National Cancer Patient Experience Survey

2018 Results

NHS West Suffolk
Clinical Commissioning Group

Published September 2019

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

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 CCG scored for each question in the survey, compared with national results. It is aimed at helping individual CCGs 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 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 CCG
Column 3 shows the number of respondents for 2018 to this question
Column 4 shows the unadjusted 2018 score for this CCG
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 CCG
Column 8 shows the lower limit of the expected range of case-mix adjusted scores for this CCG (the top of the pale blue section on the comparability chart - see below)
Column 9 shows the upper limit of the expected range of case-mix adjusted scores for this CCG (the bottom of the dark blue section on the comparability chart - see below)
Column 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:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
Question		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q1	Saw GP once / twice before being told had to go to hospital	298	82%	287	79%			78%	72%	82%	77%
Q2	Patient thought they were seen as soon as necessary	395	84%	389	87%			87%	80%	87%	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". CCGs 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 CCGs 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 CCG.

Comparability charts (continued)

The same colour convention has been used in Column 7 of the data tables.

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 CCGs 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 CCGs 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

Year on Year Charts

The Year on Year charts in this report show four columns representing the unadjusted scores1 of the last four years (2015, 2016, 2017 & 2018) for each question. These charts have been designed to provide a visual comparison to better help the CCGs understand their performance and areas for improvement.

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.

[1]The unadjusted scores in the columns 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:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

How to use the data

Unadjusted data should be used to see the actual responses from patients relating to the CCG.

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 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 CCG.

Response rates

Numbers of respondents by tumour group, age and gender can be found in the Annex towards the end of this report.

Executive Summary

9.0 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

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

90% of respondents said that it had been ‘quite easy’ or ‘very easy’ to contact their Clinical Nurse Specialist

90% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

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

64% 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.

Detailed results for these and other questions are set out in the sections that follow.

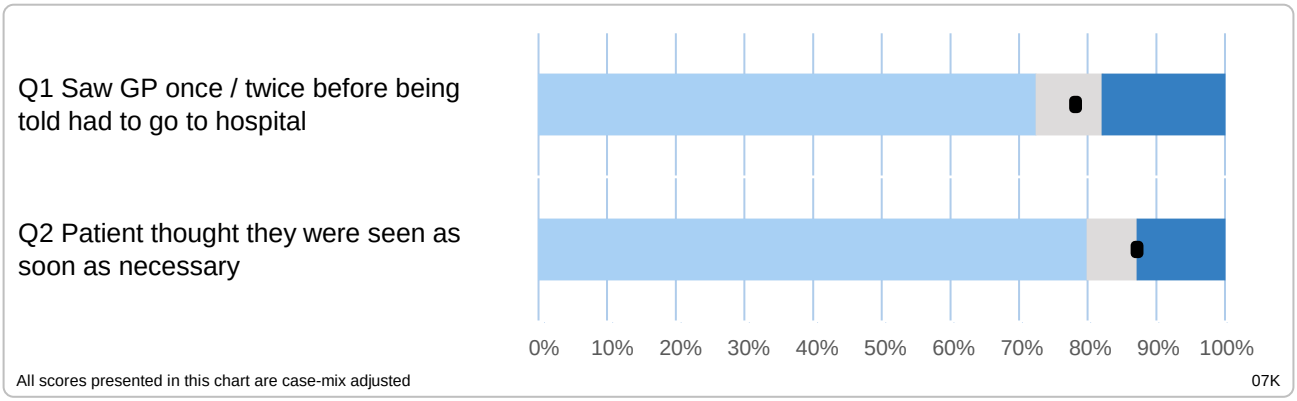
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all case-mix adjusted.

Questions which scored outside expected range

	Question	Number of respondents for this CCG	2018 Case-mix Adjusted: 2018 Score for this CCG	2018 Case-mix Adjusted: Lower limit of expected range	2018 Case-mix Adjusted: Upper limit of expected range	National Average Score
Diagnostic tests						
Q5	Received all the information needed about the test	331	97%	92%	97%	94%
Finding out what was wrong with you						
Q8	Patient told they could bring a family member or friend when first told they had cancer	349	71%	72%	83%	78%
Your overall NHS care						
Q54	Hospital and community staff always worked well together	377	68%	56%	66%	61%
Q56	Overall the administration of the care was very good / good	390	95%	85%	92%	88%

CCG results

Seeing your GP

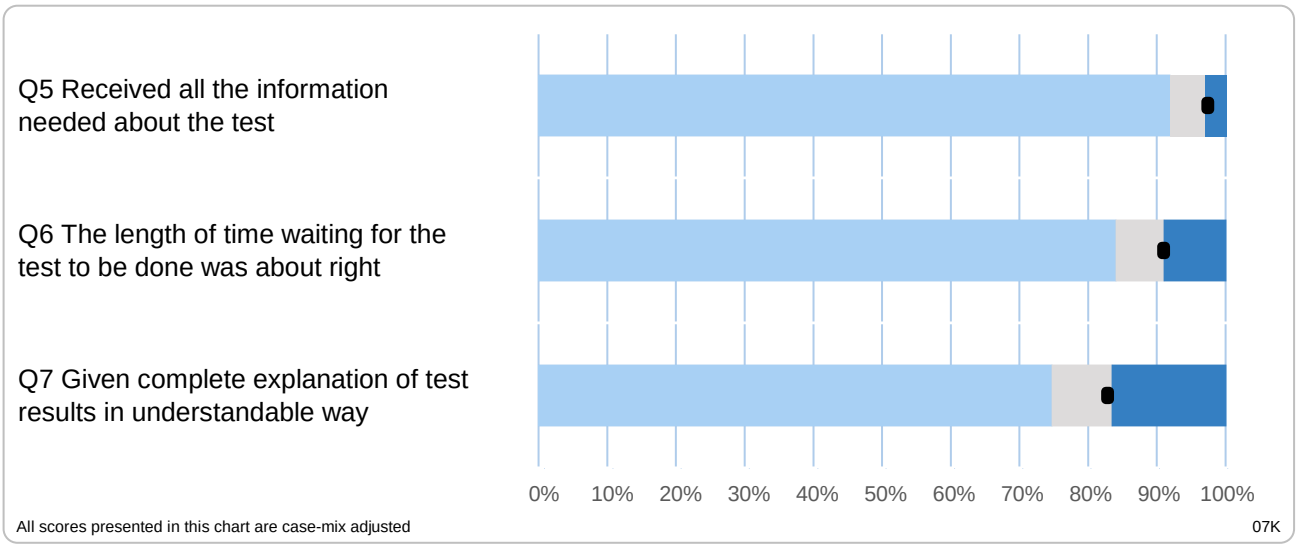


	Question	Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q1	Saw GP once / twice before being told had to go to hospital	298	82%	287	79%			78%	72%	82%	77%
Q2	Patient thought they were seen as soon as necessary	395	84%	389	87%			87%	80%	87%	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.

CCG results

Diagnostic Tests

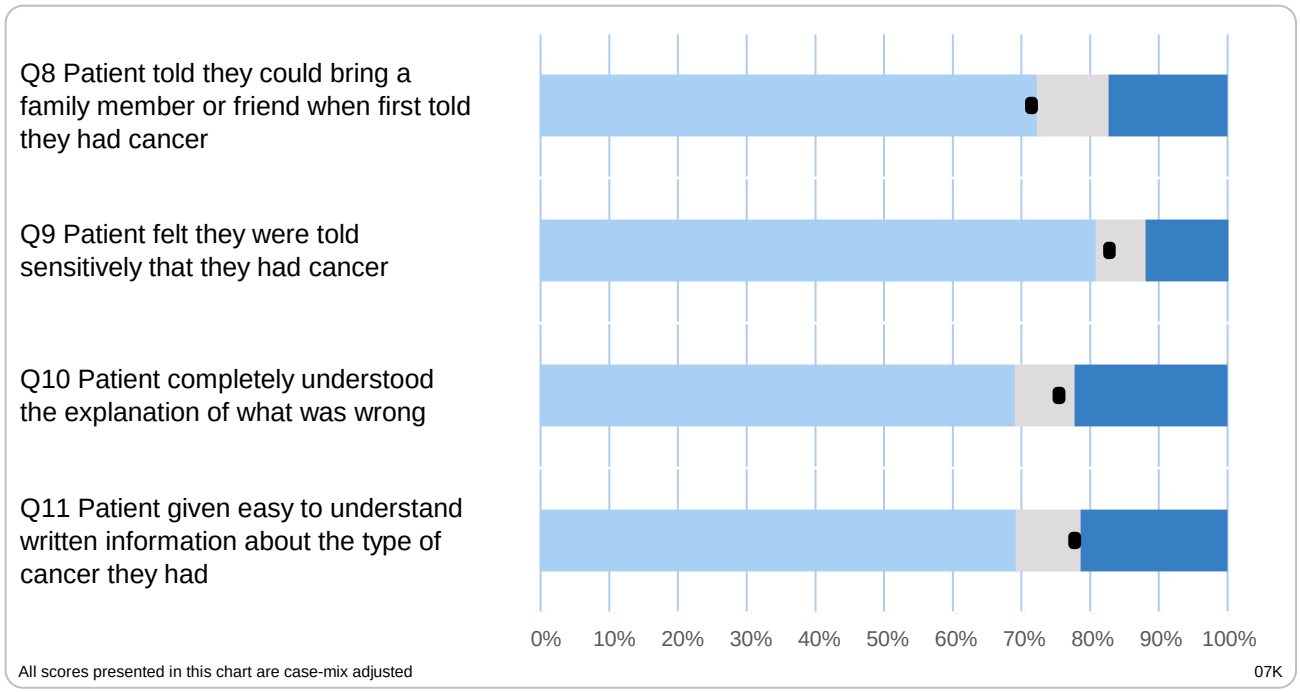


	Question	Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q5	Received all the information needed about the test	333	96%	331	97%			97%	92%	97%	94%
Q6	The length of time waiting for the test to be done was about right	333	88%	332	91%			91%	84%	91%	88%
Q7	Given complete explanation of test results in understandable way	335	80%	332	83%			83%	75%	83%	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.

CCG results

Finding out what was wrong with you

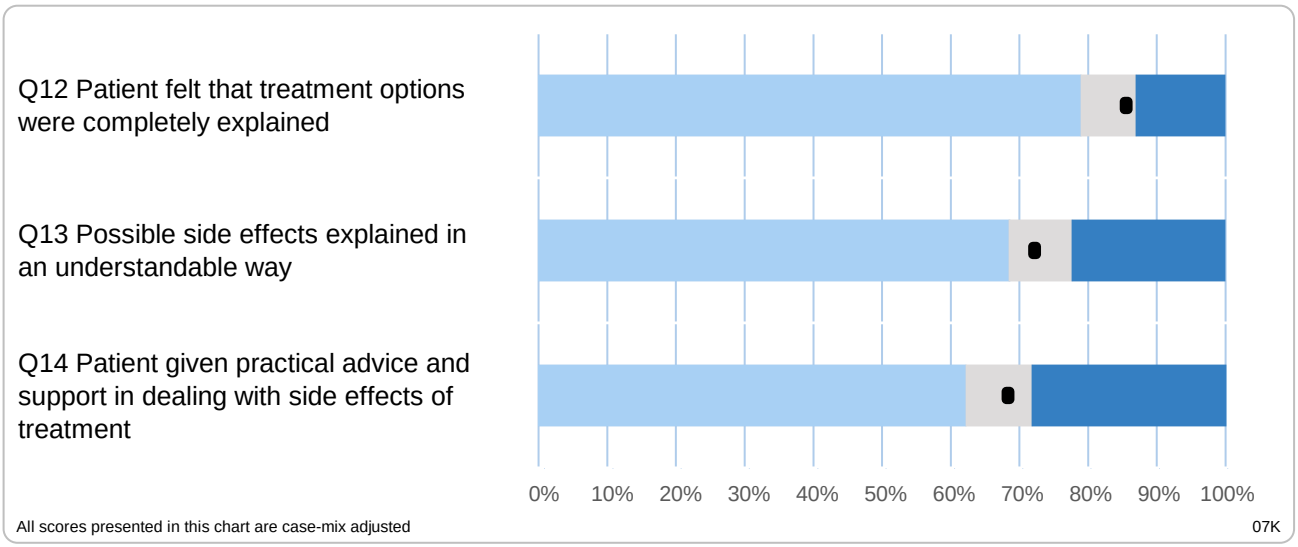


		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
	Question	Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8	Patient told they could bring a family member or friend when first told they had cancer	364	71%	349	71%			71%	72%	83%	78%
Q9	Patient felt they were told sensitively that they had cancer	390	82%	390	83%			83%	81%	88%	85%
Q10	Patient completely understood the explanation of what was wrong	393	74%	396	75%			75%	69%	78%	74%
Q11	Patient given easy to understand written information about the type of cancer they had	352	72%	342	77%			78%	69%	79%	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.

CCG results

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

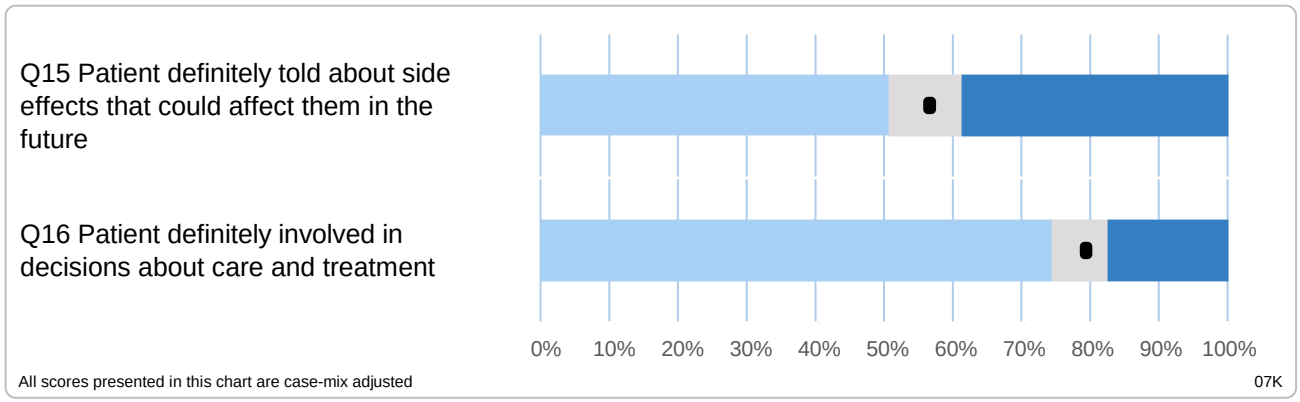


	Question	Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q12	Patient felt that treatment options were completely explained	337	82%	335	85%			85%	79%	87%	83%
Q13	Possible side effects explained in an understandable way	378	75%	366	72%			72%	69%	78%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	381	68%	368	68%			68%	62%	72%	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.

CCG results

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

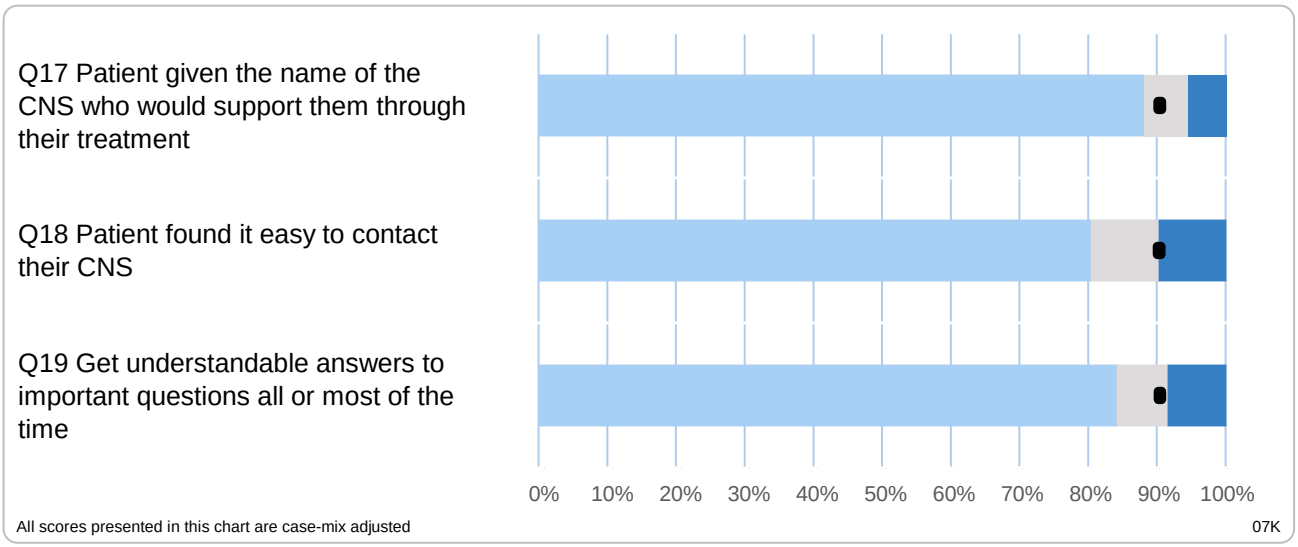


		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
	Question	Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q15	Patient definitely told about side effects that could affect them in the future	339	53%	340	56%			56%	51%	61%	56%
Q16	Patient definitely involved in decisions about care and treatment	379	80%	388	79%			79%	75%	83%	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.

CCG results

Clinical Nurse Specialist

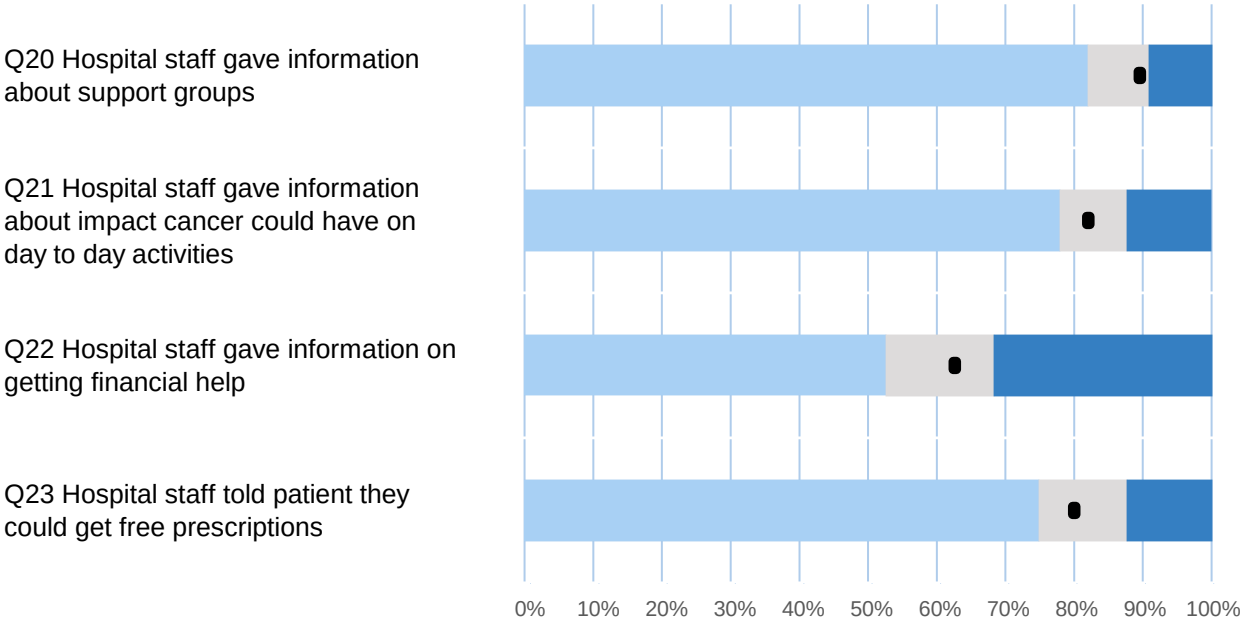


	Question	Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q17	Patient given the name of the CNS who would support them through their treatment	387	88%	374	90%			90%	88%	95%	91%
Q18	Patient found it easy to contact their CNS	304	88%	304	90%			90%	80%	90%	85%
Q19	Get understandable answers to important questions all or most of the time	296	92%	288	91%			90%	84%	92%	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.

CCG results

Support for people with cancer

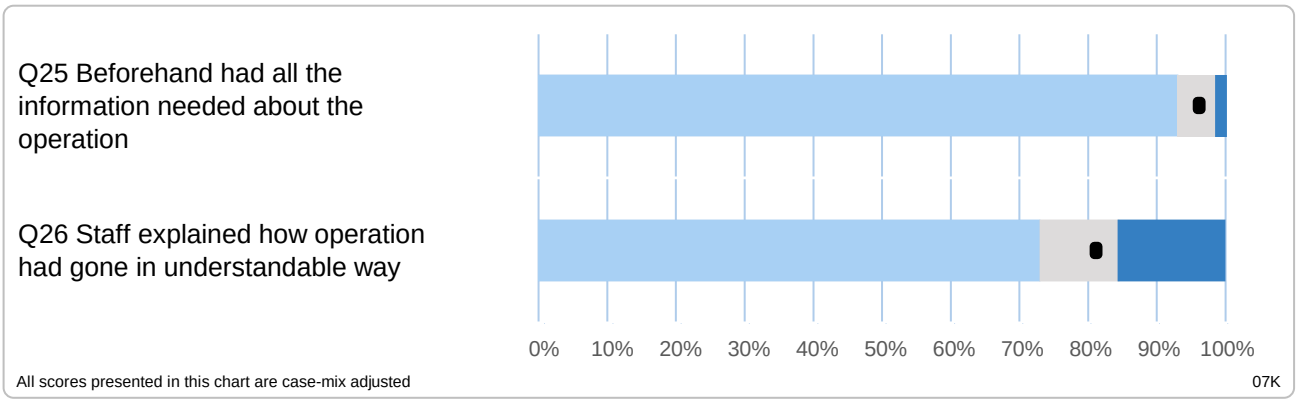


		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
Question		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q20	Hospital staff gave information about support groups	273	84%	278	89%		↑	89%	82%	91%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	232	85%	225	81%			82%	78%	88%	83%
Q22	Hospital staff gave information on getting financial help	166	57%	176	61%			62%	53%	68%	60%
Q23	Hospital staff told patient they could get free prescriptions	157	76%	141	81%			80%	75%	88%	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.

CCG results

Operations

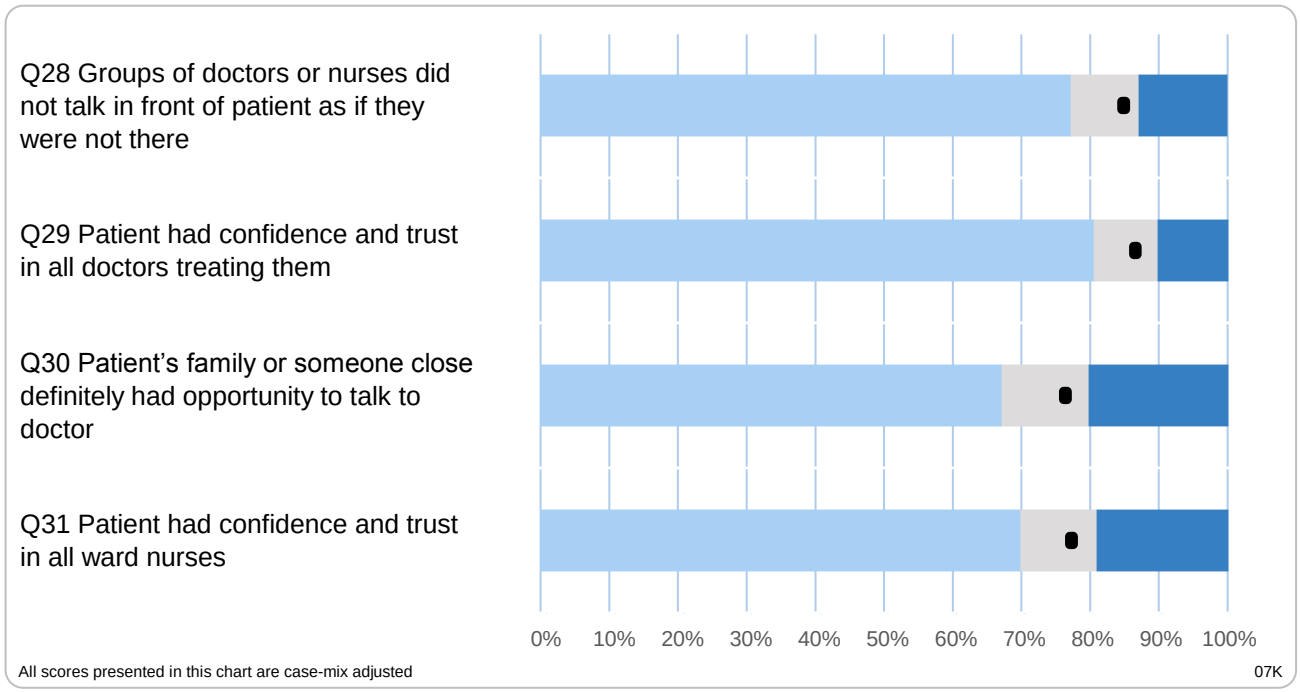


	Question	Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q25	Beforehand had all the information needed about the operation	210	97%	201	96%			96%	93%	99%	96%
Q26	Staff explained how operation had gone in understandable way	210	80%	197	82%			81%	73%	84%	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.

CCG results

Hospital care as an inpatient (Part 1 of 3)

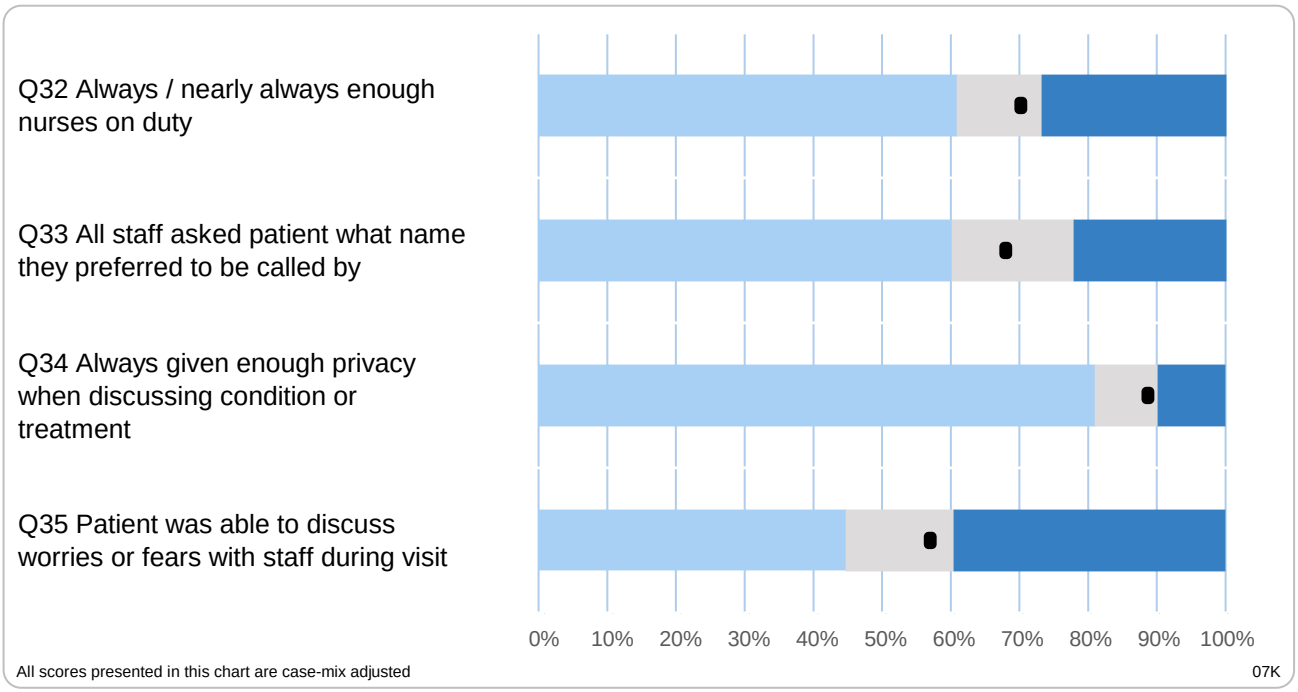


		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
Question		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q28	Groups of doctors or nurses did not talk in front of patient as if they were not there	229	87%	227	85%			85%	77%	87%	82%
Q29	Patient had confidence and trust in all doctors treating them	231	82%	227	87%			86%	81%	90%	85%
Q30	Patient's family or someone close definitely had opportunity to talk to doctor	187	73%	185	77%			76%	67%	80%	74%
Q31	Patient had confidence and trust in all ward nurses	228	79%	230	78%			77%	70%	81%	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.

CCG results

Hospital care as an inpatient (Part 2 of 3)

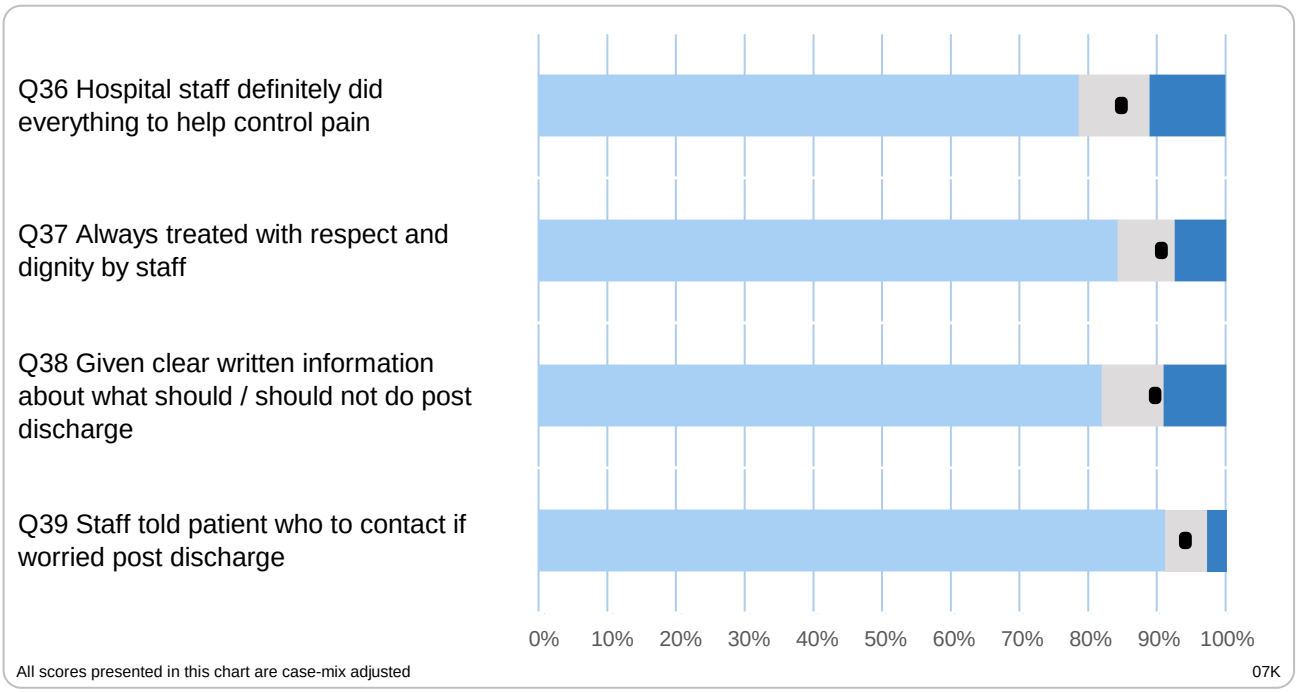


		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
Question		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q32	Always / nearly always enough nurses on duty	227	68%	224	71%			70%	61%	73%	67%
Q33	All staff asked patient what name they preferred to be called by	228	59%	227	69%			68%	60%	78%	69%
Q34	Always given enough privacy when discussing condition or treatment	230	87%	228	89%			88%	81%	90%	86%
Q35	Patient was able to discuss worries or fears with staff during visit	168	54%	158	58%			57%	45%	60%	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.

CCG results

Hospital care as an inpatient (Part 3 of 3)

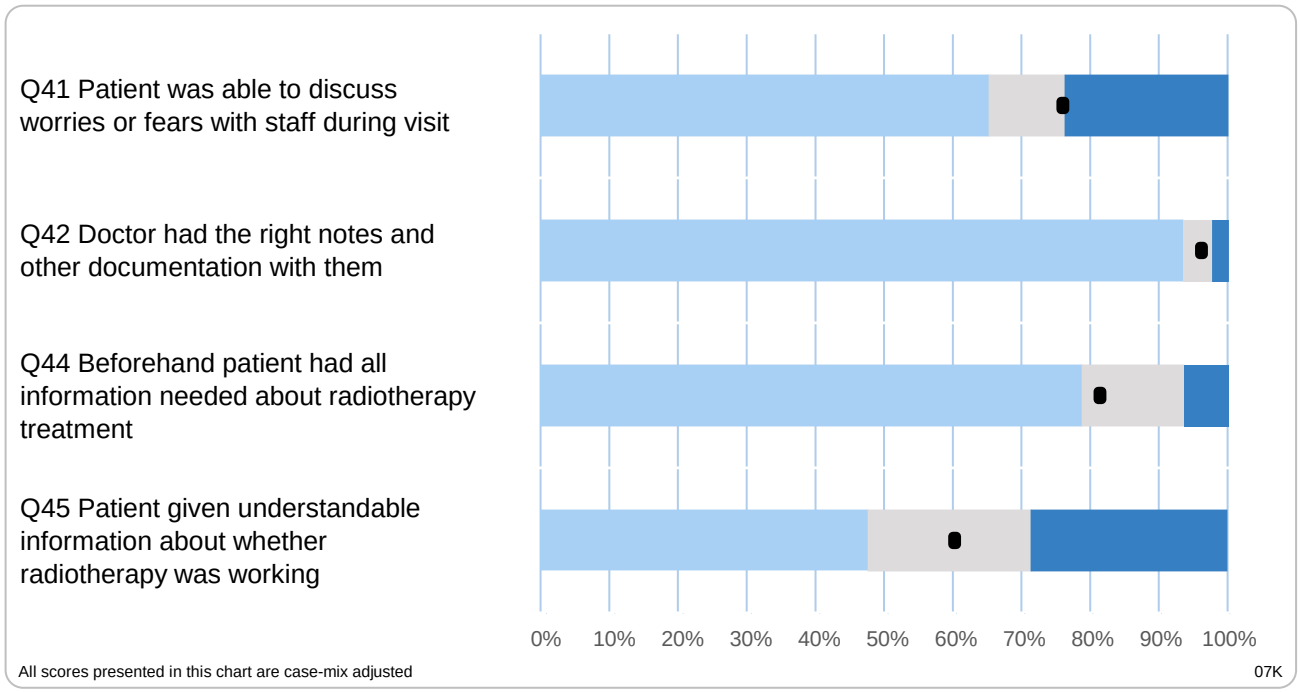


		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
Question		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q36	Hospital staff definitely did everything to help control pain	194	85%	197	85%			85%	79%	89%	84%
Q37	Always treated with respect and dignity by staff	228	90%	229	91%			90%	84%	93%	89%
Q38	Given clear written information about what should / should not do post discharge	215	90%	217	89%			90%	82%	91%	87%
Q39	Staff told patient who to contact if worried post discharge	220	95%	220	94%			94%	91%	97%	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.

CCG results

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

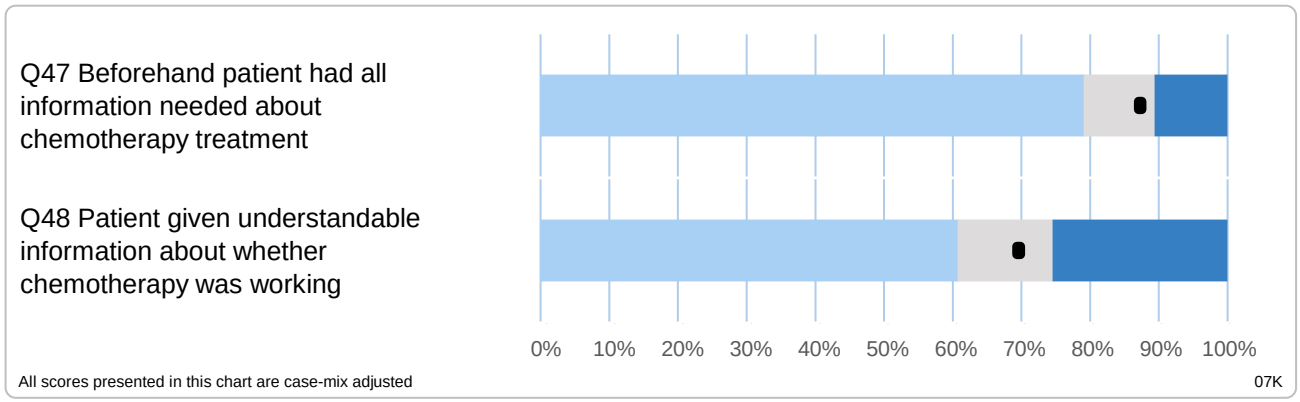


	Question	Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q41	Patient was able to discuss worries or fears with staff during visit	281	73%	268	76%			76%	65%	76%	71%
Q42	Doctor had the right notes and other documentation with them	342	97%	353	96%			96%	93%	98%	96%
Q44	Beforehand patient had all information needed about radiotherapy treatment	70	89%	83	81%			81%	79%	94%	86%
Q45	Patient given understandable information about whether radiotherapy was working	58	53%	65	60%			60%	48%	72%	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.

CCG results

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

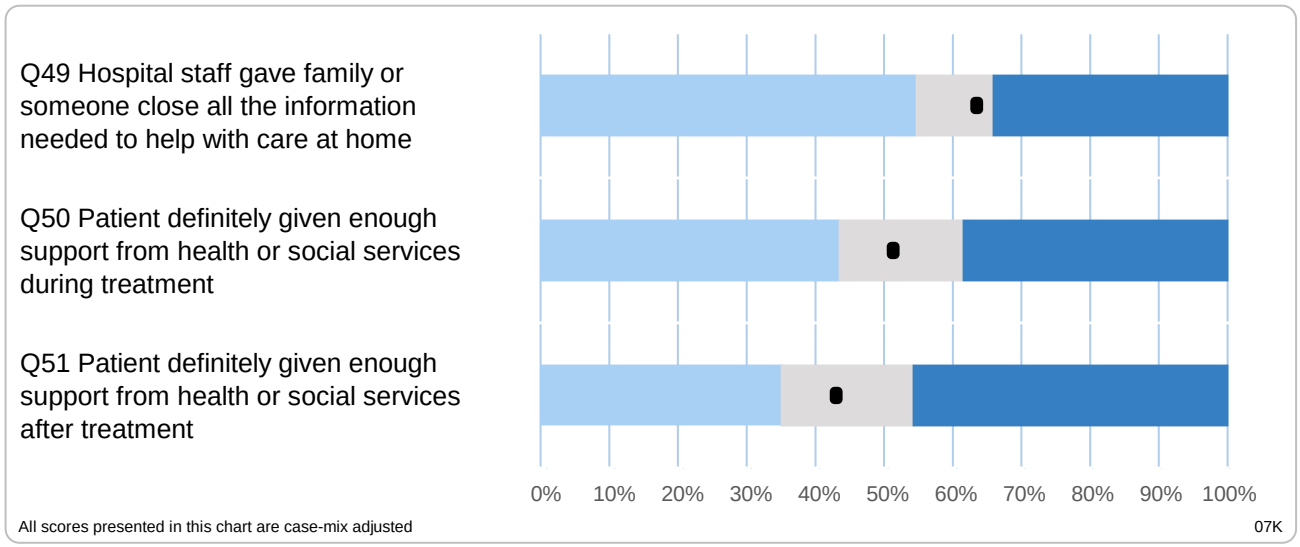


		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
Question		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q47	Beforehand patient had all information needed about chemotherapy treatment	169	82%	190	87%			87%	79%	89%	84%
Q48	Patient given understandable information about whether chemotherapy was working	155	63%	174	69%			69%	61%	75%	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.

CCG results

Home care and support

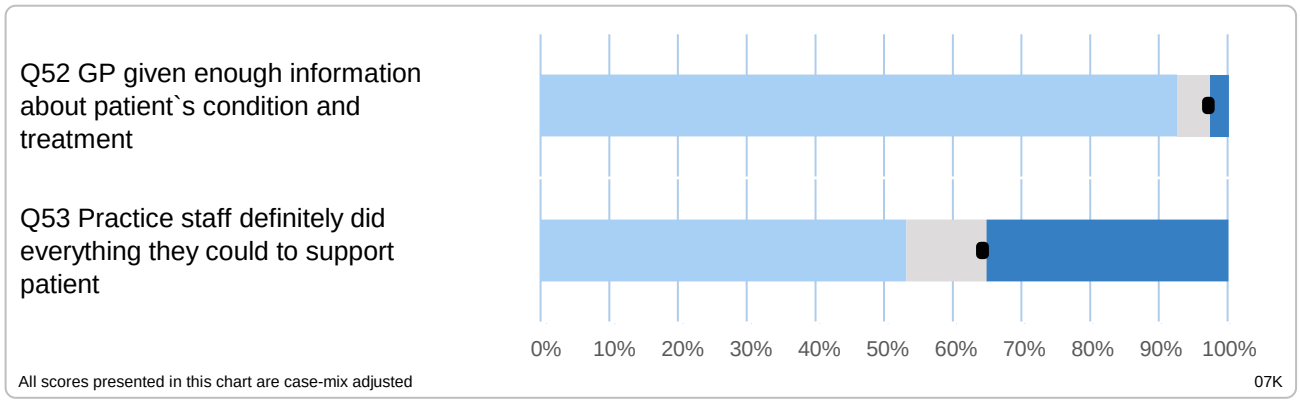


	Question	Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q49	Hospital staff gave family or someone close all the information needed to help with care at home	306	59%	292	63%			63%	55%	66%	60%
Q50	Patient definitely given enough support from health or social services during treatment	150	50%	164	52%			51%	43%	62%	53%
Q51	Patient definitely given enough support from health or social services after treatment	81	46%	104	44%			43%	35%	54%	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.

CCG results

Care from your general practice

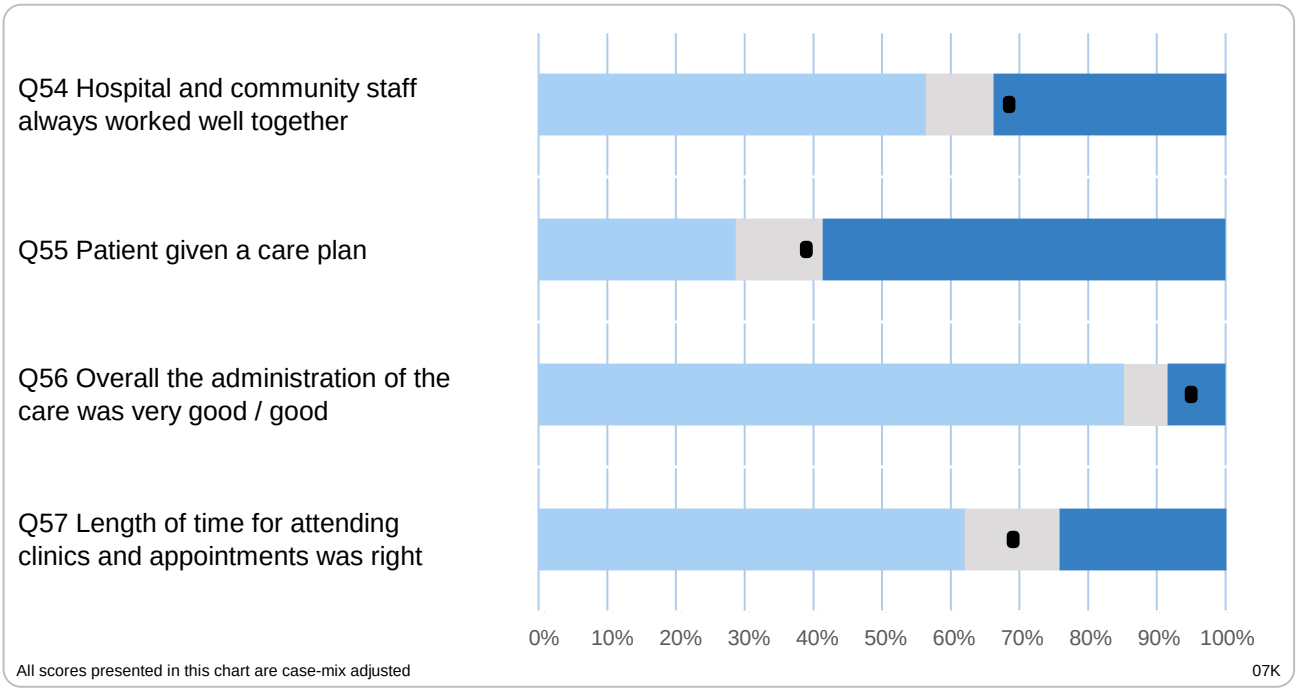


	Question	Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
		Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q52	GP given enough information about patient`s condition and treatment	332	96%	326	97%			97%	93%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	245	66%	269	64%			64%	53%	65%	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.

CCG results

Your overall NHS care (Part 1 of 2)

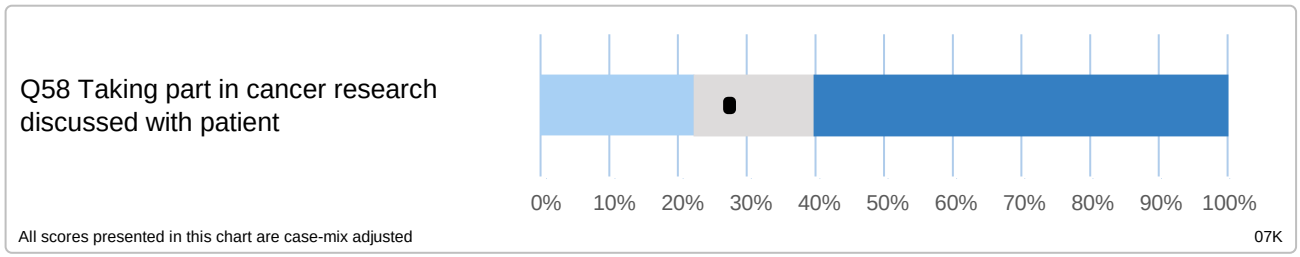


		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall				
	Question	Number of respondents	Score	Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q54	Hospital and community staff always worked well together	377	63%	377	69%			68%	56%	66%	61%
Q55	Patient given a care plan	310	36%	284	38%			39%	29%	41%	35%
Q56	Overall the administration of the care was very good / good	390	89%	390	95%	↑		95%	85%	92%	88%
Q57	Length of time for attending clinics and appointments was right	384	64%	387	69%			69%	62%	76%	69%

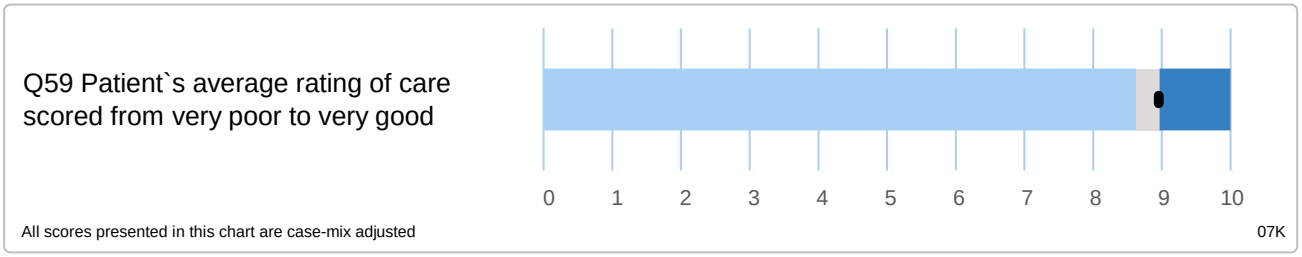
↑ or ↓	Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score Change Overall: Indicates significant change overall (2015, 2016, 2017, and 2018) (NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there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

CCG results

Your overall NHS care (Part 2 of 2)



		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018							
Question		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q58	Taking part in cancer research discussed with patient	373	29%	366	27%			27%	22%	40%	31%



		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018							
Question		Number of respondents	Score	Number of respondents	Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q59	Patient`s average rating of care scored from very poor to very good	386	8.8	386	9.0			9.0	8.6	9.0	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 CCG

The following tables show the unadjusted CCG 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 CCG [$]	National	This CCG [$]	National
Brain / CNS	n.a.	58%	*	73%
Breast	92%	94%	91%	90%
Colorectal / LGT	74%	72%	83%	83%
Gynaecological	81%	75%	91%	79%
Haematological	67%	64%	84%	81%
Head and Neck	*	79%	*	80%
Lung	*	71%	90%	82%
Prostate	86%	81%	87%	85%
Sarcoma	*	66%	*	71%
Skin	*	90%	*	86%
Upper Gastro	*	72%	91%	78%
Urological	*	81%	96%	85%
Other	67%	73%	80%	79%
All Cancers	79%	77%	87%	84%

[$] These are unadjusted scores

Diagnostic tests

	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	96%	95%	93%	91%	81%	82%
Colorectal / LGT	100%	96%	95%	87%	85%	81%
Gynaecological	100%	94%	91%	85%	86%	77%
Haematological	98%	95%	86%	88%	84%	77%
Head and Neck	*	92%	*	85%	*	80%
Lung	*	94%	*	87%	*	79%
Prostate	*	94%	*	86%	*	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	*	96%	*	90%	*	83%
Upper Gastro	100%	94%	95%	83%	86%	75%
Urological	88%	94%	92%	87%	62%	79%
Other	100%	95%	88%	86%	88%	76%
All Cancers	97%	94%	91%	88%	83%	79%

[$] These are unadjusted scores

Finding out what was wrong with you

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	85%	*	77%	*	59%	*	63%
Breast	80%	82%	86%	89%	85%	77%	84%	78%
Colorectal / LGT	68%	82%	79%	86%	83%	79%	76%	73%
Gynaecological	68%	72%	79%	82%	92%	73%	*	70%
Haematological	64%	73%	85%	83%	55%	61%	84%	76%
Head and Neck	*	72%	*	86%	*	76%	*	67%
Lung	*	79%	62%	82%	57%	76%	*	67%
Prostate	*	78%	83%	85%	83%	78%	86%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	*	71%	*	90%	*	80%	*	84%
Upper Gastro	*	79%	91%	80%	78%	73%	*	66%
Urological	74%	74%	79%	82%	68%	77%	58%	73%
Other	56%	76%	87%	82%	82%	70%	70%	65%
All Cancers	71%	78%	83%	85%	75%	74%	77%	74%

[$] These are unadjusted scores

Deciding the best treatment for you

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	81%	*	70%	*	64%
Breast	83%	84%	71%	75%	68%	69%
Colorectal / LGT	85%	85%	74%	76%	75%	70%
Gynaecological	*	85%	*	75%	*	67%
Haematological	84%	81%	69%	70%	64%	66%
Head and Neck	*	85%	*	74%	*	70%
Lung	*	84%	81%	74%	76%	69%
Prostate	*	82%	70%	72%	68%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	*	89%	*	80%	*	74%
Upper Gastro	95%	81%	86%	72%	86%	68%
Urological	78%	82%	58%	71%	43%	62%
Other	85%	80%	71%	72%	69%	64%
All Cancers	85%	83%	72%	73%	68%	67%

	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
Cancer type	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	61%	*	70%
Breast	50%	56%	69%	79%
Colorectal / LGT	53%	58%	83%	80%
Gynaecological	*	55%	86%	79%
Haematological	53%	51%	78%	77%
Head and Neck	*	62%	*	79%
Lung	*	56%	86%	79%
Prostate	74%	64%	87%	81%
Sarcoma	*	52%	*	75%
Skin	*	66%	*	87%
Upper Gastro	*	54%	91%	76%
Urological	50%	53%	71%	77%
Other	58%	53%	82%	76%
All Cancers	56%	56%	79%	79%

[$] These are unadjusted scores

Clinical Nurse Specialist

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	94%	*	82%	*	84%
Breast	99%	95%	93%	85%	93%	88%
Colorectal / LGT	90%	92%	97%	88%	97%	89%
Gynaecological	92%	94%	*	85%	*	88%
Haematological	95%	92%	86%	88%	90%	89%
Head and Neck	*	90%	*	87%	*	88%
Lung	90%	93%	*	87%	*	88%
Prostate	91%	90%	*	82%	*	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	*	91%	*	89%	*	91%
Upper Gastro	96%	93%	100%	85%	95%	87%
Urological	84%	84%	*	82%	*	87%
Other	71%	88%	83%	85%	79%	87%
All Cancers	90%	91%	90%	85%	91%	88%

[$] These are unadjusted scores

Support for people with cancer

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	86%	91%	77%	86%	53%	65%	65%	82%
Colorectal / LGT	96%	86%	92%	84%	71%	58%	*	83%
Gynaecological	*	85%	*	82%	*	61%	*	77%
Haematological	88%	86%	85%	84%	56%	62%	88%	87%
Head and Neck	*	86%	*	83%	*	60%	*	82%
Lung	*	86%	*	81%	*	71%	*	85%
Prostate	*	89%	*	85%	*	51%	*	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	*	89%	*	84%	*	60%	n.a.	72%
Upper Gastro	*	84%	*	81%	*	63%	*	84%
Urological	*	79%	*	75%	*	44%	*	68%
Other	84%	82%	73%	78%	64%	58%	*	80%
All Cancers	89%	86%	81%	83%	61%	60%	81%	81%

[$] These are unadjusted scores

Operations

	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
Cancer type	**This CCG [$]**	**National**	**This CCG [$]**	**National**
Brain / CNS	*	94%	*	70%
Breast	92%	96%	79%	79%
Colorectal / LGT	100%	96%	94%	83%
Gynaecological	*	96%	*	81%
Haematological	*	94%	*	77%
Head and Neck	*	95%	*	78%
Lung	*	95%	*	78%
Prostate	*	95%	*	75%
Sarcoma	*	94%	*	78%
Skin	*	97%	*	84%
Upper Gastro	*	95%	*	80%
Urological	96%	95%	56%	76%
Other	91%	95%	86%	78%
All Cancers	96%	96%	82%	79%

[$] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	73%	*	77%	*	66%	*	67%
Breast	91%	89%	87%	86%	82%	77%	83%	77%
Colorectal / LGT	79%	77%	85%	86%	80%	73%	71%	71%
Gynaecological	*	85%	*	86%	*	72%	*	73%
Haematological	90%	81%	93%	81%	75%	74%	90%	76%
Head and Neck	*	79%	*	86%	*	75%	*	74%
Lung	*	77%	*	83%	*	74%	*	76%
Prostate	*	86%	*	89%	*	73%	*	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	*	89%	*	90%	*	81%	*	87%
Upper Gastro	*	74%	*	82%	*	73%	*	71%
Urological	74%	80%	79%	87%	*	70%	79%	78%
Other	*	80%	*	82%	*	71%	*	72%
All Cancers	85%	82%	87%	85%	77%	74%	78%	75%

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	67%	71%	57%	64%	91%	87%	64%	56%
Colorectal / LGT	74%	62%	79%	71%	91%	85%	68%	54%
Gynaecological	*	67%	*	67%	*	84%	*	51%
Haematological	81%	64%	74%	71%	87%	86%	58%	55%
Head and Neck	*	66%	*	69%	*	87%	*	55%
Lung	*	70%	*	74%	*	85%	*	52%
Prostate	*	73%	*	69%	*	88%	*	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	*	80%	*	72%	*	91%	*	59%
Upper Gastro	*	61%	*	75%	*	84%	*	51%
Urological	65%	69%	70%	73%	71%	85%	*	47%
Other	*	62%	*	68%	*	82%	*	48%
All Cancers	71%	67%	69%	69%	89%	86%	58%	53%

[$] These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	82%	*	84%	*	86%	*	94%
Breast	85%	86%	94%	89%	91%	92%	93%	96%
Colorectal / LGT	91%	85%	94%	87%	97%	84%	100%	94%
Gynaecological	*	83%	*	87%	*	88%	*	95%
Haematological	84%	83%	90%	90%	79%	81%	97%	95%
Head and Neck	*	83%	*	87%	*	88%	*	93%
Lung	*	84%	*	89%	*	84%	*	92%
Prostate	*	84%	*	91%	*	90%	*	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	*	88%	*	93%	*	91%	*	96%
Upper Gastro	*	82%	*	86%	*	82%	*	94%
Urological	*	81%	92%	89%	86%	86%	*	91%
Other	*	81%	*	87%	*	83%	*	92%
All Cancers	85%	84%	91%	89%	89%	87%	94%	94%

[$] These are unadjusted scores

Hospital care as a day patient / outpatient

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	70%	70%	96%	96%	83%	88%	64%	61%
Colorectal / LGT	85%	73%	94%	96%	*	84%	*	57%
Gynaecological	*	71%	*	96%	*	86%	*	61%
Haematological	78%	74%	99%	96%	*	83%	*	59%
Head and Neck	*	73%	*	96%	*	86%	*	61%
Lung	*	69%	100%	95%	*	85%	*	56%
Prostate	*	73%	*	95%	*	87%	*	61%
Sarcoma	*	63%	*	94%	n.a.	82%	n.a.	65%
Skin	*	74%	*	97%	n.a.	85%	n.a.	72%
Upper Gastro	*	70%	*	95%	*	82%	*	53%
Urological	*	67%	95%	95%	*	82%	*	55%
Other	78%	68%	96%	95%	*	85%	*	60%
All Cancers	76%	71%	96%	96%	81%	86%	60%	60%

	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
Cancer type	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	79%	*	50%
Breast	79%	83%	61%	64%
Colorectal / LGT	86%	85%	*	64%
Gynaecological	*	86%	*	68%
Haematological	89%	85%	73%	75%
Head and Neck	*	79%	*	54%
Lung	*	84%	*	67%
Prostate	*	85%	*	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	*	84%	*	61%
Urological	*	82%	*	65%
Other	*	85%	*	70%
All Cancers	87%	84%	69%	68%

[$] These are unadjusted scores

Home care and support

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	60%	*	50%	*	48%
Breast	57%	59%	41%	54%	19%	42%
Colorectal / LGT	69%	63%	67%	60%	*	52%
Gynaecological	*	59%	*	47%	*	38%
Haematological	67%	63%	53%	52%	48%	44%
Head and Neck	*	63%	*	56%	*	53%
Lung	*	60%	*	52%	*	43%
Prostate	*	60%	*	46%	*	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	*	67%	n.a.	60%	*	59%
Upper Gastro	*	60%	*	53%	*	48%
Urological	50%	59%	*	47%	*	44%
Other	64%	56%	50%	52%	*	44%
All Cancers	63%	60%	52%	53%	44%	45%

[$] These are unadjusted scores

Care from your general practice

	Q52. GP given enough information about patient`s condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
Cancer type	**This CCG [$]**	**National**	**This CCG [$]**	**National**
Brain / CNS	*	88%	*	51%
Breast	97%	96%	64%	59%
Colorectal / LGT	94%	95%	71%	58%
Gynaecological	100%	95%	*	57%
Haematological	97%	95%	56%	58%
Head and Neck	*	93%	*	58%
Lung	*	94%	*	58%
Prostate	*	95%	*	64%
Sarcoma	*	95%	*	53%
Skin	*	97%	*	67%
Upper Gastro	*	94%	*	58%
Urological	100%	95%	*	61%
Other	100%	94%	68%	56%
All Cancers	97%	95%	64%	59%

[$] These are unadjusted scores

Your overall NHS care

	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	
Cancer type	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	45%	*	33%	*	84%	*	59%
Breast	65%	61%	36%	39%	93%	90%	69%	68%
Colorectal / LGT	71%	61%	57%	38%	95%	88%	80%	72%
Gynaecological	61%	58%	*	31%	100%	87%	54%	69%
Haematological	65%	64%	31%	35%	96%	91%	65%	66%
Head and Neck	*	61%	*	37%	*	88%	*	71%
Lung	*	62%	*	31%	*	89%	*	71%
Prostate	71%	65%	*	36%	100%	87%	75%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	*	71%	*	42%	*	91%	*	73%
Upper Gastro	87%	59%	*	35%	100%	86%	77%	68%
Urological	62%	62%	*	30%	85%	85%	78%	75%
Other	75%	57%	31%	30%	93%	87%	58%	63%
All Cancers	69%	61%	38%	35%	95%	88%	69%	69%

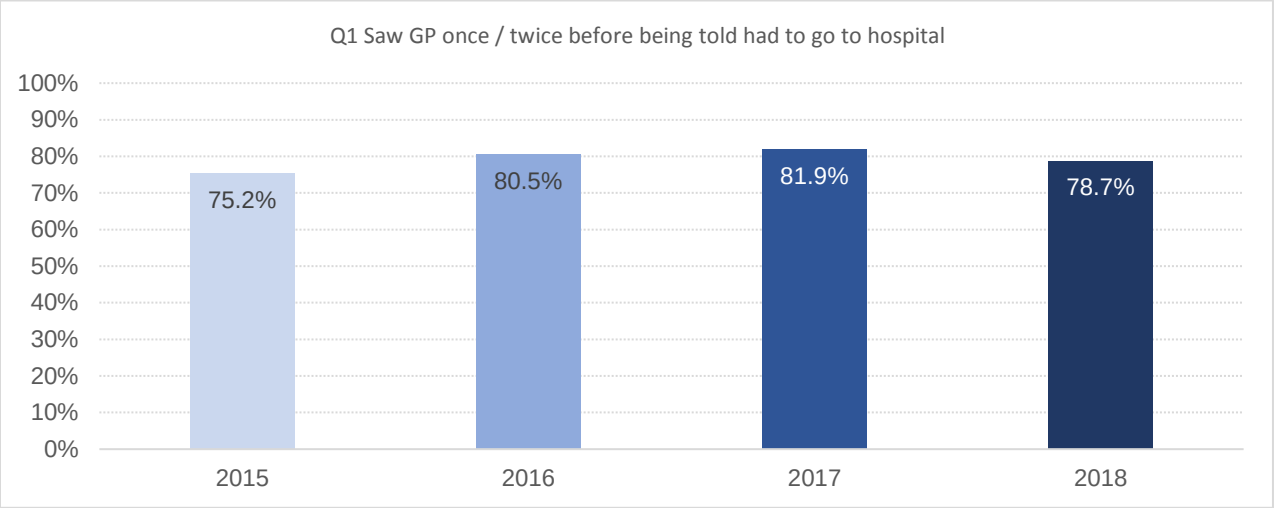
	Q58. Taking part in cancer research discussed with patient		Q59. Patient`s average rating of care scored from very poor to very good	
Cancer type	This CCG [$]	National	This CCG [$]	National
Brain / CNS	*	39%	*	8.4
Breast	21%	31%	9.0	8.9
Colorectal / LGT	24%	33%	9.0	8.8
Gynaecological	61%	37%	9.3	8.8
Haematological	25%	32%	9.0	8.9
Head and Neck	*	23%	*	8.8
Lung	*	35%	*	8.8
Prostate	35%	33%	9.0	8.8
Sarcoma	*	40%	*	8.6
Skin	*	16%	*	9.0
Upper Gastro	41%	35%	9.5	8.7
Urological	4%	21%	8.8	8.7
Other	30%	32%	8.9	8.7
All Cancers	27%	31%	9.0	8.8

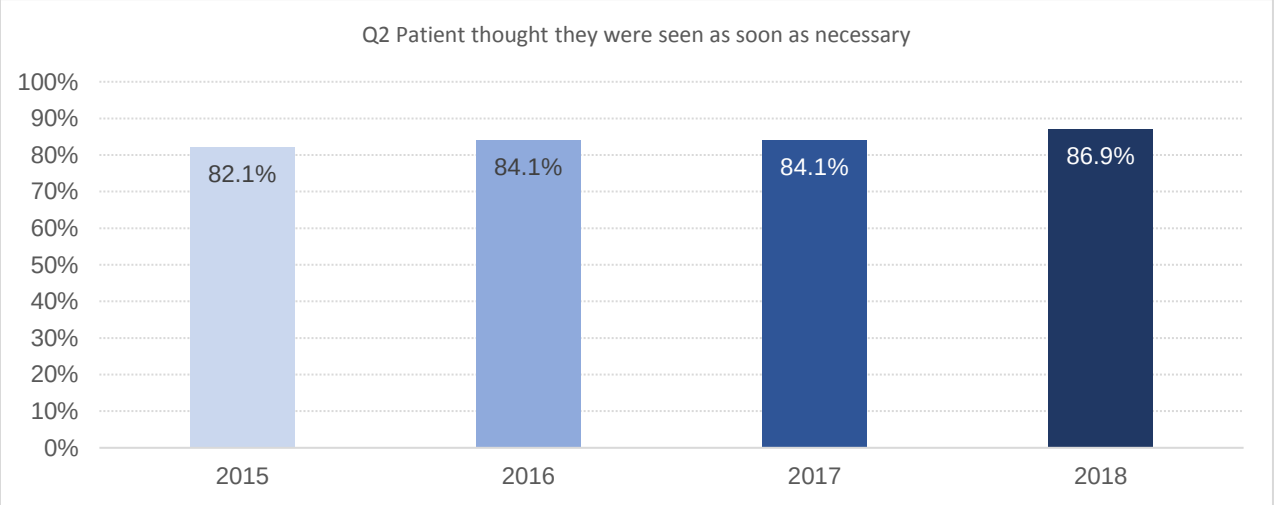
[$] These are unadjusted scores

Year on Year Scores

The charts below present the unadjusted scores for this Trust from 2015, 2016, 2017 and 2018.

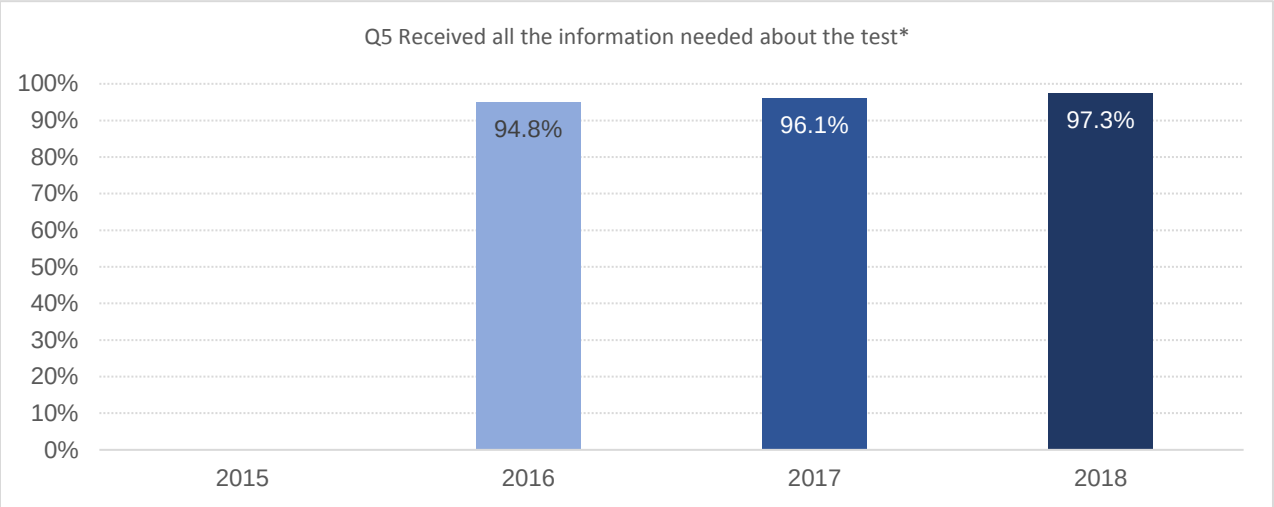
Seeing your GP

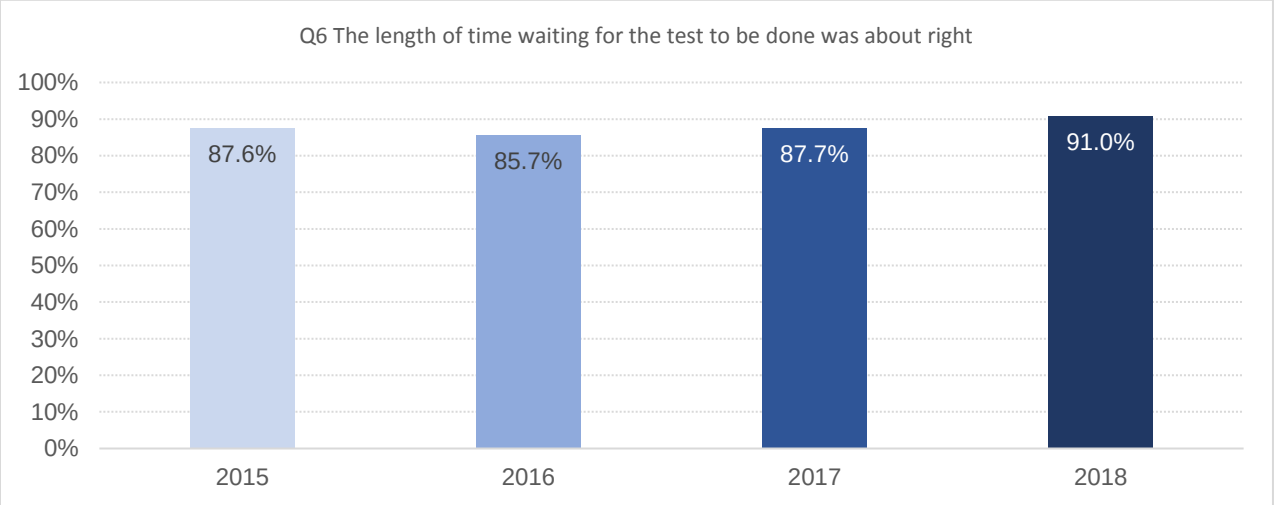


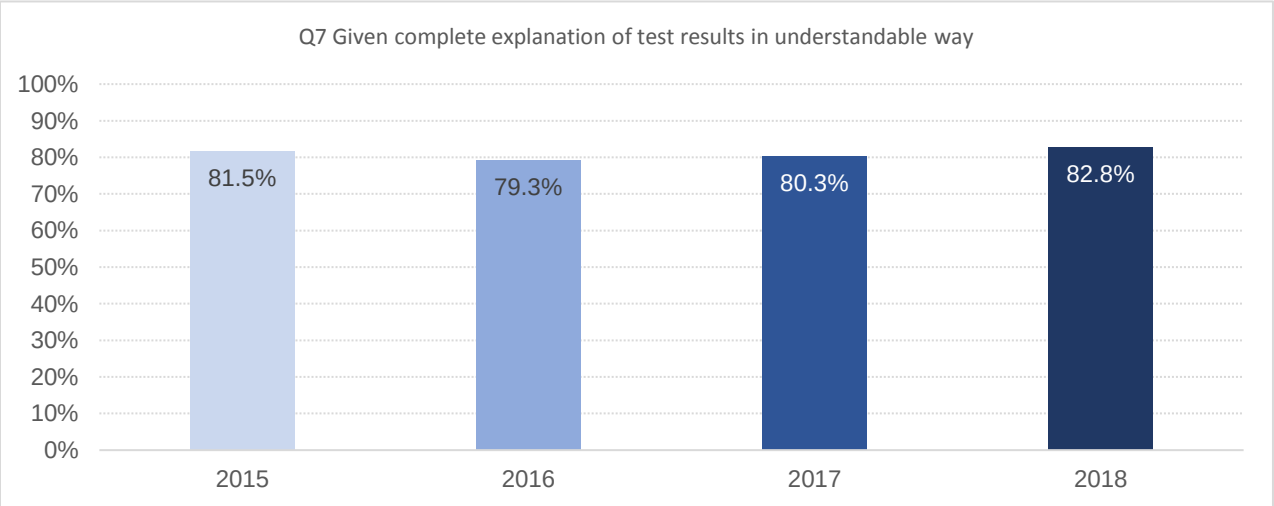


**Indicates where a score has been suppressed because there are less than 21 respondents.

Diagnostic tests



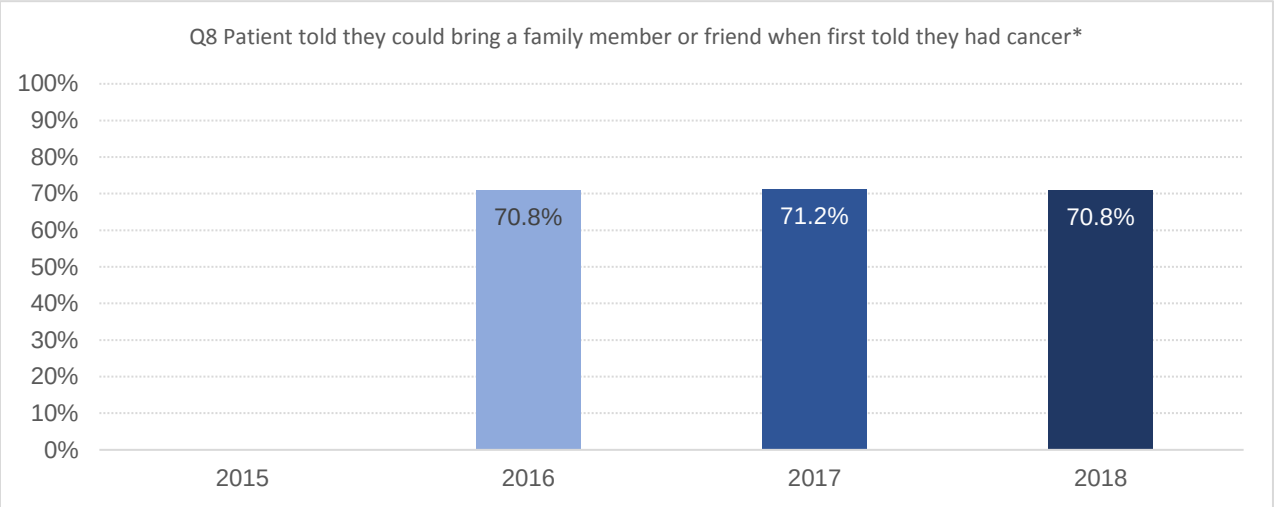


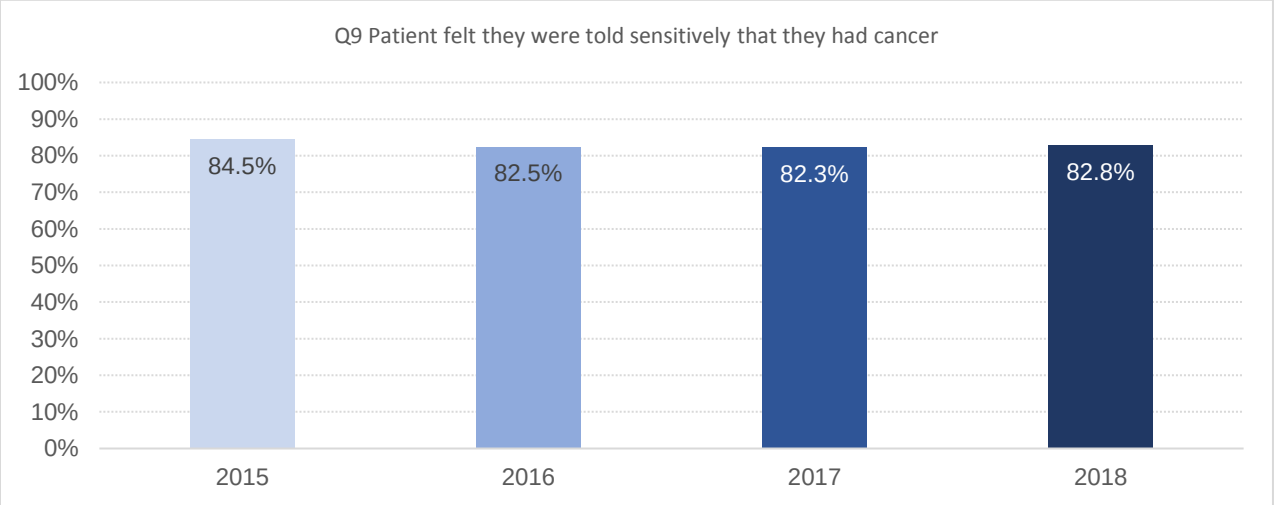


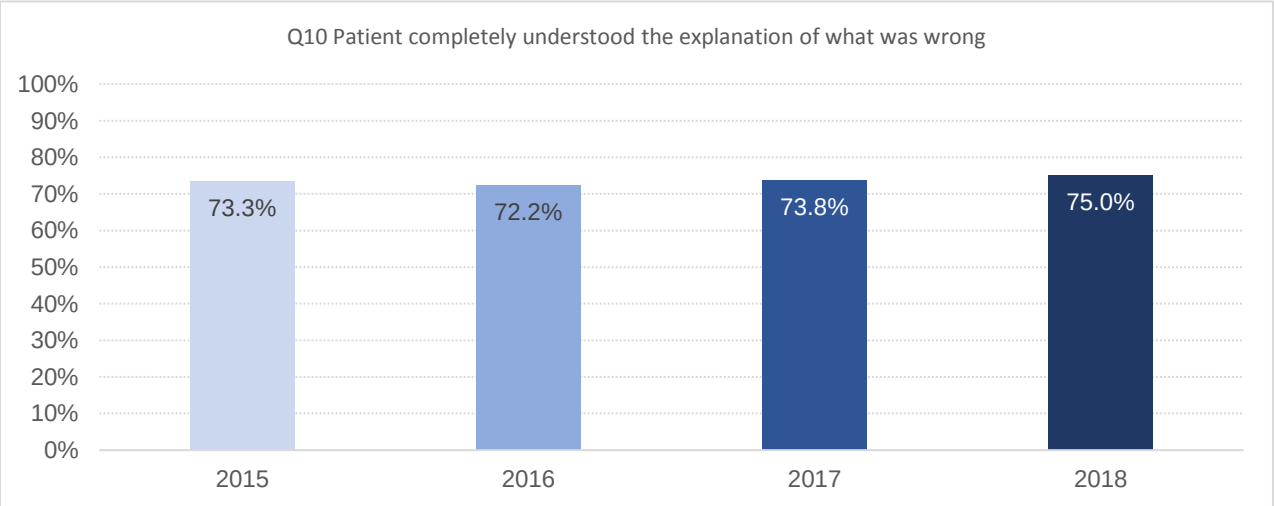
* This question was not asked on the 2015 survey

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

Finding out what was wrong with you



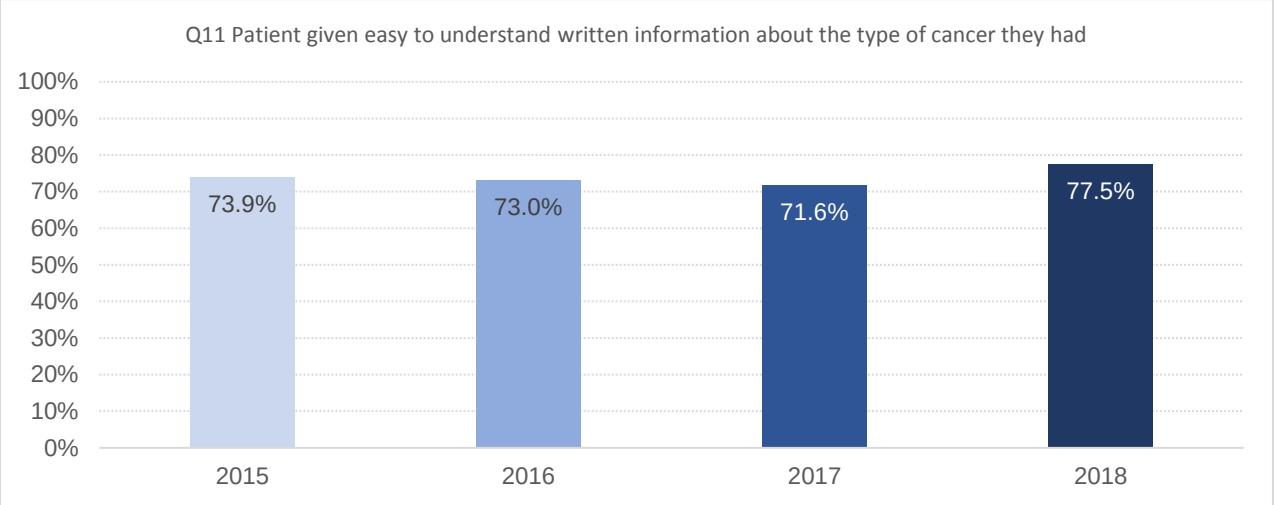




* This question had different scored options on the 2015 survey

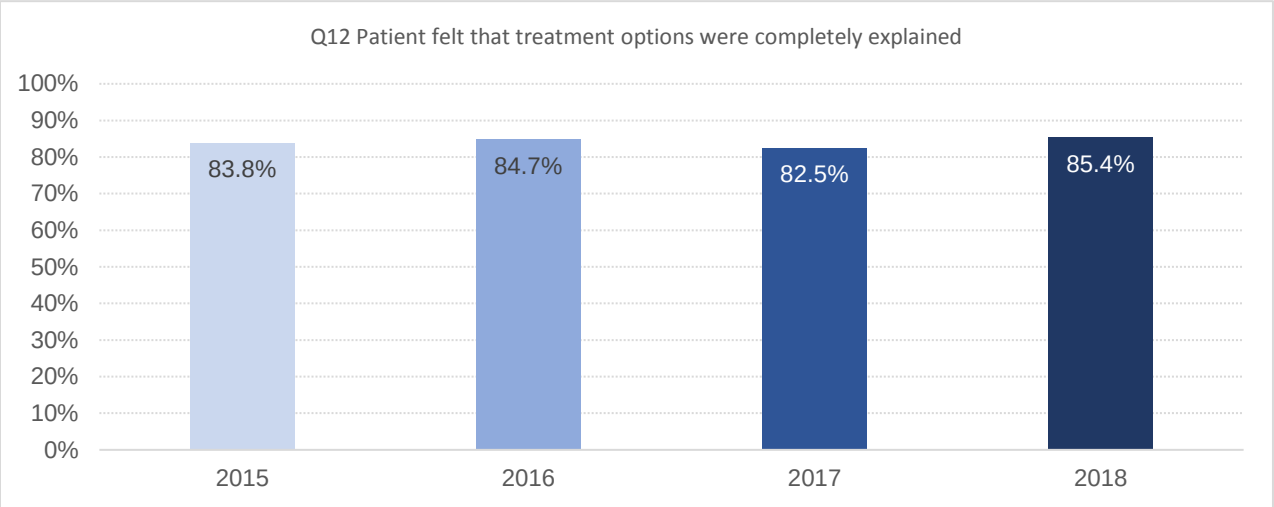
**Indicates where a score has been suppressed because there are less than 21 respondents.

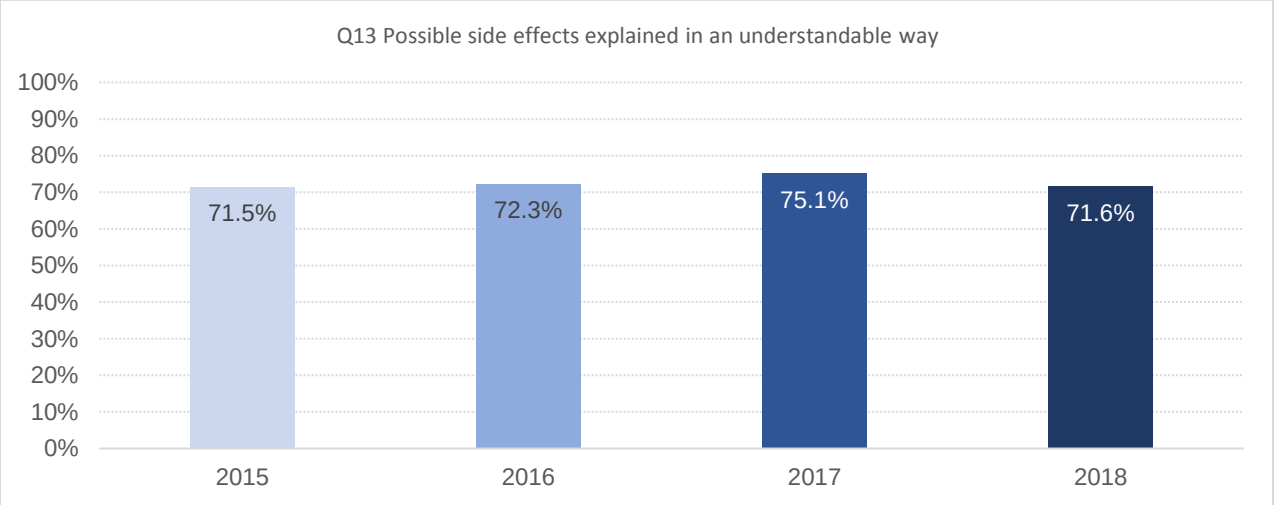
Finding out what was wrong with you (continued)

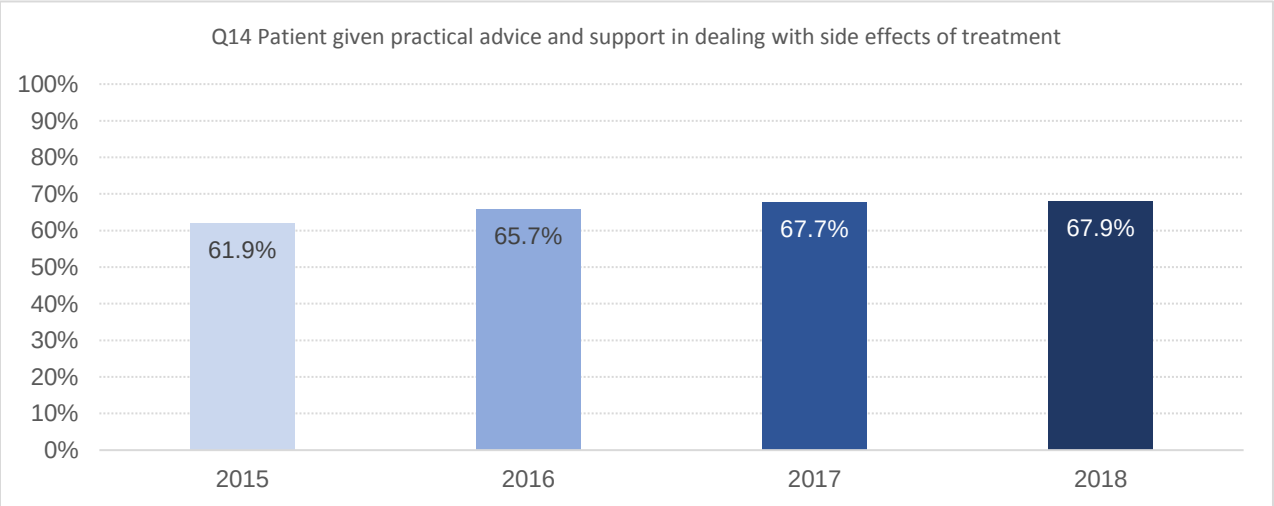


**Indicates where a score has been suppressed because there are less than 21 respondents.

Deciding the best treatment for you

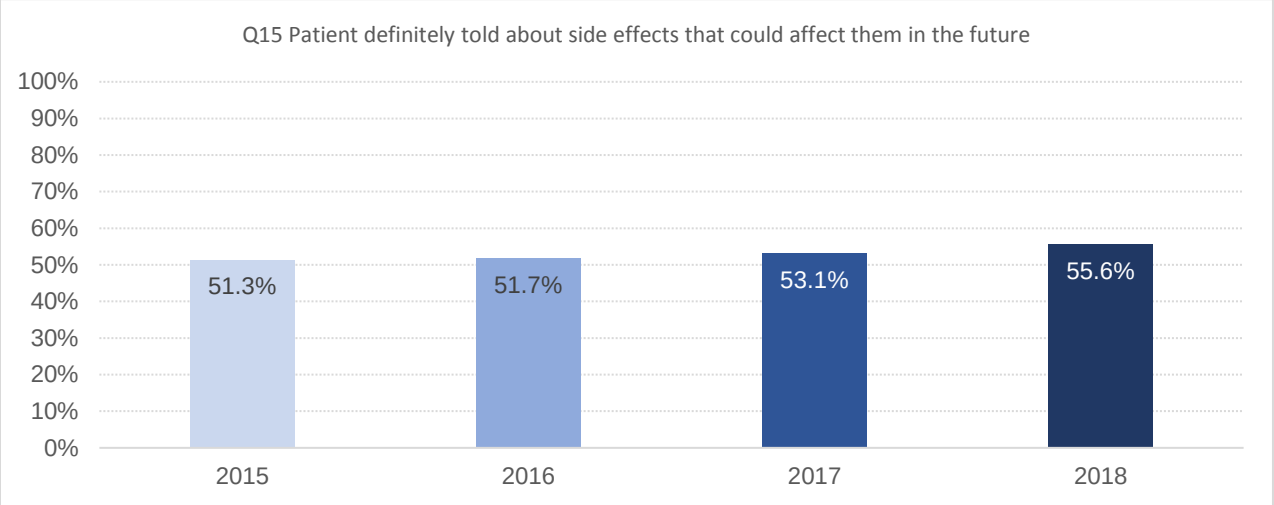


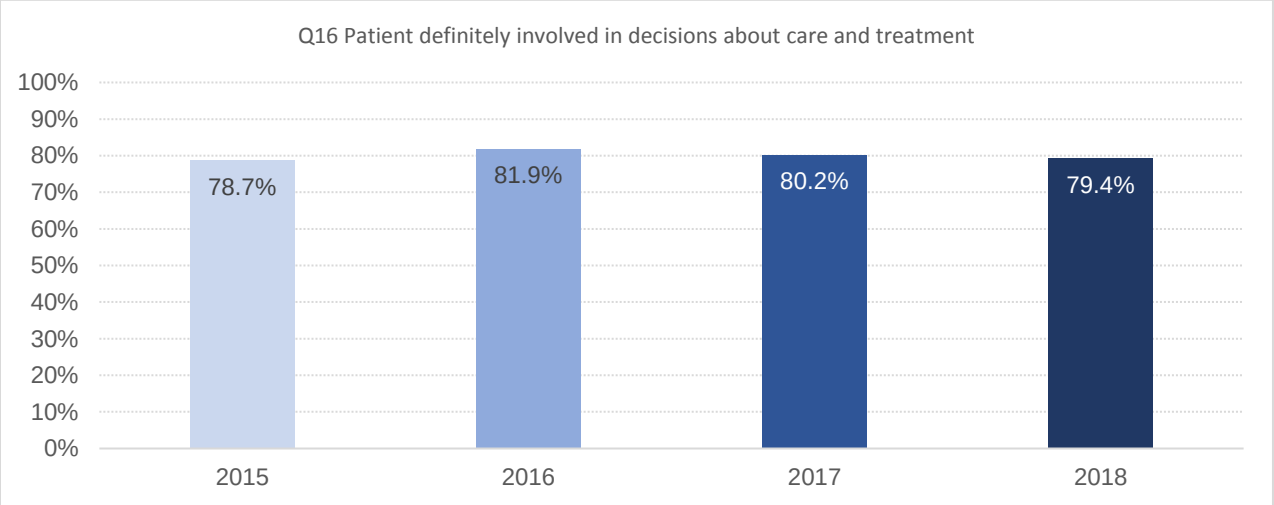




**Indicates where a score has been suppressed because there are less than 21 respondents.

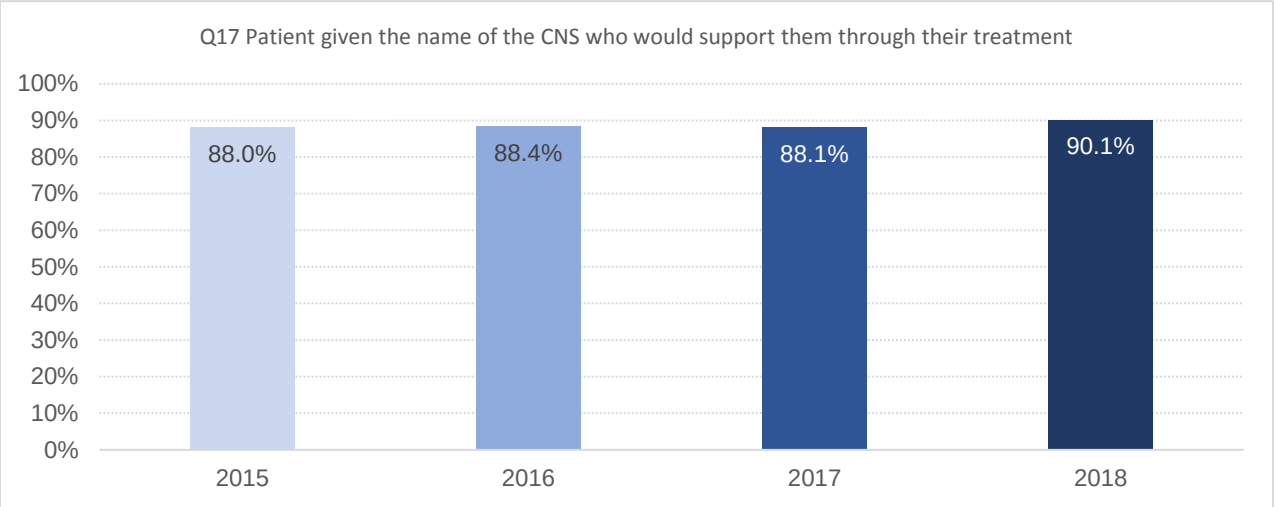
Deciding the best treatment for you (continued)

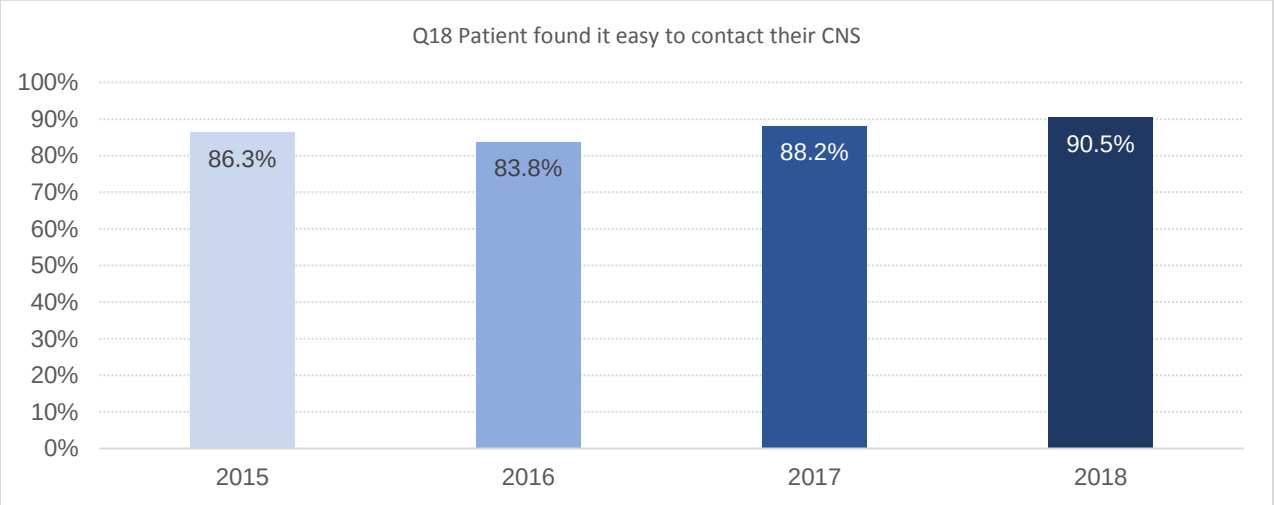


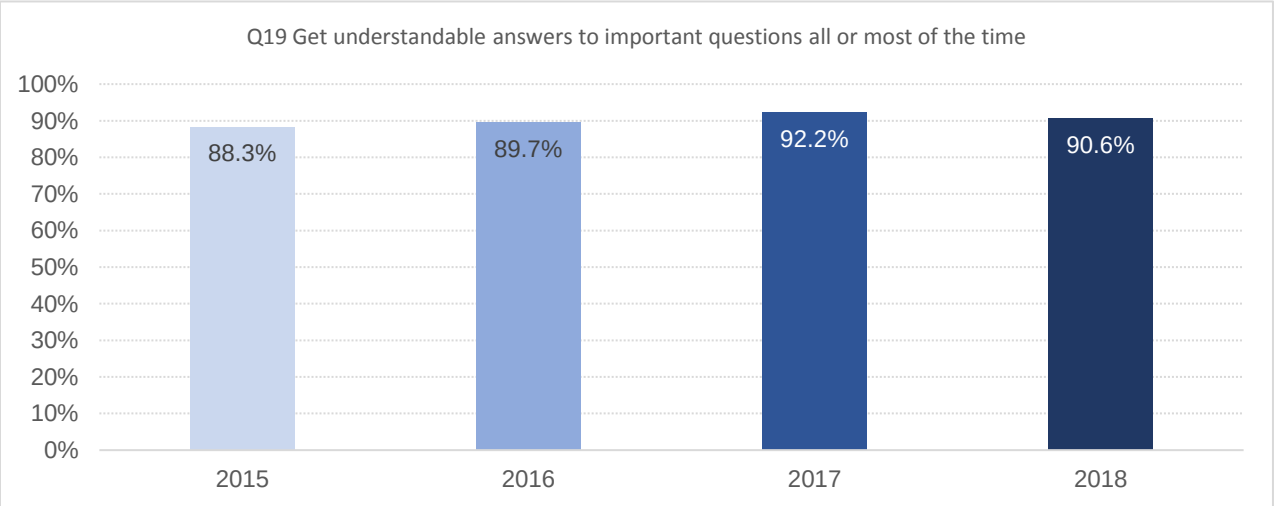


**Indicates where a score has been suppressed because there are less than 21 respondents.

Clinical Nurse Specialist

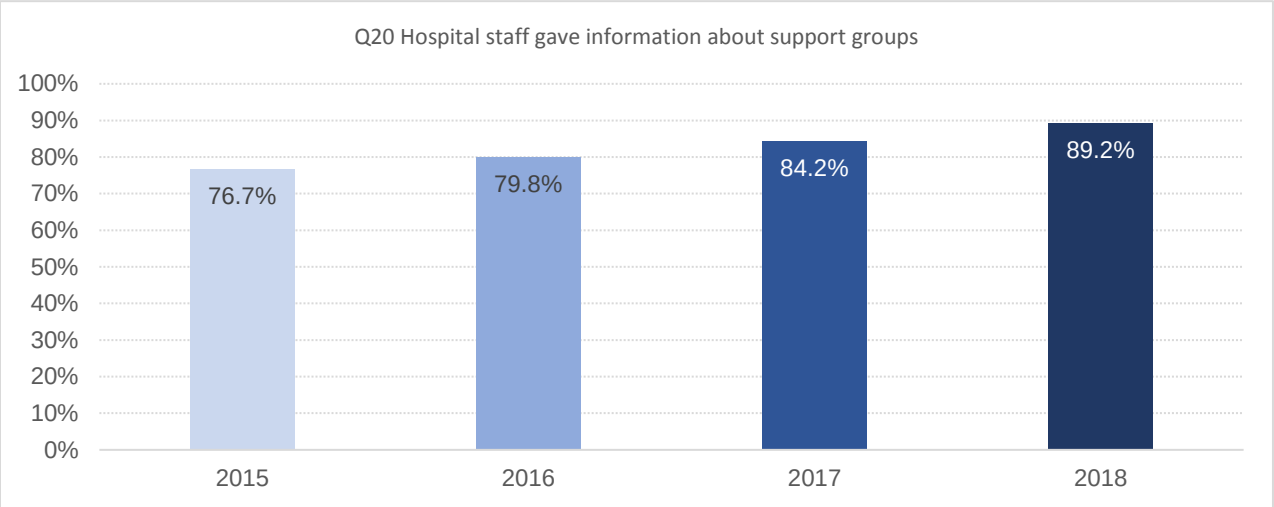


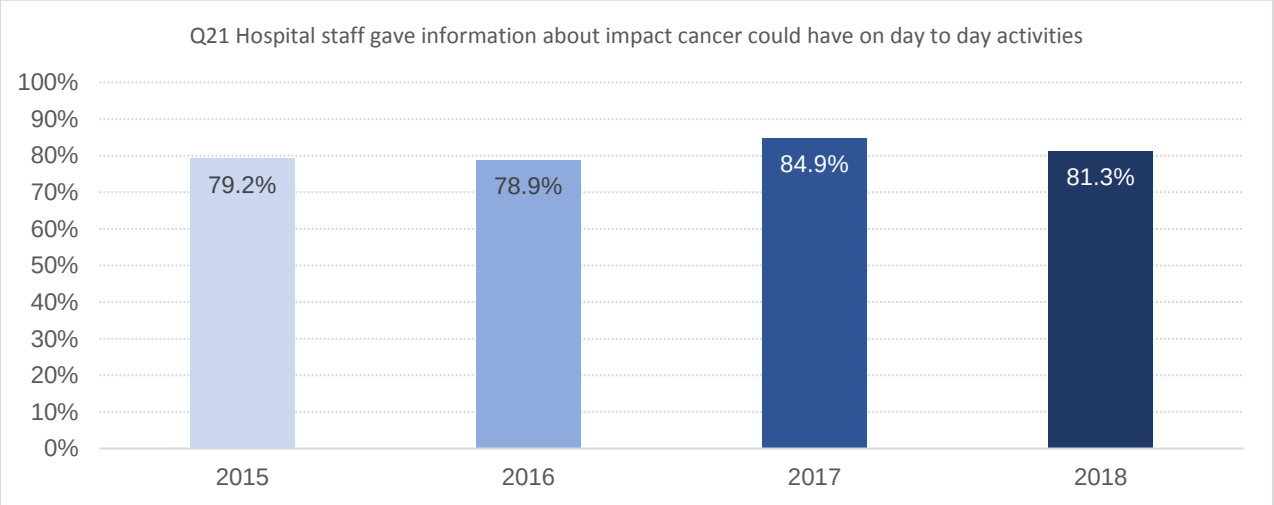


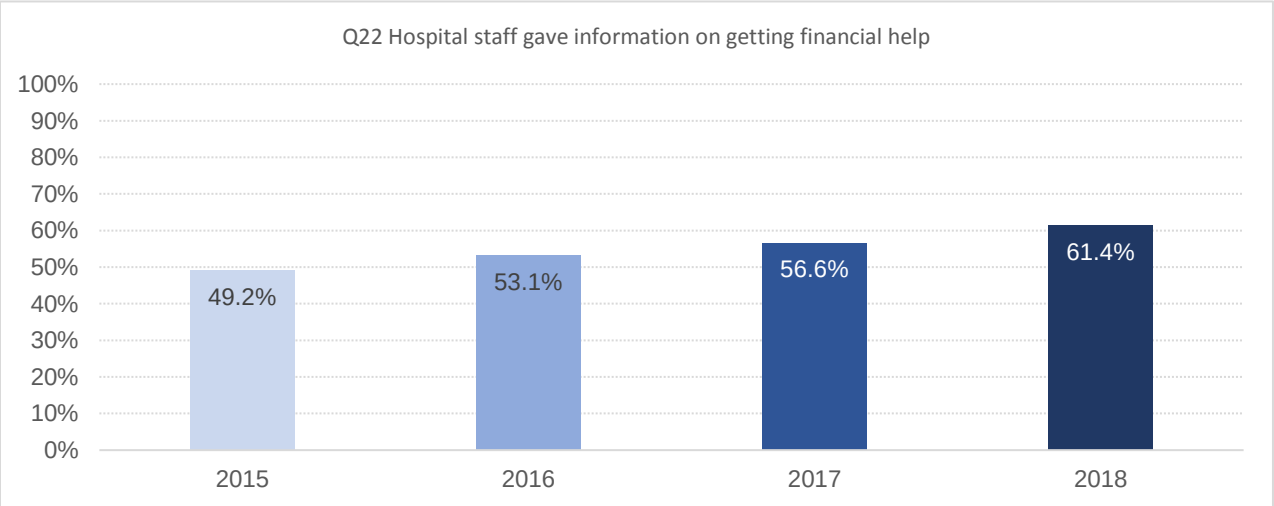


**Indicates where a score has been suppressed because there are less than 21 respondents.

Support for people with cancer

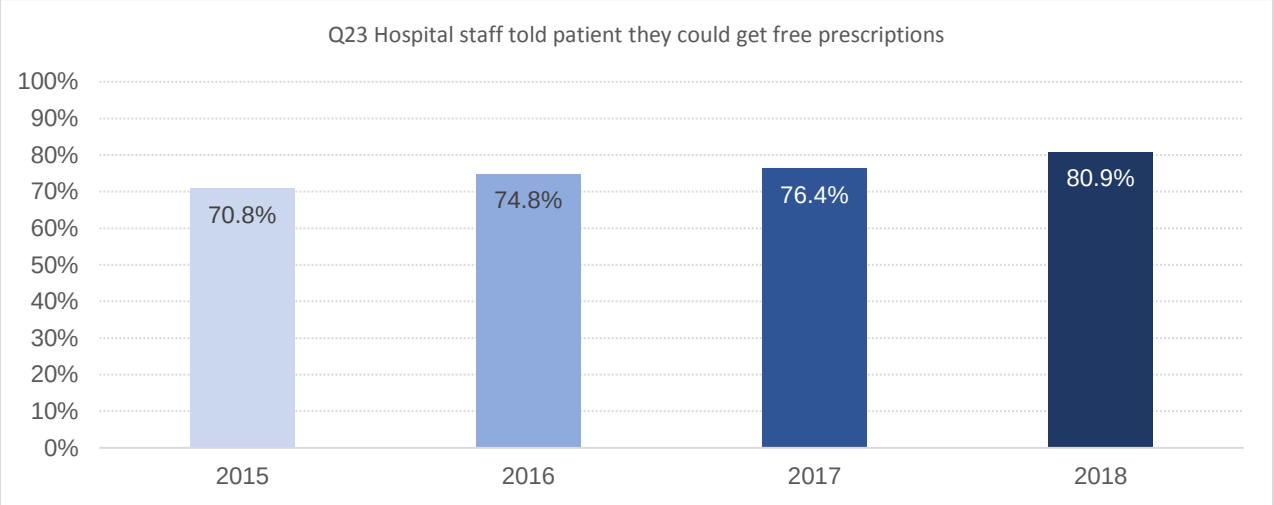






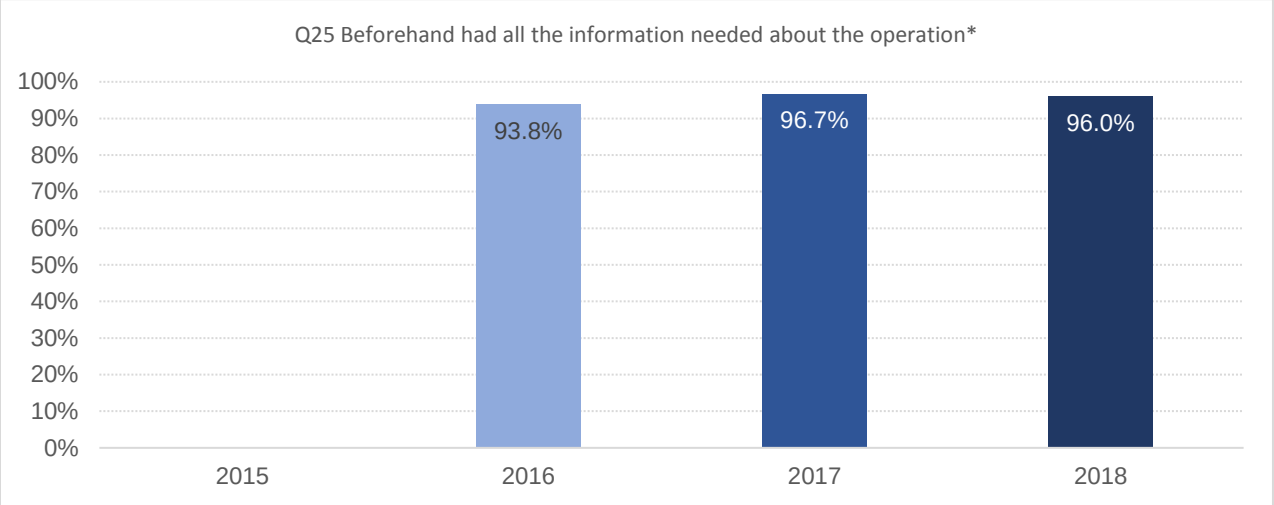
**Indicates where a score has been suppressed because there are less than 21 respondents.

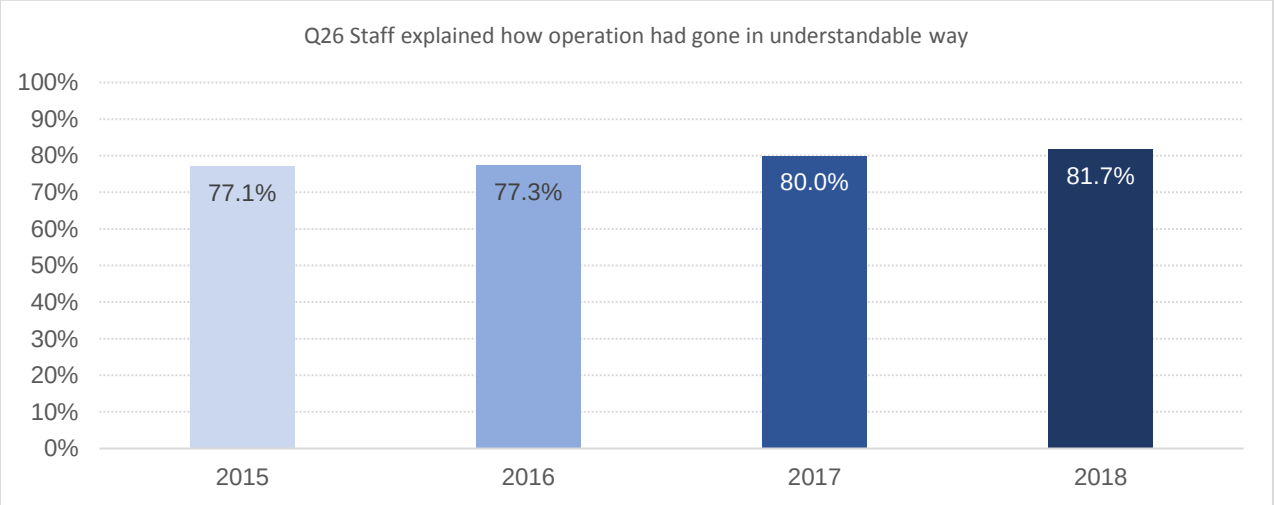
Support for people with cancer (continued)



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

Operations

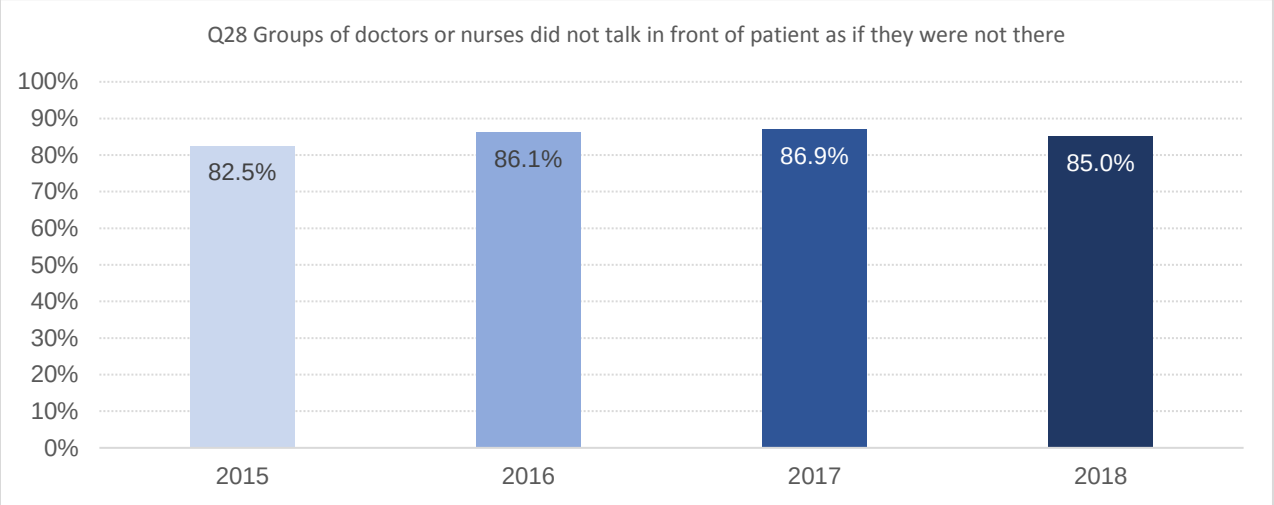


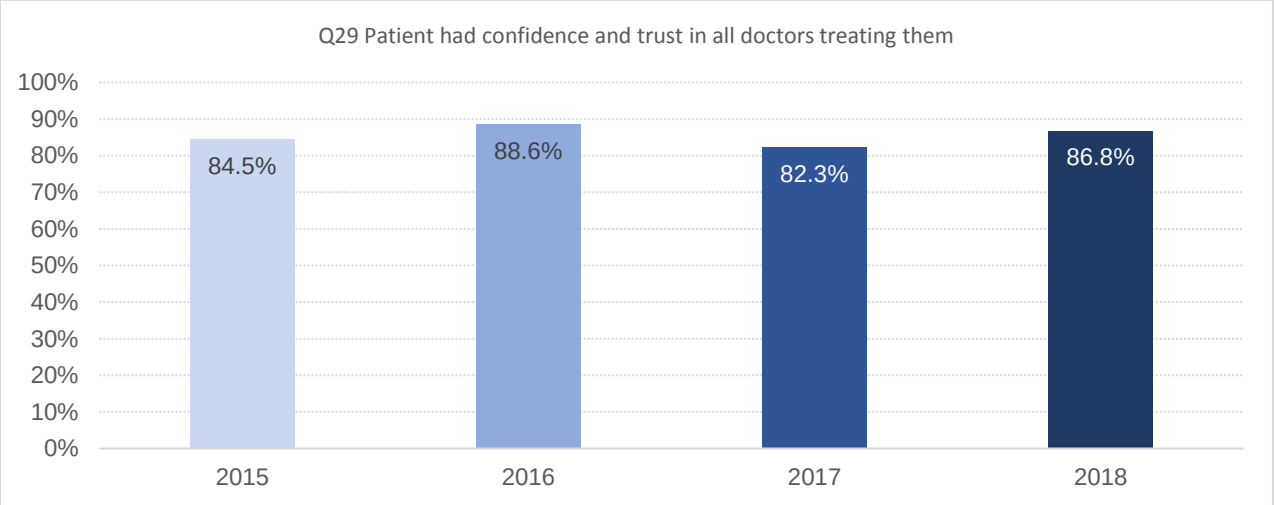


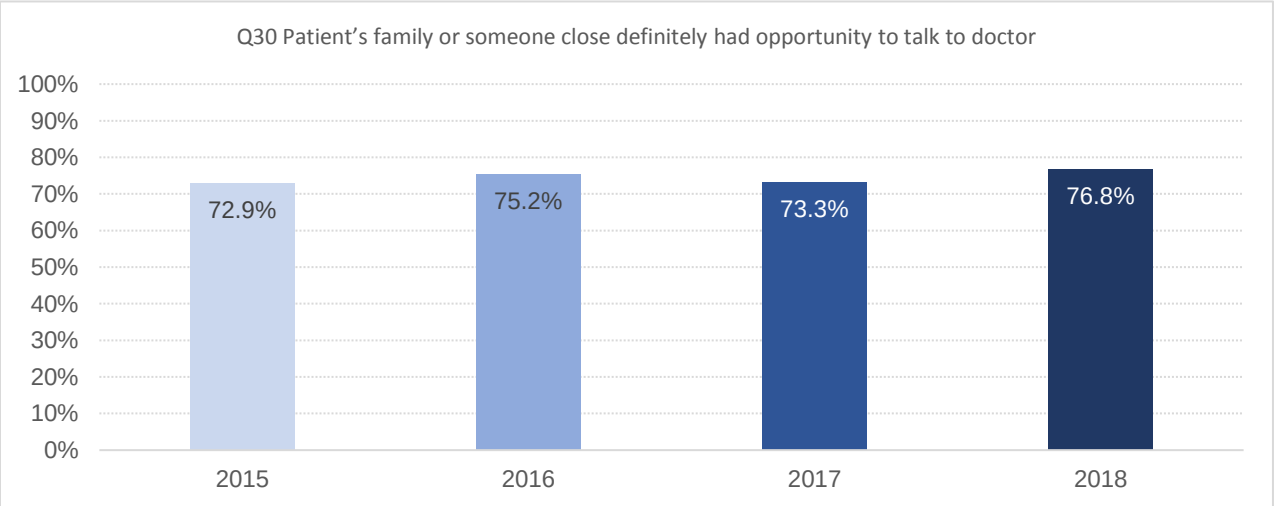
* This question was not asked on the 2015 survey

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

Hospital care as an inpatient

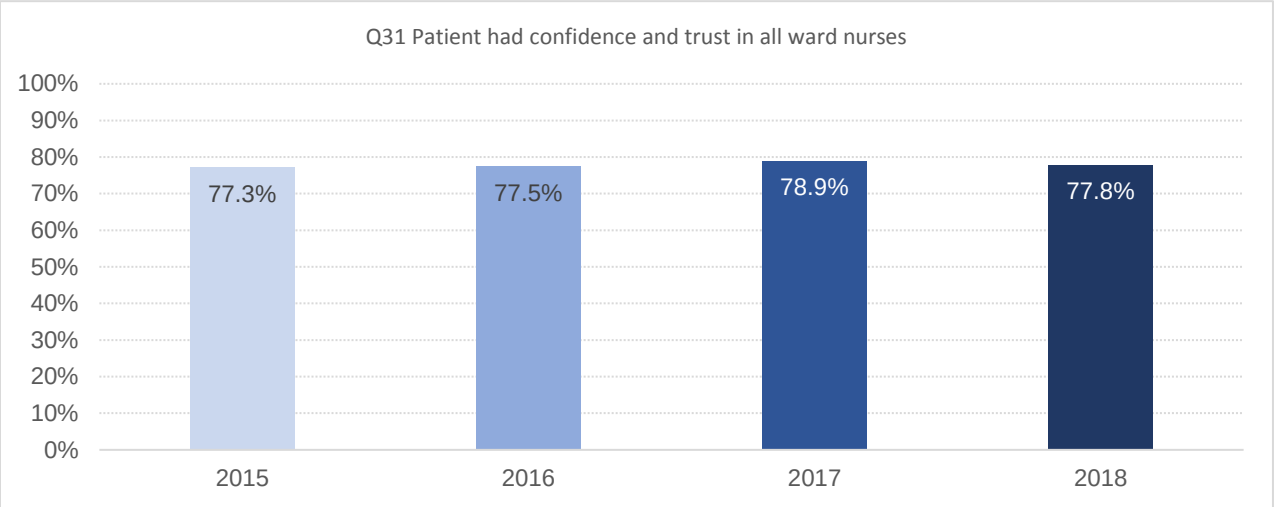


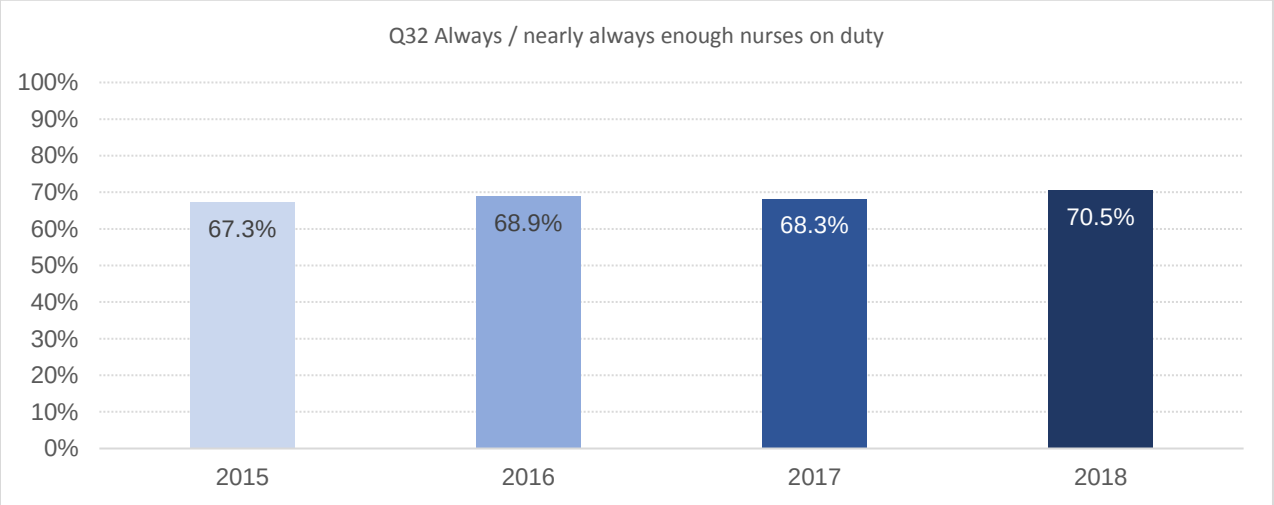


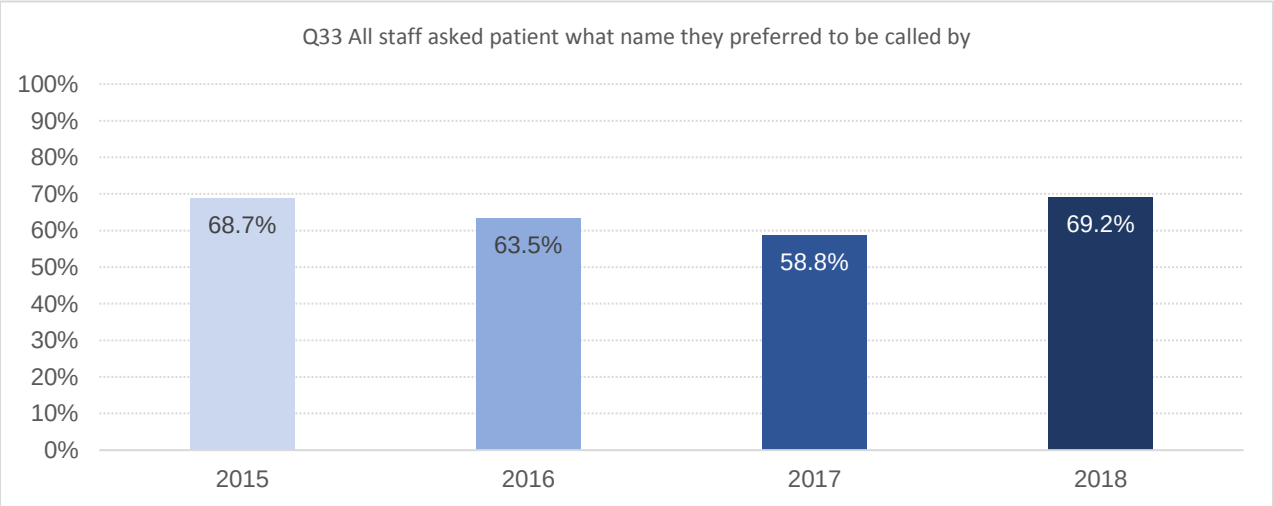


**Indicates where a score has been suppressed because there are less than 21 respondents.

Hospital care as an inpatient (continued)

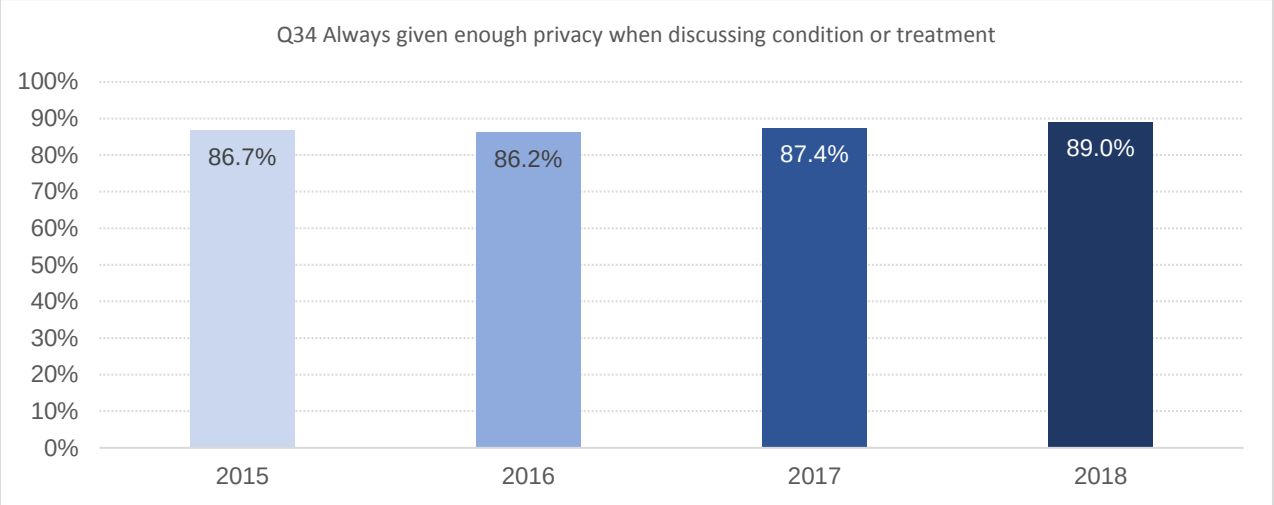


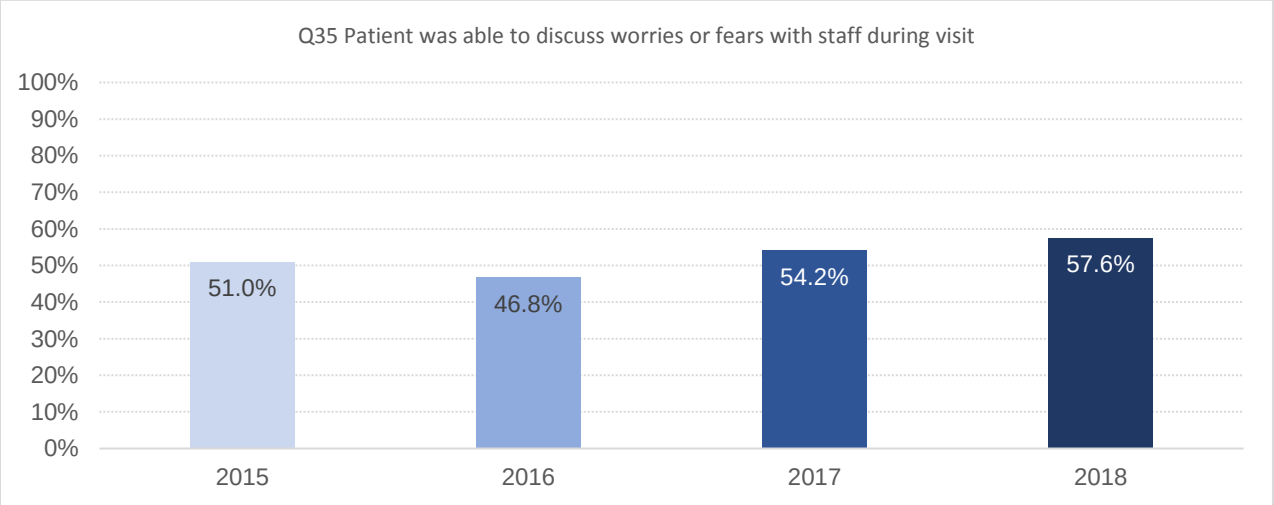


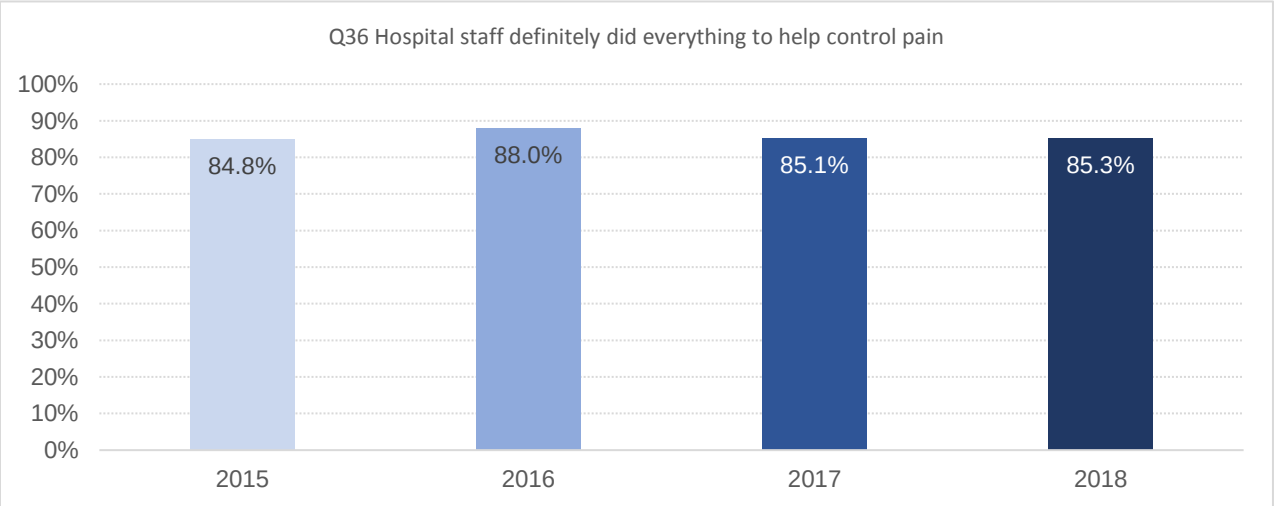


**Indicates where a score has been suppressed because there are less than 21 respondents.

Hospital care as an inpatient (continued)

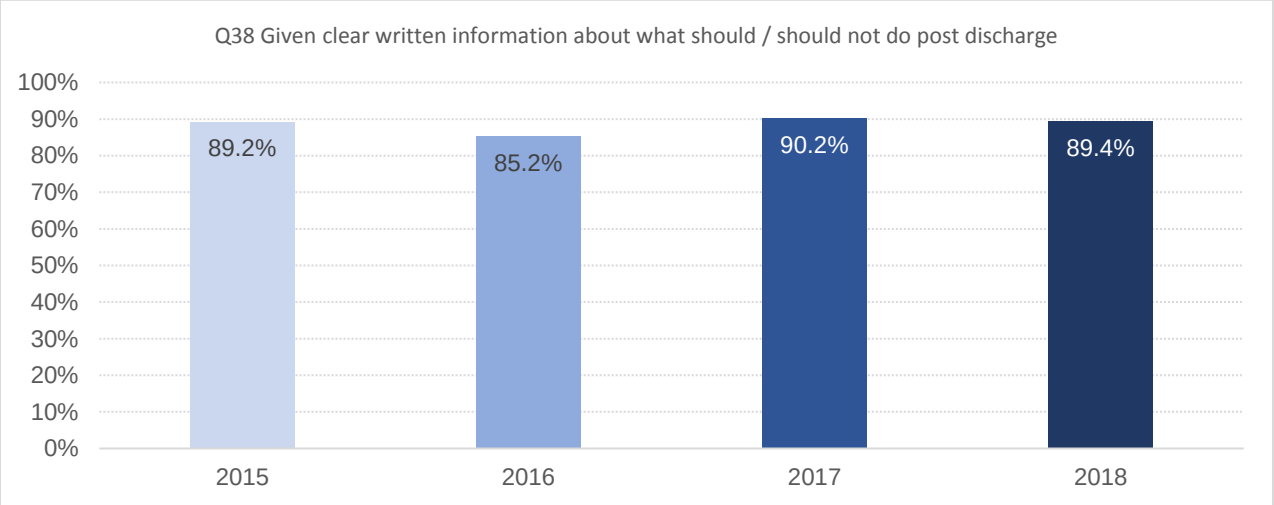


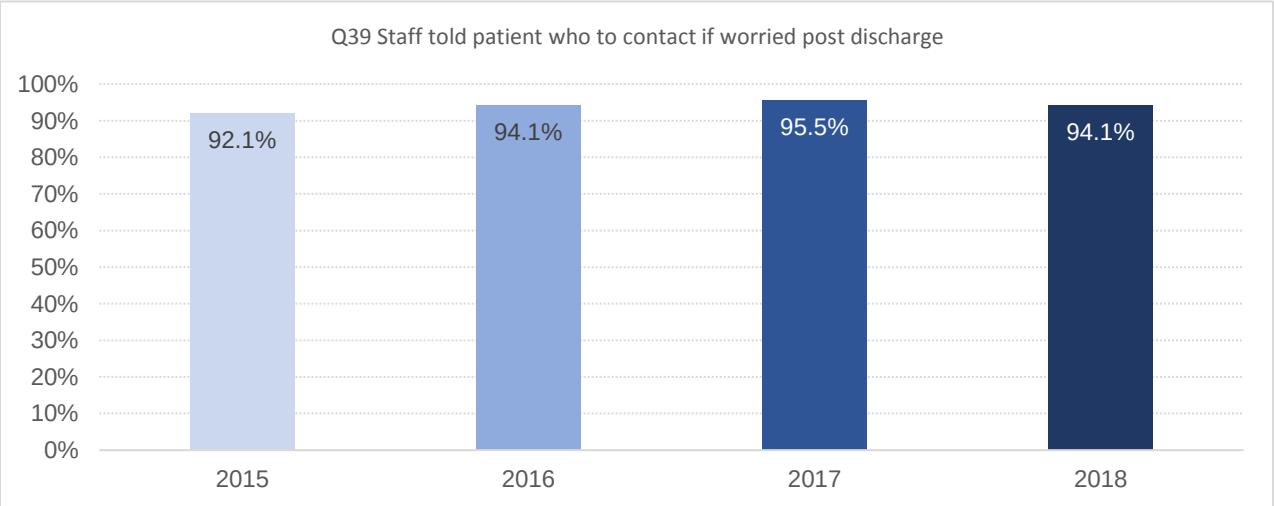




**Indicates where a score has been suppressed because there are less than 21 respondents.

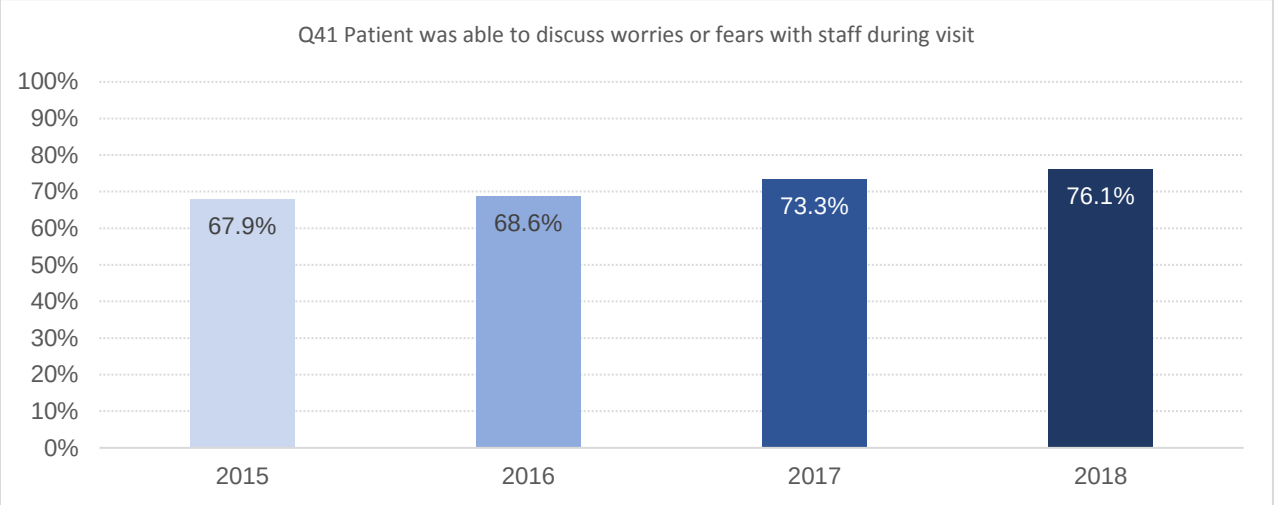
Hospital care as an inpatient (continued)

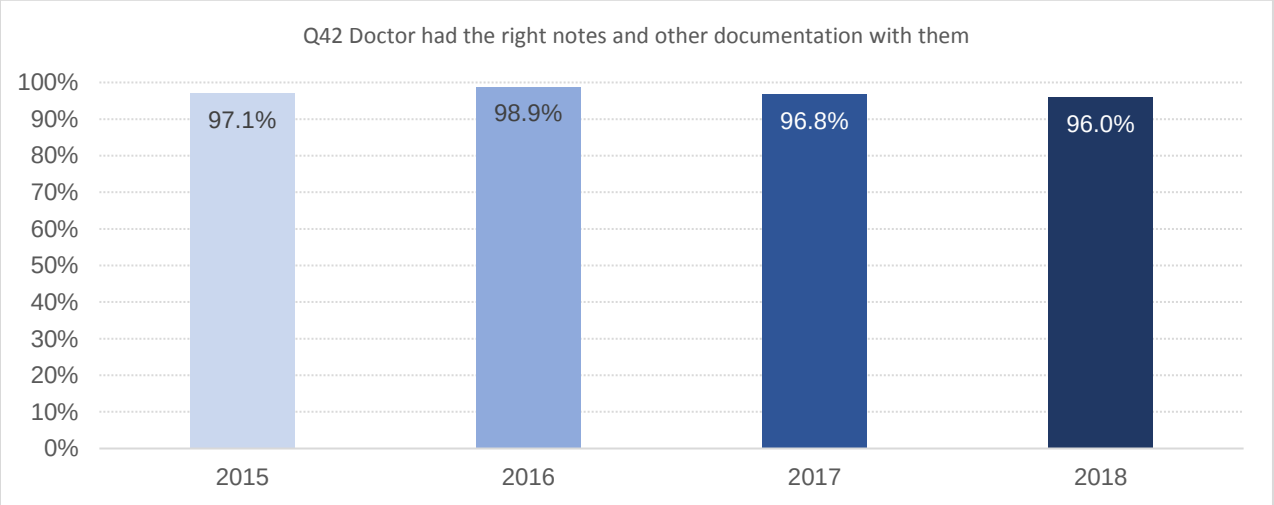


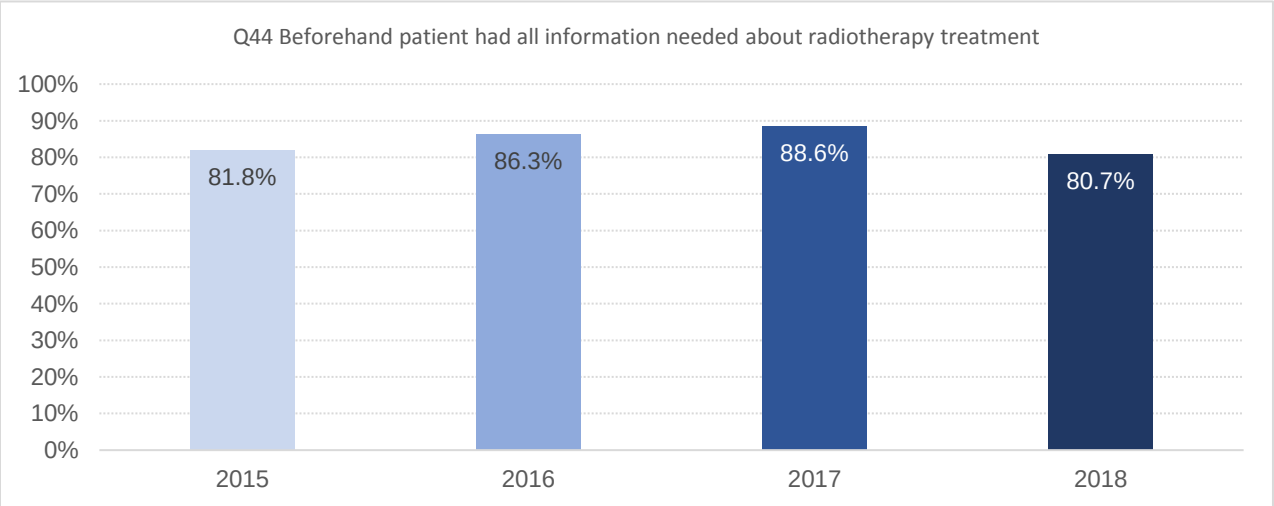


**Indicates where a score has been suppressed because there are less than 21 respondents.

Hospital care as a day patient / outpatient

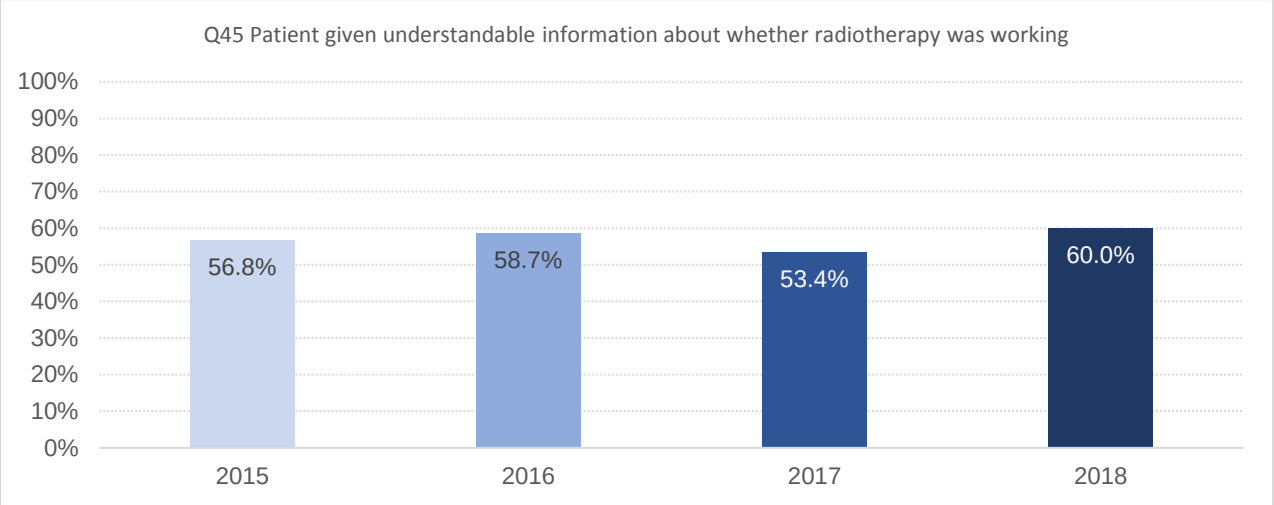


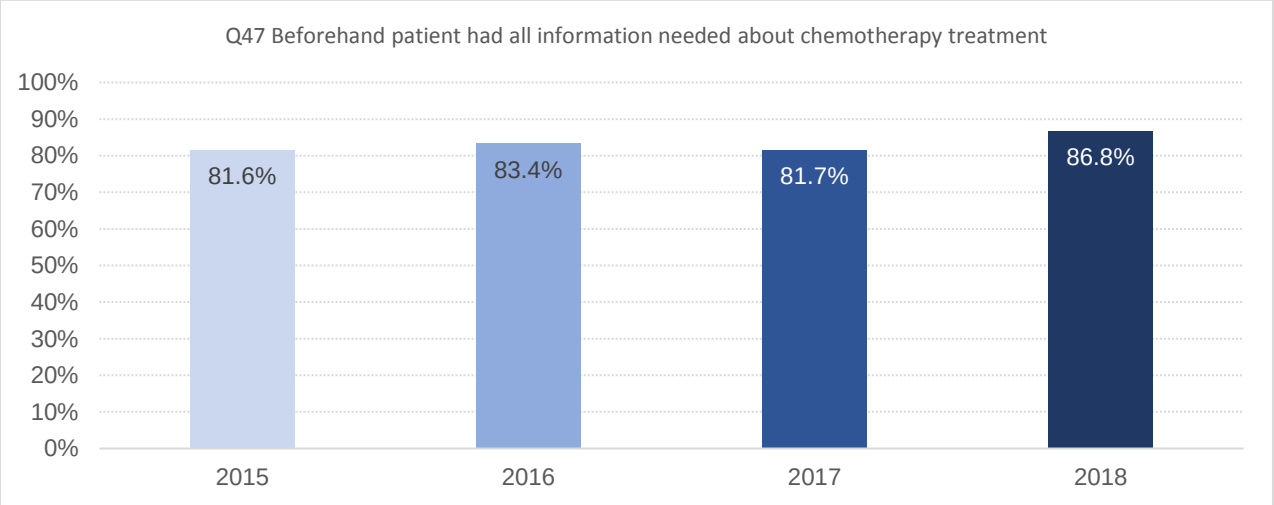


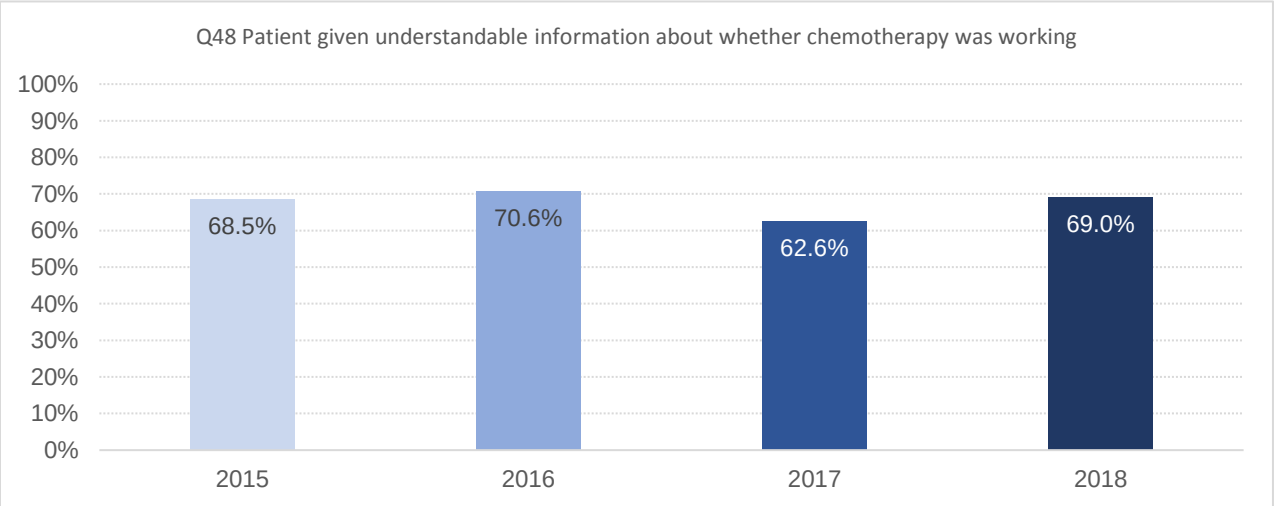


**Indicates where a score has been suppressed because there are less than 21 respondents.

Hospital care as a day patient / outpatient (continued)

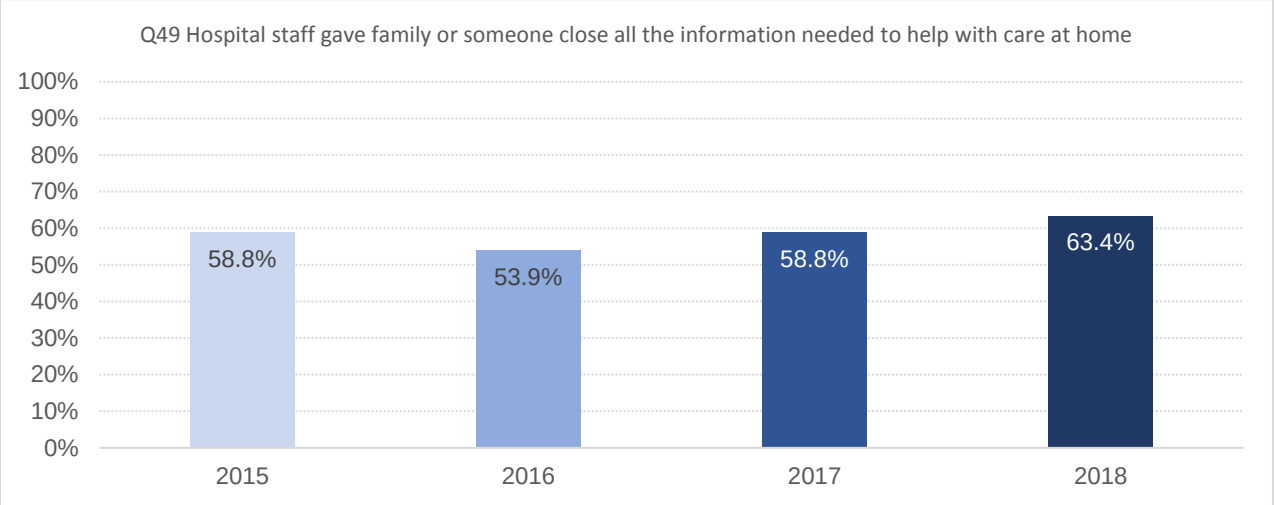


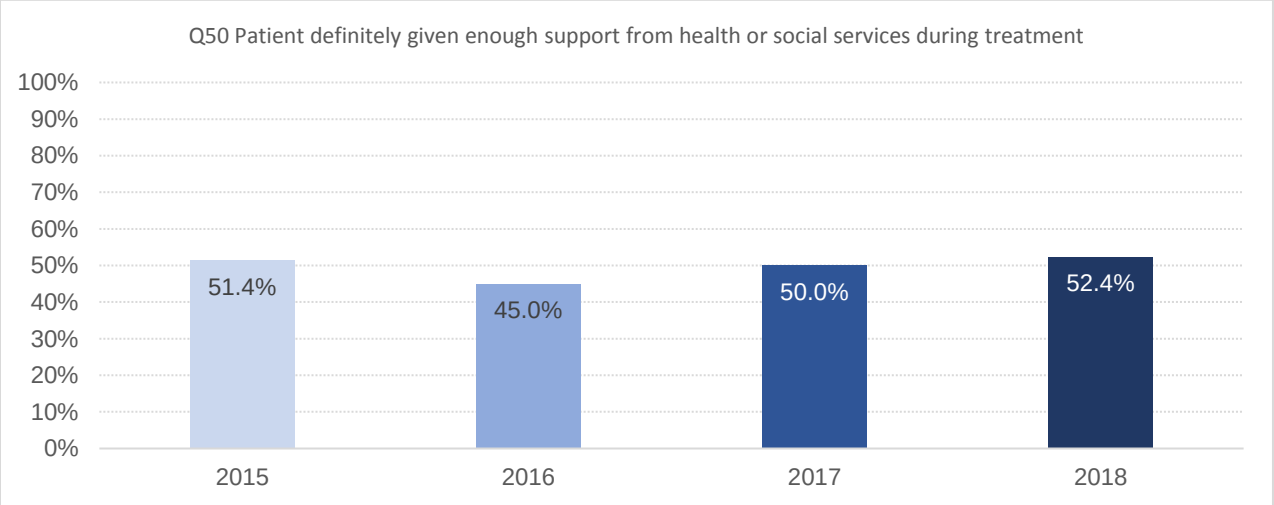


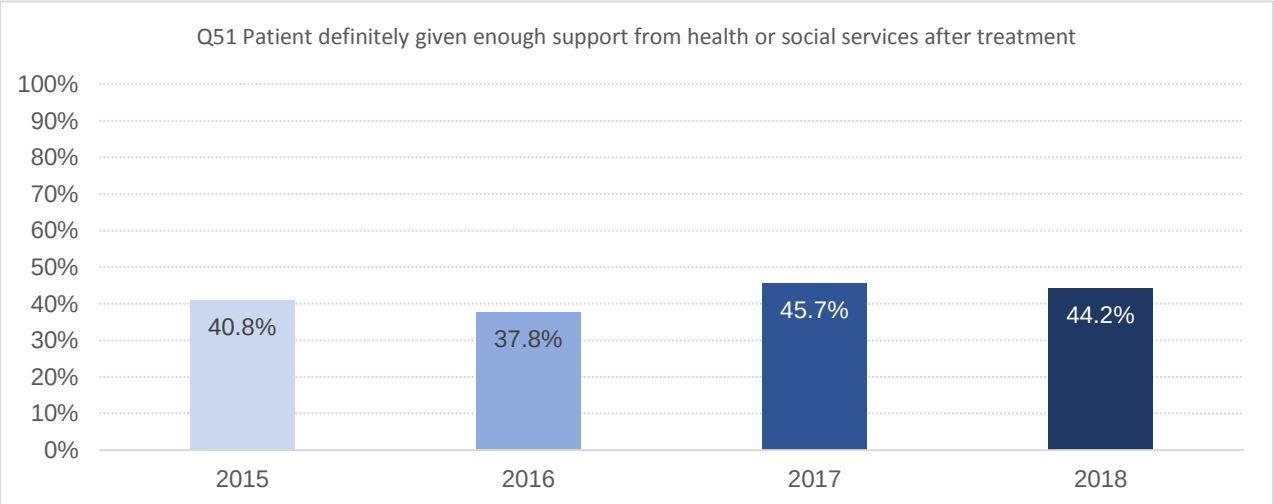


**Indicates where a score has been suppressed because there are less than 21 respondents.

Home care and support

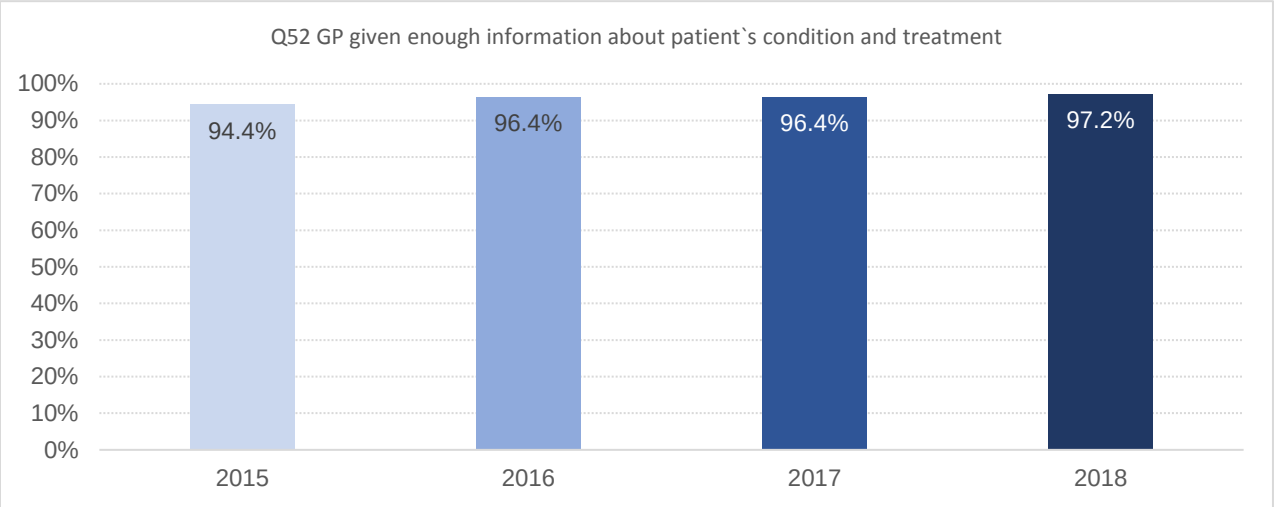


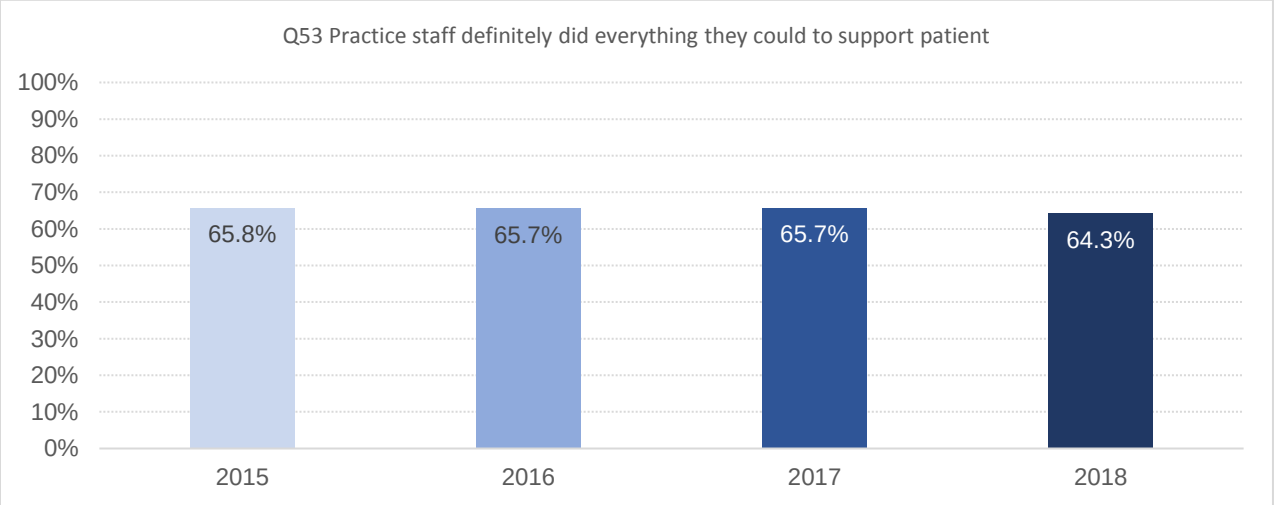




**Indicates where a score has been suppressed because there are less than 21 respondents.

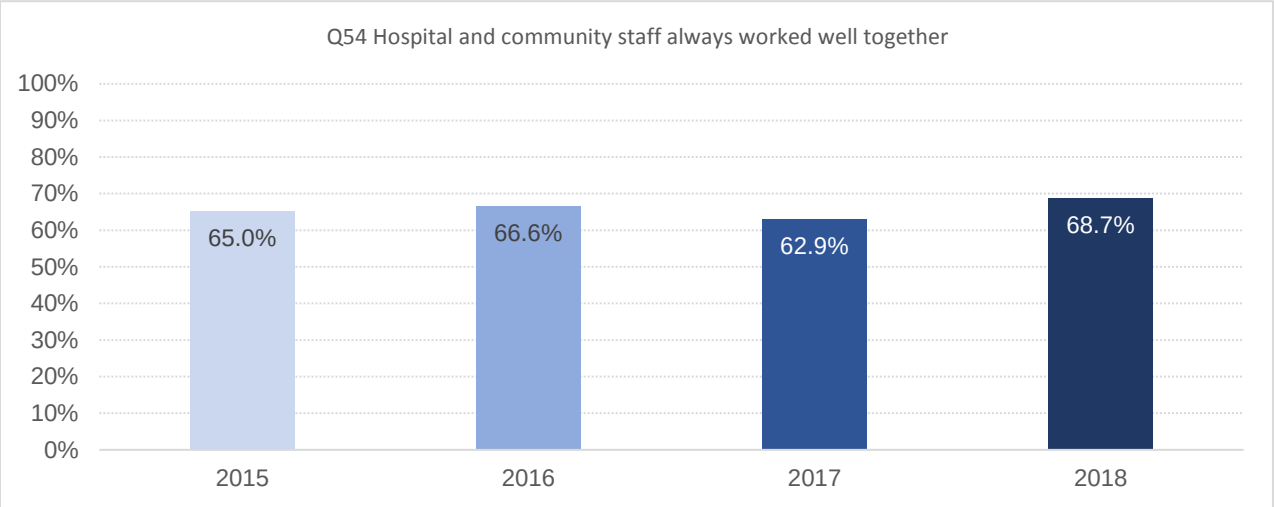
Care from your general practice

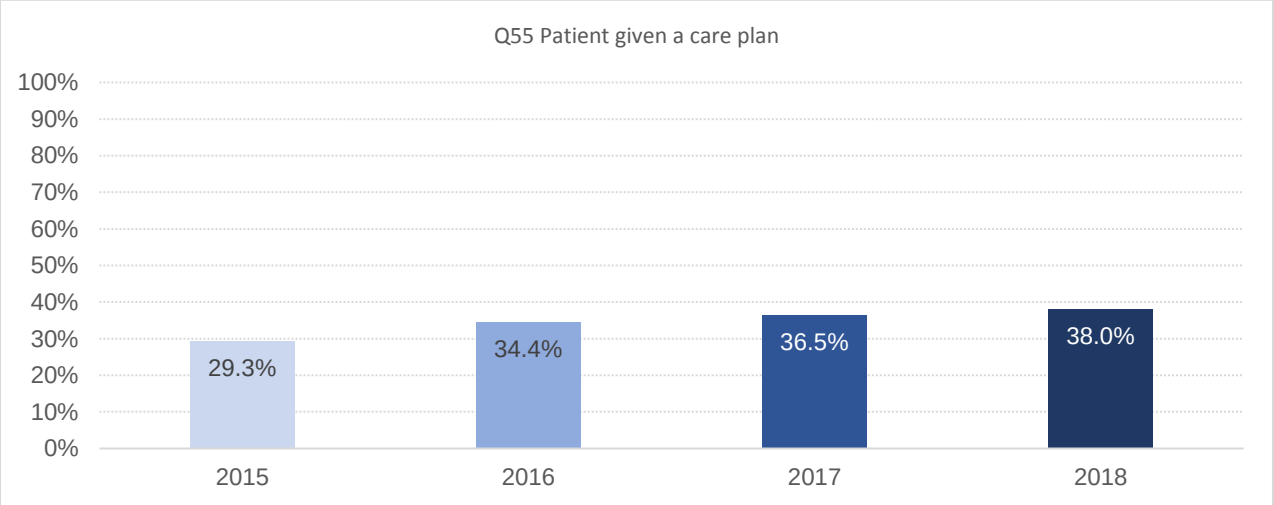


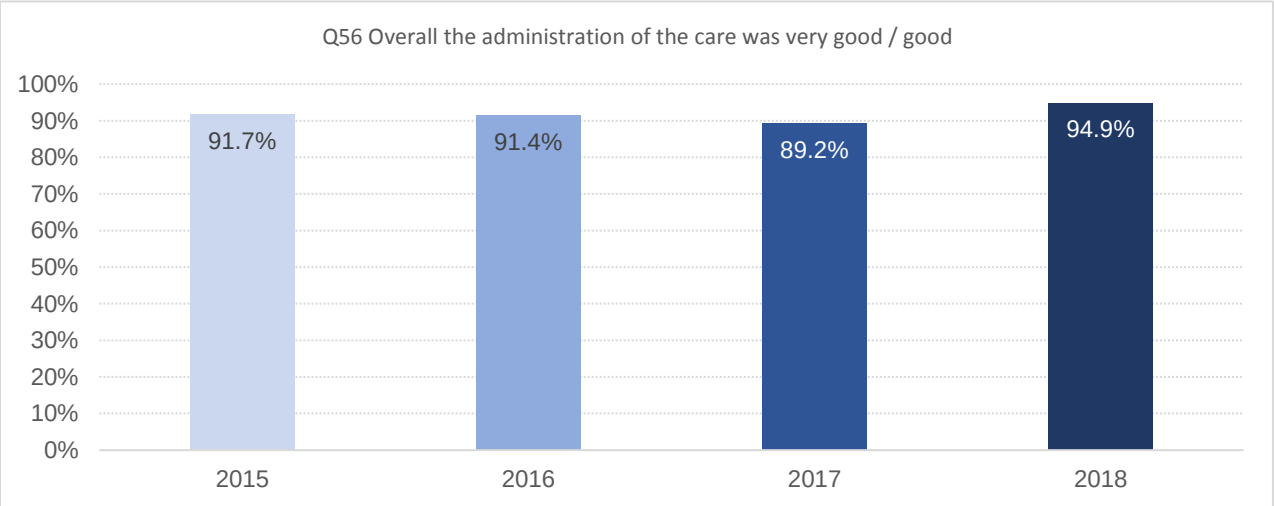


**Indicates where a score has been suppressed because there are less than 21 respondents.

Your overall NHS care

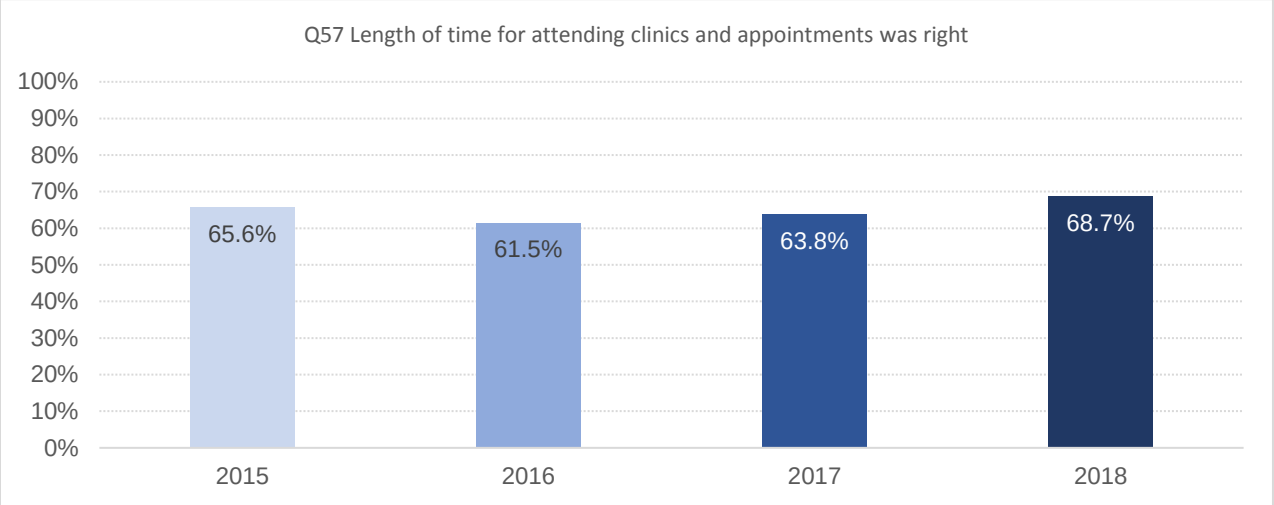


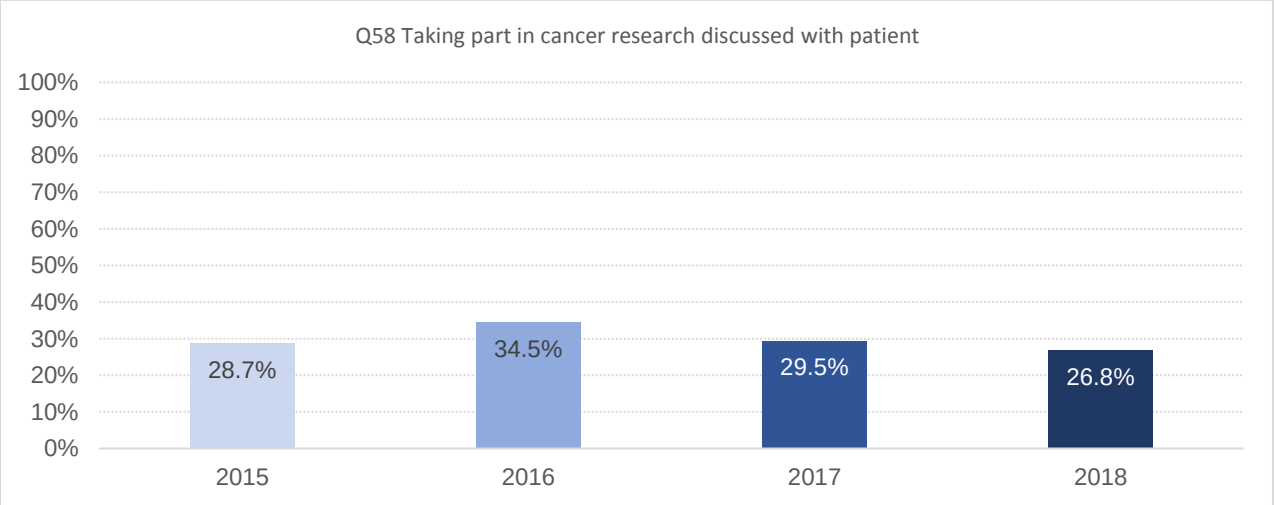


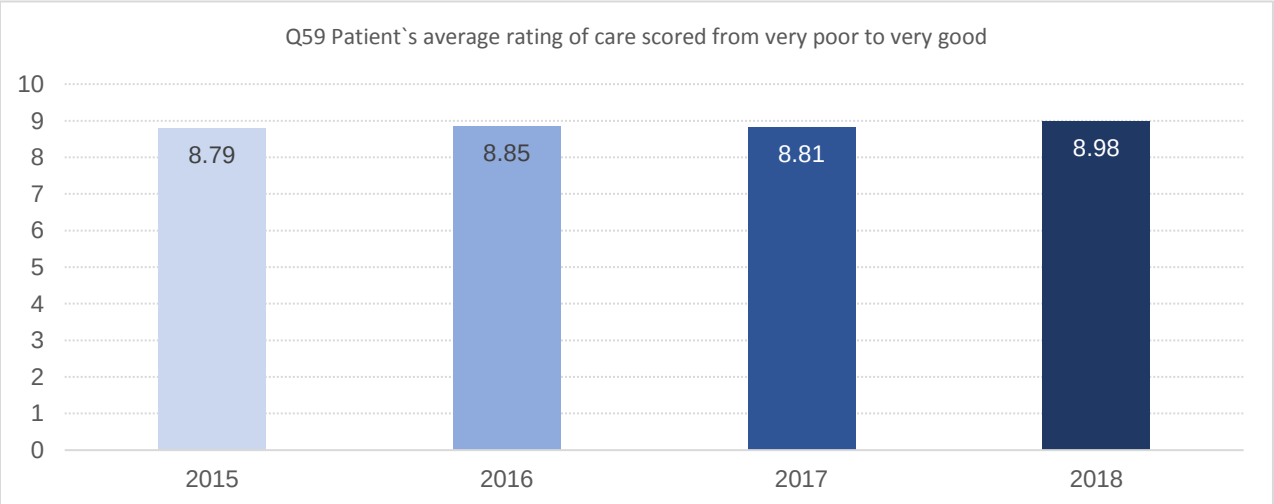


**Indicates where a score has been suppressed because there are less than 21 respondents.

Your overall NHS care (continued)







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

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

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%
07K	655	53	602	172	28	402	67%

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	1
Breast	73
Colorectal / LGT	42
Gynaecological	24
Haematological	78
Head and Neck	11
Lung	21
Prostate	24
Sarcoma	5
Skin	13
Upper Gastro	23
Urological	28
Other	59

** 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 CCG was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	1	2	5	8	30	80	57	9	192
Female	0	1	8	21	39	73	54	14	210
Total	1	3	13	29	69	153	111	23	402

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