

National Cancer Patient Experience Survey

2016 Results

**NHS Northern, Eastern and Western Devon
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.

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 **8.9**.

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
- **92%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
- **89%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist
- **89%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital
- **95%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital
- **70%** 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

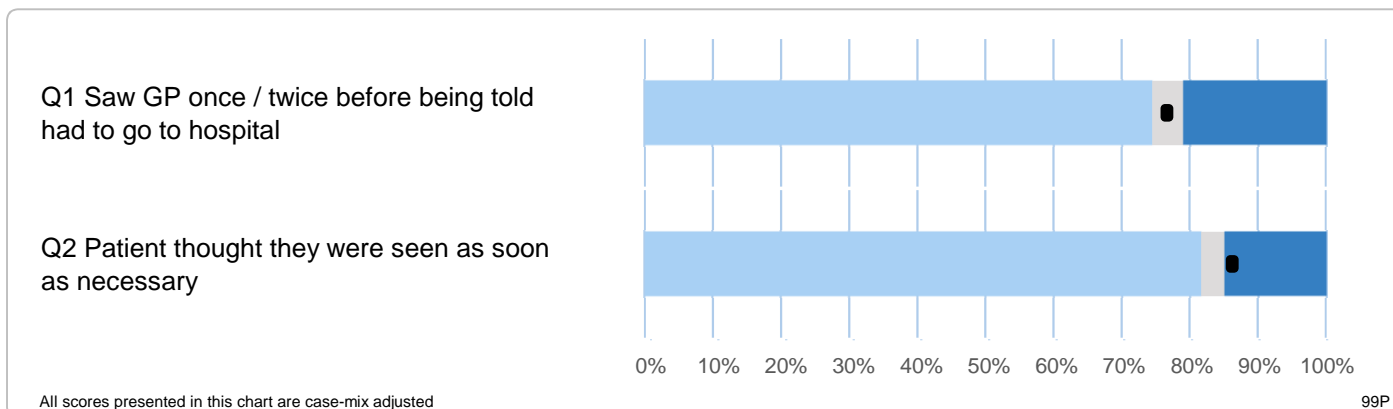
Question	Number of respondents for this CCG	2016 Case-mix Adjusted			National Average Score	
		2016 Percentage for this CCG	Lower limit of expected range	Upper limit of expected range		
Seeing your GP						
Q2	Patient thought they were seen as soon as necessary	1,759	86%	82%	85%	83%
Diagnostic tests						
Q5	Received all the information needed about the test	1,525	96%	93%	95%	94%
Q6	The length of time waiting for the test to be done was about right	1,536	89%	86%	89%	87%
Q7	Given complete explanation of test results in understandable way	1,542	82%	77%	81%	79%
Finding out what was wrong with you						
Q8	Patient told they could bring a family member or friend when first told they had cancer	1,643	80%	72%	80%	76%
Q11	Patient given easy to understand written information about the type of cancer they had	1,522	77%	70%	75%	72%
Deciding the best treatment for you						
Q13	Possible side effects explained in an understandable way	1,699	76%	70%	75%	72%
Q14	Patient given practical advice and support in dealing with side effects of treatment	1,702	70%	64%	68%	66%
Q16	Patient definitely involved in decisions about care and treatment	1,728	80%	76%	80%	78%
Clinical Nurse Specialist						
Q18	Patient found it easy to contact their CNS	1,392	89%	84%	88%	86%
Q19	Get understandable answers to important questions all or most of the time	1,311	91%	87%	90%	88%
Support for people with cancer						
Q20	Hospital staff gave information about support groups	1,427	92%	80%	88%	84%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	1,143	87%	79%	83%	81%
Q22	Hospital staff gave information on getting financial help	834	62%	53%	60%	56%
Operations						
Q25	Beforehand had all the information needed about the operation	940	97%	94%	97%	96%

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Question	Number of respondents for this CCG	2016 Case-mix Adjusted			National Average Score	
		Percentage for this CCG 2016	Lower limit of expected range	Upper limit of expected range		
Hospital care as an inpatient						
Q31	Patient had confidence and trust in all ward nurses	1,078	78%	72%	77%	74%
Q32	Always / nearly always enough nurses on duty	1,063	70%	64%	70%	67%
Q33	All staff asked patient what name they preferred to be called by	1,067	75%	61%	74%	68%
Q35	Patient was able to discuss worries or fears with staff during visit	762	56%	49%	56%	52%
Q36	Hospital staff definitely did everything to help control pain	953	88%	82%	86%	84%
Hospital care as a day patient / outpatient						
Q41	Patient was able to discuss worries or fears with staff during visit	1,285	73%	68%	73%	70%
Q42	Doctor had the right notes and other documentation with them	1,572	97%	95%	97%	96%
Home care and support						
Q49	Hospital staff gave family or someone close all the information needed to help with care at home	1,391	62%	55%	61%	58%
Q50	Patient definitely given enough support from health or social services during treatment	856	60%	47%	59%	53%
Care from your general practice						
Q53	Practice staff definitely did everything they could to support patient	1,324	70%	58%	65%	62%
Your overall NHS care						
Q54	Hospital and community staff always worked well together	1,719	66%	58%	64%	61%
Q55	Patient given a care plan	1,369	29%	31%	36%	33%
Q59	Patient`s average rating of care scored from very poor to very good	1,739	8.9	8.6	8.9	8.7

CCG results

Seeing your GP

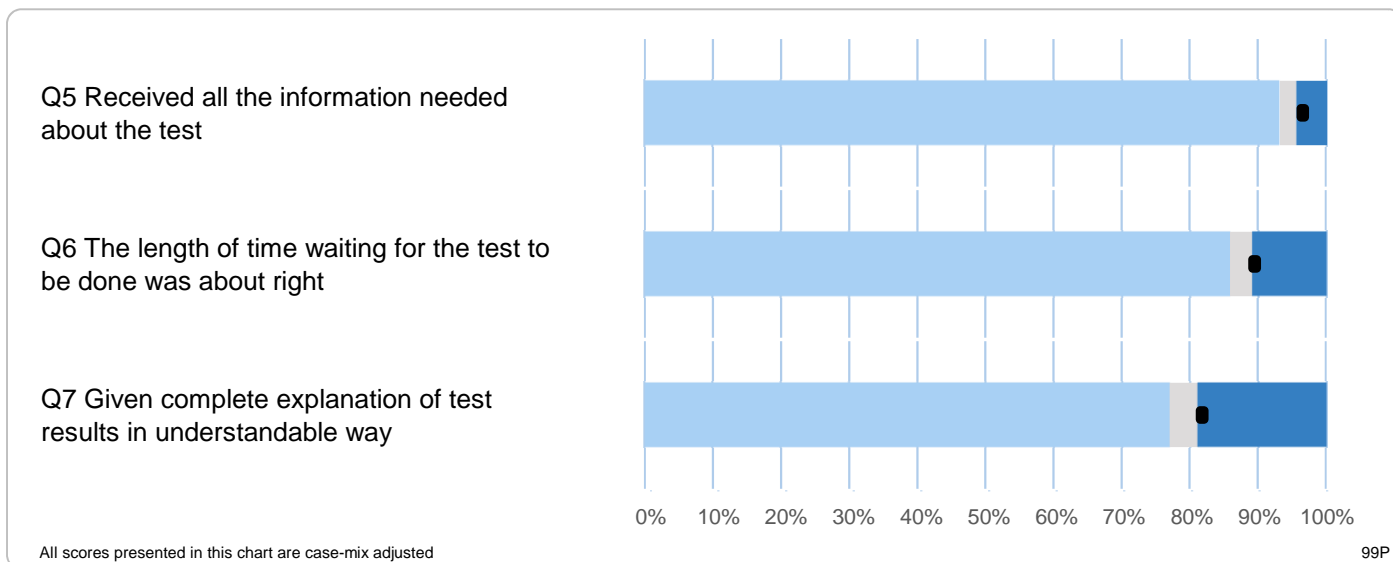


Question		Unadjusted Scores				2016 Case Mix Adjusted			
		2015		2016		2016 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q1	Saw GP once / twice before being told had to go to hospital	1,334	75%	1,357	76%		74%	79%	77%
Q2	Patient thought they were seen as soon as necessary	1,712	84%	1,759	86%		82%	85%	83%

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CCG results

Diagnostic Tests

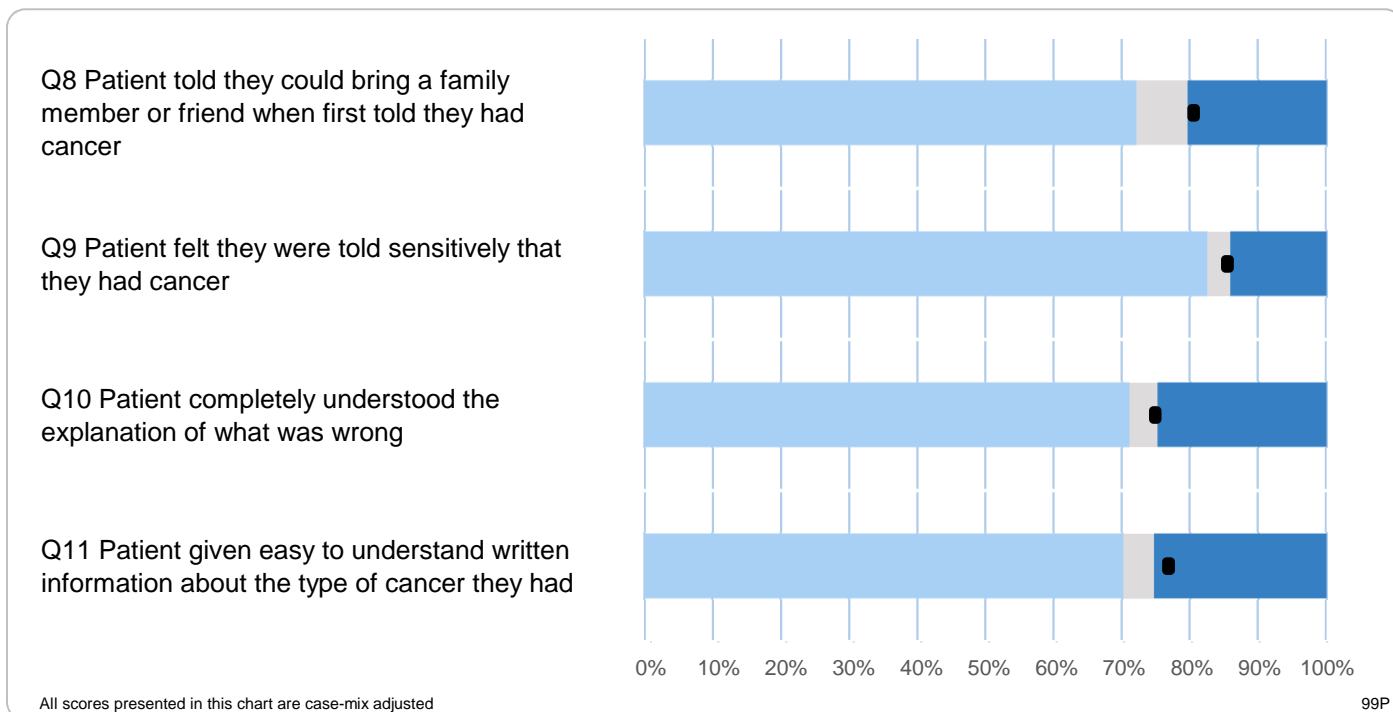


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q5	-	-	1,525	96%		96%	93%	95%	94%
Q6	1,465	87%	1,536	89%		89%	86%	89%	87%
Q7	1,473	81%	1,542	82%		82%	77%	81%	79%

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CCG results

Finding out what was wrong with you

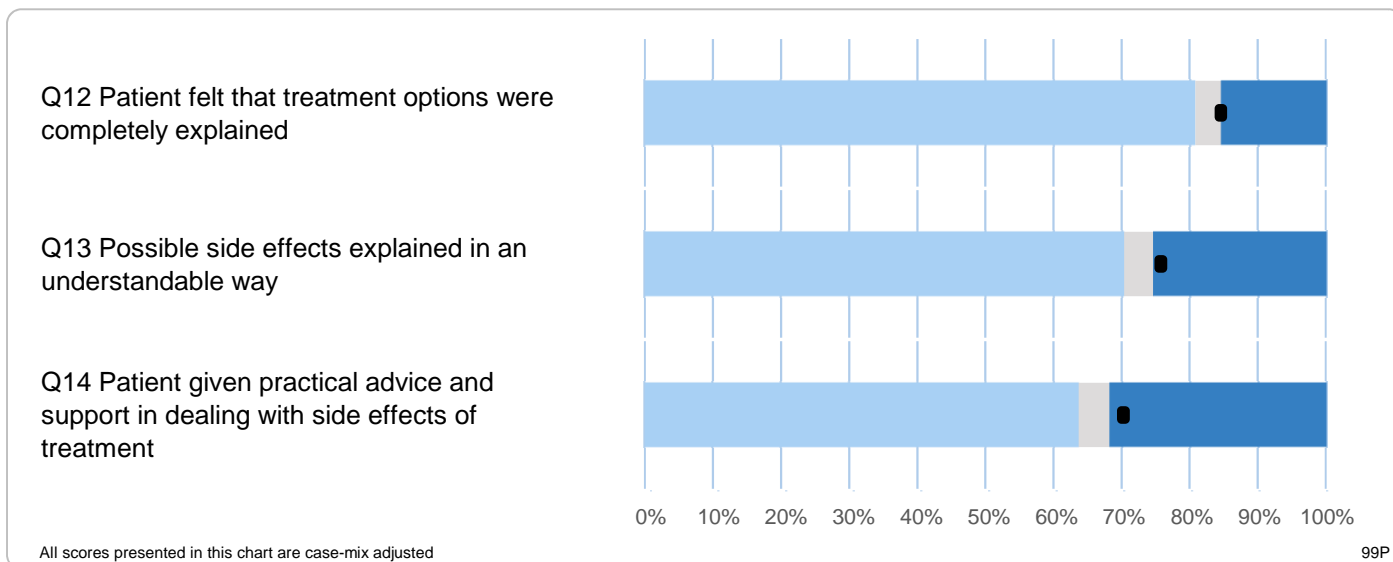


Question		Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
		2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q8	Patient told they could bring a family member or friend when first told they had cancer	-	-	1,643	80%		80%	72%	80%	76%
Q9	Patient felt they were told sensitively that they had cancer	1,727	85%	1,754	85%		85%	83%	86%	84%
Q10	Patient completely understood the explanation of what was wrong	1,733	74%	1,789	75%		75%	71%	75%	73%
Q11	Patient given easy to understand written information about the type of cancer they had	1,507	72%	1,522	77%	↑	77%	70%	75%	72%

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CCG results

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

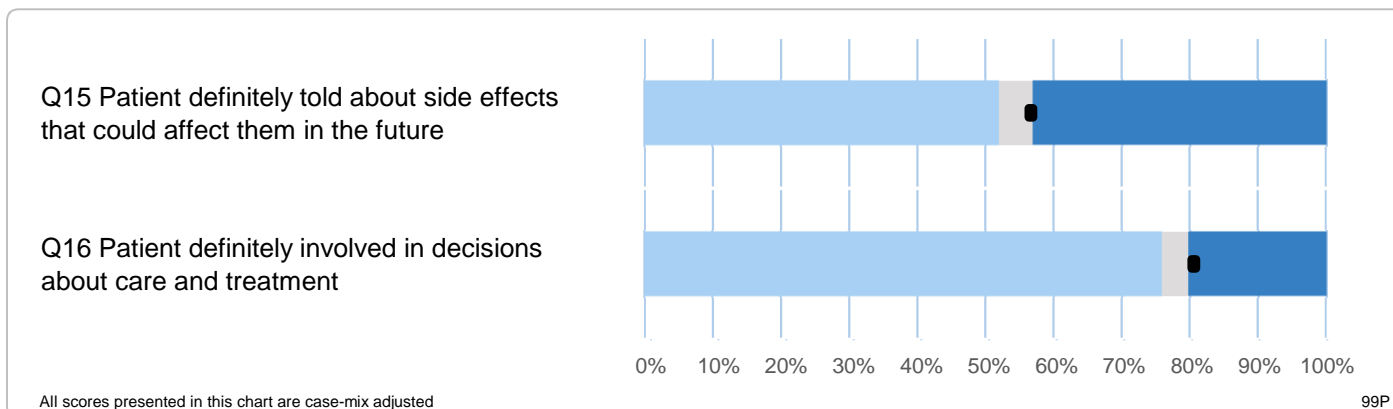


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q12 Patient felt that treatment options were completely explained	1,510	83%	1,559	84%		84%	81%	85%	83%
Q13 Possible side effects explained in an understandable way	1,634	73%	1,699	75%		76%	70%	75%	72%
Q14 Patient given practical advice and support in dealing with side effects of treatment	1,635	68%	1,702	70%		70%	64%	68%	66%

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CCG results

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

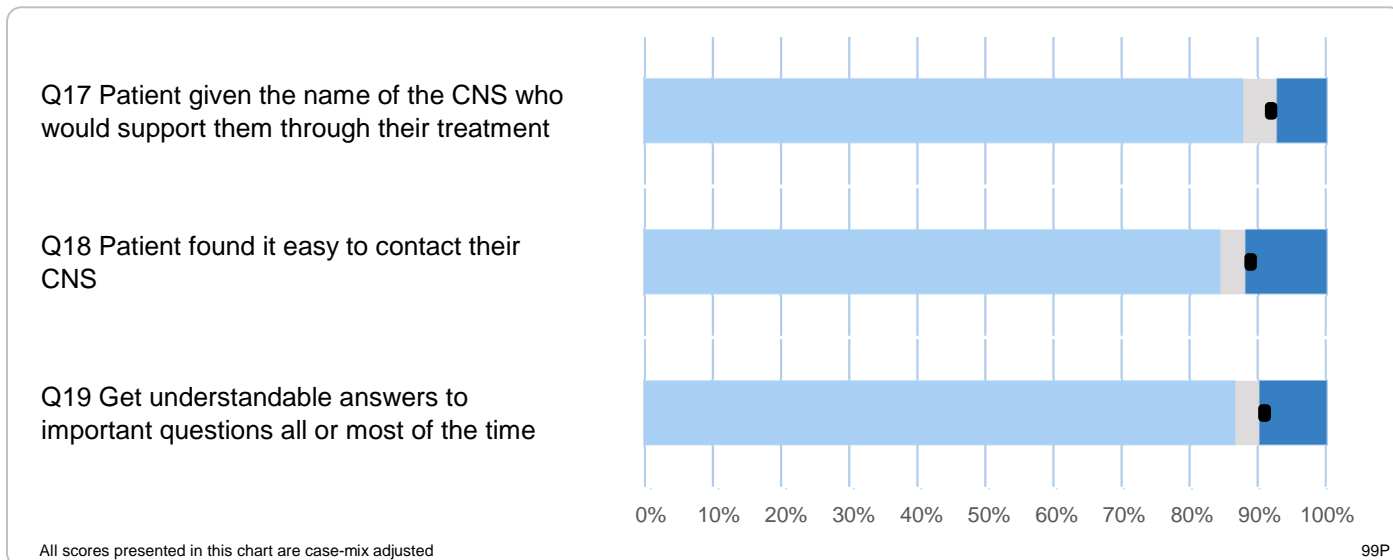


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	1,512	53%	1,563	56%		56%	52%	57%	54%
Q16 Patient definitely involved in decisions about care and treatment	1,658	80%	1,728	80%		80%	76%	80%	78%

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CCG results

Clinical Nurse Specialist

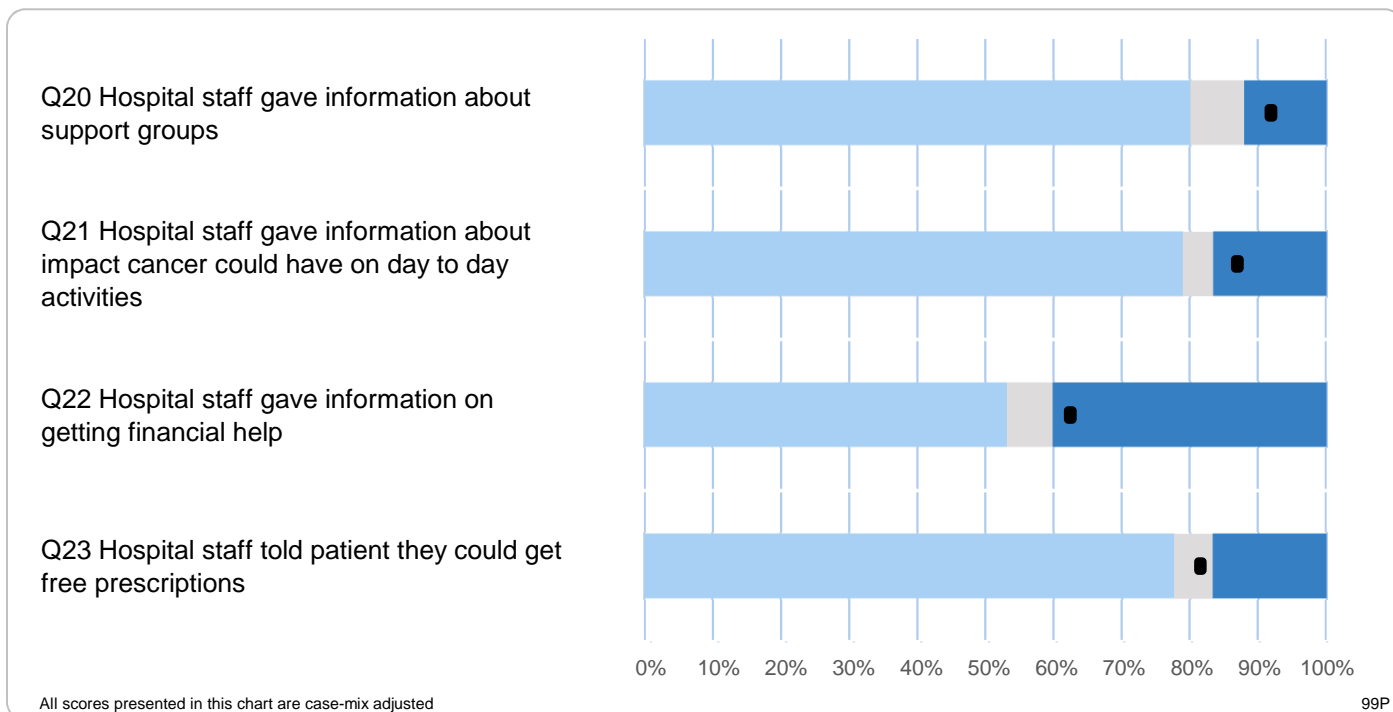


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	1,657	91%	1,709	91%		92%	88%	93%	90%
Q18 Patient found it easy to contact their CNS	1,326	89%	1,392	89%		89%	84%	88%	86%
Q19 Get understandable answers to important questions all or most of the time	1,271	90%	1,311	91%		91%	87%	90%	88%

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CCG results

Support for people with cancer

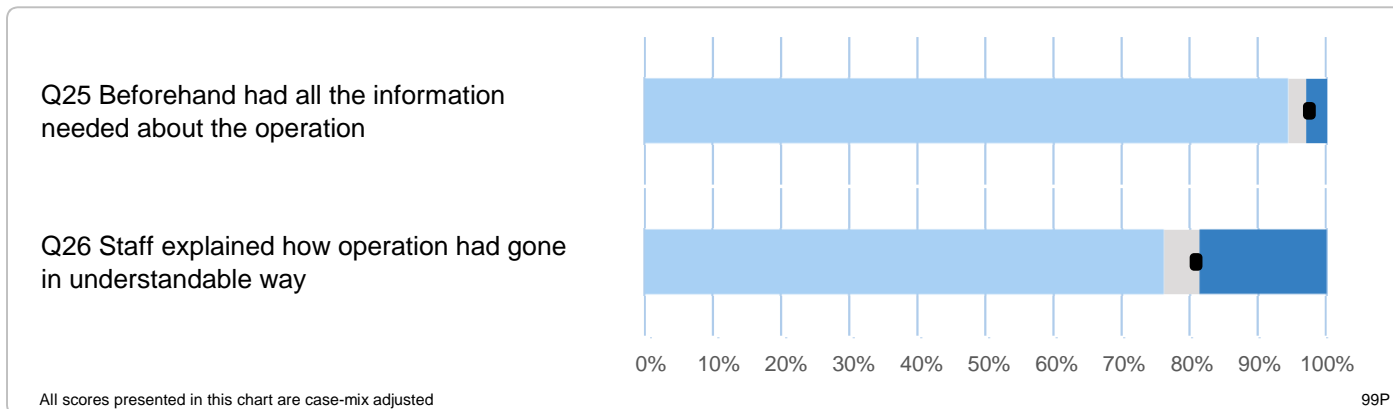


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	1,388	91%	1,427	92%		92%	80%	88%	84%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,107	83%	1,143	87%		87%	79%	83%	81%
Q22 Hospital staff gave information on getting financial help	828	57%	834	62%		62%	53%	60%	56%
Q23 Hospital staff told patient they could get free prescriptions	730	77%	760	82%		81%	78%	83%	80%

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CCG results

Operations

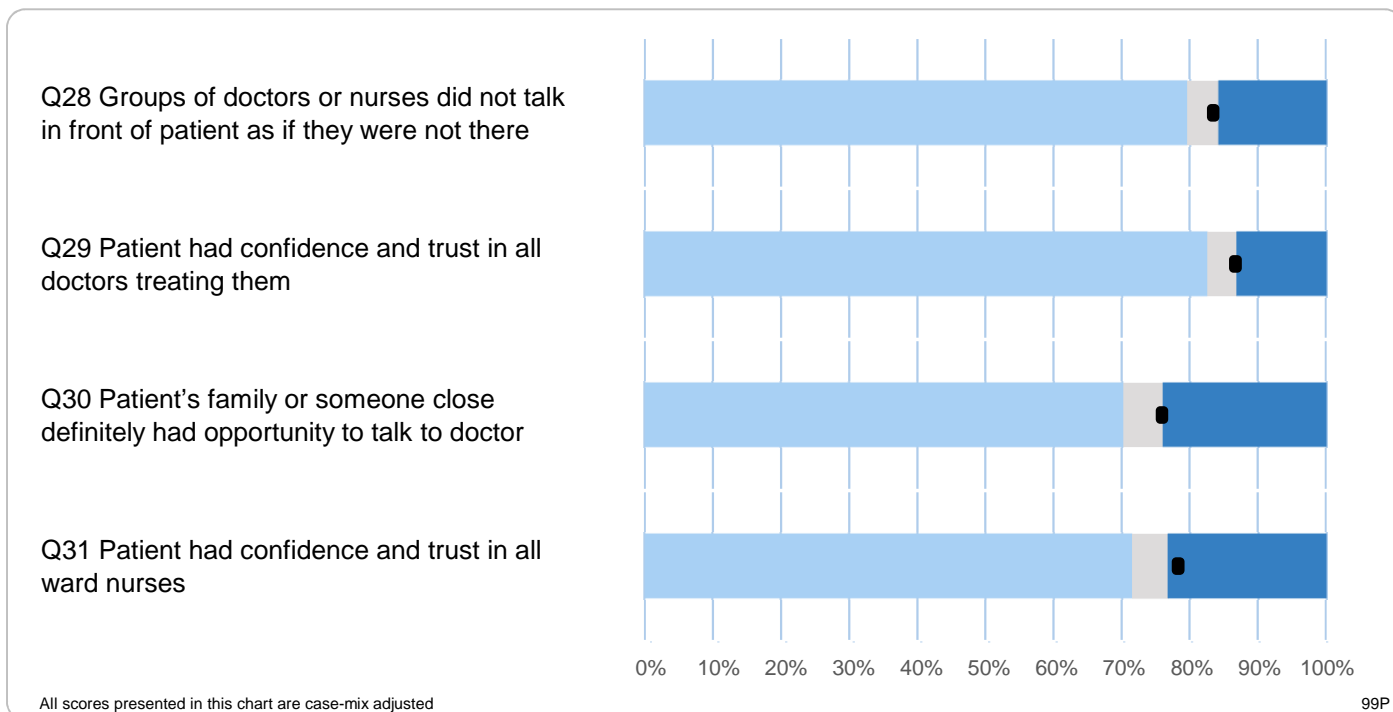


Question	Unadjusted Scores					2016 Case Mix Adjusted				
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score							
Q25	Beforehand had all the information needed about the operation	-	-	940	97%		97%	94%	97%	96%
Q26	Staff explained how operation had gone in understandable way	936	79%	943	81%		81%	76%	81%	79%

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CCG results

Hospital care as an inpatient (Part 1 of 3)

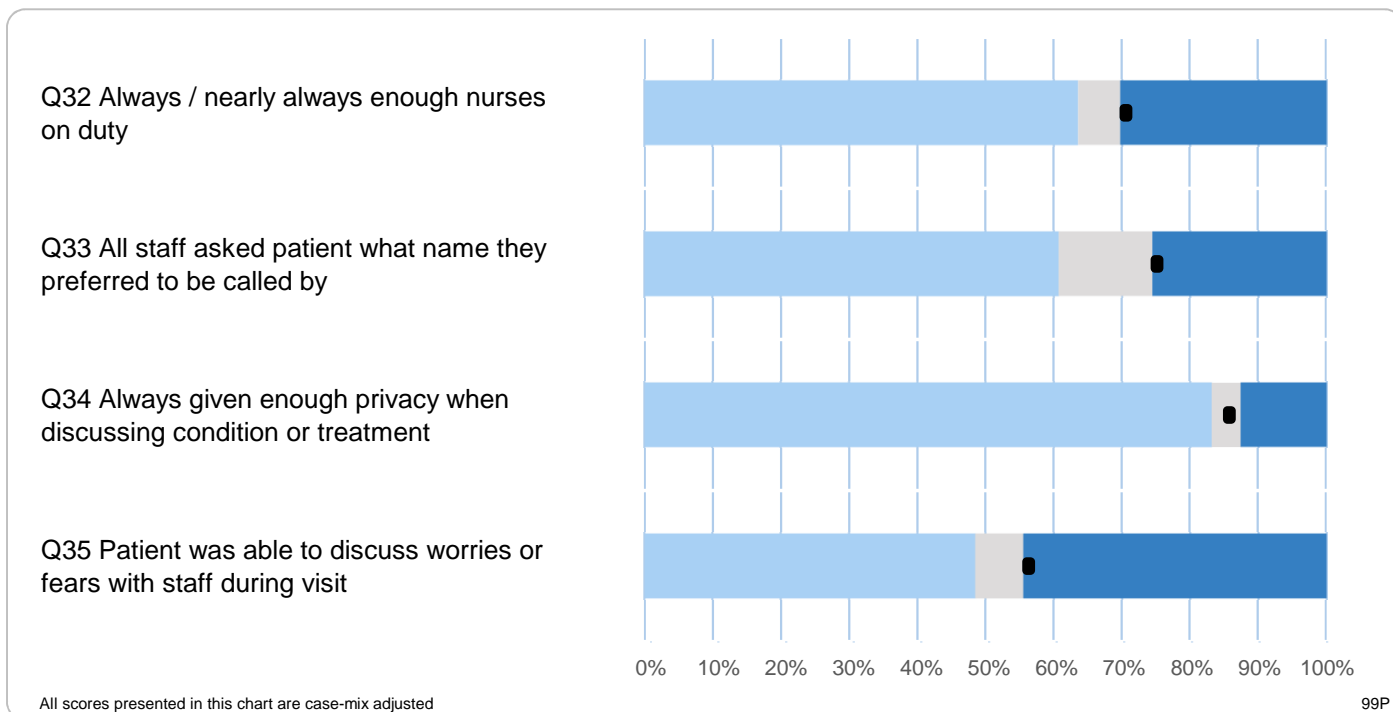


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	Change from 2015		2016 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score					
Q28	1,050	81%	1,073	83%		83%	80%	84%	82%
Q29	1,051	86%	1,079	87%		86%	82%	87%	85%
Q30	863	73%	903	76%		76%	70%	76%	73%
Q31	1,051	76%	1,078	78%		78%	72%	77%	74%

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CCG results

Hospital care as an inpatient (Part 2 of 3)

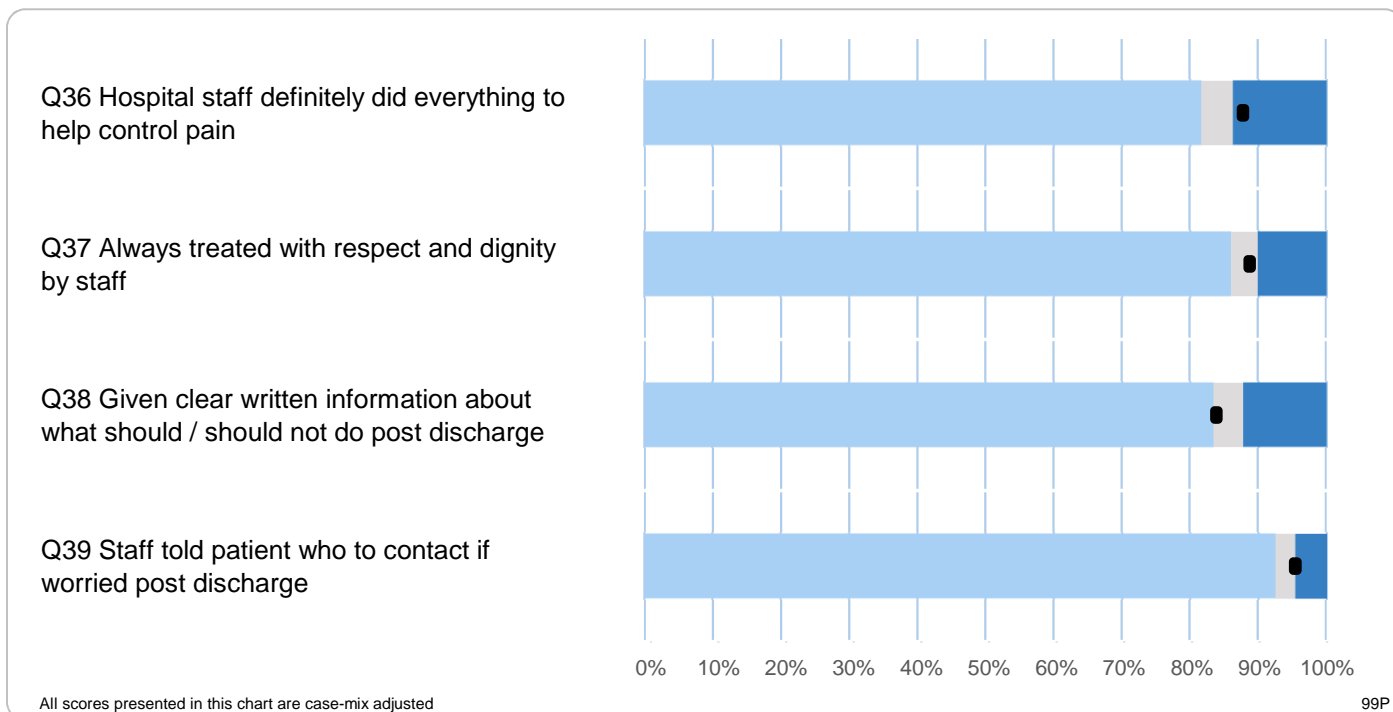


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,044	66%	1,063	71%		70%	64%	70%	67%
Q33 All staff asked patient what name they preferred to be called by	1,046	71%	1,067	76%		75%	61%	74%	68%
Q34 Always given enough privacy when discussing condition or treatment	1,046	84%	1,075	86%		86%	83%	87%	85%
Q35 Patient was able to discuss worries or fears with staff during visit	750	55%	762	56%		56%	49%	56%	52%

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CCG results

Hospital care as an inpatient (Part 3 of 3)

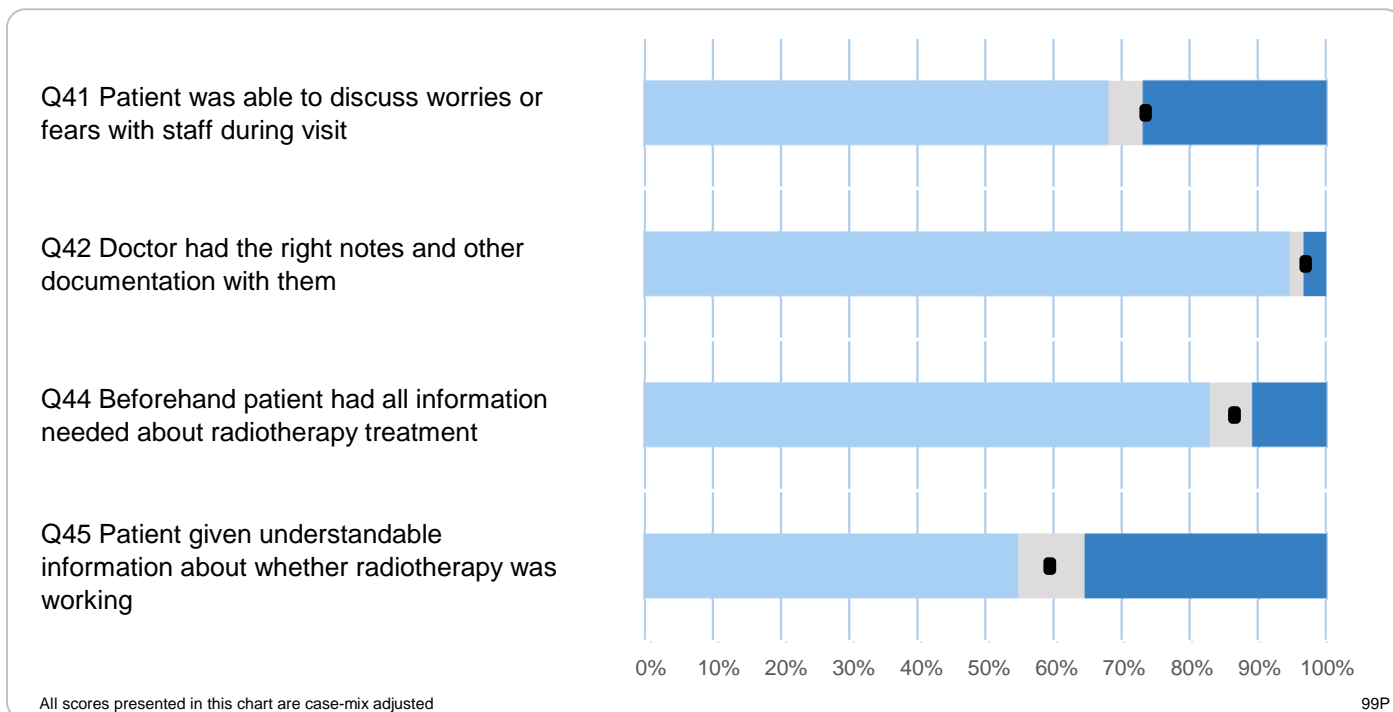


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	921	87%	953	88%		88%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	1,048	89%	1,074	89%		89%	86%	90%	88%
Q38 Given clear written information about what should / should not do post discharge	983	83%	1,003	83%		84%	83%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,015	93%	1,042	95%		95%	92%	95%	94%

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CCG results

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

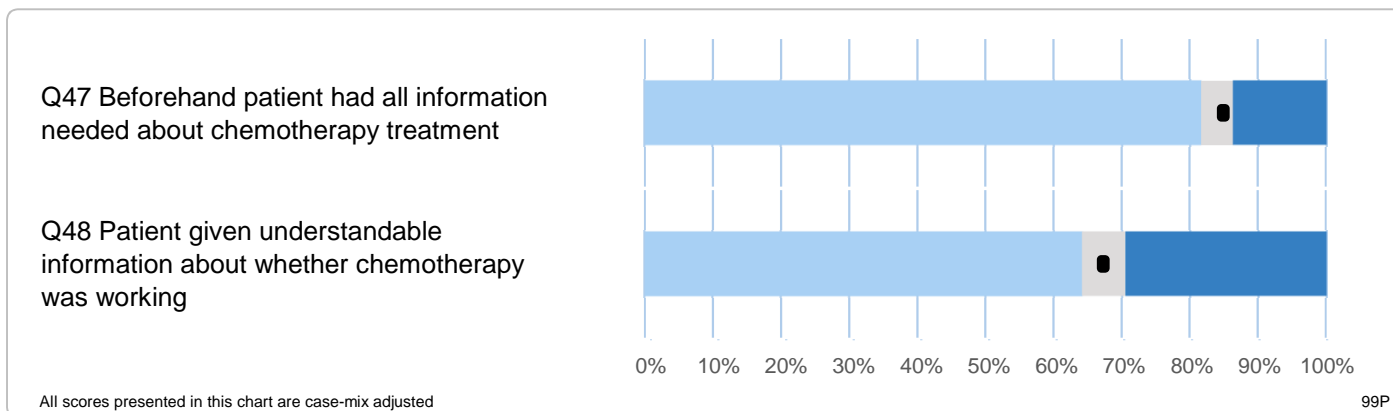


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	1,274	76%	1,285	74%		73%	68%	73%	70%
Q42 Doctor had the right notes and other documentation with them	1,501	96%	1,572	97%		97%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	447	89%	484	86%		86%	83%	89%	86%
Q45 Patient given understandable information about whether radiotherapy was working	376	61%	394	59%		59%	55%	65%	60%

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CCG results

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

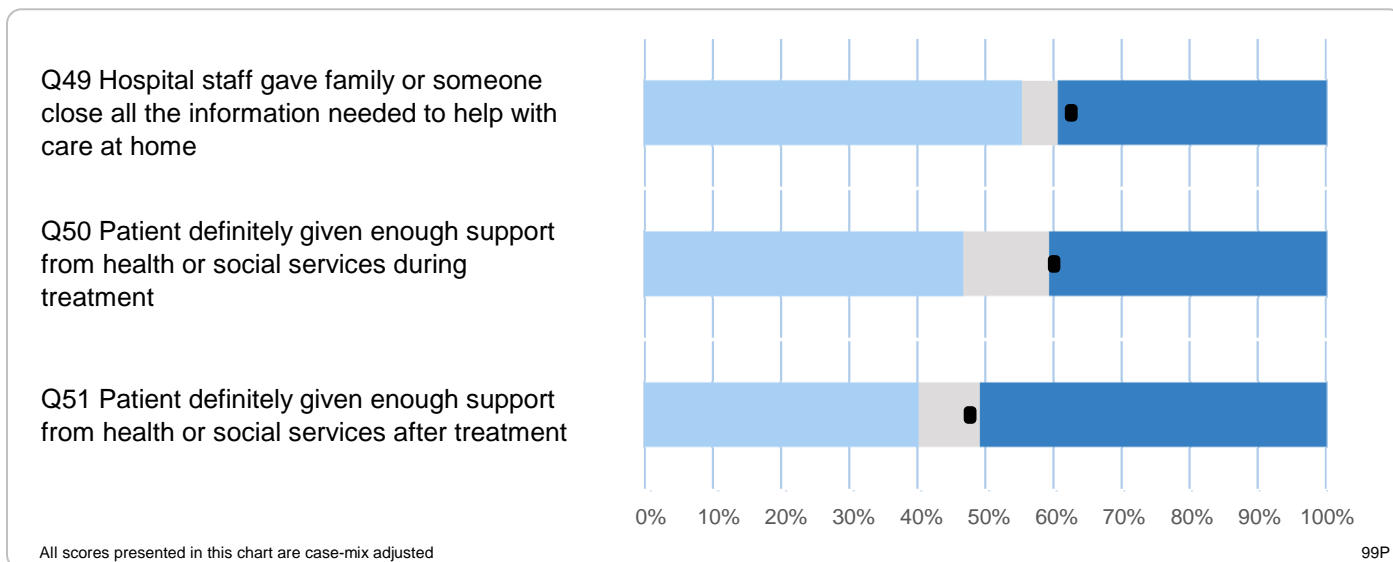


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47	Beforehand patient had all information needed about chemotherapy treatment	886	84%	951	85%		82%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	800	70%	858	68%		64%	70%	67%

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CCG results

Home care and support

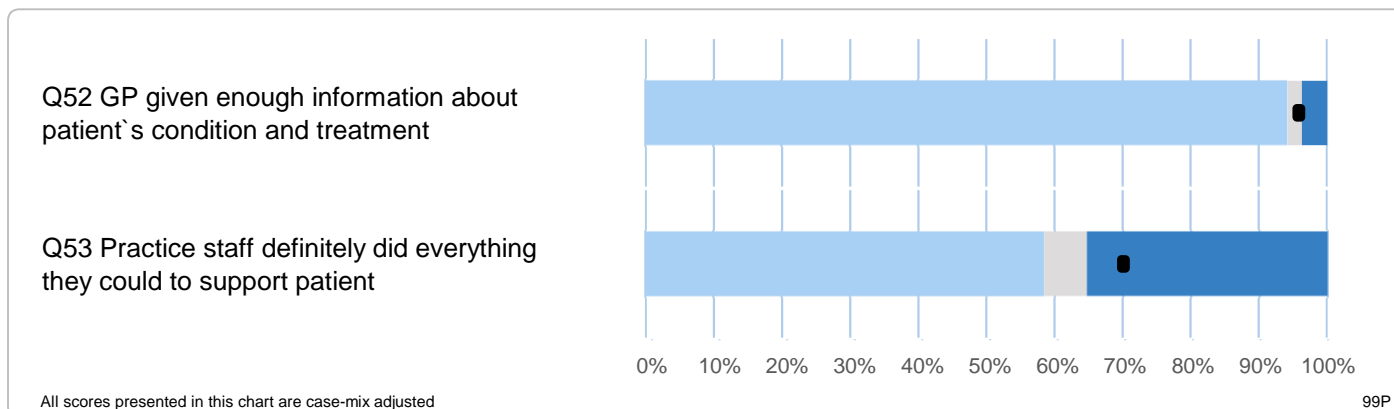


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,317	61%	1,391	62%		62%	55%	61%	58%
Q50 Patient definitely given enough support from health or social services during treatment	821	58%	856	60%		60%	47%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	450	47%	477	49%		48%	40%	49%	45%

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CCG results

Care from your general practice

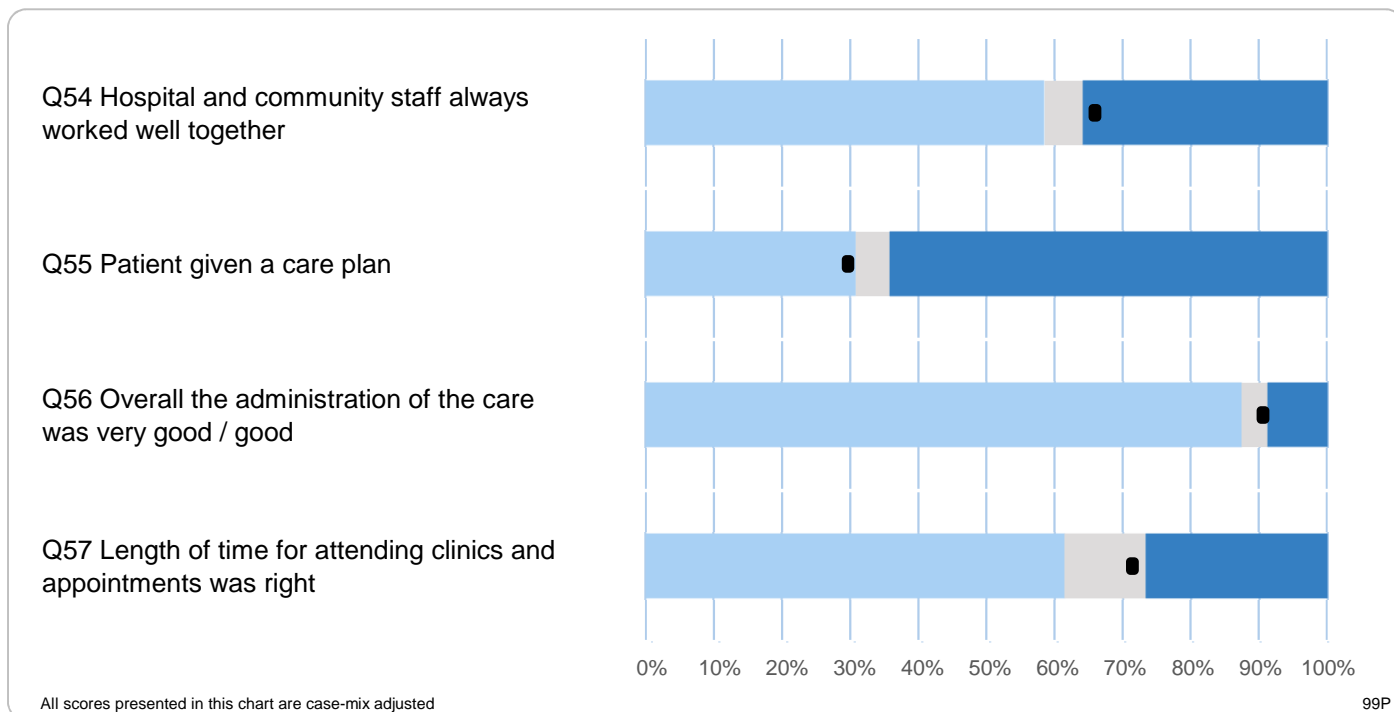


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	1,436	96%	1,505	96%		94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	1,279	70%	1,324	70%		58%	65%	62%

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CCG results

Your overall NHS care (Part 1 of 2)

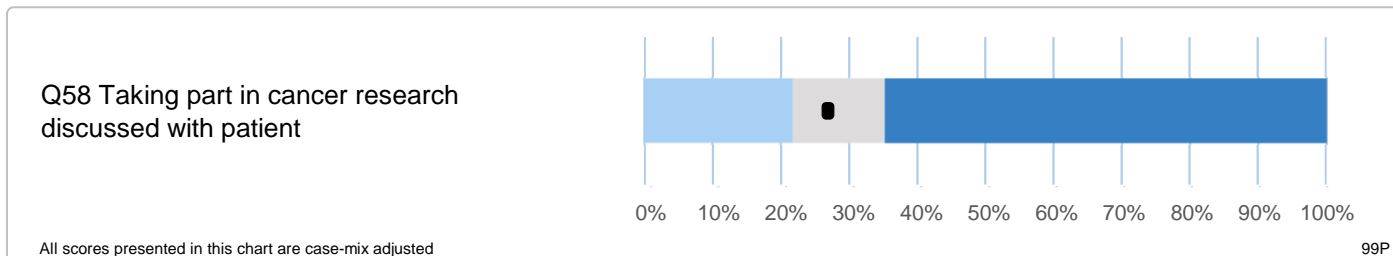


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	1,658	66%	1,719	66%		66%	58%	64%	61%
Q55 Patient given a care plan	1,305	31%	1,369	29%		29%	31%	36%	33%
Q56 Overall the administration of the care was very good / good	1,695	90%	1,768	90%		90%	87%	91%	89%
Q57 Length of time for attending clinics and appointments was right	1,684	71%	1,756	71%		71%	61%	73%	67%

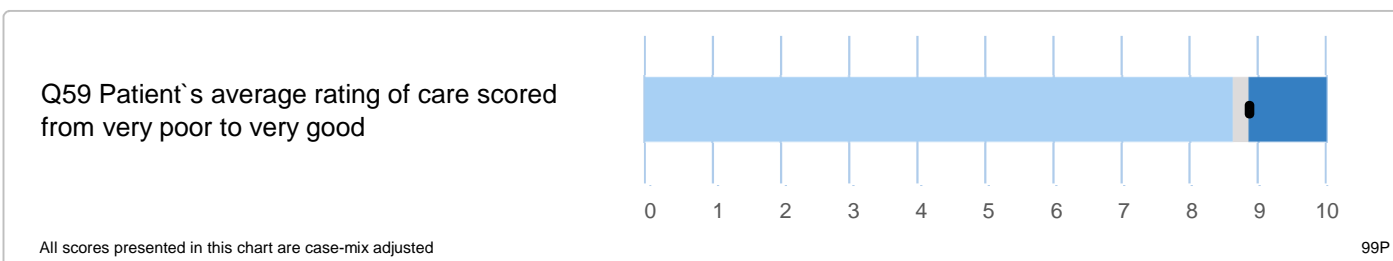
↑ or ↓ Indicates where 2016 score is significantly higher or lower than 2015 score
 (NB: No arrow reflects no statistically significant change)
 Where no score is displayed, no 2015 data is available
 * Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

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	1,629	27%	1,692	27%		27%	22%	35%	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	1,677	8.9	1,739	8.9		8.9	8.6	8.9	8.7

↑ 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.

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	97%	94%	90%	90%
Colorectal / LGT	70%	71%	85%	81%
Gynaecological	70%	75%	83%	79%
Haematological	62%	65%	84%	81%
Head and Neck	79%	77%	82%	79%
Lung	69%	70%	87%	83%
Prostate	73%	78%	85%	86%
Sarcoma	*	66%	*	67%
Skin	98%	90%	96%	86%
Upper Gastro	75%	72%	83%	78%
Urological	80%	82%	90%	85%
Other	78%	72%	84%	79%
All Cancers	76%	77%	86%	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	94%	95%	90%	92%	82%	82%
Colorectal / LGT	97%	95%	89%	87%	86%	80%
Gynaecological	99%	93%	84%	85%	81%	75%
Haematological	97%	94%	93%	89%	77%	77%
Head and Neck	96%	93%	87%	85%	87%	78%
Lung	96%	94%	91%	87%	83%	78%
Prostate	94%	95%	87%	86%	85%	80%
Sarcoma	*	93%	*	79%	*	74%
Skin	100%	95%	95%	88%	86%	85%
Upper Gastro	100%	93%	92%	82%	87%	77%
Urological	96%	94%	91%	87%	85%	79%
Other	98%	95%	87%	86%	76%	76%
All Cancers	96%	94%	89%	87%	82%	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	86%	82%	90%	88%	76%	78%	78%	77%
Colorectal / LGT	87%	80%	89%	86%	83%	78%	77%	71%
Gynaecological	72%	71%	81%	82%	74%	72%	78%	69%
Haematological	74%	71%	81%	83%	60%	60%	79%	74%
Head and Neck	87%	70%	91%	86%	74%	75%	75%	64%
Lung	90%	78%	78%	83%	78%	75%	62%	65%
Prostate	84%	77%	88%	84%	83%	78%	88%	81%
Sarcoma	*	72%	*	81%	*	67%	*	64%
Skin	65%	63%	93%	89%	81%	79%	94%	83%
Upper Gastro	83%	77%	90%	80%	71%	72%	76%	66%
Urological	78%	72%	82%	83%	84%	77%	82%	72%
Other	77%	74%	83%	82%	72%	70%	61%	62%
All Cancers	80%	76%	85%	84%	75%	73%	77%	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	80%	84%	73%	75%	67%	69%
Colorectal / LGT	85%	85%	77%	75%	74%	68%
Gynaecological	86%	84%	81%	74%	73%	66%
Haematological	84%	81%	70%	69%	63%	64%
Head and Neck	86%	85%	65%	70%	70%	68%
Lung	89%	83%	74%	74%	65%	68%
Prostate	88%	81%	81%	72%	75%	62%
Sarcoma	*	83%	*	72%	*	66%
Skin	90%	88%	85%	76%	82%	70%
Upper Gastro	89%	83%	78%	73%	75%	67%
Urological	89%	81%	81%	72%	70%	62%
Other	80%	79%	73%	70%	68%	63%
All Cancers	84%	83%	75%	72%	70%	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	51%	56%	80%	79%
Colorectal / LGT	60%	56%	83%	79%
Gynaecological	56%	52%	86%	77%
Haematological	45%	49%	78%	77%
Head and Neck	56%	59%	76%	78%
Lung	57%	54%	80%	79%
Prostate	70%	63%	84%	79%
Sarcoma	*	54%	*	80%
Skin	75%	61%	87%	85%
Upper Gastro	60%	53%	83%	77%
Urological	62%	53%	85%	77%
Other	54%	50%	75%	74%
All Cancers	56%	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	94%	94%	88%	86%	87%	89%
Colorectal / LGT	94%	91%	91%	88%	95%	89%
Gynaecological	92%	94%	92%	84%	88%	87%
Haematological	88%	90%	87%	88%	90%	89%
Head and Neck	100%	88%	87%	87%	90%	87%
Lung	97%	94%	94%	88%	93%	88%
Prostate	91%	88%	88%	84%	95%	88%
Sarcoma	*	88%	*	87%	*	90%
Skin	93%	88%	90%	89%	93%	90%
Upper Gastro	94%	92%	100%	86%	91%	87%
Urological	89%	81%	86%	85%	95%	89%
Other	86%	87%	86%	85%	88%	86%
All Cancers	91%	90%	89%	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%	86%	85%	56%	62%	77%	80%
Colorectal / LGT	89%	84%	88%	82%	58%	54%	79%	82%
Gynaecological	90%	83%	82%	79%	66%	58%	81%	77%
Haematological	89%	83%	83%	82%	67%	58%	88%	86%
Head and Neck	100%	83%	90%	80%	76%	59%	83%	79%
Lung	94%	83%	89%	80%	82%	69%	100%	84%
Prostate	94%	86%	91%	83%	58%	44%	88%	79%
Sarcoma	*	83%	*	82%	*	56%	*	78%
Skin	97%	86%	95%	82%	*	52%	*	62%
Upper Gastro	97%	83%	95%	80%	74%	60%	89%	84%
Urological	90%	74%	85%	72%	47%	35%	76%	67%
Other	90%	80%	85%	77%	55%	55%	80%	80%
All Cancers	92%	84%	87%	81%	62%	56%	82%	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	98%	97%	76%	78%
Colorectal / LGT	95%	96%	83%	83%
Gynaecological	99%	96%	85%	79%
Haematological	97%	93%	81%	75%
Head and Neck	*	94%	*	78%
Lung	100%	97%	87%	79%
Prostate	100%	96%	78%	77%
Sarcoma	*	93%	*	80%
Skin	96%	96%	88%	83%
Upper Gastro	95%	96%	81%	79%
Urological	98%	95%	80%	77%
Other	99%	95%	86%	78%
All Cancers	97%	96%	81%	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	91%	89%	90%	86%	79%	76%	80%	76%
Colorectal / LGT	72%	76%	88%	85%	75%	72%	72%	70%
Gynaecological	91%	85%	82%	85%	79%	72%	70%	71%
Haematological	86%	81%	79%	81%	73%	73%	87%	74%
Head and Neck	79%	79%	77%	84%	69%	74%	73%	72%
Lung	84%	77%	88%	82%	81%	73%	82%	75%
Prostate	89%	85%	87%	88%	75%	74%	80%	79%
Sarcoma	*	80%	*	85%	*	72%	*	74%
Skin	85%	87%	96%	92%	*	80%	89%	85%
Upper Gastro	76%	74%	82%	82%	79%	73%	68%	71%
Urological	78%	80%	90%	86%	78%	71%	86%	77%
Other	82%	79%	88%	81%	69%	70%	81%	71%
All Cancers	83%	82%	87%	85%	76%	73%	78%	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	74%	71%	73%	61%	89%	86%	53%	54%
Colorectal / LGT	65%	62%	73%	70%	83%	84%	53%	53%
Gynaecological	72%	66%	72%	65%	79%	83%	64%	50%
Haematological	77%	62%	72%	70%	88%	86%	53%	56%
Head and Neck	83%	65%	77%	69%	87%	86%	67%	54%
Lung	67%	70%	85%	72%	81%	83%	57%	50%
Prostate	78%	73%	74%	68%	91%	89%	48%	52%
Sarcoma	*	71%	*	71%	*	88%	*	53%
Skin	88%	78%	78%	67%	100%	90%	*	62%
Upper Gastro	58%	64%	82%	74%	82%	83%	66%	50%
Urological	74%	68%	84%	72%	92%	87%	59%	47%
Other	59%	62%	80%	68%	79%	83%	55%	47%
All Cancers	71%	67%	76%	68%	86%	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	90%	86%	89%	88%	91%	91%	97%	96%
Colorectal / LGT	83%	84%	85%	87%	75%	84%	91%	94%
Gynaecological	88%	83%	88%	87%	88%	87%	97%	94%
Haematological	93%	83%	96%	89%	82%	80%	97%	95%
Head and Neck	86%	81%	86%	87%	82%	85%	96%	91%
Lung	92%	84%	90%	87%	77%	81%	96%	91%
Prostate	88%	85%	90%	91%	88%	89%	97%	94%
Sarcoma	*	87%	*	90%	*	84%	*	94%
Skin	95%	87%	96%	92%	96%	89%	100%	95%
Upper Gastro	87%	82%	86%	86%	77%	82%	92%	93%
Urological	91%	82%	88%	89%	82%	86%	95%	91%
Other	86%	82%	87%	86%	77%	81%	93%	93%
All Cancers	88%	84%	89%	88%	83%	86%	95%	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%	*	86%	*	58%
Breast	63%	70%	96%	96%	85%	88%	57%	60%
Colorectal / LGT	72%	72%	96%	96%	83%	86%	50%	58%
Gynaecological	78%	68%	96%	95%	90%	85%	*	62%
Haematological	82%	74%	98%	97%	86%	84%	70%	64%
Head and Neck	82%	71%	97%	96%	96%	84%	*	61%
Lung	78%	70%	97%	95%	81%	85%	56%	58%
Prostate	81%	72%	96%	96%	92%	89%	59%	58%
Sarcoma	*	72%	*	97%	*	89%	*	69%
Skin	78%	72%	100%	97%	n.a.	84%	n.a.	59%
Upper Gastro	86%	68%	97%	94%	*	86%	*	57%
Urological	72%	68%	96%	96%	*	81%	*	56%
Other	64%	67%	97%	95%	82%	83%	61%	58%
All Cancers	74%	70%	97%	96%	86%	86%	59%	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	82%	82%	55%	62%
Colorectal / LGT	84%	85%	63%	63%
Gynaecological	84%	84%	72%	66%
Haematological	83%	84%	71%	75%
Head and Neck	*	80%	*	58%
Lung	85%	84%	65%	68%
Prostate	82%	84%	55%	67%
Sarcoma	*	86%	*	73%
Skin	n.a.	88%	n.a.	78%
Upper Gastro	91%	84%	77%	64%
Urological	90%	84%	78%	67%
Other	88%	85%	75%	68%
All Cancers	85%	84%	68%	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	65%	57%	66%	53%	44%	40%
Colorectal / LGT	61%	60%	61%	61%	50%	51%
Gynaecological	60%	56%	60%	50%	52%	39%
Haematological	61%	60%	58%	51%	48%	44%
Head and Neck	59%	61%	*	52%	*	48%
Lung	65%	57%	53%	50%	45%	43%
Prostate	61%	56%	42%	48%	44%	43%
Sarcoma	*	59%	*	55%	*	48%
Skin	79%	65%	*	57%	*	59%
Upper Gastro	69%	59%	59%	55%	48%	48%
Urological	68%	58%	60%	47%	64%	43%
Other	54%	54%	69%	55%	45%	48%
All Cancers	62%	58%	60%	53%	49%	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	96%	96%	68%	62%
Colorectal / LGT	97%	95%	71%	62%
Gynaecological	96%	95%	69%	61%
Haematological	98%	96%	67%	59%
Head and Neck	88%	94%	58%	59%
Lung	94%	95%	72%	61%
Prostate	99%	96%	71%	67%
Sarcoma	*	95%	*	56%
Skin	100%	96%	87%	67%
Upper Gastro	89%	94%	83%	61%
Urological	97%	95%	79%	64%
Other	91%	95%	66%	59%
All Cancers	96%	95%	70%	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	63%	61%	27%	37%	89%	91%	69%	65%
Colorectal / LGT	62%	60%	32%	35%	88%	89%	75%	70%
Gynaecological	66%	58%	26%	30%	89%	89%	75%	66%
Haematological	69%	63%	24%	33%	94%	92%	61%	63%
Head and Neck	73%	62%	31%	36%	88%	89%	62%	69%
Lung	65%	63%	19%	33%	92%	89%	78%	71%
Prostate	69%	65%	33%	35%	92%	88%	76%	73%
Sarcoma	*	56%	*	28%	*	87%	*	61%
Skin	81%	69%	56%	39%	93%	90%	84%	76%
Upper Gastro	71%	58%	30%	34%	91%	87%	80%	66%
Urological	75%	63%	31%	27%	89%	87%	78%	75%
Other	61%	55%	30%	29%	89%	88%	67%	61%
All Cancers	66%	61%	29%	33%	90%	89%	71%	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%	8.9	8.8
Colorectal / LGT	27%	26%	8.8	8.7
Gynaecological	28%	30%	9.1	8.7
Haematological	33%	34%	9.0	8.9
Head and Neck	22%	19%	8.8	8.7
Lung	19%	33%	8.8	8.7
Prostate	28%	34%	8.9	8.7
Sarcoma	*	33%	*	8.6
Skin	9%	18%	9.2	8.9
Upper Gastro	41%	33%	8.7	8.6
Urological	14%	15%	8.9	8.7
Other	28%	30%	8.8	8.6
All Cancers	27%	29%	8.9	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%
99P	2,659	180	2,479	565	107	1,807	73%

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	10
Breast	314
Gynaecological	94
Colorectal / LGT	215
Lung	80
Skin	59
Haematological	312
Upper Gastro	66
Other	273
Urological	129
Prostate	199
Sarcoma	22
Head and Neck	34

* 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	1	3	16	52	138	330	254	55	849
Female	3	10	47	102	216	325	199	56	958
Total	4	13	63	154	354	655	453	111	1,807



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