

National Cancer Patient Experience Survey

2018 Results

West Midlands Cancer Alliance

Published September 2019

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



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Introduction

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

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

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

Full national results and other reports are available at:

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

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

This report

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

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

Data tables

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

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

Column 2 shows the unadjusted 2017 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2018 score for this Cancer Alliance

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

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

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

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

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

Column 10 shows the national average score for this question.

Data tables (continued)

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
		Unadjusted Scores					2018 Case Mix Adjusted				
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Question		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	5,744	76%	5,835	77%			77%	76%	78%	77%
Q2	Patient thought they were seen as soon as necessary	7,618	84%	7,896	83%			83%	82%	85%	84%

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

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

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

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

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

Comparability charts

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

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

Comparability charts (continued)

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

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

Tumour group tables

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

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

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

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

Expected Range Summaries - Trusts and CCGs

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

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

Dashboard Questions - Trusts and CCGs

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

Notes on specific questions

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

How to use the data

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

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

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

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

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

Response rates

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

Significance of gender and deprivation testing

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

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

Gender – across the 52 scored questions, scores were significantly more positive in 20 questions for men and in 2 questions for women.

Deprivation (between deprivation quintiles 1 and 5) - across the 52 scored questions, scores were significantly more positive in 14 questions for patients in England's 20% least-deprived and in 2 questions for patients in England 20% most-deprived.

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

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

Executive Summary

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

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

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

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

85% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

88% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

94% 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

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

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

**National Cancer Patient Experience Survey 2018
West Midlands**

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	

Diagnostic tests

Q6	The length of time waiting for the test to be done was about right	6,931	86%	87%	88%	88%
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Hospital care as an inpatient

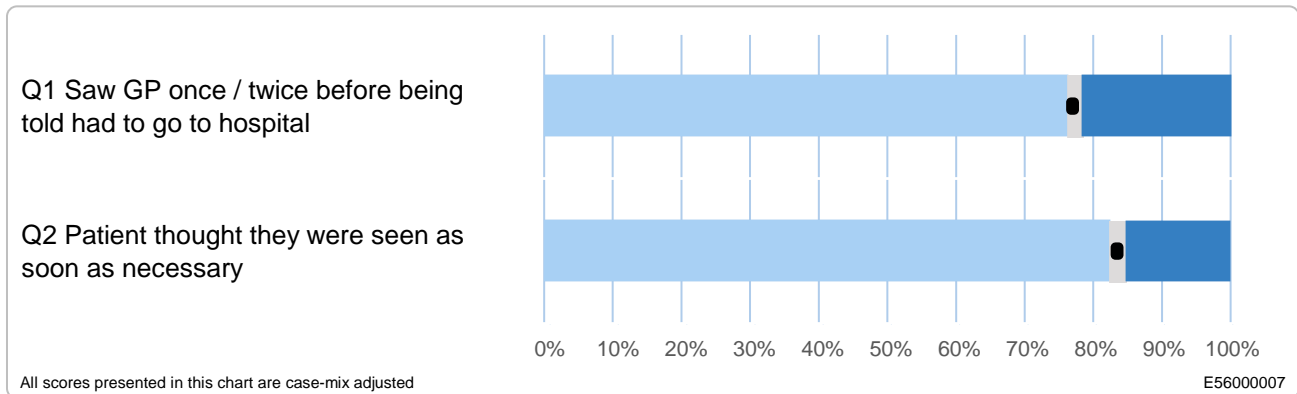
Q32	Always / nearly always enough nurses on duty	4,813	64%	64%	70%	67%
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Hospital care as a day patient / outpatient

Q45	Patient given understandable information about whether radiotherapy was working	1,666	56%	57%	62%	60%
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Cancer Alliance results

Seeing your GP

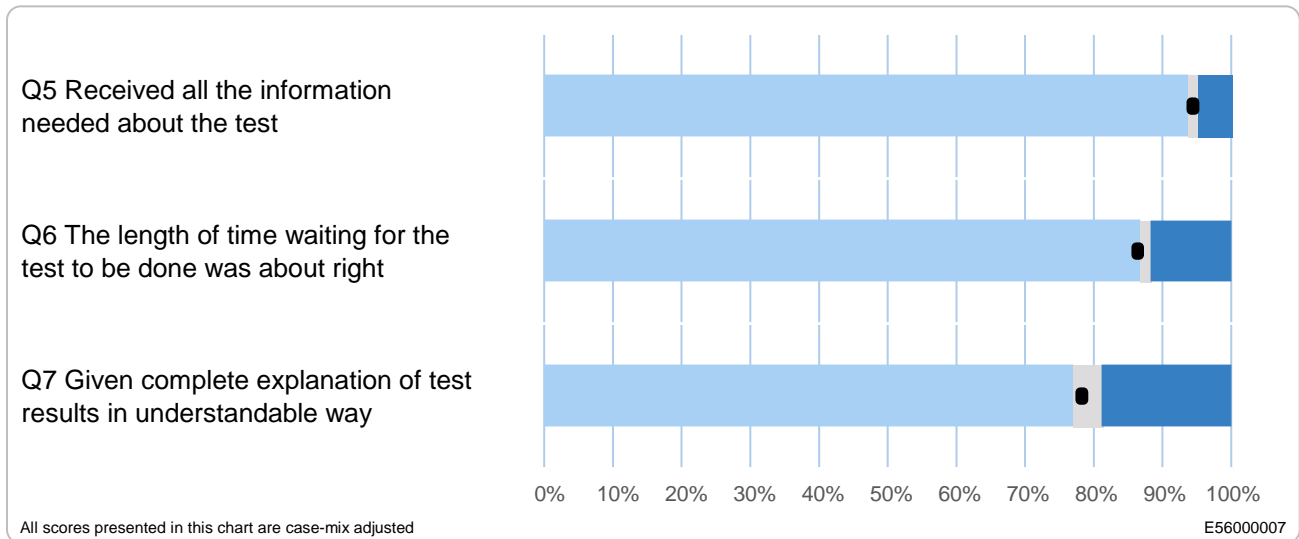


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	5,744	76%	5,835	77%			77%	76%	78%	77%
Q2	Patient thought they were seen as soon as necessary	7,618	84%	7,896	83%			83%	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

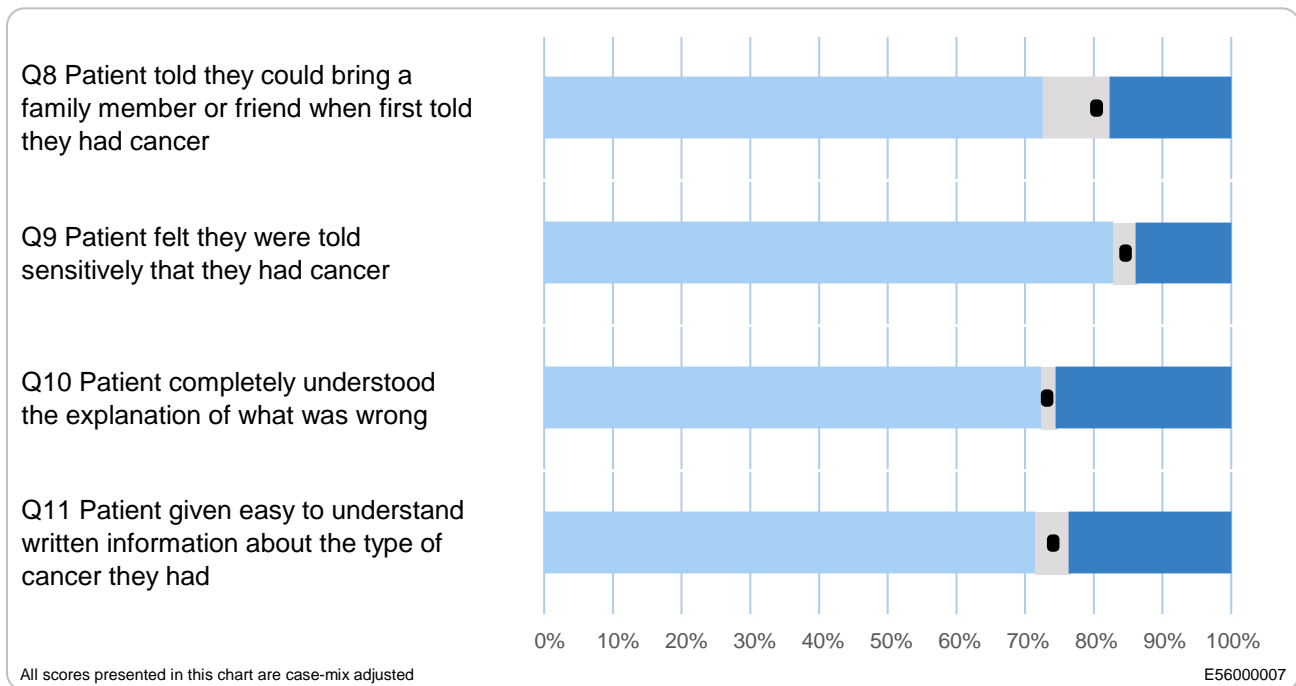


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q5 Received all the information needed about the test	6,548	94%	6,869	94%			94%	94%	95%	94%
Q6 The length of time waiting for the test to be done was about right	6,600	87%	6,931	86%			86%	87%	88%	88%
Q7 Given complete explanation of test results in understandable way	6,632	79%	6,967	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)
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Cancer Alliance results

Finding out what was wrong with you

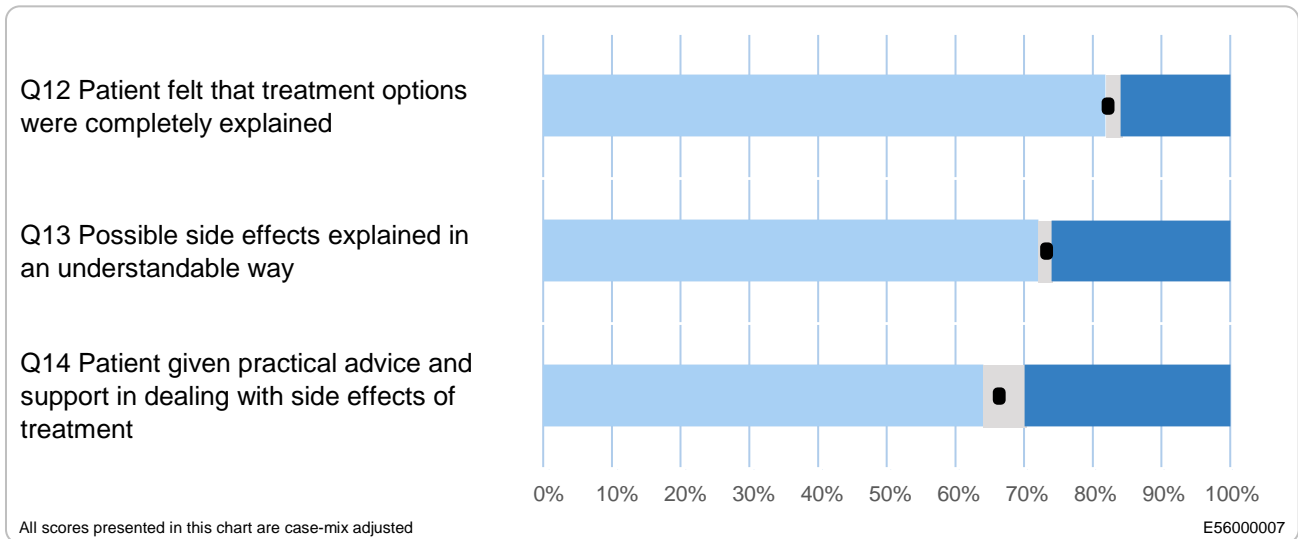


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017 Number of respondents	2017 Score	2018 Number of respondents	2018 Score			2018 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	7,256	80%	7,417	81%			80%	73%	82%	78%
Q9 Patient felt they were told sensitively that they had cancer	7,611	85%	7,938	85%			84%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	7,728	72%	8,016	73%			73%	72%	75%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	6,816	73%	7,052	74%			74%	72%	76%	74%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
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 (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)

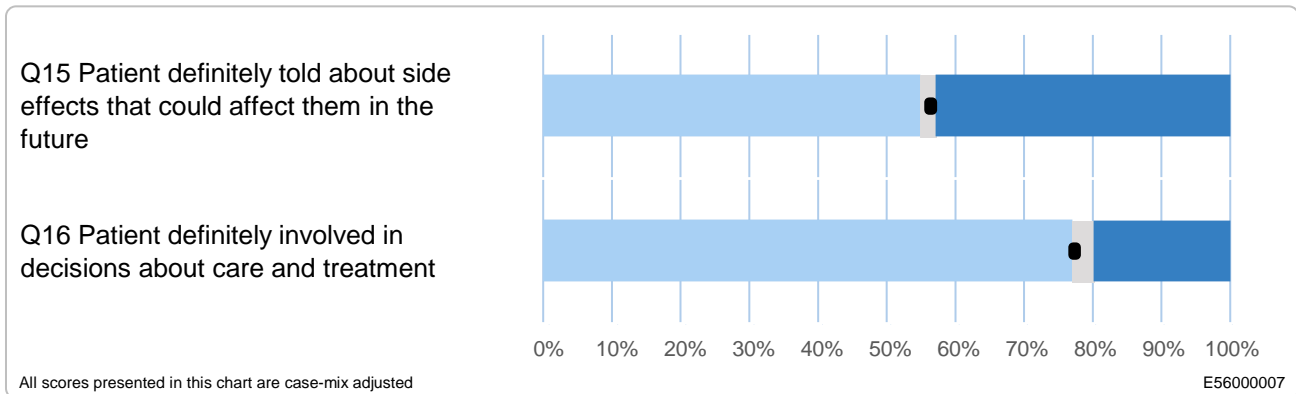


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q12	Patient felt that treatment options were completely explained	6,800	82%	7,053	82%			82%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	7,434	74%	7,711	73%			73%	72%	74%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	7,421	65%	7,636	66%			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)
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Cancer Alliance results

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

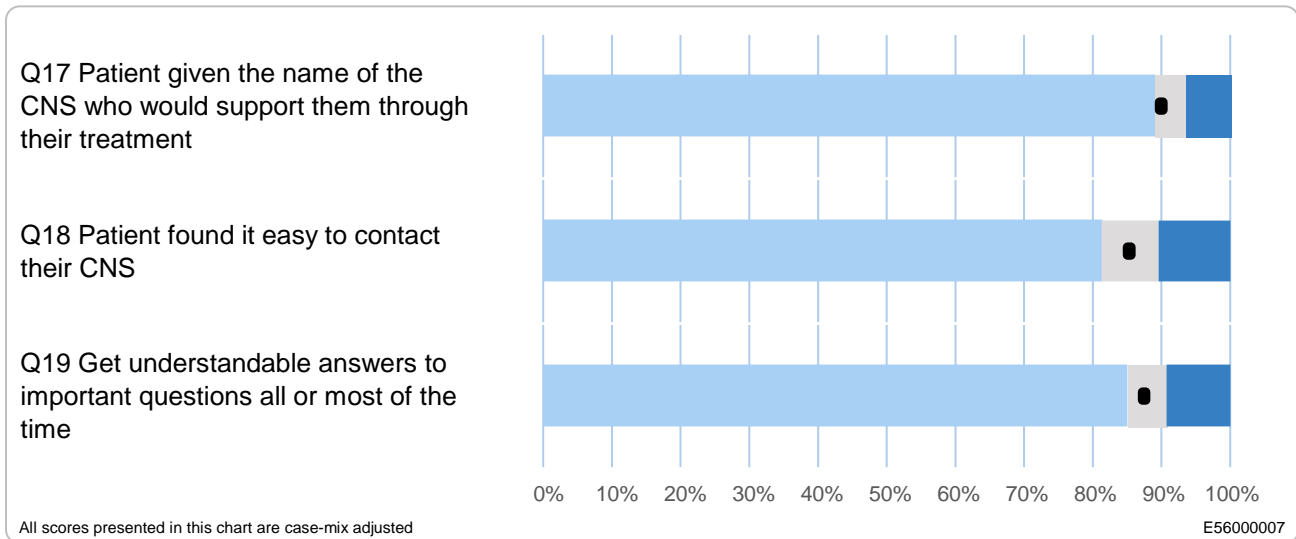


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q15	Patient definitely told about side effects that could affect them in the future	7,032	56%	7,253	56%			56%	55%	57%	56%
Q16	Patient definitely involved in decisions about care and treatment	7,525	77%	7,833	77%			77%	77%	80%	79%

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

Cancer Alliance results

Clinical Nurse Specialist

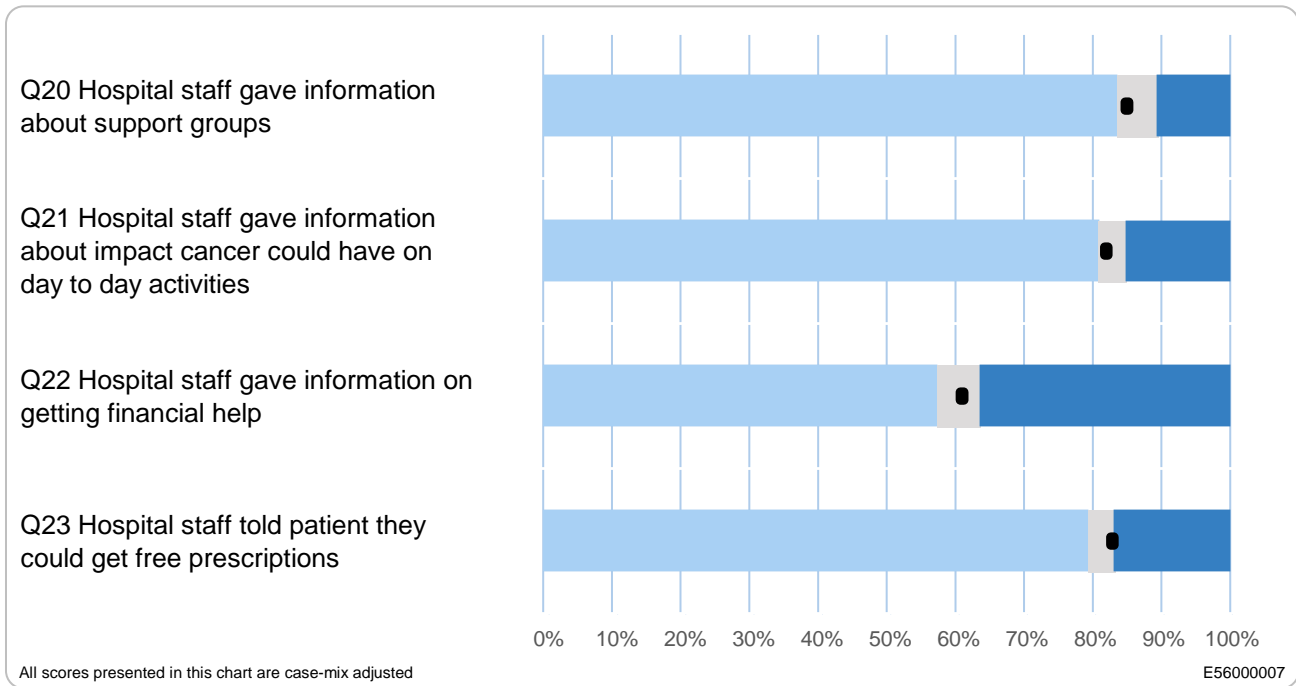


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	7,385	90%	7,679	90%			90%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	5,887	87%	6,019	85%	↓		85%	81%	90%	85%
Q19 Get understandable answers to important questions all or most of the time	5,627	88%	5,798	87%			87%	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

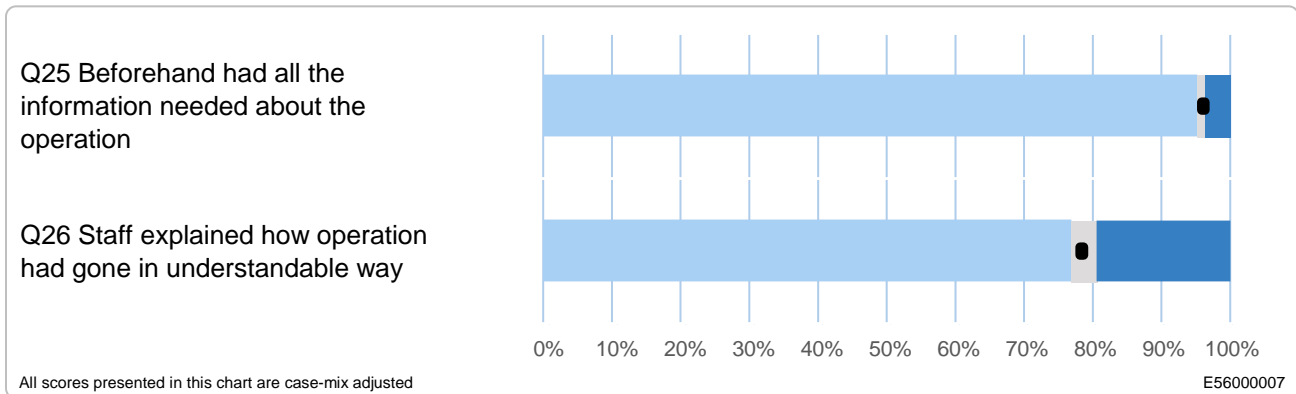


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	5,838	83%	6,082	85%			85%	84%	89%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	5,198	82%	5,337	82%			82%	81%	85%	83%
Q22 Hospital staff gave information on getting financial help	4,218	58%	4,293	60%	↑		61%	57%	64%	60%
Q23 Hospital staff told patient they could get free prescriptions	3,604	81%	3,581	83%			83%	79%	83%	81%

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

Cancer Alliance results

Operations

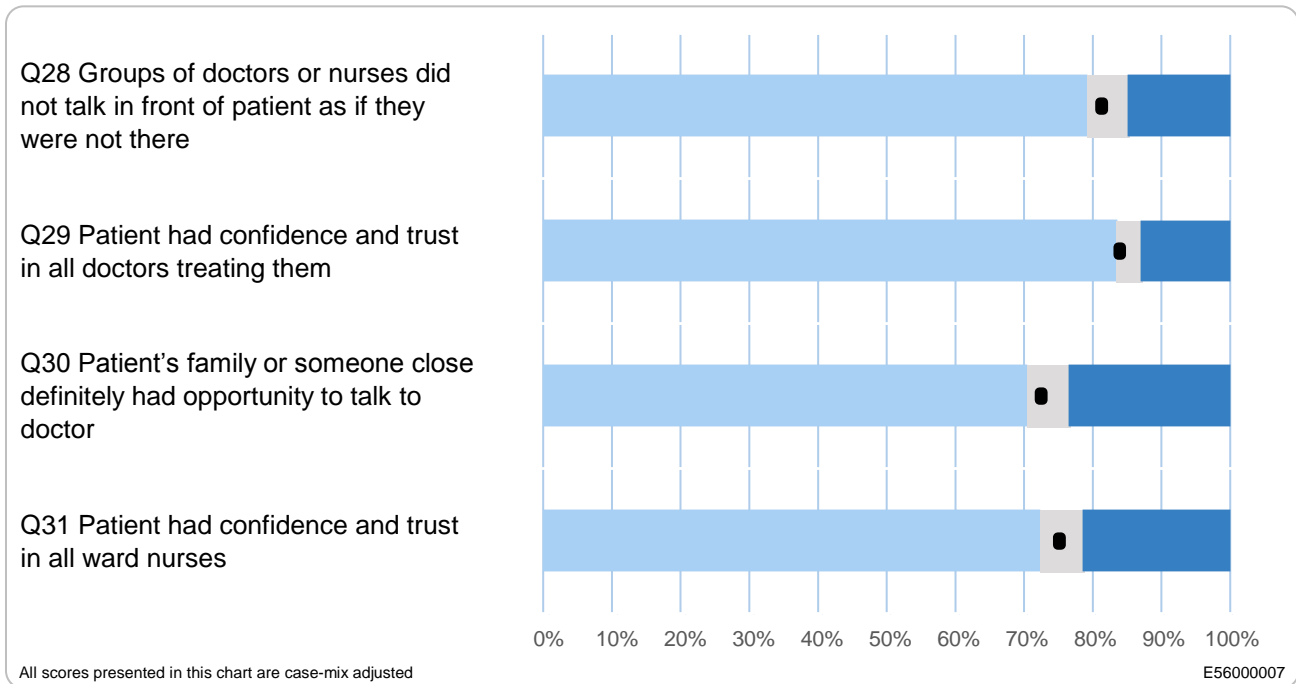


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	4,116	96%	4,277	96%			96%	95%	96%	96%
Q26	Staff explained how operation had gone in understandable way	4,101	78%	4,264	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)

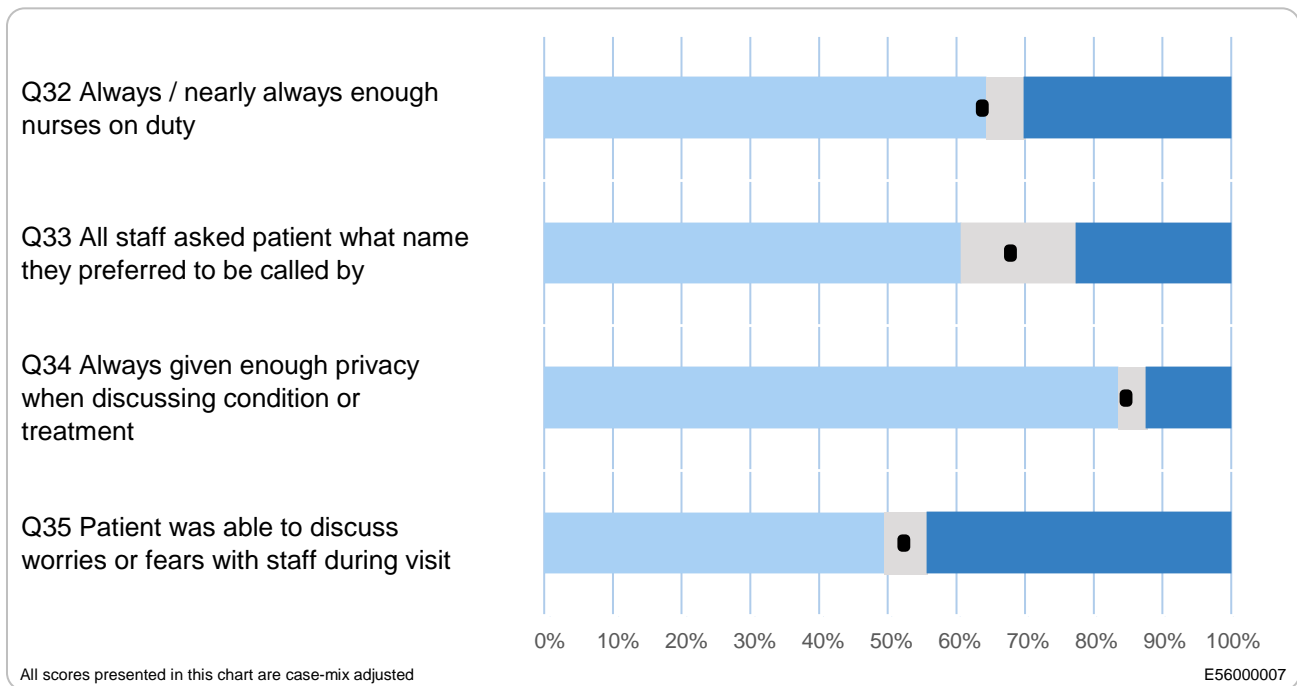


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	4,705	81%	4,829	81%			81%	79%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	4,715	84%	4,852	84%			84%	83%	87%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	3,980	71%	4,079	72%			72%	70%	77%	74%
Q31 Patient had confidence and trust in all ward nurses	4,714	73%	4,848	75%		↑	75%	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)

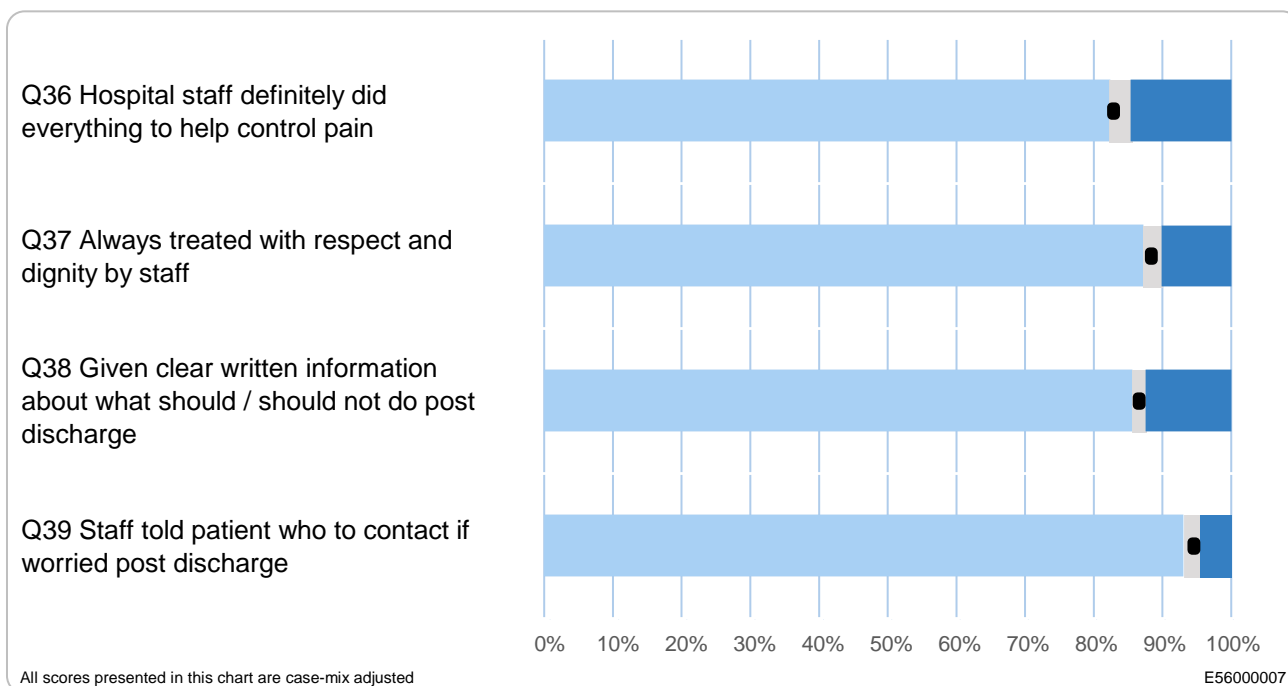


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	4,677	63%	4,813	64%			64%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	4,676	66%	4,793	68%		↑	68%	61%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	4,708	84%	4,835	85%			84%	84%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	3,485	50%	3,550	52%			52%	50%	56%	53%

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

Hospital care as an inpatient (Part 3 of 3)

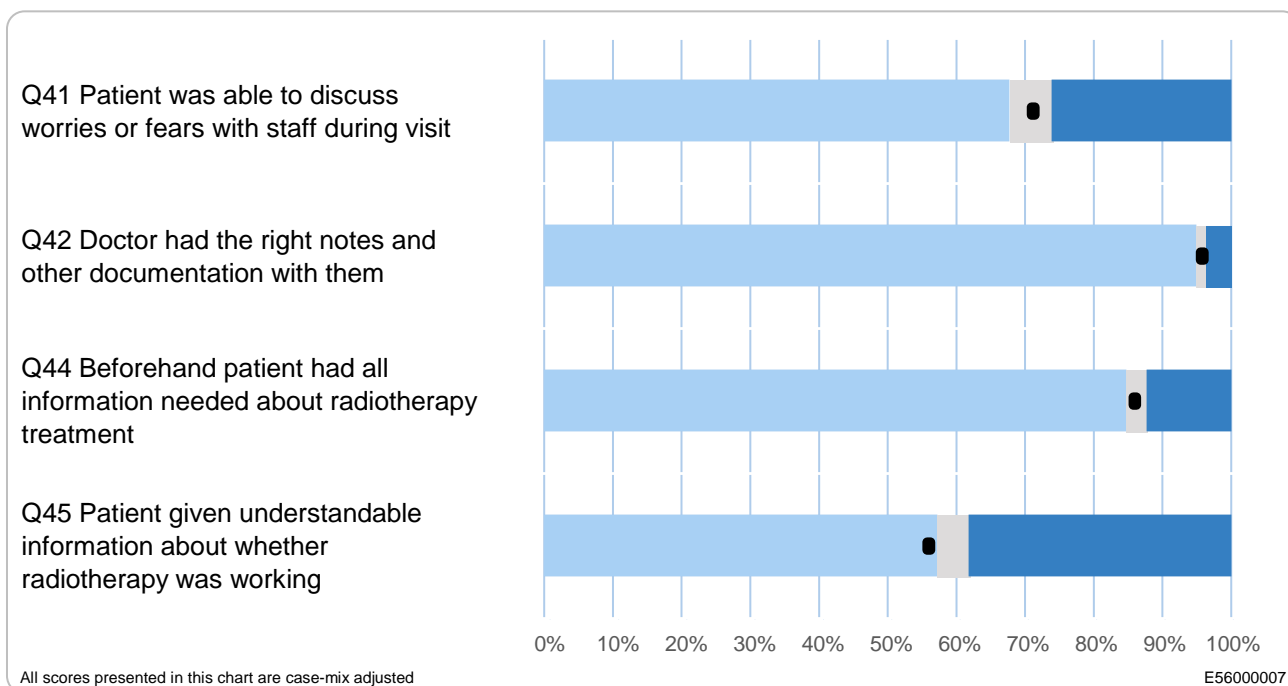


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	4,146	83%	4,256	83%			83%	82%	85%	84%
Q37 Always treated with respect and dignity by staff	4,713	88%	4,842	88%			88%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	4,412	86%	4,543	86%			86%	86%	88%	87%
Q39 Staff told patient who to contact if worried post discharge	4,504	94%	4,671	94%			94%	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)

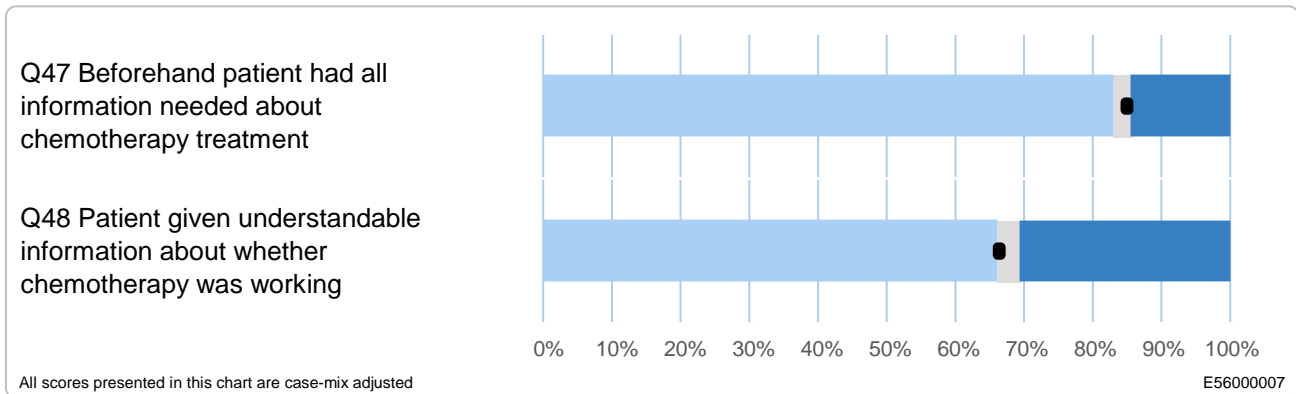


Question	Unadjusted Scores				2018 Case Mix Adjusted			
	2017		2018		2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score				
Q41 Patient was able to discuss worries or fears with staff during visit	5,785	69%	6,007	71%	71%	68%	74%	71%
Q42 Doctor had the right notes and other documentation with them	6,811	96%	7,069	96%	96%	95%	96%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	1,979	86%	2,028	86%	86%	85%	88%	86%
Q45 Patient given understandable information about whether radiotherapy was working	1,682	55%	1,666	56%	56%	57%	62%	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)
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Cancer Alliance results

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

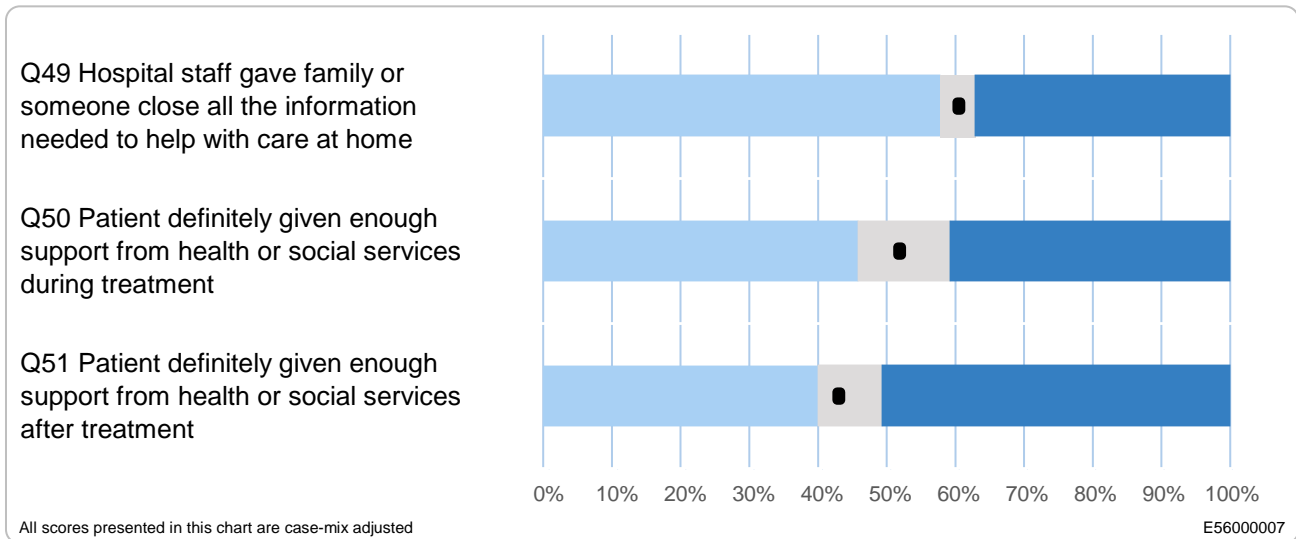


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017		2018				2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47	4,164	85%	4,225	85%			85%	83%	86%	84%
Q48	3,803	66%	3,828	66%			66%	66%	69%	68%

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

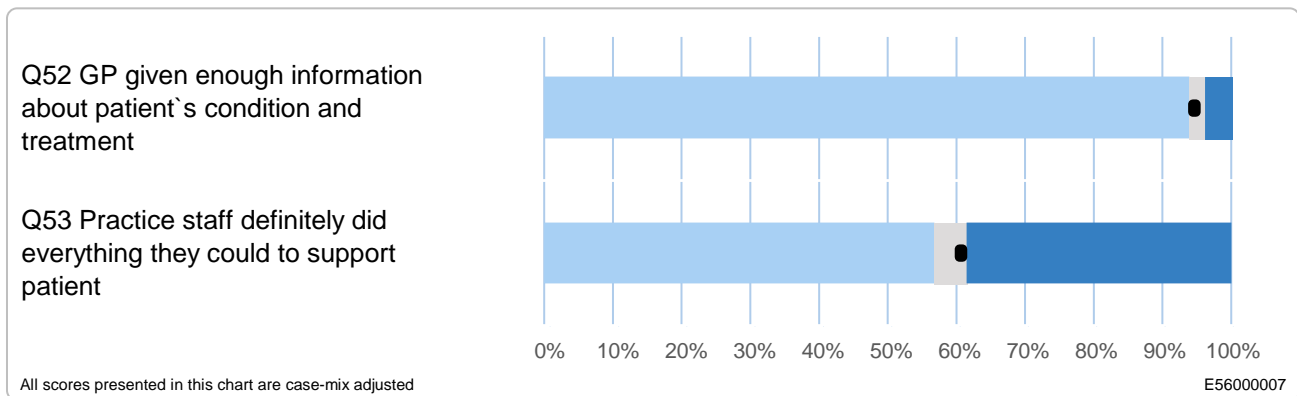


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	6,390	58%	6,564	61%	↑	↑	60%	58%	63%	60%
Q50 Patient definitely given enough support from health or social services during treatment	3,941	51%	3,879	52%			52%	46%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	2,258	42%	2,164	43%			43%	40%	49%	45%

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

Cancer Alliance results

Care from your general practice

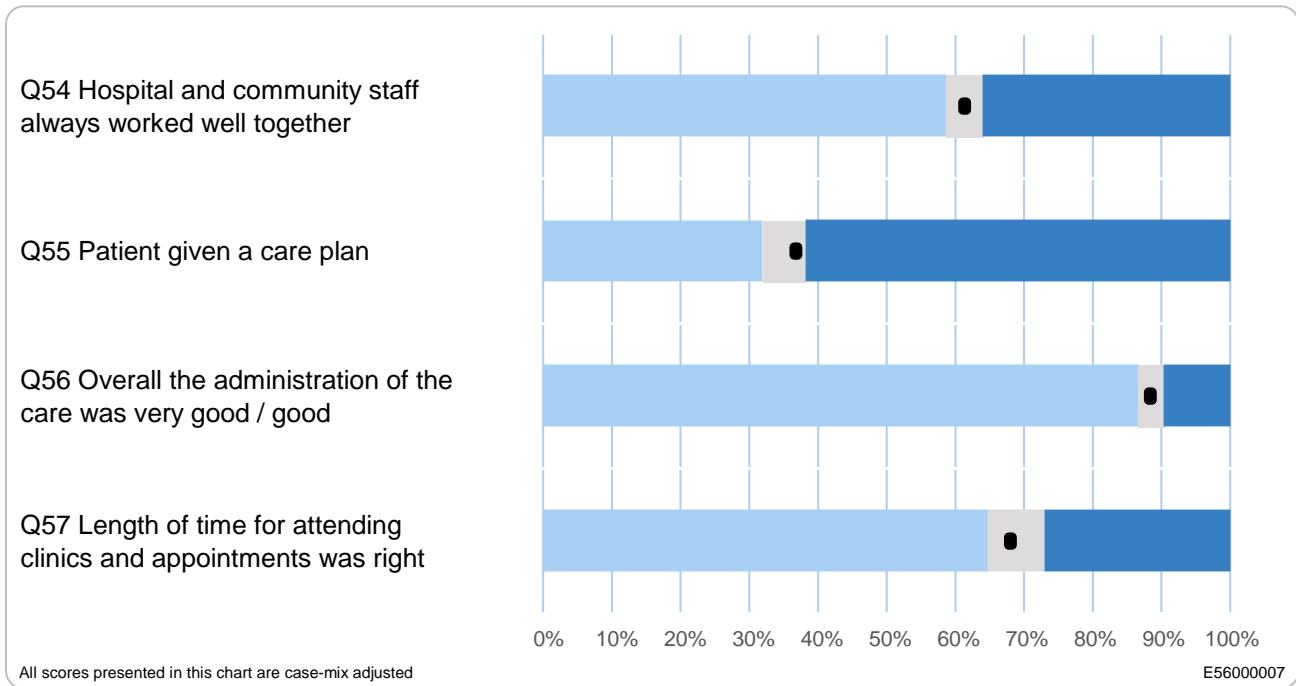


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	6,148	94%	6,272	94%			94%	94%	96%	95%
Q53 Practice staff definitely did everything they could to support patient	5,329	60%	5,330	60%			60%	57%	62%	59%

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

Cancer Alliance results

Your overall NHS care (Part 1 of 2)

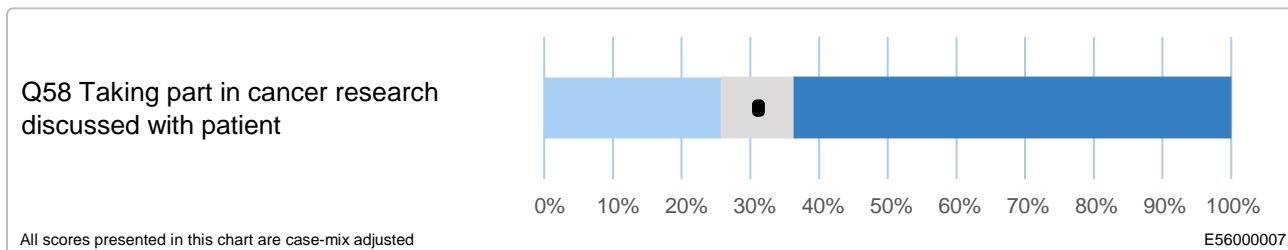


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	7,489	61%	7,680	61%			61%	59%	64%	61%
Q55 Patient given a care plan	5,922	35%	6,072	37%			37%	32%	38%	35%
Q56 Overall the administration of the care was very good / good	7,704	90%	7,932	88%	↓	↓	88%	87%	90%	88%
Q57 Length of time for attending clinics and appointments was right	7,651	68%	7,866	68%		↑	68%	65%	73%	69%

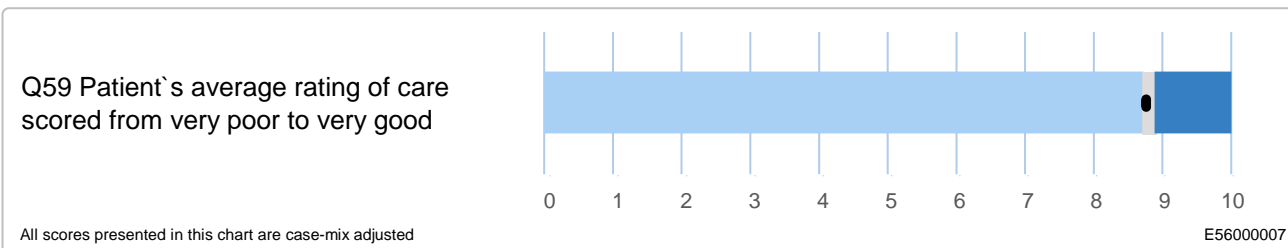
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there 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	7,299	29%	7,539	31%		↑	31%	26%	36%	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	7,548	8.8	7,799	8.8		↓	8.8	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%	70%	73%
Breast	94%	94%	87%	90%
Colorectal / LGT	71%	72%	83%	83%
Gynaecological	75%	75%	77%	79%
Haematological	64%	64%	82%	81%
Head and Neck	81%	79%	86%	80%
Lung	68%	71%	79%	82%
Prostate	79%	81%	86%	85%
Sarcoma	*	66%	74%	71%
Skin	90%	90%	90%	86%
Upper Gastro	72%	72%	78%	78%
Urological	82%	81%	85%	85%
Other	72%	73%	80%	79%
All Cancers	77%	77%	83%	84%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2018
West Midlands

Diagnostic tests

	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	
Cancer type	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	90%	92%	78%	83%	68%	71%
Breast	94%	95%	91%	91%	82%	82%
Colorectal / LGT	95%	96%	87%	87%	80%	81%
Gynaecological	94%	94%	82%	85%	72%	77%
Haematological	95%	95%	88%	88%	79%	77%
Head and Neck	90%	92%	87%	85%	81%	80%
Lung	94%	94%	83%	87%	74%	79%
Prostate	93%	94%	84%	86%	77%	79%
Sarcoma	95%	94%	82%	79%	75%	74%
Skin	96%	96%	89%	90%	84%	83%
Upper Gastro	96%	94%	83%	83%	76%	75%
Urological	92%	94%	84%	87%	76%	79%
Other	95%	95%	83%	86%	73%	76%
All Cancers	94%	94%	86%	88%	78%	79%

[§] 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	78%	85%	74%	77%	64%	59%	61%	63%
Breast	86%	82%	89%	89%	79%	77%	78%	78%
Colorectal / LGT	86%	82%	87%	86%	79%	79%	75%	73%
Gynaecological	74%	72%	79%	82%	69%	73%	66%	70%
Haematological	78%	73%	85%	83%	61%	61%	76%	76%
Head and Neck	73%	72%	84%	86%	72%	76%	71%	67%
Lung	81%	79%	80%	82%	74%	76%	63%	67%
Prostate	82%	78%	84%	85%	77%	78%	80%	82%
Sarcoma	70%	70%	83%	79%	64%	61%	52%	57%
Skin	71%	71%	94%	90%	79%	80%	88%	84%
Upper Gastro	81%	79%	78%	80%	73%	73%	66%	66%
Urological	74%	74%	79%	82%	73%	77%	73%	73%
Other	80%	76%	85%	82%	71%	70%	66%	65%
All Cancers	81%	78%	85%	85%	73%	74%	74%	74%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	84%	81%	68%	70%	68%	64%
Breast	84%	84%	75%	75%	68%	69%
Colorectal / LGT	84%	85%	76%	76%	72%	70%
Gynaecological	82%	85%	77%	75%	67%	67%
Haematological	82%	81%	71%	70%	67%	66%
Head and Neck	90%	85%	77%	74%	70%	70%
Lung	81%	84%	73%	74%	67%	69%
Prostate	78%	82%	71%	72%	61%	65%
Sarcoma	79%	79%	70%	72%	64%	62%
Skin	89%	89%	83%	80%	74%	74%
Upper Gastro	83%	81%	75%	72%	67%	68%
Urological	78%	82%	65%	71%	58%	62%
Other	81%	80%	71%	72%	65%	64%
All Cancers	82%	83%	73%	73%	66%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	64%	61%	76%	70%
Breast	57%	56%	77%	79%
Colorectal / LGT	61%	58%	80%	80%
Gynaecological	57%	55%	78%	79%
Haematological	53%	51%	77%	77%
Head and Neck	66%	62%	82%	79%
Lung	51%	56%	80%	79%
Prostate	63%	64%	76%	81%
Sarcoma	50%	52%	76%	75%
Skin	69%	66%	88%	87%
Upper Gastro	51%	54%	77%	76%
Urological	49%	53%	72%	77%
Other	53%	53%	74%	76%
All Cancers	56%	56%	77%	79%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Midlands**

Clinical Nurse Specialist

	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	
Cancer type	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	97%	94%	83%	82%	89%	84%
Breast	92%	95%	84%	85%	89%	88%
Colorectal / LGT	91%	92%	86%	88%	87%	89%
Gynaecological	93%	94%	87%	85%	88%	88%
Haematological	93%	92%	89%	88%	89%	89%
Head and Neck	87%	90%	87%	87%	90%	88%
Lung	92%	93%	84%	87%	84%	88%
Prostate	88%	90%	80%	82%	84%	87%
Sarcoma	84%	87%	81%	84%	85%	87%
Skin	94%	91%	88%	89%	89%	91%
Upper Gastro	90%	93%	87%	85%	85%	87%
Urological	79%	84%	79%	82%	85%	87%
Other	85%	88%	87%	85%	87%	87%
All Cancers	90%	91%	85%	85%	87%	88%

[§] 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	79%	85%	78%	82%	67%	70%	76%	79%
Breast	89%	91%	85%	86%	65%	65%	85%	82%
Colorectal / LGT	86%	86%	84%	84%	61%	58%	86%	83%
Gynaecological	81%	85%	78%	82%	56%	61%	76%	77%
Haematological	85%	86%	84%	84%	61%	62%	91%	87%
Head and Neck	86%	86%	88%	83%	59%	60%	88%	82%
Lung	84%	86%	78%	81%	70%	71%	84%	85%
Prostate	87%	89%	81%	85%	47%	51%	78%	79%
Sarcoma	68%	79%	73%	71%	55%	56%	76%	75%
Skin	88%	89%	84%	84%	45%	60%	63%	72%
Upper Gastro	84%	84%	81%	81%	69%	63%	83%	84%
Urological	72%	79%	69%	75%	41%	44%	66%	68%
Other	81%	82%	80%	78%	62%	58%	82%	80%
All Cancers	85%	86%	82%	83%	60%	60%	83%	81%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Midlands**

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	91%	94%	63%	70%
Breast	97%	96%	80%	79%
Colorectal / LGT	96%	96%	83%	83%
Gynaecological	96%	96%	81%	81%
Haematological	94%	94%	78%	77%
Head and Neck	98%	95%	76%	78%
Lung	90%	95%	66%	78%
Prostate	95%	95%	75%	75%
Sarcoma	98%	94%	83%	78%
Skin	97%	97%	83%	84%
Upper Gastro	99%	95%	79%	80%
Urological	94%	95%	72%	76%
Other	95%	95%	75%	78%
All Cancers	96%	96%	78%	79%

§ These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	79%	73%	76%	77%	72%	66%	64%	67%
Breast	88%	89%	86%	86%	77%	77%	77%	77%
Colorectal / LGT	76%	77%	86%	86%	72%	73%	71%	71%
Gynaecological	84%	85%	84%	86%	72%	72%	78%	73%
Haematological	81%	81%	79%	81%	73%	74%	78%	76%
Head and Neck	80%	79%	87%	86%	79%	75%	77%	74%
Lung	73%	77%	73%	83%	62%	74%	67%	76%
Prostate	82%	86%	90%	89%	74%	73%	82%	80%
Sarcoma	72%	80%	87%	84%	67%	72%	70%	68%
Skin	88%	89%	88%	90%	78%	81%	85%	87%
Upper Gastro	72%	74%	78%	82%	70%	73%	68%	71%
Urological	79%	80%	88%	87%	67%	70%	77%	78%
Other	75%	80%	78%	82%	70%	71%	70%	72%
All Cancers	81%	82%	84%	85%	72%	74%	75%	75%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	38%	57%	60%	68%	76%	77%	*	40%
Breast	70%	71%	65%	64%	87%	87%	57%	56%
Colorectal / LGT	58%	62%	72%	71%	84%	85%	56%	54%
Gynaecological	62%	67%	69%	67%	82%	84%	51%	51%
Haematological	57%	64%	66%	71%	85%	86%	57%	55%
Head and Neck	70%	66%	70%	69%	92%	87%	59%	55%
Lung	61%	70%	70%	74%	80%	85%	44%	52%
Prostate	70%	73%	67%	69%	88%	88%	46%	51%
Sarcoma	64%	64%	57%	66%	81%	85%	*	46%
Skin	79%	80%	67%	72%	86%	91%	62%	59%
Upper Gastro	55%	61%	72%	75%	83%	84%	50%	51%
Urological	68%	69%	72%	73%	83%	85%	40%	47%
Other	59%	62%	66%	68%	80%	82%	46%	48%
All Cancers	64%	67%	68%	69%	85%	86%	52%	53%

* These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	82%	87%	84%	*	86%	95%	94%
Breast	86%	86%	88%	89%	93%	92%	96%	96%
Colorectal / LGT	83%	85%	87%	87%	85%	84%	95%	94%
Gynaecological	84%	83%	89%	87%	87%	88%	95%	95%
Haematological	80%	83%	90%	90%	82%	81%	95%	95%
Head and Neck	85%	83%	91%	87%	90%	88%	95%	93%
Lung	79%	84%	84%	89%	80%	84%	89%	92%
Prostate	87%	84%	92%	91%	89%	90%	95%	95%
Sarcoma	*	80%	88%	85%	*	81%	96%	94%
Skin	85%	88%	93%	93%	91%	91%	96%	96%
Upper Gastro	81%	82%	86%	86%	84%	82%	95%	94%
Urological	80%	81%	88%	89%	84%	86%	89%	91%
Other	79%	81%	85%	87%	80%	83%	91%	92%
All Cancers	83%	84%	88%	89%	86%	87%	94%	94%

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	68%	64%	93%	94%	71%	88%	*	47%
Breast	71%	70%	95%	96%	88%	88%	56%	61%
Colorectal / LGT	73%	73%	96%	96%	82%	84%	57%	57%
Gynaecological	72%	71%	95%	96%	88%	86%	51%	61%
Haematological	74%	74%	96%	96%	84%	83%	59%	59%
Head and Neck	73%	73%	97%	96%	87%	86%	60%	61%
Lung	69%	69%	94%	95%	81%	85%	65%	56%
Prostate	72%	73%	96%	95%	88%	87%	56%	61%
Sarcoma	62%	63%	97%	94%	*	82%	*	65%
Skin	74%	74%	97%	97%	*	85%	*	72%
Upper Gastro	68%	70%	94%	95%	82%	82%	49%	53%
Urological	67%	67%	97%	95%	78%	82%	54%	55%
Other	66%	68%	95%	95%	84%	85%	52%	60%
All Cancers	71%	71%	96%	96%	86%	86%	56%	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%	63%	64%
Colorectal / LGT	86%	85%	67%	64%
Gynaecological	82%	86%	61%	68%
Haematological	87%	85%	75%	75%
Head and Neck	85%	79%	52%	54%
Lung	83%	84%	65%	67%
Prostate	84%	85%	67%	68%
Sarcoma	87%	83%	62%	67%
Skin	*	86%	*	79%
Upper Gastro	83%	84%	56%	61%
Urological	84%	82%	62%	65%
Other	86%	85%	67%	70%
All Cancers	85%	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	62%	60%	*	50%	*	48%
Breast	59%	59%	51%	54%	36%	42%
Colorectal / LGT	66%	63%	58%	60%	48%	52%
Gynaecological	58%	59%	50%	47%	35%	38%
Haematological	65%	63%	58%	52%	47%	44%
Head and Neck	73%	63%	54%	56%	47%	53%
Lung	56%	60%	50%	52%	35%	43%
Prostate	59%	60%	45%	46%	44%	40%
Sarcoma	47%	55%	*	49%	*	45%
Skin	71%	67%	61%	60%	61%	59%
Upper Gastro	58%	60%	51%	53%	46%	48%
Urological	54%	59%	43%	47%	39%	44%
Other	57%	56%	49%	52%	49%	44%
All Cancers	61%	60%	52%	53%	43%	45%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2018
West Midlands**

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	71%	88%	39%	51%
Breast	95%	96%	59%	59%
Colorectal / LGT	95%	95%	59%	58%
Gynaecological	94%	95%	58%	57%
Haematological	95%	95%	61%	58%
Head and Neck	94%	93%	58%	58%
Lung	92%	94%	58%	58%
Prostate	95%	95%	65%	64%
Sarcoma	96%	95%	57%	53%
Skin	97%	97%	71%	67%
Upper Gastro	92%	94%	57%	58%
Urological	95%	95%	65%	61%
Other	93%	94%	58%	56%
All Cancers	94%	95%	60%	59%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	41%	45%	38%	33%	65%	84%	65%	59%
Breast	61%	61%	40%	39%	89%	90%	69%	68%
Colorectal / LGT	62%	61%	39%	38%	88%	88%	70%	72%
Gynaecological	62%	58%	31%	31%	86%	87%	62%	69%
Haematological	67%	64%	38%	35%	92%	91%	65%	66%
Head and Neck	62%	61%	42%	37%	91%	88%	74%	71%
Lung	56%	62%	34%	31%	86%	89%	69%	71%
Prostate	65%	65%	36%	36%	89%	87%	74%	75%
Sarcoma	57%	54%	20%	28%	92%	86%	61%	64%
Skin	74%	71%	54%	42%	91%	91%	72%	73%
Upper Gastro	55%	59%	40%	35%	87%	86%	63%	68%
Urological	58%	62%	27%	30%	82%	85%	73%	75%
Other	56%	57%	35%	30%	87%	87%	64%	63%
All Cancers	61%	61%	37%	35%	88%	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	32%	39%	8.2	8.4
Breast	33%	31%	8.9	8.9
Colorectal / LGT	37%	33%	8.8	8.8
Gynaecological	27%	37%	8.8	8.8
Haematological	31%	32%	8.9	8.9
Head and Neck	19%	23%	8.9	8.8
Lung	33%	35%	8.6	8.8
Prostate	34%	33%	8.7	8.8
Sarcoma	49%	40%	8.7	8.6
Skin	15%	16%	8.9	9.0
Upper Gastro	39%	35%	8.7	8.7
Urological	17%	21%	8.5	8.7
Other	28%	32%	8.6	8.7
All Cancers	31%	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%
E56000007	13,681	1,023	12,658	4,072	446	8,140	64%

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	35
Breast	1,606
Colorectal / LGT	1,044
Gynaecological	473
Haematological	1,279
Head and Neck	227
Lung	466
Prostate	883
Sarcoma	67
Skin	186
Upper Gastro	402
Urological	659
Other	813

* 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	10	18	50	201	725	1,501	1,205	191	3,901
Female	10	52	159	556	986	1,397	902	177	4,239
Total	20	70	209	757	1,711	2,898	2,107	368	8,140

National Cancer Patient Experience Survey 2018

West Midlands

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification	
RJF	Burton Hospitals NHS Foundation Trust	1	3
RKB	University Hospitals Coventry and Warwickshire NHS Trust	2	4
RLT	George Eliot Hospital NHS Trust		1
RLQ	Wye Valley NHS Trust		1
RRK	University Hospitals Birmingham NHS Foundation Trust	2	3
RJC	South Warwickshire NHS Foundation Trust	2	2
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	2	1
RXW	The Shrewsbury and Telford Hospital NHS Trust	3	1
RL4	The Royal Wolverhampton NHS Trust	5	3
RXK	Sandwell and West Birmingham Hospitals NHS Trust	4	
RBK	Walsall Healthcare NHS Trust	6	1
RJE	University Hospitals of North Midlands NHS Trust	6	1
RNA	The Dudley Group NHS Foundation Trust	8	1
RWP	Worcestershire Acute Hospitals NHS Trust	18	2
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	<i>All scored questions suppressed for this organisation</i>	

National Cancer Patient Experience Survey 2018

West Midlands

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	
E56000007	West Midlands	7,799	8.76	
RLT	George Eliot Hospital NHS Trust	78	8.93	
RJF	Burton Hospitals NHS Foundation Trust	280	8.87	
RJC	South Warwickshire NHS Foundation Trust	356	8.85	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	762	8.85	
RRK	University Hospitals Birmingham NHS Foundation Trust	1,239	8.81	
RXW	The Shrewsbury and Telford Hospital NHS Trust	762	8.81	
RWP	Worcestershire Acute Hospitals NHS Trust	1,006	8.78	
RBK	Walsall Healthcare NHS Trust	280	8.75	
RLQ	Wye Valley NHS Trust	195	8.74	
RJE	University Hospitals of North Midlands NHS Trust	1,077	8.72	
RL4	The Royal Wolverhampton NHS Trust	691	8.71	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	288	8.63	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	38	8.58	
RNA	The Dudley Group NHS Foundation Trust	460	8.47	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	5	* Score suppressed	

National Cancer Patient Experience Survey 2018

West Midlands

Annex (continued)

Dashboard Questions - Trusts

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	71,034	79%	
E56000007	West Midlands	7,833	77%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	36	85%	
RJF	Burton Hospitals NHS Foundation Trust	284	82%	
RJC	South Warwickshire NHS Foundation Trust	359	81%	
RL4	The Royal Wolverhampton NHS Trust	681	79%	
RRK	University Hospitals Birmingham NHS Foundation Trust	1,249	78%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	772	78%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	776	78%	
RLT	George Eliot Hospital NHS Trust	79	78%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	276	78%	
RNA	The Dudley Group NHS Foundation Trust	459	76%	
RJE	University Hospitals of North Midlands NHS Trust	1,075	76%	
RWP	Worcestershire Acute Hospitals NHS Trust	1,009	74%	
RLQ	Wye Valley NHS Trust	192	73%	
RBK	Walsall Healthcare NHS Trust	285	72%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	5	* Score suppressed	

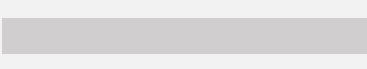
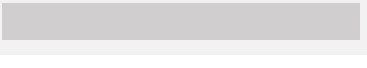
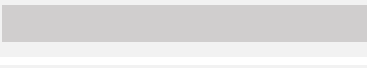
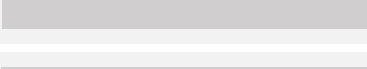

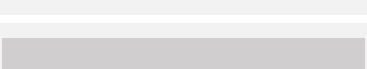
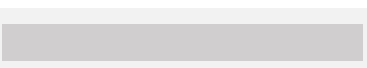
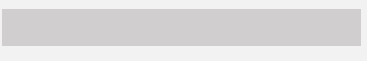

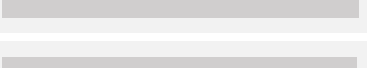
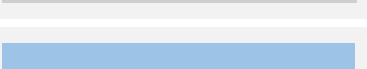

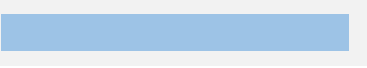
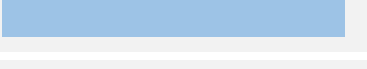
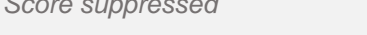

National Cancer Patient Experience Survey 2018

West Midlands

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%	
E56000007	West Midlands	7,679	90%	
RLT	George Eliot Hospital NHS Trust	79	96%	
RJE	University Hospitals of North Midlands NHS Trust	1,051	93%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	776	92%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	748	91%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	278	91%	
RJF	Burton Hospitals NHS Foundation Trust	267	90%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	34	90%	
RRK	University Hospitals Birmingham NHS Foundation Trust	1,215	90%	
RBK	Walsall Healthcare NHS Trust	285	89%	
RNA	The Dudley Group NHS Foundation Trust	457	89%	
RWP	Worcestershire Acute Hospitals NHS Trust	981	88%	
RLQ	Wye Valley NHS Trust	195	88%	
RL4	The Royal Wolverhampton NHS Trust	671	87%	
RJC	South Warwickshire NHS Foundation Trust	348	86%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	3	* Score suppressed	

National Cancer Patient Experience Survey 2018

West Midlands

Annex (continued)

Dashboard Questions - Trusts

Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	56,809	85%	
E56000007	West Midlands	6,019	85%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	24	92%	
RJC	South Warwickshire NHS Foundation Trust	273	90%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	216	89%	
RLT	George Eliot Hospital NHS Trust	67	88%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	653	88%	
RBK	Walsall Healthcare NHS Trust	233	88%	
RRK	University Hospitals Birmingham NHS Foundation Trust	940	87%	
RL4	The Royal Wolverhampton NHS Trust	510	85%	
RNA	The Dudley Group NHS Foundation Trust	346	85%	
RJF	Burton Hospitals NHS Foundation Trust	214	85%	
RJE	University Hospitals of North Midlands NHS Trust	860	84%	
RLQ	Wye Valley NHS Trust	142	82%	
RWP	Worcestershire Acute Hospitals NHS Trust	744	81%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	584	80%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	2	* Score suppressed	

National Cancer Patient Experience Survey 2018

West Midlands

Annex (continued)

Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	43,433	89%	
E56000007	West Midlands	4,842	88%	
RLT	George Eliot Hospital NHS Trust	53	93%	
RJC	South Warwickshire NHS Foundation Trust	183	92%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	32	92%	
RJE	University Hospitals of North Midlands NHS Trust	685	91%	
RNA	The Dudley Group NHS Foundation Trust	279	89%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	438	89%	
RL4	The Royal Wolverhampton NHS Trust	425	88%	
RJF	Burton Hospitals NHS Foundation Trust	182	88%	
RRK	University Hospitals Birmingham NHS Foundation Trust	926	88%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	501	87%	
RWP	Worcestershire Acute Hospitals NHS Trust	523	86%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	187	85%	
RBK	Walsall Healthcare NHS Trust	160	85%	
RLQ	Wye Valley NHS Trust	87	85%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	3	* Score suppressed	

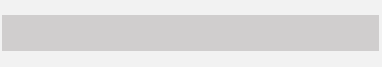


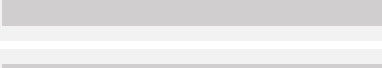

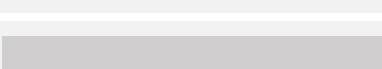
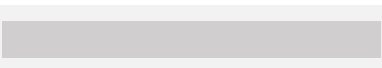

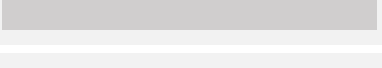

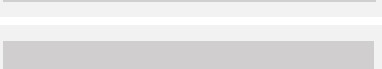
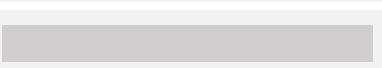
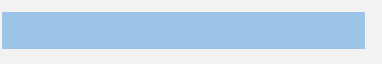
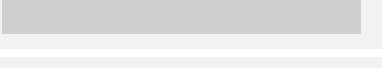
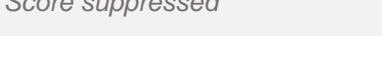

National Cancer Patient Experience Survey 2018

West Midlands

Annex (continued)

Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	41,743	94%	
E56000007	West Midlands	4,671	94%	
RLT	George Eliot Hospital NHS Trust	51	96%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	419	96%	
RRK	University Hospitals Birmingham NHS Foundation Trust	894	95%	
RL4	The Royal Wolverhampton NHS Trust	416	95%	
RJE	University Hospitals of North Midlands NHS Trust	653	95%	
RNA	The Dudley Group NHS Foundation Trust	268	95%	
RJF	Burton Hospitals NHS Foundation Trust	175	95%	
RBK	Walsall Healthcare NHS Trust	161	94%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	486	94%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	31	93%	
RJC	South Warwickshire NHS Foundation Trust	174	93%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	184	93%	
RWP	Worcestershire Acute Hospitals NHS Trust	506	91%	
RLQ	Wye Valley NHS Trust	85	90%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	3	* Score suppressed	

National Cancer Patient Experience Survey 2018

West Midlands

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%	
E56000007	West Midlands	5,330	60%	
RLT	George Eliot Hospital NHS Trust	52	66%	
RWP	Worcestershire Acute Hospitals NHS Trust	741	65%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	511	64%	
RJC	South Warwickshire NHS Foundation Trust	239	63%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	550	62%	
RNA	The Dudley Group NHS Foundation Trust	280	61%	
RJE	University Hospitals of North Midlands NHS Trust	726	59%	
RRK	University Hospitals Birmingham NHS Foundation Trust	846	58%	
RLQ	Wye Valley NHS Trust	125	57%	
RL4	The Royal Wolverhampton NHS Trust	451	57%	
RJF	Burton Hospitals NHS Foundation Trust	195	56%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	187	56%	
RBK	Walsall Healthcare NHS Trust	192	54%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	27	51%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	2		* Score suppressed

National Cancer Patient Experience Survey 2018

West Midlands

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
05R	NHS South Warwickshire CCG	2	43	7
05H	NHS Warwickshire North CCG	1	45	6
05D	NHS East Staffordshire CCG		48	4
04Y	NHS Cannock Chase CCG		49	3
05W	NHS Stoke on Trent CCG	1	48	3
06D	NHS Wyre Forest CCG	1	49	2
05A	NHS Coventry and Rugby CCG	3	47	2
05N	NHS Shropshire CCG	3	47	2
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	2	49	1
05L	NHS Sandwell and West Birmingham CCG	4	47	1
05X	NHS Telford and Wrekin CCG	4	47	1
05Y	NHS Walsall CCG	3	49	
06A	NHS Wolverhampton CCG	4	47	1
05J	NHS Redditch and Bromsgrove CCG	5	46	1
05G	NHS North Staffordshire CCG	5	47	
05V	NHS Stafford and Surrounds CCG	6	45	1
15E	NHS Birmingham and Solihull CCG	9	42	1
05C	NHS Dudley CCG	9	42	1
05F	NHS Herefordshire CCG	10	42	
05T	NHS South Worcestershire CCG	13	37	2

National Cancer Patient Experience Survey 2018
West Midlands

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	
E56000007	West Midlands	7,799	8.76	
05D	NHS East Staffordshire CCG	200	8.95	
05R	NHS South Warwickshire CCG	470	8.93	
05H	NHS Warwickshire North CCG	192	8.93	
06D	NHS Wyre Forest CCG	218	8.89	
05W	NHS Stoke on Trent CCG	355	8.89	
04Y	NHS Cannock Chase CCG	241	8.88	
05Y	NHS Walsall CCG	350	8.87	
05A	NHS Coventry and Rugby CCG	550	8.83	
05J	NHS Redditch and Bromsgrove CCG	314	8.82	
05X	NHS Telford and Wrekin CCG	275	8.80	
05N	NHS Shropshire CCG	620	8.80	
15E	NHS Birmingham and Solihull CCG	859	8.79	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	367	8.72	
05V	NHS Stafford and Surrounds CCG	318	8.71	
06A	NHS Wolverhampton CCG	348	8.67	
05F	NHS Herefordshire CCG	417	8.67	
05T	NHS South Worcestershire CCG	617	8.66	
05G	NHS North Staffordshire CCG	335	8.56	
05C	NHS Dudley CCG	430	8.52	
05L	NHS Sandwell and West Birmingham CCG	323	8.50	

National Cancer Patient Experience Survey 2018
West Midlands

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%	
E56000007	West Midlands	7,833	77%	
05D	NHS East Staffordshire CCG	206	82%	
04Y	NHS Cannock Chase CCG	243	82%	
05R	NHS South Warwickshire CCG	474	80%	
05H	NHS Warwickshire North CCG	194	80%	
05N	NHS Shropshire CCG	625	78%	
06A	NHS Wolverhampton CCG	343	78%	
05A	NHS Coventry and Rugby CCG	564	78%	
05L	NHS Sandwell and West Birmingham CCG	312	78%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	371	77%	
05W	NHS Stoke on Trent CCG	352	77%	
15E	NHS Birmingham and Solihull CCG	863	77%	
05F	NHS Herefordshire CCG	429	77%	
05V	NHS Stafford and Surrounds CCG	321	76%	
05C	NHS Dudley CCG	428	76%	
05T	NHS South Worcestershire CCG	615	76%	
05X	NHS Telford and Wrekin CCG	281	75%	
05G	NHS North Staffordshire CCG	332	75%	
05Y	NHS Walsall CCG	349	74%	
05J	NHS Redditch and Bromsgrove CCG	316	74%	
06D	NHS Wyre Forest CCG	215	74%	

National Cancer Patient Experience Survey 2018
West Midlands

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%	
E56000007	West Midlands	7,679	90%	
05D	NHS East Staffordshire CCG	202	94%	
05W	NHS Stoke on Trent CCG	351	94%	
05G	NHS North Staffordshire CCG	326	93%	
05A	NHS Coventry and Rugby CCG	564	92%	
05J	NHS Redditch and Bromsgrove CCG	305	92%	
05H	NHS Warwickshire North CCG	189	92%	
05X	NHS Telford and Wrekin CCG	272	91%	
05V	NHS Stafford and Surrounds CCG	310	91%	
04Y	NHS Cannock Chase CCG	230	90%	
05L	NHS Sandwell and West Birmingham CCG	308	90%	
05N	NHS Shropshire CCG	610	90%	
05Y	NHS Walsall CCG	349	89%	
05C	NHS Dudley CCG	427	89%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	362	89%	
15E	NHS Birmingham and Solihull CCG	844	88%	
05R	NHS South Warwickshire CCG	464	88%	
06D	NHS Wyre Forest CCG	208	88%	
05T	NHS South Worcestershire CCG	601	87%	
06A	NHS Wolverhampton CCG	341	87%	
05F	NHS Herefordshire CCG	416	86%	

National Cancer Patient Experience Survey 2018
West Midlands

Annex (continued)
Dashboard Questions - CCGs

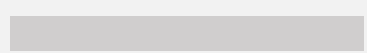
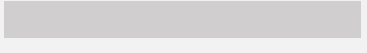
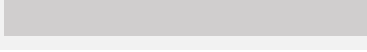

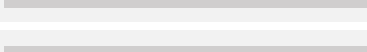
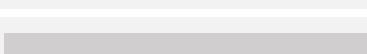

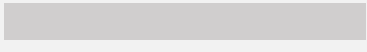

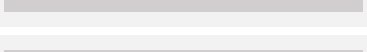
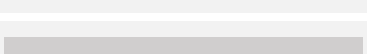
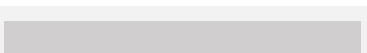
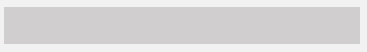



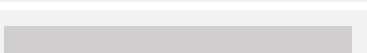
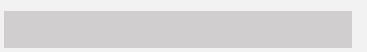




Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	56,809	85%	
E56000007	West Midlands	6,019	85%	
05D	NHS East Staffordshire CCG	164	92%	
05H	NHS Warwickshire North CCG	154	92%	
05R	NHS South Warwickshire CCG	365	91%	
05Y	NHS Walsall CCG	282	89%	
05L	NHS Sandwell and West Birmingham CCG	242	88%	
05W	NHS Stoke on Trent CCG	282	88%	
06A	NHS Wolverhampton CCG	259	87%	
06D	NHS Wyre Forest CCG	156	87%	
05A	NHS Coventry and Rugby CCG	476	87%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	275	86%	
05C	NHS Dudley CCG	329	85%	
15E	NHS Birmingham and Solihull CCG	639	85%	
05G	NHS North Staffordshire CCG	265	84%	
05V	NHS Stafford and Surrounds CCG	253	82%	
05T	NHS South Worcestershire CCG	454	82%	
04Y	NHS Cannock Chase CCG	186	82%	
05N	NHS Shropshire CCG	478	82%	
05F	NHS Herefordshire CCG	305	81%	
05J	NHS Redditch and Bromsgrove CCG	248	81%	
05X	NHS Telford and Wrekin CCG	207	75%	

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Annex (continued)
Dashboard Questions - CCGs


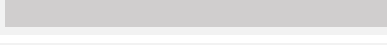
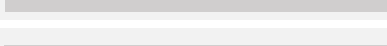
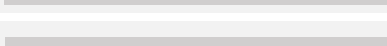
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	43,433	89%	
E56000007	West Midlands	4,842	88%	
05W	NHS Stoke on Trent CCG	225	93%	
05H	NHS Warwickshire North CCG	138	90%	
05V	NHS Stafford and Surrounds CCG	194	90%	
05D	NHS East Staffordshire CCG	137	90%	
05N	NHS Shropshire CCG	358	90%	
05R	NHS South Warwickshire CCG	261	90%	
05C	NHS Dudley CCG	271	89%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	254	89%	
04Y	NHS Cannock Chase CCG	153	89%	
06A	NHS Wolverhampton CCG	209	88%	
05G	NHS North Staffordshire CCG	228	88%	
06D	NHS Wyre Forest CCG	112	88%	
05Y	NHS Walsall CCG	205	88%	
15E	NHS Birmingham and Solihull CCG	610	87%	
05A	NHS Coventry and Rugby CCG	352	87%	
05J	NHS Redditch and Bromsgrove CCG	179	87%	
05T	NHS South Worcestershire CCG	351	87%	
05F	NHS Herefordshire CCG	236	86%	
05X	NHS Telford and Wrekin CCG	165	86%	
05L	NHS Sandwell and West Birmingham CCG	204	84%	

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

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	41,743	94%	
E56000007	West Midlands	4,671	94%	
05D	NHS East Staffordshire CCG	131	98%	
05X	NHS Telford and Wrekin CCG	158	97%	
05H	NHS Warwickshire North CCG	135	97%	
06A	NHS Wolverhampton CCG	204	96%	
05N	NHS Shropshire CCG	346	96%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	246	96%	
15E	NHS Birmingham and Solihull CCG	588	95%	
05V	NHS Stafford and Surrounds CCG	184	95%	
05W	NHS Stoke on Trent CCG	212	95%	
05R	NHS South Warwickshire CCG	249	95%	
05G	NHS North Staffordshire CCG	217	95%	
05Y	NHS Walsall CCG	202	94%	
05C	NHS Dudley CCG	261	94%	
04Y	NHS Cannock Chase CCG	152	94%	
05A	NHS Coventry and Rugby CCG	345	93%	
05T	NHS South Worcestershire CCG	332	92%	
05L	NHS Sandwell and West Birmingham CCG	200	91%	
05J	NHS Redditch and Bromsgrove CCG	177	91%	
06D	NHS Wyre Forest CCG	108	91%	
05F	NHS Herefordshire CCG	224	90%	

National Cancer Patient Experience Survey 2018
West Midlands

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%	
E56000007	West Midlands	5,330	60%	
05N	NHS Shropshire CCG	448	66%	
05T	NHS South Worcestershire CCG	435	66%	
05R	NHS South Warwickshire CCG	310	65%	
05H	NHS Warwickshire North CCG	127	65%	
06D	NHS Wyre Forest CCG	155	65%	
05W	NHS Stoke on Trent CCG	226	65%	
05J	NHS Redditch and Bromsgrove CCG	238	63%	
05D	NHS East Staffordshire CCG	135	63%	
05C	NHS Dudley CCG	276	62%	
05A	NHS Coventry and Rugby CCG	376	62%	
05F	NHS Herefordshire CCG	300	61%	
05G	NHS North Staffordshire CCG	232	60%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	240	58%	
05X	NHS Telford and Wrekin CCG	195	57%	
06A	NHS Wolverhampton CCG	233	56%	
05Y	NHS Walsall CCG	226	56%	
15E	NHS Birmingham and Solihull CCG	585	56%	
04Y	NHS Cannock Chase CCG	156	55%	
05L	NHS Sandwell and West Birmingham CCG	213	54%	
05V	NHS Stafford and Surrounds CCG	224	51%	

Annex

Methodology

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

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

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

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

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

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

Further information

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

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

Redevelopment of the 2018 survey

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

Official Statistics

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

Annex (continued)

Scoring methodologies

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

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

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

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

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

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

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

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

Case-mix adjustment

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

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

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

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

Annex (continued)

Statistical significance

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

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

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

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

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



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

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

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

Further information on Quality Health is available at:

www.quality-health.co.uk

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

www.ncpes.co.uk