

National Cancer Patient Experience Survey

2017 Results

National Cancer Vanguard - North Central and North East London

Published November 2018

The National Cancer Patient Experience Survey is
undertaken by Quality Health on behalf of NHS England



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Introduction

The National Cancer Patient Experience Survey 2017 is the seventh iteration of the survey first undertaken in 2010. It has been designed to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was overseen by a national Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development.

The survey was commissioned and managed by NHS England. The survey provider, Quality Health, is responsible for designing, running and analysing the survey.

Full national results and other reports are available at:

www.ncpes.co.uk

Further details on the survey methodology and changes to the 2017 survey can be found in the Annex towards the end of this report.

This report

The report shows how this Cancer Alliance scored for each question in the survey, compared with national results. It is aimed at helping individual Cancer Alliances to understand their performance and identify areas for local improvement.

Note that responses for questions with 1-20 respondents have been suppressed. This is to protect patient confidentiality and because uncertainty around the result is too great.

Data tables

The data tables presented in the Cancer Alliance Results section of this report show the following for each question:

Column 1 shows the number of respondents for 2016 to this question

Column 2 shows the unadjusted 2016 score for this Cancer Alliance

Column 3 shows the number of respondents for 2017 to this question

Column 4 shows the unadjusted 2017 score for this Cancer Alliance

Column 5 shows whether a score has significantly increased or decreased compared with the last survey (2016)

Column 6 shows the case-mix adjusted 2017 score for this Cancer Alliance

Column 7 shows the lower limit of the expected range of case-mix adjusted scores for this CCG (the top of the pale blue section on the comparability chart - see below)

Column 8 shows the upper limit of the expected range of case-mix adjusted scores for this CCG (the bottom of the dark blue section on the comparability chart - see below)

Column 9 shows the national average score for this question.

Data tables (continued)

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	1,776	73%	1,718	74%		75%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,521	78%	2,468	79%		80%	82%	86%	84%

Results for individual response options are presented in the detailed data tables available at:

www.ncpes.co.uk

Confidence Intervals for unadjusted and case-mix adjusted data are provided in these tables.

Expected ranges and 95% confidence intervals highlight the uncertainty around the results. The size of the expected ranges and confidence intervals will be different for each question, and depends on the number of respondents and the range of their responses.

For further details on case-mix adjustment and the scoring methodology used, please refer to the Annex towards the end of this report.

Comparability charts

For the 2017 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that Cancer Alliances will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for Cancer Alliances of the same size.

The comparability charts in this report show a bar with these expected ranges (in grey), higher than expected (in dark blue), and lower than expected (in pale blue). A black dot represents the actual score of this Cancer Alliance.

The same colour convention has been used in Column 6 of the data tables.

For further details on expected ranges, please refer to the technical document at:

www.ncpes.co.uk

Tumour group tables

These tables show the scores for each question for each of the 13 tumour groups, with a comparative national score for that tumour group.

These breakdowns are intended as additional information for Cancer Alliances to understand the differences between the experiences of patients with different types of cancer. The numbers can be relatively small and differences may not be statistically significant. They should therefore be treated with some caution.

Expected Range Summaries - Trusts and CCGs

These charts summarise the number of questions scoring below, within and above the expected range for all organisations within the Cancer Alliance. Organisations have been ordered according to the net difference between questions scoring above/below the expected range. Full results for Trusts and CCGs within the Cancer Alliance are presented in the detailed data tables available at:

www.ncpes.co.uk

Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2017 scores for patient's overall rating of care and the 6 other questions included in the Cancer Dashboard developed by Public Health England and NHS England. Organisation scores for each question have been ordered from highest to lowest. The 2017 National score and the overall score for the Cancer Alliance have also been provided for comparison. Trusts and CCGs within the Cancer Alliance are presented in separate tables.

Notes on specific questions

Questions used solely to direct respondents to different parts of the survey (questions 4, 24, 27, 40, 43, 46) and other demographic and information questions are not reported.

How to use the data

Unadjusted data should be used to see the actual responses from patients relating to the Cancer Alliance.

Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results.

Case-mix adjusted data, together with case-mix adjusted confidence intervals are presented in the detailed data tables available at:

www.ncpes.co.uk

These should be used to understand whether the results are significantly higher or lower than the results for another Cancer Alliance.

Response rates

Numbers of respondents by tumour group, age and gender can be found in the Annex towards the end of this report.

Executive Summary

8.6 The average rating given by respondents when asked to rate their care on a scale of zero (very poor) to 10 (very good)

The following questions are included in phase 1 of the Cancer Dashboard developed by Public Health England and NHS England* :

75% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

92% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

81% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

86% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

92% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

55% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

These headline results do not give a full picture of the experience of cancer care for patients cared for in Trusts within the Alliance.

Further results highlighting the different scores and performance levels of Trusts and CCGs within the Alliances for Cancer Dashboard questions are presented below in sections of this report. Detailed tables available at:

www.ncpes.co.uk

These detailed tables contain results for all questions for all CCGs and Trusts within the Alliance. The tables further contain results on differences in patient experience across gender and across deprivation categories.

* www.cancerdata.nhs.uk/dashboard

The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all case-mix adjusted.

Questions which scored outside expected range

Question	Number of respondents for this Cancer Alliance	2017 Case-mix Adjusted			National Average Score
		2017 Score for this Cancer Alliance	Lower limit of expected range	Upper limit of expected range	

Seeing your GP

Q2	Patient thought they were seen as soon as necessary	2,468	80%	82%	86%	84%
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Diagnostic tests

Q5	Received all the information needed about the test	2,145	93%	94%	96%	95%
Q7	Given complete explanation of test results in understandable way	2,178	76%	78%	81%	79%

Finding out what was wrong with you

Q9	Patient felt they were told sensitively that they had cancer	2,460	81%	83%	87%	85%
Q11	Patient given easy to understand written information about the type of cancer they had	2,144	68%	71%	76%	73%

Deciding the best treatment for you

Q12	Patient felt that treatment options were completely explained	2,219	79%	81%	84%	83%
Q13	Possible side effects explained in an understandable way	2,424	70%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,388	61%	64%	70%	67%
Q15	Patient definitely told about side effects that could affect them in the future	2,306	50%	53%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	2,430	75%	76%	81%	79%

Clinical Nurse Specialist

Q18	Patient found it easy to contact their CNS	2,061	81%	83%	90%	86%
Q19	Get understandable answers to important questions all or most of the time	1,956	85%	86%	90%	88%

Support for people with cancer

Q21	Hospital staff gave information about impact cancer could have on day to day activities	1,703	79%	80%	85%	82%
Q22	Hospital staff gave information on getting financial help	1,405	53%	53%	63%	58%

Operations

Q26	Staff explained how operation had gone in understandable way	1,267	75%	76%	82%	79%
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Questions which scored outside expected range (continued)

Question	Number of respondents for this Cancer Alliance	2017 Case-mix Adjusted			National Average Score
		2017 Score for this Cancer Alliance	Lower limit of expected range	Upper limit of expected range	

Hospital care as an inpatient

Q29	Patient had confidence and trust in all doctors treating them	1,449	82%	82%	88%	85%
Q31	Patient had confidence and trust in all ward nurses	1,450	69%	72%	79%	76%
Q33	All staff asked patient what name they preferred to be called by	1,431	57%	60%	77%	69%
Q34	Always given enough privacy when discussing condition or treatment	1,444	83%	84%	88%	86%
Q35	Patient was able to discuss worries or fears with staff during visit	1,078	43%	48%	56%	53%
Q36	Hospital staff definitely did everything to help control pain	1,284	80%	82%	87%	84%
Q37	Always treated with respect and dignity by staff	1,444	86%	87%	91%	89%
Q38	Given clear written information about what should / should not do post discharge	1,331	82%	84%	88%	86%
Q39	Staff told patient who to contact if worried post discharge	1,374	92%	93%	96%	94%

Hospital care as a day patient / outpatient

Q41	Patient was able to discuss worries or fears with staff during visit	1,891	64%	67%	75%	71%
Q42	Doctor had the right notes and other documentation with them	2,217	95%	95%	97%	96%
Q47	Beforehand patient had all information needed about chemotherapy treatment	1,302	81%	82%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	1,217	64%	65%	71%	68%

Home care and support

Q49	Hospital staff gave family or someone close all the information needed to help with care at home	1,935	51%	56%	62%	59%
Q50	Patient definitely given enough support from health or social services during treatment	1,306	41%	47%	60%	53%

Care from your general practice

Q53	Practice staff definitely did everything they could to support patient	1,667	55%	56%	65%	60%
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Your overall NHS care

Q54	Hospital and community staff always worked well together	2,403	54%	58%	65%	62%
Q55	Patient given a care plan	1,885	30%	31%	39%	35%
Q56	Overall the administration of the care was very good / good	2,492	87%	88%	91%	90%

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Questions which scored outside expected range (continued)

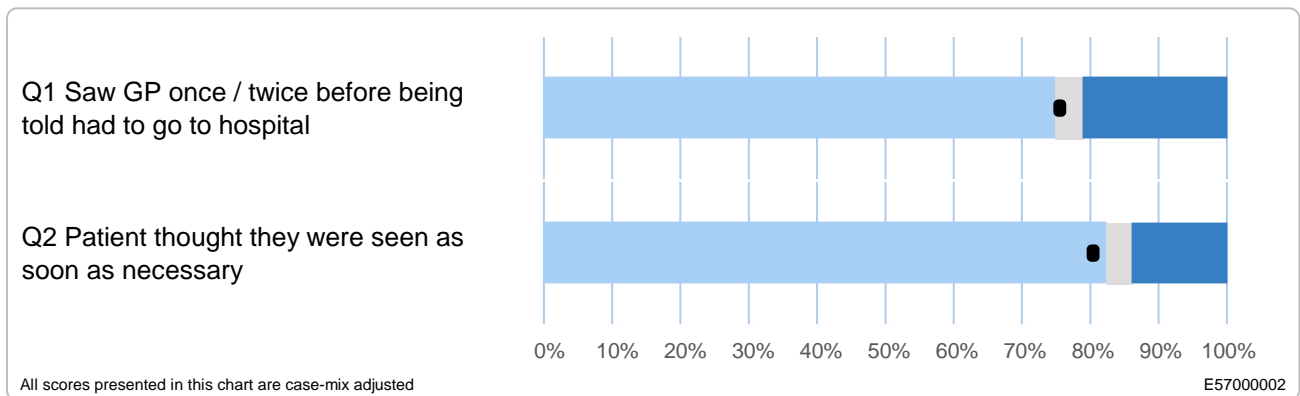
Question	Number of respondents for this Cancer Alliance	2017 Case-mix Adjusted		National Average Score
		2017 Score for this Cancer Alliance	Upper limit of expected range	

Your overall NHS care (continued)

Q57	Length of time for attending clinics and appointments was right	2,463	60%	64%	74%	69%
Q58	Taking part in cancer research discussed with patient	2,334	38%	24%	37%	31%
Q59	Patient`s average rating of care scored from very poor to very good	2,435	8.6	8.7	8.9	8.8

Cancer Alliance results

Seeing your GP



Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	1,776	73%	1,718	74%		75%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,521	78%	2,468	79%		80%	82%	86%	84%

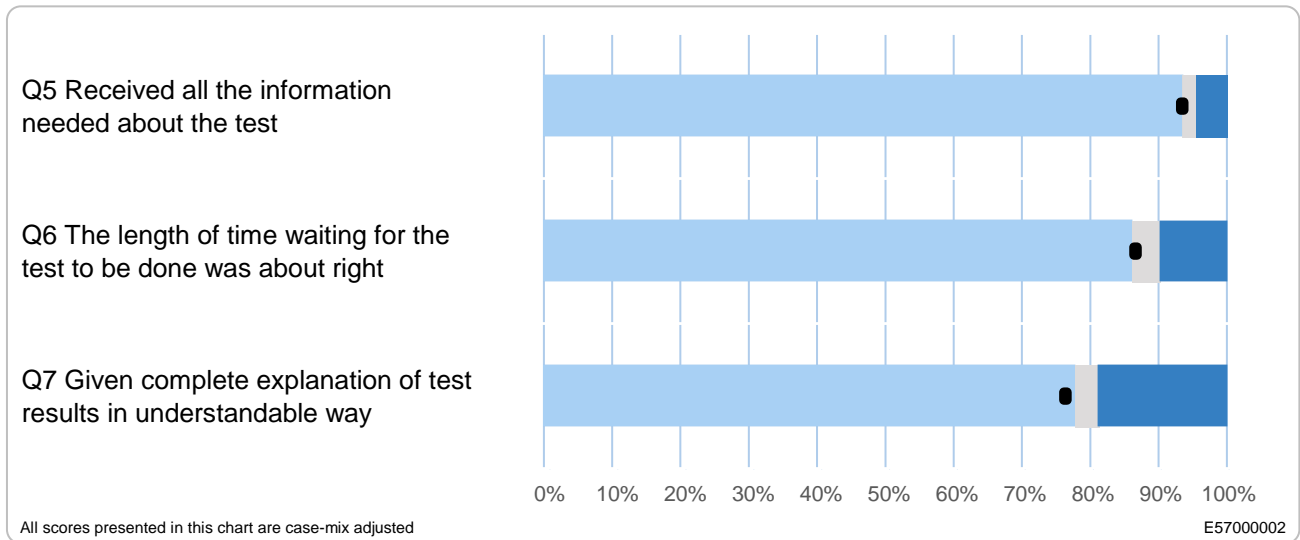
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Diagnostic Tests



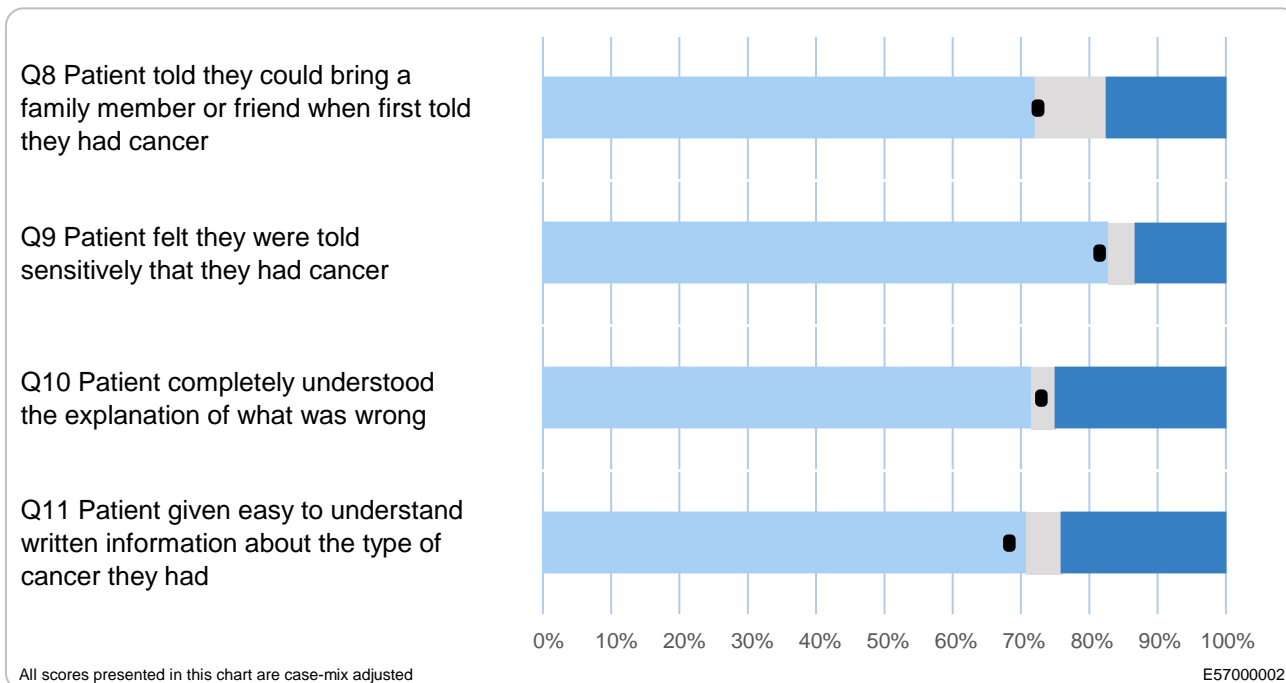
Question		Unadjusted Scores				2017 Case Mix Adjusted				
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score	2017 Score	Expected range - lower					
Q5	Received all the information needed about the test	2,143	93%	2,145	92%		93%	94%	96%	95%
Q6	The length of time waiting for the test to be done was about right	2,174	83%	2,160	85%		86%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	2,179	73%	2,178	74%		76%	78%	81%	79%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Finding out what was wrong with you



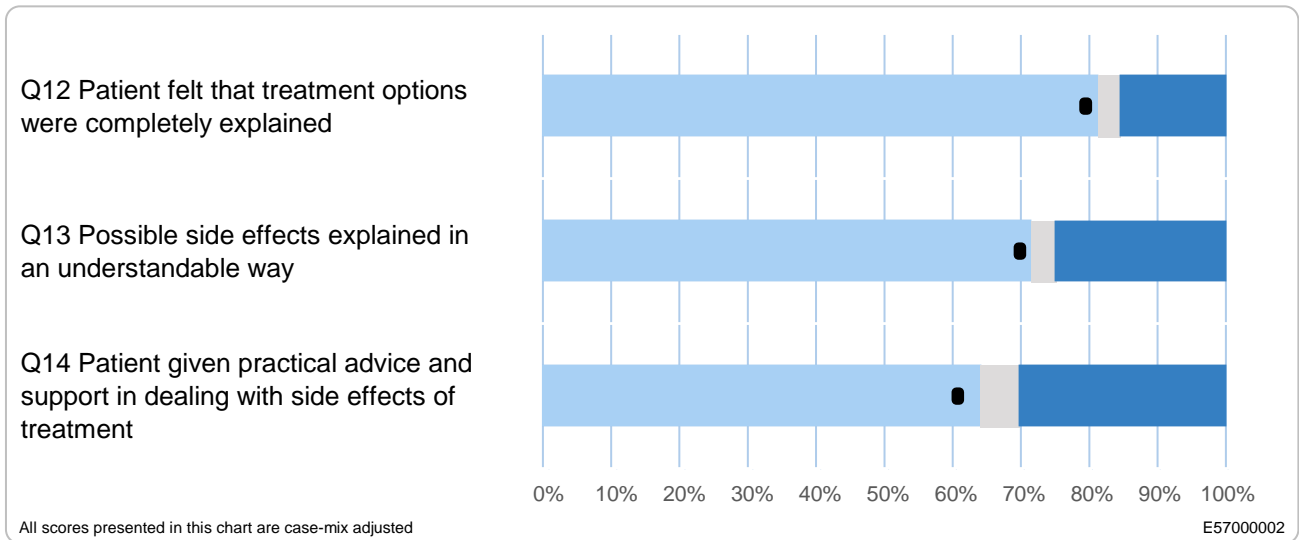
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,374	73%	2,301	73%		72%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	2,501	81%	2,460	81%		81%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,537	70%	2,504	71%		73%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	2,238	67%	2,144	67%		68%	71%	76%	73%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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Cancer Alliance results

Deciding the best treatment for you (Part 1 of 2)



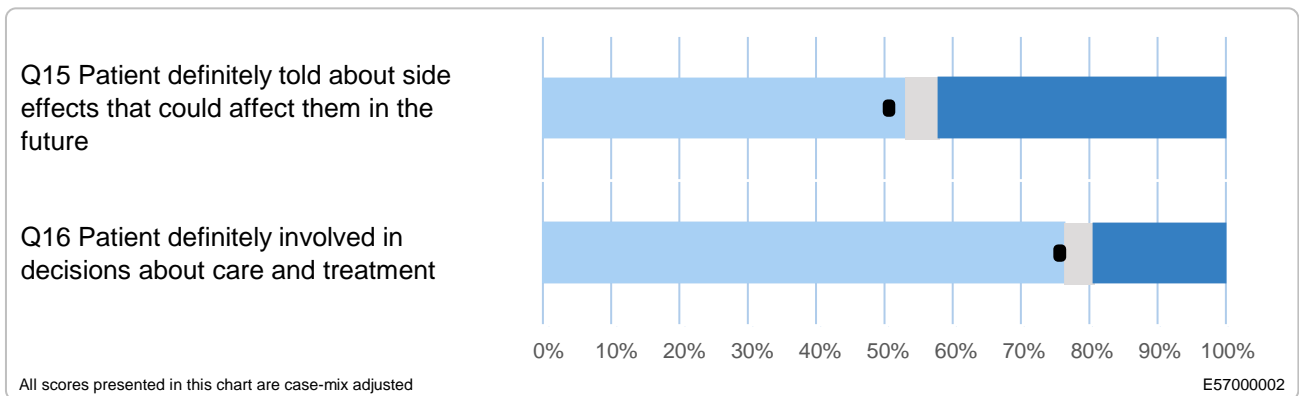
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	2,240	77%	2,219	79%		79%	81%	84%	83%
Q13	Possible side effects explained in an understandable way	2,452	68%	2,424	69%		70%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,431	61%	2,388	60%		61%	64%	70%	67%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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Cancer Alliance results

Deciding the best treatment for you (Part 2 of 2)



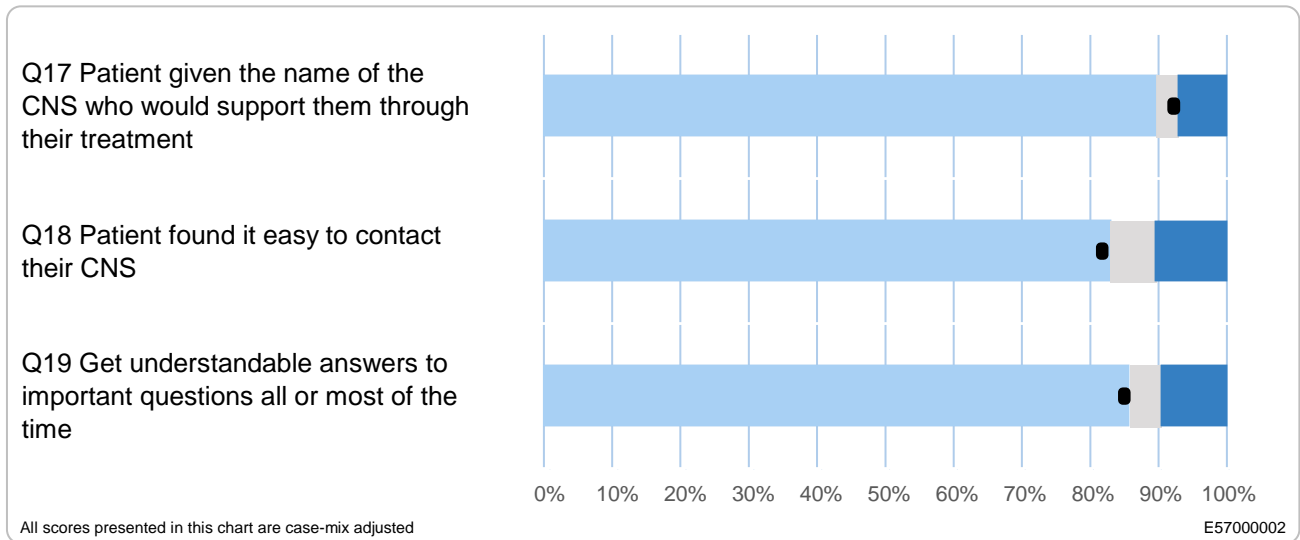
Question		Unadjusted Scores				2017 Case Mix Adjusted				
		2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score	
		Number of respondents	Score	Number of respondents	Score					Change 2016-2017
Q15	Patient definitely told about side effects that could affect them in the future	2,308	51%	2,306	51%		50%	53%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	2,435	72%	2,430	73%		75%	76%	81%	79%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Clinical Nurse Specialist



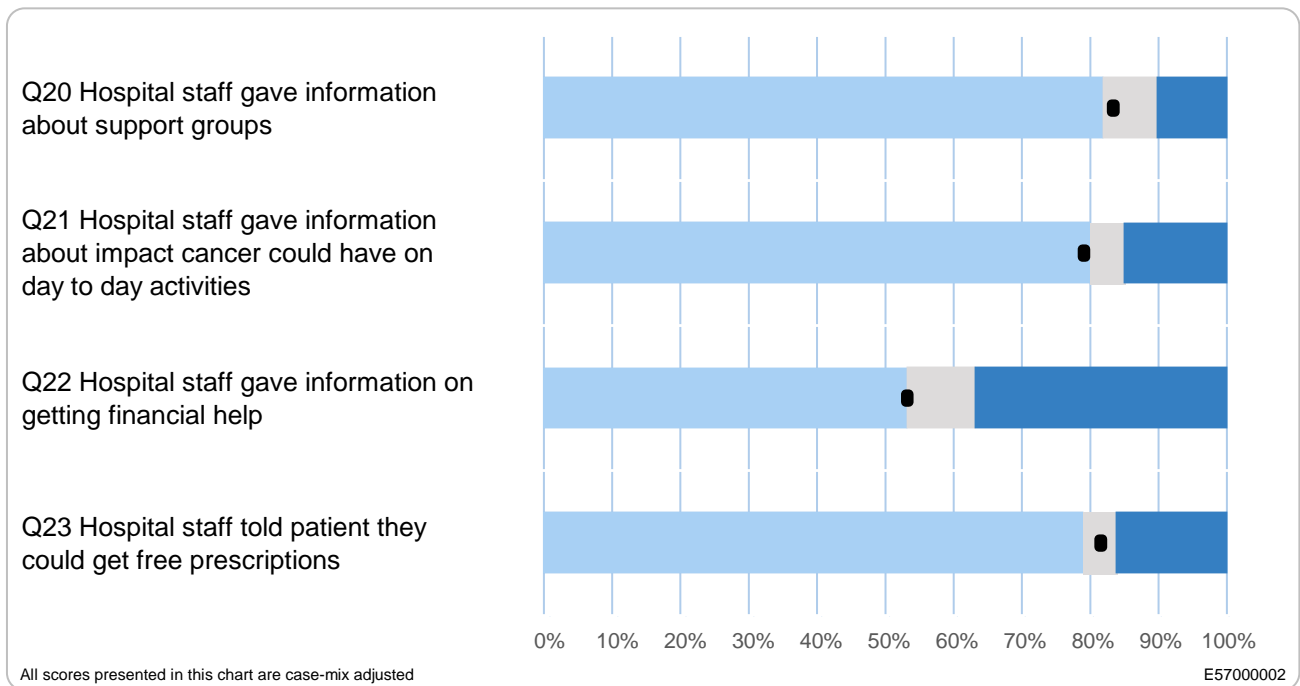
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,441	92%	2,420	92%		92%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	2,077	83%	2,061	81%		81%	83%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	1,980	83%	1,956	82%		85%	86%	90%	88%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Support for people with cancer



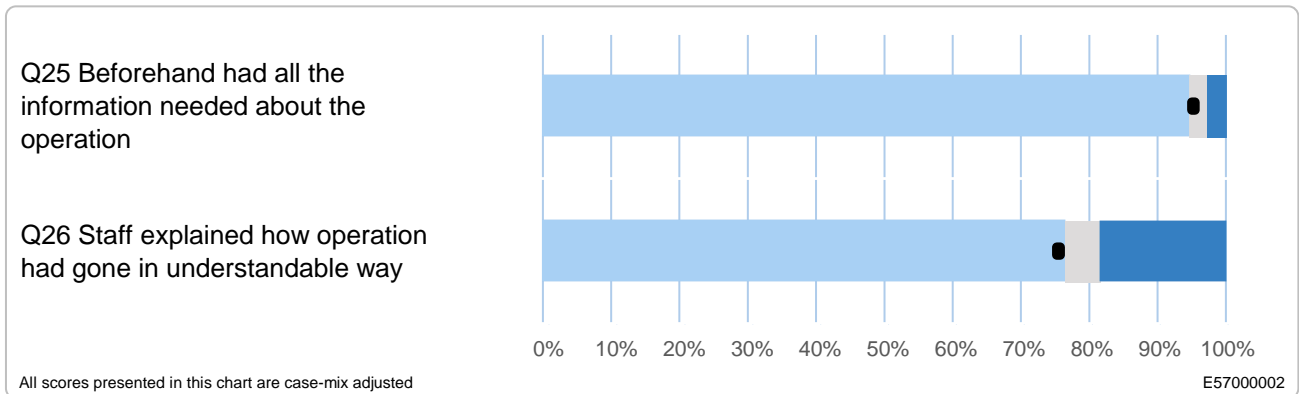
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	1,932	80%	1,896	82%		83%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,823	77%	1,703	78%		79%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,482	52%	1,405	53%		53%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,464	78%	1,405	81%		81%	79%	84%	81%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Operations



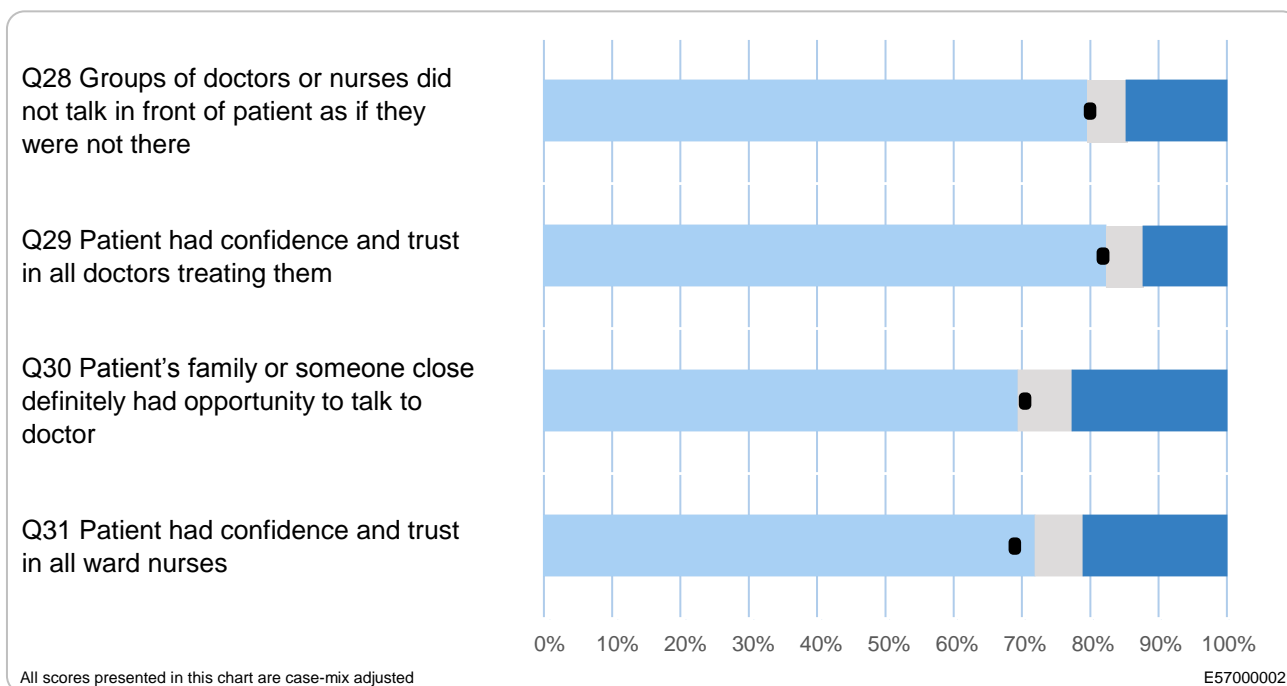
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	1,361	95%	1,271	95%		95%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,362	73%	1,267	73%		75%	76%	82%	79%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)



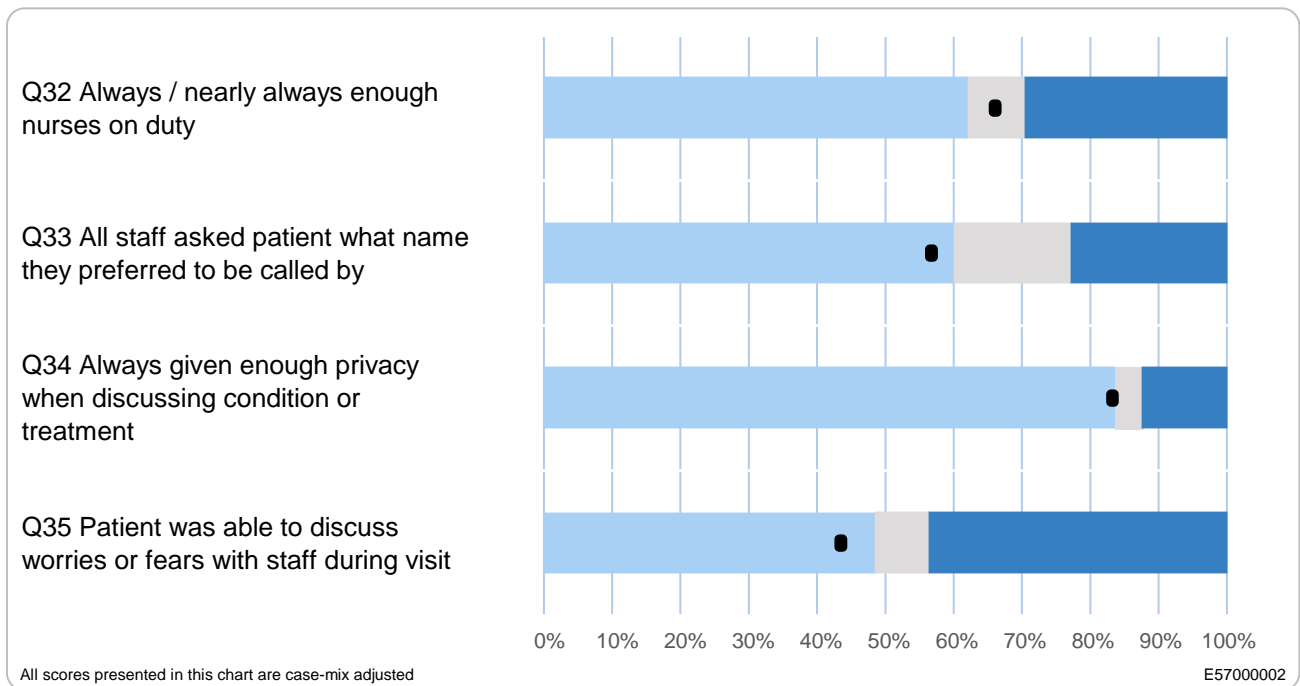
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,546	74%	1,441	77%		80%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,559	82%	1,449	81%		82%	82%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,323	72%	1,189	70%		70%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	1,554	68%	1,450	68%		69%	72%	79%	76%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)



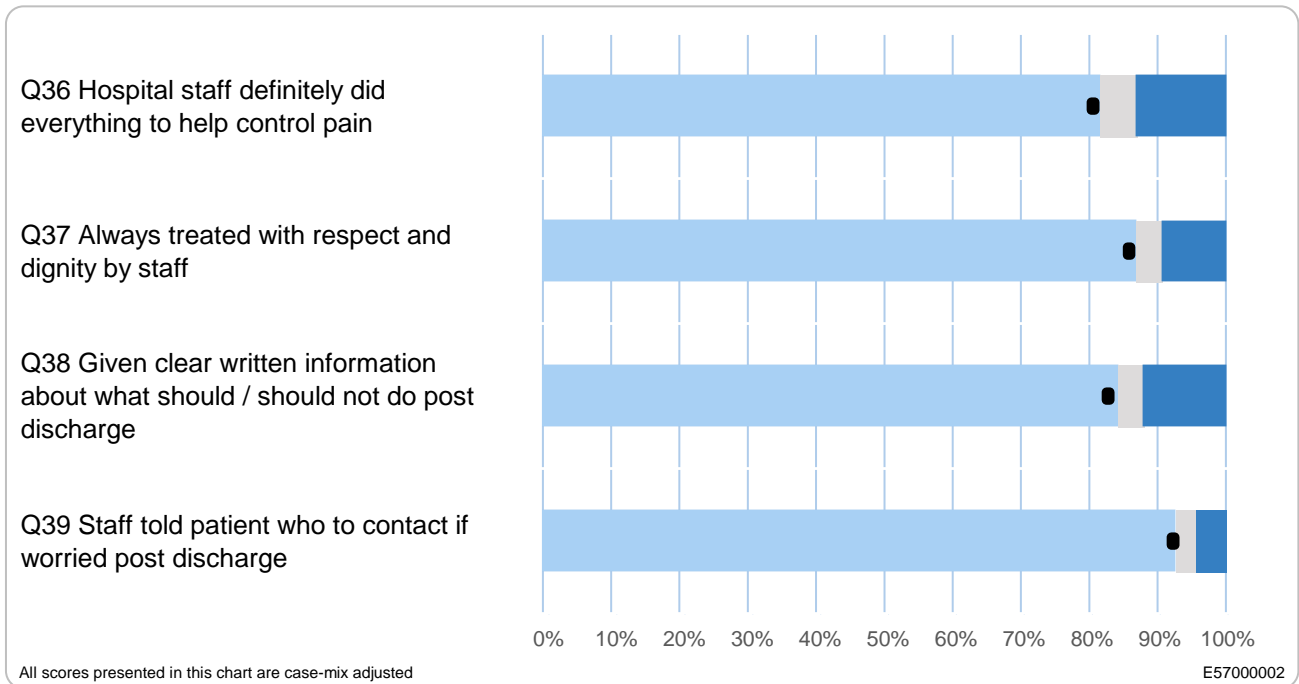
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	1,544	65%	1,440	65%		66%	62%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	1,527	56%	1,431	55%		57%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,549	84%	1,444	82%		83%	84%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,216	47%	1,078	43%		43%	48%	56%	53%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)



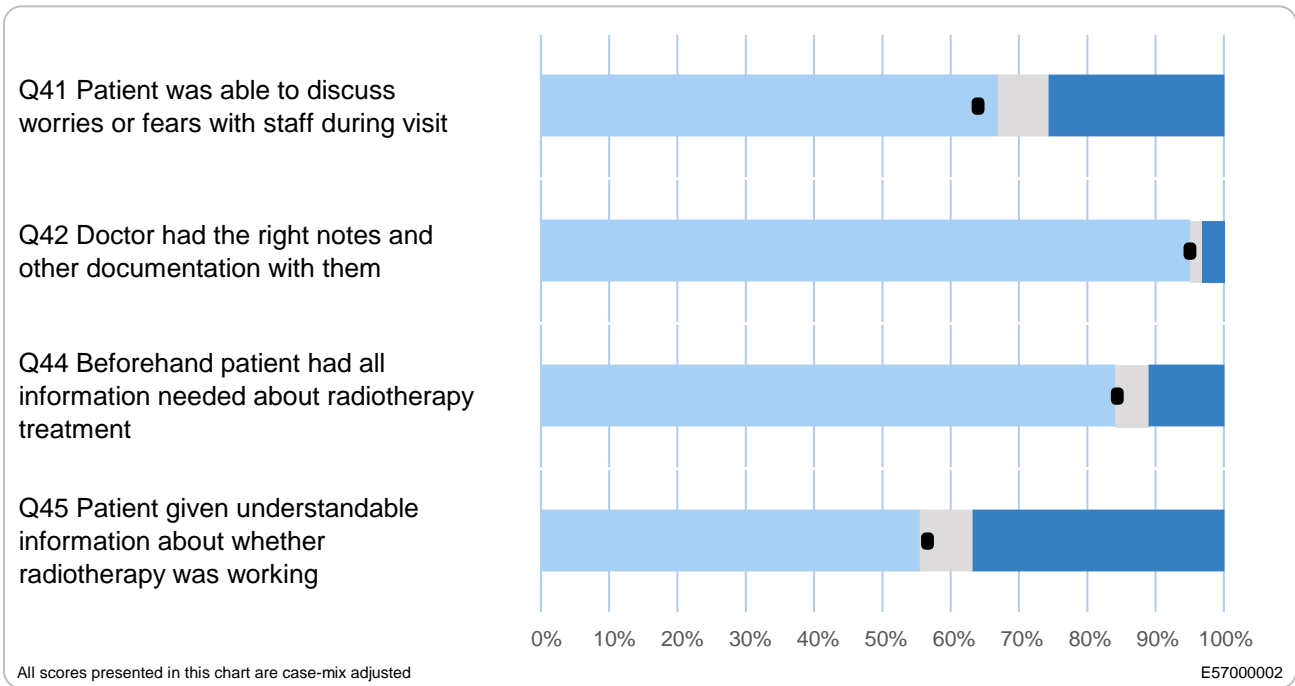
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,383	80%	1,284	78%	↓	80%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,551	85%	1,444	84%	↓	86%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,429	82%	1,331	83%	↑	82%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,476	91%	1,374	91%	↓	92%	93%	96%	94%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as a day patient / outpatient (Part 1 of 2)



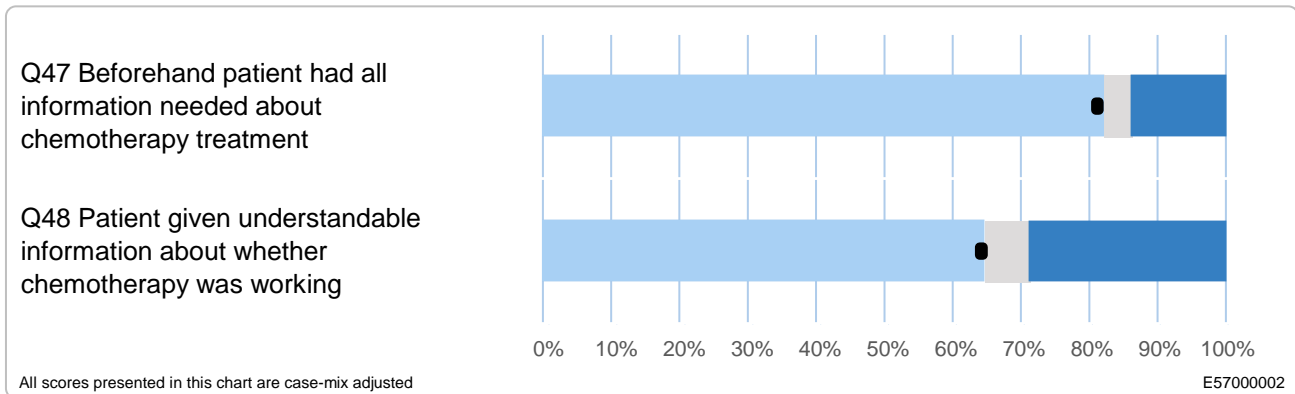
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	1,968	63%	1,891	62%		64%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	2,226	96%	2,217	95%		95%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	790	84%	725	84%		84%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	699	58%	641	58%		56%	56%	63%	59%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as a day patient / outpatient (Part 2 of 2)



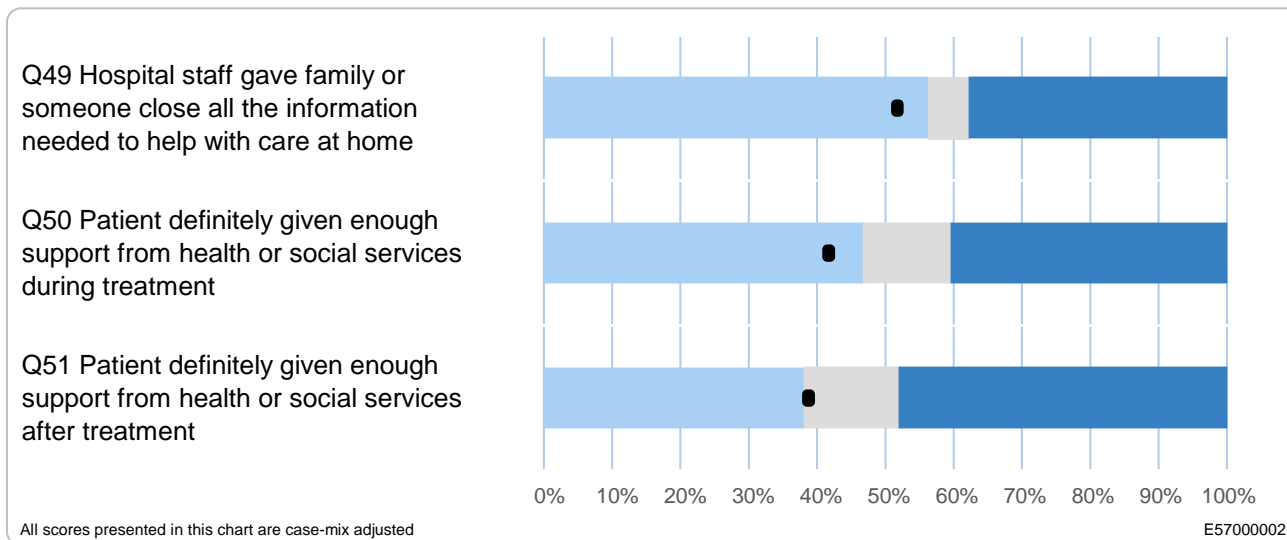
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,403	80%	1,302	81%		81%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,305	65%	1,217	64%		64%	65%	71%	68%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Home care and support



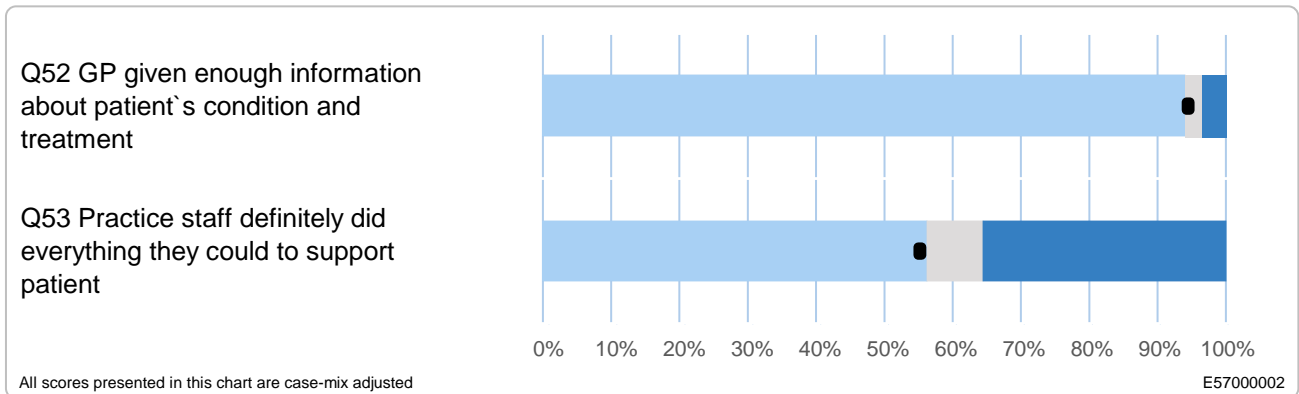
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,998	53%	1,935	51%		51%	56%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,403	39%	1,306	39%		41%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	940	33%	847	36%		39%	38%	52%	45%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Care from your general practice



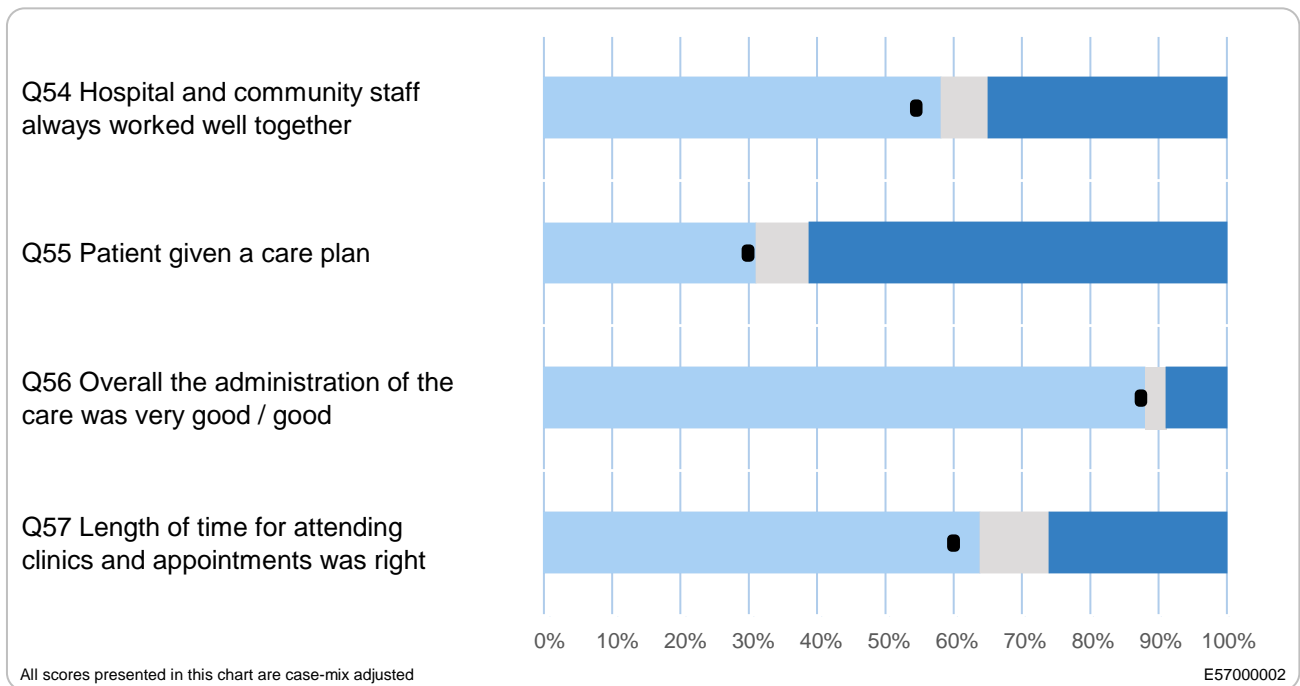
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	2,227	93%	2,145	92%		94%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	1,766	56%	1,667	53%		55%	56%	65%	60%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 1 of 2)



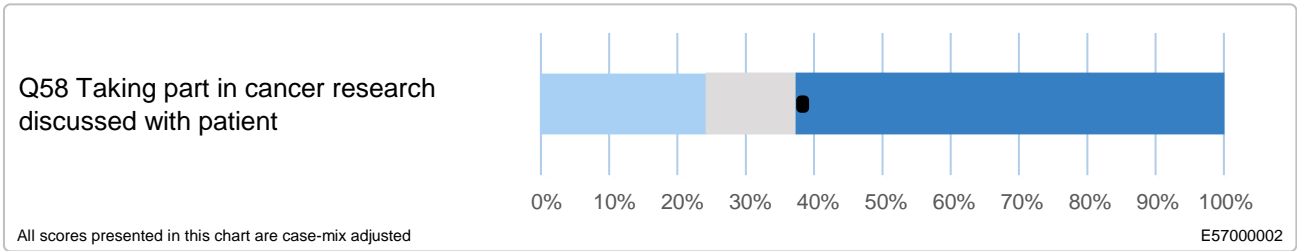
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	2,436	52%	2,403	53%		54%	58%	65%	62%
Q55 Patient given a care plan	1,913	34%	1,885	32%		30%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	2,513	88%	2,492	87%		87%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	2,487	56%	2,463	59%		60%	64%	74%	69%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

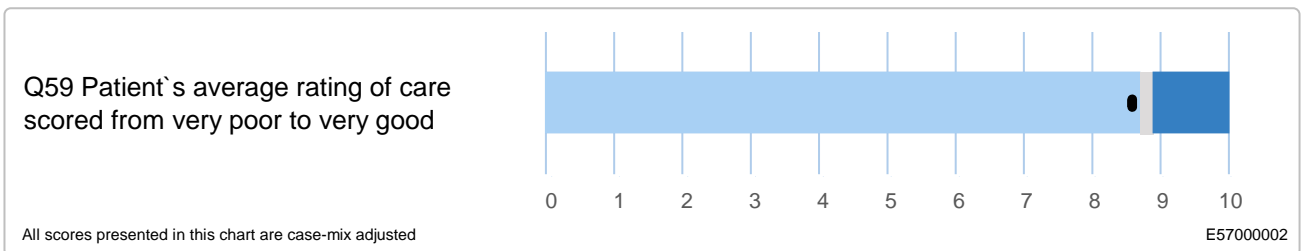
* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q58 Taking part in cancer research discussed with patient	2,379	37%	2,334	39%		38%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q59 Patient`s average rating of care scored from very poor to very good	2,454	8.5	2,435	8.5		8.6	8.7	8.9	8.8

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* Indicates where a score has been suppressed because there are less than 21 respondents.

Comparisons by tumour group for this Cancer Alliance

The following tables show the unadjusted Cancer Alliance (CA) and the national percentage scores for each question broken down by tumour group. Where a cell in the table contains an asterisk this indicates that the number of patients in that group was below 21 and too small to display. Where a cell in the table contains "n.a." this indicates that there were no respondents for that tumour group.

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	68%	*	82%
Breast	88%	94%	83%	90%
Colorectal / LGT	67%	72%	77%	82%
Gynaecological	68%	76%	75%	81%
Haematological	63%	64%	76%	82%
Head and Neck	64%	77%	68%	79%
Lung	68%	68%	78%	83%
Prostate	77%	79%	82%	87%
Sarcoma	*	67%	62%	67%
Skin	89%	90%	91%	86%
Upper Gastro	52%	72%	71%	79%
Urological	80%	82%	79%	86%
Other	69%	72%	77%	79%
All Cancers	75%	77%	80%	84%

§ These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	91%	95%	87%	92%	74%	83%
Colorectal / LGT	95%	96%	83%	88%	74%	82%
Gynaecological	90%	93%	85%	86%	75%	76%
Haematological	92%	94%	85%	89%	71%	76%
Head and Neck	85%	91%	77%	86%	78%	77%
Lung	95%	95%	81%	88%	71%	78%
Prostate	93%	94%	86%	87%	77%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	*	95%	*	87%	*	84%
Upper Gastro	91%	93%	78%	84%	67%	75%
Urological	89%	94%	87%	88%	77%	79%
Other	93%	95%	88%	87%	71%	77%
All Cancers	93%	95%	86%	88%	76%	79%

§ These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	80%	84%	81%	89%	73%	78%	68%	77%
Colorectal / LGT	80%	82%	84%	86%	69%	79%	68%	72%
Gynaecological	65%	71%	81%	82%	70%	73%	63%	71%
Haematological	73%	72%	83%	83%	61%	59%	71%	76%
Head and Neck	61%	73%	81%	85%	80%	74%	69%	65%
Lung	66%	77%	79%	83%	76%	75%	58%	65%
Prostate	72%	79%	85%	85%	80%	79%	76%	82%
Sarcoma	*	70%	*	82%	71%	67%	*	59%
Skin	64%	66%	86%	88%	89%	81%	81%	83%
Upper Gastro	71%	78%	82%	80%	70%	73%	57%	66%
Urological	64%	73%	79%	83%	70%	77%	69%	73%
Other	71%	75%	79%	82%	70%	71%	54%	64%
All Cancers	72%	77%	81%	85%	73%	73%	68%	73%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	81%	*	75%	*	65%
Breast	78%	84%	71%	75%	61%	70%
Colorectal / LGT	81%	86%	67%	77%	57%	71%
Gynaecological	80%	84%	68%	76%	67%	67%
Haematological	76%	80%	69%	70%	65%	65%
Head and Neck	75%	84%	64%	69%	54%	67%
Lung	77%	84%	66%	75%	57%	69%
Prostate	83%	83%	72%	73%	57%	65%
Sarcoma	86%	78%	57%	71%	62%	63%
Skin	*	88%	86%	77%	63%	73%
Upper Gastro	83%	82%	74%	71%	60%	65%
Urological	76%	82%	67%	71%	53%	62%
Other	77%	80%	68%	72%	56%	64%
All Cancers	79%	83%	70%	73%	61%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA §	National	This CA §	National
Brain / CNS	*	55%	*	75%
Breast	50%	57%	71%	79%
Colorectal / LGT	46%	59%	71%	81%
Gynaecological	54%	54%	77%	79%
Haematological	52%	50%	75%	77%
Head and Neck	48%	58%	74%	77%
Lung	48%	54%	76%	79%
Prostate	61%	64%	78%	81%
Sarcoma	*	53%	*	77%
Skin	*	66%	90%	86%
Upper Gastro	54%	52%	72%	77%
Urological	48%	53%	72%	76%
Other	46%	51%	70%	75%
All Cancers	50%	56%	75%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	95%	95%	82%	86%	81%	88%
Colorectal / LGT	93%	92%	82%	88%	87%	89%
Gynaecological	90%	94%	72%	85%	83%	87%
Haematological	96%	91%	86%	88%	84%	88%
Head and Neck	79%	89%	89%	88%	88%	88%
Lung	91%	94%	80%	87%	87%	87%
Prostate	88%	90%	74%	84%	78%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	83%	90%	*	88%	*	93%
Upper Gastro	91%	92%	85%	86%	83%	87%
Urological	85%	83%	80%	85%	84%	88%
Other	93%	89%	75%	85%	73%	86%
All Cancers	92%	91%	81%	86%	85%	88%

* These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	85%	90%	79%	86%	55%	62%	80%	81%
Colorectal / LGT	83%	86%	77%	83%	48%	55%	81%	84%
Gynaecological	87%	85%	75%	81%	50%	59%	80%	77%
Haematological	83%	84%	81%	83%	63%	59%	86%	86%
Head and Neck	75%	84%	78%	82%	54%	61%	76%	82%
Lung	80%	85%	78%	80%	58%	69%	88%	85%
Prostate	86%	89%	84%	85%	38%	49%	80%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	*	87%	*	83%	*	56%	*	62%
Upper Gastro	82%	84%	84%	82%	68%	61%	88%	84%
Urological	72%	78%	72%	74%	28%	39%	67%	71%
Other	78%	82%	70%	78%	53%	57%	83%	81%
All Cancers	83%	86%	79%	82%	53%	58%	81%	81%

§ These are unadjusted scores

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA §	National	This CA §	National
Brain / CNS	*	93%	*	76%
Breast	93%	97%	70%	79%
Colorectal / LGT	97%	96%	79%	83%
Gynaecological	95%	96%	77%	80%
Haematological	90%	93%	69%	75%
Head and Neck	100%	96%	74%	77%
Lung	97%	95%	72%	78%
Prostate	96%	96%	71%	78%
Sarcoma	*	94%	*	78%
Skin	*	96%	*	84%
Upper Gastro	97%	96%	64%	78%
Urological	95%	95%	80%	76%
Other	94%	95%	68%	78%
All Cancers	95%	96%	75%	79%

§ These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	81%	89%	82%	87%	70%	76%	74%	78%
Colorectal / LGT	74%	78%	82%	86%	65%	73%	62%	71%
Gynaecological	78%	86%	87%	86%	77%	74%	53%	72%
Haematological	73%	81%	71%	81%	70%	75%	57%	75%
Head and Neck	80%	81%	82%	84%	62%	73%	60%	72%
Lung	80%	76%	78%	82%	75%	75%	68%	76%
Prostate	80%	86%	83%	90%	66%	75%	79%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	*	89%	*	90%	*	79%	*	83%
Upper Gastro	64%	74%	84%	83%	68%	71%	74%	71%
Urological	75%	80%	84%	86%	69%	69%	76%	78%
Other	79%	80%	77%	81%	73%	71%	59%	72%
All Cancers	80%	82%	82%	85%	70%	73%	69%	76%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	68%	70%	54%	64%	83%	87%	46%	56%
Colorectal / LGT	56%	62%	61%	71%	84%	85%	42%	53%
Gynaecological	51%	65%	51%	65%	82%	82%	41%	52%
Haematological	56%	63%	55%	69%	83%	86%	39%	55%
Head and Neck	58%	63%	44%	68%	82%	85%	26%	53%
Lung	70%	69%	52%	72%	81%	84%	43%	49%
Prostate	72%	71%	54%	69%	83%	89%	45%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	*	76%	*	71%	*	89%	*	58%
Upper Gastro	56%	63%	63%	76%	77%	84%	50%	50%
Urological	75%	69%	58%	72%	81%	85%	45%	46%
Other	64%	62%	57%	69%	84%	83%	40%	48%
All Cancers	66%	66%	57%	69%	83%	86%	43%	53%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	80%	87%	87%	90%	89%	92%	94%	96%
Colorectal / LGT	78%	85%	85%	87%	79%	84%	91%	94%
Gynaecological	79%	84%	81%	87%	85%	87%	91%	93%
Haematological	72%	82%	78%	90%	79%	80%	94%	96%
Head and Neck	70%	82%	78%	87%	81%	85%	79%	92%
Lung	79%	85%	82%	89%	77%	83%	87%	92%
Prostate	82%	86%	89%	91%	86%	89%	92%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	*	87%	*	93%	*	91%	*	96%
Upper Gastro	84%	82%	90%	87%	77%	82%	93%	94%
Urological	79%	82%	83%	89%	87%	86%	88%	91%
Other	76%	83%	83%	88%	76%	81%	89%	93%
All Cancers	80%	84%	86%	89%	82%	86%	92%	94%

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	59%	71%	94%	96%	84%	88%	57%	59%
Colorectal / LGT	72%	74%	93%	96%	84%	85%	61%	58%
Gynaecological	63%	69%	96%	96%	91%	85%	60%	65%
Haematological	65%	73%	95%	97%	91%	83%	64%	60%
Head and Neck	62%	70%	98%	96%	*	86%	*	64%
Lung	67%	70%	95%	95%	70%	86%	52%	58%
Prostate	64%	74%	96%	96%	82%	88%	43%	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	*	72%	97%	96%	*	77%	*	70%
Upper Gastro	68%	70%	96%	95%	*	86%	*	56%
Urological	55%	66%	94%	96%	*	84%	*	54%
Other	57%	68%	95%	95%	88%	87%	59%	59%
All Cancers	64%	71%	95%	96%	84%	87%	56%	59%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	83%	*	63%
Breast	80%	83%	58%	62%
Colorectal / LGT	77%	84%	59%	66%
Gynaecological	81%	86%	75%	67%
Haematological	82%	84%	72%	75%
Head and Neck	*	78%	*	58%
Lung	80%	85%	62%	69%
Prostate	79%	86%	65%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	79%	84%	63%	64%
Urological	79%	84%	60%	69%
Other	84%	85%	62%	69%
All Cancers	81%	84%	64%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	49%	59%	38%	53%	32%	42%
Colorectal / LGT	50%	62%	43%	62%	41%	52%
Gynaecological	51%	57%	26%	47%	20%	38%
Haematological	57%	61%	44%	52%	46%	45%
Head and Neck	48%	63%	46%	56%	50%	50%
Lung	50%	58%	37%	51%	29%	42%
Prostate	52%	60%	26%	50%	24%	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	*	67%	*	61%	*	59%
Upper Gastro	57%	59%	49%	53%	49%	45%
Urological	47%	58%	30%	48%	30%	45%
Other	47%	56%	42%	53%	36%	45%
All Cancers	51%	59%	41%	53%	39%	45%

§ These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	94%	*	52%
Breast	93%	96%	55%	61%
Colorectal / LGT	92%	95%	46%	60%
Gynaecological	92%	95%	48%	56%
Haematological	93%	96%	55%	58%
Head and Neck	82%	93%	39%	60%
Lung	92%	95%	54%	60%
Prostate	96%	96%	59%	67%
Sarcoma	*	94%	*	55%
Skin	*	96%	*	69%
Upper Gastro	93%	93%	60%	60%
Urological	90%	95%	52%	62%
Other	93%	95%	50%	58%
All Cancers	94%	95%	55%	60%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	53%	*	35%	*	85%	*	68%
Breast	53%	62%	35%	38%	88%	91%	52%	68%
Colorectal / LGT	50%	61%	30%	38%	87%	89%	57%	71%
Gynaecological	51%	58%	37%	31%	88%	89%	65%	67%
Haematological	58%	63%	38%	34%	92%	92%	55%	65%
Head and Neck	43%	59%	19%	35%	89%	88%	64%	68%
Lung	52%	63%	20%	33%	86%	90%	63%	71%
Prostate	53%	66%	38%	36%	88%	89%	65%	74%
Sarcoma	52%	55%	*	30%	91%	87%	*	65%
Skin	68%	70%	*	44%	88%	89%	77%	75%
Upper Gastro	58%	57%	31%	34%	86%	87%	62%	68%
Urological	56%	63%	25%	30%	84%	87%	71%	75%
Other	47%	57%	27%	30%	83%	88%	57%	65%
All Cancers	54%	62%	30%	35%	87%	90%	60%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	*	33%	*	8.5
Breast	35%	31%	8.4	8.9
Colorectal / LGT	37%	30%	8.3	8.8
Gynaecological	61%	36%	8.6	8.8
Haematological	40%	33%	8.7	8.9
Head and Neck	24%	18%	8.6	8.7
Lung	40%	36%	8.5	8.7
Prostate	48%	35%	8.5	8.8
Sarcoma	55%	39%	8.6	8.6
Skin	9%	18%	8.9	8.9
Upper Gastro	36%	34%	8.6	8.7
Urological	39%	20%	8.5	8.7
Other	41%	33%	8.4	8.7
All Cancers	38%	31%	8.6	8.8

[§] These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
E57000002	5,750	632	5,118	2,457	107	2,554	44%

Respondents by tumour group

The tables below show the numbers of patients from each tumour group and the age and gender distribution of these patients.

Tumour Group	Number of respondents*
Brain / CNS	10
Breast	625
Gynaecological	99
Colorectal / LGT	241
Lung	179
Skin	46
Haematological	394
Upper Gastro	100
Other	324
Urological	225
Prostate	233
Sarcoma	22
Head and Neck	56

* These figures may not match the numerator for all questions in the 'Comparisons by tumour group' section of this report, because not all questions were answered by all respondents.

Respondents by age and gender

The questionnaire asked respondents to give their year of birth. This information has been amalgamated into 8 age bands. The age and gender distribution for the Cancer Alliance was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	4	14	23	89	233	416	257	53	1,089
Female	8	41	104	271	344	411	228	58	1,465
Total	12	55	127	360	577	827	485	111	2,554

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Expected Range Summary - Trusts

Trust		Expected Range Classification	
RAN	Royal National Orthopaedic Hospital NHS Trust	3	43 2
RKE	Whittington Health NHS Trust	3	47 1
RP6	Moorfields Eye Hospital NHS Foundation Trust	7	33 1
RRV	University College London Hospitals NHS Foundation Trust	8	42 2
RQW	The Princess Alexandra Hospital NHS Trust	11	41
RAP	North Middlesex University Hospital NHS Trust	22	30
R1H	Barts Health NHS Trust	27	23 2
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	25	27
RAL	Royal Free London NHS Foundation Trust	32	20
RQX	Homerton University Hospital NHS Foundation Trust	<i>All scored questions suppressed for this organisation</i>	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Dashboard Questions - Trusts

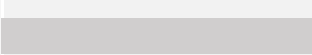
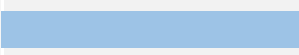
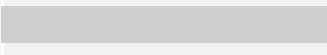
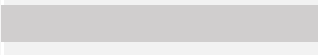
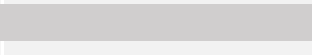
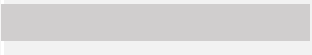
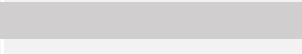

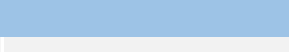

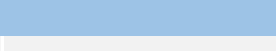
Q59 Patient's average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	66,563	8.80	
E57000002	National Cancer Vanguard: North Central and North East London	2,435	8.58	
RRV	University College London Hospitals NHS Foundation Trust	1,116	8.78	
RKE	Whittington Health NHS Trust	114	8.75	
RP6	Moorfields Eye Hospital NHS Foundation Trust	42	8.72	
RQW	The Princess Alexandra Hospital NHS Trust	228	8.65	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	609	8.65	
R1H	Barts Health NHS Trust	521	8.58	
RAL	Royal Free London NHS Foundation Trust	695	8.51	
RAN	Royal National Orthopaedic Hospital NHS Trust	68	8.47	
RAP	North Middlesex University Hospital NHS Trust	207	8.34	
RQX	Homerton University Hospital NHS Foundation Trust	20	* Score suppressed	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - Trusts

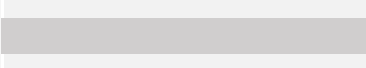
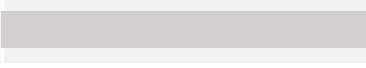
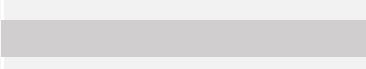
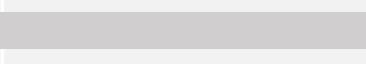
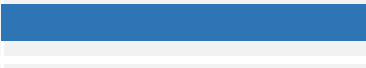
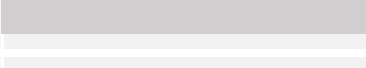
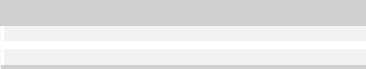
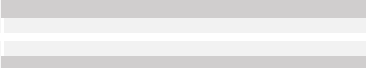


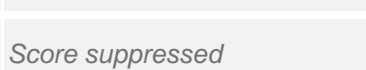
Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E57000002	National Cancer Vanguard: North Central and North East London	2,430	75.4%	
RKE	Whittington Health NHS Trust	115	82.2%	
RAN	Royal National Orthopaedic Hospital NHS Trust	68	79.9%	
RRV	University College London Hospitals NHS Foundation Trust	1,106	78.9%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	42	77.3%	
R1H	Barts Health NHS Trust	528	75.8%	
RAL	Royal Free London NHS Foundation Trust	680	75.2%	
RQW	The Princess Alexandra Hospital NHS Trust	226	73.1%	
RAP	North Middlesex University Hospital NHS Trust	213	73.1%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	602	70.4%	
RQX	Homerton University Hospital NHS Foundation Trust	19	* Score suppressed	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Dashboard Questions - Trusts

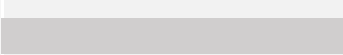
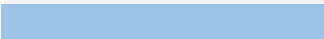



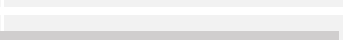



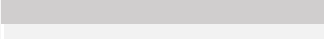

Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	65,693	91.3%	
E57000002	National Cancer Vanguard: North Central and North East London	2,420	92.0%	
RAN	Royal National Orthopaedic Hospital NHS Trust	66	96.8%	
RKE	Whittington Health NHS Trust	114	95.6%	
RRV	University College London Hospitals NHS Foundation Trust	1,095	94.1%	
RQW	The Princess Alexandra Hospital NHS Trust	224	93.5%	
R1H	Barts Health NHS Trust	530	92.1%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	600	91.9%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	40	91.6%	
RAL	Royal Free London NHS Foundation Trust	686	90.9%	
RAP	North Middlesex University Hospital NHS Trust	203	90.0%	
RQX	Homerton University Hospital NHS Foundation Trust	19	* Score suppressed	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Dashboard Questions - Trusts

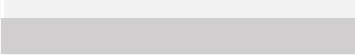
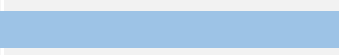

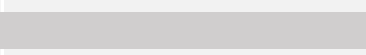
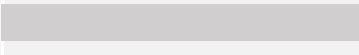
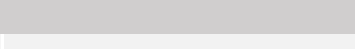


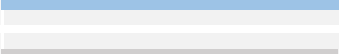


Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E57000002	National Cancer Vanguard: North Central and North East London	2,061	81.5%	
RKE	Whittington Health NHS Trust	101	87.7%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	33	87.0%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	509	85.8%	
RAN	Royal National Orthopaedic Hospital NHS Trust	56	84.6%	
RAP	North Middlesex University Hospital NHS Trust	183	83.9%	
R1H	Barts Health NHS Trust	459	83.2%	
RQW	The Princess Alexandra Hospital NHS Trust	198	82.8%	
RAL	Royal Free London NHS Foundation Trust	559	80.5%	
RRV	University College London Hospitals NHS Foundation Trust	956	78.6%	
RQX	Homerton University Hospital NHS Foundation Trust	15	* Score suppressed	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Dashboard Questions - Trusts

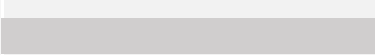
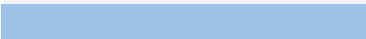
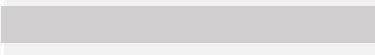
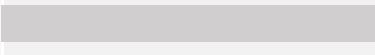
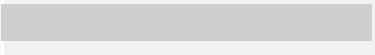
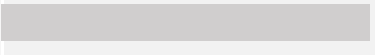

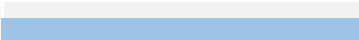
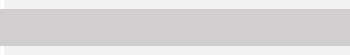
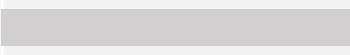
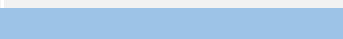
Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E57000002	National Cancer Vanguard: North Central and North East London	1,444	85.6%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	36	93.7%	
RKE	Whittington Health NHS Trust	56	91.9%	
RAN	Royal National Orthopaedic Hospital NHS Trust	59	90.0%	
RRV	University College London Hospitals NHS Foundation Trust	753	89.1%	
R1H	Barts Health NHS Trust	310	85.6%	
RAL	Royal Free London NHS Foundation Trust	431	84.8%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	322	84.7%	
RQW	The Princess Alexandra Hospital NHS Trust	126	84.3%	
RAP	North Middlesex University Hospital NHS Trust	116	84.1%	
RQX	Homerton University Hospital NHS Foundation Trust	17	* Score suppressed	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Dashboard Questions - Trusts

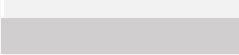
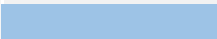
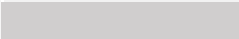
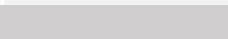


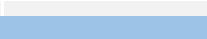
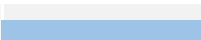
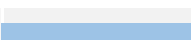
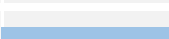
Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E57000002	National Cancer Vanguard: North Central and North East London	1,374	92.0%	
RRV	University College London Hospitals NHS Foundation Trust	721	93.7%	
RAL	Royal Free London NHS Foundation Trust	404	93.5%	
RAP	North Middlesex University Hospital NHS Trust	109	92.8%	
RAN	Royal National Orthopaedic Hospital NHS Trust	56	92.2%	
R1H	Barts Health NHS Trust	293	90.6%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	307	89.5%	
RKE	Whittington Health NHS Trust	55	88.4%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	36	87.3%	
RQW	The Princess Alexandra Hospital NHS Trust	118	86.7%	
RQX	Homerton University Hospital NHS Foundation Trust	17	* Score suppressed	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	45,919	60.4%	
E57000002	National Cancer Vanguard: North Central and North East London	1,667	54.9%	
RKE	Whittington Health NHS Trust	79	60.2%	
RRV	University College London Hospitals NHS Foundation Trust	730	58.1%	
R1H	Barts Health NHS Trust	384	57.0%	
RAP	North Middlesex University Hospital NHS Trust	165	53.0%	
RAL	Royal Free London NHS Foundation Trust	471	52.9%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	374	50.9%	
RQW	The Princess Alexandra Hospital NHS Trust	155	48.8%	
RAN	Royal National Orthopaedic Hospital NHS Trust	46	42.5%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	19 *	Score suppressed	
RQX	Homerton University Hospital NHS Foundation Trust	14	* Score suppressed	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Expected Range Summary - CCGs

CCG		Expected Range Classification		
08H	NHS Islington CCG	2	48	2
07L	NHS Barking and Dagenham CCG	5	47	
08N	NHS Redbridge CCG	5	47	
08M	NHS Newham CCG	9	42	1
07R	NHS Camden CCG	10	41	1
08V	NHS Tower Hamlets CCG	10	41	1
07T	NHS City and Hackney CCG	11	40	1
08W	NHS Waltham Forest CCG	14	38	
08D	NHS Haringey CCG	16	35	1
08F	NHS Havering CCG	18	34	
07X	NHS Enfield CCG	19	33	
07M	NHS Barnet CCG	24	28	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Dashboard Questions - CCGs

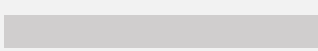
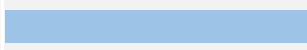
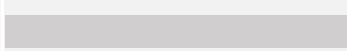


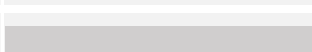
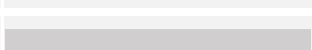
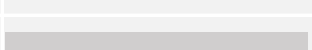
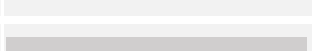
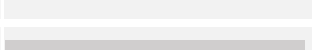
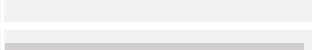

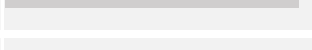

Q59 Patient's average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	66,563	8.80	
E57000002	National Cancer Vanguard: North Central and North East London	2,435	8.58	
08H	NHS Islington CCG	189	8.80	
07L	NHS Barking and Dagenham CCG	172	8.77	
08F	NHS Havering CCG	349	8.70	
08N	NHS Redbridge CCG	192	8.67	
07R	NHS Camden CCG	164	8.62	
07M	NHS Barnet CCG	381	8.54	
08V	NHS Tower Hamlets CCG	74	8.49	
08D	NHS Haringey CCG	209	8.48	
07X	NHS Enfield CCG	342	8.46	
08M	NHS Newham CCG	132	8.46	
07T	NHS City and Hackney CCG	128	8.42	
08W	NHS Waltham Forest CCG	103	8.33	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - CCGs

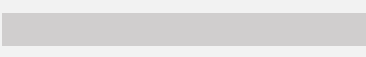
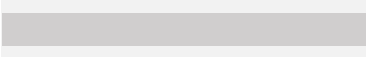
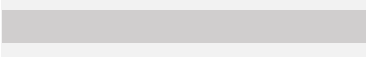
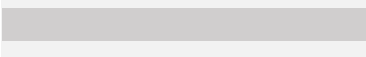
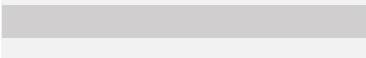

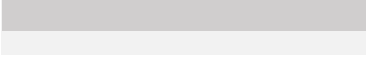





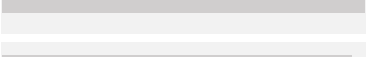

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E57000002	National Cancer Vanguard: North Central and North East London	2,430	75.4%	
08V	NHS Tower Hamlets CCG	75	85.1%	
07X	NHS Enfield CCG	347	77.0%	
07R	NHS Camden CCG	165	76.9%	
08D	NHS Haringey CCG	215	76.4%	
07M	NHS Barnet CCG	374	76.0%	
08H	NHS Islington CCG	184	75.2%	
08M	NHS Newham CCG	131	74.8%	
08W	NHS Waltham Forest CCG	103	74.4%	
08N	NHS Redbridge CCG	192	74.1%	
07L	NHS Barking and Dagenham CCG	175	73.1%	
07T	NHS City and Hackney CCG	126	73.1%	
08F	NHS Havering CCG	343	72.7%	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Dashboard Questions - CCGs

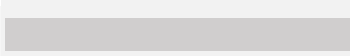
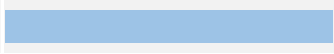
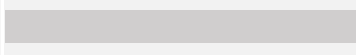
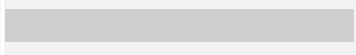
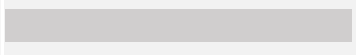
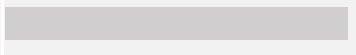
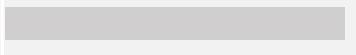
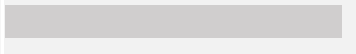
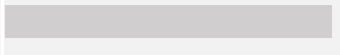
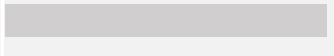
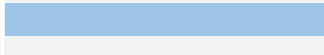
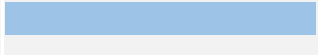
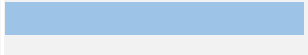
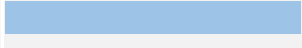
Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	65,693	91.3%	
E57000002	National Cancer Vanguard: North Central and North East London	2,420	92.0%	
08H	NHS Islington CCG	186	95.5%	
07R	NHS Camden CCG	167	93.9%	
08N	NHS Redbridge CCG	194	93.1%	
07L	NHS Barking and Dagenham CCG	174	93.1%	
08M	NHS Newham CCG	128	92.2%	
07X	NHS Enfield CCG	338	92.1%	
07T	NHS City and Hackney CCG	127	92.0%	
08F	NHS Havering CCG	343	91.9%	
08D	NHS Haringey CCG	212	91.8%	
07M	NHS Barnet CCG	374	90.7%	
08V	NHS Tower Hamlets CCG	76	90.0%	
08W	NHS Waltham Forest CCG	101	86.9%	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Dashboard Questions - CCGs

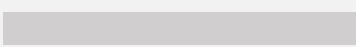
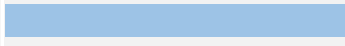
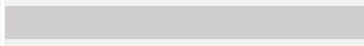
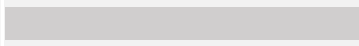
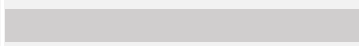
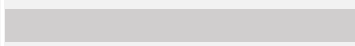
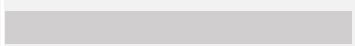
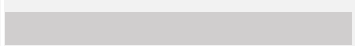

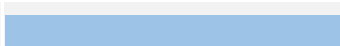


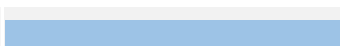
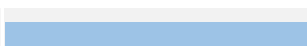
Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E57000002	National Cancer Vanguard: North Central and North East London	2,061	81.5%	
07L	NHS Barking and Dagenham CCG	143	87.7%	
08V	NHS Tower Hamlets CCG	64	86.6%	
08F	NHS Havering CCG	288	86.2%	
08W	NHS Waltham Forest CCG	83	85.3%	
08H	NHS Islington CCG	164	84.4%	
08N	NHS Redbridge CCG	172	83.7%	
08D	NHS Haringey CCG	181	81.3%	
08M	NHS Newham CCG	114	79.8%	
07M	NHS Barnet CCG	316	79.2%	
07X	NHS Enfield CCG	283	77.2%	
07T	NHS City and Hackney CCG	111	74.2%	
07R	NHS Camden CCG	142	73.4%	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: North Central and North East London

Annex (continued)
Dashboard Questions - CCGs

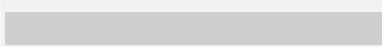
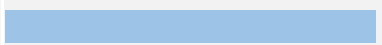
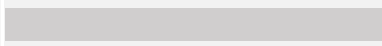
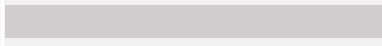
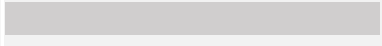


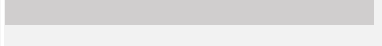
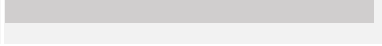

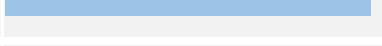
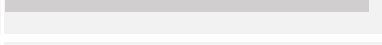

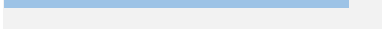
Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E57000002	National Cancer Vanguard: North Central and North East London	1,444	85.6%	
08H	NHS Islington CCG	113	89.6%	
07T	NHS City and Hackney CCG	78	88.3%	
07L	NHS Barking and Dagenham CCG	101	88.2%	
08M	NHS Newham CCG	84	87.0%	
07X	NHS Enfield CCG	199	86.2%	
07M	NHS Barnet CCG	223	86.1%	
07R	NHS Camden CCG	91	84.8%	
08F	NHS Havering CCG	195	84.3%	
08N	NHS Redbridge CCG	120	83.5%	
08W	NHS Waltham Forest CCG	64	83.3%	
08D	NHS Haringey CCG	131	83.2%	
08V	NHS Tower Hamlets CCG	45	75.6%	

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Annex (continued)
Dashboard Questions - CCGs

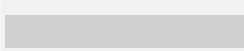
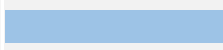
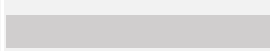


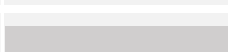
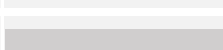
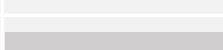
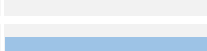
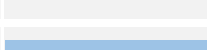
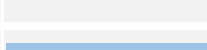

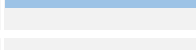
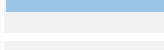
Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E57000002	National Cancer Vanguard: North Central and North East London	1,374	92.0%	
08H	NHS Islington CCG	108	95.3%	
08D	NHS Haringey CCG	126	95.0%	
08F	NHS Havering CCG	183	93.1%	
07T	NHS City and Hackney CCG	73	93.0%	
07R	NHS Camden CCG	89	91.9%	
08N	NHS Redbridge CCG	117	91.7%	
07X	NHS Enfield CCG	189	91.6%	
08V	NHS Tower Hamlets CCG	43	91.1%	
07M	NHS Barnet CCG	209	90.9%	
07L	NHS Barking and Dagenham CCG	98	90.3%	
08M	NHS Newham CCG	77	90.2%	
08W	NHS Waltham Forest CCG	62	85.7%	

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Annex (continued)
Dashboard Questions - CCGs

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	45,919	60.4%	
E57000002	National Cancer Vanguard: North Central and North East London	1,667	54.9%	
07R	NHS Camden CCG	120	66.9%	
07T	NHS City and Hackney CCG	104	65.1%	
08H	NHS Islington CCG	129	64.4%	
08N	NHS Redbridge CCG	116	55.7%	
08V	NHS Tower Hamlets CCG	58	54.9%	
07X	NHS Enfield CCG	242	54.8%	
07M	NHS Barnet CCG	251	52.4%	
08F	NHS Havering CCG	216	51.6%	
07L	NHS Barking and Dagenham CCG	112	50.7%	
08D	NHS Haringey CCG	144	48.9%	
08M	NHS Newham CCG	98	48.7%	
08W	NHS Waltham Forest CCG	77	40.7%	

Annex (continued)

Methodology

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 2017.

The patients included in the sample had relevant cancer ICD10 codes (C00-99 excluding C44 and C84, and D05) in the first diagnosis field of their patient records, applied to their patient files by the relevant NHS Trust, and were alive at the point at which fieldwork commenced. Deceased checks were undertaken on up to three occasions during fieldwork, to ensure that questionnaires were not sent to patients who had died since their treatment.

Trust samples were checked rigorously for duplicates and patient lists were also de-duplicated nationally to ensure that patients did not receive multiple copies of questionnaires.

The fieldwork for the survey was undertaken between October 2017 and March 2018.

The survey used a mixed mode methodology. Questionnaires were sent by post with two reminders where necessary, but also included an option to complete online. A Freephone helpline was available for respondents to ask questions about the survey, to enable them to complete their questionnaires over the phone, and to provide access to a translation and interpreting facility for those whose first language was not English.

The Health Research Authority supported the survey by granting Section 251 approval.

Further information

Further information on survey methodology, as well as all of the national and local reports and data, is available at:

www.ncpes.co.uk

Redevelopment of the 2017 survey

There have been no changes to the questionnaire compared to 2016.

Official Statistics

The 2017 survey data has been produced and published in line with the Code of Practice for Official Statistics.

Annex (continued)

Scoring methodologies

49 of the 50 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")

question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

Neutral responses, such as "Don't know / I can't remember" and "I did not need an explanation" are not included in the denominator when calculating the score.

Where options do not provide any information on positive/negative patient experience (e.g. "Don't know / can't remember"), they are excluded from the score.

The other question (question 59) asks respondents to rate their overall care on a scale of 0 to 10. Scores have been given as an average on this scale.

A copy of the detailed scoring methodology for the 2017 questionnaire is available at: www.ncpes.co.uk

Further details on the scoring methodology can be found in the technical document for the survey, available at: www.ncpes.co.uk

Case-mix adjustment

Case-mix adjusted findings have been presented alongside unadjusted results for Cancer Alliances. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Cancer Alliance is performing given their patient population.

The factors taken into account in this case-mix adjustment are gender, age, ethnic group, deprivation, and tumour group.

For further details on case-mix adjustment, please refer to the technical document for the survey, available at: www.ncpes.co.uk

Annex (continued)

Statistical significance

In the reporting of 2017 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2017 have been compared with those of 2016 and statistically significant change between the two years has been reported where identified.

'Statistically significant' means that you can be very confident that any change between scores is real and not due to chance.

For further details on statistical significance, please refer to the technical document for the survey, available at:

www.ncpes.co.uk



Quality Health is a specialist health and social care survey organisation, working for public, private and not-for-profit sectors, in the UK and overseas.

Quality Health works with all acute hospitals in England, all independent providers of hospital care, and all Health Boards in Scotland, Wales and Northern Ireland.

Quality Health is an approved contractor for the Care Quality Commission's patient survey programmes, NHS England's National Staff Survey programme, and the national Patient Reported Outcome Measures (PROMs).

Further information on Quality Health is available at:

www.quality-health.co.uk

Further information on the National Cancer Patient Experience Survey, as well as all of the national and local reports and data, is available at:

www.ncpes.co.uk