

# **National Cancer Patient Experience Survey**

## **2018 Results**

### **North East and Cumbria Cancer Alliance**

### **Published September 2019**

**The North East and Cumbria Cancer Alliance has changed its name after the survey fieldwork to Northern 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](http://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	3,388	78%	3,559	78%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	4,575	86%	4,891	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](http://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](http://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](http://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](http://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](http://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 9 questions for men and in 4 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 5 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](http://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:

**82%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

**91%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

**89%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

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

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

**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](http://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**

Q2	Patient thought they were seen as soon as necessary	4,891	86%	82%	85%	84%
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**Diagnostic tests**

Q6	The length of time waiting for the test to be done was about right	4,181	89%	87%	89%	88%
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**Deciding the best treatment for you**

Q12	Patient felt that treatment options were completely explained	4,434	86%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	4,766	77%	72%	74%	73%
Q15	Patient definitely told about side effects that could affect them in the future	4,460	60%	55%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	4,865	82%	77%	80%	79%

**Operations**

Q26	Staff explained how operation had gone in understandable way	2,579	81%	77%	81%	79%
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**Hospital care as a day patient / outpatient**

Q41	Patient was able to discuss worries or fears with staff during visit	3,784	75%	68%	74%	71%
Q47	Beforehand patient had all information needed about chemotherapy treatment	2,591	87%	83%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	2,361	72%	66%	70%	68%

**Home care and support**

Q49	Hospital staff gave family or someone close all the information needed to help with care at home	4,017	63%	58%	63%	60%
Q51	Patient definitely given enough support from health or social services after treatment	1,578	52%	40%	49%	45%

**Care from your general practice**

Q52	GP given enough information about patient's condition and treatment	4,205	97%	94%	96%	95%
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**Your overall NHS care**

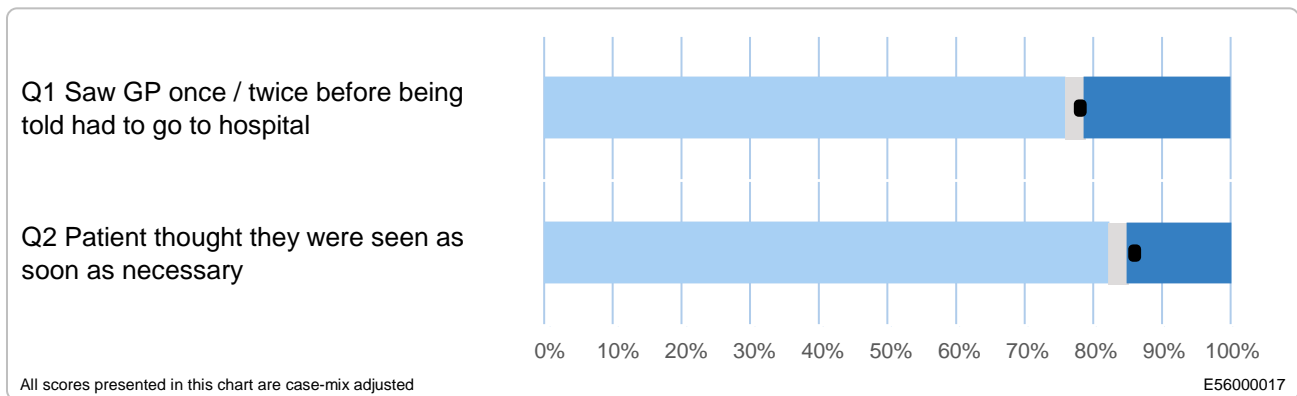
Q54	Hospital and community staff always worked well together	4,796	66%	59%	64%	61%
Q57	Length of time for attending clinics and appointments was right	4,897	78%	65%	73%	69%
Q58	Taking part in cancer research discussed with patient	4,665	26%	26%	37%	31%

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Q59	Patient's average rating of care scored from very poor to very good	4,846	8.90	8.71	8.90	8.80
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## Cancer Alliance results

### Seeing your GP

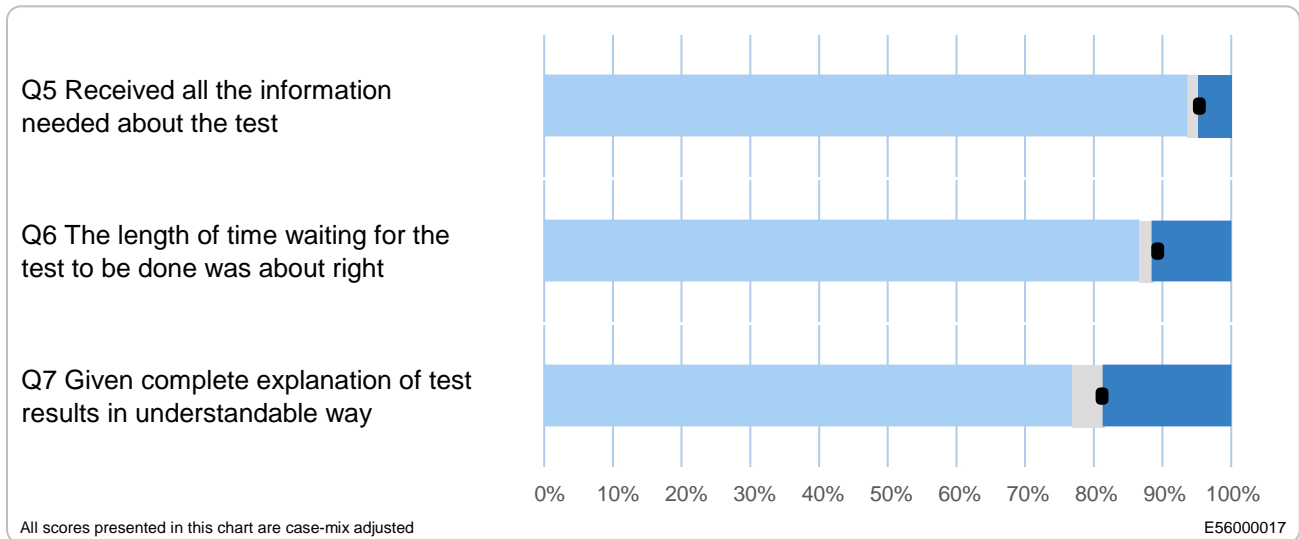


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	3,388	78%	3,559	78%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	4,575	86%	4,891	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

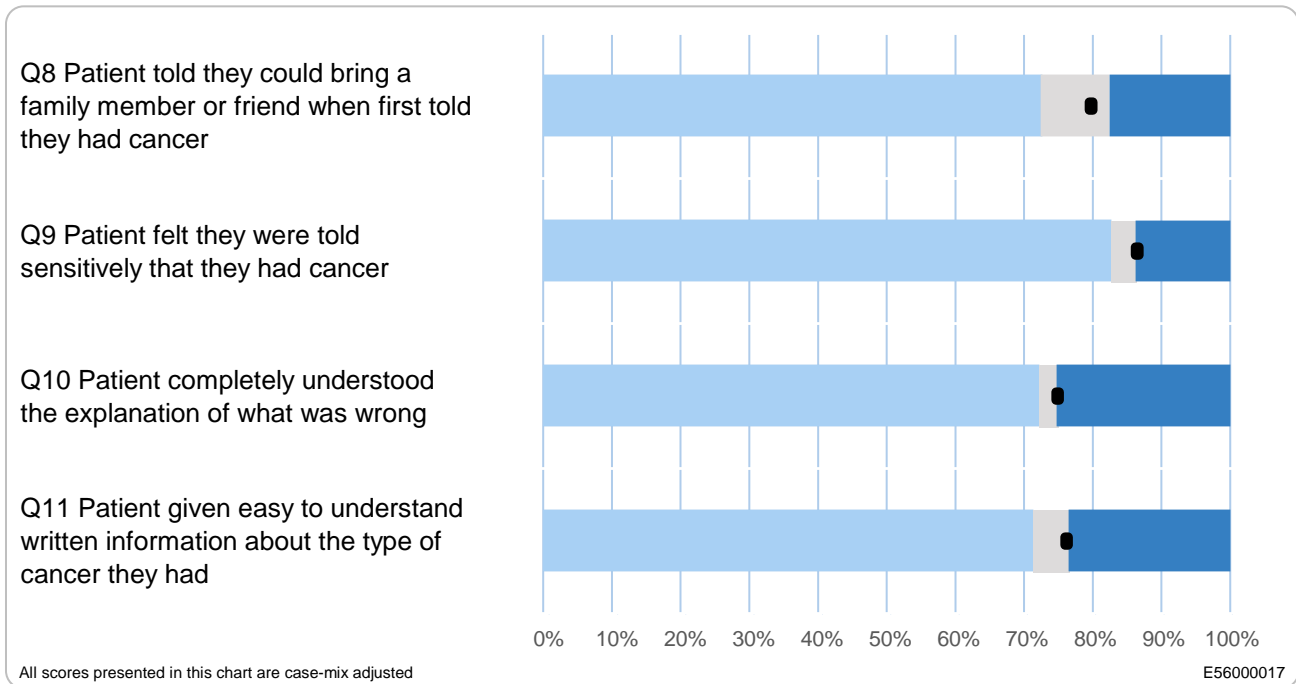


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q5 Received all the information needed about the test	3,902	95%	4,176	95%			95%	94%	95%	94%
Q6 The length of time waiting for the test to be done was about right	3,939	90%	4,181	89%			89%	87%	89%	88%
Q7 Given complete explanation of test results in understandable way	3,947	81%	4,231	81%			81%	77%	81%	79%

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

## Cancer Alliance results

### Finding out what was wrong with you

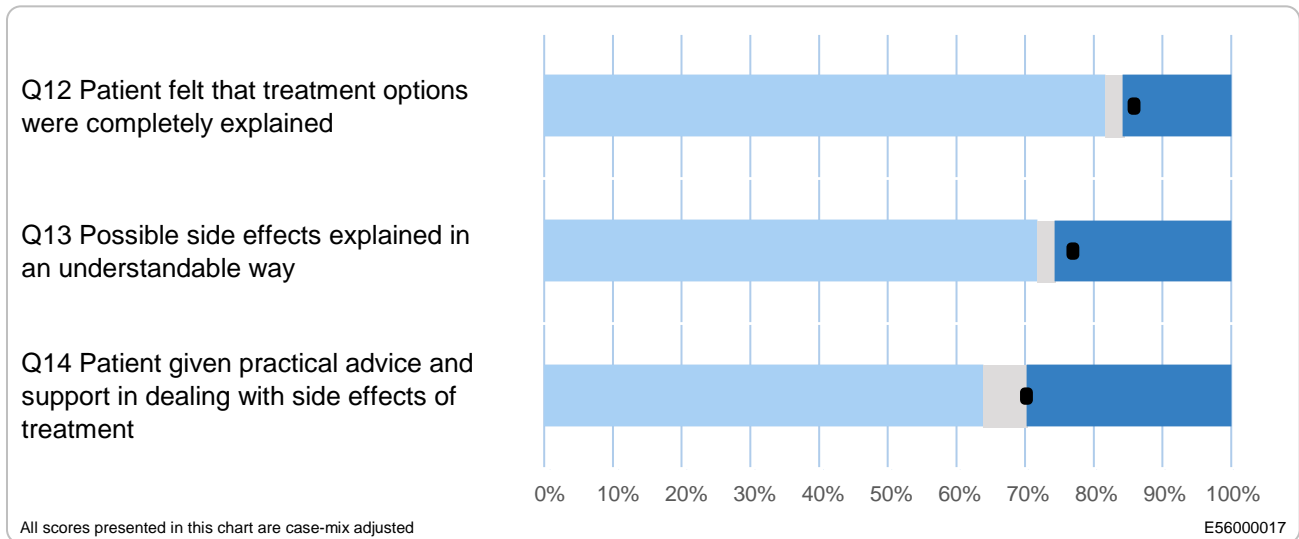


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score	Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	4,328	79%	4,575	80%			79%	73%	82%	78%
Q9 Patient felt they were told sensitively that they had cancer	4,544	87%	4,910	86%			86%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	4,619	75%	4,957	75%			75%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	3,990	73%	4,282	76%	↑	↑	76%	71%	77%	74%

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

## Cancer Alliance results

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

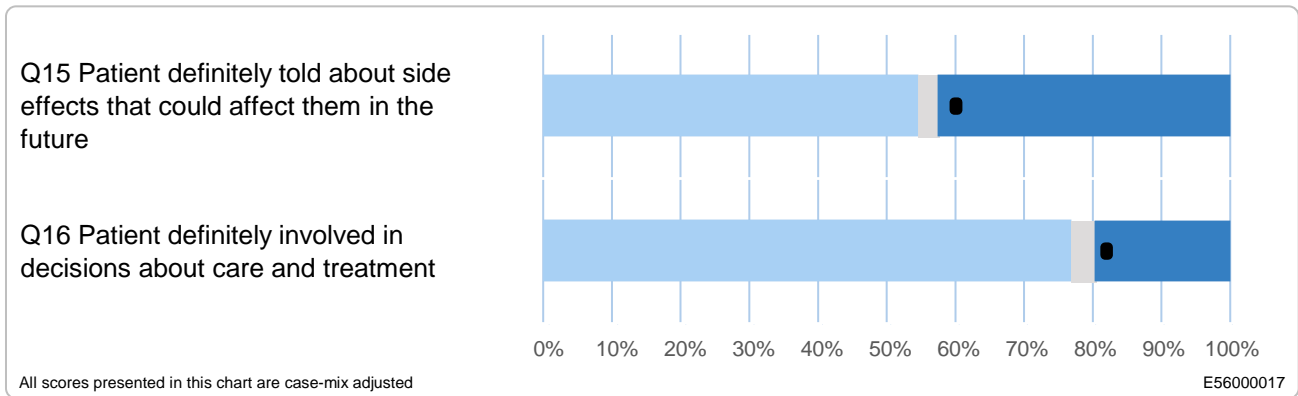


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q12 Patient felt that treatment options were completely explained	4,127	85%	4,434	86%			86%	82%	84%	83%
Q13 Possible side effects explained in an understandable way	4,430	77%	4,766	77%			77%	72%	74%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	4,420	70%	4,733	70%			70%	64%	70%	67%

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

## Cancer Alliance results

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

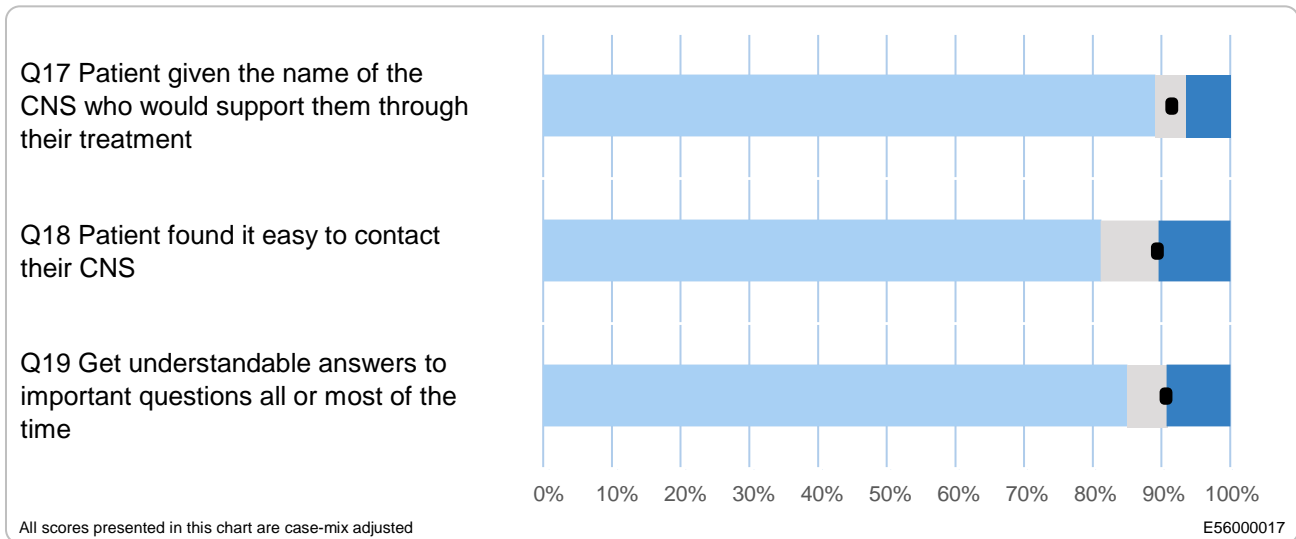


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	4,115	59%	4,460	60%			60%	55%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	4,485	82%	4,865	82%			82%	77%	80%	79%

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

## Cancer Alliance results

### Clinical Nurse Specialist



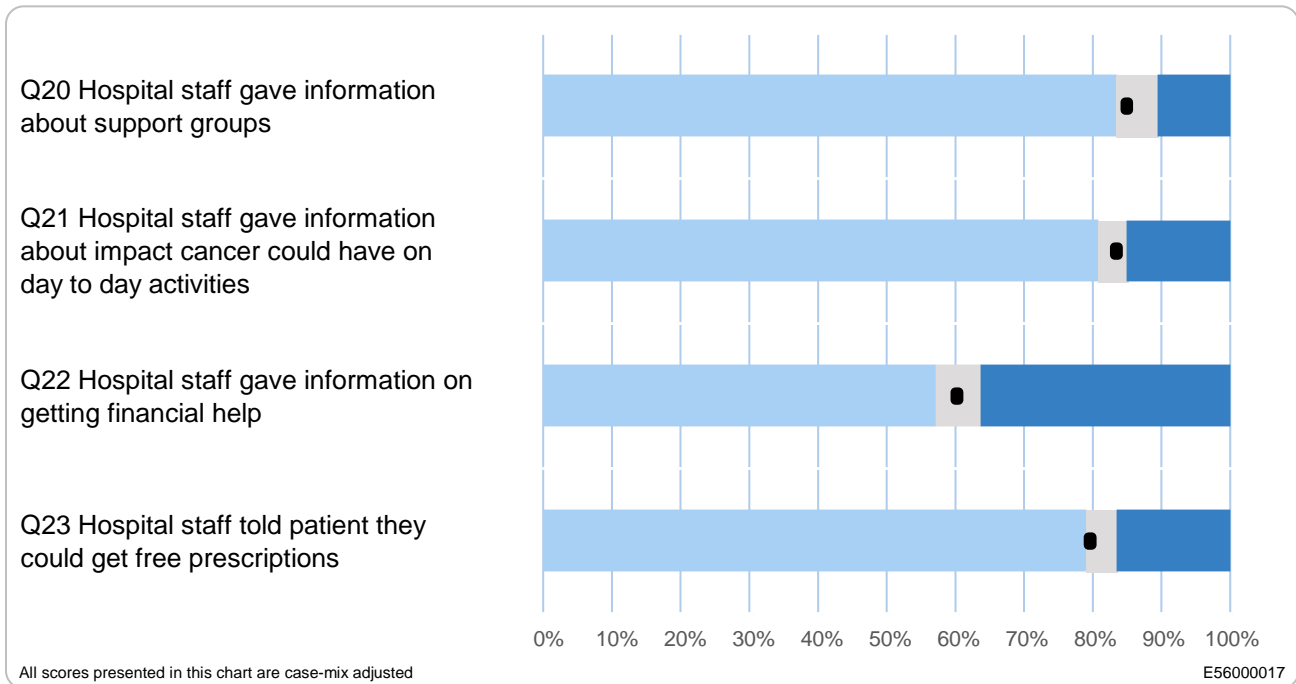
Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	4,435	92%	4,765	91%			91%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	3,640	90%	3,899	89%			89%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	3,498	90%	3,713	90%			90%	85%	91%	88%

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



## Cancer Alliance results

### Support for people with cancer

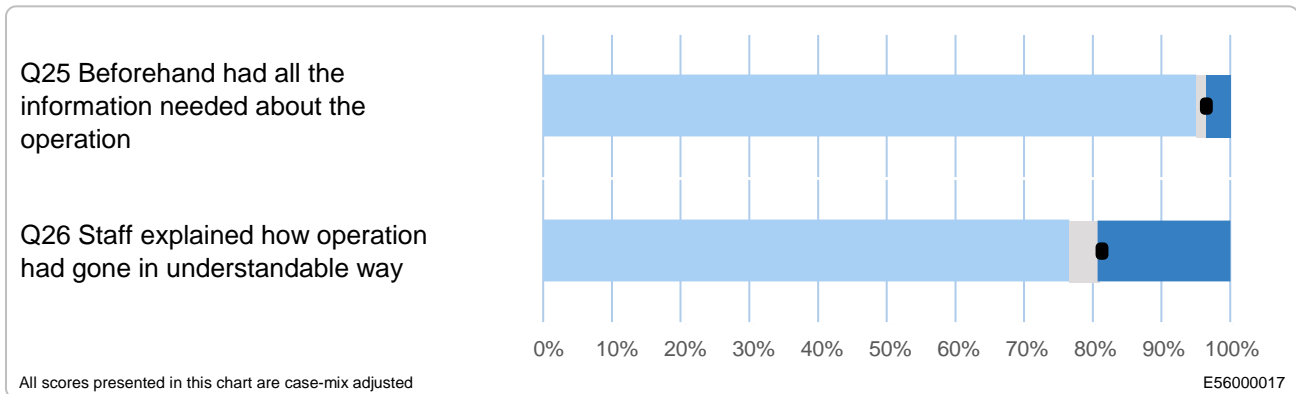


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q20 Hospital staff gave information about support groups	3,423	85%	3,699	85%		↑	85%	83%	89%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	3,051	84%	3,295	83%			83%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	2,468	61%	2,658	61%		↑	60%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	2,027	81%	2,100	79%			79%	79%	84%	81%

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

## Cancer Alliance results

### Operations

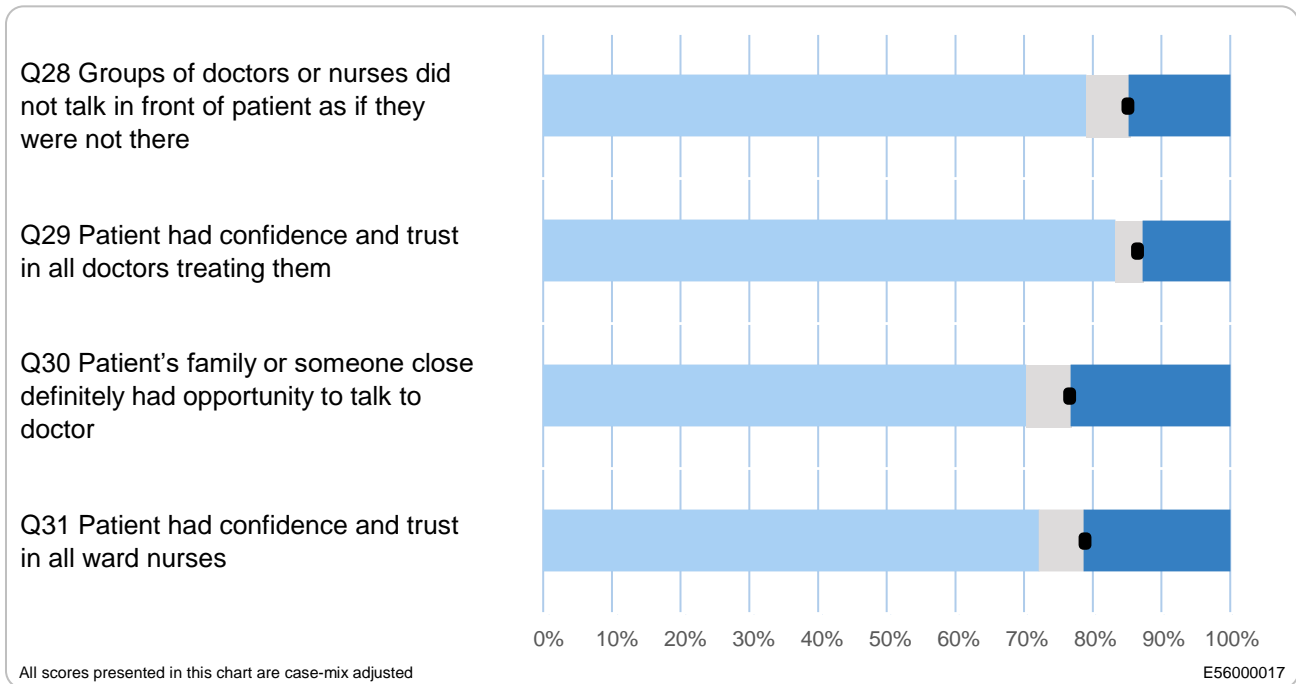


Question		Unadjusted Scores				2018 Case Mix Adjusted			
		2017		2018		2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q25	Beforehand had all the information needed about the operation	2,491	96%	2,589	96%	96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	2,483	82%	2,579	81%	81%	77%	81%	79%

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

## Cancer Alliance results

### Hospital care as an inpatient (Part 1 of 3)

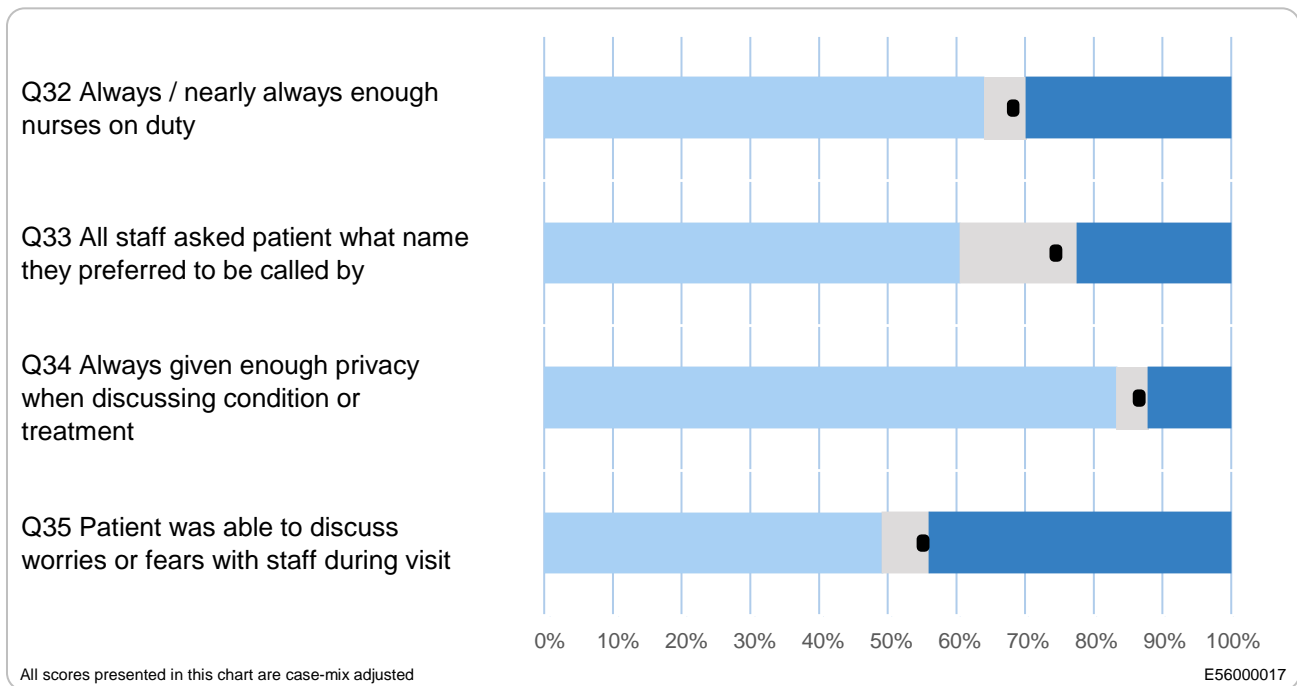


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	2,782	84%	2,884	84%			85%	79%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	2,787	87%	2,905	86%			86%	83%	87%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	2,332	76%	2,444	76%			76%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	2,792	79%	2,900	79%			79%	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)

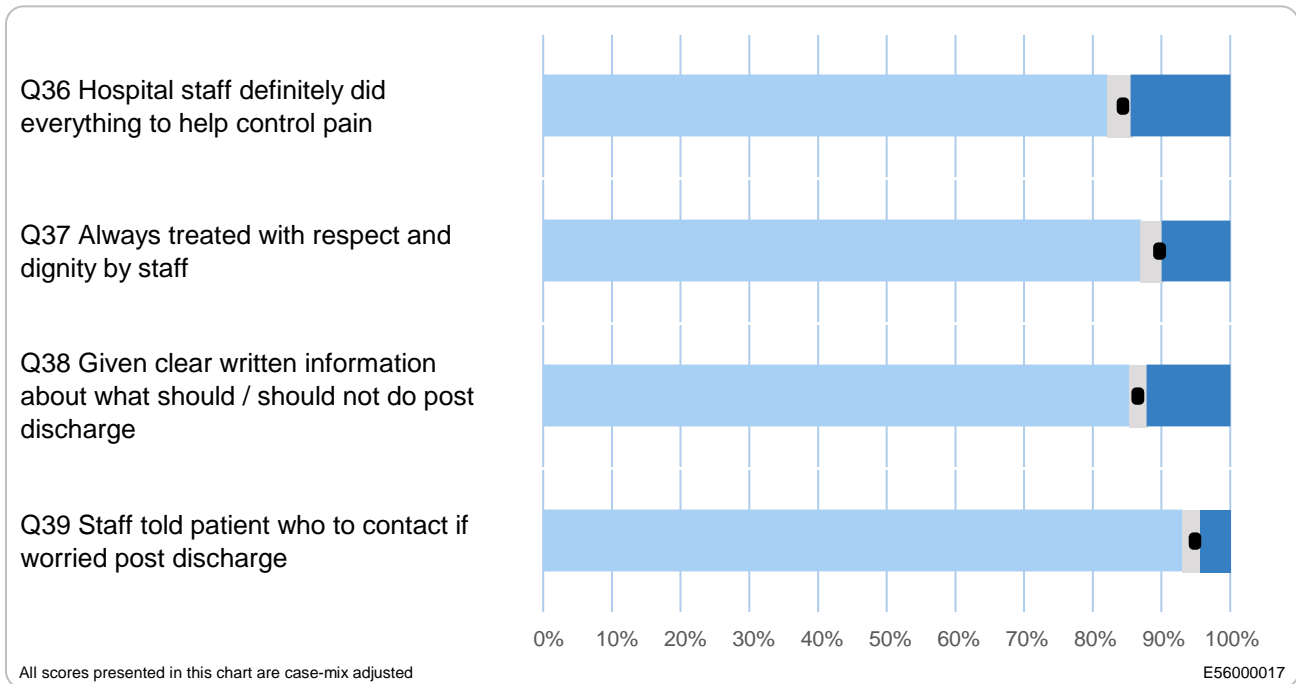


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	2,764	68%	2,879	68%			68%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	2,768	75%	2,866	75%			74%	61%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	2,785	86%	2,898	87%			86%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,997	57%	2,082	55%			55%	49%	56%	53%

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

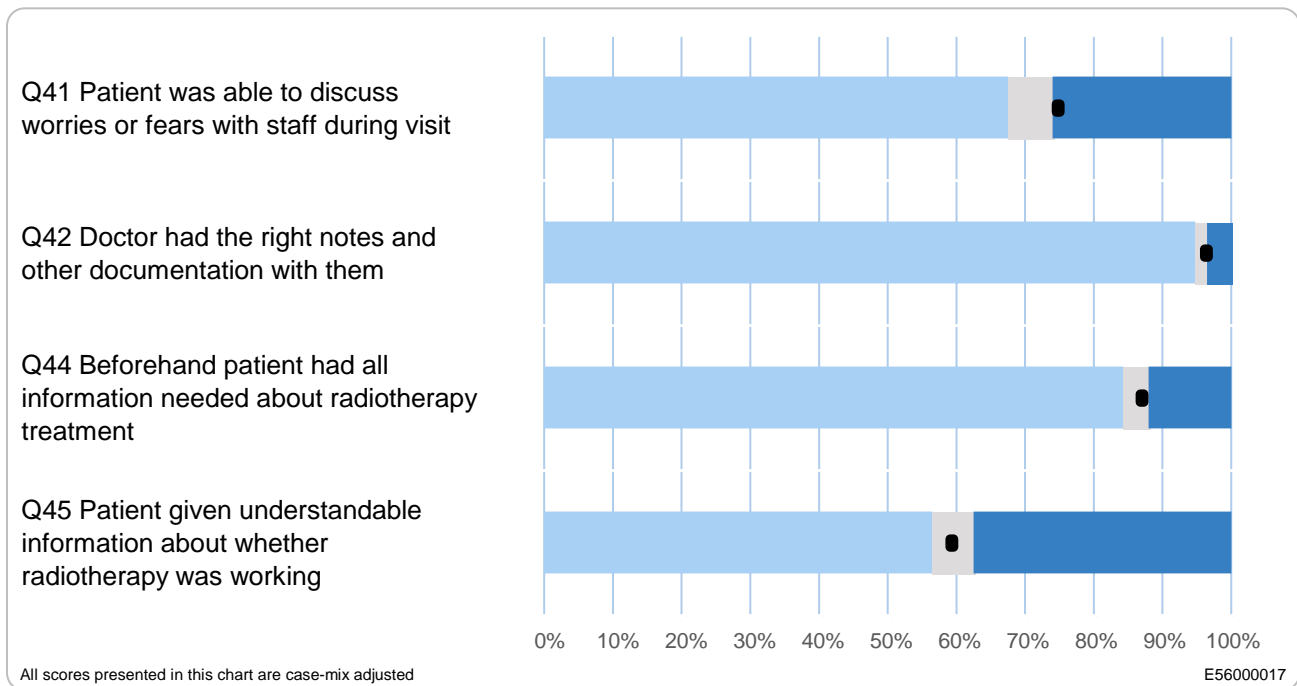


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	2,462	85%	2,572	84%			84%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	2,789	90%	2,895	90%			89%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	2,592	86%	2,694	86%			86%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	2,679	94%	2,803	94%			95%	93%	96%	94%

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

## Cancer Alliance results

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

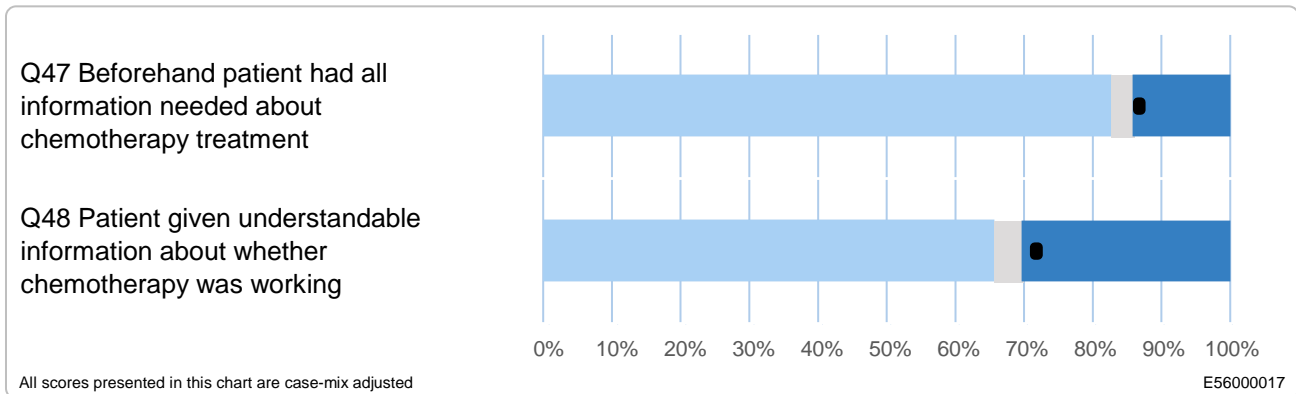


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	3,467	75%	3,784	75%			75%	68%	74%	71%
Q42 Doctor had the right notes and other documentation with them	4,109	96%	4,406	96%			96%	95%	96%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	1,169	88%	1,211	87%			87%	84%	88%	86%
Q45 Patient given understandable information about whether radiotherapy was working	969	62%	1,009	59%			59%	57%	63%	60%

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

## Cancer Alliance results

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

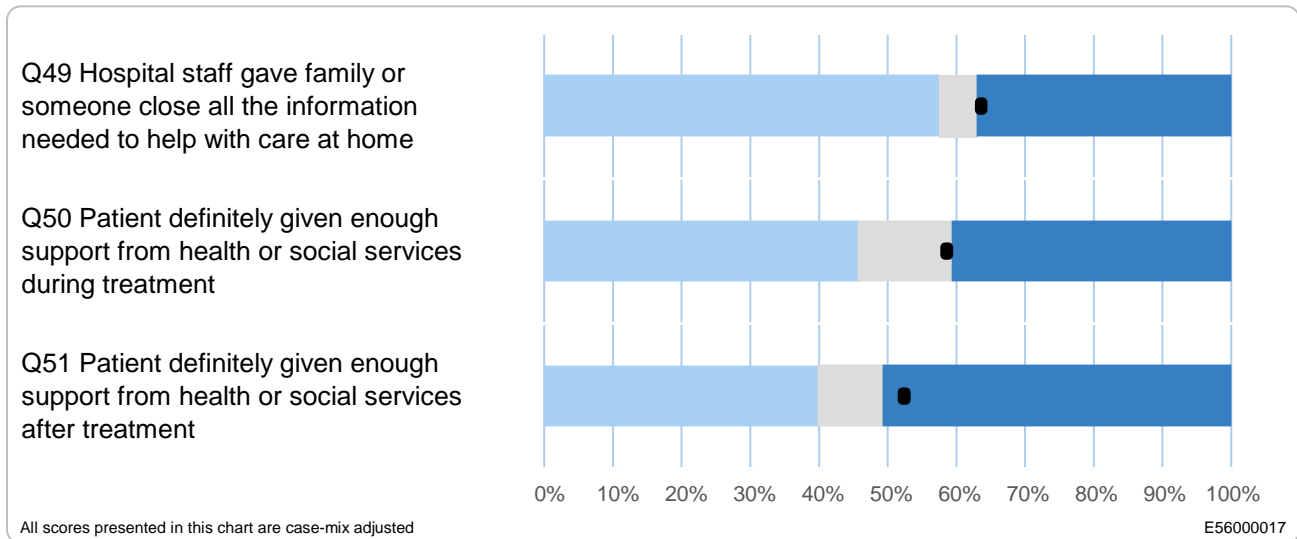


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted						
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score			
	Number of respondents	Score	Number of respondents	Score									
Q47	Beforehand patient had all information needed about chemotherapy treatment	2,415	87%	2,591	87%					87%	83%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	2,204	72%	2,361	72%					72%	66%	70%	68%

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

## Cancer Alliance results

### Home care and support



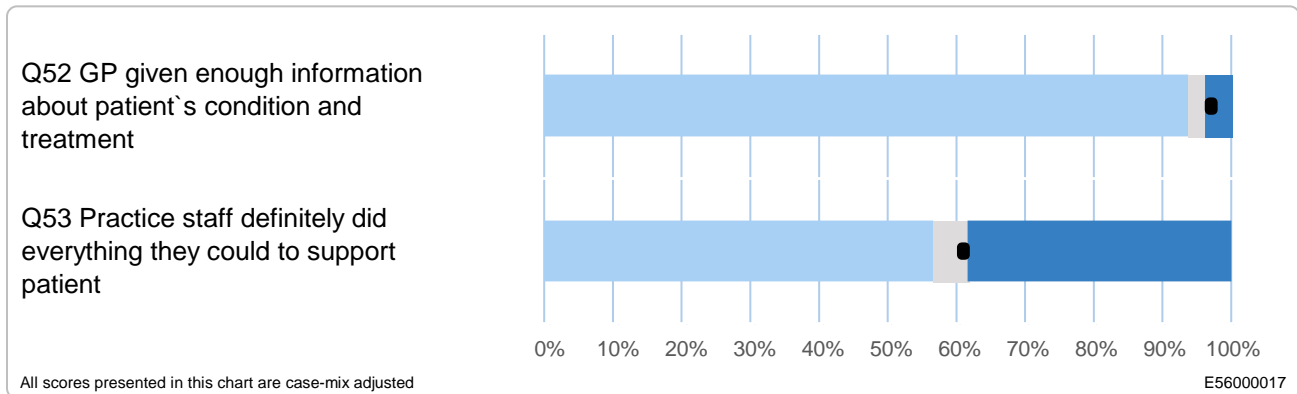
Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	3,783	62%	4,017	64%		↑	63%	58%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	2,536	58%	2,621	58%			58%	46%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	1,491	50%	1,578	52%			52%	40%	49%	45%

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



## Cancer Alliance results

### Care from your general practice

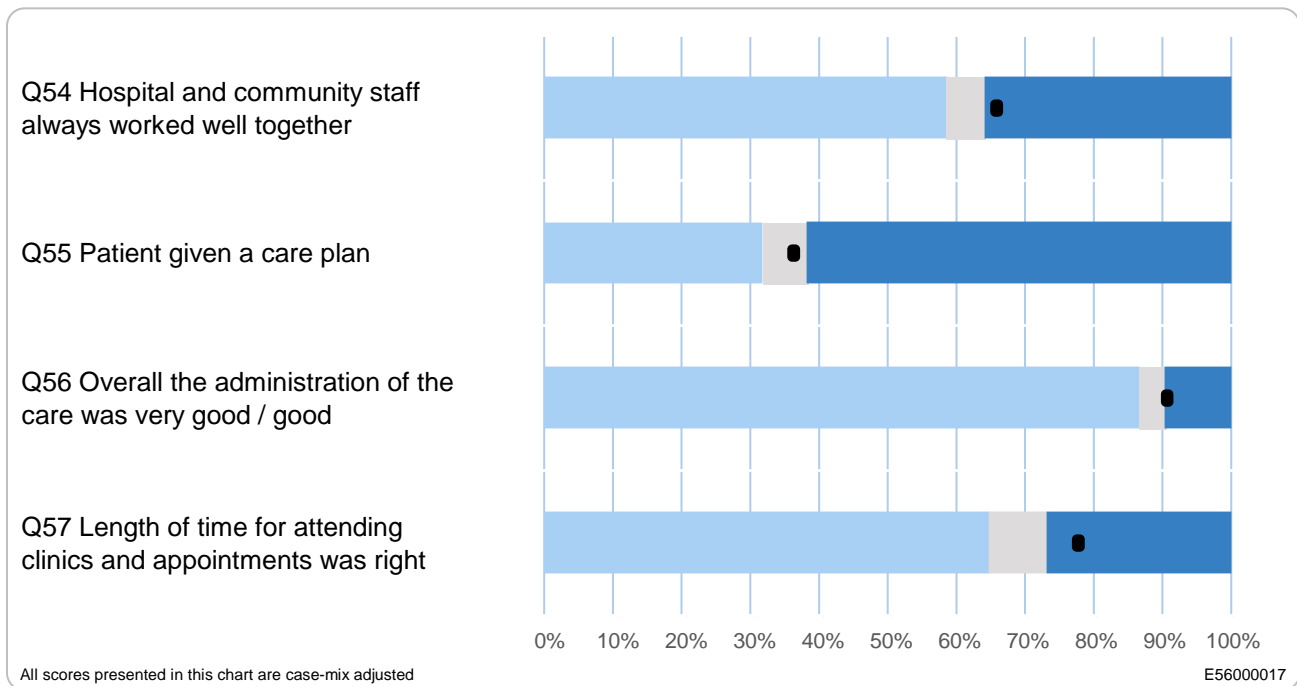


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	3,913	96%	4,205	97%			97%	94%	96%	95%
Q53 Practice staff definitely did everything they could to support patient	3,271	62%	3,461	61%		↓	61%	57%	62%	59%

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

## Cancer Alliance results

### Your overall NHS care (Part 1 of 2)

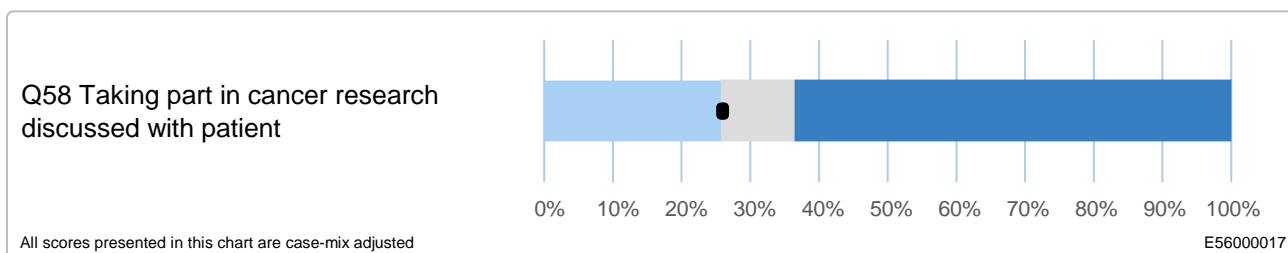


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	Score	2018 Number of respondents	Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	4,472	65%	4,796	66%			66%	59%	64%	61%
Q55 Patient given a care plan	3,554	37%	3,742	36%			36%	32%	38%	35%
Q56 Overall the administration of the care was very good / good	4,581	91%	4,930	91%			90%	87%	90%	88%
Q57 Length of time for attending clinics and appointments was right	4,548	77%	4,897	78%		↑	78%	65%	73%	69%

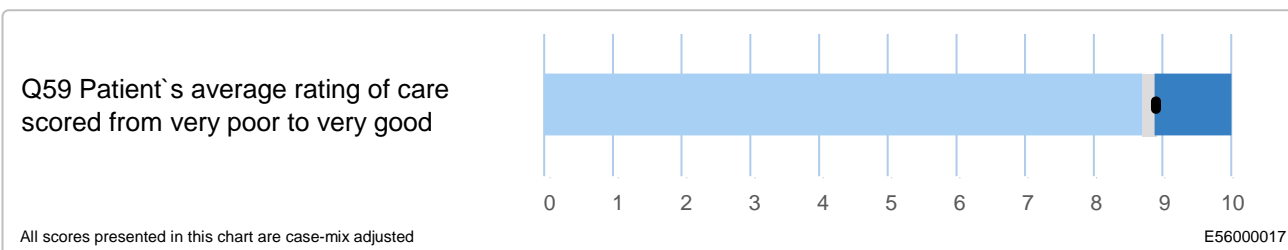
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score  
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)  
 (NB: No arrow reflects no statistically significant change)  
 \* Indicates where a score has been suppressed because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

## Cancer Alliance results

### Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				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						
Q58 Taking part in cancer research discussed with patient	4,383	24%	4,665	25%			26%	26%	37%	31%



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						
Q59 Patient's average rating of care scored from very poor to very good	4,503	8.9	4,846	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%	79%	73%
Breast	94%	94%	92%	90%
Colorectal / LGT	70%	72%	85%	83%
Gynaecological	78%	75%	86%	79%
Haematological	65%	64%	84%	81%
Head and Neck	76%	79%	83%	80%
Lung	76%	71%	86%	82%
Prostate	81%	81%	84%	85%
Sarcoma	*	66%	79%	71%
Skin	94%	90%	93%	86%
Upper Gastro	72%	72%	81%	78%
Urological	83%	81%	88%	85%
Other	73%	73%	82%	79%
<b>All Cancers</b>	<b>78%</b>	<b>77%</b>	<b>86%</b>	<b>84%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

**Diagnostic tests**

	<b>Q5. Received all the information needed about the test</b>		<b>Q6. The length of time waiting for the test to be done was about right</b>		<b>Q7. Given complete explanation of test results in understandable way</b>	
<b>Cancer type</b>	<b>This CA %</b>	<b>National</b>	<b>This CA %</b>	<b>National</b>	<b>This CA %</b>	<b>National</b>
Brain / CNS	*	92%	86%	83%	*	71%
Breast	95%	95%	93%	91%	84%	82%
Colorectal / LGT	97%	96%	90%	87%	84%	81%
Gynaecological	97%	94%	88%	85%	78%	77%
Haematological	95%	95%	89%	88%	80%	77%
Head and Neck	95%	92%	90%	85%	88%	80%
Lung	95%	94%	90%	87%	82%	79%
Prostate	93%	94%	85%	86%	78%	79%
Sarcoma	*	94%	78%	79%	*	74%
Skin	96%	96%	90%	90%	88%	83%
Upper Gastro	91%	94%	82%	83%	70%	75%
Urological	94%	94%	89%	87%	80%	79%
Other	97%	95%	88%	86%	79%	76%
<b>All Cancers</b>	<b>95%</b>	<b>94%</b>	<b>89%</b>	<b>88%</b>	<b>81%</b>	<b>79%</b>

<sup>§</sup> These are unadjusted scores

**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

**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	79%	85%	84%	77%	40%	59%	57%	63%
Breast	83%	82%	90%	89%	79%	77%	78%	78%
Colorectal / LGT	87%	82%	87%	86%	80%	79%	80%	73%
Gynaecological	79%	72%	84%	82%	74%	73%	66%	70%
Haematological	77%	73%	87%	83%	64%	61%	80%	76%
Head and Neck	77%	72%	91%	86%	81%	76%	76%	67%
Lung	82%	79%	85%	82%	77%	76%	75%	67%
Prostate	77%	78%	83%	85%	73%	78%	79%	82%
Sarcoma	63%	70%	93%	79%	76%	61%	56%	57%
Skin	66%	71%	90%	90%	83%	80%	88%	84%
Upper Gastro	79%	79%	86%	80%	72%	73%	65%	66%
Urological	75%	74%	80%	82%	79%	77%	70%	73%
Other	81%	76%	86%	82%	72%	70%	67%	65%
<b>All Cancers</b>	<b>80%</b>	<b>78%</b>	<b>86%</b>	<b>85%</b>	<b>75%</b>	<b>74%</b>	<b>76%</b>	<b>74%</b>

§ 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	74%	81%	56%	70%	56%	64%
Breast	88%	84%	79%	75%	73%	69%
Colorectal / LGT	87%	85%	82%	76%	74%	70%
Gynaecological	86%	85%	77%	75%	69%	67%
Haematological	87%	81%	75%	70%	70%	66%
Head and Neck	88%	85%	75%	74%	79%	70%
Lung	86%	84%	79%	74%	75%	69%
Prostate	83%	82%	73%	72%	62%	65%
Sarcoma	84%	79%	75%	72%	57%	62%
Skin	93%	89%	80%	80%	78%	74%
Upper Gastro	82%	81%	76%	72%	68%	68%
Urological	83%	82%	75%	71%	64%	62%
Other	84%	80%	76%	72%	67%	64%
<b>All Cancers</b>	<b>86%</b>	<b>83%</b>	<b>77%</b>	<b>73%</b>	<b>70%</b>	<b>67%</b>

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	54%	61%	68%	70%
Breast	60%	56%	83%	79%
Colorectal / LGT	63%	58%	84%	80%
Gynaecological	61%	55%	79%	79%
Haematological	57%	51%	84%	77%
Head and Neck	69%	62%	78%	79%
Lung	60%	56%	81%	79%
Prostate	61%	64%	77%	81%
Sarcoma	50%	52%	86%	75%
Skin	76%	66%	91%	87%
Upper Gastro	59%	54%	83%	76%
Urological	59%	53%	79%	77%
Other	56%	53%	78%	76%
<b>All Cancers</b>	<b>60%</b>	<b>56%</b>	<b>82%</b>	<b>79%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

**Clinical Nurse Specialist**

<b>Cancer type</b>	<b>Q17. Patient given the name of the CNS who would support them through their treatment</b>		<b>Q18. Patient found it easy to contact their CNS</b>		<b>Q19. Get understandable answers to important questions all or most of the time</b>	
	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>
Brain / CNS	96%	94%	*	82%	*	84%
Breast	97%	95%	90%	85%	91%	88%
Colorectal / LGT	92%	92%	91%	88%	90%	89%
Gynaecological	95%	94%	84%	85%	90%	88%
Haematological	91%	92%	92%	88%	94%	89%
Head and Neck	91%	90%	95%	87%	87%	88%
Lung	92%	93%	92%	87%	89%	88%
Prostate	85%	90%	84%	82%	91%	87%
Sarcoma	73%	87%	*	84%	*	87%
Skin	88%	91%	91%	89%	89%	91%
Upper Gastro	90%	93%	84%	85%	86%	87%
Urological	88%	84%	86%	82%	88%	87%
Other	88%	88%	90%	85%	91%	87%
<b>All Cancers</b>	<b>91%</b>	<b>91%</b>	<b>89%</b>	<b>85%</b>	<b>90%</b>	<b>88%</b>

<sup>§</sup> These are unadjusted scores



**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

**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	87%	91%	84%	86%	63%	65%	81%	82%
Colorectal / LGT	85%	86%	85%	84%	53%	58%	81%	83%
Gynaecological	81%	85%	76%	82%	62%	61%	66%	77%
Haematological	88%	86%	90%	84%	67%	62%	86%	87%
Head and Neck	87%	86%	89%	83%	69%	60%	91%	82%
Lung	86%	86%	83%	81%	78%	71%	86%	85%
Prostate	85%	89%	83%	85%	45%	51%	76%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	89%	89%	86%	84%	58%	60%	63%	72%
Upper Gastro	81%	84%	81%	81%	61%	63%	73%	84%
Urological	74%	79%	73%	75%	39%	44%	64%	68%
Other	81%	82%	79%	78%	55%	58%	75%	80%
<b>All Cancers</b>	<b>85%</b>	<b>86%</b>	<b>83%</b>	<b>83%</b>	<b>61%</b>	<b>60%</b>	<b>79%</b>	<b>81%</b>

<sup>§</sup> These are unadjusted scores

**National Cancer Patient Experience Survey 2018  
North East and Cumbria**

**Operations**

<b>Cancer type</b>	<b>Q25. Beforehand had all the information needed about the operation</b>		<b>Q26. Staff explained how operation had gone in understandable way</b>	
	<b>This CA %</b>	<b>National</b>	<b>This CA %</b>	<b>National</b>
Brain / CNS	*	94%	*	70%
Breast	97%	96%	81%	79%
Colorectal / LGT	98%	96%	88%	83%
Gynaecological	96%	96%	82%	81%
Haematological	91%	94%	75%	77%
Head and Neck	98%	95%	82%	78%
Lung	95%	95%	80%	78%
Prostate	97%	95%	74%	75%
Sarcoma	*	94%	*	78%
Skin	97%	97%	85%	84%
Upper Gastro	95%	95%	84%	80%
Urological	95%	95%	76%	76%
Other	97%	95%	79%	78%
<b>All Cancers</b>	<b>96%</b>	<b>96%</b>	<b>81%</b>	<b>79%</b>

<sup>§</sup> 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	89%	89%	89%	86%	77%	77%	79%	77%
Colorectal / LGT	80%	77%	89%	86%	79%	73%	81%	71%
Gynaecological	88%	85%	86%	86%	80%	72%	81%	73%
Haematological	85%	81%	81%	81%	78%	74%	76%	76%
Head and Neck	83%	79%	93%	86%	81%	75%	82%	74%
Lung	80%	77%	84%	83%	75%	74%	76%	76%
Prostate	87%	86%	85%	89%	74%	73%	81%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	89%	89%	91%	90%	79%	81%	89%	87%
Upper Gastro	80%	74%	87%	82%	82%	73%	78%	71%
Urological	82%	80%	87%	87%	68%	70%	80%	78%
Other	83%	80%	80%	82%	73%	71%	77%	72%
<b>All Cancers</b>	<b>84%</b>	<b>82%</b>	<b>86%</b>	<b>85%</b>	<b>76%</b>	<b>74%</b>	<b>79%</b>	<b>75%</b>

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	73%	71%	69%	64%	89%	87%	61%	56%
Colorectal / LGT	66%	62%	79%	71%	87%	85%	57%	54%
Gynaecological	68%	67%	70%	67%	83%	84%	57%	51%
Haematological	66%	64%	77%	71%	86%	86%	58%	55%
Head and Neck	66%	66%	83%	69%	95%	87%	67%	55%
Lung	70%	70%	77%	74%	84%	85%	53%	52%
Prostate	69%	73%	77%	69%	87%	88%	50%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	84%	80%	80%	72%	92%	91%	64%	59%
Upper Gastro	61%	61%	83%	75%	81%	84%	52%	51%
Urological	69%	69%	76%	73%	83%	85%	44%	47%
Other	63%	62%	70%	68%	85%	82%	49%	48%
<b>All Cancers</b>	<b>68%</b>	<b>67%</b>	<b>75%</b>	<b>69%</b>	<b>87%</b>	<b>86%</b>	<b>55%</b>	<b>53%</b>

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018  
North East and Cumbria

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	87%	86%	89%	89%	91%	92%	95%	96%
Colorectal / LGT	88%	85%	90%	87%	86%	84%	95%	94%
Gynaecological	87%	83%	91%	87%	89%	88%	95%	95%
Haematological	85%	83%	90%	90%	78%	81%	97%	95%
Head and Neck	85%	83%	92%	87%	90%	88%	99%	93%
Lung	84%	84%	88%	89%	84%	84%	94%	92%
Prostate	80%	84%	90%	91%	89%	90%	96%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	85%	88%	95%	93%	90%	91%	95%	96%
Upper Gastro	84%	82%	88%	86%	81%	82%	96%	94%
Urological	77%	81%	88%	89%	86%	86%	91%	91%
Other	84%	81%	91%	87%	85%	83%	93%	92%
<b>All Cancers</b>	<b>84%</b>	<b>84%</b>	<b>90%</b>	<b>89%</b>	<b>86%</b>	<b>87%</b>	<b>94%</b>	<b>94%</b>

<sup>§</sup> 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	62%	64%	100%	94%	*	88%	*	47%
Breast	76%	70%	96%	96%	89%	88%	61%	61%
Colorectal / LGT	77%	73%	96%	96%	88%	84%	58%	57%
Gynaecological	71%	71%	96%	96%	89%	86%	65%	61%
Haematological	82%	74%	97%	96%	84%	83%	64%	59%
Head and Neck	80%	73%	100%	96%	90%	86%	60%	61%
Lung	69%	69%	97%	95%	87%	85%	55%	56%
Prostate	72%	73%	97%	95%	87%	87%	52%	61%
Sarcoma	61%	63%	89%	94%	*	82%	*	65%
Skin	74%	74%	97%	97%	*	85%	*	72%
Upper Gastro	74%	70%	94%	95%	80%	82%	61%	53%
Urological	69%	67%	94%	95%	78%	82%	60%	55%
Other	72%	68%	95%	95%	85%	85%	62%	60%
<b>All Cancers</b>	<b>75%</b>	<b>71%</b>	<b>96%</b>	<b>96%</b>	<b>87%</b>	<b>86%</b>	<b>59%</b>	<b>60%</b>

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%	68%	64%
Colorectal / LGT	87%	85%	70%	64%
Gynaecological	86%	86%	70%	68%
Haematological	90%	85%	81%	75%
Head and Neck	67%	79%	38%	54%
Lung	90%	84%	73%	67%
Prostate	80%	85%	67%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	83%	84%	65%	61%
Urological	78%	82%	62%	65%
Other	88%	85%	74%	70%
<b>All Cancers</b>	<b>87%</b>	<b>84%</b>	<b>72%</b>	<b>68%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

**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	57%	60%	*	50%	*	48%
Breast	61%	59%	57%	54%	47%	42%
Colorectal / LGT	70%	63%	65%	60%	61%	52%
Gynaecological	70%	59%	57%	47%	54%	38%
Haematological	69%	63%	58%	52%	55%	44%
Head and Neck	73%	63%	73%	56%	71%	53%
Lung	61%	60%	62%	52%	47%	43%
Prostate	57%	60%	52%	46%	42%	40%
Sarcoma	63%	55%	*	49%	*	45%
Skin	61%	67%	68%	60%	61%	59%
Upper Gastro	66%	60%	60%	53%	58%	48%
Urological	57%	59%	48%	47%	50%	44%
Other	59%	56%	59%	52%	52%	44%
<b>All Cancers</b>	<b>64%</b>	<b>60%</b>	<b>58%</b>	<b>53%</b>	<b>52%</b>	<b>45%</b>

<sup>§</sup> These are unadjusted scores

**National Cancer Patient Experience Survey 2018  
North East and Cumbria**

**Care from your general practice**

<b>Cancer type</b>	<b>Q52. GP given enough information about patient's condition and treatment</b>		<b>Q53. Practice staff definitely did everything they could to support patient</b>	
	<b>This CA %</b>	<b>National</b>	<b>This CA %</b>	<b>National</b>
Brain / CNS	*	88%	*	51%
Breast	97%	96%	62%	59%
Colorectal / LGT	96%	95%	61%	58%
Gynaecological	99%	95%	61%	57%
Haematological	98%	95%	62%	58%
Head and Neck	98%	93%	63%	58%
Lung	96%	94%	57%	58%
Prostate	96%	95%	60%	64%
Sarcoma	*	95%	*	53%
Skin	98%	97%	71%	67%
Upper Gastro	96%	94%	55%	58%
Urological	96%	95%	61%	61%
Other	97%	94%	59%	56%
<b>All Cancers</b>	<b>97%</b>	<b>95%</b>	<b>61%</b>	<b>59%</b>

<sup>§</sup> These are unadjusted scores

National Cancer Patient Experience Survey 2018  
North East and Cumbria

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	48%	45%	*	33%	92%	84%	56%	59%
Breast	67%	61%	39%	39%	93%	90%	76%	68%
Colorectal / LGT	66%	61%	39%	38%	91%	88%	81%	72%
Gynaecological	64%	58%	34%	31%	87%	87%	80%	69%
Haematological	70%	64%	39%	35%	94%	91%	77%	66%
Head and Neck	74%	61%	37%	37%	93%	88%	81%	71%
Lung	64%	62%	40%	31%	91%	89%	79%	71%
Prostate	66%	65%	31%	36%	89%	87%	80%	75%
Sarcoma	48%	54%	*	28%	77%	86%	73%	64%
Skin	73%	71%	43%	42%	90%	91%	79%	73%
Upper Gastro	62%	59%	30%	35%	85%	86%	75%	68%
Urological	64%	62%	32%	30%	84%	85%	81%	75%
Other	64%	57%	31%	30%	91%	87%	76%	63%
<b>All Cancers</b>	<b>66%</b>	<b>61%</b>	<b>36%</b>	<b>35%</b>	<b>91%</b>	<b>88%</b>	<b>78%</b>	<b>69%</b>

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	30%	39%	8.2	8.4
Breast	25%	31%	9.0	8.9
Colorectal / LGT	26%	33%	9.0	8.8
Gynaecological	25%	37%	8.8	8.8
Haematological	22%	32%	9.1	8.9
Head and Neck	32%	23%	9.1	8.8
Lung	33%	35%	8.9	8.8
Prostate	35%	33%	8.7	8.8
Sarcoma	41%	40%	8.9	8.6
Skin	8%	16%	9.0	9.0
Upper Gastro	30%	35%	8.7	8.7
Urological	21%	21%	8.7	8.7
Other	21%	32%	8.9	8.7
<b>All Cancers</b>	<b>25%</b>	<b>31%</b>	<b>8.9</b>	<b>8.8</b>

§ 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%
E56000017	8,267	614	7,653	2,312	304	5,037	66%

### Respondents by tumour group

The tables below show the numbers of patients from each tumour group and the age and gender distribution of these patients.

Tumour Group	Number of respondents*
Brain / CNS	25
Breast	992
Colorectal / LGT	626
Gynaecological	198
Haematological	841
Head and Neck	108
Lung	432
Prostate	411
Sarcoma	31
Skin	182
Upper Gastro	252
Urological	444
Other	495

\* 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	3	12	35	134	480	990	650	130	2,434
Female	7	29	96	372	631	880	496	92	2,603
Total	10	41	131	506	1,111	1,870	1,146	222	5,037

**National Cancer Patient Experience Survey 2018**

**North East and Cumbria**

**Annex (continued)**

**Expected Range Summary - Trusts**

Trust		Expected Range Classification		
RTF	Northumbria Healthcare NHS Foundation Trust		28	24
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	2	28	22
RR7	Gateshead Health NHS Foundation Trust		37	15
RLN	City Hospitals Sunderland NHS Foundation Trust		44	8
RE9	South Tyneside NHS Foundation Trust	1	42	7
RVW	North Tees and Hartlepool NHS Foundation Trust	3	41	8
RXP	County Durham and Darlington NHS Foundation Trust	3	41	8
RTR	South Tees Hospitals NHS Foundation Trust		48	4
RNL	North Cumbria University Hospitals NHS Trust	6	43	3

## National Cancer Patient Experience Survey 2018

### North East and Cumbria

#### 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	
E56000017	North East and Cumbria	4,846	8.90	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	1,132	9.01	
RE9	South Tyneside NHS Foundation Trust	96	8.99	
RTF	Northumbria Healthcare NHS Foundation Trust	561	8.99	
RR7	Gateshead Health NHS Foundation Trust	376	8.98	
RVW	North Tees and Hartlepool NHS Foundation Trust	438	8.89	
RXP	County Durham and Darlington NHS Foundation Trust	550	8.88	
RLN	City Hospitals Sunderland NHS Foundation Trust	523	8.86	
RTR	South Tees Hospitals NHS Foundation Trust	768	8.82	
RNL	North Cumbria University Hospitals NHS Trust	363	8.61	

## National Cancer Patient Experience Survey 2018

### North East and Cumbria

#### Annex (continued)

#### Dashboard Questions - Trusts

#### Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E56000017	North East and Cumbria	4,865	82%	
RTF	Northumbria Healthcare NHS Foundation Trust	559	85%	
RR7	Gateshead Health NHS Foundation Trust	379	85%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	1,134	84%	
RXP	County Durham and Darlington NHS Foundation Trust	552	82%	
RLN	City Hospitals Sunderland NHS Foundation Trust	518	81%	
RVW	North Tees and Hartlepool NHS Foundation Trust	434	80%	
RE9	South Tyneside NHS Foundation Trust	98	80%	
RTR	South Tees Hospitals NHS Foundation Trust	784	80%	
RNL	North Cumbria University Hospitals NHS Trust	364	76%	

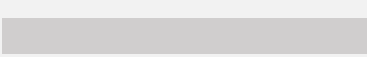
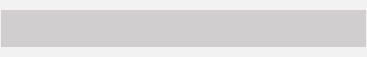

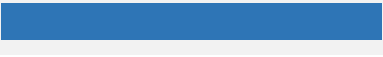
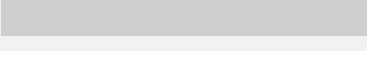

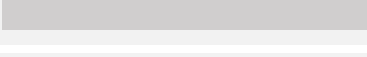
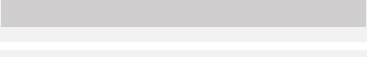

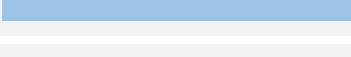
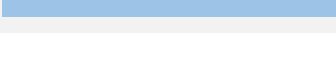
## National Cancer Patient Experience Survey 2018

### North East and Cumbria

#### 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%	
E56000017	North East and Cumbria	4,765	91%	
RE9	South Tyneside NHS Foundation Trust	93	99%	
RR7	Gateshead Health NHS Foundation Trust	380	95%	
RLN	City Hospitals Sunderland NHS Foundation Trust	510	93%	
RXP	County Durham and Darlington NHS Foundation Trust	554	93%	
RTF	Northumbria Healthcare NHS Foundation Trust	556	93%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	1,101	91%	
RTR	South Tees Hospitals NHS Foundation Trust	751	90%	
RVW	North Tees and Hartlepool NHS Foundation Trust	421	88%	
RNL	North Cumbria University Hospitals NHS Trust	357	84%	

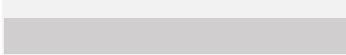
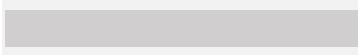



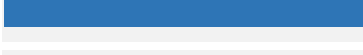
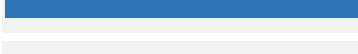
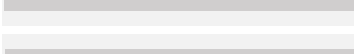

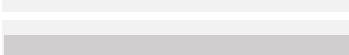

## National Cancer Patient Experience Survey 2018

### North East and Cumbria

#### Annex (continued)

#### Dashboard Questions - Trusts

#### Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	56,809	85%	
E56000017	North East and Cumbria	3,899	89%	
RVW	North Tees and Hartlepool NHS Foundation Trust	331	91%	
RXP	County Durham and Darlington NHS Foundation Trust	465	91%	
RTR	South Tees Hospitals NHS Foundation Trust	604	90%	
RTF	Northumbria Healthcare NHS Foundation Trust	474	90%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	872	89%	
RNL	North Cumbria University Hospitals NHS Trust	277	88%	
RE9	South Tyneside NHS Foundation Trust	90	87%	
RLN	City Hospitals Sunderland NHS Foundation Trust	426	87%	
RR7	Gateshead Health NHS Foundation Trust	325	86%	

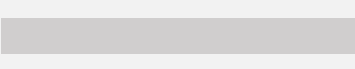
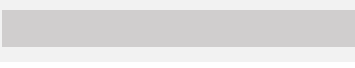
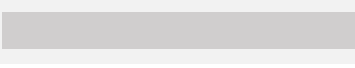
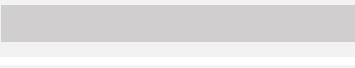
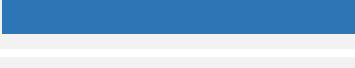

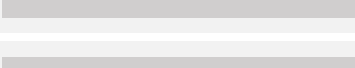
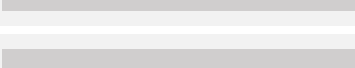
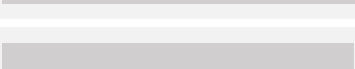
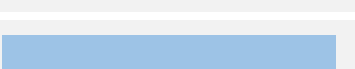

## National Cancer Patient Experience Survey 2018

### North East and Cumbria

#### Annex (continued)

#### Dashboard Questions - Trusts

#### Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	43,433	89%	
E56000017	North East and Cumbria	2,895	89%	
RR7	Gateshead Health NHS Foundation Trust	235	92%	
RE9	South Tyneside NHS Foundation Trust	44	92%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	804	91%	
RTF	Northumbria Healthcare NHS Foundation Trust	254	91%	
RNL	North Cumbria University Hospitals NHS Trust	211	90%	
RTR	South Tees Hospitals NHS Foundation Trust	520	89%	
RLN	City Hospitals Sunderland NHS Foundation Trust	271	88%	
RXP	County Durham and Darlington NHS Foundation Trust	266	88%	
RVW	North Tees and Hartlepool NHS Foundation Trust	260	83%	

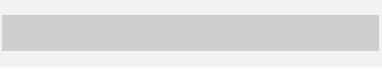
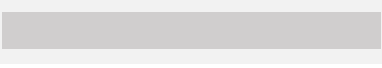
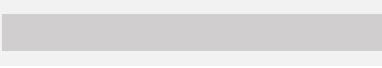
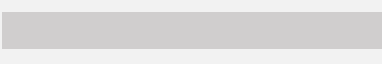
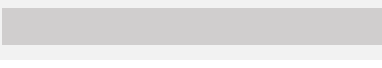
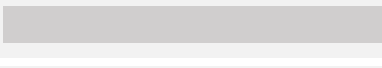



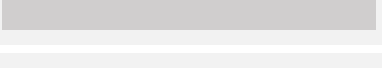

## National Cancer Patient Experience Survey 2018

### North East and Cumbria

#### 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%	
E56000017	North East and Cumbria	2,803	95%	
RE9	South Tyneside NHS Foundation Trust	43	98%	
RTF	Northumbria Healthcare NHS Foundation Trust	245	96%	
RXP	County Durham and Darlington NHS Foundation Trust	260	96%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	774	95%	
RR7	Gateshead Health NHS Foundation Trust	233	95%	
RLN	City Hospitals Sunderland NHS Foundation Trust	262	95%	
RTR	South Tees Hospitals NHS Foundation Trust	497	94%	
RNL	North Cumbria University Hospitals NHS Trust	202	94%	
RVW	North Tees and Hartlepool NHS Foundation Trust	260	92%	



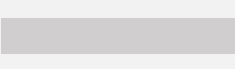
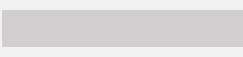

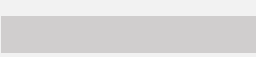

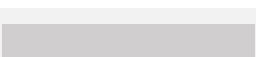
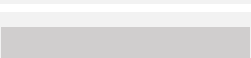
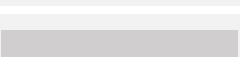
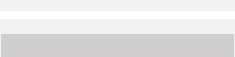
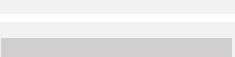

## National Cancer Patient Experience Survey 2018

### North East and Cumbria

#### 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%	
E56000017	North East and Cumbria	3,461	61%	
RXP	County Durham and Darlington NHS Foundation Trust	391	69%	
RNL	North Cumbria University Hospitals NHS Trust	276	64%	
RR7	Gateshead Health NHS Foundation Trust	260	64%	
RTF	Northumbria Healthcare NHS Foundation Trust	404	63%	
RE9	South Tyneside NHS Foundation Trust	73	62%	
RTR	South Tees Hospitals NHS Foundation Trust	544	59%	
RVW	North Tees and Hartlepool NHS Foundation Trust	285	58%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	812	58%	
RLN	City Hospitals Sunderland NHS Foundation Trust	384	57%	

**National Cancer Patient Experience Survey 2018**

**North East and Cumbria**

**Annex (continued)**

**Expected Range Summary - CCGs**

CCG		Expected Range Classification		
13T	NHS Newcastle Gateshead CCG		28	24
00L	NHS Northumberland CCG	1	32	19
99C	NHS North Tyneside CCG		36	16
00P	NHS Sunderland CCG		36	16
00N	NHS South Tyneside CCG		43	9
00K	NHS Hartlepool and Stockton-on-Tees CCG	2	41	9
00D	NHS Durham Dales, Easington and Sedgefield CCG	1	44	7
00C	NHS Darlington CCG	1	45	6
00J	NHS North Durham CCG	3	44	5
00M	NHS South Tees CCG	1	50	1
03D	NHS Hambleton, Richmondshire and Whitby CCG	1	51	
01H	NHS North Cumbria CCG	5	43	4

**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

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







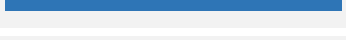
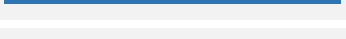
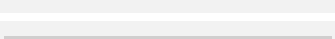
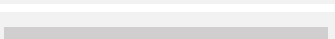


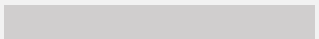

**Q59 Patient's average rating of care scored from very poor to very good**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000017	North East and Cumbria	4,846	8.90	
13T	NHS Newcastle Gateshead CCG	621	9.03	
00N	NHS South Tyneside CCG	216	9.01	
99C	NHS North Tyneside CCG	364	9.00	
00L	NHS Northumberland CCG	640	8.99	
00P	NHS Sunderland CCG	461	8.96	
00K	NHS Hartlepool and Stockton-on-Tees CCG	454	8.94	
00C	NHS Darlington CCG	132	8.89	
00J	NHS North Durham CCG	421	8.84	
00D	NHS Durham Dales, Easington and Sedgefield CCG	457	8.83	
03D	NHS Hambleton, Richmondshire and Whitby CCG	254	8.81	
00M	NHS South Tees CCG	364	8.78	
01H	NHS North Cumbria CCG	462	8.67	

**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

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

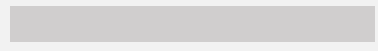


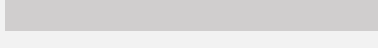

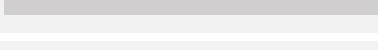

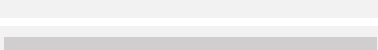
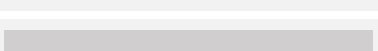
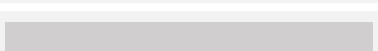

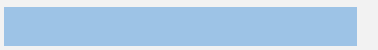


**Q16 Patient definitely involved in decisions about care and treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000017	North East and Cumbria	4,865	82%	
00C	NHS Darlington CCG	129	86%	
00L	NHS Northumberland CCG	644	85%	
13T	NHS Newcastle Gateshead CCG	628	84%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	465	83%	
00P	NHS Sunderland CCG	460	83%	
99C	NHS North Tyneside CCG	361	83%	
00N	NHS South Tyneside CCG	218	81%	
00K	NHS Hartlepool and Stockton-on-Tees CCG	455	81%	
00J	NHS North Durham CCG	419	80%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	256	78%	
00M	NHS South Tees CCG	369	78%	
01H	NHS North Cumbria CCG	461	77%	

**National Cancer Patient Experience Survey 2018  
North East and Cumbria**

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

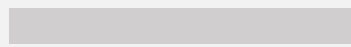



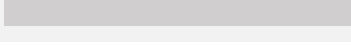



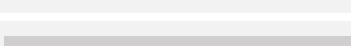
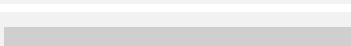
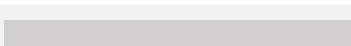
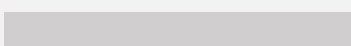
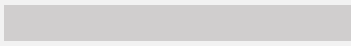

**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000017	North East and Cumbria	4,765	91%	
00N	NHS South Tyneside CCG	212	97%	
00P	NHS Sunderland CCG	461	94%	
13T	NHS Newcastle Gateshead CCG	606	94%	
00C	NHS Darlington CCG	131	93%	
99C	NHS North Tyneside CCG	357	93%	
00J	NHS North Durham CCG	416	92%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	244	92%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	454	91%	
00L	NHS Northumberland CCG	639	91%	
00M	NHS South Tees CCG	358	90%	
00K	NHS Hartlepool and Stockton-on-Tees CCG	434	87%	
01H	NHS North Cumbria CCG	453	86%	

**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

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

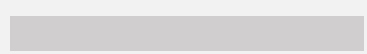
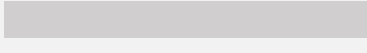
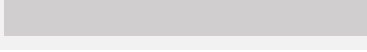

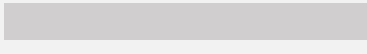
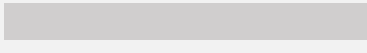
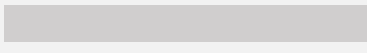
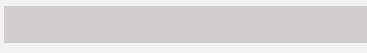
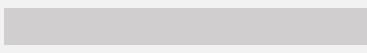
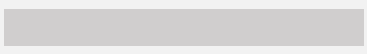
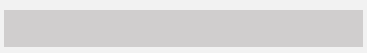
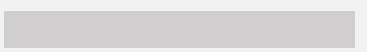
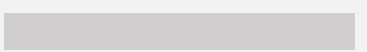
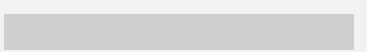
**Q18 Patient found it easy to contact their CNS**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000017	North East and Cumbria	3,899	89%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	363	91%	
00K	NHS Hartlepool and Stockton-on-Tees CCG	335	91%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	208	90%	
00J	NHS North Durham CCG	353	90%	
00C	NHS Darlington CCG	112	90%	
00M	NHS South Tees CCG	280	89%	
13T	NHS Newcastle Gateshead CCG	498	89%	
00L	NHS Northumberland CCG	513	89%	
01H	NHS North Cumbria CCG	359	89%	
00P	NHS Sunderland CCG	397	88%	
99C	NHS North Tyneside CCG	298	87%	
00N	NHS South Tyneside CCG	183	87%	

**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

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

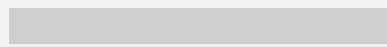
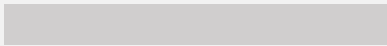

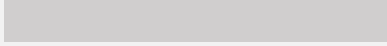

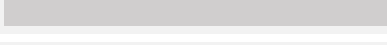

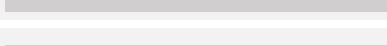
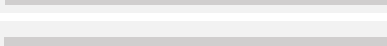
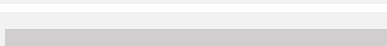


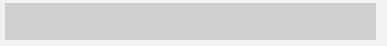

**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000017	North East and Cumbria	2,895	89%	
00C	NHS Darlington CCG	84	94%	
00L	NHS Northumberland CCG	352	92%	
00N	NHS South Tyneside CCG	120	91%	
13T	NHS Newcastle Gateshead CCG	398	91%	
00P	NHS Sunderland CCG	245	91%	
01H	NHS North Cumbria CCG	276	90%	
99C	NHS North Tyneside CCG	229	89%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	169	89%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	264	88%	
00J	NHS North Durham CCG	233	87%	
00M	NHS South Tees CCG	250	87%	
00K	NHS Hartlepool and Stockton-on-Tees CCG	275	86%	

**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

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

**Q39 Staff told patient who to contact if worried post discharge**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000017	North East and Cumbria	2,803	95%	
13T	NHS Newcastle Gateshead CCG	382	97%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	163	96%	
00L	NHS Northumberland CCG	342	96%	
00C	NHS Darlington CCG	82	95%	
00P	NHS Sunderland CCG	243	95%	
00J	NHS North Durham CCG	224	95%	
00K	NHS Hartlepool and Stockton-on-Tees CCG	268	95%	
00N	NHS South Tyneside CCG	116	94%	
99C	NHS North Tyneside CCG	219	94%	
01H	NHS North Cumbria CCG	267	94%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	260	93%	
00M	NHS South Tees CCG	237	92%	



**National Cancer Patient Experience Survey 2018**  
**North East and Cumbria**

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

**Q53 Practice staff definitely did everything they could to support patient**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	47,950	59%	
E56000017	North East and Cumbria	3,461	61%	
00J	NHS North Durham CCG	319	67%	
99C	NHS North Tyneside CCG	257	63%	
01H	NHS North Cumbria CCG	351	62%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	333	61%	
00P	NHS Sunderland CCG	330	61%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	184	61%	
00L	NHS Northumberland CCG	446	60%	
13T	NHS Newcastle Gateshead CCG	458	60%	
00N	NHS South Tyneside CCG	151	59%	
00K	NHS Hartlepool and Stockton-on-Tees CCG	299	58%	
00M	NHS South Tees CCG	246	57%	
00C	NHS Darlington CCG	87	54%	

## **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](http://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](http://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](http://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](http://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](http://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](http://www.ncpes.co.uk)