

National Cancer Patient Experience Survey

2018 Results

Humber, Coast and Vale Cancer Alliance

Published September 2019

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



Table of Contents

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

Table of Contents (continued)

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

Introduction

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

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

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

Full national results and other reports are available at:

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

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

This report

The report shows how this Cancer Alliance scored for each question in the survey, compared with national results. It is aimed at helping individual Cancer Alliances to understand their performance and identify areas for local improvement.

Note that responses for questions with 1-20 respondents have been suppressed. This is to protect patient confidentiality and because uncertainty around the result is too great.

Data tables

The data tables presented in the Cancer Alliance Results section of this report show the following for each question:

Column 1 shows the number of respondents for 2017 to this question

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

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

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

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

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

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

Column 10 shows the national average score for this question.

Data tables (continued)

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,219	77%	1,439	75%			75%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	1,638	84%	1,936	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 5 questions for men and in 7 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 6 questions for patients in England's 20% least-deprived and in 2 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

88% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

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

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

95% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

57% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

www.ncpes.co.uk/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
Humber, Coast and Vale**

Questions which scored outside expected range

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

Clinical Nurse Specialist

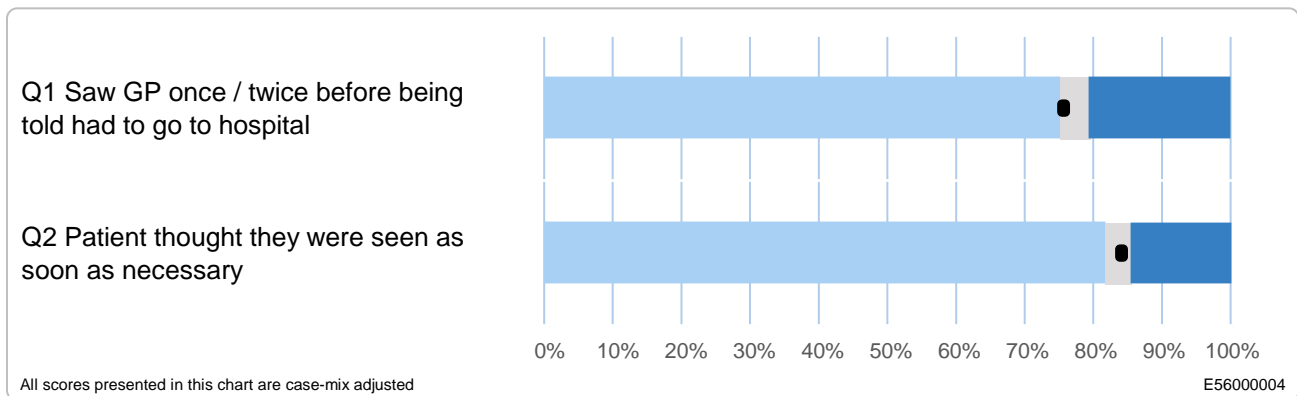
Q17	Patient given the name of the CNS who would support them through their treatment	1,905	88%	89%	94%	91%
-----	--	-------	-----	-----	-----	-----

Your overall NHS care

Q58	Taking part in cancer research discussed with patient	1,889	24%	26%	37%	31%
-----	---	-------	-----	-----	-----	-----

Cancer Alliance results

Seeing your GP

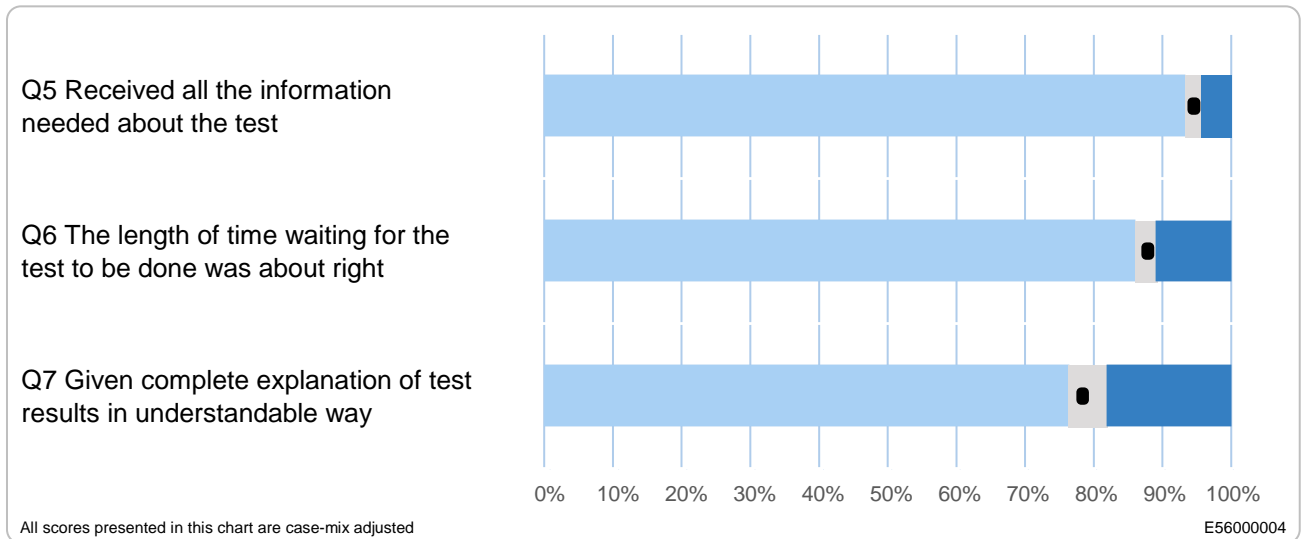


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,219	77%	1,439	75%			75%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	1,638	84%	1,936	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

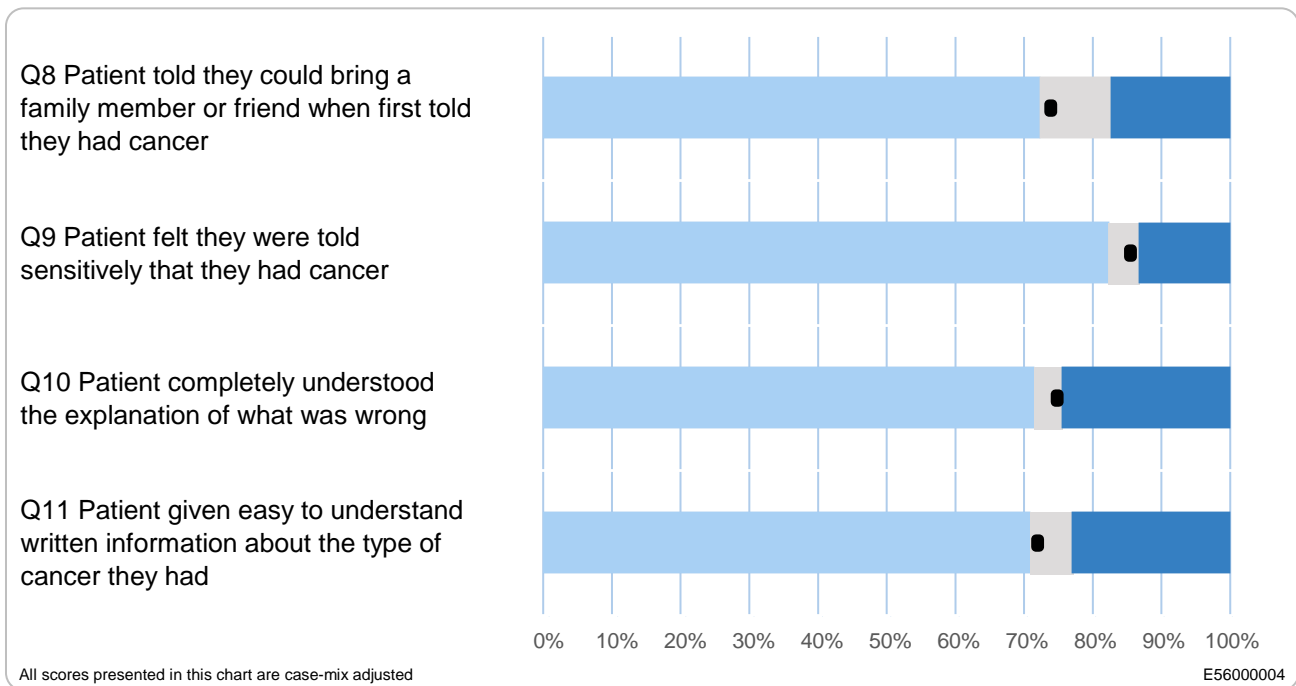


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q5 Received all the information needed about the test	1,471	93%	1,686	94%			94%	93%	96%	94%
Q6 The length of time waiting for the test to be done was about right	1,478	86%	1,704	88%			88%	86%	89%	88%
Q7 Given complete explanation of test results in understandable way	1,483	79%	1,710	78%			78%	76%	82%	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

Finding out what was wrong with you

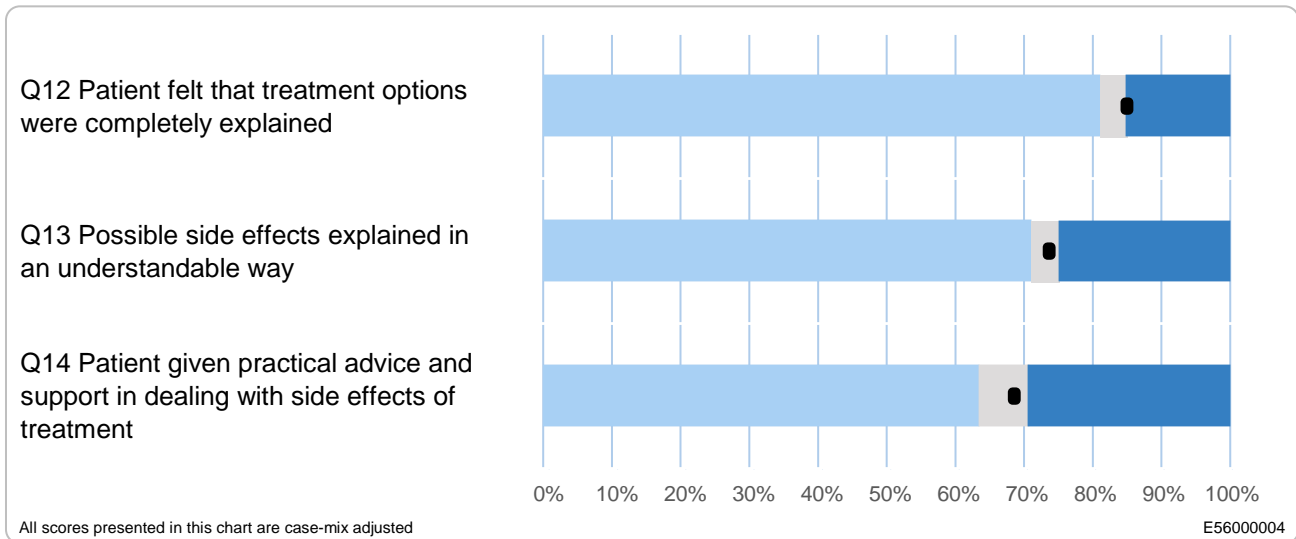


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	1,541	72%	1,802	74%			74%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	1,634	84%	1,963	85%			85%	82%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	1,652	72%	1,974	75%			75%	71%	76%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	1,412	71%	1,701	72%			72%	71%	77%	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)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

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

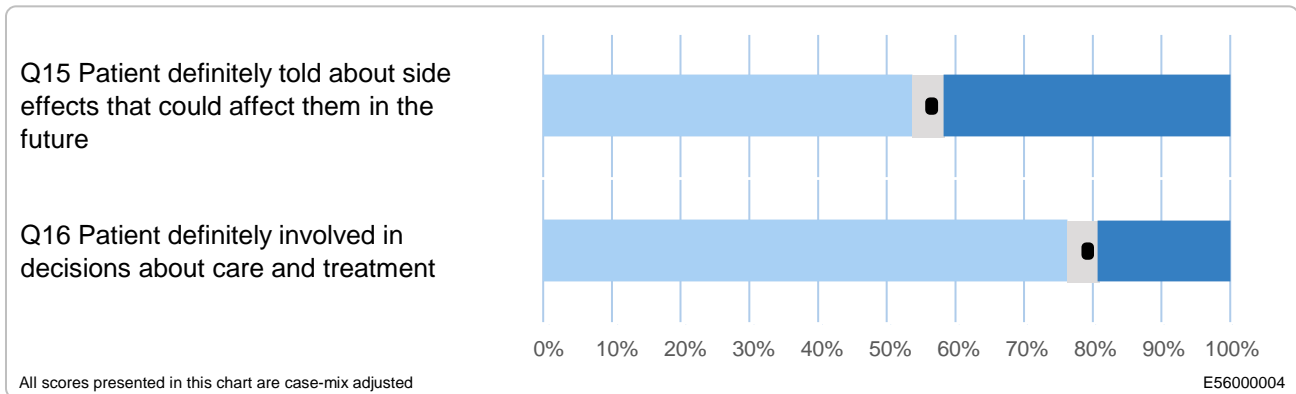


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q12	Patient felt that treatment options were completely explained	1,437	83%	1,754	85%			85%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	1,595	73%	1,908	74%			73%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	1,588	68%	1,892	69%			68%	64%	71%	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)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

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

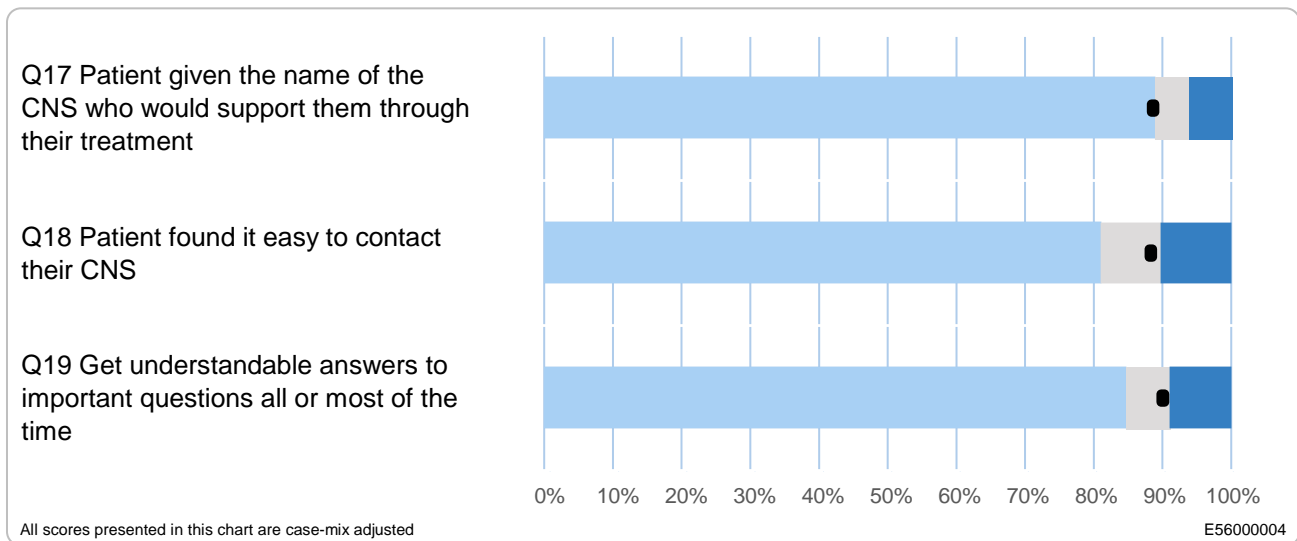


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	1,519	53%	1,807	56%			56%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	1,611	77%	1,947	79%			79%	76%	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

Clinical Nurse Specialist

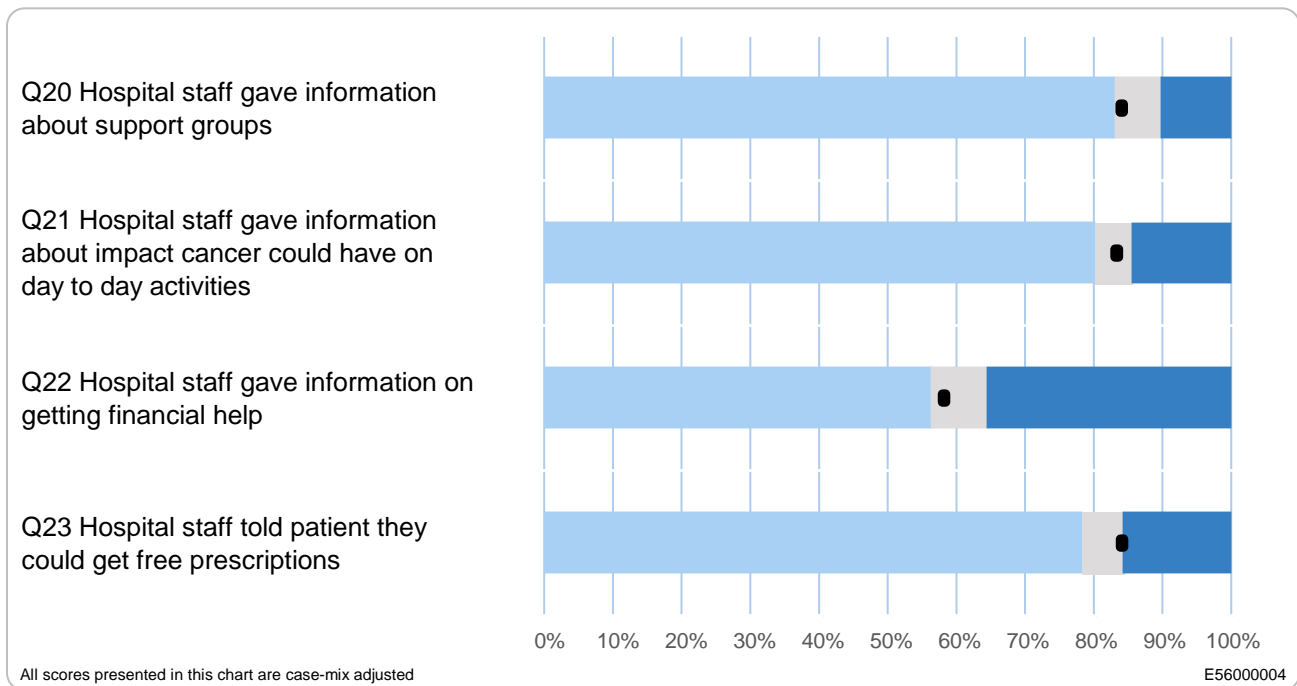


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	1,597	90%	1,905	89%			88%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	1,254	88%	1,479	88%			88%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	1,202	90%	1,428	90%			90%	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

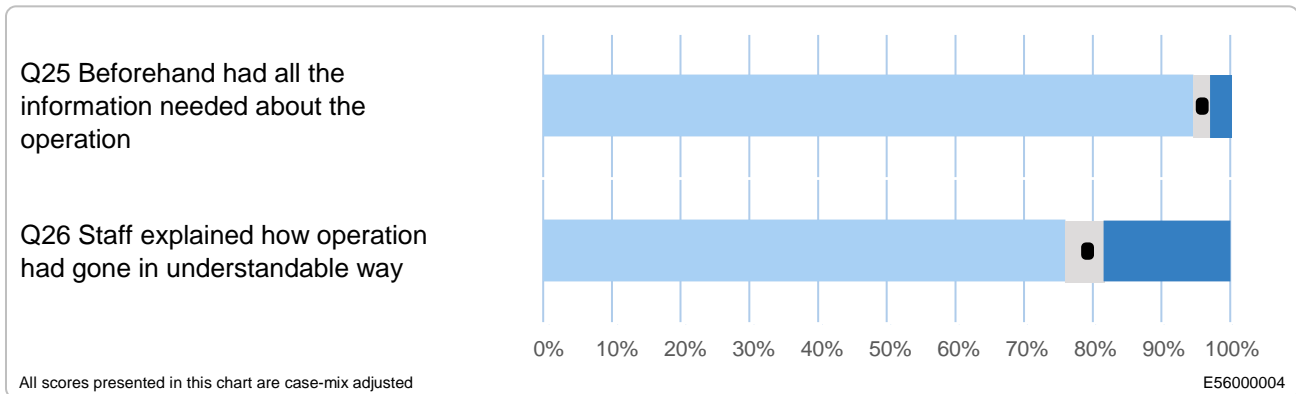


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	1,248	84%	1,474	84%			84%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,109	80%	1,331	83%			83%	80%	86%	83%
Q22 Hospital staff gave information on getting financial help	917	55%	1,042	58%			58%	56%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	757	84%	853	84%			84%	78%	84%	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)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Operations

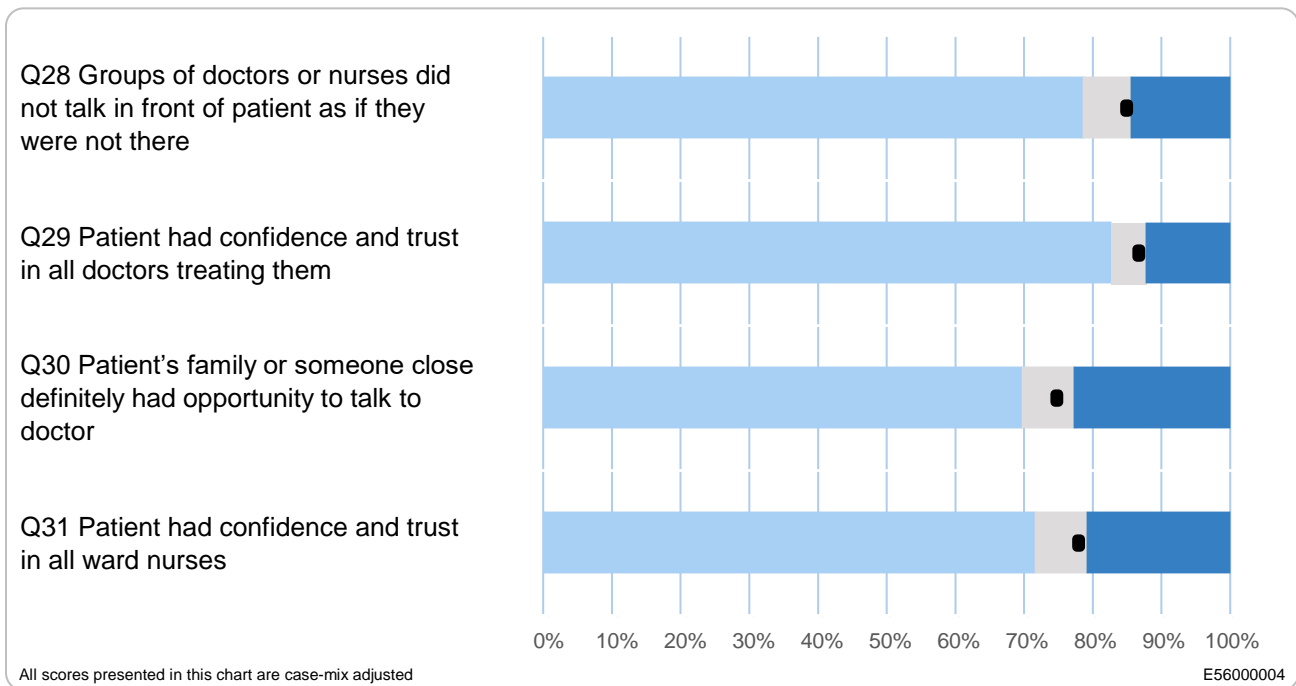


Question	Unadjusted Scores				2018 Case Mix Adjusted						
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q25	Beforehand had all the information needed about the operation	1,008	94%	1,062	96%			96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,005	78%	1,057	79%			79%	76%	82%	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)

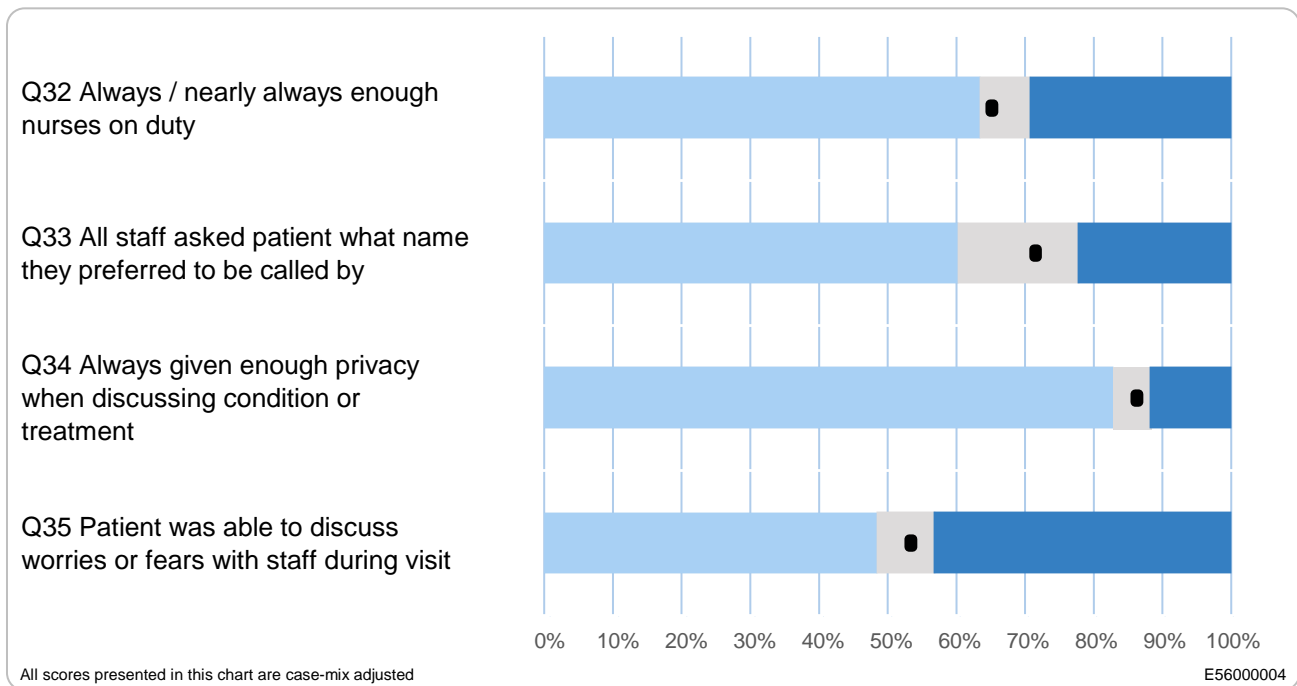


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28	1,188	82%	1,222	85%			85%	79%	86%	82%
Q29	1,190	85%	1,228	86%			86%	83%	88%	85%
Q30	981	73%	1,019	74%			75%	70%	77%	74%
Q31	1,191	75%	1,228	77%			78%	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)

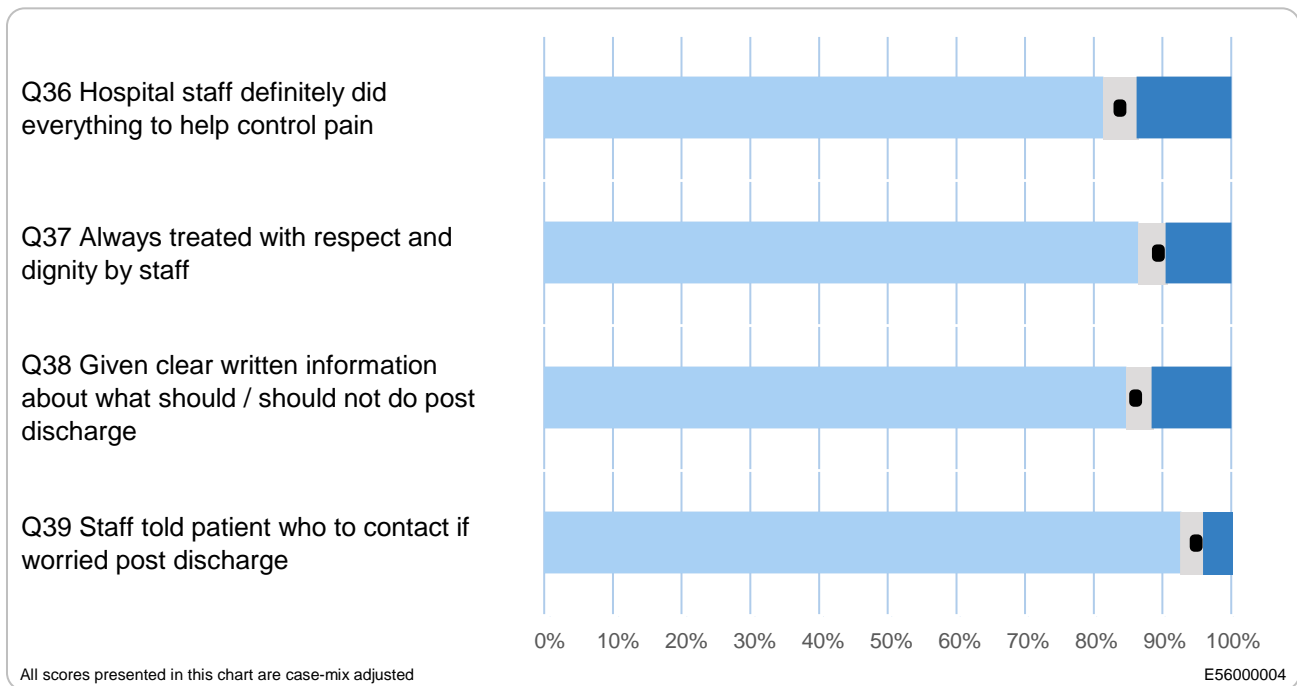


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,190	63%	1,225	65%			65%	63%	71%	67%
Q33 All staff asked patient what name they preferred to be called by	1,182	70%	1,216	72%			71%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,187	87%	1,224	86%			86%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	881	53%	877	53%			53%	48%	57%	53%

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

Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)

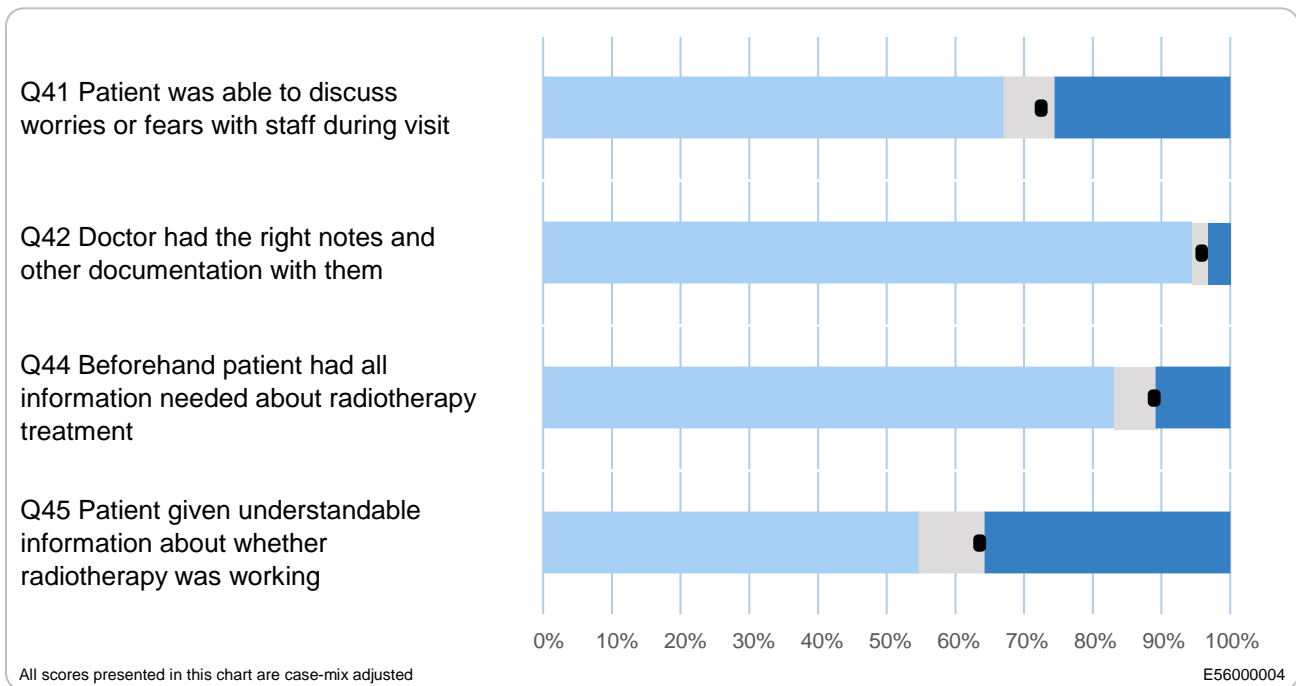


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,073	85%	1,085	84%			84%	81%	86%	84%
Q37 Always treated with respect and dignity by staff	1,186	89%	1,231	89%			89%	86%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,113	85%	1,165	86%			86%	85%	89%	87%
Q39 Staff told patient who to contact if worried post discharge	1,159	95%	1,193	95%			95%	93%	96%	94%

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

Cancer Alliance results

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

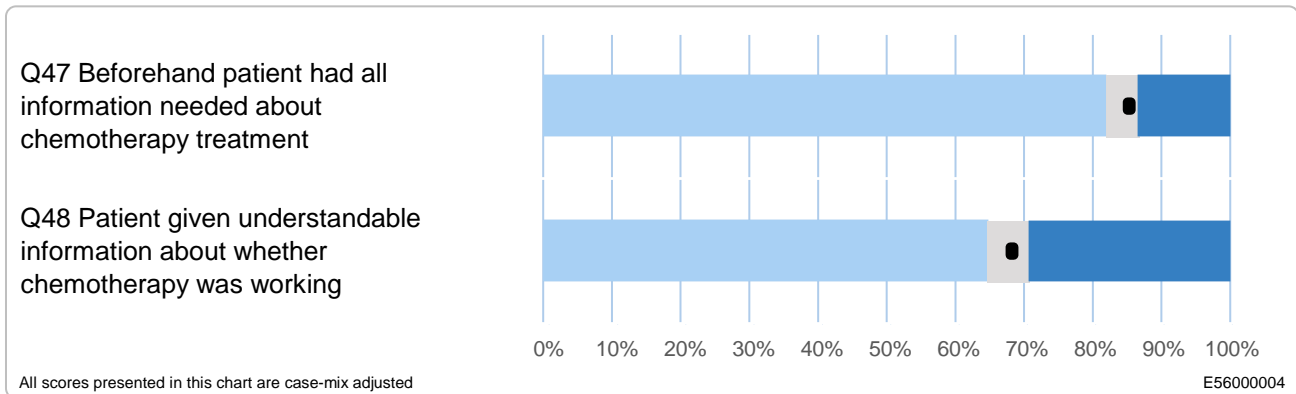


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,244	72%	1,474	73%			72%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	1,482	95%	1,749	96%			96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	464	88%	480	89%			89%	83%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	393	59%	402	63%			63%	55%	64%	60%

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

Cancer Alliance results

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

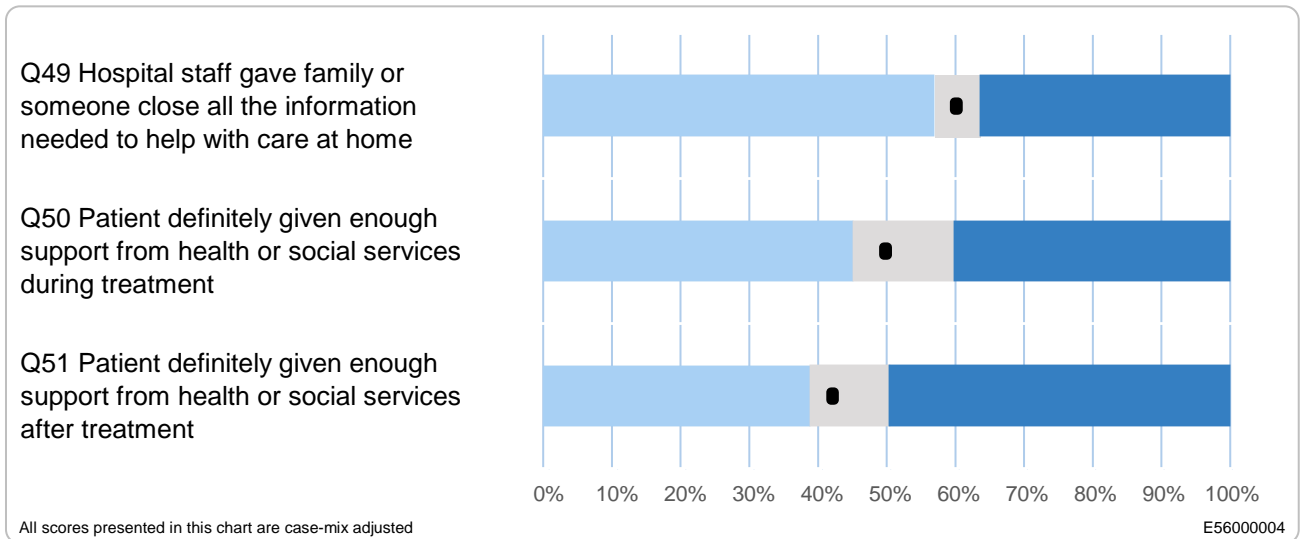


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	926	83%	1,099	85%			85%	82%	87%	84%
Q48 Patient given understandable information about whether chemotherapy was working	831	67%	986	68%			68%	65%	71%	68%

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

Cancer Alliance results

Home care and support

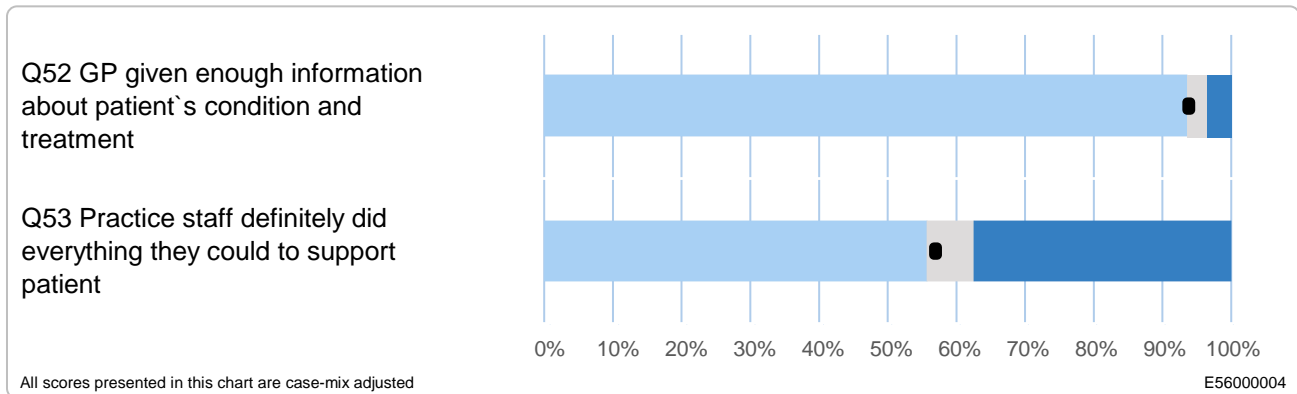


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,363	55%	1,614	60%			60%	57%	64%	60%
Q50 Patient definitely given enough support from health or social services during treatment	769	50%	890	50%			50%	45%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	486	39%	572	42%			42%	39%	50%	45%

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

Cancer Alliance results

Care from your general practice

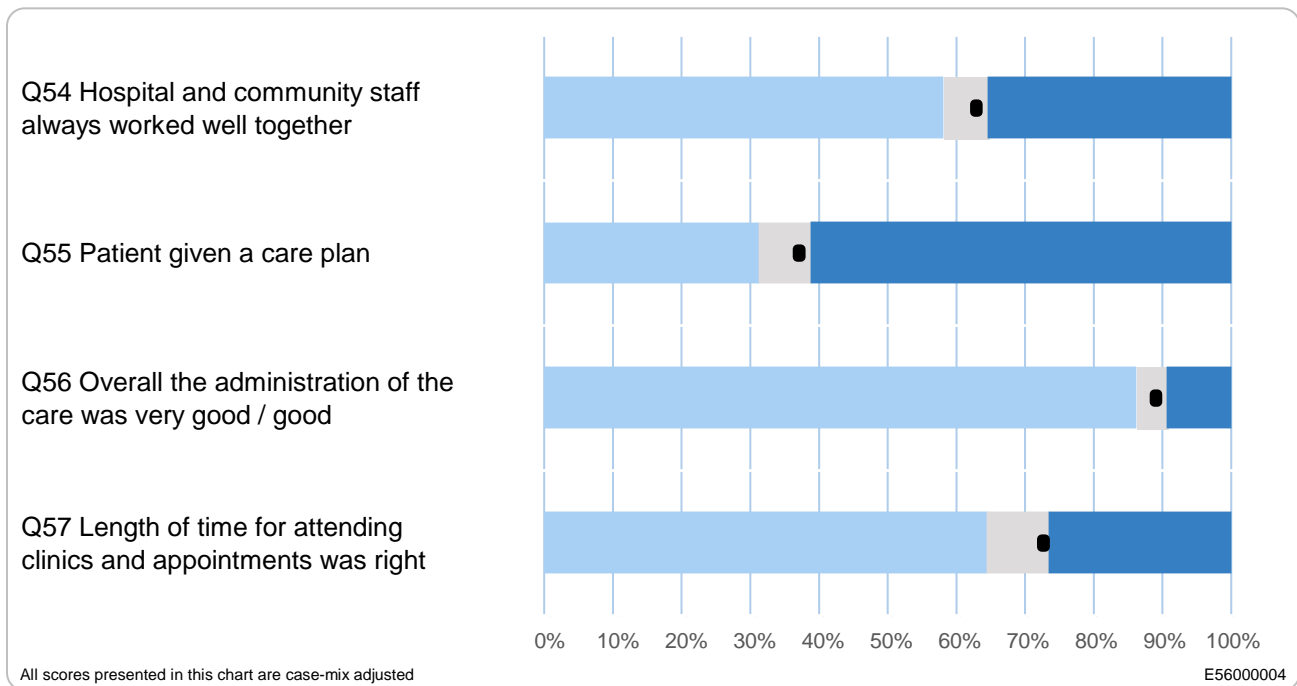


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	1,278	94%	1,526	94%			94%	94%	97%	95%
Q53 Practice staff definitely did everything they could to support patient	1,064	55%	1,254	57%			57%	56%	63%	59%

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

Cancer Alliance results

Your overall NHS care (Part 1 of 2)

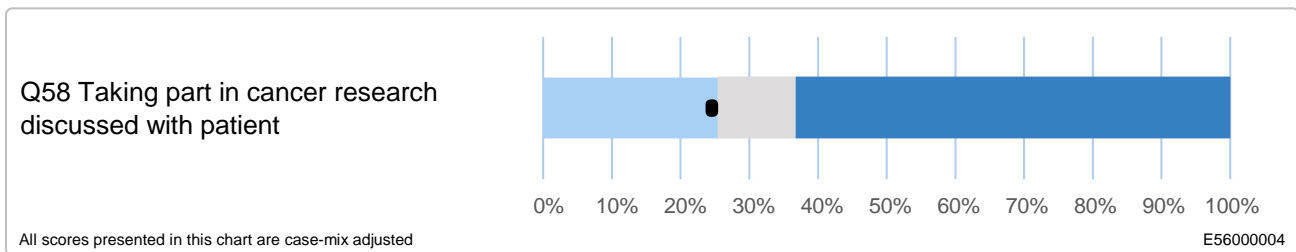


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	1,605	63%	1,908	63%			63%	58%	65%	61%
Q55 Patient given a care plan	1,279	37%	1,547	37%			37%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	1,650	89%	1,967	89%			89%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	1,650	69%	1,950	73%		↑	72%	64%	74%	69%

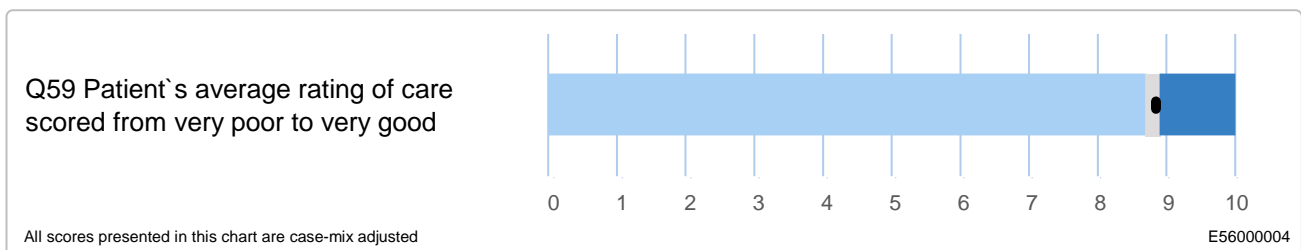
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there 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	1,582	24%	1,889	24%			24%	26%	37%	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	1,633	8.8	1,930	8.9	↑		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

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	58%	*	73%
Breast	96%	94%	92%	90%
Colorectal / LGT	73%	72%	86%	83%
Gynaecological	76%	75%	77%	79%
Haematological	59%	64%	84%	81%
Head and Neck	83%	79%	77%	80%
Lung	73%	71%	80%	82%
Prostate	76%	81%	82%	85%
Sarcoma	*	66%	*	71%
Skin	97%	90%	90%	86%
Upper Gastro	76%	72%	77%	78%
Urological	76%	81%	85%	85%
Other	63%	73%	76%	79%
All Cancers	75%	77%	84%	84%

§ These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	93%	95%	91%	91%	85%	82%
Colorectal / LGT	95%	96%	89%	87%	80%	81%
Gynaecological	99%	94%	80%	85%	74%	77%
Haematological	96%	95%	93%	88%	78%	77%
Head and Neck	94%	92%	85%	85%	82%	80%
Lung	93%	94%	83%	87%	72%	79%
Prostate	92%	94%	86%	86%	71%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	96%	96%	89%	90%	93%	83%
Upper Gastro	92%	94%	82%	83%	77%	75%
Urological	95%	94%	85%	87%	80%	79%
Other	96%	95%	87%	86%	75%	76%
All Cancers	94%	94%	88%	88%	78%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	77%	*	59%	*	63%
Breast	83%	82%	91%	89%	78%	77%	80%	78%
Colorectal / LGT	80%	82%	87%	86%	81%	79%	71%	73%
Gynaecological	67%	72%	81%	82%	73%	73%	70%	70%
Haematological	70%	73%	85%	83%	65%	61%	76%	76%
Head and Neck	69%	72%	88%	86%	83%	76%	62%	67%
Lung	68%	79%	81%	82%	71%	76%	55%	67%
Prostate	70%	78%	79%	85%	74%	78%	73%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	57%	71%	95%	90%	88%	80%	83%	84%
Upper Gastro	76%	79%	83%	80%	81%	73%	77%	66%
Urological	70%	74%	85%	82%	78%	77%	67%	73%
Other	69%	76%	80%	82%	70%	70%	59%	65%
All Cancers	74%	78%	85%	85%	75%	74%	72%	74%

[§] These are unadjusted scores

Deciding the best treatment for you

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

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	*	61%	*	70%
Breast	58%	56%	82%	79%
Colorectal / LGT	55%	58%	83%	80%
Gynaecological	58%	55%	83%	79%
Haematological	54%	51%	78%	77%
Head and Neck	53%	62%	76%	79%
Lung	49%	56%	67%	79%
Prostate	63%	64%	77%	81%
Sarcoma	*	52%	*	75%
Skin	58%	66%	95%	87%
Upper Gastro	61%	54%	82%	76%
Urological	59%	53%	81%	77%
Other	49%	53%	72%	76%
All Cancers	56%	56%	79%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	82%	*	84%
Breast	93%	95%	87%	85%	89%	88%
Colorectal / LGT	89%	92%	92%	88%	93%	89%
Gynaecological	95%	94%	92%	85%	91%	88%
Haematological	88%	92%	88%	88%	89%	89%
Head and Neck	91%	90%	91%	87%	93%	88%
Lung	88%	93%	89%	87%	87%	88%
Prostate	79%	90%	84%	82%	88%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	92%	91%	90%	89%	83%	91%
Upper Gastro	94%	93%	81%	85%	88%	87%
Urological	77%	84%	86%	82%	95%	87%
Other	88%	88%	91%	85%	90%	87%
All Cancers	89%	91%	88%	85%	90%	88%

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	92%	91%	88%	86%	57%	65%	84%	82%
Colorectal / LGT	83%	86%	87%	84%	55%	58%	83%	83%
Gynaecological	80%	85%	78%	82%	55%	61%	79%	77%
Haematological	82%	86%	84%	84%	59%	62%	85%	87%
Head and Neck	81%	86%	78%	83%	59%	60%	87%	82%
Lung	87%	86%	85%	81%	78%	71%	90%	85%
Prostate	79%	89%	80%	85%	49%	51%	80%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	87%	89%	*	84%	*	60%	*	72%
Upper Gastro	85%	84%	80%	81%	58%	63%	94%	84%
Urological	70%	79%	73%	75%	36%	44%	76%	68%
Other	84%	82%	80%	78%	63%	58%	81%	80%
All Cancers	84%	86%	83%	83%	58%	60%	84%	81%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	70%
Breast	97%	96%	81%	79%
Colorectal / LGT	97%	96%	80%	83%
Gynaecological	92%	96%	79%	81%
Haematological	100%	94%	84%	77%
Head and Neck	93%	95%	82%	78%
Lung	91%	95%	66%	78%
Prostate	96%	95%	72%	75%
Sarcoma	*	94%	*	78%
Skin	88%	97%	85%	84%
Upper Gastro	95%	95%	79%	80%
Urological	98%	95%	80%	76%
Other	93%	95%	78%	78%
All Cancers	96%	96%	79%	79%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	73%	*	77%	*	66%	*	67%
Breast	93%	89%	90%	86%	79%	77%	77%	77%
Colorectal / LGT	81%	77%	88%	86%	73%	73%	76%	71%
Gynaecological	83%	85%	86%	86%	59%	72%	70%	73%
Haematological	87%	81%	82%	81%	80%	74%	75%	76%
Head and Neck	71%	79%	90%	86%	67%	75%	78%	74%
Lung	84%	77%	86%	83%	68%	74%	83%	76%
Prostate	91%	86%	91%	89%	74%	73%	92%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	100%	89%	100%	90%	*	81%	76%	87%
Upper Gastro	71%	74%	81%	82%	78%	73%	75%	71%
Urological	80%	80%	86%	87%	74%	70%	88%	78%
Other	82%	80%	78%	82%	70%	71%	68%	72%
All Cancers	85%	82%	86%	85%	74%	74%	77%	75%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	68%	71%	63%	64%	90%	87%	61%	56%
Colorectal / LGT	67%	62%	78%	71%	83%	85%	56%	54%
Gynaecological	63%	67%	68%	67%	84%	84%	41%	51%
Haematological	61%	64%	78%	71%	86%	86%	58%	55%
Head and Neck	62%	66%	71%	69%	84%	87%	50%	55%
Lung	64%	70%	71%	74%	89%	85%	48%	52%
Prostate	74%	73%	76%	69%	88%	88%	48%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	81%	80%	86%	72%	100%	91%	*	59%
Upper Gastro	51%	61%	83%	75%	82%	84%	59%	51%
Urological	68%	69%	69%	73%	88%	85%	50%	47%
Other	56%	62%	64%	68%	75%	82%	36%	48%
All Cancers	65%	67%	72%	69%	86%	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%	*	84%	*	86%	*	94%
Breast	89%	86%	92%	89%	94%	92%	95%	96%
Colorectal / LGT	85%	85%	88%	87%	86%	84%	96%	94%
Gynaecological	75%	83%	90%	87%	79%	88%	94%	95%
Haematological	83%	83%	88%	90%	82%	81%	97%	95%
Head and Neck	83%	83%	76%	87%	87%	88%	91%	93%
Lung	81%	84%	93%	89%	81%	84%	92%	92%
Prostate	79%	84%	91%	91%	79%	90%	92%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	*	88%	86%	93%	95%	91%	100%	96%
Upper Gastro	83%	82%	88%	86%	75%	82%	94%	94%
Urological	90%	81%	91%	89%	88%	86%	93%	91%
Other	75%	81%	87%	87%	81%	83%	92%	92%
All Cancers	84%	84%	89%	89%	86%	87%	95%	94%

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	70%	70%	98%	96%	92%	88%	66%	61%
Colorectal / LGT	79%	73%	93%	96%	80%	84%	65%	57%
Gynaecological	72%	71%	95%	96%	*	86%	*	61%
Haematological	74%	74%	97%	96%	95%	83%	*	59%
Head and Neck	76%	73%	94%	96%	75%	86%	35%	61%
Lung	66%	69%	93%	95%	86%	85%	59%	56%
Prostate	70%	73%	94%	95%	87%	87%	76%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	73%	74%	100%	97%	*	85%	*	72%
Upper Gastro	79%	70%	93%	95%	94%	82%	57%	53%
Urological	72%	67%	98%	95%	*	82%	*	55%
Other	70%	68%	94%	95%	82%	85%	62%	60%
All Cancers	73%	71%	96%	96%	89%	86%	63%	60%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	79%	*	50%
Breast	82%	83%	66%	64%
Colorectal / LGT	87%	85%	63%	64%
Gynaecological	91%	86%	69%	68%
Haematological	88%	85%	79%	75%
Head and Neck	65%	79%	*	54%
Lung	84%	84%	64%	67%
Prostate	85%	85%	59%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	84%	84%	60%	61%
Urological	92%	82%	70%	65%
Other	81%	85%	66%	70%
All Cancers	85%	84%	68%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	60%	*	50%	*	48%
Breast	61%	59%	43%	54%	32%	42%
Colorectal / LGT	62%	63%	60%	60%	51%	52%
Gynaecological	63%	59%	50%	47%	35%	38%
Haematological	62%	63%	53%	52%	42%	44%
Head and Neck	44%	63%	53%	56%	54%	53%
Lung	56%	60%	45%	52%	47%	43%
Prostate	58%	60%	42%	46%	31%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	59%	67%	*	60%	*	59%
Upper Gastro	70%	60%	56%	53%	53%	48%
Urological	58%	59%	40%	47%	43%	44%
Other	56%	56%	53%	52%	40%	44%
All Cancers	60%	60%	50%	53%	42%	45%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	51%
Breast	96%	96%	60%	59%
Colorectal / LGT	94%	95%	54%	58%
Gynaecological	96%	95%	50%	57%
Haematological	94%	95%	63%	58%
Head and Neck	93%	93%	45%	58%
Lung	90%	94%	52%	58%
Prostate	92%	95%	64%	64%
Sarcoma	*	95%	*	53%
Skin	97%	97%	43%	67%
Upper Gastro	94%	94%	52%	58%
Urological	93%	95%	56%	61%
Other	92%	94%	56%	56%
All Cancers	94%	95%	57%	59%

[§] These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	45%	*	33%	*	84%	*	59%
Breast	64%	61%	44%	39%	91%	90%	75%	68%
Colorectal / LGT	68%	61%	42%	38%	88%	88%	76%	72%
Gynaecological	62%	58%	31%	31%	86%	87%	63%	69%
Haematological	62%	64%	35%	35%	92%	91%	69%	66%
Head and Neck	53%	61%	33%	37%	83%	88%	72%	71%
Lung	57%	62%	32%	31%	86%	89%	67%	71%
Prostate	64%	65%	26%	36%	85%	87%	73%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	70%	71%	59%	42%	84%	91%	79%	73%
Upper Gastro	65%	59%	47%	35%	90%	86%	76%	68%
Urological	69%	62%	29%	30%	86%	85%	85%	75%
Other	55%	57%	31%	30%	89%	87%	65%	63%
All Cancers	63%	61%	37%	35%	89%	88%	73%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	*	39%	*	8.4
Breast	17%	31%	9.0	8.9
Colorectal / LGT	27%	33%	8.9	8.8
Gynaecological	23%	37%	8.8	8.8
Haematological	40%	32%	9.0	8.9
Head and Neck	17%	23%	8.8	8.8
Lung	25%	35%	8.7	8.8
Prostate	29%	33%	8.6	8.8
Sarcoma	*	40%	*	8.6
Skin	13%	16%	9.2	9.0
Upper Gastro	25%	35%	8.8	8.7
Urological	13%	21%	8.9	8.7
Other	22%	32%	8.8	8.7
All Cancers	24%	31%	8.9	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
E56000004	3,178	196	2,982	847	120	2,015	68%

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	11
Breast	385
Colorectal / LGT	289
Gynaecological	97
Haematological	301
Head and Neck	59
Lung	118
Prostate	198
Sarcoma	20
Skin	41
Upper Gastro	120
Urological	153
Other	223

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

Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	2	6	13	62	186	422	268	42	1,001
Female	6	8	43	144	257	337	192	27	1,014
Total	8	14	56	206	443	759	460	69	2,015

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RCB	York Teaching Hospital NHS Foundation Trust		43	9
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	9	43	
RWA	Hull and East Yorkshire Hospitals NHS Trust	10	41	1

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

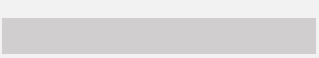
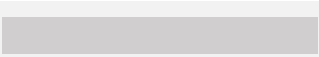
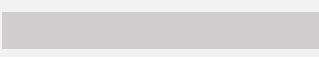
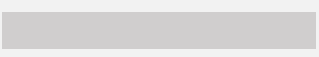
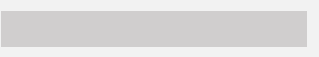
Q59 Patient`s average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000004	Humber, Coast and Vale	1,930	8.84	
RCB	York Teaching Hospital NHS Foundation Trust	564	8.94	
RWA	Hull University Teaching Hospitals NHS Trust	848	8.83	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	496	8.67	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

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%	
E56000004	Humber, Coast and Vale	1,947	79%	
RCB	York Teaching Hospital NHS Foundation Trust	577	81%	
RWA	Hull University Teaching Hospitals NHS Trust	852	78%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	492	76%	


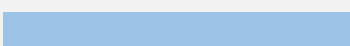

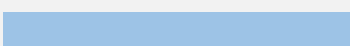
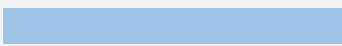
National Cancer Patient Experience Survey 2018

Humber, Coast and Vale

Annex (continued)

Dashboard Questions - Trusts

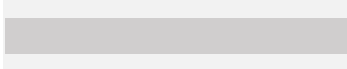
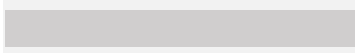


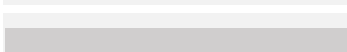
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000004	Humber, Coast and Vale	1,905	88%	
RCB	York Teaching Hospital NHS Foundation Trust	562	89%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	490	88%	
RWA	Hull University Teaching Hospitals NHS Trust	829	87%	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

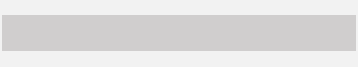
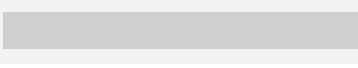
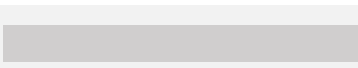
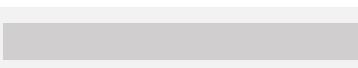
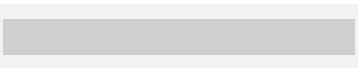
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000004	Humber, Coast and Vale	1,479	88%	
RCB	York Teaching Hospital NHS Foundation Trust	452	91%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	389	88%	
RWA	Hull University Teaching Hospitals NHS Trust	621	86%	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

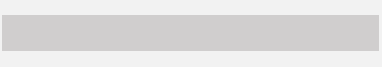


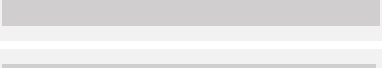
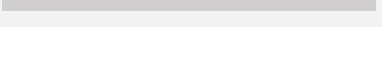
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000004	Humber, Coast and Vale	1,231	89%	
RWA	Hull University Teaching Hospitals NHS Trust	627	89%	
RCB	York Teaching Hospital NHS Foundation Trust	306	89%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	267	88%	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000004	Humber, Coast and Vale	1,193	95%	
RCB	York Teaching Hospital NHS Foundation Trust	297	97%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	254	94%	
RWA	Hull University Teaching Hospitals NHS Trust	610	93%	

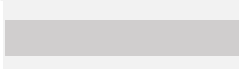
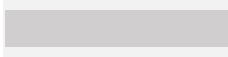
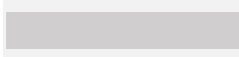
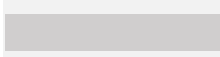
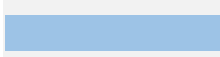
National Cancer Patient Experience Survey 2018

Humber, Coast and Vale

Annex (continued)

Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	47,950	59%	
E56000004	Humber, Coast and Vale	1,254	57%	
RCB	York Teaching Hospital NHS Foundation Trust	384	60%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	309	55%	
RWA	Hull University Teaching Hospitals NHS Trust	548	55%	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
03Q	NHS Vale of York CCG		39	13
03H	NHS North East Lincolnshire CCG	2	46	4
03F	NHS Hull CCG	6	44	2
02Y	NHS East Riding of Yorkshire CCG	5	47	
03M	NHS Scarborough and Ryedale CCG	5	47	
03K	NHS North Lincolnshire CCG	13	39	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - CCGs



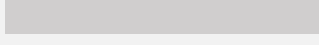


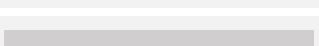


Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000004	Humber, Coast and Vale	1,930	8.84	
03Q	NHS Vale of York CCG	484	9.00	
02Y	NHS East Riding of Yorkshire CCG	497	8.95	
03F	NHS Hull CCG	258	8.80	
03H	NHS North East Lincolnshire CCG	259	8.74	
03M	NHS Scarborough and Ryedale CCG	149	8.71	
03K	NHS North Lincolnshire CCG	283	8.62	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - CCGs

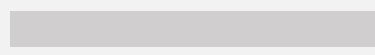
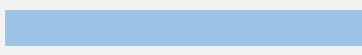
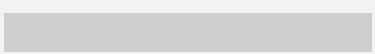
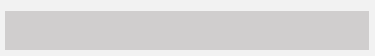

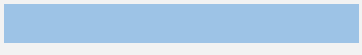
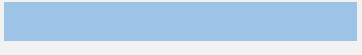

Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000004	Humber, Coast and Vale	1,947	79%	
03Q	NHS Vale of York CCG	489	81%	
02Y	NHS East Riding of Yorkshire CCG	497	80%	
03H	NHS North East Lincolnshire CCG	258	80%	
03K	NHS North Lincolnshire CCG	281	77%	
03F	NHS Hull CCG	265	76%	
03M	NHS Scarborough and Ryedale CCG	157	76%	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - CCGs

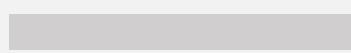
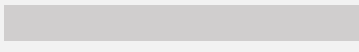
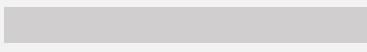
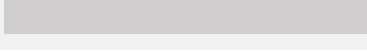
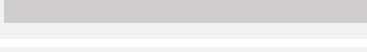



Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000004	Humber, Coast and Vale	1,905	88%	
03H	NHS North East Lincolnshire CCG	256	91%	
03Q	NHS Vale of York CCG	476	90%	
03M	NHS Scarborough and Ryedale CCG	156	88%	
03F	NHS Hull CCG	255	88%	
03K	NHS North Lincolnshire CCG	280	87%	
02Y	NHS East Riding of Yorkshire CCG	482	87%	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - CCGs



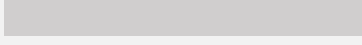


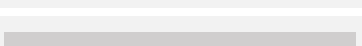


Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000004	Humber, Coast and Vale	1,479	88%	
03M	NHS Scarborough and Ryedale CCG	125	90%	
03Q	NHS Vale of York CCG	380	90%	
02Y	NHS East Riding of Yorkshire CCG	353	89%	
03K	NHS North Lincolnshire CCG	218	88%	
03H	NHS North East Lincolnshire CCG	209	86%	
03F	NHS Hull CCG	194	83%	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - CCGs

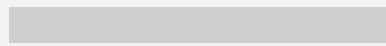
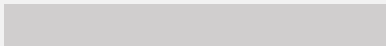

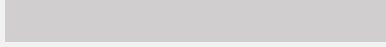

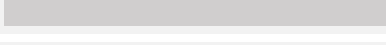

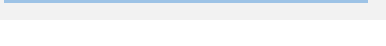
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000004	Humber, Coast and Vale	1,231	89%	
02Y	NHS East Riding of Yorkshire CCG	346	91%	
03H	NHS North East Lincolnshire CCG	162	90%	
03Q	NHS Vale of York CCG	280	89%	
03F	NHS Hull CCG	190	88%	
03K	NHS North Lincolnshire CCG	173	87%	
03M	NHS Scarborough and Ryedale CCG	80	85%	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - CCGs

Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000004	Humber, Coast and Vale	1,193	95%	
03H	NHS North East Lincolnshire CCG	155	98%	
03Q	NHS Vale of York CCG	277	96%	
03M	NHS Scarborough and Ryedale CCG	75	95%	
02Y	NHS East Riding of Yorkshire CCG	334	95%	
03F	NHS Hull CCG	187	94%	
03K	NHS North Lincolnshire CCG	165	90%	

National Cancer Patient Experience Survey 2018
Humber, Coast and Vale

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%	
E56000004	Humber, Coast and Vale	1,254	57%	
02Y	NHS East Riding of Yorkshire CCG	317	62%	
03M	NHS Scarborough and Ryedale CCG	117	59%	
03Q	NHS Vale of York CCG	313	58%	
03H	NHS North East Lincolnshire CCG	152	57%	
03K	NHS North Lincolnshire CCG	178	53%	
03F	NHS Hull CCG	177	47%	

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