

National Cancer Patient Experience Survey

2018 Results

**South Yorkshire, Bassetlaw, North Derbyshire and
Hardwick
Cancer Alliance**

Published September 2019

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



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Introduction

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

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

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

Full national results and other reports are available at:

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

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

This report

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

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

Data tables

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

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

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

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

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

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

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

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

Column 10 shows the national average score for this question.

Data tables (continued)

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score							
Q1	Saw GP once / twice before being told had to go to hospital	1,551	79%	1,671	79%			78%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,137	85%	2,256	85%			84%	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 10 questions for men and in 7 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 0 questions for patients in England's 20% least-deprived and in 12 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

8.8 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:

77% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

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

86% 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

97% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

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

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

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

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

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

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

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

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	

Finding out what was wrong with you

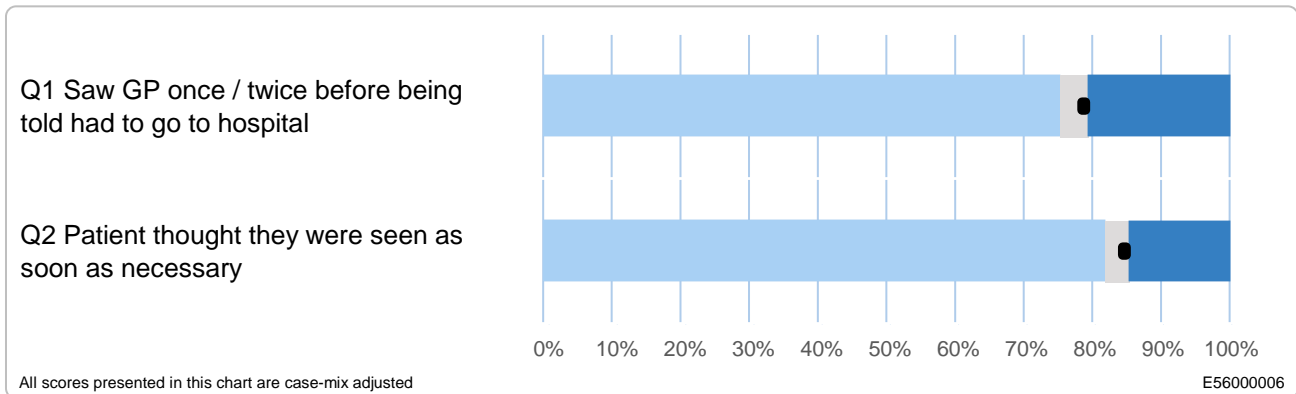
Q11	Patient given easy to understand written information about the type of cancer they had	1,996	70%	71%	77%	74%
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Hospital care as an inpatient

Q39	Staff told patient who to contact if worried post discharge	1,344	97%	93%	96%	94%
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Cancer Alliance results

Seeing your GP

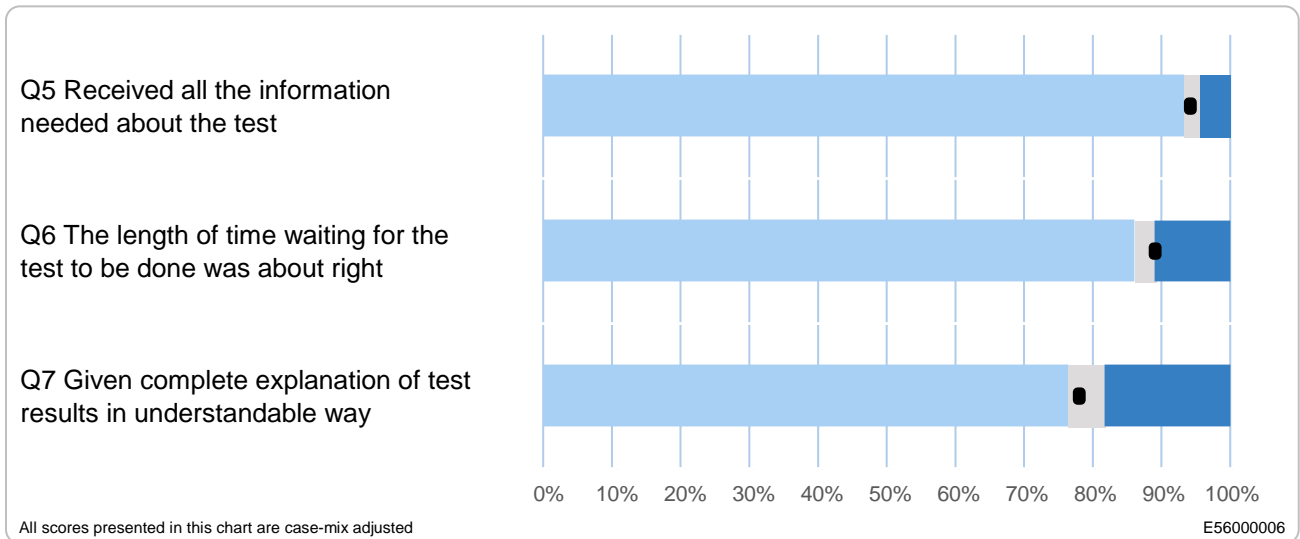


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	1,551	79%	1,671	79%			78%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,137	85%	2,256	85%			84%	82%	85%	84%

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

Cancer Alliance results

Diagnostic Tests

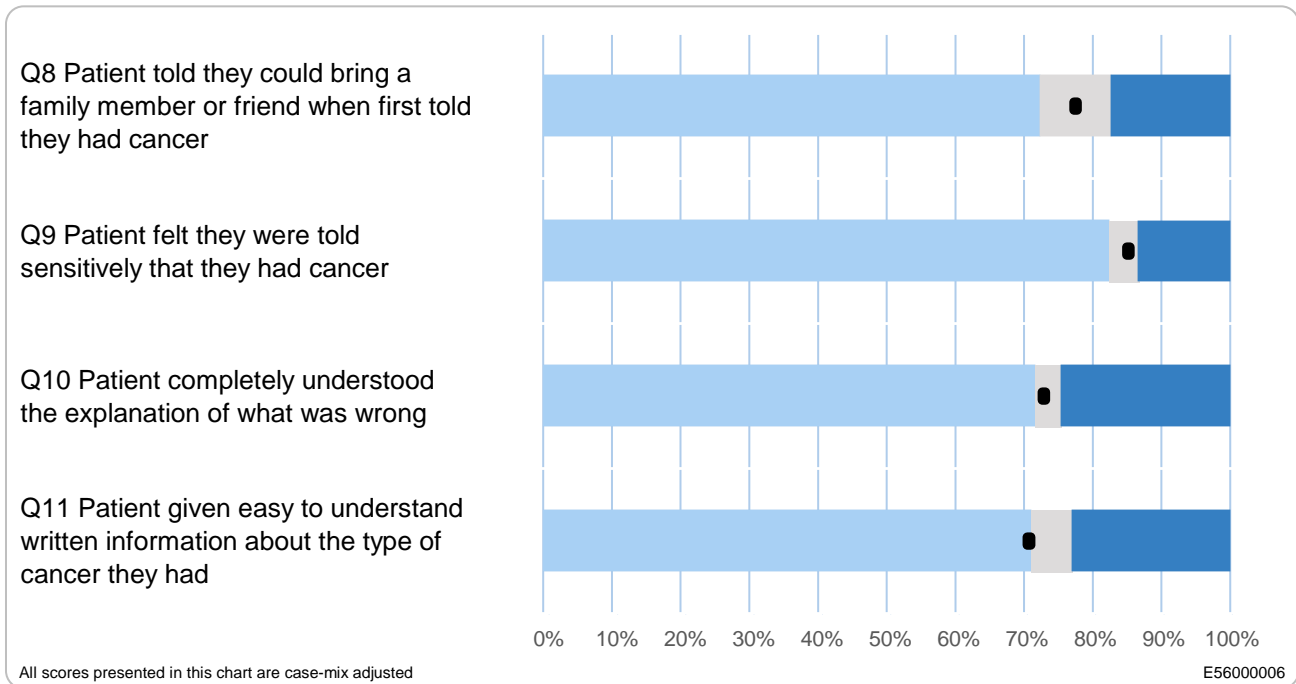


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q5	Received all the information needed about the test	1,737	94%	1,860	94%			94%	93%	96%	94%
Q6	The length of time waiting for the test to be done was about right	1,744	88%	1,890	89%			89%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	1,757	78%	1,893	78%			78%	76%	82%	79%

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Cancer Alliance results

Finding out what was wrong with you

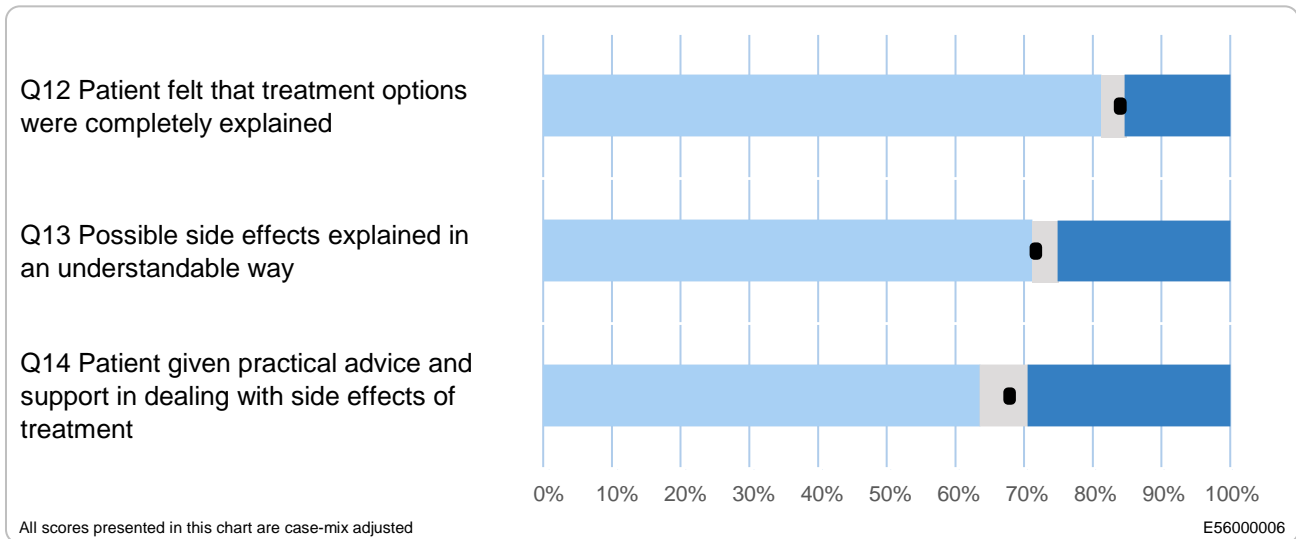


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,020	78%	2,083	78%			77%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	2,121	84%	2,269	85%			85%	82%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,154	72%	2,294	73%			73%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	1,872	71%	1,996	71%			70%	71%	77%	74%

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

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

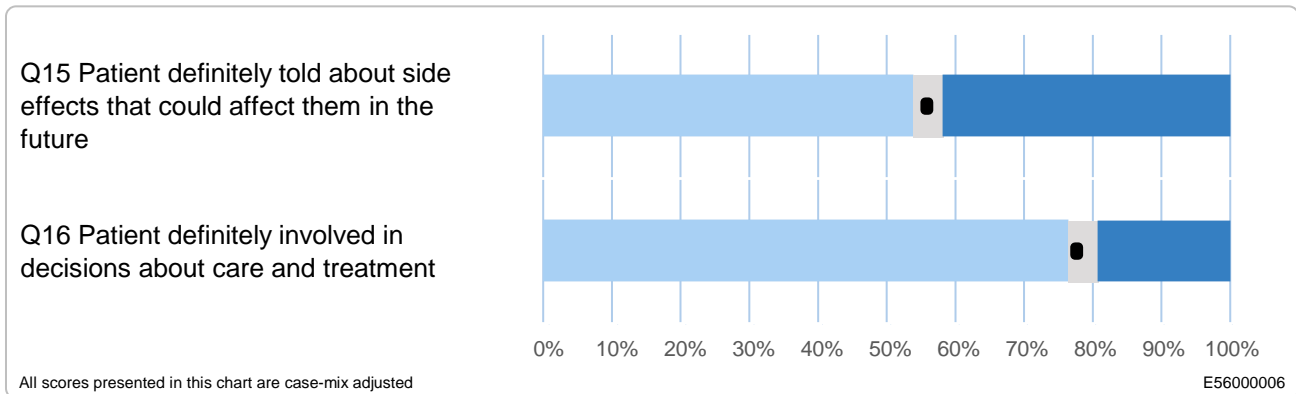


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q12	Patient felt that treatment options were completely explained	1,943	83%	2,028	84%			84%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	2,067	73%	2,194	72%			71%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,064	69%	2,168	68%			68%	64%	71%	67%

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

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

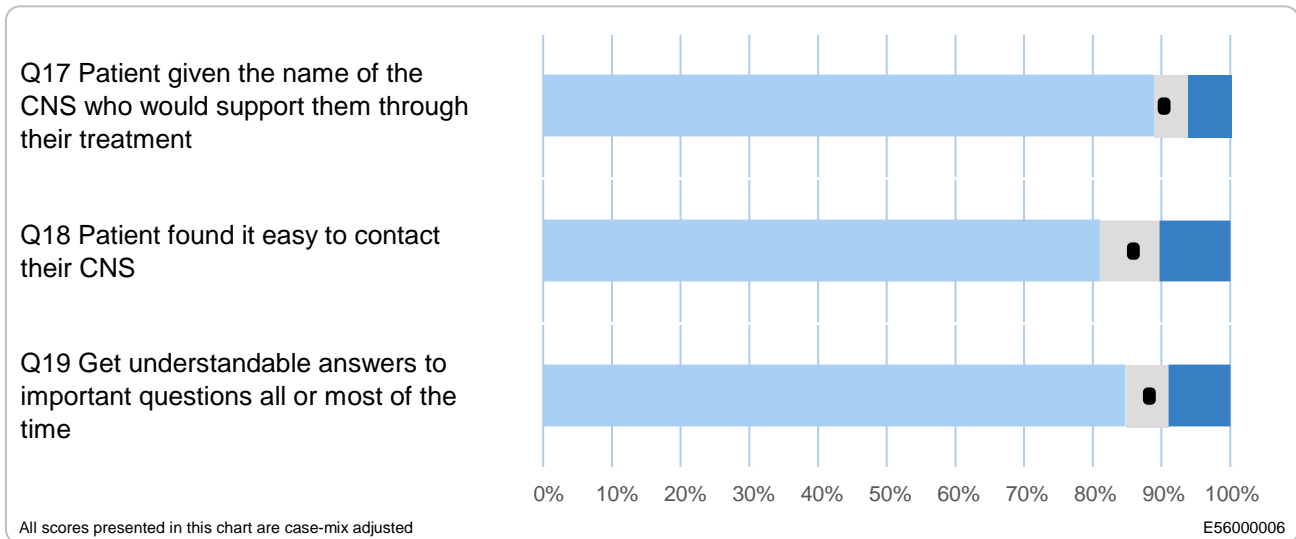


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q15	Patient definitely told about side effects that could affect them in the future	1,958	56%	2,038	56%			56%	54%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	2,091	78%	2,230	78%			77%	76%	81%	79%

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

Clinical Nurse Specialist

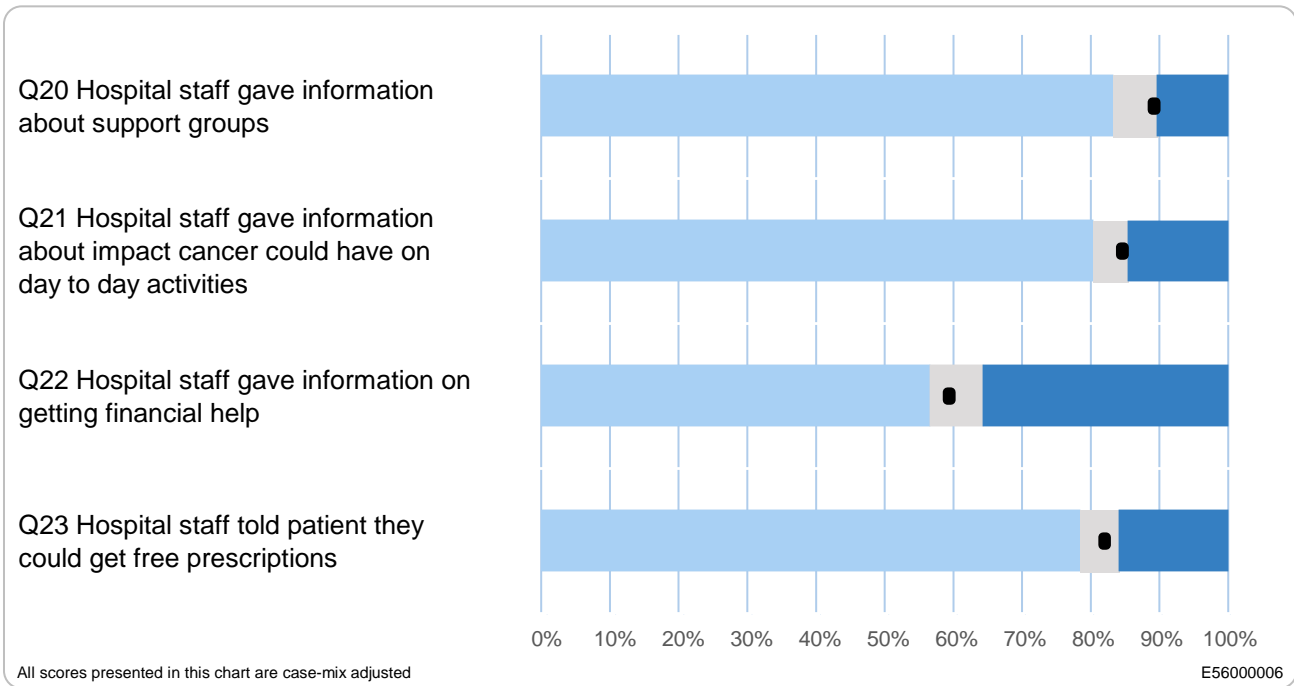


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,096	90%	2,166	90%			90%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	1,706	88%	1,719	86%			86%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	1,634	88%	1,658	88%			88%	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)
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Cancer Alliance results

Support for people with cancer

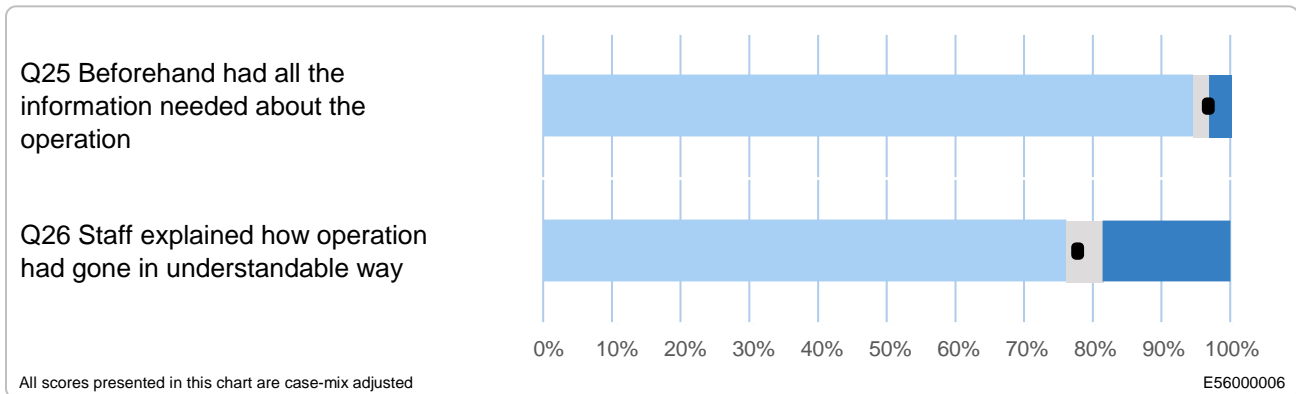


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	1,722	89%	1,771	89%			89%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,515	84%	1,545	85%			84%	80%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,221	57%	1,218	59%			59%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,023	85%	1,026	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)
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Cancer Alliance results

Operations

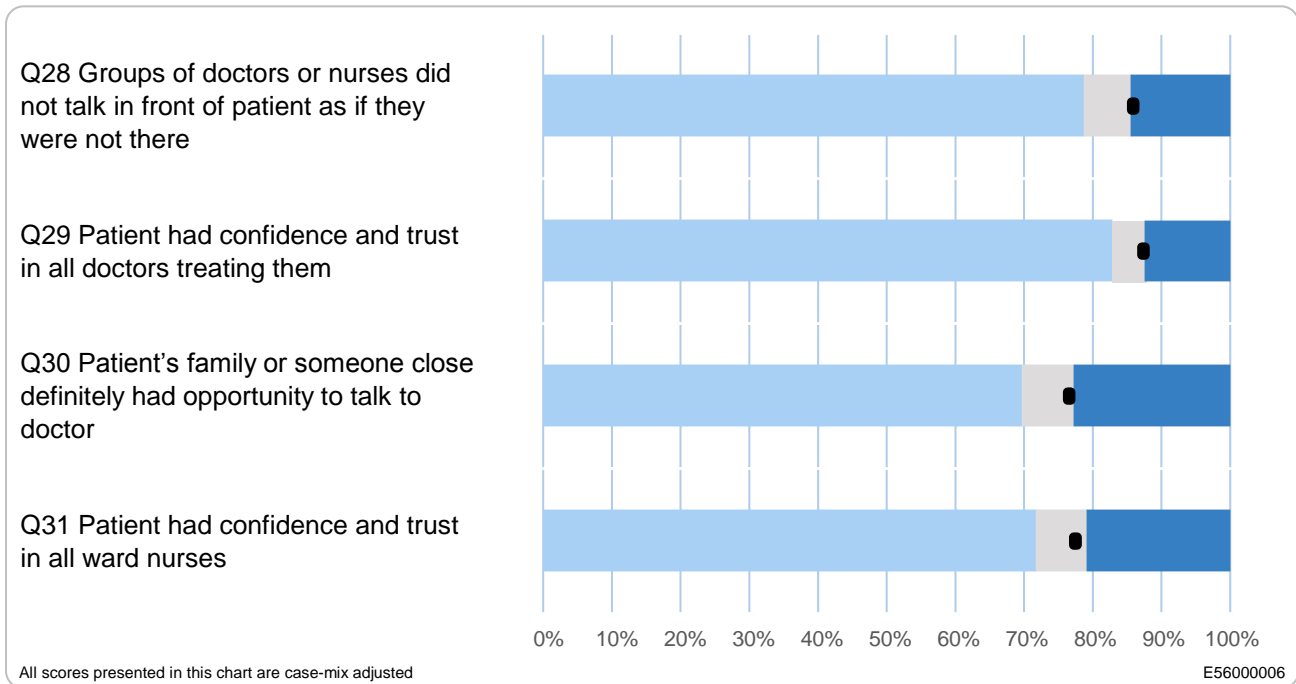


Question	Unadjusted Scores				2018 Case Mix Adjusted						
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q25	Beforehand had all the information needed about the operation	1,087	97%	1,216	97%			97%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,083	78%	1,199	78%			78%	76%	81%	79%

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

Hospital care as an inpatient (Part 1 of 3)

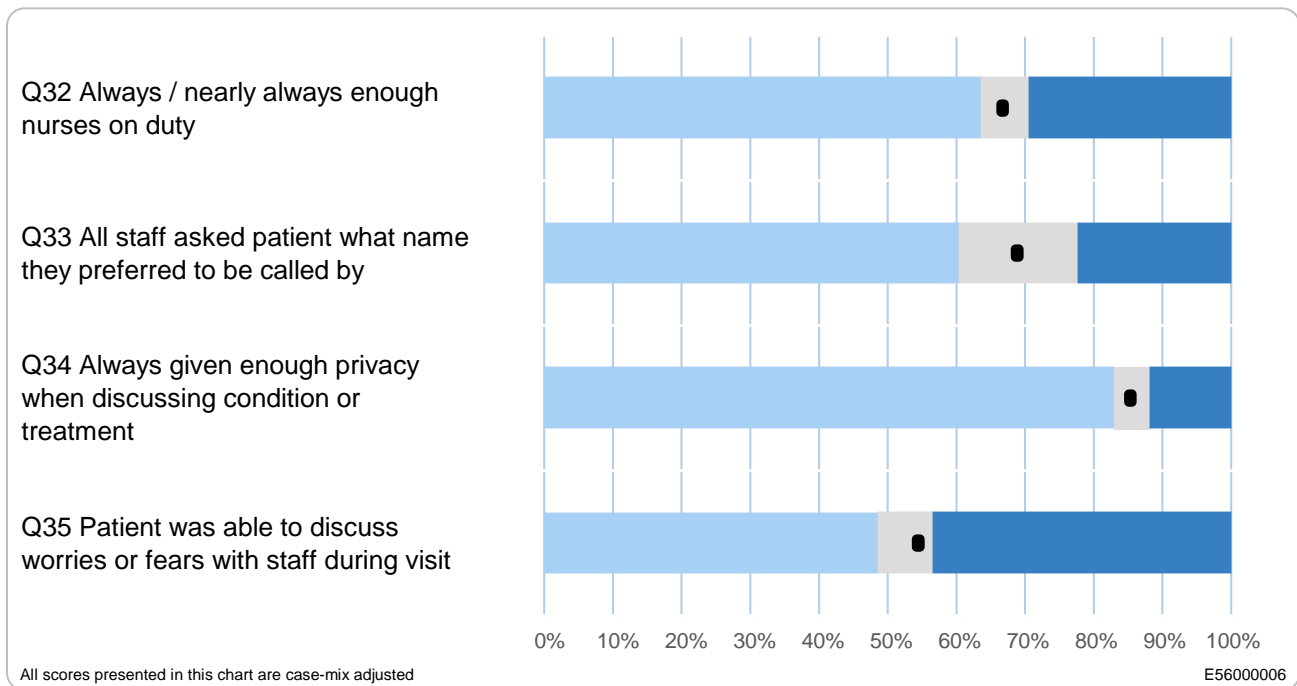


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28	1,285	85%	1,372	85%			86%	79%	86%	82%
Q29	1,287	85%	1,379	87%			87%	83%	88%	85%
Q30	1,084	77%	1,154	77%			76%	70%	77%	74%
Q31	1,288	78%	1,370	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)
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Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)

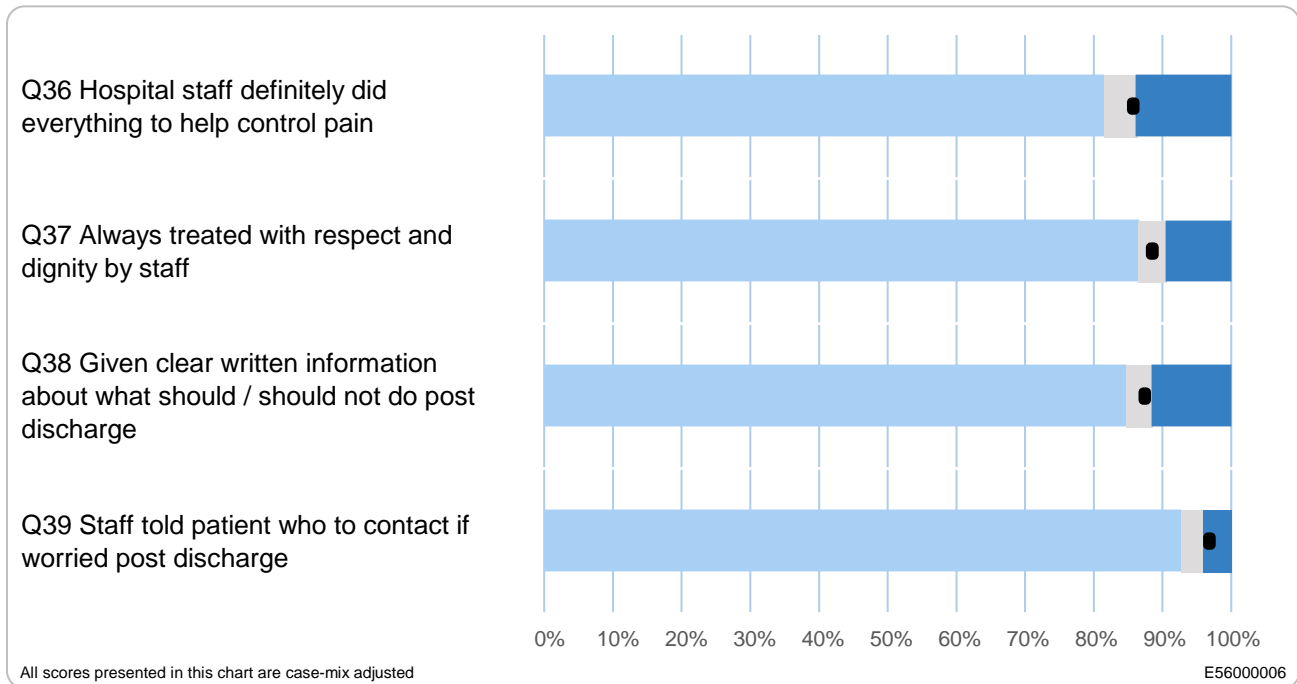


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,281	67%	1,357	67%			66%	64%	71%	67%
Q33 All staff asked patient what name they preferred to be called by	1,268	68%	1,353	69%			69%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,287	86%	1,368	86%			85%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	967	57%	1,004	55%			54%	49%	57%	53%

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

Hospital care as an inpatient (Part 3 of 3)

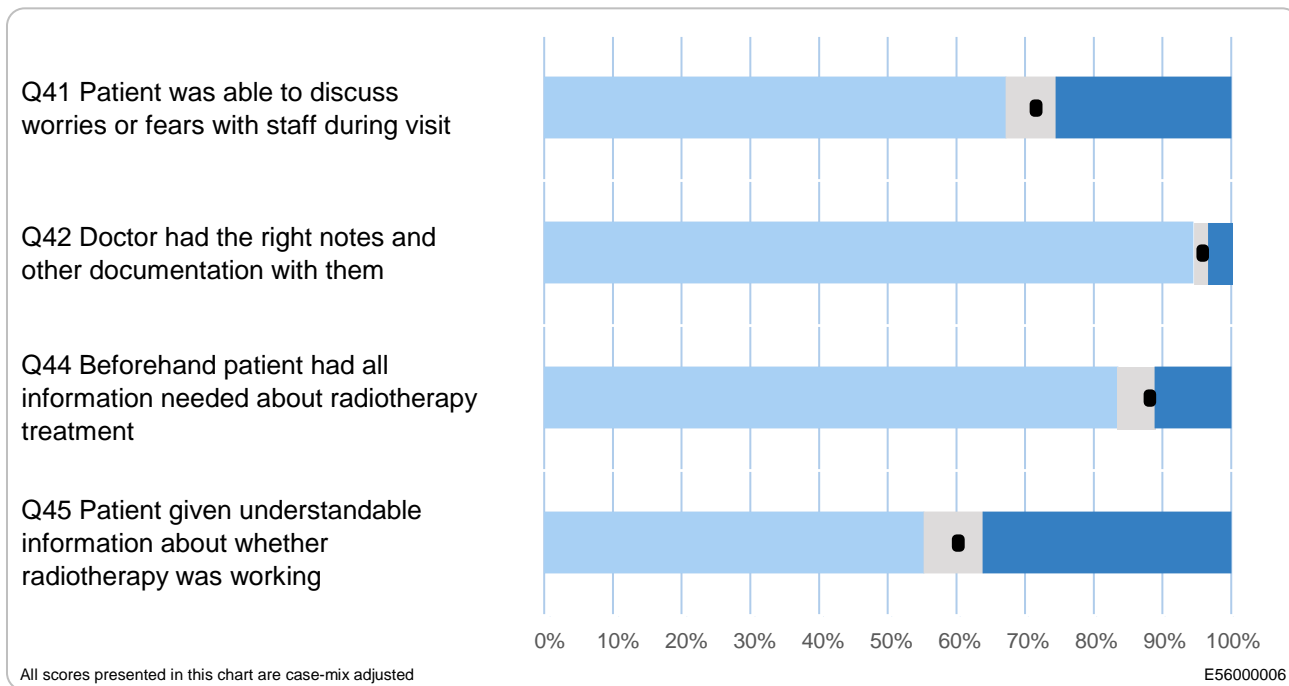


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,140	84%	1,205	86%			85%	81%	86%	84%
Q37 Always treated with respect and dignity by staff	1,283	90%	1,371	89%			88%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,203	87%	1,288	88%			87%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	1,253	96%	1,344	97%			97%	93%	96%	94%

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

Cancer Alliance results

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

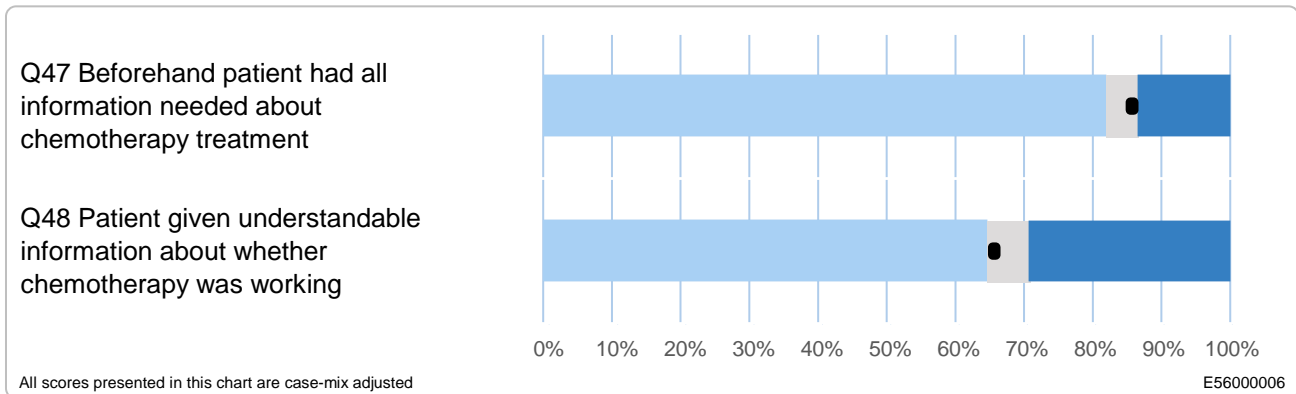


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,665	72%	1,741	72%			71%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	1,885	96%	2,020	96%			96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	575	89%	610	88%			88%	84%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	505	60%	503	61%			60%	55%	64%	60%

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

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

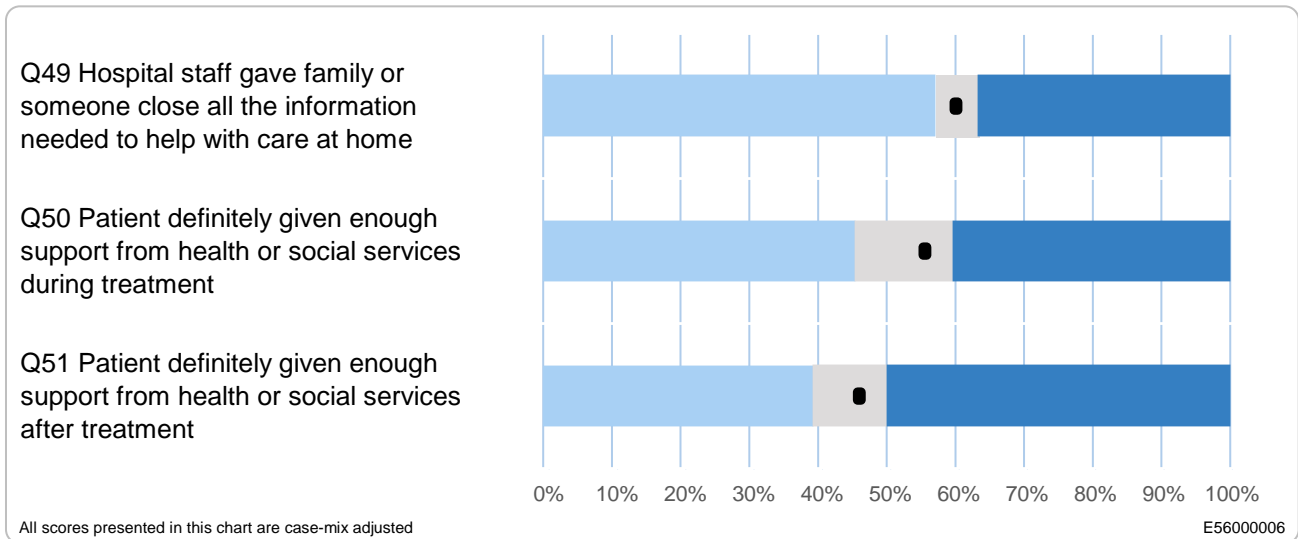


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,045	84%	1,062	85%			85%	82%	87%	84%
Q48 Patient given understandable information about whether chemotherapy was working	949	66%	951	66%			65%	65%	71%	68%

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

Cancer Alliance results

Home care and support

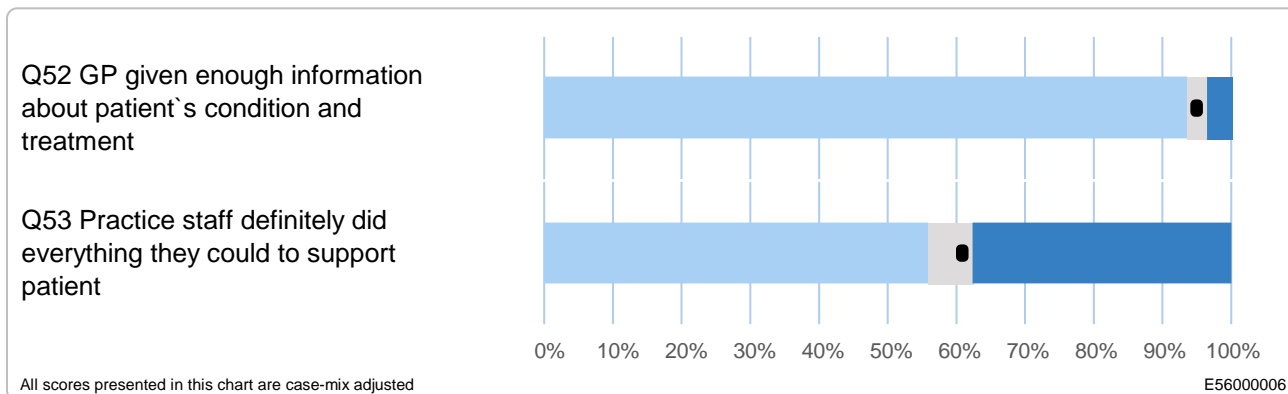


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,819	59%	1,890	60%			60%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,212	54%	1,234	55%			55%	45%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	773	47%	755	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

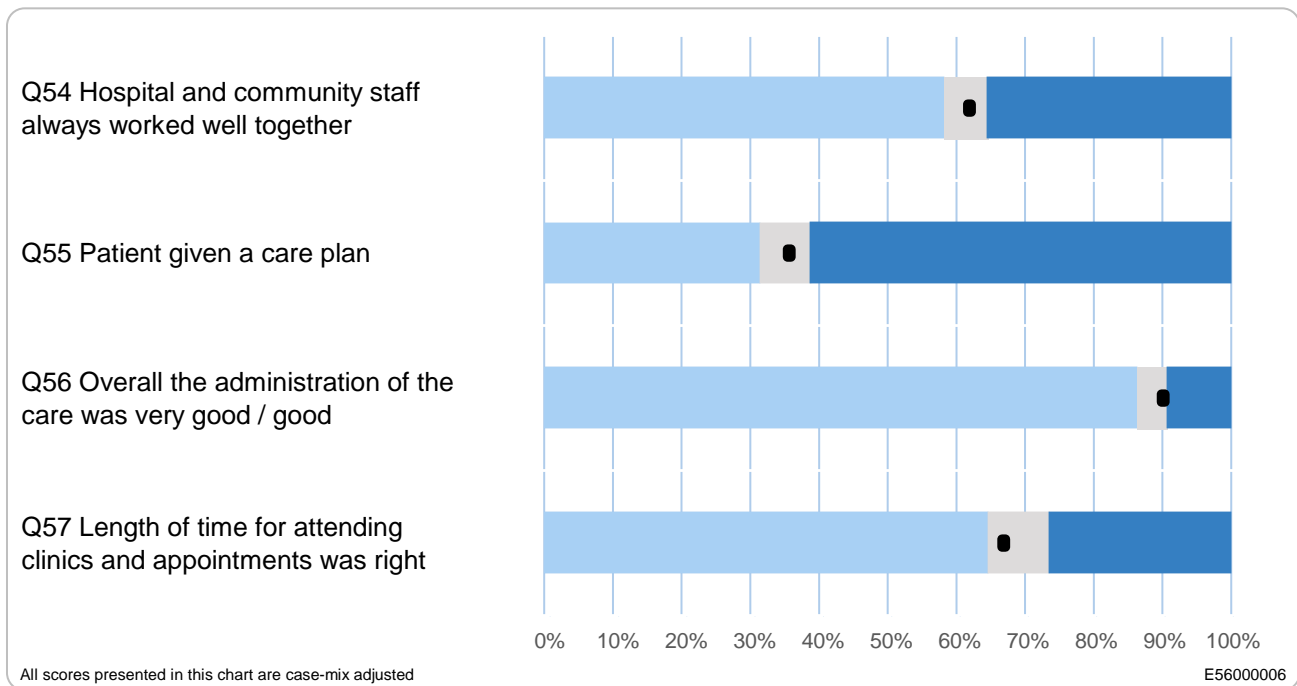


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	1,700	95%	1,780	95%			95%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	1,449	59%	1,442	61%			61%	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)

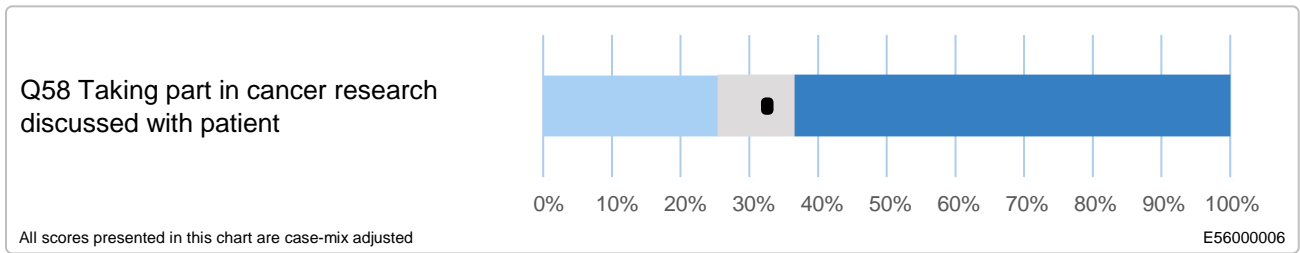


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	2,104	61%	2,203	63%			62%	58%	65%	61%
Q55 Patient given a care plan	1,666	36%	1,762	37%			35%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	2,162	90%	2,267	90%			90%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	2,141	65%	2,239	67%			67%	65%	73%	69%

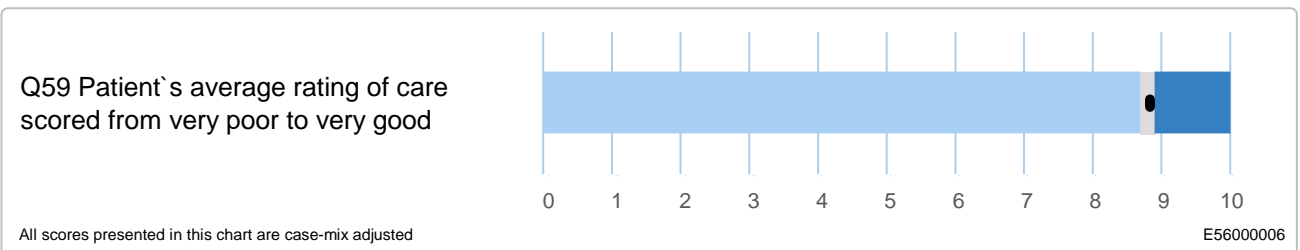
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there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

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q58 Taking part in cancer research discussed with patient	2,057	31%	2,146	32%			32%	26%	37%	31%



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q59 Patient's average rating of care scored from very poor to very good	2,127	8.8	2,234	8.8			8.8	8.7	8.9	8.8

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.

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	94%	94%	91%	90%
Colorectal / LGT	73%	72%	82%	83%
Gynaecological	87%	75%	80%	79%
Haematological	67%	64%	82%	81%
Head and Neck	82%	79%	85%	80%
Lung	72%	71%	87%	82%
Prostate	78%	81%	85%	85%
Sarcoma	*	66%	*	71%
Skin	84%	90%	79%	86%
Upper Gastro	76%	72%	81%	78%
Urological	82%	81%	90%	85%
Other	80%	73%	80%	79%
All Cancers	79%	77%	85%	84%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

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	93%	95%	89%	91%	80%	82%
Colorectal / LGT	95%	96%	90%	87%	80%	81%
Gynaecological	92%	94%	89%	85%	77%	77%
Haematological	97%	95%	92%	88%	73%	77%
Head and Neck	95%	92%	88%	85%	85%	80%
Lung	96%	94%	88%	87%	83%	79%
Prostate	92%	94%	89%	86%	77%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	99%	96%	89%	90%	83%	83%
Upper Gastro	95%	94%	88%	83%	76%	75%
Urological	92%	94%	91%	87%	79%	79%
Other	95%	95%	83%	86%	75%	76%
All Cancers	94%	94%	89%	88%	78%	79%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	85%	*	77%	*	59%	*	63%
Breast	84%	82%	90%	89%	76%	77%	75%	78%
Colorectal / LGT	84%	82%	84%	86%	78%	79%	67%	73%
Gynaecological	75%	72%	87%	82%	75%	73%	71%	70%
Haematological	68%	73%	83%	83%	58%	61%	75%	76%
Head and Neck	64%	72%	79%	86%	69%	76%	72%	67%
Lung	79%	79%	91%	82%	79%	76%	60%	67%
Prostate	78%	78%	87%	85%	76%	78%	78%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	71%	71%	88%	90%	81%	80%	76%	84%
Upper Gastro	83%	79%	79%	80%	78%	73%	59%	66%
Urological	77%	74%	83%	82%	76%	77%	76%	73%
Other	70%	76%	82%	82%	69%	70%	58%	65%
All Cancers	78%	78%	85%	85%	73%	74%	71%	74%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	81%	*	70%	*	64%
Breast	86%	84%	75%	75%	72%	69%
Colorectal / LGT	86%	85%	77%	76%	69%	70%
Gynaecological	82%	85%	74%	75%	68%	67%
Haematological	82%	81%	63%	70%	67%	66%
Head and Neck	89%	85%	74%	74%	73%	70%
Lung	90%	84%	74%	74%	73%	69%
Prostate	81%	82%	71%	72%	64%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	93%	89%	78%	80%	72%	74%
Upper Gastro	77%	81%	69%	72%	70%	68%
Urological	84%	82%	69%	71%	58%	62%
Other	79%	80%	77%	72%	67%	64%
All Cancers	84%	83%	72%	73%	68%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA %	National	This CA %	National
Brain / CNS	*	61%	*	70%
Breast	57%	56%	81%	79%
Colorectal / LGT	61%	58%	80%	80%
Gynaecological	63%	55%	76%	79%
Haematological	43%	51%	73%	77%
Head and Neck	65%	62%	78%	79%
Lung	58%	56%	82%	79%
Prostate	64%	64%	78%	81%
Sarcoma	*	52%	*	75%
Skin	70%	66%	86%	87%
Upper Gastro	46%	54%	73%	76%
Urological	58%	53%	74%	77%
Other	58%	53%	75%	76%
All Cancers	56%	56%	78%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	82%	*	84%
Breast	94%	95%	86%	85%	88%	88%
Colorectal / LGT	84%	92%	86%	88%	88%	89%
Gynaecological	98%	94%	91%	85%	93%	88%
Haematological	90%	92%	92%	88%	90%	89%
Head and Neck	95%	90%	89%	87%	86%	88%
Lung	96%	93%	89%	87%	94%	88%
Prostate	90%	90%	72%	82%	83%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	84%	91%	83%	89%	94%	91%
Upper Gastro	91%	93%	93%	85%	87%	87%
Urological	87%	84%	77%	82%	81%	87%
Other	87%	88%	89%	85%	93%	87%
All Cancers	90%	91%	86%	85%	88%	88%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

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	95%	91%	86%	86%	66%	65%	84%	82%
Colorectal / LGT	87%	86%	88%	84%	56%	58%	79%	83%
Gynaecological	86%	85%	81%	82%	72%	61%	95%	77%
Haematological	88%	86%	86%	84%	67%	62%	91%	87%
Head and Neck	94%	86%	83%	83%	56%	60%	85%	82%
Lung	88%	86%	88%	81%	60%	71%	89%	85%
Prostate	88%	89%	85%	85%	36%	51%	68%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	89%	89%	79%	84%	53%	60%	72%	72%
Upper Gastro	85%	84%	81%	81%	54%	63%	84%	84%
Urological	83%	79%	80%	75%	45%	44%	64%	68%
Other	88%	82%	83%	78%	66%	58%	82%	80%
All Cancers	89%	86%	85%	83%	59%	60%	82%	81%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

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	98%	96%	75%	79%
Colorectal / LGT	98%	96%	85%	83%
Gynaecological	98%	96%	80%	81%
Haematological	97%	94%	83%	77%
Head and Neck	98%	95%	75%	78%
Lung	97%	95%	82%	78%
Prostate	92%	95%	66%	75%
Sarcoma	*	94%	*	78%
Skin	94%	97%	83%	84%
Upper Gastro	97%	95%	87%	80%
Urological	95%	95%	76%	76%
Other	98%	95%	76%	78%
All Cancers	97%	96%	78%	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	89%	89%	84%	86%	79%	77%	79%	77%
Colorectal / LGT	84%	77%	85%	86%	79%	73%	69%	71%
Gynaecological	92%	85%	84%	86%	71%	72%	80%	73%
Haematological	88%	81%	91%	81%	74%	74%	82%	76%
Head and Neck	76%	79%	86%	86%	85%	75%	80%	74%
Lung	91%	77%	90%	83%	87%	74%	76%	76%
Prostate	86%	86%	91%	89%	73%	73%	79%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	90%	89%	92%	90%	83%	81%	92%	87%
Upper Gastro	77%	74%	86%	82%	74%	73%	65%	71%
Urological	82%	80%	89%	87%	69%	70%	86%	78%
Other	82%	80%	93%	82%	77%	71%	80%	72%
All Cancers	85%	82%	87%	85%	77%	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	69%	71%	64%	64%	88%	87%	55%	56%
Colorectal / LGT	54%	62%	72%	71%	84%	85%	61%	54%
Gynaecological	65%	67%	76%	67%	86%	84%	54%	51%
Haematological	79%	64%	70%	71%	85%	86%	63%	55%
Head and Neck	58%	66%	67%	69%	84%	87%	49%	55%
Lung	76%	70%	71%	74%	91%	85%	50%	52%
Prostate	68%	73%	70%	69%	87%	88%	48%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	78%	80%	68%	72%	80%	91%	53%	59%
Upper Gastro	59%	61%	72%	75%	78%	84%	59%	51%
Urological	70%	69%	72%	73%	89%	85%	55%	47%
Other	68%	62%	69%	68%	83%	82%	45%	48%
All Cancers	67%	67%	69%	69%	86%	86%	55%	53%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

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%	88%	89%	93%	92%	99%	96%
Colorectal / LGT	82%	85%	87%	87%	85%	84%	94%	94%
Gynaecological	88%	83%	78%	87%	87%	88%	100%	95%
Haematological	86%	83%	93%	90%	88%	81%	99%	95%
Head and Neck	86%	83%	90%	87%	87%	88%	100%	93%
Lung	94%	84%	90%	89%	86%	84%	91%	92%
Prostate	87%	84%	90%	91%	88%	90%	97%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	92%	88%	92%	93%	90%	91%	98%	96%
Upper Gastro	83%	82%	80%	86%	78%	82%	94%	94%
Urological	83%	81%	92%	89%	86%	86%	95%	91%
Other	86%	81%	86%	87%	86%	83%	96%	92%
All Cancers	86%	84%	89%	89%	88%	87%	97%	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	71%	70%	95%	96%	89%	88%	59%	61%
Colorectal / LGT	71%	73%	96%	96%	89%	84%	68%	57%
Gynaecological	70%	71%	98%	96%	*	86%	*	61%
Haematological	73%	74%	98%	96%	78%	83%	50%	59%
Head and Neck	80%	73%	96%	96%	83%	86%	59%	61%
Lung	67%	69%	97%	95%	96%	85%	*	56%
Prostate	69%	73%	93%	95%	93%	87%	71%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	74%	74%	93%	97%	*	85%	*	72%
Upper Gastro	83%	70%	96%	95%	88%	82%	*	53%
Urological	68%	67%	95%	95%	*	82%	*	55%
Other	74%	68%	95%	95%	83%	85%	60%	60%
All Cancers	72%	71%	96%	96%	88%	86%	61%	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	83%	83%	60%	64%
Colorectal / LGT	86%	85%	65%	64%
Gynaecological	*	86%	*	68%
Haematological	87%	85%	71%	75%
Head and Neck	*	79%	*	54%
Lung	86%	84%	62%	67%
Prostate	90%	85%	66%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	92%	84%	64%	61%
Urological	76%	82%	71%	65%
Other	87%	85%	61%	70%
All Cancers	85%	84%	66%	68%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	60%	*	50%	*	48%
Breast	61%	59%	55%	54%	39%	42%
Colorectal / LGT	65%	63%	60%	60%	54%	52%
Gynaecological	65%	59%	48%	47%	*	38%
Haematological	62%	63%	58%	52%	47%	44%
Head and Neck	57%	63%	69%	56%	61%	53%
Lung	59%	60%	57%	52%	45%	43%
Prostate	59%	60%	47%	46%	38%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	60%	67%	50%	60%	*	59%
Upper Gastro	62%	60%	55%	53%	57%	48%
Urological	61%	59%	55%	47%	56%	44%
Other	49%	56%	50%	52%	42%	44%
All Cancers	60%	60%	55%	53%	46%	45%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	88%	*	51%
Breast	95%	96%	60%	59%
Colorectal / LGT	97%	95%	58%	58%
Gynaecological	93%	95%	75%	57%
Haematological	93%	95%	59%	58%
Head and Neck	90%	93%	67%	58%
Lung	98%	94%	63%	58%
Prostate	95%	95%	63%	64%
Sarcoma	*	95%	*	53%
Skin	97%	97%	68%	67%
Upper Gastro	97%	94%	65%	58%
Urological	96%	95%	63%	61%
Other	94%	94%	50%	56%
All Cancers	95%	95%	61%	59%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	45%	*	33%	*	84%	*	59%
Breast	57%	61%	36%	39%	90%	90%	58%	68%
Colorectal / LGT	66%	61%	44%	38%	89%	88%	72%	72%
Gynaecological	64%	58%	31%	31%	93%	87%	65%	69%
Haematological	64%	64%	37%	35%	95%	91%	64%	66%
Head and Neck	67%	61%	41%	37%	89%	88%	74%	71%
Lung	67%	62%	36%	31%	89%	89%	68%	71%
Prostate	65%	65%	40%	36%	83%	87%	72%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	67%	71%	36%	42%	92%	91%	64%	73%
Upper Gastro	65%	59%	37%	35%	89%	86%	77%	68%
Urological	67%	62%	30%	30%	89%	85%	85%	75%
Other	54%	57%	27%	30%	91%	87%	64%	63%
All Cancers	63%	61%	37%	35%	90%	88%	67%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	*	39%	*	8.4
Breast	33%	31%	8.8	8.9
Colorectal / LGT	32%	33%	8.8	8.8
Gynaecological	31%	37%	8.8	8.8
Haematological	39%	32%	9.0	8.9
Head and Neck	27%	23%	9.1	8.8
Lung	47%	35%	9.0	8.8
Prostate	24%	33%	8.8	8.8
Sarcoma	*	40%	*	8.6
Skin	31%	16%	8.8	9.0
Upper Gastro	31%	35%	8.8	8.7
Urological	27%	21%	8.8	8.7
Other	26%	32%	8.7	8.7
All Cancers	32%	31%	8.8	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
E56000006	3,812	261	3,551	1,095	132	2,324	65%

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	8
Breast	565
Colorectal / LGT	260
Gynaecological	57
Haematological	396
Head and Neck	62
Lung	100
Prostate	286
Sarcoma	13
Skin	92
Upper Gastro	127
Urological	202
Other	156

* 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	9	17	68	234	485	286	45	1,147
Female	4	11	46	175	309	392	194	46	1,177
Total	7	20	63	243	543	877	480	91	2,324

National Cancer Patient Experience Survey 2018
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Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1	47	4
RFR	The Rotherham NHS Foundation Trust	1	48	3
RP5	Doncaster and Bassetlaw Hospitals NHS Foundation Trust		51	1
RFF	Barnsley Hospital NHS Foundation Trust	1	50	1
RFS	Chesterfield Royal Hospital NHS Foundation Trust	2	49	1

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)
Dashboard Questions - Trusts

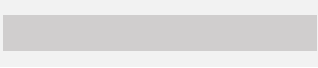
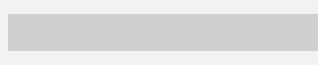
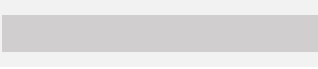
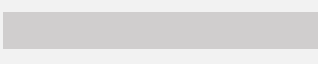
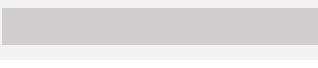
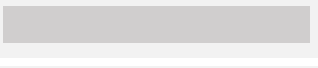

Q59 Patient`s average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,234	8.83	
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	197	8.92	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,513	8.84	
RFF	Barnsley Hospital NHS Foundation Trust	163	8.79	
RFR	The Rotherham NHS Foundation Trust	128	8.76	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	218	8.69	

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)
Dashboard Questions - Trusts

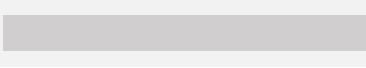
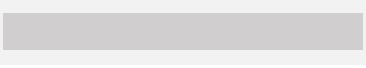
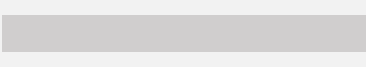
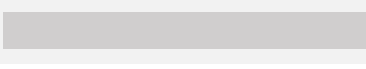
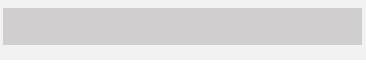
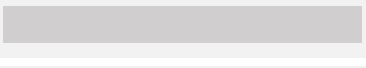
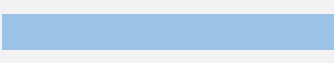
Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,230	77%	
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	191	81%	
RFR	The Rotherham NHS Foundation Trust	124	79%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	210	79%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,534	77%	
RFF	Barnsley Hospital NHS Foundation Trust	160	75%	

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

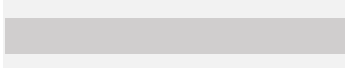
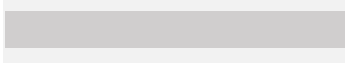
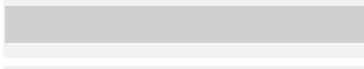
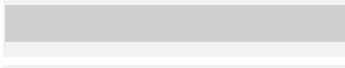
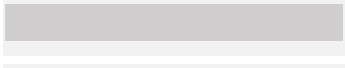
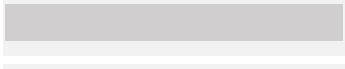
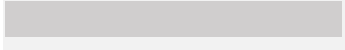
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,166	90%	
RFR	The Rotherham NHS Foundation Trust	127	94%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,468	91%	
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	191	90%	
RFF	Barnsley Hospital NHS Foundation Trust	161	90%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	207	83%	

National Cancer Patient Experience Survey 2018
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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%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,719	86%	
RFF	Barnsley Hospital NHS Foundation Trust	126	90%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	150	85%	
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	146	85%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,181	84%	
RFR	The Rotherham NHS Foundation Trust	107	84%	

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)

Dashboard Questions - Trusts

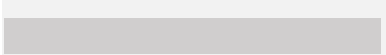

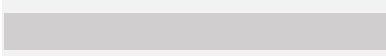

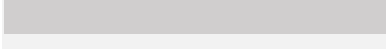

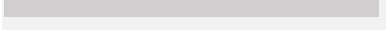
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,371	88%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	931	89%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	129	89%	
RFR	The Rotherham NHS Foundation Trust	71	88%	
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	140	87%	
RFF	Barnsley Hospital NHS Foundation Trust	97	82%	

National Cancer Patient Experience Survey 2018
 South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

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%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,344	97%	
RFR	The Rotherham NHS Foundation Trust	70	98%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	916	97%	
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	138	96%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	122	94%	
RFF	Barnsley Hospital NHS Foundation Trust	94	94%	

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)
Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	47,950	59%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,442	61%	
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	110	66%	
RFF	Barnsley Hospital NHS Foundation Trust	93	66%	
RFS	Chesterfield Royal Hospital NHS Foundation Trust	139	61%	
RFR	The Rotherham NHS Foundation Trust	87	59%	
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,004	59%	

National Cancer Patient Experience Survey 2018
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Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
03L	NHS Rotherham CCG		47	5
02P	NHS Barnsley CCG		48	4
02X	NHS Doncaster CCG	1	46	5
03N	NHS Sheffield CCG	3	46	3
03Y	NHS Hardwick CCG	2	49	1
02Q	NHS Bassetlaw CCG	3	49	
04J	NHS North Derbyshire CCG	4	48	

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

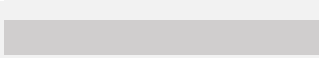
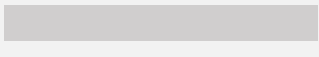
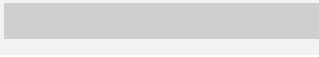


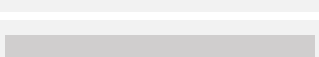
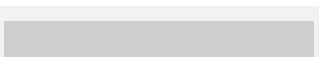
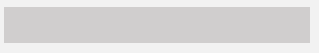

Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,234	8.83	
02P	NHS Barnsley CCG	285	8.94	
02Q	NHS Bassetlaw CCG	123	8.89	
02X	NHS Doncaster CCG	302	8.88	
03Y	NHS Hardwick CCG	151	8.85	
03N	NHS Sheffield CCG	698	8.85	
03L	NHS Rotherham CCG	299	8.76	
04J	NHS North Derbyshire CCG	376	8.70	

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

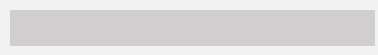
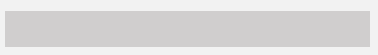





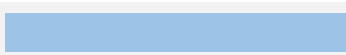
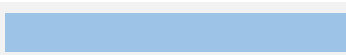
Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,230	77%	
02X	NHS Doncaster CCG	302	82%	
02Q	NHS Bassetlaw CCG	118	79%	
03Y	NHS Hardwick CCG	147	78%	
03N	NHS Sheffield CCG	704	77%	
04J	NHS North Derbyshire CCG	378	77%	
03L	NHS Rotherham CCG	293	76%	
02P	NHS Barnsley CCG	288	75%	

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


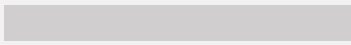
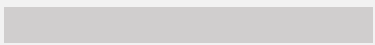
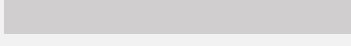
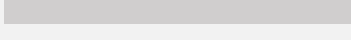


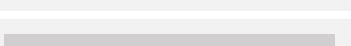

Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	2,166	90%	
02X	NHS Doncaster CCG	298	94%	
02P	NHS Barnsley CCG	278	92%	
03N	NHS Sheffield CCG	673	92%	
03L	NHS Rotherham CCG	293	91%	
02Q	NHS Bassetlaw CCG	117	89%	
03Y	NHS Hardwick CCG	143	85%	
04J	NHS North Derbyshire CCG	364	84%	

National Cancer Patient Experience Survey 2018
South Yorkshire, Bassetlaw, North Derbyshire and Hardwick

Annex (continued)
Dashboard Questions - CCGs


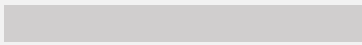

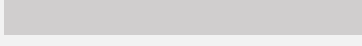



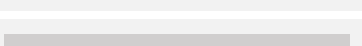

Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,719	86%	
02P	NHS Barnsley CCG	227	91%	
03N	NHS Sheffield CCG	545	85%	
03Y	NHS Hardwick CCG	106	85%	
04J	NHS North Derbyshire CCG	263	85%	
02X	NHS Doncaster CCG	250	85%	
03L	NHS Rotherham CCG	233	84%	
02Q	NHS Bassetlaw CCG	95	81%	

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Annex (continued)
Dashboard Questions - CCGs

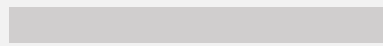


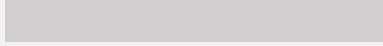

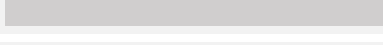



Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,371	88%	
02P	NHS Barnsley CCG	172	90%	
02X	NHS Doncaster CCG	194	89%	
04J	NHS North Derbyshire CCG	232	89%	
03L	NHS Rotherham CCG	177	88%	
03N	NHS Sheffield CCG	430	88%	
02Q	NHS Bassetlaw CCG	77	85%	
03Y	NHS Hardwick CCG	89	85%	

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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%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,344	97%	
03L	NHS Rotherham CCG	173	99%	
02Q	NHS Bassetlaw CCG	77	98%	
02X	NHS Doncaster CCG	189	97%	
03N	NHS Sheffield CCG	423	96%	
03Y	NHS Hardwick CCG	88	96%	
04J	NHS North Derbyshire CCG	226	96%	
02P	NHS Barnsley CCG	168	95%	

National Cancer Patient Experience Survey 2018
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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%	
E56000006	South Yorkshire, Bassetlaw, North Derbyshire and Hardwick	1,442	61%	
03Y	NHS Hardwick CCG	107	67%	
02P	NHS Barnsley CCG	175	65%	
04J	NHS North Derbyshire CCG	241	61%	
02X	NHS Doncaster CCG	173	60%	
03L	NHS Rotherham CCG	213	60%	
03N	NHS Sheffield CCG	452	59%	
02Q	NHS Bassetlaw CCG	81	53%	

Annex

Methodology

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

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

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

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

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

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

Further information

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

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

Redevelopment of the 2018 survey

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

Official Statistics

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

Annex (continued)

Scoring methodologies

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

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

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

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

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

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

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

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

Case-mix adjustment

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

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

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

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

Annex (continued)

Statistical significance

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

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

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

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

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



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

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

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

Further information on Quality Health is available at:

www.quality-health.co.uk

Further information on the National Cancer Patient Experience Survey, as well as all of the national and local reports and data, is available at:

www.ncpes.co.uk