

# **National Cancer Patient Experience Survey**

**2016 Results**

**NHS Bromley  
Clinical Commissioning Group**

**Published July 2017**

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



## Introduction

The National Cancer Patient Experience Survey 2016 is the sixth 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](http://www.ncpes.co.uk).

Further details on the survey methodology and changes to the 2016 survey can be found in the Annex.

## This report

The report shows how this CCG scored for each question in the survey, compared with national results. It is aimed at helping individual CCGs 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 this report show the following for each question:

- **Column 1** shows the number of respondents for 2015 to this question
- **Column 2** shows the unadjusted 2015 score for this CCG
- **Column 3** shows the number of respondents for 2016 to this question
- **Column 4** shows the unadjusted 2016 score for this CCG
- **Column 5** shows whether a score has significantly increased or decreased compared with the last survey
- **Column 6** shows the case-mix adjusted 2016 score for this CCG
- **Column 7** shows the lower limit of the expected range of case-mix adjusted scores for this CCG (the top of the pale blue section on the comparability chart - see below)
- **Column 8** shows the upper limit of the expected range of case-mix adjusted scores for this CCG (the bottom of the dark blue section on the comparability chart - see below)
- **Column 9** shows the national average score for this question.

Results for individual response options are presented in the detailed data tables available at [www.ncpes.co.uk](http://www.ncpes.co.uk) . 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.

### **Comparability charts**

For the 2016 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that CCGs will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for CCGs of the same size.

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 CCG.

The same colour convention has been used in Column 6 of the data tables.

For further details on expected ranges, please refer to the technical document at [www.ncpes.co.uk](http://www.ncpes.co.uk) .

### **Tumour group tables**

The final set of tables in this report show the scores for each question for each of the 13 tumour groups, with a comparative national score for that tumour group.

These breakdowns are intended as additional information for CCGs to understand the differences between the experiences of patients with different types of cancer. The numbers are generally relatively small and may not be statistically significant. They should therefore be treated with some caution.

### **Notes on specific questions**

Questions used 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 CCG.

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 (presented in the detailed data tables at [www.ncpes.co.uk](http://www.ncpes.co.uk) ), should be used to understand whether the results are significantly higher or lower than the results for another CCG.

### **Response rates**

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

## **Executive Summary**

Asked to rate their care on a scale of zero (very poor) to 10 (very good), respondents gave an average rating of **8.6** .

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

- **74%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
- **90%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
- **86%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist
- **85%** 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
- **54%** 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.

Detailed results for these and other questions are set out in the sections that follow.

\* [www.cancerdata.nhs.uk/dashboard](http://www.cancerdata.nhs.uk/dashboard)

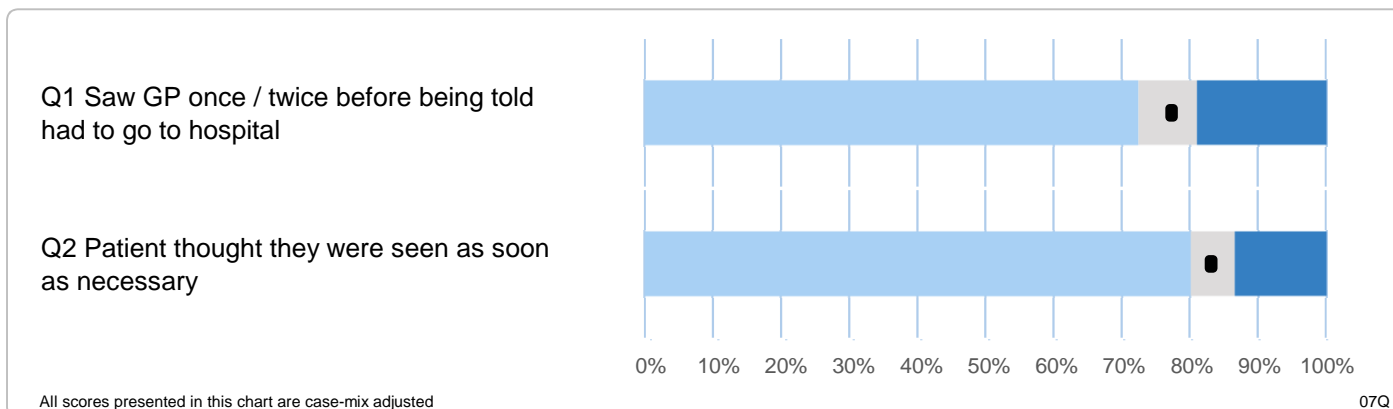
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

## Questions which scored outside expected range

Question	Number of respondents for this CCG	2016 Case-mix Adjusted			National Average Score	
		2016 Percentage for this CCG	Lower limit of expected range	Upper limit of expected range		
<b>Finding out what was wrong with you</b>						
Q9	Patient felt they were told sensitively that they had cancer	516	80%	81%	87%	84%
Q11	Patient given easy to understand written information about the type of cancer they had	470	68%	68%	77%	72%
<b>Deciding the best treatment for you</b>						
Q12	Patient felt that treatment options were completely explained	451	79%	79%	86%	83%
Q16	Patient definitely involved in decisions about care and treatment	507	74%	74%	81%	78%
<b>Support for people with cancer</b>						
Q21	Hospital staff gave information about impact cancer could have on day to day activities	347	76%	77%	85%	81%
<b>Hospital care as an inpatient</b>						
Q28	Groups of doctors or nurses did not talk in front of patient as if they were not there	279	75%	77%	86%	82%
Q29	Patient had confidence and trust in all doctors treating them	279	79%	80%	89%	85%
Q30	Patient's family or someone close definitely had opportunity to talk to doctor	241	66%	67%	79%	73%
<b>Hospital care as a day patient / outpatient</b>						
Q42	Doctor had the right notes and other documentation with them	472	93%	94%	98%	96%
<b>Care from your general practice</b>						
Q53	Practice staff definitely did everything they could to support patient	340	54%	56%	67%	62%
<b>Your overall NHS care</b>						
Q54	Hospital and community staff always worked well together	509	53%	57%	66%	61%
Q55	Patient given a care plan	414	24%	29%	38%	33%
Q56	Overall the administration of the care was very good / good	518	83%	86%	92%	89%
Q57	Length of time for attending clinics and appointments was right	516	53%	61%	74%	67%

## CCG results

### Seeing your GP



Question		Unadjusted Scores				2016 Case Mix Adjusted				
		2015		2016		2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score	Change from 2015						
Q1	Saw GP once / twice before being told had to go to hospital	361	79%	379	78%		77%	72%	81%	77%
Q2	Patient thought they were seen as soon as necessary	471	81%	517	83%		83%	80%	87%	83%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

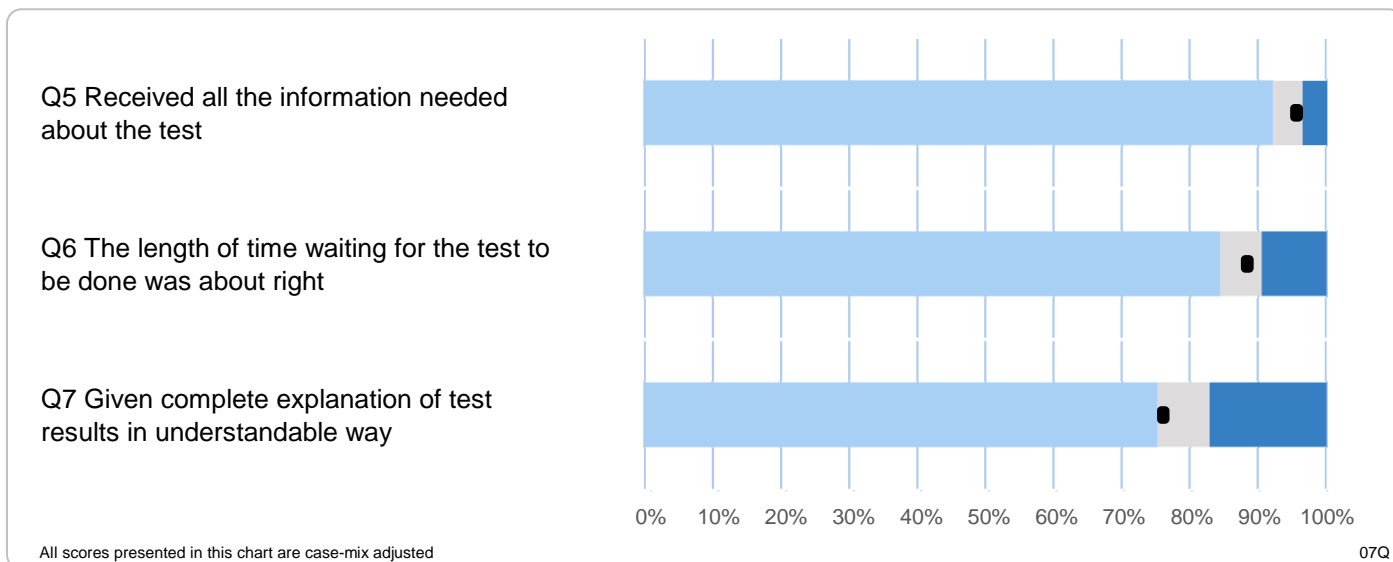
(NB: No arrow reflects no statistically significant change)

Where no score is displayed, no 2015 data is available

\* Indicates where a score has been suppressed because there are less than 21 respondents.

## CCG results

### Diagnostic Tests



Question	Unadjusted Scores					2016 Case Mix Adjusted				
	2015		2016		Change from 2015	2016 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	-	-	445	96%		95%	92%	96%	94%
Q6	The length of time waiting for the test to be done was about right	399	87%	450	88%		88%	84%	91%	87%
Q7	Given complete explanation of test results in understandable way	406	78%	446	76%		76%	75%	83%	79%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

(NB: No arrow reflects no statistically significant change)

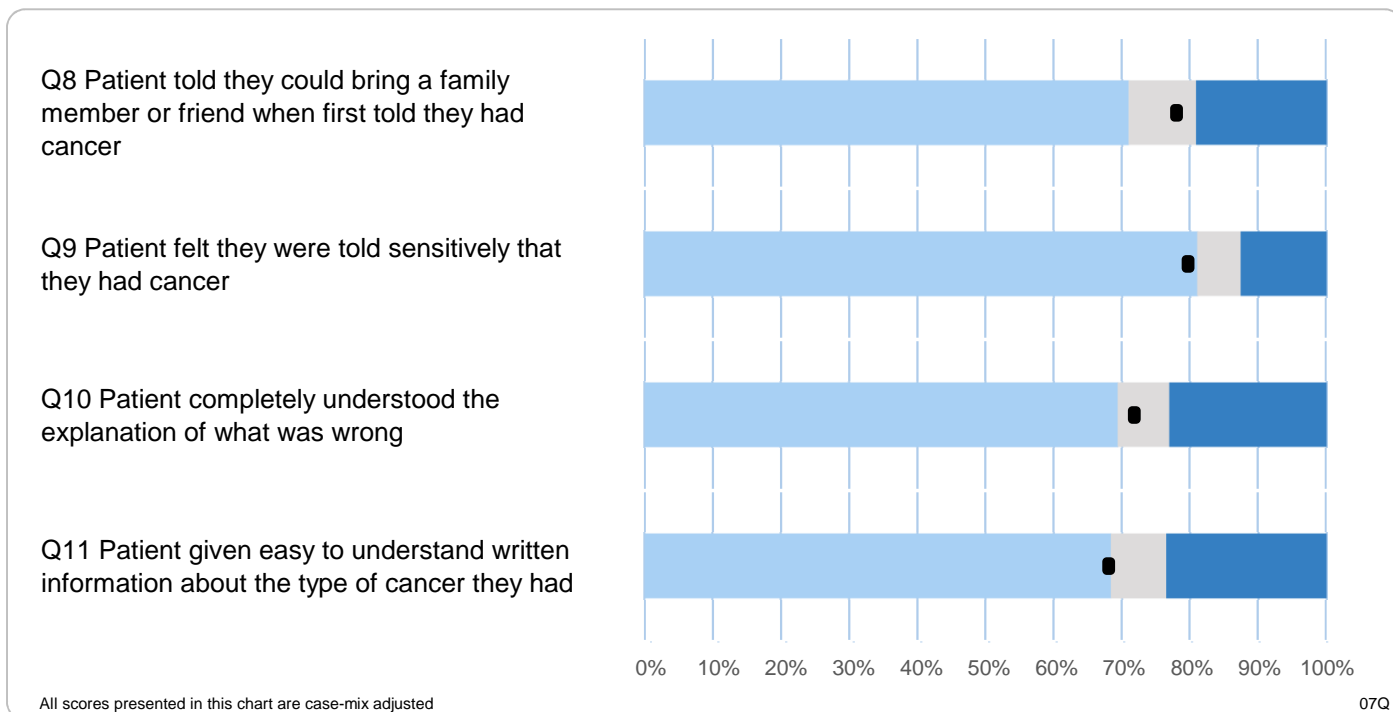
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## CCG results

### Finding out what was wrong with you

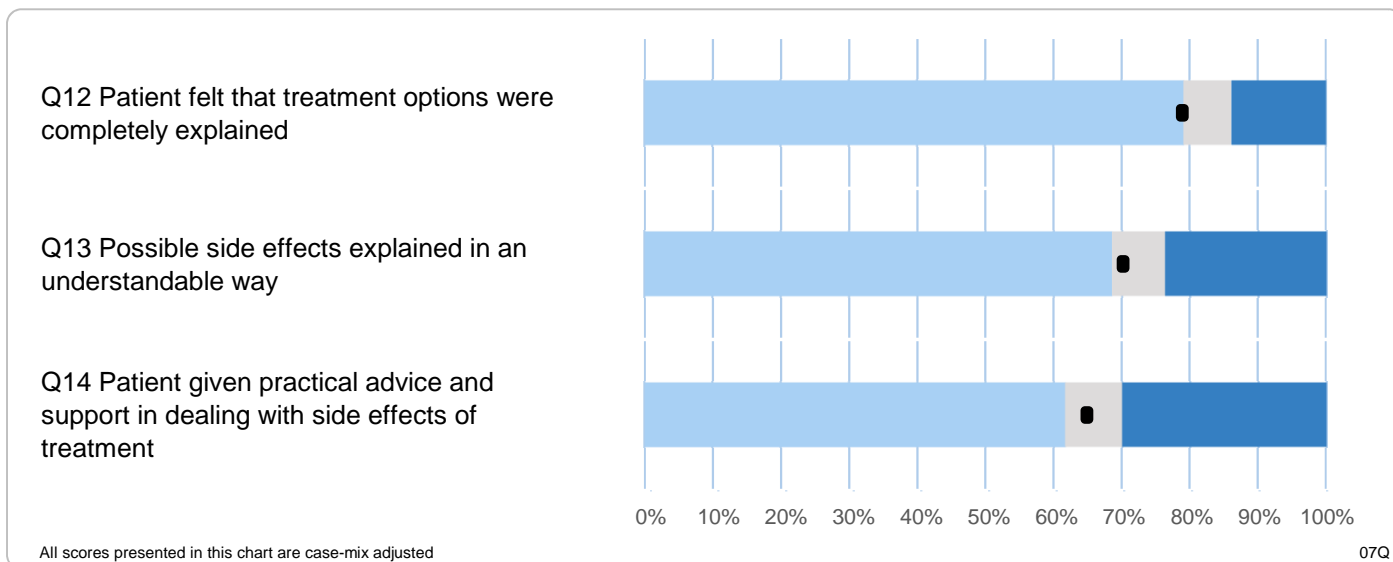


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	-	-	491	78%		78%	71%	81%	76%
Q9 Patient felt they were told sensitively that they had cancer	474	84%	516	79%		80%	81%	87%	84%
Q10 Patient completely understood the explanation of what was wrong	476	72%	524	72%		72%	69%	77%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	419	70%	470	68%		68%	68%	77%	72%

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## CCG results

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

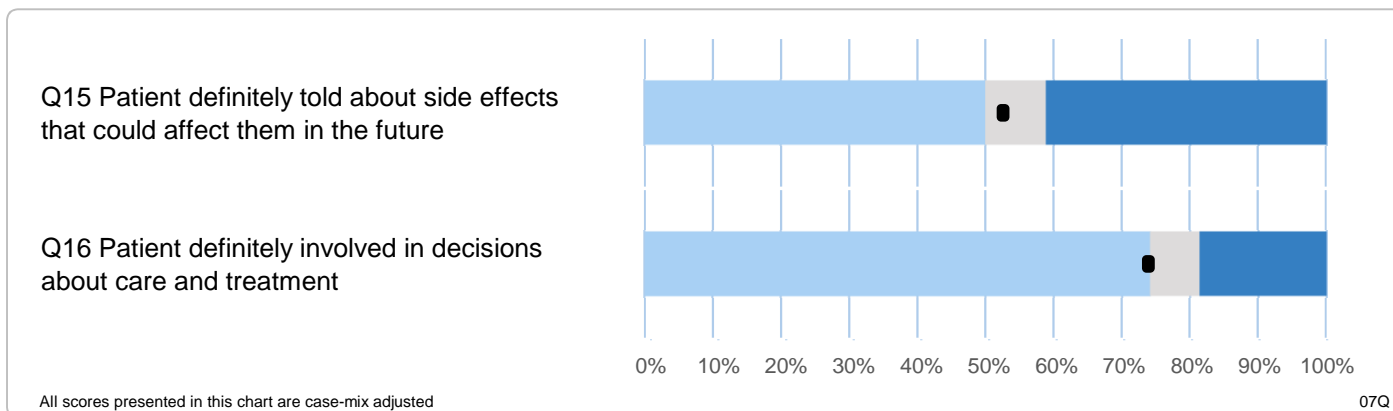


Question		Unadjusted Scores				2016 Case Mix Adjusted			
		2015		2016		2016 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q12	Patient felt that treatment options were completely explained	407	81%	451	78%	79%	79%	86%	83%
Q13	Possible side effects explained in an understandable way	453	67%	498	70%	70%	69%	76%	72%
Q14	Patient given practical advice and support in dealing with side effects of treatment	453	60%	497	64%	65%	62%	70%	66%

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## CCG results

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



Question		Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
		2015		2016			2016 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	430	48%	481	52%		52%	50%	59%	54%
Q16	Patient definitely involved in decisions about care and treatment	465	77%	507	74%		74%	74%	81%	78%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

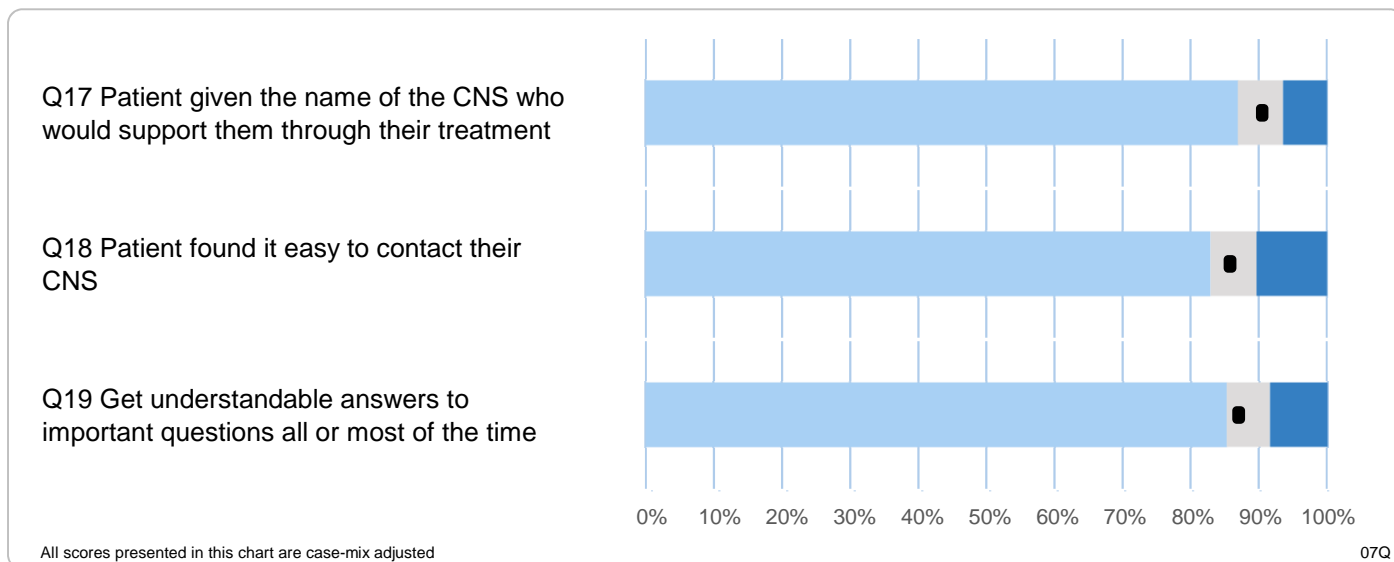
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## CCG results

### Clinical Nurse Specialist

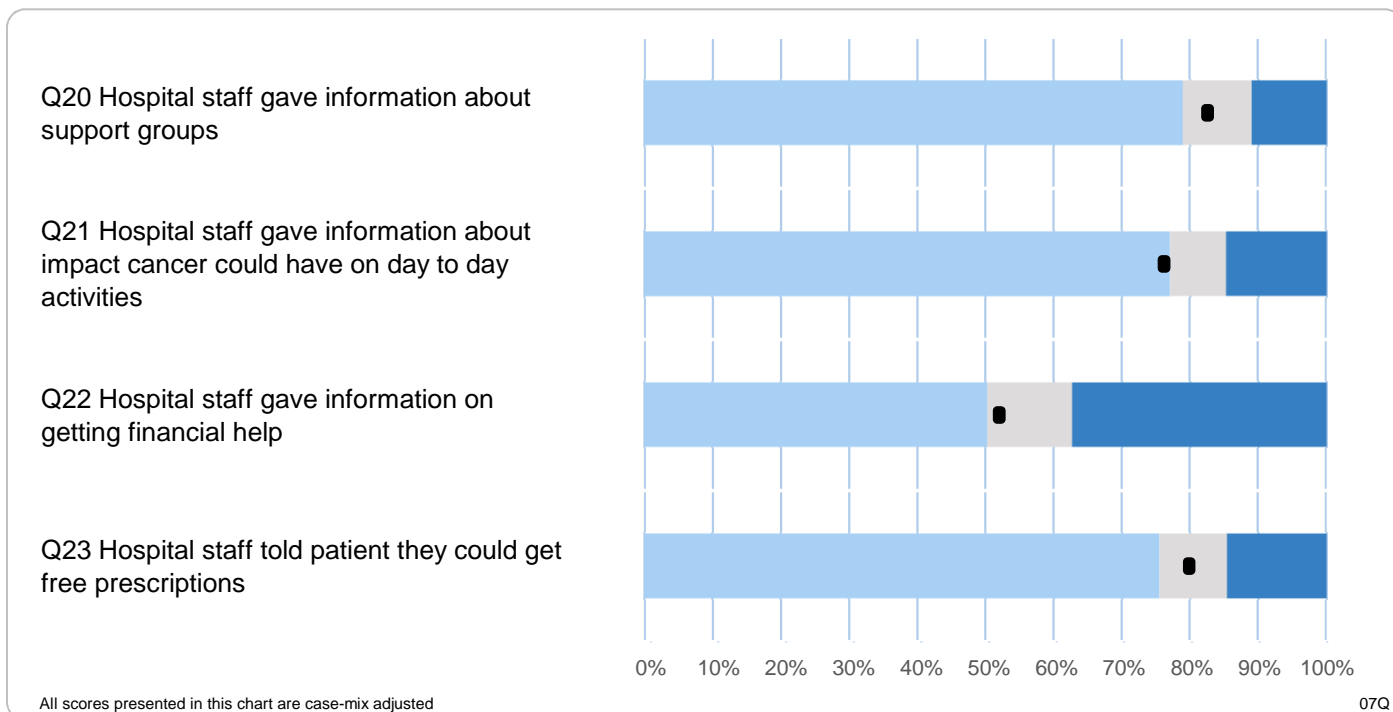


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	463	87%	502	90%		90%	87%	94%	90%
Q18 Patient found it easy to contact their CNS	350	81%	403	86%		86%	83%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	327	87%	395	87%		87%	85%	92%	88%

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## CCG results

### Support for people with cancer

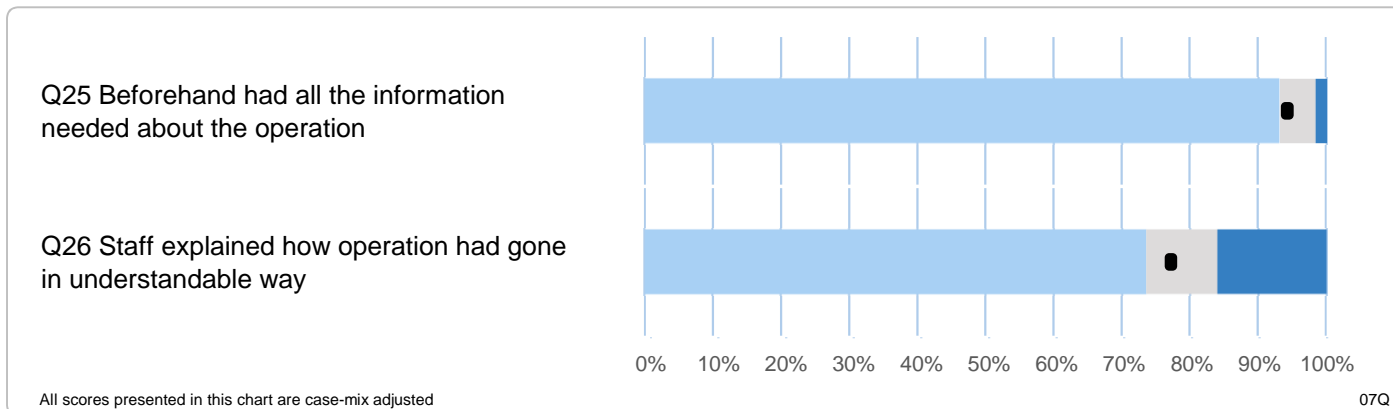


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	326	77%	376	83%		82%	79%	89%	84%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	296	79%	347	76%		76%	77%	85%	81%
Q22 Hospital staff gave information on getting financial help	206	44%	244	53%		52%	50%	63%	56%
Q23 Hospital staff told patient they could get free prescriptions	226	77%	245	81%		80%	76%	85%	80%

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## CCG results

### Operations



Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q25	-	-	231	94%		94%	93%	98%	96%
Q26	252	75%	232	77%		77%	74%	84%	79%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

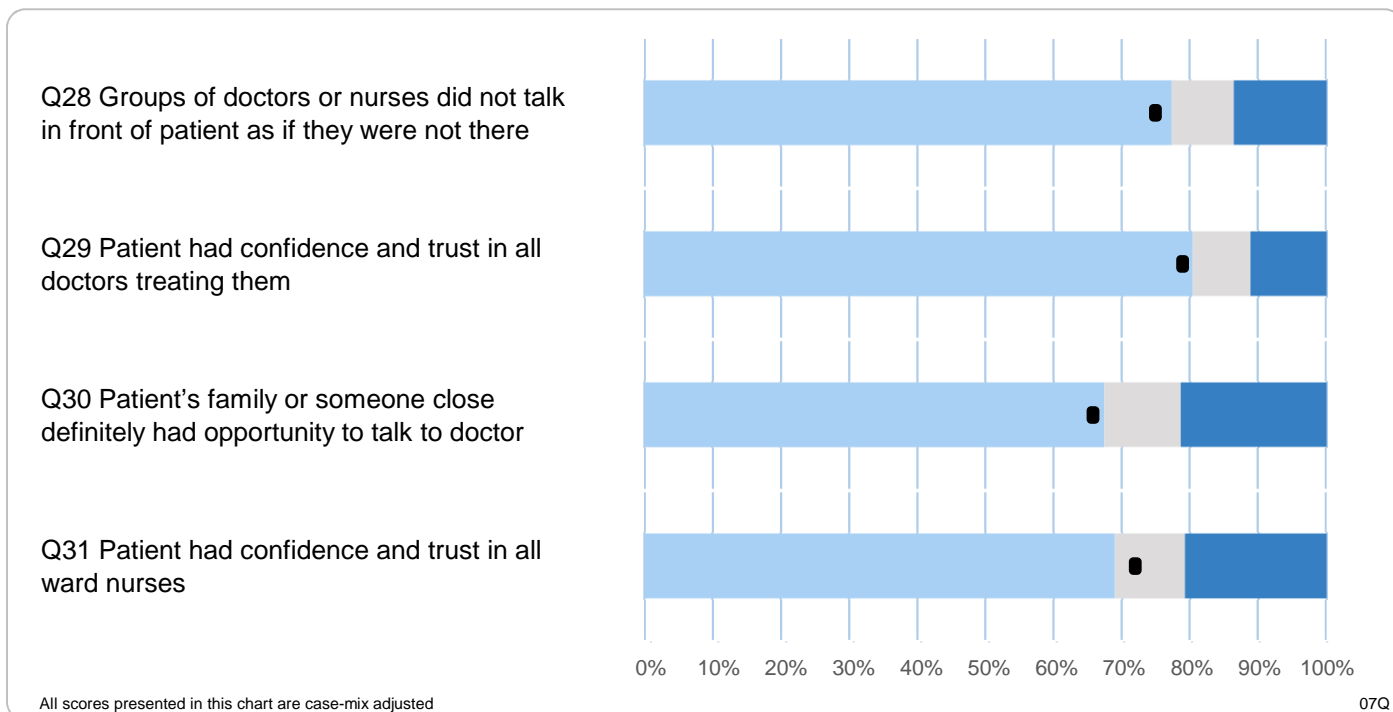
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## CCG results

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

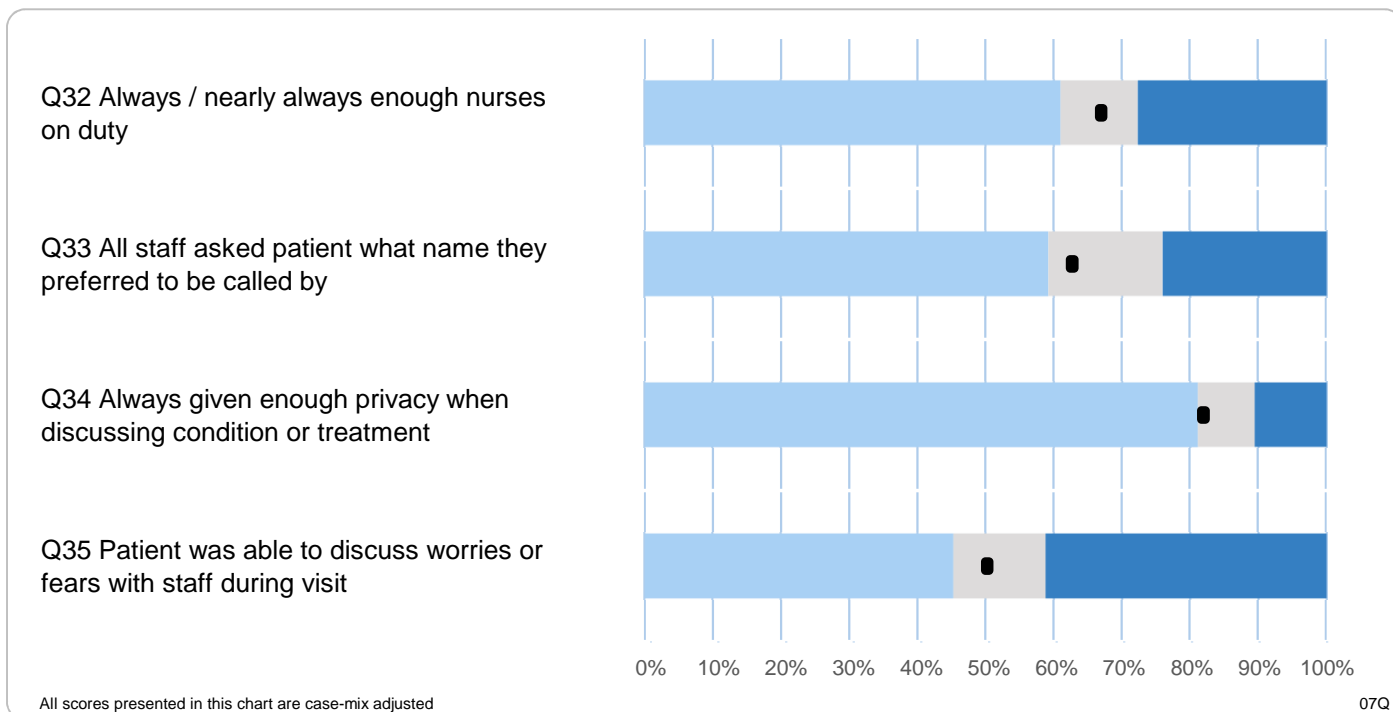


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	270	81%	279	77%		75%	77%	86%	82%
Q29 Patient had confidence and trust in all doctors treating them	270	79%	279	78%		79%	80%	89%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	219	71%	241	65%		66%	67%	79%	73%
Q31 Patient had confidence and trust in all ward nurses	266	70%	279	72%		72%	69%	79%	74%

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## CCG results

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



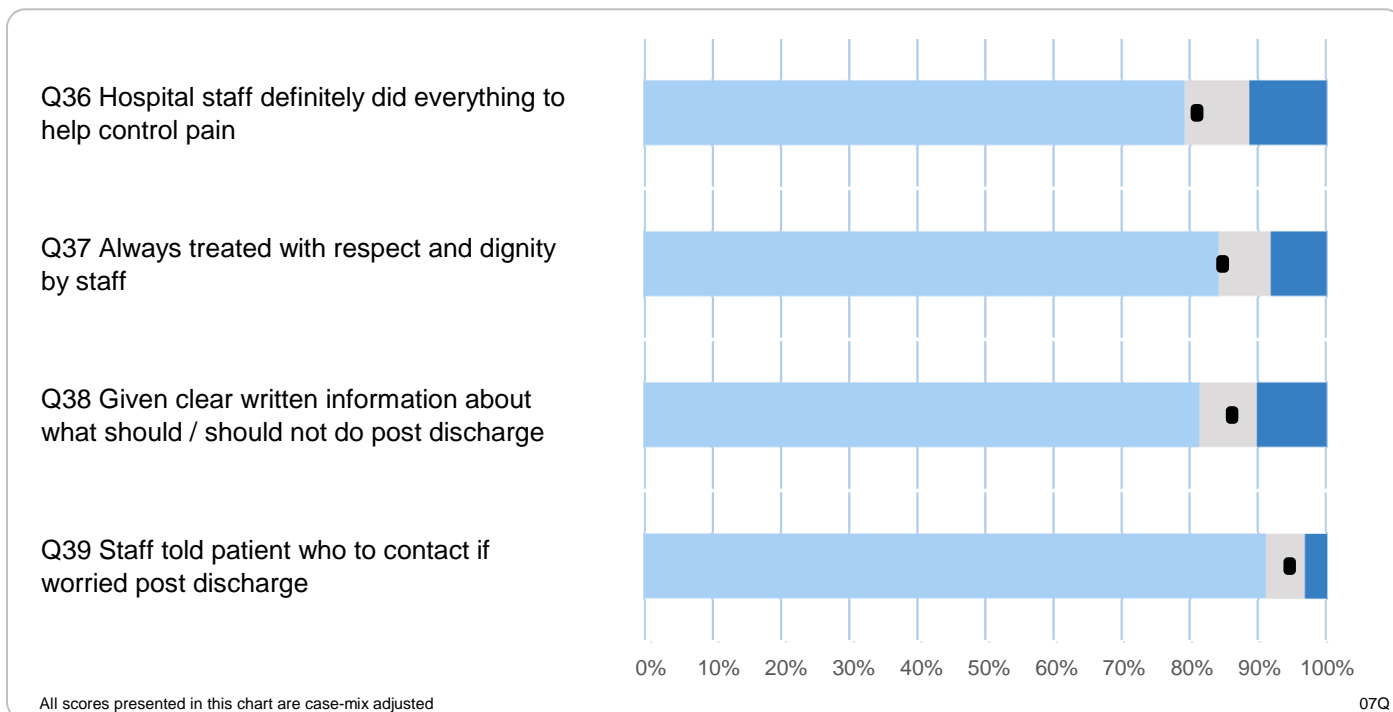
Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	267	66%	281	67%		67%	61%	72%	67%
Q33 All staff asked patient what name they preferred to be called by	262	59%	276	61%		62%	59%	76%	68%
Q34 Always given enough privacy when discussing condition or treatment	265	81%	279	82%		82%	81%	89%	85%
Q35 Patient was able to discuss worries or fears with staff during visit	192	51%	208	50%		50%	45%	59%	52%

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## CCG results

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

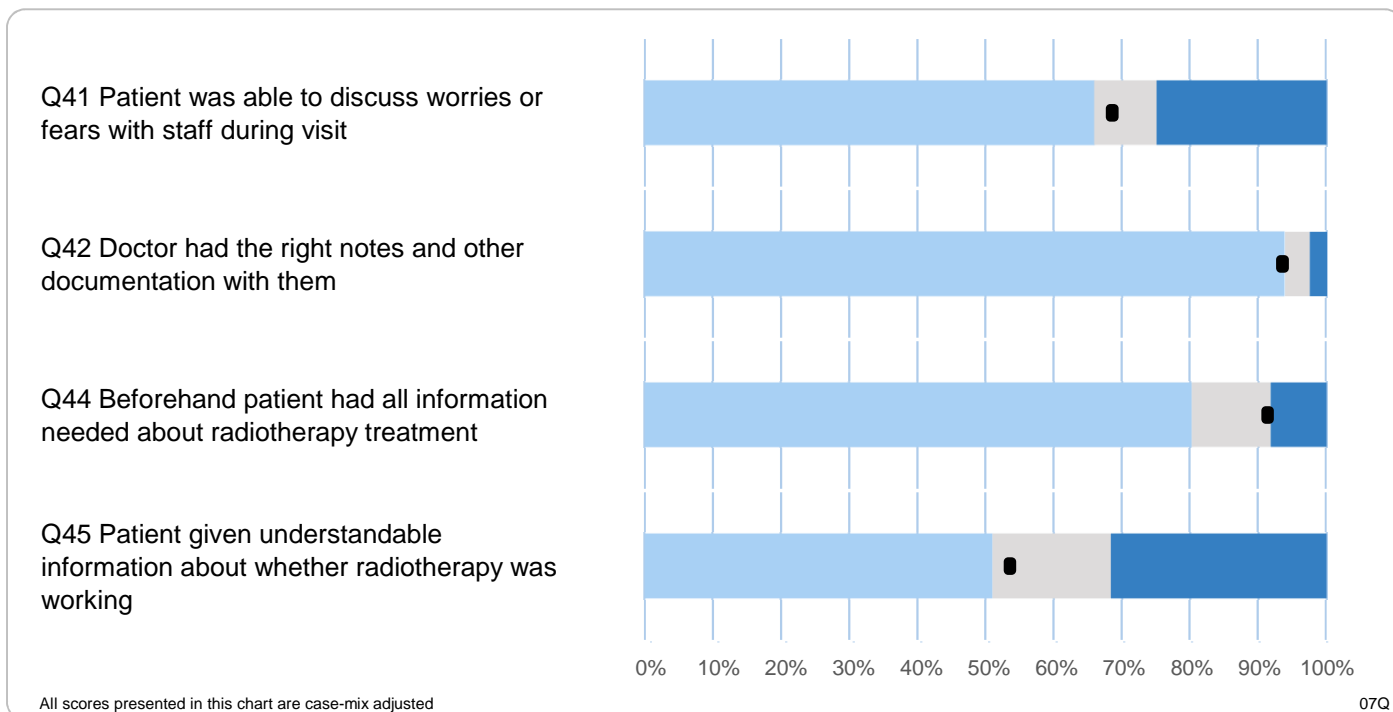


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	237	84%	235	81%		81%	79%	89%	84%
Q37 Always treated with respect and dignity by staff	266	85%	282	85%		85%	84%	92%	88%
Q38 Given clear written information about what should / should not do post discharge	245	85%	266	86%		86%	81%	90%	86%
Q39 Staff told patient who to contact if worried post discharge	257	92%	267	95%		94%	91%	97%	94%

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## CCG results

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

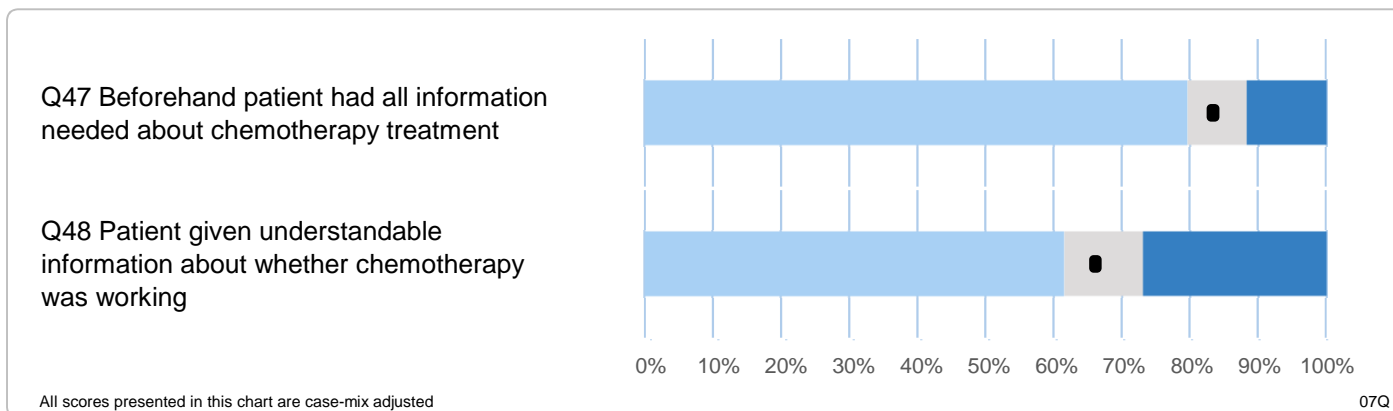


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	342	61%	390	68%		68%	66%	75%	70%
Q42 Doctor had the right notes and other documentation with them	413	94%	472	93%		93%	94%	98%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	112	84%	139	91%		91%	80%	92%	86%
Q45 Patient given understandable information about whether radiotherapy was working	97	51%	123	54%		53%	51%	68%	60%

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## CCG results

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

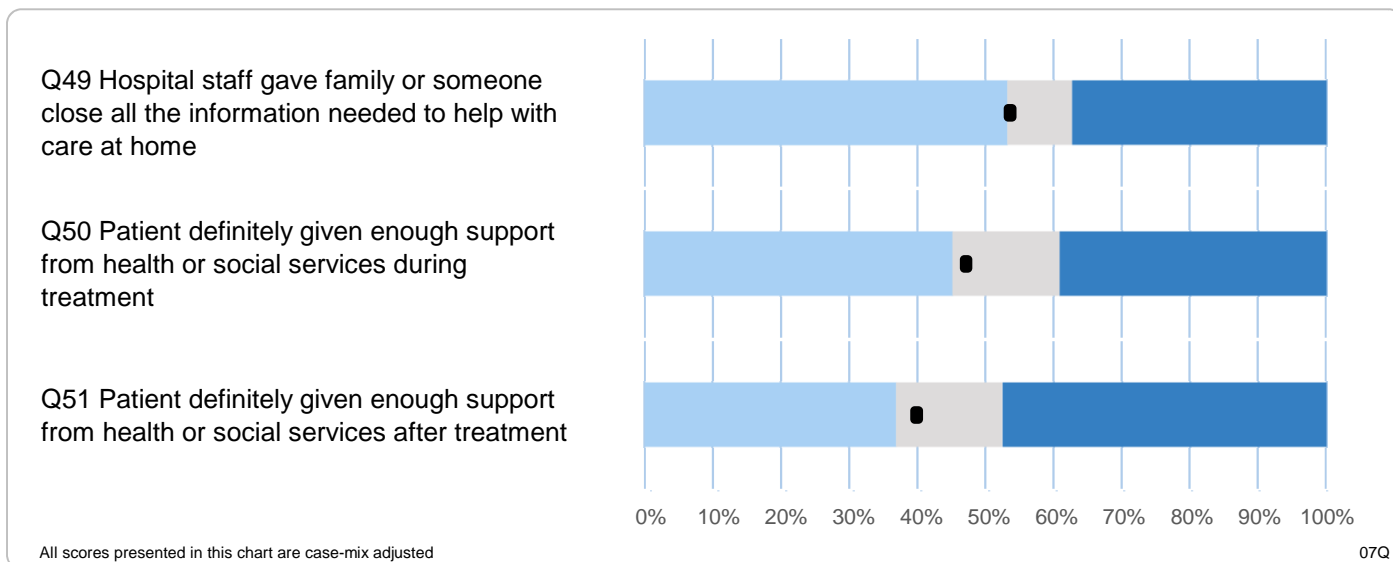


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q47	Beforehand patient had all information needed about chemotherapy treatment	238	79%	275	83%	80%	88%	84%	
Q48	Patient given understandable information about whether chemotherapy was working	218	62%	252	66%	62%	73%	67%	

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## CCG results

### Home care and support

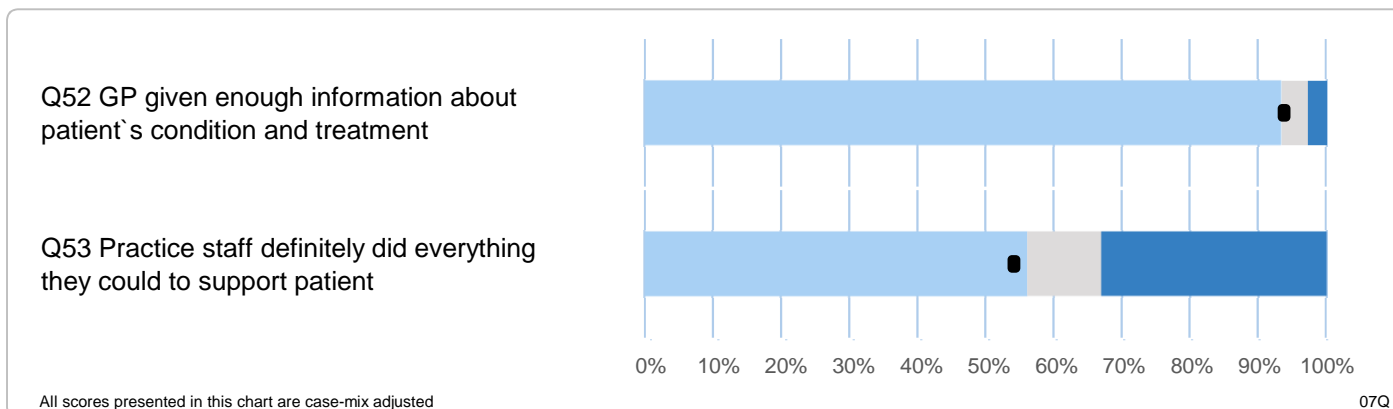


Question	Unadjusted Scores			2016 Case Mix Adjusted					
	2015	2016		2016 Score	Expected range - lower	Expected range - upper	National Average Score		
Number of respondents	Score	Number of respondents	Score					Change from 2015	
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	376	52%	416	53%	53%	63%	58%	↑	
Q50 Patient definitely given enough support from health or social services during treatment	254	60%	283	48%	↓	47%	45%	61%	53%
Q51 Patient definitely given enough support from health or social services after treatment	162	46%	157	40%	↓	40%	37%	52%	45%

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## CCG results

### Care from your general practice

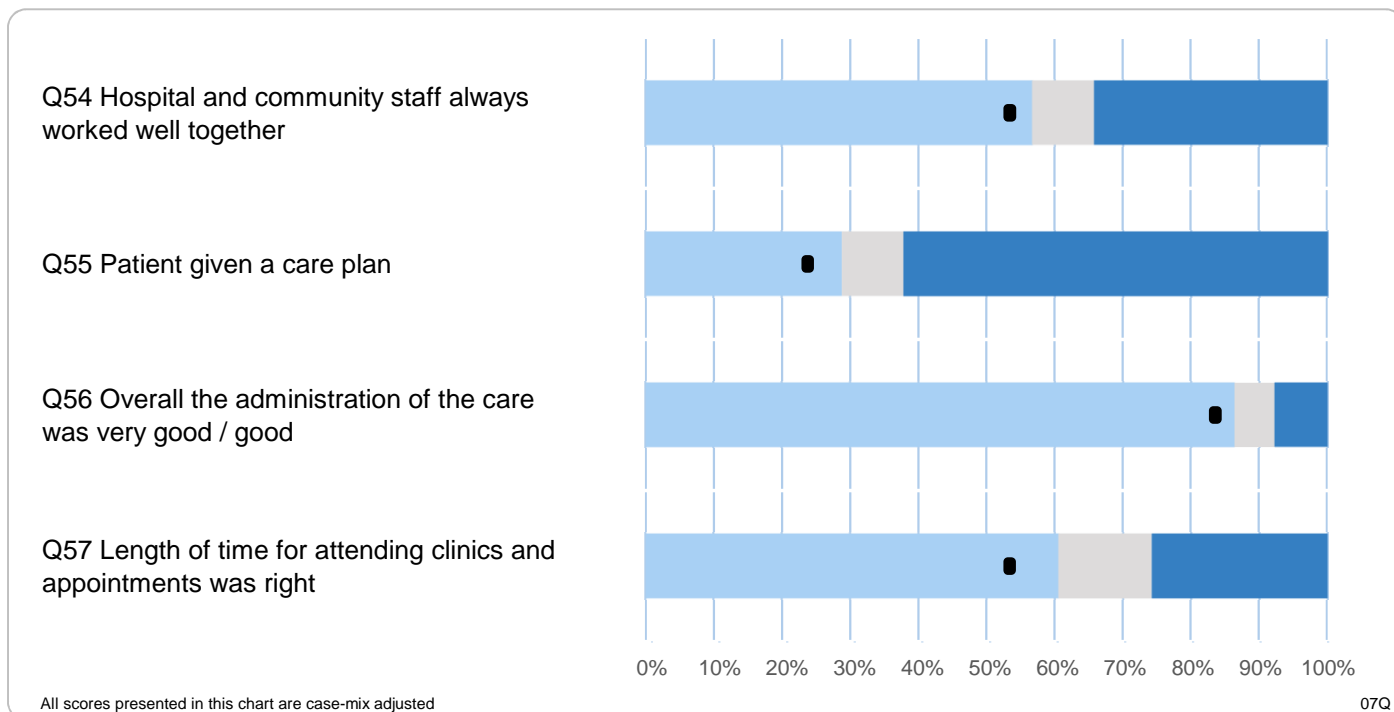


Question	Unadjusted Scores					2016 Case Mix Adjusted				
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	408	95%	461	94%		94%	93%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	278	51%	340	54%		54%	56%	67%	62%

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## CCG results

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

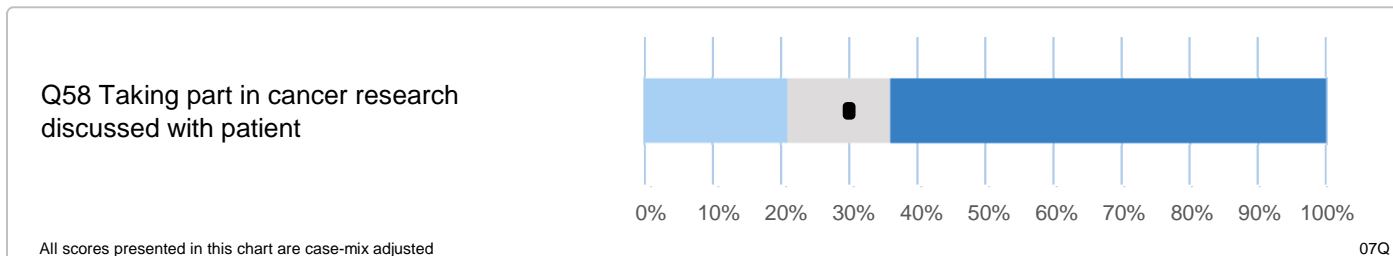


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	461	56%	509	53%		53%	57%	66%	61%
Q55 Patient given a care plan	351	24%	414	23%		24%	29%	38%	33%
Q56 Overall the administration of the care was very good / good	473	85%	518	83%		83%	86%	92%	89%
Q57 Length of time for attending clinics and appointments was right	466	51%	516	52%		53%	61%	74%	67%

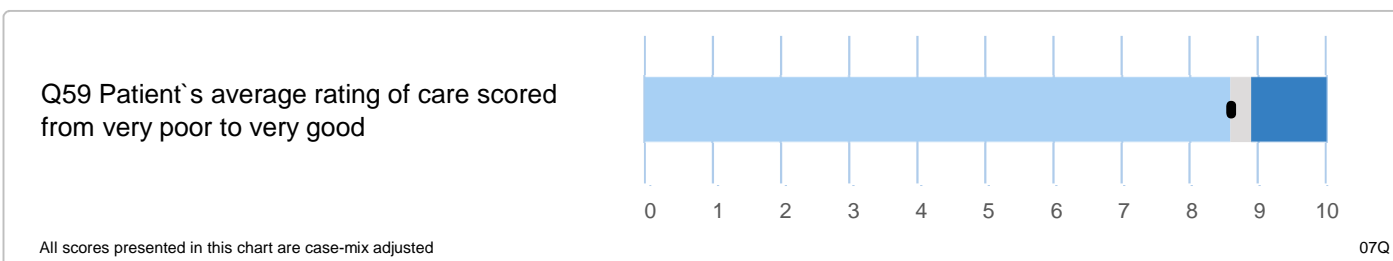
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## CCG results

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



Question	Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
	2015		2016			2016 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	464	35%	504	31%		30%	21%	36%	29%



Question	Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
	2015		2016			2016 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	466	8.6	504	8.6		8.6	8.6	8.9	8.7

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\* Indicates where a score has been suppressed because there are less than 21 respondents.

## Comparisons by tumour group for this CCG

The following tables show the unadjusted CCG 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

Cancer type	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	63%	n.a.	79%
Breast	91%	94%	90%	90%
Colorectal / LGT	77%	71%	74%	81%
Gynaecological	81%	75%	76%	79%
Haematological	71%	65%	87%	81%
Head and Neck	*	77%	*	79%
Lung	63%	70%	75%	83%
Prostate	82%	78%	84%	86%
Sarcoma	*	66%	*	67%
Skin	*	90%	*	86%
Upper Gastro	*	72%	76%	78%
Urological	60%	82%	79%	85%
Other	82%	72%	87%	79%
<b>All Cancers</b>	<b>78%</b>	<b>77%</b>	<b>83%</b>	<b>83%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	90%	*	81%	*	70%
Breast	94%	95%	91%	92%	82%	82%
Colorectal / LGT	92%	95%	86%	87%	73%	80%
Gynaecological	91%	93%	*	85%	48%	75%
Haematological	97%	94%	89%	89%	75%	77%
Head and Neck	*	93%	*	85%	*	78%
Lung	93%	94%	89%	87%	74%	78%
Prostate	98%	95%	86%	86%	80%	80%
Sarcoma	*	93%	*	79%	*	74%
Skin	*	95%	*	88%	*	85%
Upper Gastro	96%	93%	75%	82%	79%	77%
Urological	93%	94%	93%	87%	76%	79%
Other	98%	95%	90%	86%	70%	76%
<b>All Cancers</b>	<b>96%</b>	<b>94%</b>	<b>88%</b>	<b>87%</b>	<b>76%</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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	83%	n.a.	73%	*	63%	n.a.	63%
Breast	88%	82%	83%	88%	81%	78%	77%	77%
Colorectal / LGT	80%	80%	93%	86%	74%	78%	67%	71%
Gynaecological	68%	71%	58%	82%	44%	72%	50%	69%
Haematological	73%	71%	77%	83%	58%	60%	71%	74%
Head and Neck	*	70%	*	86%	*	75%	*	64%
Lung	79%	78%	78%	83%	78%	75%	86%	65%
Prostate	85%	77%	84%	84%	76%	78%	77%	81%
Sarcoma	*	72%	*	81%	*	67%	*	64%
Skin	*	63%	*	89%	*	79%	*	83%
Upper Gastro	80%	77%	80%	80%	68%	72%	*	66%
Urological	77%	72%	72%	83%	79%	77%	52%	72%
Other	73%	74%	71%	82%	73%	70%	44%	62%
<b>All Cancers</b>	<b>78%</b>	<b>76%</b>	<b>79%</b>	<b>84%</b>	<b>72%</b>	<b>73%</b>	<b>68%</b>	<b>72%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	78%	*	72%	*	61%
Breast	85%	84%	80%	75%	71%	69%
Colorectal / LGT	73%	85%	62%	75%	71%	68%
Gynaecological	*	84%	55%	74%	52%	66%
Haematological	67%	81%	66%	69%	56%	64%
Head and Neck	*	85%	*	70%	*	68%
Lung	87%	83%	73%	74%	78%	68%
Prostate	72%	81%	67%	72%	60%	62%
Sarcoma	*	83%	*	72%	*	66%
Skin	*	88%	*	76%	*	70%
Upper Gastro	*	83%	67%	73%	74%	67%
Urological	77%	81%	70%	72%	47%	62%
Other	70%	79%	68%	70%	60%	63%
<b>All Cancers</b>	<b>78%</b>	<b>83%</b>	<b>70%</b>	<b>72%</b>	<b>64%</b>	<b>66%</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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	55%	*	73%
Breast	58%	56%	80%	79%
Colorectal / LGT	43%	56%	71%	79%
Gynaecological	22%	52%	64%	77%
Haematological	44%	49%	69%	77%
Head and Neck	*	59%	*	78%
Lung	61%	54%	81%	79%
Prostate	63%	63%	84%	79%
Sarcoma	*	54%	*	80%
Skin	*	61%	*	85%
Upper Gastro	45%	53%	68%	77%
Urological	64%	53%	81%	77%
Other	48%	50%	59%	74%
<b>All Cancers</b>	<b>52%</b>	<b>54%</b>	<b>74%</b>	<b>78%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	95%	n.a.	82%	*	83%
Breast	98%	94%	90%	86%	93%	89%
Colorectal / LGT	95%	91%	84%	88%	85%	89%
Gynaecological	91%	94%	*	84%	*	87%
Haematological	94%	90%	90%	88%	86%	89%
Head and Neck	*	88%	*	87%	*	87%
Lung	94%	94%	96%	88%	88%	88%
Prostate	64%	88%	79%	84%	84%	88%
Sarcoma	*	88%	*	87%	*	90%
Skin	*	88%	*	89%	*	90%
Upper Gastro	100%	92%	71%	86%	86%	87%
Urological	67%	81%	*	85%	*	89%
Other	96%	87%	78%	85%	90%	86%
<b>All Cancers</b>	90%	90%	86%	86%	87%	88%

<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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	84%	n.a.	81%	n.a.	67%	*	71%
Breast	93%	89%	89%	85%	61%	62%	89%	80%
Colorectal / LGT	76%	84%	67%	82%	*	54%	*	82%
Gynaecological	*	83%	*	79%	*	58%	*	77%
Haematological	79%	83%	69%	82%	50%	58%	78%	86%
Head and Neck	*	83%	*	80%	*	59%	*	79%
Lung	85%	83%	*	80%	58%	69%	*	84%
Prostate	70%	86%	80%	83%	50%	44%	*	79%
Sarcoma	*	83%	*	82%	*	56%	n.a.	78%
Skin	*	86%	*	82%	*	52%	*	62%
Upper Gastro	*	83%	*	80%	*	60%	*	84%
Urological	77%	74%	*	72%	*	35%	*	67%
Other	83%	80%	78%	77%	59%	55%	82%	80%
<b>All Cancers</b>	<b>83%</b>	<b>84%</b>	<b>76%</b>	<b>81%</b>	<b>53%</b>	<b>56%</b>	<b>81%</b>	<b>80%</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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	93%	n.a.	68%
Breast	94%	97%	80%	78%
Colorectal / LGT	100%	96%	86%	83%
Gynaecological	*	96%	*	79%
Haematological	*	93%	*	75%
Head and Neck	*	94%	*	78%
Lung	*	97%	*	79%
Prostate	*	96%	*	77%
Sarcoma	*	93%	*	80%
Skin	*	96%	*	83%
Upper Gastro	*	96%	*	79%
Urological	*	95%	*	77%
Other	96%	95%	79%	78%
<b>All Cancers</b>	<b>94%</b>	<b>96%</b>	<b>77%</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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	74%	n.a.	79%	n.a.	61%	n.a.	66%
Breast	85%	89%	84%	86%	75%	76%	79%	76%
Colorectal / LGT	85%	76%	88%	85%	75%	72%	77%	70%
Gynaecological	*	85%	*	85%	*	72%	*	71%
Haematological	78%	81%	71%	81%	73%	73%	71%	74%
Head and Neck	*	79%	*	84%	*	74%	*	72%
Lung	*	77%	*	82%	*	73%	*	75%
Prostate	*	85%	*	88%	*	74%	*	79%
Sarcoma	*	80%	*	85%	*	72%	*	74%
Skin	*	87%	*	92%	*	80%	*	85%
Upper Gastro	*	74%	*	82%	*	73%	*	71%
Urological	59%	80%	78%	86%	*	71%	78%	77%
Other	70%	79%	73%	81%	57%	70%	70%	71%
<b>All Cancers</b>	<b>77%</b>	<b>82%</b>	<b>78%</b>	<b>85%</b>	<b>65%</b>	<b>73%</b>	<b>72%</b>	<b>74%</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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	59%	n.a.	65%	n.a.	76%	n.a.	38%
Breast	77%	71%	62%	61%	81%	86%	56%	54%
Colorectal / LGT	62%	62%	52%	70%	88%	84%	*	53%
Gynaecological	*	66%	*	65%	*	83%	*	50%
Haematological	51%	62%	56%	70%	88%	86%	53%	56%
Head and Neck	*	65%	*	69%	*	86%	*	54%
Lung	*	70%	*	72%	*	83%	*	50%
Prostate	*	73%	*	68%	*	89%	*	52%
Sarcoma	*	71%	*	71%	*	88%	*	53%
Skin	*	78%	*	67%	*	90%	*	62%
Upper Gastro	*	64%	*	74%	*	83%	*	50%
Urological	78%	68%	82%	72%	78%	87%	*	47%
Other	65%	62%	65%	68%	77%	83%	52%	47%
<b>All Cancers</b>	<b>67%</b>	<b>67%</b>	<b>61%</b>	<b>68%</b>	<b>82%</b>	<b>85%</b>	<b>50%</b>	<b>52%</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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	79%	n.a.	79%	n.a.	76%	n.a.	91%
Breast	83%	86%	83%	88%	93%	91%	99%	96%
Colorectal / LGT	83%	84%	85%	87%	91%	84%	96%	94%
Gynaecological	*	83%	*	87%	*	87%	*	94%
Haematological	81%	83%	90%	89%	87%	80%	98%	95%
Head and Neck	*	81%	*	87%	*	85%	*	91%
Lung	*	84%	*	87%	*	81%	*	91%
Prostate	*	85%	*	91%	*	89%	*	94%
Sarcoma	*	87%	*	90%	*	84%	*	94%
Skin	*	87%	*	92%	*	89%	*	95%
Upper Gastro	*	82%	*	86%	*	82%	*	93%
Urological	*	82%	87%	89%	*	86%	*	91%
Other	84%	82%	87%	86%	72%	81%	97%	93%
<b>All Cancers</b>	81%	84%	85%	88%	86%	86%	95%	94%

<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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	63%	*	95%	n.a.	86%	n.a.	58%
Breast	76%	70%	98%	96%	92%	88%	50%	60%
Colorectal / LGT	67%	72%	97%	96%	*	86%	*	58%
Gynaecological	*	68%	95%	95%	*	85%	*	62%
Haematological	67%	74%	93%	97%	*	84%	*	64%
Head and Neck	*	71%	*	96%	*	84%	*	61%
Lung	70%	70%	88%	95%	*	85%	*	58%
Prostate	67%	72%	96%	96%	*	89%	*	58%
Sarcoma	*	72%	*	97%	*	89%	*	69%
Skin	*	72%	*	97%	*	84%	*	59%
Upper Gastro	*	68%	90%	94%	*	86%	*	57%
Urological	*	68%	76%	96%	*	81%	*	56%
Other	70%	67%	90%	95%	*	83%	*	58%
<b>All Cancers</b>	<b>68%</b>	<b>70%</b>	<b>93%</b>	<b>96%</b>	<b>91%</b>	<b>86%</b>	<b>54%</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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	80%	n.a.	59%
Breast	84%	82%	66%	62%
Colorectal / LGT	84%	85%	41%	63%
Gynaecological	*	84%	*	66%
Haematological	82%	84%	68%	75%
Head and Neck	*	80%	*	58%
Lung	*	84%	*	68%
Prostate	*	84%	*	67%
Sarcoma	n.a.	86%	n.a.	73%
Skin	*	88%	*	78%
Upper Gastro	*	84%	*	64%
Urological	*	84%	*	67%
Other	83%	85%	77%	68%
<b>All Cancers</b>	<b>83%</b>	<b>84%</b>	<b>66%</b>	<b>67%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	49%	n.a.	42%	n.a.	41%
Breast	59%	57%	58%	53%	41%	40%
Colorectal / LGT	49%	60%	61%	61%	*	51%
Gynaecological	*	56%	*	50%	*	39%
Haematological	45%	60%	45%	51%	31%	44%
Head and Neck	*	61%	*	52%	*	48%
Lung	59%	57%	*	50%	*	43%
Prostate	48%	56%	26%	48%	*	43%
Sarcoma	*	59%	*	55%	*	48%
Skin	*	65%	*	57%	*	59%
Upper Gastro	57%	59%	*	55%	*	48%
Urological	54%	58%	*	47%	*	43%
Other	55%	54%	51%	55%	*	48%
<b>All Cancers</b>	<b>53%</b>	<b>58%</b>	<b>48%</b>	<b>53%</b>	<b>40%</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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	89%	n.a.	51%
Breast	96%	96%	60%	62%
Colorectal / LGT	88%	95%	53%	62%
Gynaecological	92%	95%	*	61%
Haematological	96%	96%	58%	59%
Head and Neck	*	94%	*	59%
Lung	96%	95%	46%	61%
Prostate	100%	96%	66%	67%
Sarcoma	*	95%	*	56%
Skin	*	96%	*	67%
Upper Gastro	83%	94%	57%	61%
Urological	93%	95%	*	64%
Other	95%	95%	43%	59%
<b>All Cancers</b>	<b>94%</b>	<b>95%</b>	<b>54%</b>	<b>62%</b>

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

## Your overall NHS care

	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	
Cancer type	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	43%	*	32%	*	82%	n.a.	61%
Breast	62%	61%	23%	37%	88%	91%	45%	65%
Colorectal / LGT	39%	60%	14%	35%	77%	89%	51%	70%
Gynaecological	42%	58%	*	30%	68%	89%	48%	66%
Haematological	55%	63%	21%	33%	83%	92%	54%	63%
Head and Neck	*	62%	*	36%	*	89%	*	69%
Lung	63%	63%	38%	33%	90%	89%	75%	71%
Prostate	58%	65%	31%	35%	85%	88%	67%	73%
Sarcoma	*	56%	*	28%	*	87%	*	61%
Skin	*	69%	*	39%	*	90%	*	76%
Upper Gastro	50%	58%	29%	34%	83%	87%	58%	66%
Urological	48%	63%	15%	27%	77%	87%	59%	75%
Other	49%	55%	22%	29%	86%	88%	38%	61%
<b>All Cancers</b>	<b>53%</b>	<b>61%</b>	<b>23%</b>	<b>33%</b>	<b>83%</b>	<b>89%</b>	<b>52%</b>	<b>67%</b>

	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
Cancer type	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	24%	*	8.3
Breast	14%	28%	9.0	8.8
Colorectal / LGT	14%	26%	8.2	8.7
Gynaecological	36%	30%	8.0	8.7
Haematological	50%	34%	8.8	8.9
Head and Neck	*	19%	*	8.7
Lung	55%	33%	9.0	8.7
Prostate	47%	34%	8.4	8.7
Sarcoma	*	33%	*	8.6
Skin	*	18%	*	8.9
Upper Gastro	45%	33%	8.5	8.6
Urological	14%	15%	8.3	8.7
Other	25%	30%	8.5	8.6
<b>All Cancers</b>	<b>31%</b>	<b>29%</b>	<b>8.6</b>	<b>8.7</b>

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

## 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 2016.

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 2016 and March 2017.

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

### Redevelopment of the 2016 survey

The following changes have been made to the National Cancer Patient Experience Survey in 2016:

- question 5 and 25 are no longer presented in a tick all that apply format and their response options have been revised. This has allowed the questions to be scored and presented in the comparability charts, data tables and tumour group tables. Because of these changes, no comparison with 2015 results is possible
- question 8 has had a response option removed. Because of this change, no comparison with 2015 results is possible.

### Official Statistics

The 2016 survey data has been produced and published in line with the Code of Practice for Official Statistics.

## **Scoring methodologies**

49 of the 50 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").

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 2016 questionnaire, marked up with all of these scoring conventions, is available at [www.ncpes.co.uk](http://www.ncpes.co.uk)

Further details on the scoring methodology can be found in the technical document for the survey, available at [www.ncpes.co.uk](http://www.ncpes.co.uk)

## **Case-mix adjustment**

As in 2015, case-mix adjusted findings are being presented alongside unadjusted results for CCGs. 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 CCG 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](http://www.ncpes.co.uk)

## **Statistical significance**

In the reporting of 2016 results, appropriate statistical tests have been undertaken to identify any changes between 2015 and 2016 unadjusted scores which are 'statistically significant'. '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 [www.ncpes.co.uk](http://www.ncpes.co.uk)

## Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,253	8,590	109,663	33,035	3,840	72,788	67%
07Q	900	61	839	273	33	533	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	1
Breast	115
Gynaecological	25
Colorectal / LGT	43
Lung	33
Skin	16
Haematological	91
Upper Gastro	25
Other	72
Urological	33
Prostate	64
Sarcoma	3
Head and Neck	12

\* 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 CCG was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	3	4	5	15	45	95	71	12	250
Female	1	4	11	41	61	85	57	23	283
Total	4	8	16	56	106	180	128	35	533



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