

National Cancer Patient Experience Survey

2018 Results

Somerset, Wiltshire, Avon and Gloucestershire Cancer Alliance

Published September 2019

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



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Introduction

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

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

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

Full national results and other reports are available at:

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

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

This report

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

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

Data tables

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

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

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

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

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

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

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

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

Column 10 shows the national average score for this question.

Data tables (continued)

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	3,141	77%	3,223	77%			77%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	4,185	85%	4,378	84%			84%	82%	85%	84%

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

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

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

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

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

Comparability charts

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

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

Comparability charts (continued)

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

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

Tumour group tables

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

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

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

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

Expected Range Summaries - Trusts and CCGs

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

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

Dashboard Questions - Trusts and CCGs

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

Notes on specific questions

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

How to use the data

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

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

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

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

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

Response rates

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

Significance of gender and deprivation testing

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

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

Gender – across the 52 scored questions, scores were significantly more positive in 15 questions for men and in 4 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 1 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

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

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

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

90% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

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

91% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

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

62% 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
Somerset, Wiltshire, Avon and Gloucestershire

Questions which scored outside expected range

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

Finding out what was wrong with you

Q10	Patient completely understood the explanation of what was wrong	4,457	75%	72%	75%	74%
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Support for people with cancer

Q20	Hospital staff gave information about support groups	3,525	90%	83%	90%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	3,006	86%	81%	85%	83%
Q22	Hospital staff gave information on getting financial help	2,179	66%	57%	64%	60%
Q23	Hospital staff told patient they could get free prescriptions	1,976	85%	79%	84%	81%

Operations

Q25	Beforehand had all the information needed about the operation	2,314	97%	95%	97%	96%
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Hospital care as an inpatient

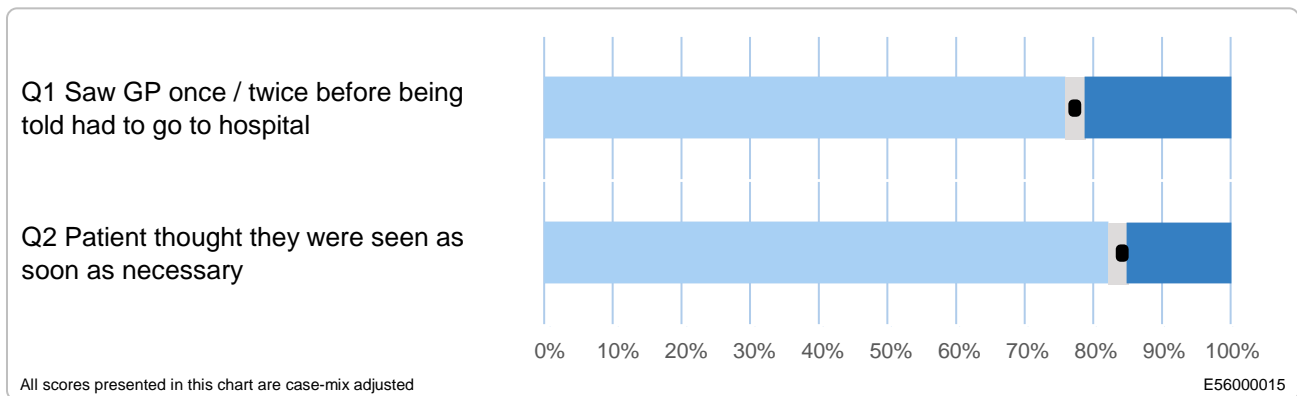
Q29	Patient had confidence and trust in all doctors treating them	2,568	88%	83%	87%	85%
Q34	Always given enough privacy when discussing condition or treatment	2,546	88%	83%	88%	86%
Q35	Patient was able to discuss worries or fears with staff during visit	1,810	56%	49%	56%	53%
Q36	Hospital staff definitely did everything to help control pain	2,272	86%	82%	86%	84%
Q37	Always treated with respect and dignity by staff	2,558	91%	87%	90%	89%

Care from your general practice

Q53	Practice staff definitely did everything they could to support patient	2,996	62%	57%	62%	59%
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Cancer Alliance results

Seeing your GP

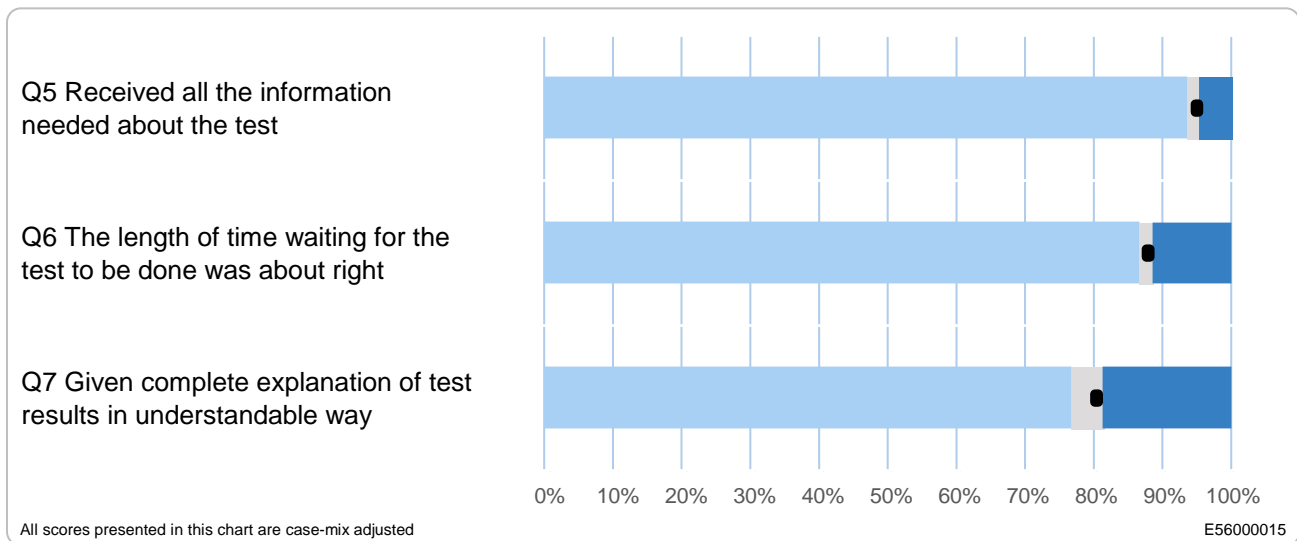


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	3,141	77%	3,223	77%			77%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	4,185	85%	4,378	84%			84%	82%	85%	84%

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

Cancer Alliance results

Diagnostic Tests

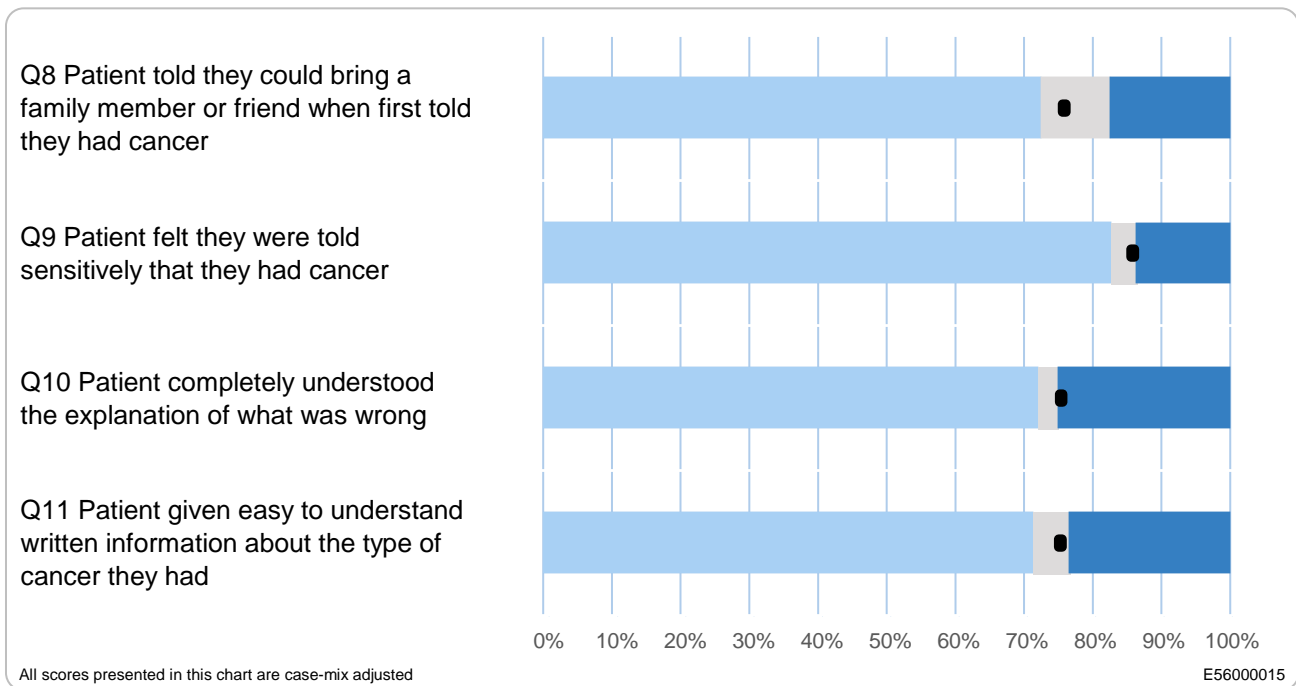


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q5	Received all the information needed about the test	3,612	96%	3,803	95%			95%	94%	95%	94%
Q6	The length of time waiting for the test to be done was about right	3,626	88%	3,829	88%			88%	87%	89%	88%
Q7	Given complete explanation of test results in understandable way	3,639	80%	3,841	80%			80%	77%	81%	79%

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Cancer Alliance results

Finding out what was wrong with you

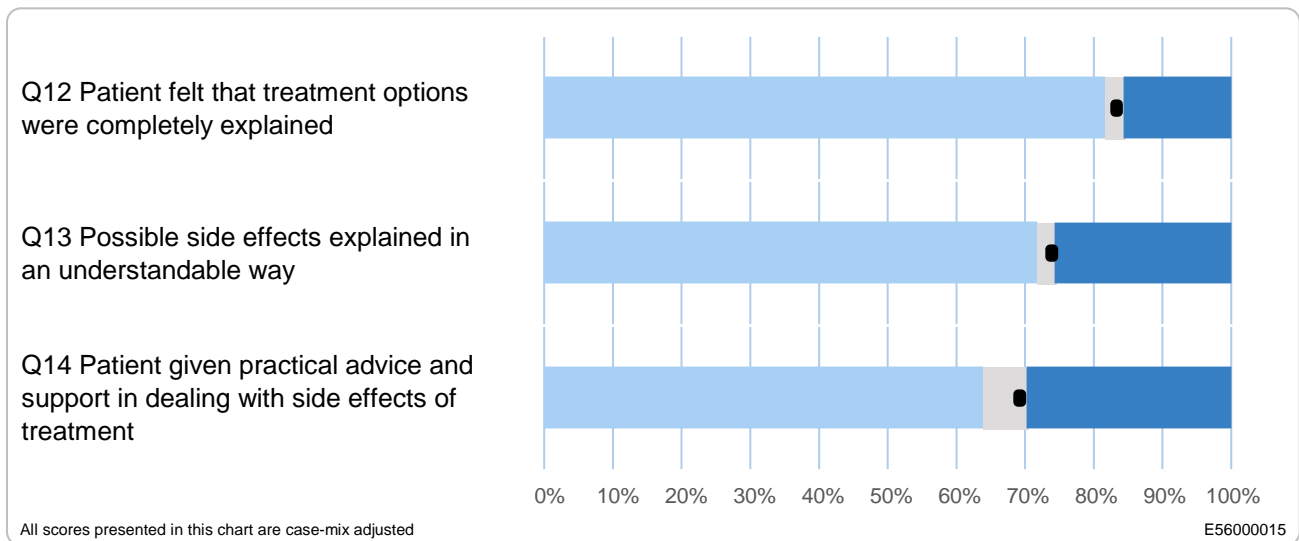


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	3,880	4,008	74%	75%			76%	73%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	4,168	4,408	85%	85%			86%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	4,234	4,457	74%	75%			75%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	3,649	3,847	74%	75%			75%	71%	77%	74%

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Cancer Alliance results

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

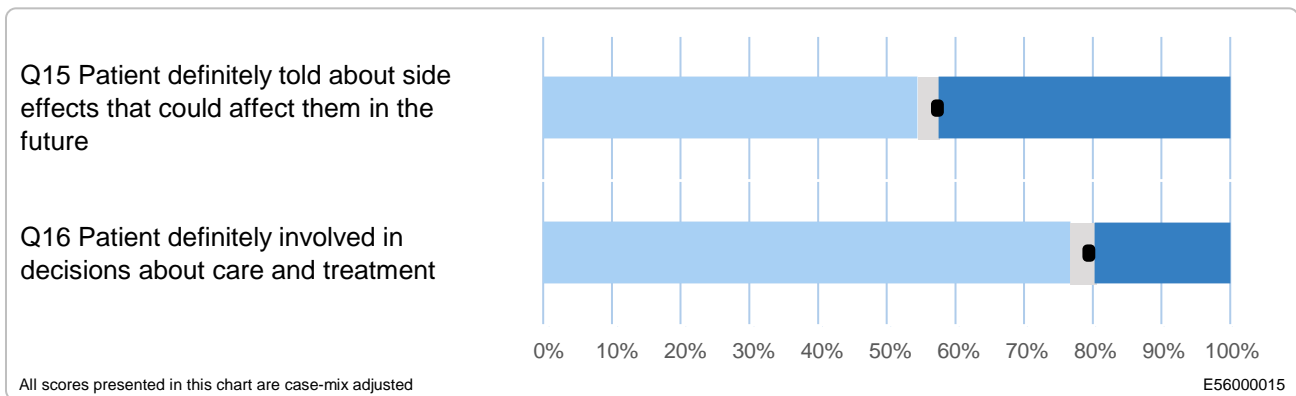


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q12 Patient felt that treatment options were completely explained	3,689	83%	3,871	83%			83%	82%	84%	83%
Q13 Possible side effects explained in an understandable way	4,061	73%	4,263	73%			74%	72%	74%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	4,043	68%	4,238	69%			69%	64%	70%	67%

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 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)

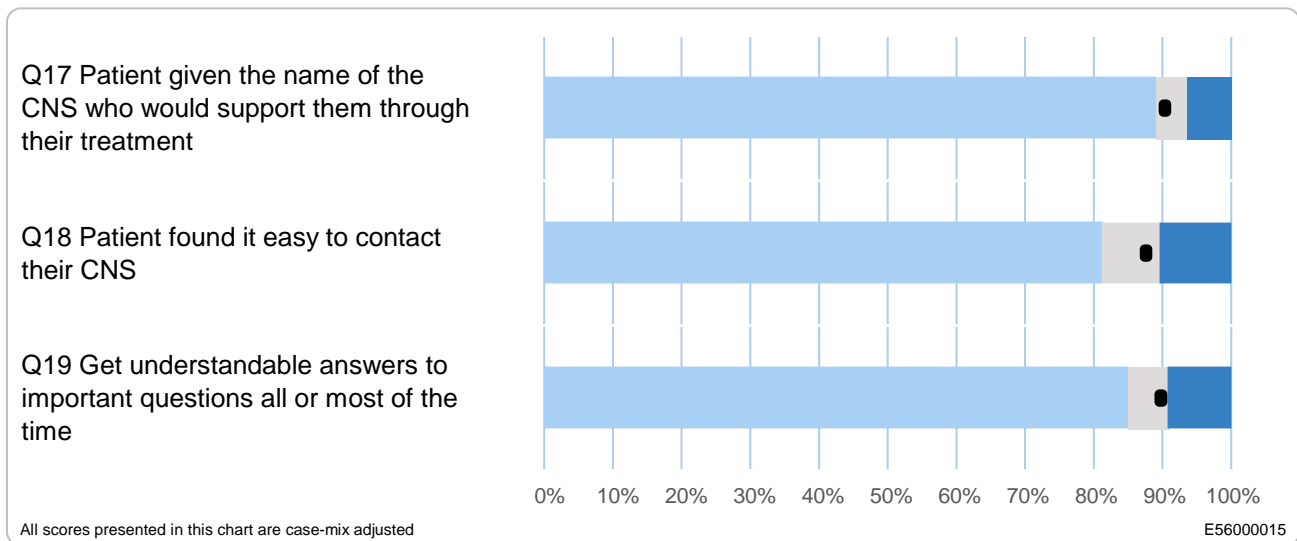


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	3,796	55%	3,972	56%			57%	55%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	4,147	80%	4,363	79%			79%	77%	80%	79%

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

Clinical Nurse Specialist

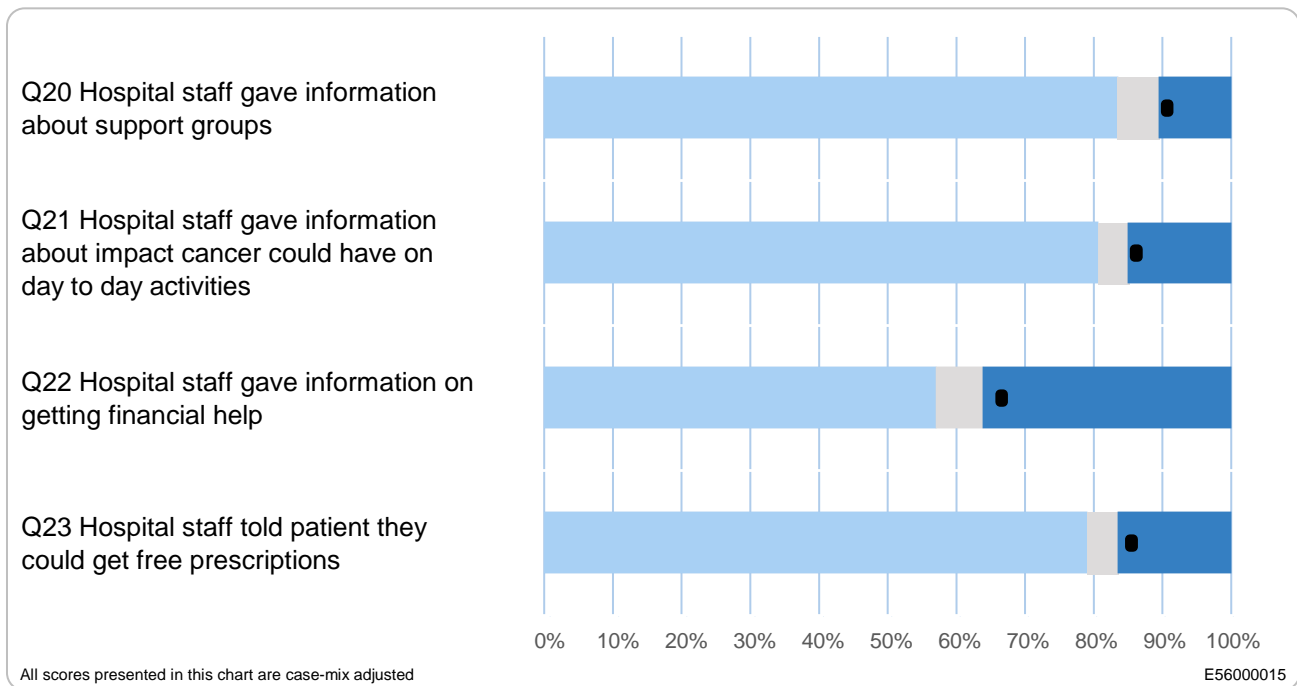


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	4,089	91%	4,293	90%			90%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	3,272	86%	3,413	87%			87%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	3,139	89%	3,267	90%			90%	85%	91%	88%

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

Support for people with cancer

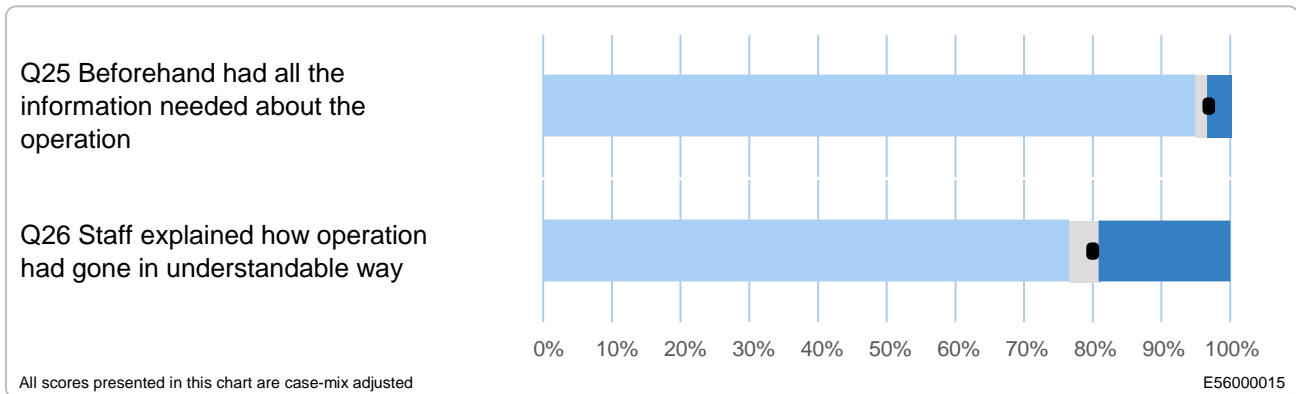


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	3,253	89%	3,525	90%	↑	↑	90%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,801	85%	3,006	86%			86%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,976	62%	2,179	66%	↑	↑	66%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,818	83%	1,976	85%			85%	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

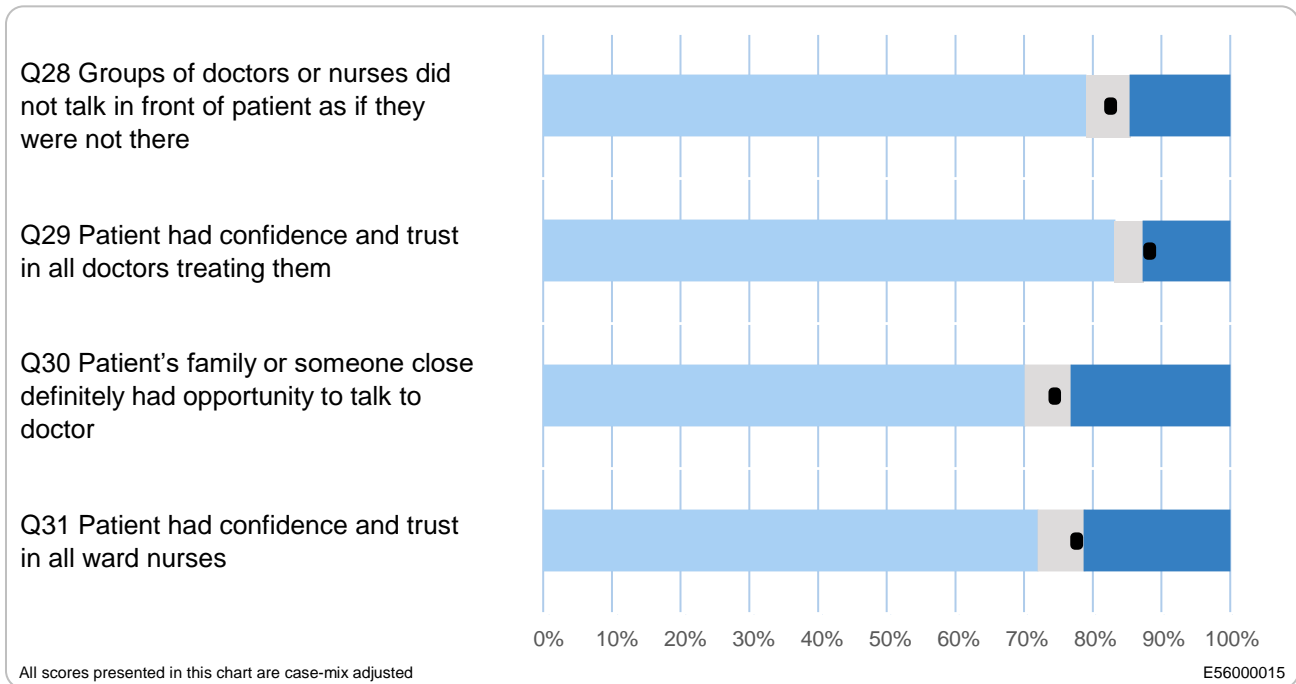


Question	Unadjusted Scores				2018 Case Mix Adjusted						
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q25	Beforehand had all the information needed about the operation	2,358	97%	2,314	97%			97%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	2,347	81%	2,318	80%			80%	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

Hospital care as an inpatient (Part 1 of 3)

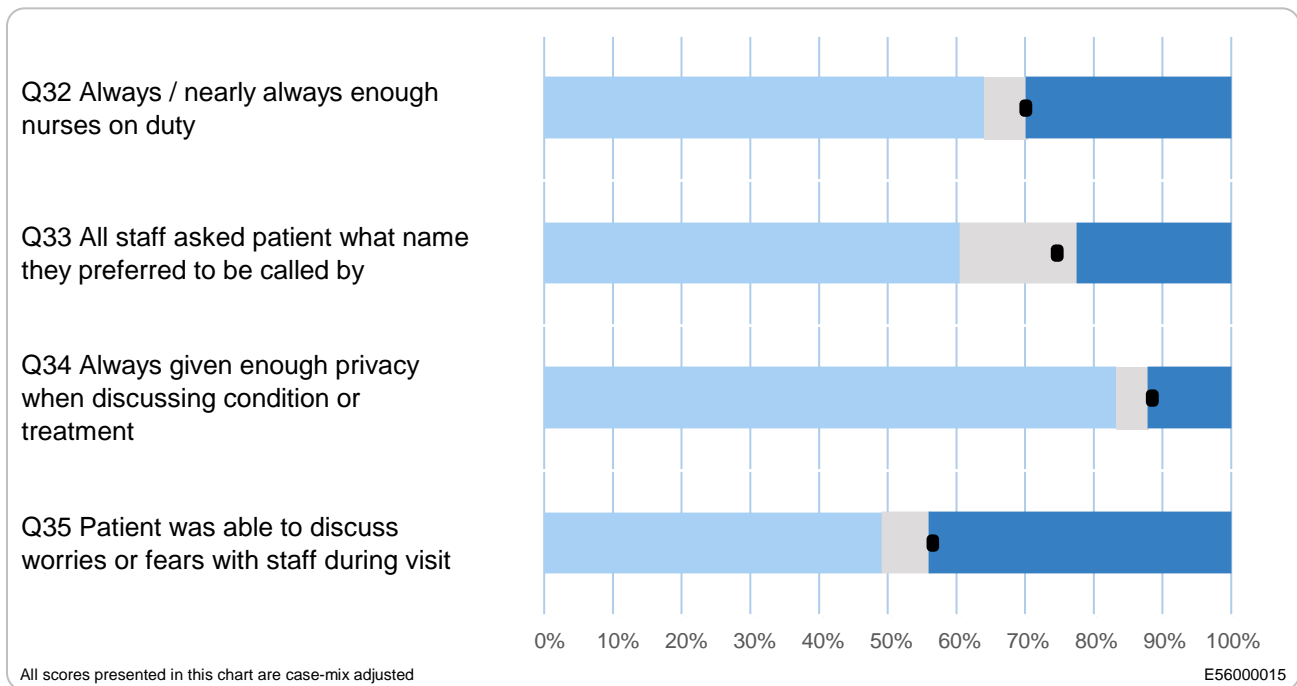


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	2,487	84%	2,559	83%			82%	79%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	2,499	86%	2,568	88%		↑	88%	83%	87%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	2,071	75%	2,138	74%			74%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	2,491	78%	2,561	77%			77%	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)

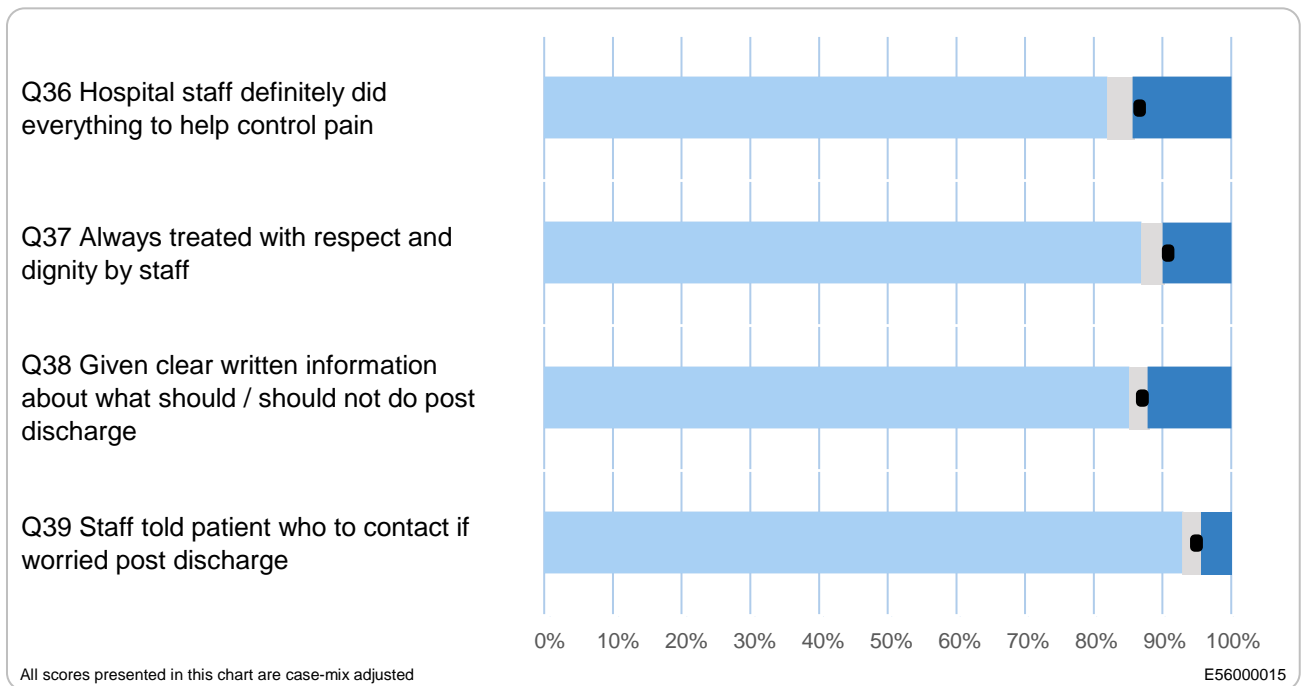


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	2,479	70%	2,539	69%			70%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	2,471	75%	2,529	74%			74%	61%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	2,493	87%	2,546	88%			88%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,706	54%	1,810	56%		↑	56%	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)

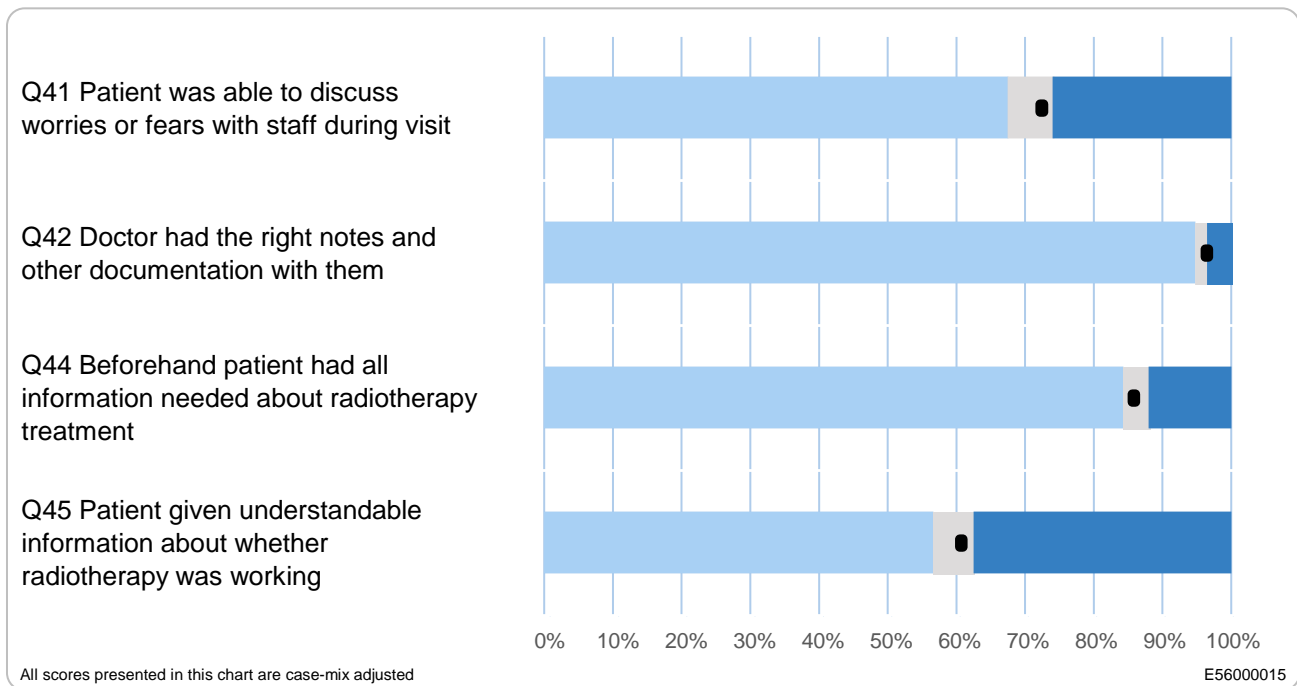


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	2,169	88%	2,272	86%			86%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	2,490	90%	2,558	91%			91%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	2,297	86%	2,359	86%			87%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	2,389	94%	2,452	95%			95%	93%	96%	94%

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

Cancer Alliance results

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

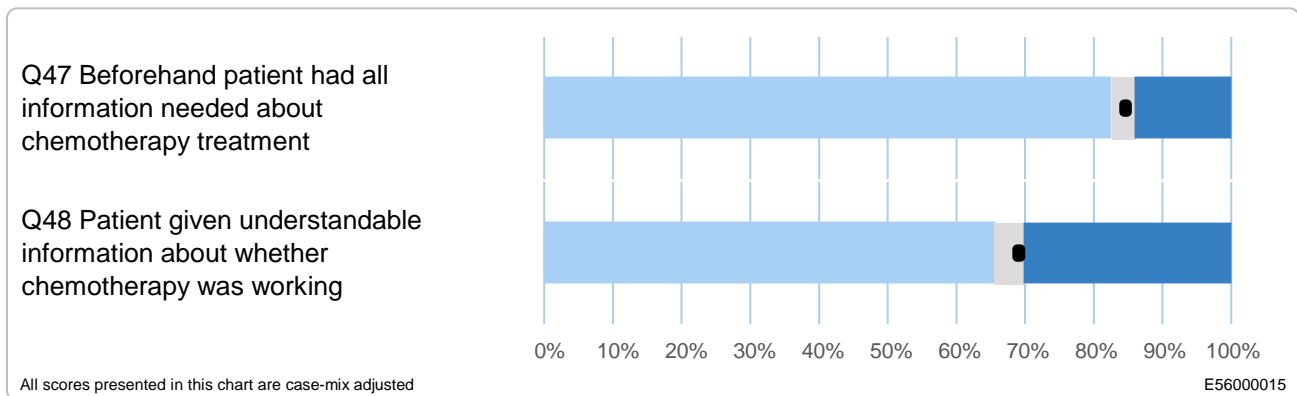


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	3,060	73%	3,262	72%			72%	68%	74%	71%
Q42 Doctor had the right notes and other documentation with them	3,724	96%	3,915	96%			96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	1,194	87%	1,221	86%			86%	84%	88%	86%
Q45 Patient given understandable information about whether radiotherapy was working	1,029	60%	1,017	60%			60%	57%	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)
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Cancer Alliance results

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

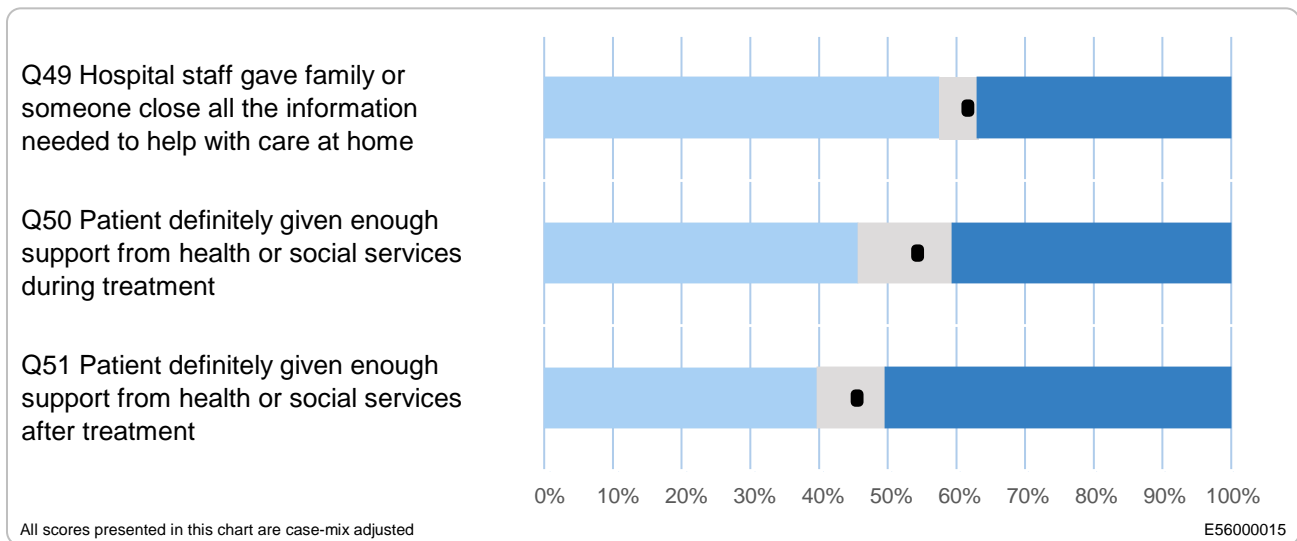


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q47	Beforehand patient had all information needed about chemotherapy treatment	2,172	84%	2,295	84%			84%	83%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	1,973	69%	2,075	69%			69%	66%	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

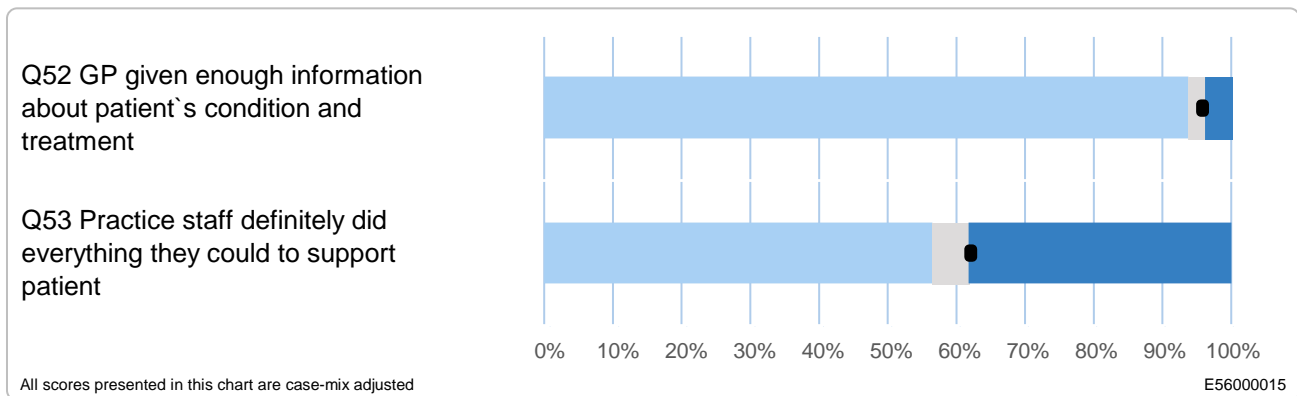


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	3,399	61%	3,565	61%			61%	58%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,865	56%	2,037	55%			54%	46%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	1,127	47%	1,206	46%			45%	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

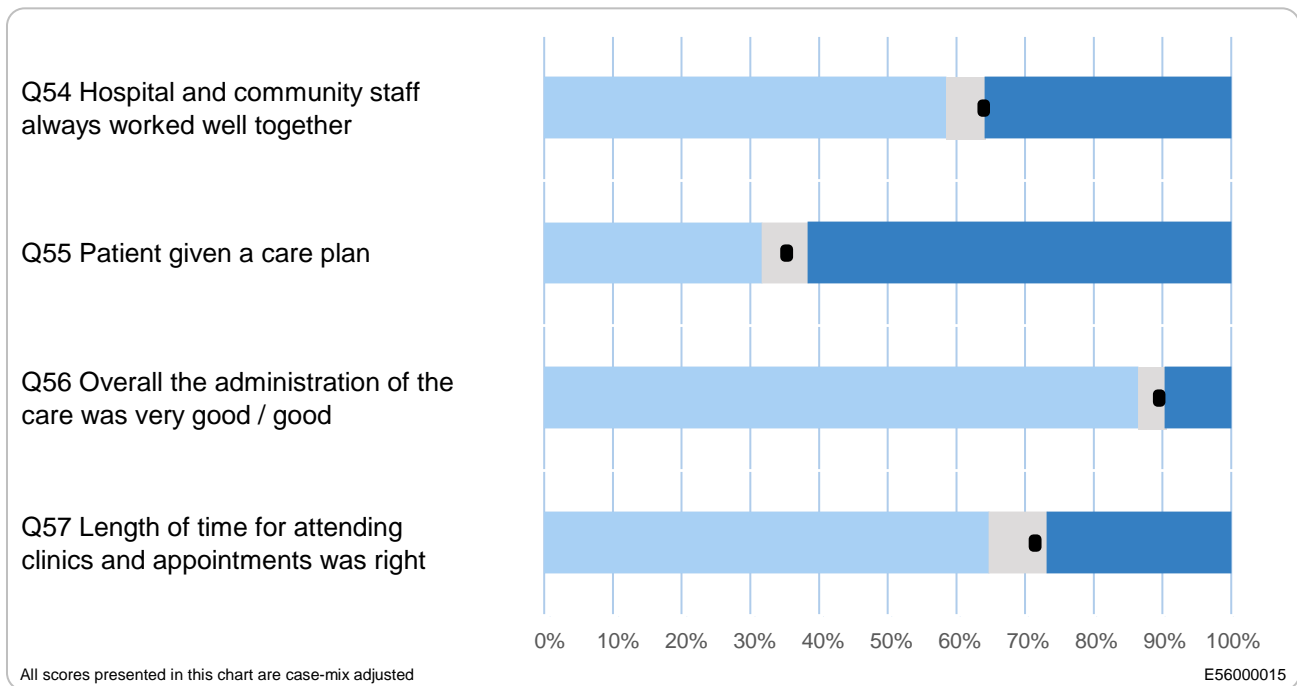


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	3,542	95%	3,696	96%			96%	94%	96%	95%
Q53 Practice staff definitely did everything they could to support patient	2,850	64%	2,996	62%			62%	57%	62%	59%

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

Cancer Alliance results

Your overall NHS care (Part 1 of 2)

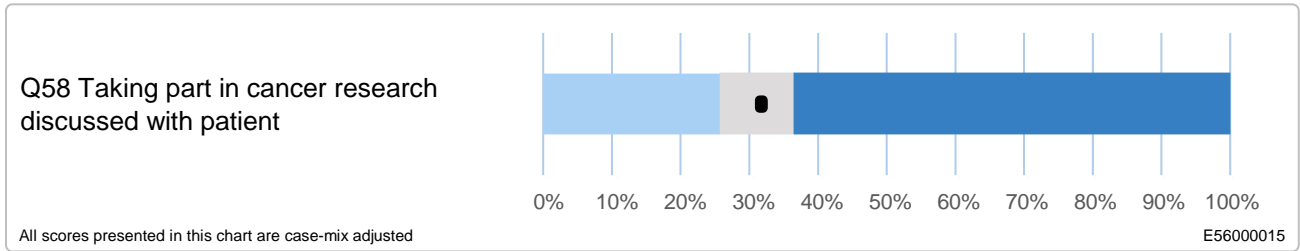


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	4,103	64%	4,288	63%			64%	59%	64%	61%
Q55 Patient given a care plan	3,311	33%	3,442	34%			35%	32%	38%	35%
Q56 Overall the administration of the care was very good / good	4,223	89%	4,407	89%			89%	86%	90%	88%
Q57 Length of time for attending clinics and appointments was right	4,184	72%	4,377	71%			71%	65%	73%	69%

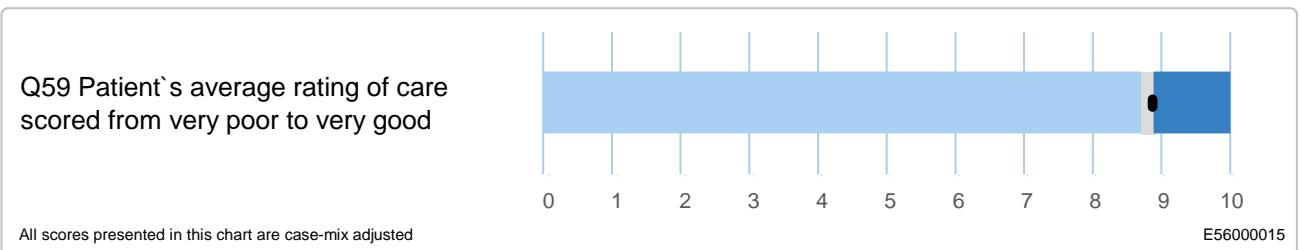
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there 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	4,043	28%	4,180	31%	↑	↑	32%	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	4,151	8.8	4,347	8.9		↓	8.9	8.7	8.9	8.8

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

Comparisons by tumour group for this Cancer Alliance

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

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	58%	*	73%
Breast	95%	94%	91%	90%
Colorectal / LGT	70%	72%	82%	83%
Gynaecological	72%	75%	82%	79%
Haematological	63%	64%	82%	81%
Head and Neck	84%	79%	88%	80%
Lung	71%	71%	81%	82%
Prostate	80%	81%	82%	85%
Sarcoma	*	66%	*	71%
Skin	89%	90%	86%	86%
Upper Gastro	75%	72%	77%	78%
Urological	83%	81%	86%	85%
Other	75%	73%	82%	79%
All Cancers	77%	77%	84%	84%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
Somerset, Wiltshire, Avon and Gloucestershire

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	96%	95%	93%	91%	83%	82%
Colorectal / LGT	97%	96%	87%	87%	82%	81%
Gynaecological	95%	94%	88%	85%	85%	77%
Haematological	94%	95%	86%	88%	78%	77%
Head and Neck	93%	92%	92%	85%	83%	80%
Lung	93%	94%	86%	87%	80%	79%
Prostate	94%	94%	83%	86%	77%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	98%	96%	96%	90%	82%	83%
Upper Gastro	95%	94%	79%	83%	80%	75%
Urological	94%	94%	86%	87%	81%	79%
Other	95%	95%	87%	86%	78%	76%
All Cancers	95%	94%	88%	88%	80%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	85%	*	77%	*	59%	*	63%
Breast	80%	82%	88%	89%	79%	77%	78%	78%
Colorectal / LGT	78%	82%	88%	86%	80%	79%	69%	73%
Gynaecological	74%	72%	86%	82%	77%	73%	83%	70%
Haematological	70%	73%	81%	83%	63%	61%	78%	76%
Head and Neck	73%	72%	90%	86%	79%	76%	71%	67%
Lung	77%	79%	83%	82%	77%	76%	73%	67%
Prostate	75%	78%	86%	85%	75%	78%	78%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	66%	71%	93%	90%	82%	80%	89%	84%
Upper Gastro	75%	79%	86%	80%	76%	73%	69%	66%
Urological	71%	74%	87%	82%	83%	77%	74%	73%
Other	76%	76%	83%	82%	73%	70%	68%	65%
All Cancers	75%	78%	85%	85%	75%	74%	75%	74%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	81%	*	70%	*	64%
Breast	83%	84%	73%	75%	70%	69%
Colorectal / LGT	84%	85%	72%	76%	67%	70%
Gynaecological	85%	85%	77%	75%	73%	67%
Haematological	83%	81%	72%	70%	67%	66%
Head and Neck	88%	85%	82%	74%	80%	70%
Lung	83%	84%	78%	74%	73%	69%
Prostate	79%	82%	72%	72%	66%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	88%	89%	79%	80%	81%	74%
Upper Gastro	86%	81%	72%	72%	68%	68%
Urological	83%	82%	72%	71%	61%	62%
Other	81%	80%	74%	72%	68%	64%
All Cancers	83%	83%	73%	73%	69%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	*	61%	*	70%
Breast	57%	56%	77%	79%
Colorectal / LGT	52%	58%	80%	80%
Gynaecological	55%	55%	82%	79%
Haematological	54%	51%	80%	77%
Head and Neck	71%	62%	83%	79%
Lung	59%	56%	80%	79%
Prostate	64%	64%	81%	81%
Sarcoma	*	52%	*	75%
Skin	69%	66%	92%	87%
Upper Gastro	51%	54%	77%	76%
Urological	50%	53%	74%	77%
Other	54%	53%	79%	76%
All Cancers	56%	56%	79%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
Somerset, Wiltshire, Avon and Gloucestershire

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	93%	95%	86%	85%	90%	88%
Colorectal / LGT	89%	92%	88%	88%	90%	89%
Gynaecological	95%	94%	86%	85%	93%	88%
Haematological	92%	92%	89%	88%	90%	89%
Head and Neck	85%	90%	92%	87%	90%	88%
Lung	95%	93%	87%	87%	88%	88%
Prostate	91%	90%	87%	82%	90%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	87%	91%	91%	89%	97%	91%
Upper Gastro	94%	93%	86%	85%	90%	87%
Urological	79%	84%	86%	82%	89%	87%
Other	86%	88%	87%	85%	88%	87%
All Cancers	90%	91%	87%	85%	90%	88%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Somerset, Wiltshire, Avon and Gloucestershire

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	94%	91%	90%	86%	72%	65%	86%	82%
Colorectal / LGT	90%	86%	85%	84%	66%	58%	82%	83%
Gynaecological	93%	85%	92%	82%	73%	61%	78%	77%
Haematological	92%	86%	87%	84%	65%	62%	92%	87%
Head and Neck	91%	86%	85%	83%	63%	60%	83%	82%
Lung	89%	86%	84%	81%	75%	71%	92%	85%
Prostate	92%	89%	87%	85%	64%	51%	84%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	93%	89%	87%	84%	75%	60%	76%	72%
Upper Gastro	85%	84%	80%	81%	68%	63%	87%	84%
Urological	79%	79%	76%	75%	44%	44%	66%	68%
Other	88%	82%	82%	78%	62%	58%	85%	80%
All Cancers	90%	86%	86%	83%	66%	60%	85%	81%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Somerset, Wiltshire, Avon and Gloucestershire

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	70%
Breast	97%	96%	82%	79%
Colorectal / LGT	97%	96%	80%	83%
Gynaecological	97%	96%	85%	81%
Haematological	96%	94%	75%	77%
Head and Neck	96%	95%	75%	78%
Lung	96%	95%	81%	78%
Prostate	98%	95%	81%	75%
Sarcoma	*	94%	*	78%
Skin	98%	97%	84%	84%
Upper Gastro	98%	95%	79%	80%
Urological	95%	95%	77%	76%
Other	95%	95%	75%	78%
All Cancers	97%	96%	80%	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	90%	89%	88%	86%	75%	77%	79%	77%
Colorectal / LGT	76%	77%	88%	86%	71%	73%	70%	71%
Gynaecological	83%	85%	90%	86%	70%	72%	77%	73%
Haematological	82%	81%	84%	81%	73%	74%	74%	76%
Head and Neck	84%	79%	88%	86%	79%	75%	79%	74%
Lung	88%	77%	98%	83%	80%	74%	86%	76%
Prostate	88%	86%	90%	89%	73%	73%	80%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	86%	89%	95%	90%	83%	81%	90%	87%
Upper Gastro	71%	74%	79%	82%	74%	73%	73%	71%
Urological	81%	80%	92%	87%	73%	70%	82%	78%
Other	83%	80%	83%	82%	72%	71%	74%	72%
All Cancers	83%	82%	88%	85%	74%	74%	77%	75%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	71%	71%	69%	64%	88%	87%	54%	56%
Colorectal / LGT	64%	62%	76%	71%	87%	85%	58%	54%
Gynaecological	67%	67%	75%	67%	85%	84%	49%	51%
Haematological	65%	64%	74%	71%	88%	86%	56%	55%
Head and Neck	62%	66%	80%	69%	94%	87%	67%	55%
Lung	81%	70%	82%	74%	93%	85%	70%	52%
Prostate	73%	73%	73%	69%	89%	88%	58%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	82%	80%	64%	72%	93%	91%	63%	59%
Upper Gastro	70%	61%	81%	75%	86%	84%	52%	51%
Urological	78%	69%	82%	73%	90%	85%	57%	47%
Other	63%	62%	70%	68%	84%	82%	51%	48%
All Cancers	69%	67%	74%	69%	88%	86%	56%	53%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Somerset, Wiltshire, Avon and Gloucestershire

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	87%	86%	89%	89%	91%	92%	96%	96%
Colorectal / LGT	87%	85%	91%	87%	84%	84%	95%	94%
Gynaecological	89%	83%	84%	87%	88%	88%	98%	95%
Haematological	84%	83%	93%	90%	81%	81%	96%	95%
Head and Neck	80%	83%	89%	87%	91%	88%	92%	93%
Lung	93%	84%	94%	89%	87%	84%	96%	92%
Prostate	88%	84%	92%	91%	88%	90%	95%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	88%	88%	95%	93%	95%	91%	97%	96%
Upper Gastro	87%	82%	88%	86%	82%	82%	91%	94%
Urological	85%	81%	94%	89%	86%	86%	93%	91%
Other	85%	81%	89%	87%	83%	83%	93%	92%
All Cancers	86%	84%	91%	89%	86%	87%	95%	94%

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	71%	70%	96%	96%	87%	88%	57%	61%
Colorectal / LGT	73%	73%	96%	96%	79%	84%	51%	57%
Gynaecological	77%	71%	91%	96%	85%	86%	69%	61%
Haematological	74%	74%	96%	96%	82%	83%	60%	59%
Head and Neck	82%	73%	97%	96%	91%	86%	70%	61%
Lung	70%	69%	97%	95%	88%	85%	65%	56%
Prostate	76%	73%	97%	95%	88%	87%	57%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	79%	74%	96%	97%	*	85%	n.a.	72%
Upper Gastro	74%	70%	99%	95%	73%	82%	54%	53%
Urological	69%	67%	96%	95%	92%	82%	56%	55%
Other	70%	68%	96%	95%	83%	85%	65%	60%
All Cancers	72%	71%	96%	96%	86%	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	80%	83%	62%	64%
Colorectal / LGT	83%	85%	60%	64%
Gynaecological	81%	86%	77%	68%
Haematological	87%	85%	74%	75%
Head and Neck	84%	79%	57%	54%
Lung	85%	84%	74%	67%
Prostate	83%	85%	61%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	83%	84%	67%	61%
Urological	88%	82%	71%	65%
Other	86%	85%	75%	70%
All Cancers	84%	84%	69%	68%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
Somerset, Wiltshire, Avon and Gloucestershire

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	59%	59%	56%	54%	39%	42%
Colorectal / LGT	60%	63%	61%	60%	47%	52%
Gynaecological	57%	59%	55%	47%	45%	38%
Haematological	63%	63%	56%	52%	54%	44%
Head and Neck	78%	63%	52%	56%	57%	53%
Lung	62%	60%	54%	52%	52%	43%
Prostate	60%	60%	48%	46%	42%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	82%	67%	57%	60%	62%	59%
Upper Gastro	57%	60%	53%	53%	40%	48%
Urological	63%	59%	44%	47%	38%	44%
Other	58%	56%	55%	52%	45%	44%
All Cancers	61%	60%	55%	53%	46%	45%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Somerset, Wiltshire, Avon and Gloucestershire

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	88%	*	51%
Breast	96%	96%	58%	59%
Colorectal / LGT	96%	95%	63%	58%
Gynaecological	97%	95%	57%	57%
Haematological	97%	95%	61%	58%
Head and Neck	95%	93%	52%	58%
Lung	95%	94%	67%	58%
Prostate	96%	95%	68%	64%
Sarcoma	*	95%	*	53%
Skin	97%	97%	70%	67%
Upper Gastro	96%	94%	68%	58%
Urological	97%	95%	66%	61%
Other	93%	94%	59%	56%
All Cancers	96%	95%	62%	59%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	45%	*	33%	*	84%	*	59%
Breast	61%	61%	36%	39%	89%	90%	70%	68%
Colorectal / LGT	61%	61%	36%	38%	91%	88%	70%	72%
Gynaecological	64%	58%	34%	31%	91%	87%	72%	69%
Haematological	67%	64%	34%	35%	90%	91%	65%	66%
Head and Neck	70%	61%	39%	37%	90%	88%	84%	71%
Lung	64%	62%	31%	31%	90%	89%	71%	71%
Prostate	64%	65%	32%	36%	90%	87%	75%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	78%	71%	48%	42%	92%	91%	80%	73%
Upper Gastro	62%	59%	37%	35%	87%	86%	73%	68%
Urological	65%	62%	26%	30%	86%	85%	73%	75%
Other	61%	57%	31%	30%	88%	87%	70%	63%
All Cancers	63%	61%	34%	35%	89%	88%	71%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	*	39%	*	8.4
Breast	32%	31%	8.9	8.9
Colorectal / LGT	32%	33%	8.8	8.8
Gynaecological	43%	37%	8.9	8.8
Haematological	33%	32%	9.0	8.9
Head and Neck	18%	23%	9.0	8.8
Lung	42%	35%	8.9	8.8
Prostate	32%	33%	8.8	8.8
Sarcoma	*	40%	*	8.6
Skin	16%	16%	9.1	9.0
Upper Gastro	41%	35%	8.8	8.7
Urological	18%	21%	8.7	8.7
Other	30%	32%	8.8	8.7
All Cancers	31%	31%	8.9	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
E56000015	7,068	485	6,583	1,821	232	4,530	69%

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	20
Breast	912
Colorectal / LGT	455
Gynaecological	176
Haematological	793
Head and Neck	117
Lung	250
Prostate	456
Sarcoma	37
Skin	126
Upper Gastro	190
Urological	371
Other	627

* 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	7	42	103	406	823	624	134	2,144
Female	4	29	97	378	526	778	485	89	2,386
Total	9	36	139	481	932	1,601	1,109	223	4,530

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Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RBA	Taunton and Somerset NHS Foundation Trust		36	16
RD1	Royal United Hospitals Bath NHS Foundation Trust	1	39	12
RA4	Yeovil District Hospital NHS Foundation Trust		42	10
RNZ	Salisbury NHS Foundation Trust		45	7
RA7	University Hospitals Bristol NHS Foundation Trust		47	5
RVJ	North Bristol NHS Trust	2	44	6
RA3	Weston Area Health NHS Trust	1	48	3
RTE	Gloucestershire Hospitals NHS Foundation Trust	11	38	3

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Annex (continued)

Dashboard Questions - Trusts

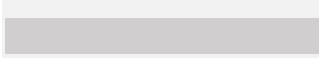
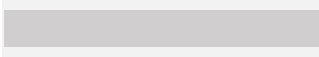

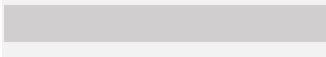


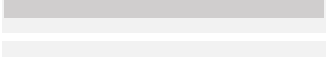

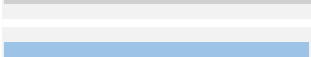

Q59 Patient`s average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,347	8.87	
RA4	Yeovil District Hospital NHS Foundation Trust	230	9.09	
RBA	Taunton and Somerset NHS Foundation Trust	642	9.00	
RNZ	Salisbury NHS Foundation Trust	271	8.90	
RA7	University Hospitals Bristol NHS Foundation Trust	683	8.89	
RD1	Royal United Hospitals Bath NHS Foundation Trust	516	8.86	
RVJ	North Bristol NHS Trust	549	8.81	
RA3	Weston Area Health NHS Trust	193	8.78	
RTE	Gloucestershire Hospitals NHS Foundation Trust	1,339	8.76	

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Annex (continued)
Dashboard Questions - Trusts

Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,363	79%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	520	83%	
RA4	Yeovil District Hospital NHS Foundation Trust	233	81%	
RNZ	Salisbury NHS Foundation Trust	273	81%	
RA3	Weston Area Health NHS Trust	197	81%	
RBA	Taunton and Somerset NHS Foundation Trust	640	80%	
RVJ	North Bristol NHS Trust	539	79%	
RA7	University Hospitals Bristol NHS Foundation Trust	685	77%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	1,347	76%	

National Cancer Patient Experience Survey 2018
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Annex (continued)

Dashboard Questions - Trusts

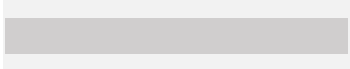
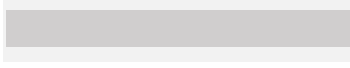

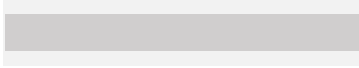
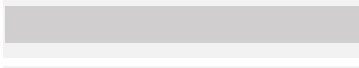
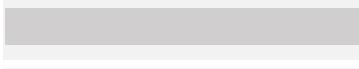
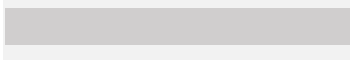


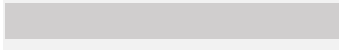
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,293	90%	
RBA	Taunton and Somerset NHS Foundation Trust	622	93%	
RA3	Weston Area Health NHS Trust	197	93%	
RVJ	North Bristol NHS Trust	543	92%	
RA7	University Hospitals Bristol NHS Foundation Trust	671	92%	
RNZ	Salisbury NHS Foundation Trust	269	91%	
RA4	Yeovil District Hospital NHS Foundation Trust	226	91%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	515	89%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	1,312	85%	

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Annex (continued)
Dashboard Questions - Trusts

Q18 Patient found it easy to contact their CNS

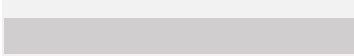



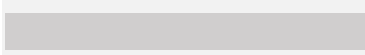
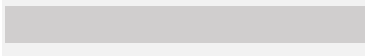
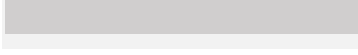

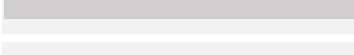

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	3,413	87%	
RA3	Weston Area Health NHS Trust	171	92%	
RA4	Yeovil District Hospital NHS Foundation Trust	185	90%	
RVJ	North Bristol NHS Trust	437	89%	
RBA	Taunton and Somerset NHS Foundation Trust	517	88%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	976	87%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	394	86%	
RA7	University Hospitals Bristol NHS Foundation Trust	562	84%	
RNZ	Salisbury NHS Foundation Trust	216	84%	

National Cancer Patient Experience Survey 2018
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Annex (continued)

Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

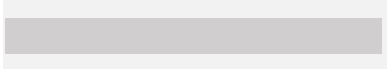
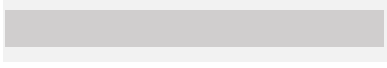
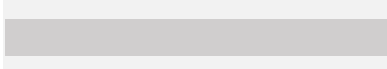
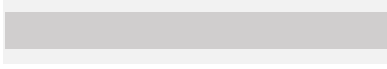
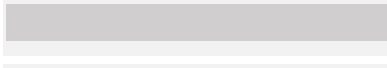

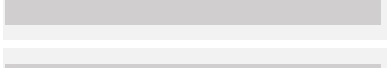
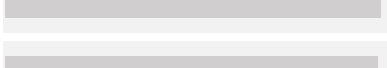
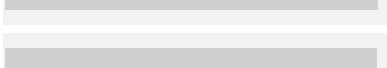

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,558	91%	
RBA	Taunton and Somerset NHS Foundation Trust	386	94%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	297	92%	
RA7	University Hospitals Bristol NHS Foundation Trust	394	91%	
RVJ	North Bristol NHS Trust	339	90%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	801	89%	
RA4	Yeovil District Hospital NHS Foundation Trust	114	88%	
RNZ	Salisbury NHS Foundation Trust	146	88%	
RA3	Weston Area Health NHS Trust	101	87%	

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Annex (continued)

Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

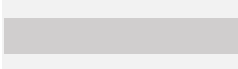



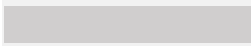
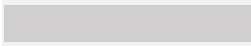
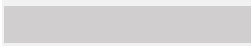
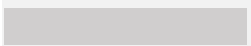
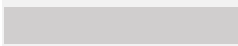
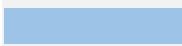
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,452	95%	
RNZ	Salisbury NHS Foundation Trust	142	96%	
RBA	Taunton and Somerset NHS Foundation Trust	365	96%	
RA7	University Hospitals Bristol NHS Foundation Trust	376	96%	
RVJ	North Bristol NHS Trust	329	95%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	287	94%	
RA3	Weston Area Health NHS Trust	98	94%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	763	93%	
RA4	Yeovil District Hospital NHS Foundation Trust	110	93%	

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Annex (continued)

Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	47,950	59%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,996	62%	
RBA	Taunton and Somerset NHS Foundation Trust	444	65%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	934	65%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	388	63%	
RVJ	North Bristol NHS Trust	348	62%	
RNZ	Salisbury NHS Foundation Trust	180	62%	
RA7	University Hospitals Bristol NHS Foundation Trust	481	61%	
RA4	Yeovil District Hospital NHS Foundation Trust	140	59%	
RA3	Weston Area Health NHS Trust	133	45%	

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Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
11X	NHS Somerset CCG		31	21
11E	NHS Bath and North East Somerset CCG		43	9
15C	NHS Bristol, North Somerset and South Gloucestershire CCG	1	41	10
99N	NHS Wiltshire CCG		49	3
11M	NHS Gloucestershire CCG	5	42	5

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Annex (continued)
Dashboard Questions - CCGs

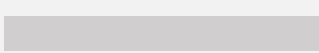
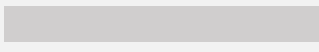
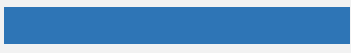



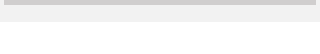
Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,347	8.87	
11X	NHS Somerset CCG	1,051	8.99	
11E	NHS Bath and North East Somerset CCG	229	8.95	
15C	NHS Bristol, North Somerset and South Gloucestershire CCG	1,195	8.84	
99N	NHS Wiltshire CCG	749	8.81	
11M	NHS Gloucestershire CCG	1,123	8.80	

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Annex (continued)
Dashboard Questions - CCGs

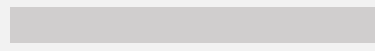
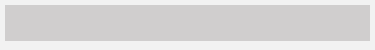
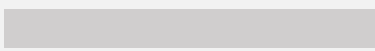
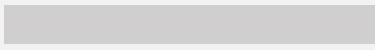
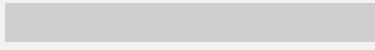
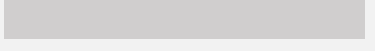
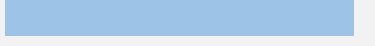
Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,363	79%	
11E	NHS Bath and North East Somerset CCG	229	85%	
11X	NHS Somerset CCG	1,063	81%	
99N	NHS Wiltshire CCG	760	81%	
15C	NHS Bristol, North Somerset and South Gloucestershire CCG	1,191	78%	
11M	NHS Gloucestershire CCG	1,120	77%	

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

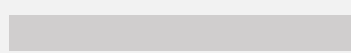
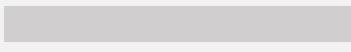
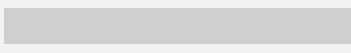
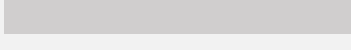


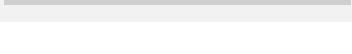
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,293	90%	
11X	NHS Somerset CCG	1,035	93%	
15C	NHS Bristol, North Somerset and South Gloucestershire CCG	1,182	91%	
11E	NHS Bath and North East Somerset CCG	224	91%	
99N	NHS Wiltshire CCG	755	89%	
11M	NHS Gloucestershire CCG	1,097	86%	

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Annex (continued)
Dashboard Questions - CCGs

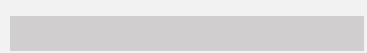

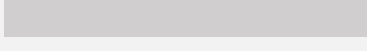
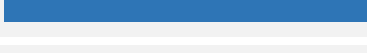
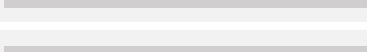
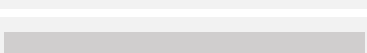

Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	3,413	87%	
11X	NHS Somerset CCG	847	88%	
11M	NHS Gloucestershire CCG	816	87%	
15C	NHS Bristol, North Somerset and South Gloucestershire CCG	989	87%	
99N	NHS Wiltshire CCG	582	87%	
11E	NHS Bath and North East Somerset CCG	179	85%	

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Annex (continued)
Dashboard Questions - CCGs

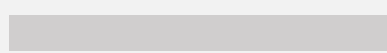
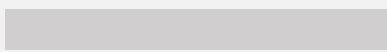




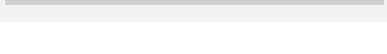
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,558	91%	
11E	NHS Bath and North East Somerset CCG	120	93%	
11X	NHS Somerset CCG	628	91%	
11M	NHS Gloucestershire CCG	674	91%	
15C	NHS Bristol, North Somerset and South Gloucestershire CCG	685	91%	
99N	NHS Wiltshire CCG	451	89%	

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Annex (continued)
Dashboard Questions - CCGs






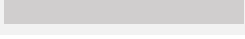
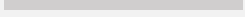
Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,452	95%	
11E	NHS Bath and North East Somerset CCG	115	97%	
15C	NHS Bristol, North Somerset and South Gloucestershire CCG	661	95%	
99N	NHS Wiltshire CCG	429	95%	
11X	NHS Somerset CCG	600	94%	
11M	NHS Gloucestershire CCG	647	94%	

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

Q53 Practice staff definitely did everything they could to support patient

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	47,950	59%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,996	62%	
11E	NHS Bath and North East Somerset CCG	170	67%	
11M	NHS Gloucestershire CCG	774	65%	
11X	NHS Somerset CCG	710	63%	
15C	NHS Bristol, North Somerset and South Gloucestershire CCG	814	59%	
99N	NHS Wiltshire CCG	528	59%	

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