

National Cancer Patient Experience Survey

2018 Results

Cheshire and Merseyside Cancer Alliance

Published September 2019

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 2018 is the eighth 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/reports/2018-reports

Further details on the survey methodology and changes to the 2018 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 2017 to this question

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

Column 3 shows the number of respondents for 2018 to this question

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

Column 5 shows whether a score has significantly increased or decreased compared with the last survey (2017)

Column 6 shows whether a score has significantly increased or decreased overall (2015, 2016, 2017 and 2018)

Column 7 shows the case-mix adjusted 2018 score for this Cancer Alliance

Column 8 shows the lower limit of the expected range of case-mix adjusted scores for this Cancer Alliance (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 Cancer Alliance (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)

The number of respondents and unadjusted scores in columns 1 to 4 in the data tables come from regression models used to perform comparisons between results in different years. For further details on these comparisons, please refer to the technical document at:

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 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	1,600	77%	1,660	79%			79%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,178	86%	2,260	84%			84%	82%	85%	84%

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

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

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 2018 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". Alliances whose score is above the upper limit of the expected range (below the lower limit of the expected range) are positive (negative) outliers, with a score statistically significantly higher (lower) than the national mean. They perform better (worse) than what Alliances of the same size are expected to perform.

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.

Comparability charts (continued)

The same colour convention has been used in Column 6 of the data tables, and for the Trusts and CCGs summary data within the annex of this report.

For further details on expected ranges, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Tumour group tables

The final set of tables in this report show the scores for each question for each of the 13 tumour groups. The national score for that tumour group is also shown.

These breakdowns are intended as additional information for Alliances to understand the differences between the experiences of patients with different types of cancer. Scores for some tumour sites with small numbers (less than 21 respondents) are not presented as they have low precision. Scores in these tables should therefore be treated with some caution.

Scores are unadjusted mean scores. No measure of dispersion is presented. Scores for the same tumour and different Alliances may not be comparable, as they do not account for the impact that differing patient populations might have on results.

For further details on case-mix adjustment, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

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/reports/2018-reports/local-reports-2018/data-tables-2018

Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2018 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 2018 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/reports/2018-reports/local-reports-2018/data-tables-2018

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.

Significance of gender and deprivation testing

Please note that for each Cancer Alliance statistical tests have been applied to subgroups of respondents for both Gender and Deprivation.

A summary of these findings for this Cancer Alliance are provided below:

Gender – across the 52 scored questions, scores were significantly more positive in 4 questions for men and in 5 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 2 questions for patients in England's 20% least-deprived and in 8 questions for patients in England 20% most-deprived.

Full question level detail of these comparisons can be accessed in the Cancer Alliance Data Tables available at:

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

Executive Summary

8.8 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:

80% 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

87% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

89% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

95% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

60% 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/reports/2018-reports/local-reports-2018/data-tables-2018

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.

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.

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

Questions which scored outside expected range

Question	Number of respondents for this Cancer Alliance	2018 Case-mix Adjusted		National Average Score
		2018 Score for this Cancer Alliance	Lower limit of expected range	

Hospital care as an inpatient

Q28	Groups of doctors or nurses did not talk in front of patient as if they were not there	1,480	86%	79%	86%	82%
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Hospital care as a day patient / outpatient

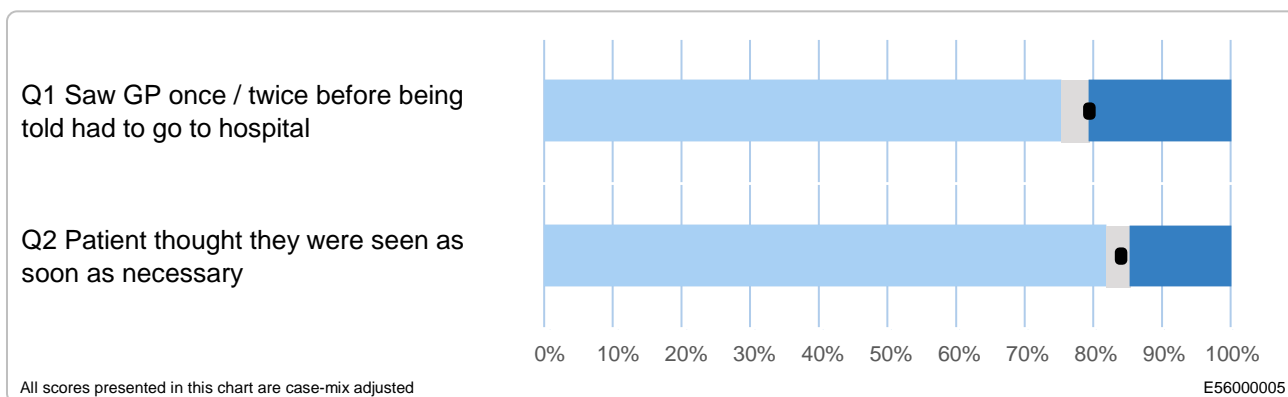
Q42	Doctor had the right notes and other documentation with them	1,944	97%	95%	97%	96%
Q47	Beforehand patient had all information needed about chemotherapy treatment	826	82%	82%	87%	84%

Home care and support

Q51	Patient definitely given enough support from health or social services after treatment	792	52%	39%	50%	45%
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Cancer Alliance results

Seeing your GP

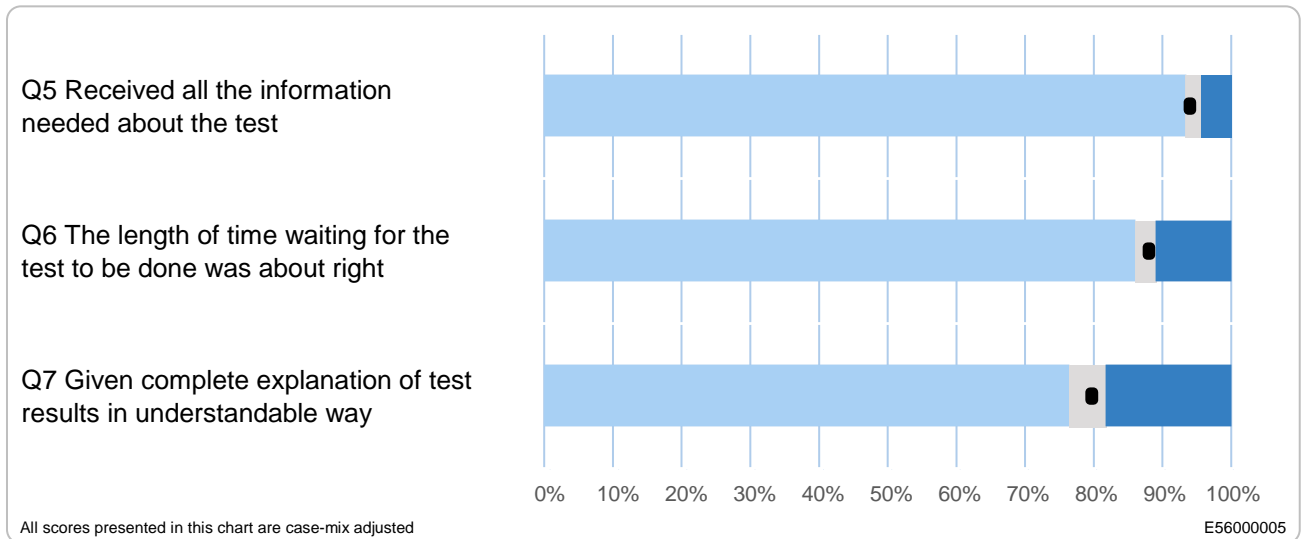


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,600	77%	1,660	79%			79%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,178	86%	2,260	84%			84%	82%	85%	84%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (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

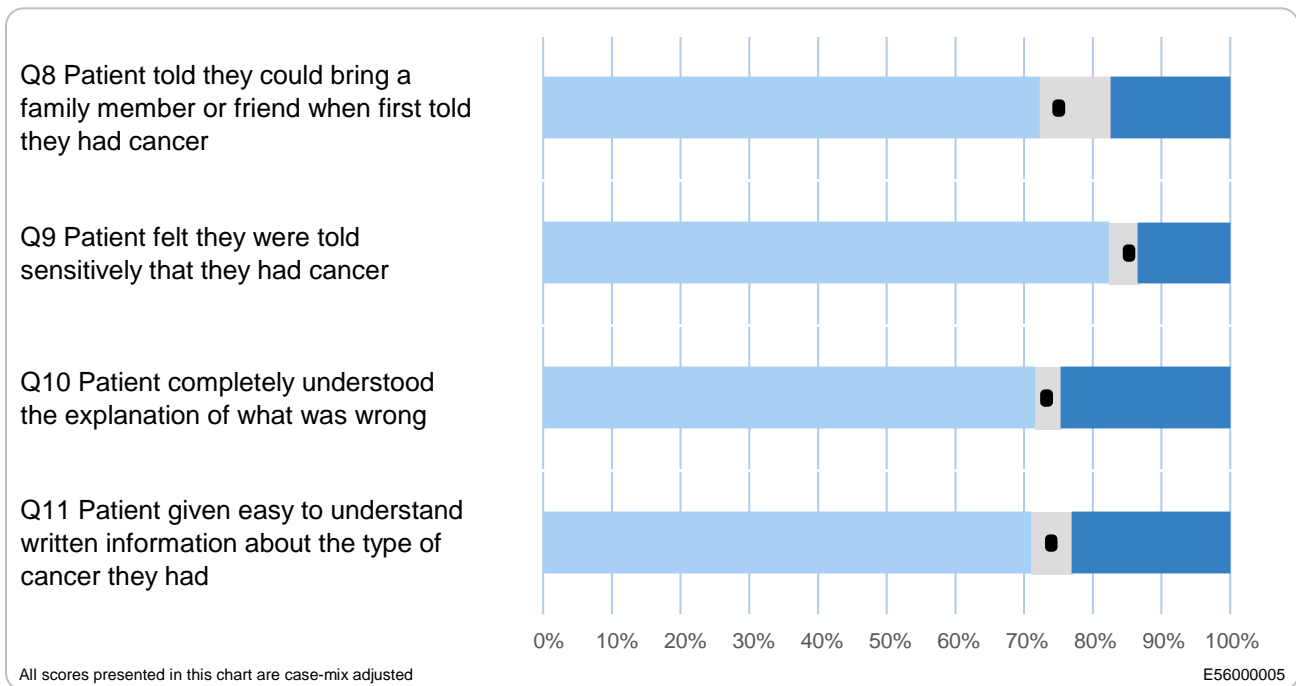


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q5	Received all the information needed about the test	1,831	94%	1,915	94%			94%	93%	96%	94%
Q6	The length of time waiting for the test to be done was about right	1,847	89%	1,929	88%			88%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	1,857	80%	1,946	80%			79%	76%	82%	79%

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Cancer Alliance results

Finding out what was wrong with you

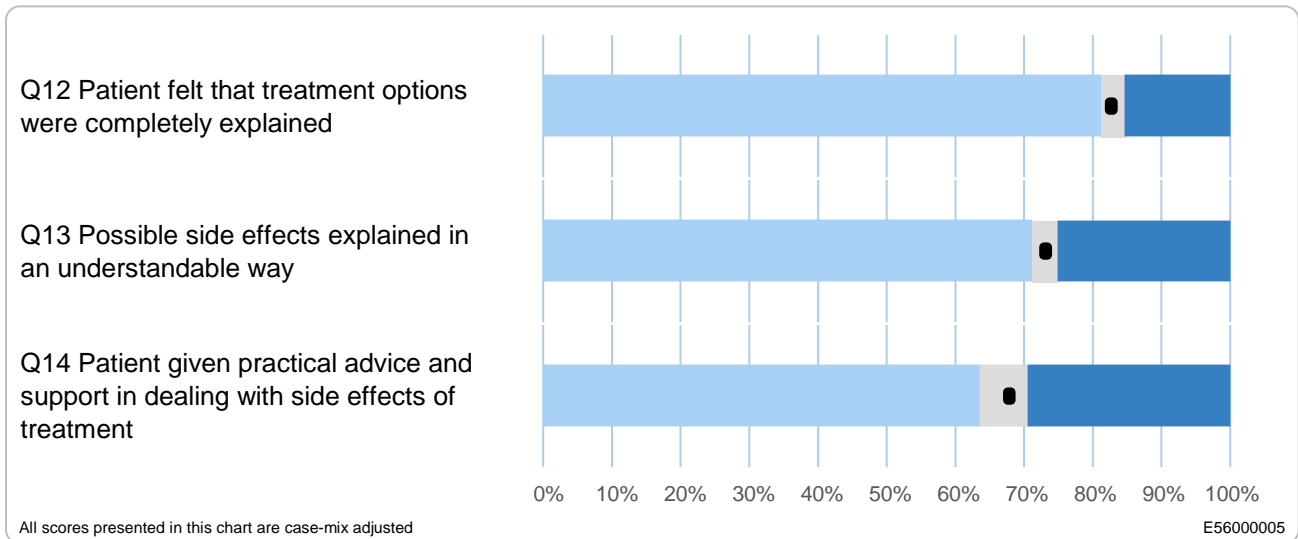


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,078	77%	2,115	75%			75%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	2,168	86%	2,271	85%			85%	82%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,206	74%	2,301	73%			73%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	1,939	74%	2,012	75%			74%	71%	77%	74%

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Cancer Alliance results

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

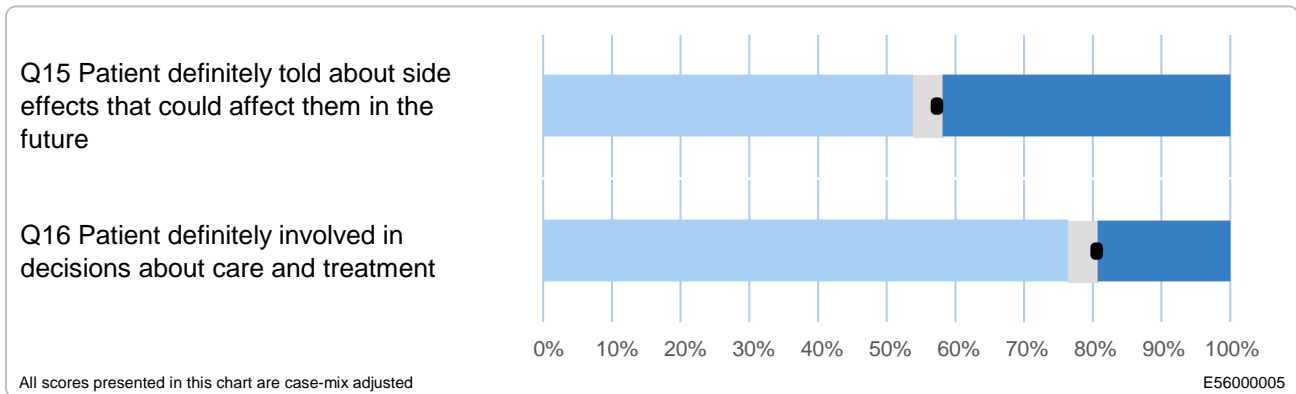


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q12 Patient felt that treatment options were completely explained	1,948	85%	2,022	83%			82%	81%	85%	83%
Q13 Possible side effects explained in an understandable way	2,098	74%	2,174	73%			73%	71%	75%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	2,095	69%	2,173	68%			68%	64%	71%	67%

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (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)

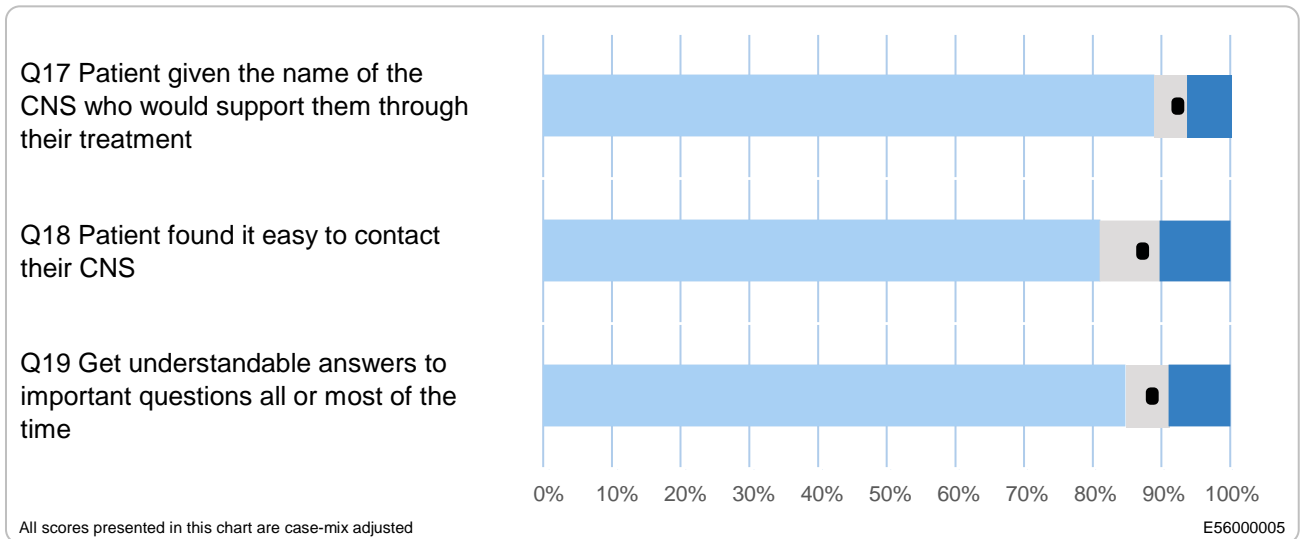


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	1,973	59%	2,035	58%			57%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	2,134	80%	2,242	81%			80%	76%	81%	79%

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Cancer Alliance results

Clinical Nurse Specialist

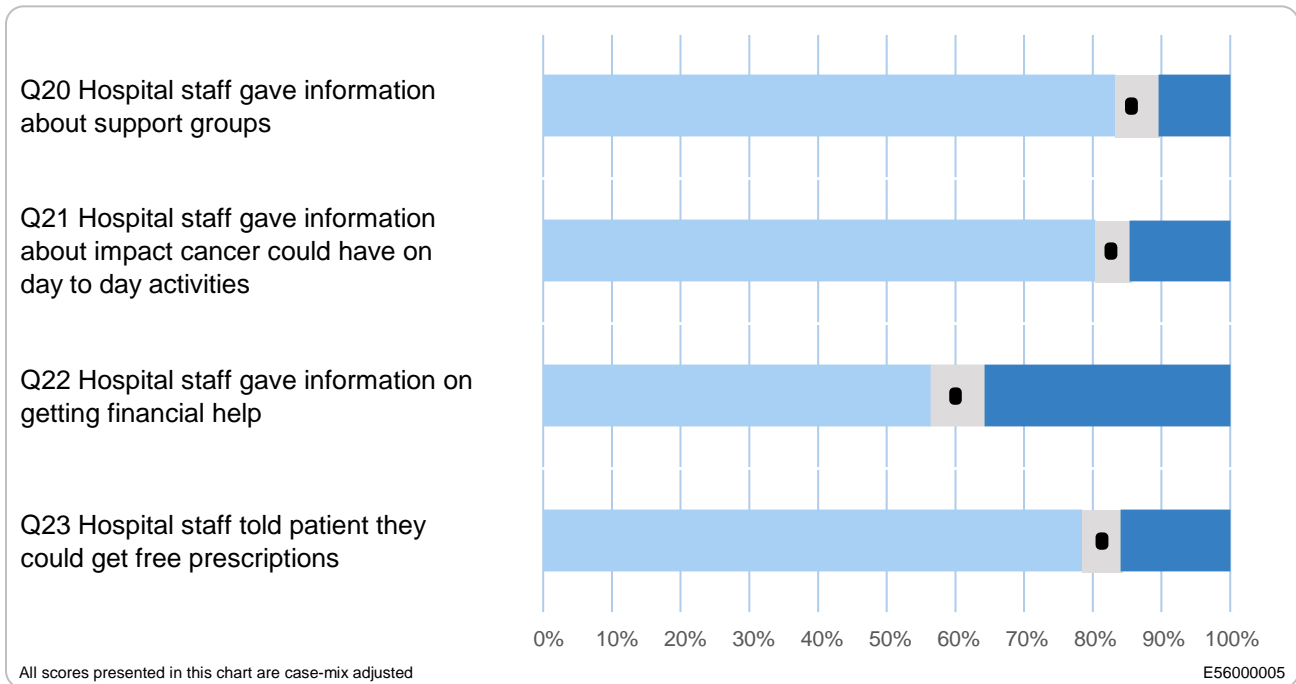


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,122	92%	2,208	92%			92%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	1,743	89%	1,801	87%			87%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	1,680	90%	1,709	89%			88%	85%	91%	88%

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Support for people with cancer

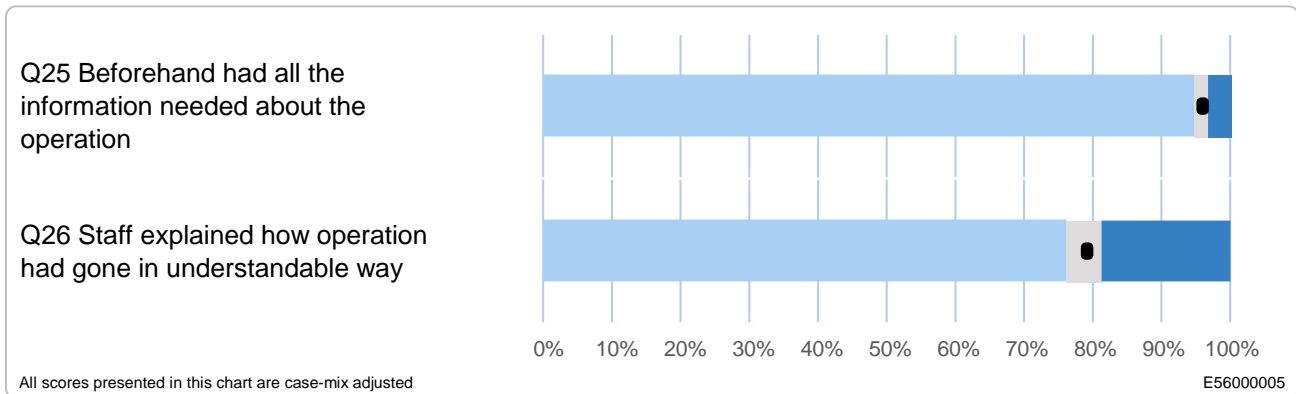


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	1,653	86%	1,709	85%			85%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,478	82%	1,494	82%			82%	80%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,114	57%	1,141	59%			60%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	916	80%	912	81%			81%	78%	84%	81%

Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 ↑ or ↓ Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
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Cancer Alliance results

Operations

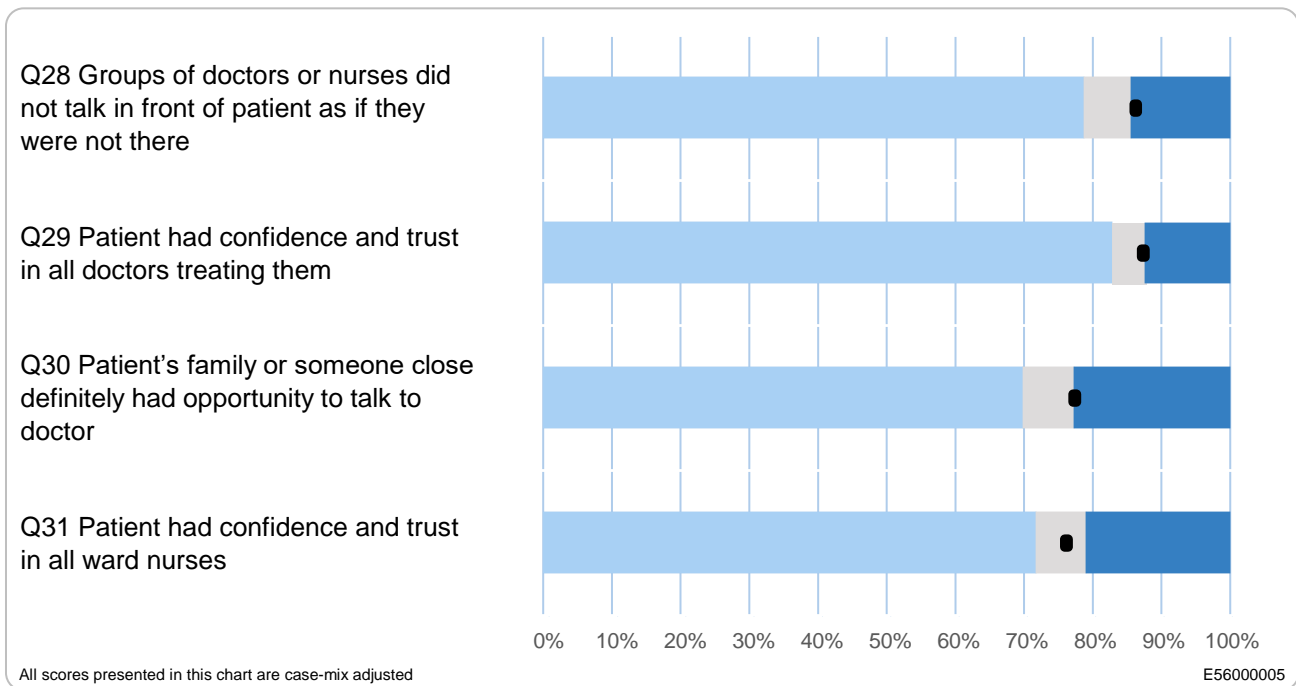


Question		Unadjusted Scores				2018 Case Mix Adjusted			
		2017		2018		2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q25	Beforehand had all the information needed about the operation	1,295	97%	1,347	96%	96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,293	80%	1,340	79%	79%	76%	81%	79%

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Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)

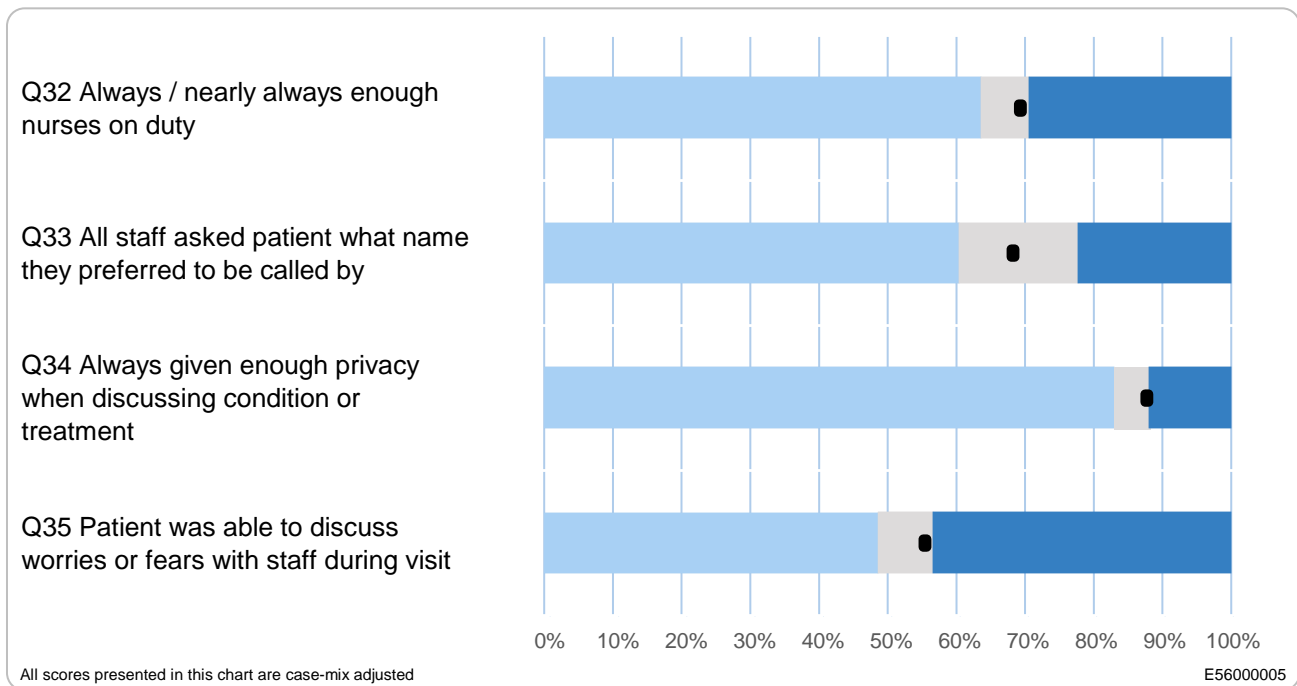


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,412	85%	1,480	86%			86%	79%	86%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,417	88%	1,489	87%			87%	83%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,187	77%	1,237	77%			77%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	1,414	78%	1,491	77%			76%	72%	79%	75%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)

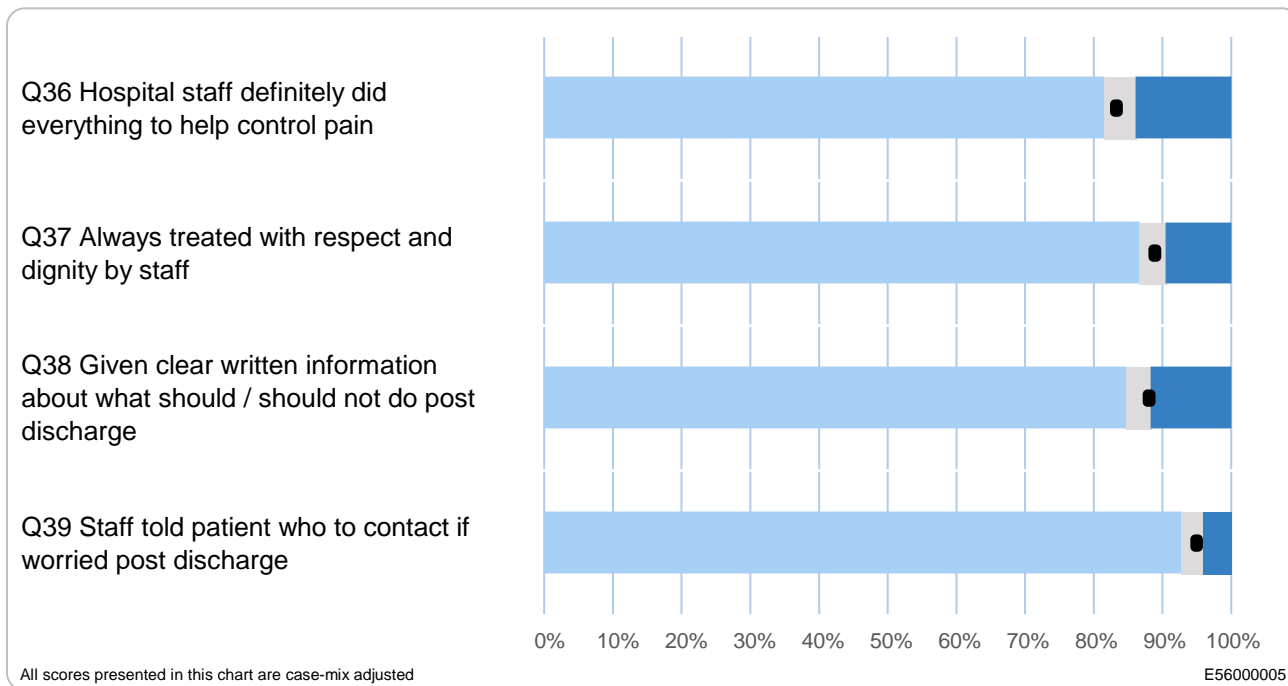


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q32 Always / nearly always enough nurses on duty	1,402	68%	1,476	70%			69%	64%	71%	67%
Q33 All staff asked patient what name they preferred to be called by	1,399	70%	1,457	69%			68%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,412	86%	1,486	88%			87%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,035	56%	1,070	55%			55%	49%	57%	53%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)

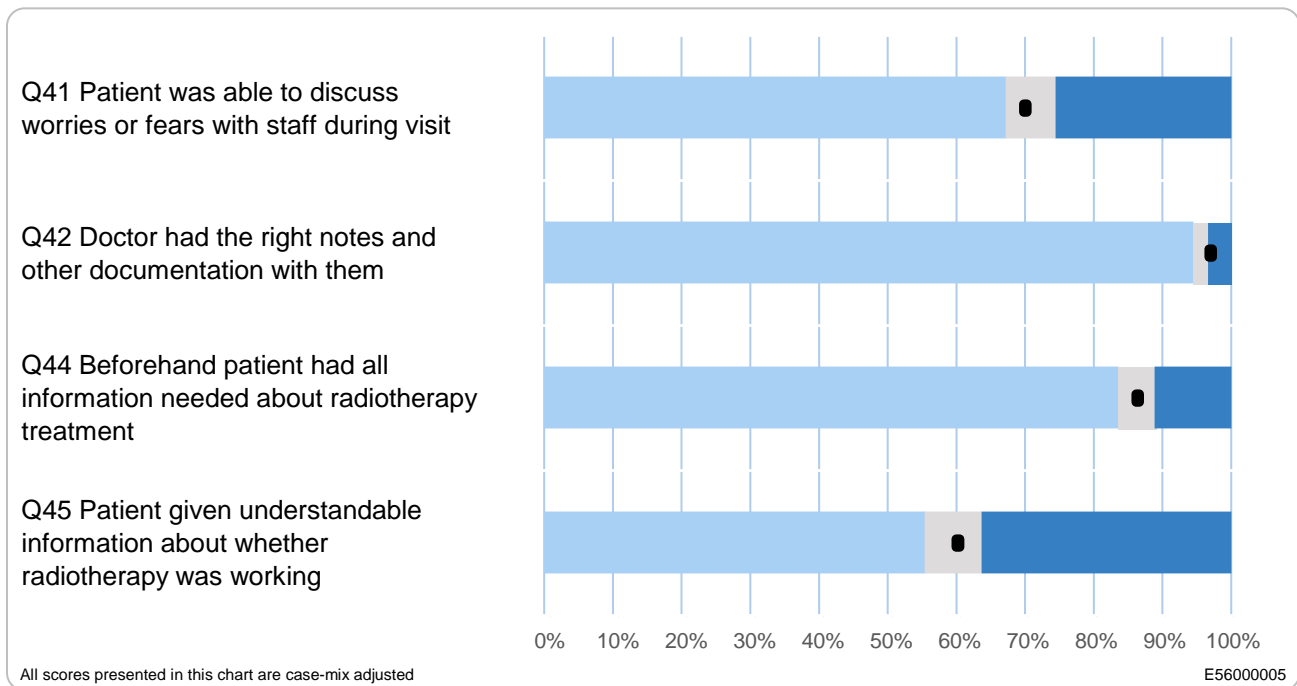


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,255	84%	1,305	83%			83%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	1,413	89%	1,481	89%			89%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,326	88%	1,385	88%			88%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	1,369	94%	1,422	95%			95%	93%	96%	94%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (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)

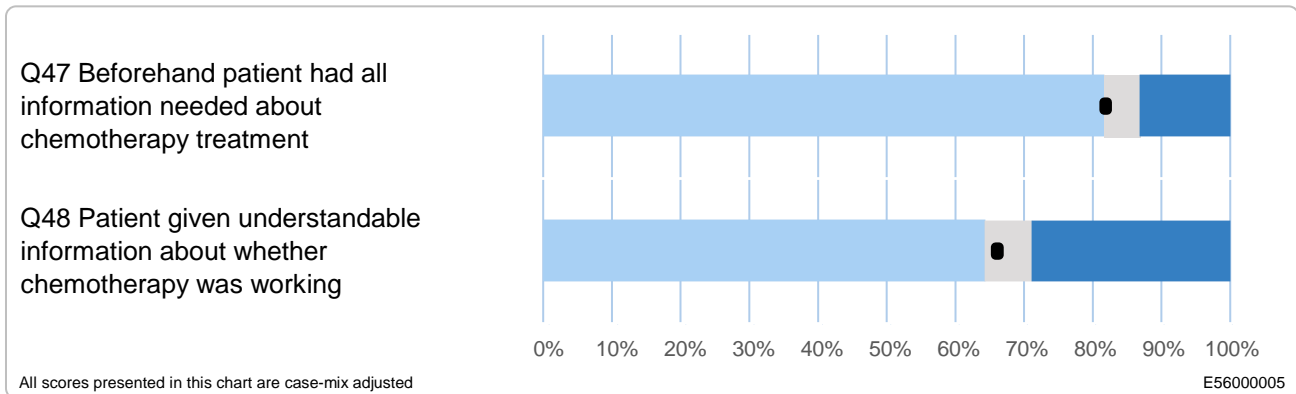


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,602	74%	1,655	71%			70%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	1,899	96%	1,944	97%			97%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	602	85%	620	86%			86%	84%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	498	60%	537	61%			60%	55%	64%	60%

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Cancer Alliance results

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

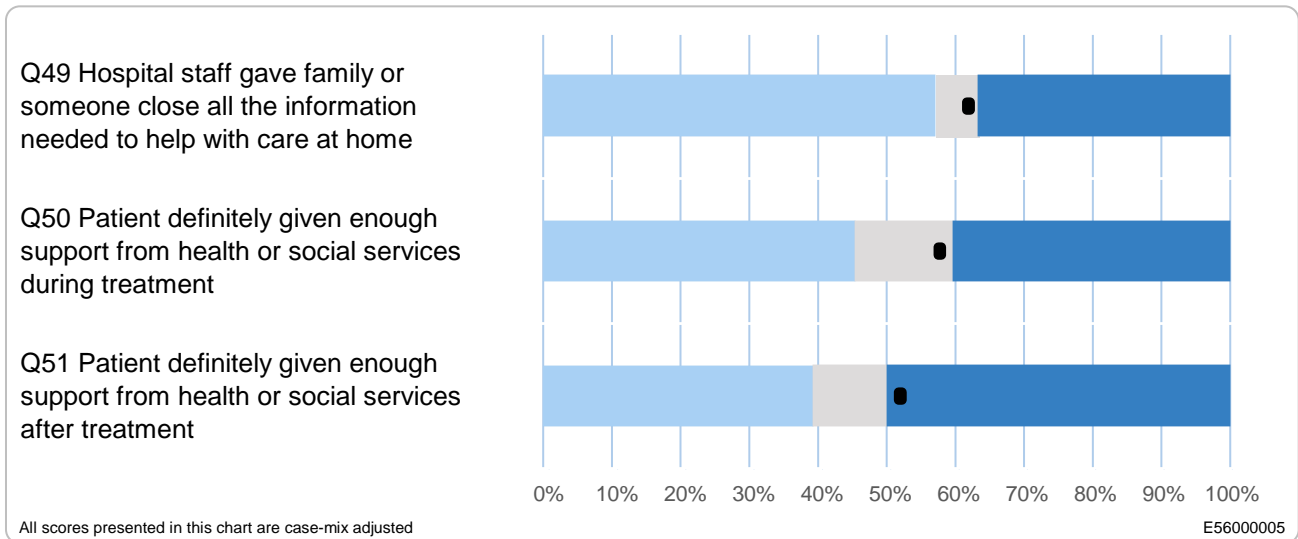


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	802	84%	826	82%			82%	82%	87%	84%
Q48 Patient given understandable information about whether chemotherapy was working	723	67%	746	67%			66%	64%	71%	68%

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 (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

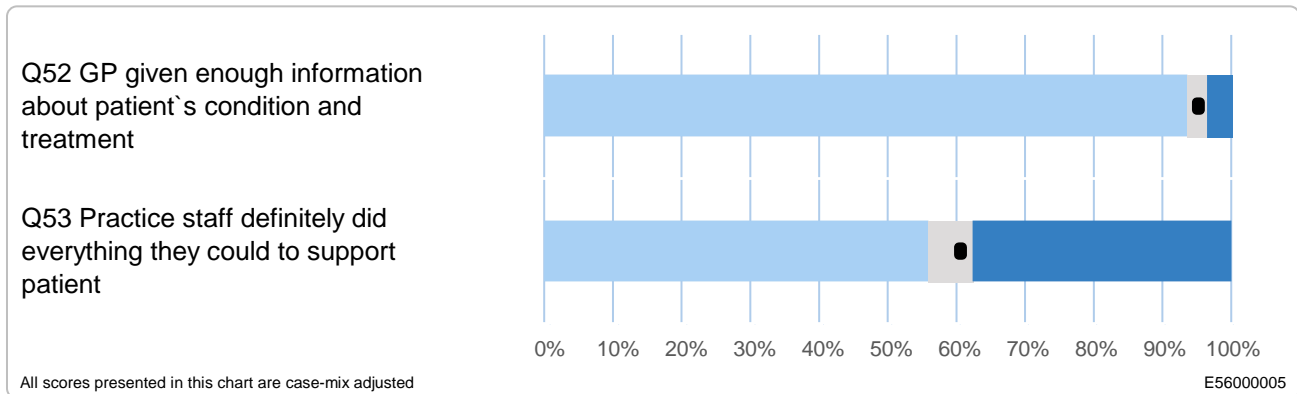


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,762	62%	1,859	62%			62%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,160	59%	1,216	57%			57%	45%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	713	52%	792	52%			52%	39%	50%	45%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (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

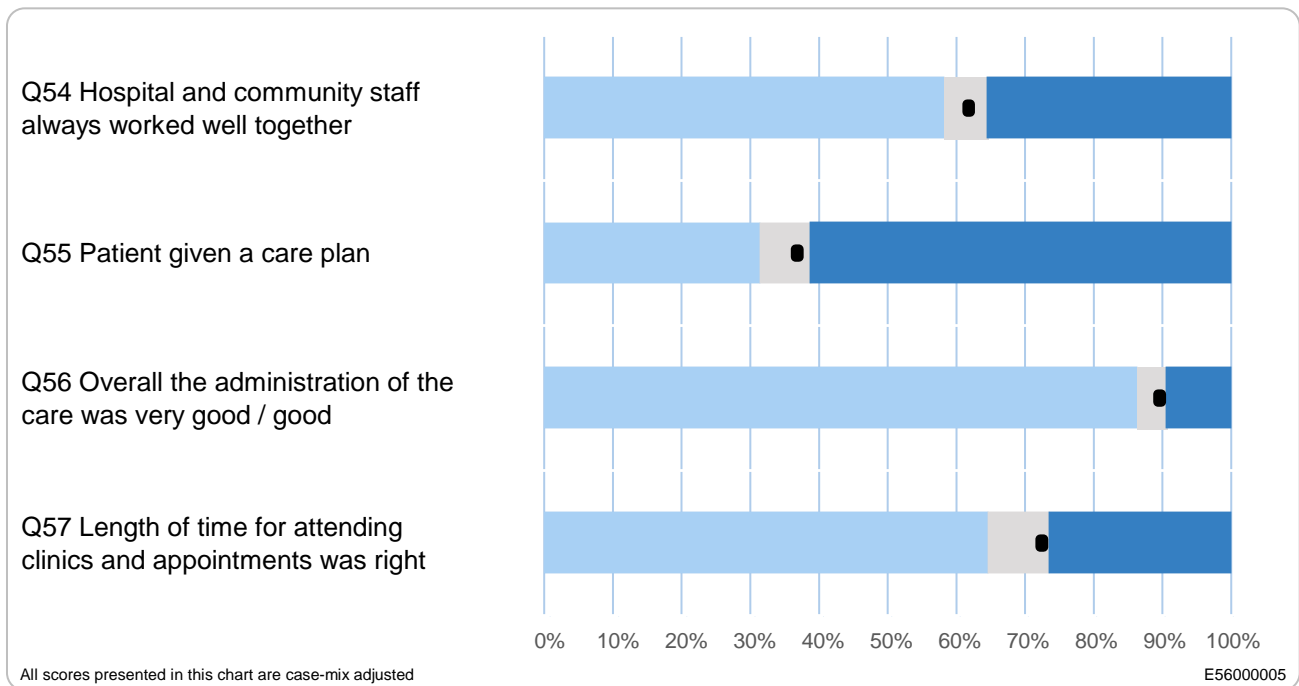


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	1,715	95%	1,840	95%			95%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	1,420	62%	1,451	61%			60%	56%	62%	59%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (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)

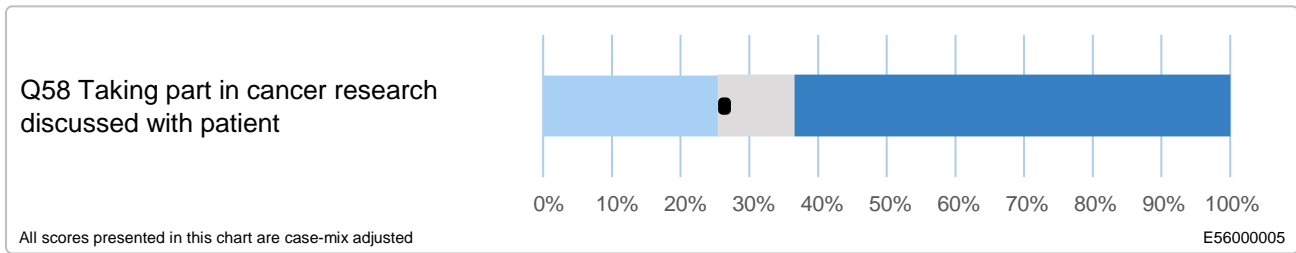


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	2,122	64%	2,194	63%			62%	58%	65%	61%
Q55 Patient given a care plan	1,713	39%	1,817	37%			37%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	2,179	91%	2,280	89%			89%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	2,164	71%	2,270	73%			72%	65%	73%	69%

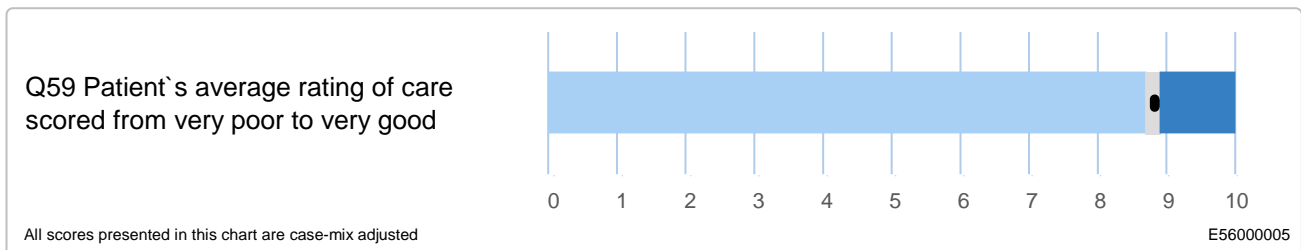
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 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	2,052	24%	2,182	25%			26%	26%	37%	31%



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 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	2,140	8.9	2,241	8.8			8.8	8.7	8.9	8.8

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (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	*	58%	*	73%
Breast	96%	94%	90%	90%
Colorectal / LGT	80%	72%	81%	83%
Gynaecological	78%	75%	79%	79%
Haematological	65%	64%	82%	81%
Head and Neck	79%	79%	85%	80%
Lung	70%	71%	86%	82%
Prostate	84%	81%	87%	85%
Sarcoma	*	66%	*	71%
Skin	95%	90%	89%	86%
Upper Gastro	79%	72%	82%	78%
Urological	81%	81%	86%	85%
Other	67%	73%	77%	79%
All Cancers	79%	77%	84%	84%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

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	*	92%	*	83%	*	71%
Breast	93%	95%	90%	91%	82%	82%
Colorectal / LGT	95%	96%	89%	87%	83%	81%
Gynaecological	92%	94%	81%	85%	78%	77%
Haematological	92%	95%	88%	88%	77%	77%
Head and Neck	95%	92%	83%	85%	80%	80%
Lung	92%	94%	92%	87%	84%	79%
Prostate	95%	94%	88%	86%	81%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	93%	96%	92%	90%	89%	83%
Upper Gastro	94%	94%	90%	83%	66%	75%
Urological	93%	94%	87%	87%	81%	79%
Other	97%	95%	84%	86%	72%	76%
All Cancers	94%	94%	88%	88%	80%	79%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

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	*	85%	*	77%	*	59%	*	63%
Breast	79%	82%	90%	89%	79%	77%	83%	78%
Colorectal / LGT	76%	82%	85%	86%	78%	79%	68%	73%
Gynaecological	64%	72%	86%	82%	74%	73%	73%	70%
Haematological	70%	73%	82%	83%	60%	61%	73%	76%
Head and Neck	78%	72%	83%	86%	71%	76%	60%	67%
Lung	82%	79%	87%	82%	76%	76%	68%	67%
Prostate	78%	78%	85%	85%	76%	78%	83%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	65%	71%	93%	90%	87%	80%	83%	84%
Upper Gastro	71%	79%	80%	80%	71%	73%	69%	66%
Urological	75%	74%	84%	82%	77%	77%	72%	73%
Other	76%	76%	82%	82%	70%	70%	66%	65%
All Cancers	75%	78%	85%	85%	73%	74%	75%	74%

§ 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%	*	70%	*	64%
Breast	86%	84%	79%	75%	79%	69%
Colorectal / LGT	82%	85%	75%	76%	69%	70%
Gynaecological	87%	85%	70%	75%	65%	67%
Haematological	79%	81%	70%	70%	64%	66%
Head and Neck	82%	85%	78%	74%	72%	70%
Lung	86%	84%	71%	74%	65%	69%
Prostate	84%	82%	67%	72%	60%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	93%	89%	84%	80%	79%	74%
Upper Gastro	78%	81%	68%	72%	59%	68%
Urological	85%	82%	72%	71%	68%	62%
Other	75%	80%	73%	72%	66%	64%
All Cancers	83%	83%	73%	73%	68%	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	*	61%	*	70%
Breast	67%	56%	84%	79%
Colorectal / LGT	58%	58%	85%	80%
Gynaecological	52%	55%	80%	79%
Haematological	50%	51%	78%	77%
Head and Neck	63%	62%	83%	79%
Lung	57%	56%	87%	79%
Prostate	61%	64%	79%	81%
Sarcoma	*	52%	*	75%
Skin	71%	66%	86%	87%
Upper Gastro	48%	54%	77%	76%
Urological	55%	53%	77%	77%
Other	55%	53%	80%	76%
All Cancers	58%	56%	81%	79%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

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	*	94%	*	82%	*	84%
Breast	99%	95%	93%	85%	93%	88%
Colorectal / LGT	94%	92%	89%	88%	86%	89%
Gynaecological	97%	94%	89%	85%	90%	88%
Haematological	92%	92%	86%	88%	88%	89%
Head and Neck	87%	90%	90%	87%	89%	88%
Lung	90%	93%	89%	87%	86%	88%
Prostate	92%	90%	81%	82%	86%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	93%	91%	89%	89%	91%	91%
Upper Gastro	96%	93%	87%	85%	90%	87%
Urological	81%	84%	86%	82%	89%	87%
Other	84%	88%	82%	85%	87%	87%
All Cancers	92%	91%	87%	85%	89%	88%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Cheshire and Merseyside

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	*	85%	*	82%	*	70%	*	79%
Breast	92%	91%	90%	86%	65%	65%	86%	82%
Colorectal / LGT	87%	86%	83%	84%	61%	58%	84%	83%
Gynaecological	86%	85%	85%	82%	68%	61%	88%	77%
Haematological	82%	86%	80%	84%	58%	62%	87%	87%
Head and Neck	90%	86%	89%	83%	73%	60%	87%	82%
Lung	83%	86%	87%	81%	60%	71%	87%	85%
Prostate	87%	89%	84%	85%	42%	51%	68%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	90%	89%	86%	84%	70%	60%	86%	72%
Upper Gastro	87%	84%	77%	81%	61%	63%	86%	84%
Urological	75%	79%	72%	75%	46%	44%	59%	68%
Other	81%	82%	76%	78%	65%	58%	77%	80%
All Cancers	85%	86%	82%	83%	59%	60%	81%	81%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

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	*	94%	*	70%
Breast	97%	96%	78%	79%
Colorectal / LGT	94%	96%	81%	83%
Gynaecological	96%	96%	84%	81%
Haematological	88%	94%	78%	77%
Head and Neck	95%	95%	84%	78%
Lung	98%	95%	83%	78%
Prostate	95%	95%	71%	75%
Sarcoma	*	94%	*	78%
Skin	98%	97%	90%	84%
Upper Gastro	95%	95%	87%	80%
Urological	94%	95%	70%	76%
Other	98%	95%	80%	78%
All Cancers	96%	96%	79%	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	*	73%	*	77%	*	66%	*	67%
Breast	93%	89%	90%	86%	84%	77%	78%	77%
Colorectal / LGT	83%	77%	90%	86%	81%	73%	70%	71%
Gynaecological	91%	85%	91%	86%	76%	72%	81%	73%
Haematological	82%	81%	82%	81%	71%	74%	80%	76%
Head and Neck	84%	79%	93%	86%	86%	75%	77%	74%
Lung	79%	77%	88%	83%	79%	74%	79%	76%
Prostate	90%	86%	91%	89%	72%	73%	82%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	89%	89%	95%	90%	83%	81%	95%	87%
Upper Gastro	78%	74%	85%	82%	78%	73%	71%	71%
Urological	84%	80%	83%	87%	70%	70%	74%	78%
Other	82%	80%	80%	82%	74%	71%	72%	72%
All Cancers	86%	82%	87%	85%	77%	74%	77%	75%

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	*	57%	*	68%	*	77%	*	40%
Breast	77%	71%	64%	64%	90%	87%	64%	56%
Colorectal / LGT	59%	62%	69%	71%	87%	85%	54%	54%
Gynaecological	74%	67%	61%	67%	88%	84%	50%	51%
Haematological	63%	64%	71%	71%	87%	86%	53%	55%
Head and Neck	61%	66%	75%	69%	91%	87%	55%	55%
Lung	78%	70%	79%	74%	90%	85%	57%	52%
Prostate	77%	73%	67%	69%	82%	88%	47%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	87%	80%	76%	72%	98%	91%	70%	59%
Upper Gastro	67%	61%	69%	75%	90%	84%	56%	51%
Urological	68%	69%	70%	73%	83%	85%	46%	47%
Other	69%	62%	72%	68%	86%	82%	57%	48%
All Cancers	70%	67%	69%	69%	88%	86%	55%	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	*	82%	*	84%	*	86%	*	94%
Breast	85%	86%	91%	89%	93%	92%	97%	96%
Colorectal / LGT	84%	85%	86%	87%	87%	84%	93%	94%
Gynaecological	76%	83%	89%	87%	95%	88%	99%	95%
Haematological	83%	83%	90%	90%	77%	81%	92%	95%
Head and Neck	88%	83%	91%	87%	83%	88%	88%	93%
Lung	92%	84%	93%	89%	92%	84%	95%	92%
Prostate	86%	84%	90%	91%	85%	90%	96%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	96%	88%	98%	93%	100%	91%	98%	96%
Upper Gastro	86%	82%	88%	86%	78%	82%	91%	94%
Urological	76%	81%	86%	89%	85%	86%	90%	91%
Other	77%	81%	85%	87%	90%	83%	97%	92%
All Cancers	83%	84%	89%	89%	88%	87%	95%	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	*	64%	*	94%	*	88%	*	47%
Breast	75%	70%	96%	96%	87%	88%	66%	61%
Colorectal / LGT	68%	73%	97%	96%	71%	84%	43%	57%
Gynaecological	74%	71%	97%	96%	79%	86%	61%	61%
Haematological	73%	74%	98%	96%	89%	83%	68%	59%
Head and Neck	76%	73%	100%	96%	78%	86%	57%	61%
Lung	57%	69%	96%	95%	95%	85%	74%	56%
Prostate	72%	73%	96%	95%	92%	87%	64%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	75%	74%	99%	97%	*	85%	*	72%
Upper Gastro	68%	70%	94%	95%	81%	82%	*	53%
Urological	60%	67%	96%	95%	*	82%	*	55%
Other	69%	68%	97%	95%	89%	85%	51%	60%
All Cancers	71%	71%	97%	96%	86%	86%	61%	60%

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	*	79%	*	50%
Breast	86%	83%	68%	64%
Colorectal / LGT	77%	85%	50%	64%
Gynaecological	80%	86%	70%	68%
Haematological	82%	85%	75%	75%
Head and Neck	*	79%	*	54%
Lung	85%	84%	56%	67%
Prostate	*	85%	*	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	84%	84%	60%	61%
Urological	78%	82%	62%	65%
Other	81%	85%	73%	70%
All Cancers	82%	84%	67%	68%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

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	*	60%	*	50%	*	48%
Breast	68%	59%	70%	54%	61%	42%
Colorectal / LGT	65%	63%	65%	60%	54%	52%
Gynaecological	61%	59%	56%	47%	54%	38%
Haematological	67%	63%	53%	52%	53%	44%
Head and Neck	69%	63%	55%	56%	47%	53%
Lung	60%	60%	54%	52%	51%	43%
Prostate	55%	60%	44%	46%	38%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	59%	67%	59%	60%	*	59%
Upper Gastro	65%	60%	65%	53%	50%	48%
Urological	58%	59%	51%	47%	52%	44%
Other	55%	56%	59%	52%	50%	44%
All Cancers	62%	60%	57%	53%	52%	45%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

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	*	88%	*	51%
Breast	96%	96%	64%	59%
Colorectal / LGT	95%	95%	52%	58%
Gynaecological	93%	95%	70%	57%
Haematological	96%	95%	55%	58%
Head and Neck	92%	93%	58%	58%
Lung	91%	94%	69%	58%
Prostate	95%	95%	68%	64%
Sarcoma	*	95%	*	53%
Skin	96%	97%	67%	67%
Upper Gastro	92%	94%	52%	58%
Urological	98%	95%	61%	61%
Other	95%	94%	58%	56%
All Cancers	95%	95%	61%	59%

[§] 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	*	45%	*	33%	*	84%	*	59%
Breast	69%	61%	47%	39%	92%	90%	67%	68%
Colorectal / LGT	61%	61%	36%	38%	87%	88%	83%	72%
Gynaecological	57%	58%	35%	31%	90%	87%	69%	69%
Haematological	62%	64%	35%	35%	92%	91%	71%	66%
Head and Neck	54%	61%	32%	37%	93%	88%	85%	71%
Lung	68%	62%	31%	31%	94%	89%	69%	71%
Prostate	66%	65%	40%	36%	87%	87%	79%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	70%	71%	43%	42%	93%	91%	87%	73%
Upper Gastro	56%	59%	23%	35%	78%	86%	73%	68%
Urological	62%	62%	34%	30%	86%	85%	73%	75%
Other	55%	57%	31%	30%	87%	87%	66%	63%
All Cancers	63%	61%	37%	35%	89%	88%	73%	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	*	39%	*	8.4
Breast	27%	31%	9.0	8.9
Colorectal / LGT	22%	33%	8.8	8.8
Gynaecological	49%	37%	8.8	8.8
Haematological	23%	32%	9.0	8.9
Head and Neck	40%	23%	9.0	8.8
Lung	39%	35%	8.9	8.8
Prostate	24%	33%	8.8	8.8
Sarcoma	*	40%	*	8.6
Skin	10%	16%	9.1	9.0
Upper Gastro	24%	35%	8.4	8.7
Urological	10%	21%	8.5	8.7
Other	28%	32%	8.6	8.7
All Cancers	25%	31%	8.8	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
E56000005	4,042	245	3,797	1,304	157	2,336	62%

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	17
Breast	363
Colorectal / LGT	240
Gynaecological	118
Haematological	439
Head and Neck	55
Lung	146
Prostate	356
Sarcoma	15
Skin	90
Upper Gastro	97
Urological	229
Other	171

* 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	1	7	16	61	236	484	367	76	1,248
Female	1	11	42	141	232	361	251	49	1,088
Total	2	18	58	202	468	845	618	125	2,336

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust		41	11
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	4	36	8
REN	The Clatterbridge Cancer Centre NHS Foundation Trust		48	4
RBL	Wirral University Teaching Hospital NHS Foundation Trust	1	48	3
RBT	Mid Cheshire Hospitals NHS Foundation Trust	3	45	4
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	1	49	2
REP	Liverpool Women's NHS Foundation Trust	3	43	2
RVY	Southport & Ormskirk Hospital NHS Trust	1	49	
RJN	East Cheshire NHS Trust	3	48	1
REM	Aintree University Hospital NHS Foundation Trust	3	49	
RJR	Countess of Chester Hospital NHS Foundation Trust	7	44	1
RWW	Warrington and Halton Hospitals NHS Foundation Trust	12	40	
RET	The Walton Centre NHS Foundation Trust	<i>All scored questions suppressed for this organisation</i>		

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - Trusts

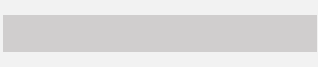
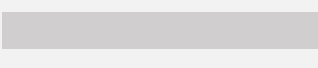

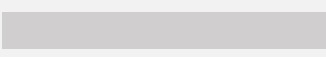
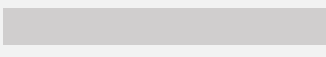
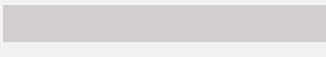
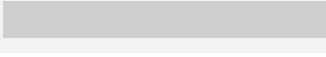
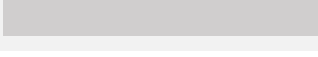
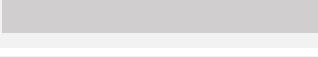
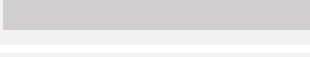


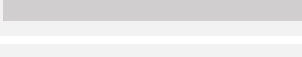
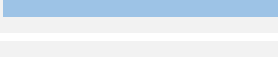
Q59 Patient`s average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	70,942	8.80	
E56000005	Cheshire and Merseyside	2,241	8.82	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	190	9.13	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	225	9.05	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	78	8.97	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	183	8.89	
REM	Aintree University Hospital NHS Foundation Trust	205	8.84	
RVY	Southport & Ormskirk Hospital NHS Trust	121	8.83	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	273	8.83	
REP	Liverpool Women's NHS Foundation Trust	65	8.79	
RJN	East Cheshire NHS Trust	133	8.78	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	332	8.66	
RJR	Countess of Chester Hospital NHS Foundation Trust	186	8.62	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	127	8.62	
RET	The Walton Centre NHS Foundation Trust	14	* Score suppressed	

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - Trusts

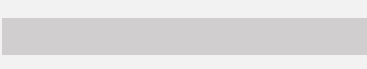

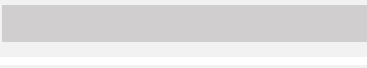
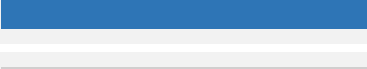

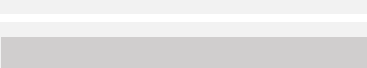
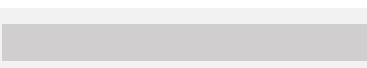
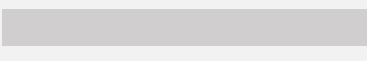

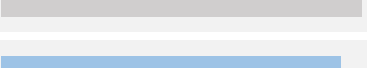
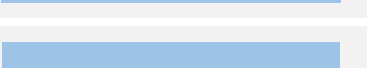
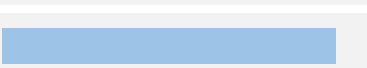


Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E56000005	Cheshire and Merseyside	2,242	80%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	83	89%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	200	84%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	181	84%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	227	83%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	271	83%	
RVY	Southport & Ormskirk Hospital NHS Trust	118	81%	
RJR	Countess of Chester Hospital NHS Foundation Trust	185	81%	
REM	Aintree University Hospital NHS Foundation Trust	207	79%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	321	78%	
RJN	East Cheshire NHS Trust	134	76%	
REP	Liverpool Women's NHS Foundation Trust	64	76%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	132	71%	
RET	The Walton Centre NHS Foundation Trust	13	* Score suppressed	

National Cancer Patient Experience Survey 2018
Cheshire and Merseyside

Annex (continued)
Dashboard Questions - Trusts

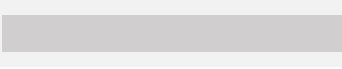


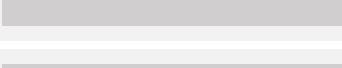

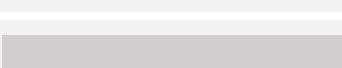
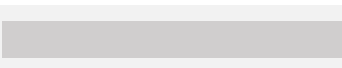
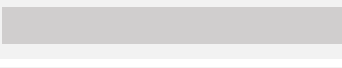
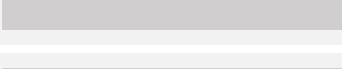
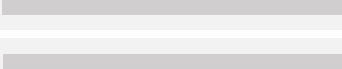
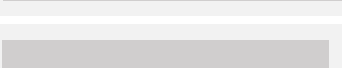
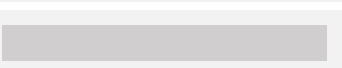


Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	69,892	91%	
E56000005	Cheshire and Merseyside	2,208	92%	
REP	Liverpool Women's NHS Foundation Trust	67	98%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	319	95%	
REM	Aintree University Hospital NHS Foundation Trust	206	95%	
RVY	Southport & Ormskirk Hospital NHS Trust	116	94%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	177	93%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	274	93%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	222	93%	
RJR	Countess of Chester Hospital NHS Foundation Trust	180	92%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	189	90%	
RJN	East Cheshire NHS Trust	130	85%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	81	85%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	130	84%	
RET	The Walton Centre NHS Foundation Trust	13	* Score suppressed	

**National Cancer Patient Experience Survey 2018
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**Annex (continued)
Dashboard Questions - Trusts**

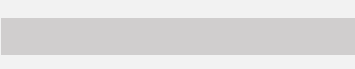
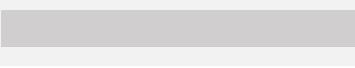

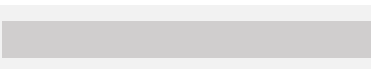
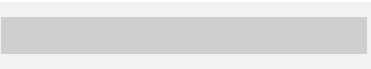
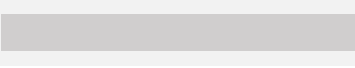
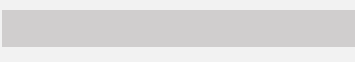
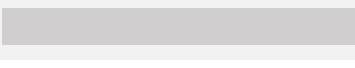
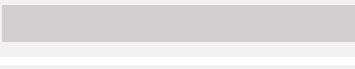



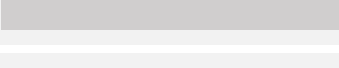
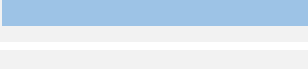
Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	56,809	85%	
E56000005	Cheshire and Merseyside	1,801	87%	
RJN	East Cheshire NHS Trust	98	92%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	154	90%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	219	90%	
REP	Liverpool Women's NHS Foundation Trust	59	90%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	185	89%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	63	89%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	143	89%	
RJR	Countess of Chester Hospital NHS Foundation Trust	143	87%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	259	86%	
REM	Aintree University Hospital NHS Foundation Trust	175	85%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	104	82%	
RVY	Southport & Ormskirk Hospital NHS Trust	99	81%	
RET	The Walton Centre NHS Foundation Trust	12	* Score suppressed	

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - Trusts

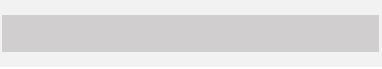
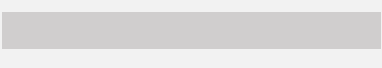
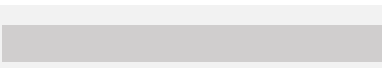
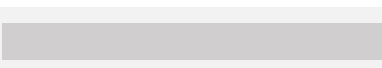
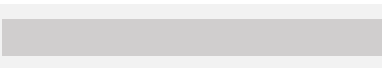
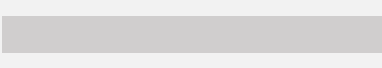
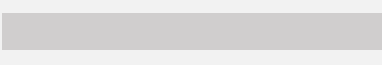
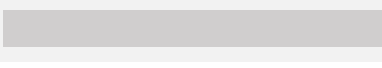
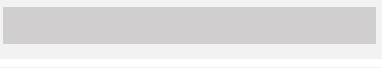
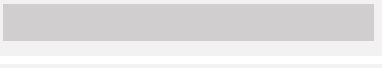

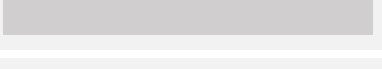
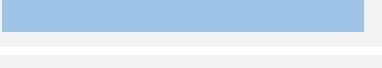
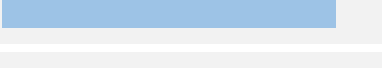
Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	43,433	89%	
E56000005	Cheshire and Merseyside	1,481	89%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	68	97%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	116	93%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	152	91%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	202	90%	
REP	Liverpool Women's NHS Foundation Trust	59	90%	
REM	Aintree University Hospital NHS Foundation Trust	157	89%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	201	88%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	96	88%	
RVY	Southport & Ormskirk Hospital NHS Trust	58	85%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	79	84%	
RJN	East Cheshire NHS Trust	73	84%	
RJR	Countess of Chester Hospital NHS Foundation Trust	109	77%	
RET	The Walton Centre NHS Foundation Trust	11	* Score suppressed	

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - Trusts

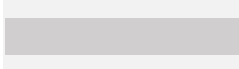
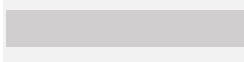


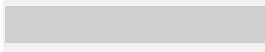
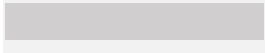
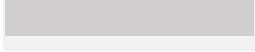
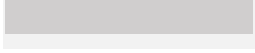

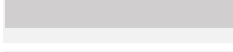




Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	41,743	94%	
E56000005	Cheshire and Merseyside	1,422	95%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	64	99%	
RJR	Countess of Chester Hospital NHS Foundation Trust	100	98%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	195	97%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	185	97%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	150	97%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	115	96%	
REP	Liverpool Women's NHS Foundation Trust	58	93%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	75	93%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	93	93%	
RJN	East Cheshire NHS Trust	70	93%	
REM	Aintree University Hospital NHS Foundation Trust	153	91%	
RVY	Southport & Ormskirk Hospital NHS Trust	56	84%	
RET	The Walton Centre NHS Foundation Trust	10	* Score suppressed	

National Cancer Patient Experience Survey 2018
Cheshire and Merseyside

Annex (continued)
Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	47,950	59%	
E56000005	Cheshire and Merseyside	1,451	60%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	49	74%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	124	69%	
RJN	East Cheshire NHS Trust	81	65%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	75	65%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	147	62%	
REP	Liverpool Women's NHS Foundation Trust	45	62%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	172	60%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	218	58%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	121	57%	
RJR	Countess of Chester Hospital NHS Foundation Trust	105	57%	
REM	Aintree University Hospital NHS Foundation Trust	135	57%	
RVY	Southport & Ormskirk Hospital NHS Trust	66	56%	
RET	The Walton Centre NHS Foundation Trust	11		* <i>Score suppressed</i>

National Cancer Patient Experience Survey 2018

Cheshire and Merseyside

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
01R	NHS South Cheshire CCG		46	6
99A	NHS Liverpool CCG	1	45	6
01F	NHS Halton CCG		50	2
01V	NHS Southport and Formby CCG	1	48	3
12F	NHS Wirral CCG	1	48	3
01C	NHS Eastern Cheshire CCG	1	50	1
01J	NHS Knowsley CCG		52	
01T	NHS South Sefton CCG	2	48	2
01X	NHS St Helens CCG	2	48	2
02F	NHS West Cheshire CCG	4	46	2
02D	NHS Vale Royal CCG	3	49	
02E	NHS Warrington CCG	11	41	

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

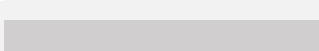
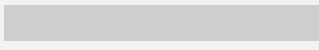
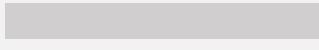
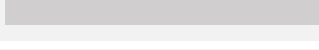
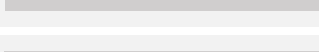
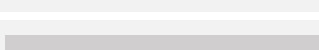
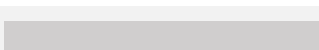



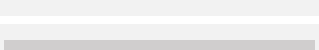
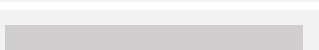


Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000005	Cheshire and Merseyside	2,241	8.82	
99A	NHS Liverpool CCG	293	9.01	
01V	NHS Southport and Formby CCG	143	8.96	
01R	NHS South Cheshire CCG	188	8.93	
01J	NHS Knowsley CCG	102	8.92	
01T	NHS South Sefton CCG	115	8.90	
02D	NHS Vale Royal CCG	138	8.86	
01X	NHS St Helens CCG	164	8.80	
12F	NHS Wirral CCG	388	8.76	
02E	NHS Warrington CCG	155	8.76	
01F	NHS Halton CCG	82	8.75	
01C	NHS Eastern Cheshire CCG	203	8.69	
02F	NHS West Cheshire CCG	270	8.65	

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

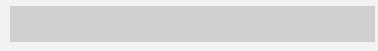


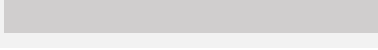


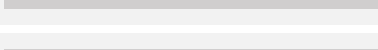

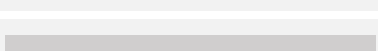
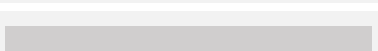

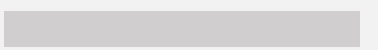
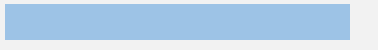

Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000005	Cheshire and Merseyside	2,242	80%	
01V	NHS Southport and Formby CCG	142	85%	
01R	NHS South Cheshire CCG	191	83%	
02D	NHS Vale Royal CCG	137	82%	
99A	NHS Liverpool CCG	295	82%	
12F	NHS Wirral CCG	376	81%	
01F	NHS Halton CCG	86	81%	
02F	NHS West Cheshire CCG	268	80%	
01J	NHS Knowsley CCG	106	79%	
01X	NHS St Helens CCG	170	79%	
01T	NHS South Sefton CCG	115	78%	
01C	NHS Eastern Cheshire CCG	199	77%	
02E	NHS Warrington CCG	157	74%	

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**


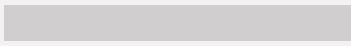
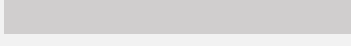
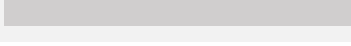


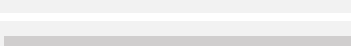
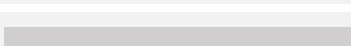
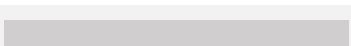
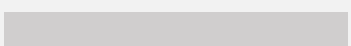
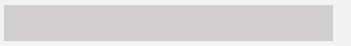
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000005	Cheshire and Merseyside	2,208	92%	
01T	NHS South Sefton CCG	116	97%	
01R	NHS South Cheshire CCG	185	95%	
12F	NHS Wirral CCG	378	94%	
01F	NHS Halton CCG	87	94%	
99A	NHS Liverpool CCG	289	93%	
01X	NHS St Helens CCG	165	93%	
02D	NHS Vale Royal CCG	135	92%	
01V	NHS Southport and Formby CCG	138	92%	
02F	NHS West Cheshire CCG	265	91%	
01J	NHS Knowsley CCG	101	89%	
01C	NHS Eastern Cheshire CCG	196	88%	
02E	NHS Warrington CCG	153	85%	

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

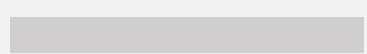
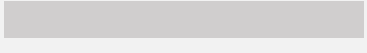
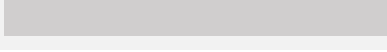


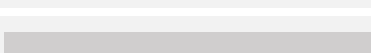

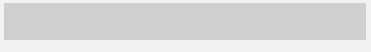

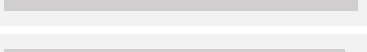
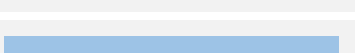
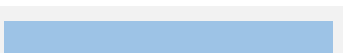


Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000005	Cheshire and Merseyside	1,801	87%	
01X	NHS St Helens CCG	137	91%	
99A	NHS Liverpool CCG	248	90%	
01R	NHS South Cheshire CCG	156	89%	
01J	NHS Knowsley CCG	80	88%	
01C	NHS Eastern Cheshire CCG	151	88%	
01T	NHS South Sefton CCG	100	87%	
01V	NHS Southport and Formby CCG	114	87%	
01F	NHS Halton CCG	73	87%	
02D	NHS Vale Royal CCG	113	87%	
02F	NHS West Cheshire CCG	203	85%	
12F	NHS Wirral CCG	307	85%	
02E	NHS Warrington CCG	119	81%	

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**


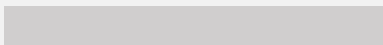

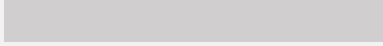



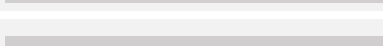
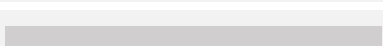

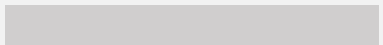

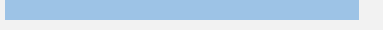

Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000005	Cheshire and Merseyside	1,481	89%	
01V	NHS Southport and Formby CCG	85	95%	
01X	NHS St Helens CCG	129	92%	
01R	NHS South Cheshire CCG	122	91%	
99A	NHS Liverpool CCG	203	91%	
12F	NHS Wirral CCG	244	90%	
01T	NHS South Sefton CCG	78	90%	
01F	NHS Halton CCG	55	89%	
01C	NHS Eastern Cheshire CCG	132	88%	
01J	NHS Knowsley CCG	77	87%	
02E	NHS Warrington CCG	102	84%	
02F	NHS West Cheshire CCG	170	83%	
02D	NHS Vale Royal CCG	84	81%	

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000005	Cheshire and Merseyside	1,422	95%	
01X	NHS St Helens CCG	119	98%	
12F	NHS Wirral CCG	236	97%	
99A	NHS Liverpool CCG	199	97%	
01F	NHS Halton CCG	54	97%	
02F	NHS West Cheshire CCG	161	96%	
01R	NHS South Cheshire CCG	121	94%	
01T	NHS South Sefton CCG	71	94%	
01C	NHS Eastern Cheshire CCG	125	93%	
02E	NHS Warrington CCG	97	93%	
01J	NHS Knowsley CCG	72	92%	
02D	NHS Vale Royal CCG	82	91%	
01V	NHS Southport and Formby CCG	85	87%	

**National Cancer Patient Experience Survey 2018
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

Q53 Practice staff definitely did everything they could to support patient

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	47,950	59%	
E56000005	Cheshire and Merseyside	1,451	60%	
01V	NHS Southport and Formby CCG	82	66%	
99A	NHS Liverpool CCG	208	66%	
01J	NHS Knowsley CCG	76	64%	
01T	NHS South Sefton CCG	76	60%	
02F	NHS West Cheshire CCG	162	60%	
01C	NHS Eastern Cheshire CCG	131	59%	
01F	NHS Halton CCG	56	59%	
12F	NHS Wirral CCG	246	59%	
01R	NHS South Cheshire CCG	129	58%	
02D	NHS Vale Royal CCG	93	58%	
01X	NHS St Helens CCG	99	57%	
02E	NHS Warrington CCG	93	55%	

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 2018.

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 2018 and March 2019.

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/reports/2018-reports

Redevelopment of the 2018 survey

There have been no changes to the questionnaire compared to 2017.

Official Statistics

The 2018 survey data has been produced and published in line with the Code of Practice for Official Statistics.

Annex (continued)

Scoring methodologies

51 of the 52 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 2018 questionnaire is available at: www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Further details on the scoring methodology can be found in the technical document for the survey, available at:

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Case-mix adjustment

As in 2017, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. 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 Trust 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/reports/2018-reports/guidance-material-and-survey-materials-2018

Annex (continued)

Statistical significance

In the reporting of 2018 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 2018 have been compared with those of 2017 and statistically significant change between the two years has been reported where identified.

For the 49 scored questions that are comparable across 2015, 2016, 2017 and 2018, overall statistically significant change over the four 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:



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