

# **National Cancer Patient Experience Survey**

## **2017 Results**

### **Sandwell and West Birmingham Hospitals NHS Trust**

### **Published September 2018**

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



## Introduction

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

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

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

Full national results and other reports are available at:

[www.ncpes.co.uk](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 Trust scored for each question in the survey, compared with national results. It is aimed at helping individual Trusts to understand their performance and identify areas for local improvement.

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

## Data tables

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

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

**Column 2** shows the unadjusted 2016 score for this Trust

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

**Column 4** shows the unadjusted 2017 score for this Trust

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

**Column 6** shows whether a score has significantly increased or decreased overall (2015, 2016 and 2017)

**Column 7** shows the case-mix adjusted 2017 score for this Trust

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

**Column 9** shows the upper limit of the expected range of case-mix adjusted scores for this Trust (the bottom of the dark blue section on the comparability chart - see below)

**Column 10** shows the national average score for this question.

### **Data tables (continued)**

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

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

### **Tumour group tables**

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

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

### **Notes on specific questions**

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

### **How to use the data**

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

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

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

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

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

### **Response rates**

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

## Executive Summary

**8.7** 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\* :

**74%** 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

**86%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

**89%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

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

**54%** 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](http://www.cancerdata.nhs.uk/dashboard)

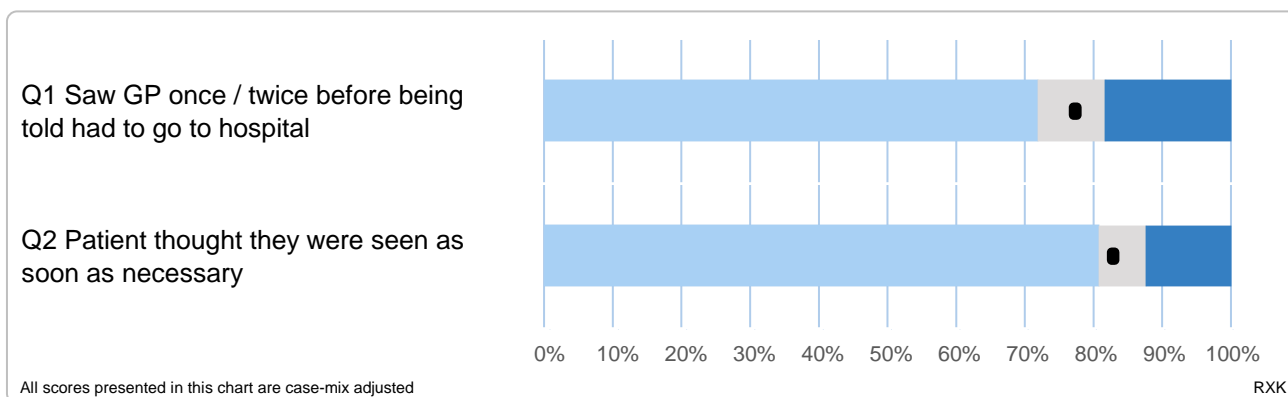
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

Questions which scored outside expected range

Question	Number of respondents for this Trust	2017 Case-mix Adjusted			National Average Score	
		2017 Score for this Trust	Lower limit of expected range	Upper limit of expected range		
<b>Finding out what was wrong with you</b>						
Q8	Patient told they could bring a family member or friend when first told they had cancer	421	85%	72%	83%	77%
Q11	Patient given easy to understand written information about the type of cancer they had	402	79%	69%	78%	73%
<b>Deciding the best treatment for you</b>						
Q16	Patient definitely involved in decisions about care and treatment	430	74%	75%	82%	79%
<b>Hospital care as an inpatient</b>						
Q29	Patient had confidence and trust in all doctors treating them	260	80%	81%	89%	85%
Q30	Patient's family or someone close definitely had opportunity to talk to doctor	229	67%	68%	79%	73%
<b>Hospital care as a day patient / outpatient</b>						
Q45	Patient given understandable information about whether radiotherapy was working	88	42%	49%	70%	59%
<b>Home care and support</b>						
Q50	Patient definitely given enough support from health or social services during treatment	237	44%	45%	62%	53%
<b>Care from your general practice</b>						
Q53	Practice staff definitely did everything they could to support patient	304	54%	55%	66%	60%

## Trust results

### Seeing your GP

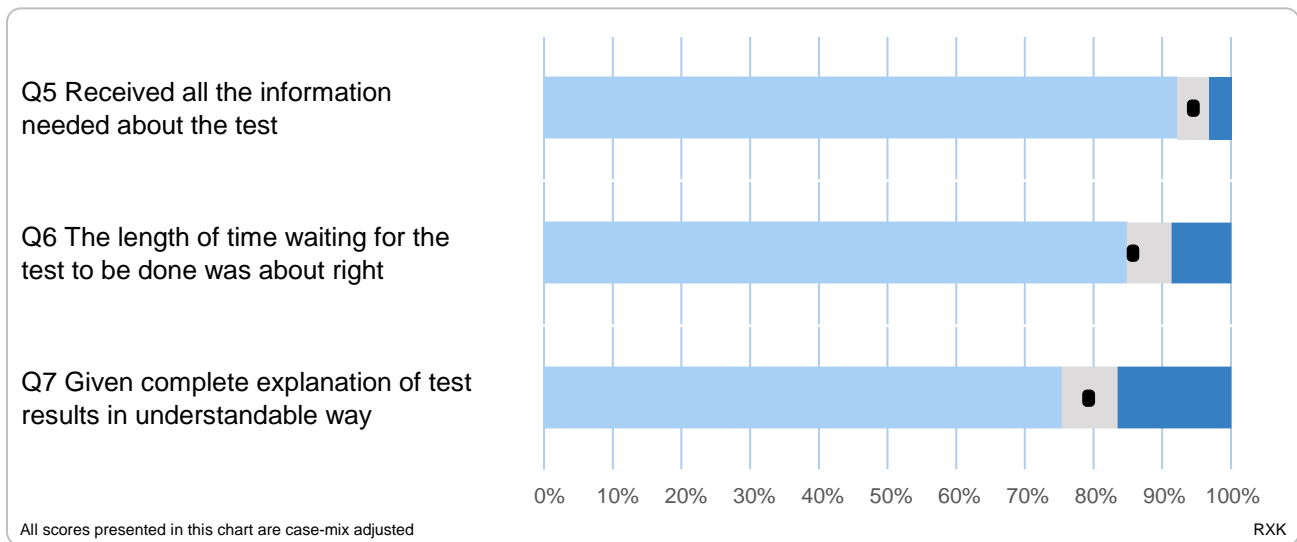


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	323	75%	287	75%			77%	72%	82%	77%
Q2	Patient thought they were seen as soon as necessary	492	84%	433	82%			83%	81%	88%	84%

↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score  
 Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
 (NB: No arrow reflects no statistically significant change)  
 \* Indicates where a score has been suppressed because there are less than 21 respondents.

## Trust results

### Diagnostic Tests



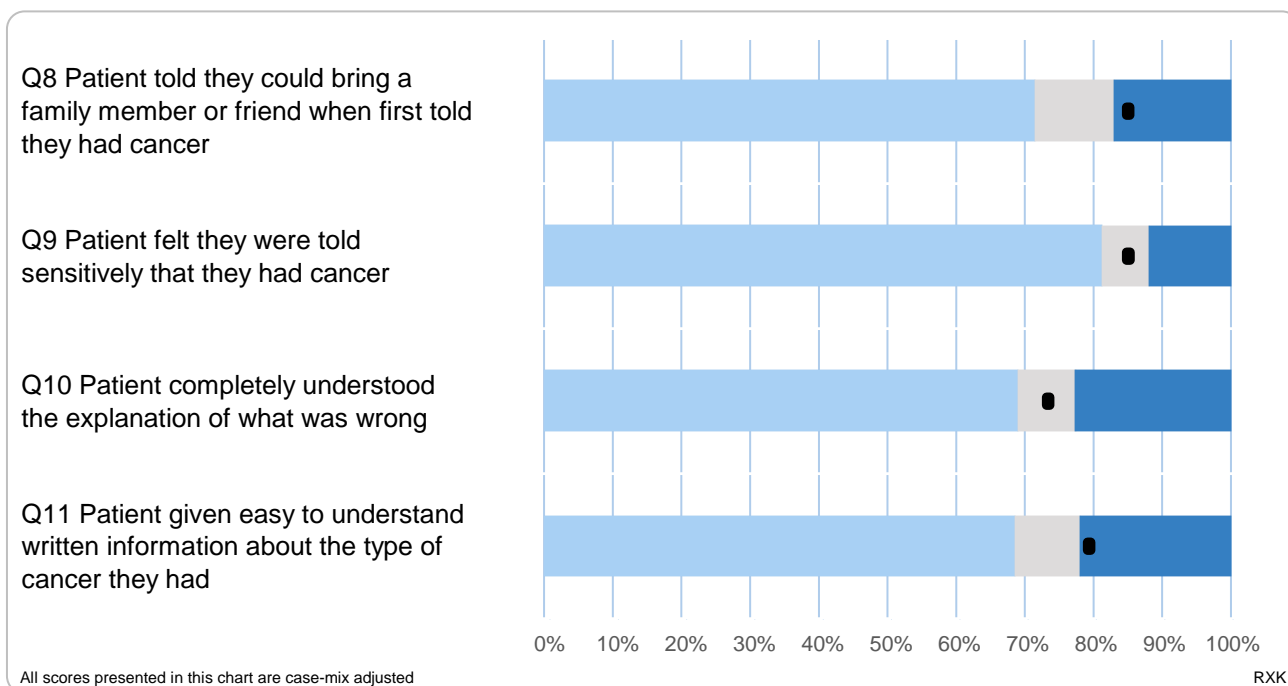
Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q5	Received all the information needed about the test	426	94%	361	93%			94%	92%	97%	95%
Q6	The length of time waiting for the test to be done was about right	433	88%	373	85%			85%	85%	92%	88%
Q7	Given complete explanation of test results in understandable way	436	80%	372	77%			79%	75%	84%	79%

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## Trust results

### Finding out what was wrong with you

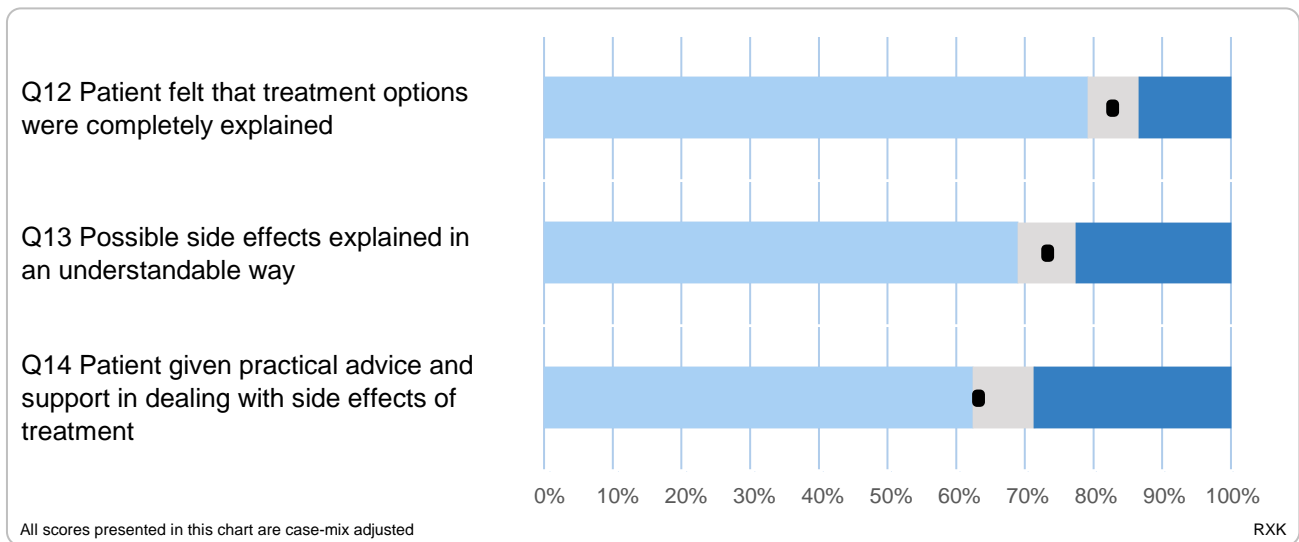


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	477	87%	421	86%			85%	72%	83%	77%
Q9 Patient felt they were told sensitively that they had cancer	490	90%	428	85%			85%	81%	88%	85%
Q10 Patient completely understood the explanation of what was wrong	499	75%	437	71%			73%	69%	77%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	454	79%	402	79%			79%	69%	78%	73%

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## Trust results

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

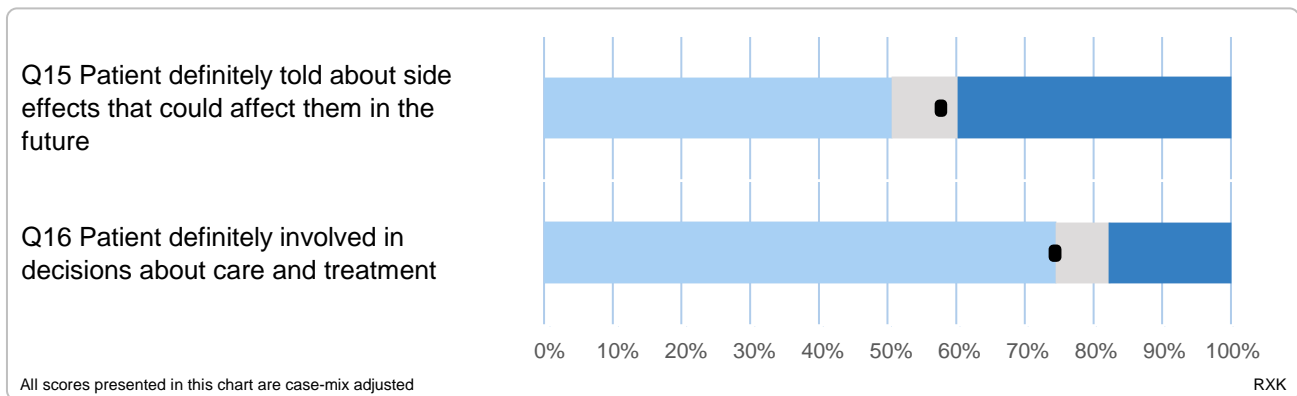


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016 Number of respondents	2016 Score	2017 Number of respondents	2017 Score	Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q12 Patient felt that treatment options were completely explained	445	85%	402	83%			83%	79%	87%	83%
Q13 Possible side effects explained in an understandable way	484	74%	421	73%			73%	69%	77%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	484	66%	426	63%			63%	62%	71%	67%

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## Trust results

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

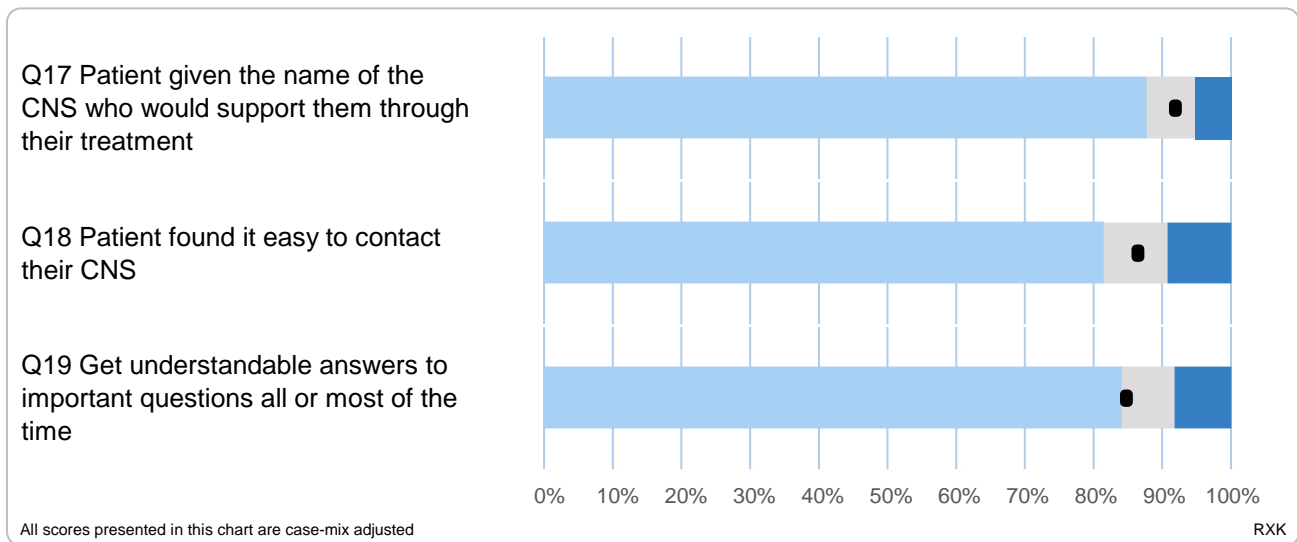


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	459	56%	405	58%			58%	51%	60%	56%
Q16 Patient definitely involved in decisions about care and treatment	472	76%	430	73%			74%	75%	82%	79%

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## Trust results

### Clinical Nurse Specialist

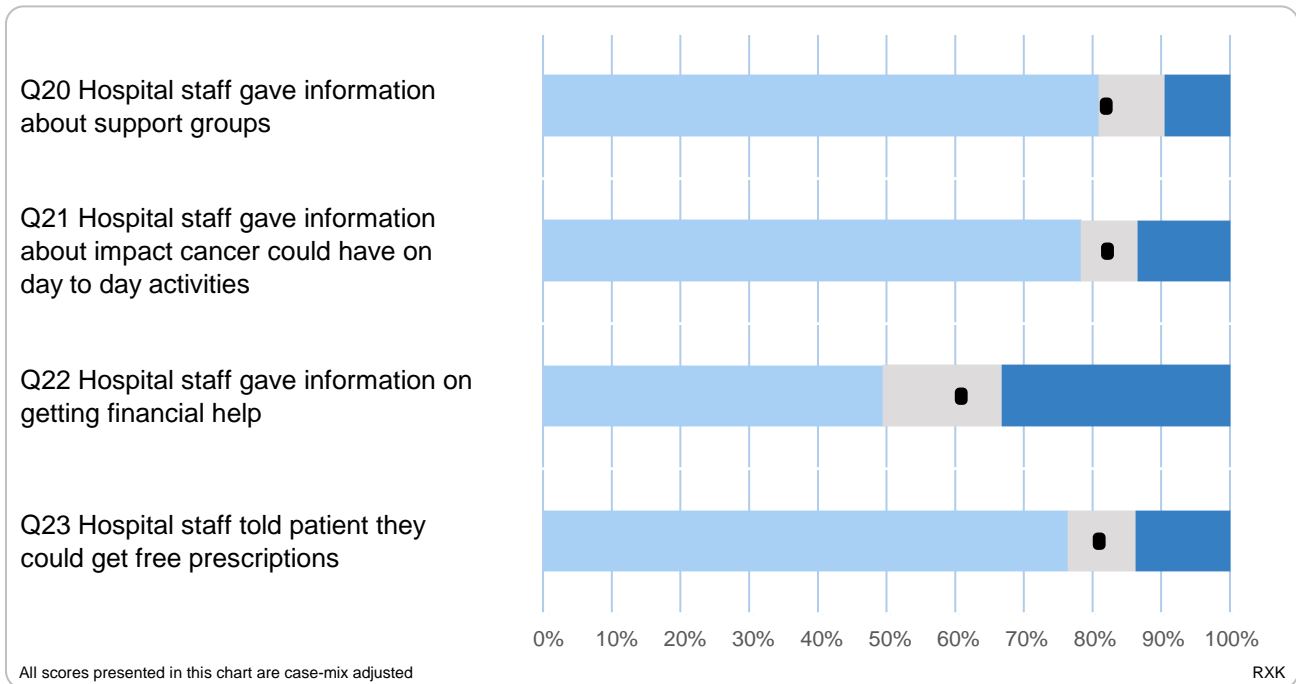


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	475	92%	423	92%			92%	88%	95%	91%
Q18 Patient found it easy to contact their CNS	362	88%	354	86%			86%	82%	91%	86%
Q19 Get understandable answers to important questions all or most of the time	353	87%	341	82%			85%	84%	92%	88%

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## Trust results

### Support for people with cancer

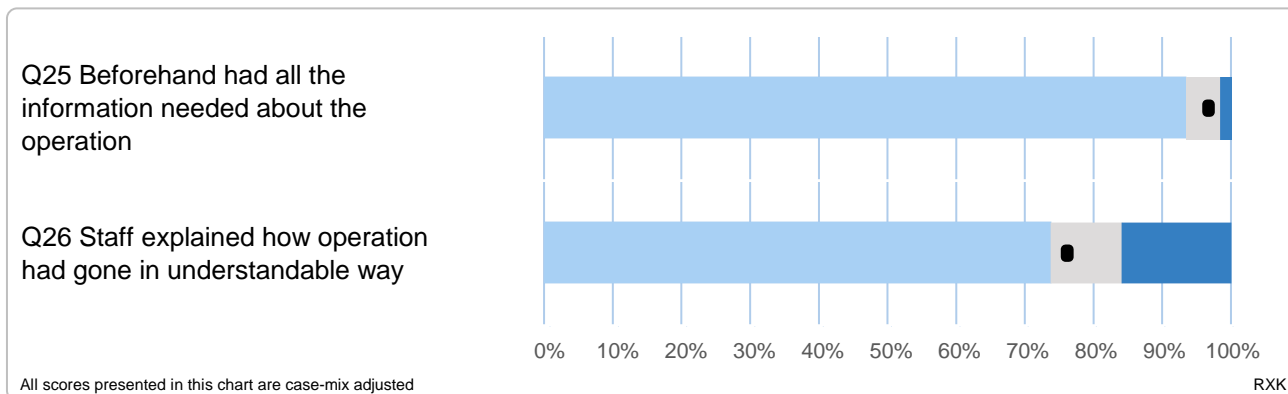


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016 Number of respondents	2016 Score	2017 Number of respondents	2017 Score			2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q20 Hospital staff gave information about support groups	374	79%	349	81%			82%	81%	91%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	338	84%	317	82%			82%	78%	87%	82%
Q22 Hospital staff gave information on getting financial help	307	62%	295	61%			61%	50%	67%	58%
Q23 Hospital staff told patient they could get free prescriptions	244	86%	236	81%			81%	76%	86%	81%

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## Trust results

### Operations

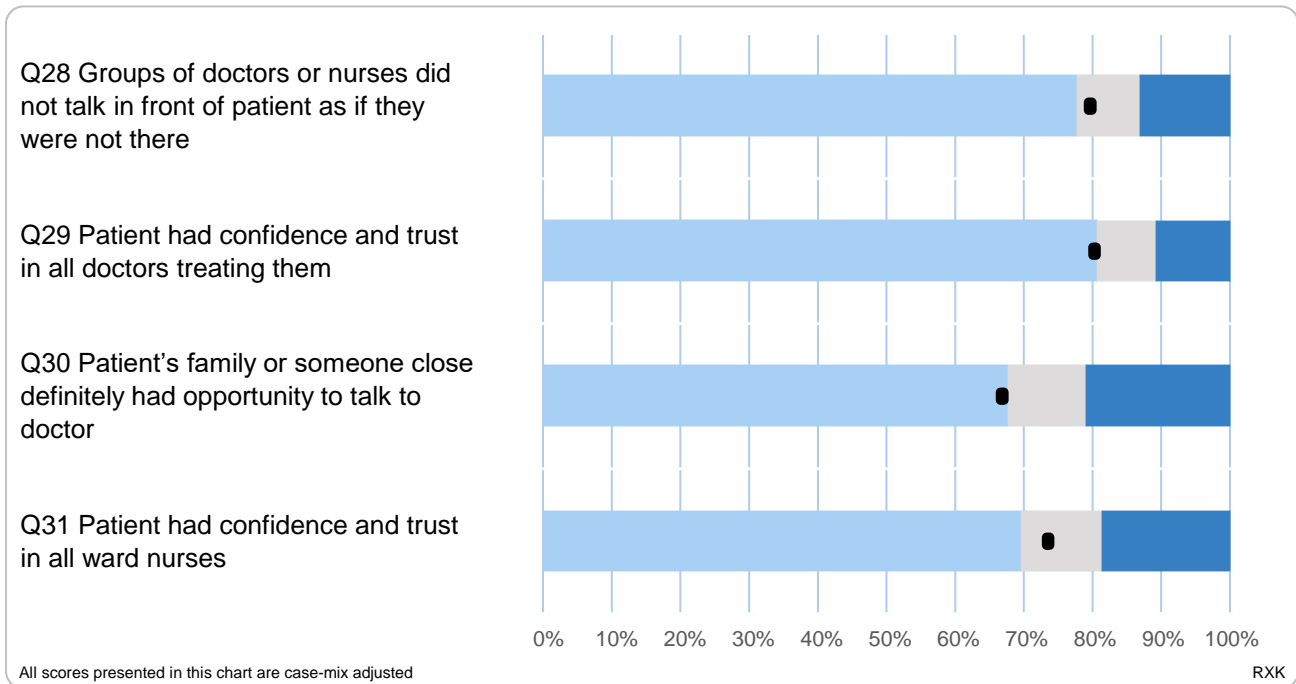


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	276	96%	238	97%			96%	93%	98%	96%
Q26	Staff explained how operation had gone in understandable way	279	75%	239	75%			76%	74%	84%	79%

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## Trust results

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

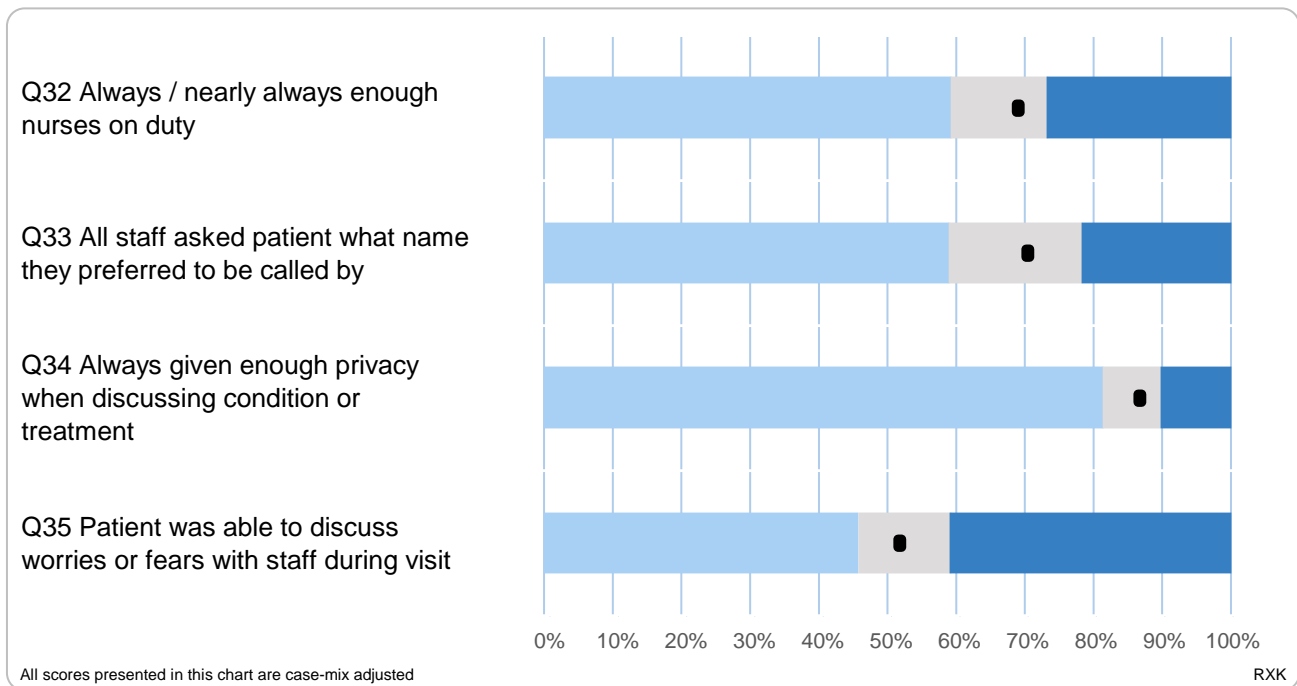


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	298	77%	262	79%			79%	78%	87%	82%
Q29 Patient had confidence and trust in all doctors treating them	299	81%	260	80%			80%	81%	89%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	244	67%	229	68%			67%	68%	79%	73%
Q31 Patient had confidence and trust in all ward nurses	298	70%	263	73%			73%	70%	81%	76%

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## Trust results

### Hospital care as an inpatient (Part 2 of 3)



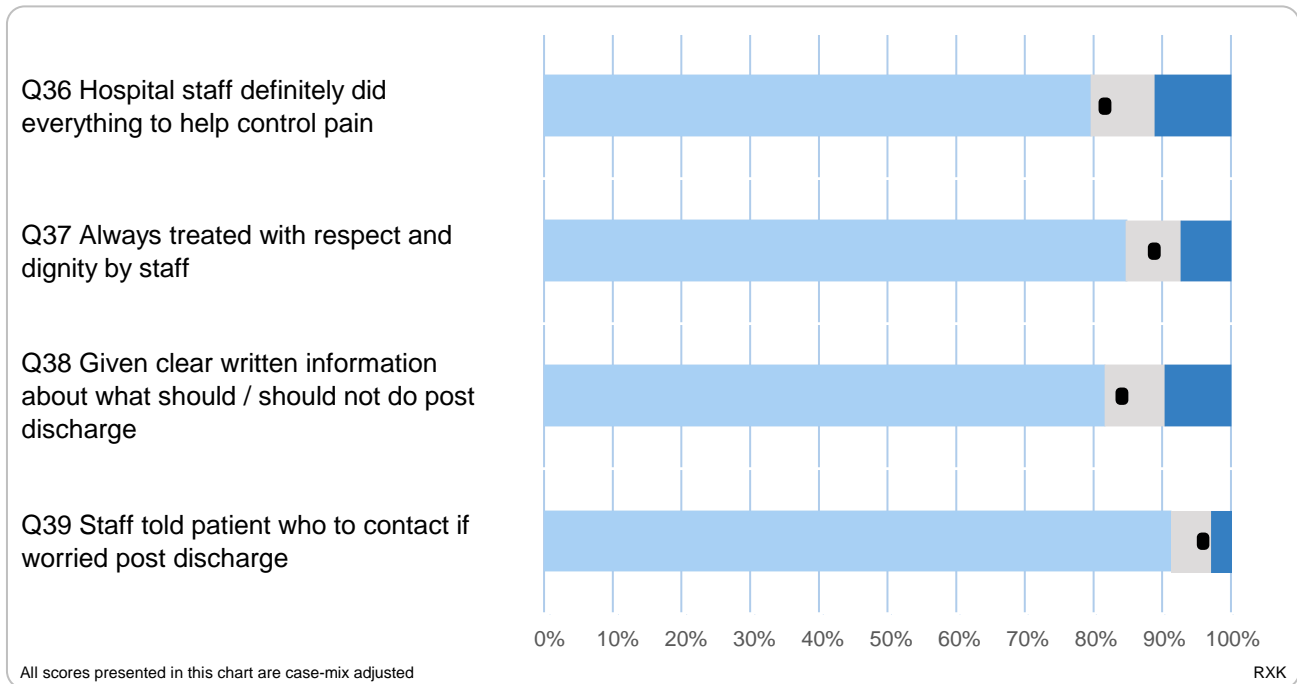
Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32	297	66%	254	69%			69%	59%	73%	66%
Q33	299	69%	258	69%			70%	59%	78%	69%
Q34	297	86%	262	85%			86%	81%	90%	86%
Q35	214	47%	215	53%			52%	46%	59%	53%

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## Trust results

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

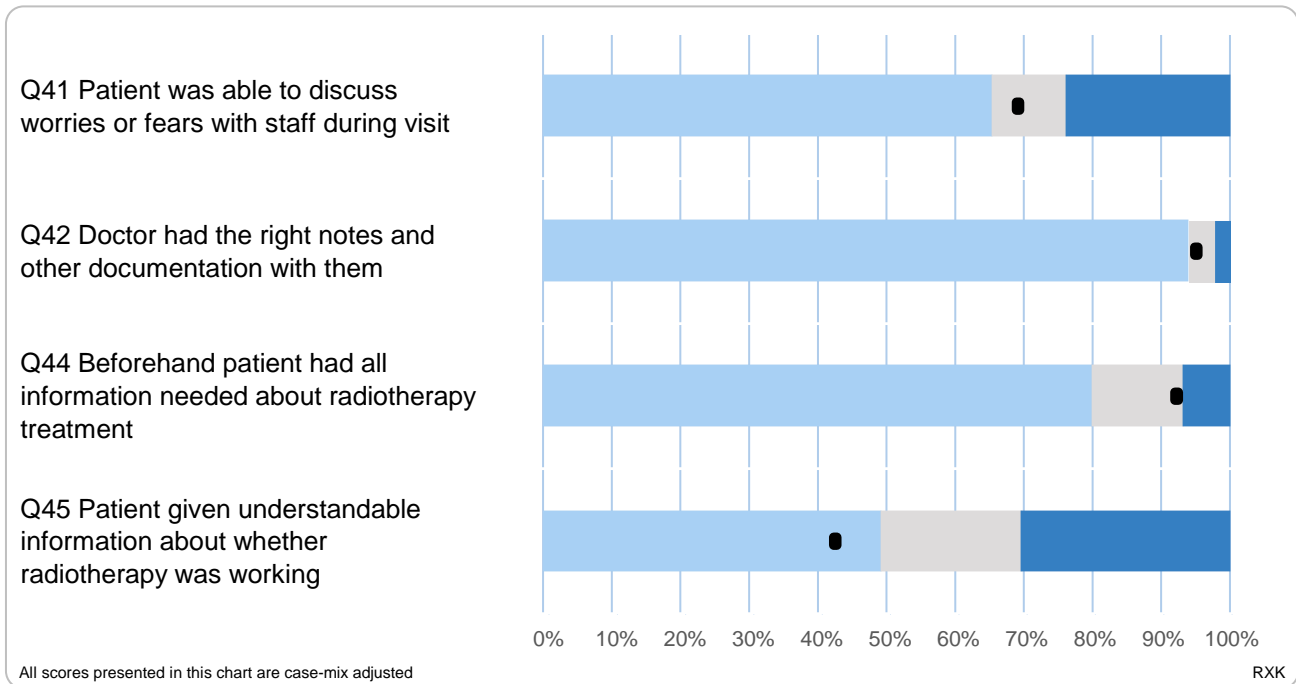


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			National Average Score
	2016	2017	2016	2017			2017 Score	Expected range - lower	Expected range - upper	
Q36 Hospital staff definitely did everything to help control pain	267	236	76%	81%			81%	80%	89%	84%
Q37 Always treated with respect and dignity by staff	298	261	84%	88%			89%	85%	93%	89%
Q38 Given clear written information about what should / should not do post discharge	275	243	83%	86%			84%	82%	90%	86%
Q39 Staff told patient who to contact if worried post discharge	287	250	93%	96%			96%	91%	97%	94%

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## Trust results

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

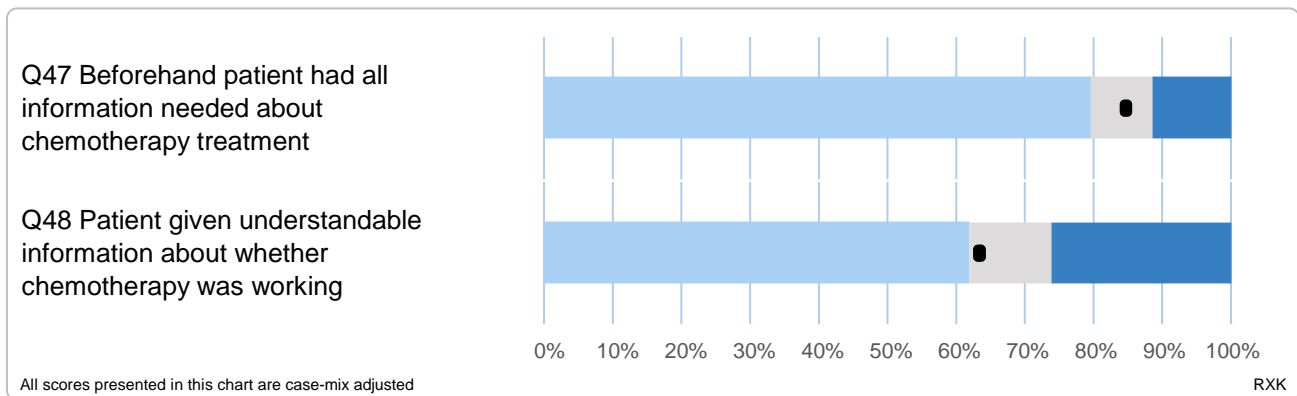


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	354	69%	336	68%			69%	65%	76%	71%
Q42 Doctor had the right notes and other documentation with them	420	93%	388	95%			95%	94%	98%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	124	90%	101	92%			92%	80%	93%	87%
Q45 Patient given understandable information about whether radiotherapy was working	104	59%	88	44%			42%	49%	70%	59%

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## Trust results

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

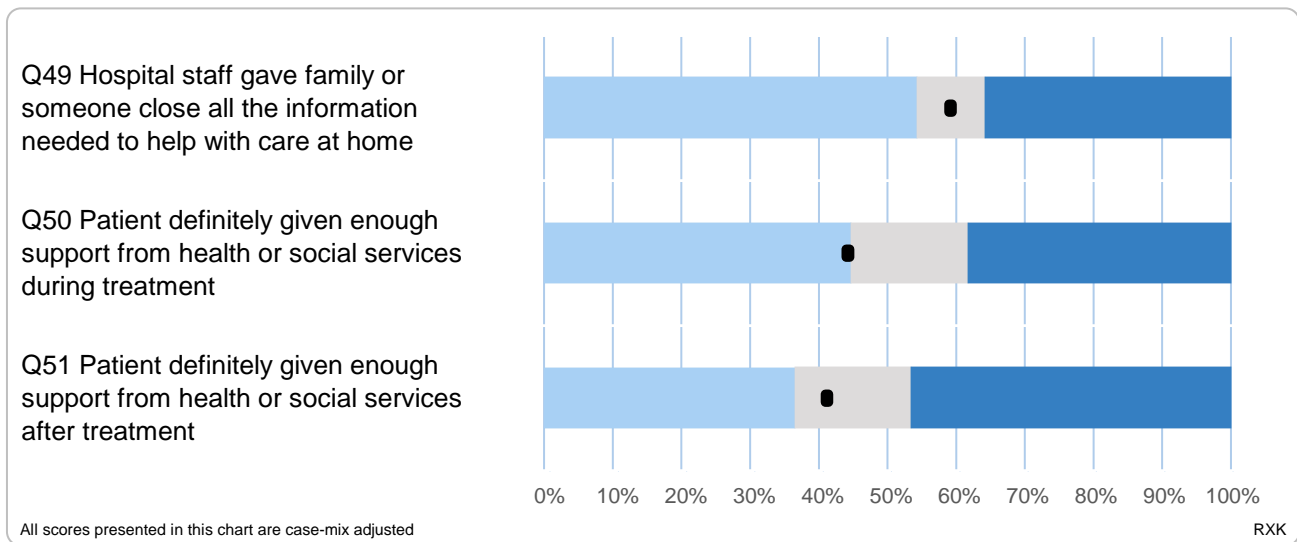


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	258	86%	251	85%			84%	80%	89%	84%
Q48 Patient given understandable information about whether chemotherapy was working	242	71%	231	63%			63%	62%	74%	68%

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 ↑ or ↓ Change Overall: Indicates significant change overall (2015, 2016 and 2017)  
 (NB: No arrow reflects no statistically significant change)  
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## Trust results

### Home care and support

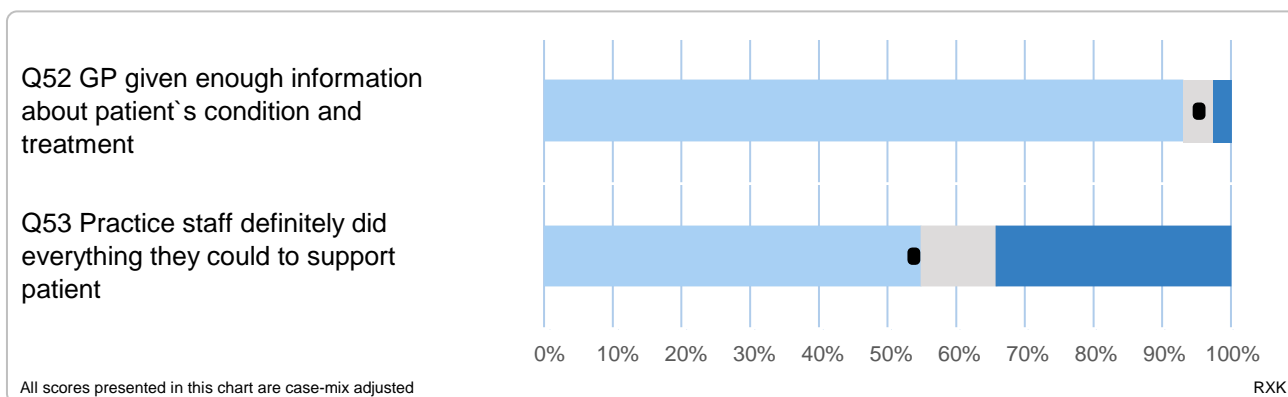


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	417	57%	371	58%			59%	54%	64%	59%
Q50 Patient definitely given enough support from health or social services during treatment	253	49%	237	41%			44%	45%	62%	53%
Q51 Patient definitely given enough support from health or social services after treatment	152	38%	155	38%			41%	37%	53%	45%

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## Trust results

### Care from your general practice

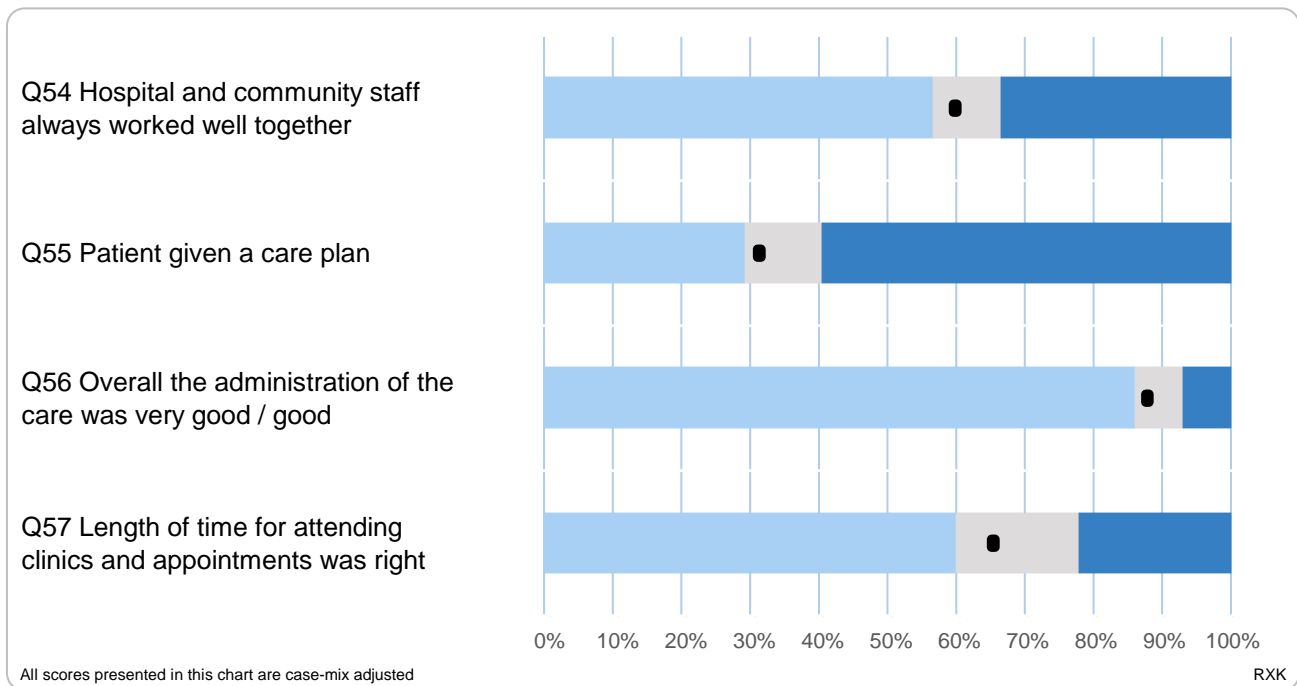


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	398	94%	370	94%			95%	93%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	321	55%	304	52%			54%	55%	66%	60%

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## Trust results

### Your overall NHS care (Part 1 of 2)

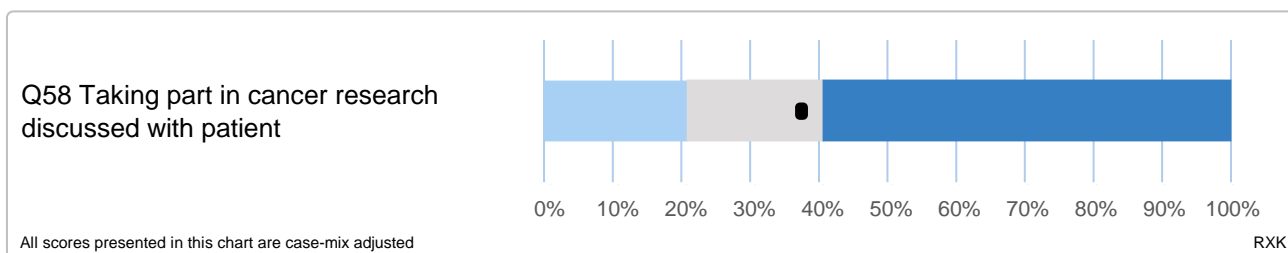


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016 Number of respondents	2016 Score	2017 Number of respondents	2017 Score			2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	474	58%	427	59%			60%	57%	67%	62%
Q55 Patient given a care plan	375	39%	333	34%			31%	29%	41%	35%
Q56 Overall the administration of the care was very good / good	494	90%	439	88%			88%	86%	93%	90%
Q57 Length of time for attending clinics and appointments was right	490	61%	438	64%			65%	60%	78%	69%

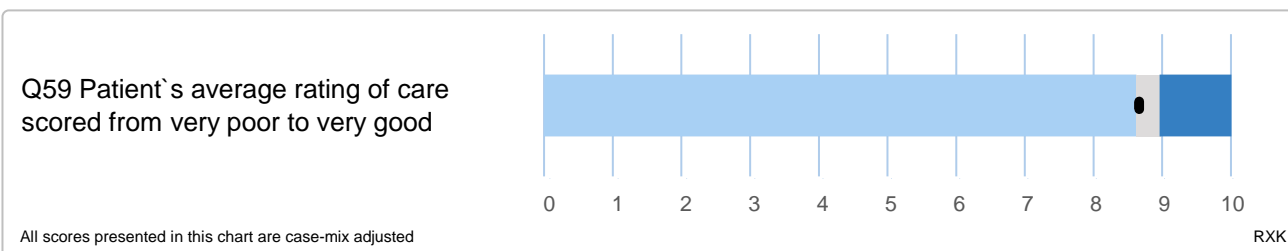
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## Trust results

### Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			National Average Score
	2016		2017				2017 Score	Expected range - lower	Expected range - upper	
	Number of respondents	Score	Number of respondents	Score						
Q58 Taking part in cancer research discussed with patient	457	33%	414	40%			37%	21%	41%	31%



Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			National Average Score
	2016		2017				2017 Score	Expected range - lower	Expected range - upper	
	Number of respondents	Score	Number of respondents	Score						
Q59 Patient's average rating of care scored from very poor to very good	488	8.7	429	8.6			8.7	8.6	9.0	8.8

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

### 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	68%	n.a	82%
Breast	92%	94%	92%	90%
Colorectal / LGT	*	72%	90%	82%
Gynaecological	73%	76%	72%	81%
Haematological	55%	64%	77%	82%
Head and Neck	*	77%	*	79%
Lung	*	68%	*	83%
Prostate	84%	79%	84%	87%
Sarcoma	*	67%	*	67%
Skin	*	90%	*	86%
Upper Gastro	*	72%	*	79%
Urological	*	82%	*	86%
Other	79%	72%	80%	79%
<b>All Cancers</b>	<b>75%</b>	<b>77%</b>	<b>82%</b>	<b>84%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	95%	n.a	86%	n.a	77%
Breast	97%	95%	91%	92%	79%	83%
Colorectal / LGT	96%	96%	85%	88%	92%	82%
Gynaecological	96%	93%	79%	86%	71%	76%
Haematological	83%	94%	81%	89%	60%	76%
Head and Neck	*	91%	*	86%	*	77%
Lung	*	95%	*	88%	*	78%
Prostate	94%	94%	88%	87%	85%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	*	95%	*	87%	*	84%
Upper Gastro	*	93%	*	84%	*	75%
Urological	*	94%	*	88%	*	79%
Other	94%	95%	88%	87%	82%	77%
<b>All Cancers</b>	<b>93%</b>	<b>95%</b>	<b>85%</b>	<b>88%</b>	<b>77%</b>	<b>79%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	83%	n.a	79%	n.a	65%	n.a	65%
Breast	94%	84%	92%	89%	75%	78%	82%	77%
Colorectal / LGT	85%	82%	90%	86%	89%	79%	88%	72%
Gynaecological	86%	71%	76%	82%	67%	73%	63%	71%
Haematological	73%	72%	82%	83%	49%	59%	76%	76%
Head and Neck	*	73%	*	85%	*	74%	*	65%
Lung	*	77%	*	83%	*	75%	*	65%
Prostate	86%	79%	89%	85%	78%	79%	88%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	*	66%	*	88%	*	81%	*	83%
Upper Gastro	*	78%	*	80%	*	73%	*	66%
Urological	*	73%	*	83%	*	77%	*	73%
Other	80%	75%	85%	82%	81%	71%	83%	64%
<b>All Cancers</b>	<b>86%</b>	<b>77%</b>	<b>85%</b>	<b>85%</b>	<b>71%</b>	<b>73%</b>	<b>79%</b>	<b>73%</b>

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

### Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	81%	n.a	75%	n.a	65%
Breast	84%	84%	75%	75%	67%	70%
Colorectal / LGT	91%	86%	87%	77%	75%	71%
Gynaecological	83%	84%	71%	76%	57%	67%
Haematological	78%	80%	60%	70%	51%	65%
Head and Neck	*	84%	*	69%	*	67%
Lung	*	84%	*	75%	*	69%
Prostate	83%	83%	81%	73%	77%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	*	88%	*	77%	*	73%
Upper Gastro	*	82%	*	71%	*	65%
Urological	*	82%	*	71%	*	62%
Other	82%	80%	80%	72%	66%	64%
<b>All Cancers</b>	<b>83%</b>	<b>83%</b>	<b>73%</b>	<b>73%</b>	<b>63%</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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	55%	n.a	75%
Breast	61%	57%	69%	79%
Colorectal / LGT	65%	59%	93%	81%
Gynaecological	53%	54%	78%	79%
Haematological	45%	50%	67%	77%
Head and Neck	*	58%	*	77%
Lung	*	54%	*	79%
Prostate	76%	64%	78%	81%
Sarcoma	*	53%	*	77%
Skin	*	66%	*	86%
Upper Gastro	*	52%	*	77%
Urological	*	53%	*	76%
Other	54%	51%	73%	75%
<b>All Cancers</b>	<b>58%</b>	<b>56%</b>	<b>73%</b>	<b>79%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	96%	n.a	85%	n.a	87%
Breast	89%	95%	79%	86%	79%	88%
Colorectal / LGT	93%	92%	83%	88%	86%	89%
Gynaecological	90%	94%	84%	85%	82%	87%
Haematological	96%	91%	89%	88%	82%	88%
Head and Neck	*	89%	*	88%	*	88%
Lung	*	94%	*	87%	*	87%
Prostate	100%	90%	97%	84%	90%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	*	90%	*	88%	*	93%
Upper Gastro	*	92%	*	86%	*	87%
Urological	*	83%	*	85%	*	88%
Other	95%	89%	85%	85%	77%	86%
<b>All Cancers</b>	<b>92%</b>	<b>91%</b>	<b>86%</b>	<b>86%</b>	<b>82%</b>	<b>88%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	88%	n.a	82%	n.a	74%	n.a	78%
Breast	87%	90%	82%	86%	57%	62%	81%	81%
Colorectal / LGT	67%	86%	*	83%	*	55%	*	84%
Gynaecological	79%	85%	82%	81%	54%	59%	76%	77%
Haematological	75%	84%	85%	83%	73%	59%	80%	86%
Head and Neck	*	84%	*	82%	*	61%	*	82%
Lung	*	85%	*	80%	*	69%	*	85%
Prostate	93%	89%	89%	85%	73%	49%	*	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	*	87%	*	83%	*	56%	*	62%
Upper Gastro	*	84%	*	82%	*	61%	*	84%
Urological	*	78%	*	74%	*	39%	*	71%
Other	85%	82%	85%	78%	70%	57%	91%	81%
<b>All Cancers</b>	<b>81%</b>	<b>86%</b>	<b>82%</b>	<b>82%</b>	<b>61%</b>	<b>58%</b>	<b>81%</b>	<b>81%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	93%	n.a	76%
Breast	98%	97%	76%	79%
Colorectal / LGT	*	96%	86%	83%
Gynaecological	95%	96%	64%	80%
Haematological	*	93%	*	75%
Head and Neck	*	96%	*	77%
Lung	*	95%	*	78%
Prostate	*	96%	*	78%
Sarcoma	*	94%	*	78%
Skin	*	96%	*	84%
Upper Gastro	*	96%	*	78%
Urological	*	95%	*	76%
Other	*	95%	*	78%
<b>All Cancers</b>	<b>97%</b>	<b>96%</b>	<b>75%</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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	75%	n.a	84%	n.a	67%	n.a	71%
Breast	81%	89%	83%	87%	65%	76%	80%	78%
Colorectal / LGT	86%	78%	86%	86%	*	73%	68%	71%
Gynaecological	78%	86%	76%	86%	68%	74%	66%	72%
Haematological	56%	81%	71%	81%	54%	75%	68%	75%
Head and Neck	*	81%	*	84%	*	73%	*	72%
Lung	*	76%	*	82%	*	75%	*	76%
Prostate	*	86%	*	90%	*	75%	*	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	*	89%	*	90%	*	79%	*	83%
Upper Gastro	*	74%	*	83%	*	71%	*	71%
Urological	*	80%	*	86%	*	69%	*	78%
Other	*	80%	*	81%	*	71%	*	72%
<b>All Cancers</b>	<b>79%</b>	<b>82%</b>	<b>80%</b>	<b>85%</b>	<b>68%</b>	<b>73%</b>	<b>73%</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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	64%	n.a	68%	n.a	81%	n.a	46%
Breast	76%	70%	64%	64%	91%	87%	57%	56%
Colorectal / LGT	73%	62%	76%	71%	86%	85%	*	53%
Gynaecological	68%	65%	65%	65%	80%	82%	45%	52%
Haematological	48%	63%	56%	69%	68%	86%	48%	55%
Head and Neck	*	63%	*	68%	*	85%	*	53%
Lung	*	69%	*	72%	*	84%	*	49%
Prostate	*	71%	*	69%	*	89%	*	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	*	76%	*	71%	*	89%	*	58%
Upper Gastro	*	63%	*	76%	*	84%	*	50%
Urological	*	69%	*	72%	*	85%	*	46%
Other	*	62%	*	69%	*	83%	*	48%
<b>All Cancers</b>	<b>69%</b>	<b>66%</b>	<b>69%</b>	<b>69%</b>	<b>85%</b>	<b>86%</b>	<b>53%</b>	<b>53%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	85%	n.a	84%	n.a	79%	n.a	93%
Breast	91%	87%	91%	90%	94%	92%	99%	96%
Colorectal / LGT	95%	85%	86%	87%	*	84%	*	94%
Gynaecological	67%	84%	85%	87%	83%	87%	94%	93%
Haematological	74%	82%	92%	90%	67%	80%	95%	96%
Head and Neck	*	82%	*	87%	*	85%	*	92%
Lung	*	85%	*	89%	*	83%	*	92%
Prostate	*	86%	*	91%	*	89%	*	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	*	87%	*	93%	*	91%	*	96%
Upper Gastro	*	82%	*	87%	*	82%	*	94%
Urological	*	82%	*	89%	*	86%	*	91%
Other	*	83%	*	88%	*	81%	*	93%
<b>All Cancers</b>	<b>81%</b>	<b>84%</b>	<b>88%</b>	<b>89%</b>	<b>86%</b>	<b>86%</b>	<b>96%</b>	<b>94%</b>

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



Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	67%	n.a	97%	n.a	91%	n.a	59%
Breast	66%	71%	97%	96%	95%	88%	49%	59%
Colorectal / LGT	*	74%	100%	96%	*	85%	*	58%
Gynaecological	69%	69%	96%	96%	*	85%	*	65%
Haematological	65%	73%	91%	97%	*	83%	*	60%
Head and Neck	*	70%	*	96%	*	86%	*	64%
Lung	*	70%	*	95%	*	86%	n.a	58%
Prostate	75%	74%	93%	96%	*	88%	*	59%
Sarcoma	*	70%	*	95%	n.a	81%	n.a	53%
Skin	*	72%	*	96%	n.a	77%	n.a	70%
Upper Gastro	*	70%	*	95%	n.a	86%	n.a	56%
Urological	*	66%	*	96%	*	84%	*	54%
Other	77%	68%	100%	95%	*	87%	*	59%
<b>All Cancers</b>	<b>68%</b>	<b>71%</b>	<b>95%</b>	<b>96%</b>	<b>92%</b>	<b>87%</b>	<b>44%</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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	83%	n.a	63%
Breast	78%	83%	51%	62%
Colorectal / LGT	*	84%	*	66%
Gynaecological	86%	86%	65%	67%
Haematological	80%	84%	59%	75%
Head and Neck	*	78%	*	58%
Lung	*	85%	*	69%
Prostate	*	86%	*	69%
Sarcoma	*	79%	*	67%
Skin	n.a	87%	n.a	81%
Upper Gastro	*	84%	*	64%
Urological	*	84%	*	69%
Other	93%	85%	78%	69%
<b>All Cancers</b>	<b>85%</b>	<b>84%</b>	<b>63%</b>	<b>68%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	57%	n.a	49%	n.a	44%
Breast	56%	59%	27%	53%	26%	42%
Colorectal / LGT	68%	62%	*	62%	*	52%
Gynaecological	62%	57%	45%	47%	48%	38%
Haematological	47%	61%	29%	52%	17%	45%
Head and Neck	*	63%	*	56%	*	50%
Lung	*	58%	*	51%	*	42%
Prostate	75%	60%	*	50%	*	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	*	67%	*	61%	*	59%
Upper Gastro	*	59%	*	53%	*	45%
Urological	*	58%	*	48%	*	45%
Other	48%	56%	52%	53%	*	45%
<b>All Cancers</b>	<b>58%</b>	<b>59%</b>	<b>41%</b>	<b>53%</b>	<b>38%</b>	<b>45%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	94%	n.a	52%
Breast	93%	96%	53%	61%
Colorectal / LGT	96%	95%	*	60%
Gynaecological	98%	95%	43%	56%
Haematological	90%	96%	39%	58%
Head and Neck	*	93%	*	60%
Lung	*	95%	*	60%
Prostate	97%	96%	60%	67%
Sarcoma	*	94%	n.a	55%
Skin	*	96%	*	69%
Upper Gastro	*	93%	*	60%
Urological	*	95%	*	62%
Other	97%	95%	60%	58%
<b>All Cancers</b>	<b>94%</b>	<b>95%</b>	<b>52%</b>	<b>60%</b>

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

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	53%	n.a	35%	n.a	85%	n.a	68%
Breast	57%	62%	37%	38%	88%	91%	64%	68%
Colorectal / LGT	70%	61%	24%	38%	93%	89%	72%	71%
Gynaecological	46%	58%	31%	31%	89%	89%	58%	67%
Haematological	62%	63%	31%	34%	85%	92%	56%	65%
Head and Neck	*	59%	*	35%	*	88%	*	68%
Lung	*	63%	*	33%	*	90%	*	71%
Prostate	74%	66%	55%	36%	89%	89%	84%	74%
Sarcoma	*	55%	n.a	30%	*	87%	*	65%
Skin	*	70%	*	44%	*	89%	*	75%
Upper Gastro	*	57%	*	34%	*	87%	*	68%
Urological	*	63%	*	30%	*	87%	*	75%
Other	62%	57%	29%	30%	88%	88%	56%	65%
<b>All Cancers</b>	<b>59%</b>	<b>62%</b>	<b>34%</b>	<b>35%</b>	<b>88%</b>	<b>90%</b>	<b>64%</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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a	33%	n.a	8.5
Breast	39%	31%	8.8	8.9
Colorectal / LGT	32%	30%	9.2	8.8
Gynaecological	43%	36%	8.5	8.8
Haematological	54%	33%	8.4	8.9
Head and Neck	*	18%	*	8.7
Lung	*	36%	*	8.7
Prostate	37%	35%	8.8	8.8
Sarcoma	*	39%	*	8.6
Skin	*	18%	*	8.9
Upper Gastro	*	34%	*	8.7
Urological	*	20%	*	8.7
Other	33%	33%	8.3	8.7
<b>All Cancers</b>	<b>40%</b>	<b>31%</b>	<b>8.6</b>	<b>8.8</b>

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

## **Annex**

### **Methodology**

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

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

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

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

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

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

### **Further information**

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

[www.ncpes.co.uk](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

As in 2016, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust is performing given their patient population.

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

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

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

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

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

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

## Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
RXK	858	60	798	337	17	444	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	0
Breast	130
Gynaecological	82
Colorectal / LGT	29
Lung	8
Skin	9
Haematological	71
Upper Gastro	14
Other	42
Urological	16
Prostate	38
Sarcoma	1
Head and Neck	4

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

## Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	0	0	1	8	21	53	35	4	122
Female	0	4	13	53	87	111	45	9	322
Total	0	4	14	61	108	164	80	13	444





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)