



BETTER CARE FOR CANCER PATIENTS

Our patients have been telling us about their experiences in a national survey so that we can improve our services to meet their needs and expectations

About the survey

The National Cancer Patient Experience Survey explores the experiences of cancer patients in hospital trusts and in primary and community care. It has been carried out yearly since 2010 to help drive improvements.

The 2015 survey was published on 5 July 2016.

Patients asked to complete it were aged 16 and over with a confirmed primary diagnosis of cancer, discharged from an NHS trust after an inpatient stay or as a day case for cancer related treatment during April, May and June 2015.

It asked 59 questions and involved more than 108,000 patients. 1,114 patients were contacted

who had been cared for at King George and Queen's hospitals – of these, 634 responded.

We are now reviewing the findings to identify where we need to focus so that we make the changes that matter most to our patients.

Key improvements

We've worked hard to drive up the quality of our care, so we're delighted that patients have told us we're getting better.

Key improvements are outlined in the table on page 2. We are particularly pleased that these include improvements in areas of concern identified in the 2014 survey.



Survey Questions	2015	2014
Involved as much as they wanted to be in decisions about care and treatment	74%	66%
Treated with dignity and respect	84%	75%
Had confidence and trust in all doctors treating them	83%	80%
Had confidence and trust in all ward nurses	68%	56%
Given the name of a clinical nurse specialist who would support them through their treatment	92%	91%
Found it was 'quite easy' or very easy' to contact their CNS	81%	64%
Told who to contact if they were worried about their condition or treatment after they left hospital	89%	87%
Thought GPs and nurses at the general practice did everything they could to support them during their treatment	62%	56%

How did we achieve this?

Dedicated Lead Cancer Nurse and Cancer Patient Experience Programme Manager.

New Schwartz Center Rounds to support staff in managing the emotional impact of their role.

Customer service training for frontline administrative staff and advanced communications skills courses for our clinical nurse specialists.

Introduced The Recovery Package to support patients following their hospital treatment, including holistic needs assessments and quarterly health and wellbeing clinics.

Where we need to focus

In some areas we fell below the average, however, it is encouraging that we fell below the average in fewer areas than in 2014.

One of the most important areas we need to focus on is our communication with inpatients. We need to make sure they are able to discuss their worries or fears with staff as we have not scored as well in this area as we did previously.

Cancer patients are looked after by general ward staff as well as cancer specialists, so we need to equip these staff with the appropriate skills.

We need to improve the way we work with our primary and community care colleagues.

Next steps

We are identifying where we need to focus, including individualised needs and support for each cancer specialty.

We will continue to place emphasis on communications skills and training and will provide education and training for general ward staff.

Diagnostics is a value stream in our work with the Virginia Mason Institute. This will drive forward the work on diagnostic pathways, including improving communications between colleagues, and between clinicians and patients.

We will strengthen links with our primary care and community partners and improve our processes.

Our Cancer Patient and Public Advisory Group are currently looking at ways to improve the physical environment across our services, and will be key in supporting actions arising from the survey.

More information

You can [read the full survey results](#). And please [feedback about your experiences](#) at our hospitals.