

National Cancer Patient Experience Survey

2018 Results

Peninsula Cancer Alliance

Published September 2019

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



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Introduction

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

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

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

Full national results and other reports are available at:

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

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

This report

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

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

Data tables

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

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

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

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

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

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

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

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

Column 10 shows the national average score for this question.

Data tables (continued)

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Question		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	2,420	77%	2,654	77%			76%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,171	86%	3,543	85%			85%	82%	85%	84%

Results for individual response options are presented in the detailed data tables available at:

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

Confidence Intervals for unadjusted and case-mix adjusted data are provided in these tables.

Expected ranges and 95% confidence intervals highlight the uncertainty around the results. The size of the expected ranges and confidence intervals will be different for each question, and depends on the number of respondents and the range of their responses.

For further details on case-mix adjustment and the scoring methodology used, please refer to the Annex towards the end of this report.

Comparability charts

For the 2018 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". Alliances whose score is above the upper limit of the expected range (below the lower limit of the expected range) are positive (negative) outliers, with a score statistically significantly higher (lower) than the national mean. They perform better (worse) than what Alliances of the same size are expected to perform.

The comparability charts in this report show a bar with these expected ranges (in grey), higher than expected (in dark blue), and lower than expected (in pale blue). A black dot represents the actual score of this Cancer Alliance.

Comparability charts (continued)

The same colour convention has been used in Column 6 of the data tables, and for the Trusts and CCGs summary data within the annex of this report.

For further details on expected ranges, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Tumour group tables

The final set of tables in this report show the scores for each question for each of the 13 tumour groups. The national score for that tumour group is also shown.

These breakdowns are intended as additional information for Alliances to understand the differences between the experiences of patients with different types of cancer. Scores for some tumour sites with small numbers (less than 21 respondents) are not presented as they have low precision. Scores in these tables should therefore be treated with some caution.

Scores are unadjusted mean scores. No measure of dispersion is presented. Scores for the same tumour and different Alliances may not be comparable, as they do not account for the impact that differing patient populations might have on results.

For further details on case-mix adjustment, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Expected Range Summaries - Trusts and CCGs

These charts summarise the number of questions scoring below, within and above the expected range for all organisations within the Cancer Alliance. Organisations have been ordered according to the net difference between questions scoring above/below the expected range. Full results for Trusts and CCGs within the Cancer Alliance are presented in the detailed data tables available at:

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

Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2018 scores for patient's overall rating of care and the 6 other questions included in the Cancer Dashboard developed by Public Health England and NHS England. Organisation scores for each question have been ordered from highest to lowest. The 2018 National score and the overall score for the Cancer Alliance have also been provided for comparison. Trusts and CCGs within the Cancer Alliance are presented in separate tables.

Notes on specific questions

Questions used solely to direct respondents to different parts of the survey (questions 4, 24, 27, 40, 43, 46) and other demographic and information questions are not reported.

How to use the data

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

Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results.

Case-mix adjusted data, together with case-mix adjusted confidence intervals are presented in the detailed data tables available at:

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

These should be used to understand whether the results are significantly higher or lower than the results for another Cancer Alliance.

Response rates

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

Significance of gender and deprivation testing

Please note that for each Cancer Alliance statistical tests have been applied to subgroups of respondents for both Gender and Deprivation.

A summary of these findings for this Cancer Alliance are provided below:

Gender – across the 52 scored questions, scores were significantly more positive in 12 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 2 questions for patients in England 20% most-deprived.

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

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

Executive Summary

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

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

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

93% 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

88% 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

65% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

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

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

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

Questions which scored outside expected range

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

Finding out what was wrong with you

Q8	Patient told they could bring a family member or friend when first told they had cancer	3,331	84%	73%	83%	78%
Q10	Patient completely understood the explanation of what was wrong	3,593	75%	72%	75%	74%
Q11	Patient given easy to understand written information about the type of cancer they had	3,150	77%	71%	77%	74%

Deciding the best treatment for you

Q15	Patient definitely told about side effects that could affect them in the future	3,183	58%	54%	58%	56%
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Support for people with cancer

Q20	Hospital staff gave information about support groups	2,875	93%	83%	90%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	2,348	86%	81%	85%	83%
Q22	Hospital staff gave information on getting financial help	1,701	66%	57%	64%	60%

Hospital care as a day patient / outpatient

Q41	Patient was able to discuss worries or fears with staff during visit	2,575	75%	67%	74%	71%
Q44	Beforehand patient had all information needed about radiotherapy treatment	1,136	84%	84%	88%	86%

Home care and support

Q49	Hospital staff gave family or someone close all the information needed to help with care at home	2,829	65%	57%	63%	60%
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Care from your general practice

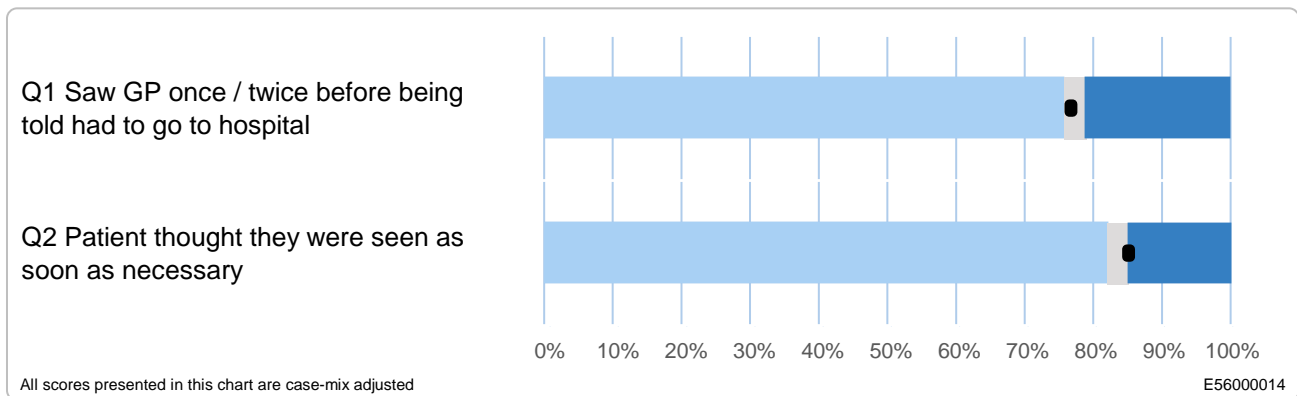
Q53	Practice staff definitely did everything they could to support patient	2,478	65%	56%	62%	59%
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Your overall NHS care

Q54	Hospital and community staff always worked well together	3,459	66%	58%	64%	61%
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Cancer Alliance results

Seeing your GP

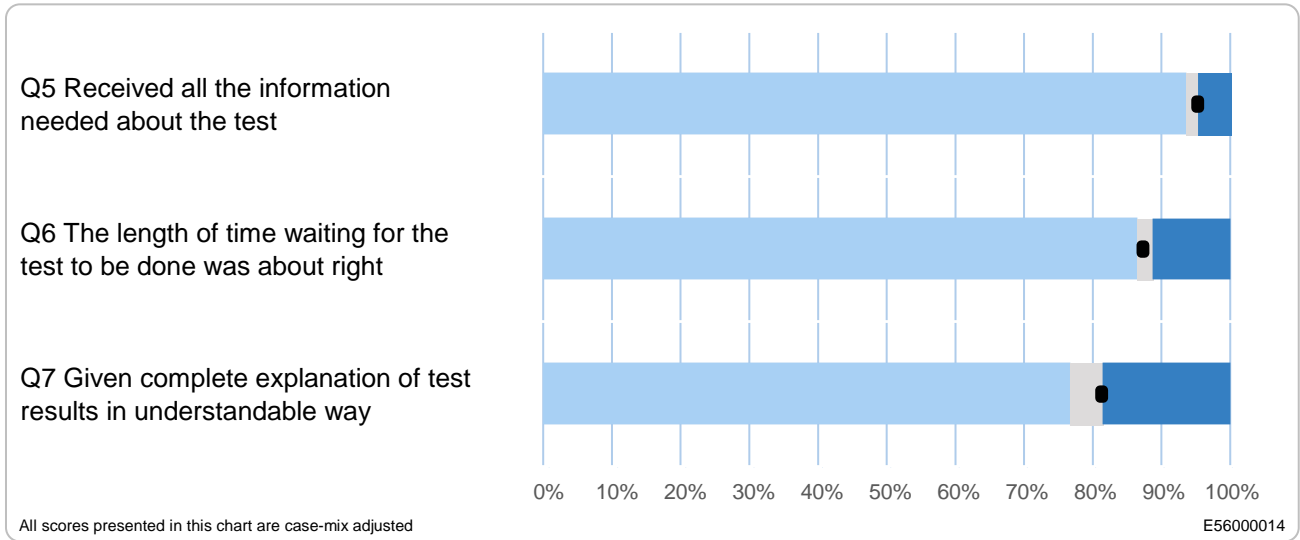


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	2,420	77%	2,654	77%			76%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,171	86%	3,543	85%			85%	82%	85%	84%

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

Cancer Alliance results

Diagnostic Tests

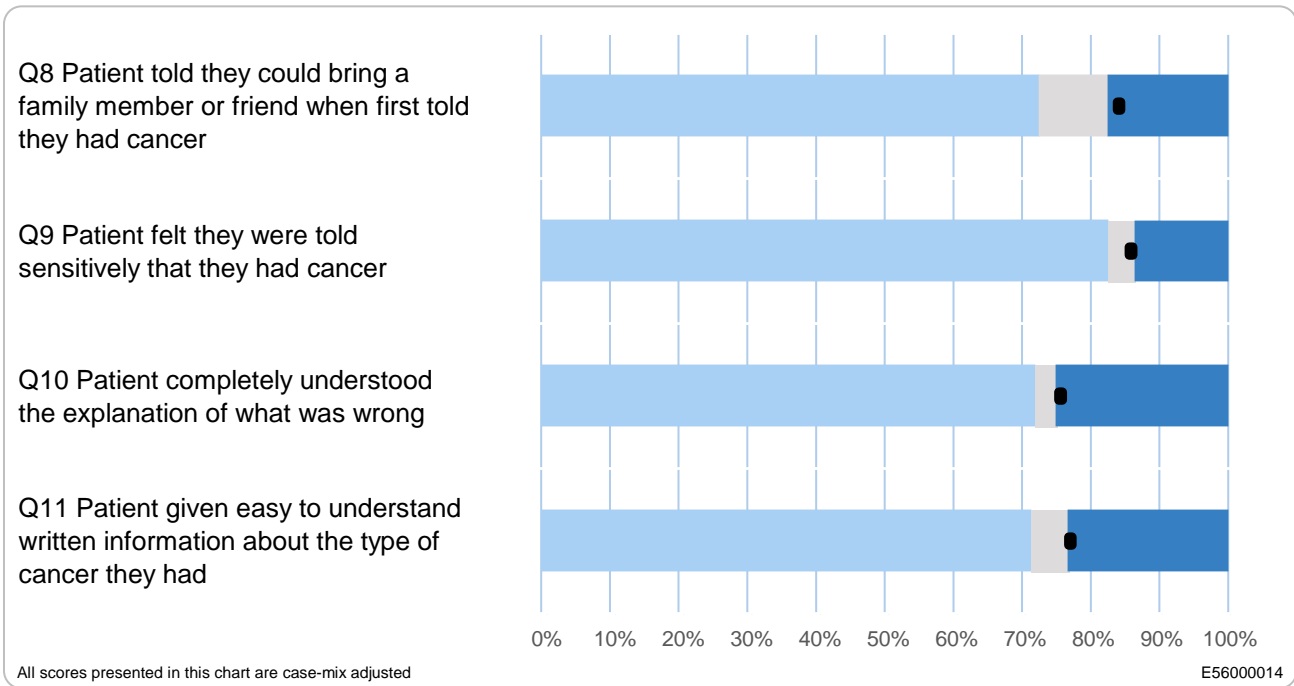


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q5 Received all the information needed about the test	2,712	96%	3,064	95%			95%	94%	95%	94%
Q6 The length of time waiting for the test to be done was about right	2,728	89%	3,102	87%			87%	86%	89%	88%
Q7 Given complete explanation of test results in understandable way	2,745	82%	3,116	82%			81%	77%	82%	79%

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Cancer Alliance results

Finding out what was wrong with you

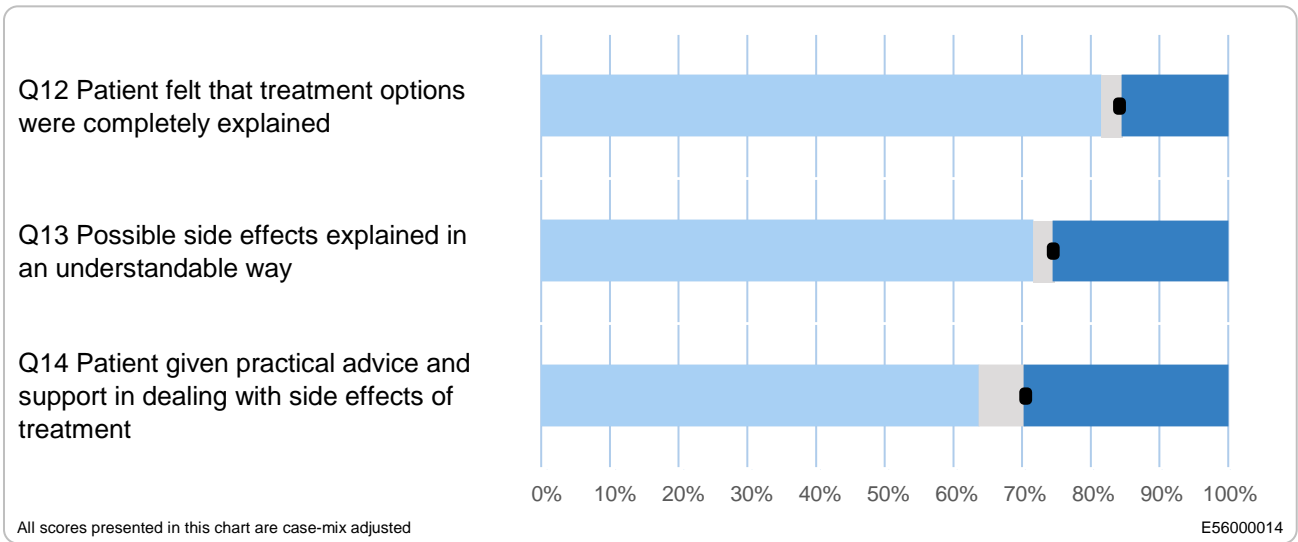


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,998	82%	3,331	84%		↑	84%	73%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	3,169	87%	3,565	86%			86%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	3,203	76%	3,593	76%			75%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	2,794	76%	3,150	77%			77%	71%	77%	74%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
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Cancer Alliance results

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

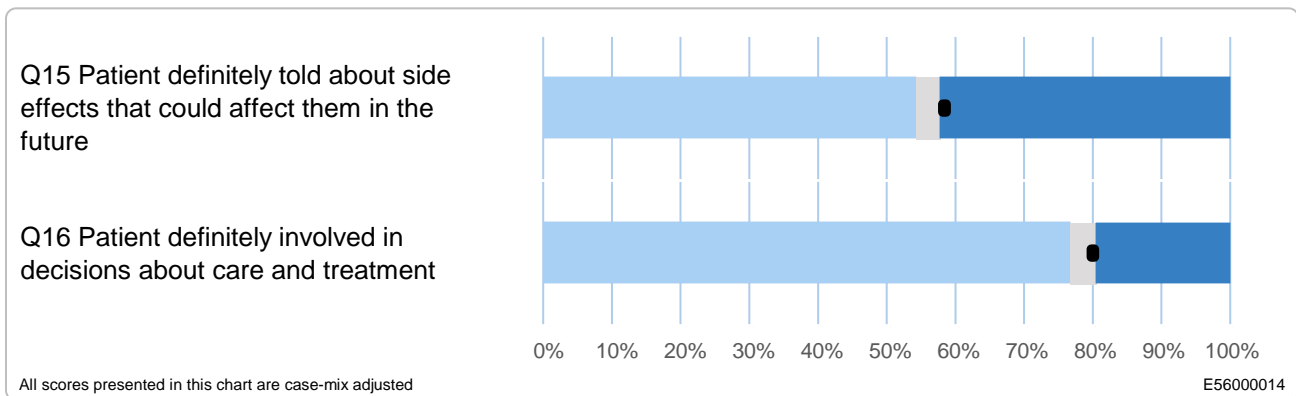


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q12	Patient felt that treatment options were completely explained	2,834	85%	3,165	84%			84%	82%	85%	83%
Q13	Possible side effects explained in an understandable way	3,056	75%	3,429	74%			74%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	3,068	72%	3,426	71%			70%	64%	70%	67%

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

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

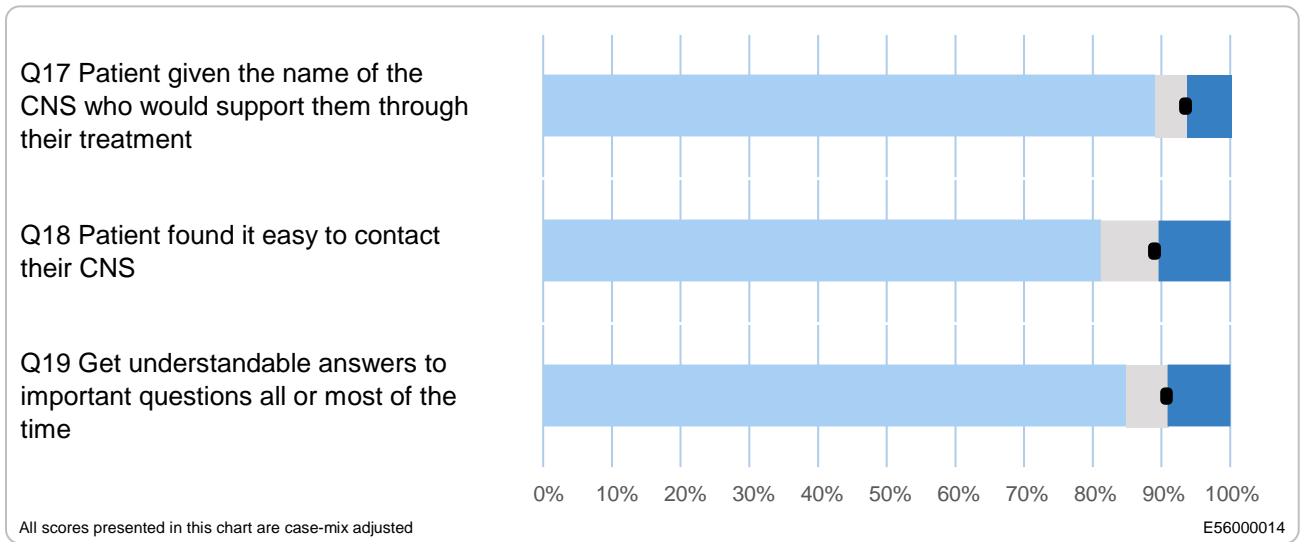


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	2,853	58%	3,183	59%			58%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	3,111	82%	3,517	80%			80%	77%	81%	79%

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

Clinical Nurse Specialist

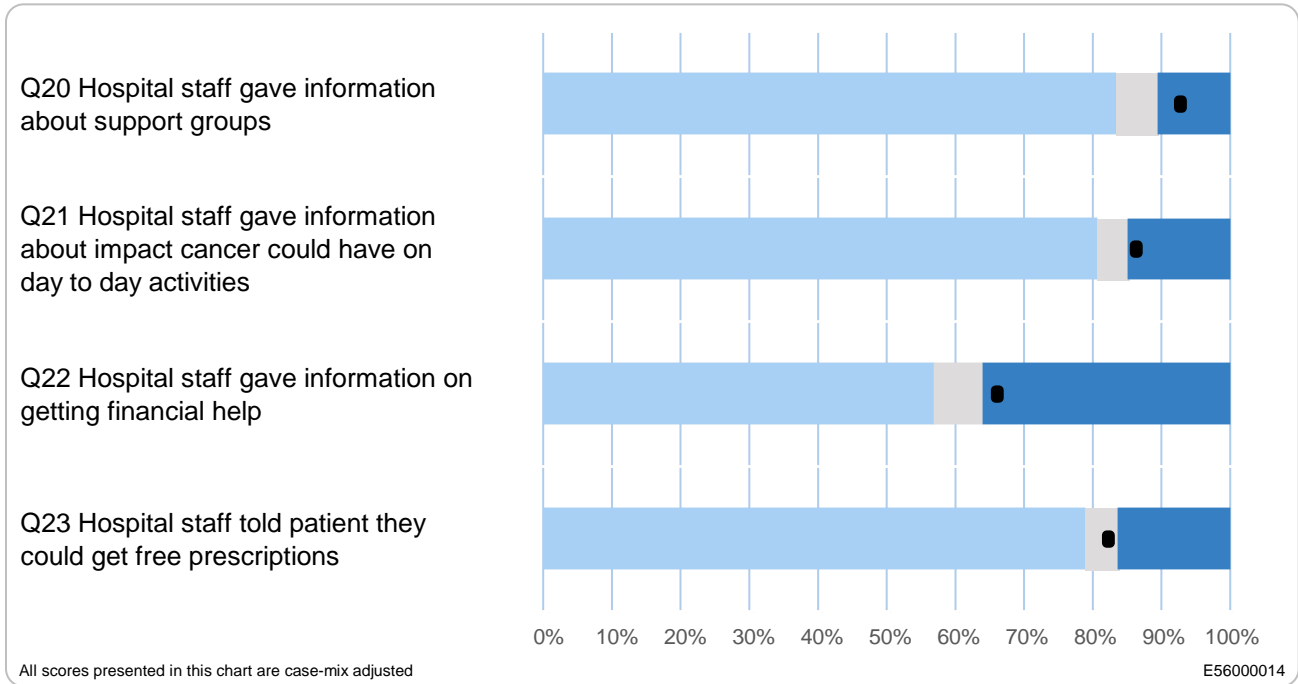


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	3,098	93%	3,488	93%		↑	93%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	2,540	89%	2,825	89%			89%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	2,443	91%	2,678	91%			90%	85%	91%	88%

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Cancer Alliance results

Support for people with cancer

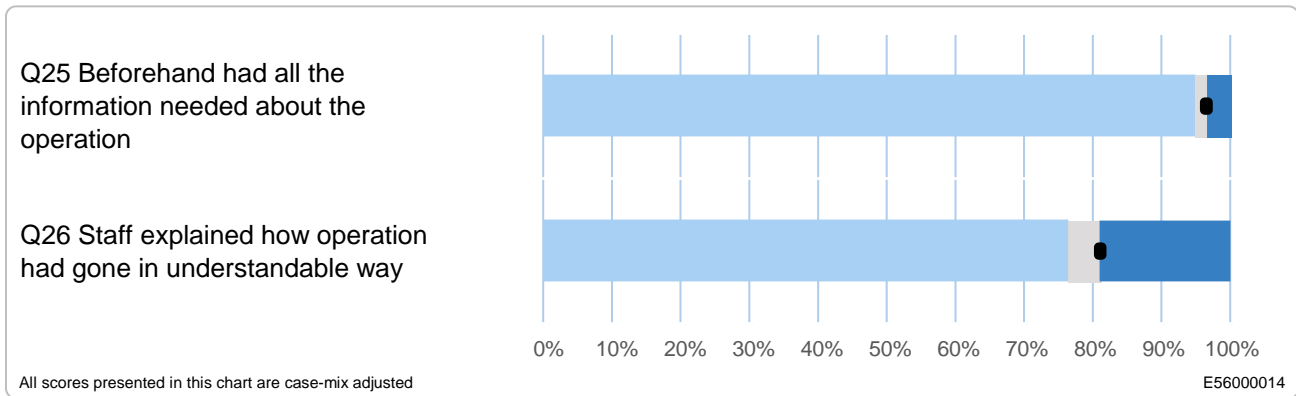


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	2,601	91%	2,875	92%		↑	92%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,100	86%	2,348	86%			86%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,510	64%	1,701	65%			66%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,409	80%	1,488	82%			82%	79%	84%	81%

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

Cancer Alliance results

Operations

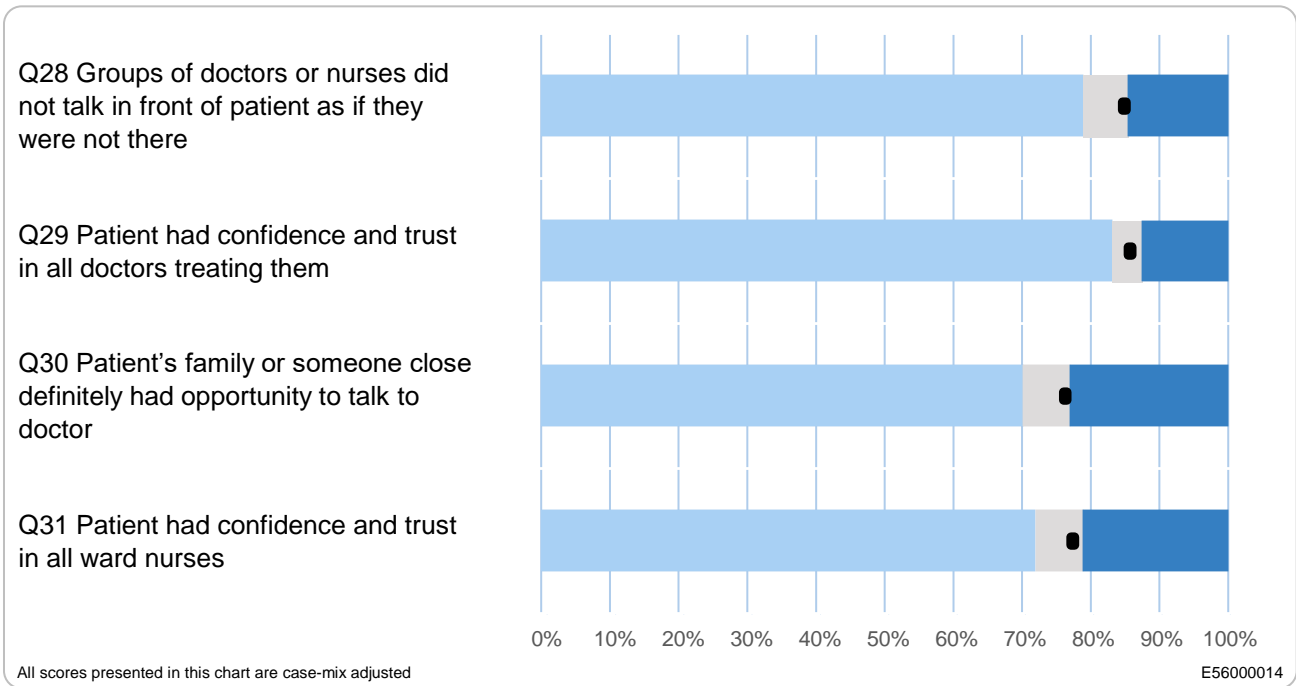


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	1,713	97%	1,924	96%			96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,709	81%	1,900	81%			81%	76%	81%	79%

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

Hospital care as an inpatient (Part 1 of 3)

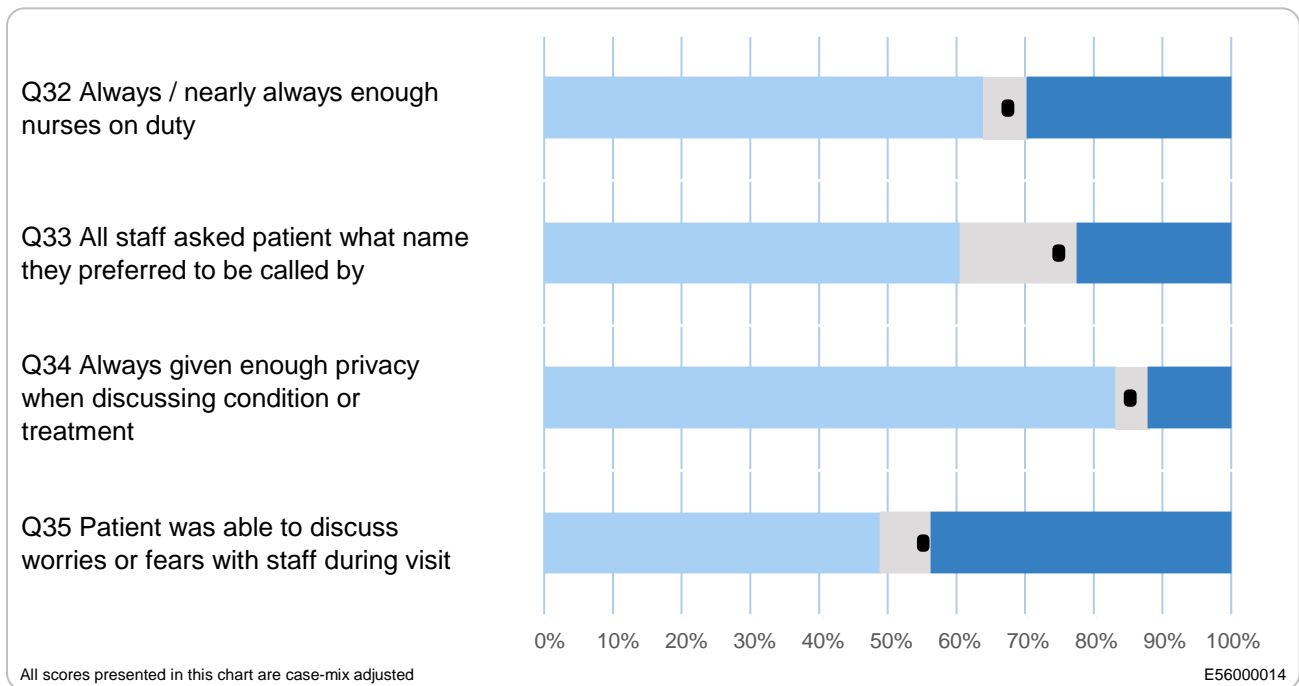


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,829	83%	2,047	85%			85%	79%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,832	88%	2,049	86%			85%	83%	87%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,536	76%	1,694	76%			76%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	1,828	78%	2,052	78%			77%	72%	79%	75%

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

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)

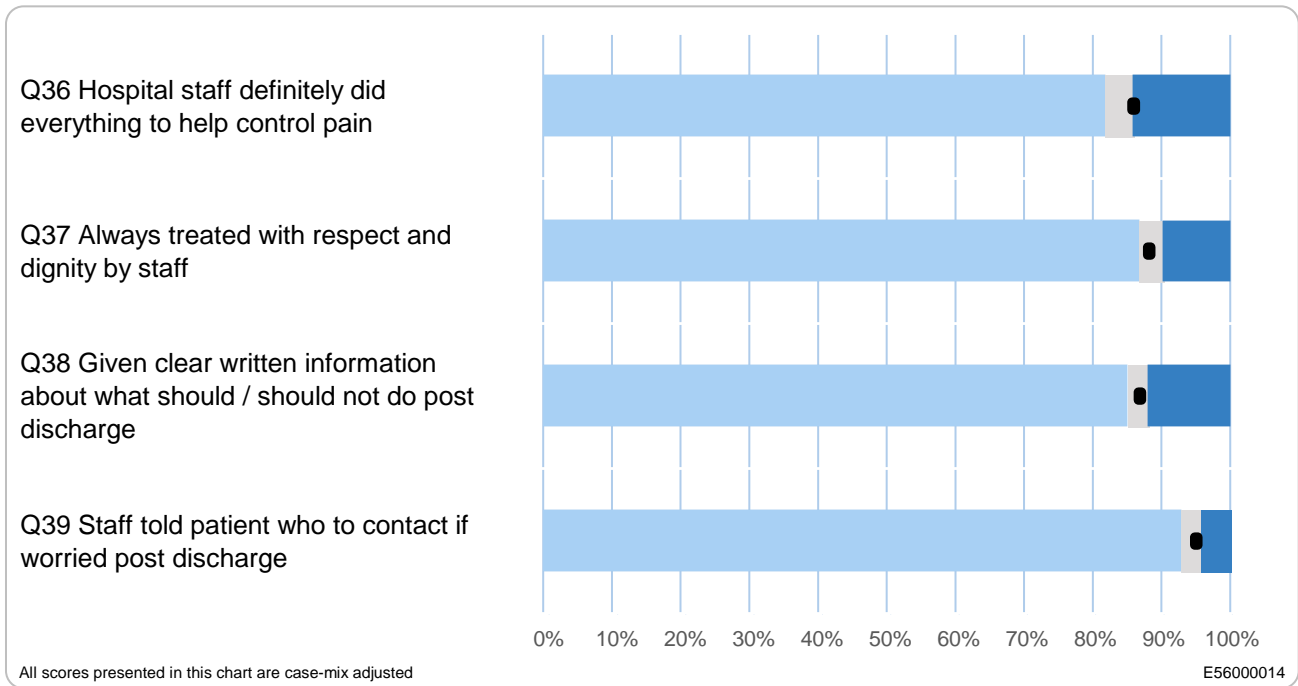


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,814	68%	2,038	68%			67%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	1,814	76%	2,017	75%			75%	61%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,829	88%	2,038	85%	↓		85%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,314	58%	1,457	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)

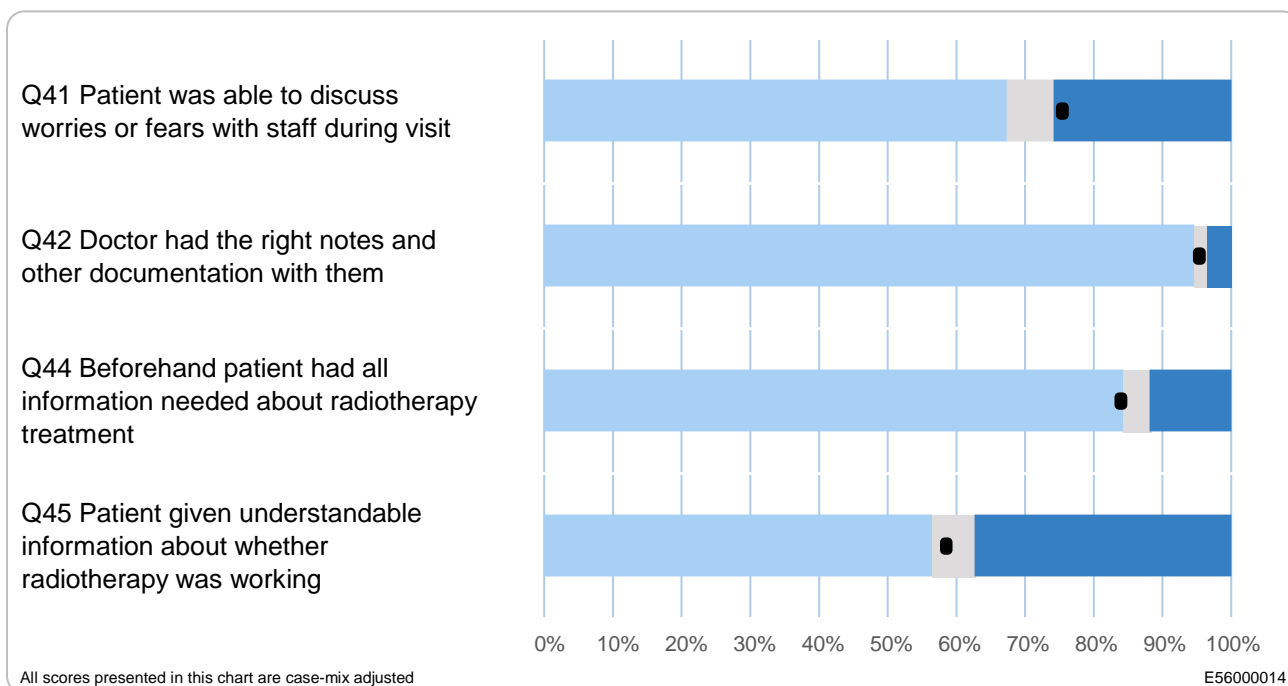


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,622	88%	1,781	86%			86%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	1,825	91%	2,043	88%	↓		88%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,702	87%	1,894	87%			87%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	1,759	96%	1,970	95%			95%	93%	96%	94%

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

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

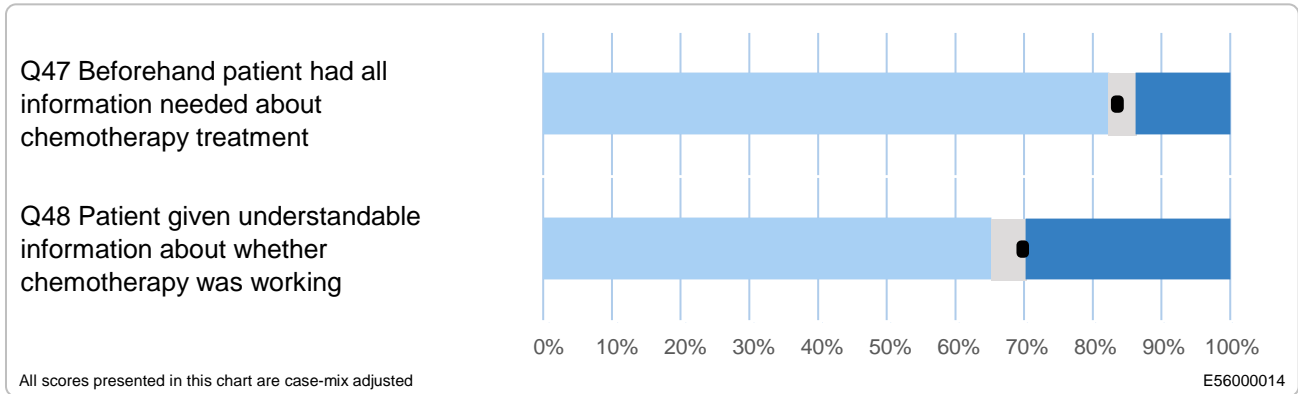


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	2,343	76%	2,575	76%			75%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	2,790	96%	3,136	95%		↓	95%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	1,025	86%	1,136	84%			84%	84%	88%	86%
Q45 Patient given understandable information about whether radiotherapy was working	848	60%	971	59%			58%	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)
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Cancer Alliance results

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

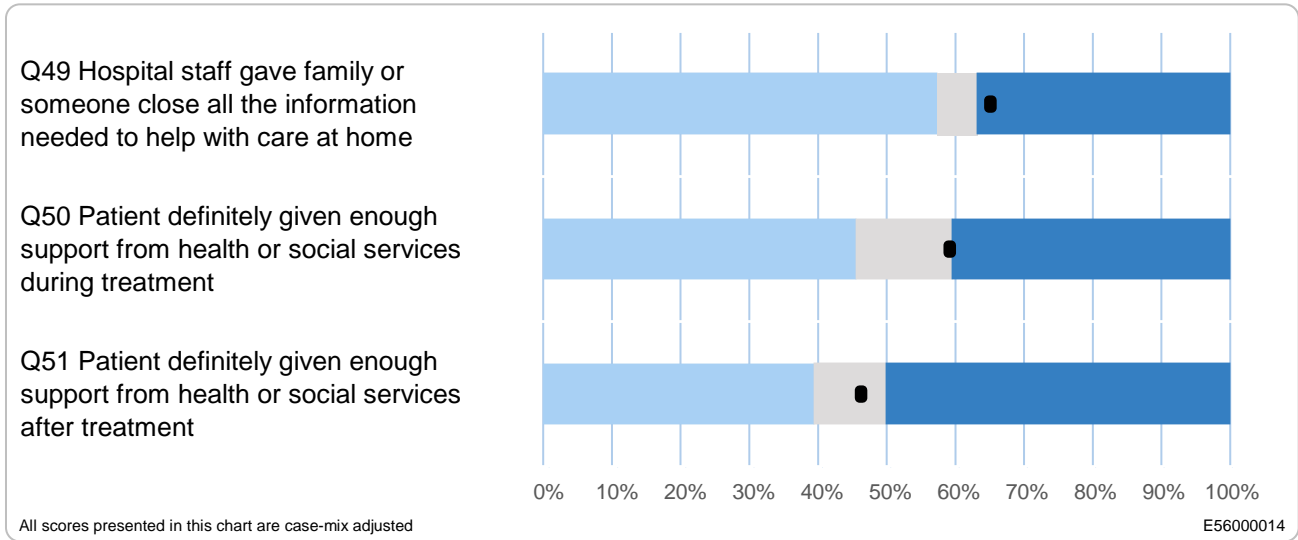


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q47	Beforehand patient had all information needed about chemotherapy treatment	1,508	85%	1,534	83%			83%	82%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	1,368	72%	1,396	70%			70%	65%	70%	68%

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

Cancer Alliance results

Home care and support

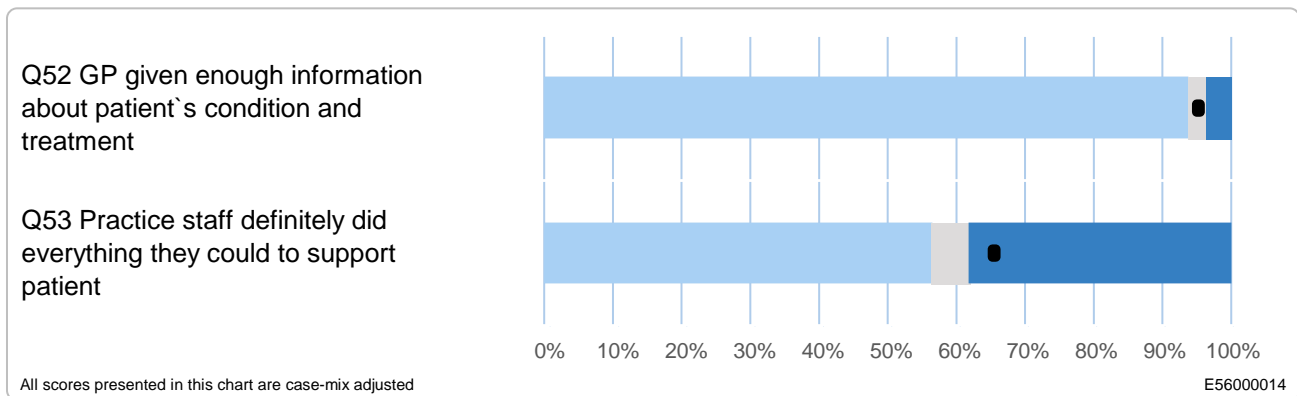


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,568	63%	2,829	65%			65%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,450	58%	1,618	59%			59%	46%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	869	48%	888	46%			46%	39%	50%	45%

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

Cancer Alliance results

Care from your general practice

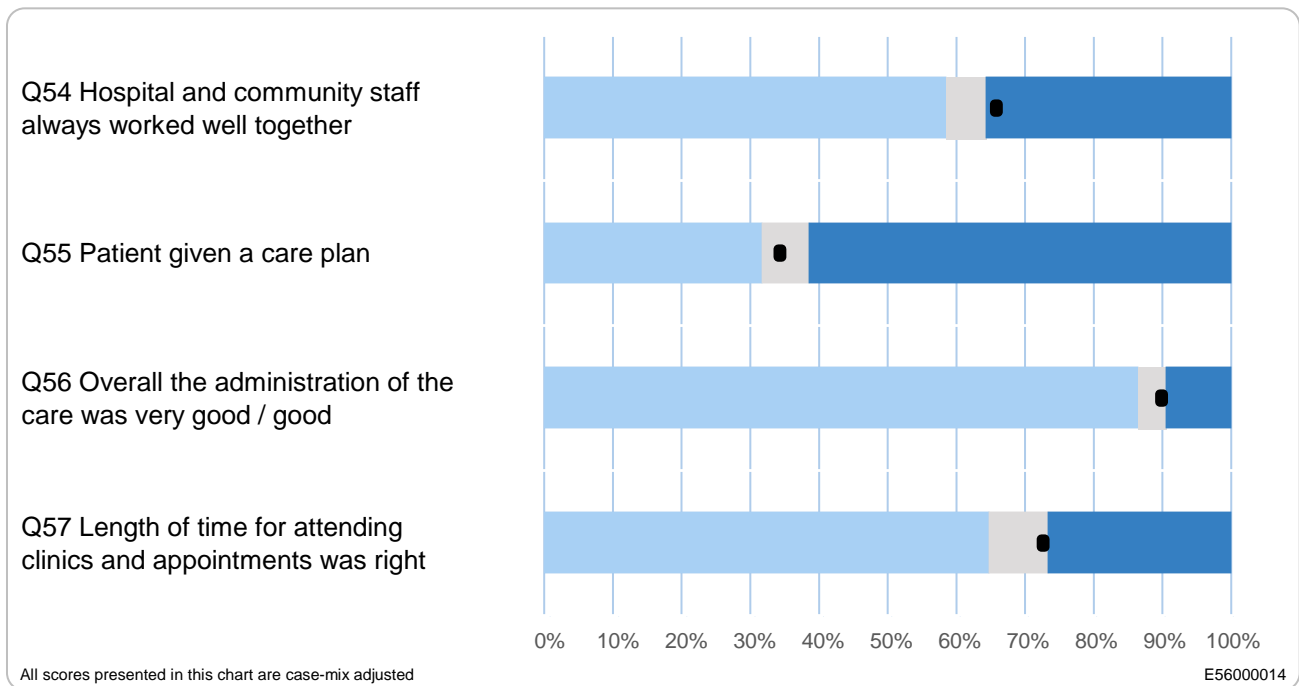


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	2,614	96%	2,946	95%			95%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	2,258	67%	2,478	66%			65%	56%	62%	59%

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

Cancer Alliance results

Your overall NHS care (Part 1 of 2)

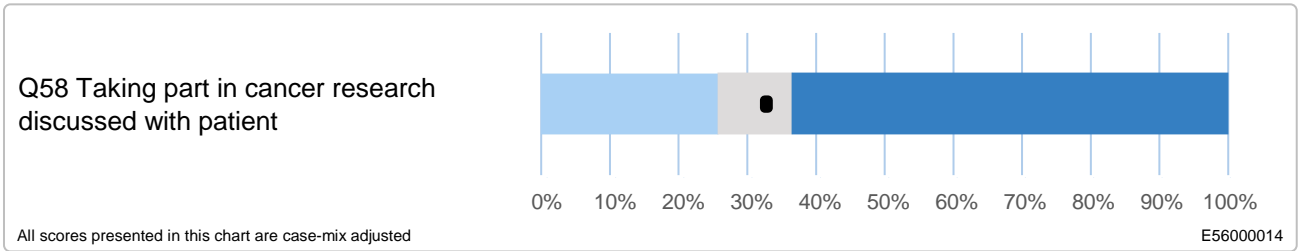


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	3,100	67%	3,459	67%			66%	58%	64%	61%
Q55 Patient given a care plan	2,477	34%	2,786	34%		↑	34%	32%	39%	35%
Q56 Overall the administration of the care was very good / good	3,185	91%	3,590	90%			90%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	3,172	73%	3,550	73%			72%	65%	73%	69%

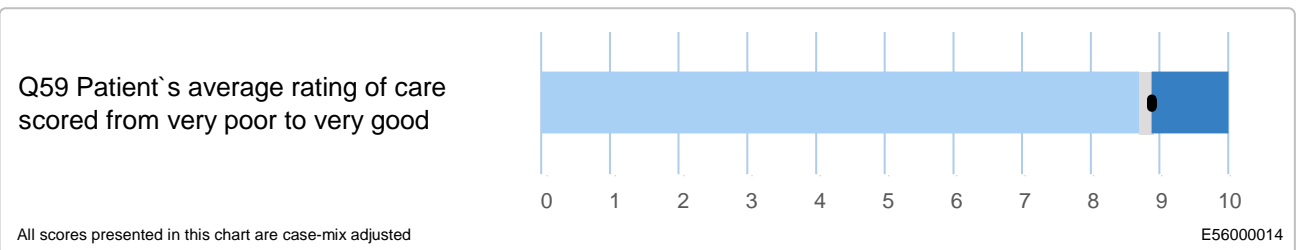
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there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

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q58 Taking part in cancer research discussed with patient	3,026	31%	3,406	31%		↑	33%	26%	37%	31%



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q59 Patient's average rating of care scored from very poor to very good	3,128	9.0	3,525	8.9			8.9	8.7	8.9	8.8

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

Comparisons by tumour group for this Cancer Alliance

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

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	58%	*	73%
Breast	95%	94%	93%	90%
Colorectal / LGT	72%	72%	85%	83%
Gynaecological	82%	75%	88%	79%
Haematological	60%	64%	83%	81%
Head and Neck	80%	79%	80%	80%
Lung	71%	71%	81%	82%
Prostate	79%	81%	84%	85%
Sarcoma	*	66%	*	71%
Skin	94%	90%	91%	86%
Upper Gastro	69%	72%	77%	78%
Urological	75%	81%	83%	85%
Other	73%	73%	84%	79%
All Cancers	77%	77%	85%	84%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Peninsula**

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	95%	95%	94%	91%	85%	82%
Colorectal / LGT	98%	96%	83%	87%	82%	81%
Gynaecological	96%	94%	93%	85%	86%	77%
Haematological	96%	95%	89%	88%	78%	77%
Head and Neck	91%	92%	78%	85%	86%	80%
Lung	92%	94%	89%	87%	81%	79%
Prostate	94%	94%	84%	86%	80%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	96%	96%	93%	90%	87%	83%
Upper Gastro	93%	94%	82%	83%	81%	75%
Urological	97%	94%	87%	87%	81%	79%
Other	96%	95%	85%	86%	78%	76%
All Cancers	95%	94%	87%	88%	82%	79%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Peninsula**

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	81%	77%	*	59%	*	63%
Breast	89%	82%	90%	89%	79%	77%	78%	78%
Colorectal / LGT	86%	82%	85%	86%	80%	79%	77%	73%
Gynaecological	78%	72%	87%	82%	77%	73%	80%	70%
Haematological	81%	73%	84%	83%	61%	61%	80%	76%
Head and Neck	78%	72%	86%	86%	74%	76%	69%	67%
Lung	88%	79%	89%	82%	75%	76%	66%	67%
Prostate	86%	78%	85%	85%	81%	78%	84%	82%
Sarcoma	*	70%	76%	79%	*	61%	*	57%
Skin	79%	71%	93%	90%	85%	80%	90%	84%
Upper Gastro	78%	79%	83%	80%	73%	73%	67%	66%
Urological	85%	74%	85%	82%	82%	77%	80%	73%
Other	82%	76%	84%	82%	74%	70%	68%	65%
All Cancers	84%	78%	86%	85%	76%	74%	77%	74%

[§] These are unadjusted scores

Deciding the best treatment for you

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

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA %	National	This CA %	National
Brain / CNS	68%	61%	59%	70%
Breast	60%	56%	83%	79%
Colorectal / LGT	63%	58%	82%	80%
Gynaecological	56%	55%	80%	79%
Haematological	53%	51%	80%	77%
Head and Neck	56%	62%	80%	79%
Lung	61%	56%	80%	79%
Prostate	66%	64%	79%	81%
Sarcoma	44%	52%	75%	75%
Skin	69%	66%	88%	87%
Upper Gastro	56%	54%	76%	76%
Urological	56%	53%	79%	77%
Other	53%	53%	79%	76%
All Cancers	59%	56%	80%	79%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Peninsula**

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	91%	94%	*	82%	*	84%
Breast	95%	95%	89%	85%	90%	88%
Colorectal / LGT	96%	92%	93%	88%	93%	89%
Gynaecological	99%	94%	91%	85%	91%	88%
Haematological	93%	92%	89%	88%	90%	89%
Head and Neck	95%	90%	88%	87%	85%	88%
Lung	98%	93%	92%	87%	93%	88%
Prostate	92%	90%	84%	82%	90%	87%
Sarcoma	89%	87%	*	84%	*	87%
Skin	96%	91%	95%	89%	97%	91%
Upper Gastro	98%	93%	90%	85%	94%	87%
Urological	90%	84%	87%	82%	88%	87%
Other	83%	88%	88%	85%	91%	87%
All Cancers	93%	91%	89%	85%	91%	88%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
Peninsula

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%	81%	70%	*	79%
Breast	95%	91%	89%	86%	66%	65%	76%	82%
Colorectal / LGT	92%	86%	87%	84%	60%	58%	89%	83%
Gynaecological	95%	85%	90%	82%	79%	61%	76%	77%
Haematological	94%	86%	88%	84%	67%	62%	86%	87%
Head and Neck	92%	86%	87%	83%	63%	60%	78%	82%
Lung	90%	86%	87%	81%	71%	71%	82%	85%
Prostate	92%	89%	86%	85%	61%	51%	89%	79%
Sarcoma	*	79%	*	71%	56%	56%	*	75%
Skin	91%	89%	91%	84%	79%	60%	83%	72%
Upper Gastro	89%	84%	83%	81%	72%	63%	88%	84%
Urological	91%	79%	80%	75%	53%	44%	75%	68%
Other	90%	82%	80%	78%	61%	58%	81%	80%
All Cancers	92%	86%	86%	83%	65%	60%	82%	81%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Peninsula**

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA \$	National	This CA \$	National
Brain / CNS	*	94%	*	70%
Breast	97%	96%	83%	79%
Colorectal / LGT	98%	96%	83%	83%
Gynaecological	97%	96%	87%	81%
Haematological	97%	94%	79%	77%
Head and Neck	92%	95%	79%	78%
Lung	96%	95%	85%	78%
Prostate	95%	95%	76%	75%
Sarcoma	*	94%	*	78%
Skin	97%	97%	85%	84%
Upper Gastro	98%	95%	65%	80%
Urological	97%	95%	79%	76%
Other	93%	95%	80%	78%
All Cancers	96%	96%	81%	79%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	73%	*	77%	*	66%	*	67%
Breast	93%	89%	89%	86%	80%	77%	83%	77%
Colorectal / LGT	80%	77%	85%	86%	74%	73%	74%	71%
Gynaecological	96%	85%	90%	86%	81%	72%	76%	73%
Haematological	81%	81%	83%	81%	81%	74%	83%	76%
Head and Neck	85%	79%	86%	86%	74%	75%	77%	74%
Lung	82%	77%	85%	83%	81%	74%	78%	76%
Prostate	87%	86%	89%	89%	75%	73%	77%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	88%	89%	88%	90%	81%	81%	90%	87%
Upper Gastro	69%	74%	78%	82%	66%	73%	71%	71%
Urological	80%	80%	84%	87%	71%	70%	78%	78%
Other	81%	80%	83%	82%	71%	71%	72%	72%
All Cancers	85%	82%	86%	85%	76%	74%	78%	75%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	72%	71%	69%	64%	84%	87%	60%	56%
Colorectal / LGT	65%	62%	74%	71%	82%	85%	54%	54%
Gynaecological	68%	67%	73%	67%	88%	84%	66%	51%
Haematological	70%	64%	81%	71%	88%	86%	61%	55%
Head and Neck	65%	66%	80%	69%	84%	87%	47%	55%
Lung	65%	70%	82%	74%	85%	85%	41%	52%
Prostate	70%	73%	76%	69%	89%	88%	55%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	82%	80%	88%	72%	92%	91%	55%	59%
Upper Gastro	47%	61%	80%	75%	82%	84%	50%	51%
Urological	72%	69%	80%	73%	87%	85%	48%	47%
Other	64%	62%	73%	68%	84%	82%	53%	48%
All Cancers	68%	67%	75%	69%	85%	86%	55%	53%

§ These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	82%	*	84%	*	86%	*	94%
Breast	88%	86%	89%	89%	92%	92%	96%	96%
Colorectal / LGT	87%	85%	88%	87%	86%	84%	95%	94%
Gynaecological	86%	83%	85%	87%	88%	88%	97%	95%
Haematological	86%	83%	93%	90%	80%	81%	98%	95%
Head and Neck	85%	83%	91%	87%	82%	88%	88%	93%
Lung	91%	84%	91%	89%	80%	84%	92%	92%
Prostate	84%	84%	88%	91%	90%	90%	94%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	87%	88%	88%	93%	91%	91%	94%	96%
Upper Gastro	76%	82%	83%	86%	80%	82%	95%	94%
Urological	87%	81%	89%	89%	88%	86%	93%	91%
Other	82%	81%	87%	87%	86%	83%	94%	92%
All Cancers	86%	84%	88%	89%	87%	87%	95%	94%

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	73%	70%	95%	96%	84%	88%	59%	61%
Colorectal / LGT	80%	73%	96%	96%	87%	84%	66%	57%
Gynaecological	76%	71%	97%	96%	85%	86%	64%	61%
Haematological	79%	74%	95%	96%	76%	83%	60%	59%
Head and Neck	74%	73%	96%	96%	80%	86%	46%	61%
Lung	77%	69%	94%	95%	87%	85%	50%	56%
Prostate	77%	73%	95%	95%	83%	87%	57%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	85%	74%	97%	97%	*	85%	*	72%
Upper Gastro	69%	70%	95%	95%	80%	82%	*	53%
Urological	74%	67%	97%	95%	79%	82%	59%	55%
Other	72%	68%	93%	95%	85%	85%	66%	60%
All Cancers	76%	71%	95%	96%	84%	86%	59%	60%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	79%	*	50%
Breast	79%	83%	62%	64%
Colorectal / LGT	87%	85%	72%	64%
Gynaecological	90%	86%	76%	68%
Haematological	85%	85%	75%	75%
Head and Neck	73%	79%	39%	54%
Lung	84%	84%	69%	67%
Prostate	82%	85%	68%	68%
Sarcoma	86%	83%	71%	67%
Skin	*	86%	*	79%
Upper Gastro	84%	84%	72%	61%
Urological	79%	82%	70%	65%
Other	83%	85%	71%	70%
All Cancers	83%	84%	70%	68%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Peninsula**

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	62%	60%	*	50%	*	48%
Breast	63%	59%	60%	54%	39%	42%
Colorectal / LGT	70%	63%	67%	60%	63%	52%
Gynaecological	65%	59%	52%	47%	39%	38%
Haematological	67%	63%	54%	52%	44%	44%
Head and Neck	60%	63%	50%	56%	42%	53%
Lung	67%	60%	59%	52%	45%	43%
Prostate	60%	60%	51%	46%	42%	40%
Sarcoma	57%	55%	*	49%	*	45%
Skin	74%	67%	81%	60%	84%	59%
Upper Gastro	66%	60%	56%	53%	37%	48%
Urological	69%	59%	65%	47%	53%	44%
Other	63%	56%	58%	52%	46%	44%
All Cancers	65%	60%	59%	53%	46%	45%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
Peninsula**

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA \$	National	This CA \$	National
Brain / CNS	*	88%	62%	51%
Breast	96%	96%	65%	59%
Colorectal / LGT	97%	95%	67%	58%
Gynaecological	97%	95%	63%	57%
Haematological	96%	95%	63%	58%
Head and Neck	96%	93%	65%	58%
Lung	94%	94%	63%	58%
Prostate	94%	95%	68%	64%
Sarcoma	*	95%	65%	53%
Skin	98%	97%	78%	67%
Upper Gastro	92%	94%	59%	58%
Urological	95%	95%	71%	61%
Other	94%	94%	64%	56%
All Cancers	95%	95%	66%	59%

[§] These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	50%	45%	*	33%	77%	84%	73%	59%
Breast	67%	61%	35%	39%	89%	90%	76%	68%
Colorectal / LGT	69%	61%	34%	38%	90%	88%	76%	72%
Gynaecological	66%	58%	30%	31%	90%	87%	74%	69%
Haematological	67%	64%	34%	35%	93%	91%	65%	66%
Head and Neck	70%	61%	28%	37%	88%	88%	70%	71%
Lung	72%	62%	28%	31%	89%	89%	77%	71%
Prostate	66%	65%	36%	36%	89%	87%	76%	75%
Sarcoma	58%	54%	*	28%	91%	86%	69%	64%
Skin	76%	71%	49%	42%	95%	91%	83%	73%
Upper Gastro	61%	59%	28%	35%	88%	86%	65%	68%
Urological	69%	62%	35%	30%	90%	85%	79%	75%
Other	61%	57%	31%	30%	87%	87%	67%	63%
All Cancers	67%	61%	34%	35%	90%	88%	73%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	38%	39%	8.1	8.4
Breast	31%	31%	9.0	8.9
Colorectal / LGT	47%	33%	8.9	8.8
Gynaecological	25%	37%	8.9	8.8
Haematological	33%	32%	9.1	8.9
Head and Neck	22%	23%	8.8	8.8
Lung	16%	35%	8.9	8.8
Prostate	34%	33%	8.9	8.8
Sarcoma	35%	40%	8.7	8.6
Skin	10%	16%	9.1	9.0
Upper Gastro	33%	35%	8.7	8.7
Urological	33%	21%	8.9	8.7
Other	31%	32%	8.8	8.7
All Cancers	31%	31%	8.9	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
E56000014	5,513	359	5,154	1,282	205	3,667	71%

Respondents by tumour group

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

Tumour Group	Number of respondents*
Brain / CNS	22
Breast	729
Colorectal / LGT	340
Gynaecological	162
Haematological	476
Head and Neck	100
Lung	195
Prostate	599
Sarcoma	56
Skin	167
Upper Gastro	128
Urological	258
Other	435

* 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	5	4	17	101	294	748	516	116	1,801
Female	9	22	48	226	412	656	396	97	1,866
Total	14	26	65	327	706	1,404	912	213	3,667

**National Cancer Patient Experience Survey 2018
Peninsula**

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RH8	Royal Devon and Exeter NHS Foundation Trust		29	23
REF	Royal Cornwall Hospitals NHS Trust	1	37	14
RA9	Torbay and South Devon NHS Foundation Trust		47	5
RBZ	Northern Devon Healthcare NHS Trust	3	44	5
RK9	Plymouth Hospitals NHS Trust	5	43	4

National Cancer Patient Experience Survey 2018
Peninsula

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	
E56000014	Peninsula	3,525	8.89	
REF	Royal Cornwall Hospitals NHS Trust	618	8.96	
RH8	Royal Devon and Exeter NHS Foundation Trust	1,281	8.94	
RBZ	Northern Devon Healthcare NHS Trust	249	8.88	
RA9	Torbay and South Devon NHS Foundation Trust	451	8.86	
RK9	University Hospitals Plymouth NHS Trust	901	8.78	

**National Cancer Patient Experience Survey 2018
Peninsula**

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

Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000014	Peninsula	3,517	80%	
REF	Royal Cornwall Hospitals NHS Trust	618	81%	
RH8	Royal Devon and Exeter NHS Foundation Trust	1,289	81%	
RBZ	Northern Devon Healthcare NHS Trust	251	79%	
RK9	University Hospitals Plymouth NHS Trust	884	79%	
RA9	Torbay and South Devon NHS Foundation Trust	456	79%	

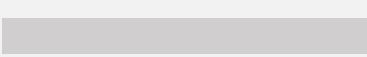
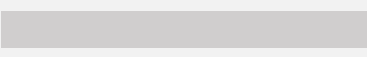

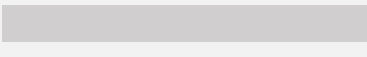

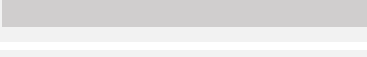
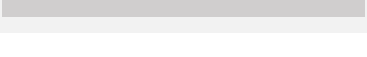
National Cancer Patient Experience Survey 2018

Peninsula

Annex (continued)

Dashboard Questions - Trusts

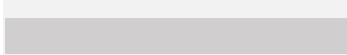
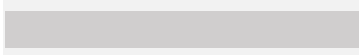




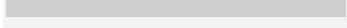
Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	69,892	91%	
E56000014	Peninsula	3,488	93%	
RK9	University Hospitals Plymouth NHS Trust	884	94%	
REF	Royal Cornwall Hospitals NHS Trust	614	94%	
RH8	Royal Devon and Exeter NHS Foundation Trust	1,278	93%	
RA9	Torbay and South Devon NHS Foundation Trust	446	93%	
RBZ	Northern Devon Healthcare NHS Trust	247	91%	

**National Cancer Patient Experience Survey 2018
Peninsula**

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

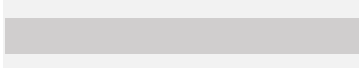
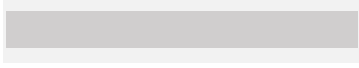
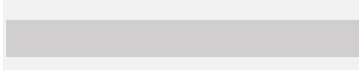
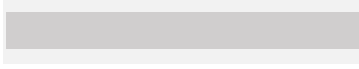
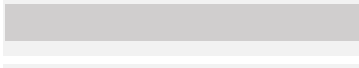

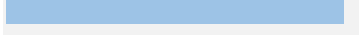
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000014	Peninsula	2,825	89%	
REF	Royal Cornwall Hospitals NHS Trust	495	92%	
RBZ	Northern Devon Healthcare NHS Trust	207	92%	
RH8	Royal Devon and Exeter NHS Foundation Trust	1,020	90%	
RA9	Torbay and South Devon NHS Foundation Trust	364	87%	
RK9	University Hospitals Plymouth NHS Trust	722	85%	

**National Cancer Patient Experience Survey 2018
Peninsula**

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

Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000014	Peninsula	2,043	88%	
RBZ	Northern Devon Healthcare NHS Trust	133	91%	
RH8	Royal Devon and Exeter NHS Foundation Trust	741	90%	
REF	Royal Cornwall Hospitals NHS Trust	374	89%	
RA9	Torbay and South Devon NHS Foundation Trust	188	88%	
RK9	University Hospitals Plymouth NHS Trust	597	85%	

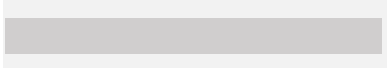
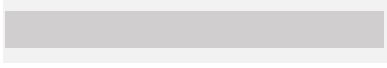
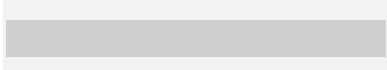
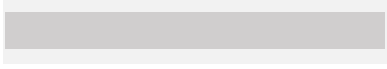
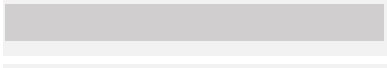

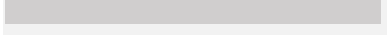
National Cancer Patient Experience Survey 2018

Peninsula

Annex (continued)

Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,743	94%	
E56000014	Peninsula	1,970	95%	
RH8	Royal Devon and Exeter NHS Foundation Trust	716	95%	
RA9	Torbay and South Devon NHS Foundation Trust	179	95%	
RK9	University Hospitals Plymouth NHS Trust	579	95%	
REF	Royal Cornwall Hospitals NHS Trust	363	95%	
RBZ	Northern Devon Healthcare NHS Trust	125	94%	

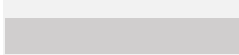






National Cancer Patient Experience Survey 2018

Peninsula

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%	
E56000014	Peninsula	2,478	65%	
RH8	Royal Devon and Exeter NHS Foundation Trust	934	69%	
REF	Royal Cornwall Hospitals NHS Trust	418	68%	
RBZ	Northern Devon Healthcare NHS Trust	186	67%	
RK9	University Hospitals Plymouth NHS Trust	647	60%	
RA9	Torbay and South Devon NHS Foundation Trust	270	59%	

National Cancer Patient Experience Survey 2018

Peninsula

Annex (continued)


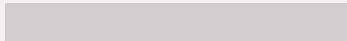

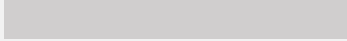

Expected Range Summary - CCGs

CCG		Expected Range Classification			
99P	NHS Northern, Eastern and Western Devon CCG		32	20	
11N	NHS Kernow CCG	3	38	11	
99Q	NHS South Devon and Torbay CCG		47	5	

**National Cancer Patient Experience Survey 2018
Peninsula**

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

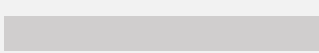
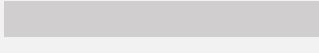
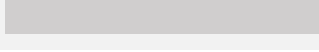

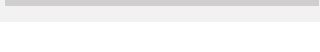
Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000014	Peninsula	3,525	8.89	
11N	NHS Kernow CCG	954	8.93	
99P	NHS Northern, Eastern and Western Devon CCG	1,984	8.88	
99Q	NHS South Devon and Torbay CCG	587	8.85	

**National Cancer Patient Experience Survey 2018
Peninsula**

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

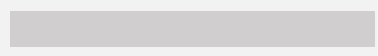
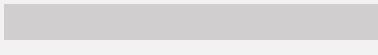
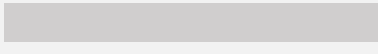
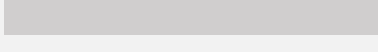
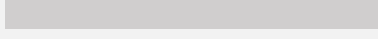
Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000014	Peninsula	3,517	80%	
11N	NHS Kernow CCG	948	80%	
99P	NHS Northern, Eastern and Western Devon CCG	1,977	80%	
99Q	NHS South Devon and Torbay CCG	592	77%	

**National Cancer Patient Experience Survey 2018
Peninsula**

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

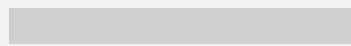


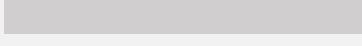

Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000014	Peninsula	3,488	93%	
99Q	NHS South Devon and Torbay CCG	583	93%	
99P	NHS Northern, Eastern and Western Devon CCG	1,963	93%	
11N	NHS Kernow CCG	942	93%	

**National Cancer Patient Experience Survey 2018
Peninsula**

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

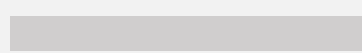
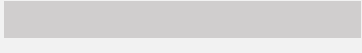
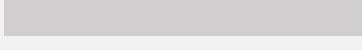

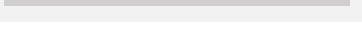
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000014	Peninsula	2,825	89%	
11N	NHS Kernow CCG	756	90%	
99P	NHS Northern, Eastern and Western Devon CCG	1,590	89%	
99Q	NHS South Devon and Torbay CCG	479	86%	

**National Cancer Patient Experience Survey 2018
Peninsula**

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

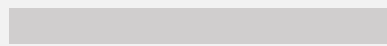
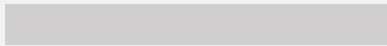

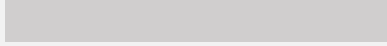

Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000014	Peninsula	2,043	88%	
99P	NHS Northern, Eastern and Western Devon CCG	1,174	89%	
11N	NHS Kernow CCG	596	88%	
99Q	NHS South Devon and Torbay CCG	273	85%	

**National Cancer Patient Experience Survey 2018
Peninsula**

**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%	
E56000014	Peninsula	1,970	95%	
11N	NHS Kernow CCG	578	96%	
99Q	NHS South Devon and Torbay CCG	259	95%	
99P	NHS Northern, Eastern and Western Devon CCG	1,133	94%	

**National Cancer Patient Experience Survey 2018
Peninsula**

**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%	
E56000014	Peninsula	2,478	65%	
99P	NHS Northern, Eastern and Western Devon CCG	1,467	66%	
11N	NHS Kernow CCG	663	65%	
99Q	NHS South Devon and Torbay CCG	348	64%	

Annex

Methodology

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2018.

The patients included in the sample had relevant cancer ICD10 codes (C00-99 excluding C44 and C84, and D05) in the first diagnosis field of their patient records, applied to their patient files by the relevant NHS Trust, and were alive at the point at which fieldwork commenced. Deceased checks were undertaken on up to three occasions during fieldwork, to ensure that questionnaires were not sent to patients who had died since their treatment.

Trust samples were checked rigorously for duplicates and patient lists were also de-duplicated nationally to ensure that patients did not receive multiple copies of questionnaires.

The fieldwork for the survey was undertaken between October 2018 and March 2019.

The survey used a mixed mode methodology. Questionnaires were sent by post with two reminders where necessary, but also included an option to complete online. A Freephone helpline was available for respondents to ask questions about the survey, to enable them to complete their questionnaires over the phone, and to provide access to a translation and interpreting facility for those whose first language was not English.

The Health Research Authority supported the survey by granting Section 251 approval.

Further information

Further information on survey methodology, as well as all of the national and local reports and data, is available at:

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

Redevelopment of the 2018 survey

There have been no changes to the questionnaire compared to 2017.

Official Statistics

The 2018 survey data has been produced and published in line with the Code of Practice for Official Statistics.

Annex (continued)

Scoring methodologies

51 of the 52 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

- question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")
- question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

Neutral responses, such as "Don't know / I can't remember" and "I did not need an explanation" are not included in the denominator when calculating the score.

Where options do not provide any information on positive/negative patient experience (e.g. "Don't know / can't remember"), they are excluded from the score.

The other question (question 59) asks respondents to rate their overall care on a scale of 0 to 10. Scores have been given as an average on this scale.

A copy of the detailed scoring methodology for the 2018 questionnaire is available at: www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Further details on the scoring methodology can be found in the technical document for the survey, available at:

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

Case-mix adjustment

As in 2017, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust is performing given their patient population.

The factors taken into account in this case-mix adjustment are gender, age, ethnic group, deprivation, and tumour group.

For further details on case-mix adjustment, please refer to the technical document for the survey, available at:

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

Annex (continued)

Statistical significance

In the reporting of 2018 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2018 have been compared with those of 2017 and statistically significant change between the two years has been reported where identified.

For the 49 scored questions that are comparable across 2015, 2016, 2017 and 2018, overall statistically significant change over the four years has also been reported where identified.

'Statistically significant' means that you can be very confident that any change between scores is real and not due to chance.

For further details on statistical significance, please refer to the technical document for the survey, available at:



Quality Health is a specialist health and social care survey organisation, working for public, private and not-for-profit sectors, in the UK and overseas.

Quality Health works with all acute hospitals in England, all independent providers of hospital care, and all Health Boards in Scotland, Wales and Northern Ireland.

Quality Health is an approved contractor for the Care Quality Commission's patient survey programmes, NHS England's National Staff Survey programme, and the national Patient Reported Outcome Measures (PROMs).

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