

National Cancer Patient Experience Survey

2016 Results

**University College London Hospitals
NHS Foundation Trust**

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



Introduction

The National Cancer Patient Experience Survey 2016 is the sixth 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 2016 survey can be found in the Annex.

This report

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

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

Data tables

The data tables presented in this report show the following for each question:

- **Column 1** shows the number of respondents for 2015 to this question
- **Column 2** shows the unadjusted 2015 score for this Trust
- **Column 3** shows the number of respondents for 2016 to this question
- **Column 4** shows the unadjusted 2016 score for this Trust
- **Column 5** shows whether a score has significantly increased or decreased compared with the last survey
- **Column 6** shows the case-mix adjusted 2016 score for this Trust
- **Column 7** shows the lower limit of the expected range of case-mix adjusted scores for this Trust (the top of the pale blue section on the comparability chart - see below)
- **Column 8** shows the upper limit of the expected range of case-mix adjusted scores for this Trust (the bottom of the dark blue section on the comparability chart - see below)
- **Column 9** shows the national average score for this question.

Results for individual response options are presented in the detailed data tables available at www.ncpes.co.uk . Confidence Intervals for unadjusted and case-mix adjusted data are provided in these tables.

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

For further details on case-mix adjustment and the scoring methodology used, please refer to the Annex.

Comparability charts

For the 2016 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that Trusts will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for Trusts of the same size.

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

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

For further details on expected ranges, please refer to the technical document at www.ncpes.co.uk .

Tumour group tables

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

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

Notes on specific questions

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

How to use the data

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

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

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

- **77%** 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
- **84%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist
- **87%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital
- **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
- **58%** 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

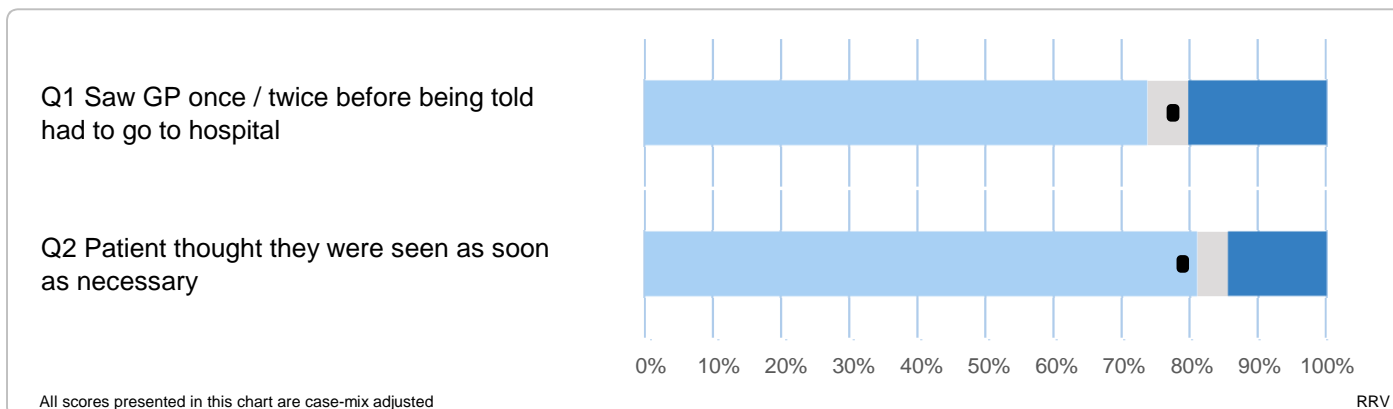
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

Questions which scored outside expected range

Question	Number of respondents for this Trust	2016 Case-mix Adjusted			National Average Score	
		2016 Percentage for this Trust	Lower limit of expected range	Upper limit of expected range		
Seeing your GP						
Q2	Patient thought they were seen as soon as necessary	1,023	79%	81%	86%	83%
Finding out what was wrong with you						
Q11	Patient given easy to understand written information about the type of cancer they had	897	67%	70%	75%	72%
Deciding the best treatment for you						
Q13	Possible side effects explained in an understandable way	1,010	69%	70%	75%	72%
Q15	Patient definitely told about side effects that could affect them in the future	962	50%	51%	58%	54%
Clinical Nurse Specialist						
Q17	Patient given the name of the CNS who would support them through their treatment	1,010	94%	88%	93%	90%
Hospital care as a day patient / outpatient						
Q41	Patient was able to discuss worries or fears with staff during visit	779	66%	67%	74%	70%
Home care and support						
Q51	Patient definitely given enough support from health or social services after treatment	357	37%	38%	52%	45%
Your overall NHS care						
Q54	Hospital and community staff always worked well together	1,000	54%	57%	66%	61%
Q57	Length of time for attending clinics and appointments was right	1,019	55%	60%	75%	67%
Q58	Taking part in cancer research discussed with patient	965	50%	20%	37%	29%

Trust results

Seeing your GP



Question		Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
		2015		2016			2016 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	820	68%	773	70%		77%	74%	80%	77%
Q2	Patient thought they were seen as soon as necessary	1,082	75%	1,026	74%		79%	81%	86%	83%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

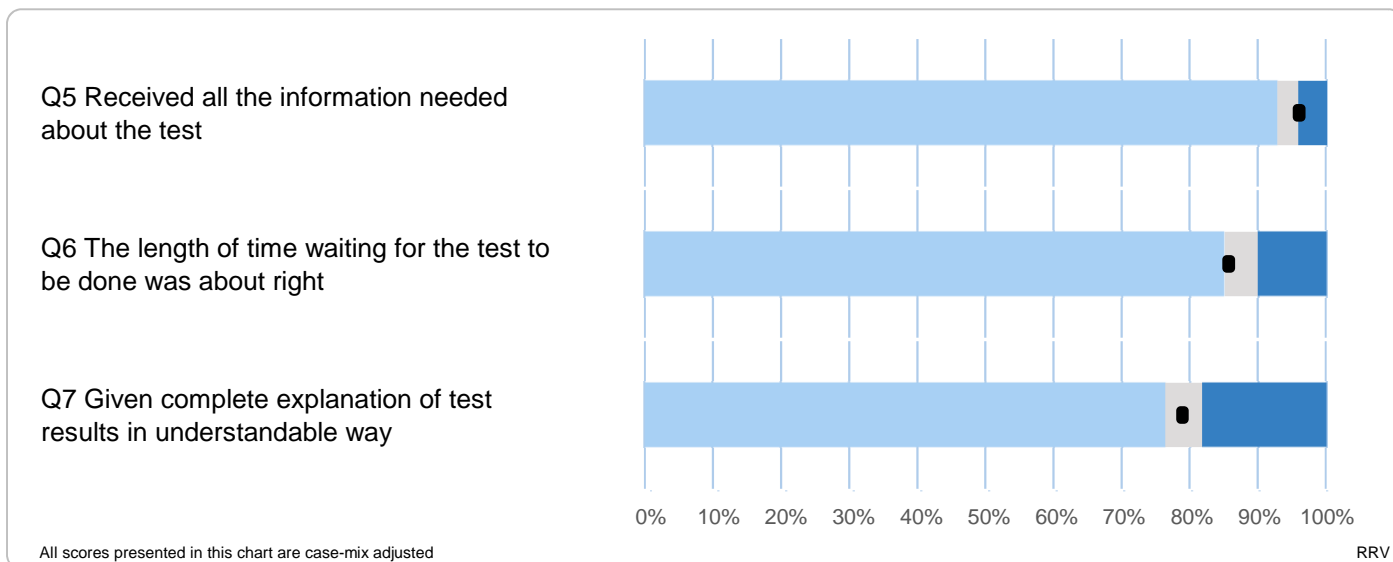
(NB: No arrow reflects no statistically significant change)

Where no score is displayed, no 2015 data is available

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

Trust results

Diagnostic Tests

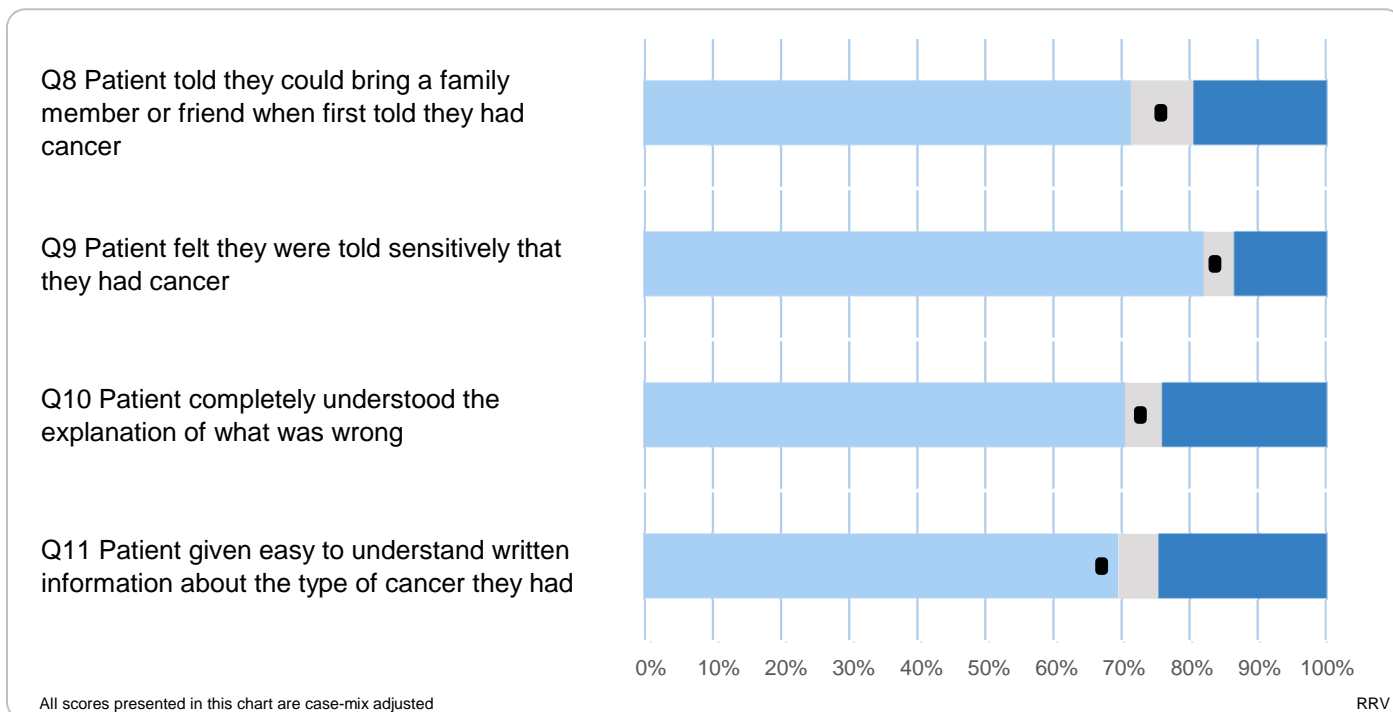


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q5	-	-	858	95%		96%	93%	96%	94%
Q6	940	82%	860	83%		86%	85%	90%	87%
Q7	945	72%	865	75%		79%	76%	82%	79%

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Trust results

Finding out what was wrong with you

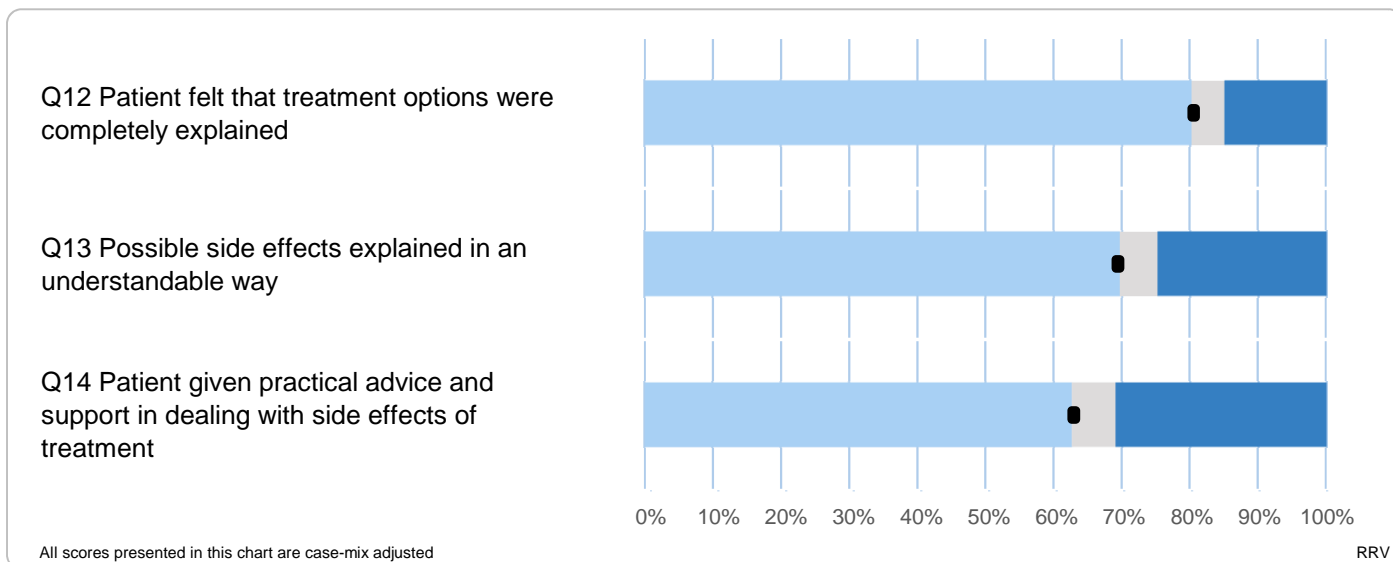


Question		Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
		2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score							
Q8	Patient told they could bring a family member or friend when first told they had cancer	-	-	953	73%		76%	71%	80%	76%
Q9	Patient felt they were told sensitively that they had cancer	1,083	79%	1,015	81%		83%	82%	86%	84%
Q10	Patient completely understood the explanation of what was wrong	1,090	67%	1,033	67%		73%	70%	76%	73%
Q11	Patient given easy to understand written information about the type of cancer they had	960	68%	900	64%		67%	70%	75%	72%

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Trust results

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

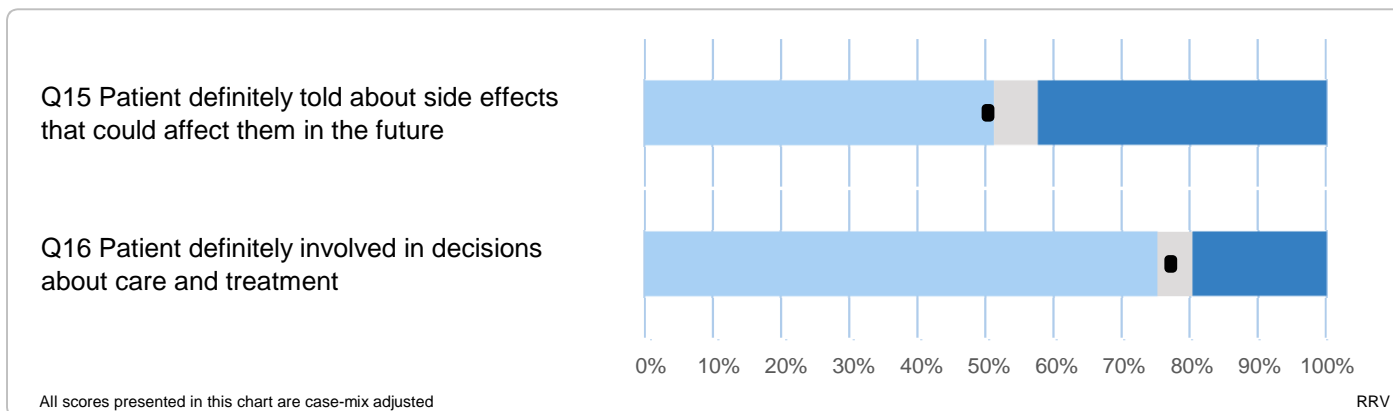


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	Change from 2015		2016 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score					
Q12 Patient felt that treatment options were completely explained	974	75%	915	78%		80%	80%	85%	83%
Q13 Possible side effects explained in an understandable way	1,056	67%	1,013	68%		69%	70%	75%	72%
Q14 Patient given practical advice and support in dealing with side effects of treatment	1,042	60%	998	61%		63%	63%	69%	66%

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

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



Question		Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
		2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15	Patient definitely told about side effects that could affect them in the future	1,012	51%	965	50%		50%	51%	58%	54%
Q16	Patient definitely involved in decisions about care and treatment	1,054	71%	1,007	75%	↑	77%	75%	80%	78%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

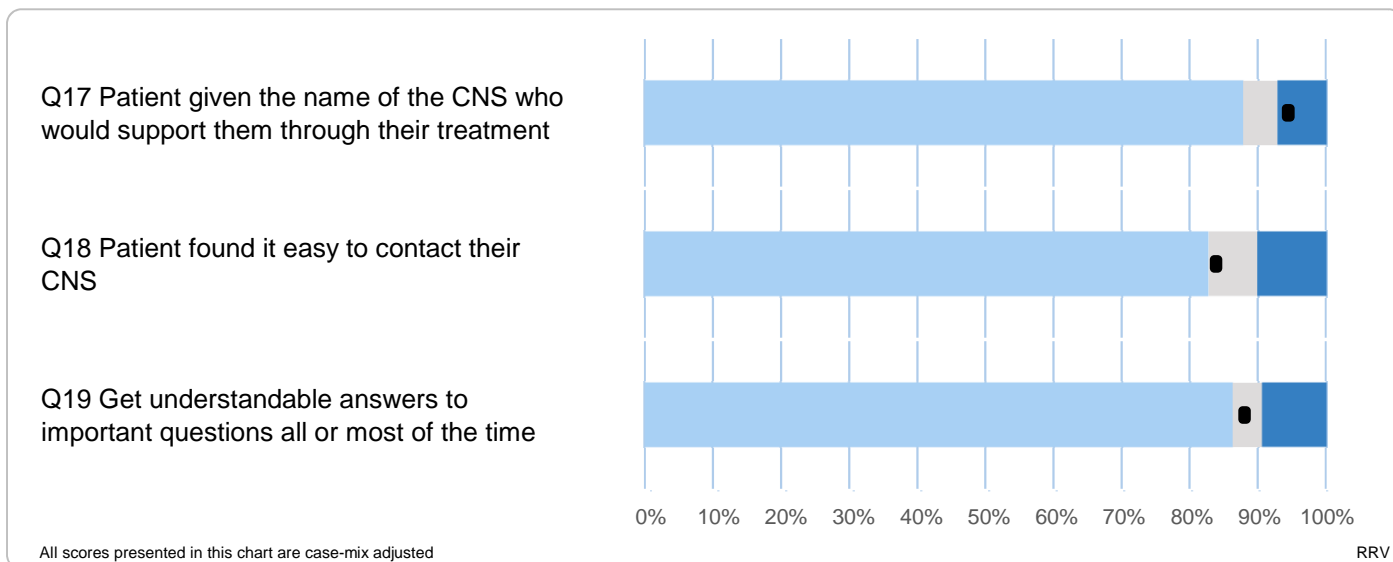
(NB: No arrow reflects no statistically significant change)

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Trust results

Clinical Nurse Specialist

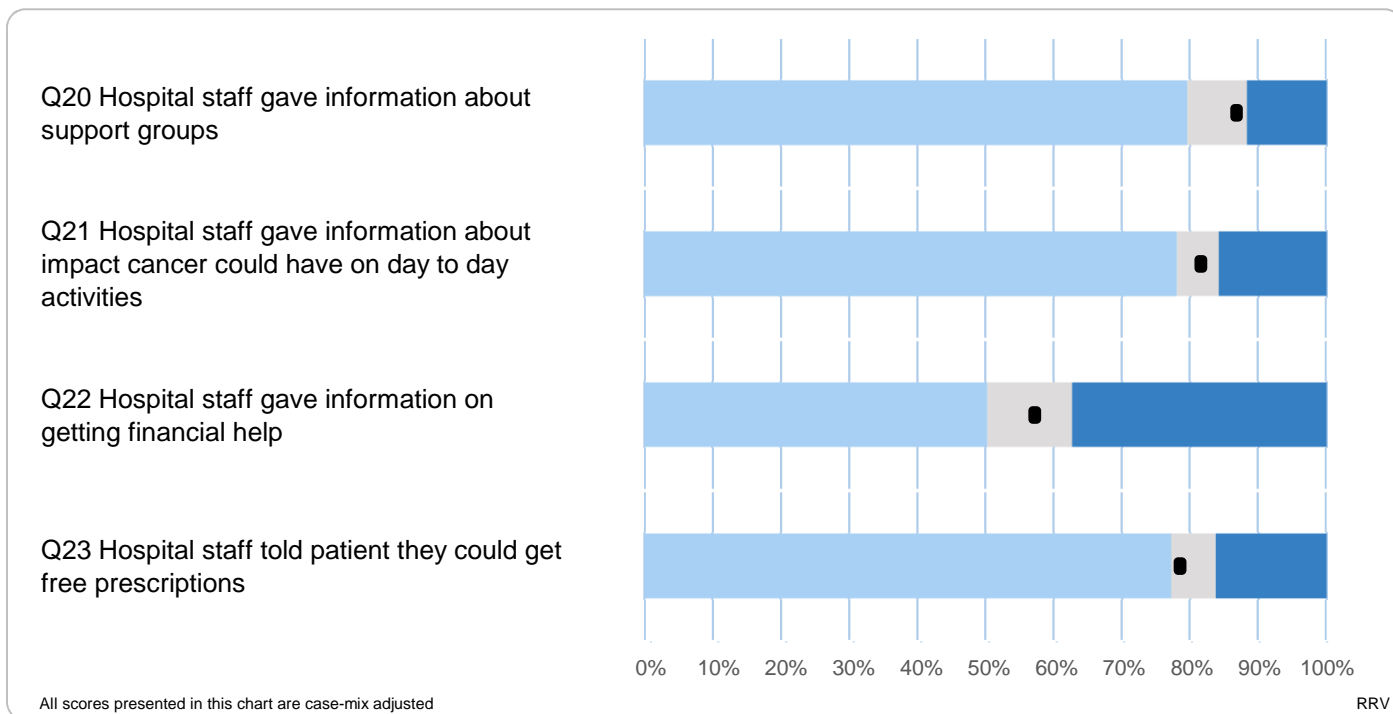


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	1,069	91%	1,013	94%		94%	88%	93%	90%
Q18 Patient found it easy to contact their CNS	907	79%	902	83%		84%	83%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	871	82%	861	86%		88%	86%	91%	88%

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Trust results

Support for people with cancer

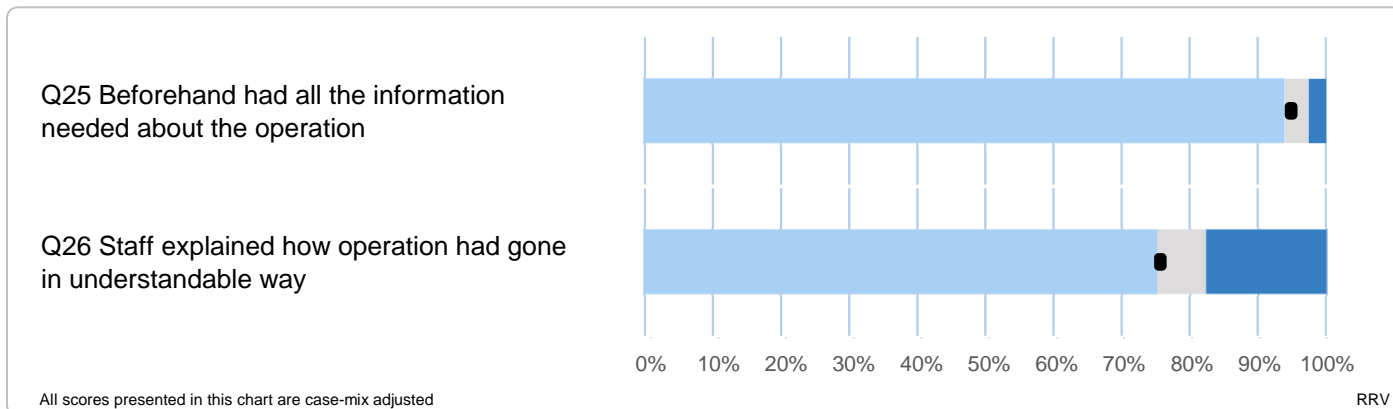


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	797	83%	801	86%		87%	80%	88%	84%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	745	78%	759	81%		81%	78%	84%	81%
Q22 Hospital staff gave information on getting financial help	584	54%	612	59%		57%	50%	63%	56%
Q23 Hospital staff told patient they could get free prescriptions	608	77%	590	78%		78%	77%	84%	80%

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Trust results

Operations

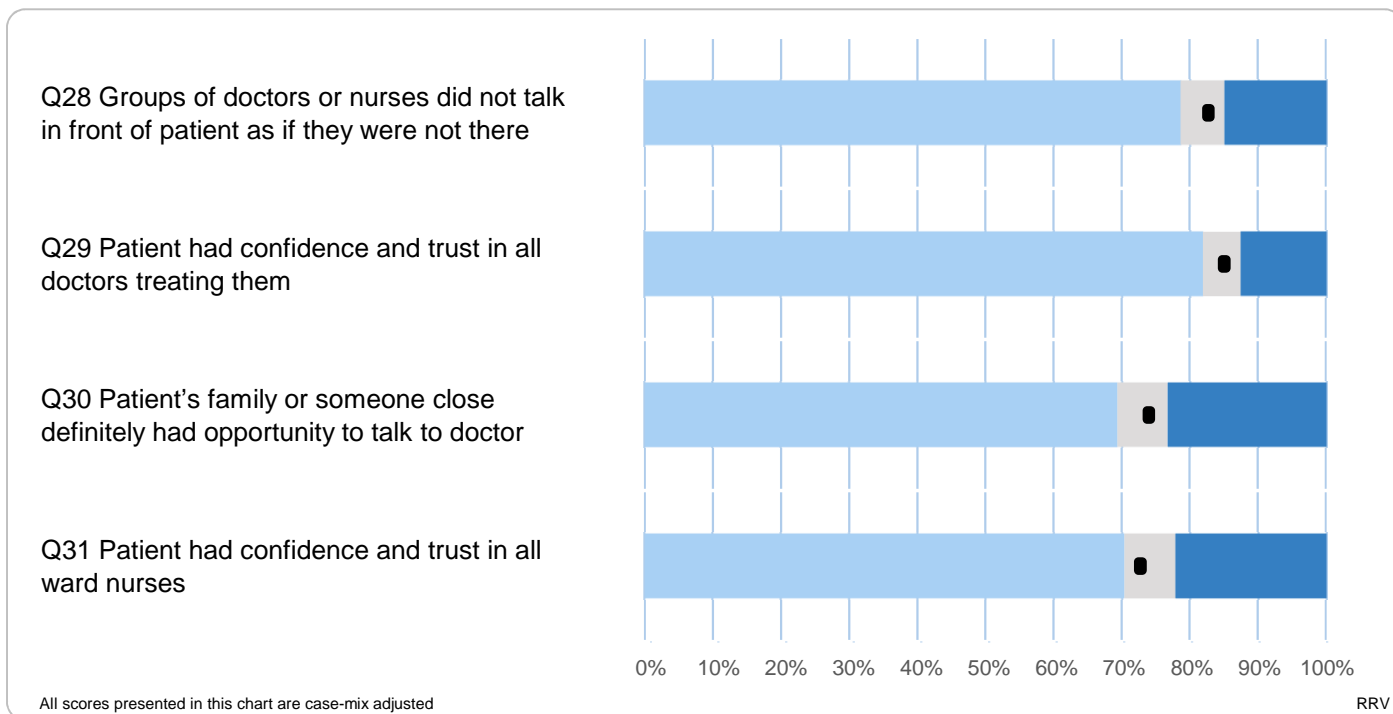


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q25 Beforehand had all the information needed about the operation	-	-	515	94%		95%	94%	97%	96%
Q26 Staff explained how operation had gone in understandable way	541	73%	511	73%		75%	75%	82%	79%

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Trust results

Hospital care as an inpatient (Part 1 of 3)

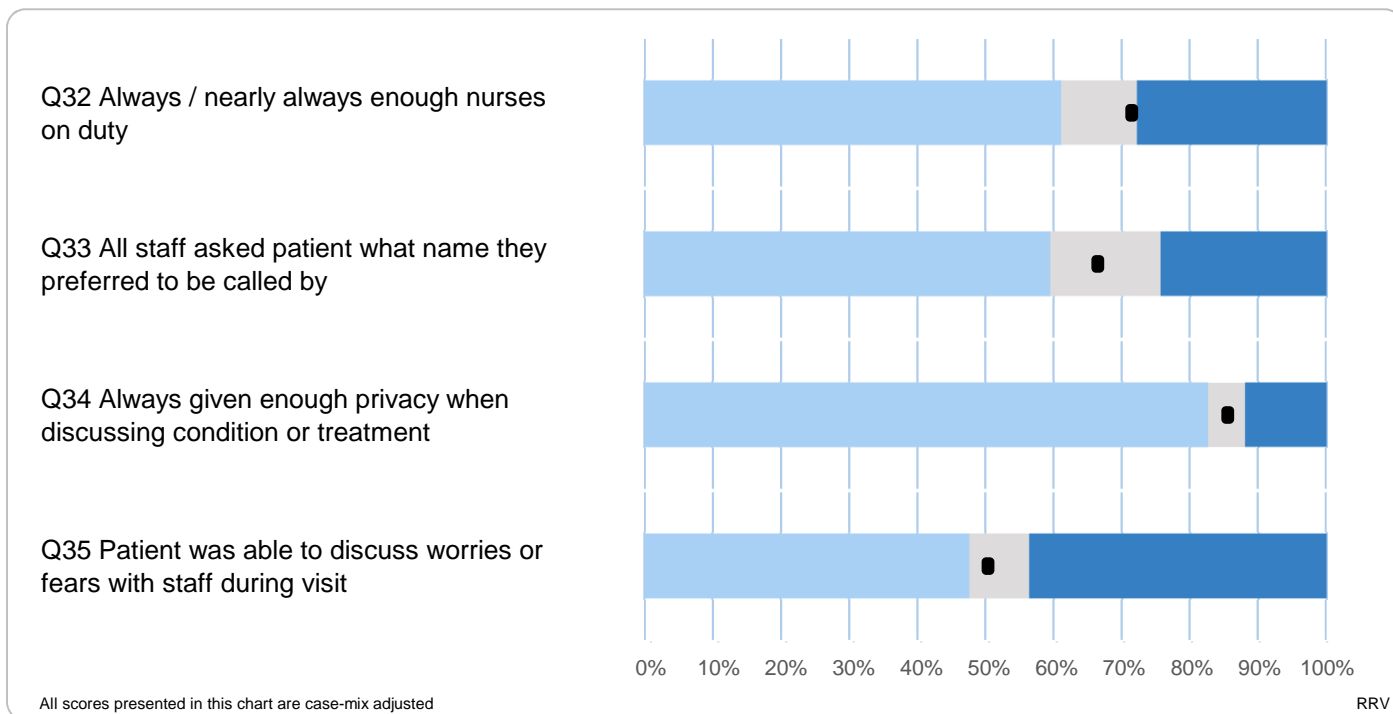


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	686	76%	662	79%		83%	79%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	690	80%	663	82%		85%	82%	87%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	573	70%	565	72%		74%	69%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	692	67%	661	70%		73%	70%	78%	74%

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Trust results

Hospital care as an inpatient (Part 2 of 3)

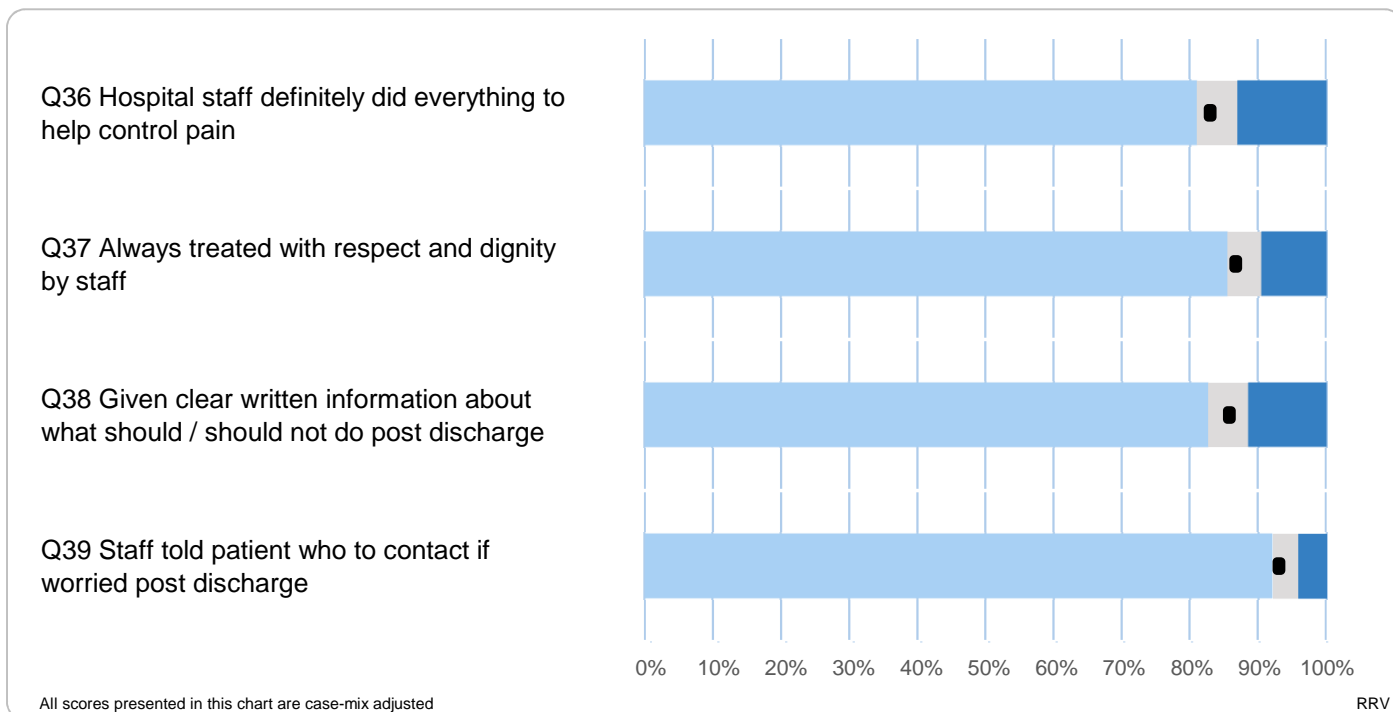


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	687	66%	657	68%		71%	61%	72%	67%
Q33 All staff asked patient what name they preferred to be called by	684	62%	654	66%		66%	60%	76%	68%
Q34 Always given enough privacy when discussing condition or treatment	690	85%	659	84%		85%	83%	88%	85%
Q35 Patient was able to discuss worries or fears with staff during visit	521	48%	506	50%		50%	48%	56%	52%

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Trust results

Hospital care as an inpatient (Part 3 of 3)

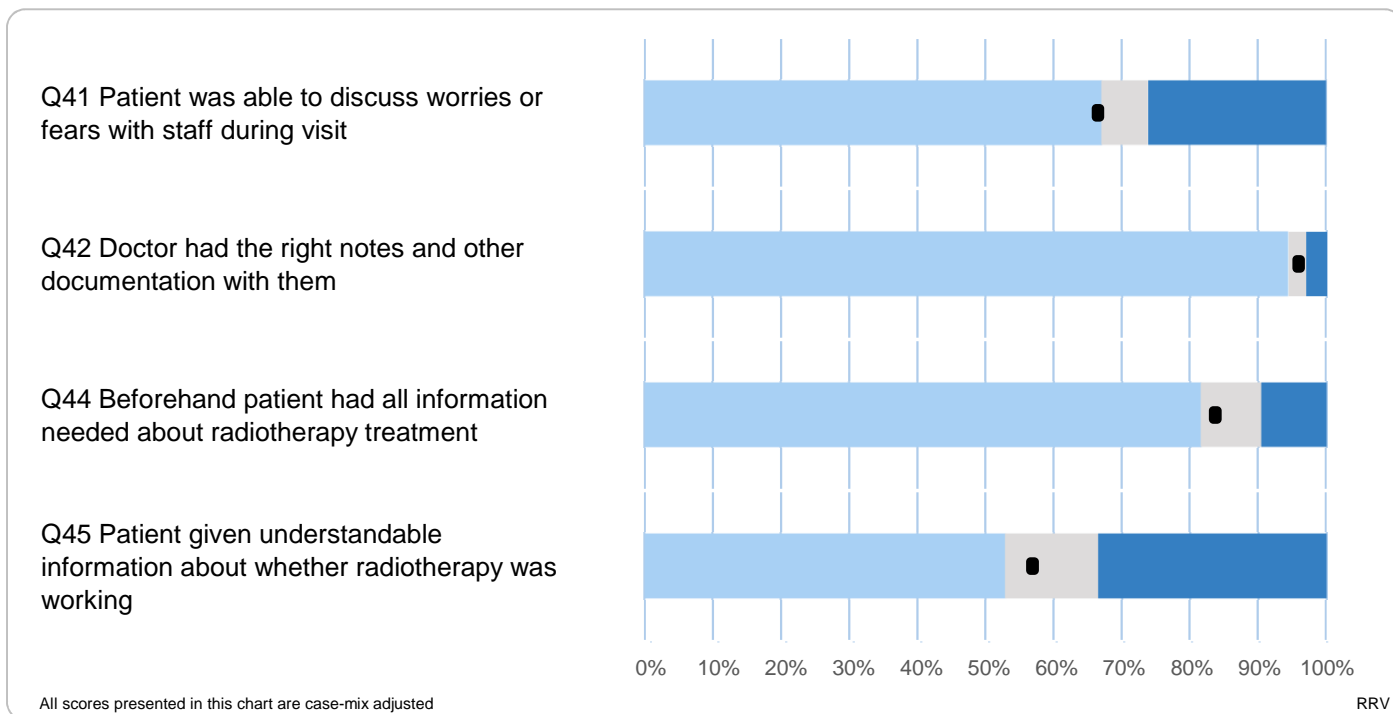


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	631	80%	594	80%		83%	81%	87%	84%
Q37 Always treated with respect and dignity by staff	692	84%	658	85%		87%	85%	90%	88%
Q38 Given clear written information about what should / should not do post discharge	638	84%	610	84%		86%	83%	89%	86%
Q39 Staff told patient who to contact if worried post discharge	645	92%	640	93%		93%	92%	96%	94%

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Trust results

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

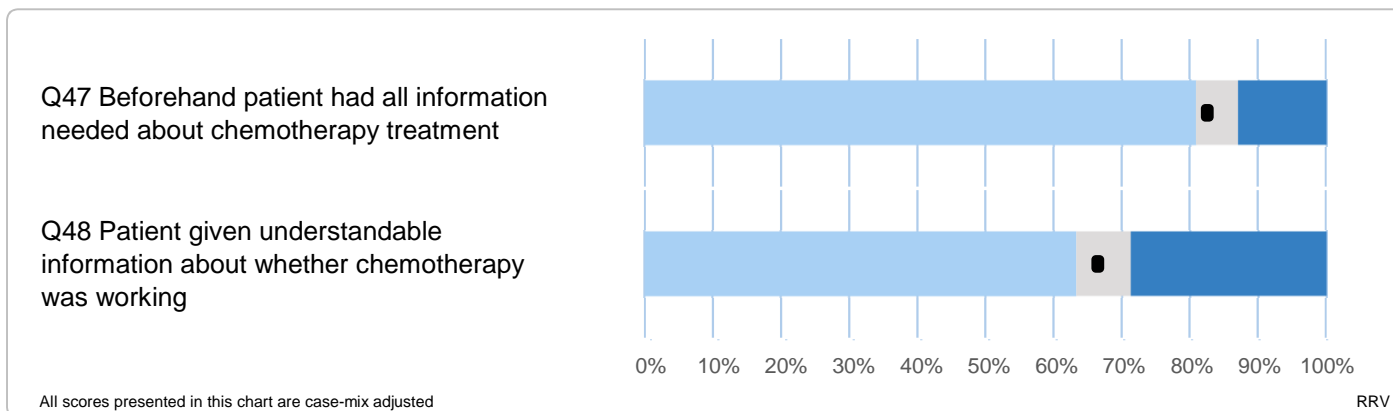


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	799	63%	781	65%		66%	67%	74%	70%
Q42 Doctor had the right notes and other documentation with them	956	94%	922	96%		96%	94%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	226	86%	234	82%		84%	82%	90%	86%
Q45 Patient given understandable information about whether radiotherapy was working	197	57%	200	59%		57%	53%	67%	60%

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Trust results

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



Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 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	564	80%	558	83%		82%	81%	87%	84%
Q48 Patient given understandable information about whether chemotherapy was working	525	65%	526	69%		66%	63%	71%	67%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

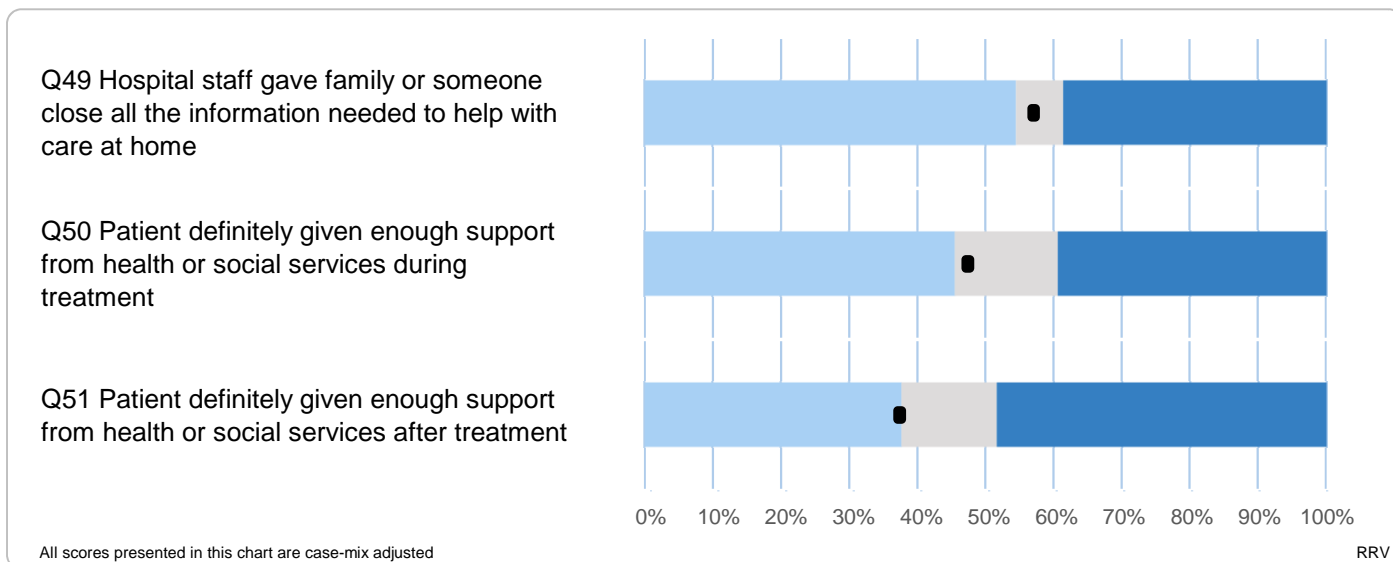
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Trust results

Home care and support

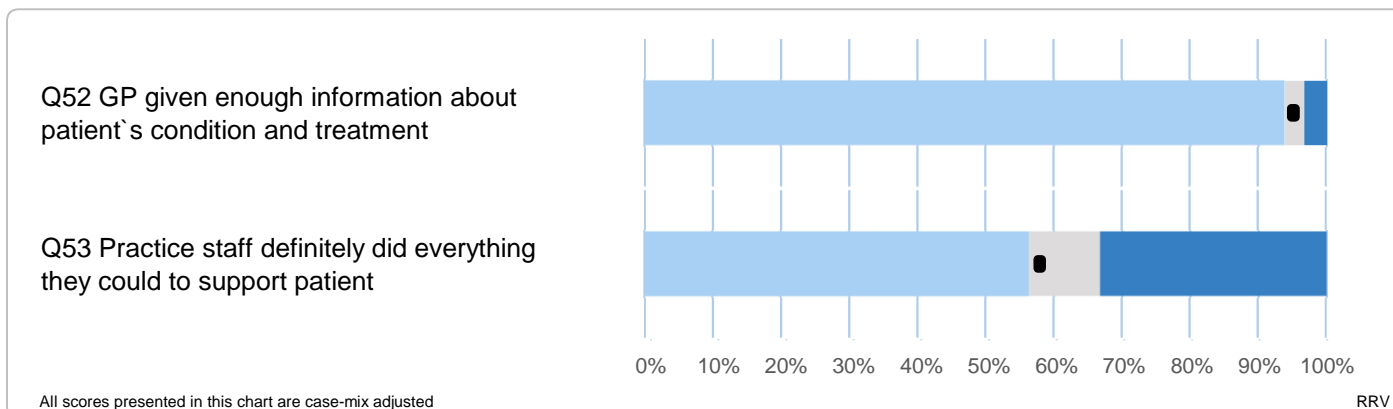


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	833	56%	805	57%		57%	54%	61%	58%
Q50 Patient definitely given enough support from health or social services during treatment	628	42%	542	44%		47%	46%	61%	53%
Q51 Patient definitely given enough support from health or social services after treatment	408	35%	357	35%		37%	38%	52%	45%

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Trust results

Care from your general practice

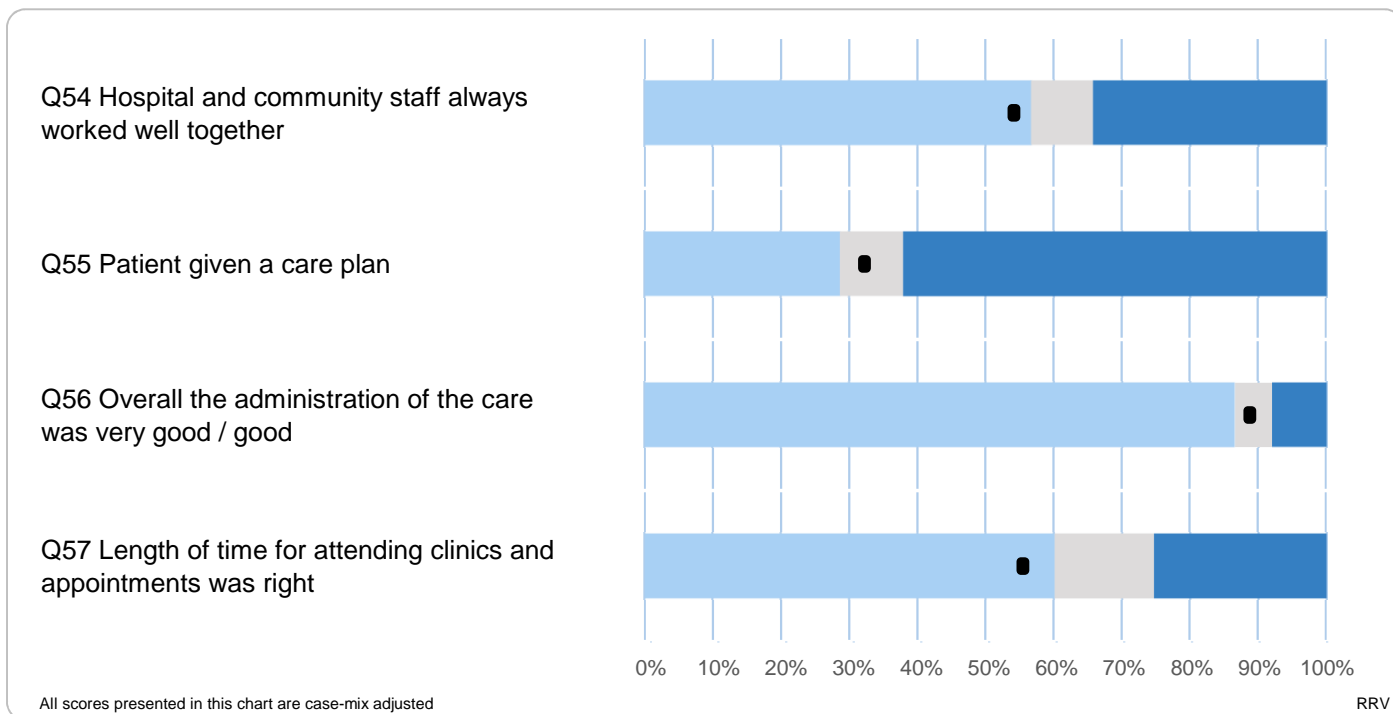


Question	Unadjusted Scores					2016 Case Mix Adjusted				
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score							
Q52	GP given enough information about patient's condition and treatment	971	93%	940	94%		95%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	775	54%	704	55%		58%	56%	67%	62%

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Trust results

Your overall NHS care (Part 1 of 2)

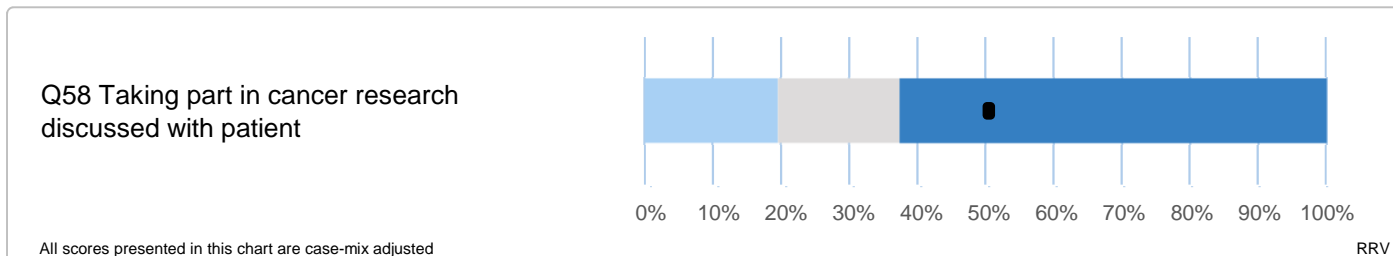


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	1,058	48%	1,003	51%		54%	57%	66%	61%
Q55 Patient given a care plan	833	29%	798	32%		32%	29%	38%	33%
Q56 Overall the administration of the care was very good / good	1,090	84%	1,036	88%		89%	87%	92%	89%
Q57 Length of time for attending clinics and appointments was right	1,079	52%	1,022	53%		55%	60%	75%	67%

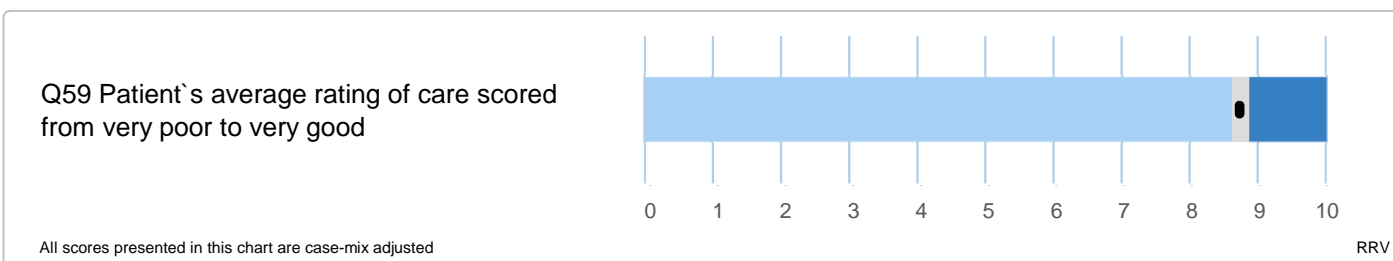
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Trust results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
	2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q58 Taking part in cancer research discussed with patient	1,013	49%	968	54%		50%	20%	37%	29%



Question	Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
	2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q59 Patient`s average rating of care scored from very poor to very good	1,054	8.5	1,014	8.6		8.7	8.6	8.9	8.7

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Comparisons by tumour group for this Trust

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

Seeing your GP

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	*	63%	*	79%
Breast	83%	94%	79%	90%
Colorectal / LGT	58%	71%	76%	81%
Gynaecological	70%	75%	70%	79%
Haematological	61%	65%	72%	81%
Head and Neck	77%	77%	80%	79%
Lung	78%	70%	83%	83%
Prostate	84%	78%	83%	86%
Sarcoma	50%	66%	51%	67%
Skin	n.a.	90%	n.a.	86%
Upper Gastro	76%	72%	65%	78%
Urological	79%	82%	73%	85%
Other	67%	72%	73%	79%
All Cancers	70%	77%	74%	83%

[§] These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	90%	*	81%	*	70%
Breast	90%	95%	90%	92%	70%	82%
Colorectal / LGT	94%	95%	83%	87%	71%	80%
Gynaecological	94%	93%	84%	85%	72%	75%
Haematological	96%	94%	89%	89%	78%	77%
Head and Neck	87%	93%	82%	85%	56%	78%
Lung	95%	94%	79%	87%	74%	78%
Prostate	94%	95%	75%	86%	74%	80%
Sarcoma	100%	93%	68%	79%	82%	74%
Skin	n.a.	95%	n.a.	88%	n.a.	85%
Upper Gastro	90%	93%	75%	82%	80%	77%
Urological	96%	94%	83%	87%	81%	79%
Other	99%	95%	83%	86%	76%	76%
All Cancers	95%	94%	83%	87%	75%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	83%	*	73%	*	63%	*	63%
Breast	73%	82%	85%	88%	68%	78%	63%	77%
Colorectal / LGT	63%	80%	77%	86%	71%	78%	56%	71%
Gynaecological	75%	71%	85%	82%	64%	72%	64%	69%
Haematological	73%	71%	79%	83%	60%	60%	68%	74%
Head and Neck	85%	70%	93%	86%	56%	75%	56%	64%
Lung	75%	78%	81%	83%	76%	75%	59%	65%
Prostate	67%	77%	84%	84%	79%	78%	76%	81%
Sarcoma	61%	72%	72%	81%	75%	67%	45%	64%
Skin	n.a.	63%	n.a.	89%	n.a.	79%	n.a.	83%
Upper Gastro	69%	77%	74%	80%	71%	72%	59%	66%
Urological	74%	72%	81%	83%	68%	77%	76%	72%
Other	76%	74%	80%	82%	66%	70%	57%	62%
All Cancers	73%	76%	81%	84%	67%	73%	64%	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	*	78%	*	72%	*	61%
Breast	79%	84%	75%	75%	64%	69%
Colorectal / LGT	74%	85%	65%	75%	58%	68%
Gynaecological	79%	84%	69%	74%	69%	66%
Haematological	78%	81%	70%	69%	64%	64%
Head and Neck	78%	85%	60%	70%	59%	68%
Lung	86%	83%	67%	74%	63%	68%
Prostate	68%	81%	63%	72%	43%	62%
Sarcoma	89%	83%	75%	72%	71%	66%
Skin	n.a.	88%	n.a.	76%	n.a.	70%
Upper Gastro	81%	83%	68%	73%	55%	67%
Urological	84%	81%	74%	72%	69%	62%
Other	79%	79%	64%	70%	59%	63%
All Cancers	78%	83%	68%	72%	61%	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	*	55%	*	73%
Breast	50%	56%	76%	79%
Colorectal / LGT	47%	56%	69%	79%
Gynaecological	52%	52%	72%	77%
Haematological	50%	49%	77%	77%
Head and Neck	55%	59%	72%	78%
Lung	44%	54%	72%	79%
Prostate	53%	63%	77%	79%
Sarcoma	49%	54%	83%	80%
Skin	n.a.	61%	n.a.	85%
Upper Gastro	38%	53%	69%	77%
Urological	59%	53%	82%	77%
Other	46%	50%	71%	74%
All Cancers	50%	54%	75%	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%	*	82%	*	83%
Breast	96%	94%	63%	86%	73%	89%
Colorectal / LGT	95%	91%	85%	88%	87%	89%
Gynaecological	94%	94%	73%	84%	76%	87%
Haematological	97%	90%	85%	88%	93%	89%
Head and Neck	84%	88%	90%	87%	76%	87%
Lung	95%	94%	84%	88%	87%	88%
Prostate	90%	88%	77%	84%	86%	88%
Sarcoma	94%	88%	100%	87%	97%	90%
Skin	n.a.	88%	n.a.	89%	n.a.	90%
Upper Gastro	93%	92%	89%	86%	88%	87%
Urological	95%	81%	90%	85%	90%	89%
Other	93%	87%	82%	85%	80%	86%
All Cancers	94%	90%	83%	86%	86%	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	*	84%	*	81%	*	67%	*	71%
Breast	89%	89%	79%	85%	61%	62%	76%	80%
Colorectal / LGT	86%	84%	74%	82%	36%	54%	83%	82%
Gynaecological	90%	83%	82%	79%	61%	58%	67%	77%
Haematological	88%	83%	88%	82%	75%	58%	90%	86%
Head and Neck	85%	83%	76%	80%	52%	59%	68%	79%
Lung	80%	83%	66%	80%	59%	69%	76%	84%
Prostate	80%	86%	77%	83%	15%	44%	61%	79%
Sarcoma	80%	83%	87%	82%	58%	56%	92%	78%
Skin	n.a.	86%	n.a.	82%	n.a.	52%	n.a.	62%
Upper Gastro	79%	83%	75%	80%	50%	60%	*	84%
Urological	90%	74%	81%	72%	42%	35%	77%	67%
Other	84%	80%	78%	77%	62%	55%	73%	80%
All Cancers	86%	84%	81%	81%	59%	56%	78%	80%

[§] These are unadjusted scores

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	93%	*	68%
Breast	93%	97%	79%	78%
Colorectal / LGT	92%	96%	65%	83%
Gynaecological	94%	96%	76%	79%
Haematological	93%	93%	77%	75%
Head and Neck	94%	94%	63%	78%
Lung	93%	97%	76%	79%
Prostate	94%	96%	66%	77%
Sarcoma	95%	93%	82%	80%
Skin	n.a.	96%	n.a.	83%
Upper Gastro	92%	96%	88%	79%
Urological	95%	95%	72%	77%
Other	95%	95%	71%	78%
All Cancers	94%	96%	73%	79%

[§] 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	*	74%	*	79%	*	61%	*	66%
Breast	73%	89%	85%	86%	71%	76%	59%	76%
Colorectal / LGT	80%	76%	97%	85%	71%	72%	76%	70%
Gynaecological	79%	85%	82%	85%	67%	72%	63%	71%
Haematological	71%	81%	78%	81%	73%	73%	72%	74%
Head and Neck	72%	79%	84%	84%	72%	74%	56%	72%
Lung	88%	77%	82%	82%	78%	73%	75%	75%
Prostate	83%	85%	80%	88%	74%	74%	80%	79%
Sarcoma	82%	80%	86%	85%	*	72%	59%	74%
Skin	n.a.	87%	n.a.	92%	n.a.	80%	n.a.	85%
Upper Gastro	84%	74%	81%	82%	74%	73%	75%	71%
Urological	81%	80%	88%	86%	78%	71%	77%	77%
Other	84%	79%	78%	81%	65%	70%	66%	71%
All Cancers	79%	82%	82%	85%	72%	73%	70%	74%

	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	*	59%	*	65%	*	76%	*	38%
Breast	72%	71%	63%	61%	85%	86%	50%	54%
Colorectal / LGT	63%	62%	55%	70%	83%	84%	24%	53%
Gynaecological	60%	66%	65%	65%	77%	83%	42%	50%
Haematological	64%	62%	70%	70%	89%	86%	64%	56%
Head and Neck	47%	65%	55%	69%	72%	86%	44%	54%
Lung	86%	70%	71%	72%	79%	83%	60%	50%
Prostate	81%	73%	59%	68%	87%	89%	42%	52%
Sarcoma	68%	71%	68%	71%	91%	88%	*	53%
Skin	n.a.	78%	n.a.	67%	n.a.	90%	n.a.	62%
Upper Gastro	63%	64%	75%	74%	78%	83%	48%	50%
Urological	82%	68%	63%	72%	85%	87%	48%	47%
Other	59%	62%	69%	68%	84%	83%	41%	47%
All Cancers	68%	67%	66%	68%	84%	85%	50%	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	*	79%	*	79%	*	76%	*	91%
Breast	76%	86%	82%	88%	86%	91%	89%	96%
Colorectal / LGT	78%	84%	83%	87%	77%	84%	93%	94%
Gynaecological	79%	83%	81%	87%	90%	87%	89%	94%
Haematological	82%	83%	91%	89%	80%	80%	96%	95%
Head and Neck	67%	81%	68%	87%	75%	85%	90%	91%
Lung	82%	84%	86%	87%	86%	81%	84%	91%
Prostate	80%	85%	86%	91%	89%	89%	98%	94%
Sarcoma	78%	87%	83%	90%	86%	84%	100%	94%
Skin	n.a.	87%	n.a.	92%	n.a.	89%	n.a.	95%
Upper Gastro	76%	82%	84%	86%	90%	82%	90%	93%
Urological	86%	82%	87%	89%	90%	86%	97%	91%
Other	82%	82%	85%	86%	80%	81%	88%	93%
All Cancers	80%	84%	85%	88%	84%	86%	93%	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	*	63%	*	95%	*	86%	*	58%
Breast	49%	70%	96%	96%	75%	88%	48%	60%
Colorectal / LGT	56%	72%	100%	96%	*	86%	*	58%
Gynaecological	63%	68%	95%	95%	79%	85%	63%	62%
Haematological	69%	74%	97%	97%	88%	84%	77%	64%
Head and Neck	69%	71%	97%	96%	*	84%	*	61%
Lung	64%	70%	89%	95%	*	85%	*	58%
Prostate	58%	72%	93%	96%	*	89%	*	58%
Sarcoma	78%	72%	97%	97%	*	89%	*	69%
Skin	n.a.	72%	n.a.	97%	n.a.	84%	n.a.	59%
Upper Gastro	75%	68%	97%	94%	*	86%	*	57%
Urological	64%	68%	95%	96%	*	81%	*	56%
Other	65%	67%	94%	95%	86%	83%	60%	58%
All Cancers	65%	70%	96%	96%	82%	86%	59%	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	*	80%	*	59%
Breast	81%	82%	69%	62%
Colorectal / LGT	75%	85%	58%	63%
Gynaecological	76%	84%	53%	66%
Haematological	85%	84%	77%	75%
Head and Neck	*	80%	*	58%
Lung	76%	84%	59%	68%
Prostate	*	84%	*	67%
Sarcoma	90%	86%	83%	73%
Skin	n.a.	88%	n.a.	78%
Upper Gastro	83%	84%	77%	64%
Urological	*	84%	*	67%
Other	85%	85%	63%	68%
All Cancers	83%	84%	69%	67%

[§] 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	*	49%	*	42%	*	41%
Breast	44%	57%	37%	53%	29%	40%
Colorectal / LGT	47%	60%	*	61%	*	51%
Gynaecological	54%	56%	40%	50%	31%	39%
Haematological	65%	60%	50%	51%	40%	44%
Head and Neck	53%	61%	48%	52%	*	48%
Lung	52%	57%	34%	50%	27%	43%
Prostate	48%	56%	32%	48%	26%	43%
Sarcoma	72%	59%	67%	55%	57%	48%
Skin	n.a.	65%	n.a.	57%	n.a.	59%
Upper Gastro	69%	59%	*	55%	*	48%
Urological	56%	58%	35%	47%	*	43%
Other	50%	54%	45%	55%	37%	48%
All Cancers	57%	58%	44%	53%	35%	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	*	89%	*	51%
Breast	96%	96%	63%	62%
Colorectal / LGT	92%	95%	50%	62%
Gynaecological	97%	95%	63%	61%
Haematological	94%	96%	55%	59%
Head and Neck	87%	94%	59%	59%
Lung	94%	95%	49%	61%
Prostate	92%	96%	63%	67%
Sarcoma	100%	95%	42%	56%
Skin	n.a.	96%	n.a.	67%
Upper Gastro	92%	94%	58%	61%
Urological	93%	95%	45%	64%
Other	93%	95%	51%	59%
All Cancers	94%	95%	55%	62%

[§] 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	*	43%	*	32%	*	82%	*	61%
Breast	44%	61%	22%	37%	82%	91%	38%	65%
Colorectal / LGT	43%	60%	24%	35%	90%	89%	51%	70%
Gynaecological	51%	58%	28%	30%	83%	89%	56%	66%
Haematological	57%	63%	43%	33%	94%	92%	52%	63%
Head and Neck	48%	62%	43%	36%	90%	89%	55%	69%
Lung	56%	63%	21%	33%	88%	89%	59%	71%
Prostate	43%	65%	26%	35%	78%	88%	55%	73%
Sarcoma	56%	56%	43%	28%	97%	87%	50%	61%
Skin	n.a.	69%	n.a.	39%	n.a.	90%	n.a.	76%
Upper Gastro	60%	58%	33%	34%	93%	87%	58%	66%
Urological	55%	63%	32%	27%	89%	87%	71%	75%
Other	45%	55%	25%	29%	85%	88%	44%	61%
All Cancers	51%	61%	32%	33%	88%	89%	53%	67%

	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	*	24%	*	8.3
Breast	28%	28%	8.5	8.8
Colorectal / LGT	53%	26%	8.5	8.7
Gynaecological	50%	30%	8.7	8.7
Haematological	60%	34%	8.9	8.9
Head and Neck	39%	19%	8.7	8.7
Lung	68%	33%	8.5	8.7
Prostate	63%	34%	8.3	8.7
Sarcoma	55%	33%	8.7	8.6
Skin	n.a.	18%	n.a.	8.9
Upper Gastro	54%	33%	8.3	8.6
Urological	45%	15%	8.7	8.7
Other	53%	30%	8.5	8.6
All Cancers	54%	29%	8.6	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 2016.

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 2016 and March 2017.

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 2016 survey

The following changes have been made to the National Cancer Patient Experience Survey in 2016:

- question 5 and 25 are no longer presented in a tick all that apply format and their response options have been revised. This has allowed the questions to be scored and presented in the comparability charts, data tables and tumour group tables. Because of these changes, no comparison with 2015 results is possible
- question 8 has had a response option removed. Because of this change, no comparison with 2015 results is possible.

Official Statistics

The 2016 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 2016 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

As 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

Statistical significance

In the reporting of 2016 results, appropriate statistical tests have been undertaken to identify any changes between 2015 and 2016 unadjusted scores which are 'statistically significant'. 'Statistically significant' means that you can be very confident that any change between scores is real and not due to chance.

For further details on statistical significance, please refer to the technical document for the survey, available at www.ncpes.co.uk

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,253	8,590	109,663	33,035	3,840	72,788	67%
RRV	2,071	187	1,884	774	54	1,056	56%

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	14
Breast	56
Gynaecological	101
Colorectal / LGT	42
Lung	67
Skin	0
Haematological	306
Upper Gastro	42
Other	164
Urological	79
Prostate	106
Sarcoma	37
Head and Neck	42

* 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	20	12	24	70	130	174	97	10	537
Female	12	16	30	66	139	166	77	13	519
Total	32	28	54	136	269	340	174	23	1,056



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).

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