

National Cancer Patient Experience Survey

2017 Results

Cheshire and Merseyside Cancer Alliance

Published November 2018

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



Table of Contents

Introduction	4
This report	4
Data tables	4
Comparability charts	5
Tumour group tables	6
Expected Range Summaries - Trusts and CCGs	6
Dashboard Questions - Trusts and CCGs	6
Notes on specific questions	6
How to use the data	6
Response rates	7
Executive Summary	8
Questions which scored outside expected range	9
Cancer Alliance Results	10
Seeing your GP	10
Diagnostic Tests	11
Finding out what was wrong with you	12
Deciding the best treatment for you	13
Clinical Nurse Specialist	15
Support for people with cancer	16
Operations	17
Hospital care as an inpatient	18
Hospital care as a day patient / outpatient	21
Home care and support	23
Care from your general practice	24
Your overall NHS care	25
Comparisons by tumour group for this Cancer Alliance	27
Seeing your GP	27
Diagnostic Tests	28
Finding out what was wrong with you	29
Deciding the best treatment for you	30
Clinical Nurse Specialist	31
Support for people with cancer	32
Operations	33
Hospital care as an inpatient	34
Hospital care as a day patient / outpatient	36
Home care and support	37
Care from your general practice	38
Your overall NHS care	39
Annex	40
Response Rates	40
Respondents by tumour group	40
Respondents by age and gender	40
Expected Range Summary - Trusts	41
Dashboard Questions - Trusts	42
Expected Range Summary - CCGs	49
Dashboard Questions - CCGs	50

Table of Contents (continued)

Methodology	57
Further information	57
Redevelopment of the 2017 survey	57
Official Statistics	57
Scoring methodologies	58
Case-mix adjustment	58
Statistical significance	59

Introduction

The National Cancer Patient Experience Survey 2017 is the seventh iteration of the survey first undertaken in 2010. It has been designed to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was overseen by a national Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development.

The survey was commissioned and managed by NHS England. The survey provider, Quality Health, is responsible for designing, running and analysing the survey.

Full national results and other reports are available at:

www.ncpes.co.uk

Further details on the survey methodology and changes to the 2017 survey can be found in the Annex towards the end of this report.

This report

The report shows how this Cancer Alliance scored for each question in the survey, compared with national results. It is aimed at helping individual Cancer Alliances to understand their performance and identify areas for local improvement.

Note that responses for questions with 1-20 respondents have been suppressed. This is to protect patient confidentiality and because uncertainty around the result is too great.

Data tables

The data tables presented in the Cancer Alliance Results section of this report show the following for each question:

Column 1 shows the number of respondents for 2016 to this question

Column 2 shows the unadjusted 2016 score for this Cancer Alliance

Column 3 shows the number of respondents for 2017 to this question

Column 4 shows the unadjusted 2017 score for this Cancer Alliance

Column 5 shows whether a score has significantly increased or decreased compared with the last survey (2016)

Column 6 shows the case-mix adjusted 2017 score for this Cancer Alliance

Column 7 shows the lower limit of the expected range of case-mix adjusted scores for this CCG (the top of the pale blue section on the comparability chart - see below)

Column 8 shows the upper limit of the expected range of case-mix adjusted scores for this CCG (the bottom of the dark blue section on the comparability chart - see below)

Column 9 shows the national average score for this question.

Data tables (continued)

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	1,799	78%	1,600	77%		77%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,432	84%	2,178	86%		86%	82%	86%	84%

Results for individual response options are presented in the detailed data tables available at:

www.ncpes.co.uk

Confidence Intervals for unadjusted and case-mix adjusted data are provided in these tables.

Expected ranges and 95% confidence intervals highlight the uncertainty around the results. The size of the expected ranges and confidence intervals will be different for each question, and depends on the number of respondents and the range of their responses.

For further details on case-mix adjustment and the scoring methodology used, please refer to the Annex towards the end of this report.

Comparability charts

For the 2017 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that Cancer Alliances will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for Cancer Alliances of the same size.

The comparability charts in this report show a bar with these expected ranges (in grey), higher than expected (in dark blue), and lower than expected (in pale blue). A black dot represents the actual score of this Cancer Alliance.

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

For further details on expected ranges, please refer to the technical document at:

www.ncpes.co.uk

Tumour group tables

These tables show the scores for each question for each of the 13 tumour groups, with a comparative national score for that tumour group.

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

Expected Range Summaries - Trusts and CCGs

These charts summarise the number of questions scoring below, within and above the expected range for all organisations within the Cancer Alliance. Organisations have been ordered according to the net difference between questions scoring above/below the expected range. Full results for Trusts and CCGs within the Cancer Alliance are presented in the detailed data tables available at:

www.ncpes.co.uk

Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2017 scores for patient's overall rating of care and the 6 other questions included in the Cancer Dashboard developed by Public Health England and NHS England. Organisation scores for each question have been ordered from highest to lowest. The 2017 National score and the overall score for the Cancer Alliance have also been provided for comparison. Trusts and CCGs within the Cancer Alliance are presented in separate tables.

Notes on specific questions

Questions used solely to direct respondents to different parts of the survey (questions 4, 24, 27, 40, 43, 46) and other demographic and information questions are not reported.

How to use the data

Unadjusted data should be used to see the actual responses from patients relating to the Cancer 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.

Case-mix adjusted data, together with case-mix adjusted confidence intervals are presented in the detailed data tables available at:

www.ncpes.co.uk

These should be used to understand whether the results are significantly higher or lower than the results for another Cancer Alliance.

Response rates

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

Executive Summary

8.9 The average rating given by respondents when asked to rate their care on a scale of zero (very poor) to 10 (very good)

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

80% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

92% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

89% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

89% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

95% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

62% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

These headline results do not give a full picture of the experience of cancer care for patients cared for in Trusts within the Alliance.

Further results highlighting the different scores and performance levels of Trusts and CCGs within the Alliances for Cancer Dashboard questions are presented below in sections of this report. Detailed tables available at:

www.ncpes.co.uk

These detailed tables contain results for all questions for all CCGs and Trusts within the Alliance. The tables further contain results on differences in patient experience across gender and across deprivation categories.

* www.cancerdata.nhs.uk/dashboard

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

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

Questions which scored outside expected range

Question	Number of respondents for this Cancer Alliance	2017 Case-mix Adjusted		National Average Score
		2017 Score for this Cancer Alliance	Upper limit of expected range	

Deciding the best treatment for you

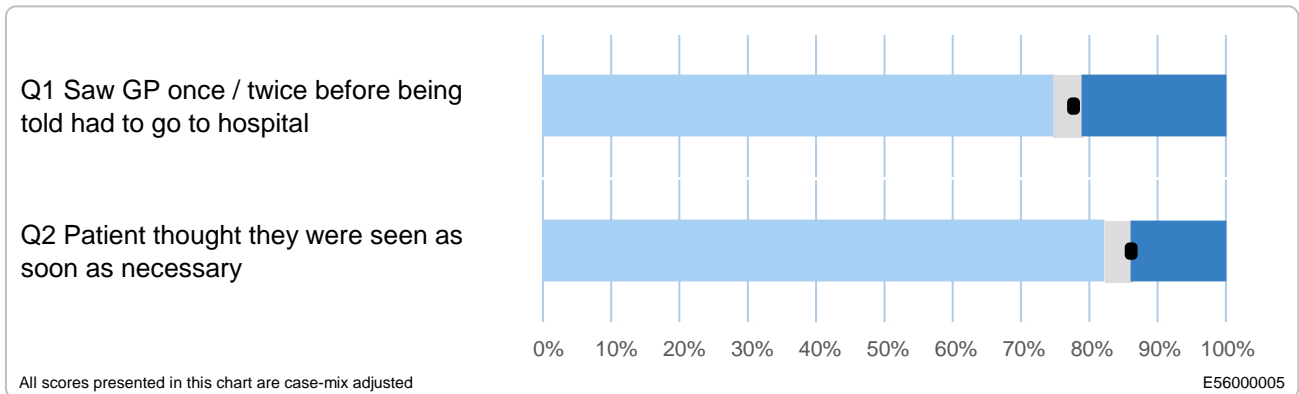
Q12	Patient felt that treatment options were completely explained	1,948	85%	81%	85%	83%
-----	---	-------	-----	-----	-----	-----

Hospital care as an inpatient

Q38	Given clear written information about what should / should not do post discharge	1,326	88%	84%	88%	86%
-----	--	-------	-----	-----	-----	-----

Cancer Alliance results

Seeing your GP



Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	1,799	78%	1,600	77%		77%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,432	84%	2,178	86%		86%	82%	86%	84%

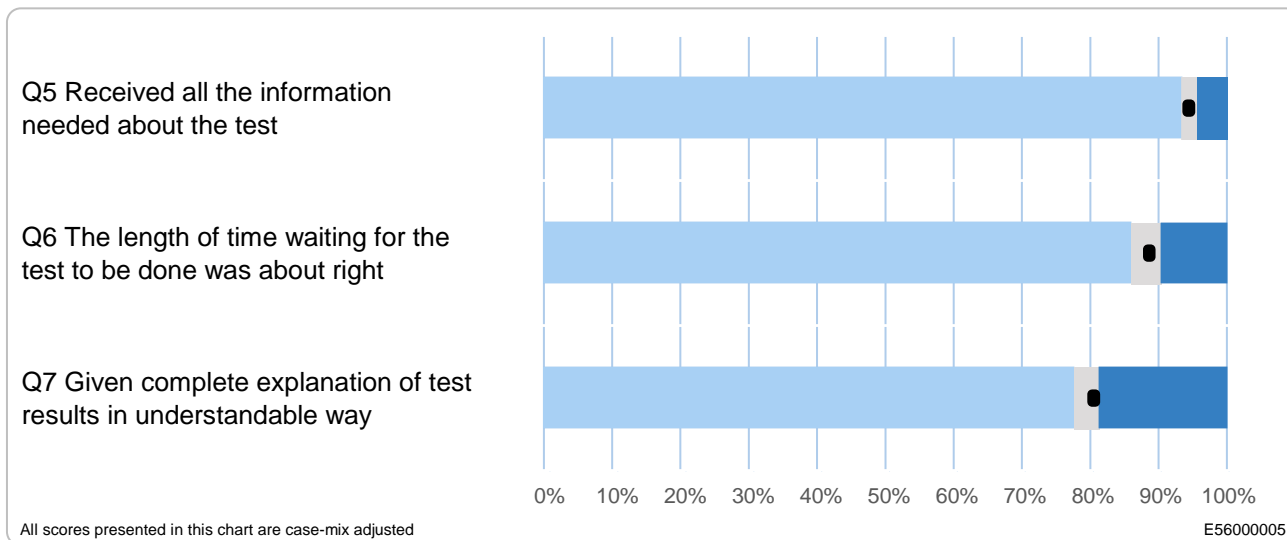
↑ or ↓

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Diagnostic Tests



Question		Unadjusted Scores				2017 Case Mix Adjusted				
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score	2017 Score	Expected range - lower					
Q5	Received all the information needed about the test	2,081	94%	1,831	94%		94%	93%	96%	95%
Q6	The length of time waiting for the test to be done was about right	2,097	88%	1,847	89%		88%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	2,096	82%	1,857	80%		80%	78%	81%	79%

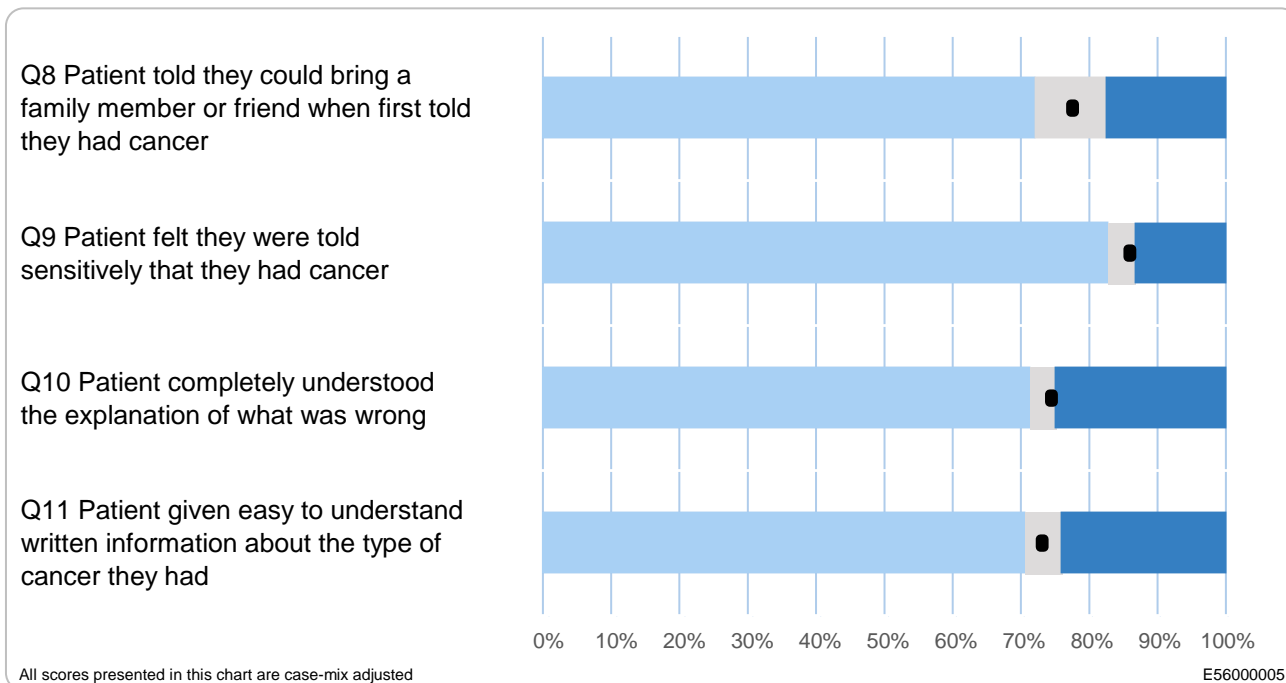
↑ or ↓

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Finding out what was wrong with you



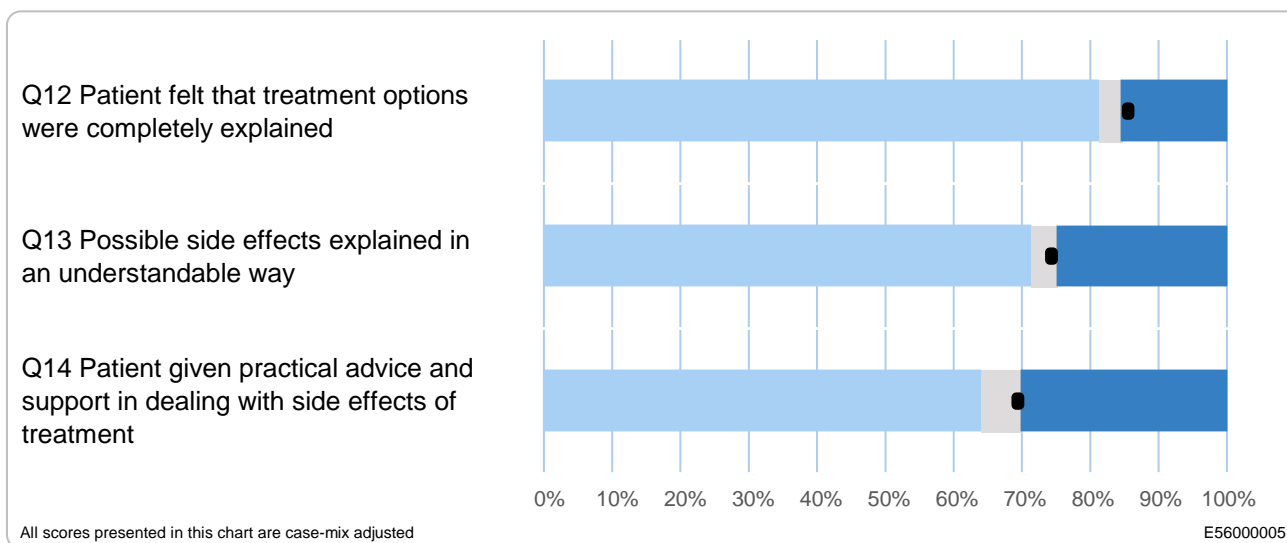
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,317	75%	2,078	77%		77%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	2,427	85%	2,168	86%		86%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,470	74%	2,206	74%		74%	71%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	2,153	72%	1,939	74%		73%	71%	76%	73%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

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



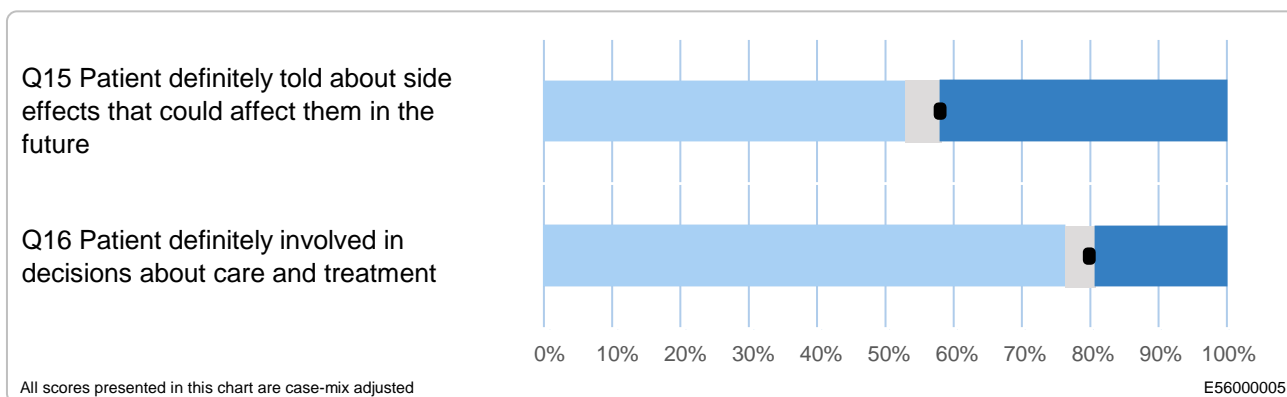
Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q12 Patient felt that treatment options were completely explained	2,164	85%	1,948	85%		85%	81%	85%	83%
Q13 Possible side effects explained in an understandable way	2,339	73%	2,098	74%		74%	71%	75%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	2,327	66%	2,095	69%		69%	64%	70%	67%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

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



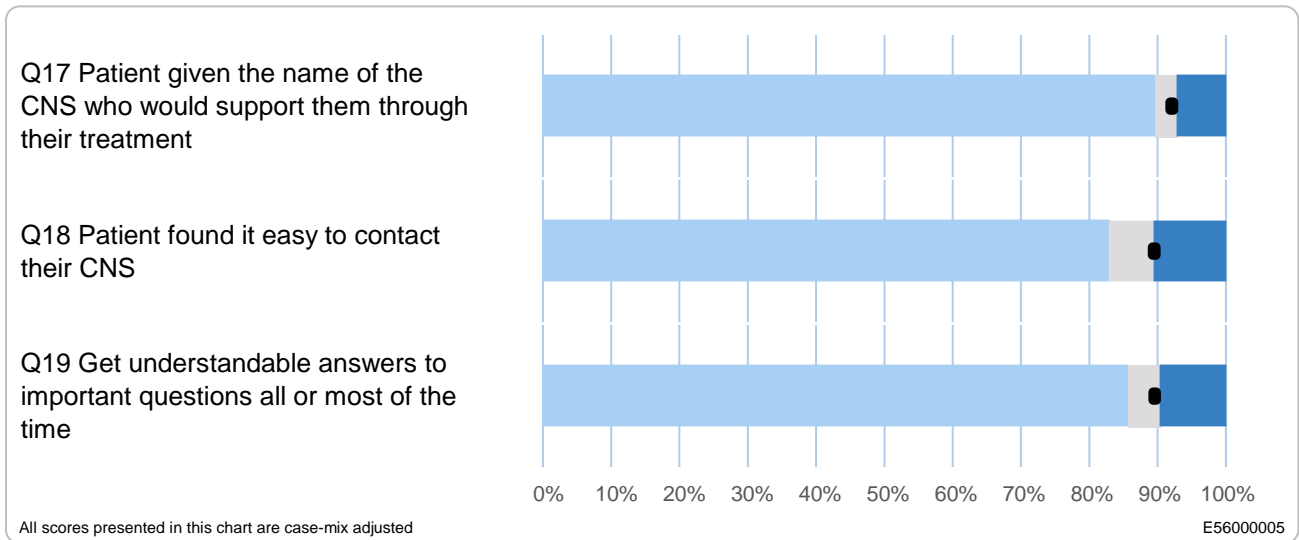
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	2,173	57%	1,973	59%		58%	53%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	2,363	79%	2,134	80%		80%	76%	81%	79%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Clinical Nurse Specialist



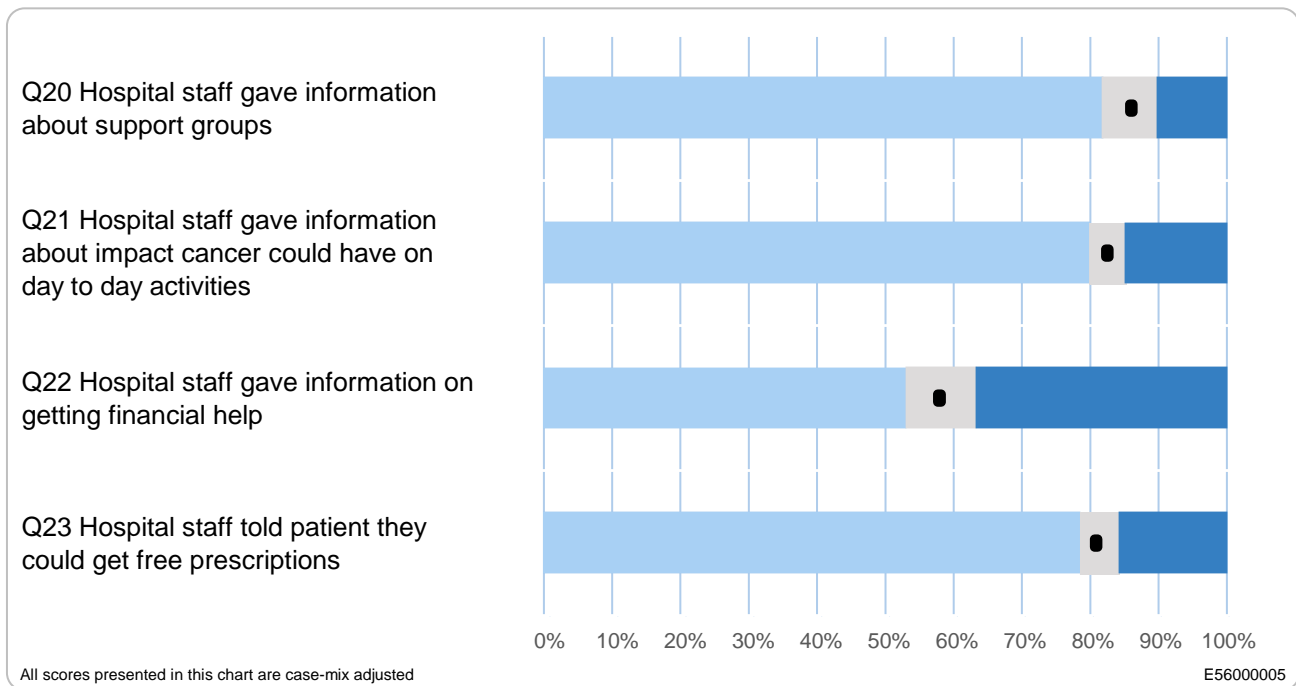
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q17	Patient given the name of the CNS who would support them through their treatment	2,332	90%	2,122	92%		92%	90%	93%	91%
Q18	Patient found it easy to contact their CNS	1,870	89%	1,743	89%		89%	83%	90%	86%
Q19	Get understandable answers to important questions all or most of the time	1,781	90%	1,680	90%		89%	86%	90%	88%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Support for people with cancer



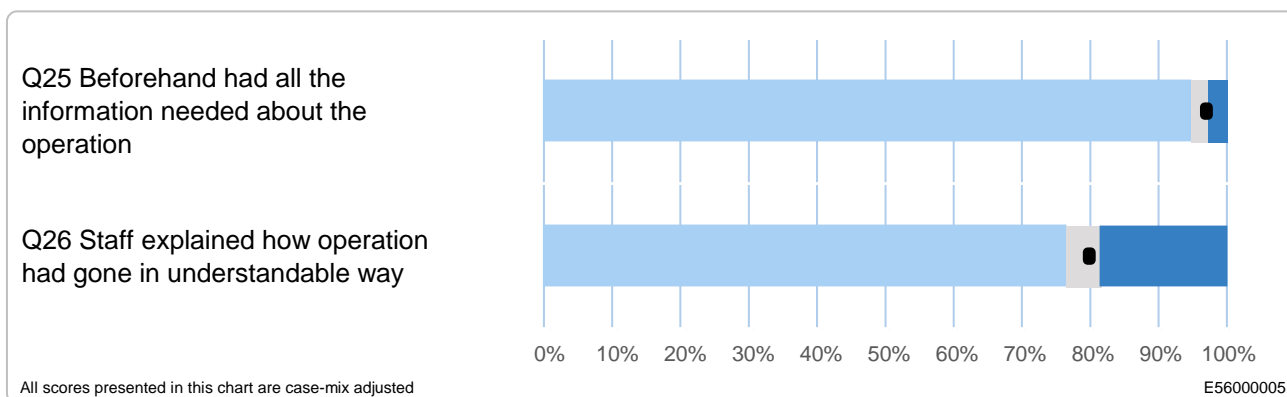
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	1,731	85%	1,653	86%		86%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,518	83%	1,478	82%		82%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,224	56%	1,114	57%		58%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	991	81%	916	80%		81%	79%	84%	81%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Operations



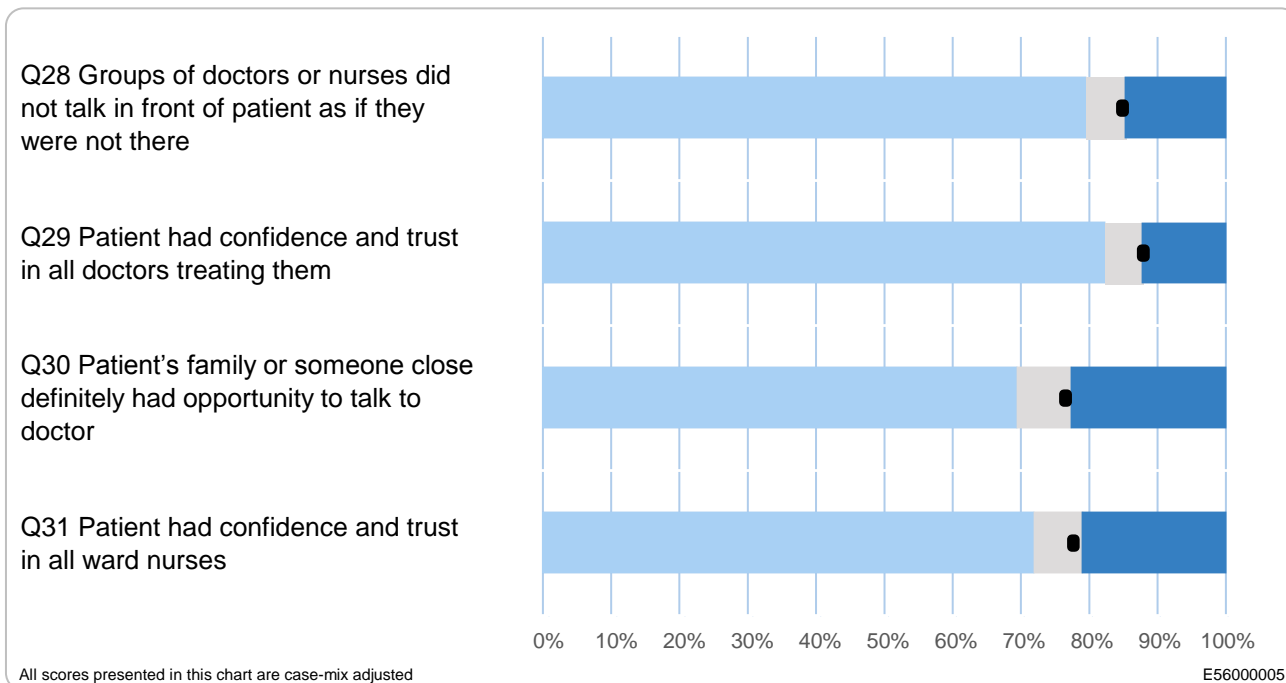
Question	Unadjusted Scores					2017 Case Mix Adjusted				
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	1,404	96%	1,295	97%		97%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,387	82%	1,293	80%		80%	77%	82%	79%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)



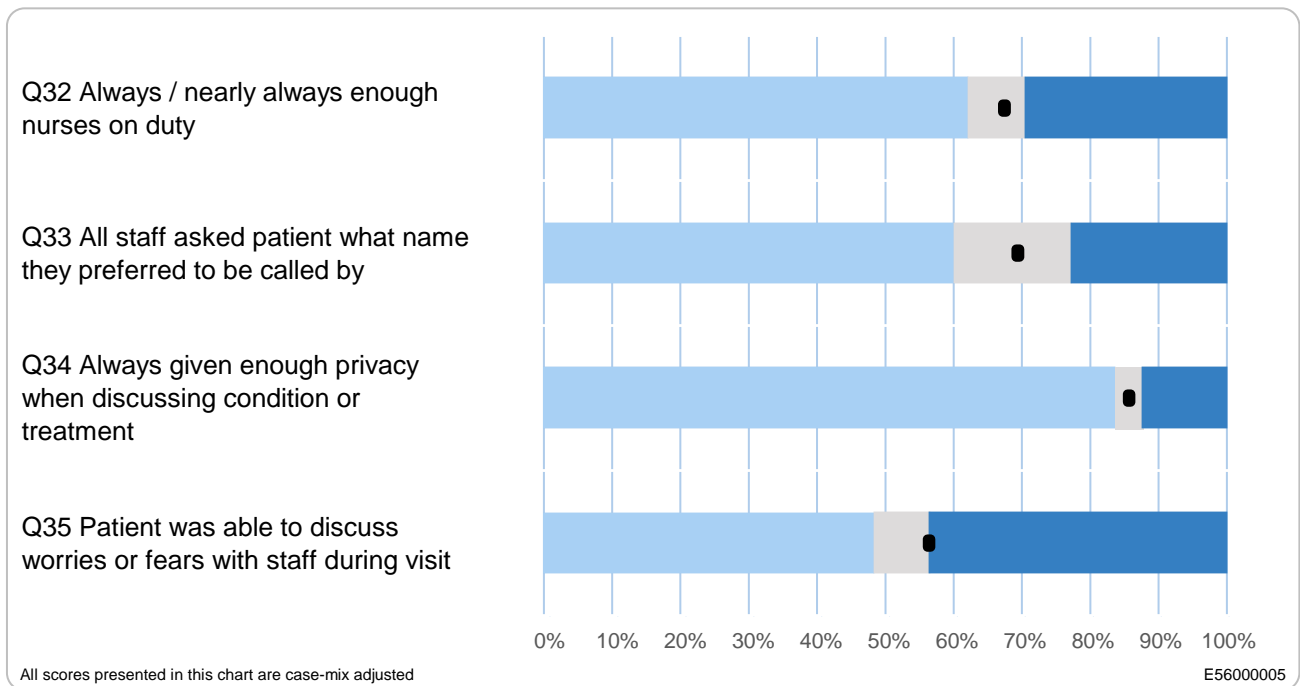
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,548	84%	1,412	85%		85%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,551	88%	1,417	88%		88%	82%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,290	76%	1,187	77%		76%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	1,553	78%	1,414	78%		77%	72%	79%	76%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)



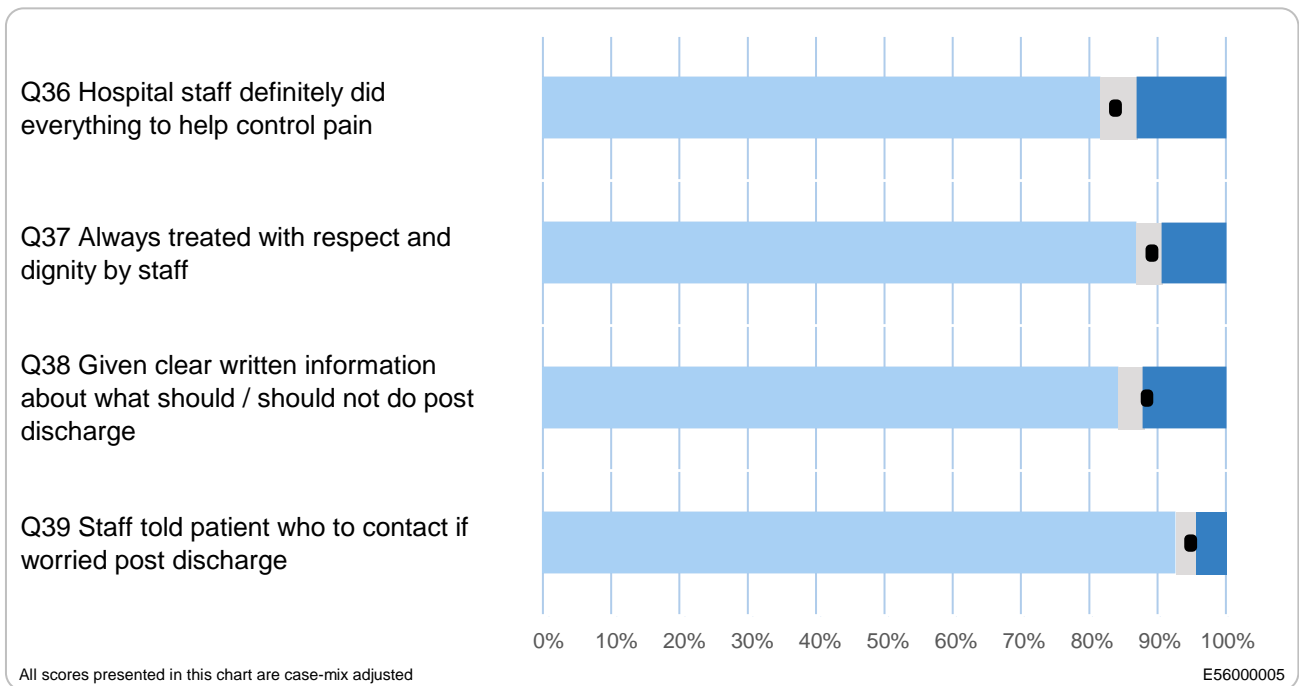
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	1,548	70%	1,402	68%		67%	62%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	1,544	71%	1,399	70%		69%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,549	87%	1,412	86%		85%	84%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,116	57%	1,035	56%		56%	48%	57%	53%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)



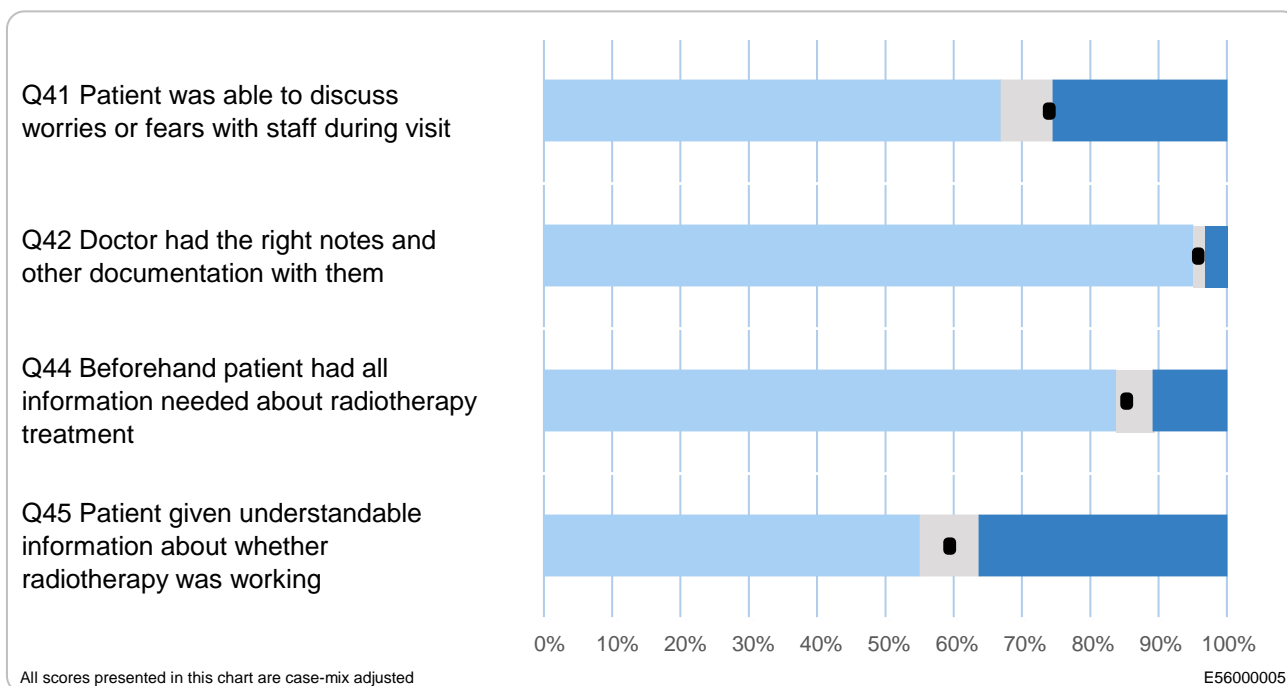
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,341	84%	1,255	84%		84%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,557	90%	1,413	89%		89%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,466	87%	1,326	88%		88%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,496	94%	1,369	94%		95%	93%	96%	94%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

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



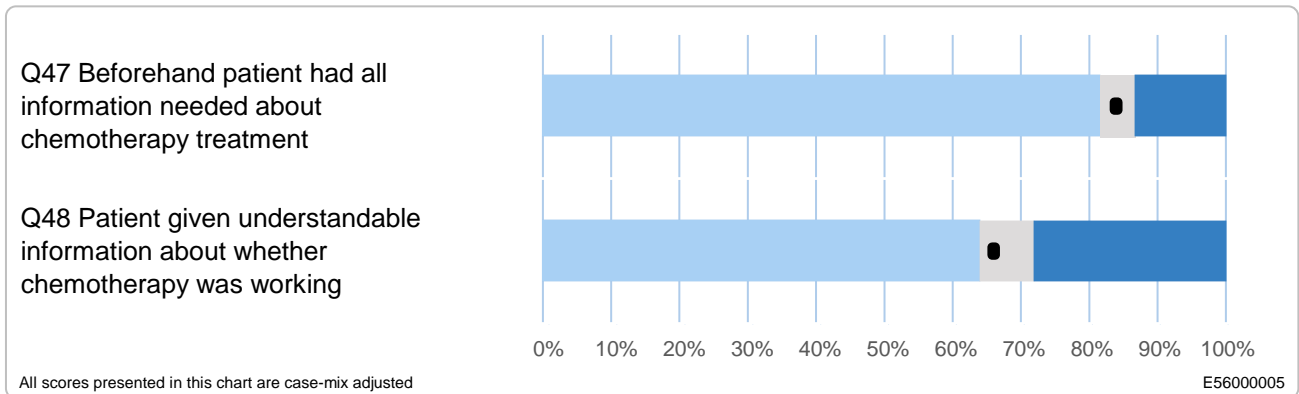
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	1,761	71%	1,602	74%		74%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	2,119	96%	1,899	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	638	84%	602	85%		85%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	547	59%	498	60%		59%	55%	64%	59%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

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



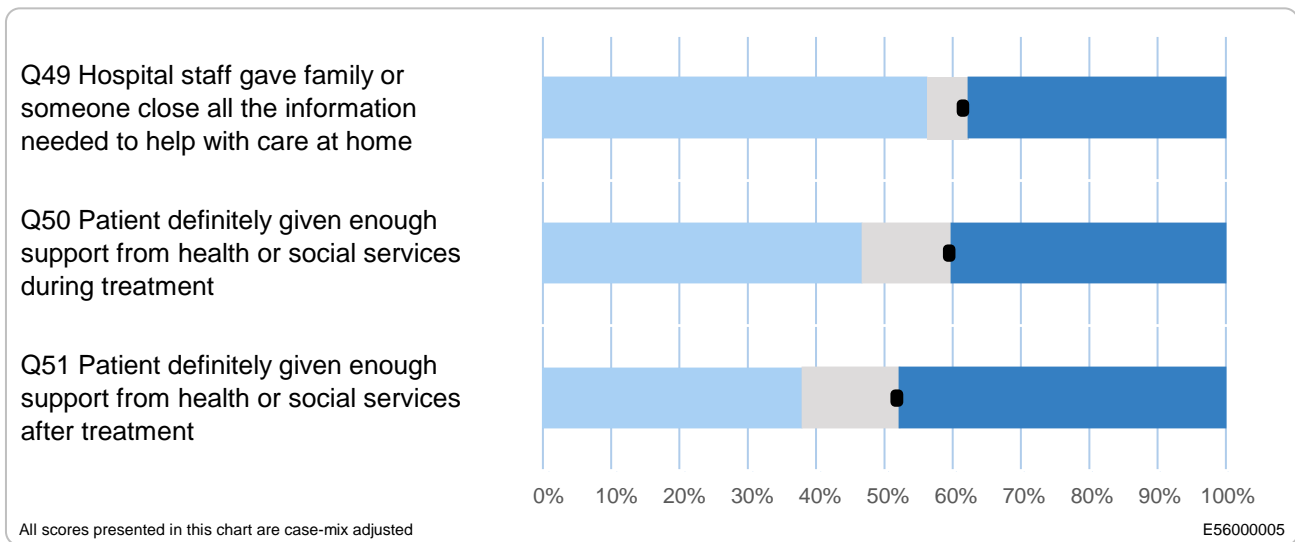
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	852	84%	802	84%		84%	82%	87%	84%
Q48 Patient given understandable information about whether chemotherapy was working	761	65%	723	67%		66%	64%	72%	68%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Home care and support



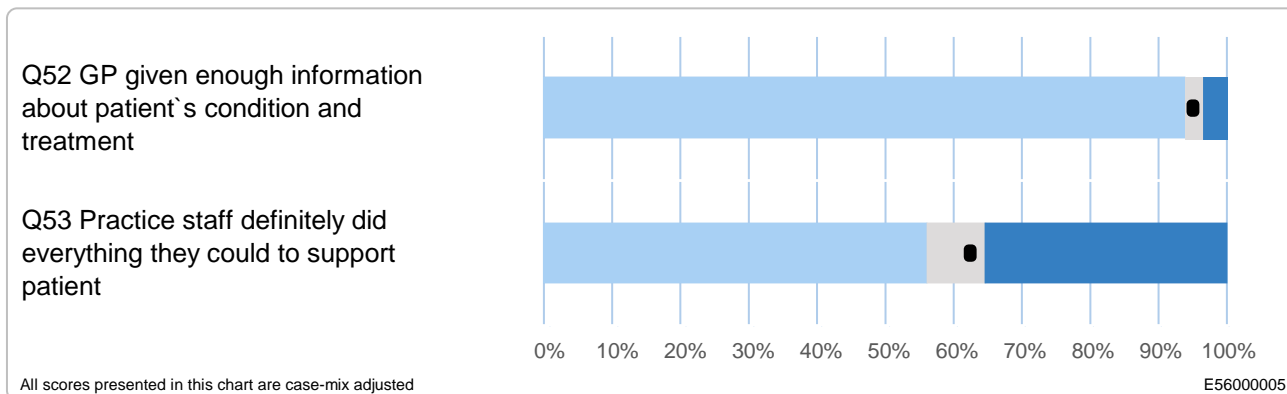
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,973	60%	1,762	62%		61%	56%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,350	59%	1,160	59%		59%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	818	49%	713	52%		52%	38%	52%	45%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Care from your general practice



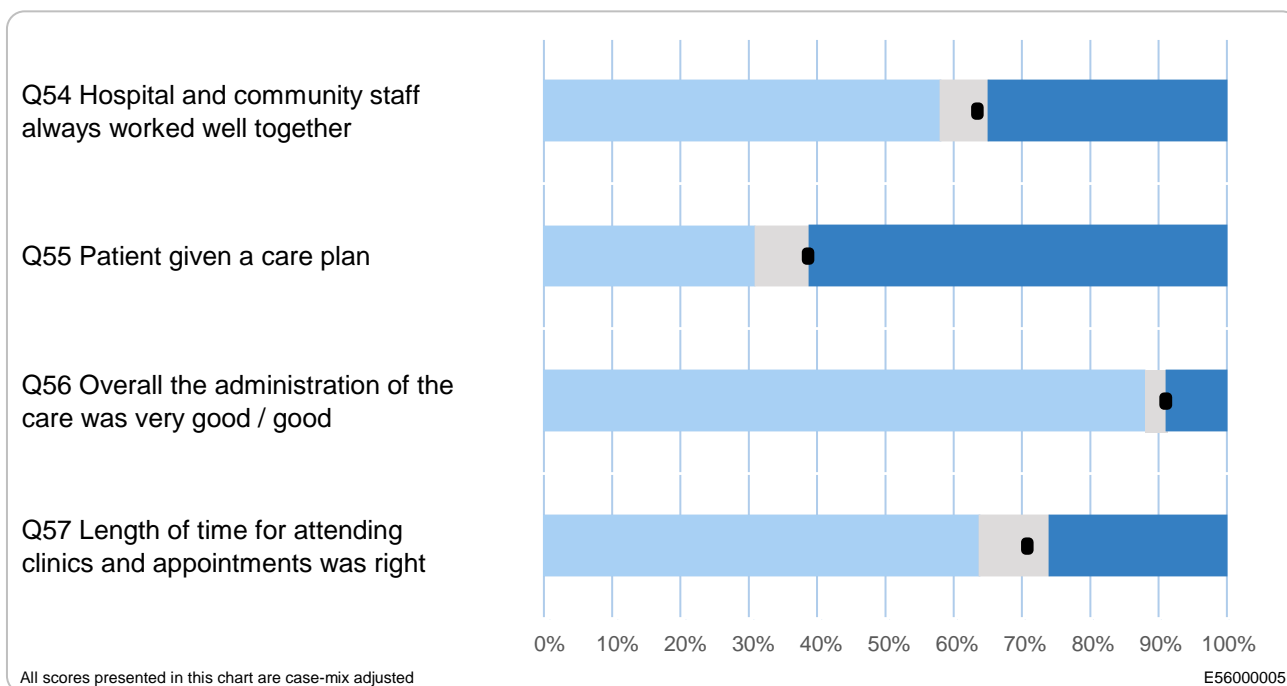
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	2,008	95%	1,715	95%		95%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	1,639	63%	1,420	62%		62%	56%	65%	60%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Your overall NHS care (Part 1 of 2)



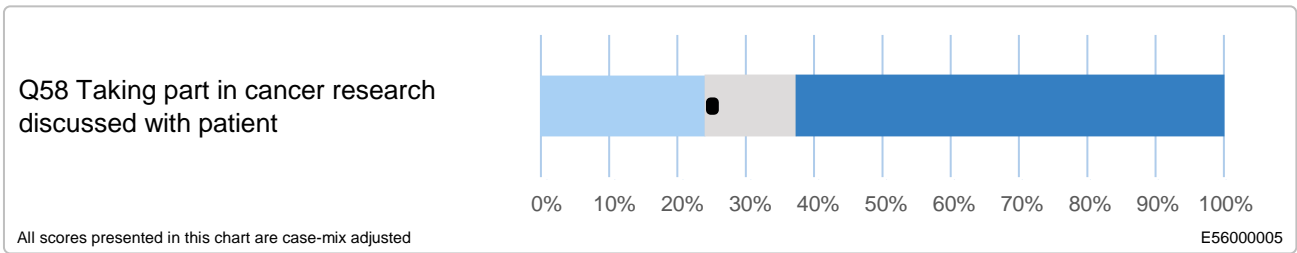
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	2,373	65%	2,122	64%		63%	58%	65%	62%
Q55 Patient given a care plan	1,913	35%	1,713	39%		38%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	2,438	91%	2,179	91%		91%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	2,432	73%	2,164	71%		71%	64%	74%	69%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

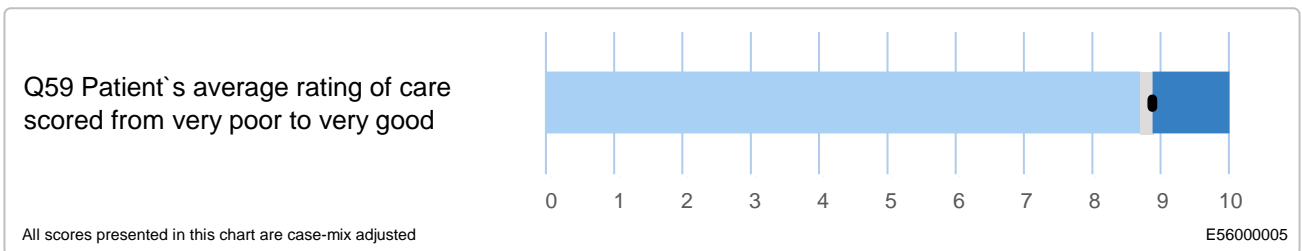
* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q58 Taking part in cancer research discussed with patient	2,346	23%	2,052	24%		25%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q59 Patient's average rating of care scored from very poor to very good	2,401	8.9	2,140	8.9		8.9	8.7	8.9	8.8

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Comparisons by tumour group for this Cancer Alliance

The following tables show the unadjusted Cancer Alliance (CA) and the national percentage scores for each question broken down by tumour group. Where a cell in the table contains an asterisk this indicates that the number of patients in that group was below 21 and too small to display. Where a cell in the table contains "n.a." this indicates that there were no respondents for that tumour group.

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	68%	*	82%
Breast	97%	94%	93%	90%
Colorectal / LGT	75%	72%	83%	82%
Gynaecological	76%	76%	82%	81%
Haematological	64%	64%	83%	82%
Head and Neck	85%	77%	81%	79%
Lung	69%	68%	91%	83%
Prostate	79%	79%	90%	87%
Sarcoma	*	67%	*	67%
Skin	92%	90%	90%	86%
Upper Gastro	79%	72%	88%	79%
Urological	78%	82%	85%	86%
Other	72%	72%	77%	79%
All Cancers	77%	77%	86%	84%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	95%	95%	94%	92%	85%	83%
Colorectal / LGT	95%	96%	90%	88%	80%	82%
Gynaecological	88%	93%	79%	86%	73%	76%
Haematological	95%	94%	91%	89%	78%	76%
Head and Neck	95%	91%	89%	86%	83%	77%
Lung	94%	95%	91%	88%	83%	78%
Prostate	95%	94%	88%	87%	85%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	94%	95%	82%	87%	86%	84%
Upper Gastro	94%	93%	85%	84%	72%	75%
Urological	94%	94%	87%	88%	79%	79%
Other	91%	95%	84%	87%	73%	77%
All Cancers	94%	95%	88%	88%	80%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	81%	84%	92%	89%	80%	78%	83%	77%
Colorectal / LGT	80%	82%	86%	86%	77%	79%	69%	72%
Gynaecological	70%	71%	86%	82%	75%	73%	66%	71%
Haematological	74%	72%	82%	83%	61%	59%	76%	76%
Head and Neck	70%	73%	83%	85%	77%	74%	56%	65%
Lung	80%	77%	89%	83%	74%	75%	65%	65%
Prostate	79%	79%	89%	85%	80%	79%	83%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	71%	66%	83%	88%	87%	81%	90%	83%
Upper Gastro	77%	78%	82%	80%	68%	73%	57%	66%
Urological	75%	73%	81%	83%	77%	77%	72%	73%
Other	81%	75%	82%	82%	73%	71%	58%	64%
All Cancers	77%	77%	86%	85%	74%	73%	73%	73%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	81%	*	75%	*	65%
Breast	89%	84%	77%	75%	75%	70%
Colorectal / LGT	78%	86%	70%	77%	67%	71%
Gynaecological	84%	84%	76%	76%	69%	67%
Haematological	84%	80%	72%	70%	67%	65%
Head and Neck	89%	84%	70%	69%	67%	67%
Lung	88%	84%	78%	75%	79%	69%
Prostate	88%	83%	76%	73%	69%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	90%	88%	81%	77%	78%	73%
Upper Gastro	81%	82%	71%	71%	60%	65%
Urological	82%	82%	68%	71%	62%	62%
Other	88%	80%	75%	72%	66%	64%
All Cancers	85%	83%	74%	73%	69%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA %	National	This CA %	National
Brain / CNS	*	55%	*	75%
Breast	60%	57%	85%	79%
Colorectal / LGT	61%	59%	75%	81%
Gynaecological	55%	54%	75%	79%
Haematological	54%	50%	80%	77%
Head and Neck	55%	58%	70%	77%
Lung	58%	54%	81%	79%
Prostate	70%	64%	84%	81%
Sarcoma	*	53%	*	77%
Skin	72%	66%	86%	86%
Upper Gastro	49%	52%	72%	77%
Urological	52%	53%	77%	76%
Other	56%	51%	82%	75%
All Cancers	58%	56%	80%	79%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	98%	95%	93%	86%	94%	88%
Colorectal / LGT	93%	92%	89%	88%	89%	89%
Gynaecological	97%	94%	85%	85%	87%	87%
Haematological	91%	91%	90%	88%	92%	88%
Head and Neck	80%	89%	91%	88%	86%	88%
Lung	92%	94%	89%	87%	84%	87%
Prostate	89%	90%	86%	84%	89%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	90%	90%	89%	88%	95%	93%
Upper Gastro	97%	92%	89%	86%	87%	87%
Urological	83%	83%	91%	85%	93%	88%
Other	91%	89%	87%	85%	79%	86%
All Cancers	92%	91%	89%	86%	89%	88%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2017
Cheshire and Merseyside

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	91%	90%	89%	86%	64%	62%	83%	81%
Colorectal / LGT	83%	86%	80%	83%	56%	55%	76%	84%
Gynaecological	88%	85%	82%	81%	48%	59%	77%	77%
Haematological	84%	84%	80%	83%	59%	59%	87%	86%
Head and Neck	78%	84%	76%	82%	52%	61%	86%	82%
Lung	84%	85%	79%	80%	64%	69%	87%	85%
Prostate	90%	89%	88%	85%	48%	49%	76%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	89%	87%	88%	83%	70%	56%	78%	62%
Upper Gastro	84%	84%	78%	82%	53%	61%	79%	84%
Urological	76%	78%	75%	74%	35%	39%	64%	71%
Other	83%	82%	79%	78%	65%	57%	76%	81%
All Cancers	86%	86%	82%	82%	58%	58%	81%	81%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA §	National	This CA §	National
Brain / CNS	*	93%	*	76%
Breast	98%	97%	82%	79%
Colorectal / LGT	94%	96%	83%	83%
Gynaecological	92%	96%	75%	80%
Haematological	97%	93%	78%	75%
Head and Neck	98%	96%	80%	77%
Lung	97%	95%	85%	78%
Prostate	99%	96%	83%	78%
Sarcoma	*	94%	*	78%
Skin	100%	96%	83%	84%
Upper Gastro	96%	96%	79%	78%
Urological	94%	95%	69%	76%
Other	99%	95%	80%	78%
All Cancers	97%	96%	80%	79%

§ These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	92%	89%	93%	87%	80%	76%	82%	78%
Colorectal / LGT	79%	78%	88%	86%	79%	73%	76%	71%
Gynaecological	89%	86%	90%	86%	71%	74%	80%	72%
Haematological	80%	81%	85%	81%	80%	75%	78%	75%
Head and Neck	84%	81%	77%	84%	67%	73%	66%	72%
Lung	85%	76%	92%	82%	80%	75%	87%	76%
Prostate	92%	86%	95%	90%	81%	75%	89%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	87%	89%	92%	90%	86%	79%	88%	83%
Upper Gastro	82%	74%	82%	83%	71%	71%	63%	71%
Urological	74%	80%	81%	86%	64%	69%	73%	78%
Other	87%	80%	86%	81%	78%	71%	73%	72%
All Cancers	85%	82%	88%	85%	76%	73%	77%	76%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	75%	70%	63%	64%	90%	87%	60%	56%
Colorectal / LGT	58%	62%	71%	71%	84%	85%	57%	53%
Gynaecological	67%	65%	63%	65%	79%	82%	56%	52%
Haematological	63%	63%	75%	69%	87%	86%	58%	55%
Head and Neck	50%	63%	60%	68%	87%	85%	53%	53%
Lung	79%	69%	79%	72%	87%	84%	63%	49%
Prostate	84%	71%	78%	69%	95%	89%	62%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	75%	76%	70%	71%	85%	89%	64%	58%
Upper Gastro	63%	63%	81%	76%	79%	84%	51%	50%
Urological	58%	69%	69%	72%	79%	85%	43%	46%
Other	72%	62%	71%	69%	83%	83%	55%	48%
All Cancers	67%	66%	69%	69%	85%	86%	56%	53%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2017
Cheshire and Merseyside

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	90%	87%	91%	90%	95%	92%	97%	96%
Colorectal / LGT	84%	85%	87%	87%	86%	84%	93%	94%
Gynaecological	81%	84%	87%	87%	92%	87%	96%	93%
Haematological	78%	82%	88%	90%	82%	80%	95%	96%
Head and Neck	81%	82%	90%	87%	78%	85%	88%	92%
Lung	86%	85%	93%	89%	92%	83%	88%	92%
Prostate	92%	86%	98%	91%	95%	89%	98%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	86%	87%	91%	93%	90%	91%	96%	96%
Upper Gastro	84%	82%	86%	87%	89%	82%	94%	94%
Urological	75%	82%	88%	89%	86%	86%	92%	91%
Other	84%	83%	84%	88%	81%	81%	95%	93%
All Cancers	84%	84%	89%	89%	88%	86%	95%	94%

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	76%	71%	96%	96%	85%	88%	60%	59%
Colorectal / LGT	76%	74%	97%	96%	86%	85%	48%	58%
Gynaecological	68%	69%	94%	96%	89%	85%	60%	65%
Haematological	77%	73%	96%	97%	83%	83%	68%	60%
Head and Neck	64%	70%	93%	96%	84%	86%	64%	64%
Lung	77%	70%	92%	95%	80%	86%	60%	58%
Prostate	79%	74%	97%	96%	91%	88%	64%	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	74%	72%	94%	96%	*	77%	*	70%
Upper Gastro	70%	70%	95%	95%	*	86%	*	56%
Urological	65%	66%	94%	96%	*	84%	*	54%
Other	69%	68%	97%	95%	75%	87%	60%	59%
All Cancers	74%	71%	96%	96%	85%	87%	59%	59%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA %	National	This CA %	National
Brain / CNS	*	83%	*	63%
Breast	82%	83%	59%	62%
Colorectal / LGT	81%	84%	69%	66%
Gynaecological	*	86%	*	67%
Haematological	85%	84%	79%	75%
Head and Neck	*	78%	*	58%
Lung	84%	85%	53%	69%
Prostate	*	86%	*	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	81%	84%	53%	64%
Urological	90%	84%	66%	69%
Other	84%	85%	59%	69%
All Cancers	84%	84%	66%	68%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	59%	59%	60%	53%	56%	42%
Colorectal / LGT	62%	62%	66%	62%	60%	52%
Gynaecological	55%	57%	38%	47%	30%	38%
Haematological	70%	61%	56%	52%	46%	45%
Head and Neck	60%	63%	55%	56%	45%	50%
Lung	61%	58%	63%	51%	52%	42%
Prostate	58%	60%	52%	50%	51%	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	73%	67%	72%	61%	63%	59%
Upper Gastro	57%	59%	73%	53%	65%	45%
Urological	61%	58%	59%	48%	53%	45%
Other	56%	56%	59%	53%	49%	45%
All Cancers	61%	59%	59%	53%	52%	45%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	94%	*	52%
Breast	95%	96%	63%	61%
Colorectal / LGT	97%	95%	62%	60%
Gynaecological	94%	95%	59%	56%
Haematological	95%	96%	62%	58%
Head and Neck	84%	93%	57%	60%
Lung	95%	95%	63%	60%
Prostate	97%	96%	69%	67%
Sarcoma	*	94%	*	55%
Skin	95%	96%	53%	69%
Upper Gastro	93%	93%	66%	60%
Urological	97%	95%	65%	62%
Other	92%	95%	56%	58%
All Cancers	95%	95%	62%	60%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	53%	*	35%	*	85%	*	68%
Breast	63%	62%	47%	38%	92%	91%	68%	68%
Colorectal / LGT	68%	61%	50%	38%	89%	89%	73%	71%
Gynaecological	59%	58%	43%	31%	85%	89%	62%	67%
Haematological	65%	63%	38%	34%	93%	92%	69%	65%
Head and Neck	60%	59%	30%	35%	86%	88%	70%	68%
Lung	67%	63%	39%	33%	94%	90%	69%	71%
Prostate	70%	66%	33%	36%	95%	89%	81%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	67%	70%	45%	44%	87%	89%	76%	75%
Upper Gastro	58%	57%	43%	34%	88%	87%	72%	68%
Urological	63%	63%	26%	30%	90%	87%	75%	75%
Other	57%	57%	34%	30%	89%	88%	66%	65%
All Cancers	63%	62%	38%	35%	91%	90%	71%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA %	National	This CA %	National
Brain / CNS	*	33%	*	8.5
Breast	25%	31%	9.1	8.9
Colorectal / LGT	20%	30%	8.7	8.8
Gynaecological	41%	36%	8.7	8.8
Haematological	27%	33%	9.0	8.9
Head and Neck	28%	18%	8.7	8.7
Lung	43%	36%	8.9	8.7
Prostate	19%	35%	9.1	8.8
Sarcoma	*	39%	*	8.6
Skin	14%	18%	8.8	8.9
Upper Gastro	12%	34%	8.8	8.7
Urological	10%	20%	8.7	8.7
Other	29%	33%	8.7	8.7
All Cancers	25%	31%	8.9	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
E56000005	4,029	229	3,800	1,425	142	2,233	55%

Respondents by tumour group

The tables below show the numbers of patients from each tumour group and the age and gender distribution of these patients.

Tumour Group	Number of respondents*
Brain / CNS	11
Breast	354
Gynaecological	121
Colorectal / LGT	228
Lung	134
Skin	90
Haematological	410
Upper Gastro	93
Other	181
Urological	196
Prostate	326
Sarcoma	19
Head and Neck	70

* These figures may not match the numerator for all questions in the 'Comparisons by tumour group' section of this report, because not all questions were answered by all respondents.

Respondents by age and gender

The questionnaire asked respondents to give their year of birth. This information has been amalgamated into 8 age bands. The age and gender distribution for the Cancer Alliance was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	4	4	13	47	220	483	319	58	1,148
Female	5	19	43	156	231	358	229	44	1,085
Total	9	23	56	203	451	841	548	102	2,233

National Cancer Patient Experience Survey 2017
Cheshire and Merseyside

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	1	34	15
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust		44	8
REM	Aintree University Hospital NHS Foundation Trust	1	44	7
RJR	Countess of Chester Hospital NHS Foundation Trust		48	4
RJN	East Cheshire NHS Trust		49	3
RBT	Mid Cheshire Hospitals NHS Foundation Trust		50	2
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	2	47	3
REP	Liverpool Women's NHS Foundation Trust	1	44	2
RBL	Wirral University Teaching Hospital NHS Foundation Trust	2	48	2
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	1	51	
RVY	Southport & Ormskirk Hospital NHS Trust	4	45	1
RWW	Warrington and Halton Hospitals NHS Foundation Trust	13	39	
RBS	Alder Hey Children's NHS Foundation Trust	<i>All scored questions suppressed for this organisation</i>		
RET	The Walton Centre NHS Foundation Trust	<i>All scored questions suppressed for this organisation</i>		

National Cancer Patient Experience Survey 2017
Cheshire and Merseyside

Annex (continued)
Dashboard Questions - Trusts

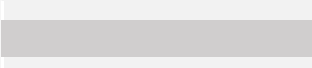
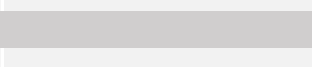
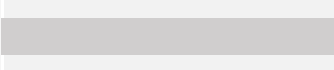
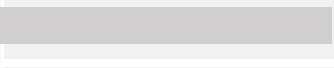
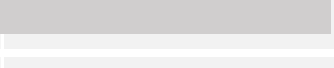
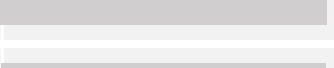
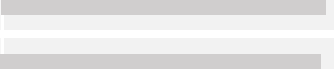
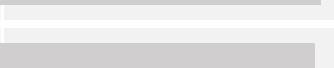
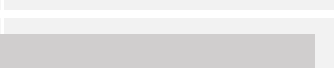
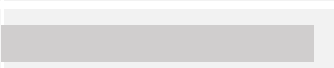
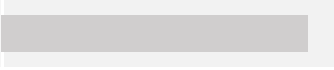
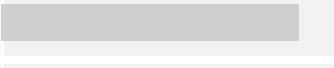


Q59 Patient`s average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	66,563	8.80	
E56000005	Cheshire and Merseyside	2,140	8.88	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	68	9.18	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	299	9.09	
REP	Liverpool Women's NHS Foundation Trust	54	9.04	
REM	Aintree University Hospital NHS Foundation Trust	223	8.98	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	247	8.92	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	176	8.90	
RVY	Southport & Ormskirk Hospital NHS Trust	124	8.89	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	169	8.85	
RJN	East Cheshire NHS Trust	128	8.82	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	273	8.82	
RJR	Countess of Chester Hospital NHS Foundation Trust	154	8.80	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	146	8.58	
RBS	Alder Hey Children's NHS Foundation Trust	2		* <i>Score suppressed</i>
RET	The Walton Centre NHS Foundation Trust	16		* <i>Score suppressed</i>

National Cancer Patient Experience Survey 2017
Cheshire and Merseyside

Annex (continued)
Dashboard Questions - Trusts

Q16 Patient definitely involved in decisions about care and treatment

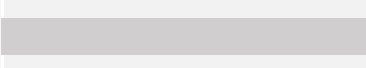

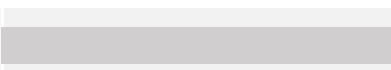
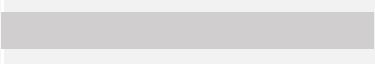
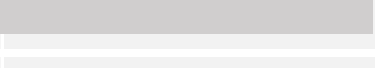
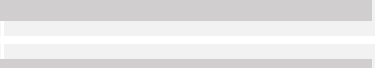
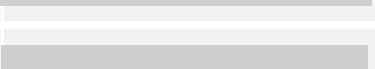
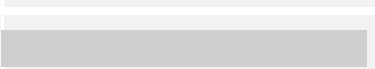
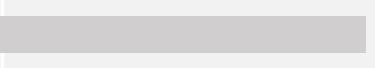

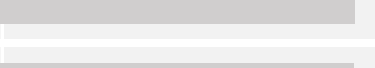
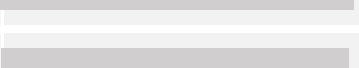


Code	Name	Base	Score	
All	National	66,183	78.5%	
E56000005	Cheshire and Merseyside	2,134	79.6%	
RJN	East Cheshire NHS Trust	123	84.2%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	292	82.9%	
REM	Aintree University Hospital NHS Foundation Trust	233	82.6%	
REP	Liverpool Women's NHS Foundation Trust	55	81.6%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	171	81.3%	
RJR	Countess of Chester Hospital NHS Foundation Trust	150	80.0%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	67	78.6%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	246	78.5%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	272	78.2%	
RVY	Southport & Ormskirk Hospital NHS Trust	125	76.8%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	179	74.5%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	137	73.1%	
RBS	Alder Hey Children's NHS Foundation Trust	2		* <i>Score suppressed</i>
RET	The Walton Centre NHS Foundation Trust	17		* <i>Score suppressed</i>

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

Annex (continued)

Dashboard Questions - Trusts





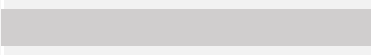
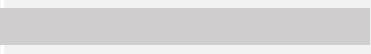
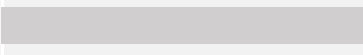
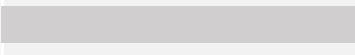
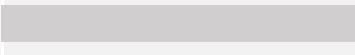
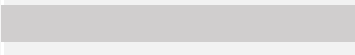
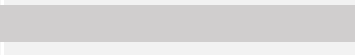
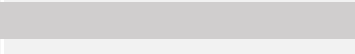


Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000005	Cheshire and Merseyside	2,122	91.8%	
REP	Liverpool Women's NHS Foundation Trust	56	97.7%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	175	93.2%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	265	93.2%	
REM	Aintree University Hospital NHS Foundation Trust	229	92.9%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	248	92.9%	
RJR	Countess of Chester Hospital NHS Foundation Trust	148	91.7%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	286	91.5%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	175	91.4%	
RJN	East Cheshire NHS Trust	129	90.7%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	68	88.6%	
RVY	Southport & Ormskirk Hospital NHS Trust	124	88.4%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	137	87.0%	
RBS	Alder Hey Children's NHS Foundation Trust	2		* <i>Score suppressed</i>
RET	The Walton Centre NHS Foundation Trust	17		* <i>Score suppressed</i>

National Cancer Patient Experience Survey 2017
Cheshire and Merseyside

Annex (continued)
Dashboard Questions - Trusts


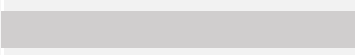

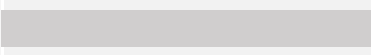

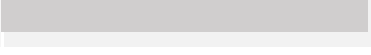

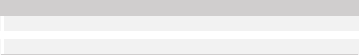

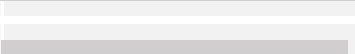
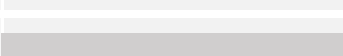



Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E56000005	Cheshire and Merseyside	1,743	89.2%	
RJN	East Cheshire NHS Trust	107	95.0%	
RJR	Countess of Chester Hospital NHS Foundation Trust	130	94.4%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	112	92.8%	
REP	Liverpool Women's NHS Foundation Trust	49	92.4%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	237	90.8%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	59	89.5%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	198	89.1%	
REM	Aintree University Hospital NHS Foundation Trust	191	89.1%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	126	88.9%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	211	88.5%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	148	86.7%	
RVY	Southport & Ormskirk Hospital NHS Trust	88	86.4%	
RBS	Alder Hey Children's NHS Foundation Trust	2	* Score suppressed	
RET	The Walton Centre NHS Foundation Trust	17	* Score suppressed	

National Cancer Patient Experience Survey 2017
Cheshire and Merseyside

Annex (continued)
Dashboard Questions - Trusts


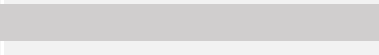

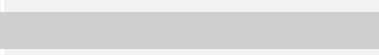



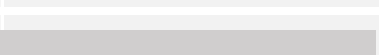
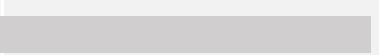
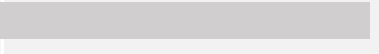

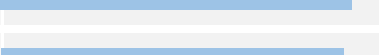
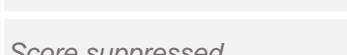

Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E56000005	Cheshire and Merseyside	1,413	88.9%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	56	94.3%	
RJR	Countess of Chester Hospital NHS Foundation Trust	92	92.8%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	191	91.9%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	104	91.7%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	102	90.4%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	168	89.9%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	191	89.3%	
RJN	East Cheshire NHS Trust	64	88.7%	
REP	Liverpool Women's NHS Foundation Trust	54	86.8%	
REM	Aintree University Hospital NHS Foundation Trust	179	86.2%	
RVY	Southport & Ormskirk Hospital NHS Trust	61	85.9%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	87	82.8%	
RBS	Alder Hey Children's NHS Foundation Trust	2		* <i>Score suppressed</i>
RET	The Walton Centre NHS Foundation Trust	16		* <i>Score suppressed</i>

National Cancer Patient Experience Survey 2017
Cheshire and Merseyside

Annex (continued)
Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000005	Cheshire and Merseyside	1,369	94.6%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	54	97.3%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	99	96.6%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	102	95.5%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	188	95.2%	
RJR	Countess of Chester Hospital NHS Foundation Trust	86	94.7%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	183	94.0%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	168	93.8%	
REM	Aintree University Hospital NHS Foundation Trust	176	92.6%	
RJN	East Cheshire NHS Trust	62	92.3%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	83	91.2%	
REP	Liverpool Women's NHS Foundation Trust	54	87.9%	
RVY	Southport & Ormskirk Hospital NHS Trust	54	85.8%	
RBS	Alder Hey Children's NHS Foundation Trust	2	* Score suppressed	
RET	The Walton Centre NHS Foundation Trust	14	* Score suppressed	

National Cancer Patient Experience Survey 2017
Cheshire and Merseyside

Annex (continued)
Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	45,919	60.4%	
E56000005	Cheshire and Merseyside	1,420	62.2%	
REP	Liverpool Women's NHS Foundation Trust	35	70.4%	
RJN	East Cheshire NHS Trust	84	69.4%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	115	68.6%	
RVY	Southport & Ormskirk Hospital NHS Trust	73	68.1%	
RQ6	The Royal Liverpool and Broadgreen University Hospitals NHS Trust	199	67.2%	
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	49	66.3%	
REM	Aintree University Hospital NHS Foundation Trust	159	65.6%	
RJR	Countess of Chester Hospital NHS Foundation Trust	88	61.2%	
RBL	Wirral University Teaching Hospital NHS Foundation Trust	171	58.4%	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	124	57.8%	
RWW	Warrington and Halton Hospitals NHS Foundation Trust	94	56.9%	
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	142	53.6%	
RBS	Alder Hey Children's NHS Foundation Trust	1		* Score suppressed
RET	The Walton Centre NHS Foundation Trust	12		* Score suppressed

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
01J	NHS Knowsley CCG	1	40	11
99A	NHS Liverpool CCG		44	8
01T	NHS South Sefton CCG		48	4
01V	NHS Southport and Formby CCG		48	4
01R	NHS South Cheshire CCG		50	2
02F	NHS West Cheshire CCG	1	48	3
01C	NHS Eastern Cheshire CCG	2	47	3
01X	NHS St Helens CCG	2	47	3
02D	NHS Vale Royal CCG		49	1
01F	NHS Halton CCG	4	48	
02E	NHS Warrington CCG	6	44	2
12F	NHS Wirral CCG	5	46	1

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

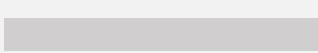
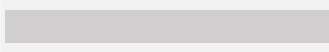

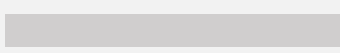
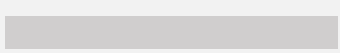
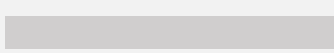
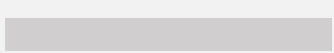


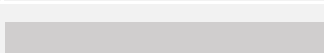
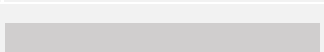

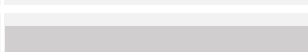
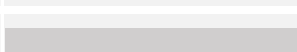
Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000005	Cheshire and Merseyside	2,140	8.88	
01J	NHS Knowsley CCG	99	9.09	
01V	NHS Southport and Formby CCG	121	9.07	
01T	NHS South Sefton CCG	131	9.04	
99A	NHS Liverpool CCG	314	9.02	
01X	NHS St Helens CCG	138	8.99	
12F	NHS Wirral CCG	324	8.85	
01R	NHS South Cheshire CCG	183	8.83	
02F	NHS West Cheshire CCG	263	8.81	
01F	NHS Halton CCG	110	8.77	
01C	NHS Eastern Cheshire CCG	184	8.74	
02D	NHS Vale Royal CCG	84	8.73	
02E	NHS Warrington CCG	189	8.69	

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000005	Cheshire and Merseyside	2,134	79.6%	
01J	NHS Knowsley CCG	100	88.3%	
02D	NHS Vale Royal CCG	86	83.3%	
01C	NHS Eastern Cheshire CCG	182	82.6%	
01T	NHS South Sefton CCG	137	81.7%	
01X	NHS St Helens CCG	138	81.3%	
01R	NHS South Cheshire CCG	180	80.4%	
99A	NHS Liverpool CCG	315	79.7%	
02F	NHS West Cheshire CCG	260	79.2%	
01V	NHS Southport and Formby CCG	121	78.2%	
12F	NHS Wirral CCG	326	78.1%	
01F	NHS Halton CCG	107	75.6%	
02E	NHS Warrington CCG	182	72.6%	

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

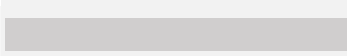
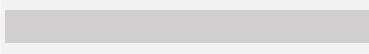

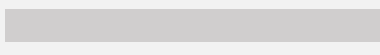

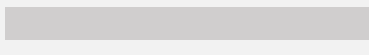
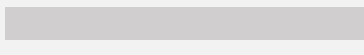
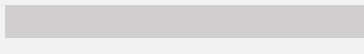
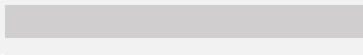
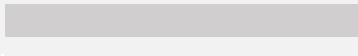
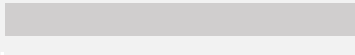
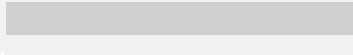
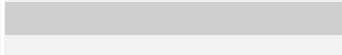

Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000005	Cheshire and Merseyside	2,122	91.8%	
01R	NHS South Cheshire CCG	182	93.9%	
01J	NHS Knowsley CCG	103	93.8%	
01F	NHS Halton CCG	112	93.3%	
01T	NHS South Sefton CCG	137	93.2%	
12F	NHS Wirral CCG	319	92.8%	
01C	NHS Eastern Cheshire CCG	183	92.5%	
02D	NHS Vale Royal CCG	86	92.5%	
99A	NHS Liverpool CCG	311	92.0%	
01X	NHS St Helens CCG	136	91.3%	
01V	NHS Southport and Formby CCG	119	90.6%	
02F	NHS West Cheshire CCG	254	89.5%	
02E	NHS Warrington CCG	180	88.0%	

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

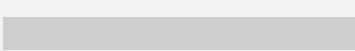
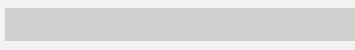
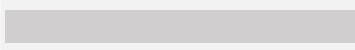
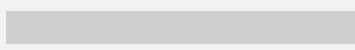
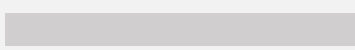
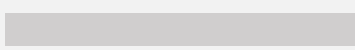
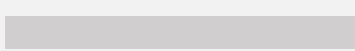
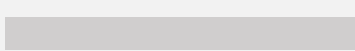


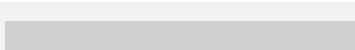
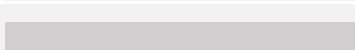
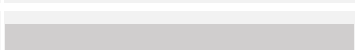
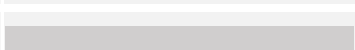
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000005	Cheshire and Merseyside	1,743	89.2%	
02E	NHS Warrington CCG	148	94.0%	
01J	NHS Knowsley CCG	90	93.4%	
02F	NHS West Cheshire CCG	211	91.4%	
99A	NHS Liverpool CCG	251	90.7%	
01F	NHS Halton CCG	90	89.3%	
01T	NHS South Sefton CCG	113	89.1%	
01X	NHS St Helens CCG	111	89.0%	
01R	NHS South Cheshire CCG	157	87.9%	
12F	NHS Wirral CCG	254	87.4%	
01C	NHS Eastern Cheshire CCG	156	86.7%	
01V	NHS Southport and Formby CCG	88	84.3%	
02D	NHS Vale Royal CCG	74	83.6%	

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

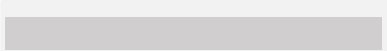
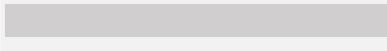

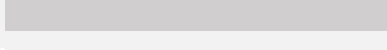
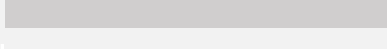





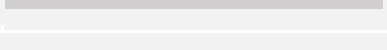
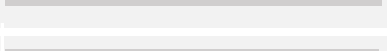


Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000005	Cheshire and Merseyside	1,413	88.9%	
01J	NHS Knowsley CCG	75	95.9%	
01X	NHS St Helens CCG	109	90.7%	
01R	NHS South Cheshire CCG	115	90.2%	
02D	NHS Vale Royal CCG	60	89.9%	
02F	NHS West Cheshire CCG	168	89.6%	
01C	NHS Eastern Cheshire CCG	111	89.0%	
99A	NHS Liverpool CCG	197	88.5%	
12F	NHS Wirral CCG	209	87.8%	
01V	NHS Southport and Formby CCG	72	87.7%	
02E	NHS Warrington CCG	123	87.2%	
01T	NHS South Sefton CCG	93	86.7%	
01F	NHS Halton CCG	81	86.7%	

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000005	Cheshire and Merseyside	1,369	94.6%	
02E	NHS Warrington CCG	116	96.6%	
01J	NHS Knowsley CCG	74	96.5%	
01R	NHS South Cheshire CCG	112	95.5%	
01T	NHS South Sefton CCG	93	95.1%	
99A	NHS Liverpool CCG	194	94.9%	
02D	NHS Vale Royal CCG	58	94.8%	
02F	NHS West Cheshire CCG	158	94.7%	
12F	NHS Wirral CCG	206	94.5%	
01V	NHS Southport and Formby CCG	68	93.9%	
01F	NHS Halton CCG	81	93.7%	
01X	NHS St Helens CCG	104	92.8%	
01C	NHS Eastern Cheshire CCG	105	91.5%	

**National Cancer Patient Experience Survey 2017
Cheshire and Merseyside**

**Annex (continued)
Dashboard Questions - CCGs**

Q53 Practice staff definitely did everything they could to support patient

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	45,919	60.4%	
E56000005	Cheshire and Merseyside	1,420	62.2%	
99A	NHS Liverpool CCG	228	67.8%	
01C	NHS Eastern Cheshire CCG	126	66.5%	
01V	NHS Southport and Formby CCG	72	66.2%	
01R	NHS South Cheshire CCG	126	66.1%	
01J	NHS Knowsley CCG	79	65.7%	
02D	NHS Vale Royal CCG	60	65.1%	
01T	NHS South Sefton CCG	81	64.0%	
02F	NHS West Cheshire CCG	159	60.5%	
01X	NHS St Helens CCG	89	58.4%	
12F	NHS Wirral CCG	207	56.2%	
01F	NHS Halton CCG	77	55.5%	
02E	NHS Warrington CCG	116	54.4%	

Annex (continued)

Methodology

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2017.

The patients included in the sample had relevant cancer ICD10 codes (C00-99 excluding C44 and C84, and D05) in the first diagnosis field of their patient records, applied to their patient files by the relevant NHS Trust, and were alive at the point at which fieldwork commenced. Deceased checks were undertaken on up to three occasions during fieldwork, to ensure that questionnaires were not sent to patients who had died since their treatment.

Trust samples were checked rigorously for duplicates and patient lists were also de-duplicated nationally to ensure that patients did not receive multiple copies of questionnaires.

The fieldwork for the survey was undertaken between October 2017 and March 2018.

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

The Health Research Authority supported the survey by granting Section 251 approval.

Further information

Further information on survey methodology, as well as all of the national and local reports and data, is available at:

www.ncpes.co.uk

Redevelopment of the 2017 survey

There have been no changes to the questionnaire compared to 2016.

Official Statistics

The 2017 survey data has been produced and published in line with the Code of Practice for Official Statistics.

Annex (continued)

Scoring methodologies

49 of the 50 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")

question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

Neutral responses, such as "Don't know / I can't remember" and "I did not need an explanation" are not included in the denominator when calculating the score.

Where options do not provide any information on positive/negative patient experience (e.g. "Don't know / can't remember"), they are excluded from the score.

The other question (question 59) asks respondents to rate their overall care on a scale of 0 to 10. Scores have been given as an average on this scale.

A copy of the detailed scoring methodology for the 2017 questionnaire is available at: www.ncpes.co.uk

Further details on the scoring methodology can be found in the technical document for the survey, available at: www.ncpes.co.uk

Case-mix adjustment

Case-mix adjusted findings have been presented alongside unadjusted results for Cancer Alliances. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a 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.

For further details on case-mix adjustment, please refer to the technical document for the survey, available at: www.ncpes.co.uk

Annex (continued)

Statistical significance

In the reporting of 2017 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2017 have been compared with those of 2016 and statistically significant change between the two years has been reported where identified.

'Statistically significant' means that you can be very confident that any change between scores is real and not due to chance.

For further details on statistical significance, please refer to the technical document for the survey, available at:

www.ncpes.co.uk



Quality Health is a specialist health and social care survey organisation, working for public, private and not-for-profit sectors, in the UK and overseas.

Quality Health works with all acute hospitals in England, all independent providers of hospital care, and all Health Boards in Scotland, Wales and Northern Ireland.

Quality Health is an approved contractor for the Care Quality Commission's patient survey programmes, NHS England's National Staff Survey programme, and the national Patient Reported Outcome Measures (PROMs).

Further information on Quality Health is available at:

www.quality-health.co.uk

Further information on the National Cancer Patient Experience Survey, as well as all of the national and local reports and data, is available at:

www.ncpes.co.uk