


Health and Wellbeing Board 13 th January 2015	
Report of the London Borough of Tower Hamlets	Classification: Unrestricted
The National Cancer Patient Experience Survey 2014 – Tower Hamlets results	

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Executive Key Decision?	No

Executive Summary

Around 3,500 Tower Hamlets residents are living with and beyond cancer treatment. Each year, adult patients treated for cancer in the 153 English Trusts are asked about their experience of care.

The results of the fourth NHS England annual survey of cancer patients were published in September 2014, and analysis by CCG of residence provided in December 2014. This is the second year of analysis at CCG level.

Of the 153 Trusts, Barts Health had the overall lowest scores nationally – in 49 of the 70 survey questions, scores are in the lowest 20%. Barts Health has scored amongst the lowest 10 performing Trusts in all 4 annual surveys.

There were some encouragingly positive results from Tower Hamlets respondents. Overall the vast majority of patients from Tower Hamlets (86%) rated their cancer care as excellent or very good. This is an improvement from the 2013 result of 78% and is higher than the score for Barts Health patients of 82%. The national average in 2014 was 89%.

However, several responses suggest that there is a need to improve the experience of Tower Hamlets patients with cancer. These include emotional support, financial and other practical advice, care co-ordination and information for families to help them care at home.

Recommendations:

The Health and Wellbeing Board is asked to:

1. Note the findings of the survey and the areas where there has been improvement and where there continue to be gaps
2. Seek assurance from service provider representatives and commissioner representatives that the issues of concern are being addressed

1 Background

1.1 Cancer in Tower Hamlets

Around 580 people in Tower Hamlets are newly diagnosed with cancer each year, and most are treated by Barts NHS Trust. Survival rates from cancer are improving, although cancer remains the largest single cause of death in people under 75 and at all ages in Tower Hamlets (300 deaths a year). Around 3,500 Tower Hamlets residents are living with and beyond cancer treatment.

1.2 Patients' experience of care

Each year, adult patients treated for cancer in the 153 English Trusts are asked about their experience of care. In total 118,081 patients who had received treatment for cancer between September and December 2013 were sent a postal questionnaire and more than 70,000 patients responded.

The results of the fourth NHS England annual survey of cancer patients were published in September 2014, and analysis by CCG of residence provided in December 2014. This is the second year of analysis at CCG level.

2 Response rates

Nineteen hundred (1,902) patients treated by Barts Health NHS Trust were sent the survey and 888 questionnaires were returned, giving a response rate of 52%. The national response rate was 64% (70,141 respondents), similar to previous years.

Just over 13% of Barts respondents live in Tower Hamlets (118 patients). In total, 54% (480) of Barts respondents live in the 3 east London boroughs of Newham, Waltham Forest and Tower Hamlets (figure 1). Additionally, some of the 156 respondents resident in City and Hackney are likely to be Barts patients. Numbers were similar in the 2013 survey.

The relatively low number of respondents in each borough means that results at this level need to be interpreted with caution, as small numbers can cause differences in percentages to appear greater than they are.

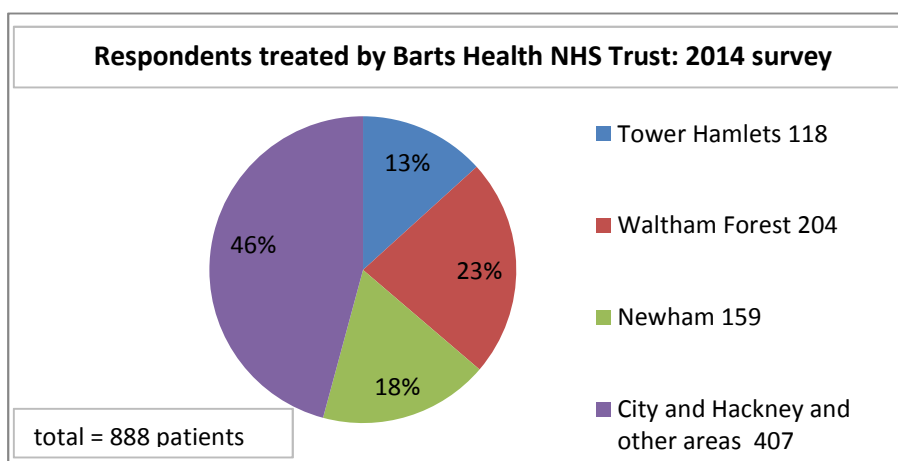


Figure 1.

2.1 National results

Nationally, cancer patients are positive about their treatment and care. 89% said that their overall care was excellent or very good, with scores of at least 80% in several questions. However, some scores suggest there may be opportunities for improvement.

Trusts in London consistently perform less well when compared to the rest of the country. Although many are making steady improvements, so is the rest of the country, making it challenging for those at the bottom of the table to move away from these positions.

Macmillan Cancer Support reported that 8 of the 10 lowest performing Trusts in 2014 were in London: Barts Health, Imperial, Homerton, Barking, Havering and Redbridge, Royal National Orthopaedic, Royal Free, North Middlesex and Kings.

2.2 Local results

Of the 153 Trusts, Barts Health had the overall lowest scores nationally – in 49 of the 70 survey questions, scores are in the lowest 20%. Barts Health has scored amongst the lowest 10 performing Trusts in all 4 annual surveys.

Barts Health responded with disappointment to these results, and highlighted work over the last year to implement a range of improvements aimed at addressing concerns which patients raised in previous surveys. In partnership with Macmillan, these have focused on improving communication with patients, involvement in their care and decision-making. These include increasing access to holistic needs assessment, Clinical Nurse Specialist forums, Schwartz Rounds for staff to discuss difficult emotional and social issues arising from patient care, reducing waiting times for investigation and diagnosis for bowel cancer and patient information materials.

3 Tower Hamlets patient experience of cancer care

3.1 Areas of progress

3.1.1 There were some encouragingly positive results from Tower Hamlets respondents. Overall the vast majority of patients from Tower Hamlets (86%) rated their cancer care as excellent or very good. This is an improvement from the 2013 result of 78% and is higher than the score for Barts Health patients of 82%. The national average in 2014 was 89%.

3.1.2 81% of Tower Hamlets patients saw their GP only once or twice before going to hospital, suggesting minimal delay in referral by primary care. This rate has increased from 65% in 2013. Tower Hamlets score is higher than the overall score for Barts Health of 72% and the national average of 75% (figure 2). Patients from other East London CCGs did not score as well on this question. Newham scored 70%, Waltham Forest 71% and City and Hackney 67%.

3.1.3 Furthermore, a higher rate of Tower Hamlets patients felt they were seen as soon as necessary in 2014 (84%) compared to 2013 (61%) and to elsewhere (figure 2) suggesting a reduction in delays in accessing specialist care. This is slightly higher than the national rate of 83%.

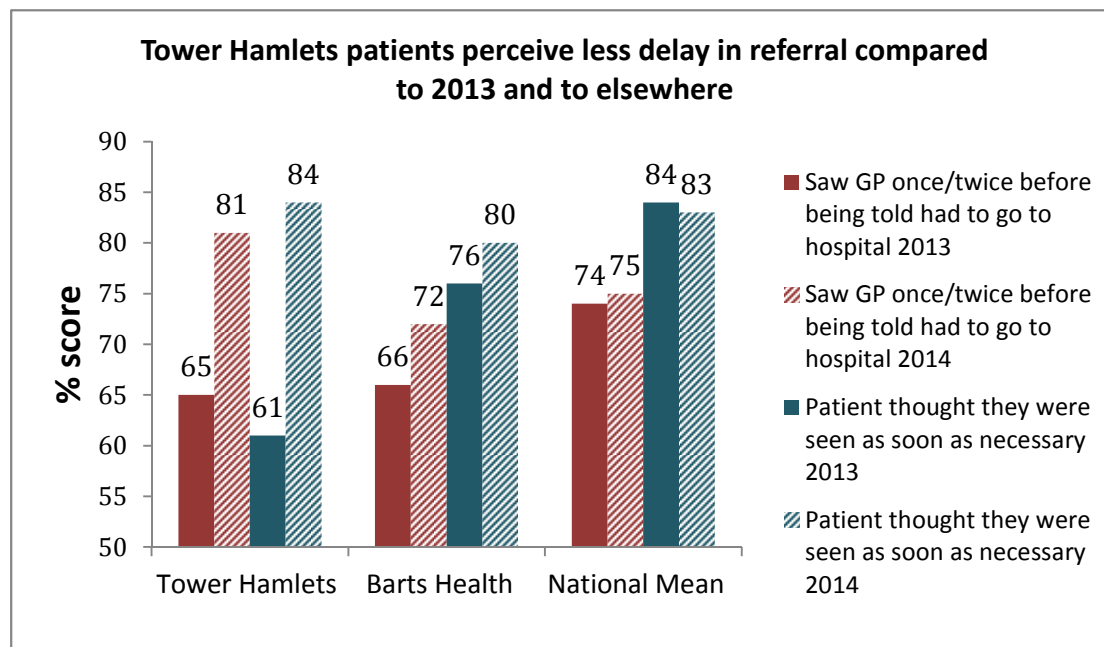


Figure 2.

3.1.4 79% of patients thought they were given a complete explanation of test results in an understandable way, slightly higher than the national average of 78%. Barts Health score was 72%.

3.2 Areas for improvement

However, amongst responses the following results suggest that there is a need to improve the experience of Tower Hamlets patients with cancer.

3.2.1 Only 49% of Tower Hamlets patients said they received emotional support from staff, which was the lowest CCG score nationally, where the average response was 70%. Worryingly this rate decreased from 50% in 2013 and is lower than the Barts Health score of 57%. Patients from other East London CCGs scored higher; Newham scored 71%, Waltham Forest 58% and City and Hackney 53% (figure 3).

3.2.2 Scores were also below average for questions related to practical support for patients with cancer. 51% of Tower Hamlets patients got information about financial help and 62% reported being informed about the impact cancer could have on work or education. Although both improved from 2013, these are below Barts Health average of 61% and 64% respectively. The national averages for these questions were 54% and 75%.

3.2.3 Patients from Tower Hamlets felt they did not get enough support from health or social services. Only 40% patients said they were definitely given enough care from health or social services. Although an improvement from the 2013 score of 35%, this is still below the national average of 59%. Barts Health score was 42%. Other East London CCGs had similar results.

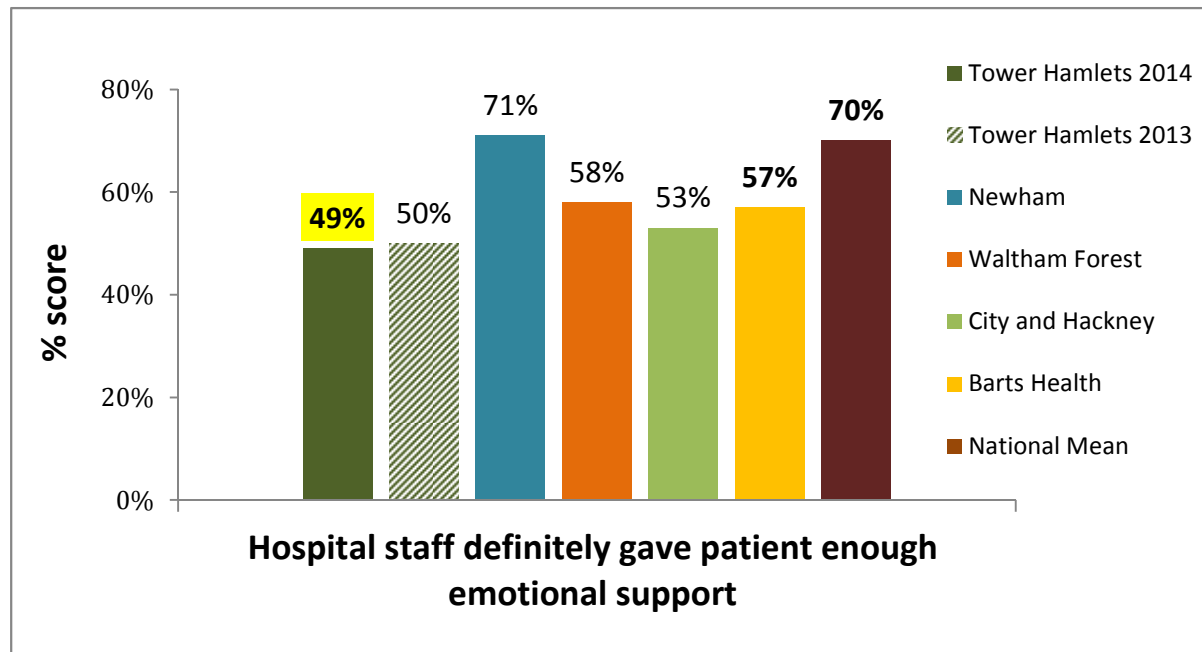


Figure 3.

3.2.4 Only half of patients in Tower Hamlets (50%) said that hospital and community staff always worked well together, suggesting that care is not well coordinated. This was below Barts Health score of 52% and the national average of 63%. It also represents a drop from the 2013 score of 52%. Interestingly, the scores for this question decreased at both Trust and national level from 2013, suggesting this is not an isolated local problem.

3.2.5 The same applied for patients' experience of primary care. Fewer patients in Tower Hamlets and nationally said that practice staff did everything they could to support them (61% in 2014, 64% in 2013) (figure 4).

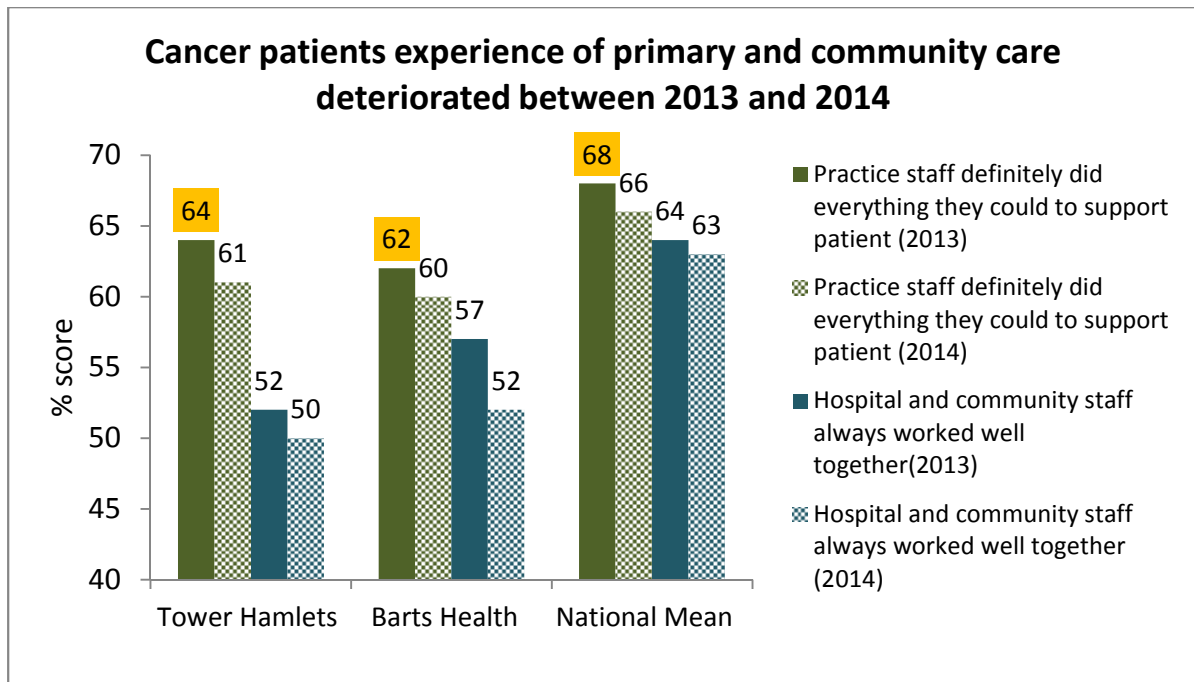


Figure 4.

3.2.6 Poor care co-ordination may be linked to the lack of written assessments and care plans. In Tower Hamlets only 19% of patients said that they were offered a written assessment and care plan, similar to the Barts Health score of 18%. The national average also remains low at 22%.

3.2.7 Other responses raise concerns about putting patients at the centre of care. Only just over half of the patients (55%) said they were able to discuss worries or fears during visits; Barts Health scored 54% which is lower than the national average of 65%. 46% of Tower Hamlets patients said they were asked what they preferred to be called compared to the national score of 60%.

3.2.8 There is also room for improvement in communication between doctors and patients' families. 62% of Tower Hamlets patients said their family had the opportunity to talk to doctors, similar to the Barts Health score of 61% and lower than the national average of 67%.

3.2.9 Additionally, only 57% of Tower Hamlets patients said their family was definitely given all the information needed to help them care at home (Barts Health 49% and national average 60%). This lack of information may contribute to subsequent unnecessary hospital admissions.

3.2.10 East London boroughs had some of the lowest national scores for questions related to ward nurses. 71% of patients nationally said they had confidence and trust in ward nurses whereas only 58% of Barts Health patients said the same. Locally, Tower Hamlets patients scored 55%. City and Hackney had the lowest national score of 50%. Waltham Forest scored 55% whereas Newham scored 68%.

3.2.11 Nationally only 62% of patients felt there were enough nurses on duty. Local

scores were lower; Tower Hamlets scored 58% and the Barts Health score was 54%.

4 Recommendations

The Health and Wellbeing Board is asked to:

- Note the findings of the survey and the areas where there has been improvement and where there continue to be gaps
- Seek assurance from service providers representatives and commissioner representatives that the issues of concern are being addressed

1. REASONS FOR THE DECISIONS

1.1 Not applicable

2. ALTERNATIVE OPTIONS

2.1 Not applicable

3. COMMENTS OF THE CHIEF FINANCE OFFICER

There are no direct financial implications as a result of the recommendations in this report.

4. LEGAL COMMENTS

The recommendations to note the survey's findings and seek assurance from service providers representatives and commissioner representatives that the issues of concern are being addressed are consistent with the general policy, reflected in the Health and Social Care Act 2012, of giving HWBs responsibility for joint health and wellbeing strategies.

These recommendations are within the terms of reference of the HWB agreed by the Mayor in Cabinet on 4 December 2013, in particular:

- i) To consider and promote engagement from wider stakeholders.
- ii) To have oversight of the quality, safety, and performance mechanisms operated by member organisations of the Board, and the use of relevant public sector resources across a wide spectrum of services and interventions, with greater focus on integration across outcomes spanning health care, social care and public health. Areas of focus to be agreed from time to time by members of the Board as part of work planning for the Board.

5. ONE TOWER HAMLETS CONSIDERATIONS

Tower Hamlets has significantly higher levels of cancer mortality and 5 year survival from cancer compared to the rest of the country. Providing the highest standard of care for patients is therefore an important priority if these inequalities are to be reduced

6. SUSTAINABLE ACTION FOR A GREENER ENVIRONMENT

Not applicable

7. RISK MANAGEMENT IMPLICATIONS

Not applicable

8. CRIME AND DISORDER REDUCTION IMPLICATIONS

Not applicable

9. EFFICIENCY STATEMENT

Not applicable

Appendices and Background Documents

Appendices

None

Background Documents

- Not a decision making report

Officer contact details for background documents:

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