

# **National Cancer Patient Experience Survey**

## **2018 Results**

### **South East London 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](http://www.ncpes.co.uk/reports/2018-reports)

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

## This report

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

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

## Data tables

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

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

**Column 2** shows the unadjusted 2017 score for this Cancer Alliance

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

**Column 4** shows the unadjusted 2018 score for this Cancer Alliance

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

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

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

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

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

**Column 10** shows the national average score for this question.

### Data tables (continued)

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Question		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,147	74%	1,227	77%			78%	75%	80%	77%
Q2	Patient thought they were seen as soon as necessary	1,621	81%	1,770	81%			83%	82%	86%	84%

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

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

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

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

### Comparability charts

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

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

### **Comparability charts (continued)**

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

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

### **Tumour group tables**

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

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

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

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

### **Expected Range Summaries - Trusts and CCGs**

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

### **Dashboard Questions - Trusts and CCGs**

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

### **Notes on specific questions**

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

### **How to use the data**

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

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

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

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

### **Response rates**

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

### **Significance of gender and deprivation testing**

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

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

Gender – across the 52 scored questions, scores were significantly more positive in 20 questions for men and in 0 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 5 questions for patients in England's 20% least-deprived and in 3 questions for patients in England 20% most-deprived.

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

## Executive Summary

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

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

**77%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

**92%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

**79%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

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

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

**53%** of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

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

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



Questions which scored outside expected range

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

**Finding out what was wrong with you**

Q9	Patient felt they were told sensitively that they had cancer	1,769	82%	82%	87%	85%
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**Deciding the best treatment for you**

Q12	Patient felt that treatment options were completely explained	1,581	80%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	1,733	71%	71%	75%	73%

**Clinical Nurse Specialist**

Q18	Patient found it easy to contact their CNS	1,462	79%	81%	90%	85%
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**Hospital care as an inpatient**

Q28	Groups of doctors or nurses did not talk in front of patient as if they were not there	988	78%	79%	86%	82%
Q29	Patient had confidence and trust in all doctors treating them	990	81%	83%	88%	85%
Q30	Patient's family or someone close definitely had opportunity to talk to doctor	813	69%	69%	78%	74%
Q31	Patient had confidence and trust in all ward nurses	989	71%	71%	79%	75%
Q33	All staff asked patient what name they preferred to be called by	963	59%	60%	78%	69%
Q37	Always treated with respect and dignity by staff	990	86%	86%	91%	89%

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

Q41	Patient was able to discuss worries or fears with staff during visit	1,358	67%	67%	75%	71%
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**Care from your general practice**

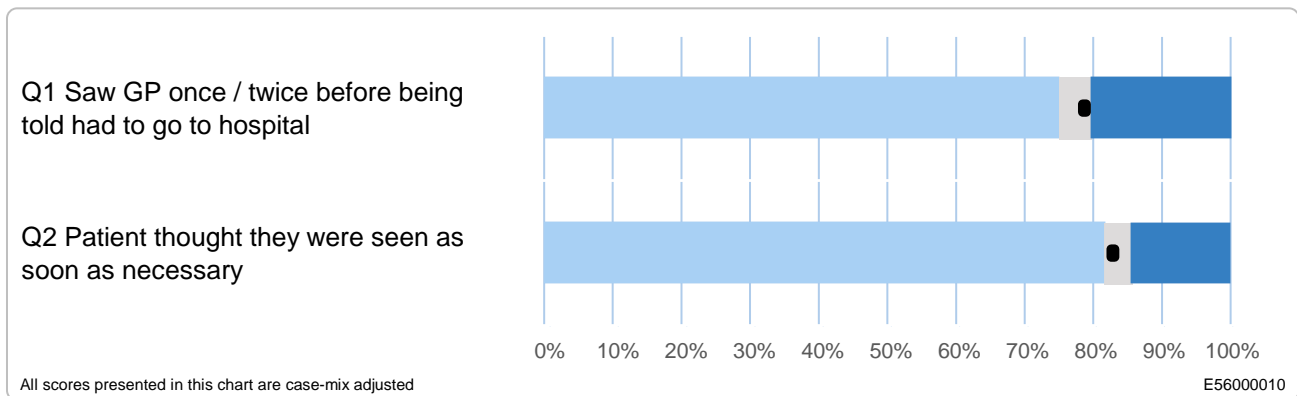
Q53	Practice staff definitely did everything they could to support patient	1,174	53%	56%	63%	59%
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**Your overall NHS care**

Q54	Hospital and community staff always worked well together	1,709	57%	58%	65%	61%
Q57	Length of time for attending clinics and appointments was right	1,766	63%	64%	74%	69%
Q58	Taking part in cancer research discussed with patient	1,678	42%	25%	37%	31%

## Cancer Alliance results

### Seeing your GP

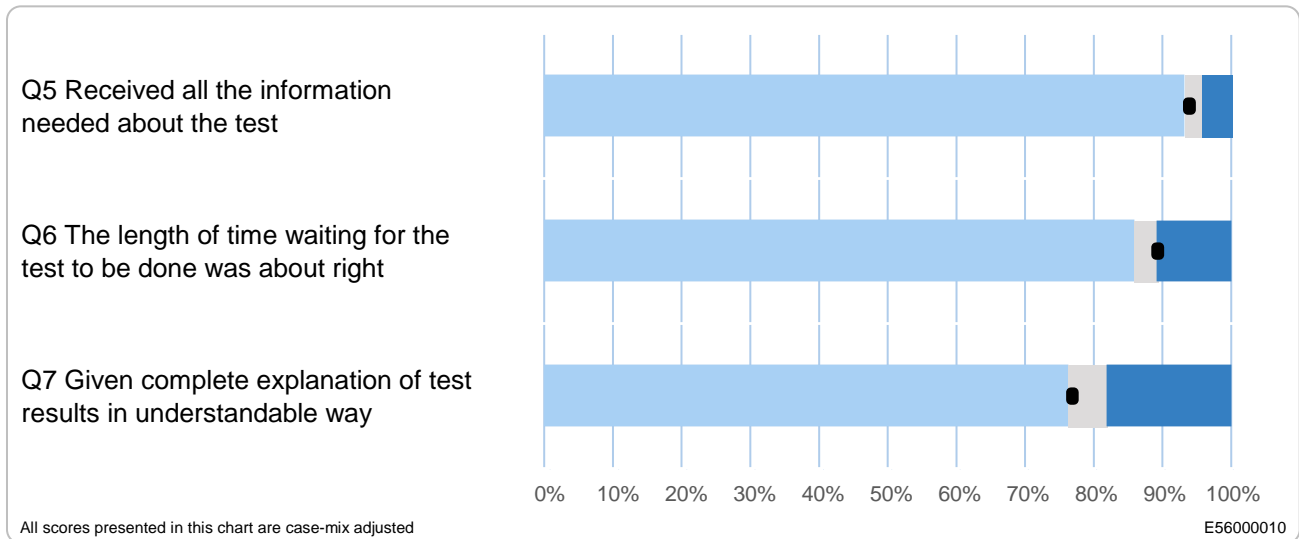


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,147	74%	1,227	77%			78%	75%	80%	77%
Q2	Patient thought they were seen as soon as necessary	1,621	81%	1,770	81%			83%	82%	86%	84%

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

## Cancer Alliance results

### Diagnostic Tests

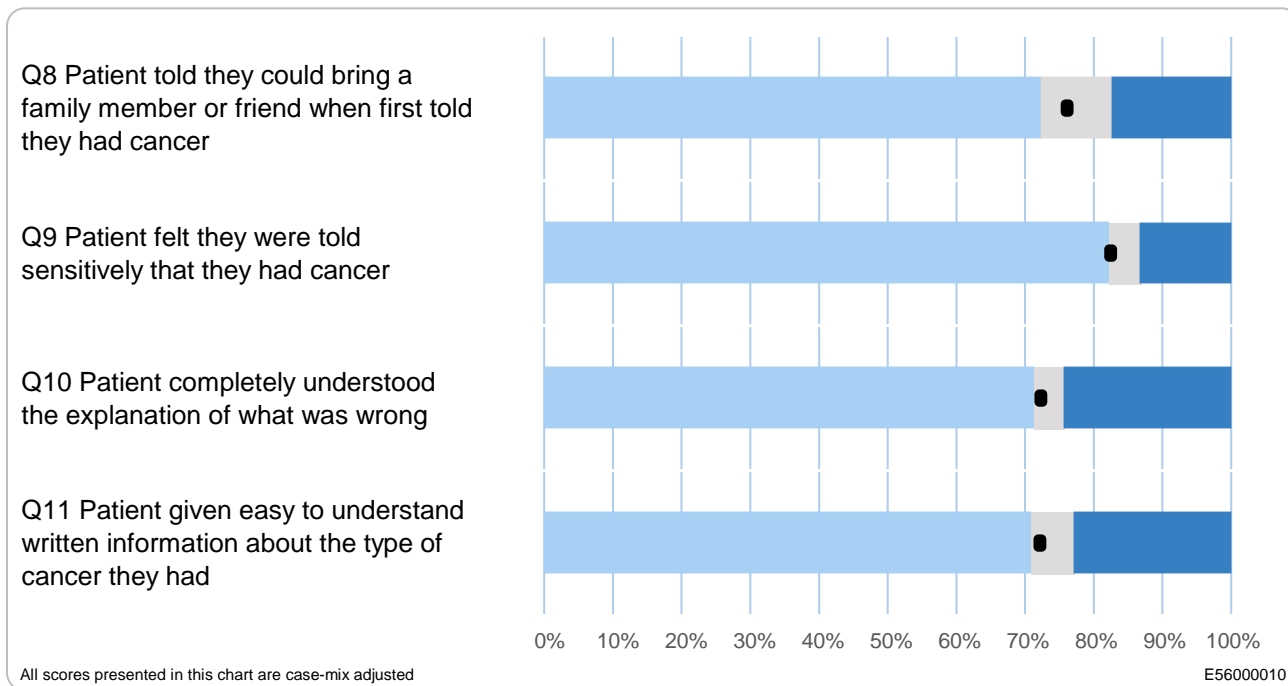


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q5 Received all the information needed about the test	1,389	94%	1,519	93%			94%	93%	96%	94%
Q6 The length of time waiting for the test to be done was about right	1,406	89%	1,537	88%			89%	86%	89%	88%
Q7 Given complete explanation of test results in understandable way	1,407	78%	1,552	75%			77%	76%	82%	79%

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

### Finding out what was wrong with you

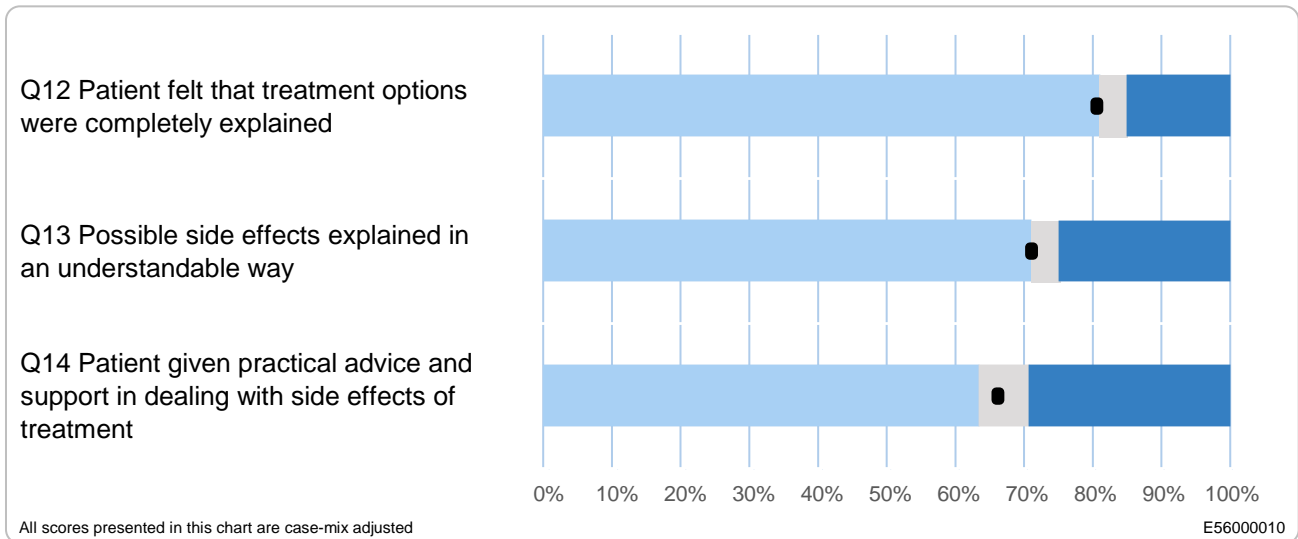


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	1,494	75%	1,620	76%			76%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	1,601	82%	1,769	82%			82%	82%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	1,632	71%	1,784	71%			72%	71%	76%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	1,421	70%	1,561	71%			72%	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)

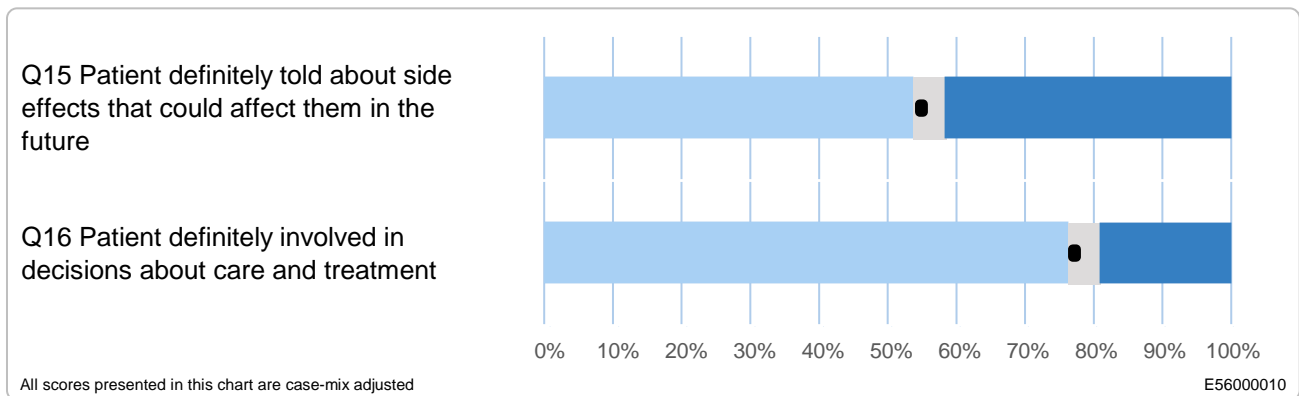


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q12	1,452	79%	1,581	80%			80%	81%	85%	83%
Q13	1,577	73%	1,733	71%			71%	71%	75%	73%
Q14	1,567	65%	1,713	66%			66%	63%	71%	67%

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

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

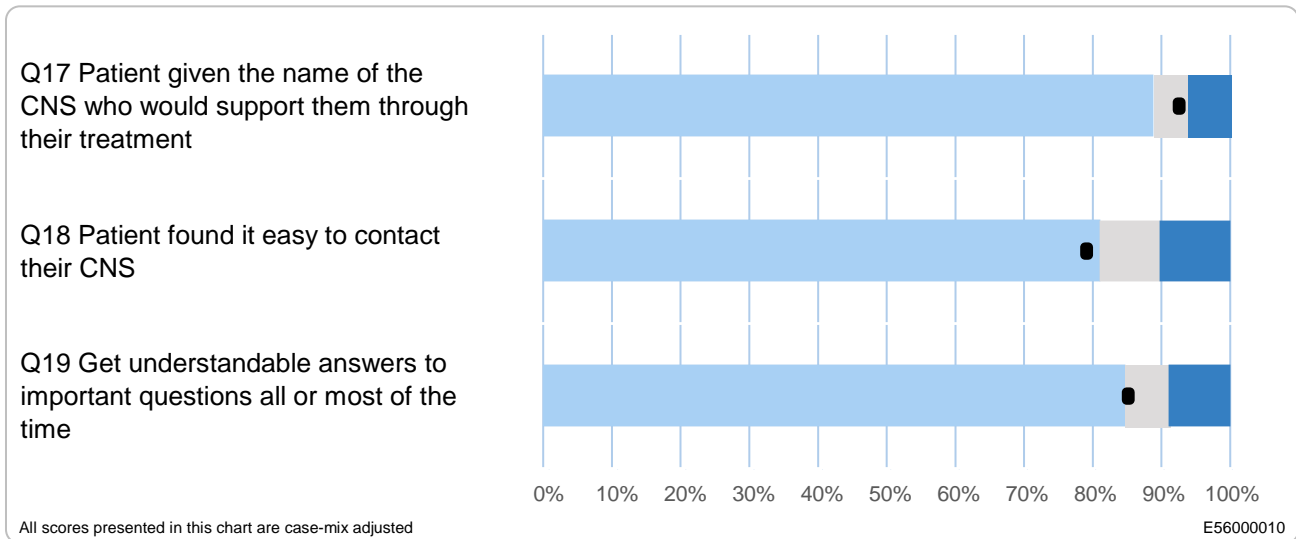


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	1,488	53%	1,640	55%			55%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	1,593	74%	1,752	75%			77%	76%	81%	79%

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

### Clinical Nurse Specialist

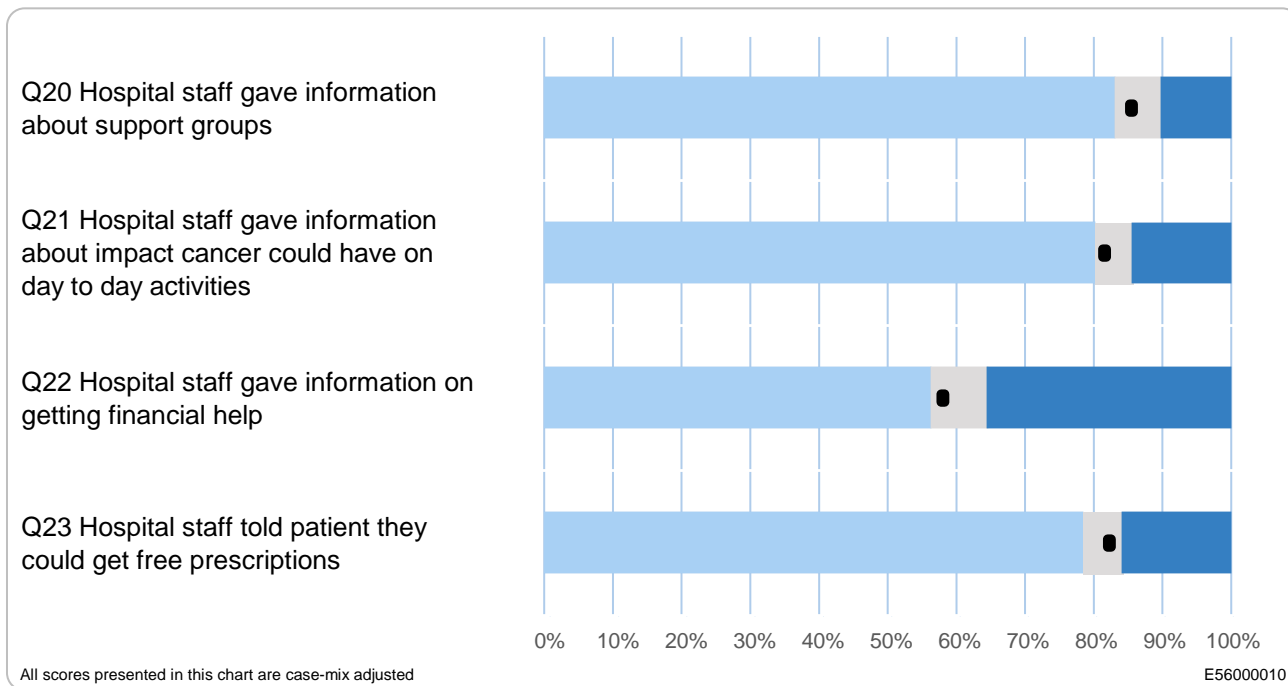


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	1,567	91%	1,721	93%			92%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	1,279	81%	1,462	78%		↓	79%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	1,222	84%	1,394	83%			85%	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



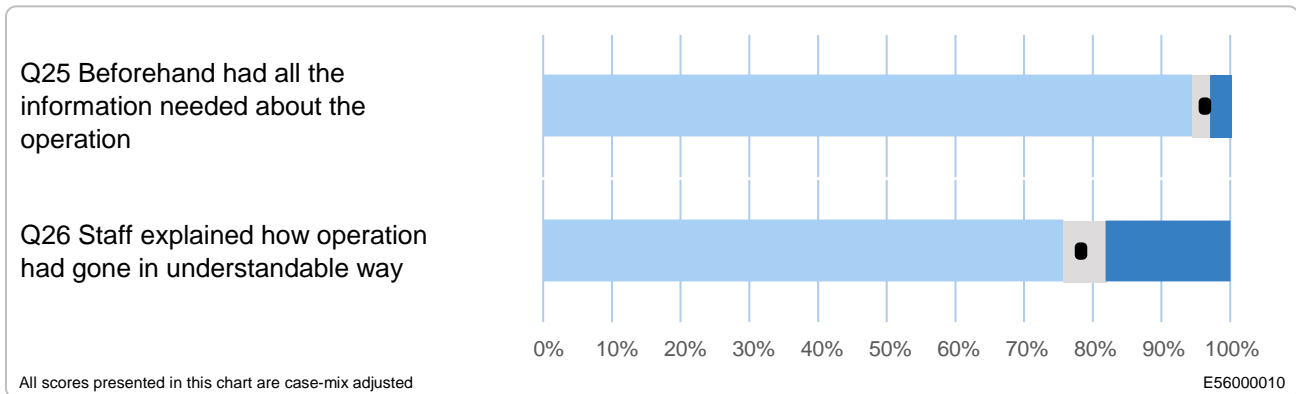
Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	1,252	82%	1,392	85%			85%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,127	80%	1,262	81%			81%	80%	86%	83%
Q22 Hospital staff gave information on getting financial help	894	54%	982	59%			58%	56%	65%	60%
Q23 Hospital staff told patient they could get free prescriptions	875	77%	979	81%			82%	78%	84%	81%

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

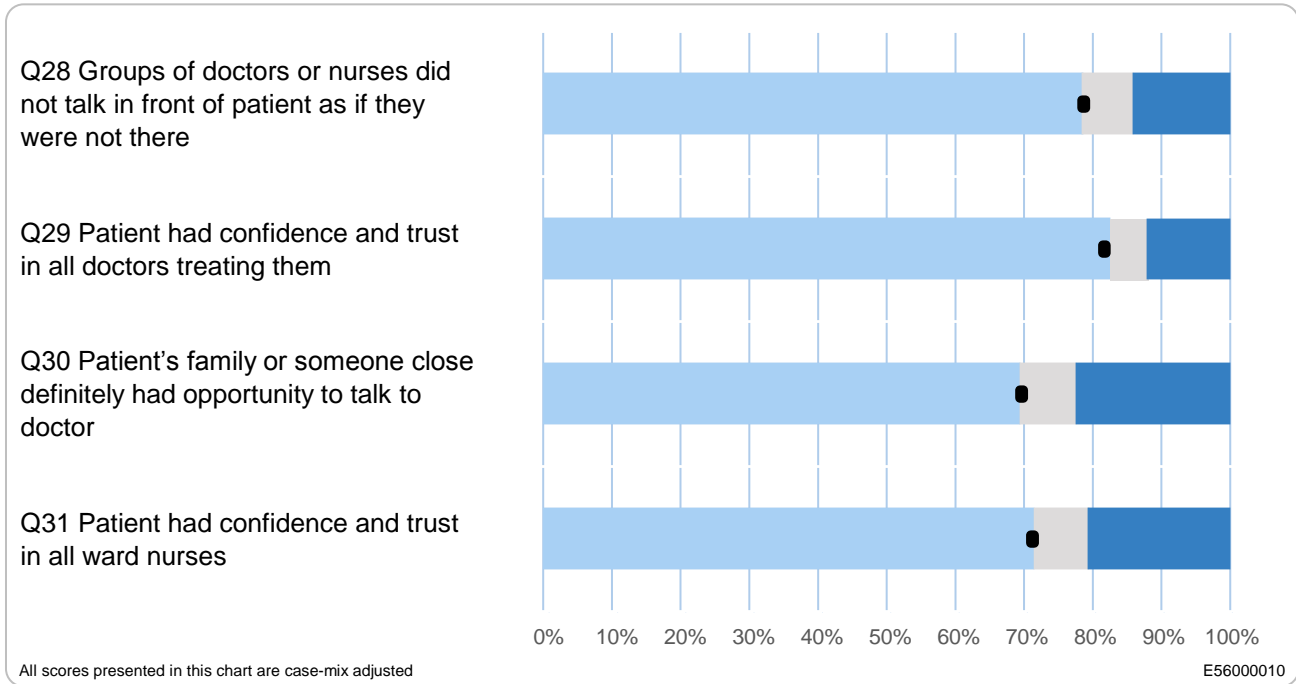


Question	Unadjusted Scores				2018 Case Mix Adjusted						
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q25	Beforehand had all the information needed about the operation	850	95%	874	96%			96%	94%	97%	96%
Q26	Staff explained how operation had gone in understandable way	847	77%	871	77%			78%	76%	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

### Hospital care as an inpatient (Part 1 of 3)

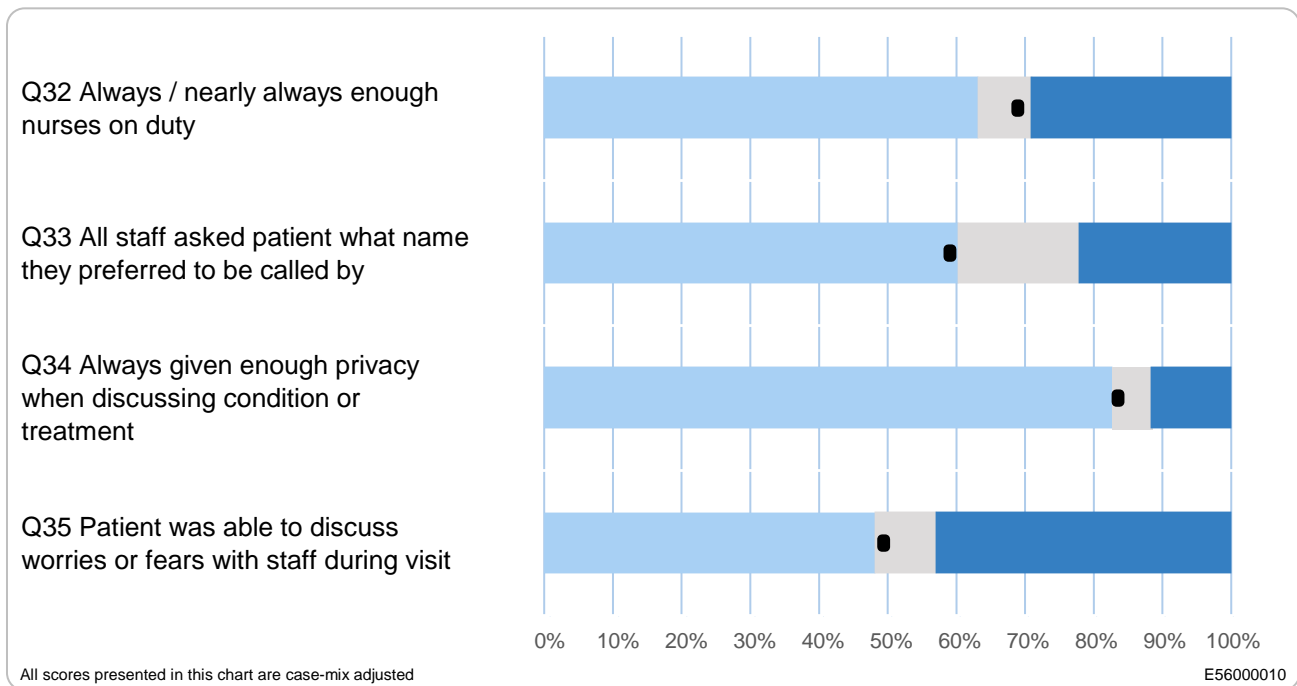


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	915	77%	988	76%			78%	79%	86%	82%
Q29 Patient had confidence and trust in all doctors treating them	916	81%	990	80%			81%	83%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	755	71%	813	69%			69%	69%	78%	74%
Q31 Patient had confidence and trust in all ward nurses	914	70%	989	70%			71%	71%	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)

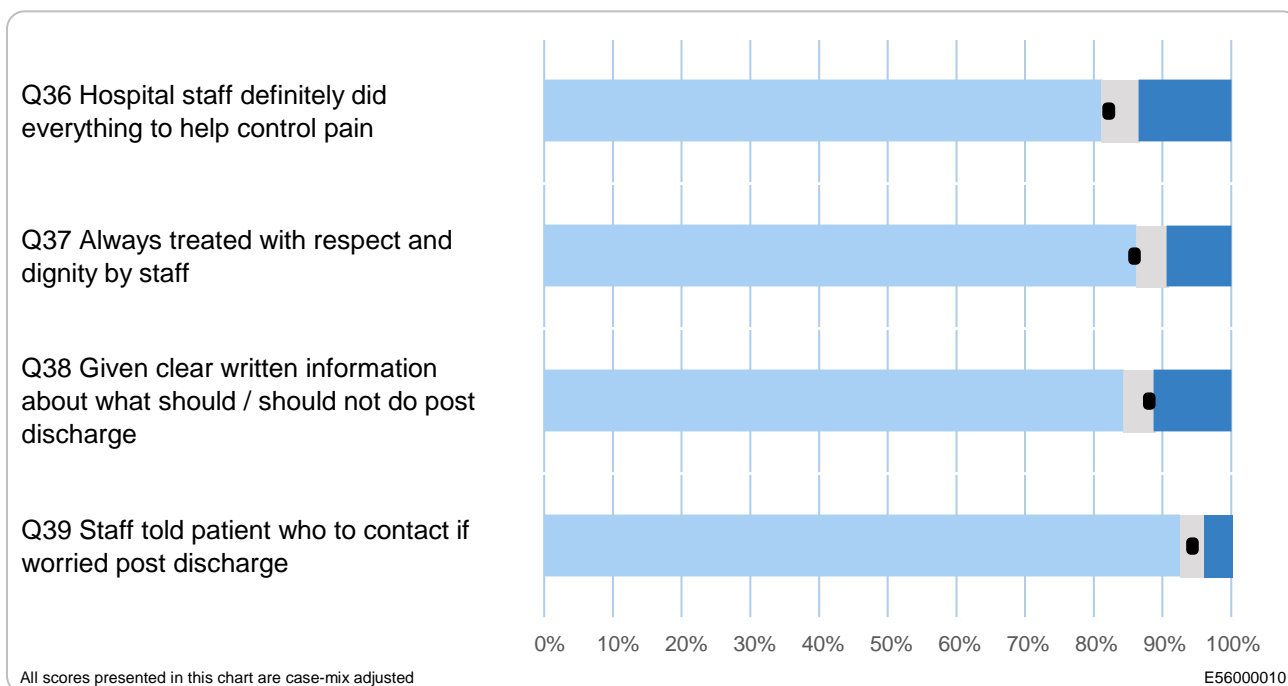


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	909	69%	981	68%			69%	63%	71%	67%
Q33 All staff asked patient what name they preferred to be called by	904	57%	963	57%			59%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	913	87%	987	83%			83%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	680	51%	740	50%			49%	48%	57%	53%

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

## Cancer Alliance results

### Hospital care as an inpatient (Part 3 of 3)

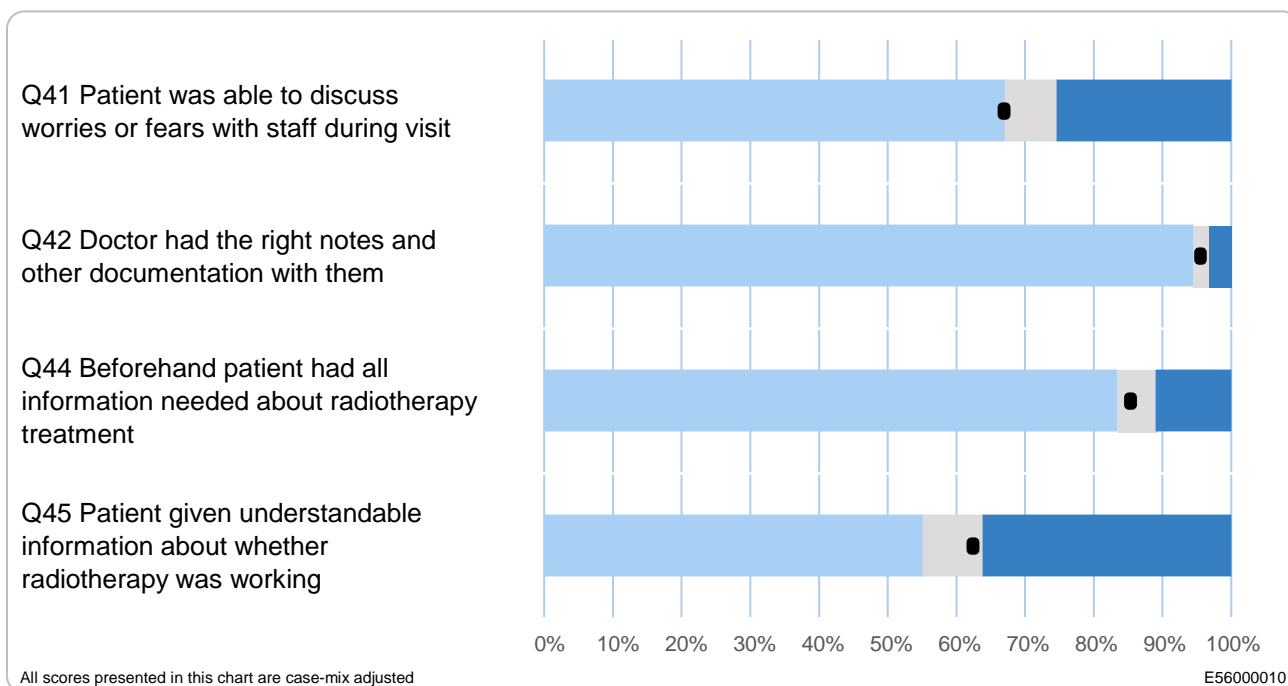


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	804	81%	890	81%			82%	81%	87%	84%
Q37 Always treated with respect and dignity by staff	915	88%	990	85%			86%	86%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	843	86%	912	88%			88%	84%	89%	87%
Q39 Staff told patient who to contact if worried post discharge	887	93%	926	94%			94%	93%	96%	94%

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## Cancer Alliance results

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

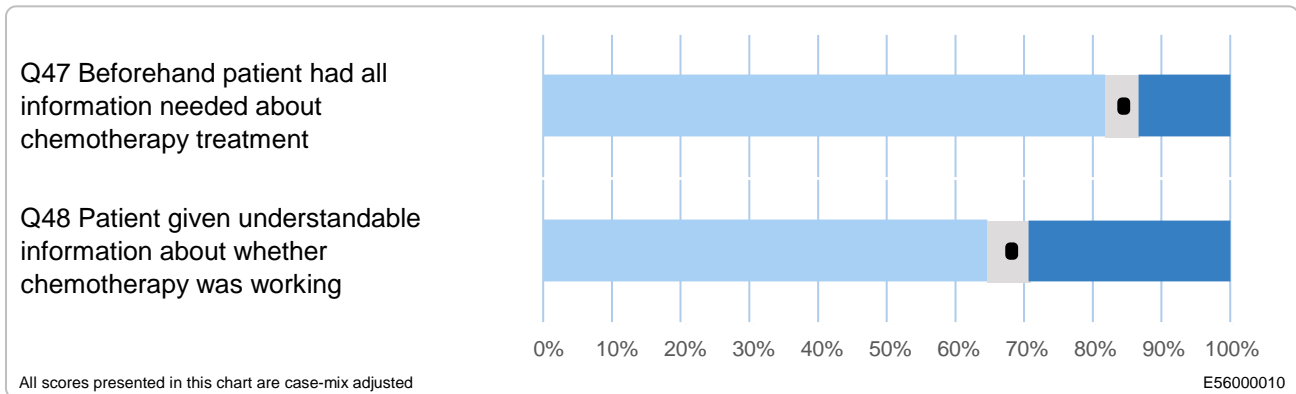


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,224	66%	1,358	65%			67%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	1,466	96%	1,598	95%			95%	94%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	439	85%	554	85%			85%	83%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	397	60%	484	63%			62%	55%	64%	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)

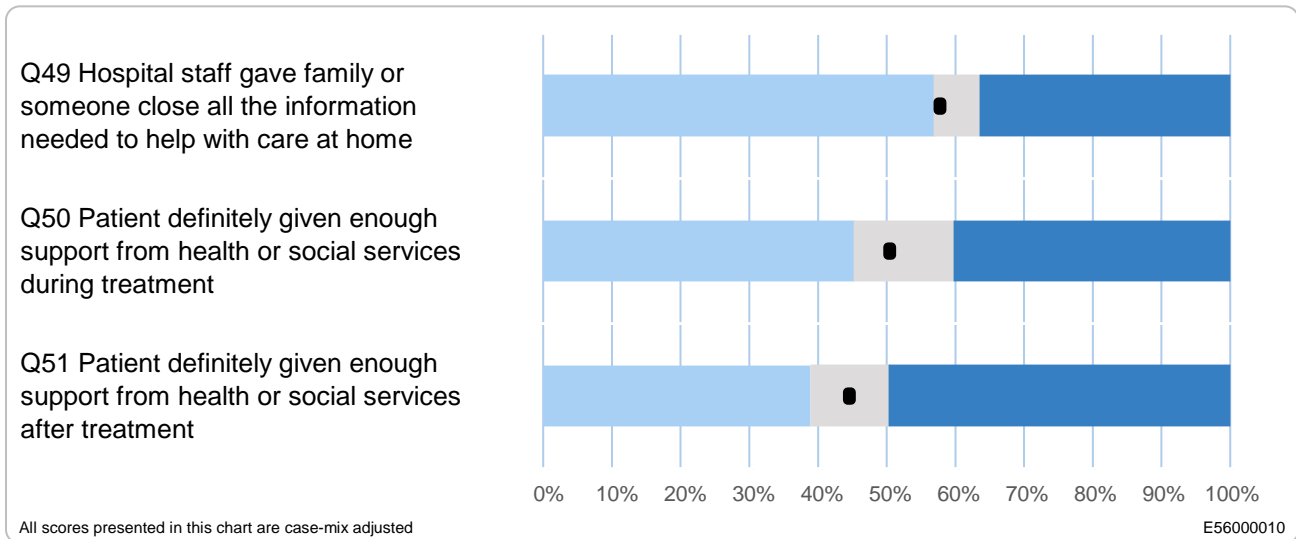


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47	911	82%	985	84%			84%	82%	87%	84%
Q48	832	67%	917	67%			68%	65%	71%	68%

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

## Cancer Alliance results

### Home care and support

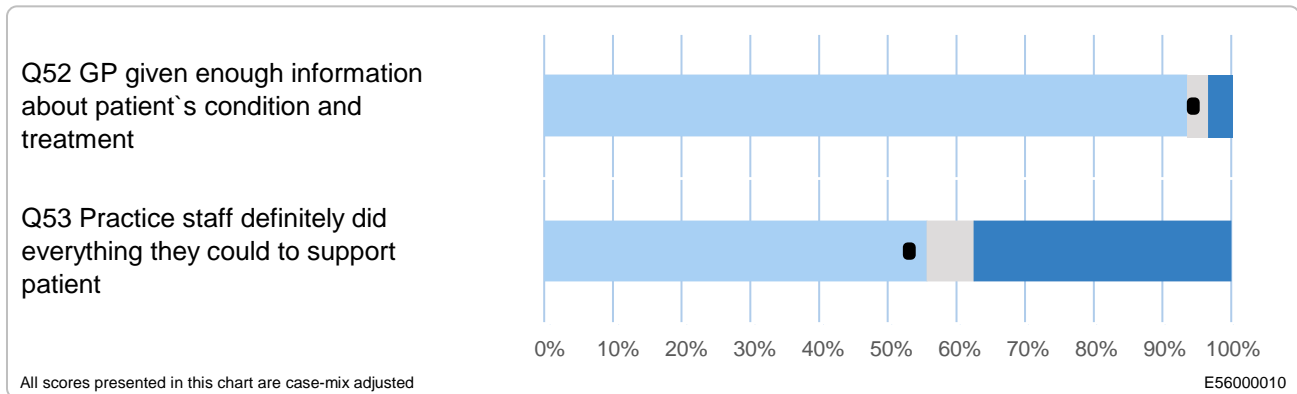


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,283	56%	1,422	57%			57%	57%	64%	60%
Q50 Patient definitely given enough support from health or social services during treatment	879	46%	967	49%			50%	45%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	567	42%	589	43%			44%	39%	50%	45%

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

## Cancer Alliance results

### Care from your general practice



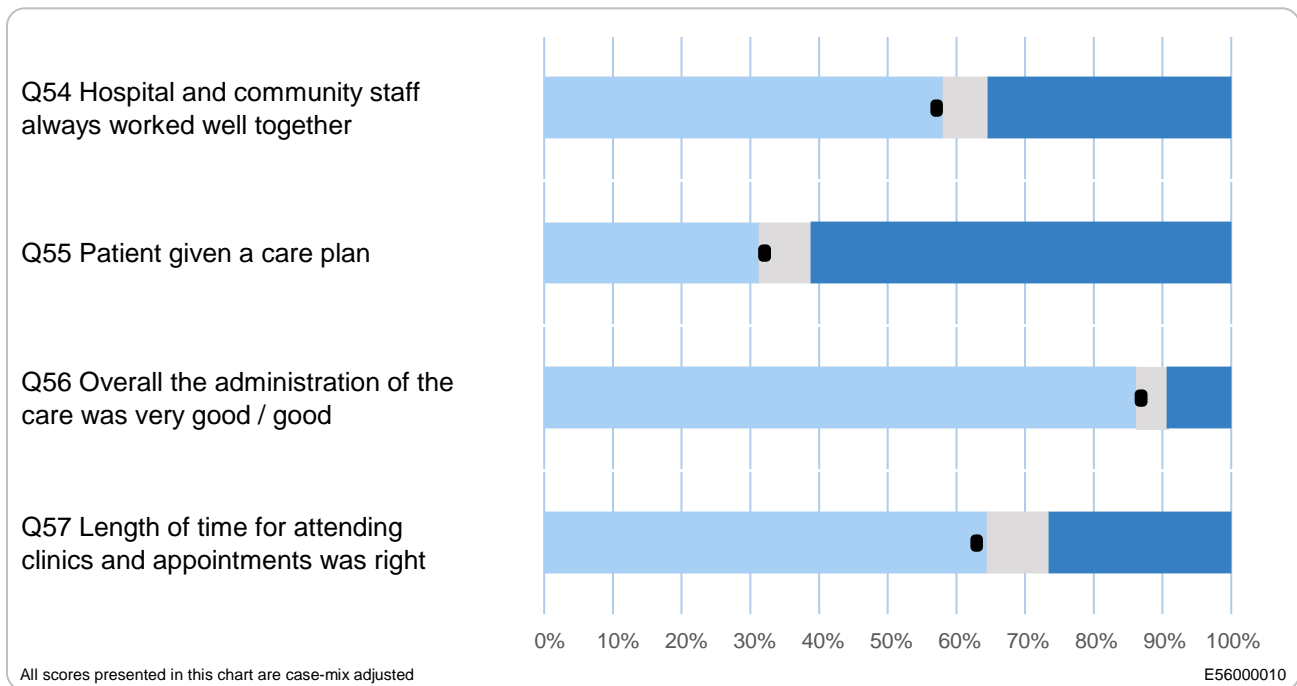
Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	1,393	95%	1,517	94%			94%	94%	97%	95%
Q53 Practice staff definitely did everything they could to support patient	1,069	55%	1,174	52%			53%	56%	63%	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)

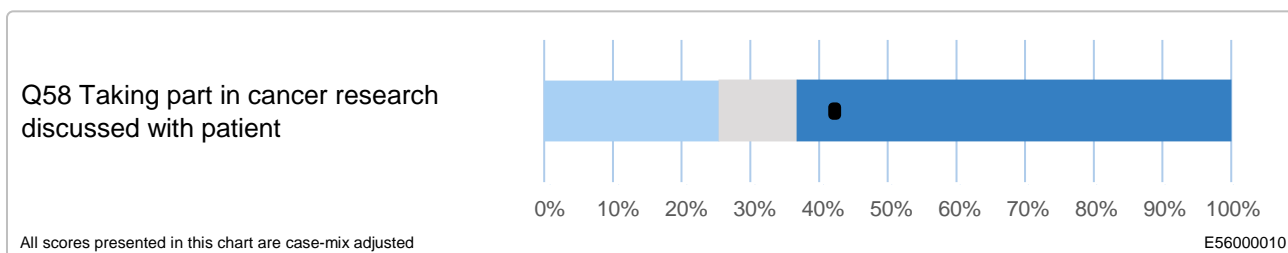


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	1,574	56%	1,709	56%			57%	58%	65%	61%
Q55 Patient given a care plan	1,271	33%	1,376	34%			32%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	1,630	87%	1,778	87%			87%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	1,614	62%	1,766	62%			63%	64%	74%	69%

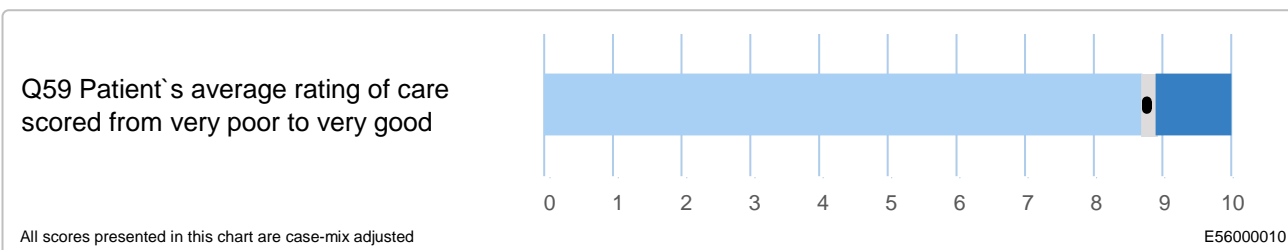
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score  
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)  
 (NB: No arrow reflects no statistically significant change)  
 \* Indicates where a score has been suppressed because 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	1,546	41%	1,678	44%		↑	42%	25%	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	1,598	8.7	1,750	8.7			8.8	8.7	8.9	8.8

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

## Comparisons by tumour group for this Cancer Alliance

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

### Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	58%	*	73%
Breast	89%	94%	88%	90%
Colorectal / LGT	75%	72%	80%	83%
Gynaecological	70%	75%	77%	79%
Haematological	62%	64%	79%	81%
Head and Neck	74%	79%	75%	80%
Lung	71%	71%	79%	82%
Prostate	84%	81%	86%	85%
Sarcoma	*	66%	*	71%
Skin	82%	90%	77%	86%
Upper Gastro	70%	72%	75%	78%
Urological	83%	81%	82%	85%
Other	71%	73%	75%	79%
<b>All Cancers</b>	<b>77%</b>	<b>77%</b>	<b>81%</b>	<b>84%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018**  
**South East London**

**Diagnostic tests**

<b>Cancer type</b>	<b>Q5. Received all the information needed about the test</b>		<b>Q6. The length of time waiting for the test to be done was about right</b>		<b>Q7. Given complete explanation of test results in understandable way</b>	
	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>
Brain / CNS	*	92%	*	83%	*	71%
Breast	92%	95%	91%	91%	77%	82%
Colorectal / LGT	93%	96%	84%	87%	73%	81%
Gynaecological	93%	94%	85%	85%	77%	77%
Haematological	94%	95%	90%	88%	73%	77%
Head and Neck	98%	92%	87%	85%	74%	80%
Lung	89%	94%	87%	87%	73%	79%
Prostate	93%	94%	88%	86%	76%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	89%	96%	92%	90%	89%	83%
Upper Gastro	94%	94%	86%	83%	76%	75%
Urological	92%	94%	91%	87%	80%	79%
Other	94%	95%	91%	86%	70%	76%
<b>All Cancers</b>	<b>93%</b>	<b>94%</b>	<b>88%</b>	<b>88%</b>	<b>75%</b>	<b>79%</b>

<sup>§</sup> 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	77%	82%	85%	89%	71%	77%	70%	78%
Colorectal / LGT	80%	82%	82%	86%	73%	79%	67%	73%
Gynaecological	73%	72%	72%	82%	72%	73%	64%	70%
Haematological	73%	73%	80%	83%	61%	61%	72%	76%
Head and Neck	78%	72%	85%	86%	78%	76%	77%	67%
Lung	77%	79%	83%	82%	72%	76%	64%	67%
Prostate	75%	78%	86%	85%	75%	78%	82%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	82%	71%	95%	90%	79%	80%	92%	84%
Upper Gastro	71%	79%	74%	80%	76%	73%	67%	66%
Urological	69%	74%	81%	82%	75%	77%	68%	73%
Other	78%	76%	80%	82%	66%	70%	67%	65%
<b>All Cancers</b>	<b>76%</b>	<b>78%</b>	<b>82%</b>	<b>85%</b>	<b>71%</b>	<b>74%</b>	<b>71%</b>	<b>74%</b>

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	81%	*	70%	*	64%
Breast	79%	84%	69%	75%	66%	69%
Colorectal / LGT	77%	85%	70%	76%	65%	70%
Gynaecological	84%	85%	72%	75%	59%	67%
Haematological	81%	81%	70%	70%	66%	66%
Head and Neck	81%	85%	74%	74%	75%	70%
Lung	82%	84%	63%	74%	60%	69%
Prostate	80%	82%	75%	72%	71%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	92%	89%	84%	80%	78%	74%
Upper Gastro	77%	81%	75%	72%	70%	68%
Urological	84%	82%	71%	71%	60%	62%
Other	72%	80%	68%	72%	59%	64%
<b>All Cancers</b>	<b>80%</b>	<b>83%</b>	<b>71%</b>	<b>73%</b>	<b>66%</b>	<b>67%</b>

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	*	61%	*	70%
Breast	53%	56%	71%	79%
Colorectal / LGT	52%	58%	78%	80%
Gynaecological	52%	55%	76%	79%
Haematological	50%	51%	74%	77%
Head and Neck	71%	62%	79%	79%
Lung	53%	56%	75%	79%
Prostate	67%	64%	83%	81%
Sarcoma	*	52%	*	75%
Skin	63%	66%	86%	87%
Upper Gastro	51%	54%	75%	76%
Urological	56%	53%	81%	77%
Other	51%	53%	71%	76%
<b>All Cancers</b>	<b>55%</b>	<b>56%</b>	<b>75%</b>	<b>79%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018**  
**South East London**

**Clinical Nurse Specialist**

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	82%	*	84%
Breast	94%	95%	77%	85%	82%	88%
Colorectal / LGT	94%	92%	83%	88%	87%	89%
Gynaecological	91%	94%	79%	85%	89%	88%
Haematological	96%	92%	86%	88%	88%	89%
Head and Neck	94%	90%	71%	87%	76%	88%
Lung	93%	93%	74%	87%	74%	88%
Prostate	90%	90%	68%	82%	80%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	90%	91%	82%	89%	89%	91%
Upper Gastro	94%	93%	77%	85%	81%	87%
Urological	82%	84%	77%	82%	88%	87%
Other	94%	88%	82%	85%	77%	87%
<b>All Cancers</b>	<b>93%</b>	<b>91%</b>	<b>78%</b>	<b>85%</b>	<b>83%</b>	<b>88%</b>

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

**National Cancer Patient Experience Survey 2018**  
**South East London**

**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	90%	91%	82%	86%	65%	65%	80%	82%
Colorectal / LGT	83%	86%	82%	84%	60%	58%	88%	83%
Gynaecological	80%	85%	80%	82%	47%	61%	70%	77%
Haematological	85%	86%	82%	84%	59%	62%	90%	87%
Head and Neck	76%	86%	77%	83%	55%	60%	69%	82%
Lung	78%	86%	73%	81%	69%	71%	85%	85%
Prostate	90%	89%	88%	85%	59%	51%	84%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	91%	89%	*	84%	*	60%	*	72%
Upper Gastro	81%	84%	77%	81%	57%	63%	81%	84%
Urological	85%	79%	81%	75%	37%	44%	60%	68%
Other	79%	82%	73%	78%	55%	58%	83%	80%
<b>All Cancers</b>	<b>85%</b>	<b>86%</b>	<b>81%</b>	<b>83%</b>	<b>59%</b>	<b>60%</b>	<b>81%</b>	<b>81%</b>

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



**National Cancer Patient Experience Survey 2018**  
**South East London**

**Operations**

<b>Cancer type</b>	<b>Q25. Beforehand had all the information needed about the operation</b>		<b>Q26. Staff explained how operation had gone in understandable way</b>	
	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>
Brain / CNS	*	94%	*	70%
Breast	96%	96%	73%	79%
Colorectal / LGT	96%	96%	84%	83%
Gynaecological	95%	96%	73%	81%
Haematological	97%	94%	89%	77%
Head and Neck	94%	95%	85%	78%
Lung	91%	95%	78%	78%
Prostate	98%	95%	81%	75%
Sarcoma	*	94%	*	78%
Skin	100%	97%	83%	84%
Upper Gastro	96%	95%	77%	80%
Urological	100%	95%	80%	76%
Other	94%	95%	64%	78%
<b>All Cancers</b>	<b>96%</b>	<b>96%</b>	<b>77%</b>	<b>79%</b>

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

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	73%	*	77%	*	66%	*	67%
Breast	84%	89%	76%	86%	67%	77%	74%	77%
Colorectal / LGT	80%	77%	86%	86%	72%	73%	73%	71%
Gynaecological	74%	85%	76%	86%	66%	72%	62%	73%
Haematological	70%	81%	71%	81%	74%	74%	59%	76%
Head and Neck	71%	79%	83%	86%	68%	75%	76%	74%
Lung	72%	77%	79%	83%	70%	74%	75%	76%
Prostate	80%	86%	89%	89%	82%	73%	77%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	*	89%	*	90%	*	81%	*	87%
Upper Gastro	63%	74%	83%	82%	72%	73%	64%	71%
Urological	70%	80%	79%	87%	61%	70%	70%	78%
Other	77%	80%	89%	82%	61%	71%	66%	72%
<b>All Cancers</b>	<b>76%</b>	<b>82%</b>	<b>80%</b>	<b>85%</b>	<b>69%</b>	<b>74%</b>	<b>70%</b>	<b>75%</b>

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	73%	71%	55%	64%	85%	87%	52%	56%
Colorectal / LGT	70%	62%	62%	71%	88%	85%	56%	54%
Gynaecological	63%	67%	48%	67%	75%	84%	43%	51%
Haematological	56%	64%	60%	71%	85%	86%	51%	55%
Head and Neck	66%	66%	61%	69%	85%	87%	52%	55%
Lung	72%	70%	68%	74%	85%	85%	60%	52%
Prostate	71%	73%	51%	69%	87%	88%	59%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	*	80%	*	72%	*	91%	*	59%
Upper Gastro	64%	61%	56%	75%	78%	84%	48%	51%
Urological	74%	69%	64%	73%	81%	85%	42%	47%
Other	58%	62%	55%	68%	69%	82%	33%	48%
<b>All Cancers</b>	<b>68%</b>	<b>67%</b>	<b>57%</b>	<b>69%</b>	<b>83%</b>	<b>86%</b>	<b>50%</b>	<b>53%</b>

§ 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	84%	86%	85%	89%	89%	92%	98%	96%
Colorectal / LGT	84%	85%	88%	87%	84%	84%	94%	94%
Gynaecological	75%	83%	79%	87%	91%	88%	91%	95%
Haematological	72%	83%	81%	90%	84%	81%	95%	95%
Head and Neck	80%	83%	83%	87%	94%	88%	97%	93%
Lung	79%	84%	85%	89%	84%	84%	94%	92%
Prostate	88%	84%	91%	91%	98%	90%	97%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	*	88%	*	93%	*	91%	*	96%
Upper Gastro	73%	82%	85%	86%	87%	82%	89%	94%
Urological	81%	81%	87%	89%	83%	86%	95%	91%
Other	74%	81%	77%	87%	85%	83%	84%	92%
<b>All Cancers</b>	<b>81%</b>	<b>84%</b>	<b>85%</b>	<b>89%</b>	<b>88%</b>	<b>87%</b>	<b>94%</b>	<b>94%</b>

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

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	62%	70%	96%	96%	86%	88%	68%	61%
Colorectal / LGT	67%	73%	97%	96%	89%	84%	54%	57%
Gynaecological	61%	71%	92%	96%	*	86%	*	61%
Haematological	67%	74%	93%	96%	86%	83%	73%	59%
Head and Neck	68%	73%	94%	96%	77%	86%	52%	61%
Lung	61%	69%	91%	95%	76%	85%	56%	56%
Prostate	72%	73%	98%	95%	87%	87%	67%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	78%	74%	100%	97%	*	85%	*	72%
Upper Gastro	66%	70%	90%	95%	85%	82%	62%	53%
Urological	73%	67%	100%	95%	*	82%	*	55%
Other	63%	68%	96%	95%	83%	85%	47%	60%
<b>All Cancers</b>	65%	71%	95%	96%	85%	86%	63%	60%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	79%	*	50%
Breast	83%	83%	67%	64%
Colorectal / LGT	88%	85%	62%	64%
Gynaecological	89%	86%	72%	68%
Haematological	83%	85%	71%	75%
Head and Neck	*	79%	*	54%
Lung	72%	84%	65%	67%
Prostate	86%	85%	73%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	90%	84%	70%	61%
Urological	87%	82%	75%	65%
Other	84%	85%	60%	70%
<b>All Cancers</b>	84%	84%	67%	68%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018**  
**South East London**

**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	55%	59%	43%	54%	31%	42%
Colorectal / LGT	63%	63%	60%	60%	57%	52%
Gynaecological	58%	59%	53%	47%	42%	38%
Haematological	59%	63%	45%	52%	46%	44%
Head and Neck	64%	63%	68%	56%	68%	53%
Lung	55%	60%	44%	52%	35%	43%
Prostate	59%	60%	50%	46%	46%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	53%	67%	48%	60%	*	59%
Upper Gastro	54%	60%	46%	53%	47%	48%
Urological	58%	59%	53%	47%	43%	44%
Other	52%	56%	51%	52%	39%	44%
<b>All Cancers</b>	<b>57%</b>	<b>60%</b>	<b>49%</b>	<b>53%</b>	<b>43%</b>	<b>45%</b>

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

**National Cancer Patient Experience Survey 2018**  
**South East London**

**Care from your general practice**

<b>Cancer type</b>	<b>Q52. GP given enough information about patient's condition and treatment</b>		<b>Q53. Practice staff definitely did everything they could to support patient</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	*	88%	*	51%
Breast	93%	96%	50%	59%
Colorectal / LGT	97%	95%	58%	58%
Gynaecological	92%	95%	46%	57%
Haematological	97%	95%	46%	58%
Head and Neck	89%	93%	63%	58%
Lung	89%	94%	54%	58%
Prostate	97%	95%	60%	64%
Sarcoma	*	95%	*	53%
Skin	97%	97%	53%	67%
Upper Gastro	89%	94%	55%	58%
Urological	96%	95%	46%	61%
Other	92%	94%	48%	56%
<b>All Cancers</b>	<b>94%</b>	<b>95%</b>	<b>52%</b>	<b>59%</b>

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	45%	*	33%	*	84%	*	59%
Breast	54%	61%	32%	39%	88%	90%	63%	68%
Colorectal / LGT	58%	61%	39%	38%	85%	88%	60%	72%
Gynaecological	50%	58%	29%	31%	81%	87%	71%	69%
Haematological	57%	64%	38%	35%	87%	91%	54%	66%
Head and Neck	56%	61%	41%	37%	87%	88%	72%	71%
Lung	60%	62%	26%	31%	88%	89%	69%	71%
Prostate	66%	65%	34%	36%	86%	87%	68%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	56%	71%	47%	42%	88%	91%	62%	73%
Upper Gastro	55%	59%	33%	35%	86%	86%	56%	68%
Urological	53%	62%	33%	30%	88%	85%	65%	75%
Other	48%	57%	26%	30%	89%	87%	56%	63%
<b>All Cancers</b>	56%	61%	34%	35%	87%	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	*	39%	*	8.4
Breast	39%	31%	8.7	8.9
Colorectal / LGT	45%	33%	8.6	8.8
Gynaecological	52%	37%	8.7	8.8
Haematological	37%	32%	8.7	8.9
Head and Neck	30%	23%	8.8	8.8
Lung	50%	35%	8.8	8.8
Prostate	53%	33%	8.8	8.8
Sarcoma	*	40%	*	8.6
Skin	38%	16%	9.1	9.0
Upper Gastro	50%	35%	8.7	8.7
Urological	58%	21%	8.8	8.7
Other	41%	32%	8.5	8.7
<b>All Cancers</b>	44%	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%
E56000010	3,527	246	3,281	1,389	73	1,819	55%

### Respondents by tumour group

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

Tumour Group	Number of respondents*
Brain / CNS	17
Breast	439
Colorectal / LGT	179
Gynaecological	102
Haematological	255
Head and Neck	54
Lung	109
Prostate	236
Sarcoma	19
Skin	43
Upper Gastro	114
Urological	96
Other	156

\* These figures may not match the numerator for all questions in the 'Comparisons by tumour group' section of this report, because not all questions were answered by all respondents.

### Respondents by age and gender

The questionnaire asked respondents to give their year of birth. This information has been amalgamated into 8 age bands. The age and gender distribution for the Cancer Alliance was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	2	13	20	66	207	291	189	39	827
Female	3	23	60	165	266	281	152	42	992
Total	5	36	80	231	473	572	341	81	1,819



**National Cancer Patient Experience Survey 2018**

**South East London**

**Annex (continued)**

**Expected Range Summary - Trusts**

Trust		Expected Range Classification		
RJ2	Lewisham and Greenwich NHS Trust	4	47	1
RJ1	Guy's and St Thomas' NHS Foundation Trust	8	41	3
RJZ	King's College Hospital NHS Foundation Trust	20	32	

## National Cancer Patient Experience Survey 2018

### South East London

#### 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	
E56000010	South East London	1,750	8.77	
RJ1	Guy's and St Thomas' NHS Foundation Trust	1,238	8.88	
RJZ	King's College Hospital NHS Foundation Trust	560	8.67	
RJ2	Lewisham and Greenwich NHS Trust	172	8.66	

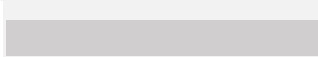
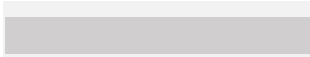
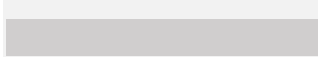
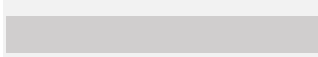
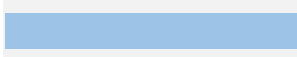
## National Cancer Patient Experience Survey 2018

### South East London

#### 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%	
E56000010	South East London	1,752	77%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	1,234	79%	
RJ2	Lewisham and Greenwich NHS Trust	175	79%	
RJZ	King's College Hospital NHS Foundation Trust	569	74%	

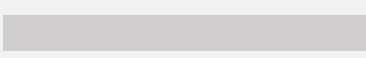
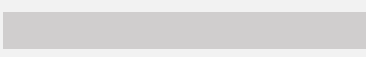
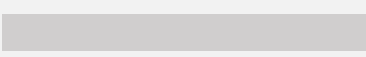
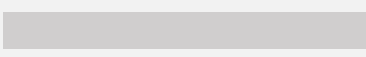
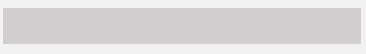
## National Cancer Patient Experience Survey 2018

### South East London

#### 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%	
E56000010	South East London	1,721	92%	
RJZ	King's College Hospital NHS Foundation Trust	559	94%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	1,214	91%	
RJ2	Lewisham and Greenwich NHS Trust	168	90%	


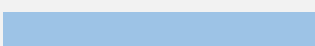

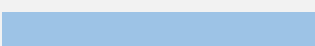
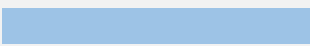
## National Cancer Patient Experience Survey 2018

### South East London

#### 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%	
E56000010	South East London	1,462	79%	
RJ2	Lewisham and Greenwich NHS Trust	128	82%	
RJZ	King's College Hospital NHS Foundation Trust	490	79%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	1,020	78%	

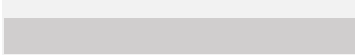

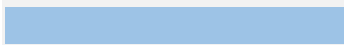


## National Cancer Patient Experience Survey 2018

### South East London

#### 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%	
E56000010	South East London	990	86%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	758	86%	
RJZ	King's College Hospital NHS Foundation Trust	333	86%	
RJ2	Lewisham and Greenwich NHS Trust	83	84%	

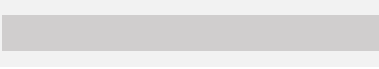
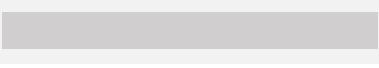
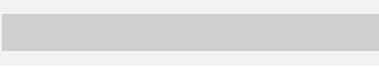
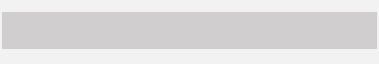
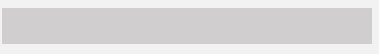
## National Cancer Patient Experience Survey 2018

### South East London

#### 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%	
E56000010	South East London	926	94%	
RJ2	Lewisham and Greenwich NHS Trust	78	94%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	713	94%	
RJZ	King's College Hospital NHS Foundation Trust	316	92%	

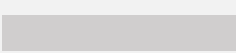
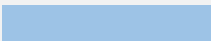
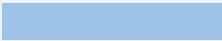
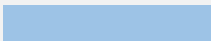

## National Cancer Patient Experience Survey 2018

### South East London

#### 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%	
E56000010	South East London	1,174	53%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	839	55%	
RJZ	King's College Hospital NHS Foundation Trust	364	53%	
RJ2	Lewisham and Greenwich NHS Trust	112	52%	



## National Cancer Patient Experience Survey 2018

### South East London

#### Annex (continued)

#### Expected Range Summary - CCGs

CCG		Expected Range Classification		
08A	NHS Greenwich CCG	1	45	6
07N	NHS Bexley CCG	4	44	4
08L	NHS Lewisham CCG	3	48	1
07Q	NHS Bromley CCG	8	43	1
08Q	NHS Southwark CCG	10	41	1
08K	NHS Lambeth CCG	20	31	1

**National Cancer Patient Experience Survey 2018**  
**South East London**

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

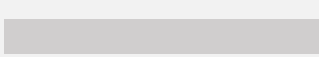
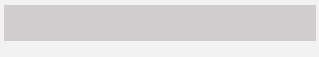
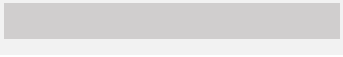


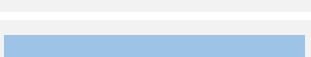
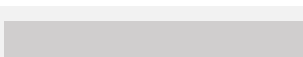

**Q59 Patient's average rating of care scored from very poor to very good**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000010	South East London	1,750	8.77	
08A	NHS Greenwich CCG	206	9.02	
08L	NHS Lewisham CCG	242	8.83	
07N	NHS Bexley CCG	319	8.80	
08Q	NHS Southwark CCG	226	8.76	
07Q	NHS Bromley CCG	489	8.69	
08K	NHS Lambeth CCG	268	8.61	

**National Cancer Patient Experience Survey 2018**  
**South East London**

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

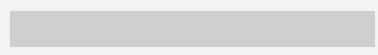
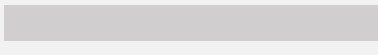
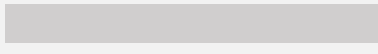
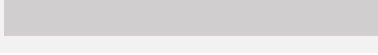
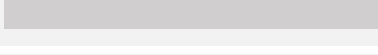

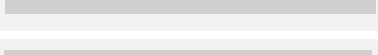
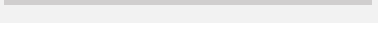
**Q16 Patient definitely involved in decisions about care and treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000010	South East London	1,752	77%	
07N	NHS Bexley CCG	315	83%	
08A	NHS Greenwich CCG	207	79%	
08L	NHS Lewisham CCG	238	77%	
08K	NHS Lambeth CCG	266	75%	
07Q	NHS Bromley CCG	494	74%	
08Q	NHS Southwark CCG	232	74%	

**National Cancer Patient Experience Survey 2018**  
**South East London**

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

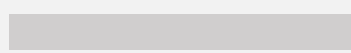
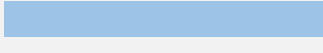
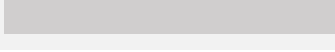
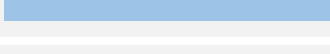
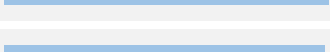
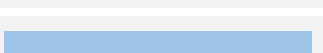
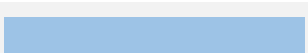

**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000010	South East London	1,721	92%	
08A	NHS Greenwich CCG	201	95%	
07Q	NHS Bromley CCG	473	93%	
08L	NHS Lewisham CCG	238	92%	
08Q	NHS Southwark CCG	223	92%	
07N	NHS Bexley CCG	319	92%	
08K	NHS Lambeth CCG	267	91%	

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

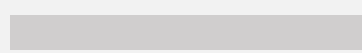
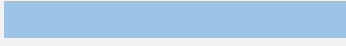
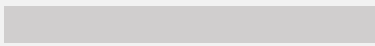
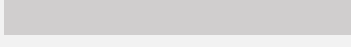
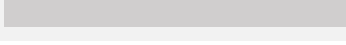

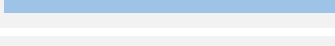
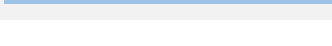
**Q18 Patient found it easy to contact their CNS**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000010	South East London	1,462	79%	
08A	NHS Greenwich CCG	172	82%	
07Q	NHS Bromley CCG	400	80%	
07N	NHS Bexley CCG	274	80%	
08L	NHS Lewisham CCG	192	79%	
08K	NHS Lambeth CCG	231	76%	
08Q	NHS Southwark CCG	193	74%	

**National Cancer Patient Experience Survey 2018**  
**South East London**

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


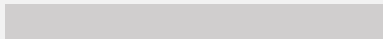


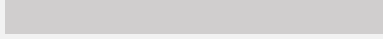
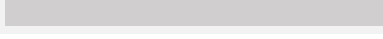
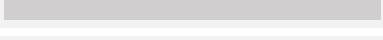
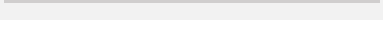
**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000010	South East London	990	86%	
07N	NHS Bexley CCG	165	92%	
07Q	NHS Bromley CCG	262	86%	
08A	NHS Greenwich CCG	119	85%	
08L	NHS Lewisham CCG	138	84%	
08Q	NHS Southwark CCG	144	83%	
08K	NHS Lambeth CCG	162	82%	

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

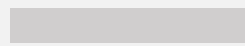
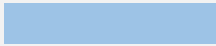
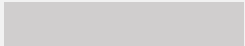

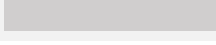
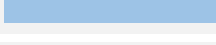
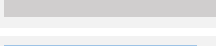
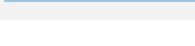
**Q39 Staff told patient who to contact if worried post discharge**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000010	South East London	926	94%	
08A	NHS Greenwich CCG	112	96%	
07N	NHS Bexley CCG	156	96%	
08L	NHS Lewisham CCG	129	94%	
07Q	NHS Bromley CCG	247	94%	
08Q	NHS Southwark CCG	135	93%	
08K	NHS Lambeth CCG	147	93%	

**National Cancer Patient Experience Survey 2018**  
**South East London**

**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%	
E56000010	South East London	1,174	53%	
08A	NHS Greenwich CCG	143	59%	
08Q	NHS Southwark CCG	157	54%	
08K	NHS Lambeth CCG	201	53%	
07Q	NHS Bromley CCG	304	53%	
08L	NHS Lewisham CCG	153	52%	
07N	NHS Bexley CCG	216	47%	



## **Annex**

### **Methodology**

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

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

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

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

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

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

### **Further information**

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

[www.ncpes.co.uk/reports/2018-reports](http://www.ncpes.co.uk/reports/2018-reports)

### **Redevelopment of the 2018 survey**

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

### **Official Statistics**

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

## Annex (continued)

### Scoring methodologies

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

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

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

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

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

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

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

[www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018](http://www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018)

### Case-mix adjustment

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

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

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

[www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018](http://www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018)

**Annex (continued)**

**Statistical significance**

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

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

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

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

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



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

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

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

Further information on Quality Health is available at:

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

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

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