National Cancer Patient Experience Survey

2017 Results

NHS Herts Valleys
Clinical Commissioning Group

Published September 2018

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 CCG scored for each question in the survey, compared with national results. It is aimed at helping individual CCGs 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 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 CCG
Column 3 shows the number of respondents for 2017 to this question
Column 4 shows the unadjusted 2017 score for this CCG
Column 5 shows whether a score has significantly increased or decreased compared with the last survey (2016)
Column 6 shows whether a score has significantly increased or decreased overall (2015, 2016 and 2017)
Column 7 shows the case-mix adjusted 2017 score for this CCG
Column 8 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 9 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 10 shows the national average score for this question.

Data tables (continued)

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 CCGs 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 CCGs 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 CCG.

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

The final set of tables in this report 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 CCGs to understand the differences between the experiences of patients with different types of cancer. The numbers are generally relatively small and may not be statistically significant. They should therefore be treated with some caution.

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 CCG.

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 at:

www.ncpes.co.uk

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

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* :

79% 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

84% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

87% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

94% 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.

Detailed results for these and other questions are set out in the sections that follow.

* **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 CCG | 2017 Score for this CCG | 2017 Case-mix Adjusted | | National Average Score |
			Lower limit of expected range	Upper limit of expected range	
Support for people with cancer					
Q23 Hospital staff told patient they could get free prescriptions	278	89%	77%	86%	81%
Hospital care as an inpatient					
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	310	68%	69%	78%	73%
Hospital care as a day patient / outpatient					
Q41 Patient was able to discuss worries or fears with staff during visit	413	64%	66%	75%	71%
Your overall NHS care					
Q57 Length of time for attending clinics and appointments was right	585	62%	63%	75%	69%

CCG results

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

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q1	Saw GP once / twice before being told had to go to hospital	434	79%	426	79%			77%	73%	81%	77%
Q2	Patient thought they were seen as soon as necessary	598	82%	584	86%			86%	81%	87%	84%

↑ or ↓
Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
Change Overall: Indicates significant change overall (2015, 2016 and 2017)
(NB: No arrow reflects no statistically significant change)

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

CCG results

Diagnostic Tests

Q5 Received all the information
needed about the test

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

Q7 Given complete explanation of test
results in understandable way

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q5	Received all the information needed about the test	525	94%	524	95%			95%	93%	96%	95%
Q6	The length of time waiting for the test to be done was about right	528	87%	523	90%			90%	85%	91%	88%
Q7	Given complete explanation of test results in understandable way	528	79%	522	80%			80%	76%	83%	79%

↑ or ↓	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score Change Overall: Indicates significant change overall (2015, 2016 and 2017) (NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

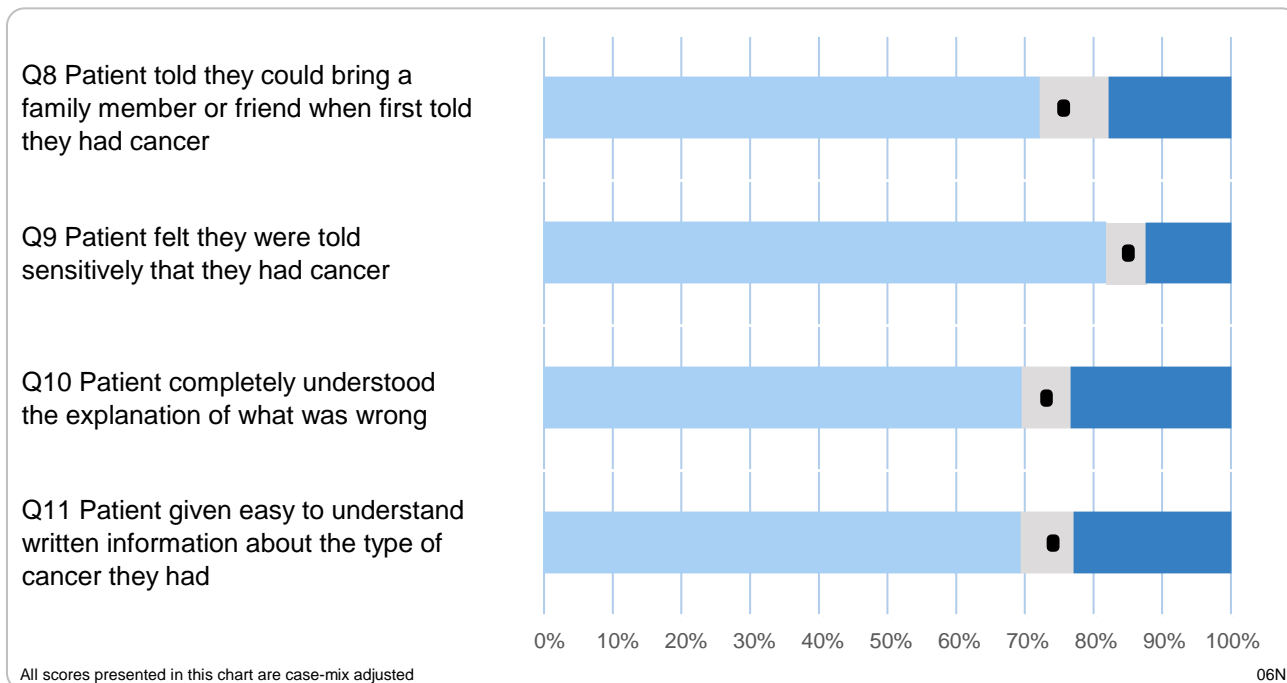## Finding out what was wrong with you

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

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

All scores presented in this chart are case-mix adjusted   06N

	Question	Unadjusted Scores						2017 Case Mix Adjusted			
		2016		2017							
		Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q8	Patient told they could bring a family member or friend when first told they had cancer	550	74%	539	75%			75%	72%	82%	77%
Q9	Patient felt they were told sensitively that they had cancer	597	81%	586	84%			85%	82%	88%	85%
Q10	Patient completely understood the explanation of what was wrong	603	72%	595	74%			73%	70%	77%	73%
Q11	Patient given easy to understand written information about the type of cancer they had	531	73%	518	74%			74%	70%	77%	73%

↑ or ↓	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score Change Overall: Indicates significant change overall (2015, 2016 and 2017) (NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

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

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

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q12	Patient felt that treatment options were completely explained	519	81%	511	85%			85%	80%	86%	83%
Q13	Possible side effects explained in an understandable way	563	70%	571	72%			72%	70%	77%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	569	65%	578	69%			69%	63%	71%	67%

↑ or ↓	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
Change Overall: Indicates significant change overall (2015, 2016 and 2017)
(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

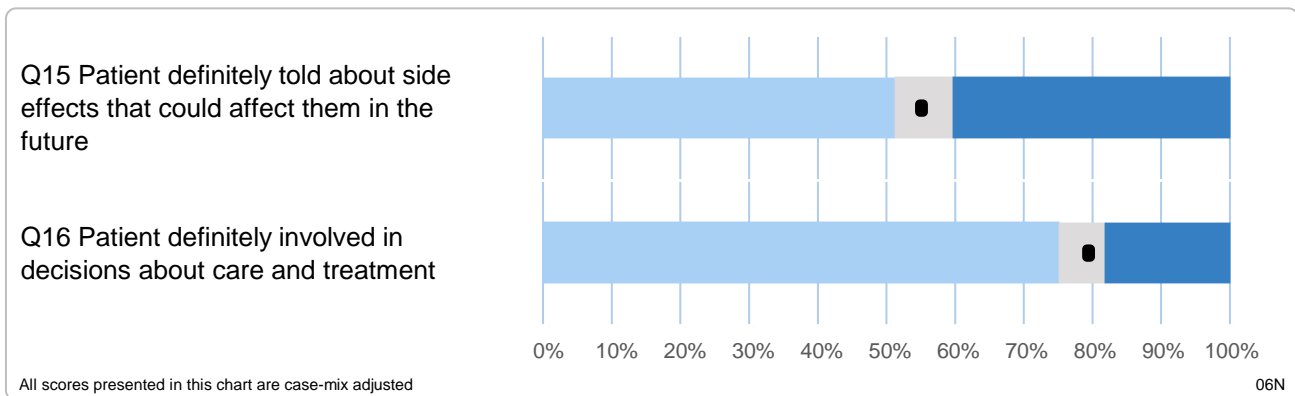## Deciding the best treatment for you (Part 2 of 2)

Q15 Patient definitely told about side effects that could affect them in the future

Q16 Patient definitely involved in decisions about care and treatment

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q15	Patient definitely told about side effects that could affect them in the future	517	52%	548	54%			55%	51%	60%	56%
Q16	Patient definitely involved in decisions about care and treatment	574	78%	577	80%			79%	75%	82%	79%

	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
↑ or ↓	Change Overall: Indicates significant change overall (2015, 2016 and 2017)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

Clinical Nurse Specialist

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

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q17	Patient given the name of the CNS who would support them through their treatment	575	90%	573	93%			93%	88%	94%	91%
Q18	Patient found it easy to contact their CNS	461	84%	485	83%			84%	83%	90%	86%
Q19	Get understandable answers to important questions all or most of the time	436	87%	459	89%			89%	85%	91%	88%

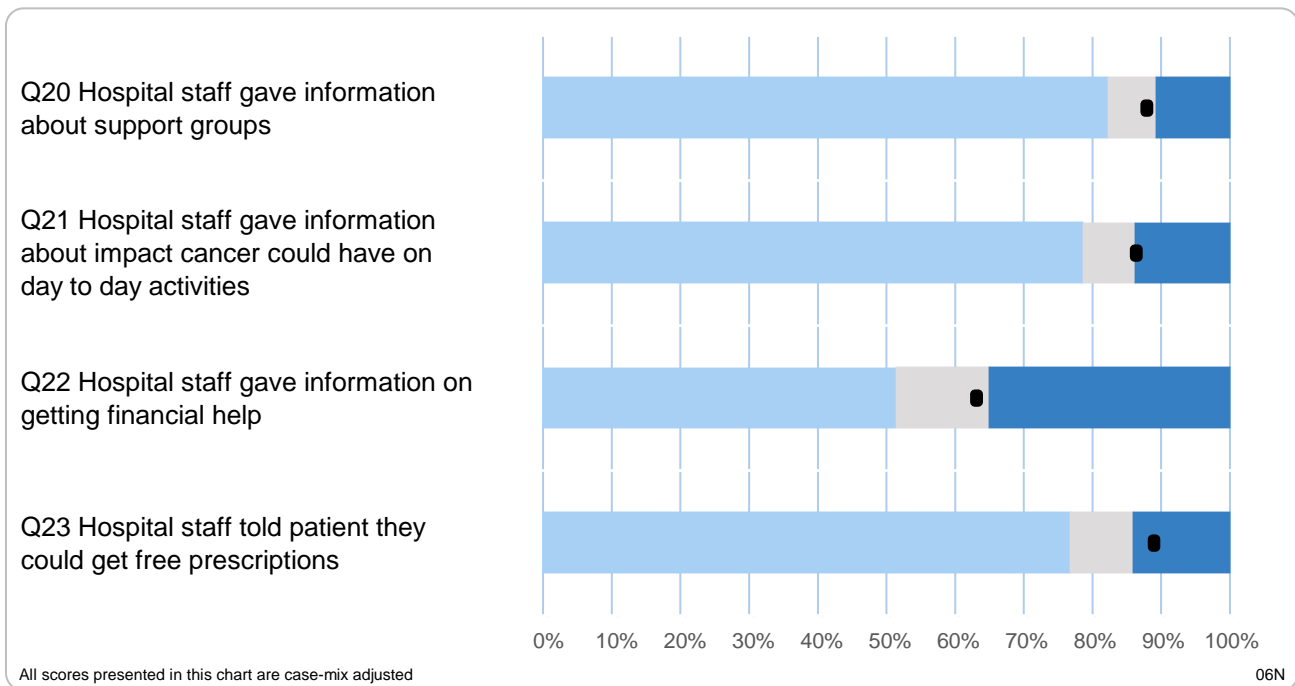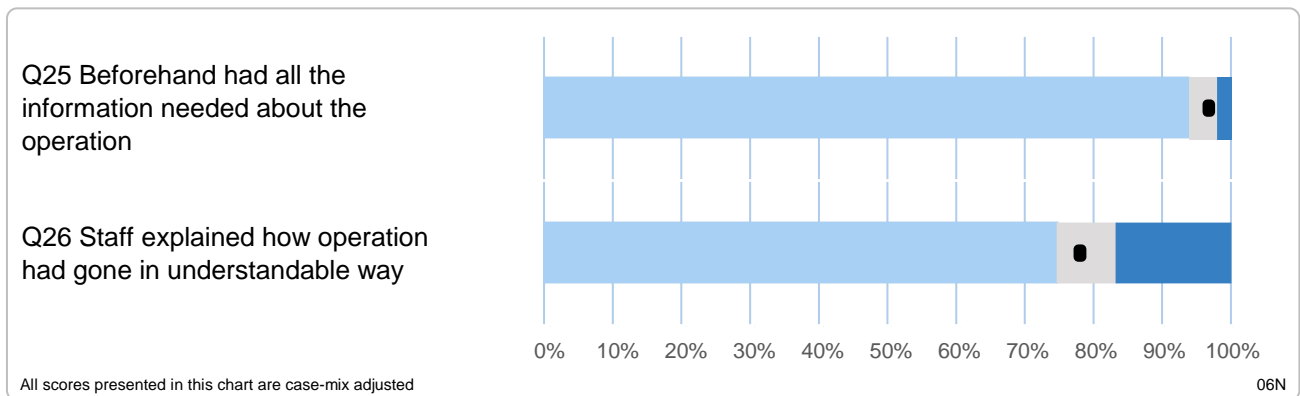|	
↑ or ↓	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score Change Overall: Indicates significant change overall (2015, 2016 and 2017) (NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

Support for people with cancer

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

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q20	Hospital staff gave information about support groups	466	88%	450	88%			88%	82%	89%	86%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	385	79%	385	86%			86%	79%	86%	82%
Q22	Hospital staff gave information on getting financial help	303	60%	282	62%			63%	51%	65%	58%
Q23	Hospital staff told patient they could get free prescriptions	294	84%	278	88%			89%	77%	86%	81%

↑ or ↓	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
	Change Overall: Indicates significant change overall (2015, 2016 and 2017)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

13

CCG results

Operations

{
Q25 Beforehand had all the
information needed about the
operation

Q26 Staff explained how operation
had gone in understandable way

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

All scores presented in this chart are case-mix adjusted   06N
}

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q25	Beforehand had all the information needed about the operation	350	96%	355	97%			97%	94%	98%	96%
Q26	Staff explained how operation had gone in understandable way	349	78%	351	77%			78%	75%	83%	79%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
Change Overall: Indicates significant change overall (2015, 2016 and 2017)
(NB: No arrow reflects no statistically significant change)

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

CCG results

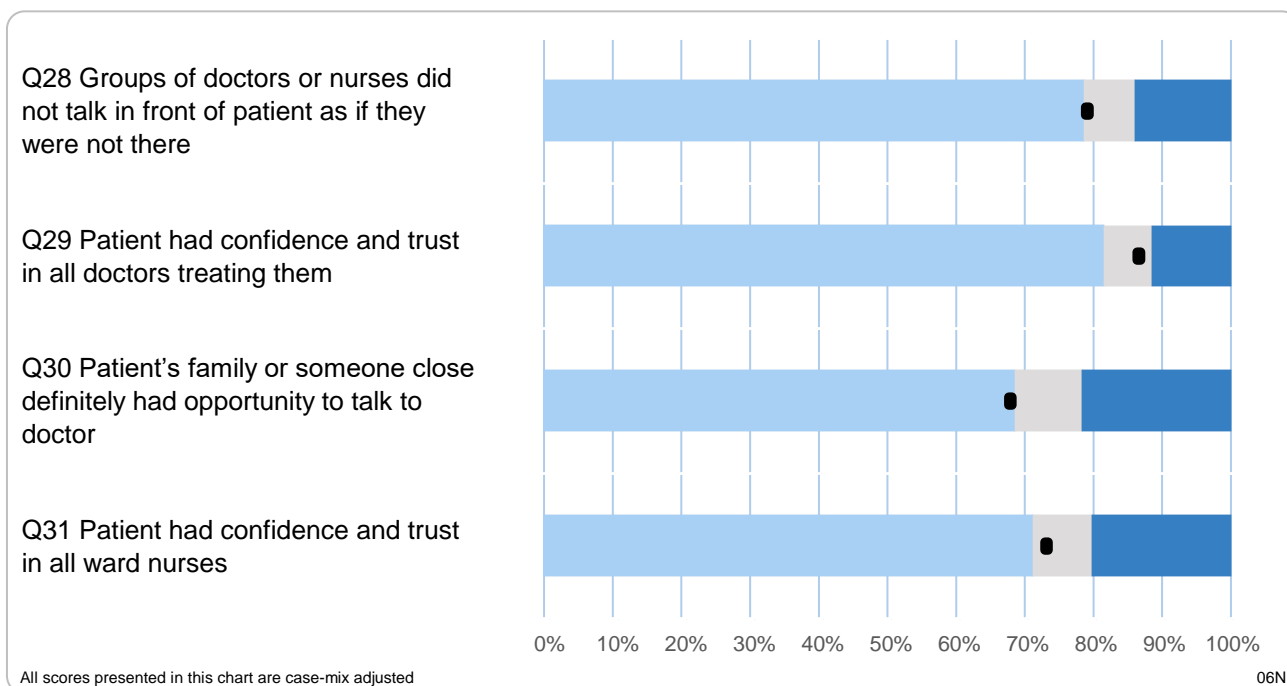## Hospital care as an inpatient (Part 1 of 3)

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

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q28	Groups of doctors or nurses did not talk in front of patient as if they were not there	391	82%	401	81%			79%	79%	86%	82%
Q29	Patient had confidence and trust in all doctors treating them	391	87%	404	87%			86%	82%	89%	85%
Q30	Patient's family or someone close definitely had opportunity to talk to doctor	326	75%	310	68%			68%	69%	78%	73%
Q31	Patient had confidence and trust in all ward nurses	390	74%	401	73%			73%	71%	80%	76%

	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
↑ or ↓	Change Overall: Indicates significant change overall (2015, 2016 and 2017)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

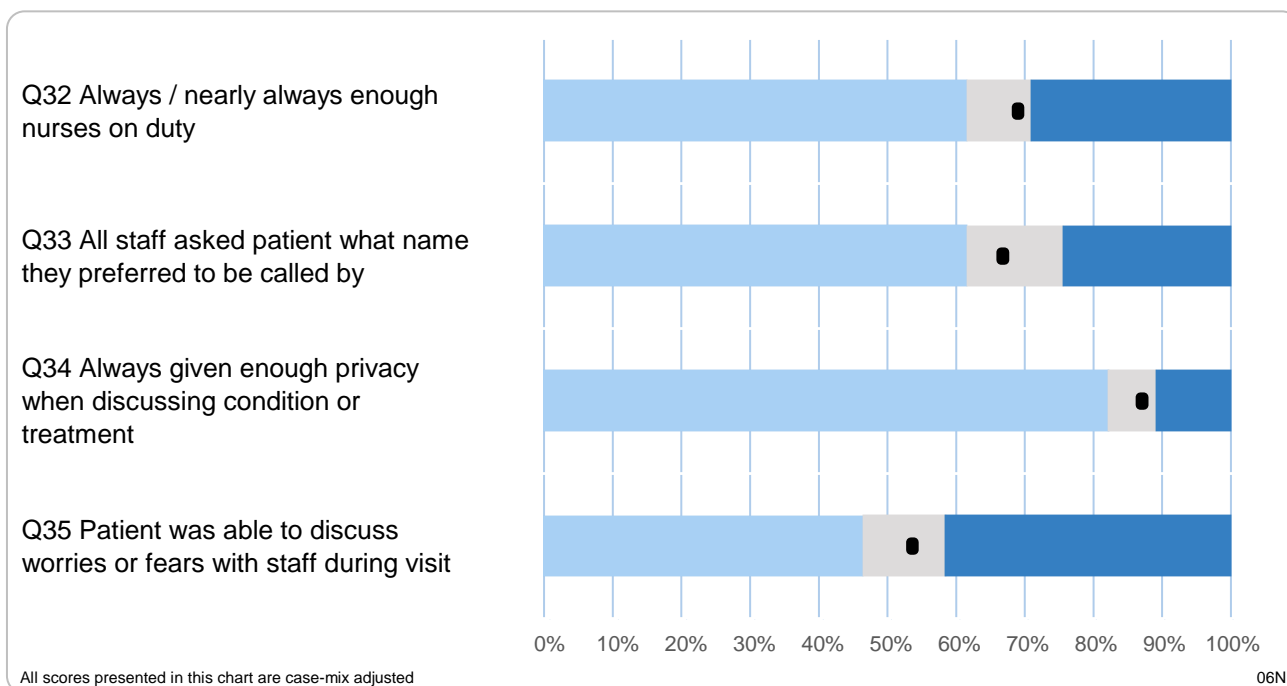### Hospital care as an inpatient (Part 2 of 3)

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

All scores presented in this chart are case-mix adjusted

06N

		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017						
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q32	Always / nearly always enough nurses on duty	390	68%	399	70%			69%	62%	71%	66%
Q33	All staff asked patient what name they preferred to be called by	388	70%	399	65%			67%	62%	76%	69%
Q34	Always given enough privacy when discussing condition or treatment	388	87%	399	87%			87%	82%	89%	86%
Q35	Patient was able to discuss worries or fears with staff during visit	260	53%	266	52%			53%	46%	58%	53%

	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
↑ or ↓	Change Overall: Indicates significant change overall (2015, 2016 and 2017)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results
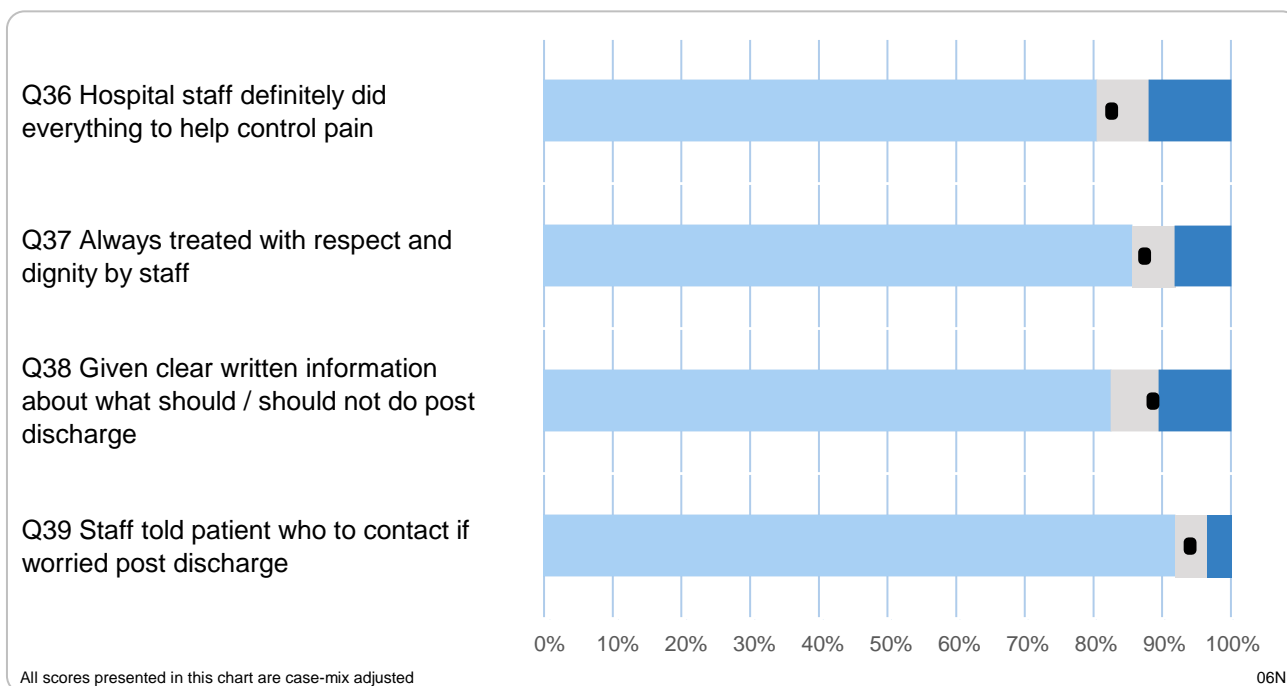
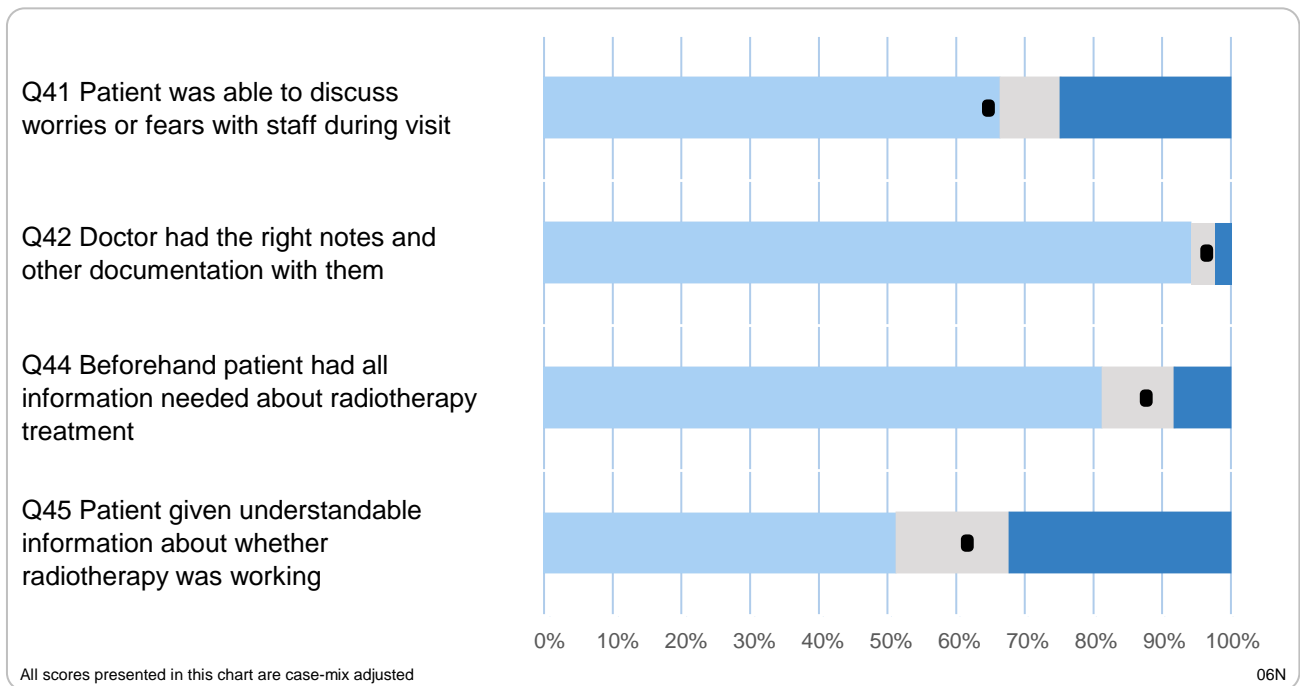## Hospital care as an inpatient (Part 3 of 3)

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

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

All scores presented in this chart are case-mix adjusted   06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q36	Hospital staff definitely did everything to help control pain	335	84%	352	83%			82%	81%	88%	84%
Q37	Always treated with respect and dignity by staff	392	88%	403	88%			87%	86%	92%	89%
Q38	Given clear written information about what should / should not do post discharge	364	85%	380	89%			88%	83%	90%	86%
Q39	Staff told patient who to contact if worried post discharge	374	91%	382	94%			94%	92%	97%	94%

	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
↑ or ↓	Change Overall: Indicates significant change overall (2015, 2016 and 2017)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

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

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

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q41	Patient was able to discuss worries or fears with staff during visit	403	69%	413	64%			64%	66%	75%	71%
Q42	Doctor had the right notes and other documentation with them	504	94%	498	96%			96%	94%	98%	96%
Q44	Beforehand patient had all information needed about radiotherapy treatment	134	85%	164	88%			87%	81%	92%	87%
Q45	Patient given understandable information about whether radiotherapy was working	119	60%	137	61%			61%	51%	68%	59%

	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
↑ or ↓	Change Overall: Indicates significant change overall (2015, 2016 and 2017)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

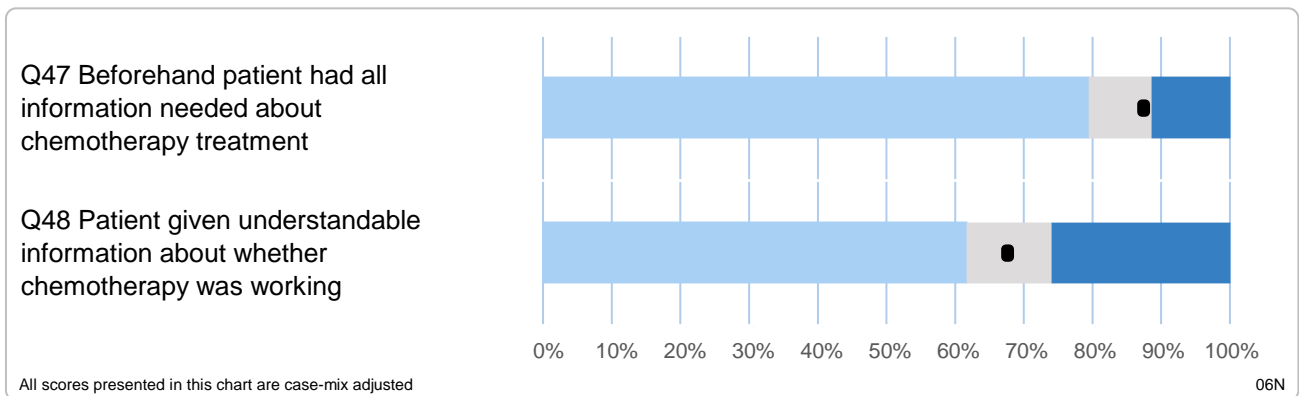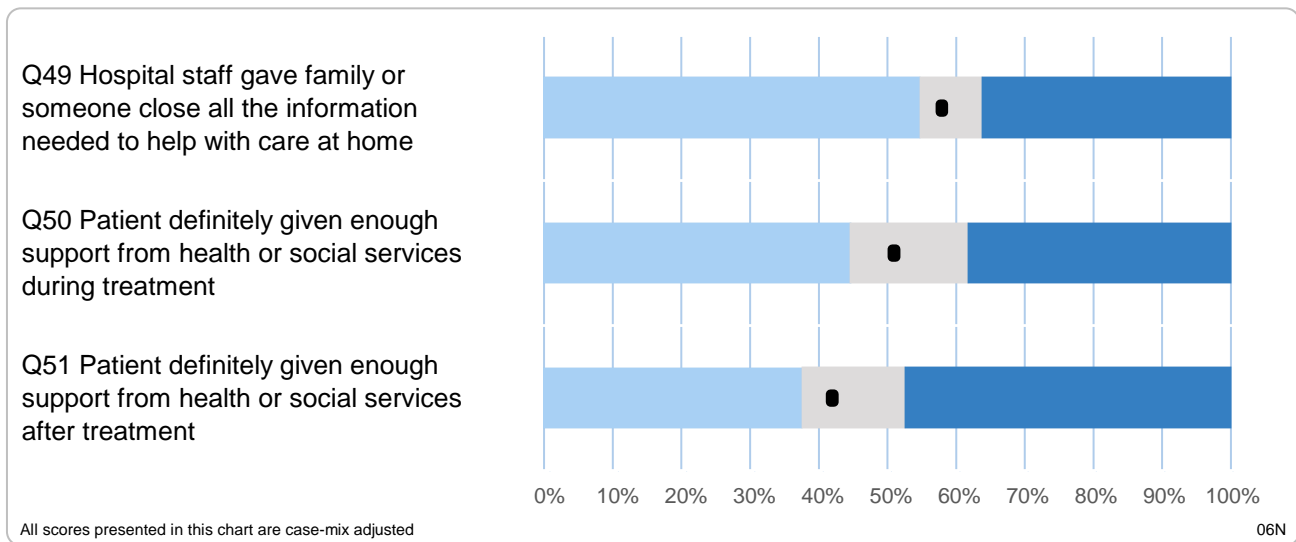## Hospital care as a day patient / outpatient (Part 2 of 2)

Q47 Beforehand patient had all information needed about chemotherapy treatment

Q48 Patient given understandable information about whether chemotherapy was working

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q47	Beforehand patient had all information needed about chemotherapy treatment	222	81%	244	87%			87%	80%	89%	84%
Q48	Patient given understandable information about whether chemotherapy was working	194	62%	221	68%			67%	62%	74%	68%

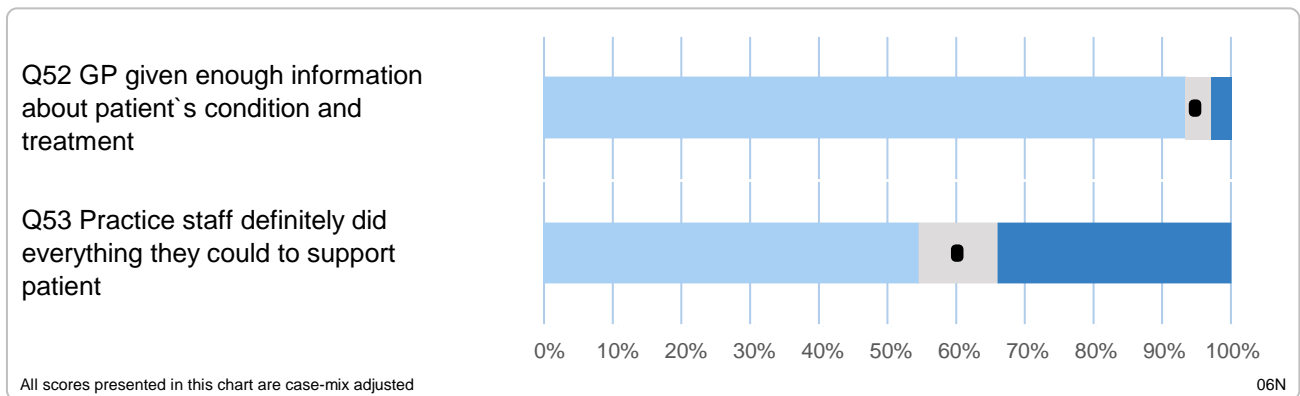|	
↑ or ↓	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
	Change Overall: Indicates significant change overall (2015, 2016 and 2017)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

Home care and support

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

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q49	Hospital staff gave family or someone close all the information needed to help with care at home	474	56%	454	57%			58%	55%	64%	59%
Q50	Patient definitely given enough support from health or social services during treatment	310	56%	281	51%			51%	45%	62%	53%
Q51	Patient definitely given enough support from health or social services after treatment	190	49%	170	42%			42%	38%	53%	45%

	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
↑ or ↓	Change Overall: Indicates significant change overall (2015, 2016 and 2017)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

Care from your general practice
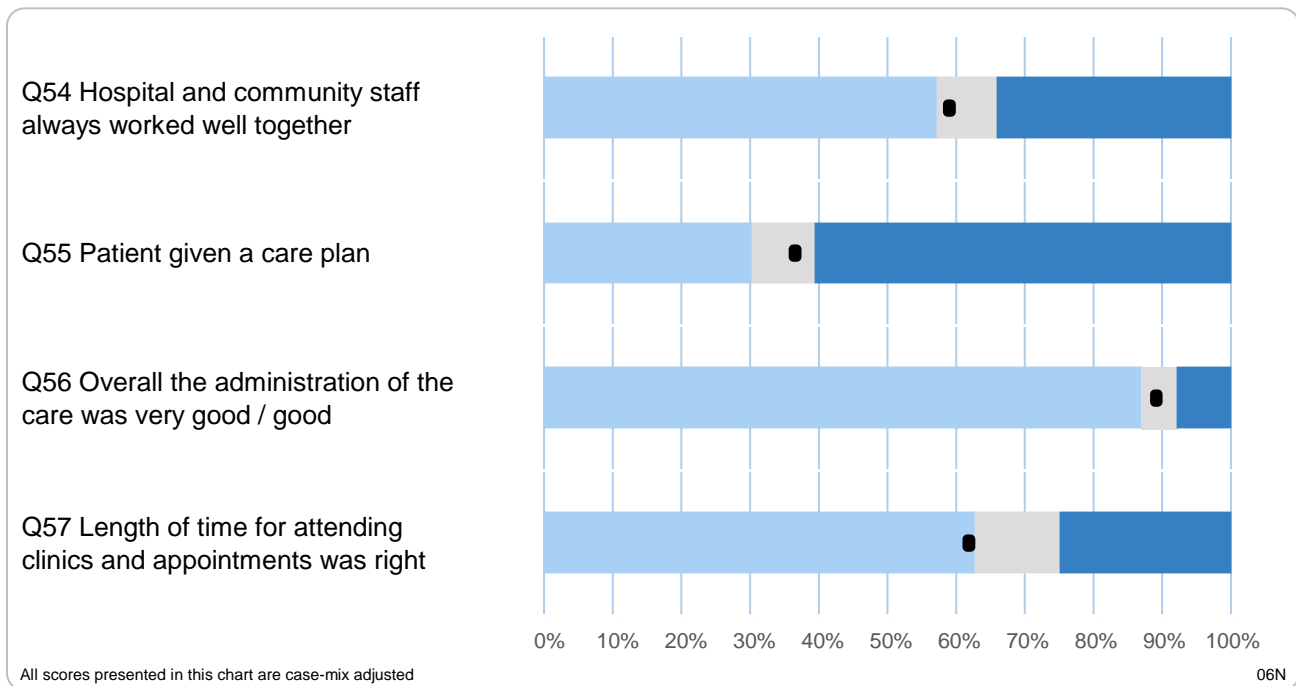
Q52 GP given enough information about patient`s condition and treatment

Q53 Practice staff definitely did everything they could to support patient

All scores presented in this chart are case-mix adjusted

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

06N

| | Question | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | Change 2016-2017 | Change Overall | 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	528	96%	521	95%			95%	93%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	402	63%	391	61%			60%	55%	66%	60%

↑ or ↓   Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
Change Overall: Indicates significant change overall (2015, 2016 and 2017)
(NB: No arrow reflects no statistically significant change)

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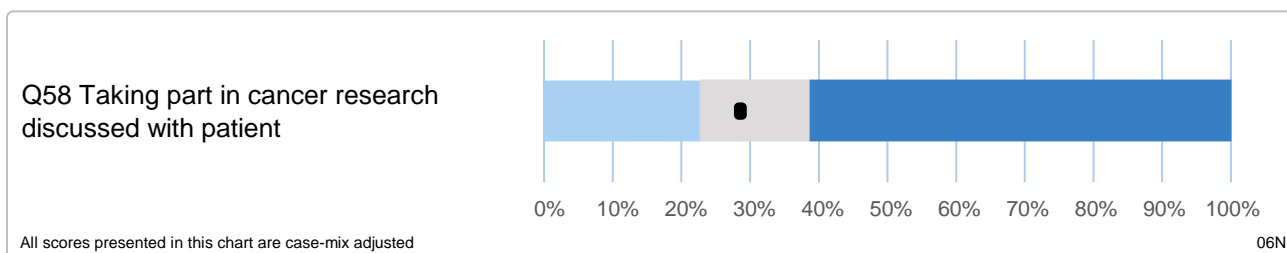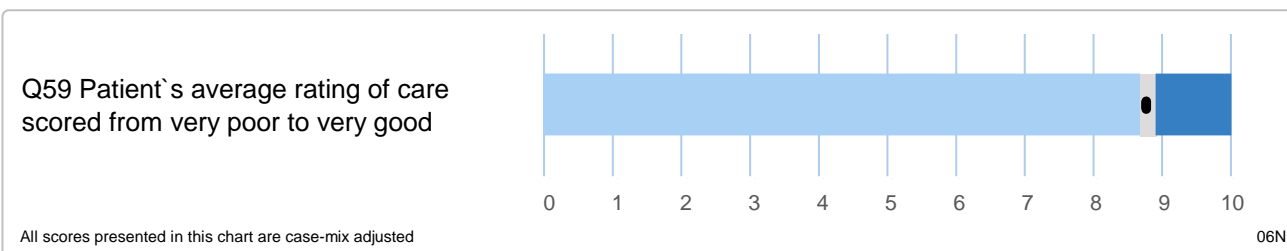
CCG results

Your overall NHS care (Part 1 of 2)

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

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q54	Hospital and community staff always worked well together	579	56%	579	58%			59%	57%	66%	62%
Q55	Patient given a care plan	464	31%	468	35%			36%	30%	39%	35%
Q56	Overall the administration of the care was very good / good	593	87%	593	89%			89%	87%	92%	90%
Q57	Length of time for attending clinics and appointments was right	584	63%	585	61%			62%	63%	75%	69%

	Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
↑ or ↓	Change Overall: Indicates significant change overall (2015, 2016 and 2017)
	(NB: No arrow reflects no statistically significant change)
*	Indicates where a score has been suppressed because there are less than 21 respondents.

CCG results

Your overall NHS care (Part 2 of 2)

Q58 Taking part in cancer research discussed with patient

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q58	Taking part in cancer research discussed with patient	575	24%	558	28%		↑	28%	23%	39%	31%

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

0 1 2 3 4 5 6 7 8 9 10

All scores presented in this chart are case-mix adjusted

06N

| | | Unadjusted Scores | | | | | | 2017 Case Mix Adjusted | | | |
| | | 2016 | | 2017 | | | | | | | |
	Question	Number of respondents	Score	Number of respondents	Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q59	Patient`s average rating of care scored from very poor to very good	584	8.6	583	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
Change Overall: Indicates significant change overall (2015, 2016 and 2017)
(NB: No arrow reflects no statistically significant change)

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

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Comparisons by tumour group for this CCG

The following tables show the unadjusted CCG 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

Cancer type	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
	This CCG $	National	This CCG $	National
Brain / CNS	*	68%	*	82%
Breast	95%	94%	94%	90%
Colorectal / LGT	70%	72%	81%	82%
Gynaecological	92%	76%	88%	81%
Haematological	75%	64%	90%	82%
Head and Neck	*	77%	*	79%
Lung	*	68%	65%	83%
Prostate	76%	79%	86%	87%
Sarcoma	*	67%	*	67%
Skin	*	90%	*	86%
Upper Gastro	71%	72%	80%	79%
Urological	90%	82%	84%	86%
Other	64%	72%	80%	79%
All Cancers	79%	77%	86%	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 CCG $	National	This CCG $	National	This CCG $	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	94%	95%	94%	92%	87%	83%
Colorectal / LGT	100%	96%	88%	88%	83%	82%
Gynaecological	80%	93%	92%	86%	92%	76%
Haematological	92%	94%	88%	89%	72%	76%
Head and Neck	*	91%	*	86%	*	77%
Lung	95%	95%	86%	88%	76%	78%
Prostate	95%	94%	92%	87%	87%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	*	95%	*	87%	*	84%
Upper Gastro	100%	93%	87%	84%	60%	75%
Urological	97%	94%	90%	88%	83%	79%
Other	98%	95%	88%	87%	67%	77%
All Cancers	95%	95%	90%	88%	80%	79%

$ These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CCG $	National	This CCG $	National	This CCG $	National	This CCG $	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	85%	84%	86%	89%	81%	78%	78%	77%
Colorectal / LGT	81%	82%	85%	86%	86%	79%	82%	72%
Gynaecological	48%	71%	68%	82%	71%	73%	72%	71%
Haematological	74%	72%	90%	83%	65%	59%	76%	76%
Head and Neck	*	73%	*	85%	*	74%	*	65%
Lung	*	77%	82%	83%	68%	75%	57%	65%
Prostate	77%	79%	85%	85%	84%	79%	84%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	*	66%	*	88%	*	81%	*	83%
Upper Gastro	78%	78%	76%	80%	52%	73%	68%	66%
Urological	73%	73%	92%	83%	81%	77%	81%	73%
Other	67%	75%	74%	82%	62%	71%	55%	64%
All Cancers	75%	77%	84%	85%	74%	73%	74%	73%

$ These are unadjusted scores

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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 CCG$	National	This CCG$	National	This CCG$	National
Brain / CNS	*	81%	*	75%	*	65%
Breast	89%	84%	75%	75%	74%	70%
Colorectal / LGT	89%	86%	82%	77%	68%	71%
Gynaecological	87%	84%	54%	76%	54%	67%
Haematological	73%	80%	67%	70%	59%	65%
Head and Neck	*	84%	*	69%	*	67%
Lung	*	84%	*	75%	73%	69%
Prostate	82%	83%	77%	73%	65%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	*	88%	*	77%	*	73%
Upper Gastro	70%	82%	62%	71%	67%	65%
Urological	88%	82%	75%	71%	78%	62%
Other	93%	80%	69%	72%	69%	64%
All Cancers	85%	83%	72%	73%	69%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CCG$	National	This CCG$	National
Brain / CNS	*	55%	*	75%
Breast	56%	57%	82%	79%
Colorectal / LGT	67%	59%	83%	81%
Gynaecological	38%	54%	64%	79%
Haematological	47%	50%	69%	77%
Head and Neck	*	58%	*	77%
Lung	*	54%	*	79%
Prostate	61%	64%	85%	81%
Sarcoma	*	53%	*	77%
Skin	*	66%	*	86%
Upper Gastro	41%	52%	77%	77%
Urological	63%	53%	89%	76%
Other	50%	51%	81%	75%
All Cancers	54%	56%	80%	79%

$ These are unadjusted scores

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 CCG $	National	This CCG $	National	This CCG $	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	97%	95%	80%	86%	89%	88%
Colorectal / LGT	98%	92%	87%	88%	90%	89%
Gynaecological	96%	94%	79%	85%	78%	87%
Haematological	93%	91%	81%	88%	83%	88%
Head and Neck	*	89%	*	88%	*	88%
Lung	95%	94%	*	87%	*	87%
Prostate	89%	90%	86%	84%	94%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	*	90%	*	88%	*	93%
Upper Gastro	93%	92%	92%	86%	100%	87%
Urological	82%	83%	83%	85%	89%	88%
Other	92%	89%	86%	85%	93%	86%
All Cancers	93%	91%	83%	86%	89%	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 CCG $	National	This CCG $	National	This CCG $	National	This CCG $	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	92%	90%	89%	86%	65%	62%	91%	81%
Colorectal / LGT	94%	86%	82%	83%	*	55%	*	84%
Gynaecological	70%	85%	*	81%	*	59%	*	77%
Haematological	84%	84%	88%	83%	72%	59%	84%	86%
Head and Neck	*	84%	*	82%	*	61%	*	82%
Lung	*	85%	*	80%	*	69%	*	85%
Prostate	89%	89%	90%	85%	46%	49%	92%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	*	87%	*	83%	*	56%	*	62%
Upper Gastro	84%	84%	*	82%	*	61%	*	84%
Urological	88%	78%	87%	74%	60%	39%	92%	71%
Other	78%	82%	85%	78%	52%	57%	91%	81%
All Cancers	88%	86%	86%	82%	62%	58%	88%	81%

$ These are unadjusted scores

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CCG $	National	This CCG $	National
Brain / CNS	*	93%	*	76%
Breast	98%	97%	74%	79%
Colorectal / LGT	97%	96%	82%	83%
Gynaecological	91%	96%	70%	80%
Haematological	*	93%	*	75%
Head and Neck	*	96%	*	77%
Lung	*	95%	*	78%
Prostate	97%	96%	77%	78%
Sarcoma	*	94%	*	78%
Skin	*	96%	*	84%
Upper Gastro	*	96%	*	78%
Urological	98%	95%	87%	76%
Other	93%	95%	85%	78%
All Cancers	97%	96%	77%	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 CCG$	National	This CCG$	National	This CCG$	National	This CCG$	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	82%	89%	88%	87%	70%	76%	71%	78%
Colorectal / LGT	76%	78%	79%	86%	74%	73%	68%	71%
Gynaecological	64%	86%	68%	86%	*	74%	50%	72%
Haematological	83%	81%	74%	81%	64%	75%	69%	75%
Head and Neck	*	81%	*	84%	*	73%	*	72%
Lung	*	76%	*	82%	*	75%	*	76%
Prostate	93%	86%	96%	90%	68%	75%	78%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	*	89%	*	90%	*	79%	*	83%
Upper Gastro	*	74%	*	83%	*	71%	*	71%
Urological	79%	80%	96%	86%	68%	69%	83%	78%
Other	75%	80%	89%	81%	*	71%	78%	72%
All Cancers	81%	82%	87%	85%	68%	73%	73%	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 CCG$	National	This CCG$	National	This CCG$	National	This CCG$	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	78%	70%	61%	64%	90%	87%	57%	56%
Colorectal / LGT	63%	62%	59%	71%	81%	85%	48%	53%
Gynaecological	41%	65%	64%	65%	73%	82%	*	52%
Haematological	71%	63%	54%	69%	80%	86%	*	55%
Head and Neck	*	63%	*	68%	*	85%	*	53%
Lung	*	69%	*	72%	*	84%	*	49%
Prostate	74%	71%	70%	69%	94%	89%	62%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	*	76%	*	71%	*	89%	*	58%
Upper Gastro	*	63%	*	76%	*	84%	*	50%
Urological	77%	69%	74%	72%	85%	85%	50%	46%
Other	68%	62%	71%	69%	89%	83%	62%	48%
All Cancers	70%	66%	65%	69%	87%	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 CCG $	National	This CCG $	National	This CCG $	National	This CCG $	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	85%	87%	86%	90%	92%	92%	95%	96%
Colorectal / LGT	83%	85%	84%	87%	91%	84%	100%	94%
Gynaecological	*	84%	68%	87%	81%	87%	86%	93%
Haematological	77%	82%	86%	90%	79%	80%	91%	96%
Head and Neck	*	82%	*	87%	*	85%	*	92%
Lung	*	85%	*	89%	*	83%	*	92%
Prostate	88%	86%	94%	91%	94%	89%	92%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	*	87%	*	93%	*	91%	*	96%
Upper Gastro	*	82%	*	87%	*	82%	*	94%
Urological	83%	82%	89%	89%	92%	86%	90%	91%
Other	84%	83%	93%	88%	79%	81%	96%	93%
All Cancers	83%	84%	88%	89%	89%	86%	94%	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 CCG$	National	This CCG$	National	This CCG$	National	This CCG$	National
Brain / CNS	*	67%	*	97%	*	91%	n.a.	59%
Breast	65%	71%	98%	96%	90%	88%	69%	59%
Colorectal / LGT	64%	74%	94%	96%	*	85%	*	58%
Gynaecological	*	69%	*	96%	*	85%	*	65%
Haematological	63%	73%	95%	97%	*	83%	*	60%
Head and Neck	*	70%	*	96%	*	86%	*	64%
Lung	*	70%	*	95%	*	86%	*	58%
Prostate	69%	74%	94%	96%	88%	88%	*	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	*	72%	*	96%	*	77%	*	70%
Upper Gastro	75%	70%	91%	95%	*	86%	*	56%
Urological	59%	66%	98%	96%	*	84%	*	54%
Other	68%	68%	98%	95%	*	87%	*	59%
All Cancers	64%	71%	96%	96%	88%	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 CCG$	National	This CCG$	National
Brain / CNS	*	83%	*	63%
Breast	84%	83%	59%	62%
Colorectal / LGT	82%	84%	*	66%
Gynaecological	*	86%	*	67%
Haematological	88%	84%	77%	75%
Head and Neck	*	78%	*	58%
Lung	*	85%	*	69%
Prostate	*	86%	*	69%
Sarcoma	n.a.	79%	n.a.	67%
Skin	*	87%	*	81%
Upper Gastro	*	84%	*	64%
Urological	90%	84%	*	69%
Other	*	85%	*	69%
All Cancers	87%	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 CCG $	National	This CCG $	National	This CCG $	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	57%	59%	54%	53%	40%	42%
Colorectal / LGT	50%	62%	59%	62%	*	52%
Gynaecological	*	57%	*	47%	*	38%
Haematological	55%	61%	43%	52%	37%	45%
Head and Neck	*	63%	*	56%	*	50%
Lung	*	58%	*	51%	*	42%
Prostate	63%	60%	48%	50%	*	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	*	67%	*	61%	*	59%
Upper Gastro	50%	59%	*	53%	*	45%
Urological	65%	58%	63%	48%	*	45%
Other	55%	56%	46%	53%	*	45%
All Cancers	57%	59%	51%	53%	42%	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 CCG $	National	This CCG $	National
Brain / CNS	*	94%	*	52%
Breast	97%	96%	60%	61%
Colorectal / LGT	95%	95%	55%	60%
Gynaecological	86%	95%	45%	56%
Haematological	96%	96%	65%	58%
Head and Neck	*	93%	*	60%
Lung	86%	95%	*	60%
Prostate	97%	96%	75%	67%
Sarcoma	*	94%	*	55%
Skin	*	96%	*	69%
Upper Gastro	92%	93%	57%	60%
Urological	95%	95%	63%	62%
Other	96%	95%	55%	58%
All Cancers	95%	95%	61%	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 CCG $	National	This CCG $	National	This CCG $	National	This CCG $	National
Brain / CNS	*	53%	*	35%	*	85%	*	68%
Breast	66%	62%	49%	38%	92%	91%	57%	68%
Colorectal / LGT	60%	61%	16%	38%	91%	89%	77%	71%
Gynaecological	38%	58%	*	31%	85%	89%	48%	67%
Haematological	55%	63%	35%	34%	91%	92%	57%	65%
Head and Neck	*	59%	*	35%	*	88%	*	68%
Lung	43%	63%	*	33%	76%	90%	52%	71%
Prostate	51%	66%	39%	36%	87%	89%	74%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	*	70%	*	44%	*	89%	*	75%
Upper Gastro	47%	57%	35%	34%	80%	87%	43%	68%
Urological	61%	63%	28%	30%	89%	87%	69%	75%
Other	59%	57%	30%	30%	85%	88%	66%	65%
All Cancers	58%	62%	35%	35%	89%	90%	61%	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 CCG $	National	This CCG $	National
Brain / CNS	*	33%	*	8.5
Breast	29%	31%	8.9	8.9
Colorectal / LGT	24%	30%	8.9	8.8
Gynaecological	44%	36%	8.1	8.8
Haematological	29%	33%	8.9	8.9
Head and Neck	*	18%	*	8.7
Lung	*	36%	8.3	8.7
Prostate	27%	35%	8.8	8.8
Sarcoma	*	39%	*	8.6
Skin	*	18%	*	8.9
Upper Gastro	27%	34%	8.5	8.7
Urological	17%	20%	9.0	8.7
Other	35%	33%	8.6	8.7
All Cancers	28%	31%	8.8	8.8

$ These are unadjusted scores

Annex

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

As in 2016, case-mix adjusted findings are being presented alongside unadjusted results for CCGs. 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 CCG 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.

For the 49 scored questions that are comparable across 2015, 2016 and 2017, overall statistically significant change over the three years has also 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

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%
06N	1,040	61	979	342	34	603	62%

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	6
Breast	150
Gynaecological	28
Colorectal / LGT	44
Lung	23
Skin	18
Haematological	90
Upper Gastro	30
Other	55
Urological	64
Prostate	74
Sarcoma	6
Head and Neck	15

* 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 CCG was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	0	1	2	14	48	116	72	22	275
Female	0	4	16	50	68	97	74	19	328
Total	0	5	18	64	116	213	146	41	603

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