

Scottish Cancer Patient Experience Survey 2018

Review of Allocation of Responses at Local Levels

1. Introduction

Due to the nature of cancer treatment, individuals tend to receive treatment at a number of different hospital sites, often across NHS Board boundaries. To try to ensure that responses to the survey were correctly attributed to the appropriate Cancer Centre, NHS Board or Regional Cancer Network, a complex set of rules to allocate responses were put in place for the 2015 survey.

As part of the questionnaire and weighting reviews in advance of the 2018 survey, it was felt that it was important to also review the way responses were being allocated to ensure the method being used was both appropriate and understandable to those using the data.

This paper sets out the recommendations for how the responses should be allocated for the 2018 SCPES following this review.

2. Rules for 2015 SCPES

Responses were allocated to a Cancer Centre, NHS Board or Network for the 2015 survey using one of three criteria:

1. Based on where the respondent lived (place of residence);
2. Based on where the respondent was known to have received at least some of their cancer care (taken from the hospital episode that they were sampled on from SMR01¹); and
3. Based on responses to questions within the survey. In these cases the respondent was asked to confirm whether their experience related to the hospital detailed on their survey letter, which was based on the hospital episode that they were sampled on from SMR01. Where a respondent indicated that his/her experience had **not** taken place at the specified hospital, his/her responses for that section were not included in the local reports, only the national results.

A summary of how questions in each section of the 2015 survey were allocated is provided in Annex A for reference.

Criteria 1 and 2 above would generally allocate responses to the appropriate local level, however it is likely that a small number of responses would be misallocated due to individuals moving or receiving treatment at multiple centres.

¹ Scottish Morbidity Record – General Acute Inpatient and Day Case (www.ndc.scot.nhs.uk/National-Datasets/data.asp?SubID=5)

Criteria 3 led to large number of responses not being allocated at a local level. It is also possible that some of these responses would be misallocated if respondents had not responded to the relevant allocation question correctly.

3. Review

To assess the impact of changing the allocation methods, the 2015 results were re-run at all three local levels using the following allocation methods:

1. Based on the respondent's place of treatment, as taken from their sampled SMR01 episode, except Qs 1, 2, 3, 56, 57 and 58 which were allocated based on board of residence as per the original 2015 response allocation rules;
2. Based only on the respondent's place of residence at time of treatment.

At **Network level**, the differences between these methods and the original method were consistently small across all questions.

At **NHS Board level**, the differences based on respondent's **place of treatment** show more of a range. Questions with larger differences tended to be those around specific treatments, such as radiotherapy, which is not provided in all NHS Boards. The analysis also highlighted that the large number of responses being screened out of local reports by using the original method affected **all** NHS Boards, not just smaller ones.

The differences based on the respondent's **place of residence** highlighted that respondents often receive cancer care from more than one NHS Board, not just their local board.

For **Cancer Centre level**, only the first allocation method was run as it would not be appropriate to allocate responses at this level based on NHS Board of residence. The differences in results at this level were consistently small across all questions.

4. Recommendations

Following the review of the allocation of responses for local level reporting, the following recommendations have been made and will be applied to the 2018 SCPES:

4.1 NHS Board and Network Level Reports

It is proposed that two sets of results are produced at NHS Board and Network level:

- One using NHS Board / Network of **treatment** – taken from their sampled SMR01 episode – for **all** questions;
- One using NHS Board / Network of **residence** for **all** questions.

This is a much simpler allocation method than was used for the 2015 survey. It means that each report is looking at responses for the same group of individuals throughout and so should allow for improved understanding of that group's journey. It is expected that NHS Boards and Networks should have in interest in both these reports. This method also ensures that no responses are lost from these reports.

This is a similar approach to that taken by NHS England for the English CPES, although there remains some minor differences due to differences in the sampling approach between the English and Scottish surveys.

To ensure robust time series data is available, any comparable questions from the 2015 survey would be backdated within all the 2018 reporting.

4.2 Cancer Centre Level Reports

It is proposed that responses at the Cancer Centre level are allocated in the same way that they were in 2015. At this level, it is useful to ensure the responses being allocated are relevant to the specific Cancer Centre in question.

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Annex A: SCPEs 2015 Response Allocation Rules

Section	Allocation for NHS Board / Network based on...	Allocation for Cancer Centre based on...
Seeing Your GP (Qs 1-3)	HB of residence at diagnosis	Centre attended
Diagnostic Tests (Qs 4-8)	HB of treatment (Q4, 8) Q8 response (Q5 to 7)	Centre attended (Q4, 8) Q8 response (Q5 to 7)
Finding out what was wrong (Qs 9-12)	HB of treatment	Centre attended
Deciding the best treatment (Qs 13-17)	HB of treatment	Centre attended
Clinical Nurse Specialist (Qs 18-20)	HB of treatment	Centre attended
Support for people with cancer (Qs 21-23)	HB of treatment	Centre attended
Operations (Qs 24-27)	HB of treatment (Q24, 27) Q27 response (Q25, 26)	Centre attended (Q24, 27) Q27 response (Q25, 26)
Hospital Care as Inpatient (Qs 28-41)	HB of treatment (Q28, 41) Q41 response (Q29 to 40)	Centre attended (Q28, 41) Q41 response (Q29 to 40)
Hospital care as a day patient / outpatient (Qs 42-45)	HB of treatment (Q42, 45) Q45 response (Q43, 44)	Centre attended (Q42, 45) Q45 response (Q43, 44)
Radiotherapy (Qs 46-49)	HB of treatment (Q46, 49) Q49 response (Q47, 48)	Centre attended (Q46, 49) Q49 response (Q47, 48)
Chemotherapy (Qs 50-53)	HB of treatment (Q50 to 53) Q53 response (Q51,52)	Centre attended (Q50 to 53) Q53 response (Q51,52)
Home Care & Support (Qs 54-56)	HB of treatment (Q54) HB of residence (Qs 55, 56)	Centre attended
Care from your GP (Qs 57-58)	HB of treatment (Q57) HB of residence (Q58)	Centre attended
Overall NHS Care (Qs 59-64)	HB of treatment	Centre attended

Note: Cancer centre attended refers to the hospital in the episode that the individual was sampled on from SMR01.