

National Cancer Patient Experience Survey

2018 Results

East of England Cancer Alliance

Published September 2019

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



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Introduction

The National Cancer Patient Experience Survey 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	6,609	78%	6,558	77%			77%	76%	78%	77%
Q2	Patient thought they were seen as soon as necessary	8,795	84%	8,879	84%			84%	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 15 questions for men and in 5 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 6 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

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

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

79% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

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

86% 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.

**National Cancer Patient Experience Survey 2018
East of England**

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	

Support for people with cancer

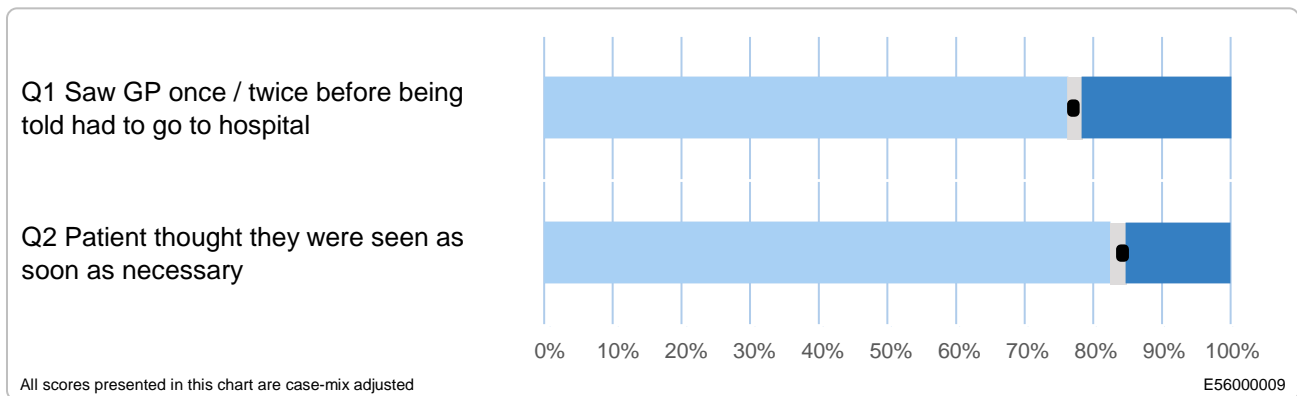
Q22	Hospital staff gave information on getting financial help	4,465	64%	57%	64%	60%
Q23	Hospital staff told patient they could get free prescriptions	3,919	79%	79%	83%	81%

Hospital care as an inpatient

Q32	Always / nearly always enough nurses on duty	5,322	64%	64%	70%	67%
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Cancer Alliance results

Seeing your GP

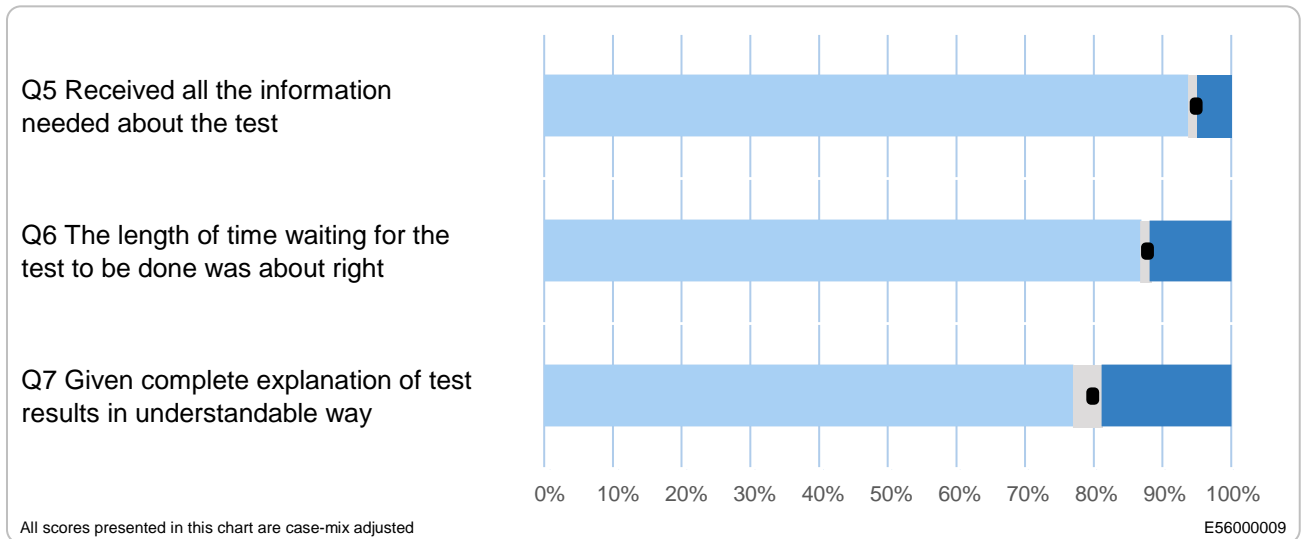


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	6,609	78%	6,558	77%			77%	76%	78%	77%
Q2	Patient thought they were seen as soon as necessary	8,795	84%	8,879	84%			84%	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

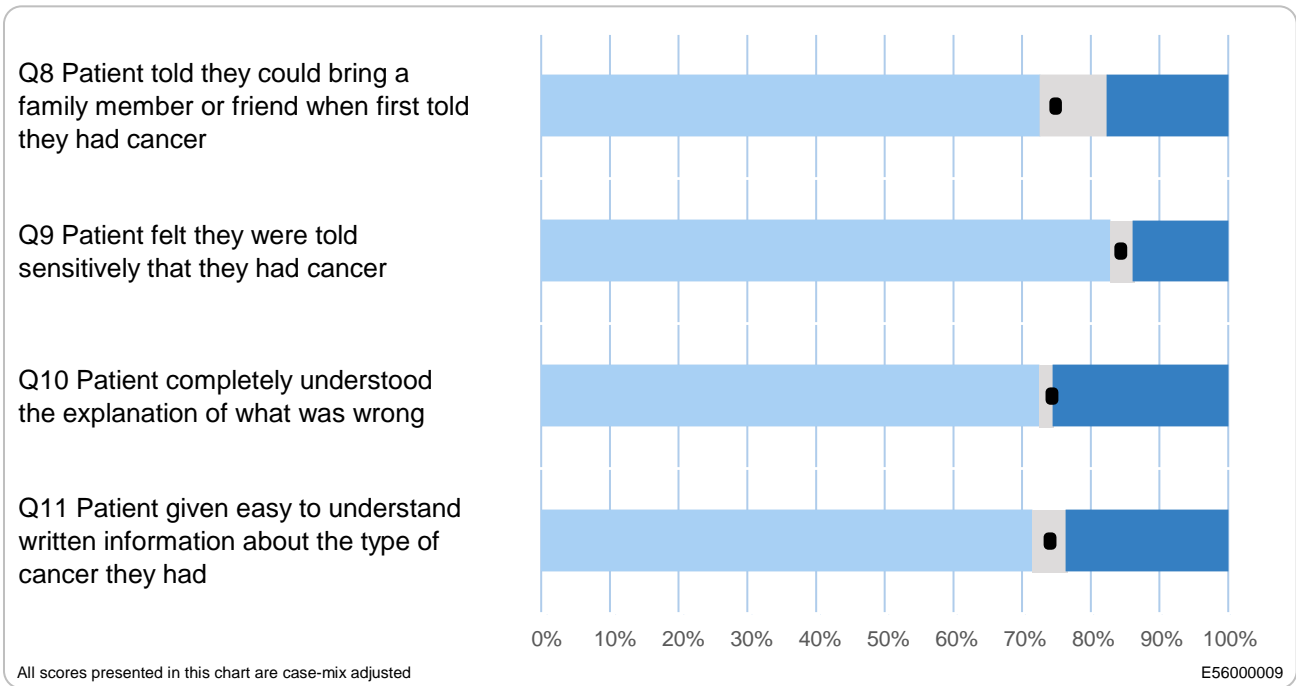


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q5	Received all the information needed about the test	7,717	95%	7,822	95%			95%	94%	95%	94%
Q6	The length of time waiting for the test to be done was about right	7,773	88%	7,873	88%			88%	87%	88%	88%
Q7	Given complete explanation of test results in understandable way	7,788	80%	7,906	80%			80%	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)
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Cancer Alliance results

Finding out what was wrong with you

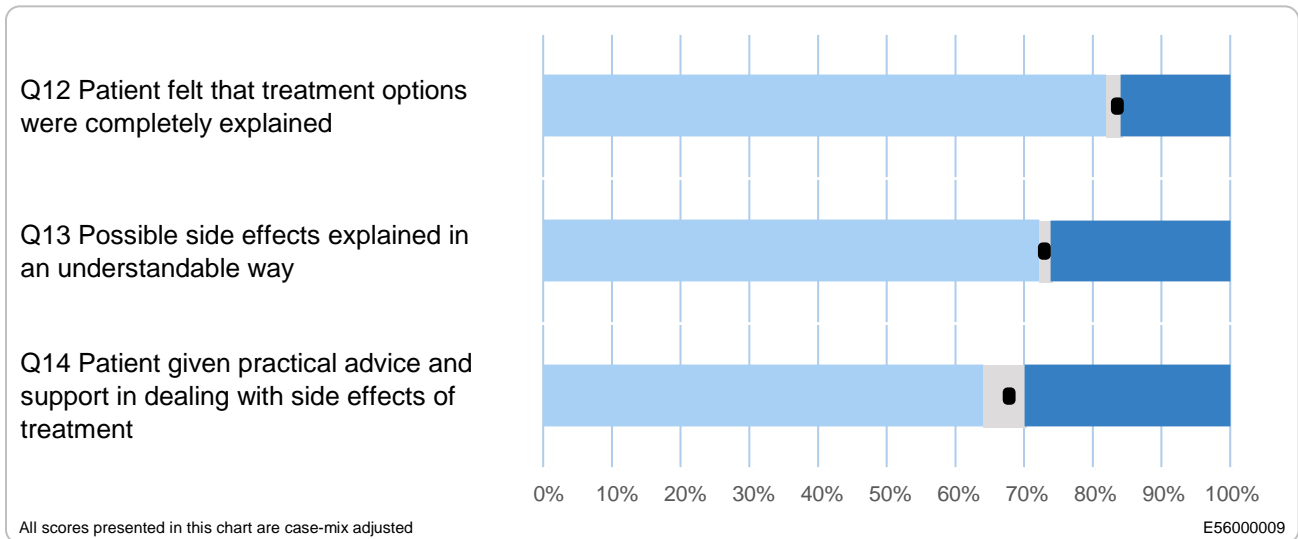


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	8,167	8,181	75%	74%			75%	73%	82%	78%
Q9 Patient felt they were told sensitively that they had cancer	8,770	8,935	84%	84%			84%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	8,890	9,042	73%	74%			74%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	7,781	7,865	74%	74%			74%	72%	76%	74%

↑ 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)
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Cancer Alliance results

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

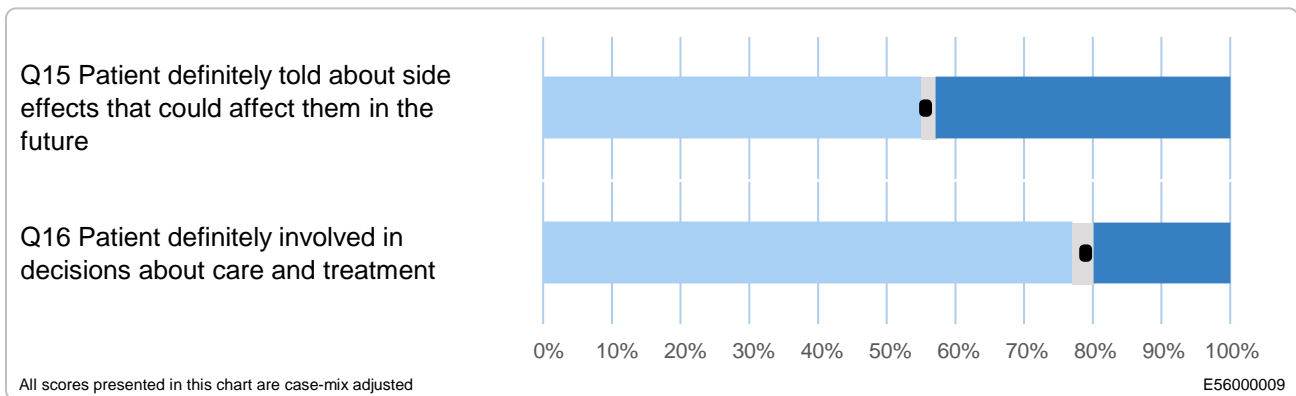


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q12	Patient felt that treatment options were completely explained	7,748	83%	7,880	83%			83%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	8,478	73%	8,664	73%			73%	72%	74%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	8,516	68%	8,598	67%			68%	64%	70%	67%

↑ 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)
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Cancer Alliance results

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

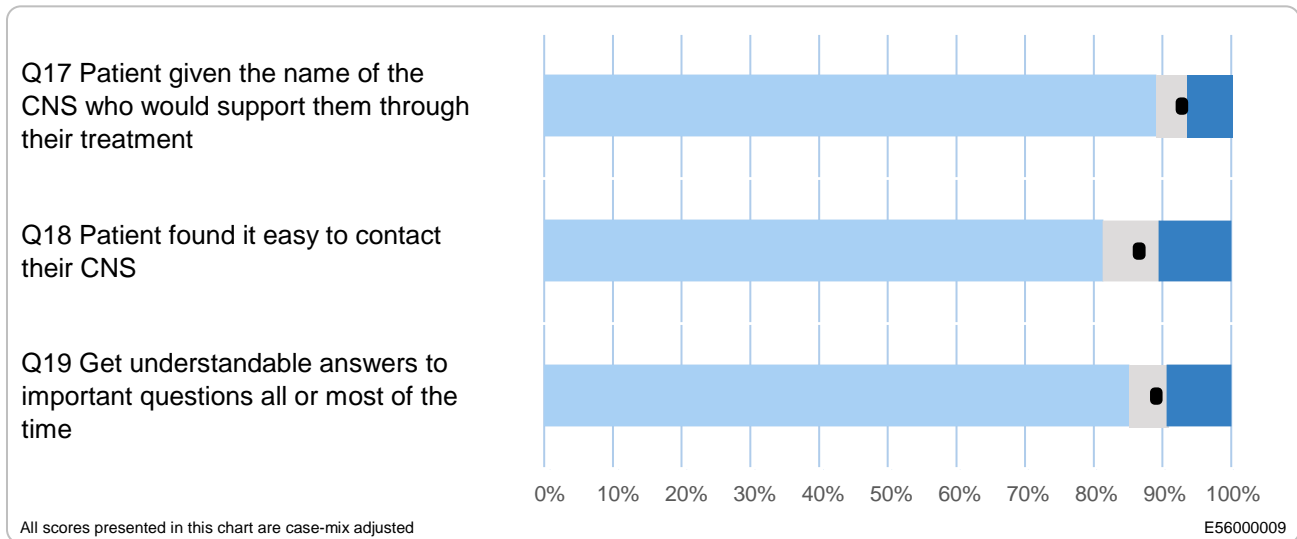


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	8,036	55%	8,104	55%			55%	55%	57%	56%
Q16 Patient definitely involved in decisions about care and treatment	8,642	79%	8,842	79%			79%	77%	80%	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

Clinical Nurse Specialist

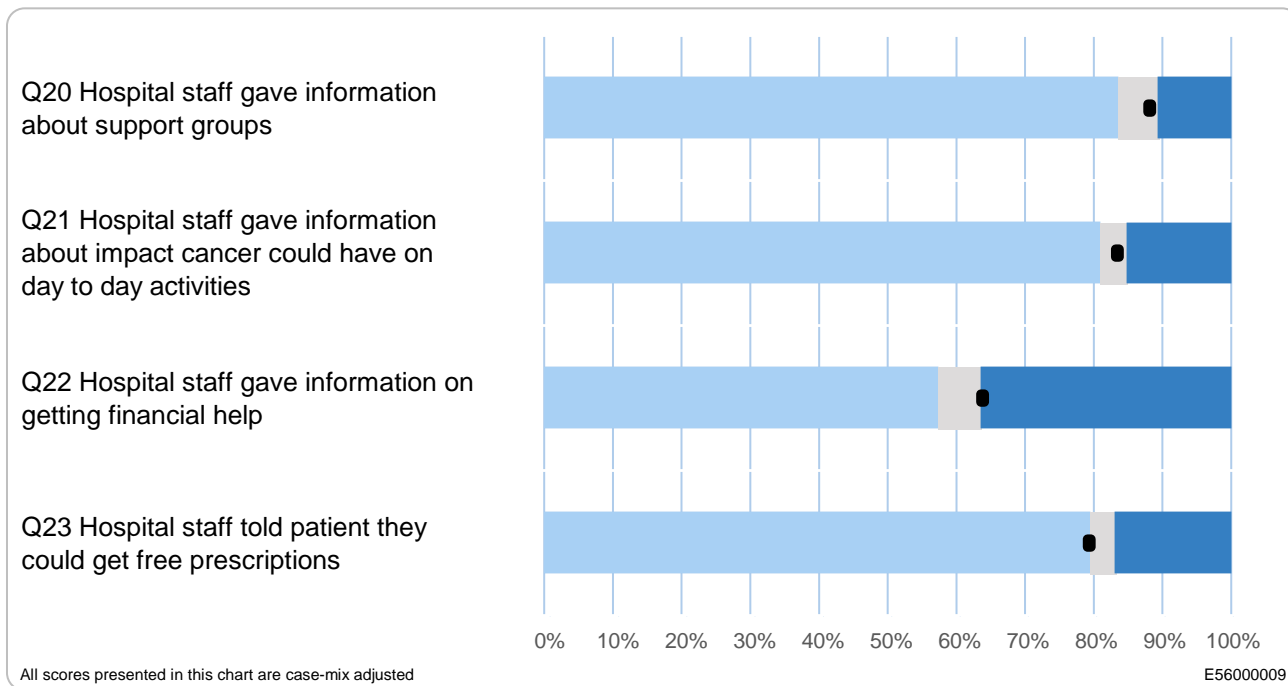


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	8,645	92%	8,758	92%		↑	93%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	7,200	86%	7,330	86%			86%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	6,853	89%	6,996	89%			89%	85%	91%	88%

↑ 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

Support for people with cancer

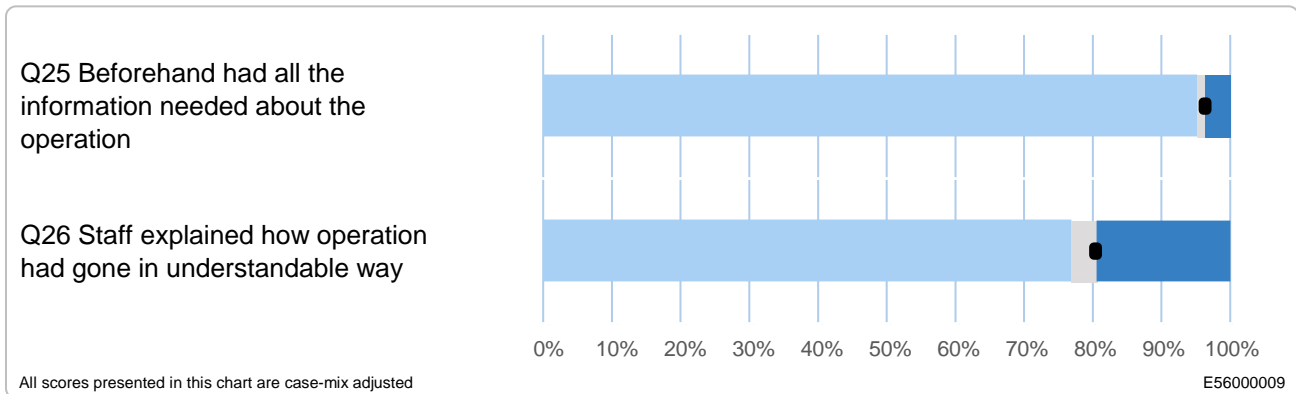


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	6,937	87%	7,001	88%		↑	88%	84%	89%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	5,822	83%	5,960	83%			83%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	4,473	60%	4,464	63%	↑	↑	64%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	3,914	81%	3,919	79%			79%	79%	83%	81%

↑ 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)
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Cancer Alliance results

Operations

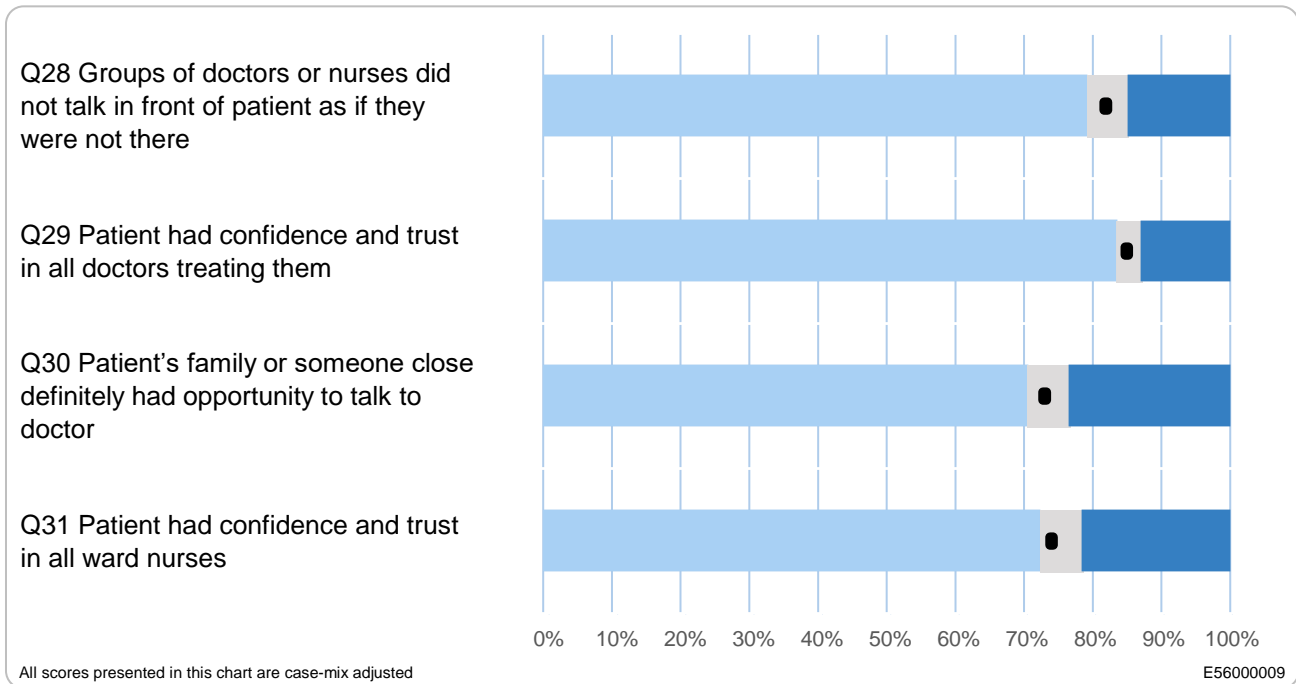


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	4,795	96%	4,699	96%			96%	95%	96%	96%
Q26	Staff explained how operation had gone in understandable way	4,773	80%	4,676	80%			80%	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)

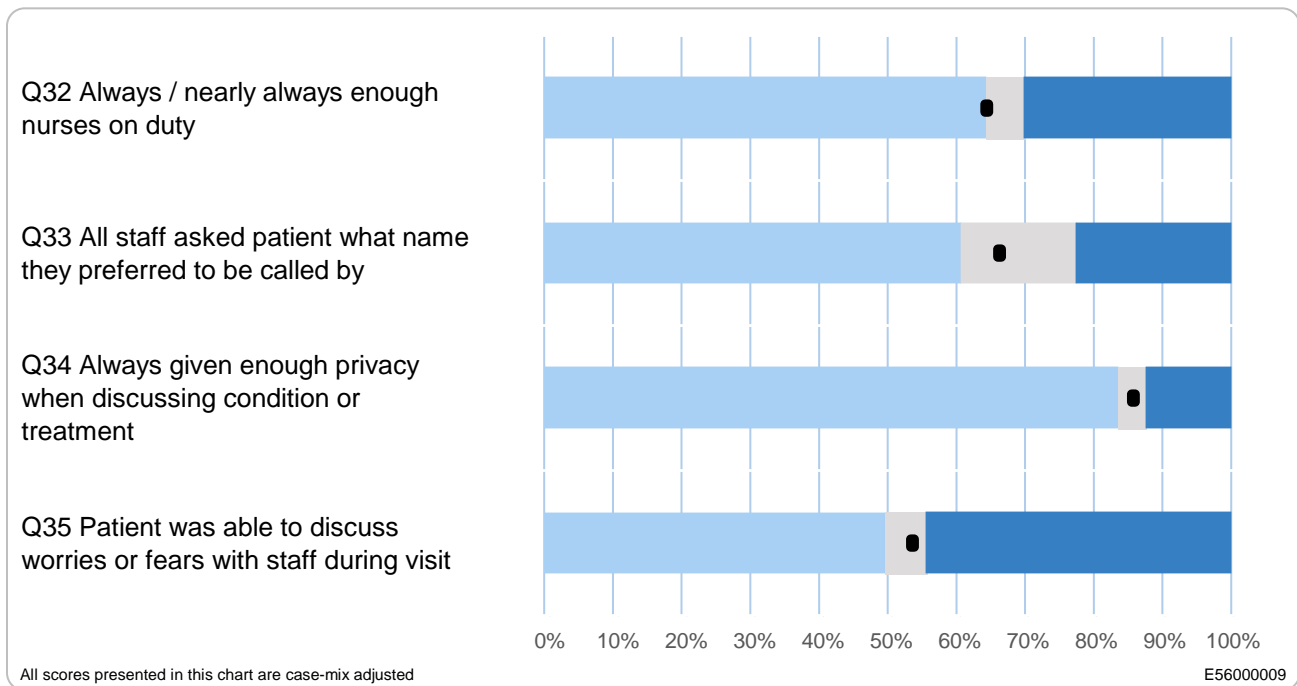


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28	5,440	83%	5,339	82%			82%	79%	85%	82%
Q29	5,467	85%	5,353	85%			85%	83%	87%	85%
Q30	4,530	72%	4,484	72%			73%	71%	77%	74%
Q31	5,455	76%	5,348	74%	↓		74%	72%	79%	75%

↑ 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 2 of 3)

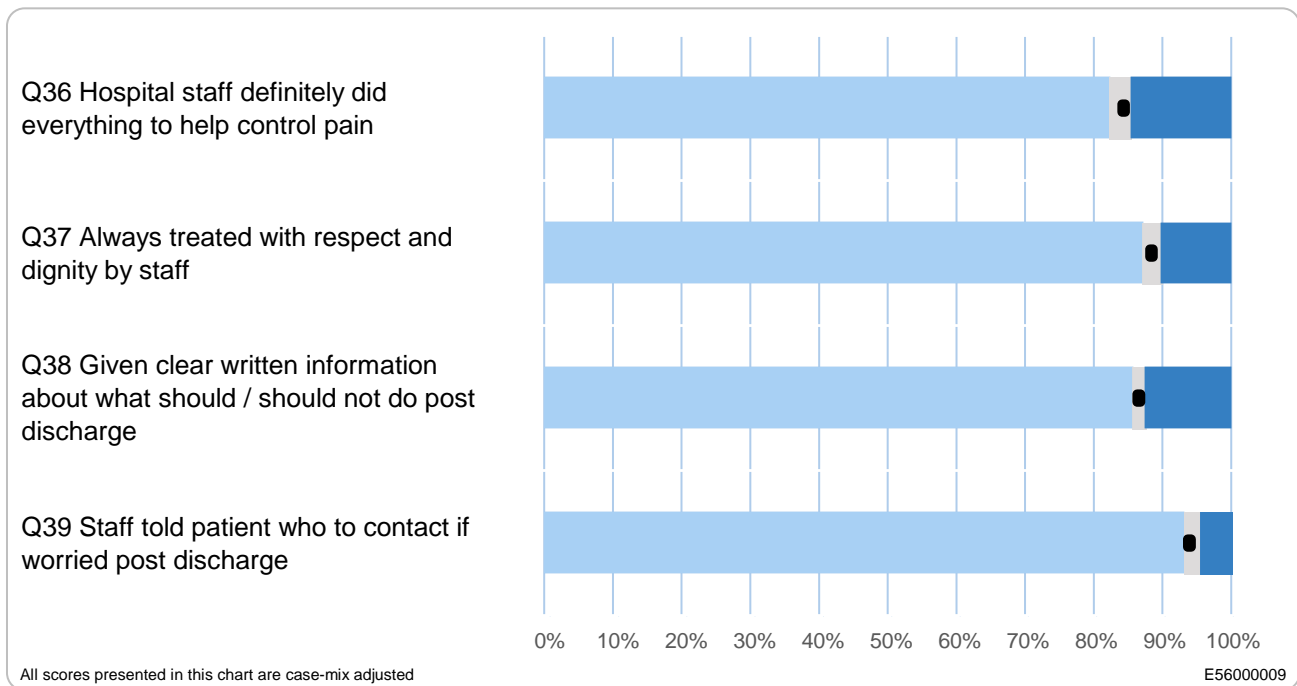


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	5,430	65%	5,319	64%			64%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	5,407	65%	5,253	66%			66%	61%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	5,451	86%	5,329	85%			86%	84%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	3,876	52%	3,788	53%			53%	50%	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)
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Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)

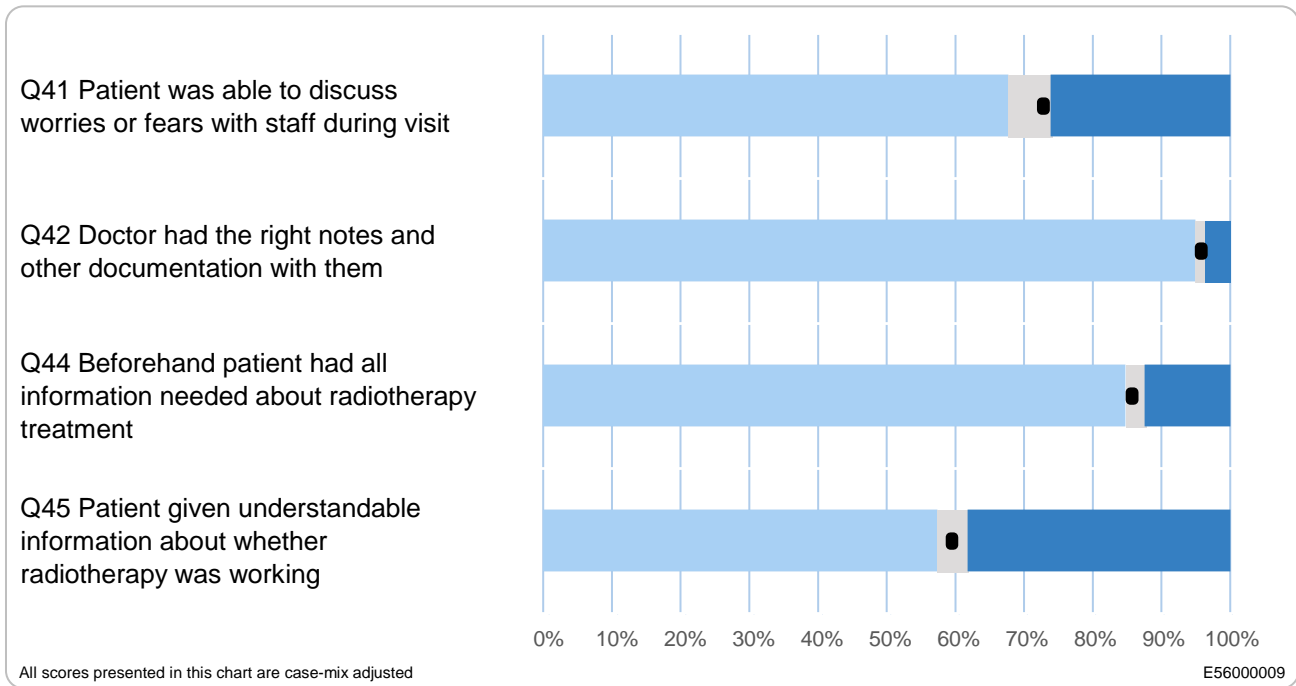


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	4,692	84%	4,651	84%			84%	82%	85%	84%
Q37 Always treated with respect and dignity by staff	5,459	89%	5,354	88%			88%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	5,132	87%	5,011	86%			86%	86%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	5,235	94%	5,143	94%			94%	93%	95%	94%

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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

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

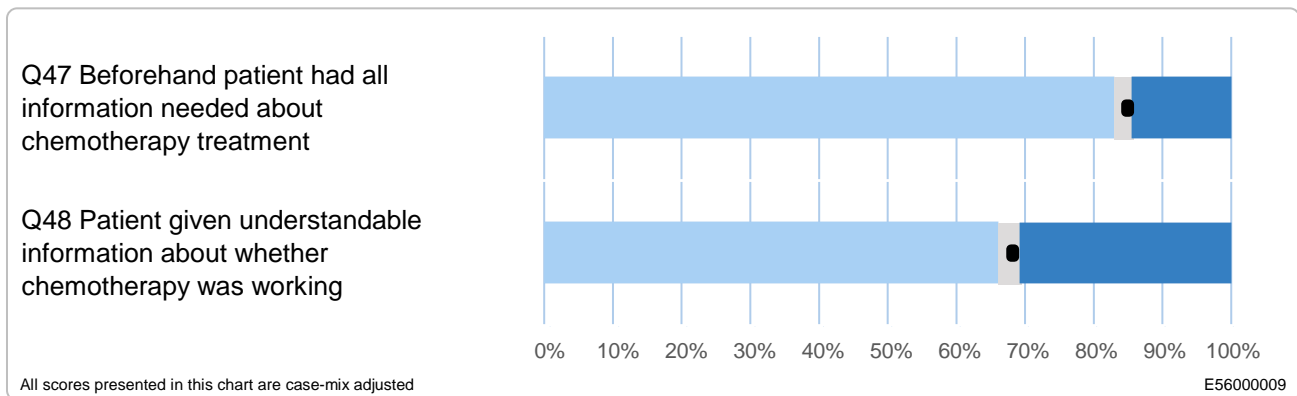


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	6,478	71%	6,594	72%			73%	68%	74%	71%
Q42 Doctor had the right notes and other documentation with them	7,740	96%	7,864	95%			96%	95%	96%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	2,246	86%	2,174	85%			85%	85%	88%	86%
Q45 Patient given understandable information about whether radiotherapy was working	1,903	60%	1,823	59%		↓	59%	57%	62%	60%

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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

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

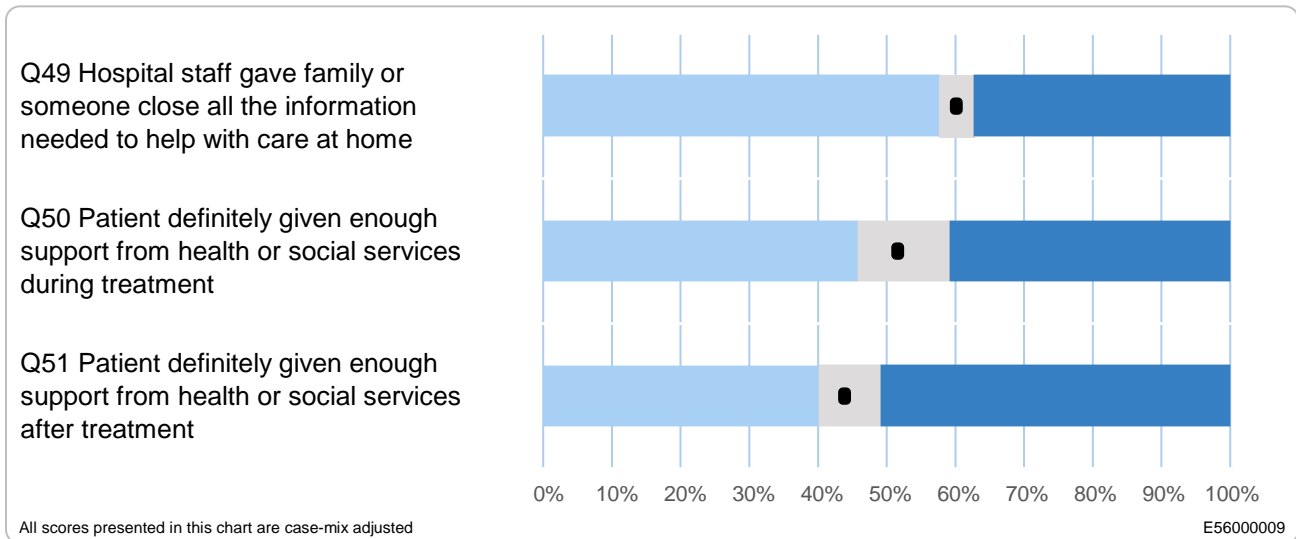


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47	4,446	85%	4,513	85%			85%	83%	86%	84%
Q48	4,056	69%	4,131	68%			68%	66%	69%	68%

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

Home care and support

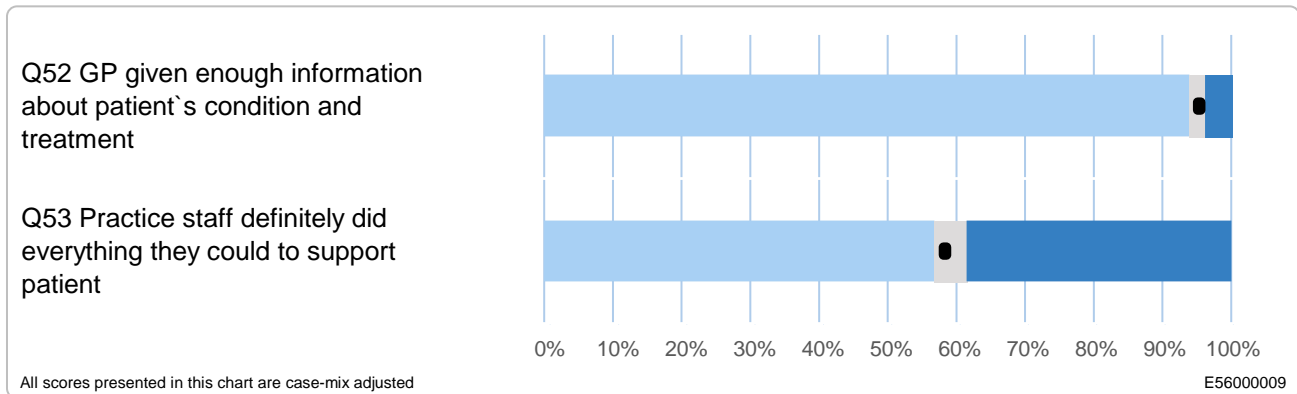


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	7,180	59%	7,271	59%			60%	58%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	4,218	53%	4,129	52%			51%	46%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	2,471	45%	2,406	43%			44%	40%	49%	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

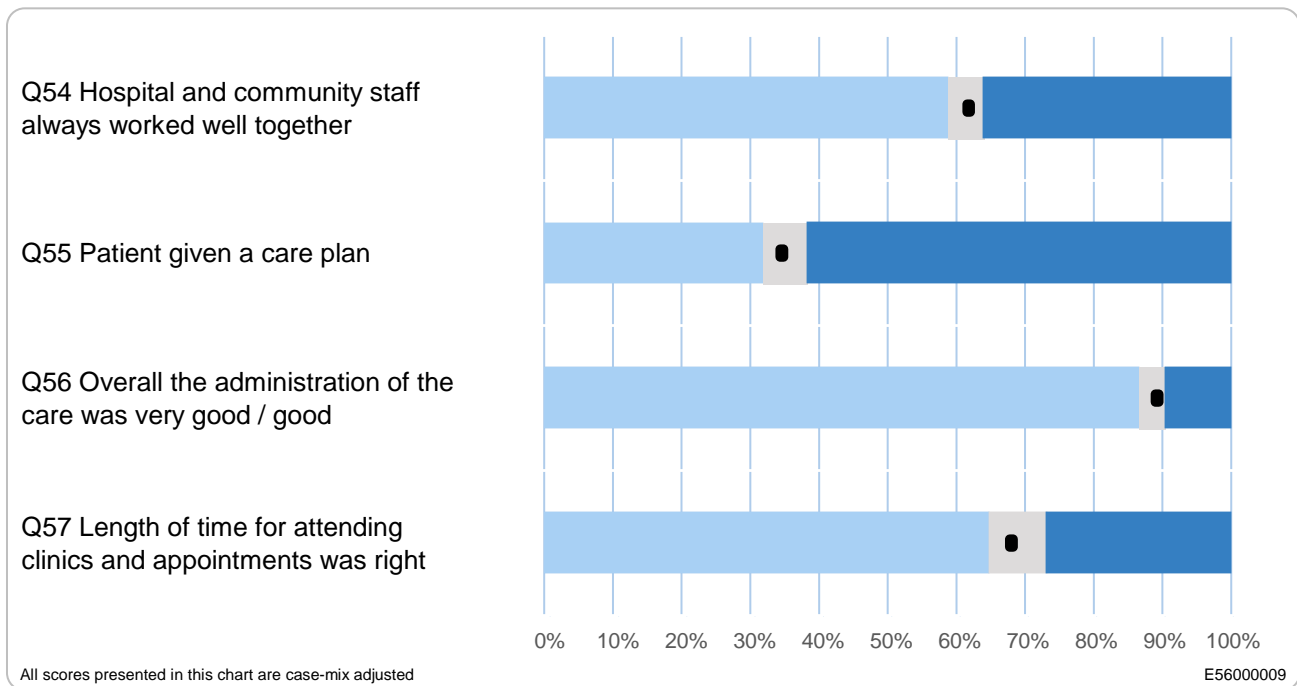


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	7,512	96%	7,485	95%			95%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	5,897	61%	5,796	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)

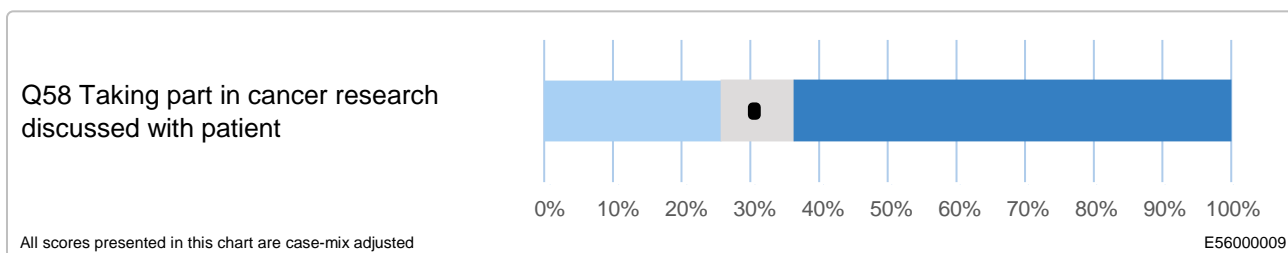


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	8,634	62%	8,693	61%			62%	59%	64%	61%
Q55 Patient given a care plan	6,917	35%	6,948	33%			34%	32%	38%	35%
Q56 Overall the administration of the care was very good / good	8,849	90%	8,972	89%		↓	89%	87%	90%	88%
Q57 Length of time for attending clinics and appointments was right	8,795	69%	8,905	67%			68%	65%	73%	69%

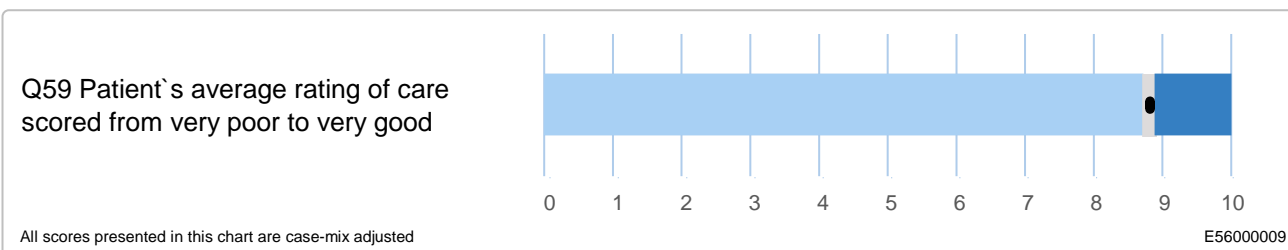
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there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

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores						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						
Q58 Taking part in cancer research discussed with patient	8,484	30%	8,549	30%		↑	30%	26%	36%	31%



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						
Q59 Patient's average rating of care scored from very poor to very good	8,735	8.8	8,839	8.8			8.8	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

Cancer type	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
	This CA §	National	This CA §	National
Brain / CNS	57%	58%	69%	73%
Breast	94%	94%	90%	90%
Colorectal / LGT	74%	72%	82%	83%
Gynaecological	72%	75%	79%	79%
Haematological	65%	64%	81%	81%
Head and Neck	78%	79%	81%	80%
Lung	69%	71%	86%	82%
Prostate	81%	81%	88%	85%
Sarcoma	61%	66%	68%	71%
Skin	87%	90%	84%	86%
Upper Gastro	73%	72%	80%	78%
Urological	82%	81%	86%	85%
Other	71%	73%	79%	79%
All Cancers	77%	77%	84%	84%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
East of England

Diagnostic tests

	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	
Cancer type	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	97%	92%	87%	83%	77%	71%
Breast	95%	95%	91%	91%	84%	82%
Colorectal / LGT	97%	96%	88%	87%	83%	81%
Gynaecological	94%	94%	84%	85%	77%	77%
Haematological	95%	95%	87%	88%	76%	77%
Head and Neck	91%	92%	81%	85%	72%	80%
Lung	94%	94%	86%	87%	80%	79%
Prostate	94%	94%	88%	86%	79%	79%
Sarcoma	93%	94%	87%	79%	77%	74%
Skin	97%	96%	87%	90%	81%	83%
Upper Gastro	94%	94%	82%	83%	75%	75%
Urological	93%	94%	88%	87%	79%	79%
Other	95%	95%	86%	86%	78%	76%
All Cancers	95%	94%	88%	88%	80%	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%	85%	74%	77%	72%	59%	78%	63%
Breast	83%	82%	89%	89%	79%	77%	78%	78%
Colorectal / LGT	77%	82%	84%	86%	81%	79%	71%	73%
Gynaecological	63%	72%	80%	82%	72%	73%	66%	70%
Haematological	69%	73%	82%	83%	61%	61%	76%	76%
Head and Neck	71%	72%	86%	86%	77%	76%	53%	67%
Lung	75%	79%	80%	82%	77%	76%	70%	67%
Prostate	74%	78%	86%	85%	79%	78%	84%	82%
Sarcoma	64%	70%	73%	79%	53%	61%	52%	57%
Skin	72%	71%	89%	90%	78%	80%	80%	84%
Upper Gastro	83%	79%	79%	80%	74%	73%	68%	66%
Urological	69%	74%	83%	82%	77%	77%	74%	73%
Other	71%	76%	82%	82%	71%	70%	65%	65%
All Cancers	74%	78%	84%	85%	74%	74%	74%	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	75%	81%	66%	70%	56%	64%
Breast	86%	84%	74%	75%	72%	69%
Colorectal / LGT	86%	85%	76%	76%	72%	70%
Gynaecological	85%	85%	75%	75%	67%	67%
Haematological	80%	81%	69%	70%	64%	66%
Head and Neck	82%	85%	72%	74%	70%	70%
Lung	86%	84%	74%	74%	70%	69%
Prostate	82%	82%	72%	72%	66%	65%
Sarcoma	85%	79%	69%	72%	65%	62%
Skin	88%	89%	80%	80%	71%	74%
Upper Gastro	83%	81%	70%	72%	71%	68%
Urological	83%	82%	73%	71%	62%	62%
Other	79%	80%	71%	72%	62%	64%
All Cancers	83%	83%	73%	73%	67%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	55%	61%	68%	70%
Breast	56%	56%	79%	79%
Colorectal / LGT	57%	58%	80%	80%
Gynaecological	50%	55%	77%	79%
Haematological	49%	51%	75%	77%
Head and Neck	57%	62%	77%	79%
Lung	57%	56%	79%	79%
Prostate	64%	64%	83%	81%
Sarcoma	57%	52%	68%	75%
Skin	62%	66%	88%	87%
Upper Gastro	54%	54%	78%	76%
Urological	52%	53%	78%	77%
Other	52%	53%	77%	76%
All Cancers	55%	56%	79%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
East of England

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	100%	94%	75%	82%	80%	84%
Breast	96%	95%	89%	85%	91%	88%
Colorectal / LGT	93%	92%	89%	88%	91%	89%
Gynaecological	95%	94%	84%	85%	85%	88%
Haematological	93%	92%	85%	88%	89%	89%
Head and Neck	90%	90%	89%	87%	89%	88%
Lung	94%	93%	90%	87%	90%	88%
Prostate	92%	90%	82%	82%	86%	87%
Sarcoma	88%	87%	85%	84%	90%	87%
Skin	91%	91%	87%	89%	87%	91%
Upper Gastro	97%	93%	87%	85%	89%	87%
Urological	85%	84%	83%	82%	88%	87%
Other	89%	88%	84%	85%	88%	87%
All Cancers	92%	91%	86%	85%	89%	88%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
East of England

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	89%	85%	94%	82%	73%	70%	82%	79%
Breast	92%	91%	87%	86%	68%	65%	79%	82%
Colorectal / LGT	89%	86%	85%	84%	63%	58%	80%	83%
Gynaecological	89%	85%	84%	82%	61%	61%	79%	77%
Haematological	85%	86%	82%	84%	62%	62%	81%	87%
Head and Neck	84%	86%	79%	83%	69%	60%	73%	82%
Lung	88%	86%	82%	81%	72%	71%	86%	85%
Prostate	93%	89%	86%	85%	55%	51%	80%	79%
Sarcoma	73%	79%	70%	71%	57%	56%	68%	75%
Skin	87%	89%	81%	84%	54%	60%	72%	72%
Upper Gastro	90%	84%	82%	81%	74%	63%	85%	84%
Urological	82%	79%	77%	75%	52%	44%	71%	68%
Other	84%	82%	78%	78%	59%	58%	76%	80%
All Cancers	88%	86%	83%	83%	63%	60%	79%	81%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
East of England**

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	95%	94%	77%	70%
Breast	97%	96%	80%	79%
Colorectal / LGT	97%	96%	85%	83%
Gynaecological	94%	96%	78%	81%
Haematological	95%	94%	72%	77%
Head and Neck	96%	95%	83%	78%
Lung	97%	95%	81%	78%
Prostate	95%	95%	75%	75%
Sarcoma	90%	94%	80%	78%
Skin	97%	97%	85%	84%
Upper Gastro	96%	95%	81%	80%
Urological	96%	95%	79%	76%
Other	95%	95%	79%	78%
All Cancers	96%	96%	80%	79%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	65%	73%	69%	77%	56%	66%	62%	67%
Breast	89%	89%	86%	86%	75%	77%	77%	77%
Colorectal / LGT	75%	77%	86%	86%	73%	73%	68%	71%
Gynaecological	88%	85%	87%	86%	70%	72%	66%	73%
Haematological	79%	81%	80%	81%	74%	74%	74%	76%
Head and Neck	76%	79%	80%	86%	65%	75%	67%	74%
Lung	76%	77%	84%	83%	75%	74%	77%	76%
Prostate	89%	86%	88%	89%	69%	73%	77%	80%
Sarcoma	79%	80%	89%	84%	68%	72%	59%	68%
Skin	90%	89%	89%	90%	80%	81%	85%	87%
Upper Gastro	75%	74%	82%	82%	75%	73%	72%	71%
Urological	81%	80%	86%	87%	72%	70%	79%	78%
Other	80%	80%	81%	82%	69%	71%	68%	72%
All Cancers	82%	82%	85%	85%	72%	74%	74%	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	62%	57%	61%	68%	65%	77%	30%	40%
Breast	70%	71%	62%	64%	87%	87%	58%	56%
Colorectal / LGT	58%	62%	68%	71%	84%	85%	54%	54%
Gynaecological	65%	67%	62%	67%	84%	84%	52%	51%
Haematological	59%	64%	71%	71%	88%	86%	53%	55%
Head and Neck	61%	66%	57%	69%	79%	87%	48%	55%
Lung	70%	70%	72%	74%	87%	85%	53%	52%
Prostate	68%	73%	60%	69%	89%	88%	51%	51%
Sarcoma	50%	64%	71%	66%	76%	85%	40%	46%
Skin	76%	80%	65%	72%	92%	91%	61%	59%
Upper Gastro	60%	61%	76%	75%	86%	84%	53%	51%
Urological	66%	69%	71%	73%	86%	85%	51%	47%
Other	57%	62%	62%	68%	79%	82%	46%	48%
All Cancers	64%	67%	66%	69%	85%	86%	53%	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%	80%	84%	83%	86%	88%	94%
Breast	87%	86%	90%	89%	92%	92%	97%	96%
Colorectal / LGT	86%	85%	87%	87%	84%	84%	93%	94%
Gynaecological	80%	83%	85%	87%	82%	88%	93%	95%
Haematological	82%	83%	90%	90%	82%	81%	94%	95%
Head and Neck	76%	83%	81%	87%	86%	88%	90%	93%
Lung	88%	84%	90%	89%	84%	84%	92%	92%
Prostate	80%	84%	90%	91%	90%	90%	96%	95%
Sarcoma	*	80%	77%	85%	78%	81%	91%	94%
Skin	93%	88%	91%	93%	89%	91%	96%	96%
Upper Gastro	84%	82%	89%	86%	82%	82%	93%	94%
Urological	84%	81%	89%	89%	86%	86%	89%	91%
Other	82%	81%	86%	87%	82%	83%	93%	92%
All Cancers	84%	84%	88%	89%	86%	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	59%	64%	97%	94%	83%	88%	45%	47%
Breast	74%	70%	96%	96%	88%	88%	63%	61%
Colorectal / LGT	75%	73%	96%	96%	78%	84%	47%	57%
Gynaecological	72%	71%	96%	96%	86%	86%	59%	61%
Haematological	74%	74%	96%	96%	79%	83%	56%	59%
Head and Neck	69%	73%	95%	96%	89%	86%	61%	61%
Lung	73%	69%	97%	95%	84%	85%	60%	56%
Prostate	74%	73%	96%	95%	84%	87%	50%	61%
Sarcoma	57%	63%	96%	94%	*	82%	*	65%
Skin	73%	74%	97%	97%	*	85%	*	72%
Upper Gastro	74%	70%	96%	95%	84%	82%	57%	53%
Urological	67%	67%	94%	95%	80%	82%	55%	55%
Other	69%	68%	94%	95%	85%	85%	57%	60%
All Cancers	72%	71%	95%	96%	85%	86%	59%	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	68%	79%	57%	50%
Breast	84%	83%	66%	64%
Colorectal / LGT	85%	85%	64%	64%
Gynaecological	87%	86%	70%	68%
Haematological	86%	85%	73%	75%
Head and Neck	79%	79%	56%	54%
Lung	85%	84%	67%	67%
Prostate	82%	85%	63%	68%
Sarcoma	83%	83%	60%	67%
Skin	88%	86%	74%	79%
Upper Gastro	86%	84%	63%	61%
Urological	82%	82%	66%	65%
Other	86%	85%	70%	70%
All Cancers	85%	84%	68%	68%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
East of England**

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	55%	60%	46%	50%	*	48%
Breast	60%	59%	57%	54%	47%	42%
Colorectal / LGT	60%	63%	55%	60%	49%	52%
Gynaecological	56%	59%	40%	47%	32%	38%
Haematological	60%	63%	48%	52%	40%	44%
Head and Neck	56%	63%	55%	56%	48%	53%
Lung	62%	60%	50%	52%	38%	43%
Prostate	60%	60%	47%	46%	43%	40%
Sarcoma	49%	55%	40%	49%	*	45%
Skin	67%	67%	68%	60%	68%	59%
Upper Gastro	63%	60%	52%	53%	48%	48%
Urological	57%	59%	52%	47%	40%	44%
Other	56%	56%	50%	52%	39%	44%
All Cancers	59%	60%	52%	53%	43%	45%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
East of England**

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	89%	88%	63%	51%
Breast	96%	96%	59%	59%
Colorectal / LGT	95%	95%	56%	58%
Gynaecological	93%	95%	55%	57%
Haematological	95%	95%	57%	58%
Head and Neck	92%	93%	58%	58%
Lung	95%	94%	59%	58%
Prostate	96%	95%	62%	64%
Sarcoma	96%	95%	44%	53%
Skin	98%	97%	71%	67%
Upper Gastro	96%	94%	60%	58%
Urological	95%	95%	60%	61%
Other	95%	94%	54%	56%
All Cancers	95%	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	50%	45%	38%	33%	85%	84%	62%	59%
Breast	63%	61%	43%	39%	92%	90%	68%	68%
Colorectal / LGT	60%	61%	37%	38%	88%	88%	72%	72%
Gynaecological	53%	58%	31%	31%	88%	87%	64%	69%
Haematological	63%	64%	30%	35%	89%	91%	61%	66%
Head and Neck	57%	61%	30%	37%	86%	88%	59%	71%
Lung	64%	62%	29%	31%	91%	89%	72%	71%
Prostate	64%	65%	35%	36%	88%	87%	75%	75%
Sarcoma	46%	54%	22%	28%	87%	86%	62%	64%
Skin	71%	71%	35%	42%	90%	91%	64%	73%
Upper Gastro	62%	59%	33%	35%	87%	86%	68%	68%
Urological	64%	62%	29%	30%	84%	85%	74%	75%
Other	55%	57%	27%	30%	87%	87%	60%	63%
All Cancers	61%	61%	33%	35%	89%	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	48%	39%	8.4	8.4
Breast	30%	31%	9.0	8.9
Colorectal / LGT	35%	33%	8.8	8.8
Gynaecological	41%	37%	8.8	8.8
Haematological	28%	32%	8.9	8.9
Head and Neck	24%	23%	8.7	8.8
Lung	33%	35%	8.9	8.8
Prostate	28%	33%	8.8	8.8
Sarcoma	37%	40%	8.2	8.6
Skin	20%	16%	9.0	9.0
Upper Gastro	31%	35%	8.7	8.7
Urological	18%	21%	8.7	8.7
Other	37%	32%	8.7	8.7
All Cancers	30%	31%	8.8	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%
E56000009	15,021	1,093	13,928	4,258	476	9,194	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	41
Breast	1,840
Colorectal / LGT	938
Gynaecological	450
Haematological	1,422
Head and Neck	210
Lung	565
Prostate	971
Sarcoma	78
Skin	244
Upper Gastro	400
Urological	803
Other	1,232

* 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	17	32	64	246	800	1,734	1,183	232	4,308
Female	17	55	236	677	1,105	1,585	994	217	4,886
Total	34	87	300	923	1,905	3,319	2,177	449	9,194

National Cancer Patient Experience Survey 2018
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Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RGT	Cambridge University Hospitals NHS Foundation Trust	1	29	22
RGN	North West Anglia NHS Foundation Trust		33	19
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	1	41	10
RDE	Colchester Hospital University NHS Foundation Trust	3	38	11
RGR	West Suffolk NHS Foundation Trust	1	43	8
RGM	Papworth Hospital NHS Foundation Trust		42	6
RAJ	Southend University Hospital NHS Foundation Trust	4	40	8
RGP	James Paget University Hospitals NHS Foundation Trust	2	44	6
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	2	46	4
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	2	46	4
RC1	Bedford Hospital NHS Trust	1	50	1
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	7	43	2
RQW	The Princess Alexandra Hospital NHS Trust	6	45	1
RQ8	Mid Essex Hospital Services NHS Trust	7	44	1
RWG	West Hertfordshire Hospitals NHS Trust	11	40	1
RD8	Milton Keynes University Hospital NHS Foundation Trust	27	25	
RWH	East and North Hertfordshire NHS Trust	42	10	

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	70,942	8.80	
E56000009	East of England	8,839	8.81	
RGM	Royal Papworth Hospital NHS Foundation Trust	72	9.25	
RGT	Cambridge University Hospitals NHS Foundation Trust	924	9.04	
RGP	James Paget University Hospitals NHS Foundation Trust	254	8.97	
RGN	North West Anglia NHS Foundation Trust	546	8.96	
RGR	West Suffolk NHS Foundation Trust	393	8.94	
RDE	East Suffolk & North Essex NHS Foundation Trust	1,059	8.90	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,033	8.89	
RAJ	Southend University Hospital NHS Foundation Trust	493	8.88	
RC1	Bedford Hospital NHS Trust	203	8.84	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	408	8.81	
RQW	The Princess Alexandra Hospital NHS Trust	249	8.80	
RQ8	Mid Essex Hospital Services NHS Trust	535	8.77	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	319	8.77	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	202	8.62	
RWG	West Hertfordshire Hospitals NHS Trust	219	8.57	
RD8	Milton Keynes University Hospital NHS Foundation Trust	328	8.51	
RWH	East and North Hertfordshire NHS Trust	1,080	8.47	

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - Trusts

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E56000009	East of England	8,842	79%	
RGM	Royal Papworth Hospital NHS Foundation Trust	71	86%	
RGT	Cambridge University Hospitals NHS Foundation Trust	921	84%	
RGN	North West Anglia NHS Foundation Trust	540	82%	
RGP	James Paget University Hospitals NHS Foundation Trust	259	82%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	413	82%	
RGR	West Suffolk NHS Foundation Trust	398	81%	
RAJ	Southend University Hospital NHS Foundation Trust	500	80%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	326	80%	
RWG	West Hertfordshire Hospitals NHS Trust	215	80%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,028	79%	
RDE	East Suffolk & North Essex NHS Foundation Trust	1,060	79%	
RQW	The Princess Alexandra Hospital NHS Trust	253	76%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	203	75%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	323	74%	
RQ8	Mid Essex Hospital Services NHS Trust	530	74%	
RC1	Bedford Hospital NHS Trust	200	74%	
RWH	East and North Hertfordshire NHS Trust	1,088	73%	

National Cancer Patient Experience Survey 2018
East of England

Annex (continued)
Dashboard Questions - Trusts

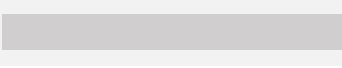
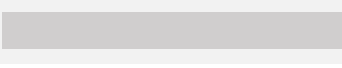
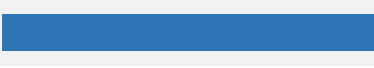
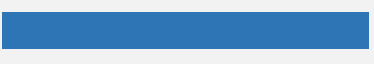
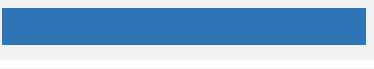
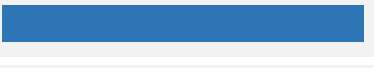



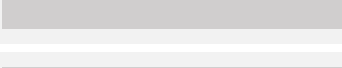
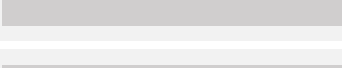
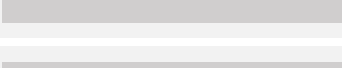
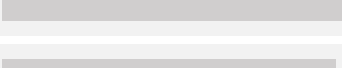
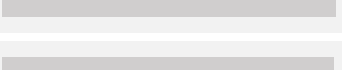

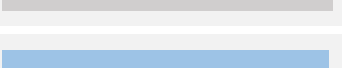
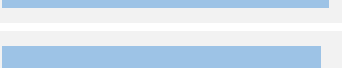
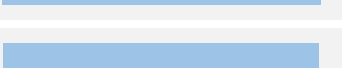
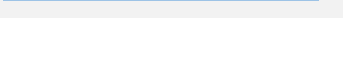
Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	69,892	91%	
E56000009	East of England	8,758	93%	
RQW	The Princess Alexandra Hospital NHS Trust	251	98%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	323	97%	
RGM	Royal Papworth Hospital NHS Foundation Trust	71	97%	
RDE	East Suffolk & North Essex NHS Foundation Trust	1,056	96%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,022	95%	
RQ8	Mid Essex Hospital Services NHS Trust	537	94%	
RGT	Cambridge University Hospitals NHS Foundation Trust	916	94%	
RGN	North West Anglia NHS Foundation Trust	529	92%	
RWG	West Hertfordshire Hospitals NHS Trust	223	92%	
RC1	Bedford Hospital NHS Trust	202	92%	
RGP	James Paget University Hospitals NHS Foundation Trust	252	92%	
RAJ	Southend University Hospital NHS Foundation Trust	487	91%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	409	91%	
RGR	West Suffolk NHS Foundation Trust	380	90%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	194	89%	
RWH	East and North Hertfordshire NHS Trust	1,068	88%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	315	82%	

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - Trusts

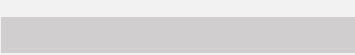
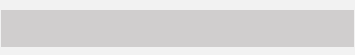




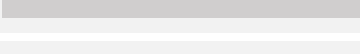
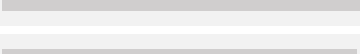

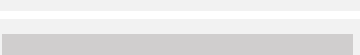
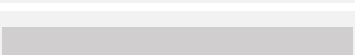

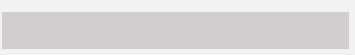
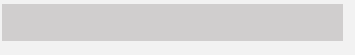
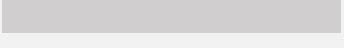
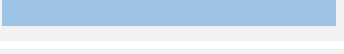
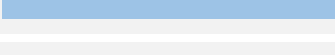


Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000009	East of England	7,330	86%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	312	93%	
RGN	North West Anglia NHS Foundation Trust	430	92%	
RGP	James Paget University Hospitals NHS Foundation Trust	210	91%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	286	90%	
RGR	West Suffolk NHS Foundation Trust	316	90%	
RGM	Royal Papworth Hospital NHS Foundation Trust	64	89%	
RAJ	Southend University Hospital NHS Foundation Trust	407	88%	
RGT	Cambridge University Hospitals NHS Foundation Trust	784	88%	
RDE	East Suffolk & North Essex NHS Foundation Trust	930	88%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	867	87%	
RC1	Bedford Hospital NHS Trust	151	87%	
RQW	The Princess Alexandra Hospital NHS Trust	230	83%	
RQ8	Mid Essex Hospital Services NHS Trust	467	83%	
RWG	West Hertfordshire Hospitals NHS Trust	181	83%	
RWH	East and North Hertfordshire NHS Trust	861	82%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	227	80%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	141	79%	

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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%	
E56000009	East of England	5,354	88%	
RGP	James Paget University Hospitals NHS Foundation Trust	156	94%	
RGN	North West Anglia NHS Foundation Trust	309	92%	
RGR	West Suffolk NHS Foundation Trust	230	92%	
RGM	Royal Papworth Hospital NHS Foundation Trust	63	92%	
RQW	The Princess Alexandra Hospital NHS Trust	122	90%	
RDE	East Suffolk & North Essex NHS Foundation Trust	573	89%	
RAJ	Southend University Hospital NHS Foundation Trust	346	89%	
RGT	Cambridge University Hospitals NHS Foundation Trust	654	89%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	217	88%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	652	88%	
RQ8	Mid Essex Hospital Services NHS Trust	316	88%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	203	87%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	118	85%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	211	85%	
RWH	East and North Hertfordshire NHS Trust	537	83%	
RWG	West Hertfordshire Hospitals NHS Trust	163	83%	
RC1	Bedford Hospital NHS Trust	116	83%	

National Cancer Patient Experience Survey 2018
East of England

Annex (continued)
Dashboard Questions - Trusts

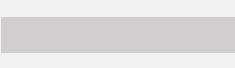
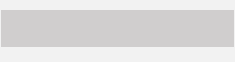
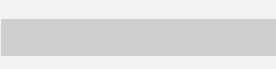
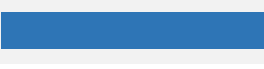
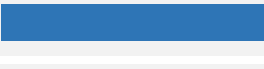
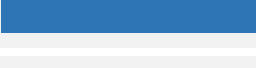
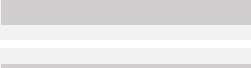
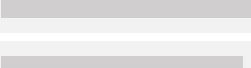

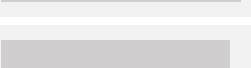
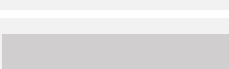
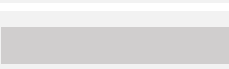
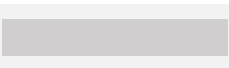
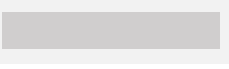


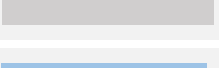
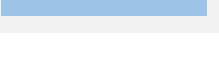

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	41,743	94%	
E56000009	East of England	5,143	94%	
RGM	Royal Papworth Hospital NHS Foundation Trust	61	99%	
RGT	Cambridge University Hospitals NHS Foundation Trust	635	95%	
RGP	James Paget University Hospitals NHS Foundation Trust	150	95%	
RDE	East Suffolk & North Essex NHS Foundation Trust	554	95%	
RAJ	Southend University Hospital NHS Foundation Trust	339	95%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	197	95%	
RGR	West Suffolk NHS Foundation Trust	224	95%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	211	95%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	617	95%	
RGN	North West Anglia NHS Foundation Trust	293	94%	
RWG	West Hertfordshire Hospitals NHS Trust	152	93%	
RQ8	Mid Essex Hospital Services NHS Trust	304	93%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	110	92%	
RC1	Bedford Hospital NHS Trust	113	91%	
RWH	East and North Hertfordshire NHS Trust	513	90%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	198	90%	
RQW	The Princess Alexandra Hospital NHS Trust	123	89%	

National Cancer Patient Experience Survey 2018
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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%	
E56000009	East of England	5,796	58%	
RGM	Royal Papworth Hospital NHS Foundation Trust	49	70%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	260	66%	
RGR	West Suffolk NHS Foundation Trust	263	66%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	693	64%	
RC1	Bedford Hospital NHS Trust	131	63%	
RQ8	Mid Essex Hospital Services NHS Trust	341	62%	
RAJ	Southend University Hospital NHS Foundation Trust	315	60%	
RGT	Cambridge University Hospitals NHS Foundation Trust	621	60%	
RGP	James Paget University Hospitals NHS Foundation Trust	160	57%	
RGN	North West Anglia NHS Foundation Trust	351	57%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	223	57%	
RDE	East Suffolk & North Essex NHS Foundation Trust	666	57%	
RQW	The Princess Alexandra Hospital NHS Trust	161	55%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	112	55%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	224	54%	
RWG	West Hertfordshire Hospitals NHS Trust	135	53%	
RWH	East and North Hertfordshire NHS Trust	743	51%	

National Cancer Patient Experience Survey 2018
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Annex (continued)
Expected Range Summary - CCGs

CCG		Expected Range Classification		
06H	NHS Cambridgeshire and Peterborough CCG		30	22
06M	NHS Great Yarmouth and Waveney CCG		45	7
06L	NHS Ipswich and East Suffolk CCG	2	42	8
99F	NHS Castle Point and Rochford CCG	2	43	7
06T	NHS North East Essex CCG	3	42	7
07J	NHS West Norfolk CCG	2	44	6
06P	NHS Luton CCG	1	47	4
07K	NHS West Suffolk CCG	1	48	3
99E	NHS Basildon and Brentwood CCG	2	48	2
06Y	NHS South Norfolk CCG	5	42	5
07H	NHS West Essex CCG	2	48	2
06W	NHS Norwich CCG	2	49	1
06V	NHS North Norfolk CCG	2	50	
07G	NHS Thurrock CCG	3	48	1
06F	NHS Bedfordshire CCG	4	47	1
99G	NHS Southend CCG	7	42	3
06Q	NHS Mid Essex CCG	7	45	
06N	NHS Herts Valleys CCG	8	44	
04F	NHS Milton Keynes CCG	20	32	
06K	NHS East and North Hertfordshire CCG	32	20	

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - CCGs

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

Code	Name	Base	Score	
All	National	70,942	8.80	
E56000009	East of England	8,839	8.81	
06M	NHS Great Yarmouth and Waveney CCG	329	9.02	
99F	NHS Castle Point and Rochford CCG	235	9.00	
06H	NHS Cambridgeshire and Peterborough CCG	1,105	8.96	
07K	NHS West Suffolk CCG	386	8.95	
06L	NHS Ipswich and East Suffolk CCG	615	8.92	
06Y	NHS South Norfolk CCG	384	8.91	
07J	NHS West Norfolk CCG	406	8.91	
06T	NHS North East Essex CCG	564	8.89	
07H	NHS West Essex CCG	413	8.87	
06V	NHS North Norfolk CCG	327	8.85	
06W	NHS Norwich CCG	261	8.85	
99G	NHS Southend CCG	172	8.81	
06Q	NHS Mid Essex CCG	568	8.80	
99E	NHS Basildon and Brentwood CCG	314	8.74	
06P	NHS Luton CCG	189	8.74	
06F	NHS Bedfordshire CCG	561	8.72	
07G	NHS Thurrock CCG	145	8.67	
06N	NHS Herts Valleys CCG	707	8.66	
06K	NHS East and North Hertfordshire CCG	837	8.55	
04F	NHS Milton Keynes CCG	321	8.50	

**National Cancer Patient Experience Survey 2018
East of England**

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

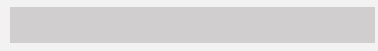
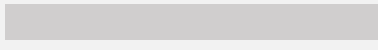


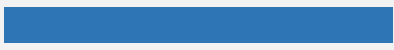



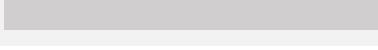
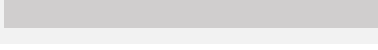



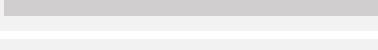




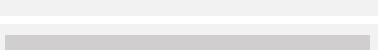
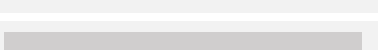
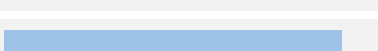

Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000009	East of England	8,842	79%	
06M	NHS Great Yarmouth and Waveney CCG	335	83%	
06H	NHS Cambridgeshire and Peterborough CCG	1,087	82%	
06V	NHS North Norfolk CCG	324	82%	
07J	NHS West Norfolk CCG	410	81%	
99F	NHS Castle Point and Rochford CCG	240	80%	
06L	NHS Ipswich and East Suffolk CCG	612	80%	
06Y	NHS South Norfolk CCG	388	80%	
99G	NHS Southend CCG	174	79%	
07K	NHS West Suffolk CCG	388	79%	
06W	NHS Norwich CCG	258	79%	
06N	NHS Herts Valleys CCG	703	79%	
06T	NHS North East Essex CCG	566	78%	
06F	NHS Bedfordshire CCG	561	78%	
07G	NHS Thurrock CCG	144	78%	
07H	NHS West Essex CCG	418	77%	
99E	NHS Basildon and Brentwood CCG	313	77%	
04F	NHS Milton Keynes CCG	319	76%	
06P	NHS Luton CCG	193	76%	
06Q	NHS Mid Essex CCG	567	75%	
06K	NHS East and North Hertfordshire CCG	842	75%	

National Cancer Patient Experience Survey 2018
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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%	
E56000009	East of England	8,758	93%	
06T	NHS North East Essex CCG	560	96%	
06W	NHS Norwich CCG	252	96%	
07H	NHS West Essex CCG	414	96%	
06L	NHS Ipswich and East Suffolk CCG	616	96%	
06Y	NHS South Norfolk CCG	388	95%	
07G	NHS Thurrock CCG	135	95%	
06V	NHS North Norfolk CCG	323	95%	
99E	NHS Basildon and Brentwood CCG	310	93%	
06H	NHS Cambridgeshire and Peterborough CCG	1,080	93%	
06P	NHS Luton CCG	192	93%	
06Q	NHS Mid Essex CCG	567	93%	
06F	NHS Bedfordshire CCG	561	93%	
06N	NHS Herts Valleys CCG	709	92%	
06M	NHS Great Yarmouth and Waveney CCG	327	92%	
99F	NHS Castle Point and Rochford CCG	237	92%	
07J	NHS West Norfolk CCG	402	91%	
07K	NHS West Suffolk CCG	374	90%	
06K	NHS East and North Hertfordshire CCG	824	90%	
99G	NHS Southend CCG	171	88%	
04F	NHS Milton Keynes CCG	316	83%	

**National Cancer Patient Experience Survey 2018
East of England**

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

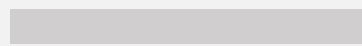
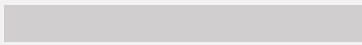



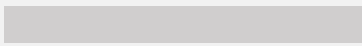
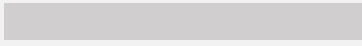
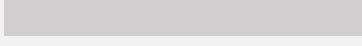
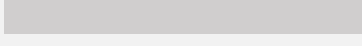
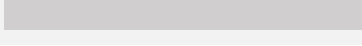
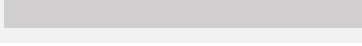
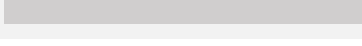




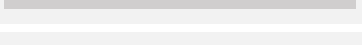

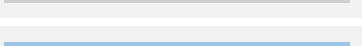
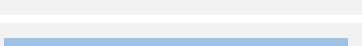
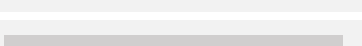

Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000009	East of England	7,330	86%	
07J	NHS West Norfolk CCG	313	91%	
07K	NHS West Suffolk CCG	304	90%	
06M	NHS Great Yarmouth and Waveney CCG	273	90%	
06H	NHS Cambridgeshire and Peterborough CCG	914	90%	
06Y	NHS South Norfolk CCG	335	89%	
99F	NHS Castle Point and Rochford CCG	189	89%	
06L	NHS Ipswich and East Suffolk CCG	550	88%	
06T	NHS North East Essex CCG	483	88%	
99G	NHS Southend CCG	140	87%	
06P	NHS Luton CCG	160	87%	
06W	NHS Norwich CCG	215	86%	
06V	NHS North Norfolk CCG	267	86%	
06F	NHS Bedfordshire CCG	455	86%	
99E	NHS Basildon and Brentwood CCG	260	85%	
07G	NHS Thurrock CCG	113	84%	
07H	NHS West Essex CCG	374	83%	
06K	NHS East and North Hertfordshire CCG	671	83%	
04F	NHS Milton Keynes CCG	233	83%	
06Q	NHS Mid Essex CCG	491	83%	
06N	NHS Herts Valleys CCG	590	82%	

**National Cancer Patient Experience Survey 2018
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**Annex (continued)
Dashboard Questions - CCGs**

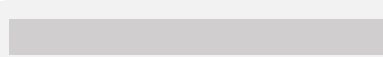
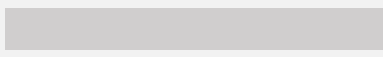
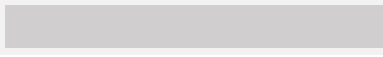
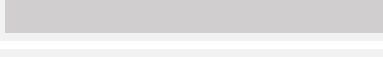


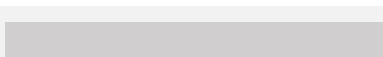
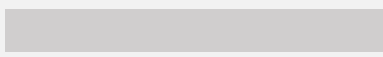

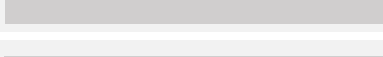
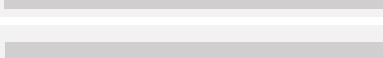

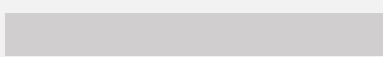


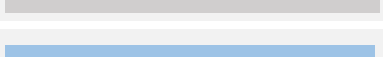
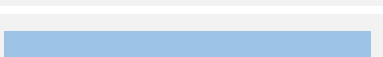
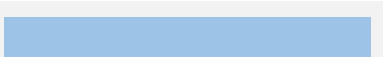




Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000009	East of England	5,354	88%	
06M	NHS Great Yarmouth and Waveney CCG	215	94%	
06L	NHS Ipswich and East Suffolk CCG	360	93%	
07H	NHS West Essex CCG	237	91%	
06H	NHS Cambridgeshire and Peterborough CCG	707	90%	
07K	NHS West Suffolk CCG	229	90%	
99F	NHS Castle Point and Rochford CCG	162	89%	
06W	NHS Norwich CCG	164	89%	
07G	NHS Thurrock CCG	83	89%	
99E	NHS Basildon and Brentwood CCG	189	88%	
06P	NHS Luton CCG	118	88%	
07J	NHS West Norfolk CCG	232	88%	
06Q	NHS Mid Essex CCG	318	87%	
06T	NHS North East Essex CCG	332	87%	
06F	NHS Bedfordshire CCG	341	87%	
06Y	NHS South Norfolk CCG	244	87%	
06V	NHS North Norfolk CCG	196	86%	
04F	NHS Milton Keynes CCG	213	85%	
06K	NHS East and North Hertfordshire CCG	461	85%	
06N	NHS Herts Valleys CCG	423	85%	
99G	NHS Southend CCG	130	84%	

National Cancer Patient Experience Survey 2018
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Annex (continued)
Dashboard Questions - CCGs

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	41,743	94%	
E56000009	East of England	5,143	94%	
06L	NHS Ipswich and East Suffolk CCG	349	96%	
99F	NHS Castle Point and Rochford CCG	161	95%	
06W	NHS Norwich CCG	160	95%	
06H	NHS Cambridgeshire and Peterborough CCG	679	95%	
99E	NHS Basildon and Brentwood CCG	178	95%	
07J	NHS West Norfolk CCG	226	95%	
06V	NHS North Norfolk CCG	180	95%	
06Y	NHS South Norfolk CCG	235	94%	
06M	NHS Great Yarmouth and Waveney CCG	205	94%	
99G	NHS Southend CCG	125	94%	
07K	NHS West Suffolk CCG	220	94%	
06T	NHS North East Essex CCG	318	94%	
06Q	NHS Mid Essex CCG	306	94%	
06N	NHS Herts Valleys CCG	405	93%	
06F	NHS Bedfordshire CCG	331	93%	
06P	NHS Luton CCG	115	92%	
07H	NHS West Essex CCG	233	91%	
06K	NHS East and North Hertfordshire CCG	442	90%	
04F	NHS Milton Keynes CCG	197	90%	
07G	NHS Thurrock CCG	78	90%	

**National Cancer Patient Experience Survey 2018
East of England**

**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%	
E56000009	East of England	5,796	58%	
07J	NHS West Norfolk CCG	262	67%	
06V	NHS North Norfolk CCG	220	64%	
07K	NHS West Suffolk CCG	269	64%	
06Y	NHS South Norfolk CCG	272	63%	
06W	NHS Norwich CCG	168	62%	
06Q	NHS Mid Essex CCG	375	61%	
06H	NHS Cambridgeshire and Peterborough CCG	724	61%	
06L	NHS Ipswich and East Suffolk CCG	384	60%	
99G	NHS Southend CCG	112	60%	
07G	NHS Thurrock CCG	90	60%	
06M	NHS Great Yarmouth and Waveney CCG	203	59%	
07H	NHS West Essex CCG	276	59%	
99F	NHS Castle Point and Rochford CCG	136	56%	
06P	NHS Luton CCG	140	55%	
04F	NHS Milton Keynes CCG	222	54%	
06T	NHS North East Essex CCG	356	54%	
06N	NHS Herts Valleys CCG	474	53%	
06F	NHS Bedfordshire CCG	365	53%	
99E	NHS Basildon and Brentwood CCG	190	53%	
06K	NHS East and North Hertfordshire CCG	558	52%	

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