

National Cancer Patient Experience Survey

2019 Results

South East London

Published June 2020

Executive Summary

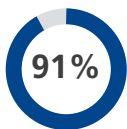
Cancer Dashboard Questions

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

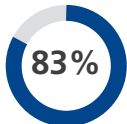
Q61. Patient's average rating of care scored from very poor to very good



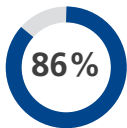
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



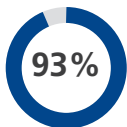
Q19. Patient given the name of a CNS who would support them through their treatment



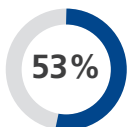
Q20. Patient found it very or quite easy to contact their CNS



Q39. Patient always felt they were treated with respect and dignity while in hospital



Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital



Q55. General practice staff definitely did everything they could to support patient during treatment

Questions Outside Expected Range

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q60. Someone discussed with patient whether they would like to take part in cancer research	39%	23%	38%	30%

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q14. Patient felt that treatment options were completely explained	81%	81%	85%	83%
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	80%	80%	87%	84%
Q33. Patient had confidence and trust in all the ward nurses treating them	69%	70%	78%	74%
Q35. All hospital staff asked patient what name they prefer to be called by	59%	64%	77%	71%
Q55. General practice staff definitely did everything they could to support patient during treatment	53%	54%	63%	58%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	64%	65%	73%	69%

Introduction

The National Cancer Patient Experience Survey 2019 is the ninth 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, Picker, is responsible for designing, running and analysing the survey.

The 2019 survey involved 143 NHS Trusts. Out of 111,366 people, 67,858 people responded to the survey, yielding a response rate of 61%.

Methodology

Eligibility, fieldwork and survey methods

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 2019. The fieldwork for the survey was undertaken between December 2019 and March 2020.

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

Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores 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 Cancer Alliance 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.

Scoring methodology

Fifty-two questions from the questionnaire are scored as these questions relate directly to patient experience. For all but one question (Q61), scores are presented as the percentage of positive responses out of all scored responses. For Q61, respondents rate their overall care on a scale of 0 to 10, of which the average was calculated for this question's presented score. The percentages in this report have been rounded to the nearest percentage point. Therefore, in some cases the figures do not appear to add up to 100%.

Statistical significance

In the reporting of 2019 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'. Thirty-seven scored questions in 2019 have been compared with those of 2018 and a statistically significant change between the two years has been reported where identified.

For the scored questions that are comparable beyond 2018, statistically significant change over the five years has also been reported where identified. A statistically significant difference means that the change in the result is very unlikely to have occurred by sampling variation.

Suppression

Question-level suppression

For scores where the base size per question is <21, the score will be suppressed and replaced with an asterisk (*). The base size will include neutral response options.

Double suppression

If any group within a particular sub-group breakdown (such as the tumour group breakdown) has <21 responses, then the figure for this particular group is suppressed and replaced with an asterisk (*). If there is only one group within the sub-group breakdown that has <21 respondents, and is therefore suppressed, the group with the next

lowest number of respondents is also suppressed and replaced with an asterisk (*) (regardless if it is greater than or less than 21).

Understanding the results

This report shows how this Alliance scored for each question in the survey, compared with national results and previous year's results. It is aimed at helping individual Alliances to understand their performance and identify areas for local improvement. Below is a description of the type of results presented within this report and how to understand them.

Expected range charts

The expected range charts in this report show a bar with the lowest and highest score received for each question nationally. Within this bar, an expected range is given (in grey) and a black diamond represents the actual score for this Alliance.

Alliances whose score is above the upper limit of the expected range (in the dark blue) are positive outliers, with a score statistically significantly higher than the national mean. This indicates that the Alliance performs better than what Alliances of the same size and demographics are expected to perform. The opposite is true if the score is below the lower limit of the expected range (in the light blue); these are negative outliers. For scores within the expected range (in the grey), the score is what we would expect given the Alliance's size and demographics.

Comparability tables

The comparability tables show the 2018 and 2019 unadjusted scores for this Alliance for each scored question. If there is a significant change from 2018 and 2019 or overall from 2016 to 2019, an arrow will be presented for the direction of change. The adjusted 2019 score will also be presented for each scored question along with the lower and upper expected range and national score. Scores above the upper limit of the expected range will be highlighted dark blue, scores below the lower limit of the expected range will be highlighted light blue, and scores within the lower and upper limit of the expected ranges will be highlighted grey.

Tumour type tables

The tumour type tables show the unadjusted scores for each scored question for each of the 13 tumour groups. The national score for that tumour group is also shown. Unadjusted scores for the same tumour type across different Alliances may not be comparable, as they do not account for the impact that differing patient populations might have on results. Central nervous system is abbreviated as 'CNS' and lower gastrointestinal tract is abbreviated as 'LGT' throughout this report.

Year on year charts

The year on year charts show four columns representing the unadjusted scores of the last four years (2016, 2017, 2018 and 2019) for each scored question.

Notes on specific questions

Following the development phase of the 2019 survey, several changes were made to the questionnaire. Six scored questions were amended (Q5, Q18, Q30, Q35, Q56 and Q60) and one non-scored question (Q29) was amended that impacted the comparability of questions Q30 to Q41. Of all questions changed or impacted by change, only Q60 is presented with historical comparisons; though the results should be interpreted with caution.

Unadjusted data and case-mix adjusted data

Unadjusted data should be used to see the actual responses from patients relating to the Alliance. Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results taking account of the patient mix.

Further information

This research was carried out in accordance with the international standard for organisations conducting social research (accreditation to ISO20252:2012; certificate number GB08/74322). The 2019 survey data has been produced and published in line with the Code of Practice for Official Statistics.

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2019 questionnaire and survey guidance on the website at www.ncpes.co.uk. For all other outputs at National, Trust, CCG and Cancer Alliance level, please see the PDF reports, Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

1,441 patients responded out of a total of 2,775 patients, resulting in a response rate of 52%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	2,979	2,775	1,441	52%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	177
Paper	1,264
Phone	0
Translation Service	0

Respondents by Tumour Group

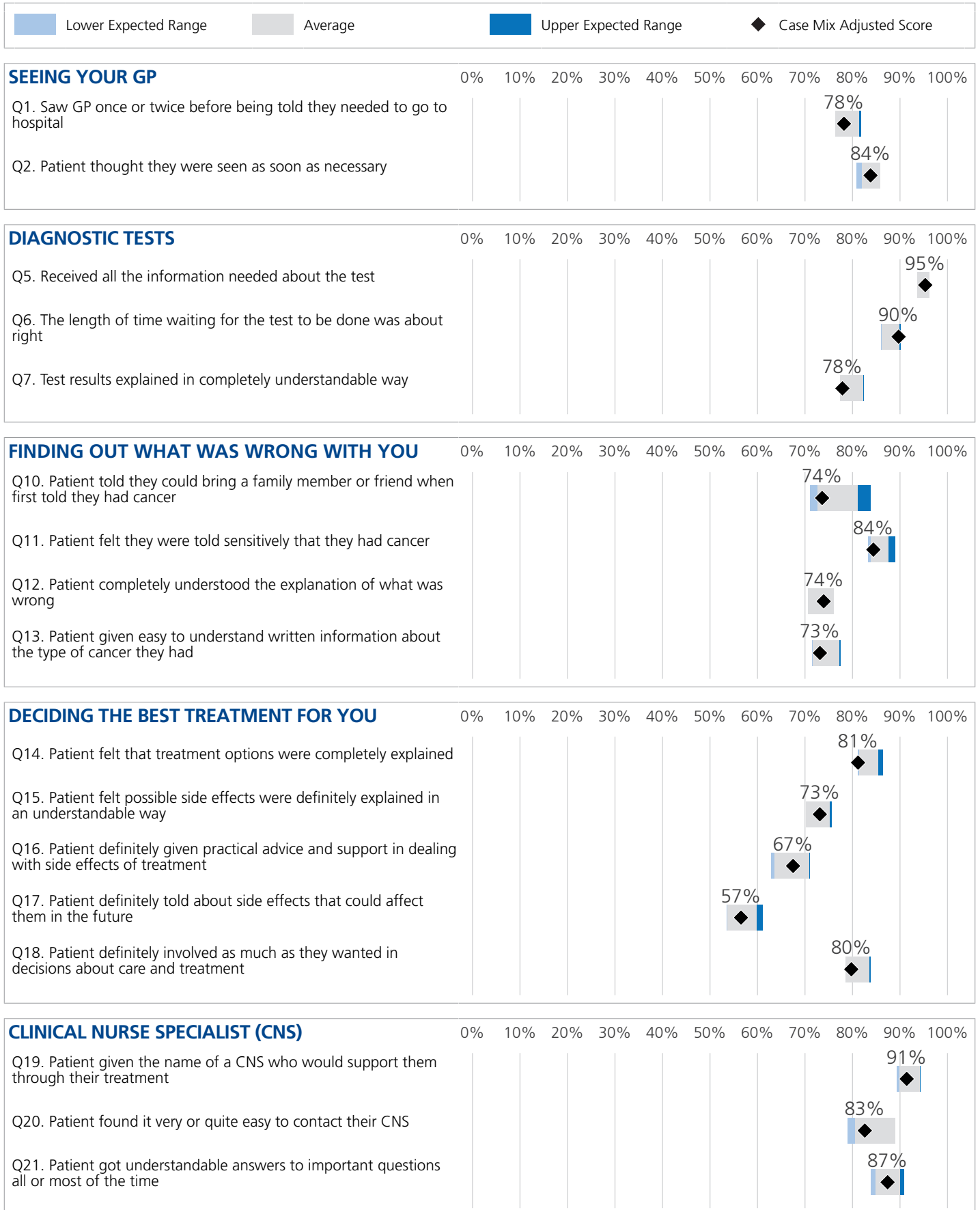
	Number of Respondents
Brain / CNS	7
Breast	365
Colorectal / LGT	184
Gynaecological	75
Haematological	160
Head and Neck	42
Lung	107
Prostate	191
Sarcoma	14
Skin	46
Upper Gastro	63
Urological	110
Other	77

Respondents by Age and Gender

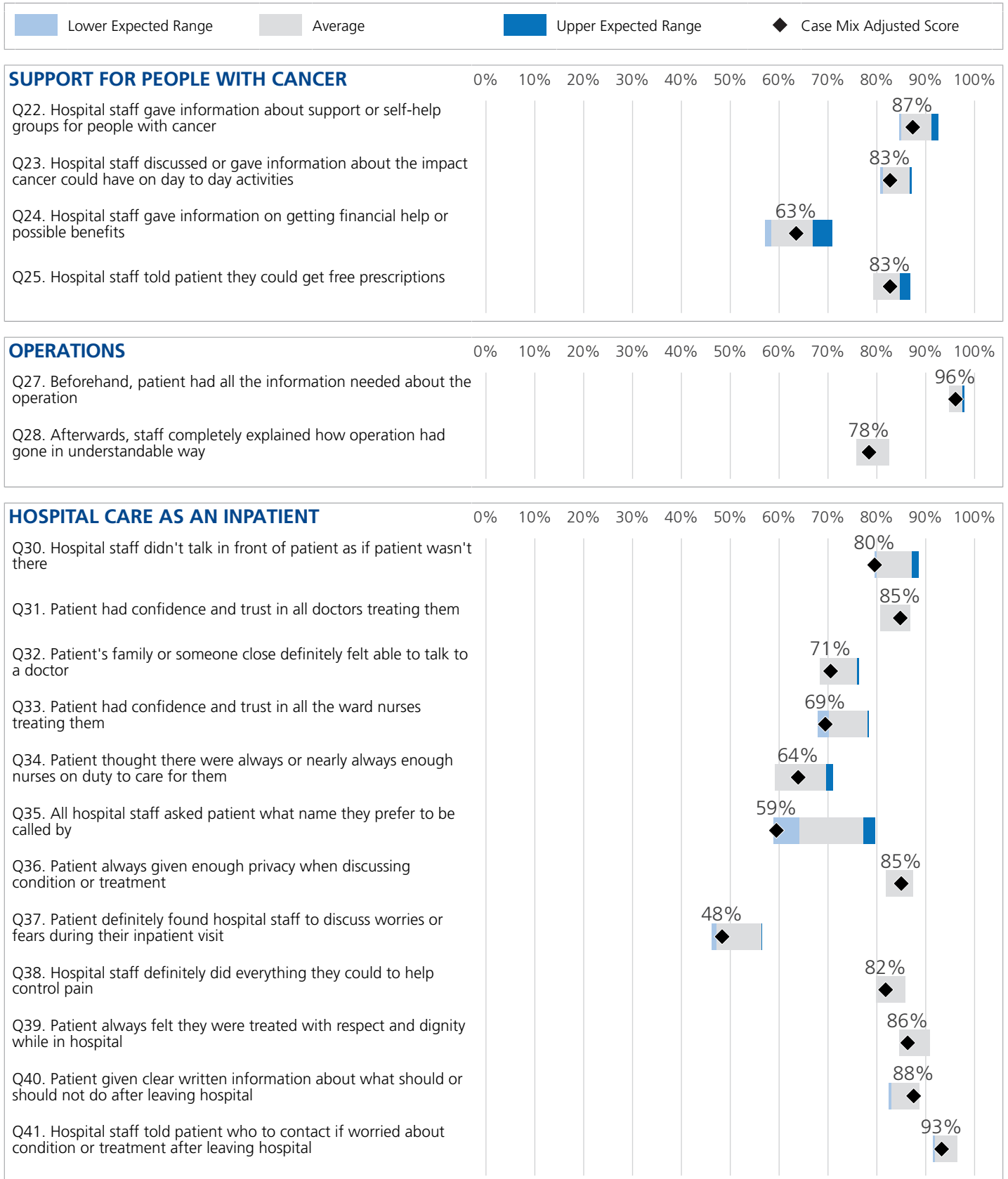
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75-84	Age 85+	Total
Male	2	11	18	48	148	246	164	34	671
Female	5	19	48	108	217	212	135	26	770
Total	7	30	66	156	365	458	299	60	1,441

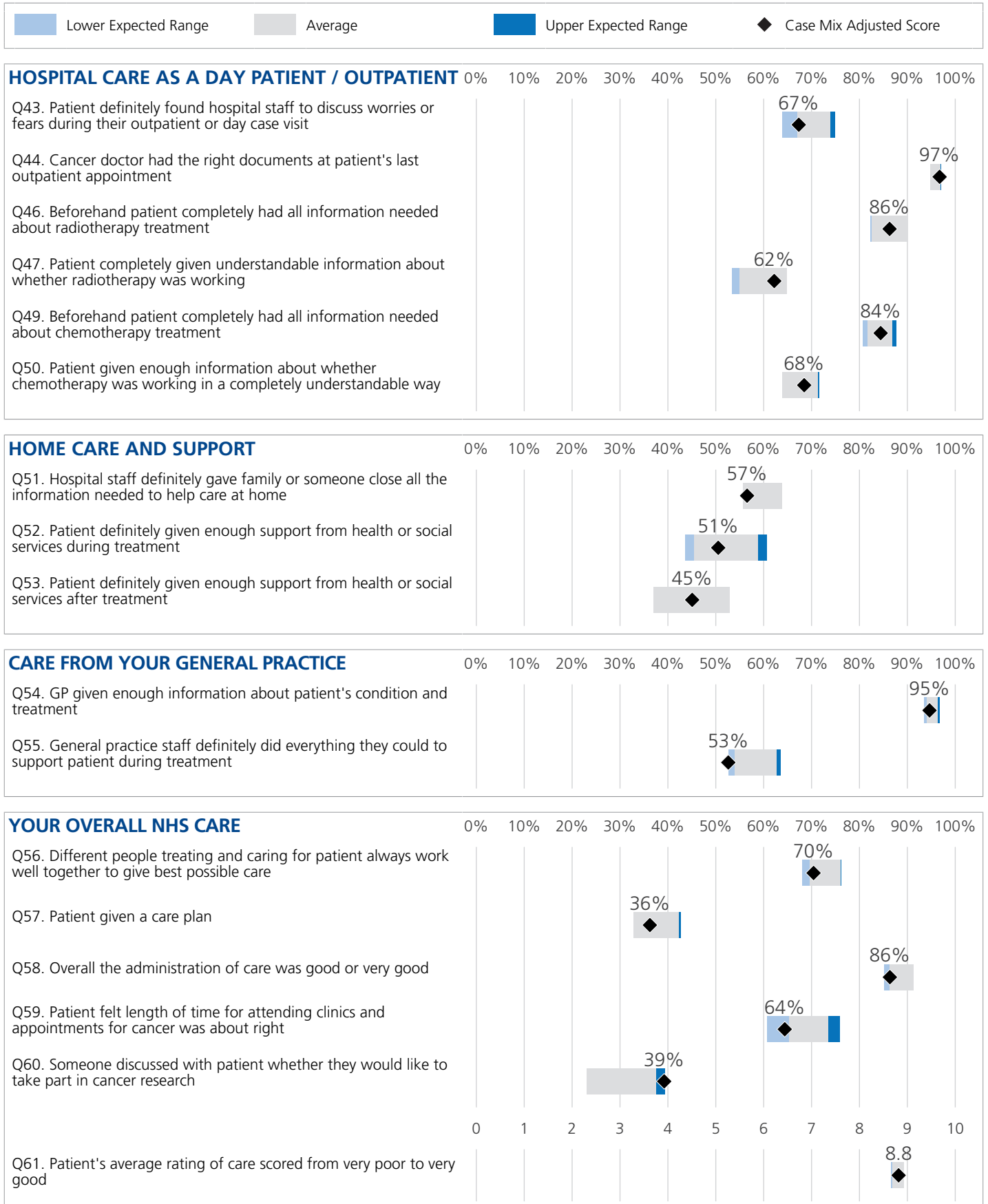
Expected Range Charts



Expected Range Charts



Expected Range Charts






Comparability Tables

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

** No score available for 2018.

▲ or ▼

Change 2018-2019: Indicates where 2019 score is significantly higher or lower than 2018 score
Change Overall: Indicates significant change overall (2016, 2017, 2018 and 2019).

	Adjusted Score below Lower Expected Range
	Adjusted Score between Upper and Lower Expected Ranges
	Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SEEING YOUR GP										
Q1. Saw GP once or twice before being told they needed to go to hospital	1227	77%	999	78%			78%	76%	81%	79%
Q2. Patient thought they were seen as soon as necessary	1770	81%	1404	83%			84%	82%	86%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	1226	95%			95%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	1537	88%	1251	89%			90%	86%	90%	88%
Q7. Test results explained in completely understandable way	1552	75%	1254	77%			78%	77%	82%	80%
FINDING OUT WHAT WAS WRONG WITH YOU										
Q10. Patient told they could bring a family member or friend when first told they had cancer	1620	76%	1298	74%			74%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	1769	82%	1425	85%			84%	84%	88%	86%
Q12. Patient completely understood the explanation of what was wrong	1784	71%	1426	74%			74%	71%	76%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	1561	71%	1266	73%			73%	72%	77%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	1581	80%	1289	81%			81%	81%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	1733	71%	1381	74%			73%	70%	75%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	1713	66%	1365	68%			67%	64%	71%	67%
Q17. Patient definitely told about side effects that could affect them in the future	1640	55%	1322	58%			57%	54%	60%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	1400	79%			80%	78%	84%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	1721	93%	1364	92%			91%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	1462	78%	1125	82%			83%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	1394	83%	1084	86%			87%	85%	90%	87%

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Adjusted Score below Lower Expected Range
Adjusted Score between Upper and Lower Expected Ranges
Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SUPPORT FOR PEOPLE WITH CANCER										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	1392	85%	1129	88%			87%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	1262	81%	1026	83%			83%	81%	87%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	982	59%	792	65%		▲	63%	58%	67%	63%
Q25. Hospital staff told patient they could get free prescriptions	979	81%	763	82%			83%	79%	85%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	874	96%	720	96%			96%	95%	98%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	871	77%	711	78%			78%	76%	83%	79%
HOSPITAL CARE AS AN INPATIENT										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	661	79%			80%	80%	87%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	671	84%			85%	81%	87%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	558	70%			71%	68%	76%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	671	69%			69%	70%	78%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	667	63%			64%	59%	70%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	660	58%			59%	64%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	665	85%			85%	82%	87%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	504	49%			48%	47%	56%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	608	81%			82%	80%	86%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	671	86%			86%	85%	91%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	618	88%			88%	83%	89%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	648	93%			93%	92%	97%	94%

Comparability Tables

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Change Overall: Indicates significant change overall (2016, 2017, 2018 and 2019).

Adjusted Score below Lower Expected Range
Adjusted Score between Upper and Lower Expected Ranges
Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT										
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	1358	65%	1057	66%			67%	67%	74%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	1598	95%	1239	97%			97%	95%	97%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	554	85%	419	86%			86%	83%	90%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	484	63%	380	62%			62%	55%	65%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	985	84%	780	84%			84%	82%	87%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	917	67%	731	68%			68%	64%	71%	68%
HOME CARE AND SUPPORT										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	1422	57%	1114	56%			57%	56%	64%	60%
Q52. Patient definitely given enough support from health or social services during treatment	967	49%	755	50%			51%	45%	59%	52%
Q53. Patient definitely given enough support from health or social services after treatment	589	43%	487	44%			45%	37%	53%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	1517	94%	1194	94%			95%	94%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	1174	52%	928	53%			53%	54%	63%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	1361	70%			70%	70%	76%	73%
Q57. Patient given a care plan	1376	34%	1061	38%		▲	36%	33%	42%	38%
Q58. Overall the administration of care was good or very good	1778	87%	1405	87%			86%	86%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	1766	62%	1393	65%			64%	65%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	1678	44%	1314	40%			39%	23%	38%	30%
Q61. Patient's average rating of care scored from very poor to very good	1750	8.7	1381	8.8			8.8	8.7	8.9	8.8

Tumour Type Tables

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

n.a. Indicates that there were no respondents for that tumour group.

SEEING YOUR GP

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q1. Saw GP once or twice before being told they needed to go to hospital	Alliance	*	91%	70%	76%	57%	78%	77%	84%	*	92%	65%	85%	62%	78%
	National	59%	94%	75%	77%	67%	79%	71%	82%	71%	90%	74%	83%	74%	79%
Q2. Patient thought they were seen as soon as necessary	Alliance	*	86%	81%	77%	83%	73%	88%	88%	*	84%	74%	89%	75%	83%
	National	79%	89%	83%	81%	82%	81%	84%	86%	69%	85%	79%	85%	79%	84%

DIAGNOSTIC TESTS

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Received all the information needed about the test	Alliance	*	95%	93%	90%	94%	94%	96%	97%	*	97%	97%	97%	96%	95%
	National	93%	95%	95%	93%	95%	93%	95%	95%	93%	96%	95%	95%	95%	95%
Q6. The length of time waiting for the test to be done was about right	Alliance	*	91%	88%	75%	89%	89%	89%	92%	*	95%	92%	96%	84%	89%
	National	84%	91%	88%	86%	89%	88%	87%	87%	81%	87%	84%	87%	86%	88%
Q7. Test results explained in completely understandable way	Alliance	*	77%	78%	69%	79%	78%	77%	73%	*	77%	75%	86%	76%	77%
	National	71%	83%	82%	77%	77%	79%	80%	80%	78%	84%	75%	80%	76%	80%

FINDING OUT WHAT WAS WRONG WITH YOU

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q10. Patient told they could bring a family member or friend when first told they had cancer	Alliance	*	76%	79%	67%	71%	78%	68%	76%	*	71%	71%	75%	66%	74%
	National	85%	82%	82%	71%	71%	71%	77%	79%	73%	69%	76%	73%	75%	77%
Q11. Patient felt they were told sensitively that they had cancer	Alliance	*	87%	86%	81%	83%	88%	87%	84%	*	89%	82%	86%	75%	85%
	National	79%	89%	87%	82%	84%	87%	83%	86%	84%	89%	81%	84%	83%	86%
Q12. Patient completely understood the explanation of what was wrong	Alliance	*	74%	79%	64%	64%	81%	72%	79%	*	71%	69%	82%	72%	74%
	National	66%	77%	79%	73%	60%	78%	76%	79%	67%	80%	70%	77%	70%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	Alliance	*	76%	75%	66%	79%	64%	61%	78%	*	79%	67%	71%	66%	73%
	National	66%	78%	73%	71%	76%	69%	67%	83%	67%	84%	67%	74%	65%	74%

Tumour Type Tables

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

n.a. Indicates that there were no respondents for that tumour group.

DECIDING THE BEST TREATMENT FOR YOU

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q14. Patient felt that treatment options were completely explained	Alliance	*	80%	83%	71%	79%	85%	85%	79%	*	88%	77%	86%	89%	81%
	National	85%	85%	85%	85%	82%	87%	84%	83%	83%	89%	81%	83%	79%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	Alliance	*	74%	78%	61%	70%	73%	80%	73%	*	77%	72%	78%	79%	74%
	National	69%	74%	76%	75%	69%	73%	74%	73%	73%	77%	72%	71%	70%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	Alliance	*	68%	67%	56%	68%	76%	80%	67%	*	73%	66%	67%	69%	68%
	National	63%	70%	70%	69%	65%	70%	69%	65%	66%	71%	66%	63%	64%	67%
Q17. Patient definitely told about side effects that could affect them in the future	Alliance	*	56%	60%	51%	53%	65%	60%	61%	*	72%	50%	65%	64%	58%
	National	62%	57%	59%	56%	51%	64%	56%	66%	54%	66%	53%	56%	52%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	Alliance	*	78%	82%	72%	77%	76%	82%	80%	*	83%	74%	82%	82%	79%
	National	79%	81%	83%	81%	80%	81%	81%	84%	81%	87%	79%	79%	78%	81%

CLINICAL NURSE SPECIALIST (CNS)

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q19. Patient given the name of a CNS who would support them through their treatment	Alliance	*	95%	94%	86%	95%	92%	91%	86%	*	98%	95%	82%	91%	92%
	National	95%	95%	92%	95%	92%	91%	94%	91%	91%	91%	93%	85%	89%	92%
Q20. Patient found it very or quite easy to contact their CNS	Alliance	*	81%	86%	83%	85%	87%	78%	76%	*	89%	81%	86%	78%	82%
	National	86%	84%	88%	85%	87%	86%	86%	80%	86%	90%	85%	83%	83%	85%
Q21. Patient got understandable answers to important questions all or most of the time	Alliance	*	87%	89%	90%	88%	97%	79%	84%	*	94%	81%	85%	85%	86%
	National	82%	87%	89%	86%	89%	88%	86%	87%	87%	93%	86%	87%	86%	87%

SUPPORT FOR PEOPLE WITH CANCER

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q22. Hospital staff gave information about support or self-help groups for people with cancer	Alliance	*	89%	88%	81%	85%	78%	90%	93%	*	79%	92%	89%	78%	88%
	National	92%	92%	88%	87%	86%	88%	87%	91%	86%	90%	88%	81%	83%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	Alliance	*	88%	81%	67%	79%	79%	84%	84%	*	71%	88%	86%	74%	83%
	National	84%	86%	85%	82%	84%	84%	83%	88%	81%	86%	83%	78%	79%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	Alliance	*	68%	75%	64%	59%	54%	77%	62%	*	*	51%	59%	54%	65%
	National	78%	68%	61%	66%	61%	67%	72%	55%	64%	60%	64%	47%	59%	63%
Q25. Hospital staff told patient they could get free prescriptions	Alliance	*	81%	83%	75%	86%	84%	84%	84%	*	*	78%	73%	79%	82%
	National	82%	81%	83%	79%	87%	84%	86%	80%	78%	71%	84%	73%	81%	82%

Tumour Type Tables

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	Tumour Group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers	
Q27. Beforehand, patient had all the information needed about the operation	Alliance	*	96%	97%	94%	*	100%	95%	100%	*	87%	100%	97%	*	96%
	National	96%	97%	96%	96%	94%	96%	95%	97%	95%	96%	96%	95%	95%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	Alliance	*	72%	83%	74%	*	86%	83%	78%	*	69%	78%	90%	*	78%
	National	76%	79%	83%	79%	78%	79%	79%	78%	80%	82%	79%	76%	77%	79%

	Tumour Group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers	
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	Alliance	*	79%	77%	64%	83%	75%	76%	93%	*	*	76%	81%	81%	79%
	National	81%	86%	81%	83%	84%	83%	81%	88%	86%	86%	81%	83%	82%	84%
Q31. Patient had confidence and trust in all doctors treating them	Alliance	*	79%	86%	86%	82%	83%	89%	85%	*	*	82%	93%	78%	84%
	National	82%	83%	85%	83%	82%	87%	83%	89%	86%	85%	81%	85%	80%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	Alliance	*	68%	72%	52%	73%	71%	68%	77%	*	*	69%	76%	69%	70%
	National	67%	72%	73%	72%	74%	75%	74%	72%	71%	74%	73%	71%	69%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	Alliance	*	64%	69%	53%	75%	72%	75%	69%	*	*	74%	77%	49%	69%
	National	72%	73%	72%	71%	77%	75%	77%	79%	74%	75%	73%	77%	69%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	Alliance	*	63%	59%	72%	59%	55%	78%	58%	*	*	68%	72%	61%	63%
	National	68%	64%	62%	63%	63%	65%	68%	72%	65%	70%	65%	66%	60%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	Alliance	*	48%	65%	51%	65%	52%	51%	50%	*	*	74%	71%	44%	58%
	National	68%	62%	74%	65%	72%	71%	76%	72%	74%	70%	78%	76%	69%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	Alliance	*	86%	82%	74%	83%	86%	76%	87%	*	*	85%	97%	81%	85%
	National	78%	84%	85%	81%	86%	87%	84%	88%	84%	84%	84%	85%	82%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	Alliance	*	41%	58%	36%	55%	43%	44%	54%	*	*	46%	55%	52%	49%
	National	45%	51%	55%	51%	56%	52%	49%	53%	54%	51%	53%	49%	46%	52%
Q38. Hospital staff definitely did everything they could to help control pain	Alliance	*	74%	84%	86%	86%	92%	79%	76%	*	*	81%	85%	78%	81%
	National	85%	83%	84%	82%	82%	80%	84%	85%	83%	85%	82%	81%	82%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	Alliance	*	83%	78%	84%	88%	96%	89%	89%	*	*	85%	96%	75%	86%
	National	85%	87%	87%	85%	89%	87%	88%	91%	89%	89%	88%	90%	86%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	Alliance	*	92%	90%	87%	81%	81%	85%	92%	*	*	84%	91%	77%	88%
	National	80%	89%	86%	86%	83%	87%	82%	91%	85%	90%	82%	87%	83%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	Alliance	*	94%	96%	90%	94%	92%	89%	93%	*	*	91%	93%	89%	93%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%

Tumour Type Tables

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n.a. Indicates that there were no respondents for that tumour group.

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Alliance	*	63%	71%	60%	69%	77%	65%	64%	*	64%	63%	77%	63%	66%
	National	66%	68%	73%	70%	73%	72%	70%	74%	72%	72%	71%	67%	68%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	Alliance	*	96%	99%	98%	98%	97%	97%	98%	*	93%	87%	97%	97%	97%
	National	94%	96%	96%	96%	97%	96%	96%	96%	96%	96%	94%	96%	95%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	Alliance	*	86%	83%	*	87%	92%	88%	84%	*	*	*	*	*	86%
	National	91%	88%	83%	88%	84%	86%	86%	88%	88%	84%	86%	83%	84%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	Alliance	*	62%	70%	*	57%	77%	59%	51%	*	*	*	*	*	62%
	National	56%	60%	57%	61%	62%	63%	59%	60%	67%	57%	52%	59%	59%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	Alliance	*	85%	88%	81%	84%	*	79%	85%	*	*	78%	93%	82%	84%
	National	80%	82%	86%	87%	85%	79%	84%	86%	86%	90%	84%	85%	85%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	Alliance	*	66%	70%	68%	69%	*	63%	59%	*	*	65%	71%	76%	68%
	National	54%	62%	64%	68%	75%	57%	67%	66%	71%	79%	61%	68%	69%	68%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	Alliance	*	53%	61%	55%	56%	70%	58%	50%	*	55%	55%	71%	61%	56%
	National	58%	58%	63%	57%	62%	67%	59%	61%	62%	65%	60%	59%	55%	60%
Q52. Patient definitely given enough support from health or social services during treatment	Alliance	*	48%	66%	32%	54%	68%	41%	42%	*	55%	49%	42%	50%	50%
	National	42%	52%	60%	45%	51%	59%	50%	48%	53%	57%	54%	48%	51%	52%
Q53. Patient definitely given enough support from health or social services after treatment	Alliance	*	41%	56%	35%	55%	48%	27%	39%	*	*	38%	44%	48%	44%
	National	39%	41%	53%	39%	43%	56%	40%	46%	48%	59%	47%	44%	44%	45%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q54. GP given enough information about patient's condition and treatment	Alliance	*	94%	95%	90%	94%	91%	96%	97%	*	91%	87%	98%	92%	94%
	National	91%	96%	95%	95%	96%	94%	94%	96%	94%	96%	93%	95%	94%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	Alliance	*	49%	55%	46%	47%	64%	51%	53%	*	*	53%	63%	61%	53%
	National	55%	58%	59%	56%	56%	59%	56%	64%	56%	65%	59%	59%	55%	58%

Tumour Type Tables

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		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. Different people treating and caring for patient always work well together to give best possible care	Alliance	*	68%	68%	58%	70%	76%	73%	73%	*	83%	58%	82%	66%	70%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	43%	41%	31%	29%	41%	42%	38%	*	41%	33%	34%	44%	38%
	National	36%	41%	40%	34%	36%	39%	36%	40%	34%	44%	36%	33%	31%	38%
Q58. Overall the administration of care was good or very good	Alliance	*	87%	89%	77%	85%	93%	87%	84%	*	89%	81%	93%	88%	87%
	National	85%	90%	88%	87%	91%	90%	90%	88%	88%	90%	86%	85%	87%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	Alliance	*	60%	68%	60%	55%	60%	71%	73%	*	73%	67%	71%	64%	65%
	National	58%	68%	73%	66%	66%	71%	71%	76%	68%	73%	66%	75%	64%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	Alliance	*	34%	32%	41%	34%	32%	44%	56%	*	47%	53%	34%	42%	40%
	National	42%	30%	32%	31%	33%	21%	34%	31%	36%	20%	36%	21%	32%	30%
Q61. Patient's average rating of care scored from very poor to very good	Alliance	*	8.7	8.9	8.4	8.7	9.2	8.8	8.9	*	8.8	8.6	9.0	8.6	8.8
	National	8.6	8.9	8.8	8.7	8.9	8.8	8.8	8.8	8.8	8.9	8.7	8.7	8.7	8.8

Year on Year Charts

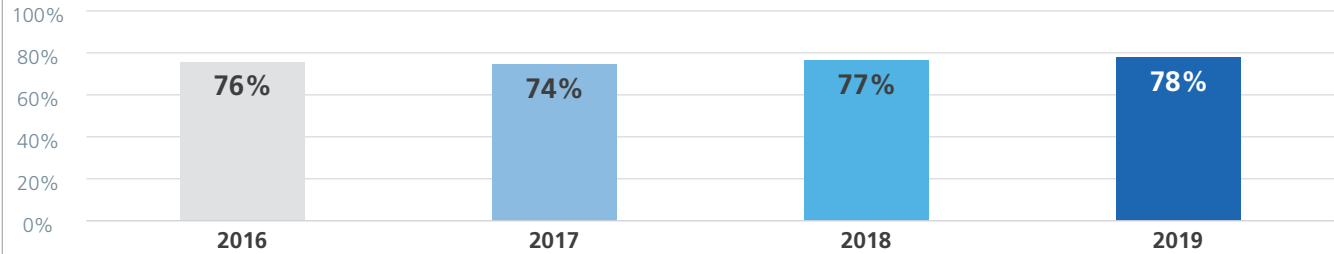
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

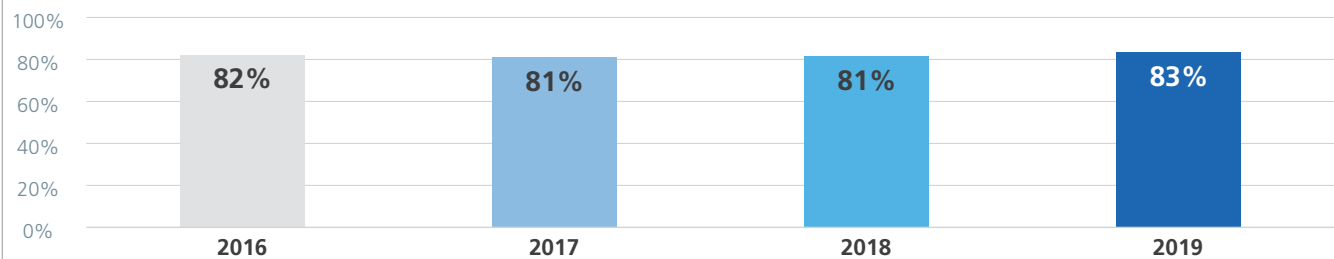
The scores are unadjusted and based on England scores only.

SEEING YOUR GP

Q1. Saw GP once or twice before being told they needed to go to hospital



Q2. Patient thought they were seen as soon as necessary

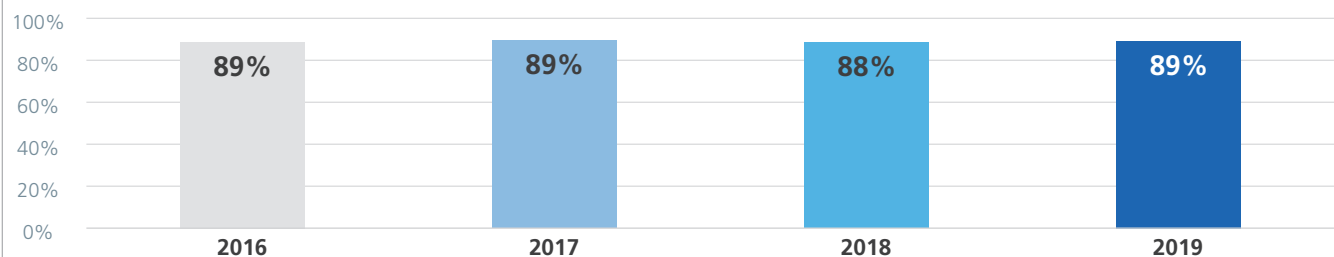


DIAGNOSTIC TESTS

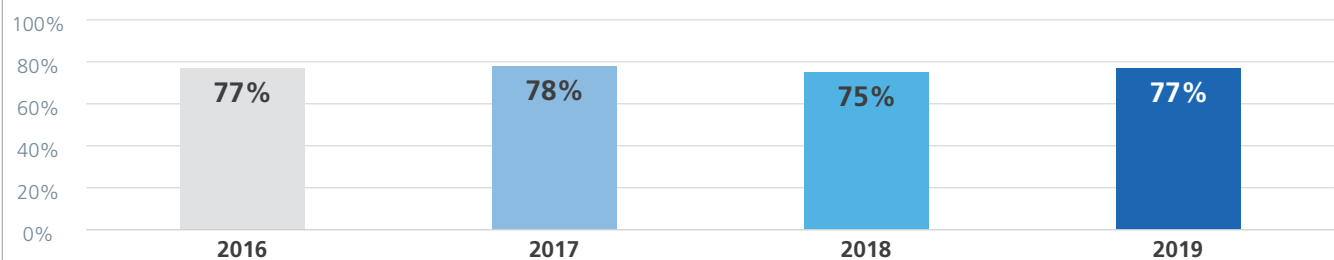
Q5. Received all the information needed about the test



Q6. The length of time waiting for the test to be done was about right



Q7. Test results explained in completely understandable way



Year on Year Charts

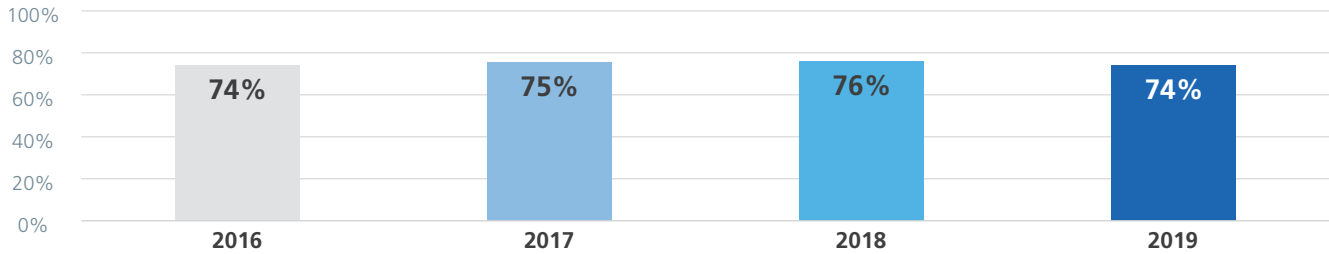
* Indicates where a score has been suppressed because there are less than 21 responses.

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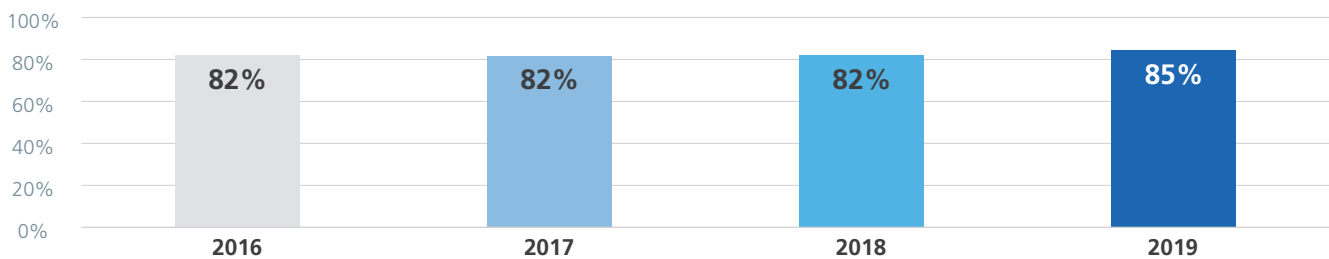
The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

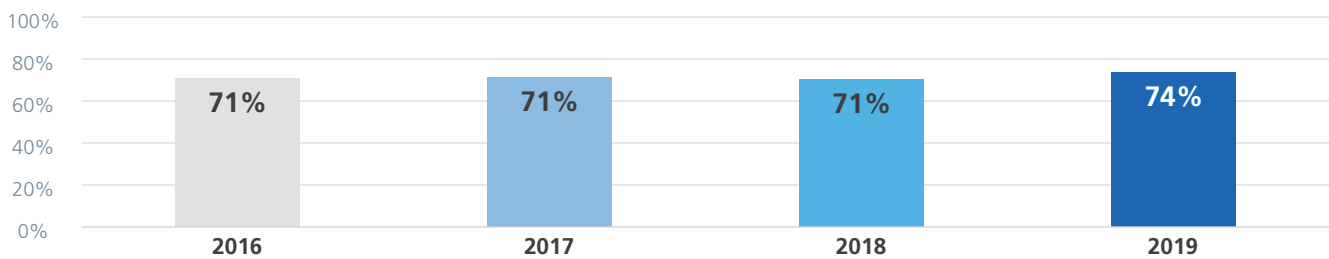
Q10. Patient told they could bring a family member or friend when first told they had cancer



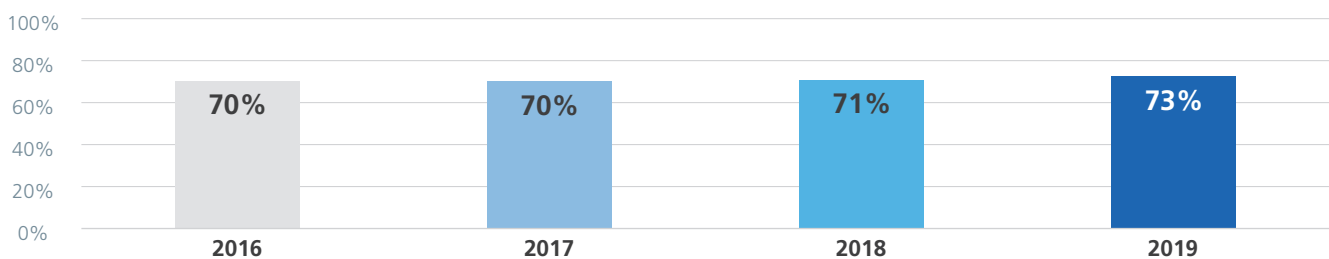
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

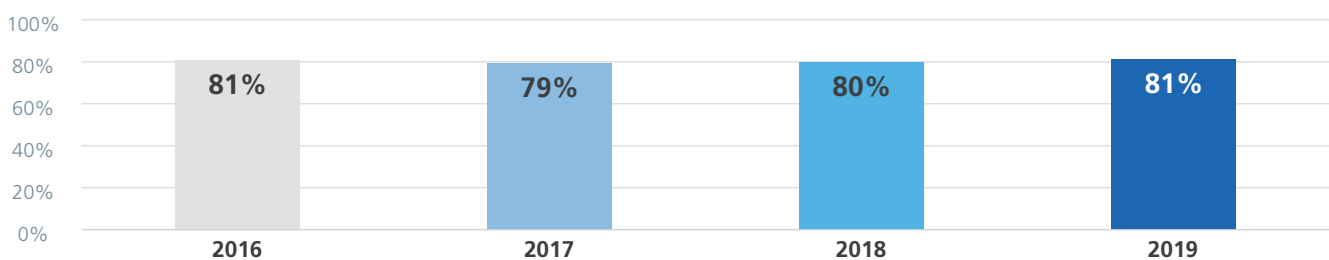


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



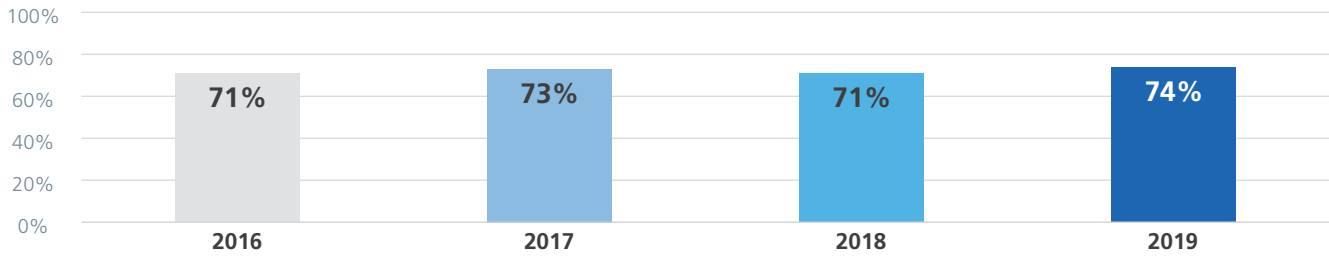
Year on Year Charts

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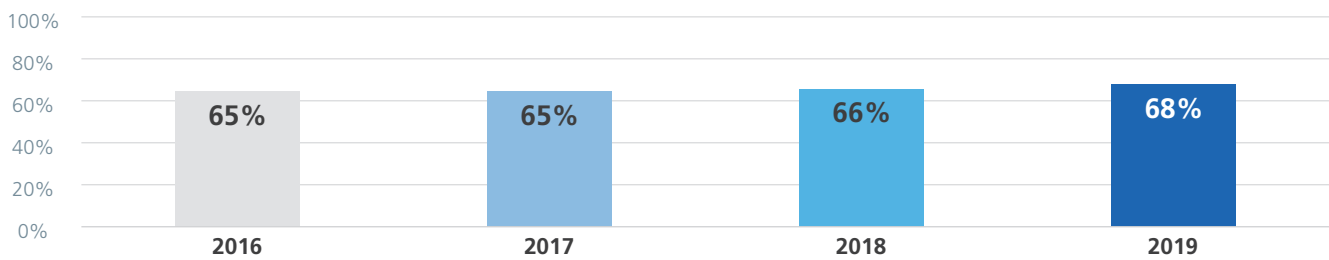
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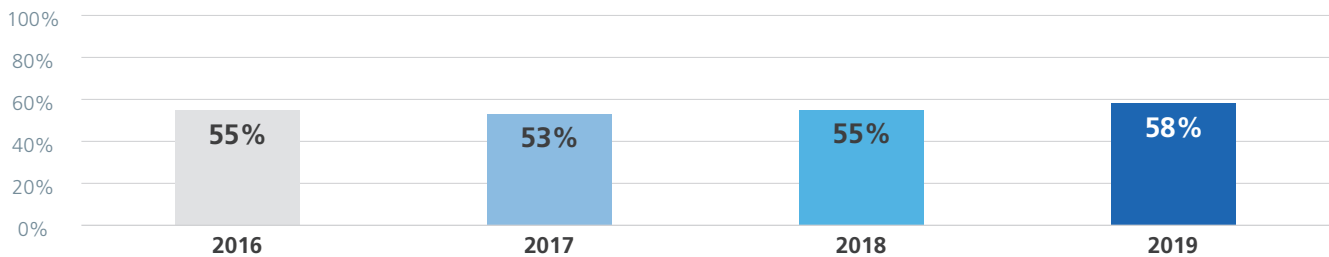
Q15. Patient felt possible side effects were definitely explained in an understandable way



Q16. Patient definitely given practical advice and support in dealing with side effects of treatment



Q17. Patient definitely told about side effects that could affect them in the future

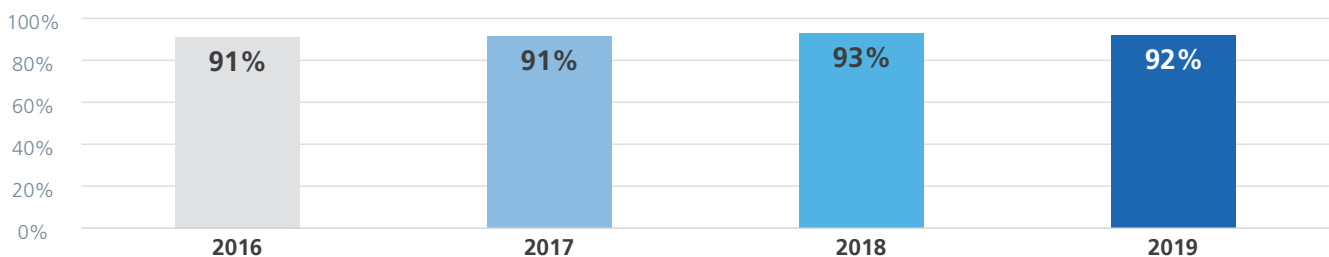


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

Q19. Patient given the name of a CNS who would support them through their treatment



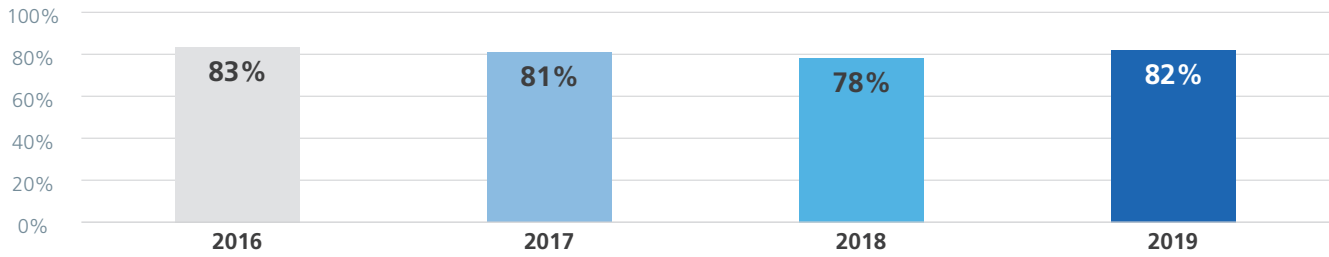
Year on Year Charts

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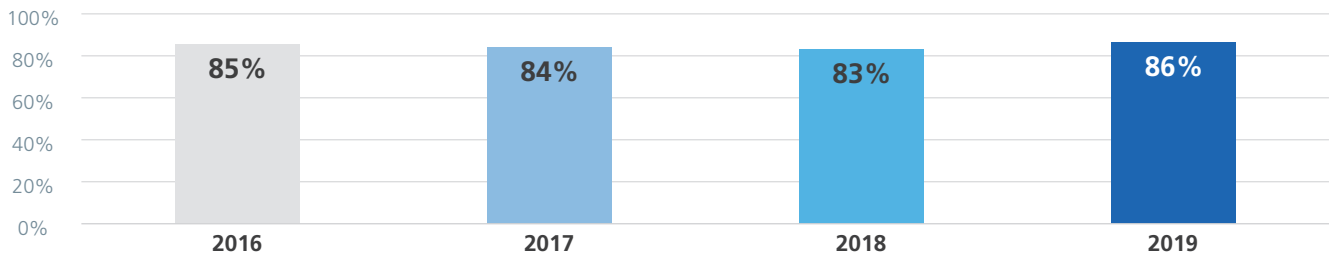
** No score available for these years.

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Q20. Patient found it very or quite easy to contact their CNS

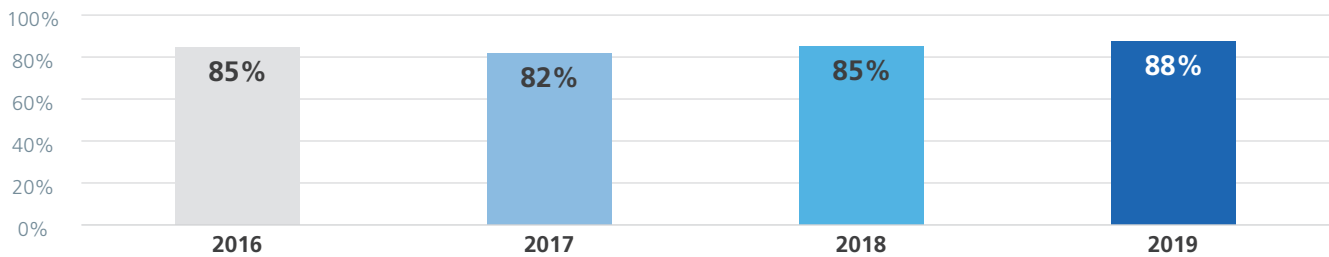


Q21. Patient got understandable answers to important questions all or most of the time

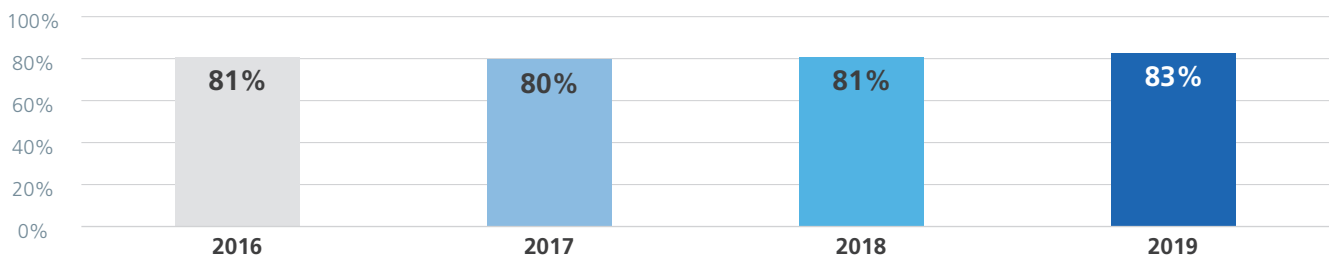


SUPPORT FOR PEOPLE WITH CANCER

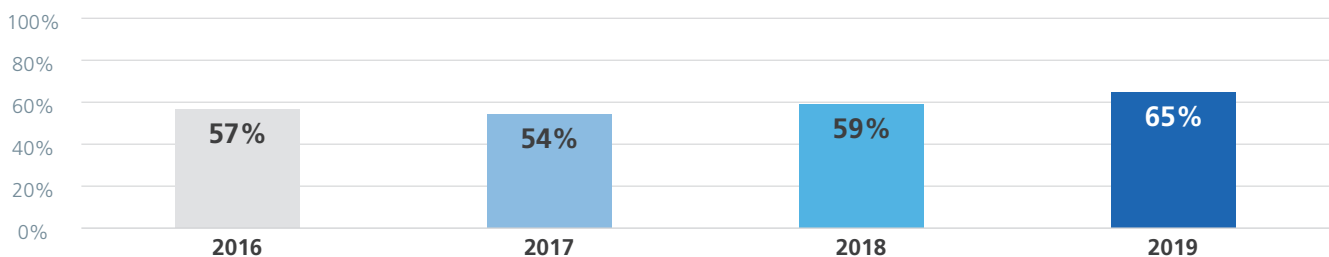
Q22. Hospital staff gave information about support or self-help groups for people with cancer



Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities



Q24. Hospital staff gave information on getting financial help or possible benefits



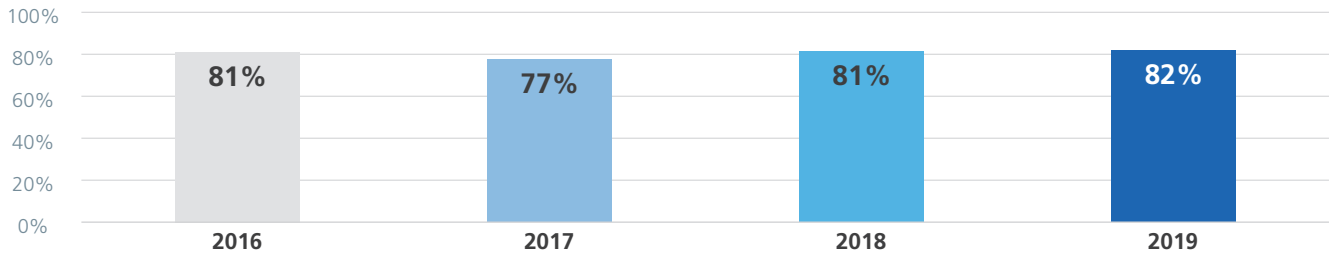
Year on Year Charts

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

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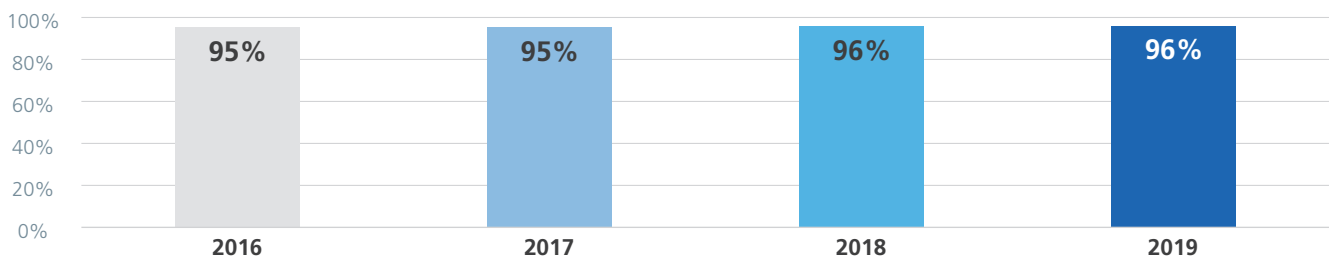
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

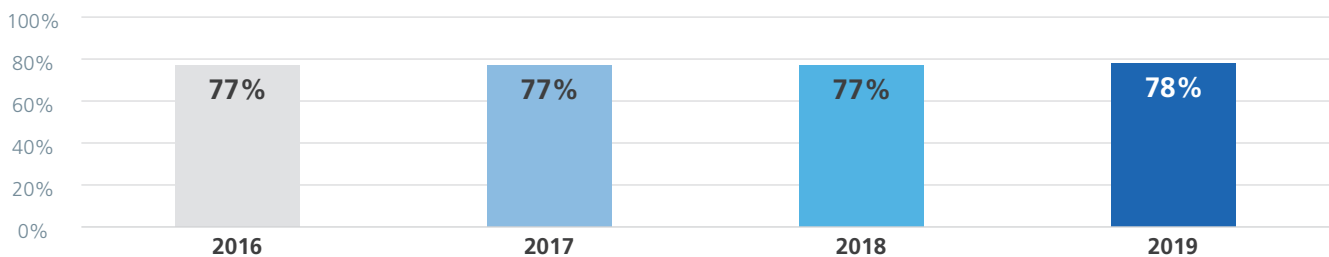


OPERATIONS

Q27. Beforehand, patient had all the information needed about the operation



Q28. Afterwards, staff completely explained how operation had gone in understandable way



HOSPITAL CARE AS AN INPATIENT

Q30. Hospital staff didn't talk in front of patient as if patient wasn't there



Q31. Patient had confidence and trust in all doctors treating them



Year on Year Charts

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

** No score available for these years.

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Q32. Patient's family or someone close definitely felt able to talk to a doctor



Q33. Patient had confidence and trust in all the ward nurses treating them



Q34. Patient thought there were always or nearly always enough nurses on duty to care for them



Q35. All hospital staff asked patient what name they prefer to be called by



Q36. Patient always given enough privacy when discussing condition or treatment



Year on Year Charts

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

** No score available for these years.

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Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit



Q38. Hospital staff definitely did everything they could to help control pain



Q39. Patient always felt they were treated with respect and dignity while in hospital



Q40. Patient given clear written information about what should or should not do after leaving hospital



Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital



Year on Year Charts

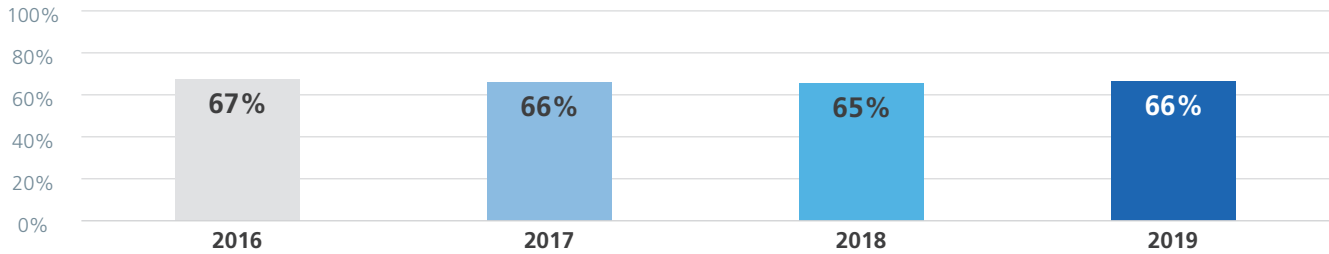
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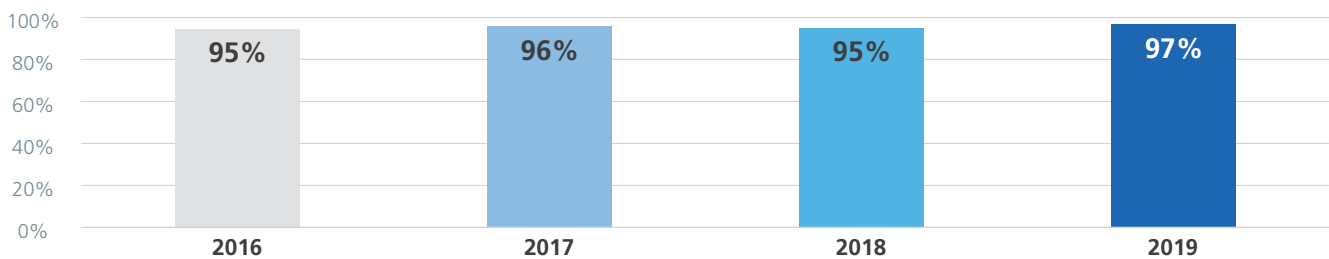
The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

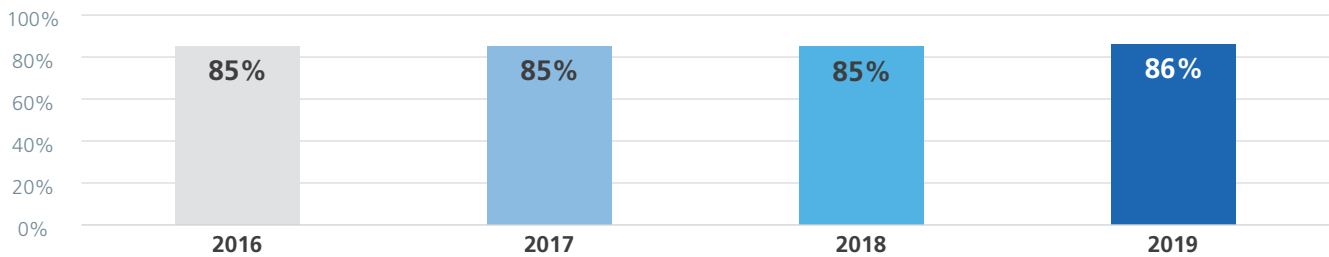
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



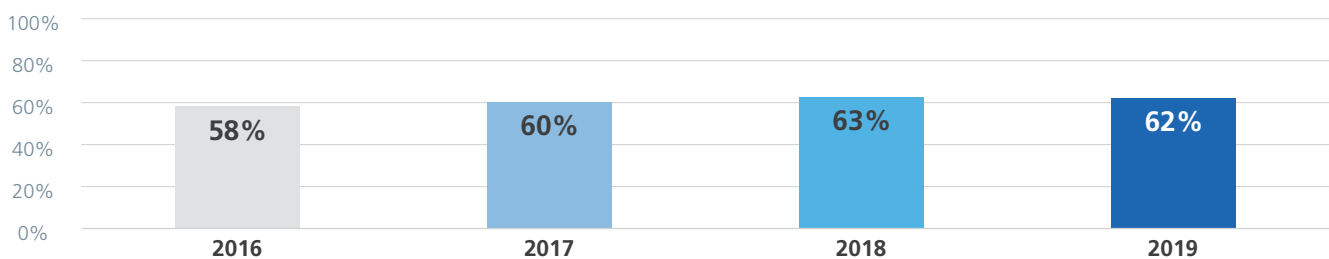
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



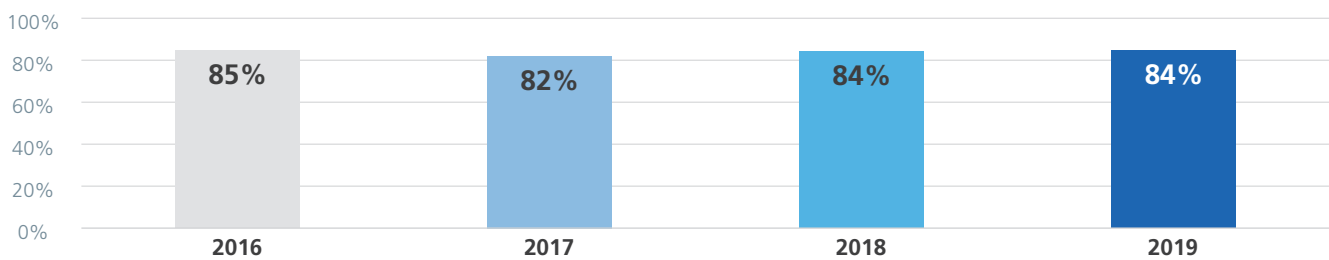
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



Q47. Patient completely given understandable information about whether radiotherapy was working



Q49. Beforehand patient completely had all information needed about chemotherapy treatment



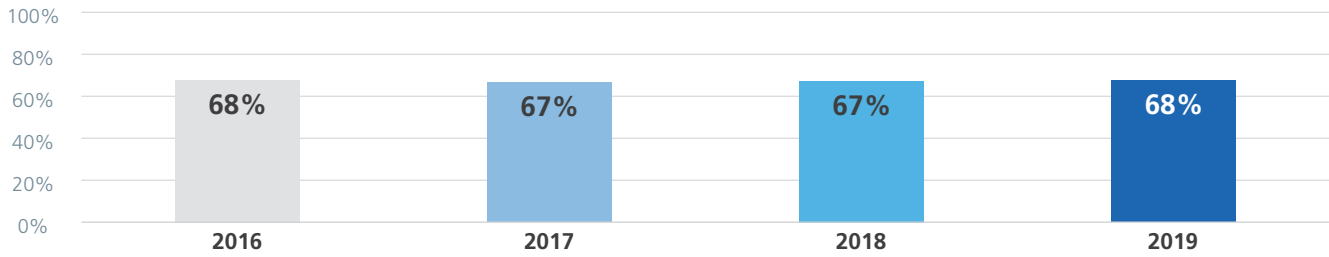
Year on Year Charts

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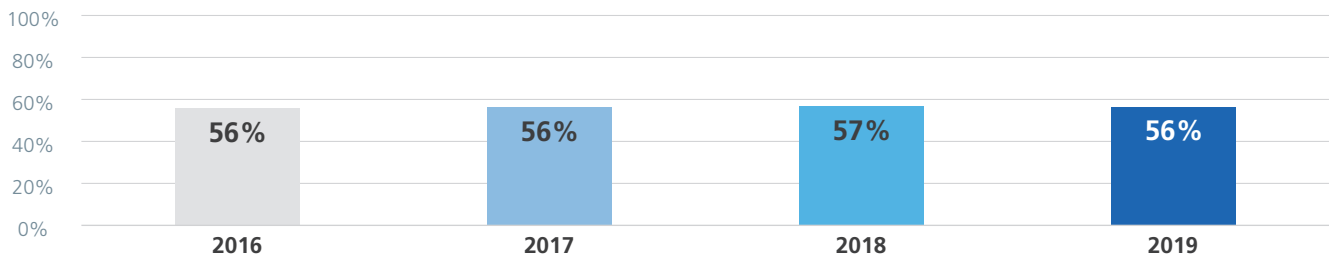
The scores are unadjusted and based on England scores only.

Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way

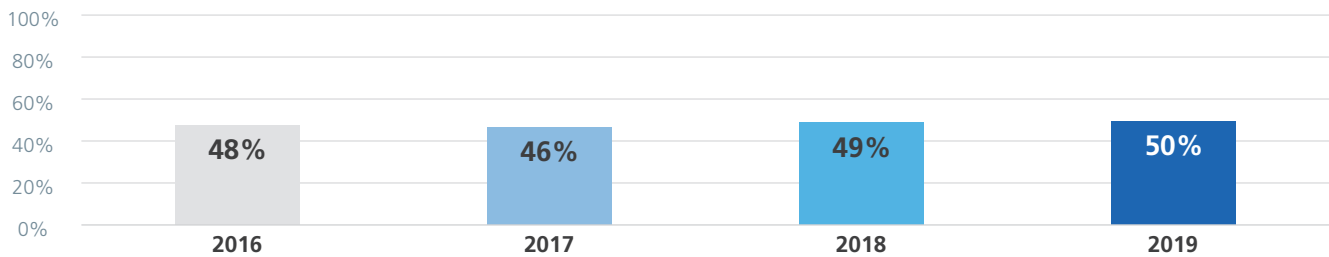


HOME CARE AND SUPPORT

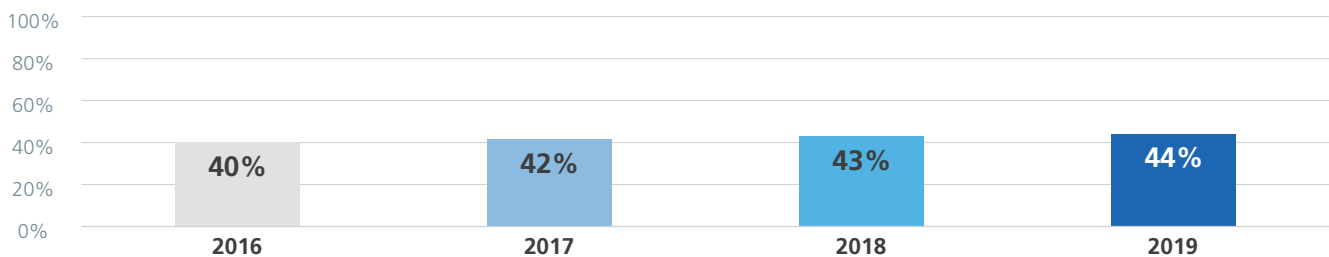
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



Q52. Patient definitely given enough support from health or social services during treatment

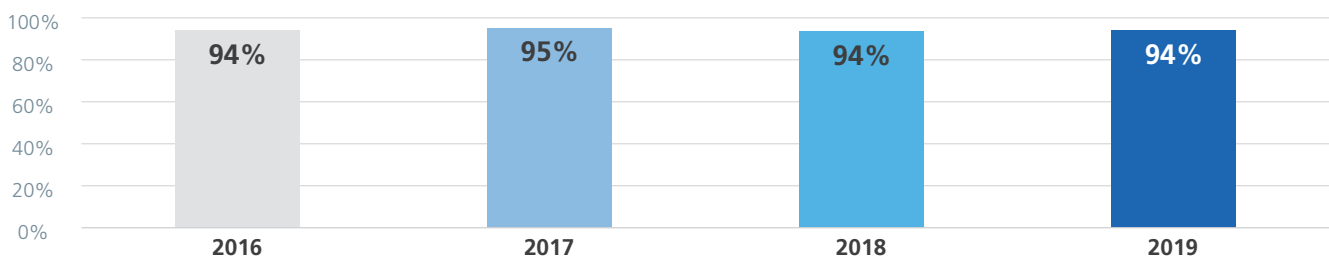


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

Q54. GP given enough information about patient's condition and treatment



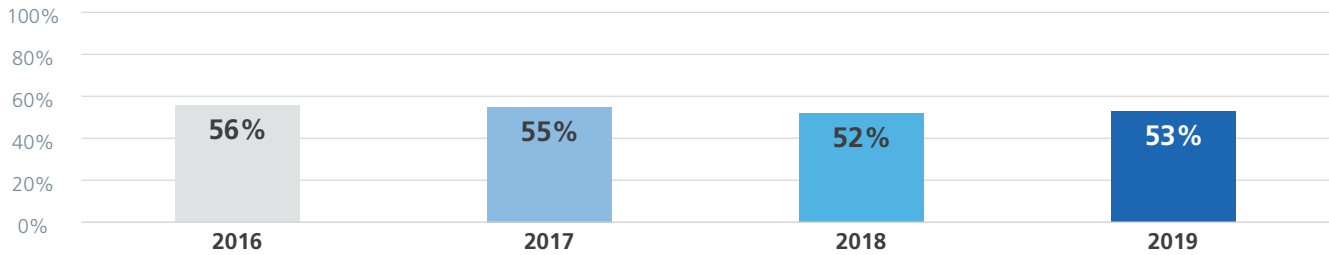
Year on Year Charts

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

Q55. General practice staff definitely did everything they could to support patient during treatment

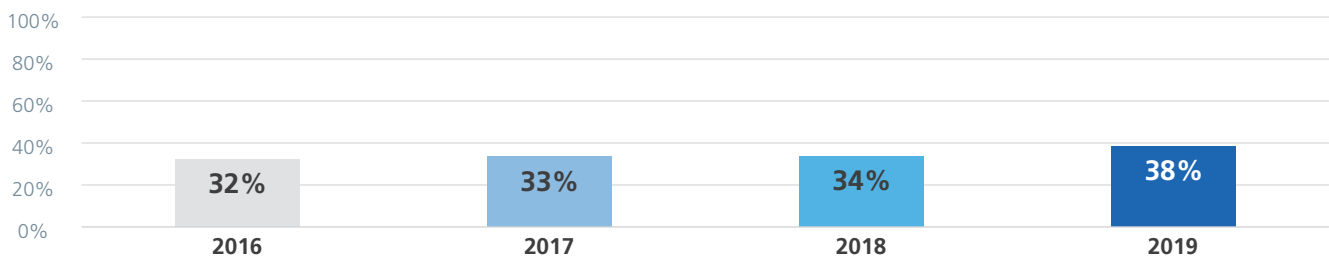


YOUR OVERALL NHS CARE

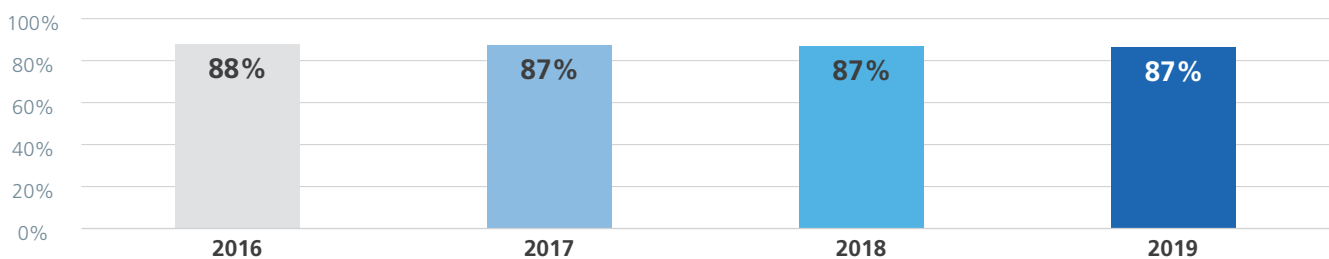
Q56. Different people treating and caring for patient always work well together to give best possible care



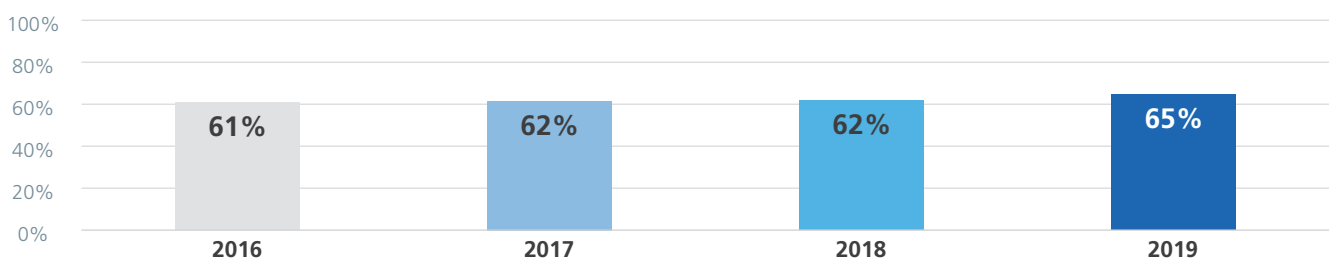
Q57. Patient given a care plan



Q58. Overall the administration of care was good or very good



Q59. Patient felt length of time for attending clinics and appointments for cancer was about right



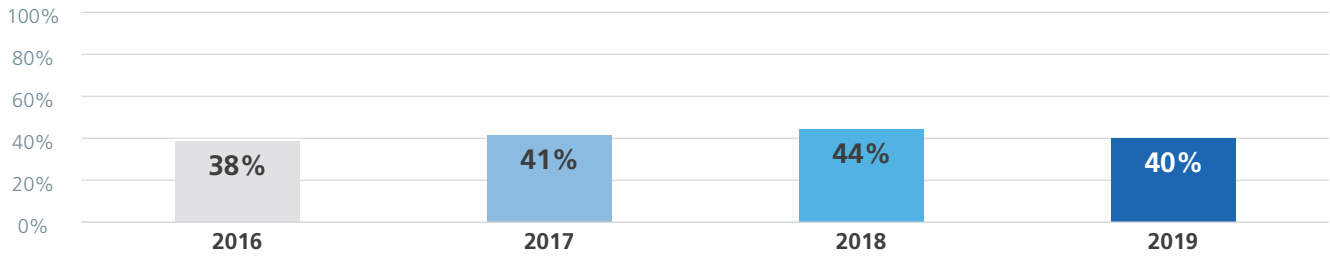
Year on Year Charts

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

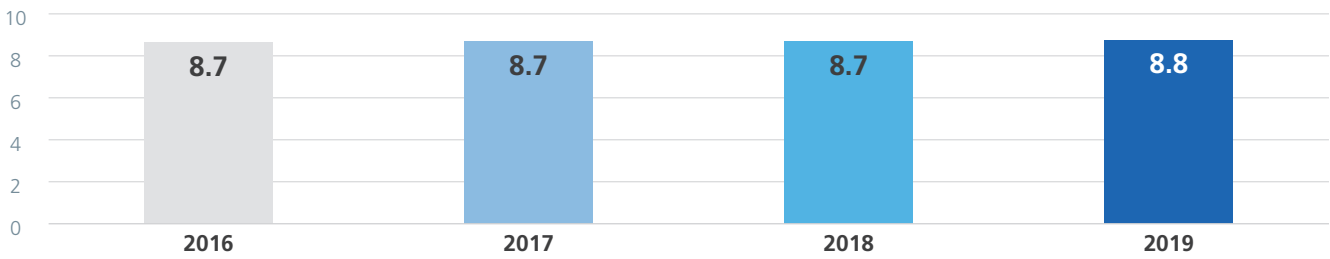
** No score available for these years.

The scores are unadjusted and based on England scores only.

Q60. Someone discussed with patient whether they would like to take part in cancer research



Q61. Patient's average rating of care scored from very poor to very good



Trust Expected Range Summary

Alliance		Expected Range Classification	
RJ1	Guy's and St Thomas' NHS foundation Trust	5	43
RJ2	Lewisham and Greenwich NHS Trust	2	49
RJZ	King's College Hospital NHS Foundation Trust	5	47

Trust Dashboard Questions

Q61. Patient's average rating of care scored from very poor to very good

Code	Name	Base	Score
All	National	65,135	8.8
E56000010	South East London	1,381	8.8
RJ1	Guy's and St Thomas' NHS foundation Trust	916	8.8
RJ2	Lewisham and Greenwich NHS Trust	219	8.8
RJZ	King's College Hospital NHS Foundation Trust	320	8.6

Q18. Patient definitely involved as much as they wanted in decisions about care and treatment

Code	Name	Base	Score
All	National	65,989	81%
E56000010	South East London	1,400	80%
RJ2	Lewisham and Greenwich NHS Trust	226	83%
RJZ	King's College Hospital NHS Foundation Trust	327	79%
RJ1	Guy's and St Thomas' NHS foundation Trust	923	79%

Q19. Patient given the name of a CNS who would support them through their treatment

Code	Name	Base	Score
All	National	64,196	92%
E56000010	South East London	1,364	91%
RJZ	King's College Hospital NHS Foundation Trust	315	95%
RJ1	Guy's and St Thomas' NHS foundation Trust	907	91%
RJ2	Lewisham and Greenwich NHS Trust	219	89%

Q20. Patient found it very or quite easy to contact their CNS

Code	Name	Base	Score
All	National	52,999	85%
E56000010	South East London	1,125	83%
RJ1	Guy's and St Thomas' NHS foundation Trust	747	84%
RJZ	King's College Hospital NHS Foundation Trust	274	81%
RJ2	Lewisham and Greenwich NHS Trust	167	79%

Trust Dashboard Questions

Q39. Patient always felt they were treated with respect and dignity while in hospital

Code	Name	Base	Score
All	National	32,875	88%
E56000010	South East London	671	86%
RJ1	Guy's and St Thomas' NHS foundation Trust	471	88%
RJZ	King's College Hospital NHS Foundation Trust	201	86%
RJ2	Lewisham and Greenwich NHS Trust	99	81%

Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital

Code	Name	Base	Score
All	National	31,541	94%
E56000010	South East London	648	93%
RJ1	Guy's and St Thomas' NHS foundation Trust	453	94%
RJ2	Lewisham and Greenwich NHS Trust	96	90%
RJZ	King's College Hospital NHS Foundation Trust	194	88%

Q55. General practice staff definitely did everything they could to support patient during treatment

Code	Name	Base	Score
All	National	44,055	58%
E56000010	South East London	928	53%
RJZ	King's College Hospital NHS Foundation Trust	220	56%
RJ1	Guy's and St Thomas' NHS foundation Trust	596	54%
RJ2	Lewisham and Greenwich NHS Trust	156	52%

CCG Expected Range Summary

CCG		Expected Range Classification
07Q	NHS Bromley CCG	2 46 4
08Q	NHS Southwark CCG	1 50 1
08A	NHS Greenwich CCG	2 49 1
08K	NHS Lambeth CCG	4 45 3
08L	NHS Lewisham CCG	4 47 1
07N	NHS Bexley CCG	7 44 1

CCG Dashboard Questions

Q61. Patient's average rating of care scored from very poor to very good

Code	Name	Base	Score
All	National	65,135	8.8
E56000010	South East London	1,381	8.8
07Q	NHS Bromley CCG	340	8.9
08Q	NHS Southwark CCG	163	8.9
08K	NHS Lambeth CCG	191	8.8
08A	NHS Greenwich CCG	213	8.8
08L	NHS Lewisham CCG	190	8.8
07N	NHS Bexley CCG	284	8.7

Q18. Patient definitely involved as much as they wanted in decisions about care and treatment

Code	Name	Base	Score
All	National	65,989	81%
E56000010	South East London	1,400	80%
08Q	NHS Southwark CCG	162	84%
07Q	NHS Bromley CCG	341	81%
08L	NHS Lewisham CCG	198	80%
08K	NHS Lambeth CCG	200	80%
08A	NHS Greenwich CCG	218	78%
07N	NHS Bexley CCG	281	77%

CCG Dashboard Questions

Q19. Patient given the name of a CNS who would support them through their treatment

Code	Name	Base	Score
All	National	64,196	92%
E56000010	South East London	1,364	91%
08K	NHS Lambeth CCG	196	93%
07Q	NHS Bromley CCG	332	93%
08Q	NHS Southwark CCG	158	92%
08A	NHS Greenwich CCG	208	92%
07N	NHS Bexley CCG	279	90%
08L	NHS Lewisham CCG	191	89%

Q20. Patient found it very or quite easy to contact their CNS

Code	Name	Base	Score
All	National	52,999	85%
E56000010	South East London	1,125	83%
08L	NHS Lewisham CCG	158	87%
07Q	NHS Bromley CCG	273	84%
08A	NHS Greenwich CCG	168	81%
07N	NHS Bexley CCG	219	81%
08K	NHS Lambeth CCG	172	81%
08Q	NHS Southwark CCG	135	80%

CCG Dashboard Questions

Q39. Patient always felt they were treated with respect and dignity while in hospital			
Code	Name	Base	Score
All	National	32,875	88%
E56000010	South East London	671	86%
08K	NHS Lambeth CCG	99	89%
08Q	NHS Southwark CCG	80	88%
07Q	NHS Bromley CCG	173	87%
08A	NHS Greenwich CCG	109	86%
08L	NHS Lewisham CCG	87	86%
07N	NHS Bexley CCG	123	81%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital			
Code	Name	Base	Score
All	National	31,541	94%
E56000010	South East London	648	93%
08K	NHS Lambeth CCG	95	97%
08L	NHS Lewisham CCG	84	94%
07Q	NHS Bromley CCG	165	93%
08Q	NHS Southwark CCG	78	93%
07N	NHS Bexley CCG	119	92%
08A	NHS Greenwich CCG	107	91%

CCG Dashboard Questions

Q55. General practice staff definitely did everything they could to support patient during treatment

Code	Name	Base	Score
All	National	44,055	58%
E56000010	South East London	928	53%
08K	NHS Lambeth CCG	136	60%
08A	NHS Greenwich CCG	142	57%
07Q	NHS Bromley CCG	216	55%
08Q	NHS Southwark CCG	110	50%
07N	NHS Bexley CCG	192	48%
08L	NHS Lewisham CCG	132	43%