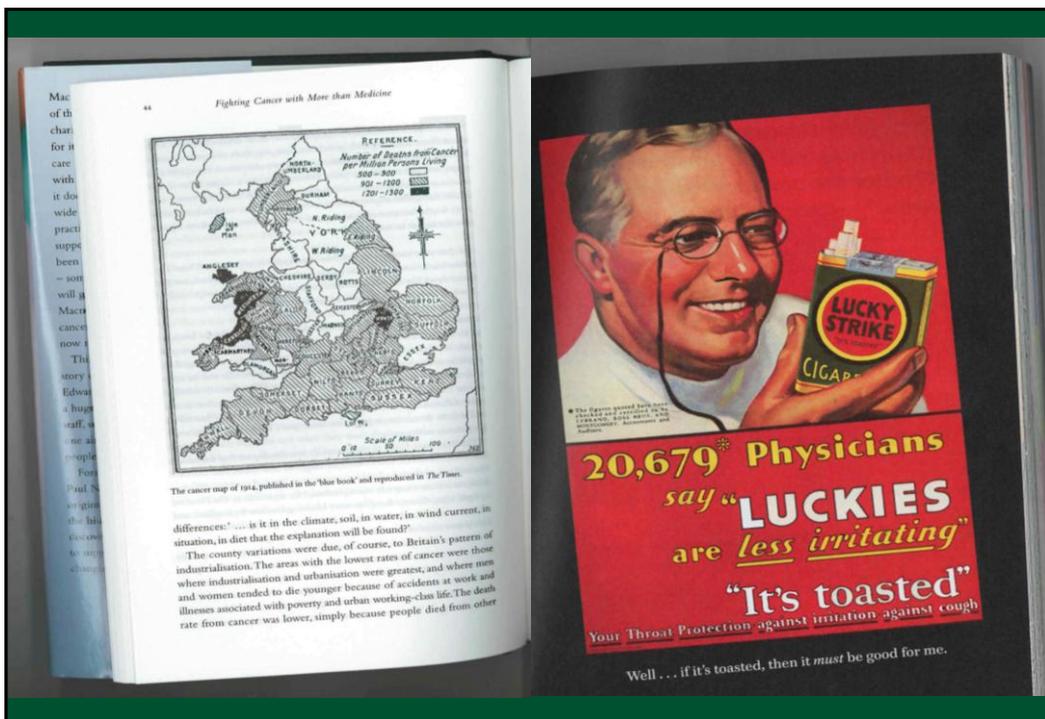
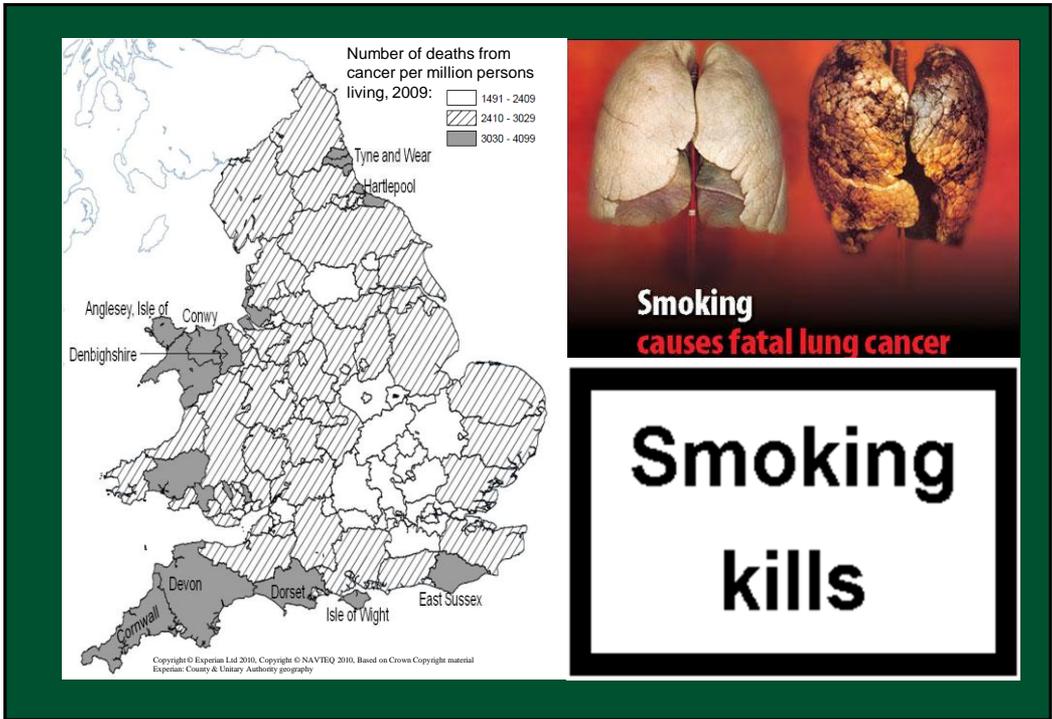


Data, variation and patient experience

Ciarán Devane - Chief Executive
17 June 2011

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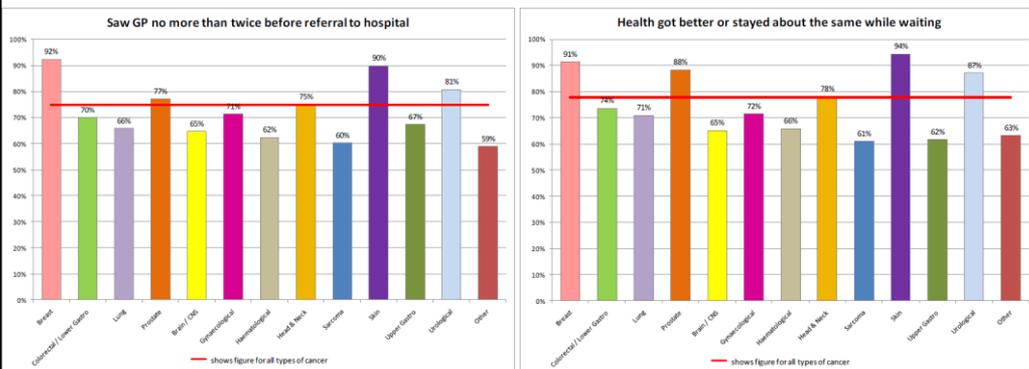
Patient experience is poorer for rarer cancers

Rank	Tumour
1	Breast
2	Skin
3	Prostate
4	Lung
5	Colorectal / Lower Gastro
6	Head & Neck
7	Upper Gastro
8	Gynaecological
9	Haematological
10	Urological*
11	Brain / CNS
12	Other
13	Sarcoma

Breast cancer patients have the best experience while sarcoma patients have the worst

*Urological excludes Prostate cancer which was included as a separate tumour group in the survey.
 # 32 questions identified significant differences. Factual questions were excluded as Trusts are not been rated on their performance for these.
 Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Programme – 2010 National Survey Report

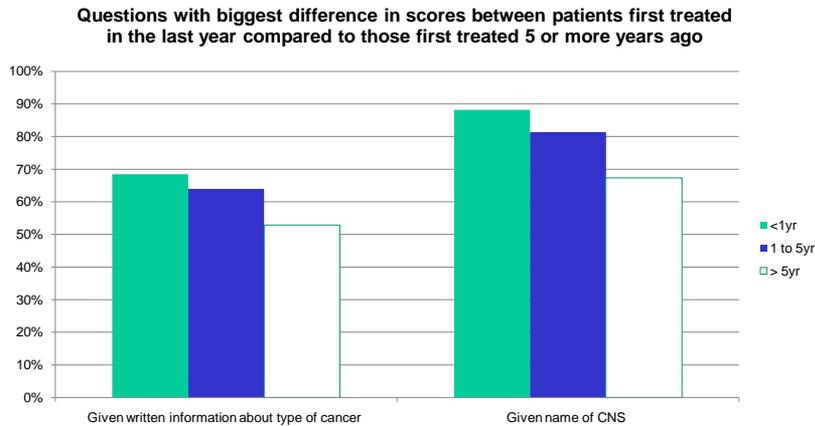
Example: There is large variation in GP visits and subsequent health depending on cancer



A separate study found that a third of patients were reassured and not asked to return at the end of the initial appointment with their GP but were subsequently diagnosed with a rarer cancer (not the top 4)

Source: Department for Health - National Cancer Patient Experience Survey 2010; Rarer Cancers Foundation. 2011. Primary Cause? An audit of the experience in primary care of rarer cancer patients

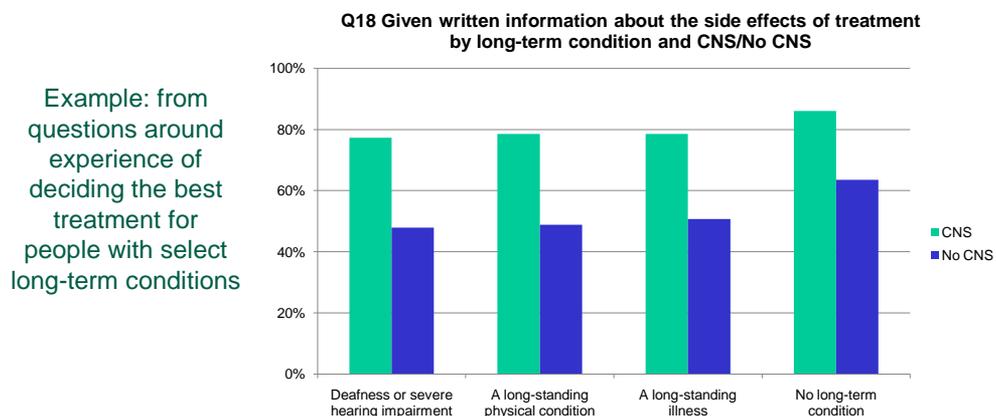
Patient experience is poorer for those with a recurrence



We don't know exactly how many people have a recurrence in England BUT we do know that their experience is worse than those more recently diagnosed

Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Survey 2010

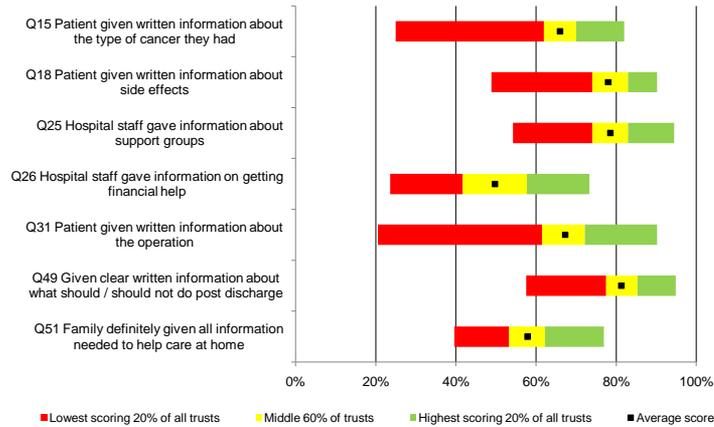
Patients with long-term conditions are less likely to be positive about their experience than those without



This effect is true for those patient both with and without a CNS BUT experiences are significantly worse for all those without a CNS

Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Survey 2010

Patient experience is poor for some information related questions & there is huge variation between Trusts



Largest variation is for experience of receiving written information on their operation – 70 percentage points between the lowest and highest scoring Trusts

Source: Analysis by Macmillan Cancer Support based on Department for Health - National Cancer Patient Experience Survey 2010

Tuesday 26 April 2011

The Telegraph

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Health News

London's cancer hospitals 'poor when it comes to supporting patients'

Some of the country's top hospitals for treating cancer are among the poorest when it comes to how patients feel they are treated, a study has found.



By **Stephen Adams** 6:30AM BST 21 Apr 2011
2 Comments

Macmillan Cancer Support found that eight out of 10 of the worst hospitals trusts, in terms of the experience cancer patients received, were in London.

The worst was Imperial College Healthcare NHS Trust, which runs five hospitals including Charing Cross Hospital. Second equal was the Royal Free in Hampstead and the Whittington Hospital in Highgate.

The results were based on the Department of Health's 2010 National Cancer Patients Experience Survey. Questions looked at matters such as whether patients were given enough information about their treatment and emotional support.

Stephen Richards, Macmillan's director for England, said: "Good quality cancer services are not just about survival rates."

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IN HEALTH



Pollen grains up



Evening Standard

Cancer patients in London rate their hospital care as worst in the country

By an **Evening Standard** health correspondent

CANCER patients in London have the worst experience of care during treatment than any where else in the country, research has found.

Eight NHS trusts in the capital are among the bottom of a league table measuring patients' experiences. Leading hospitals are among those ranked poorly by cancer sufferers on issues including the support they received while being treated, whether they had confidence in staff, whether there were enough medical staff on duty and how much information they were given on their disease.

Imperial College Healthcare NHS Trust, which covers St Mary's Hospital in Paddington and Charing Cross Hospital in Westminster, was at the bottom of the list of 10 trusts across the country. The Royal Free in Hampstead was second worst while Barnet and the London Trust was fourth from bottom.

The league table, published by Macmillan Cancer Support, is based on Health Department research into the experience of almost 70,000 patients in the first three months of last year. The responses do not cover their medical treatments. "The wife of a patient treated by Imperial College Healthcare NHS Trust said her husband was 'nausea', then vomited, and she was told to 'change for the better'."

could be treated, with appendix cancer and died in 2009, did not receive the care he needed.

The 62-year-old said: "As my husband approached death in hospital the support provided to us as a family wasn't there. I wanted to talk about anything he was suffering but the consultant was very rushed and unapproachable, and then was absent. The Macmillan nurse called the start of his treatment had to leave after four months. She'd helped us with all the practical things like pain management, benefits and parking. She'd been the human face of the NHS but when she left there was a huge void of support."

Julian Duggan, Chief Executive of Macmillan Cancer Support, said: "Cancer patients are being let down by many trusts. The experience you have in hospital has a massive impact on your health and wellbeing and how well you cope once you leave hospital. We hope that the trusts given a red card will work more closely with us and take urgent action to improve the care they offer cancer patients."

NHS London called the survey results "very disappointing". It said it was reviewing how cancer services are run to ensure they "change for the better".

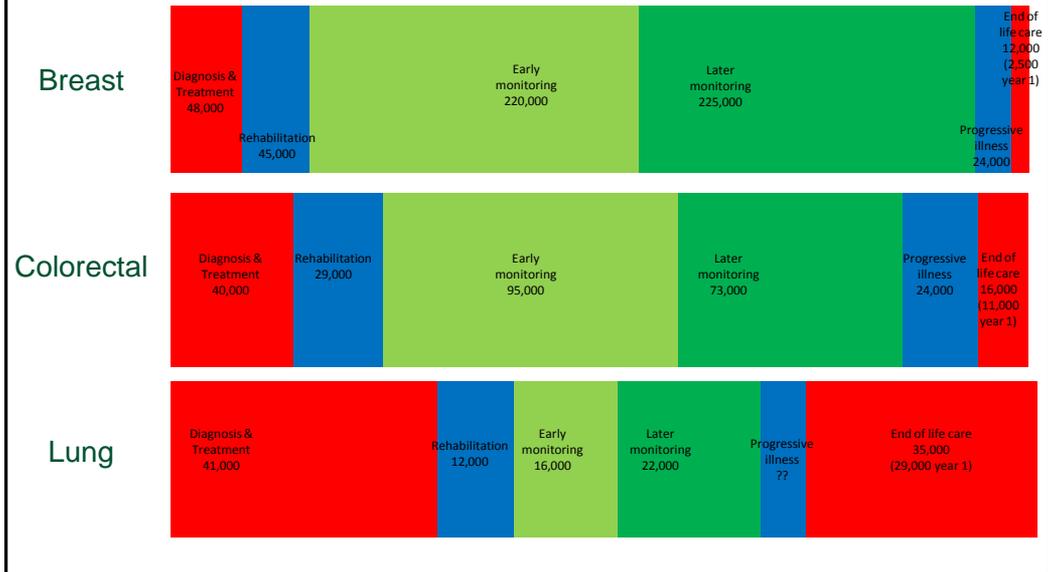
10 WORST TRUSTS

- 1 Imperial College Healthcare
- 2 Royal Free Hospital
- 3 The Whittington Hospital
- 4 Barnet and the London
- 5 The Princess Alexandra Hospital
- 6 The Royal National Orthopaedic Hospital
- 7 Newham University Hospital
- 8 Epsom Healthcare (formerly Maudsley)
- 9 Ealing Hospital
- 10 Barnsworth Hospitals

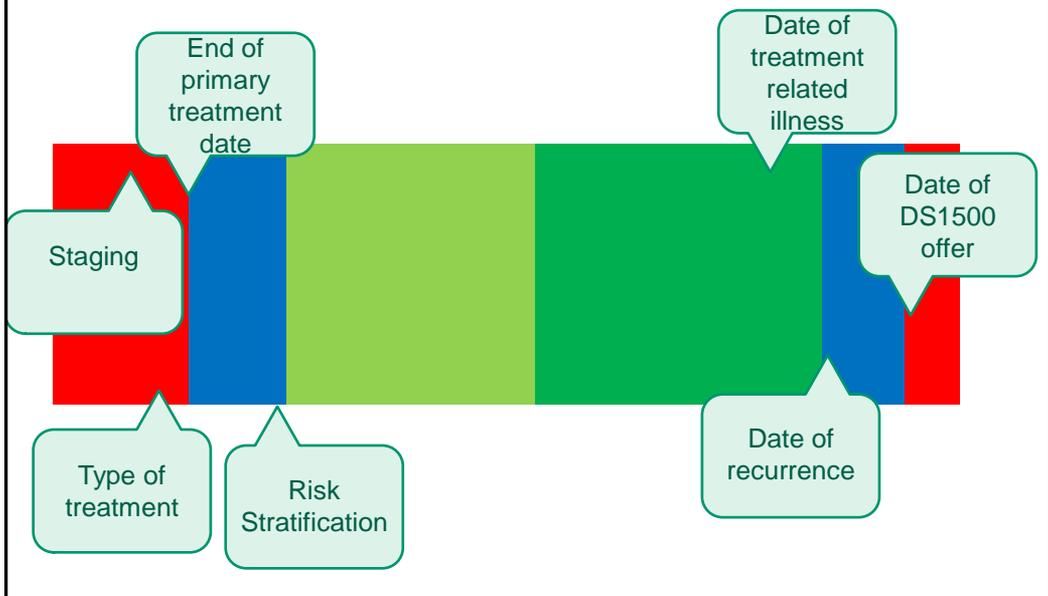




Quantifying the cancer care pathway

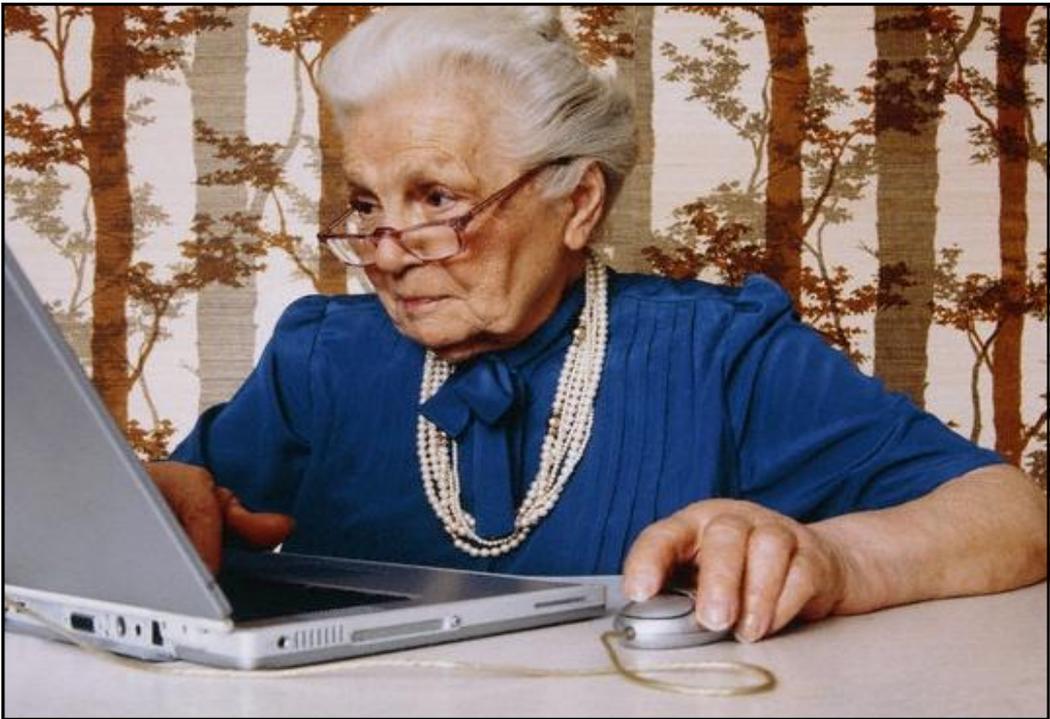


What else do we need to know?



4 MILLION





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BOWEL CANCER SUPPORT

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My Local services

Get valuable information about your local hospitals & services as you browse this site

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or Use current location

What is bowel cancer?

In summary

Bowel cancer is a general term for cancer that begins in the large bowel. Depending on where in the bowel the cancer starts, bowel cancer is sometimes called colon cancer or rectal cancer. In England, bowel cancer is the third most common type of cancer. An estimated 38,000 new cases are diagnosed each year. However, it is curable in 40 to 50 per cent of cases, usually by surgery

[Read more about bowel cancer >](#)

What are the symptoms?

What to look out for

- Blood in, or on, your stools
- A change in your normal bowel habit
- Unexplained weight loss
- Pain in the tummy or back passage
- A feeling of not having emptied your bowel properly after a bowel motion

[Find out more about symptoms >](#)

Financial support

We can help with money worries

Having cancer can be expensive in ways you may never have expected, with costs you hadn't considered. Macmillan is here to help, with financial support and advice

[Benefits made clear >](#)
[Financial information >](#)
[Useful publications >](#)
[Contact a Macmillan benefits adviser >](#)

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Treatment types

- Surgery
- Chemotherapy
- Radiotherapy

Frequently asked questions

[How do I prepare for surgery?](#)

[How soon can I go home?](#)

[Will I need help at home?](#)

[Who do I call if something goes wrong?](#)

My Local services

Bedford Hospital 87 reviews ★★★★★

www.bedfordhospital.nhs.uk

Patient experience at this hospital

Admission date was not changed by hospital N/A

Staff gave a complete explanation of what would be done 95%

I received written information about the operation N/A

Staff explained how the operation had gone in understandable way 81%

The experiences of patients undergoing surgery in Bedford Hospital are generally above the national average

Surgery at this hospital

110 operations performed in 2009/10

Types of operations performed

34% Laparoscopic surgery

66% Open surgery

Surgery

What are the benefits of surgery?

Surgery is the most common type of treatment for colon cancer and should be carried out by a surgeon who specialises in bowel surgery.

There are different types of colon cancer surgery. Your doctor will discuss with you the most appropriate type of surgery, depending on the stage of your cancer and where it is in your bowel.

Removal of all or part of the colon

Removal of the whole colon is called a total colectomy. If only half of the colon needs to be removed, this is known as a hemi-colectomy. Either the left side or the right side may be removed, depending on where the cancer is. [Read more...](#)

Laparoscopic Colectomy

This operation uses four or five small cuts in the abdomen rather than one bigger incision. A laparoscope (a thin, flexible tube containing a light and camera) is passed

▶ 00:00

▶ 00:00

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Need to contact your bowel cancer team?

Bedford Hospital
David Smith
Call: 020 0000 0000
Email: david.smith@bedfordhospitals.nhs.uk

Fusce dapibus, tellus ac cursus dapibus
Jonny7532

Condimentum Bibendum Malesuada
Summernight

Lorem Cursus Bibendum Consectetur
Beeface

understandable way 81%

The experiences of patients undergoing surgery in Bedford Hospital are generally above the national results

Surgery at this hospital

110 operations performed in 2009/10

Types of operations performed

92% 30 day post-op survival rate (2003-06) [More information](#)

Surgery statistics for Bedford Hospital are not significantly different from the national average

How does this hospital compare...

Hospitals in your area

- Bedford Hospital
- Milton Keynes Hospital
- Luton & Dunstable Hospital
- Lister Hospital

Find a hospital [Find](#)

[View all discussions about surgery](#)

understandable way 89%

The experiences of patients undergoing surgery at Milton Keynes Hospital are in line with national results

Surgery at this hospital

98 operations performed in 2009/10

Types of operations performed

93% 30 day post-op survival rate (2003-06) [More information](#)

Surgery statistics for Milton Keynes Hospital are not significantly different from the national average

Treatment types

- Surgery
- Chemotherapy
- Radiotherapy

Surgery

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Need to contact your bowel cancer team?

Local Hospital
Julie Andrews
Call: 020 0000 0000

Frequently asked questions

[How do I prepare for surgery?](#)

[How soon can I go home?](#)

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00:00

00:00

My Local services

Local Hospital 92 reviews ★★★★★
change
www.nhs.uk

Patient experience at this hospital

Surgery at this hospital

100 operations performed in 2009/10

Types of operations performed

90% 30 day post-op survival rate (2003-06) [More information](#)

Surgery statistics for Local Hospital are significantly worse than the national average

We recommend you...

- Discuss this concern with your doctor
- Talk to your Macmillan nurse
- Compare this against a nearby hospital
- Read 'How patients rated this hospital'

How does this hospital compare...

Hospitals in your area

- Bedford Hospital
- Milton Keynes Hospital

Treatment types

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Local Hospital
Julie Andrews
Call: 020 0000 0000

Patient experience at this hospital

Surgery at this hospital

100 operations performed in 2009/10

Laparoscopic surgery uses four or five small cuts in the abdomen rather than one bigger incision. A laparoscope (a thin, flexible tube containing a light and camera) is passed into the abdomen through one of the cuts and the cancer is removed. For suitable patients this surgery results in shorter bed stays and significantly improves the patient experience.

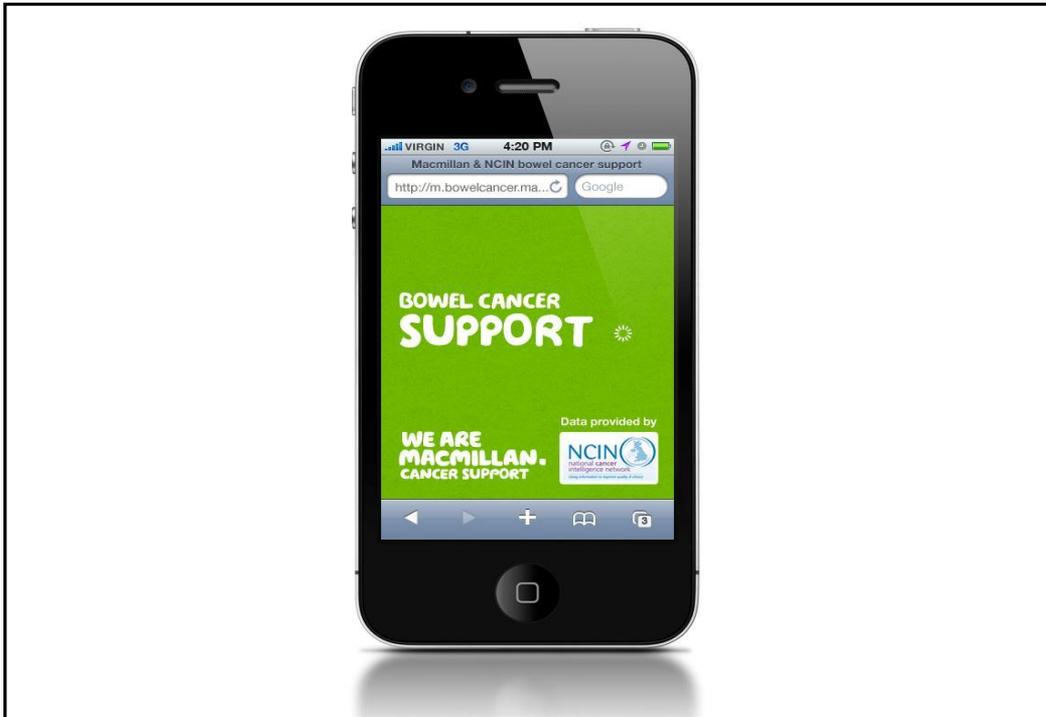
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How does this hospital compare...

Hospitals in your area

A. Bedford Hospital
B. Milton Keynes Hospital



I was diagnosed early	I understand, so I make good decisions	I get the treatment and care which are best for my cancer, and my life
Those around me are well supported	I am treated with dignity and respect	I know what I can do to help myself and who else can help me
I can enjoy life	I feel part of a community and I'm inspired to give something back	I want to die well

THANK YOU