

National Cancer Patient Experience Survey

2018 Results

National Cancer Vanguard - North West and South West London

Published September 2019

The National Cancer Vanguard: North West and South West London has changed its name after the survey fieldwork to RM Partners Cancer Alliance.

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



Table of Contents

Introduction	4
This report	4
Data tables	4
Comparability charts	5
Tumour group tables	6
Expected Range Summaries - Trusts and CCGs	6
Dashboard Questions - Trusts and CCGs	6
Notes on specific questions	7
How to use the data	7
Response rates	7
Significance of gender and deprivation testing	7
Executive Summary	8
Questions which scored outside expected range	9
Cancer Alliance Results	10
Seeing your GP	10
Diagnostic Tests	11
Finding out what was wrong with you	12
Deciding the best treatment for you	13
Clinical Nurse Specialist	15
Support for people with cancer	16
Operations	17
Hospital care as an inpatient	18
Hospital care as a day patient / outpatient	21
Home care and support	23
Care from your general practice	24
Your overall NHS care	25
Comparisons by tumour group for this Cancer Alliance	27
Seeing your GP	27
Diagnostic Tests	28
Finding out what was wrong with you	29
Deciding the best treatment for you	30
Clinical Nurse Specialist	31
Support for people with cancer	32
Operations	33
Hospital care as an inpatient	34
Hospital care as a day patient / outpatient	36
Home care and support	37
Care from your general practice	38
Your overall NHS care	39
Annex	40
Response Rates	40
Respondents by tumour group	40
Respondents by age and gender	40
Expected Range Summary - Trusts	41
Dashboard Questions - Trusts	42
Expected Range Summary - CCGs	49
Dashboard Questions - CCGs	50

Table of Contents (continued)

Methodology	57
Further information	57
Redevelopment of the 2018 survey	57
Official Statistics	57
Scoring methodologies	58
Case-mix adjustment	58
Statistical significance	59

Introduction

The National Cancer Patient Experience Survey 2018 is the eighth iteration of the survey first undertaken in 2010. It has been designed to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

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

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

Full national results and other reports are available at:

www.ncpes.co.uk/reports/2018-reports

Further details on the survey methodology and changes to the 2018 survey can be found in the Annex towards the end of this report.

This report

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

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

Data tables

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

Column 1 shows the number of respondents for 2017 to this question

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

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

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

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

Column 8 shows the lower limit of the expected range of case-mix adjusted scores for this Cancer Alliance (the top of the pale blue section on the comparability chart - see below)

Column 9 shows the upper limit of the expected range of case-mix adjusted scores for this Cancer Alliance (the bottom of the dark blue section on the comparability chart - see below)

Column 10 shows the national average score for this question.

Data tables (continued)

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	2,276	75%	2,410	75%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,199	82%	3,502	80%			82%	82%	85%	84%

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

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

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

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

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

Comparability charts

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

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

Comparability charts (continued)

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

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

Tumour group tables

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

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

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

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

Expected Range Summaries - Trusts and CCGs

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

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

Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2018 scores for patient's overall rating of care and the 6 other questions included in the Cancer Dashboard developed by Public Health England and NHS England. Organisation scores for each question have been ordered from highest to lowest. The 2018 National score and the overall score for the Cancer Alliance have also been provided for comparison. Trusts and CCGs within the Cancer Alliance are presented in separate tables.

Notes on specific questions

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

How to use the data

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

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

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

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

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

Response rates

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

Significance of gender and deprivation testing

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

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

Gender – across the 52 scored questions, scores were significantly more positive in 11 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 12 questions for patients in England's 20% least-deprived and in 2 questions for patients in England 20% most-deprived.

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

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

Executive Summary

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

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

77% 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

82% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

88% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

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

58% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

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

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

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

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

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	

Deciding the best treatment for you

Q15	Patient definitely told about side effects that could affect them in the future	3,234	54%	54%	58%	56%
-----	---	-------	-----	-----	-----	-----

Operations

Q25	Beforehand had all the information needed about the operation	1,765	95%	95%	97%	96%
-----	---	-------	-----	-----	-----	-----

Hospital care as an inpatient

Q33	All staff asked patient what name they preferred to be called by	1,954	60%	61%	78%	69%
Q38	Given clear written information about what should / should not do post discharge	1,837	85%	85%	88%	87%

Hospital care as a day patient / outpatient

Q44	Beforehand patient had all information needed about radiotherapy treatment	994	84%	84%	88%	86%
Q47	Beforehand patient had all information needed about chemotherapy treatment	1,829	82%	82%	86%	84%

Home care and support

Q50	Patient definitely given enough support from health or social services during treatment	1,703	45%	46%	59%	53%
-----	---	-------	-----	-----	-----	-----

Care from your general practice

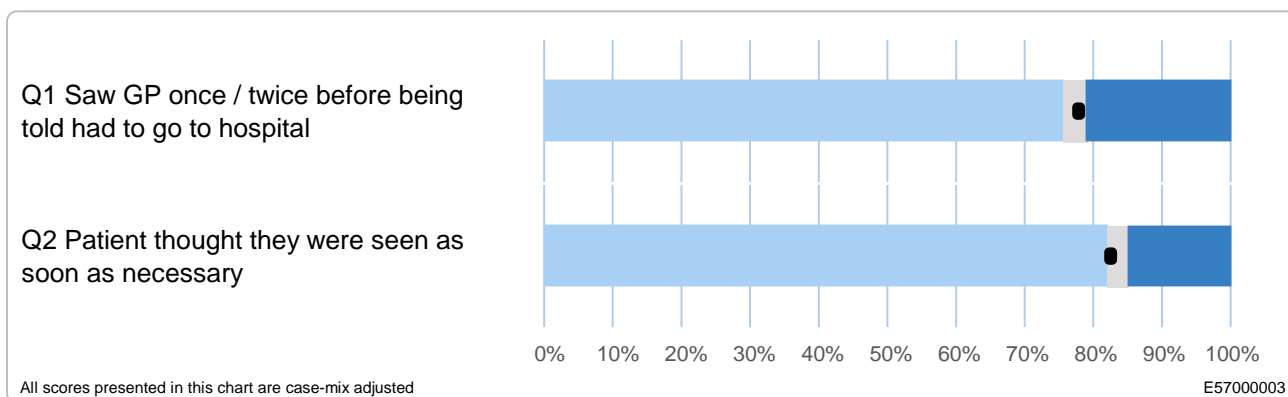
Q52	GP given enough information about patient's condition and treatment	3,048	94%	94%	96%	95%
-----	---	-------	-----	-----	-----	-----

Your overall NHS care

Q54	Hospital and community staff always worked well together	3,390	58%	58%	64%	61%
Q57	Length of time for attending clinics and appointments was right	3,498	64%	65%	73%	69%
Q58	Taking part in cancer research discussed with patient	3,296	44%	26%	37%	31%

Cancer Alliance results

Seeing your GP

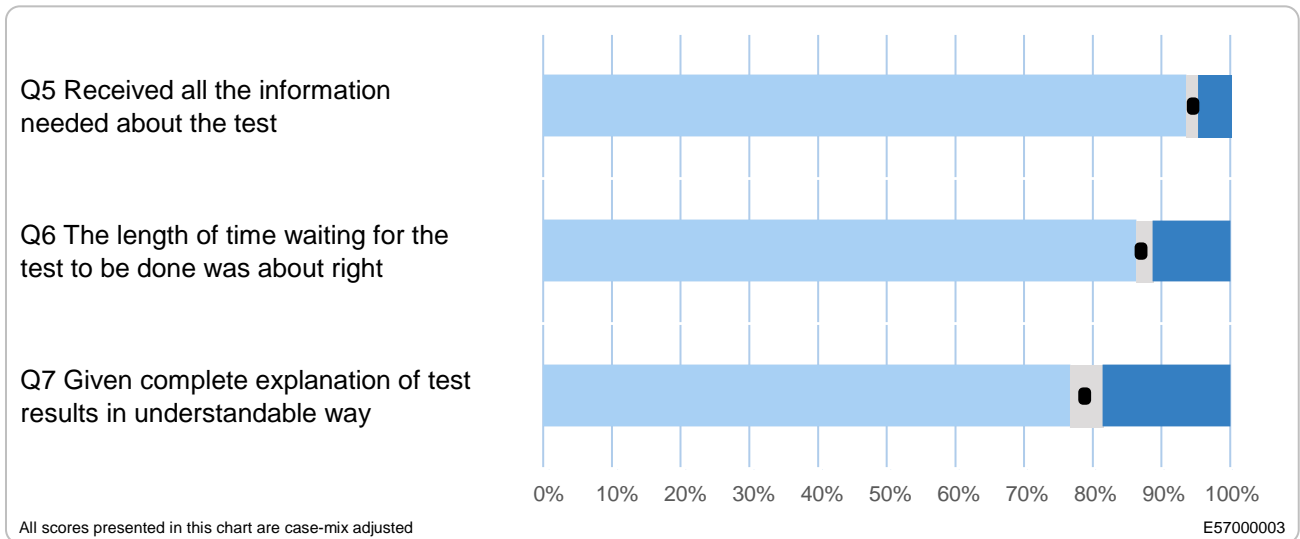


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	2,276	75%	2,410	75%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,199	82%	3,502	80%			82%	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

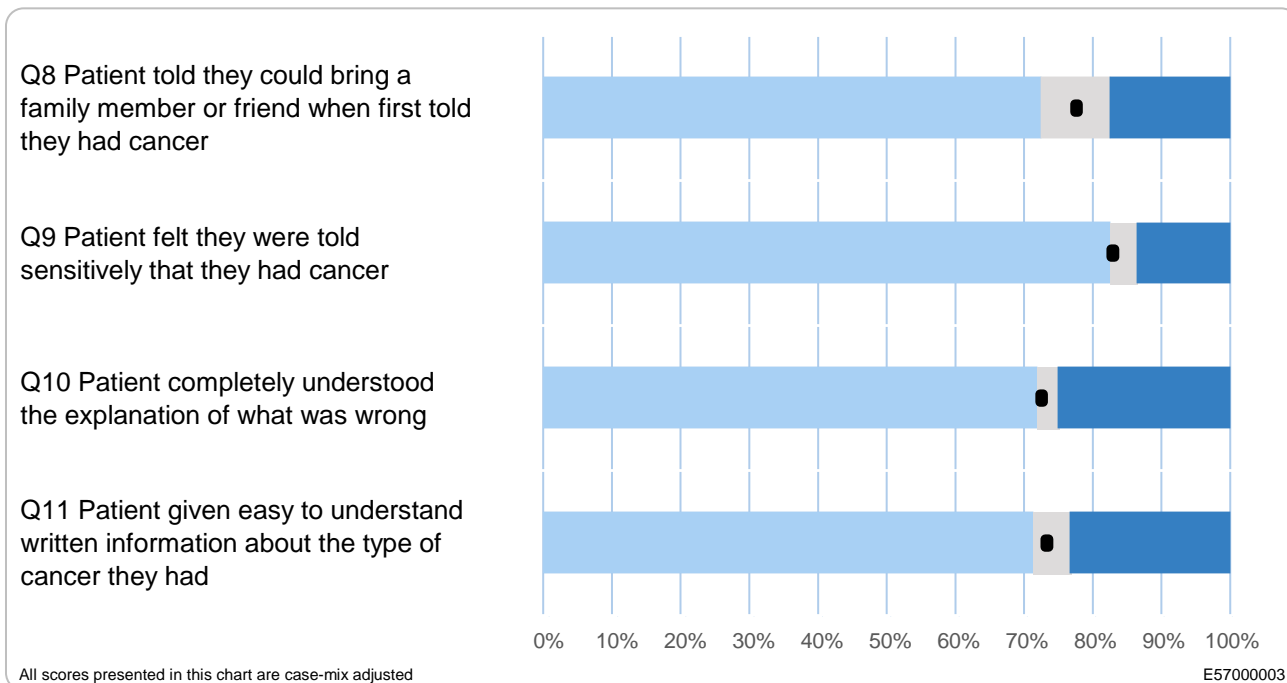


Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q5	Received all the information needed about the test	2,701	94%	2,960	94%			94%	94%	95%	94%
Q6	The length of time waiting for the test to be done was about right	2,724	89%	3,017	86%	↓	↓	87%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	2,753	77%	3,022	77%			79%	77%	82%	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

Finding out what was wrong with you

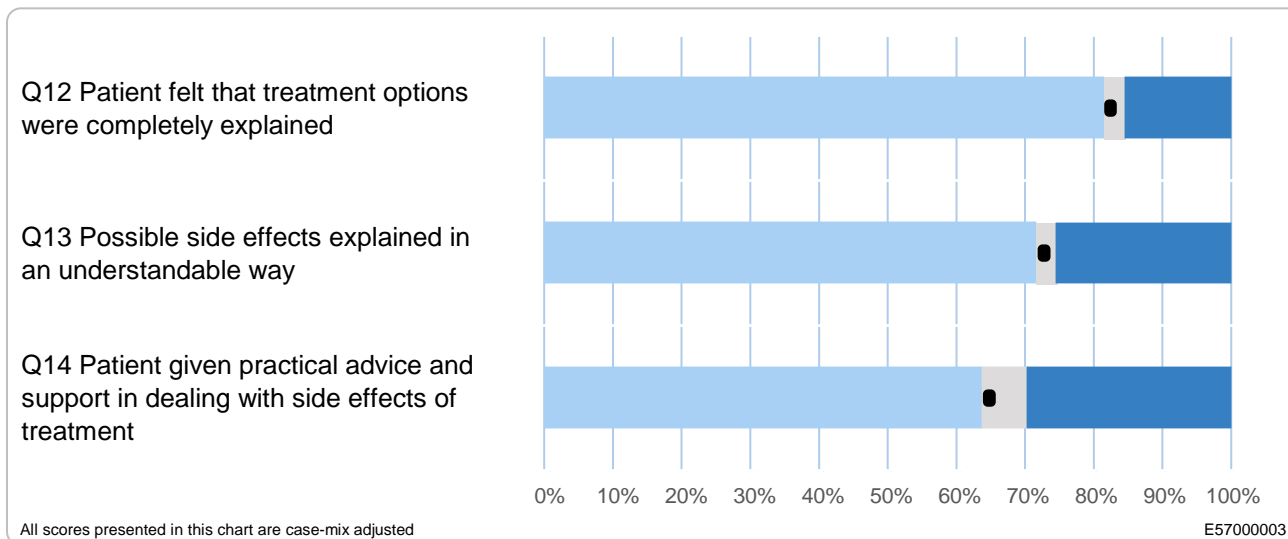


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,983	3,219	77%	77%			77%	73%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	3,195	3,515	83%	82%			83%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	3,250	3,557	70%	71%			72%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	2,835	3,139	71%	72%			73%	71%	77%	74%

↑ 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

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

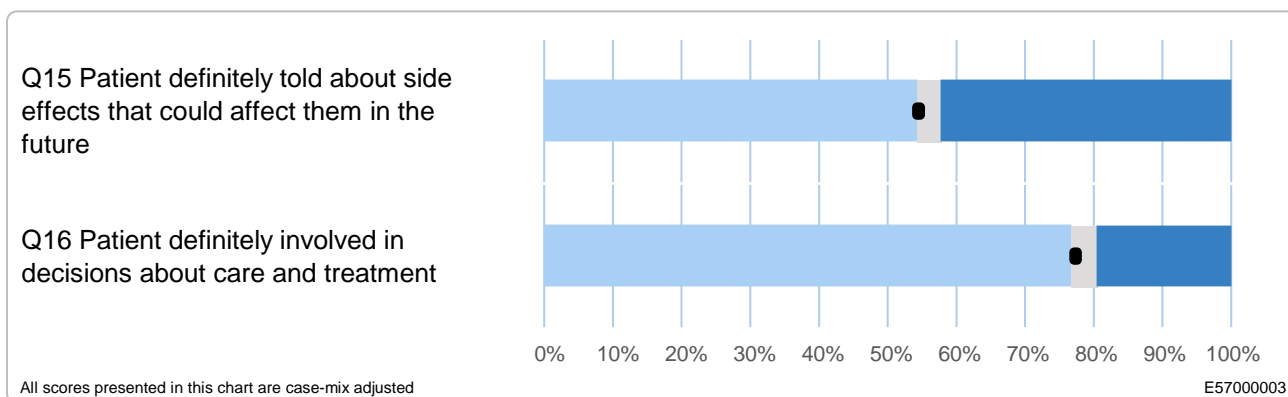


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q12	Patient felt that treatment options were completely explained	2,887	82%	3,207	81%			82%	82%	85%	83%
Q13	Possible side effects explained in an understandable way	3,140	71%	3,421	72%			72%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	3,094	65%	3,398	64%			65%	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)
 (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

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

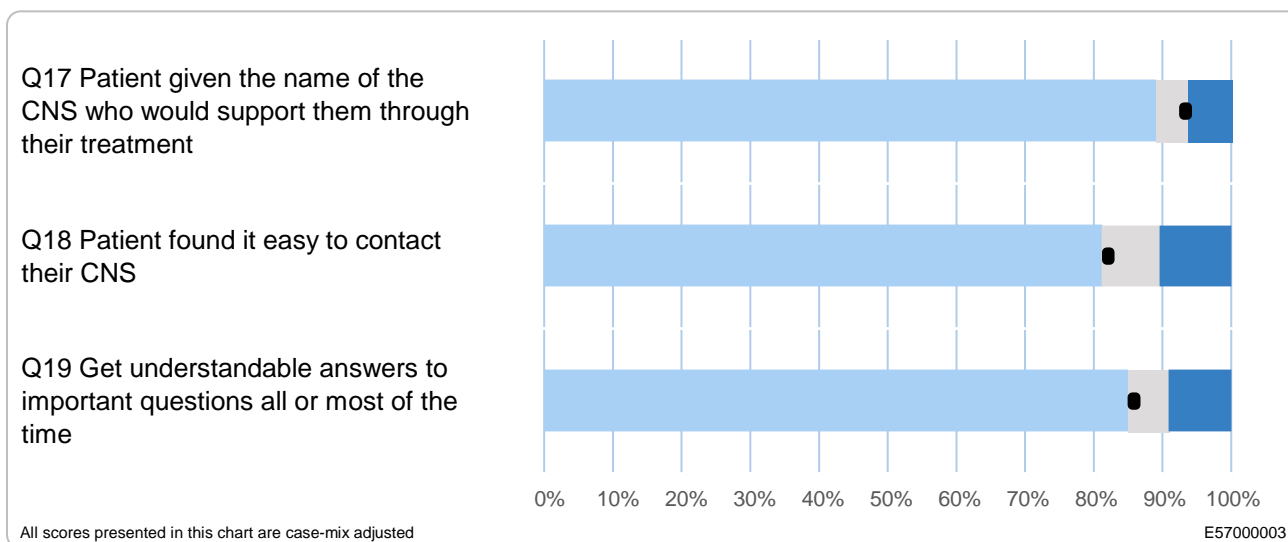


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	2,965	56%	3,234	54%			54%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	3,141	75%	3,458	76%			77%	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

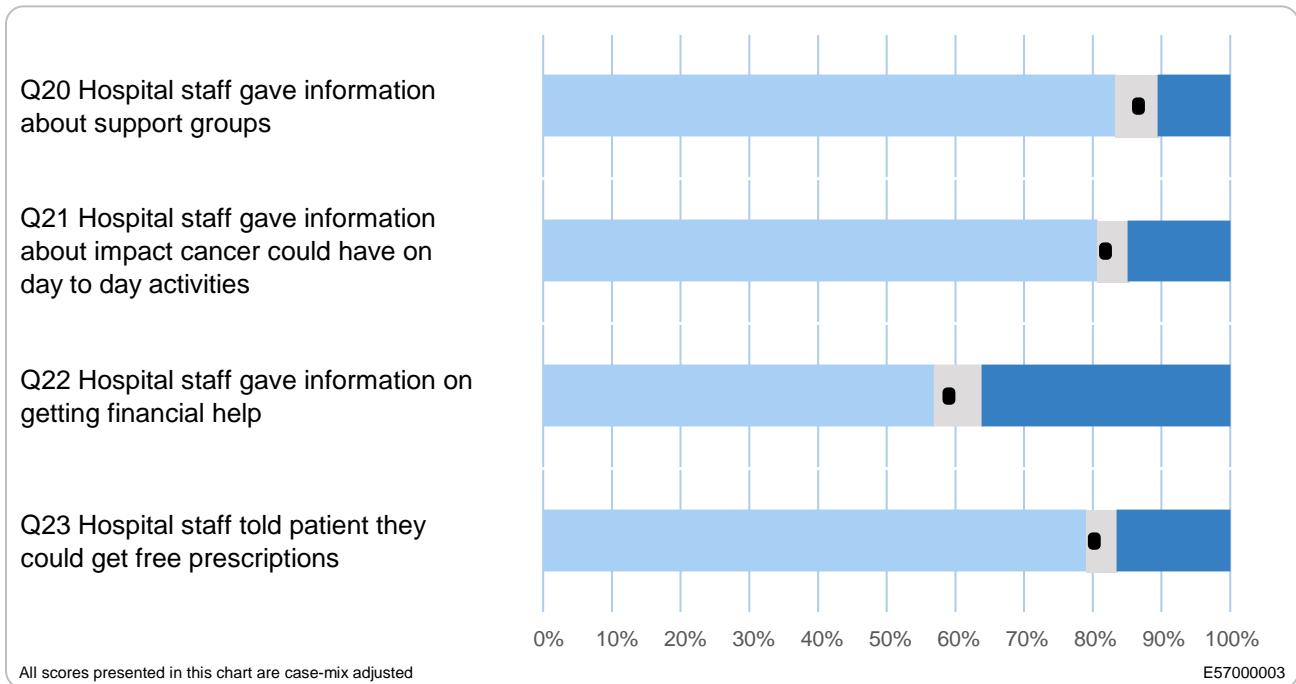


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	3,139	92%	3,424	93%		↑	93%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	2,612	83%	2,910	81%		↓	82%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	2,517	84%	2,767	84%			86%	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

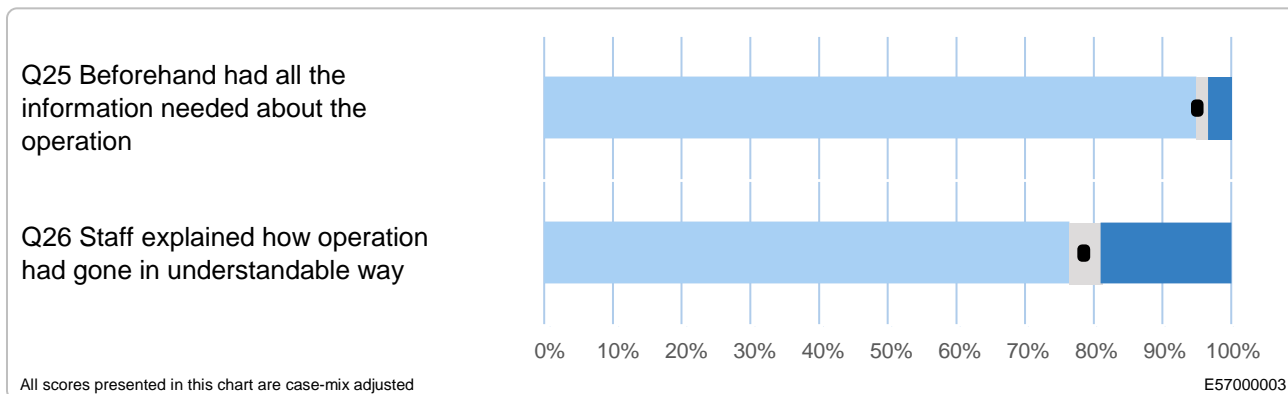


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			National Average Score
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	2,531	86%	2,759	86%			86%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,226	81%	2,451	81%			82%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,684	58%	1,871	59%			59%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,758	80%	1,925	80%			80%	79%	84%	81%

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

Cancer Alliance results

Operations

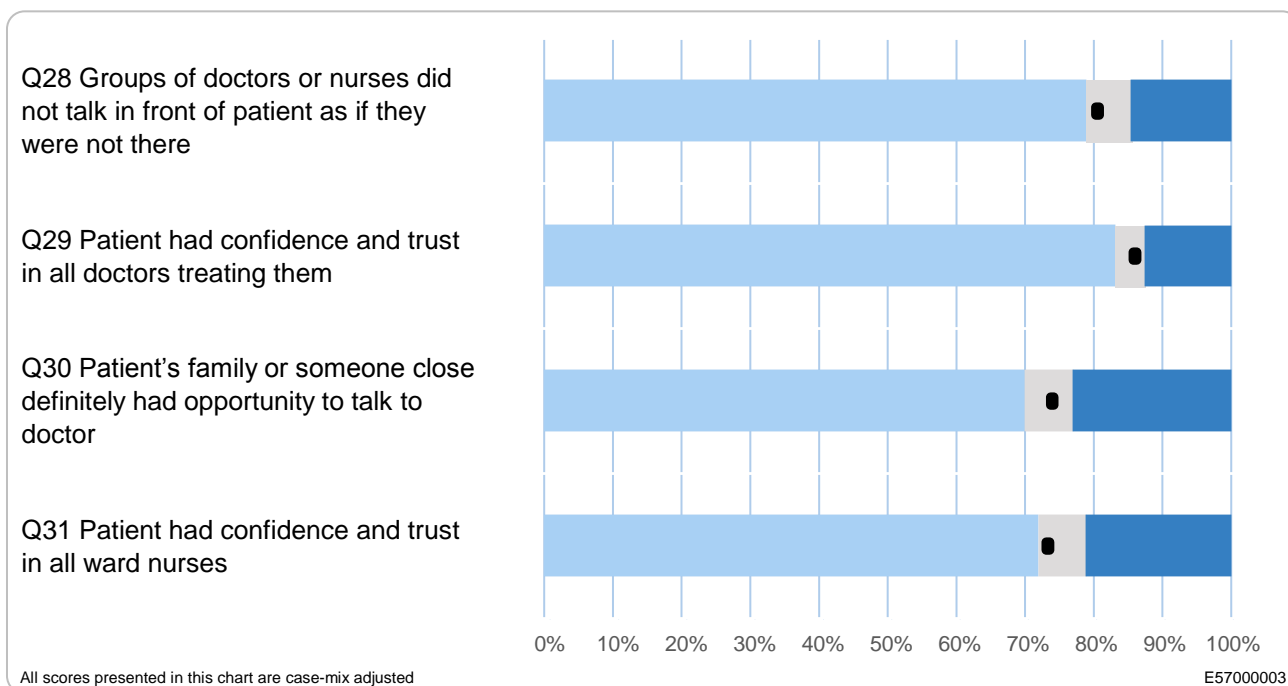


Question	Unadjusted Scores				2018 Case Mix Adjusted						
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q25	Beforehand had all the information needed about the operation	1,608	95%	1,765	95%			95%	97%	96%	
Q26	Staff explained how operation had gone in understandable way	1,606	77%	1,749	77%			78%	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)

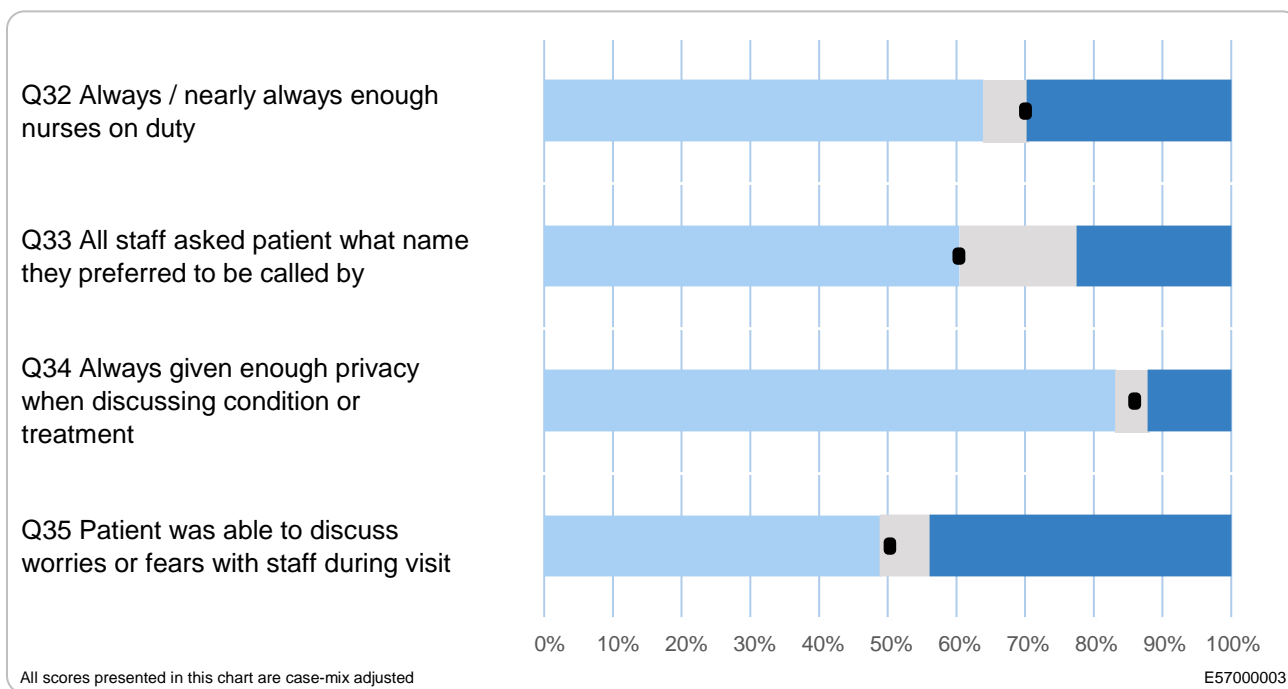


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28	1,841	79%	1,991	78%			80%	79%	85%	82%
Q29	1,852	83%	2,003	85%			86%	83%	87%	85%
Q30	1,535	73%	1,674	74%			74%	70%	77%	74%
Q31	1,853	72%	2,000	72%			73%	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)

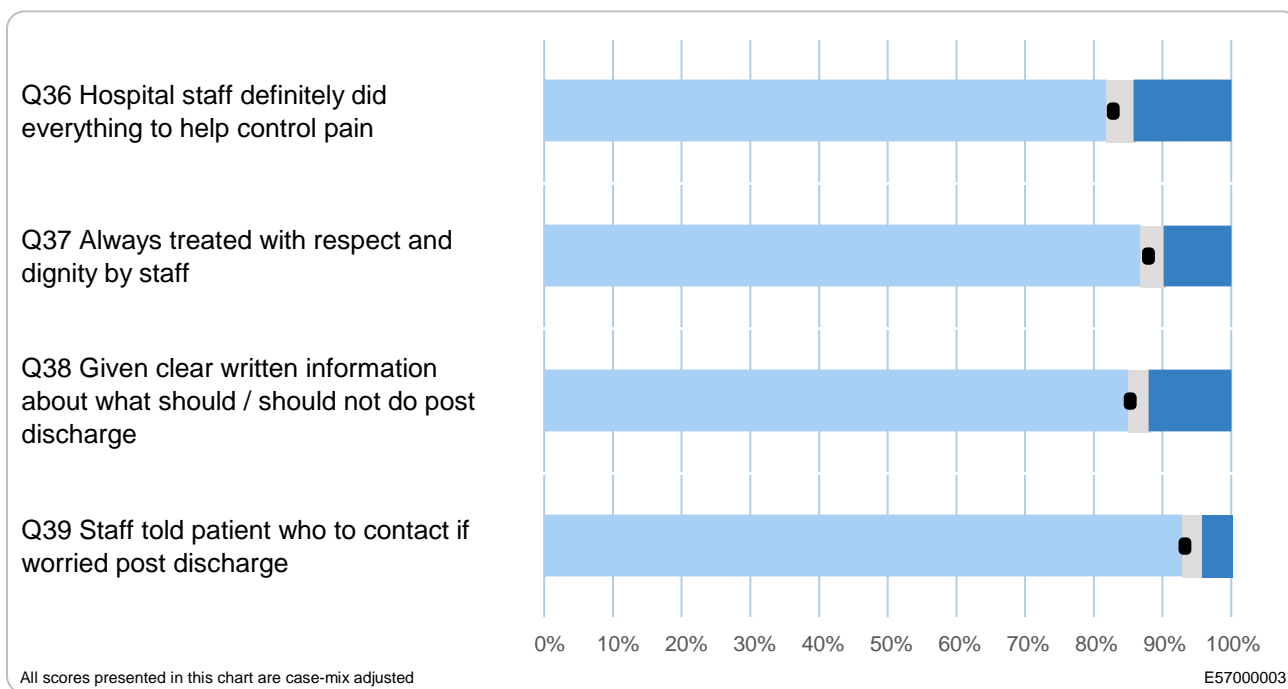


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,845	68%	1,985	68%			70%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	1,823	60%	1,954	58%			60%	61%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,846	85%	1,988	85%			86%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,421	51%	1,499	50%			50%	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)

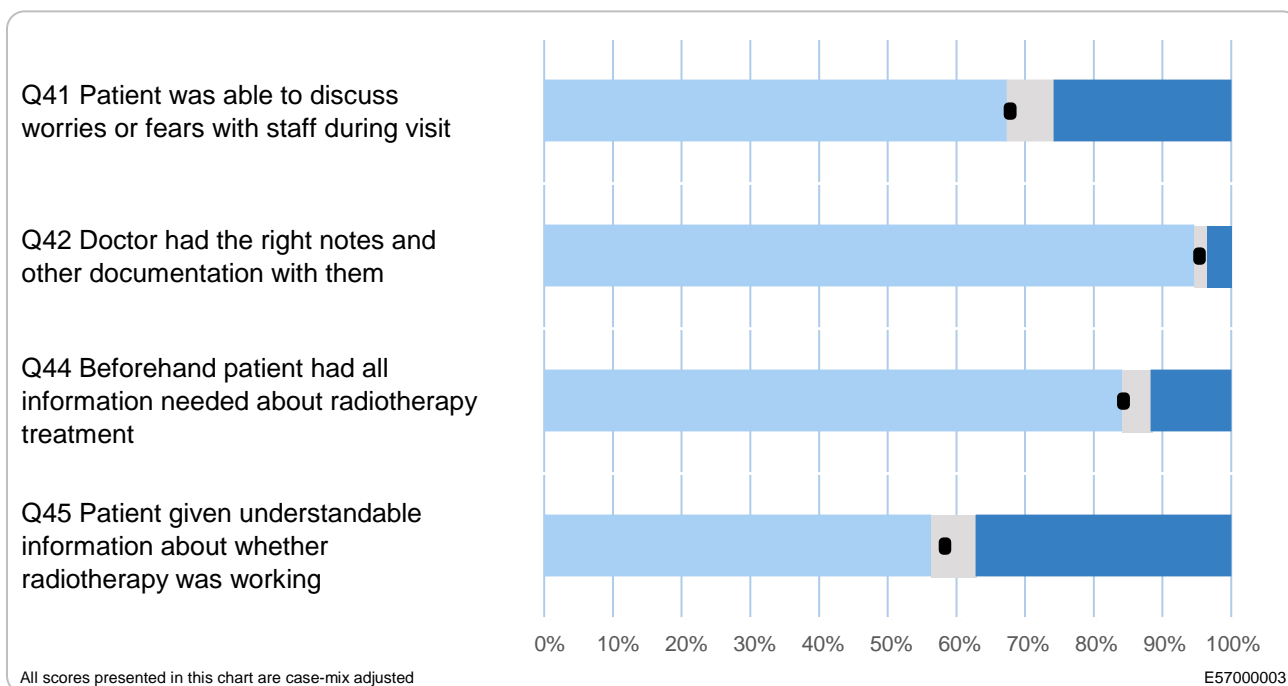


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q36 Hospital staff definitely did everything to help control pain	1,667	82%	1,790	81%			83%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	1,852	87%	2,000	87%			88%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,734	86%	1,837	85%			85%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	1,761	93%	1,884	93%			93%	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)

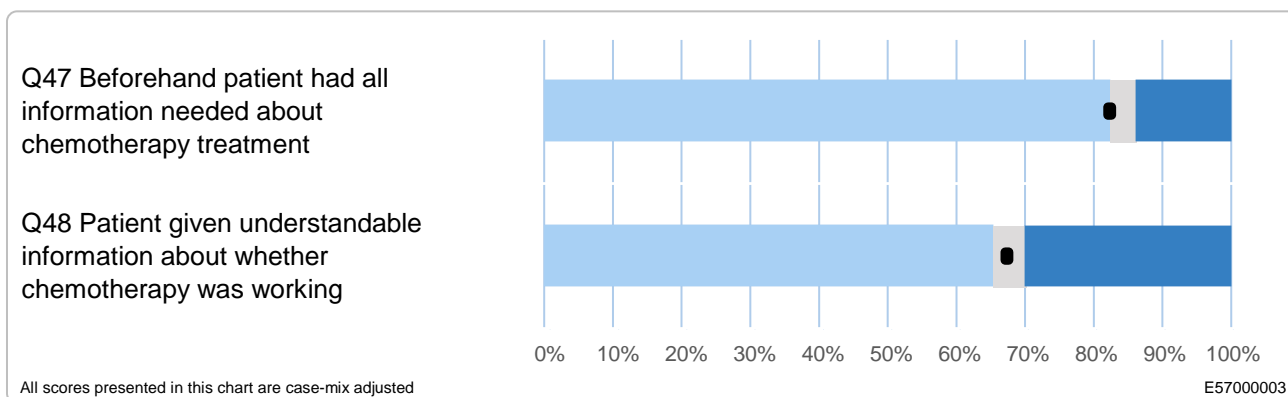


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	2,458	68%	2,664	66%			68%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	2,864	96%	3,130	95%			95%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	855	84%	994	84%			84%	84%	88%	86%
Q45 Patient given understandable information about whether radiotherapy was working	759	62%	875	59%			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)

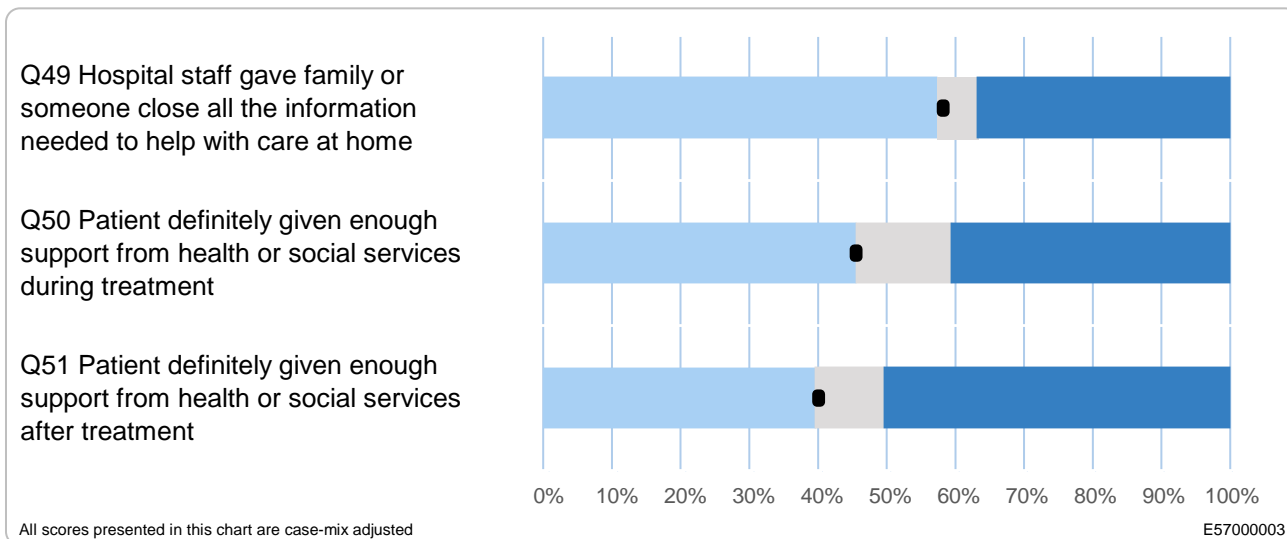


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q47	Beforehand patient had all information needed about chemotherapy treatment	1,677	84%	1,829	82%			82%	86%	84%	
Q48	Patient given understandable information about whether chemotherapy was working	1,566	71%	1,694	68%			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

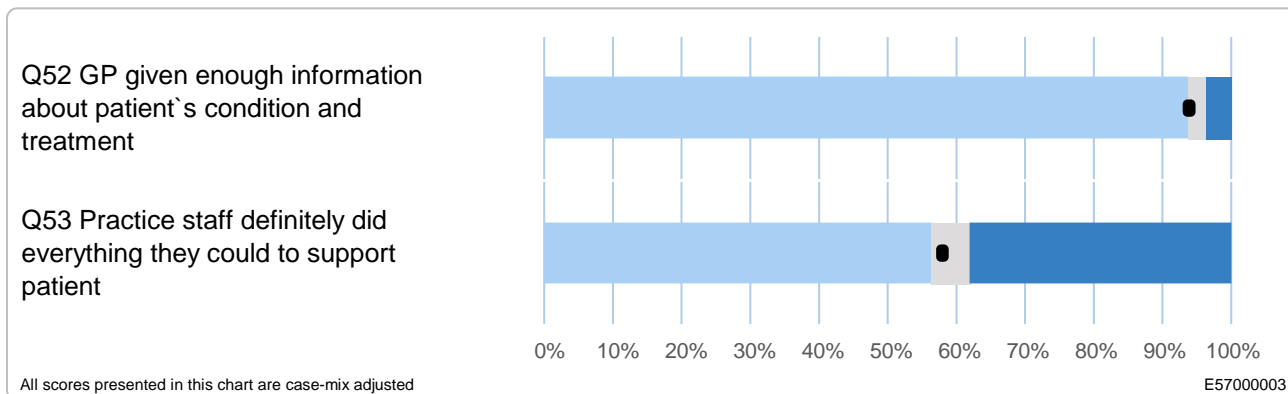


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,459	57%	2,759	58%			58%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,585	46%	1,703	44%			45%	46%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	1,021	40%	1,162	39%			40%	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

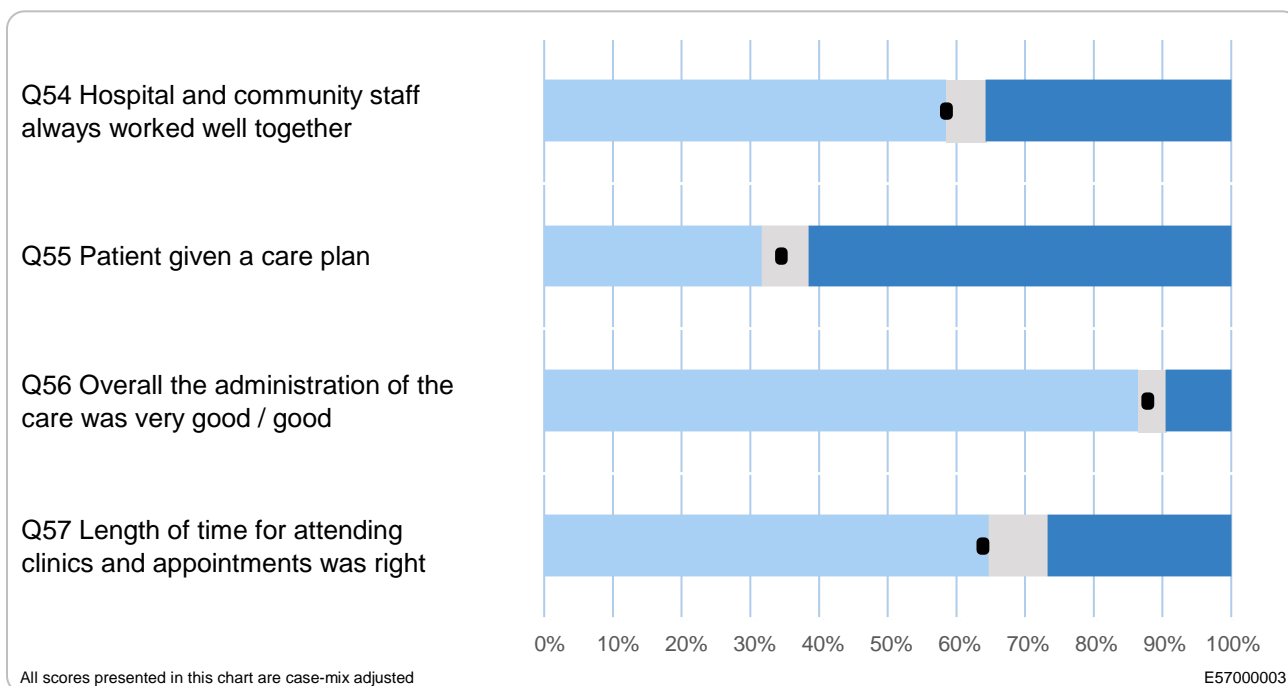


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	2,846	94%	3,048	92%	↓	↓	94%	94%	96%	95%
Q53 Practice staff definitely did everything they could to support patient	2,192	56%	2,349	56%			58%	56%	62%	59%

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

Cancer Alliance results

Your overall NHS care (Part 1 of 2)

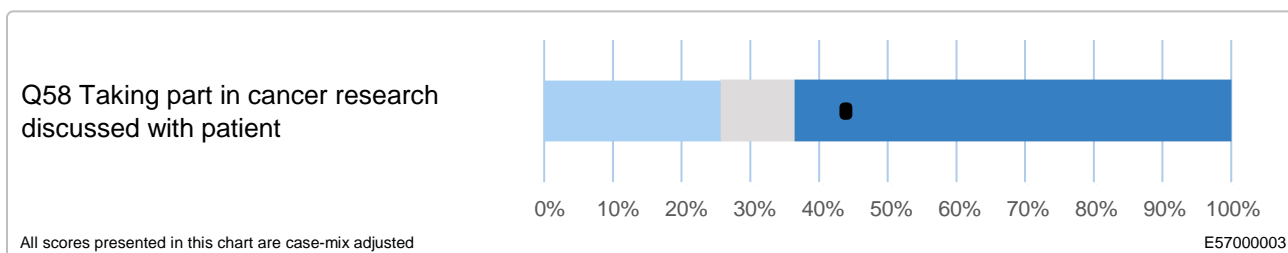


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	3,116	57%	3,390	56%			58%	64%	61%	
Q55 Patient given a care plan	2,420	34%	2,655	36%			34%	39%	35%	
Q56 Overall the administration of the care was very good / good	3,225	90%	3,517	88%	↓		88%	91%	88%	
Q57 Length of time for attending clinics and appointments was right	3,193	63%	3,498	62%			64%	73%	69%	

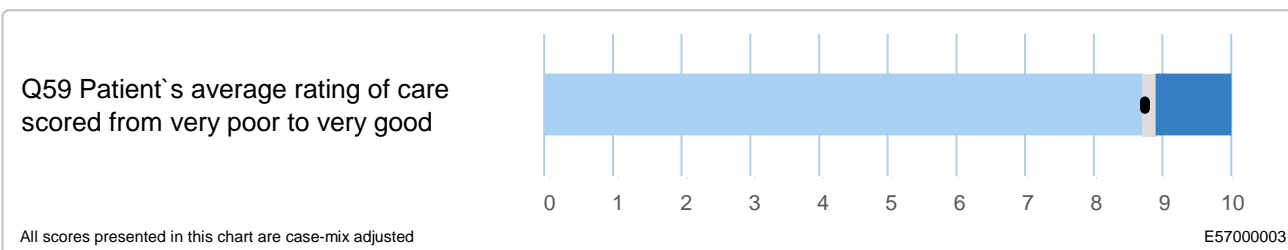
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there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

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				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						
Q58 Taking part in cancer research discussed with patient	3,042	45%	3,296	45%		↑	44%	26%	37%	31%



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						
Q59 Patient's average rating of care scored from very poor to very good	3,116	8.7	3,467	8.7			8.7	8.7	8.9	8.8

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

Comparisons by tumour group for this Cancer Alliance

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

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	58%	68%	73%
Breast	93%	94%	87%	90%
Colorectal / LGT	70%	72%	80%	83%
Gynaecological	70%	75%	74%	79%
Haematological	64%	64%	81%	81%
Head and Neck	77%	79%	75%	80%
Lung	66%	71%	80%	82%
Prostate	80%	81%	83%	85%
Sarcoma	*	66%	67%	71%
Skin	80%	90%	69%	86%
Upper Gastro	61%	72%	73%	78%
Urological	78%	81%	82%	85%
Other	70%	73%	76%	79%
All Cancers	75%	77%	80%	84%

§ These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	94%	95%	88%	91%	80%	82%
Colorectal / LGT	97%	96%	84%	87%	83%	81%
Gynaecological	92%	94%	87%	85%	75%	77%
Haematological	93%	95%	88%	88%	74%	77%
Head and Neck	91%	92%	79%	85%	72%	80%
Lung	94%	94%	87%	87%	76%	79%
Prostate	92%	94%	84%	86%	74%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	89%	96%	85%	90%	79%	83%
Upper Gastro	96%	94%	76%	83%	74%	75%
Urological	96%	94%	88%	87%	80%	79%
Other	94%	95%	86%	86%	76%	76%
All Cancers	94%	94%	86%	88%	77%	79%

§ These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	91%	85%	83%	77%	50%	59%	62%	63%
Breast	81%	82%	86%	89%	75%	77%	76%	78%
Colorectal / LGT	81%	82%	89%	86%	77%	79%	78%	73%
Gynaecological	82%	72%	84%	82%	72%	73%	67%	70%
Haematological	72%	73%	80%	83%	61%	61%	73%	76%
Head and Neck	61%	72%	79%	86%	70%	76%	67%	67%
Lung	78%	79%	78%	82%	73%	76%	64%	67%
Prostate	77%	78%	82%	85%	72%	78%	77%	82%
Sarcoma	77%	70%	81%	79%	50%	61%	52%	57%
Skin	56%	71%	78%	90%	80%	80%	74%	84%
Upper Gastro	82%	79%	77%	80%	66%	73%	63%	66%
Urological	77%	74%	80%	82%	80%	77%	73%	73%
Other	78%	76%	80%	82%	68%	70%	66%	65%
All Cancers	77%	78%	82%	85%	71%	74%	72%	74%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	86%	81%	83%	70%	71%	64%
Breast	82%	84%	74%	75%	62%	69%
Colorectal / LGT	86%	85%	74%	76%	67%	70%
Gynaecological	86%	85%	76%	75%	65%	67%
Haematological	79%	81%	69%	70%	64%	66%
Head and Neck	83%	85%	73%	74%	68%	70%
Lung	82%	84%	73%	74%	66%	69%
Prostate	75%	82%	65%	72%	61%	65%
Sarcoma	65%	79%	62%	72%	54%	62%
Skin	90%	89%	84%	80%	60%	74%
Upper Gastro	86%	81%	74%	72%	69%	68%
Urological	85%	82%	72%	71%	61%	62%
Other	80%	80%	73%	72%	65%	64%
All Cancers	81%	83%	72%	73%	64%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	68%	61%	73%	70%
Breast	54%	56%	76%	79%
Colorectal / LGT	57%	58%	79%	80%
Gynaecological	54%	55%	80%	79%
Haematological	50%	51%	73%	77%
Head and Neck	55%	62%	76%	79%
Lung	56%	56%	78%	79%
Prostate	59%	64%	78%	81%
Sarcoma	40%	52%	61%	75%
Skin	58%	66%	81%	87%
Upper Gastro	53%	54%	70%	76%
Urological	55%	53%	74%	77%
Other	56%	53%	75%	76%
All Cancers	54%	56%	76%	79%

§ These are unadjusted scores

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	83%	94%	*	82%	*	84%
Breast	97%	95%	80%	85%	85%	88%
Colorectal / LGT	93%	92%	85%	88%	84%	89%
Gynaecological	95%	94%	78%	85%	80%	88%
Haematological	93%	92%	84%	88%	83%	89%
Head and Neck	91%	90%	83%	87%	81%	88%
Lung	94%	93%	78%	87%	84%	88%
Prostate	90%	90%	78%	82%	83%	87%
Sarcoma	89%	87%	*	84%	*	87%
Skin	92%	91%	86%	89%	94%	91%
Upper Gastro	91%	93%	79%	85%	86%	87%
Urological	87%	84%	83%	82%	89%	87%
Other	94%	88%	80%	85%	83%	87%
All Cancers	93%	91%	81%	85%	84%	88%

§ These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	91%	91%	84%	86%	62%	65%	73%	82%
Colorectal / LGT	88%	86%	83%	84%	60%	58%	84%	83%
Gynaecological	85%	85%	85%	82%	59%	61%	72%	77%
Haematological	82%	86%	79%	84%	59%	62%	82%	87%
Head and Neck	84%	86%	81%	83%	42%	60%	85%	82%
Lung	82%	86%	81%	81%	69%	71%	87%	85%
Prostate	88%	89%	83%	85%	55%	51%	86%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	89%	89%	71%	84%	67%	60%	72%	72%
Upper Gastro	83%	84%	83%	81%	57%	63%	85%	84%
Urological	84%	79%	79%	75%	49%	44%	72%	68%
Other	82%	82%	79%	78%	61%	58%	85%	80%
All Cancers	86%	86%	81%	83%	59%	60%	80%	81%

[§] These are unadjusted scores

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	70%
Breast	95%	96%	75%	79%
Colorectal / LGT	96%	96%	85%	83%
Gynaecological	98%	96%	84%	81%
Haematological	90%	94%	78%	77%
Head and Neck	96%	95%	66%	78%
Lung	98%	95%	80%	78%
Prostate	94%	95%	74%	75%
Sarcoma	*	94%	*	78%
Skin	93%	97%	77%	84%
Upper Gastro	92%	95%	78%	80%
Urological	95%	95%	76%	76%
Other	92%	95%	81%	78%
All Cancers	95%	96%	77%	79%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

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

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	69%	71%	49%	64%	85%	87%	50%	56%
Colorectal / LGT	69%	62%	61%	71%	87%	85%	54%	54%
Gynaecological	70%	67%	63%	67%	86%	84%	52%	51%
Haematological	68%	64%	63%	71%	85%	86%	49%	55%
Head and Neck	64%	66%	60%	69%	88%	87%	50%	55%
Lung	67%	70%	68%	74%	83%	85%	53%	52%
Prostate	72%	73%	58%	69%	87%	88%	43%	51%
Sarcoma	*	64%	*	66%	*	85%	50%	46%
Skin	85%	80%	48%	72%	94%	91%	*	59%
Upper Gastro	70%	61%	68%	75%	87%	84%	58%	51%
Urological	70%	69%	58%	73%	86%	85%	50%	47%
Other	65%	62%	63%	68%	80%	82%	50%	48%
All Cancers	68%	67%	58%	69%	85%	86%	50%	53%

§ These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	82%	*	84%	*	86%	*	94%
Breast	81%	86%	88%	89%	90%	92%	96%	96%
Colorectal / LGT	86%	85%	85%	87%	84%	84%	93%	94%
Gynaecological	82%	83%	86%	87%	91%	88%	95%	95%
Haematological	80%	83%	88%	90%	80%	81%	94%	95%
Head and Neck	84%	83%	82%	87%	85%	88%	88%	93%
Lung	78%	84%	88%	89%	78%	84%	90%	92%
Prostate	84%	84%	91%	91%	88%	90%	91%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	81%	88%	88%	93%	83%	91%	97%	96%
Upper Gastro	83%	82%	87%	86%	86%	82%	93%	94%
Urological	75%	81%	87%	89%	81%	86%	88%	91%
Other	82%	81%	86%	87%	79%	83%	90%	92%
All Cancers	81%	84%	87%	89%	85%	87%	93%	94%

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	95%	94%	*	88%	*	47%
Breast	64%	70%	94%	96%	86%	88%	60%	61%
Colorectal / LGT	63%	73%	96%	96%	79%	84%	62%	57%
Gynaecological	70%	71%	99%	96%	89%	86%	73%	61%
Haematological	68%	74%	95%	96%	84%	83%	56%	59%
Head and Neck	60%	73%	96%	96%	82%	86%	66%	61%
Lung	69%	69%	95%	95%	81%	85%	52%	56%
Prostate	69%	73%	92%	95%	83%	87%	50%	61%
Sarcoma	*	63%	92%	94%	*	82%	*	65%
Skin	67%	74%	96%	97%	*	85%	*	72%
Upper Gastro	70%	70%	98%	95%	79%	82%	53%	53%
Urological	70%	67%	97%	95%	85%	82%	57%	55%
Other	64%	68%	95%	95%	84%	85%	60%	60%
All Cancers	66%	71%	95%	96%	84%	86%	59%	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	82%	83%	63%	64%
Colorectal / LGT	83%	85%	65%	64%
Gynaecological	84%	86%	71%	68%
Haematological	80%	85%	73%	75%
Head and Neck	65%	79%	*	54%
Lung	83%	84%	64%	67%
Prostate	86%	85%	79%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	91%	84%	66%	61%
Urological	77%	82%	65%	65%
Other	84%	85%	67%	70%
All Cancers	82%	84%	68%	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	70%	60%	*	50%	*	48%
Breast	56%	59%	40%	54%	32%	42%
Colorectal / LGT	61%	63%	55%	60%	44%	52%
Gynaecological	63%	59%	44%	47%	39%	38%
Haematological	59%	63%	44%	52%	39%	44%
Head and Neck	57%	63%	55%	56%	53%	53%
Lung	62%	60%	47%	52%	46%	43%
Prostate	54%	60%	39%	46%	36%	40%
Sarcoma	56%	55%	*	49%	*	45%
Skin	59%	67%	50%	60%	*	59%
Upper Gastro	66%	60%	51%	53%	41%	48%
Urological	59%	59%	36%	47%	36%	44%
Other	52%	56%	40%	52%	40%	44%
All Cancers	58%	60%	44%	53%	39%	45%

[§] These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	88%	*	51%
Breast	91%	96%	54%	59%
Colorectal / LGT	96%	95%	59%	58%
Gynaecological	95%	95%	52%	57%
Haematological	92%	95%	56%	58%
Head and Neck	88%	93%	61%	58%
Lung	90%	94%	64%	58%
Prostate	92%	95%	63%	64%
Sarcoma	*	95%	*	53%
Skin	90%	97%	64%	67%
Upper Gastro	93%	94%	60%	58%
Urological	94%	95%	62%	61%
Other	93%	94%	47%	56%
All Cancers	92%	95%	56%	59%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	33%	45%	52%	33%	79%	84%	46%	59%
Breast	56%	61%	42%	39%	89%	90%	58%	68%
Colorectal / LGT	56%	61%	35%	38%	87%	88%	65%	72%
Gynaecological	51%	58%	39%	31%	89%	87%	59%	69%
Haematological	60%	64%	36%	35%	90%	91%	60%	66%
Head and Neck	55%	61%	40%	37%	84%	88%	62%	71%
Lung	55%	62%	33%	31%	89%	89%	69%	71%
Prostate	58%	65%	31%	36%	86%	87%	70%	75%
Sarcoma	41%	54%	33%	28%	86%	86%	71%	64%
Skin	62%	71%	31%	42%	93%	91%	65%	73%
Upper Gastro	62%	59%	38%	35%	90%	86%	64%	68%
Urological	60%	62%	27%	30%	86%	85%	70%	75%
Other	52%	57%	32%	30%	84%	87%	53%	63%
All Cancers	56%	61%	36%	35%	88%	88%	62%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	50%	39%	8.3	8.4
Breast	50%	31%	8.7	8.9
Colorectal / LGT	47%	33%	8.7	8.8
Gynaecological	47%	37%	8.8	8.8
Haematological	40%	32%	8.7	8.9
Head and Neck	32%	23%	8.5	8.8
Lung	44%	35%	8.7	8.8
Prostate	50%	33%	8.5	8.8
Sarcoma	50%	40%	8.1	8.6
Skin	22%	16%	8.9	9.0
Upper Gastro	39%	35%	8.7	8.7
Urological	34%	21%	8.6	8.7
Other	52%	32%	8.6	8.7
All Cancers	45%	31%	8.7	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
E57000003	7,240	503	6,737	2,915	196	3,626	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	24
Breast	844
Colorectal / LGT	311
Gynaecological	199
Haematological	670
Head and Neck	117
Lung	215
Prostate	336
Sarcoma	28
Skin	81
Upper Gastro	149
Urological	232
Other	420

* 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	5	25	44	103	335	553	391	82	1,538
Female	11	37	135	328	528	594	375	80	2,088
Total	16	62	179	431	863	1,147	766	162	3,626

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Expected Range Summary - Trusts

Trust		Expected Range Classification	
RPY	The Royal Marsden NHS Foundation Trust	2	21
RVR	Epsom and St Helier University Hospitals NHS Trust	2	2
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	1	
RJ6	Croydon Health Services NHS Trust	5	3
RT3	Royal Brompton & Harefield NHS Foundation Trust	3	
RAX	Kingston Hospital NHS Foundation Trust	3	
R1K	London North West Healthcare NHS Trust	9	2
RJ7	St George's University Hospitals NHS Foundation Trust	9	1
RAS	The Hillingdon Hospitals NHS Foundation Trust	9	
RYJ	Imperial College Healthcare NHS Trust	27	1

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	70,942	8.80	
E57000003	National Cancer Vanguard: North West and South West London	3,467	8.74	
RPY	The Royal Marsden NHS Foundation Trust	1,837	9.00	
RVR	Epsom and St Helier University Hospitals NHS Trust	187	8.90	
RAX	Kingston Hospital NHS Foundation Trust	189	8.85	
RJ7	St George's University Hospitals NHS Foundation Trust	643	8.73	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	133	8.66	
RYJ	Imperial College Healthcare NHS Trust	777	8.62	
R1K	London North West University Healthcare NHS Trust	329	8.61	
RJ6	Croydon Health Services NHS Trust	107	8.58	
RAS	The Hillingdon Hospitals NHS Foundation Trust	124	8.53	
RT3	Royal Brompton & Harefield NHS Foundation Trust	43	8.48	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Dashboard Questions - Trusts

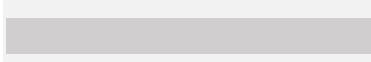
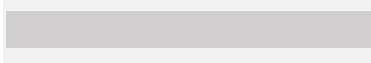
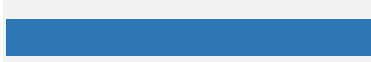

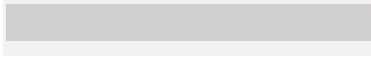


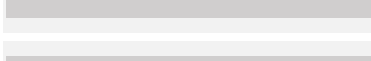
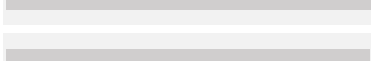
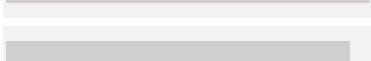
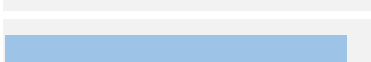

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E57000003	National Cancer Vanguard: North West and South West London	3,458	77%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	43	84%	
RJ7	St George's University Hospitals NHS Foundation Trust	631	81%	
RVR	Epsom and St Helier University Hospitals NHS Trust	183	80%	
RPY	The Royal Marsden NHS Foundation Trust	1,856	79%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	135	78%	
RJ6	Croydon Health Services NHS Trust	107	78%	
RYJ	Imperial College Healthcare NHS Trust	775	77%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	122	76%	
RAX	Kingston Hospital NHS Foundation Trust	179	73%	
R1K	London North West University Healthcare NHS Trust	328	73%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Dashboard Questions - Trusts

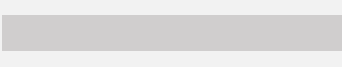
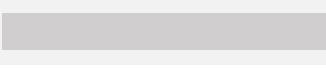

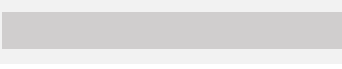
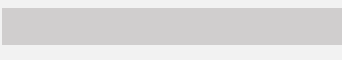
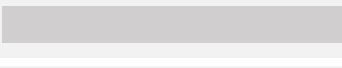



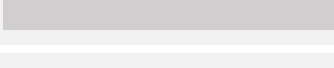
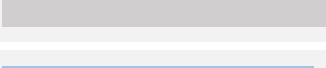
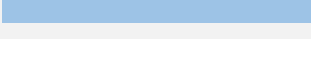
Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	69,892	91%	
E57000003	National Cancer Vanguard: North West and South West London	3,424	93%	
RJ7	St George's University Hospitals NHS Foundation Trust	628	95%	
RPY	The Royal Marsden NHS Foundation Trust	1,823	95%	
RVR	Epsom and St Helier University Hospitals NHS Trust	181	94%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	43	94%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	139	93%	
RAX	Kingston Hospital NHS Foundation Trust	174	92%	
RYJ	Imperial College Healthcare NHS Trust	768	92%	
R1K	London North West University Healthcare NHS Trust	331	91%	
RJ6	Croydon Health Services NHS Trust	100	86%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	125	85%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Dashboard Questions - Trusts

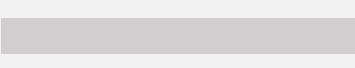
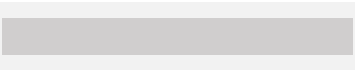

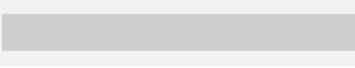
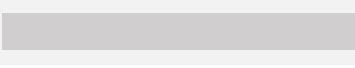
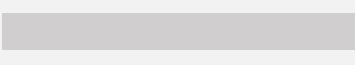
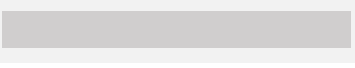
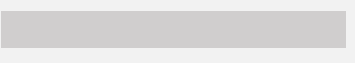

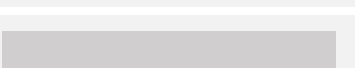
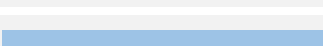
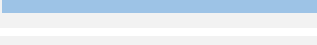
Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	56,809	85%	
E57000003	National Cancer Vanguard: North West and South West London	2,910	82%	
RJ6	Croydon Health Services NHS Trust	80	95%	
RVR	Epsom and St Helier University Hospitals NHS Trust	144	87%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	95	87%	
R1K	London North West University Healthcare NHS Trust	276	86%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	31	86%	
RAX	Kingston Hospital NHS Foundation Trust	133	84%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	124	84%	
RPY	The Royal Marsden NHS Foundation Trust	1,577	83%	
RJ7	St George's University Hospitals NHS Foundation Trust	553	83%	
RYJ	Imperial College Healthcare NHS Trust	651	78%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Dashboard Questions - Trusts

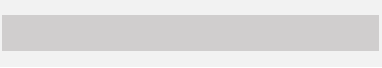
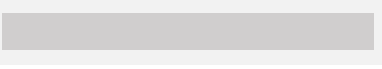

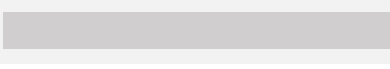
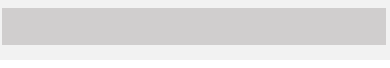
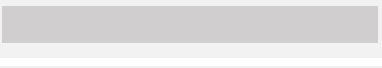



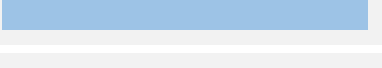
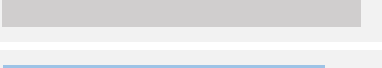
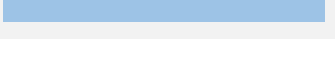
Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	43,433	89%	
E57000003	National Cancer Vanguard: North West and South West London	2,000	88%	
RPY	The Royal Marsden NHS Foundation Trust	877	94%	
RVR	Epsom and St Helier University Hospitals NHS Trust	97	89%	
R1K	London North West University Healthcare NHS Trust	204	89%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	83	88%	
RAX	Kingston Hospital NHS Foundation Trust	115	87%	
RYJ	Imperial College Healthcare NHS Trust	491	86%	
RJ7	St George's University Hospitals NHS Foundation Trust	410	84%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	42	83%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	78	81%	
RJ6	Croydon Health Services NHS Trust	67	79%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West 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%	
E57000003	National Cancer Vanguard: North West and South West London	1,884	93%	
RPY	The Royal Marsden NHS Foundation Trust	847	97%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	78	97%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	36	96%	
R1K	London North West University Healthcare NHS Trust	190	94%	
RAX	Kingston Hospital NHS Foundation Trust	112	93%	
RJ7	St George's University Hospitals NHS Foundation Trust	368	92%	
RVR	Epsom and St Helier University Hospitals NHS Trust	91	92%	
RYJ	Imperial College Healthcare NHS Trust	461	92%	
RJ6	Croydon Health Services NHS Trust	65	90%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	73	81%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

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%	
E57000003	National Cancer Vanguard: North West and South West London	2,349	58%	
RVR	Epsom and St Helier University Hospitals NHS Trust	116	65%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	95	64%	
RJ6	Croydon Health Services NHS Trust	57	59%	
RJ7	St George's University Hospitals NHS Foundation Trust	430	58%	
R1K	London North West University Healthcare NHS Trust	229	57%	
RPY	The Royal Marsden NHS Foundation Trust	1,288	56%	
RYJ	Imperial College Healthcare NHS Trust	541	56%	
RAX	Kingston Hospital NHS Foundation Trust	104	54%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	66	54%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	34	48%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Expected Range Summary - CCGs

CCG		Expected Range Classification		
08T	NHS Sutton CCG	4	39	9
07V	NHS Croydon CCG		49	3
08J	NHS Kingston CCG		50	2
08R	NHS Merton CCG		50	2
08C	NHS Hammersmith and Fulham CCG	3	47	2
07P	NHS Brent CCG	3	48	1
08E	NHS Harrow CCG	2	50	
09A	NHS Central London (Westminster) CCG	3	49	
08Y	NHS West London CCG	5	46	1
07Y	NHS Hounslow CCG	5	47	
08X	NHS Wandsworth CCG	6	45	1
08P	NHS Richmond CCG	7	45	
07W	NHS Ealing CCG	10	41	1
08G	NHS Hillingdon CCG	21	31	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West 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	
E57000003	National Cancer Vanguard: North West and South West London	3,467	8.74	
08J	NHS Kingston CCG	224	8.97	
08T	NHS Sutton CCG	317	8.96	
07V	NHS Croydon CCG	442	8.86	
08C	NHS Hammersmith and Fulham CCG	142	8.78	
08P	NHS Richmond CCG	295	8.76	
09A	NHS Central London (Westminster) CCG	118	8.72	
08R	NHS Merton CCG	244	8.70	
07Y	NHS Hounslow CCG	200	8.69	
08Y	NHS West London CCG	130	8.69	
08E	NHS Harrow CCG	252	8.68	
07P	NHS Brent CCG	239	8.65	
08X	NHS Wandsworth CCG	275	8.62	
07W	NHS Ealing CCG	309	8.59	
08G	NHS Hillingdon CCG	280	8.51	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West 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%	
E57000003	National Cancer Vanguard: North West and South West London	3,458	77%	
09A	NHS Central London (Westminster) CCG	125	81%	
08J	NHS Kingston CCG	226	81%	
08R	NHS Merton CCG	236	80%	
07V	NHS Croydon CCG	437	79%	
08T	NHS Sutton CCG	325	79%	
08P	NHS Richmond CCG	296	78%	
07W	NHS Ealing CCG	298	78%	
08C	NHS Hammersmith and Fulham CCG	147	77%	
07Y	NHS Hounslow CCG	197	76%	
07P	NHS Brent CCG	245	75%	
08X	NHS Wandsworth CCG	271	75%	
08E	NHS Harrow CCG	244	75%	
08Y	NHS West London CCG	135	74%	
08G	NHS Hillingdon CCG	276	71%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Dashboard Questions - CCGs

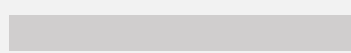
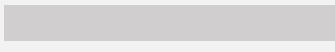
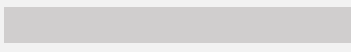
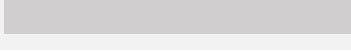



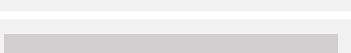
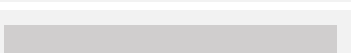
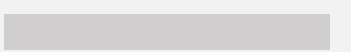
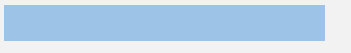
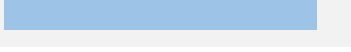
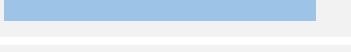

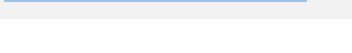

Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	69,892	91%	
E57000003	National Cancer Vanguard: North West and South West London	3,424	93%	
08T	NHS Sutton CCG	318	96%	
08R	NHS Merton CCG	234	96%	
08P	NHS Richmond CCG	297	95%	
07P	NHS Brent CCG	238	95%	
08X	NHS Wandsworth CCG	265	94%	
08J	NHS Kingston CCG	222	94%	
07V	NHS Croydon CCG	425	94%	
08C	NHS Hammersmith and Fulham CCG	146	93%	
07W	NHS Ealing CCG	301	93%	
08E	NHS Harrow CCG	246	92%	
07Y	NHS Hounslow CCG	195	92%	
09A	NHS Central London (Westminster) CCG	121	92%	
08Y	NHS West London CCG	134	91%	
08G	NHS Hillingdon CCG	282	87%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Dashboard Questions - CCGs

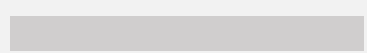
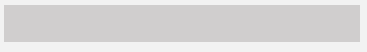
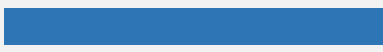




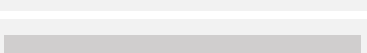
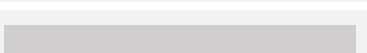

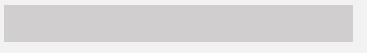
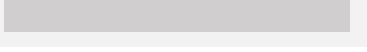

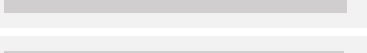


Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E57000003	National Cancer Vanguard: North West and South West London	2,910	82%	
08T	NHS Sutton CCG	258	87%	
08G	NHS Hillingdon CCG	222	86%	
07V	NHS Croydon CCG	361	85%	
08E	NHS Harrow CCG	209	84%	
08R	NHS Merton CCG	208	83%	
08J	NHS Kingston CCG	188	83%	
07W	NHS Ealing CCG	258	82%	
07Y	NHS Hounslow CCG	166	82%	
08Y	NHS West London CCG	111	80%	
08P	NHS Richmond CCG	254	79%	
07P	NHS Brent CCG	213	77%	
09A	NHS Central London (Westminster) CCG	105	77%	
08X	NHS Wandsworth CCG	229	76%	
08C	NHS Hammersmith and Fulham CCG	128	75%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West London

Annex (continued)
Dashboard Questions - CCGs

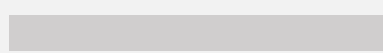
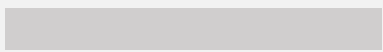




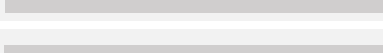

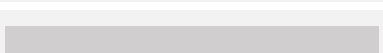

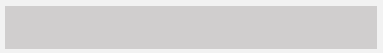

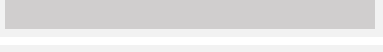
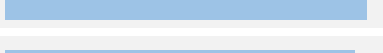
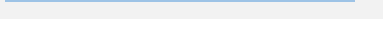

Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	43,433	89%	
E57000003	National Cancer Vanguard: North West and South West London	2,000	88%	
08T	NHS Sutton CCG	168	94%	
09A	NHS Central London (Westminster) CCG	76	90%	
08J	NHS Kingston CCG	124	90%	
07W	NHS Ealing CCG	184	90%	
08Y	NHS West London CCG	80	90%	
08C	NHS Hammersmith and Fulham CCG	81	89%	
07V	NHS Croydon CCG	231	88%	
07Y	NHS Hounslow CCG	111	87%	
07P	NHS Brent CCG	155	87%	
08E	NHS Harrow CCG	158	86%	
08P	NHS Richmond CCG	174	85%	
08R	NHS Merton CCG	134	85%	
08G	NHS Hillingdon CCG	170	85%	
08X	NHS Wandsworth CCG	154	84%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West 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%	
E57000003	National Cancer Vanguard: North West and South West London	1,884	93%	
07Y	NHS Hounslow CCG	103	97%	
08J	NHS Kingston CCG	123	96%	
08R	NHS Merton CCG	121	96%	
08E	NHS Harrow CCG	146	95%	
07P	NHS Brent CCG	142	95%	
07V	NHS Croydon CCG	221	95%	
08T	NHS Sutton CCG	160	94%	
08C	NHS Hammersmith and Fulham CCG	79	92%	
08Y	NHS West London CCG	76	92%	
08X	NHS Wandsworth CCG	139	92%	
07W	NHS Ealing CCG	175	92%	
09A	NHS Central London (Westminster) CCG	71	91%	
08P	NHS Richmond CCG	167	89%	
08G	NHS Hillingdon CCG	161	86%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: North West and South West 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%	
E57000003	National Cancer Vanguard: North West and South West London	2,349	58%	
08T	NHS Sutton CCG	211	63%	
08Y	NHS West London CCG	88	62%	
09A	NHS Central London (Westminster) CCG	83	61%	
08X	NHS Wandsworth CCG	203	61%	
07P	NHS Brent CCG	176	61%	
08J	NHS Kingston CCG	144	58%	
07V	NHS Croydon CCG	279	58%	
07Y	NHS Hounslow CCG	132	58%	
08C	NHS Hammersmith and Fulham CCG	104	57%	
07W	NHS Ealing CCG	213	56%	
08R	NHS Merton CCG	165	56%	
08P	NHS Richmond CCG	196	55%	
08E	NHS Harrow CCG	179	53%	
08G	NHS Hillingdon CCG	176	49%	

Annex

Methodology

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2018.

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

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

The fieldwork for the survey was undertaken between October 2018 and March 2019.

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

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

Further information

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

www.ncpes.co.uk/reports/2018-reports

Redevelopment of the 2018 survey

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

Official Statistics

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

Annex (continued)

Scoring methodologies

51 of the 52 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

- question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")
- question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

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

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

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

A copy of the detailed scoring methodology for the 2018 questionnaire is available at: www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

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

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

Case-mix adjustment

As in 2017, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust is performing given their patient population.

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

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

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

Annex (continued)

Statistical significance

In the reporting of 2018 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2018 have been compared with those of 2017 and statistically significant change between the two years has been reported where identified.

For the 49 scored questions that are comparable across 2015, 2016, 2017 and 2018, overall statistically significant change over the four years has also been reported where identified.

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

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



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

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

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

Further information on Quality Health is available at:

www.quality-health.co.uk

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

www.ncpes.co.uk