

# **National Cancer Patient Experience Survey**

## **2017 Results**

### **North East and Cumbria Cancer Alliance**

### **Published November 2018**

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



## Table of Contents

Introduction	4
This report	4
Data tables	4
Comparability charts	5
Tumour group tables	6
Expected Range Summaries - Trusts and CCGs	6
Dashboard Questions - Trusts and CCGs	6
Notes on specific questions	6
How to use the data	6
Response rates	7
Executive Summary	8
Questions which scored outside expected range	9
Cancer Alliance Results	11
Seeing your GP	11
Diagnostic Tests	12
Finding out what was wrong with you	13
Deciding the best treatment for you	14
Clinical Nurse Specialist	16
Support for people with cancer	17
Operations	18
Hospital care as an inpatient	19
Hospital care as a day patient / outpatient	22
Home care and support	24
Care from your general practice	25
Your overall NHS care	26
Comparisons by tumour group for this Cancer Alliance	28
Seeing your GP	28
Diagnostic Tests	29
Finding out what was wrong with you	30
Deciding the best treatment for you	31
Clinical Nurse Specialist	32
Support for people with cancer	33
Operations	34
Hospital care as an inpatient	35
Hospital care as a day patient / outpatient	37
Home care and support	38
Care from your general practice	39
Your overall NHS care	40
Annex	41
Response Rates	41
Respondents by tumour group	41
Respondents by age and gender	41
Expected Range Summary - Trusts	42
Dashboard Questions - Trusts	43
Expected Range Summary - CCGs	50
Dashboard Questions - CCGs	51

**Table of Contents (continued)**

Methodology	58
Further information	58
Redevelopment of the 2017 survey	58
Official Statistics	58
Scoring methodologies	59
Case-mix adjustment	59
Statistical significance	60

## Introduction

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

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

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

Full national results and other reports are available at:

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

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

## This report

The report shows how this 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	4,034	78%	3,388	78%		78%	75%	78%	77%
Q2	Patient thought they were seen as soon as necessary	5,370	85%	4,575	86%		86%	83%	86%	84%

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

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

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

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

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

Comparability charts

For the 2017 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that 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](http://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](http://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](http://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

**8.9** 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

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

**90%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

**90%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

**95%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

**62%** 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](http://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](http://www.cancerdata.nhs.uk/dashboard)

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



**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

**Questions which scored outside expected range**

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

**Seeing your GP**

Q2	Patient thought they were seen as soon as necessary	4,575	86%	83%	86%	84%
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**Diagnostic tests**

Q7	Given complete explanation of test results in understandable way	3,947	81%	78%	81%	79%
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**Finding out what was wrong with you**

Q9	Patient felt they were told sensitively that they had cancer	4,544	87%	83%	86%	85%
Q10	Patient completely understood the explanation of what was wrong	4,619	75%	72%	75%	73%

**Deciding the best treatment for you**

Q12	Patient felt that treatment options were completely explained	4,127	85%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	4,430	77%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	4,420	70%	64%	69%	67%
Q15	Patient definitely told about side effects that could affect them in the future	4,115	59%	54%	57%	56%
Q16	Patient definitely involved in decisions about care and treatment	4,485	81%	77%	80%	79%

**Clinical Nurse Specialist**

Q18	Patient found it easy to contact their CNS	3,640	90%	83%	89%	86%
Q19	Get understandable answers to important questions all or most of the time	3,498	90%	86%	90%	88%

**Operations**

Q26	Staff explained how operation had gone in understandable way	2,483	82%	77%	81%	79%
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**Hospital care as an inpatient**

Q35	Patient was able to discuss worries or fears with staff during visit	1,997	56%	49%	56%	53%
Q37	Always treated with respect and dignity by staff	2,789	90%	87%	90%	89%

Questions which scored outside expected range (continued)

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	Upper limit of expected range	

**Hospital care as a day patient / outpatient**

Q41	Patient was able to discuss worries or fears with staff during visit	3,467	75%	67%	74%	71%
Q47	Beforehand patient had all information needed about chemotherapy treatment	2,415	86%	83%	86%	84%
Q48	Patient given understandable information about whether chemotherapy was working	2,204	72%	65%	71%	68%

**Home care and support**

Q49	Hospital staff gave family or someone close all the information needed to help with care at home	3,783	62%	57%	62%	59%
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**Care from your general practice**

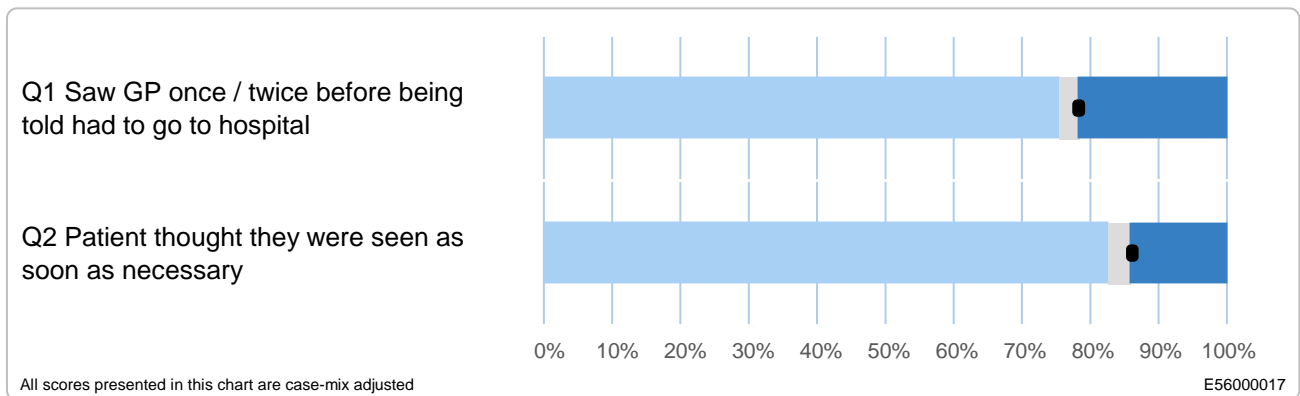
Q52	GP given enough information about patient`s condition and treatment	3,913	96%	94%	96%	95%
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**Your overall NHS care**

Q54	Hospital and community staff always worked well together	4,472	65%	58%	65%	62%
Q56	Overall the administration of the care was very good / good	4,581	91%	88%	91%	90%
Q57	Length of time for attending clinics and appointments was right	4,548	77%	64%	74%	69%
Q59	Patient`s average rating of care scored from very poor to very good	4,503	8.9	8.7	8.9	8.8

## 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	4,034	78%	3,388	78%		78%	75%	78%	77%
Q2	Patient thought they were seen as soon as necessary	5,370	85%	4,575	86%		86%	83%	86%	84%

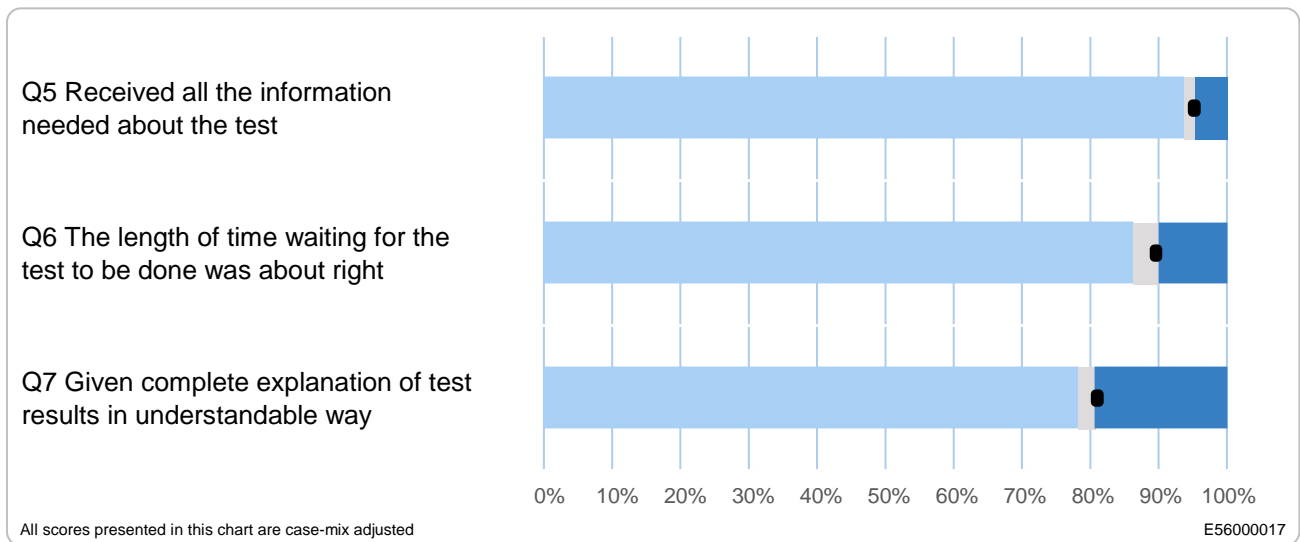
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Diagnostic Tests



Question	Unadjusted Scores				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					
Q5	Received all the information needed about the test	4,589	95%	3,902	95%		94%	95%	95%
Q6	The length of time waiting for the test to be done was about right	4,630	89%	3,939	90%		86%	90%	88%
Q7	Given complete explanation of test results in understandable way	4,660	81%	3,947	81%		78%	81%	79%

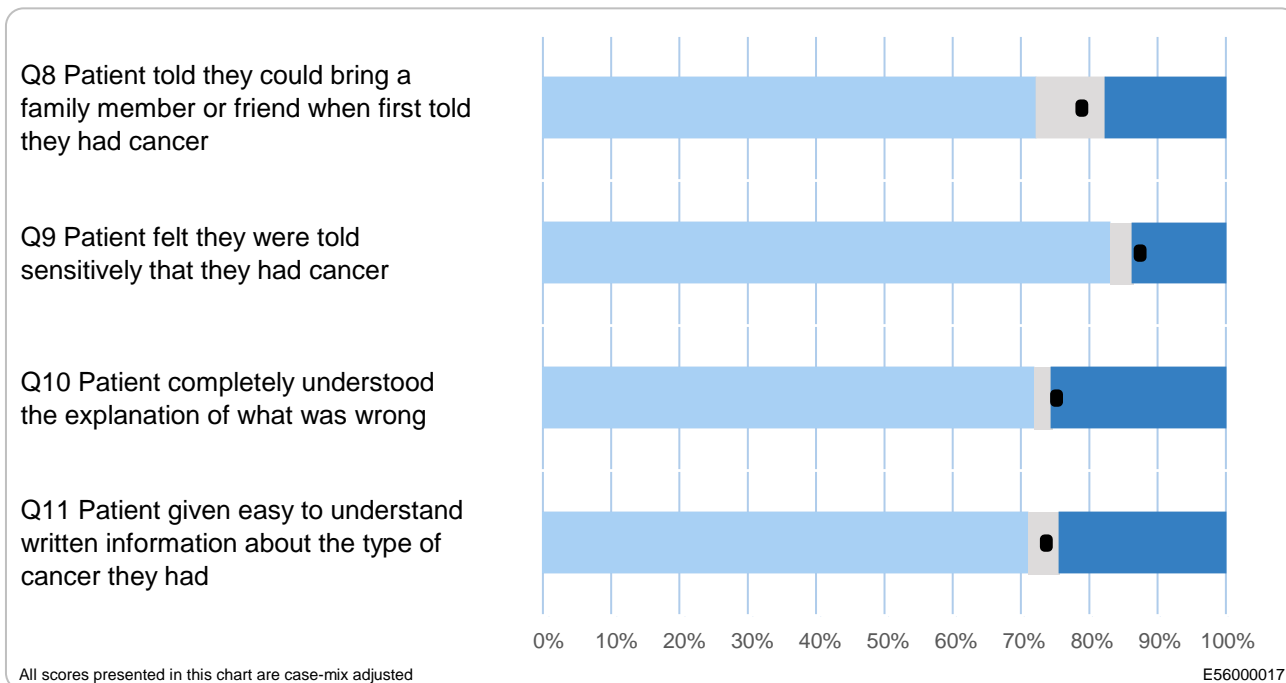
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## Cancer Alliance results

### Finding out what was wrong with you



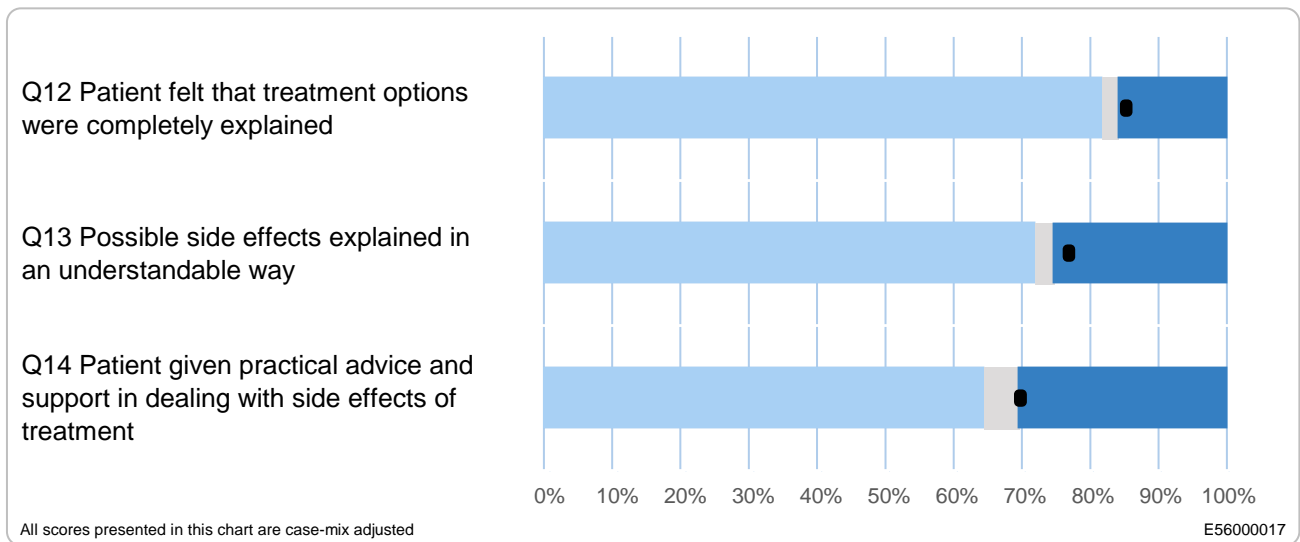
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	5,100	78%	4,328	79%		79%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	5,362	86%	4,544	87%		87%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	5,447	74%	4,619	75%		75%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	4,661	73%	3,990	73%		73%	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)



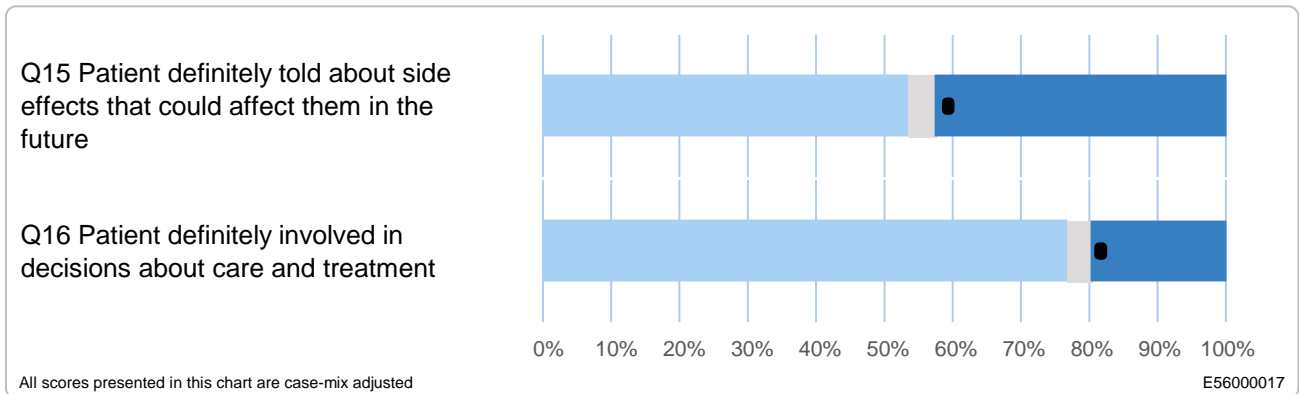
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	4,818	84%	4,127	85%		85%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	5,230	75%	4,430	77%		77%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	5,210	71%	4,420	70%		70%	64%	69%	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)



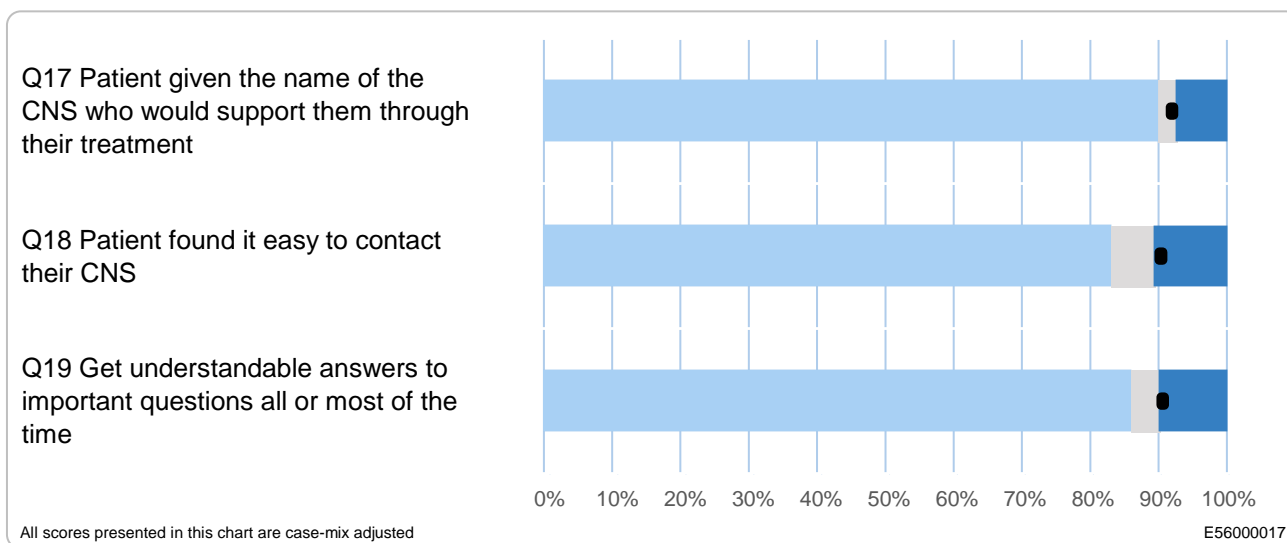
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	4,858	58%	4,115	59%		59%	54%	57%	56%
Q16 Patient definitely involved in decisions about care and treatment	5,231	80%	4,485	82%		81%	77%	80%	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

### Clinical Nurse Specialist



Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score		National Average Score			
Number of respondents	Score	Number of respondents		Score	Expected range - lower		Expected range - upper		
Q17 Patient given the name of the CNS who would support them through their treatment	5,179	90%	4,435	92%	92%	90%	93%	91%	
Q18 Patient found it easy to contact their CNS	4,171	90%	3,640	90%	90%	83%	89%	86%	
Q19 Get understandable answers to important questions all or most of the time	3,999	90%	3,498	90%	90%	86%	90%	88%	

↑ or ↓

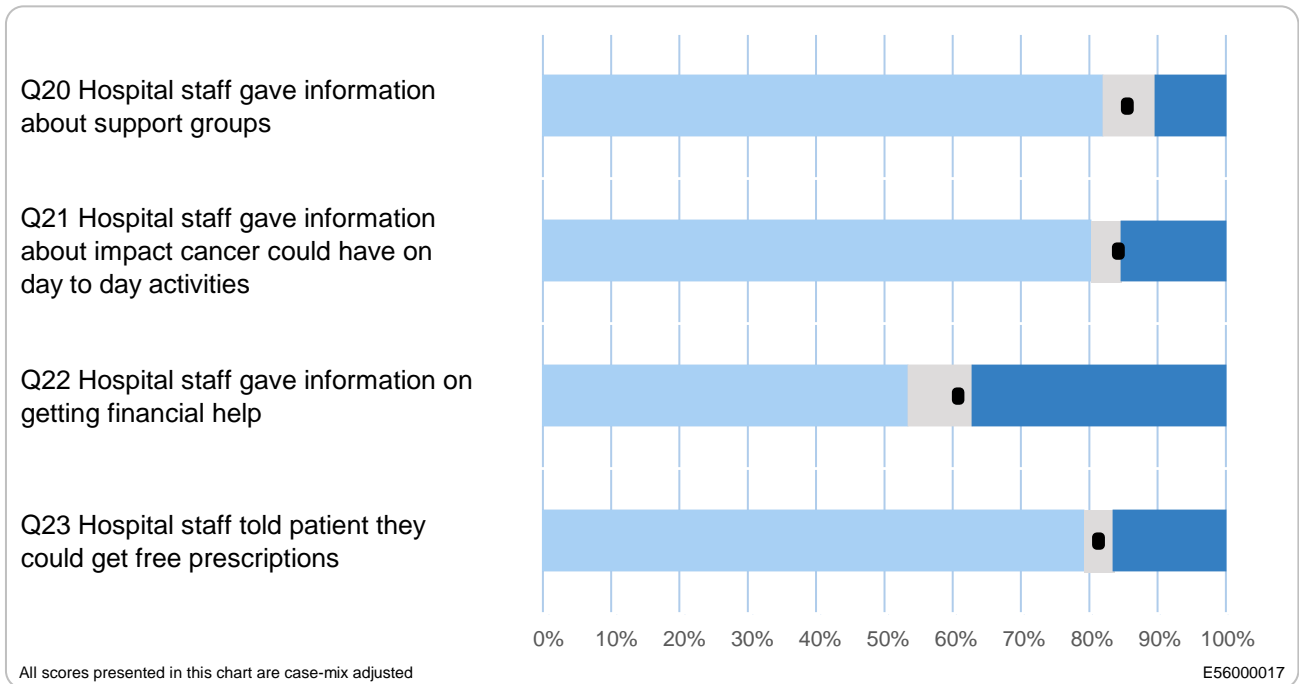
Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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



## Cancer Alliance results

### Support for people with cancer



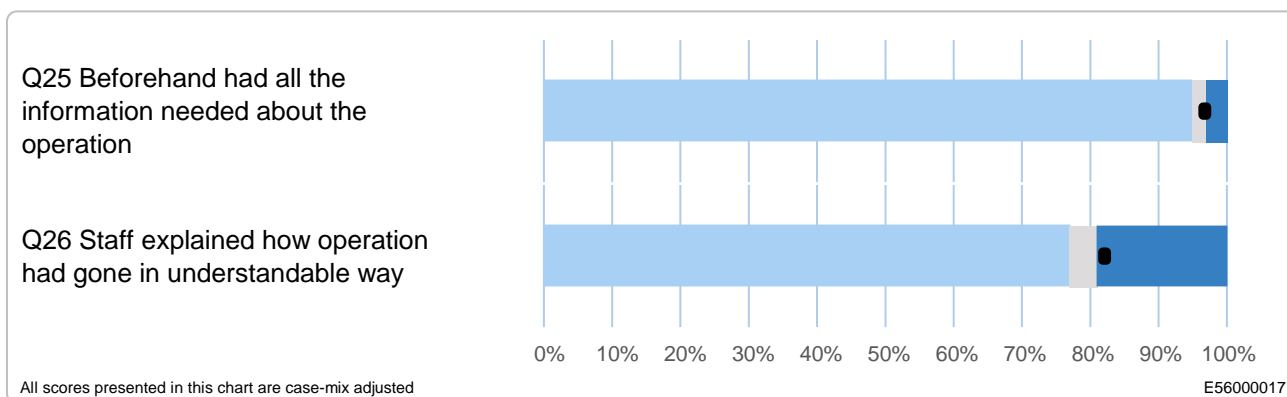
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	3,912	81%	3,423	85%	↑	85%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	3,495	81%	3,051	84%	↑	84%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	2,936	55%	2,468	61%	↑	61%	54%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	2,379	79%	2,027	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



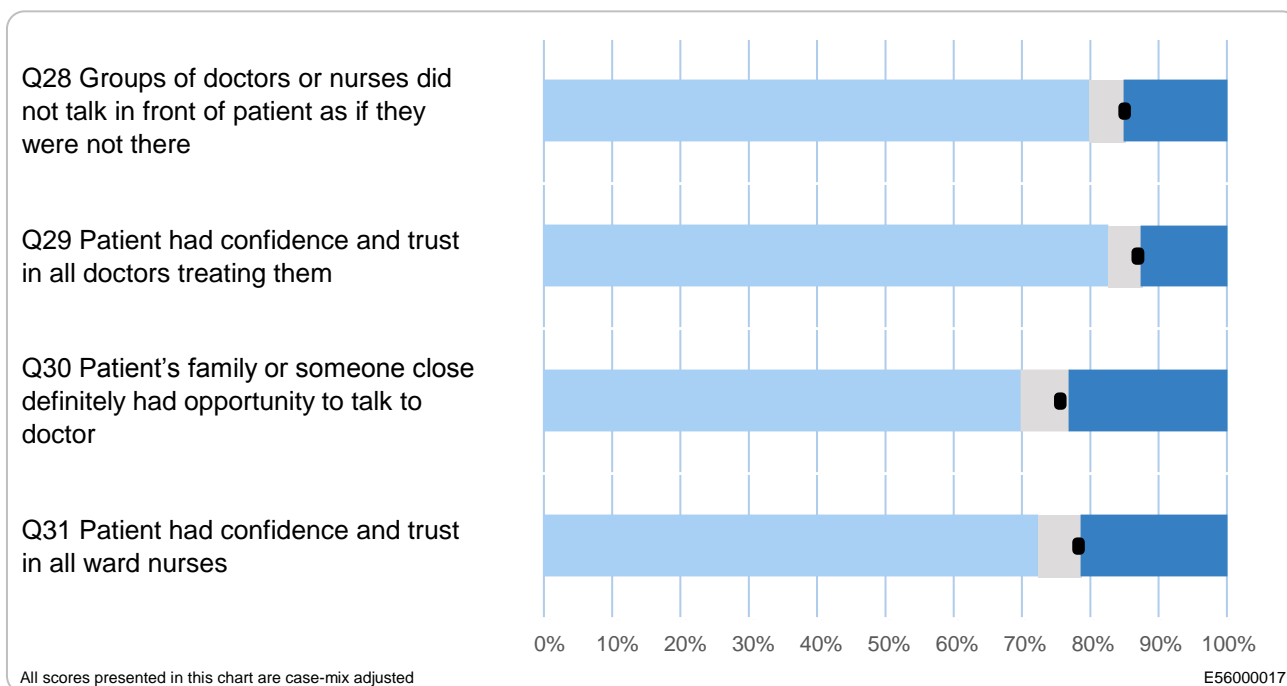
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	2,920	95%	2,491	96%		97%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	2,901	80%	2,483	82%		82%	77%	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

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



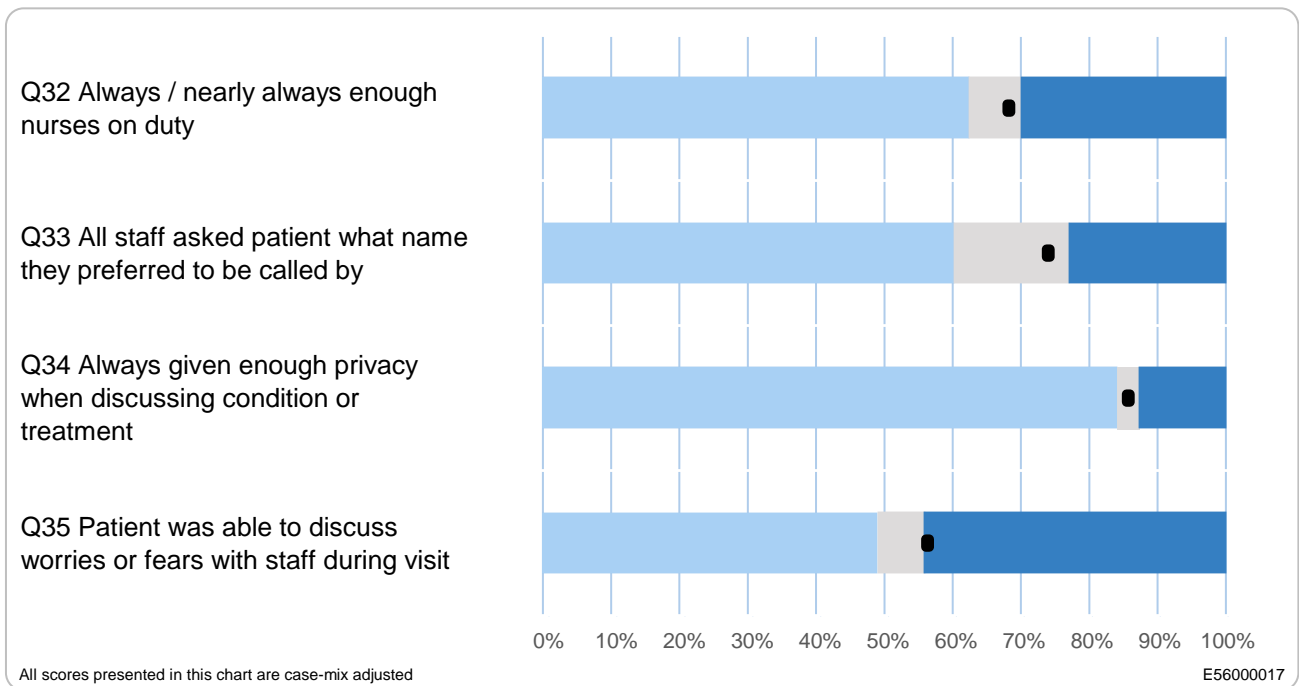
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	3,289	84%	2,782	84%		85%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	3,307	86%	2,787	87%		87%	83%	87%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	2,743	76%	2,332	76%		75%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	3,303	78%	2,792	79%		78%	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)



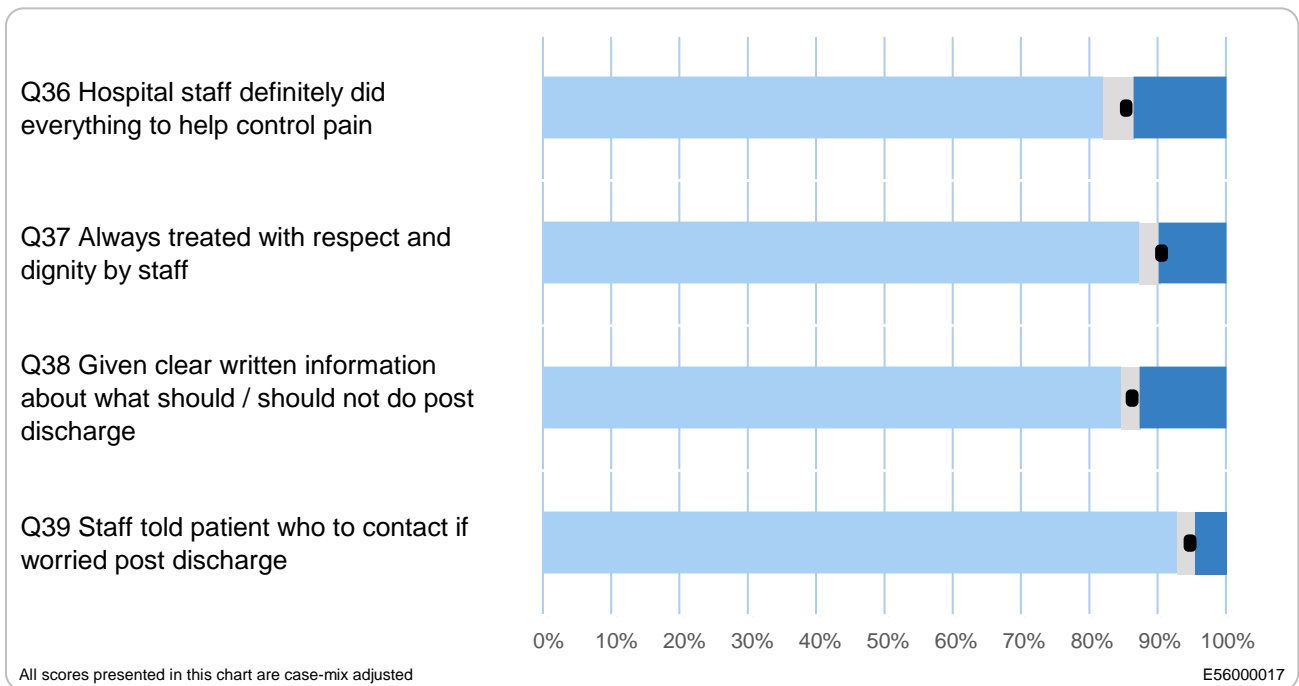
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
Q32 Always / nearly always enough nurses on duty	3,280 69%	2,764 68%		68%	62%	70%	66%		
Q33 All staff asked patient what name they preferred to be called by	3,269 74%	2,768 75%		74%	60%	77%	69%		
Q34 Always given enough privacy when discussing condition or treatment	3,295 86%	2,785 86%		85%	84%	87%	86%		
Q35 Patient was able to discuss worries or fears with staff during visit	2,446 55%	1,997 57%		56%	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)



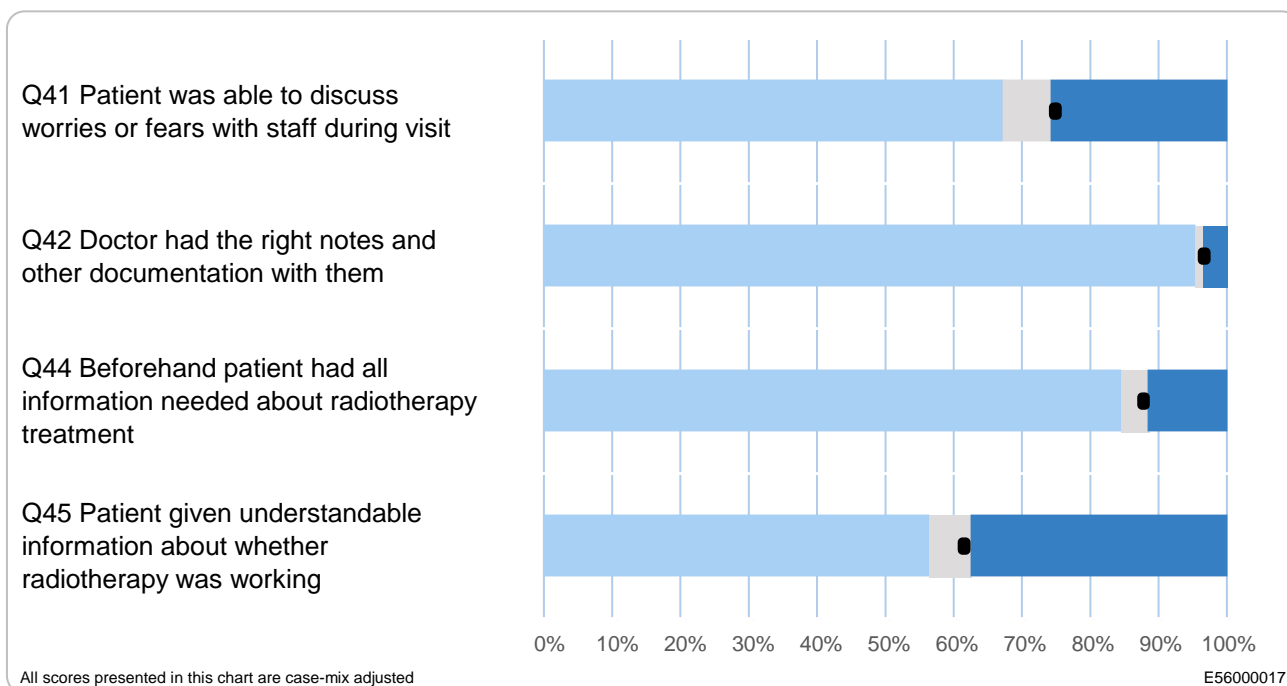
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	2,902	85%	2,462	85%		85%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	3,298	90%	2,789	90%		90%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	3,076	85%	2,592	86%		86%	85%	87%	86%
Q39 Staff told patient who to contact if worried post discharge	3,166	93%	2,679	94%		95%	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)



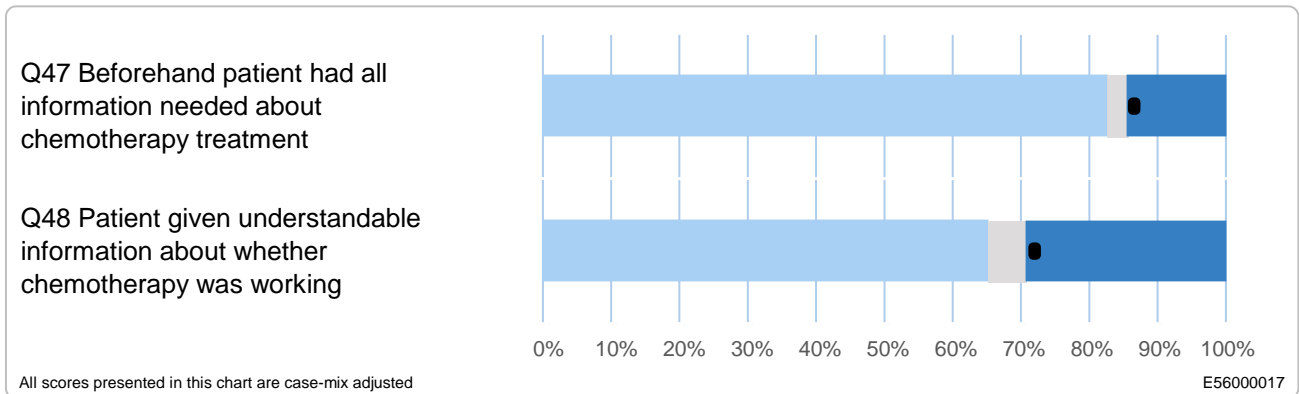
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	4,167	75%	3,467	75%		75%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	4,825	96%	4,109	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	1,337	87%	1,169	88%		88%	85%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	1,134	60%	969	62%		61%	56%	63%	59%

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

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

## Cancer Alliance results

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



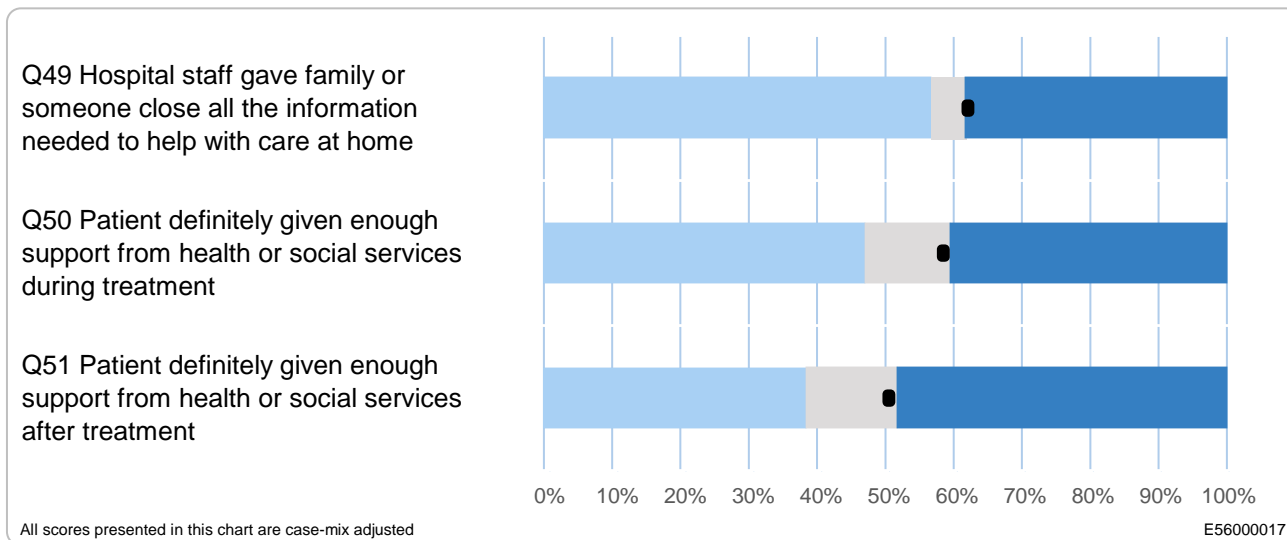
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	2,843	86%	2,415	87%		86%	83%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	2,573	71%	2,204	72%		72%	65%	71%	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	4,411	61%	3,783	62%		57%	62%	59%	
Q50 Patient definitely given enough support from health or social services during treatment	3,014	59%	2,536	58%		47%	59%	53%	
Q51 Patient definitely given enough support from health or social services after treatment	1,772	52%	1,491	50%		38%	52%	45%	

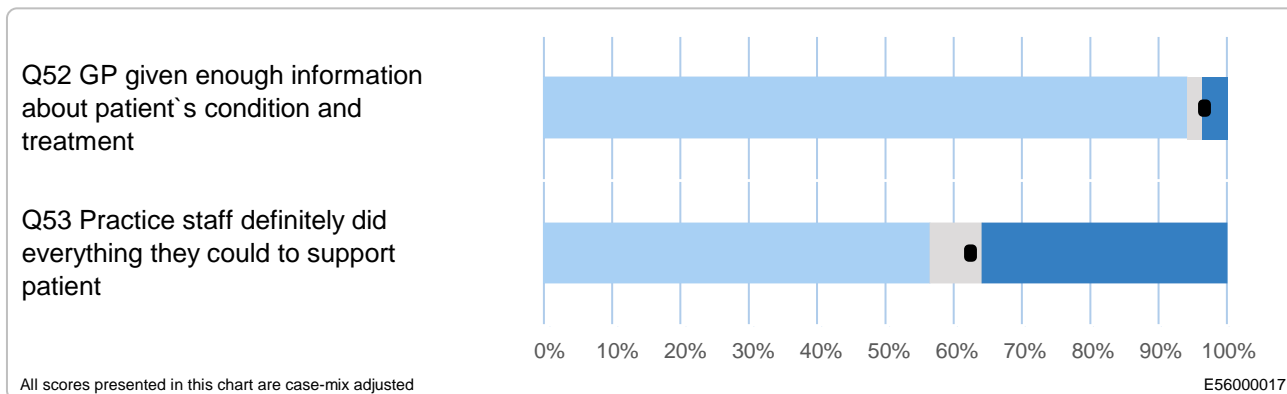
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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



## Cancer Alliance results

### Care from your general practice



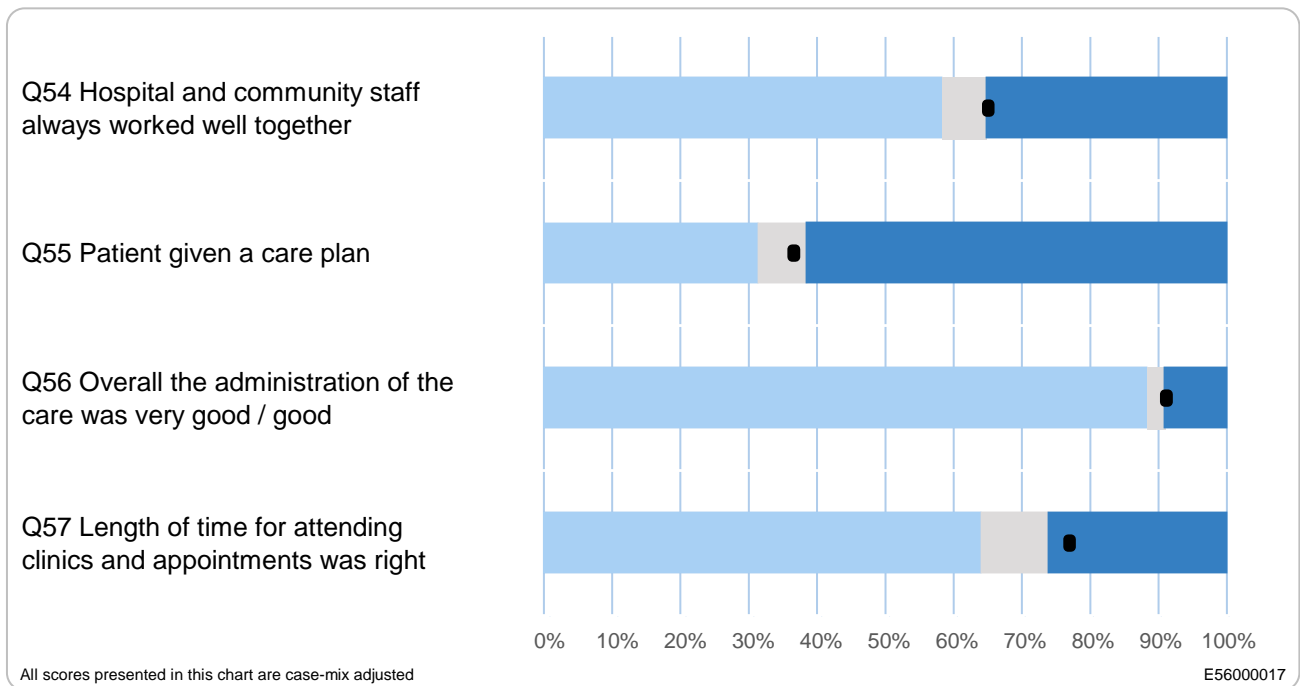
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	4,578	97%	3,913	96%		96%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	3,892	65%	3,271	62%	↓	62%	57%	64%	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)



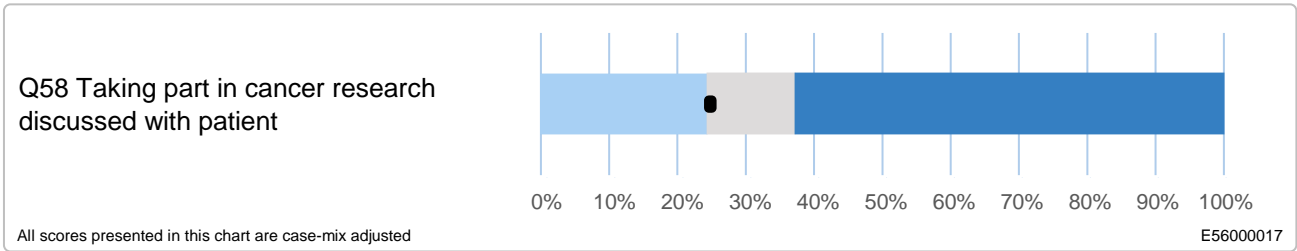
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016 Number of respondents	2016 Score	2017 Number of respondents	2017 Score	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	5,229	65%	4,472	65%		65%	58%	65%	62%
Q55 Patient given a care plan	4,136	35%	3,554	37%		36%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	5,377	90%	4,581	91%		91%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	5,358	75%	4,548	77%	↑	77%	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)

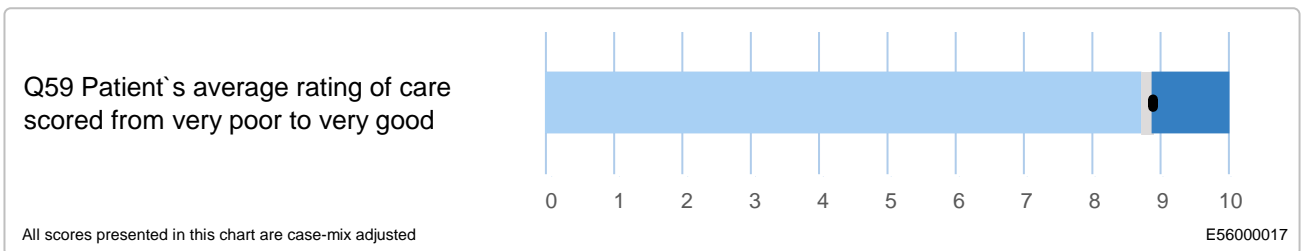
\* Indicates where a score has been suppressed because there are less than 21 respondents.

## 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	5,144	24%	4,383	24%		25%	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	5,285	8.8	4,503	8.9		8.9	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%	92%	82%
Breast	95%	94%	92%	90%
Colorectal / LGT	74%	72%	84%	82%
Gynaecological	75%	76%	83%	81%
Haematological	64%	64%	84%	82%
Head and Neck	75%	77%	81%	79%
Lung	74%	68%	86%	83%
Prostate	75%	79%	86%	87%
Sarcoma	*	67%	52%	67%
Skin	93%	90%	86%	86%
Upper Gastro	76%	72%	81%	79%
Urological	83%	82%	88%	86%
Other	76%	72%	83%	79%
<b>All Cancers</b>	<b>78%</b>	<b>77%</b>	<b>86%</b>	<b>84%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

**Diagnostic tests**

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	95%	95%	100%	86%	91%	77%
Breast	96%	95%	93%	92%	85%	83%
Colorectal / LGT	97%	96%	88%	88%	84%	82%
Gynaecological	94%	93%	92%	86%	77%	76%
Haematological	94%	94%	91%	89%	81%	76%
Head and Neck	96%	91%	84%	86%	81%	77%
Lung	94%	95%	90%	88%	78%	78%
Prostate	92%	94%	87%	87%	80%	81%
Sarcoma	95%	91%	86%	79%	*	75%
Skin	95%	95%	84%	87%	76%	84%
Upper Gastro	96%	93%	85%	84%	76%	75%
Urological	93%	94%	89%	88%	79%	79%
Other	96%	95%	88%	87%	77%	77%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>89%</b>	<b>88%</b>	<b>81%</b>	<b>79%</b>

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

**National Cancer Patient Experience Survey 2017**  
**North East and Cumbria**

**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	92%	83%	88%	79%	73%	65%	81%	65%
Breast	83%	84%	90%	89%	80%	78%	78%	77%
Colorectal / LGT	86%	82%	89%	86%	80%	79%	72%	72%
Gynaecological	79%	71%	88%	82%	75%	73%	63%	71%
Haematological	72%	72%	86%	83%	62%	59%	78%	76%
Head and Neck	81%	73%	89%	85%	74%	74%	78%	65%
Lung	81%	77%	86%	83%	76%	75%	72%	65%
Prostate	80%	79%	83%	85%	76%	79%	79%	82%
Sarcoma	*	70%	80%	82%	64%	67%	*	59%
Skin	60%	66%	85%	88%	81%	81%	84%	83%
Upper Gastro	79%	78%	87%	80%	76%	73%	68%	66%
Urological	76%	73%	86%	83%	80%	77%	69%	73%
Other	76%	75%	86%	82%	72%	71%	60%	64%
<b>All Cancers</b>	<b>79%</b>	<b>77%</b>	<b>87%</b>	<b>85%</b>	<b>75%</b>	<b>73%</b>	<b>73%</b>	<b>73%</b>

§ 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	84%	81%	81%	75%	79%	65%
Breast	86%	84%	79%	75%	71%	70%
Colorectal / LGT	90%	86%	81%	77%	75%	71%
Gynaecological	89%	84%	78%	76%	66%	67%
Haematological	83%	80%	74%	70%	71%	65%
Head and Neck	94%	84%	78%	69%	73%	67%
Lung	86%	84%	81%	75%	77%	69%
Prostate	81%	83%	74%	73%	66%	65%
Sarcoma	86%	78%	79%	71%	74%	63%
Skin	88%	88%	78%	77%	74%	73%
Upper Gastro	81%	82%	75%	71%	62%	65%
Urological	84%	82%	75%	71%	65%	62%
Other	82%	80%	73%	72%	65%	64%
<b>All Cancers</b>	<b>85%</b>	<b>83%</b>	<b>77%</b>	<b>73%</b>	<b>70%</b>	<b>67%</b>

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA %	National	This CA %	National
Brain / CNS	75%	55%	77%	75%
Breast	61%	57%	82%	79%
Colorectal / LGT	64%	59%	84%	81%
Gynaecological	56%	54%	85%	79%
Haematological	56%	50%	80%	77%
Head and Neck	65%	58%	85%	77%
Lung	59%	54%	80%	79%
Prostate	62%	64%	80%	81%
Sarcoma	62%	53%	88%	77%
Skin	65%	66%	89%	86%
Upper Gastro	57%	52%	80%	77%
Urological	59%	53%	79%	76%
Other	53%	51%	80%	75%
<b>All Cancers</b>	<b>59%</b>	<b>56%</b>	<b>81%</b>	<b>79%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**North East and Cumbria**

**Clinical Nurse Specialist**

	<b>Q17. Patient given the name of the CNS who would support them through their treatment</b>		<b>Q18. Patient found it easy to contact their CNS</b>		<b>Q19. Get understandable answers to important questions all or most of the time</b>	
<b>Cancer type</b>	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>
Brain / CNS	100%	96%	96%	85%	96%	87%
Breast	97%	95%	90%	86%	89%	88%
Colorectal / LGT	91%	92%	93%	88%	91%	89%
Gynaecological	95%	94%	79%	85%	87%	87%
Haematological	91%	91%	92%	88%	92%	88%
Head and Neck	92%	89%	88%	88%	92%	88%
Lung	97%	94%	94%	87%	90%	87%
Prostate	91%	90%	86%	84%	89%	88%
Sarcoma	68%	89%	*	82%	*	87%
Skin	96%	90%	89%	88%	94%	93%
Upper Gastro	88%	92%	88%	86%	88%	87%
Urological	86%	83%	90%	85%	90%	88%
Other	84%	89%	91%	85%	90%	86%
<b>All Cancers</b>	<b>92%</b>	<b>91%</b>	<b>90%</b>	<b>86%</b>	<b>90%</b>	<b>88%</b>

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



National Cancer Patient Experience Survey 2017  
North East and Cumbria

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	95%	88%	92%	82%	*	74%	*	78%
Breast	87%	90%	85%	86%	59%	62%	83%	81%
Colorectal / LGT	89%	86%	87%	83%	61%	55%	85%	84%
Gynaecological	82%	85%	84%	81%	58%	59%	74%	77%
Haematological	88%	84%	88%	83%	66%	59%	84%	86%
Head and Neck	87%	84%	89%	82%	71%	61%	93%	82%
Lung	85%	85%	84%	80%	77%	69%	89%	85%
Prostate	86%	89%	82%	85%	42%	49%	77%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	85%	87%	75%	83%	60%	56%	48%	62%
Upper Gastro	82%	84%	86%	82%	68%	61%	88%	84%
Urological	79%	78%	77%	74%	41%	39%	74%	71%
Other	80%	82%	77%	78%	57%	57%	71%	81%
<b>All Cancers</b>	<b>85%</b>	<b>86%</b>	<b>84%</b>	<b>82%</b>	<b>61%</b>	<b>58%</b>	<b>81%</b>	<b>81%</b>

\* These are unadjusted scores

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

**Operations**

	<b>Q25. Beforehand had all the information needed about the operation</b>		<b>Q26. Staff explained how operation had gone in understandable way</b>	
<b>Cancer type</b>	<b>This CA %</b>	<b>National</b>	<b>This CA %</b>	<b>National</b>
Brain / CNS	*	93%	*	76%
Breast	97%	97%	83%	79%
Colorectal / LGT	98%	96%	89%	83%
Gynaecological	98%	96%	83%	80%
Haematological	93%	93%	75%	75%
Head and Neck	98%	96%	78%	77%
Lung	93%	95%	82%	78%
Prostate	94%	96%	75%	78%
Sarcoma	*	94%	*	78%
Skin	94%	96%	87%	84%
Upper Gastro	95%	96%	78%	78%
Urological	96%	95%	78%	76%
Other	97%	95%	80%	78%
<b>All Cancers</b>	<b>97%</b>	<b>96%</b>	<b>82%</b>	<b>79%</b>

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

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	91%	89%	89%	87%	77%	76%	81%	78%
Colorectal / LGT	82%	78%	89%	86%	79%	73%	78%	71%
Gynaecological	85%	86%	88%	86%	71%	74%	80%	72%
Haematological	86%	81%	81%	81%	77%	75%	74%	75%
Head and Neck	86%	81%	84%	84%	80%	73%	76%	72%
Lung	70%	76%	81%	82%	79%	75%	76%	76%
Prostate	82%	86%	88%	90%	70%	75%	85%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	88%	89%	88%	90%	69%	79%	89%	83%
Upper Gastro	80%	74%	86%	83%	73%	71%	73%	71%
Urological	82%	80%	91%	86%	68%	69%	77%	78%
Other	85%	80%	85%	81%	78%	71%	79%	72%
<b>All Cancers</b>	<b>85%</b>	<b>82%</b>	<b>87%</b>	<b>85%</b>	<b>75%</b>	<b>73%</b>	<b>78%</b>	<b>76%</b>

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	72%	70%	70%	64%	88%	87%	62%	56%
Colorectal / LGT	66%	62%	80%	71%	87%	85%	60%	53%
Gynaecological	71%	65%	71%	65%	80%	82%	56%	52%
Haematological	61%	63%	73%	69%	82%	86%	58%	55%
Head and Neck	69%	63%	73%	68%	90%	85%	62%	53%
Lung	65%	69%	79%	72%	84%	84%	50%	49%
Prostate	70%	71%	75%	69%	84%	89%	47%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	79%	76%	88%	71%	91%	89%	62%	58%
Upper Gastro	68%	63%	84%	76%	87%	84%	56%	50%
Urological	70%	69%	75%	72%	86%	85%	50%	46%
Other	62%	62%	71%	69%	84%	83%	51%	48%
<b>All Cancers</b>	<b>68%</b>	<b>66%</b>	<b>74%</b>	<b>69%</b>	<b>85%</b>	<b>86%</b>	<b>56%</b>	<b>53%</b>

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

National Cancer Patient Experience Survey 2017  
North East and Cumbria

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	89%	87%	92%	90%	92%	92%	97%	96%
Colorectal / LGT	87%	85%	91%	87%	86%	84%	94%	94%
Gynaecological	86%	84%	89%	87%	89%	87%	93%	93%
Haematological	85%	82%	89%	90%	76%	80%	94%	96%
Head and Neck	85%	82%	91%	87%	91%	85%	94%	92%
Lung	81%	85%	88%	89%	83%	83%	92%	92%
Prostate	85%	86%	89%	91%	88%	89%	94%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	78%	87%	92%	93%	92%	91%	97%	96%
Upper Gastro	85%	82%	89%	87%	80%	82%	96%	94%
Urological	82%	82%	90%	89%	87%	86%	93%	91%
Other	84%	83%	90%	88%	80%	81%	91%	93%
<b>All Cancers</b>	<b>85%</b>	<b>84%</b>	<b>90%</b>	<b>89%</b>	<b>86%</b>	<b>86%</b>	<b>95%</b>	<b>94%</b>

§ 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	86%	67%	100%	97%	*	91%	*	59%
Breast	74%	71%	96%	96%	91%	88%	60%	59%
Colorectal / LGT	77%	74%	96%	96%	87%	85%	61%	58%
Gynaecological	66%	69%	98%	96%	81%	85%	65%	65%
Haematological	81%	73%	97%	97%	86%	83%	70%	60%
Head and Neck	78%	70%	98%	96%	88%	86%	72%	64%
Lung	74%	70%	95%	95%	86%	86%	57%	58%
Prostate	74%	74%	99%	96%	78%	88%	62%	59%
Sarcoma	*	70%	96%	95%	*	81%	*	53%
Skin	71%	72%	98%	96%	*	77%	*	70%
Upper Gastro	75%	70%	94%	95%	88%	86%	47%	56%
Urological	72%	66%	96%	96%	83%	84%	59%	54%
Other	70%	68%	96%	95%	87%	87%	63%	59%
<b>All Cancers</b>	<b>75%</b>	<b>71%</b>	<b>96%</b>	<b>96%</b>	<b>88%</b>	<b>87%</b>	<b>61%</b>	<b>59%</b>

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	83%	*	63%
Breast	85%	83%	62%	62%
Colorectal / LGT	89%	84%	71%	66%
Gynaecological	81%	86%	73%	67%
Haematological	87%	84%	79%	75%
Head and Neck	88%	78%	70%	58%
Lung	88%	85%	75%	69%
Prostate	87%	86%	71%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	85%	84%	70%	64%
Urological	86%	84%	68%	69%
Other	87%	85%	77%	69%
<b>All Cancers</b>	<b>86%</b>	<b>84%</b>	<b>72%</b>	<b>68%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**North East and Cumbria**

**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	84%	57%	*	49%	*	44%
Breast	60%	59%	55%	53%	45%	42%
Colorectal / LGT	67%	62%	64%	62%	58%	52%
Gynaecological	57%	57%	58%	47%	45%	38%
Haematological	66%	61%	61%	52%	54%	45%
Head and Neck	69%	63%	64%	56%	56%	50%
Lung	60%	58%	59%	51%	48%	42%
Prostate	58%	60%	56%	50%	52%	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	68%	67%	56%	61%	50%	59%
Upper Gastro	63%	59%	60%	53%	51%	45%
Urological	57%	58%	56%	48%	52%	45%
Other	60%	56%	54%	53%	47%	45%
<b>All Cancers</b>	<b>62%</b>	<b>59%</b>	<b>58%</b>	<b>53%</b>	<b>50%</b>	<b>45%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

**Care from your general practice**

<b>Cancer type</b>	<b>Q52. GP given enough information about patient's condition and treatment</b>		<b>Q53. Practice staff definitely did everything they could to support patient</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	96%	94%	55%	52%
Breast	96%	96%	63%	61%
Colorectal / LGT	97%	95%	62%	60%
Gynaecological	96%	95%	53%	56%
Haematological	97%	96%	58%	58%
Head and Neck	97%	93%	69%	60%
Lung	98%	95%	64%	60%
Prostate	97%	96%	61%	67%
Sarcoma	*	94%	*	55%
Skin	95%	96%	67%	69%
Upper Gastro	93%	93%	64%	60%
Urological	97%	95%	67%	62%
Other	97%	95%	61%	58%
<b>All Cancers</b>	<b>96%</b>	<b>95%</b>	<b>62%</b>	<b>60%</b>

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017  
North East and Cumbria

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	73%	53%	*	35%	92%	85%	88%	68%
Breast	64%	62%	35%	38%	91%	91%	75%	68%
Colorectal / LGT	66%	61%	40%	38%	93%	89%	80%	71%
Gynaecological	64%	58%	30%	31%	91%	89%	78%	67%
Haematological	67%	63%	40%	34%	93%	92%	77%	65%
Head and Neck	64%	59%	37%	35%	96%	88%	72%	68%
Lung	70%	63%	44%	33%	92%	90%	78%	71%
Prostate	65%	66%	35%	36%	90%	89%	80%	74%
Sarcoma	56%	55%	14%	30%	92%	87%	72%	65%
Skin	66%	70%	40%	44%	90%	89%	80%	75%
Upper Gastro	58%	57%	34%	34%	86%	87%	74%	68%
Urological	67%	63%	34%	30%	86%	87%	82%	75%
Other	63%	57%	34%	30%	91%	88%	74%	65%
<b>All Cancers</b>	<b>65%</b>	<b>62%</b>	<b>36%</b>	<b>35%</b>	<b>91%</b>	<b>90%</b>	<b>77%</b>	<b>69%</b>

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	25%	33%	9.4	8.5
Breast	26%	31%	8.9	8.9
Colorectal / LGT	26%	30%	9.0	8.8
Gynaecological	20%	36%	8.9	8.8
Haematological	23%	33%	9.1	8.9
Head and Neck	16%	18%	8.8	8.7
Lung	30%	36%	8.8	8.7
Prostate	32%	35%	8.8	8.8
Sarcoma	33%	39%	8.7	8.6
Skin	9%	18%	8.9	8.9
Upper Gastro	26%	34%	8.8	8.7
Urological	20%	20%	8.8	8.7
Other	24%	33%	8.7	8.7
<b>All Cancers</b>	<b>25%</b>	<b>31%</b>	<b>8.9</b>	<b>8.8</b>

§ 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%
E56000017	7,909	555	7,354	2,419	258	4,677	59%

### 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	26
Breast	954
Gynaecological	199
Colorectal / LGT	585
Lung	366
Skin	140
Haematological	763
Upper Gastro	212
Other	456
Urological	471
Prostate	345
Sarcoma	25
Head and Neck	135

\* 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	6	8	36	133	462	897	568	102	2,212
Female	3	40	104	321	629	846	426	96	2,465
Total	9	48	140	454	1,091	1,743	994	198	4,677

## National Cancer Patient Experience Survey 2017

### North East and Cumbria

#### Annex (continued)

#### Expected Range Summary - Trusts

Trust		Expected Range Classification		
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust		28	24
RR7	Gateshead Health NHS Foundation Trust		32	20
RVW	North Tees and Hartlepool NHS Foundation Trust		32	20
RLN	City Hospitals Sunderland NHS Foundation Trust		38	14
RTF	Northumbria Healthcare NHS Foundation Trust		40	12
RE9	South Tyneside NHS Foundation Trust	1	47	4
RTR	South Tees Hospitals NHS Foundation Trust	1	47	4
RXP	County Durham and Darlington NHS Foundation Trust	4	47	1
RNL	North Cumbria University Hospitals NHS Trust	12	38	2

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

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

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000017	North East and Cumbria	4,503	8.89	
RR7	Gateshead Health NHS Foundation Trust	329	9.12	
RE9	South Tyneside NHS Foundation Trust	106	9.08	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	1,089	9.03	
RTF	Northumbria Healthcare NHS Foundation Trust	503	8.94	
RVW	North Tees and Hartlepool NHS Foundation Trust	421	8.92	
RTR	South Tees Hospitals NHS Foundation Trust	720	8.85	
RLN	City Hospitals Sunderland NHS Foundation Trust	492	8.81	
RNL	North Cumbria University Hospitals NHS Trust	375	8.63	
RXP	County Durham and Darlington NHS Foundation Trust	430	8.59	

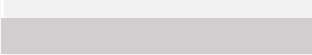









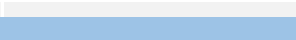
## National Cancer Patient Experience Survey 2017

### North East and Cumbria

#### Annex (continued)

#### Dashboard Questions - Trusts

#### Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E56000017	North East and Cumbria	4,485	81.4%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	1,080	83.7%	
RLN	City Hospitals Sunderland NHS Foundation Trust	484	83.3%	
RE9	South Tyneside NHS Foundation Trust	106	83.2%	
RVW	North Tees and Hartlepool NHS Foundation Trust	420	83.1%	
RR7	Gateshead Health NHS Foundation Trust	331	83.0%	
RTF	Northumbria Healthcare NHS Foundation Trust	493	82.0%	
RTR	South Tees Hospitals NHS Foundation Trust	723	80.1%	
RXP	County Durham and Darlington NHS Foundation Trust	434	77.9%	
RNL	North Cumbria University Hospitals NHS Trust	379	74.4%	

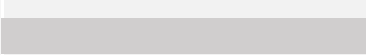



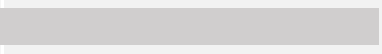
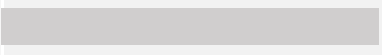
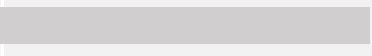
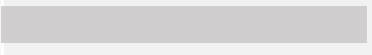
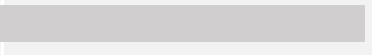
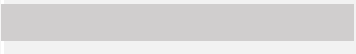
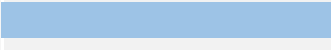
## National Cancer Patient Experience Survey 2017

### North East and Cumbria

#### Annex (continued)

#### Dashboard Questions - Trusts

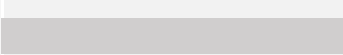


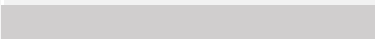






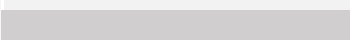
#### Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	65,693	91.3%	
E56000017	North East and Cumbria	4,435	91.7%	
RR7	Gateshead Health NHS Foundation Trust	328	97.0%	
RLN	City Hospitals Sunderland NHS Foundation Trust	487	95.0%	
RE9	South Tyneside NHS Foundation Trust	106	94.6%	
RXP	County Durham and Darlington NHS Foundation Trust	438	94.5%	
RTR	South Tees Hospitals NHS Foundation Trust	712	92.3%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	1,052	91.5%	
RTF	Northumbria Healthcare NHS Foundation Trust	496	91.1%	
RVW	North Tees and Hartlepool NHS Foundation Trust	409	88.2%	
RNL	North Cumbria University Hospitals NHS Trust	372	82.5%	

**National Cancer Patient Experience Survey 2017**  
**North East and Cumbria**

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

**Q18 Patient found it easy to contact their CNS**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000017	North East and Cumbria	3,640	90.1%	
RVW	North Tees and Hartlepool NHS Foundation Trust	332	93.6%	
RE9	South Tyneside NHS Foundation Trust	98	93.5%	
RLN	City Hospitals Sunderland NHS Foundation Trust	402	90.9%	
RTR	South Tees Hospitals NHS Foundation Trust	579	90.6%	
RTF	Northumbria Healthcare NHS Foundation Trust	423	89.8%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	841	89.7%	
RR7	Gateshead Health NHS Foundation Trust	287	89.1%	
RNL	North Cumbria University Hospitals NHS Trust	266	88.0%	
RXP	County Durham and Darlington NHS Foundation Trust	383	88.0%	

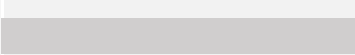

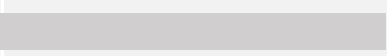

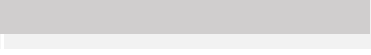
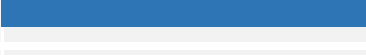
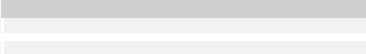
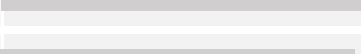

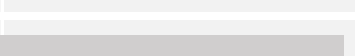

# National Cancer Patient Experience Survey 2017

## North East and Cumbria

### Annex (continued)

### Dashboard Questions - Trusts

#### Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E56000017	North East and Cumbria	2,789	90.3%	
RE9	South Tyneside NHS Foundation Trust	54	96.4%	
RR7	Gateshead Health NHS Foundation Trust	201	93.8%	
RTF	Northumbria Healthcare NHS Foundation Trust	234	92.4%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	768	91.8%	
RVW	North Tees and Hartlepool NHS Foundation Trust	260	91.8%	
RLN	City Hospitals Sunderland NHS Foundation Trust	274	90.2%	
RXP	County Durham and Darlington NHS Foundation Trust	252	88.7%	
RNL	North Cumbria University Hospitals NHS Trust	224	88.6%	
RTR	South Tees Hospitals NHS Foundation Trust	493	85.9%	

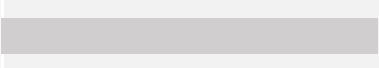
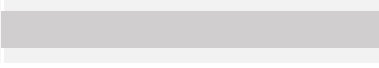
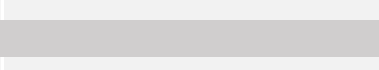
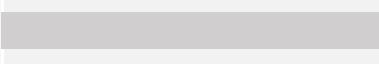
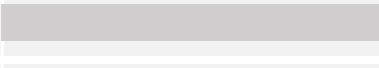
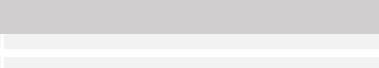
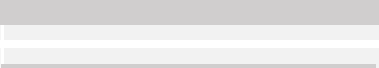
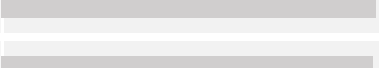

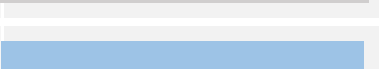

## National Cancer Patient Experience Survey 2017

### North East and Cumbria

#### Annex (continued)

#### Dashboard Questions - Trusts

#### Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000017	North East and Cumbria	2,679	94.5%	
RR7	Gateshead Health NHS Foundation Trust	190	97.2%	
RTF	Northumbria Healthcare NHS Foundation Trust	228	97.0%	
RLN	City Hospitals Sunderland NHS Foundation Trust	264	95.9%	
RE9	South Tyneside NHS Foundation Trust	52	95.8%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	741	95.4%	
RVW	North Tees and Hartlepool NHS Foundation Trust	248	93.8%	
RTR	South Tees Hospitals NHS Foundation Trust	465	93.0%	
RXP	County Durham and Darlington NHS Foundation Trust	244	92.1%	
RNL	North Cumbria University Hospitals NHS Trust	218	90.8%	



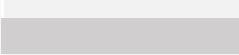
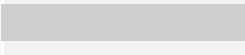
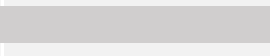


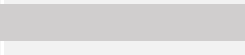




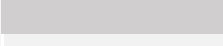
## National Cancer Patient Experience Survey 2017

### North East and Cumbria

#### 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%	
E56000017	North East and Cumbria	3,271	62.2%	
RE9	South Tyneside NHS Foundation Trust	81	69.1%	
RXP	County Durham and Darlington NHS Foundation Trust	322	67.5%	
RNL	North Cumbria University Hospitals NHS Trust	270	67.4%	
RTF	Northumbria Healthcare NHS Foundation Trust	375	62.4%	
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	805	62.2%	
RVW	North Tees and Hartlepool NHS Foundation Trust	281	60.5%	
RTR	South Tees Hospitals NHS Foundation Trust	535	60.2%	
RLN	City Hospitals Sunderland NHS Foundation Trust	352	60.1%	
RR7	Gateshead Health NHS Foundation Trust	224	56.0%	

## National Cancer Patient Experience Survey 2017

### North East and Cumbria

#### Annex (continued)

#### Expected Range Summary - CCGs

CCG		Expected Range Classification		
00L	NHS Northumberland CCG		31	21
00N	NHS South Tyneside CCG	2	32	18
00P	NHS Sunderland CCG		38	14
13T	NHS Newcastle Gateshead CCG		38	14
00K	NHS Hartlepool and Stockton-on-Tees CCG	1	37	14
99C	NHS North Tyneside CCG		40	12
00M	NHS South Tees CCG		47	5
03D	NHS Hambleton, Richmondshire and Whitby CCG	2	47	3
00D	NHS Durham Dales, Easington and Sedgefield CCG	1	51	
00J	NHS North Durham CCG	3	47	2
00C	NHS Darlington CCG	3	48	1
01H	NHS North Cumbria CCG	7	42	3

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

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






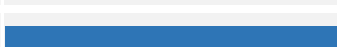
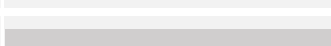
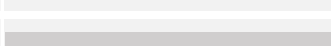
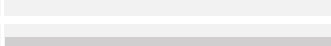
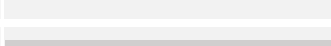
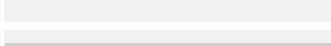



**Q59 Patient's average rating of care scored from very poor to very good**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000017	North East and Cumbria	4,503	8.89	
00N	NHS South Tyneside CCG	215	9.11	
13T	NHS Newcastle Gateshead CCG	620	9.01	
00L	NHS Northumberland CCG	573	9.00	
00P	NHS Sunderland CCG	440	8.92	
00K	NHS Hartlepool and Stockton-On-Tees CCG	436	8.92	
99C	NHS North Tyneside CCG	310	8.90	
00M	NHS South Tees CCG	307	8.90	
00D	NHS Durham Dales, Easington and Sedgefield CCG	374	8.78	
03D	NHS Hambleton, Richmondshire and Whitby CCG	251	8.78	
00C	NHS Darlington CCG	135	8.74	
01H	NHS North Cumbria CCG	479	8.73	
00J	NHS North Durham CCG	363	8.71	

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

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

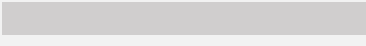
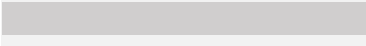

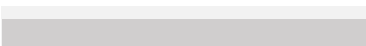
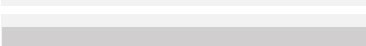
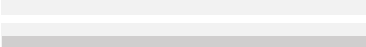
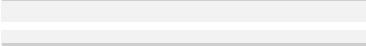



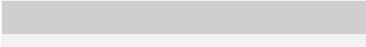
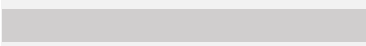

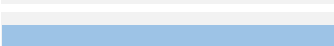
**Q16 Patient definitely involved in decisions about care and treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000017	North East and Cumbria	4,485	81.4%	
00N	NHS South Tyneside CCG	212	86.0%	
00L	NHS Northumberland CCG	561	83.4%	
00P	NHS Sunderland CCG	441	83.4%	
99C	NHS North Tyneside CCG	306	83.3%	
00C	NHS Darlington CCG	135	82.5%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	374	82.4%	
00K	NHS Hartlepool and Stockton-On-Tees CCG	439	81.6%	
13T	NHS Newcastle Gateshead CCG	620	81.2%	
00M	NHS South Tees CCG	306	81.1%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	249	79.9%	
00J	NHS North Durham CCG	358	78.4%	
01H	NHS North Cumbria CCG	484	76.7%	

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

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

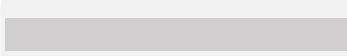
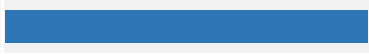



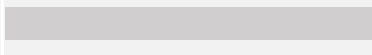
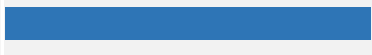
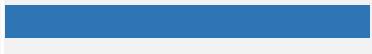
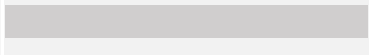
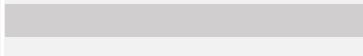
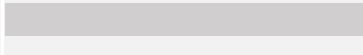
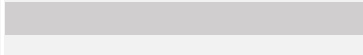
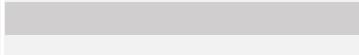
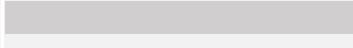
**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000017	North East and Cumbria	4,435	91.7%	
00N	NHS South Tyneside CCG	210	95.6%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	376	94.6%	
00J	NHS North Durham CCG	354	94.3%	
00P	NHS Sunderland CCG	438	93.8%	
99C	NHS North Tyneside CCG	303	93.7%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	249	93.5%	
00L	NHS Northumberland CCG	560	93.1%	
13T	NHS Newcastle Gateshead CCG	609	93.0%	
00M	NHS South Tees CCG	298	92.6%	
00C	NHS Darlington CCG	138	91.1%	
00K	NHS Hartlepool and Stockton-On-Tees CCG	424	86.9%	
01H	NHS North Cumbria CCG	476	83.0%	

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

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

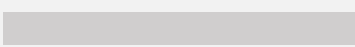

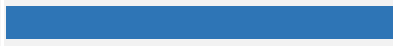
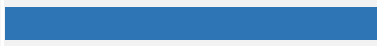
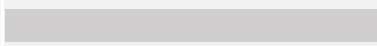
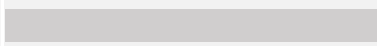
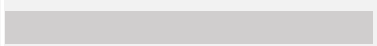
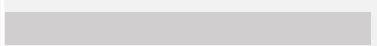




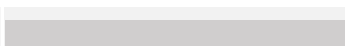

**Q18 Patient found it easy to contact their CNS**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000017	North East and Cumbria	3,640	90.1%	
00N	NHS South Tyneside CCG	191	92.4%	
00M	NHS South Tees CCG	237	92.0%	
00K	NHS Hartlepool and Stockton-On-Tees CCG	334	91.9%	
00C	NHS Darlington CCG	118	91.5%	
00P	NHS Sunderland CCG	365	90.9%	
13T	NHS Newcastle Gateshead CCG	505	90.6%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	316	90.2%	
01H	NHS North Cumbria CCG	347	89.0%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	206	89.0%	
00L	NHS Northumberland CCG	470	89.0%	
00J	NHS North Durham CCG	300	88.6%	
99C	NHS North Tyneside CCG	251	87.2%	

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

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

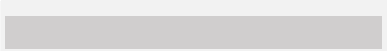
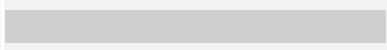
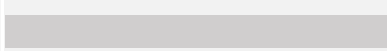


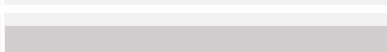
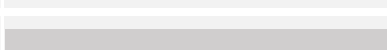
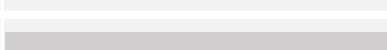
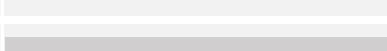
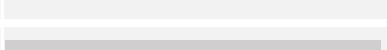
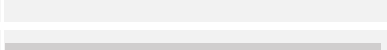

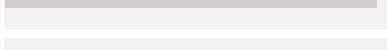

**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000017	North East and Cumbria	2,789	90.3%	
00N	NHS South Tyneside CCG	123	96.7%	
13T	NHS Newcastle Gateshead CCG	383	92.9%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	231	92.5%	
00P	NHS Sunderland CCG	262	92.4%	
00L	NHS Northumberland CCG	344	91.4%	
00K	NHS Hartlepool and Stockton-On-Tees CCG	278	91.0%	
99C	NHS North Tyneside CCG	179	91.0%	
01H	NHS North Cumbria CCG	301	90.7%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	175	86.1%	
00J	NHS North Durham CCG	218	85.2%	
00M	NHS South Tees CCG	203	85.0%	
00C	NHS Darlington CCG	92	83.6%	

**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

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

**Q39 Staff told patient who to contact if worried post discharge**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000017	North East and Cumbria	2,679	94.5%	
00P	NHS Sunderland CCG	250	96.8%	
99C	NHS North Tyneside CCG	175	96.7%	
00C	NHS Darlington CCG	85	96.5%	
00N	NHS South Tyneside CCG	118	95.8%	
13T	NHS Newcastle Gateshead CCG	368	95.8%	
00L	NHS Northumberland CCG	335	95.5%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	224	95.3%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	166	93.4%	
00K	NHS Hartlepool and Stockton-On-Tees CCG	263	93.4%	
01H	NHS North Cumbria CCG	291	92.2%	
00M	NHS South Tees CCG	194	91.8%	
00J	NHS North Durham CCG	210	91.7%	



**National Cancer Patient Experience Survey 2017  
North East and Cumbria**

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

**Q53 Practice staff definitely did everything they could to support patient**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	45,919	60.4%	
E56000017	North East and Cumbria	3,271	62.2%	
03D	NHS Hambleton, Richmondshire and Whitby CCG	185	68.7%	
00N	NHS South Tyneside CCG	154	66.6%	
01H	NHS North Cumbria CCG	355	64.9%	
00J	NHS North Durham CCG	260	64.3%	
13T	NHS Newcastle Gateshead CCG	448	64.0%	
00L	NHS Northumberland CCG	417	62.8%	
00K	NHS Hartlepool and Stockton-On-Tees CCG	298	60.8%	
99C	NHS North Tyneside CCG	233	59.3%	
00P	NHS Sunderland CCG	317	59.1%	
00D	NHS Durham Dales, Easington and Sedgefield CCG	288	58.3%	
00C	NHS Darlington CCG	100	58.0%	
00M	NHS South Tees CCG	216	57.6%	

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

### **Redevelopment of the 2017 survey**

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

### **Official Statistics**

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

## Annex (continued)

### Scoring methodologies

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

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

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

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

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

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

A copy of the detailed scoring methodology for the 2017 questionnaire is available at: [www.ncpes.co.uk](http://www.ncpes.co.uk)

Further details on the scoring methodology can be found in the technical document for the survey, available at: [www.ncpes.co.uk](http://www.ncpes.co.uk)

### Case-mix adjustment

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

**Annex (continued)**

**Statistical significance**

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

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

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

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

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



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

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

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

Further information on Quality Health is available at:

[www.quality-health.co.uk](http://www.quality-health.co.uk)

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

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