

# **National Cancer Patient Experience Survey**

## **2017 Results**

**NHS Norwich  
Clinical Commissioning Group**

**Published September 2018**

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



## 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](http://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](http://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](http://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](http://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

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

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

**82%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

**96%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

**91%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

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

**97%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

**59%** 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](http://www.cancerdata.nhs.uk/dashboard)

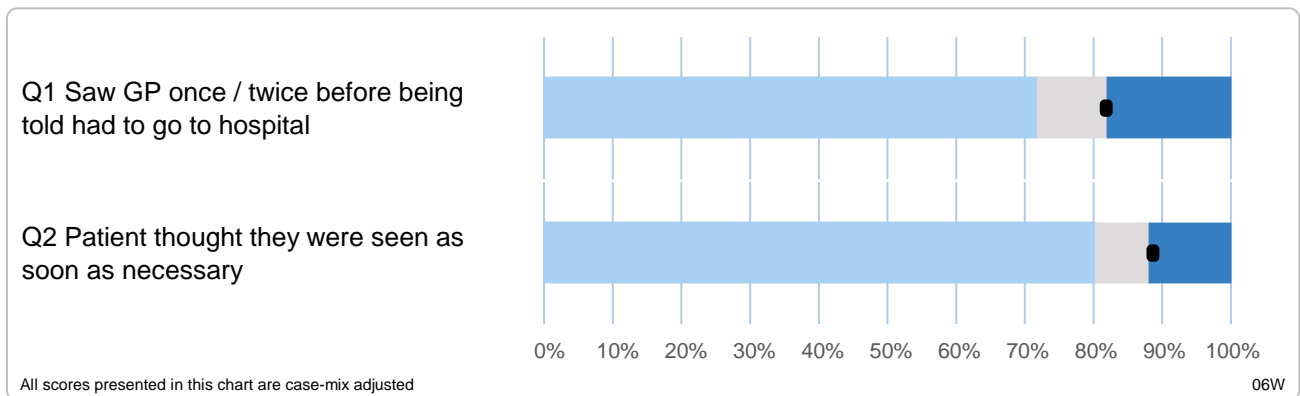
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

Questions which scored outside expected range

Question	Number of respondents for this CCG	2017 Case-mix Adjusted			National Average Score	
		2017 Score for this CCG	Lower limit of expected range	Upper limit of expected range		
<b>Seeing your GP</b>						
Q2	Patient thought they were seen as soon as necessary	335	88%	80%	88%	84%
<b>Clinical Nurse Specialist</b>						
Q17	Patient given the name of the CNS who would support them through their treatment	330	96%	88%	95%	91%
Q18	Patient found it easy to contact their CNS	285	91%	82%	90%	86%
Q19	Get understandable answers to important questions all or most of the time	263	92%	84%	92%	88%
<b>Support for people with cancer</b>						
Q20	Hospital staff gave information about support groups	272	91%	81%	90%	86%
<b>Hospital care as a day patient / outpatient</b>						
Q42	Doctor had the right notes and other documentation with them	298	99%	94%	98%	96%

## CCG results

### Seeing your GP

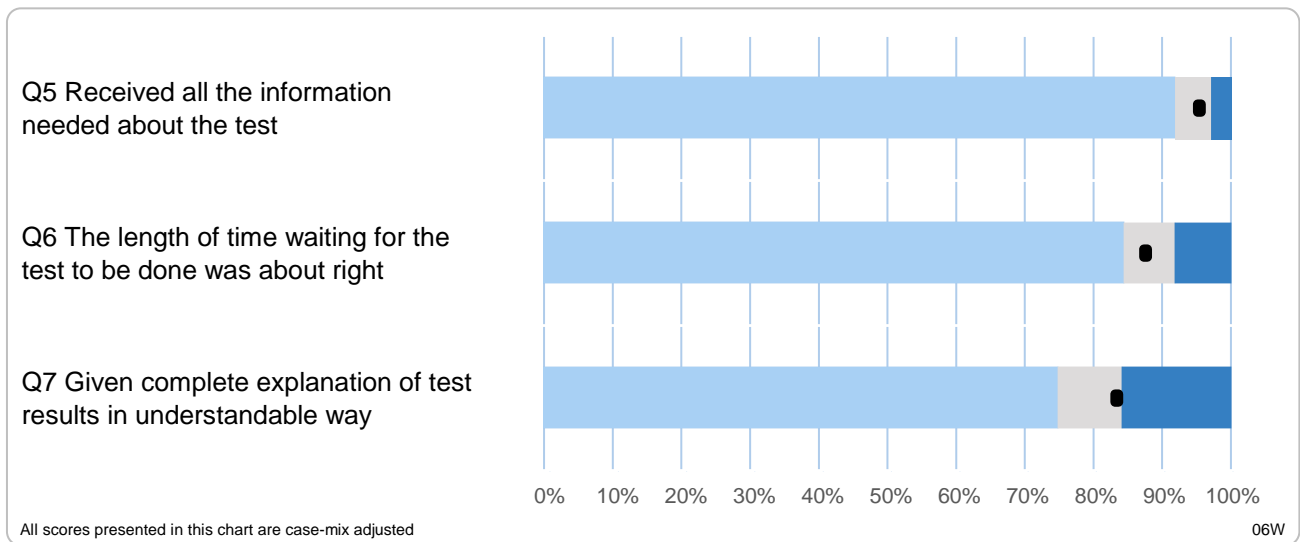


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	223	74%	259	83%	↑		82%	72%	82%	77%
Q2	Patient thought they were seen as soon as necessary	289	83%	335	88%			88%	80%	88%	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



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							
Q5	Received all the information needed about the test	259	93%	289	95%			95%	92%	97%	95%
Q6	The length of time waiting for the test to be done was about right	261	87%	292	87%			87%	85%	92%	88%
Q7	Given complete explanation of test results in understandable way	262	82%	295	83%			83%	75%	84%	79%

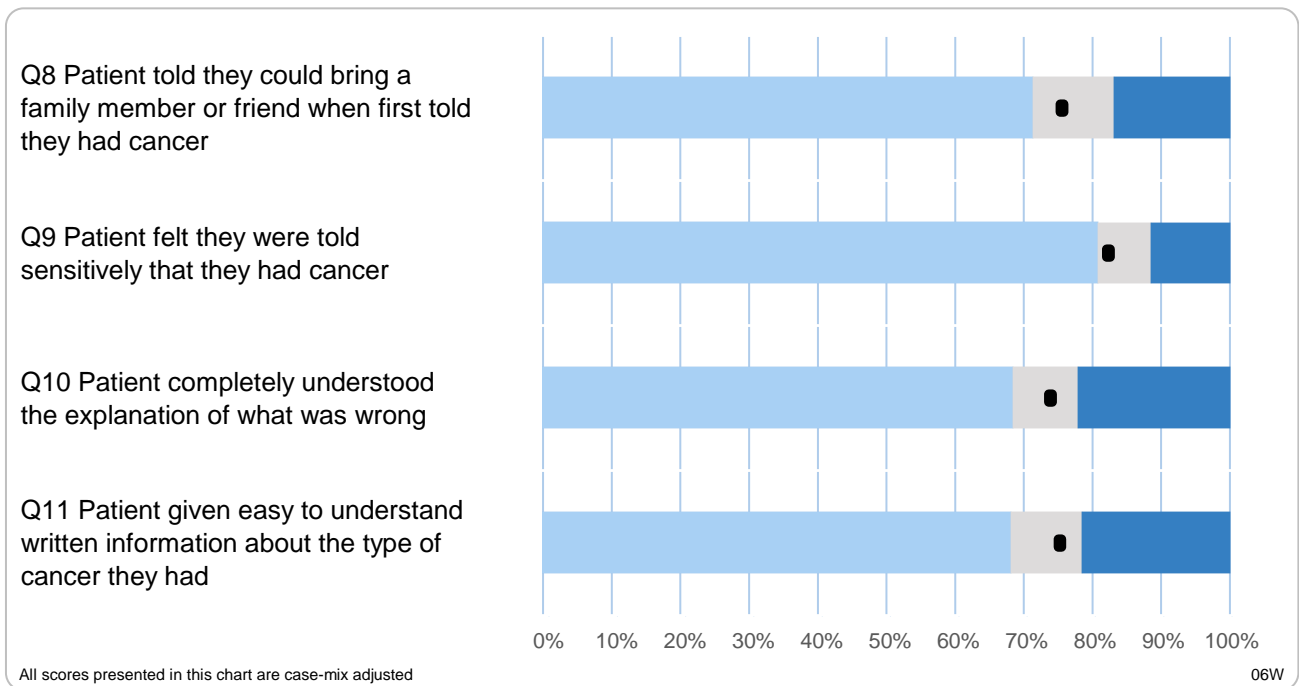
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\* Indicates where a score has been suppressed because there are less than 21 respondents.



## CCG results

### Finding out what was wrong with you

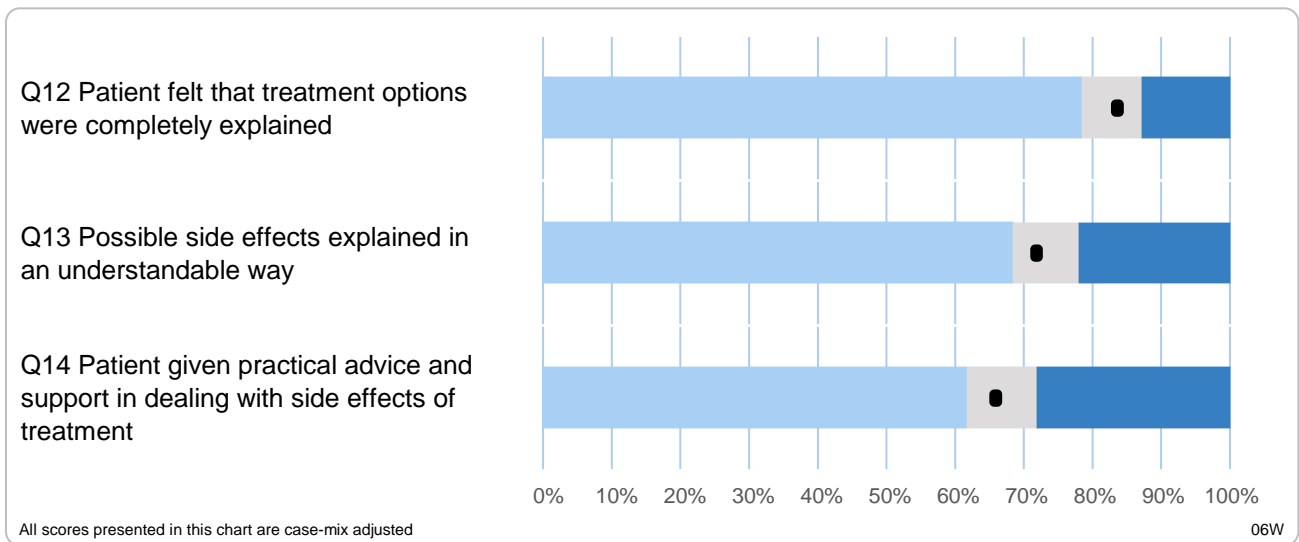


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	276	75%	314	75%			75%	71%	83%	77%
Q9 Patient felt they were told sensitively that they had cancer	291	83%	334	82%			82%	81%	89%	85%
Q10 Patient completely understood the explanation of what was wrong	293	76%	337	74%			74%	69%	78%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	260	72%	284	75%			75%	68%	78%	73%

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 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

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

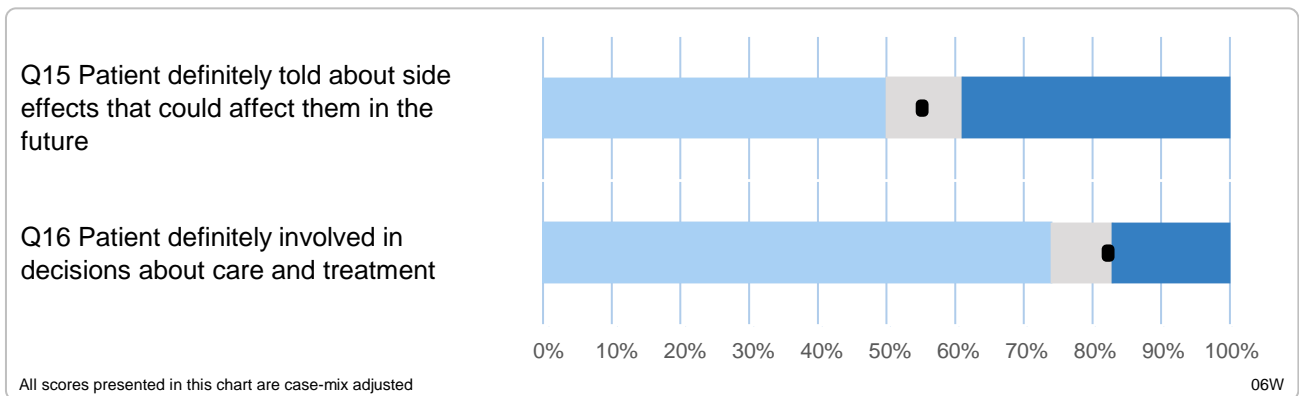


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q12	249	84%	288	84%			83%	79%	87%	83%
Q13	286	66%	326	72%			72%	68%	78%	73%
Q14	281	66%	327	66%			66%	62%	72%	67%

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## CCG results

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

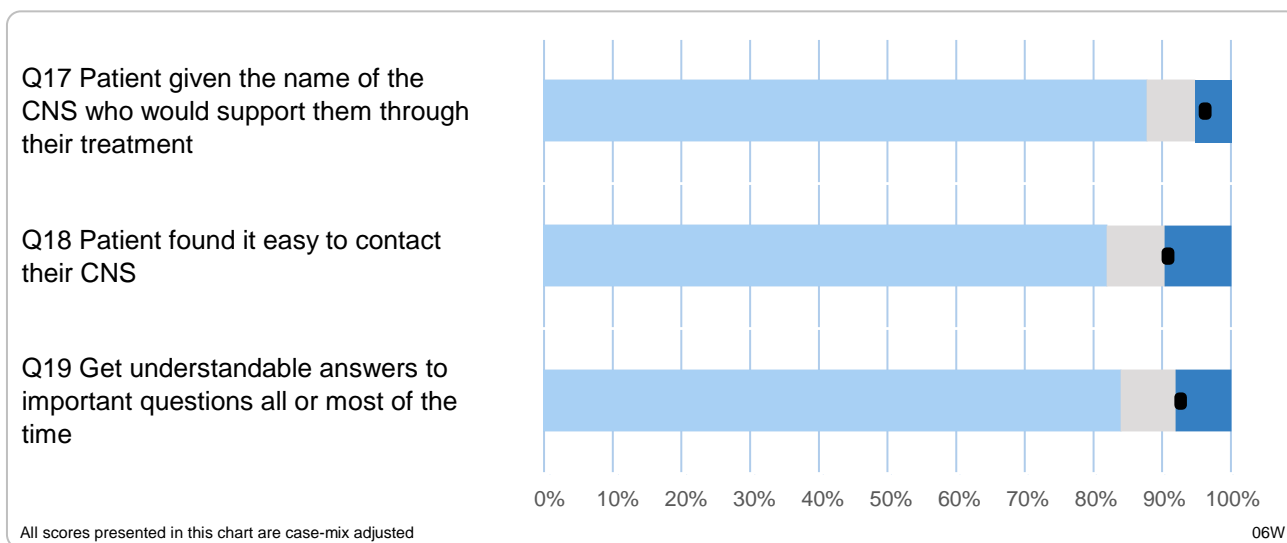


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	266	49%	308	55%			55%	50%	61%	56%
Q16 Patient definitely involved in decisions about care and treatment	283	73%	333	82%	↑		82%	74%	83%	79%

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## CCG results

### Clinical Nurse Specialist

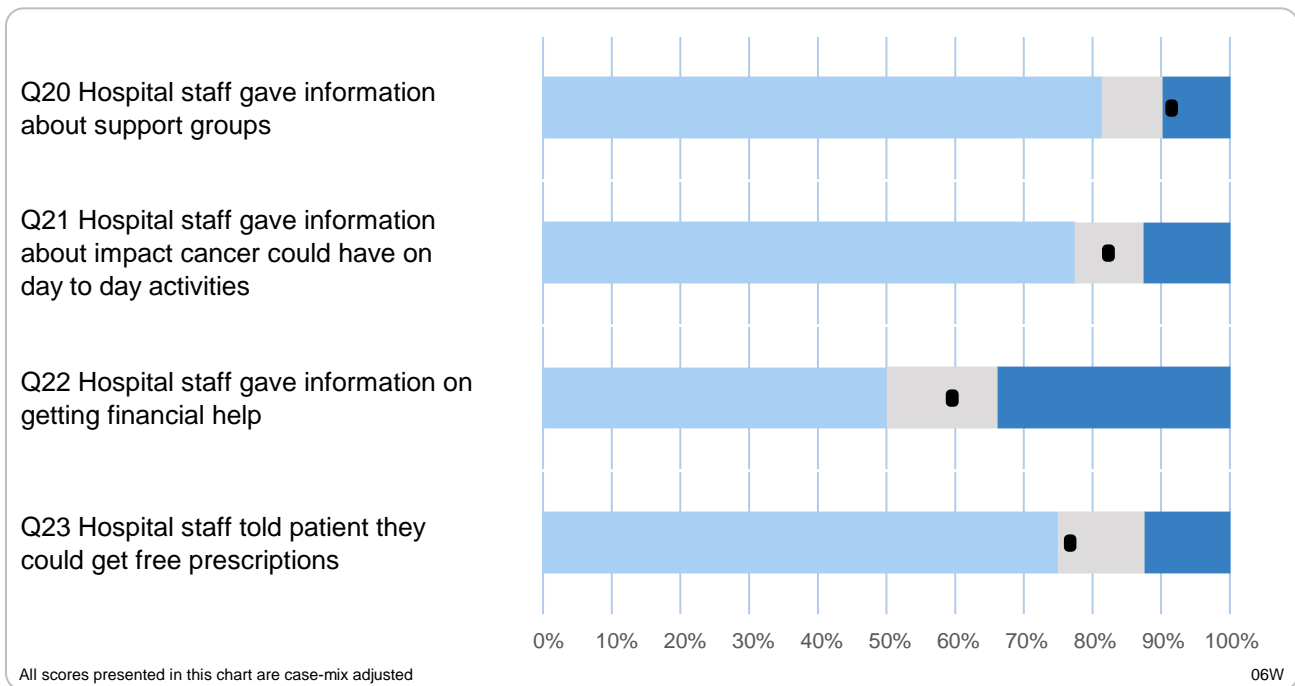


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	285	95%	330	96%			96%	88%	95%	91%
Q18 Patient found it easy to contact their CNS	249	85%	285	91%			91%	82%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	230	90%	263	92%			92%	84%	92%	88%

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## CCG results

### Support for people with cancer

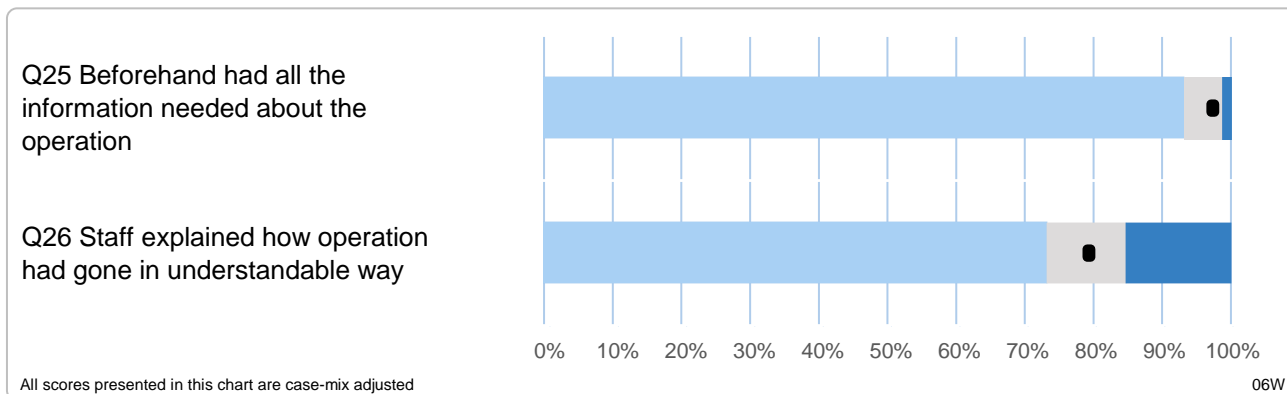


Question	Unadjusted Scores				2017 Case Mix Adjusted			
	2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score				
Q20 Hospital staff gave information about support groups	241	90%	272	91%	91%	81%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	185	81%	223	82%	82%	78%	87%	82%
Q22 Hospital staff gave information on getting financial help	181	61%	176	60%	59%	50%	66%	58%
Q23 Hospital staff told patient they could get free prescriptions	136	79%	146	76%	76%	75%	88%	81%

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## CCG results

### Operations

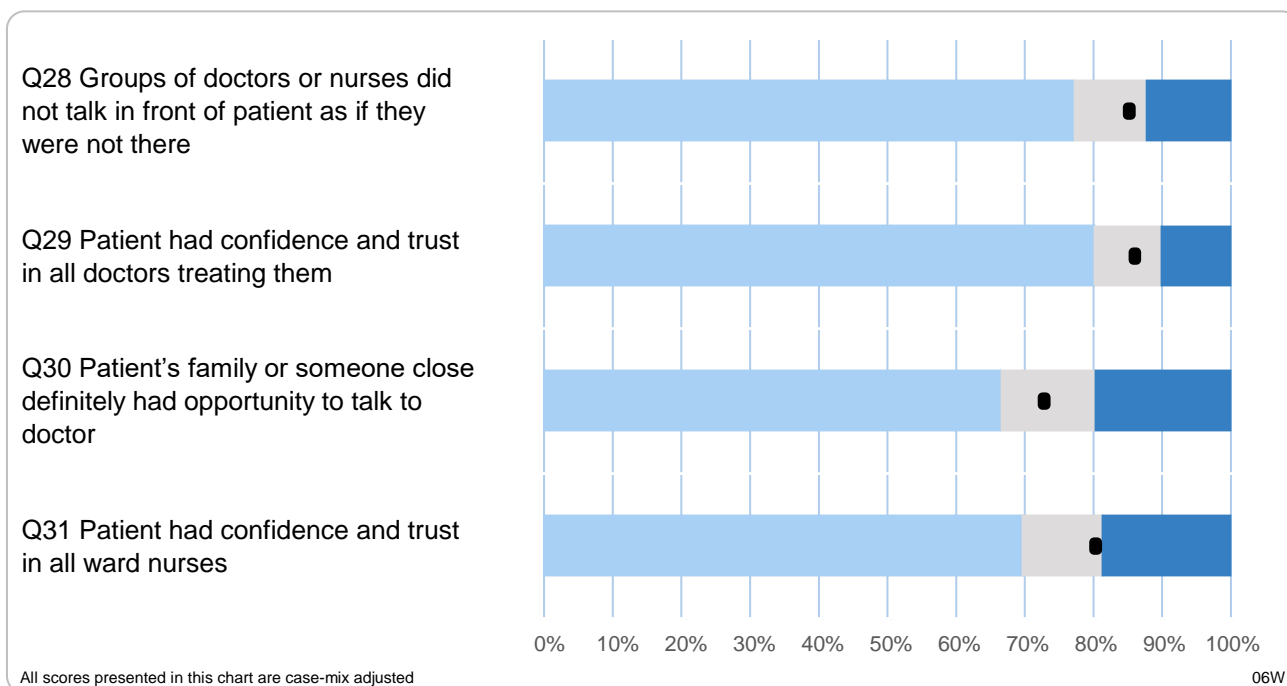


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	157	97%	188	97%			97%	93%	99%	96%
Q26	Staff explained how operation had gone in understandable way	157	75%	190	79%			79%	73%	85%	79%

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## CCG results

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

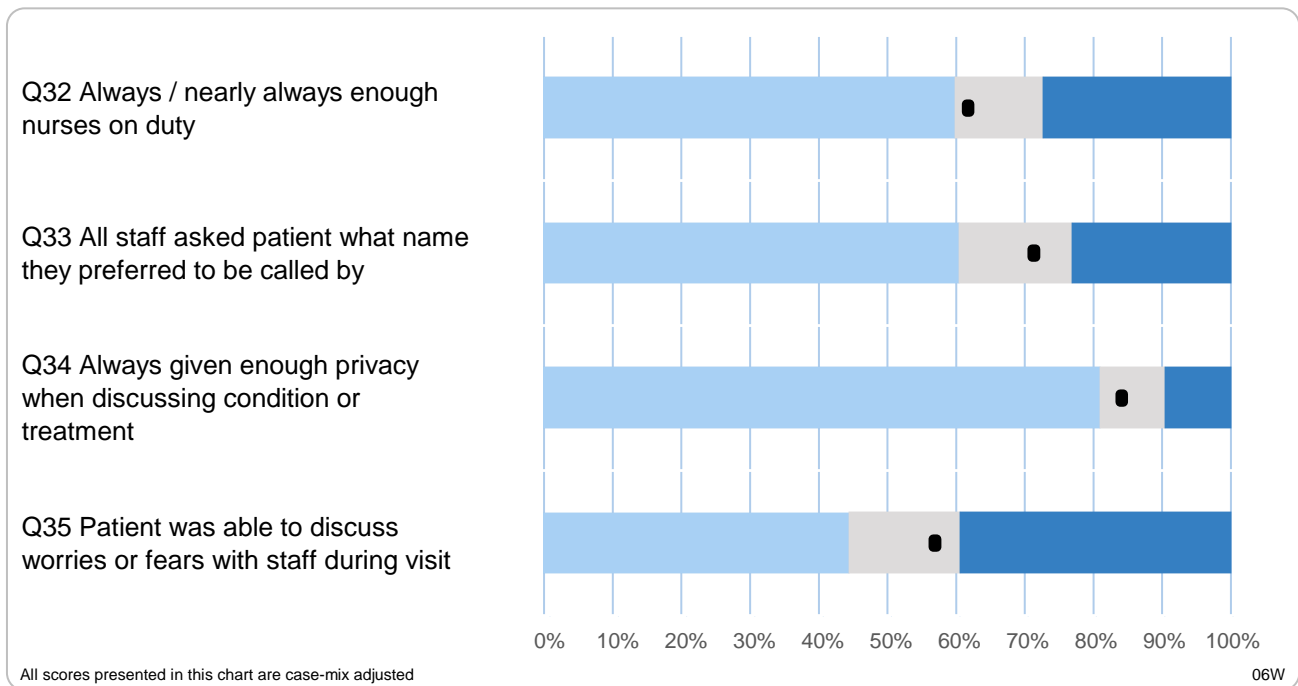


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	170	85%	207	85%			85%	77%	88%	82%
Q29 Patient had confidence and trust in all doctors treating them	170	82%	208	86%			86%	80%	90%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	139	68%	162	72%			73%	67%	80%	73%
Q31 Patient had confidence and trust in all ward nurses	170	71%	210	80%	↑		80%	70%	81%	76%

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 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

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



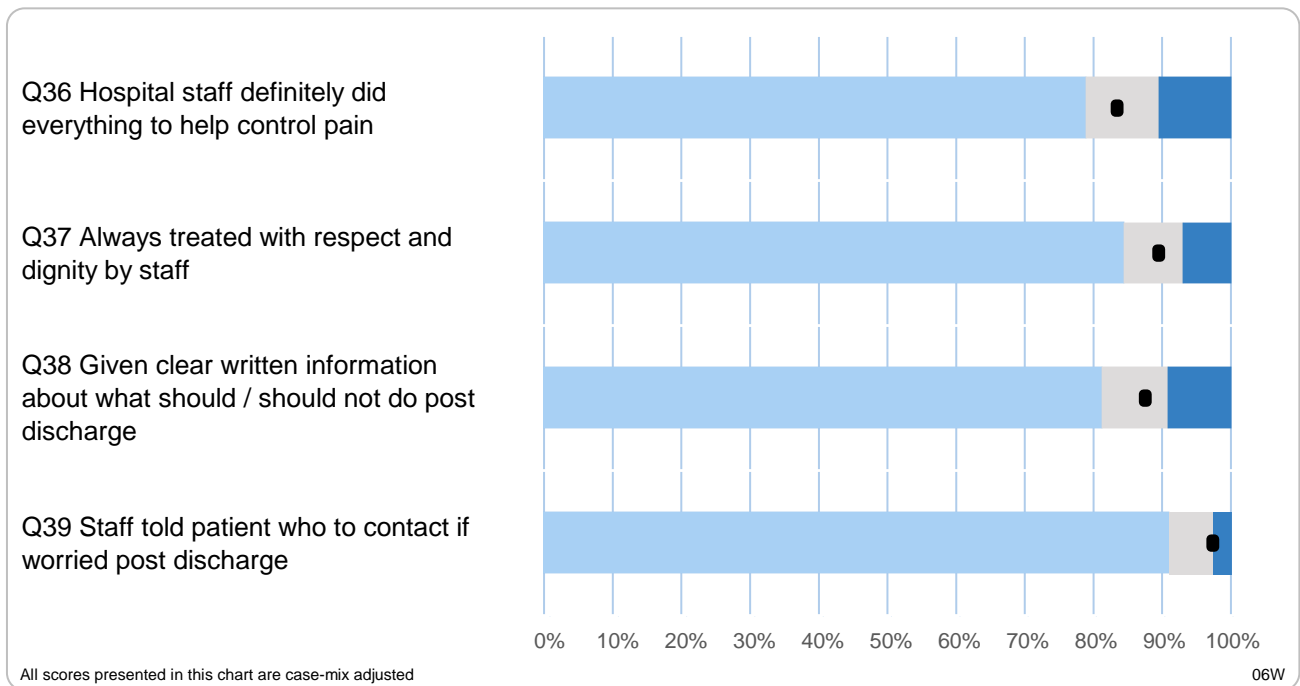
Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	170	56%	208	62%			61%	60%	73%	66%
Q33 All staff asked patient what name they preferred to be called by	167	64%	208	72%			71%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	170	85%	209	84%			84%	81%	90%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	117	52%	147	56%			57%	44%	61%	53%

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 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

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

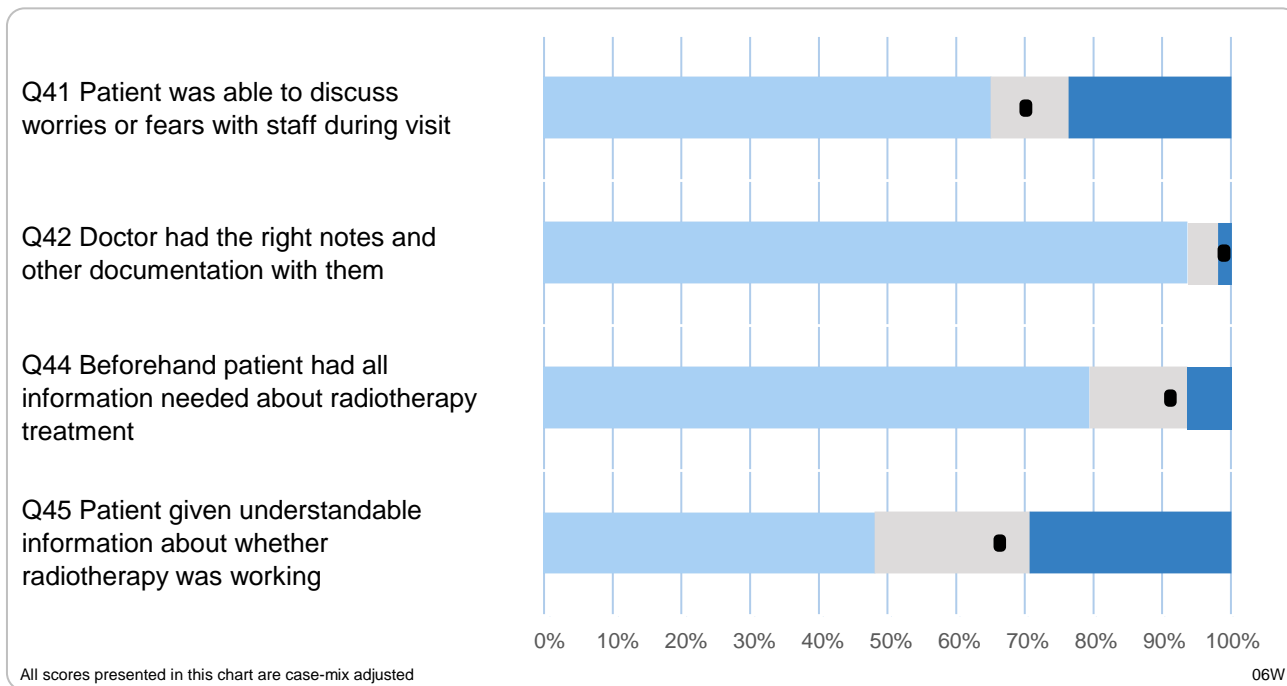


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			National Average Score
	2016	2017	2016	2017			2017 Score	Expected range - lower	Expected range - upper	
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	151	81%	178	83%			83%	79%	90%	84%
Q37 Always treated with respect and dignity by staff	168	87%	210	90%			89%	85%	93%	89%
Q38 Given clear written information about what should / should not do post discharge	158	87%	200	87%			87%	81%	91%	86%
Q39 Staff told patient who to contact if worried post discharge	166	93%	201	97%			97%	91%	97%	94%

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 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
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## CCG results

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

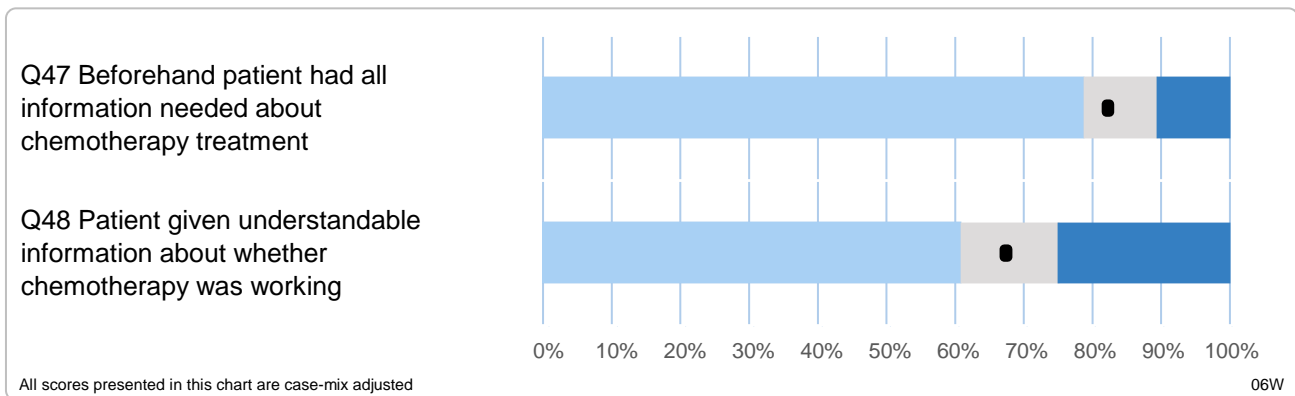


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	219	69%	246	69%			70%	65%	76%	71%
Q42 Doctor had the right notes and other documentation with them	259	97%	298	99%			99%	94%	98%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	95	88%	89	91%			91%	79%	94%	87%
Q45 Patient given understandable information about whether radiotherapy was working	77	65%	73	66%			66%	48%	71%	59%

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 (NB: No arrow reflects no statistically significant change)  
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## CCG results

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

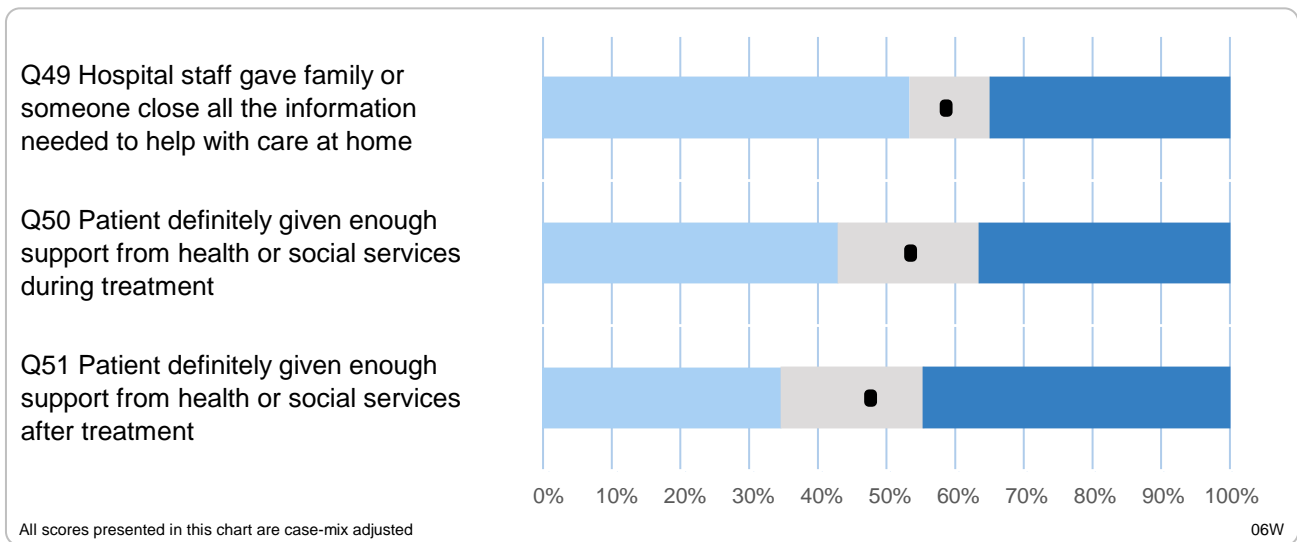


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	157	83%	182	82%			82%	79%	89%	84%
Q48 Patient given understandable information about whether chemotherapy was working	151	60%	167	67%			67%	61%	75%	68%

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)  
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## CCG results

### Home care and support

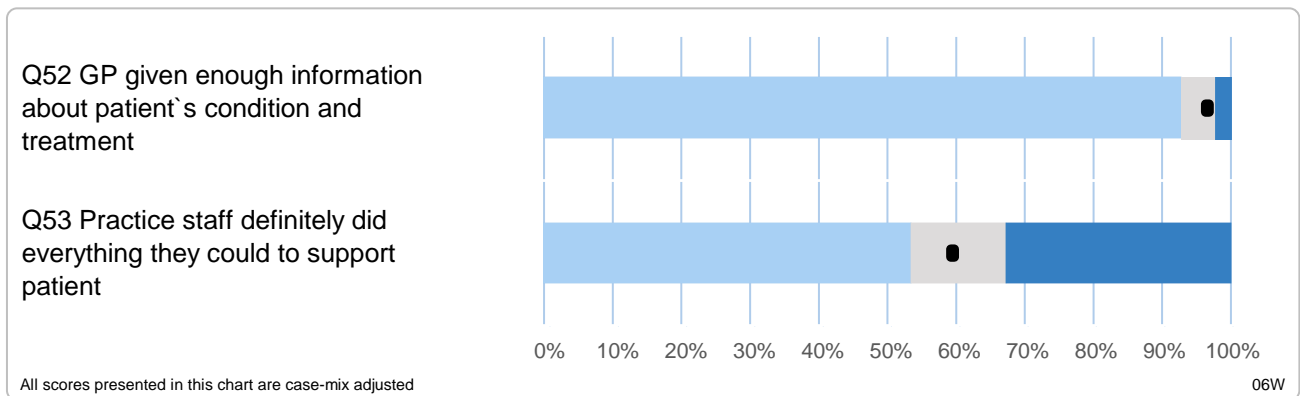


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	227	56%	270	59%			58%	53%	65%	59%
Q50 Patient definitely given enough support from health or social services during treatment	143	61%	145	53%			53%	43%	64%	53%
Q51 Patient definitely given enough support from health or social services after treatment	82	41%	89	47%			47%	35%	55%	45%

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## CCG results

### Care from your general practice

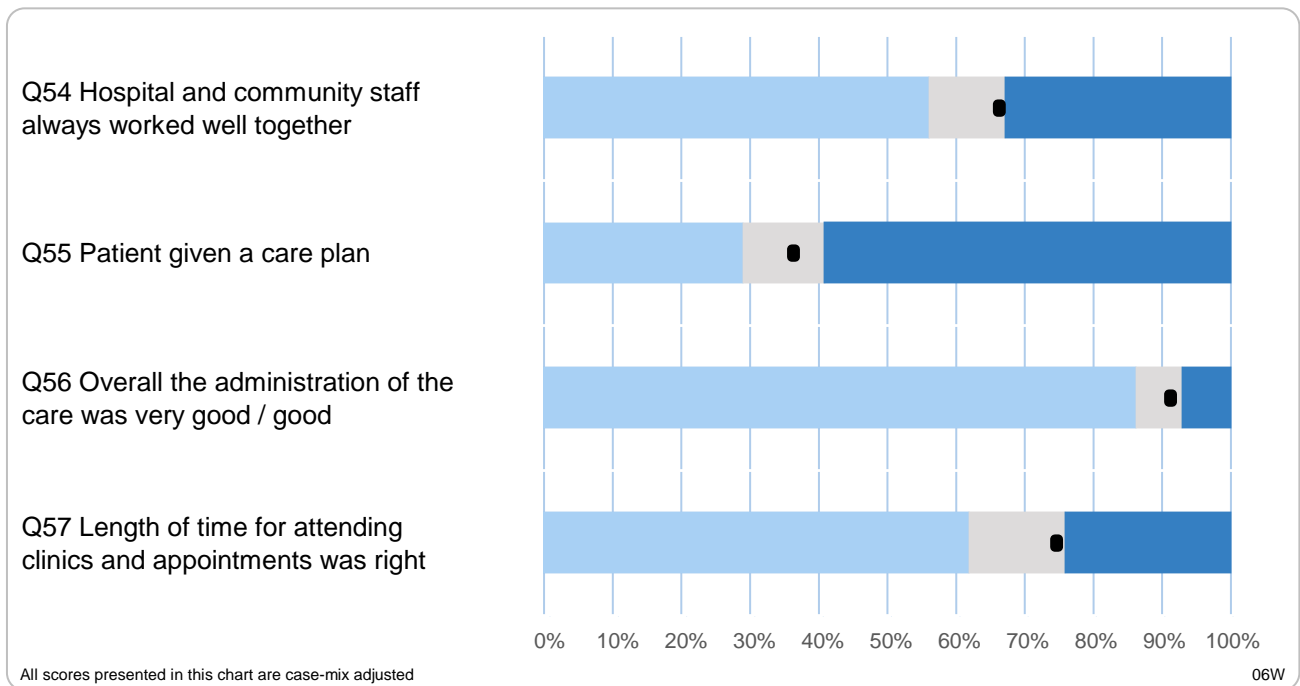


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q52 GP given enough information about patient's condition and treatment	223	96%	268	96%			96%	93%	98%	95%
Q53 Practice staff definitely did everything they could to support patient	205	65%	235	59%			59%	53%	67%	60%

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 1 of 2)

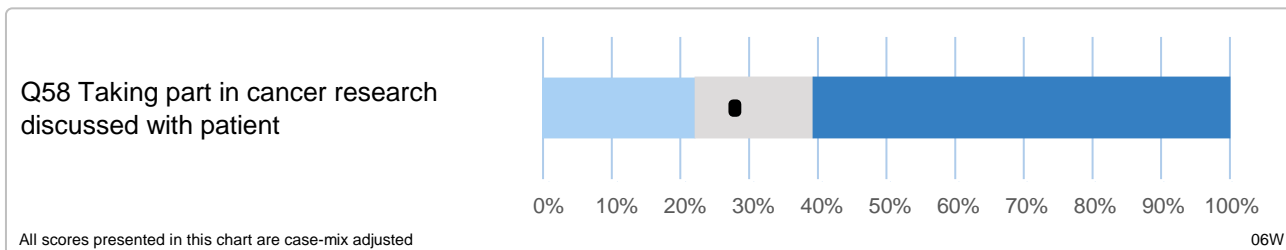


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	286	68%	330	66%			66%	56%	67%	62%
Q55 Patient given a care plan	233	34%	261	35%			36%	29%	41%	35%
Q56 Overall the administration of the care was very good / good	293	92%	340	91%			91%	86%	93%	90%
Q57 Length of time for attending clinics and appointments was right	292	76%	334	75%			74%	62%	76%	69%

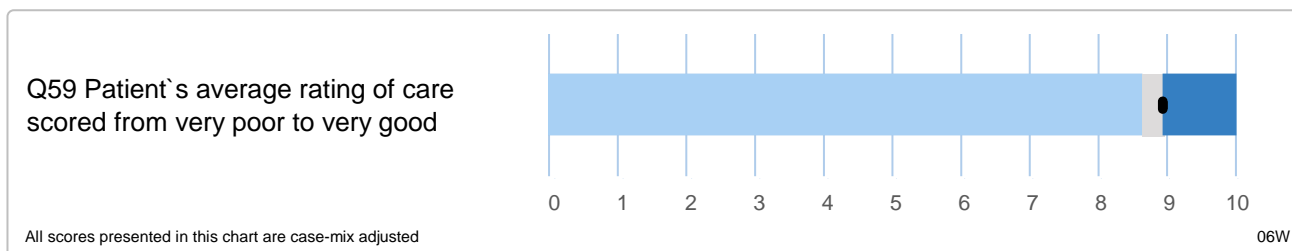
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## CCG results

### Your overall NHS care (Part 2 of 2)



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						
Q58 Taking part in cancer research discussed with patient	280	23%	322	27%			28%	22%	39%	31%



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						
Q59 Patient's average rating of care scored from very poor to very good	290	8.8	331	8.9			8.9	8.6	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.

## 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 <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	68%	*	82%
Breast	95%	94%	97%	90%
Colorectal / LGT	86%	72%	94%	82%
Gynaecological	*	76%	86%	81%
Haematological	70%	64%	83%	82%
Head and Neck	*	77%	*	79%
Lung	*	68%	85%	83%
Prostate	89%	79%	88%	87%
Sarcoma	*	67%	*	67%
Skin	*	90%	*	86%
Upper Gastro	*	72%	*	79%
Urological	75%	82%	89%	86%
Other	79%	72%	84%	79%
<b>All Cancers</b>	<b>83%</b>	<b>77%</b>	<b>88%</b>	<b>84%</b>

<sup>§</sup> These are unadjusted scores



## 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	
Cancer type	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	100%	95%	95%	92%	88%	83%
Colorectal / LGT	89%	96%	96%	88%	85%	82%
Gynaecological	*	93%	*	86%	*	76%
Haematological	88%	94%	91%	89%	84%	76%
Head and Neck	*	91%	*	86%	*	77%
Lung	96%	95%	85%	88%	81%	78%
Prostate	96%	94%	85%	87%	86%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	*	95%	*	87%	*	84%
Upper Gastro	*	93%	*	84%	*	75%
Urological	100%	94%	82%	88%	83%	79%
Other	91%	95%	77%	87%	73%	77%
<b>All Cancers</b>	95%	95%	87%	88%	83%	79%

<sup>§</sup> 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 <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	84%	84%	80%	89%	79%	78%	80%	77%
Colorectal / LGT	76%	82%	84%	86%	74%	79%	68%	72%
Gynaecological	62%	71%	90%	82%	86%	73%	*	71%
Haematological	62%	72%	83%	83%	65%	59%	76%	76%
Head and Neck	*	73%	*	85%	*	74%	*	65%
Lung	84%	77%	85%	83%	70%	75%	63%	65%
Prostate	68%	79%	78%	85%	84%	79%	86%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	*	66%	*	88%	*	81%	*	83%
Upper Gastro	*	78%	*	80%	*	73%	*	66%
Urological	84%	73%	81%	83%	78%	77%	90%	73%
Other	71%	75%	77%	82%	70%	71%	56%	64%
<b>All Cancers</b>	<b>75%</b>	<b>77%</b>	<b>82%</b>	<b>85%</b>	<b>74%</b>	<b>73%</b>	<b>75%</b>	<b>73%</b>

<sup>§</sup> 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 CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	81%	*	75%	*	65%
Breast	83%	84%	77%	75%	74%	70%
Colorectal / LGT	96%	86%	66%	77%	60%	71%
Gynaecological	*	84%	*	76%	*	67%
Haematological	88%	80%	67%	70%	69%	65%
Head and Neck	*	84%	*	69%	*	67%
Lung	80%	84%	85%	75%	63%	69%
Prostate	74%	83%	61%	73%	47%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	*	88%	*	77%	*	73%
Upper Gastro	*	82%	*	71%	*	65%
Urological	85%	82%	83%	71%	69%	62%
Other	84%	80%	79%	72%	69%	64%
<b>All Cancers</b>	<b>84%</b>	<b>83%</b>	<b>72%</b>	<b>73%</b>	<b>66%</b>	<b>67%</b>

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 <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	55%	*	75%
Breast	59%	57%	83%	79%
Colorectal / LGT	63%	59%	90%	81%
Gynaecological	*	54%	67%	79%
Haematological	62%	50%	88%	77%
Head and Neck	*	58%	*	77%
Lung	62%	54%	74%	79%
Prostate	63%	64%	71%	81%
Sarcoma	*	53%	*	77%
Skin	*	66%	*	86%
Upper Gastro	*	52%	*	77%
Urological	58%	53%	95%	76%
Other	45%	51%	75%	75%
<b>All Cancers</b>	<b>55%</b>	<b>56%</b>	<b>82%</b>	<b>79%</b>

<sup>§</sup> These are unadjusted scores

### 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	
Cancer type	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	100%	95%	95%	86%	95%	88%
Colorectal / LGT	93%	92%	88%	88%	*	89%
Gynaecological	95%	94%	*	85%	*	87%
Haematological	98%	91%	97%	88%	97%	88%
Head and Neck	*	89%	*	88%	*	88%
Lung	100%	94%	88%	87%	90%	87%
Prostate	93%	90%	83%	84%	91%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	*	90%	*	88%	*	93%
Upper Gastro	*	92%	*	86%	*	87%
Urological	91%	83%	93%	85%	100%	88%
Other	96%	89%	90%	85%	82%	86%
<b>All Cancers</b>	<b>96%</b>	<b>91%</b>	<b>91%</b>	<b>86%</b>	<b>92%</b>	<b>88%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	96%	90%	92%	86%	82%	62%	77%	81%
Colorectal / LGT	95%	86%	*	83%	*	55%	*	84%
Gynaecological	*	85%	*	81%	*	59%	*	77%
Haematological	85%	84%	84%	83%	35%	59%	*	86%
Head and Neck	*	84%	*	82%	*	61%	*	82%
Lung	95%	85%	82%	80%	71%	69%	*	85%
Prostate	80%	89%	62%	85%	*	49%	*	79%
Sarcoma	*	79%	n.a.	74%	n.a.	53%	n.a.	74%
Skin	*	87%	*	83%	*	56%	*	62%
Upper Gastro	*	84%	*	82%	*	61%	*	84%
Urological	89%	78%	82%	74%	*	39%	*	71%
Other	91%	82%	77%	78%	50%	57%	64%	81%
<b>All Cancers</b>	<b>91%</b>	<b>86%</b>	<b>82%</b>	<b>82%</b>	<b>60%</b>	<b>58%</b>	<b>76%</b>	<b>81%</b>

<sup>§</sup> These are unadjusted scores

## Operations

	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
Cancer type	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	93%	n.a.	76%
Breast	100%	97%	78%	79%
Colorectal / LGT	*	96%	90%	83%
Gynaecological	*	96%	*	80%
Haematological	*	93%	*	75%
Head and Neck	*	96%	*	77%
Lung	*	95%	*	78%
Prostate	*	96%	*	78%
Sarcoma	*	94%	*	78%
Skin	*	96%	*	84%
Upper Gastro	*	96%	*	78%
Urological	97%	95%	76%	76%
Other	100%	95%	88%	78%
<b>All Cancers</b>	<b>97%</b>	<b>96%</b>	<b>79%</b>	<b>79%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	75%	n.a.	84%	n.a.	67%	n.a.	71%
Breast	83%	89%	89%	87%	78%	76%	86%	78%
Colorectal / LGT	72%	78%	76%	86%	64%	73%	76%	71%
Gynaecological	*	86%	*	86%	*	74%	*	72%
Haematological	91%	81%	86%	81%	*	75%	77%	75%
Head and Neck	*	81%	*	84%	*	73%	*	72%
Lung	*	76%	*	82%	*	75%	*	76%
Prostate	*	86%	*	90%	*	75%	*	81%
Sarcoma	*	81%	*	81%	n.a.	69%	*	70%
Skin	*	89%	*	90%	*	79%	*	83%
Upper Gastro	*	74%	*	83%	*	71%	*	71%
Urological	93%	80%	90%	86%	77%	69%	90%	78%
Other	81%	80%	85%	81%	68%	71%	74%	72%
<b>All Cancers</b>	<b>85%</b>	<b>82%</b>	<b>86%</b>	<b>85%</b>	<b>72%</b>	<b>73%</b>	<b>80%</b>	<b>76%</b>

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 <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	64%	n.a.	68%	n.a.	81%	n.a.	46%
Breast	64%	70%	58%	64%	86%	87%	66%	56%
Colorectal / LGT	56%	62%	88%	71%	96%	85%	*	53%
Gynaecological	*	65%	*	65%	*	82%	*	52%
Haematological	55%	63%	68%	69%	77%	86%	*	55%
Head and Neck	*	63%	*	68%	*	85%	*	53%
Lung	*	69%	*	72%	*	84%	*	49%
Prostate	*	71%	*	69%	*	89%	*	53%
Sarcoma	*	61%	*	65%	*	83%	n.a.	48%
Skin	*	76%	*	71%	*	89%	*	58%
Upper Gastro	*	63%	*	76%	*	84%	*	50%
Urological	77%	69%	80%	72%	93%	85%	*	46%
Other	63%	62%	69%	69%	77%	83%	*	48%
<b>All Cancers</b>	<b>62%</b>	<b>66%</b>	<b>72%</b>	<b>69%</b>	<b>84%</b>	<b>86%</b>	<b>56%</b>	<b>53%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	n.a.	85%	n.a.	84%	n.a.	79%	n.a.	93%
Breast	78%	87%	86%	90%	97%	92%	97%	96%
Colorectal / LGT	100%	85%	96%	87%	84%	84%	100%	94%
Gynaecological	*	84%	*	87%	*	87%	*	93%
Haematological	*	82%	91%	90%	*	80%	91%	96%
Head and Neck	*	82%	*	87%	*	85%	*	92%
Lung	*	85%	*	89%	*	83%	*	92%
Prostate	*	86%	*	91%	*	89%	*	95%
Sarcoma	n.a.	85%	*	87%	*	77%	*	92%
Skin	*	87%	*	93%	*	91%	*	96%
Upper Gastro	*	82%	*	87%	*	82%	*	94%
Urological	85%	82%	90%	89%	100%	86%	100%	91%
Other	90%	83%	81%	88%	81%	81%	96%	93%
<b>All Cancers</b>	<b>83%</b>	<b>84%</b>	<b>90%</b>	<b>89%</b>	<b>87%</b>	<b>86%</b>	<b>97%</b>	<b>94%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	74%	71%	100%	96%	94%	88%	63%	59%
Colorectal / LGT	*	74%	*	96%	*	85%	*	58%
Gynaecological	*	69%	*	96%	*	85%	n.a.	65%
Haematological	74%	73%	100%	97%	*	83%	*	60%
Head and Neck	*	70%	*	96%	*	86%	*	64%
Lung	65%	70%	100%	95%	*	86%	*	58%
Prostate	*	74%	96%	96%	*	88%	*	59%
Sarcoma	n.a.	70%	*	95%	n.a.	81%	n.a.	53%
Skin	*	72%	*	96%	*	77%	*	70%
Upper Gastro	*	70%	*	95%	*	86%	*	56%
Urological	75%	66%	97%	96%	*	84%	*	54%
Other	77%	68%	100%	95%	*	87%	*	59%
<b>All Cancers</b>	69%	71%	99%	96%	91%	87%	66%	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 <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	83%	*	63%
Breast	76%	83%	68%	62%
Colorectal / LGT	*	84%	*	66%
Gynaecological	*	86%	*	67%
Haematological	91%	84%	85%	75%
Head and Neck	*	78%	n.a.	58%
Lung	83%	85%	64%	69%
Prostate	*	86%	*	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	*	84%	*	64%
Urological	*	84%	*	69%
Other	76%	85%	63%	69%
<b>All Cancers</b>	82%	84%	67%	68%

<sup>§</sup> 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 <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	57%	n.a.	49%	n.a.	44%
Breast	54%	59%	63%	53%	*	42%
Colorectal / LGT	63%	62%	*	62%	*	52%
Gynaecological	*	57%	*	47%	*	38%
Haematological	70%	61%	*	52%	*	45%
Head and Neck	*	63%	*	56%	*	50%
Lung	52%	58%	*	51%	*	42%
Prostate	44%	60%	*	50%	*	44%
Sarcoma	n.a.	57%	n.a.	49%	n.a.	43%
Skin	*	67%	*	61%	n.a.	59%
Upper Gastro	*	59%	*	53%	*	45%
Urological	67%	58%	*	48%	*	45%
Other	60%	56%	52%	53%	*	45%
<b>All Cancers</b>	<b>59%</b>	<b>59%</b>	<b>53%</b>	<b>53%</b>	<b>47%</b>	<b>45%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	94%	*	52%
Breast	96%	96%	65%	61%
Colorectal / LGT	95%	95%	*	60%
Gynaecological	*	95%	*	56%
Haematological	100%	96%	57%	58%
Head and Neck	*	93%	*	60%
Lung	100%	95%	*	60%
Prostate	90%	96%	54%	67%
Sarcoma	*	94%	*	55%
Skin	*	96%	*	69%
Upper Gastro	*	93%	*	60%
Urological	96%	95%	70%	62%
Other	100%	95%	58%	58%
<b>All Cancers</b>	<b>96%</b>	<b>95%</b>	<b>59%</b>	<b>60%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	53%	*	35%	*	85%	*	68%
Breast	77%	62%	44%	38%	93%	91%	75%	68%
Colorectal / LGT	73%	61%	35%	38%	94%	89%	90%	71%
Gynaecological	*	58%	*	31%	*	89%	*	67%
Haematological	71%	63%	32%	34%	98%	92%	69%	65%
Head and Neck	*	59%	*	35%	*	88%	*	68%
Lung	62%	63%	33%	33%	93%	90%	65%	71%
Prostate	58%	66%	30%	36%	91%	89%	74%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	*	70%	*	44%	*	89%	*	75%
Upper Gastro	*	57%	*	34%	*	87%	*	68%
Urological	76%	63%	38%	30%	89%	87%	69%	75%
Other	58%	57%	29%	30%	85%	88%	76%	65%
<b>All Cancers</b>	<b>66%</b>	<b>62%</b>	<b>35%</b>	<b>35%</b>	<b>91%</b>	<b>90%</b>	<b>75%</b>	<b>69%</b>

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 <sup>§</sup>	National	This CCG <sup>§</sup>	National
Brain / CNS	*	33%	*	8.5
Breast	33%	31%	9.0	8.9
Colorectal / LGT	30%	30%	9.0	8.8
Gynaecological	*	36%	*	8.8
Haematological	20%	33%	8.9	8.9
Head and Neck	*	18%	*	8.7
Lung	42%	36%	8.9	8.7
Prostate	10%	35%	8.6	8.8
Sarcoma	*	39%	*	8.6
Skin	*	18%	*	8.9
Upper Gastro	*	34%	*	8.7
Urological	31%	20%	9.2	8.7
Other	28%	33%	8.7	8.7
<b>All Cancers</b>	<b>27%</b>	<b>31%</b>	<b>8.9</b>	<b>8.8</b>

<sup>§</sup> 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](http://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](http://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](http://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](http://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](http://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%
06W	534	28	506	146	16	344	68%

## 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	2
Breast	61
Gynaecological	21
Colorectal / LGT	32
Lung	27
Skin	13
Haematological	43
Upper Gastro	12
Other	56
Urological	37
Prostate	32
Sarcoma	2
Head and Neck	6

\* 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	1	4	3	5	32	63	39	17	164
Female	1	6	9	18	41	62	35	8	180
Total	2	10	12	23	73	125	74	25	344





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](http://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](http://www.ncpes.co.uk)