

National Cancer Patient Experience Survey

2017 Results

Kent and Medway Cancer Alliance

Published November 2018

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



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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	2,158	77%	1,873	77%		76%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,932	81%	2,574	82%		82%	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

8.7 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* :

77% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

88% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

83% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

88% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

93% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

57% 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

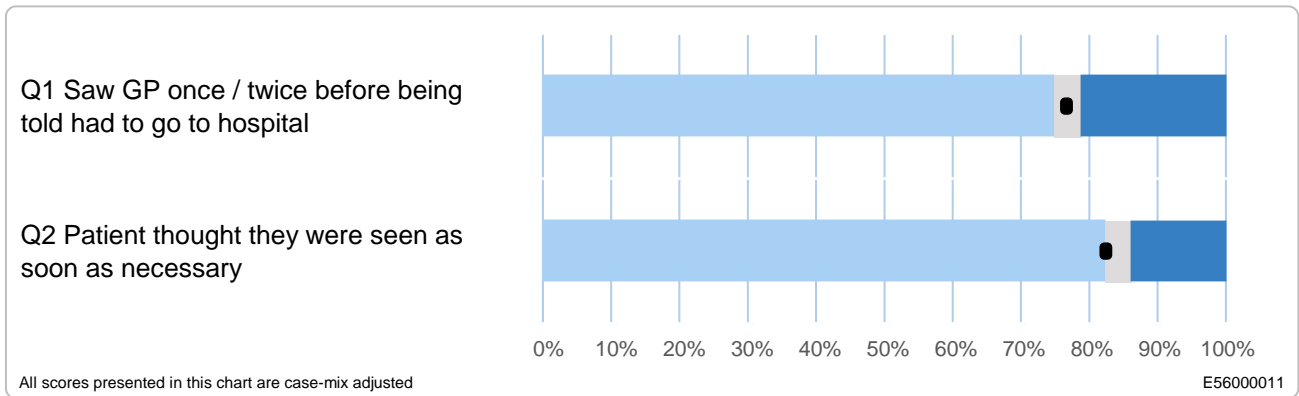
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

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	Lower limit of expected range	Upper limit of expected range		
Seeing your GP						
Q2	Patient thought they were seen as soon as necessary	2,574	82%	82%	86%	84%
Finding out what was wrong with you						
Q8	Patient told they could bring a family member or friend when first told they had cancer	2,386	71%	72%	82%	77%
Deciding the best treatment for you						
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,502	64%	64%	70%	67%
Clinical Nurse Specialist						
Q17	Patient given the name of the CNS who would support them through their treatment	2,521	88%	90%	93%	91%
Q19	Get understandable answers to important questions all or most of the time	1,852	85%	86%	90%	88%
Support for people with cancer						
Q20	Hospital staff gave information about support groups	1,867	82%	82%	90%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	1,697	80%	80%	85%	82%
Operations						
Q25	Beforehand had all the information needed about the operation	1,276	95%	95%	97%	96%
Hospital care as an inpatient						
Q34	Always given enough privacy when discussing condition or treatment	1,468	83%	84%	88%	86%
Home care and support						
Q50	Patient definitely given enough support from health or social services during treatment	1,263	47%	47%	60%	53%
Your overall NHS care						
Q59	Patient's average rating of care scored from very poor to very good	2,564	8.7	8.7	8.9	8.8

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	2,158	77%	1,873	77%		76%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,932	81%	2,574	82%		82%	82%	86%	84%

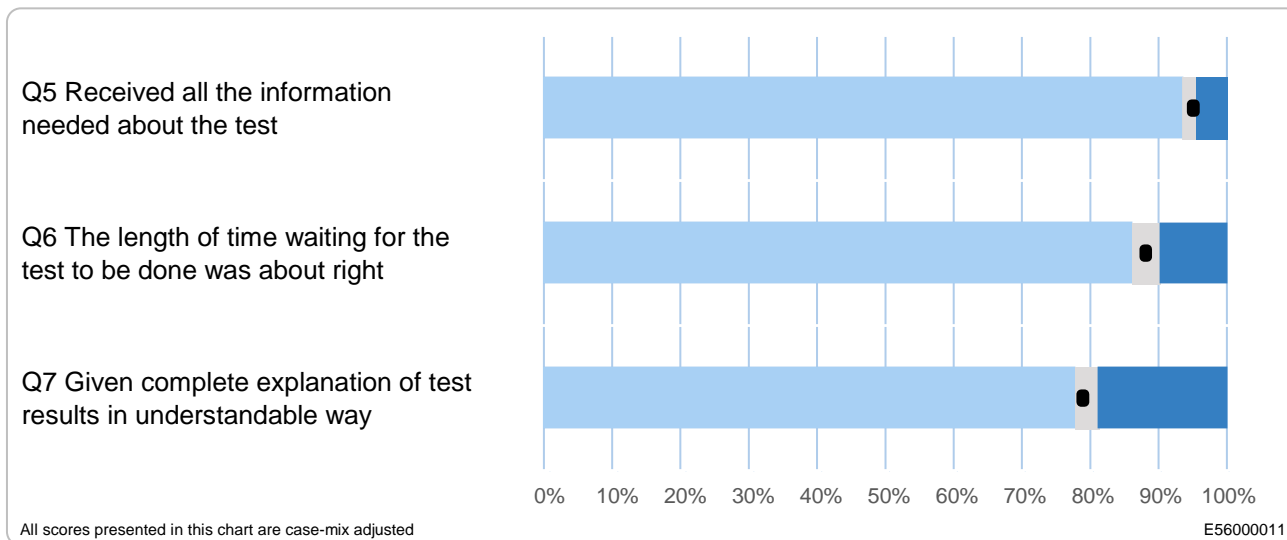
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Diagnostic Tests



Question		Unadjusted Scores				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					
Q5	Received all the information needed about the test	2,571	94%	2,217	95%		95%	94%	96%	95%
Q6	The length of time waiting for the test to be done was about right	2,578	86%	2,222	88%		88%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	2,579	79%	2,227	79%		79%	78%	81%	79%

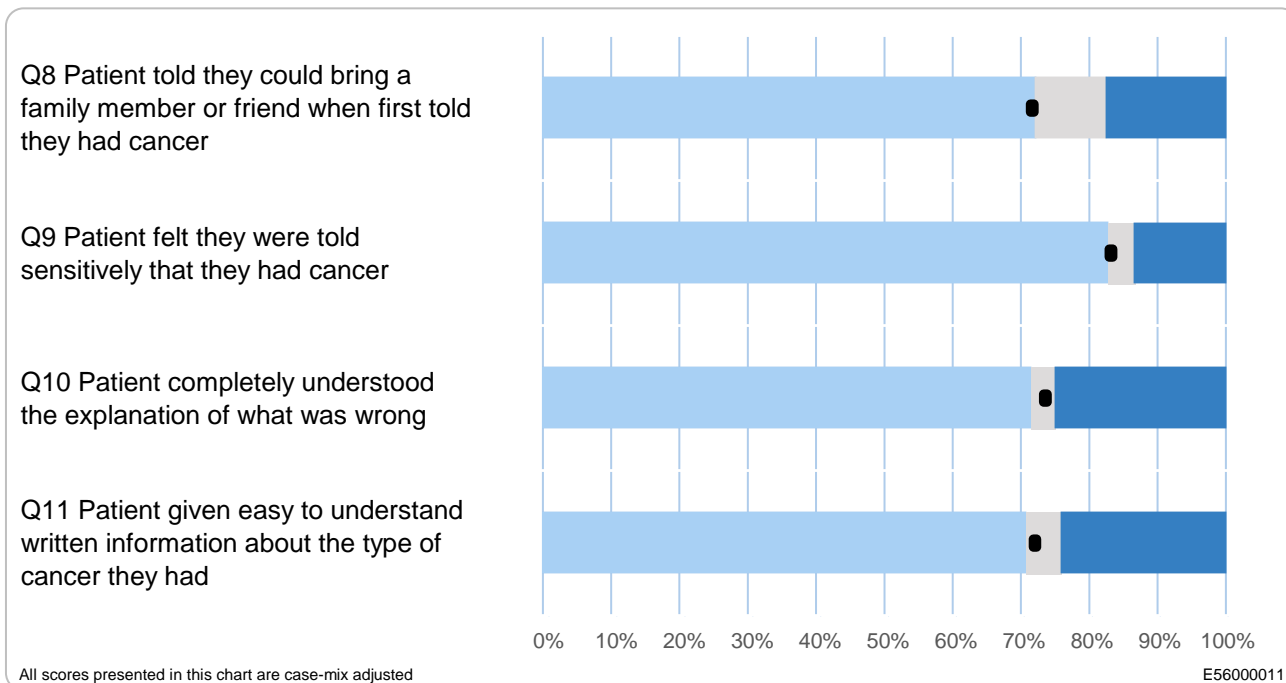
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Cancer Alliance results

Finding out what was wrong with you



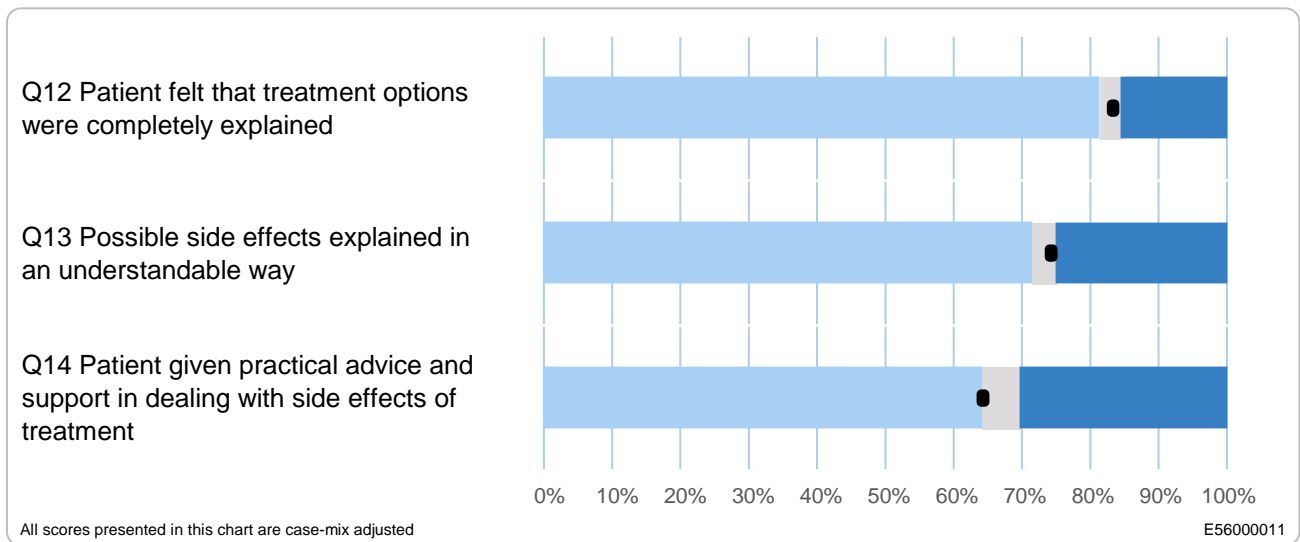
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,750	71%	2,386	71%		71%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	2,928	84%	2,570	83%		83%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,971	73%	2,604	73%		73%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	2,640	72%	2,276	72%		72%	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)

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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	2,568	82%	2,281	83%		83%	81%	84%	83%
Q13	Possible side effects explained in an understandable way	2,852	73%	2,522	74%		74%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,841	63%	2,502	64%		64%	64%	70%	67%

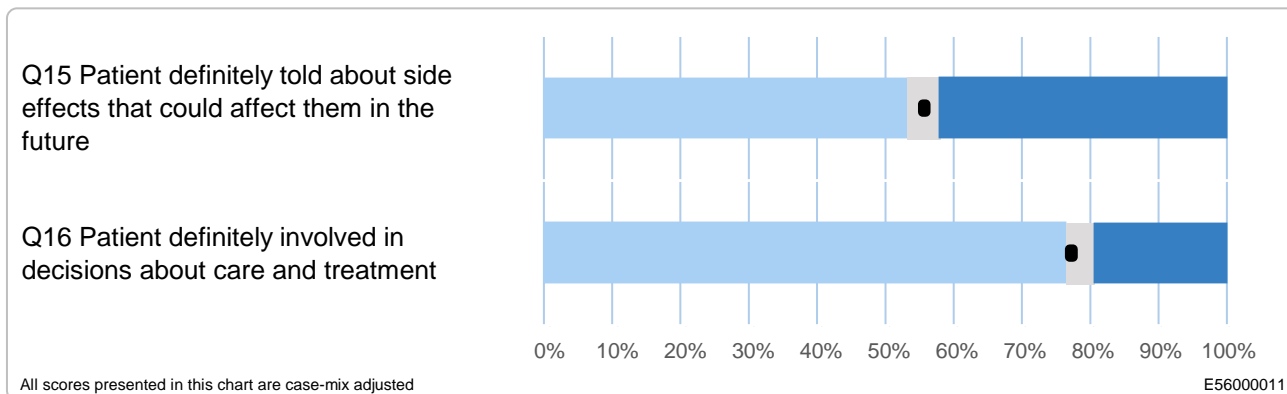
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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Cancer Alliance results

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



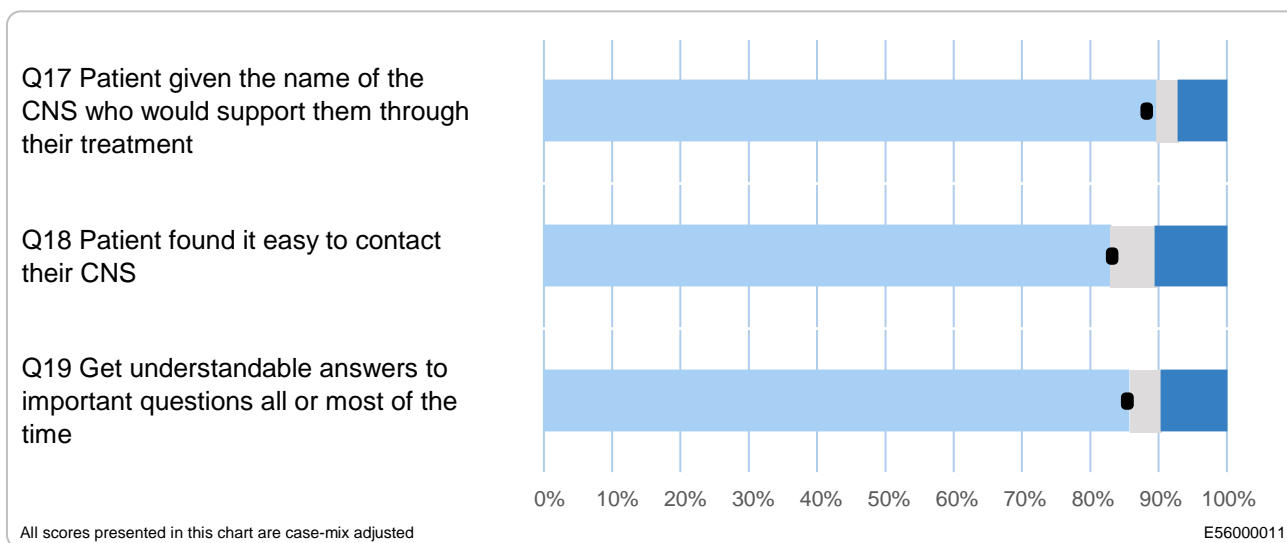
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q15	Patient definitely told about side effects that could affect them in the future	2,647	54%	2,400	55%		53%	58%	56%	
Q16	Patient definitely involved in decisions about care and treatment	2,844	78%	2,544	77%		76%	81%	79%	

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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	2,823	88%	2,521	88%		88%	90%	93%	91%
Q18	Patient found it easy to contact their CNS	2,166	84%	1,955	83%		83%	83%	90%	86%
Q19	Get understandable answers to important questions all or most of the time	2,033	87%	1,852	85%		85%	86%	90%	88%

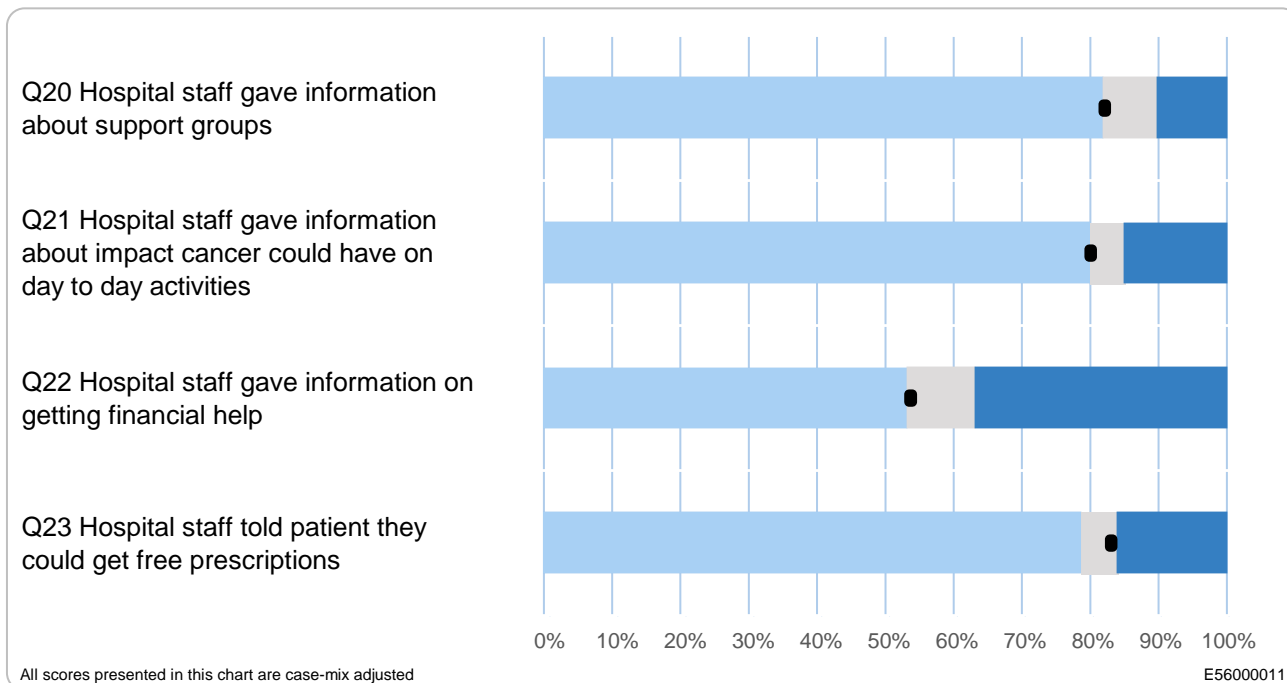
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Cancer Alliance results

Support for people with cancer



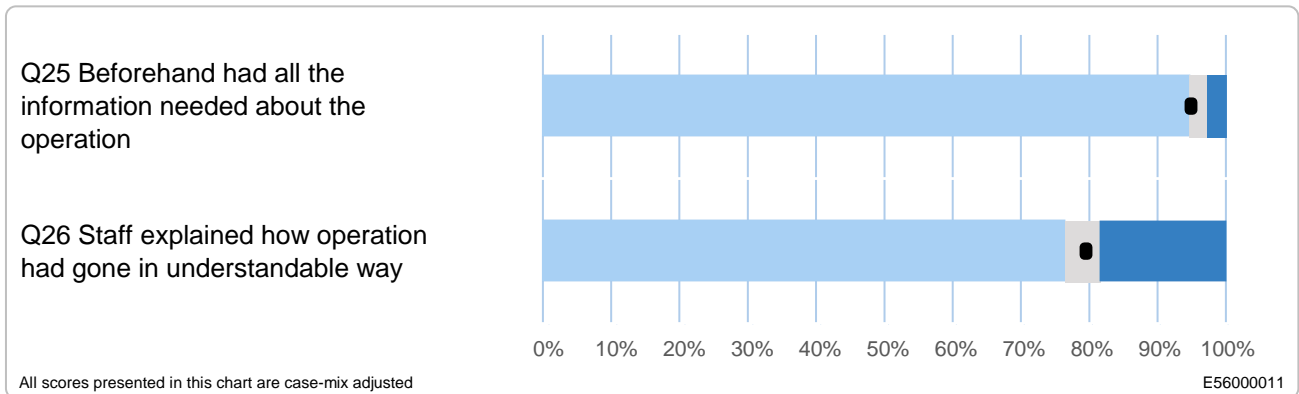
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	2,118	81%	1,867	82%		82%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,878	79%	1,697	80%		80%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,465	57%	1,359	54%		53%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,273	80%	1,161	83%		83%	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)

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Cancer Alliance results

Operations



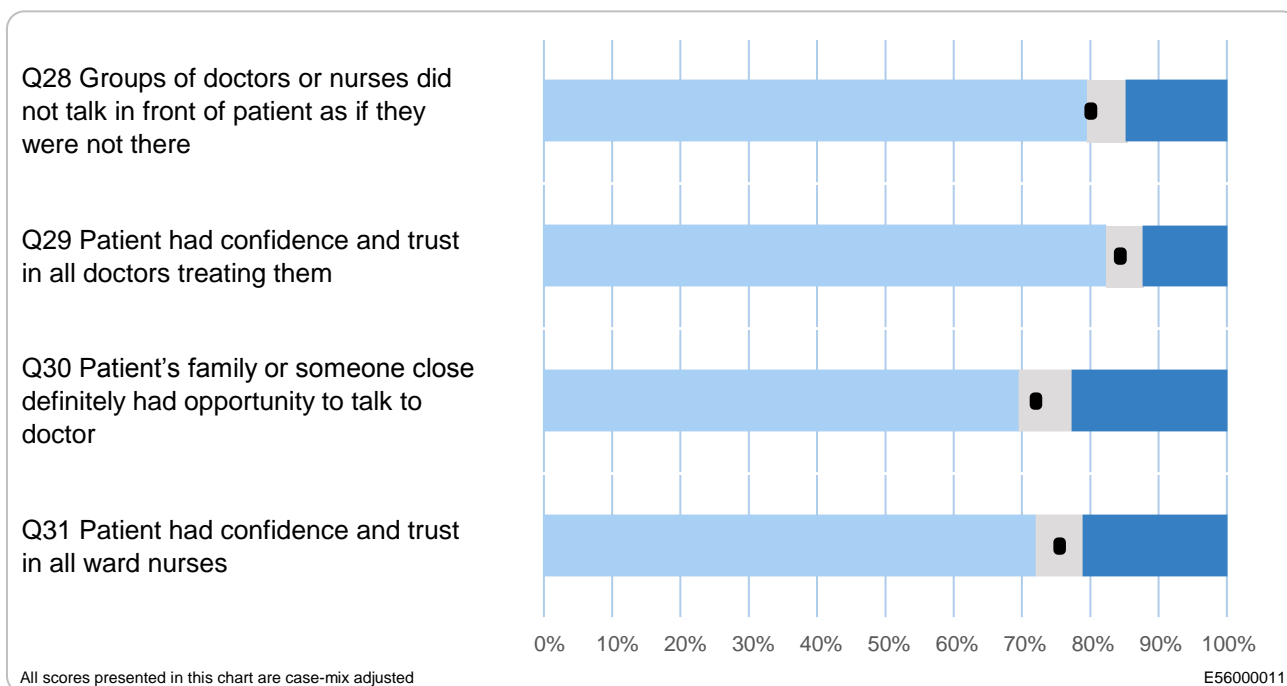
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q25 Beforehand had all the information needed about the operation	1,533	95%	1,276	95%		95%	95%	97%	96%
Q26 Staff explained how operation had gone in understandable way	1,521	77%	1,267	79%		79%	76%	82%	79%

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Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)



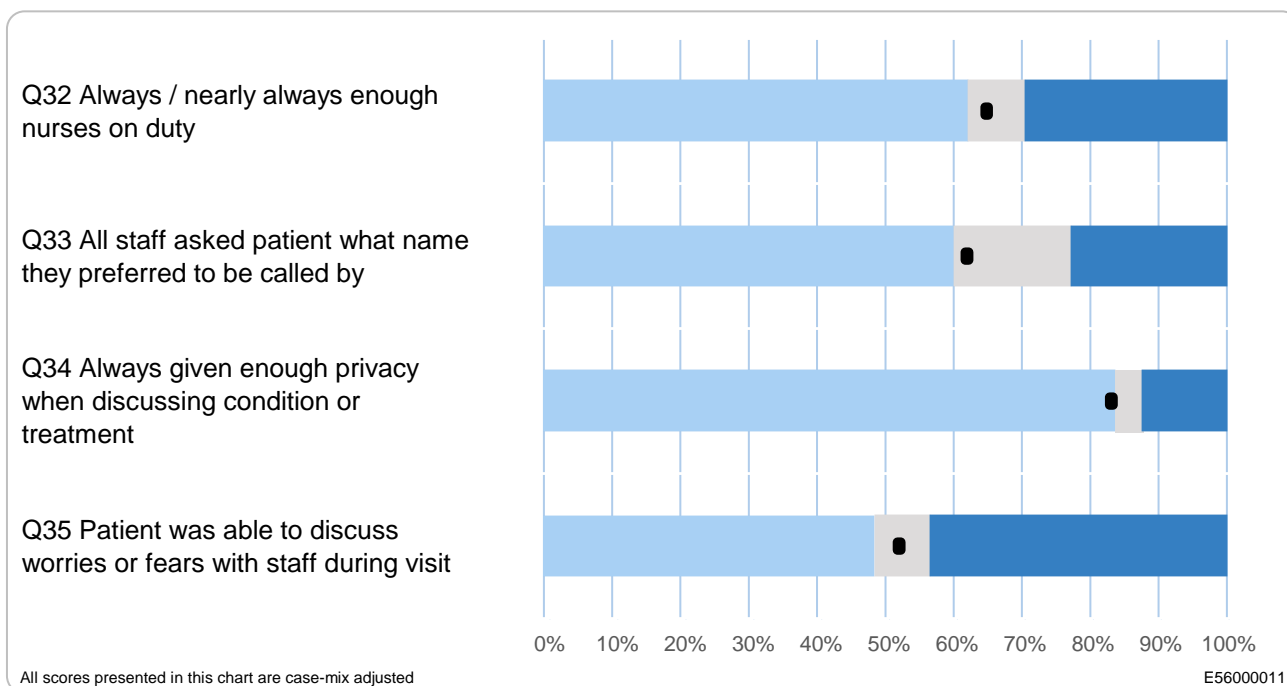
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,700	81%	1,464	80%		80%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,702	84%	1,475	84%		84%	82%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,405	71%	1,223	72%		72%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	1,700	74%	1,471	75%		75%	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)



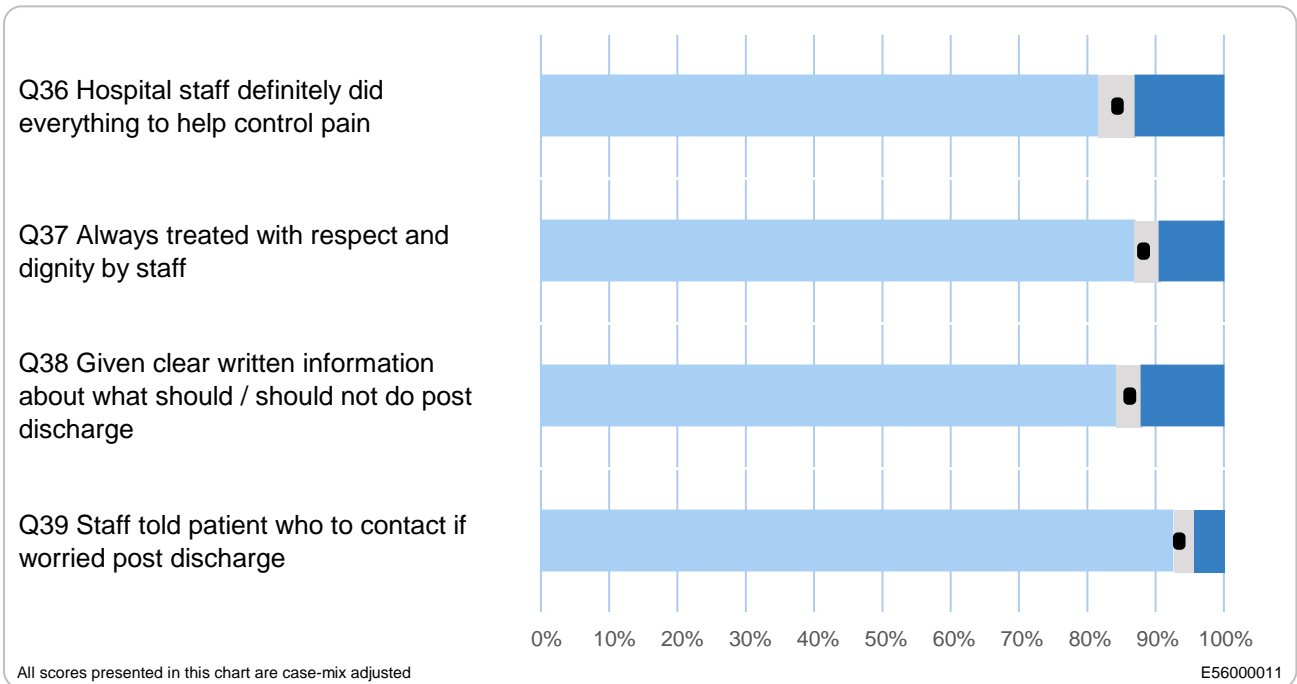
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Case Mix Adjusted		National Average Score			
Number of respondents	Score	Number of respondents		Score	2017 Score		Expected range - lower	Expected range - upper	
Q32 Always / nearly always enough nurses on duty	1,693	67%	1,469	65%	65%	62%	70%	66%	
Q33 All staff asked patient what name they preferred to be called by	1,680	61%	1,447	62%	62%	60%	77%	69%	
Q34 Always given enough privacy when discussing condition or treatment	1,696	83%	1,468	83%	83%	84%	88%	86%	
Q35 Patient was able to discuss worries or fears with staff during visit	1,202	50%	1,020	52%	52%	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)



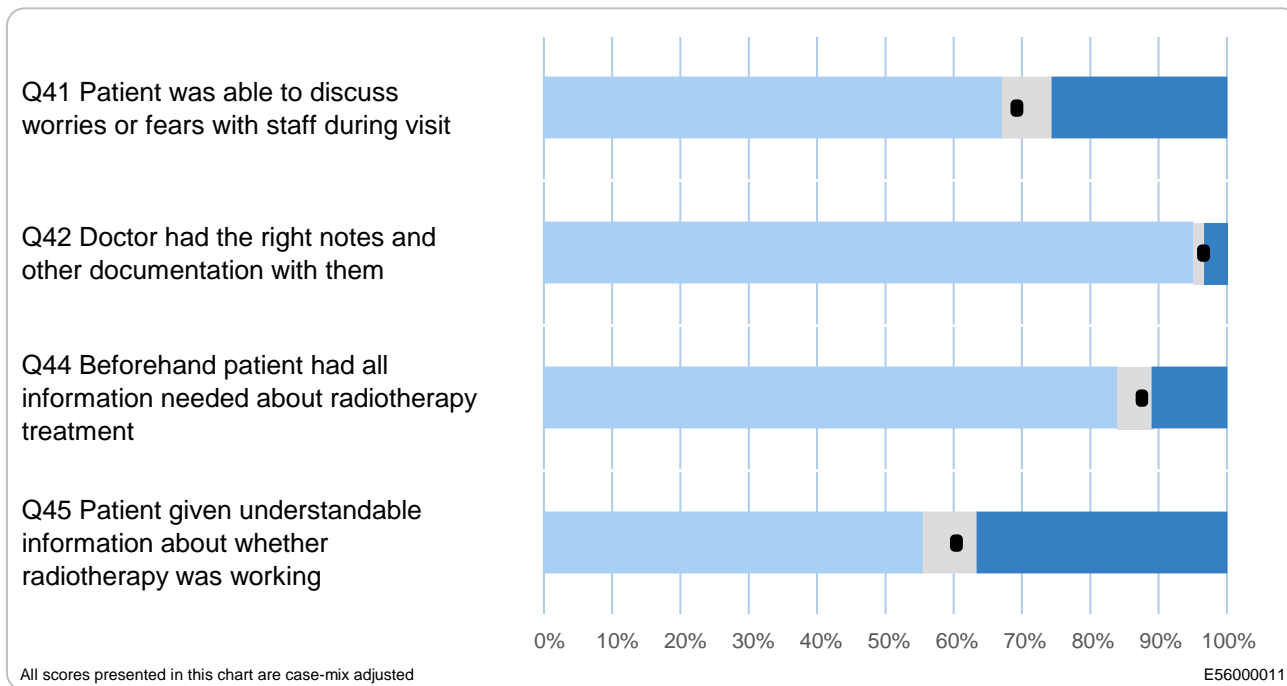
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,463	84%	1,261	85%		84%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,700	86%	1,472	88%		88%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,608	86%	1,378	86%		86%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,636	93%	1,402	93%		93%	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)



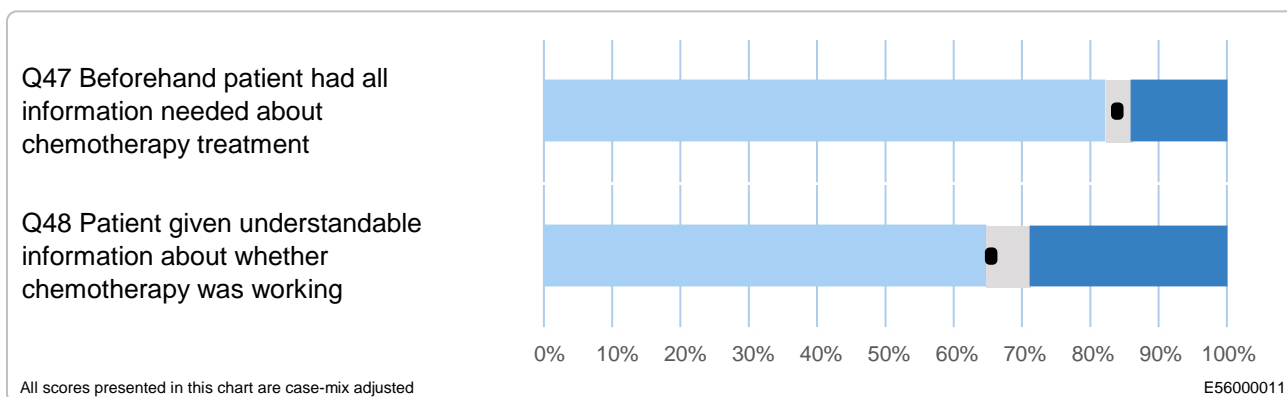
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	2,149	69%	1,913	69%		69%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	2,618	94%	2,328	96%	↑	96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	769	88%	691	87%		87%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	626	60%	592	60%		60%	56%	63%	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)



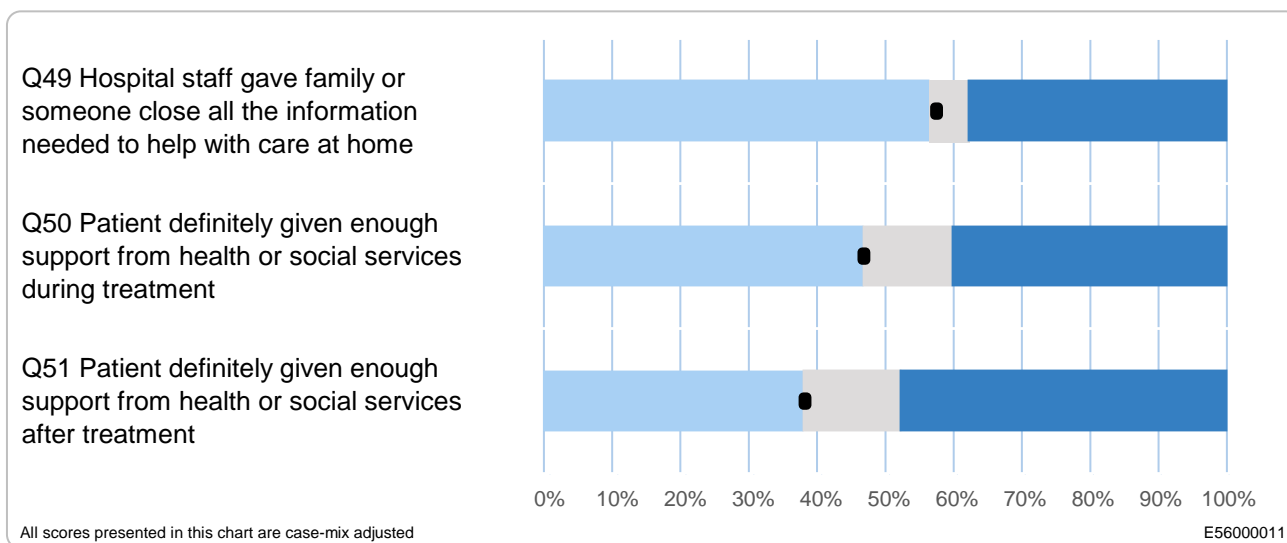
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,594	83%	1,442	84%		84%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,409	65%	1,320	65%		65%	65%	71%	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



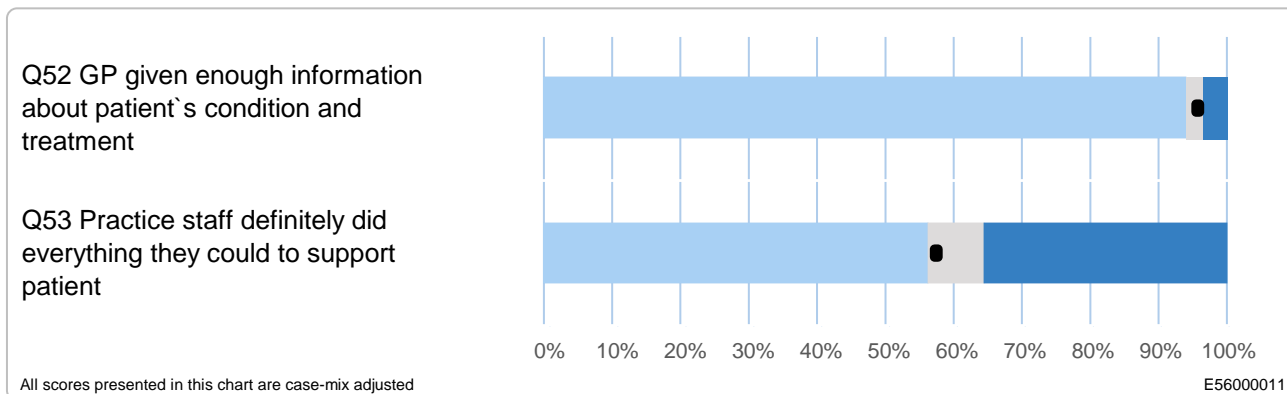
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,347	55%	2,085	57%		57%	56%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,522	51%	1,263	47%		47%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	804	42%	727	38%		38%	38%	52%	45%

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Cancer Alliance results

Care from your general practice



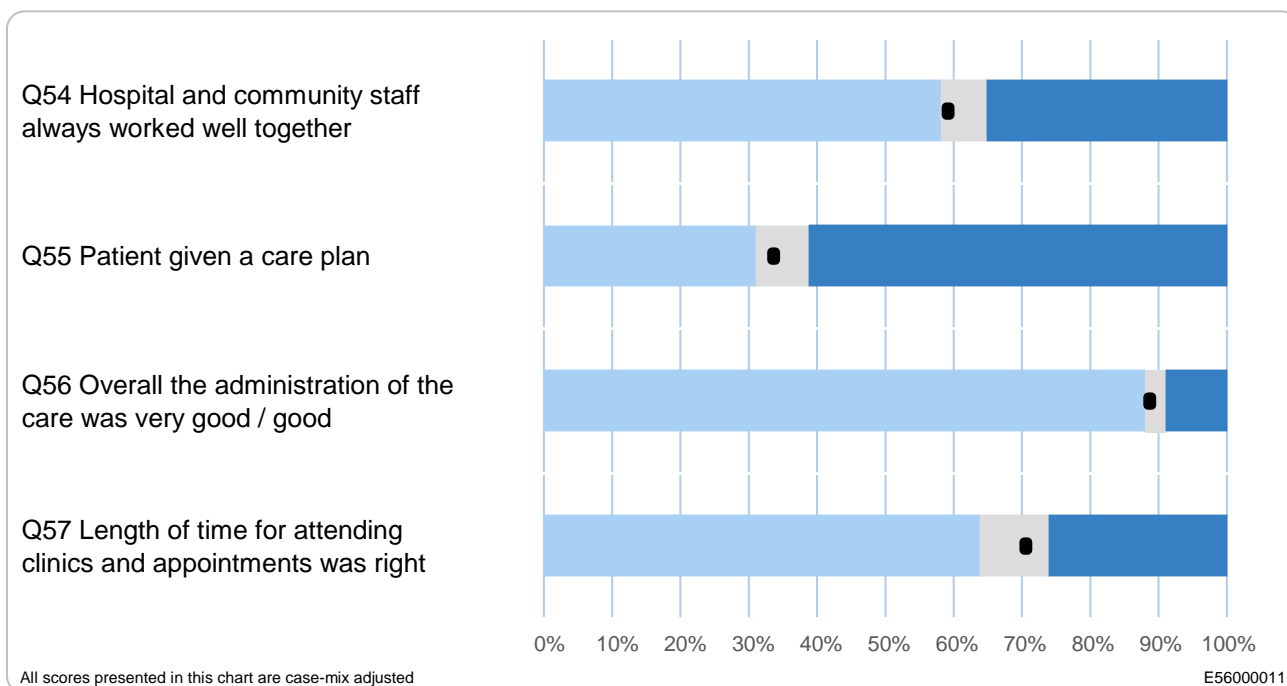
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	2,612	95%	2,285	96%		95%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	2,031	62%	1,807	57%	↓	57%	56%	65%	60%

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* 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)



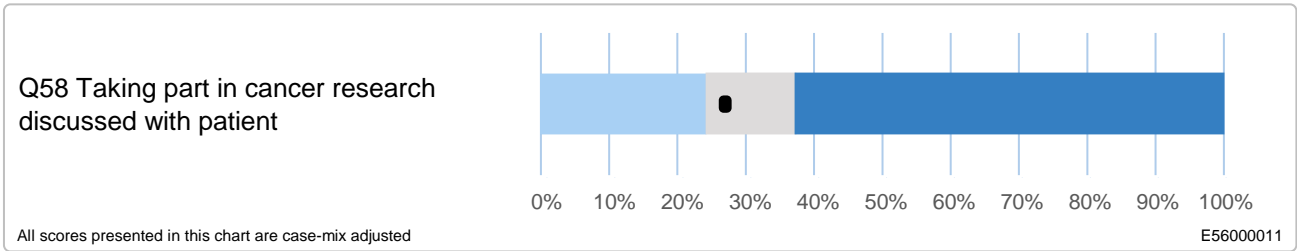
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	2,853	60%	2,535	59%		59%	58%	65%	62%
Q55 Patient given a care plan	2,310	32%	2,016	33%		33%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	2,948	88%	2,603	89%		88%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	2,912	67%	2,588	70%	↑	70%	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)

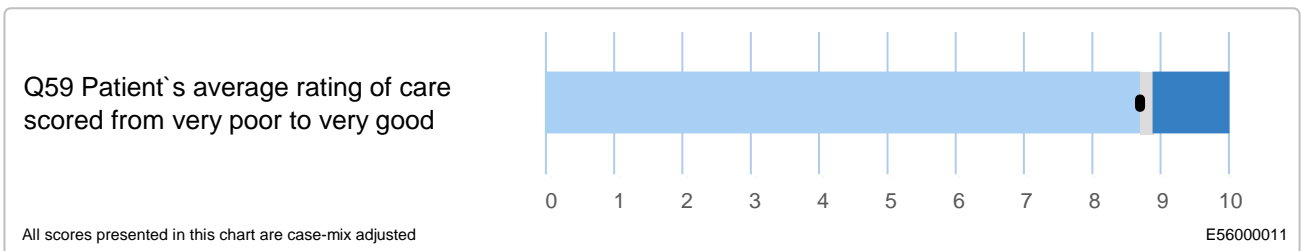
* Indicates where a score has been suppressed because there are less than 21 respondents.

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	2,856	26%	2,508	27%		27%	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	2,872	8.6	2,564	8.7		8.7	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	94%	94%	90%	90%
Colorectal / LGT	65%	72%	75%	82%
Gynaecological	74%	76%	79%	81%
Haematological	64%	64%	81%	82%
Head and Neck	81%	77%	79%	79%
Lung	77%	68%	78%	83%
Prostate	81%	79%	87%	87%
Sarcoma	*	67%	*	67%
Skin	88%	90%	83%	86%
Upper Gastro	75%	72%	72%	79%
Urological	86%	82%	90%	86%
Other	72%	72%	79%	79%
All Cancers	76%	77%	82%	84%

[§] These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	95%	95%	96%	92%	84%	83%
Colorectal / LGT	94%	96%	81%	88%	74%	82%
Gynaecological	91%	93%	92%	86%	80%	76%
Haematological	96%	94%	87%	89%	75%	76%
Head and Neck	92%	91%	79%	86%	88%	77%
Lung	97%	95%	93%	88%	79%	78%
Prostate	96%	94%	89%	87%	78%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	92%	95%	90%	87%	84%	84%
Upper Gastro	95%	93%	79%	84%	80%	75%
Urological	92%	94%	86%	88%	78%	79%
Other	98%	95%	87%	87%	77%	77%
All Cancers	95%	95%	88%	88%	79%	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	77%	84%	89%	89%	74%	78%	76%	77%
Colorectal / LGT	74%	82%	78%	86%	76%	79%	63%	72%
Gynaecological	61%	71%	84%	82%	75%	73%	80%	71%
Haematological	64%	72%	79%	83%	63%	59%	70%	76%
Head and Neck	76%	73%	91%	85%	84%	74%	79%	65%
Lung	71%	77%	77%	83%	76%	75%	67%	65%
Prostate	68%	79%	83%	85%	82%	79%	81%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	67%	66%	91%	88%	80%	81%	80%	83%
Upper Gastro	77%	78%	77%	80%	74%	73%	64%	66%
Urological	76%	73%	80%	83%	75%	77%	70%	73%
Other	69%	75%	85%	82%	72%	71%	68%	64%
All Cancers	71%	77%	83%	85%	73%	73%	72%	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	87%	84%	76%	75%	69%	70%
Colorectal / LGT	83%	86%	71%	77%	63%	71%
Gynaecological	93%	84%	81%	76%	68%	67%
Haematological	77%	80%	70%	70%	58%	65%
Head and Neck	88%	84%	84%	69%	73%	67%
Lung	85%	84%	75%	75%	67%	69%
Prostate	85%	83%	75%	73%	68%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	88%	88%	85%	77%	73%	73%
Upper Gastro	84%	82%	76%	71%	63%	65%
Urological	76%	82%	73%	71%	60%	62%
Other	79%	80%	71%	72%	60%	64%
All Cancers	83%	83%	74%	73%	64%	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	56%	57%	79%	79%
Colorectal / LGT	53%	59%	75%	81%
Gynaecological	65%	54%	84%	79%
Haematological	47%	50%	73%	77%
Head and Neck	68%	58%	78%	77%
Lung	56%	54%	76%	79%
Prostate	67%	64%	82%	81%
Sarcoma	*	53%	*	77%
Skin	64%	66%	79%	86%
Upper Gastro	55%	52%	78%	77%
Urological	48%	53%	70%	76%
Other	53%	51%	77%	75%
All Cancers	55%	56%	77%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
Kent and Medway

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	95%	95%	88%	86%	90%	88%
Colorectal / LGT	93%	92%	75%	88%	81%	89%
Gynaecological	93%	94%	83%	85%	86%	87%
Haematological	81%	91%	81%	88%	82%	88%
Head and Neck	89%	89%	93%	88%	90%	88%
Lung	93%	94%	84%	87%	84%	87%
Prostate	88%	90%	83%	84%	86%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	86%	90%	83%	88%	90%	93%
Upper Gastro	92%	92%	77%	86%	83%	87%
Urological	76%	83%	83%	85%	82%	88%
Other	82%	89%	86%	85%	86%	86%
All Cancers	88%	91%	83%	86%	85%	88%

§ These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	89%	90%	85%	86%	61%	62%	87%	81%
Colorectal / LGT	82%	86%	76%	83%	50%	55%	83%	84%
Gynaecological	80%	85%	79%	81%	56%	59%	73%	77%
Haematological	75%	84%	76%	83%	49%	59%	83%	86%
Head and Neck	83%	84%	79%	82%	59%	61%	91%	82%
Lung	86%	85%	82%	80%	68%	69%	87%	85%
Prostate	85%	89%	87%	85%	43%	49%	81%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	72%	87%	74%	83%	*	56%	56%	62%
Upper Gastro	85%	84%	78%	82%	58%	61%	92%	84%
Urological	72%	78%	73%	74%	33%	39%	73%	71%
Other	81%	82%	78%	78%	52%	57%	81%	81%
All Cancers	82%	86%	80%	82%	53%	58%	83%	81%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Kent and Medway**

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	97%	97%	78%	79%
Colorectal / LGT	88%	96%	75%	83%
Gynaecological	95%	96%	85%	80%
Haematological	91%	93%	77%	75%
Head and Neck	100%	96%	92%	77%
Lung	91%	95%	86%	78%
Prostate	98%	96%	83%	78%
Sarcoma	*	94%	*	78%
Skin	94%	96%	85%	84%
Upper Gastro	90%	96%	64%	78%
Urological	95%	95%	78%	76%
Other	98%	95%	81%	78%
All Cancers	95%	96%	79%	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	86%	89%	85%	87%	75%	76%	74%	78%
Colorectal / LGT	69%	78%	81%	86%	64%	73%	67%	71%
Gynaecological	86%	86%	89%	86%	78%	74%	74%	72%
Haematological	76%	81%	81%	81%	68%	75%	75%	75%
Head and Neck	87%	81%	90%	84%	85%	73%	78%	72%
Lung	78%	76%	77%	82%	62%	75%	80%	76%
Prostate	87%	86%	93%	90%	81%	75%	84%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	90%	89%	90%	90%	92%	79%	93%	83%
Upper Gastro	72%	74%	81%	83%	76%	71%	68%	71%
Urological	81%	80%	84%	86%	73%	69%	79%	78%
Other	80%	80%	83%	81%	64%	71%	81%	72%
All Cancers	80%	82%	84%	85%	72%	73%	75%	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	65%	70%	56%	64%	86%	87%	53%	56%
Colorectal / LGT	52%	62%	61%	71%	75%	85%	44%	53%
Gynaecological	72%	65%	64%	65%	85%	82%	48%	52%
Haematological	59%	63%	60%	69%	82%	86%	56%	55%
Head and Neck	73%	63%	69%	68%	95%	85%	*	53%
Lung	68%	69%	67%	72%	82%	84%	60%	49%
Prostate	65%	71%	64%	69%	88%	89%	64%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	80%	76%	70%	71%	90%	89%	*	58%
Upper Gastro	65%	63%	70%	76%	81%	84%	50%	50%
Urological	70%	69%	65%	72%	82%	85%	49%	46%
Other	72%	62%	61%	69%	82%	83%	51%	48%
All Cancers	65%	66%	62%	69%	83%	86%	52%	53%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	85%	87%	88%	90%	90%	92%	96%	96%
Colorectal / LGT	84%	85%	84%	87%	79%	84%	87%	94%
Gynaecological	89%	84%	91%	87%	92%	87%	96%	93%
Haematological	82%	82%	91%	90%	73%	80%	95%	96%
Head and Neck	94%	82%	90%	87%	*	85%	95%	92%
Lung	87%	85%	92%	89%	91%	83%	93%	92%
Prostate	83%	86%	91%	91%	96%	89%	96%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	86%	87%	93%	93%	97%	91%	100%	96%
Upper Gastro	83%	82%	84%	87%	75%	82%	89%	94%
Urological	82%	82%	86%	89%	92%	86%	93%	91%
Other	82%	83%	91%	88%	86%	81%	94%	93%
All Cancers	84%	84%	88%	89%	86%	86%	93%	94%

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	70%	71%	98%	96%	86%	88%	54%	59%
Colorectal / LGT	68%	74%	93%	96%	82%	85%	60%	58%
Gynaecological	70%	69%	97%	96%	85%	85%	59%	65%
Haematological	65%	73%	96%	97%	90%	83%	79%	60%
Head and Neck	58%	70%	96%	96%	89%	86%	71%	64%
Lung	66%	70%	95%	95%	81%	86%	62%	58%
Prostate	79%	74%	97%	96%	89%	88%	65%	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	69%	72%	96%	96%	*	77%	*	70%
Upper Gastro	72%	70%	96%	95%	94%	86%	62%	56%
Urological	70%	66%	97%	96%	89%	84%	54%	54%
Other	70%	68%	96%	95%	92%	87%	61%	59%
All Cancers	69%	71%	96%	96%	87%	87%	60%	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	80%	83%	59%	62%
Colorectal / LGT	82%	84%	65%	66%
Gynaecological	90%	86%	68%	67%
Haematological	84%	84%	68%	75%
Head and Neck	81%	78%	68%	58%
Lung	85%	85%	70%	69%
Prostate	79%	86%	57%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	89%	84%	59%	64%
Urological	84%	84%	66%	69%
Other	86%	85%	69%	69%
All Cancers	84%	84%	65%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	57%	59%	46%	53%	32%	42%
Colorectal / LGT	53%	62%	50%	62%	39%	52%
Gynaecological	57%	57%	45%	47%	40%	38%
Haematological	55%	61%	44%	52%	31%	45%
Head and Neck	79%	63%	63%	56%	60%	50%
Lung	58%	58%	44%	51%	41%	42%
Prostate	59%	60%	48%	50%	48%	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	67%	67%	*	61%	*	59%
Upper Gastro	58%	59%	53%	53%	45%	45%
Urological	54%	58%	39%	48%	37%	45%
Other	60%	56%	45%	53%	32%	45%
All Cancers	57%	59%	47%	53%	38%	45%

* These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	52%
Breast	97%	96%	57%	61%
Colorectal / LGT	95%	95%	49%	60%
Gynaecological	96%	95%	57%	56%
Haematological	93%	96%	55%	58%
Head and Neck	98%	93%	66%	60%
Lung	94%	95%	50%	60%
Prostate	98%	96%	64%	67%
Sarcoma	*	94%	*	55%
Skin	94%	96%	69%	69%
Upper Gastro	95%	93%	68%	60%
Urological	97%	95%	60%	62%
Other	98%	95%	60%	58%
All Cancers	95%	95%	57%	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	59%	62%	32%	38%	91%	91%	71%	68%
Colorectal / LGT	56%	61%	31%	38%	83%	89%	62%	71%
Gynaecological	55%	58%	30%	31%	89%	89%	74%	67%
Haematological	56%	63%	32%	34%	88%	92%	68%	65%
Head and Neck	68%	59%	35%	35%	91%	88%	78%	68%
Lung	64%	63%	33%	33%	90%	90%	70%	71%
Prostate	69%	66%	45%	36%	91%	89%	78%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	64%	70%	39%	44%	90%	89%	69%	75%
Upper Gastro	67%	57%	38%	34%	88%	87%	72%	68%
Urological	57%	63%	30%	30%	91%	87%	71%	75%
Other	54%	57%	28%	30%	87%	88%	71%	65%
All Cancers	59%	62%	33%	35%	88%	90%	70%	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	26%	31%	8.9	8.9
Colorectal / LGT	19%	30%	8.5	8.8
Gynaecological	30%	36%	8.8	8.8
Haematological	37%	33%	8.6	8.9
Head and Neck	9%	18%	8.9	8.7
Lung	27%	36%	8.6	8.7
Prostate	29%	35%	9.0	8.8
Sarcoma	*	39%	*	8.6
Skin	15%	18%	8.7	8.9
Upper Gastro	30%	34%	8.5	8.7
Urological	19%	20%	8.7	8.7
Other	21%	33%	8.6	8.7
All Cancers	27%	31%	8.7	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%
E56000011	4,605	289	4,316	1,527	136	2,653	58%

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	19
Breast	537
Gynaecological	161
Colorectal / LGT	321
Lung	142
Skin	65
Haematological	479
Upper Gastro	131
Other	293
Urological	203
Prostate	227
Sarcoma	16
Head and Neck	59

* 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	2	11	15	54	214	481	344	72	1,193
Female	8	18	58	210	329	517	275	45	1,460
Total	10	29	73	264	543	998	619	117	2,653

**National Cancer Patient Experience Survey 2017
Kent and Medway**

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RPA	Medway NHS Foundation Trust	4	46	2
RWF	Maidstone and Tunbridge Wells NHS Trust	7	45	
RN7	Dartford and Gravesham NHS Trust	10	42	
RVV	East Kent Hospitals University NHS Foundation Trust	26	26	

National Cancer Patient Experience Survey 2017
Kent and Medway

Annex (continued)
Dashboard Questions - Trusts

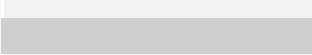
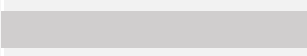
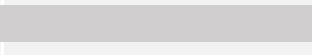
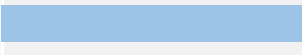
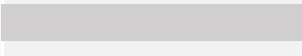
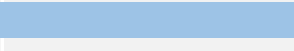
Q59 Patient`s average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	66,563	8.80	
E56000011	Kent and Medway	2,564	8.70	
RWF	Maidstone and Tunbridge Wells NHS Trust	712	8.85	
RPA	Medway NHS Foundation Trust	260	8.79	
RN7	Dartford and Gravesham NHS Trust	423	8.70	
RVV	East Kent Hospitals University NHS Foundation Trust	1,034	8.54	

National Cancer Patient Experience Survey 2017
Kent and Medway

Annex (continued)
Dashboard Questions - Trusts

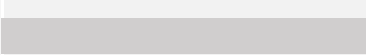
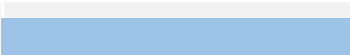
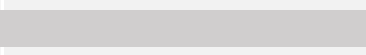
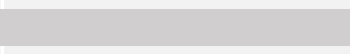
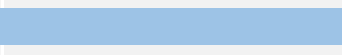
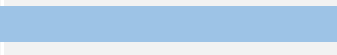
Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E56000011	Kent and Medway	2,544	77.0%	
RWF	Maidstone and Tunbridge Wells NHS Trust	706	78.9%	
RVV	East Kent Hospitals University NHS Foundation Trust	1,019	76.0%	
RPA	Medway NHS Foundation Trust	266	75.9%	
RN7	Dartford and Gravesham NHS Trust	420	74.4%	

National Cancer Patient Experience Survey 2017
Kent and Medway

Annex (continued)
Dashboard Questions - Trusts

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

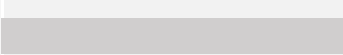
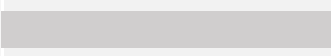
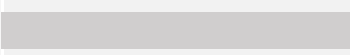
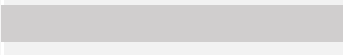
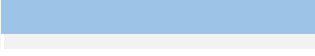
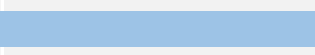
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000011	Kent and Medway	2,521	88.0%	
RN7	Dartford and Gravesham NHS Trust	420	91.6%	
RPA	Medway NHS Foundation Trust	258	88.4%	
RVV	East Kent Hospitals University NHS Foundation Trust	1,000	86.3%	
RWF	Maidstone and Tunbridge Wells NHS Trust	700	84.9%	

**National Cancer Patient Experience Survey 2017
Kent and Medway**

Annex (continued)

Dashboard Questions - Trusts

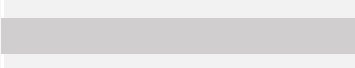
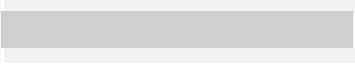
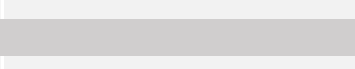
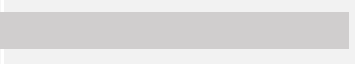
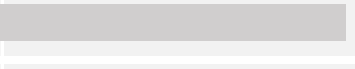

Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000011	Kent and Medway	1,955	82.9%	
RWF	Maidstone and Tunbridge Wells NHS Trust	539	88.0%	
RPA	Medway NHS Foundation Trust	195	86.2%	
RN7	Dartford and Gravesham NHS Trust	341	78.9%	
RVV	East Kent Hospitals University NHS Foundation Trust	751	78.9%	

National Cancer Patient Experience Survey 2017
Kent and Medway

Annex (continued)
Dashboard Questions - Trusts

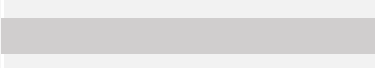
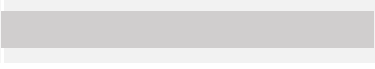
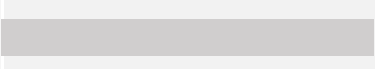
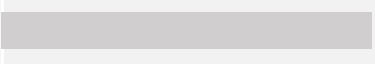
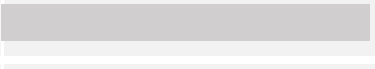
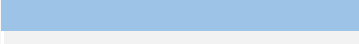
Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E56000011	Kent and Medway	1,472	88.0%	
RWF	Maidstone and Tunbridge Wells NHS Trust	319	90.4%	
RPA	Medway NHS Foundation Trust	154	87.1%	
RVV	East Kent Hospitals University NHS Foundation Trust	627	86.3%	
RN7	Dartford and Gravesham NHS Trust	237	86.0%	

National Cancer Patient Experience Survey 2017
Kent and Medway

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%	
E56000011	Kent and Medway	1,402	93.2%	
RVV	East Kent Hospitals University NHS Foundation Trust	593	93.3%	
RPA	Medway NHS Foundation Trust	148	92.8%	
RWF	Maidstone and Tunbridge Wells NHS Trust	305	92.2%	
RN7	Dartford and Gravesham NHS Trust	227	90.2%	

National Cancer Patient Experience Survey 2017
Kent and Medway

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%	
E56000011	Kent and Medway	1,807	57.2%	
RWF	Maidstone and Tunbridge Wells NHS Trust	535	61.1%	
RVV	East Kent Hospitals University NHS Foundation Trust	715	56.9%	
RPA	Medway NHS Foundation Trust	187	54.4%	
RN7	Dartford and Gravesham NHS Trust	300	48.9%	

**National Cancer Patient Experience Survey 2017
Kent and Medway**

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
10D	NHS Swale CCG	1	45	6
99J	NHS West Kent CCG	3	48	1
09E	NHS Canterbury and Coastal CCG	7	44	1
09W	NHS Medway CCG	7	44	1
09J	NHS Dartford, Gravesham and Swanley CCG	9	41	2
10A	NHS South Kent Coast CCG	7	45	
09C	NHS Ashford CCG	10	42	
10E	NHS Thanet CCG	19	33	

**National Cancer Patient Experience Survey 2017
Kent and Medway**

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



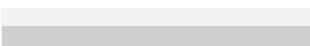
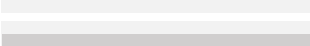
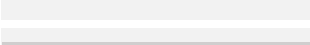
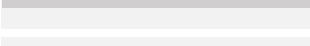

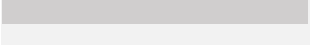

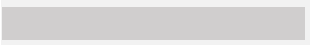
Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000011	Kent and Medway	2,564	8.70	
10D	NHS Swale CCG	147	8.90	
09W	NHS Medway CCG	259	8.84	
99J	NHS West Kent CCG	574	8.81	
09J	NHS Dartford, Gravesham and Swanley CCG	429	8.78	
10A	NHS South Kent Coast CCG	372	8.62	
09E	NHS Canterbury and Coastal CCG	341	8.61	
09C	NHS Ashford CCG	193	8.48	
10E	NHS Thanet CCG	249	8.45	

**National Cancer Patient Experience Survey 2017
Kent and Medway**

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

Q16 Patient definitely involved in decisions about care and treatment

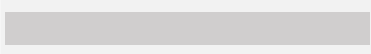
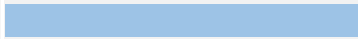
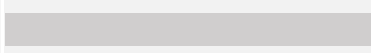
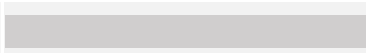
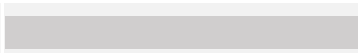
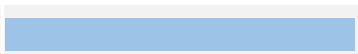
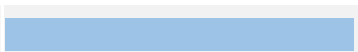
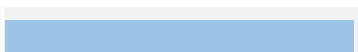
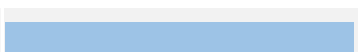
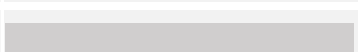
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000011	Kent and Medway	2,544	77.0%	
10D	NHS Swale CCG	148	79.7%	
99J	NHS West Kent CCG	569	79.1%	
09E	NHS Canterbury and Coastal CCG	339	77.5%	
10A	NHS South Kent Coast CCG	362	77.0%	
09J	NHS Dartford, Gravesham and Swanley CCG	425	75.9%	
09C	NHS Ashford CCG	189	75.7%	
09W	NHS Medway CCG	264	75.2%	
10E	NHS Thanet CCG	248	74.9%	

**National Cancer Patient Experience Survey 2017
Kent and Medway**

Annex (continued)

Dashboard Questions - CCGs

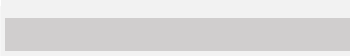
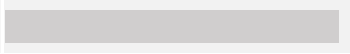

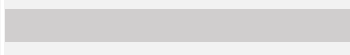
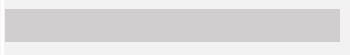
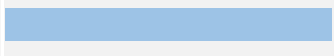
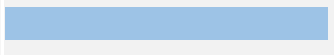
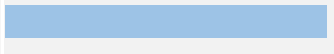
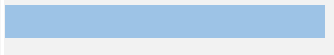
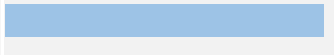
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000011	Kent and Medway	2,521	88.0%	
09J	NHS Dartford, Gravesham and Swanley CCG	425	91.1%	
09W	NHS Medway CCG	260	89.7%	
09E	NHS Canterbury and Coastal CCG	334	88.2%	
99J	NHS West Kent CCG	571	86.9%	
10E	NHS Thanet CCG	242	86.7%	
09C	NHS Ashford CCG	188	86.7%	
10A	NHS South Kent Coast CCG	358	86.6%	
10D	NHS Swale CCG	143	86.5%	

**National Cancer Patient Experience Survey 2017
Kent and Medway**

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

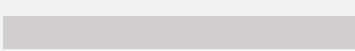
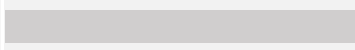
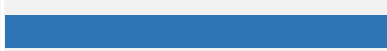


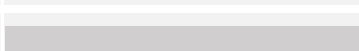
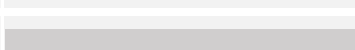
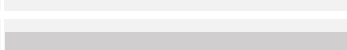
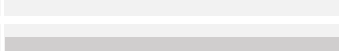
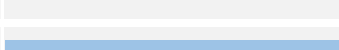
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000011	Kent and Medway	1,955	82.9%	
99J	NHS West Kent CCG	450	89.8%	
10D	NHS Swale CCG	107	86.9%	
09W	NHS Medway CCG	203	83.2%	
09E	NHS Canterbury and Coastal CCG	259	81.2%	
10A	NHS South Kent Coast CCG	276	80.1%	
09C	NHS Ashford CCG	140	79.8%	
10E	NHS Thanet CCG	181	79.4%	
09J	NHS Dartford, Gravesham and Swanley CCG	339	79.2%	

**National Cancer Patient Experience Survey 2017
Kent and Medway**

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



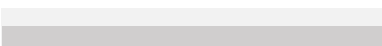
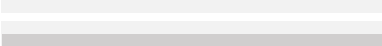
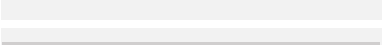
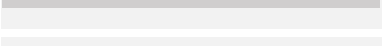

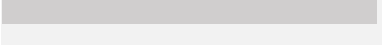

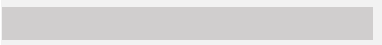
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000011	Kent and Medway	1,472	88.0%	
10D	NHS Swale CCG	87	95.5%	
10A	NHS South Kent Coast CCG	231	90.1%	
99J	NHS West Kent CCG	280	89.6%	
09E	NHS Canterbury and Coastal CCG	217	88.6%	
09J	NHS Dartford, Gravesham and Swanley CCG	241	87.1%	
10E	NHS Thanet CCG	157	85.6%	
09C	NHS Ashford CCG	114	83.7%	
09W	NHS Medway CCG	145	83.6%	

**National Cancer Patient Experience Survey 2017
Kent and Medway**

**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%	
E56000011	Kent and Medway	1,402	93.2%	
10A	NHS South Kent Coast CCG	221	95.1%	
10D	NHS Swale CCG	82	95.0%	
09E	NHS Canterbury and Coastal CCG	205	93.8%	
99J	NHS West Kent CCG	266	93.6%	
09W	NHS Medway CCG	140	93.2%	
09C	NHS Ashford CCG	110	92.7%	
10E	NHS Thanet CCG	149	92.1%	
09J	NHS Dartford, Gravesham and Swanley CCG	229	90.6%	

**National Cancer Patient Experience Survey 2017
Kent and Medway**

**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%	
E56000011	Kent and Medway	1,807	57.2%	
09E	NHS Canterbury and Coastal CCG	236	67.6%	
10D	NHS Swale CCG	104	64.9%	
99J	NHS West Kent CCG	423	62.5%	
10E	NHS Thanet CCG	180	54.7%	
09C	NHS Ashford CCG	132	53.1%	
10A	NHS South Kent Coast CCG	253	53.0%	
09J	NHS Dartford, Gravesham and Swanley CCG	304	50.8%	
09W	NHS Medway CCG	175	49.4%	

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