

**Cancer Patient
Experience Survey -
using insight to
improve patient
experience of care**

**Voice of the lived
experience...**



**Humber and North Yorkshire
Cancer Alliance**



Cancer in context...

More than
one in two people
will develop
cancer in their
lifetime

Cancer survival
in the UK has
doubled in the
last 40 years

Each week...
226
people are diagnosed
with cancer in Humber
and North Yorkshire

Currently...
79,220
people are living with
and beyond cancer in
Humber and North
Yorkshire

Each week...
96
people lose their life
to cancer in Humber
and North Yorkshire

National Cancer Patient Experience Survey

- CPES results published annually
- These recently published results are from a survey conducted in 2023
- Most comprehensive insight tool at the NHS's disposal to understand patient experience of using cancer services
- HNY response rate = 55% (**1,930** people) and above national average of 52%
- But more work needs to be done to encourage members of ethnic minority communities and highly deprived communities to complete the survey
- Patient's average rating of cancer care, scored from very poor to very good, was **8.9/10** (same as the two previous years)
- 2023 HNY regional results yielded no scores below the expected range
- However, individual trusts did score below the expected range in some areas...

Where scores fell below the national expected score range:

The patient having enough privacy when receiving a diagnosis or being told about their diagnosis in an appropriate place (Y&S)

Length of waiting time for diagnostic test result (HUTH)

Length of waiting time at clinic and day unit for treatment (HUTH)

The patient had a main point of contact within the care team (HUTH)

The care team reviewed the patient's care plan with them to ensure it was up to date (HUTH)

The patient felt their administration of care was very good or very good (HUTH).

Where scores were above the national expected range...

- **88%** of respondents said they found it very or quite easy to contact their main contact person. This is compared to the England score of 84%
- **97%** of respondents said they found advice from main contact person to be very or quite helpful. This is compared to the England score of 96%.

The most significant shifts between 2021 and 2023 results:

- Referral for diagnosis was explained in a way the patient could completely understand **increased** from 63% to 68%
- Patient was told they could have a family member, carer or friend with them when told the diagnosis **increased** from 70% to 81%
- Family/carers were definitely involved as much as the patient wanted them to be in decisions about treatment options **increased** from 76% to 85%
- Patient was always involved in decisions about their care while in hospital **increased** from 68% to 73%
- Care team gave family or someone close all information needed to help care for the patient at home **increased** from 54% to 63%
- Patient definitely received the right amount of support from their GP practice during treatment **increased** from 41% to 47%

- Patient felt length of time waiting for diagnostic test results was about right **fell** from 80% to 78%
- Patient had confidence and trust in all of the team looking after them in hospital **fell** from 82% to 77%.
- After treatment, the patient definitely could get enough emotional support at home, in the community or by a voluntary service **fell** from 35% to 32%.

What now?

- Granular analysis of results under way to inform experience of care improvement action plans
- Results presented to a variety of boards and leadership groups to inform their activity and improve patient experience of care
- Cancer Alliances and primary and secondary care partners working together to use this insight to improve patient outcomes
- Scoping local survey activity with Clinical Nurse Specialist teams to identify opportunities to enhance or support patient experience engagement activity
- Collaborative work to increase response rates from seldom heard communities – to make insight as reflective of the local population as possible moving forward.