Variation and time trends in cancer patient experience in London and the rest of England

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Measuring / using patient experience

- Repeatable national surveys (CPES)
- Real-time measurement
- Experience based co-design
Measuring / using patient experience

Repeatable national surveys (CPES)

Experience based co-design

Real-time measurement
The motivating principle of our research

We take practitioner concerns (barriers to data use) seriously,

and examine them empirically….

to maximise engagement and use of CPES data
**Questions from the improvement community that have exercised us**

“Where do we start from?” – prioritising improvement actions using CPES results

“What cancers are associated with worse experience”? – including cancers treated by the same MDT group

“Is low hospital performance the result of patient case-mix?” – by and large ‘no’

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**Why is reported experience worse in London?**

1. Patient case mix (e.g. ethnic minorities, younger patients, rarer cancers)
2. Teaching hospital status (more complex patients)
3. Higher expectations (same care, worse rated)
4. Worse care
Why is reported experience worse in London?

1. Patient case-mix ❌
2. Teaching hospitals ❌
3. Higher expectations ??
4. Worse care ?
### Why is reported experience worse in London?

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#### Vignette studies
(Londoners and non-Londoners rating actual or stimulated care encounters)

#### Ethnographic, qualitative or detailed audit studies
on ‘matched’ patients in London and elsewhere in England

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### CPES trends over time
Are things improving?

- We know reported cancer patient experience in London is worse than elsewhere
- But is it getting better?

![Graph showing improvement in written info about operation over years]
Are things improving?

**Q22 - CNS easily contacted**

- **2010**: 80%
- **2012**: 75%
- **2013**: 70%
- **2014**: 65%

- **General**: Purple line
- **RoE**: Blue line
- **London**: Green line

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Are things improving?

**Q57 - Staff helped control side effects - radiotherapy**

- **2010**: 90%
- **2012**: 85%
- **2013**: 80%
- **2014**: 75%

- **General**: Purple line
- **RoE**: Blue line
- **London**: Green line

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CHSR
CPES trends over time

We consider three questions

1. Is reported experience improving nationally?

2. Is variation between hospitals becoming smaller or bigger?

3. Is the gap between London and hospitals elsewhere in England becoming narrower or wider?
Are things improving? - Results

- Nationally there is evidence (p<0.05) that experience is
  - Improving for 37 out of 56 questions
  - Deteriorating for 6 out of 56 questions
  - No statistically significant change for remaining 13 questions

- There is also some evidence that improvement is differential

CPES trends over time

We consider three questions

1. Is reported experience improving nationally? **Yes, for most questions**

2. Is variation between hospitals becoming smaller or bigger?

3. Is the gap between London and hospitals elsewhere in England becoming narrower or wider?
CPES trends over time

We consider three questions

1. Is reported experience improving nationally?

2. Is variation between hospitals becoming smaller or bigger?

3. Is the gap between London and hospitals elsewhere in England becoming narrower or wider?

Y axis = change in national average
X axis = change in variation between hospitals

N=56 CPES questions
(each dot represents a question)

Preliminary results – not for reproduction or redistribution
For most questions…..

We consider three questions

1. Is reported experience improving nationally? Yes, for most questions

2. Is variation between hospitals becoming smaller or bigger? For most questions, nationwide improvement (see above) is also associated with narrowing of variation between hospitals

3. Is the gap between London and hospitals elsewhere in England becoming narrower or wider?
CPES trends over time

We consider three questions

1. Is reported experience improving nationally?

2. Is variation between hospitals becoming smaller or bigger?

3. Is the gap between London and hospitals elsewhere in England becoming narrower or wider?

Y axis = change in Rest of England
X axis = additional change in London hospitals

N=54 CPES questions
(each dot represents a question)
Is London catching up? - Results

Most of the time
London change is not statistically significantly different from the rest of England
4 significant results is consistent with chance findings

CPES trends over time

We consider three questions

1. Is reported experience improving nationally? Yes, for most questions

2. Is variation between hospitals becoming smaller or bigger? For most questions, nationwide improvement (see above) is also associated with narrowing of variation between hospitals

3. Is the gap between London and hospitals elsewhere in England becoming narrower or wider? Mostly steady
Is London catching up?

• By and large London keeping pace
• How you interpret this depends on your outlook

Is London catching up?

• Glass **half full**

London is improving in general
London is not falling further behind nationally
Is London catching up?

- Glass half empty

London is not catching up with the rest
London is still at the bottom

How do we optimally incentivise improvement?
Focusing on ‘attainment’ or improvement?