

National Cancer Patient Experience Survey

2016 Results

**NHS West Kent
Clinical Commissioning Group**

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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.

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 . 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 .

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), 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 **8.8**.

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

- **80%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
- **88%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
- **88%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist
- **89%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital
- **93%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital
- **63%** 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

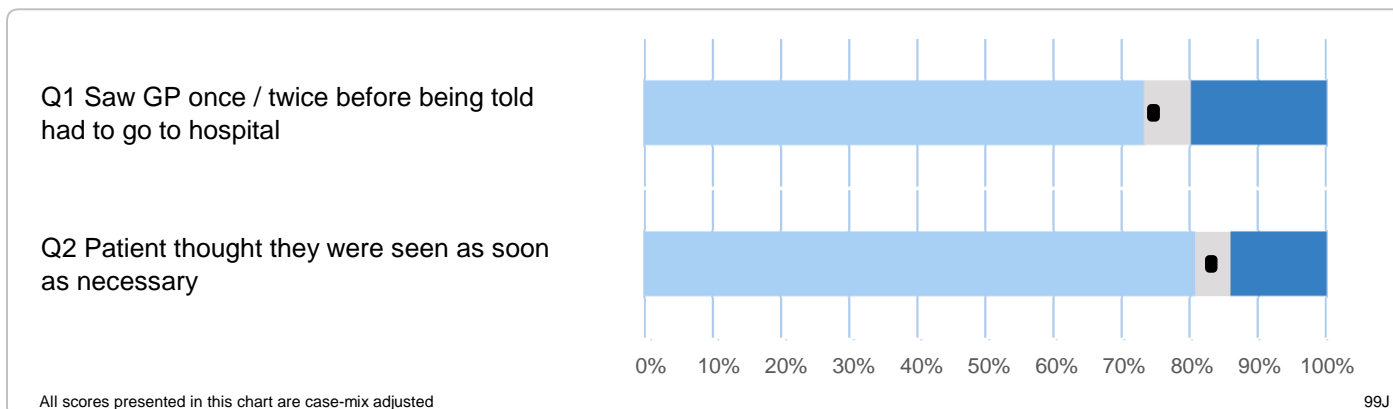
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all 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		
Finding out what was wrong with you						
Q8	Patient told they could bring a family member or friend when first told they had cancer	718	70%	71%	80%	76%
Hospital care as an inpatient						
Q32	Always / nearly always enough nurses on duty	449	73%	62%	71%	67%
Care from your general practice						
Q52	GP given enough information about patient's condition and treatment	724	93%	94%	97%	95%

CCG results

Seeing your GP



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	2016 Score	Expected range - lower					
Q1	Saw GP once / twice before being told had to go to hospital	603	79%	583	76%		74%	73%	80%	77%
Q2	Patient thought they were seen as soon as necessary	817	83%	779	84%		83%	81%	86%	83%

↑ or ↓

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

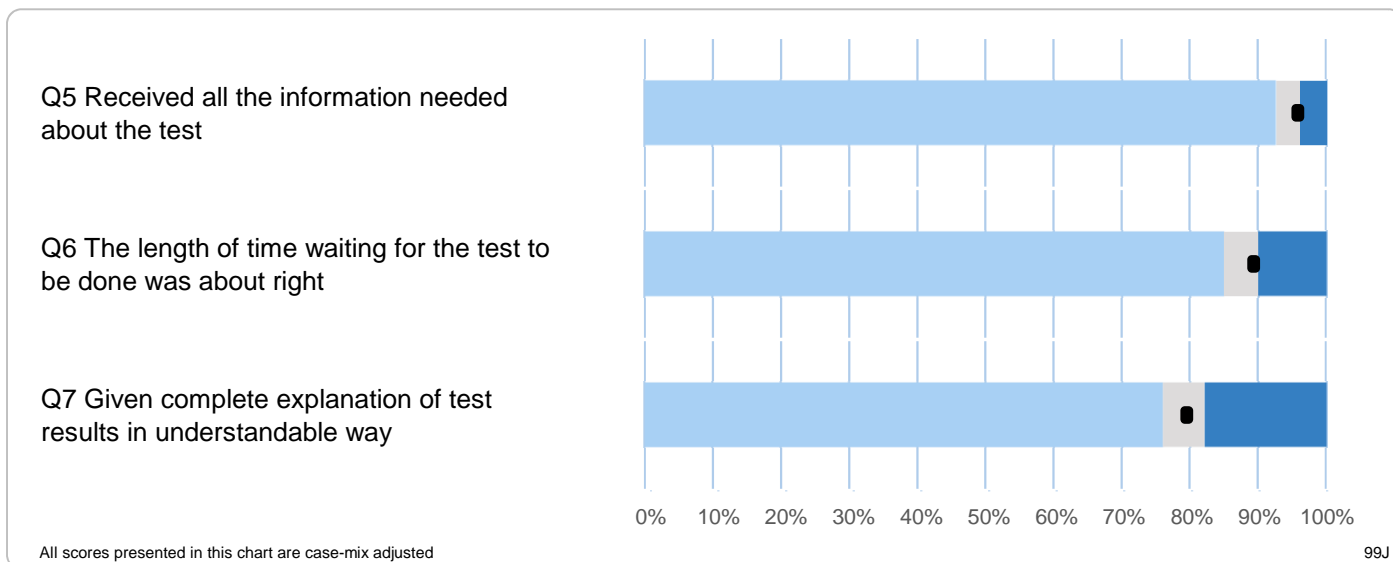
(NB: No arrow reflects no statistically significant change)

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

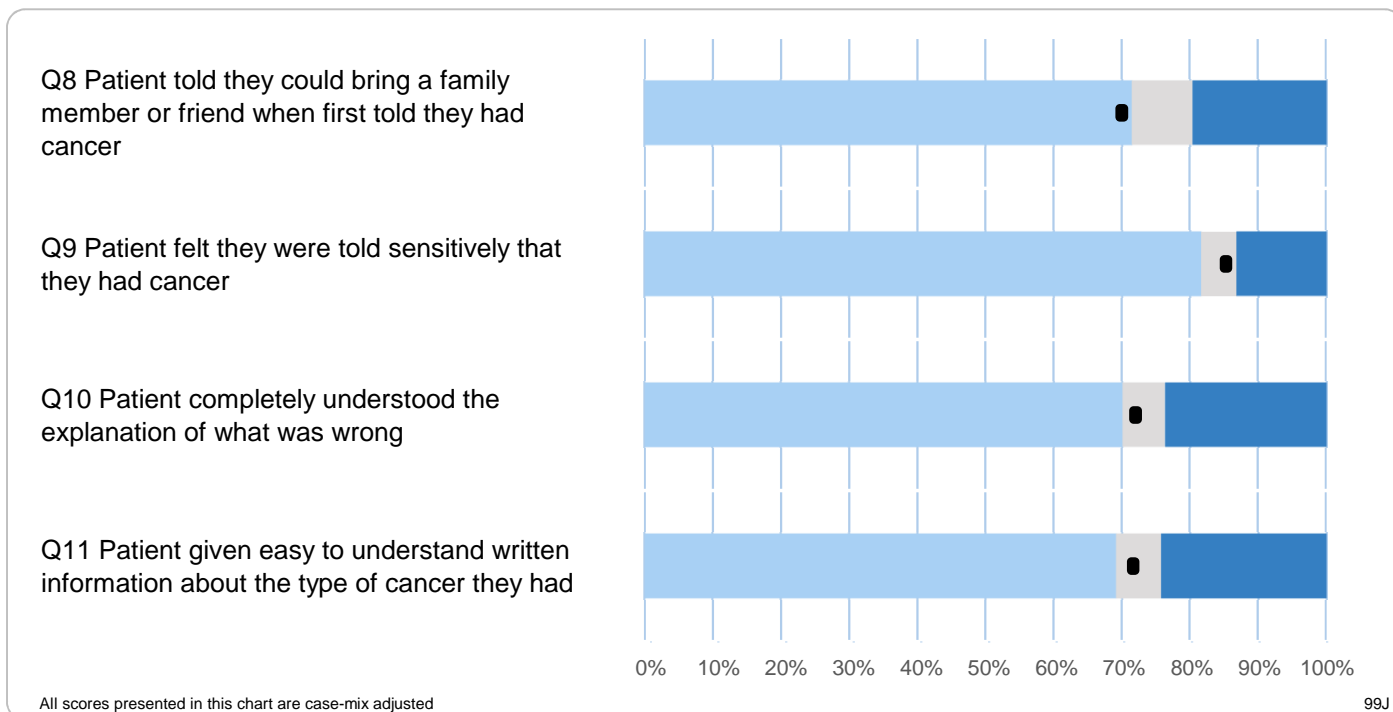


Question	Unadjusted Scores					2016 Case Mix Adjusted				
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score							
Q5	Received all the information needed about the test	-	-	677	96%		96%	93%	96%	94%
Q6	The length of time waiting for the test to be done was about right	702	88%	685	90%		89%	85%	90%	87%
Q7	Given complete explanation of test results in understandable way	702	78%	685	80%		79%	76%	82%	79%

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(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

Finding out what was wrong with you

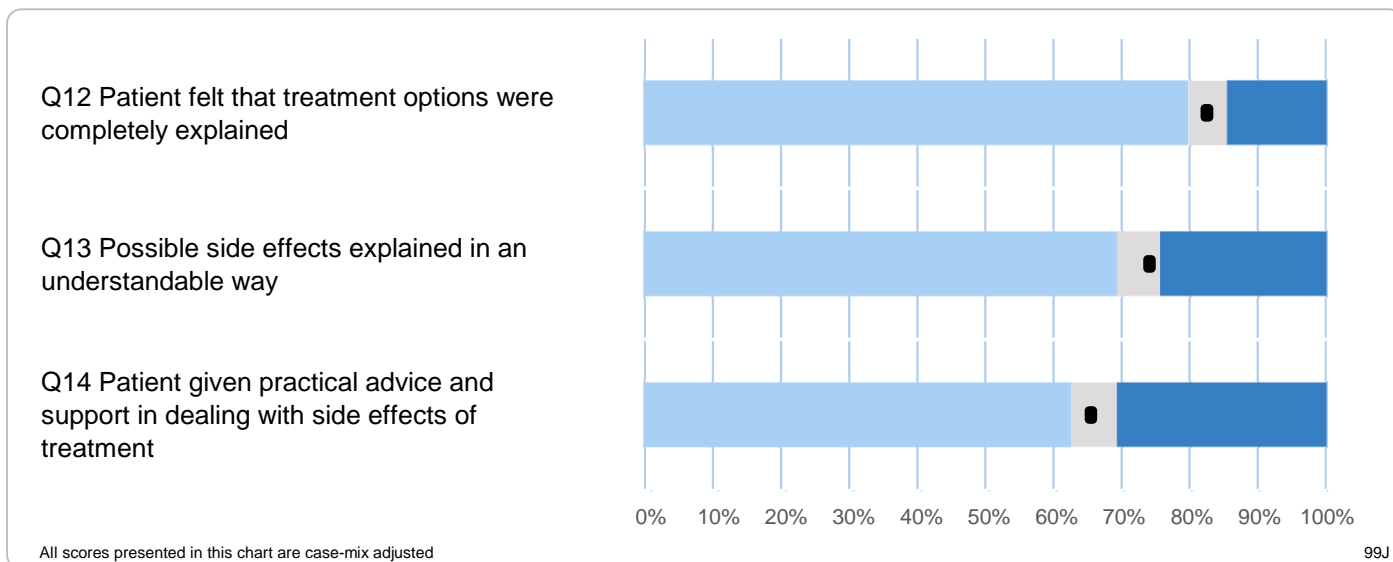


Question		Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
		2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q8	Patient told they could bring a family member or friend when first told they had cancer	-	-	718	69%		70%	71%	80%	76%
Q9	Patient felt they were told sensitively that they had cancer	828	82%	777	85%		85%	82%	87%	84%
Q10	Patient completely understood the explanation of what was wrong	830	71%	789	72%		72%	70%	76%	73%
Q11	Patient given easy to understand written information about the type of cancer they had	731	71%	708	72%		71%	69%	76%	72%

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(NB: No arrow reflects no statistically significant change)
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CCG results

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

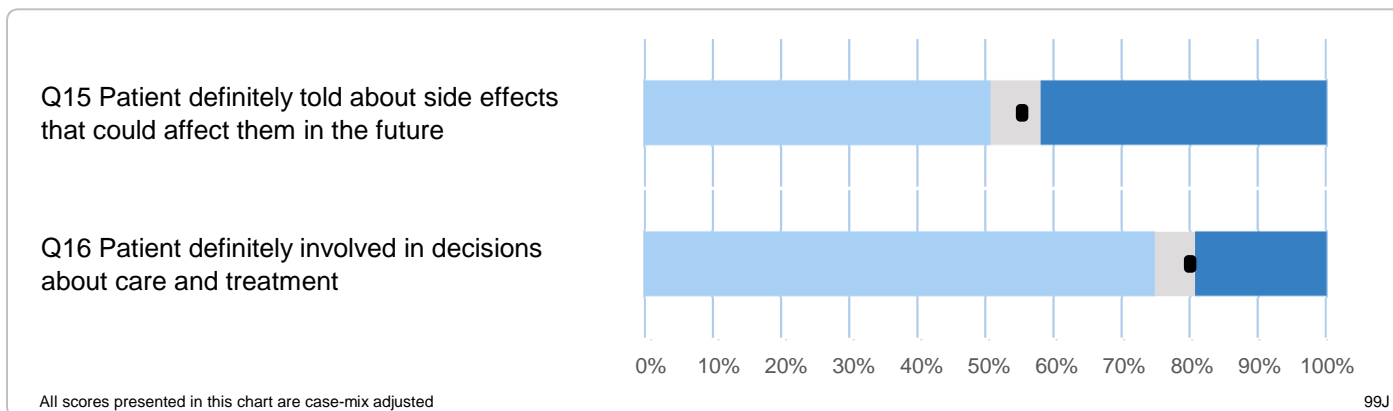


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q12 Patient felt that treatment options were completely explained	723	83%	689	82%		82%	80%	85%	83%
Q13 Possible side effects explained in an understandable way	800	76%	761	74%		74%	69%	76%	72%
Q14 Patient given practical advice and support in dealing with side effects of treatment	796	67%	752	65%		65%	62%	69%	66%

↑ 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
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CCG results

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

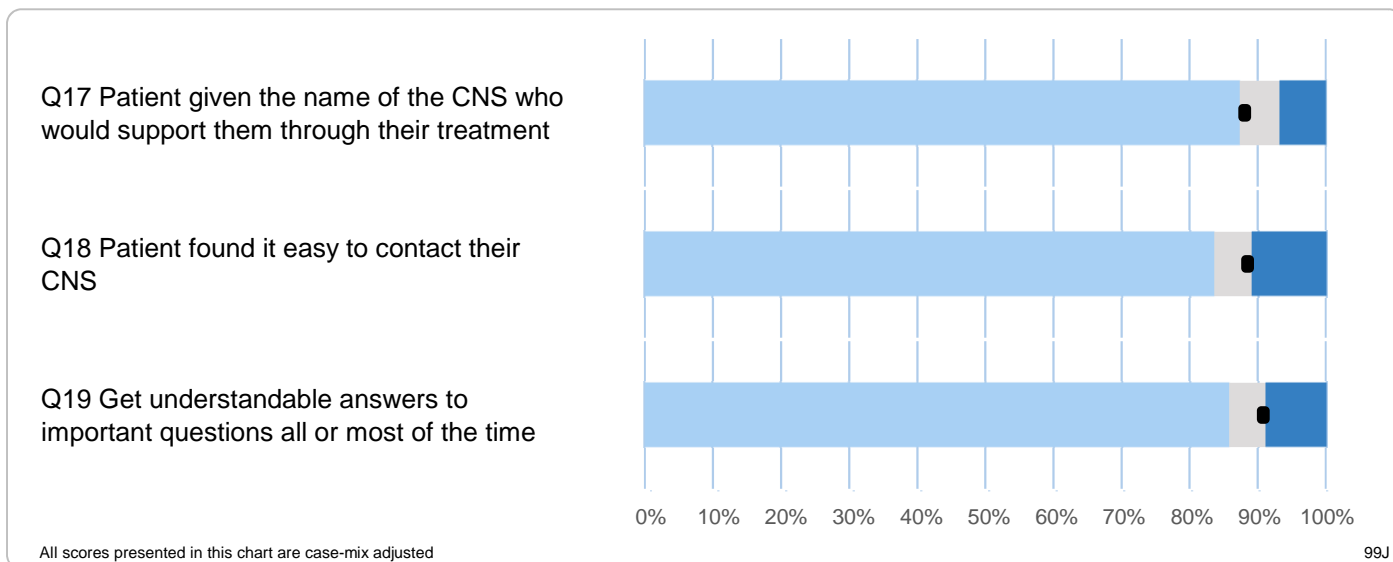


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	755	54%	709	55%		55%	51%	58%	54%
Q16 Patient definitely involved in decisions about care and treatment	805	77%	766	80%		80%	75%	81%	78%

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CCG results

Clinical Nurse Specialist

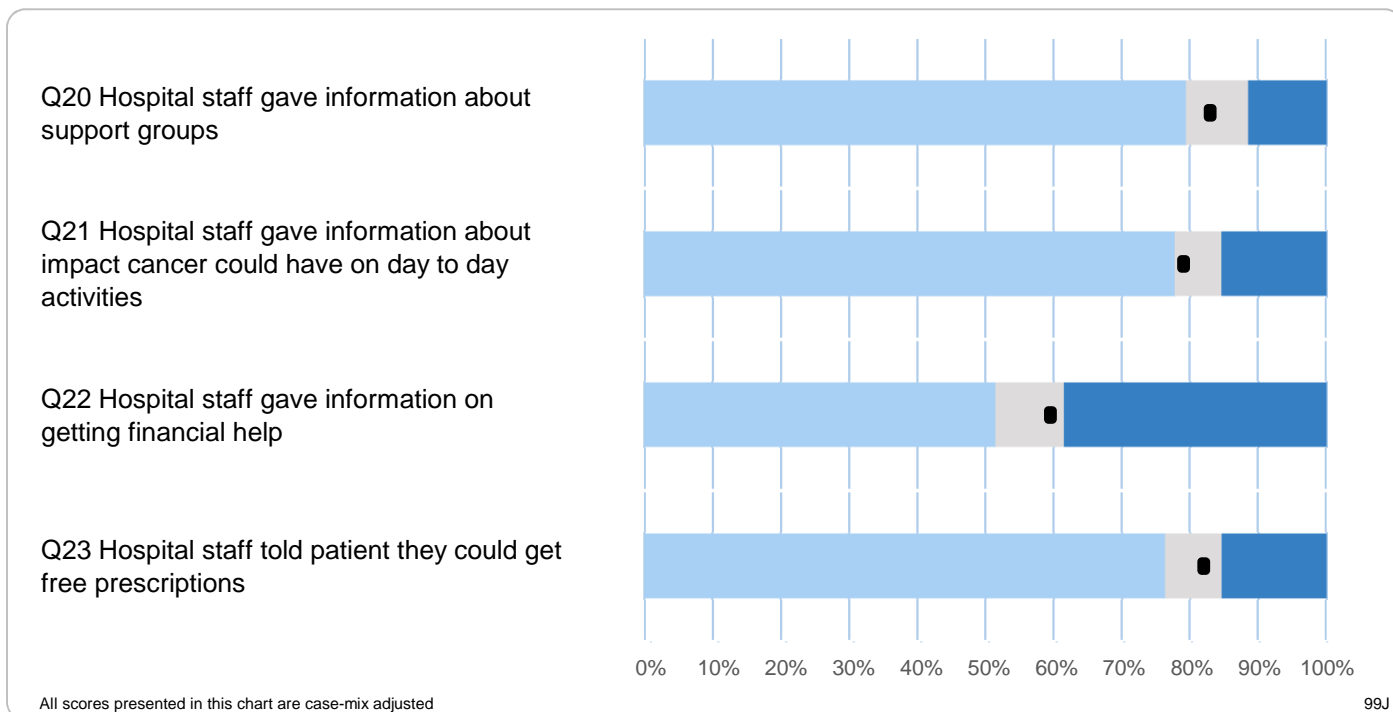


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	785	87%	759	88%		88%	87%	93%	90%
Q18 Patient found it easy to contact their CNS	611	90%	604	88%		88%	84%	89%	86%
Q19 Get understandable answers to important questions all or most of the time	589	90%	574	91%		91%	86%	91%	88%

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CCG results

Support for people with cancer

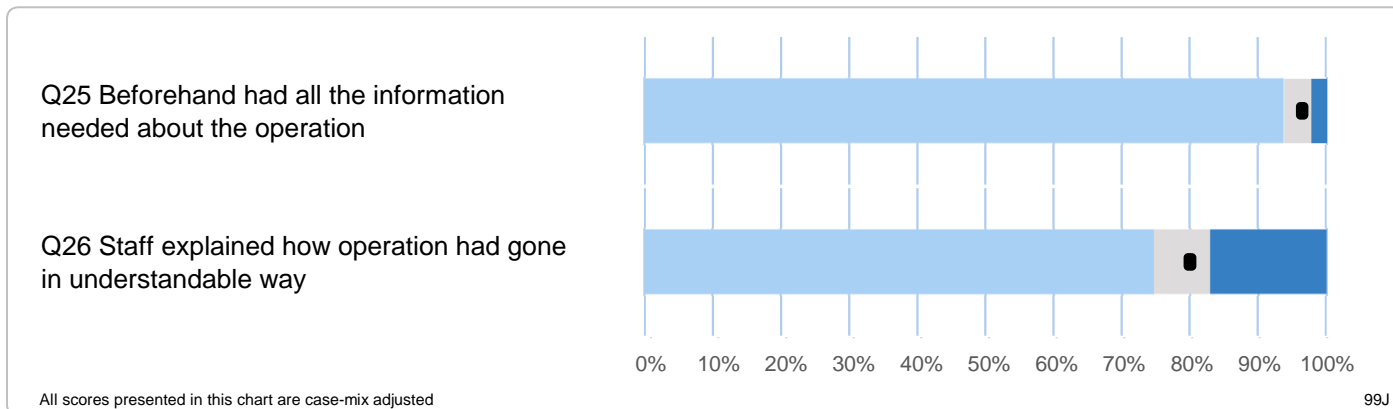


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	605	83%	575	84%		83%	79%	89%	84%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	553	82%	503	79%		79%	78%	85%	81%
Q22 Hospital staff gave information on getting financial help	397	57%	374	60%		59%	51%	62%	56%
Q23 Hospital staff told patient they could get free prescriptions	397	80%	352	81%		82%	76%	85%	80%

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CCG results

Operations

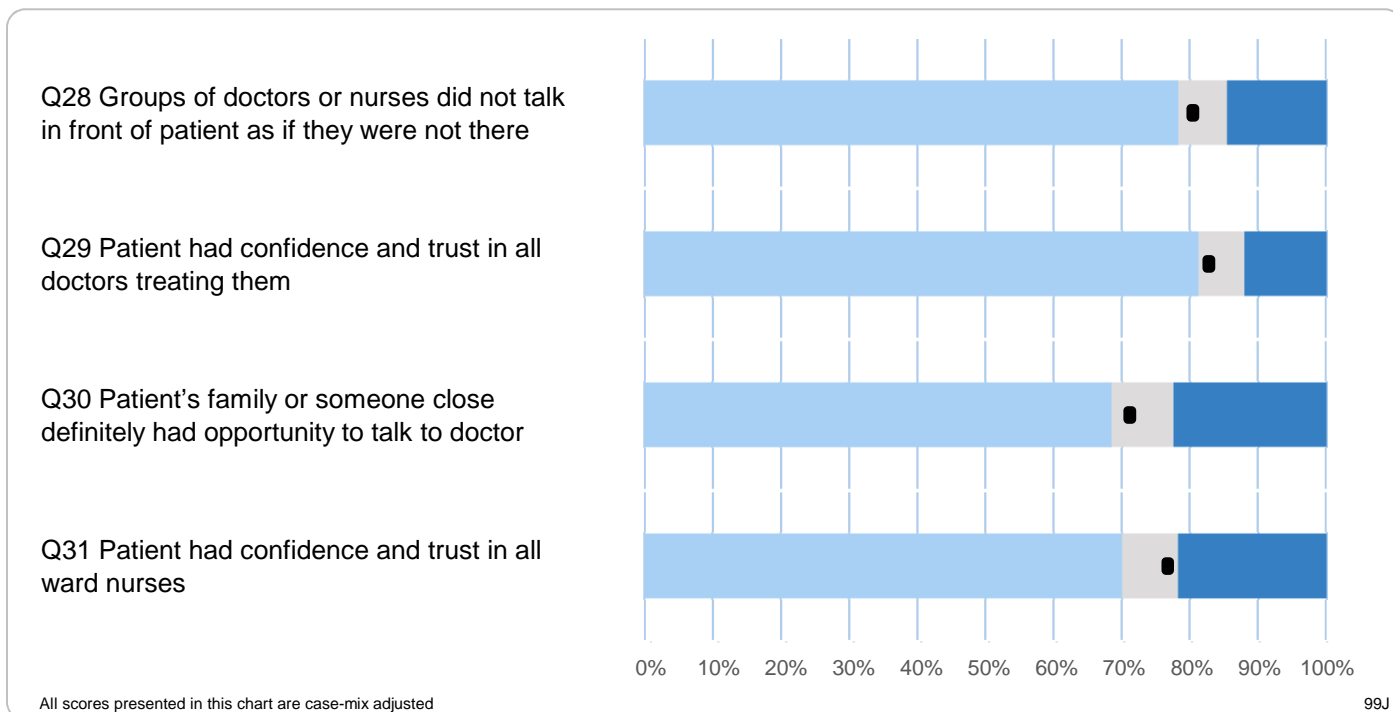


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q25 Beforehand had all the information needed about the operation	-	-	385	96%		96%	94%	98%	96%
Q26 Staff explained how operation had gone in understandable way	407	80%	377	80%		80%	75%	83%	79%

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CCG results

Hospital care as an inpatient (Part 1 of 3)

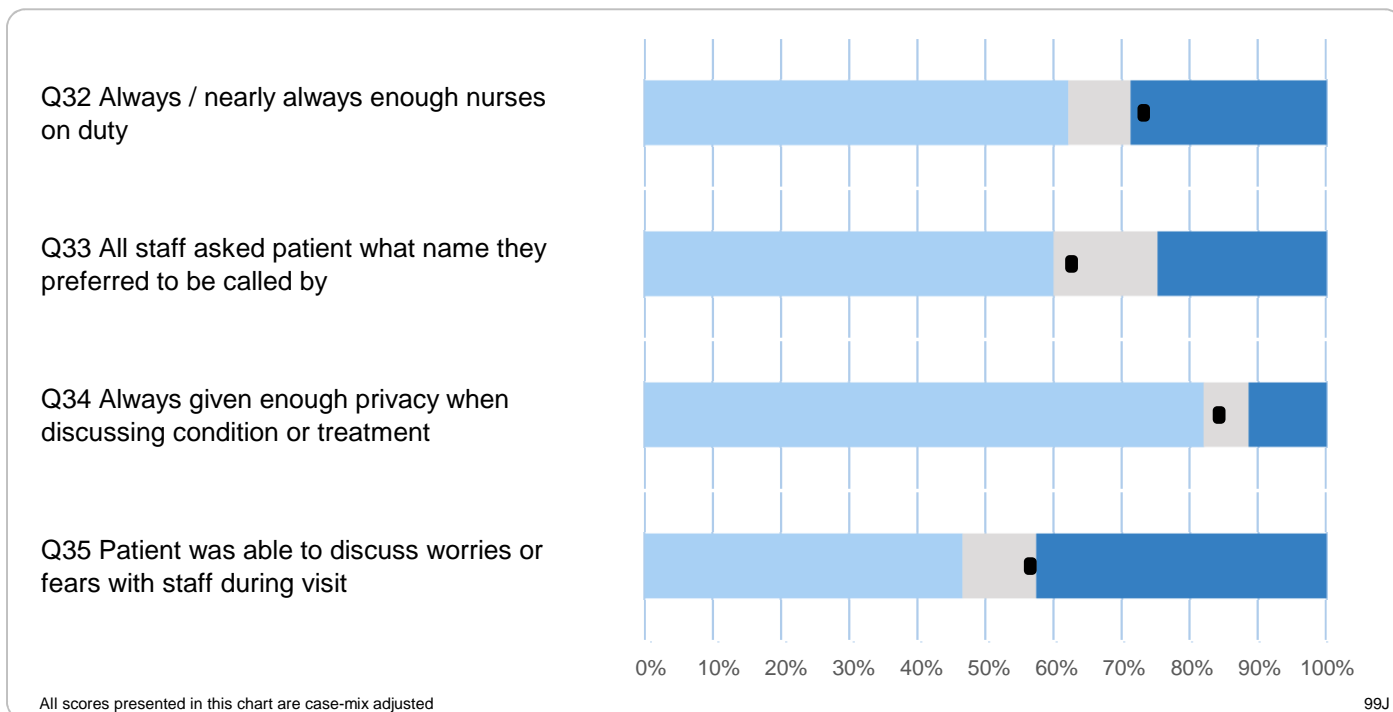


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	486	76%	447	82%	80%	78%	85%	82%	
Q29 Patient had confidence and trust in all doctors treating them	488	82%	448	83%	83%	81%	88%	85%	
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	406	67%	366	71%	71%	68%	78%	73%	
Q31 Patient had confidence and trust in all ward nurses	487	72%	448	76%	77%	70%	78%	74%	

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CCG results

Hospital care as an inpatient (Part 2 of 3)

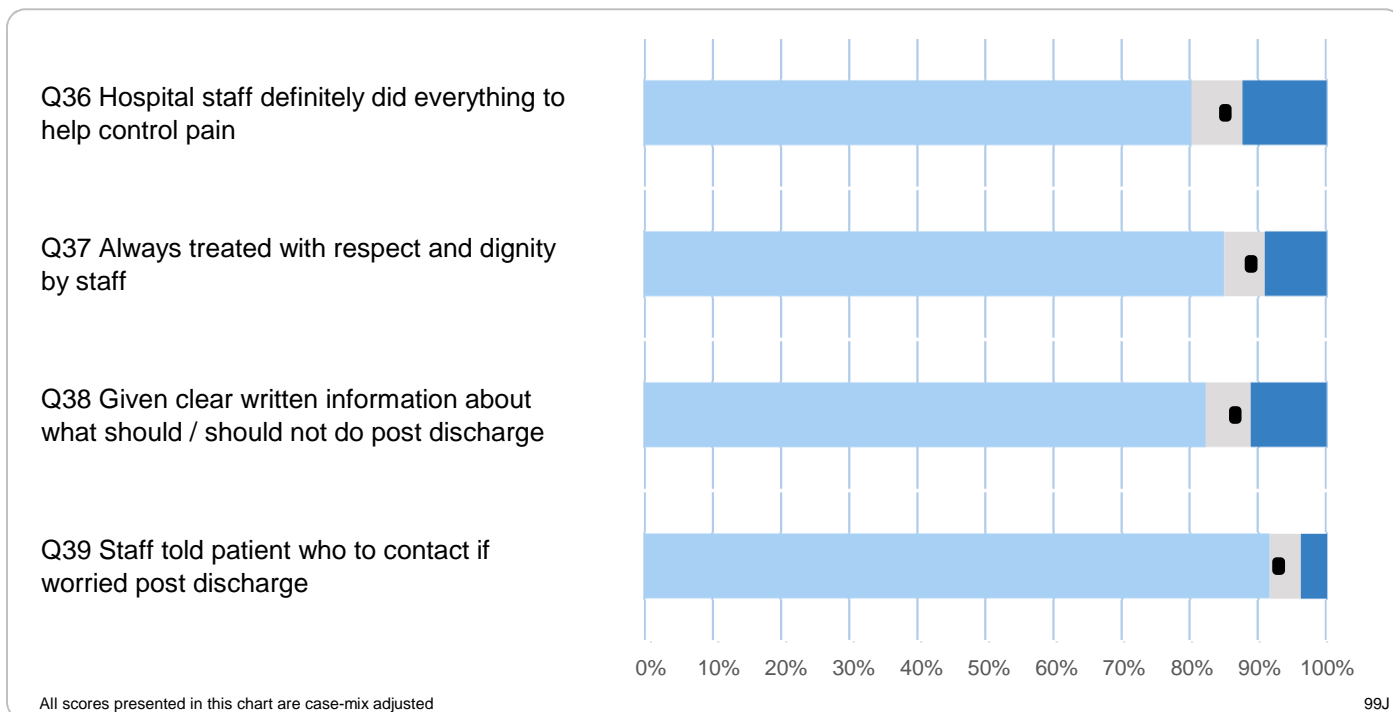


Question		Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
		2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q32	Always / nearly always enough nurses on duty	485	74%	449	73%		73%	62%	71%	67%
Q33	All staff asked patient what name they preferred to be called by	480	59%	445	62%		62%	60%	75%	68%
Q34	Always given enough privacy when discussing condition or treatment	484	84%	448	84%		84%	82%	89%	85%
Q35	Patient was able to discuss worries or fears with staff during visit	347	50%	326	56%		56%	47%	57%	52%

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CCG results

Hospital care as an inpatient (Part 3 of 3)

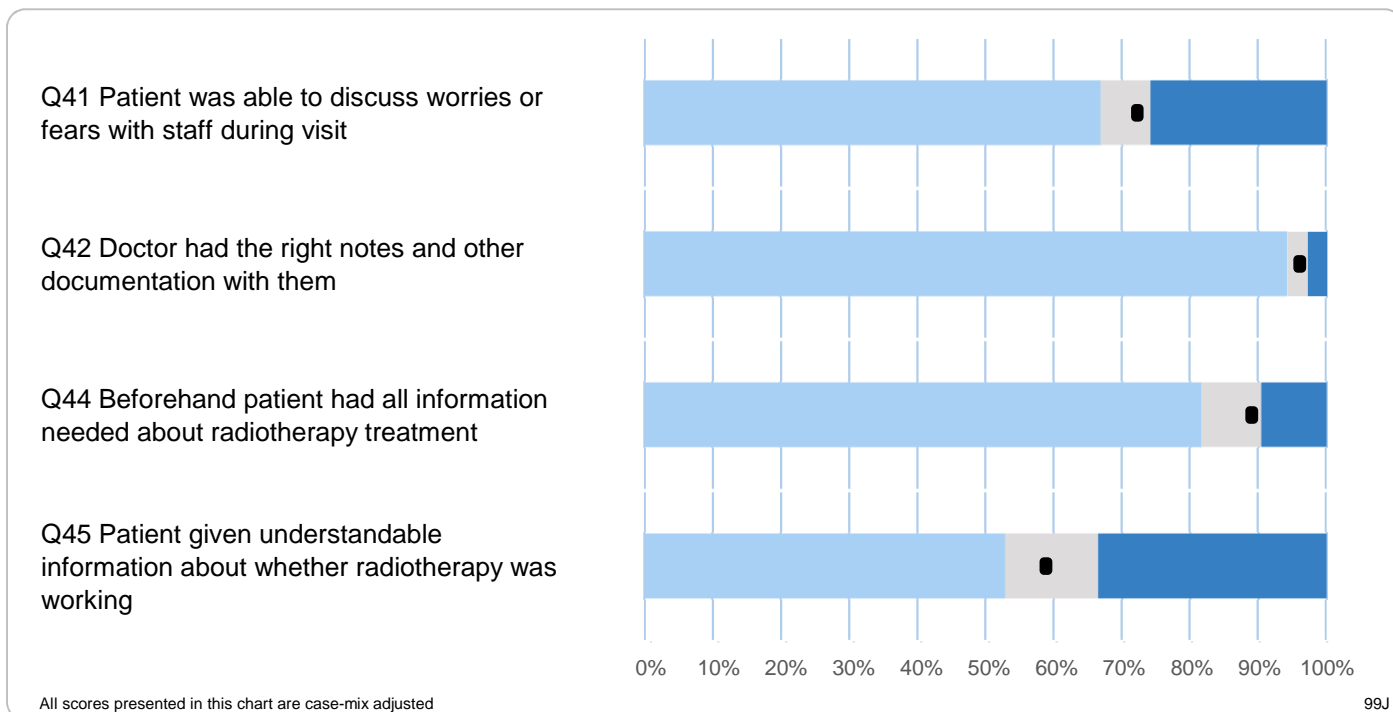


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	407	84%	377	85%		85%	80%	88%	84%
Q37 Always treated with respect and dignity by staff	487	87%	446	89%		89%	85%	91%	88%
Q38 Given clear written information about what should / should not do post discharge	453	86%	428	86%		86%	82%	89%	86%
Q39 Staff told patient who to contact if worried post discharge	461	94%	437	93%		93%	92%	96%	94%

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CCG results

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

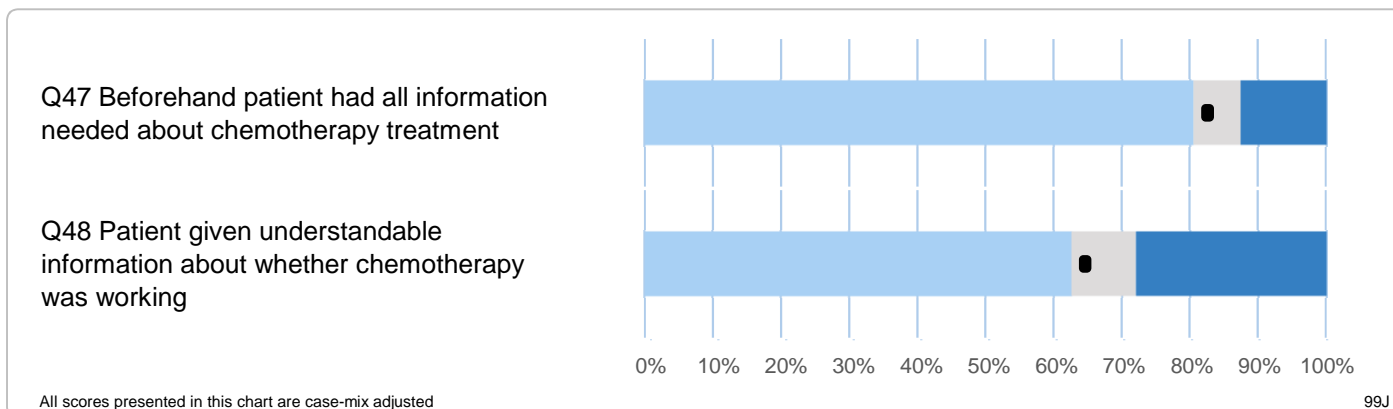


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	620	71%	593	73%		72%	67%	74%	70%
Q42 Doctor had the right notes and other documentation with them	744	96%	723	96%		96%	94%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	247	85%	237	89%		89%	82%	90%	86%
Q45 Patient given understandable information about whether radiotherapy was working	205	57%	199	58%		59%	53%	67%	60%

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CCG results

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

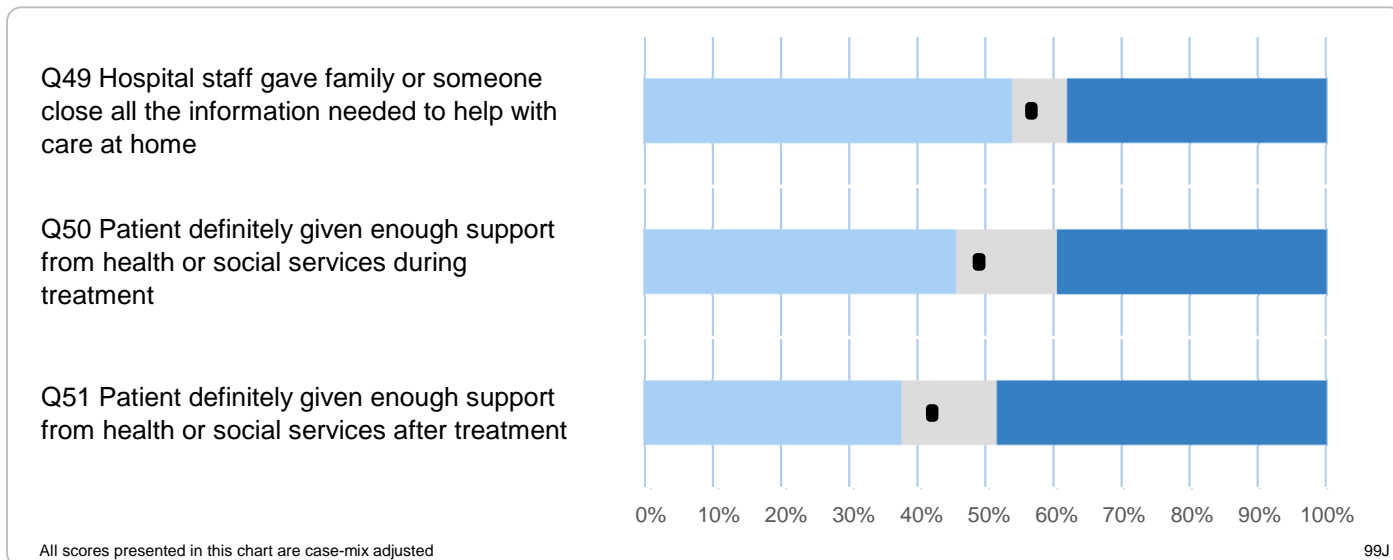


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q47	Beforehand patient had all information needed about chemotherapy treatment	446	86%	427	82%	80%	87%	84%	
Q48	Patient given understandable information about whether chemotherapy was working	407	70%	384	64%	63%	72%	67%	

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CCG results

Home care and support

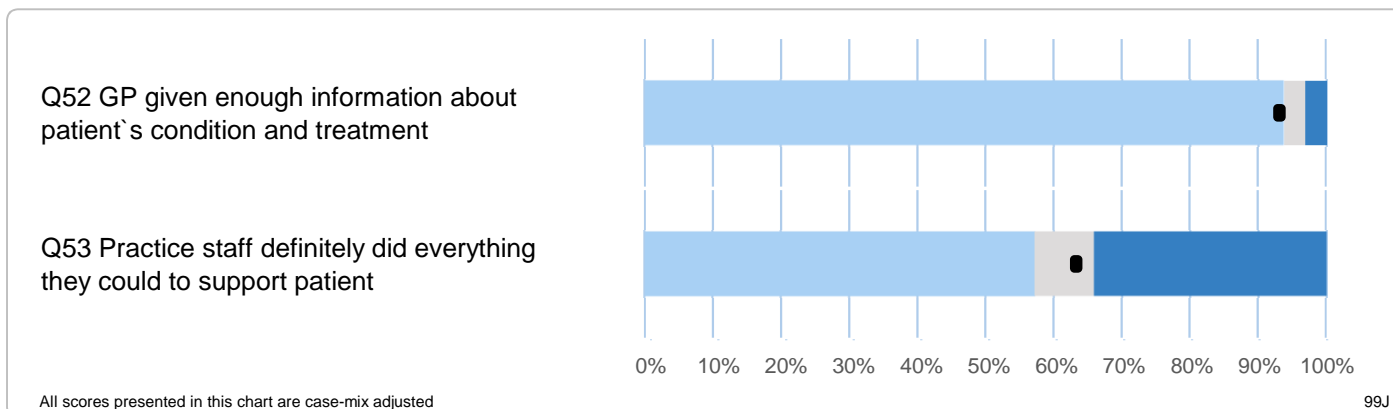


Question	Unadjusted Scores			2016 Case Mix Adjusted			
	2015	2016		2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score				
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	661	59%	591	57%	54%	62%	58%
Q50 Patient definitely given enough support from health or social services during treatment	420	55%	363	50%	49%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	207	46%	194	43%	42%	52%	45%

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CCG results

Care from your general practice

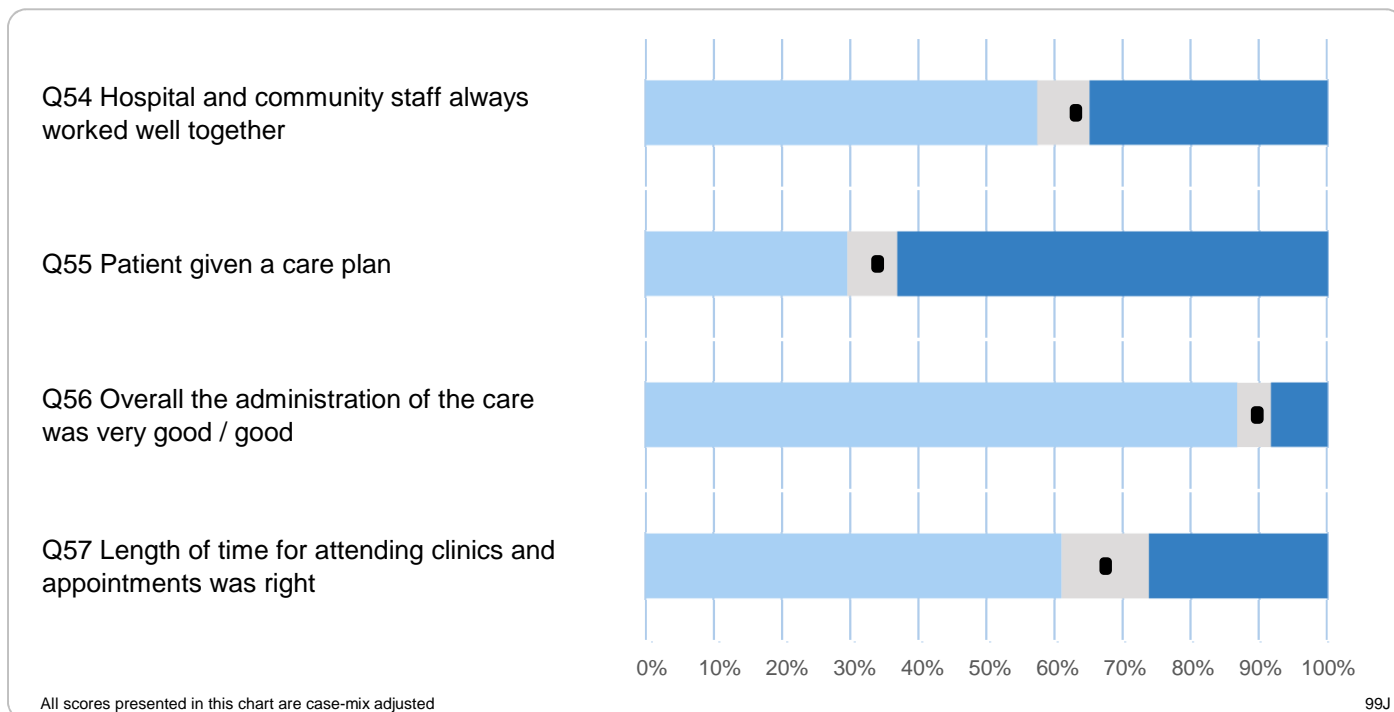


Question	Unadjusted Scores					2016 Case Mix Adjusted				
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score		
Number of respondents	Score	Number of respondents	Score							
Q52	GP given enough information about patient's condition and treatment	749	97%	724	94%	↓	93%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	618	64%	568	64%		63%	57%	66%	62%

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CCG results

Your overall NHS care (Part 1 of 2)

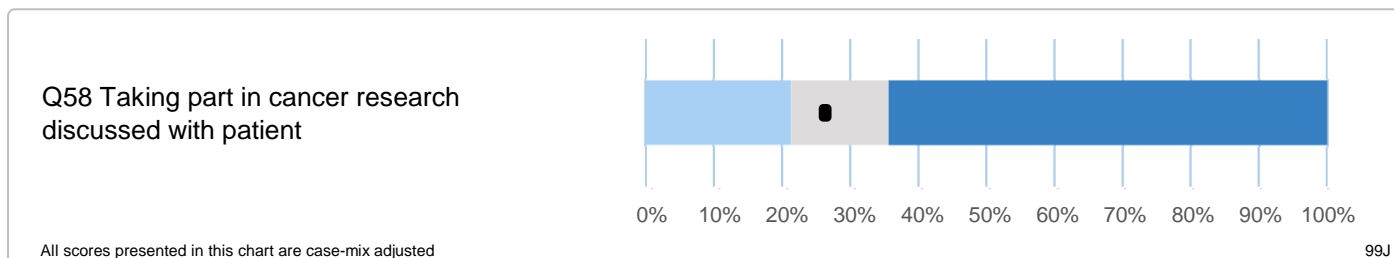


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	809	63%	769	63%	63%	57%	65%	61%	
Q55 Patient given a care plan	642	32%	636	32%	34%	30%	37%	33%	
Q56 Overall the administration of the care was very good / good	832	90%	785	90%	90%	87%	92%	89%	
Q57 Length of time for attending clinics and appointments was right	821	65%	779	67%	67%	61%	74%	67%	

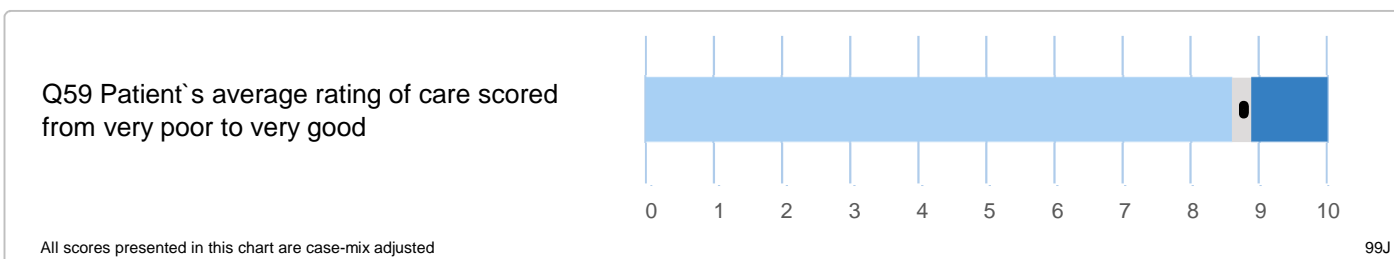
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CCG results

Your overall NHS care (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					
Q58 Taking part in cancer research discussed with patient	799	26%	757	27%		26%	21%	36%	29%



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					
Q59 Patient`s average rating of care scored from very poor to very good	808	8.8	770	8.8		8.8	8.6	8.9	8.7

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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 [§]	National	This CCG [§]	National
Brain / CNS	*	63%	*	79%
Breast	91%	94%	92%	90%
Colorectal / LGT	69%	71%	81%	81%
Gynaecological	81%	75%	81%	79%
Haematological	63%	65%	76%	81%
Head and Neck	*	77%	81%	79%
Lung	71%	70%	89%	83%
Prostate	84%	78%	93%	86%
Sarcoma	*	66%	*	67%
Skin	*	90%	*	86%
Upper Gastro	64%	72%	74%	78%
Urological	80%	82%	81%	85%
Other	68%	72%	82%	79%
All Cancers	76%	77%	84%	83%

[§] 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 [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	90%	*	81%	*	70%
Breast	96%	95%	95%	92%	84%	82%
Colorectal / LGT	92%	95%	88%	87%	82%	80%
Gynaecological	97%	93%	87%	85%	81%	75%
Haematological	97%	94%	88%	89%	72%	77%
Head and Neck	*	93%	81%	85%	76%	78%
Lung	100%	94%	97%	87%	86%	78%
Prostate	99%	95%	95%	86%	84%	80%
Sarcoma	*	93%	*	79%	*	74%
Skin	*	95%	*	88%	*	85%
Upper Gastro	96%	93%	81%	82%	88%	77%
Urological	98%	94%	88%	87%	87%	79%
Other	93%	95%	84%	86%	65%	76%
All Cancers	96%	94%	90%	87%	80%	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 CCG [§]	National	This CCG [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	83%	*	73%	*	63%	*	63%
Breast	77%	82%	93%	88%	78%	78%	76%	77%
Colorectal / LGT	83%	80%	86%	86%	80%	78%	74%	71%
Gynaecological	67%	71%	82%	82%	73%	72%	74%	69%
Haematological	58%	71%	78%	83%	54%	60%	60%	74%
Head and Neck	*	70%	86%	86%	76%	75%	*	64%
Lung	74%	78%	88%	83%	80%	75%	66%	65%
Prostate	64%	77%	81%	84%	81%	78%	89%	81%
Sarcoma	*	72%	*	81%	*	67%	*	64%
Skin	*	63%	*	89%	*	79%	*	83%
Upper Gastro	86%	77%	89%	80%	67%	72%	71%	66%
Urological	63%	72%	83%	83%	78%	77%	77%	72%
Other	58%	74%	82%	82%	65%	70%	64%	62%
All Cancers	69%	76%	85%	84%	72%	73%	72%	72%

[§] 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 [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	78%	*	72%	*	61%
Breast	86%	84%	79%	75%	73%	69%
Colorectal / LGT	86%	85%	74%	75%	67%	68%
Gynaecological	94%	84%	71%	74%	53%	66%
Haematological	72%	81%	69%	69%	50%	64%
Head and Neck	*	85%	*	70%	*	68%
Lung	85%	83%	71%	74%	71%	68%
Prostate	81%	81%	79%	72%	75%	62%
Sarcoma	*	83%	*	72%	*	66%
Skin	*	88%	*	76%	*	70%
Upper Gastro	100%	83%	82%	73%	74%	67%
Urological	78%	81%	68%	72%	66%	62%
Other	76%	79%	65%	70%	57%	63%
All Cancers	82%	83%	74%	72%	65%	66%

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 [§]	National	This CCG [§]	National
Brain / CNS	*	55%	*	73%
Breast	60%	56%	84%	79%
Colorectal / LGT	58%	56%	77%	79%
Gynaecological	69%	52%	82%	77%
Haematological	43%	49%	75%	77%
Head and Neck	*	59%	81%	78%
Lung	38%	54%	79%	79%
Prostate	65%	63%	88%	79%
Sarcoma	*	54%	*	80%
Skin	*	61%	*	85%
Upper Gastro	67%	53%	89%	77%
Urological	43%	53%	80%	77%
Other	55%	50%	75%	74%
All Cancers	55%	54%	80%	78%

[§] 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 [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	95%	*	82%	*	83%
Breast	93%	94%	93%	86%	93%	89%
Colorectal / LGT	96%	91%	87%	88%	89%	89%
Gynaecological	97%	94%	100%	84%	92%	87%
Haematological	68%	90%	85%	88%	91%	89%
Head and Neck	90%	88%	*	87%	*	87%
Lung	94%	94%	90%	88%	100%	88%
Prostate	94%	88%	85%	84%	89%	88%
Sarcoma	*	88%	*	87%	*	90%
Skin	*	88%	*	89%	*	90%
Upper Gastro	89%	92%	88%	86%	88%	87%
Urological	92%	81%	93%	85%	98%	89%
Other	93%	87%	79%	85%	89%	86%
All Cancers	88%	90%	88%	86%	91%	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 CCG [§]	National	This CCG [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	84%	*	81%	*	67%	*	71%
Breast	92%	89%	85%	85%	78%	62%	79%	80%
Colorectal / LGT	90%	84%	84%	82%	60%	54%	95%	82%
Gynaecological	88%	83%	77%	79%	*	58%	*	77%
Haematological	67%	83%	68%	82%	37%	58%	80%	86%
Head and Neck	*	83%	*	80%	*	59%	*	79%
Lung	76%	83%	*	80%	73%	69%	*	84%
Prostate	91%	86%	91%	83%	43%	44%	83%	79%
Sarcoma	*	83%	*	82%	*	56%	*	78%
Skin	*	86%	*	82%	*	52%	*	62%
Upper Gastro	95%	83%	77%	80%	*	60%	*	84%
Urological	68%	74%	75%	72%	43%	35%	*	67%
Other	75%	80%	66%	77%	63%	55%	76%	80%
All Cancers	84%	84%	79%	81%	60%	56%	81%	80%

[§] 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 [§]	National	This CCG [§]	National
Brain / CNS	*	93%	*	68%
Breast	99%	97%	82%	78%
Colorectal / LGT	95%	96%	72%	83%
Gynaecological	100%	96%	83%	79%
Haematological	*	93%	*	75%
Head and Neck	*	94%	*	78%
Lung	*	97%	*	79%
Prostate	96%	96%	78%	77%
Sarcoma	*	93%	*	80%
Skin	*	96%	*	83%
Upper Gastro	*	96%	*	79%
Urological	95%	95%	84%	77%
Other	*	95%	*	78%
All Cancers	96%	96%	80%	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 CCG [§]	National	This CCG [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	74%	*	79%	*	61%	*	66%
Breast	92%	89%	91%	86%	77%	76%	77%	76%
Colorectal / LGT	75%	76%	78%	85%	65%	72%	78%	70%
Gynaecological	92%	85%	79%	85%	*	72%	71%	71%
Haematological	75%	81%	75%	81%	60%	73%	72%	74%
Head and Neck	*	79%	*	84%	*	74%	*	72%
Lung	*	77%	*	82%	*	73%	*	75%
Prostate	79%	85%	86%	88%	92%	74%	83%	79%
Sarcoma	*	80%	*	85%	*	72%	*	74%
Skin	*	87%	*	92%	*	80%	*	85%
Upper Gastro	*	74%	*	82%	*	73%	*	71%
Urological	85%	80%	83%	86%	71%	71%	74%	77%
Other	65%	79%	71%	81%	54%	70%	74%	71%
All Cancers	82%	82%	83%	85%	71%	73%	76%	74%

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 [§]	National	This CCG [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	59%	*	65%	*	76%	*	38%
Breast	78%	71%	55%	61%	88%	86%	64%	54%
Colorectal / LGT	75%	62%	57%	70%	81%	84%	60%	53%
Gynaecological	75%	66%	88%	65%	88%	83%	*	50%
Haematological	59%	62%	59%	70%	78%	86%	49%	56%
Head and Neck	*	65%	*	69%	*	86%	*	54%
Lung	*	70%	*	72%	*	83%	*	50%
Prostate	83%	73%	55%	68%	83%	89%	*	52%
Sarcoma	*	71%	*	71%	*	88%	*	53%
Skin	*	78%	*	67%	*	90%	*	62%
Upper Gastro	*	64%	*	74%	*	83%	*	50%
Urological	72%	68%	65%	72%	83%	87%	57%	47%
Other	61%	62%	61%	68%	74%	83%	35%	47%
All Cancers	73%	67%	62%	68%	84%	85%	56%	52%

[§] 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 [§]	National	This CCG [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	79%	*	79%	*	76%	*	91%
Breast	88%	86%	94%	88%	94%	91%	98%	96%
Colorectal / LGT	88%	84%	88%	87%	81%	84%	92%	94%
Gynaecological	87%	83%	83%	87%	96%	87%	100%	94%
Haematological	84%	83%	85%	89%	66%	80%	87%	95%
Head and Neck	*	81%	*	87%	*	85%	*	91%
Lung	*	84%	*	87%	*	81%	*	91%
Prostate	83%	85%	86%	91%	93%	89%	96%	94%
Sarcoma	*	87%	*	90%	*	84%	*	94%
Skin	*	87%	*	92%	*	89%	*	95%
Upper Gastro	*	82%	*	86%	*	82%	*	93%
Urological	81%	82%	89%	89%	91%	86%	91%	91%
Other	78%	82%	77%	86%	86%	81%	83%	93%
All Cancers	85%	84%	89%	88%	86%	86%	93%	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 CCG [§]	National	This CCG [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	63%	*	95%	n.a.	86%	n.a.	58%
Breast	76%	70%	97%	96%	90%	88%	55%	60%
Colorectal / LGT	70%	72%	97%	96%	*	86%	*	58%
Gynaecological	65%	68%	94%	95%	*	85%	*	62%
Haematological	69%	74%	92%	97%	*	84%	*	64%
Head and Neck	*	71%	*	96%	*	84%	*	61%
Lung	62%	70%	100%	95%	*	85%	*	58%
Prostate	81%	72%	99%	96%	97%	89%	63%	58%
Sarcoma	*	72%	*	97%	*	89%	*	69%
Skin	*	72%	*	97%	*	84%	*	59%
Upper Gastro	74%	68%	96%	94%	*	86%	*	57%
Urological	73%	68%	100%	96%	*	81%	*	56%
Other	73%	67%	97%	95%	*	83%	*	58%
All Cancers	73%	70%	96%	96%	89%	86%	58%	60%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	80%	*	59%
Breast	84%	82%	65%	62%
Colorectal / LGT	81%	85%	64%	63%
Gynaecological	*	84%	*	66%
Haematological	81%	84%	59%	75%
Head and Neck	*	80%	*	58%
Lung	78%	84%	62%	68%
Prostate	78%	84%	61%	67%
Sarcoma	*	86%	*	73%
Skin	*	88%	*	78%
Upper Gastro	*	84%	*	64%
Urological	74%	84%	*	67%
Other	86%	85%	82%	68%
All Cancers	82%	84%	64%	67%

[§] 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 [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	49%	*	42%	*	41%
Breast	56%	57%	51%	53%	41%	40%
Colorectal / LGT	61%	60%	68%	61%	66%	51%
Gynaecological	38%	56%	*	50%	*	39%
Haematological	52%	60%	43%	51%	31%	44%
Head and Neck	*	61%	*	52%	*	48%
Lung	69%	57%	52%	50%	*	43%
Prostate	65%	56%	40%	48%	*	43%
Sarcoma	*	59%	*	55%	*	48%
Skin	*	65%	*	57%	n.a.	59%
Upper Gastro	69%	59%	*	55%	*	48%
Urological	56%	58%	*	47%	*	43%
Other	50%	54%	35%	55%	*	48%
All Cancers	57%	58%	50%	53%	43%	45%

[§] 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 [§]	National	This CCG [§]	National
Brain / CNS	*	89%	*	51%
Breast	94%	96%	64%	62%
Colorectal / LGT	97%	95%	63%	62%
Gynaecological	89%	95%	54%	61%
Haematological	91%	96%	62%	59%
Head and Neck	*	94%	*	59%
Lung	94%	95%	52%	61%
Prostate	96%	96%	71%	67%
Sarcoma	*	95%	*	56%
Skin	*	96%	*	67%
Upper Gastro	96%	94%	72%	61%
Urological	96%	95%	71%	64%
Other	89%	95%	60%	59%
All Cancers	94%	95%	64%	62%

[§] 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 CCG [§]	National	This CCG [§]	National	This CCG [§]	National	This CCG [§]	National
Brain / CNS	*	43%	*	32%	*	82%	*	61%
Breast	64%	61%	40%	37%	92%	91%	67%	65%
Colorectal / LGT	65%	60%	38%	35%	92%	89%	68%	70%
Gynaecological	72%	58%	9%	30%	91%	89%	79%	66%
Haematological	57%	63%	19%	33%	86%	92%	57%	63%
Head and Neck	*	62%	*	36%	86%	89%	*	69%
Lung	71%	63%	24%	33%	97%	89%	68%	71%
Prostate	74%	65%	43%	35%	92%	88%	75%	73%
Sarcoma	*	56%	*	28%	*	87%	*	61%
Skin	*	69%	*	39%	*	90%	*	76%
Upper Gastro	68%	58%	31%	34%	86%	87%	61%	66%
Urological	61%	63%	35%	27%	94%	87%	81%	75%
Other	49%	55%	35%	29%	80%	88%	65%	61%
All Cancers	63%	61%	32%	33%	90%	89%	67%	67%

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 CCG [§]	National	This CCG [§]	National
Brain / CNS	*	24%	*	8.3
Breast	26%	28%	9.0	8.8
Colorectal / LGT	36%	26%	8.9	8.7
Gynaecological	14%	30%	9.1	8.7
Haematological	26%	34%	8.5	8.9
Head and Neck	*	19%	*	8.7
Lung	28%	33%	9.1	8.7
Prostate	27%	34%	9.0	8.7
Sarcoma	*	33%	*	8.6
Skin	*	18%	*	8.9
Upper Gastro	22%	33%	8.7	8.6
Urological	13%	15%	8.7	8.7
Other	39%	30%	8.5	8.6
All Cancers	27%	29%	8.8	8.7

[§] 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

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

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

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

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%
99J	1,308	94	1,214	356	57	801	66%

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	2
Breast	194
Gynaecological	33
Colorectal / LGT	98
Lung	35
Skin	8
Haematological	162
Upper Gastro	28
Other	71
Urological	54
Prostate	84
Sarcoma	11
Head and Neck	21

* 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	1	5	17	62	152	104	16	360
Female	2	6	17	77	89	135	91	24	441
Total	5	7	22	94	151	287	195	40	801



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 www.ncpes.co.uk