

# **National Cancer Patient Experience Survey**

## **2018 Results**

### **Wessex Cancer Alliance**

### **Published September 2019**

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



## Table of Contents

Introduction	4
This report	4
Data tables	4
Comparability charts	5
Tumour group tables	6
Expected Range Summaries - Trusts and CCGs	6
Dashboard Questions - Trusts and CCGs	6
Notes on specific questions	7
How to use the data	7
Response rates	7
Significance of gender and deprivation testing	7
Executive Summary	8
Questions which scored outside expected range	9
Cancer Alliance Results	10
Seeing your GP	10
Diagnostic Tests	11
Finding out what was wrong with you	12
Deciding the best treatment for you	13
Clinical Nurse Specialist	15
Support for people with cancer	16
Operations	17
Hospital care as an inpatient	18
Hospital care as a day patient / outpatient	21
Home care and support	23
Care from your general practice	24
Your overall NHS care	25
Comparisons by tumour group for this Cancer Alliance	27
Seeing your GP	27
Diagnostic Tests	28
Finding out what was wrong with you	29
Deciding the best treatment for you	30
Clinical Nurse Specialist	31
Support for people with cancer	32
Operations	33
Hospital care as an inpatient	34
Hospital care as a day patient / outpatient	36
Home care and support	37
Care from your general practice	38
Your overall NHS care	39
Annex	40
Response Rates	40
Respondents by tumour group	40
Respondents by age and gender	40
Expected Range Summary - Trusts	41
Dashboard Questions - Trusts	42
Expected Range Summary - CCGs	49
Dashboard Questions - CCGs	50

Table of Contents (continued)

Methodology	57
Further information	57
Redevelopment of the 2018 survey	57
Official Statistics	57
Scoring methodologies	58
Case-mix adjustment	58
Statistical significance	59

## 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
		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Question		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	2,669	78%	2,891	77%			76%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,575	85%	4,033	84%			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](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 16 questions for men and in 4 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 4 questions for patients in England's 20% least-deprived and in 0 questions for patients in England 20% most-deprived.

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

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

## Executive Summary

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

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

**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

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

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

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

**59%** 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	Upper limit of expected range	

**Diagnostic tests**

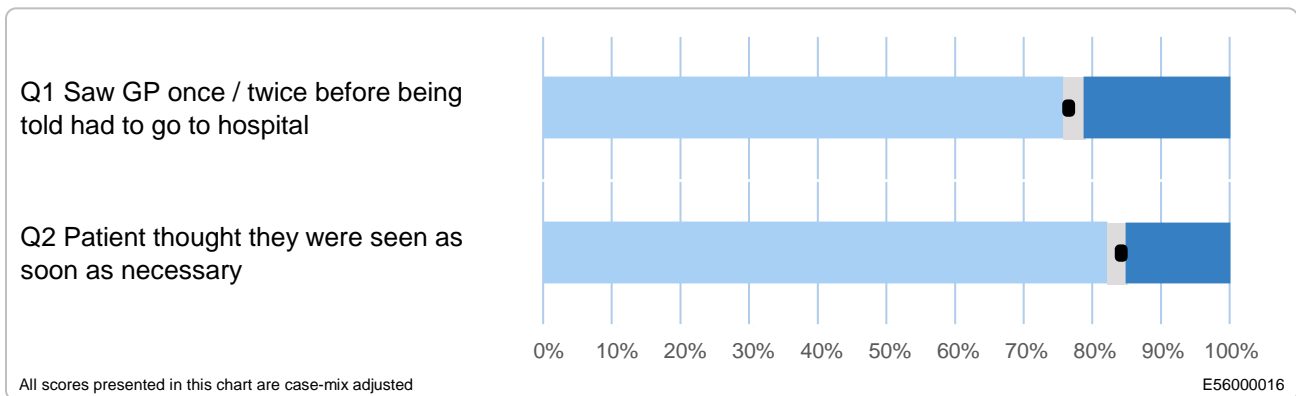
Q5	Received all the information needed about the test	3,510	96%	94%	95%	94%
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**Hospital care as a day patient / outpatient**

Q42	Doctor had the right notes and other documentation with them	3,599	97%	95%	97%	96%
Q48	Patient given understandable information about whether chemotherapy was working	1,877	70%	65%	70%	68%

## Cancer Alliance results

### Seeing your GP

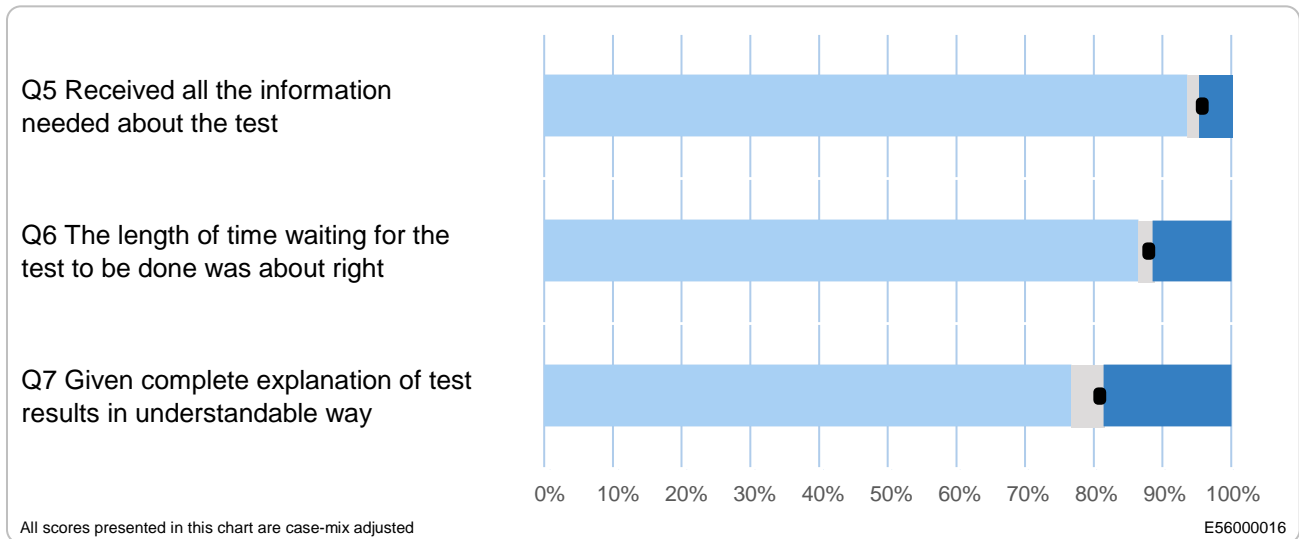


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	2,669	78%	2,891	77%			76%	76%	79%	77%
Q2	Patient thought they were seen as soon as necessary	3,575	85%	4,033	84%			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

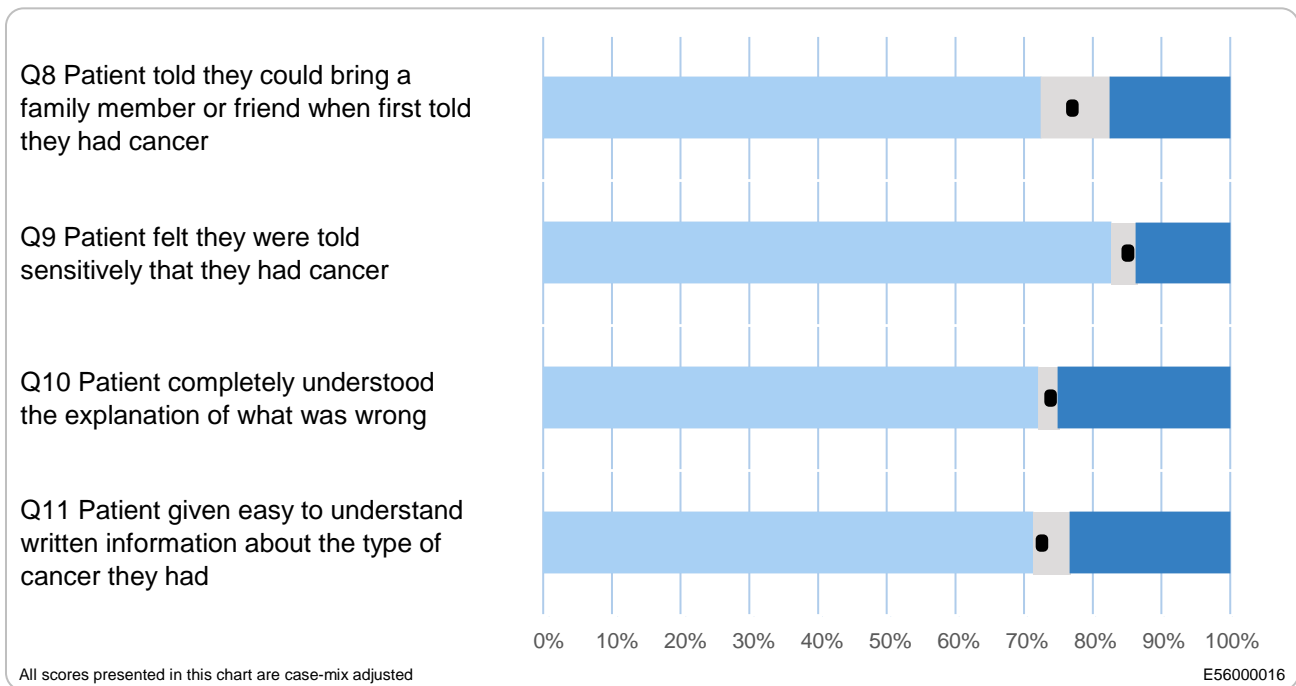


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q5	Received all the information needed about the test	3,107	95%	3,510	96%			96%	94%	95%	94%
Q6	The length of time waiting for the test to be done was about right	3,127	89%	3,531	88%			88%	86%	89%	88%
Q7	Given complete explanation of test results in understandable way	3,135	80%	3,552	81%			81%	77%	81%	79%

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

### Finding out what was wrong with you

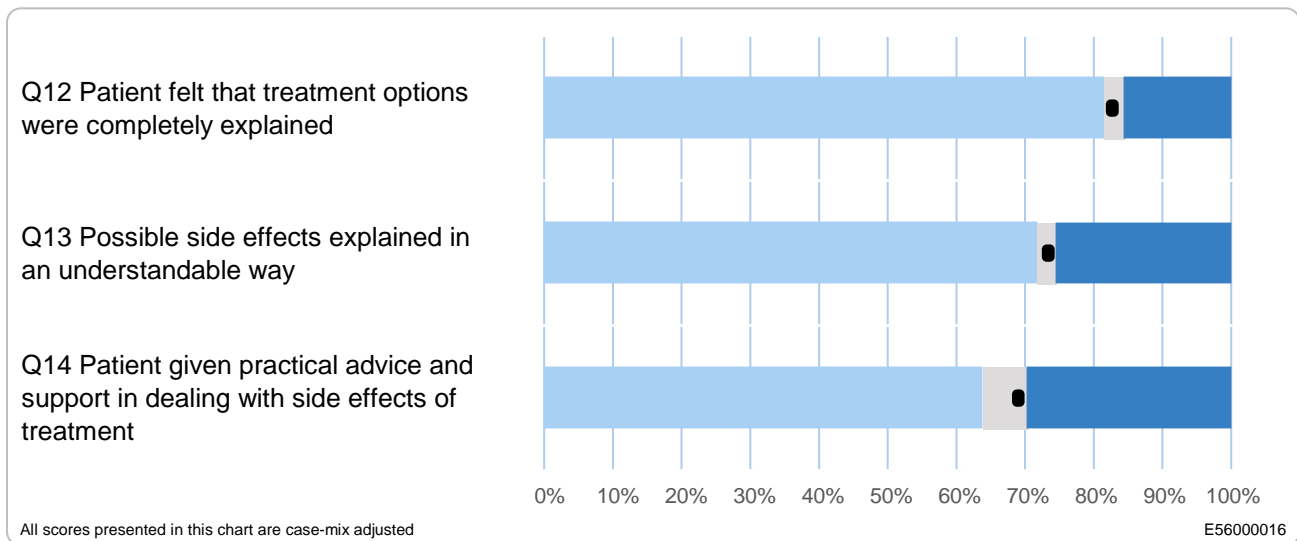


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	3,355	3,667	77%	76%			77%	73%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	3,579	4,053	86%	85%			85%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	3,624	4,086	74%	74%			74%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	3,149	3,497	72%	73%			72%	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)

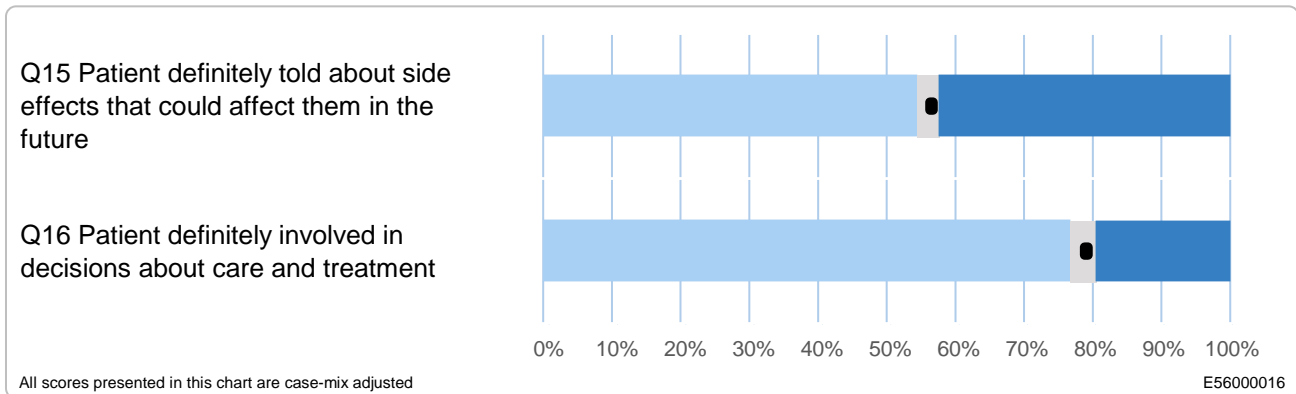


Question		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q12	Patient felt that treatment options were completely explained	3,170	83%	3,573	82%			82%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	3,482	73%	3,900	73%			73%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	3,478	68%	3,882	69%		↑	69%	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)

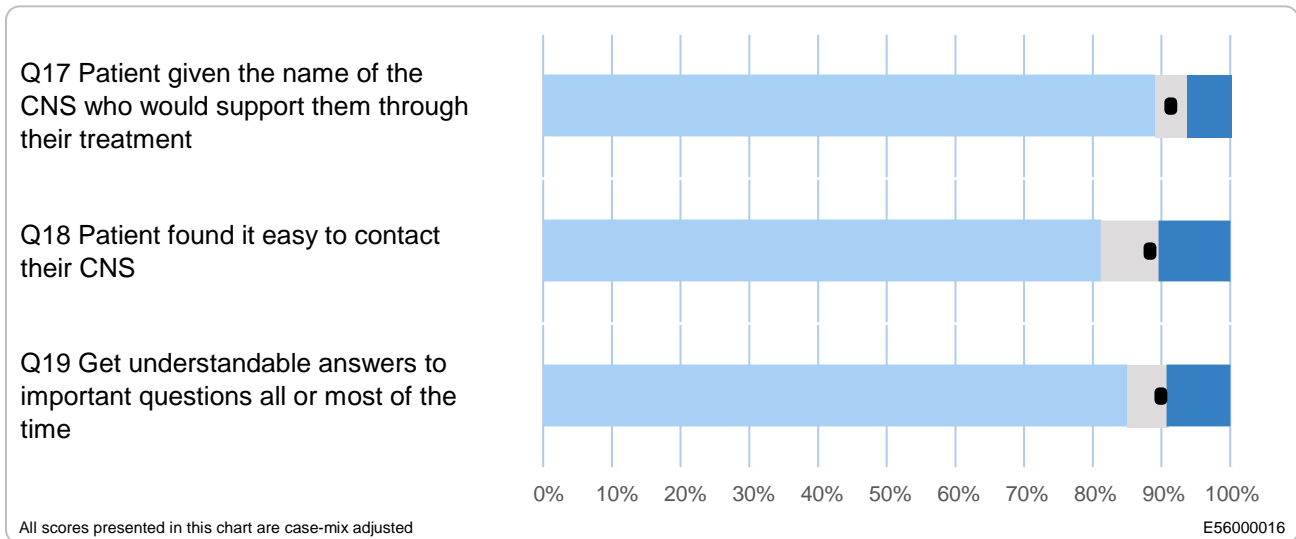


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	3,277	55%	3,631	55%			56%	54%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	3,520	79%	3,995	79%			79%	77%	80%	79%

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

## Cancer Alliance results

### Clinical Nurse Specialist

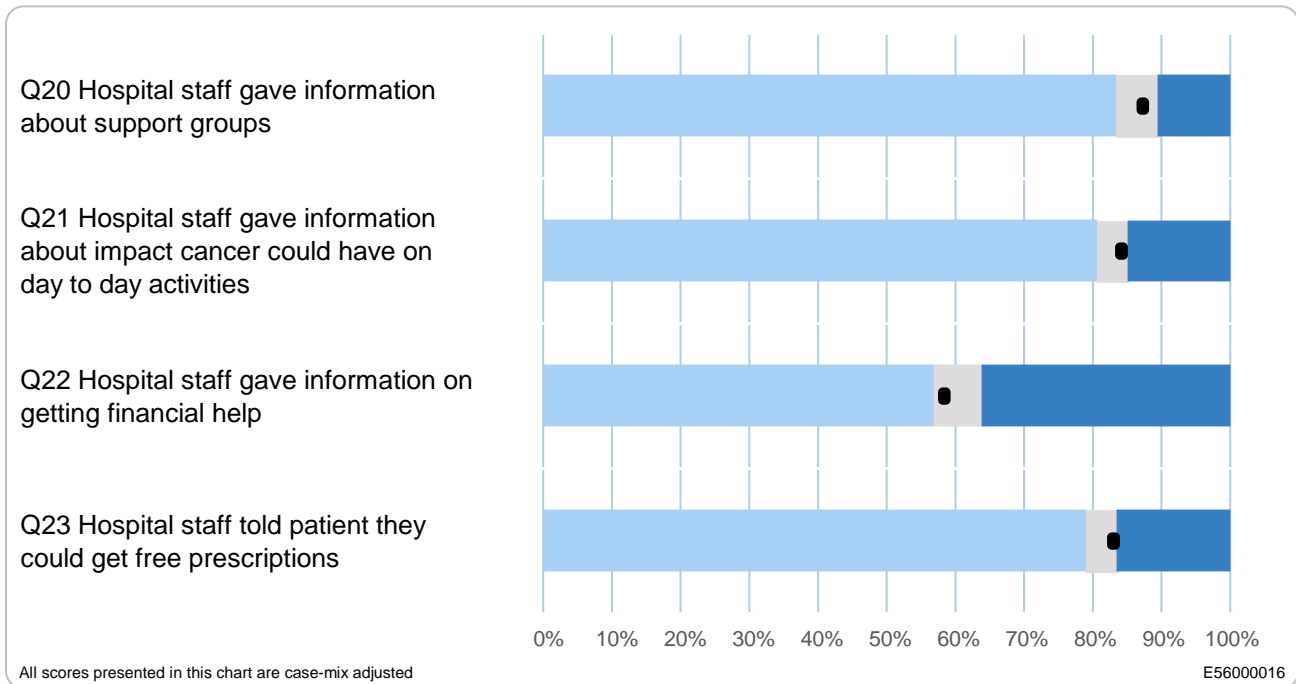


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	3,505	92%	3,944	91%			91%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	2,890	88%	3,210	88%			88%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	2,766	90%	3,063	90%			90%	85%	91%	88%

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

### Support for people with cancer



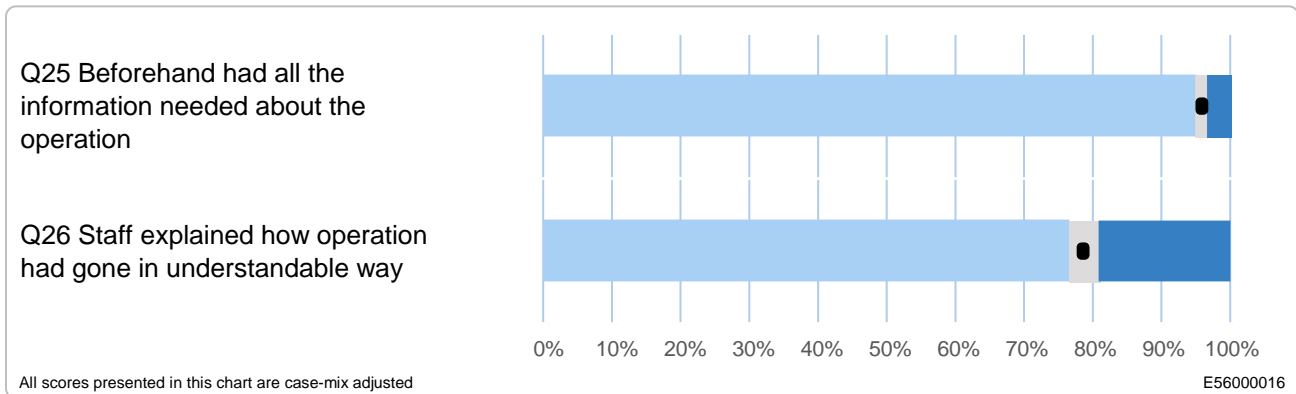
Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	2,759	86%	3,102	87%		↑	87%	83%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,363	84%	2,632	84%		↑	84%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	1,652	59%	1,855	59%		↑	58%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	1,550	83%	1,763	83%		↑	83%	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

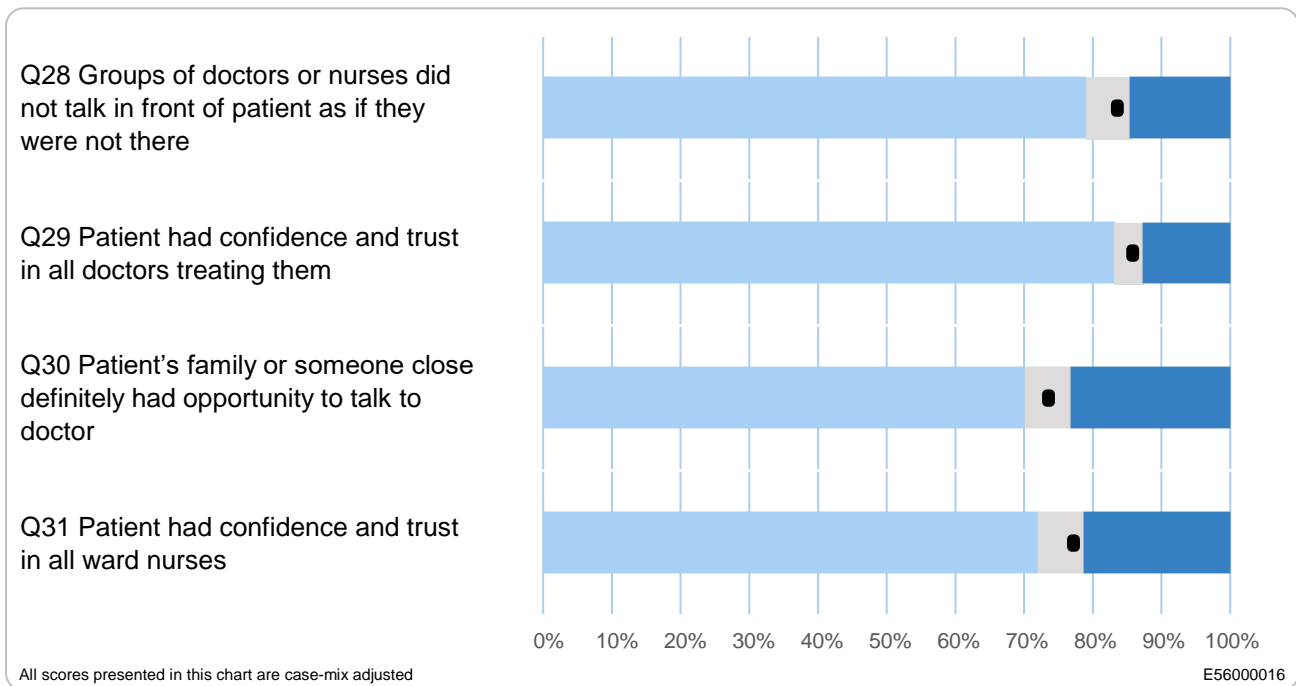


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	1,965	96%	2,155	96%			96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,960	78%	2,152	78%			78%	77%	81%	79%

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

## Cancer Alliance results

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

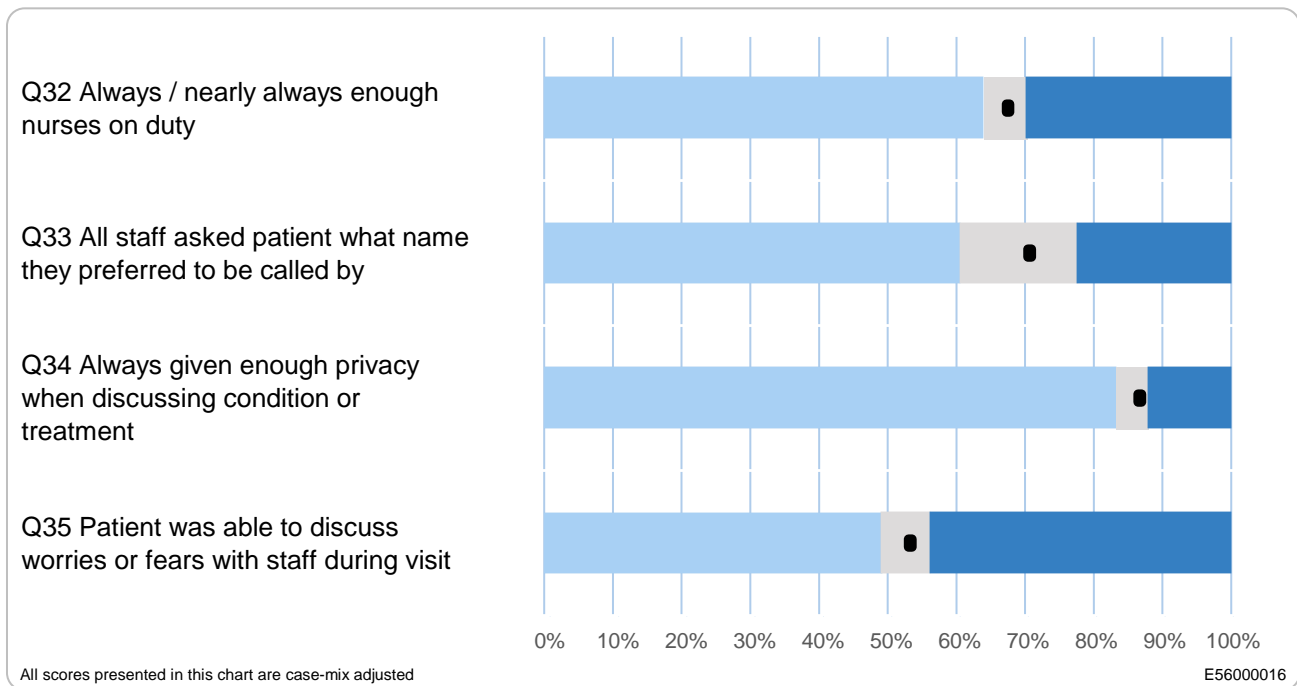


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	2,244	86%	2,474	84%			83%	79%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	2,253	87%	2,479	86%			86%	83%	87%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,862	76%	2,044	73%			73%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	2,243	76%	2,476	77%			77%	72%	79%	75%

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

## Cancer Alliance results

### Hospital care as an inpatient (Part 2 of 3)

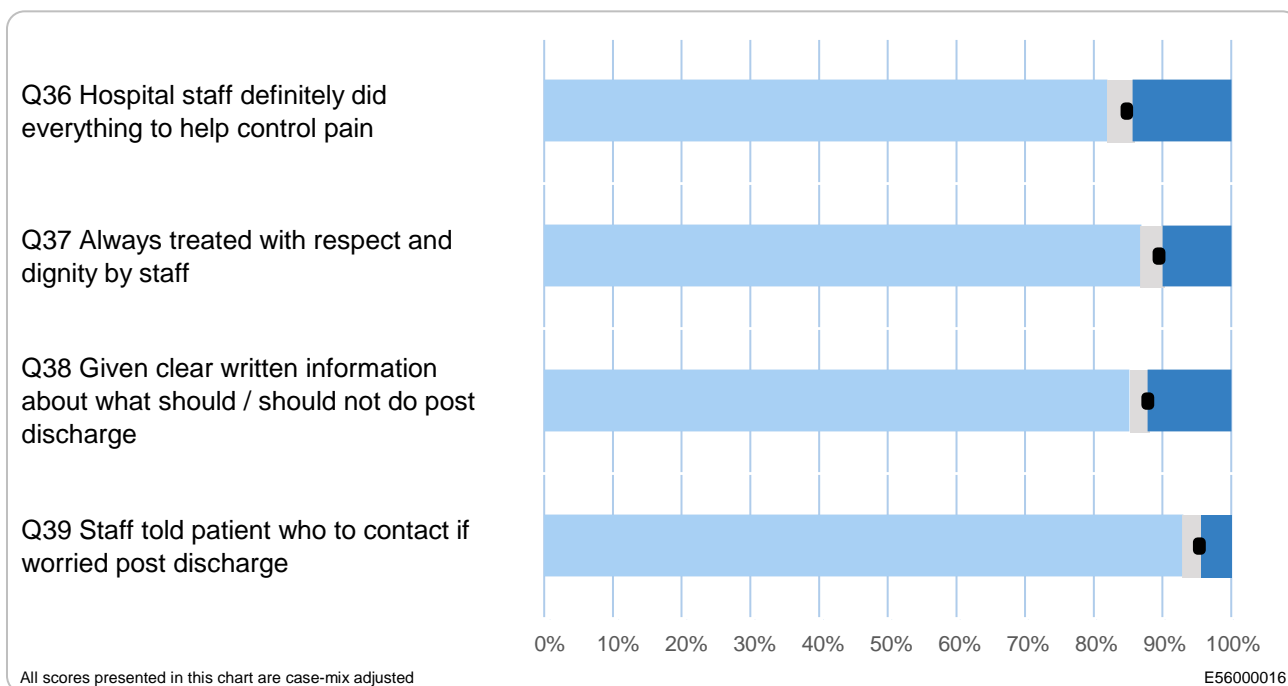


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	2,238	68%	2,453	67%			67%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	2,230	71%	2,448	70%			70%	61%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	2,248	85%	2,476	87%			86%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,614	56%	1,720	53%			53%	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)

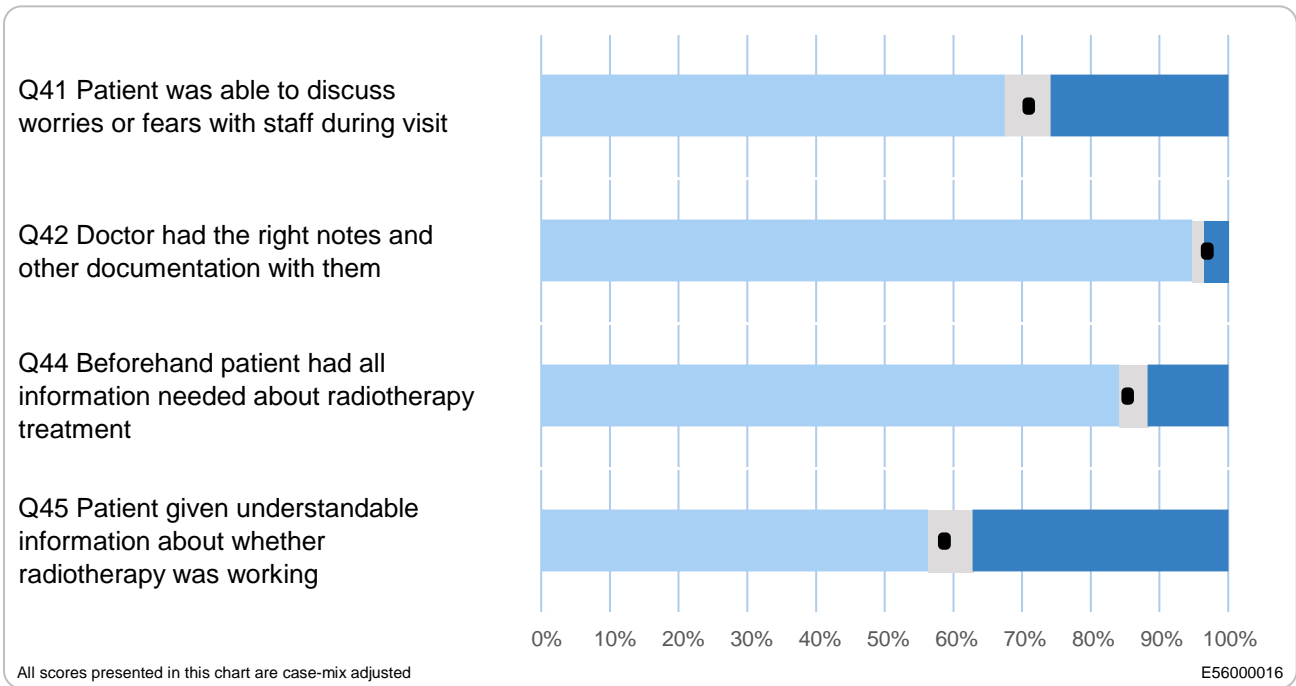


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	1,958	86%	2,135	85%			85%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	2,248	90%	2,467	89%			89%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	2,082	86%	2,309	87%			88%	85%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	2,168	95%	2,402	95%			95%	93%	96%	94%

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

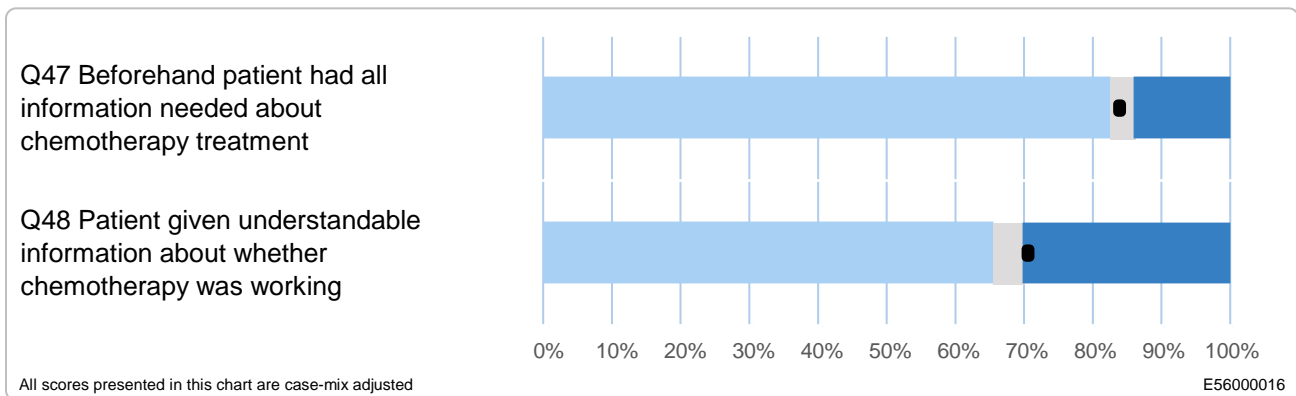


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	2,580	73%	2,946	71%			71%	68%	74%	71%
Q42 Doctor had the right notes and other documentation with them	3,142	96%	3,599	97%			97%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	944	86%	1,030	85%			85%	84%	88%	86%
Q45 Patient given understandable information about whether radiotherapy was working	795	58%	880	58%			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)

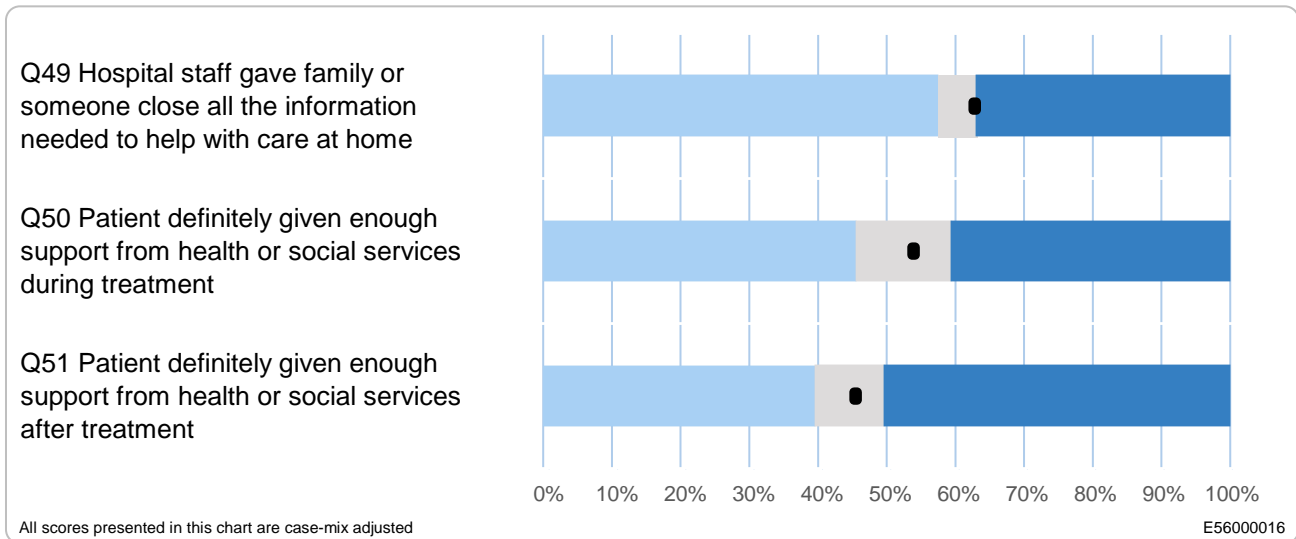


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted							
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score				
	Number of respondents	Score	Number of respondents	Score										
Q47	Beforehand patient had all information needed about chemotherapy treatment	1,806	84%	2,048	83%									
Q48	Patient given understandable information about whether chemotherapy was working	1,652	69%	1,877	70%	↑	70%	65%	70%	68%				

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

## Cancer Alliance results

### Home care and support

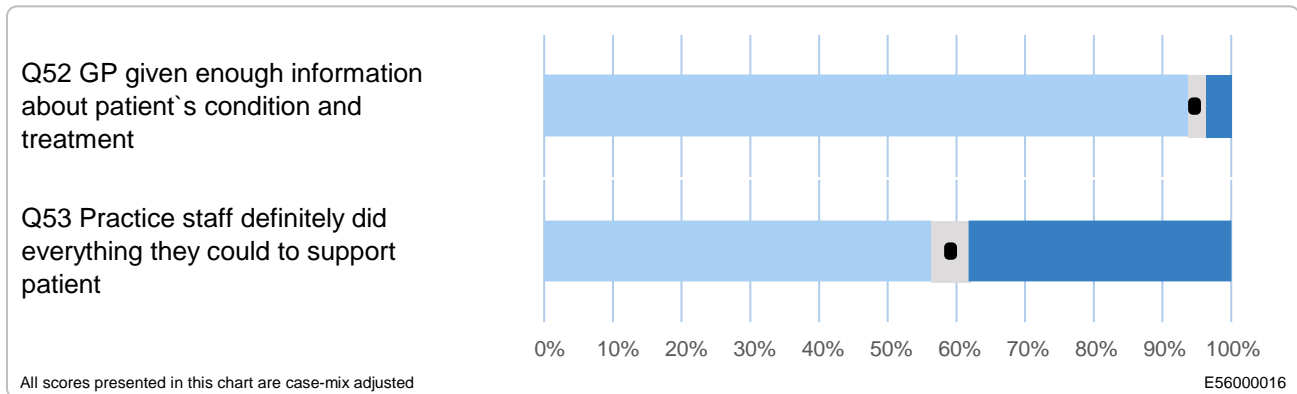


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,901	61%	3,241	62%		↑	63%	57%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	1,747	56%	1,909	54%			54%	46%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	1,022	46%	1,106	45%			45%	40%	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



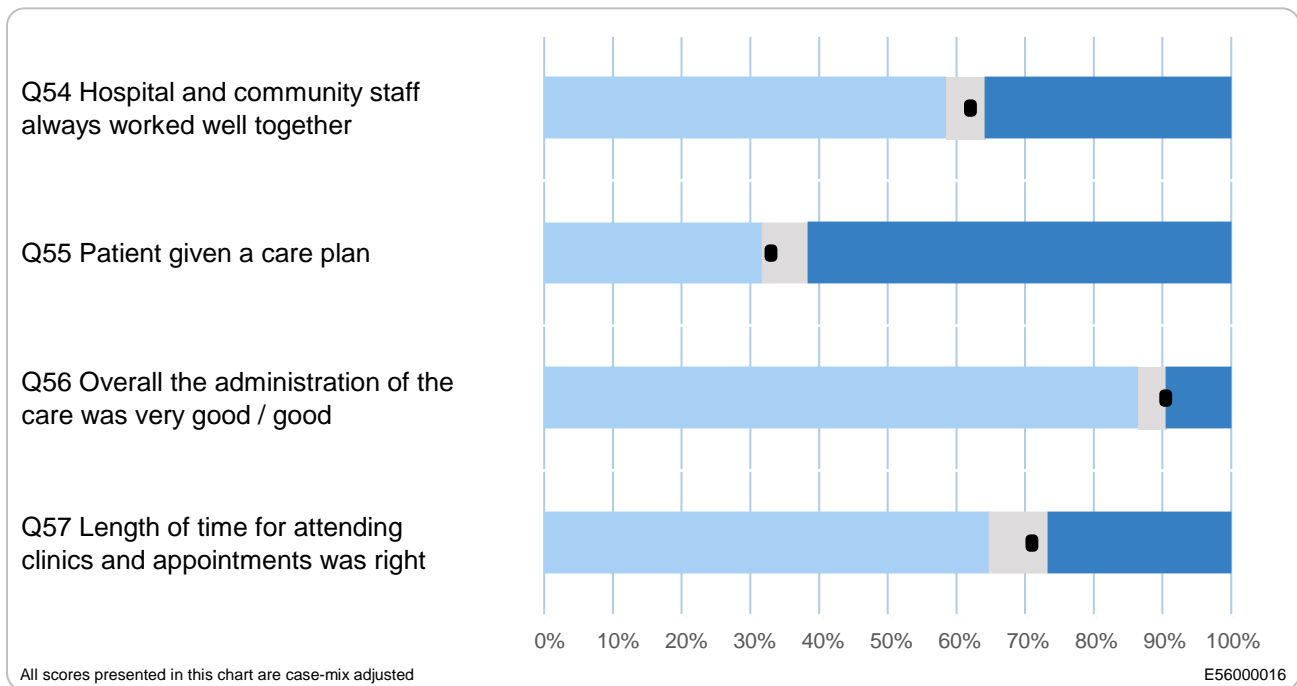
Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	2,795	95%	3,126	95%			94%	94%	96%	95%
Q53 Practice staff definitely did everything they could to support patient	2,235	61%	2,512	59%			59%	56%	62%	59%

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



## Cancer Alliance results

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

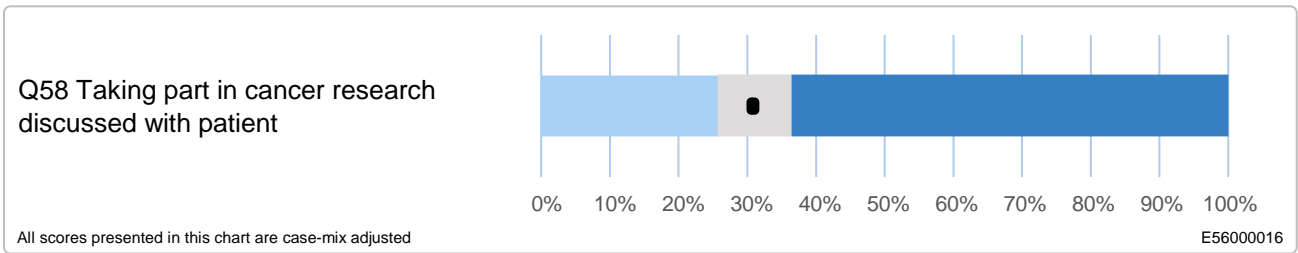


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	3,491	64%	3,930	62%			62%	59%	64%	61%
Q55 Patient given a care plan	2,780	30%	3,123	32%			33%	32%	38%	35%
Q56 Overall the administration of the care was very good / good	3,598	91%	4,068	90%			90%	86%	90%	88%
Q57 Length of time for attending clinics and appointments was right	3,579	72%	4,038	70%			71%	65%	73%	69%

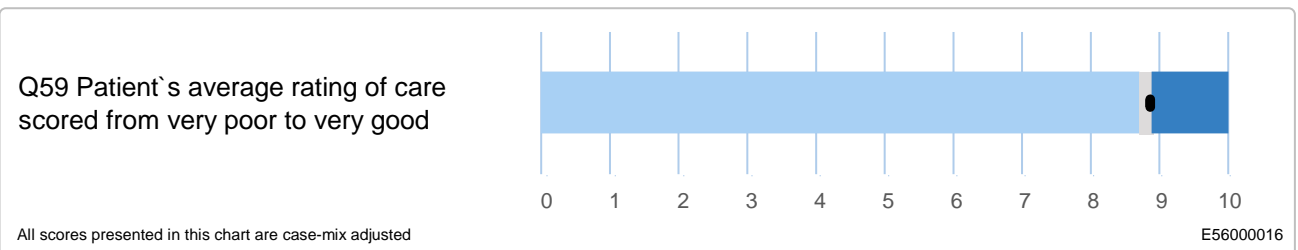
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score  
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)  
 (NB: No arrow reflects no statistically significant change)  
 \* Indicates where a score has been suppressed because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

## Cancer Alliance results

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



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q58 Taking part in cancer research discussed with patient	3,452	32%	3,857	31%		↑	31%	26%	37%	31%



Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q59 Patient's average rating of care scored from very poor to very good	3,547	8.9	4,017	8.9			8.9	8.7	8.9	8.8

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

## Comparisons by tumour group for this Cancer Alliance

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

### Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	58%	*	73%
Breast	91%	94%	90%	90%
Colorectal / LGT	70%	72%	83%	83%
Gynaecological	73%	75%	80%	79%
Haematological	63%	64%	83%	81%
Head and Neck	78%	79%	78%	80%
Lung	68%	71%	80%	82%
Prostate	79%	81%	82%	85%
Sarcoma	*	66%	*	71%
Skin	90%	90%	83%	86%
Upper Gastro	74%	72%	80%	78%
Urological	84%	81%	85%	85%
Other	77%	73%	84%	79%
<b>All Cancers</b>	<b>77%</b>	<b>77%</b>	<b>84%</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%	90%	91%	82%	82%
Colorectal / LGT	97%	96%	87%	87%	84%	81%
Gynaecological	92%	94%	90%	85%	77%	77%
Haematological	96%	95%	88%	88%	79%	77%
Head and Neck	95%	92%	88%	85%	82%	80%
Lung	92%	94%	86%	87%	78%	79%
Prostate	97%	94%	84%	86%	83%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	99%	96%	91%	90%	84%	83%
Upper Gastro	96%	94%	84%	83%	77%	75%
Urological	94%	94%	88%	87%	82%	79%
Other	96%	95%	90%	86%	82%	76%
<b>All Cancers</b>	<b>96%</b>	<b>94%</b>	<b>88%</b>	<b>88%</b>	<b>81%</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	80%	82%	86%	89%	76%	77%	74%	78%
Colorectal / LGT	86%	82%	89%	86%	83%	79%	72%	73%
Gynaecological	66%	72%	78%	82%	75%	73%	67%	70%
Haematological	74%	73%	83%	83%	58%	61%	77%	76%
Head and Neck	69%	72%	90%	86%	77%	76%	68%	67%
Lung	76%	79%	83%	82%	77%	76%	67%	67%
Prostate	74%	78%	85%	85%	81%	78%	78%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	80%	71%	93%	90%	81%	80%	82%	84%
Upper Gastro	76%	79%	80%	80%	72%	73%	67%	66%
Urological	72%	74%	83%	82%	82%	77%	72%	73%
Other	75%	76%	85%	82%	70%	70%	66%	65%
<b>All Cancers</b>	<b>76%</b>	<b>78%</b>	<b>85%</b>	<b>85%</b>	<b>74%</b>	<b>74%</b>	<b>73%</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	82%	84%	74%	75%	70%	69%
Colorectal / LGT	87%	85%	75%	76%	74%	70%
Gynaecological	80%	85%	67%	75%	68%	67%
Haematological	82%	81%	71%	70%	68%	66%
Head and Neck	85%	85%	69%	74%	67%	70%
Lung	81%	84%	73%	74%	72%	69%
Prostate	81%	82%	74%	72%	62%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	95%	89%	83%	80%	79%	74%
Upper Gastro	82%	81%	74%	72%	67%	68%
Urological	80%	82%	69%	71%	63%	62%
Other	83%	80%	73%	72%	66%	64%
<b>All Cancers</b>	<b>82%</b>	<b>83%</b>	<b>73%</b>	<b>73%</b>	<b>69%</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	54%	56%	77%	79%
Colorectal / LGT	58%	58%	82%	80%
Gynaecological	51%	55%	80%	79%
Haematological	53%	51%	79%	77%
Head and Neck	67%	62%	74%	79%
Lung	55%	56%	77%	79%
Prostate	69%	64%	83%	81%
Sarcoma	*	52%	*	75%
Skin	70%	66%	86%	87%
Upper Gastro	55%	54%	79%	76%
Urological	48%	53%	75%	77%
Other	53%	53%	80%	76%
<b>All Cancers</b>	<b>55%</b>	<b>56%</b>	<b>79%</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	91%	95%	88%	85%	90%	88%
Colorectal / LGT	94%	92%	91%	88%	92%	89%
Gynaecological	93%	94%	86%	85%	92%	88%
Haematological	92%	92%	89%	88%	89%	89%
Head and Neck	95%	90%	84%	87%	90%	88%
Lung	94%	93%	90%	87%	85%	88%
Prostate	90%	90%	84%	82%	92%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	94%	91%	94%	89%	96%	91%
Upper Gastro	94%	93%	89%	85%	93%	87%
Urological	83%	84%	85%	82%	89%	87%
Other	91%	88%	88%	85%	88%	87%
<b>All Cancers</b>	<b>91%</b>	<b>91%</b>	<b>88%</b>	<b>85%</b>	<b>90%</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	91%	91%	86%	86%	61%	65%	85%	82%
Colorectal / LGT	88%	86%	87%	84%	61%	58%	86%	83%
Gynaecological	85%	85%	85%	82%	62%	61%	78%	77%
Haematological	87%	86%	84%	84%	62%	62%	88%	87%
Head and Neck	88%	86%	86%	83%	54%	60%	88%	82%
Lung	91%	86%	87%	81%	68%	71%	85%	85%
Prostate	86%	89%	86%	85%	36%	51%	76%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	94%	89%	88%	84%	62%	60%	80%	72%
Upper Gastro	88%	84%	82%	81%	60%	63%	89%	84%
Urological	77%	79%	71%	75%	41%	44%	59%	68%
Other	82%	82%	79%	78%	56%	58%	84%	80%
<b>All Cancers</b>	<b>87%</b>	<b>86%</b>	<b>84%</b>	<b>83%</b>	<b>59%</b>	<b>60%</b>	<b>83%</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	96%	96%	77%	79%
Colorectal / LGT	95%	96%	83%	83%
Gynaecological	96%	96%	76%	81%
Haematological	93%	94%	78%	77%
Head and Neck	95%	95%	75%	78%
Lung	99%	95%	86%	78%
Prostate	96%	95%	74%	75%
Sarcoma	*	94%	*	78%
Skin	97%	97%	84%	84%
Upper Gastro	91%	95%	86%	80%
Urological	95%	95%	76%	76%
Other	95%	95%	79%	78%
<b>All Cancers</b>	<b>96%</b>	<b>96%</b>	<b>78%</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	91%	89%	86%	86%	75%	77%	79%	77%
Colorectal / LGT	76%	77%	87%	86%	71%	73%	74%	71%
Gynaecological	85%	85%	86%	86%	74%	72%	75%	73%
Haematological	86%	81%	83%	81%	73%	74%	78%	76%
Head and Neck	82%	79%	82%	86%	67%	75%	73%	74%
Lung	83%	77%	83%	83%	79%	74%	79%	76%
Prostate	89%	86%	90%	89%	74%	73%	77%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	87%	89%	93%	90%	80%	81%	91%	87%
Upper Gastro	76%	74%	85%	82%	71%	73%	67%	71%
Urological	78%	80%	85%	87%	68%	70%	80%	78%
Other	87%	80%	85%	82%	72%	71%	72%	72%
<b>All Cancers</b>	<b>84%</b>	<b>82%</b>	<b>86%</b>	<b>85%</b>	<b>73%</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	68%	71%	65%	64%	85%	87%	56%	56%
Colorectal / LGT	64%	62%	73%	71%	85%	85%	54%	54%
Gynaecological	66%	67%	66%	67%	83%	84%	48%	51%
Haematological	65%	64%	72%	71%	90%	86%	56%	55%
Head and Neck	70%	66%	64%	69%	91%	87%	67%	55%
Lung	66%	70%	74%	74%	87%	85%	52%	52%
Prostate	76%	73%	74%	69%	89%	88%	53%	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	80%	80%	68%	72%	92%	91%	58%	59%
Upper Gastro	60%	61%	70%	75%	86%	84%	46%	51%
Urological	67%	69%	78%	73%	87%	85%	39%	47%
Other	64%	62%	67%	68%	85%	82%	53%	48%
<b>All Cancers</b>	<b>67%</b>	<b>67%</b>	<b>70%</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	87%	86%	90%	89%	91%	92%	97%	96%
Colorectal / LGT	85%	85%	88%	87%	87%	84%	95%	94%
Gynaecological	82%	83%	83%	87%	86%	88%	93%	95%
Haematological	86%	83%	93%	90%	85%	81%	96%	95%
Head and Neck	83%	83%	94%	87%	92%	88%	97%	93%
Lung	83%	84%	89%	89%	80%	84%	93%	92%
Prostate	84%	84%	91%	91%	91%	90%	96%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	90%	88%	89%	93%	91%	91%	98%	96%
Upper Gastro	79%	82%	86%	86%	84%	82%	98%	94%
Urological	85%	81%	90%	89%	88%	86%	92%	91%
Other	80%	81%	89%	87%	83%	83%	94%	92%
<b>All Cancers</b>	<b>85%</b>	<b>84%</b>	<b>89%</b>	<b>89%</b>	<b>87%</b>	<b>87%</b>	<b>95%</b>	<b>94%</b>

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

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	68%	70%	97%	96%	88%	88%	59%	61%
Colorectal / LGT	72%	73%	98%	96%	85%	84%	53%	57%
Gynaecological	70%	71%	97%	96%	68%	86%	48%	61%
Haematological	74%	74%	97%	96%	71%	83%	52%	59%
Head and Neck	76%	73%	96%	96%	89%	86%	70%	61%
Lung	70%	69%	96%	95%	84%	85%	54%	56%
Prostate	74%	73%	96%	95%	89%	87%	61%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	75%	74%	100%	97%	*	85%	*	72%
Upper Gastro	66%	70%	95%	95%	89%	82%	53%	53%
Urological	66%	67%	96%	95%	77%	82%	42%	55%
Other	74%	68%	98%	95%	84%	85%	66%	60%
<b>All Cancers</b>	<b>71%</b>	<b>71%</b>	<b>97%</b>	<b>96%</b>	<b>85%</b>	<b>86%</b>	<b>58%</b>	<b>60%</b>

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	79%	*	50%
Breast	84%	83%	65%	64%
Colorectal / LGT	82%	85%	67%	64%
Gynaecological	84%	86%	71%	68%
Haematological	84%	85%	77%	75%
Head and Neck	82%	79%	73%	54%
Lung	78%	84%	64%	67%
Prostate	91%	85%	76%	68%
Sarcoma	*	83%	*	67%
Skin	*	86%	*	79%
Upper Gastro	82%	84%	64%	61%
Urological	77%	82%	61%	65%
Other	87%	85%	79%	70%
<b>All Cancers</b>	<b>83%</b>	<b>84%</b>	<b>70%</b>	<b>68%</b>

§ 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	58%	59%	57%	54%	40%	42%
Colorectal / LGT	63%	63%	57%	60%	51%	52%
Gynaecological	65%	59%	41%	47%	37%	38%
Haematological	67%	63%	54%	52%	44%	44%
Head and Neck	75%	63%	50%	56%	53%	53%
Lung	57%	60%	54%	52%	47%	43%
Prostate	64%	60%	44%	46%	39%	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	79%	67%	81%	60%	76%	59%
Upper Gastro	61%	60%	52%	53%	50%	48%
Urological	63%	59%	52%	47%	45%	44%
Other	59%	56%	58%	52%	48%	44%
<b>All Cancers</b>	<b>62%</b>	<b>60%</b>	<b>54%</b>	<b>53%</b>	<b>45%</b>	<b>45%</b>

<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	95%	96%	58%	59%
Colorectal / LGT	93%	95%	56%	58%
Gynaecological	94%	95%	57%	57%
Haematological	94%	95%	58%	58%
Head and Neck	97%	93%	56%	58%
Lung	94%	94%	56%	58%
Prostate	95%	95%	62%	64%
Sarcoma	*	95%	*	53%
Skin	97%	97%	74%	67%
Upper Gastro	94%	94%	55%	58%
Urological	97%	95%	63%	61%
Other	96%	94%	62%	56%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>59%</b>	<b>59%</b>

<sup>§</sup> 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	60%	61%	30%	39%	91%	90%	70%	68%
Colorectal / LGT	63%	61%	39%	38%	89%	88%	70%	72%
Gynaecological	57%	58%	30%	31%	88%	87%	75%	69%
Haematological	64%	64%	33%	35%	95%	91%	68%	66%
Head and Neck	63%	61%	47%	37%	88%	88%	68%	71%
Lung	61%	62%	25%	31%	92%	89%	64%	71%
Prostate	62%	65%	33%	36%	86%	87%	73%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	75%	71%	46%	42%	94%	91%	76%	73%
Upper Gastro	59%	59%	34%	35%	88%	86%	72%	68%
Urological	62%	62%	25%	30%	84%	85%	75%	75%
Other	59%	57%	27%	30%	91%	87%	69%	63%
<b>All Cancers</b>	62%	61%	32%	35%	90%	88%	70%	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	26%	31%	8.9	8.9
Colorectal / LGT	33%	33%	8.9	8.8
Gynaecological	27%	37%	8.7	8.8
Haematological	36%	32%	9.0	8.9
Head and Neck	30%	23%	8.9	8.8
Lung	46%	35%	8.9	8.8
Prostate	32%	33%	8.8	8.8
Sarcoma	*	40%	*	8.6
Skin	21%	16%	9.2	9.0
Upper Gastro	32%	35%	8.7	8.7
Urological	21%	21%	8.8	8.7
Other	29%	32%	8.9	8.7
<b>All Cancers</b>	31%	31%	8.9	8.8

§ These are unadjusted scores

## Annex

### Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
E56000016	6,538	424	6,114	1,719	234	4,161	68%

### 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	13
Breast	956
Colorectal / LGT	452
Gynaecological	217
Haematological	753
Head and Neck	83
Lung	262
Prostate	376
Sarcoma	41
Skin	103
Upper Gastro	198
Urological	350
Other	357

\* 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	7	26	90	334	760	536	103	1,859
Female	9	19	94	301	536	758	489	96	2,302
Total	12	26	120	391	870	1,518	1,025	199	4,161



## National Cancer Patient Experience Survey 2018

### Wessex

#### Annex (continued)

#### Expected Range Summary - Trusts

Trust		Expected Range Classification		
RD3	Poole Hospital NHS Foundation Trust		32	20
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust		37	15
RBD	Dorset County Hospital NHS Foundation Trust	1	47	4
RHM	University Hospital Southampton NHS Foundation Trust	3	47	2
RN5	Hampshire Hospitals NHS Foundation Trust	4	47	1
RHU	Portsmouth Hospitals NHS Trust	7	43	2
R1F	Isle of Wight NHS Trust	9	41	2

## National Cancer Patient Experience Survey 2018

### Wessex

#### Annex (continued)

#### Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	70,942	8.80	
E56000016	Wessex	4,017	8.86	
RD3	Poole Hospital NHS Foundation Trust	447	9.03	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	543	9.01	
RBD	Dorset County Hospital NHS Foundation Trust	309	8.86	
RHU	Portsmouth Hospitals NHS Trust	975	8.83	
RN5	Hampshire Hospitals NHS Foundation Trust	654	8.81	
RHM	University Hospital Southampton NHS Foundation Trust	827	8.79	
R1F	Isle of Wight NHS Trust	180	8.72	

## National Cancer Patient Experience Survey 2018

### Wessex

#### Annex (continued)

#### Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	71,034	79%	
E56000016	Wessex	3,995	79%	
RD3	Poole Hospital NHS Foundation Trust	454	81%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	537	81%	
RN5	Hampshire Hospitals NHS Foundation Trust	664	80%	
RHM	University Hospital Southampton NHS Foundation Trust	812	80%	
RHU	Portsmouth Hospitals NHS Trust	965	79%	
RBD	Dorset County Hospital NHS Foundation Trust	306	75%	
R1F	Isle of Wight NHS Trust	185	71%	

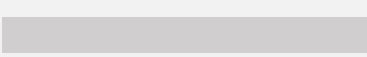
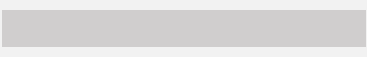


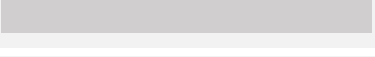

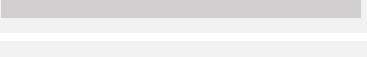

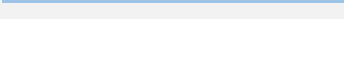
## National Cancer Patient Experience Survey 2018

### Wessex

#### Annex (continued)

#### Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	69,892	91%	
E56000016	Wessex	3,944	91%	
R1F	Isle of Wight NHS Trust	181	98%	
RD3	Poole Hospital NHS Foundation Trust	453	95%	
RHM	University Hospital Southampton NHS Foundation Trust	808	93%	
RHU	Portsmouth Hospitals NHS Trust	965	91%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	517	90%	
RBD	Dorset County Hospital NHS Foundation Trust	297	88%	
RN5	Hampshire Hospitals NHS Foundation Trust	647	87%	

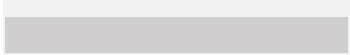
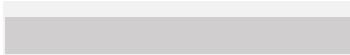


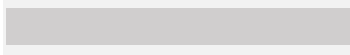
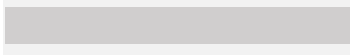
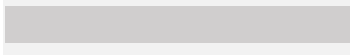
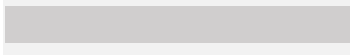
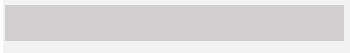
## National Cancer Patient Experience Survey 2018

### Wessex

#### Annex (continued)

#### Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	56,809	85%	
E56000016	Wessex	3,210	88%	
RD3	Poole Hospital NHS Foundation Trust	396	92%	
RBD	Dorset County Hospital NHS Foundation Trust	243	91%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	397	89%	
RN5	Hampshire Hospitals NHS Foundation Trust	511	89%	
RHM	University Hospital Southampton NHS Foundation Trust	670	87%	
RHU	Portsmouth Hospitals NHS Trust	773	86%	
R1F	Isle of Wight NHS Trust	166	85%	

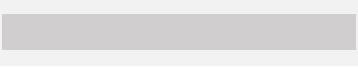
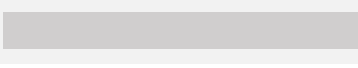
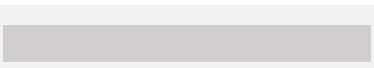
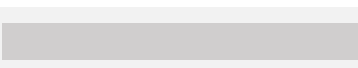
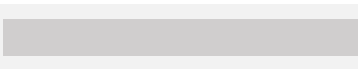
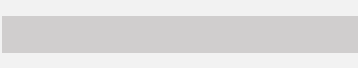
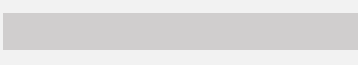
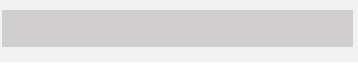
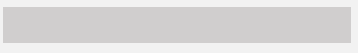
## National Cancer Patient Experience Survey 2018

### Wessex

#### 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%	
E56000016	Wessex	2,467	89%	
RBD	Dorset County Hospital NHS Foundation Trust	183	92%	
RN5	Hampshire Hospitals NHS Foundation Trust	378	90%	
RHU	Portsmouth Hospitals NHS Trust	559	90%	
RD3	Poole Hospital NHS Foundation Trust	284	89%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	342	89%	
RHM	University Hospital Southampton NHS Foundation Trust	602	88%	
R1F	Isle of Wight NHS Trust	99	87%	

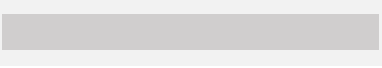
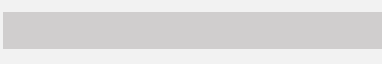
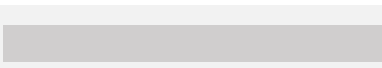
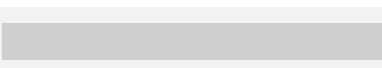
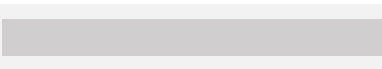
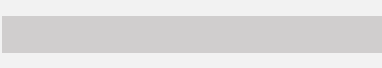
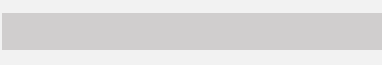
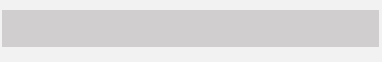
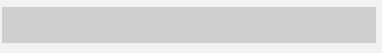
## National Cancer Patient Experience Survey 2018

### Wessex

#### 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%	
E56000016	Wessex	2,402	95%	
RBD	Dorset County Hospital NHS Foundation Trust	179	97%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	334	96%	
RD3	Poole Hospital NHS Foundation Trust	271	95%	
RHM	University Hospital Southampton NHS Foundation Trust	589	95%	
RN5	Hampshire Hospitals NHS Foundation Trust	363	95%	
RHU	Portsmouth Hospitals NHS Trust	548	94%	
R1F	Isle of Wight NHS Trust	95	94%	

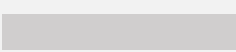
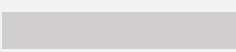






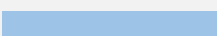
## National Cancer Patient Experience Survey 2018

### Wessex

#### 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%	
E56000016	Wessex	2,512	59%	
RD3	Poole Hospital NHS Foundation Trust	286	67%	
RBD	Dorset County Hospital NHS Foundation Trust	213	66%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	314	64%	
R1F	Isle of Wight NHS Trust	116	58%	
RHM	University Hospital Southampton NHS Foundation Trust	491	57%	
RN5	Hampshire Hospitals NHS Foundation Trust	407	57%	
RHU	Portsmouth Hospitals NHS Trust	636	55%	



# National Cancer Patient Experience Survey 2018

## Wessex

### Annex (continued)

### Expected Range Summary - CCGs

CCG		Expected Range Classification		
11J	NHS Dorset CCG		25	27
11A	NHS West Hampshire CCG	3	46	3
10X	NHS Southampton CCG	3	48	1
10K	NHS Fareham and Gosport CCG	3	49	
10V	NHS South Eastern Hampshire CCG	5	46	1
10L	NHS Isle of Wight CCG	8	42	2
10R	NHS Portsmouth CCG	6	46	
10J	NHS North Hampshire CCG	9	43	

**National Cancer Patient Experience Survey 2018  
Wessex**

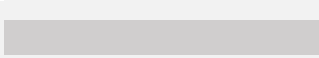
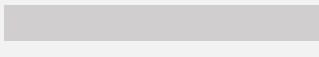
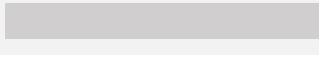

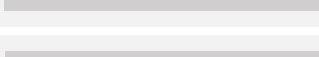
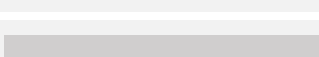
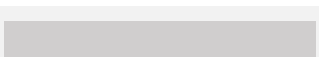
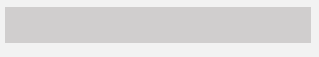
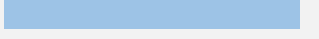

**Annex (continued)  
Dashboard Questions - CCGs**

**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	
E56000016	Wessex	4,017	8.86	
11J	NHS Dorset CCG	1,389	9.00	
10K	NHS Fareham and Gosport CCG	323	8.87	
11A	NHS West Hampshire CCG	908	8.86	
10V	NHS South Eastern Hampshire CCG	385	8.83	
10L	NHS Isle of Wight CCG	231	8.78	
10R	NHS Portsmouth CCG	237	8.76	
10X	NHS Southampton CCG	213	8.72	
10J	NHS North Hampshire CCG	331	8.59	

Annex (continued)  
Dashboard Questions - CCGs


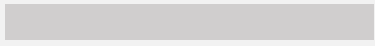

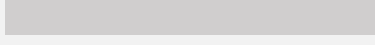

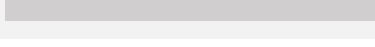


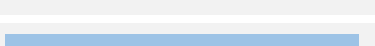

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E56000016	Wessex	3,995	79%	
11A	NHS West Hampshire CCG	895	81%	
11J	NHS Dorset CCG	1,387	80%	
10K	NHS Fareham and Gosport CCG	319	79%	
10J	NHS North Hampshire CCG	336	78%	
10V	NHS South Eastern Hampshire CCG	379	78%	
10R	NHS Portsmouth CCG	232	77%	
10X	NHS Southampton CCG	212	76%	
10L	NHS Isle of Wight CCG	235	73%	

**National Cancer Patient Experience Survey 2018  
Wessex**

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





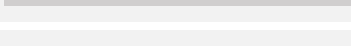
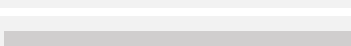

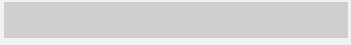


**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	69,892	91%	
E56000016	Wessex	3,944	91%	
10L	NHS Isle of Wight CCG	232	98%	
10X	NHS Southampton CCG	202	93%	
10V	NHS South Eastern Hampshire CCG	383	92%	
11J	NHS Dorset CCG	1,354	92%	
10K	NHS Fareham and Gosport CCG	319	90%	
11A	NHS West Hampshire CCG	891	90%	
10R	NHS Portsmouth CCG	233	88%	
10J	NHS North Hampshire CCG	330	87%	

National Cancer Patient Experience Survey 2018  
Wessex

Annex (continued)  
Dashboard Questions - CCGs

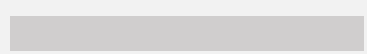
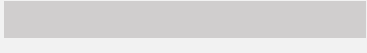
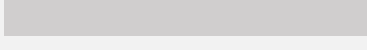

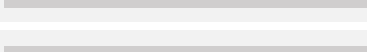
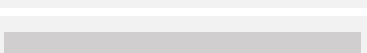

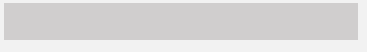


Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	56,809	85%	
E56000016	Wessex	3,210	88%	
11J	NHS Dorset CCG	1,116	91%	
10V	NHS South Eastern Hampshire CCG	311	88%	
10X	NHS Southampton CCG	161	88%	
11A	NHS West Hampshire CCG	712	88%	
10J	NHS North Hampshire CCG	267	86%	
10K	NHS Fareham and Gosport CCG	252	85%	
10L	NHS Isle of Wight CCG	213	85%	
10R	NHS Portsmouth CCG	178	84%	

**National Cancer Patient Experience Survey 2018**  
**Wessex**

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

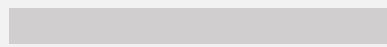
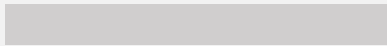

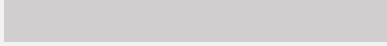
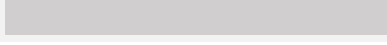
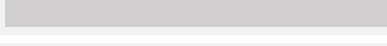

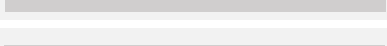


**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000016	Wessex	2,467	89%	
10V	NHS South Eastern Hampshire CCG	222	91%	
11J	NHS Dorset CCG	871	90%	
10R	NHS Portsmouth CCG	137	90%	
11A	NHS West Hampshire CCG	570	90%	
10L	NHS Isle of Wight CCG	139	88%	
10K	NHS Fareham and Gosport CCG	194	88%	
10J	NHS North Hampshire CCG	188	87%	
10X	NHS Southampton CCG	146	82%	

**National Cancer Patient Experience Survey 2018  
Wessex**

**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%	
E56000016	Wessex	2,402	95%	
11A	NHS West Hampshire CCG	556	96%	
11J	NHS Dorset CCG	849	96%	
10K	NHS Fareham and Gosport CCG	191	95%	
10V	NHS South Eastern Hampshire CCG	217	95%	
10X	NHS Southampton CCG	141	95%	
10L	NHS Isle of Wight CCG	131	94%	
10J	NHS North Hampshire CCG	186	94%	
10R	NHS Portsmouth CCG	131	92%	

**National Cancer Patient Experience Survey 2018  
Wessex**

**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%	
E56000016	Wessex	2,512	59%	
11J	NHS Dorset CCG	882	66%	
10L	NHS Isle of Wight CCG	148	61%	
11A	NHS West Hampshire CCG	530	58%	
10R	NHS Portsmouth CCG	175	56%	
10J	NHS North Hampshire CCG	211	55%	
10X	NHS Southampton CCG	131	54%	
10V	NHS South Eastern Hampshire CCG	253	53%	
10K	NHS Fareham and Gosport CCG	182	46%	



## 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)