

# **National Cancer Patient Experience Survey**

## **2017 Results**

### **National Cancer Vanguard - North West and South West London**

### **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	2,438	74%	2,276	75%		76%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,352	79%	3,199	82%		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\* :

**77%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

**92%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

**84%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

**88%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

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

**57%** 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  
National Cancer Vanguard: North West and South West London

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	

**Deciding the best treatment for you**

Q13	Possible side effects explained in an understandable way	3,140	72%	72%	75%	73%
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**Clinical Nurse Specialist**

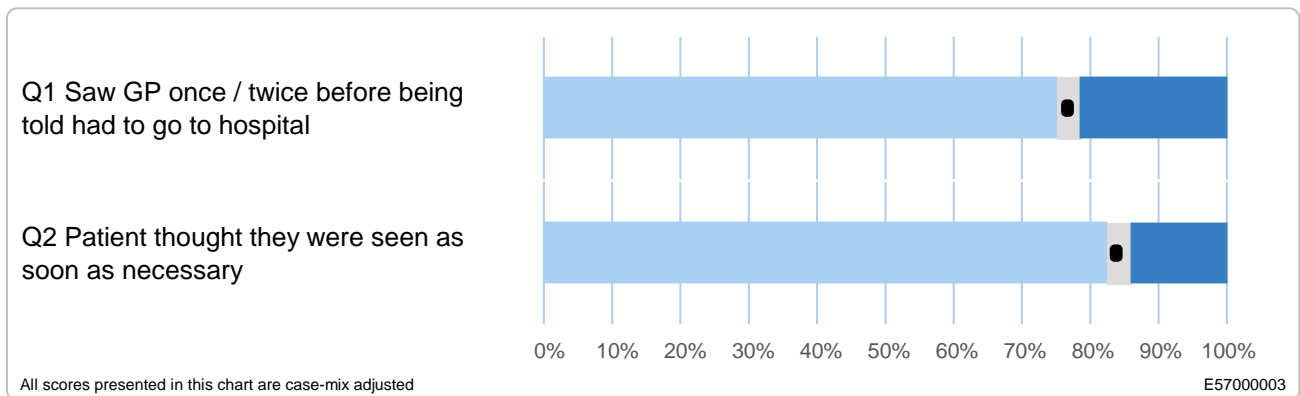
Q19	Get understandable answers to important questions all or most of the time	2,517	86%	86%	90%	88%
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**Your overall NHS care**

Q58	Taking part in cancer research discussed with patient	3,042	44%	24%	37%	31%
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## Cancer Alliance results

### Seeing your GP



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					
Q1	Saw GP once / twice before being told had to go to hospital	2,438	74%	2,276	75%		76%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,352	79%	3,199	82%		84%	82%	86%	84%

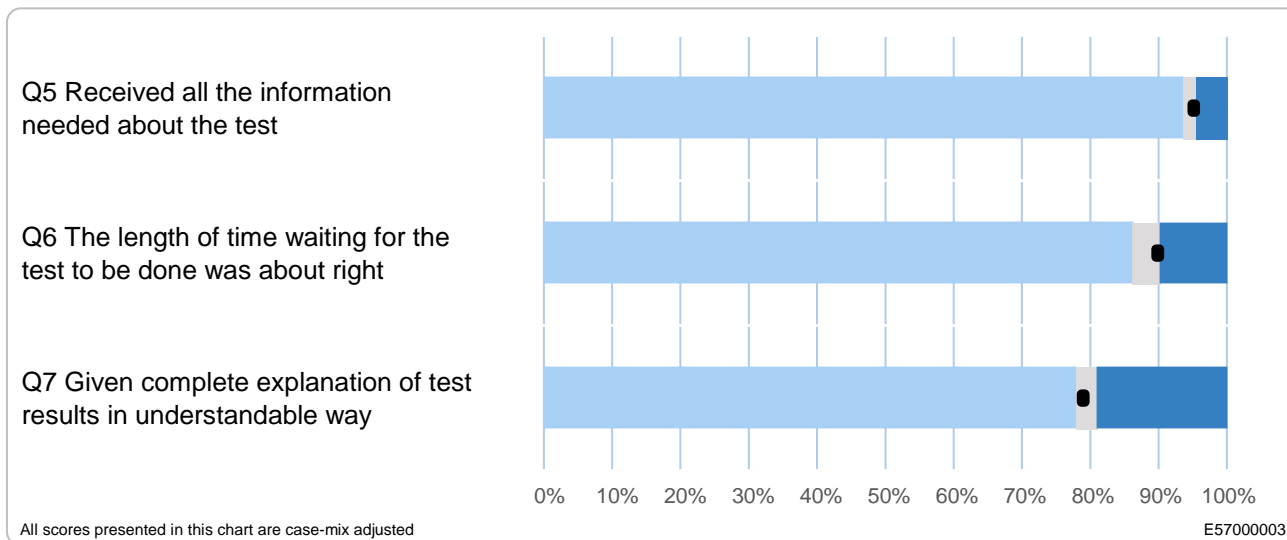
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Diagnostic Tests



Question		Unadjusted Scores				2017 Case Mix Adjusted				
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score	2017 Score	Expected range - lower					
Q5	Received all the information needed about the test	2,871	93%	2,701	94%		95%	94%	95%	95%
Q6	The length of time waiting for the test to be done was about right	2,912	88%	2,724	89%		90%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	2,915	76%	2,753	77%		79%	78%	81%	79%

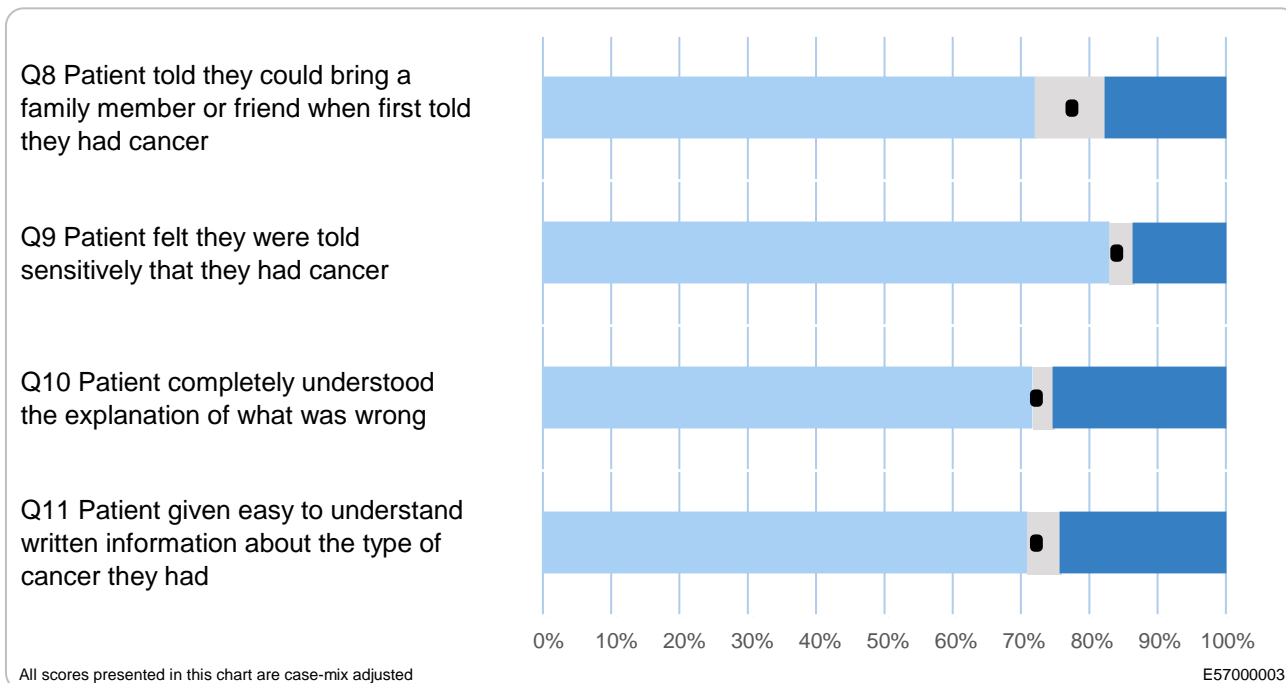
↑ or ↓

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

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

## Cancer Alliance results

### Finding out what was wrong with you



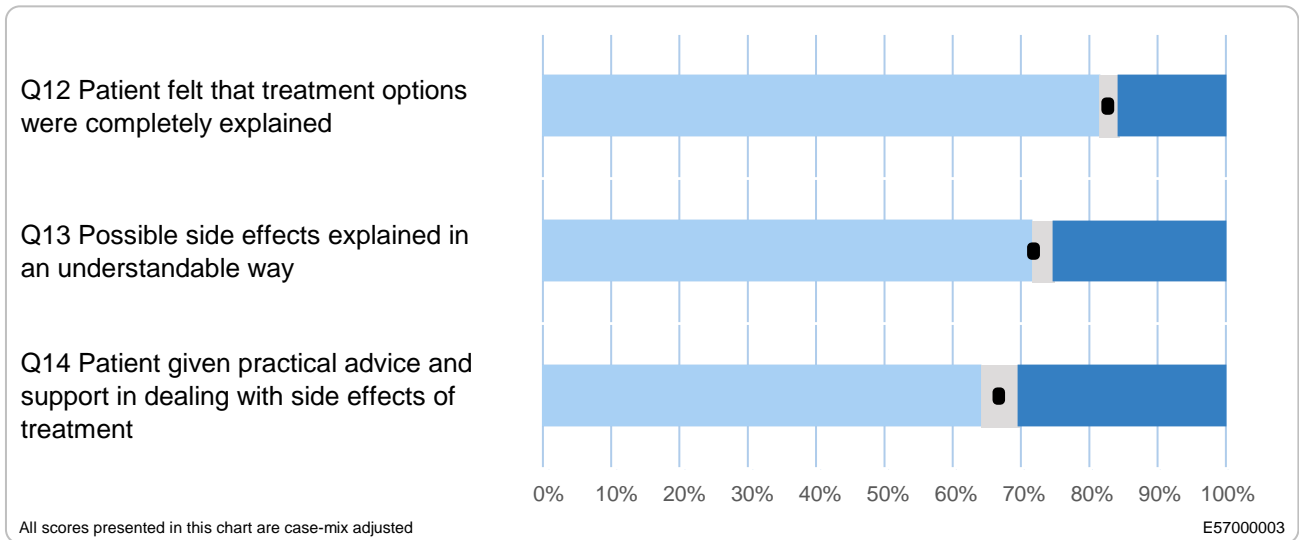
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	3,107	75%	2,983	77%		77%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	3,338	84%	3,195	83%		84%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	3,383	71%	3,250	70%		72%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	2,938	71%	2,835	71%		72%	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)



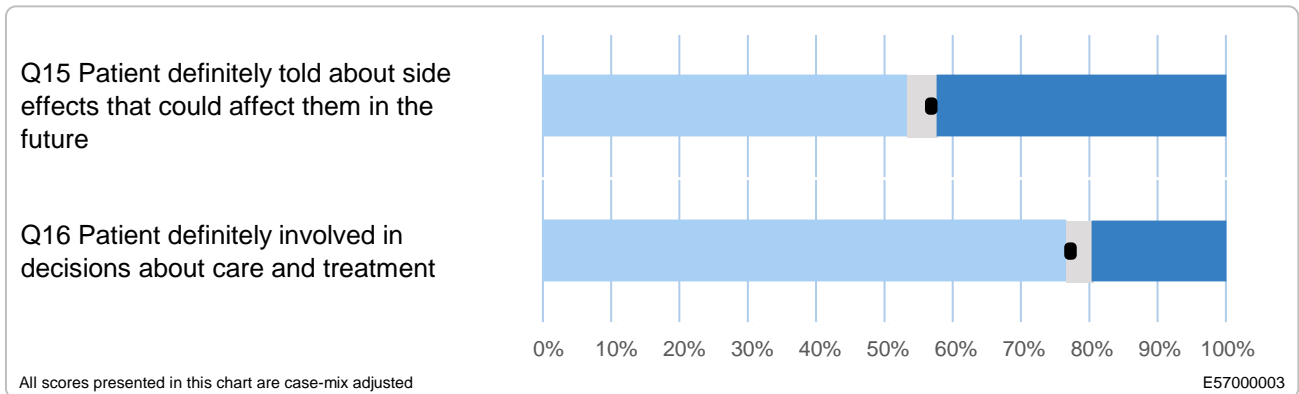
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	2,979	81%	2,887	82%		82%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	3,260	71%	3,140	71%		72%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	3,227	64%	3,094	65%		67%	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)



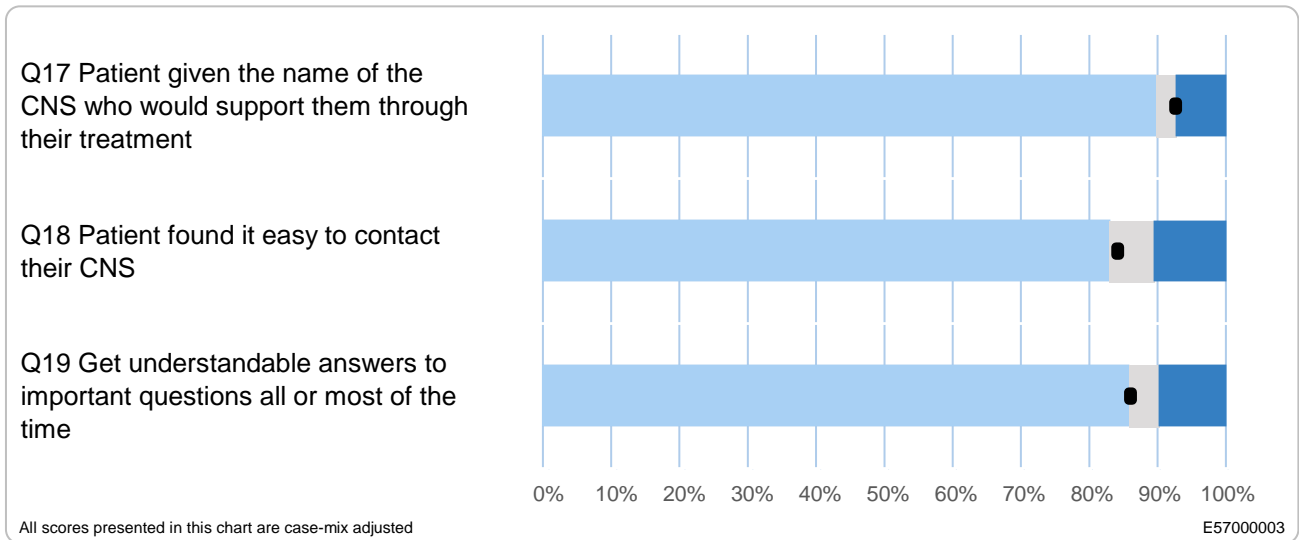
Question	Unadjusted Scores					Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017		2017 Score		Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	3,063	52%	2,965	56%	↑	57%	53%	58%	56%	
Q16 Patient definitely involved in decisions about care and treatment	3,279	75%	3,141	75%		77%	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)

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## Cancer Alliance results

### Clinical Nurse Specialist



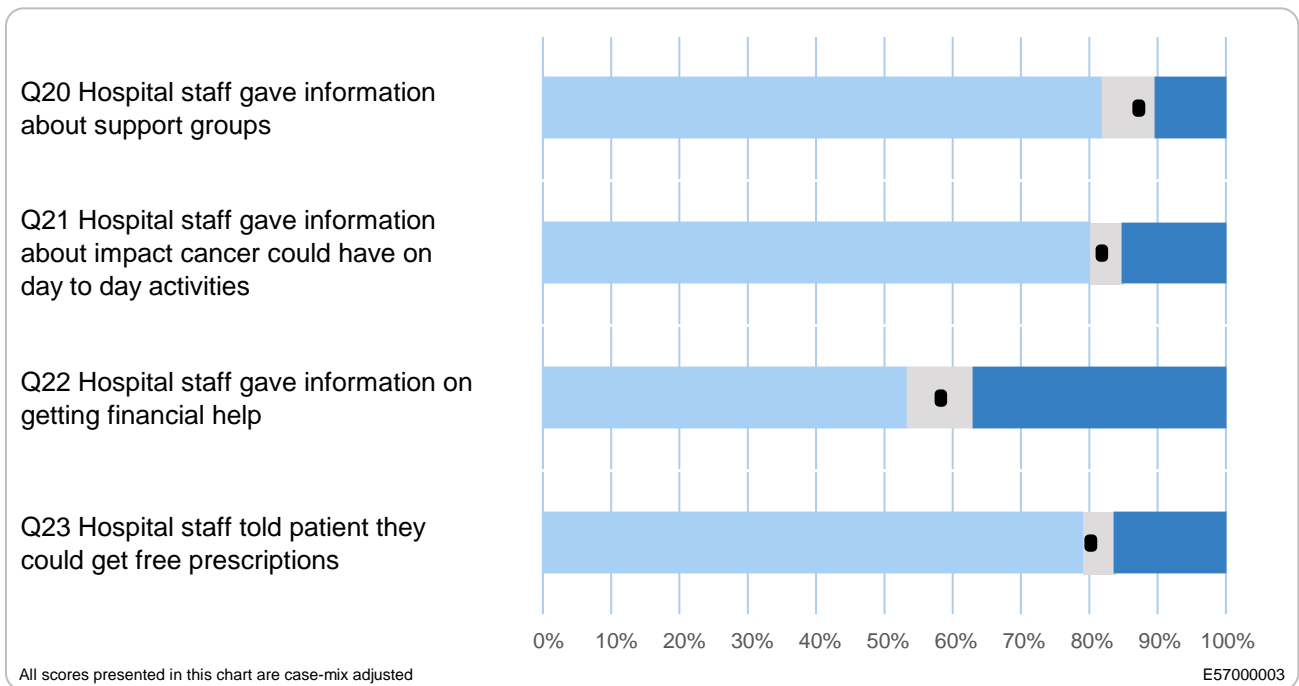
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	3,257	91%	3,139	92%		92%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	2,755	84%	2,612	83%		84%	83%	89%	86%
Q19 Get understandable answers to important questions all or most of the time	2,604	86%	2,517	84%		86%	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	2,494	84%	2,531	86%		87%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,281	80%	2,226	81%		82%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,766	55%	1,684	58%		58%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,814	80%	1,758	80%		80%	79%	84%	81%

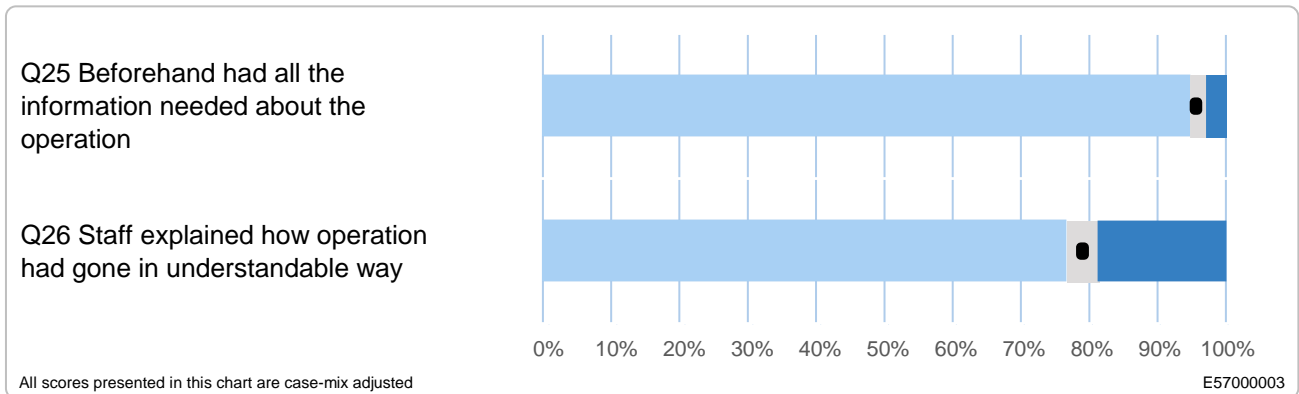
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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



## Cancer Alliance results

### Operations



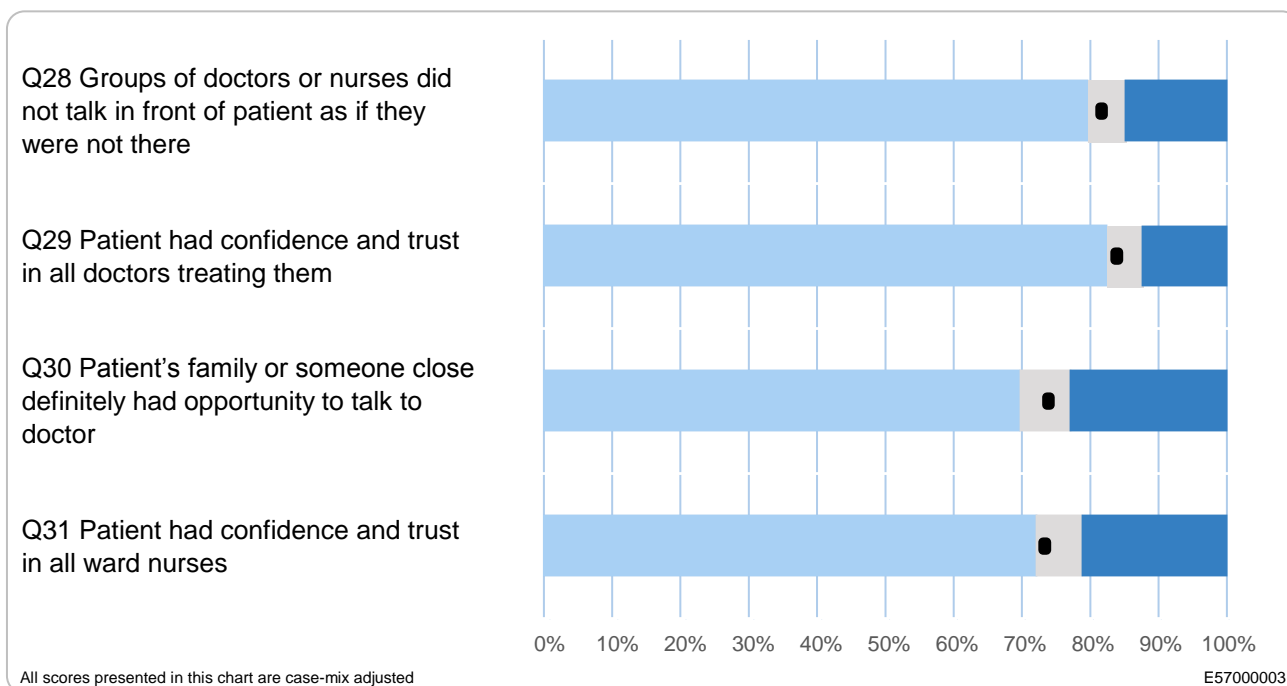
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	1,683	94%	1,608	95%		95%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,680	78%	1,606	77%		79%	77%	81%	79%

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

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

## Cancer Alliance results

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



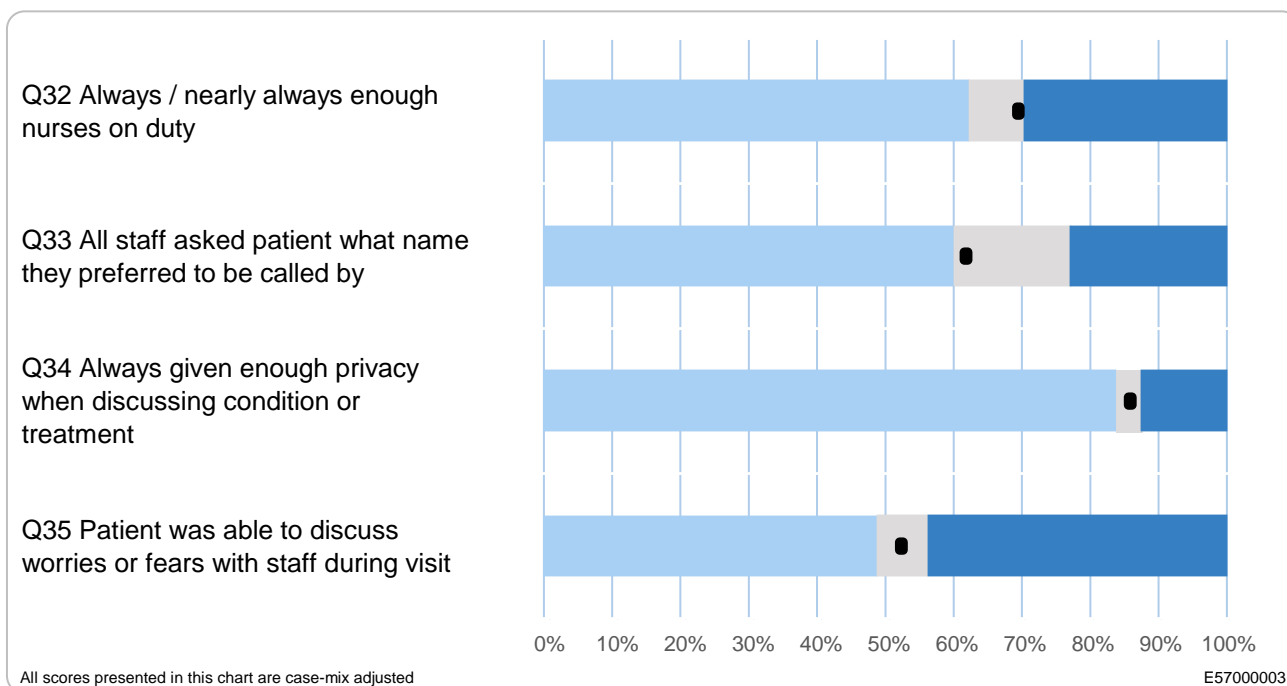
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28	1,964	80%	1,841	79%		81%	80%	85%	82%
Q29	1,987	84%	1,852	83%		84%	82%	88%	85%
Q30	1,627	73%	1,535	73%		74%	70%	77%	73%
Q31	1,980	72%	1,853	72%		73%	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)



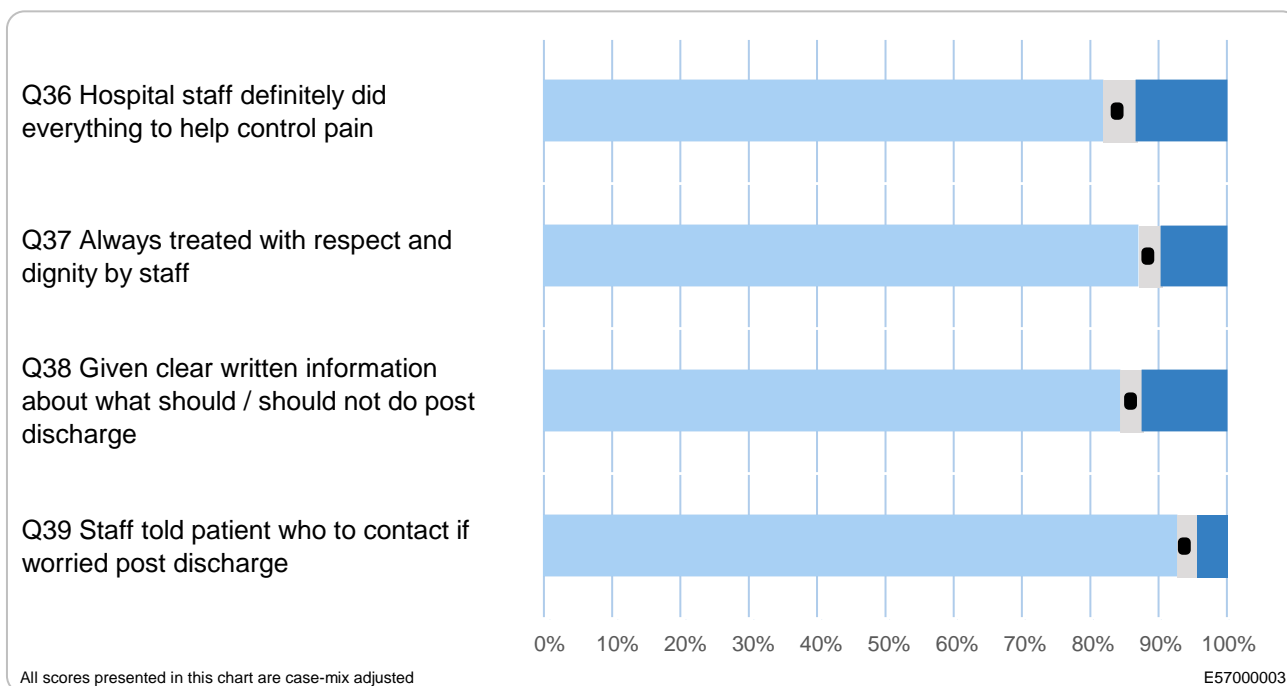
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	1,976	70%	1,845	68%		69%	62%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	1,953	56%	1,823	60%	↑	62%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,976	84%	1,846	85%		86%	84%	87%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,487	53%	1,421	51%		52%	49%	56%	53%

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

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

## Cancer Alliance results

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



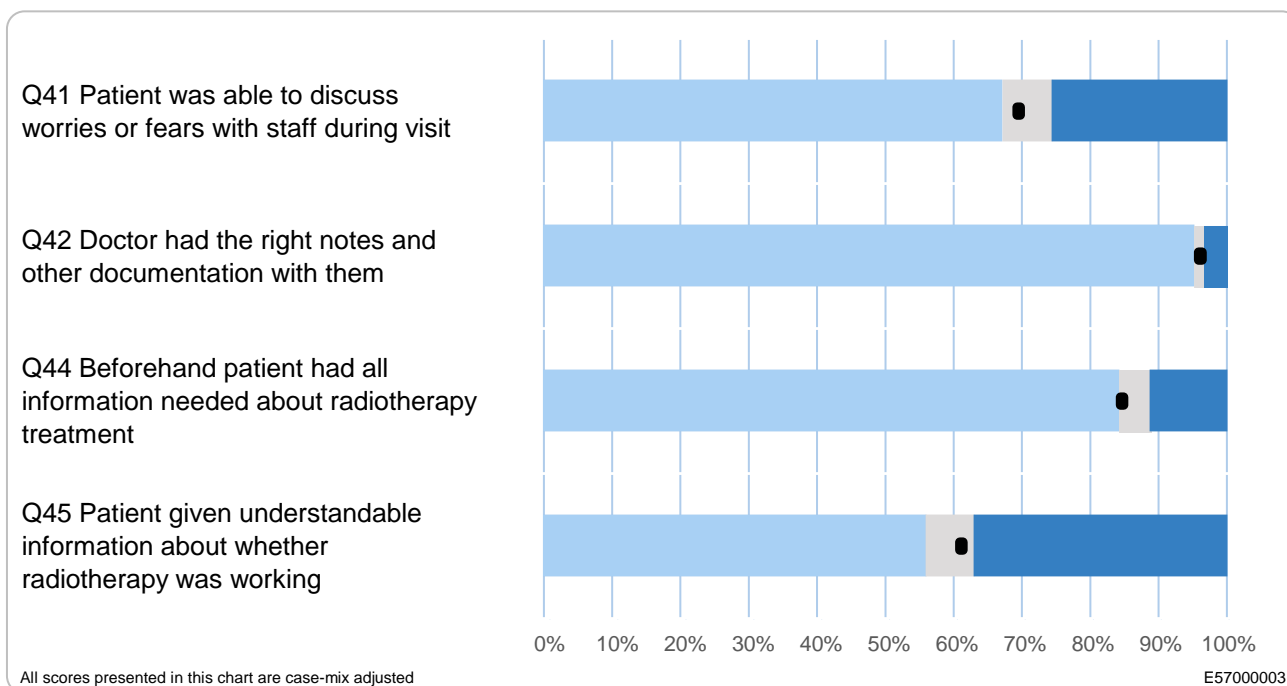
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,737	82%	1,667	82%		84%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,977	87%	1,852	87%		88%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,829	83%	1,734	86%		86%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,874	93%	1,761	93%		94%	93%	96%	94%

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

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

## Cancer Alliance results

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



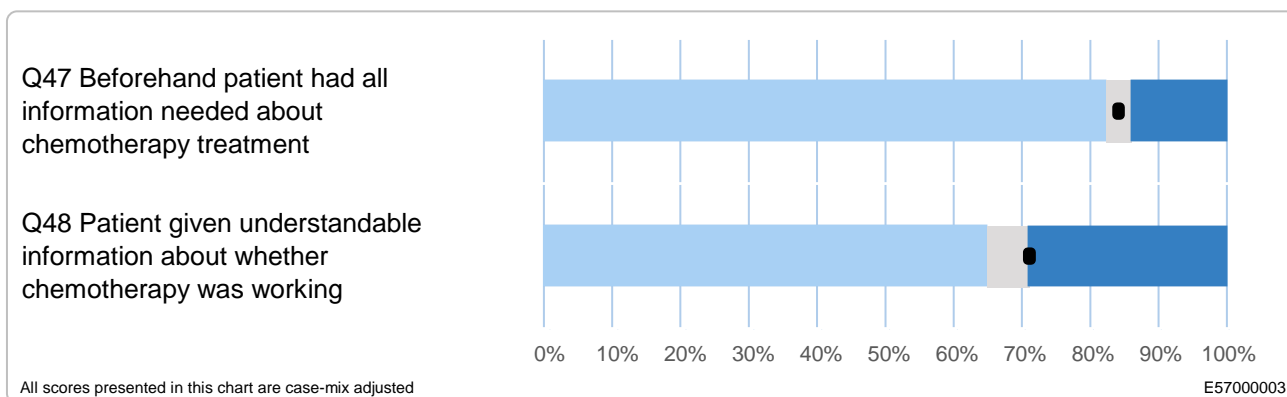
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
Q41 Patient was able to discuss worries or fears with staff during visit	2,570	2,458		69%	67%	74%	71%		
Q42 Doctor had the right notes and other documentation with them	2,984	2,864		96%	95%	97%	96%		
Q44 Beforehand patient had all information needed about radiotherapy treatment	950	855		84%	84%	89%	87%		
Q45 Patient given understandable information about whether radiotherapy was working	819	759		61%	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)



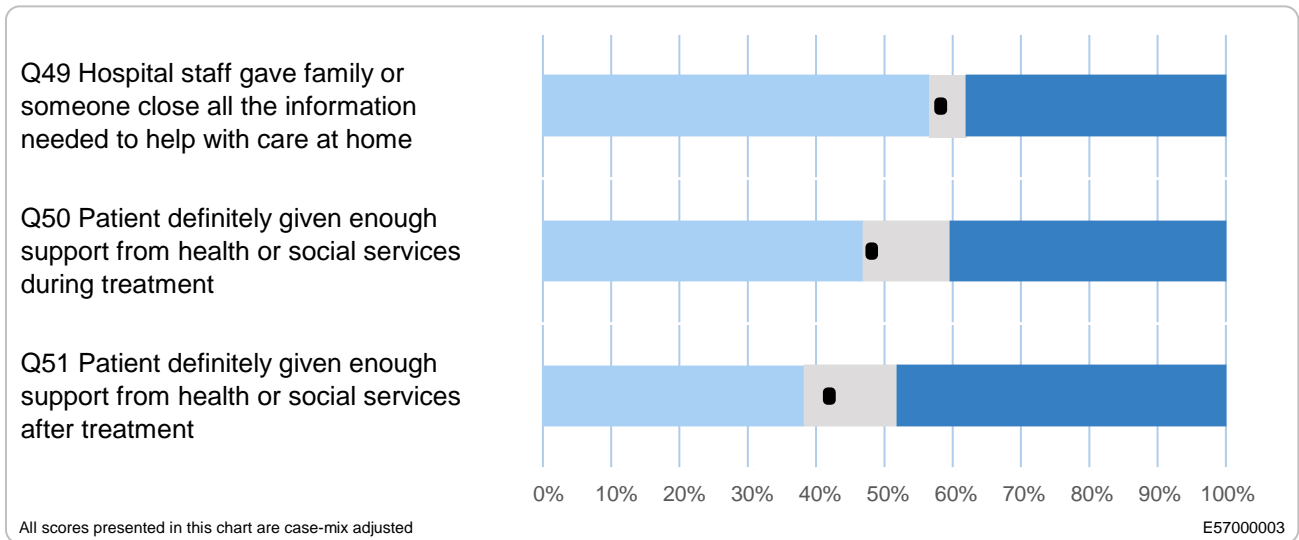
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,856	83%	1,677	84%		84%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,722	69%	1,566	71%		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



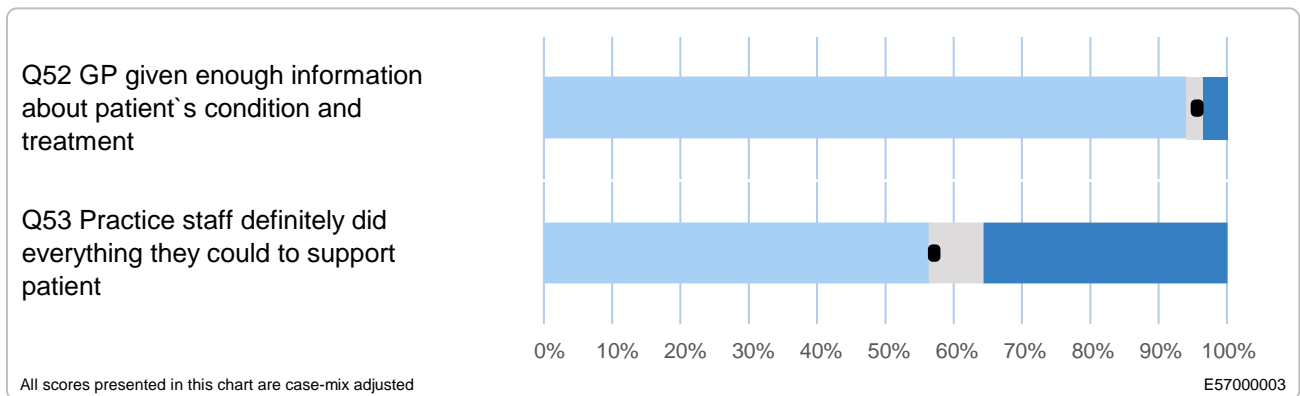
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,589	58%	2,459	57%		58%	57%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,665	47%	1,585	46%		48%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	1,082	40%	1,021	40%		42%	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	2,963	94%	2,846	94%		95%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	2,297	58%	2,192	56%		57%	56%	64%	60%

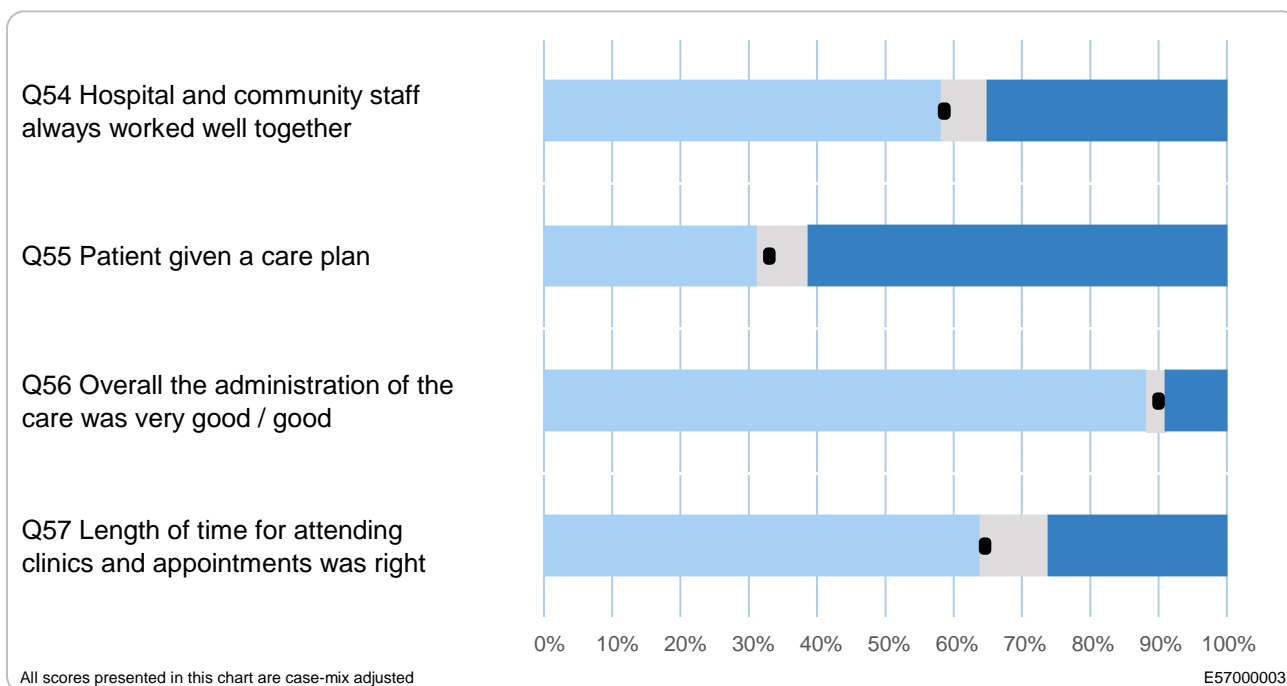
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

\* 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)



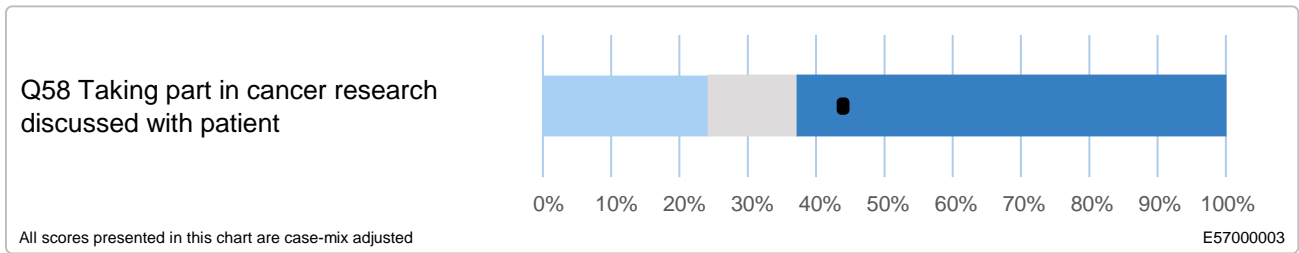
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	3,251	57%	3,116	57%		58%	58%	65%	62%
Q55 Patient given a care plan	2,517	33%	2,420	34%		33%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	3,360	88%	3,225	90%	↑	90%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	3,340	60%	3,193	63%		64%	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)

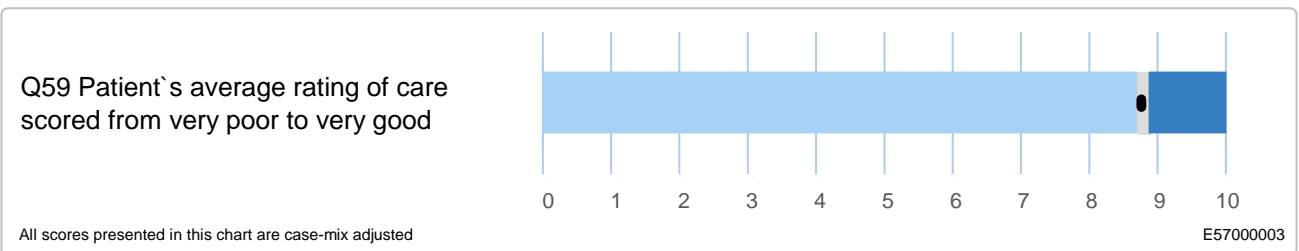
\* Indicates where a score has been suppressed because there are less than 21 respondents.

## 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	3,168	41%	3,042	45%	↑	44%	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	3,303	8.6	3,116	8.7		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	91%	94%	88%	90%
Colorectal / LGT	63%	72%	81%	82%
Gynaecological	74%	76%	75%	81%
Haematological	65%	64%	78%	82%
Head and Neck	70%	77%	80%	79%
Lung	67%	68%	86%	83%
Prostate	75%	79%	85%	87%
Sarcoma	*	67%	71%	67%
Skin	88%	90%	78%	86%
Upper Gastro	68%	72%	80%	79%
Urological	81%	82%	84%	86%
Other	72%	72%	77%	79%
<b>All Cancers</b>	<b>76%</b>	<b>77%</b>	<b>84%</b>	<b>84%</b>

§ These are unadjusted scores

## Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	96%	95%	90%	92%	81%	83%
Colorectal / LGT	93%	96%	87%	88%	80%	82%
Gynaecological	94%	93%	88%	86%	75%	76%
Haematological	95%	94%	90%	89%	73%	76%
Head and Neck	86%	91%	79%	86%	71%	77%
Lung	95%	95%	90%	88%	76%	78%
Prostate	95%	94%	87%	87%	79%	81%
Sarcoma	95%	91%	87%	79%	67%	75%
Skin	92%	95%	88%	87%	84%	84%
Upper Gastro	89%	93%	85%	84%	67%	75%
Urological	93%	94%	89%	88%	77%	79%
Other	98%	95%	92%	87%	76%	77%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>90%</b>	<b>88%</b>	<b>79%</b>	<b>79%</b>

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

### Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	85%	84%	87%	89%	74%	78%	73%	77%
Colorectal / LGT	82%	82%	86%	86%	77%	79%	72%	72%
Gynaecological	73%	71%	85%	82%	72%	73%	70%	71%
Haematological	72%	72%	81%	83%	56%	59%	73%	76%
Head and Neck	71%	73%	84%	85%	73%	74%	63%	65%
Lung	74%	77%	82%	83%	76%	75%	61%	65%
Prostate	79%	79%	86%	85%	79%	79%	76%	82%
Sarcoma	74%	70%	82%	82%	67%	67%	70%	59%
Skin	67%	66%	88%	88%	76%	81%	78%	83%
Upper Gastro	78%	78%	74%	80%	66%	73%	65%	66%
Urological	70%	73%	81%	83%	74%	77%	73%	73%
Other	76%	75%	80%	82%	70%	71%	64%	64%
<b>All Cancers</b>	<b>77%</b>	<b>77%</b>	<b>84%</b>	<b>85%</b>	<b>72%</b>	<b>73%</b>	<b>72%</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	84%	84%	72%	75%	66%	70%
Colorectal / LGT	82%	86%	76%	77%	69%	71%
Gynaecological	88%	84%	73%	76%	70%	67%
Haematological	75%	80%	67%	70%	62%	65%
Head and Neck	84%	84%	64%	69%	71%	67%
Lung	84%	84%	75%	75%	64%	69%
Prostate	83%	83%	73%	73%	67%	65%
Sarcoma	68%	78%	61%	71%	61%	63%
Skin	79%	88%	70%	77%	67%	73%
Upper Gastro	81%	82%	67%	71%	65%	65%
Urological	88%	82%	70%	71%	63%	62%
Other	79%	80%	71%	72%	65%	64%
<b>All Cancers</b>	<b>82%</b>	<b>83%</b>	<b>72%</b>	<b>73%</b>	<b>67%</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	57%	57%	75%	79%
Colorectal / LGT	62%	59%	77%	81%
Gynaecological	61%	54%	77%	79%
Haematological	50%	50%	72%	77%
Head and Neck	59%	58%	70%	77%
Lung	52%	54%	76%	79%
Prostate	64%	64%	78%	81%
Sarcoma	46%	53%	70%	77%
Skin	66%	66%	82%	86%
Upper Gastro	54%	52%	78%	77%
Urological	55%	53%	78%	76%
Other	53%	51%	75%	75%
<b>All Cancers</b>	<b>57%</b>	<b>56%</b>	<b>77%</b>	<b>79%</b>

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

**Clinical Nurse Specialist**

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	95%	95%	81%	86%	83%	88%
Colorectal / LGT	93%	92%	83%	88%	84%	89%
Gynaecological	95%	94%	85%	85%	87%	87%
Haematological	93%	91%	89%	88%	84%	88%
Head and Neck	85%	89%	87%	88%	78%	88%
Lung	94%	94%	77%	87%	80%	87%
Prostate	89%	90%	84%	84%	88%	88%
Sarcoma	81%	89%	*	82%	*	87%
Skin	77%	90%	88%	88%	97%	93%
Upper Gastro	90%	92%	83%	86%	84%	87%
Urological	86%	83%	84%	85%	86%	88%
Other	94%	89%	81%	85%	82%	86%
<b>All Cancers</b>	<b>92%</b>	<b>91%</b>	<b>84%</b>	<b>86%</b>	<b>86%</b>	<b>88%</b>

§ 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	91%	90%	82%	86%	58%	62%	70%	81%
Colorectal / LGT	89%	86%	82%	83%	59%	55%	85%	84%
Gynaecological	85%	85%	80%	81%	58%	59%	86%	77%
Haematological	84%	84%	83%	83%	60%	59%	86%	86%
Head and Neck	81%	84%	84%	82%	55%	61%	85%	82%
Lung	80%	85%	72%	80%	61%	69%	79%	85%
Prostate	86%	89%	83%	85%	48%	49%	78%	79%
Sarcoma	73%	79%	59%	74%	*	53%	*	74%
Skin	92%	87%	73%	83%	*	56%	*	62%
Upper Gastro	84%	84%	84%	82%	65%	61%	87%	84%
Urological	81%	78%	79%	74%	46%	39%	84%	71%
Other	85%	82%	79%	78%	59%	57%	88%	81%
<b>All Cancers</b>	<b>87%</b>	<b>86%</b>	<b>82%</b>	<b>82%</b>	<b>58%</b>	<b>58%</b>	<b>80%</b>	<b>81%</b>

§ These are unadjusted scores



Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA §	National	This CA §	National
Brain / CNS	*	93%	*	76%
Breast	97%	97%	79%	79%
Colorectal / LGT	94%	96%	82%	83%
Gynaecological	96%	96%	81%	80%
Haematological	89%	93%	68%	75%
Head and Neck	92%	96%	72%	77%
Lung	98%	95%	81%	78%
Prostate	94%	96%	72%	78%
Sarcoma	*	94%	*	78%
Skin	96%	96%	78%	84%
Upper Gastro	93%	96%	72%	78%
Urological	97%	95%	75%	76%
Other	94%	95%	79%	78%
<b>All Cancers</b>	<b>95%</b>	<b>96%</b>	<b>79%</b>	<b>79%</b>

§ These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	86%	89%	85%	87%	74%	76%	72%	78%
Colorectal / LGT	76%	78%	85%	86%	71%	73%	65%	71%
Gynaecological	78%	86%	86%	86%	82%	74%	77%	72%
Haematological	78%	81%	73%	81%	73%	75%	70%	75%
Head and Neck	72%	81%	79%	84%	70%	73%	76%	72%
Lung	79%	76%	87%	82%	80%	75%	67%	76%
Prostate	83%	86%	86%	90%	77%	75%	72%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	81%	89%	100%	90%	77%	79%	73%	83%
Upper Gastro	71%	74%	82%	83%	70%	71%	79%	71%
Urological	73%	80%	83%	86%	68%	69%	75%	78%
Other	79%	80%	80%	81%	70%	71%	73%	72%
<b>All Cancers</b>	81%	82%	84%	85%	74%	73%	73%	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	69%	70%	57%	64%	85%	87%	52%	56%
Colorectal / LGT	62%	62%	59%	71%	85%	85%	57%	53%
Gynaecological	70%	65%	66%	65%	86%	82%	63%	52%
Haematological	66%	63%	64%	69%	85%	86%	48%	55%
Head and Neck	60%	63%	61%	68%	77%	85%	50%	53%
Lung	78%	69%	56%	72%	86%	84%	46%	49%
Prostate	71%	71%	55%	69%	90%	89%	51%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	78%	76%	52%	71%	85%	89%	*	58%
Upper Gastro	74%	63%	71%	76%	86%	84%	55%	50%
Urological	70%	69%	59%	72%	87%	85%	43%	46%
Other	63%	62%	61%	69%	83%	83%	46%	48%
<b>All Cancers</b>	69%	66%	62%	69%	86%	86%	52%	53%

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

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	83%	87%	86%	90%	91%	92%	95%	96%
Colorectal / LGT	82%	85%	88%	87%	85%	84%	96%	94%
Gynaecological	90%	84%	91%	87%	85%	87%	96%	93%
Haematological	80%	82%	87%	90%	76%	80%	95%	96%
Head and Neck	81%	82%	82%	87%	84%	85%	87%	92%
Lung	84%	85%	81%	89%	85%	83%	87%	92%
Prostate	86%	86%	87%	91%	91%	89%	95%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	*	87%	92%	93%	100%	91%	100%	96%
Upper Gastro	79%	82%	92%	87%	91%	82%	86%	94%
Urological	77%	82%	89%	89%	85%	86%	90%	91%
Other	79%	83%	89%	88%	79%	81%	92%	93%
<b>All Cancers</b>	<b>84%</b>	<b>84%</b>	<b>88%</b>	<b>89%</b>	<b>86%</b>	<b>86%</b>	<b>94%</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	65%	71%	95%	96%	83%	88%	59%	59%
Colorectal / LGT	69%	74%	96%	96%	80%	85%	67%	58%
Gynaecological	76%	69%	94%	96%	84%	85%	68%	65%
Haematological	71%	73%	96%	97%	75%	83%	65%	60%
Head and Neck	62%	70%	97%	96%	96%	86%	77%	64%
Lung	66%	70%	96%	95%	89%	86%	54%	58%
Prostate	68%	74%	95%	96%	92%	88%	61%	59%
Sarcoma	67%	70%	100%	95%	*	81%	*	53%
Skin	67%	72%	98%	96%	*	77%	*	70%
Upper Gastro	70%	70%	98%	95%	78%	86%	63%	56%
Urological	64%	66%	97%	96%	85%	84%	64%	54%
Other	67%	68%	94%	95%	84%	87%	60%	59%
<b>All Cancers</b>	69%	71%	96%	96%	84%	87%	61%	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	83%	83%	63%	62%
Colorectal / LGT	87%	84%	70%	66%
Gynaecological	84%	86%	73%	67%
Haematological	84%	84%	75%	75%
Head and Neck	81%	78%	62%	58%
Lung	78%	85%	68%	69%
Prostate	87%	86%	80%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	85%	84%	69%	64%
Urological	88%	84%	76%	69%
Other	81%	85%	73%	69%
<b>All Cancers</b>	84%	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	56%	59%	41%	53%	37%	42%
Colorectal / LGT	61%	62%	53%	62%	47%	52%
Gynaecological	65%	57%	57%	47%	48%	38%
Haematological	59%	61%	46%	52%	38%	45%
Head and Neck	60%	63%	41%	56%	33%	50%
Lung	58%	58%	45%	51%	37%	42%
Prostate	57%	60%	53%	50%	43%	44%
Sarcoma	44%	57%	*	49%	*	43%
Skin	60%	67%	*	61%	*	59%
Upper Gastro	56%	59%	46%	53%	33%	45%
Urological	52%	58%	41%	48%	46%	45%
Other	55%	56%	45%	53%	42%	45%
<b>All Cancers</b>	<b>58%</b>	<b>59%</b>	<b>48%</b>	<b>53%</b>	<b>42%</b>	<b>45%</b>

§ These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	94%	*	52%
Breast	94%	96%	54%	61%
Colorectal / LGT	94%	95%	58%	60%
Gynaecological	93%	95%	51%	56%
Haematological	96%	96%	53%	58%
Head and Neck	88%	93%	57%	60%
Lung	91%	95%	57%	60%
Prostate	95%	96%	66%	67%
Sarcoma	91%	94%	33%	55%
Skin	96%	96%	81%	69%
Upper Gastro	94%	93%	62%	60%
Urological	98%	95%	57%	62%
Other	93%	95%	53%	58%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>57%</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	55%	62%	40%	38%	90%	91%	62%	68%
Colorectal / LGT	57%	61%	36%	38%	89%	89%	67%	71%
Gynaecological	55%	58%	31%	31%	90%	89%	63%	67%
Haematological	57%	63%	36%	34%	93%	92%	60%	65%
Head and Neck	51%	59%	34%	35%	83%	88%	52%	68%
Lung	57%	63%	28%	33%	91%	90%	70%	71%
Prostate	61%	66%	34%	36%	87%	89%	69%	74%
Sarcoma	54%	55%	32%	30%	96%	87%	61%	65%
Skin	63%	70%	22%	44%	84%	89%	73%	75%
Upper Gastro	56%	57%	31%	34%	86%	87%	64%	68%
Urological	58%	63%	29%	30%	92%	87%	64%	75%
Other	55%	57%	29%	30%	89%	88%	59%	65%
<b>All Cancers</b>	<b>58%</b>	<b>62%</b>	<b>33%</b>	<b>35%</b>	<b>90%</b>	<b>90%</b>	<b>64%</b>	<b>69%</b>

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	51%	31%	8.7	8.9
Colorectal / LGT	43%	30%	8.6	8.8
Gynaecological	58%	36%	8.9	8.8
Haematological	37%	33%	8.7	8.9
Head and Neck	30%	18%	8.2	8.7
Lung	41%	36%	8.5	8.7
Prostate	54%	35%	8.7	8.8
Sarcoma	56%	39%	8.7	8.6
Skin	29%	18%	8.9	8.9
Upper Gastro	43%	34%	8.9	8.7
Urological	30%	20%	8.6	8.7
Other	51%	33%	8.7	8.7
<b>All Cancers</b>	<b>44%</b>	<b>31%</b>	<b>8.8</b>	<b>8.8</b>

<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%
E57000003	6,639	515	6,124	2,683	143	3,298	50%

### 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	10
Breast	735
Gynaecological	182
Colorectal / LGT	304
Lung	178
Skin	60
Haematological	611
Upper Gastro	140
Other	430
Urological	269
Prostate	260
Sarcoma	28
Head and Neck	91

\* 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	6	16	29	94	292	513	366	91	1,407
Female	14	39	139	289	446	559	320	85	1,891
Total	20	55	168	383	738	1,072	686	176	3,298



National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RPY	The Royal Marsden NHS Foundation Trust	3	28	21
RVR	Epsom and St Helier University Hospitals NHS Trust		49	1
RT3	Royal Brompton & Harefield NHS Foundation Trust	1	37	1
RAX	Kingston Hospital NHS Foundation Trust	3	47	2
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	3	49	
RJ6	Croydon Health Services NHS Trust	4	48	
R1K	London North West Healthcare NHS Trust	7	45	
RAS	The Hillingdon Hospitals NHS Foundation Trust	7	45	
RJ7	St George's University Hospitals NHS Foundation Trust	9	42	1
RYJ	Imperial College Healthcare NHS Trust	17	34	1

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

Annex (continued)  
Dashboard Questions - Trusts

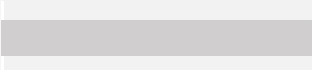
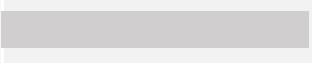
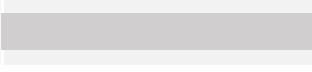

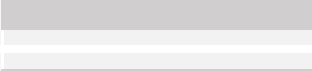

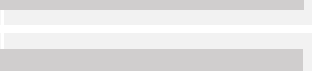
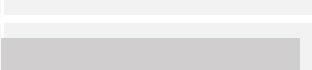

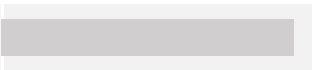
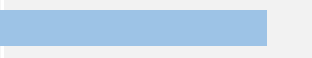

Q59 Patient's average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	66,563	8.80	
E57000003	National Cancer Vanguard: North West and South West London	3,116	8.76	
RPY	The Royal Marsden NHS Foundation Trust	1,774	9.02	
RT3	Royal Brompton & Harefield NHS Foundation Trust	30	8.81	
RYJ	Imperial College Healthcare NHS Trust	706	8.71	
RJ7	St George's University Hospitals NHS Foundation Trust	578	8.67	
RAX	Kingston Hospital NHS Foundation Trust	175	8.65	
RJ6	Croydon Health Services NHS Trust	134	8.59	
RVR	Epsom and St Helier University Hospitals NHS Trust	137	8.58	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	142	8.57	
R1K	London North West Healthcare NHS Trust	283	8.55	
RAS	The Hillingdon Hospitals NHS Foundation Trust	114	8.53	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

Annex (continued)  
Dashboard Questions - Trusts

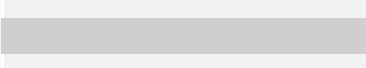
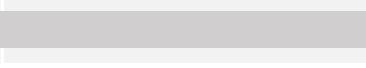

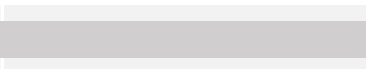
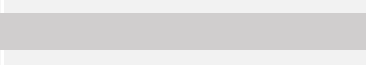
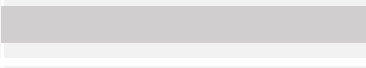

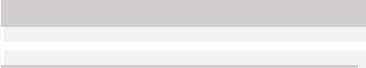


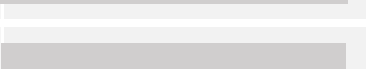

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E57000003	National Cancer Vanguard: North West and South West London	3,141	77.0%	
RPY	The Royal Marsden NHS Foundation Trust	1,803	78.8%	
RJ6	Croydon Health Services NHS Trust	131	78.7%	
RJ7	St George's University Hospitals NHS Foundation Trust	586	78.5%	
RYJ	Imperial College Healthcare NHS Trust	702	78.0%	
RVR	Epsom and St Helier University Hospitals NHS Trust	132	75.9%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	141	75.6%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	28	74.7%	
R1K	London North West Healthcare NHS Trust	281	74.0%	
RAX	Kingston Hospital NHS Foundation Trust	169	73.2%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	111	66.6%	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

Annex (continued)  
Dashboard Questions - Trusts

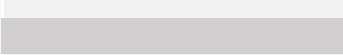
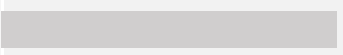
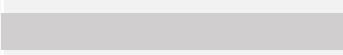
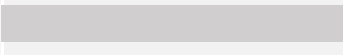
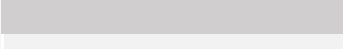

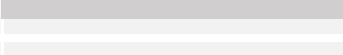
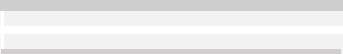

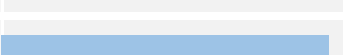
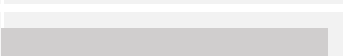

Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	65,693	91.3%	
E57000003	National Cancer Vanguard: North West and South West London	3,139	92.4%	
RPY	The Royal Marsden NHS Foundation Trust	1,801	94.1%	
RJ7	St George's University Hospitals NHS Foundation Trust	580	93.6%	
R1K	London North West Healthcare NHS Trust	290	93.1%	
RYJ	Imperial College Healthcare NHS Trust	713	93.1%	
RVR	Epsom and St Helier University Hospitals NHS Trust	128	92.8%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	29	91.5%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	143	89.3%	
RAX	Kingston Hospital NHS Foundation Trust	175	89.0%	
RJ6	Croydon Health Services NHS Trust	125	86.9%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	108	86.3%	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

Annex (continued)  
Dashboard Questions - Trusts

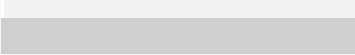




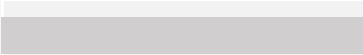
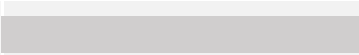
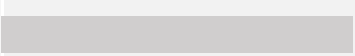
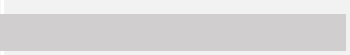
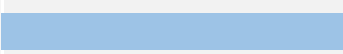
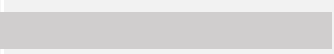
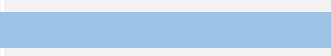
Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E57000003	National Cancer Vanguard: North West and South West London	2,612	83.9%	
RAX	Kingston Hospital NHS Foundation Trust	132	91.2%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	87	90.5%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	25	87.4%	
RVR	Epsom and St Helier University Hospitals NHS Trust	100	87.2%	
RJ6	Croydon Health Services NHS Trust	98	86.7%	
RJ7	St George's University Hospitals NHS Foundation Trust	491	86.1%	
R1K	London North West Healthcare NHS Trust	243	84.9%	
RPY	The Royal Marsden NHS Foundation Trust	1,501	84.1%	
RYJ	Imperial College Healthcare NHS Trust	610	81.9%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	120	81.8%	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

Annex (continued)  
Dashboard Questions - Trusts

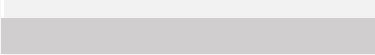
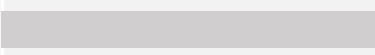
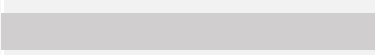

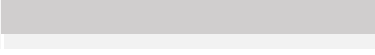

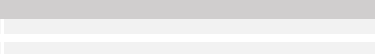
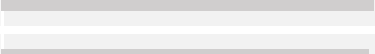
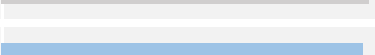
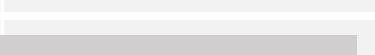
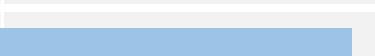

Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E57000003	National Cancer Vanguard: North West and South West London	1,852	88.2%	
RAX	Kingston Hospital NHS Foundation Trust	109	93.8%	
RPY	The Royal Marsden NHS Foundation Trust	873	93.3%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	26	92.0%	
RJ6	Croydon Health Services NHS Trust	71	90.5%	
RVR	Epsom and St Helier University Hospitals NHS Trust	69	89.6%	
R1K	London North West Healthcare NHS Trust	194	87.9%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	71	86.3%	
RYJ	Imperial College Healthcare NHS Trust	473	85.8%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	67	82.9%	
RJ7	St George's University Hospitals NHS Foundation Trust	378	82.6%	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

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%	
E57000003	National Cancer Vanguard: North West and South West London	1,761	93.5%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	26	97.6%	
RPY	The Royal Marsden NHS Foundation Trust	845	96.9%	
RAX	Kingston Hospital NHS Foundation Trust	103	96.2%	
RVR	Epsom and St Helier University Hospitals NHS Trust	68	96.1%	
RYJ	Imperial College Healthcare NHS Trust	444	93.9%	
RJ6	Croydon Health Services NHS Trust	66	93.3%	
RJ7	St George's University Hospitals NHS Foundation Trust	362	92.0%	
R1K	London North West Healthcare NHS Trust	183	90.5%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	66	89.1%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	69	87.9%	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

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%	
E57000003	National Cancer Vanguard: North West and South West London	2,192	56.9%	
RAX	Kingston Hospital NHS Foundation Trust	100	62.9%	
R1K	London North West Healthcare NHS Trust	213	57.4%	
RPY	The Royal Marsden NHS Foundation Trust	1,257	56.8%	
RJ6	Croydon Health Services NHS Trust	88	56.7%	
RYJ	Imperial College Healthcare NHS Trust	524	55.9%	
RJ7	St George's University Hospitals NHS Foundation Trust	398	55.6%	
RVR	Epsom and St Helier University Hospitals NHS Trust	91	54.7%	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	95	54.7%	
RAS	The Hillingdon Hospitals NHS Foundation Trust	74	46.0%	
RT3	Royal Brompton & Harefield NHS Foundation Trust	18 *		Score suppressed



National Cancer Patient Experience Survey 2017  
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Annex (continued)  
Expected Range Summary - CCGs

CCG		Expected Range Classification	
08T	NHS Sutton CCG	1	9
08J	NHS Kingston CCG	1	4
09A	NHS Central London (Westminster) CCG	1	3
07V	NHS Croydon CCG	2	2
07Y	NHS Hounslow CCG	2	
08X	NHS Wandsworth CCG	3	1
08Y	NHS West London CCG	3	1
08C	NHS Hammersmith and Fulham CCG	4	1
08G	NHS Hillingdon CCG	3	
07W	NHS Ealing CCG	5	1
08P	NHS Richmond CCG	6	
08R	NHS Merton CCG	8	1
08E	NHS Harrow CCG	9	
07P	NHS Brent CCG	13	1

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

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	
E57000003	National Cancer Vanguard: North West and South West London	3,116	8.76	
09A	NHS Central London (Westminster) CCG	109	9.03	
08T	NHS Sutton CCG	288	9.01	
08J	NHS Kingston CCG	224	8.88	
07V	NHS Croydon CCG	425	8.87	
08X	NHS Wandsworth CCG	245	8.80	
08P	NHS Richmond CCG	248	8.78	
08G	NHS Hillingdon CCG	204	8.74	
07W	NHS Ealing CCG	269	8.73	
08C	NHS Hammersmith and Fulham CCG	132	8.70	
07Y	NHS Hounslow CCG	210	8.65	
08Y	NHS West London CCG	129	8.63	
07P	NHS Brent CCG	205	8.59	
08R	NHS Merton CCG	244	8.55	
08E	NHS Harrow CCG	184	8.44	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

Annex (continued)  
Dashboard Questions - CCGs

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E57000003	National Cancer Vanguard: North West and South West London	3,141	77.0%	
09A	NHS Central London (Westminster) CCG	109	82.0%	
07Y	NHS Hounslow CCG	208	80.5%	
08X	NHS Wandsworth CCG	248	80.2%	
08C	NHS Hammersmith and Fulham CCG	135	80.0%	
08Y	NHS West London CCG	136	79.7%	
08R	NHS Merton CCG	244	79.6%	
08J	NHS Kingston CCG	223	78.2%	
08T	NHS Sutton CCG	303	77.7%	
07W	NHS Ealing CCG	271	76.8%	
07V	NHS Croydon CCG	431	76.2%	
07P	NHS Brent CCG	202	74.8%	
08E	NHS Harrow CCG	184	74.4%	
08P	NHS Richmond CCG	245	71.0%	
08G	NHS Hillingdon CCG	202	69.8%	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

Annex (continued)  
Dashboard Questions - CCGs




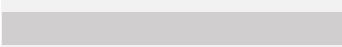
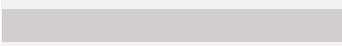
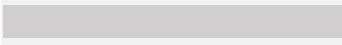
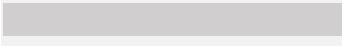




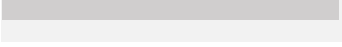

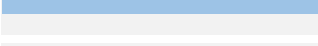
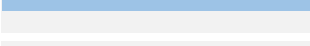
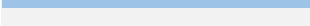
Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	65,693	91.3%	
E57000003	National Cancer Vanguard: North West and South West London	3,139	92.4%	
09A	NHS Central London (Westminster) CCG	108	96.5%	
08T	NHS Sutton CCG	296	95.7%	
08C	NHS Hammersmith and Fulham CCG	131	95.3%	
07P	NHS Brent CCG	206	94.2%	
07Y	NHS Hounslow CCG	212	93.5%	
08Y	NHS West London CCG	134	93.3%	
08X	NHS Wandsworth CCG	250	92.9%	
08J	NHS Kingston CCG	221	92.8%	
07V	NHS Croydon CCG	424	92.0%	
08E	NHS Harrow CCG	188	91.7%	
08R	NHS Merton CCG	239	91.5%	
07W	NHS Ealing CCG	275	90.4%	
08G	NHS Hillingdon CCG	203	89.6%	
08P	NHS Richmond CCG	252	88.7%	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

Annex (continued)  
Dashboard Questions - CCGs

Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E57000003	National Cancer Vanguard: North West and South West London	2,612	83.9%	
08R	NHS Merton CCG	199	89.9%	
08T	NHS Sutton CCG	238	86.3%	
08G	NHS Hillingdon CCG	166	85.9%	
07V	NHS Croydon CCG	345	84.8%	
08Y	NHS West London CCG	116	84.8%	
08E	NHS Harrow CCG	152	84.6%	
08J	NHS Kingston CCG	179	84.5%	
07W	NHS Ealing CCG	230	84.1%	
07Y	NHS Hounslow CCG	178	84.0%	
09A	NHS Central London (Westminster) CCG	94	83.7%	
08P	NHS Richmond CCG	206	82.2%	
08X	NHS Wandsworth CCG	212	80.2%	
07P	NHS Brent CCG	181	77.8%	
08C	NHS Hammersmith and Fulham CCG	116	77.2%	

**National Cancer Patient Experience Survey 2017**  
**National Cancer Vanguard: North West and South West London**

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

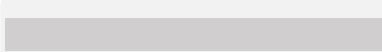
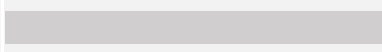
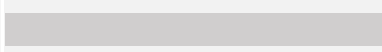
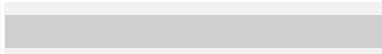
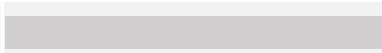
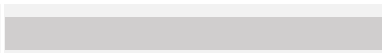
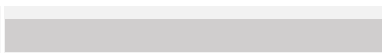
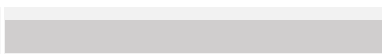
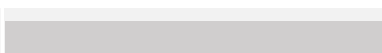
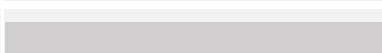
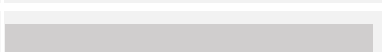
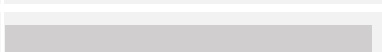
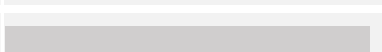
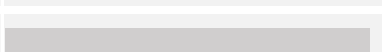
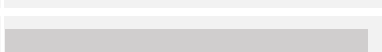
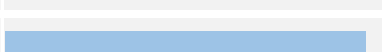
**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E57000003	National Cancer Vanguard: North West and South West London	1,852	88.2%	
08J	NHS Kingston CCG	141	93.3%	
08T	NHS Sutton CCG	156	91.9%	
09A	NHS Central London (Westminster) CCG	64	89.5%	
08G	NHS Hillingdon CCG	123	89.4%	
07V	NHS Croydon CCG	232	89.0%	
07W	NHS Ealing CCG	164	88.5%	
08P	NHS Richmond CCG	143	88.4%	
07Y	NHS Hounslow CCG	134	87.2%	
08E	NHS Harrow CCG	117	86.7%	
07P	NHS Brent CCG	145	86.2%	
08R	NHS Merton CCG	144	86.2%	
08X	NHS Wandsworth CCG	139	84.9%	
08Y	NHS West London CCG	78	84.5%	
08C	NHS Hammersmith and Fulham CCG	72	83.9%	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

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%	
E57000003	National Cancer Vanguard: North West and South West London	1,761	93.5%	
09A	NHS Central London (Westminster) CCG	56	98.4%	
08J	NHS Kingston CCG	132	96.3%	
07V	NHS Croydon CCG	220	96.1%	
08X	NHS Wandsworth CCG	131	94.9%	
08T	NHS Sutton CCG	152	94.9%	
07W	NHS Ealing CCG	150	94.8%	
08R	NHS Merton CCG	140	94.2%	
08Y	NHS West London CCG	76	93.8%	
07Y	NHS Hounslow CCG	128	91.4%	
08P	NHS Richmond CCG	141	91.0%	
07P	NHS Brent CCG	138	90.5%	
08E	NHS Harrow CCG	112	90.5%	
08C	NHS Hammersmith and Fulham CCG	66	90.2%	
08G	NHS Hillingdon CCG	119	89.6%	

National Cancer Patient Experience Survey 2017  
National Cancer Vanguard: North West and South West London

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%	
E57000003	National Cancer Vanguard: North West and South West London	2,192	56.9%	
09A	NHS Central London (Westminster) CCG	69	69.5%	
08Y	NHS West London CCG	94	65.1%	
08X	NHS Wandsworth CCG	171	63.9%	
08J	NHS Kingston CCG	153	60.7%	
08C	NHS Hammersmith and Fulham CCG	100	59.5%	
08P	NHS Richmond CCG	169	59.1%	
07W	NHS Ealing CCG	204	58.9%	
08T	NHS Sutton CCG	185	57.4%	
08E	NHS Harrow CCG	133	55.0%	
07V	NHS Croydon CCG	305	54.0%	
07P	NHS Brent CCG	158	51.0%	
07Y	NHS Hounslow CCG	150	50.6%	
08G	NHS Hillingdon CCG	138	50.5%	
08R	NHS Merton CCG	163	50.0%	



## **Annex (continued)**

### **Methodology**

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2017.

The patients included in the sample had relevant cancer ICD10 codes (C00-99 excluding C44 and C84, and D05) in the first diagnosis field of their patient records, applied to their patient files by the relevant NHS Trust, and were alive at the point at which fieldwork commenced. Deceased checks were undertaken on up to three occasions during fieldwork, to ensure that questionnaires were not sent to patients who had died since their treatment.

Trust samples were checked rigorously for duplicates and patient lists were also de-duplicated nationally to ensure that patients did not receive multiple copies of questionnaires.

The fieldwork for the survey was undertaken between October 2017 and March 2018.

The survey used a mixed mode methodology. Questionnaires were sent by post with two reminders where necessary, but also included an option to complete online. A Freephone helpline was available for respondents to ask questions about the survey, to enable them to complete their questionnaires over the phone, and to provide access to a translation and interpreting facility for those whose first language was not English.

The Health Research Authority supported the survey by granting Section 251 approval.

### **Further information**

Further information on survey methodology, as well as all of the national and local reports and data, is available at:

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

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

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

### **Official Statistics**

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

## Annex (continued)

### Scoring methodologies

49 of the 50 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")

question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

Neutral responses, such as "Don't know / I can't remember" and "I did not need an explanation" are not included in the denominator when calculating the score.

Where options do not provide any information on positive/negative patient experience (e.g. "Don't know / can't remember"), they are excluded from the score.

The other question (question 59) asks respondents to rate their overall care on a scale of 0 to 10. Scores have been given as an average on this scale.

A copy of the detailed scoring methodology for the 2017 questionnaire is available at: [www.ncpes.co.uk](http://www.ncpes.co.uk)

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

### Case-mix adjustment

Case-mix adjusted findings have been presented alongside unadjusted results for Cancer Alliances. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Cancer Alliance is performing given their patient population.

The factors taken into account in this case-mix adjustment are gender, age, ethnic group, deprivation, and tumour group.

For further details on case-mix adjustment, please refer to the technical document for the survey, available at: [www.ncpes.co.uk](http://www.ncpes.co.uk)

**Annex (continued)**

**Statistical significance**

In the reporting of 2017 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2017 have been compared with those of 2016 and statistically significant change between the two years has been reported where identified.

'Statistically significant' means that you can be very confident that any change between scores is real and not due to chance.

For further details on statistical significance, please refer to the technical document for the survey, available at:

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



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

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

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

Further information on Quality Health is available at:

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

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

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