

NEWS RELEASE

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For immediate release

National Cancer Patient Survey places QEH amongst top performers

A national survey exploring the experiences of cancer patients has placed The Queen Elizabeth Hospital, King's Lynn amongst the top performers in the country.

The results of the National Cancer Patient Experience Survey, 2018 revealed that the QEH performed above the national average and among the best trusts in the country when it came to ensuring patients had access to a cancer nurse specialist.

When asked to rate their care on a scale of 0 to 10 (0 being very poor) patients responded with an average scoring of 8.8. Other encouraging results from the report include areas where the QEH has been found to be performing above the national average, such as:

- 95% said they were given appropriate advice on who to contact if they were worried after they left the hospital. The national average is 94%
- 93% of patients said it had been easy to contact their specialist nurse. The national average is 85%
- 82% of patients said they were involved as much as they wanted to be in decision about their care and treatment. The national average is 79%

In response to the results of the survey QEH Chief Nurse Libby McManus said "This is very positive news for the Trust and, more importantly, the patients who receive cancer care and treatment here.

"These results confirm that we are taking good care of patients at a particularly difficult time in their lives when they can feel at their most vulnerable."

"We are particularly proud of our work in ensuring our patients have prompt access to one of our Cancer Specialist Nurses and I would like to take this opportunity to thank the team for their focus and dedication to those patients'.

The survey also raised some areas where patients feel the hospital could improve or is below the national average.

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Libby continued "We also acknowledge areas in the survey where patients have felt we have not done enough to support them. This is particularly around practical support and guidance on living with cancer and treating patients with dignity and respect. We are therefore keen to continue working together with patients to see where we can improve."

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