

Patent Survey Results 2014 – Breast

Responses were received from all 9 network trusts, but due to low numbers responses for South Tyneside are suppressed . A high number of responses were received across the network – although the total number is slightly less than the number received in 2013.

Key aspects of better experience:

- Generally levels of satisfaction expressed by respondents is high in most trusts with a high proportion of question responses ranked in the top 20% nationally, most notably at Gateshead, North Tees and Newcastle.
- Satisfaction with provision of verbal and written information across all parts of the pathway is generally high.
- CNS engagement is good across the network with most patients provided with a named CNS in charge of their care; satisfaction with access to a CNSs and feeling that they listen carefully to patients is also generally high across trusts.
- Generally respondents were satisfied with the level of collaboration between primary and secondary care.

Areas for improvement:

- Levels of satisfaction appear lower at Sunderland and CDDFT – with a greater number of responses rated in the bottom 20% nationally - the group should consider what might be learned from other trust results to improve this performance.
- Although satisfaction with information provided is generally high – lower numbers report being given information on financial help, free prescriptions, support groups and disease impact – the group should consider how this might be improved and perhaps agree generic information for all patients in these cases.
- Lower numbers of respondents report being asked what name they preferred to be called by – the group should reinforce the importance of this with all clinical teams.
- The group should consider what mechanisms might be used to ensure that all patients and their families have sufficient time/opportunities to talk to clinical teams to help allay fears etc. Levels of satisfaction are generally lower in these areas when compared to other parts of the survey.

Key Results:

- Teams should be commended for the high levels of satisfaction expressed by respondents to this survey.
- Over 78% of patients in all reported trusts rated their care as excellent or very good – despite Sunderland and CDDFT being ranked in the bottom 20% for this question.
- Most respondents were aware of information relating to cancer research, rates for discussion and uptake was generally lower, but this may reflect availability of appropriate trials.

- Most respondents were satisfied with the amount of information provided about their condition and treatment – but responses to individual questions indicate where improvements might be made.
- Very small numbers of respondents were offered a written care plan – this is reflective of the national picture and other tumour sites.

Participation in this survey is good with a high level of responses received. Network performance is consistently good with 3 network trusts ranked in the top 10 of 153 trusts nationally.

South Tyneside - 1

Gateshead - 2

Northumbria - 6

A further 2 trusts were ranked in the top 20 trusts nationally

North Tees & Hartlepool - 15

South Tees – 17

This is a significant achievement and reflects the quality of care provided by network trusts.