

National Cancer Patient Experience Survey

2017 Results

National Cancer Vanguard - Greater Manchester

Published November 2018

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



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Introduction

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

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

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

Full national results and other reports are available at:

www.ncpes.co.uk

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

This report

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

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

Data tables

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

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

Column 2 shows the unadjusted 2016 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2017 score for this Cancer Alliance

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

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

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

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

Column 9 shows the national average score for this question.

Data tables (continued)

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	1,860	76%	1,571	77%		79%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,562	86%	2,200	86%		86%	82%	86%	84%

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

www.ncpes.co.uk

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

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

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

Comparability charts

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

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

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

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

www.ncpes.co.uk

Tumour group tables

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

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

Expected Range Summaries - Trusts and CCGs

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

www.ncpes.co.uk

Dashboard Questions - Trusts and CCGs

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

Notes on specific questions

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

How to use the data

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

Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results.

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

www.ncpes.co.uk

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

Response rates

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

Executive Summary

8.8 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

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

87% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

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

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

63% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

www.ncpes.co.uk

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

* www.cancerdata.nhs.uk/dashboard

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

Questions which scored outside expected range

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

Deciding the best treatment for you

Q15	Patient definitely told about side effects that could affect them in the future	1,989	58%	53%	58%	56%
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Hospital care as an inpatient

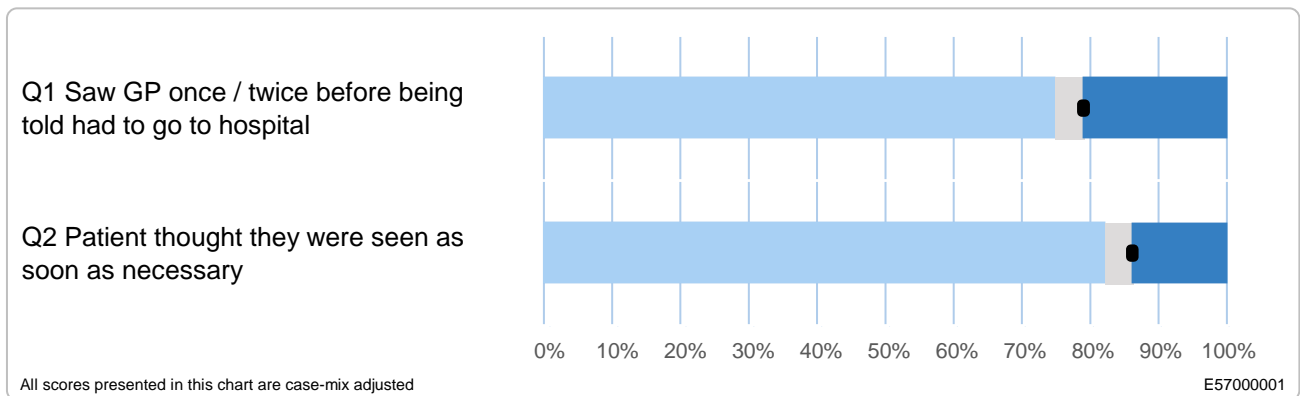
Q38	Given clear written information about what should / should not do post discharge	1,396	84%	84%	88%	86%
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Home care and support

Q51	Patient definitely given enough support from health or social services after treatment	859	53%	38%	52%	45%
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Cancer Alliance results

Seeing your GP



Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	1,860	76%	1,571	77%		79%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,562	86%	2,200	86%		86%	82%	86%	84%

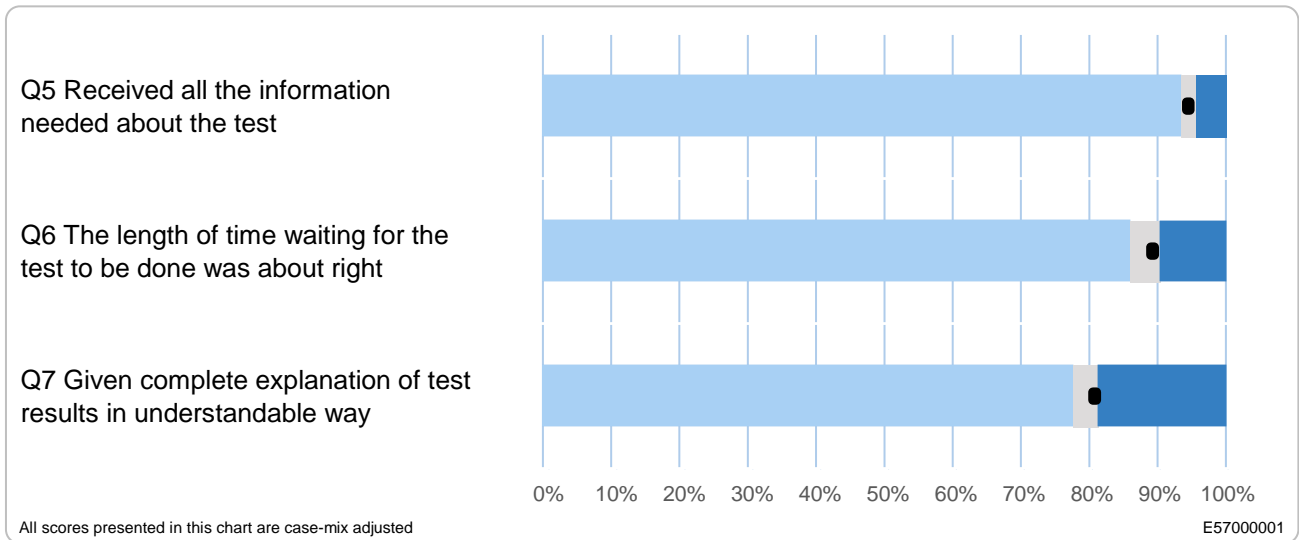
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Diagnostic Tests



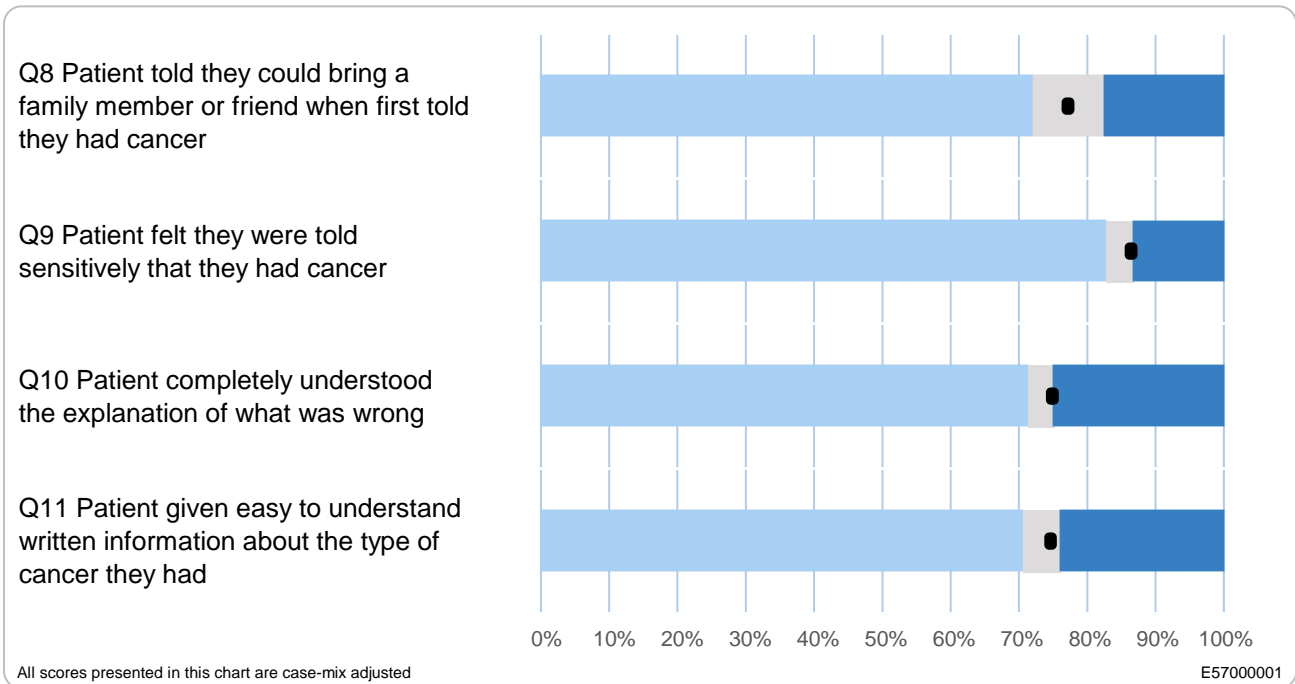
Question		Unadjusted Scores				2017 Case Mix Adjusted				
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score	2017 Score	Expected range - lower					
Q5	Received all the information needed about the test	2,182	94%	1,854	94%		94%	93%	96%	95%
Q6	The length of time waiting for the test to be done was about right	2,190	90%	1,881	89%		89%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	2,208	81%	1,892	80%		81%	78%	81%	79%

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

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

Cancer Alliance results

Finding out what was wrong with you



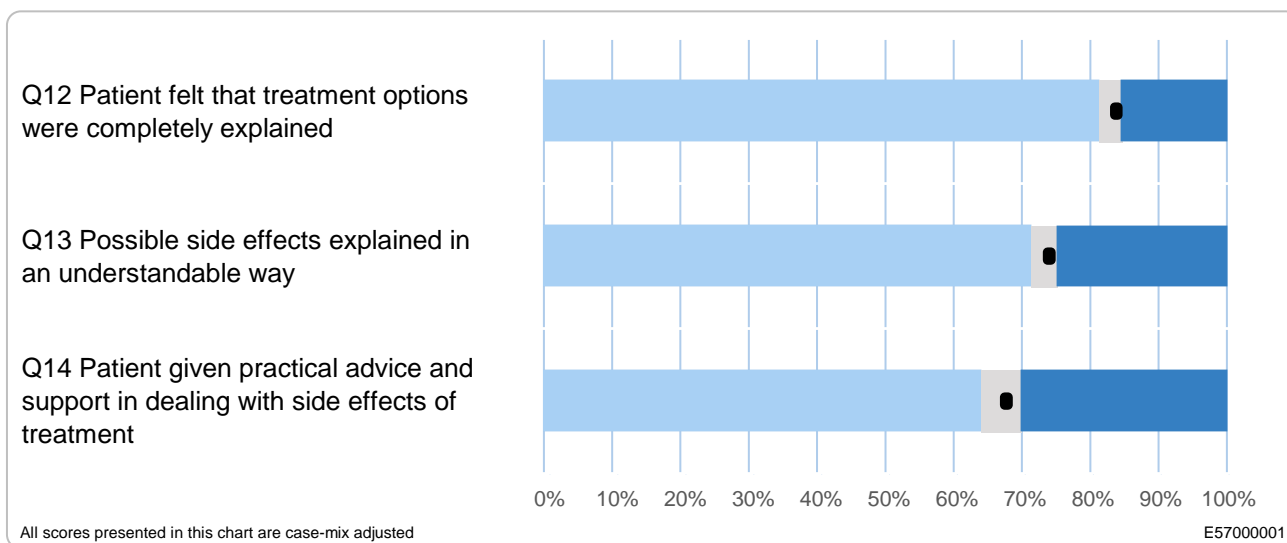
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,414	76%	2,073	77%		77%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	2,547	86%	2,174	86%		86%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,592	73%	2,212	74%		75%	71%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	2,261	74%	1,933	74%		74%	71%	76%	73%

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

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

Cancer Alliance results

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



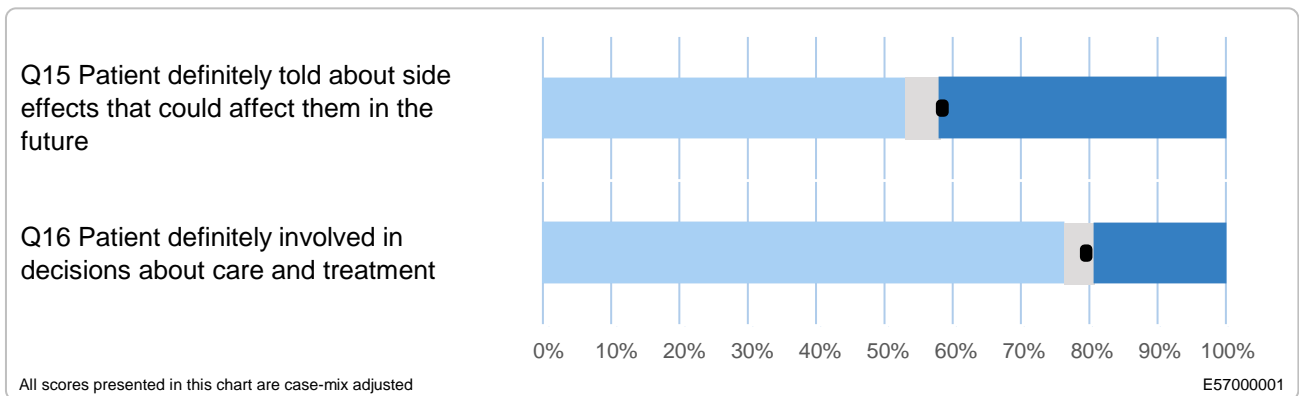
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	2,262	85%	1,955	84%		84%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	2,463	75%	2,108	74%		74%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	2,453	67%	2,122	68%		67%	64%	70%	67%

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

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

Cancer Alliance results

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



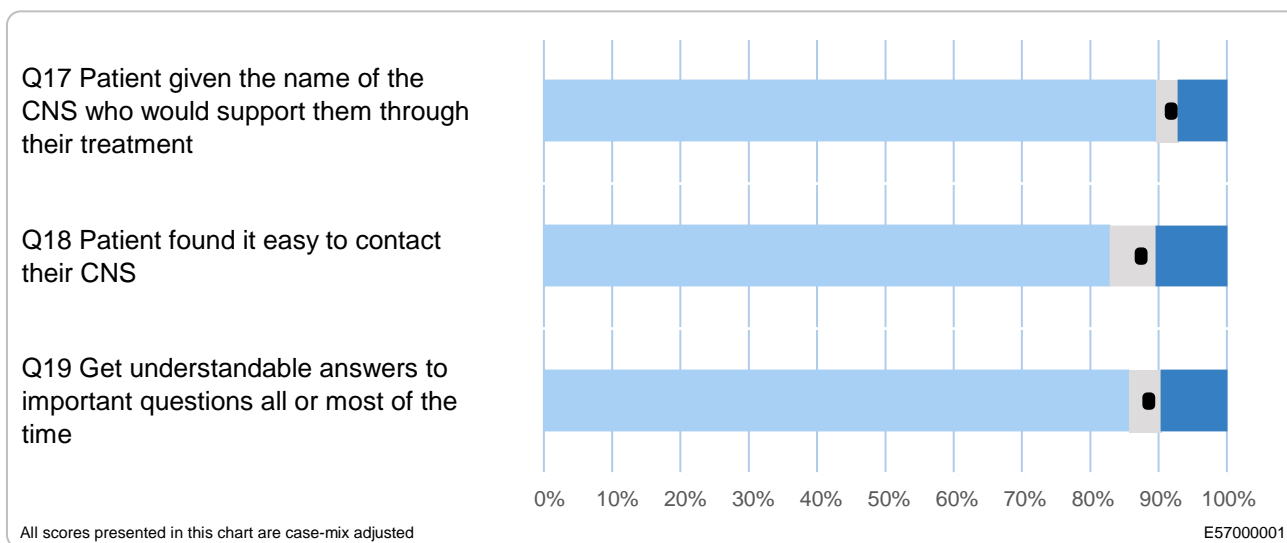
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q15	Patient definitely told about side effects that could affect them in the future	2,270	58%	1,989	59%		58%	53%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	2,476	79%	2,144	79%		79%	76%	81%	79%

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

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Cancer Alliance results

Clinical Nurse Specialist



Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,451	91%	2,125	92%		92%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	1,924	86%	1,733	87%		87%	83%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	1,848	89%	1,628	88%		88%	86%	90%	88%

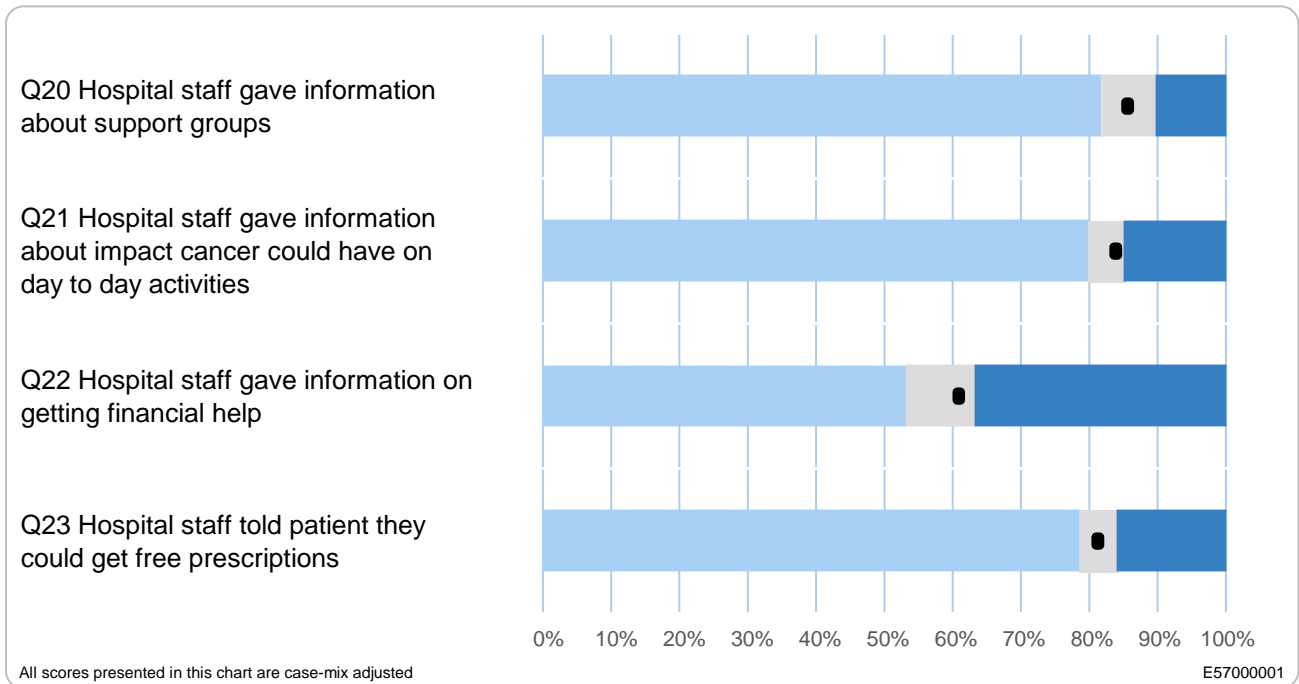
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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Cancer Alliance results

Support for people with cancer



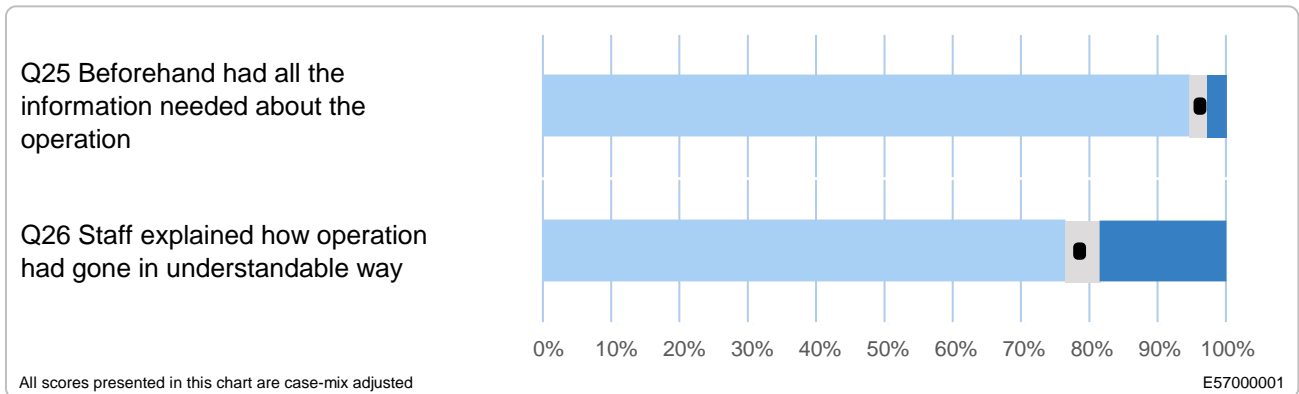
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	1,874	84%	1,657	85%		85%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,672	82%	1,454	84%		84%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,420	59%	1,231	61%		61%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,137	80%	990	81%		81%	79%	84%	81%

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

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

Cancer Alliance results

Operations



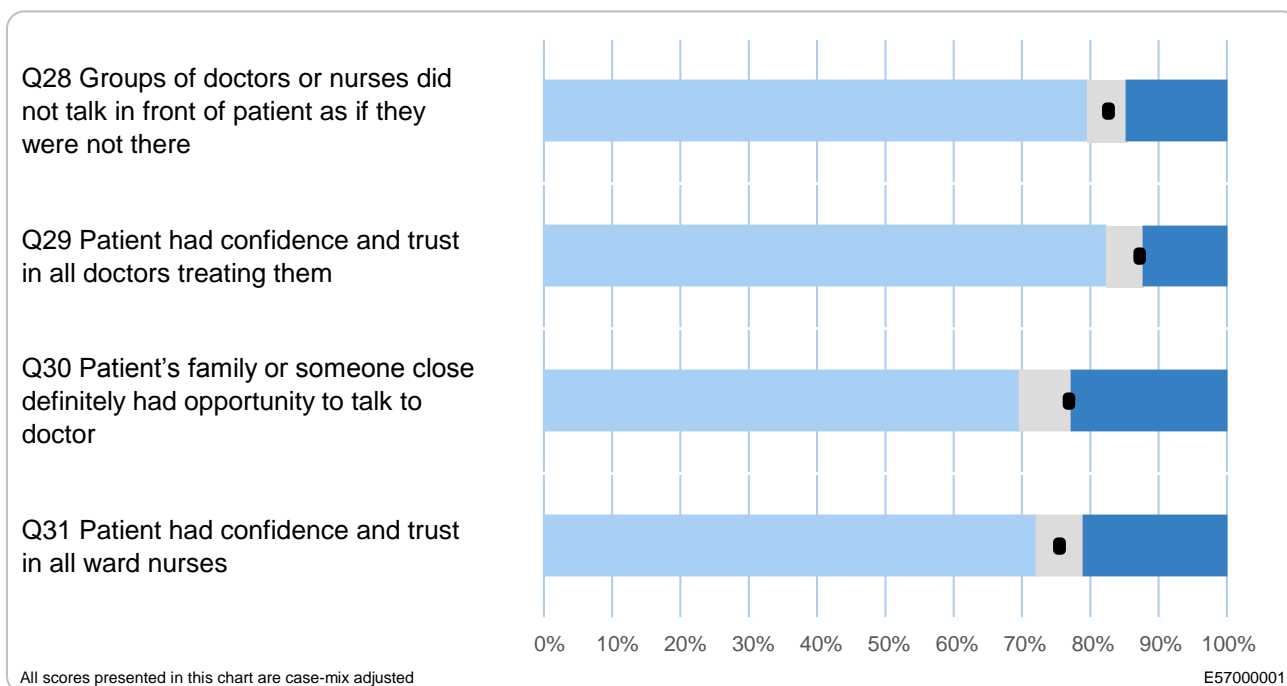
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	1,503	96%	1,274	96%		96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,496	79%	1,269	79%		78%	76%	82%	79%

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

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Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)



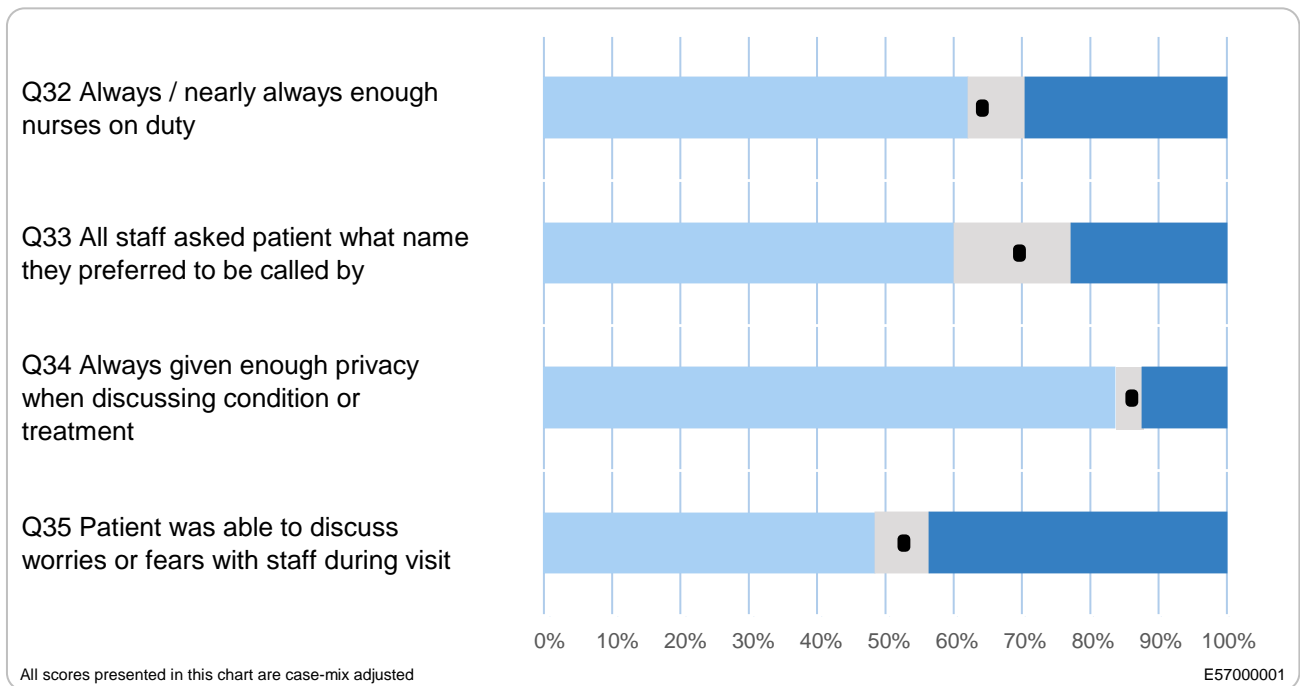
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28	1,727	83%	1,512	81%		82%	80%	85%	82%
Q29	1,733	87%	1,514	87%		87%	82%	88%	85%
Q30	1,429	76%	1,266	77%		77%	70%	77%	73%
Q31	1,731	75%	1,511	75%		75%	72%	79%	76%

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

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

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)



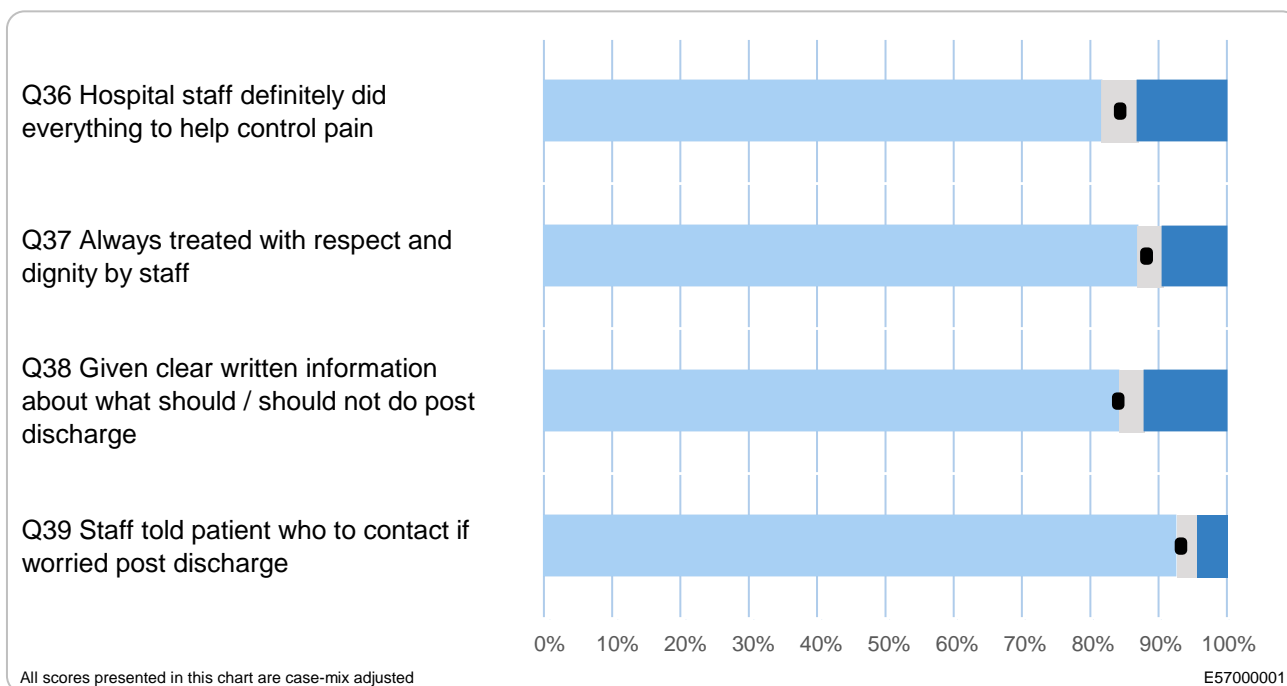
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	1,724	67%	1,504	64%		64%	62%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	1,708	68%	1,500	70%		69%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,730	85%	1,509	86%		86%	84%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,295	57%	1,108	53%		52%	49%	56%	53%

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

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

Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)



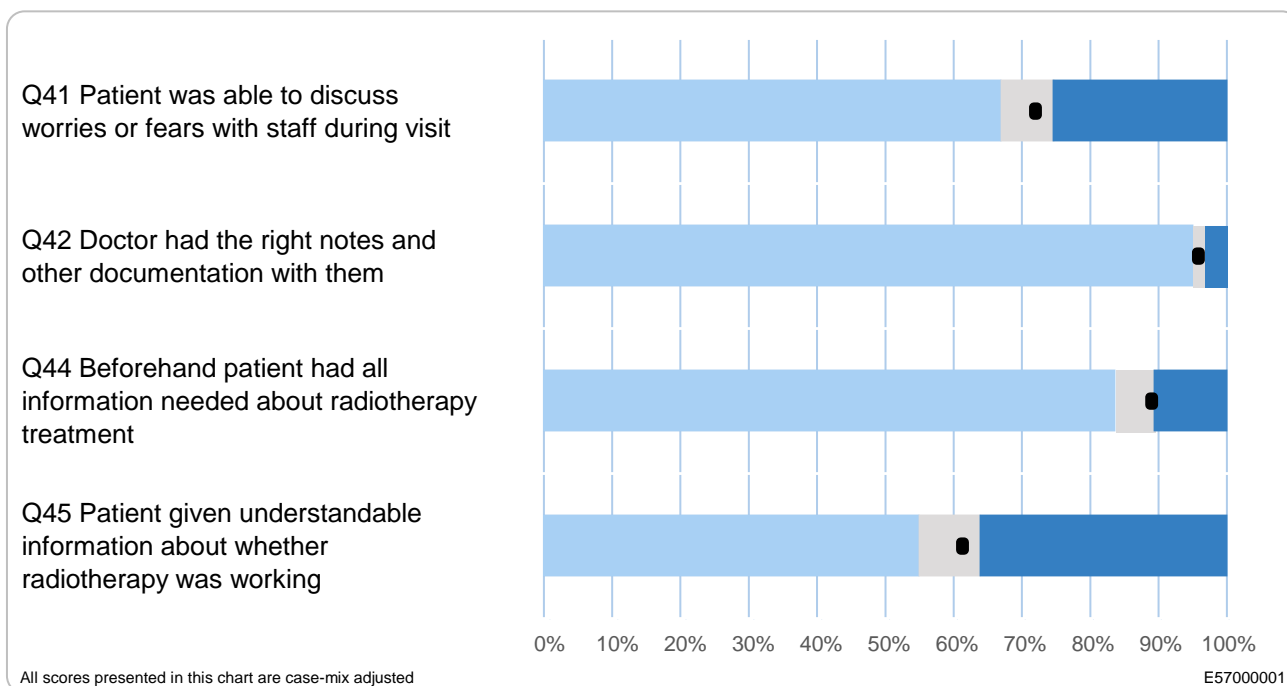
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,529	86%	1,317	84%		84%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,733	88%	1,507	88%		88%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,620	85%	1,396	84%		84%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,661	94%	1,435	93%		93%	93%	96%	94%

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

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

Cancer Alliance results

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



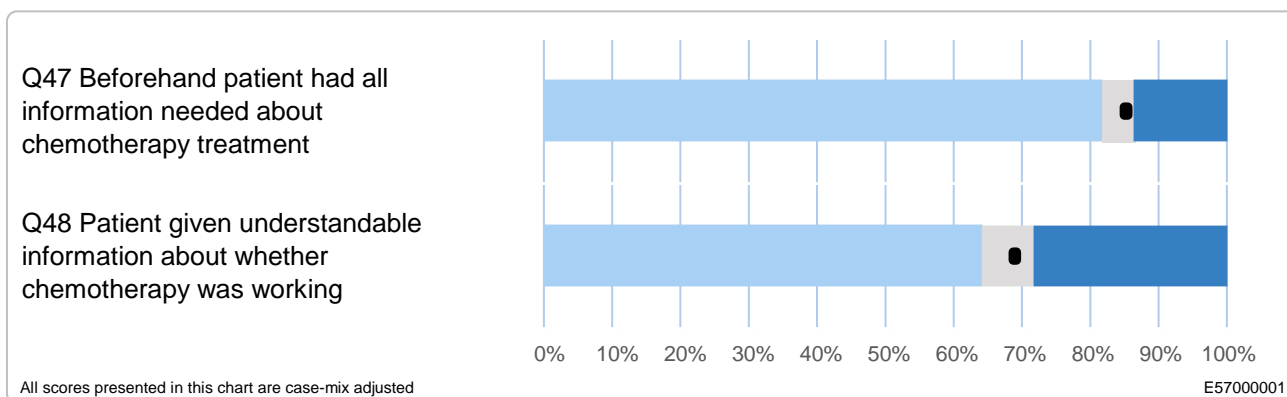
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	1,862	72%	1,584	72%		72%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	2,182	96%	1,878	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	587	89%	551	89%		89%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	494	62%	468	62%		61%	55%	64%	59%

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

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

Cancer Alliance results

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



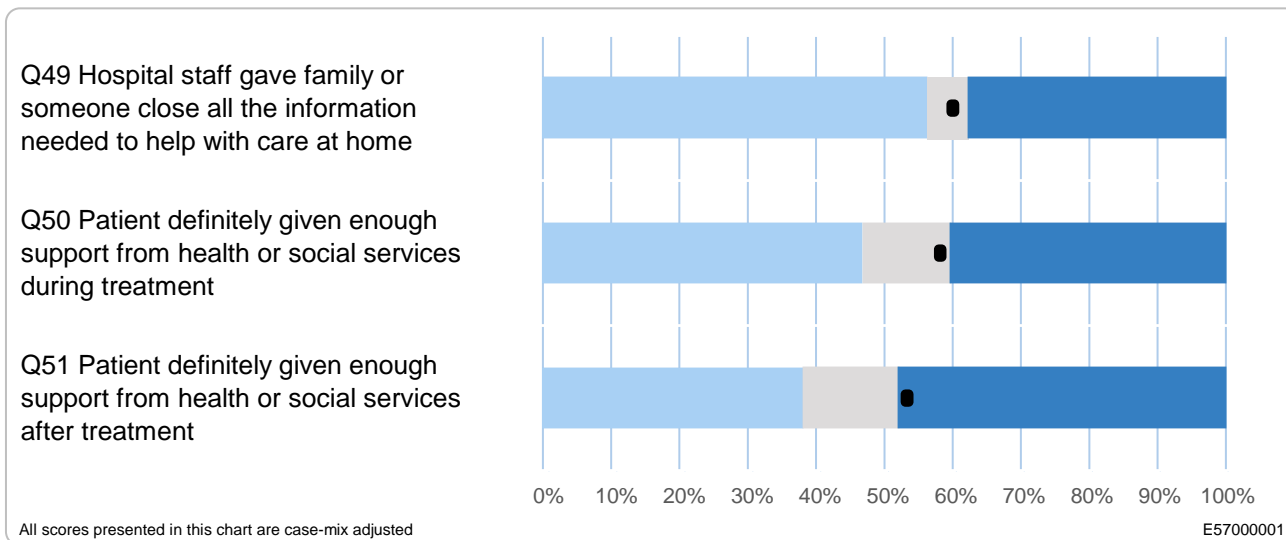
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	989	87%	898	85%		85%	82%	87%	84%
Q48 Patient given understandable information about whether chemotherapy was working	896	71%	817	70%		69%	64%	72%	68%

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

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

Cancer Alliance results

Home care and support



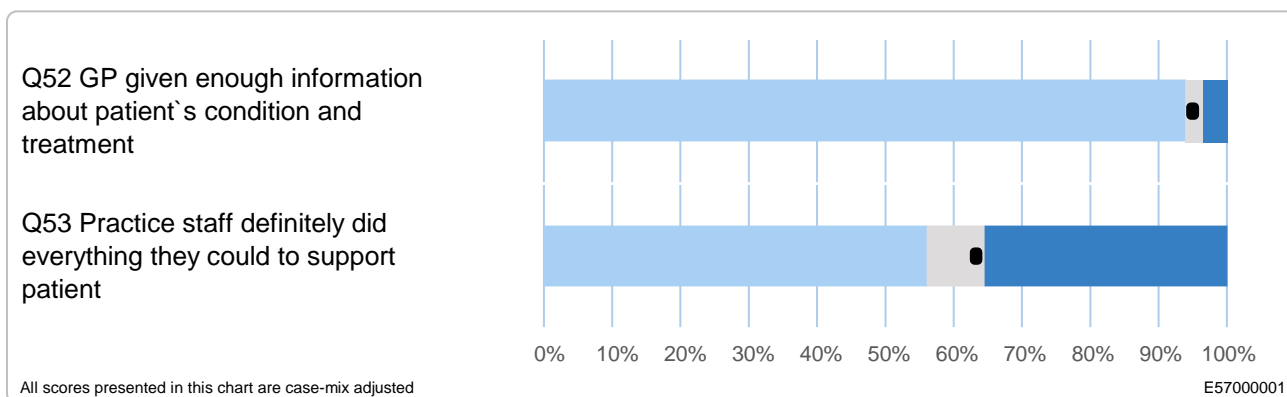
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,092	59%	1,804	60%		60%	56%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,520	54%	1,345	58%		58%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	936	51%	859	53%		53%	38%	52%	45%

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

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

Cancer Alliance results

Care from your general practice



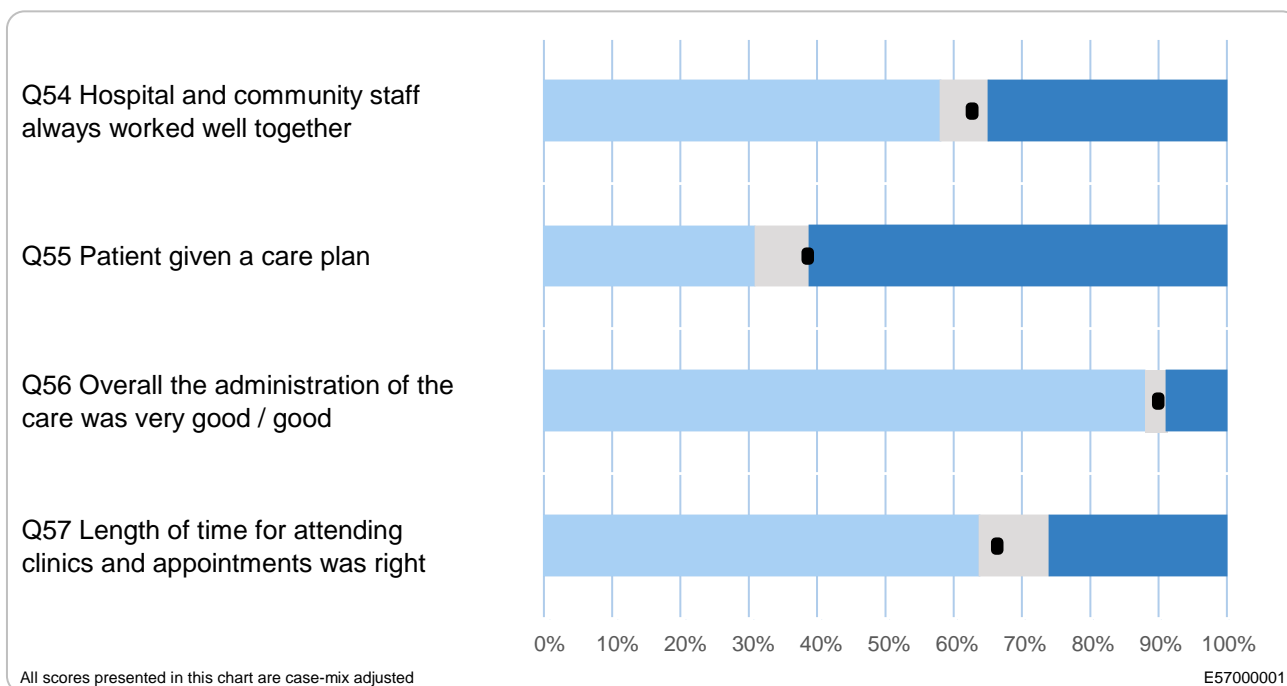
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	2,103	95%	1,826	94%		95%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	1,745	60%	1,486	62%		63%	56%	65%	60%

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

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

Cancer Alliance results

Your overall NHS care (Part 1 of 2)



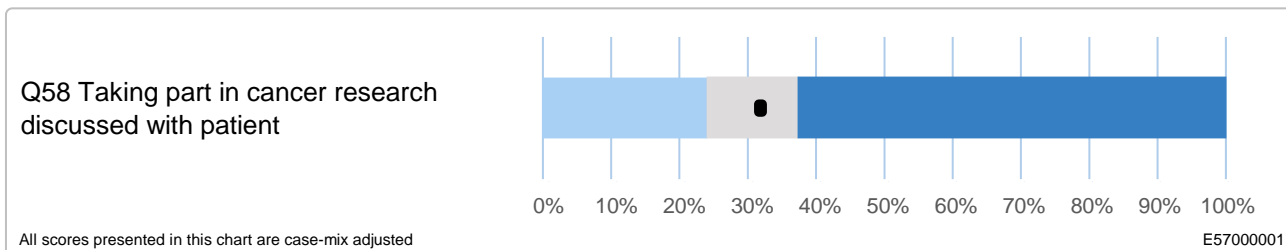
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	2,483	62%	2,125	63%		62%	58% - 65%	62%	
Q55 Patient given a care plan	1,973	35%	1,720	39%	↑	38%	31% - 39%	35%	
Q56 Overall the administration of the care was very good / good	2,552	90%	2,192	90%		90%	88% - 91%	90%	
Q57 Length of time for attending clinics and appointments was right	2,548	68%	2,173	67%		66%	64% - 74%	69%	

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

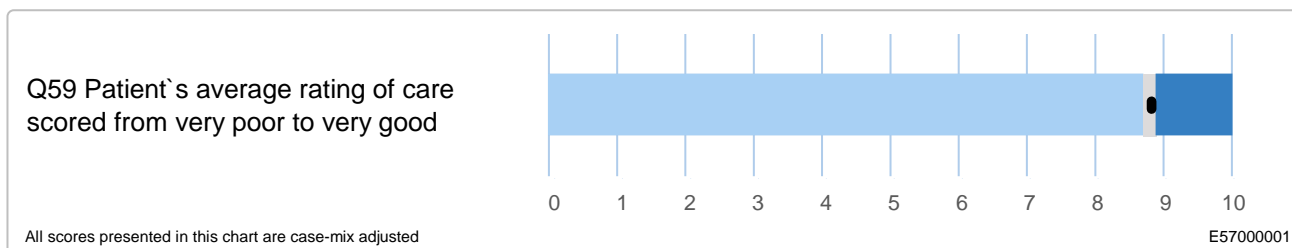
* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q58 Taking part in cancer research discussed with patient	2,444	26%	2,076	32%	↑	32%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q59 Patient's average rating of care scored from very poor to very good	2,515	8.8	2,165	8.8		8.8	8.7	8.9	8.8

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

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

Comparisons by tumour group for this Cancer Alliance

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

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	68%	*	82%
Breast	95%	94%	92%	90%
Colorectal / LGT	68%	72%	84%	82%
Gynaecological	79%	76%	84%	81%
Haematological	69%	64%	85%	82%
Head and Neck	78%	77%	82%	79%
Lung	73%	68%	88%	83%
Prostate	84%	79%	90%	87%
Sarcoma	*	67%	74%	67%
Skin	94%	90%	85%	86%
Upper Gastro	76%	72%	76%	79%
Urological	83%	82%	83%	86%
Other	72%	72%	79%	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 CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	96%	95%	96%	92%	84%	83%
Colorectal / LGT	94%	96%	87%	88%	82%	82%
Gynaecological	94%	93%	85%	86%	77%	76%
Haematological	94%	94%	91%	89%	77%	76%
Head and Neck	95%	91%	90%	86%	81%	77%
Lung	92%	95%	89%	88%	83%	78%
Prostate	96%	94%	90%	87%	83%	81%
Sarcoma	86%	91%	76%	79%	86%	75%
Skin	95%	95%	78%	87%	74%	84%
Upper Gastro	91%	93%	83%	84%	78%	75%
Urological	92%	94%	86%	88%	76%	79%
Other	94%	95%	82%	87%	78%	77%
All Cancers	94%	95%	89%	88%	81%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	85%	84%	92%	89%	79%	78%	83%	77%
Colorectal / LGT	85%	82%	87%	86%	82%	79%	78%	72%
Gynaecological	69%	71%	81%	82%	71%	73%	77%	71%
Haematological	73%	72%	83%	83%	63%	59%	73%	76%
Head and Neck	78%	73%	89%	85%	81%	74%	63%	65%
Lung	83%	77%	90%	83%	80%	75%	63%	65%
Prostate	74%	79%	90%	85%	79%	79%	82%	82%
Sarcoma	*	70%	91%	82%	61%	67%	*	59%
Skin	67%	66%	90%	88%	64%	81%	77%	83%
Upper Gastro	72%	78%	72%	80%	70%	73%	69%	66%
Urological	70%	73%	84%	83%	75%	77%	71%	73%
Other	72%	75%	83%	82%	73%	71%	67%	64%
All Cancers	77%	77%	86%	85%	75%	73%	74%	73%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	81%	*	75%	*	65%
Breast	87%	84%	78%	75%	72%	70%
Colorectal / LGT	85%	86%	81%	77%	74%	71%
Gynaecological	88%	84%	77%	76%	61%	67%
Haematological	84%	80%	69%	70%	66%	65%
Head and Neck	84%	84%	75%	69%	72%	67%
Lung	88%	84%	80%	75%	75%	69%
Prostate	83%	83%	74%	73%	66%	65%
Sarcoma	*	78%	71%	71%	36%	63%
Skin	80%	88%	80%	77%	71%	73%
Upper Gastro	73%	82%	66%	71%	57%	65%
Urological	79%	82%	68%	71%	59%	62%
Other	80%	80%	66%	72%	65%	64%
All Cancers	84%	83%	74%	73%	67%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA §	National	This CA §	National
Brain / CNS	*	55%	*	75%
Breast	65%	57%	83%	79%
Colorectal / LGT	64%	59%	79%	81%
Gynaecological	50%	54%	77%	79%
Haematological	55%	50%	81%	77%
Head and Neck	63%	58%	80%	77%
Lung	62%	54%	79%	79%
Prostate	65%	64%	81%	81%
Sarcoma	*	53%	78%	77%
Skin	54%	66%	78%	86%
Upper Gastro	56%	52%	77%	77%
Urological	56%	53%	74%	76%
Other	46%	51%	73%	75%
All Cancers	58%	56%	79%	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 CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	95%	95%	89%	86%	91%	88%
Colorectal / LGT	91%	92%	89%	88%	92%	89%
Gynaecological	93%	94%	79%	85%	81%	87%
Haematological	91%	91%	89%	88%	89%	88%
Head and Neck	95%	89%	93%	88%	90%	88%
Lung	92%	94%	88%	87%	81%	87%
Prostate	93%	90%	79%	84%	85%	88%
Sarcoma	95%	89%	*	82%	*	87%
Skin	88%	90%	92%	88%	94%	93%
Upper Gastro	88%	92%	86%	86%	88%	87%
Urological	85%	83%	85%	85%	84%	88%
Other	92%	89%	89%	85%	87%	86%
All Cancers	92%	91%	87%	86%	88%	88%

* These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	91%	90%	87%	86%	63%	62%	80%	81%
Colorectal / LGT	86%	86%	84%	83%	54%	55%	87%	84%
Gynaecological	74%	85%	79%	81%	60%	59%	72%	77%
Haematological	87%	84%	85%	83%	68%	59%	87%	86%
Head and Neck	85%	84%	86%	82%	56%	61%	77%	82%
Lung	82%	85%	85%	80%	66%	69%	81%	85%
Prostate	91%	89%	92%	85%	67%	49%	83%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	79%	87%	*	83%	*	56%	*	62%
Upper Gastro	82%	84%	74%	82%	61%	61%	81%	84%
Urological	76%	78%	70%	74%	32%	39%	70%	71%
Other	78%	82%	79%	78%	59%	57%	77%	81%
All Cancers	85%	86%	84%	82%	61%	58%	81%	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 CA %	National	This CA %	National
Brain / CNS	*	93%	*	76%
Breast	97%	97%	79%	79%
Colorectal / LGT	95%	96%	82%	83%
Gynaecological	99%	96%	82%	80%
Haematological	94%	93%	75%	75%
Head and Neck	91%	96%	77%	77%
Lung	98%	95%	74%	78%
Prostate	100%	96%	78%	78%
Sarcoma	*	94%	*	78%
Skin	96%	96%	77%	84%
Upper Gastro	93%	96%	77%	78%
Urological	95%	95%	80%	76%
Other	93%	95%	78%	78%
All Cancers	96%	96%	78%	79%

* These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	92%	89%	92%	87%	83%	76%	81%	78%
Colorectal / LGT	74%	78%	87%	86%	75%	73%	71%	71%
Gynaecological	78%	86%	89%	86%	71%	74%	72%	72%
Haematological	84%	81%	81%	81%	81%	75%	76%	75%
Head and Neck	83%	81%	89%	84%	83%	73%	82%	72%
Lung	73%	76%	86%	82%	80%	75%	77%	76%
Prostate	87%	86%	95%	90%	74%	75%	90%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	90%	89%	93%	90%	*	79%	86%	83%
Upper Gastro	72%	74%	83%	83%	75%	71%	60%	71%
Urological	77%	80%	85%	86%	71%	69%	74%	78%
Other	79%	80%	81%	81%	73%	71%	68%	72%
All Cancers	82%	82%	87%	85%	77%	73%	75%	76%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	68%	70%	61%	64%	91%	87%	60%	56%
Colorectal / LGT	61%	62%	74%	71%	84%	85%	49%	53%
Gynaecological	66%	65%	64%	65%	78%	82%	49%	52%
Haematological	63%	63%	78%	69%	87%	86%	59%	55%
Head and Neck	62%	63%	74%	68%	95%	85%	55%	53%
Lung	70%	69%	74%	72%	82%	84%	58%	49%
Prostate	72%	71%	75%	69%	95%	89%	55%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	82%	76%	59%	71%	83%	89%	*	58%
Upper Gastro	52%	63%	75%	76%	80%	84%	46%	50%
Urological	64%	69%	71%	72%	85%	85%	42%	46%
Other	56%	62%	71%	69%	82%	83%	53%	48%
All Cancers	64%	66%	69%	69%	86%	86%	52%	53%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	87%	87%	89%	90%	88%	92%	95%	96%
Colorectal / LGT	83%	85%	85%	87%	83%	84%	91%	94%
Gynaecological	82%	84%	90%	87%	87%	87%	93%	93%
Haematological	84%	82%	91%	90%	84%	80%	96%	96%
Head and Neck	85%	82%	89%	87%	80%	85%	96%	92%
Lung	88%	85%	88%	89%	80%	83%	92%	92%
Prostate	88%	86%	97%	91%	93%	89%	96%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	74%	87%	92%	93%	89%	91%	93%	96%
Upper Gastro	79%	82%	82%	87%	79%	82%	85%	94%
Urological	80%	82%	84%	89%	78%	86%	86%	91%
Other	81%	83%	88%	88%	79%	81%	94%	93%
All Cancers	84%	84%	88%	89%	84%	86%	93%	94%

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	77%	71%	97%	96%	91%	88%	67%	59%
Colorectal / LGT	76%	74%	96%	96%	83%	85%	53%	58%
Gynaecological	63%	69%	95%	96%	81%	85%	54%	65%
Haematological	75%	73%	96%	97%	95%	83%	71%	60%
Head and Neck	73%	70%	99%	96%	79%	86%	59%	64%
Lung	70%	70%	91%	95%	96%	86%	61%	58%
Prostate	70%	74%	98%	96%	93%	88%	64%	59%
Sarcoma	*	70%	95%	95%	*	81%	*	53%
Skin	61%	72%	94%	96%	*	77%	*	70%
Upper Gastro	58%	70%	99%	95%	*	86%	*	56%
Urological	65%	66%	93%	96%	*	84%	*	54%
Other	67%	68%	94%	95%	83%	87%	61%	59%
All Cancers	72%	71%	96%	96%	89%	87%	61%	59%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	83%	*	63%
Breast	84%	83%	62%	62%
Colorectal / LGT	84%	84%	70%	66%
Gynaecological	87%	86%	56%	67%
Haematological	87%	84%	75%	75%
Head and Neck	73%	78%	55%	58%
Lung	90%	85%	75%	69%
Prostate	*	86%	*	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	70%	84%	59%	64%
Urological	90%	84%	66%	69%
Other	82%	85%	70%	69%
All Cancers	85%	84%	69%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	63%	59%	59%	53%	50%	42%
Colorectal / LGT	64%	62%	59%	62%	58%	52%
Gynaecological	54%	57%	51%	47%	41%	38%
Haematological	61%	61%	60%	52%	54%	45%
Head and Neck	65%	63%	69%	56%	64%	50%
Lung	60%	58%	61%	51%	48%	42%
Prostate	61%	60%	55%	50%	54%	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	63%	67%	63%	61%	*	59%
Upper Gastro	55%	59%	53%	53%	52%	45%
Urological	52%	58%	52%	48%	52%	45%
Other	56%	56%	52%	53%	55%	45%
All Cancers	60%	59%	58%	53%	53%	45%

§ These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	*	94%	*	52%
Breast	96%	96%	67%	61%
Colorectal / LGT	93%	95%	62%	60%
Gynaecological	93%	95%	57%	56%
Haematological	94%	96%	57%	58%
Head and Neck	94%	93%	75%	60%
Lung	95%	95%	59%	60%
Prostate	95%	96%	71%	67%
Sarcoma	*	94%	*	55%
Skin	95%	96%	77%	69%
Upper Gastro	93%	93%	59%	60%
Urological	94%	95%	56%	62%
Other	95%	95%	64%	58%
All Cancers	95%	95%	63%	60%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	53%	*	35%	*	85%	*	68%
Breast	66%	62%	47%	38%	92%	91%	66%	68%
Colorectal / LGT	61%	61%	44%	38%	88%	89%	68%	71%
Gynaecological	54%	58%	24%	31%	88%	89%	61%	67%
Haematological	67%	63%	36%	34%	93%	92%	67%	65%
Head and Neck	70%	59%	44%	35%	88%	88%	64%	68%
Lung	63%	63%	34%	33%	90%	90%	70%	71%
Prostate	71%	66%	50%	36%	92%	89%	74%	74%
Sarcoma	26%	55%	18%	30%	87%	87%	70%	65%
Skin	57%	70%	41%	44%	94%	89%	59%	75%
Upper Gastro	60%	57%	43%	34%	86%	87%	57%	68%
Urological	58%	63%	30%	30%	83%	87%	72%	75%
Other	60%	57%	37%	30%	90%	88%	61%	65%
All Cancers	62%	62%	38%	35%	90%	90%	66%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA %	National	This CA %	National
Brain / CNS	*	33%	*	8.5
Breast	27%	31%	9.0	8.9
Colorectal / LGT	33%	30%	8.9	8.8
Gynaecological	37%	36%	8.7	8.8
Haematological	31%	33%	8.9	8.9
Head and Neck	21%	18%	8.9	8.7
Lung	48%	36%	8.8	8.7
Prostate	27%	35%	8.8	8.8
Sarcoma	22%	39%	8.6	8.6
Skin	23%	18%	8.8	8.9
Upper Gastro	32%	34%	8.7	8.7
Urological	21%	20%	8.5	8.7
Other	44%	33%	8.7	8.7
All Cancers	32%	31%	8.8	8.8

[§] These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
E57000001	4,295	307	3,988	1,613	126	2,249	52%

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	12
Breast	401
Gynaecological	119
Colorectal / LGT	312
Lung	205
Skin	54
Haematological	454
Upper Gastro	96
Other	148
Urological	172
Prostate	170
Sarcoma	23
Head and Neck	83

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

Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	5	10	29	77	191	438	271	51	1,072
Female	4	14	50	157	256	413	235	48	1,177
Total	9	24	79	234	447	851	506	99	2,249

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: Greater Manchester

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RM3	Salford Royal NHS Foundation Trust		45	7
RMC	Bolton NHS Foundation Trust		46	6
RJN	East Cheshire NHS Trust		49	3
RBT	Mid Cheshire Hospitals NHS Foundation Trust		50	2
RBV	The Christie NHS Foundation Trust	3	45	4
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust		47	1
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	1	49	2
RW6	The Pennine Acute Hospitals NHS Trust	3	45	4
RWJ	Stockport NHS Foundation Trust	1	47	2
RM2	University Hospital of South Manchester NHS Foundation Trust	2	48	2
RW3	Central Manchester University Hospitals NHS Foundation Trust	3	48	1

National Cancer Patient Experience Survey 2017

National Cancer Vanguard: Greater Manchester

Annex (continued)

Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	66,563	8.80	
E57000001	National Cancer Vanguard: Greater Manchester	2,165	8.82	
RM3	Salford Royal NHS Foundation Trust	149	8.96	
RBV	The Christie NHS Foundation Trust	621	8.94	
RW3	Central Manchester University Hospitals NHS Foundation Trust	330	8.86	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	169	8.85	
RM2	University Hospital of South Manchester NHS Foundation Trust	404	8.84	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	186	8.83	
RJN	East Cheshire NHS Trust	128	8.82	
RMC	Bolton NHS Foundation Trust	168	8.74	
RW6	The Pennine Acute Hospitals NHS Trust	397	8.68	
RWJ	Stockport NHS Foundation Trust	129	8.65	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	50	8.61	

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E57000001	National Cancer Vanguard: Greater Manchester	2,144	79.3%	
RJN	East Cheshire NHS Trust	123	84.2%	
RM3	Salford Royal NHS Foundation Trust	141	82.7%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	171	81.3%	
RW3	Central Manchester University Hospitals NHS Foundation Trust	332	81.2%	
RMC	Bolton NHS Foundation Trust	165	81.1%	
RWJ	Stockport NHS Foundation Trust	125	80.3%	
RM2	University Hospital of South Manchester NHS Foundation Trust	404	79.9%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	50	79.0%	
RW6	The Pennine Acute Hospitals NHS Trust	388	78.8%	
RBV	The Christie NHS Foundation Trust	629	77.6%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	184	75.8%	

Annex (continued)

Dashboard Questions - Trusts

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

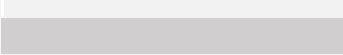
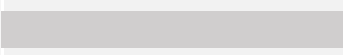


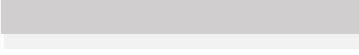

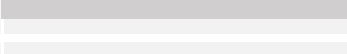
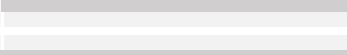

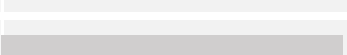
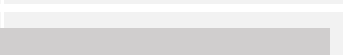
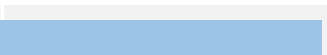

Code	Name	Base	Score	
All	National	65,693	91.3%	
E57000001	National Cancer Vanguard: Greater Manchester	2,125	91.6%	
RM3	Salford Royal NHS Foundation Trust	140	94.5%	
RW6	The Pennine Acute Hospitals NHS Trust	390	93.8%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	175	93.2%	
RM2	University Hospital of South Manchester NHS Foundation Trust	399	92.8%	
RWJ	Stockport NHS Foundation Trust	121	91.8%	
RW3	Central Manchester University Hospitals NHS Foundation Trust	338	91.8%	
RJN	East Cheshire NHS Trust	129	90.7%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	184	90.4%	
RBV	The Christie NHS Foundation Trust	605	90.3%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	49	89.8%	
RMC	Bolton NHS Foundation Trust	166	89.7%	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: Greater Manchester

Annex (continued)

Dashboard Questions - Trusts

Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E57000001	National Cancer Vanguard: Greater Manchester	1,733	87.2%	
RJN	East Cheshire NHS Trust	107	95.0%	
RM3	Salford Royal NHS Foundation Trust	114	93.6%	
RW3	Central Manchester University Hospitals NHS Foundation Trust	289	90.0%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	157	89.1%	
RMC	Bolton NHS Foundation Trust	120	87.7%	
RWJ	Stockport NHS Foundation Trust	104	87.6%	
RM2	University Hospital of South Manchester NHS Foundation Trust	336	87.4%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	148	86.7%	
RBV	The Christie NHS Foundation Trust	491	85.6%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	41	82.4%	
RW6	The Pennine Acute Hospitals NHS Trust	313	80.4%	

Annex (continued)

Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

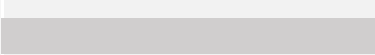
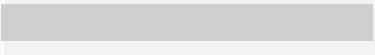
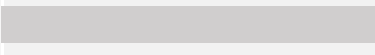
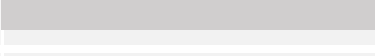

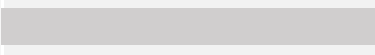
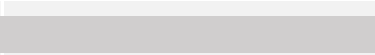

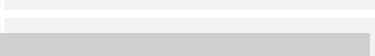
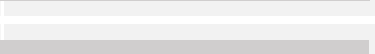

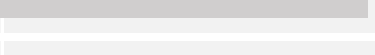

Code	Name	Base	Score	
All	National	41,461	88.8%	
E57000001	National Cancer Vanguard: Greater Manchester	1,507	88.0%	
RM3	Salford Royal NHS Foundation Trust	103	91.9%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	104	91.7%	
RBV	The Christie NHS Foundation Trust	456	91.0%	
RWJ	Stockport NHS Foundation Trust	86	90.5%	
RJN	East Cheshire NHS Trust	64	88.7%	
RM2	University Hospital of South Manchester NHS Foundation Trust	325	87.5%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	34	86.7%	
RW6	The Pennine Acute Hospitals NHS Trust	228	86.3%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	117	86.1%	
RW3	Central Manchester University Hospitals NHS Foundation Trust	233	85.9%	
RMC	Bolton NHS Foundation Trust	120	85.4%	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: Greater Manchester

Annex (continued)

Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E57000001	National Cancer Vanguard: Greater Manchester	1,435	93.0%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	32	97.4%	
RWJ	Stockport NHS Foundation Trust	82	97.0%	
RBV	The Christie NHS Foundation Trust	432	96.8%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	102	95.5%	
RM3	Salford Royal NHS Foundation Trust	103	94.4%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	110	92.4%	
RJN	East Cheshire NHS Trust	62	92.3%	
RW3	Central Manchester University Hospitals NHS Foundation Trust	228	92.1%	
RM2	University Hospital of South Manchester NHS Foundation Trust	304	91.8%	
RMC	Bolton NHS Foundation Trust	117	90.6%	
RW6	The Pennine Acute Hospitals NHS Trust	209	89.5%	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: Greater Manchester

Annex (continued)

Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	45,919	60.4%	
E57000001	National Cancer Vanguard: Greater Manchester	1,486	63.0%	
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	33	83.2%	
RJN	East Cheshire NHS Trust	84	69.4%	
RMC	Bolton NHS Foundation Trust	105	68.8%	
RBT	Mid Cheshire Hospitals NHS Foundation Trust	115	68.6%	
RWJ	Stockport NHS Foundation Trust	93	65.7%	
RW6	The Pennine Acute Hospitals NHS Trust	271	65.2%	
RM2	University Hospital of South Manchester NHS Foundation Trust	278	62.2%	
RBV	The Christie NHS Foundation Trust	465	62.0%	
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	132	61.6%	
RW3	Central Manchester University Hospitals NHS Foundation Trust	212	57.1%	
RM3	Salford Royal NHS Foundation Trust	102	56.5%	

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
00T	NHS Bolton CCG		47	5
01Y	NHS Tameside and Glossop CCG		49	3
00V	NHS Bury CCG	1	48	3
00Y	NHS Oldham CCG	1	48	3
01W	NHS Stockport CCG		51	1
02H	NHS Wigan Borough CCG	1	49	2
14L	NHS Manchester CCG	1	49	2
01G	NHS Salford CCG	2	50	
02A	NHS Trafford CCG	2	50	
01D	NHS Heywood, Middleton and Rochdale CCG	4	48	

Annex (continued)
Dashboard Questions - CCGs

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

Code	Name	Base	Score	
All	National	66,563	8.80	
E57000001	National Cancer Vanguard: Greater Manchester	2,165	8.82	
02A	NHS Trafford CCG	247	8.93	
00V	NHS Bury CCG	184	8.93	
00T	NHS Bolton CCG	218	8.87	
01W	NHS Stockport CCG	242	8.85	
14L	NHS Manchester CCG	248	8.78	
02H	NHS Wigan Borough CCG	280	8.78	
00Y	NHS Oldham CCG	174	8.77	
01Y	NHS Tameside and Glossop CCG	194	8.77	
01G	NHS Salford CCG	180	8.76	
01D	NHS Heywood, Middleton and Rochdale CCG	198	8.74	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - CCGs

Q16 Patient definitely involved in decisions about care and treatment

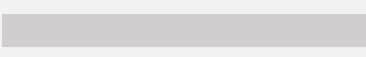
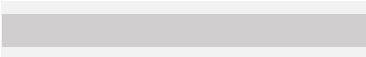
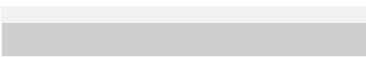
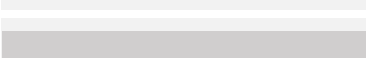
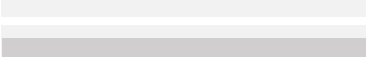

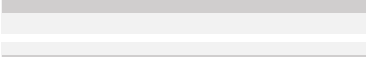

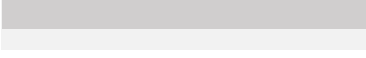
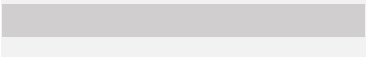
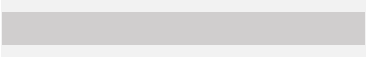
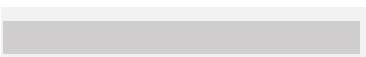
Code	Name	Base	Score	
All	National	66,183	78.5%	
E57000001	National Cancer Vanguard: Greater Manchester	2,144	79.3%	
00V	NHS Bury CCG	188	83.9%	
01Y	NHS Tameside and Glossop CCG	192	82.1%	
00T	NHS Bolton CCG	212	81.1%	
01W	NHS Stockport CCG	242	80.8%	
00Y	NHS Oldham CCG	175	80.0%	
01G	NHS Salford CCG	176	79.5%	
14L	NHS Manchester CCG	244	78.8%	
01D	NHS Heywood, Middleton and Rochdale CCG	190	76.7%	
02H	NHS Wigan Borough CCG	284	76.0%	
02A	NHS Trafford CCG	241	76.0%	

National Cancer Patient Experience Survey 2017
National Cancer Vanguard: Greater Manchester

Annex (continued)




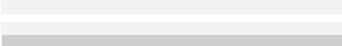
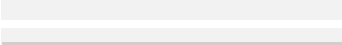
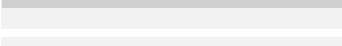

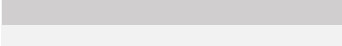

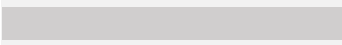

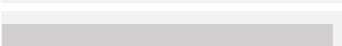
Dashboard Questions - CCGs

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E57000001	National Cancer Vanguard: Greater Manchester	2,125	91.6%	
01G	NHS Salford CCG	170	93.9%	
00V	NHS Bury CCG	186	93.8%	
00Y	NHS Oldham CCG	177	93.6%	
14L	NHS Manchester CCG	242	93.4%	
01Y	NHS Tameside and Glossop CCG	190	93.1%	
02A	NHS Trafford CCG	249	92.8%	
01D	NHS Heywood, Middleton and Rochdale CCG	190	90.2%	
02H	NHS Wigan Borough CCG	277	90.1%	
00T	NHS Bolton CCG	209	88.7%	
01W	NHS Stockport CCG	235	88.3%	

Annex (continued)
Dashboard Questions - CCGs

Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E57000001	National Cancer Vanguard: Greater Manchester	1,733	87.2%	
01W	NHS Stockport CCG	190	90.2%	
02H	NHS Wigan Borough CCG	227	89.8%	
14L	NHS Manchester CCG	200	88.7%	
00T	NHS Bolton CCG	154	88.5%	
01Y	NHS Tameside and Glossop CCG	161	88.3%	
01G	NHS Salford CCG	147	88.0%	
02A	NHS Trafford CCG	214	87.3%	
00V	NHS Bury CCG	150	83.7%	
01D	NHS Heywood, Middleton and Rochdale CCG	142	82.2%	
00Y	NHS Oldham CCG	148	81.8%	

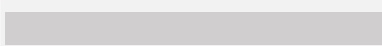
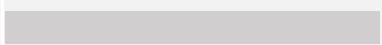

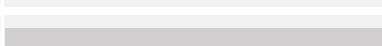
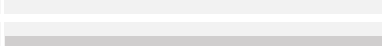



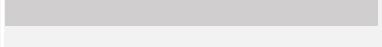
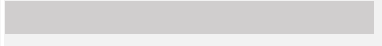
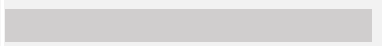

Annex (continued)
Dashboard Questions - CCGs

Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E57000001	National Cancer Vanguard: Greater Manchester	1,507	88.0%	
00V	NHS Bury CCG	126	92.1%	
02A	NHS Trafford CCG	165	90.2%	
01G	NHS Salford CCG	124	90.1%	
02H	NHS Wigan Borough CCG	200	89.5%	
00Y	NHS Oldham CCG	119	87.8%	
01Y	NHS Tameside and Glossop CCG	141	87.5%	
01W	NHS Stockport CCG	159	87.4%	
14L	NHS Manchester CCG	189	87.2%	
00T	NHS Bolton CCG	165	85.9%	
01D	NHS Heywood, Middleton and Rochdale CCG	119	81.5%	

Annex (continued)
Dashboard Questions - CCGs

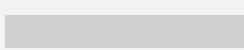
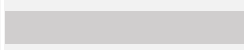
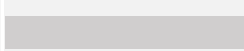
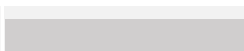

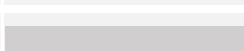
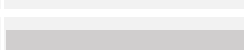
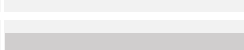
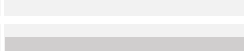
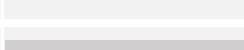
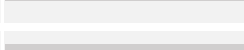
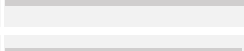
Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E57000001	National Cancer Vanguard: Greater Manchester	1,435	93.0%	
00Y	NHS Oldham CCG	111	96.5%	
02A	NHS Trafford CCG	159	96.1%	
01Y	NHS Tameside and Glossop CCG	133	94.9%	
01W	NHS Stockport CCG	154	94.2%	
14L	NHS Manchester CCG	177	92.7%	
00V	NHS Bury CCG	118	92.5%	
00T	NHS Bolton CCG	161	91.6%	
02H	NHS Wigan Borough CCG	192	91.2%	
01D	NHS Heywood, Middleton and Rochdale CCG	108	91.0%	
01G	NHS Salford CCG	122	90.0%	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - CCGs

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	45,919	60.4%	
E57000001	National Cancer Vanguard: Greater Manchester	1,486	63.0%	
01W	NHS Stockport CCG	166	67.6%	
00V	NHS Bury CCG	126	66.2%	
01Y	NHS Tameside and Glossop CCG	125	65.0%	
02A	NHS Trafford CCG	159	64.9%	
00T	NHS Bolton CCG	146	62.7%	
01D	NHS Heywood, Middleton and Rochdale CCG	140	61.9%	
14L	NHS Manchester CCG	186	61.7%	
01G	NHS Salford CCG	116	60.8%	
00Y	NHS Oldham CCG	115	60.5%	
02H	NHS Wigan Borough CCG	207	58.8%	

Annex (continued)

Methodology

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

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

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

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

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

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

Further information

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

www.ncpes.co.uk

Redevelopment of the 2017 survey

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

Official Statistics

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

Annex (continued)

Scoring methodologies

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

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

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

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

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

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

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

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

Case-mix adjustment

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

The factors taken into account in this case-mix adjustment are gender, age, ethnic group, deprivation, and tumour group.

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

Annex (continued)

Statistical significance

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

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

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

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

www.ncpes.co.uk



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

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

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

Further information on Quality Health is available at:

www.quality-health.co.uk

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

www.ncpes.co.uk