

# **National Cancer Patient Experience Survey**

## **2017 Results**

### **NHS Havering Clinical Commissioning Group**

### **Published September 2018**

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



## 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](http://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 CCG scored for each question in the survey, compared with national results. It is aimed at helping individual CCGs 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 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 CCG

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

**Column 4** shows the unadjusted 2017 score for this CCG

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

**Column 6** shows whether a score has significantly increased or decreased overall (2015, 2016 and 2017)

**Column 7** shows the case-mix adjusted 2017 score for this CCG

**Column 8** 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 9** 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 10** shows the national average score for this question.

### Data tables (continued)

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

[www.ncpes.co.uk](http://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 CCGs 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 CCGs 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 CCG.

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](http://www.ncpes.co.uk)

### Tumour group tables

The final set of tables in this report 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 CCGs to understand the differences between the experiences of patients with different types of cancer. The numbers are generally relatively small and may not be statistically significant. They should therefore be treated with some caution.

### 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 CCG.

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 at:

[www.ncpes.co.uk](http://www.ncpes.co.uk)

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

### **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

**8.7** 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\* :

**73%** 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

**86%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

**84%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

**93%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

**52%** 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.

Detailed results for these and other questions are set out in the sections that follow.

\* [www.cancerdata.nhs.uk/dashboard](http://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 CCG	2017 Case-mix Adjusted			National Average Score
		2017 Score for this CCG	Lower limit of expected range	Upper limit of expected range	

**Finding out what was wrong with you**

Q8	Patient told they could bring a family member or friend when first told they had cancer	329	69%	72%	83%	77%
Q11	Patient given easy to understand written information about the type of cancer they had	290	67%	68%	78%	73%

**Deciding the best treatment for you**

Q14	Patient given practical advice and support in dealing with side effects of treatment	340	60%	62%	72%	67%
Q15	Patient definitely told about side effects that could affect them in the future	324	50%	50%	61%	56%
Q16	Patient definitely involved in decisions about care and treatment	343	73%	74%	83%	79%

**Support for people with cancer**

Q20	Hospital staff gave information about support groups	260	79%	81%	90%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	221	76%	78%	88%	82%

**Hospital care as an inpatient**

Q29	Patient had confidence and trust in all doctors treating them	197	78%	80%	90%	85%
Q32	Always / nearly always enough nurses on duty	196	58%	60%	73%	66%
Q34	Always given enough privacy when discussing condition or treatment	197	80%	81%	91%	86%
Q36	Hospital staff definitely did everything to help control pain	163	78%	79%	90%	84%
Q37	Always treated with respect and dignity by staff	195	84%	84%	93%	89%
Q38	Given clear written information about what should / should not do post discharge	173	80%	81%	91%	86%

**Hospital care as a day patient / outpatient**

Q41	Patient was able to discuss worries or fears with staff during visit	257	64%	65%	76%	71%
Q48	Patient given understandable information about whether chemotherapy was working	161	60%	61%	75%	68%

**Home care and support**

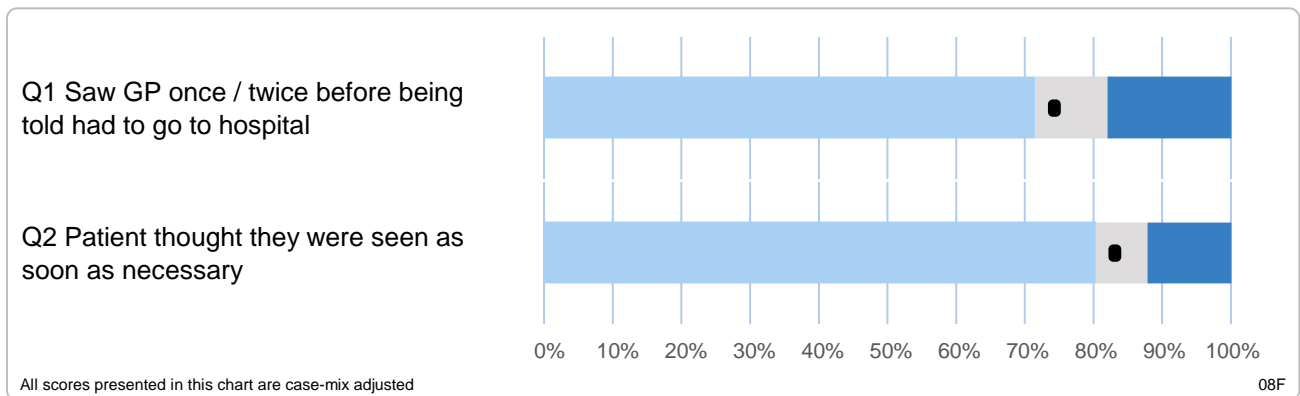
Q49	Hospital staff gave family or someone close all the information needed to help with care at home	284	47%	54%	65%	59%
Q50	Patient definitely given enough support from health or social services during treatment	176	43%	44%	63%	53%

**Care from your general practice**

Q53	Practice staff definitely did everything they could to support patient	216	52%	53%	68%	60%
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## CCG results

### Seeing your GP

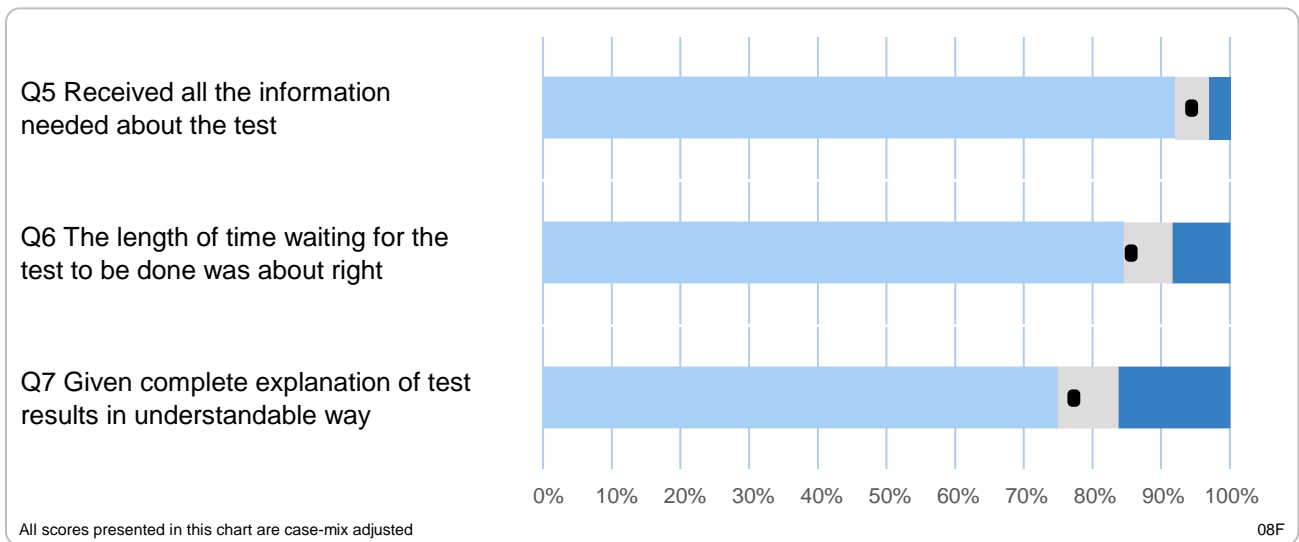


Question		Unadjusted Scores					2017 Case Mix Adjusted				
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	137	85%	243	72%		↓	74%	72%	82%	77%
Q2	Patient thought they were seen as soon as necessary	196	83%	347	82%			83%	80%	88%	84%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score  
 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
 (NB: No arrow reflects no statistically significant change)  
 \* Indicates where a score has been suppressed because there are less than 21 respondents.

## CCG results

### Diagnostic Tests



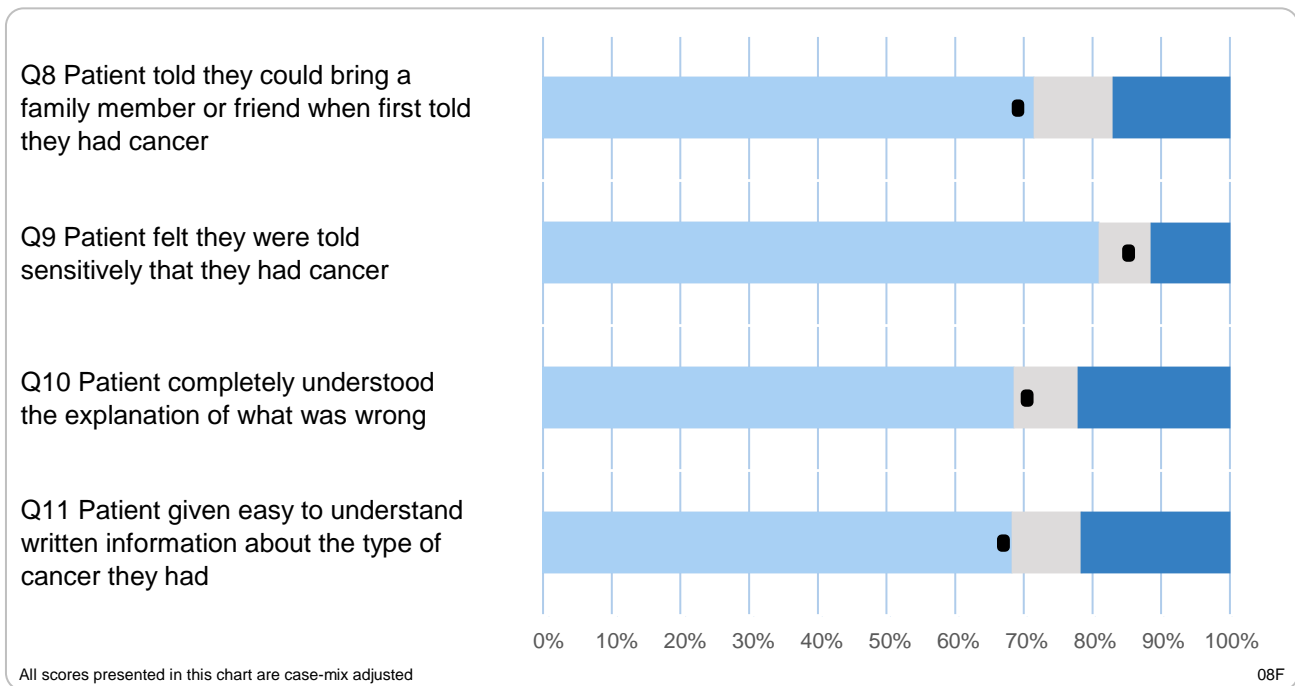
Question	Unadjusted Scores						2017 Case Mix Adjusted				
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q5	Received all the information needed about the test	179	94%	310	94%			94%	92%	97%	95%
Q6	The length of time waiting for the test to be done was about right	183	81%	311	85%			85%	85%	92%	88%
Q7	Given complete explanation of test results in understandable way	182	80%	311	76%			77%	75%	84%	79%

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## CCG results

### Finding out what was wrong with you

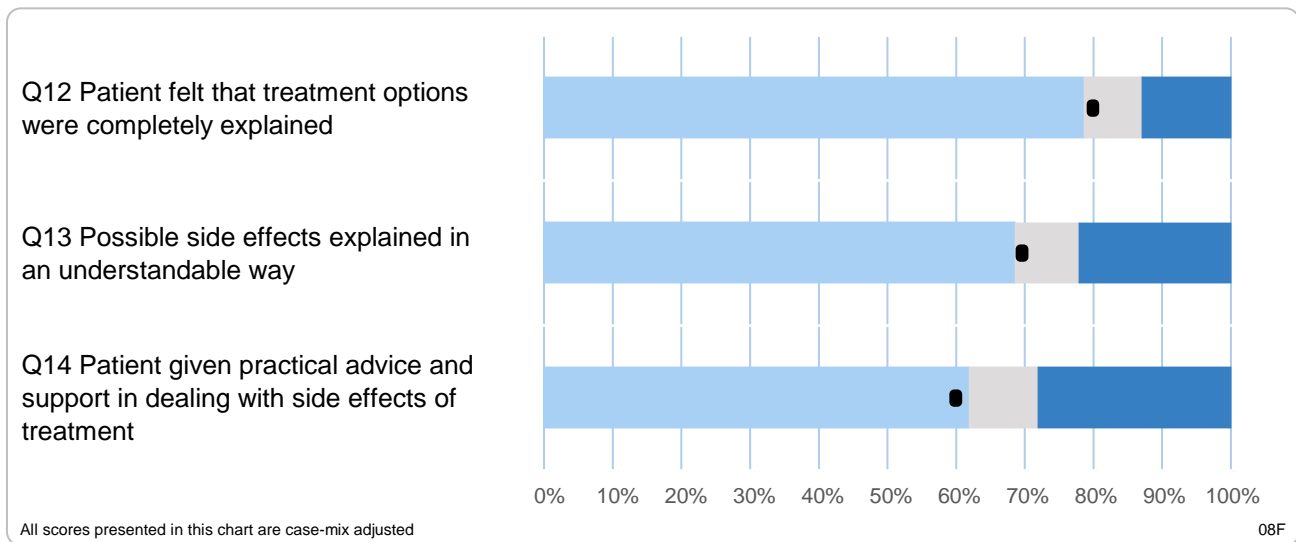


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			National Average Score
	2016	2017	2016	2017			2017 Score	Expected range - lower	Expected range - upper	
Q8 Patient told they could bring a family member or friend when first told they had cancer	188	329	72%	68%			69%	72%	83%	77%
Q9 Patient felt they were told sensitively that they had cancer	195	348	89%	84%			85%	81%	89%	85%
Q10 Patient completely understood the explanation of what was wrong	199	353	76%	69%			70%	69%	78%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	173	290	77%	66%			67%	68%	78%	73%

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## CCG results

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

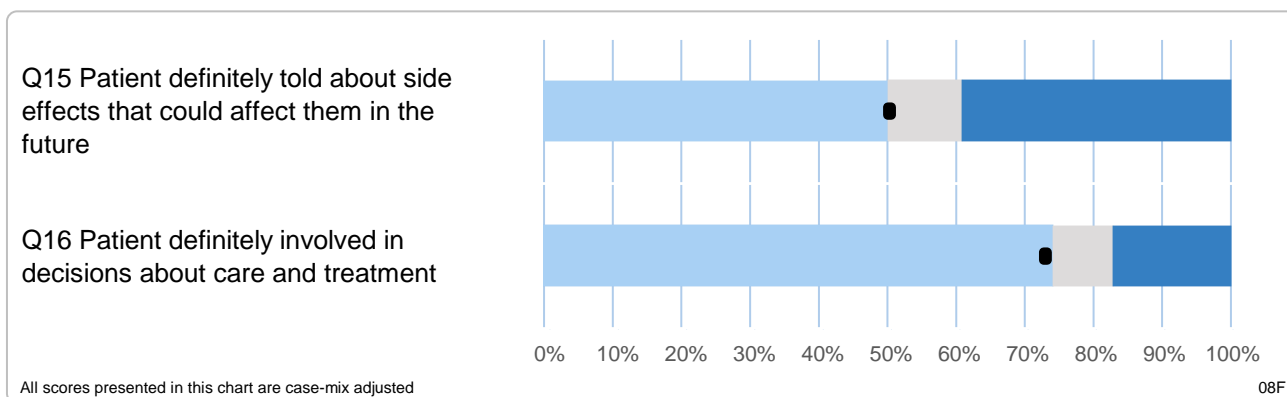


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q12	177	81%	306	79%			80%	79%	87%	83%
Q13	188	71%	342	69%			69%	69%	78%	73%
Q14	188	68%	340	59%			60%	62%	72%	67%

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## CCG results

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

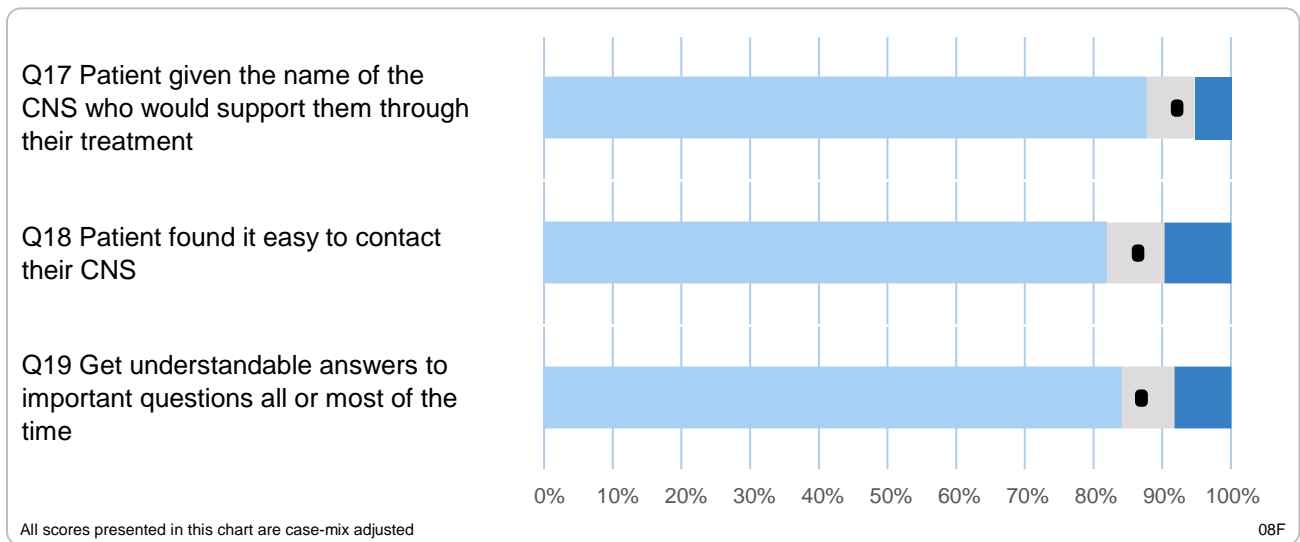


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	173	50%	324	48%			50%	50%	61%	56%
Q16 Patient definitely involved in decisions about care and treatment	193	75%	343	72%			73%	74%	83%	79%

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## CCG results

### Clinical Nurse Specialist

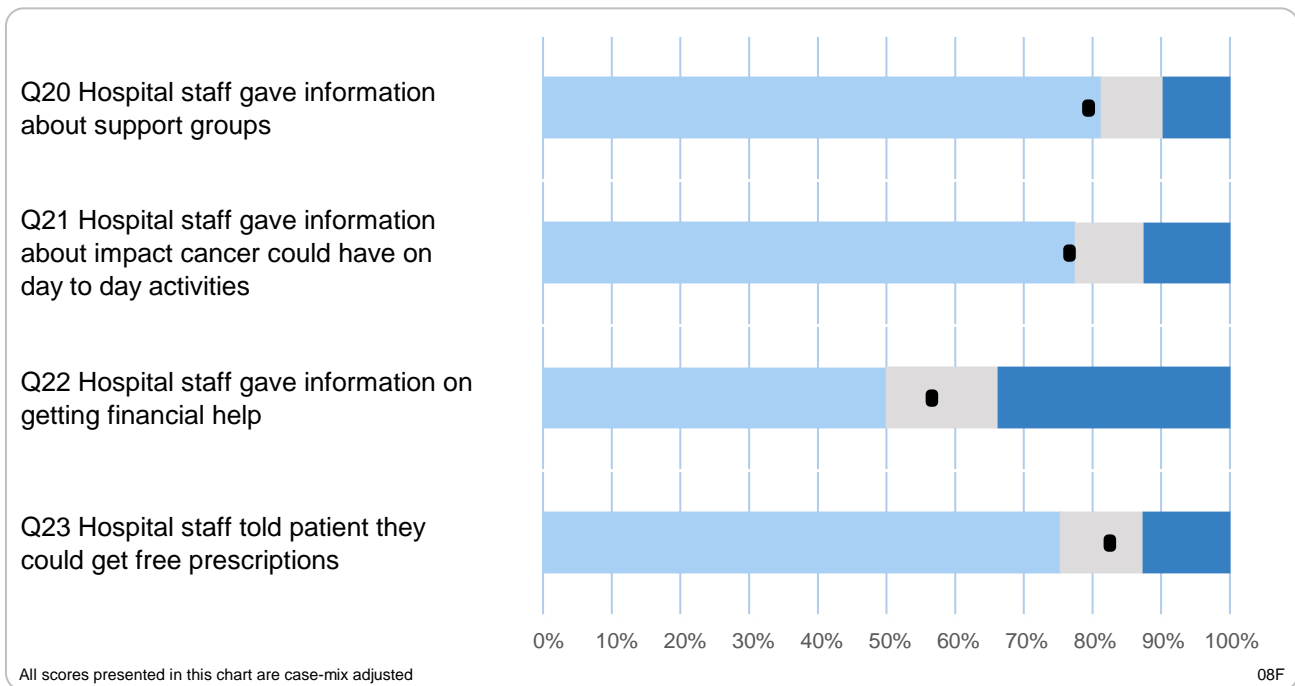


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	197	94%	343	92%			92%	88%	95%	91%
Q18 Patient found it easy to contact their CNS	166	85%	288	86%			86%	82%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	154	85%	267	87%			87%	84%	92%	88%

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## CCG results

### Support for people with cancer

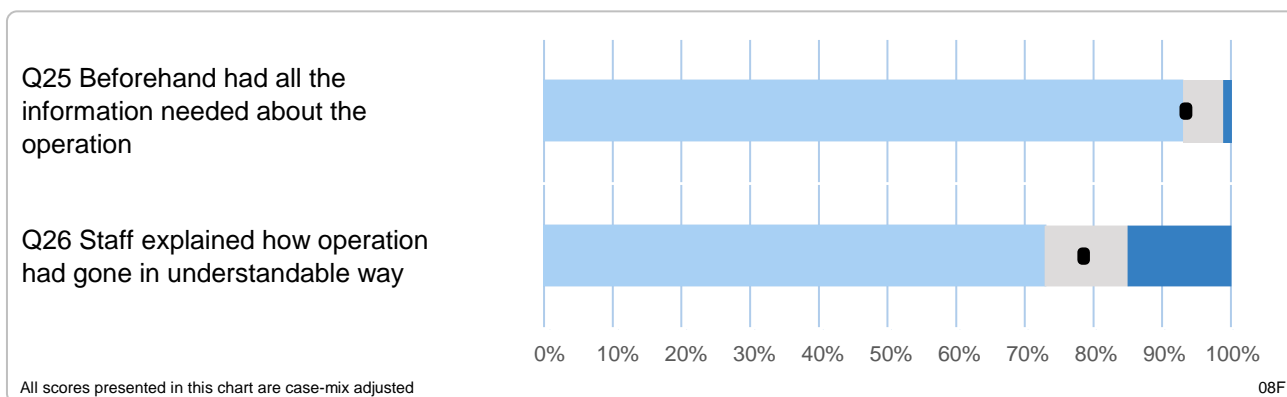


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	146	75%	260	78%			79%	81%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	131	79%	221	75%			76%	78%	88%	82%
Q22 Hospital staff gave information on getting financial help	113	49%	174	56%		↑	56%	50%	66%	58%
Q23 Hospital staff told patient they could get free prescriptions	106	81%	163	83%			82%	75%	87%	81%

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## CCG results

### Operations

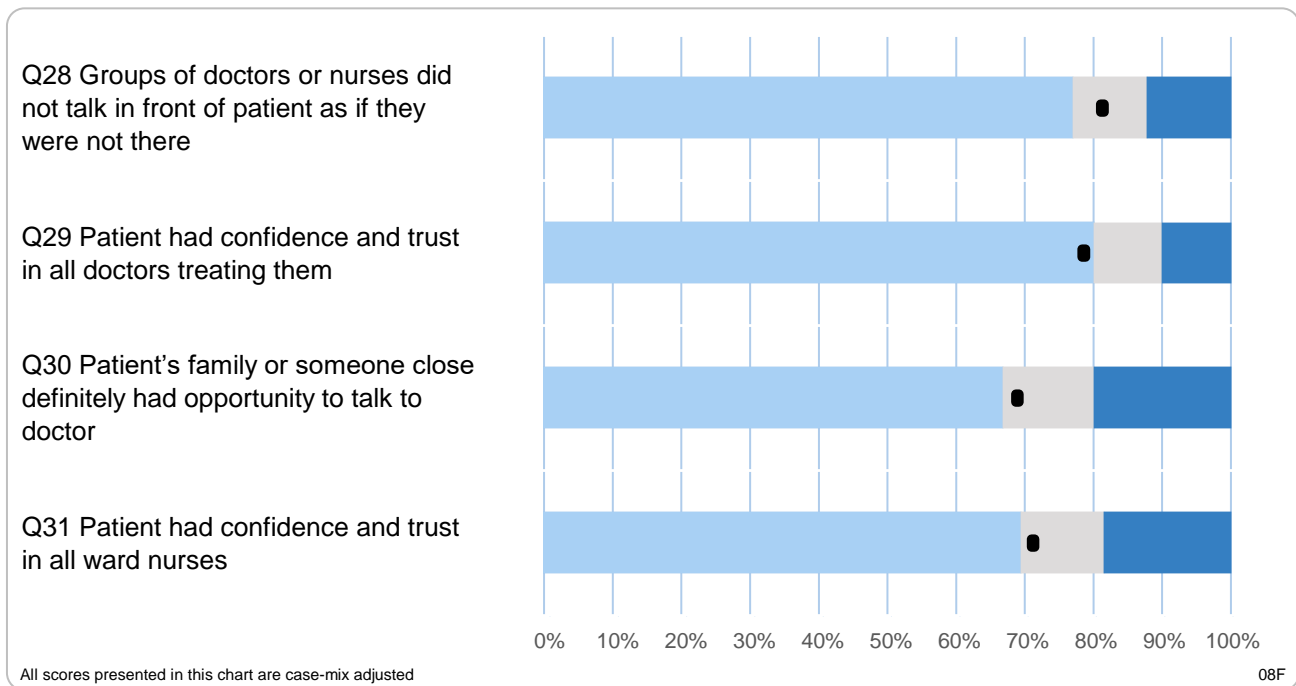


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	134	99%	177	93%			93%	93%	99%	96%
Q26	Staff explained how operation had gone in understandable way	133	78%	176	78%			78%	73%	85%	79%

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score  
 ↑ or ↓ Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
 (NB: No arrow reflects no statistically significant change)  
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## CCG results

### Hospital care as an inpatient (Part 1 of 3)

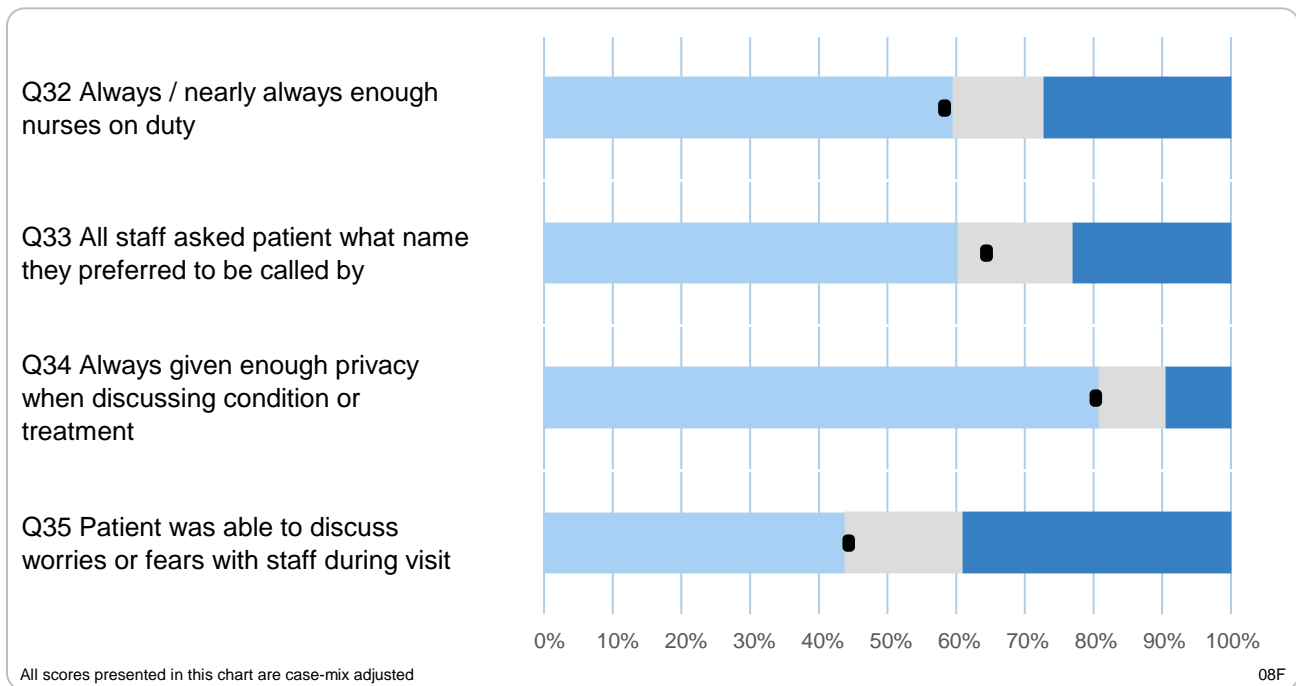


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	137	80%	195	81%			81%	77%	88%	82%
Q29 Patient had confidence and trust in all doctors treating them	139	89%	197	78%	↓		78%	80%	90%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	115	74%	170	69%			69%	67%	80%	73%
Q31 Patient had confidence and trust in all ward nurses	139	74%	197	71%			71%	69%	82%	76%

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 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

### Hospital care as an inpatient (Part 2 of 3)



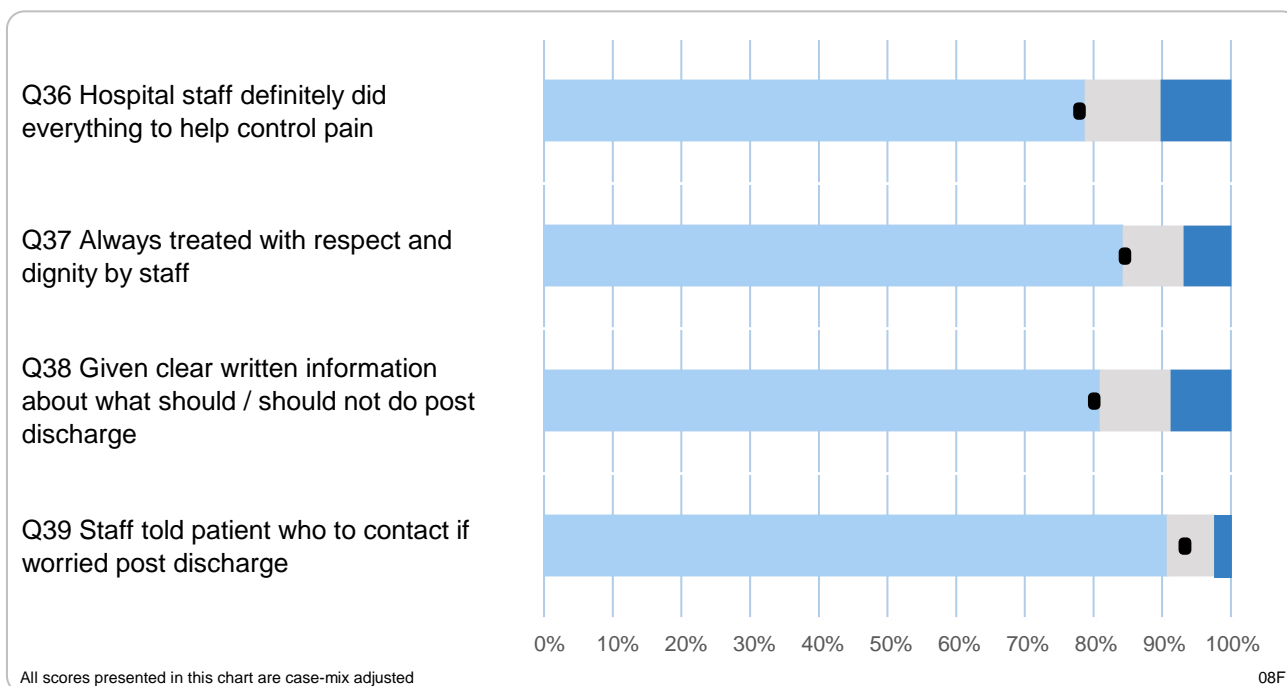
Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016		2017				2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	139	70%	196	58%			58%	60%	73%	66%
Q33 All staff asked patient what name they preferred to be called by	137	58%	196	64%			64%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	138	90%	197	80%			80%	81%	91%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	104	47%	130	43%			44%	44%	61%	53%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score  
 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

### Hospital care as an inpatient (Part 3 of 3)

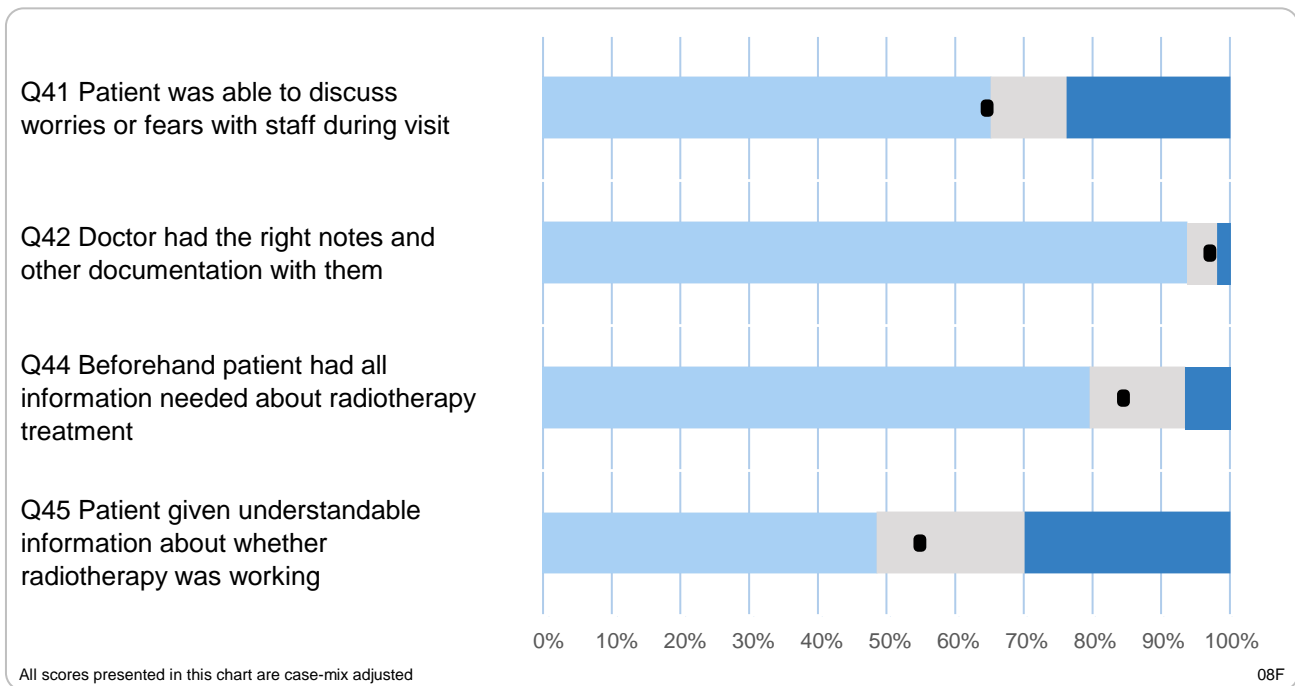


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			National Average Score
	2016	2017	2016	2017			2017 Score	Expected range - lower	Expected range - upper	
Q36 Hospital staff definitely did everything to help control pain	117	85%	163	79%			78%	79%	90%	84%
Q37 Always treated with respect and dignity by staff	138	89%	195	85%			84%	84%	93%	89%
Q38 Given clear written information about what should / should not do post discharge	131	83%	173	79%			80%	81%	91%	86%
Q39 Staff told patient who to contact if worried post discharge	131	92%	183	93%			93%	91%	98%	94%

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 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

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

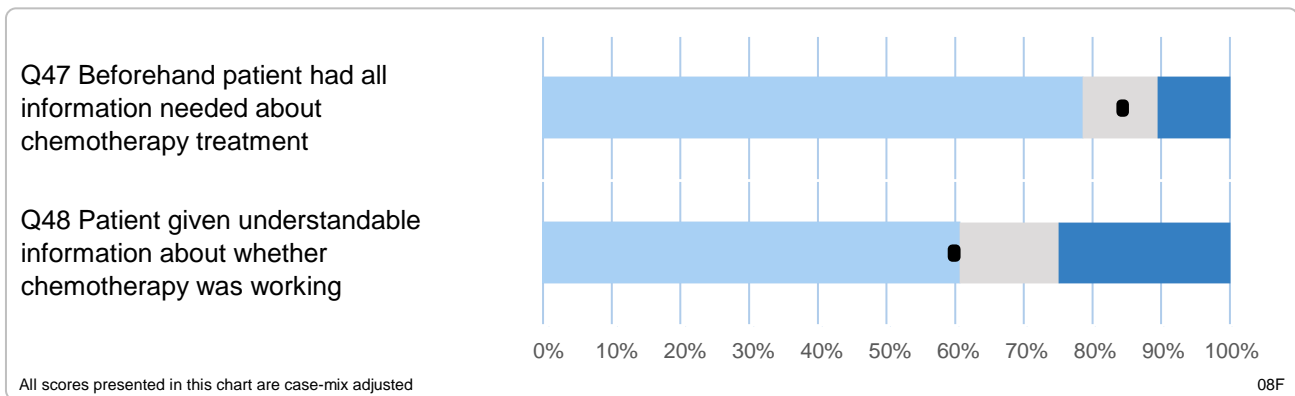


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	150	68%	257	64%			64%	65%	76%	71%
Q42 Doctor had the right notes and other documentation with them	174	97%	304	97%			97%	94%	98%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	73	78%	93	84%			84%	80%	93%	87%
Q45 Patient given understandable information about whether radiotherapy was working	68	50%	80	54%			55%	49%	70%	59%

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 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

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

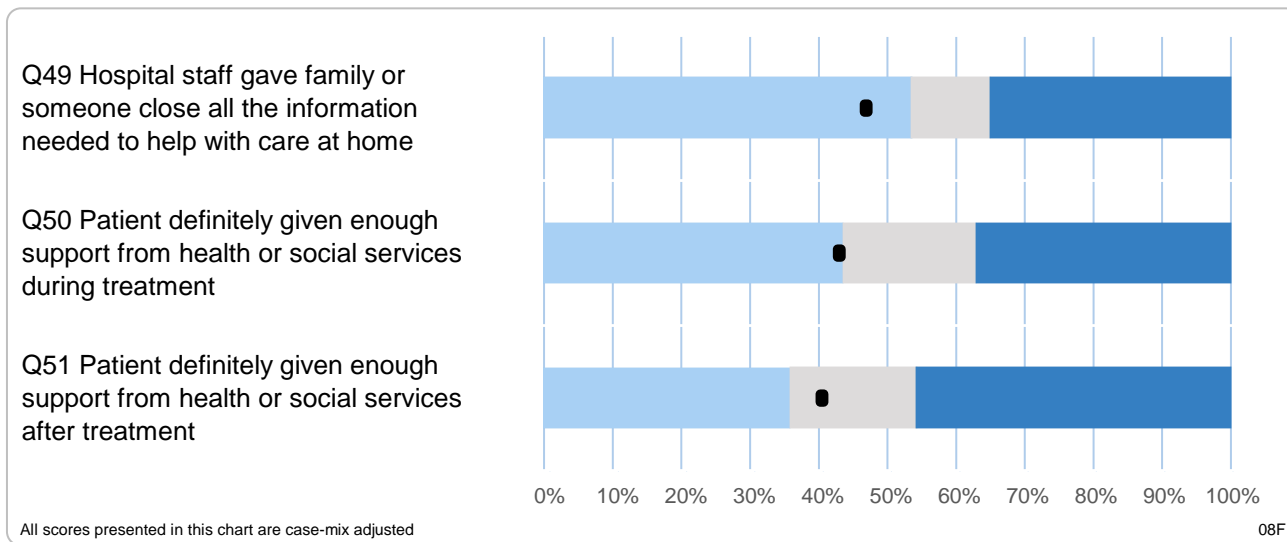


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	86	84%	173	84%			84%	79%	90%	84%
Q48 Patient given understandable information about whether chemotherapy was working	79	68%	161	60%			60%	61%	75%	68%

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## CCG results

### Home care and support

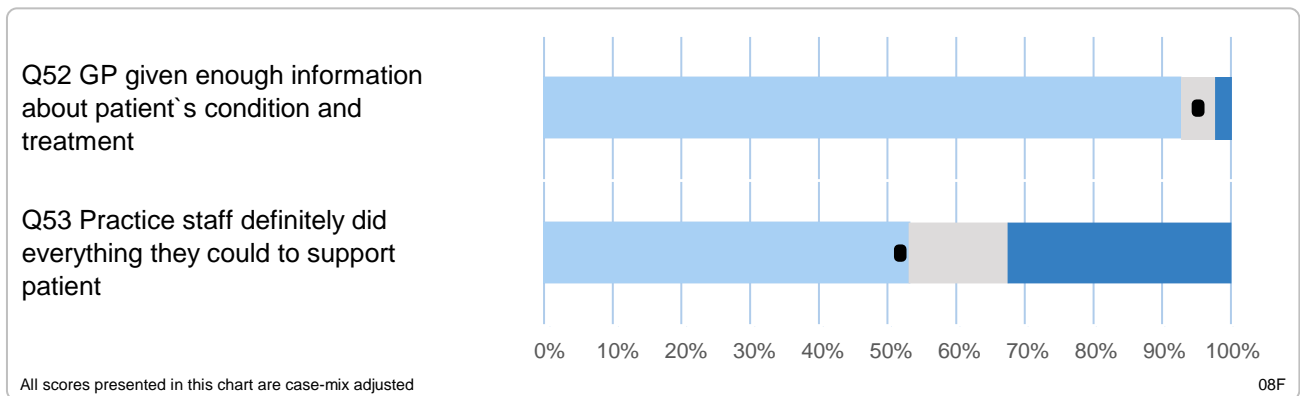


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016	2017	2016	2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	156	49%	284	45%			47%	54%	65%	59%
Q50 Patient definitely given enough support from health or social services during treatment	106	41%	176	43%			43%	44%	63%	53%
Q51 Patient definitely given enough support from health or social services after treatment	65	32%	113	40%			40%	36%	54%	45%

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 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

### Care from your general practice

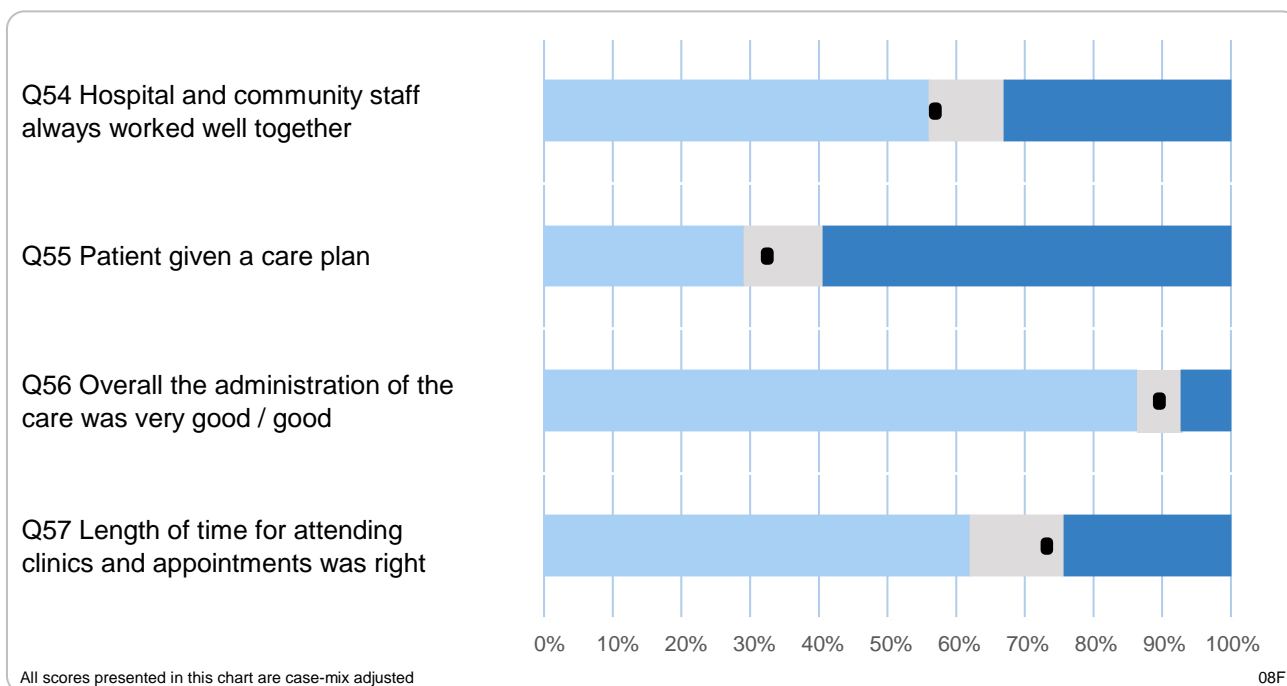


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	166	96%	275	95%			95%	93%	98%	95%
Q53	Practice staff definitely did everything they could to support patient	125	59%	216	51%			52%	53%	68%	60%

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score  
 ↑ or ↓ Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

### Your overall NHS care (Part 1 of 2)

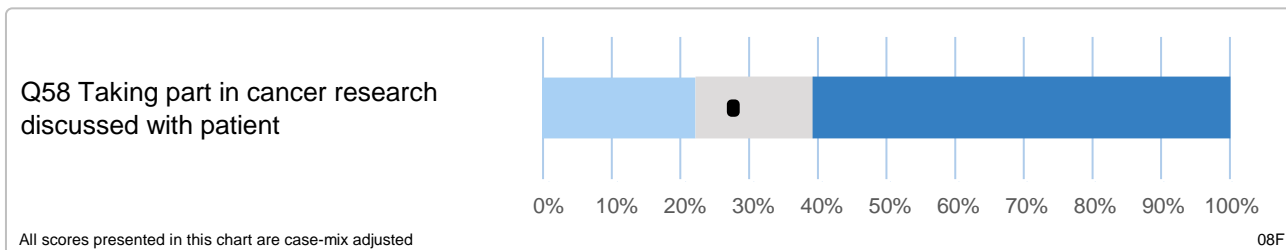


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			National Average Score
	2016	2017	2016	2017			2017 Score	Expected range - lower	Expected range - upper	
Q54 Hospital and community staff always worked well together	191	335	61%	56%			57%	56%	67%	62%
Q55 Patient given a care plan	155	275	35%	31%			32%	29%	41%	35%
Q56 Overall the administration of the care was very good / good	198	353	91%	89%			89%	86%	93%	90%
Q57 Length of time for attending clinics and appointments was right	195	349	65%	72%		↑	73%	62%	76%	69%

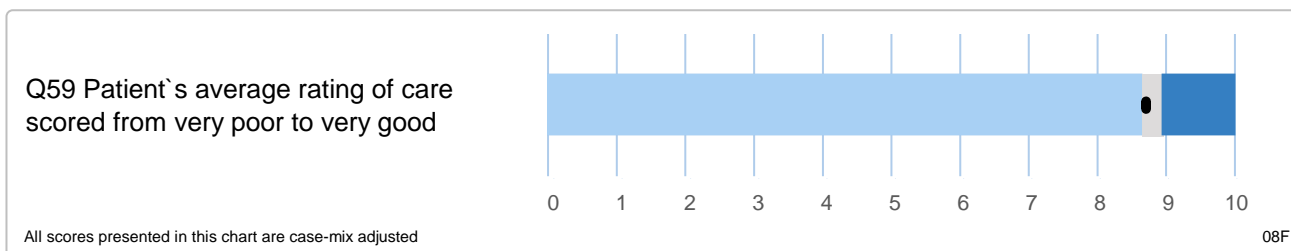
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## CCG results

### Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	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	193	26%	333	28%			27%	22%	39%	31%



Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	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	194	8.7	349	8.7			8.7	8.6	8.9	8.8

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score  
 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
 (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 CCG

The following tables show the unadjusted CCG 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

Cancer type	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	68%	*	82%
Breast	84%	94%	90%	90%
Colorectal / LGT	71%	72%	80%	82%
Gynaecological	*	76%	*	81%
Haematological	56%	64%	85%	82%
Head and Neck	*	77%	*	79%
Lung	*	68%	*	83%
Prostate	85%	79%	81%	87%
Sarcoma	*	67%	*	67%
Skin	*	90%	*	86%
Upper Gastro	*	72%	*	79%
Urological	*	82%	80%	86%
Other	73%	72%	71%	79%
<b>All Cancers</b>	<b>72%</b>	<b>77%</b>	<b>82%</b>	<b>84%</b>

<sup>§</sup> These are unadjusted scores



## Diagnostic tests

	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	
Cancer type	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	95%	95%	87%	92%	85%	83%
Colorectal / LGT	95%	96%	77%	88%	73%	82%
Gynaecological	*	93%	*	86%	*	76%
Haematological	100%	94%	86%	89%	70%	76%
Head and Neck	*	91%	*	86%	*	77%
Lung	*	95%	*	88%	*	78%
Prostate	88%	94%	81%	87%	85%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	*	95%	*	87%	*	84%
Upper Gastro	*	93%	*	84%	*	75%
Urological	88%	94%	96%	88%	72%	79%
Other	95%	95%	89%	87%	79%	77%
<b>All Cancers</b>	94%	95%	85%	88%	76%	79%

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	86%	84%	85%	89%	75%	78%	76%	77%
Colorectal / LGT	70%	82%	79%	86%	78%	79%	62%	72%
Gynaecological	*	71%	*	82%	*	73%	*	71%
Haematological	61%	72%	90%	83%	52%	59%	74%	76%
Head and Neck	*	73%	*	85%	*	74%	*	65%
Lung	*	77%	*	83%	*	75%	*	65%
Prostate	72%	79%	90%	85%	90%	79%	77%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	*	66%	*	88%	*	81%	*	83%
Upper Gastro	*	78%	*	80%	*	73%	*	66%
Urological	62%	73%	73%	83%	62%	77%	61%	73%
Other	67%	75%	81%	82%	66%	71%	46%	64%
<b>All Cancers</b>	<b>68%</b>	<b>77%</b>	<b>84%</b>	<b>85%</b>	<b>69%</b>	<b>73%</b>	<b>66%</b>	<b>73%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	81%	*	75%	*	65%
Breast	83%	84%	69%	75%	57%	70%
Colorectal / LGT	84%	86%	67%	77%	63%	71%
Gynaecological	*	84%	*	76%	*	67%
Haematological	76%	80%	65%	70%	65%	65%
Head and Neck	*	84%	*	69%	*	67%
Lung	*	84%	*	75%	*	69%
Prostate	94%	83%	80%	73%	67%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	*	88%	*	77%	*	73%
Upper Gastro	*	82%	*	71%	*	65%
Urological	*	82%	52%	71%	43%	62%
Other	77%	80%	77%	72%	62%	64%
<b>All Cancers</b>	<b>79%</b>	<b>83%</b>	<b>69%</b>	<b>73%</b>	<b>59%</b>	<b>67%</b>

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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	55%	*	75%
Breast	51%	57%	72%	79%
Colorectal / LGT	47%	59%	67%	81%
Gynaecological	*	54%	*	79%
Haematological	53%	50%	73%	77%
Head and Neck	*	58%	*	77%
Lung	*	54%	*	79%
Prostate	67%	64%	87%	81%
Sarcoma	*	53%	*	77%
Skin	*	66%	*	86%
Upper Gastro	*	52%	*	77%
Urological	*	53%	67%	76%
Other	41%	51%	63%	75%
<b>All Cancers</b>	<b>48%</b>	<b>56%</b>	<b>72%</b>	<b>79%</b>

<sup>§</sup> These are unadjusted scores

### 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	96%	n.a.	85%	n.a.	87%
Breast	94%	95%	86%	86%	87%	88%
Colorectal / LGT	95%	92%	91%	88%	94%	89%
Gynaecological	*	94%	*	85%	*	87%
Haematological	93%	91%	98%	88%	88%	88%
Head and Neck	*	89%	*	88%	*	88%
Lung	76%	94%	*	87%	*	87%
Prostate	93%	90%	*	84%	*	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	*	90%	*	88%	*	93%
Upper Gastro	*	92%	*	86%	*	87%
Urological	88%	83%	*	85%	*	88%
Other	91%	89%	82%	85%	75%	86%
<b>All Cancers</b>	<b>92%</b>	<b>91%</b>	<b>86%</b>	<b>86%</b>	<b>87%</b>	<b>88%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	88%	*	82%	n.a.	74%	n.a.	78%
Breast	80%	90%	74%	86%	49%	62%	88%	81%
Colorectal / LGT	74%	86%	76%	83%	*	55%	*	84%
Gynaecological	*	85%	*	81%	*	59%	*	77%
Haematological	83%	84%	83%	83%	59%	59%	76%	86%
Head and Neck	*	84%	*	82%	*	61%	*	82%
Lung	*	85%	*	80%	*	69%	*	85%
Prostate	92%	89%	90%	85%	*	49%	*	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	*	87%	*	83%	*	56%	*	62%
Upper Gastro	*	84%	*	82%	*	61%	*	84%
Urological	*	78%	*	74%	*	39%	*	71%
Other	82%	82%	69%	78%	63%	57%	90%	81%
<b>All Cancers</b>	<b>78%</b>	<b>86%</b>	<b>75%</b>	<b>82%</b>	<b>56%</b>	<b>58%</b>	<b>83%</b>	<b>81%</b>

<sup>§</sup> These are unadjusted scores

## Operations

	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
Cancer type	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	93%	*	76%
Breast	91%	97%	70%	79%
Colorectal / LGT	96%	96%	96%	83%
Gynaecological	*	96%	*	80%
Haematological	*	93%	*	75%
Head and Neck	*	96%	*	77%
Lung	*	95%	*	78%
Prostate	*	96%	*	78%
Sarcoma	*	94%	*	78%
Skin	*	96%	*	84%
Upper Gastro	*	96%	*	78%
Urological	88%	95%	87%	76%
Other	*	95%	*	78%
<b>All Cancers</b>	<b>93%</b>	<b>96%</b>	<b>78%</b>	<b>79%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	89%	89%	84%	87%	75%	76%	89%	78%
Colorectal / LGT	86%	78%	83%	86%	69%	73%	48%	71%
Gynaecological	*	86%	*	86%	*	74%	*	72%
Haematological	73%	81%	63%	81%	64%	75%	74%	75%
Head and Neck	*	81%	*	84%	*	73%	*	72%
Lung	*	76%	*	82%	*	75%	*	76%
Prostate	*	86%	*	90%	*	75%	*	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	n.a.	89%	n.a.	90%	n.a.	79%	n.a.	83%
Upper Gastro	*	74%	*	83%	*	71%	*	71%
Urological	70%	80%	74%	86%	*	69%	78%	78%
Other	90%	80%	67%	81%	76%	71%	62%	72%
<b>All Cancers</b>	<b>81%</b>	<b>82%</b>	<b>78%</b>	<b>85%</b>	<b>69%</b>	<b>73%</b>	<b>71%</b>	<b>76%</b>

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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	82%	70%	59%	64%	84%	87%	59%	56%
Colorectal / LGT	46%	62%	76%	71%	83%	85%	*	53%
Gynaecological	*	65%	*	65%	*	82%	*	52%
Haematological	37%	63%	62%	69%	67%	86%	*	55%
Head and Neck	*	63%	*	68%	*	85%	*	53%
Lung	*	69%	*	72%	*	84%	*	49%
Prostate	*	71%	*	69%	*	89%	*	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	n.a.	76%	n.a.	71%	n.a.	89%	n.a.	58%
Upper Gastro	*	63%	*	76%	*	84%	*	50%
Urological	74%	69%	61%	72%	70%	85%	*	46%
Other	48%	62%	76%	69%	86%	83%	*	48%
<b>All Cancers</b>	<b>58%</b>	<b>66%</b>	<b>64%</b>	<b>69%</b>	<b>80%</b>	<b>86%</b>	<b>43%</b>	<b>53%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	82%	87%	95%	90%	87%	92%	95%	96%
Colorectal / LGT	79%	85%	86%	87%	85%	84%	100%	94%
Gynaecological	*	84%	*	87%	*	87%	*	93%
Haematological	*	82%	70%	90%	71%	80%	88%	96%
Head and Neck	*	82%	*	87%	*	85%	*	92%
Lung	*	85%	*	89%	*	83%	*	92%
Prostate	*	86%	*	91%	*	89%	*	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	n.a.	87%	n.a.	93%	n.a.	91%	n.a.	96%
Upper Gastro	*	82%	*	87%	*	82%	*	94%
Urological	*	82%	78%	89%	*	86%	90%	91%
Other	*	83%	*	88%	*	81%	*	93%
<b>All Cancers</b>	79%	84%	85%	89%	79%	86%	93%	94%

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	63%	71%	100%	96%	80%	88%	53%	59%
Colorectal / LGT	71%	74%	94%	96%	*	85%	*	58%
Gynaecological	*	69%	*	96%	*	85%	*	65%
Haematological	74%	73%	98%	97%	*	83%	*	60%
Head and Neck	*	70%	*	96%	*	86%	*	64%
Lung	*	70%	*	95%	*	86%	*	58%
Prostate	*	74%	96%	96%	*	88%	*	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	*	72%	*	96%	n.a.	77%	n.a.	70%
Upper Gastro	*	70%	*	95%	*	86%	*	56%
Urological	*	66%	95%	96%	*	84%	*	54%
Other	52%	68%	96%	95%	*	87%	*	59%
<b>All Cancers</b>	<b>64%</b>	<b>71%</b>	<b>97%</b>	<b>96%</b>	<b>84%</b>	<b>87%</b>	<b>54%</b>	<b>59%</b>

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	83%	n.a.	63%
Breast	85%	83%	52%	62%
Colorectal / LGT	85%	84%	56%	66%
Gynaecological	*	86%	*	67%
Haematological	85%	84%	68%	75%
Head and Neck	n.a.	78%	n.a.	58%
Lung	*	85%	*	69%
Prostate	*	86%	*	69%
Sarcoma	*	79%	*	67%
Skin	n.a.	87%	n.a.	81%
Upper Gastro	*	84%	*	64%
Urological	*	84%	*	69%
Other	85%	85%	61%	69%
<b>All Cancers</b>	<b>84%</b>	<b>84%</b>	<b>60%</b>	<b>68%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	57%	n.a.	49%	n.a.	44%
Breast	45%	59%	42%	53%	33%	42%
Colorectal / LGT	43%	62%	48%	62%	*	52%
Gynaecological	*	57%	*	47%	*	38%
Haematological	51%	61%	30%	52%	*	45%
Head and Neck	*	63%	*	56%	*	50%
Lung	*	58%	*	51%	*	42%
Prostate	56%	60%	*	50%	*	44%
Sarcoma	*	57%	*	49%	n.a.	43%
Skin	*	67%	*	61%	*	59%
Upper Gastro	*	59%	*	53%	*	45%
Urological	*	58%	*	48%	*	45%
Other	38%	56%	42%	53%	*	45%
<b>All Cancers</b>	<b>45%</b>	<b>59%</b>	<b>43%</b>	<b>53%</b>	<b>40%</b>	<b>45%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	94%	*	52%
Breast	96%	96%	47%	61%
Colorectal / LGT	93%	95%	32%	60%
Gynaecological	*	95%	*	56%
Haematological	96%	96%	53%	58%
Head and Neck	*	93%	*	60%
Lung	*	95%	*	60%
Prostate	97%	96%	67%	67%
Sarcoma	*	94%	*	55%
Skin	*	96%	n.a.	69%
Upper Gastro	*	93%	*	60%
Urological	*	95%	*	62%
Other	98%	95%	66%	58%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>51%</b>	<b>60%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	53%	n.a.	35%	*	85%	*	68%
Breast	62%	62%	36%	38%	90%	91%	76%	68%
Colorectal / LGT	53%	61%	35%	38%	88%	89%	76%	71%
Gynaecological	*	58%	*	31%	*	89%	*	67%
Haematological	58%	63%	32%	34%	93%	92%	67%	65%
Head and Neck	*	59%	*	35%	*	88%	*	68%
Lung	*	63%	*	33%	95%	90%	76%	71%
Prostate	58%	66%	42%	36%	87%	89%	81%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	*	70%	*	44%	*	89%	*	75%
Upper Gastro	*	57%	*	34%	*	87%	*	68%
Urological	55%	63%	*	30%	83%	87%	84%	75%
Other	53%	57%	18%	30%	87%	88%	63%	65%
<b>All Cancers</b>	<b>56%</b>	<b>62%</b>	<b>31%</b>	<b>35%</b>	<b>89%</b>	<b>90%</b>	<b>72%</b>	<b>69%</b>

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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	33%	*	8.5
Breast	14%	31%	8.7	8.9
Colorectal / LGT	21%	30%	8.1	8.8
Gynaecological	*	36%	*	8.8
Haematological	22%	33%	9.0	8.9
Head and Neck	*	18%	*	8.7
Lung	10%	36%	8.2	8.7
Prostate	55%	35%	8.7	8.8
Sarcoma	*	39%	*	8.6
Skin	*	18%	*	8.9
Upper Gastro	*	34%	*	8.7
Urological	25%	20%	8.7	8.7
Other	50%	33%	8.7	8.7
<b>All Cancers</b>	<b>28%</b>	<b>31%</b>	<b>8.7</b>	<b>8.8</b>

<sup>§</sup> These are unadjusted scores

## **Annex**

### **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](http://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](http://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](http://www.ncpes.co.uk)

### Case-mix adjustment

As in 2016, case-mix adjusted findings are being presented alongside unadjusted results for CCGs. 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 CCG 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](http://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.

For the 49 scored questions that are comparable across 2015, 2016 and 2017, overall statistically significant change over the three years has also 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](http://www.ncpes.co.uk)

## 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%
08F	797	208	589	209	22	358	61%

## 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	1
Breast	68
Gynaecological	13
Colorectal / LGT	41
Lung	21
Skin	4
Haematological	62
Upper Gastro	18
Other	62
Urological	26
Prostate	31
Sarcoma	3
Head and Neck	8

\* 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 CCG was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	0	1	0	5	34	69	31	12	152
Female	0	2	9	34	44	63	43	11	206
Total	0	3	9	39	78	132	74	23	358





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](http://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](http://www.ncpes.co.uk)