

National Cancer Patient Experience Survey

2018 Results

Lancashire and South Cumbria 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	1,813	77%	1,966	78%			78%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,547	86%	2,742	84%			83%	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 13 questions for men and in 2 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 9 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

8.9 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:

79% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

94% 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

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

94% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

59% 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
Lancashire and South Cumbria**

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	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	2,583	84%	72%	83%	78%
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Hospital care as a day patient / outpatient

Q42	Doctor had the right notes and other documentation with them	2,419	97%	95%	97%	96%
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Home care and support

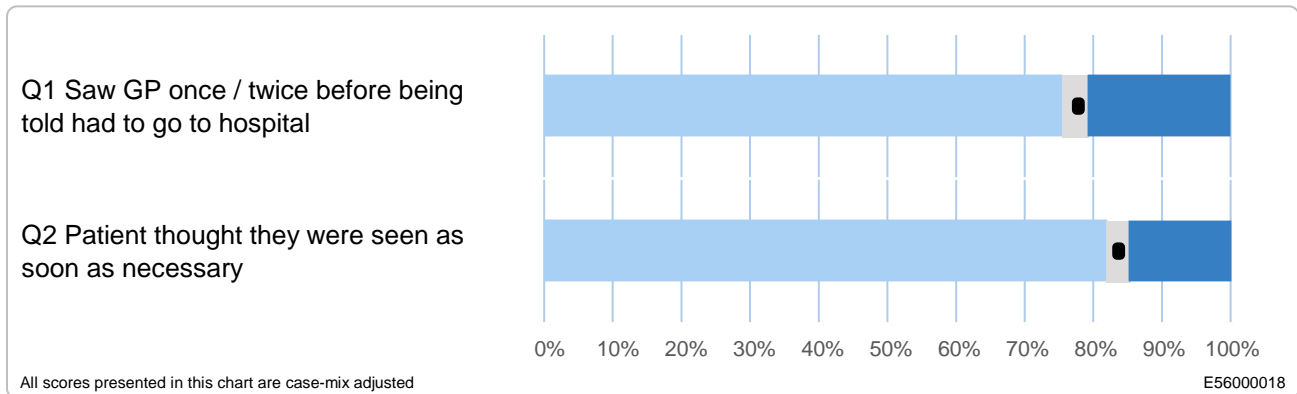
Q50	Patient definitely given enough support from health or social services during treatment	1,640	63%	46%	59%	53%
Q51	Patient definitely given enough support from health or social services after treatment	952	53%	40%	50%	45%

Your overall NHS care

Q55	Patient given a care plan	2,111	40%	32%	39%	35%
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Cancer Alliance results

Seeing your GP

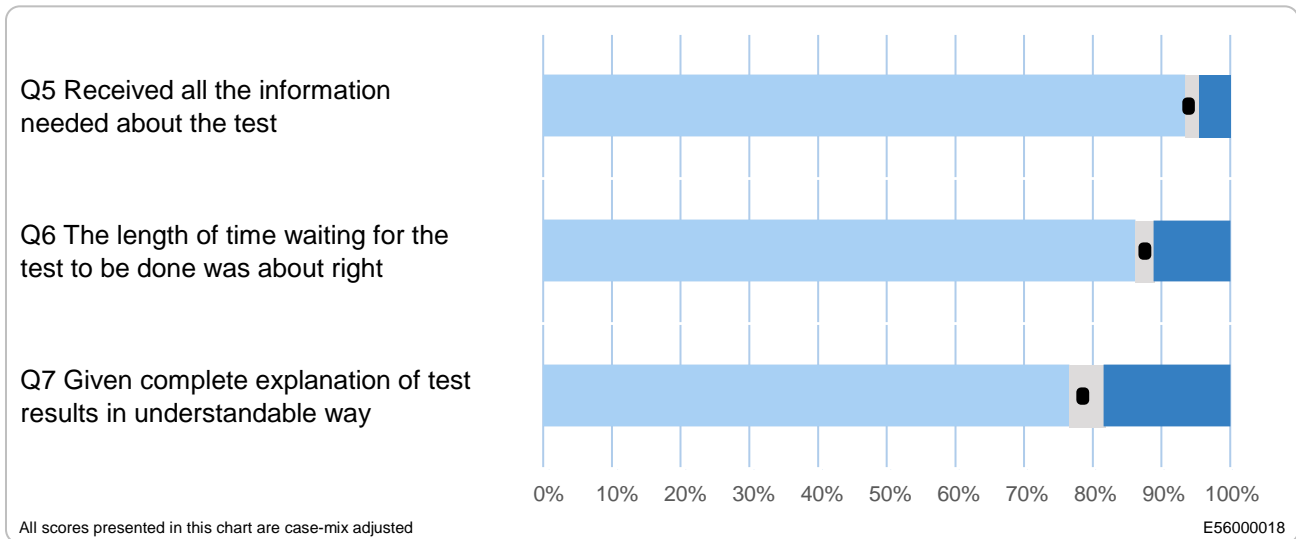


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,813	77%	1,966	78%			78%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,547	86%	2,742	84%			83%	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

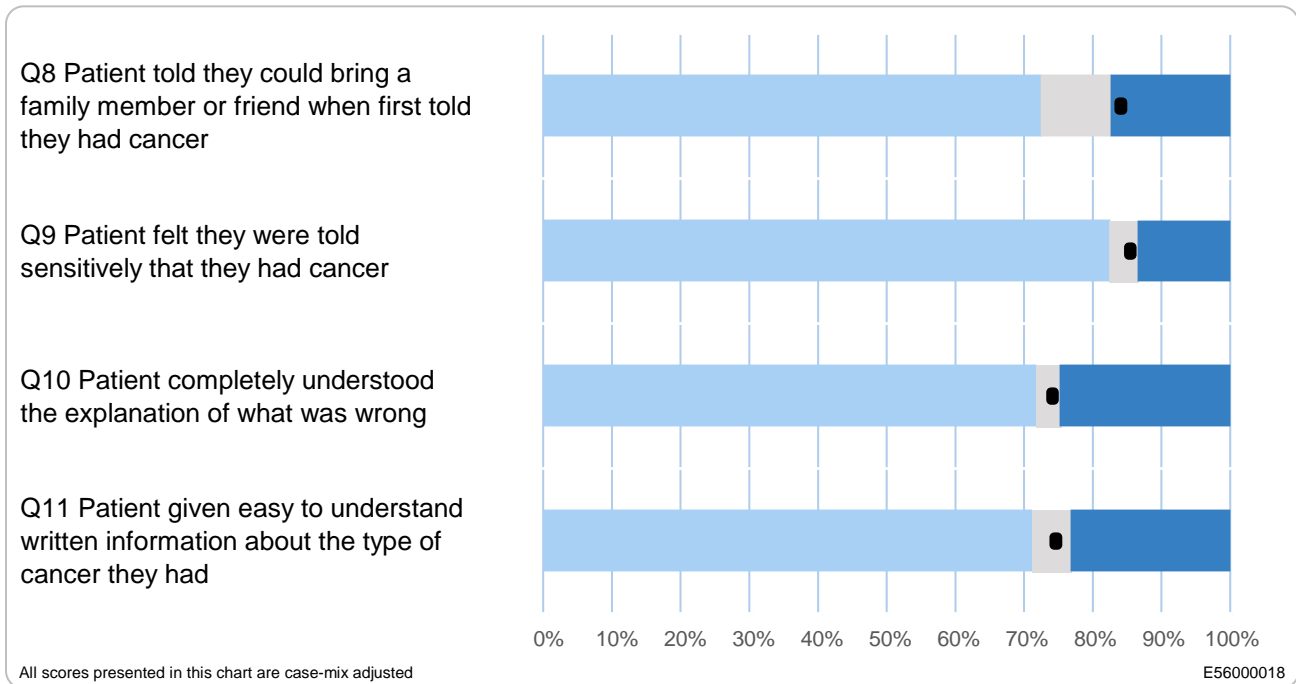


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q5	Received all the information needed about the test	2,163	94%	2,325	94%			94%	93%	96%	94%
Q6	The length of time waiting for the test to be done was about right	2,200	89%	2,342	88%			87%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	2,194	81%	2,356	79%			78%	77%	82%	79%

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Cancer Alliance results

Finding out what was wrong with you

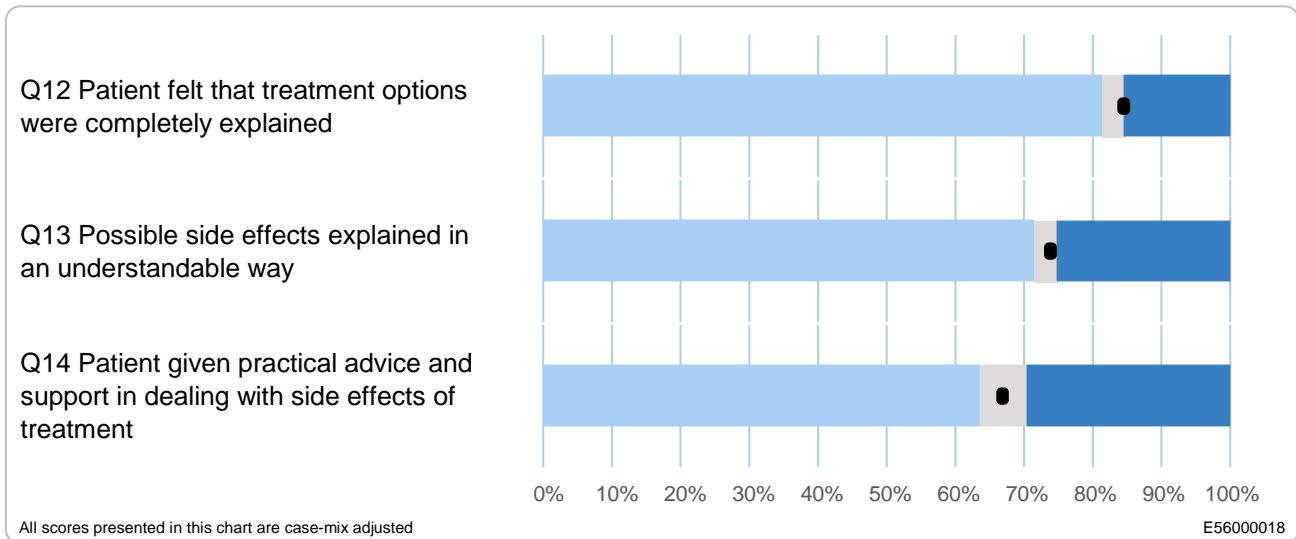


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,461	85%	2,583	84%			84%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	2,535	86%	2,751	85%			85%	82%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,576	75%	2,769	75%			74%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	2,253	76%	2,427	75%			74%	71%	77%	74%

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Cancer Alliance results

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

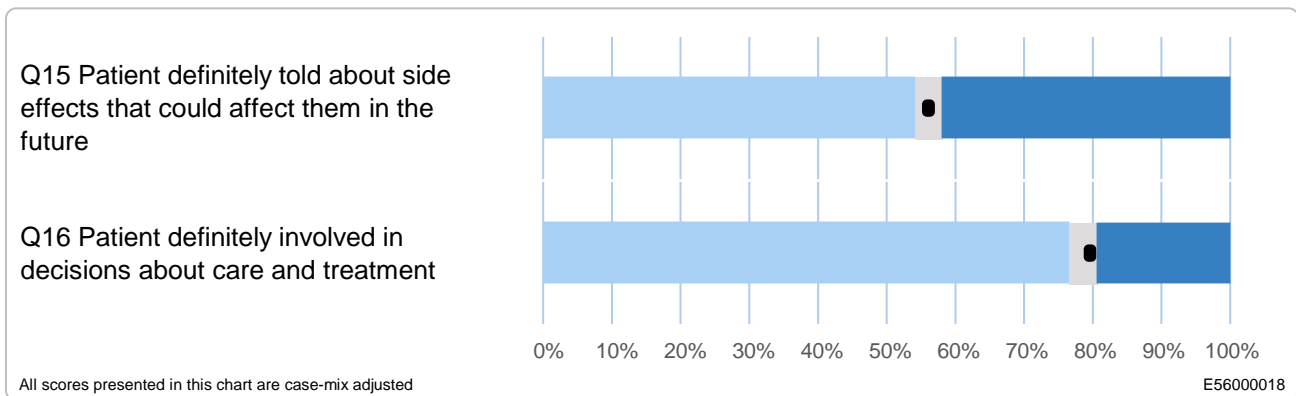


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q12 Patient felt that treatment options were completely explained	2,303	82%	2,440	85%			84%	81%	85%	83%
Q13 Possible side effects explained in an understandable way	2,488	73%	2,679	74%			74%	71%	75%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	2,477	67%	2,657	67%			67%	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)

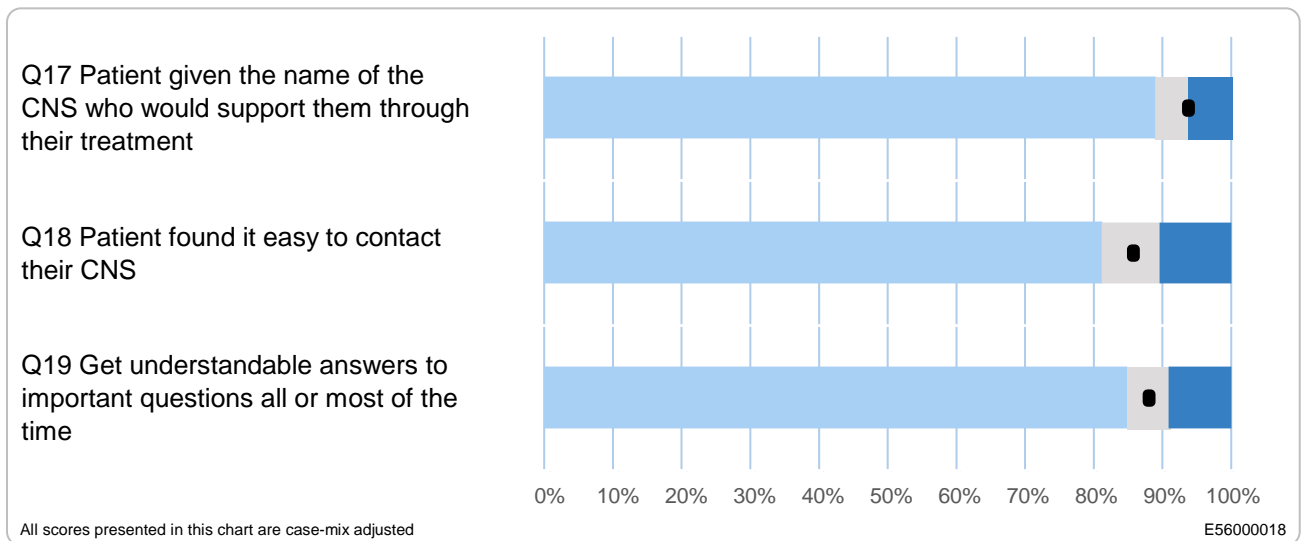


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q15	Patient definitely told about side effects that could affect them in the future	2,341	57%	2,516	56%			56%	54%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	2,507	78%	2,731	80%			79%	77%	81%	79%

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 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Clinical Nurse Specialist

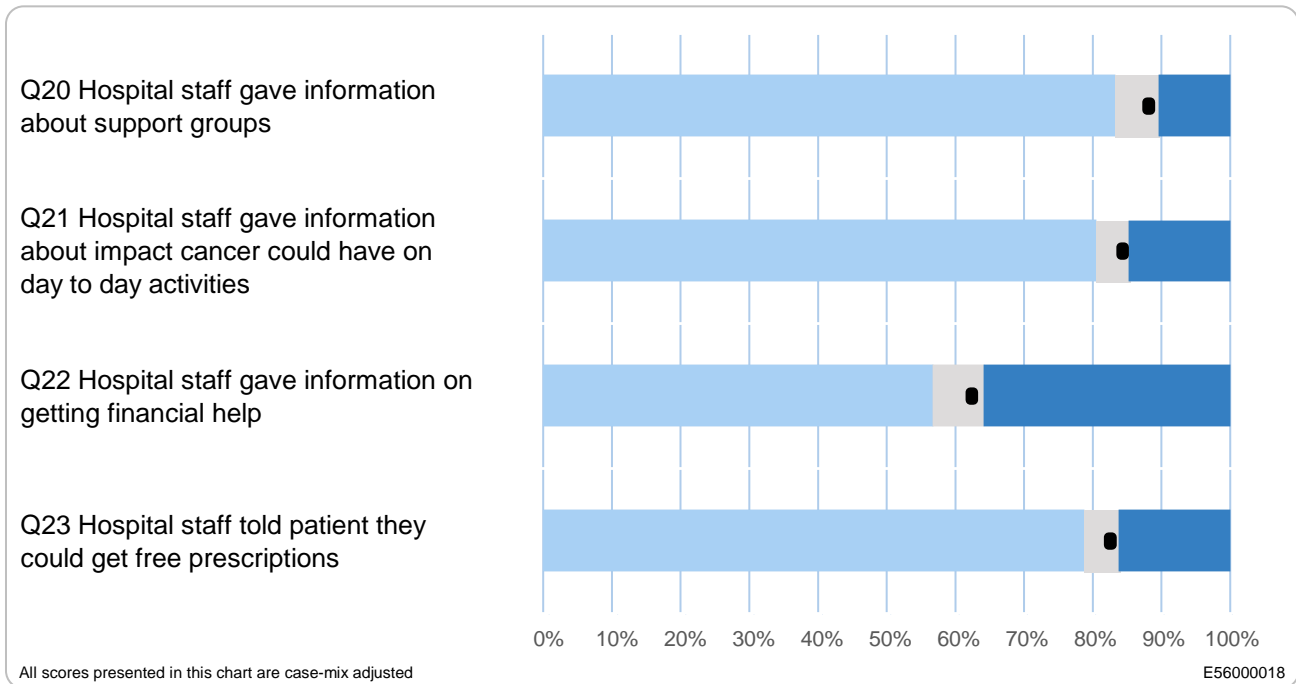


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,507	93%	2,675	93%			94%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	2,090	86%	2,251	86%			86%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	1,992	88%	2,120	88%			88%	85%	91%	88%

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Cancer Alliance results

Support for people with cancer

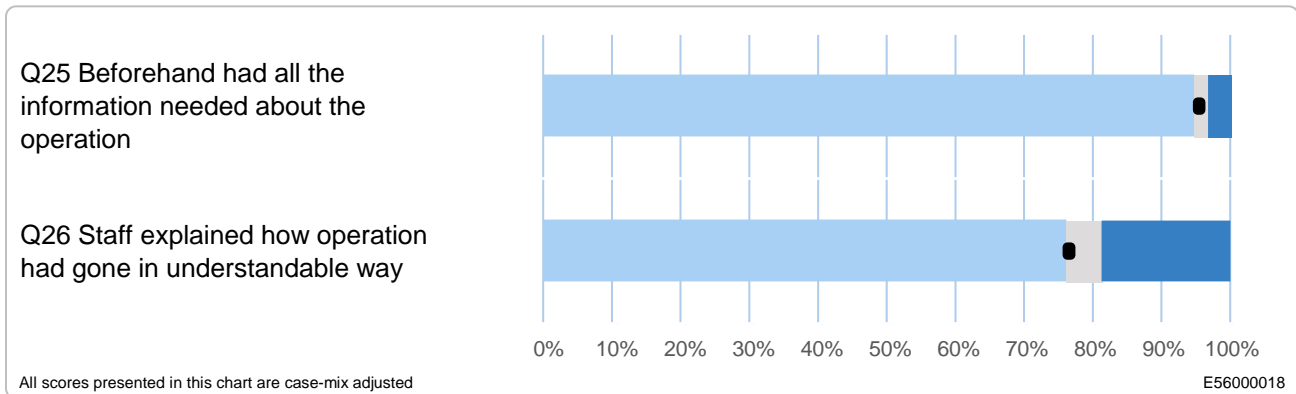


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	1,961	86%	2,163	88%		↑	88%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,676	84%	1,826	84%			84%	80%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,293	59%	1,450	62%			62%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,148	84%	1,216	83%			82%	79%	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)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Operations

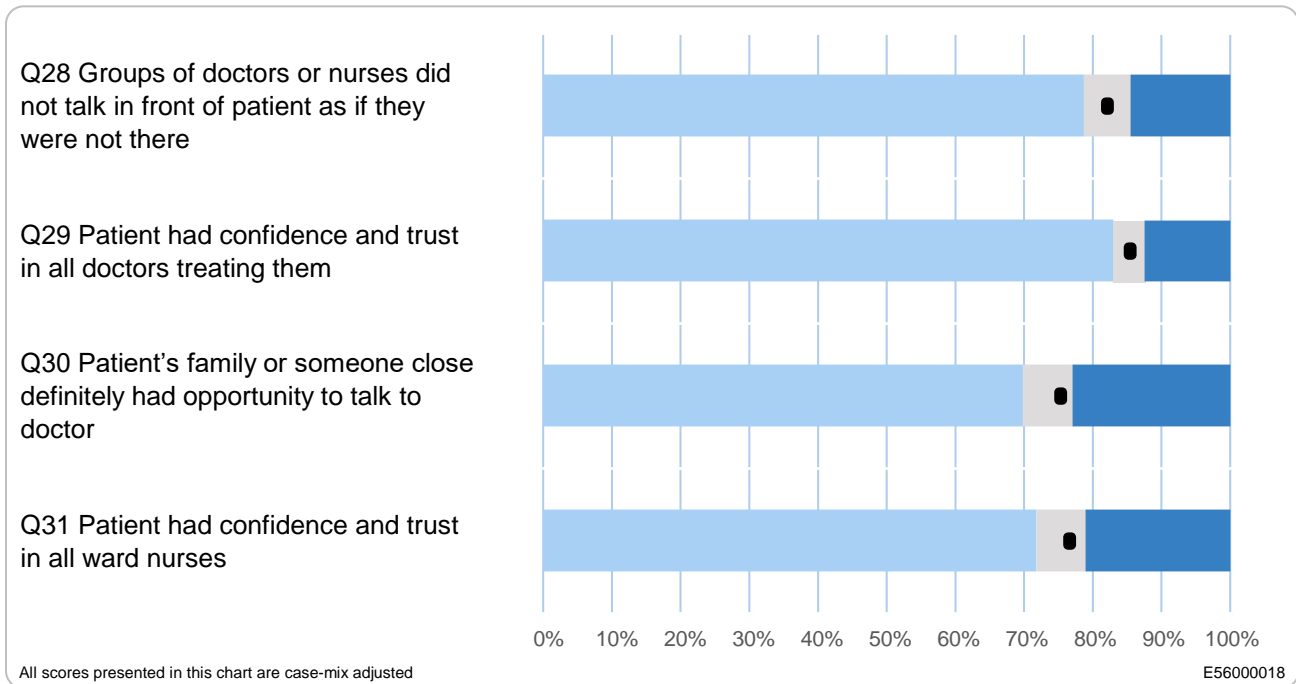


Question	Unadjusted Scores				2018 Case Mix Adjusted						
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q25	Beforehand had all the information needed about the operation	1,289	96%	1,364	95%			95%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,284	78%	1,356	77%			76%	76%	81%	79%

↑ 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 an inpatient (Part 1 of 3)

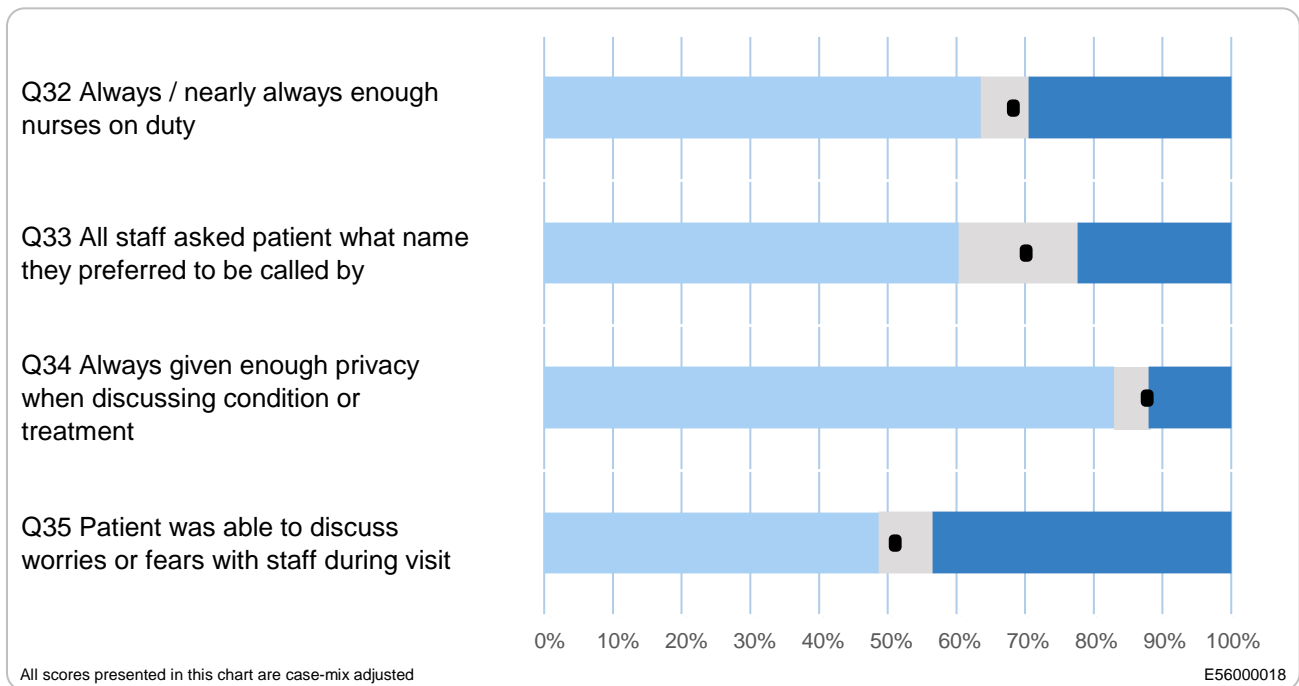


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,395	82%	1,502	82%			82%	79%	86%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,396	84%	1,511	85%			85%	83%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,169	73%	1,272	75%			75%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	1,400	76%	1,512	77%		↑	76%	72%	79%	75%

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)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)

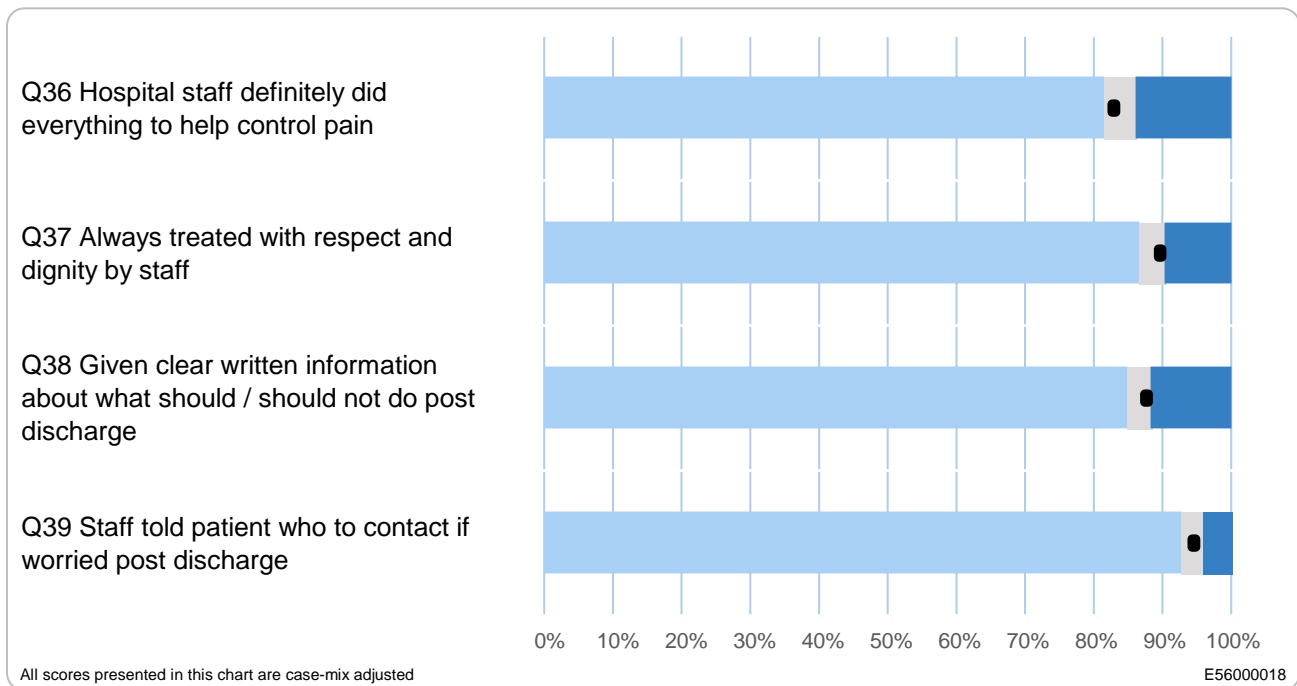


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,400	66%	1,495	68%			68%	64%	71%	67%
Q33 All staff asked patient what name they preferred to be called by	1,388	67%	1,481	70%		↑	70%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,398	86%	1,500	88%			88%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,020	51%	1,103	51%			51%	49%	57%	53%

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)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)

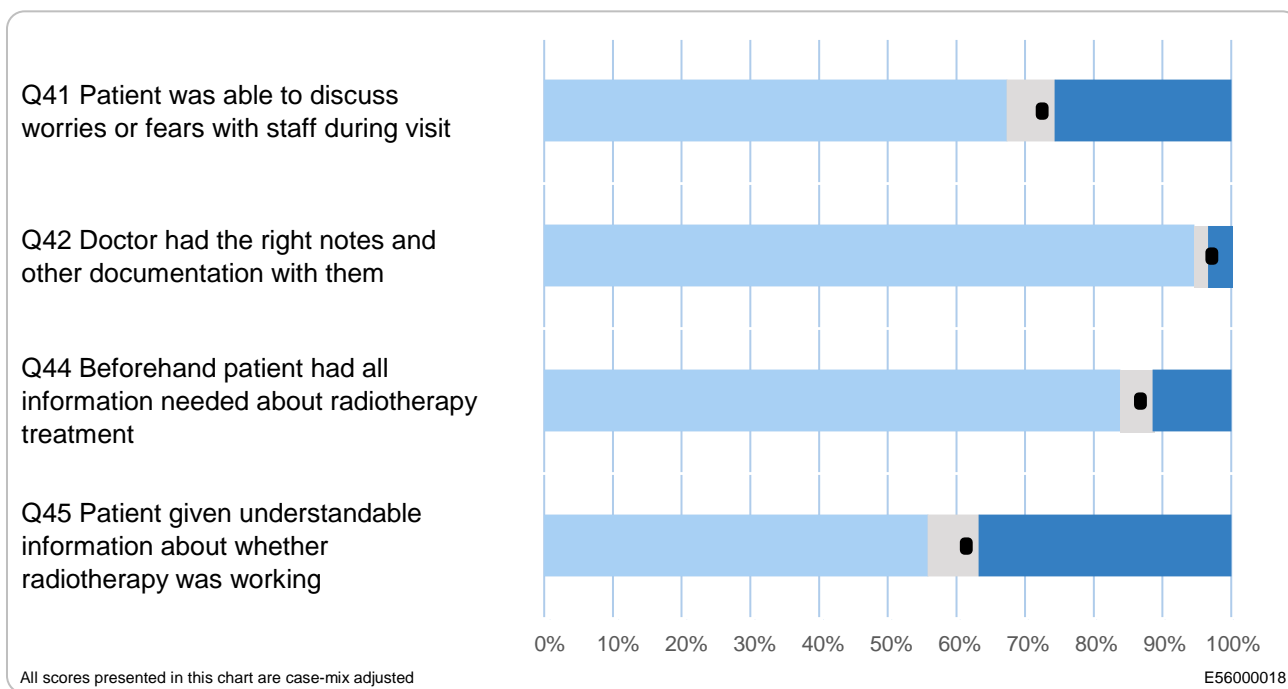


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,216	82%	1,317	83%			83%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	1,400	88%	1,510	89%			89%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,318	85%	1,410	88%			87%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	1,337	93%	1,440	94%			94%	93%	96%	94%

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 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)

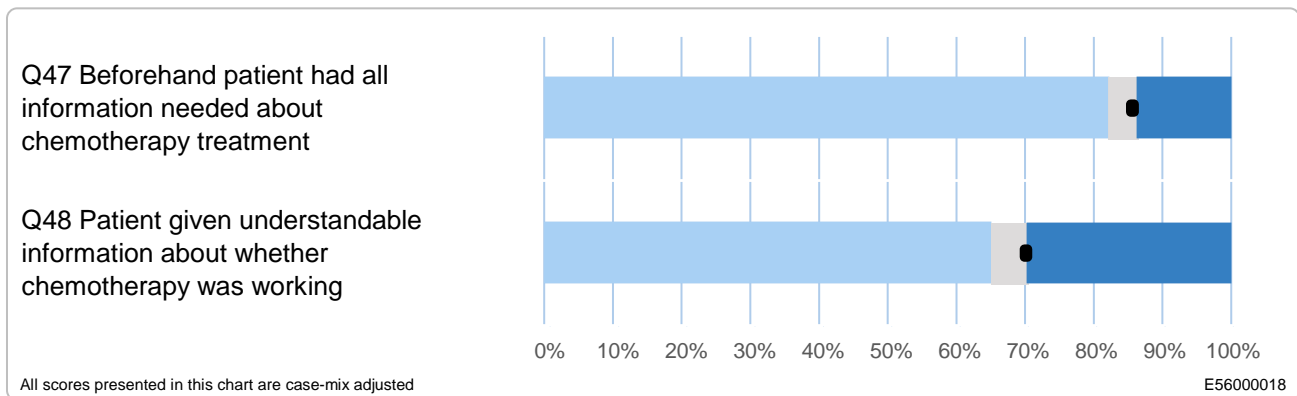


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,935	71%	2,058	72%			72%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	2,265	96%	2,419	97%			97%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	721	86%	781	87%			87%	84%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	638	61%	669	61%			61%	56%	63%	60%

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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

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

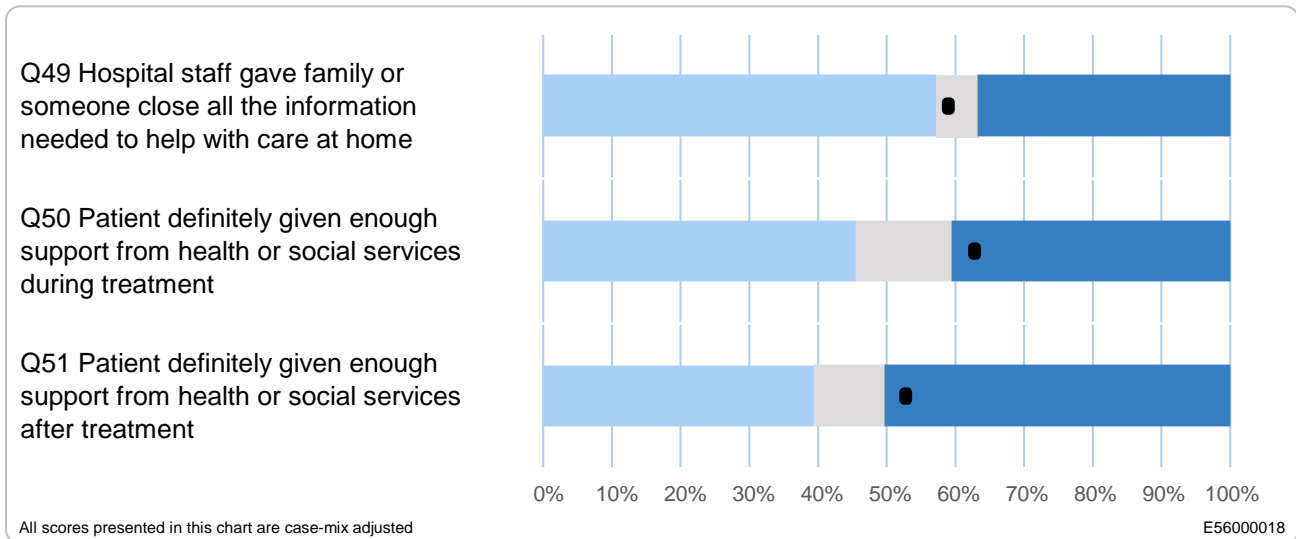


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,224	85%	1,365	85%			85%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,114	68%	1,256	70%			70%	65%	70%	68%

↑ 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

Home care and support

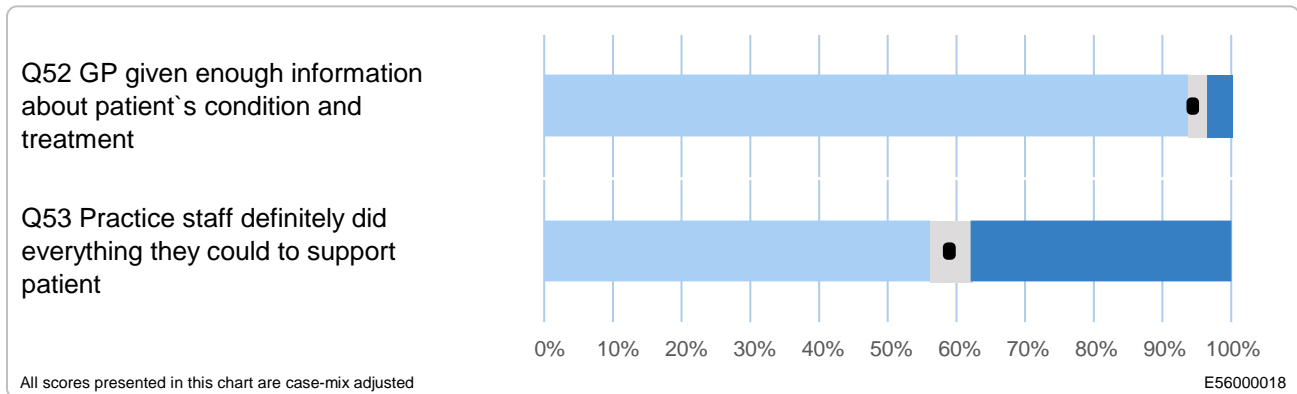


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,067	61%	2,242	59%			59%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,540	64%	1,640	63%			63%	46%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	888	53%	952	52%			53%	40%	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

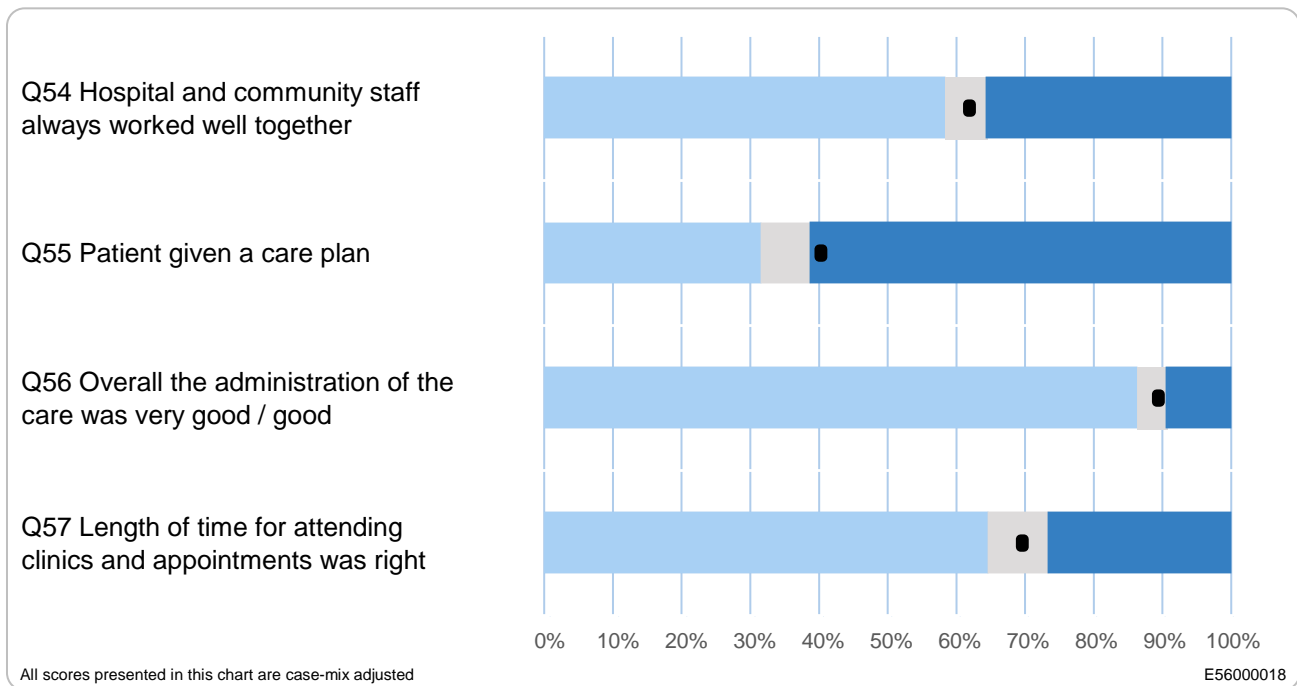


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	1,997	95%	2,179	94%			94%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	1,762	60%	1,869	59%			59%	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)

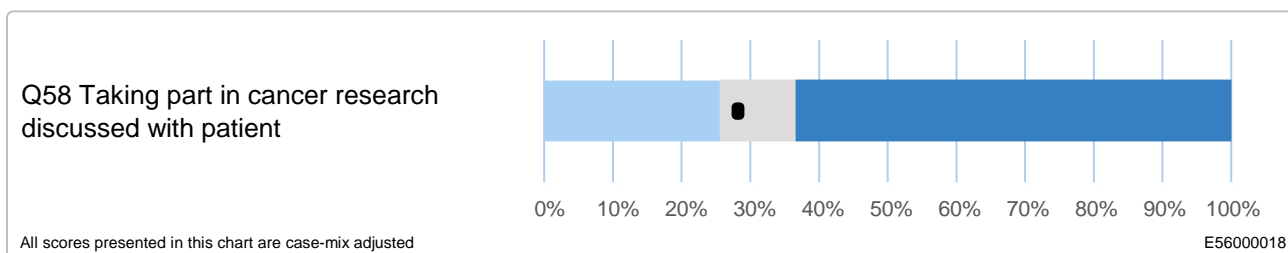


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	Score	2018 Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	2,498	64%	2,662	62%			62%	58%	64%	61%
Q55 Patient given a care plan	1,992	42%	2,111	40%			40%	32%	39%	35%
Q56 Overall the administration of the care was very good / good	2,568	89%	2,760	89%			89%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	2,538	70%	2,728	70%			69%	65%	73%	69%

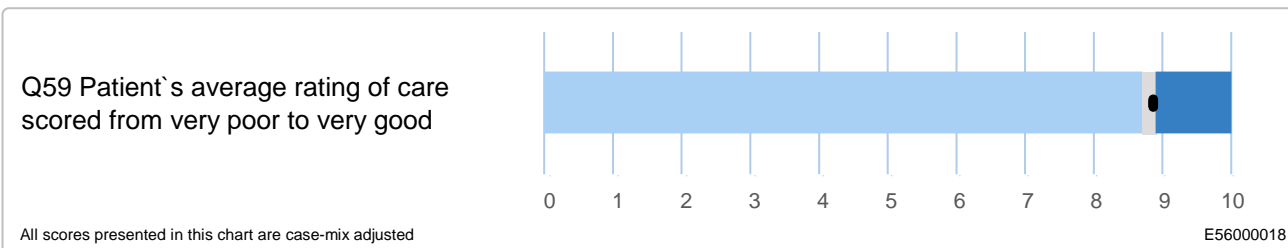
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there 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	2,477	27%	2,635	28%		↑	28%	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	2,517	8.8	2,728	8.9			8.9	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	95%	94%	90%	90%
Colorectal / LGT	73%	72%	81%	83%
Gynaecological	75%	75%	80%	79%
Haematological	65%	64%	82%	81%
Head and Neck	75%	79%	75%	80%
Lung	65%	71%	78%	82%
Prostate	82%	81%	88%	85%
Sarcoma	*	66%	*	71%
Skin	95%	90%	92%	86%
Upper Gastro	74%	72%	73%	78%
Urological	79%	81%	83%	85%
Other	80%	73%	85%	79%
All Cancers	78%	77%	84%	84%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria

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	94%	95%	91%	91%	82%	82%
Colorectal / LGT	94%	96%	90%	87%	81%	81%
Gynaecological	92%	94%	81%	85%	75%	77%
Haematological	94%	95%	91%	88%	76%	77%
Head and Neck	91%	92%	85%	85%	68%	80%
Lung	93%	94%	85%	87%	75%	79%
Prostate	96%	94%	87%	86%	84%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	98%	96%	90%	90%	77%	83%
Upper Gastro	92%	94%	80%	83%	75%	75%
Urological	92%	94%	88%	87%	77%	79%
Other	94%	95%	85%	86%	77%	76%
All Cancers	94%	94%	88%	88%	79%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	77%	*	59%	*	63%
Breast	89%	82%	91%	89%	79%	77%	80%	78%
Colorectal / LGT	87%	82%	89%	86%	78%	79%	74%	73%
Gynaecological	74%	72%	81%	82%	79%	73%	72%	70%
Haematological	77%	73%	84%	83%	61%	61%	76%	76%
Head and Neck	78%	72%	87%	86%	77%	76%	56%	67%
Lung	83%	79%	80%	82%	78%	76%	59%	67%
Prostate	91%	78%	87%	85%	79%	78%	86%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	80%	71%	88%	90%	71%	80%	88%	84%
Upper Gastro	83%	79%	81%	80%	73%	73%	73%	66%
Urological	83%	74%	77%	82%	73%	77%	75%	73%
Other	85%	76%	86%	82%	72%	70%	63%	65%
All Cancers	84%	78%	85%	85%	75%	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	83%	84%	73%	75%	68%	69%
Colorectal / LGT	88%	85%	79%	76%	69%	70%
Gynaecological	88%	85%	77%	75%	66%	67%
Haematological	82%	81%	69%	70%	67%	66%
Head and Neck	91%	85%	70%	74%	61%	70%
Lung	85%	84%	77%	74%	74%	69%
Prostate	90%	82%	77%	72%	69%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	88%	89%	76%	80%	72%	74%
Upper Gastro	83%	81%	71%	72%	66%	68%
Urological	82%	82%	72%	71%	64%	62%
Other	81%	80%	73%	72%	61%	64%
All Cancers	85%	83%	74%	73%	67%	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	53%	56%	78%	79%
Colorectal / LGT	63%	58%	83%	80%
Gynaecological	55%	55%	79%	79%
Haematological	53%	51%	77%	77%
Head and Neck	58%	62%	75%	79%
Lung	58%	56%	77%	79%
Prostate	64%	64%	88%	81%
Sarcoma	*	52%	*	75%
Skin	58%	66%	84%	87%
Upper Gastro	60%	54%	72%	76%
Urological	53%	53%	79%	77%
Other	54%	53%	80%	76%
All Cancers	56%	56%	80%	79%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria**

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	94%	95%	80%	85%	82%	88%
Colorectal / LGT	92%	92%	92%	88%	93%	89%
Gynaecological	97%	94%	90%	85%	90%	88%
Haematological	92%	92%	88%	88%	91%	89%
Head and Neck	92%	90%	90%	87%	88%	88%
Lung	98%	93%	88%	87%	91%	88%
Prostate	96%	90%	85%	82%	92%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	97%	91%	93%	89%	83%	91%
Upper Gastro	97%	93%	84%	85%	84%	87%
Urological	91%	84%	80%	82%	85%	87%
Other	88%	88%	86%	85%	89%	87%
All Cancers	93%	91%	86%	85%	88%	88%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria

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%	85%	86%	67%	65%	88%	82%
Colorectal / LGT	89%	86%	86%	84%	57%	58%	80%	83%
Gynaecological	89%	85%	89%	82%	64%	61%	84%	77%
Haematological	88%	86%	83%	84%	63%	62%	85%	87%
Head and Neck	83%	86%	84%	83%	53%	60%	72%	82%
Lung	84%	86%	84%	81%	70%	71%	82%	85%
Prostate	96%	89%	90%	85%	57%	51%	79%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	86%	89%	80%	84%	*	60%	*	72%
Upper Gastro	86%	84%	85%	81%	71%	63%	85%	84%
Urological	80%	79%	78%	75%	47%	44%	78%	68%
Other	80%	82%	76%	78%	53%	58%	82%	80%
All Cancers	88%	86%	84%	83%	62%	60%	83%	81%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria**

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	95%	96%	76%	79%
Colorectal / LGT	96%	96%	85%	83%
Gynaecological	98%	96%	72%	81%
Haematological	93%	94%	76%	77%
Head and Neck	95%	95%	83%	78%
Lung	93%	95%	75%	78%
Prostate	95%	95%	79%	75%
Sarcoma	*	94%	*	78%
Skin	93%	97%	76%	84%
Upper Gastro	92%	95%	82%	80%
Urological	96%	95%	72%	76%
Other	97%	95%	73%	78%
All Cancers	95%	96%	77%	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	88%	89%	86%	86%	80%	77%	78%	77%
Colorectal / LGT	74%	77%	89%	86%	75%	73%	71%	71%
Gynaecological	81%	85%	83%	86%	69%	72%	70%	73%
Haematological	84%	81%	86%	81%	75%	74%	85%	76%
Head and Neck	80%	79%	94%	86%	82%	75%	75%	74%
Lung	71%	77%	81%	83%	77%	74%	75%	76%
Prostate	85%	86%	89%	89%	79%	73%	86%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	88%	89%	88%	90%	81%	81%	88%	87%
Upper Gastro	78%	74%	79%	82%	70%	73%	69%	71%
Urological	84%	80%	85%	87%	68%	70%	80%	78%
Other	82%	80%	81%	82%	75%	71%	71%	72%
All Cancers	82%	82%	85%	85%	75%	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	73%	71%	69%	64%	90%	87%	55%	56%
Colorectal / LGT	60%	62%	69%	71%	87%	85%	50%	54%
Gynaecological	68%	67%	63%	67%	85%	84%	41%	51%
Haematological	70%	64%	73%	71%	88%	86%	56%	55%
Head and Neck	73%	66%	76%	69%	84%	87%	47%	55%
Lung	65%	70%	67%	74%	83%	85%	44%	52%
Prostate	79%	73%	71%	69%	92%	88%	54%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	58%	80%	61%	72%	94%	91%	*	59%
Upper Gastro	57%	61%	82%	75%	85%	84%	41%	51%
Urological	73%	69%	71%	73%	90%	85%	50%	47%
Other	61%	62%	72%	68%	82%	82%	51%	48%
All Cancers	68%	67%	70%	69%	88%	86%	51%	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	86%	86%	88%	89%	93%	92%	97%	96%
Colorectal / LGT	81%	85%	92%	87%	82%	84%	96%	94%
Gynaecological	86%	83%	86%	87%	92%	88%	96%	95%
Haematological	89%	83%	92%	90%	83%	81%	96%	95%
Head and Neck	92%	83%	88%	87%	89%	88%	87%	93%
Lung	86%	84%	89%	89%	87%	84%	90%	92%
Prostate	80%	84%	96%	91%	93%	90%	91%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	84%	88%	94%	93%	93%	91%	89%	96%
Upper Gastro	68%	82%	87%	86%	78%	82%	94%	94%
Urological	81%	81%	92%	89%	88%	86%	91%	91%
Other	80%	81%	88%	87%	82%	83%	93%	92%
All Cancers	83%	84%	89%	89%	88%	87%	94%	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	70%	70%	98%	96%	88%	88%	59%	61%
Colorectal / LGT	76%	73%	97%	96%	91%	84%	69%	57%
Gynaecological	72%	71%	94%	96%	93%	86%	71%	61%
Haematological	73%	74%	97%	96%	96%	83%	76%	59%
Head and Neck	73%	73%	100%	96%	89%	86%	65%	61%
Lung	68%	69%	96%	95%	78%	85%	54%	56%
Prostate	80%	73%	98%	95%	89%	87%	67%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	74%	74%	96%	97%	*	85%	*	72%
Upper Gastro	70%	70%	95%	95%	81%	82%	45%	53%
Urological	69%	67%	96%	95%	79%	82%	48%	55%
Other	73%	68%	97%	95%	83%	85%	59%	60%
All Cancers	72%	71%	97%	96%	87%	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	85%	83%	63%	64%
Colorectal / LGT	87%	85%	65%	64%
Gynaecological	89%	86%	69%	68%
Haematological	84%	85%	79%	75%
Head and Neck	*	79%	*	54%
Lung	84%	84%	70%	67%
Prostate	93%	85%	81%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	82%	84%	63%	61%
Urological	83%	82%	85%	65%
Other	84%	85%	68%	70%
All Cancers	85%	84%	70%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	60%	*	50%	*	48%
Breast	56%	59%	68%	54%	57%	42%
Colorectal / LGT	61%	63%	70%	60%	55%	52%
Gynaecological	57%	59%	58%	47%	56%	38%
Haematological	58%	63%	56%	52%	47%	44%
Head and Neck	66%	63%	56%	56%	50%	53%
Lung	58%	60%	56%	52%	47%	43%
Prostate	64%	60%	58%	46%	44%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	57%	67%	55%	60%	*	59%
Upper Gastro	59%	60%	73%	53%	64%	48%
Urological	60%	59%	50%	47%	53%	44%
Other	57%	56%	63%	52%	45%	44%
All Cancers	59%	60%	63%	53%	52%	45%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria**

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%	58%	59%
Colorectal / LGT	95%	95%	57%	58%
Gynaecological	91%	95%	50%	57%
Haematological	94%	95%	59%	58%
Head and Neck	86%	93%	62%	58%
Lung	93%	94%	53%	58%
Prostate	96%	95%	72%	64%
Sarcoma	*	95%	*	53%
Skin	95%	97%	58%	67%
Upper Gastro	94%	94%	59%	58%
Urological	93%	95%	57%	61%
Other	95%	94%	57%	56%
All Cancers	94%	95%	59%	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	59%	61%	48%	39%	89%	90%	66%	68%
Colorectal / LGT	60%	61%	40%	38%	94%	88%	71%	72%
Gynaecological	55%	58%	23%	31%	86%	87%	69%	69%
Haematological	67%	64%	39%	35%	92%	91%	73%	66%
Head and Neck	63%	61%	41%	37%	88%	88%	65%	71%
Lung	60%	62%	35%	31%	89%	89%	71%	71%
Prostate	69%	65%	44%	36%	90%	87%	80%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	70%	71%	28%	42%	84%	91%	58%	73%
Upper Gastro	57%	59%	57%	35%	88%	86%	70%	68%
Urological	62%	62%	34%	30%	85%	85%	71%	75%
Other	63%	57%	34%	30%	88%	87%	63%	63%
All Cancers	62%	61%	40%	35%	89%	88%	70%	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	26%	31%	8.9	8.9
Colorectal / LGT	34%	33%	8.9	8.8
Gynaecological	42%	37%	8.8	8.8
Haematological	24%	32%	9.1	8.9
Head and Neck	19%	23%	8.7	8.8
Lung	24%	35%	8.9	8.8
Prostate	40%	33%	9.1	8.8
Sarcoma	*	40%	*	8.6
Skin	7%	16%	8.9	9.0
Upper Gastro	31%	35%	8.6	8.7
Urological	20%	21%	8.6	8.7
Other	25%	32%	8.8	8.7
All Cancers	28%	31%	8.9	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%
E56000018	4,708	306	4,402	1,421	160	2,821	64%

Respondents by tumour group

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

Tumour Group	Number of respondents*
Brain / CNS	10
Breast	639
Colorectal / LGT	318
Gynaecological	147
Haematological	407
Head and Neck	66
Lung	193
Prostate	312
Sarcoma	20
Skin	65
Upper Gastro	122
Urological	236
Other	286

* 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	2	6	11	74	250	512	347	83	1,285
Female	2	16	43	202	386	526	305	56	1,536
Total	4	22	54	276	636	1,038	652	139	2,821

National Cancer Patient Experience Survey 2018

Lancashire and South Cumbria

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust		41	11
RXN	Lancashire Teaching Hospitals NHS Foundation Trust		49	3
RXR	East Lancashire Hospitals NHS Trust	2	45	5
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	7	42	3

National Cancer Patient Experience Survey 2018

Lancashire and South Cumbria

Annex (continued)

Dashboard Questions - Trusts

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	
E56000018	Lancashire and South Cumbria	2,728	8.86	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	545	8.94	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	822	8.86	
RXR	East Lancashire Hospitals NHS Trust	653	8.85	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	516	8.73	

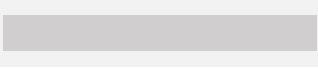
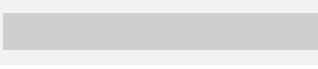
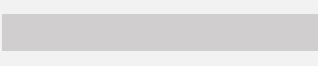
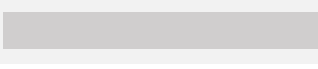
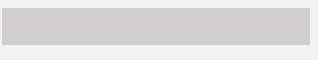
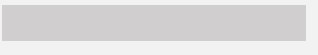
National Cancer Patient Experience Survey 2018

Lancashire and South Cumbria

Annex (continued)

Dashboard Questions - Trusts

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%	
E56000018	Lancashire and South Cumbria	2,731	79%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	823	81%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	546	81%	
RXR	East Lancashire Hospitals NHS Trust	649	77%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	521	76%	





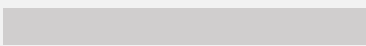
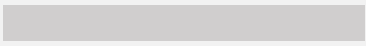
National Cancer Patient Experience Survey 2018

Lancashire and South Cumbria

Annex (continued)

Dashboard Questions - Trusts

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

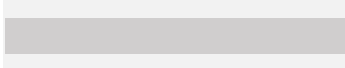
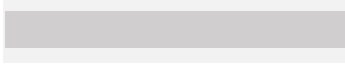
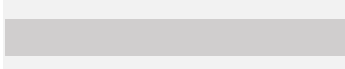
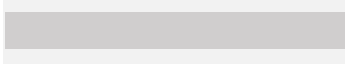
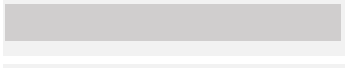

Code	Name	Base	Score	
All	National	69,892	91%	
E56000018	Lancashire and South Cumbria	2,675	94%	
RXR	East Lancashire Hospitals NHS Trust	629	95%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	515	95%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	804	93%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	537	91%	

**National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria**

Annex (continued)

Dashboard Questions - Trusts

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%	
E56000018	Lancashire and South Cumbria	2,251	86%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	659	87%	
RXR	East Lancashire Hospitals NHS Trust	551	86%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	424	84%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	454	83%	

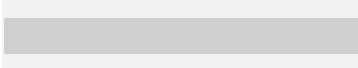
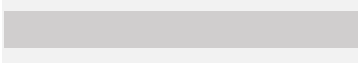
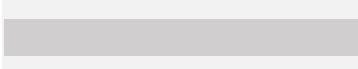
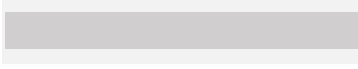
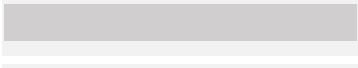

National Cancer Patient Experience Survey 2018

Lancashire and South Cumbria

Annex (continued)

Dashboard Questions - Trusts

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%	
E56000018	Lancashire and South Cumbria	1,510	89%	
RXR	East Lancashire Hospitals NHS Trust	365	91%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	462	90%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	235	88%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	306	87%	

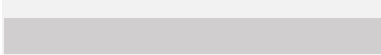
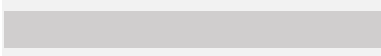
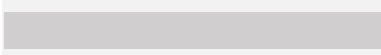
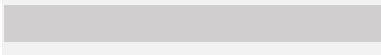
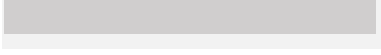
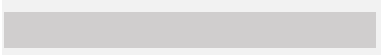
National Cancer Patient Experience Survey 2018

Lancashire and South Cumbria

Annex (continued)

Dashboard Questions - Trusts

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%	
E56000018	Lancashire and South Cumbria	1,440	94%	
RXR	East Lancashire Hospitals NHS Trust	348	95%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	434	94%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	222	93%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	297	93%	

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Lancashire and South Cumbria

Annex (continued)

Dashboard Questions - Trusts

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%	
E56000018	Lancashire and South Cumbria	1,869	59%	
RXR	East Lancashire Hospitals NHS Trust	483	62%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	375	60%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	554	58%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	337	57%	

National Cancer Patient Experience Survey 2018

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Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
01K	NHS Morecambe Bay CCG		44	8
01A	NHS East Lancashire CCG	1	47	4
00X	NHS Chorley and South Ribble CCG	1	48	3
00Q	NHS Blackburn with Darwen CCG		51	1
01E	NHS Greater Preston CCG	2	47	3
02M	NHS Fylde and Wyre CCG	3	46	3
02G	NHS West Lancashire CCG		52	
00R	NHS Blackpool CCG	3	48	1

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






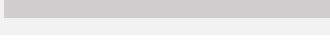


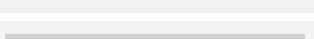

Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000018	Lancashire and South Cumbria	2,728	8.86	
02G	NHS West Lancashire CCG	114	9.00	
01K	NHS Morecambe Bay CCG	695	8.92	
00X	NHS Chorley and South Ribble CCG	244	8.91	
00Q	NHS Blackburn with Darwen CCG	203	8.89	
01E	NHS Greater Preston CCG	191	8.86	
01A	NHS East Lancashire CCG	623	8.85	
02M	NHS Fylde and Wyre CCG	438	8.78	
00R	NHS Blackpool CCG	220	8.73	

**National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria**

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

Q16 Patient definitely involved in decisions about care and treatment

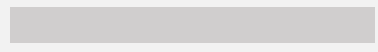
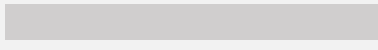
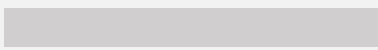
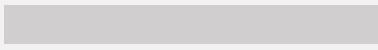
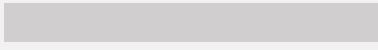
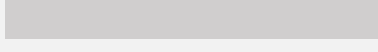


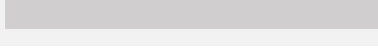

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000018	Lancashire and South Cumbria	2,731	79%	
00X	NHS Chorley and South Ribble CCG	241	85%	
01E	NHS Greater Preston CCG	189	81%	
01K	NHS Morecambe Bay CCG	699	81%	
02G	NHS West Lancashire CCG	115	80%	
02M	NHS Fylde and Wyre CCG	442	79%	
01A	NHS East Lancashire CCG	621	77%	
00Q	NHS Blackburn with Darwen CCG	202	77%	
00R	NHS Blackpool CCG	222	74%	

**National Cancer Patient Experience Survey 2018
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Annex (continued)

Dashboard Questions - CCGs

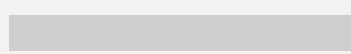
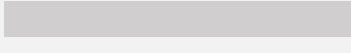
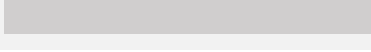


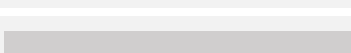

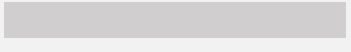


Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000018	Lancashire and South Cumbria	2,675	94%	
02G	NHS West Lancashire CCG	112	96%	
00Q	NHS Blackburn with Darwen CCG	193	95%	
00R	NHS Blackpool CCG	216	95%	
01A	NHS East Lancashire CCG	607	94%	
02M	NHS Fylde and Wyre CCG	435	94%	
00X	NHS Chorley and South Ribble CCG	241	94%	
01K	NHS Morecambe Bay CCG	686	92%	
01E	NHS Greater Preston CCG	185	89%	

**National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria**

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

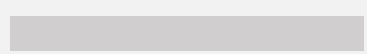
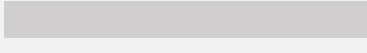
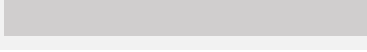

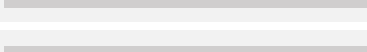
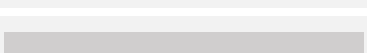

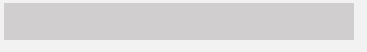


Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000018	Lancashire and South Cumbria	2,251	86%	
02G	NHS West Lancashire CCG	98	91%	
01E	NHS Greater Preston CCG	144	90%	
01A	NHS East Lancashire CCG	522	87%	
00Q	NHS Blackburn with Darwen CCG	173	86%	
02M	NHS Fylde and Wyre CCG	372	86%	
00X	NHS Chorley and South Ribble CCG	200	85%	
01K	NHS Morecambe Bay CCG	553	84%	
00R	NHS Blackpool CCG	189	80%	

**National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria**

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

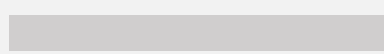
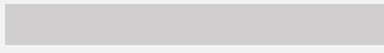


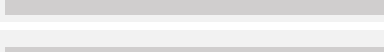
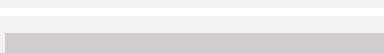

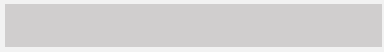
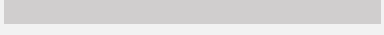

Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000018	Lancashire and South Cumbria	1,510	89%	
01E	NHS Greater Preston CCG	117	93%	
00X	NHS Chorley and South Ribble CCG	145	92%	
01A	NHS East Lancashire CCG	341	91%	
00Q	NHS Blackburn with Darwen CCG	107	91%	
01K	NHS Morecambe Bay CCG	347	89%	
02M	NHS Fylde and Wyre CCG	247	88%	
00R	NHS Blackpool CCG	129	86%	
02G	NHS West Lancashire CCG	77	86%	

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

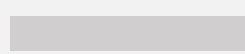
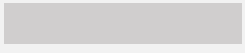
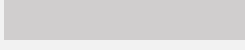

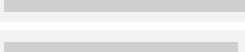
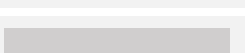




Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000018	Lancashire and South Cumbria	1,440	94%	
02G	NHS West Lancashire CCG	76	99%	
01A	NHS East Lancashire CCG	323	95%	
01K	NHS Morecambe Bay CCG	327	94%	
00Q	NHS Blackburn with Darwen CCG	106	94%	
02M	NHS Fylde and Wyre CCG	238	94%	
01E	NHS Greater Preston CCG	108	94%	
00X	NHS Chorley and South Ribble CCG	136	93%	
00R	NHS Blackpool CCG	126	93%	

**National Cancer Patient Experience Survey 2018
Lancashire and South Cumbria**

**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%	
E56000018	Lancashire and South Cumbria	1,869	59%	
00Q	NHS Blackburn with Darwen CCG	152	61%	
01K	NHS Morecambe Bay CCG	478	61%	
01A	NHS East Lancashire CCG	435	60%	
02M	NHS Fylde and Wyre CCG	300	58%	
01E	NHS Greater Preston CCG	128	56%	
00R	NHS Blackpool CCG	148	56%	
00X	NHS Chorley and South Ribble CCG	157	55%	
02G	NHS West Lancashire CCG	71	51%	

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