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To: NHS Trust Chief Executives
NHS Foundation Trust Chief Executives

**Re: National Cancer Patients' Experience Survey Programme 2011
(approved by the Review of Central Returns Steering Committee – ROCR)**

Dear Colleagues,

I am writing to tell you about this year's National Cancer Patients' Experience Survey programme (CPESP). Following the success of the 2010 Survey, the Secretary of State has committed to repeating the survey in 2011. This will enable us to identify and build on progress that has already been made and target our efforts to continue to improve patients' experience of NHS cancer care.

Who will be included in the survey?

The survey will cover all acute and specialist NHS trusts in England that provide adult acute cancer services. Recently admitted adult patients with a primary diagnosis of cancer will be included. All cancer types will be included.

How has the survey been designed?

The 2011 survey will largely replicate the 2010 survey methodology and questionnaire which was developed by experts in patient experience surveys and cancer patients' experiences. The Cancer Patients' Experience Advisory Group (CPEAG), co-chaired by Professor Jessica Corner of Macmillan Cancer Support and myself, has continued to provide oversight of the principles and objectives of the survey, as well as give guidance on amendments to the 2011 survey.

Why is the survey important?

Improving patient experience remains a core principle for the NHS. The NHS Operating Framework 2011/12 includes Patient Experience Surveys as a performance measure for the Quality domain. Section 3.10 of the Operating Framework recognises the value of patient surveys for both measuring performance and driving improvement in NHS services.

The Framework also states that the NHS is expected to implement *Improving Outcomes: A Strategy for Cancer (IO:SC)* which was published in January 2011. Improving patient experience is integral to improving patient outcomes, as set out in IO:SC, which commits to repeating the National Cancer Patients' Experience Survey, building on previous surveys undertaken in 2000, 2004 and 2010. Provider-level analyses of survey findings are expected to incentivise improvements to information, choice and patients' experience of care, each of which is central to the future direction of NHS cancer care.

The survey will gather vital information on the Transforming Inpatient Care Programme, the National Cancer Survivorship Initiative and the National Cancer Equality Initiatives.

This collection is mandated for all adult acute cancer services. NHS Foundation Trusts are mandated under schedule 6 of their Terms of Authorisation.

Ethical approval

We have received ethical approval from the Ethics and Confidentiality Committee of the National Information Governance Board. The reference for this approval is ECC 3-04(d)/2011.

How will the survey benefit the Trust?

Aside from the national importance of this survey, there are important direct benefits for your Trust in taking part:

- You will receive a bespoke report on your Trust's cancer patients' experience, broken down by cancer type grouping. You will be able to benchmark your cancer services within your Trust and nationally.
- The results will help your Trust to meet the requirement to measure patient experience as set out in the Peer Review Measures for Cancer.
- The results could help your Trust to populate the Quality Accounts
- The results will help inform the commissioning of local services by the emerging Clinical Commissioning Groups

How much will it cost?

The survey will be free to you, as the survey is being sponsored by DH and will be carried out by an expert third party supplier, Quality Health.

What is the timetable?

Sept-Nov 2011	Period during which patients 'qualify' for inclusion samples
Dec- Jan 2011/12	Trusts send data to Quality Health under the S251 authorisation
Jan – April 2012	Fieldwork – surveys sent to patients
May 2012	Data analysis
June – July 2012	National and Trust Reports disseminated

What will Trusts have to do?

The Trust will be asked to put together the list of patients' names and carry out checks that patients have not died. Carefully tested instructions will be provided, and Quality Health will provide telephone support as and when it is needed. The cancer survey procedures are as close as possible to those used for the national inpatient surveys carried out by NHS Trust Information Systems staff annually.

All other survey work, including postage, data entry and producing reports, will be carried out by Quality Health. Quality Health will work with NHS Trusts to arrange appropriate data security agreements.

It would be very helpful if you could:

- Return the attached form (Annex A) to Quality Health to confirm your Trust's contacts and leads for the survey. **Please do this as soon as possible.** For queries regarding this please call Dr Reg Race at Quality Health on 01246 856 263.
- Encourage your cancer leads to support this survey.
- Ensure your Information Systems teams respond promptly to requests from Quality Health.
- Commit to using the survey results to drive further improvement.

We strongly encourage all Trusts to work with us on ensuring the survey is completed consistently across England and that we meet the timescales that have been set out.

If you have any questions about the aims and objectives of the survey please contact Beth Capper in the DH Cancer Policy Team on 020 7972 4354 or email – beth.capper@dh.gsi.gov.uk

With best wishes,



Professor Sir Mike Richards
National Clinical Director for Cancer and End of Life Care

Copied to:
SHA Chief Executives
SHA Cancer Leads
PCT Chief Executives
NHS Trust Cancer Leads
National Cancer Network Directors
Monitor