

National Cancer Patient Experience Survey

2017 Results

Peninsula Cancer Alliance

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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

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	2,730	76%	2,420	77%		76%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,551	86%	3,171	86%		85%	82%	86%	84%

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

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

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

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

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

8.9 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* :

81% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

93% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

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

91% 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

66% 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

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

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	Lower limit of expected range	Upper limit of expected range	

Diagnostic tests

Q5	Received all the information needed about the test	2,712	96%	94%	95%	95%
Q7	Given complete explanation of test results in understandable way	2,745	82%	78%	81%	79%

Finding out what was wrong with you

Q9	Patient felt they were told sensitively that they had cancer	3,169	87%	83%	87%	85%
Q10	Patient completely understood the explanation of what was wrong	3,203	75%	72%	75%	73%
Q11	Patient given easy to understand written information about the type of cancer they had	2,794	76%	71%	76%	73%

Deciding the best treatment for you

Q12	Patient felt that treatment options were completely explained	2,834	84%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	3,056	75%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	3,068	72%	64%	70%	67%
Q16	Patient definitely involved in decisions about care and treatment	3,111	81%	77%	80%	79%

Clinical Nurse Specialist

Q17	Patient given the name of the CNS who would support them through their treatment	3,098	93%	90%	93%	91%
Q19	Get understandable answers to important questions all or most of the time	2,443	91%	86%	90%	88%

Support for people with cancer

Q20	Hospital staff gave information about support groups	2,601	91%	82%	90%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	2,100	85%	80%	85%	82%
Q22	Hospital staff gave information on getting financial help	1,510	65%	53%	63%	58%

Hospital care as an inpatient

Q34	Always given enough privacy when discussing condition or treatment	1,829	88%	84%	87%	86%
Q35	Patient was able to discuss worries or fears with staff during visit	1,314	57%	49%	56%	53%
Q36	Hospital staff definitely did everything to help control pain	1,622	87%	82%	87%	84%
Q37	Always treated with respect and dignity by staff	1,825	91%	87%	90%	89%

Questions which scored outside expected range (continued)

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

Hospital care as an inpatient (continued)

Q39	Staff told patient who to contact if worried post discharge	1,759	96%	93%	96%	94%
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Hospital care as a day patient / outpatient

Q41	Patient was able to discuss worries or fears with staff during visit	2,343	75%	67%	74%	71%
Q48	Patient given understandable information about whether chemotherapy was working	1,368	71%	65%	71%	68%

Home care and support

Q49	Hospital staff gave family or someone close all the information needed to help with care at home	2,568	63%	57%	62%	59%
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Care from your general practice

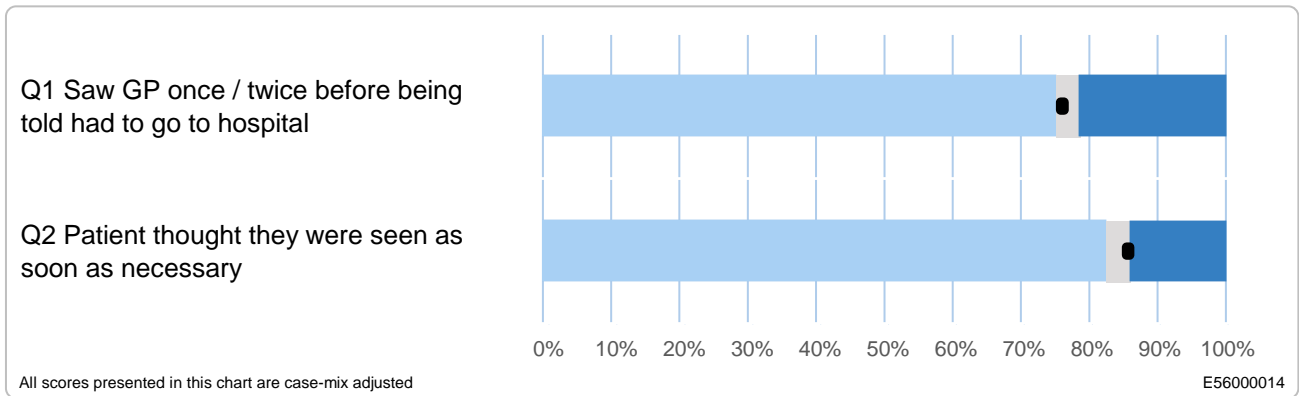
Q53	Practice staff definitely did everything they could to support patient	2,258	66%	56%	64%	60%
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Your overall NHS care

Q54	Hospital and community staff always worked well together	3,100	66%	58%	65%	62%
Q56	Overall the administration of the care was very good / good	3,185	91%	88%	91%	90%
Q59	Patient's average rating of care scored from very poor to very good	3,128	8.9	8.7	8.9	8.8

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	2,730	76%	2,420	77%		76%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,551	86%	3,171	86%		85%	82%	86%	84%

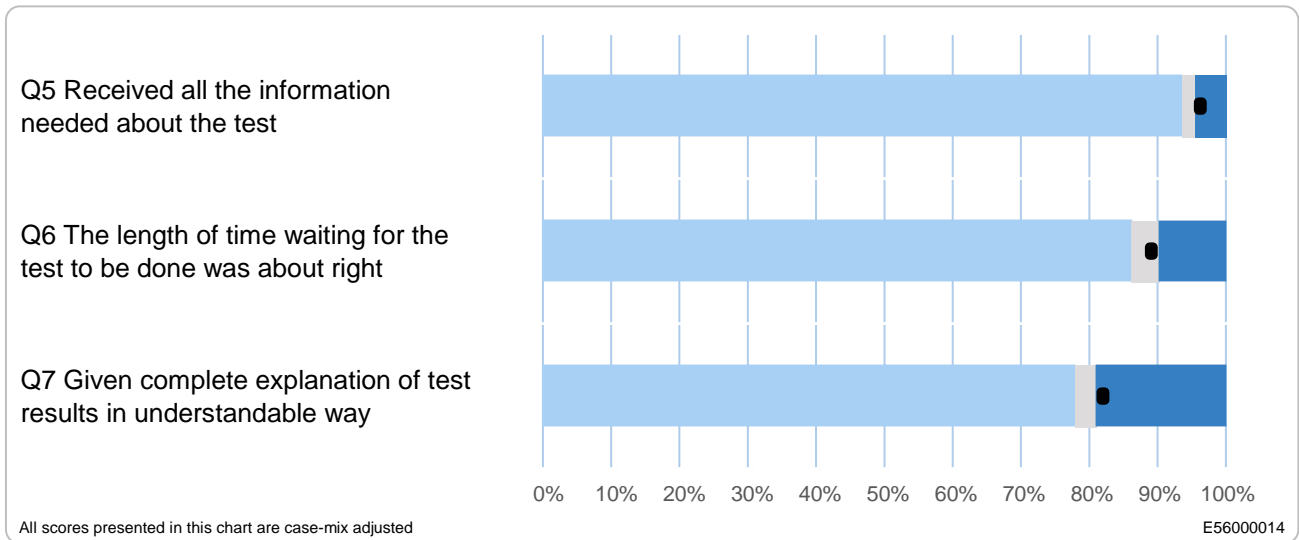
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Diagnostic Tests



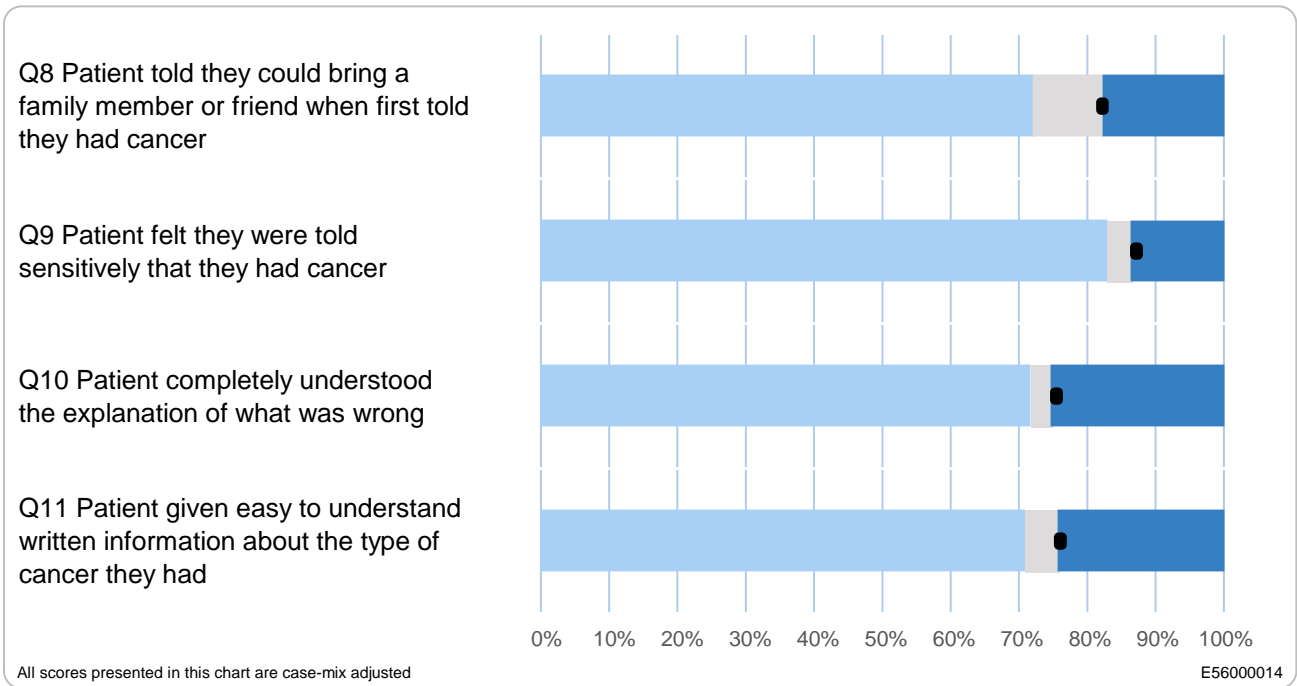
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q5	Received all the information needed about the test	3,087	96%	2,712	96%		96%	94%	95%	95%
Q6	The length of time waiting for the test to be done was about right	3,107	88%	2,728	89%		89%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	3,121	82%	2,745	82%		82%	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



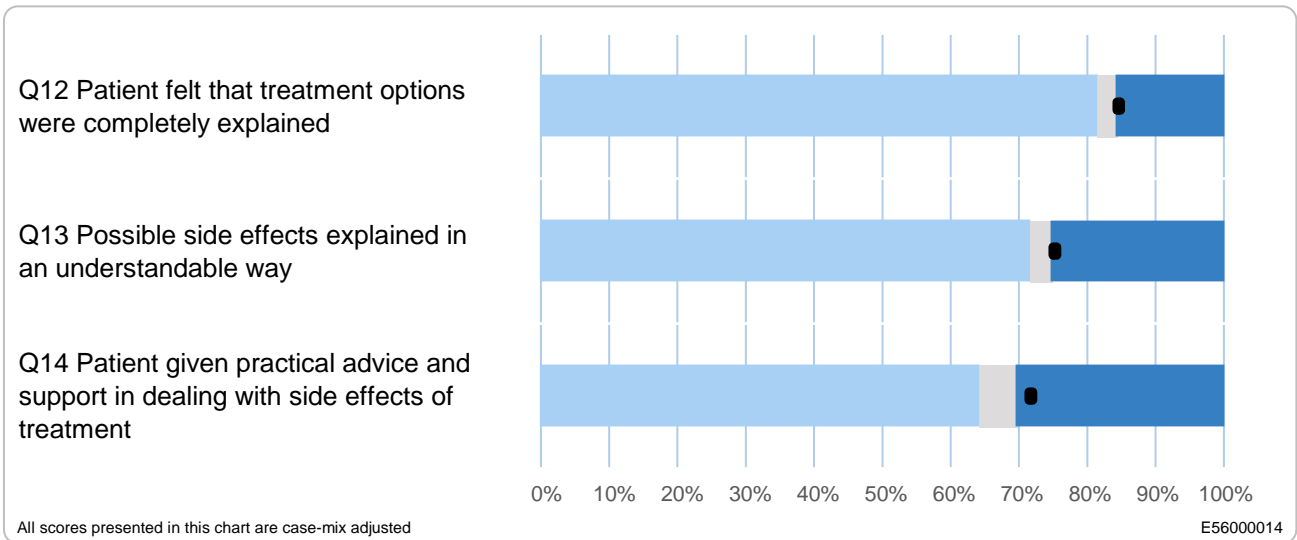
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	Number of respondents	2017	Change 2016-2017	National Average Score	2017 Score	Expected range - lower	Expected range - upper	
Score	Score								
Q8 Patient told they could bring a family member or friend when first told they had cancer	81%	3,347	82%		77%	82%	72%	82%	
Q9 Patient felt they were told sensitively that they had cancer	86%	3,555	87%		85%	87%	83%	87%	
Q10 Patient completely understood the explanation of what was wrong	76%	3,597	76%		73%	75%	72%	75%	
Q11 Patient given easy to understand written information about the type of cancer they had	77%	3,095	76%		73%	76%	71%	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

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



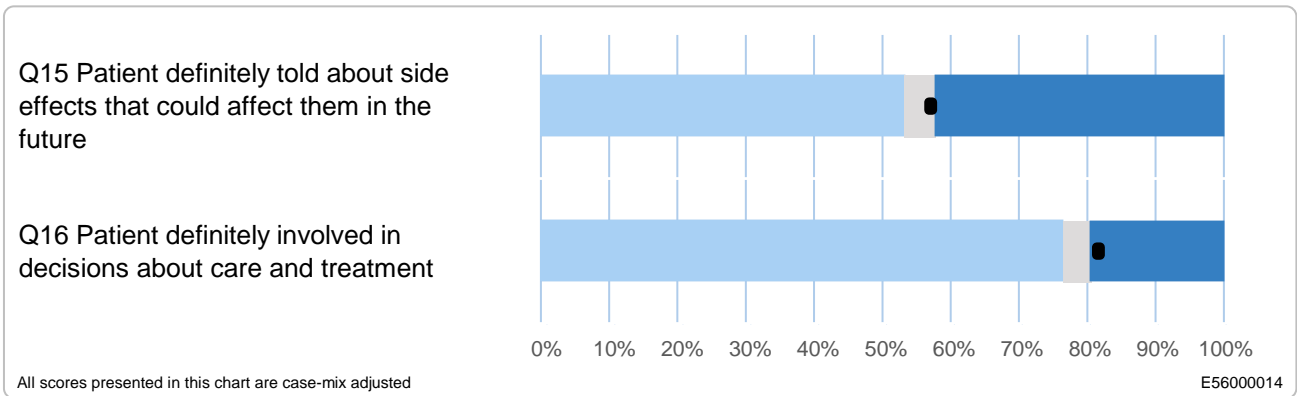
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	3,136	84%	2,834	85%		84%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	3,405	75%	3,056	75%		75%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	3,414	70%	3,068	72%		72%	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)



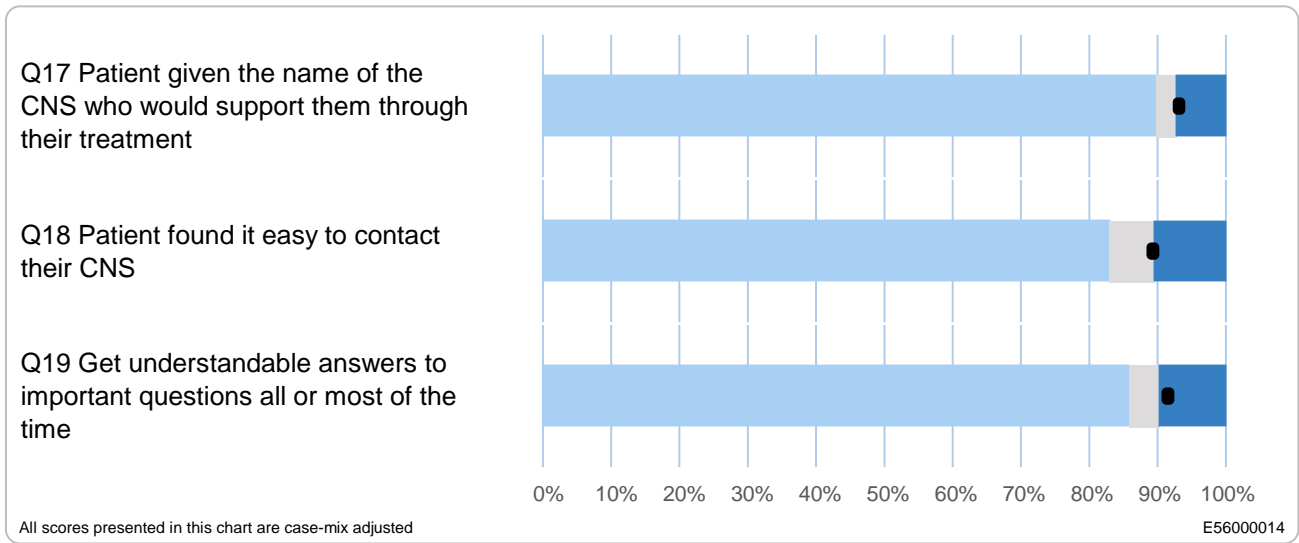
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	3,150	57%	2,853	58%		57%	53%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	3,482	81%	3,111	82%		81%	77%	80%	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



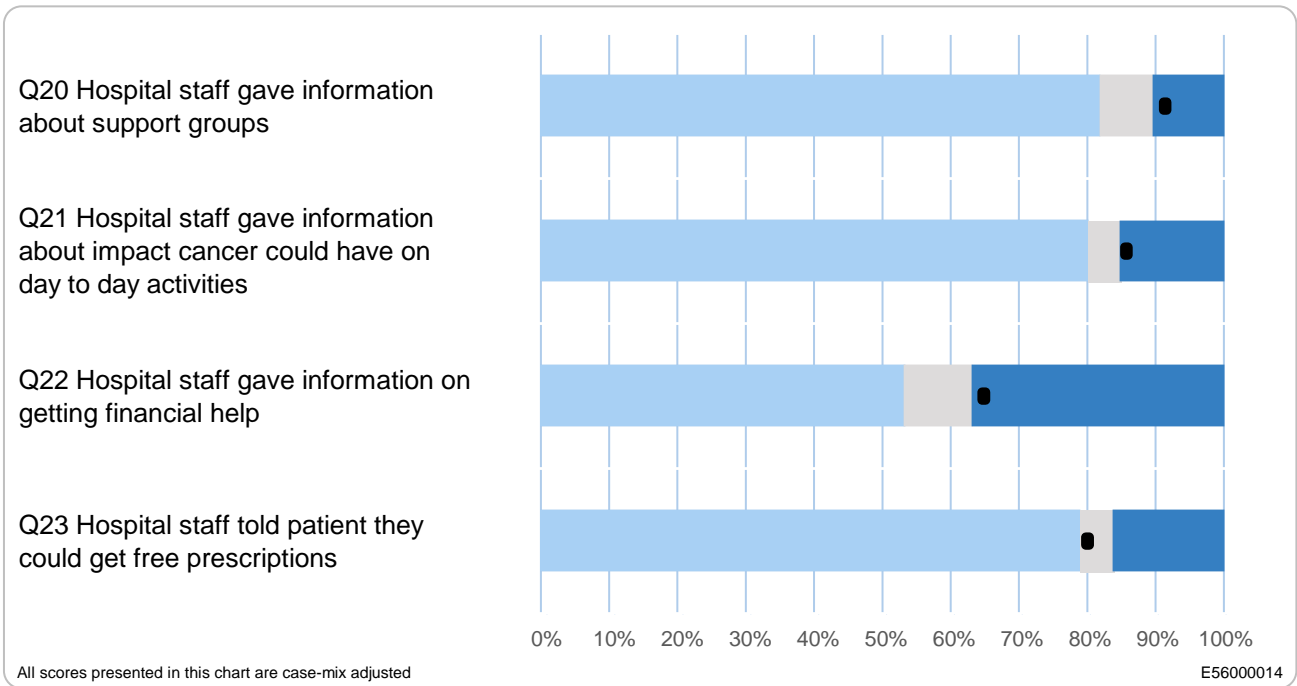
Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q17 Patient given the name of the CNS who would support them through their treatment	3,447	92%	3,098	93%		93%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	2,774	89%	2,540	89%		89%	83%	89%	86%
Q19 Get understandable answers to important questions all or most of the time	2,626	91%	2,443	91%		91%	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



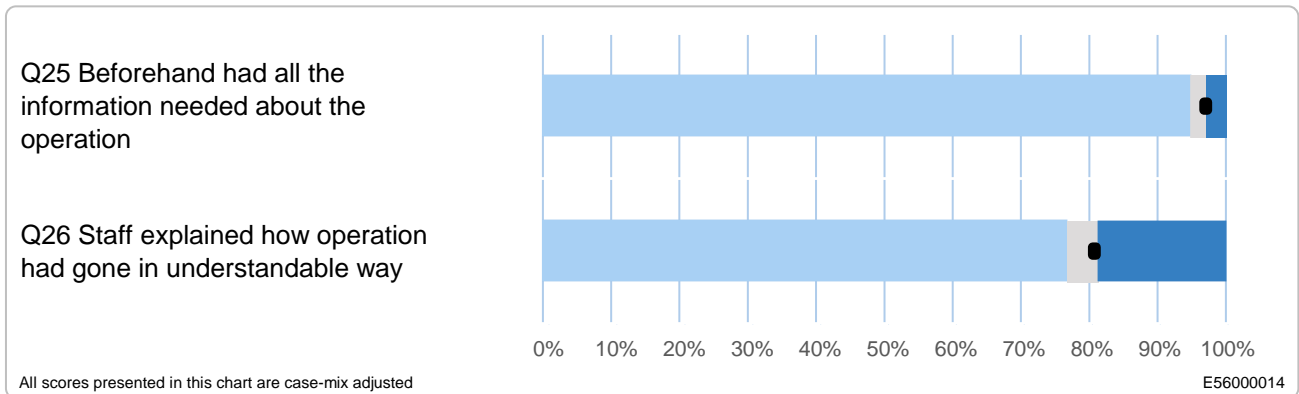
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	2,806	89%	2,601	91%		91%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,299	85%	2,100	86%		85%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,708	63%	1,510	64%		65%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,545	81%	1,409	80%		80%	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



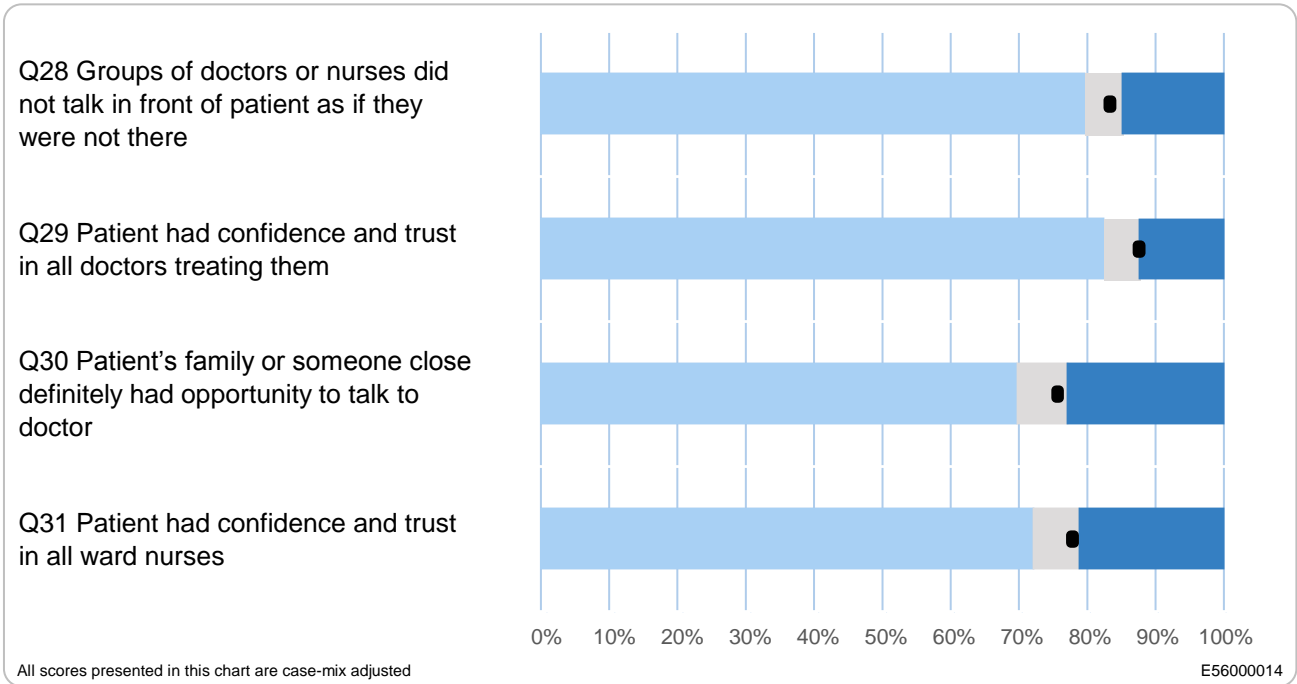
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	1,957	96%	1,713	97%		97%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,964	80%	1,709	81%		80%	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)



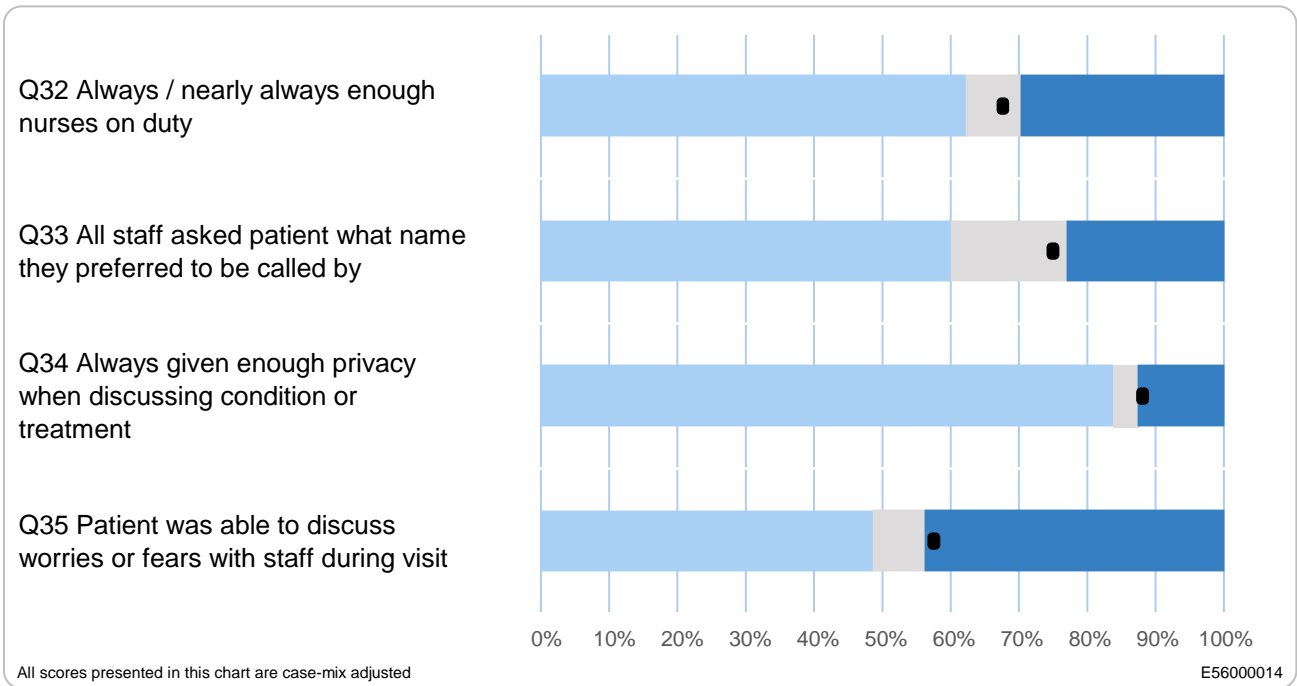
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	2,150	84%	1,829	83%		83%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	2,165	86%	1,832	88%		87%	82%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,781	75%	1,536	76%		75%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	2,158	77%	1,828	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)



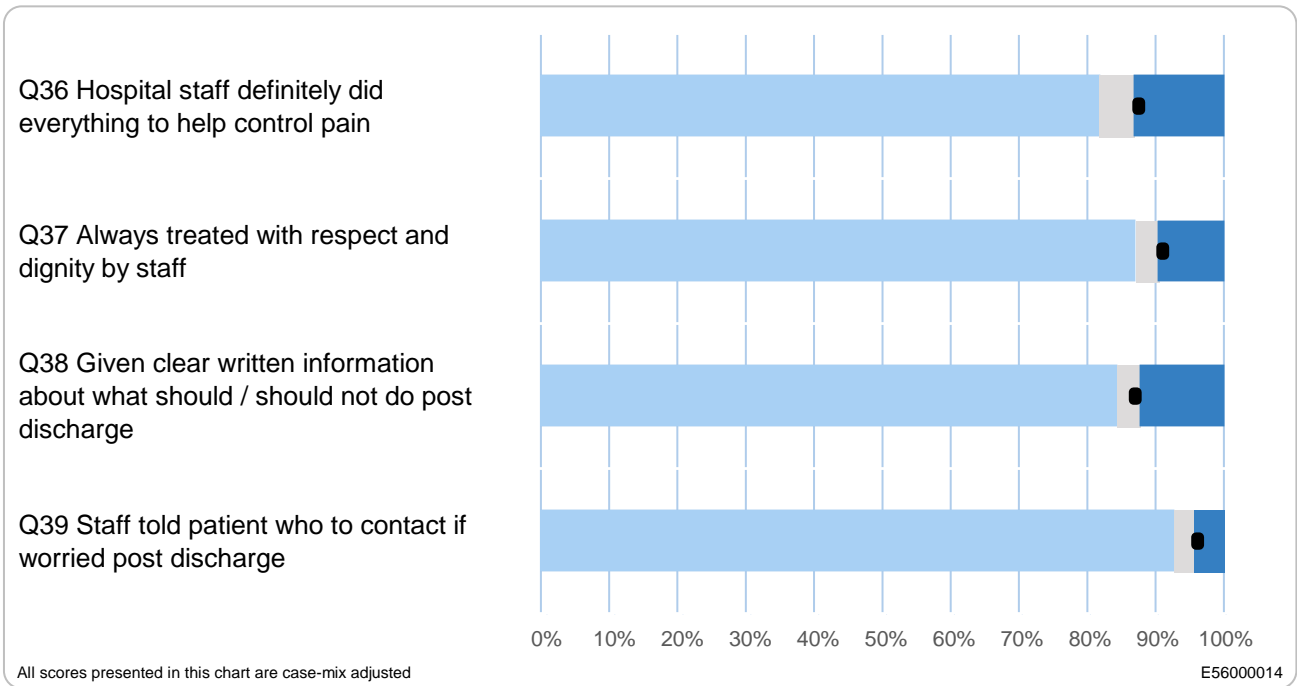
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	2,139	69%	1,814	68%		67%	62%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	2,133	74%	1,814	76%		75%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	2,152	85%	1,829	88%	↑	88%	84%	87%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,528	54%	1,314	58%		57%	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)



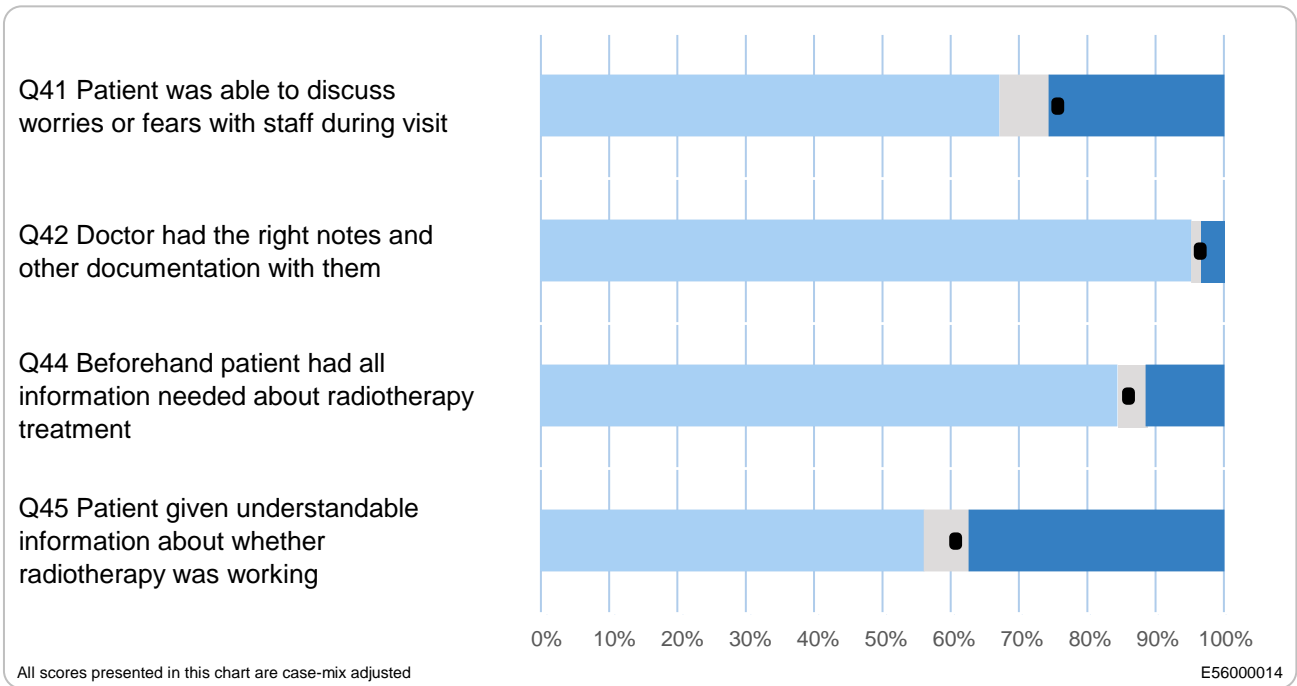
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,907	87%	1,622	88%		87%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	2,156	88%	1,825	91%	↑	91%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	2,025	85%	1,702	87%		87%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	2,085	95%	1,759	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)



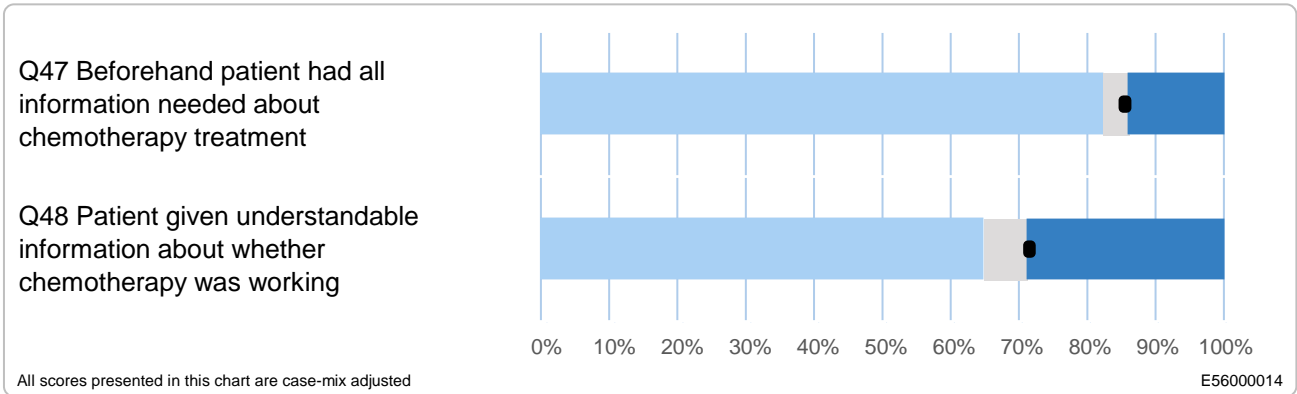
Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q41 Patient was able to discuss worries or fears with staff during visit	2,565	2,343	74%	76%		75%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	3,116	2,790	97%	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	1,054	1,025	87%	86%		86%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	874	848	59%	60%		60%	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)



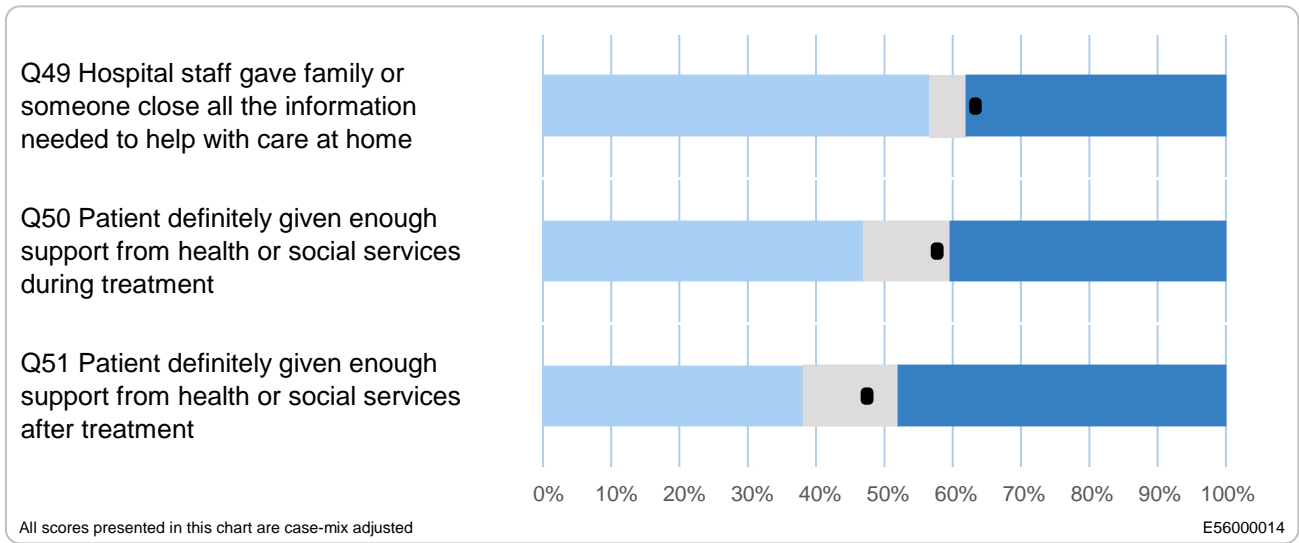
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,737	84%	1,508	85%		85%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,576	68%	1,368	72%	↑	71%	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



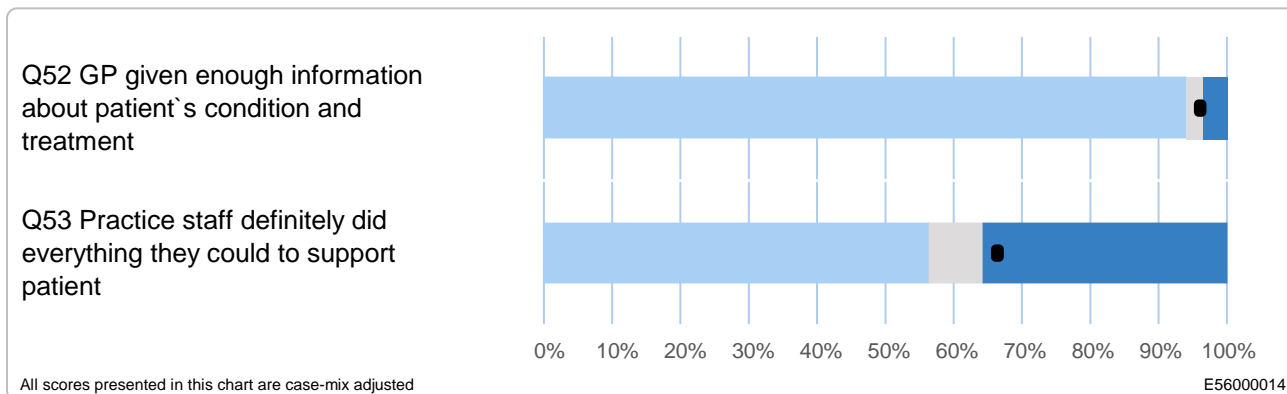
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
Number of respondents	Score	Number of respondents						Score	
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,826	62%	2,568	63%	↑	63%	57%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,644	57%	1,450	58%	↑	57%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	942	47%	869	48%	↑	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



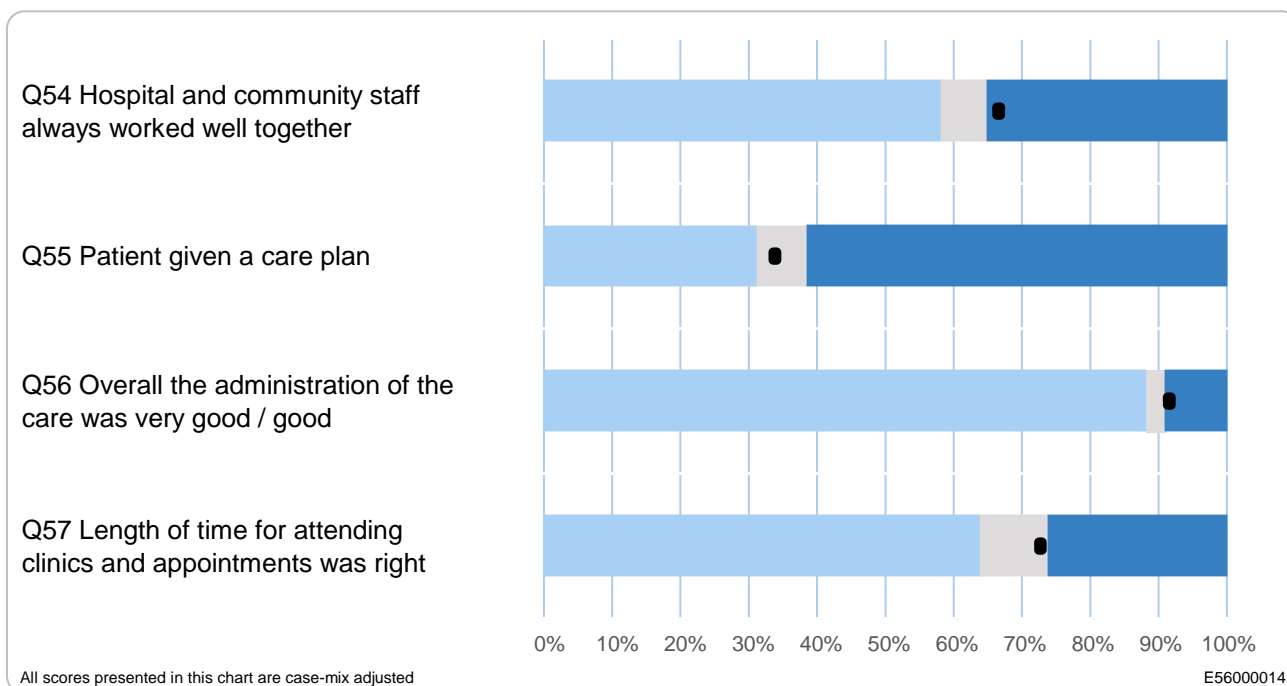
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	2,947	96%	2,614	96%		96%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	2,563	68%	2,258	67%		66%	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)



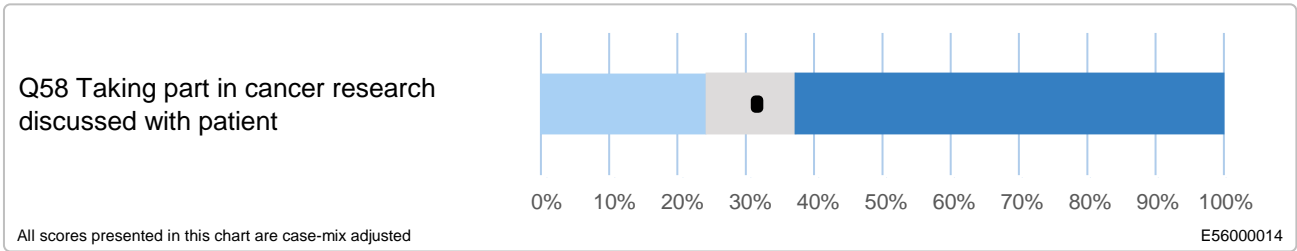
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	3,479	66%	3,100	67%		66%	58%	65%	62%
Q55 Patient given a care plan	2,772	30%	2,477	34%	↑	34%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	3,568	90%	3,185	91%		91%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	3,541	71%	3,172	73%		72%	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)

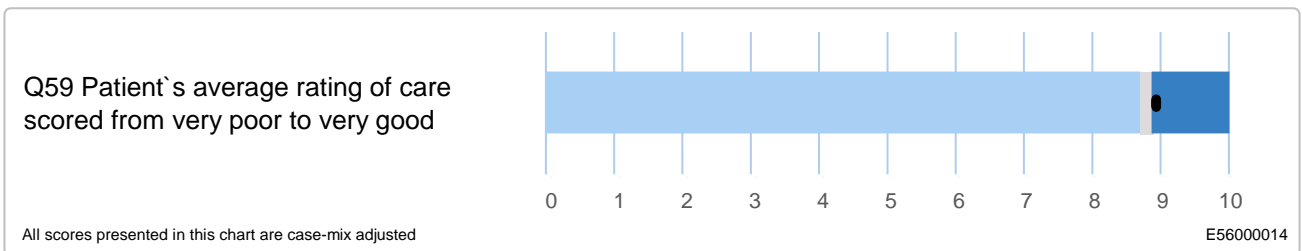
* Indicates where a score has been suppressed because there are less than 21 respondents.

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	3,415	27%	3,026	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	3,517	8.9	3,128	9.0		8.9	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	93%	94%	92%	90%
Colorectal / LGT	68%	72%	83%	82%
Gynaecological	78%	76%	87%	81%
Haematological	62%	64%	82%	82%
Head and Neck	77%	77%	83%	79%
Lung	63%	68%	88%	83%
Prostate	76%	79%	88%	87%
Sarcoma	74%	67%	76%	67%
Skin	91%	90%	86%	86%
Upper Gastro	84%	72%	74%	79%
Urological	79%	82%	84%	86%
Other	76%	72%	84%	79%
All Cancers	76%	77%	85%	84%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Peninsula**

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	98%	95%	92%	92%	85%	83%
Colorectal / LGT	97%	96%	90%	88%	85%	82%
Gynaecological	95%	93%	86%	86%	77%	76%
Haematological	96%	94%	91%	89%	81%	76%
Head and Neck	93%	91%	89%	86%	79%	77%
Lung	95%	95%	91%	88%	77%	78%
Prostate	93%	94%	88%	87%	81%	81%
Sarcoma	94%	91%	77%	79%	77%	75%
Skin	98%	95%	88%	87%	91%	84%
Upper Gastro	93%	93%	79%	84%	71%	75%
Urological	97%	94%	90%	88%	81%	79%
Other	96%	95%	89%	87%	82%	77%
All Cancers	96%	95%	89%	88%	82%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	91%	84%	94%	89%	81%	78%	77%	77%
Colorectal / LGT	85%	82%	90%	86%	83%	79%	76%	72%
Gynaecological	74%	71%	80%	82%	72%	73%	77%	71%
Haematological	75%	72%	83%	83%	63%	59%	81%	76%
Head and Neck	77%	73%	82%	85%	76%	74%	70%	65%
Lung	90%	77%	85%	83%	76%	75%	65%	65%
Prostate	86%	79%	85%	85%	78%	79%	81%	82%
Sarcoma	76%	70%	79%	82%	59%	67%	47%	59%
Skin	69%	66%	94%	88%	87%	81%	91%	83%
Upper Gastro	84%	78%	84%	80%	75%	73%	70%	66%
Urological	76%	73%	83%	83%	76%	77%	77%	73%
Other	80%	75%	89%	82%	75%	71%	69%	64%
All Cancers	82%	77%	87%	85%	75%	73%	76%	73%

§ 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	84%	84%	77%	75%	76%	70%
Colorectal / LGT	89%	86%	80%	77%	77%	71%
Gynaecological	85%	84%	83%	76%	72%	67%
Haematological	85%	80%	72%	70%	70%	65%
Head and Neck	84%	84%	67%	69%	65%	67%
Lung	85%	84%	71%	75%	74%	69%
Prostate	84%	83%	72%	73%	69%	65%
Sarcoma	79%	78%	71%	71%	68%	63%
Skin	91%	88%	86%	77%	83%	73%
Upper Gastro	86%	82%	70%	71%	69%	65%
Urological	81%	82%	73%	71%	63%	62%
Other	83%	80%	76%	72%	70%	64%
All Cancers	84%	83%	75%	73%	72%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA %	National	This CA %	National
Brain / CNS	*	55%	*	75%
Breast	56%	57%	83%	79%
Colorectal / LGT	70%	59%	84%	81%
Gynaecological	54%	54%	81%	79%
Haematological	51%	50%	83%	77%
Head and Neck	59%	58%	74%	77%
Lung	51%	54%	82%	79%
Prostate	64%	64%	82%	81%
Sarcoma	46%	53%	76%	77%
Skin	81%	66%	95%	86%
Upper Gastro	54%	52%	81%	77%
Urological	49%	53%	76%	76%
Other	56%	51%	79%	75%
All Cancers	57%	56%	81%	79%

* These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Peninsula**

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

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	95%	90%	90%	86%	68%	62%	71%	81%
Colorectal / LGT	93%	86%	89%	83%	65%	55%	87%	84%
Gynaecological	92%	85%	82%	81%	66%	59%	84%	77%
Haematological	89%	84%	86%	83%	64%	59%	86%	86%
Head and Neck	84%	84%	83%	82%	60%	61%	80%	82%
Lung	92%	85%	82%	80%	77%	69%	84%	85%
Prostate	93%	89%	88%	85%	63%	49%	86%	79%
Sarcoma	73%	79%	63%	74%	48%	53%	*	74%
Skin	95%	87%	93%	83%	82%	56%	70%	62%
Upper Gastro	90%	84%	79%	82%	49%	61%	89%	84%
Urological	81%	78%	71%	74%	41%	39%	67%	71%
Other	91%	82%	83%	78%	64%	57%	82%	81%
All Cancers	91%	86%	85%	82%	65%	58%	80%	81%

* These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Peninsula**

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	99%	97%	82%	79%
Colorectal / LGT	97%	96%	85%	83%
Gynaecological	97%	96%	84%	80%
Haematological	94%	93%	80%	75%
Head and Neck	91%	96%	78%	77%
Lung	90%	95%	79%	78%
Prostate	93%	96%	79%	78%
Sarcoma	93%	94%	73%	78%
Skin	98%	96%	87%	84%
Upper Gastro	100%	96%	89%	78%
Urological	96%	95%	69%	76%
Other	99%	95%	81%	78%
All Cancers	97%	96%	80%	79%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	94%	89%	91%	87%	81%	76%	84%	78%
Colorectal / LGT	74%	78%	87%	86%	75%	73%	77%	71%
Gynaecological	82%	86%	88%	86%	76%	74%	73%	72%
Haematological	77%	81%	87%	81%	78%	75%	78%	75%
Head and Neck	76%	81%	84%	84%	72%	73%	67%	72%
Lung	78%	76%	78%	82%	72%	75%	76%	76%
Prostate	87%	86%	92%	90%	78%	75%	81%	81%
Sarcoma	93%	81%	79%	81%	50%	69%	57%	70%
Skin	86%	89%	95%	90%	87%	79%	88%	83%
Upper Gastro	73%	74%	92%	83%	72%	71%	77%	71%
Urological	82%	80%	86%	86%	66%	69%	74%	78%
Other	84%	80%	82%	81%	75%	71%	75%	72%
All Cancers	83%	82%	87%	85%	75%	73%	78%	76%

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%	73%	64%	89%	87%	62%	56%
Colorectal / LGT	62%	62%	82%	71%	86%	85%	57%	53%
Gynaecological	61%	65%	74%	65%	86%	82%	60%	52%
Haematological	67%	63%	72%	69%	92%	86%	63%	55%
Head and Neck	63%	63%	73%	68%	79%	85%	56%	53%
Lung	70%	69%	73%	72%	84%	84%	48%	49%
Prostate	77%	71%	78%	69%	92%	89%	60%	53%
Sarcoma	57%	61%	64%	65%	82%	83%	45%	48%
Skin	84%	76%	72%	71%	97%	89%	74%	58%
Upper Gastro	68%	63%	89%	76%	97%	84%	50%	50%
Urological	69%	69%	73%	72%	85%	85%	52%	46%
Other	59%	62%	77%	69%	85%	83%	53%	48%
All Cancers	67%	66%	75%	69%	88%	86%	57%	53%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2017
Peninsula

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

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	75%	71%	96%	96%	88%	88%	62%	59%
Colorectal / LGT	79%	74%	96%	96%	85%	85%	64%	58%
Gynaecological	69%	69%	95%	96%	79%	85%	55%	65%
Haematological	80%	73%	97%	97%	86%	83%	64%	60%
Head and Neck	73%	70%	96%	96%	76%	86%	64%	64%
Lung	71%	70%	97%	95%	87%	86%	55%	58%
Prostate	76%	74%	95%	96%	85%	88%	59%	59%
Sarcoma	82%	70%	94%	95%	*	81%	*	53%
Skin	82%	72%	98%	96%	n.a.	77%	n.a.	70%
Upper Gastro	71%	70%	99%	95%	77%	86%	43%	56%
Urological	70%	66%	97%	96%	83%	84%	57%	54%
Other	78%	68%	97%	95%	85%	87%	59%	59%
All Cancers	75%	71%	96%	96%	86%	87%	60%	59%

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	85%	83%	67%	62%
Colorectal / LGT	86%	84%	76%	66%
Gynaecological	86%	86%	64%	67%
Haematological	87%	84%	78%	75%
Head and Neck	66%	78%	62%	58%
Lung	87%	85%	67%	69%
Prostate	90%	86%	65%	69%
Sarcoma	55%	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	81%	84%	65%	64%
Urological	85%	84%	68%	69%
Other	88%	85%	77%	69%
All Cancers	85%	84%	71%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	65%	59%	60%	53%	46%	42%
Colorectal / LGT	66%	62%	63%	62%	56%	52%
Gynaecological	60%	57%	43%	47%	31%	38%
Haematological	63%	61%	59%	52%	51%	45%
Head and Neck	61%	63%	61%	56%	45%	50%
Lung	59%	58%	54%	51%	38%	42%
Prostate	60%	60%	55%	50%	49%	44%
Sarcoma	66%	57%	38%	49%	*	43%
Skin	76%	67%	68%	61%	65%	59%
Upper Gastro	57%	59%	51%	53%	32%	45%
Urological	58%	58%	44%	48%	46%	45%
Other	67%	56%	63%	53%	52%	45%
All Cancers	63%	59%	57%	53%	47%	45%

* These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Peninsula**

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%	64%	61%
Colorectal / LGT	97%	95%	65%	60%
Gynaecological	92%	95%	62%	56%
Haematological	96%	96%	71%	58%
Head and Neck	96%	93%	63%	60%
Lung	92%	95%	59%	60%
Prostate	98%	96%	71%	67%
Sarcoma	80%	94%	54%	55%
Skin	98%	96%	72%	69%
Upper Gastro	92%	93%	72%	60%
Urological	96%	95%	63%	62%
Other	96%	95%	69%	58%
All Cancers	96%	95%	66%	60%

[§] 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	69%	62%	38%	38%	92%	91%	76%	68%
Colorectal / LGT	65%	61%	38%	38%	93%	89%	73%	71%
Gynaecological	64%	58%	29%	31%	89%	89%	76%	67%
Haematological	70%	63%	27%	34%	96%	92%	63%	65%
Head and Neck	58%	59%	31%	35%	88%	88%	69%	68%
Lung	60%	63%	24%	33%	93%	90%	76%	71%
Prostate	72%	66%	40%	36%	91%	89%	79%	74%
Sarcoma	54%	55%	22%	30%	89%	87%	77%	65%
Skin	78%	70%	53%	44%	91%	89%	85%	75%
Upper Gastro	66%	57%	33%	34%	89%	87%	70%	68%
Urological	66%	63%	31%	30%	86%	87%	79%	75%
Other	63%	57%	31%	30%	89%	88%	68%	65%
All Cancers	66%	62%	34%	35%	91%	90%	72%	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	30%	31%	9.0	8.9
Colorectal / LGT	39%	30%	8.9	8.8
Gynaecological	34%	36%	8.9	8.8
Haematological	34%	33%	9.1	8.9
Head and Neck	23%	18%	8.7	8.7
Lung	18%	36%	8.9	8.7
Prostate	35%	35%	8.9	8.8
Sarcoma	54%	39%	8.7	8.6
Skin	11%	18%	9.1	8.9
Upper Gastro	41%	34%	8.9	8.7
Urological	26%	20%	8.8	8.7
Other	31%	33%	8.9	8.7
All Cancers	31%	31%	8.9	8.8

[§] 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%
E56000014	5,021	292	4,729	1,324	161	3,244	65%

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	12
Breast	699
Gynaecological	155
Colorectal / LGT	329
Lung	167
Skin	142
Haematological	486
Upper Gastro	93
Other	408
Urological	212
Prostate	415
Sarcoma	39
Head and Neck	87

* 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	4	15	79	260	691	417	76	1,549
Female	5	21	54	260	380	545	347	83	1,695
Total	12	25	69	339	640	1,236	764	159	3,244

**National Cancer Patient Experience Survey 2017
Peninsula**

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
REF	Royal Cornwall Hospitals NHS Trust		22	30
RH8	Royal Devon and Exeter NHS Foundation Trust		23	29
RA9	Torbay and South Devon NHS Foundation Trust		42	10
RBZ	Northern Devon Healthcare NHS Trust	5	44	3
RK9	Plymouth Hospitals NHS Trust	9	40	3

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - Trusts

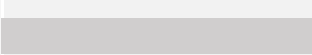






Q59 Patient`s average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	66,563	8.80	
E56000014	Peninsula	3,128	8.93	
RH8	Royal Devon and Exeter NHS Foundation Trust	926	9.03	
REF	Royal Cornwall Hospitals NHS Trust	599	9.01	
RA9	Torbay and South Devon NHS Foundation Trust	535	9.00	
RBZ	Northern Devon Healthcare NHS Trust	215	8.82	
RK9	Plymouth Hospitals NHS Trust	812	8.75	

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - Trusts

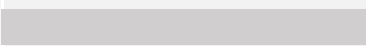

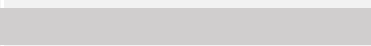
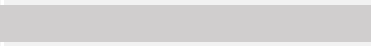
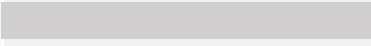
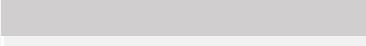
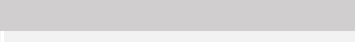
Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E56000014	Peninsula	3,111	81.4%	
REF	Royal Cornwall Hospitals NHS Trust	599	84.0%	
RH8	Royal Devon and Exeter NHS Foundation Trust	919	83.2%	
RA9	Torbay and South Devon NHS Foundation Trust	525	80.9%	
RK9	Plymouth Hospitals NHS Trust	816	79.0%	
RBZ	Northern Devon Healthcare NHS Trust	210	77.5%	

National Cancer Patient Experience Survey 2017
Peninsula

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%	
E56000014	Peninsula	3,098	92.9%	
REF	Royal Cornwall Hospitals NHS Trust	599	94.1%	
RK9	Plymouth Hospitals NHS Trust	796	93.4%	
RA9	Torbay and South Devon NHS Foundation Trust	529	93.3%	
RH8	Royal Devon and Exeter NHS Foundation Trust	921	92.0%	
RBZ	Northern Devon Healthcare NHS Trust	213	89.1%	

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - Trusts

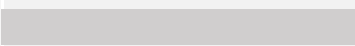


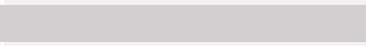
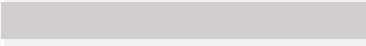
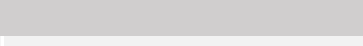
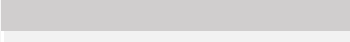
Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E56000014	Peninsula	2,540	89.1%	
REF	Royal Cornwall Hospitals NHS Trust	496	92.8%	
RBZ	Northern Devon Healthcare NHS Trust	180	90.6%	
RH8	Royal Devon and Exeter NHS Foundation Trust	742	89.3%	
RA9	Torbay and South Devon NHS Foundation Trust	435	88.2%	
RK9	Plymouth Hospitals NHS Trust	647	85.3%	

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - Trusts

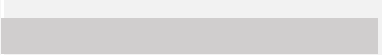




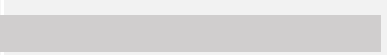
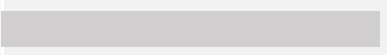
Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E56000014	Peninsula	1,825	90.8%	
RH8	Royal Devon and Exeter NHS Foundation Trust	544	92.7%	
REF	Royal Cornwall Hospitals NHS Trust	378	91.9%	
RBZ	Northern Devon Healthcare NHS Trust	89	91.6%	
RA9	Torbay and South Devon NHS Foundation Trust	259	90.9%	
RK9	Plymouth Hospitals NHS Trust	521	88.2%	

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - Trusts

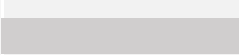


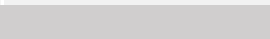

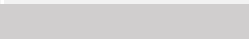

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000014	Peninsula	1,759	95.9%	
RH8	Royal Devon and Exeter NHS Foundation Trust	525	97.1%	
RA9	Torbay and South Devon NHS Foundation Trust	254	96.8%	
REF	Royal Cornwall Hospitals NHS Trust	359	96.2%	
RBZ	Northern Devon Healthcare NHS Trust	87	95.1%	
RK9	Plymouth Hospitals NHS Trust	503	94.7%	

National Cancer Patient Experience Survey 2017
Peninsula

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%	
E56000014	Peninsula	2,258	66.1%	
RH8	Royal Devon and Exeter NHS Foundation Trust	695	70.1%	
RBZ	Northern Devon Healthcare NHS Trust	167	67.8%	
REF	Royal Cornwall Hospitals NHS Trust	443	66.7%	
RA9	Torbay and South Devon NHS Foundation Trust	355	62.2%	
RK9	Plymouth Hospitals NHS Trust	566	61.9%	

**National Cancer Patient Experience Survey 2017
Peninsula**

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
11N	NHS Kernow CCG	1	30	21
99Q	NHS South Devon and Torbay CCG		36	16
99P	NHS Northern, Eastern and Western Devon CCG		37	15

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - CCGs

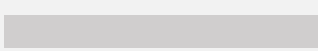

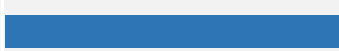


Q59 Patient's average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	66,563	8.80	
E56000014	Peninsula	3,128	8.93	
99Q	NHS South Devon and Torbay CCG	648	8.98	
11N	NHS Kernow CCG	914	8.92	
99P	NHS Northern, Eastern and Western Devon CCG	1,566	8.92	

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - CCGs

Q16 Patient definitely involved in decisions about care and treatment

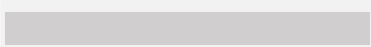
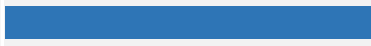
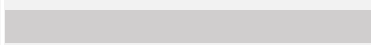


<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000014	Peninsula	3,111	81.4%	
11N	NHS Kernow CCG	909	82.8%	
99Q	NHS South Devon and Torbay CCG	642	82.1%	
99P	NHS Northern, Eastern and Western Devon CCG	1,560	80.4%	

**National Cancer Patient Experience Survey 2017
Peninsula**

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%	
E56000014	Peninsula	3,098	92.9%	
11N	NHS Kernow CCG	904	93.7%	
99Q	NHS South Devon and Torbay CCG	643	93.4%	
99P	NHS Northern, Eastern and Western Devon CCG	1,551	92.2%	

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - CCGs

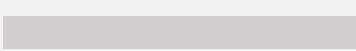

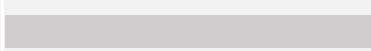


Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000014	Peninsula	2,540	89.1%	
11N	NHS Kernow CCG	749	90.5%	
99Q	NHS South Devon and Torbay CCG	529	89.1%	
99P	NHS Northern, Eastern and Western Devon CCG	1,262	88.1%	

**National Cancer Patient Experience Survey 2017
Peninsula**

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

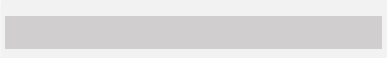
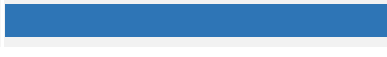



Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000014	Peninsula	1,825	90.8%	
99Q	NHS South Devon and Torbay CCG	341	91.9%	
11N	NHS Kernow CCG	600	90.8%	
99P	NHS Northern, Eastern and Western Devon CCG	884	90.4%	

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - CCGs

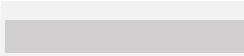
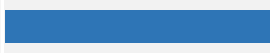

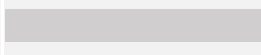
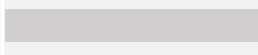
Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000014	Peninsula	1,759	95.9%	
99Q	NHS South Devon and Torbay CCG	337	96.3%	
11N	NHS Kernow CCG	571	96.2%	
99P	NHS Northern, Eastern and Western Devon CCG	851	95.6%	

National Cancer Patient Experience Survey 2017
Peninsula

Annex (continued)
Dashboard Questions - CCGs

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	45,919	60.4%	
E56000014	Peninsula	2,258	66.1%	
99P	NHS Northern, Eastern and Western Devon CCG	1,166	68.0%	
11N	NHS Kernow CCG	670	64.5%	
99Q	NHS South Devon and Torbay CCG	422	63.7%	

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

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

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

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



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

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

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

Further information on Quality Health is available at:

www.quality-health.co.uk

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

www.ncpes.co.uk