

Bladder Cancer Patient Experiences

Information from the 2019 National Cancer Patient Experience Survey

What is the National Cancer Patient Experience Survey?

The National Cancer Patient Experience Survey (NCPES) is a survey of cancer patients. It is designed to monitor national progress on cancer care, to drive local quality improvements, to assist commissioners and providers of cancer care and to inform the work of various charities and stakeholder groups supporting cancer patients.

The survey is overseen by a national Cancer Patient Experience Advisory Group. The survey is commissioned and managed by NHS England and NHS Improvement. The implementation, analyses and reporting are completed by Picker.ⁱ



What does the NCPES show for bladder cancer patients?

The results from the survey are published by tumour type, or in some cases groups of related tumour types such as urological cancers. This can mean that the results for a group of tumour types do not fully reflect the experience of patients with a specific type of cancer. For example, it is not always possible to determine specific issues facing patients with bladder cancer compared to those with other urological cancers.

In 2020, Bristol Myers Squibb (BMS) procured data from Picker that segmented the urology cancer patient responses from the 2019 NCPES, to show responses from bladder cancer patients specifically.

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May, and June 2019.ⁱⁱ

The findings for different cancer types and the overall averages across all cancers can be found in the full National Cancer Patient Experience Survey report [here](#).

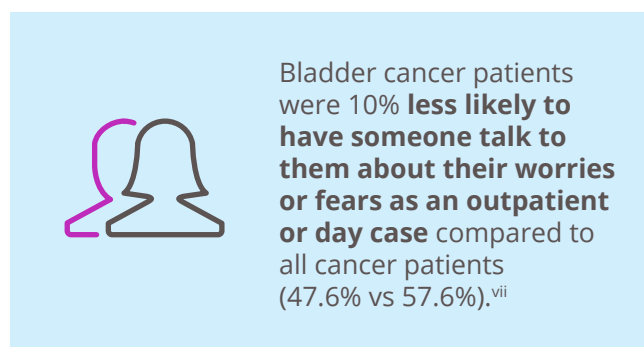
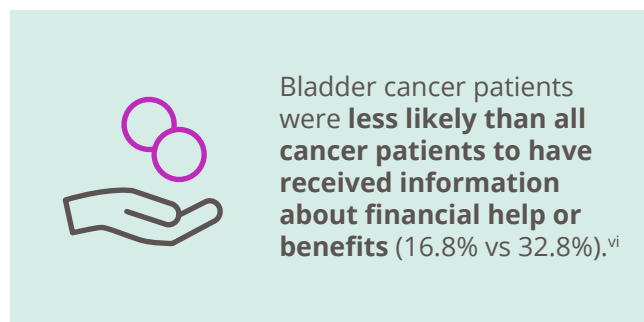
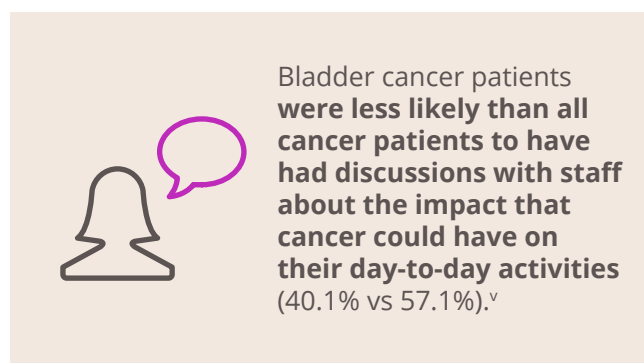
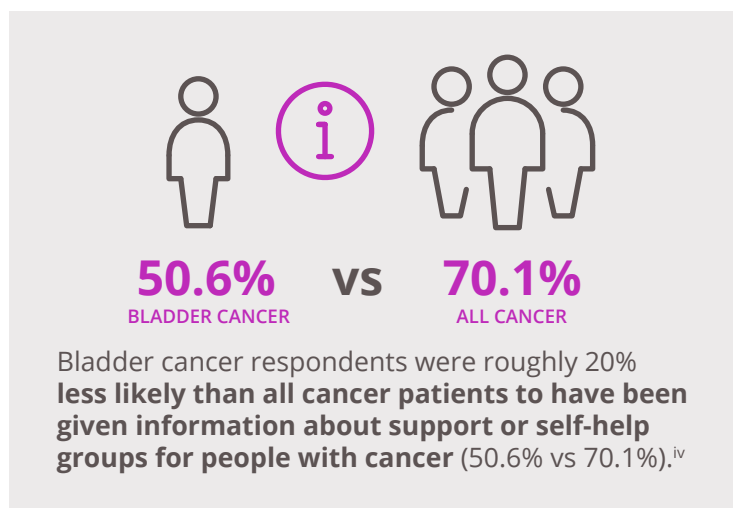
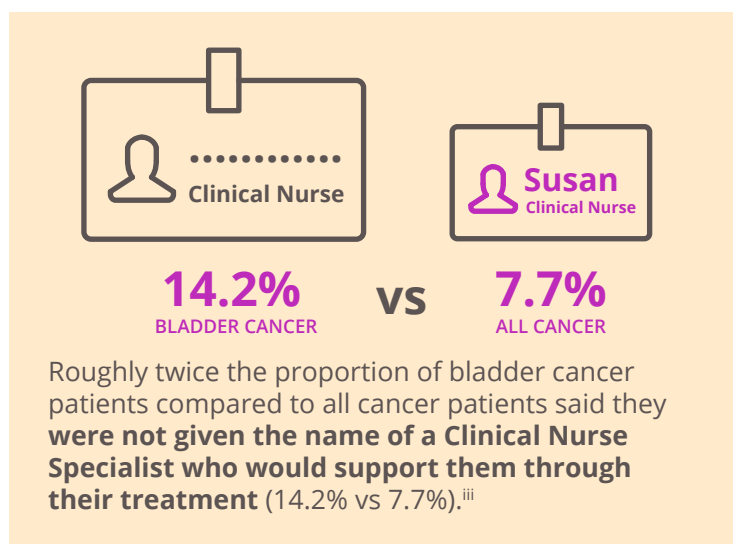
Findings

The 2019 NCPES provided just under 70,000 individual responses, with roughly 4,000 responses from bladder cancer patients – representing a notable data resource giving insight into the bladder cancer patient experience. According to the survey, for the most part, the experiences of bladder cancer patients align with other cancers at the national level.

However, there are variable responses amongst questions regarding support and information services, either provided, or offered at the hospital level. Bladder cancer patients' responses were significantly different compared to all patients with cancer for several questions (Q19,22,23,24,43).ⁱⁱ

The answers to these questions all convey a similar story, that bladder cancer patients appear to receive less support information, whether through direct health care professional advice, or guidance to access self-help groups or financial assistance, than all patients with cancers.

Therefore, bladder cancer patients may not currently be receiving the support that should be offered to them at hospitals. Simultaneously, bladder cancer patients may not be aware that they are entitled to receive this support, or aware of the potential value that it could bring.



Why is this important?

The data from the 2019 NCPES shows that bladder cancer patients were losing out on key support services, even before the COVID-19 pandemic. As the NHS looks at the recovery of cancer services to pre-pandemic levels, it is imperative that the experiences of bladder cancer patients are considered. Going forward, bladder cancer patients must be signposted to the appropriate support once they enter the patient pathway, and especially, as soon as possible after a diagnosis. Support services should be tailored to bladder cancer patients specifically, and not urological cancers more generally.



References

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