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2nd August 2012

Gateway Ref – 17967

ROCR Ref – ROCR/OR/2158/FT6/001MAND

To: NHS Trust Chief Executives
NHS Foundation Trust Chief Executives

**Re: National Cancer Patients' Experience Survey Programme 2012/13
(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, and the imminent publication of the national and Trust level reports of the 2011/12 survey, ministers have agreed to a repeat of the survey in 2012/13. 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 2012/13 survey will largely replicate the 2010 and 2011/12 survey methodologies and questionnaires which were 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.

Why is the survey important?

The 2012/13 survey supports implementation of *Improving Outcomes: A Strategy for Cancer* (January 2011) and the NHS Operating Framework

2012/13 which defines quality as those indicators of safety, effectiveness and patient experience that provide an indication that standards are being maintained or improved. Para 2.28 states that the national patient experience surveys should continue to be monitored and acted upon. Para 2.29 states that commissioners should also look to identify local measures of integrated care that will support improved delivery such as patient reported experience of co-ordinated care, which is covered in the survey. Domain 4 of NHS Operating Framework includes patient experience of hospital care.

The purpose of collecting and analysing data via this survey is to:

- Build on the baseline established in the surveys in 2010 and 2011/12 to enable local providers to assess their performance improvement with other providers
- To enable commissioners to assess local improvements in cancer patient experience
- To provide the new NHS Commissioning Board an up to date overview of cancer patient experience across England
- To enable patients to make informed choices about where to go for cancer treatment

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 6-02(FT4)/2012 .

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 2012	Period during which patients 'qualify' for inclusion samples
Dec- Jan 2012/13	Trusts send data to Quality Health under the S251 authorisation
Jan – April 2013	Fieldwork – surveys sent to patients
May-June 2013	Data analysis
July 2013	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 Tim Elliott in the DH Cancer Policy Team on 020 7972 4194 or email – Tim.Elliott@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*

ANNEX A – Gateway Ref - 17967

**ROCR Ref: ROCR/OR/2158/FT6/001MAND
 ROCR Licence expiry date: 31 July 2012
 NIGB: ECC 6-02(FT4)/2012**

**National Cancer Patients Experience Survey Programme 2012/13
 (approved by the Review of Central Returns Steering Committee – ROCR
 and approved by the Ethics and Confidentiality Committee of the National
 Information Governance Board - NIGB)**

We would be grateful if you could provide below the details of the person who will be the Survey Lead for your Trust for the Cancer Patients’ Survey. Quality Health will contact them shortly to provide further information about the survey and answer any questions they might have.

Please return this form to: lucinda.phillips@nhs.net or fax it to 01246 855897.

If you have any queries about the survey that you would like to discuss please call Dr Reg Race at Quality Health on 01246 856263

Name of NHS Trust:	
Name of Survey Lead:	
Position of Survey Lead:	
Direct line phone number for your Survey Lead:	
Email address for your Survey Lead:	
Additional Contacts who you would like information to go to:	

ROCR (rocr@ic.nhs.uk) MB-GATEWAY (MB-Gateway@dh.gsi.gov.uk)

The ROCR team are keen to receive feedback on central data collections from the colleagues who complete/submit returns. In particular, around the length of time data collections take to complete and any issues, suggested improvements or duplication of data collections. Feedback can be submitted to ROCR using an online form:
<http://www.ic.nhs.uk/webfiles/Services/ROCR/Data%20Collection%20Feedback%20Template.xls>