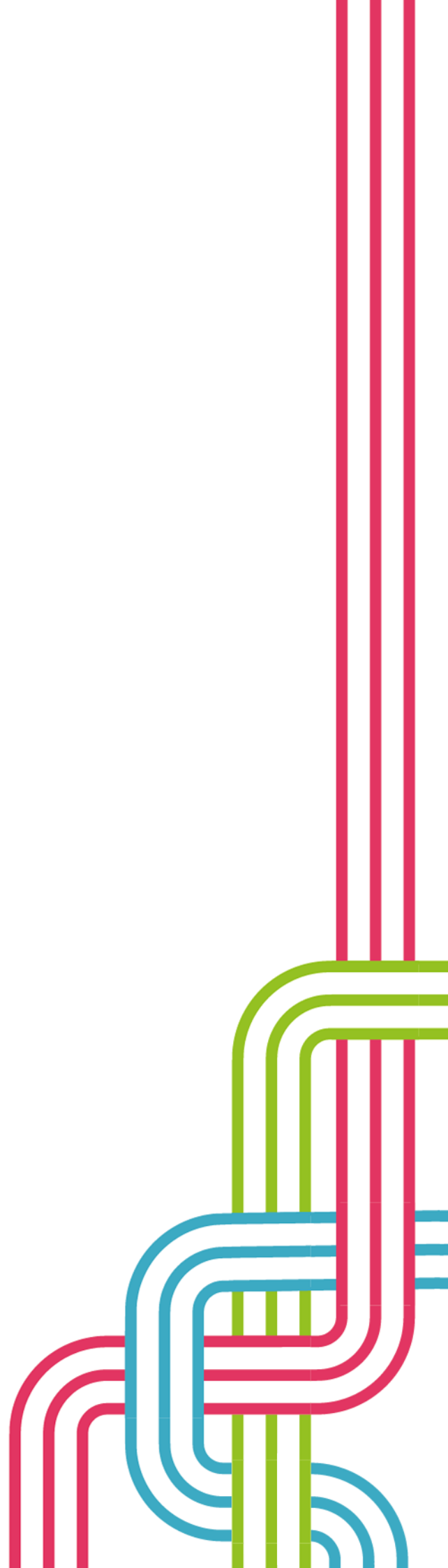


Patient satisfaction

Suffolk

2023



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About the data

Due to how cancer quality of life data is published, we are only able to report data at ICB level. Therefore, data is presented for both Suffolk and North East Essex ICB and Norfolk and Waveney ICB areas. This data only includes cancer patients aged 16 and over.

Cancer patient experience survey (CPES)

The Cancer Patient Experience Survey (CPES) is intended to monitor progress on cancer care, and to provide supporting information to drive improvements and the work of stakeholders supporting cancer patients. Data is reported at ICB, Trust, and Cancer Alliance level.

The survey includes all adult NHS patients aged 16 and over with a confirmed primary diagnosis of cancer, who have been admitted to hospital as inpatients for cancer related treatment, or who were seen as day case patients for cancer related treatment and have been discharged between 1st April 2021 and 30th June 2021. 71 questions are included, summarising areas such as support from your GP practice, treatment, care planning, overall NHS care and about the individual.

As a broad measure, patients are asked to rate their overall care on a scale of 0 (very poor), to 10 (very good). In 2021;

- Suffolk and North East Essex ICB average score was 9.0, within the expected range (8.7-9.1) and similar to the national average of 8.9.
- Norfolk and Waveney ICB average score was 9.0, also within the expected range (8.8-9.1) and similar to the national average of 8.9.

Tables 1 and 2 summarise Suffolk and North East Essex (SNEE) ICB and Norfolk and Waveney ICB's performance against expected ranges. SNEE ICB and Norfolk and Waveney ICB had no scores below the expected range.

Only 6 of the 71 questions had scores for SNEE ICB outside of the expected range – these are listed below. A full breakdown of the SNEE data can be accessed [here](#). Norfolk and Waveney ICB only had 4 of the 71 questions outside of the expected range – the full breakdown of Norfolk and Waveney ICB responses is available [here](#).

Table 1. CPES Suffolk and North East Essex ICB Executive Summary 2021.

	Case Mix Adjusted Scores			England Score
	2021 Score	Lower Expected Range	Upper Expected Range	
Q7. Patient felt the length of time waiting for diagnostic test results was about right	85%	78%	85%	82%
Q17. Patient had a main point of contact within the care team	95%	89%	95%	92%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	82%	75%	82%	78%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	83%	75%	82%	79%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	90%	83%	89%	86%
Q57. Administration of care was very good or good	93%	85%	91%	88%

Source: [Cancer Patient Experience Survey](#)

Table 2. CPES Norfolk and Waveney ICB Executive Summary 2021.

	Case Mix Adjusted Scores			England Score
	2021 Score	Lower Expected Range	Upper Expected Range	
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	86%	82%	86%	84%
Q12. Patient was told they could have a family member, carer, or friend with them when told diagnosis	77%	67%	76%	71%
Q20. Treatment options were explained in a way the patient could completely understand	84%	80%	84%	82%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	76%	81%	78%

Source: [Cancer Patient Experience Survey](#)

Cancer quality of life survey

The Cancer Quality of Life Survey is a national survey run by NHS England - people are invited to complete the survey around 18 months after receiving a cancer diagnosis. The survey itself intends to explore how quality of life may have changed for people diagnosed with cancer – asking individuals who have experienced cancer how they are feeling, comparing answers with information about diagnosis and treatment.

The survey comprises of two questionnaires that measure overall health (EQ-5D) and quality of life (EORTC QLQ-C30).

- EQ-5D concentrates on quality of life outcomes and mobility, self-care, usual activities, pain and discomfort and anxiety and depression. Scores can be reported individually or combined as an index.
- EORTC QLQ-C30 is a cancer specific questionnaire, with 30 items about functional issues, common symptoms or side effects, and overall health and quality of life.

Overall health summary score

The overall health summary score summarises the questionnaire measuring overall health (EQ-5D). It is based on how an individual answers each of the five individual questions that make up the questionnaire. The maximum score is 100. Figure one shows the overall health summary score for SNEE and Norfolk and Waveney ICBs, compared to the England average in 2022.

- Suffolk and North East Essex ICB respondents have an average score of 75.6, which is statistically significantly higher than the England average of 74.2.
- The Norfolk and Waveney ICB average score is 74.0, which is statistically similar to the England average.

Figure 1. Overall health summary score (EQ-5D index) for SNEE and Norfolk and Waveney ICBs, compared to the England average, 2022.



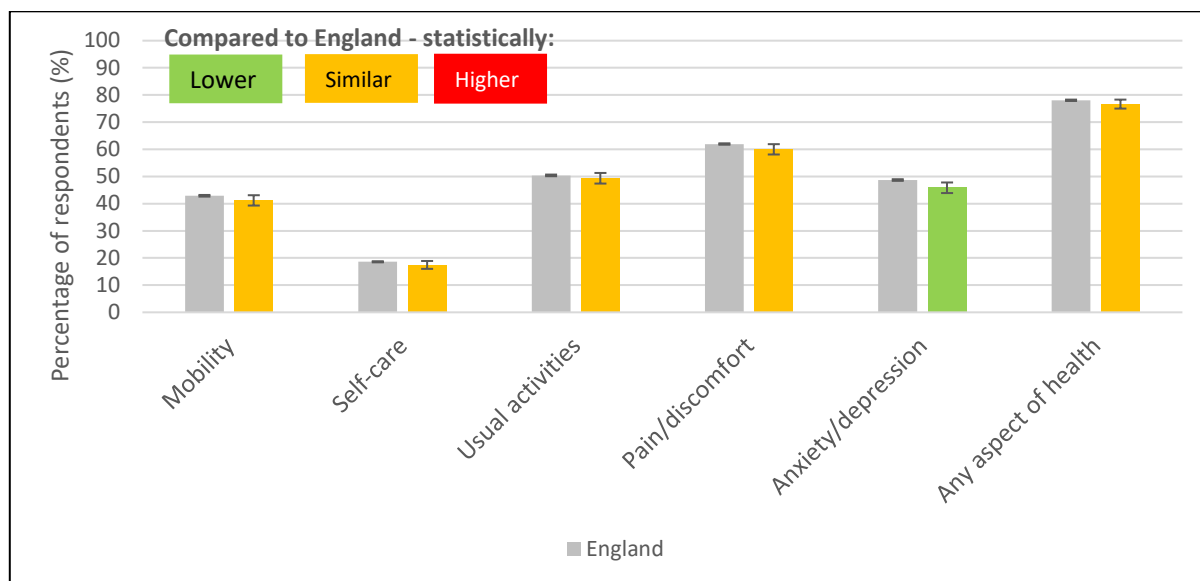
Source: [CancerData](#)

Overall health – any level of problem reported

The below figures 2 and 3 show the percentage of people who reported any level of problem (slight/moderate or severe/unable) for each aspect of health, for SNEE ICB and Norfolk and Waveney ICB respectively, compared to England.

For SNEE ICB, over 3 in 4 (76.7%) of individuals reported any level of problem with any aspect of their health. This was statistically similar to the England average of 78.0%. SNEE ICB had a statistically significantly lower percentage of individuals reporting any level of problem with anxiety/depression (45.9%) compared to the England average (48.7%).

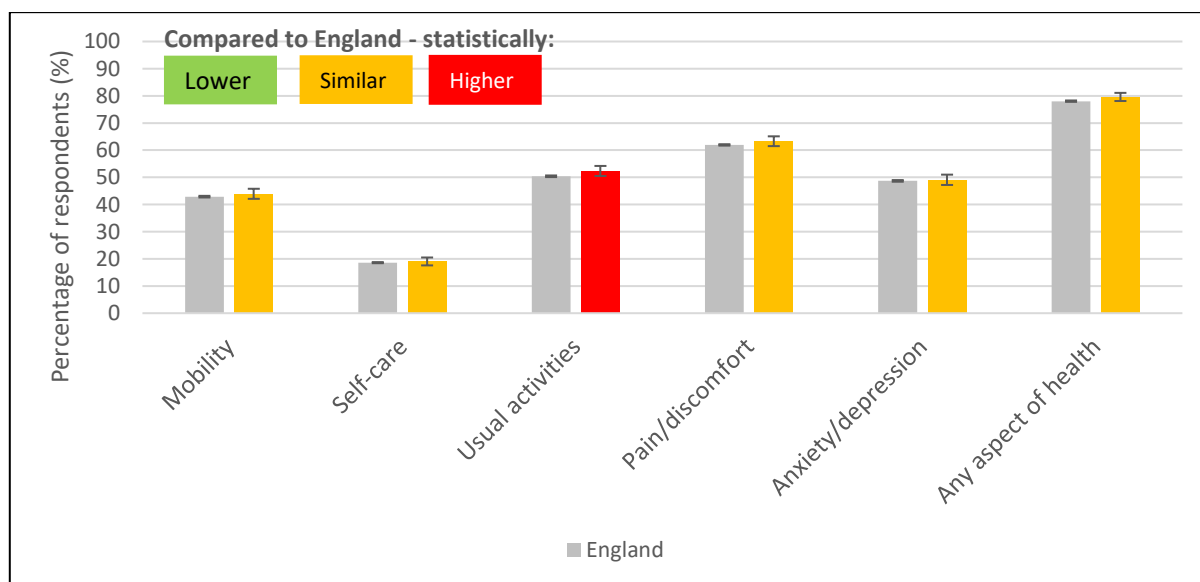
Figure 2. Overall health summary score (EQ-5D): any level of problem reported, for Suffolk and North East Essex ICB, compared to England, 2022.



Source: [CancerData](#)

For Norfolk and Waveney ICB, over 3 in 4 (79.6%) of individuals also reported any level of problem with any aspect of their health. Again, this was statistically similar to the England average of 78.0%. Norfolk and Waveney ICB had a statistically significantly higher percentage of individuals with any level of problem for usual activities (52.3%) compared to the England average (50.4%).

Figure 3. Overall health summary score (EQ-5D): any level of problem reported, for Norfolk and Waveney ICB, compared to England, 2022.



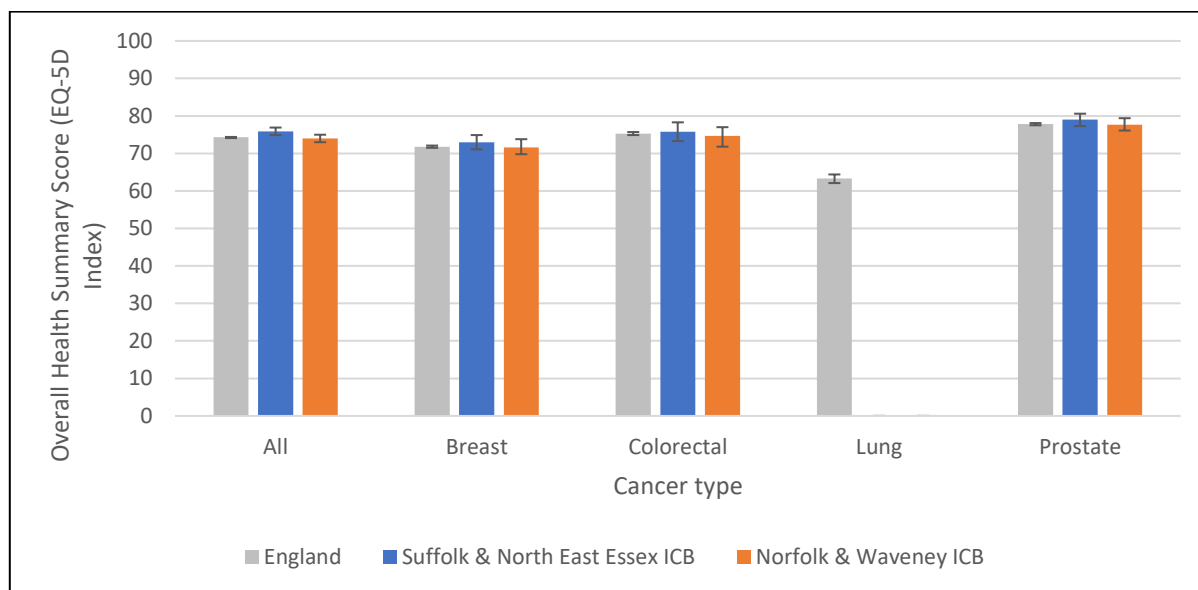
Source: [CancerData](#)

Overall health summary score by cancer type

Figure 4 shows the overall health summary score, by cancer type for SNEE and Norfolk and Waveney ICB compared to England.

- For Suffolk and North East Essex ICB cancer patients, those that had prostate cancer had a statistically significant higher quality of life score than those with breast cancer, and all cancers.
- Quality of life scores for Suffolk and North East Essex ICB cancer patients were statistically similar for those with prostate and colorectal cancer. Lung cancer had too few responses for ICB level data to be published.

Figure 4. Overall health summary score (EQ-5D index) by cancer type and Suffolk and North East Essex, Norfolk and Waveney ICBs compared to England average (questionnaires completed between September 2020 to June 2022).



Source: [CancerData](https://www.cancerdata.nhs.uk/)

References

1. Cancer Patient Experience Survey Suffolk and North East Essex Executive Summary Questions Above Expected Range. Published online 2022.
2. Cancer Patient Experience Survey Norfolk and Waveney Health and Care Partnership Executive Summary Questions Above Expected Range. Published online 2022.
3. CancerData. Accessed March 1, 2023. <https://www.cancerdata.nhs.uk/cancerqol>