

# **National Cancer Patient Experience Survey**

2019 Results

**Norfolk and Norwich University  
Hospitals NHS Foundation Trust**

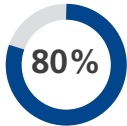
Published June 2020

## Executive Summary

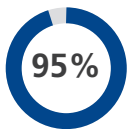
### Cancer Dashboard Questions

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

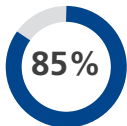
Q61. Patient's average rating of care scored from very poor to very good



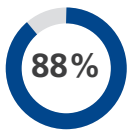
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



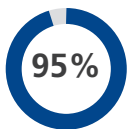
Q19. Patient given the name of a CNS who would support them through their treatment



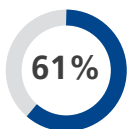
Q20. Patient found it very or quite easy to contact their CNS



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	
Q12. Patient completely understood the explanation of what was wrong	<b>76%</b>	71%	76%	<b>73%</b>
Q19. Patient given the name of a CNS who would support them through their treatment	<b>95%</b>	90%	95%	<b>92%</b>
Q22. Hospital staff gave information about support or self-help groups for people with cancer	<b>92%</b>	85%	91%	<b>88%</b>
Q24. Hospital staff gave information on getting financial help or possible benefits	<b>69%</b>	57%	68%	<b>63%</b>

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q15. Patient felt possible side effects were definitely explained in an understandable way	<b>70%</b>	70%	75%	<b>73%</b>
Q33. Patient had confidence and trust in all the ward nurses treating them	<b>67%</b>	69%	79%	<b>74%</b>
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	<b>52%</b>	58%	71%	<b>64%</b>
Q57. Patient given a care plan	<b>33%</b>	34%	41%	<b>38%</b>

## 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 Trust is performing given their patient population. The factors taken into account in this case-mix adjustment are gender, age, ethnic group, deprivation, and tumour group.

### 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 Trust scored for each question in the survey, compared with national results and previous year's results. It is aimed at helping individual Trusts 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 Trust.

Trusts 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 Trust performs better than what Trusts 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 Trust's size and demographics.

### Comparability tables

The comparability tables show the 2018 and 2019 unadjusted scores for this Trust for each scored question. If there is a significant change from 2018 and 2019 or overall from 2015 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 Trusts 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 five columns representing the unadjusted scores of the last five years (2015, 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 Trust. 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](http://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](http://www.ncpes.co.uk).

## Response Rate

### Overall Response Rate

1,095 patients responded out of a total of 1,603 patients, resulting in a response rate of 68%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Trust	1,716	1,603	1,095	68%
National	119,855	111,366	67,858	61%

### Respondents by Survey Type

	Number of Respondents
Online	102
Paper	993
Phone	0
Translation Service	0

### Respondents by Tumour Group

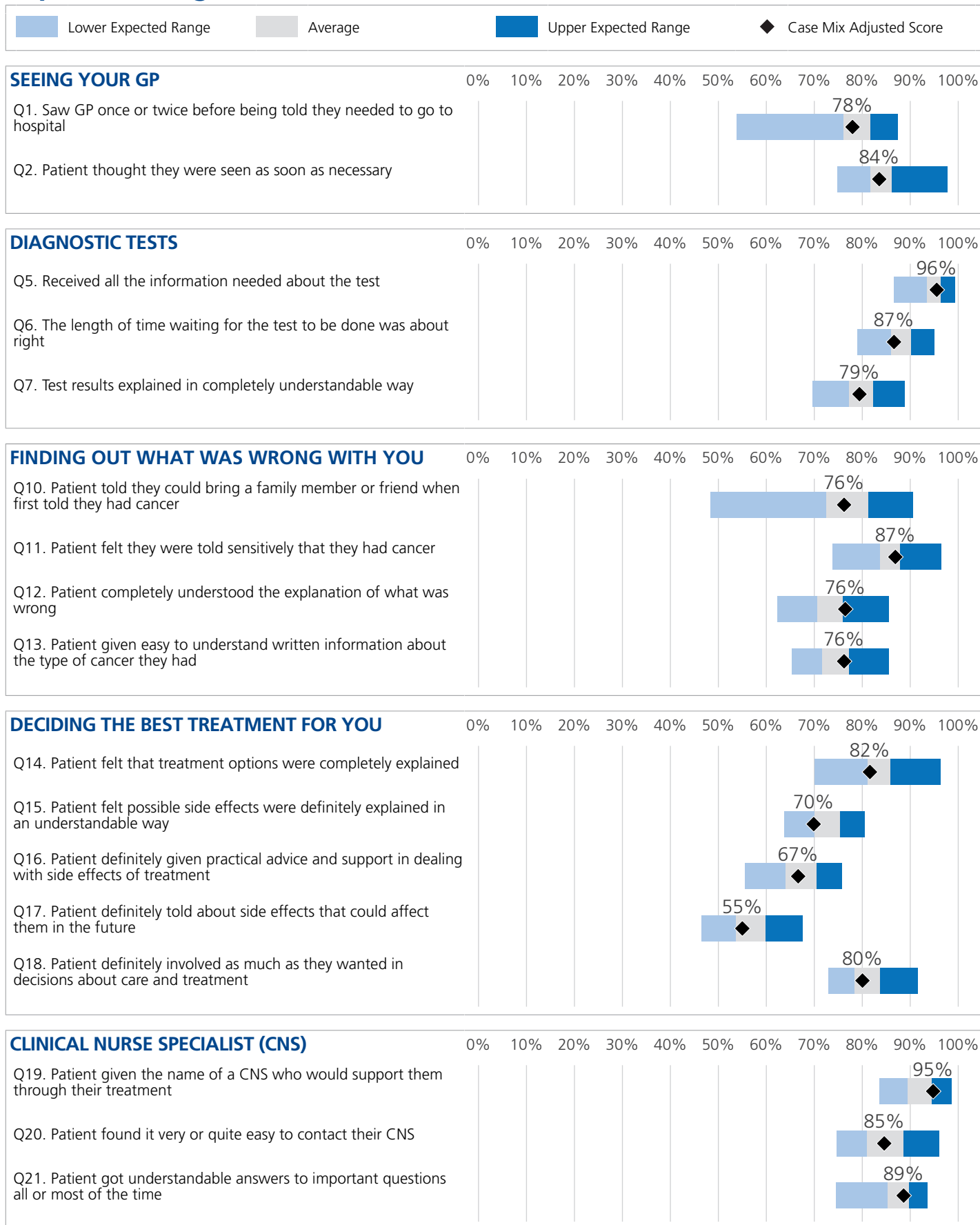
	Number of Respondents
Brain / CNS	10
Breast	178
Colorectal / LGT	106
Gynaecological	44
Haematological	135
Head and Neck	25
Lung	87
Prostate	124
Sarcoma	5
Skin	54
Upper Gastro	70
Urological	92
Other	165

### 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 Trust 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	0	3	7	21	93	245	161	38	568
Female	0	4	22	55	108	204	112	22	527
Total	0	7	29	76	201	449	273	60	1,095

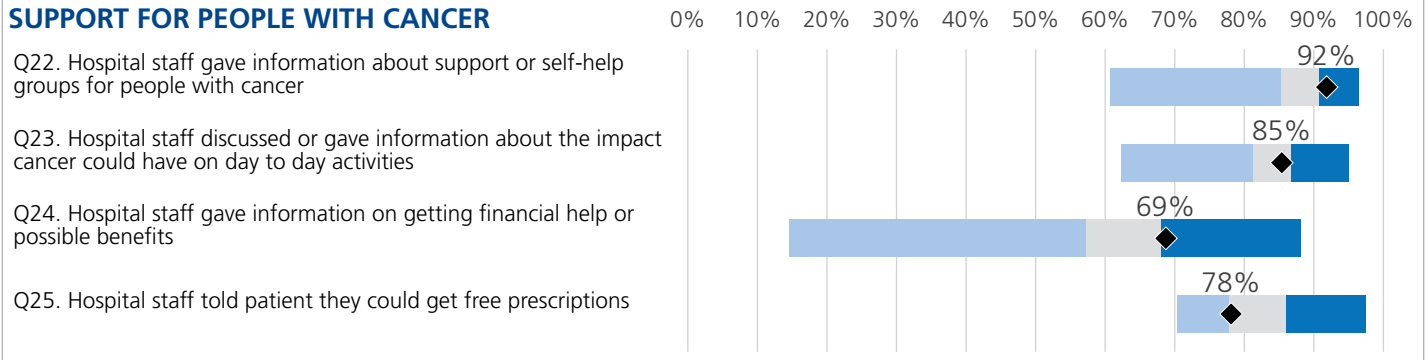
## Expected Range Charts



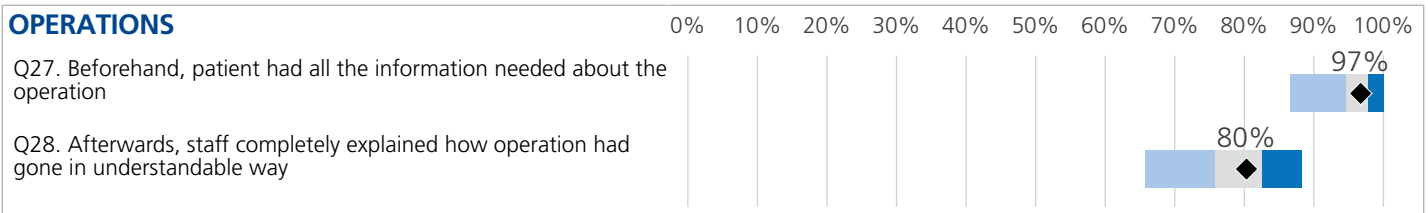
## Expected Range Charts



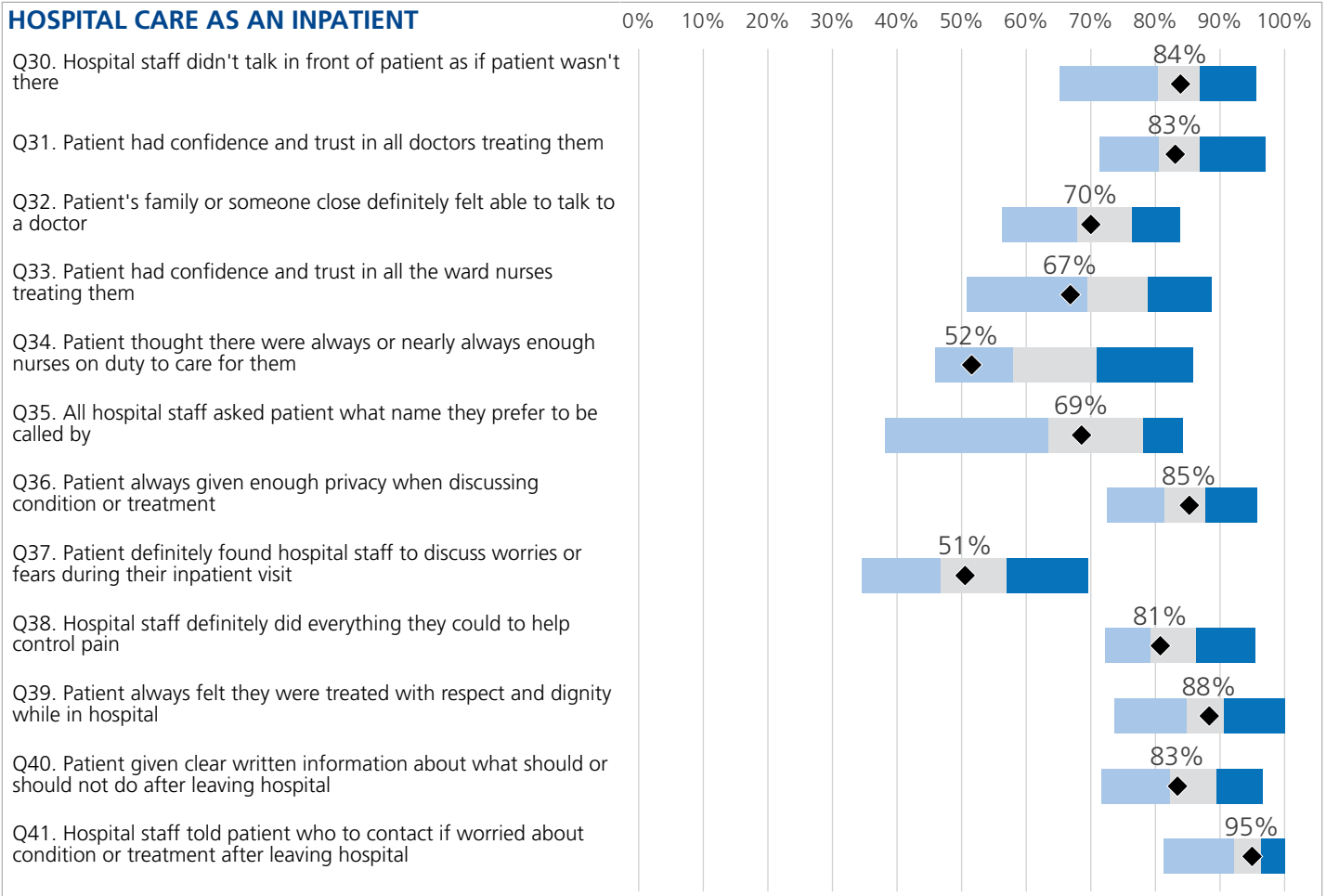
### SUPPORT FOR PEOPLE WITH CANCER



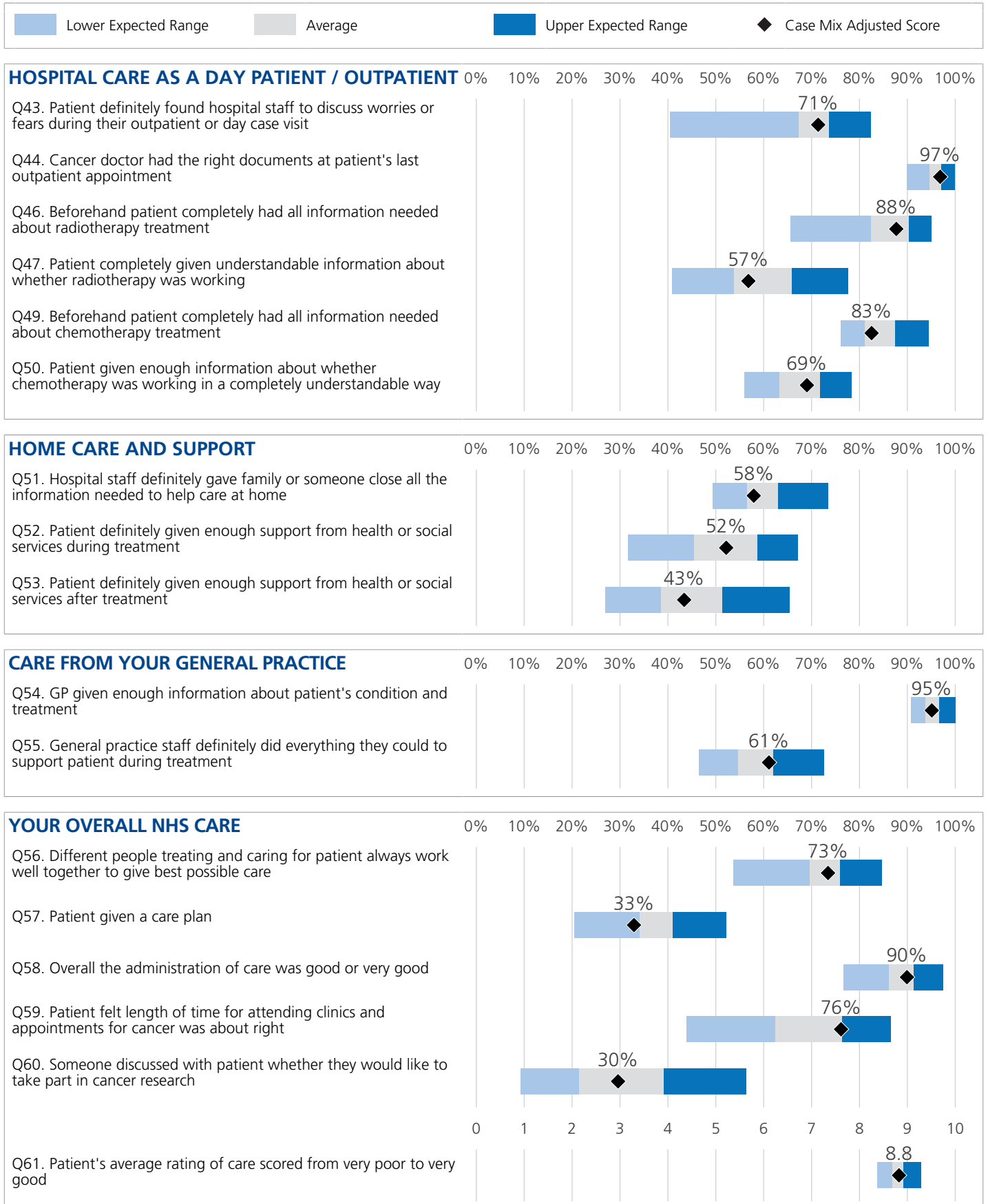
### OPERATIONS



### HOSPITAL CARE AS AN INPATIENT



## 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 (2015, 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	
<b>SEEING YOUR GP</b>										
Q1. Saw GP once or twice before being told they needed to go to hospital	791	<b>80%</b>	799	<b>78%</b>			<b>78%</b>	76%	82%	<b>79%</b>
Q2. Patient thought they were seen as soon as necessary	1035	<b>82%</b>	1066	<b>84%</b>			<b>84%</b>	82%	86%	<b>84%</b>
<b>DIAGNOSTIC TESTS</b>										
Q5. Received all the information needed about the test	**	**	929	<b>96%</b>			<b>96%</b>	94%	96%	<b>95%</b>
Q6. The length of time waiting for the test to be done was about right	924	<b>87%</b>	947	<b>87%</b>			<b>87%</b>	86%	90%	<b>88%</b>
Q7. Test results explained in completely understandable way	925	<b>80%</b>	945	<b>80%</b>			<b>79%</b>	77%	82%	<b>80%</b>
<b>FINDING OUT WHAT WAS WRONG WITH YOU</b>										
Q10. Patient told they could bring a family member or friend when first told they had cancer	960	<b>76%</b>	993	<b>76%</b>			<b>76%</b>	73%	81%	<b>77%</b>
Q11. Patient felt they were told sensitively that they had cancer	1037	<b>84%</b>	1086	<b>87%</b>			<b>87%</b>	84%	88%	<b>86%</b>
Q12. Patient completely understood the explanation of what was wrong	1056	<b>77%</b>	1088	<b>77%</b>			<b>76%</b>	71%	76%	<b>73%</b>
Q13. Patient given easy to understand written information about the type of cancer they had	911	<b>71%</b>	950	<b>76%</b>			<b>76%</b>	72%	77%	<b>74%</b>
<b>DECIDING THE BEST TREATMENT FOR YOU</b>										
Q14. Patient felt that treatment options were completely explained	881	<b>83%</b>	952	<b>82%</b>			<b>82%</b>	81%	86%	<b>83%</b>
Q15. Patient felt possible side effects were definitely explained in an understandable way	1005	<b>71%</b>	1036	<b>70%</b>			<b>70%</b>	70%	75%	<b>73%</b>
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	993	<b>66%</b>	1029	<b>67%</b>			<b>67%</b>	64%	71%	<b>67%</b>
Q17. Patient definitely told about side effects that could affect them in the future	942	<b>53%</b>	980	<b>55%</b>			<b>55%</b>	54%	60%	<b>57%</b>
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	1069	<b>80%</b>			<b>80%</b>	78%	84%	<b>81%</b>
<b>CLINICAL NURSE SPECIALIST (CNS)</b>										
Q19. Patient given the name of a CNS who would support them through their treatment	1022	<b>94%</b>	1059	<b>95%</b>			<b>95%</b>	90%	95%	<b>92%</b>
Q20. Patient found it very or quite easy to contact their CNS	867	<b>87%</b>	907	<b>85%</b>			<b>85%</b>	81%	89%	<b>85%</b>
Q21. Patient got understandable answers to important questions all or most of the time	819	<b>89%</b>	857	<b>89%</b>			<b>89%</b>	85%	90%	<b>87%</b>




## Comparability Tables

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\*\* No score available for 2018.

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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					Change Overall	Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019		2019 Score	Lower Expected Range	Upper Expected Range	
<b>SUPPORT FOR PEOPLE WITH CANCER</b>										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	857	<b>91%</b>	906	<b>92%</b>		▲	<b>92%</b>	85%	91%	<b>88%</b>
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	695	<b>80%</b>	707	<b>85%</b>			<b>85%</b>	81%	87%	<b>84%</b>
Q24. Hospital staff gave information on getting financial help or possible benefits	501	<b>65%</b>	553	<b>69%</b>		▲	<b>69%</b>	57%	68%	<b>63%</b>
Q25. Hospital staff told patient they could get free prescriptions	391	<b>78%</b>	410	<b>79%</b>			<b>78%</b>	78%	86%	<b>82%</b>
<b>OPERATIONS</b>										
Q27. Beforehand, patient had all the information needed about the operation	620	<b>97%</b>	572	<b>97%</b>			<b>97%</b>	95%	98%	<b>96%</b>
Q28. Afterwards, staff completely explained how operation had gone in understandable way	612	<b>81%</b>	571	<b>81%</b>			<b>80%</b>	76%	83%	<b>79%</b>
<b>HOSPITAL CARE AS AN INPATIENT</b>										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	501	<b>84%</b>			<b>84%</b>	80%	87%	<b>84%</b>
Q31. Patient had confidence and trust in all doctors treating them	**	**	505	<b>83%</b>			<b>83%</b>	81%	87%	<b>84%</b>
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	422	<b>70%</b>			<b>70%</b>	68%	76%	<b>72%</b>
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	505	<b>67%</b>			<b>67%</b>	69%	79%	<b>74%</b>
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	498	<b>52%</b>			<b>52%</b>	58%	71%	<b>64%</b>
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	496	<b>70%</b>			<b>69%</b>	63%	78%	<b>71%</b>
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	499	<b>86%</b>			<b>85%</b>	81%	88%	<b>85%</b>
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	360	<b>51%</b>			<b>51%</b>	47%	57%	<b>52%</b>
Q38. Hospital staff definitely did everything they could to help control pain	**	**	441	<b>81%</b>			<b>81%</b>	79%	86%	<b>83%</b>
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	505	<b>89%</b>			<b>88%</b>	85%	91%	<b>88%</b>
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	470	<b>83%</b>			<b>83%</b>	82%	89%	<b>86%</b>
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	486	<b>95%</b>			<b>95%</b>	92%	96%	<b>94%</b>




## Comparability Tables

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	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	
<b>HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT</b>										
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	756	<b>75%</b>	793	<b>72%</b>			<b>71%</b>	67%	74%	<b>71%</b>
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	903	<b>97%</b>	926	<b>97%</b>			<b>97%</b>	95%	97%	<b>96%</b>
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	260	<b>85%</b>	287	<b>88%</b>			<b>88%</b>	82%	90%	<b>86%</b>
Q47. Patient completely given understandable information about whether radiotherapy was working	234	<b>55%</b>	248	<b>56%</b>			<b>57%</b>	54%	66%	<b>60%</b>
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	470	<b>83%</b>	510	<b>83%</b>			<b>83%</b>	81%	87%	<b>84%</b>
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	425	<b>63%</b>	464	<b>69%</b>			<b>69%</b>	63%	72%	<b>68%</b>
<b>HOME CARE AND SUPPORT</b>										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	851	<b>58%</b>	873	<b>58%</b>			<b>58%</b>	57%	63%	<b>60%</b>
Q52. Patient definitely given enough support from health or social services during treatment	451	<b>48%</b>	484	<b>52%</b>			<b>52%</b>	45%	59%	<b>52%</b>
Q53. Patient definitely given enough support from health or social services after treatment	251	<b>39%</b>	279	<b>44%</b>			<b>43%</b>	39%	51%	<b>45%</b>
<b>CARE FROM YOUR GENERAL PRACTICE</b>										
Q54. GP given enough information about patient's condition and treatment	822	<b>95%</b>	815	<b>95%</b>			<b>95%</b>	94%	97%	<b>95%</b>
Q55. General practice staff definitely did everything they could to support patient during treatment	693	<b>65%</b>	714	<b>61%</b>			<b>61%</b>	55%	62%	<b>58%</b>
<b>YOUR OVERALL NHS CARE</b>										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	1026	<b>74%</b>			<b>73%</b>	70%	76%	<b>73%</b>
Q57. Patient given a care plan	802	<b>32%</b>	846	<b>32%</b>			<b>33%</b>	34%	41%	<b>38%</b>
Q58. Overall the administration of care was good or very good	1048	<b>89%</b>	1073	<b>90%</b>			<b>90%</b>	86%	91%	<b>89%</b>
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	1040	<b>76%</b>	1077	<b>77%</b>			<b>76%</b>	62%	76%	<b>69%</b>
Q60. Someone discussed with patient whether they would like to take part in cancer research	998	<b>35%</b>	1016	<b>29%</b>	▼	▲	<b>30%</b>	21%	39%	<b>30%</b>
Q61. Patient's average rating of care scored from very poor to very good	1033	<b>8.9</b>	1058	<b>8.8</b>			<b>8.8</b>	8.7	8.9	<b>8.8</b>

## 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	Trust	*	97%	72%	75%	66%	*	68%	80%	*	88%	82%	79%	75%	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	Trust	*	89%	83%	81%	89%	91%	84%	85%	*	81%	85%	82%	75%	84%
	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	Trust	*	98%	94%	95%	96%	100%	93%	97%	*	93%	92%	100%	97%	96%
	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	Trust	*	88%	92%	83%	90%	86%	88%	81%	*	84%	86%	87%	85%	87%
	National	84%	91%	88%	86%	89%	88%	87%	87%	81%	87%	84%	87%	86%	88%
Q7. Test results explained in completely understandable way	Trust	*	85%	87%	83%	74%	74%	82%	74%	*	79%	78%	77%	79%	80%
	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	Trust	*	89%	86%	76%	67%	74%	73%	66%	*	63%	71%	78%	80%	76%
	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	Trust	*	90%	91%	91%	90%	84%	82%	85%	*	85%	82%	86%	87%	87%
	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	Trust	*	82%	83%	84%	69%	84%	77%	80%	*	85%	78%	75%	70%	77%
	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	Trust	*	81%	74%	63%	85%	65%	72%	80%	*	84%	73%	78%	67%	76%
	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	Trust	*	84%	90%	89%	85%	83%	84%	76%	*	90%	78%	75%	76%	82%
	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	Trust	*	71%	77%	74%	67%	64%	67%	69%	*	72%	70%	72%	66%	70%
	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	Trust	*	73%	70%	77%	66%	68%	60%	65%	*	70%	66%	61%	65%	67%
	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	Trust	*	57%	66%	49%	56%	46%	46%	63%	*	67%	49%	54%	46%	55%
	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	Trust	*	84%	81%	86%	84%	72%	77%	83%	*	87%	75%	69%	80%	80%
	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	Trust	*	100%	97%	100%	92%	96%	99%	92%	*	90%	90%	85%	94%	95%
	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	Trust	*	87%	74%	89%	91%	87%	78%	78%	*	95%	81%	93%	86%	85%
	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	Trust	*	88%	86%	89%	96%	96%	78%	85%	*	91%	89%	93%	91%	89%
	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	Trust	*	96%	93%	100%	92%	90%	86%	93%	*	95%	86%	84%	90%	92%
	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	Trust	*	92%	86%	93%	90%	91%	75%	81%	*	83%	82%	83%	82%	85%
	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	Trust	*	89%	70%	77%	70%	*	67%	38%	*	77%	53%	67%	62%	69%
	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	Trust	*	78%	81%	*	86%	*	81%	73%	*	*	68%	78%	83%	79%
	National	82%	81%	83%	79%	87%	84%	86%	80%	78%	71%	84%	73%	81%	82%

## Tumour Type Tables

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### OPERATIONS

	Trust	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	Trust	*	98%	97%	93%	*	90%	94%	95%	n.a.	95%	97%	99%	97%	
	National	96%	97%	96%	96%	94%	96%	95%	97%	95%	96%	96%	95%	96%	
Q28. Afterwards, staff completely explained how operation had gone in understandable way	Trust	*	80%	88%	83%	*	76%	82%	73%	n.a.	85%	79%	76%	83%	81%
	National	76%	79%	83%	79%	78%	79%	79%	78%	80%	82%	79%	76%	77%	79%

### HOSPITAL CARE AS AN INPATIENT

	Trust	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	Trust	*	89%	83%	97%	88%	*	73%	86%	*	*	71%	89%	79%	84%
	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	Trust	*	83%	85%	91%	78%	*	89%	81%	*	*	89%	83%	75%	83%
	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	Trust	*	65%	81%	69%	61%	*	78%	58%	*	*	81%	73%	68%	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	Trust	*	73%	65%	78%	70%	*	63%	65%	*	*	59%	76%	66%	67%
	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	Trust	*	50%	50%	66%	56%	*	51%	51%	*	*	51%	57%	48%	52%
	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	Trust	*	64%	74%	81%	73%	*	81%	73%	*	*	75%	71%	57%	70%
	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	Trust	*	90%	88%	97%	78%	*	76%	88%	*	*	83%	92%	82%	86%
	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	Trust	*	52%	66%	63%	55%	*	45%	43%	*	*	46%	49%	43%	51%
	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	Trust	*	78%	82%	93%	81%	*	80%	81%	n.a.	*	81%	79%	81%	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	Trust	*	84%	85%	100%	92%	*	81%	94%	*	*	84%	92%	89%	89%
	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	Trust	*	88%	84%	97%	75%	*	84%	84%	*	*	85%	77%	82%	83%
	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	Trust	*	97%	97%	100%	96%	*	92%	89%	*	*	95%	96%	93%	95%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%

## 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
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Trust	*	68%	84%	73%	77%	*	66%	77%	*	79%	54%	69%	75%	72%
	National	66%	68%	73%	70%	73%	72%	70%	74%	72%	71%	67%	68%	71%	
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	Trust	*	98%	96%	100%	100%	100%	97%	96%	*	98%	86%	97%	96%	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	Trust	*	89%	*	*	*	*	88%	90%	n.a.	*	82%	*	88%	88%
	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	Trust	*	54%	*	*	*	*	61%	52%	n.a.	*	*	*	63%	56%
	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	Trust	*	84%	75%	88%	85%	*	77%	83%	*	*	79%	85%	90%	83%
	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	Trust	*	61%	68%	75%	82%	*	70%	78%	*	*	55%	*	72%	69%
	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	Trust	*	56%	62%	71%	62%	55%	58%	57%	*	63%	57%	59%	50%	58%
	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	Trust	*	51%	51%	*	53%	*	40%	54%	*	*	56%	64%	48%	52%
	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	Trust	*	33%	47%	*	39%	*	*	63%	*	*	*	63%	28%	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	Trust	*	98%	93%	97%	94%	*	92%	97%	*	92%	89%	97%	97%	95%
	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	Trust	*	59%	66%	59%	61%	*	65%	65%	*	67%	54%	69%	56%	61%
	National	55%	58%	59%	56%	56%	59%	56%	64%	56%	65%	59%	59%	55%	58%

## Tumour Type Tables

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

### YOUR OVERALL NHS CARE

		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	Trust	*	77%	64%	81%	76%	75%	65%	75%	*	82%	74%	77%	73%	74%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Trust	*	40%	37%	45%	25%	*	32%	35%	*	46%	20%	28%	27%	32%
	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	Trust	*	94%	89%	98%	92%	92%	80%	92%	*	87%	86%	84%	90%	90%
	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	Trust	*	73%	76%	83%	81%	46%	84%	80%	*	76%	69%	81%	76%	77%
	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	Trust	*	23%	43%	23%	37%	29%	41%	28%	*	27%	19%	11%	29%	29%
	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	Trust	*	8.9	8.7	8.9	9.1	9.1	8.6	8.7	*	8.8	8.6	8.9	8.9	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



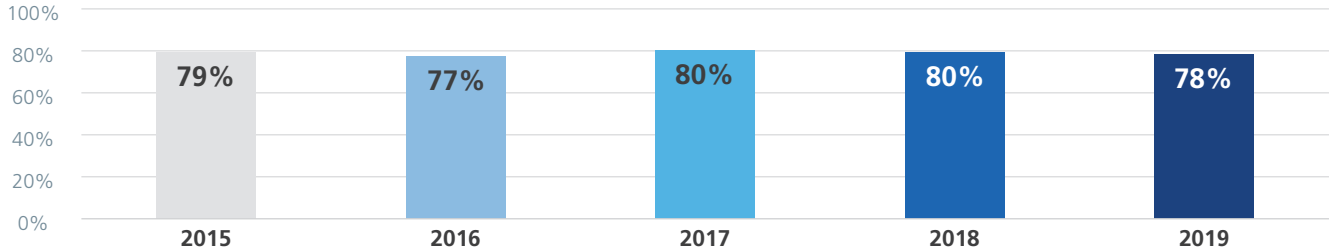
## Year on Year Charts

\* Indicates where a score has been suppressed because there are less than 21 responses. \*\* No score available for these years.

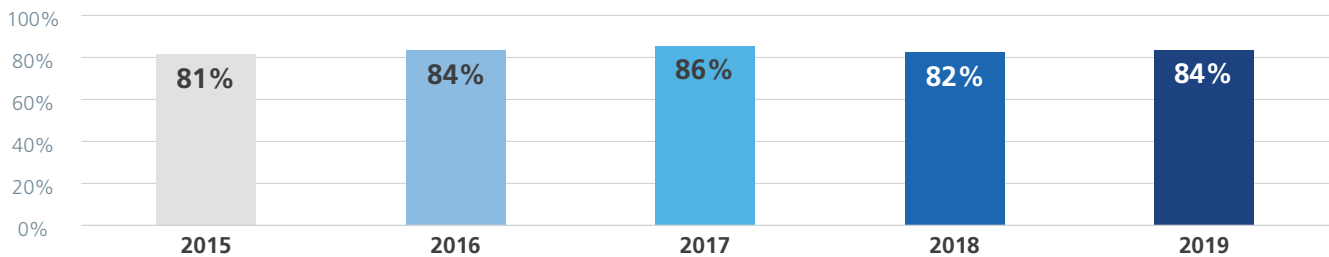
The scores are unadjusted and based on England scores only.

### 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

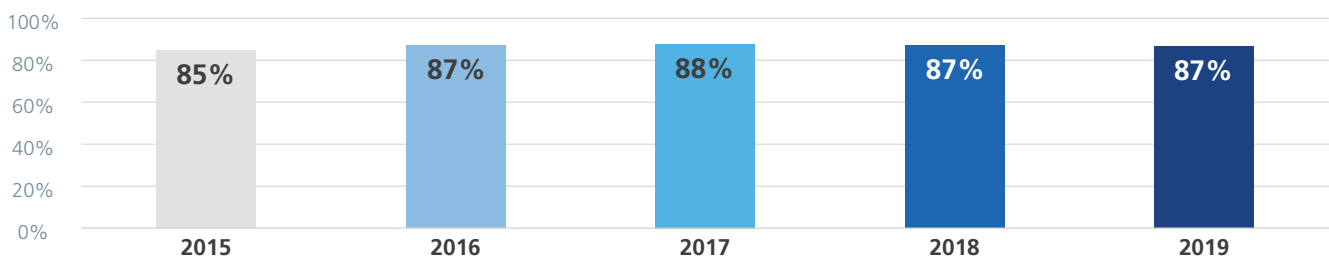


### DIAGNOSTIC TESTS

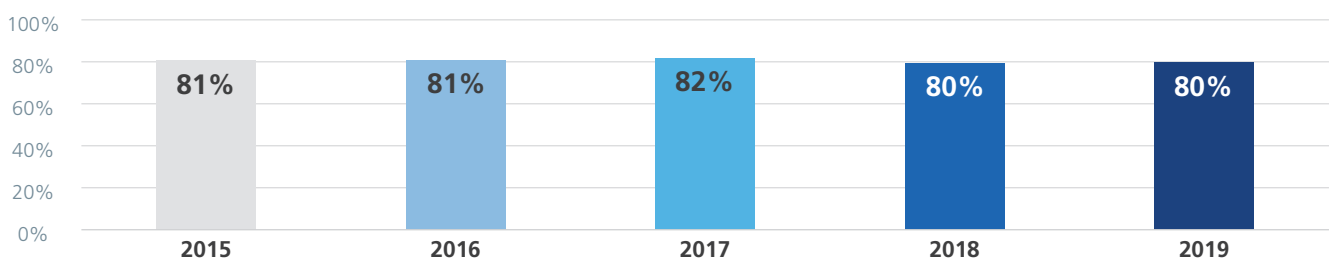
Q5. Received all the information needed about the test



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



Q7. Test results explained in completely understandable way



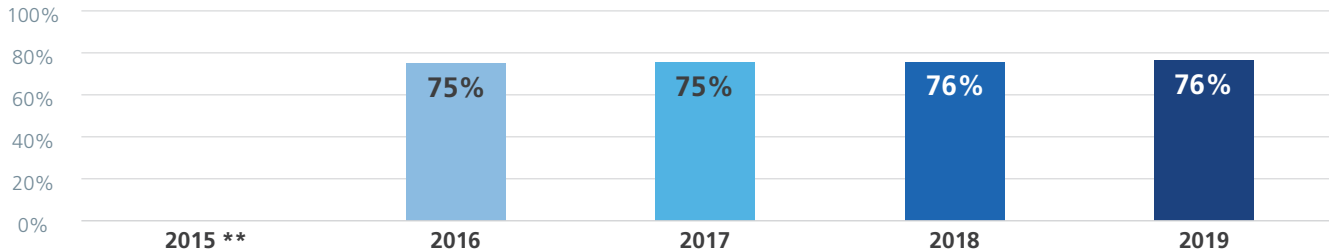
## Year on Year Charts

\* Indicates where a score has been suppressed because there are less than 21 responses. \*\* No score available for these years.

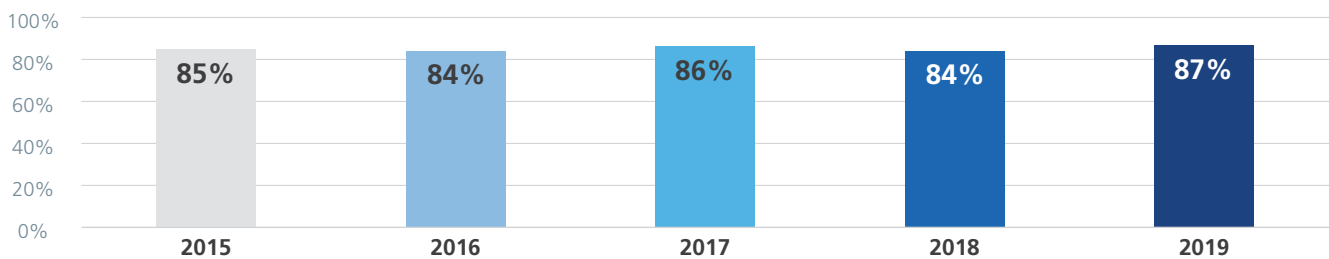
The scores are unadjusted and based on England scores only.

### FINDING OUT WHAT WAS WRONG WITH YOU

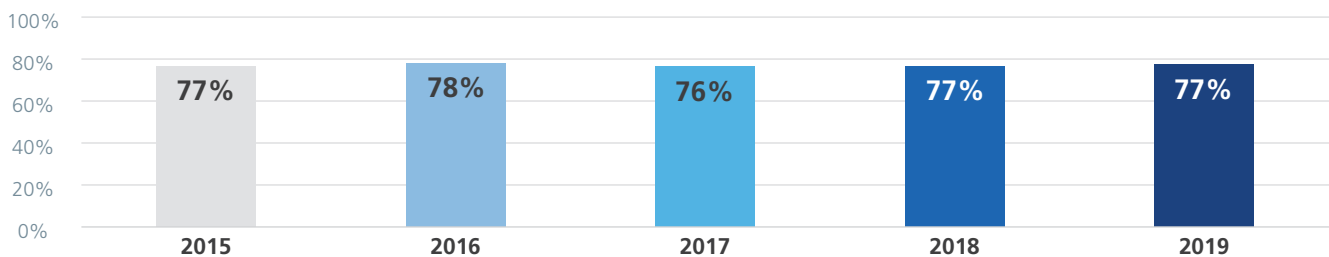
Q10. Patient told they could bring a family member or friend when first told they had cancer



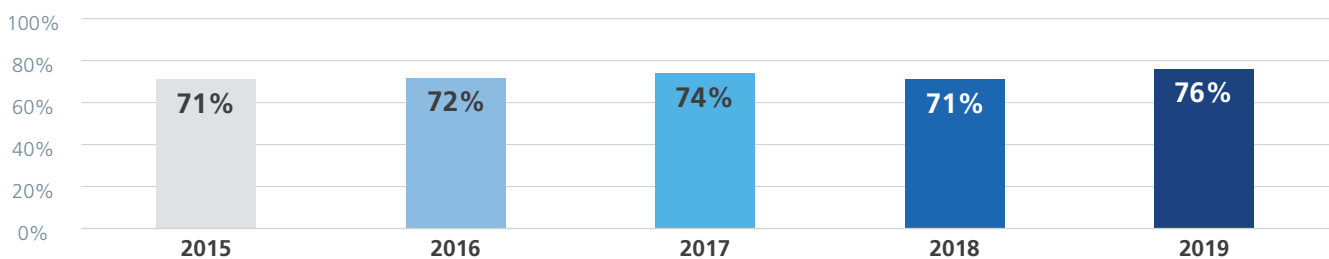
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

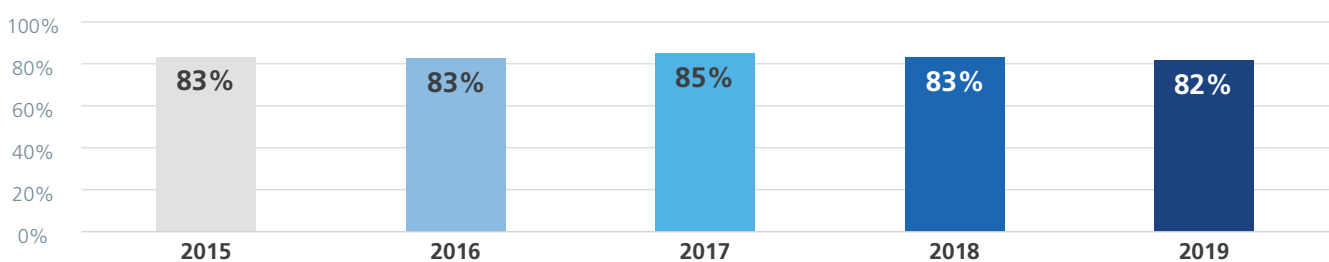


Q13. Patient given easy to understand written information about the type of cancer they had



### DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



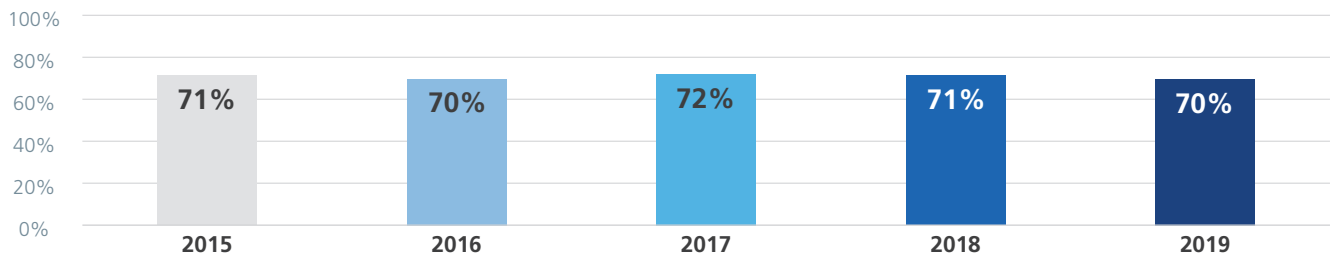
## Year on Year Charts

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

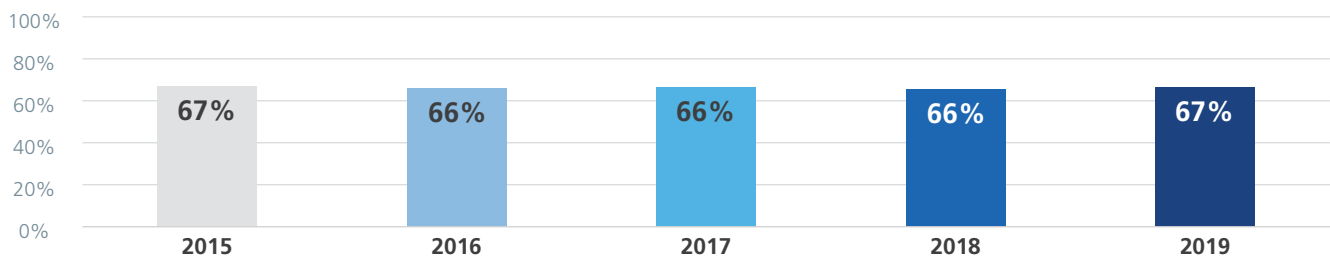
\*\* No score available for these years.

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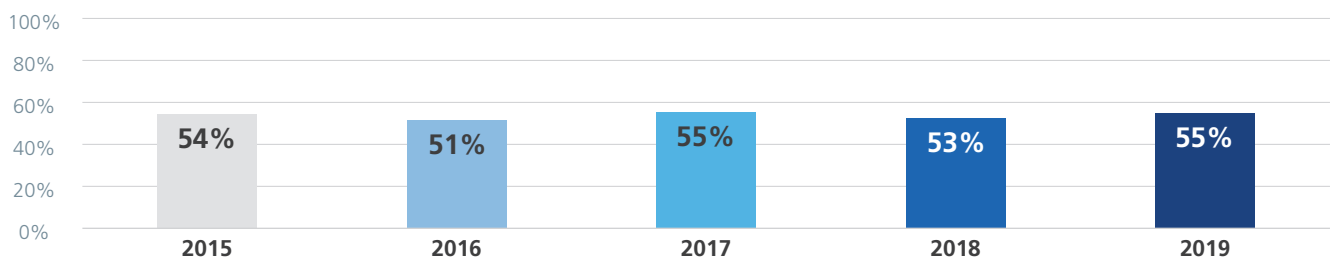
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

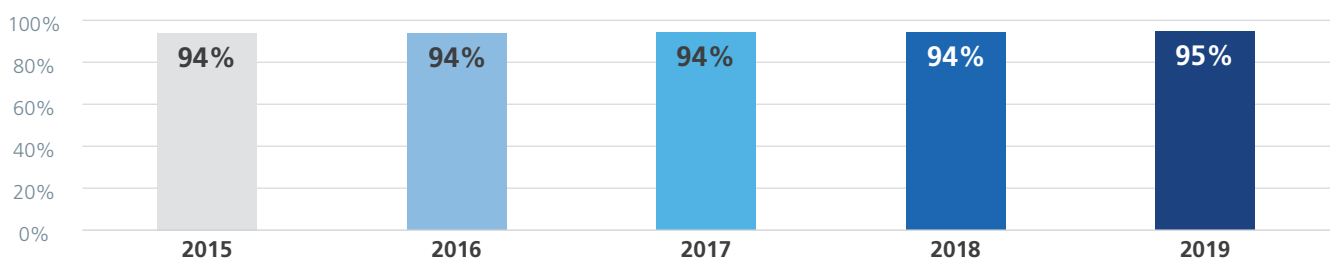


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



### CLINICAL NURSE SPECIALIST (CNS)

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

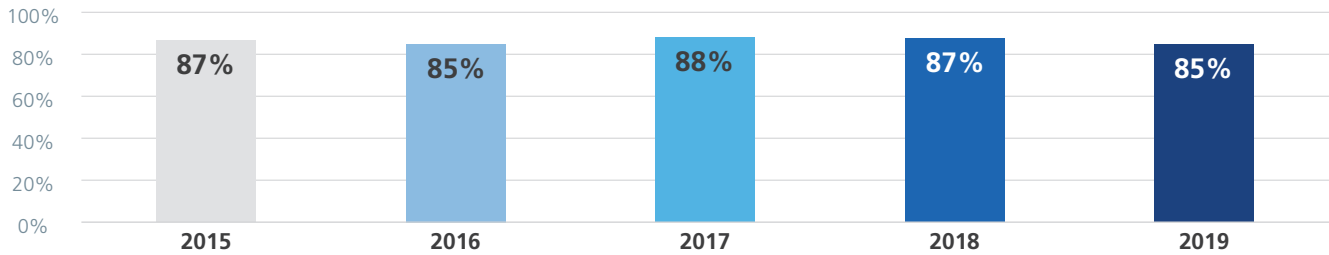


## Year on Year Charts

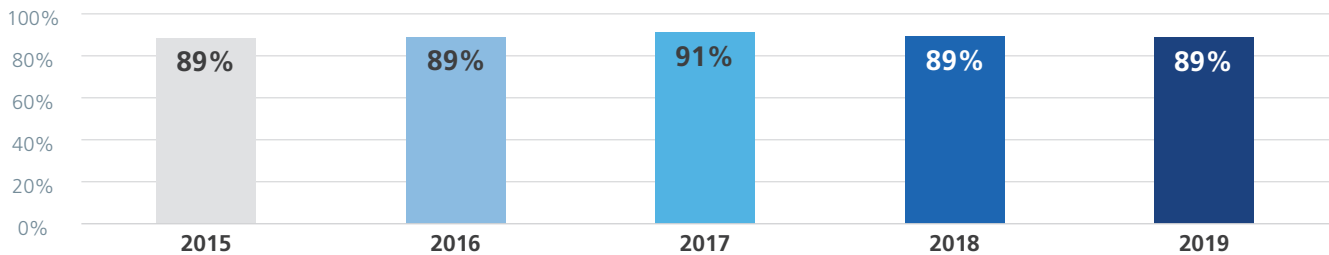
\* Indicates where a score has been suppressed because there are less than 21 responses. \*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

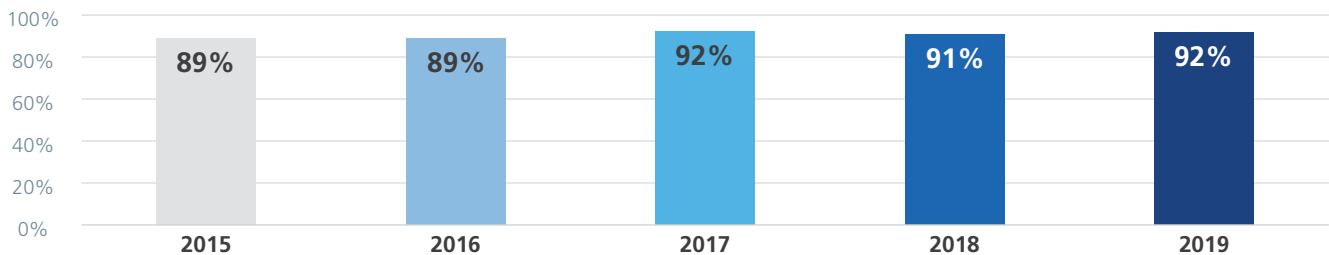


Q21. Patient got understandable answers to important questions all or most of the time

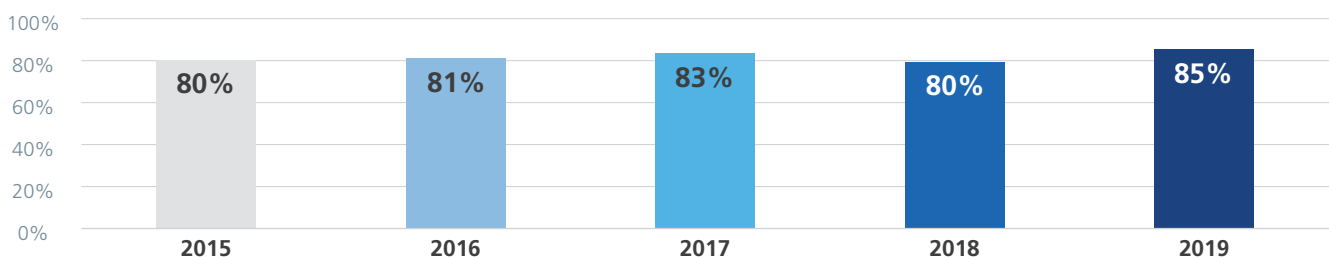


### SUPPORT FOR PEOPLE WITH CANCER

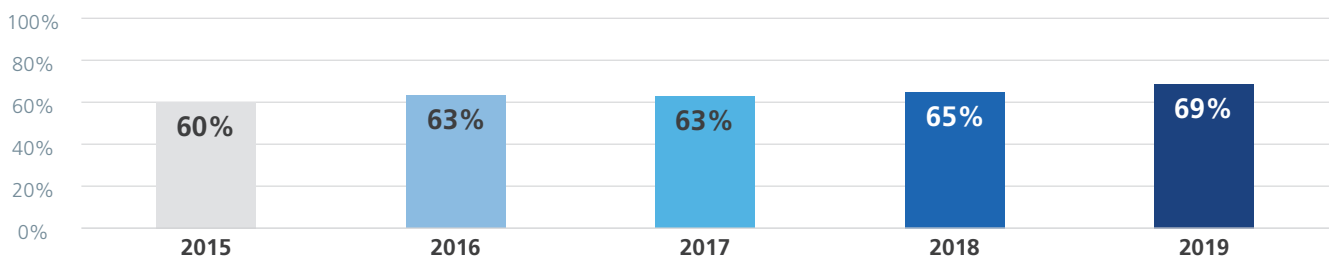
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



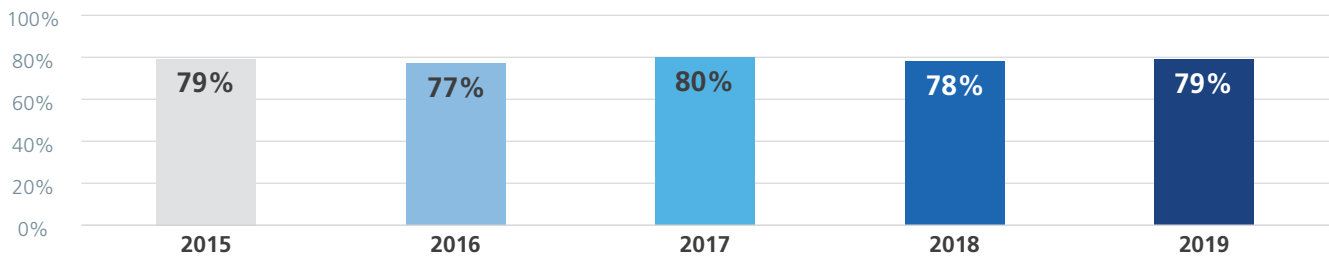
## Year on Year Charts

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

\*\* No score available for these years.

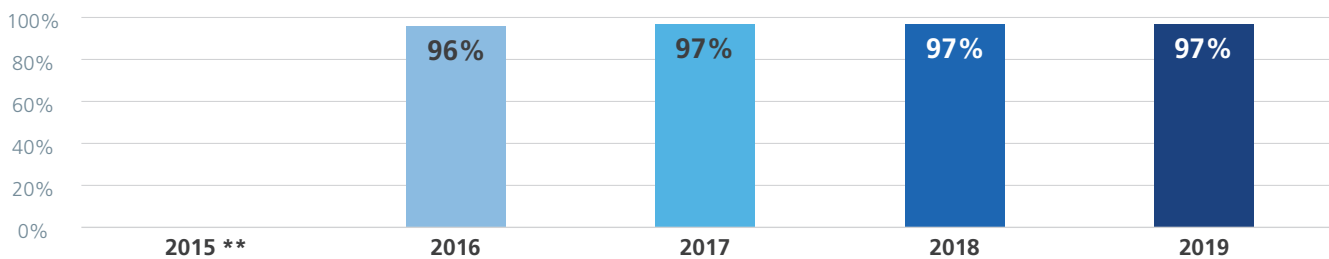
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

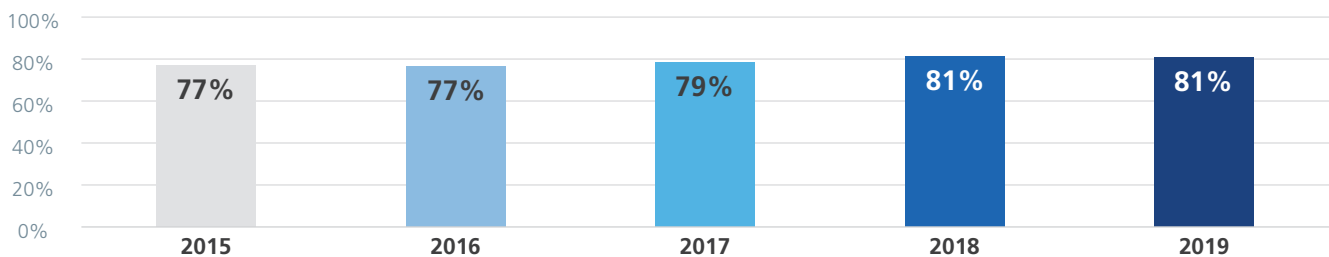


### OPERATIONS

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

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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

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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

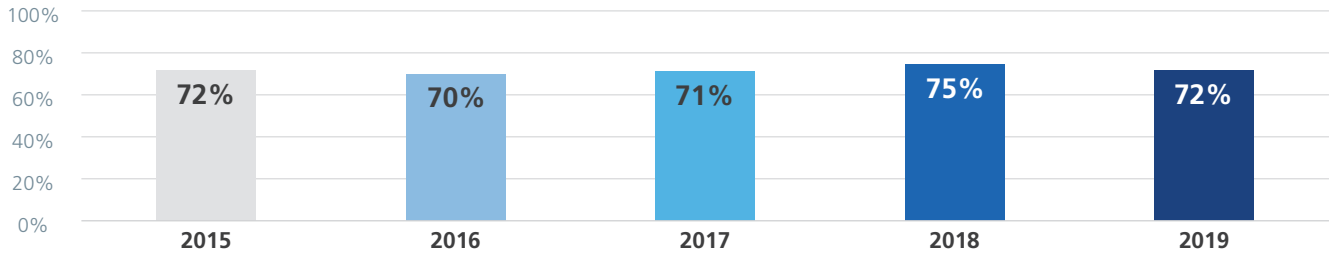
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

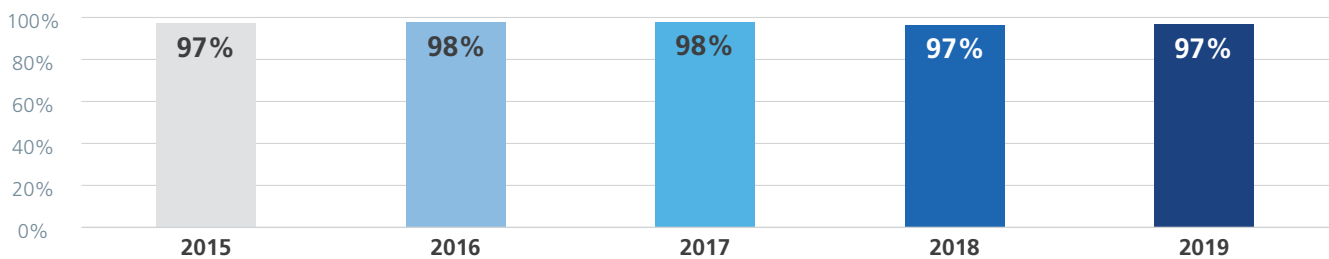
The scores are unadjusted and based on England scores only.

### HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

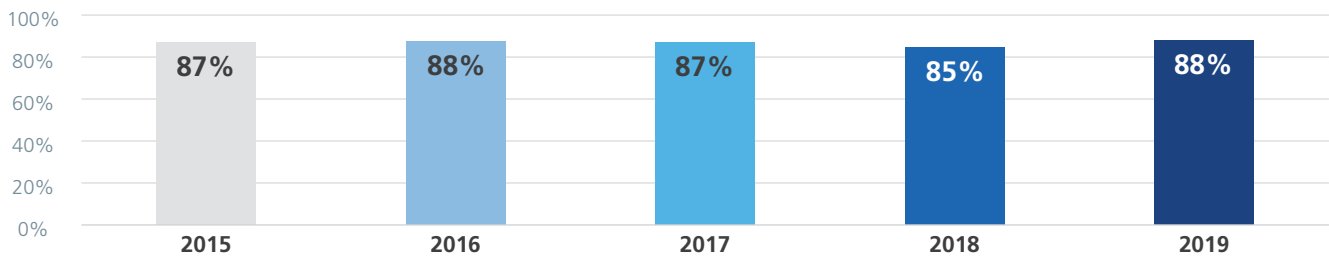
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



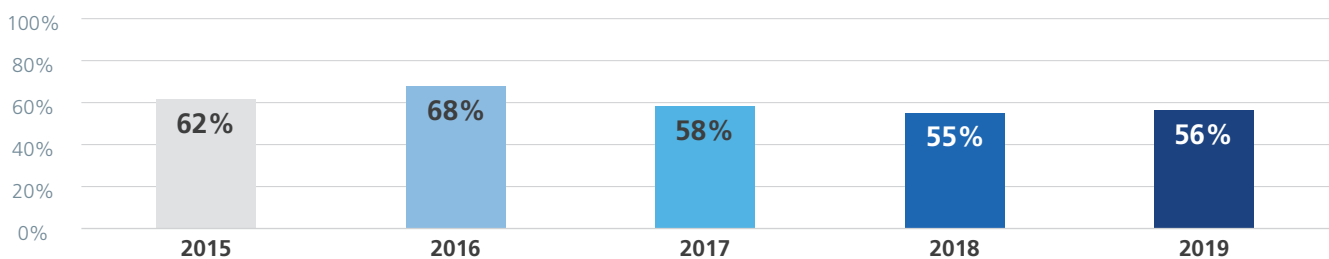
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



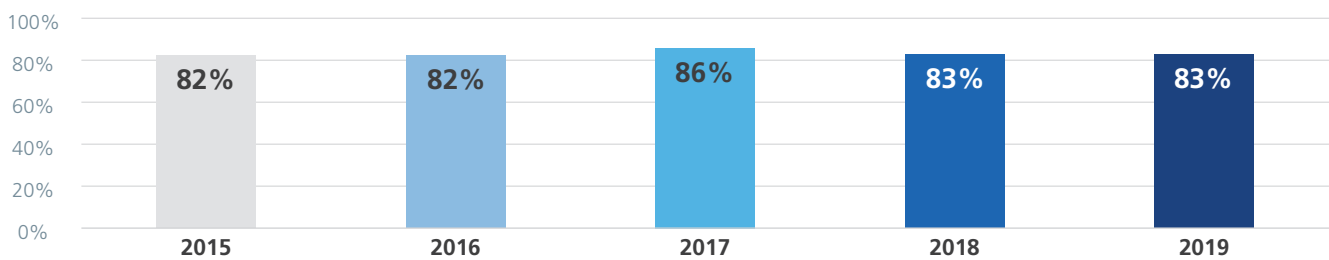
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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





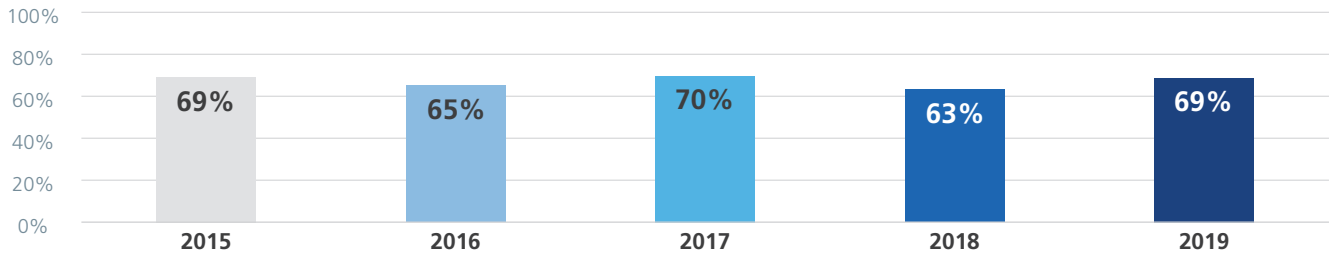
## Year on Year Charts

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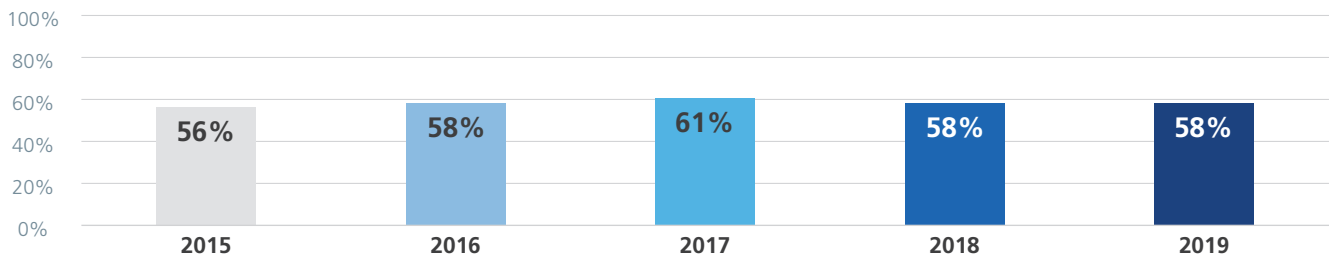
The scores are unadjusted and based on England scores only.

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

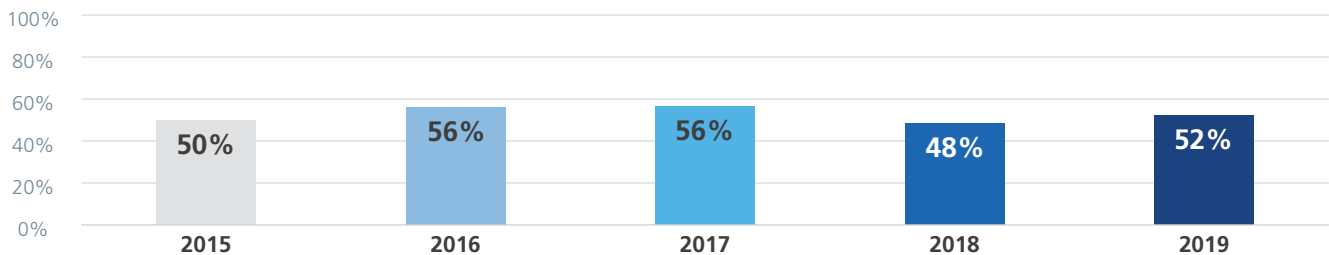


### HOME CARE AND SUPPORT

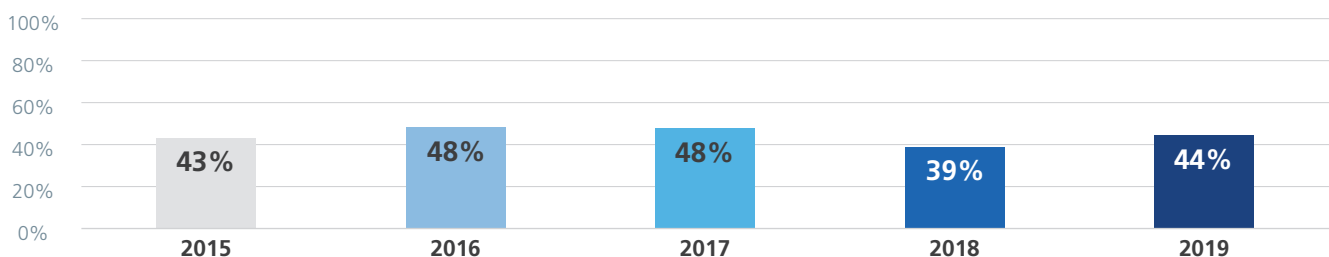
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

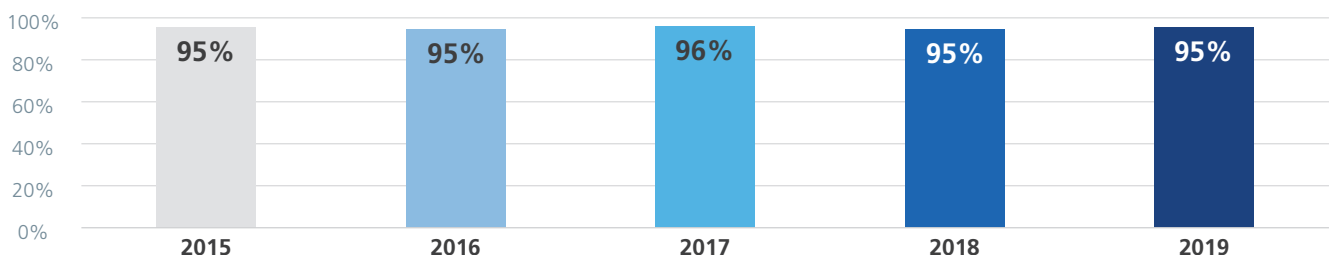


Q53. Patient definitely given enough support from health or social services after treatment



### CARE FROM YOUR GENERAL PRACTICE

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



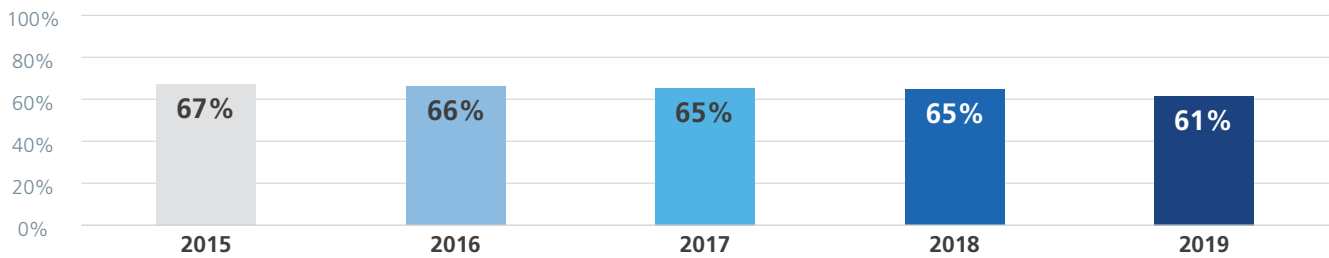
## Year on Year Charts

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

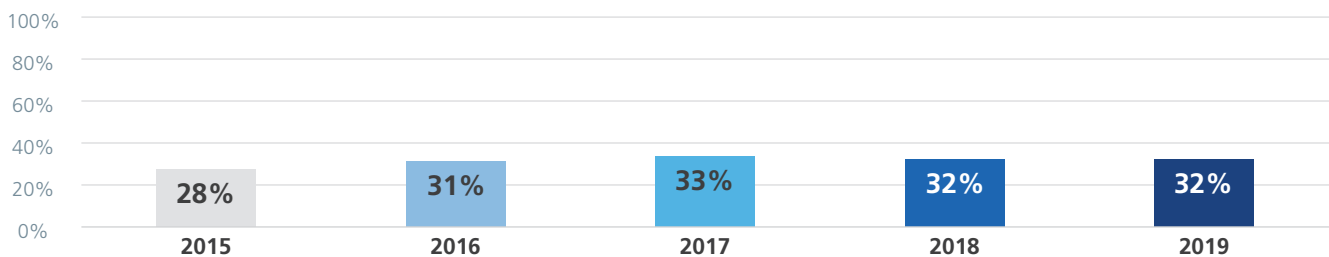


### YOUR OVERALL NHS CARE

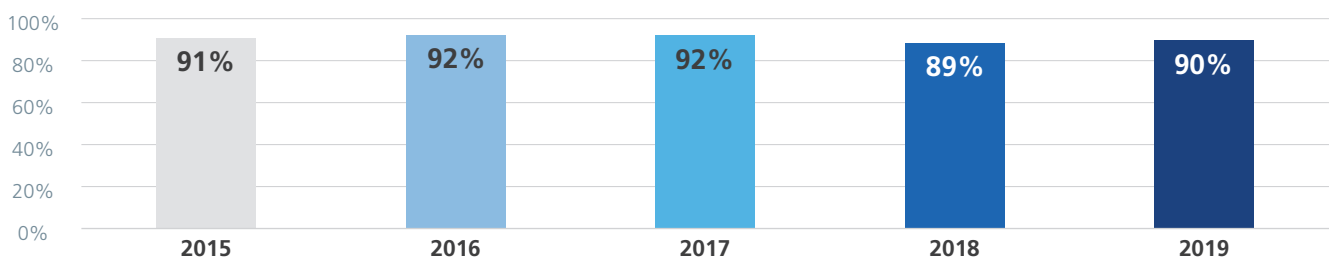
Q56. Different people treating and caring for patient always work well together to give best possible care



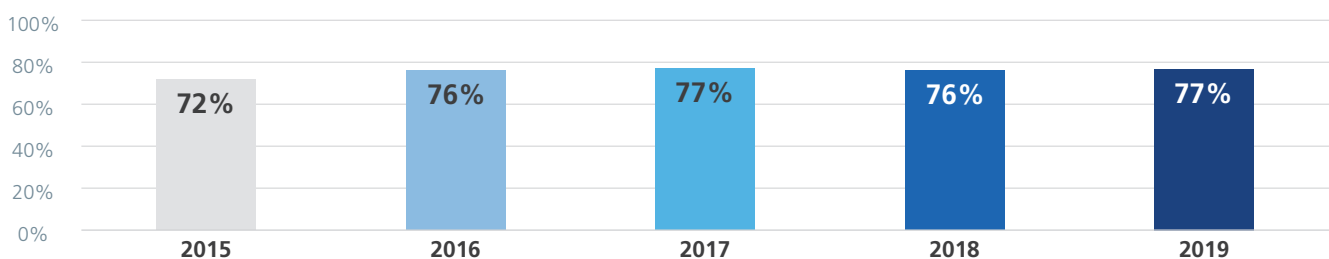
Q57. Patient given a care plan



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



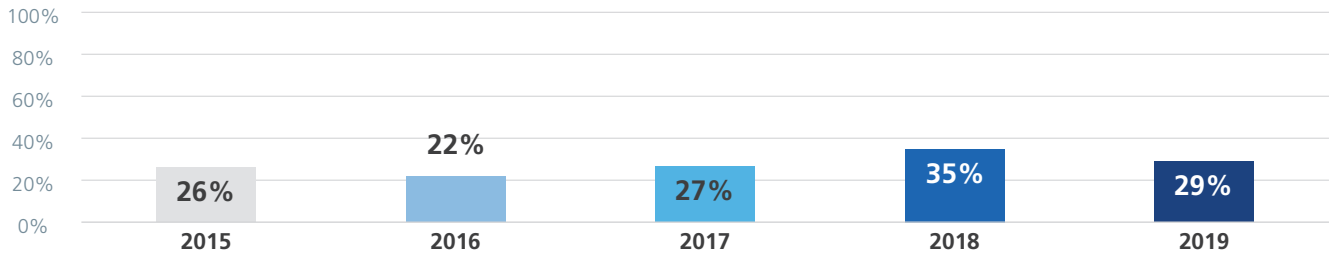
## Year on Year Charts

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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

