Colorectal / Lower Gastro	98%	92%
Lung		84%
Prostate	96%	92%
Brain / CNS		79%
Gynaecological		91%
Haematological	96%	96%
Head and Neck		90%
Sarcoma		100%
Skin		95%
Upper Gastro		88%
Urological	93%	90%
Other Cancers		91%
All Cancers	95%	92%



The Northern Ireland Cancer Patient Experience Survey was undertaken by Quality Health, which specialises in measuring patients' experiences of hospital, primary care and mental health services, using this information to improve the quality of health care and the responsiveness of health services to patients and service users' needs.

Quality Health works with all acute hospitals in England, all independent providers of hospital care, all Health Boards in Scotland, Wales and Northern Ireland using rigorous survey methods to evaluate the quality of services to patients, the outcomes of operative procedures and health gain, and establish the views of NHS staff. Quality Health also works for international healthcare Providers on 5 continents.

Quality Health is an approved contractor for the Care Quality Commission survey programmes of patients and staff in the NHS and also undertakes data collection and survey systems for the National Patient Reported Outcomes programme on behalf of NHS England. Quality Health has headquarters in North Derbyshire.

Further information on the Cancer Patient Experience Survey programmes and the 2015 survey can be obtained at www.quality-health.co.uk

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www.quality-health.co.uk

E-mail info@quality-health.co.uk