

# **National Cancer Patient Experience Survey**

## **2017 Results**

### **Thames Valley Cancer Alliance**

### **Published November 2018**

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	6
How to use the data	6
Response rates	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 2017 survey	57
Official Statistics	57
Scoring methodologies	58
Case-mix adjustment	58
Statistical significance	59

## Introduction

The National Cancer Patient Experience Survey 2017 is the seventh 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](http://www.ncpes.co.uk)

Further details on the survey methodology and changes to the 2017 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 2016 to this question

**Column 2** shows the unadjusted 2016 score for this Cancer Alliance

**Column 3** shows the number of respondents for 2017 to this question

**Column 4** shows the unadjusted 2017 score for this Cancer Alliance

**Column 5** shows whether a score has significantly increased or decreased compared with the last survey (2016)

**Column 6** shows the case-mix adjusted 2017 score for this Cancer Alliance

**Column 7** shows the lower limit of the expected range of case-mix adjusted scores for this CCG (the top of the pale blue section on the comparability chart - see below)

**Column 8** shows the upper limit of the expected range of case-mix adjusted scores for this CCG (the bottom of the dark blue section on the comparability chart - see below)

**Column 9** shows the national average score for this question.

Data tables (continued)

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 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	2,198	78%	2,162	78%		76%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,941	83%	2,934	84%		83%	82%	86%	84%

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

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

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 2017 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that Cancer Alliances will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for Cancer Alliances of the same size.

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.

The same colour convention has been used in Column 6 of the data tables.

For further details on expected ranges, please refer to the technical document at:

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

## Tumour group tables

These tables show the scores for each question for each of the 13 tumour groups, with a comparative national score for that tumour group.

These breakdowns are intended as additional information for Cancer Alliances to understand the differences between the experiences of patients with different types of cancer. The numbers can be relatively small and differences may not be statistically significant. They should therefore be treated with some caution.

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

## Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2017 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 2017 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](http://www.ncpes.co.uk)

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.

## 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

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

**84%** 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

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

**62%** of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

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

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.

\* [www.cancerdata.nhs.uk/dashboard](http://www.cancerdata.nhs.uk/dashboard)

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

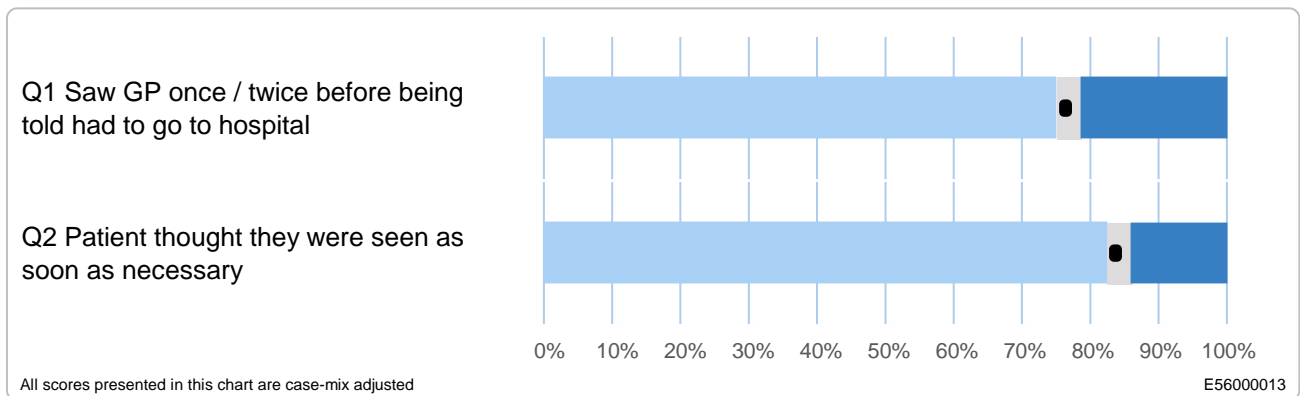
Question	Number of respondents for this Cancer Alliance	2017 Case-mix Adjusted		National Average Score
		2017 Score for this Cancer Alliance	Upper limit of expected range	

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

Q45	Patient given understandable information about whether radiotherapy was working	820	56%	56%	63%	59%
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## Cancer Alliance results

### Seeing your GP



Question		Unadjusted Scores				2017 Case Mix Adjusted				
		2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score	
		Number of respondents	Score	Number of respondents	Score					Change 2016-2017
Q1	Saw GP once / twice before being told had to go to hospital	2,198	78%	2,162	78%		76%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,941	83%	2,934	84%		83%	82%	86%	84%

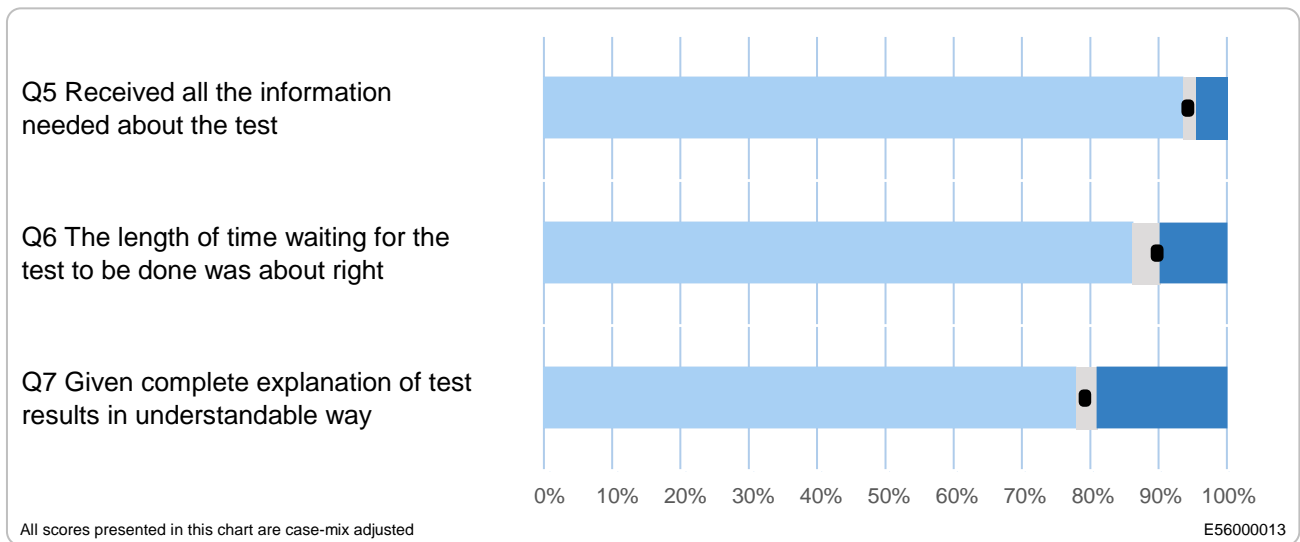
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Diagnostic Tests



Question		Unadjusted Scores				2017 Case Mix Adjusted				
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q5	Received all the information needed about the test	2,601	93%	2,547	94%		94%	94%	96%	95%
Q6	The length of time waiting for the test to be done was about right	2,623	87%	2,563	89%		90%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	2,622	78%	2,575	80%		79%	78%	81%	79%

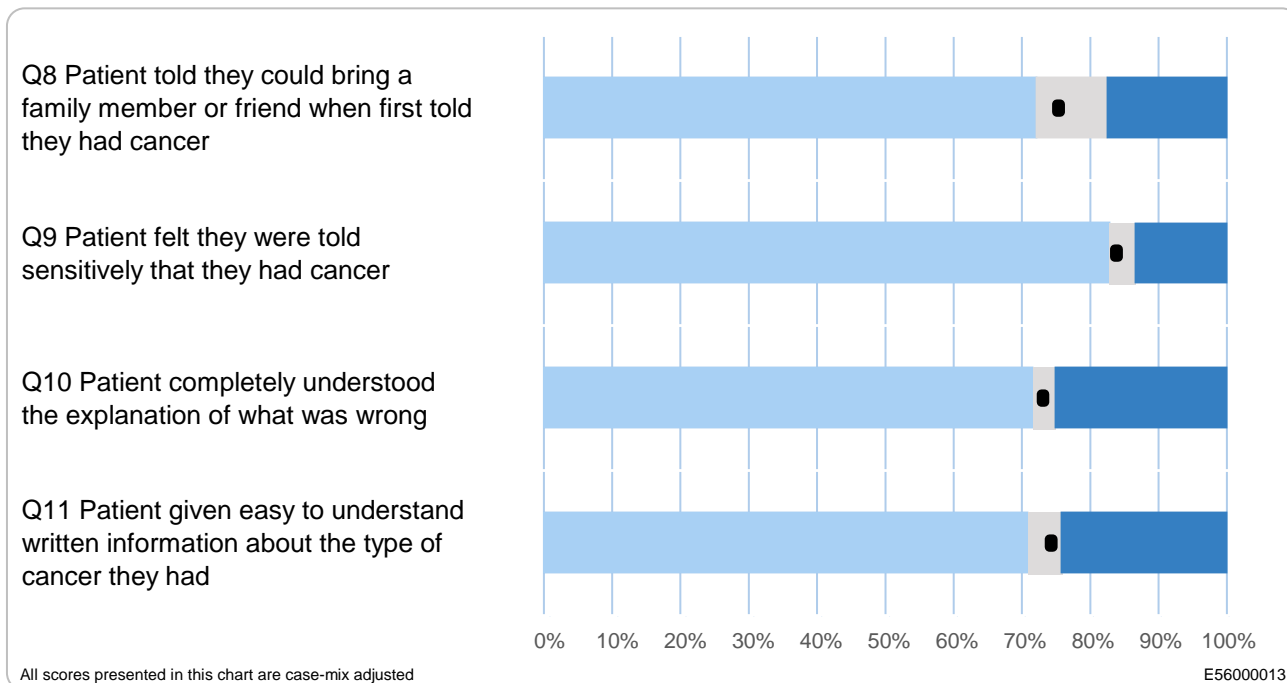
↑ or ↓

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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



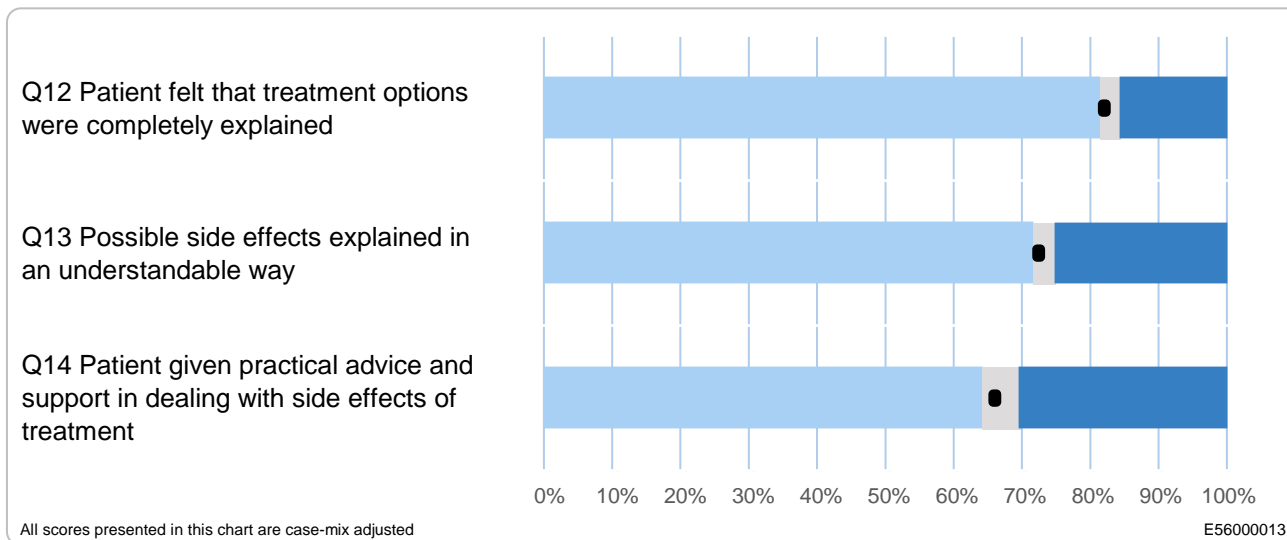
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,696	73%	2,694	74%		75%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	2,939	82%	2,906	83%		84%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,973	73%	2,950	74%		73%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	2,591	74%	2,601	75%		74%	71%	76%	73%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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)



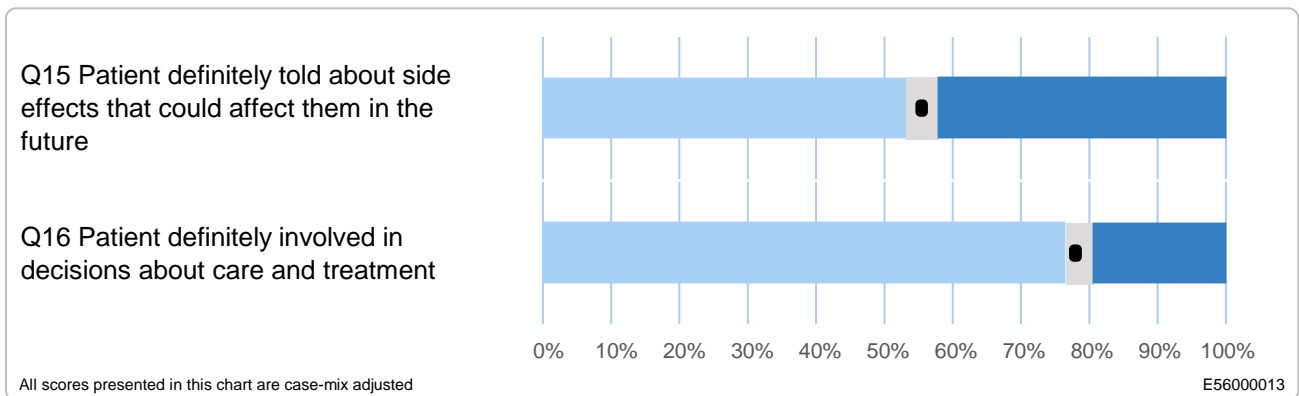
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	2,602	82%	2,589	82%		82%	81%	84%	83%
Q13	Possible side effects explained in an understandable way	2,867	73%	2,836	72%		72%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,857	64%	2,826	65%		66%	64%	70%	67%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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)



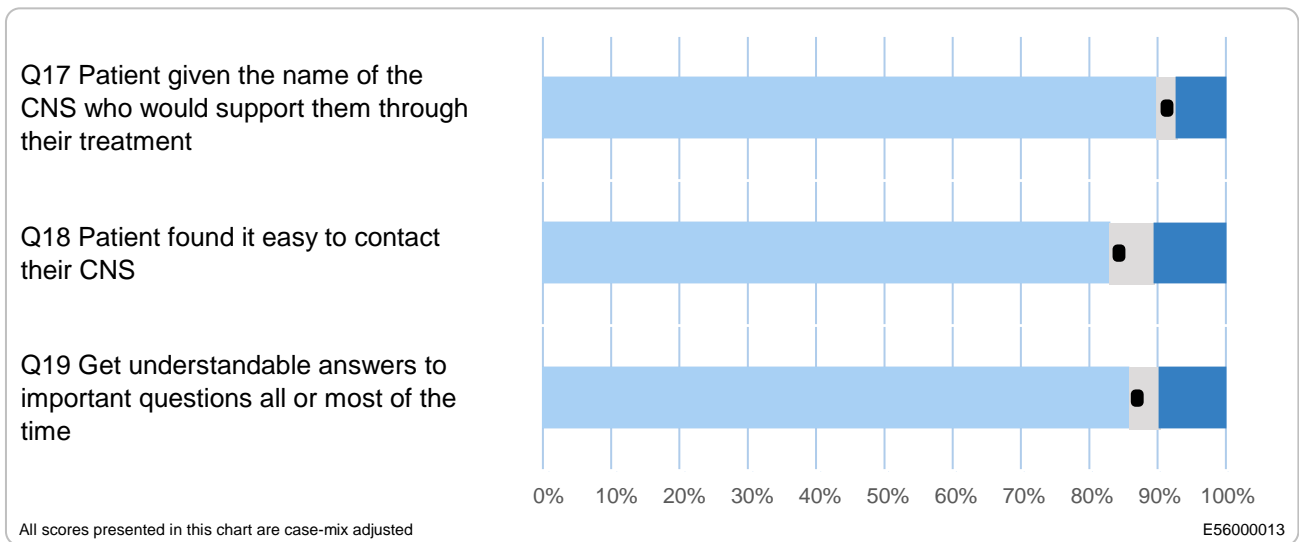
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q15	Patient definitely told about side effects that could affect them in the future	2,675	55%	2,685	55%		55%	53%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	2,890	78%	2,877	78%		78%	77%	81%	79%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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



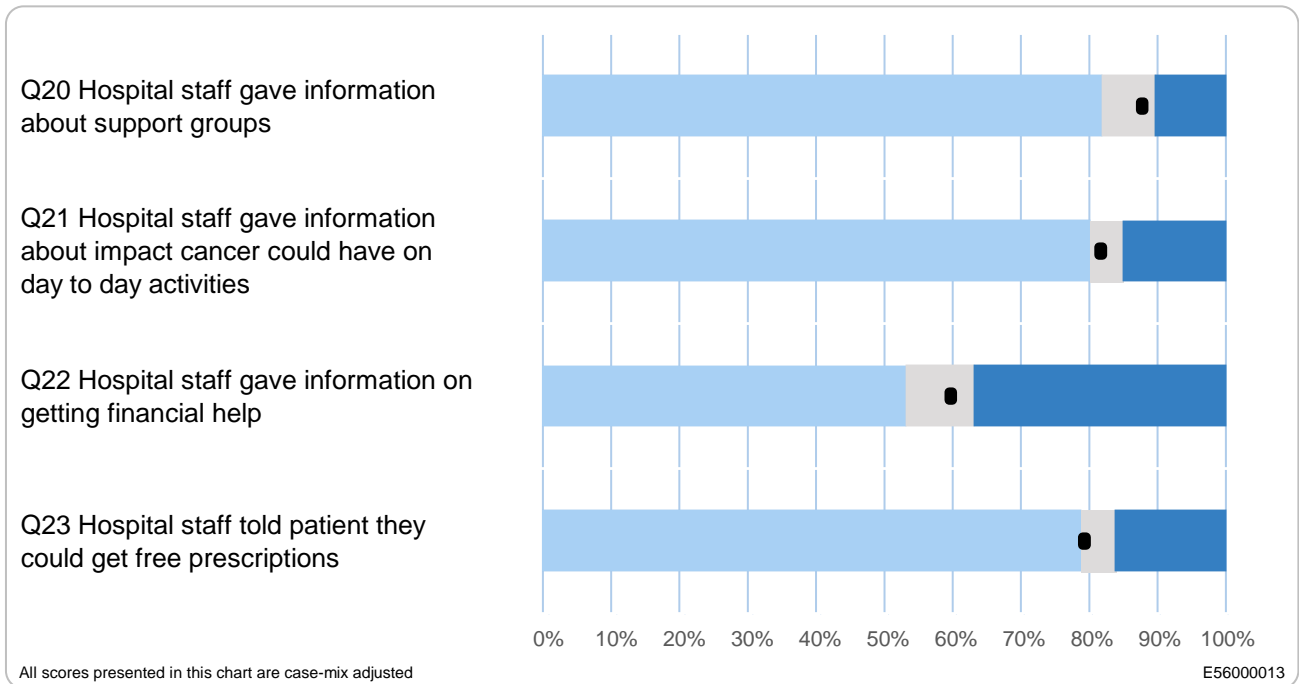
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,843	90%	2,837	91%		91%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	2,247	84%	2,289	84%		84%	83%	89%	86%
Q19 Get understandable answers to important questions all or most of the time	2,112	88%	2,178	87%		87%	86%	90%	88%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	2,228	85%	2,301	88%	↑	88%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,925	81%	1,918	82%		81%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,335	55%	1,367	60%		59%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,323	75%	1,317	79%		79%	79%	84%	81%

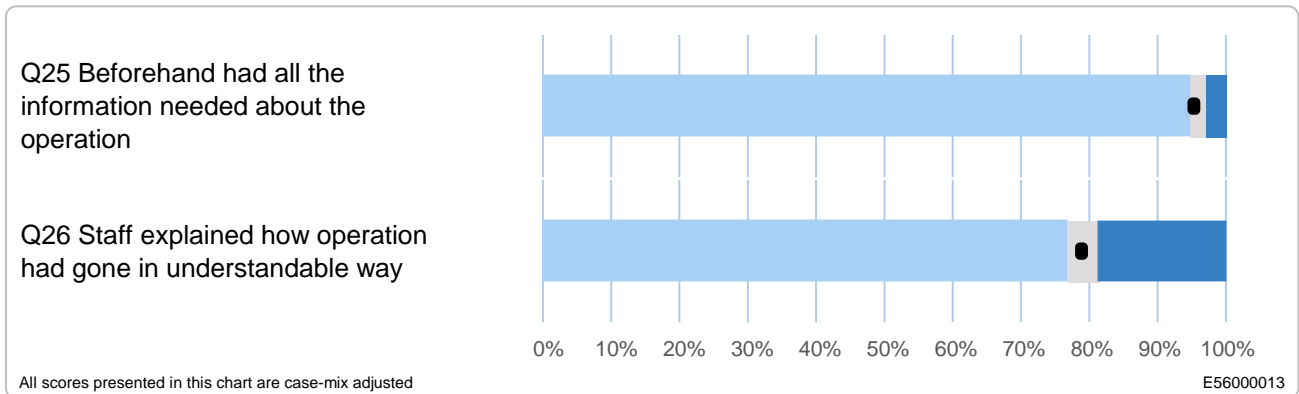
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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



## Cancer Alliance results

### Operations



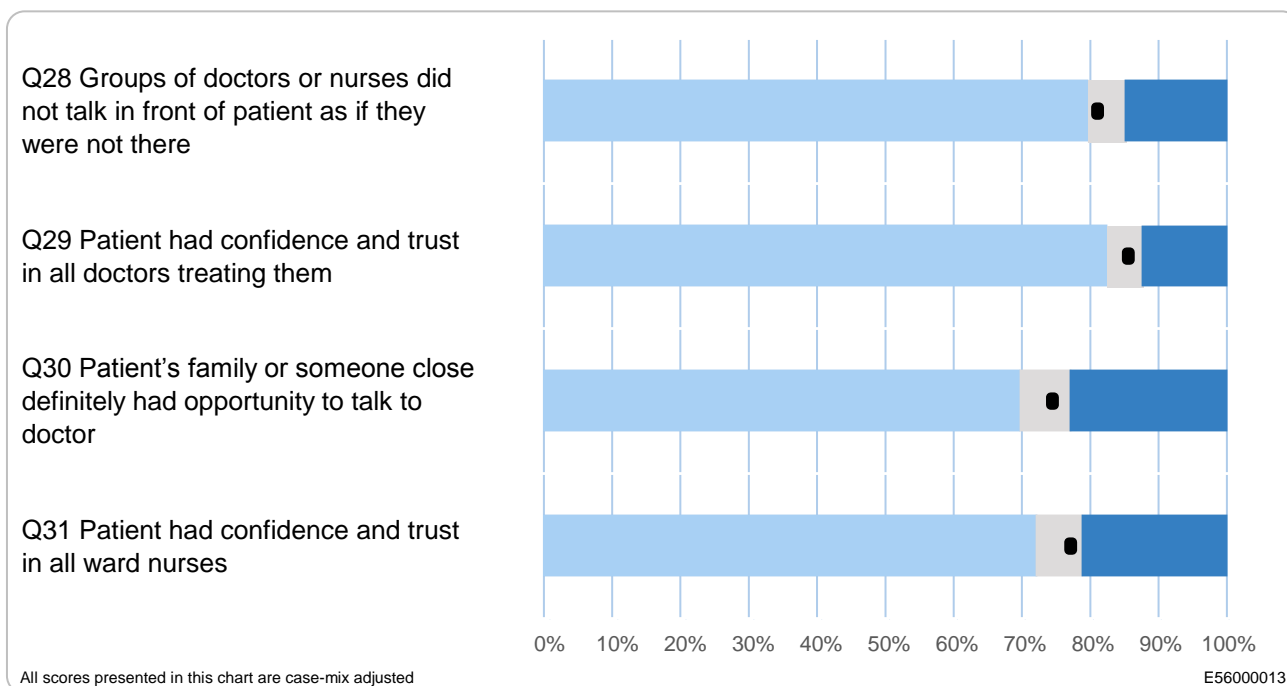
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	1,689	95%	1,667	95%		95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,684	80%	1,652	79%		77%	81%	79%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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)



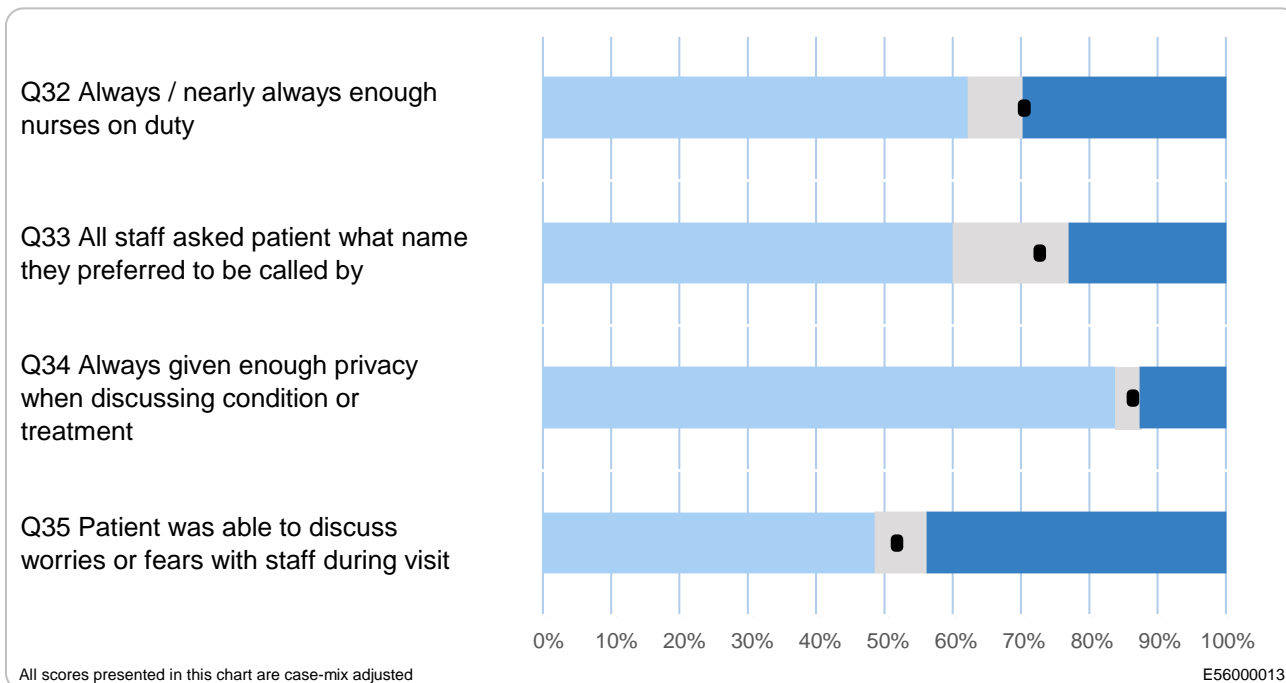
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28	1,858	84%	1,816	82%		81%	80%	85%	82%
Q29	1,868	85%	1,827	85%		85%	82%	88%	85%
Q30	1,513	73%	1,512	74%		74%	70%	77%	73%
Q31	1,861	75%	1,824	76%		77%	72%	79%	76%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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)



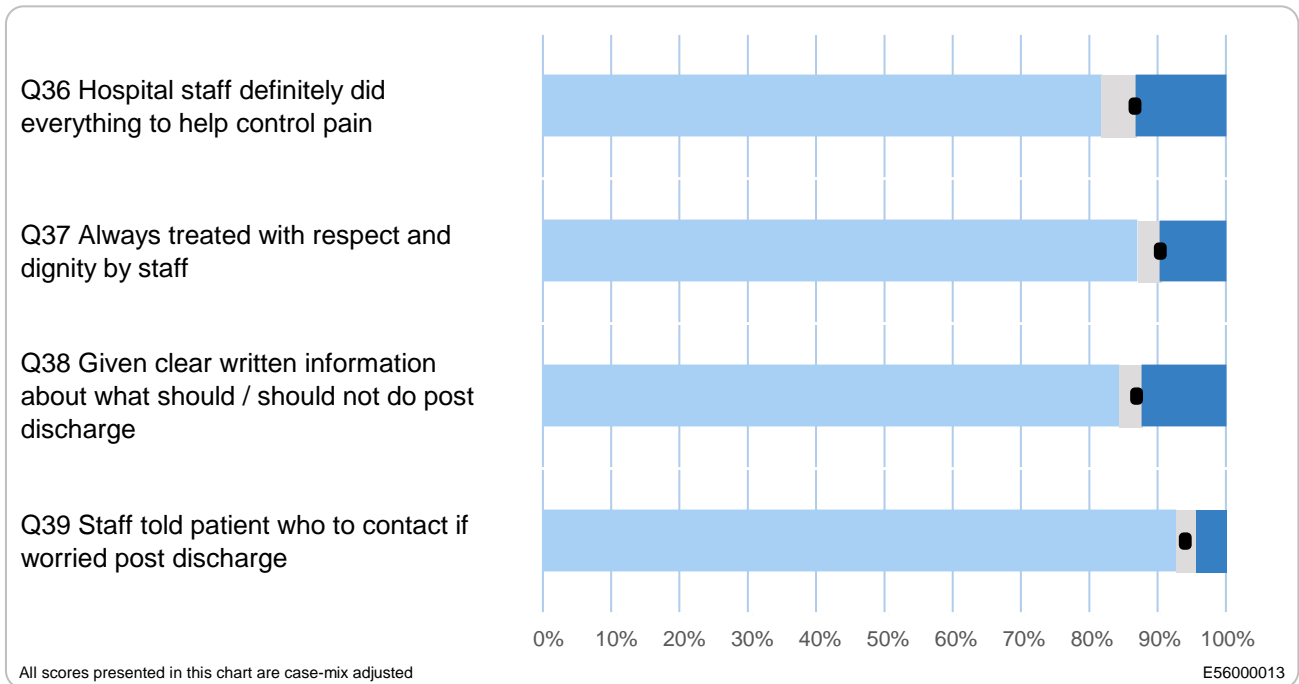
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,860	71%	1,822	70%		70%	62%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	1,847	70%	1,809	71%		72%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,859	87%	1,823	86%		86%	84%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,276	52%	1,258	51%		52%	49%	56%	53%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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)



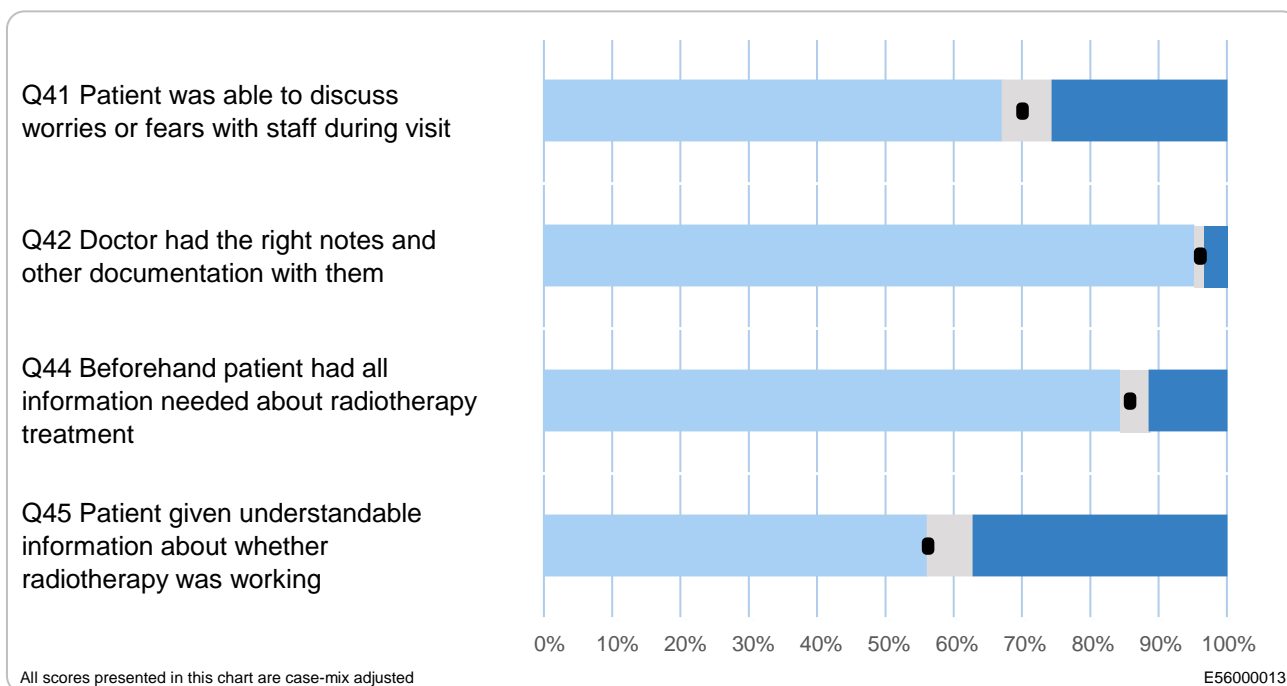
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,601	85%	1,589	86%		86%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,861	89%	1,824	90%		90%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,739	87%	1,701	87%		87%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,801	95%	1,740	94%		94%	93%	96%	94%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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)



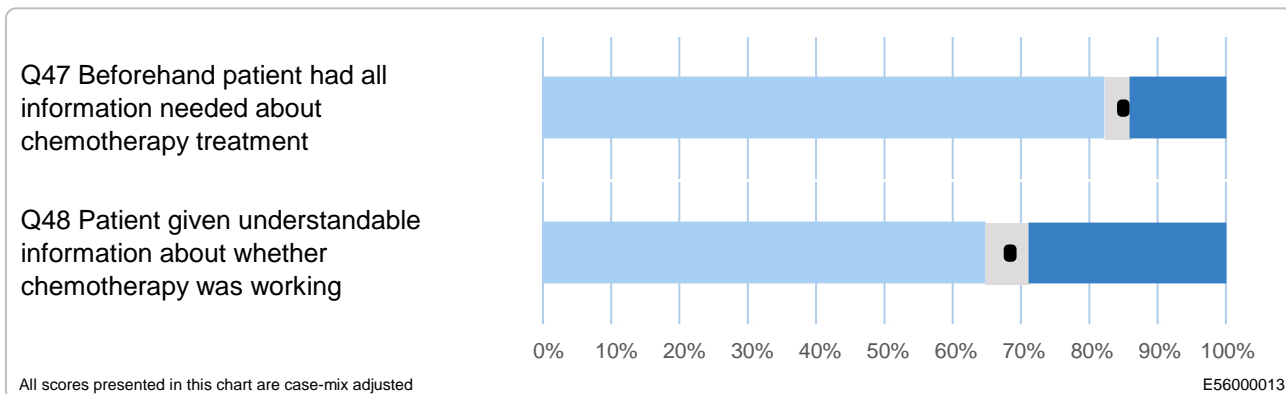
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	2,168	69%	2,169	70%		70%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	2,630	96%	2,572	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	882	82%	971	86%		86%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	741	55%	820	55%		56%	56%	63%	59%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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)



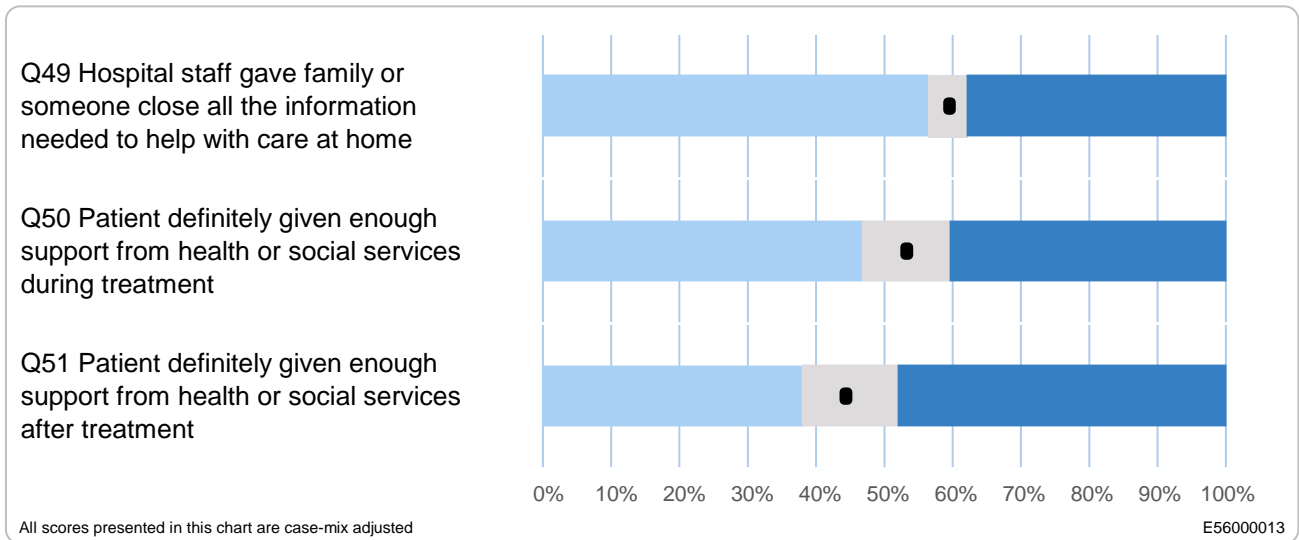
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,451	84%	1,405	84%		85%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,295	66%	1,293	68%		68%	65%	71%	68%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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



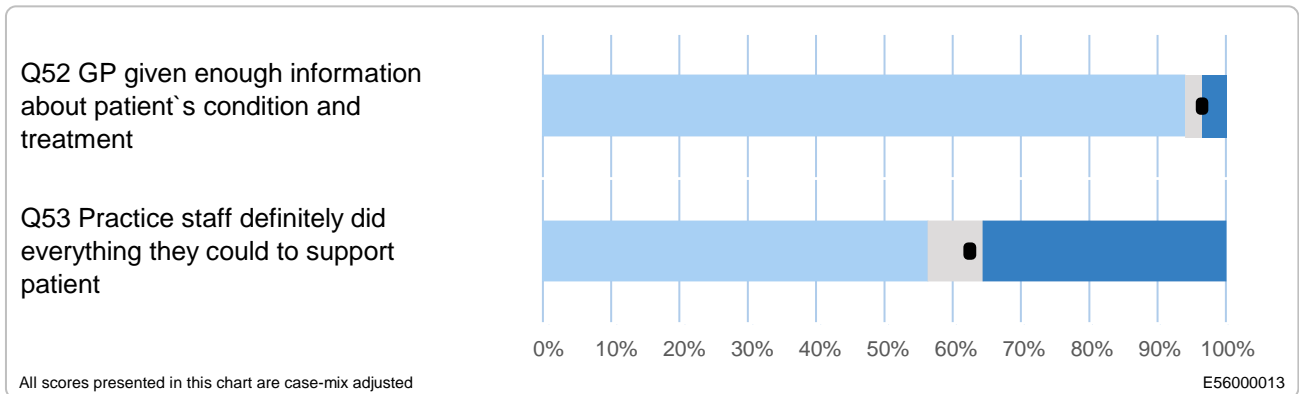
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,370	58%	2,345	59%		59%	56%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,410	52%	1,391	54%		53%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	848	41%	877	44%		44%	38%	52%	45%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	2,620	95%	2,613	97%		96%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	2,089	64%	2,056	63%		62%	56%	64%	60%

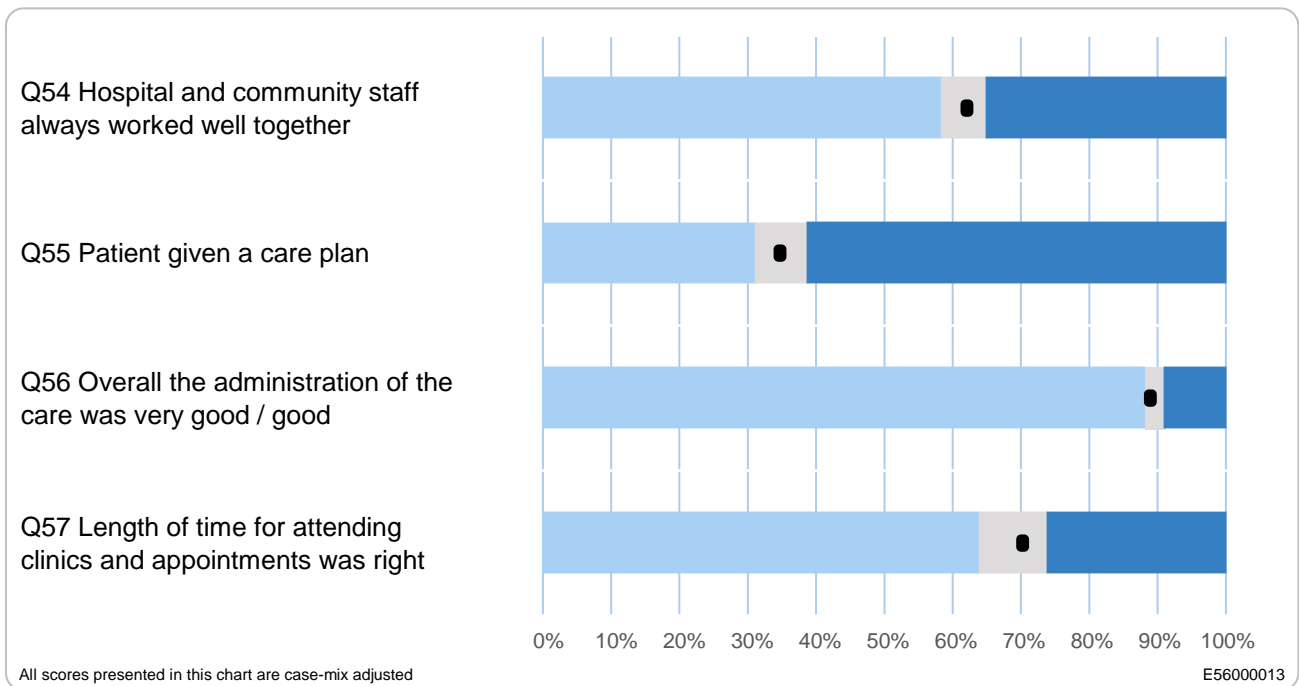
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

\* 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)



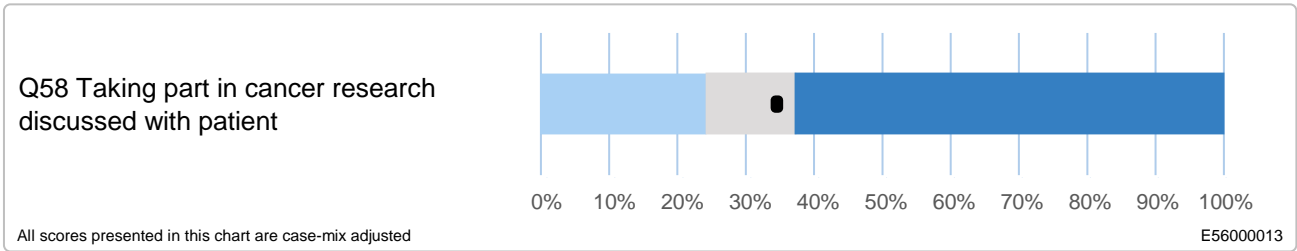
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	2,877	60%	2,862	61%	62%	58%	65%	62%	
Q55 Patient given a care plan	2,309	31%	2,294	33%	34%	31%	39%	35%	
Q56 Overall the administration of the care was very good / good	2,964	88%	2,943	88%	89%	88%	91%	90%	
Q57 Length of time for attending clinics and appointments was right	2,942	67%	2,923	70%	70%	64%	74%	69%	

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

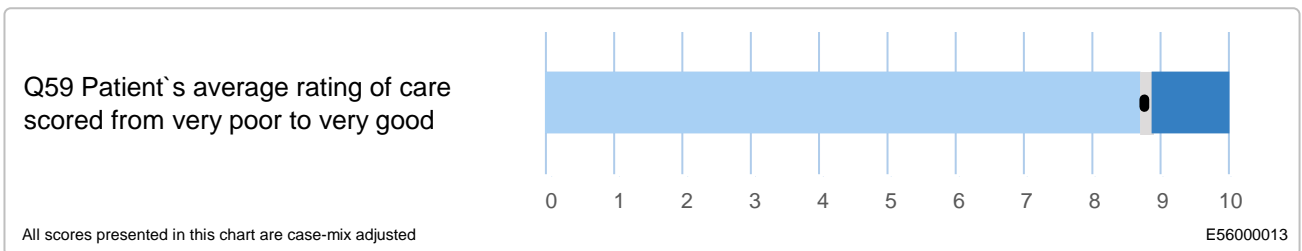
\* Indicates where a score has been suppressed because there are less than 21 respondents.

## Cancer Alliance results

### Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 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	2,869	31%	2,808	34%		34%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 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	2,918	8.7	2,897	8.8		8.8	8.7	8.9	8.8

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (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	*	68%	71%	82%
Breast	93%	94%	90%	90%
Colorectal / LGT	73%	72%	82%	82%
Gynaecological	76%	76%	78%	81%
Haematological	67%	64%	82%	82%
Head and Neck	76%	77%	72%	79%
Lung	66%	68%	83%	83%
Prostate	74%	79%	85%	87%
Sarcoma	74%	67%	56%	67%
Skin	92%	90%	86%	86%
Upper Gastro	70%	72%	83%	79%
Urological	85%	82%	86%	86%
Other	71%	72%	78%	79%
<b>All Cancers</b>	<b>76%</b>	<b>77%</b>	<b>83%</b>	<b>84%</b>

§ 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	*	95%	*	86%	*	77%
Breast	95%	95%	92%	92%	83%	83%
Colorectal / LGT	96%	96%	87%	88%	81%	82%
Gynaecological	90%	93%	81%	86%	75%	76%
Haematological	95%	94%	93%	89%	75%	76%
Head and Neck	90%	91%	83%	86%	84%	77%
Lung	95%	95%	90%	88%	80%	78%
Prostate	93%	94%	90%	87%	78%	81%
Sarcoma	91%	91%	81%	79%	73%	75%
Skin	95%	95%	91%	87%	83%	84%
Upper Gastro	91%	93%	84%	84%	71%	75%
Urological	95%	94%	88%	88%	83%	79%
Other	96%	95%	91%	87%	75%	77%
<b>All Cancers</b>	<b>94%</b>	<b>95%</b>	<b>90%</b>	<b>88%</b>	<b>79%</b>	<b>79%</b>

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

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	83%	68%	79%	67%	65%	*	65%
Breast	79%	84%	88%	89%	78%	78%	78%	77%
Colorectal / LGT	81%	82%	85%	86%	80%	79%	70%	72%
Gynaecological	73%	71%	76%	82%	72%	73%	62%	71%
Haematological	71%	72%	83%	83%	58%	59%	76%	76%
Head and Neck	68%	73%	88%	85%	74%	74%	70%	65%
Lung	76%	77%	77%	83%	78%	75%	67%	65%
Prostate	77%	79%	84%	85%	79%	79%	85%	82%
Sarcoma	58%	70%	73%	82%	66%	67%	55%	59%
Skin	68%	66%	89%	88%	71%	81%	82%	83%
Upper Gastro	72%	78%	74%	80%	65%	73%	58%	66%
Urological	67%	73%	81%	83%	79%	77%	78%	73%
Other	72%	75%	81%	82%	69%	71%	67%	64%
<b>All Cancers</b>	<b>75%</b>	<b>77%</b>	<b>84%</b>	<b>85%</b>	<b>73%</b>	<b>73%</b>	<b>74%</b>	<b>73%</b>

§ These are unadjusted scores

### Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	81%	67%	75%	50%	65%
Breast	84%	84%	74%	75%	68%	70%
Colorectal / LGT	87%	86%	74%	77%	68%	71%
Gynaecological	83%	84%	69%	76%	62%	67%
Haematological	78%	80%	71%	70%	67%	65%
Head and Neck	77%	84%	63%	69%	60%	67%
Lung	79%	84%	73%	75%	68%	69%
Prostate	81%	83%	72%	73%	61%	65%
Sarcoma	70%	78%	80%	71%	68%	63%
Skin	81%	88%	78%	77%	69%	73%
Upper Gastro	74%	82%	66%	71%	64%	65%
Urological	81%	82%	74%	71%	65%	62%
Other	81%	80%	69%	72%	59%	64%
<b>All Cancers</b>	<b>82%</b>	<b>83%</b>	<b>72%</b>	<b>73%</b>	<b>66%</b>	<b>67%</b>

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	50%	55%	67%	75%
Breast	54%	57%	78%	79%
Colorectal / LGT	58%	59%	81%	81%
Gynaecological	49%	54%	74%	79%
Haematological	52%	50%	80%	77%
Head and Neck	52%	58%	79%	77%
Lung	57%	54%	79%	79%
Prostate	64%	64%	78%	81%
Sarcoma	59%	53%	84%	77%
Skin	59%	66%	87%	86%
Upper Gastro	52%	52%	74%	77%
Urological	57%	53%	75%	76%
Other	45%	51%	75%	75%
<b>All Cancers</b>	<b>55%</b>	<b>56%</b>	<b>78%</b>	<b>79%</b>

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

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	95%	95%	79%	86%	84%	88%
Colorectal / LGT	93%	92%	87%	88%	89%	89%
Gynaecological	91%	94%	84%	85%	84%	87%
Haematological	93%	91%	86%	88%	90%	88%
Head and Neck	89%	89%	90%	88%	92%	88%
Lung	89%	94%	85%	87%	86%	87%
Prostate	90%	90%	82%	84%	85%	88%
Sarcoma	76%	89%	83%	82%	88%	87%
Skin	92%	90%	97%	88%	91%	93%
Upper Gastro	97%	92%	89%	86%	91%	87%
Urological	85%	83%	83%	85%	92%	88%
Other	84%	89%	85%	85%	89%	86%
<b>All Cancers</b>	<b>91%</b>	<b>91%</b>	<b>84%</b>	<b>86%</b>	<b>87%</b>	<b>88%</b>

<sup>§</sup> 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	*	88%	*	82%	*	74%	*	78%
Breast	89%	90%	83%	86%	63%	62%	79%	81%
Colorectal / LGT	87%	86%	83%	83%	56%	55%	76%	84%
Gynaecological	80%	85%	79%	81%	59%	59%	79%	77%
Haematological	87%	84%	82%	83%	59%	59%	87%	86%
Head and Neck	85%	84%	82%	82%	77%	61%	87%	82%
Lung	84%	85%	75%	80%	59%	69%	81%	85%
Prostate	93%	89%	85%	85%	51%	49%	75%	79%
Sarcoma	85%	79%	*	74%	*	53%	*	74%
Skin	96%	87%	84%	83%	52%	56%	*	62%
Upper Gastro	89%	84%	79%	82%	76%	61%	96%	84%
Urological	89%	78%	81%	74%	59%	39%	68%	71%
Other	83%	82%	75%	78%	51%	57%	74%	81%
<b>All Cancers</b>	<b>88%</b>	<b>86%</b>	<b>81%</b>	<b>82%</b>	<b>59%</b>	<b>58%</b>	<b>79%</b>	<b>81%</b>

§ These are unadjusted scores



Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA %	National	This CA %	National
Brain / CNS	*	93%	*	76%
Breast	96%	97%	76%	79%
Colorectal / LGT	95%	96%	84%	83%
Gynaecological	93%	96%	72%	80%
Haematological	82%	93%	73%	75%
Head and Neck	98%	96%	78%	77%
Lung	92%	95%	69%	78%
Prostate	96%	96%	85%	78%
Sarcoma	94%	94%	68%	78%
Skin	96%	96%	93%	84%
Upper Gastro	98%	96%	87%	78%
Urological	97%	95%	79%	76%
Other	92%	95%	76%	78%
<b>All Cancers</b>	<b>95%</b>	<b>96%</b>	<b>79%</b>	<b>79%</b>

\* 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	*	75%	*	84%	*	67%	*	71%
Breast	89%	89%	86%	87%	74%	76%	78%	78%
Colorectal / LGT	78%	78%	87%	86%	75%	73%	76%	71%
Gynaecological	85%	86%	85%	86%	74%	74%	68%	72%
Haematological	82%	81%	83%	81%	77%	75%	74%	75%
Head and Neck	87%	81%	92%	84%	73%	73%	75%	72%
Lung	72%	76%	83%	82%	68%	75%	75%	76%
Prostate	80%	86%	88%	90%	74%	75%	77%	81%
Sarcoma	84%	81%	77%	81%	77%	69%	73%	70%
Skin	89%	89%	86%	90%	74%	79%	82%	83%
Upper Gastro	69%	74%	82%	83%	73%	71%	74%	71%
Urological	82%	80%	85%	86%	74%	69%	83%	78%
Other	76%	80%	85%	81%	67%	71%	69%	72%
<b>All Cancers</b>	<b>81%</b>	<b>82%</b>	<b>85%</b>	<b>85%</b>	<b>74%</b>	<b>73%</b>	<b>77%</b>	<b>76%</b>

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	73%	70%	70%	64%	87%	87%	53%	56%
Colorectal / LGT	75%	62%	70%	71%	90%	85%	56%	53%
Gynaecological	61%	65%	67%	65%	81%	82%	42%	52%
Haematological	70%	63%	66%	69%	85%	86%	61%	55%
Head and Neck	73%	63%	76%	68%	88%	85%	51%	53%
Lung	72%	69%	68%	72%	80%	84%	40%	49%
Prostate	67%	71%	72%	69%	90%	89%	57%	53%
Sarcoma	52%	61%	58%	65%	97%	83%	33%	48%
Skin	68%	76%	89%	71%	88%	89%	59%	58%
Upper Gastro	59%	63%	75%	76%	87%	84%	42%	50%
Urological	78%	69%	79%	72%	83%	85%	46%	46%
Other	56%	62%	65%	69%	82%	83%	39%	48%
<b>All Cancers</b>	<b>70%</b>	<b>66%</b>	<b>72%</b>	<b>69%</b>	<b>86%</b>	<b>86%</b>	<b>52%</b>	<b>53%</b>

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

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

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	67%	71%	97%	96%	86%	88%	53%	59%
Colorectal / LGT	76%	74%	98%	96%	75%	85%	63%	58%
Gynaecological	64%	69%	98%	96%	84%	85%	57%	65%
Haematological	74%	73%	96%	97%	80%	83%	55%	60%
Head and Neck	73%	70%	93%	96%	93%	86%	50%	64%
Lung	69%	70%	95%	95%	88%	86%	61%	58%
Prostate	76%	74%	95%	96%	90%	88%	59%	59%
Sarcoma	63%	70%	97%	95%	*	81%	*	53%
Skin	76%	72%	94%	96%	*	77%	*	70%
Upper Gastro	74%	70%	98%	95%	93%	86%	64%	56%
Urological	64%	66%	93%	96%	91%	84%	54%	54%
Other	61%	68%	93%	95%	83%	87%	51%	59%
<b>All Cancers</b>	<b>70%</b>	<b>71%</b>	<b>96%</b>	<b>96%</b>	<b>86%</b>	<b>87%</b>	<b>56%</b>	<b>59%</b>

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	*	83%	*	63%
Breast	84%	83%	65%	62%
Colorectal / LGT	83%	84%	68%	66%
Gynaecological	85%	86%	54%	67%
Haematological	86%	84%	74%	75%
Head and Neck	*	78%	*	58%
Lung	85%	85%	69%	69%
Prostate	80%	86%	57%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	88%	84%	66%	64%
Urological	85%	84%	66%	69%
Other	84%	85%	71%	69%
<b>All Cancers</b>	<b>85%</b>	<b>84%</b>	<b>68%</b>	<b>68%</b>

§ 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	*	57%	*	49%	*	44%
Breast	58%	59%	56%	53%	44%	42%
Colorectal / LGT	67%	62%	65%	62%	53%	52%
Gynaecological	49%	57%	46%	47%	44%	38%
Haematological	62%	61%	49%	52%	41%	45%
Head and Neck	55%	63%	53%	56%	53%	50%
Lung	62%	58%	53%	51%	39%	42%
Prostate	56%	60%	46%	50%	44%	44%
Sarcoma	45%	57%	38%	49%	*	43%
Skin	63%	67%	59%	61%	*	59%
Upper Gastro	64%	59%	69%	53%	54%	45%
Urological	63%	58%	42%	48%	39%	45%
Other	51%	56%	49%	53%	33%	45%
<b>All Cancers</b>	<b>59%</b>	<b>59%</b>	<b>53%</b>	<b>53%</b>	<b>44%</b>	<b>45%</b>

§ 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	*	94%	*	52%
Breast	97%	96%	63%	61%
Colorectal / LGT	97%	95%	67%	60%
Gynaecological	96%	95%	53%	56%
Haematological	97%	96%	56%	58%
Head and Neck	88%	93%	58%	60%
Lung	97%	95%	64%	60%
Prostate	97%	96%	73%	67%
Sarcoma	97%	94%	64%	55%
Skin	100%	96%	67%	69%
Upper Gastro	96%	93%	64%	60%
Urological	96%	95%	64%	62%
Other	96%	95%	64%	58%
<b>All Cancers</b>	<b>96%</b>	<b>95%</b>	<b>62%</b>	<b>60%</b>

\* These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	53%	*	35%	76%	85%	71%	68%
Breast	60%	62%	36%	38%	91%	91%	66%	68%
Colorectal / LGT	64%	61%	32%	38%	88%	89%	73%	71%
Gynaecological	53%	58%	23%	31%	81%	89%	67%	67%
Haematological	66%	63%	39%	34%	89%	92%	69%	65%
Head and Neck	58%	59%	28%	35%	85%	88%	58%	68%
Lung	66%	63%	29%	33%	90%	90%	66%	71%
Prostate	63%	66%	37%	36%	88%	89%	71%	74%
Sarcoma	65%	55%	19%	30%	92%	87%	59%	65%
Skin	64%	70%	34%	44%	93%	89%	77%	75%
Upper Gastro	56%	57%	33%	34%	84%	87%	61%	68%
Urological	63%	63%	29%	30%	88%	87%	82%	75%
Other	56%	57%	28%	30%	86%	88%	67%	65%
<b>All Cancers</b>	62%	62%	34%	35%	89%	90%	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	29%	33%	8.4	8.5
Breast	34%	31%	8.8	8.9
Colorectal / LGT	33%	30%	8.9	8.8
Gynaecological	43%	36%	8.6	8.8
Haematological	38%	33%	8.9	8.9
Head and Neck	16%	18%	8.7	8.7
Lung	30%	36%	8.5	8.7
Prostate	36%	35%	8.7	8.8
Sarcoma	33%	39%	8.6	8.6
Skin	39%	18%	8.8	8.9
Upper Gastro	54%	34%	8.6	8.7
Urological	20%	20%	8.7	8.7
Other	32%	33%	8.7	8.7
<b>All Cancers</b>	34%	31%	8.8	8.8

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

## Annex

### Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
E56000013	5,023	311	4,712	1,625	92	2,995	60%

### 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	22
Breast	759
Gynaecological	147
Colorectal / LGT	328
Lung	155
Skin	93
Haematological	428
Upper Gastro	108
Other	213
Urological	325
Prostate	310
Sarcoma	38
Head and Neck	69

\* 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	7	15	21	86	237	533	378	88	1,365
Female	1	29	76	277	381	495	305	66	1,630
Total	8	44	97	363	618	1,028	683	154	2,995



**National Cancer Patient Experience Survey 2017  
Thames Valley**

**Annex (continued)**

**Expected Range Summary - Trusts**

Trust		Expected Range Classification		
RTH	Oxford University Hospitals NHS Foundation Trust	3	43	6
RHW	Royal Berkshire NHS Foundation Trust	4	44	4
RXQ	Buckinghamshire Healthcare NHS Trust	3	46	3
RD8	Milton Keynes University Hospital NHS Foundation Trust	5	47	
RDU	Frimley Health NHS Foundation Trust	7	43	2
RN3	Great Western Hospitals NHS Foundation Trust	6	46	

## National Cancer Patient Experience Survey 2017

### Thames Valley

#### Annex (continued)

#### Dashboard Questions - Trusts

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000013	Thames Valley	2,897	8.76	
RTH	Oxford University Hospitals NHS Foundation Trust	1,224	8.80	
RXQ	Buckinghamshire Healthcare NHS Trust	550	8.80	
RHW	Royal Berkshire NHS Foundation Trust	532	8.78	
RDU	Frimley Health NHS Foundation Trust	628	8.71	
RD8	Milton Keynes University Hospital NHS Foundation Trust	329	8.66	
RN3	Great Western Hospitals NHS Foundation Trust	447	8.54	

## National Cancer Patient Experience Survey 2017

### Thames Valley

#### 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	66,183	78.5%	
E56000013	Thames Valley	2,877	77.7%	
RN3	Great Western Hospitals NHS Foundation Trust	444	80.3%	
RTH	Oxford University Hospitals NHS Foundation Trust	1,212	79.7%	
RXQ	Buckinghamshire Healthcare NHS Trust	543	78.9%	
RHW	Royal Berkshire NHS Foundation Trust	537	76.6%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	327	75.4%	
RDU	Frimley Health NHS Foundation Trust	623	74.7%	

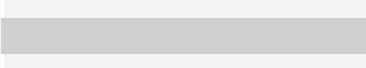
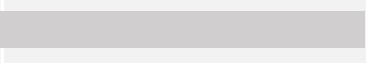
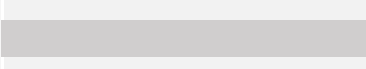
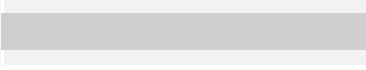
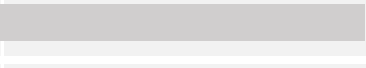
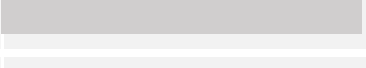
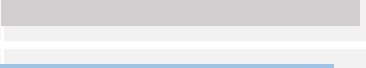
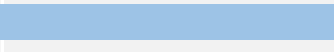
## National Cancer Patient Experience Survey 2017

### Thames Valley

#### 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	65,693	91.3%	
E56000013	Thames Valley	2,837	91.1%	
RDU	Frimley Health NHS Foundation Trust	618	93.5%	
RHW	Royal Berkshire NHS Foundation Trust	534	93.5%	
RXQ	Buckinghamshire Healthcare NHS Trust	548	91.1%	
RN3	Great Western Hospitals NHS Foundation Trust	439	90.2%	
RTH	Oxford University Hospitals NHS Foundation Trust	1,186	89.7%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	327	83.3%	

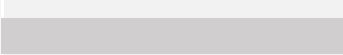
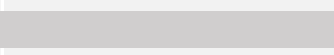
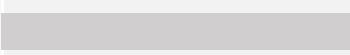
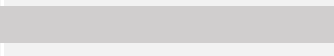
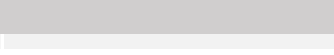


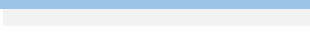
## National Cancer Patient Experience Survey 2017

### Thames Valley

#### Annex (continued)

#### Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	53,470	86.3%	
E56000013	Thames Valley	2,289	84.1%	
RHW	Royal Berkshire NHS Foundation Trust	459	87.9%	
RDU	Frimley Health NHS Foundation Trust	514	83.6%	
RN3	Great Western Hospitals NHS Foundation Trust	353	83.6%	
RTH	Oxford University Hospitals NHS Foundation Trust	908	83.2%	
RXQ	Buckinghamshire Healthcare NHS Trust	434	81.5%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	244	77.6%	

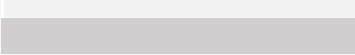


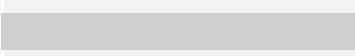
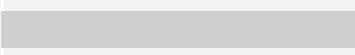
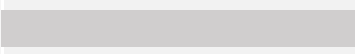
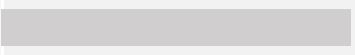
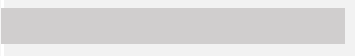
## National Cancer Patient Experience Survey 2017

### Thames Valley

#### Annex (continued)

#### Dashboard Questions - Trusts

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000013	Thames Valley	1,824	90.1%	
RDU	Frimley Health NHS Foundation Trust	384	93.5%	
RTH	Oxford University Hospitals NHS Foundation Trust	782	91.1%	
RXQ	Buckinghamshire Healthcare NHS Trust	335	90.8%	
RHW	Royal Berkshire NHS Foundation Trust	314	89.5%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	211	87.5%	
RN3	Great Western Hospitals NHS Foundation Trust	292	86.0%	

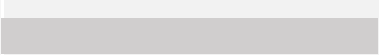
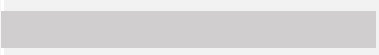
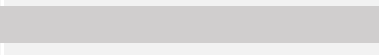
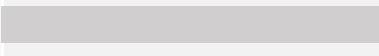
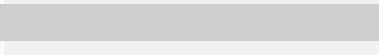
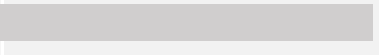
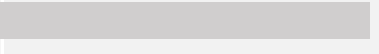
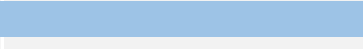
## National Cancer Patient Experience Survey 2017

### Thames Valley

#### Annex (continued)

#### Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000013	Thames Valley	1,740	93.8%	
RHW	Royal Berkshire NHS Foundation Trust	305	95.1%	
RTH	Oxford University Hospitals NHS Foundation Trust	757	94.7%	
RXQ	Buckinghamshire Healthcare NHS Trust	309	94.7%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	205	93.1%	
RDU	Frimley Health NHS Foundation Trust	369	92.4%	
RN3	Great Western Hospitals NHS Foundation Trust	286	90.6%	

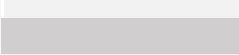
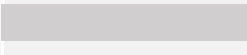

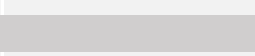
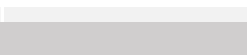
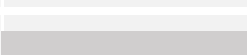
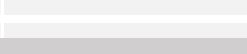

## National Cancer Patient Experience Survey 2017

### Thames Valley

#### Annex (continued)

#### Dashboard Questions - Trusts

#### Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	45,919	60.4%	
E56000013	Thames Valley	2,056	62.2%	
RTH	Oxford University Hospitals NHS Foundation Trust	902	66.1%	
RN3	Great Western Hospitals NHS Foundation Trust	316	64.4%	
RHW	Royal Berkshire NHS Foundation Trust	393	62.3%	
RXQ	Buckinghamshire Healthcare NHS Trust	385	62.0%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	227	61.9%	
RDU	Frimley Health NHS Foundation Trust	416	58.7%	



# National Cancer Patient Experience Survey 2017

## Thames Valley

### Annex (continued)

### Expected Range Summary - CCGs

CCG		Expected Range Classification		
10Q	NHS Oxfordshire CCG	1	45	6
11D	NHS Wokingham CCG		48	4
10N	NHS North & West Reading CCG	1	48	3
10M	NHS Newbury and District CCG		51	1
10W	NHS South Reading CCG	1	50	1
10Y	NHS Aylesbury Vale CCG	3	46	3
10G	NHS Bracknell and Ascot CCG	1	51	
12D	NHS Swindon CCG	2	49	1
10H	NHS Chiltern CCG	4	47	1
11C	NHS Windsor, Ascot and Maidenhead CCG	11	41	
10T	NHS Slough CCG	14	38	

**National Cancer Patient Experience Survey 2017  
Thames Valley**

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



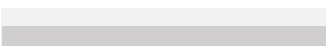
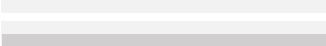
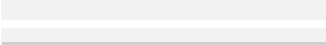
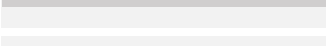

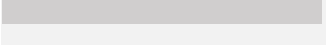

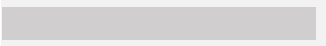

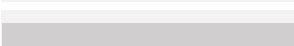
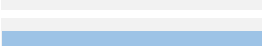
**Q59 Patient's average rating of care scored from very poor to very good**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000013	Thames Valley	2,897	8.76	
10W	NHS South Reading CCG	74	8.95	
11D	NHS Wokingham CCG	176	8.88	
10N	NHS North & West Reading CCG	123	8.85	
10Y	NHS Aylesbury Vale CCG	311	8.83	
10Q	NHS Oxfordshire CCG	875	8.79	
10M	NHS Newbury and District CCG	128	8.78	
11C	NHS Windsor, Ascot and Maidenhead CCG	169	8.72	
10H	NHS Chiltern CCG	439	8.71	
12D	NHS Swindon CCG	311	8.68	
10G	NHS Bracknell and Ascot CCG	171	8.62	
10T	NHS Slough CCG	120	8.61	

**National Cancer Patient Experience Survey 2017  
Thames Valley**

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

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

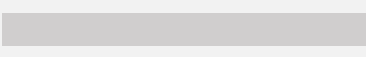
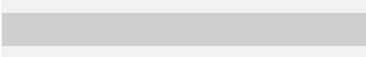
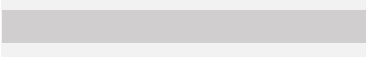
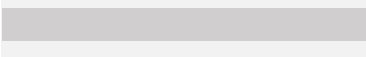
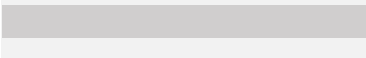

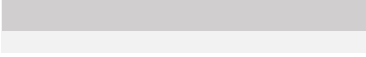

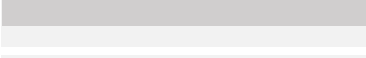




<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000013	Thames Valley	2,877	77.7%	
10W	NHS South Reading CCG	75	81.7%	
10N	NHS North & West Reading CCG	127	81.2%	
10M	NHS Newbury and District CCG	126	80.5%	
12D	NHS Swindon CCG	307	79.7%	
10H	NHS Chiltern CCG	437	79.4%	
10Q	NHS Oxfordshire CCG	867	78.6%	
11D	NHS Wokingham CCG	175	77.9%	
10Y	NHS Aylesbury Vale CCG	308	77.8%	
10G	NHS Bracknell and Ascot CCG	170	73.0%	
11C	NHS Windsor, Ascot and Maidenhead CCG	169	71.9%	
10T	NHS Slough CCG	116	64.5%	

**National Cancer Patient Experience Survey 2017  
Thames Valley**

**Annex (continued)**

**Dashboard Questions - CCGs**


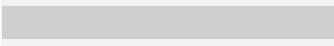


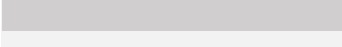

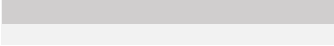
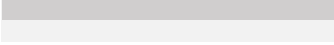

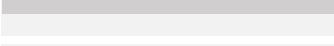


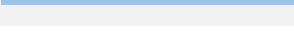
**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000013	Thames Valley	2,837	91.1%	
10G	NHS Bracknell and Ascot CCG	165	94.8%	
10N	NHS North & West Reading CCG	126	94.4%	
10M	NHS Newbury and District CCG	124	92.6%	
10T	NHS Slough CCG	116	92.2%	
11D	NHS Wokingham CCG	175	91.9%	
10Y	NHS Aylesbury Vale CCG	307	91.4%	
11C	NHS Windsor, Ascot and Maidenhead CCG	172	91.4%	
10W	NHS South Reading CCG	73	91.2%	
10H	NHS Chiltern CCG	427	90.9%	
12D	NHS Swindon CCG	305	90.2%	
10Q	NHS Oxfordshire CCG	847	89.7%	

National Cancer Patient Experience Survey 2017  
Thames Valley

Annex (continued)  
Dashboard Questions - CCGs

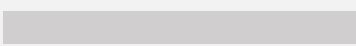
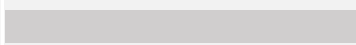
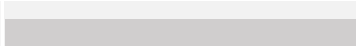
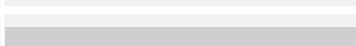
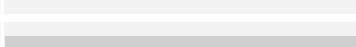
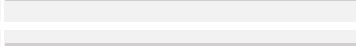


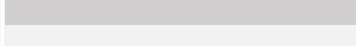
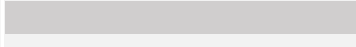
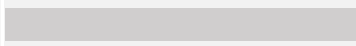

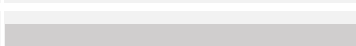
Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E56000013	Thames Valley	2,289	84.1%	
10M	NHS Newbury and District CCG	107	93.7%	
11D	NHS Wokingham CCG	149	89.4%	
10N	NHS North & West Reading CCG	107	85.5%	
10W	NHS South Reading CCG	62	84.8%	
10Q	NHS Oxfordshire CCG	647	83.8%	
11C	NHS Windsor, Ascot and Maidenhead CCG	139	83.6%	
10H	NHS Chiltern CCG	342	83.5%	
10G	NHS Bracknell and Ascot CCG	141	83.5%	
12D	NHS Swindon CCG	255	83.3%	
10Y	NHS Aylesbury Vale CCG	249	83.2%	
10T	NHS Slough CCG	91	74.2%	

**National Cancer Patient Experience Survey 2017  
Thames Valley**

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


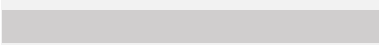





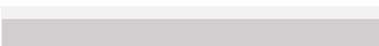


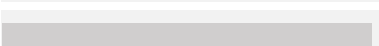
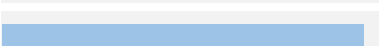
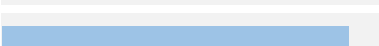
**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000013	Thames Valley	1,824	90.1%	
10N	NHS North & West Reading CCG	82	92.9%	
10G	NHS Bracknell and Ascot CCG	103	92.9%	
10Y	NHS Aylesbury Vale CCG	179	92.6%	
10H	NHS Chiltern CCG	246	91.7%	
10M	NHS Newbury and District CCG	89	91.2%	
10W	NHS South Reading CCG	56	90.4%	
10T	NHS Slough CCG	65	89.4%	
10Q	NHS Oxfordshire CCG	575	89.3%	
11C	NHS Windsor, Ascot and Maidenhead CCG	112	88.9%	
11D	NHS Wokingham CCG	108	88.2%	
12D	NHS Swindon CCG	209	87.9%	

National Cancer Patient Experience Survey 2017  
Thames Valley

Annex (continued)  
Dashboard Questions - CCGs

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000013	Thames Valley	1,740	93.8%	
10N	NHS North & West Reading CCG	81	98.5%	
10G	NHS Bracknell and Ascot CCG	101	96.8%	
11D	NHS Wokingham CCG	105	96.4%	
10W	NHS South Reading CCG	54	96.3%	
10Y	NHS Aylesbury Vale CCG	164	96.1%	
10Q	NHS Oxfordshire CCG	549	94.2%	
10M	NHS Newbury and District CCG	84	93.5%	
10H	NHS Chiltern CCG	232	92.9%	
12D	NHS Swindon CCG	201	92.0%	
11C	NHS Windsor, Ascot and Maidenhead CCG	107	89.8%	
10T	NHS Slough CCG	62	86.0%	

**National Cancer Patient Experience Survey 2017  
Thames Valley**

**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	45,919	60.4%	
E56000013	Thames Valley	2,056	62.2%	
10Q	NHS Oxfordshire CCG	647	68.5%	
10N	NHS North & West Reading CCG	98	65.7%	
10W	NHS South Reading CCG	55	64.6%	
10M	NHS Newbury and District CCG	90	64.2%	
10Y	NHS Aylesbury Vale CCG	216	62.1%	
11C	NHS Windsor, Ascot and Maidenhead CCG	120	60.4%	
10H	NHS Chiltern CCG	298	59.5%	
11D	NHS Wokingham CCG	116	57.7%	
12D	NHS Swindon CCG	224	57.0%	
10G	NHS Bracknell and Ascot CCG	111	55.0%	
10T	NHS Slough CCG	81	52.0%	



## **Annex (continued)**

### **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 2017.

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 2017 and March 2018.

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

### **Redevelopment of the 2017 survey**

There have been no changes to the questionnaire compared to 2016.

### **Official Statistics**

The 2017 survey data has been produced and published in line with the Code of Practice for Official Statistics.

## Annex (continued)

### Scoring methodologies

49 of the 50 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 2017 questionnaire is available at: [www.ncpes.co.uk](http://www.ncpes.co.uk)

Further details on the scoring methodology can be found in the technical document for the survey, available at: [www.ncpes.co.uk](http://www.ncpes.co.uk)

### Case-mix adjustment

Case-mix adjusted findings have been presented alongside unadjusted results for Cancer Alliances. 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 Cancer Alliance 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](http://www.ncpes.co.uk)

## Annex (continued)

### Statistical significance

In the reporting of 2017 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 2017 have been compared with those of 2016 and statistically significant change between the two years has 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](http://www.ncpes.co.uk)



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

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

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

Further information on Quality Health is available at:

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

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

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