

# **National Cancer Patient Experience Survey**

## **2017 Results**

**South Yorkshire, Bassetlaw, North Derbyshire and  
Hardwick  
Cancer Alliance**

**Published November 2018**

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



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## **Introduction**

The National Cancer Patient Experience Survey 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	1,778	78%	1,551	79%		79%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,394	85%	2,137	85%		84%	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

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

**88%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

**89%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

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

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

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

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

[www.ncpes.co.uk](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.



**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

**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	

**Finding out what was wrong with you**

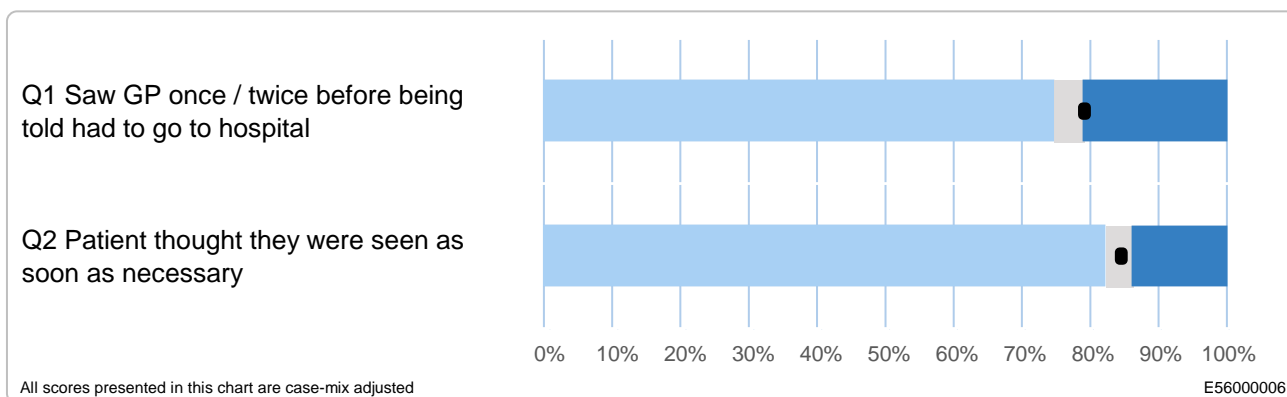
Q11	Patient given easy to understand written information about the type of cancer they had	1,872	70%	71%	76%	73%
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**Support for people with cancer**

Q23	Hospital staff told patient they could get free prescriptions	1,023	85%	79%	84%	81%
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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				
Q1	Saw GP once / twice before being told had to go to hospital	1,778	78%	1,551	79%		75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,394	85%	2,137	85%		82%	86%	84%

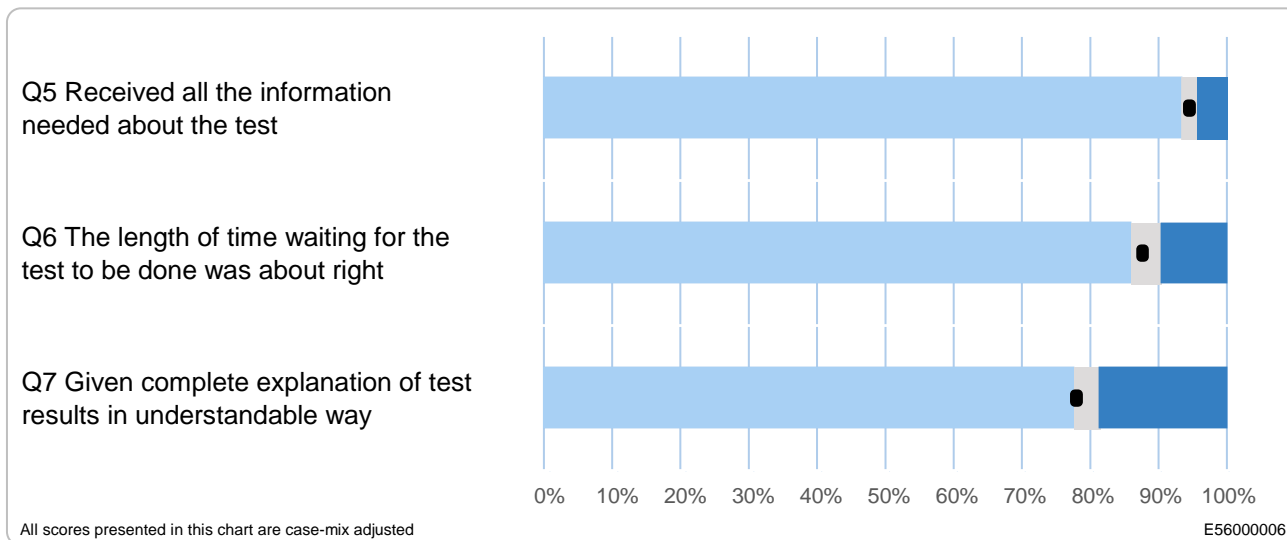
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Diagnostic Tests

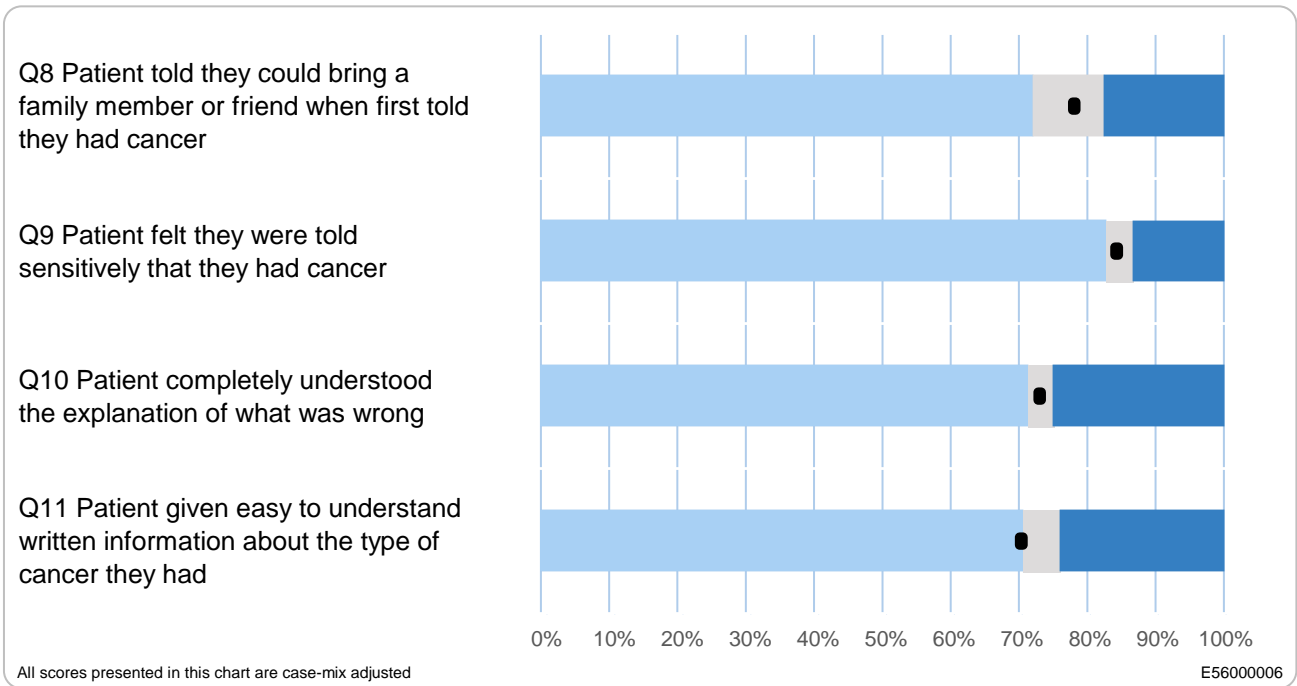


Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q5	Received all the information needed about the test	1,965	94%	1,737	94%		94%	93%	96%	95%
Q6	The length of time waiting for the test to be done was about right	1,993	89%	1,744	88%		87%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	2,004	78%	1,757	78%		78%	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



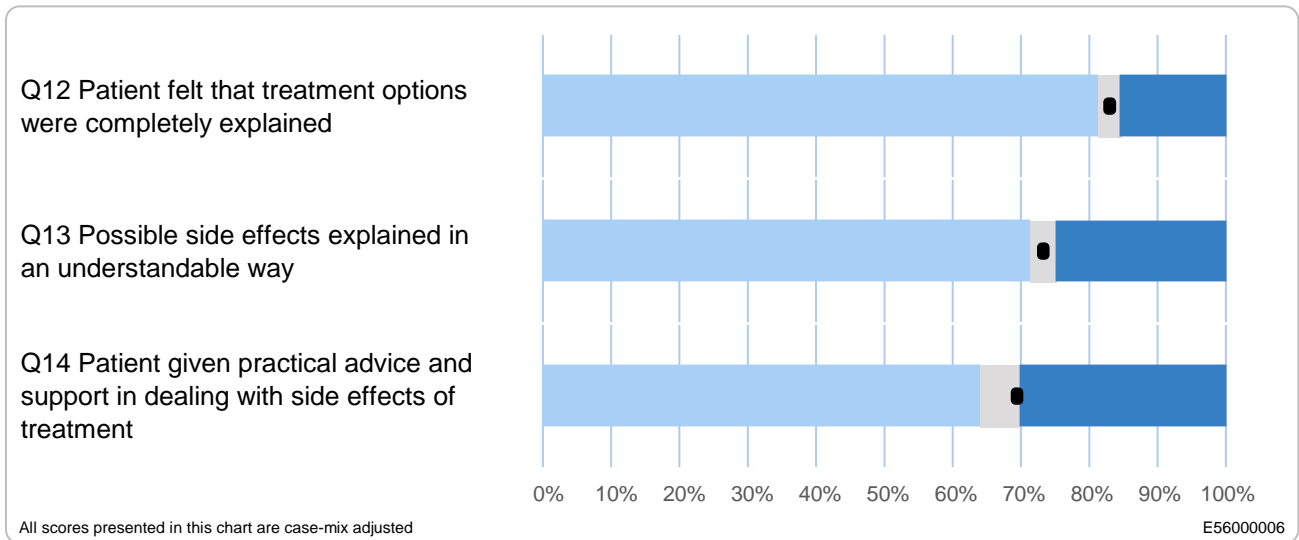
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,251	76%	2,020	78%		78%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	2,379	84%	2,121	84%		84%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,413	74%	2,154	72%		73%	71%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	2,085	71%	1,872	71%		70%	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)



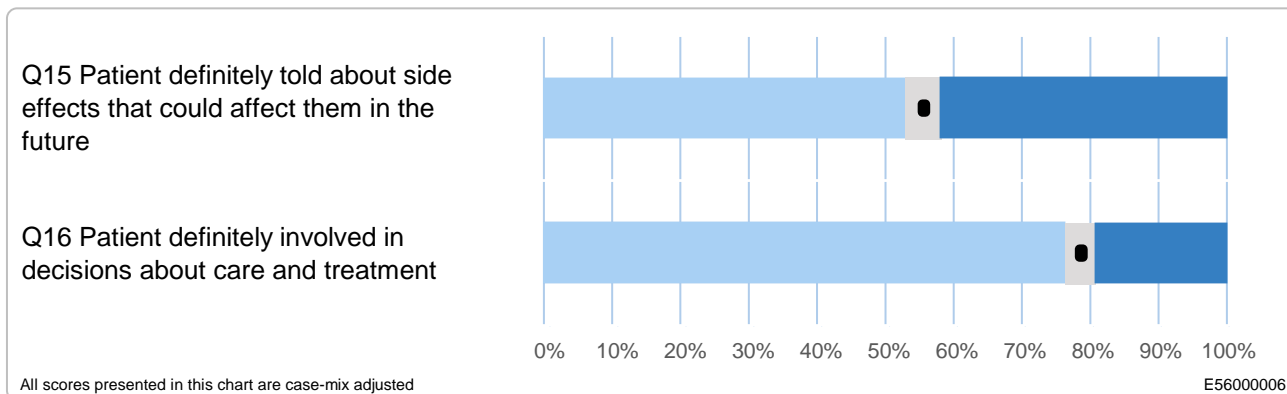
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	2,110	84%	1,943	83%		83%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	2,298	74%	2,067	73%		73%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,299	67%	2,064	69%		69%	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)



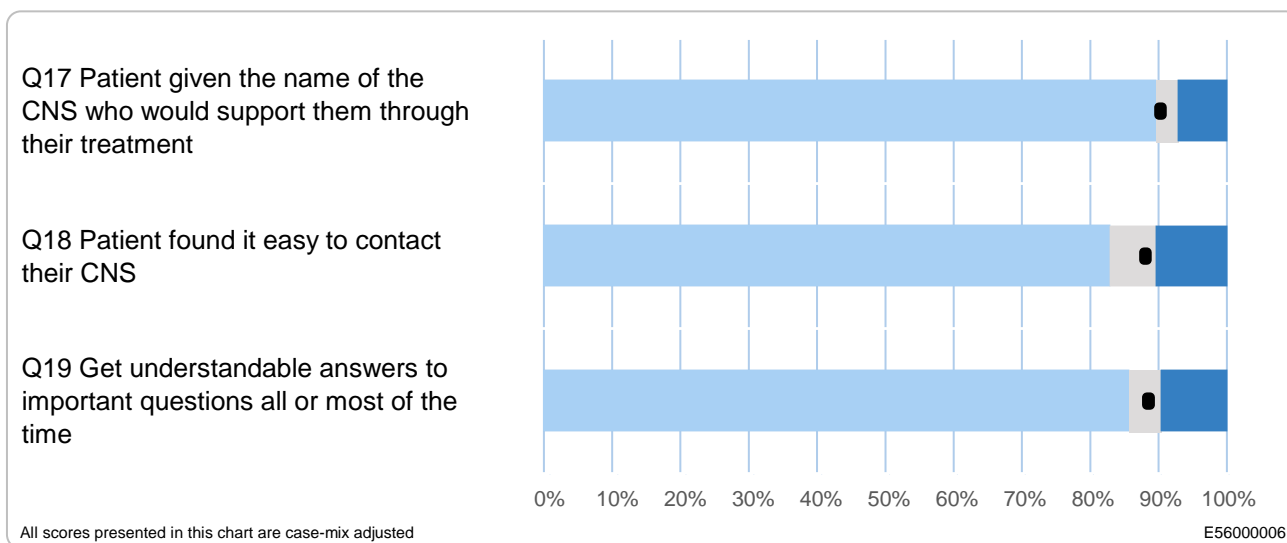
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q15	Patient definitely told about side effects that could affect them in the future	2,134	57%	1,958	56%		55%	53%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	2,313	78%	2,091	78%		78%	76%	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)

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## 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	2,288	90%	2,096	90%	90%	90%	93%	91%	
Q18 Patient found it easy to contact their CNS	1,797	87%	1,706	88%	88%	83%	90%	86%	
Q19 Get understandable answers to important questions all or most of the time	1,730	88%	1,634	88%	88%	86%	90%	88%	

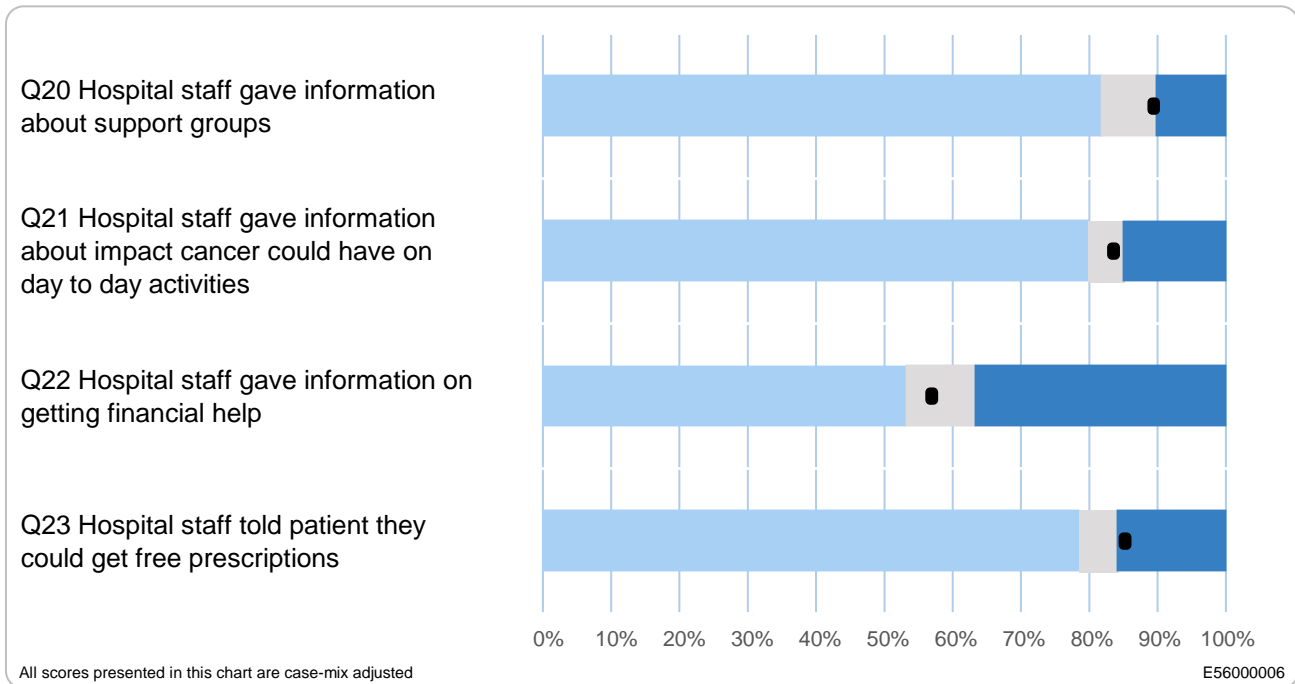
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### 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	1,859	88%	1,722	89%		89%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,596	83%	1,515	84%		83%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,372	57%	1,221	57%		57%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,135	80%	1,023	85%	↑	85%	79%	84%	81%

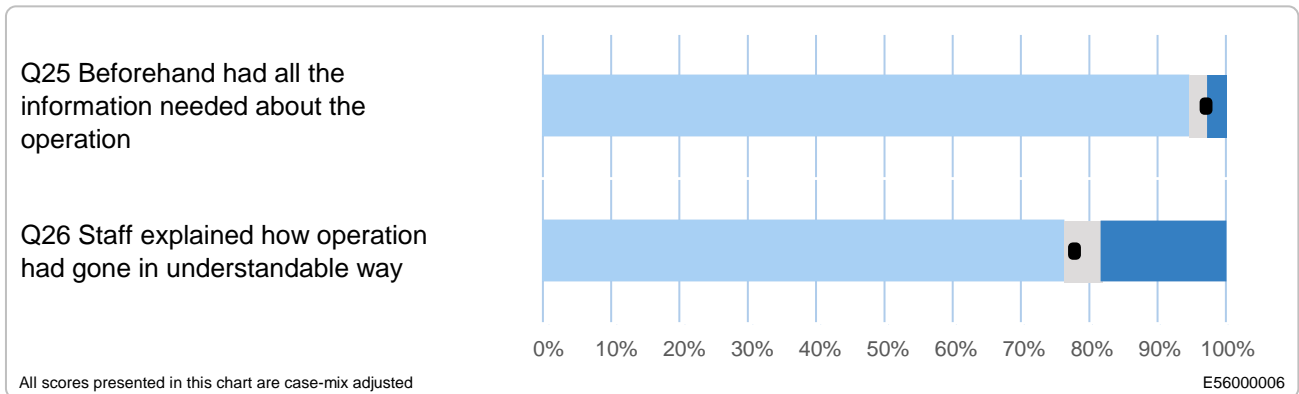
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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## Cancer Alliance results

### Operations



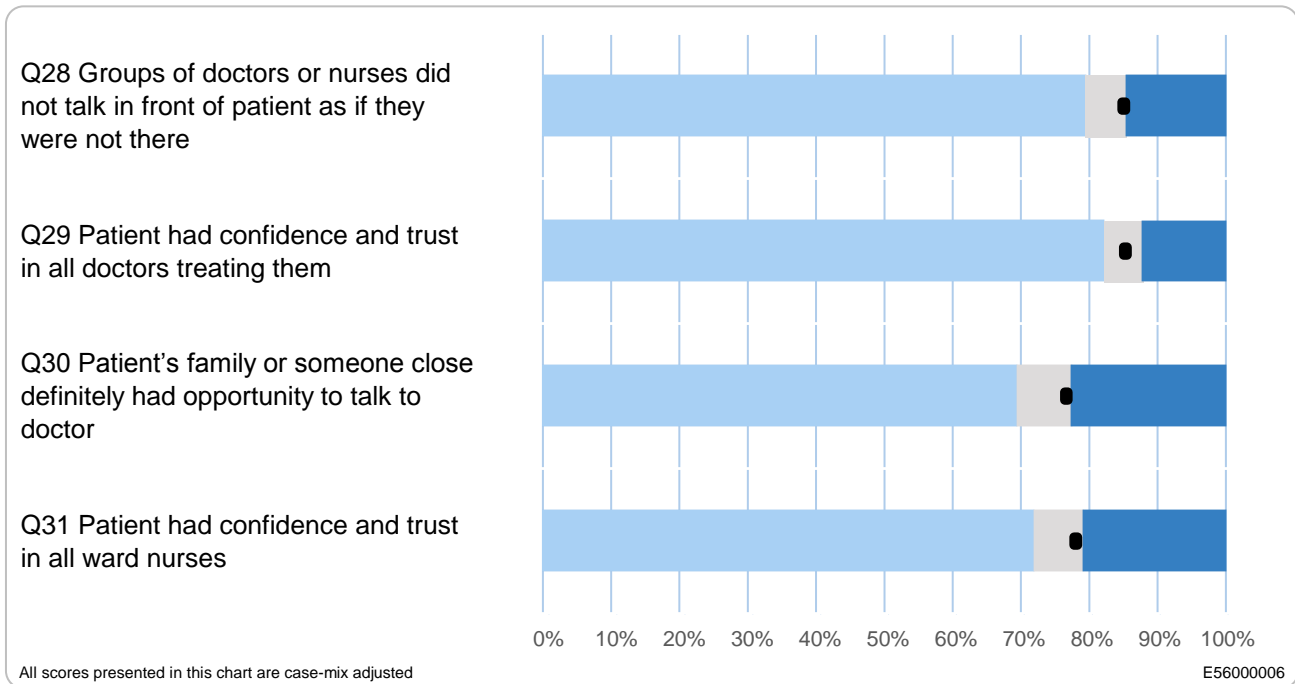
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	1,255	97%	1,087	97%		97%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,251	79%	1,083	78%		78%	76%	82%	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)



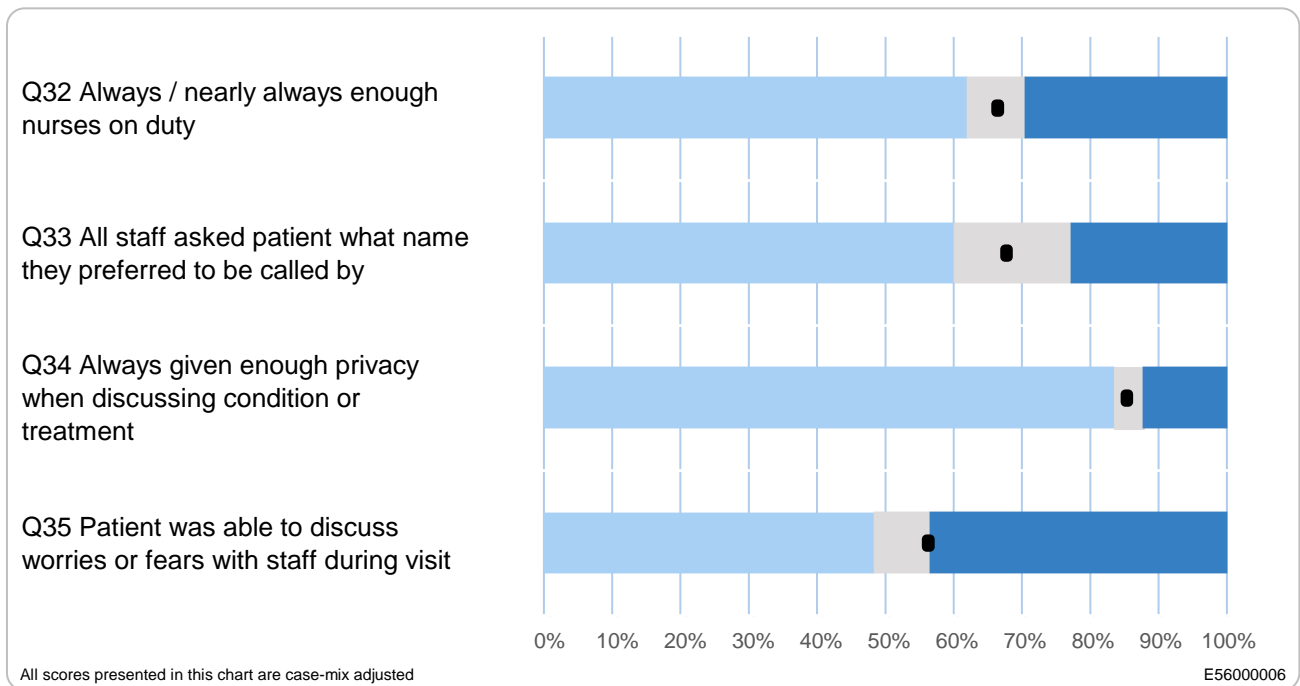
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28	1,477	83%	1,285	85%		85%	79%	85%	82%
Q29	1,485	85%	1,287	85%		85%	82%	88%	85%
Q30	1,246	74%	1,084	77%		76%	69%	77%	73%
Q31	1,491	77%	1,288	78%		78%	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)



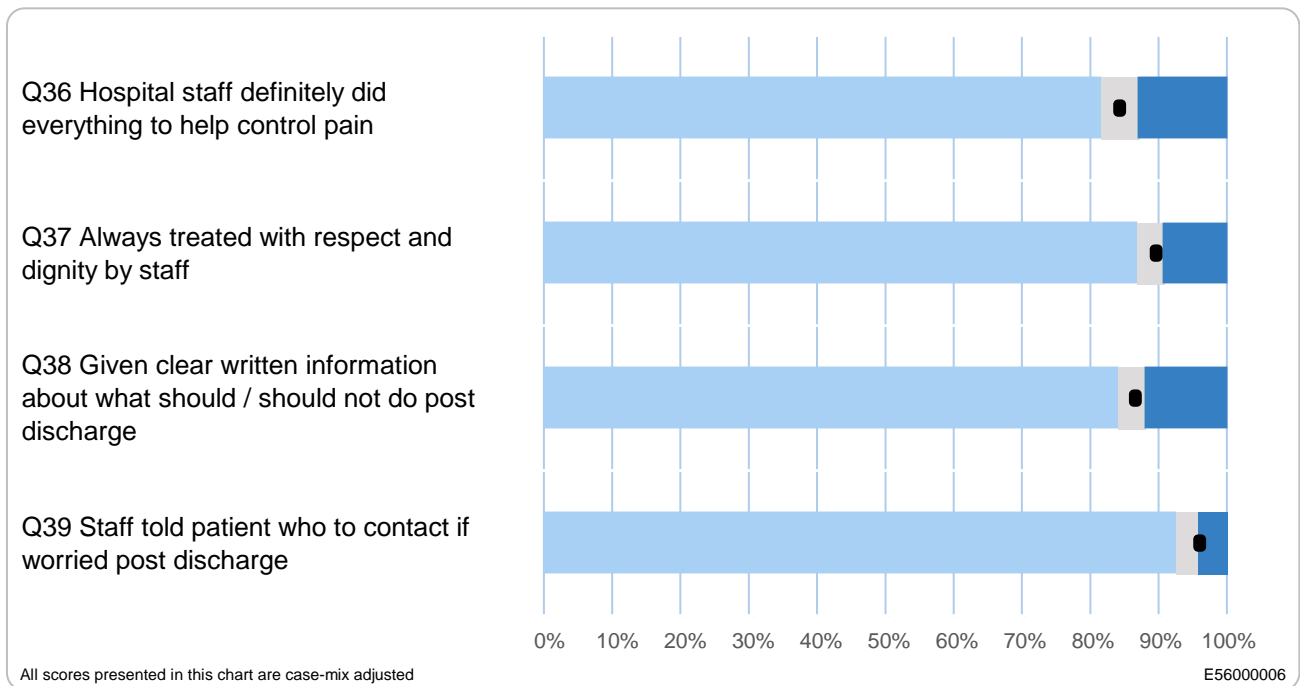
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	1,476	66%	1,281	67%		66%	62%	71%	66%
Q33 All staff asked patient what name they preferred to be called by	1,477	69%	1,268	68%		67%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,487	84%	1,287	86%		85%	84%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,108	53%	967	57%		56%	48%	57%	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)

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## Cancer Alliance results

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



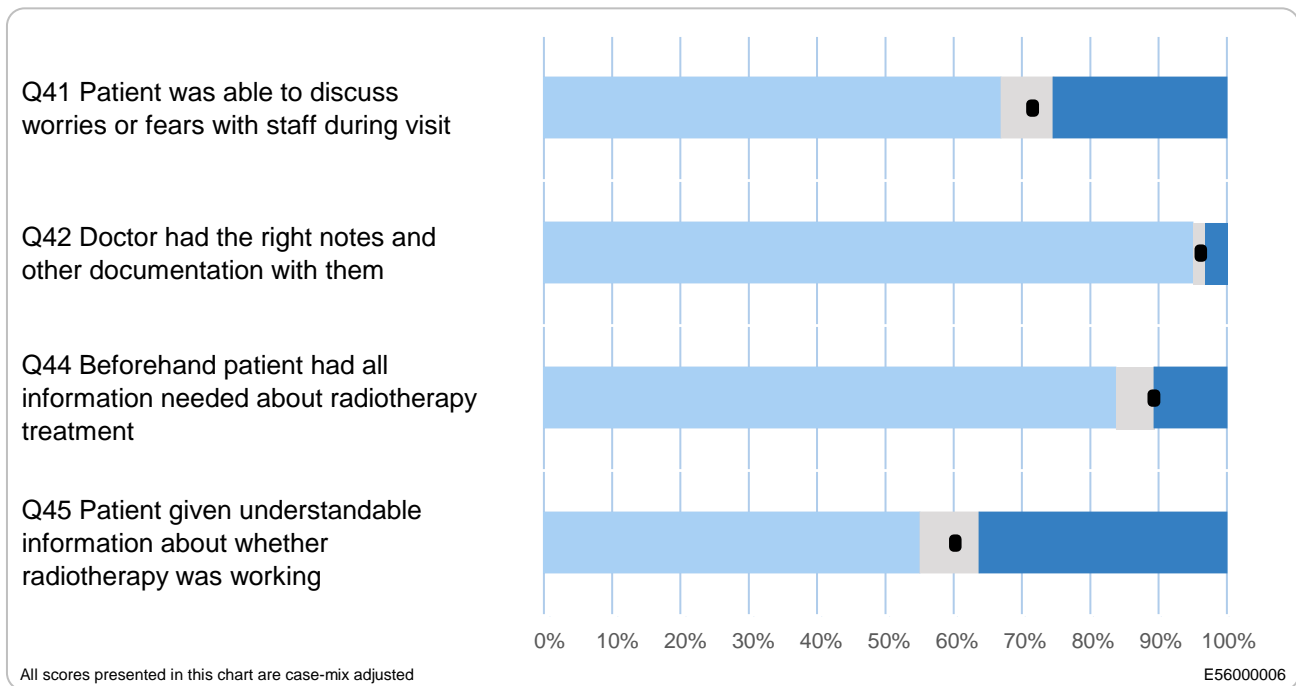
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,331	84%	1,140	84%		84%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,484	87%	1,283	90%		89%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,382	87%	1,203	87%		86%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,439	95%	1,253	96%		96%	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)



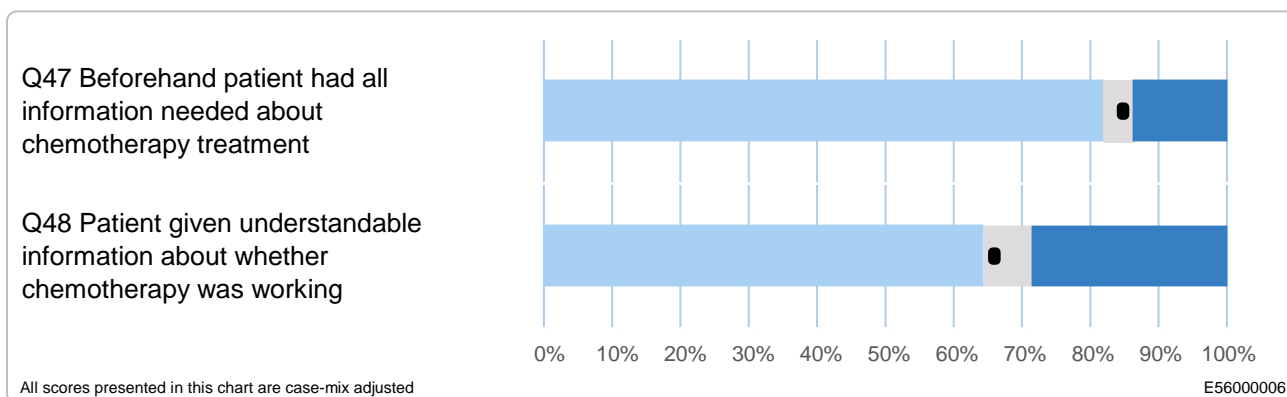
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	1,782	71%	1,665	72%		71%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	2,073	95%	1,885	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	599	89%	575	89%		89%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	515	61%	505	60%		60%	55%	64%	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)



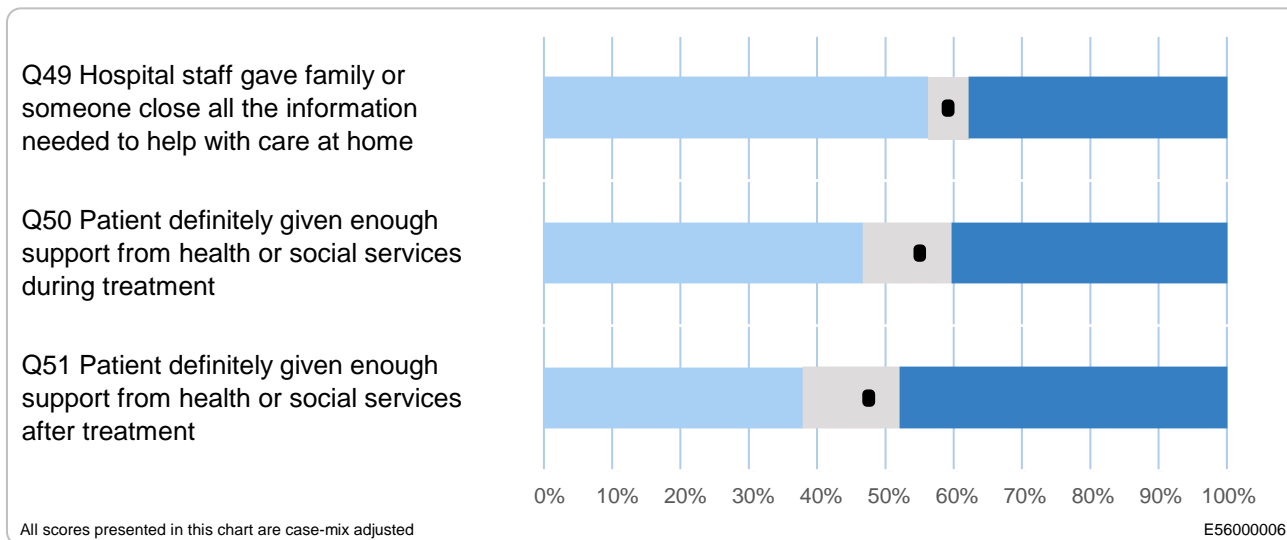
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,141	86%	1,045	84%		85%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,034	68%	949	66%		66%	64%	72%	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)

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## Cancer Alliance results

### Home care and support



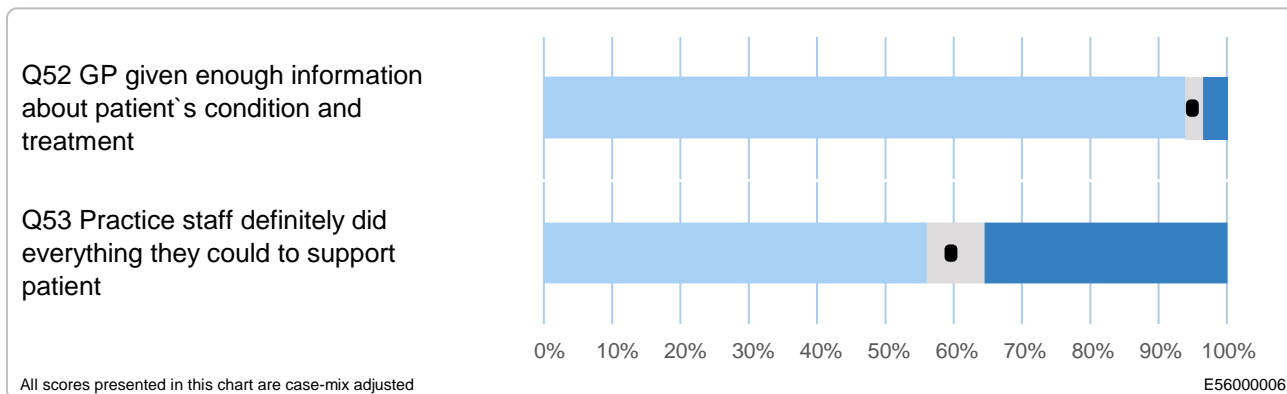
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,003	59%	1,819	59%		59%	56%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,426	56%	1,212	54%		55%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	861	46%	773	47%		47%	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	1,888	94%	1,700	95%		95%	94%	97%	95%
Q53 Practice staff definitely did everything they could to support patient	1,628	63%	1,449	59%		59%	56%	65%	60%

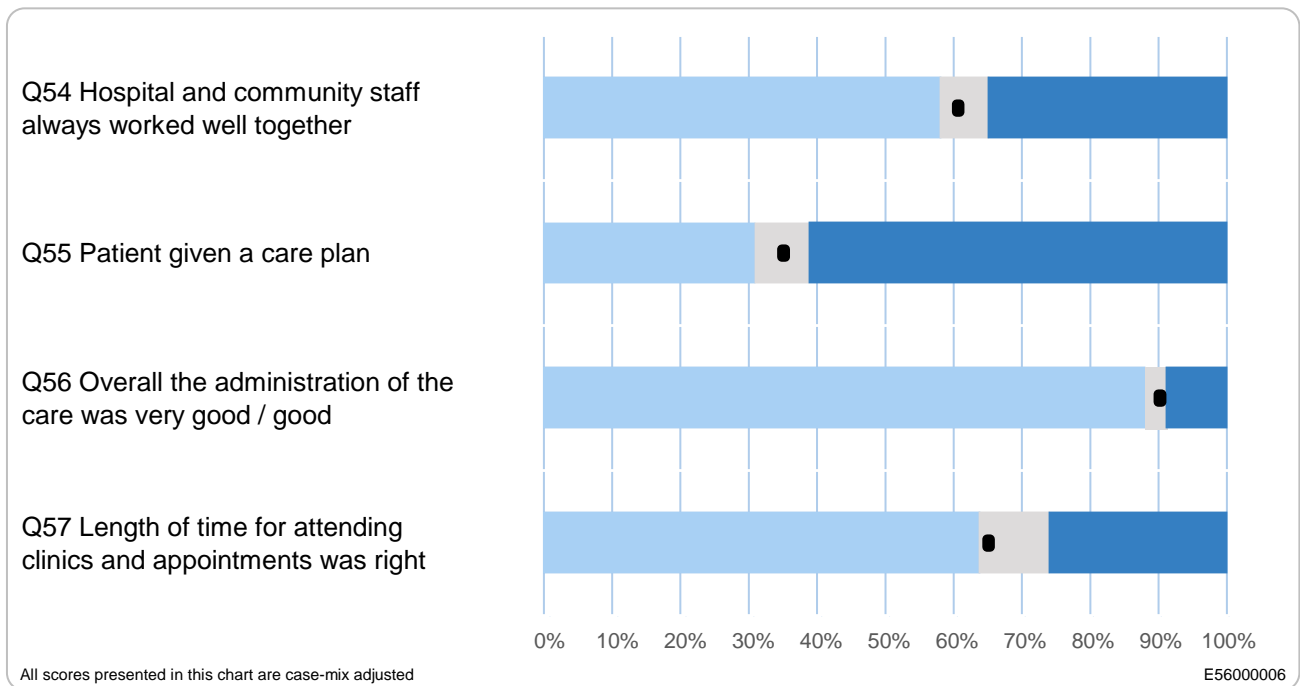
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

\* 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)



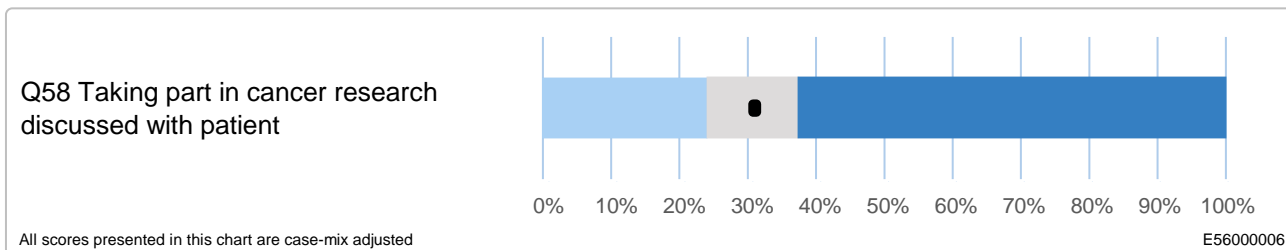
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Case Mix Adjusted		National Average Score			
Number of respondents	Score	Number of respondents		Score	2017 Score		Expected range - lower	Expected range - upper	
Q54 Hospital and community staff always worked well together	2,312	62%	2,104	61%	60%	58%	65%	62%	
Q55 Patient given a care plan	1,842	35%	1,666	36%	35%	31%	39%	35%	
Q56 Overall the administration of the care was very good / good	2,380	89%	2,162	90%	90%	88%	91%	90%	
Q57 Length of time for attending clinics and appointments was right	2,373	66%	2,141	65%	65%	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)

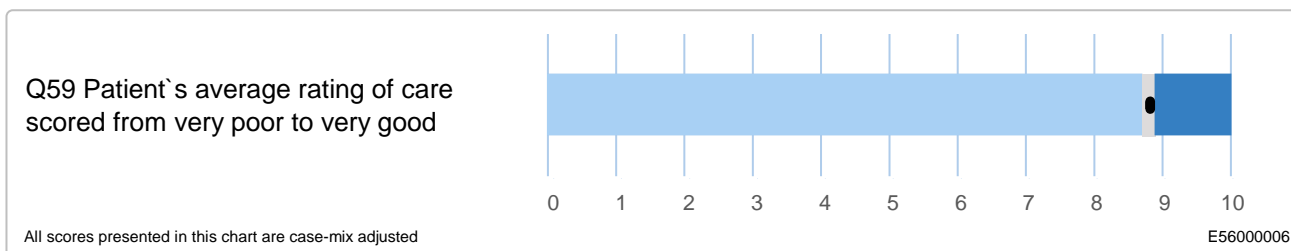
\* Indicates where a score has been suppressed because there are less than 21 respondents.

## 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	2,297	31%	2,057	31%		31%	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	2,349	8.8	2,127	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%	*	82%
Breast	95%	94%	92%	90%
Colorectal / LGT	80%	72%	85%	82%
Gynaecological	79%	76%	75%	81%
Haematological	66%	64%	82%	82%
Head and Neck	78%	77%	68%	79%
Lung	71%	68%	80%	83%
Prostate	78%	79%	86%	87%
Sarcoma	*	67%	*	67%
Skin	91%	90%	88%	86%
Upper Gastro	74%	72%	78%	79%
Urological	83%	82%	86%	86%
Other	69%	72%	79%	79%
<b>All Cancers</b>	<b>79%</b>	<b>77%</b>	<b>84%</b>	<b>84%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

**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	94%	95%	92%	92%	82%	83%
Colorectal / LGT	97%	96%	86%	88%	80%	82%
Gynaecological	89%	93%	82%	86%	70%	76%
Haematological	94%	94%	90%	89%	79%	76%
Head and Neck	89%	91%	84%	86%	77%	77%
Lung	96%	95%	88%	88%	71%	78%
Prostate	96%	94%	89%	87%	79%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	95%	95%	85%	87%	70%	84%
Upper Gastro	96%	93%	83%	84%	73%	75%
Urological	91%	94%	82%	88%	76%	79%
Other	94%	95%	87%	87%	75%	77%
<b>All Cancers</b>	<b>94%</b>	<b>95%</b>	<b>87%</b>	<b>88%</b>	<b>78%</b>	<b>79%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

**Finding out what was wrong with you**

<b>Cancer type</b>	<b>Q8. Patient told they could bring a family member or friend when first told they had cancer</b>		<b>Q9. Patient felt they were told sensitively that they had cancer</b>		<b>Q10. Patient completely understood the explanation of what was wrong</b>		<b>Q11. Patient given easy to understand written information about the type of cancer they had</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	86%	84%	88%	89%	76%	78%	73%	77%
Colorectal / LGT	80%	82%	84%	86%	79%	79%	72%	72%
Gynaecological	75%	71%	81%	82%	63%	73%	58%	71%
Haematological	73%	72%	81%	83%	56%	59%	74%	76%
Head and Neck	78%	73%	81%	85%	69%	74%	52%	65%
Lung	83%	77%	87%	83%	74%	75%	60%	65%
Prostate	78%	79%	87%	85%	84%	79%	85%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	66%	66%	84%	88%	83%	81%	76%	83%
Upper Gastro	78%	78%	80%	80%	78%	73%	65%	66%
Urological	70%	73%	80%	83%	77%	77%	72%	73%
Other	83%	75%	90%	82%	68%	71%	52%	64%
<b>All Cancers</b>	<b>78%</b>	<b>77%</b>	<b>84%</b>	<b>85%</b>	<b>73%</b>	<b>73%</b>	<b>70%</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%	*	75%	*	65%
Breast	83%	84%	74%	75%	73%	70%
Colorectal / LGT	87%	86%	82%	77%	75%	71%
Gynaecological	79%	84%	71%	76%	69%	67%
Haematological	79%	80%	64%	70%	67%	65%
Head and Neck	80%	84%	63%	69%	71%	67%
Lung	83%	84%	77%	75%	75%	69%
Prostate	87%	83%	80%	73%	72%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	86%	88%	76%	77%	61%	73%
Upper Gastro	82%	82%	78%	71%	64%	65%
Urological	84%	82%	68%	71%	59%	62%
Other	81%	80%	77%	72%	69%	64%
<b>All Cancers</b>	<b>83%</b>	<b>83%</b>	<b>73%</b>	<b>73%</b>	<b>69%</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	*	55%	*	75%
Breast	59%	57%	80%	79%
Colorectal / LGT	61%	59%	78%	81%
Gynaecological	60%	54%	82%	79%
Haematological	45%	50%	76%	77%
Head and Neck	45%	58%	73%	77%
Lung	50%	54%	78%	79%
Prostate	70%	64%	85%	81%
Sarcoma	*	53%	*	77%
Skin	61%	66%	84%	86%
Upper Gastro	61%	52%	78%	77%
Urological	53%	53%	74%	76%
Other	56%	51%	77%	75%
<b>All Cancers</b>	<b>55%</b>	<b>56%</b>	<b>78%</b>	<b>79%</b>

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

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

**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	96%	95%	87%	86%	89%	88%
Colorectal / LGT	84%	92%	90%	88%	88%	89%
Gynaecological	100%	94%	95%	85%	81%	87%
Haematological	91%	91%	91%	88%	91%	88%
Head and Neck	88%	89%	89%	88%	85%	88%
Lung	96%	94%	82%	87%	88%	87%
Prostate	86%	90%	88%	84%	90%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	92%	90%	88%	88%	100%	93%
Upper Gastro	85%	92%	88%	86%	88%	87%
Urological	82%	83%	78%	85%	80%	88%
Other	90%	89%	86%	85%	82%	86%
<b>All Cancers</b>	<b>90%</b>	<b>91%</b>	<b>88%</b>	<b>86%</b>	<b>88%</b>	<b>88%</b>

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

National Cancer Patient Experience Survey 2017  
 South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

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	94%	90%	89%	86%	62%	62%	88%	81%
Colorectal / LGT	86%	86%	83%	83%	49%	55%	81%	84%
Gynaecological	88%	85%	88%	81%	71%	59%	*	77%
Haematological	87%	84%	81%	83%	57%	59%	89%	86%
Head and Neck	94%	84%	78%	82%	62%	61%	94%	82%
Lung	89%	85%	83%	80%	74%	69%	74%	85%
Prostate	94%	89%	86%	85%	49%	49%	78%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	92%	87%	81%	83%	54%	56%	67%	62%
Upper Gastro	90%	84%	81%	82%	58%	61%	90%	84%
Urological	81%	78%	79%	74%	37%	39%	73%	71%
Other	81%	82%	75%	78%	61%	57%	85%	81%
<b>All Cancers</b>	<b>89%</b>	<b>86%</b>	<b>83%</b>	<b>82%</b>	<b>57%</b>	<b>58%</b>	<b>85%</b>	<b>81%</b>

§ These are unadjusted scores



**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

**Operations**

<b>Cancer type</b>	<b>Q25. Beforehand had all the information needed about the operation</b>		<b>Q26. Staff explained how operation had gone in understandable way</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	*	93%	*	76%
Breast	98%	97%	78%	79%
Colorectal / LGT	97%	96%	83%	83%
Gynaecological	94%	96%	82%	80%
Haematological	97%	93%	58%	75%
Head and Neck	100%	96%	72%	77%
Lung	100%	95%	86%	78%
Prostate	94%	96%	73%	78%
Sarcoma	*	94%	*	78%
Skin	96%	96%	82%	84%
Upper Gastro	98%	96%	79%	78%
Urological	96%	95%	74%	76%
Other	96%	95%	78%	78%
<b>All Cancers</b>	<b>97%</b>	<b>96%</b>	<b>78%</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	92%	89%	86%	87%	80%	76%	79%	78%
Colorectal / LGT	82%	78%	84%	86%	78%	73%	75%	71%
Gynaecological	92%	86%	91%	86%	83%	74%	80%	72%
Haematological	86%	81%	86%	81%	80%	75%	81%	75%
Head and Neck	86%	81%	90%	84%	75%	73%	78%	72%
Lung	81%	76%	80%	82%	81%	75%	79%	76%
Prostate	83%	86%	88%	90%	70%	75%	85%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	91%	89%	86%	90%	*	79%	82%	83%
Upper Gastro	74%	74%	88%	83%	67%	71%	80%	71%
Urological	77%	80%	83%	86%	68%	69%	75%	78%
Other	82%	80%	79%	81%	81%	71%	76%	72%
<b>All Cancers</b>	<b>85%</b>	<b>82%</b>	<b>85%</b>	<b>85%</b>	<b>76%</b>	<b>73%</b>	<b>78%</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	70%	70%	66%	64%	87%	87%	63%	56%
Colorectal / LGT	58%	62%	72%	71%	83%	85%	59%	53%
Gynaecological	69%	65%	72%	65%	71%	82%	54%	52%
Haematological	73%	63%	72%	69%	90%	86%	58%	55%
Head and Neck	64%	63%	69%	68%	80%	85%	55%	53%
Lung	75%	69%	63%	72%	88%	84%	54%	49%
Prostate	69%	71%	64%	69%	88%	89%	57%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	65%	76%	*	71%	91%	89%	*	58%
Upper Gastro	60%	63%	75%	76%	90%	84%	67%	50%
Urological	63%	69%	65%	72%	84%	85%	40%	46%
Other	63%	62%	70%	69%	80%	83%	55%	48%
<b>All Cancers</b>	<b>66%</b>	<b>66%</b>	<b>67%</b>	<b>69%</b>	<b>85%</b>	<b>86%</b>	<b>56%</b>	<b>53%</b>

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

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

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

§ 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	71%	71%	93%	96%	91%	88%	62%	59%
Colorectal / LGT	77%	74%	97%	96%	97%	85%	48%	58%
Gynaecological	70%	69%	97%	96%	*	85%	*	65%
Haematological	72%	73%	98%	97%	74%	83%	66%	60%
Head and Neck	77%	70%	96%	96%	93%	86%	59%	64%
Lung	71%	70%	98%	95%	91%	86%	53%	58%
Prostate	75%	74%	99%	96%	*	88%	*	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	64%	72%	91%	96%	n.a.	77%	n.a.	70%
Upper Gastro	73%	70%	97%	95%	92%	86%	52%	56%
Urological	65%	66%	97%	96%	*	84%	*	54%
Other	69%	68%	93%	95%	79%	87%	48%	59%
<b>All Cancers</b>	<b>71%</b>	<b>71%</b>	<b>96%</b>	<b>96%</b>	<b>89%</b>	<b>87%</b>	<b>60%</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	78%	83%	60%	62%
Colorectal / LGT	88%	84%	64%	66%
Gynaecological	*	86%	*	67%
Haematological	85%	84%	72%	75%
Head and Neck	82%	78%	57%	58%
Lung	84%	85%	62%	69%
Prostate	93%	86%	74%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	93%	84%	64%	64%
Urological	80%	84%	58%	69%
Other	90%	85%	72%	69%
<b>All Cancers</b>	<b>85%</b>	<b>84%</b>	<b>66%</b>	<b>68%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

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

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

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

**Care from your general practice**

<b>Cancer type</b>	<b>Q52. GP given enough information about patient's condition and treatment</b>		<b>Q53. Practice staff definitely did everything they could to support patient</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	*	94%	*	52%
Breast	94%	96%	63%	61%
Colorectal / LGT	94%	95%	57%	60%
Gynaecological	91%	95%	58%	56%
Haematological	95%	96%	55%	58%
Head and Neck	94%	93%	60%	60%
Lung	95%	95%	60%	60%
Prostate	97%	96%	60%	67%
Sarcoma	*	94%	*	55%
Skin	95%	96%	55%	69%
Upper Gastro	93%	93%	53%	60%
Urological	96%	95%	61%	62%
Other	95%	95%	71%	58%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>59%</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%	*	85%	*	68%
Breast	59%	62%	35%	38%	91%	91%	61%	68%
Colorectal / LGT	57%	61%	45%	38%	86%	89%	64%	71%
Gynaecological	49%	58%	28%	31%	91%	89%	62%	67%
Haematological	65%	63%	39%	34%	94%	92%	64%	65%
Head and Neck	51%	59%	32%	35%	90%	88%	61%	68%
Lung	63%	63%	32%	33%	96%	90%	55%	71%
Prostate	67%	66%	38%	36%	86%	89%	65%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	74%	70%	42%	44%	92%	89%	76%	75%
Upper Gastro	59%	57%	33%	34%	93%	87%	68%	68%
Urological	61%	63%	32%	30%	87%	87%	78%	75%
Other	61%	57%	26%	30%	89%	88%	69%	65%
<b>All Cancers</b>	60%	62%	35%	35%	90%	90%	65%	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	*	33%	*	8.5
Breast	34%	31%	8.9	8.9
Colorectal / LGT	23%	30%	8.8	8.8
Gynaecological	19%	36%	8.4	8.8
Haematological	33%	33%	9.0	8.9
Head and Neck	21%	18%	8.6	8.7
Lung	34%	36%	9.0	8.7
Prostate	38%	35%	8.7	8.8
Sarcoma	*	39%	*	8.6
Skin	21%	18%	9.3	8.9
Upper Gastro	34%	34%	8.6	8.7
Urological	27%	20%	8.7	8.7
Other	30%	33%	8.9	8.7
<b>All Cancers</b>	31%	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%
E56000006	3,706	247	3,459	1,169	97	2,193	59%

### 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	6
Breast	568
Gynaecological	46
Colorectal / LGT	242
Lung	94
Skin	64
Haematological	487
Upper Gastro	111
Other	115
Urological	208
Prostate	178
Sarcoma	14
Head and Neck	60

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

### Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	2	6	16	73	220	415	262	39	1,033
Female	2	21	53	172	289	366	216	41	1,160
Total	4	27	69	245	509	781	478	80	2,193



**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

**Annex (continued)**

**Expected Range Summary - Trusts**

Trust		Expected Range Classification		
RFR	The Rotherham NHS Foundation Trust		36	16
RFF	Barnsley Hospital NHS Foundation Trust	1	48	3
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1	48	3
RFS	Chesterfield Royal Hospital NHS Foundation Trust	2	49	1
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	6	45	1

National Cancer Patient Experience Survey 2017  
 South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

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	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,127	8.82	
RFR	The Rotherham NHS Foundation Trust	141	9.10	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,328	8.85	
RFF	Barnsley Hospital NHS Foundation Trust	154	8.81	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	201	8.64	
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	282	8.63	

National Cancer Patient Experience Survey 2017  
 South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)  
 Dashboard Questions - Trusts

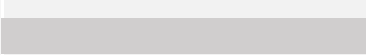




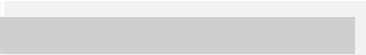
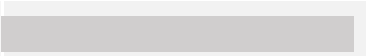
Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,091	78.4%	
RFR	The Rotherham NHS Foundation Trust	139	87.6%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,313	78.8%	
RFF	Barnsley Hospital NHS Foundation Trust	151	77.7%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	194	76.3%	
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	270	73.6%	

National Cancer Patient Experience Survey 2017  
 South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)  
 Dashboard Questions - Trusts

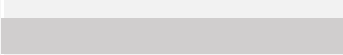
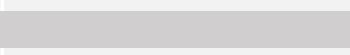

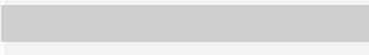
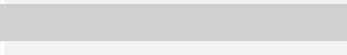
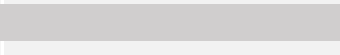
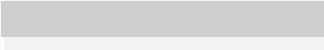
Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	65,693	91.3%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,096	90.0%	
RFR	The Rotherham NHS Foundation Trust	140	98.3%	
RFF	Barnsley Hospital NHS Foundation Trust	150	90.3%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,312	89.7%	
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	278	88.6%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	191	88.2%	

National Cancer Patient Experience Survey 2017  
 South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)  
 Dashboard Questions - Trusts

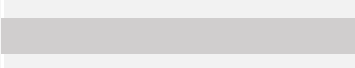
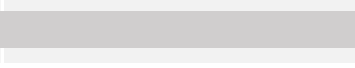
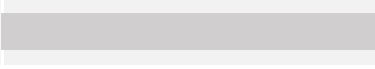
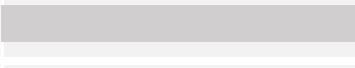
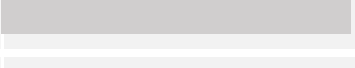


Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,706	87.8%	
RFR	The Rotherham NHS Foundation Trust	133	95.2%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	143	92.2%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,066	86.9%	
RFF	Barnsley Hospital NHS Foundation Trust	119	86.1%	
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	225	81.7%	

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

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

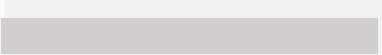
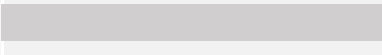
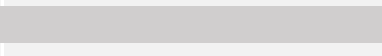

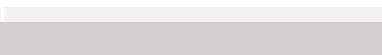
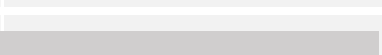
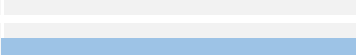
**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,283	89.4%	
RFR	The Rotherham NHS Foundation Trust	83	93.9%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	812	89.2%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	105	87.4%	
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	172	87.0%	
RFF	Barnsley Hospital NHS Foundation Trust	91	83.5%	

National Cancer Patient Experience Survey 2017  
 South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)  
 Dashboard Questions - Trusts

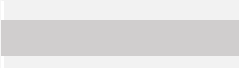
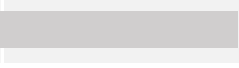
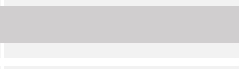
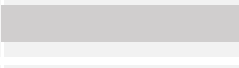
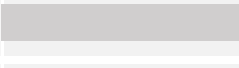
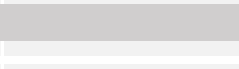
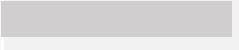
Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,253	95.8%	
RFR	The Rotherham NHS Foundation Trust	83	97.4%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	795	96.8%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	104	96.6%	
RFF	Barnsley Hospital NHS Foundation Trust	90	94.7%	
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	164	89.2%	

**National Cancer Patient Experience Survey 2017**  
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**Annex (continued)**  
**Dashboard Questions - Trusts**

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	45,919	60.4%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,449	59.4%	
RFF	Barnsley Hospital NHS Foundation Trust	98	62.1%	
RFR	The Rotherham NHS Foundation Trust	91	61.1%	
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust	181	60.0%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	133	59.8%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	912	57.8%	



**National Cancer Patient Experience Survey 2017**  
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**Annex (continued)**

**Expected Range Summary - CCGs**

CCG		Expected Range Classification		
03L	NHS Rotherham CCG		33	19
03N	NHS Sheffield CCG	1	45	6
02P	NHS Barnsley CCG	1	48	3
02X	NHS Doncaster CCG	3	45	4
02Q	NHS Bassetlaw CCG	6	46	
03Y	NHS Hardwick CCG	7	45	
04J	NHS North Derbyshire CCG	9	41	2

**National Cancer Patient Experience Survey 2017**  
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**Annex (continued)**  
**Dashboard Questions - CCGs**

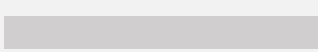
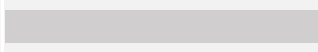

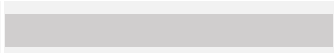
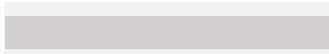
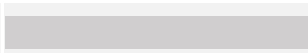
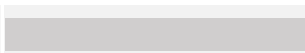
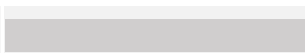
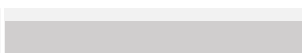
**Q59 Patient's average rating of care scored from very poor to very good**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,127	8.82	
03L	NHS Rotherham CCG	310	8.92	
02P	NHS Barnsley CCG	286	8.91	
03N	NHS Sheffield CCG	608	8.90	
02X	NHS Doncaster CCG	333	8.72	
04J	NHS North Derbyshire CCG	328	8.70	
02Q	NHS Bassetlaw CCG	133	8.70	
03Y	NHS Hardwick CCG	129	8.65	

**National Cancer Patient Experience Survey 2017**  
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**Annex (continued)**  
**Dashboard Questions - CCGs**




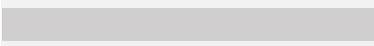
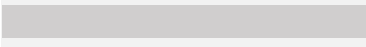
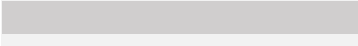

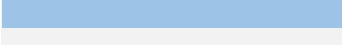
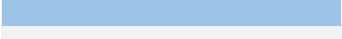
**Q16 Patient definitely involved in decisions about care and treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,091	78.4%	
03L	NHS Rotherham CCG	308	84.5%	
03Y	NHS Hardwick CCG	127	81.5%	
03N	NHS Sheffield CCG	597	80.6%	
02P	NHS Barnsley CCG	282	76.2%	
02X	NHS Doncaster CCG	325	75.0%	
02Q	NHS Bassetlaw CCG	129	74.8%	
04J	NHS North Derbyshire CCG	323	74.2%	

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

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

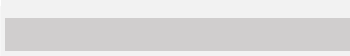
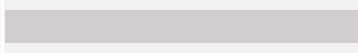


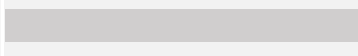
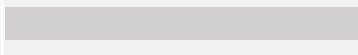
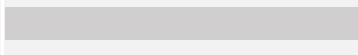
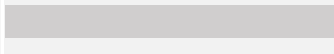
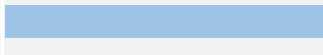
**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,096	90.0%	
03L	NHS Rotherham CCG	306	95.1%	
03N	NHS Sheffield CCG	597	92.6%	
02P	NHS Barnsley CCG	286	90.6%	
03Y	NHS Hardwick CCG	127	88.4%	
02X	NHS Doncaster CCG	328	88.3%	
04J	NHS North Derbyshire CCG	320	85.5%	
02Q	NHS Bassetlaw CCG	132	84.1%	

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

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

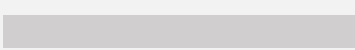
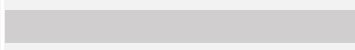
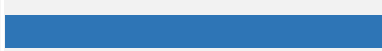


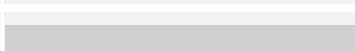
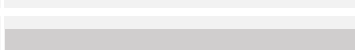
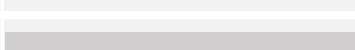
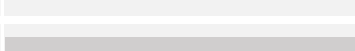
**Q18 Patient found it easy to contact their CNS**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,706	87.8%	
03L	NHS Rotherham CCG	275	92.7%	
04J	NHS North Derbyshire CCG	235	90.9%	
02P	NHS Barnsley CCG	233	88.7%	
03Y	NHS Hardwick CCG	99	88.6%	
03N	NHS Sheffield CCG	497	87.7%	
02X	NHS Doncaster CCG	269	82.2%	
02Q	NHS Bassetlaw CCG	98	79.1%	

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

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

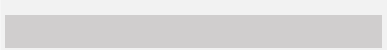
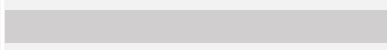
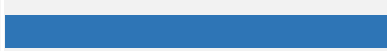


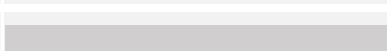
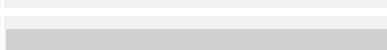
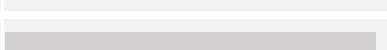
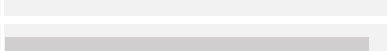
**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,283	89.4%	
03L	NHS Rotherham CCG	165	94.1%	
03Y	NHS Hardwick CCG	73	90.8%	
03N	NHS Sheffield CCG	389	89.3%	
04J	NHS North Derbyshire CCG	201	88.9%	
02Q	NHS Bassetlaw CCG	79	88.3%	
02P	NHS Barnsley CCG	170	87.9%	
02X	NHS Doncaster CCG	206	87.0%	

National Cancer Patient Experience Survey 2017  
 South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)  
 Dashboard Questions - CCGs

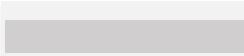
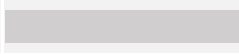
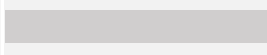
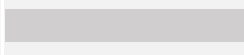
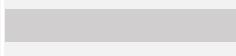
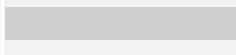
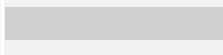
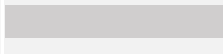
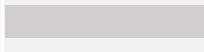
Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,253	95.8%	
03L	NHS Rotherham CCG	165	98.1%	
04J	NHS North Derbyshire CCG	191	97.8%	
03N	NHS Sheffield CCG	379	96.7%	
02P	NHS Barnsley CCG	169	96.4%	
03Y	NHS Hardwick CCG	74	94.8%	
02X	NHS Doncaster CCG	199	92.1%	
02Q	NHS Bassetlaw CCG	76	90.3%	

**National Cancer Patient Experience Survey 2017**  
**South Yorkshire, Bassetlaw, North Derbyshire and Hardwick**

**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%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,449	59.4%	
03N	NHS Sheffield CCG	410	65.8%	
02P	NHS Barnsley CCG	199	60.2%	
04J	NHS North Derbyshire CCG	234	57.8%	
02X	NHS Doncaster CCG	209	57.8%	
03L	NHS Rotherham CCG	212	55.1%	
02Q	NHS Bassetlaw CCG	85	54.5%	
03Y	NHS Hardwick CCG	100	50.4%	



## **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)