

National Cancer Patient Experience Survey

2015 Results

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

Published July 2016

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



Introduction

The National Cancer Patient Experience Survey 2015 is the fifth 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 2015 survey can be found in the Annex. Note that a number of significant changes were made to the 2015 survey so caution should be taken in directly comparing data from the 2015 survey to the findings of the previous CPES surveys. No comparisons with previous surveys are presented in 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 to this question
- **Column 2** shows the unadjusted 2015 score for this Trust
- **Column 3** shows the case-mix adjusted 2015 score for this Trust
- **Column 4** shows the lower limit of the expected range of scores for this Trust (the top of the pale blue section on the Comparability chart - see below)
- **Column 5** shows the upper limit of the expected range of scores for this Trust (the bottom of the dark blue section on the Comparability chart - see below)
- **Column 6** shows the National Average score for this question.

Results for individual response options are presented in the detailed data tables 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.

Comparability charts

For the 2015 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 3 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

Question 5 in the survey has not been scored. However, the unscored data is useful and has been published alongside the other results in this report. This question asked respondents to "tick all that apply". The results show all of the responses given including where respondents chose two or more options.

Questions used to direct respondents to different parts of the survey (questions 4, 17, 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 (presented in the detailed data tables www.ncpes.co.uk), 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.

Executive Summary

Asked to rate their care on a scale of zero (very poor) to 10 (very good), respondents gave an average rating of **8.7**.

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

- **79%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
- **94%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
- when asked how easy or difficult it had been to contact their Clinical Nurse Specialist **87%** of respondents said that it had been 'quite easy' or 'very easy'
- **85%** of respondents said that, overall, they were always treated with dignity and respect they were in hospital
- **93%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital
- **67%** 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

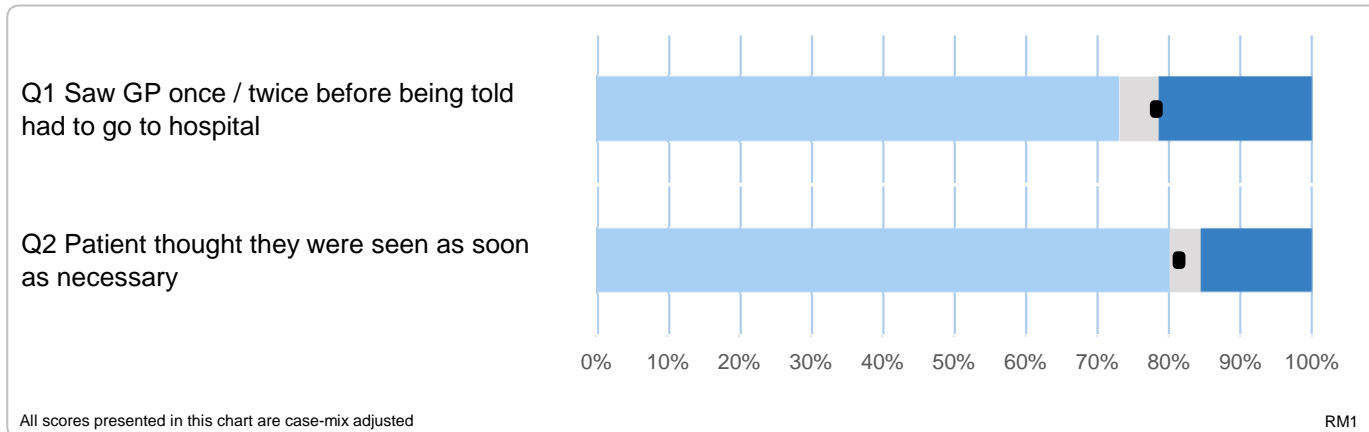
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

Questions which scored outside expected range

Question	Number of respondents for this Trust	2015 Case-mix Adjusted			National Average Score	
		2015 Percentage for this Trust	Lower limit of expected range	Upper limit of expected range		
Clinical Nurse Specialist						
Q17	Patient given the name of the CNS who would support them through their treatment	1,175	94%	87%	93%	90%
Support for people with cancer						
Q20	Hospital staff gave information about support groups	997	89%	79%	87%	83%
Hospital care as an inpatient						
Q32	Always / nearly always enough nurses on duty	756	54%	60%	72%	66%
Hospital care as a day patient / outpatient						
Q42	Doctor had the right notes and other documentation with them	1,067	97%	94%	97%	96%
Care from your general practice						
Q53	Practice staff definitely did everything they could to support patient	857	67%	59%	66%	63%
Your overall NHS care						
Q55	Patient given a care plan	912	28%	28%	38%	33%

Trust results

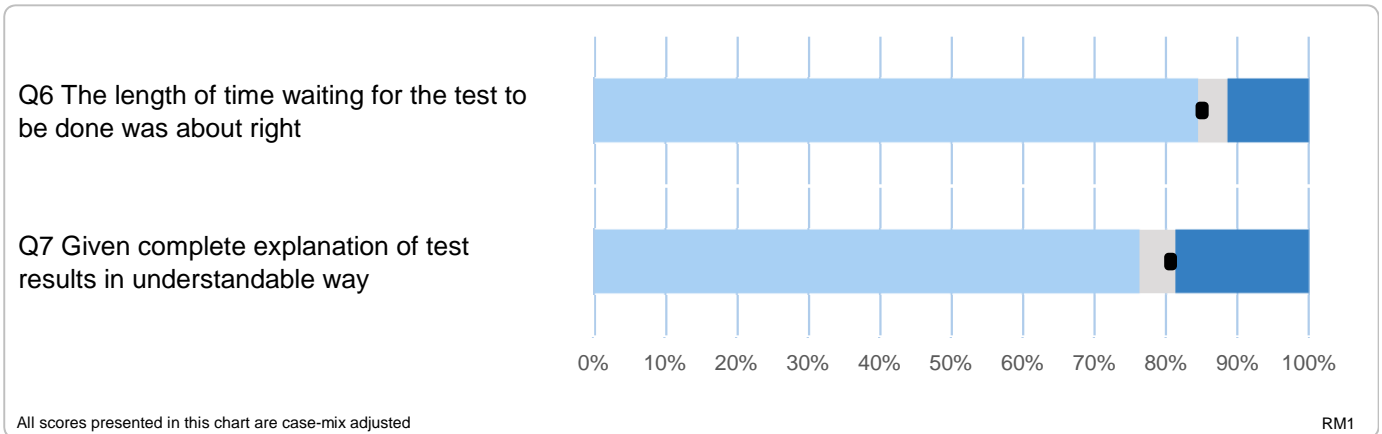
Seeing your GP



Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q1 Saw GP once / twice before being told had to go to hospital	930	79%	78%	73%	79%	76%
Q2 Patient thought they were seen as soon as necessary	1,189	81%	81%	80%	84%	82%

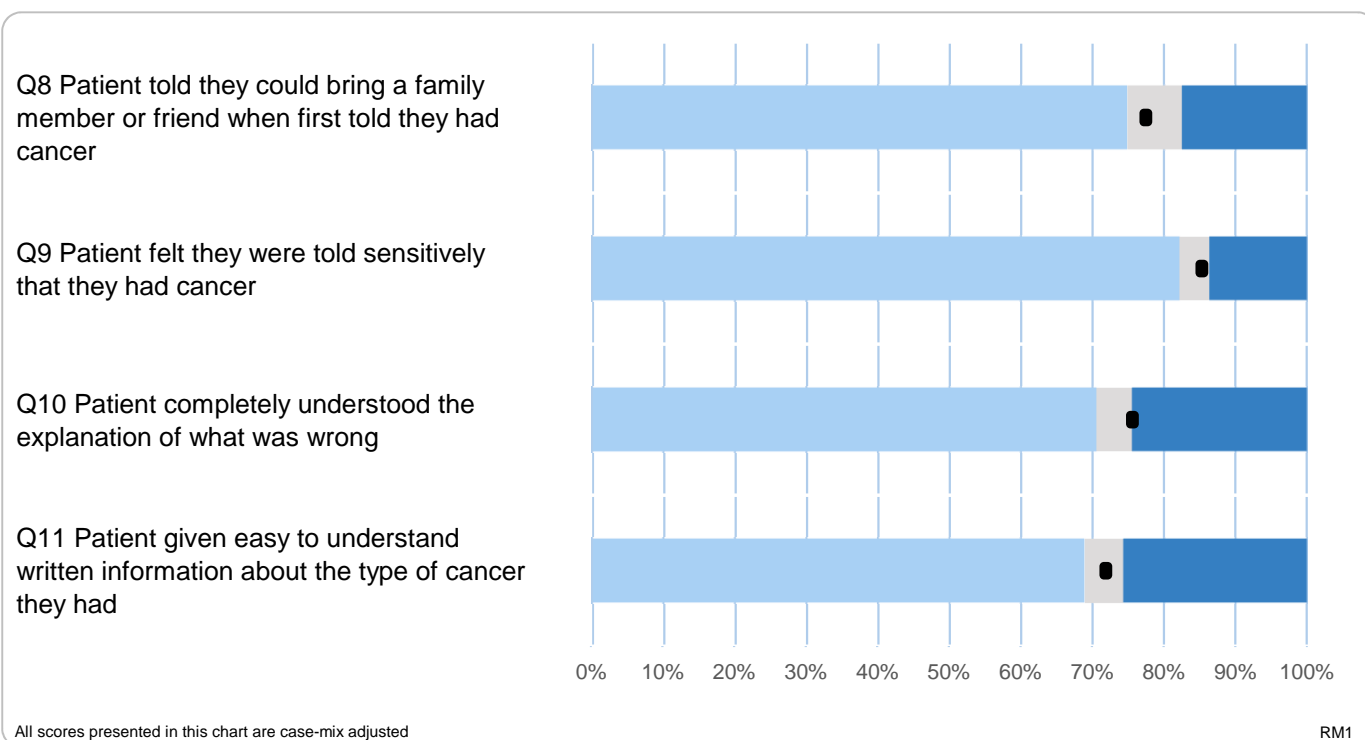
Question	Response	No.
Q5 Beforehand, did you have all the information you needed about your test?	Yes	948
	No, I would have liked more written information	51
	No, I would have liked more verbal information	53
	I did not need / want any information	22
	Don't know / can't remember	19

Diagnostic tests



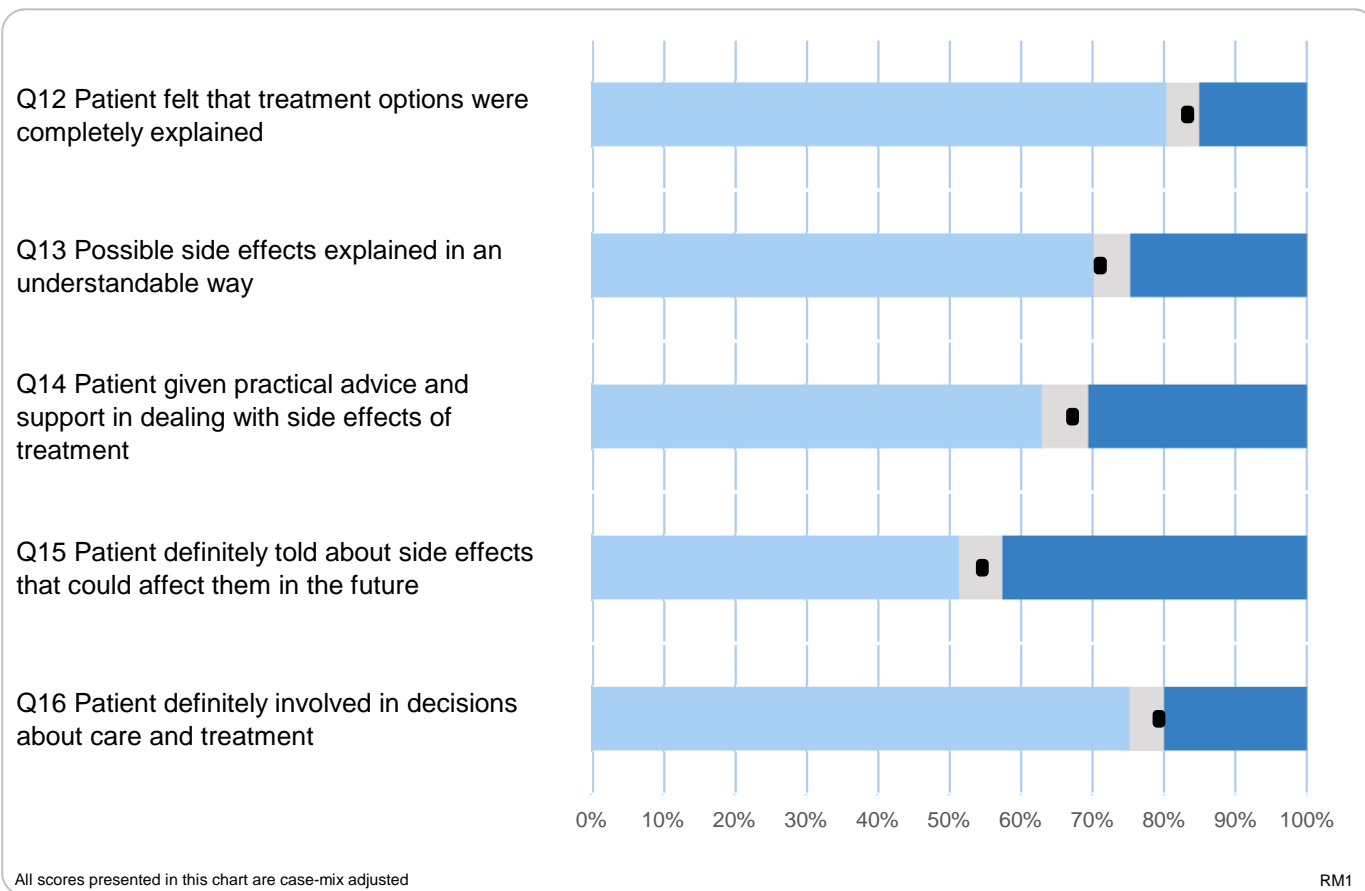
Question		Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
				2015 Score	Expected range - lower	Expected range - upper	
Q6	The length of time waiting for the test to be done was about right	1,048	85%	85%	85%	89%	87%
Q7	Given complete explanation of test results in understandable way	1,044	81%	80%	76%	81%	79%

Finding out what was wrong with you



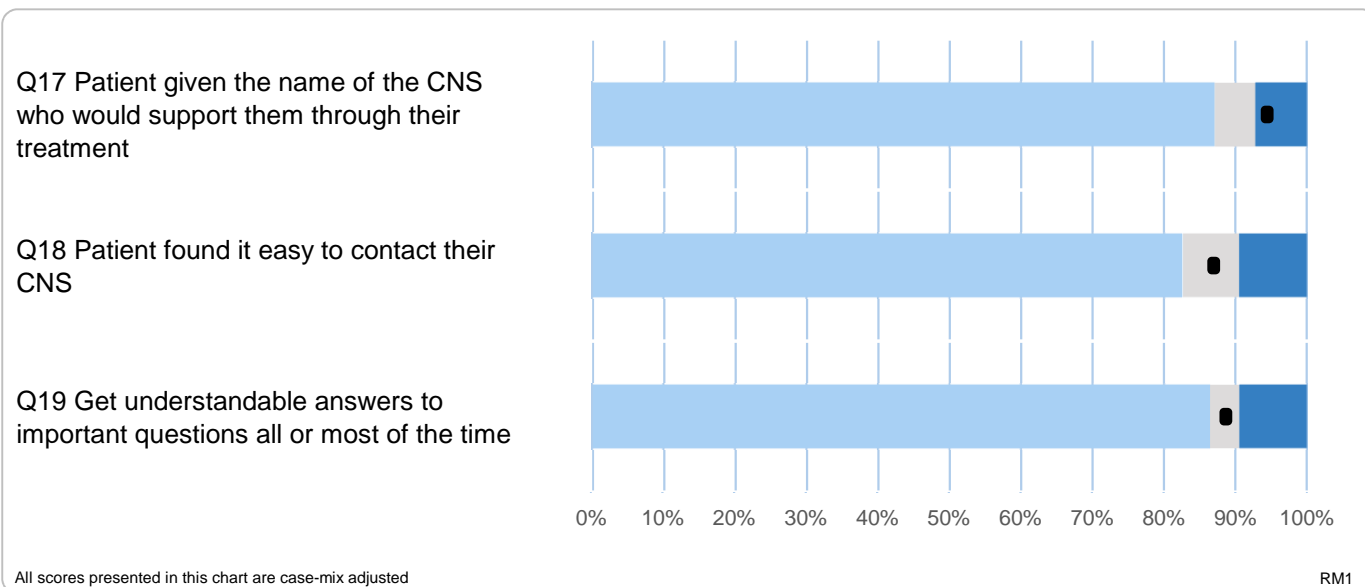
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q8 Patient told they could bring a family member or friend when first told they had cancer	1,017	77%	77%	75%	83%	79%
Q9 Patient felt they were told sensitively that they had cancer	1,201	85%	85%	82%	86%	84%
Q10 Patient completely understood the explanation of what was wrong	1,212	77%	75%	71%	76%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	1,052	71%	72%	69%	74%	72%

Finding out what was wrong with you



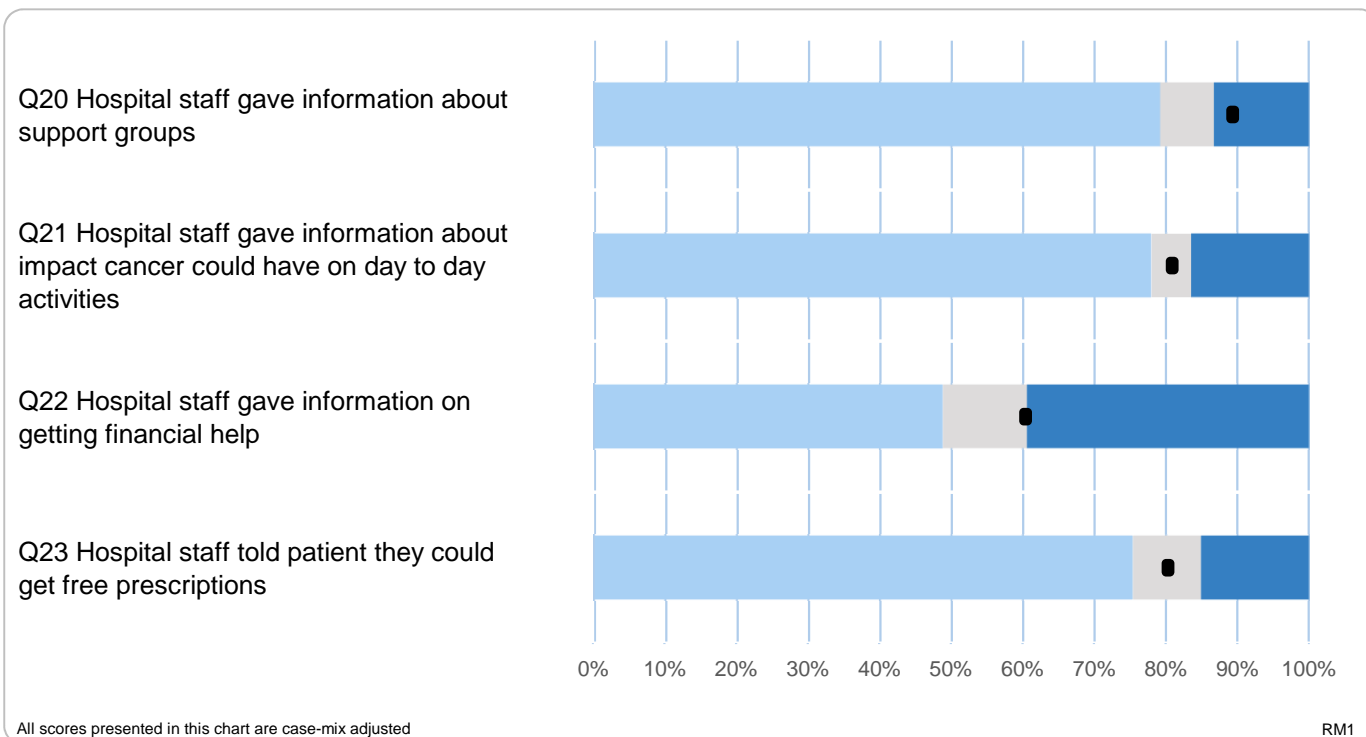
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q12 Patient felt that treatment options were completely explained	1,026	83%	83%	80%	85%	83%
Q13 Possible side effects explained in an understandable way	1,144	71%	71%	70%	75%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	1,140	67%	67%	63%	69%	66%
Q15 Patient definitely told about side effects that could affect them in the future	1,046	54%	54%	51%	57%	54%
Q16 Patient definitely involved in decisions about care and treatment	1,156	79%	79%	75%	80%	78%

Clinical Nurse Specialist



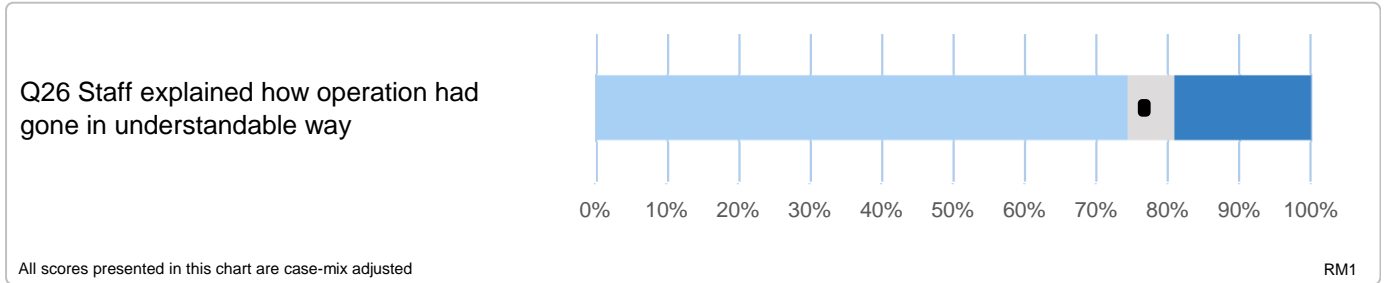
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q17 Patient given the name of the CNS who would support them through their treatment	1,175	94%	94%	87%	93%	90%
Q18 Patient found it easy to contact their CNS	970	87%	87%	83%	91%	87%
Q19 Get understandable answers to important questions all or most of the time	929	89%	88%	86%	91%	88%

Support for people with cancer



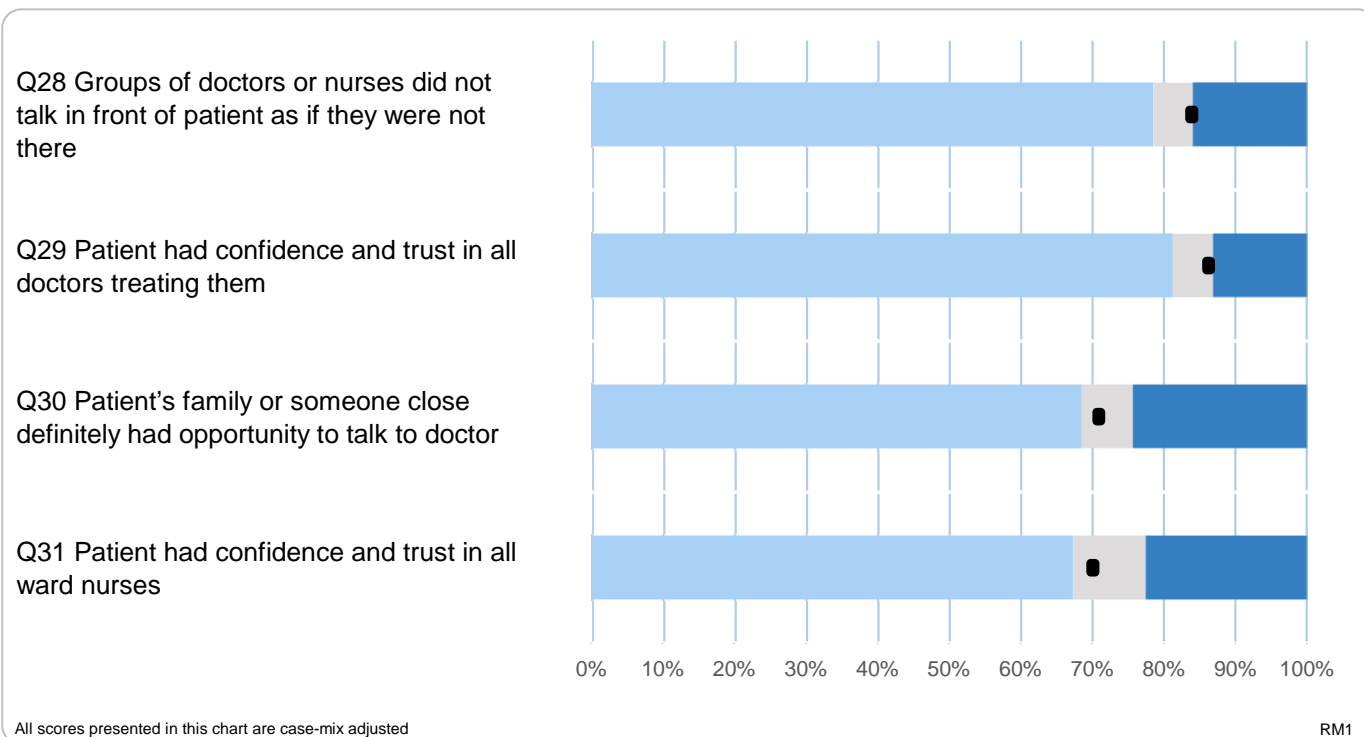
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q20 Hospital staff gave information about support groups	997	89%	89%	79%	87%	83%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	766	80%	81%	78%	84%	81%
Q22 Hospital staff gave information on getting financial help	624	60%	60%	49%	61%	55%
Q23 Hospital staff told patient they could get free prescriptions	501	79%	80%	75%	85%	80%

Operations



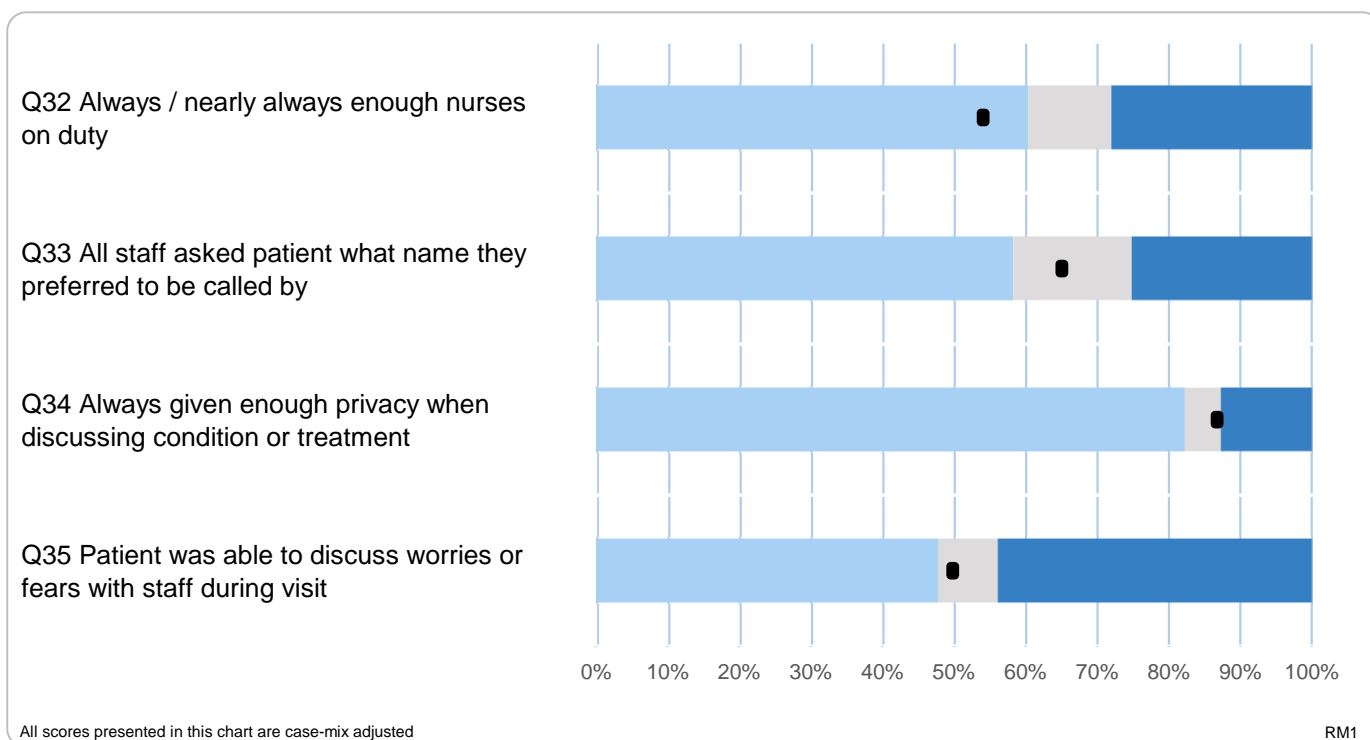
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q26 Staff explained how operation had gone in understandable way	666	77%	76%	74%	81%	78%

Hospital care as an inpatient (Part 1 of 3)



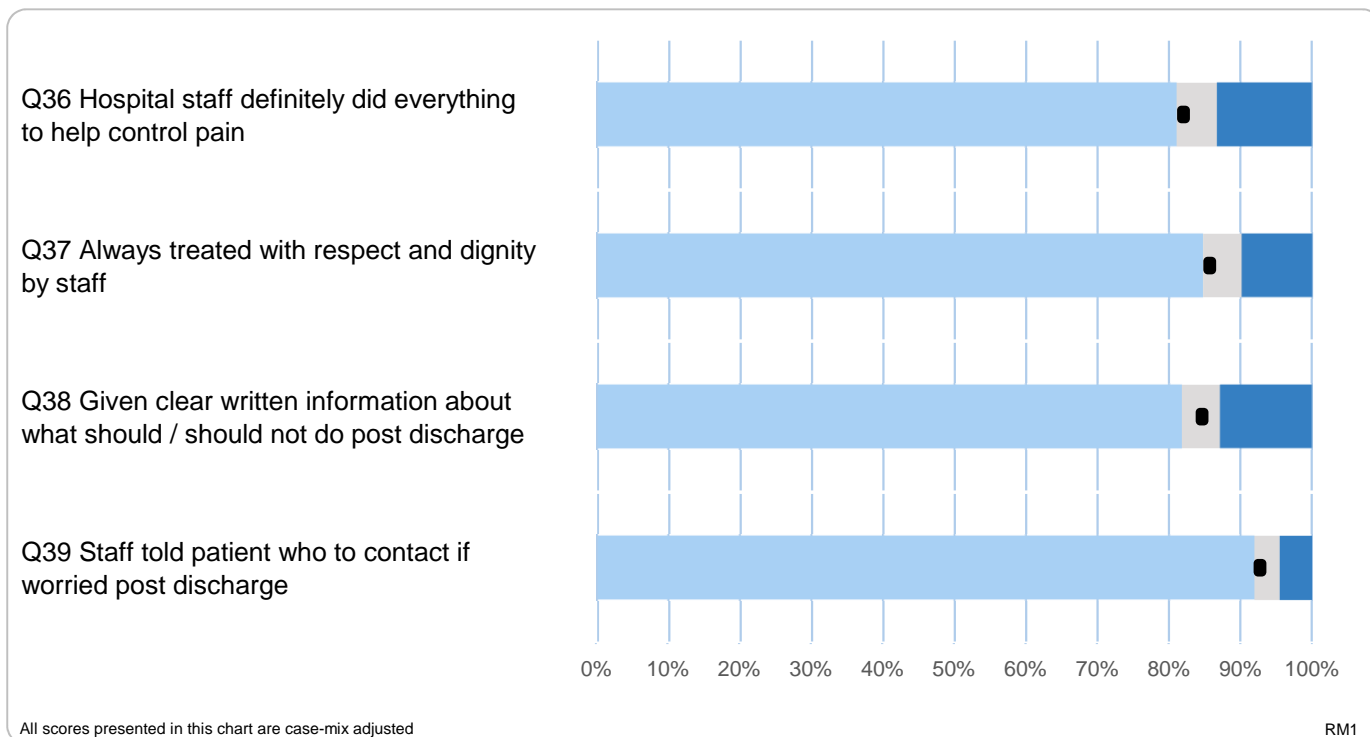
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	759	84%	84%	79%	84%	81%
Q29 Patient had confidence and trust in all doctors treating them	760	86%	86%	81%	87%	84%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	614	71%	71%	69%	76%	72%
Q31 Patient had confidence and trust in all ward nurses	760	70%	70%	67%	77%	72%

Hospital care as an inpatient (Part 2 of 3)



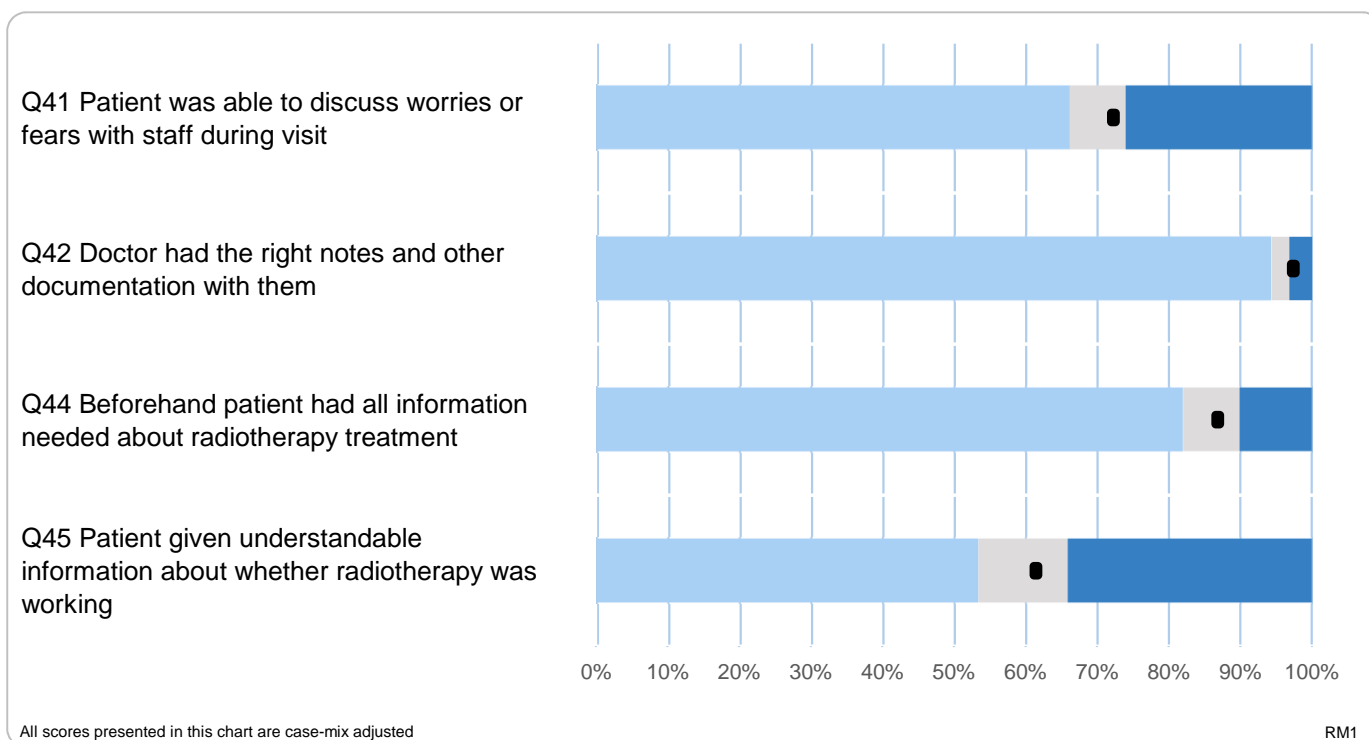
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q32 Always / nearly always enough nurses on duty	756	54%	54%	60%	72%	66%
Q33 All staff asked patient what name they preferred to be called by	756	65%	65%	58%	75%	67%
Q34 Always given enough privacy when discussing condition or treatment	758	87%	87%	82%	87%	85%
Q35 Patient was able to discuss worries or fears with staff during visit	561	49%	49%	48%	56%	52%

Hospital care as an inpatient (Part 3 of 3)



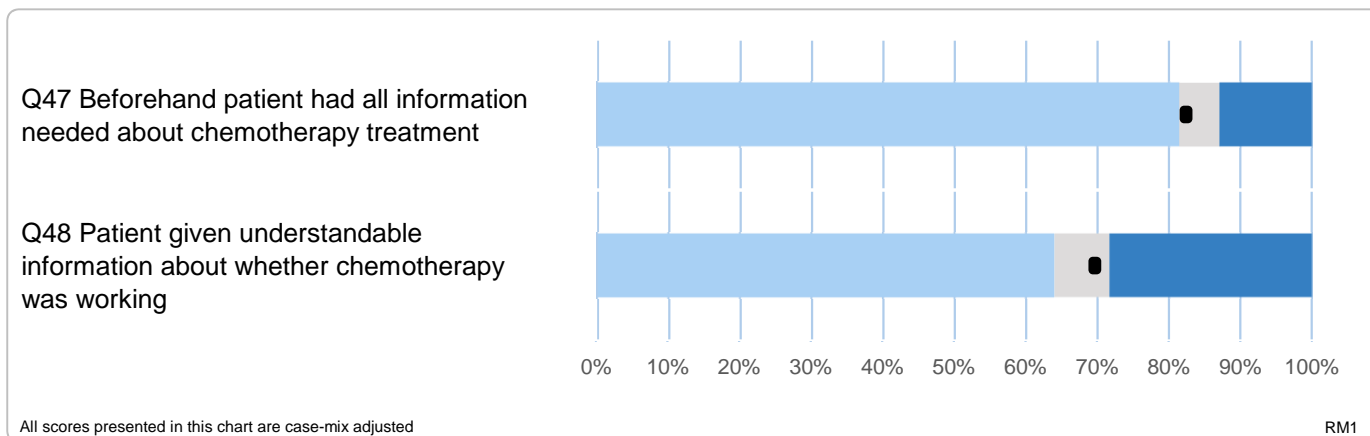
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q36 Hospital staff definitely did everything to help control pain	660	82%	82%	81%	87%	84%
Q37 Always treated with respect and dignity by staff	763	86%	85%	85%	90%	87%
Q38 Given clear written information about what should / should not do post discharge	725	84%	84%	82%	87%	84%
Q39 Staff told patient who to contact if worried post discharge	733	92%	93%	92%	95%	94%

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



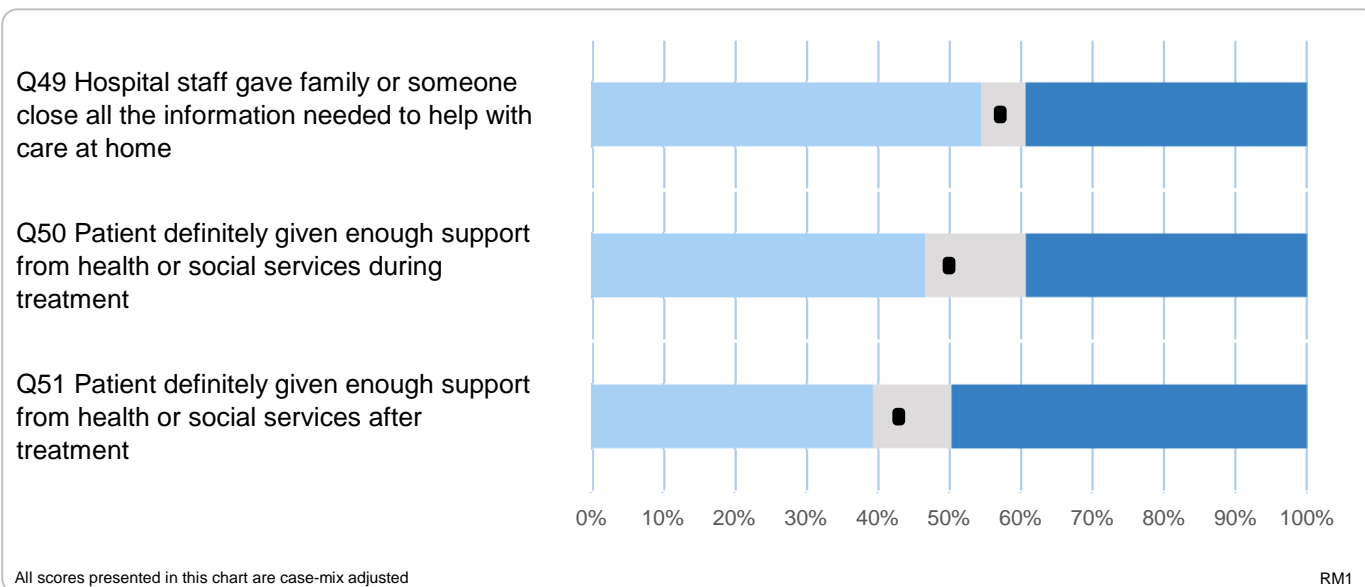
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q41 Patient was able to discuss worries or fears with staff during visit	889	72%	72%	66%	74%	70%
Q42 Doctor had the right notes and other documentation with them	1,067	97%	97%	94%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	295	87%	87%	82%	90%	86%
Q45 Patient given understandable information about whether radiotherapy was working	238	62%	61%	53%	66%	60%

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



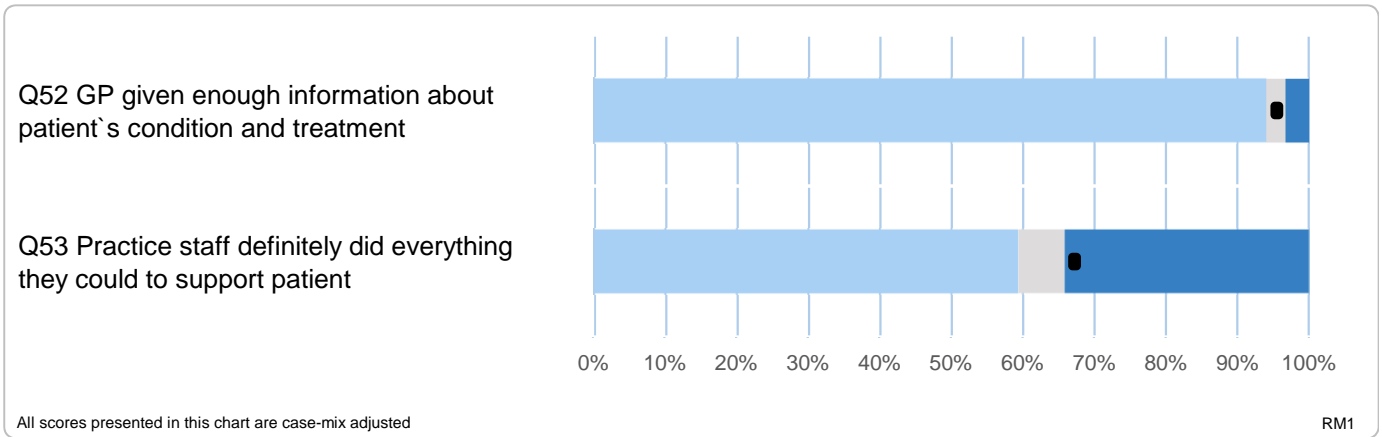
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q47 Beforehand patient had all information needed about chemotherapy treatment	635	82%	82%	81%	87%	84%
Q48 Patient given understandable information about whether chemotherapy was working	570	69%	69%	64%	72%	68%

Home care and support



Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	972	56%	57%	54%	61%	58%
Q50 Patient definitely given enough support from health or social services during treatment	546	50%	50%	47%	61%	54%
Q51 Patient definitely given enough support from health or social services after treatment	319	43%	43%	39%	50%	45%

Care from your general practice

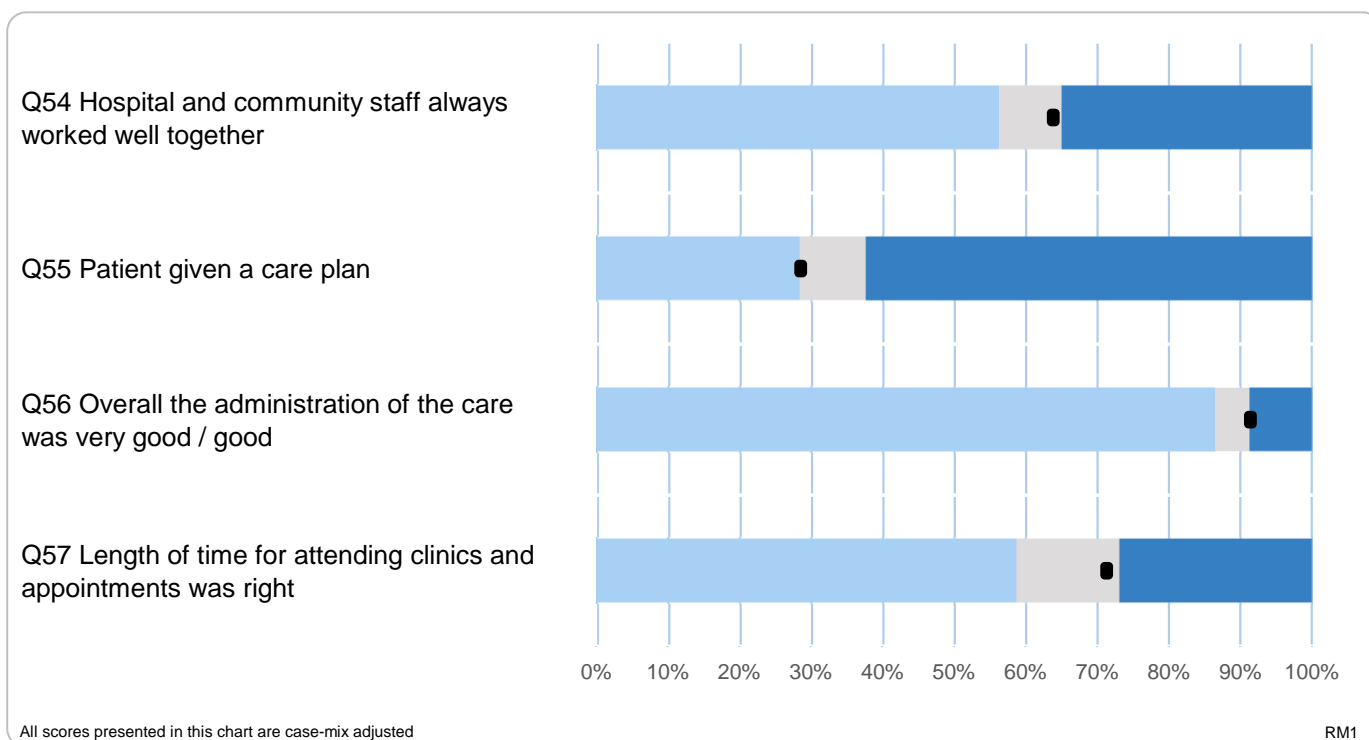


All scores presented in this chart are case-mix adjusted

RM1

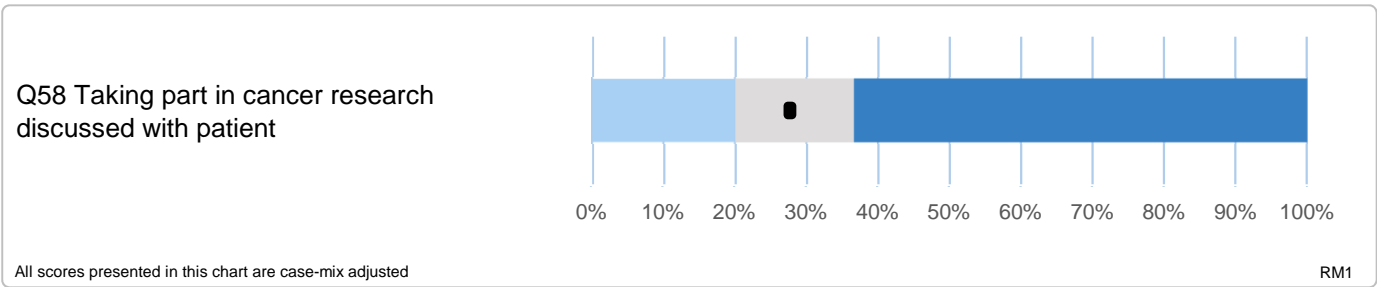
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q52 GP given enough information about patient's condition and treatment	951	95%	95%	94%	97%	95%
Q53 Practice staff definitely did everything they could to support patient	857	67%	67%	59%	66%	63%

Your overall NHS care (Part 1 of 2)

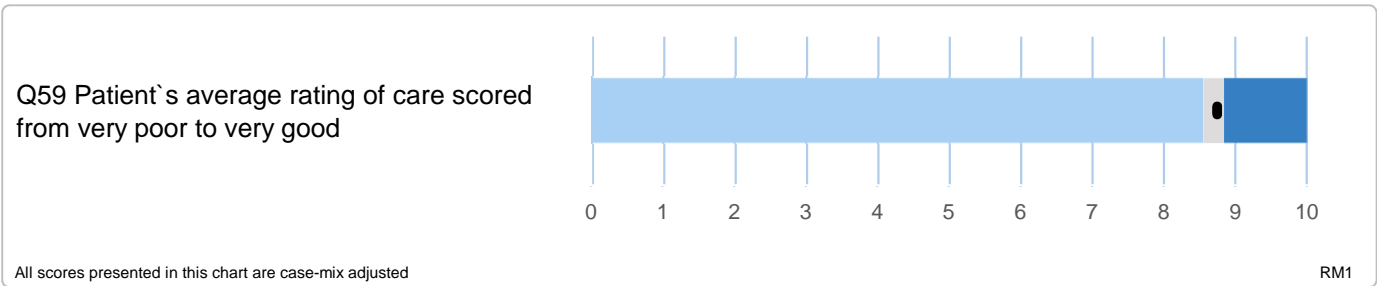


Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q54 Hospital and community staff always worked well together	1,154	64%	64%	56%	65%	61%
Q55 Patient given a care plan	912	28%	28%	28%	38%	33%
Q56 Overall the administration of the care was very good / good	1,190	91%	91%	87%	91%	89%
Q57 Length of time for attending clinics and appointments was right	1,182	72%	71%	59%	73%	66%

Your overall NHS care (Part 2 of 2)



Question		Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
				2015 Score	Expected range - lower	Expected range - upper	
Q58	Taking part in cancer research discussed with patient	1,143	26%	27%	20%	37%	28%



Question		Number of respondents for this Trust	2015 Unadjusted Score for this Trust	2015 Case-mix Adjusted			National Average Score
				2015 Score for this Trust	Lower limit of expected range	Upper limit of expected range	
Q59	Patient`s average rating of care scored from very poor to very good	1,179	8.7	8.7	8.6	8.8	8.7

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

Cancer type	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	60%	*	77%
Breast	91%	93%	88%	88%
Colorectal / LGT	76%	72%	80%	80%
Gynaecological	84%	75%	75%	78%
Haematological	70%	64%	80%	80%
Head and Neck	84%	77%	85%	79%
Lung	73%	69%	79%	83%
Prostate	74%	79%	83%	85%
Sarcoma	*	64%	*	69%
Skin	89%	91%	86%	87%
Upper Gastro	78%	70%	87%	78%
Urological	84%	81%	82%	84%
Other	74%	70%	74%	78%
All Cancers	79%	76%	81%	82%

[§] These are unadjusted scores

Diagnostic tests

	Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
Cancer type	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	87%	*	69%
Breast	87%	90%	82%	82%
Colorectal / LGT	83%	86%	79%	81%
Gynaecological	78%	84%	76%	76%
Haematological	85%	87%	84%	76%
Head and Neck	84%	84%	77%	77%
Lung	88%	87%	84%	78%
Prostate	82%	85%	79%	79%
Sarcoma	*	81%	*	77%
Skin	91%	89%	83%	85%
Upper Gastro	83%	83%	86%	77%
Urological	86%	85%	81%	78%
Other	83%	85%	78%	76%
All Cancers	85%	87%	81%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	85%	*	79%	*	60%	*	62%
Breast	84%	83%	88%	88%	80%	78%	69%	76%
Colorectal / LGT	76%	83%	80%	85%	75%	79%	63%	71%
Gynaecological	62%	75%	82%	83%	72%	73%	71%	69%
Haematological	79%	75%	89%	83%	67%	60%	83%	74%
Head and Neck	88%	73%	95%	85%	74%	75%	50%	61%
Lung	75%	80%	85%	83%	79%	75%	75%	66%
Prostate	74%	80%	80%	84%	78%	78%	78%	80%
Sarcoma	*	77%	*	82%	*	63%	*	61%
Skin	77%	71%	89%	90%	84%	83%	100%	84%
Upper Gastro	64%	79%	79%	79%	76%	72%	70%	64%
Urological	76%	74%	86%	82%	77%	76%	74%	71%
Other	79%	77%	83%	82%	80%	72%	58%	61%
All Cancers	77%	79%	85%	84%	77%	73%	71%	72%

[§] These are unadjusted scores

Deciding the best treatment for you

	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	
Cancer type	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	80%	*	71%	*	62%
Breast	82%	84%	74%	76%	70%	69%
Colorectal / LGT	76%	85%	64%	75%	60%	68%
Gynaecological	80%	84%	75%	76%	63%	68%
Haematological	87%	81%	72%	69%	75%	65%
Head and Neck	*	85%	78%	72%	67%	67%
Lung	87%	84%	75%	74%	64%	69%
Prostate	81%	80%	70%	71%	66%	61%
Sarcoma	*	82%	*	75%	*	66%
Skin	*	88%	68%	75%	69%	74%
Upper Gastro	89%	83%	74%	72%	72%	66%
Urological	81%	80%	65%	69%	64%	61%
Other	86%	80%	73%	72%	67%	64%
All Cancers	83%	83%	71%	73%	67%	66%

	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
Cancer type	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	56%	*	74%
Breast	51%	55%	79%	79%
Colorectal / LGT	48%	56%	69%	79%
Gynaecological	50%	54%	76%	76%
Haematological	56%	50%	86%	77%
Head and Neck	60%	58%	86%	76%
Lung	56%	54%	82%	78%
Prostate	64%	63%	78%	79%
Sarcoma	*	54%	*	77%
Skin	48%	66%	80%	86%
Upper Gastro	66%	53%	82%	77%
Urological	56%	52%	75%	75%
Other	54%	51%	83%	75%
All Cancers	54%	54%	79%	78%

[§] These are unadjusted scores

Clinical Nurse Specialist

	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
Cancer type	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	95%	*	84%	*	85%
Breast	99%	94%	85%	85%	88%	88%
Colorectal / LGT	95%	91%	86%	88%	89%	90%
Gynaecological	99%	93%	84%	86%	81%	87%
Haematological	93%	89%	88%	89%	92%	90%
Head and Neck	81%	88%	*	86%	90%	88%
Lung	99%	93%	86%	89%	89%	89%
Prostate	90%	89%	90%	83%	88%	88%
Sarcoma	*	87%	*	86%	*	88%
Skin	98%	88%	89%	90%	89%	92%
Upper Gastro	95%	92%	81%	87%	96%	88%
Urological	83%	80%	89%	85%	91%	88%
Other	93%	86%	87%	86%	86%	87%
All Cancers	94%	90%	87%	87%	89%	88%

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	85%	n.a.	80%	*	72%	n.a.	79%
Breast	95%	88%	86%	85%	73%	60%	85%	80%
Colorectal / LGT	84%	82%	76%	82%	60%	52%	79%	83%
Gynaecological	89%	83%	84%	81%	76%	58%	84%	76%
Haematological	91%	82%	87%	82%	61%	56%	77%	86%
Head and Neck	88%	83%	*	80%	*	55%	*	80%
Lung	86%	82%	75%	80%	55%	68%	64%	85%
Prostate	90%	85%	74%	81%	45%	41%	81%	76%
Sarcoma	*	82%	*	80%	*	57%	*	75%
Skin	92%	85%	*	85%	*	51%	*	65%
Upper Gastro	87%	82%	82%	78%	61%	57%	77%	83%
Urological	78%	71%	77%	70%	44%	33%	78%	69%
Other	88%	80%	78%	77%	53%	53%	71%	79%
All Cancers	89%	83%	80%	81%	60%	55%	79%	80%

[§] These are unadjusted scores

Operations

	Q26. Staff explained how operation had gone in understandable way	
Cancer type	This Trust [§]	National
Brain / CNS	n.a.	75%
Breast	75%	77%
Colorectal / LGT	74%	81%
Gynaecological	86%	79%
Haematological	*	75%
Head and Neck	85%	77%
Lung	69%	76%
Prostate	83%	76%
Sarcoma	*	80%
Skin	68%	84%
Upper Gastro	81%	81%
Urological	72%	74%
Other	83%	78%
All Cancers	77%	78%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

	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	
Cancer type	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	68%	n.a.	78%	n.a.	65%	n.a.	67%
Breast	87%	89%	84%	86%	74%	73%	77%	74%
Colorectal / LGT	76%	75%	87%	85%	55%	72%	64%	68%
Gynaecological	92%	84%	91%	86%	72%	71%	64%	69%
Haematological	82%	80%	84%	81%	76%	75%	74%	73%
Head and Neck	67%	79%	86%	85%	77%	73%	78%	72%
Lung	78%	75%	88%	82%	70%	71%	61%	73%
Prostate	90%	84%	84%	87%	72%	72%	65%	75%
Sarcoma	*	82%	*	85%	*	75%	*	70%
Skin	*	85%	*	90%	*	79%	*	84%
Upper Gastro	84%	75%	84%	83%	71%	72%	71%	70%
Urological	85%	80%	90%	84%	75%	67%	72%	75%
Other	87%	79%	83%	79%	73%	70%	66%	69%
All Cancers	84%	81%	86%	84%	71%	72%	70%	72%

	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	
Cancer type	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	64%	n.a.	69%	n.a.	80%	n.a.	44%
Breast	57%	69%	62%	60%	89%	86%	56%	53%
Colorectal / LGT	46%	61%	69%	70%	87%	84%	48%	54%
Gynaecological	61%	65%	58%	63%	82%	82%	34%	50%
Haematological	67%	63%	60%	67%	89%	86%	56%	55%
Head and Neck	60%	67%	64%	66%	81%	85%	46%	50%
Lung	44%	68%	63%	71%	86%	84%	35%	49%
Prostate	53%	71%	65%	67%	84%	87%	37%	52%
Sarcoma	*	68%	*	71%	*	87%	*	52%
Skin	*	81%	*	67%	*	89%	*	61%
Upper Gastro	53%	62%	71%	75%	95%	83%	57%	53%
Urological	53%	68%	69%	71%	86%	84%	57%	46%
Other	51%	62%	70%	66%	87%	82%	54%	48%
All Cancers	54%	66%	65%	67%	87%	85%	49%	52%

[§] 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	n.a.	82%	n.a.	84%	n.a.	79%	n.a.	91%
Breast	87%	86%	86%	88%	91%	90%	97%	95%
Colorectal / LGT	82%	84%	83%	86%	78%	83%	94%	94%
Gynaecological	73%	83%	83%	85%	89%	86%	89%	93%
Haematological	84%	84%	86%	89%	81%	79%	95%	95%
Head and Neck	82%	84%	86%	88%	85%	86%	91%	92%
Lung	80%	83%	78%	87%	83%	81%	89%	92%
Prostate	72%	85%	92%	91%	87%	87%	87%	94%
Sarcoma	*	86%	*	91%	*	83%	*	94%
Skin	*	88%	*	93%	*	91%	*	97%
Upper Gastro	89%	83%	92%	86%	78%	79%	100%	93%
Urological	82%	80%	82%	88%	84%	83%	88%	90%
Other	82%	82%	87%	85%	78%	80%	90%	92%
All Cancers	82%	84%	86%	87%	84%	84%	92%	94%

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

	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	
Cancer type	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	65%	n.a.	94%	n.a.	85%	n.a.	52%
Breast	68%	70%	99%	95%	86%	87%	60%	60%
Colorectal / LGT	73%	73%	95%	95%	*	85%	*	55%
Gynaecological	80%	70%	98%	96%	*	85%	*	64%
Haematological	77%	74%	97%	97%	*	82%	*	64%
Head and Neck	68%	69%	*	95%	86%	86%	*	60%
Lung	73%	69%	99%	96%	88%	86%	*	59%
Prostate	70%	69%	95%	95%	*	88%	*	61%
Sarcoma	*	68%	*	97%	*	88%	*	63%
Skin	*	73%	100%	96%	*	81%	*	63%
Upper Gastro	74%	68%	98%	95%	*	85%	*	57%
Urological	66%	65%	98%	95%	*	81%	*	53%
Other	75%	67%	95%	95%	97%	83%	71%	59%
All Cancers	72%	70%	97%	96%	87%	86%	62%	60%

	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
Cancer type	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	82%	n.a.	57%
Breast	84%	83%	67%	62%
Colorectal / LGT	75%	86%	50%	65%
Gynaecological	73%	86%	62%	68%
Haematological	90%	85%	82%	75%
Head and Neck	*	80%	*	52%
Lung	83%	85%	69%	68%
Prostate	85%	83%	72%	69%
Sarcoma	*	82%	*	70%
Skin	*	92%	*	80%
Upper Gastro	82%	83%	69%	64%
Urological	80%	83%	60%	66%
Other	82%	85%	76%	70%
All Cancers	82%	84%	69%	68%

[§] These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	56%	*	44%	*	44%
Breast	57%	57%	47%	54%	34%	40%
Colorectal / LGT	50%	60%	57%	62%	63%	52%
Gynaecological	57%	56%	49%	52%	26%	42%
Haematological	61%	60%	51%	52%	*	43%
Head and Neck	61%	59%	*	53%	*	50%
Lung	47%	57%	50%	52%	33%	42%
Prostate	63%	55%	42%	47%	52%	43%
Sarcoma	*	59%	*	58%	*	53%
Skin	59%	67%	*	58%	*	61%
Upper Gastro	58%	59%	42%	54%	*	45%
Urological	61%	55%	55%	47%	57%	44%
Other	53%	54%	49%	55%	44%	48%
All Cancers	56%	58%	50%	54%	43%	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%	*	59%
Breast	96%	96%	70%	63%
Colorectal / LGT	93%	95%	69%	63%
Gynaecological	95%	95%	51%	59%
Haematological	96%	96%	66%	61%
Head and Neck	97%	93%	70%	60%
Lung	97%	95%	60%	62%
Prostate	97%	95%	64%	67%
Sarcoma	*	97%	*	65%
Skin	100%	97%	60%	71%
Upper Gastro	97%	94%	79%	62%
Urological	90%	95%	73%	64%
Other	95%	95%	69%	61%
All Cancers	95%	95%	67%	63%

[§] These are unadjusted scores

Your overall NHS care

	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	
Cancer type	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	45%	*	29%	*	84%	*	60%
Breast	69%	60%	25%	35%	95%	90%	67%	64%
Colorectal / LGT	57%	60%	29%	36%	91%	88%	85%	68%
Gynaecological	63%	58%	24%	29%	95%	89%	81%	66%
Haematological	67%	63%	28%	33%	93%	92%	65%	62%
Head and Neck	62%	58%	30%	34%	92%	89%	72%	65%
Lung	59%	63%	20%	32%	89%	89%	63%	70%
Prostate	58%	63%	30%	36%	91%	87%	75%	71%
Sarcoma	*	60%	*	31%	*	90%	*	63%
Skin	56%	69%	41%	39%	91%	89%	73%	73%
Upper Gastro	80%	58%	40%	36%	92%	88%	67%	66%
Urological	62%	62%	24%	26%	81%	84%	72%	73%
Other	62%	56%	27%	29%	90%	87%	70%	61%
All Cancers	64%	61%	28%	33%	91%	89%	72%	66%

	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
Cancer type	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	32%	*	8.5
Breast	27%	28%	8.8	8.8
Colorectal / LGT	21%	22%	8.7	8.7
Gynaecological	27%	27%	8.8	8.7
Haematological	26%	36%	8.9	8.8
Head and Neck	22%	21%	8.6	8.6
Lung	20%	34%	8.7	8.6
Prostate	42%	35%	8.5	8.6
Sarcoma	*	29%	*	8.7
Skin	49%	17%	8.8	8.9
Upper Gastro	33%	30%	8.7	8.6
Urological	11%	14%	8.6	8.5
Other	24%	31%	8.8	8.6
All Cancers	26%	28%	8.7	8.7

[§] 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 2015.

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 2015 and March 2016.

For the first time, 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 2015 survey

A number of significant changes have been made to the National Cancer Patient Experience Survey in 2015:

- the length of the questionnaire has been reduced
- response options have been reviewed and changed to make them consistent throughout the survey
- some of the questions and / or answer options have been changed so that they are now in line with questions in other patient surveys (e.g. the Care Quality Commission national patient surveys), to improve comparability between them
- the topic areas within the questionnaire have been redesigned to capture the whole patient journey.

There are 50 questions in the questionnaire that relate directly to patient experience. Of these, 14 remain unchanged from previous years; and a further 21 have been slightly amended. We draw caution in directly comparing data from the 2015 survey to the findings of the previous CPES surveys, even for identical questions. Changes in the structure of the survey instrument (questionnaire) and also the administration of the survey (calendar period and length of time from sampling to field work start and completion) may influence nationwide averages, although these features will not greatly impact on relative comparisons (e.g. between patient groups or hospitals).

The other 15 questions are either new or substantially changed from previous years.

It is expected that there will be few, if any changes, to the questionnaire going forward so we will be able to compare the results year on year. Where changes are necessary they are expected to be for methodological reasons or to improve question reliability.

Another significant change in 2015 is that an online version of the questionnaire has been developed. The online version was developed to make the questionnaire more accessible for respondents. This may have an impact on the demographic characteristics of the respondents. This may be an improvement if previously underrepresented groups have responded. However, changes to the demographics of respondents may have implications on the overall results - and again, leads us to draw caution in directly comparing results with previous years.

Official Statistics

The 2015 survey data has been published for the first time as Official Statistics. The 2015 survey data has been produced and published in line with the Code of Practice for Official Statistics.

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").

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 2015 questionnaire, marked up with all of these scoring conventions, 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

For the first time in 2015, 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

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	116,991	8,719	108,272	33,168	3,918	71,186	66%
RM1	1,814	134	1,680	381	75	1,224	73%

Respondents by tumour group

The tables below show the numbers of patients from each tumour group and the age and gender distribution of these patients.

Tumour Group	Number of respondents*
Brain / CNS	2
Breast	222
Gynaecological	81
Colorectal / LGT	139
Lung	113
Skin	49
Haematological	142
Upper Gastro	80
Other	103
Urological	122
Prostate	111
Sarcoma	8
Head and Neck	52

* 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	2	3	7	31	101	236	135	37	552
Female	3	10	24	105	140	219	145	26	672
Total	5	13	31	136	241	455	280	63	1,224



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

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

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

Further information on Quality Health is available at www.quality-health.co.uk

Further information on the National Cancer Patient Experience Survey, as well as all of the national and local reports and data, is available at www.ncpes.co.uk