

National Cancer Patient Experience Survey

2018 Results

East Midlands Cancer Alliance

Published September 2019

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



Table of Contents

| | |
|--|----|
| Introduction | 4 |
| This report | 4 |
| Data tables | 4 |
| Comparability charts | 5 |
| Tumour group tables | 6 |
| Expected Range Summaries - Trusts and CCGs | 6 |
| Dashboard Questions - Trusts and CCGs | 6 |
| Notes on specific questions | 7 |
| How to use the data | 7 |
| Response rates | 7 |
| Significance of gender and deprivation testing | 7 |
| Executive Summary | 8 |
| Questions which scored outside expected range | 9 |
| Cancer Alliance Results | 10 |
| Seeing your GP | 10 |
| Diagnostic Tests | 11 |
| Finding out what was wrong with you | 12 |
| Deciding the best treatment for you | 13 |
| Clinical Nurse Specialist | 15 |
| Support for people with cancer | 16 |
| Operations | 17 |
| Hospital care as an inpatient | 18 |
| Hospital care as a day patient / outpatient | 21 |
| Home care and support | 23 |
| Care from your general practice | 24 |
| Your overall NHS care | 25 |
| Comparisons by tumour group for this Cancer Alliance | 27 |
| Seeing your GP | 27 |
| Diagnostic Tests | 28 |
| Finding out what was wrong with you | 29 |
| Deciding the best treatment for you | 30 |
| Clinical Nurse Specialist | 31 |
| Support for people with cancer | 32 |
| Operations | 33 |
| Hospital care as an inpatient | 34 |
| Hospital care as a day patient / outpatient | 36 |
| Home care and support | 37 |
| Care from your general practice | 38 |
| Your overall NHS care | 39 |
| Annex | 40 |
| Response Rates | 40 |
| Respondents by tumour group | 40 |
| Respondents by age and gender | 40 |
| Expected Range Summary - Trusts | 41 |
| Dashboard Questions - Trusts | 42 |
| Expected Range Summary - CCGs | 49 |
| Dashboard Questions - CCGs | 50 |

Table of Contents (continued)

| | |
|----------------------------------|----|
| Methodology | 57 |
| Further information | 57 |
| Redevelopment of the 2018 survey | 57 |
| Official Statistics | 57 |
| Scoring methodologies | 58 |
| Case-mix adjustment | 58 |
| Statistical significance | 59 |

Introduction

The National Cancer Patient Experience Survey 2018 is the eighth iteration of the survey first undertaken in 2010. It has been designed to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was overseen by a national Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development.

The survey was commissioned and managed by NHS England. The survey provider, Quality Health, is responsible for designing, running and analysing the survey.

Full national results and other reports are available at:

www.ncpes.co.uk/reports/2018-reports

Further details on the survey methodology and changes to the 2018 survey can be found in the Annex towards the end of this report.

This report

The report shows how this 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 2017 to this question

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

Column 3 shows the number of respondents for 2018 to this question

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

Column 5 shows whether a score has significantly increased or decreased compared with the last survey (2017)

Column 6 shows whether a score has significantly increased or decreased overall (2015, 2016, 2017 and 2018)

Column 7 shows the case-mix adjusted 2018 score for this Cancer Alliance

Column 8 shows the lower limit of the expected range of case-mix adjusted scores for this Cancer Alliance (the top of the pale blue section on the comparability chart - see below)

Column 9 shows the upper limit of the expected range of case-mix adjusted scores for this Cancer Alliance (the bottom of the dark blue section on the comparability chart - see below)

Column 10 shows the national average score for this question.

Data tables (continued)

The number of respondents and unadjusted scores in columns 1 to 4 in the data tables come from regression models used to perform comparisons between results in different years. For further details on these comparisons, please refer to the technical document at:

| | | Column 1 | Column 2 | Column 3 | Column 4 | Column 5 | Column 6 | Column 7 | Column 8 | Column 9 | Column 10 |
|----------|---|-----------------------|----------|-----------------------|----------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| Question | | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
| | | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q1 | Saw GP once / twice before being told had to go to hospital | 3,806 | 77% | 3,677 | 77% | | | 78% | 76% | 79% | 77% |
| Q2 | Patient thought they were seen as soon as necessary | 5,102 | 84% | 5,034 | 83% | | | 83% | 82% | 85% | 84% |

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

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

Confidence Intervals for unadjusted and case-mix adjusted data are provided in these tables.

Expected ranges and 95% confidence intervals highlight the uncertainty around the results. The size of the expected ranges and confidence intervals will be different for each question, and depends on the number of respondents and the range of their responses.

For further details on case-mix adjustment and the scoring methodology used, please refer to the Annex towards the end of this report.

Comparability charts

For the 2018 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". Alliances whose score is above the upper limit of the expected range (below the lower limit of the expected range) are positive (negative) outliers, with a score statistically significantly higher (lower) than the national mean. They perform better (worse) than what Alliances of the same size are expected to perform.

The comparability charts in this report show a bar with these expected ranges (in grey), higher than expected (in dark blue), and lower than expected (in pale blue). A black dot represents the actual score of this Cancer Alliance.

Comparability charts (continued)

The same colour convention has been used in Column 6 of the data tables, and for the Trusts and CCGs summary data within the annex of this report.

For further details on expected ranges, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Tumour group tables

The final set of tables in this report show the scores for each question for each of the 13 tumour groups. The national score for that tumour group is also shown.

These breakdowns are intended as additional information for Alliances to understand the differences between the experiences of patients with different types of cancer. Scores for some tumour sites with small numbers (less than 21 respondents) are not presented as they have low precision. Scores in these tables should therefore be treated with some caution.

Scores are unadjusted mean scores. No measure of dispersion is presented. Scores for the same tumour and different Alliances may not be comparable, as they do not account for the impact that differing patient populations might have on results.

For further details on case-mix adjustment, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

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/reports/2018-reports/local-reports-2018/data-tables-2018

Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2018 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 2018 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/reports/2018-reports/local-reports-2018/data-tables-2018

These should be used to understand whether the results are significantly higher or lower than the results for another 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.

Significance of gender and deprivation testing

Please note that for each Cancer Alliance statistical tests have been applied to subgroups of respondents for both Gender and Deprivation.

A summary of these findings for this Cancer Alliance are provided below:

Gender – across the 52 scored questions, scores were significantly more positive in 17 questions for men and in 7 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 4 questions for patients in England's 20% least-deprived and in 4 questions for patients in England 20% most-deprived.

Full question level detail of these comparisons can be accessed in the Cancer Alliance Data Tables available at:

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

Executive Summary

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

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

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

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

85% 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

58% 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/reports/2018-reports/local-reports-2018/data-tables-2018

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.

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

Deciding the best treatment for you

| | | | | | | |
|-----|---|-------|-----|-----|-----|-----|
| Q15 | Patient definitely told about side effects that could affect them in the future | 4,577 | 54% | 55% | 58% | 56% |
|-----|---|-------|-----|-----|-----|-----|

Support for people with cancer

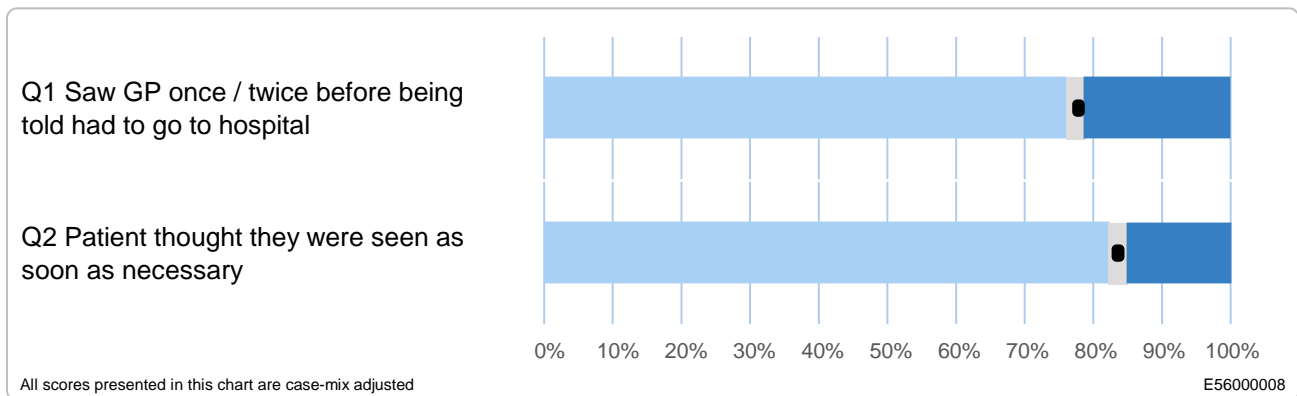
| | | | | | | |
|-----|---|-------|-----|-----|-----|-----|
| Q20 | Hospital staff gave information about support groups | 3,849 | 83% | 83% | 89% | 86% |
| Q21 | Hospital staff gave information about impact cancer could have on day to day activities | 3,405 | 81% | 81% | 85% | 83% |
| Q22 | Hospital staff gave information on getting financial help | 2,668 | 55% | 57% | 64% | 60% |

Hospital care as a day patient / outpatient

| | | | | | | |
|-----|---|-------|-----|-----|-----|-----|
| Q44 | Beforehand patient had all information needed about radiotherapy treatment | 1,392 | 89% | 84% | 88% | 86% |
| Q45 | Patient given understandable information about whether radiotherapy was working | 1,158 | 64% | 57% | 62% | 60% |
| Q48 | Patient given understandable information about whether chemotherapy was working | 2,398 | 64% | 66% | 70% | 68% |

Cancer Alliance results

Seeing your GP

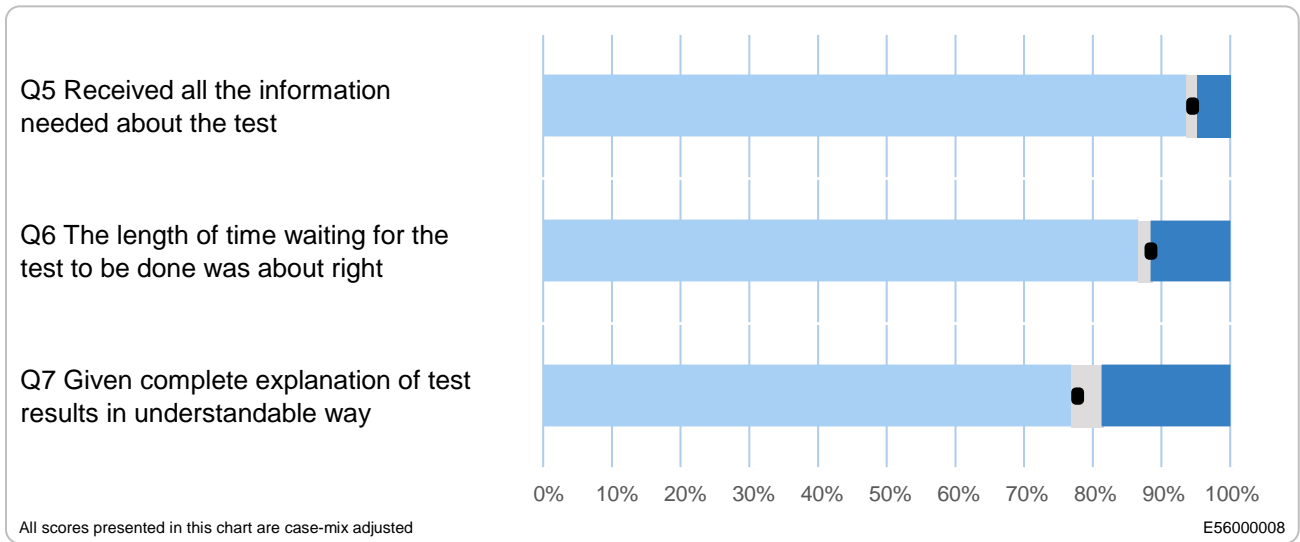


| Question | | Unadjusted Scores | | | | 2018 Case Mix Adjusted | | | | | |
|----------|---|-----------------------|-------|-----------------------|-------|------------------------|----------------|------------|------------------------|------------------------|------------------------|
| | | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q1 | Saw GP once / twice before being told had to go to hospital | 3,806 | 77% | 3,677 | 77% | | | 78% | 76% | 79% | 77% |
| Q2 | Patient thought they were seen as soon as necessary | 5,102 | 84% | 5,034 | 83% | | | 83% | 82% | 85% | 84% |

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

Cancer Alliance results

Diagnostic Tests

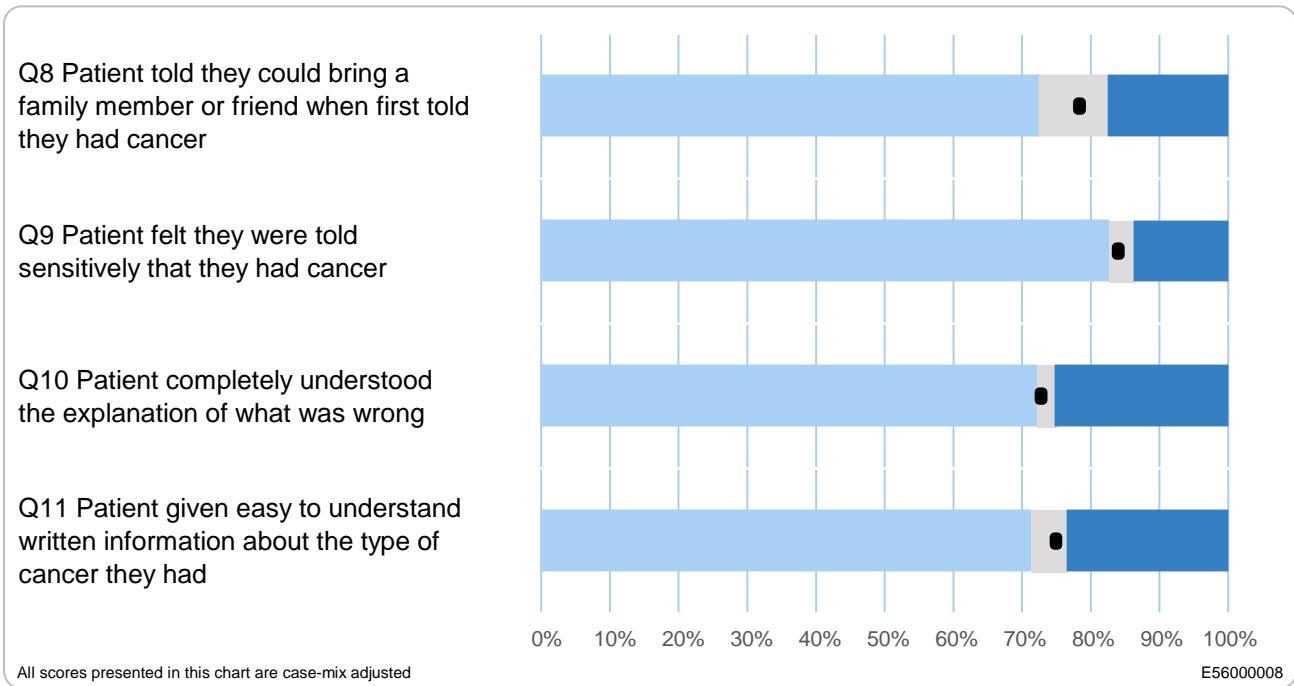


| Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | | |
|----------|--|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|-----|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score | |
| | Number of respondents | Score | Number of respondents | Score | | | | | | | |
| Q5 | Received all the information needed about the test | 4,515 | 95% | 4,474 | 94% | | | 94% | 94% | 95% | 94% |
| Q6 | The length of time waiting for the test to be done was about right | 4,556 | 88% | 4,496 | 88% | | ↑ | 88% | 87% | 89% | 88% |
| Q7 | Given complete explanation of test results in understandable way | 4,561 | 80% | 4,518 | 78% | | | 78% | 77% | 81% | 79% |

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Cancer Alliance results

Finding out what was wrong with you

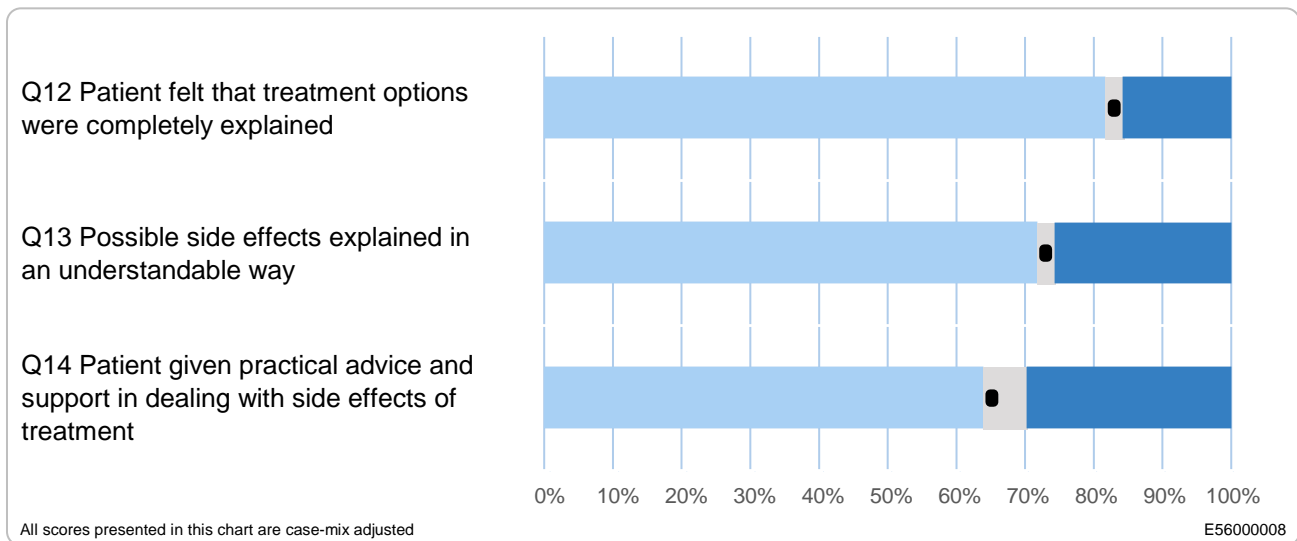


| Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q8 Patient told they could bring a family member or friend when first told they had cancer | 4,840 | 79% | 4,715 | 78% | | | 78% | 73% | 82% | 78% |
| Q9 Patient felt they were told sensitively that they had cancer | 5,093 | 84% | 5,068 | 84% | | | 84% | 83% | 86% | 85% |
| Q10 Patient completely understood the explanation of what was wrong | 5,170 | 73% | 5,127 | 73% | | | 73% | 72% | 75% | 74% |
| Q11 Patient given easy to understand written information about the type of cancer they had | 4,641 | 75% | 4,537 | 75% | | | 75% | 71% | 77% | 74% |

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Cancer Alliance results

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

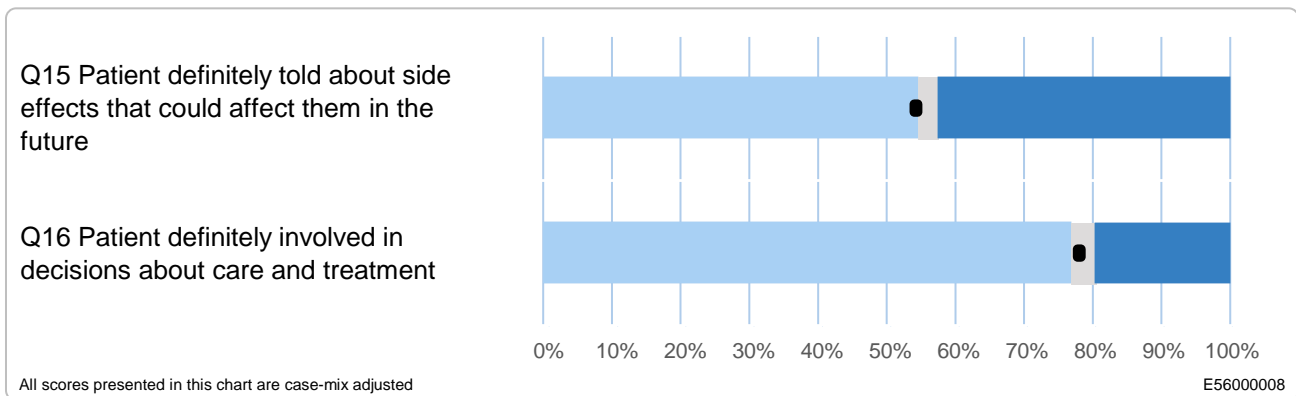


| Question | | Unadjusted Scores | | | | 2018 Case Mix Adjusted | | | | | |
|-----------------------|--|-----------------------|-------|-------|-----|------------------------|----------------|------------|------------------------|------------------------|------------------------|
| | | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| Number of respondents | Score | Number of respondents | Score | | | | | | | | |
| Q12 | Patient felt that treatment options were completely explained | 4,588 | 83% | 4,519 | 83% | | | 83% | 82% | 84% | 83% |
| Q13 | Possible side effects explained in an understandable way | 4,988 | 74% | 4,886 | 73% | | | 73% | 72% | 74% | 73% |
| Q14 | Patient given practical advice and support in dealing with side effects of treatment | 4,939 | 66% | 4,864 | 65% | | | 65% | 64% | 70% | 67% |

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

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

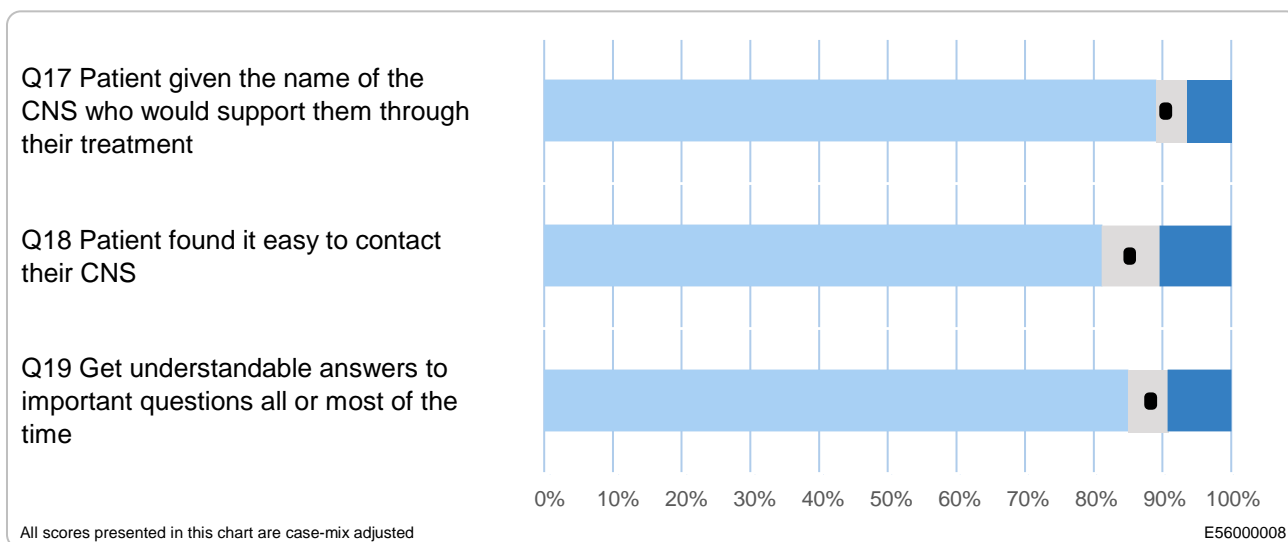


| Question | Unadjusted Scores | | | | 2018 Case Mix Adjusted | | | | | |
|---|-----------------------|-------|-----------------------|-------|------------------------|----------------|------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q15 Patient definitely told about side effects that could affect them in the future | 4,701 | 54% | 4,577 | 54% | | | 54% | 55% | 58% | 56% |
| Q16 Patient definitely involved in decisions about care and treatment | 5,031 | 78% | 4,979 | 78% | | | 78% | 77% | 80% | 79% |

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Cancer Alliance results

Clinical Nurse Specialist

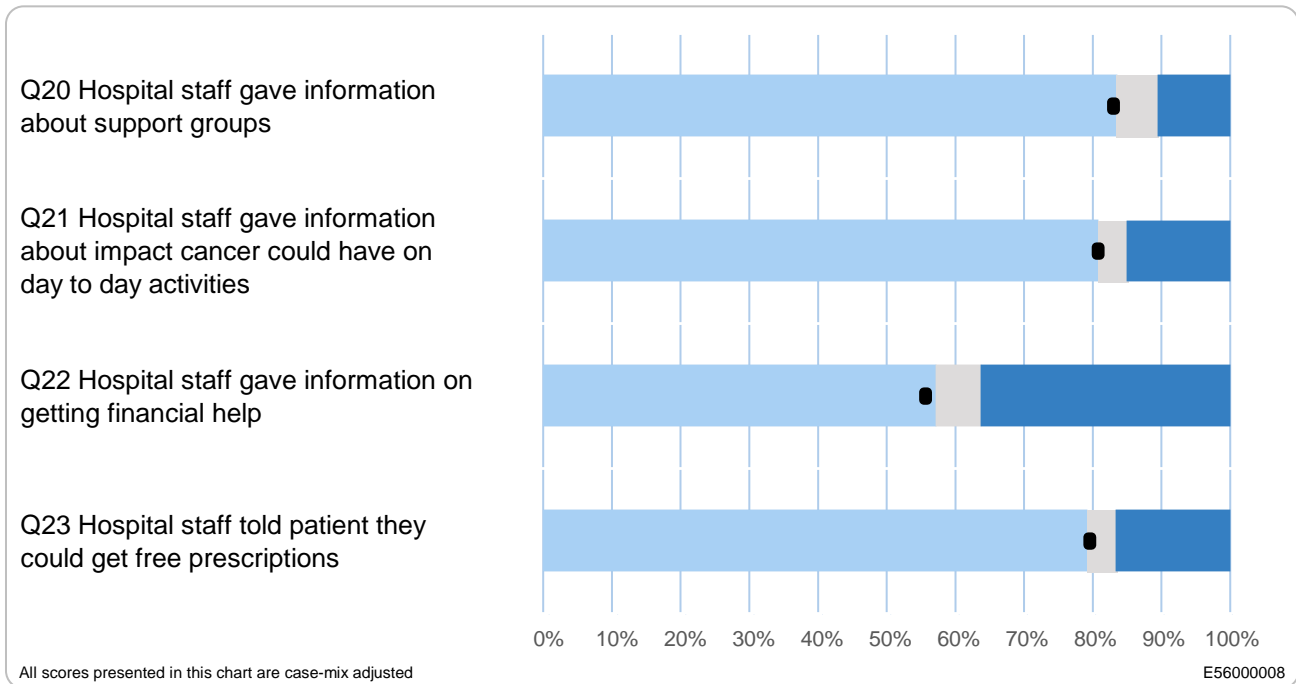


| Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q17 Patient given the name of the CNS who would support them through their treatment | 4,984 | 91% | 4,898 | 90% | | | 90% | 89% | 94% | 91% |
| Q18 Patient found it easy to contact their CNS | 3,902 | 87% | 3,832 | 85% | | | 85% | 81% | 90% | 85% |
| Q19 Get understandable answers to important questions all or most of the time | 3,725 | 88% | 3,648 | 88% | | | 88% | 85% | 91% | 88% |

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 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Support for people with cancer

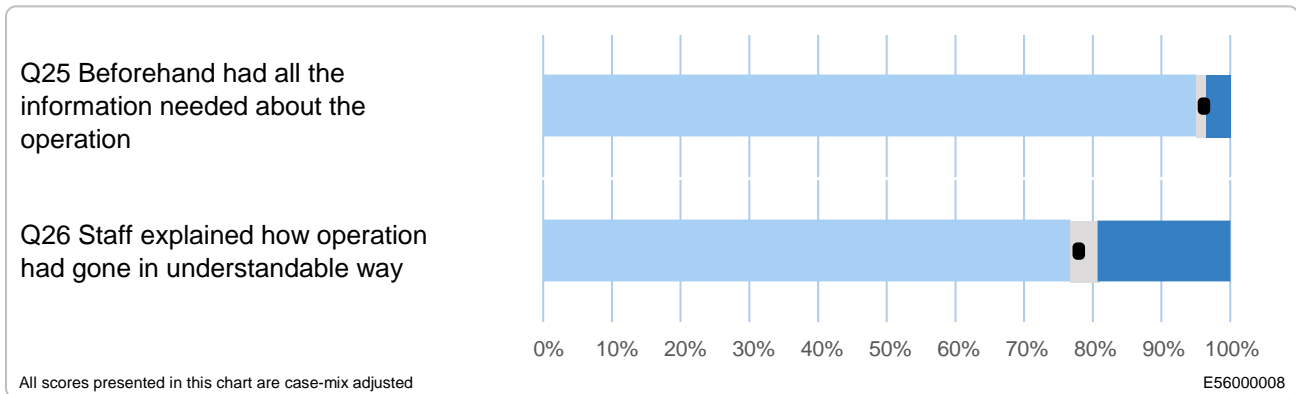


| Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
|---|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q20 Hospital staff gave information about support groups | 3,900 | 84% | 3,849 | 83% | | ↑ | 83% | 83% | 89% | 86% |
| Q21 Hospital staff gave information about impact cancer could have on day to day activities | 3,389 | 82% | 3,405 | 81% | | | 81% | 81% | 85% | 83% |
| Q22 Hospital staff gave information on getting financial help | 2,599 | 54% | 2,668 | 55% | | | 55% | 57% | 64% | 60% |
| Q23 Hospital staff told patient they could get free prescriptions | 2,339 | 81% | 2,212 | 79% | | | 79% | 79% | 83% | 81% |

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

Cancer Alliance results

Operations

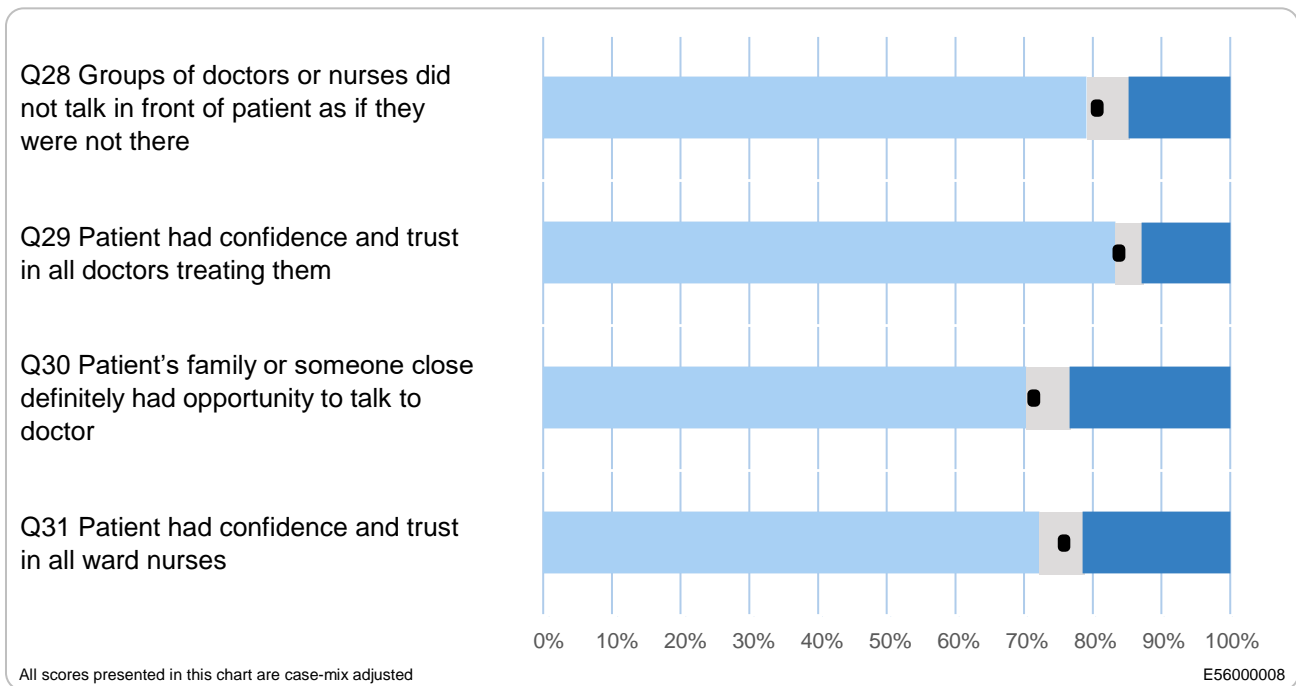


| Question | | Unadjusted Scores | | | | 2018 Case Mix Adjusted | | | | | |
|----------|---|-----------------------|-------|-----------------------|-------|------------------------|----------------|------------|------------------------|------------------------|------------------------|
| | | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q25 | Beforehand had all the information needed about the operation | 2,950 | 96% | 2,821 | 96% | | | 96% | 95% | 97% | 96% |
| Q26 | Staff explained how operation had gone in understandable way | 2,918 | 79% | 2,796 | 78% | | | 78% | 77% | 81% | 79% |

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

Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)

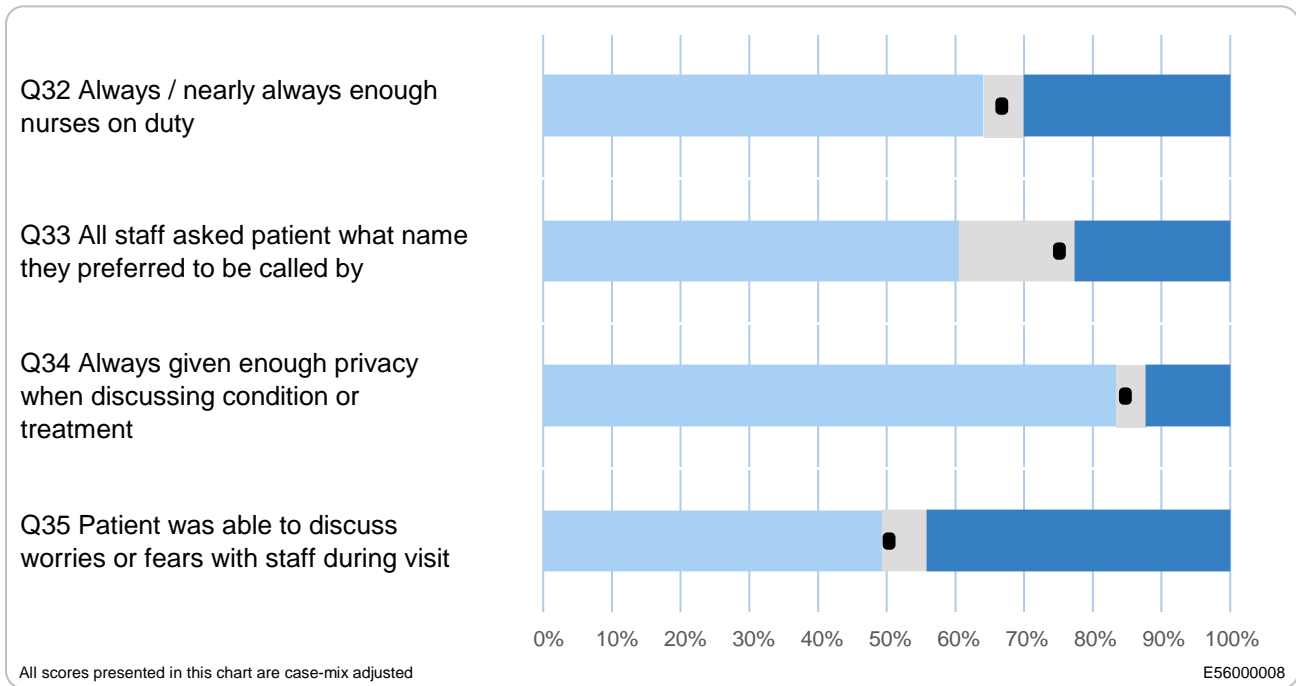


| Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
|----------|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q28 | 3,402 | 82% | 3,264 | 81% | | | 80% | 79% | 85% | 82% |
| Q29 | 3,412 | 83% | 3,282 | 84% | | | 84% | 83% | 87% | 85% |
| Q30 | 2,844 | 71% | 2,742 | 71% | | | 71% | 70% | 77% | 74% |
| Q31 | 3,404 | 75% | 3,275 | 76% | | | 76% | 72% | 79% | 75% |

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

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)

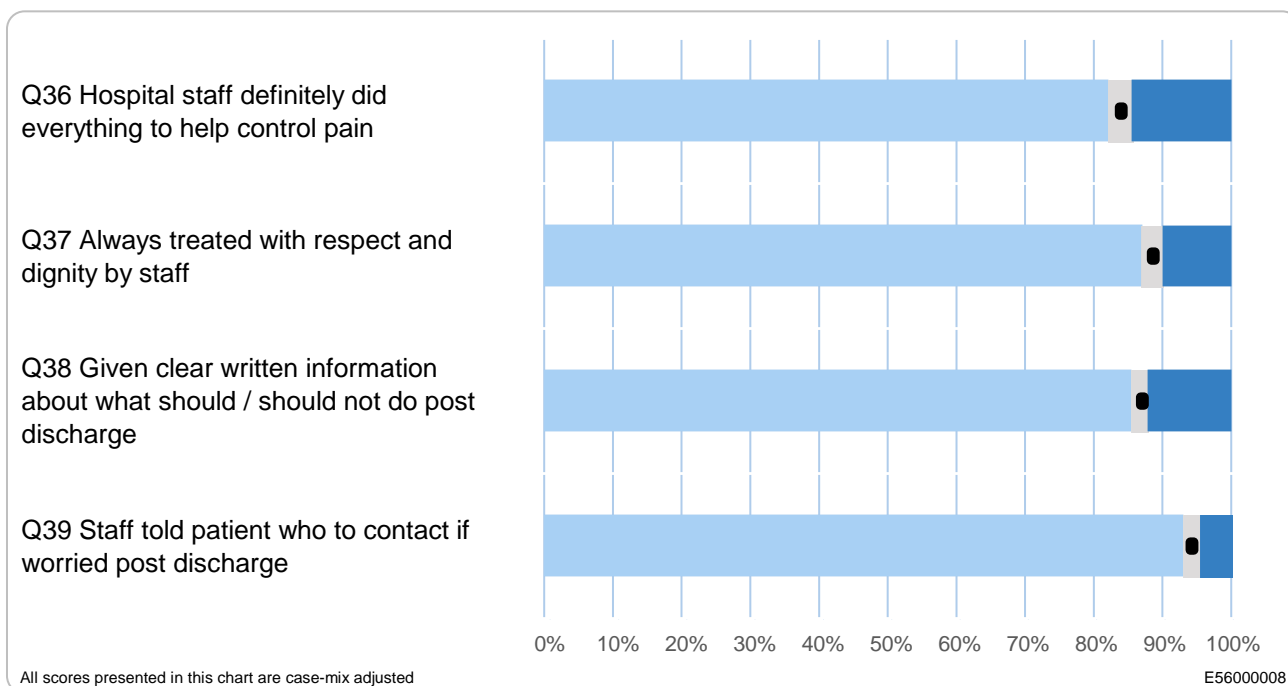


| Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q32 Always / nearly always enough nurses on duty | 3,402 | 64% | 3,261 | 66% | | | 66% | 64% | 70% | 67% |
| Q33 All staff asked patient what name they preferred to be called by | 3,384 | 74% | 3,256 | 75% | | | 75% | 61% | 78% | 69% |
| Q34 Always given enough privacy when discussing condition or treatment | 3,410 | 87% | 3,270 | 85% | | | 85% | 83% | 88% | 86% |
| Q35 Patient was able to discuss worries or fears with staff during visit | 2,498 | 51% | 2,396 | 50% | | | 50% | 49% | 56% | 53% |

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

Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)

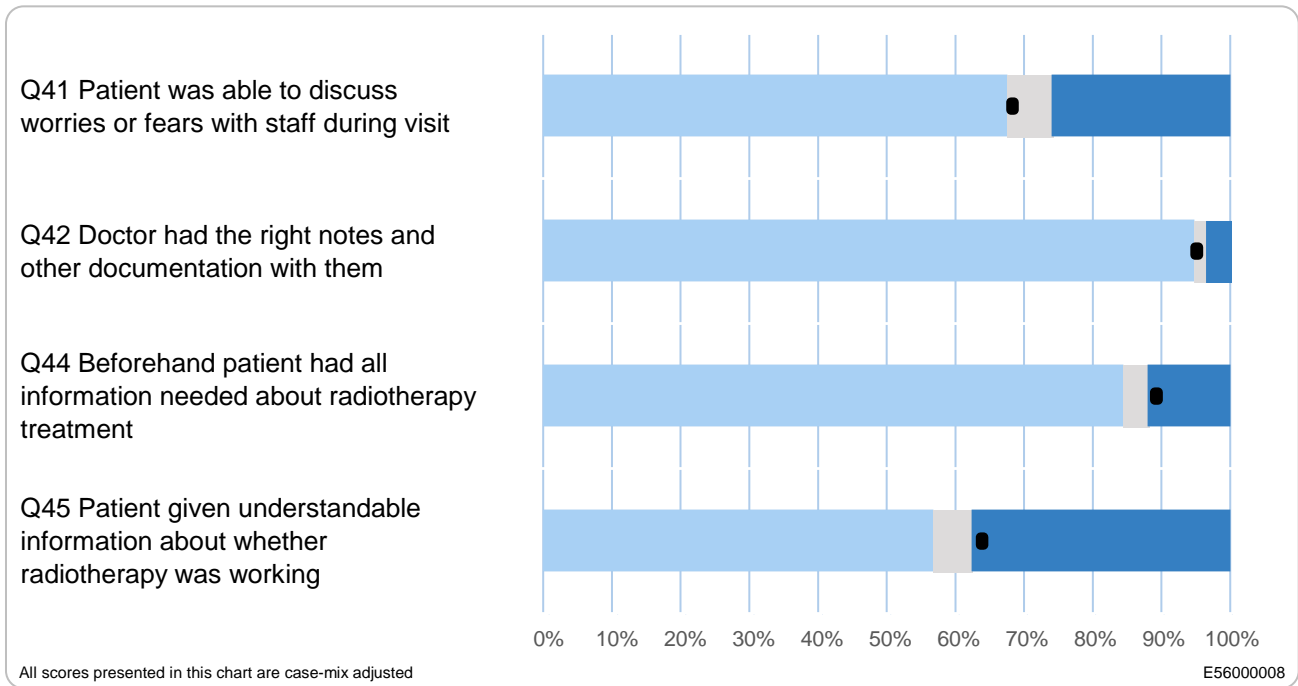


| Question | Unadjusted Scores | | | | Change 2017-2018 | Change Overall | 2018 Case Mix Adjusted | | | |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | | | 2018 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 | 2,985 | 84% | 2,889 | 84% | | | 84% | 82% | 86% | 84% |
| Q37 Always treated with respect and dignity by staff | 3,404 | 88% | 3,281 | 89% | | | 88% | 87% | 90% | 89% |
| Q38 Given clear written information about what should / should not do post discharge | 3,218 | 86% | 3,082 | 87% | | | 87% | 85% | 88% | 87% |
| Q39 Staff told patient who to contact if worried post discharge | 3,288 | 95% | 3,158 | 94% | | | 94% | 93% | 96% | 94% |

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

Cancer Alliance results

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

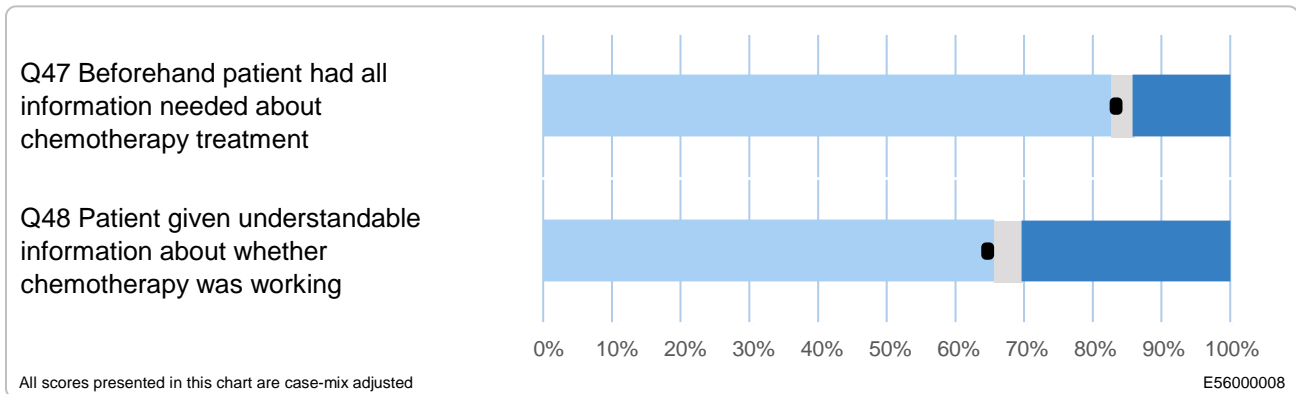


| Question | Unadjusted Scores | | | | Change 2017-2018 | Change Overall | 2018 Case Mix Adjusted | | | |
|---|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | | | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q41 Patient was able to discuss worries or fears with staff during visit | 3,846 | 67% | 3,768 | 68% | | | 68% | 74% | 71% | |
| Q42 Doctor had the right notes and other documentation with them | 4,569 | 96% | 4,480 | 95% | | | 95% | 96% | 96% | |
| Q44 Beforehand patient had all information needed about radiotherapy treatment | 1,585 | 88% | 1,392 | 89% | | | 89% | 88% | 86% | |
| Q45 Patient given understandable information about whether radiotherapy was working | 1,339 | 61% | 1,158 | 63% | | ↑ | 64% | 62% | 60% | |

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

Cancer Alliance results

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

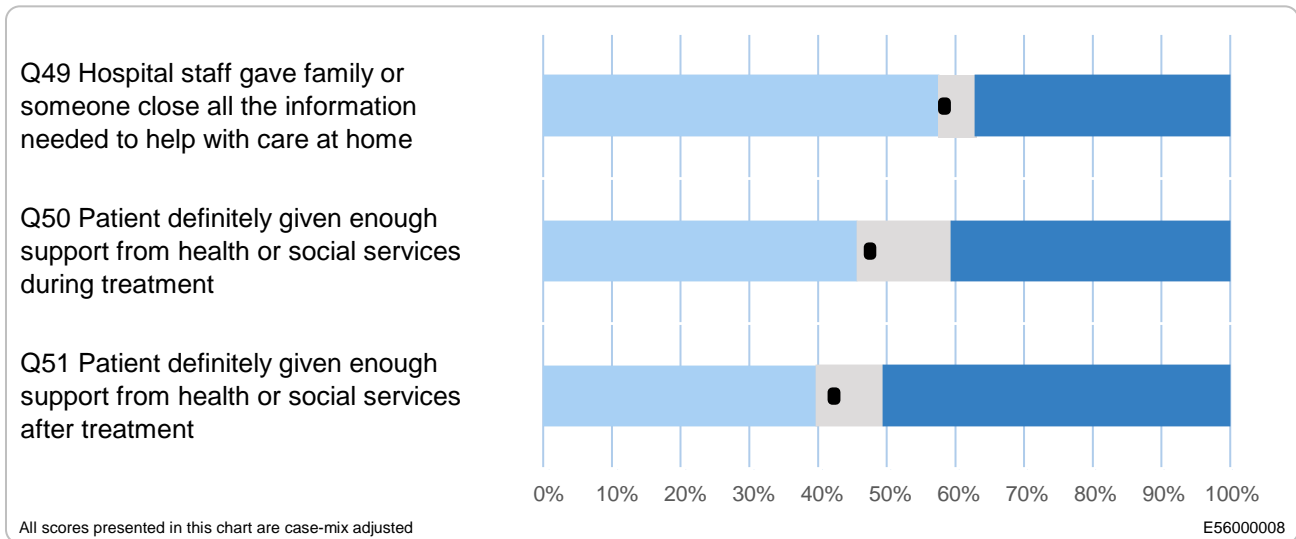


| Question | Unadjusted Scores | | | | Change 2017-2018 | Change Overall | 2018 Case Mix Adjusted | | | | |
|----------|---|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|-----|
| | 2017 | | 2018 | | | | 2018 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 | 2,769 | 83% | 2,639 | 83% | | | 83% | 86% | 84% | |
| Q48 | Patient given understandable information about whether chemotherapy was working | 2,520 | 65% | 2,398 | 64% | | | 64% | 66% | 70% | 68% |

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

Cancer Alliance results

Home care and support

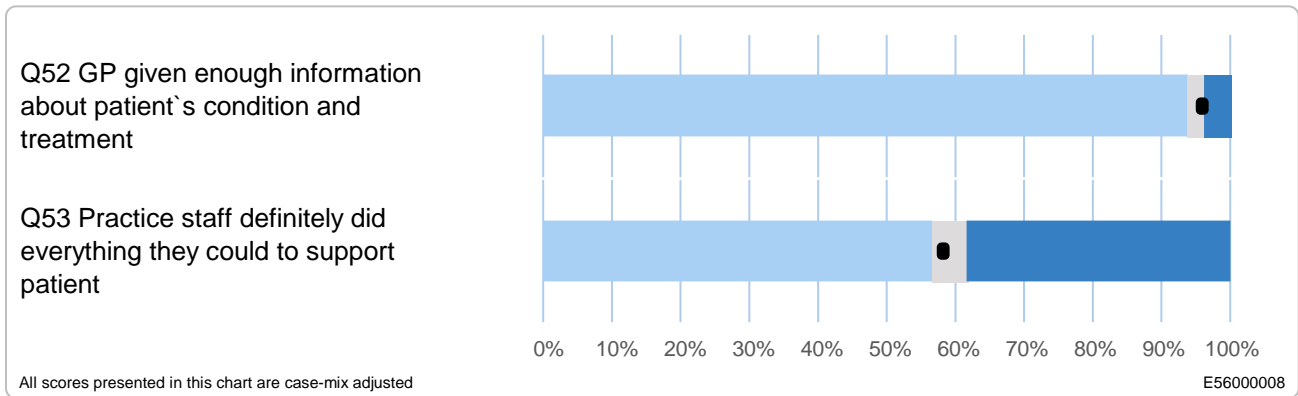


| Question | Unadjusted Scores | | | | | | 2018 Case Mix Adjusted | | | |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q49 Hospital staff gave family or someone close all the information needed to help with care at home | 4,218 | 59% | 4,170 | 58% | | | 58% | 58% | 63% | 60% |
| Q50 Patient definitely given enough support from health or social services during treatment | 2,501 | 52% | 2,419 | 48% | ↓ | | 47% | 46% | 59% | 53% |
| Q51 Patient definitely given enough support from health or social services after treatment | 1,526 | 43% | 1,386 | 43% | | | 42% | 40% | 50% | 45% |

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

Cancer Alliance results

Care from your general practice

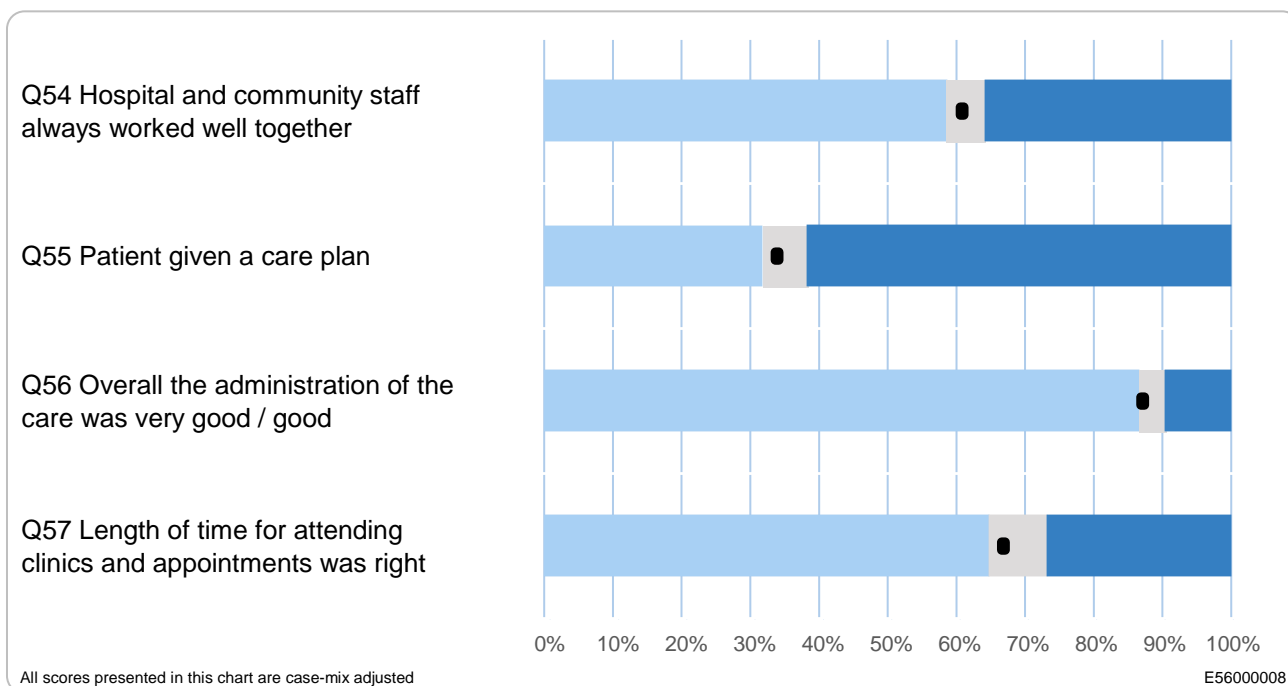


| Question | Unadjusted Scores | | | | 2018 Case Mix Adjusted | | | | | |
|--|-----------------------|-------|-----------------------|-------|------------------------|----------------|------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q52 GP given enough information about patient's condition and treatment | 4,426 | 96% | 4,265 | 96% | | | 96% | 94% | 96% | 95% |
| Q53 Practice staff definitely did everything they could to support patient | 3,588 | 60% | 3,441 | 58% | | | 58% | 57% | 62% | 59% |

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

Cancer Alliance results

Your overall NHS care (Part 1 of 2)

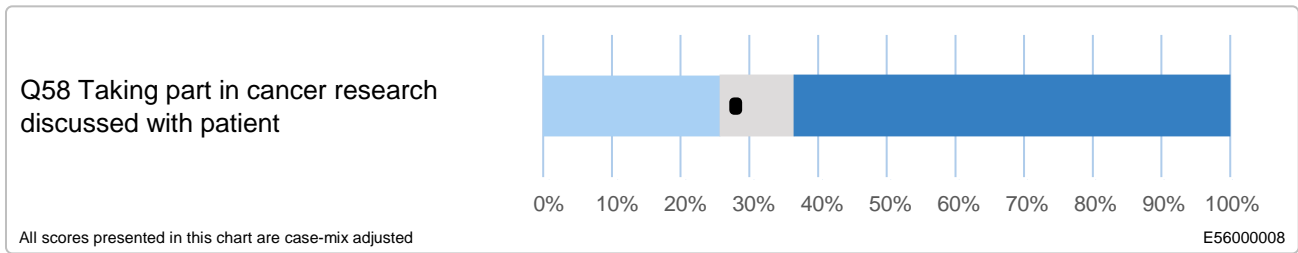


| Question | Unadjusted Scores | | | | 2018 Case Mix Adjusted | | | | | |
|---|-----------------------|-------|-----------------------|-------|------------------------|----------------|------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | Change 2017-2018 | Change Overall | 2018 Score | Expected range - lower | Expected range - upper | National Average Score |
| | Number of respondents | Score | Number of respondents | Score | | | | | | |
| Q54 Hospital and community staff always worked well together | 4,997 | 60% | 4,927 | 61% | | | 61% | 59% | 64% | 61% |
| Q55 Patient given a care plan | 3,991 | 34% | 3,885 | 34% | | | 34% | 32% | 38% | 35% |
| Q56 Overall the administration of the care was very good / good | 5,143 | 88% | 5,078 | 87% | | | 87% | 87% | 90% | 88% |
| Q57 Length of time for attending clinics and appointments was right | 5,105 | 66% | 5,041 | 67% | | ↑ | 67% | 65% | 73% | 69% |

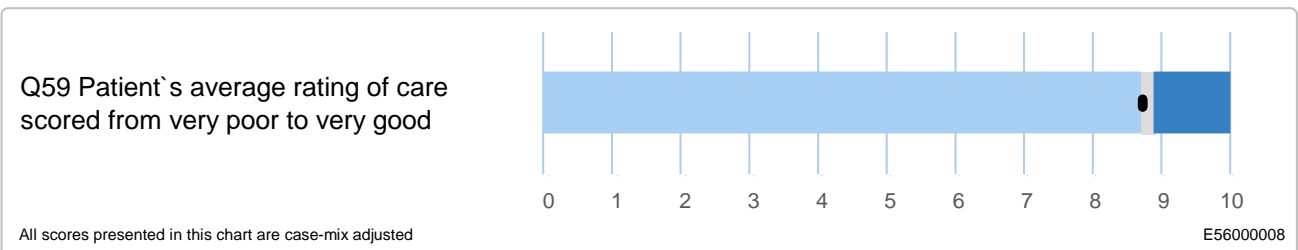
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there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

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



| Question | Unadjusted Scores | | | | Change 2017-2018 | Change Overall | 2018 Case Mix Adjusted | | | |
|---|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | | | 2018 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 | 4,929 | 30% | 4,823 | 28% | ↓ | | 28% | 26% | 37% | 31% |



| Question | Unadjusted Scores | | | | Change 2017-2018 | Change Overall | 2018 Case Mix Adjusted | | | |
|---|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
| | 2017 | | 2018 | | | | 2018 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 | 5,055 | 8.7 | 4,993 | 8.7 | | | 8.7 | 8.7 | 8.9 | 8.8 |

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

Comparisons by tumour group for this 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 | * | 58% | * | 73% |
| Breast | 95% | 94% | 89% | 90% |
| Colorectal / LGT | 69% | 72% | 80% | 83% |
| Gynaecological | 78% | 75% | 84% | 79% |
| Haematological | 65% | 64% | 81% | 81% |
| Head and Neck | 78% | 79% | 75% | 80% |
| Lung | 66% | 71% | 81% | 82% |
| Prostate | 86% | 81% | 87% | 85% |
| Sarcoma | * | 66% | * | 71% |
| Skin | 92% | 90% | 87% | 86% |
| Upper Gastro | 74% | 72% | 76% | 78% |
| Urological | 81% | 81% | 86% | 85% |
| Other | 71% | 73% | 81% | 79% |
| All Cancers | 77% | 77% | 83% | 84% |

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
East Midlands**

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 | * | 92% | * | 83% | * | 71% |
| Breast | 94% | 95% | 92% | 91% | 82% | 82% |
| Colorectal / LGT | 95% | 96% | 88% | 87% | 78% | 81% |
| Gynaecological | 91% | 94% | 88% | 85% | 74% | 77% |
| Haematological | 96% | 95% | 90% | 88% | 77% | 77% |
| Head and Neck | 88% | 92% | 85% | 85% | 81% | 80% |
| Lung | 95% | 94% | 88% | 87% | 78% | 79% |
| Prostate | 95% | 94% | 88% | 86% | 76% | 79% |
| Sarcoma | * | 94% | * | 79% | * | 74% |
| Skin | 100% | 96% | 90% | 90% | 85% | 83% |
| Upper Gastro | 92% | 94% | 81% | 83% | 73% | 75% |
| Urological | 95% | 94% | 87% | 87% | 77% | 79% |
| Other | 96% | 95% | 86% | 86% | 74% | 76% |
| All Cancers | 94% | 94% | 88% | 88% | 78% | 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 | * | 85% | * | 77% | * | 59% | * | 63% |
| Breast | 83% | 82% | 89% | 89% | 78% | 77% | 77% | 78% |
| Colorectal / LGT | 81% | 82% | 83% | 86% | 78% | 79% | 73% | 73% |
| Gynaecological | 71% | 72% | 82% | 82% | 71% | 73% | 78% | 70% |
| Haematological | 73% | 73% | 84% | 83% | 62% | 61% | 82% | 76% |
| Head and Neck | 73% | 72% | 86% | 86% | 81% | 76% | 70% | 67% |
| Lung | 83% | 79% | 80% | 82% | 75% | 76% | 64% | 67% |
| Prostate | 79% | 78% | 84% | 85% | 75% | 78% | 81% | 82% |
| Sarcoma | * | 70% | * | 79% | * | 61% | * | 57% |
| Skin | 71% | 71% | 91% | 90% | 81% | 80% | 85% | 84% |
| Upper Gastro | 81% | 79% | 79% | 80% | 71% | 73% | 63% | 66% |
| Urological | 74% | 74% | 80% | 82% | 72% | 77% | 73% | 73% |
| Other | 79% | 76% | 81% | 82% | 68% | 70% | 66% | 65% |
| All Cancers | 78% | 78% | 84% | 85% | 73% | 74% | 75% | 74% |

§ These are unadjusted scores

Deciding the best treatment for you

| Cancer type | Q12. Patient felt that treatment options were completely explained | | Q13. Possible side effects explained in an understandable way | | Q14. Patient given practical advice and support in dealing with side effects of treatment | |
|--------------------|--|------------|---|------------|---|------------|
| | This CA § | National | This CA § | National | This CA § | National |
| Brain / CNS | * | 81% | * | 70% | * | 64% |
| Breast | 85% | 84% | 75% | 75% | 66% | 69% |
| Colorectal / LGT | 82% | 85% | 73% | 76% | 64% | 70% |
| Gynaecological | 83% | 85% | 75% | 75% | 66% | 67% |
| Haematological | 84% | 81% | 71% | 70% | 68% | 66% |
| Head and Neck | 86% | 85% | 73% | 74% | 61% | 70% |
| Lung | 83% | 84% | 73% | 74% | 66% | 69% |
| Prostate | 80% | 82% | 72% | 72% | 66% | 65% |
| Sarcoma | * | 79% | * | 72% | * | 62% |
| Skin | 90% | 89% | 76% | 80% | 72% | 74% |
| Upper Gastro | 79% | 81% | 73% | 72% | 64% | 68% |
| Urological | 82% | 82% | 73% | 71% | 60% | 62% |
| Other | 81% | 80% | 71% | 72% | 60% | 64% |
| All Cancers | 83% | 83% | 73% | 73% | 65% | 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 | * | 61% | * | 70% |
| Breast | 54% | 56% | 79% | 79% |
| Colorectal / LGT | 54% | 58% | 75% | 80% |
| Gynaecological | 52% | 55% | 81% | 79% |
| Haematological | 51% | 51% | 80% | 77% |
| Head and Neck | 65% | 62% | 82% | 79% |
| Lung | 48% | 56% | 77% | 79% |
| Prostate | 63% | 64% | 80% | 81% |
| Sarcoma | * | 52% | * | 75% |
| Skin | 69% | 66% | 88% | 87% |
| Upper Gastro | 50% | 54% | 71% | 76% |
| Urological | 53% | 53% | 75% | 77% |
| Other | 50% | 53% | 75% | 76% |
| All Cancers | 54% | 56% | 78% | 79% |

§ These are unadjusted scores

Clinical Nurse Specialist

| Cancer type | Q17. Patient given the name of the CNS who would support them through their treatment | | Q18. Patient found it easy to contact their CNS | | Q19. Get understandable answers to important questions all or most of the time | |
|--------------------|---|------------|---|------------|--|------------|
| | This CA % | National | This CA % | National | This CA % | National |
| Brain / CNS | * | 94% | * | 82% | * | 84% |
| Breast | 93% | 95% | 80% | 85% | 85% | 88% |
| Colorectal / LGT | 90% | 92% | 87% | 88% | 87% | 89% |
| Gynaecological | 91% | 94% | 84% | 85% | 87% | 88% |
| Haematological | 95% | 92% | 91% | 88% | 91% | 89% |
| Head and Neck | 91% | 90% | 84% | 87% | 90% | 88% |
| Lung | 92% | 93% | 88% | 87% | 92% | 88% |
| Prostate | 88% | 90% | 85% | 82% | 88% | 87% |
| Sarcoma | * | 87% | * | 84% | * | 87% |
| Skin | 89% | 91% | 93% | 89% | 90% | 91% |
| Upper Gastro | 91% | 93% | 83% | 85% | 89% | 87% |
| Urological | 78% | 84% | 85% | 82% | 91% | 87% |
| Other | 87% | 88% | 82% | 85% | 87% | 87% |
| All Cancers | 90% | 91% | 85% | 85% | 88% | 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 | * | 85% | * | 82% | * | 70% | * | 79% |
| Breast | 87% | 91% | 84% | 86% | 61% | 65% | 79% | 82% |
| Colorectal / LGT | 81% | 86% | 79% | 84% | 50% | 58% | 81% | 83% |
| Gynaecological | 84% | 85% | 79% | 82% | 52% | 61% | 73% | 77% |
| Haematological | 87% | 86% | 84% | 84% | 60% | 62% | 87% | 87% |
| Head and Neck | 84% | 86% | 78% | 83% | 60% | 60% | 83% | 82% |
| Lung | 80% | 86% | 79% | 81% | 66% | 71% | 80% | 85% |
| Prostate | 86% | 89% | 85% | 85% | 45% | 51% | 73% | 79% |
| Sarcoma | * | 79% | * | 71% | * | 56% | * | 75% |
| Skin | 88% | 89% | 83% | 84% | 61% | 60% | 53% | 72% |
| Upper Gastro | 82% | 84% | 78% | 81% | 60% | 63% | 79% | 84% |
| Urological | 76% | 79% | 73% | 75% | 40% | 44% | 69% | 68% |
| Other | 73% | 82% | 75% | 78% | 48% | 58% | 80% | 80% |
| All Cancers | 83% | 86% | 81% | 83% | 55% | 60% | 79% | 81% |

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
East Midlands**

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 | * | 94% | * | 70% |
| Breast | 97% | 96% | 78% | 79% |
| Colorectal / LGT | 94% | 96% | 79% | 83% |
| Gynaecological | 98% | 96% | 82% | 81% |
| Haematological | 94% | 94% | 77% | 77% |
| Head and Neck | 95% | 95% | 75% | 78% |
| Lung | 96% | 95% | 82% | 78% |
| Prostate | 97% | 95% | 77% | 75% |
| Sarcoma | * | 94% | * | 78% |
| Skin | 98% | 97% | 85% | 84% |
| Upper Gastro | 94% | 95% | 71% | 80% |
| Urological | 94% | 95% | 74% | 76% |
| Other | 95% | 95% | 78% | 78% |
| All Cancers | 96% | 96% | 78% | 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 | * | 73% | * | 77% | * | 66% | * | 67% |
| Breast | 89% | 89% | 86% | 86% | 75% | 77% | 78% | 77% |
| Colorectal / LGT | 71% | 77% | 83% | 86% | 67% | 73% | 68% | 71% |
| Gynaecological | 83% | 85% | 82% | 86% | 69% | 72% | 75% | 73% |
| Haematological | 82% | 81% | 83% | 81% | 72% | 74% | 73% | 76% |
| Head and Neck | 81% | 79% | 87% | 86% | 73% | 75% | 77% | 74% |
| Lung | 74% | 77% | 79% | 83% | 74% | 74% | 82% | 76% |
| Prostate | 87% | 86% | 86% | 89% | 70% | 73% | 80% | 80% |
| Sarcoma | * | 80% | * | 84% | * | 72% | * | 68% |
| Skin | 85% | 89% | 93% | 90% | 80% | 81% | 85% | 87% |
| Upper Gastro | 67% | 74% | 78% | 82% | 68% | 73% | 71% | 71% |
| Urological | 80% | 80% | 87% | 87% | 72% | 70% | 78% | 78% |
| Other | 77% | 80% | 82% | 82% | 68% | 71% | 75% | 72% |
| All Cancers | 81% | 82% | 84% | 85% | 71% | 74% | 76% | 75% |

| Cancer type | Q32. Always / nearly always enough nurses on duty | | Q33. All staff asked patient what name they preferred to be called by | | Q34. Always given enough privacy when discussing condition or treatment | | Q35. Patient was able to discuss worries or fears with staff during visit | |
|--------------------|---|----------|---|----------|---|----------|---|----------|
| | This CA \$ | National | This CA \$ | National | This CA \$ | National | This CA \$ | National |
| Brain / CNS | * | 57% | * | 68% | * | 77% | * | 40% |
| Breast | 72% | 71% | 70% | 64% | 87% | 87% | 55% | 56% |
| Colorectal / LGT | 62% | 62% | 73% | 71% | 79% | 85% | 45% | 54% |
| Gynaecological | 68% | 67% | 76% | 67% | 86% | 84% | 50% | 51% |
| Haematological | 60% | 64% | 76% | 71% | 86% | 86% | 56% | 55% |
| Head and Neck | 68% | 66% | 68% | 69% | 84% | 87% | 48% | 55% |
| Lung | 70% | 70% | 81% | 74% | 82% | 85% | 55% | 52% |
| Prostate | 69% | 73% | 75% | 69% | 91% | 88% | 49% | 51% |
| Sarcoma | * | 64% | * | 66% | * | 85% | * | 46% |
| Skin | 82% | 80% | 80% | 72% | 87% | 91% | 50% | 59% |
| Upper Gastro | 58% | 61% | 76% | 75% | 83% | 84% | 42% | 51% |
| Urological | 70% | 69% | 83% | 73% | 86% | 85% | 44% | 47% |
| Other | 63% | 62% | 76% | 68% | 80% | 82% | 49% | 48% |
| All Cancers | 66% | 67% | 75% | 69% | 85% | 86% | 50% | 53% |

§ These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

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

| 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 | * | 79% | * | 50% |
| Breast | 79% | 83% | 57% | 64% |
| Colorectal / LGT | 82% | 85% | 56% | 64% |
| Gynaecological | 84% | 86% | 63% | 68% |
| Haematological | 86% | 85% | 78% | 75% |
| Head and Neck | 89% | 79% | 56% | 54% |
| Lung | 82% | 84% | 64% | 67% |
| Prostate | 86% | 85% | 65% | 68% |
| Sarcoma | 88% | 83% | 75% | 67% |
| Skin | * | 86% | * | 79% |
| Upper Gastro | 83% | 84% | 56% | 61% |
| Urological | 88% | 82% | 61% | 65% |
| Other | 82% | 85% | 65% | 70% |
| All Cancers | 83% | 84% | 64% | 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 | * | 60% | * | 50% | * | 48% |
| Breast | 58% | 59% | 46% | 54% | 38% | 42% |
| Colorectal / LGT | 57% | 63% | 53% | 60% | 48% | 52% |
| Gynaecological | 60% | 59% | 40% | 47% | 31% | 38% |
| Haematological | 65% | 63% | 50% | 52% | 40% | 44% |
| Head and Neck | 63% | 63% | 64% | 56% | 63% | 53% |
| Lung | 53% | 60% | 44% | 52% | 30% | 43% |
| Prostate | 57% | 60% | 48% | 46% | 44% | 40% |
| Sarcoma | * | 55% | * | 49% | * | 45% |
| Skin | 63% | 67% | 45% | 60% | 56% | 59% |
| Upper Gastro | 57% | 60% | 43% | 53% | 46% | 48% |
| Urological | 55% | 59% | 39% | 47% | 47% | 44% |
| Other | 52% | 56% | 50% | 52% | 44% | 44% |
| All Cancers | 58% | 60% | 48% | 53% | 43% | 45% |

[§] These are unadjusted scores

Care from your general practice

| Cancer type | Q52. GP given enough information about patient's condition and treatment | | Q53. Practice staff definitely did everything they could to support patient | |
|--------------------|--|------------|---|------------|
| | This CA § | National | This CA § | National |
| Brain / CNS | * | 88% | * | 51% |
| Breast | 97% | 96% | 59% | 59% |
| Colorectal / LGT | 96% | 95% | 57% | 58% |
| Gynaecological | 97% | 95% | 61% | 57% |
| Haematological | 96% | 95% | 56% | 58% |
| Head and Neck | 92% | 93% | 49% | 58% |
| Lung | 95% | 94% | 54% | 58% |
| Prostate | 95% | 95% | 65% | 64% |
| Sarcoma | * | 95% | * | 53% |
| Skin | 98% | 97% | 72% | 67% |
| Upper Gastro | 97% | 94% | 57% | 58% |
| Urological | 95% | 95% | 60% | 61% |
| Other | 95% | 94% | 55% | 56% |
| All Cancers | 96% | 95% | 58% | 59% |

§ These are unadjusted scores

Your overall NHS care

| Cancer type | Q54. Hospital and community staff always worked well together | | Q55. Patient given a care plan | | Q56. Overall the administration of the care was very good / good | | Q57. Length of time for attending clinics and appointments was right | |
|--------------------|---|----------|--------------------------------|----------|--|----------|--|----------|
| | This CA \$ | National | This CA \$ | National | This CA \$ | National | This CA \$ | National |
| Brain / CNS | * | 45% | * | 33% | * | 84% | * | 59% |
| Breast | 59% | 61% | 37% | 39% | 88% | 90% | 66% | 68% |
| Colorectal / LGT | 56% | 61% | 38% | 38% | 85% | 88% | 69% | 72% |
| Gynaecological | 58% | 58% | 32% | 31% | 87% | 87% | 69% | 69% |
| Haematological | 66% | 64% | 33% | 35% | 93% | 91% | 61% | 66% |
| Head and Neck | 55% | 61% | 34% | 37% | 88% | 88% | 67% | 71% |
| Lung | 61% | 62% | 25% | 31% | 87% | 89% | 68% | 71% |
| Prostate | 67% | 65% | 38% | 36% | 84% | 87% | 73% | 75% |
| Sarcoma | * | 54% | * | 28% | * | 86% | * | 64% |
| Skin | 71% | 71% | 45% | 42% | 89% | 91% | 81% | 73% |
| Upper Gastro | 57% | 59% | 31% | 35% | 82% | 86% | 64% | 68% |
| Urological | 59% | 62% | 26% | 30% | 81% | 85% | 71% | 75% |
| Other | 57% | 57% | 26% | 30% | 85% | 87% | 61% | 63% |
| All Cancers | 61% | 61% | 34% | 35% | 87% | 88% | 67% | 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 | * | 39% | * | 8.4 |
| Breast | 28% | 31% | 8.7 | 8.9 |
| Colorectal / LGT | 30% | 33% | 8.6 | 8.8 |
| Gynaecological | 38% | 37% | 8.8 | 8.8 |
| Haematological | 31% | 32% | 9.0 | 8.9 |
| Head and Neck | 9% | 23% | 8.7 | 8.8 |
| Lung | 29% | 35% | 8.6 | 8.8 |
| Prostate | 27% | 33% | 8.7 | 8.8 |
| Sarcoma | * | 40% | * | 8.6 |
| Skin | 13% | 16% | 9.1 | 9.0 |
| Upper Gastro | 34% | 35% | 8.6 | 8.7 |
| Urological | 15% | 21% | 8.5 | 8.7 |
| Other | 30% | 32% | 8.6 | 8.7 |
| All Cancers | 28% | 31% | 8.7 | 8.8 |

§ These are unadjusted scores

Annex

Response Rates

| | Sample Size | Excluded | Adjusted Sample | Not Returned | Blank / Refused | Completed | Response Rate |
|-----------|-------------|----------|-----------------|--------------|-----------------|-----------|---------------|
| National | 123,512 | 8,445 | 115,067 | 37,171 | 4,079 | 73,817 | 64% |
| E56000008 | 8,353 | 545 | 7,808 | 2,339 | 280 | 5,189 | 66% |

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 | 16 |
| Breast | 1,062 |
| Colorectal / LGT | 633 |
| Gynaecological | 257 |
| Haematological | 855 |
| Head and Neck | 133 |
| Lung | 343 |
| Prostate | 591 |
| Sarcoma | 39 |
| Skin | 141 |
| Upper Gastro | 245 |
| Urological | 416 |
| Other | 458 |

* 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 | 11 | 16 | 50 | 136 | 466 | 1,047 | 682 | 105 | 2,513 |
| Female | 7 | 29 | 106 | 392 | 635 | 882 | 530 | 95 | 2,676 |
| Total | 18 | 45 | 156 | 528 | 1,101 | 1,929 | 1,212 | 200 | 5,189 |

National Cancer Patient Experience Survey 2018

East Midlands

Annex (continued)

Expected Range Summary - Trusts

| Trust | | Expected Range Classification | | |
|-------|---|-------------------------------|----|---|
| RTG | Derby Teaching Hospitals NHS Foundation Trust | 1 | 43 | 8 |
| RX1 | Nottingham University Hospitals NHS Trust | 1 | 45 | 6 |
| RK5 | Sherwood Forest Hospitals NHS Foundation Trust | 3 | 46 | 3 |
| RWE | University Hospitals of Leicester NHS Trust | 8 | 42 | 2 |
| RNS | Northampton General Hospital NHS Trust | 10 | 40 | 2 |
| RNQ | Kettering General Hospital NHS Foundation Trust | 13 | 39 | |
| RWD | United Lincolnshire Hospitals NHS Trust | 20 | 31 | 1 |

**National Cancer Patient Experience Survey 2018
East Midlands**

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

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

| <i>Code</i> | <i>Name</i> | <i>Base</i> | <i>Score</i> | |
|-------------|---|-------------|--------------|--|
| All | National | 70,942 | 8.80 | |
| E56000008 | East Midlands | 4,993 | 8.72 | |
| RX1 | Nottingham University Hospitals NHS Trust | 560 | 8.91 | |
| RTG | University Hospitals of Derby and Burton NHS Foundation Trust | 950 | 8.86 | |
| RK5 | Sherwood Forest Hospitals NHS Foundation Trust | 248 | 8.76 | |
| RNS | Northampton General Hospital NHS Trust | 439 | 8.71 | |
| RWE | University Hospitals of Leicester NHS Trust | 1,231 | 8.69 | |
| RWD | United Lincolnshire Hospitals NHS Trust | 898 | 8.59 | |
| RNQ | Kettering General Hospital NHS Foundation Trust | 301 | 8.52 | |

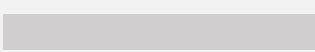
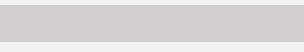
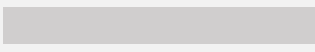
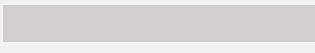
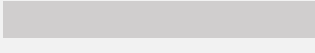

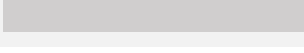


National Cancer Patient Experience Survey 2018

East Midlands

Annex (continued)

Dashboard Questions - Trusts

Q16 Patient definitely involved in decisions about care and treatment

| Code | Name | Base | Score | |
|-----------|---|--------|-------|---|
| All | National | 71,034 | 79% |  |
| E56000008 | East Midlands | 4,979 | 78% |  |
| RX1 | Nottingham University Hospitals NHS Trust | 558 | 79% |  |
| RNS | Northampton General Hospital NHS Trust | 434 | 79% |  |
| RK5 | Sherwood Forest Hospitals NHS Foundation Trust | 243 | 79% |  |
| RWE | University Hospitals of Leicester NHS Trust | 1,237 | 78% |  |
| RTG | University Hospitals of Derby and Burton NHS Foundation Trust | 957 | 77% |  |
| RNQ | Kettering General Hospital NHS Foundation Trust | 295 | 77% |  |
| RWD | United Lincolnshire Hospitals NHS Trust | 887 | 76% |  |

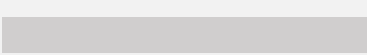
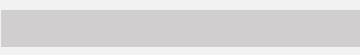

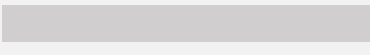


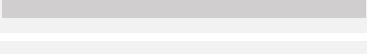
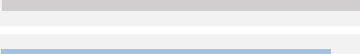
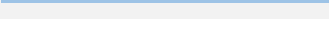
National Cancer Patient Experience Survey 2018

East Midlands

Annex (continued)

Dashboard Questions - Trusts

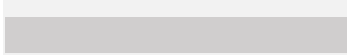
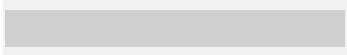

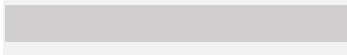


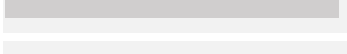
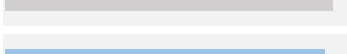
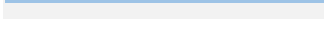
Q17 Patient given the name of the CNS who would support them through their treatment

| Code | Name | Base | Score | |
|-----------|---|--------|-------|---|
| All | National | 69,892 | 91% |  |
| E56000008 | East Midlands | 4,898 | 90% |  |
| RNS | Northampton General Hospital NHS Trust | 437 | 95% |  |
| RWE | University Hospitals of Leicester NHS Trust | 1,220 | 93% |  |
| RTG | University Hospitals of Derby and Burton NHS Foundation Trust | 935 | 92% |  |
| RX1 | Nottingham University Hospitals NHS Trust | 548 | 91% |  |
| RNQ | Kettering General Hospital NHS Foundation Trust | 285 | 91% |  |
| RK5 | Sherwood Forest Hospitals NHS Foundation Trust | 244 | 90% |  |
| RWD | United Lincolnshire Hospitals NHS Trust | 872 | 82% |  |

**National Cancer Patient Experience Survey 2018
East Midlands**

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

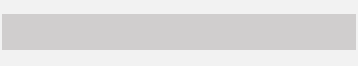
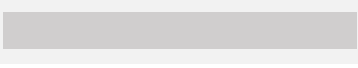

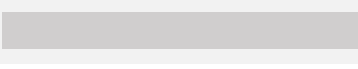
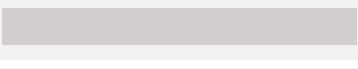
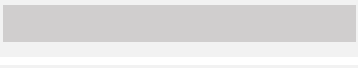


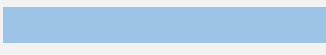
Q18 Patient found it easy to contact their CNS

| <i>Code</i> | <i>Name</i> | <i>Base</i> | <i>Score</i> | |
|-------------|---|-------------|--------------|---|
| All | National | 56,809 | 85% |  |
| E56000008 | East Midlands | 3,832 | 85% |  |
| RTG | University Hospitals of Derby and Burton NHS Foundation Trust | 748 | 90% |  |
| RX1 | Nottingham University Hospitals NHS Trust | 429 | 86% |  |
| RWD | United Lincolnshire Hospitals NHS Trust | 594 | 85% |  |
| RWE | University Hospitals of Leicester NHS Trust | 966 | 85% |  |
| RK5 | Sherwood Forest Hospitals NHS Foundation Trust | 183 | 83% |  |
| RNQ | Kettering General Hospital NHS Foundation Trust | 242 | 82% |  |
| RNS | Northampton General Hospital NHS Trust | 378 | 80% |  |

**National Cancer Patient Experience Survey 2018
East Midlands**

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

Q37 Always treated with respect and dignity by staff

| <i>Code</i> | <i>Name</i> | <i>Base</i> | <i>Score</i> | |
|-------------|---|-------------|--------------|---|
| All | National | 43,433 | 89% |  |
| E56000008 | East Midlands | 3,281 | 88% |  |
| RX1 | Nottingham University Hospitals NHS Trust | 473 | 93% |  |
| RK5 | Sherwood Forest Hospitals NHS Foundation Trust | 163 | 90% |  |
| RTG | University Hospitals of Derby and Burton NHS Foundation Trust | 627 | 89% |  |
| RWE | University Hospitals of Leicester NHS Trust | 871 | 88% |  |
| RNS | Northampton General Hospital NHS Trust | 275 | 86% |  |
| RWD | United Lincolnshire Hospitals NHS Trust | 483 | 86% |  |
| RNQ | Kettering General Hospital NHS Foundation Trust | 182 | 82% |  |

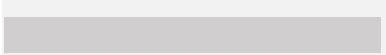
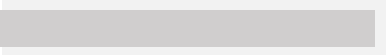

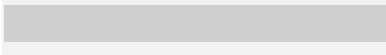


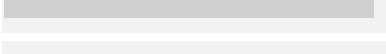
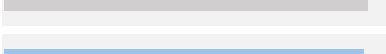
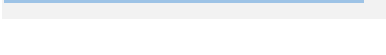
National Cancer Patient Experience Survey 2018

East Midlands

Annex (continued)

Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

| Code | Name | Base | Score | |
|-----------|---|--------|-------|---|
| All | National | 41,743 | 94% |  |
| E56000008 | East Midlands | 3,158 | 94% |  |
| RTG | University Hospitals of Derby and Burton NHS Foundation Trust | 606 | 97% |  |
| RK5 | Sherwood Forest Hospitals NHS Foundation Trust | 158 | 97% |  |
| RWE | University Hospitals of Leicester NHS Trust | 836 | 96% |  |
| RX1 | Nottingham University Hospitals NHS Trust | 451 | 93% |  |
| RWD | United Lincolnshire Hospitals NHS Trust | 465 | 92% |  |
| RNQ | Kettering General Hospital NHS Foundation Trust | 175 | 91% |  |
| RNS | Northampton General Hospital NHS Trust | 269 | 90% |  |

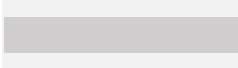
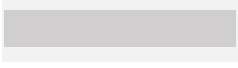
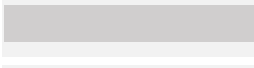

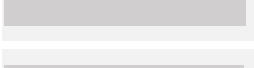
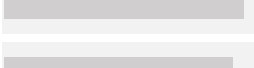

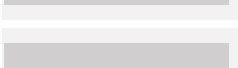

National Cancer Patient Experience Survey 2018

East Midlands

Annex (continued)

Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

| Code | Name | Base | Score | |
|-----------|---|--------|-------|---|
| All | National | 47,950 | 59% |  |
| E56000008 | East Midlands | 3,441 | 58% |  |
| RNS | Northampton General Hospital NHS Trust | 304 | 63% |  |
| RX1 | Nottingham University Hospitals NHS Trust | 377 | 61% |  |
| RTG | University Hospitals of Derby and Burton NHS Foundation Trust | 623 | 60% |  |
| RNQ | Kettering General Hospital NHS Foundation Trust | 193 | 60% |  |
| RK5 | Sherwood Forest Hospitals NHS Foundation Trust | 164 | 57% |  |
| RWD | United Lincolnshire Hospitals NHS Trust | 624 | 56% |  |
| RWE | University Hospitals of Leicester NHS Trust | 918 | 56% |  |

**National Cancer Patient Experience Survey 2018
East Midlands**

**Annex (continued)
Expected Range Summary - CCGs**

| CCG | | Expected Range Classification | | |
|-----|---|-------------------------------|----|---|
| 99D | NHS South Lincolnshire CCG | | 47 | 5 |
| 04K | NHS Nottingham City CCG | 1 | 49 | 2 |
| 04M | NHS Nottingham West CCG | | 51 | 1 |
| 04N | NHS Rushcliffe CCG | | 50 | 1 |
| 04R | NHS Southern Derbyshire CCG | 2 | 47 | 3 |
| 03V | NHS Corby CCG | 1 | 47 | 1 |
| 04C | NHS Leicester City CCG | | 52 | |
| 04E | NHS Mansfield and Ashfield CCG | 3 | 46 | 3 |
| 04H | NHS Newark and Sherwood CCG | 3 | 46 | 3 |
| 04L | NHS Nottingham North and East CCG | | 52 | |
| 03X | NHS Erewash CCG | 3 | 48 | 1 |
| 04V | NHS West Leicestershire CCG | 4 | 46 | 2 |
| 04Q | NHS South West Lincolnshire CCG | 5 | 47 | |
| 03W | NHS East Leicestershire and Rutland CCG | 12 | 39 | 1 |
| 03T | NHS Lincolnshire East CCG | 14 | 38 | |
| 04D | NHS Lincolnshire West CCG | 18 | 33 | 1 |
| 04G | NHS Nene CCG | 21 | 31 | |

**National Cancer Patient Experience Survey 2018
East Midlands**

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

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

| <i>Code</i> | <i>Name</i> | <i>Base</i> | <i>Score</i> | |
|-------------|---|-------------|--------------|--|
| All | National | 70,942 | 8.80 | |
| E56000008 | East Midlands | 4,993 | 8.72 | |
| 04M | NHS Nottingham West CCG | 83 | 8.95 | |
| 04H | NHS Newark and Sherwood CCG | 132 | 8.89 | |
| 04L | NHS Nottingham North and East CCG | 104 | 8.88 | |
| 04R | NHS Southern Derbyshire CCG | 786 | 8.86 | |
| 03V | NHS Corby CCG | 70 | 8.83 | |
| 03X | NHS Erewash CCG | 115 | 8.83 | |
| 04K | NHS Nottingham City CCG | 108 | 8.80 | |
| 99D | NHS South Lincolnshire CCG | 207 | 8.78 | |
| 04E | NHS Mansfield and Ashfield CCG | 187 | 8.74 | |
| 04N | NHS Rushcliffe CCG | 69 | 8.71 | |
| 04V | NHS West Leicestershire CCG | 532 | 8.70 | |
| 03W | NHS East Leicestershire and Rutland CCG | 496 | 8.70 | |
| 04G | NHS Nene CCG | 813 | 8.67 | |
| 03T | NHS Lincolnshire East CCG | 483 | 8.65 | |
| 04C | NHS Leicester City CCG | 243 | 8.62 | |
| 04Q | NHS South West Lincolnshire CCG | 223 | 8.61 | |
| 04D | NHS Lincolnshire West CCG | 342 | 8.51 | |

**National Cancer Patient Experience Survey 2018
East Midlands**

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

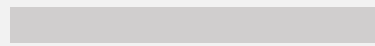
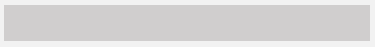


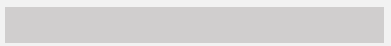
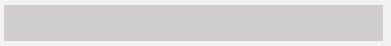

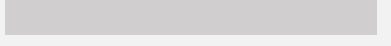

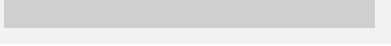
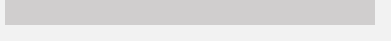
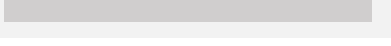


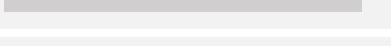


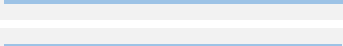
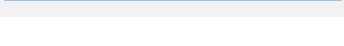
Q16 Patient definitely involved in decisions about care and treatment

| <i>Code</i> | <i>Name</i> | <i>Base</i> | <i>Score</i> | |
|-------------|---|-------------|--------------|--|
| All | National | 71,034 | 79% | |
| E56000008 | East Midlands | 4,979 | 78% | |
| 04C | NHS Leicester City CCG | 241 | 82% | |
| 99D | NHS South Lincolnshire CCG | 213 | 82% | |
| 04H | NHS Newark and Sherwood CCG | 134 | 82% | |
| 04N | NHS Rushcliffe CCG | 68 | 80% | |
| 04L | NHS Nottingham North and East CCG | 105 | 80% | |
| 04V | NHS West Leicestershire CCG | 536 | 79% | |
| 03V | NHS Corby CCG | 68 | 79% | |
| 04G | NHS Nene CCG | 801 | 78% | |
| 04R | NHS Southern Derbyshire CCG | 788 | 78% | |
| 04K | NHS Nottingham City CCG | 110 | 77% | |
| 03W | NHS East Leicestershire and Rutland CCG | 506 | 76% | |
| 04E | NHS Mansfield and Ashfield CCG | 183 | 76% | |
| 04M | NHS Nottingham West CCG | 84 | 76% | |
| 03T | NHS Lincolnshire East CCG | 473 | 76% | |
| 04Q | NHS South West Lincolnshire CCG | 223 | 76% | |
| 04D | NHS Lincolnshire West CCG | 334 | 74% | |
| 03X | NHS Erewash CCG | 112 | 74% | |

National Cancer Patient Experience Survey 2018
East Midlands

Annex (continued)
Dashboard Questions - CCGs

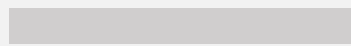
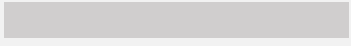
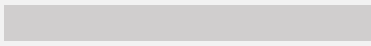
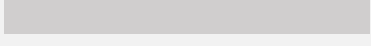
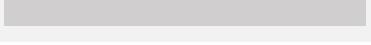

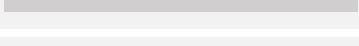

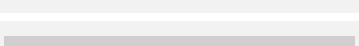
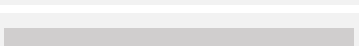


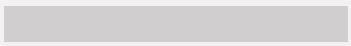
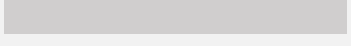
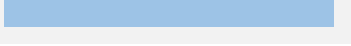

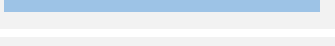
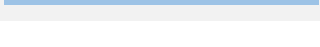

Q17 Patient given the name of the CNS who would support them through their treatment

| <i>Code</i> | <i>Name</i> | <i>Base</i> | <i>Score</i> | |
|-------------|---|-------------|--------------|---|
| All | National | 69,892 | 91% |  |
| E56000008 | East Midlands | 4,898 | 90% |  |
| 04L | NHS Nottingham North and East CCG | 103 | 96% |  |
| 04H | NHS Newark and Sherwood CCG | 131 | 94% |  |
| 04G | NHS Nene CCG | 792 | 94% |  |
| 04C | NHS Leicester City CCG | 235 | 93% |  |
| 04V | NHS West Leicestershire CCG | 525 | 93% |  |
| 03X | NHS Erewash CCG | 113 | 92% |  |
| 04R | NHS Southern Derbyshire CCG | 763 | 91% |  |
| 03V | NHS Corby CCG | 68 | 91% |  |
| 04E | NHS Mansfield and Ashfield CCG | 188 | 91% |  |
| 03W | NHS East Leicestershire and Rutland CCG | 503 | 91% |  |
| 04N | NHS Rushcliffe CCG | 65 | 90% |  |
| 04M | NHS Nottingham West CCG | 80 | 89% |  |
| 99D | NHS South Lincolnshire CCG | 205 | 88% |  |
| 04K | NHS Nottingham City CCG | 110 | 88% |  |
| 04Q | NHS South West Lincolnshire CCG | 215 | 84% |  |
| 04D | NHS Lincolnshire West CCG | 323 | 84% |  |
| 03T | NHS Lincolnshire East CCG | 479 | 83% |  |

**National Cancer Patient Experience Survey 2018
East Midlands**

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

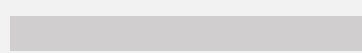
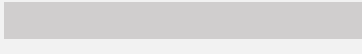
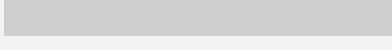

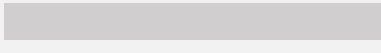
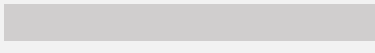
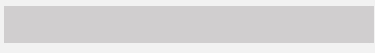
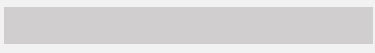
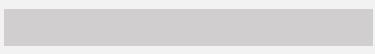
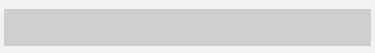
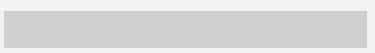
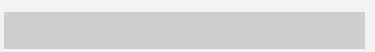
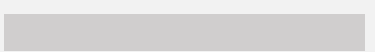




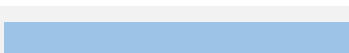
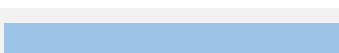
Q18 Patient found it easy to contact their CNS

| <i>Code</i> | <i>Name</i> | <i>Base</i> | <i>Score</i> | |
|-------------|---|-------------|--------------|---|
| All | National | 56,809 | 85% |  |
| E56000008 | East Midlands | 3,832 | 85% |  |
| 99D | NHS South Lincolnshire CCG | 157 | 91% |  |
| 04M | NHS Nottingham West CCG | 58 | 90% |  |
| 04R | NHS Southern Derbyshire CCG | 599 | 89% |  |
| 04K | NHS Nottingham City CCG | 90 | 89% |  |
| 04L | NHS Nottingham North and East CCG | 84 | 87% |  |
| 04N | NHS Rushcliffe CCG | 46 | 87% |  |
| 03W | NHS East Leicestershire and Rutland CCG | 383 | 87% |  |
| 03T | NHS Lincolnshire East CCG | 333 | 86% |  |
| 03X | NHS Erewash CCG | 91 | 86% |  |
| 03V | NHS Corby CCG | 58 | 86% |  |
| 04Q | NHS South West Lincolnshire CCG | 157 | 85% |  |
| 04V | NHS West Leicestershire CCG | 426 | 85% |  |
| 04C | NHS Leicester City CCG | 199 | 85% |  |
| 04G | NHS Nene CCG | 673 | 81% |  |
| 04E | NHS Mansfield and Ashfield CCG | 143 | 81% |  |
| 04H | NHS Newark and Sherwood CCG | 111 | 78% |  |
| 04D | NHS Lincolnshire West CCG | 224 | 78% |  |

**National Cancer Patient Experience Survey 2018
East Midlands**

**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 | 43,433 | 89% |  |
| E56000008 | East Midlands | 3,281 | 88% |  |
| 04M | NHS Nottingham West CCG | 71 | 96% |  |
| 04N | NHS Rushcliffe CCG | 54 | 93% |  |
| 04L | NHS Nottingham North and East CCG | 90 | 93% |  |
| 03X | NHS Erewash CCG | 82 | 92% |  |
| 04E | NHS Mansfield and Ashfield CCG | 132 | 91% |  |
| 04H | NHS Newark and Sherwood CCG | 102 | 91% |  |
| 03V | NHS Corby CCG | 41 | 91% |  |
| 99D | NHS South Lincolnshire CCG | 122 | 91% |  |
| 04Q | NHS South West Lincolnshire CCG | 131 | 90% |  |
| 03W | NHS East Leicestershire and Rutland CCG | 338 | 89% |  |
| 04R | NHS Southern Derbyshire CCG | 502 | 89% |  |
| 04K | NHS Nottingham City CCG | 89 | 89% |  |
| 04V | NHS West Leicestershire CCG | 355 | 89% |  |
| 04C | NHS Leicester City CCG | 174 | 87% |  |
| 03T | NHS Lincolnshire East CCG | 275 | 87% |  |
| 04G | NHS Nene CCG | 523 | 85% |  |
| 04D | NHS Lincolnshire West CCG | 200 | 83% |  |

**National Cancer Patient Experience Survey 2018
East Midlands**

**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 | 41,743 | 94% | |
| E56000008 | East Midlands | 3,158 | 94% | |
| 03X | NHS Erewash CCG | 79 | 97% | |
| 04C | NHS Leicester City CCG | 167 | 97% | |
| 03W | NHS East Leicestershire and Rutland CCG | 320 | 96% | |
| 04R | NHS Southern Derbyshire CCG | 486 | 96% | |
| 04M | NHS Nottingham West CCG | 67 | 96% | |
| 99D | NHS South Lincolnshire CCG | 118 | 96% | |
| 04V | NHS West Leicestershire CCG | 343 | 95% | |
| 04N | NHS Rushcliffe CCG | 54 | 95% | |
| 04E | NHS Mansfield and Ashfield CCG | 126 | 94% | |
| 04H | NHS Newark and Sherwood CCG | 99 | 94% | |
| 04L | NHS Nottingham North and East CCG | 87 | 94% | |
| 03V | NHS Corby CCG | 42 | 94% | |
| 04Q | NHS South West Lincolnshire CCG | 126 | 93% | |
| 03T | NHS Lincolnshire East CCG | 264 | 92% | |
| 04G | NHS Nene CCG | 503 | 91% | |
| 04D | NHS Lincolnshire West CCG | 195 | 91% | |
| 04K | NHS Nottingham City CCG | 82 | 90% | |

**National Cancer Patient Experience Survey 2018
East Midlands**

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

Q53 Practice staff definitely did everything they could to support patient

| <i>Code</i> | <i>Name</i> | <i>Base</i> | <i>Score</i> | |
|-------------|---|-------------|--------------|--|
| All | National | 47,950 | 59% | |
| E56000008 | East Midlands | 3,441 | 58% | |
| 04K | NHS Nottingham City CCG | 73 | 64% | |
| 04G | NHS Nene CCG | 547 | 62% | |
| 03X | NHS Erewash CCG | 85 | 61% | |
| 04M | NHS Nottingham West CCG | 61 | 61% | |
| 03V | NHS Corby CCG | 53 | 59% | |
| 04R | NHS Southern Derbyshire CCG | 505 | 59% | |
| 04N | NHS Rushcliffe CCG | 48 | 59% | |
| 04V | NHS West Leicestershire CCG | 382 | 59% | |
| 04E | NHS Mansfield and Ashfield CCG | 130 | 59% | |
| 04L | NHS Nottingham North and East CCG | 61 | 59% | |
| 03W | NHS East Leicestershire and Rutland CCG | 368 | 58% | |
| 04Q | NHS South West Lincolnshire CCG | 163 | 58% | |
| 04D | NHS Lincolnshire West CCG | 239 | 57% | |
| 99D | NHS South Lincolnshire CCG | 136 | 57% | |
| 04H | NHS Newark and Sherwood CCG | 92 | 56% | |
| 04C | NHS Leicester City CCG | 175 | 54% | |
| 03T | NHS Lincolnshire East CCG | 323 | 49% | |

Annex

Methodology

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2018.

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

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

The fieldwork for the survey was undertaken between October 2018 and March 2019.

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

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

Further information

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

www.ncpes.co.uk/reports/2018-reports

Redevelopment of the 2018 survey

There have been no changes to the questionnaire compared to 2017.

Official Statistics

The 2018 survey data has been produced and published in line with the Code of Practice for Official Statistics.

Annex (continued)

Scoring methodologies

51 of the 52 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

- question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")
- question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

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

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

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

A copy of the detailed scoring methodology for the 2018 questionnaire is available at: www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

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

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

Case-mix adjustment

As in 2017, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust is performing given their patient population.

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

For further details on case-mix adjustment, please refer to the technical document for the survey, available at:

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

Annex (continued)

Statistical significance

In the reporting of 2018 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2018 have been compared with those of 2017 and statistically significant change between the two years has been reported where identified.

For the 49 scored questions that are comparable across 2015, 2016, 2017 and 2018, overall statistically significant change over the four years has also been reported where identified.

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

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



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