

National Cancer Patient Experience Survey

2018 Results

National Cancer Vanguard - Greater Manchester

Published September 2019

The National Cancer Vanguard: Greater Manchester has changed its name after the survey fieldwork to Greater Manchester Cancer Alliance.

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	1,571	77%	1,485	79%			80%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,200	86%	2,181	86%			86%	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 6 questions for men and in 1 questions for women.

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

8.9 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:

80% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

92% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

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

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

61% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

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

These detailed tables contain results for all questions for all CCGs and Trusts within the Alliance. The tables further contain results on differences in patient experience across gender and across deprivation categories.

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

Questions which scored outside expected range

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

Seeing your GP

Q1	Saw GP once / twice before being told had to go to hospital	1,485	80%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,181	86%	82%	85%	84%

Deciding the best treatment for you

Q15	Patient definitely told about side effects that could affect them in the future	1,979	59%	54%	58%	56%
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Hospital care as an inpatient

Q29	Patient had confidence and trust in all doctors treating them	1,506	88%	83%	88%	85%
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Hospital care as a day patient / outpatient

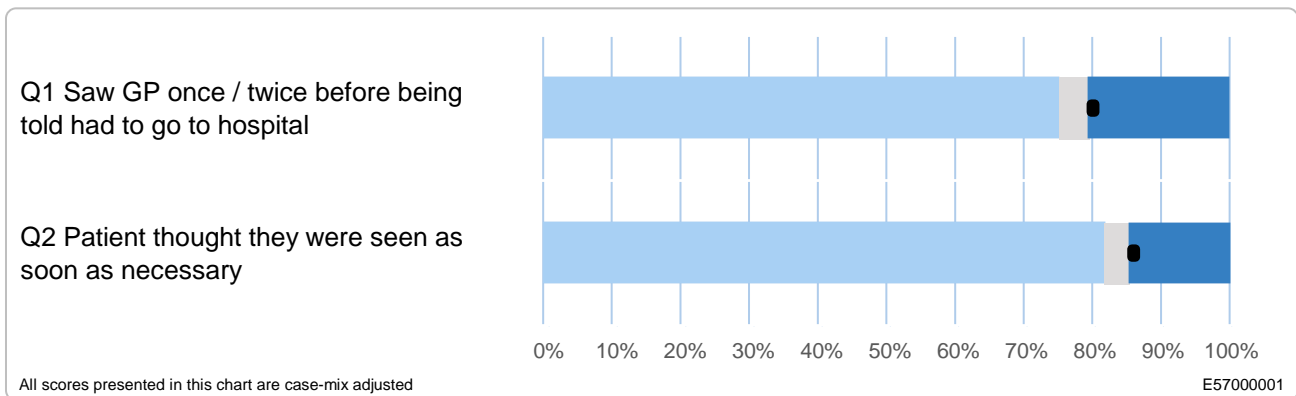
Q44	Beforehand patient had all information needed about radiotherapy treatment	494	90%	83%	89%	86%
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Your overall NHS care

Q55	Patient given a care plan	1,689	39%	31%	39%	35%
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Cancer Alliance results

Seeing your GP

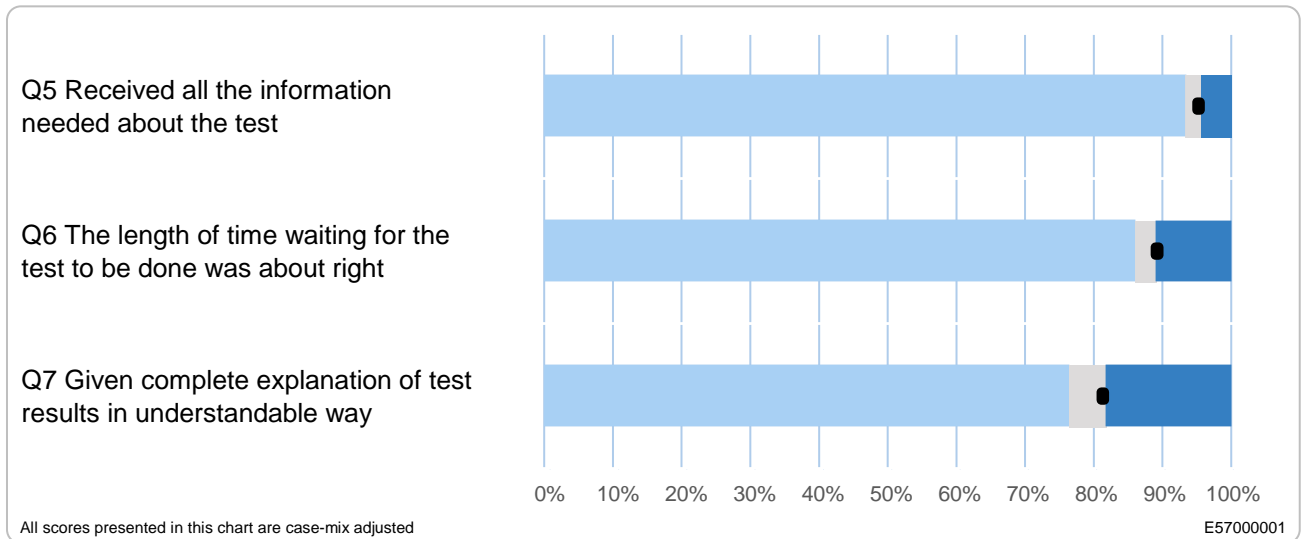


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,571	77%	1,485	79%			80%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,200	86%	2,181	86%			86%	82%	85%	84%

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

Cancer Alliance results

Diagnostic Tests

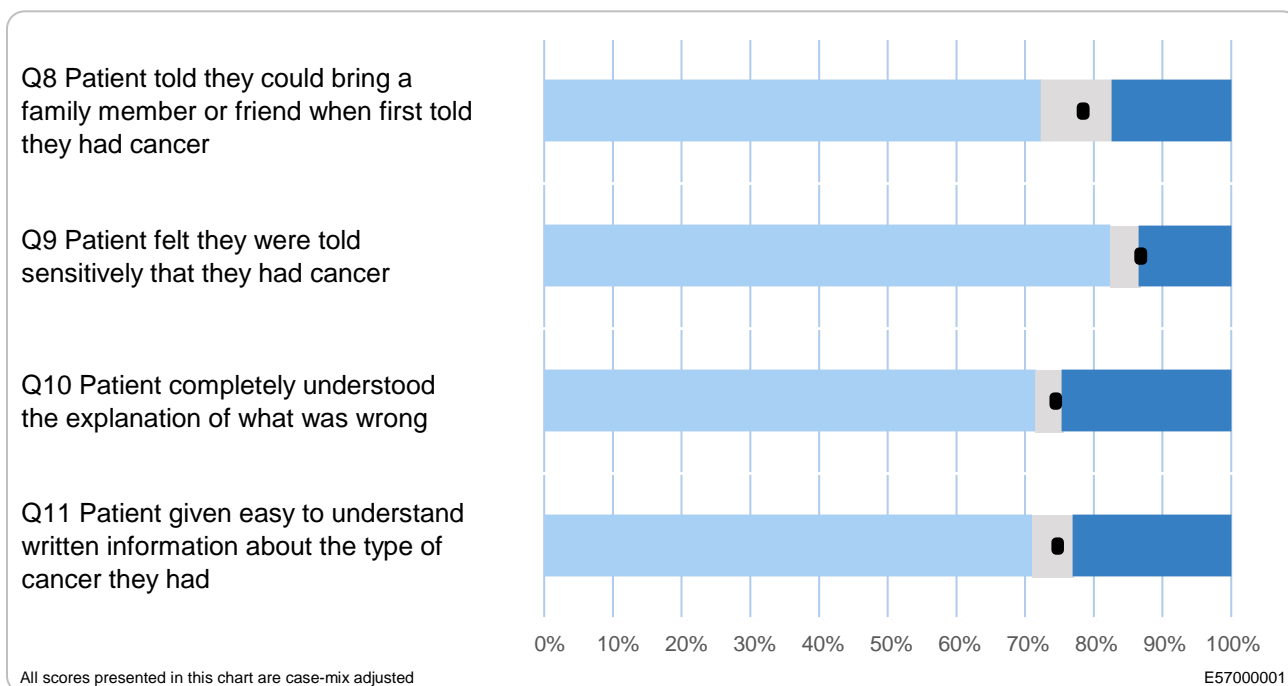


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q5	Received all the information needed about the test	1,854	94%	1,881	95%			95%	93%	96%	94%
Q6	The length of time waiting for the test to be done was about right	1,881	89%	1,902	89%			89%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	1,892	80%	1,916	81%			81%	76%	82%	79%

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Cancer Alliance results

Finding out what was wrong with you

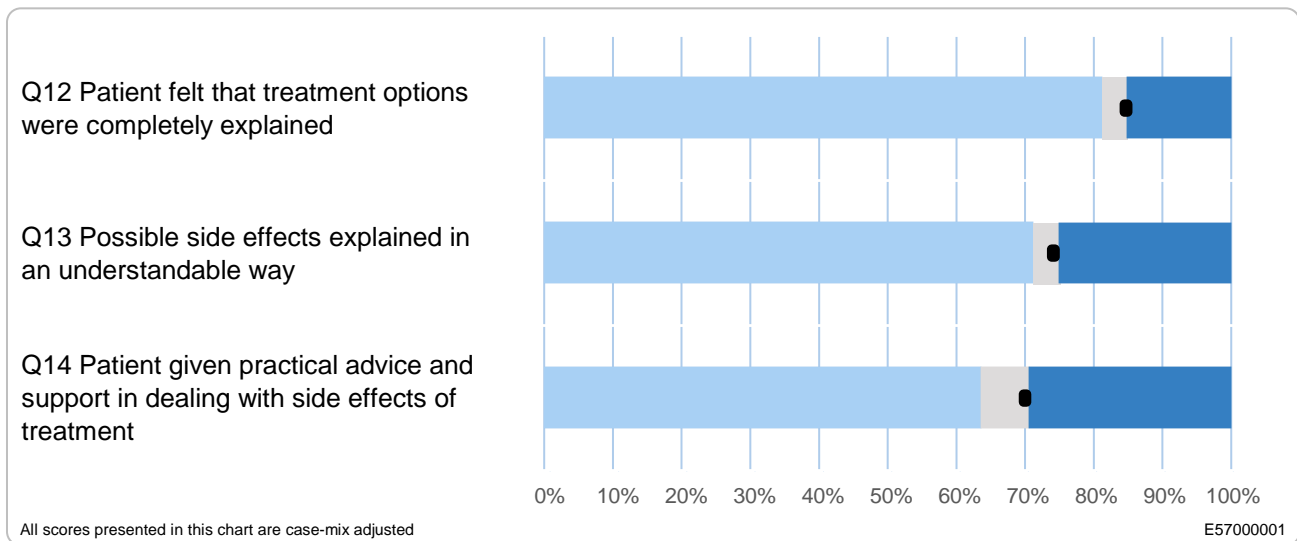


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,073	77%	2,042	79%			78%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	2,174	86%	2,187	87%			87%	82%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,212	74%	2,208	74%			74%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	1,933	74%	1,962	75%			74%	71%	77%	74%

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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 1 of 2)

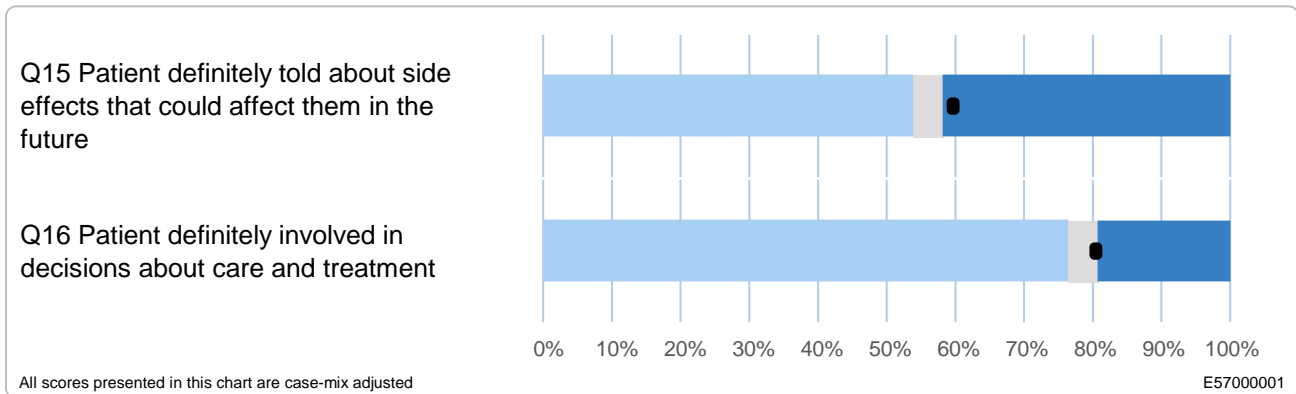


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q12	Patient felt that treatment options were completely explained	1,955	84%	1,954	85%			84%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	2,108	74%	2,093	74%			74%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,122	68%	2,088	71%			70%	64%	71%	67%

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

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

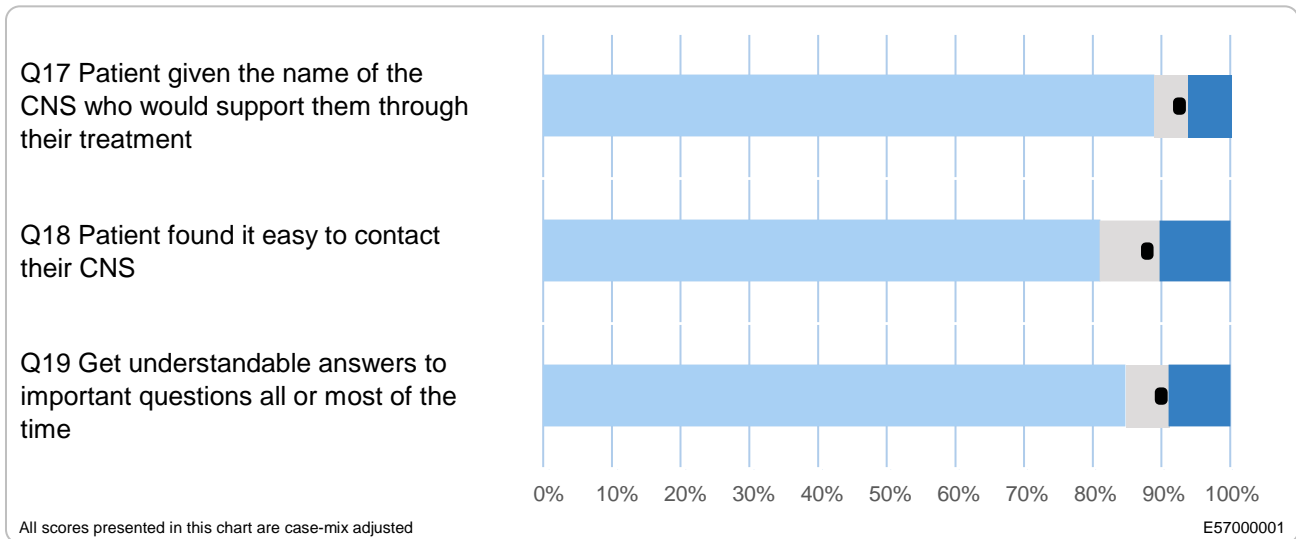


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	1,989	59%	1,979	60%			59%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	2,144	79%	2,175	80%			80%	76%	81%	79%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
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Cancer Alliance results

Clinical Nurse Specialist

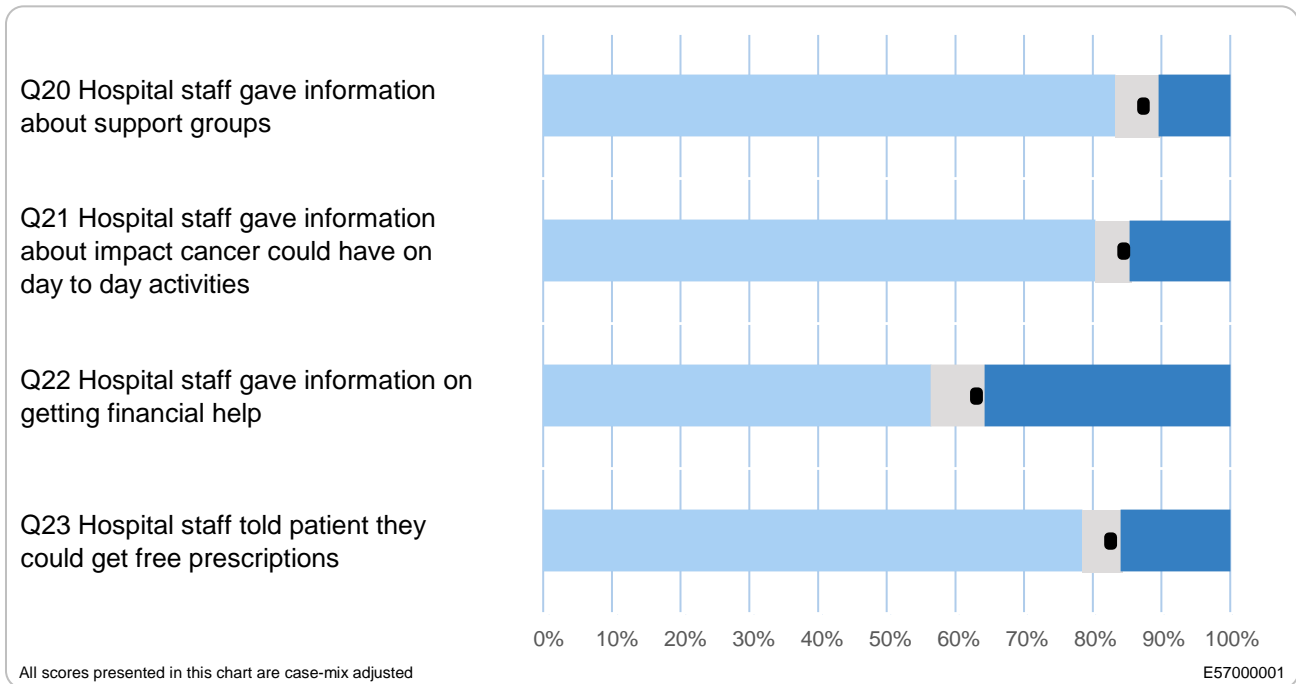


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,125	92%	2,143	92%			92%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	1,733	87%	1,741	88%			88%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	1,628	88%	1,624	90%			90%	85%	91%	88%

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

Support for people with cancer

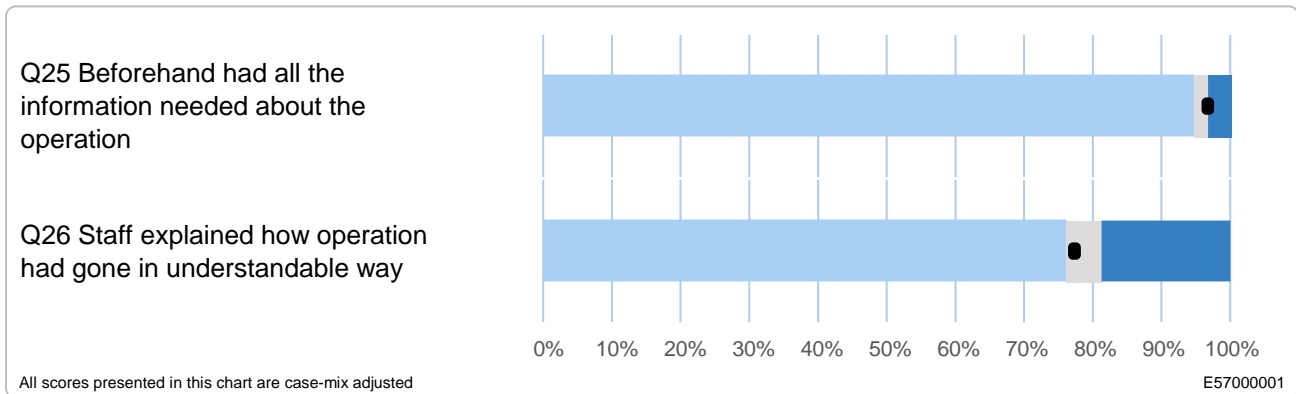


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20	1,657	85%	1,715	87%			87%	83%	90%	86%
Q21	1,454	84%	1,468	85%			84%	80%	85%	83%
Q22	1,231	61%	1,185	64%			63%	57%	64%	60%
Q23	990	81%	975	82%			82%	78%	84%	81%

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

Cancer Alliance results

Operations

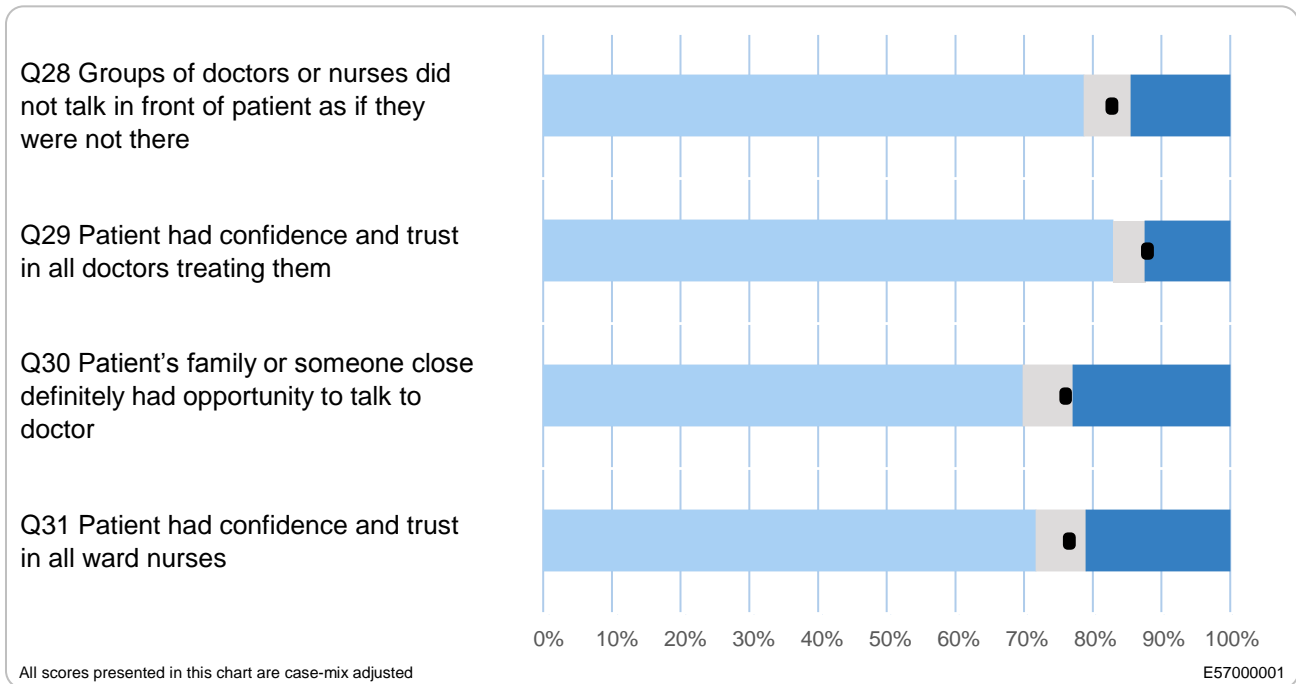


Question	Unadjusted Scores				2018 Case Mix Adjusted						
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q25	Beforehand had all the information needed about the operation	1,274	96%	1,338	96%			96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,269	79%	1,325	77%			77%	76%	81%	79%

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

Hospital care as an inpatient (Part 1 of 3)

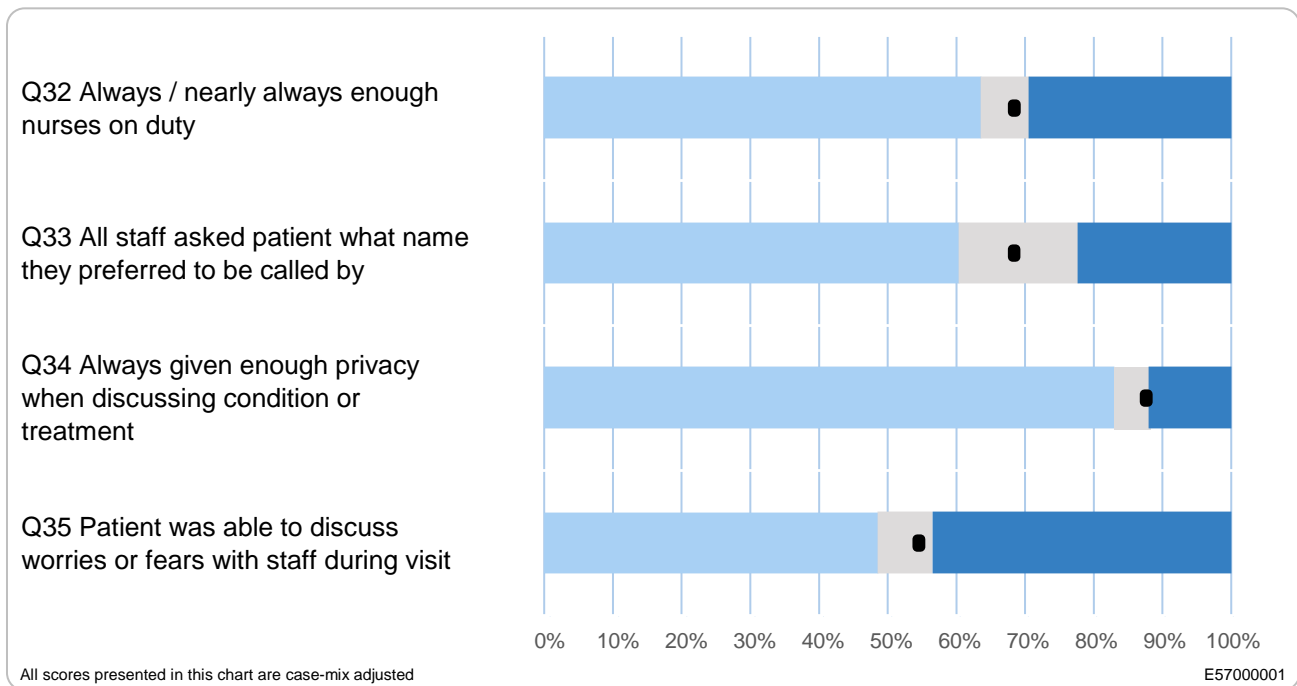


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28	1,512	81%	1,499	81%			83%	79%	86%	82%
Q29	1,514	87%	1,506	88%			88%	83%	88%	85%
Q30	1,266	77%	1,261	76%			76%	70%	77%	74%
Q31	1,511	75%	1,502	77%			76%	72%	79%	75%

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

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)

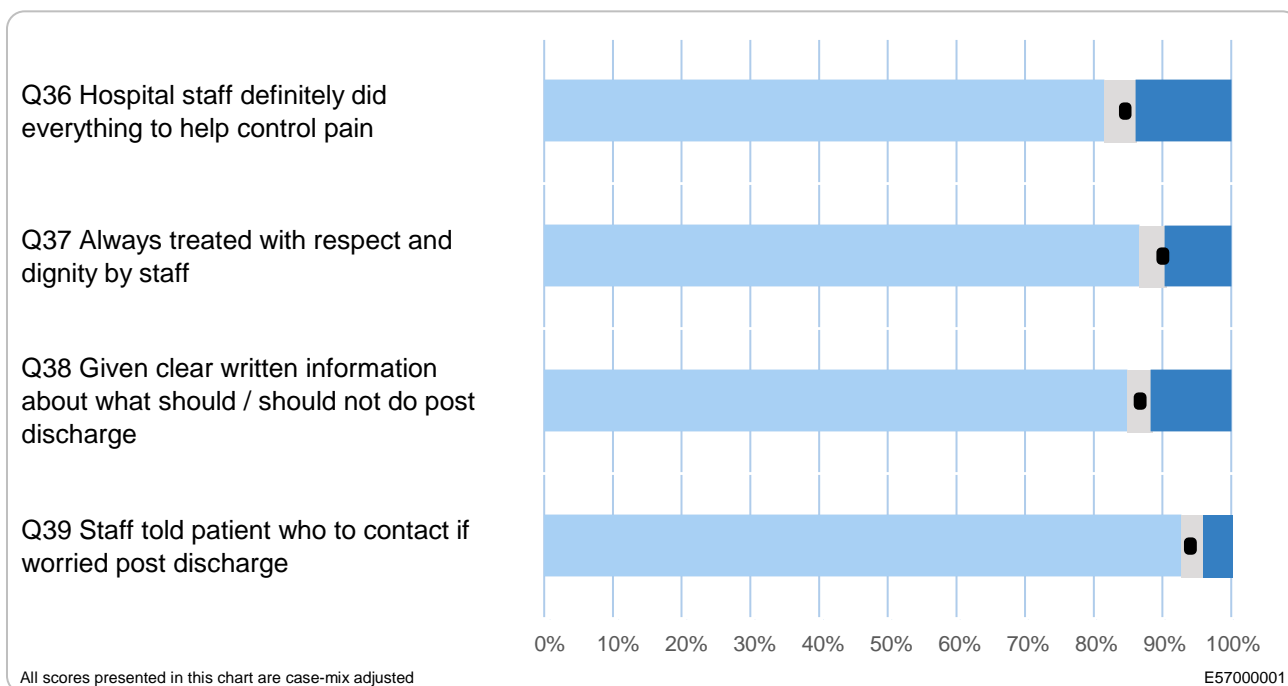


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,504	64%	1,499	68%			68%	64%	71%	67%
Q33 All staff asked patient what name they preferred to be called by	1,500	70%	1,475	69%			68%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,509	86%	1,492	87%			87%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,108	53%	1,098	55%			54%	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)

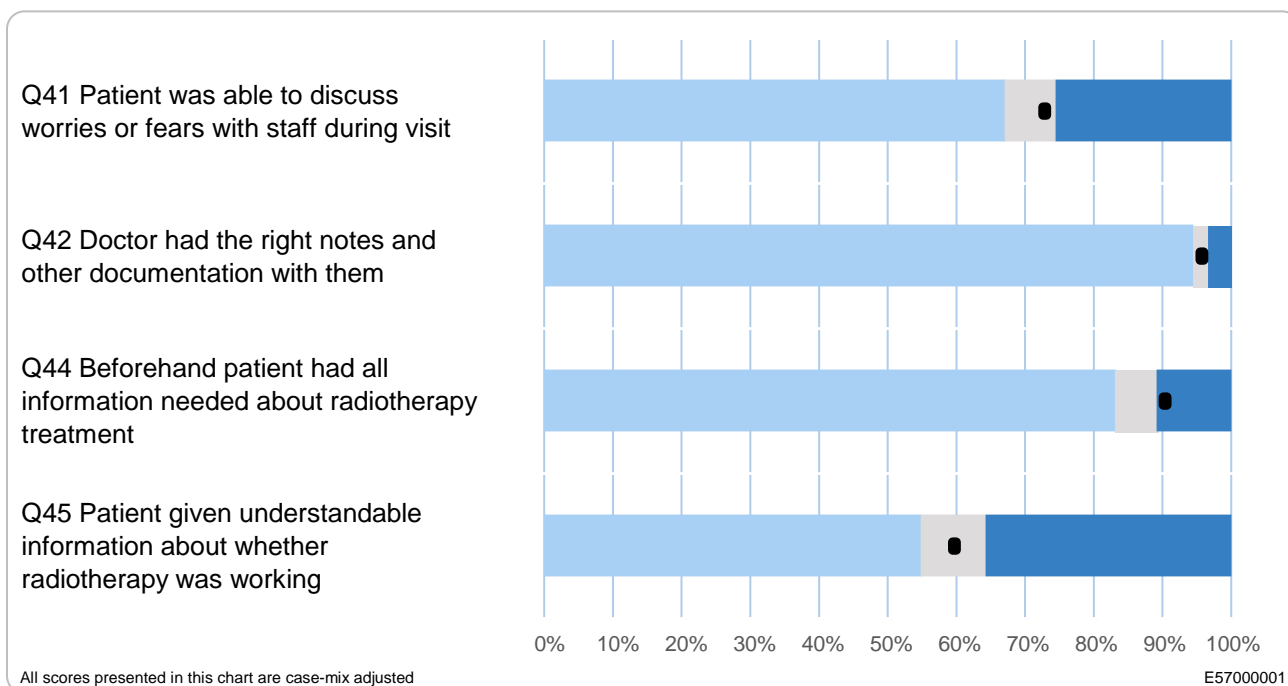


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,317	84%	1,349	84%			84%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	1,507	88%	1,510	90%			90%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,396	84%	1,405	86%			86%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	1,435	93%	1,443	94%			94%	93%	96%	94%

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

Cancer Alliance results

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

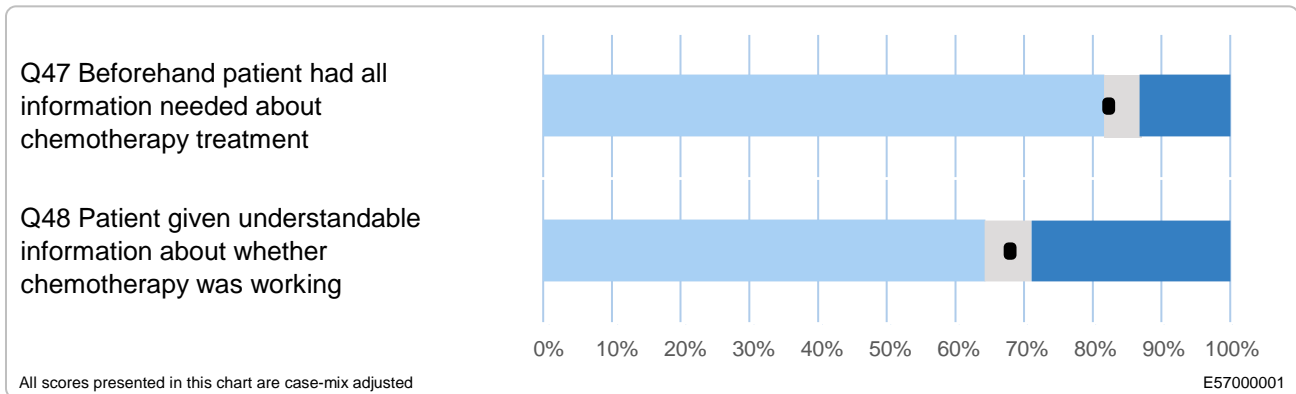


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,584	72%	1,570	73%			73%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	1,878	96%	1,861	96%			95%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	551	89%	494	90%			90%	83%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	468	62%	418	60%			59%	55%	64%	60%

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

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

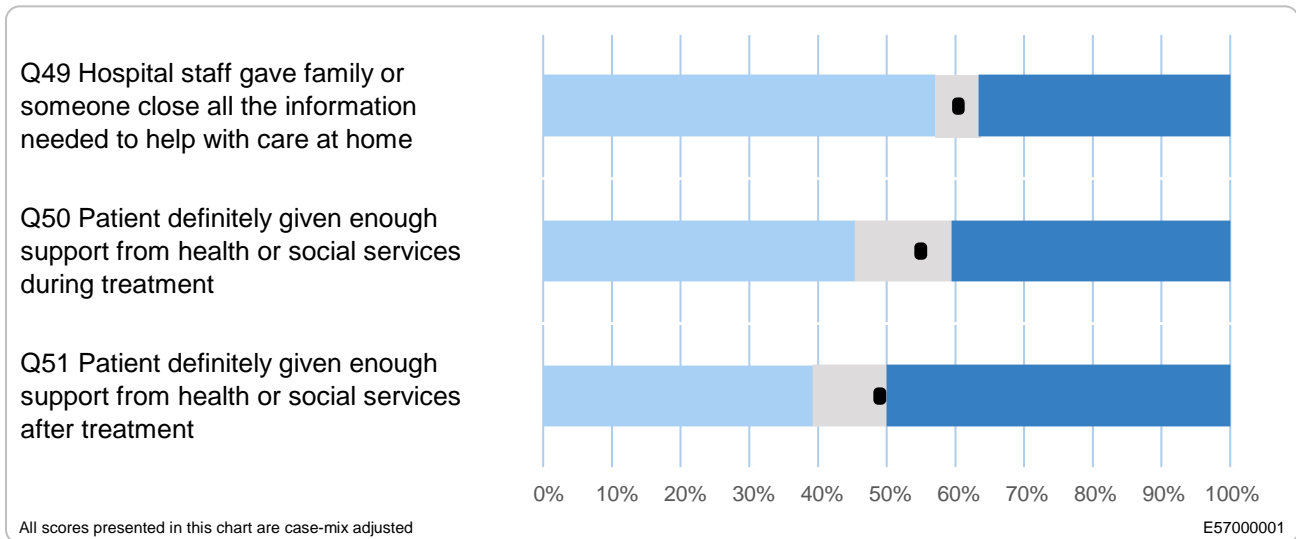


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted						
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score			
	Number of respondents	Score	Number of respondents	Score									
Q47	Beforehand patient had all information needed about chemotherapy treatment	898	85%	840	83%								
Q48	Patient given understandable information about whether chemotherapy was working	817	70%	763	68%								

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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

Home care and support

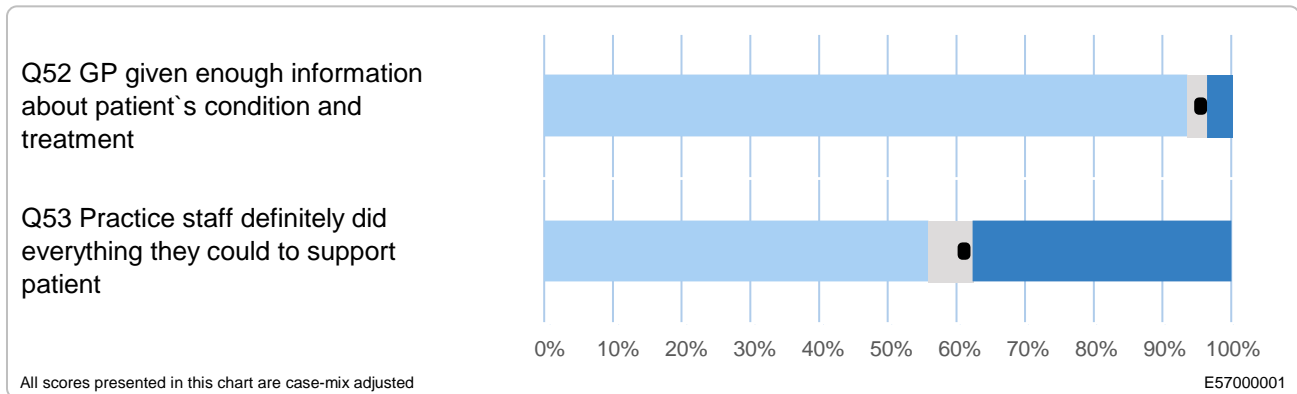


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,804	60%	1,820	61%			60%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,345	58%	1,293	55%			55%	45%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	859	53%	822	49%			49%	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

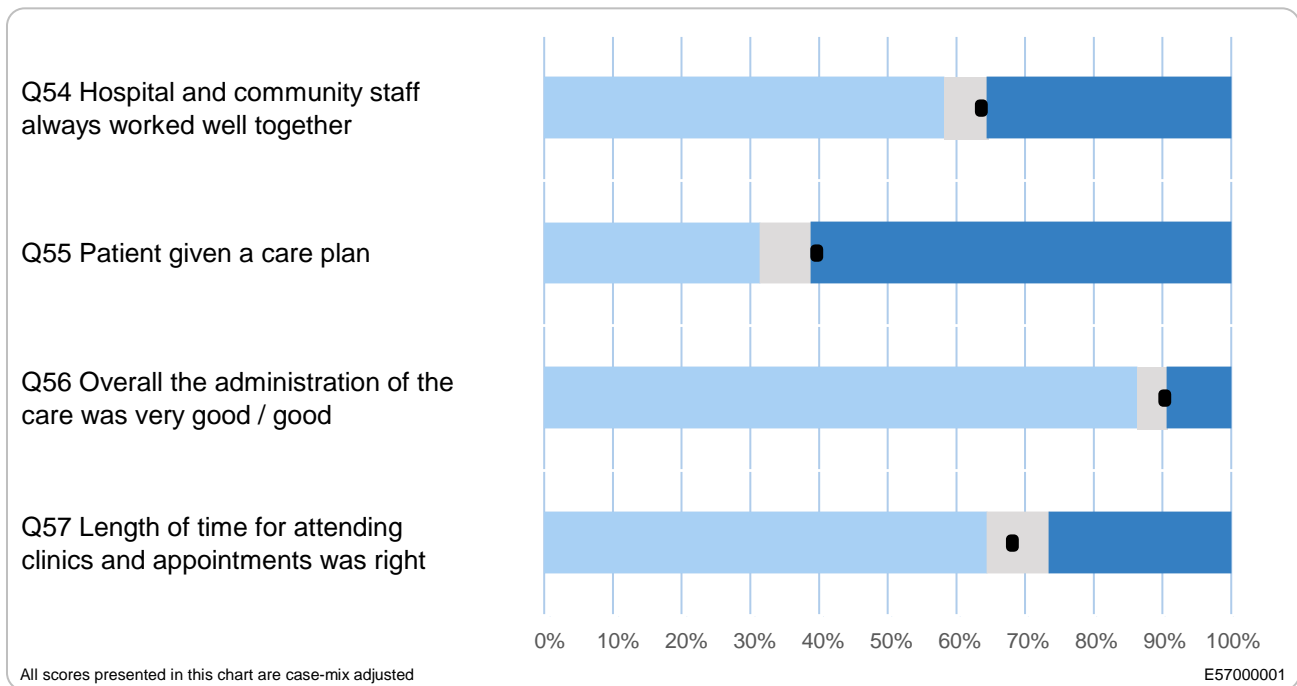


Question	Unadjusted Scores				2018 Case Mix Adjusted			
	2017		2018		2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score				
Q52 GP given enough information about patient's condition and treatment	1,826	94%	1,774	95%	95%	94%	97%	95%
Q53 Practice staff definitely did everything they could to support patient	1,486	62%	1,457	61%	61%	56%	62%	59%

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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

Your overall NHS care (Part 1 of 2)

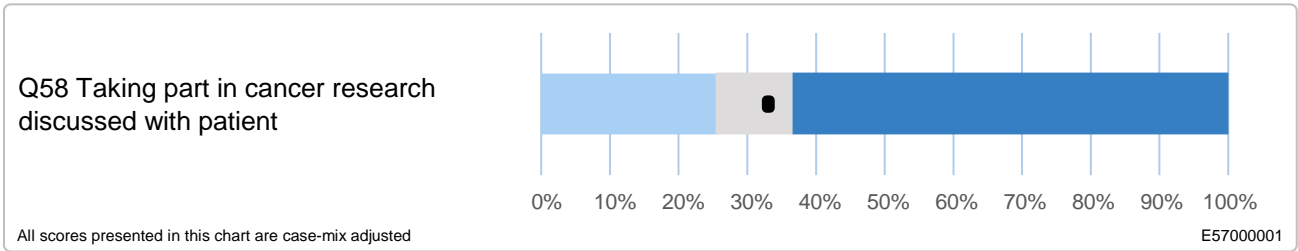


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	2,125	63%	2,122	64%			63%	58%	65%	61%
Q55 Patient given a care plan	1,720	39%	1,689	41%		↑	39%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	2,192	90%	2,192	90%			90%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	2,173	67%	2,178	69%			68%	65%	73%	69%

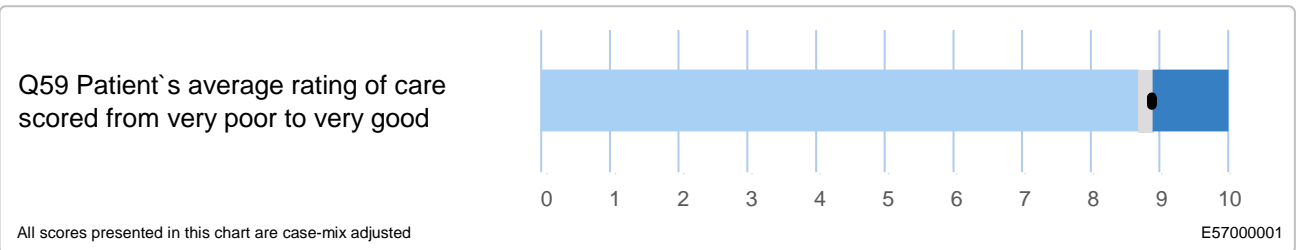
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there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

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q58 Taking part in cancer research discussed with patient	2,076	32%	2,083	33%		↑	33%	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	2,165	8.8	2,147	8.9			8.9	8.7	8.9	8.8

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

Comparisons by tumour group for this Cancer Alliance

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

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	58%	*	73%
Breast	96%	94%	91%	90%
Colorectal / LGT	75%	72%	88%	83%
Gynaecological	83%	75%	83%	79%
Haematological	66%	64%	84%	81%
Head and Neck	81%	79%	81%	80%
Lung	85%	71%	81%	82%
Prostate	82%	81%	89%	85%
Sarcoma	*	66%	*	71%
Skin	96%	90%	88%	86%
Upper Gastro	73%	72%	83%	78%
Urological	81%	81%	87%	85%
Other	68%	73%	78%	79%
All Cancers	79%	77%	86%	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	97%	95%	95%	91%	88%	82%
Colorectal / LGT	98%	96%	89%	87%	82%	81%
Gynaecological	93%	94%	85%	85%	82%	77%
Haematological	95%	95%	86%	88%	78%	77%
Head and Neck	93%	92%	88%	85%	87%	80%
Lung	94%	94%	90%	87%	78%	79%
Prostate	93%	94%	88%	86%	83%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	97%	96%	88%	90%	88%	83%
Upper Gastro	97%	94%	85%	83%	74%	75%
Urological	90%	94%	90%	87%	73%	79%
Other	94%	95%	87%	86%	78%	76%
All Cancers	95%	94%	89%	88%	81%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

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

[§] These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	81%	*	70%	*	64%
Breast	86%	84%	79%	75%	74%	69%
Colorectal / LGT	86%	85%	75%	76%	77%	70%
Gynaecological	86%	85%	73%	75%	67%	67%
Haematological	84%	81%	75%	70%	72%	66%
Head and Neck	86%	85%	76%	74%	67%	70%
Lung	85%	84%	70%	74%	67%	69%
Prostate	84%	82%	73%	72%	68%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	93%	89%	79%	80%	85%	74%
Upper Gastro	86%	81%	71%	72%	72%	68%
Urological	84%	82%	70%	71%	58%	62%
Other	82%	80%	74%	72%	69%	64%
All Cancers	85%	83%	74%	73%	71%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA §	National	This CA §	National
Brain / CNS	*	61%	*	70%
Breast	64%	56%	84%	79%
Colorectal / LGT	67%	58%	82%	80%
Gynaecological	61%	55%	81%	79%
Haematological	55%	51%	78%	77%
Head and Neck	59%	62%	85%	79%
Lung	55%	56%	80%	79%
Prostate	68%	64%	82%	81%
Sarcoma	*	52%	*	75%
Skin	60%	66%	88%	87%
Upper Gastro	62%	54%	79%	76%
Urological	51%	53%	80%	77%
Other	60%	53%	70%	76%
All Cancers	60%	56%	80%	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	96%	95%	90%	85%	92%	88%
Colorectal / LGT	92%	92%	90%	88%	87%	89%
Gynaecological	96%	94%	89%	85%	87%	88%
Haematological	95%	92%	90%	88%	90%	89%
Head and Neck	93%	90%	85%	87%	93%	88%
Lung	90%	93%	90%	87%	90%	88%
Prostate	94%	90%	82%	82%	89%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	88%	91%	92%	89%	95%	91%
Upper Gastro	92%	93%	86%	85%	90%	87%
Urological	82%	84%	83%	82%	88%	87%
Other	90%	88%	88%	85%	88%	87%
All Cancers	92%	91%	88%	85%	90%	88%

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	92%	91%	90%	86%	68%	65%	87%	82%
Colorectal / LGT	91%	86%	87%	84%	65%	58%	85%	83%
Gynaecological	90%	85%	90%	82%	76%	61%	87%	77%
Haematological	86%	86%	86%	84%	67%	62%	89%	87%
Head and Neck	82%	86%	83%	83%	65%	60%	78%	82%
Lung	86%	86%	77%	81%	72%	71%	71%	85%
Prostate	90%	89%	88%	85%	55%	51%	86%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	86%	89%	87%	84%	71%	60%	*	72%
Upper Gastro	79%	84%	76%	81%	55%	63%	81%	84%
Urological	76%	79%	69%	75%	38%	44%	55%	68%
Other	85%	82%	84%	78%	62%	58%	78%	80%
All Cancers	87%	86%	85%	83%	64%	60%	82%	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	97%	96%	79%	79%
Colorectal / LGT	98%	96%	80%	83%
Gynaecological	99%	96%	80%	81%
Haematological	93%	94%	76%	77%
Head and Neck	94%	95%	76%	78%
Lung	92%	95%	69%	78%
Prostate	97%	95%	73%	75%
Sarcoma	*	94%	*	78%
Skin	99%	97%	85%	84%
Upper Gastro	99%	95%	88%	80%
Urological	94%	95%	68%	76%
Other	95%	95%	84%	78%
All Cancers	96%	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	88%	89%	90%	86%	83%	77%	79%	77%
Colorectal / LGT	74%	77%	89%	86%	76%	73%	74%	71%
Gynaecological	88%	85%	91%	86%	83%	72%	79%	73%
Haematological	78%	81%	86%	81%	80%	74%	81%	76%
Head and Neck	80%	79%	88%	86%	84%	75%	75%	74%
Lung	74%	77%	83%	83%	75%	74%	72%	76%
Prostate	91%	86%	95%	89%	66%	73%	90%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	94%	89%	92%	90%	75%	81%	88%	87%
Upper Gastro	80%	74%	84%	82%	75%	73%	75%	71%
Urological	78%	80%	89%	87%	61%	70%	70%	78%
Other	78%	80%	81%	82%	71%	71%	74%	72%
All Cancers	81%	82%	88%	85%	76%	74%	77%	75%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	74%	71%	60%	64%	88%	87%	60%	56%
Colorectal / LGT	67%	62%	76%	71%	88%	85%	53%	54%
Gynaecological	71%	67%	69%	67%	88%	84%	58%	51%
Haematological	65%	64%	78%	71%	92%	86%	70%	55%
Head and Neck	57%	66%	70%	69%	86%	87%	55%	55%
Lung	70%	70%	70%	74%	83%	85%	49%	52%
Prostate	85%	73%	74%	69%	93%	88%	52%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	82%	80%	78%	72%	89%	91%	*	59%
Upper Gastro	55%	61%	71%	75%	86%	84%	60%	51%
Urological	61%	69%	64%	73%	85%	85%	37%	47%
Other	67%	62%	70%	68%	87%	82%	48%	48%
All Cancers	68%	67%	69%	69%	87%	86%	55%	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	90%	86%	91%	89%	93%	92%	94%	96%
Colorectal / LGT	82%	85%	89%	87%	83%	84%	93%	94%
Gynaecological	87%	83%	90%	87%	91%	88%	98%	95%
Haematological	87%	83%	92%	90%	85%	81%	98%	95%
Head and Neck	75%	83%	92%	87%	84%	88%	97%	93%
Lung	84%	84%	87%	89%	84%	84%	91%	92%
Prostate	86%	84%	94%	91%	85%	90%	92%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	96%	88%	97%	93%	89%	91%	97%	96%
Upper Gastro	79%	82%	92%	86%	86%	82%	95%	94%
Urological	76%	81%	85%	89%	80%	86%	85%	91%
Other	88%	81%	89%	87%	88%	83%	94%	92%
All Cancers	84%	84%	90%	89%	86%	87%	94%	94%

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	78%	70%	94%	96%	93%	88%	63%	61%
Colorectal / LGT	74%	73%	97%	96%	91%	84%	62%	57%
Gynaecological	71%	71%	98%	96%	94%	86%	69%	61%
Haematological	80%	74%	96%	96%	85%	83%	70%	59%
Head and Neck	74%	73%	97%	96%	94%	86%	63%	61%
Lung	72%	69%	97%	95%	85%	85%	44%	56%
Prostate	73%	73%	93%	95%	89%	87%	69%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	72%	74%	97%	97%	*	85%	*	72%
Upper Gastro	68%	70%	95%	95%	79%	82%	43%	53%
Urological	58%	67%	95%	95%	*	82%	*	55%
Other	65%	68%	96%	95%	86%	85%	53%	60%
All Cancers	73%	71%	96%	96%	90%	86%	60%	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	87%	83%	69%	64%
Colorectal / LGT	85%	85%	71%	64%
Gynaecological	83%	86%	79%	68%
Haematological	82%	85%	75%	75%
Head and Neck	*	79%	*	54%
Lung	81%	84%	63%	67%
Prostate	*	85%	*	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	n.a.	79%
Upper Gastro	80%	84%	54%	61%
Urological	80%	82%	65%	65%
Other	86%	85%	68%	70%
All Cancers	83%	84%	68%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	60%	*	50%	*	48%
Breast	70%	59%	55%	54%	49%	42%
Colorectal / LGT	64%	63%	63%	60%	61%	52%
Gynaecological	60%	59%	60%	47%	32%	38%
Haematological	63%	63%	51%	52%	45%	44%
Head and Neck	55%	63%	57%	56%	55%	53%
Lung	61%	60%	55%	52%	44%	43%
Prostate	56%	60%	45%	46%	41%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	65%	67%	62%	60%	55%	59%
Upper Gastro	58%	60%	56%	53%	55%	48%
Urological	49%	59%	41%	47%	41%	44%
Other	56%	56%	59%	52%	57%	44%
All Cancers	61%	60%	55%	53%	49%	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	94%	96%	64%	59%
Colorectal / LGT	96%	95%	65%	58%
Gynaecological	91%	95%	59%	57%
Haematological	97%	95%	57%	58%
Head and Neck	97%	93%	62%	58%
Lung	94%	94%	60%	58%
Prostate	95%	95%	68%	64%
Sarcoma	*	95%	*	53%
Skin	95%	97%	63%	67%
Upper Gastro	95%	94%	57%	58%
Urological	97%	95%	62%	61%
Other	94%	94%	49%	56%
All Cancers	95%	95%	61%	59%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	45%	*	33%	*	84%	*	59%
Breast	67%	61%	46%	39%	92%	90%	68%	68%
Colorectal / LGT	68%	61%	48%	38%	90%	88%	71%	72%
Gynaecological	67%	58%	37%	31%	91%	87%	70%	69%
Haematological	66%	64%	42%	35%	95%	91%	72%	66%
Head and Neck	58%	61%	33%	37%	90%	88%	62%	71%
Lung	59%	62%	33%	31%	89%	89%	67%	71%
Prostate	67%	65%	46%	36%	85%	87%	77%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	74%	71%	41%	42%	94%	91%	74%	73%
Upper Gastro	56%	59%	38%	35%	89%	86%	56%	68%
Urological	63%	62%	29%	30%	87%	85%	73%	75%
Other	56%	57%	33%	30%	86%	87%	57%	63%
All Cancers	64%	61%	41%	35%	90%	88%	69%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	*	39%	*	8.4
Breast	29%	31%	9.1	8.9
Colorectal / LGT	37%	33%	8.9	8.8
Gynaecological	44%	37%	8.9	8.8
Haematological	24%	32%	9.1	8.9
Head and Neck	19%	23%	8.9	8.8
Lung	53%	35%	8.8	8.8
Prostate	30%	33%	8.7	8.8
Sarcoma	*	40%	*	8.6
Skin	13%	16%	9.0	9.0
Upper Gastro	53%	35%	8.7	8.7
Urological	23%	21%	8.8	8.7
Other	37%	32%	8.8	8.7
All Cancers	33%	31%	8.9	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
E57000001	4,110	276	3,834	1,425	168	2,241	58%

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	12
Breast	376
Colorectal / LGT	285
Gynaecological	113
Haematological	390
Head and Neck	74
Lung	180
Prostate	232
Sarcoma	16
Skin	84
Upper Gastro	137
Urological	182
Other	160

* 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	8	12	23	87	225	446	275	46	1,122
Female	8	16	45	150	237	385	231	47	1,119
Total	16	28	68	237	462	831	506	93	2,241

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RMC	Bolton NHS Foundation Trust		38	14
RBV	The Christie NHS Foundation Trust		39	13
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust		47	5
R0A	Manchester University NHS Foundation Trust		48	4
RM3	Salford Royal NHS Foundation Trust		49	3
RWJ	Stockport NHS Foundation Trust	1	47	2
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	1	45	1
RW6	The Pennine Acute Hospitals NHS Trust	5	46	1

Annex (continued)

Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	70,942	8.80	
E57000001	National Cancer Vanguard: Greater Manchester	2,147	8.88	
RBV	The Christie NHS Foundation Trust	653	9.05	
RMC	Bolton NHS Foundation Trust	174	9.04	
RM3	Salford Royal NHS Foundation Trust	175	9.03	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	188	8.89	
RWJ	Stockport NHS Foundation Trust	153	8.88	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	47	8.83	
R0A	Manchester University NHS Foundation Trust	758	8.76	
RW6	The Pennine Acute Hospitals NHS Trust	334	8.69	

Annex (continued)

Dashboard Questions - Trusts

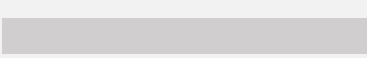
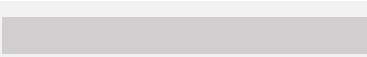
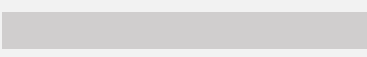
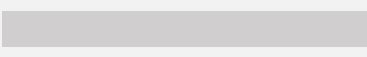
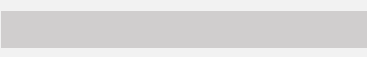
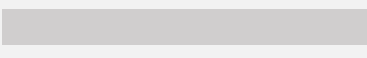
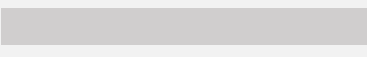
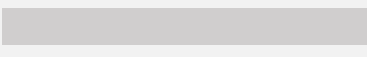
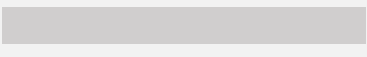
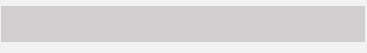
Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E57000001	National Cancer Vanguard: Greater Manchester	2,175	80%	
RMC	Bolton NHS Foundation Trust	178	89%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	47	84%	
RWJ	Stockport NHS Foundation Trust	154	83%	
R0A	Manchester University NHS Foundation Trust	771	82%	
RBV	The Christie NHS Foundation Trust	657	80%	
RM3	Salford Royal NHS Foundation Trust	175	77%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	192	77%	
RW6	The Pennine Acute Hospitals NHS Trust	333	76%	

Annex (continued)

Dashboard Questions - Trusts

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

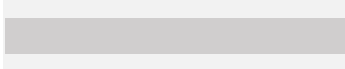
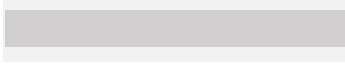
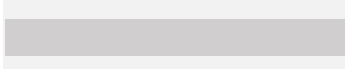
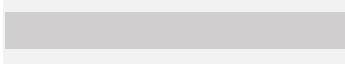
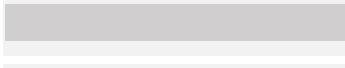

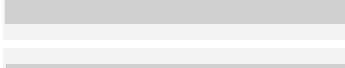
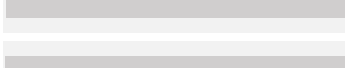
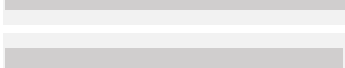

Code	Name	Base	Score	
All	National	69,892	91%	
E57000001	National Cancer Vanguard: Greater Manchester	2,143	92%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	47	98%	
RW6	The Pennine Acute Hospitals NHS Trust	339	94%	
R0A	Manchester University NHS Foundation Trust	764	93%	
RM3	Salford Royal NHS Foundation Trust	171	93%	
RBV	The Christie NHS Foundation Trust	636	92%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	189	92%	
RMC	Bolton NHS Foundation Trust	176	91%	
RWJ	Stockport NHS Foundation Trust	150	91%	

National Cancer Patient Experience Survey 2018
National Cancer Vanguard: Greater Manchester

Annex (continued)

Dashboard Questions - Trusts

Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	56,809	85%	
E57000001	National Cancer Vanguard: Greater Manchester	1,741	88%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	43	92%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	163	91%	
RWJ	Stockport NHS Foundation Trust	127	89%	
RMC	Bolton NHS Foundation Trust	135	89%	
R0A	Manchester University NHS Foundation Trust	638	88%	
RM3	Salford Royal NHS Foundation Trust	129	87%	
RBV	The Christie NHS Foundation Trust	509	86%	
RW6	The Pennine Acute Hospitals NHS Trust	280	85%	

Annex (continued)

Dashboard Questions - Trusts

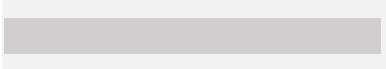
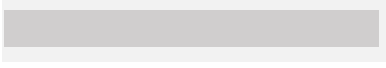
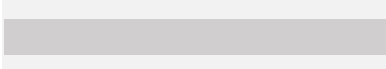
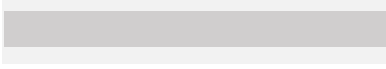
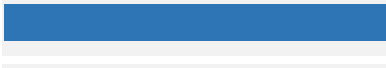

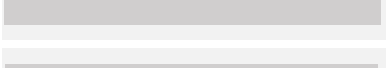
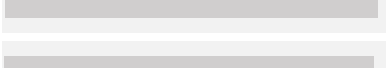
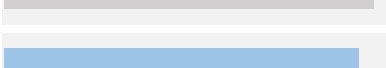
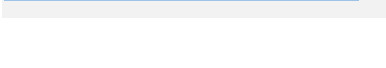
Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	43,433	89%	
E57000001	National Cancer Vanguard: Greater Manchester	1,510	90%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	33	94%	
RBV	The Christie NHS Foundation Trust	479	94%	
RMC	Bolton NHS Foundation Trust	140	91%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	112	90%	
RM3	Salford Royal NHS Foundation Trust	111	89%	
RWJ	Stockport NHS Foundation Trust	108	89%	
R0A	Manchester University NHS Foundation Trust	606	88%	
RW6	The Pennine Acute Hospitals NHS Trust	186	85%	

Annex (continued)

Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	41,743	94%	
E57000001	National Cancer Vanguard: Greater Manchester	1,443	94%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	34	97%	
RM3	Salford Royal NHS Foundation Trust	110	97%	
RBV	The Christie NHS Foundation Trust	466	97%	
RMC	Bolton NHS Foundation Trust	134	94%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	108	94%	
R0A	Manchester University NHS Foundation Trust	571	93%	
RWJ	Stockport NHS Foundation Trust	105	93%	
RW6	The Pennine Acute Hospitals NHS Trust	176	89%	

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Annex (continued)

Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	47,950	59%	
E57000001	National Cancer Vanguard: Greater Manchester	1,457	61%	
RMC	Bolton NHS Foundation Trust	112	67%	
RW6	The Pennine Acute Hospitals NHS Trust	226	65%	
RWJ	Stockport NHS Foundation Trust	97	60%	
RBV	The Christie NHS Foundation Trust	457	60%	
R0A	Manchester University NHS Foundation Trust	511	58%	
RM3	Salford Royal NHS Foundation Trust	133	57%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	134	54%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	33	52%	

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
00T	NHS Bolton CCG		42	10
02H	NHS Wigan Borough CCG		43	9
14L	NHS Manchester CCG		47	5
01W	NHS Stockport CCG		47	5
01G	NHS Salford CCG	1	48	3
01D	NHS Heywood, Middleton and Rochdale CCG		51	1
01Y	NHS Tameside and Glossop CCG		51	1
02A	NHS Trafford CCG		51	1
00Y	NHS Oldham CCG	3	48	1
00V	NHS Bury CCG	5	47	

Annex (continued)
Dashboard Questions - CCGs

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

Code	Name	Base	Score	
All	National	70,942	8.80	
E57000001	National Cancer Vanguard: Greater Manchester	2,147	8.88	
01G	NHS Salford CCG	186	9.02	
00T	NHS Bolton CCG	210	8.97	
01W	NHS Stockport CCG	251	8.96	
02H	NHS Wigan Borough CCG	311	8.96	
14L	NHS Manchester CCG	249	8.94	
01D	NHS Heywood, Middleton and Rochdale CCG	148	8.88	
02A	NHS Trafford CCG	228	8.85	
01Y	NHS Tameside and Glossop CCG	188	8.77	
00V	NHS Bury CCG	174	8.72	
00Y	NHS Oldham CCG	202	8.68	

Annex (continued)
Dashboard Questions - CCGs

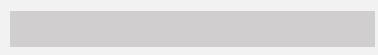
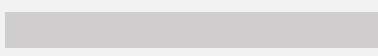




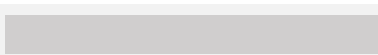

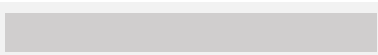
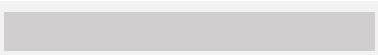
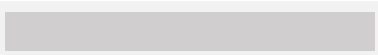
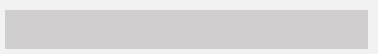
Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E57000001	National Cancer Vanguard: Greater Manchester	2,175	80%	
00T	NHS Bolton CCG	219	86%	
01W	NHS Stockport CCG	249	85%	
01D	NHS Heywood, Middleton and Rochdale CCG	148	82%	
14L	NHS Manchester CCG	244	81%	
01G	NHS Salford CCG	189	80%	
01Y	NHS Tameside and Glossop CCG	193	80%	
02H	NHS Wigan Borough CCG	319	78%	
02A	NHS Trafford CCG	236	78%	
00V	NHS Bury CCG	173	76%	
00Y	NHS Oldham CCG	205	76%	

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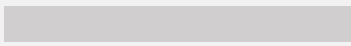
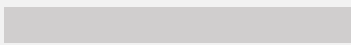
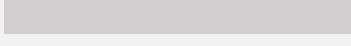


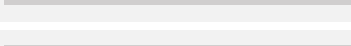
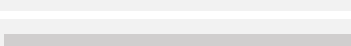


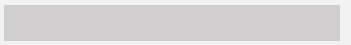

Annex (continued)
Dashboard Questions - CCGs

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

Code	Name	Base	Score	
All	National	69,892	91%	
E57000001	National Cancer Vanguard: Greater Manchester	2,143	92%	
00Y	NHS Oldham CCG	204	96%	
01G	NHS Salford CCG	184	94%	
14L	NHS Manchester CCG	242	93%	
01W	NHS Stockport CCG	245	93%	
01Y	NHS Tameside and Glossop CCG	186	93%	
02A	NHS Trafford CCG	232	92%	
00T	NHS Bolton CCG	210	92%	
00V	NHS Bury CCG	175	91%	
01D	NHS Heywood, Middleton and Rochdale CCG	152	91%	
02H	NHS Wigan Borough CCG	313	90%	

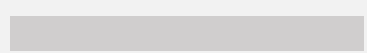
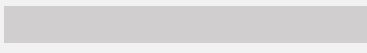
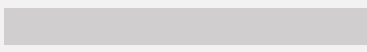




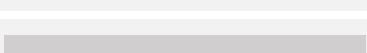
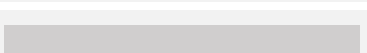

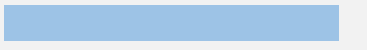

Annex (continued)
Dashboard Questions - CCGs

Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	56,809	85%	
E57000001	National Cancer Vanguard: Greater Manchester	1,741	88%	
14L	NHS Manchester CCG	195	91%	
01Y	NHS Tameside and Glossop CCG	158	90%	
01W	NHS Stockport CCG	207	89%	
00V	NHS Bury CCG	134	89%	
02A	NHS Trafford CCG	195	88%	
01G	NHS Salford CCG	147	88%	
02H	NHS Wigan Borough CCG	256	87%	
00T	NHS Bolton CCG	158	87%	
01D	NHS Heywood, Middleton and Rochdale CCG	119	84%	
00Y	NHS Oldham CCG	172	83%	

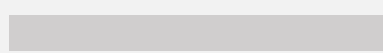
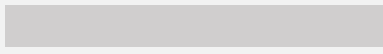


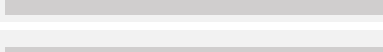
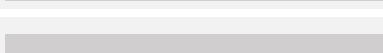

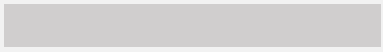




Annex (continued)
Dashboard Questions - CCGs

Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	43,433	89%	
E57000001	National Cancer Vanguard: Greater Manchester	1,510	90%	
01W	NHS Stockport CCG	177	93%	
02A	NHS Trafford CCG	157	92%	
00T	NHS Bolton CCG	170	92%	
01D	NHS Heywood, Middleton and Rochdale CCG	99	92%	
02H	NHS Wigan Borough CCG	207	91%	
14L	NHS Manchester CCG	186	91%	
01Y	NHS Tameside and Glossop CCG	144	89%	
00V	NHS Bury CCG	105	88%	
00Y	NHS Oldham CCG	139	85%	
01G	NHS Salford CCG	126	82%	

Annex (continued)
Dashboard Questions - CCGs

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	41,743	94%	
E57000001	National Cancer Vanguard: Greater Manchester	1,443	94%	
01G	NHS Salford CCG	122	97%	
02H	NHS Wigan Borough CCG	195	95%	
01Y	NHS Tameside and Glossop CCG	144	95%	
01W	NHS Stockport CCG	170	95%	
01D	NHS Heywood, Middleton and Rochdale CCG	93	94%	
00T	NHS Bolton CCG	162	93%	
14L	NHS Manchester CCG	175	93%	
00V	NHS Bury CCG	98	93%	
02A	NHS Trafford CCG	150	92%	
00Y	NHS Oldham CCG	134	91%	

Annex (continued)
Dashboard Questions - CCGs

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	47,950	59%	
E57000001	National Cancer Vanguard: Greater Manchester	1,457	61%	
01D	NHS Heywood, Middleton and Rochdale CCG	95	69%	
00T	NHS Bolton CCG	144	66%	
14L	NHS Manchester CCG	189	64%	
01W	NHS Stockport CCG	164	60%	
02H	NHS Wigan Borough CCG	233	60%	
02A	NHS Trafford CCG	136	60%	
01G	NHS Salford CCG	124	58%	
00Y	NHS Oldham CCG	132	58%	
00V	NHS Bury CCG	116	57%	
01Y	NHS Tameside and Glossop CCG	124	55%	

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