

National Cancer Patient Experience Survey

2018 Results

Surrey and Sussex Cancer Alliance

Published September 2019

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



Table of Contents

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

Table of Contents (continued)

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

Introduction

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

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

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

Full national results and other reports are available at:

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

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

This report

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

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

Data tables

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

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

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

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

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

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

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

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

Column 10 shows the national average score for this question.

Data tables (continued)

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score							
Q1	Saw GP once / twice before being told had to go to hospital	2,857	76%	3,073	79%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,840	84%	4,185	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 23 questions for men and in 1 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 9 questions for patients in England 20% most-deprived.

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

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

Executive Summary

8.8 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:

78% 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

86% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

90% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

96% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

59% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

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

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

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

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	

Operations

Q25	Beforehand had all the information needed about the operation	2,265	95%	95%	97%	96%
-----	---	-------	-----	-----	-----	-----

Hospital care as an inpatient

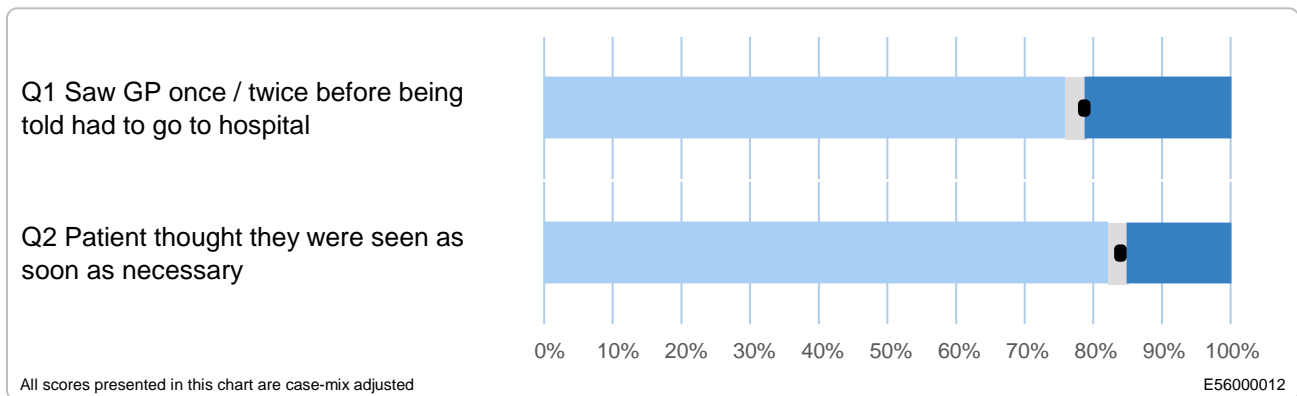
Q32	Always / nearly always enough nurses on duty	2,467	74%	64%	70%	67%
Q37	Always treated with respect and dignity by staff	2,487	90%	87%	90%	89%

Hospital care as a day patient / outpatient

Q45	Patient given understandable information about whether radiotherapy was working	791	64%	56%	63%	60%
-----	---	-----	-----	-----	-----	-----

Cancer Alliance results

Seeing your GP

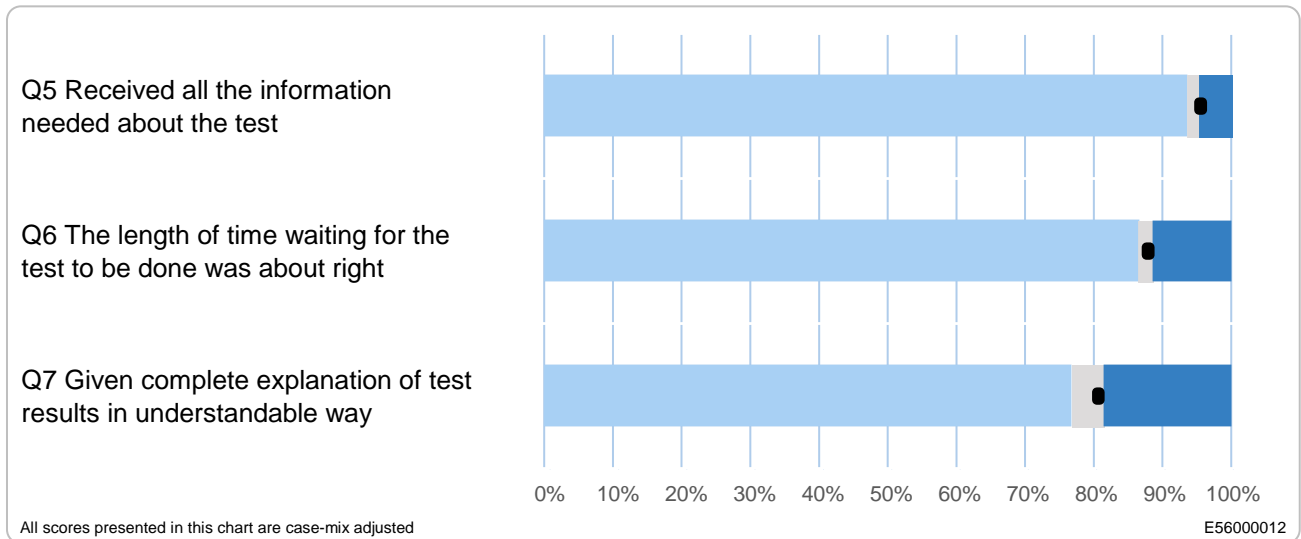


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	2,857	76%	3,073	79%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,840	84%	4,185	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

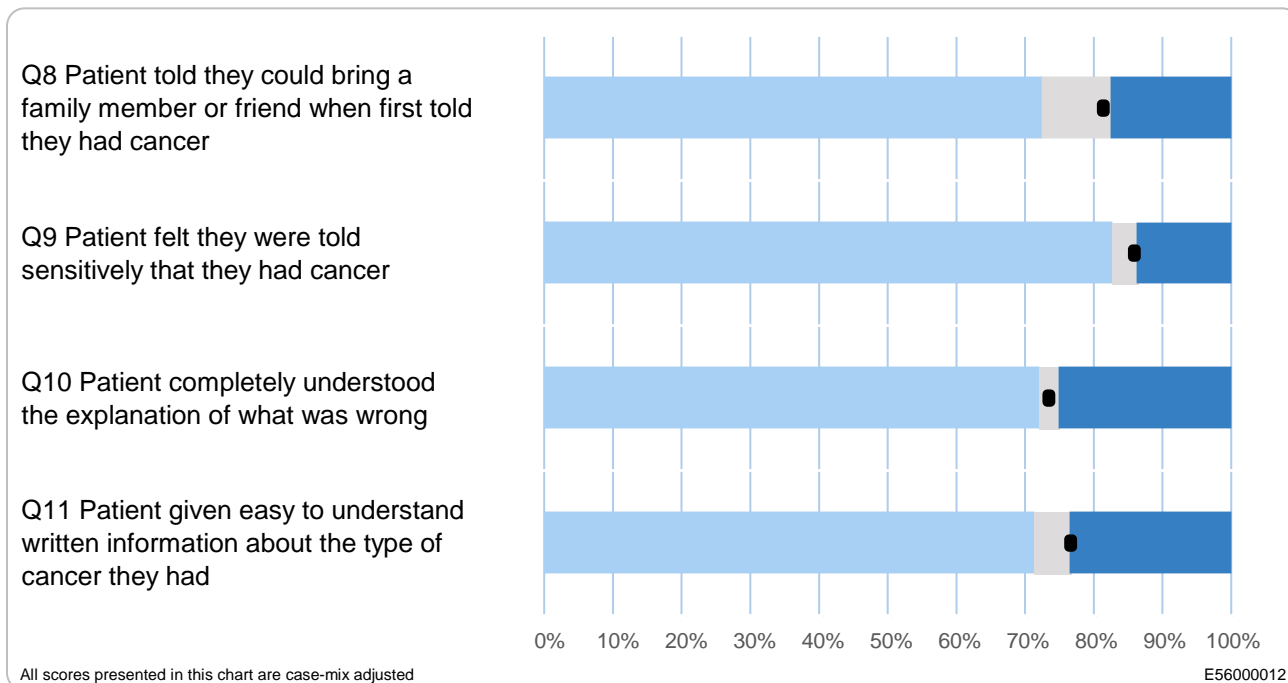


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q5	Received all the information needed about the test	3,313	95%	3,588	96%			95%	94%	95%	94%
Q6	The length of time waiting for the test to be done was about right	3,329	87%	3,616	88%			88%	87%	89%	88%
Q7	Given complete explanation of test results in understandable way	3,341	80%	3,609	81%			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

Finding out what was wrong with you

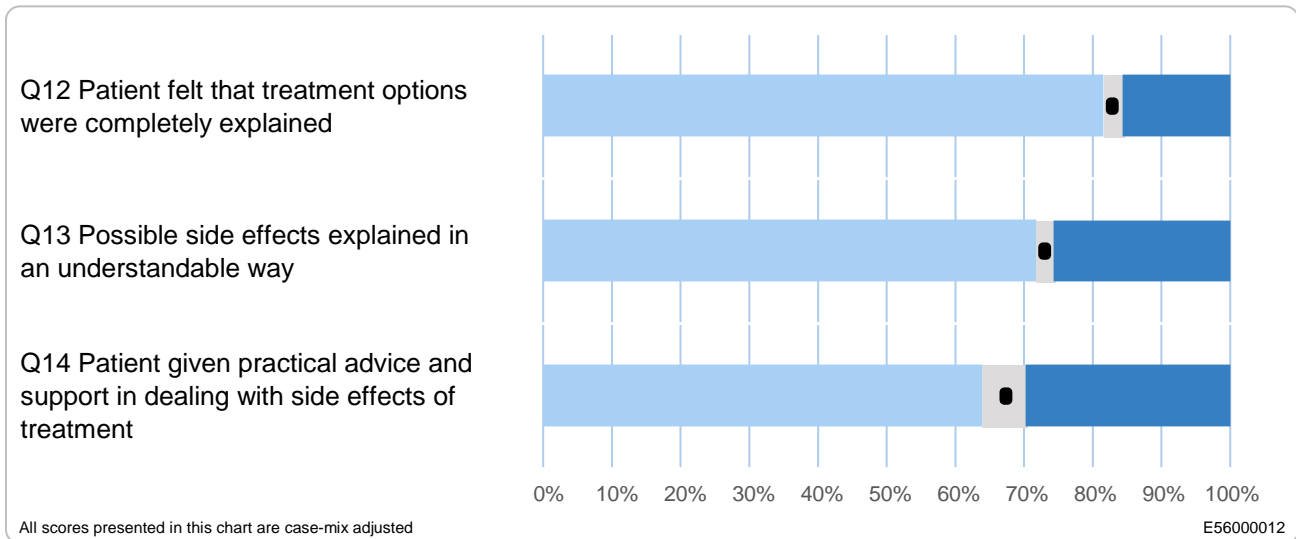


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	3,603	80%	3,867	80%		↑	81%	73%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	3,814	85%	4,226	85%			86%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	3,875	73%	4,262	73%			73%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	3,409	76%	3,769	77%		↑	76%	71%	77%	74%

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

Cancer Alliance results

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

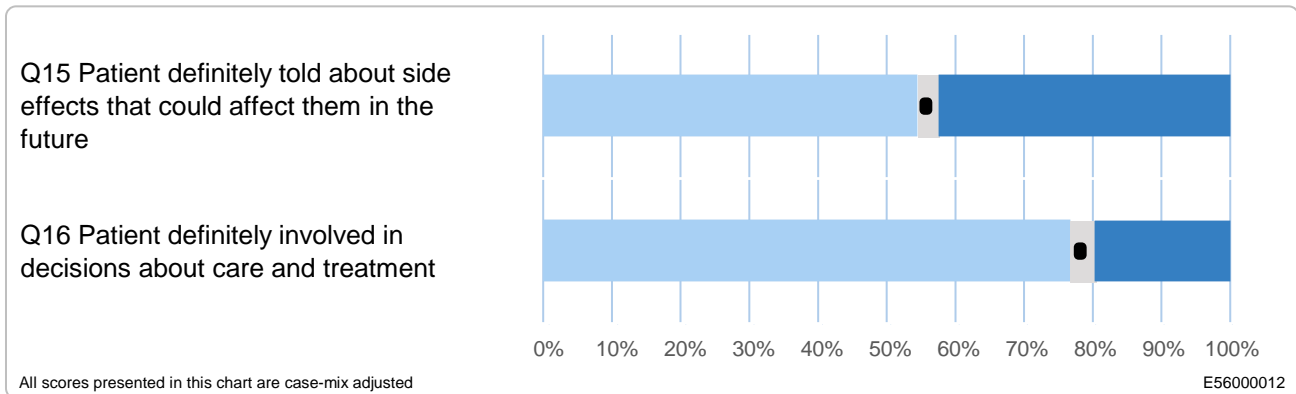


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q12	Patient felt that treatment options were completely explained	3,375	83%	3,701	82%			83%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	3,704	72%	4,064	72%			73%	72%	74%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	3,733	66%	4,040	67%			67%	64%	70%	67%

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

Cancer Alliance results

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

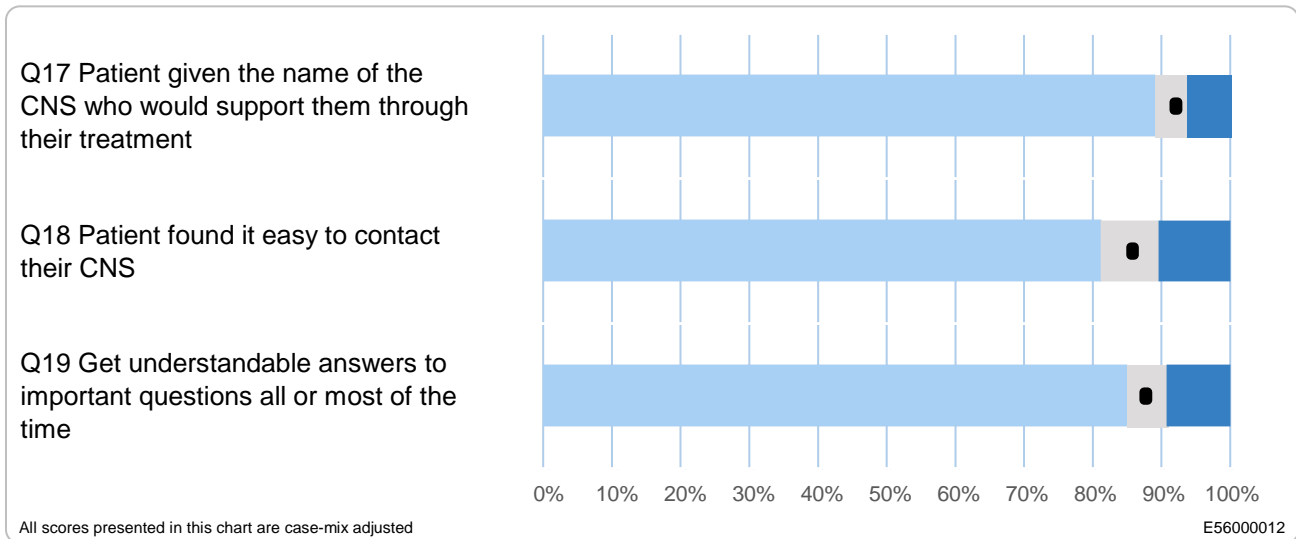


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q15	Patient definitely told about side effects that could affect them in the future	3,459	53%	3,805	55%			55%	54%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	3,769	79%	4,179	78%			78%	77%	80%	79%

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

Cancer Alliance results

Clinical Nurse Specialist

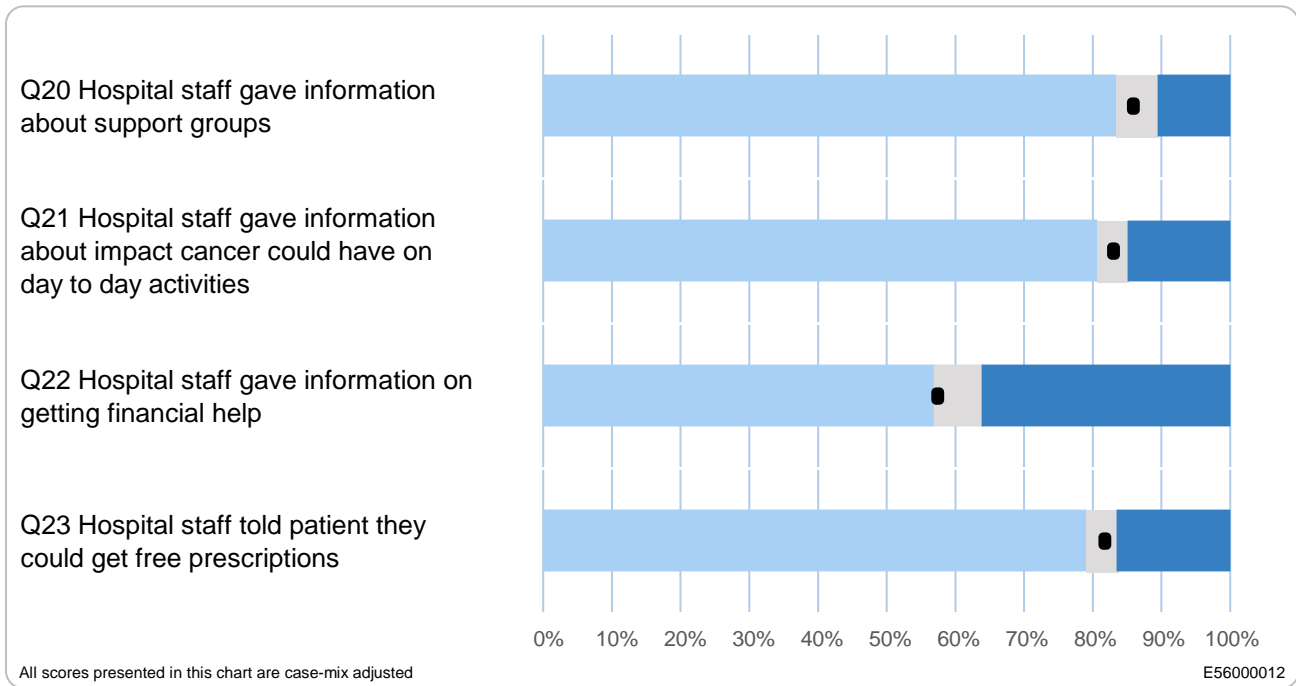


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	3,754	92%	4,115	92%			92%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	3,068	85%	3,396	85%			86%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	2,956	88%	3,223	88%			87%	85%	91%	88%

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

Cancer Alliance results

Support for people with cancer

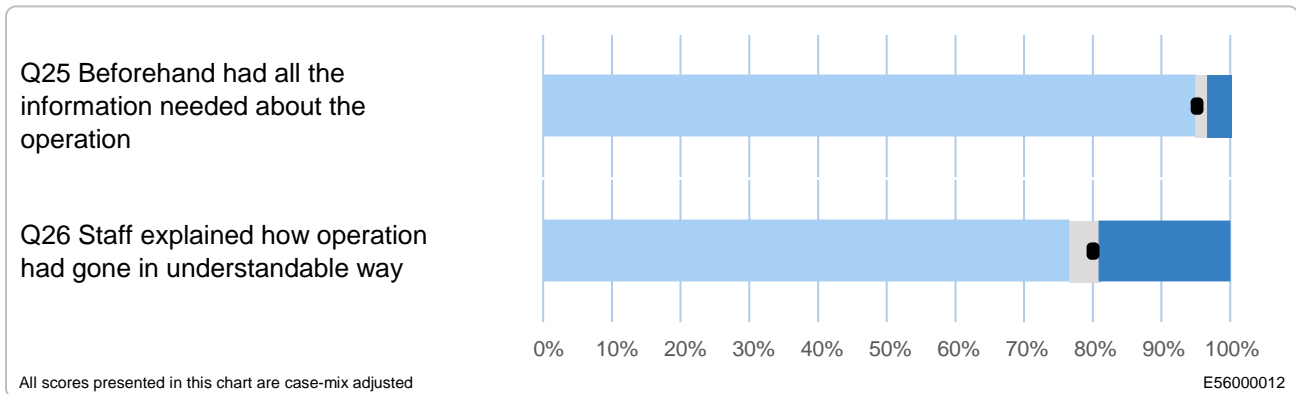


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q20 Hospital staff gave information about support groups	2,868	85%	3,160	86%		↑	86%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,479	82%	2,688	83%		↑	83%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,708	55%	1,836	57%		↑	57%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,697	81%	1,803	82%			82%	79%	84%	81%

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

Cancer Alliance results

Operations

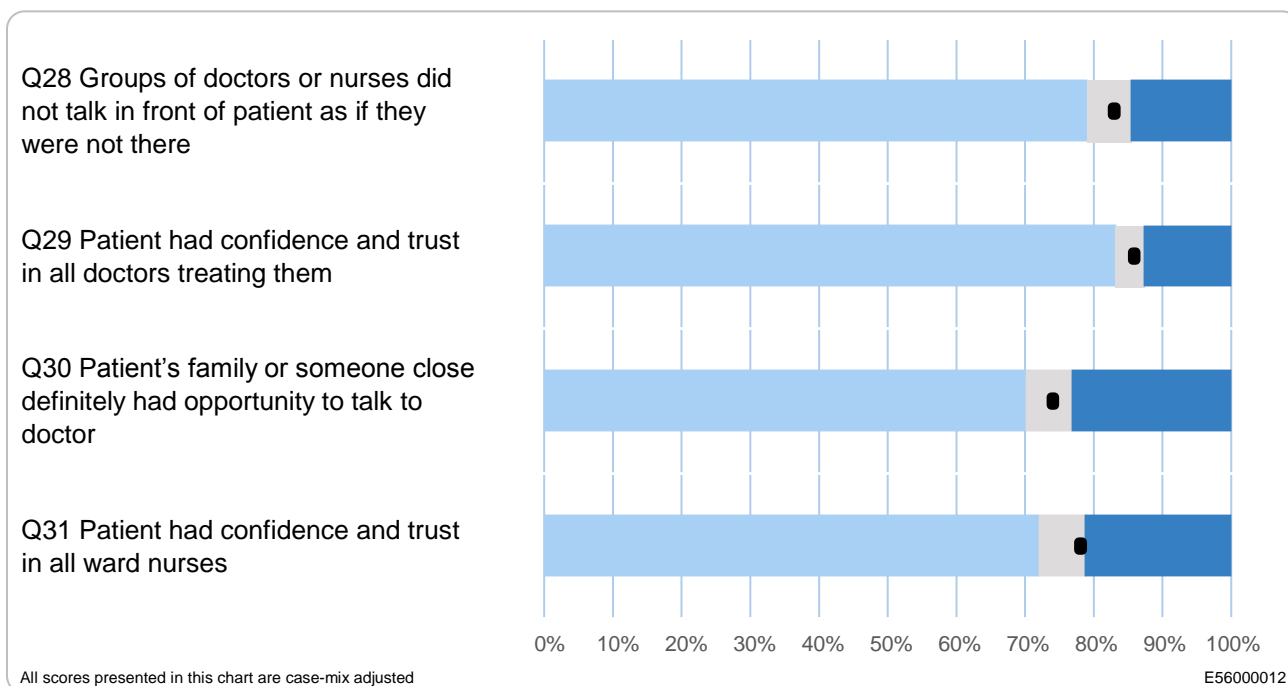


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	1,994	96%	2,265	95%			95%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,990	81%	2,255	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)

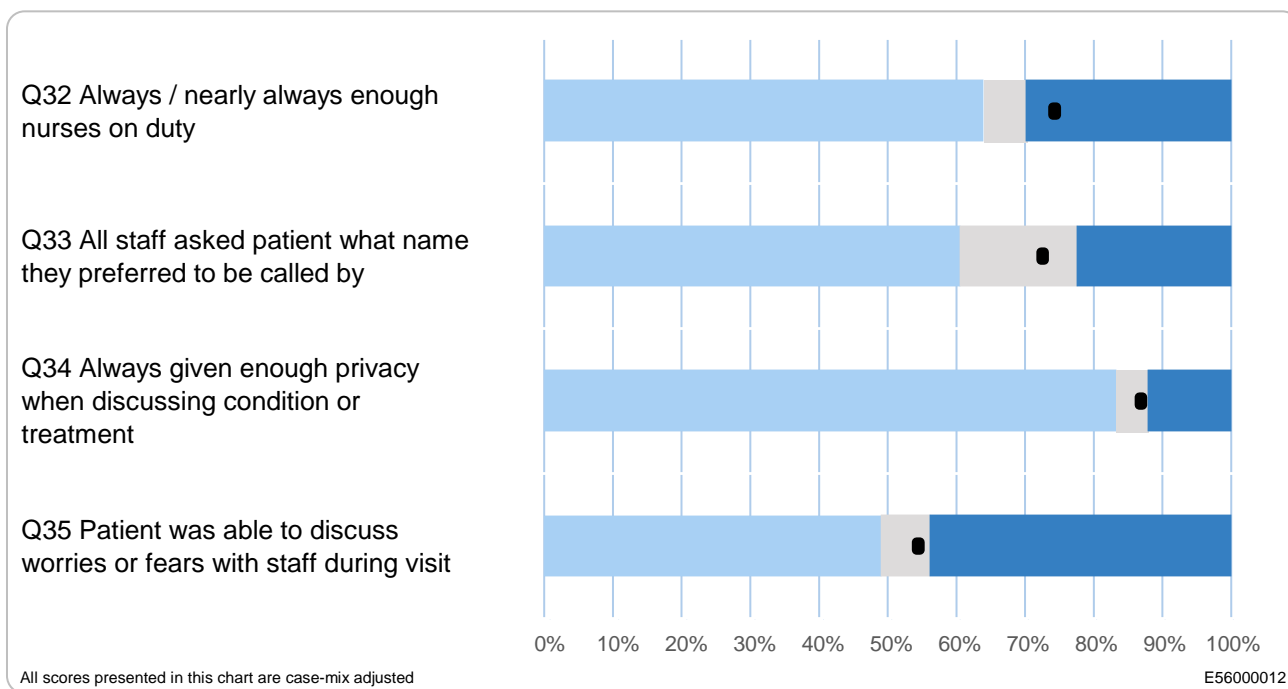


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28	2,233	85%	2,470	84%			83%	79%	85%	82%
Q29	2,241	86%	2,485	86%			86%	83%	87%	85%
Q30	1,843	75%	2,044	74%			74%	70%	77%	74%
Q31	2,234	77%	2,479	78%		↑	78%	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)

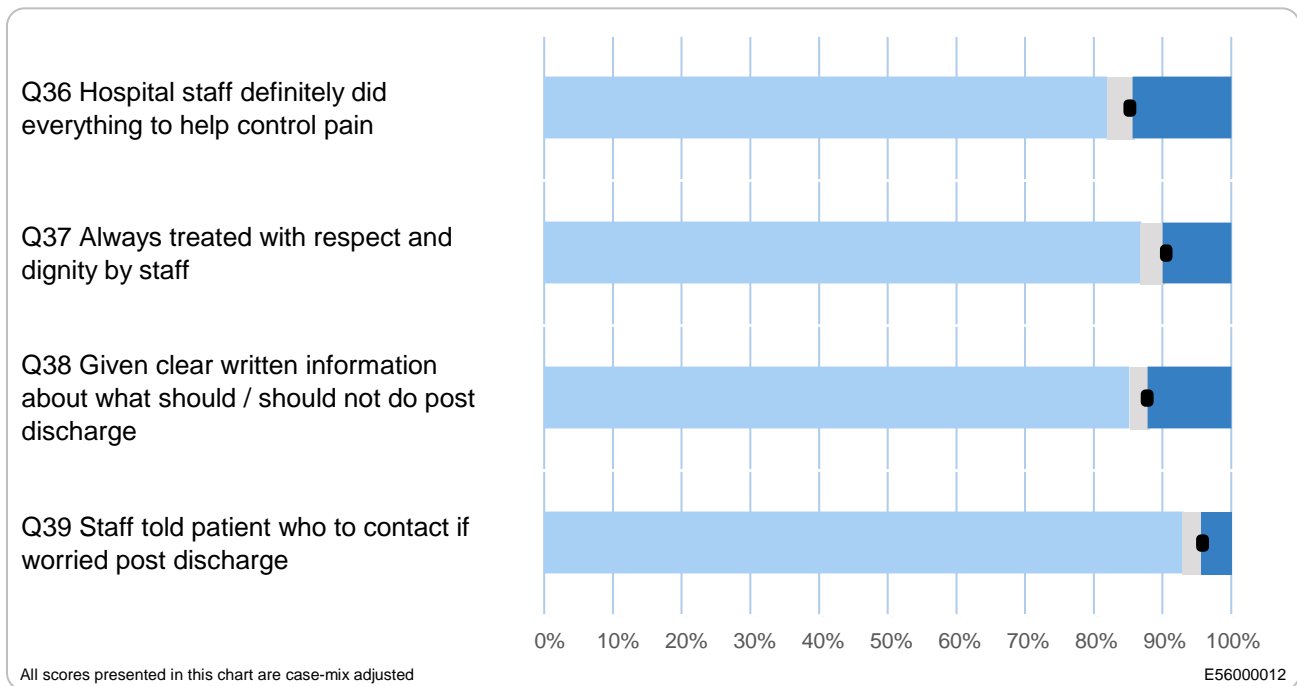


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	2,229	73%	2,467	74%		↑	74%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	2,212	71%	2,440	72%			72%	61%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	2,231	86%	2,478	87%		↑	87%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,537	53%	1,656	54%			54%	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)

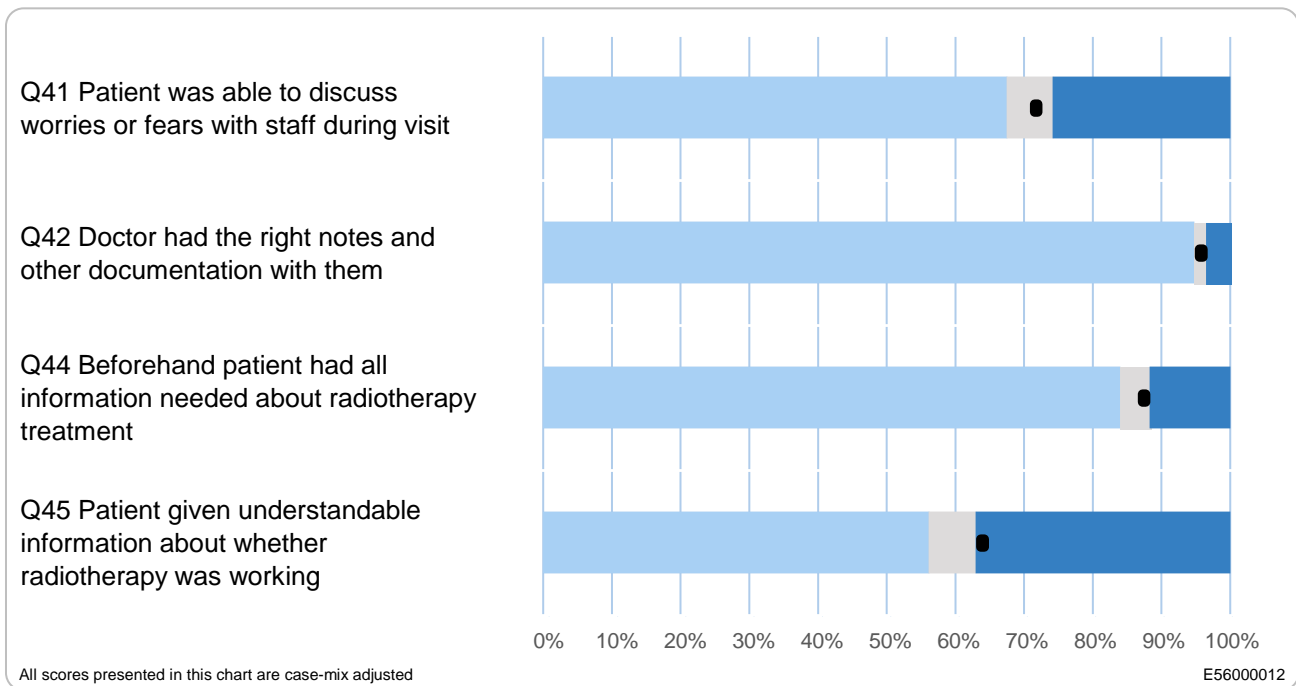


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,912	87%	2,131	85%			85%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	2,235	90%	2,487	91%			90%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	2,069	87%	2,327	87%			88%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	2,154	95%	2,382	96%			96%	93%	96%	94%

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

Cancer Alliance results

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

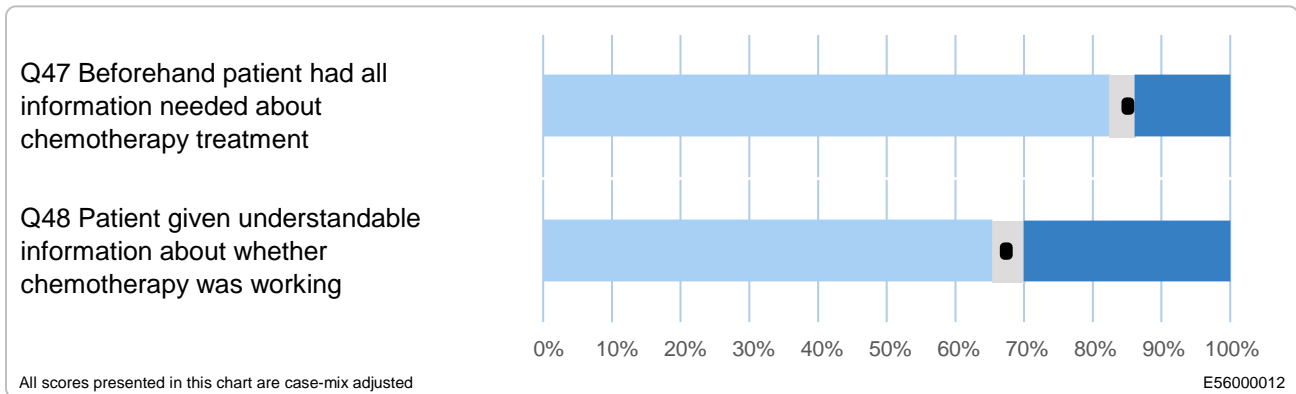


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	2,795	73%	3,010	72%			72%	68%	74%	71%
Q42 Doctor had the right notes and other documentation with them	3,379	97%	3,697	96%			96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	817	87%	954	87%			87%	84%	88%	86%
Q45 Patient given understandable information about whether radiotherapy was working	688	62%	791	63%			64%	56%	63%	60%

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

Cancer Alliance results

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

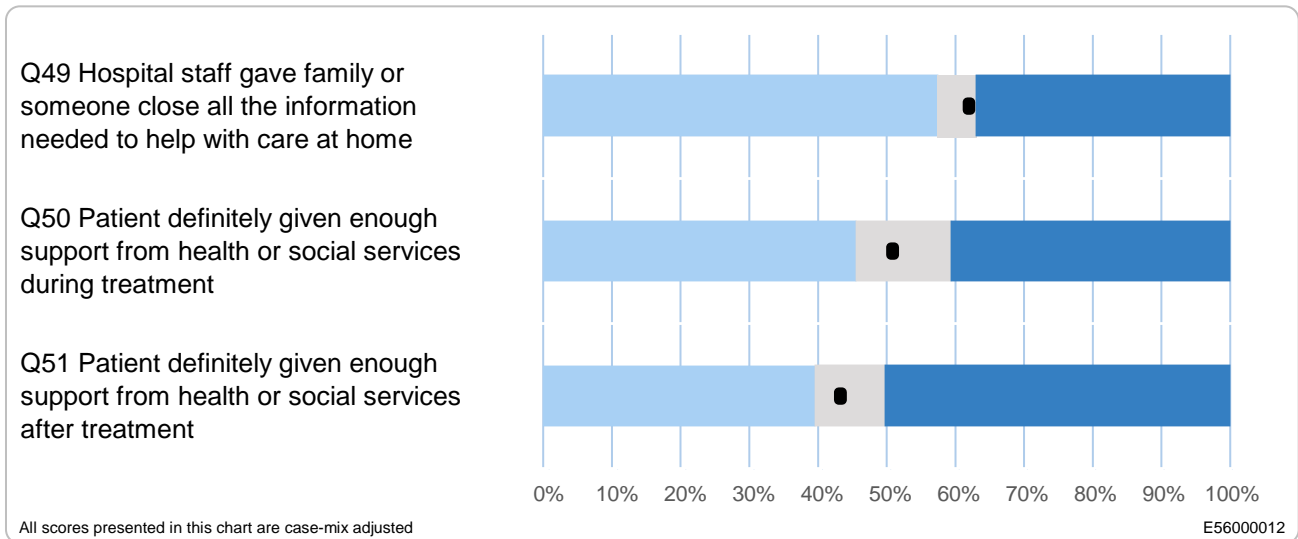


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted						
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score			
	Number of respondents	Score	Number of respondents	Score									
Q47	Beforehand patient had all information needed about chemotherapy treatment	1,834	84%	1,875	85%					85%	82%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	1,670	70%	1,717	67%					67%	65%	70%	68%

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

Cancer Alliance results

Home care and support

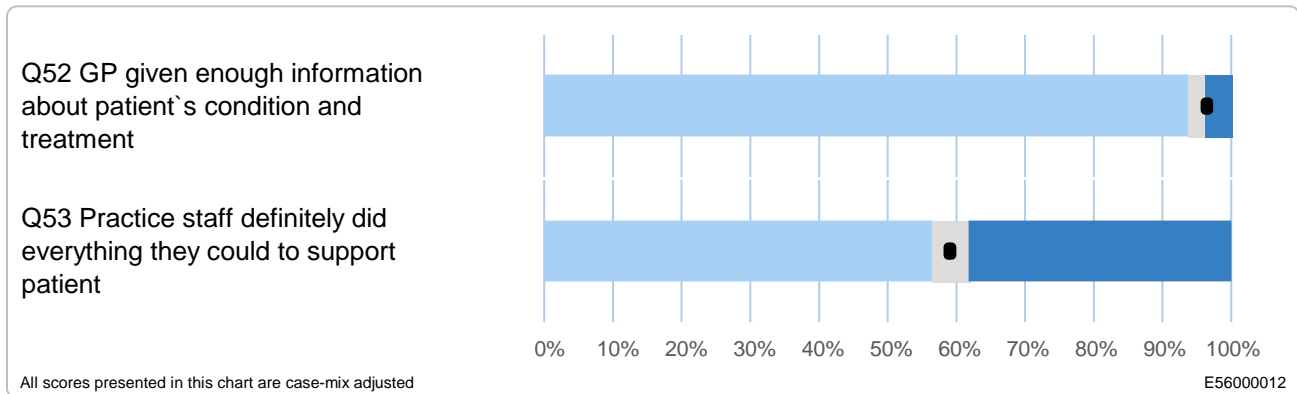


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	3,034	60%	3,335	62%		↑	62%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,708	52%	1,792	51%			51%	46%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	981	44%	1,051	44%			43%	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

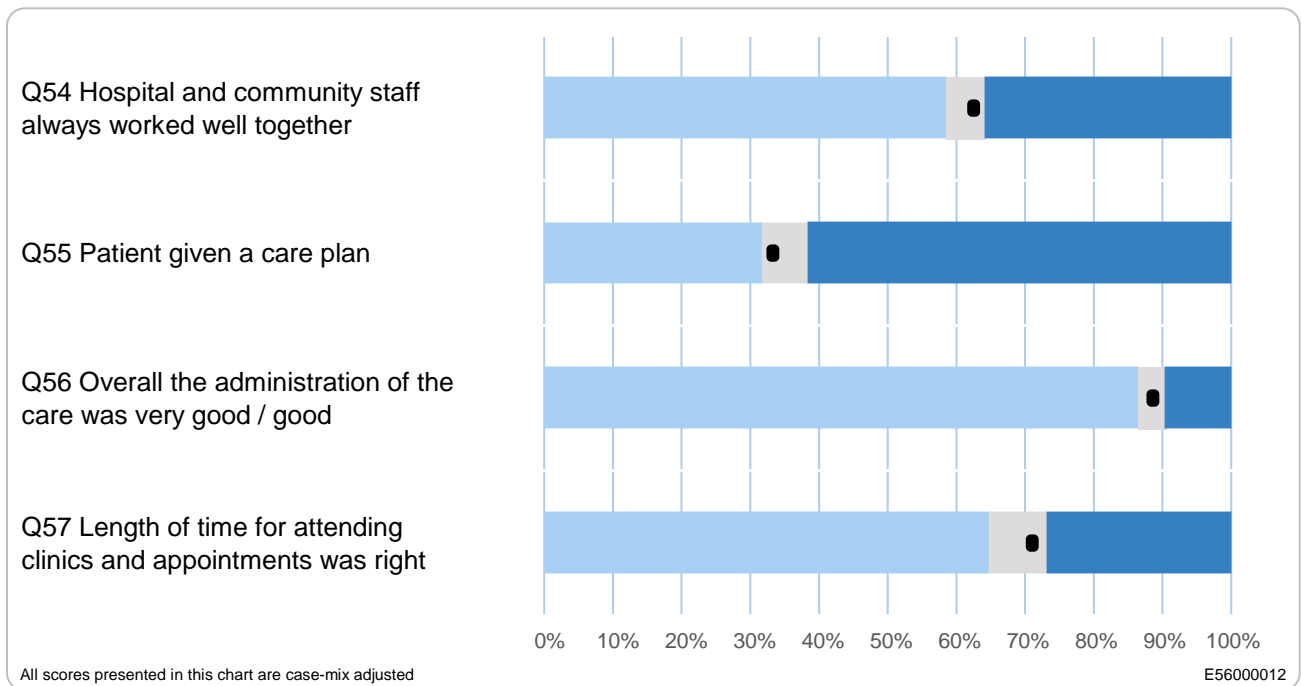


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	3,369	96%	3,649	96%			96%	94%	96%	95%
Q53 Practice staff definitely did everything they could to support patient	2,552	59%	2,762	59%			59%	56%	62%	59%

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

Cancer Alliance results

Your overall NHS care (Part 1 of 2)

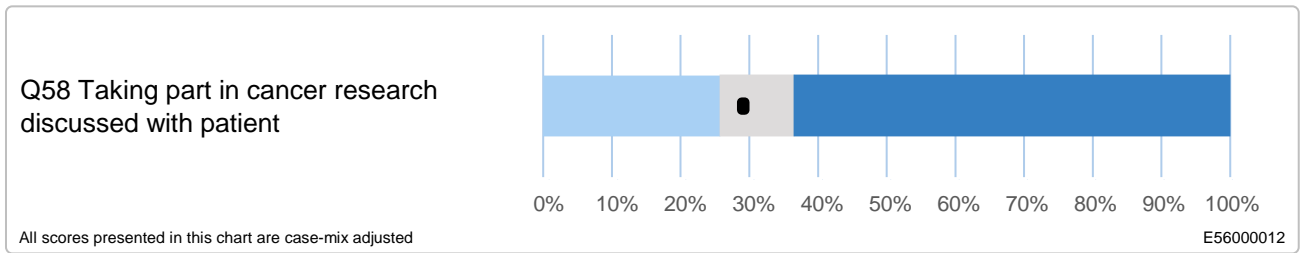


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	3,737	62%	4,142	62%			62%	59%	64%	61%
Q55 Patient given a care plan	2,982	31%	3,271	32%		↑	33%	32%	38%	35%
Q56 Overall the administration of the care was very good / good	3,862	89%	4,249	88%			88%	86%	90%	88%
Q57 Length of time for attending clinics and appointments was right	3,826	69%	4,210	70%		↑	71%	65%	73%	69%

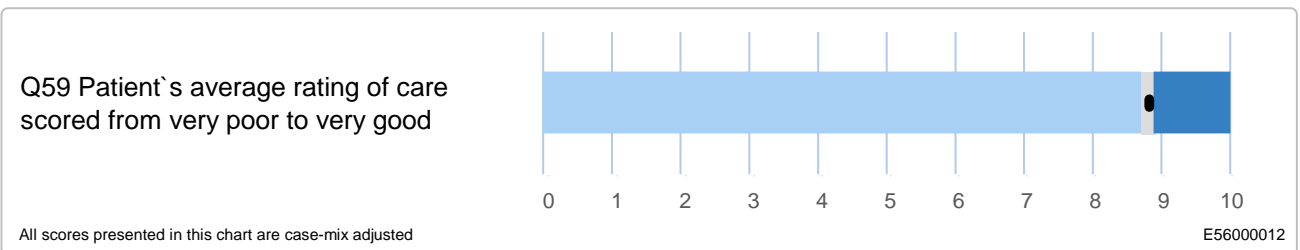
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there 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	3,698	29%	4,044	29%			29%	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	3,783	8.9	4,191	8.8			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	95%	94%	90%	90%
Colorectal / LGT	76%	72%	85%	83%
Gynaecological	76%	75%	79%	79%
Haematological	62%	64%	81%	81%
Head and Neck	89%	79%	84%	80%
Lung	76%	71%	84%	82%
Prostate	87%	81%	87%	85%
Sarcoma	*	66%	*	71%
Skin	86%	90%	87%	86%
Upper Gastro	74%	72%	72%	78%
Urological	83%	81%	87%	85%
Other	73%	73%	78%	79%
All Cancers	79%	77%	84%	84%

§ These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	96%	95%	89%	91%	84%	82%
Colorectal / LGT	96%	96%	86%	87%	79%	81%
Gynaecological	94%	94%	84%	85%	79%	77%
Haematological	96%	95%	90%	88%	79%	77%
Head and Neck	95%	92%	89%	85%	80%	80%
Lung	95%	94%	91%	87%	82%	79%
Prostate	97%	94%	88%	86%	86%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	91%	96%	84%	90%	74%	83%
Upper Gastro	94%	94%	82%	83%	69%	75%
Urological	96%	94%	89%	87%	81%	79%
Other	95%	95%	88%	86%	78%	76%
All Cancers	96%	94%	88%	88%	81%	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	87%	82%	90%	89%	78%	77%	80%	78%
Colorectal / LGT	84%	82%	85%	86%	77%	79%	78%	73%
Gynaecological	80%	72%	85%	82%	76%	73%	73%	70%
Haematological	73%	73%	82%	83%	58%	61%	77%	76%
Head and Neck	62%	72%	83%	86%	77%	76%	58%	67%
Lung	84%	79%	85%	82%	78%	76%	71%	67%
Prostate	82%	78%	88%	85%	80%	78%	87%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	79%	71%	92%	90%	76%	80%	79%	84%
Upper Gastro	77%	79%	81%	80%	72%	73%	61%	66%
Urological	78%	74%	85%	82%	79%	77%	78%	73%
Other	83%	76%	82%	82%	71%	70%	71%	65%
All Cancers	80%	78%	85%	85%	73%	74%	77%	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	85%	84%	76%	75%	69%	69%
Colorectal / LGT	84%	85%	72%	76%	70%	70%
Gynaecological	86%	85%	70%	75%	70%	67%
Haematological	79%	81%	68%	70%	64%	66%
Head and Neck	83%	85%	80%	74%	72%	70%
Lung	83%	84%	73%	74%	67%	69%
Prostate	84%	82%	74%	72%	65%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	82%	89%	74%	80%	71%	74%
Upper Gastro	73%	81%	68%	72%	62%	68%
Urological	83%	82%	72%	71%	65%	62%
Other	81%	80%	72%	72%	65%	64%
All Cancers	82%	83%	72%	73%	67%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	*	61%	*	70%
Breast	57%	56%	79%	79%
Colorectal / LGT	60%	58%	80%	80%
Gynaecological	51%	55%	82%	79%
Haematological	44%	51%	74%	77%
Head and Neck	65%	62%	80%	79%
Lung	60%	56%	79%	79%
Prostate	64%	64%	84%	81%
Sarcoma	*	52%	*	75%
Skin	61%	66%	83%	87%
Upper Gastro	44%	54%	68%	76%
Urological	55%	53%	79%	77%
Other	53%	53%	75%	76%
All Cancers	55%	56%	78%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
Surrey and Sussex

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%	86%	85%	89%	88%
Colorectal / LGT	94%	92%	86%	88%	89%	89%
Gynaecological	93%	94%	86%	85%	88%	88%
Haematological	91%	92%	87%	88%	89%	89%
Head and Neck	76%	90%	89%	87%	84%	88%
Lung	97%	93%	90%	87%	87%	88%
Prostate	93%	90%	82%	82%	89%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	88%	91%	86%	89%	89%	91%
Upper Gastro	91%	93%	88%	85%	84%	87%
Urological	88%	84%	84%	82%	91%	87%
Other	90%	88%	81%	85%	83%	87%
All Cancers	92%	91%	85%	85%	88%	88%

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	91%	91%	85%	86%	65%	65%	82%	82%
Colorectal / LGT	86%	86%	84%	84%	57%	58%	82%	83%
Gynaecological	80%	85%	78%	82%	56%	61%	71%	77%
Haematological	81%	86%	83%	84%	53%	62%	86%	87%
Head and Neck	78%	86%	76%	83%	42%	60%	75%	82%
Lung	90%	86%	81%	81%	74%	71%	88%	85%
Prostate	92%	89%	88%	85%	47%	51%	78%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	83%	89%	87%	84%	45%	60%	76%	72%
Upper Gastro	78%	84%	78%	81%	47%	63%	87%	84%
Urological	85%	79%	82%	75%	46%	44%	74%	68%
Other	83%	82%	79%	78%	59%	58%	84%	80%
All Cancers	86%	86%	83%	83%	57%	60%	82%	81%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Surrey and Sussex

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

[§] These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	82%	*	84%	*	86%	*	94%
Breast	87%	86%	91%	89%	93%	92%	97%	96%
Colorectal / LGT	86%	85%	90%	87%	85%	84%	95%	94%
Gynaecological	84%	83%	90%	87%	89%	88%	96%	95%
Haematological	80%	83%	90%	90%	77%	81%	97%	95%
Head and Neck	87%	83%	88%	87%	84%	88%	97%	93%
Lung	85%	84%	89%	89%	87%	84%	92%	92%
Prostate	90%	84%	94%	91%	91%	90%	96%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	86%	88%	98%	93%	88%	91%	92%	96%
Upper Gastro	85%	82%	84%	86%	79%	82%	93%	94%
Urological	79%	81%	92%	89%	88%	86%	94%	91%
Other	87%	81%	89%	87%	86%	83%	96%	92%
All Cancers	85%	84%	91%	89%	87%	87%	96%	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%	95%	96%	91%	88%	63%	61%
Colorectal / LGT	74%	73%	96%	96%	81%	84%	58%	57%
Gynaecological	78%	71%	95%	96%	87%	86%	80%	61%
Haematological	71%	74%	96%	96%	82%	83%	59%	59%
Head and Neck	69%	73%	95%	96%	85%	86%	58%	61%
Lung	77%	69%	93%	95%	88%	85%	49%	56%
Prostate	79%	73%	96%	95%	91%	87%	74%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	76%	74%	97%	97%	*	85%	*	72%
Upper Gastro	63%	70%	96%	95%	72%	82%	66%	53%
Urological	64%	67%	97%	95%	82%	82%	*	55%
Other	68%	68%	95%	95%	87%	85%	61%	60%
All Cancers	72%	71%	96%	96%	87%	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	84%	83%	64%	64%
Colorectal / LGT	84%	85%	61%	64%
Gynaecological	90%	86%	66%	68%
Haematological	85%	85%	77%	75%
Head and Neck	78%	79%	36%	54%
Lung	85%	84%	68%	67%
Prostate	94%	85%	78%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	77%	84%	52%	61%
Urological	80%	82%	62%	65%
Other	87%	85%	66%	70%
All Cancers	85%	84%	67%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	60%	*	50%	*	48%
Breast	62%	59%	53%	54%	44%	42%
Colorectal / LGT	60%	63%	62%	60%	59%	52%
Gynaecological	62%	59%	47%	47%	37%	38%
Haematological	61%	63%	47%	52%	36%	44%
Head and Neck	59%	63%	42%	56%	41%	53%
Lung	59%	60%	44%	52%	32%	43%
Prostate	67%	60%	47%	46%	45%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	61%	67%	56%	60%	58%	59%
Upper Gastro	56%	60%	49%	53%	39%	48%
Urological	63%	59%	46%	47%	42%	44%
Other	61%	56%	59%	52%	46%	44%
All Cancers	62%	60%	51%	53%	44%	45%

[§] These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA \$	National	This CA \$	National
Brain / CNS	*	88%	*	51%
Breast	98%	96%	58%	59%
Colorectal / LGT	95%	95%	59%	58%
Gynaecological	96%	95%	55%	57%
Haematological	97%	95%	58%	58%
Head and Neck	93%	93%	59%	58%
Lung	95%	94%	58%	58%
Prostate	98%	95%	66%	64%
Sarcoma	*	95%	*	53%
Skin	97%	97%	57%	67%
Upper Gastro	95%	94%	59%	58%
Urological	96%	95%	63%	61%
Other	95%	94%	59%	56%
All Cancers	96%	95%	59%	59%

[§] These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	45%	*	33%	*	84%	*	59%
Breast	61%	61%	43%	39%	90%	90%	68%	68%
Colorectal / LGT	61%	61%	37%	38%	86%	88%	71%	72%
Gynaecological	59%	58%	28%	31%	86%	87%	77%	69%
Haematological	62%	64%	28%	35%	91%	91%	68%	66%
Head and Neck	58%	61%	20%	37%	86%	88%	69%	71%
Lung	63%	62%	22%	31%	88%	89%	71%	71%
Prostate	64%	65%	33%	36%	88%	87%	77%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	76%	71%	36%	42%	85%	91%	72%	73%
Upper Gastro	59%	59%	24%	35%	80%	86%	69%	68%
Urological	64%	62%	28%	30%	87%	85%	79%	75%
Other	60%	57%	25%	30%	88%	87%	60%	63%
All Cancers	62%	61%	32%	35%	88%	88%	70%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	*	39%	*	8.4
Breast	29%	31%	8.9	8.9
Colorectal / LGT	22%	33%	8.7	8.8
Gynaecological	45%	37%	8.9	8.8
Haematological	28%	32%	8.9	8.9
Head and Neck	16%	23%	8.7	8.8
Lung	34%	35%	8.7	8.8
Prostate	32%	33%	8.9	8.8
Sarcoma	*	40%	*	8.6
Skin	9%	16%	9.0	9.0
Upper Gastro	37%	35%	8.5	8.7
Urological	18%	21%	8.9	8.7
Other	34%	32%	8.7	8.7
All Cancers	29%	31%	8.8	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%
E56000012	7,026	422	6,604	2,052	212	4,340	66%

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	16
Breast	903
Colorectal / LGT	406
Gynaecological	200
Haematological	899
Head and Neck	99
Lung	225
Prostate	487
Sarcoma	30
Skin	113
Upper Gastro	169
Urological	372
Other	421

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

Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	8	10	34	114	370	853	563	121	2,073
Female	4	27	99	306	509	718	491	113	2,267
Total	12	37	133	420	879	1,571	1,054	234	4,340

National Cancer Patient Experience Survey 2018
Surrey and Sussex

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RYR	Western Sussex Hospitals NHS Foundation Trust		45	7
RTP	Surrey and Sussex Healthcare NHS Trust	3	44	5
RA2	Royal Surrey County Hospital NHS Foundation Trust	2	47	3
RXC	East Sussex Healthcare NHS Trust	5	42	5
RPC	Queen Victoria Hospital NHS Foundation Trust	2	44	2
RDU	Frimley Health NHS Foundation Trust	3	47	2
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	7	43	2
RXH	Brighton and Sussex University Hospitals NHS Trust	11	37	4

National Cancer Patient Experience Survey 2018
Surrey and Sussex

Annex (continued)
Dashboard Questions - Trusts

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

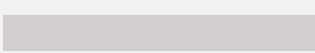
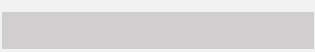
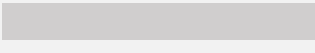
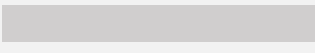
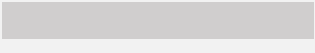
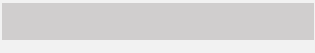
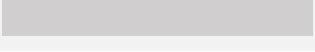
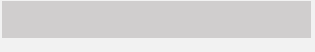
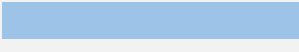
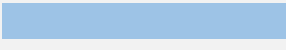
Code	Name	Base	Score	
All	National	70,942	8.80	
E56000012	Surrey and Sussex	4,191	8.82	
RA2	Royal Surrey County Hospital NHS Foundation Trust	605	8.88	
RPC	Queen Victoria Hospital NHS Foundation Trust	98	8.86	
RYR	Western Sussex Hospitals NHS Foundation Trust	596	8.84	
RXC	East Sussex Healthcare NHS Trust	608	8.75	
RTP	Surrey and Sussex Healthcare NHS Trust	365	8.72	
RDU	Frimley Health NHS Foundation Trust	739	8.70	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	290	8.70	
RXH	Brighton and Sussex University Hospitals NHS Trust	388	8.60	

National Cancer Patient Experience Survey 2018
Surrey and Sussex

Annex (continued)

Dashboard Questions - Trusts

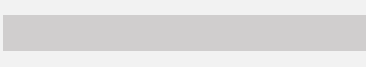
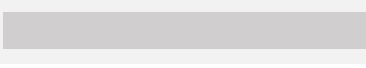
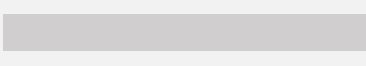
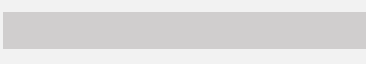
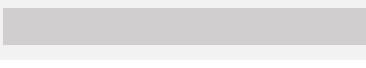
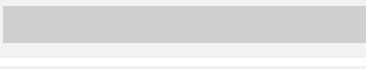


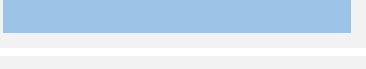

Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000012	Surrey and Sussex	4,179	78%	
RPC	Queen Victoria Hospital NHS Foundation Trust	100	80%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	596	80%	
RXC	East Sussex Healthcare NHS Trust	609	78%	
RDU	Frimley Health NHS Foundation Trust	739	78%	
RTP	Surrey and Sussex Healthcare NHS Trust	366	78%	
RYR	Western Sussex Hospitals NHS Foundation Trust	583	77%	
RXH	Brighton and Sussex University Hospitals NHS Trust	385	74%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	294	72%	

National Cancer Patient Experience Survey 2018
Surrey and Sussex

Annex (continued)
Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	69,892	91%	
E56000012	Surrey and Sussex	4,115	92%	
RDU	Frimley Health NHS Foundation Trust	737	94%	
RXC	East Sussex Healthcare NHS Trust	597	94%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	598	92%	
RTP	Surrey and Sussex Healthcare NHS Trust	361	92%	
RYR	Western Sussex Hospitals NHS Foundation Trust	584	90%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	282	90%	
RXH	Brighton and Sussex University Hospitals NHS Trust	368	87%	
RPC	Queen Victoria Hospital NHS Foundation Trust	98	86%	

National Cancer Patient Experience Survey 2018
Surrey and Sussex

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%	
E56000012	Surrey and Sussex	3,396	86%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	505	88%	
RXC	East Sussex Healthcare NHS Trust	514	86%	
RTP	Surrey and Sussex Healthcare NHS Trust	284	86%	
RYR	Western Sussex Hospitals NHS Foundation Trust	459	85%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	227	83%	
RDU	Frimley Health NHS Foundation Trust	620	82%	
RPC	Queen Victoria Hospital NHS Foundation Trust	68	81%	
RXH	Brighton and Sussex University Hospitals NHS Trust	281	79%	

National Cancer Patient Experience Survey 2018
Surrey and Sussex

Annex (continued)
Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

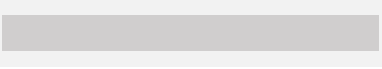
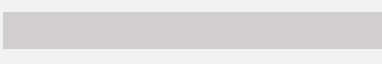
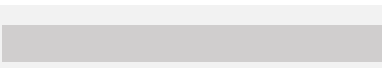
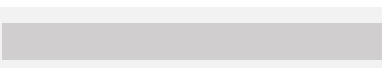
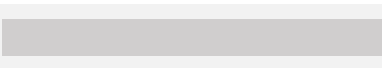
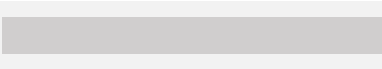
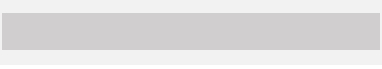
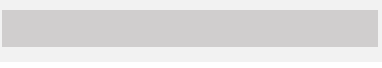
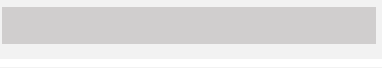
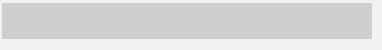
Code	Name	Base	Score	
All	National	43,433	89%	
E56000012	Surrey and Sussex	2,487	90%	
RXH	Brighton and Sussex University Hospitals NHS Trust	231	95%	
RPC	Queen Victoria Hospital NHS Foundation Trust	66	91%	
RYR	Western Sussex Hospitals NHS Foundation Trust	307	91%	
RXC	East Sussex Healthcare NHS Trust	358	91%	
RDU	Frimley Health NHS Foundation Trust	423	90%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	501	89%	
RTP	Surrey and Sussex Healthcare NHS Trust	221	88%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	148	86%	

National Cancer Patient Experience Survey 2018
Surrey and Sussex

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%	
E56000012	Surrey and Sussex	2,382	96%	
RPC	Queen Victoria Hospital NHS Foundation Trust	68	99%	
RXC	East Sussex Healthcare NHS Trust	345	97%	
RYR	Western Sussex Hospitals NHS Foundation Trust	298	96%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	479	95%	
RXH	Brighton and Sussex University Hospitals NHS Trust	211	95%	
RDU	Frimley Health NHS Foundation Trust	408	94%	
RTP	Surrey and Sussex Healthcare NHS Trust	210	94%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	138	93%	

National Cancer Patient Experience Survey 2018
Surrey and Sussex

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%	
E56000012	Surrey and Sussex	2,762	59%	
RDU	Frimley Health NHS Foundation Trust	481	62%	
RYR	Western Sussex Hospitals NHS Foundation Trust	388	60%	
RTP	Surrey and Sussex Healthcare NHS Trust	214	60%	
RXH	Brighton and Sussex University Hospitals NHS Trust	262	58%	
RXC	East Sussex Healthcare NHS Trust	400	58%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	410	56%	
RPC	Queen Victoria Hospital NHS Foundation Trust	63	55%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	197	51%	

National Cancer Patient Experience Survey 2018
Surrey and Sussex

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
99H	NHS Surrey Downs CCG		43	9
09G	NHS Coastal West Sussex CCG		46	6
09N	NHS Guildford and Waverley CCG	1	46	5
09P	NHS Hastings and Rother CCG	2	44	6
10C	NHS Surrey Heath CCG		49	3
99M	NHS North East Hampshire and Farnham CCG	1	48	3
09X	NHS Horsham and Mid Sussex CCG	2	47	3
09L	NHS East Surrey CCG	4	44	4
09F	NHS Eastbourne, Hailsham and Seaford CCG	3	46	3
09H	NHS Crawley CCG	2	49	1
99K	NHS High Weald Lewes Havens CCG	4	45	3
09D	NHS Brighton and Hove CCG	6	45	1
09Y	NHS North West Surrey CCG	6	46	

National Cancer Patient Experience Survey 2018
Surrey and Sussex

Annex (continued)
Dashboard Questions - CCGs

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

Code	Name	Base	Score	
All	National	70,942	8.80	
E56000012	Surrey and Sussex	4,191	8.82	
09N	NHS Guildford and Waverley CCG	201	9.01	
99H	NHS Surrey Downs CCG	520	8.97	
09G	NHS Coastal West Sussex CCG	821	8.89	
09L	NHS East Surrey CCG	255	8.88	
09F	NHS Eastbourne, Hailsham and Seaford CCG	336	8.86	
99M	NHS North East Hampshire and Farnham CCG	265	8.85	
09P	NHS Hastings and Rother CCG	342	8.77	
09H	NHS Crawley CCG	113	8.73	
09Y	NHS North West Surrey CCG	457	8.73	
09X	NHS Horsham and Mid Sussex CCG	276	8.72	
99K	NHS High Weald Lewes Havens CCG	258	8.71	
10C	NHS Surrey Heath CCG	145	8.63	
09D	NHS Brighton and Hove CCG	202	8.58	

**National Cancer Patient Experience Survey 2018
Surrey and Sussex**

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

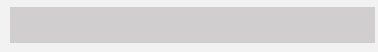


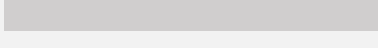

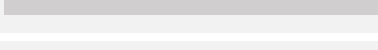

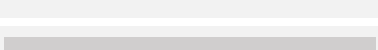
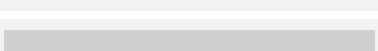
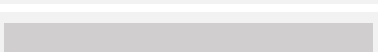

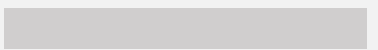
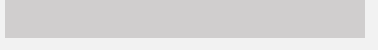


Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000012	Surrey and Sussex	4,179	78%	
09N	NHS Guildford and Waverley CCG	201	82%	
99H	NHS Surrey Downs CCG	516	81%	
99K	NHS High Weald Lewes Havens CCG	259	80%	
10C	NHS Surrey Heath CCG	146	79%	
09G	NHS Coastal West Sussex CCG	812	79%	
09L	NHS East Surrey CCG	257	78%	
99M	NHS North East Hampshire and Farnham CCG	262	77%	
09P	NHS Hastings and Rother CCG	350	77%	
09H	NHS Crawley CCG	113	77%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	332	77%	
09X	NHS Horsham and Mid Sussex CCG	274	77%	
09D	NHS Brighton and Hove CCG	200	75%	
09Y	NHS North West Surrey CCG	457	74%	

**National Cancer Patient Experience Survey 2018
Surrey and Sussex**

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

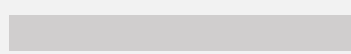
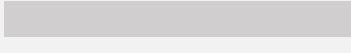
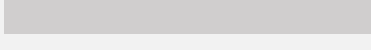

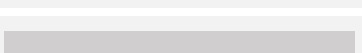
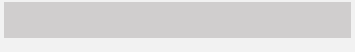
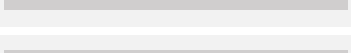
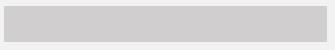
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000012	Surrey and Sussex	4,115	92%	
99M	NHS North East Hampshire and Farnham CCG	265	95%	
99H	NHS Surrey Downs CCG	512	94%	
09P	NHS Hastings and Rother CCG	339	94%	
09N	NHS Guildford and Waverley CCG	199	94%	
10C	NHS Surrey Heath CCG	147	93%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	331	93%	
09H	NHS Crawley CCG	112	92%	
09L	NHS East Surrey CCG	253	91%	
09G	NHS Coastal West Sussex CCG	809	91%	
09Y	NHS North West Surrey CCG	445	90%	
99K	NHS High Weald Lewes Havens CCG	249	89%	
09X	NHS Horsham and Mid Sussex CCG	263	89%	
09D	NHS Brighton and Hove CCG	191	88%	

**National Cancer Patient Experience Survey 2018
Surrey and Sussex**

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

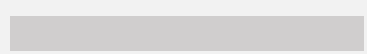

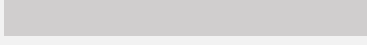

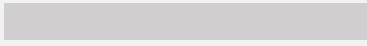
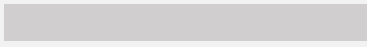
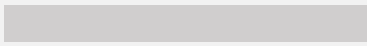
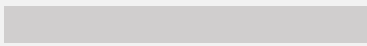
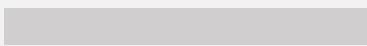






Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000012	Surrey and Sussex	3,396	86%	
10C	NHS Surrey Heath CCG	127	91%	
09N	NHS Guildford and Waverley CCG	172	89%	
99M	NHS North East Hampshire and Farnham CCG	232	88%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	275	88%	
99H	NHS Surrey Downs CCG	435	87%	
09G	NHS Coastal West Sussex CCG	654	86%	
09H	NHS Crawley CCG	87	86%	
09L	NHS East Surrey CCG	203	85%	
09Y	NHS North West Surrey CCG	359	85%	
09P	NHS Hastings and Rother CCG	297	85%	
09X	NHS Horsham and Mid Sussex CCG	205	81%	
99K	NHS High Weald Lewes Havens CCG	199	81%	
09D	NHS Brighton and Hove CCG	151	79%	

National Cancer Patient Experience Survey 2018
Surrey and Sussex

Annex (continued)
Dashboard Questions - CCGs


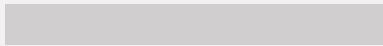

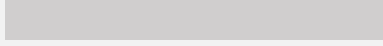

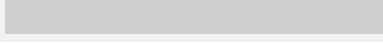
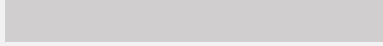

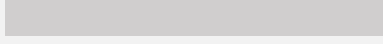

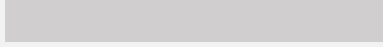
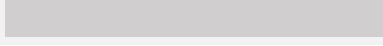
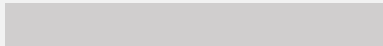
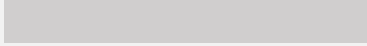
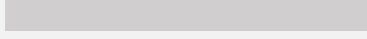
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000012	Surrey and Sussex	2,487	90%	
10C	NHS Surrey Heath CCG	82	95%	
99H	NHS Surrey Downs CCG	287	92%	
09N	NHS Guildford and Waverley CCG	161	92%	
09D	NHS Brighton and Hove CCG	126	91%	
09P	NHS Hastings and Rother CCG	210	91%	
09X	NHS Horsham and Mid Sussex CCG	160	91%	
09H	NHS Crawley CCG	70	90%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	196	90%	
09G	NHS Coastal West Sussex CCG	465	90%	
99K	NHS High Weald Lewes Havens CCG	153	90%	
09L	NHS East Surrey CCG	153	90%	
09Y	NHS North West Surrey CCG	274	88%	
99M	NHS North East Hampshire and Farnham CCG	150	88%	

**National Cancer Patient Experience Survey 2018
Surrey and Sussex**

**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%	
E56000012	Surrey and Sussex	2,382	96%	
99M	NHS North East Hampshire and Farnham CCG	144	99%	
09H	NHS Crawley CCG	66	98%	
09P	NHS Hastings and Rother CCG	199	98%	
10C	NHS Surrey Heath CCG	81	97%	
09D	NHS Brighton and Hove CCG	113	96%	
09G	NHS Coastal West Sussex CCG	455	96%	
09N	NHS Guildford and Waverley CCG	156	96%	
99H	NHS Surrey Downs CCG	276	96%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	189	96%	
09L	NHS East Surrey CCG	146	95%	
09X	NHS Horsham and Mid Sussex CCG	151	95%	
09Y	NHS North West Surrey CCG	260	92%	
99K	NHS High Weald Lewes Havens CCG	146	91%	

**National Cancer Patient Experience Survey 2018
Surrey and Sussex**

**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%	
E56000012	Surrey and Sussex	2,762	59%	
09X	NHS Horsham and Mid Sussex CCG	179	66%	
09N	NHS Guildford and Waverley CCG	127	64%	
09G	NHS Coastal West Sussex CCG	559	62%	
09L	NHS East Surrey CCG	155	61%	
09D	NHS Brighton and Hove CCG	131	60%	
99M	NHS North East Hampshire and Farnham CCG	187	60%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	222	59%	
09P	NHS Hastings and Rother CCG	229	58%	
99K	NHS High Weald Lewes Havens CCG	180	57%	
99H	NHS Surrey Downs CCG	329	57%	
10C	NHS Surrey Heath CCG	94	56%	
09Y	NHS North West Surrey CCG	303	52%	
09H	NHS Crawley CCG	67	46%	

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