

National Cancer Patient Experience Survey

2017 Results

Lancashire and South Cumbria 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	1,794	78%	1,813	77%		77%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,387	85%	2,547	86%		85%	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

8.8 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* :

78% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

93% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

85% 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

60% 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
Lancashire and South Cumbria**

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	

Diagnostic tests

Q5	Received all the information needed about the test	2,163	93%	94%	96%	95%
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Finding out what was wrong with you

Q8	Patient told they could bring a family member or friend when first told they had cancer	2,461	84%	72%	82%	77%
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Home care and support

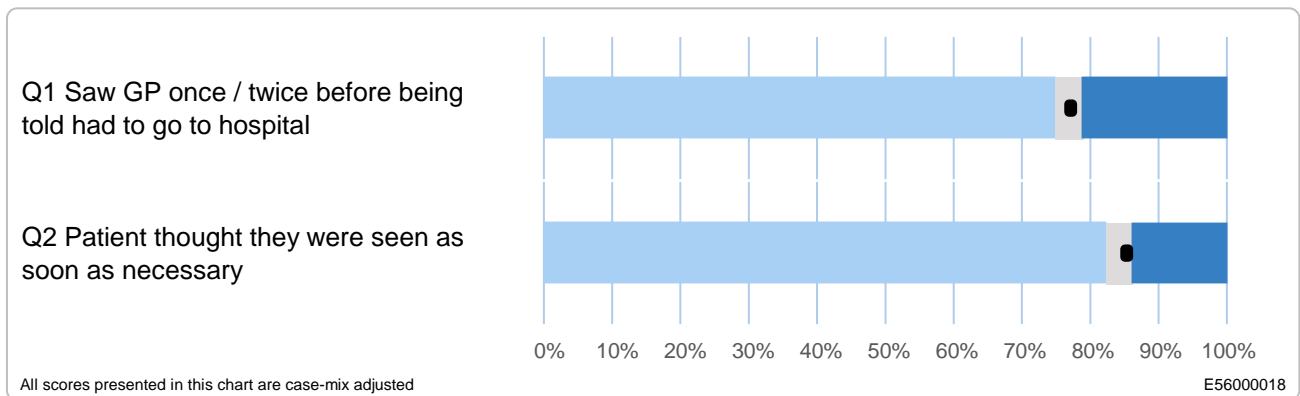
Q50	Patient definitely given enough support from health or social services during treatment	1,540	64%	47%	60%	53%
Q51	Patient definitely given enough support from health or social services after treatment	888	53%	38%	52%	45%

Your overall NHS care

Q55	Patient given a care plan	1,992	41%	31%	39%	35%
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Cancer Alliance results

Seeing your GP



Question		Unadjusted Scores				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					Change 2016-2017
Q1	Saw GP once / twice before being told had to go to hospital	1,794	78%	1,813	77%		77%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,387	85%	2,547	86%		85%	82%	86%	84%

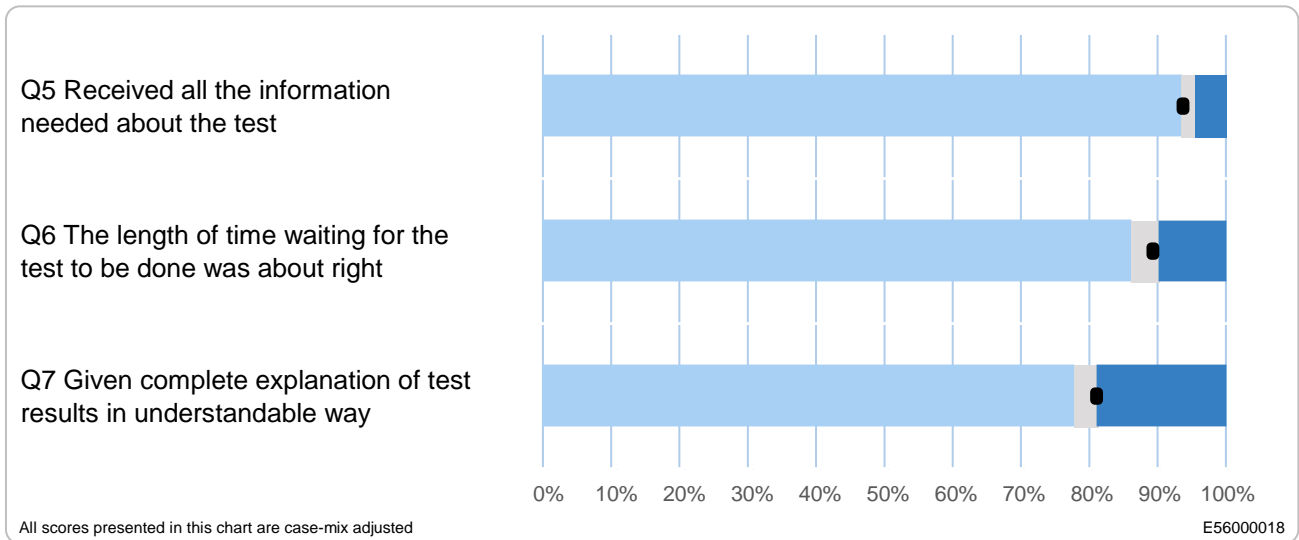
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Diagnostic Tests



Question		Unadjusted Scores				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	2,060	94%	2,163	94%		93%	94%	96%	95%
Q6	The length of time waiting for the test to be done was about right	2,087	88%	2,200	89%		89%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	2,082	80%	2,194	81%		81%	78%	81%	79%

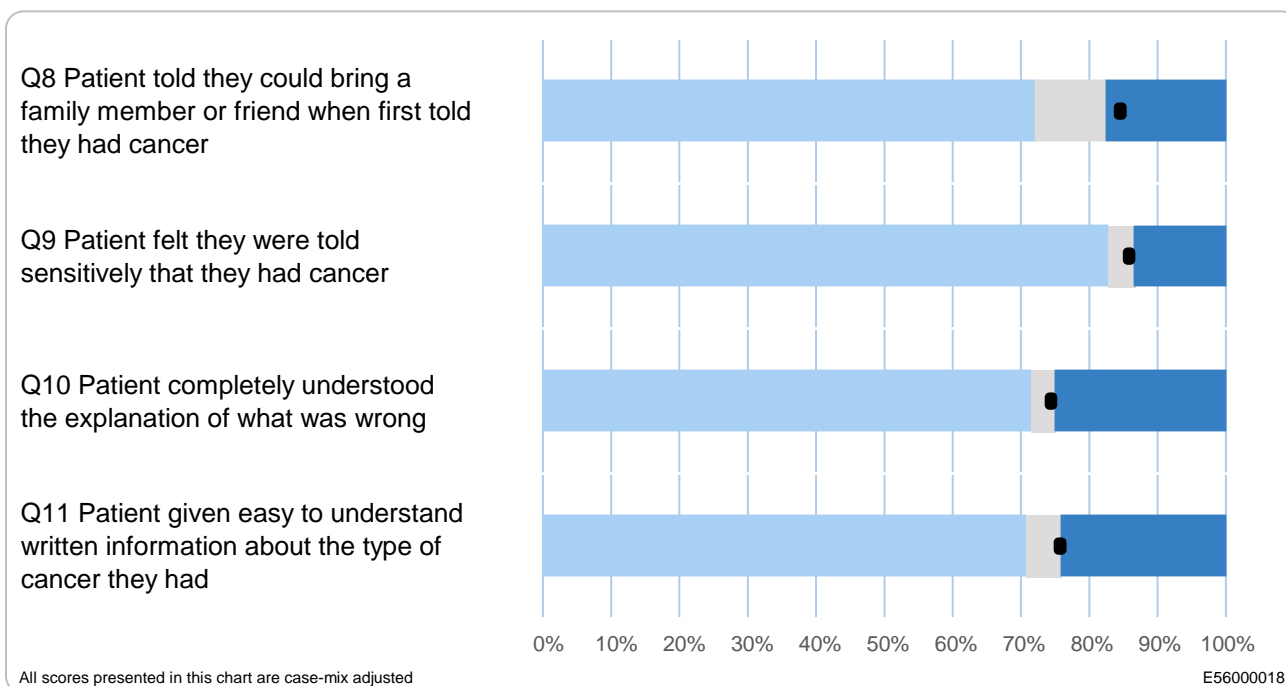
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Cancer Alliance results

Finding out what was wrong with you



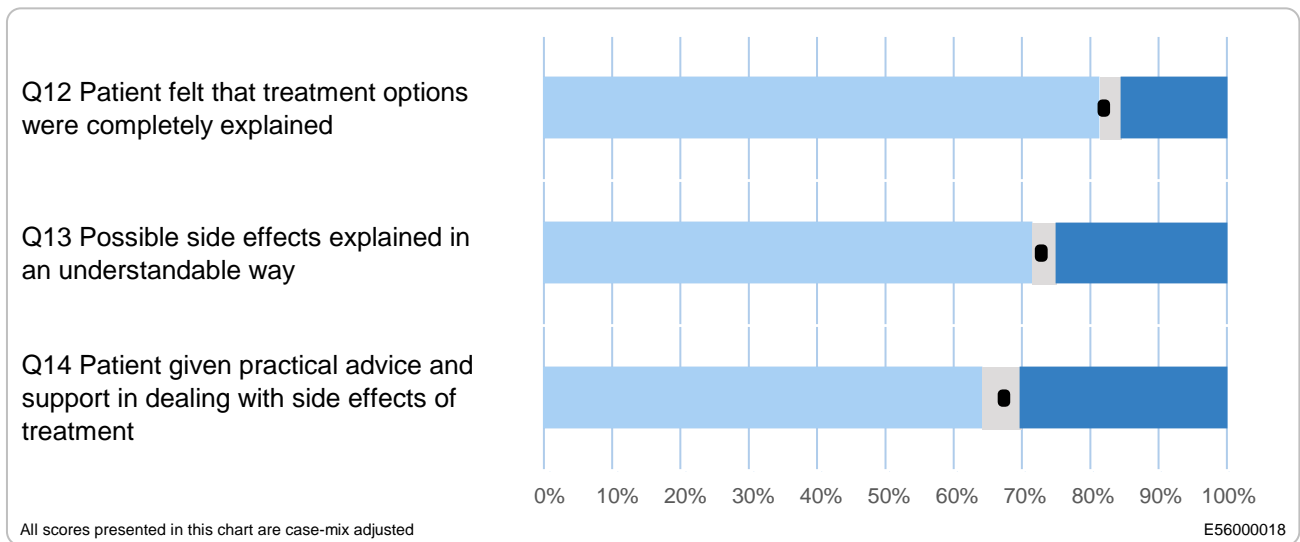
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,291	81%	2,461	85%	↑	84%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	2,382	85%	2,535	86%		86%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,409	75%	2,576	75%		74%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	2,099	74%	2,253	76%		75%	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	2,129	83%	2,303	82%		82%	81%	84%	83%
Q13	Possible side effects explained in an understandable way	2,312	72%	2,488	73%		73%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,298	67%	2,477	67%		67%	64%	70%	67%

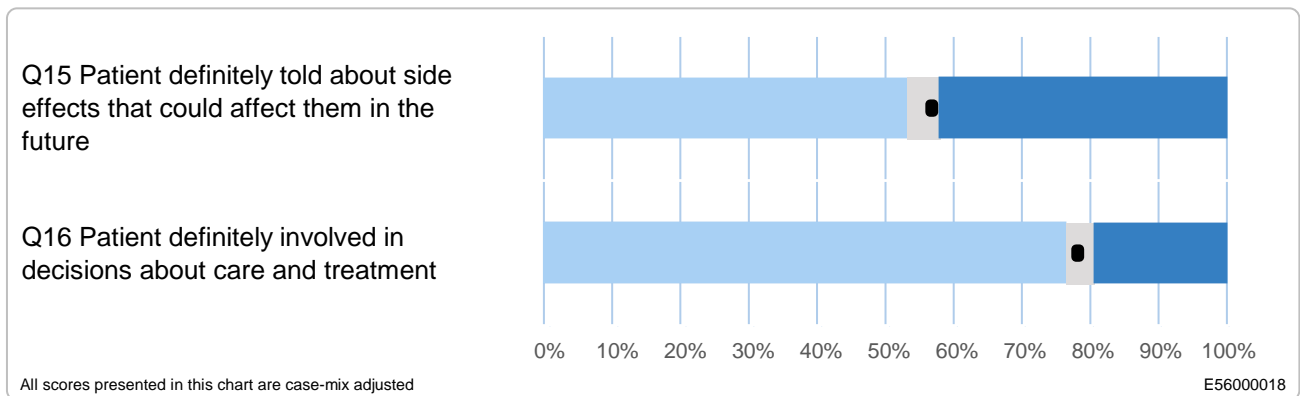
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

* 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)



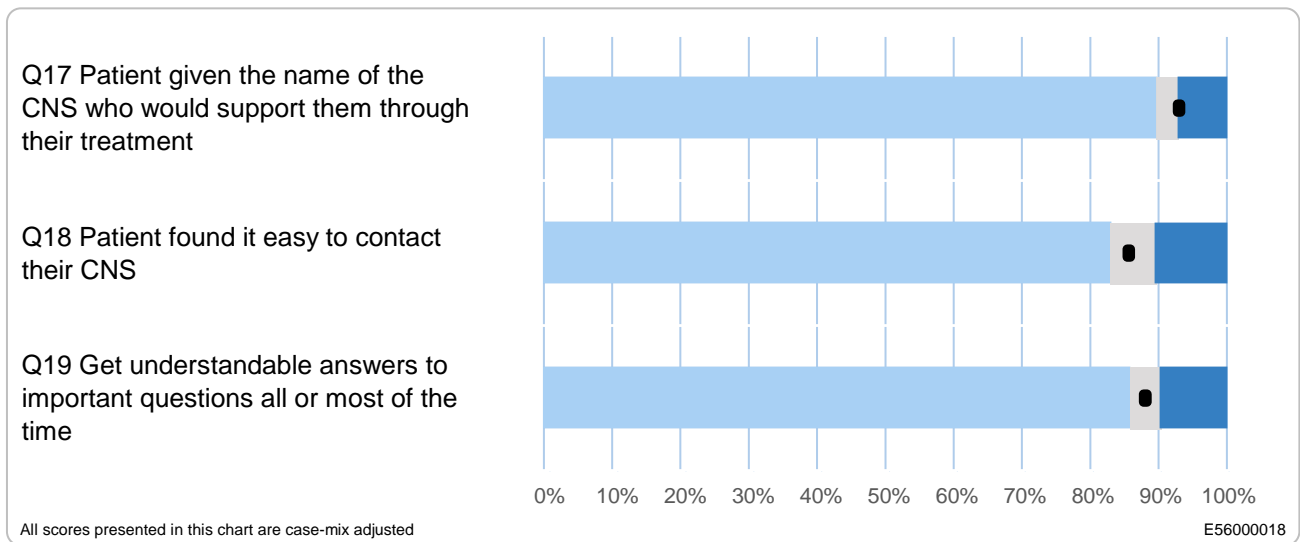
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	2,174	54%	2,341	57%		57%	53%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	2,326	79%	2,507	78%		78%	76%	81%	79%

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Cancer Alliance results

Clinical Nurse Specialist



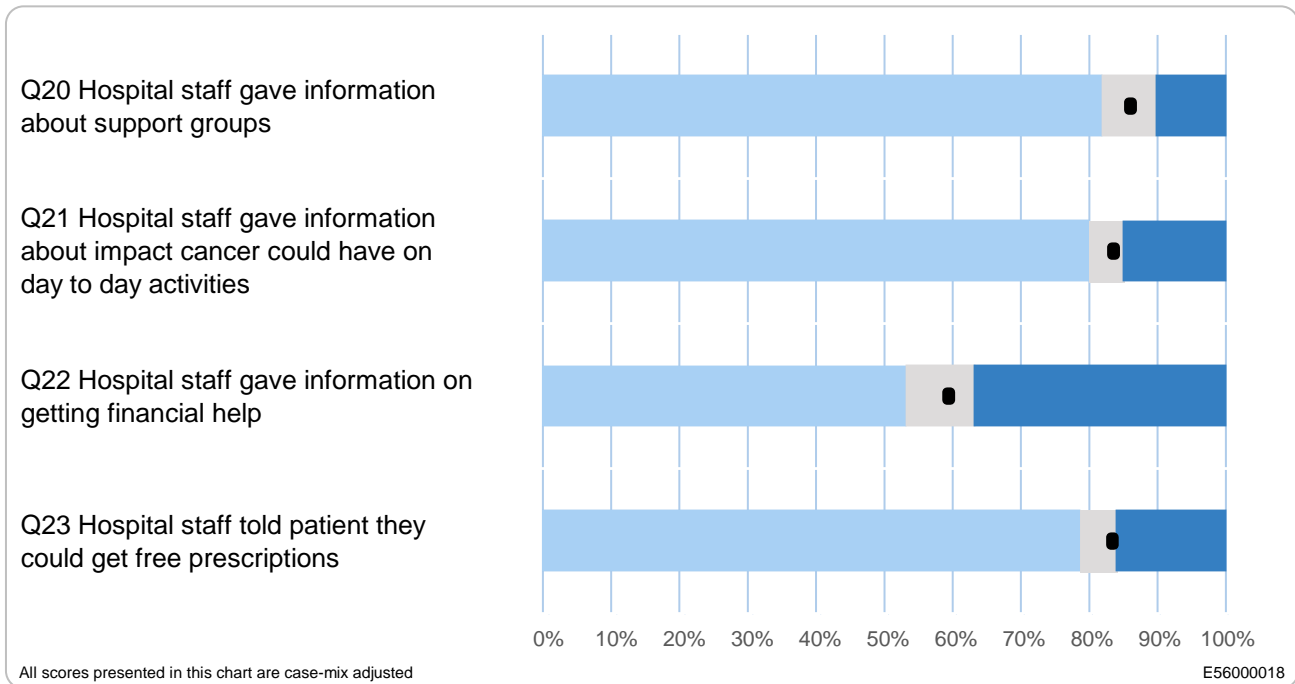
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,320	92%	2,507	93%		93%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	1,906	86%	2,090	86%		85%	83%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	1,806	88%	1,992	88%		88%	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)

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Cancer Alliance results

Support for people with cancer



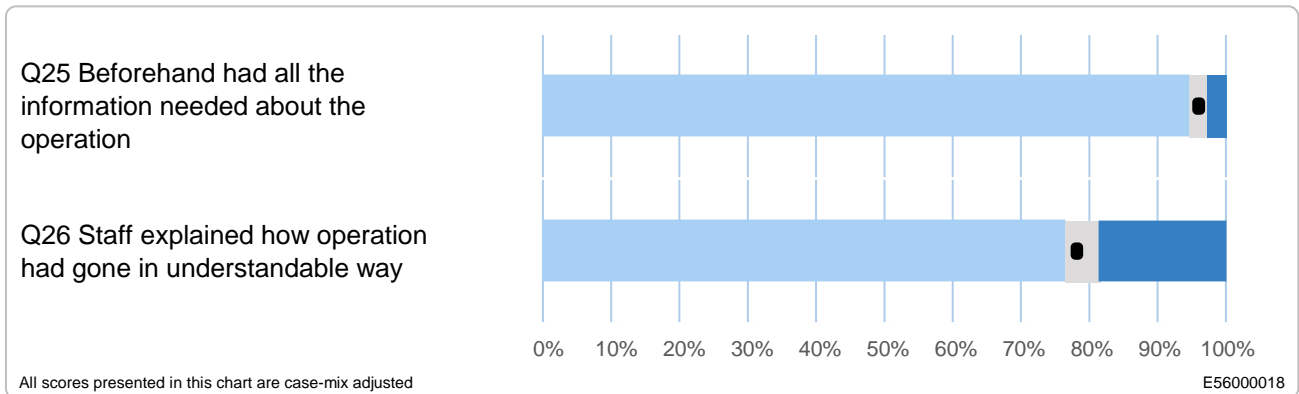
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	1,748	84%	1,961	86%		86%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,561	81%	1,676	84%		83%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,261	59%	1,293	59%		59%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,028	83%	1,148	84%		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)

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

Cancer Alliance results

Operations



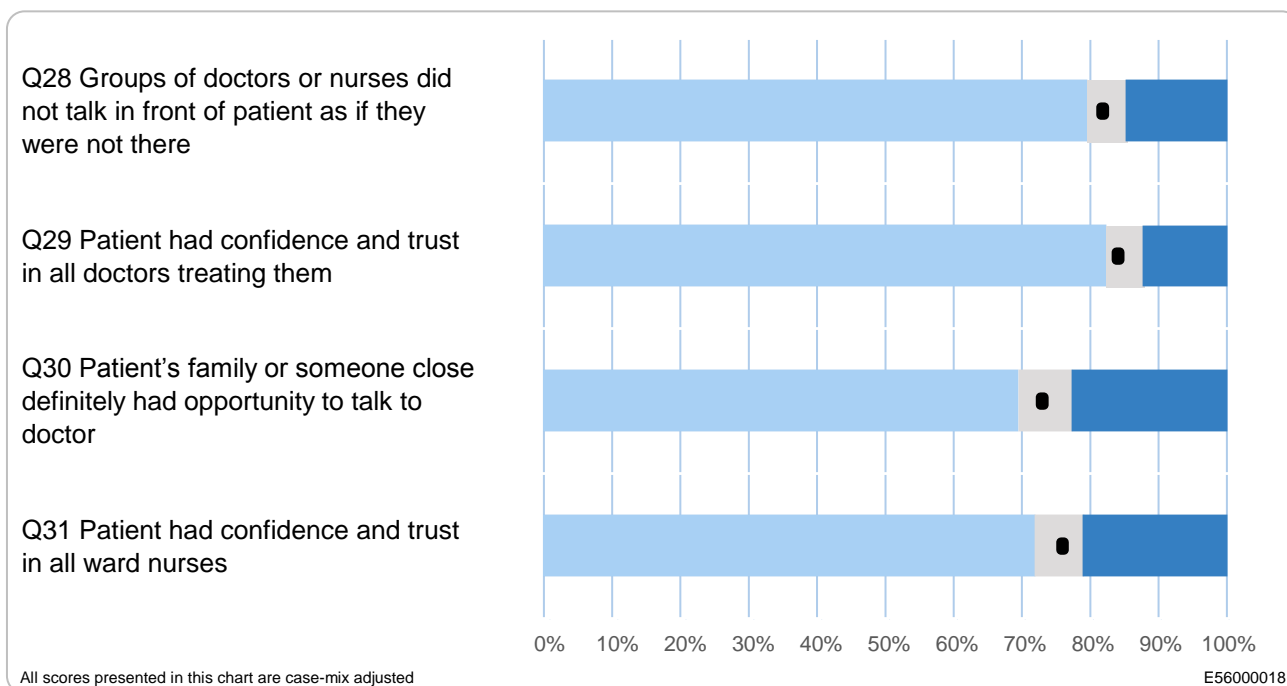
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q25 Beforehand had all the information needed about the operation	1,247	96%	1,289	96%		96%	95%	97%	96%
Q26 Staff explained how operation had gone in understandable way	1,235	78%	1,284	78%		78%	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)



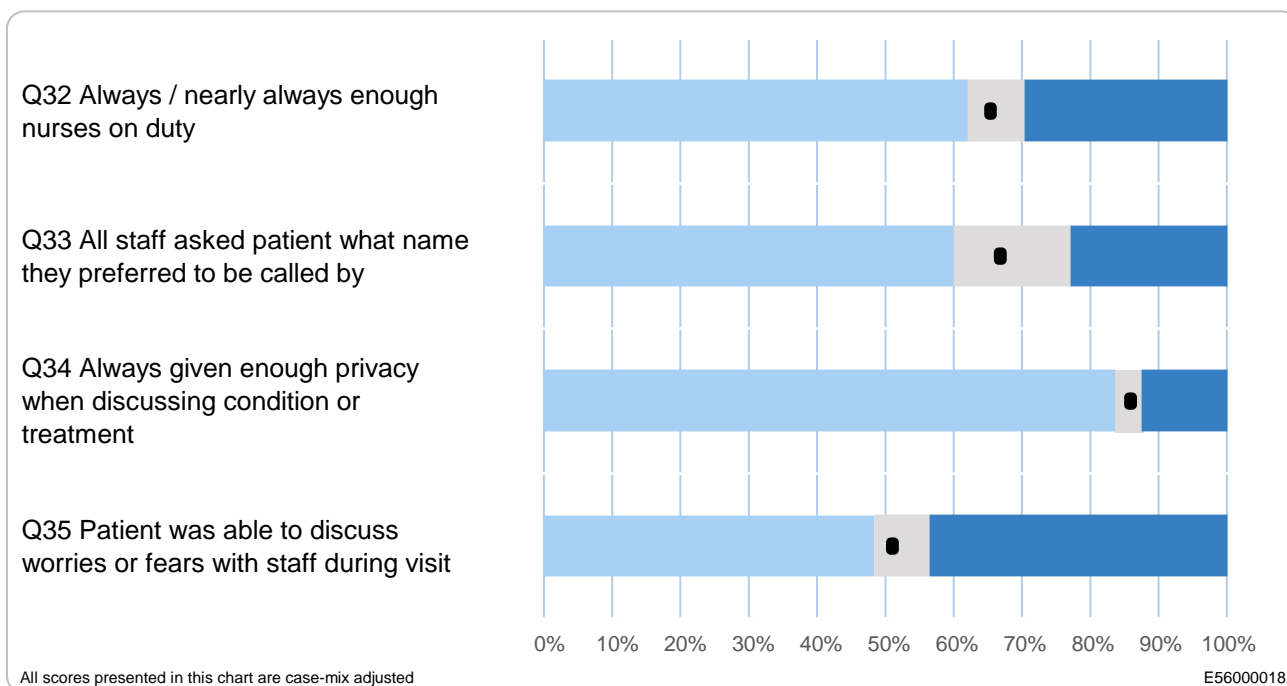
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,384	81%	1,395	82%		82%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,386	84%	1,396	84%		84%	82%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,158	72%	1,169	73%		73%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	1,379	72%	1,400	76%		76%	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)



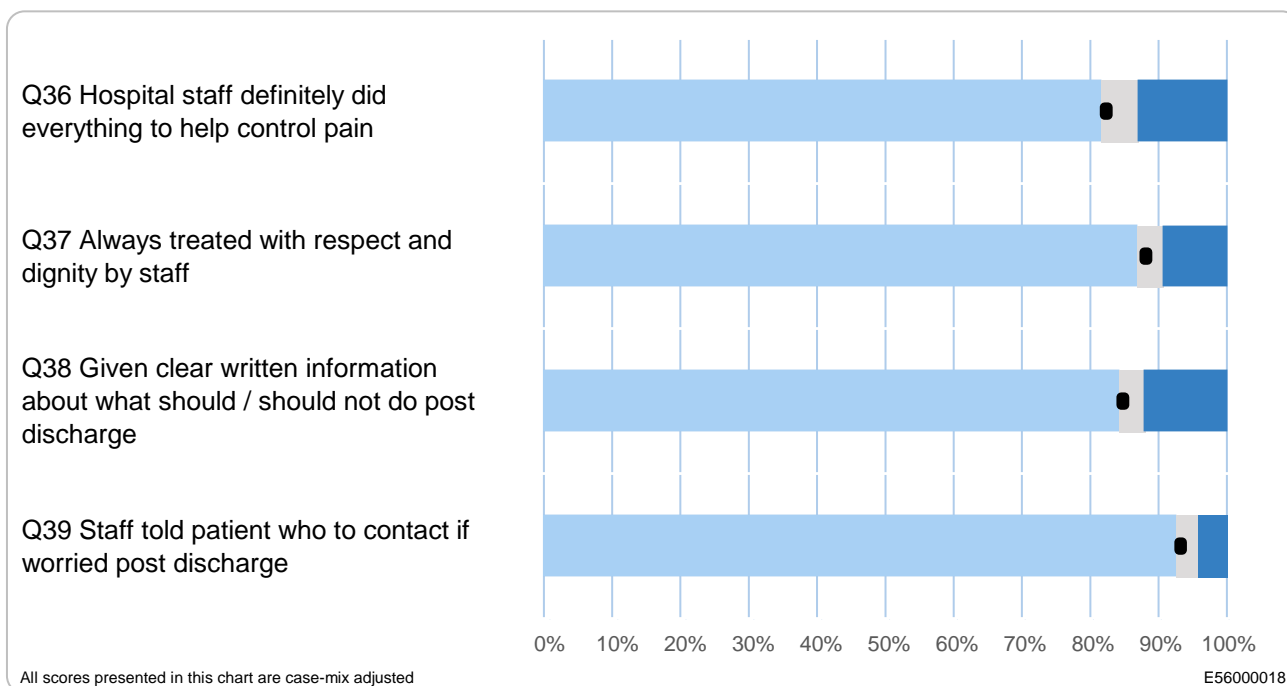
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	1,374	66%	1,400	66%		65%	62%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	1,364	64%	1,388	67%		67%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,378	85%	1,398	86%		86%	84%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,056	51%	1,020	51%		51%	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)



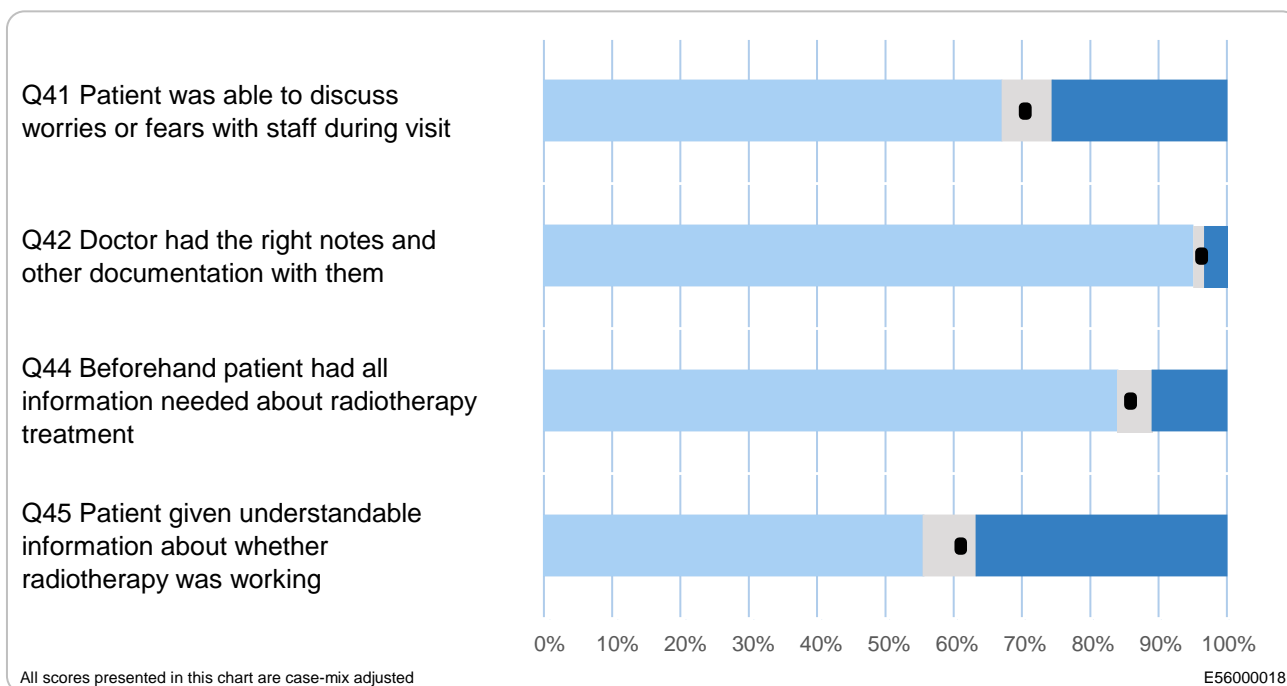
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,227	82%	1,216	82%		82%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,378	86%	1,400	88%		88%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,278	85%	1,318	85%		85%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,332	93%	1,337	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)



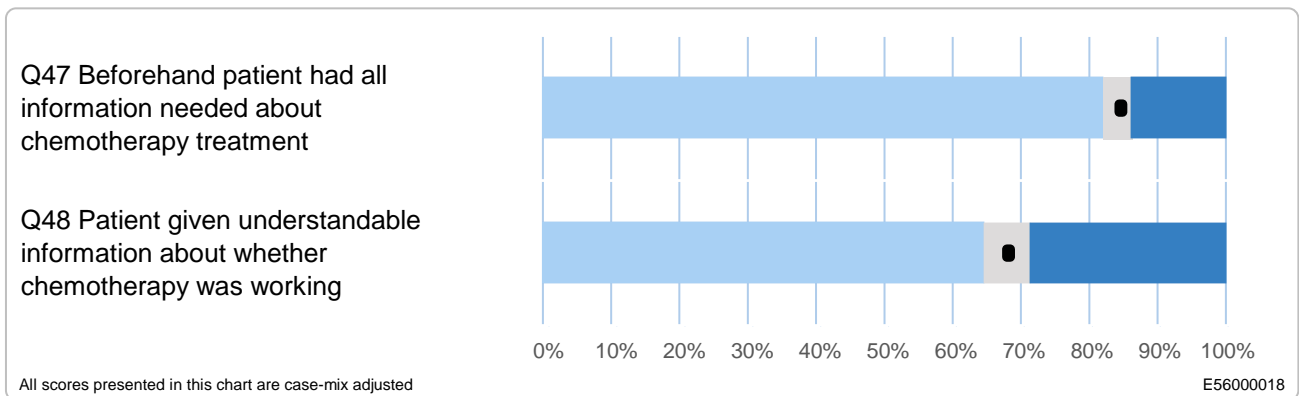
Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q41 Patient was able to discuss worries or fears with staff during visit	1,841	73%	1,935	71%		70%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	2,101	96%	2,265	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	654	85%	721	86%		86%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	547	61%	638	61%		61%	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)



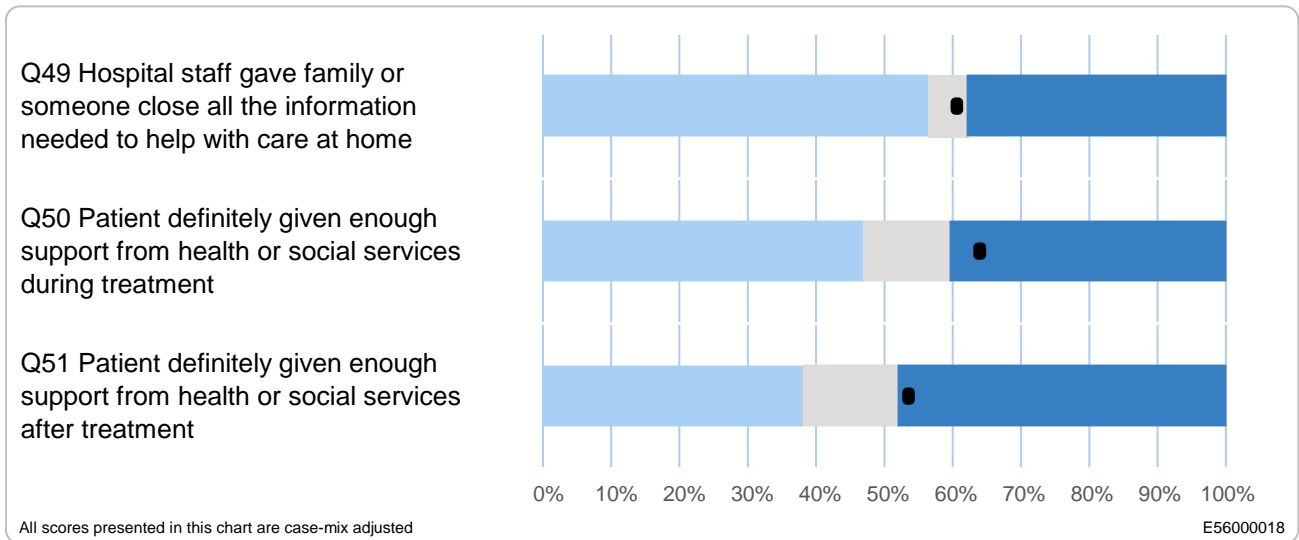
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,166	84%	1,224	85%		84%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,048	68%	1,114	68%		68%	65%	71%	68%

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

Cancer Alliance results

Home care and support



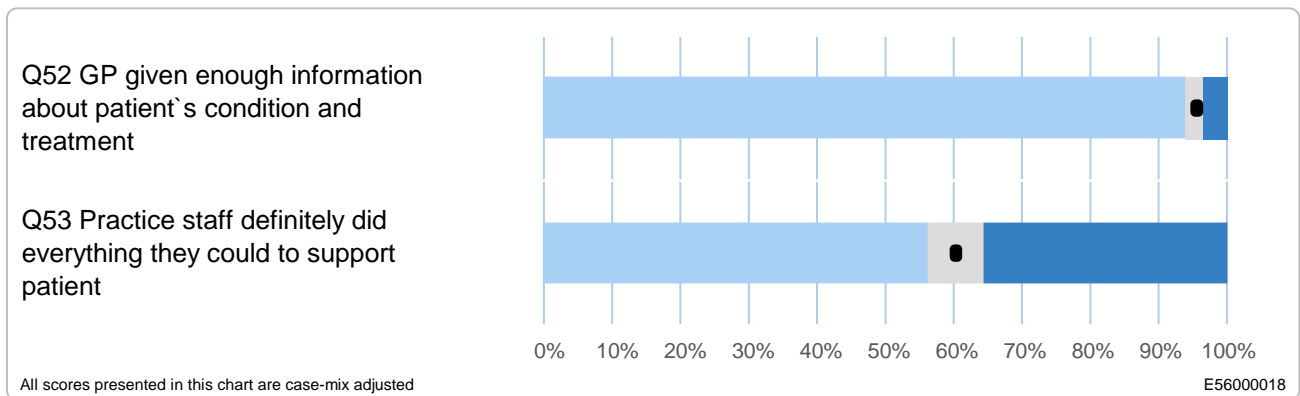
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,971	57%	2,067	61%		60%	56%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,459	62%	1,540	64%		64%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	819	52%	888	53%		53%	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



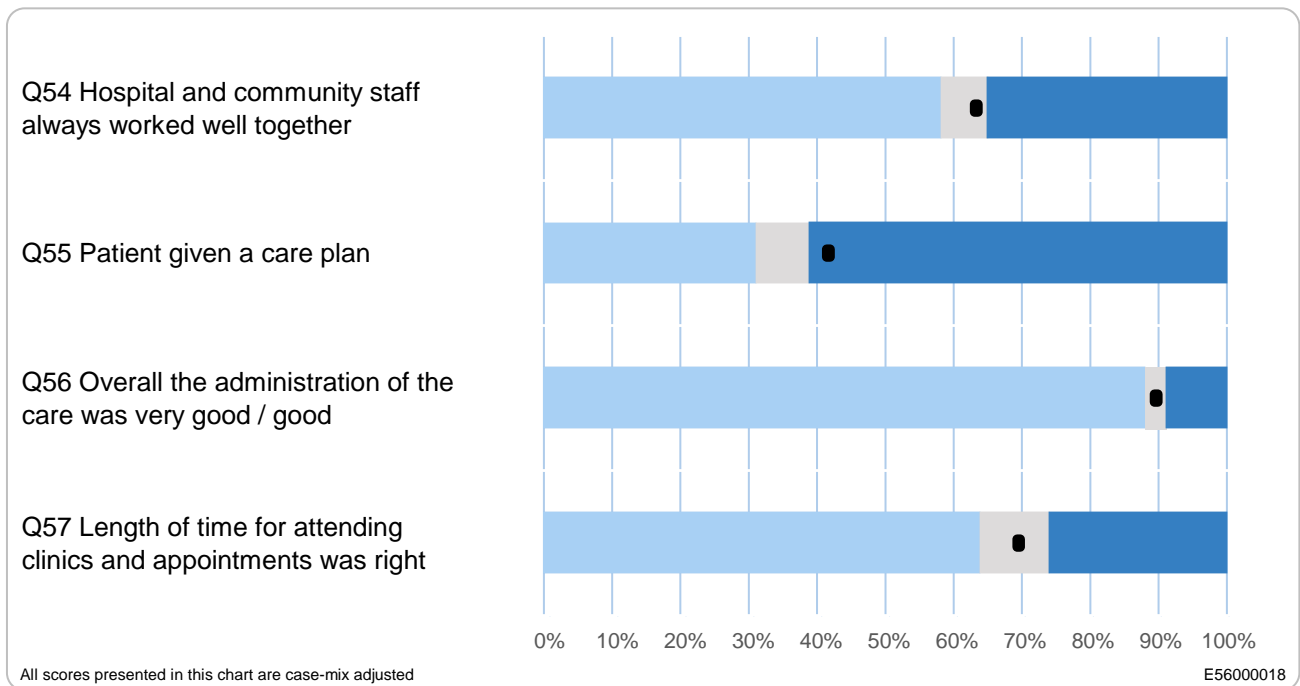
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	1,899	95%	1,997	95%		95%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	1,664	62%	1,762	60%		60%	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)

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Cancer Alliance results

Your overall NHS care (Part 1 of 2)



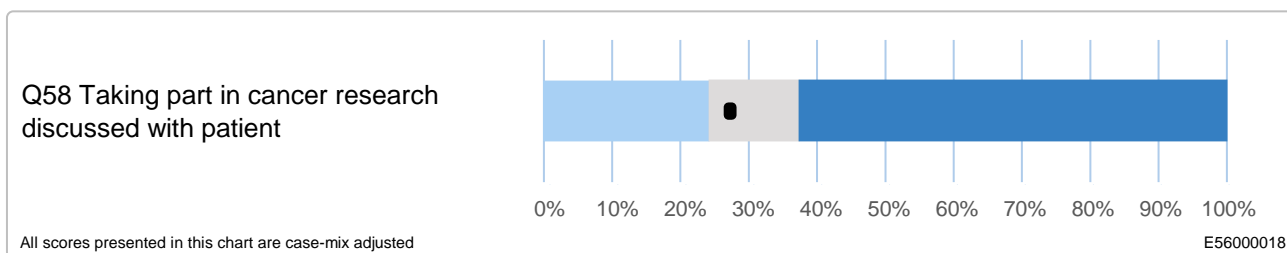
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	2,316	63%	2,498	64%		63%	58%	65%	62%
Q55 Patient given a care plan	1,889	39%	1,992	42%		41%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	2,386	91%	2,568	89%		89%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	2,370	71%	2,538	70%		69%	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)

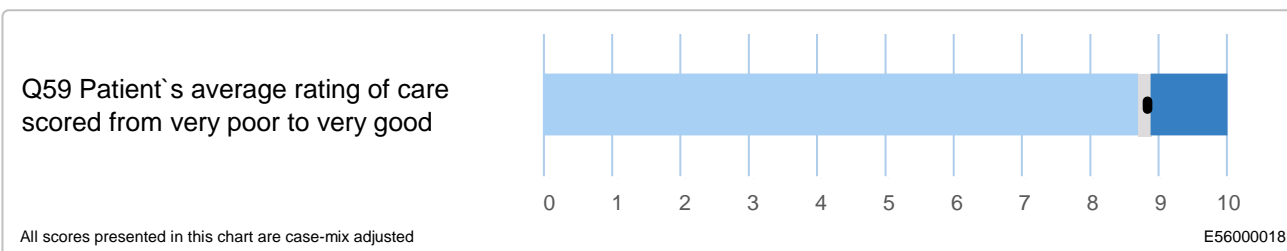
* Indicates where a score has been suppressed because there are less than 21 respondents.

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	2,311	22%	2,477	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	2,337	8.8	2,517	8.8		8.8	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	74%	72%	82%	82%
Gynaecological	75%	76%	86%	81%
Haematological	61%	64%	86%	82%
Head and Neck	78%	77%	81%	79%
Lung	65%	68%	85%	83%
Prostate	85%	79%	92%	87%
Sarcoma	*	67%	*	67%
Skin	96%	90%	89%	86%
Upper Gastro	61%	72%	69%	79%
Urological	79%	82%	83%	86%
Other	76%	72%	82%	79%
All Cancers	77%	77%	85%	84%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

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	94%	95%	92%	92%	85%	83%
Colorectal / LGT	94%	96%	90%	88%	81%	82%
Gynaecological	91%	93%	91%	86%	77%	76%
Haematological	94%	94%	92%	89%	76%	76%
Head and Neck	89%	91%	92%	86%	66%	77%
Lung	94%	95%	84%	88%	81%	78%
Prostate	92%	94%	91%	87%	84%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	95%	95%	93%	87%	91%	84%
Upper Gastro	92%	93%	83%	84%	82%	75%
Urological	95%	94%	86%	88%	78%	79%
Other	93%	95%	86%	87%	83%	77%
All Cancers	93%	95%	89%	88%	81%	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	91%	84%	91%	89%	79%	78%	82%	77%
Colorectal / LGT	87%	82%	85%	86%	80%	79%	71%	72%
Gynaecological	83%	71%	89%	82%	76%	73%	78%	71%
Haematological	77%	72%	83%	83%	64%	59%	80%	76%
Head and Neck	80%	73%	83%	85%	68%	74%	58%	65%
Lung	86%	77%	83%	83%	72%	75%	63%	65%
Prostate	88%	79%	89%	85%	80%	79%	84%	82%
Sarcoma	81%	70%	*	82%	76%	67%	*	59%
Skin	71%	66%	91%	88%	85%	81%	85%	83%
Upper Gastro	81%	78%	86%	80%	73%	73%	84%	66%
Urological	83%	73%	81%	83%	75%	77%	71%	73%
Other	84%	75%	82%	82%	73%	71%	64%	64%
All Cancers	84%	77%	86%	85%	74%	73%	75%	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	84%	84%	74%	75%	69%	70%
Colorectal / LGT	84%	86%	75%	77%	69%	71%
Gynaecological	81%	84%	78%	76%	73%	67%
Haematological	82%	80%	68%	70%	68%	65%
Head and Neck	86%	84%	72%	69%	64%	67%
Lung	82%	84%	70%	75%	63%	69%
Prostate	84%	83%	71%	73%	65%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	89%	88%	81%	77%	70%	73%
Upper Gastro	79%	82%	81%	71%	69%	65%
Urological	77%	82%	65%	71%	64%	62%
Other	78%	80%	76%	72%	68%	64%
All Cancers	82%	83%	73%	73%	67%	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	58%	57%	81%	79%
Colorectal / LGT	60%	59%	79%	81%
Gynaecological	57%	54%	80%	79%
Haematological	52%	50%	79%	77%
Head and Neck	65%	58%	72%	77%
Lung	51%	54%	78%	79%
Prostate	66%	64%	82%	81%
Sarcoma	*	53%	*	77%
Skin	83%	66%	80%	86%
Upper Gastro	50%	52%	71%	77%
Urological	53%	53%	75%	76%
Other	53%	51%	73%	75%
All Cancers	57%	56%	78%	79%

* These are unadjusted scores

**National Cancer Patient Experience Survey 2017
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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%	80%	86%	86%	88%
Colorectal / LGT	93%	92%	91%	88%	89%	89%
Gynaecological	97%	94%	91%	85%	92%	87%
Haematological	92%	91%	86%	88%	87%	88%
Head and Neck	87%	89%	89%	88%	93%	88%
Lung	94%	94%	90%	87%	89%	87%
Prostate	94%	90%	85%	84%	89%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	93%	90%	84%	88%	97%	93%
Upper Gastro	93%	92%	88%	86%	85%	87%
Urological	87%	83%	84%	85%	87%	88%
Other	91%	89%	86%	85%	88%	86%
All Cancers	93%	91%	85%	86%	88%	88%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria

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	88%	90%	85%	86%	64%	62%	89%	81%
Colorectal / LGT	83%	86%	81%	83%	50%	55%	84%	84%
Gynaecological	91%	85%	91%	81%	73%	59%	84%	77%
Haematological	87%	84%	87%	83%	61%	59%	85%	86%
Head and Neck	86%	84%	84%	82%	61%	61%	80%	82%
Lung	82%	85%	79%	80%	76%	69%	89%	85%
Prostate	94%	89%	88%	85%	52%	49%	80%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	82%	87%	*	83%	*	56%	*	62%
Upper Gastro	82%	84%	84%	82%	57%	61%	74%	84%
Urological	75%	78%	76%	74%	43%	39%	69%	71%
Other	83%	82%	81%	78%	51%	57%	83%	81%
All Cancers	86%	86%	83%	82%	59%	58%	83%	81%

[§] These are unadjusted scores

**National Cancer Patient Experience Survey 2017
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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%	79%	79%
Colorectal / LGT	94%	96%	81%	83%
Gynaecological	100%	96%	81%	80%
Haematological	94%	93%	58%	75%
Head and Neck	91%	96%	79%	77%
Lung	100%	95%	84%	78%
Prostate	90%	96%	72%	78%
Sarcoma	*	94%	*	78%
Skin	94%	96%	86%	84%
Upper Gastro	98%	96%	89%	78%
Urological	96%	95%	72%	76%
Other	96%	95%	82%	78%
All Cancers	96%	96%	78%	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	89%	89%	87%	87%	76%	76%	80%	78%
Colorectal / LGT	75%	78%	86%	86%	77%	73%	68%	71%
Gynaecological	93%	86%	89%	86%	75%	74%	72%	72%
Haematological	78%	81%	81%	81%	68%	75%	83%	75%
Head and Neck	77%	81%	85%	84%	68%	73%	79%	72%
Lung	73%	76%	74%	82%	64%	75%	70%	76%
Prostate	80%	86%	86%	90%	70%	75%	78%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	90%	89%	97%	90%	78%	79%	93%	83%
Upper Gastro	75%	74%	80%	83%	76%	71%	67%	71%
Urological	81%	80%	82%	86%	70%	69%	82%	78%
Other	76%	80%	78%	81%	71%	71%	68%	72%
All Cancers	82%	82%	84%	85%	73%	73%	76%	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	73%	70%	65%	64%	87%	87%	58%	56%
Colorectal / LGT	58%	62%	70%	71%	85%	85%	53%	53%
Gynaecological	63%	65%	63%	65%	83%	82%	54%	52%
Haematological	59%	63%	66%	69%	87%	86%	55%	55%
Head and Neck	77%	63%	65%	68%	85%	85%	41%	53%
Lung	69%	69%	57%	72%	84%	84%	34%	49%
Prostate	65%	71%	72%	69%	88%	89%	47%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	73%	76%	50%	71%	87%	89%	*	58%
Upper Gastro	64%	63%	76%	76%	86%	84%	54%	50%
Urological	71%	69%	75%	72%	86%	85%	44%	46%
Other	54%	62%	64%	69%	83%	83%	47%	48%
All Cancers	65%	66%	67%	69%	86%	86%	51%	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%	89%	90%	91%	92%	94%	96%
Colorectal / LGT	87%	85%	83%	87%	82%	84%	92%	94%
Gynaecological	78%	84%	86%	87%	84%	87%	94%	93%
Haematological	84%	82%	89%	90%	78%	80%	89%	96%
Head and Neck	79%	82%	92%	87%	88%	85%	98%	92%
Lung	84%	85%	86%	89%	71%	83%	90%	92%
Prostate	85%	86%	90%	91%	85%	89%	96%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	79%	87%	93%	93%	83%	91%	100%	96%
Upper Gastro	72%	82%	83%	87%	90%	82%	97%	94%
Urological	77%	82%	92%	89%	88%	86%	89%	91%
Other	81%	83%	89%	88%	82%	81%	92%	93%
All Cancers	82%	84%	88%	89%	85%	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	69%	71%	98%	96%	88%	88%	62%	59%
Colorectal / LGT	67%	74%	93%	96%	87%	85%	53%	58%
Gynaecological	76%	69%	96%	96%	84%	85%	71%	65%
Haematological	76%	73%	97%	97%	89%	83%	75%	60%
Head and Neck	66%	70%	98%	96%	79%	86%	64%	64%
Lung	74%	70%	97%	95%	81%	86%	70%	58%
Prostate	76%	74%	95%	96%	86%	88%	59%	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	56%	72%	94%	96%	n.a.	77%	n.a.	70%
Upper Gastro	74%	70%	95%	95%	*	86%	*	56%
Urological	65%	66%	95%	96%	*	84%	*	54%
Other	69%	68%	96%	95%	82%	87%	56%	59%
All Cancers	70%	71%	96%	96%	86%	87%	61%	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	85%	83%	61%	62%
Colorectal / LGT	84%	84%	61%	66%
Gynaecological	86%	86%	67%	67%
Haematological	87%	84%	76%	75%
Head and Neck	*	78%	*	58%
Lung	77%	85%	71%	69%
Prostate	80%	86%	62%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	86%	84%	70%	64%
Urological	92%	84%	82%	69%
Other	85%	85%	69%	69%
All Cancers	84%	84%	68%	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	59%	59%	65%	53%	53%	42%
Colorectal / LGT	61%	62%	75%	62%	58%	52%
Gynaecological	68%	57%	70%	47%	53%	38%
Haematological	64%	61%	58%	52%	53%	45%
Head and Neck	66%	63%	55%	56%	53%	50%
Lung	57%	58%	62%	51%	52%	42%
Prostate	61%	60%	57%	50%	49%	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	58%	67%	*	61%	*	59%
Upper Gastro	62%	59%	68%	53%	57%	45%
Urological	55%	58%	55%	48%	56%	45%
Other	60%	56%	65%	53%	52%	45%
All Cancers	60%	59%	64%	53%	53%	45%

* These are unadjusted scores

**National Cancer Patient Experience Survey 2017
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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%	63%	61%
Colorectal / LGT	94%	95%	52%	60%
Gynaecological	94%	95%	62%	56%
Haematological	95%	96%	58%	58%
Head and Neck	98%	93%	67%	60%
Lung	92%	95%	58%	60%
Prostate	98%	96%	70%	67%
Sarcoma	*	94%	*	55%
Skin	98%	96%	69%	69%
Upper Gastro	97%	93%	52%	60%
Urological	94%	95%	62%	62%
Other	95%	95%	57%	58%
All Cancers	95%	95%	60%	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%	51%	38%	92%	91%	69%	68%
Colorectal / LGT	61%	61%	43%	38%	91%	89%	67%	71%
Gynaecological	69%	58%	37%	31%	92%	89%	73%	67%
Haematological	67%	63%	38%	34%	92%	92%	67%	65%
Head and Neck	62%	59%	36%	35%	87%	88%	70%	68%
Lung	64%	63%	35%	33%	88%	90%	67%	71%
Prostate	73%	66%	45%	36%	89%	89%	80%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	71%	70%	49%	44%	95%	89%	74%	75%
Upper Gastro	54%	57%	45%	34%	85%	87%	68%	68%
Urological	62%	63%	32%	30%	83%	87%	76%	75%
Other	59%	57%	38%	30%	87%	88%	64%	65%
All Cancers	63%	62%	41%	35%	89%	90%	69%	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%	9.0	8.9
Colorectal / LGT	31%	30%	8.8	8.8
Gynaecological	34%	36%	9.0	8.8
Haematological	25%	33%	8.9	8.9
Head and Neck	9%	18%	8.8	8.7
Lung	35%	36%	8.9	8.7
Prostate	34%	35%	8.8	8.8
Sarcoma	*	39%	9.2	8.6
Skin	11%	18%	9.0	8.9
Upper Gastro	30%	34%	8.7	8.7
Urological	15%	20%	8.7	8.7
Other	30%	33%	8.7	8.7
All Cancers	27%	31%	8.8	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%
E56000018	4,385	278	4,107	1,369	123	2,615	60%

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	17
Breast	591
Gynaecological	117
Colorectal / LGT	314
Lung	168
Skin	56
Haematological	370
Upper Gastro	111
Other	259
Urological	225
Prostate	295
Sarcoma	21
Head and Neck	71

* 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	6	12	71	228	502	356	62	1,239
Female	1	20	51	178	316	503	258	49	1,376
Total	3	26	63	249	544	1,005	614	111	2,615

**National Cancer Patient Experience Survey 2017
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Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust		42	10
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	1	46	5
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	5	46	1
RXR	East Lancashire Hospitals NHS Trust	7	42	3

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

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

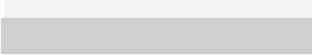
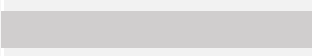

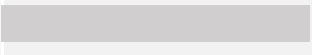
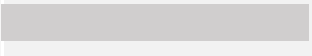
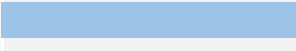
Q59 Patient`s average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000018	Lancashire and South Cumbria	2,517	8.84	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	495	8.94	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	781	8.84	
RXR	East Lancashire Hospitals NHS Trust	544	8.81	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	506	8.73	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

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

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%	
E56000018	Lancashire and South Cumbria	2,507	77.9%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	495	82.4%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	778	77.3%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	505	77.0%	
RXR	East Lancashire Hospitals NHS Trust	540	74.5%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

**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%	
E56000018	Lancashire and South Cumbria	2,507	92.7%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	775	93.7%	
RXR	East Lancashire Hospitals NHS Trust	545	93.2%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	515	92.8%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	485	90.9%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

Annex (continued)

Dashboard Questions - Trusts

Q18 Patient found it easy to contact their CNS

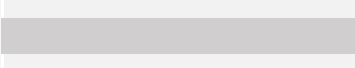
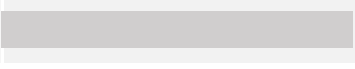
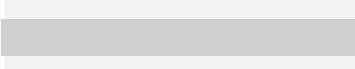
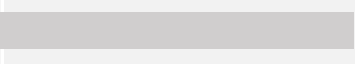
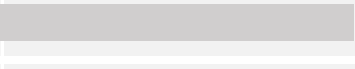

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000018	Lancashire and South Cumbria	2,090	85.4%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	651	87.7%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	390	86.7%	
RXR	East Lancashire Hospitals NHS Trust	462	85.6%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	438	80.4%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

Annex (continued)

Dashboard Questions - Trusts

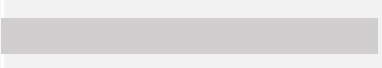
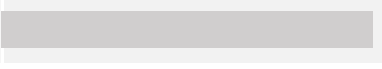
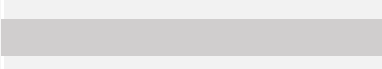
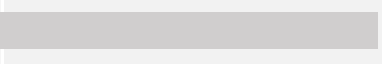
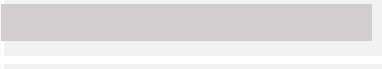
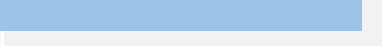
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000018	Lancashire and South Cumbria	1,400	87.9%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	290	88.5%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	224	88.4%	
RXR	East Lancashire Hospitals NHS Trust	322	88.3%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	437	86.6%	

National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria

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%	
E56000018	Lancashire and South Cumbria	1,337	93.0%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	211	96.3%	
RXR	East Lancashire Hospitals NHS Trust	308	94.4%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	418	92.8%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	279	90.3%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

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

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%	
E56000018	Lancashire and South Cumbria	1,762	60.1%	
RTX	University Hospitals of Morecambe Bay NHS Foundation Trust	343	61.8%	
RXR	East Lancashire Hospitals NHS Trust	399	60.1%	
RXL	Blackpool Teaching Hospitals NHS Foundation Trust	352	59.7%	
RXN	Lancashire Teaching Hospitals NHS Foundation Trust	556	59.1%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
01K	NHS Morecambe Bay CCG		39	13
00X	NHS Chorley and South Ribble CCG		48	4
02M	NHS Fylde & Wyre CCG	1	49	2
01A	NHS East Lancashire CCG	5	44	3
02G	NHS West Lancashire CCG	5	43	3
00Q	NHS Blackburn with Darwen CCG	4	47	1
01E	NHS Greater Preston CCG	5	46	1
00R	NHS Blackpool CCG	9	42	1

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

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



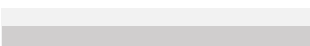
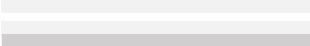
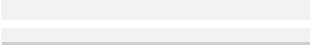
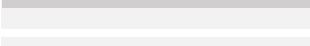

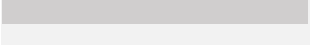

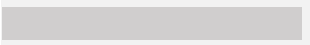
Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000018	Lancashire and South Cumbria	2,517	8.84	
01K	NHS Morecambe Bay CCG	670	8.94	
01A	NHS East Lancashire CCG	553	8.89	
02M	NHS Fylde & Wyre CCG	371	8.84	
00X	NHS Chorley and South Ribble CCG	178	8.82	
02G	NHS West Lancashire CCG	120	8.79	
01E	NHS Greater Preston CCG	211	8.73	
00R	NHS Blackpool CCG	245	8.69	
00Q	NHS Blackburn With Darwen CCG	169	8.61	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

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

Q16 Patient definitely involved in decisions about care and treatment

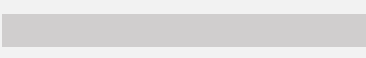
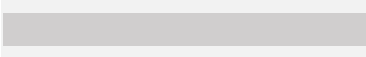
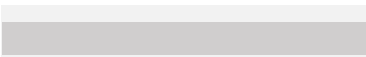
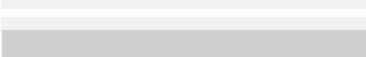
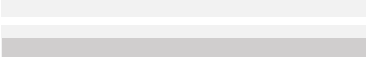

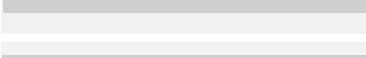


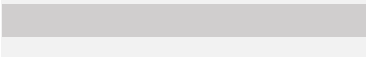
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000018	Lancashire and South Cumbria	2,507	77.9%	
01K	NHS Morecambe Bay CCG	673	81.4%	
02G	NHS West Lancashire CCG	116	81.2%	
02M	NHS Fylde & Wyre CCG	371	80.2%	
00X	NHS Chorley and South Ribble CCG	179	76.2%	
00Q	NHS Blackburn With Darwen CCG	171	76.0%	
01A	NHS East Lancashire CCG	545	75.8%	
01E	NHS Greater Preston CCG	208	74.5%	
00R	NHS Blackpool CCG	244	73.9%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

Annex (continued)

Dashboard Questions - CCGs


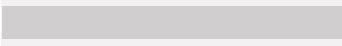




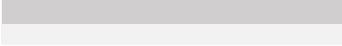
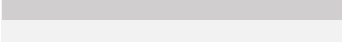

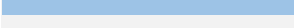
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000018	Lancashire and South Cumbria	2,507	92.7%	
00X	NHS Chorley and South Ribble CCG	175	95.8%	
00R	NHS Blackpool CCG	243	93.4%	
02G	NHS West Lancashire CCG	114	93.0%	
00Q	NHS Blackburn With Darwen CCG	176	92.7%	
01K	NHS Morecambe Bay CCG	665	92.7%	
01A	NHS East Lancashire CCG	548	92.6%	
01E	NHS Greater Preston CCG	215	92.2%	
02M	NHS Fylde & Wyre CCG	371	91.6%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

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

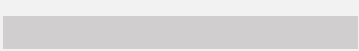
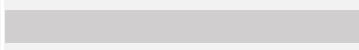
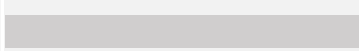


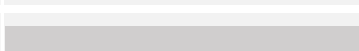
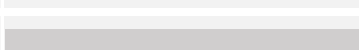
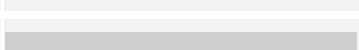
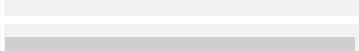
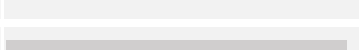
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000018	Lancashire and South Cumbria	2,090	85.4%	
00X	NHS Chorley and South Ribble CCG	155	92.0%	
01E	NHS Greater Preston CCG	177	88.9%	
02G	NHS West Lancashire CCG	92	87.8%	
02M	NHS Fylde & Wyre CCG	308	86.5%	
00Q	NHS Blackburn With Darwen CCG	144	86.1%	
01K	NHS Morecambe Bay CCG	547	86.1%	
01A	NHS East Lancashire CCG	463	84.6%	
00R	NHS Blackpool CCG	204	73.6%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

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



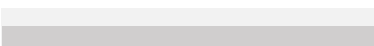
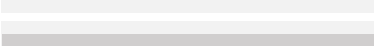
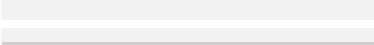
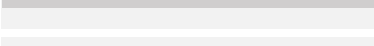

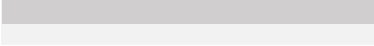

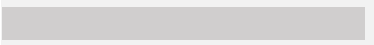
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000018	Lancashire and South Cumbria	1,400	87.9%	
02G	NHS West Lancashire CCG	76	90.5%	
00Q	NHS Blackburn With Darwen CCG	106	89.1%	
01K	NHS Morecambe Bay CCG	336	88.4%	
02M	NHS Fylde & Wyre CCG	206	88.1%	
01A	NHS East Lancashire CCG	298	88.1%	
00R	NHS Blackpool CCG	130	87.3%	
00X	NHS Chorley and South Ribble CCG	114	87.0%	
01E	NHS Greater Preston CCG	134	84.7%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

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




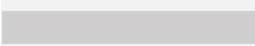
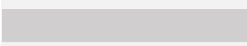
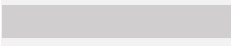
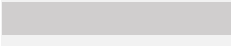



Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000018	Lancashire and South Cumbria	1,337	93.0%	
01K	NHS Morecambe Bay CCG	321	94.9%	
01A	NHS East Lancashire CCG	289	94.1%	
00Q	NHS Blackburn With Darwen CCG	100	93.2%	
00X	NHS Chorley and South Ribble CCG	108	92.7%	
01E	NHS Greater Preston CCG	127	92.6%	
02M	NHS Fylde & Wyre CCG	199	91.8%	
00R	NHS Blackpool CCG	121	90.1%	
02G	NHS West Lancashire CCG	72	88.8%	

**National Cancer Patient Experience Survey 2017
Lancashire and South Cumbria**

**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%	
E56000018	Lancashire and South Cumbria	1,762	60.1%	
02G	NHS West Lancashire CCG	70	63.9%	
01K	NHS Morecambe Bay CCG	469	63.7%	
01A	NHS East Lancashire CCG	399	62.2%	
00X	NHS Chorley and South Ribble CCG	125	57.5%	
02M	NHS Fylde & Wyre CCG	251	57.5%	
00R	NHS Blackpool CCG	171	56.6%	
00Q	NHS Blackburn With Darwen CCG	124	55.7%	
01E	NHS Greater Preston CCG	153	55.0%	

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