

National Cancer Patient Experience Survey

2018 Results

Kent and Medway 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	1,873	77%	2,033	76%			75%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,574	82%	2,790	82%			82%	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 11 questions for men and in 3 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 3 questions for patients in England's 20% least-deprived and in 0 questions for patients in England 20% most-deprived.

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

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

Executive Summary

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

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

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

89% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

80% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

87% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

91% 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.

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	

Seeing your GP

Q1	Saw GP once / twice before being told had to go to hospital	2,033	75%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,790	82%	82%	85%	84%

Clinical Nurse Specialist

Q18	Patient found it easy to contact their CNS	2,158	80%	81%	90%	85%
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Support for people with cancer

Q20	Hospital staff gave information about support groups	2,112	82%	83%	90%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	1,885	80%	80%	85%	83%

Hospital care as an inpatient

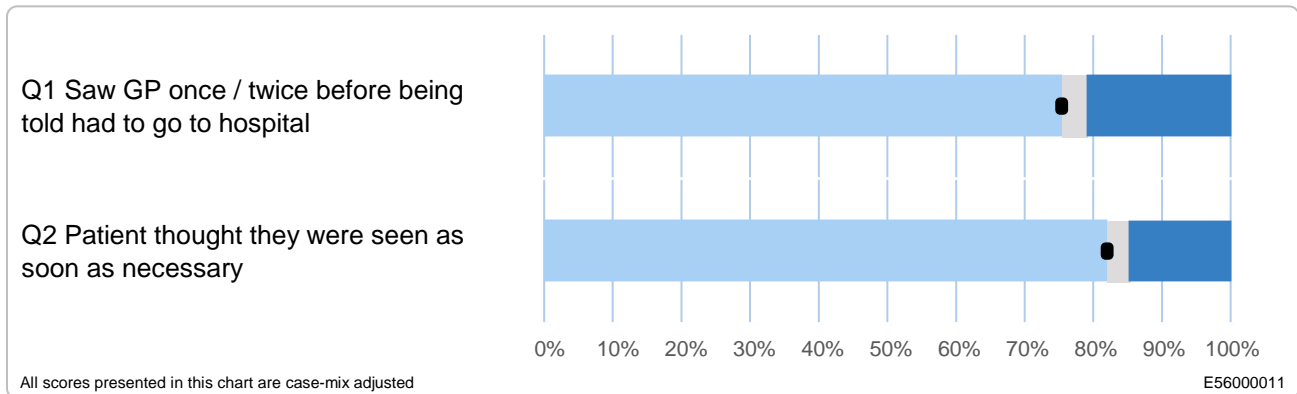
Q30	Patient's family or someone close definitely had opportunity to talk to doctor	1,315	70%	70%	77%	74%
Q34	Always given enough privacy when discussing condition or treatment	1,595	82%	83%	88%	86%
Q39	Staff told patient who to contact if worried post discharge	1,530	91%	93%	96%	94%

Your overall NHS care

Q56	Overall the administration of the care was very good / good	2,828	86%	86%	91%	88%
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Cancer Alliance results

Seeing your GP

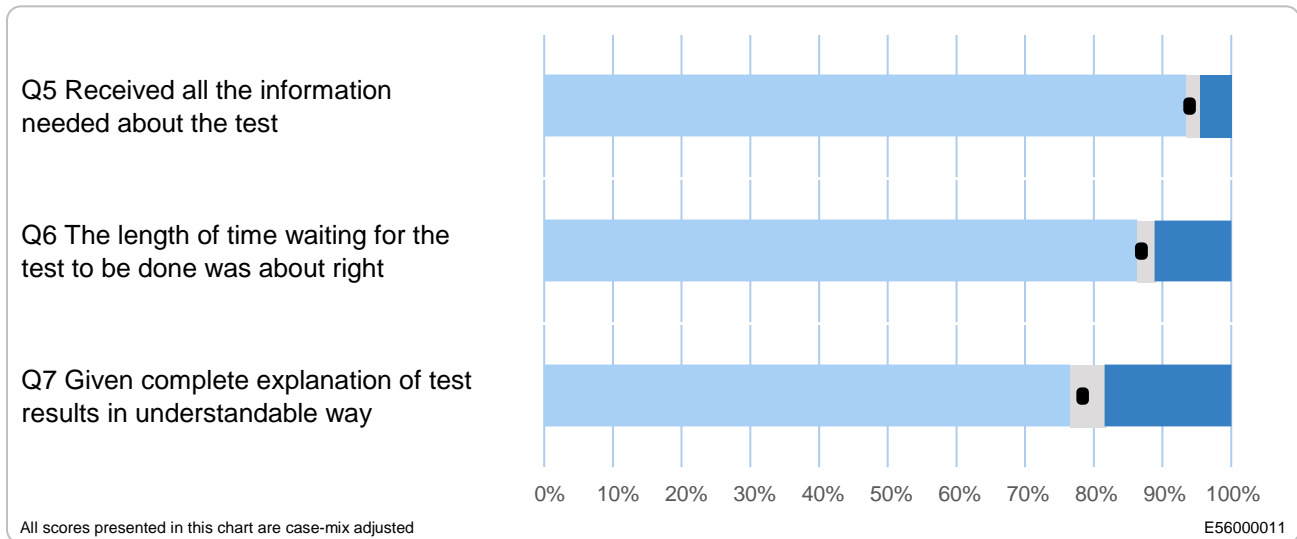


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,873	77%	2,033	76%			75%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,574	82%	2,790	82%			82%	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

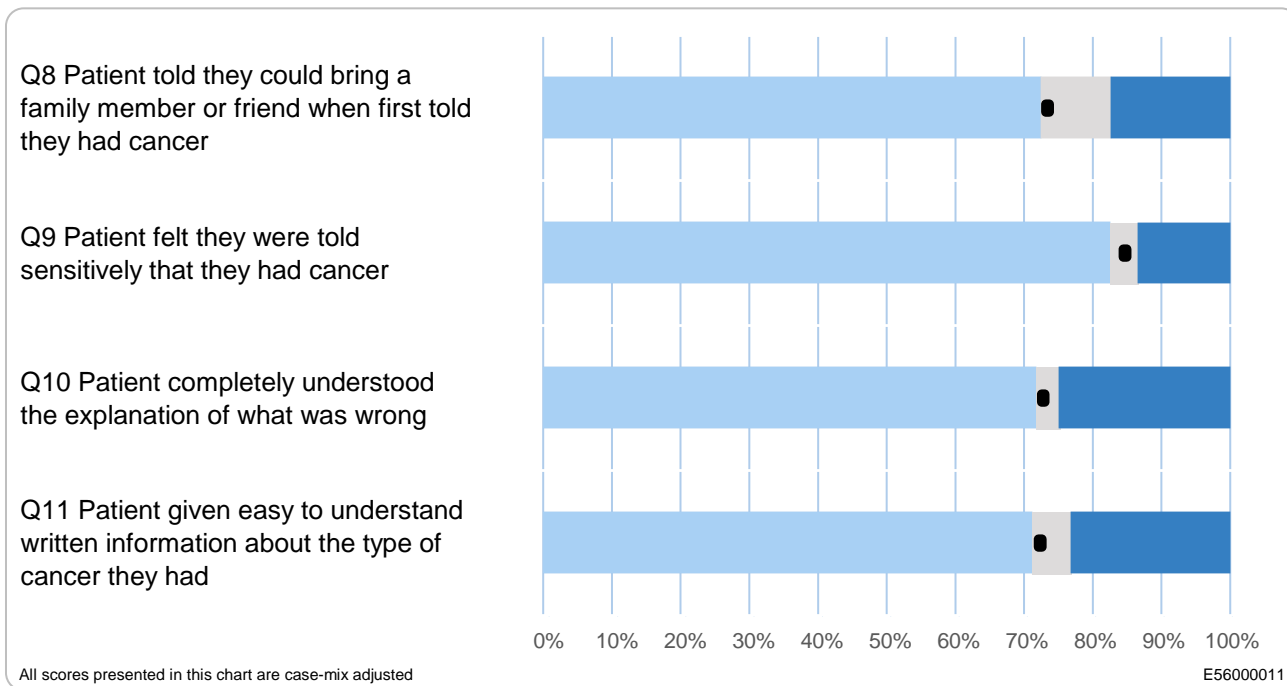


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q5	Received all the information needed about the test	2,217	95%	2,418	94%			94%	93%	96%	94%
Q6	The length of time waiting for the test to be done was about right	2,222	88%	2,441	87%			87%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	2,227	79%	2,449	78%			78%	77%	82%	79%

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Cancer Alliance results

Finding out what was wrong with you

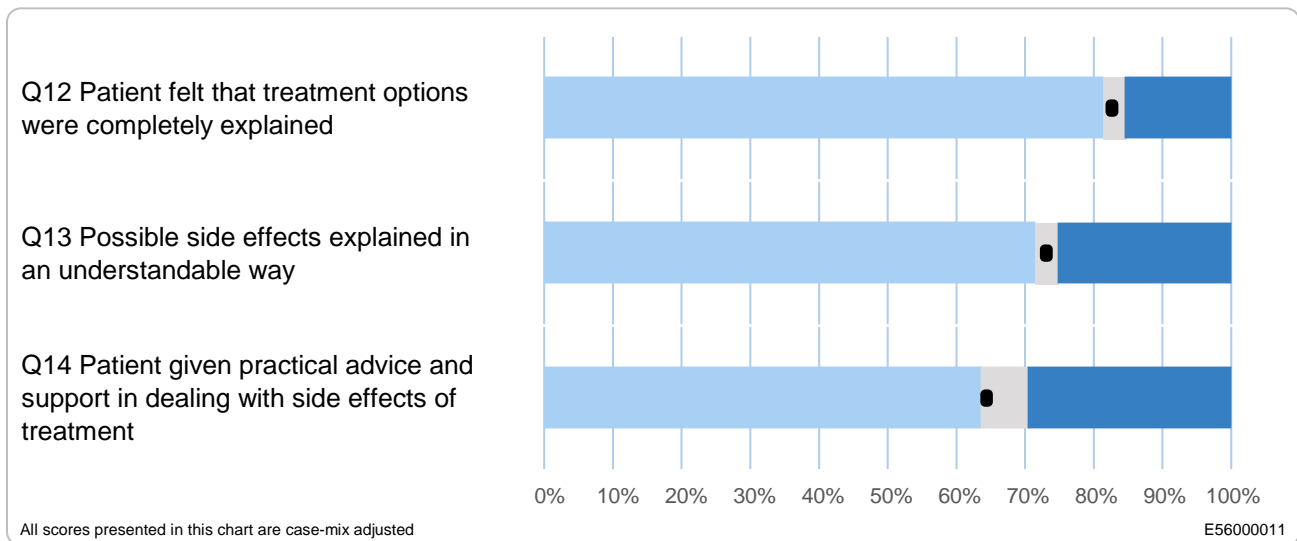


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,386	71%	2,579	73%			73%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	2,570	83%	2,826	84%			84%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,604	73%	2,841	73%			73%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	2,276	72%	2,524	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)
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Cancer Alliance results

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

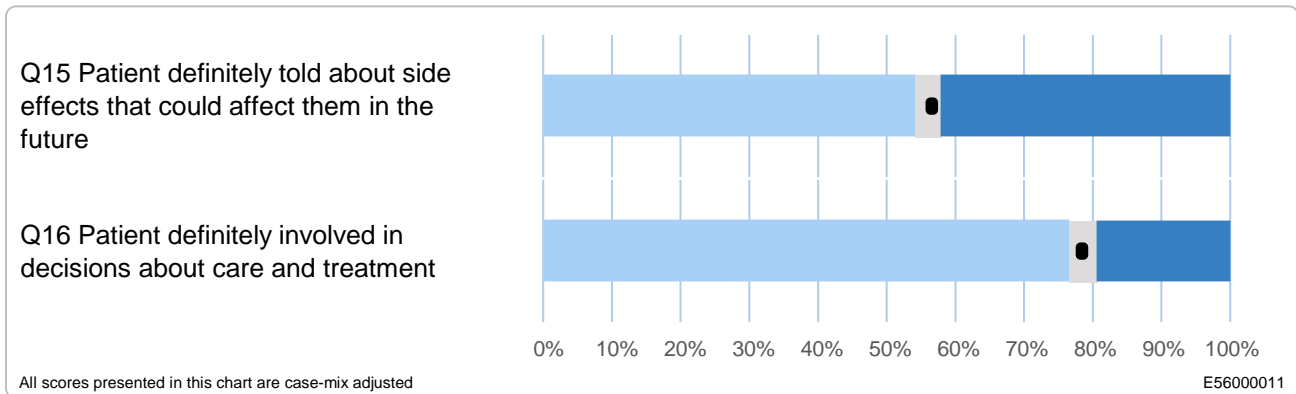


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q12 Patient felt that treatment options were completely explained	2,281	83%	2,517	82%			82%	81%	85%	83%
Q13 Possible side effects explained in an understandable way	2,522	74%	2,738	73%			73%	71%	75%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	2,502	64%	2,719	64%			64%	64%	71%	67%

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
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Cancer Alliance results

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

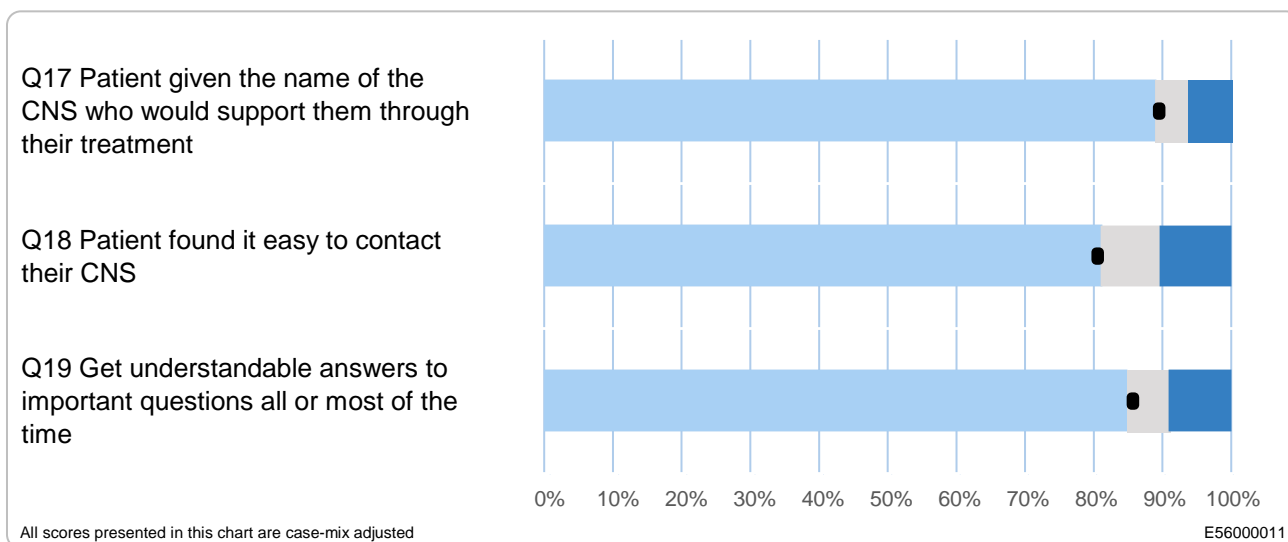


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	2,400	55%	2,598	56%			56%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	2,544	77%	2,796	78%			78%	77%	81%	79%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Cancer Alliance results

Clinical Nurse Specialist

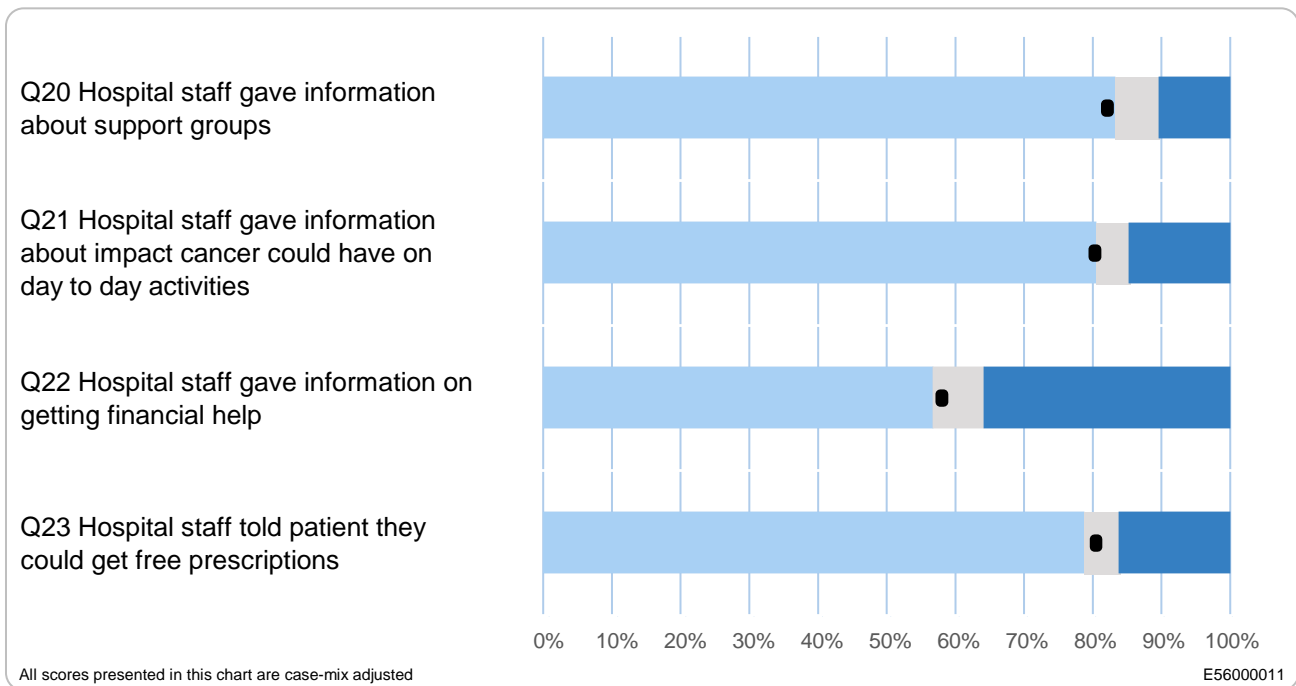


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,521	88%	2,740	89%			89%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	1,955	83%	2,158	80%		↓	80%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	1,852	85%	2,045	86%			85%	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

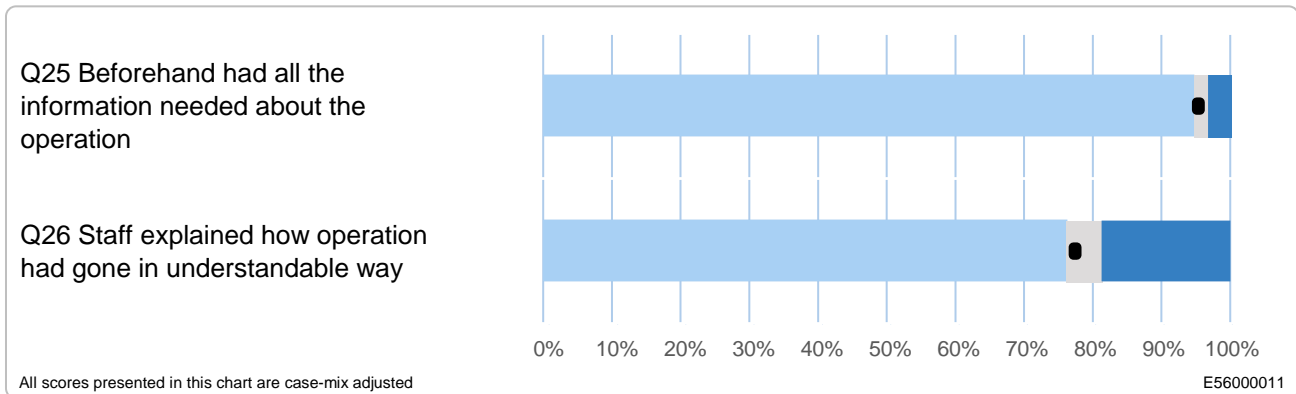


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	1,867	82%	2,112	82%			82%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,697	80%	1,885	80%			80%	80%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,359	54%	1,452	58%			58%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,161	83%	1,292	80%			80%	79%	84%	81%

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

Cancer Alliance results

Operations

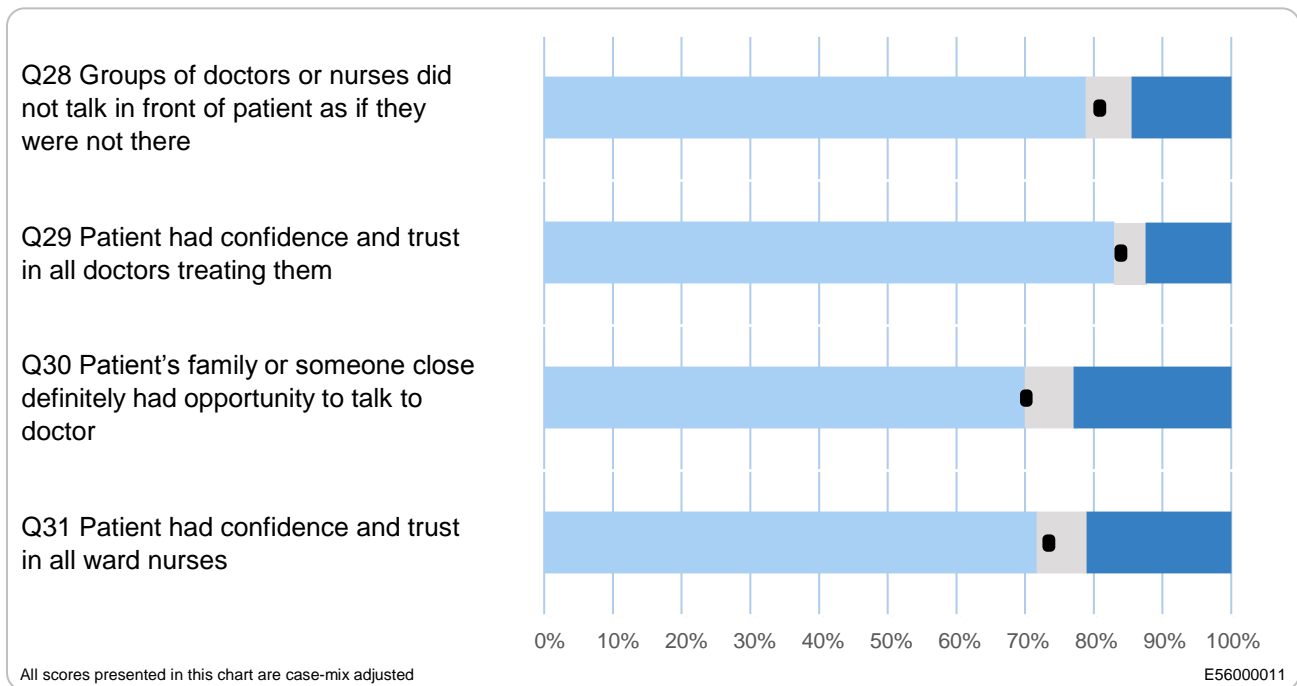


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	1,276	95%	1,428	95%			95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,267	79%	1,428	77%			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)

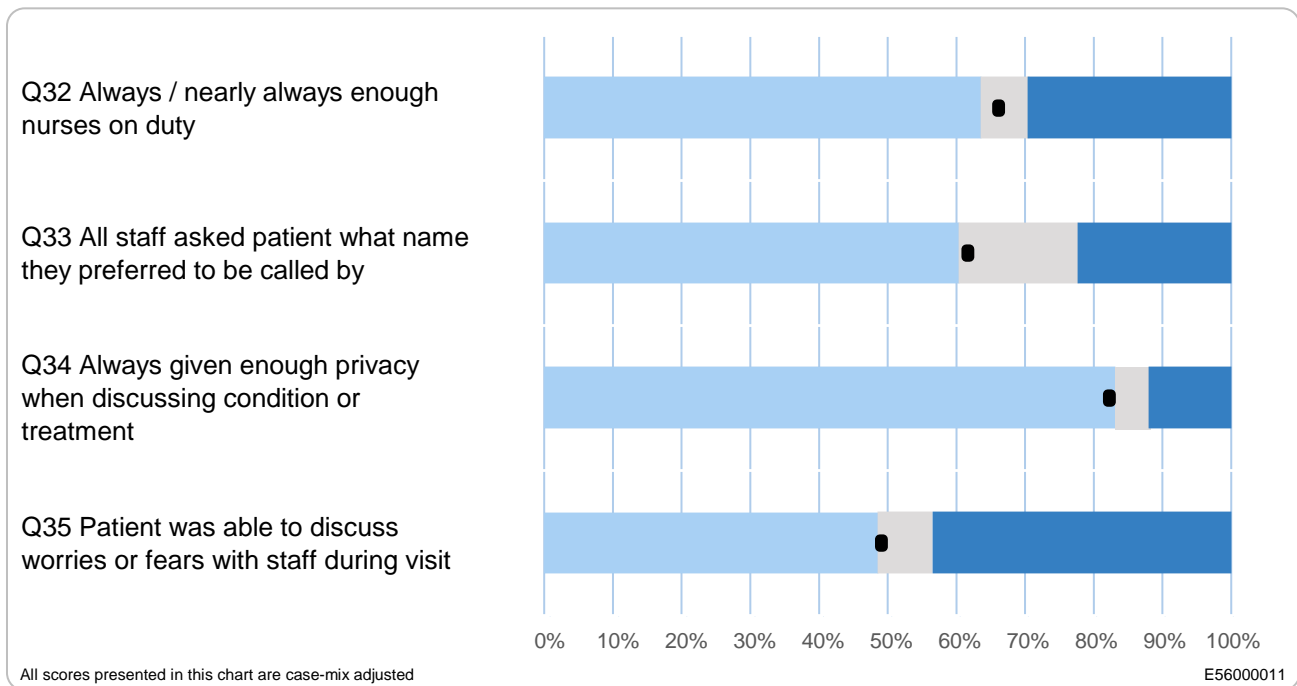


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,464	80%	1,588	81%			81%	79%	86%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,475	84%	1,597	84%			84%	83%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,223	72%	1,315	70%			70%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	1,471	75%	1,598	73%			73%	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)

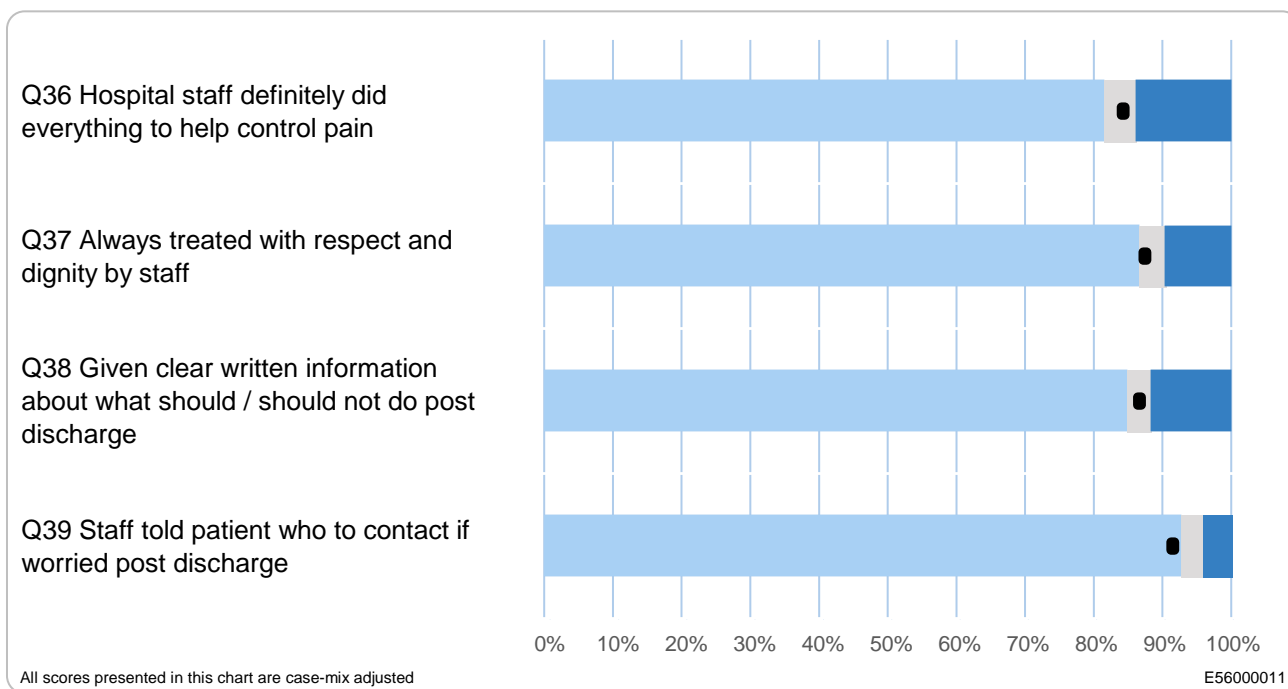


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,469	65%	1,586	66%			66%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	1,447	62%	1,554	61%			61%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,468	83%	1,595	82%			82%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,020	52%	1,092	49%			49%	49%	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)

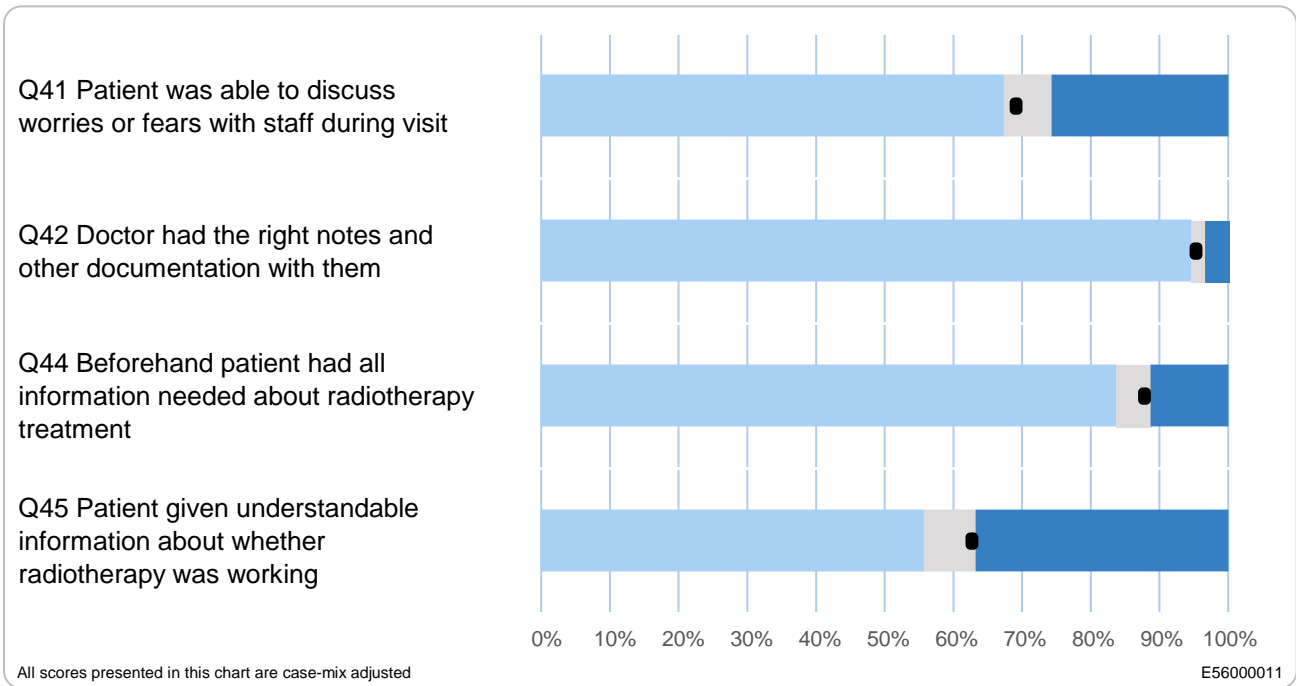


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,261	85%	1,389	84%			84%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	1,472	88%	1,598	87%			87%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,378	86%	1,487	86%			86%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	1,402	93%	1,530	91%			91%	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)

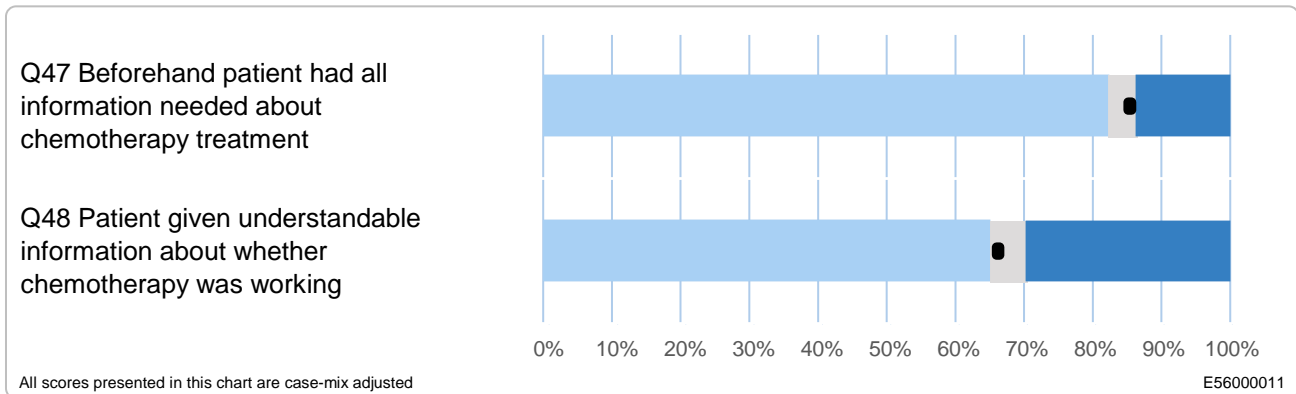


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,913	69%	2,056	69%			69%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	2,328	96%	2,480	95%			95%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	691	87%	743	88%			88%	84%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	592	60%	631	62%			62%	56%	63%	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)
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Cancer Alliance results

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

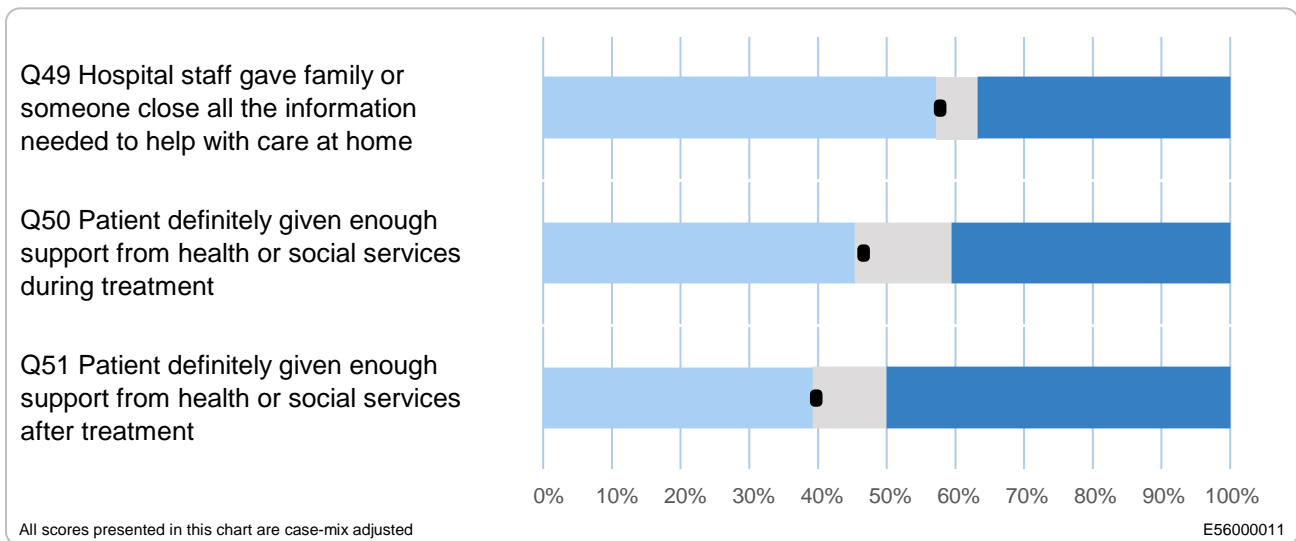


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47	1,442	84%	1,477	85%			85%	82%	86%	84%
Q48	1,320	65%	1,360	65%			66%	65%	70%	68%

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

Cancer Alliance results

Home care and support

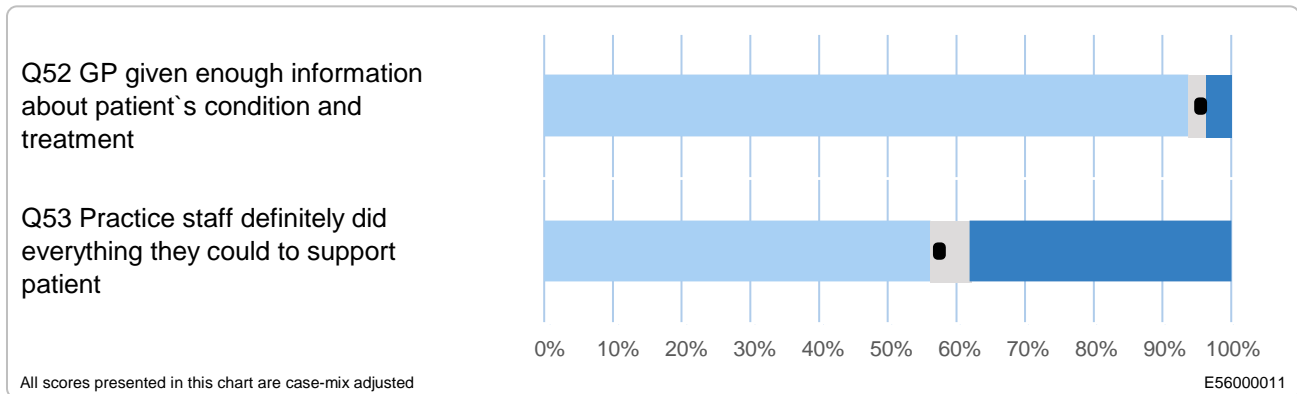


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,085	57%	2,311	57%			58%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,263	47%	1,390	46%		↓	46%	45%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	727	38%	816	40%			39%	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

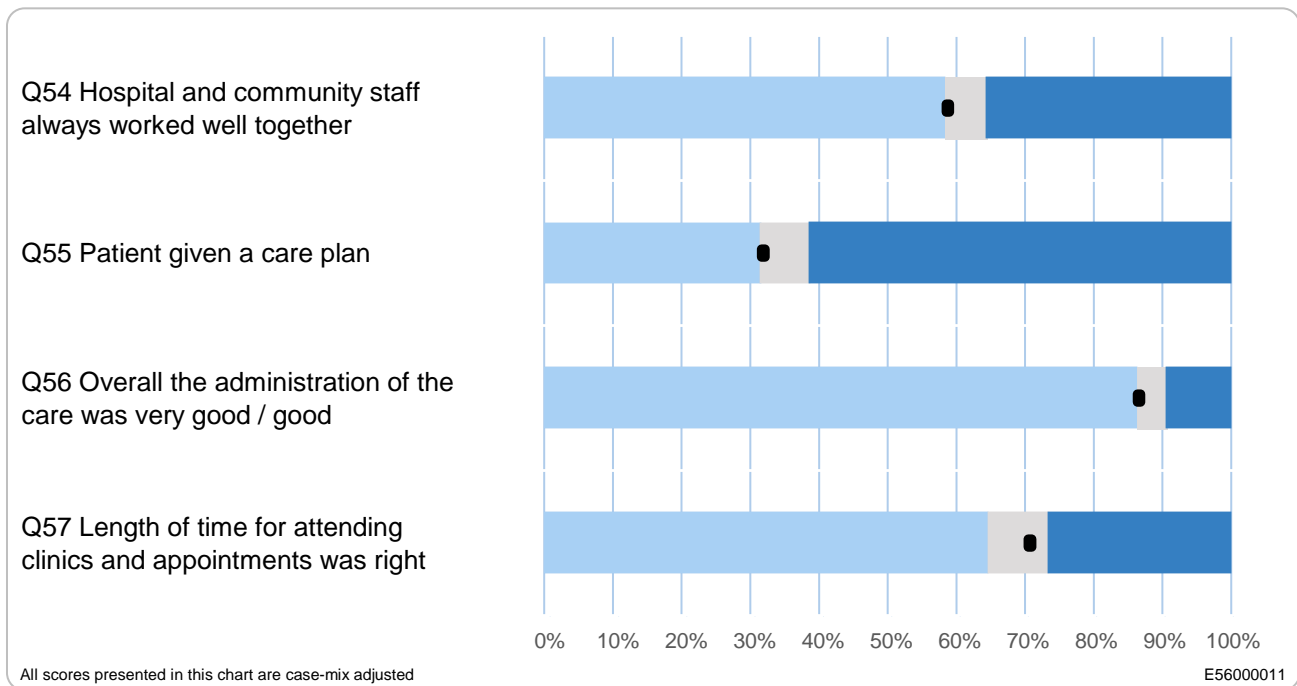


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	2,285	96%	2,468	95%			95%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	1,807	57%	1,965	57%		↓	57%	56%	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)

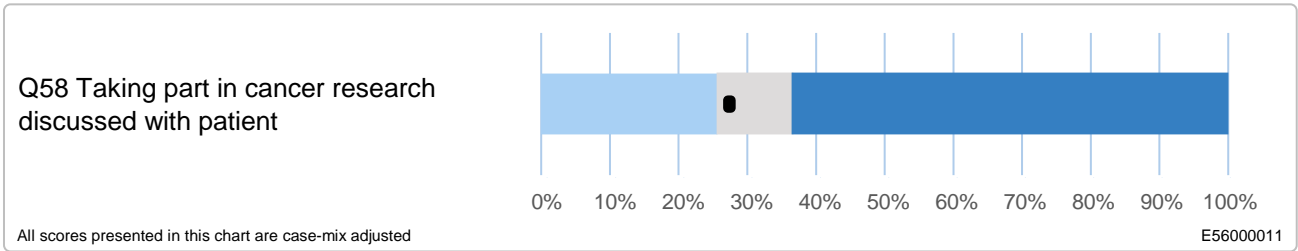


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	2,535	59%	2,756	58%			59%	58%	64%	61%
Q55 Patient given a care plan	2,016	33%	2,198	31%			32%	32%	39%	35%
Q56 Overall the administration of the care was very good / good	2,603	89%	2,828	86%	↓		86%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	2,588	70%	2,818	70%		↑	70%	65%	73%	69%

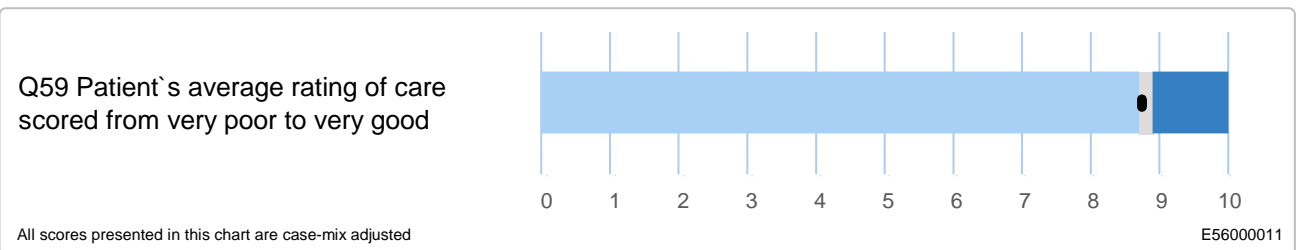
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there 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	2,508	27%	2,728	27%			27%	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	2,564	8.7	2,788	8.8			8.7	8.7	8.9	8.8

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

Comparisons by tumour group for this Cancer Alliance

The following tables show the unadjusted Cancer Alliance (CA) and the national percentage scores for each question broken down by tumour group. Where a cell in the table contains an asterisk this indicates that the number of patients in that group was below 21 and too small to display. Where a cell in the table contains "n.a." this indicates that there were no respondents for that tumour group.

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	58%	*	73%
Breast	95%	94%	89%	90%
Colorectal / LGT	69%	72%	82%	83%
Gynaecological	76%	75%	79%	79%
Haematological	60%	64%	75%	81%
Head and Neck	77%	79%	84%	80%
Lung	73%	71%	82%	82%
Prostate	80%	81%	88%	85%
Sarcoma	*	66%	*	71%
Skin	86%	90%	77%	86%
Upper Gastro	64%	72%	76%	78%
Urological	79%	81%	84%	85%
Other	70%	73%	77%	79%
All Cancers	76%	77%	82%	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	95%	95%	92%	91%	83%	82%
Colorectal / LGT	95%	96%	87%	87%	80%	81%
Gynaecological	98%	94%	84%	85%	81%	77%
Haematological	95%	95%	86%	88%	72%	77%
Head and Neck	90%	92%	79%	85%	75%	80%
Lung	92%	94%	86%	87%	77%	79%
Prostate	91%	94%	82%	86%	79%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	90%	96%	88%	90%	79%	83%
Upper Gastro	92%	94%	87%	83%	76%	75%
Urological	91%	94%	83%	87%	81%	79%
Other	95%	95%	87%	86%	73%	76%
All Cancers	94%	94%	87%	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%	82%	77%	57%	59%	52%	63%
Breast	76%	82%	91%	89%	76%	77%	78%	78%
Colorectal / LGT	75%	82%	84%	86%	76%	79%	67%	73%
Gynaecological	70%	72%	84%	82%	75%	73%	73%	70%
Haematological	68%	73%	80%	83%	59%	61%	69%	76%
Head and Neck	69%	72%	90%	86%	77%	76%	70%	67%
Lung	73%	79%	77%	82%	77%	76%	69%	67%
Prostate	69%	78%	83%	85%	82%	78%	84%	82%
Sarcoma	*	70%	96%	79%	57%	61%	78%	57%
Skin	69%	71%	94%	90%	77%	80%	80%	84%
Upper Gastro	79%	79%	76%	80%	71%	73%	64%	66%
Urological	74%	74%	83%	82%	76%	77%	73%	73%
Other	74%	76%	84%	82%	69%	70%	61%	65%
All Cancers	73%	78%	84%	85%	73%	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%	71%	70%	59%	64%
Breast	85%	84%	75%	75%	65%	69%
Colorectal / LGT	84%	85%	74%	76%	62%	70%
Gynaecological	90%	85%	78%	75%	68%	67%
Haematological	75%	81%	64%	70%	59%	66%
Head and Neck	86%	85%	74%	74%	68%	70%
Lung	86%	84%	72%	74%	69%	69%
Prostate	82%	82%	78%	72%	68%	65%
Sarcoma	*	79%	92%	72%	59%	62%
Skin	83%	89%	82%	80%	70%	74%
Upper Gastro	78%	81%	67%	72%	63%	68%
Urological	78%	82%	73%	71%	68%	62%
Other	82%	80%	72%	72%	61%	64%
All Cancers	82%	83%	73%	73%	64%	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	71%	61%	73%	70%
Breast	56%	56%	77%	79%
Colorectal / LGT	56%	58%	79%	80%
Gynaecological	60%	55%	83%	79%
Haematological	47%	51%	70%	77%
Head and Neck	51%	62%	75%	79%
Lung	53%	56%	84%	79%
Prostate	70%	64%	85%	81%
Sarcoma	68%	52%	72%	75%
Skin	69%	66%	85%	87%
Upper Gastro	54%	54%	74%	76%
Urological	62%	53%	81%	77%
Other	50%	53%	80%	76%
All Cancers	56%	56%	78%	79%

§ These are unadjusted scores

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	82%	*	84%
Breast	95%	95%	83%	85%	87%	88%
Colorectal / LGT	90%	92%	79%	88%	88%	89%
Gynaecological	88%	94%	80%	85%	87%	88%
Haematological	86%	92%	79%	88%	81%	89%
Head and Neck	90%	90%	65%	87%	82%	88%
Lung	91%	93%	84%	87%	86%	88%
Prostate	90%	90%	80%	82%	86%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	84%	91%	83%	89%	98%	91%
Upper Gastro	93%	93%	77%	85%	84%	87%
Urological	85%	84%	80%	82%	86%	87%
Other	82%	88%	83%	85%	83%	87%
All Cancers	89%	91%	80%	85%	86%	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	88%	91%	84%	86%	69%	65%	83%	82%
Colorectal / LGT	79%	86%	80%	84%	55%	58%	84%	83%
Gynaecological	81%	85%	77%	82%	58%	61%	74%	77%
Haematological	80%	86%	79%	84%	55%	62%	83%	87%
Head and Neck	67%	86%	73%	83%	47%	60%	83%	82%
Lung	86%	86%	75%	81%	67%	71%	88%	85%
Prostate	83%	89%	87%	85%	43%	51%	70%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	80%	89%	76%	84%	*	60%	*	72%
Upper Gastro	75%	84%	78%	81%	63%	63%	85%	84%
Urological	78%	79%	76%	75%	40%	44%	72%	68%
Other	79%	82%	76%	78%	56%	58%	75%	80%
All Cancers	82%	86%	80%	83%	58%	60%	80%	81%

[§] These are unadjusted scores

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	70%
Breast	96%	96%	77%	79%
Colorectal / LGT	97%	96%	77%	83%
Gynaecological	98%	96%	79%	81%
Haematological	91%	94%	73%	77%
Head and Neck	95%	95%	73%	78%
Lung	91%	95%	78%	78%
Prostate	91%	95%	75%	75%
Sarcoma	*	94%	*	78%
Skin	94%	97%	82%	84%
Upper Gastro	90%	95%	73%	80%
Urological	95%	95%	81%	76%
Other	94%	95%	77%	78%
All Cancers	95%	96%	77%	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	87%	89%	84%	86%	71%	77%	71%	77%
Colorectal / LGT	73%	77%	85%	86%	67%	73%	69%	71%
Gynaecological	84%	85%	92%	86%	73%	72%	77%	73%
Haematological	80%	81%	76%	81%	68%	74%	75%	76%
Head and Neck	79%	79%	79%	86%	69%	75%	69%	74%
Lung	74%	77%	78%	83%	71%	74%	72%	76%
Prostate	84%	86%	87%	89%	74%	73%	82%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	90%	89%	97%	90%	91%	81%	87%	87%
Upper Gastro	75%	74%	80%	82%	56%	73%	67%	71%
Urological	79%	80%	84%	87%	68%	70%	76%	78%
Other	85%	80%	86%	82%	72%	71%	73%	72%
All Cancers	81%	82%	84%	85%	70%	74%	73%	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	62%	71%	57%	64%	84%	87%	46%	56%
Colorectal / LGT	62%	62%	64%	71%	80%	85%	47%	54%
Gynaecological	70%	67%	66%	67%	81%	84%	43%	51%
Haematological	67%	64%	55%	71%	81%	86%	56%	55%
Head and Neck	70%	66%	65%	69%	87%	87%	51%	55%
Lung	71%	70%	70%	74%	81%	85%	58%	52%
Prostate	74%	73%	56%	69%	82%	88%	51%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	94%	80%	70%	72%	94%	91%	*	59%
Upper Gastro	59%	61%	73%	75%	80%	84%	40%	51%
Urological	67%	69%	63%	73%	86%	85%	53%	47%
Other	63%	62%	59%	68%	79%	82%	45%	48%
All Cancers	66%	67%	61%	69%	82%	86%	49%	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	85%	86%	83%	89%	90%	92%	95%	96%
Colorectal / LGT	84%	85%	86%	87%	82%	84%	90%	94%
Gynaecological	88%	83%	93%	87%	93%	88%	94%	95%
Haematological	82%	83%	91%	90%	81%	81%	92%	95%
Head and Neck	71%	83%	78%	87%	85%	88%	82%	93%
Lung	76%	84%	86%	89%	87%	84%	83%	92%
Prostate	89%	84%	94%	91%	88%	90%	91%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	100%	88%	97%	93%	86%	91%	97%	96%
Upper Gastro	84%	82%	88%	86%	77%	82%	89%	94%
Urological	83%	81%	86%	89%	88%	86%	91%	91%
Other	84%	81%	89%	87%	87%	83%	88%	92%
All Cancers	84%	84%	87%	89%	86%	87%	91%	94%

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	66%	70%	95%	96%	88%	88%	64%	61%
Colorectal / LGT	71%	73%	95%	96%	81%	84%	53%	57%
Gynaecological	68%	71%	99%	96%	83%	86%	54%	61%
Haematological	67%	74%	95%	96%	86%	83%	56%	59%
Head and Neck	70%	73%	93%	96%	89%	86%	61%	61%
Lung	74%	69%	95%	95%	85%	85%	57%	56%
Prostate	75%	73%	97%	95%	92%	87%	75%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	61%	74%	95%	97%	*	85%	*	72%
Upper Gastro	75%	70%	97%	95%	91%	82%	*	53%
Urological	70%	67%	95%	95%	86%	82%	58%	55%
Other	68%	68%	94%	95%	90%	85%	59%	60%
All Cancers	69%	71%	95%	96%	88%	86%	62%	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	81%	83%	58%	64%
Colorectal / LGT	87%	85%	62%	64%
Gynaecological	97%	86%	66%	68%
Haematological	86%	85%	65%	75%
Head and Neck	81%	79%	70%	54%
Lung	84%	84%	73%	67%
Prostate	87%	85%	76%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	83%	84%	64%	61%
Urological	82%	82%	60%	65%
Other	87%	85%	75%	70%
All Cancers	85%	84%	65%	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	55%	59%	51%	54%	40%	42%
Colorectal / LGT	53%	63%	47%	60%	41%	52%
Gynaecological	57%	59%	43%	47%	32%	38%
Haematological	55%	63%	37%	52%	27%	44%
Head and Neck	61%	63%	48%	56%	43%	53%
Lung	68%	60%	51%	52%	30%	43%
Prostate	64%	60%	47%	46%	39%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	70%	67%	*	60%	*	59%
Upper Gastro	54%	60%	40%	53%	40%	48%
Urological	62%	59%	45%	47%	50%	44%
Other	55%	56%	49%	52%	46%	44%
All Cancers	57%	60%	46%	53%	40%	45%

[§] These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	51%
Breast	96%	96%	60%	59%
Colorectal / LGT	95%	95%	55%	58%
Gynaecological	96%	95%	54%	57%
Haematological	94%	95%	53%	58%
Head and Neck	98%	93%	59%	58%
Lung	96%	94%	56%	58%
Prostate	96%	95%	61%	64%
Sarcoma	*	95%	*	53%
Skin	91%	97%	62%	67%
Upper Gastro	93%	94%	62%	58%
Urological	97%	95%	61%	61%
Other	95%	94%	55%	56%
All Cancers	95%	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%	45%	*	33%	82%	84%	55%	59%
Breast	59%	61%	29%	39%	87%	90%	72%	68%
Colorectal / LGT	57%	61%	32%	38%	84%	88%	73%	72%
Gynaecological	60%	58%	28%	31%	89%	87%	79%	69%
Haematological	53%	64%	34%	35%	86%	91%	66%	66%
Head and Neck	58%	61%	25%	37%	87%	88%	76%	71%
Lung	58%	62%	29%	31%	88%	89%	75%	71%
Prostate	65%	65%	38%	36%	87%	87%	72%	75%
Sarcoma	50%	54%	*	28%	97%	86%	72%	64%
Skin	73%	71%	35%	42%	88%	91%	65%	73%
Upper Gastro	59%	59%	36%	35%	84%	86%	75%	68%
Urological	68%	62%	30%	30%	90%	85%	69%	75%
Other	52%	57%	27%	30%	83%	87%	64%	63%
All Cancers	58%	61%	31%	35%	86%	88%	70%	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	36%	39%	8.6	8.4
Breast	24%	31%	8.8	8.9
Colorectal / LGT	19%	33%	8.6	8.8
Gynaecological	25%	37%	8.8	8.8
Haematological	40%	32%	8.7	8.9
Head and Neck	21%	23%	8.8	8.8
Lung	23%	35%	8.9	8.8
Prostate	34%	33%	8.8	8.8
Sarcoma	55%	40%	8.7	8.6
Skin	16%	16%	8.9	9.0
Upper Gastro	36%	35%	8.8	8.7
Urological	20%	21%	8.8	8.7
Other	25%	32%	8.6	8.7
All Cancers	27%	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%
E56000011	4,816	313	4,503	1,435	174	2,894	64%

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	22
Breast	633
Colorectal / LGT	345
Gynaecological	167
Haematological	425
Head and Neck	72
Lung	182
Prostate	257
Sarcoma	29
Skin	67
Upper Gastro	129
Urological	226
Other	340

* 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	7	19	70	259	511	341	77	1,286
Female	6	26	53	209	385	551	315	63	1,608
Total	8	33	72	279	644	1,062	656	140	2,894

National Cancer Patient Experience Survey 2018
Kent and Medway

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RWF	Maidstone and Tunbridge Wells NHS Trust	2	47	3
RN7	Dartford and Gravesham NHS Trust	3	46	3
RPA	Medway NHS Foundation Trust	11	40	1
RVV	East Kent Hospitals University NHS Foundation Trust	26	26	

National Cancer Patient Experience Survey 2018
Kent and Medway

Annex (continued)
Dashboard Questions - Trusts




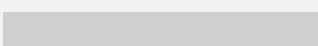
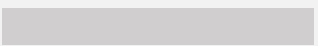
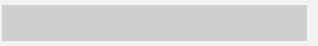
Q59 Patient`s average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000011	Kent and Medway	2,788	8.74	
RWF	Maidstone and Tunbridge Wells NHS Trust	765	8.85	
RN7	Dartford and Gravesham NHS Trust	421	8.79	
RPA	Medway NHS Foundation Trust	424	8.78	
RVV	East Kent Hospitals University NHS Foundation Trust	977	8.62	

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000011	Kent and Medway	2,796	78%	
RWF	Maidstone and Tunbridge Wells NHS Trust	771	80%	
RPA	Medway NHS Foundation Trust	427	79%	
RN7	Dartford and Gravesham NHS Trust	421	78%	
RVV	East Kent Hospitals University NHS Foundation Trust	975	76%	

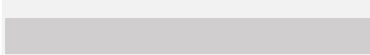
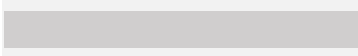
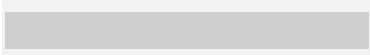
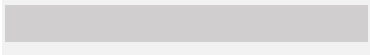
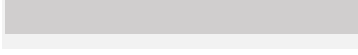
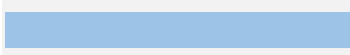
National Cancer Patient Experience Survey 2018

Kent and Medway

Annex (continued)

Dashboard Questions - Trusts

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

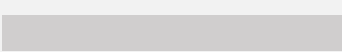
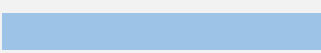
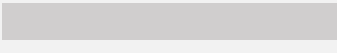
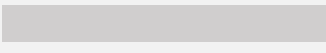
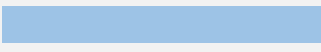
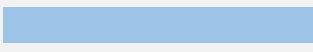
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000011	Kent and Medway	2,740	89%	
RPA	Medway NHS Foundation Trust	418	91%	
RN7	Dartford and Gravesham NHS Trust	421	91%	
RWF	Maidstone and Tunbridge Wells NHS Trust	753	89%	
RVV	East Kent Hospitals University NHS Foundation Trust	947	87%	

National Cancer Patient Experience Survey 2018
Kent and Medway

Annex (continued)

Dashboard Questions - Trusts

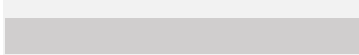
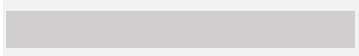
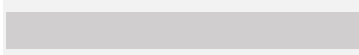
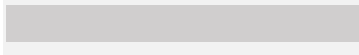
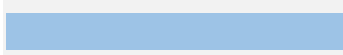
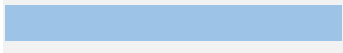
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000011	Kent and Medway	2,158	80%	
RWF	Maidstone and Tunbridge Wells NHS Trust	617	84%	
RN7	Dartford and Gravesham NHS Trust	340	81%	
RPA	Medway NHS Foundation Trust	322	80%	
RVV	East Kent Hospitals University NHS Foundation Trust	725	79%	

National Cancer Patient Experience Survey 2018
Kent and Medway

Annex (continued)
Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

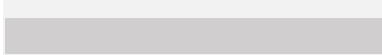
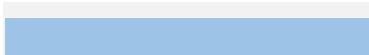

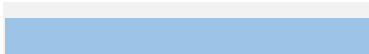
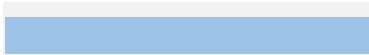
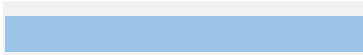
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000011	Kent and Medway	1,598	87%	
RWF	Maidstone and Tunbridge Wells NHS Trust	401	90%	
RN7	Dartford and Gravesham NHS Trust	239	89%	
RVV	East Kent Hospitals University NHS Foundation Trust	546	85%	
RPA	Medway NHS Foundation Trust	270	84%	

National Cancer Patient Experience Survey 2018
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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%	
E56000011	Kent and Medway	1,530	91%	
RN7	Dartford and Gravesham NHS Trust	229	95%	
RPA	Medway NHS Foundation Trust	254	91%	
RWF	Maidstone and Tunbridge Wells NHS Trust	387	91%	
RVV	East Kent Hospitals University NHS Foundation Trust	524	90%	

National Cancer Patient Experience Survey 2018

Kent and Medway

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%	
E56000011	Kent and Medway	1,965	57%	
RWF	Maidstone and Tunbridge Wells NHS Trust	569	61%	
RVV	East Kent Hospitals University NHS Foundation Trust	694	60%	
RN7	Dartford and Gravesham NHS Trust	273	56%	
RPA	Medway NHS Foundation Trust	288	52%	

**National Cancer Patient Experience Survey 2018
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Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
09J	NHS Dartford, Gravesham and Swanley CCG	3	49	
09W	NHS Medway CCG	5	46	1
10D	NHS Swale CCG	6	44	2
99J	NHS West Kent CCG	4	48	
09C	NHS Ashford CCG	6	45	1
09E	NHS Canterbury and Coastal CCG	9	43	
10E	NHS Thanet CCG	14	38	
10A	NHS South Kent Coast CCG	16	36	

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

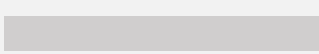
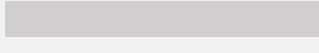
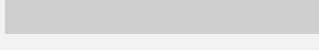

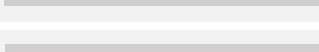
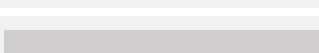

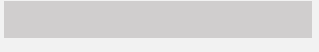


Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000011	Kent and Medway	2,788	8.74	
09J	NHS Dartford, Gravesham and Swanley CCG	464	8.83	
99J	NHS West Kent CCG	703	8.81	
10D	NHS Swale CCG	166	8.78	
09W	NHS Medway CCG	358	8.78	
09E	NHS Canterbury and Coastal CCG	340	8.71	
10E	NHS Thanet CCG	230	8.66	
10A	NHS South Kent Coast CCG	341	8.60	
09C	NHS Ashford CCG	186	8.59	

National Cancer Patient Experience Survey 2018
Kent and Medway

Annex (continued)
Dashboard Questions - CCGs

Q16 Patient definitely involved in decisions about care and treatment

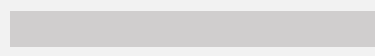
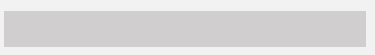



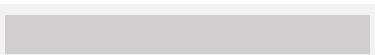

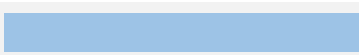
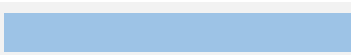
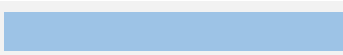
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000011	Kent and Medway	2,796	78%	
10D	NHS Swale CCG	168	81%	
09J	NHS Dartford, Gravesham and Swanley CCG	472	80%	
09C	NHS Ashford CCG	188	79%	
99J	NHS West Kent CCG	704	78%	
09E	NHS Canterbury and Coastal CCG	338	78%	
09W	NHS Medway CCG	357	78%	
10A	NHS South Kent Coast CCG	336	76%	
10E	NHS Thanet CCG	233	75%	

National Cancer Patient Experience Survey 2018
Kent and Medway

Annex (continued)

Dashboard Questions - CCGs

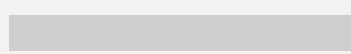
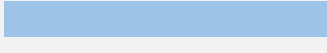
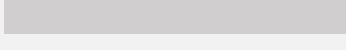

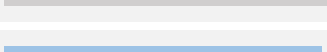
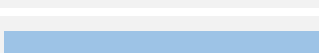
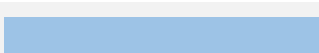
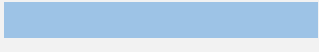


Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000011	Kent and Medway	2,740	89%	
09E	NHS Canterbury and Coastal CCG	329	91%	
09C	NHS Ashford CCG	188	90%	
09J	NHS Dartford, Gravesham and Swanley CCG	464	90%	
09W	NHS Medway CCG	347	90%	
99J	NHS West Kent CCG	696	90%	
10A	NHS South Kent Coast CCG	328	88%	
10D	NHS Swale CCG	166	86%	
10E	NHS Thanet CCG	222	85%	

National Cancer Patient Experience Survey 2018
Kent and Medway

Annex (continued)
Dashboard Questions - CCGs

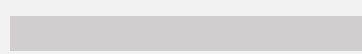
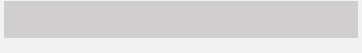
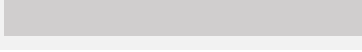

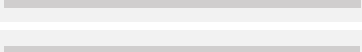
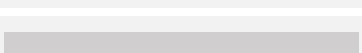

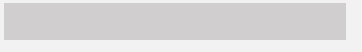


Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000011	Kent and Medway	2,158	80%	
99J	NHS West Kent CCG	572	84%	
09J	NHS Dartford, Gravesham and Swanley CCG	368	82%	
09E	NHS Canterbury and Coastal CCG	259	80%	
10D	NHS Swale CCG	120	78%	
10E	NHS Thanet CCG	166	78%	
09C	NHS Ashford CCG	154	78%	
09W	NHS Medway CCG	267	77%	
10A	NHS South Kent Coast CCG	252	76%	

**National Cancer Patient Experience Survey 2018
Kent and Medway**

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

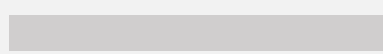
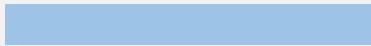
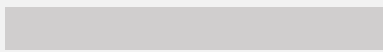
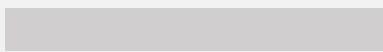




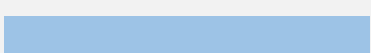
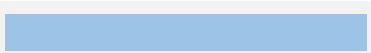
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000011	Kent and Medway	1,598	87%	
09C	NHS Ashford CCG	92	90%	
09J	NHS Dartford, Gravesham and Swanley CCG	271	89%	
10A	NHS South Kent Coast CCG	192	88%	
09W	NHS Medway CCG	208	88%	
10E	NHS Thanet CCG	132	88%	
99J	NHS West Kent CCG	397	87%	
10D	NHS Swale CCG	97	84%	
09E	NHS Canterbury and Coastal CCG	209	84%	

National Cancer Patient Experience Survey 2018
Kent and Medway

Annex (continued)
Dashboard Questions - CCGs


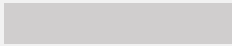
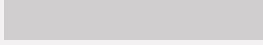
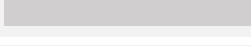
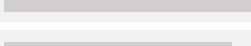
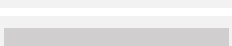


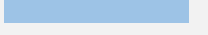

Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000011	Kent and Medway	1,530	91%	
10D	NHS Swale CCG	93	93%	
09J	NHS Dartford, Gravesham and Swanley CCG	259	93%	
10A	NHS South Kent Coast CCG	186	93%	
09C	NHS Ashford CCG	88	92%	
10E	NHS Thanet CCG	129	91%	
09W	NHS Medway CCG	197	91%	
09E	NHS Canterbury and Coastal CCG	197	90%	
99J	NHS West Kent CCG	381	89%	

National Cancer Patient Experience Survey 2018
Kent and Medway

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%	
E56000011	Kent and Medway	1,965	57%	
09E	NHS Canterbury and Coastal CCG	255	65%	
99J	NHS West Kent CCG	518	62%	
09C	NHS Ashford CCG	143	61%	
10A	NHS South Kent Coast CCG	230	56%	
09J	NHS Dartford, Gravesham and Swanley CCG	300	55%	
10E	NHS Thanet CCG	166	54%	
10D	NHS Swale CCG	118	51%	
09W	NHS Medway CCG	235	46%	

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