

National Cancer Patient Experience Survey

2017 Results

**Norfolk and Norwich University Hospitals
NHS Foundation Trust**

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

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 Trust scored for each question in the survey, compared with national results. It is aimed at helping individual Trusts 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 Trust

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

Column 4 shows the unadjusted 2017 score for this Trust

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 Trust

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

Column 10 shows the national average score for this question.

Data tables (continued)

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

www.ncpes.co.uk

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

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

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

Comparability charts

For the 2017 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that Trusts 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 Trusts 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 Trust.

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

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

www.ncpes.co.uk

Tumour group tables

The final set of tables in this report show the scores for each question for each of the 13 tumour groups, with a comparative national score for that tumour group.

These breakdowns are intended as additional information for Trusts 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 Trust.

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

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

www.ncpes.co.uk

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

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* :

81% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

94% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

88% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

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

96% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

65% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

* www.cancerdata.nhs.uk/dashboard

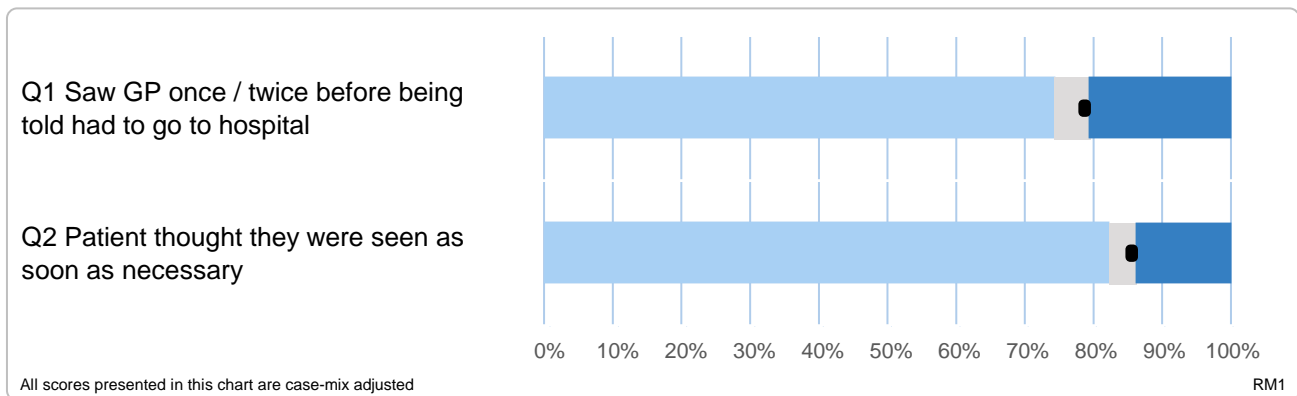
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

Questions which scored outside expected range

Question	Number of respondents for this Trust	2017 Case-mix Adjusted			National Average Score	
		2017 Score for this Trust	Lower limit of expected range	Upper limit of expected range		
Deciding the best treatment for you						
Q16	Patient definitely involved in decisions about care and treatment	1,293	81%	76%	81%	79%
Clinical Nurse Specialist						
Q17	Patient given the name of the CNS who would support them through their treatment	1,300	94%	89%	94%	91%
Q19	Get understandable answers to important questions all or most of the time	1,032	91%	85%	91%	88%
Support for people with cancer						
Q20	Hospital staff gave information about support groups	1,098	93%	82%	90%	86%
Hospital care as an inpatient						
Q32	Always / nearly always enough nurses on duty	790	60%	61%	71%	66%
Q39	Staff told patient who to contact if worried post discharge	769	96%	92%	96%	94%
Hospital care as a day patient / outpatient						
Q42	Doctor had the right notes and other documentation with them	1,161	98%	95%	97%	96%
Care from your general practice						
Q53	Practice staff definitely did everything they could to support patient	929	65%	57%	64%	60%
Your overall NHS care						
Q56	Overall the administration of the care was very good / good	1,321	92%	87%	92%	90%

Trust results

Seeing your GP

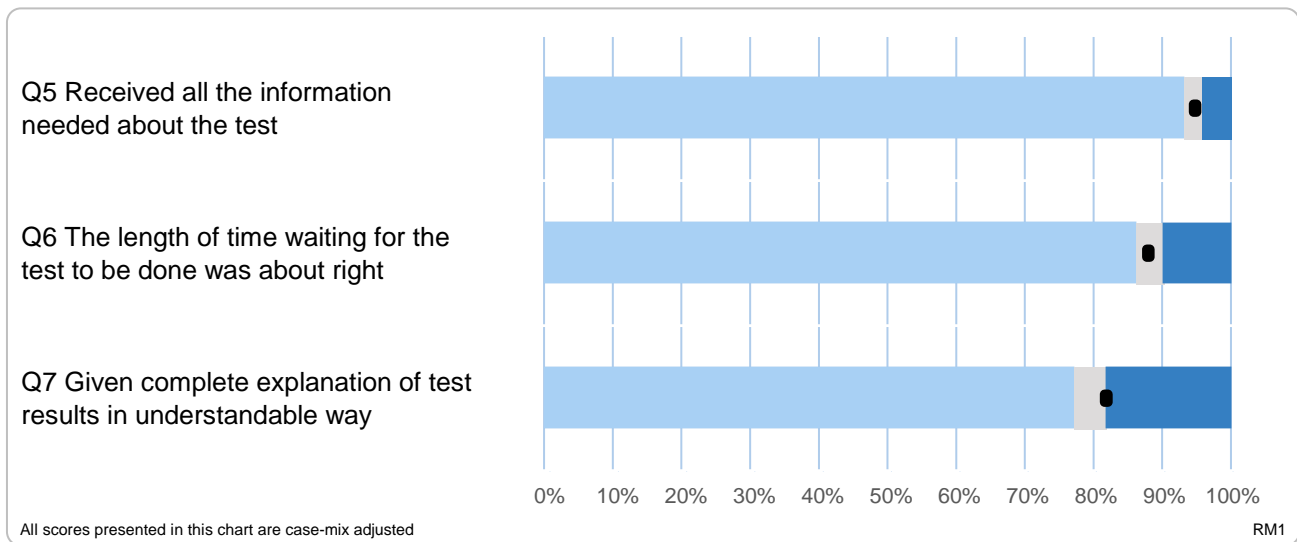


Question		Unadjusted Scores					2017 Case Mix Adjusted				
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	902	77%	1,036	80%			78%	74%	79%	77%
Q2	Patient thought they were seen as soon as necessary	1,197	84%	1,313	86%		↑	85%	82%	86%	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.

Trust results

Diagnostic Tests

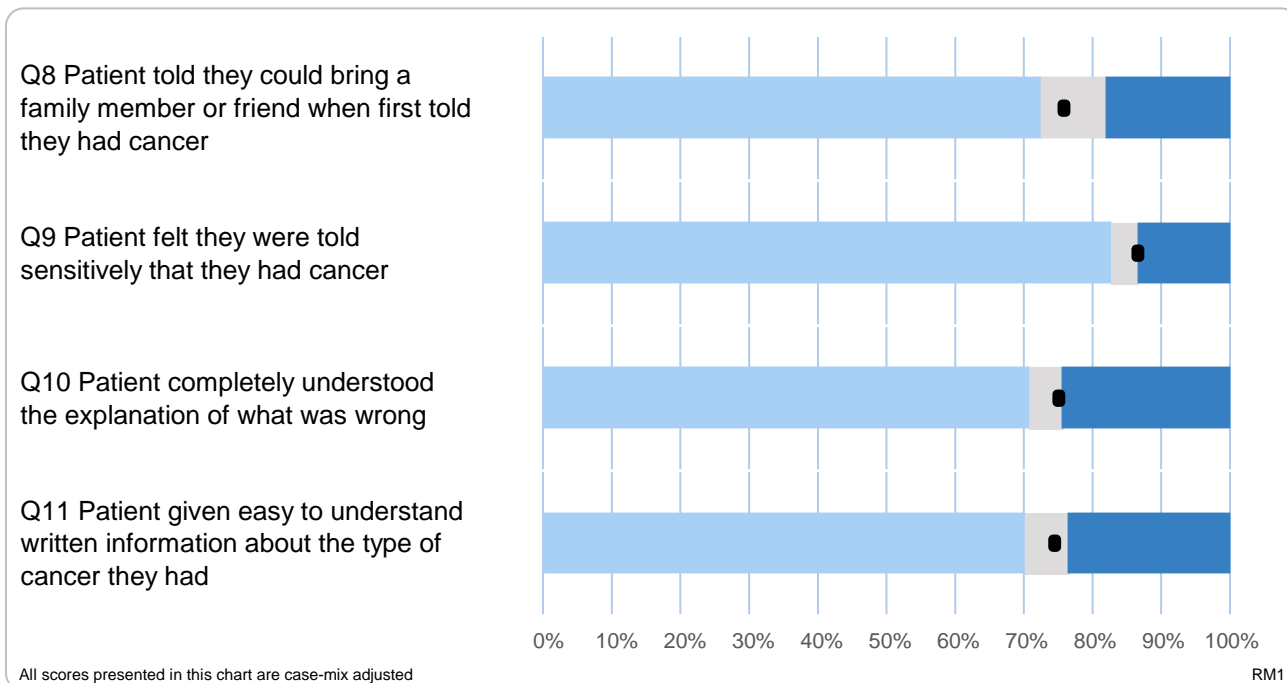


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score							
Q5 Received all the information needed about the test	1,047	94%	1,160	95%			95%	93%	96%	95%
Q6 The length of time waiting for the test to be done was about right	1,060	87%	1,169	88%			88%	86%	90%	88%
Q7 Given complete explanation of test results in understandable way	1,063	81%	1,167	82%			82%	77%	82%	79%

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Trust results

Finding out what was wrong with you

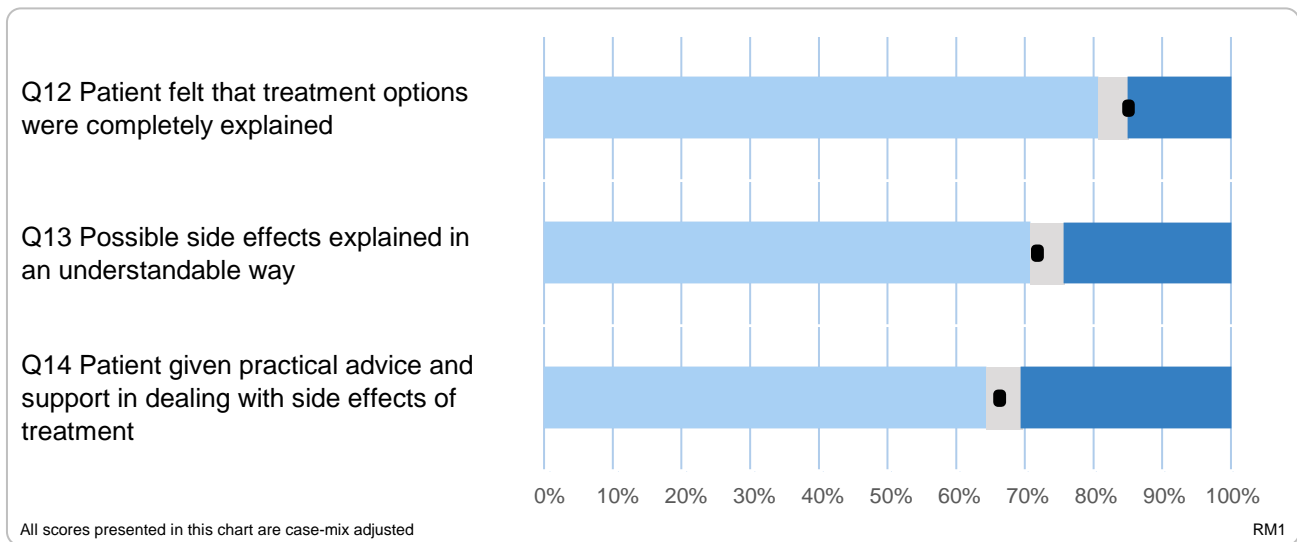


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016	2017	2016	2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	1,133	75%	1,220	75%			76%	73%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	1,190	84%	1,309	86%			86%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	1,207	78%	1,322	76%			75%	71%	76%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	1,043	72%	1,136	74%			74%	70%	77%	73%

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Trust results

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

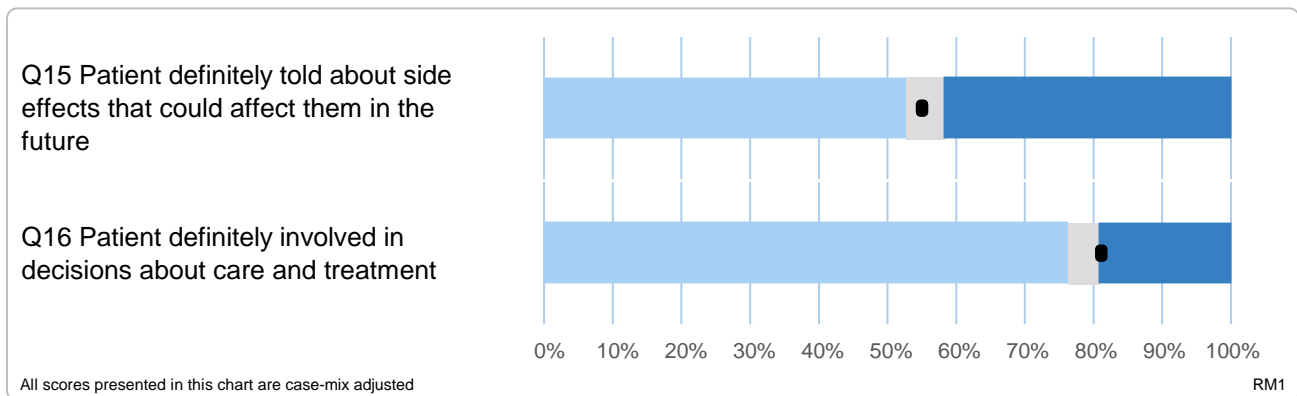


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q12	Patient felt that treatment options were completely explained	1,019	83%	1,144	85%			85%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	1,149	70%	1,263	72%			72%	71%	76%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	1,146	66%	1,273	66%			66%	64%	70%	67%

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Trust results

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

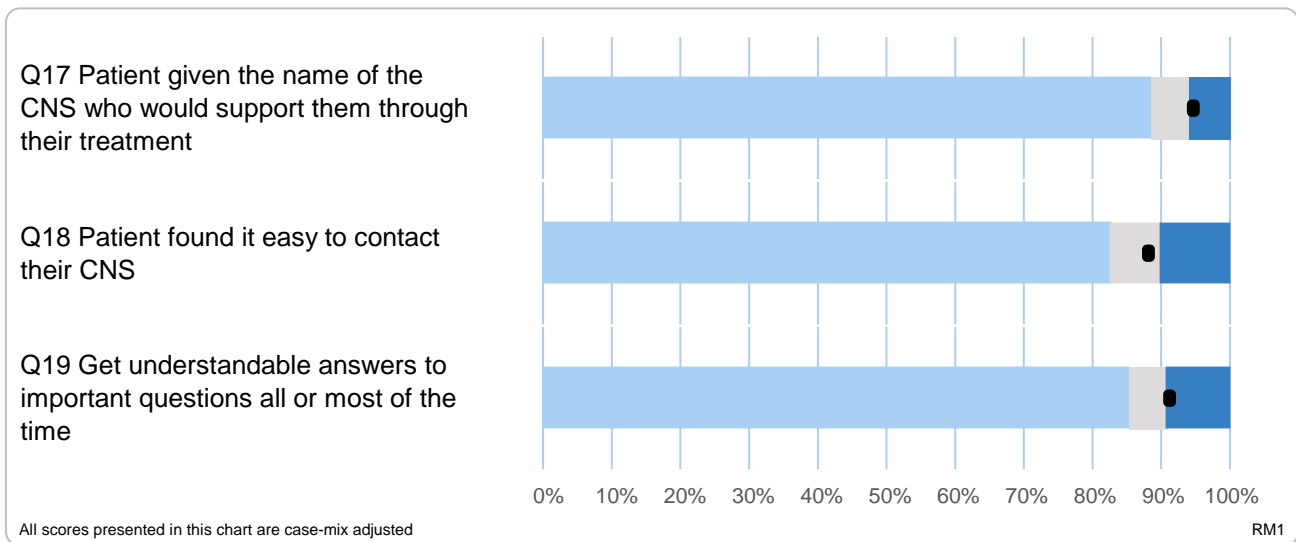


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	1,079	51%	1,206	55%			55%	53%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	1,155	77%	1,293	81%	↑		81%	76%	81%	79%

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Trust results

Clinical Nurse Specialist

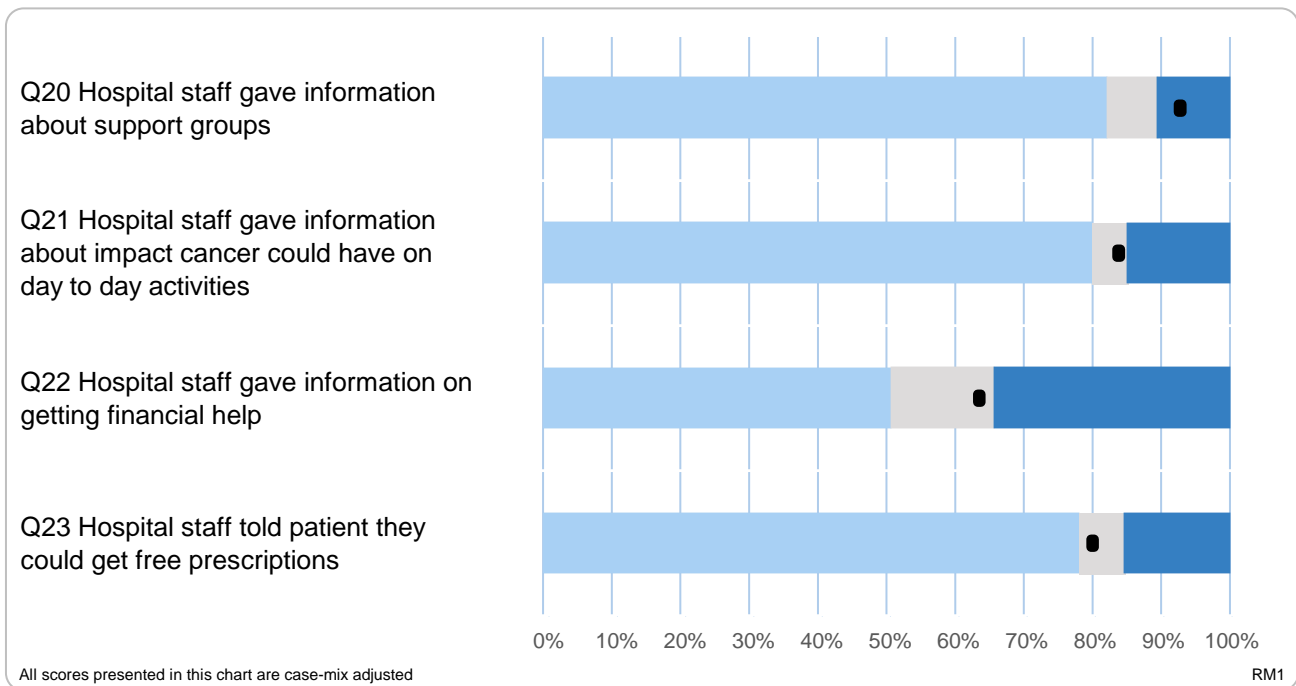


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score							
Q17 Patient given the name of the CNS who would support them through their treatment	1,160	94%	1,300	94%			94%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	959	85%	1,094	88%			88%	83%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	913	89%	1,032	91%			91%	85%	91%	88%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
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Trust results

Support for people with cancer

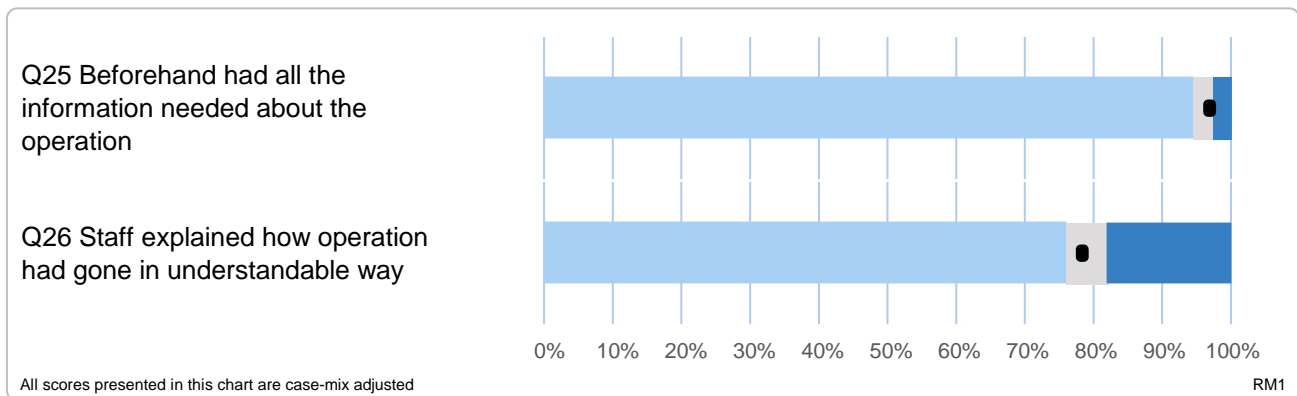


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	961	89%	1,098	92%		↑	93%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	748	81%	837	83%			84%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	627	63%	654	63%			63%	51%	66%	58%
Q23 Hospital staff told patient they could get free prescriptions	480	77%	537	80%			80%	78%	85%	81%

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Trust results

Operations

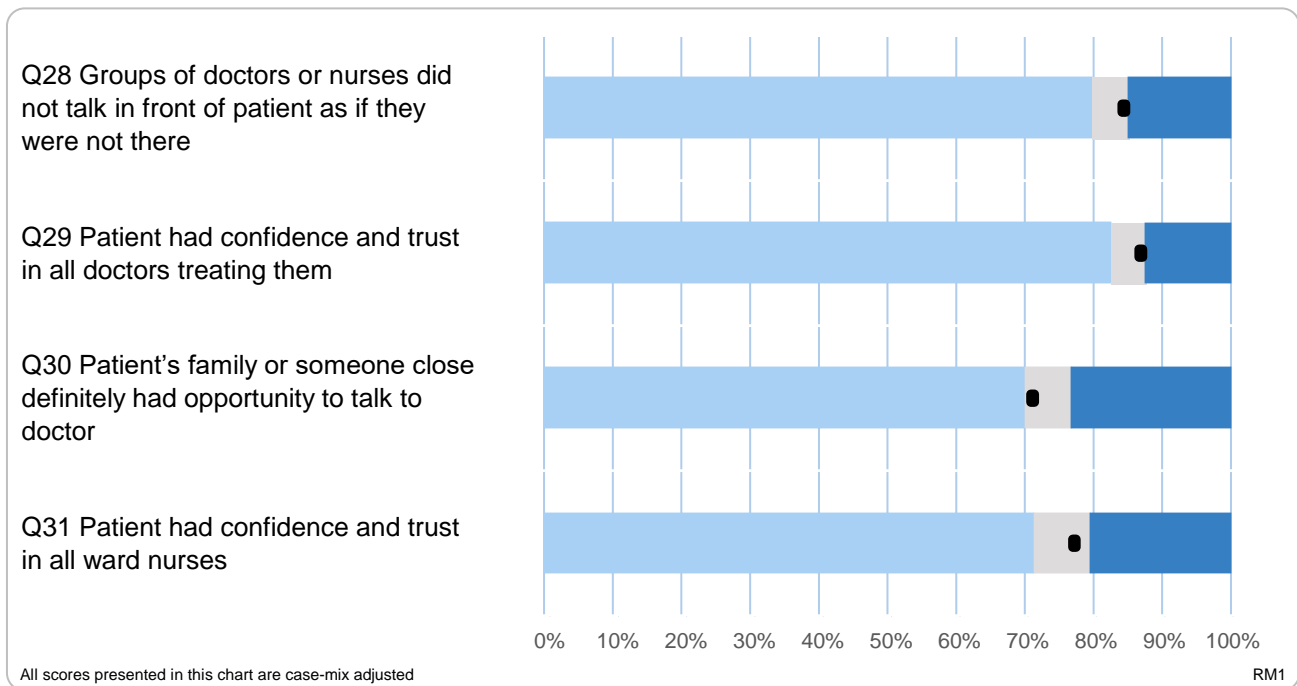


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	645	96%	723	97%			97%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	643	77%	722	79%			78%	76%	82%	79%

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Trust results

Hospital care as an inpatient (Part 1 of 3)

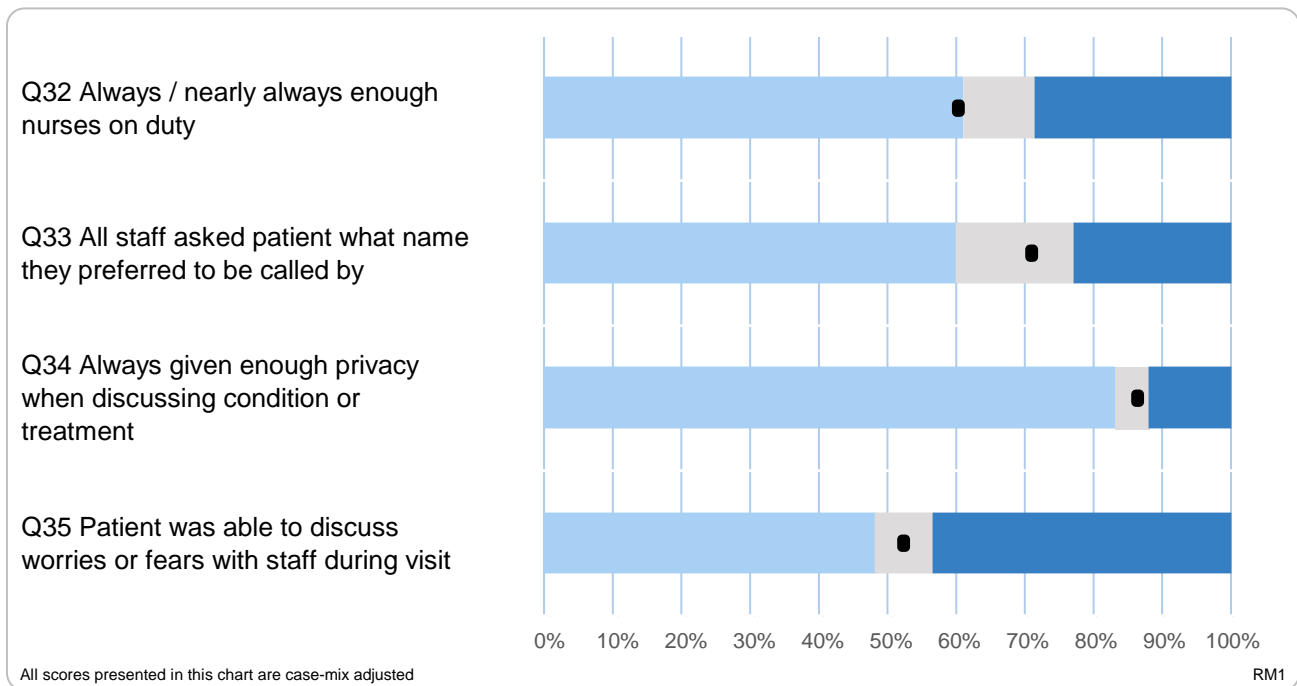


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	710	84%	788	85%			84%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	711	85%	791	87%			87%	83%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	573	71%	653	71%			71%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	708	70%	796	77%	↑	↑	77%	71%	80%	76%

↑ 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)
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Trust results

Hospital care as an inpatient (Part 2 of 3)

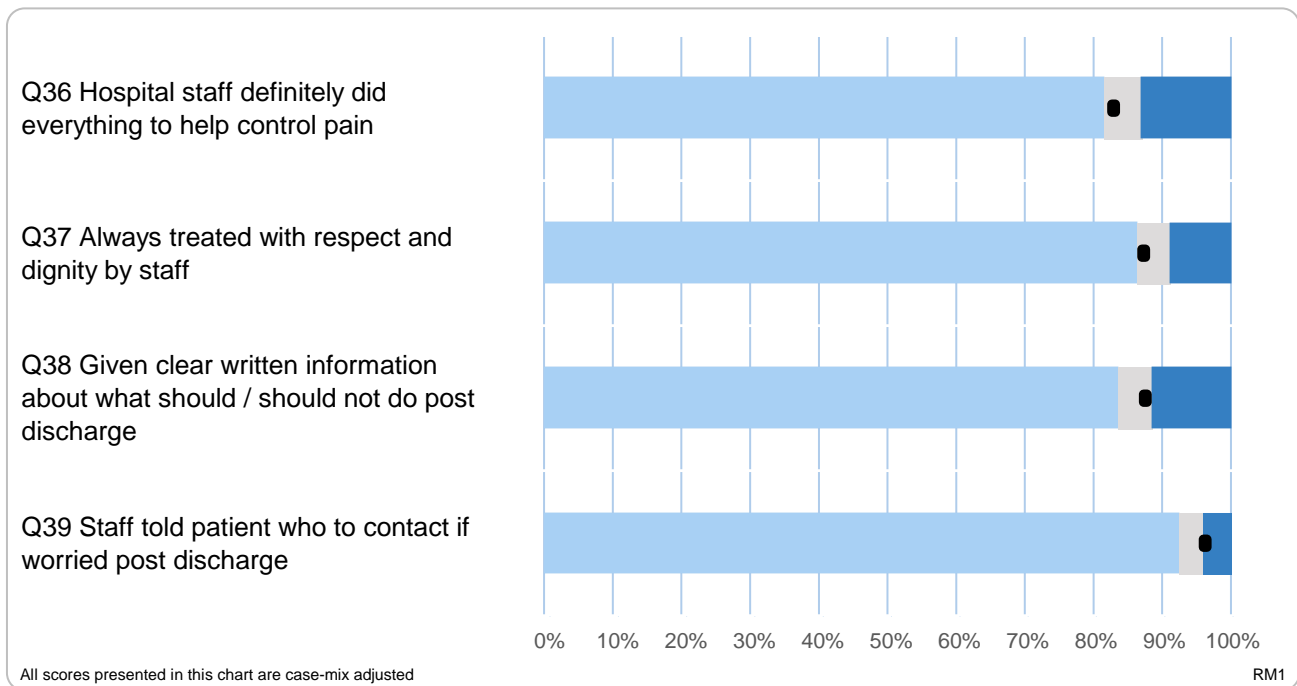


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016 Number of respondents	2016 Score	2017 Number of respondents	2017 Score			2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q32 Always / nearly always enough nurses on duty	704	56%	790	61%		↑	60%	61%	71%	66%
Q33 All staff asked patient what name they preferred to be called by	699	67%	793	72%		↑	71%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	707	87%	792	86%			86%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	494	50%	549	52%			52%	48%	57%	53%

↑ 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)
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Trust results

Hospital care as an inpatient (Part 3 of 3)

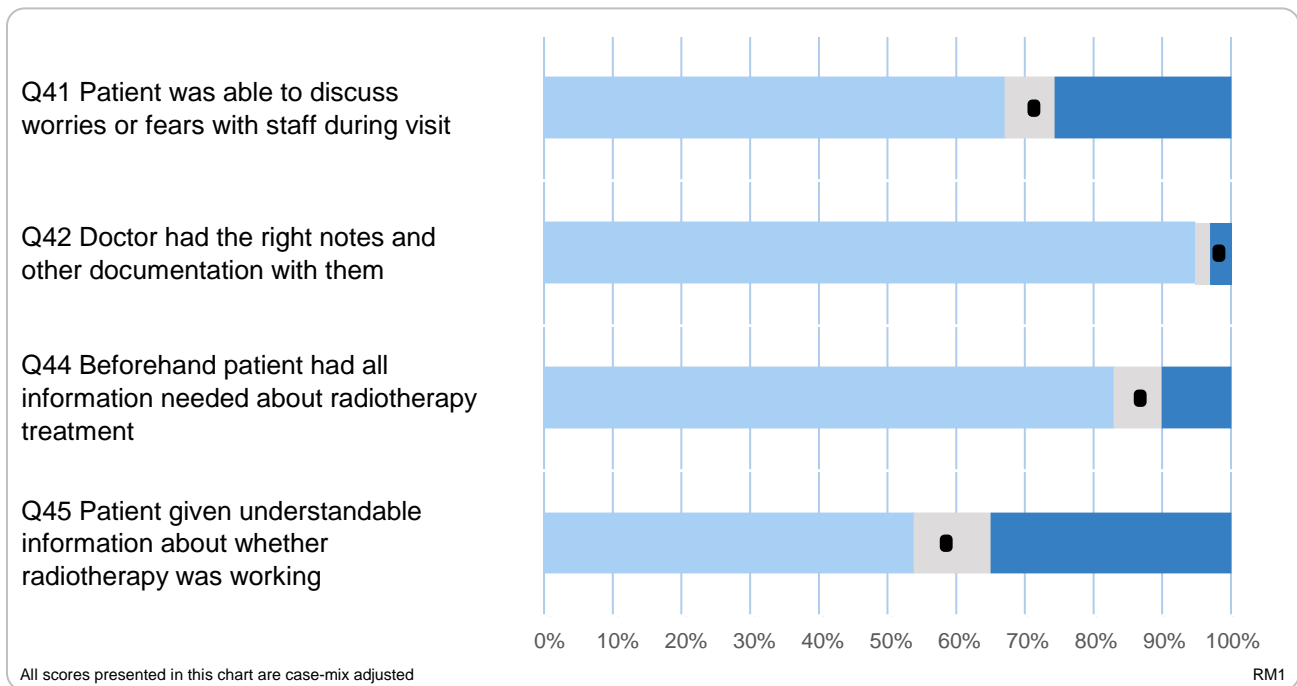


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016		2017				2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	616	82%	686	83%			83%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	708	88%	796	88%			87%	86%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	662	85%	758	87%			87%	84%	89%	86%
Q39 Staff told patient who to contact if worried post discharge	689	94%	769	96%		↑	96%	92%	96%	94%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
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Trust results

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

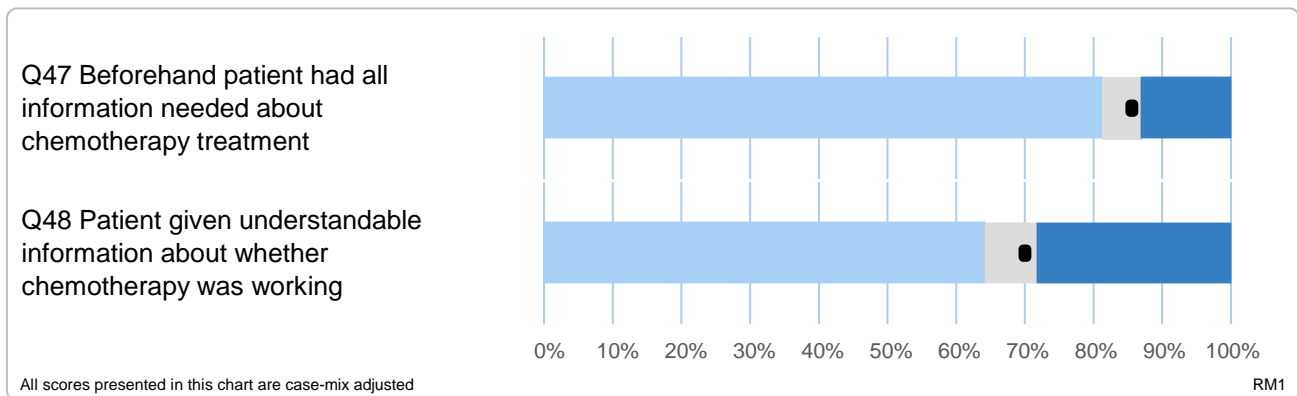


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	860	70%	972	71%			71%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	1,067	98%	1,161	98%			98%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	354	88%	365	87%			87%	83%	90%	87%
Q45 Patient given understandable information about whether radiotherapy was working	298	68%	294	58%			58%	54%	65%	59%

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Trust results

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

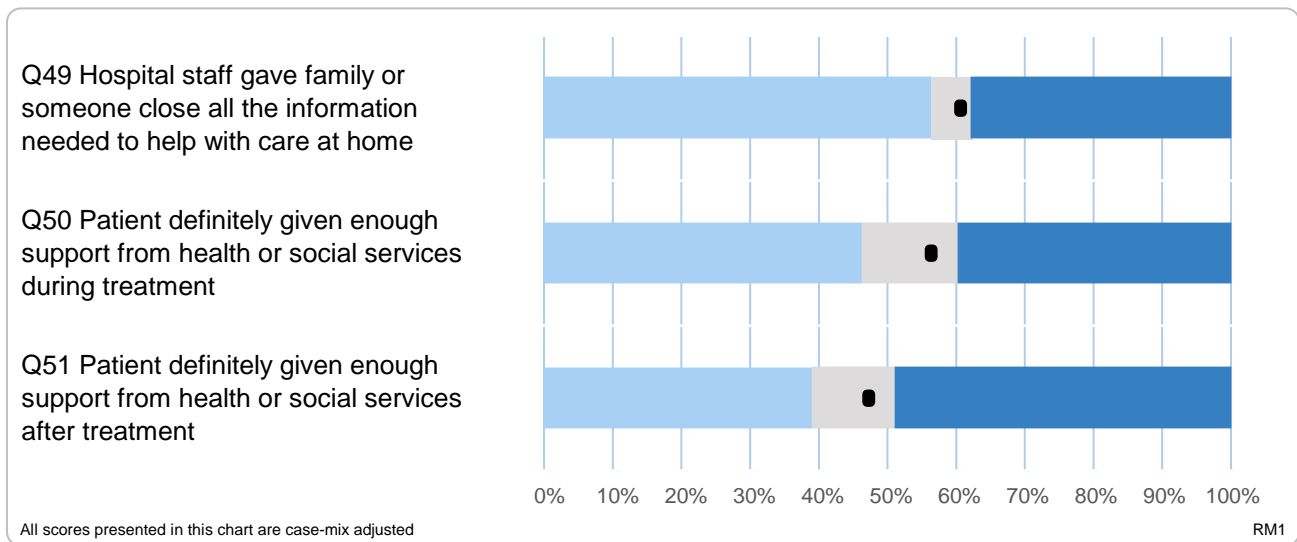


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47	636	82%	657	86%			85%	81%	87%	84%
Q48	576	65%	581	70%			70%	64%	72%	68%

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score
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Trust results

Home care and support

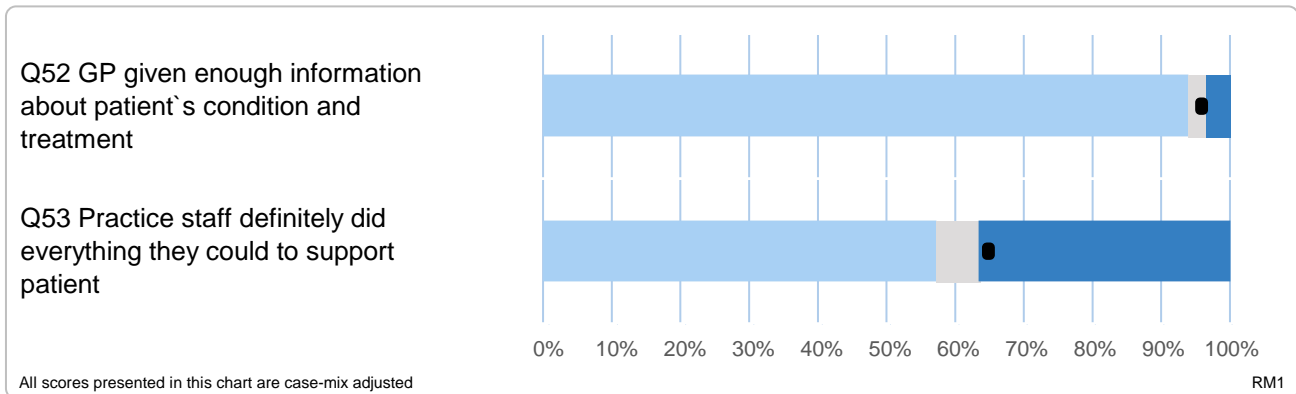


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	955	58%	1,071	61%			60%	56%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	574	56%	574	56%			56%	46%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	331	48%	363	48%			47%	39%	51%	45%

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Trust results

Care from your general practice

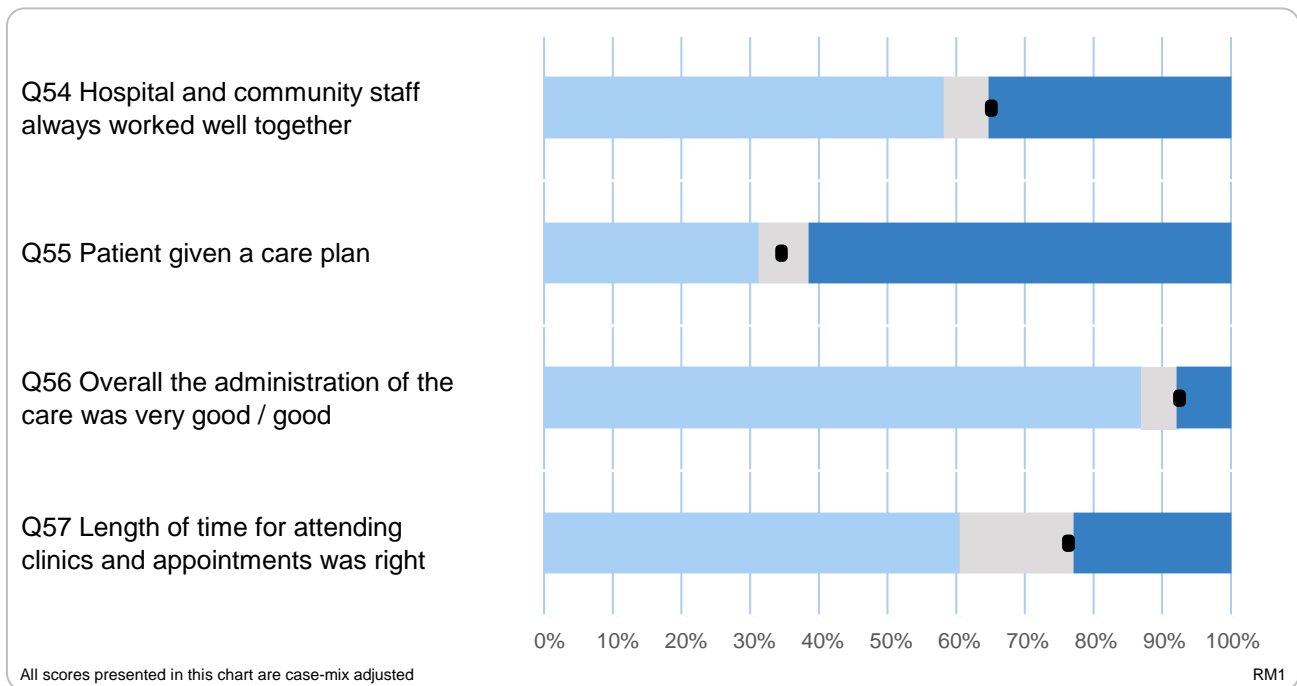


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	958	95%	1,054	96%			96%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	857	66%	929	65%			65%	57%	64%	60%

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

Your overall NHS care (Part 1 of 2)

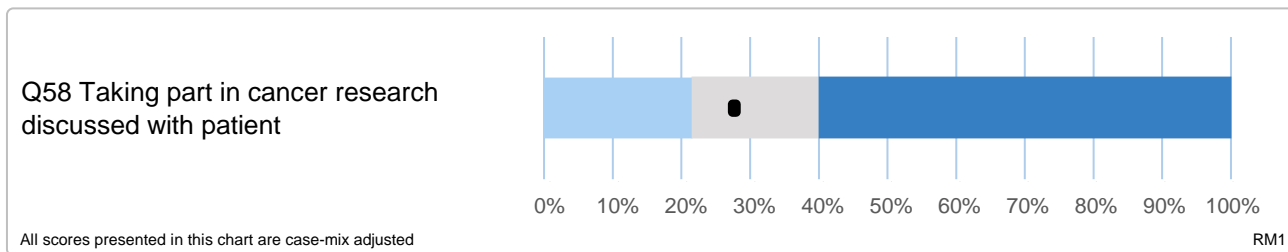


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016 Number of respondents	2016 Score	2017 Number of respondents	2017 Score			2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	1,164	65%	1,290	65%			65%	58%	65%	62%
Q55 Patient given a care plan	932	31%	1,061	33%		↑	34%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	1,201	92%	1,321	92%			92%	87%	92%	90%
Q57 Length of time for attending clinics and appointments was right	1,195	76%	1,313	77%		↑	76%	61%	77%	69%

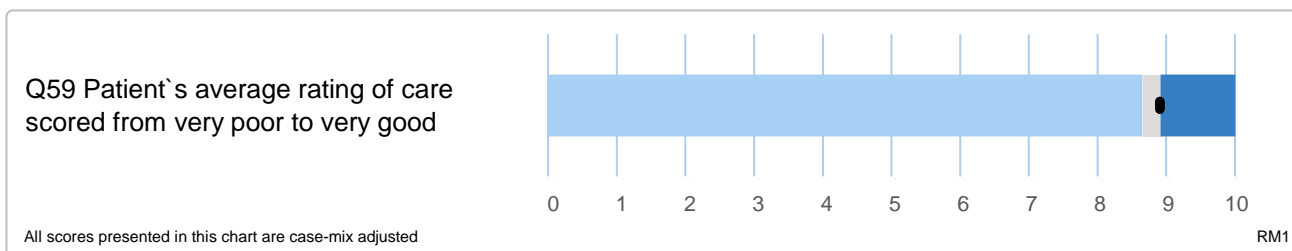
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Trust results

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	1,150	22%	1,269	27%	↑		27%	22%	40%	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	1,183	8.8	1,300	8.9			8.9	8.7	8.9	8.8

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Comparisons by tumour group for this Trust

The following tables show the unadjusted Trust 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 Trust [§]	National	This Trust [§]	National
Brain / CNS	*	68%	*	82%
Breast	95%	94%	92%	90%
Colorectal / LGT	69%	72%	82%	82%
Gynaecological	82%	76%	86%	81%
Haematological	60%	64%	83%	82%
Head and Neck	89%	77%	85%	79%
Lung	75%	68%	90%	83%
Prostate	84%	79%	89%	87%
Sarcoma	*	67%	*	67%
Skin	86%	90%	83%	86%
Upper Gastro	82%	72%	81%	79%
Urological	81%	82%	85%	86%
Other	80%	72%	82%	79%
All Cancers	80%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	97%	95%	92%	92%	86%	83%
Colorectal / LGT	92%	96%	83%	88%	84%	82%
Gynaecological	93%	93%	83%	86%	80%	76%
Haematological	95%	94%	87%	89%	81%	76%
Head and Neck	98%	91%	90%	86%	73%	77%
Lung	94%	95%	91%	88%	84%	78%
Prostate	92%	94%	90%	87%	84%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	97%	95%	90%	87%	88%	84%
Upper Gastro	91%	93%	82%	84%	74%	75%
Urological	96%	94%	87%	88%	81%	79%
Other	96%	95%	86%	87%	79%	77%
All Cancers	95%	95%	88%	88%	82%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	82%	84%	90%	89%	81%	78%	77%	77%
Colorectal / LGT	75%	82%	90%	86%	79%	79%	61%	72%
Gynaecological	69%	71%	89%	82%	86%	73%	76%	71%
Haematological	71%	72%	87%	83%	65%	59%	83%	76%
Head and Neck	83%	73%	83%	85%	79%	74%	55%	65%
Lung	78%	77%	86%	83%	80%	75%	74%	65%
Prostate	76%	79%	85%	85%	80%	79%	83%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	77%	66%	94%	88%	79%	81%	91%	83%
Upper Gastro	72%	78%	73%	80%	67%	73%	58%	66%
Urological	73%	73%	89%	83%	79%	77%	82%	73%
Other	74%	75%	82%	82%	72%	71%	67%	64%
All Cancers	75%	77%	86%	85%	76%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	81%	*	75%	*	65%
Breast	85%	84%	75%	75%	75%	70%
Colorectal / LGT	91%	86%	76%	77%	63%	71%
Gynaecological	77%	84%	67%	76%	59%	67%
Haematological	87%	80%	76%	70%	73%	65%
Head and Neck	93%	84%	58%	69%	52%	67%
Lung	89%	84%	76%	75%	63%	69%
Prostate	83%	83%	66%	73%	63%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	84%	88%	67%	77%	67%	73%
Upper Gastro	81%	82%	62%	71%	60%	65%
Urological	88%	82%	78%	71%	66%	62%
Other	82%	80%	73%	72%	66%	64%
All Cancers	85%	83%	72%	73%	66%	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 Trust [§]	National	This Trust [§]	National
Brain / CNS	*	55%	*	75%
Breast	53%	57%	81%	79%
Colorectal / LGT	59%	59%	85%	81%
Gynaecological	50%	54%	78%	79%
Haematological	58%	50%	85%	77%
Head and Neck	42%	58%	74%	77%
Lung	56%	54%	86%	79%
Prostate	64%	64%	82%	81%
Sarcoma	*	53%	*	77%
Skin	51%	66%	89%	86%
Upper Gastro	53%	52%	75%	77%
Urological	54%	53%	83%	76%
Other	54%	51%	78%	75%
All Cancers	55%	56%	81%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	99%	95%	93%	86%	94%	88%
Colorectal / LGT	97%	92%	85%	88%	91%	89%
Gynaecological	95%	94%	91%	85%	94%	87%
Haematological	93%	91%	94%	88%	94%	88%
Head and Neck	88%	89%	88%	88%	85%	88%
Lung	97%	94%	85%	87%	93%	87%
Prostate	93%	90%	83%	84%	90%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	88%	90%	84%	88%	90%	93%
Upper Gastro	91%	92%	76%	86%	92%	87%
Urological	86%	83%	87%	85%	93%	88%
Other	95%	89%	88%	85%	85%	86%
All Cancers	94%	91%	88%	86%	91%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	95%	90%	91%	86%	82%	62%	79%	81%
Colorectal / LGT	96%	86%	83%	83%	61%	55%	80%	84%
Gynaecological	95%	85%	79%	81%	77%	59%	90%	77%
Haematological	91%	84%	90%	83%	60%	59%	87%	86%
Head and Neck	80%	84%	81%	82%	*	61%	*	82%
Lung	94%	85%	79%	80%	63%	69%	79%	85%
Prostate	89%	89%	74%	85%	47%	49%	81%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	94%	87%	91%	83%	*	56%	*	62%
Upper Gastro	90%	84%	87%	82%	55%	61%	80%	84%
Urological	86%	78%	75%	74%	49%	39%	74%	71%
Other	93%	82%	81%	78%	56%	57%	80%	81%
All Cancers	92%	86%	83%	82%	63%	58%	80%	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 Trust [§]	National	This Trust [§]	National
Brain / CNS	*	93%	*	76%
Breast	99%	97%	75%	79%
Colorectal / LGT	96%	96%	87%	83%
Gynaecological	94%	96%	89%	80%
Haematological	*	93%	*	75%
Head and Neck	100%	96%	73%	77%
Lung	98%	95%	90%	78%
Prostate	96%	96%	73%	78%
Sarcoma	*	94%	*	78%
Skin	98%	96%	73%	84%
Upper Gastro	86%	96%	69%	78%
Urological	97%	95%	77%	76%
Other	97%	95%	82%	78%
All Cancers	97%	96%	79%	79%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	89%	89%	87%	87%	77%	76%	80%	78%
Colorectal / LGT	79%	78%	85%	86%	70%	73%	75%	71%
Gynaecological	88%	86%	90%	86%	67%	74%	81%	72%
Haematological	89%	81%	84%	81%	72%	75%	80%	75%
Head and Neck	85%	81%	83%	84%	67%	73%	78%	72%
Lung	80%	76%	87%	82%	84%	75%	71%	76%
Prostate	90%	86%	88%	90%	62%	75%	78%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	85%	89%	92%	90%	*	79%	82%	83%
Upper Gastro	73%	74%	78%	83%	53%	71%	76%	71%
Urological	86%	80%	93%	86%	73%	69%	82%	78%
Other	83%	80%	86%	81%	73%	71%	70%	72%
All Cancers	85%	82%	87%	85%	71%	73%	77%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	61%	70%	62%	64%	91%	87%	66%	56%
Colorectal / LGT	50%	62%	79%	71%	87%	85%	43%	53%
Gynaecological	68%	65%	73%	65%	85%	82%	56%	52%
Haematological	64%	63%	67%	69%	85%	86%	55%	55%
Head and Neck	64%	63%	66%	68%	88%	85%	54%	53%
Lung	61%	69%	79%	72%	85%	84%	53%	49%
Prostate	63%	71%	64%	69%	87%	89%	50%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	61%	76%	71%	71%	89%	89%	*	58%
Upper Gastro	54%	63%	76%	76%	74%	84%	37%	50%
Urological	70%	69%	80%	72%	96%	85%	54%	46%
Other	57%	62%	75%	69%	78%	83%	40%	48%
All Cancers	61%	66%	72%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	85%	87%	84%	90%	93%	92%	97%	96%
Colorectal / LGT	78%	85%	85%	87%	79%	84%	94%	94%
Gynaecological	90%	84%	93%	87%	96%	87%	96%	93%
Haematological	84%	82%	92%	90%	82%	80%	95%	96%
Head and Neck	85%	82%	83%	87%	95%	85%	95%	92%
Lung	87%	85%	92%	89%	91%	83%	100%	92%
Prostate	84%	86%	90%	91%	85%	89%	95%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	95%	87%	93%	93%	88%	91%	100%	96%
Upper Gastro	63%	82%	86%	87%	73%	82%	93%	94%
Urological	82%	82%	92%	89%	90%	86%	97%	91%
Other	85%	83%	83%	88%	84%	81%	96%	93%
All Cancers	83%	84%	88%	89%	87%	86%	96%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	74%	71%	100%	96%	89%	88%	62%	59%
Colorectal / LGT	75%	74%	98%	96%	*	85%	*	58%
Gynaecological	67%	69%	98%	96%	*	85%	*	65%
Haematological	72%	73%	98%	97%	*	83%	*	60%
Head and Neck	68%	70%	100%	96%	*	86%	*	64%
Lung	68%	70%	99%	95%	94%	86%	67%	58%
Prostate	73%	74%	95%	96%	76%	88%	56%	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	72%	72%	98%	96%	*	77%	*	70%
Upper Gastro	63%	70%	95%	95%	*	86%	*	56%
Urological	76%	66%	98%	96%	*	84%	*	54%
Other	69%	68%	97%	95%	89%	87%	48%	59%
All Cancers	71%	71%	98%	96%	87%	87%	58%	59%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	83%	*	63%
Breast	83%	83%	64%	62%
Colorectal / LGT	93%	84%	62%	66%
Gynaecological	83%	86%	63%	67%
Haematological	90%	84%	84%	75%
Head and Neck	*	78%	*	58%
Lung	89%	85%	71%	69%
Prostate	85%	86%	72%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	73%	84%	60%	64%
Urological	97%	84%	77%	69%
Other	85%	85%	68%	69%
All Cancers	86%	84%	70%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	62%	59%	57%	53%	44%	42%
Colorectal / LGT	61%	62%	63%	62%	52%	52%
Gynaecological	66%	57%	54%	47%	*	38%
Haematological	68%	61%	60%	52%	50%	45%
Head and Neck	58%	63%	*	56%	*	50%
Lung	54%	58%	39%	51%	*	42%
Prostate	56%	60%	57%	50%	49%	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	73%	67%	*	61%	*	59%
Upper Gastro	54%	59%	48%	53%	38%	45%
Urological	60%	58%	58%	48%	53%	45%
Other	59%	56%	55%	53%	53%	45%
All Cancers	61%	59%	56%	53%	48%	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 Trust [§]	National	This Trust [§]	National
Brain / CNS	*	94%	*	52%
Breast	96%	96%	70%	61%
Colorectal / LGT	92%	95%	64%	60%
Gynaecological	98%	95%	59%	56%
Haematological	97%	96%	63%	58%
Head and Neck	97%	93%	54%	60%
Lung	97%	95%	64%	60%
Prostate	96%	96%	75%	67%
Sarcoma	*	94%	*	55%
Skin	100%	96%	79%	69%
Upper Gastro	91%	93%	71%	60%
Urological	96%	95%	57%	62%
Other	97%	95%	61%	58%
All Cancers	96%	95%	65%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	53%	*	35%	*	85%	*	68%
Breast	71%	62%	36%	38%	96%	91%	75%	68%
Colorectal / LGT	62%	61%	30%	38%	90%	89%	83%	71%
Gynaecological	56%	58%	41%	31%	95%	89%	78%	67%
Haematological	67%	63%	34%	34%	96%	92%	79%	65%
Head and Neck	53%	59%	23%	35%	92%	88%	81%	68%
Lung	68%	63%	32%	33%	95%	90%	75%	71%
Prostate	69%	66%	35%	36%	90%	89%	76%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	68%	70%	49%	44%	94%	89%	79%	75%
Upper Gastro	56%	57%	26%	34%	87%	87%	71%	68%
Urological	68%	63%	31%	30%	86%	87%	78%	75%
Other	61%	57%	33%	30%	90%	88%	76%	65%
All Cancers	65%	62%	33%	35%	92%	90%	77%	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 Trust [§]	National	This Trust [§]	National
Brain / CNS	*	33%	*	8.5
Breast	24%	31%	9.1	8.9
Colorectal / LGT	29%	30%	8.7	8.8
Gynaecological	34%	36%	9.0	8.8
Haematological	27%	33%	9.1	8.9
Head and Neck	13%	18%	8.9	8.7
Lung	33%	36%	9.0	8.7
Prostate	20%	35%	8.8	8.8
Sarcoma	*	39%	*	8.6
Skin	33%	18%	9.1	8.9
Upper Gastro	31%	34%	8.5	8.7
Urological	20%	20%	8.9	8.7
Other	33%	33%	8.8	8.7
All Cancers	27%	31%	8.9	8.8

[§] These are unadjusted scores

Annex

Methodology

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

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

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

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

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

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

Further information

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

www.ncpes.co.uk

Redevelopment of the 2017 survey

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

Official Statistics

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

Annex (continued)

Scoring methodologies

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

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

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

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

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

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

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

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

Case-mix adjustment

As in 2016, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. 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 Trust is performing given their patient population.

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

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

Annex (continued)

Statistical significance

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

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

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

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

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

www.ncpes.co.uk

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
RM1	2,025	105	1,920	516	58	1,346	70%

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	11
Breast	230
Gynaecological	65
Colorectal / LGT	129
Lung	96
Skin	49
Haematological	148
Upper Gastro	73
Other	209
Urological	124
Prostate	156
Sarcoma	8
Head and Neck	48

* 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 Trust was as follows:

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	0	5	10	26	116	303	166	41	667
Female	1	11	26	87	144	255	132	23	679
Total	1	16	36	113	260	558	298	64	1,346



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.

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