National Cancer Patient Experience Survey

2018 Results

Sandwell and West Birmingham Hospitals NHS Trust

Published September 2019

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

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 Trust scored for each question in the survey, compared with national results. It is aimed at helping individual Trusts 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 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 Trust
Column 3 shows the number of respondents for 2018 to this question
Column 4 shows the unadjusted 2018 score for this Trust
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 Trust
Column 8 shows the lower limit of the expected range of case-mix adjusted scores for this Trust (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 Trust (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:

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

		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							
	Question	Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q1	Saw GP once / twice before being told had to go to hospital	287	75%	203	74%			78%	72%	83%	77%
Q2	Patient thought they were seen as soon as necessary	433	82%	285	82%			83%	79%	88%	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". Trusts 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 Trusts 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 Trust.

Comparability charts (continued)

The same colour convention has been used in Column 7 of the data tables.

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 Trusts 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 Trusts 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

Year on Year Charts

The Year on Year charts in this report show four columns representing the unadjusted scores[1] of the last four years (2015, 2016, 2017 & 2018) for each question. These charts have been designed to provide a visual comparison to better help the Trusts understand their performance and areas for improvement.

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.

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[1]The unadjusted scores in the columns 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:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

How to use the data

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

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 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 Trust.

Response rates

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

Executive Summary

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

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

78% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

91% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

89% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

85% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

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

56% 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.

Detailed results for these and other questions are set out in the sections that follow.

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 Trust	2018 Score for this Trust	Lower limit of expected range	Upper limit of expected range	National Average Score
			2018 Case-mix Adjusted			

Support for people with cancer

Q20	Hospital staff gave information about support groups	216	79%	81%	92%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	206	77%	78%	88%	83%

Hospital care as an inpatient

Q29	Patient had confidence and trust in all doctors treating them	186	79%	80%	90%	85%
Q38	Given clear written information about what should / should not do post discharge	180	81%	81%	92%	87%

Trust results

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

All scores presented in this chart are case-mix adjusted

RXK

| | Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q1	Saw GP once / twice before being told had to go to hospital	287	75%	203	74%			78%	72%	83%	77%
Q2	Patient thought they were seen as soon as necessary	433	82%	285	82%			83%	79%	88%	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.

Trust results

Diagnostic Tests

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

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

All scores presented in this chart are case-mix adjusted

RXK

| | | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q5	Received all the information needed about the test	361	93%	227	95%			96%	92%	97%	94%
Q6	The length of time waiting for the test to be done was about right	373	85%	231	87%			88%	83%	92%	88%
Q7	Given complete explanation of test results in understandable way	372	77%	236	73%			76%	74%	84%	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.

Trust results

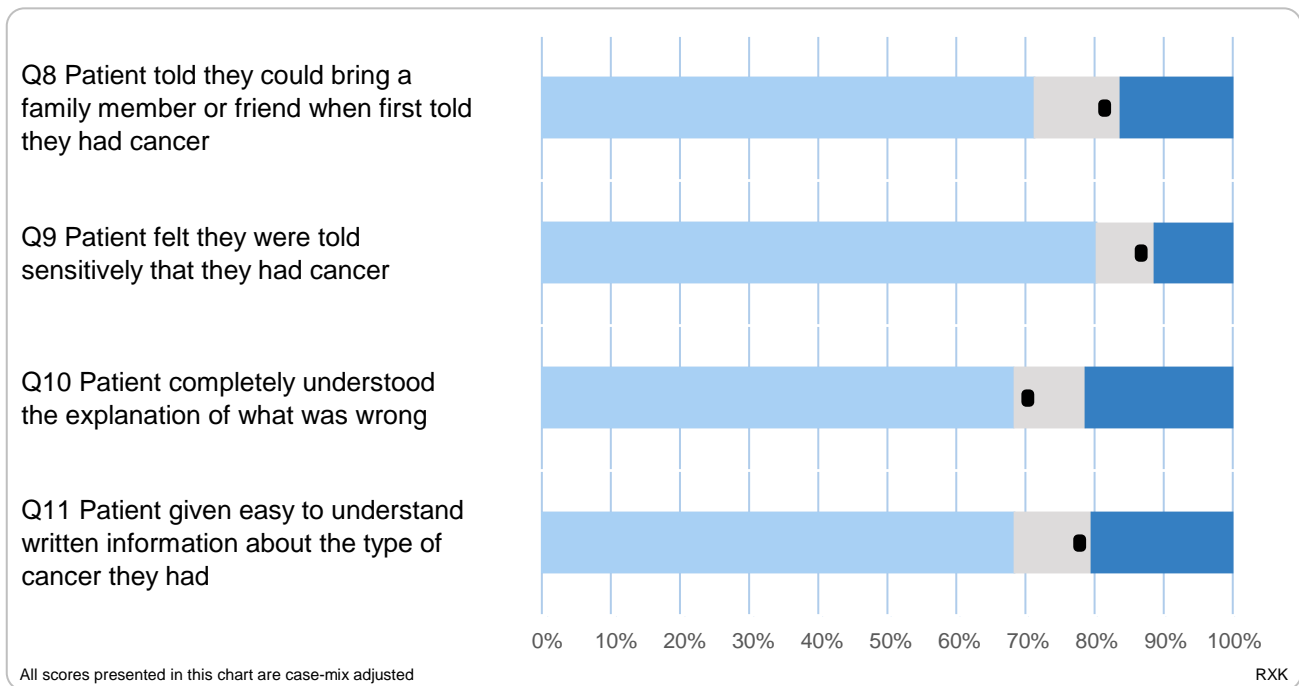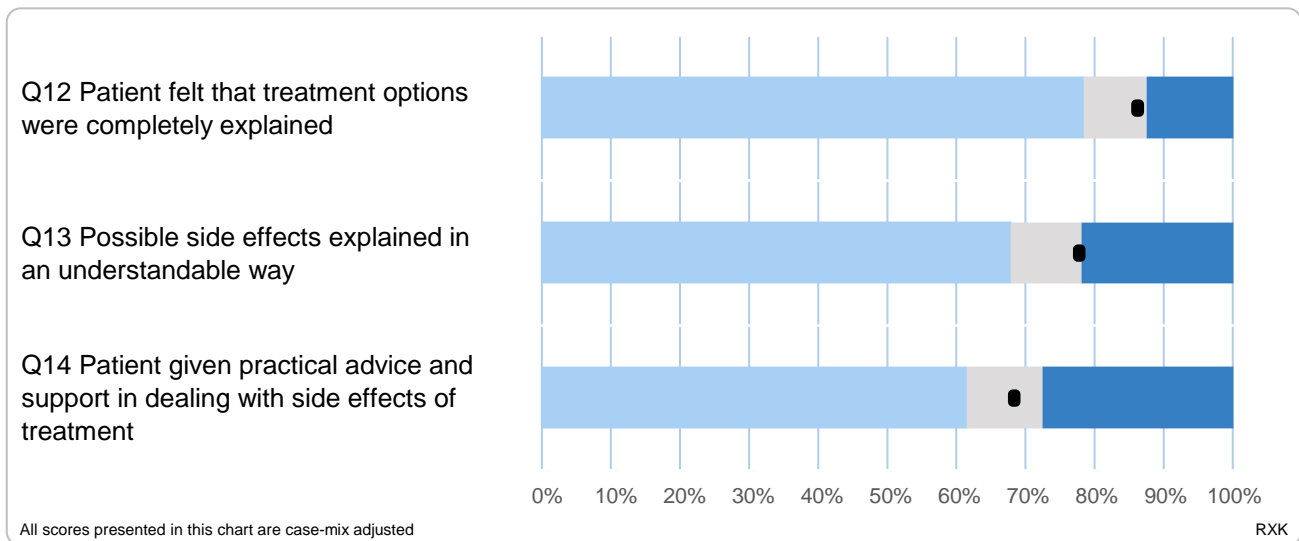## Finding out what was wrong with you

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

All scores presented in this chart are case-mix adjusted

RXK

		Unadjusted Scores					2018 Case Mix Adjusted			
		2017		2018						
	Question	Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	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	421	86%	266	82%			81%	71%	84%	78%
Q9	Patient felt they were told sensitively that they had cancer	428	85%	287	86%			86%	80%	89%	85%
Q10	Patient completely understood the explanation of what was wrong	437	71%	285	67%			70%	68%	79%	74%
Q11	Patient given easy to understand written information about the type of cancer they had	402	79%	261	77%			78%	68%	80%	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.

Trust results

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

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

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

All scores presented in this chart are case-mix adjusted

RXK

| | | Unadjusted Scores | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q12	Patient felt that treatment options were completely explained	402	83%	262	86%			86%	78%	88%	83%
Q13	Possible side effects explained in an understandable way	421	73%	284	77%			78%	68%	78%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	426	63%	276	68%			68%	62%	73%	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.

Trust results

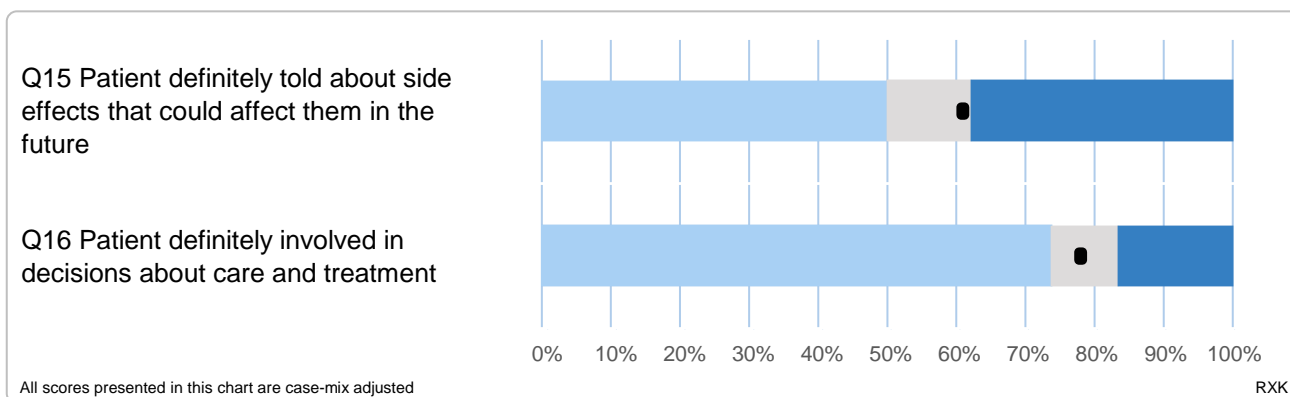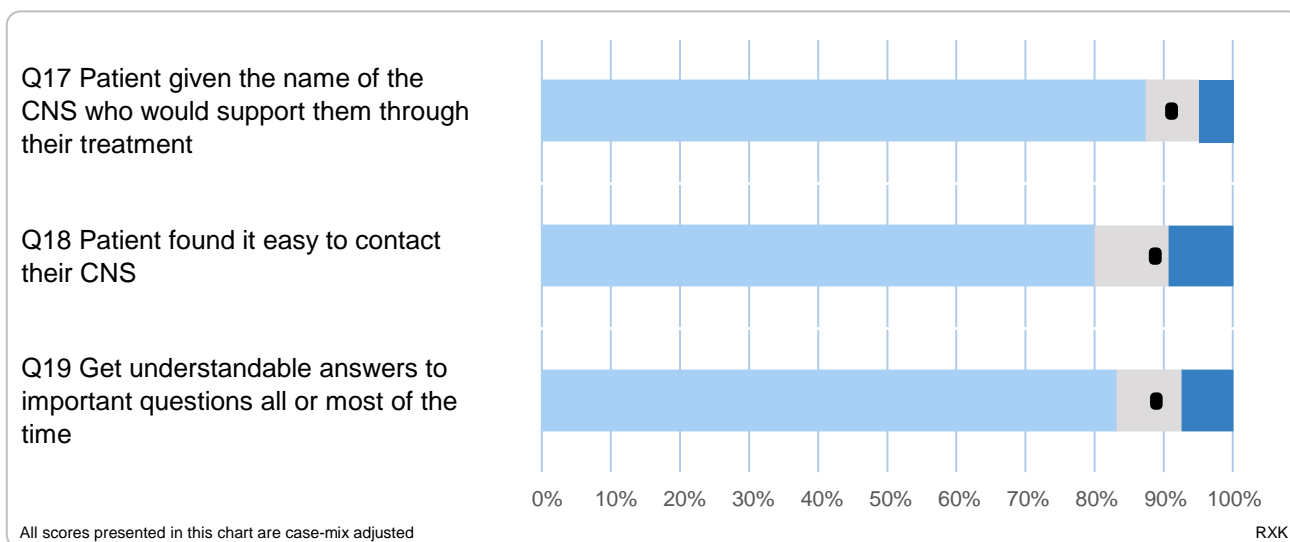## Deciding the best treatment for you (Part 2 of 2)

Q15 Patient definitely told about side effects that could affect them in the future

Q16 Patient definitely involved in decisions about care and treatment

All scores presented in this chart are case-mix adjusted

RXK

| | Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q15	Patient definitely told about side effects that could affect them in the future	405	58%	259	61%			61%	50%	62%	56%
Q16	Patient definitely involved in decisions about care and treatment	430	73%	276	77%			78%	74%	83%	79%

	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.

Trust results

Clinical Nurse Specialist

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

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

All scores presented in this chart are case-mix adjusted

RXK

| | Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q17	Patient given the name of the CNS who would support them through their treatment	423	92%	278	91%			91%	88%	95%	91%
Q18	Patient found it easy to contact their CNS	354	86%	216	88%			89%	80%	91%	85%
Q19	Get understandable answers to important questions all or most of the time	341	82%	201	87%			89%	83%	93%	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.

Trust results

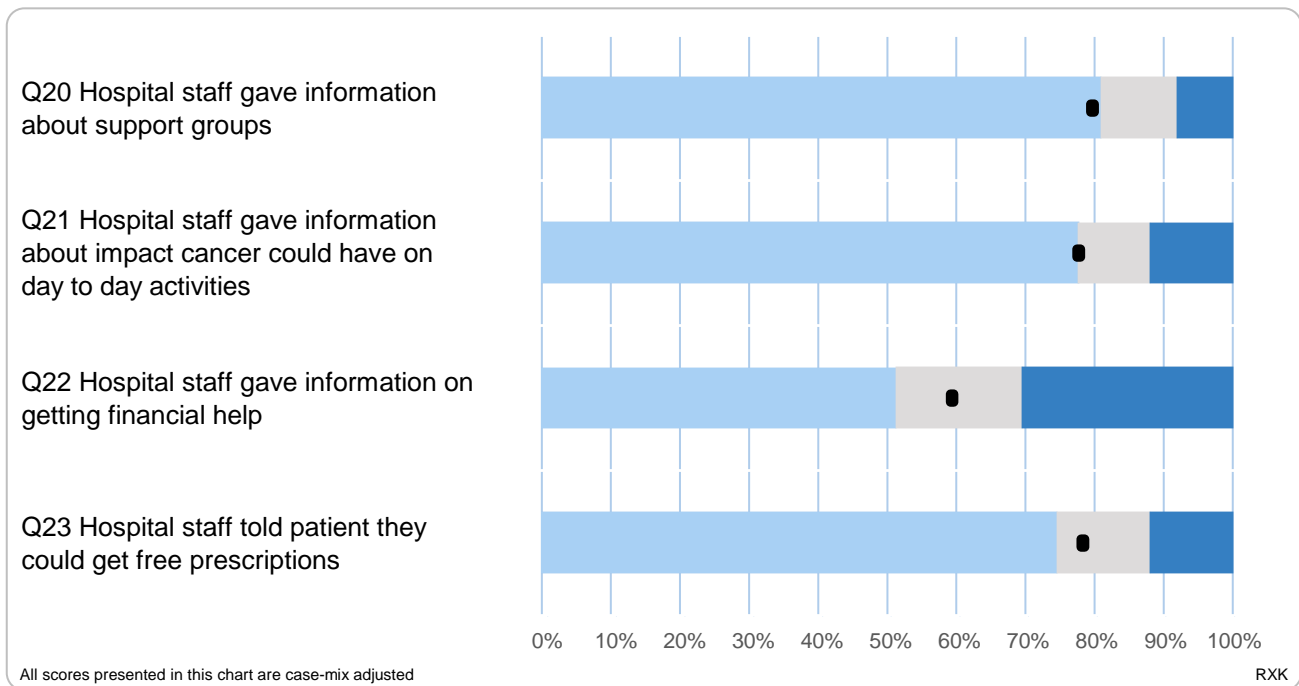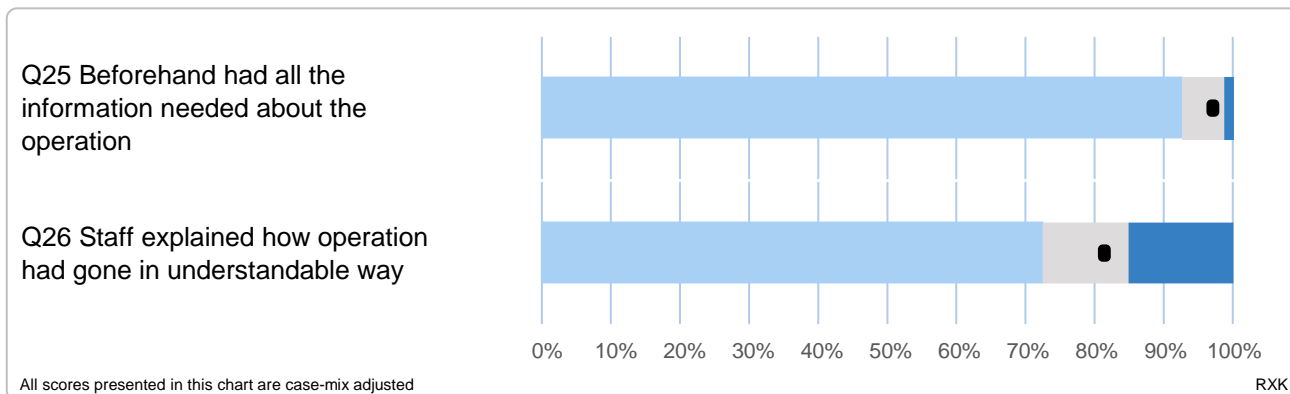## Support for people with cancer

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

All scores presented in this chart are case-mix adjusted

RXK

| | | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q20	Hospital staff gave information about support groups	349	81%	216	78%			79%	81%	92%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	317	82%	206	77%			77%	78%	88%	83%
Q22	Hospital staff gave information on getting financial help	295	61%	184	59%			59%	51%	70%	60%
Q23	Hospital staff told patient they could get free prescriptions	236	81%	142	76%			78%	75%	88%	81%

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

14

Trust results

Operations

Q25 Beforehand had all the information needed about the operation

Q26 Staff explained how operation had gone in understandable way

All scores presented in this chart are case-mix adjusted

RXK

| | | 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						
Q25	Beforehand had all the information needed about the operation	238	97%	164	97%			97%	93%	99%	96%
Q26	Staff explained how operation had gone in understandable way	239	75%	166	81%			81%	73%	85%	79%

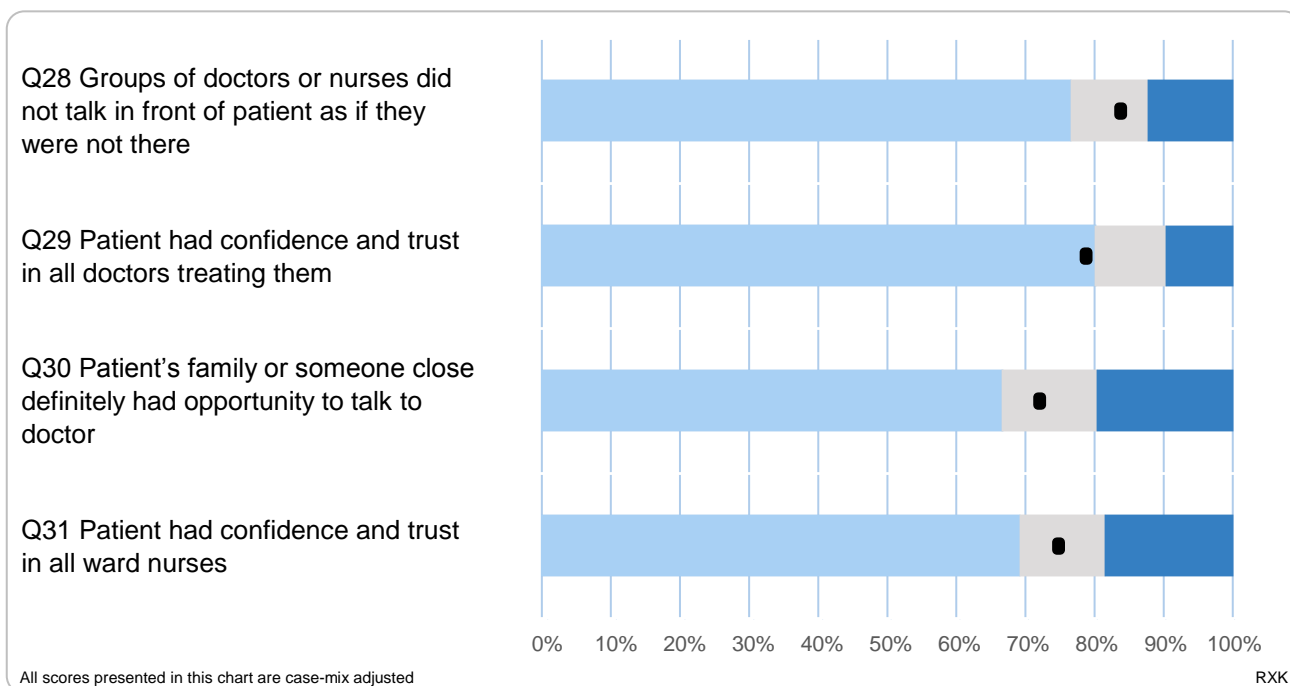| ↑ or ↓ | Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score |
	Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because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

Trust results

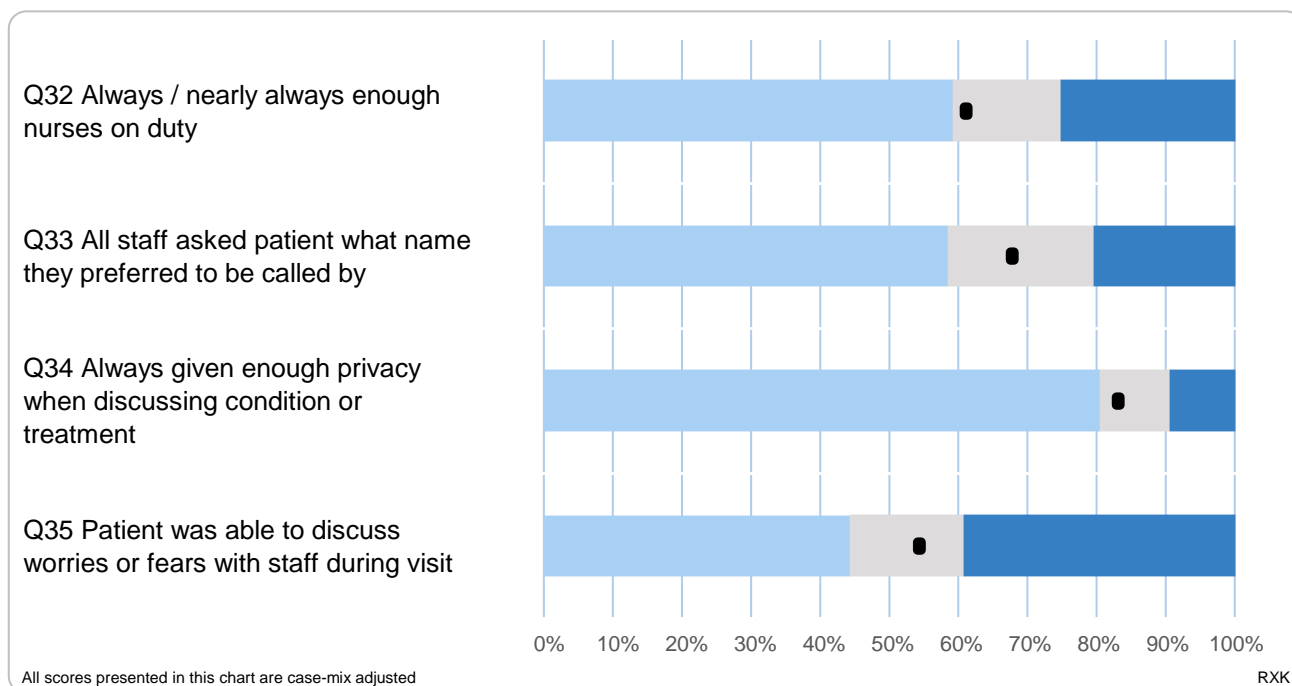## Hospital care as an inpatient (Part 1 of 3)

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

All scores presented in this chart are case-mix adjusted

RXK

| | 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	262	79%	184	82%			84%	77%	88%	82%
Q29	Patient had confidence and trust in all doctors treating them	260	80%	186	78%			79%	80%	90%	85%
Q30	Patient's family or someone close definitely had opportunity to talk to doctor	229	68%	159	72%			72%	67%	80%	74%
Q31	Patient had confidence and trust in all ward nurses	263	73%	186	75%			75%	69%	82%	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.

Trust results

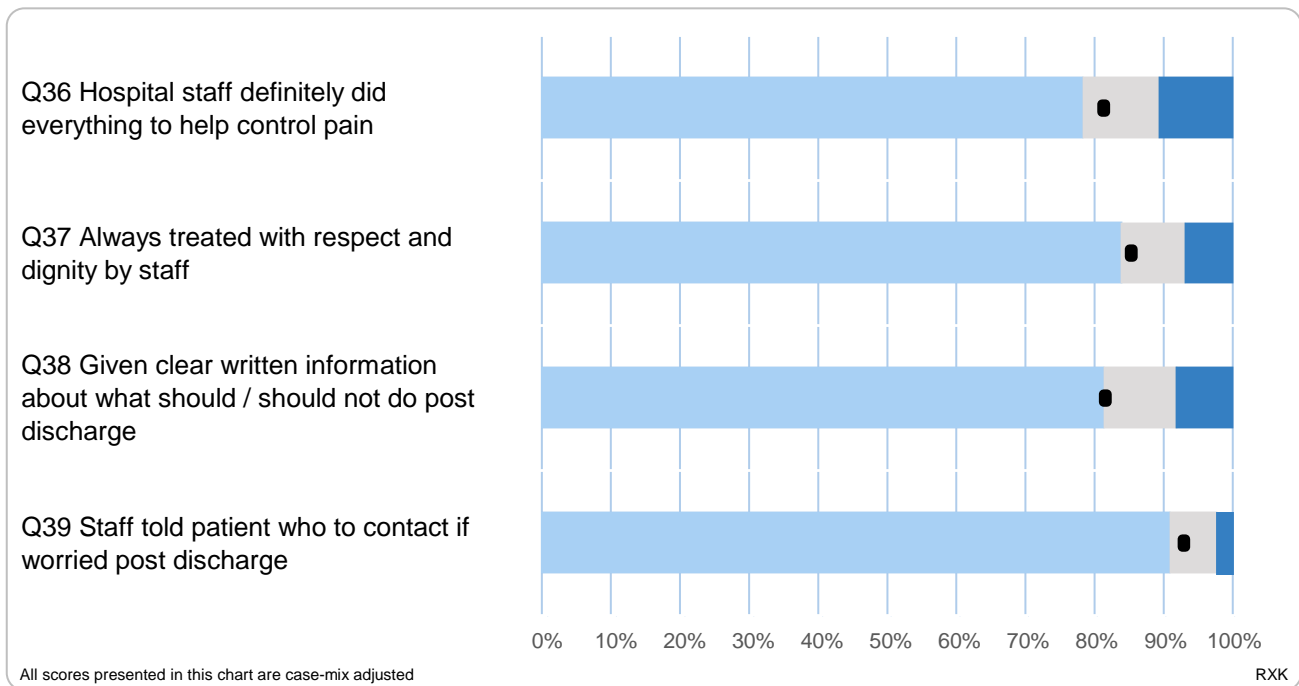## Hospital care as an inpatient (Part 2 of 3)

All scores presented in this chart are case-mix adjusted

RXK

| | Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q32	Always / nearly always enough nurses on duty	254	69%	185	61%			61%	59%	75%	67%
Q33	All staff asked patient what name they preferred to be called by	258	69%	185	68%			68%	59%	80%	69%
Q34	Always given enough privacy when discussing condition or treatment	262	85%	186	83%			83%	81%	91%	86%
Q35	Patient was able to discuss worries or fears with staff during visit	215	53%	142	55%			54%	44%	61%	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.

Trust results

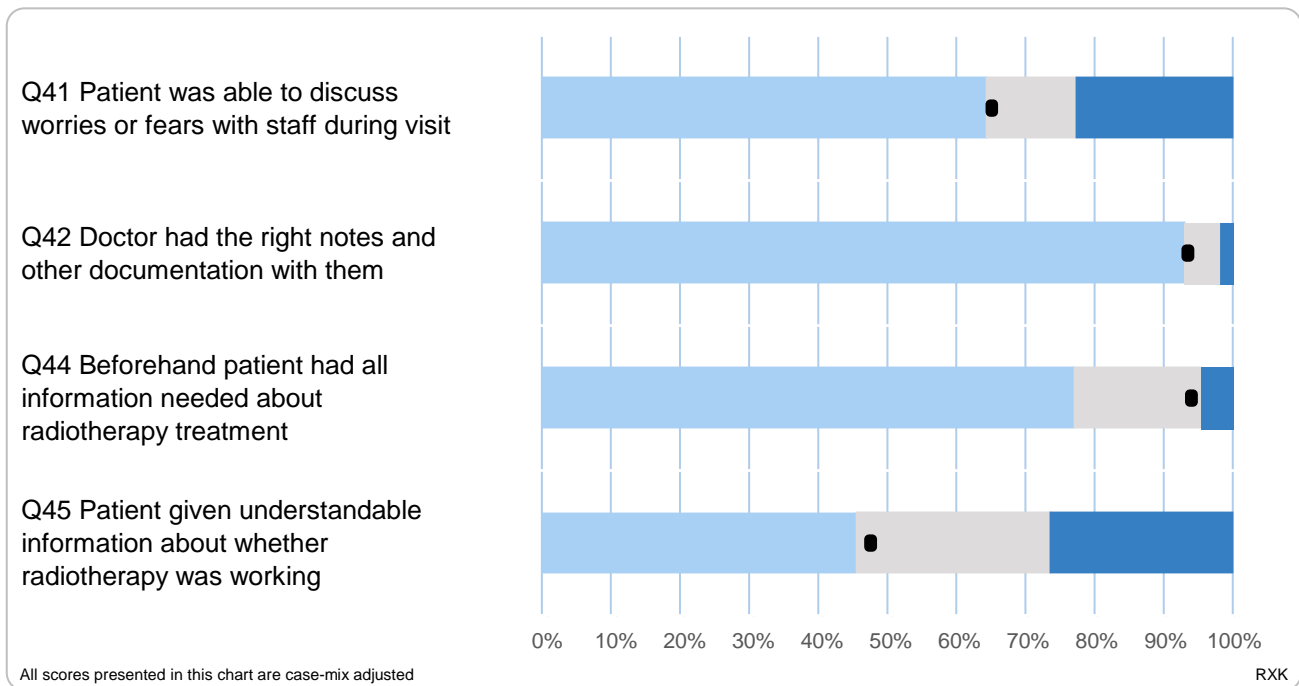### Hospital care as an inpatient (Part 3 of 3)

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

All scores presented in this chart are case-mix adjusted

RXK

| | | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q36	Hospital staff definitely did everything to help control pain	236	81%	173	80%			81%	78%	89%	84%
Q37	Always treated with respect and dignity by staff	261	88%	187	84%			85%	84%	93%	89%
Q38	Given clear written information about what should / should not do post discharge	243	86%	180	82%			81%	81%	92%	87%
Q39	Staff told patient who to contact if worried post discharge	250	96%	184	92%			93%	91%	98%	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.

Trust results

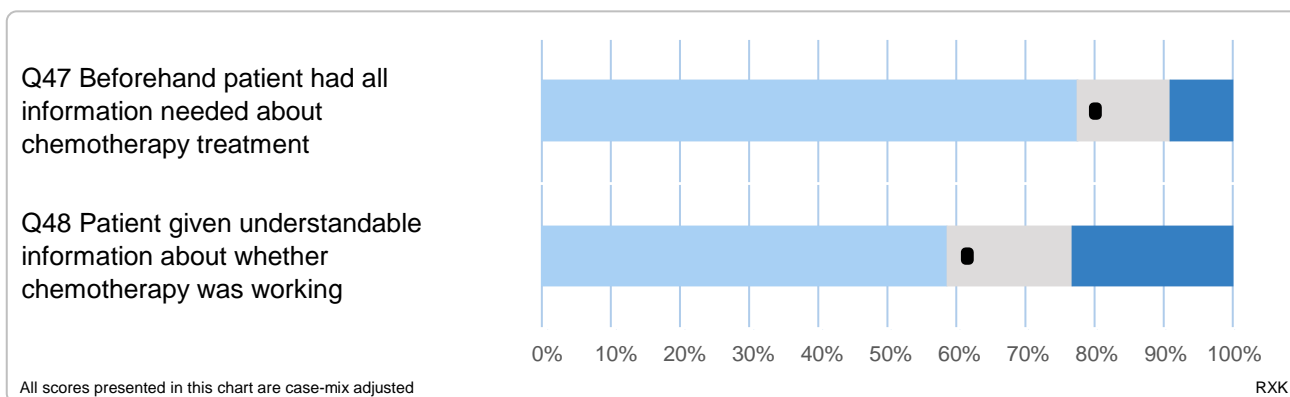## Hospital care as a day patient / outpatient (Part 1 of 2)

All scores presented in this chart are case-mix adjusted

RXK

	Question	Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018							
		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q41	Patient was able to discuss worries or fears with staff during visit	336	68%	203	64%			65%	64%	77%	71%
Q42	Doctor had the right notes and other documentation with them	388	95%	236	94%			93%	93%	98%	96%
Q44	Beforehand patient had all information needed about radiotherapy treatment	101	92%	54	94%			94%	77%	95%	86%
Q45	Patient given understandable information about whether radiotherapy was working	88	44%	47	53%			47%	46%	74%	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.

Trust results

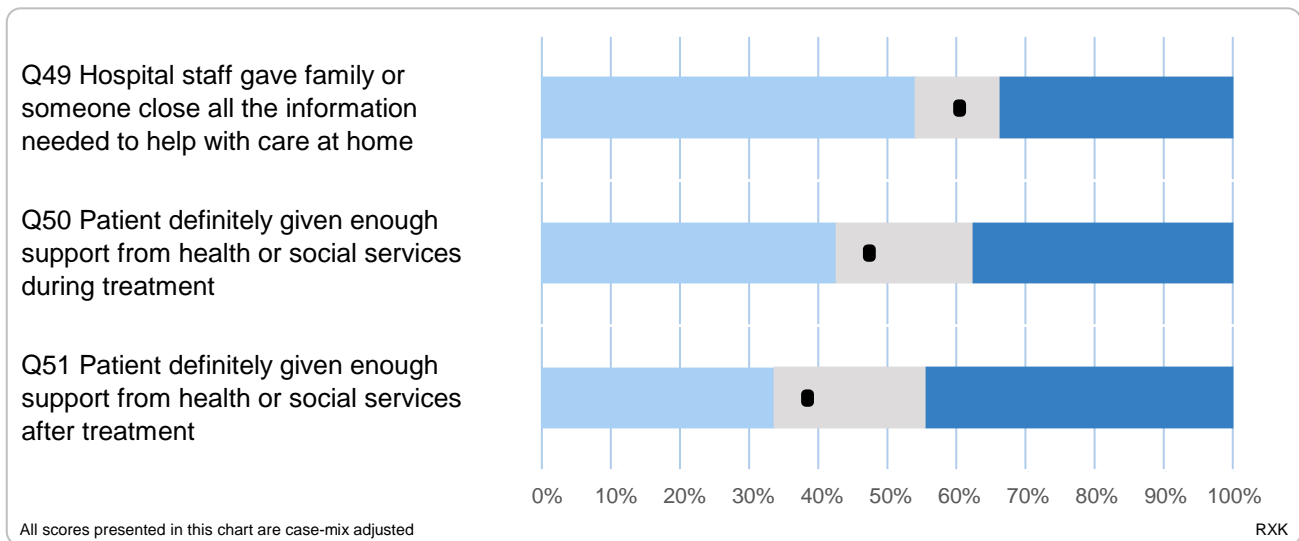## Hospital care as a day patient / outpatient (Part 2 of 2)

Q47 Beforehand patient had all information needed about chemotherapy treatment

Q48 Patient given understandable information about whether chemotherapy was working

All scores presented in this chart are case-mix adjusted

RXK

| | Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q47	Beforehand patient had all information needed about chemotherapy treatment	251	85%	113	81%			80%	78%	91%	84%
Q48	Patient given understandable information about whether chemotherapy was working	231	63%	103	65%			61%	59%	77%	68%

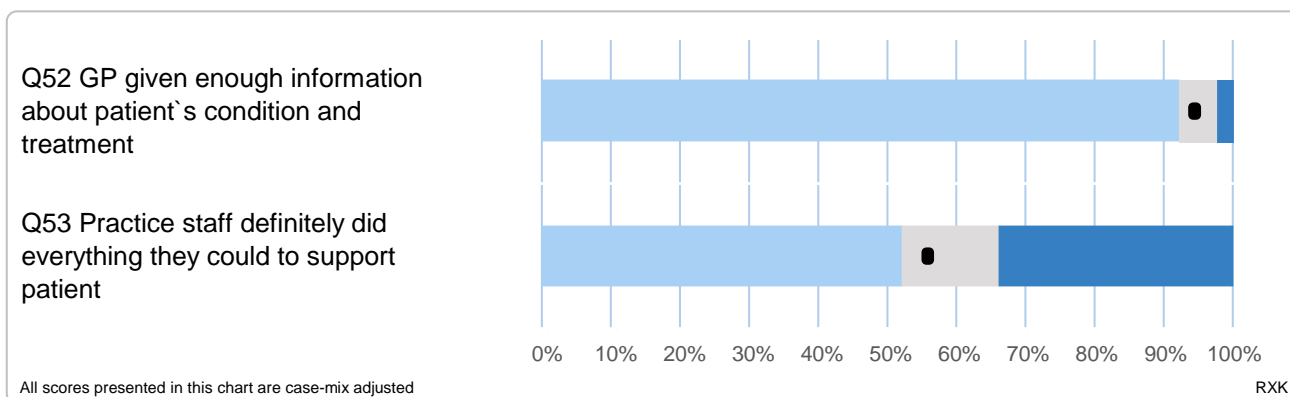| | Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score |
↑ or ↓	Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because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

Trust results

Home care and support

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

All scores presented in this chart are case-mix adjusted

RXK

| | | Unadjusted Scores | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q49	Hospital staff gave family or someone close all the information needed to help with care at home	371	58%	242	61%			60%	54%	66%	60%
Q50	Patient definitely given enough support from health or social services during treatment	237	41%	140	44%			47%	43%	62%	53%
Q51	Patient definitely given enough support from health or social services after treatment	155	38%	81	36%			38%	34%	56%	45%

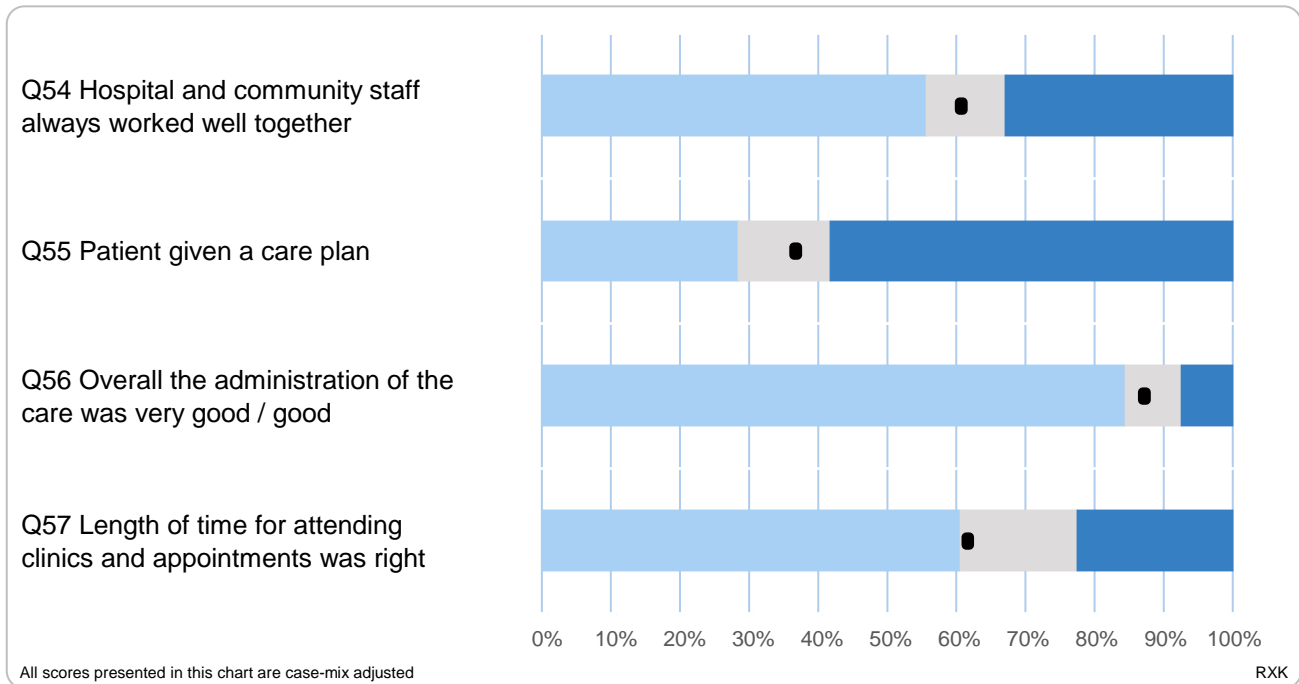|	
↑ or ↓	Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018) (NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there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

Trust results

Care from your general practice

Q52 GP given enough information about patient`s condition and treatment

Q53 Practice staff definitely did everything they could to support patient

All scores presented in this chart are case-mix adjusted

RXK

| | 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	370	94%	230	93%			94%	92%	98%	95%
Q53	Practice staff definitely did everything they could to support patient	304	52%	187	54%			56%	52%	66%	59%

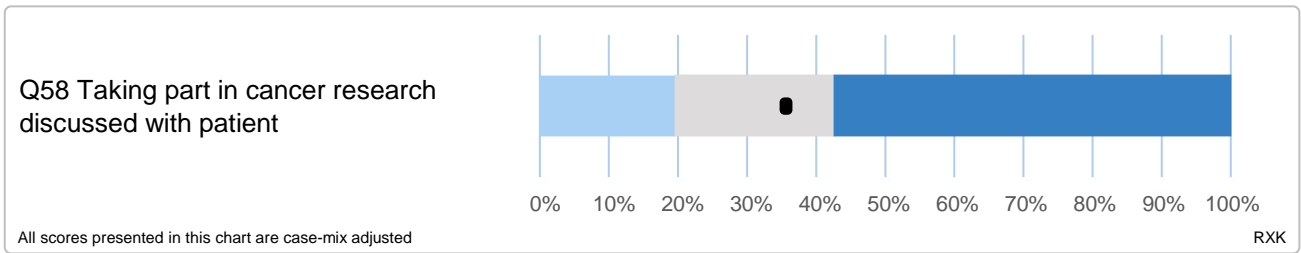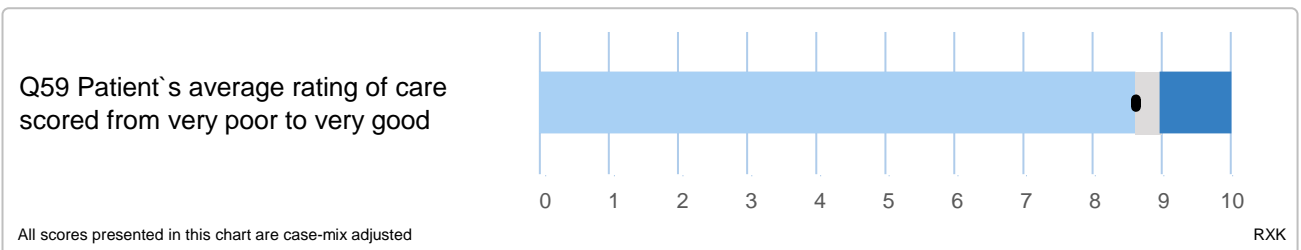|	
↑ or ↓	Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018) (NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there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

Trust results

Your overall NHS care (Part 1 of 2)

All scores presented in this chart are case-mix adjusted

RXK

| | Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q54	Hospital and community staff always worked well together	427	59%	280	61%			60%	56%	67%	61%
Q55	Patient given a care plan	333	34%	224	40%			36%	29%	42%	35%
Q56	Overall the administration of the care was very good / good	439	88%	293	88%			87%	84%	93%	88%
Q57	Length of time for attending clinics and appointments was right	438	64%	285	62%			61%	61%	77%	69%

	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.

Trust results

Your overall NHS care (Part 2 of 2)

Q58 Taking part in cancer research
discussed with patient

All scores presented in this chart are case-mix adjusted   RXK

| | Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q58	Taking part in cancer research discussed with patient	414	40%	265	36%			35%	20%	43%	31%

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

All scores presented in this chart are case-mix adjusted   RXK

| | Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | | | | | | |
		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q59	Patient`s average rating of care scored from very poor to very good	429	8.6	288	8.6			8.6	8.6	9.0	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 Trust

The following tables show the unadjusted Trust 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

Cancer type	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	58%	n.a.	73%
Breast	87%	94%	91%	90%
Colorectal / LGT	*	72%	*	83%
Gynaecological	78%	75%	76%	79%
Haematological	64%	64%	82%	81%
Head and Neck	*	79%	*	80%
Lung	*	71%	*	82%
Prostate	95%	81%	97%	85%
Sarcoma	n.a.	66%	n.a.	71%
Skin	*	90%	*	86%
Upper Gastro	*	72%	*	78%
Urological	76%	81%	79%	85%
Other	*	73%	*	79%
All Cancers	74%	77%	82%	84%

$ These are unadjusted scores

25

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 Trust $	National	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	92%	n.a.	83%	n.a.	71%
Breast	96%	95%	100%	91%	85%	82%
Colorectal / LGT	*	96%	*	87%	*	81%
Gynaecological	98%	94%	84%	85%	73%	77%
Haematological	96%	95%	89%	88%	63%	77%
Head and Neck	*	92%	*	85%	*	80%
Lung	*	94%	*	87%	*	79%
Prostate	97%	94%	93%	86%	83%	79%
Sarcoma	n.a.	94%	n.a.	79%	n.a.	74%
Skin	*	96%	*	90%	*	83%
Upper Gastro	*	94%	*	83%	*	75%
Urological	*	94%	*	87%	*	79%
Other	*	95%	*	86%	*	76%
All Cancers	95%	94%	87%	88%	73%	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 Trust $	National	This Trust $	National	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	85%	n.a.	77%	n.a.	59%	n.a.	63%
Breast	85%	82%	93%	89%	82%	77%	83%	78%
Colorectal / LGT	*	82%	*	86%	*	79%	*	73%
Gynaecological	80%	72%	77%	82%	63%	73%	69%	70%
Haematological	81%	73%	88%	83%	59%	61%	82%	76%
Head and Neck	*	72%	*	86%	*	76%	*	67%
Lung	*	79%	*	82%	*	76%	*	67%
Prostate	89%	78%	87%	85%	81%	78%	94%	82%
Sarcoma	n.a.	70%	n.a.	79%	n.a.	61%	n.a.	57%
Skin	*	71%	*	90%	*	80%	*	84%
Upper Gastro	*	79%	*	80%	*	73%	*	66%
Urological	83%	74%	88%	82%	68%	77%	78%	73%
Other	71%	76%	90%	82%	62%	70%	*	65%
All Cancers	82%	78%	86%	85%	67%	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 Trust [$]	National	This Trust [$]	National	This Trust [$]	National
Brain / CNS	n.a.	81%	n.a.	70%	n.a.	64%
Breast	90%	84%	78%	75%	79%	69%
Colorectal / LGT	*	85%	*	76%	*	70%
Gynaecological	85%	85%	81%	75%	69%	67%
Haematological	84%	81%	76%	70%	68%	66%
Head and Neck	*	85%	*	74%	*	70%
Lung	*	84%	*	74%	*	69%
Prostate	90%	82%	87%	72%	71%	65%
Sarcoma	n.a.	79%	n.a.	72%	n.a.	62%
Skin	n.a.	89%	*	80%	*	74%
Upper Gastro	*	81%	*	72%	*	68%
Urological	79%	82%	76%	71%	48%	62%
Other	86%	80%	*	72%	57%	64%
All Cancers	86%	83%	77%	73%	68%	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 Trust [$]	National	This Trust [$]	National
Brain / CNS	n.a.	61%	n.a.	70%
Breast	65%	56%	84%	79%
Colorectal / LGT	*	58%	*	80%
Gynaecological	68%	55%	90%	79%
Haematological	61%	51%	74%	77%
Head and Neck	*	62%	*	79%
Lung	*	56%	*	79%
Prostate	68%	64%	81%	81%
Sarcoma	n.a.	52%	n.a.	75%
Skin	n.a.	66%	*	87%
Upper Gastro	*	54%	*	76%
Urological	*	53%	63%	77%
Other	*	53%	*	76%
All Cancers	61%	56%	77%	79%

[$] These are unadjusted scores

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This Trust $	National	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	94%	n.a.	82%	n.a.	84%
Breast	89%	95%	85%	85%	95%	88%
Colorectal / LGT	*	92%	*	88%	*	89%
Gynaecological	95%	94%	86%	85%	76%	88%
Haematological	94%	92%	93%	88%	89%	89%
Head and Neck	*	90%	*	87%	*	88%
Lung	*	93%	*	87%	*	88%
Prostate	94%	90%	*	82%	*	87%
Sarcoma	n.a.	87%	n.a.	84%	n.a.	87%
Skin	*	91%	n.a.	89%	n.a.	91%
Upper Gastro	*	93%	*	85%	*	87%
Urological	84%	84%	*	82%	*	87%
Other	*	88%	*	85%	*	87%
All Cancers	91%	91%	88%	85%	87%	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 Trust $	National	This Trust $	National	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	85%	n.a.	82%	n.a.	70%	n.a.	79%
Breast	79%	91%	74%	86%	68%	65%	80%	82%
Colorectal / LGT	*	86%	*	84%	*	58%	*	83%
Gynaecological	74%	85%	81%	82%	57%	61%	71%	77%
Haematological	77%	86%	79%	84%	67%	62%	93%	87%
Head and Neck	n.a.	86%	n.a.	83%	n.a.	60%	*	82%
Lung	*	86%	*	81%	*	71%	*	85%
Prostate	87%	89%	79%	85%	48%	51%	*	79%
Sarcoma	n.a.	79%	n.a.	71%	n.a.	56%	n.a.	75%
Skin	n.a.	89%	n.a.	84%	n.a.	60%	n.a.	72%
Upper Gastro	*	84%	*	81%	*	63%	*	84%
Urological	*	79%	*	75%	*	44%	*	68%
Other	*	82%	*	78%	*	58%	*	80%
All Cancers	78%	86%	77%	83%	59%	60%	76%	81%

$ These are unadjusted scores

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This Trust [$]	National	This Trust [$]	National
Brain / CNS	n.a.	94%	n.a.	70%
Breast	98%	96%	81%	79%
Colorectal / LGT	*	96%	*	83%
Gynaecological	98%	96%	89%	81%
Haematological	*	94%	*	77%
Head and Neck	*	95%	*	78%
Lung	n.a.	95%	n.a.	78%
Prostate	*	95%	*	75%
Sarcoma	n.a.	94%	n.a.	78%
Skin	*	97%	*	84%
Upper Gastro	n.a.	95%	n.a.	80%
Urological	96%	95%	78%	76%
Other	*	95%	*	78%
All Cancers	97%	96%	81%	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 Trust $	National	This Trust $	National	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	73%	n.a.	77%	n.a.	66%	n.a.	67%
Breast	95%	89%	85%	86%	81%	77%	88%	77%
Colorectal / LGT	*	77%	*	86%	*	73%	*	71%
Gynaecological	86%	85%	86%	86%	78%	72%	88%	73%
Haematological	65%	81%	61%	81%	72%	74%	61%	76%
Head and Neck	*	79%	*	86%	*	75%	*	74%
Lung	*	77%	*	83%	n.a.	74%	*	76%
Prostate	*	86%	*	89%	*	73%	*	80%
Sarcoma	n.a.	80%	n.a.	84%	n.a.	72%	n.a.	68%
Skin	n.a.	89%	n.a.	90%	n.a.	81%	n.a.	87%
Upper Gastro	*	74%	*	82%	*	73%	*	71%
Urological	92%	80%	88%	87%	*	70%	68%	78%
Other	*	80%	*	82%	*	71%	*	72%
All Cancers	82%	82%	78%	85%	72%	74%	75%	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 Trust $	National	This Trust $	National	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	57%	n.a.	68%	n.a.	77%	n.a.	40%
Breast	76%	71%	59%	64%	90%	87%	63%	56%
Colorectal / LGT	*	62%	*	71%	*	85%	*	54%
Gynaecological	66%	67%	77%	67%	82%	84%	70%	51%
Haematological	48%	64%	74%	71%	84%	86%	52%	55%
Head and Neck	*	66%	*	69%	*	87%	*	55%
Lung	*	70%	*	74%	*	85%	n.a.	52%
Prostate	*	73%	*	69%	*	88%	*	51%
Sarcoma	n.a.	64%	n.a.	66%	n.a.	85%	n.a.	46%
Skin	n.a.	80%	n.a.	72%	n.a.	91%	n.a.	59%
Upper Gastro	*	61%	*	75%	*	84%	*	51%
Urological	63%	69%	76%	73%	84%	85%	*	47%
Other	*	62%	*	68%	*	82%	*	48%
All Cancers	61%	67%	68%	69%	83%	86%	55%	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 Trust $	National	This Trust $	National	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	82%	n.a.	84%	n.a.	86%	n.a.	94%
Breast	85%	86%	88%	89%	98%	92%	93%	96%
Colorectal / LGT	*	85%	*	87%	*	84%	*	94%
Gynaecological	81%	83%	88%	87%	81%	88%	98%	95%
Haematological	80%	83%	81%	90%	82%	81%	94%	95%
Head and Neck	*	83%	*	87%	*	88%	*	93%
Lung	*	84%	*	89%	*	84%	n.a.	92%
Prostate	*	84%	*	91%	*	90%	*	95%
Sarcoma	n.a.	80%	n.a.	85%	n.a.	81%	n.a.	94%
Skin	n.a.	88%	n.a.	93%	n.a.	91%	n.a.	96%
Upper Gastro	*	82%	*	86%	*	82%	*	94%
Urological	71%	81%	84%	89%	72%	86%	92%	91%
Other	*	81%	*	87%	*	83%	*	92%
All Cancers	80%	84%	84%	89%	82%	87%	92%	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 Trust $	National	This Trust $	National	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	64%	n.a.	94%	n.a.	88%	n.a.	47%
Breast	69%	70%	100%	96%	93%	88%	54%	61%
Colorectal / LGT	*	73%	*	96%	*	84%	*	57%
Gynaecological	71%	71%	94%	96%	*	86%	*	61%
Haematological	74%	74%	89%	96%	*	83%	*	59%
Head and Neck	*	73%	*	96%	n.a.	86%	n.a.	61%
Lung	*	69%	n.a.	95%	n.a.	85%	n.a.	56%
Prostate	62%	73%	100%	95%	*	87%	*	61%
Sarcoma	n.a.	63%	n.a.	94%	n.a.	82%	n.a.	65%
Skin	n.a.	74%	*	97%	n.a.	85%	n.a.	72%
Upper Gastro	*	70%	*	95%	n.a.	82%	n.a.	53%
Urological	*	67%	*	95%	*	82%	*	55%
Other	*	68%	*	95%	*	85%	*	60%
All Cancers	64%	71%	94%	96%	94%	86%	53%	60%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	79%	n.a.	50%
Breast	*	83%	*	64%
Colorectal / LGT	*	85%	*	64%
Gynaecological	86%	86%	76%	68%
Haematological	83%	85%	62%	75%
Head and Neck	n.a.	79%	n.a.	54%
Lung	n.a.	84%	n.a.	67%
Prostate	*	85%	*	68%
Sarcoma	n.a.	83%	n.a.	67%
Skin	n.a.	86%	n.a.	79%
Upper Gastro	*	84%	*	61%
Urological	*	82%	*	65%
Other	*	85%	*	70%
All Cancers	81%	84%	65%	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 Trust $	National	This Trust $	National	This Trust $	National
Brain / CNS	n.a.	60%	n.a.	50%	n.a.	48%
Breast	65%	59%	40%	54%	*	42%
Colorectal / LGT	*	63%	*	60%	*	52%
Gynaecological	72%	59%	68%	47%	*	38%
Haematological	59%	63%	38%	52%	*	44%
Head and Neck	*	63%	n.a.	56%	n.a.	53%
Lung	*	60%	*	52%	*	43%
Prostate	52%	60%	*	46%	*	40%
Sarcoma	n.a.	55%	n.a.	49%	n.a.	45%
Skin	n.a.	67%	n.a.	60%	n.a.	59%
Upper Gastro	*	60%	*	53%	*	48%
Urological	*	59%	*	47%	*	44%
Other	*	56%	*	52%	*	44%
All Cancers	61%	60%	44%	53%	36%	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 Trust [$]	National	This Trust [$]	National
Brain / CNS	n.a.	88%	n.a.	51%
Breast	96%	96%	51%	59%
Colorectal / LGT	*	95%	*	58%
Gynaecological	96%	95%	43%	57%
Haematological	94%	95%	66%	58%
Head and Neck	*	93%	*	58%
Lung	*	94%	*	58%
Prostate	89%	95%	63%	64%
Sarcoma	n.a.	95%	n.a.	53%
Skin	*	97%	n.a.	67%
Upper Gastro	*	94%	*	58%
Urological	90%	95%	*	61%
Other	*	94%	*	56%
All Cancers	93%	95%	54%	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 Trust [$]	National	This Trust [$]	National	This Trust [$]	National	This Trust [$]	National
Brain / CNS	n.a.	45%	n.a.	33%	n.a.	84%	n.a.	59%
Breast	67%	61%	35%	39%	96%	90%	66%	68%
Colorectal / LGT	*	61%	*	38%	*	88%	*	72%
Gynaecological	70%	58%	38%	31%	92%	87%	60%	69%
Haematological	55%	64%	42%	35%	83%	91%	49%	66%
Head and Neck	*	61%	*	37%	*	88%	*	71%
Lung	*	62%	*	31%	*	89%	*	71%
Prostate	77%	65%	59%	36%	91%	87%	74%	75%
Sarcoma	n.a.	54%	n.a.	28%	n.a.	86%	n.a.	64%
Skin	*	71%	*	42%	*	91%	*	73%
Upper Gastro	*	59%	*	35%	*	86%	*	68%
Urological	40%	62%	*	30%	80%	85%	78%	75%
Other	43%	57%	*	30%	76%	87%	52%	63%
All Cancers	61%	61%	40%	35%	88%	88%	62%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient`s average rating of care scored from very poor to very good	
	This Trust [$]	National	This Trust [$]	National
Brain / CNS	n.a.	39%	n.a.	8.4
Breast	44%	31%	8.8	8.9
Colorectal / LGT	*	33%	*	8.8
Gynaecological	31%	37%	9.0	8.8
Haematological	52%	32%	8.5	8.9
Head and Neck	*	23%	*	8.8
Lung	*	35%	*	8.8
Prostate	19%	33%	8.7	8.8
Sarcoma	n.a.	40%	n.a.	8.6
Skin	*	16%	*	9.0
Upper Gastro	*	35%	*	8.7
Urological	9%	21%	8.1	8.7
Other	48%	32%	*	8.7
All Cancers	36%	31%	8.6	8.8

[$] These are unadjusted scores

Year on Year Scores

The charts below present the unadjusted scores for this Trust from 2015, 2016, 2017 and 2018.

Seeing your GP
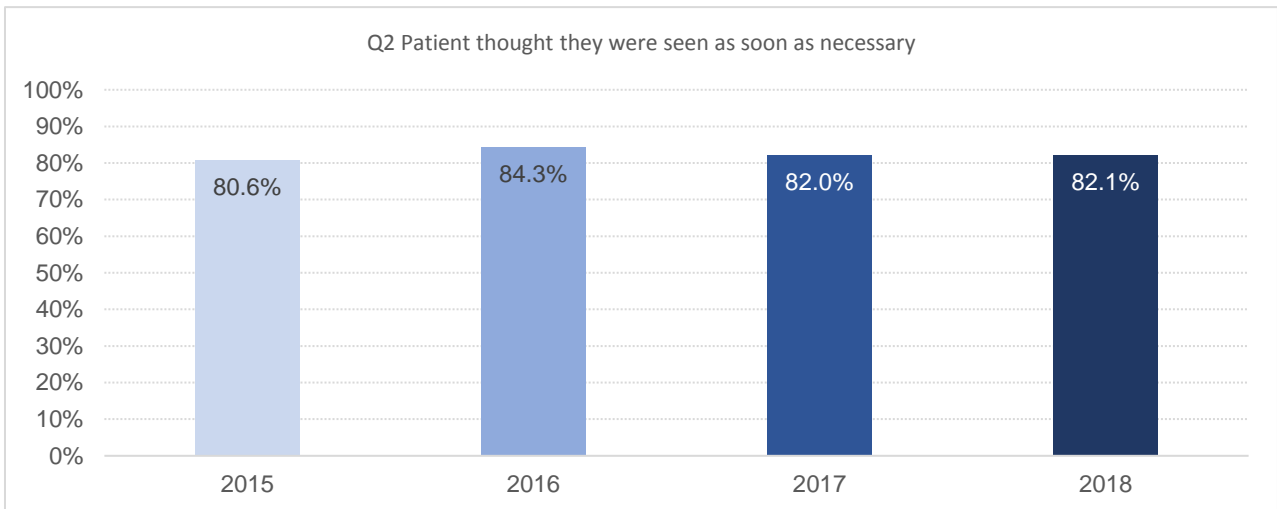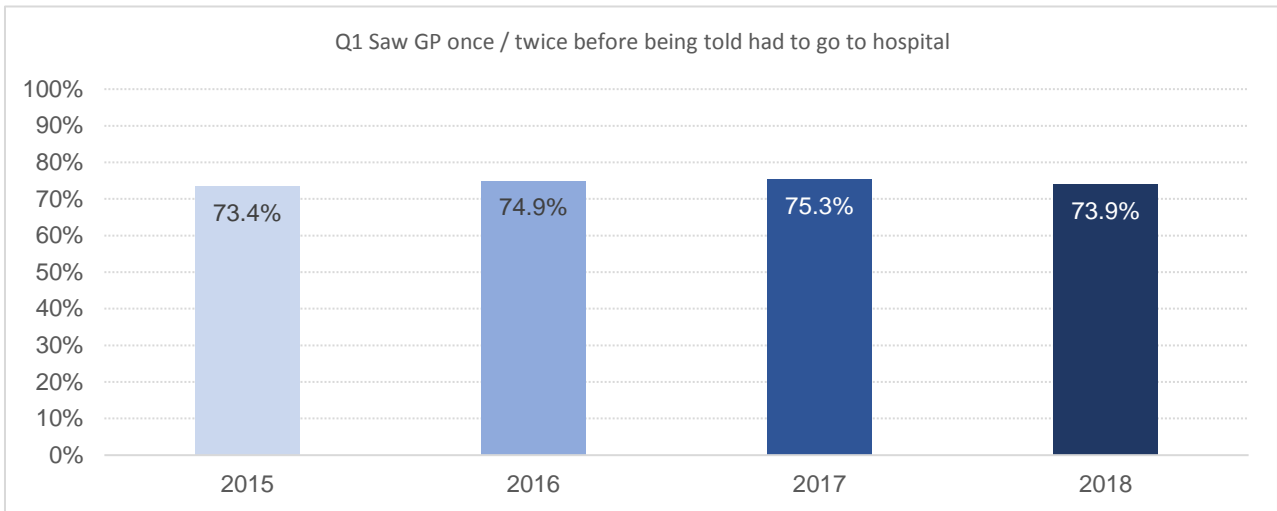
Q1 Saw GP once / twice before being told had to go to hospital

2015	2016	2017	2018
73.4%	74.9%	75.3%	73.9%

Q2 Patient thought they were seen as soon as necessary

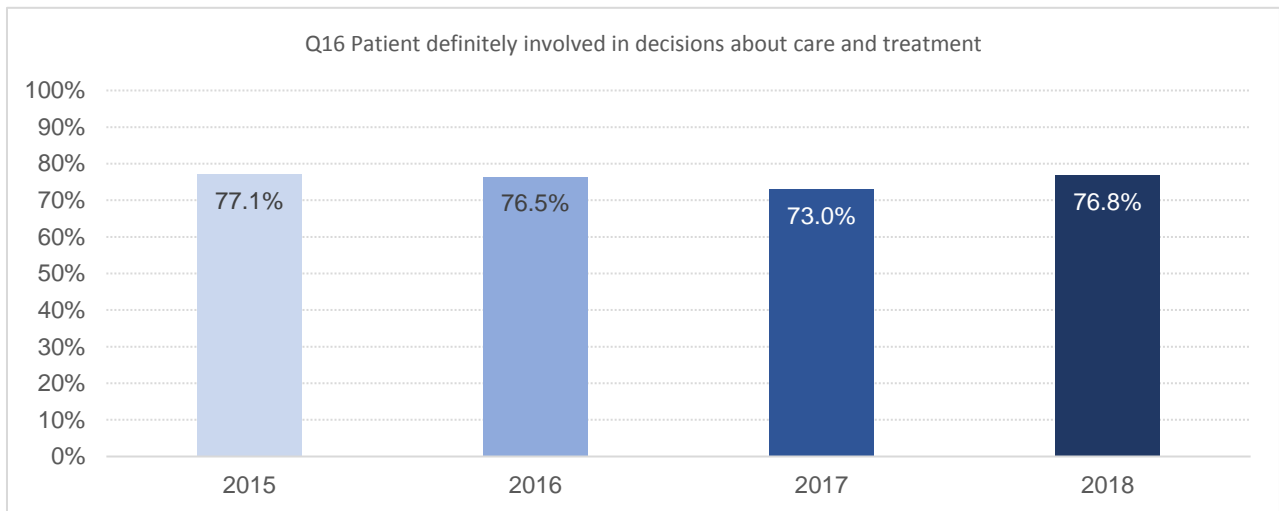| 2015	2016	2017	2018
80.6%	84.3%	82.0%	82.1%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Diagnostic tests
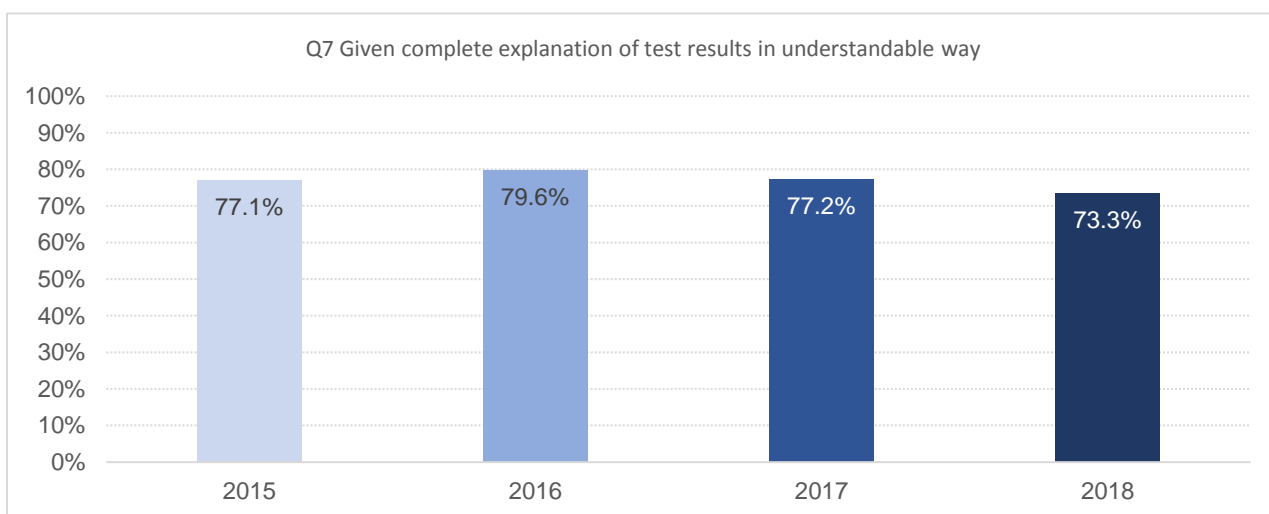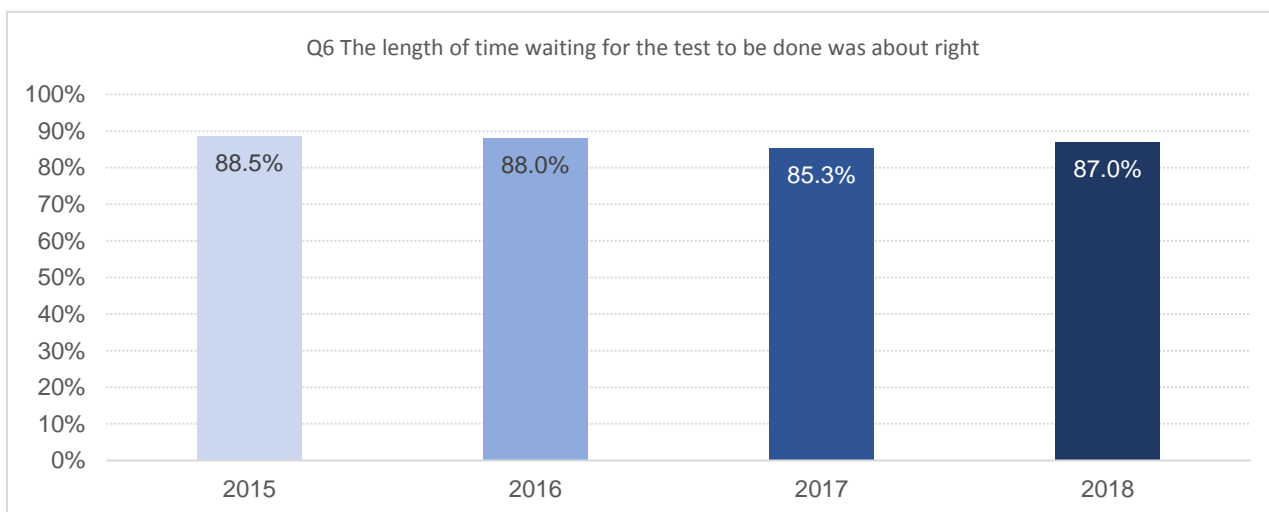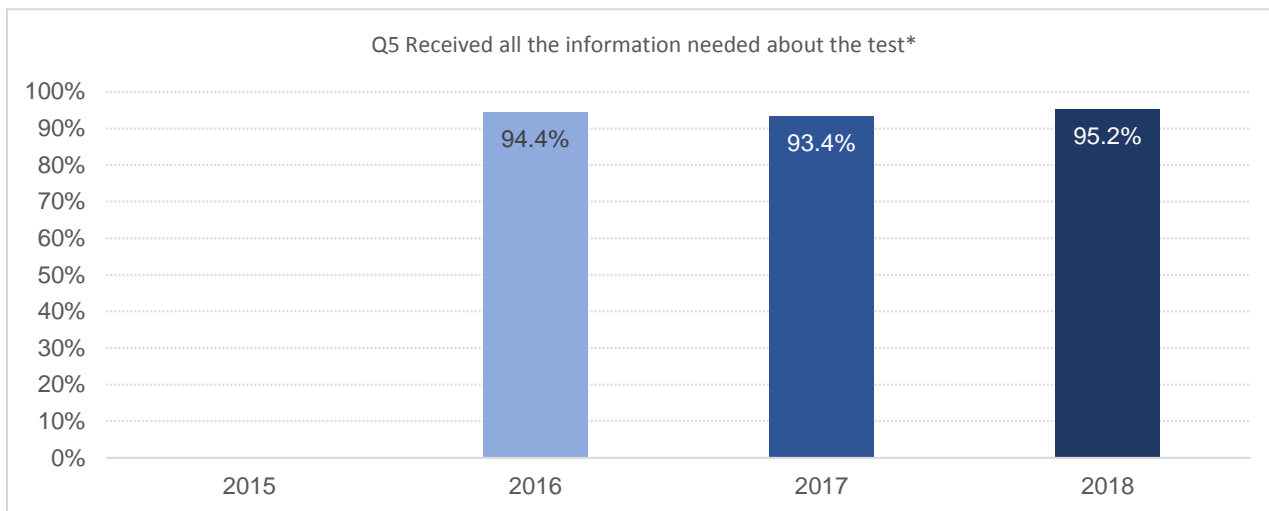
Q5 Received all the information needed about the test*

Year	Value
2015	
2016	94.4%
2017	93.4%
2018	95.2%

Q6 The length of time waiting for the test to be done was about right

Year	Value
2015	88.5%
2016	88.0%
2017	85.3%
2018	87.0%

Q7 Given complete explanation of test results in understandable way

Year	Value
2015	77.1%
2016	79.6%
2017	77.2%
2018	73.3%

* This question was not asked on the 2015 survey

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Finding out what was wrong with you

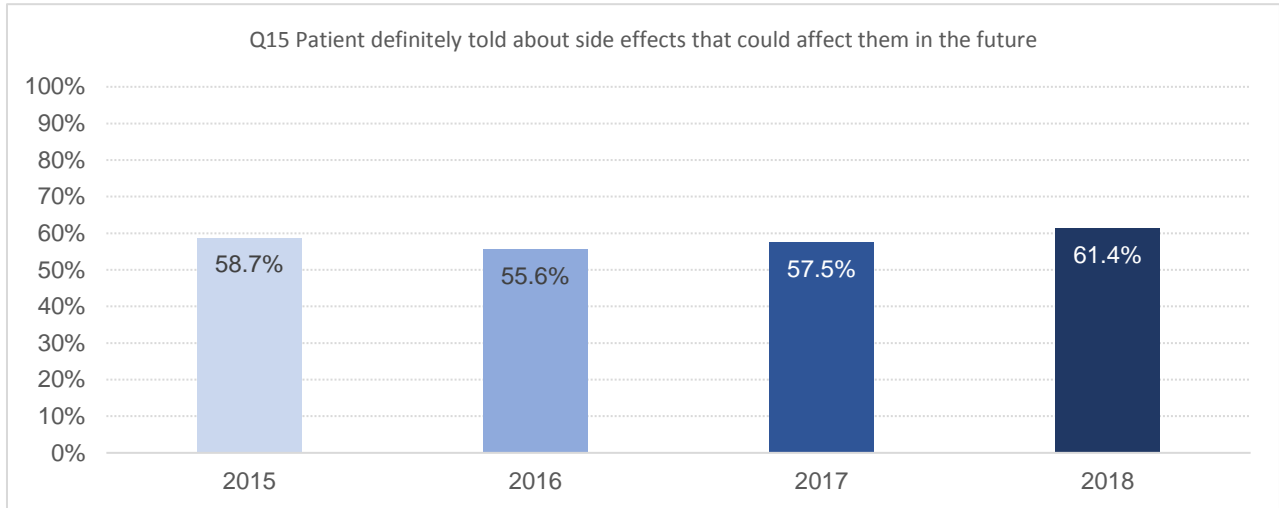### Q8 Patient told they could bring a family member or friend when first told they had cancer*

2015	2016	2017	2018
	87.0%	85.5%	81.6%

Q9 Patient felt they were told sensitively that they had cancer

2015	2016	2017	2018
85.6%	89.8%	85.3%	86.4%

Q10 Patient completely understood the explanation of what was wrong

2015	2016	2017	2018
71.7%	74.5%	71.4%	67.4%
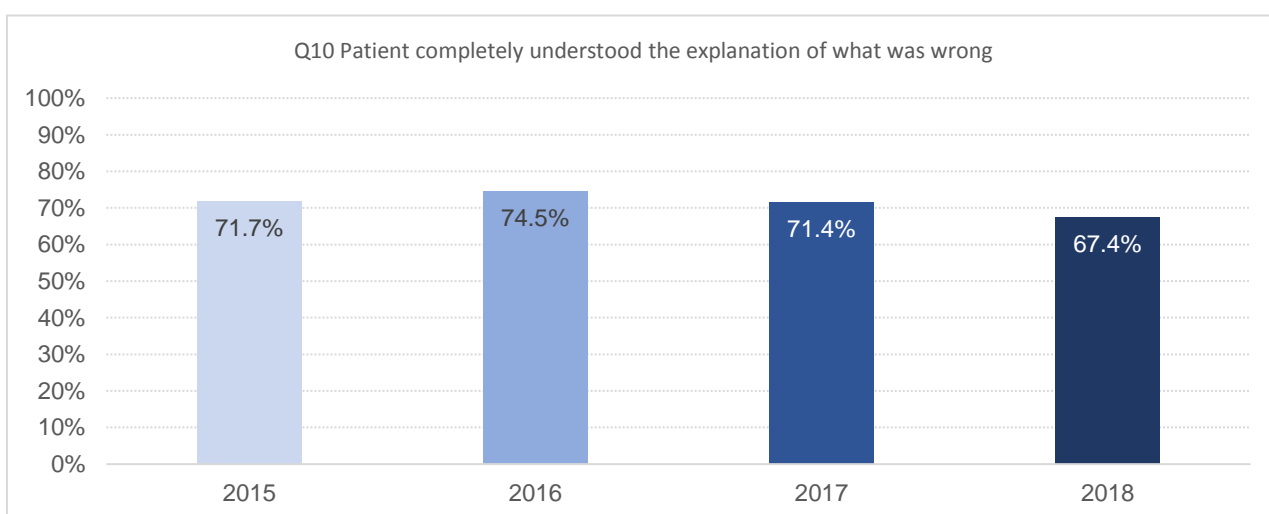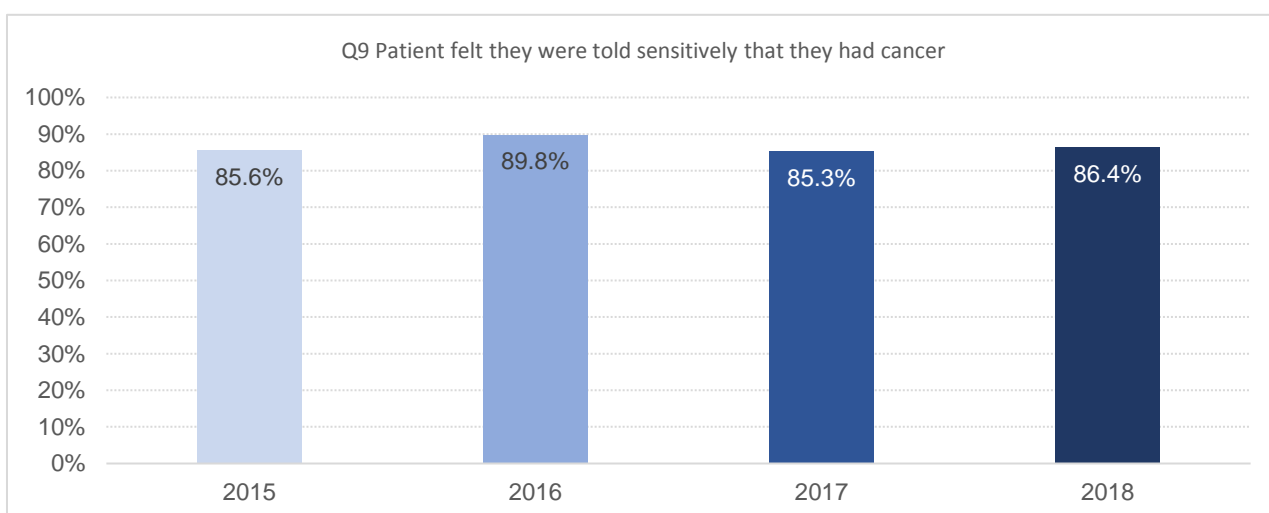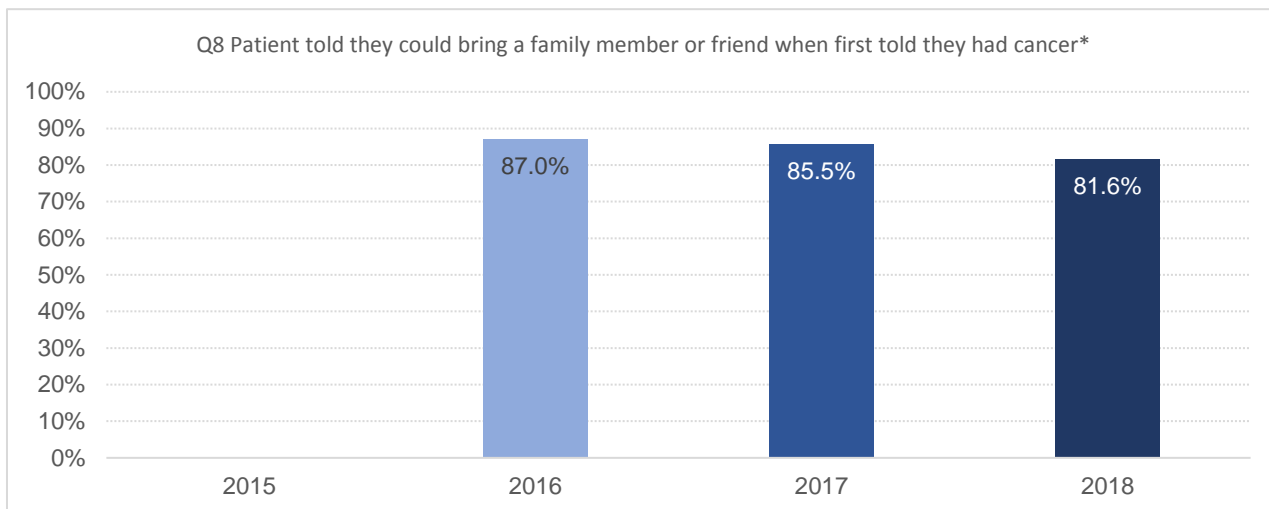
* This question was not asked on the 2015 survey

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Finding out what was wrong with you (continued)

Q11 Patient given easy to understand written information about the type of cancer they had

Year	Value
2015	75.7%
2016	79.3%
2017	78.9%
2018	77.4%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.
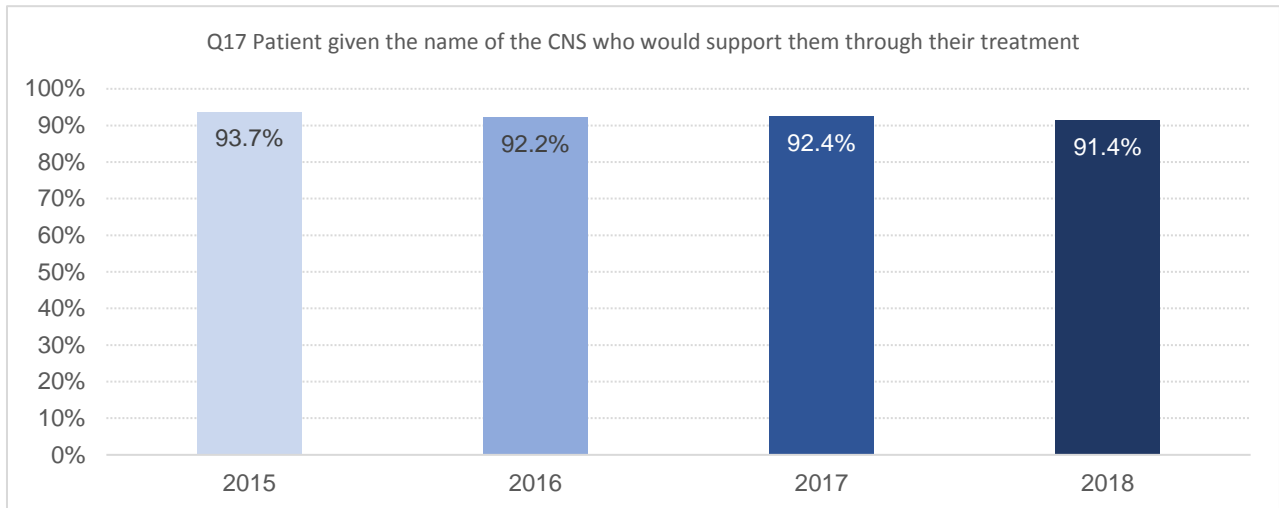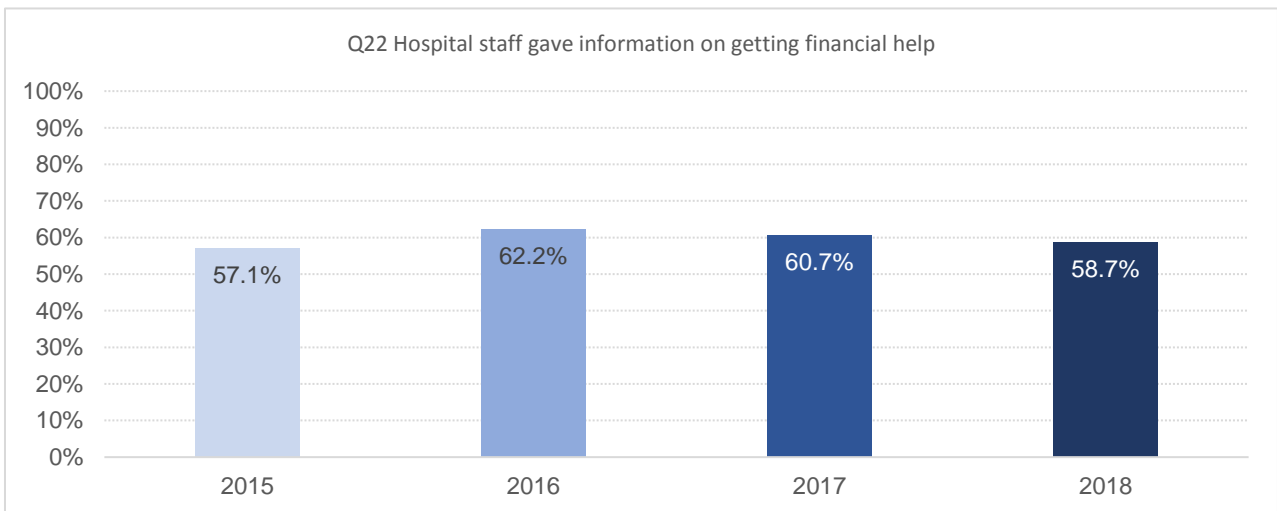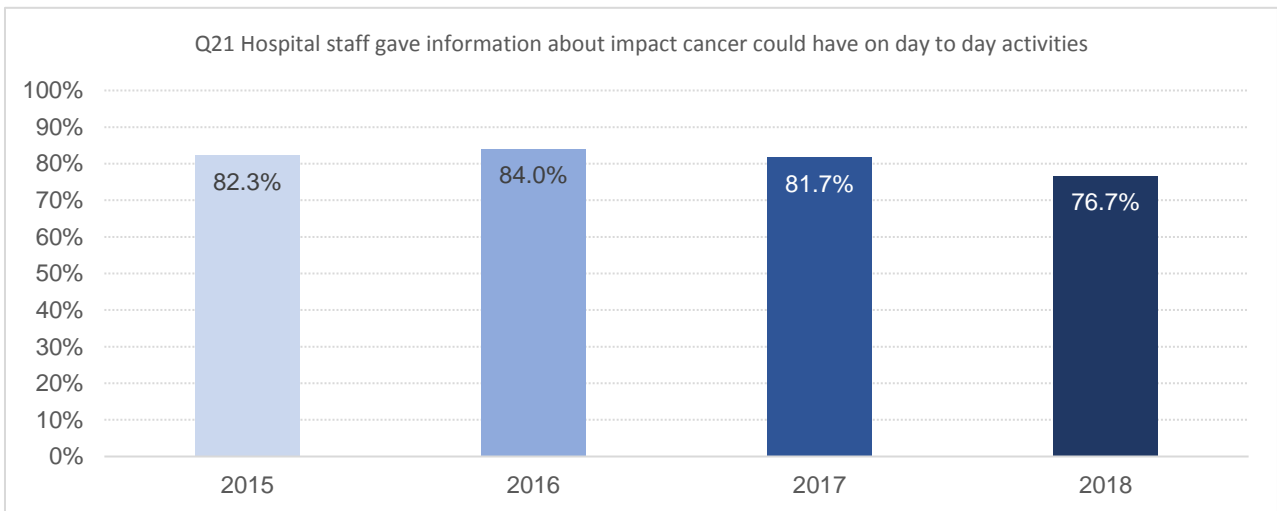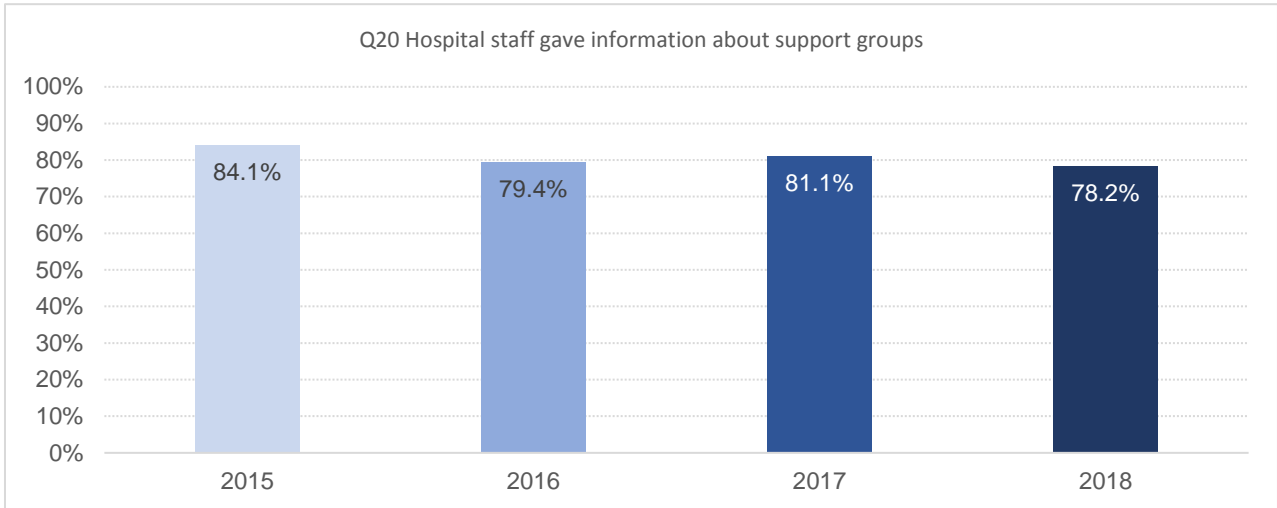
41

Deciding the best treatment for you

Q12 Patient felt that treatment options were completely explained

Year	Value
2015	85.4%
2016	85.4%
2017	82.6%
2018	85.9%

Q13 Possible side effects explained in an understandable way

Year	Value
2015	72.8%
2016	74.4%
2017	73.2%
2018	77.5%

Q14 Patient given practical advice and support in dealing with side effects of treatment

Year	Value
2015	67.9%
2016	65.9%
2017	63.1%
2018	68.1%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Deciding the best treatment for you (continued)

Q15 Patient definitely told about side effects that could affect them in the future

Year	Value
2015	58.7%
2016	55.6%
2017	57.5%
2018	61.4%

Q16 Patient definitely involved in decisions about care and treatment

Year	Value
2015	77.1%
2016	76.5%
2017	73.0%
2018	76.8%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Clinical Nurse Specialist

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

Year	Value
2015	93.7%
2016	92.2%
2017	92.4%
2018	91.4%

Q18 Patient found it easy to contact their CNS

Year	Value
2015	84.1%
2016	87.8%
2017	85.6%
2018	88.4%

Q19 Get understandable answers to important questions all or most of the time

Year	Value
2015	85.5%
2016	87.0%
2017	82.4%
2018	87.1%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Support for people with cancer

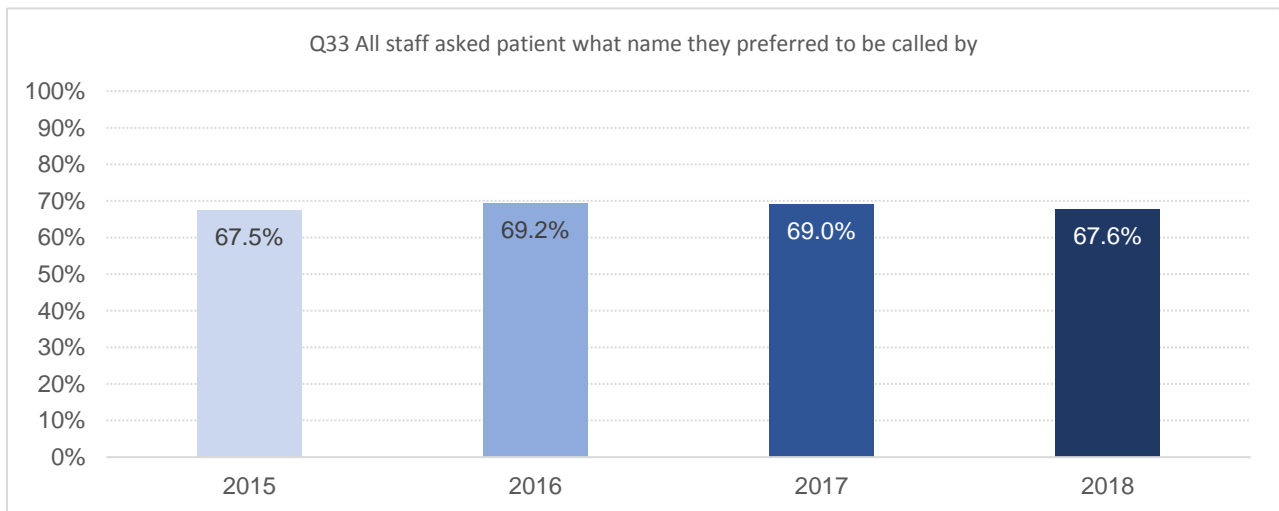### Q20 Hospital staff gave information about support groups

Year	Value
2015	84.1%
2016	79.4%
2017	81.1%
2018	78.2%

Q21 Hospital staff gave information about impact cancer could have on day to day activities

Year	Value
2015	82.3%
2016	84.0%
2017	81.7%
2018	76.7%

Q22 Hospital staff gave information on getting financial help

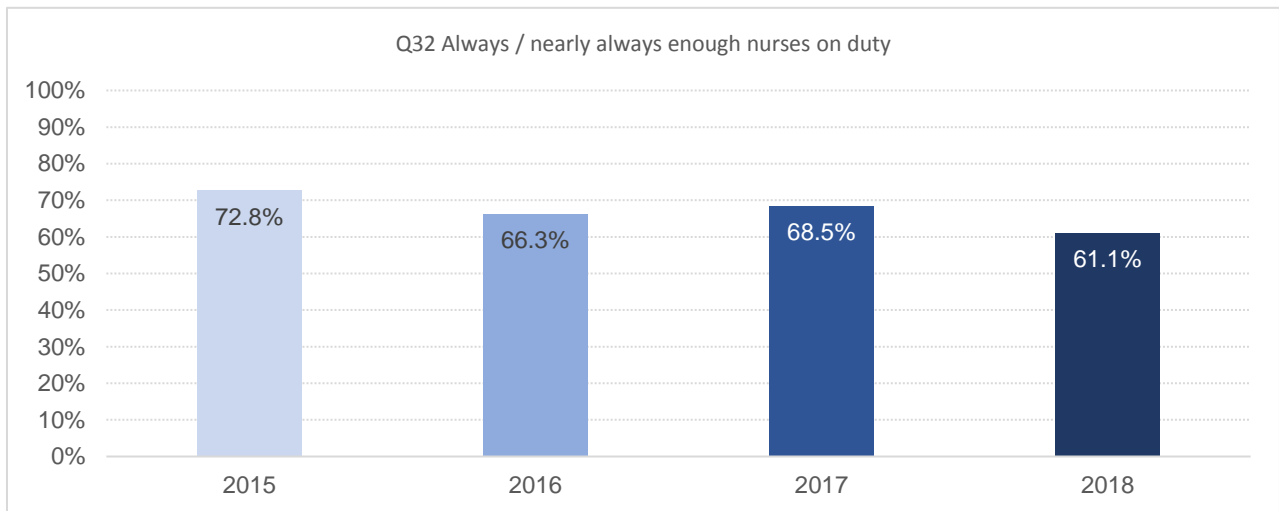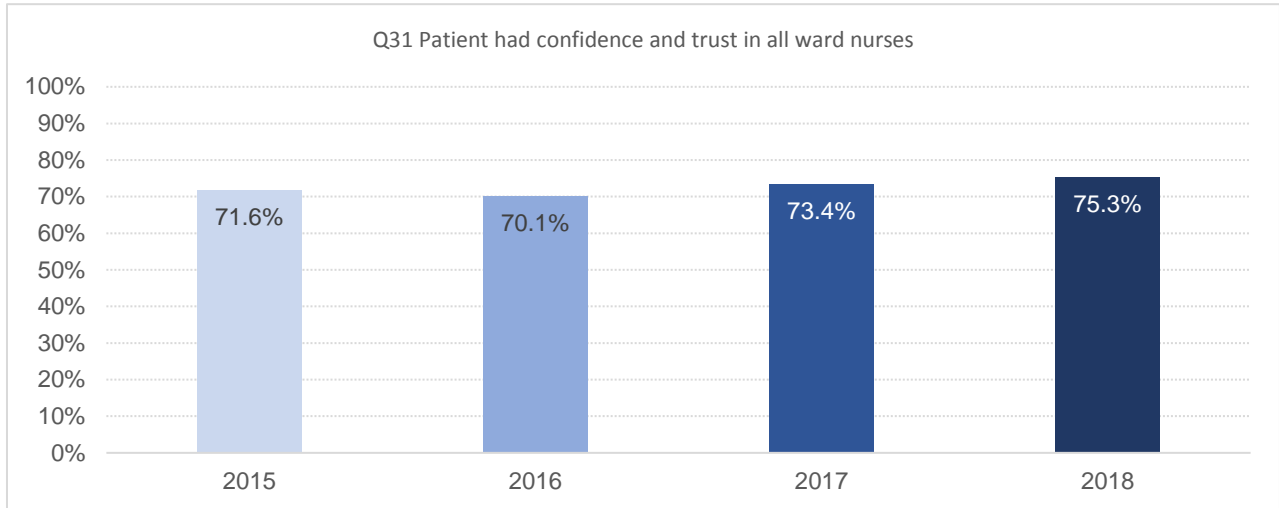| Year	Value
2015	57.1%
2016	62.2%
2017	60.7%
2018	58.7%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Support for people with cancer (continued)
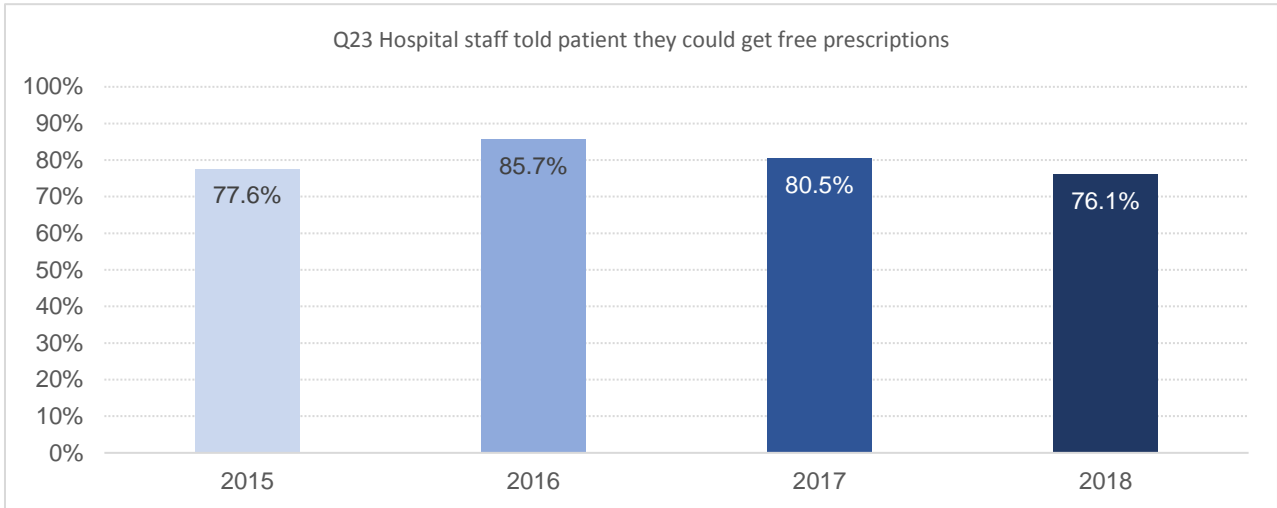
Q23 Hospital staff told patient they could get free prescriptions
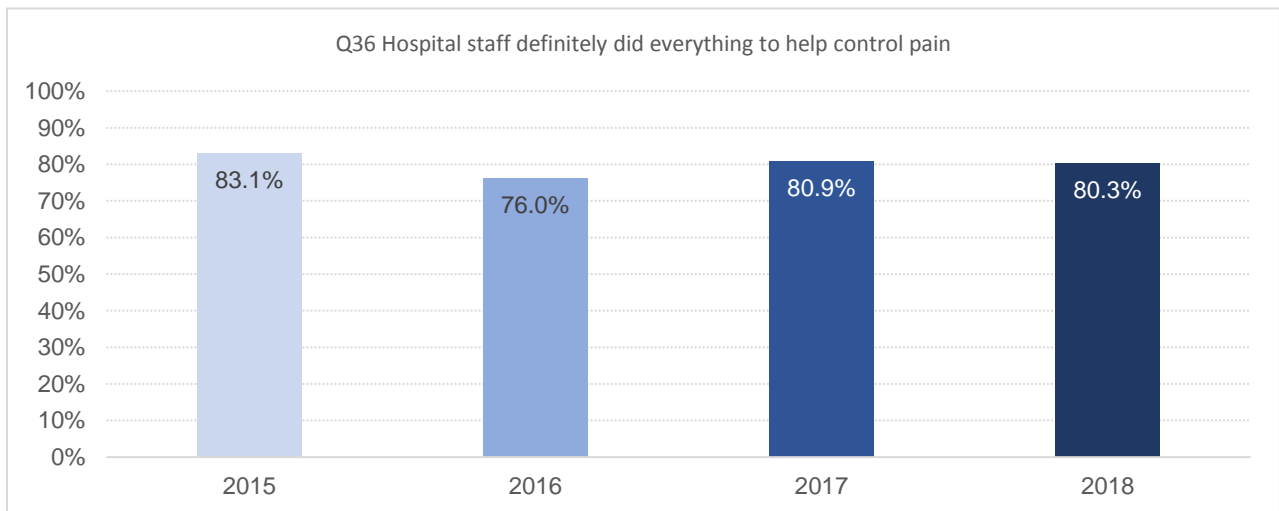

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Operations

Q25 Beforehand had all the information needed about the operation*

	2015	2016	2017	2018
		96.4%	96.6%	97.0%

Q26 Staff explained how operation had gone in understandable way

	2015	2016	2017	2018
	74.5%	75.3%	75.3%	80.7%

* This question was not asked on the 2015 survey
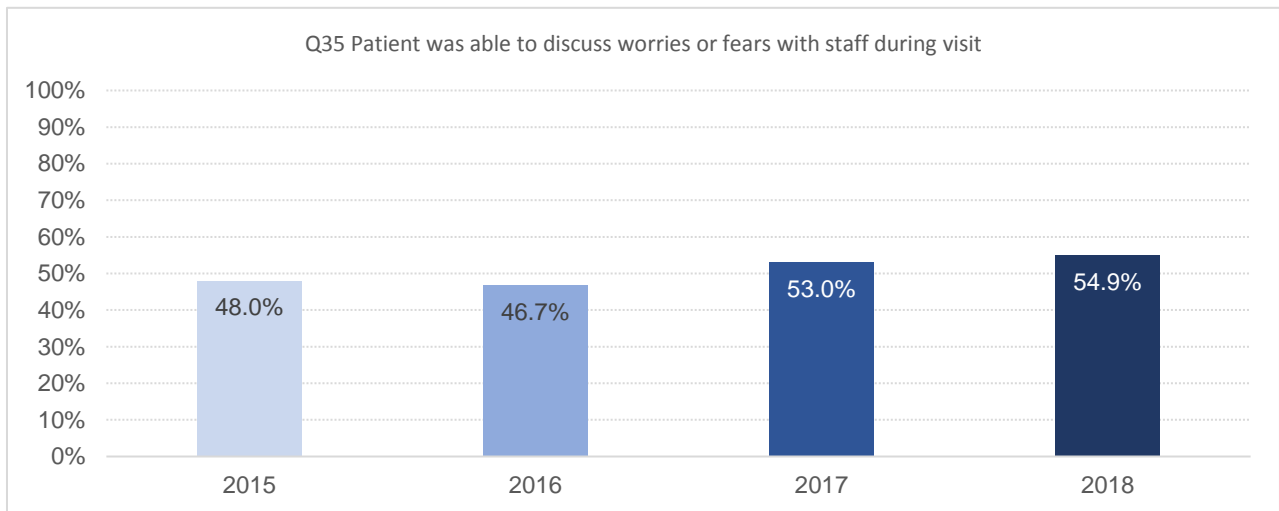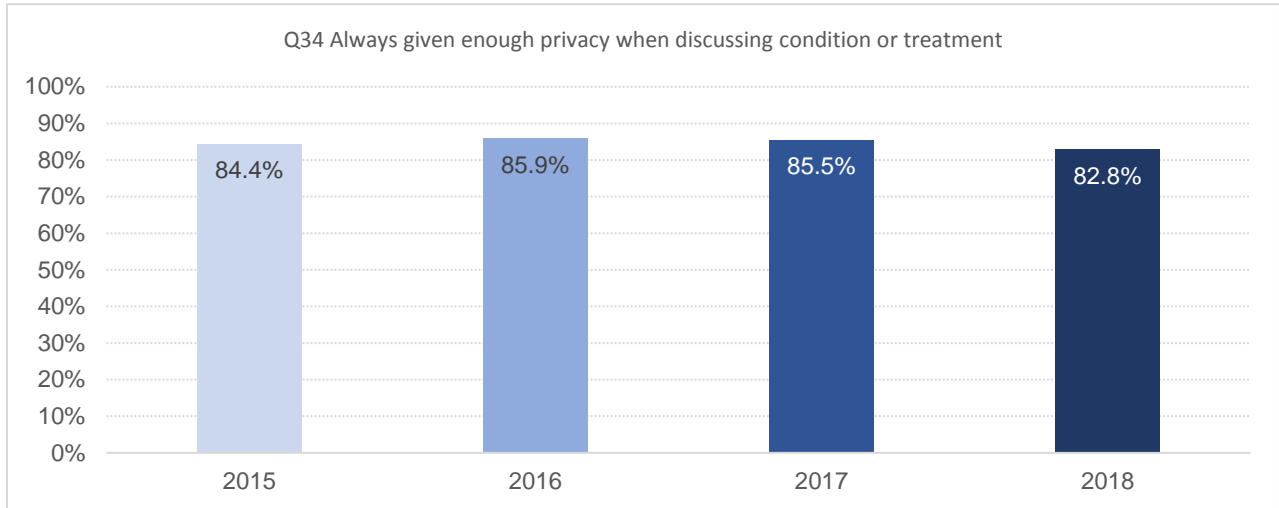
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as an inpatient

Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there

Year	Value
2015	76.3%
2016	77.2%
2017	79.0%
2018	81.5%

Q29 Patient had confidence and trust in all doctors treating them

Year	Value
2015	79.4%
2016	80.9%
2017	80.4%
2018	78.5%

Q30 Patient's family or someone close definitely had opportunity to talk to doctor

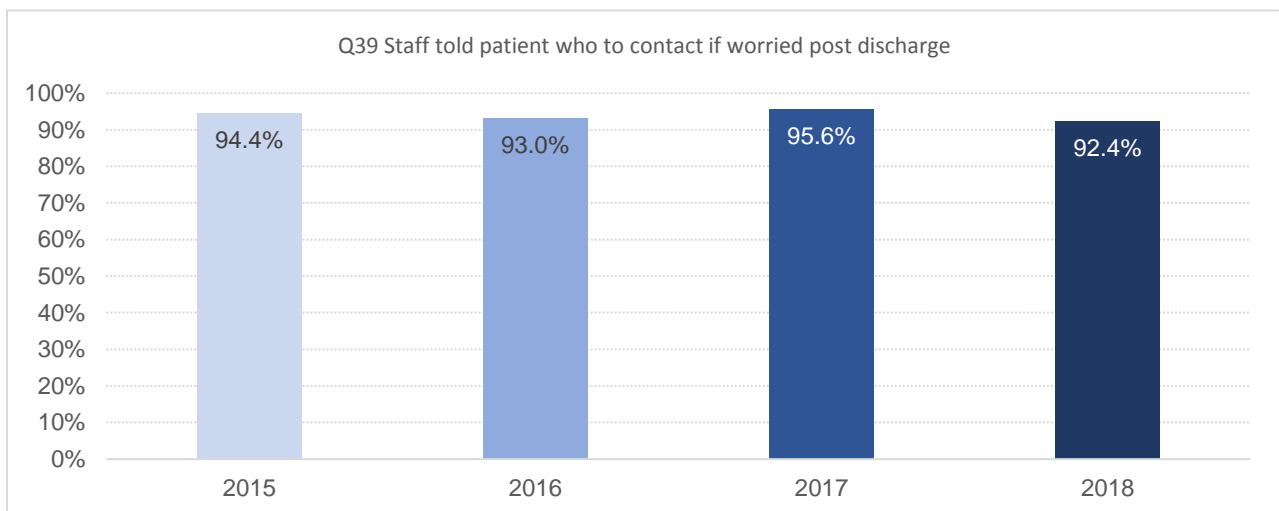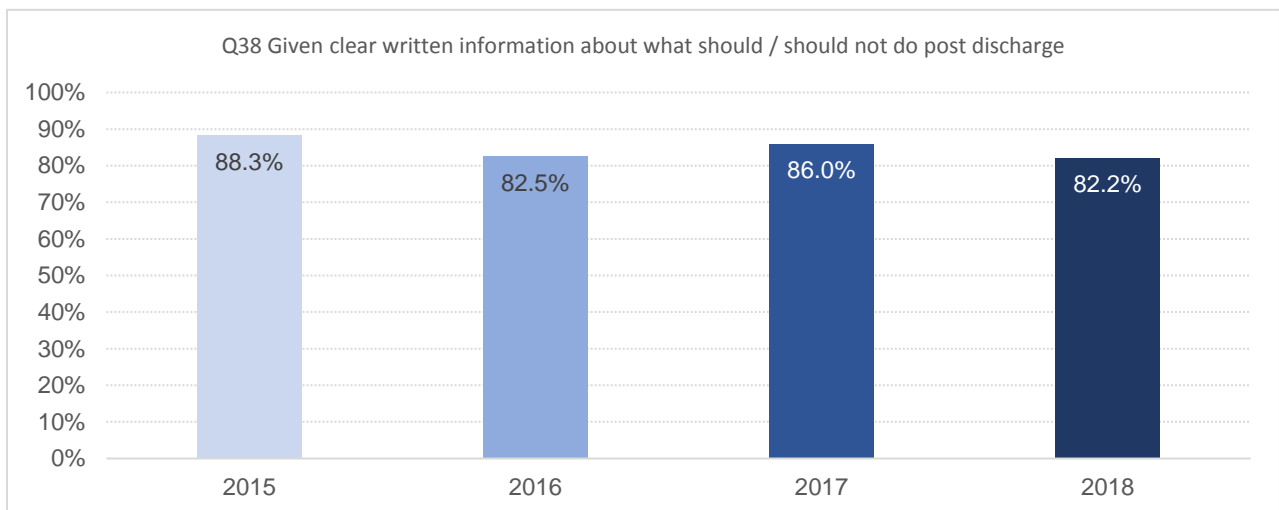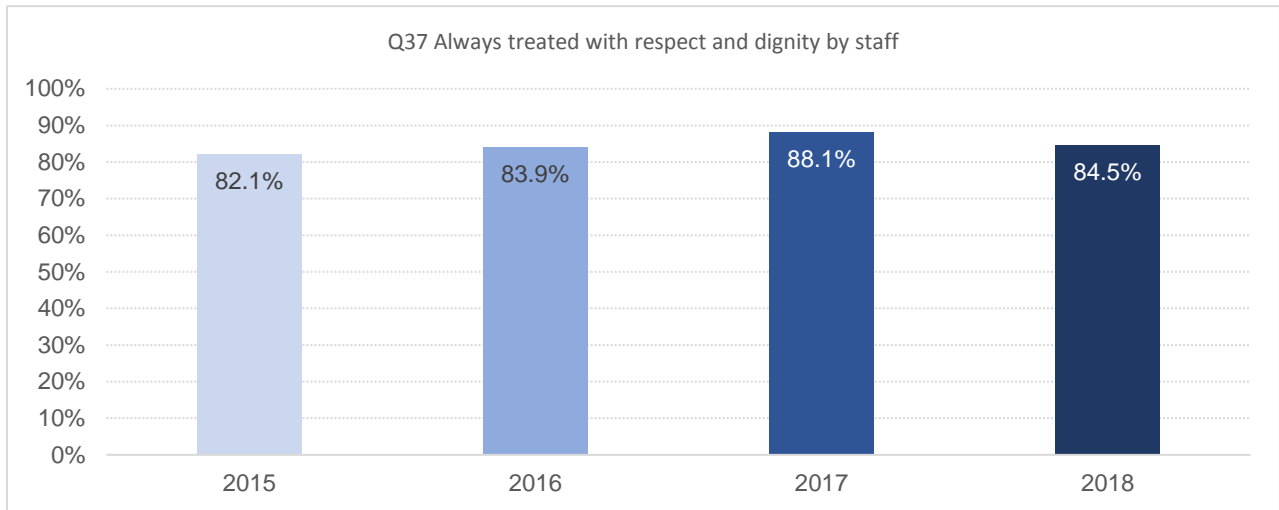| Year	Value
2015	69.1%
2016	67.2%
2017	67.7%
2018	72.3%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as an inpatient (continued)

Q31 Patient had confidence and trust in all ward nurses

Year	Value
2015	71.6%
2016	70.1%
2017	73.4%
2018	75.3%

Q32 Always / nearly always enough nurses on duty

Year	Value
2015	72.8%
2016	66.3%
2017	68.5%
2018	61.1%

Q33 All staff asked patient what name they preferred to be called by

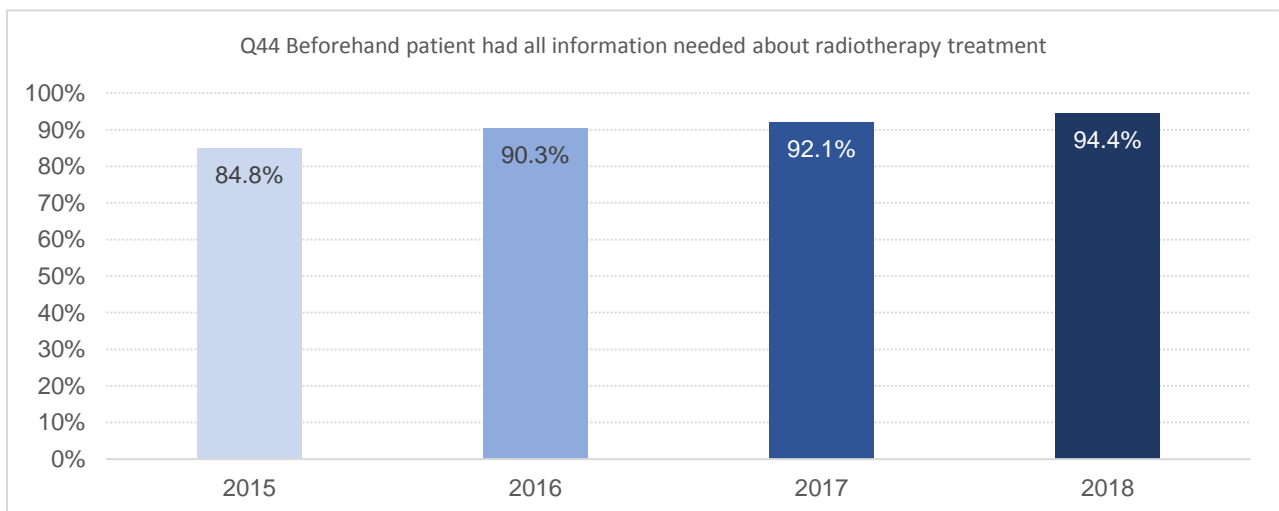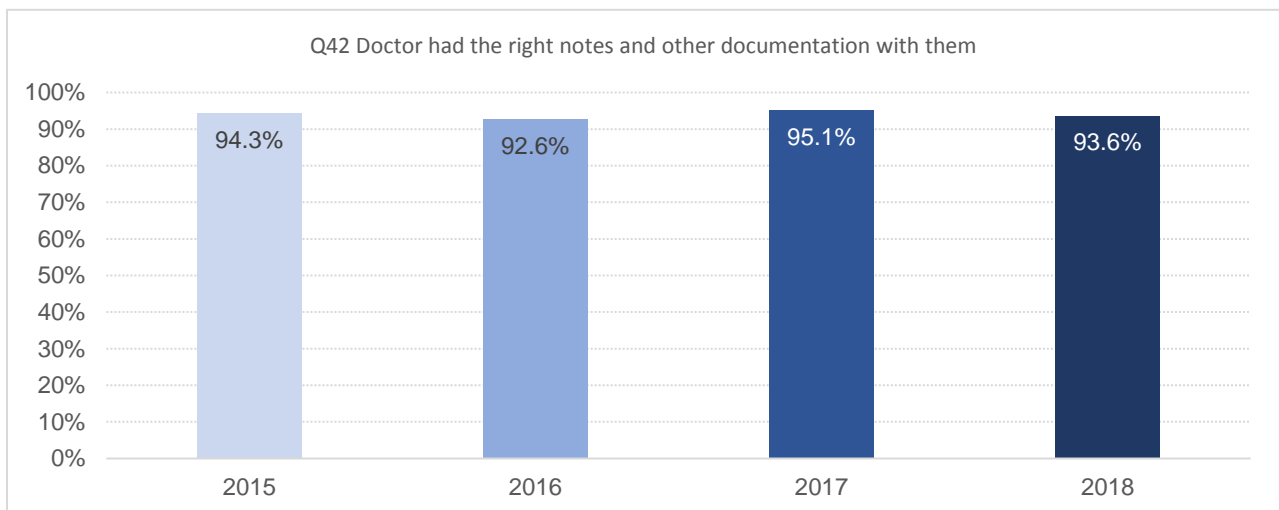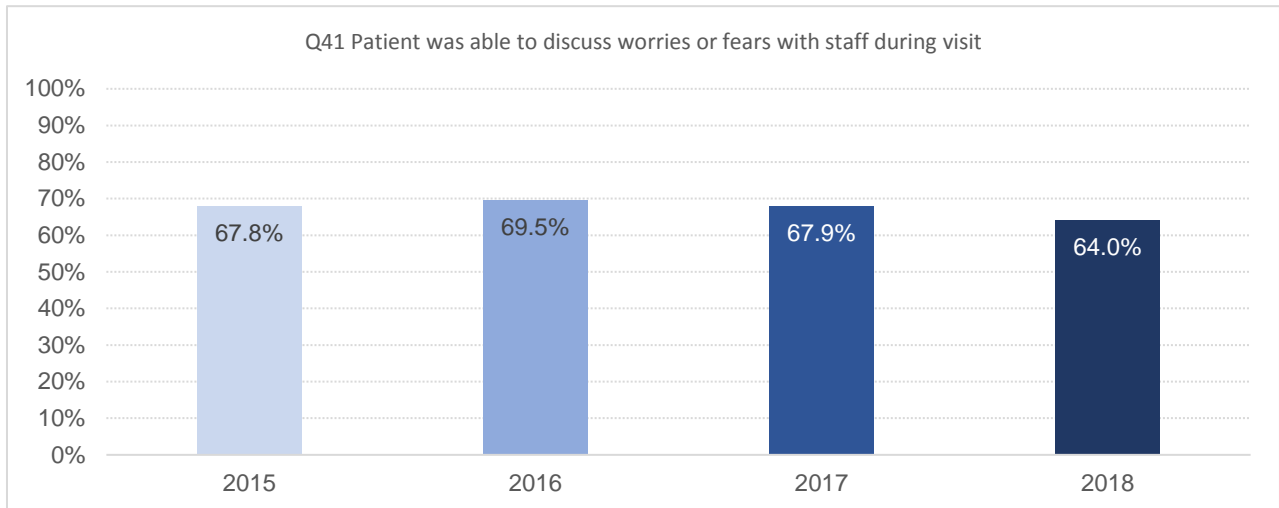| Year	Value
2015	67.5%
2016	69.2%
2017	69.0%
2018	67.6%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as an inpatient (continued)

Q34 Always given enough privacy when discussing condition or treatment

Year	Value
2015	84.4%
2016	85.9%
2017	85.5%
2018	82.8%

Q35 Patient was able to discuss worries or fears with staff during visit

Year	Value
2015	48.0%
2016	46.7%
2017	53.0%
2018	54.9%

Q36 Hospital staff definitely did everything to help control pain

Year	Value
2015	83.1%
2016	76.0%
2017	80.9%
2018	80.3%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.
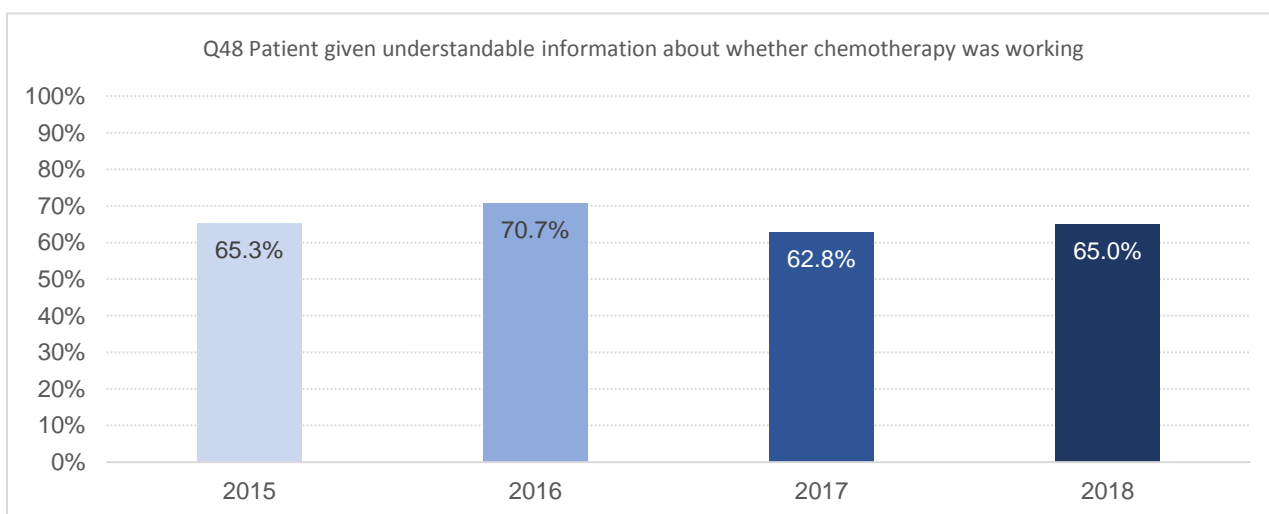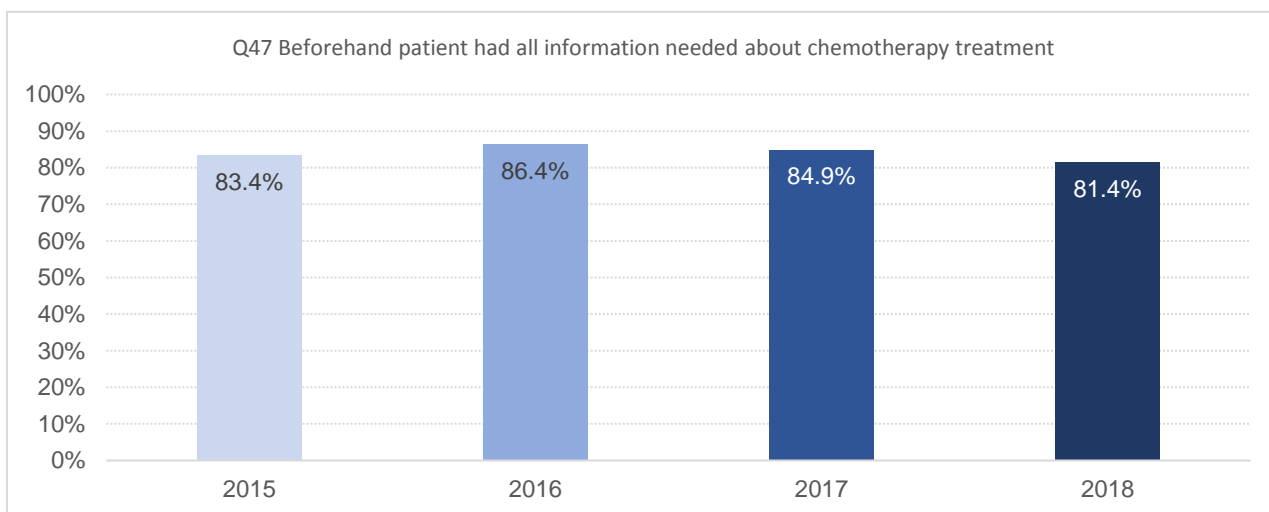
Hospital care as an inpatient (continued)

Q37 Always treated with respect and dignity by staff

Year	Value
2015	82.1%
2016	83.9%
2017	88.1%
2018	84.5%

Q38 Given clear written information about what should / should not do post discharge

Year	Value
2015	88.3%
2016	82.5%
2017	86.0%
2018	82.2%

Q39 Staff told patient who to contact if worried post discharge

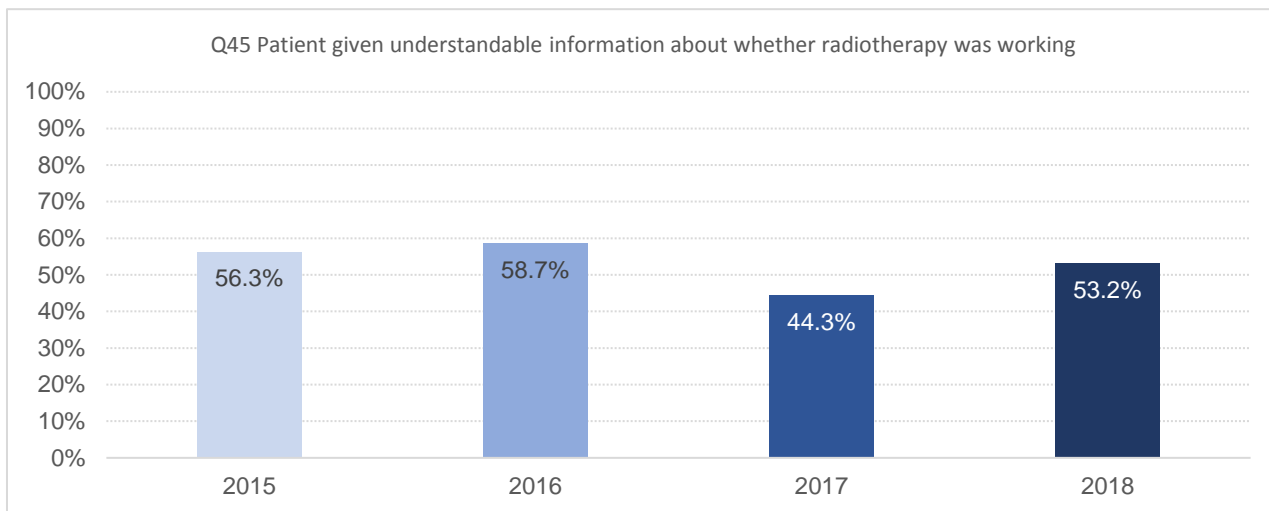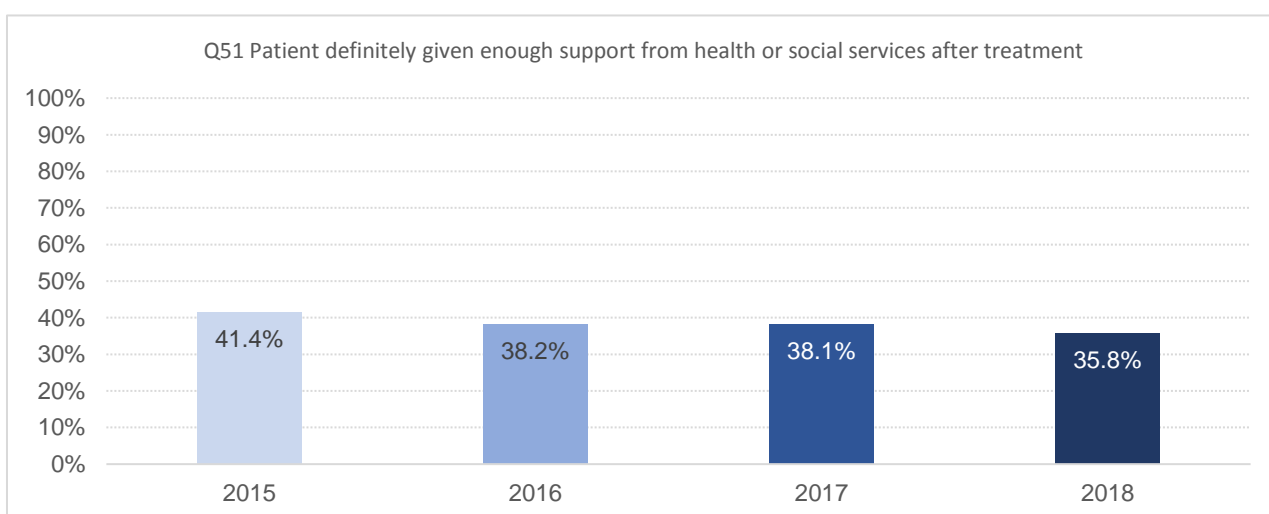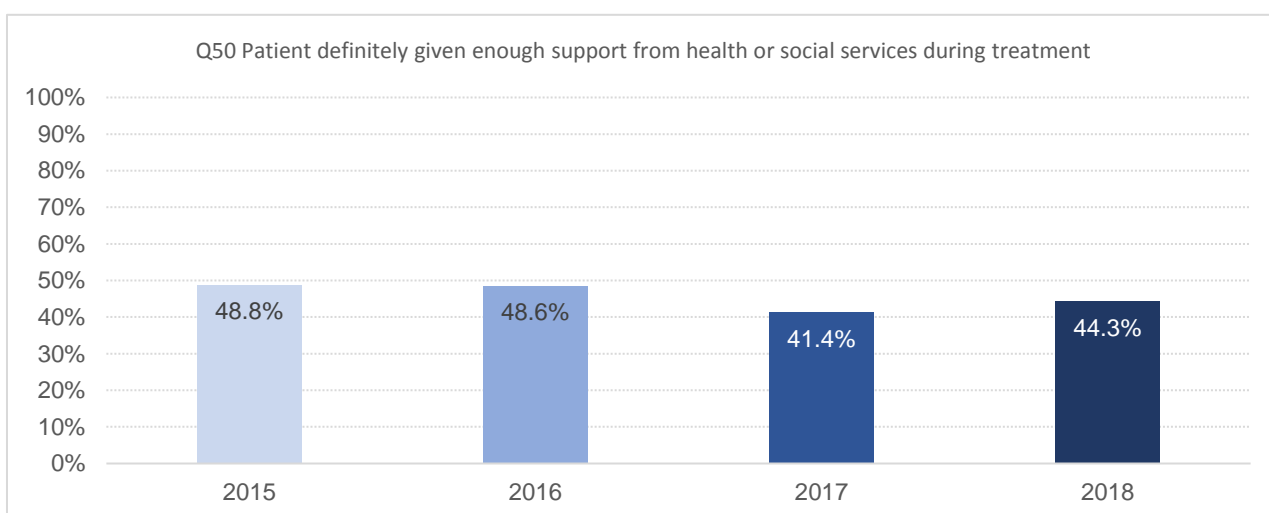| Year	Value
2015	94.4%
2016	93.0%
2017	95.6%
2018	92.4%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as a day patient / outpatient

Q41 Patient was able to discuss worries or fears with staff during visit

Year	Value
2015	67.8%
2016	69.5%
2017	67.9%
2018	64.0%

Q42 Doctor had the right notes and other documentation with them

Year	Value
2015	94.3%
2016	92.6%
2017	95.1%
2018	93.6%

Q44 Beforehand patient had all information needed about radiotherapy treatment

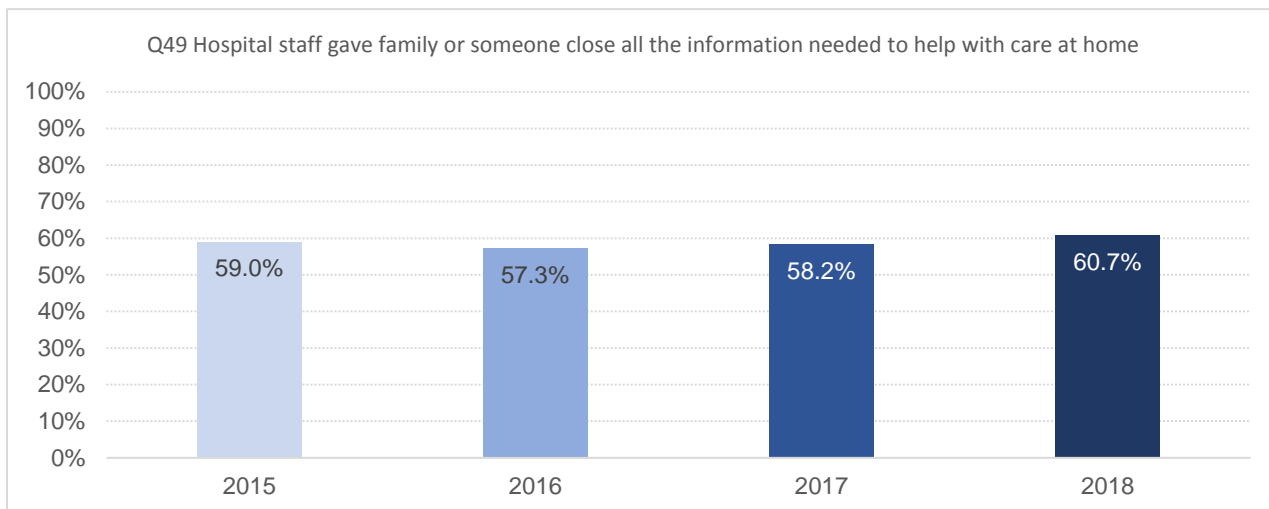| Year	Value
2015	84.8%
2016	90.3%
2017	92.1%
2018	94.4%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

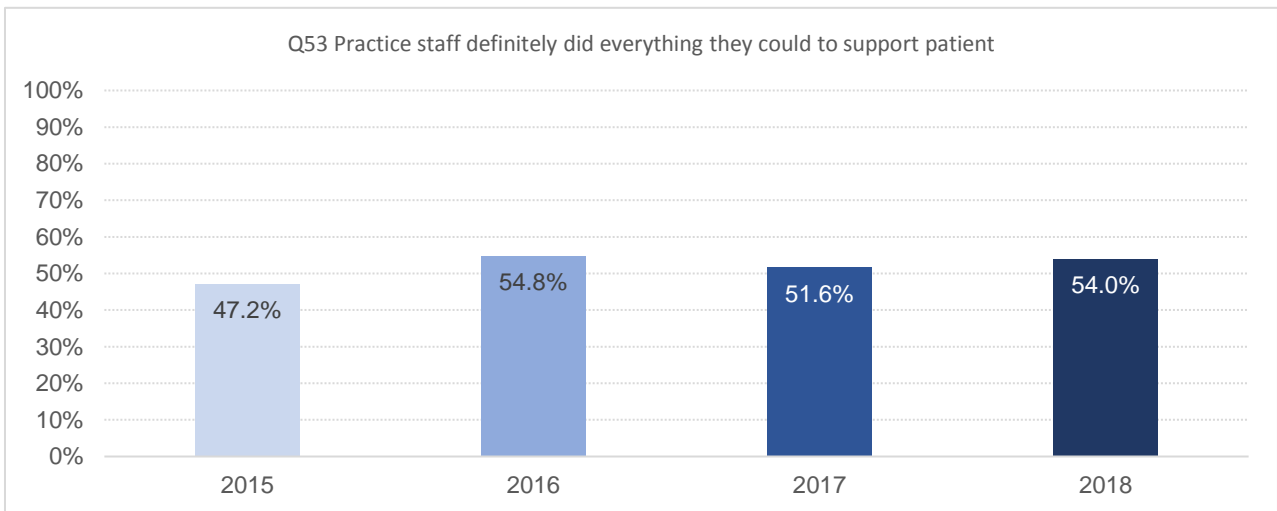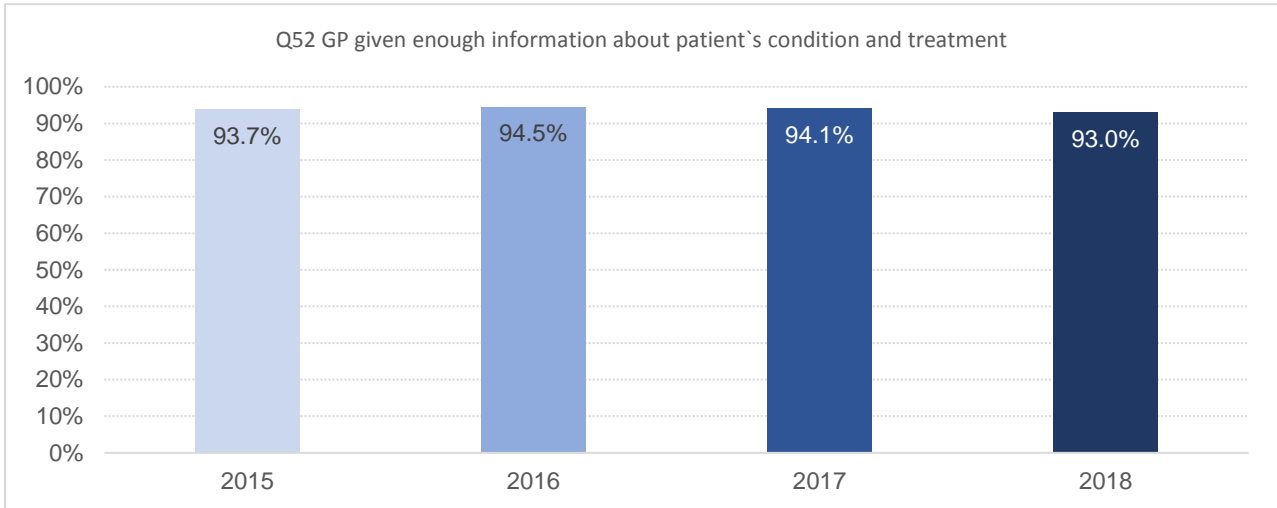## Hospital care as a day patient / outpatient (continued)

Q45 Patient given understandable information about whether radiotherapy was working

Year	Value
2015	56.3%
2016	58.7%
2017	44.3%
2018	53.2%

Q47 Beforehand patient had all information needed about chemotherapy treatment

Year	Value
2015	83.4%
2016	86.4%
2017	84.9%
2018	81.4%

Q48 Patient given understandable information about whether chemotherapy was working

Year	Value
2015	65.3%
2016	70.7%
2017	62.8%
2018	65.0%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Home care and support

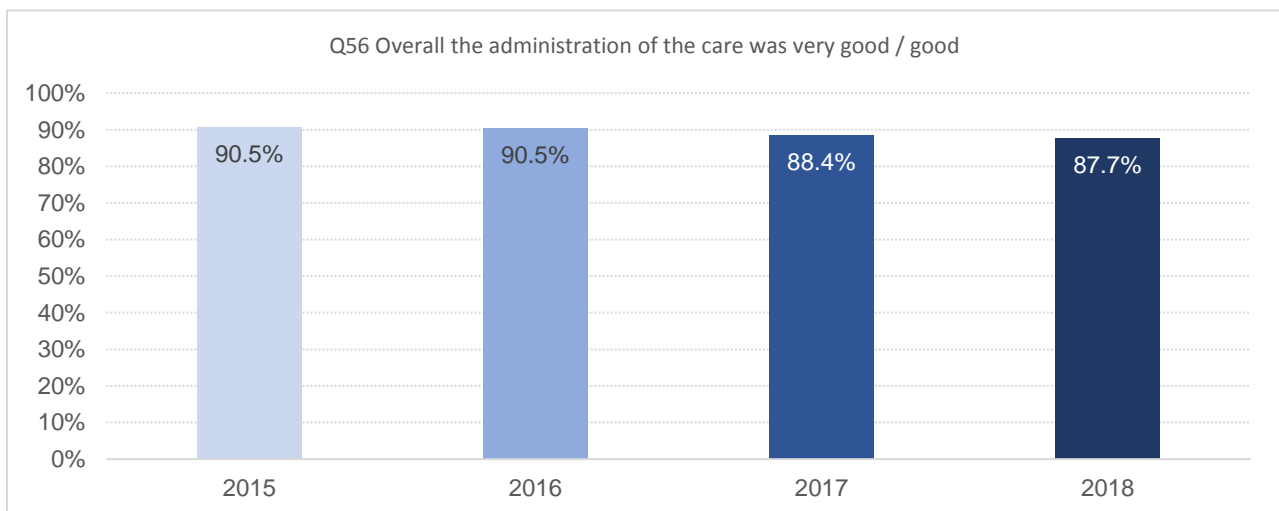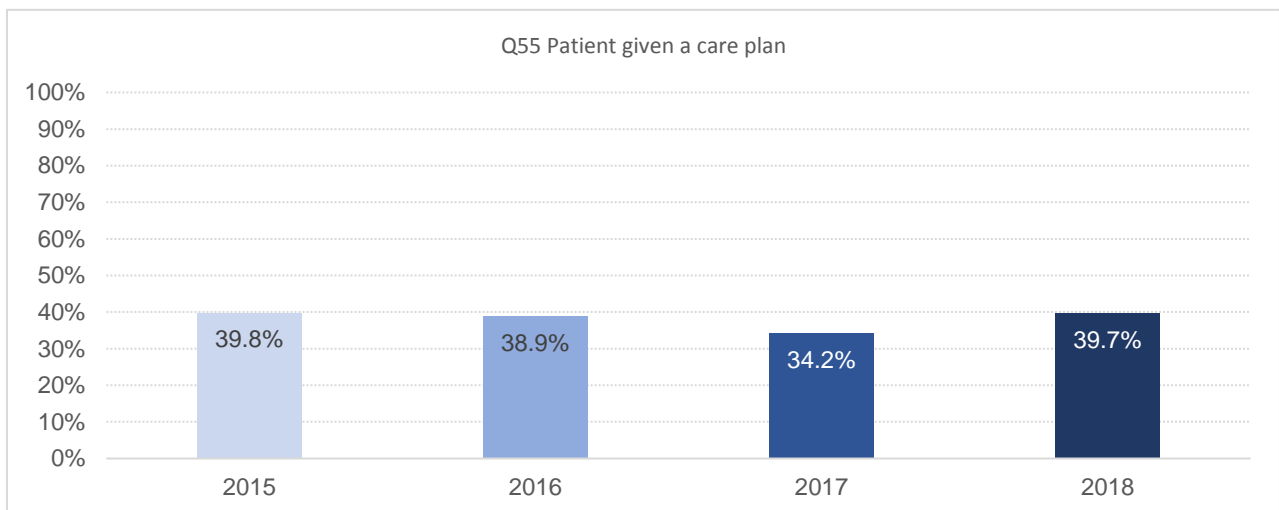Q49 Hospital staff gave family or someone close all the information needed to help with care at home

Year	Value
2015	59.0%
2016	57.3%
2017	58.2%
2018	60.7%

Q50 Patient definitely given enough support from health or social services during treatment

Year	Value
2015	48.8%
2016	48.6%
2017	41.4%
2018	44.3%

Q51 Patient definitely given enough support from health or social services after treatment

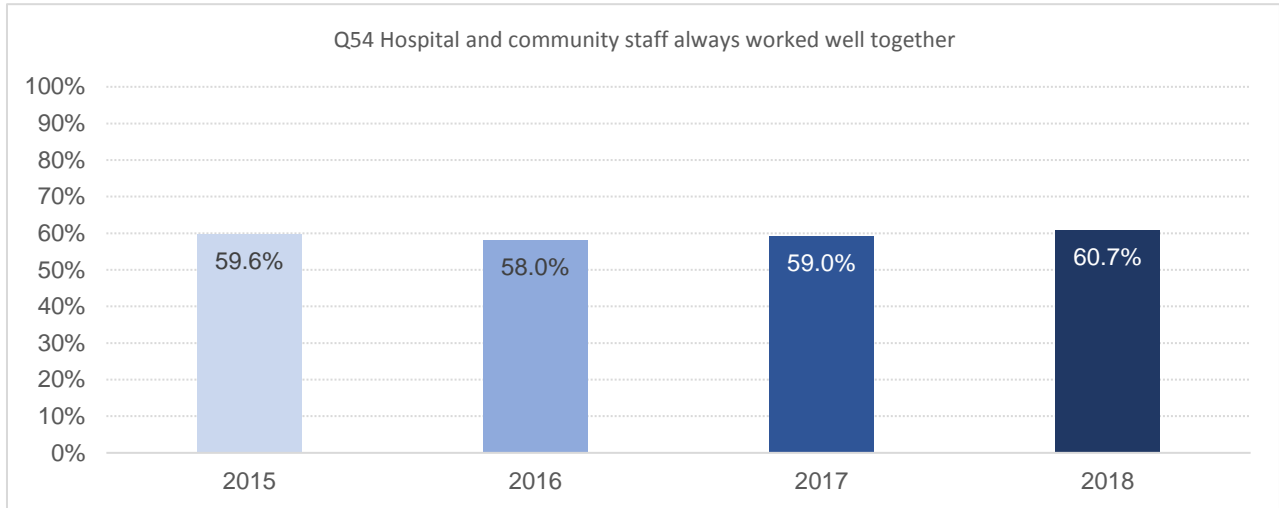| Year	Value
2015	41.4%
2016	38.2%
2017	38.1%
2018	35.8%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Care from your general practice

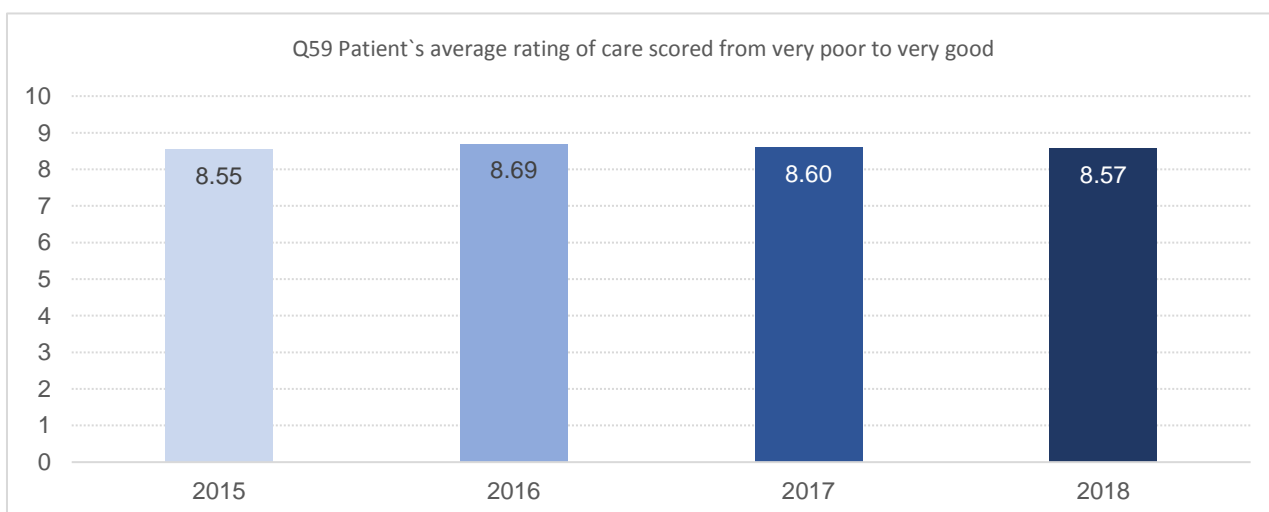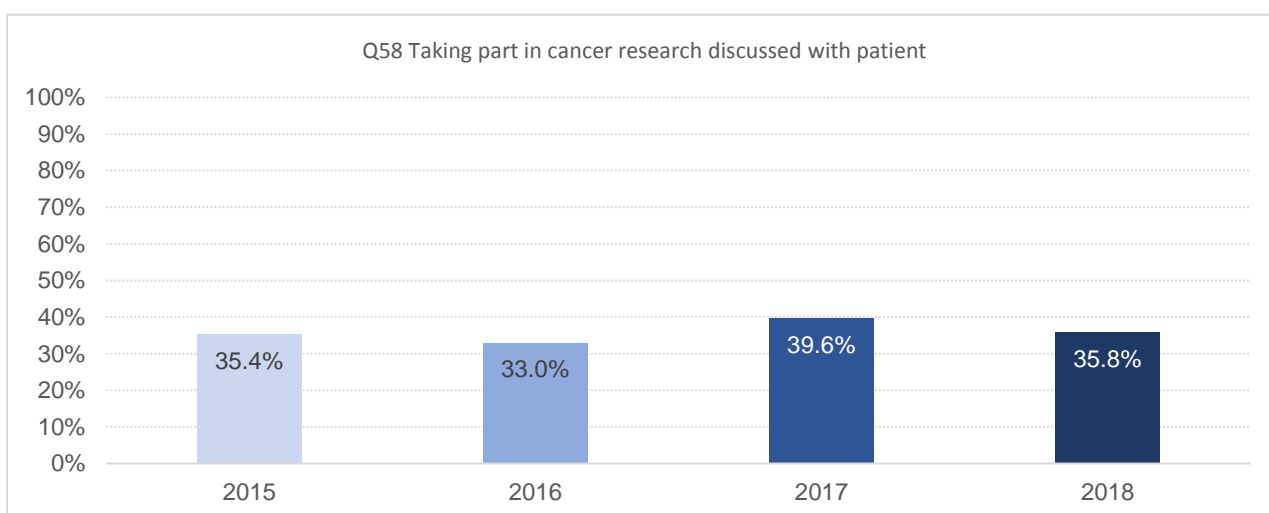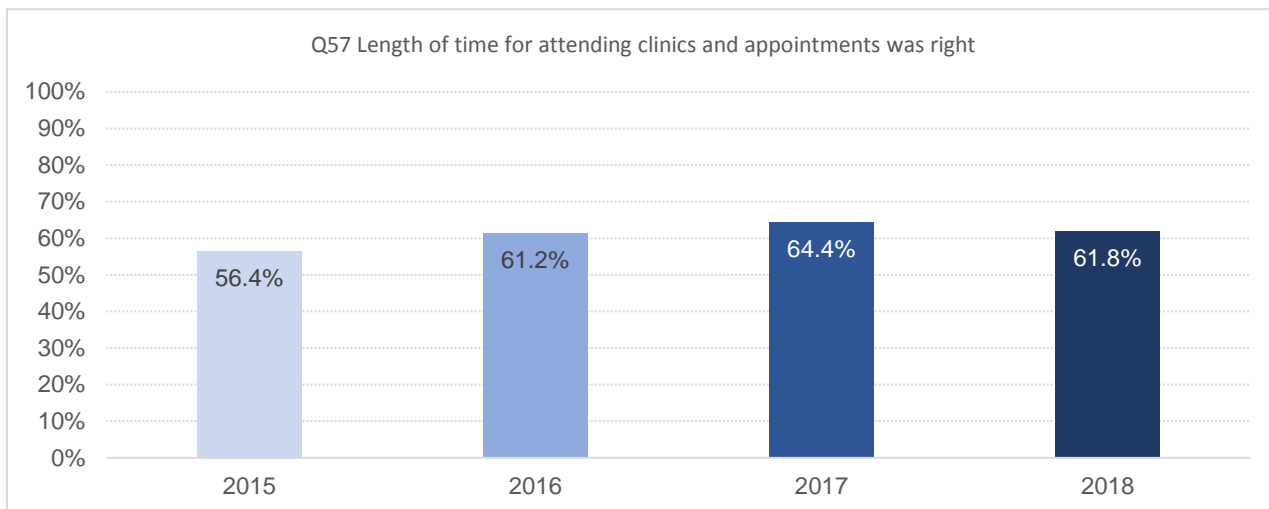### Q52 GP given enough information about patient`s condition and treatment

	2015	2016	2017	2018
	93.7%	94.5%	94.1%	93.0%

Q53 Practice staff definitely did everything they could to support patient

	2015	2016	2017	2018
	47.2%	54.8%	51.6%	54.0%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Your overall NHS care

Q54 Hospital and community staff always worked well together

Year	Value
2015	59.6%
2016	58.0%
2017	59.0%
2018	60.7%

Q55 Patient given a care plan

Year	Value
2015	39.8%
2016	38.9%
2017	34.2%
2018	39.7%

Q56 Overall the administration of the care was very good / good

Year	Value
2015	90.5%
2016	90.5%
2017	88.4%
2018	87.7%

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Your overall NHS care (continued)

Q57 Length of time for attending clinics and appointments was right

Year	Value
2015	56.4%
2016	61.2%
2017	64.4%
2018	61.8%

Q58 Taking part in cancer research discussed with patient

Year	Value
2015	35.4%
2016	33.0%
2017	39.6%
2018	35.8%

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

Year	Value
2015	8.55
2016	8.69
2017	8.60
2018	8.57

**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

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:

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

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%
RXK	609	48	561	245	20	295	53%

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	0
Breast	57
Colorectal / LGT	20
Gynaecological	61
Haematological	66
Head and Neck	2
Lung	2
Prostate	34
Sarcoma	0
Skin	1
Upper Gastro	5
Urological	25
Other	22

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 Trust was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	0	4	2	4	26	41	30	5	112
Female	1	4	7	23	42	67	29	10	183
Total	1	8	9	27	68	108	59	15	295

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.

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Further information on Quality Health is available at:

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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