

# **National Cancer Patient Experience Survey**

## **2018 Results**

### **Thames Valley 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](http://www.ncpes.co.uk/reports/2018-reports)

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

## This report

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

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

## Data tables

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

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

**Column 2** shows the unadjusted 2017 score for this Cancer Alliance

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

**Column 4** shows the unadjusted 2018 score for this Cancer Alliance

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

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

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

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

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

**Column 10** shows the national average score for this question.

### Data tables (continued)

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	2,162	78%	2,191	80%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,934	84%	3,024	83%			82%	82%	85%	84%

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

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

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

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

### Comparability charts

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

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

### **Comparability charts (continued)**

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

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

### **Tumour group tables**

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

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

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

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

### **Expected Range Summaries - Trusts and CCGs**

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

### **Dashboard Questions - Trusts and CCGs**

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

### Notes on specific questions

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

### How to use the data

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

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

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

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

### Response rates

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

### Significance of gender and deprivation testing

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

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

Gender – across the 52 scored questions, scores were significantly more positive in 9 questions for men and in 3 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 4 questions for patients in England's 20% least-deprived and in 1 questions for patients in England 20% most-deprived.

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

## Executive Summary

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

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

**79%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

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

**83%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

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

**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

**60%** of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

[www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018](http://www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018)

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

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



Questions which scored outside expected range

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

**Seeing your GP**

Q2	Patient thought they were seen as soon as necessary	3,024	82%	82%	85%	84%
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**Hospital care as an inpatient**

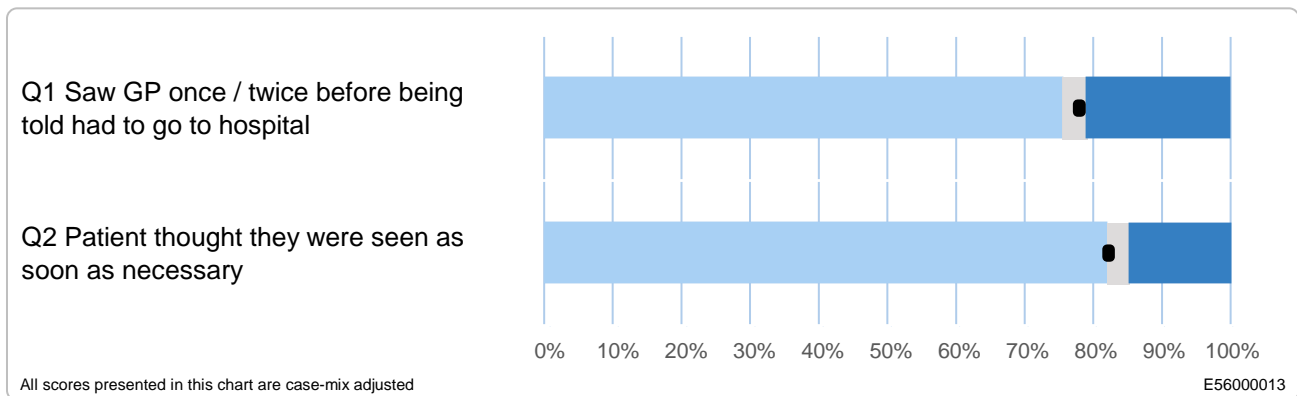
Q32	Always / nearly always enough nurses on duty	1,870	73%	64%	70%	67%
Q36	Hospital staff definitely did everything to help control pain	1,649	87%	82%	86%	84%
Q38	Given clear written information about what should / should not do post discharge	1,771	89%	85%	88%	87%

**Hospital care as a day patient / outpatient**

Q42	Doctor had the right notes and other documentation with them	2,667	95%	95%	97%	96%
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## Cancer Alliance results

### Seeing your GP

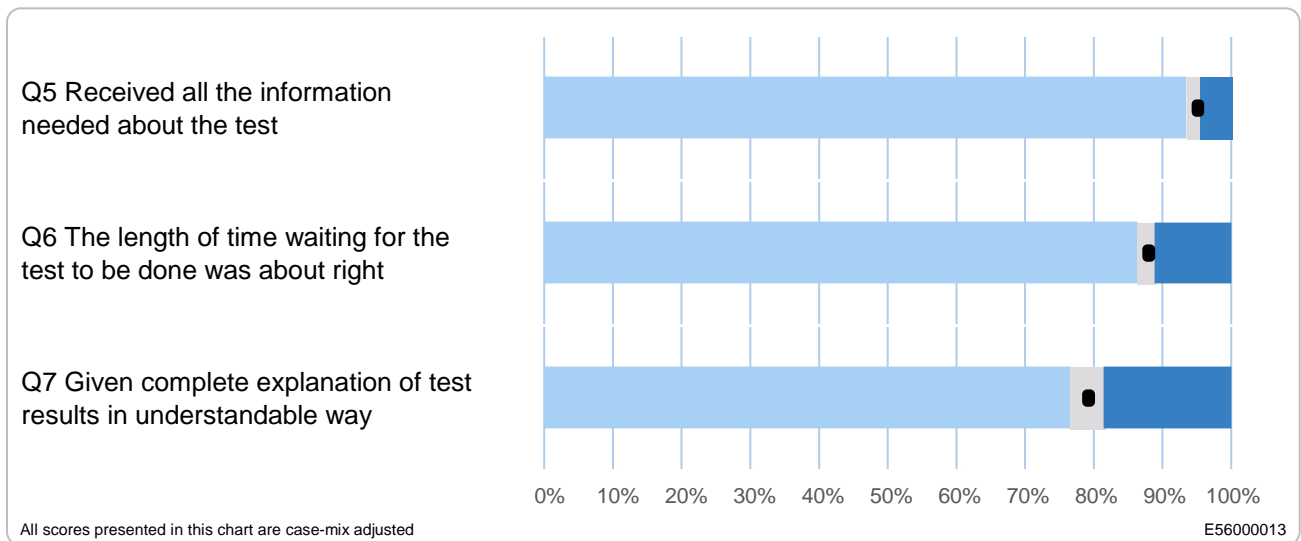


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	2,162	78%	2,191	80%			78%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,934	84%	3,024	83%			82%	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

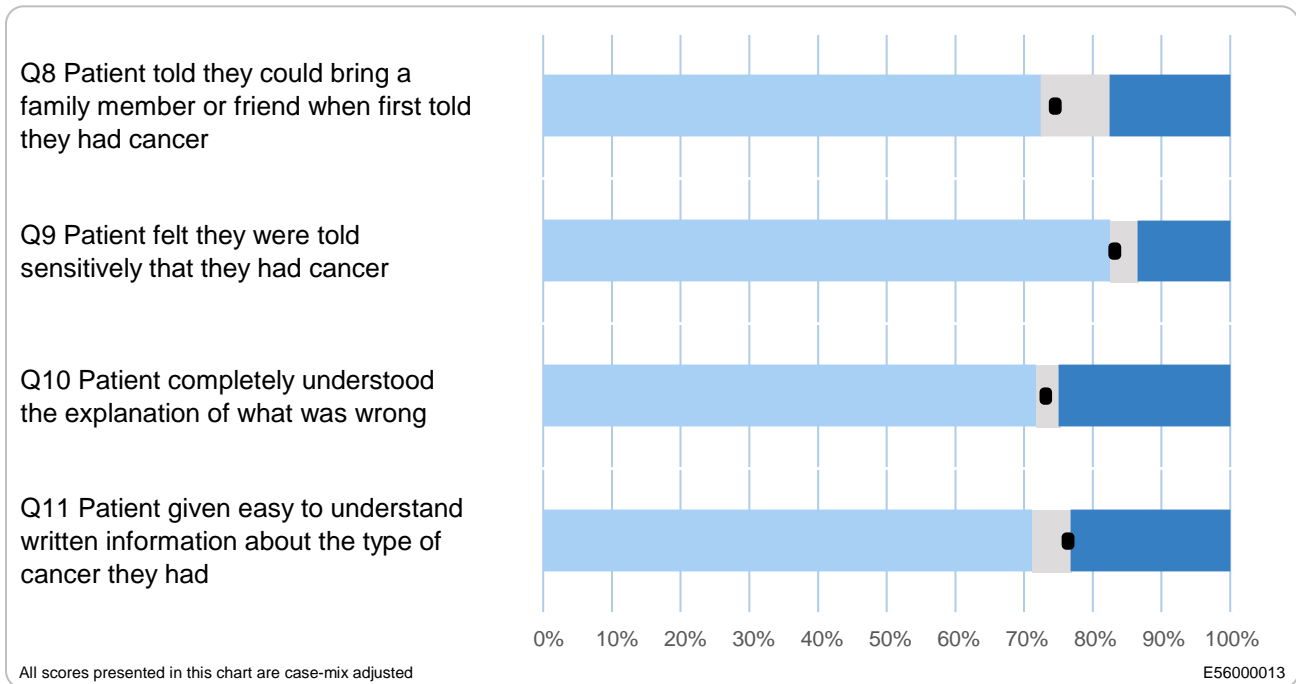


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q5	Received all the information needed about the test	2,547	94%	2,632	95%		↑	95%	94%	95%	94%
Q6	The length of time waiting for the test to be done was about right	2,563	89%	2,669	88%			88%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	2,575	80%	2,669	79%			79%	77%	82%	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

### Finding out what was wrong with you

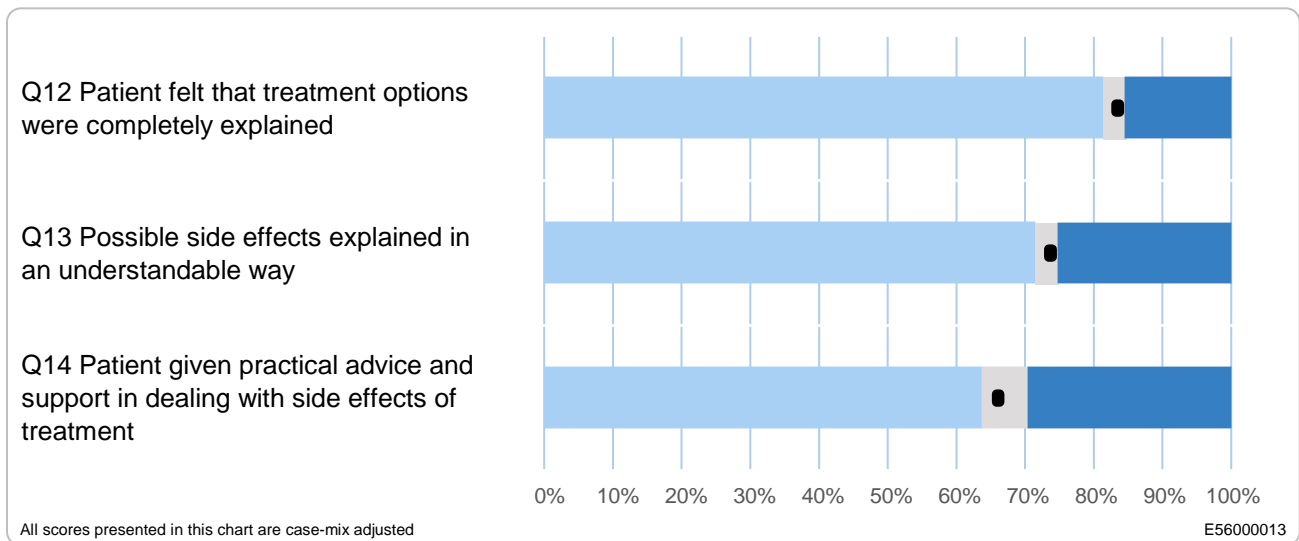


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,694	74%	2,698	74%			74%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	2,906	83%	3,028	83%			83%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,950	74%	3,050	74%			73%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	2,601	75%	2,651	77%			76%	71%	77%	74%

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

## Cancer Alliance results

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

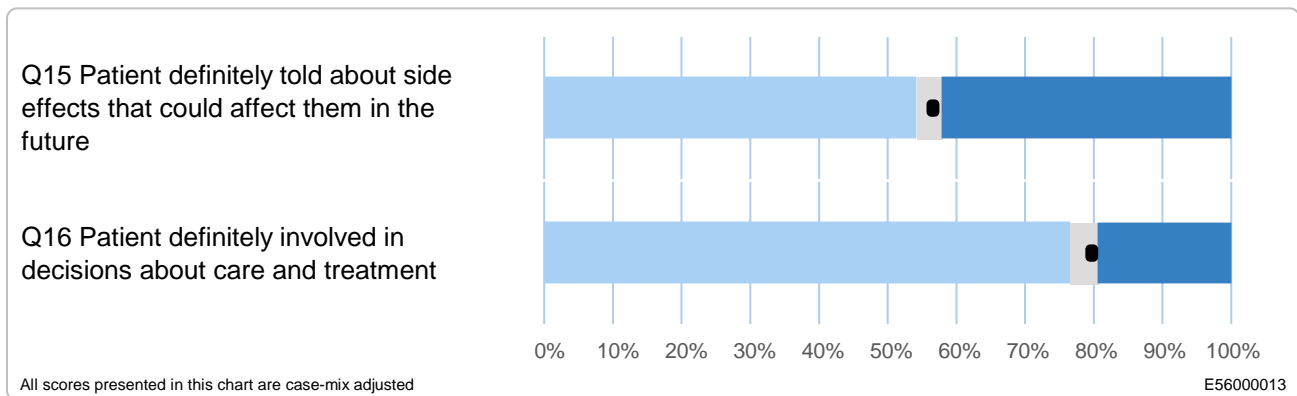


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q12	Patient felt that treatment options were completely explained	2,589	82%	2,693	83%			83%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	2,836	72%	2,933	73%			73%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,826	65%	2,898	65%			66%	64%	70%	67%

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

## Cancer Alliance results

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

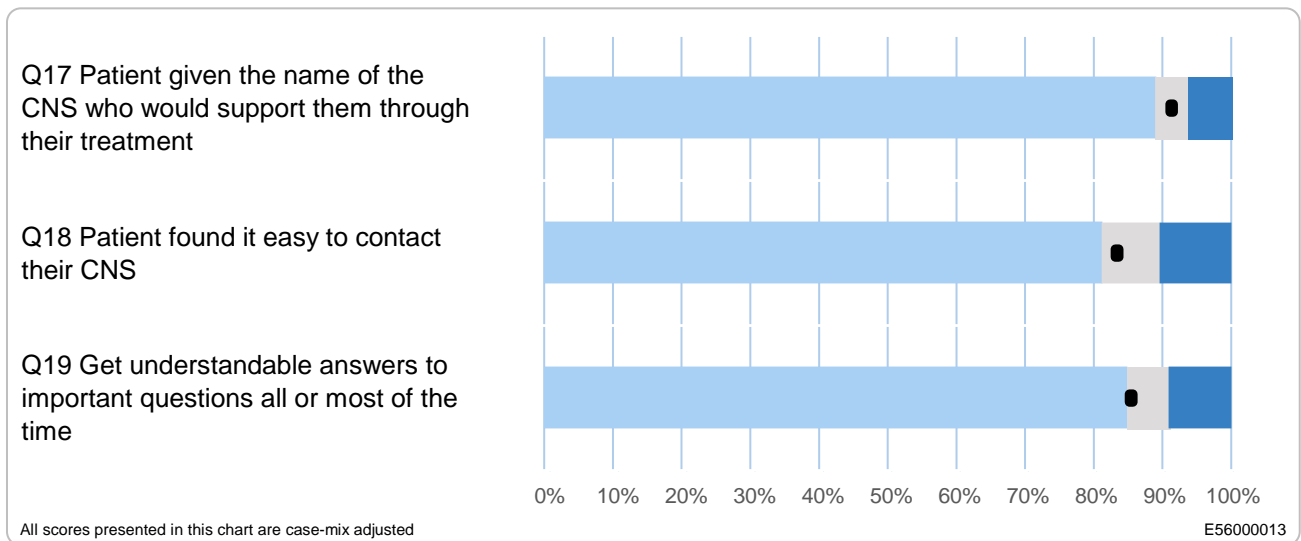


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	2,685	55%	2,767	56%			56%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	2,877	78%	2,996	80%			79%	77%	81%	79%

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

## Cancer Alliance results

### Clinical Nurse Specialist

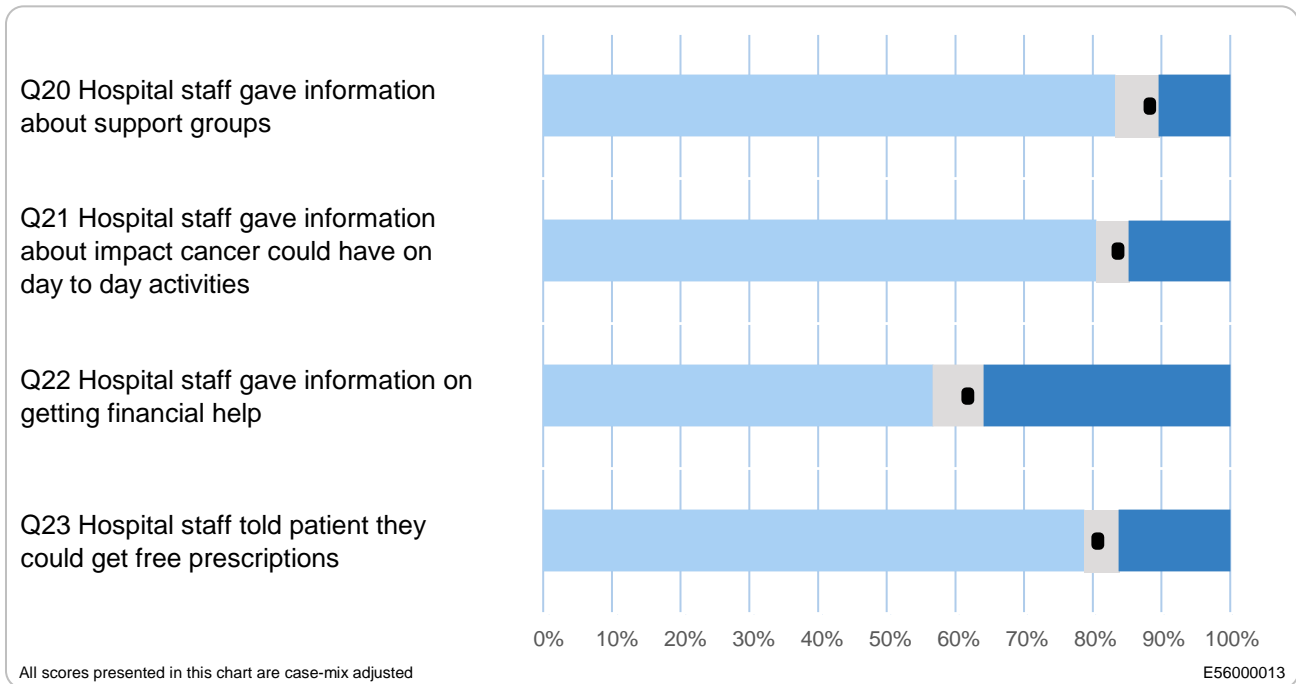


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,837	91%	2,934	91%			91%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	2,289	84%	2,317	83%			83%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	2,178	87%	2,227	86%			85%	85%	91%	88%

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

## Cancer Alliance results

### Support for people with cancer



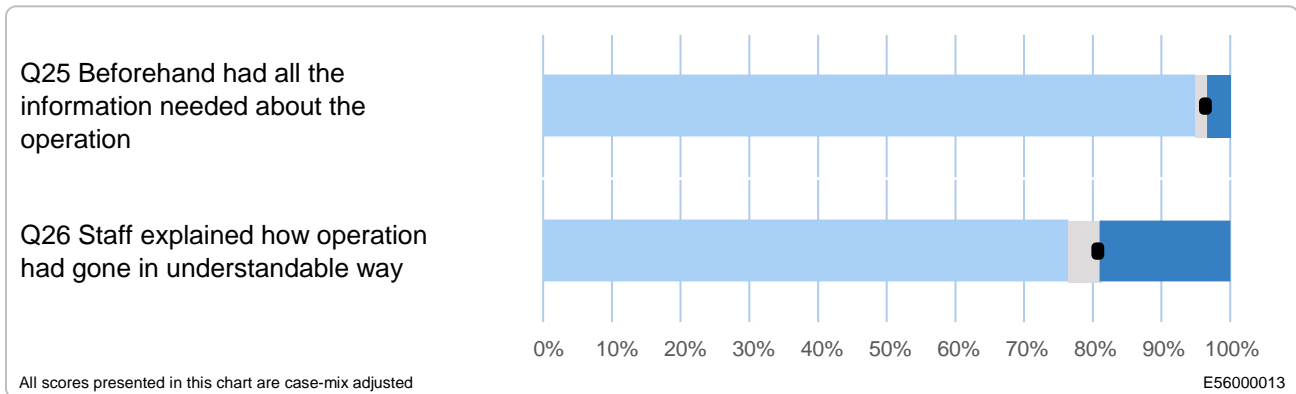
Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q20 Hospital staff gave information about support groups	2,301	88%	2,363	89%		↑	88%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,918	82%	2,004	84%			83%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,367	60%	1,436	61%		↑	62%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,317	79%	1,319	80%		↑	80%	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

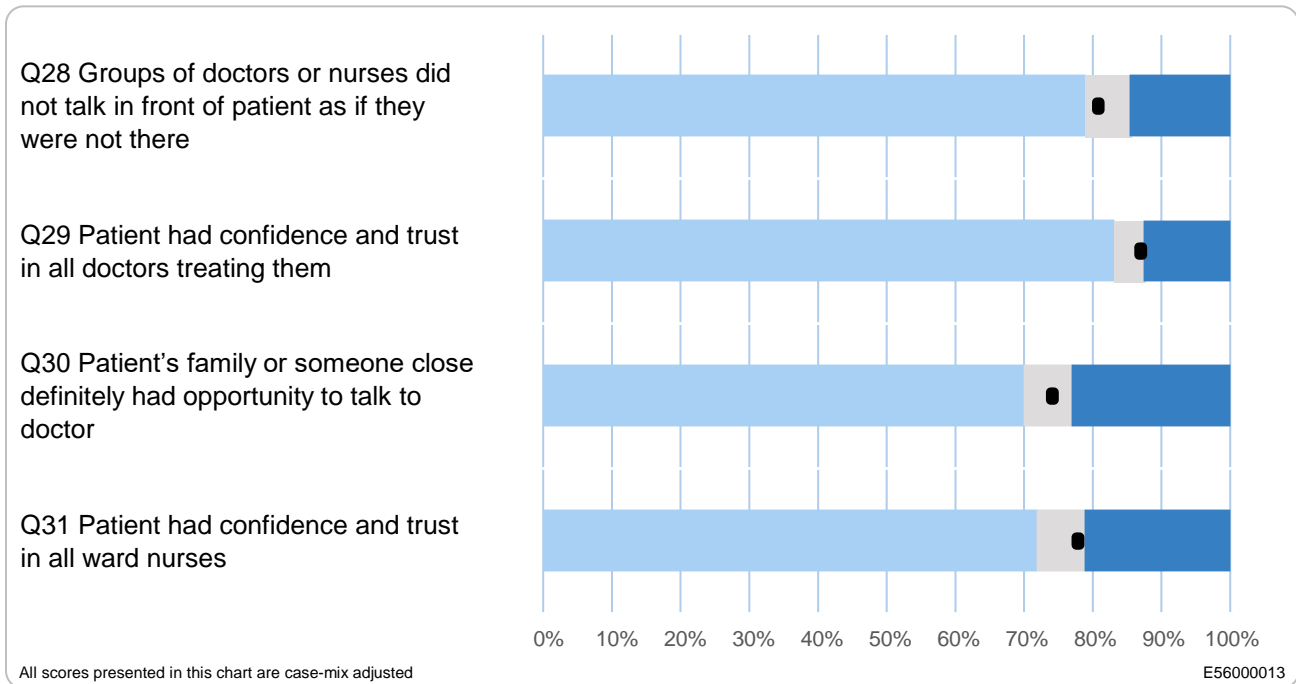


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	1,667	95%	1,760	96%			96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,652	79%	1,757	80%			80%	76%	81%	79%

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

## Cancer Alliance results

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

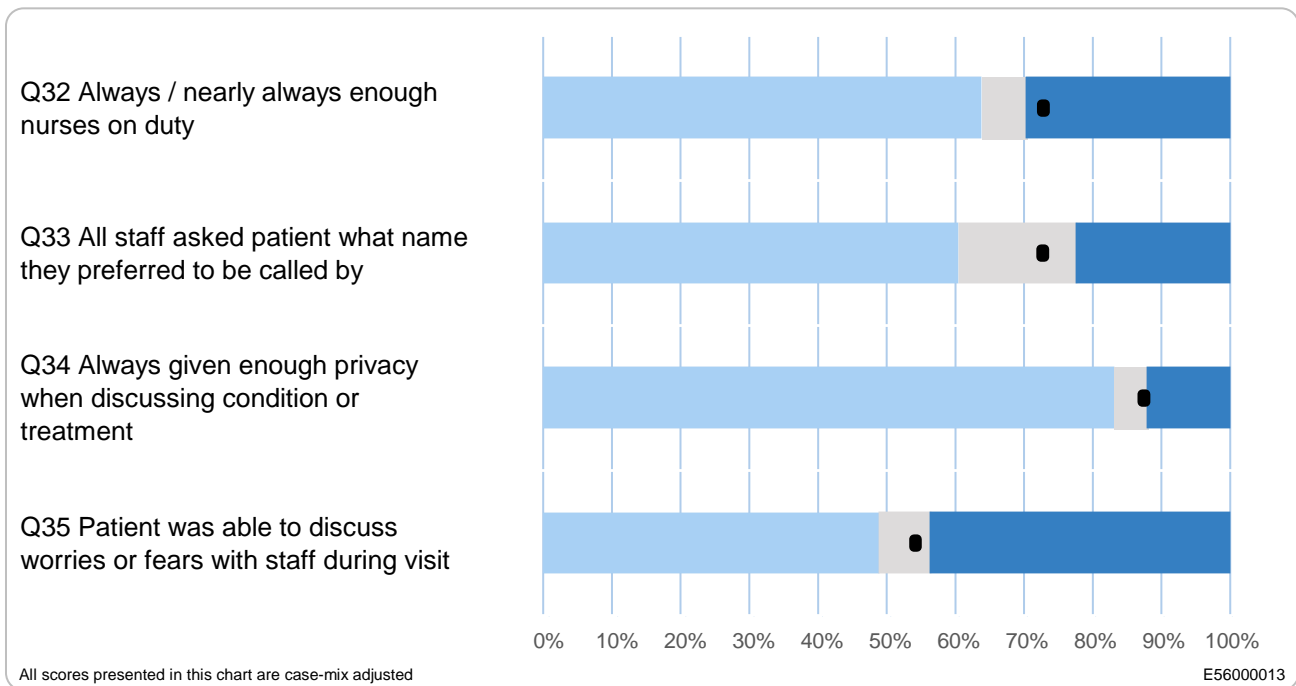


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28	1,816	82%	1,870	82%			81%	79%	85%	82%
Q29	1,827	85%	1,881	87%			87%	83%	88%	85%
Q30	1,512	74%	1,560	74%			74%	70%	77%	74%
Q31	1,824	76%	1,881	77%			78%	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)

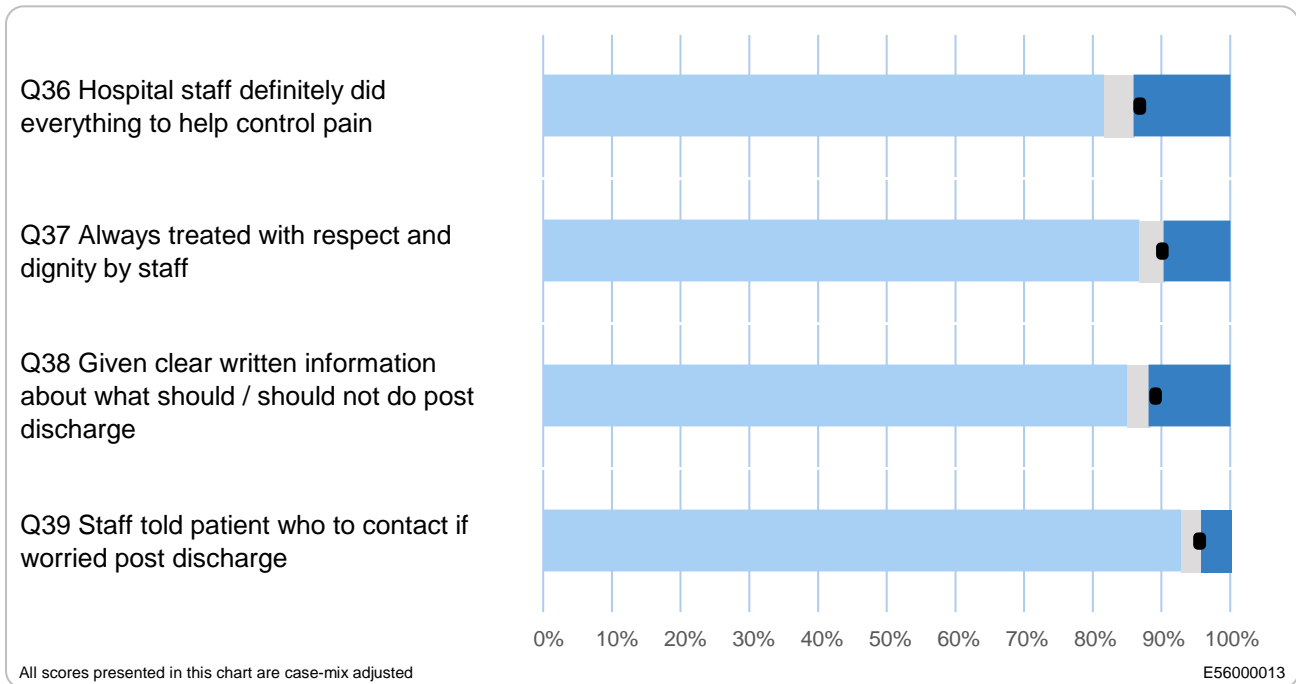


Question	Unadjusted Scores				2018 Case Mix Adjusted			
	2017		2018		2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score				
Q32 Always / nearly always enough nurses on duty	1,822	70%	1,870	73%	73%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	1,809	71%	1,846	71%	72%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,823	86%	1,869	87%	87%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,258	51%	1,311	53%	54%	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)

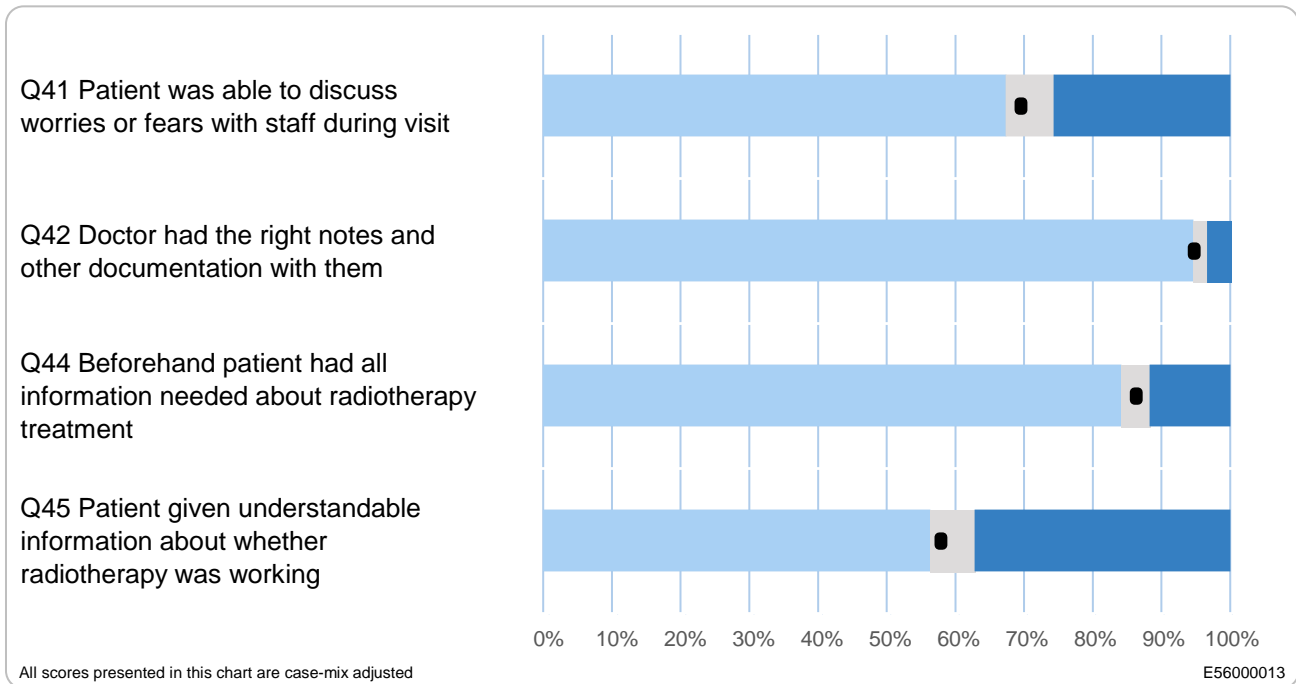


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,589	86%	1,649	87%			87%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	1,824	90%	1,876	90%			90%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	1,701	87%	1,771	89%			89%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	1,740	94%	1,808	96%			95%	93%	96%	94%

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

## Cancer Alliance results

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

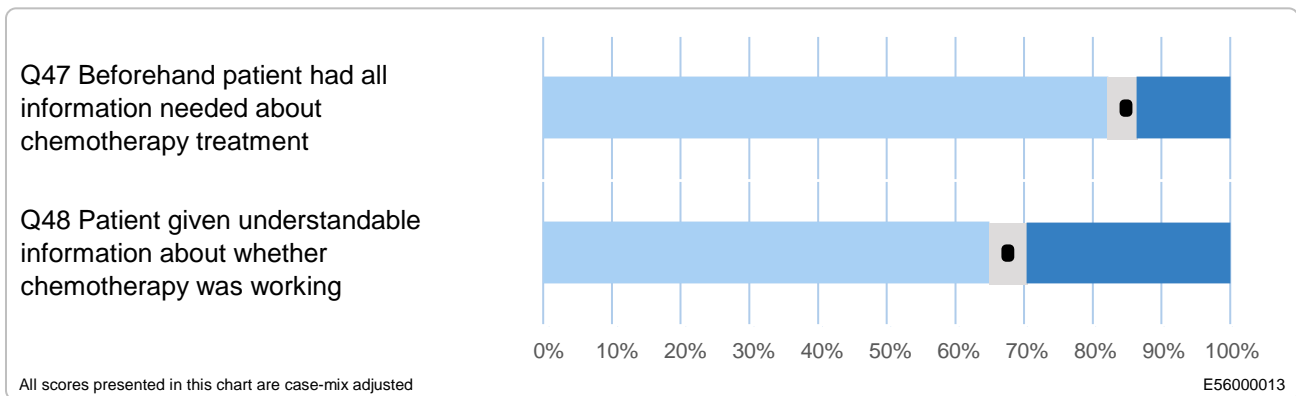


Question	Unadjusted Scores				2018 Case Mix Adjusted			
	2017		2018		2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score				
Q41 Patient was able to discuss worries or fears with staff during visit	2,169	70%	2,172	69%	69%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	2,572	96%	2,667	95%	95%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	971	86%	1,039	86%	86%	84%	88%	86%
Q45 Patient given understandable information about whether radiotherapy was working	820	55%	892	57%	58%	56%	63%	60%

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

## Cancer Alliance results

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

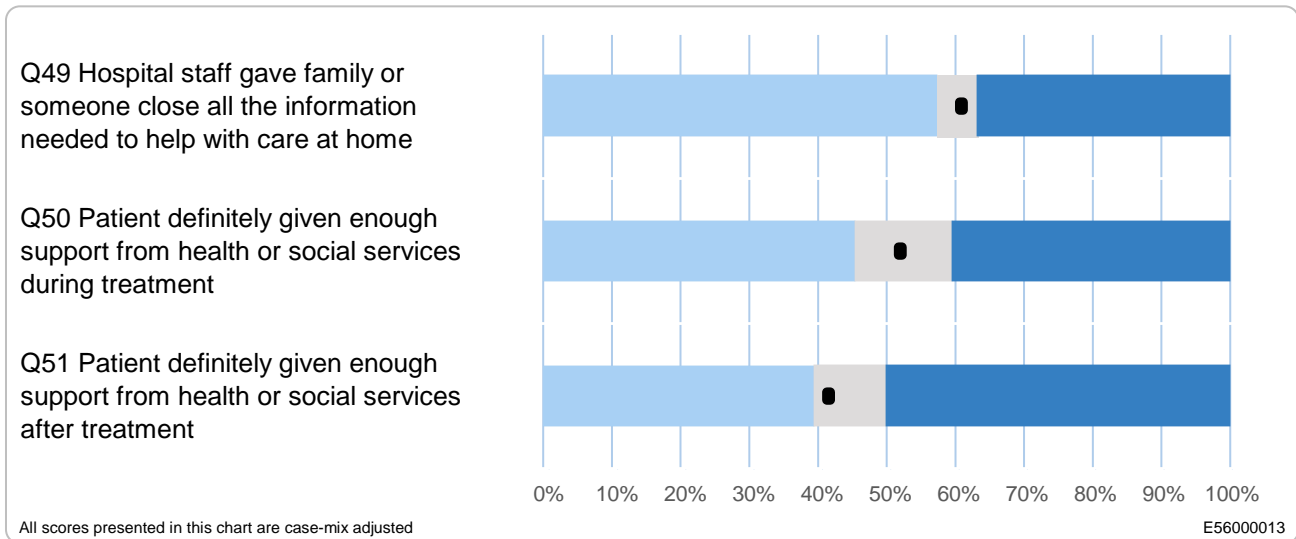


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted				
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q47	Beforehand patient had all information needed about chemotherapy treatment	1,405	84%	1,353	84%			85%	82%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	1,293	68%	1,233	66%			67%	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

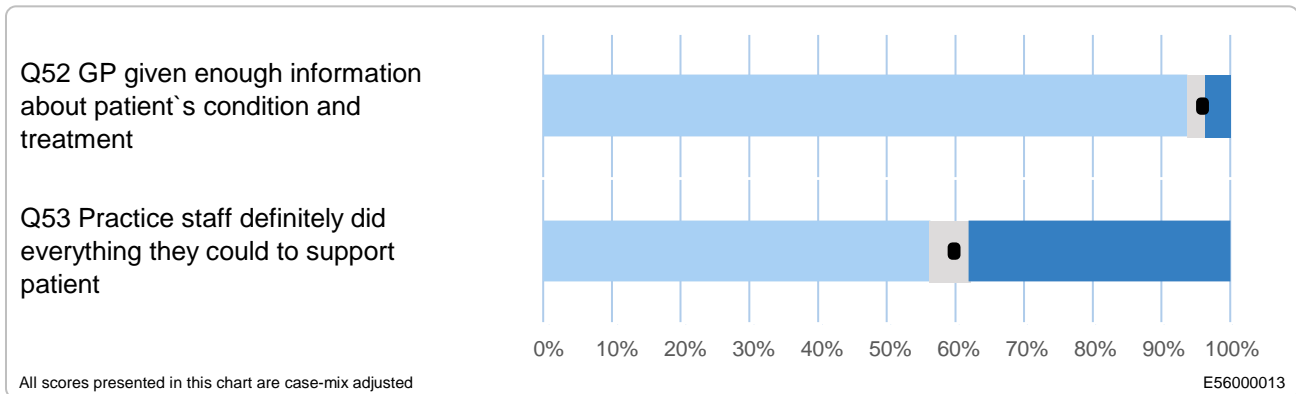


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,345	59%	2,442	61%			61%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,391	54%	1,422	53%			52%	45%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	877	44%	861	42%			41%	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



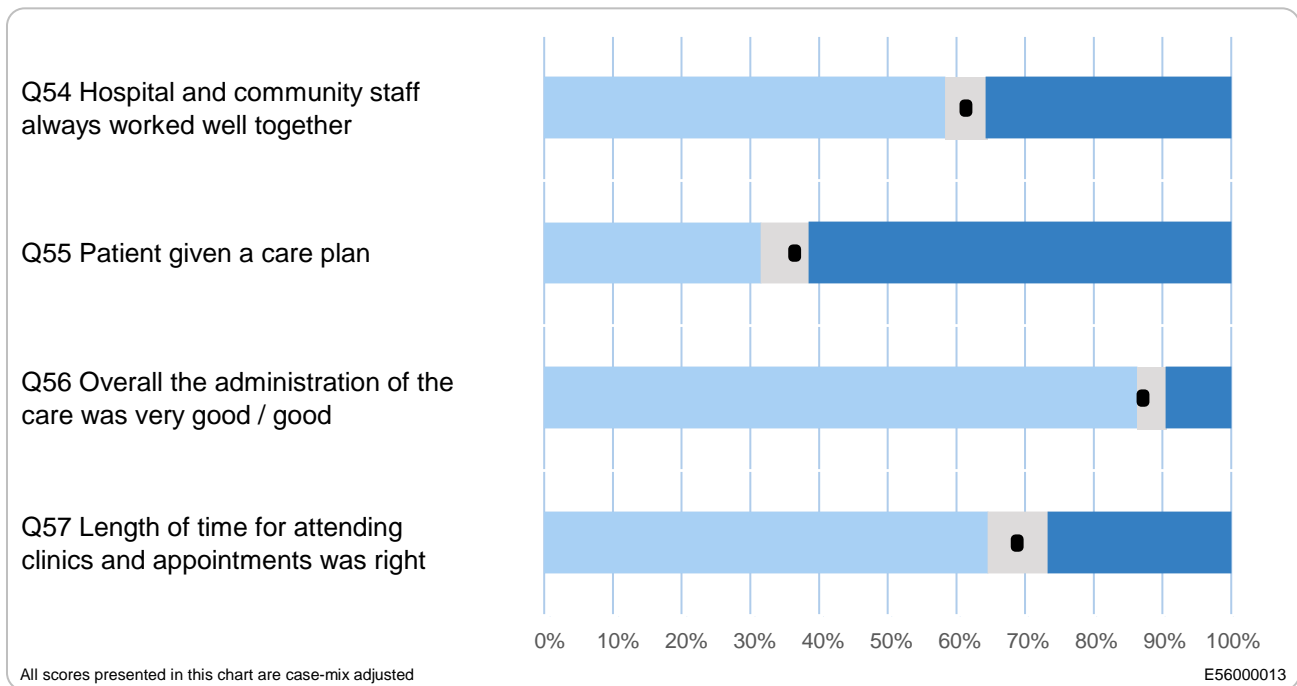
Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	2,613	97%	2,632	96%			96%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	2,056	63%	2,059	60%		↓	60%	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)

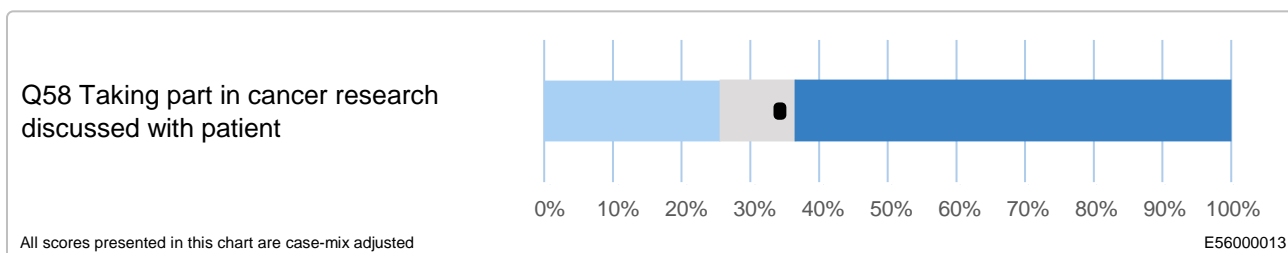


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	2,862	61%	2,937	61%			61%	58%	64%	61%
Q55 Patient given a care plan	2,294	33%	2,391	35%		↑	36%	32%	39%	35%
Q56 Overall the administration of the care was very good / good	2,943	88%	3,023	87%			87%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	2,923	70%	2,993	68%			69%	65%	73%	69%

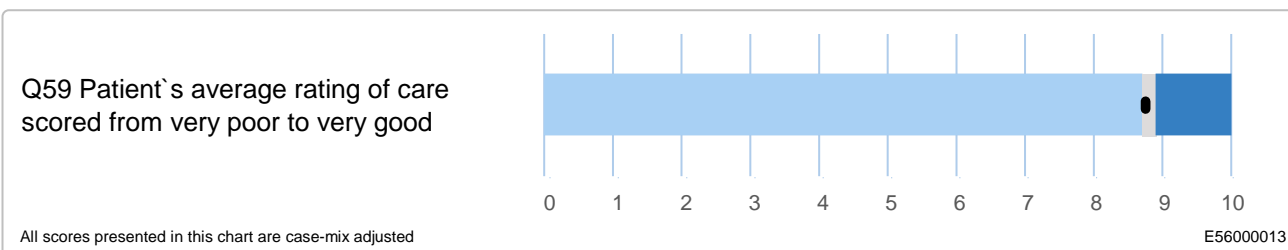
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score  
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)  
 (NB: No arrow reflects no statistically significant change)  
 \* Indicates where a score has been suppressed because 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	2,808	34%	2,882	34%			34%	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	2,897	8.8	2,994	8.8			8.7	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	92%	94%	90%	90%
Colorectal / LGT	73%	72%	79%	83%
Gynaecological	76%	75%	78%	79%
Haematological	67%	64%	80%	81%
Head and Neck	81%	79%	79%	80%
Lung	75%	71%	80%	82%
Prostate	80%	81%	84%	85%
Sarcoma	*	66%	*	71%
Skin	96%	90%	83%	86%
Upper Gastro	78%	72%	77%	78%
Urological	83%	81%	84%	85%
Other	73%	73%	75%	79%
<b>All Cancers</b>	<b>80%</b>	<b>77%</b>	<b>83%</b>	<b>84%</b>

§ These are unadjusted scores

## Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	96%	95%	94%	91%	82%	82%
Colorectal / LGT	97%	96%	88%	87%	81%	81%
Gynaecological	91%	94%	78%	85%	77%	77%
Haematological	95%	95%	87%	88%	77%	77%
Head and Neck	93%	92%	89%	85%	88%	80%
Lung	94%	94%	87%	87%	78%	79%
Prostate	98%	94%	87%	86%	82%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	96%	96%	96%	90%	83%	83%
Upper Gastro	91%	94%	82%	83%	78%	75%
Urological	95%	94%	86%	87%	77%	79%
Other	92%	95%	86%	86%	72%	76%
<b>All Cancers</b>	<b>95%</b>	<b>94%</b>	<b>88%</b>	<b>88%</b>	<b>79%</b>	<b>79%</b>

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

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	85%	*	77%	*	59%	*	63%
Breast	76%	82%	89%	89%	78%	77%	81%	78%
Colorectal / LGT	78%	82%	83%	86%	78%	79%	73%	73%
Gynaecological	62%	72%	75%	82%	73%	73%	67%	70%
Haematological	69%	73%	83%	83%	60%	61%	76%	76%
Head and Neck	73%	72%	91%	86%	80%	76%	80%	67%
Lung	79%	79%	81%	82%	74%	76%	64%	67%
Prostate	83%	78%	84%	85%	85%	78%	89%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	68%	71%	80%	90%	79%	80%	88%	84%
Upper Gastro	75%	79%	81%	80%	73%	73%	66%	66%
Urological	70%	74%	80%	82%	73%	77%	77%	73%
Other	70%	76%	77%	82%	67%	70%	65%	65%
<b>All Cancers</b>	<b>74%</b>	<b>78%</b>	<b>83%</b>	<b>85%</b>	<b>74%</b>	<b>74%</b>	<b>77%</b>	<b>74%</b>

§ These are unadjusted scores

### Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	81%	*	70%	*	64%
Breast	84%	84%	75%	75%	67%	69%
Colorectal / LGT	86%	85%	77%	76%	69%	70%
Gynaecological	88%	85%	76%	75%	64%	67%
Haematological	79%	81%	69%	70%	62%	66%
Head and Neck	86%	85%	71%	74%	74%	70%
Lung	81%	84%	71%	74%	61%	69%
Prostate	86%	82%	77%	72%	68%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	85%	89%	81%	80%	72%	74%
Upper Gastro	83%	81%	79%	72%	69%	68%
Urological	83%	82%	67%	71%	59%	62%
Other	77%	80%	68%	72%	60%	64%
<b>All Cancers</b>	<b>83%</b>	<b>83%</b>	<b>73%</b>	<b>73%</b>	<b>65%</b>	<b>67%</b>

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	*	61%	*	70%
Breast	57%	56%	81%	79%
Colorectal / LGT	56%	58%	80%	80%
Gynaecological	58%	55%	82%	79%
Haematological	52%	51%	79%	77%
Head and Neck	71%	62%	80%	79%
Lung	51%	56%	78%	79%
Prostate	67%	64%	87%	81%
Sarcoma	*	52%	*	75%
Skin	60%	66%	80%	87%
Upper Gastro	55%	54%	78%	76%
Urological	51%	53%	74%	77%
Other	44%	53%	74%	76%
<b>All Cancers</b>	<b>56%</b>	<b>56%</b>	<b>80%</b>	<b>79%</b>

§ These are unadjusted scores

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	82%	*	84%
Breast	94%	95%	80%	85%	83%	88%
Colorectal / LGT	90%	92%	84%	88%	88%	89%
Gynaecological	92%	94%	86%	85%	88%	88%
Haematological	93%	92%	89%	88%	85%	89%
Head and Neck	86%	90%	92%	87%	88%	88%
Lung	88%	93%	85%	87%	88%	88%
Prostate	92%	90%	79%	82%	87%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	88%	91%	93%	89%	93%	91%
Upper Gastro	95%	93%	86%	85%	89%	87%
Urological	86%	84%	77%	82%	86%	87%
Other	85%	88%	80%	85%	84%	87%
<b>All Cancers</b>	<b>91%</b>	<b>91%</b>	<b>83%</b>	<b>85%</b>	<b>86%</b>	<b>88%</b>

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

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	92%	91%	86%	86%	70%	65%	80%	82%
Colorectal / LGT	86%	86%	83%	84%	49%	58%	80%	83%
Gynaecological	90%	85%	78%	82%	58%	61%	66%	77%
Haematological	85%	86%	86%	84%	61%	62%	84%	87%
Head and Neck	94%	86%	86%	83%	73%	60%	88%	82%
Lung	81%	86%	79%	81%	68%	71%	85%	85%
Prostate	95%	89%	90%	85%	57%	51%	82%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	90%	89%	87%	84%	*	60%	71%	72%
Upper Gastro	87%	84%	81%	81%	66%	63%	86%	84%
Urological	84%	79%	82%	75%	47%	44%	68%	68%
Other	81%	82%	74%	78%	47%	58%	77%	80%
<b>All Cancers</b>	<b>89%</b>	<b>86%</b>	<b>84%</b>	<b>83%</b>	<b>61%</b>	<b>60%</b>	<b>80%</b>	<b>81%</b>

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



Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	70%
Breast	97%	96%	82%	79%
Colorectal / LGT	97%	96%	83%	83%
Gynaecological	90%	96%	80%	81%
Haematological	88%	94%	76%	77%
Head and Neck	98%	95%	86%	78%
Lung	95%	95%	84%	78%
Prostate	98%	95%	78%	75%
Sarcoma	*	94%	*	78%
Skin	97%	97%	83%	84%
Upper Gastro	98%	95%	82%	80%
Urological	96%	95%	73%	76%
Other	95%	95%	79%	78%
<b>All Cancers</b>	<b>96%</b>	<b>96%</b>	<b>80%</b>	<b>79%</b>

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

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	73%	*	77%	*	66%	*	67%
Breast	88%	89%	88%	86%	77%	77%	80%	77%
Colorectal / LGT	83%	77%	88%	86%	76%	73%	70%	71%
Gynaecological	79%	85%	89%	86%	78%	72%	71%	73%
Haematological	80%	81%	83%	81%	71%	74%	77%	76%
Head and Neck	75%	79%	85%	86%	79%	75%	79%	74%
Lung	87%	77%	87%	83%	78%	74%	78%	76%
Prostate	85%	86%	92%	89%	67%	73%	81%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	91%	89%	93%	90%	78%	81%	90%	87%
Upper Gastro	79%	74%	87%	82%	79%	73%	72%	71%
Urological	72%	80%	84%	87%	66%	70%	81%	78%
Other	83%	80%	87%	82%	64%	71%	75%	72%
<b>All Cancers</b>	<b>82%</b>	<b>82%</b>	<b>87%</b>	<b>85%</b>	<b>74%</b>	<b>74%</b>	<b>77%</b>	<b>75%</b>

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

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

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	82%	*	84%	*	86%	*	94%
Breast	90%	86%	90%	89%	94%	92%	98%	96%
Colorectal / LGT	88%	85%	90%	87%	86%	84%	93%	94%
Gynaecological	85%	83%	88%	87%	83%	88%	93%	95%
Haematological	87%	83%	89%	90%	84%	81%	96%	95%
Head and Neck	88%	83%	90%	87%	95%	88%	94%	93%
Lung	83%	84%	88%	89%	85%	84%	92%	92%
Prostate	87%	84%	96%	91%	97%	90%	99%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	94%	88%	91%	93%	93%	91%	95%	96%
Upper Gastro	78%	82%	91%	86%	84%	82%	98%	94%
Urological	82%	81%	90%	89%	86%	86%	93%	91%
Other	83%	81%	85%	87%	87%	83%	90%	92%
<b>All Cancers</b>	<b>87%</b>	<b>84%</b>	<b>90%</b>	<b>89%</b>	<b>89%</b>	<b>87%</b>	<b>96%</b>	<b>94%</b>

§ 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	67%	70%	96%	96%	89%	88%	59%	61%
Colorectal / LGT	71%	73%	94%	96%	82%	84%	55%	57%
Gynaecological	68%	71%	97%	96%	82%	86%	67%	61%
Haematological	76%	74%	96%	96%	86%	83%	51%	59%
Head and Neck	67%	73%	97%	96%	80%	86%	61%	61%
Lung	69%	69%	95%	95%	84%	85%	42%	56%
Prostate	74%	73%	89%	95%	88%	87%	61%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	68%	74%	95%	97%	*	85%	*	72%
Upper Gastro	73%	70%	97%	95%	85%	82%	47%	53%
Urological	64%	67%	92%	95%	79%	82%	45%	55%
Other	64%	68%	93%	95%	84%	85%	59%	60%
<b>All Cancers</b>	69%	71%	95%	96%	86%	86%	57%	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	84%	83%	60%	64%
Colorectal / LGT	85%	85%	64%	64%
Gynaecological	88%	86%	72%	68%
Haematological	83%	85%	73%	75%
Head and Neck	70%	79%	55%	54%
Lung	80%	84%	69%	67%
Prostate	83%	85%	71%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	87%	84%	58%	61%
Urological	82%	82%	64%	65%
Other	90%	85%	70%	70%
<b>All Cancers</b>	84%	84%	66%	68%

§ These are unadjusted scores

### Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	60%	*	50%	*	48%
Breast	60%	59%	58%	54%	40%	42%
Colorectal / LGT	62%	63%	69%	60%	54%	52%
Gynaecological	46%	59%	35%	47%	26%	38%
Haematological	61%	63%	51%	52%	41%	44%
Head and Neck	63%	63%	65%	56%	57%	53%
Lung	65%	60%	42%	52%	42%	43%
Prostate	65%	60%	40%	46%	37%	40%
Sarcoma	*	55%	48%	49%	*	45%
Skin	64%	67%	*	60%	*	59%
Upper Gastro	65%	60%	51%	53%	38%	48%
Urological	61%	59%	42%	47%	42%	44%
Other	54%	56%	51%	52%	40%	44%
<b>All Cancers</b>	61%	60%	53%	53%	42%	45%

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

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	88%	*	51%
Breast	97%	96%	59%	59%
Colorectal / LGT	96%	95%	60%	58%
Gynaecological	95%	95%	68%	57%
Haematological	97%	95%	56%	58%
Head and Neck	95%	93%	59%	58%
Lung	94%	94%	64%	58%
Prostate	97%	95%	64%	64%
Sarcoma	*	95%	*	53%
Skin	96%	97%	52%	67%
Upper Gastro	92%	94%	55%	58%
Urological	95%	95%	63%	61%
Other	95%	94%	62%	56%
<b>All Cancers</b>	<b>96%</b>	<b>95%</b>	<b>60%</b>	<b>59%</b>

§ 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	62%	61%	41%	39%	90%	90%	64%	68%
Colorectal / LGT	61%	61%	32%	38%	88%	88%	74%	72%
Gynaecological	55%	58%	22%	31%	81%	87%	59%	69%
Haematological	59%	64%	34%	35%	88%	91%	69%	66%
Head and Neck	60%	61%	35%	37%	90%	88%	72%	71%
Lung	67%	62%	31%	31%	87%	89%	72%	71%
Prostate	68%	65%	38%	36%	85%	87%	75%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	60%	71%	44%	42%	93%	91%	62%	73%
Upper Gastro	50%	59%	37%	35%	89%	86%	62%	68%
Urological	59%	62%	38%	30%	79%	85%	76%	75%
Other	54%	57%	27%	30%	82%	87%	62%	63%
<b>All Cancers</b>	61%	61%	35%	35%	87%	88%	68%	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	34%	31%	8.9	8.9
Colorectal / LGT	37%	33%	8.7	8.8
Gynaecological	48%	37%	8.4	8.8
Haematological	43%	32%	8.9	8.9
Head and Neck	23%	23%	8.9	8.8
Lung	31%	35%	8.5	8.8
Prostate	34%	33%	8.9	8.8
Sarcoma	*	40%	*	8.6
Skin	24%	16%	8.7	9.0
Upper Gastro	48%	35%	8.6	8.7
Urological	17%	21%	8.7	8.7
Other	33%	32%	8.5	8.7
<b>All Cancers</b>	34%	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%
E56000013	5,092	302	4,790	1,541	152	3,097	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	17
Breast	786
Colorectal / LGT	327
Gynaecological	158
Haematological	417
Head and Neck	87
Lung	176
Prostate	346
Sarcoma	38
Skin	87
Upper Gastro	113
Urological	318
Other	227

\* 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	7	9	21	60	290	559	425	89	1,460
Female	8	27	75	252	356	507	338	74	1,637
Total	15	36	96	312	646	1,066	763	163	3,097



**National Cancer Patient Experience Survey 2018  
Thames Valley**

**Annex (continued)**

**Expected Range Summary - Trusts**

Trust		Expected Range Classification		
RTH	Oxford University Hospitals NHS Foundation Trust	2	36	14
RN3	Great Western Hospitals NHS Foundation Trust		50	2
RHW	Royal Berkshire NHS Foundation Trust	2	48	2
RXQ	Buckinghamshire Healthcare NHS Trust	5	46	1

## National Cancer Patient Experience Survey 2018

### Thames Valley

#### 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	
E56000013	Thames Valley	2,994	8.75	
RTH	Oxford University Hospitals NHS Foundation Trust	1,336	8.83	
RHW	Royal Berkshire NHS Foundation Trust	491	8.75	
RN3	Great Western Hospitals NHS Foundation Trust	472	8.73	
RXQ	Buckinghamshire Healthcare NHS Trust	448	8.72	

## National Cancer Patient Experience Survey 2018

### Thames Valley

#### 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%	
E56000013	Thames Valley	2,996	79%	
RN3	Great Western Hospitals NHS Foundation Trust	475	82%	
RTH	Oxford University Hospitals NHS Foundation Trust	1,333	81%	
RHW	Royal Berkshire NHS Foundation Trust	494	79%	
RXQ	Buckinghamshire Healthcare NHS Trust	441	78%	




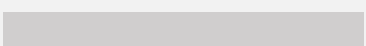
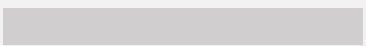
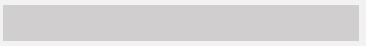
## National Cancer Patient Experience Survey 2018

### Thames Valley

#### 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%	
E56000013	Thames Valley	2,934	91%	
RHW	Royal Berkshire NHS Foundation Trust	479	93%	
RXQ	Buckinghamshire Healthcare NHS Trust	436	90%	
RTH	Oxford University Hospitals NHS Foundation Trust	1,307	90%	
RN3	Great Western Hospitals NHS Foundation Trust	467	89%	

## National Cancer Patient Experience Survey 2018

### Thames Valley

#### 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%	
E56000013	Thames Valley	2,317	83%	
RN3	Great Western Hospitals NHS Foundation Trust	363	88%	
RTH	Oxford University Hospitals NHS Foundation Trust	1,014	85%	
RHW	Royal Berkshire NHS Foundation Trust	393	85%	
RXQ	Buckinghamshire Healthcare NHS Trust	337	80%	

## National Cancer Patient Experience Survey 2018

### Thames Valley

#### Annex (continued)

#### Dashboard Questions - Trusts

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

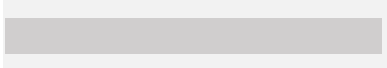
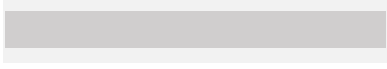
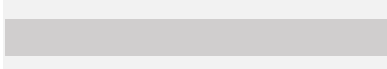
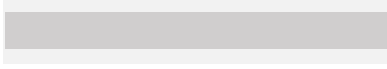
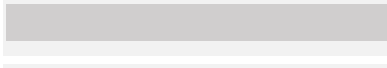
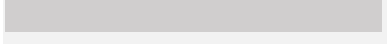
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000013	Thames Valley	1,876	90%	
RTH	Oxford University Hospitals NHS Foundation Trust	828	92%	
RXQ	Buckinghamshire Healthcare NHS Trust	279	91%	
RHW	Royal Berkshire NHS Foundation Trust	303	88%	
RN3	Great Western Hospitals NHS Foundation Trust	275	86%	

**National Cancer Patient Experience Survey 2018**  
**Thames Valley**

**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%	
E56000013	Thames Valley	1,808	95%	
RTH	Oxford University Hospitals NHS Foundation Trust	801	97%	
RN3	Great Western Hospitals NHS Foundation Trust	267	97%	
RXQ	Buckinghamshire Healthcare NHS Trust	265	96%	
RHW	Royal Berkshire NHS Foundation Trust	295	94%	

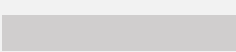
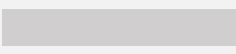

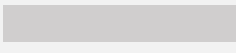
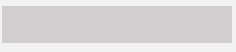
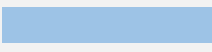
## National Cancer Patient Experience Survey 2018

### Thames Valley

#### 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%	
E56000013	Thames Valley	2,059	60%	
RTH	Oxford University Hospitals NHS Foundation Trust	941	63%	
RHW	Royal Berkshire NHS Foundation Trust	337	59%	
RN3	Great Western Hospitals NHS Foundation Trust	330	57%	
RXQ	Buckinghamshire Healthcare NHS Trust	304	53%	



**National Cancer Patient Experience Survey 2018  
Thames Valley**

**Annex (continued)**

**Expected Range Summary - CCGs**

CCG		Expected Range Classification		
10Q	NHS Oxfordshire CCG	1	36	15
12D	NHS Swindon CCG		49	3
15A	NHS Berkshire West CCG		51	1
15D	NHS East Berkshire CCG	5	45	2
14Y	NHS Buckinghamshire CCG	8	43	1

**National Cancer Patient Experience Survey 2018**  
**Thames Valley**

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


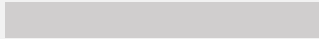

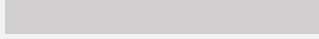


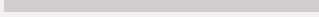
**Q59 Patient's average rating of care scored from very poor to very good**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	70,942	8.80	
E56000013	Thames Valley	2,994	8.75	
10Q	NHS Oxfordshire CCG	950	8.88	
15A	NHS Berkshire West CCG	487	8.81	
15D	NHS East Berkshire CCG	504	8.68	
14Y	NHS Buckinghamshire CCG	716	8.65	
12D	NHS Swindon CCG	337	8.63	

**National Cancer Patient Experience Survey 2018  
Thames Valley**

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

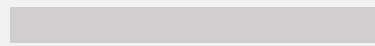



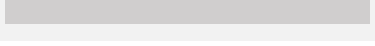


**Q16 Patient definitely involved in decisions about care and treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	71,034	79%	
E56000013	Thames Valley	2,996	79%	
10Q	NHS Oxfordshire CCG	953	82%	
12D	NHS Swindon CCG	338	80%	
15A	NHS Berkshire West CCG	485	80%	
15D	NHS East Berkshire CCG	507	78%	
14Y	NHS Buckinghamshire CCG	713	78%	

**National Cancer Patient Experience Survey 2018**  
**Thames Valley**

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

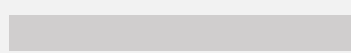
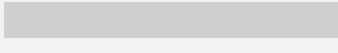
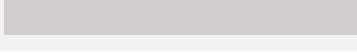

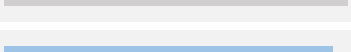
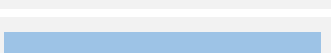

**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000013	Thames Valley	2,934	91%	
15D	NHS East Berkshire CCG	500	94%	
15A	NHS Berkshire West CCG	472	93%	
12D	NHS Swindon CCG	331	90%	
14Y	NHS Buckinghamshire CCG	701	90%	
10Q	NHS Oxfordshire CCG	930	90%	

**National Cancer Patient Experience Survey 2018**  
**Thames Valley**

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

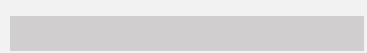
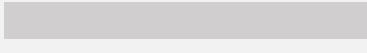


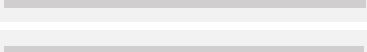
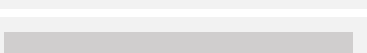

**Q18 Patient found it easy to contact their CNS**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000013	Thames Valley	2,317	83%	
15A	NHS Berkshire West CCG	390	87%	
10Q	NHS Oxfordshire CCG	724	85%	
12D	NHS Swindon CCG	254	85%	
14Y	NHS Buckinghamshire CCG	528	81%	
15D	NHS East Berkshire CCG	421	78%	

**National Cancer Patient Experience Survey 2018**  
**Thames Valley**

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

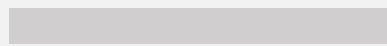
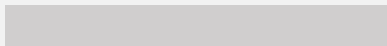

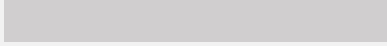
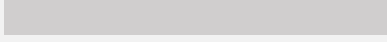
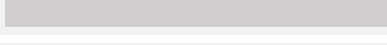
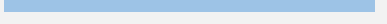
**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000013	Thames Valley	1,876	90%	
10Q	NHS Oxfordshire CCG	601	91%	
14Y	NHS Buckinghamshire CCG	429	91%	
15D	NHS East Berkshire CCG	317	89%	
15A	NHS Berkshire West CCG	327	89%	
12D	NHS Swindon CCG	202	86%	

**National Cancer Patient Experience Survey 2018**  
**Thames Valley**

**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%	
E56000013	Thames Valley	1,808	95%	
10Q	NHS Oxfordshire CCG	582	97%	
14Y	NHS Buckinghamshire CCG	407	96%	
15A	NHS Berkshire West CCG	317	95%	
12D	NHS Swindon CCG	196	95%	
15D	NHS East Berkshire CCG	306	91%	

National Cancer Patient Experience Survey 2018  
Thames Valley

Annex (continued)  
Dashboard Questions - CCGs

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	47,950	59%	
E56000013	Thames Valley	2,059	60%	
10Q	NHS Oxfordshire CCG	701	66%	
15D	NHS East Berkshire CCG	330	58%	
15A	NHS Berkshire West CCG	323	57%	
14Y	NHS Buckinghamshire CCG	473	56%	
12D	NHS Swindon CCG	232	54%	



## **Annex**

### **Methodology**

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

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

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

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

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

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

### **Further information**

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

[www.ncpes.co.uk/reports/2018-reports](http://www.ncpes.co.uk/reports/2018-reports)

### **Redevelopment of the 2018 survey**

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

### **Official Statistics**

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

## Annex (continued)

### Scoring methodologies

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

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

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

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

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

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

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

[www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018](http://www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018)

### Case-mix adjustment

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

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

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

[www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018](http://www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018)

## Annex (continued)

### Statistical significance

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

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

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

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

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



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

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

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

Further information on Quality Health is available at:

[www.quality-health.co.uk](http://www.quality-health.co.uk)

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

[www.ncpes.co.uk](http://www.ncpes.co.uk)