

## **National Cancer Patient Experience Survey**

**2018 Results**

### **National Cancer Vanguard - North Central and North East London**

**Published September 2019**

**The National Cancer Vanguard: North Central and North East London has changed its name after the survey fieldwork to North Central and East London Cancer Alliance.**

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](http://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	1,718	74%	2,050	76%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,468	79%	2,958	80%			81%	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](http://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](http://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](http://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](http://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](http://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 14 questions for men and in 3 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 4 questions for patients in England's 20% least-deprived and in 3 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](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

## Executive Summary

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

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

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

**93%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

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

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

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

**54%** 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](http://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.



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	

**Seeing your GP**

Q2	Patient thought they were seen as soon as necessary	2,958	81%	82%	85%	84%
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**Diagnostic tests**

Q7	Given complete explanation of test results in understandable way	2,595	77%	77%	82%	79%
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**Finding out what was wrong with you**

Q9	Patient felt they were told sensitively that they had cancer	2,943	81%	83%	87%	85%
Q11	Patient given easy to understand written information about the type of cancer they had	2,574	70%	71%	77%	74%

**Deciding the best treatment for you**

Q12	Patient felt that treatment options were completely explained	2,678	81%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	2,884	70%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,833	63%	64%	70%	67%
Q15	Patient definitely told about side effects that could affect them in the future	2,720	51%	54%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	2,918	75%	77%	81%	79%

**Clinical Nurse Specialist**

Q18	Patient found it easy to contact their CNS	2,486	81%	81%	90%	85%
Q19	Get understandable answers to important questions all or most of the time	2,390	84%	85%	91%	88%

**Support for people with cancer**

Q21	Hospital staff gave information about impact cancer could have on day to day activities	2,076	80%	81%	85%	83%
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**Operations**

Q25	Beforehand had all the information needed about the operation	1,567	94%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,549	76%	76%	81%	79%

Questions which scored outside expected range (continued)

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	

**Hospital care as an inpatient**

Q31	Patient had confidence and trust in all ward nurses	1,790	69%	72%	79%	75%
Q33	All staff asked patient what name they preferred to be called by	1,748	58%	60%	78%	69%
Q35	Patient was able to discuss worries or fears with staff during visit	1,373	47%	49%	56%	53%
Q36	Hospital staff definitely did everything to help control pain	1,615	81%	82%	86%	84%
Q37	Always treated with respect and dignity by staff	1,793	86%	87%	90%	89%
Q38	Given clear written information about what should / should not do post discharge	1,658	82%	85%	88%	87%
Q39	Staff told patient who to contact if worried post discharge	1,703	92%	93%	96%	94%

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

Q41	Patient was able to discuss worries or fears with staff during visit	2,224	64%	67%	74%	71%
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**Home care and support**

Q49	Hospital staff gave family or someone close all the information needed to help with care at home	2,377	55%	57%	63%	60%
Q50	Patient definitely given enough support from health or social services during treatment	1,571	43%	46%	60%	53%
Q51	Patient definitely given enough support from health or social services after treatment	1,056	38%	40%	50%	45%

**Care from your general practice**

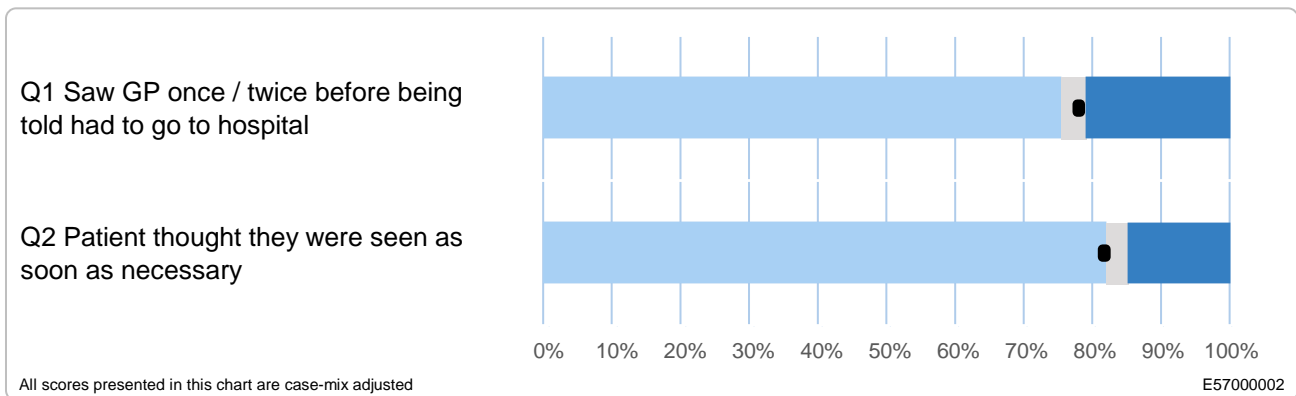
Q53	Practice staff definitely did everything they could to support patient	2,010	54%	56%	62%	59%
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**Your overall NHS care**

Q54	Hospital and community staff always worked well together	2,859	53%	58%	64%	61%
Q55	Patient given a care plan	2,255	30%	32%	39%	35%
Q56	Overall the administration of the care was very good / good	2,979	85%	86%	91%	88%
Q57	Length of time for attending clinics and appointments was right	2,953	59%	65%	73%	69%
Q59	Patient's average rating of care scored from very poor to very good	2,911	8.61	8.70	8.90	8.80

## Cancer Alliance results

### Seeing your GP

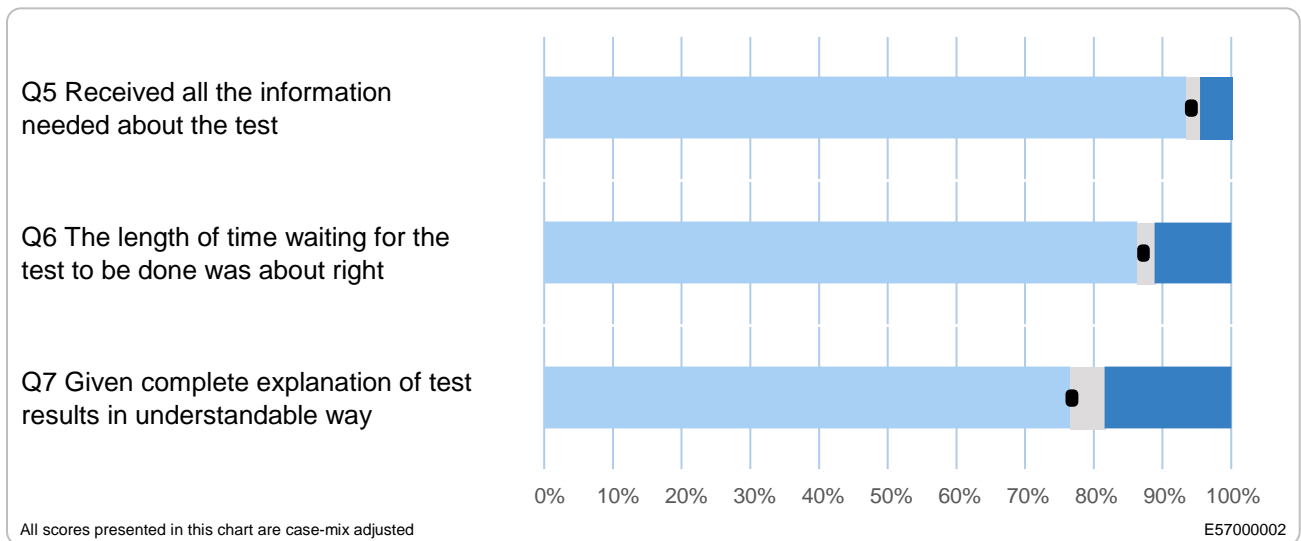


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,718	74%	2,050	76%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,468	79%	2,958	80%			81%	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

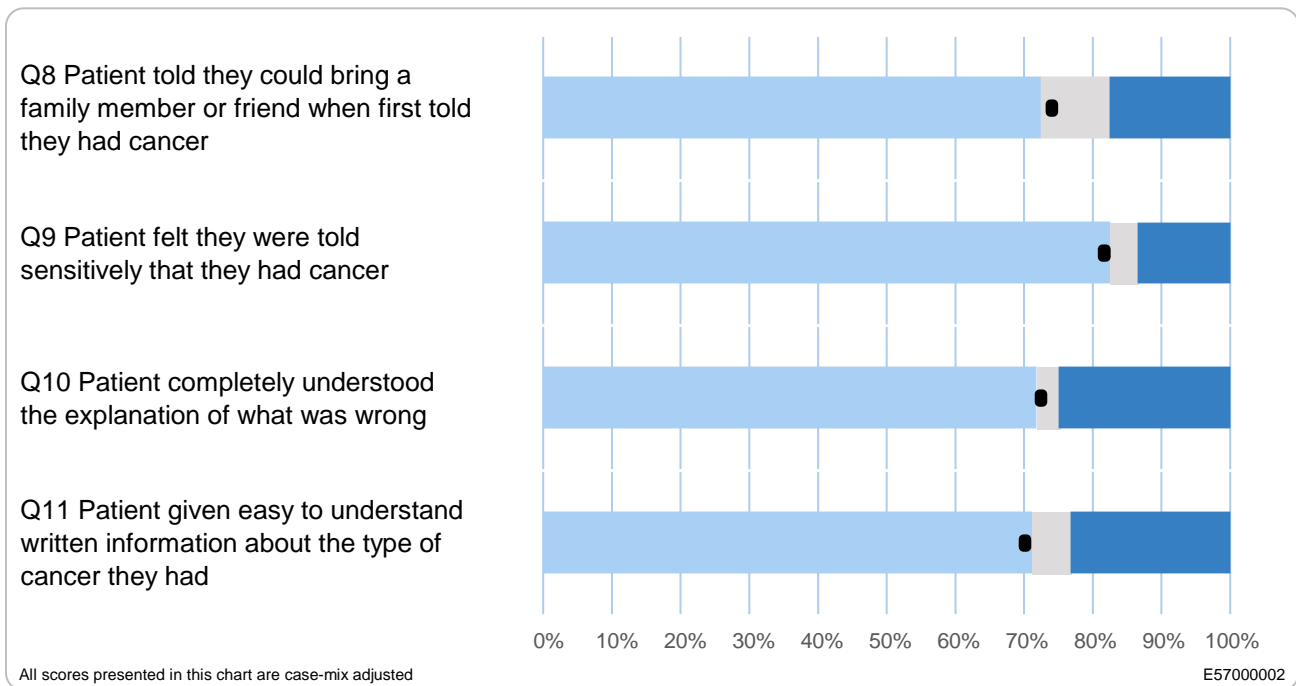


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q5	Received all the information needed about the test	2,145	92%	2,561	93%			94%	93%	95%	94%
Q6	The length of time waiting for the test to be done was about right	2,160	85%	2,594	86%			87%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	2,178	74%	2,595	75%			77%	77%	82%	79%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score  
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## Cancer Alliance results

### Finding out what was wrong with you

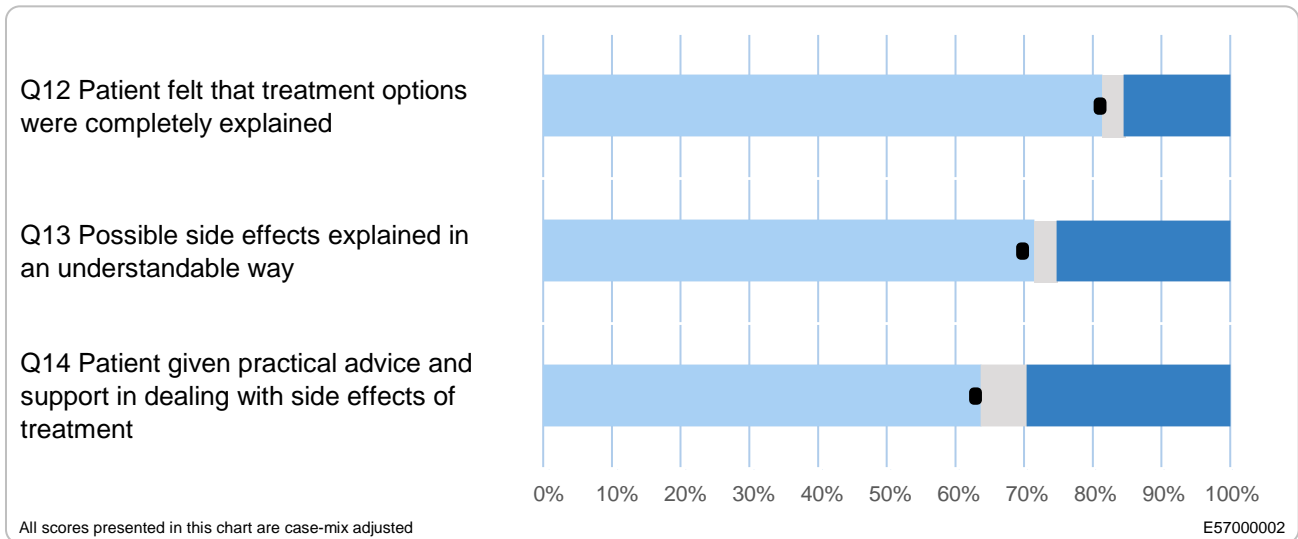


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,301	2,728	73%	75%			74%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	2,460	2,943	81%	81%			81%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,504	2,995	71%	71%			72%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	2,144	2,574	67%	68%			70%	71%	77%	74%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score  
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## Cancer Alliance results

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

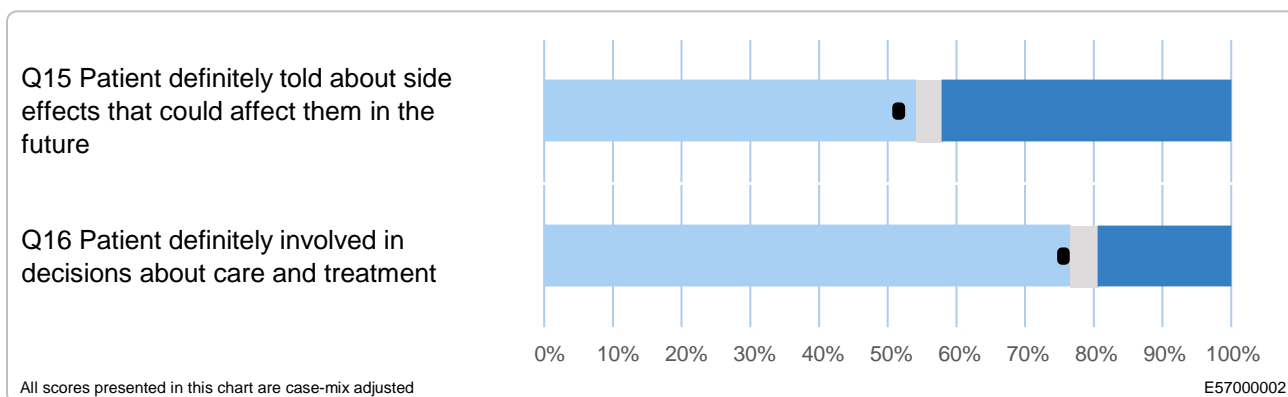


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q12	Patient felt that treatment options were completely explained	2,219	79%	2,678	80%			81%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	2,424	69%	2,884	70%			70%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,388	60%	2,833	63%			63%	64%	70%	67%

↑ 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)  
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## Cancer Alliance results

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

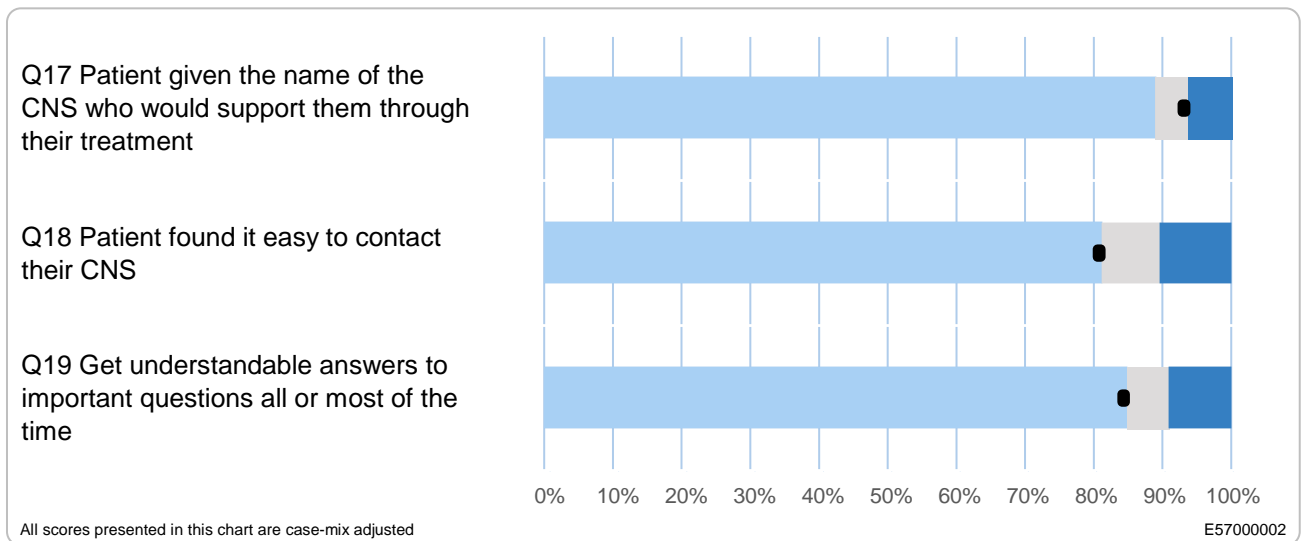


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	2,306	51%	2,720	53%			51%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	2,430	73%	2,918	74%			75%	77%	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

### Clinical Nurse Specialist



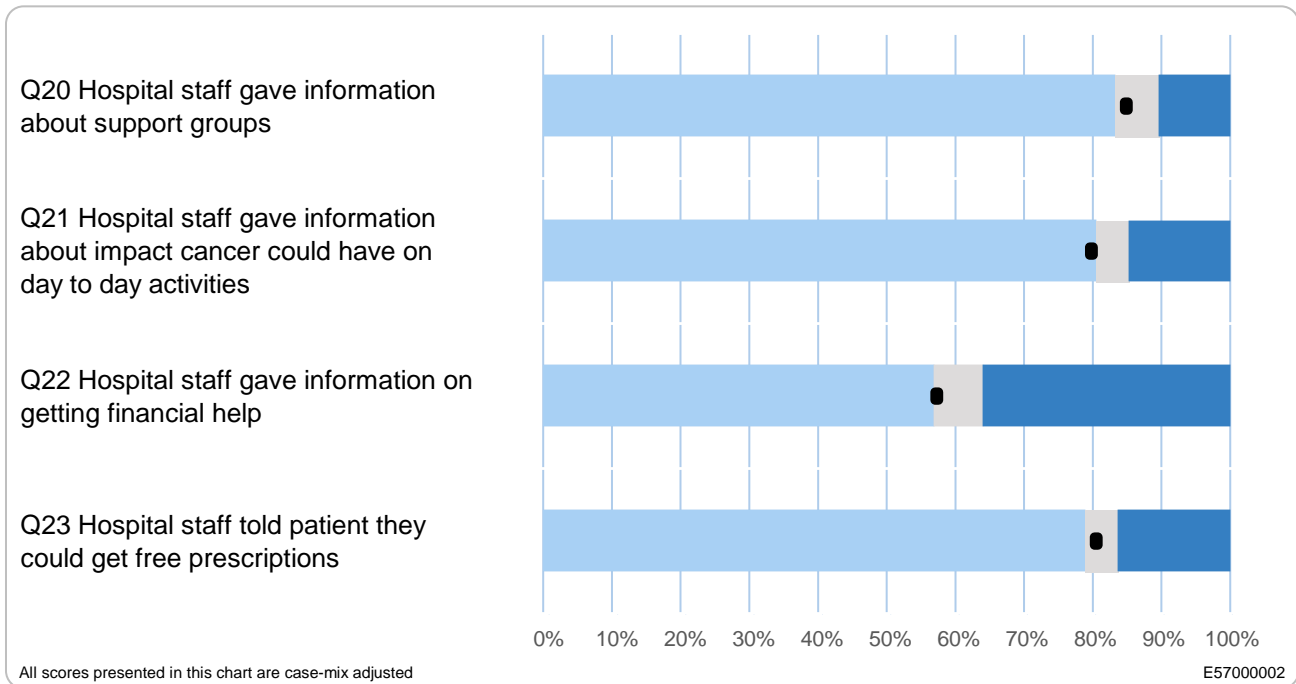
Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,420	92%	2,889	93%			93%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	2,061	81%	2,486	80%		↓	81%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	1,956	82%	2,390	82%			84%	85%	91%	88%

↑ 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

### Support for people with cancer

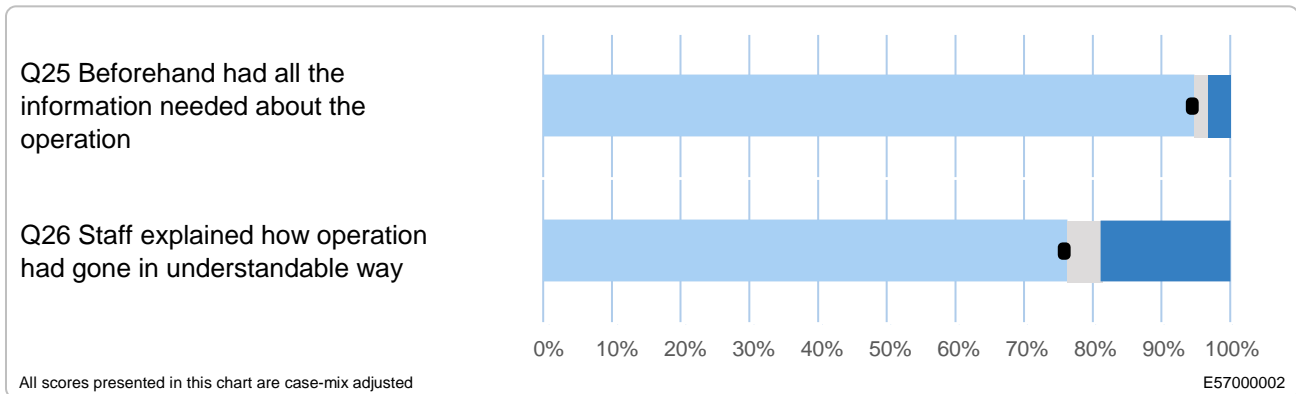


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	1,896	82%	2,354	84%		↑	85%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,703	78%	2,076	79%			80%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,405	53%	1,710	58%	↑	↑	57%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,405	81%	1,599	80%			80%	79%	84%	81%

↑ 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

### Operations

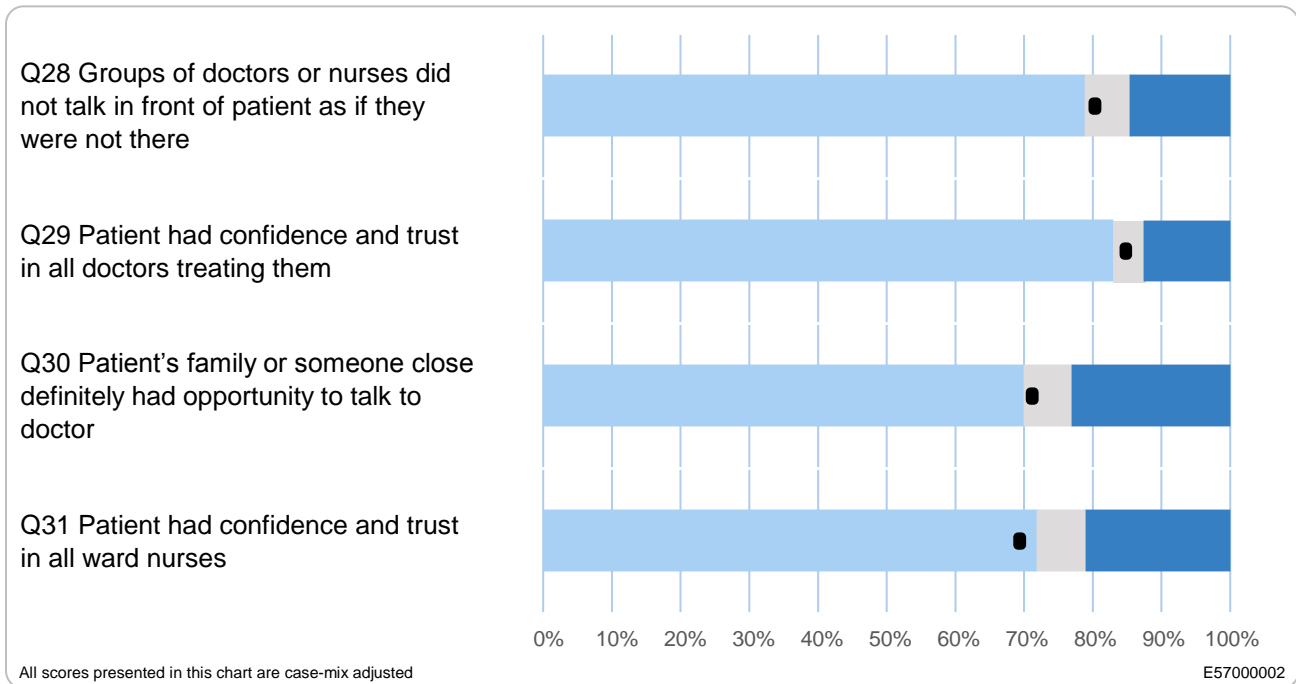


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted						
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score			
	Number of respondents	Score	Number of respondents	Score									
Q25	Beforehand had all the information needed about the operation	1,271	95%	1,567	94%					94%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,267	73%	1,549	74%					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)

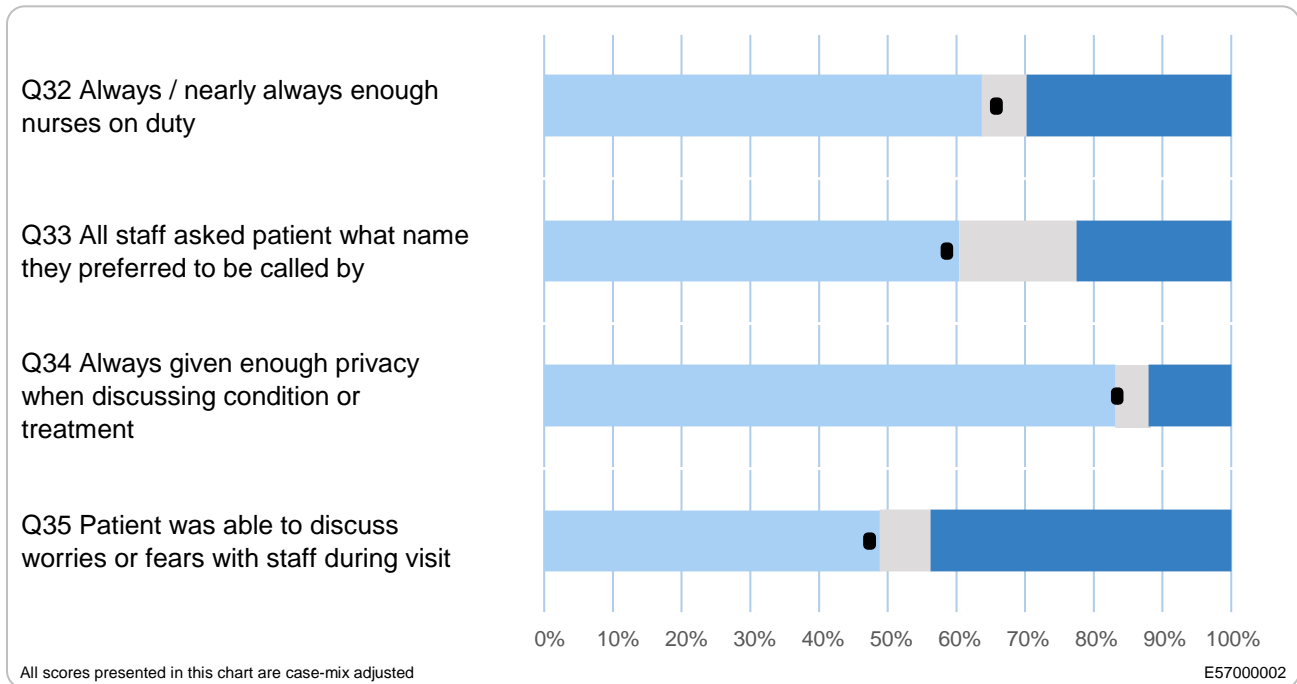


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,441	77%	1,776	77%			80%	79%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,449	81%	1,791	84%			85%	83%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,189	70%	1,530	71%			71%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	1,450	68%	1,790	69%			69%	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)  
 \* 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)

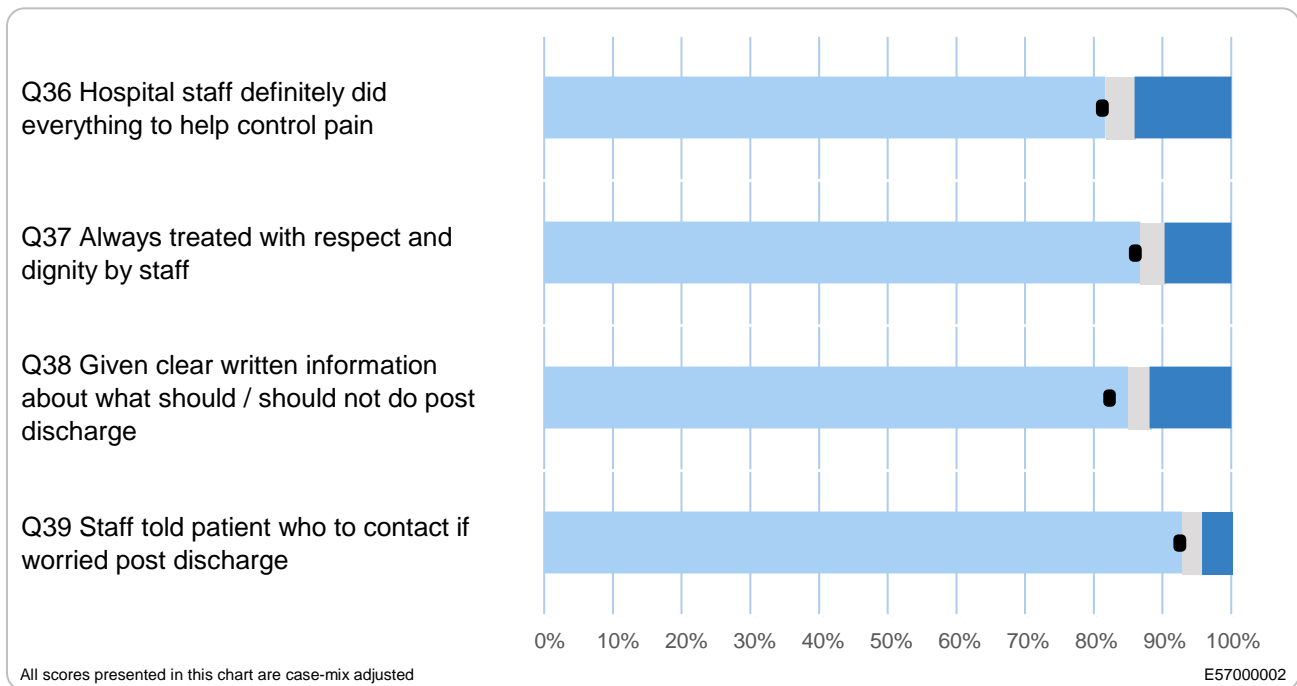


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	Score	2018 Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q32 Always / nearly always enough nurses on duty	1,440	65%	1,776	65%			66%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	1,431	55%	1,748	57%			58%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,444	82%	1,788	83%			83%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,078	43%	1,373	48%			47%	49%	56%	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)  
 \* 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)

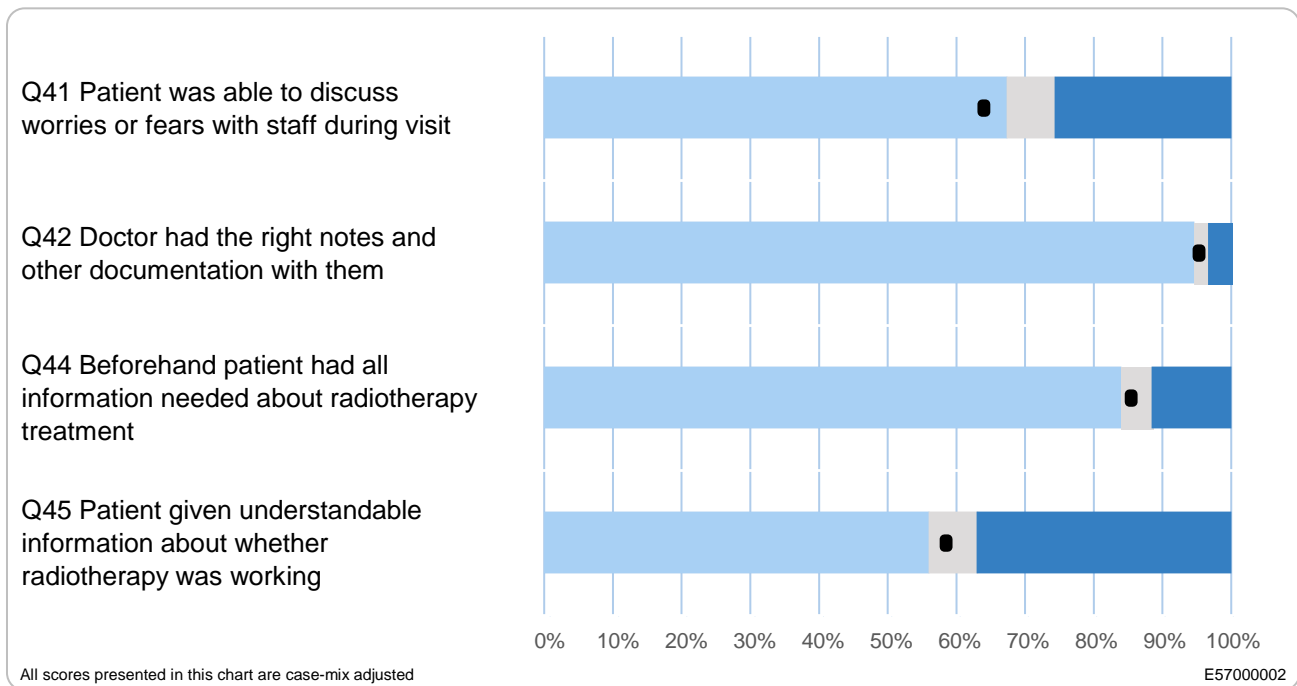


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,284	78%	1,615	80%			81%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	1,444	84%	1,793	85%			86%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,331	83%	1,658	83%			82%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	1,374	91%	1,703	92%			92%	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)

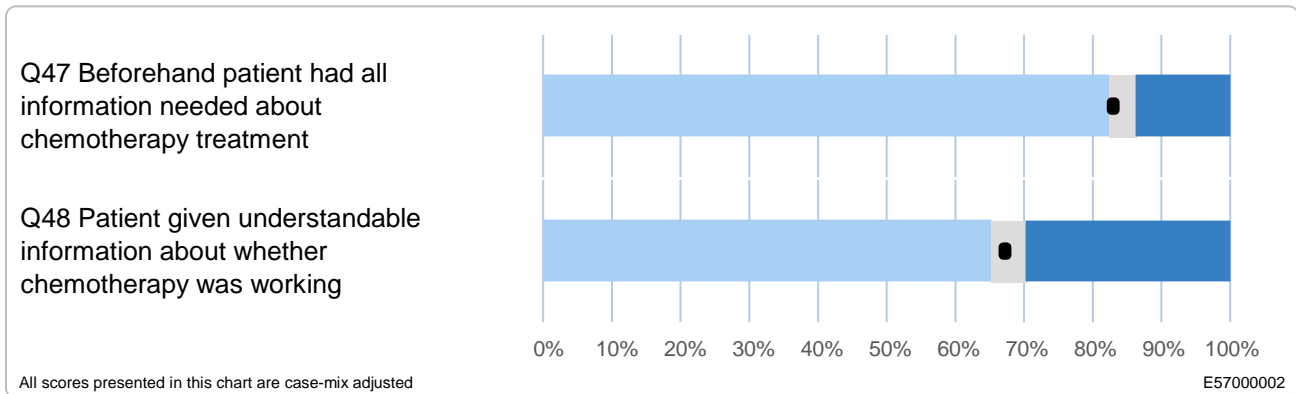


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,891	62%	2,224	62%			64%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	2,217	95%	2,620	95%			95%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	725	84%	880	85%			85%	84%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	641	58%	757	60%			58%	56%	63%	60%

↑ 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 2 of 2)

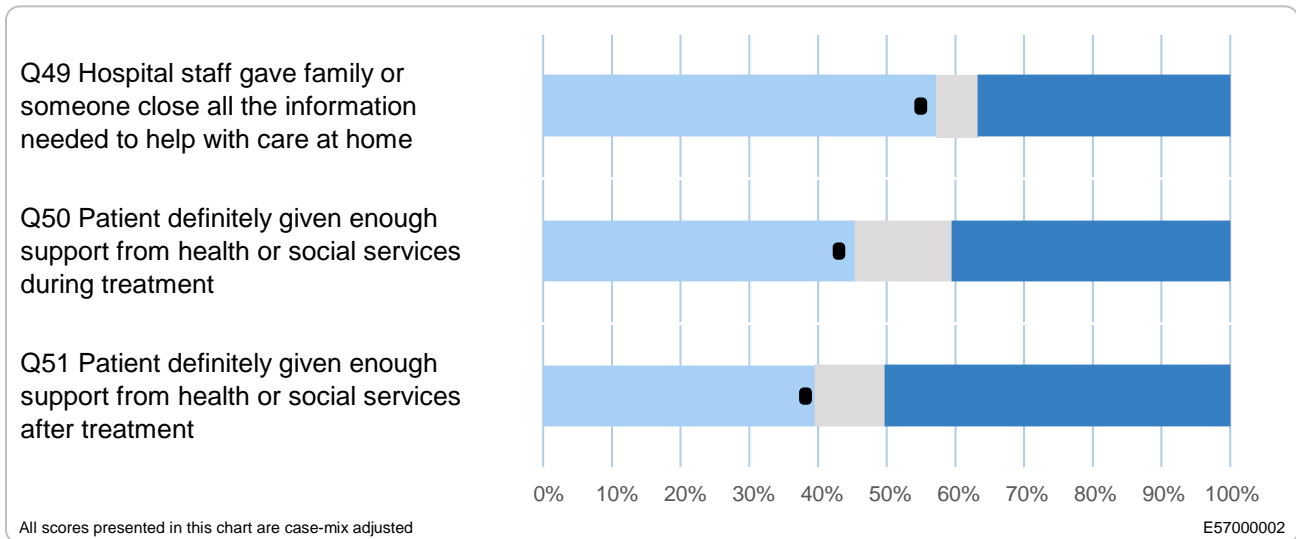


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q47	Beforehand patient had all information needed about chemotherapy treatment	1,302	81%	1,543	83%			83%	82%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	1,217	64%	1,403	67%			67%	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



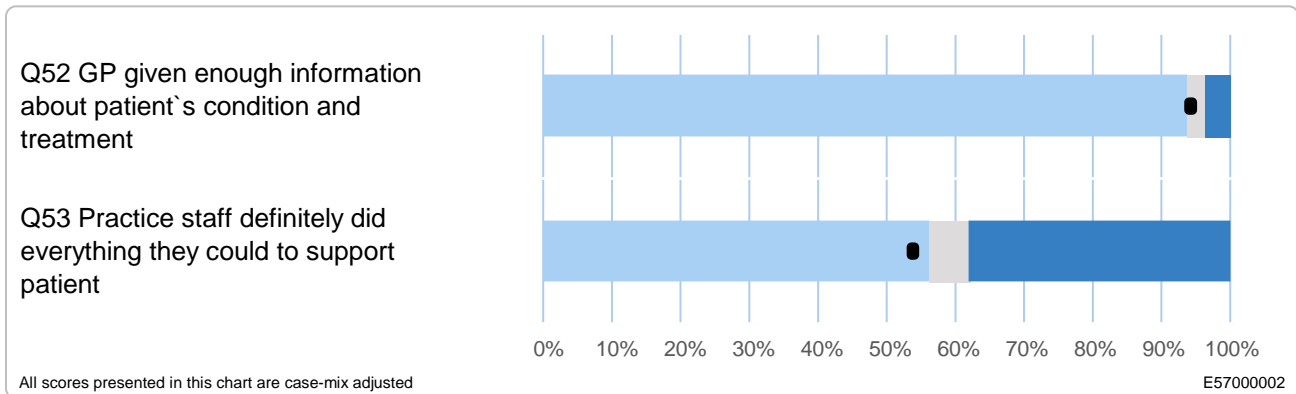
Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,935	51%	2,377	55%			55%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,306	39%	1,571	41%			43%	46%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	847	36%	1,056	36%			38%	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

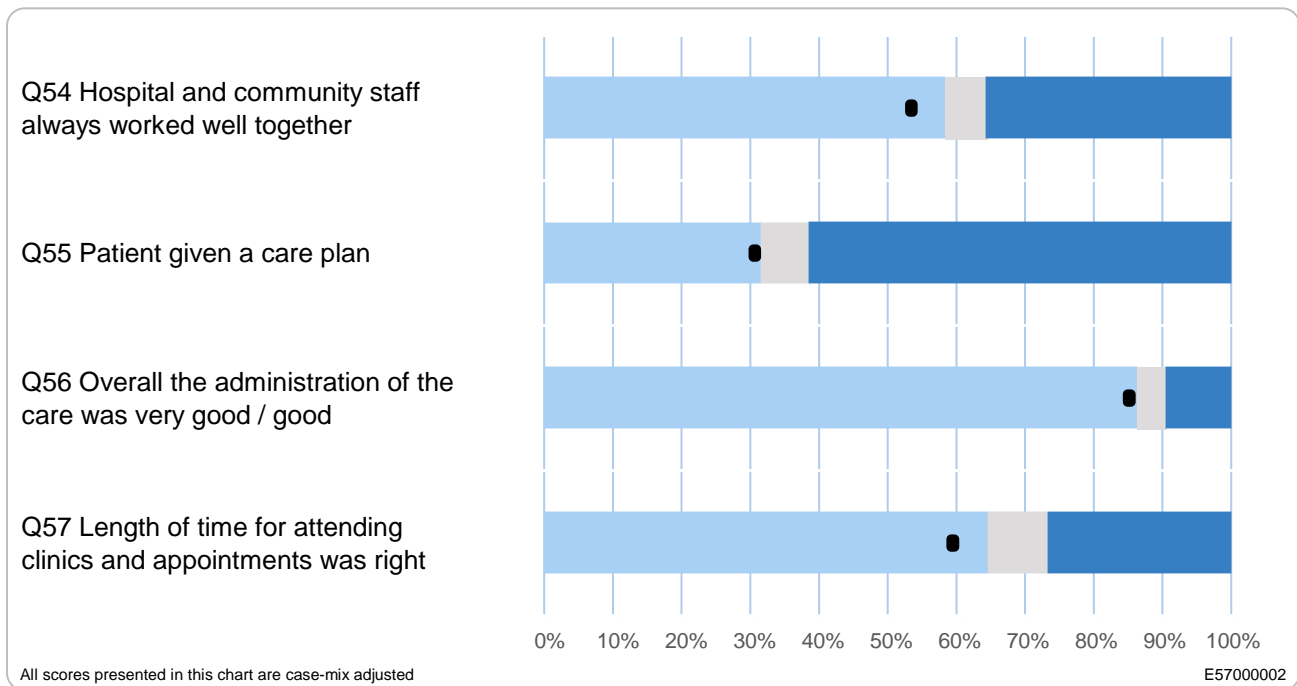


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	2,145	92%	2,579	92%			94%	94%	96%	95%
Q53 Practice staff definitely did everything they could to support patient	1,667	53%	2,010	52%			54%	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)

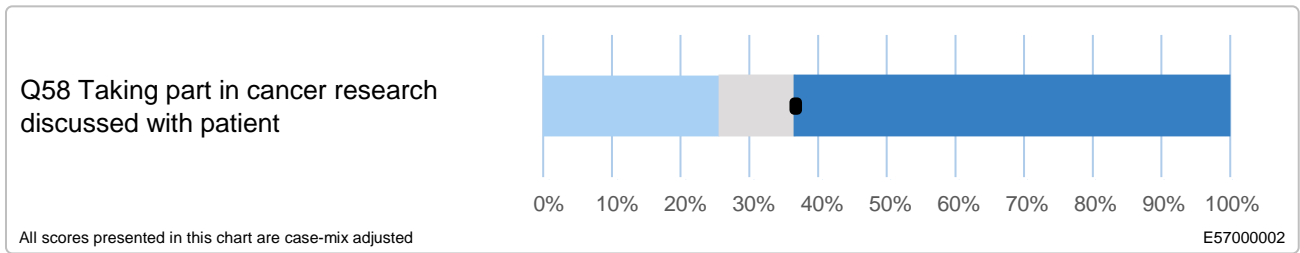


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	2,403	53%	2,859	52%			53%	58%	64%	61%
Q55 Patient given a care plan	1,885	32%	2,255	33%			30%	32%	39%	35%
Q56 Overall the administration of the care was very good / good	2,492	87%	2,979	85%			85%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	2,463	59%	2,953	58%			59%	65%	73%	69%

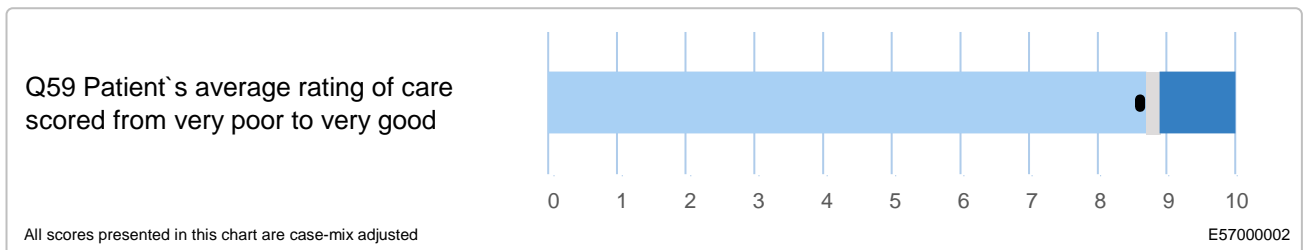
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score  
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)  
 (NB: No arrow reflects no statistically significant change)  
 \* Indicates where a score has been suppressed because 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	2,334	39%	2,773	38%			37%	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	2,435	8.5	2,911	8.5			8.6	8.7	8.9	8.8

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.

## 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	93%	94%	86%	90%
Colorectal / LGT	68%	72%	78%	83%
Gynaecological	64%	75%	68%	79%
Haematological	60%	64%	77%	81%
Head and Neck	72%	79%	78%	80%
Lung	71%	71%	81%	82%
Prostate	78%	81%	86%	85%
Sarcoma	*	66%	*	71%
Skin	95%	90%	95%	86%
Upper Gastro	63%	72%	74%	78%
Urological	80%	81%	81%	85%
Other	76%	73%	71%	79%
<b>All Cancers</b>	<b>76%</b>	<b>77%</b>	<b>80%</b>	<b>84%</b>

§ These are unadjusted scores

## Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	92%	95%	88%	91%	76%	82%
Colorectal / LGT	93%	96%	85%	87%	78%	81%
Gynaecological	95%	94%	79%	85%	72%	77%
Haematological	94%	95%	84%	88%	74%	77%
Head and Neck	92%	92%	85%	85%	80%	80%
Lung	93%	94%	89%	87%	77%	79%
Prostate	92%	94%	87%	86%	76%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	96%	96%	91%	90%	74%	83%
Upper Gastro	93%	94%	80%	83%	65%	75%
Urological	93%	94%	88%	87%	75%	79%
Other	94%	95%	84%	86%	72%	76%
<b>All Cancers</b>	<b>93%</b>	<b>94%</b>	<b>86%</b>	<b>88%</b>	<b>75%</b>	<b>79%</b>

§ 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	76%	82%	83%	89%	74%	77%	72%	78%
Colorectal / LGT	79%	82%	88%	86%	77%	79%	63%	73%
Gynaecological	75%	72%	84%	82%	72%	73%	67%	70%
Haematological	71%	73%	79%	83%	63%	61%	73%	76%
Head and Neck	78%	72%	83%	86%	74%	76%	60%	67%
Lung	73%	79%	76%	82%	73%	76%	59%	67%
Prostate	76%	78%	84%	85%	76%	78%	76%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	65%	71%	84%	90%	76%	80%	87%	84%
Upper Gastro	81%	79%	78%	80%	67%	73%	61%	66%
Urological	70%	74%	81%	82%	71%	77%	66%	73%
Other	70%	76%	75%	82%	65%	70%	62%	65%
<b>All Cancers</b>	<b>75%</b>	<b>78%</b>	<b>81%</b>	<b>85%</b>	<b>71%</b>	<b>74%</b>	<b>68%</b>	<b>74%</b>

§ 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	80%	84%	70%	75%	62%	69%
Colorectal / LGT	82%	85%	70%	76%	62%	70%
Gynaecological	82%	85%	71%	75%	67%	67%
Haematological	79%	81%	72%	70%	66%	66%
Head and Neck	88%	85%	70%	74%	70%	70%
Lung	84%	84%	72%	74%	63%	69%
Prostate	80%	82%	69%	72%	64%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	89%	89%	64%	80%	64%	74%
Upper Gastro	78%	81%	71%	72%	65%	68%
Urological	81%	82%	70%	71%	58%	62%
Other	74%	80%	66%	72%	59%	64%
<b>All Cancers</b>	<b>80%</b>	<b>83%</b>	<b>70%</b>	<b>73%</b>	<b>63%</b>	<b>67%</b>

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA §	National	This CA §	National
Brain / CNS	*	61%	*	70%
Breast	51%	56%	73%	79%
Colorectal / LGT	51%	58%	72%	80%
Gynaecological	50%	55%	70%	79%
Haematological	56%	51%	75%	77%
Head and Neck	53%	62%	71%	79%
Lung	54%	56%	75%	79%
Prostate	58%	64%	78%	81%
Sarcoma	*	52%	*	75%
Skin	49%	66%	86%	87%
Upper Gastro	52%	54%	74%	76%
Urological	54%	53%	76%	77%
Other	46%	53%	70%	76%
<b>All Cancers</b>	<b>53%</b>	<b>56%</b>	<b>74%</b>	<b>79%</b>

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018  
National Cancer Vanguard: North Central and North East London

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	82%	*	84%
Breast	95%	95%	79%	85%	83%	88%
Colorectal / LGT	93%	92%	82%	88%	82%	89%
Gynaecological	94%	94%	74%	85%	77%	88%
Haematological	97%	92%	84%	88%	85%	89%
Head and Neck	87%	90%	88%	87%	87%	88%
Lung	92%	93%	84%	87%	81%	88%
Prostate	88%	90%	74%	82%	79%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	98%	91%	91%	89%	88%	91%
Upper Gastro	90%	93%	84%	85%	79%	87%
Urological	90%	84%	74%	82%	77%	87%
Other	94%	88%	73%	85%	80%	87%
<b>All Cancers</b>	<b>93%</b>	<b>91%</b>	<b>80%</b>	<b>85%</b>	<b>82%</b>	<b>88%</b>

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



Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	89%	91%	82%	86%	58%	65%	79%	82%
Colorectal / LGT	84%	86%	77%	84%	56%	58%	79%	83%
Gynaecological	86%	85%	76%	82%	65%	61%	82%	77%
Haematological	83%	86%	82%	84%	63%	62%	89%	87%
Head and Neck	86%	86%	78%	83%	56%	60%	74%	82%
Lung	81%	86%	77%	81%	67%	71%	93%	85%
Prostate	85%	89%	84%	85%	57%	51%	78%	79%
Sarcoma	*	79%	67%	71%	56%	56%	83%	75%
Skin	91%	89%	*	84%	*	60%	*	72%
Upper Gastro	80%	84%	80%	81%	55%	63%	76%	84%
Urological	73%	79%	72%	75%	38%	44%	63%	68%
Other	79%	82%	72%	78%	53%	58%	77%	80%
<b>All Cancers</b>	<b>84%</b>	<b>86%</b>	<b>79%</b>	<b>83%</b>	<b>58%</b>	<b>60%</b>	<b>80%</b>	<b>81%</b>

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

## Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	70%
Breast	94%	96%	72%	79%
Colorectal / LGT	94%	96%	76%	83%
Gynaecological	99%	96%	79%	81%
Haematological	89%	94%	74%	77%
Head and Neck	96%	95%	67%	78%
Lung	99%	95%	79%	78%
Prostate	93%	95%	76%	75%
Sarcoma	*	94%	*	78%
Skin	89%	97%	75%	84%
Upper Gastro	91%	95%	76%	80%
Urological	94%	95%	78%	76%
Other	93%	95%	73%	78%
<b>All Cancers</b>	<b>94%</b>	<b>96%</b>	<b>74%</b>	<b>79%</b>

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

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	73%	*	77%	*	66%	*	67%
Breast	82%	89%	81%	86%	74%	77%	71%	77%
Colorectal / LGT	76%	77%	85%	86%	69%	73%	60%	71%
Gynaecological	70%	85%	86%	86%	64%	72%	61%	73%
Haematological	72%	81%	83%	81%	73%	74%	70%	76%
Head and Neck	78%	79%	78%	86%	65%	75%	61%	74%
Lung	80%	77%	88%	83%	73%	74%	68%	76%
Prostate	82%	86%	90%	89%	75%	73%	82%	80%
Sarcoma	68%	80%	80%	84%	63%	72%	72%	68%
Skin	*	89%	*	90%	*	81%	*	87%
Upper Gastro	63%	74%	83%	82%	64%	73%	67%	71%
Urological	79%	80%	84%	87%	74%	70%	74%	78%
Other	78%	80%	82%	82%	72%	71%	63%	72%
<b>All Cancers</b>	<b>77%</b>	<b>82%</b>	<b>84%</b>	<b>85%</b>	<b>71%</b>	<b>74%</b>	<b>69%</b>	<b>75%</b>

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	68%	71%	53%	64%	84%	87%	52%	56%
Colorectal / LGT	57%	62%	56%	71%	83%	85%	47%	54%
Gynaecological	62%	67%	54%	67%	83%	84%	48%	51%
Haematological	58%	64%	62%	71%	79%	86%	45%	55%
Head and Neck	68%	66%	56%	69%	83%	87%	52%	55%
Lung	69%	70%	60%	74%	86%	85%	48%	52%
Prostate	81%	73%	66%	69%	88%	88%	55%	51%
Sarcoma	79%	64%	67%	66%	72%	85%	48%	46%
Skin	*	80%	*	72%	*	91%	*	59%
Upper Gastro	60%	61%	55%	75%	88%	84%	41%	51%
Urological	66%	69%	59%	73%	83%	85%	46%	47%
Other	56%	62%	57%	68%	76%	82%	38%	48%
<b>All Cancers</b>	<b>65%</b>	<b>67%</b>	<b>57%</b>	<b>69%</b>	<b>83%</b>	<b>86%</b>	<b>48%</b>	<b>53%</b>

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

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	82%	*	84%	*	86%	*	94%
Breast	83%	86%	86%	89%	88%	92%	94%	96%
Colorectal / LGT	77%	85%	79%	87%	77%	84%	88%	94%
Gynaecological	75%	83%	81%	87%	85%	88%	94%	95%
Haematological	78%	83%	86%	90%	76%	81%	94%	95%
Head and Neck	89%	83%	86%	87%	83%	88%	93%	93%
Lung	82%	84%	84%	89%	77%	84%	83%	92%
Prostate	77%	84%	90%	91%	91%	90%	98%	95%
Sarcoma	80%	80%	88%	85%	81%	81%	96%	94%
Skin	*	88%	*	93%	*	91%	*	96%
Upper Gastro	76%	82%	83%	86%	73%	82%	95%	94%
Urological	84%	81%	86%	89%	85%	86%	92%	91%
Other	72%	81%	86%	87%	76%	83%	88%	92%
<b>All Cancers</b>	<b>80%</b>	<b>84%</b>	<b>85%</b>	<b>89%</b>	<b>83%</b>	<b>87%</b>	<b>92%</b>	<b>94%</b>

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

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	62%	70%	95%	96%	89%	88%	63%	61%
Colorectal / LGT	63%	73%	95%	96%	79%	84%	41%	57%
Gynaecological	63%	71%	96%	96%	92%	86%	56%	61%
Haematological	69%	74%	96%	96%	77%	83%	64%	59%
Head and Neck	68%	73%	94%	96%	86%	86%	63%	61%
Lung	62%	69%	94%	95%	77%	85%	61%	56%
Prostate	64%	73%	94%	95%	87%	87%	58%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	60%	74%	94%	97%	*	85%	*	72%
Upper Gastro	53%	70%	97%	95%	72%	82%	58%	53%
Urological	55%	67%	95%	95%	86%	82%	*	55%
Other	57%	68%	92%	95%	82%	85%	59%	60%
<b>All Cancers</b>	62%	71%	95%	96%	85%	86%	60%	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	83%	83%	68%	64%
Colorectal / LGT	82%	85%	59%	64%
Gynaecological	84%	86%	63%	68%
Haematological	86%	85%	78%	75%
Head and Neck	96%	79%	72%	54%
Lung	80%	84%	60%	67%
Prostate	81%	85%	65%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	81%	84%	55%	61%
Urological	77%	82%	58%	65%
Other	80%	85%	71%	70%
<b>All Cancers</b>	83%	84%	67%	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	52%	59%	39%	54%	35%	42%
Colorectal / LGT	54%	63%	44%	60%	39%	52%
Gynaecological	54%	59%	38%	47%	23%	38%
Haematological	62%	63%	46%	52%	42%	44%
Head and Neck	50%	63%	45%	56%	43%	53%
Lung	57%	60%	43%	52%	36%	43%
Prostate	54%	60%	28%	46%	31%	40%
Sarcoma	*	55%	56%	49%	57%	45%
Skin	66%	67%	*	60%	*	59%
Upper Gastro	53%	60%	41%	53%	41%	48%
Urological	57%	59%	40%	47%	38%	44%
Other	49%	56%	42%	52%	32%	44%
<b>All Cancers</b>	<b>55%</b>	<b>60%</b>	<b>41%</b>	<b>53%</b>	<b>36%</b>	<b>45%</b>

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

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	88%	*	51%
Breast	95%	96%	51%	59%
Colorectal / LGT	91%	95%	55%	58%
Gynaecological	92%	95%	48%	57%
Haematological	91%	95%	53%	58%
Head and Neck	89%	93%	65%	58%
Lung	93%	94%	45%	58%
Prostate	93%	95%	52%	64%
Sarcoma	*	95%	*	53%
Skin	98%	97%	71%	67%
Upper Gastro	94%	94%	56%	58%
Urological	88%	95%	50%	61%
Other	91%	94%	51%	56%
<b>All Cancers</b>	<b>92%</b>	<b>95%</b>	<b>52%</b>	<b>59%</b>

§ 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	50%	61%	34%	39%	87%	90%	54%	68%
Colorectal / LGT	53%	61%	32%	38%	84%	88%	64%	72%
Gynaecological	44%	58%	34%	31%	85%	87%	65%	69%
Haematological	57%	64%	41%	35%	89%	91%	54%	66%
Head and Neck	57%	61%	41%	37%	80%	88%	65%	71%
Lung	57%	62%	32%	31%	85%	89%	61%	71%
Prostate	56%	65%	37%	36%	85%	87%	67%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	48%	71%	19%	42%	81%	91%	68%	73%
Upper Gastro	54%	59%	32%	35%	88%	86%	52%	68%
Urological	52%	62%	24%	30%	82%	85%	67%	75%
Other	47%	57%	29%	30%	82%	87%	45%	63%
<b>All Cancers</b>	<b>52%</b>	<b>61%</b>	<b>33%</b>	<b>35%</b>	<b>85%</b>	<b>88%</b>	<b>58%</b>	<b>69%</b>

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	*	39%	*	8.4
Breast	35%	31%	8.5	8.9
Colorectal / LGT	38%	33%	8.6	8.8
Gynaecological	53%	37%	8.5	8.8
Haematological	37%	32%	8.7	8.9
Head and Neck	22%	23%	8.5	8.8
Lung	38%	35%	8.7	8.8
Prostate	43%	33%	8.6	8.8
Sarcoma	*	40%	*	8.6
Skin	21%	16%	8.6	9.0
Upper Gastro	27%	35%	8.4	8.7
Urological	35%	21%	8.6	8.7
Other	44%	32%	8.1	8.7
<b>All Cancers</b>	<b>38%</b>	<b>31%</b>	<b>8.5</b>	<b>8.8</b>

§ 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%
E57000002	6,057	425	5,632	2,448	139	3,045	54%

### 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	735
Colorectal / LGT	301
Gynaecological	158
Haematological	405
Head and Neck	96
Lung	214
Prostate	344
Sarcoma	37
Skin	59
Upper Gastro	136
Urological	221
Other	329

\* 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	8	20	42	108	307	518	278	53	1,334
Female	13	37	114	295	370	532	290	60	1,711
Total	21	57	156	403	677	1,050	568	113	3,045

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Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification	
RKE	Whittington Health NHS Trust	48	4
RQX	Homerton University Hospital NHS Foundation Trust	19	1
RAN	Royal National Orthopaedic Hospital NHS Trust	44	3
RP6	Moorfields Eye Hospital NHS Foundation Trust	37	4
RRV	University College London Hospitals NHS Foundation Trust	37	14
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	39	13
R1H	Barts Health NHS Trust	23	28
RAP	North Middlesex University Hospital NHS Trust	23	29
RAL	Royal Free London NHS Foundation Trust	22	30

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Annex (continued)  
Dashboard Questions - Trusts

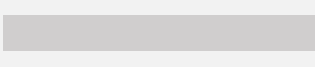
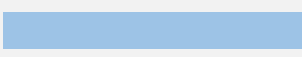
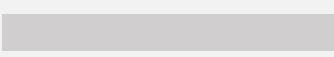
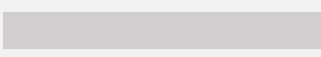
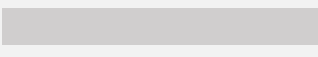
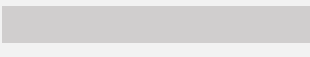
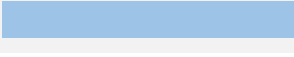
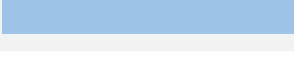
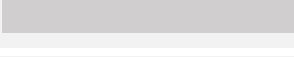
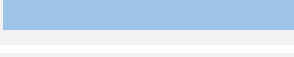
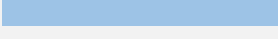
Q59 Patient's average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	70,942	8.80	
E57000002	National Cancer Vanguard: North Central and North East London	2,911	8.61	
RKE	Whittington Health NHS Trust	113	8.89	
RQX	Homerton University Hospital NHS Foundation Trust	23	8.81	
RRV	University College London Hospitals NHS Foundation Trust	1,344	8.77	
RAN	Royal National Orthopaedic Hospital NHS Trust	69	8.73	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	612	8.67	
RAL	Royal Free London NHS Foundation Trust	757	8.48	
R1H	Barts Health NHS Trust	721	8.45	
RP6	Moorfields Eye Hospital NHS Foundation Trust	41	8.38	
RAP	North Middlesex University Hospital NHS Trust	196	8.20	

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Annex (continued)  
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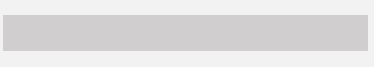
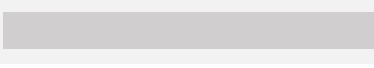
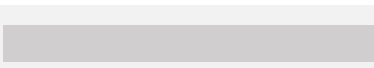
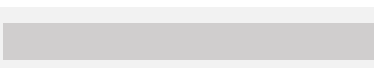
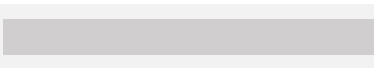
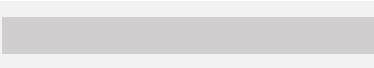
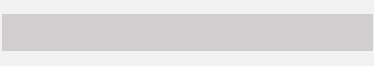
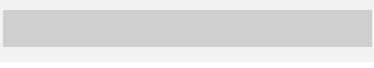
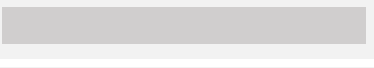
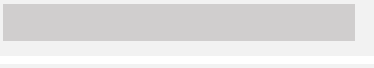

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E57000002	National Cancer Vanguard: North Central and North East London	2,918	75%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	41	84%	
RKE	Whittington Health NHS Trust	115	81%	
RQX	Homerton University Hospital NHS Foundation Trust	23	80%	
RRV	University College London Hospitals NHS Foundation Trust	1,349	78%	
R1H	Barts Health NHS Trust	730	74%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	619	74%	
RAN	Royal National Orthopaedic Hospital NHS Trust	69	74%	
RAL	Royal Free London NHS Foundation Trust	745	73%	
RAP	North Middlesex University Hospital NHS Trust	198	70%	

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

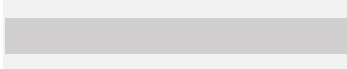
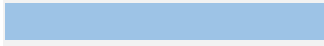
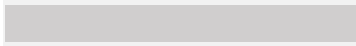


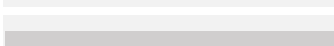
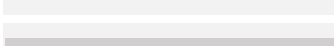
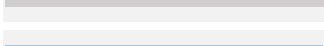
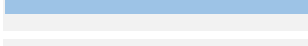
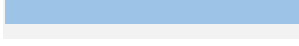
**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E57000002	National Cancer Vanguard: North Central and North East London	2,889	93%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	606	93%	
RAN	Royal National Orthopaedic Hospital NHS Trust	69	93%	
RRV	University College London Hospitals NHS Foundation Trust	1,338	93%	
RKE	Whittington Health NHS Trust	109	93%	
R1H	Barts Health NHS Trust	720	93%	
RAL	Royal Free London NHS Foundation Trust	756	92%	
RAP	North Middlesex University Hospital NHS Trust	194	91%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	40	88%	
RQX	Homerton University Hospital NHS Foundation Trust	23	87%	

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Annex (continued)  
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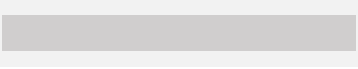
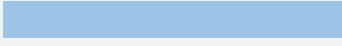
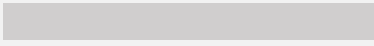
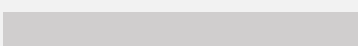
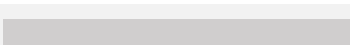
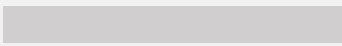
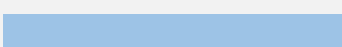
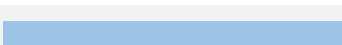
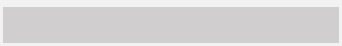
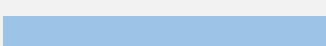
Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	56,809	85%	
E57000002	National Cancer Vanguard: North Central and North East London	2,486	81%	
RKE	Whittington Health NHS Trust	92	88%	
RAN	Royal National Orthopaedic Hospital NHS Trust	53	87%	
RAP	North Middlesex University Hospital NHS Trust	172	86%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	516	83%	
R1H	Barts Health NHS Trust	628	82%	
RRV	University College London Hospitals NHS Foundation Trust	1,150	79%	
RAL	Royal Free London NHS Foundation Trust	633	77%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	29	74%	
RQX	Homerton University Hospital NHS Foundation Trust	20	* Score suppressed	

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Annex (continued)  
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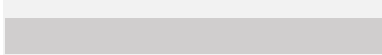


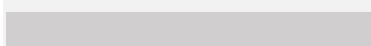

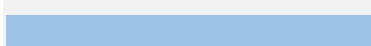
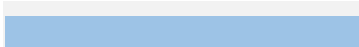
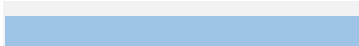
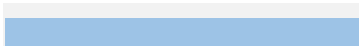
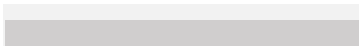
Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	43,433	89%	
E57000002	National Cancer Vanguard: North Central and North East London	1,793	86%	
RKE	Whittington Health NHS Trust	56	93%	
RRV	University College London Hospitals NHS Foundation Trust	849	89%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	346	87%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	32	85%	
RAL	Royal Free London NHS Foundation Trust	465	85%	
R1H	Barts Health NHS Trust	499	85%	
RAN	Royal National Orthopaedic Hospital NHS Trust	57	84%	
RAP	North Middlesex University Hospital NHS Trust	109	82%	
RQX	Homerton University Hospital NHS Foundation Trust	18	* Score suppressed	

National Cancer Patient Experience Survey 2018  
National Cancer Vanguard: North Central and North East London

Annex (continued)  
Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

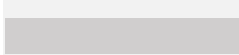
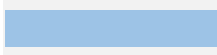
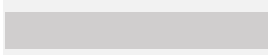
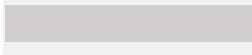
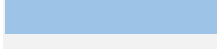
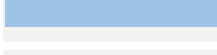
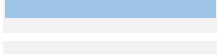
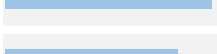
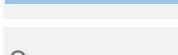
Code	Name	Base	Score	
All	National	41,743	94%	
E57000002	National Cancer Vanguard: North Central and North East London	1,703	92%	
RRV	University College London Hospitals NHS Foundation Trust	809	95%	
RKE	Whittington Health NHS Trust	53	93%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	31	91%	
RAL	Royal Free London NHS Foundation Trust	442	91%	
R1H	Barts Health NHS Trust	475	90%	
RAP	North Middlesex University Hospital NHS Trust	102	90%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	331	89%	
RAN	Royal National Orthopaedic Hospital NHS Trust	50	89%	
RQX	Homerton University Hospital NHS Foundation Trust	18	* Score suppressed	



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

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	47,950	59%	
E57000002	National Cancer Vanguard: North Central and North East London	2,010	54%	
RAN	Royal National Orthopaedic Hospital NHS Trust	54	66%	
RKE	Whittington Health NHS Trust	66	62%	
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	406	54%	
RRV	University College London Hospitals NHS Foundation Trust	940	54%	
R1H	Barts Health NHS Trust	525	53%	
RAL	Royal Free London NHS Foundation Trust	501	52%	
RAP	North Middlesex University Hospital NHS Trust	142	43%	
RP6	Moorfields Eye Hospital NHS Foundation Trust	18	* Score suppressed	
RQX	Homerton University Hospital NHS Foundation Trust	20	* Score suppressed	

**National Cancer Patient Experience Survey 2018**  
**National Cancer Vanguard: North Central and North East London**

**Annex (continued)**  
**Expected Range Summary - CCGs**

CCG		Expected Range Classification		
08F	NHS Havering CCG	4	48	
08H	NHS Islington CCG	7	43	2
08M	NHS Newham CCG	7	44	1
07L	NHS Barking and Dagenham CCG	8	44	
08N	NHS Redbridge CCG	8	44	
08V	NHS Tower Hamlets CCG	9	42	1
07M	NHS Barnet CCG	12	39	1
07R	NHS Camden CCG	12	39	1
08D	NHS Haringey CCG	13	38	1
07T	NHS City and Hackney CCG	17	35	
08W	NHS Waltham Forest CCG	22	28	2
07X	NHS Enfield CCG	23	29	

National Cancer Patient Experience Survey 2018  
National Cancer Vanguard: North Central and North East London

Annex (continued)  
Dashboard Questions - CCGs


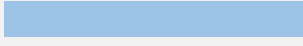
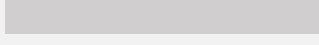


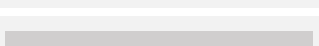

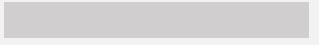

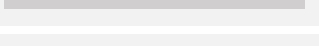
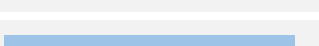
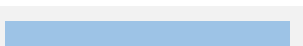


Q59 Patient's average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	70,942	8.80	
E57000002	National Cancer Vanguard: North Central and North East London	2,911	8.61	
08F	NHS Havering CCG	396	8.80	
08N	NHS Redbridge CCG	250	8.72	
08H	NHS Islington CCG	212	8.71	
07M	NHS Barnet CCG	470	8.68	
07R	NHS Camden CCG	232	8.63	
07X	NHS Enfield CCG	345	8.58	
07L	NHS Barking and Dagenham CCG	155	8.54	
08V	NHS Tower Hamlets CCG	108	8.52	
08D	NHS Haringey CCG	250	8.47	
08M	NHS Newham CCG	145	8.43	
08W	NHS Waltham Forest CCG	216	8.38	
07T	NHS City and Hackney CCG	132	8.36	

National Cancer Patient Experience Survey 2018  
National Cancer Vanguard: North Central and North East London

Annex (continued)  
Dashboard Questions - CCGs

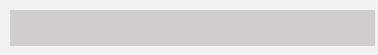
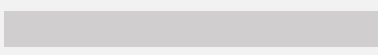





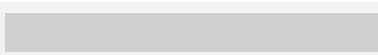
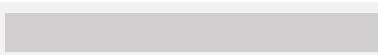
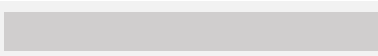
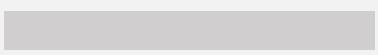
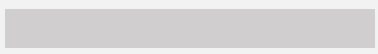
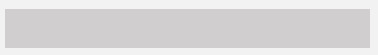

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E57000002	National Cancer Vanguard: North Central and North East London	2,918	75%	
07M	NHS Barnet CCG	459	79%	
07R	NHS Camden CCG	228	77%	
08H	NHS Islington CCG	217	77%	
07L	NHS Barking and Dagenham CCG	155	76%	
08F	NHS Havering CCG	399	76%	
08M	NHS Newham CCG	150	76%	
08D	NHS Haringey CCG	251	75%	
08N	NHS Redbridge CCG	247	75%	
08V	NHS Tower Hamlets CCG	109	74%	
08W	NHS Waltham Forest CCG	214	72%	
07T	NHS City and Hackney CCG	137	72%	
07X	NHS Enfield CCG	352	70%	

National Cancer Patient Experience Survey 2018  
National Cancer Vanguard: North Central and North East London

Annex (continued)  
Dashboard Questions - CCGs

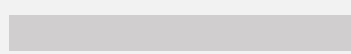
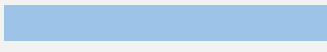
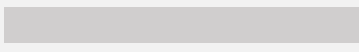
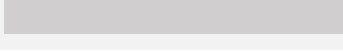



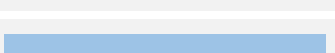
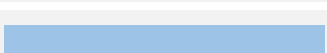
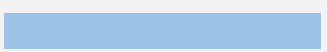
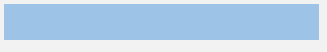
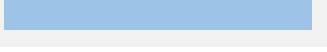
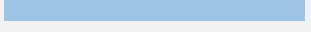

Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	69,892	91%	
E57000002	National Cancer Vanguard: North Central and North East London	2,889	93%	
08H	NHS Islington CCG	206	96%	
07M	NHS Barnet CCG	464	95%	
08M	NHS Newham CCG	147	95%	
07L	NHS Barking and Dagenham CCG	150	95%	
07R	NHS Camden CCG	231	94%	
08F	NHS Havering CCG	398	93%	
08N	NHS Redbridge CCG	241	93%	
08V	NHS Tower Hamlets CCG	109	92%	
07X	NHS Enfield CCG	345	91%	
08W	NHS Waltham Forest CCG	212	91%	
07T	NHS City and Hackney CCG	135	90%	
08D	NHS Haringey CCG	251	90%	

National Cancer Patient Experience Survey 2018  
National Cancer Vanguard: North Central and North East London

Annex (continued)  
Dashboard Questions - CCGs

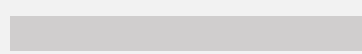
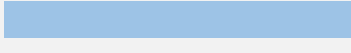
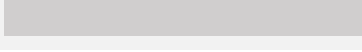

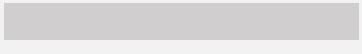
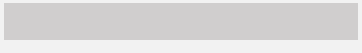
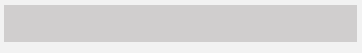
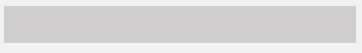
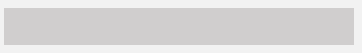
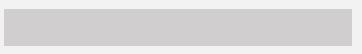
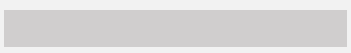
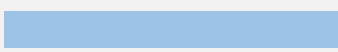
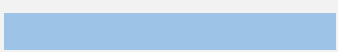
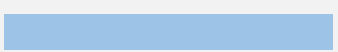
Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	56,809	85%	
E57000002	National Cancer Vanguard: North Central and North East London	2,486	81%	
08M	NHS Newham CCG	136	88%	
08N	NHS Redbridge CCG	209	85%	
07X	NHS Enfield CCG	290	82%	
07L	NHS Barking and Dagenham CCG	129	82%	
08D	NHS Haringey CCG	204	82%	
08F	NHS Havering CCG	337	81%	
08H	NHS Islington CCG	181	79%	
08W	NHS Waltham Forest CCG	179	79%	
07R	NHS Camden CCG	205	78%	
07M	NHS Barnet CCG	410	78%	
08V	NHS Tower Hamlets CCG	91	76%	
07T	NHS City and Hackney CCG	115	74%	

National Cancer Patient Experience Survey 2018  
National Cancer Vanguard: North Central and North East London

Annex (continued)  
Dashboard Questions - CCGs


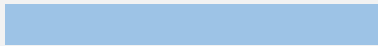

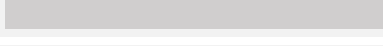

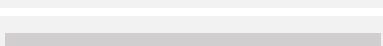

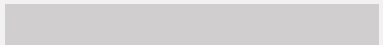


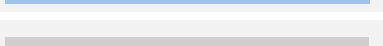
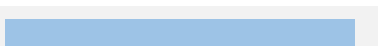


Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	43,433	89%	
E57000002	National Cancer Vanguard: North Central and North East London	1,793	86%	
07L	NHS Barking and Dagenham CCG	103	89%	
08H	NHS Islington CCG	124	88%	
08F	NHS Havering CCG	235	88%	
07T	NHS City and Hackney CCG	88	87%	
08V	NHS Tower Hamlets CCG	69	87%	
08N	NHS Redbridge CCG	162	87%	
07M	NHS Barnet CCG	271	86%	
08M	NHS Newham CCG	101	86%	
07X	NHS Enfield CCG	223	85%	
08D	NHS Haringey CCG	142	83%	
07R	NHS Camden CCG	127	82%	
08W	NHS Waltham Forest CCG	148	81%	

National Cancer Patient Experience Survey 2018  
National Cancer Vanguard: North Central and North East London

Annex (continued)  
Dashboard Questions - CCGs

Q39 Staff told patient who to contact if worried post discharge

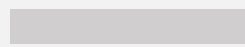
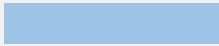
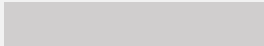

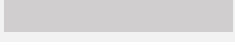



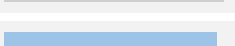
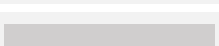
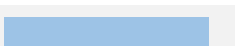



Code	Name	Base	Score	
All	National	41,743	94%	
E57000002	National Cancer Vanguard: North Central and North East London	1,703	92%	
08H	NHS Islington CCG	111	96%	
07M	NHS Barnet CCG	260	95%	
07R	NHS Camden CCG	119	93%	
08V	NHS Tower Hamlets CCG	68	93%	
07T	NHS City and Hackney CCG	84	93%	
08N	NHS Redbridge CCG	156	93%	
08W	NHS Waltham Forest CCG	142	92%	
07X	NHS Enfield CCG	209	92%	
08D	NHS Haringey CCG	138	91%	
08F	NHS Havering CCG	224	90%	
08M	NHS Newham CCG	98	90%	
07L	NHS Barking and Dagenham CCG	94	86%	



National Cancer Patient Experience Survey 2018  
 National Cancer Vanguard: North Central and North East London

Annex (continued)  
 Dashboard Questions - CCGs

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	47,950	59%	
E57000002	National Cancer Vanguard: North Central and North East London	2,010	54%	
08H	NHS Islington CCG	153	64%	
08V	NHS Tower Hamlets CCG	79	57%	
07R	NHS Camden CCG	171	56%	
08D	NHS Haringey CCG	176	55%	
08F	NHS Havering CCG	264	55%	
07T	NHS City and Hackney CCG	105	55%	
08N	NHS Redbridge CCG	163	54%	
07M	NHS Barnet CCG	315	52%	
07L	NHS Barking and Dagenham CCG	108	52%	
08M	NHS Newham CCG	126	50%	
08W	NHS Waltham Forest CCG	144	49%	
07X	NHS Enfield CCG	206	44%	

## **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](http://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](http://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](http://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](http://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](http://www.quality-health.co.uk)

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

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