

# **National Cancer Patient Experience Survey**

## **2017 Results**

### **Somerset, Wiltshire, Avon and Gloucestershire Cancer Alliance**

### **Published November 2018**

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



## Table of Contents

Introduction	4
This report	4
Data tables	4
Comparability charts	5
Tumour group tables	6
Expected Range Summaries - Trusts and CCGs	6
Dashboard Questions - Trusts and CCGs	6
Notes on specific questions	6
How to use the data	6
Response rates	7
Executive Summary	8
Questions which scored outside expected range	9
Cancer Alliance Results	10
Seeing your GP	10
Diagnostic Tests	11
Finding out what was wrong with you	12
Deciding the best treatment for you	13
Clinical Nurse Specialist	15
Support for people with cancer	16
Operations	17
Hospital care as an inpatient	18
Hospital care as a day patient / outpatient	21
Home care and support	23
Care from your general practice	24
Your overall NHS care	25
Comparisons by tumour group for this Cancer Alliance	27
Seeing your GP	27
Diagnostic Tests	28
Finding out what was wrong with you	29
Deciding the best treatment for you	30
Clinical Nurse Specialist	31
Support for people with cancer	32
Operations	33
Hospital care as an inpatient	34
Hospital care as a day patient / outpatient	36
Home care and support	37
Care from your general practice	38
Your overall NHS care	39
Annex	40
Response Rates	40
Respondents by tumour group	40
Respondents by age and gender	40
Expected Range Summary - Trusts	41
Dashboard Questions - Trusts	42
Expected Range Summary - CCGs	49
Dashboard Questions - CCGs	50

Table of Contents (continued)

Methodology	57
Further information	57
Redevelopment of the 2017 survey	57
Official Statistics	57
Scoring methodologies	58
Case-mix adjustment	58
Statistical significance	59

## Introduction

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

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

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

Full national results and other reports are available at:

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

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

## This report

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

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

## Data tables

The data tables presented in the Cancer Alliance Results section of this report show the following for each question:

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

**Column 2** shows the unadjusted 2016 score for this Cancer Alliance

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

**Column 4** shows the unadjusted 2017 score for this Cancer Alliance

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

**Column 6** shows the case-mix adjusted 2017 score for this Cancer Alliance

**Column 7** shows the lower limit of the expected range of case-mix adjusted scores for this CCG (the top of the pale blue section on the comparability chart - see below)

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

**Column 9** shows the national average score for this question.

Data tables (continued)

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	3,058	78%	3,141	77%		76%	75%	78%	77%
Q2	Patient thought they were seen as soon as necessary	4,110	85%	4,185	85%		85%	83%	86%	84%

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

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

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

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

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

Comparability charts

For the 2017 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that Cancer Alliances will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for Cancer Alliances of the same size.

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

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

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

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

### **Tumour group tables**

These tables show the scores for each question for each of the 13 tumour groups, with a comparative national score for that tumour group.

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

### **Expected Range Summaries - Trusts and CCGs**

These charts summarise the number of questions scoring below, within and above the expected range for all organisations within the Cancer Alliance. Organisations have been ordered according to the net difference between questions scoring above/below the expected range. Full results for Trusts and CCGs within the Cancer Alliance are presented in the detailed data tables available at:

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

### **Dashboard Questions - Trusts and CCGs**

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2017 scores for patient's overall rating of care and the 6 other questions included in the Cancer Dashboard developed by Public Health England and NHS England. Organisation scores for each question have been ordered from highest to lowest. The 2017 National score and the overall score for the Cancer Alliance have also been provided for comparison. Trusts and CCGs within the Cancer Alliance are presented in separate tables.

### **Notes on specific questions**

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

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

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

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

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

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

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

**Response rates**

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

## Executive Summary

**8.8** 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\* :

**79%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

**91%** 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

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

**94%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

**64%** of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

These headline results do not give a full picture of the experience of cancer care for patients cared for in Trusts within the Alliance.

Further results highlighting the different scores and performance levels of Trusts and CCGs within the Alliances for Cancer Dashboard questions are presented below in sections of this report. Detailed tables available at:

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

These detailed tables contain results for all questions for all CCGs and Trusts within the Alliance. The tables further contain results on differences in patient experience across gender and across deprivation categories.

\* [www.cancerdata.nhs.uk/dashboard](http://www.cancerdata.nhs.uk/dashboard)

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



**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

**Questions which scored outside expected range**

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

**Support for people with cancer**

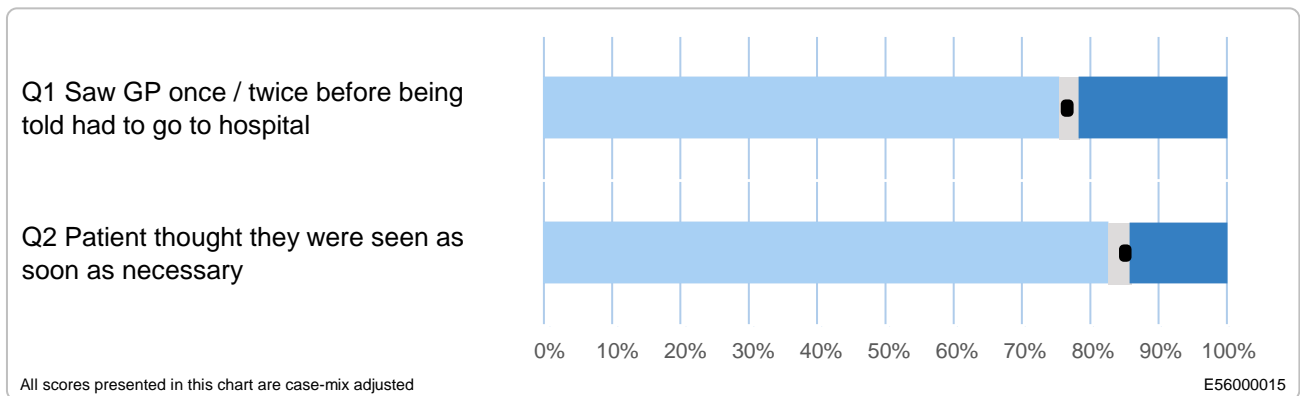
Q21	Hospital staff gave information about impact cancer could have on day to day activities	2,801	85%	80%	85%	82%
Q23	Hospital staff told patient they could get free prescriptions	1,818	84%	79%	84%	81%

**Hospital care as an inpatient**

Q32	Always / nearly always enough nurses on duty	2,479	70%	62%	70%	66%
Q36	Hospital staff definitely did everything to help control pain	2,169	88%	82%	87%	84%

## Cancer Alliance results

### Seeing your GP



Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	3,058	78%	3,141	77%		76%	75%	78%	77%
Q2	Patient thought they were seen as soon as necessary	4,110	85%	4,185	85%		85%	83%	86%	84%

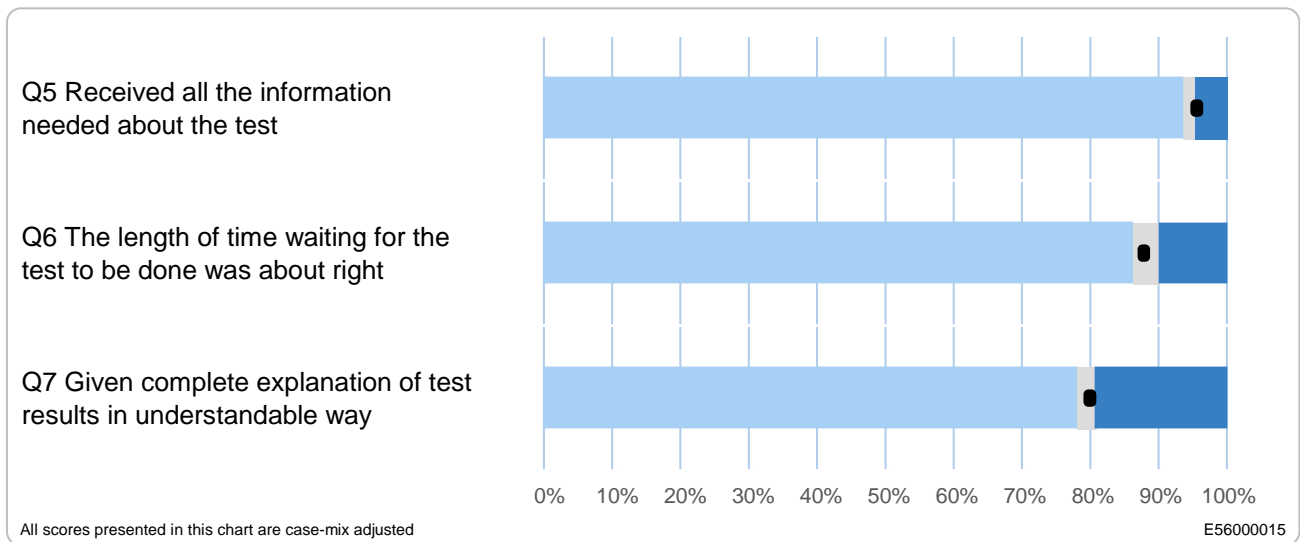
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Diagnostic Tests



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q5 Received all the information needed about the test	3,559	95%	3,612	96%		95%	94%	95%	95%
Q6 The length of time waiting for the test to be done was about right	3,569	89%	3,626	88%		88%	86%	90%	88%
Q7 Given complete explanation of test results in understandable way	3,594	81%	3,639	80%		80%	78%	81%	79%

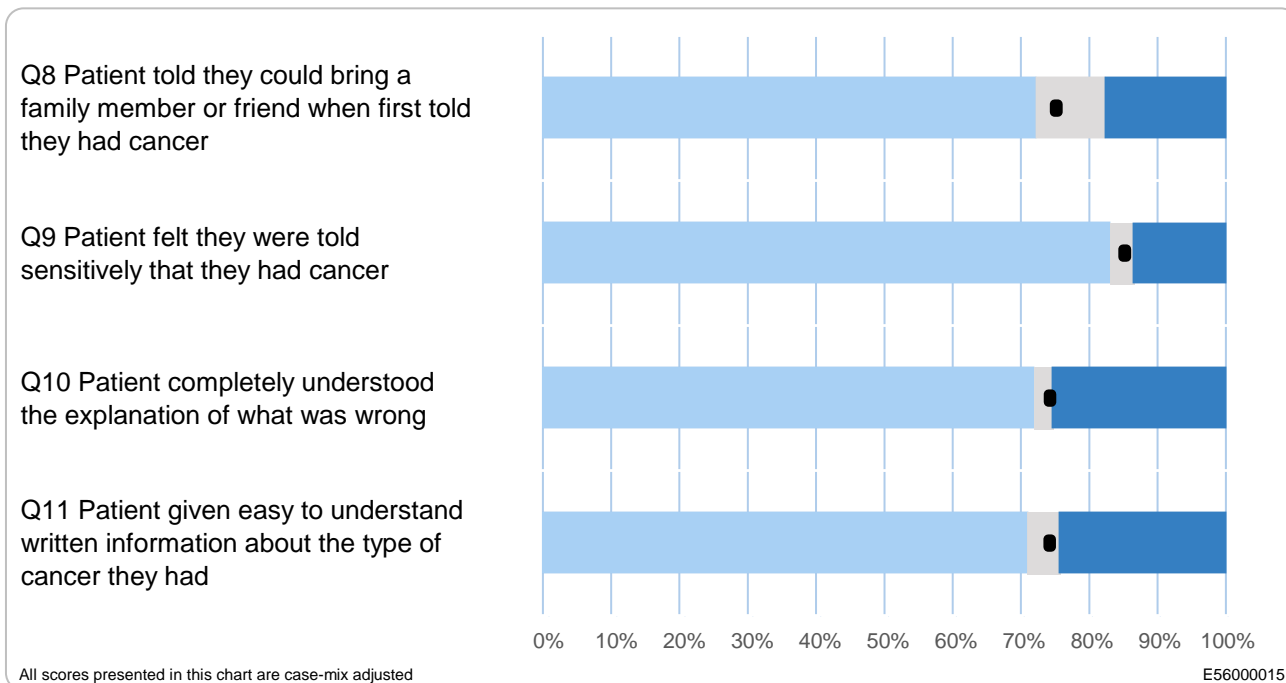
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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## Cancer Alliance results

### Finding out what was wrong with you



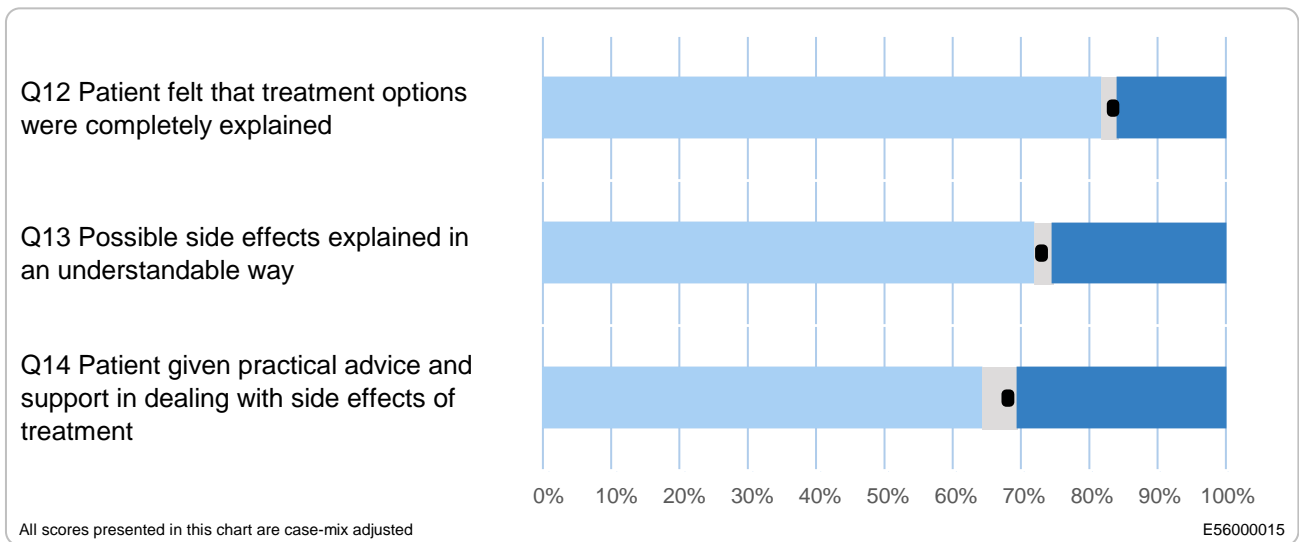
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	3,865	75%	3,880	74%		75%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	4,137	85%	4,168	85%		85%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	4,176	75%	4,234	74%		74%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	3,594	74%	3,649	74%		74%	71%	76%	73%

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

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

## Cancer Alliance results

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



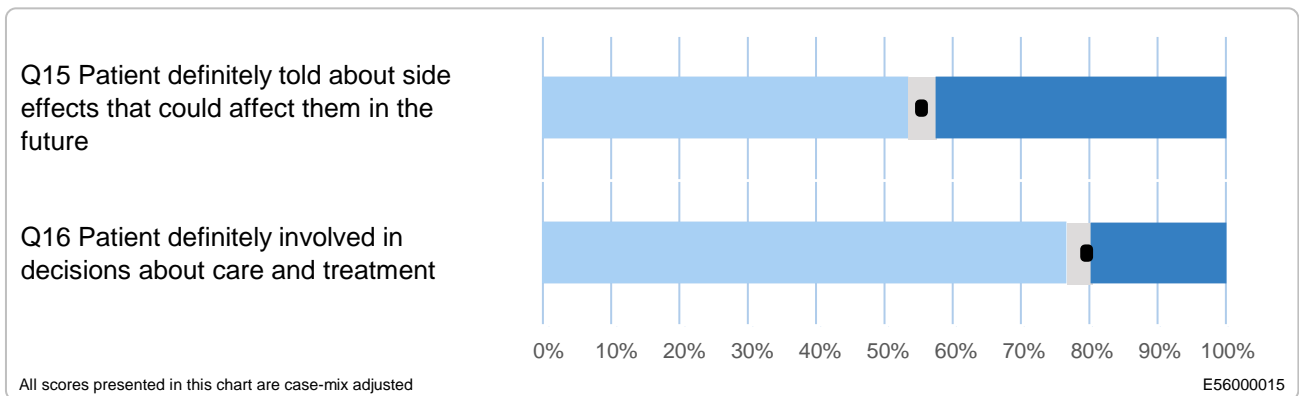
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	3,622	83%	3,689	83%		83%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	3,981	74%	4,061	73%		73%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	3,993	67%	4,043	68%		68%	64%	69%	67%

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

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

## Cancer Alliance results

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



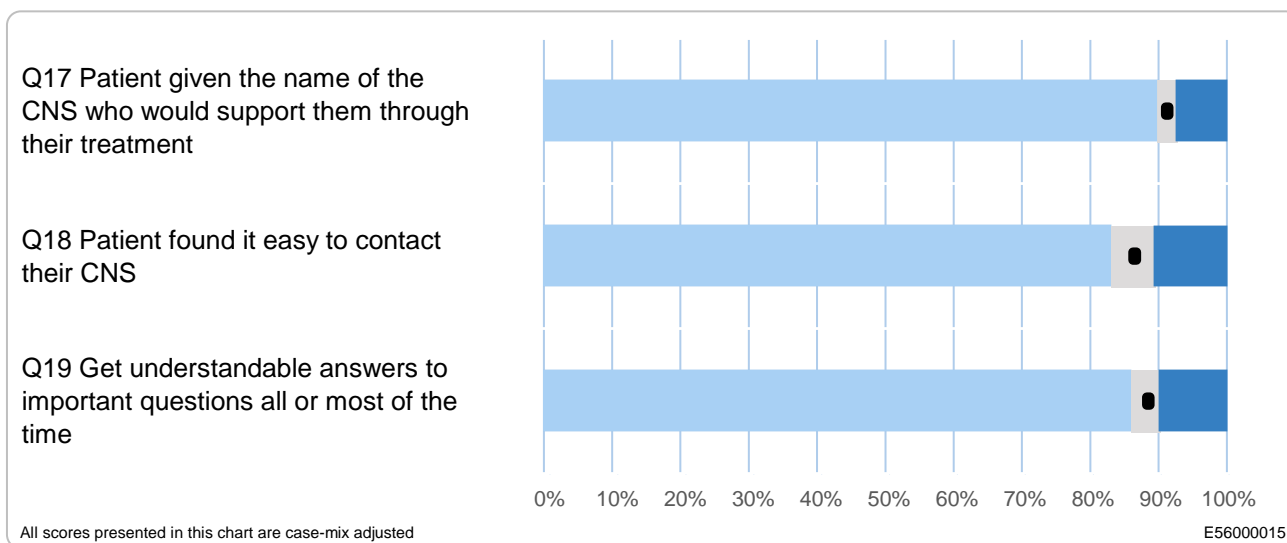
Question		Unadjusted Scores				2017 Case Mix Adjusted				
		2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score	
		Number of respondents	Score	Number of respondents	Score					Change 2016-2017
Q15	Patient definitely told about side effects that could affect them in the future	3,690	54%	3,796	55%		55%	53%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	4,029	80%	4,147	80%		79%	77%	80%	79%

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

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## Cancer Alliance results

### Clinical Nurse Specialist



Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	3,978	90%	4,089	91%		91%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	3,116	87%	3,272	86%		86%	83%	89%	86%
Q19 Get understandable answers to important questions all or most of the time	2,993	90%	3,139	89%		88%	86%	90%	88%

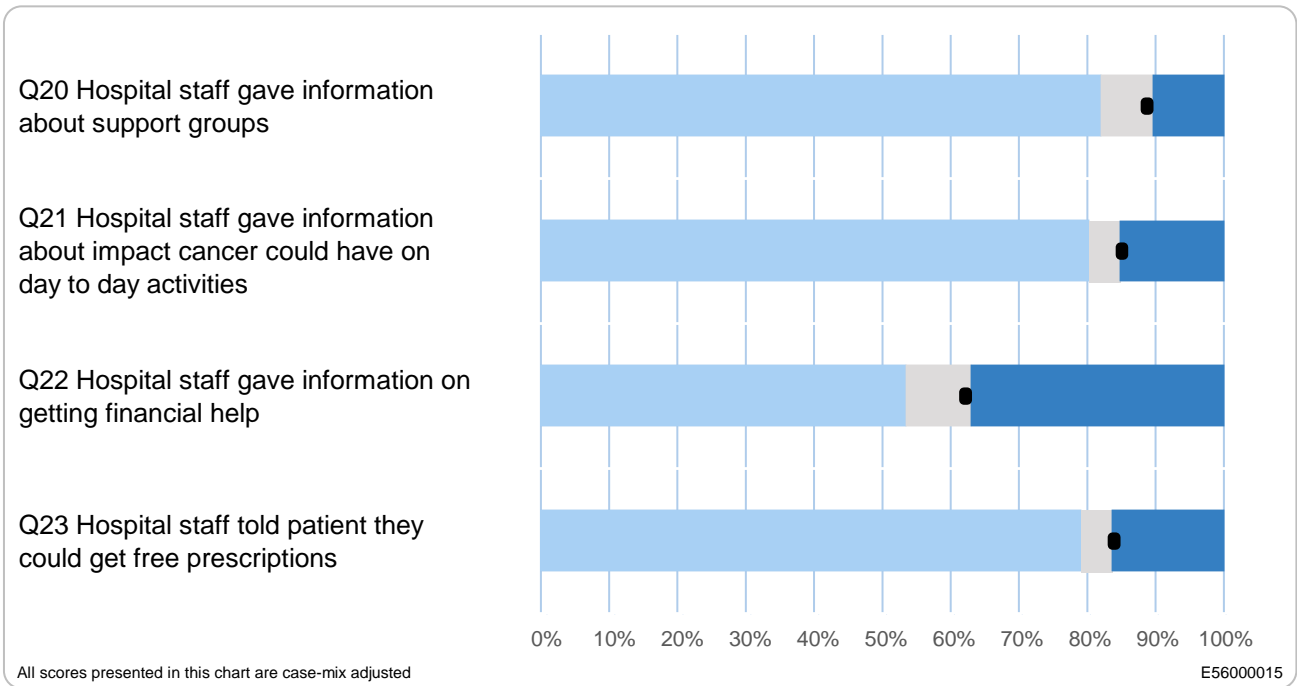
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Support for people with cancer



Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	3,143	88%	3,253	89%		89%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,657	84%	2,801	85%		85%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,956	60%	1,976	62%		62%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,862	83%	1,818	83%		84%	79%	84%	81%

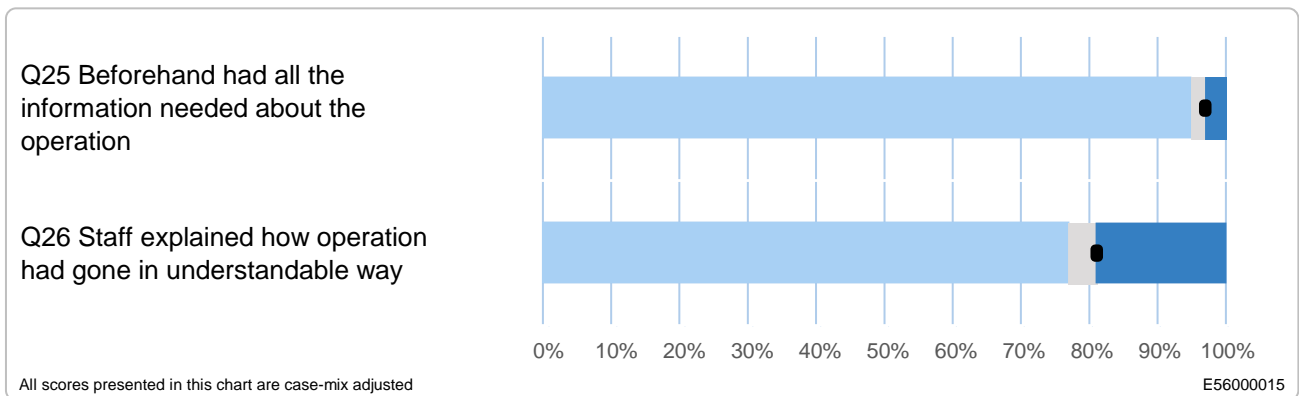
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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



## Cancer Alliance results

### Operations



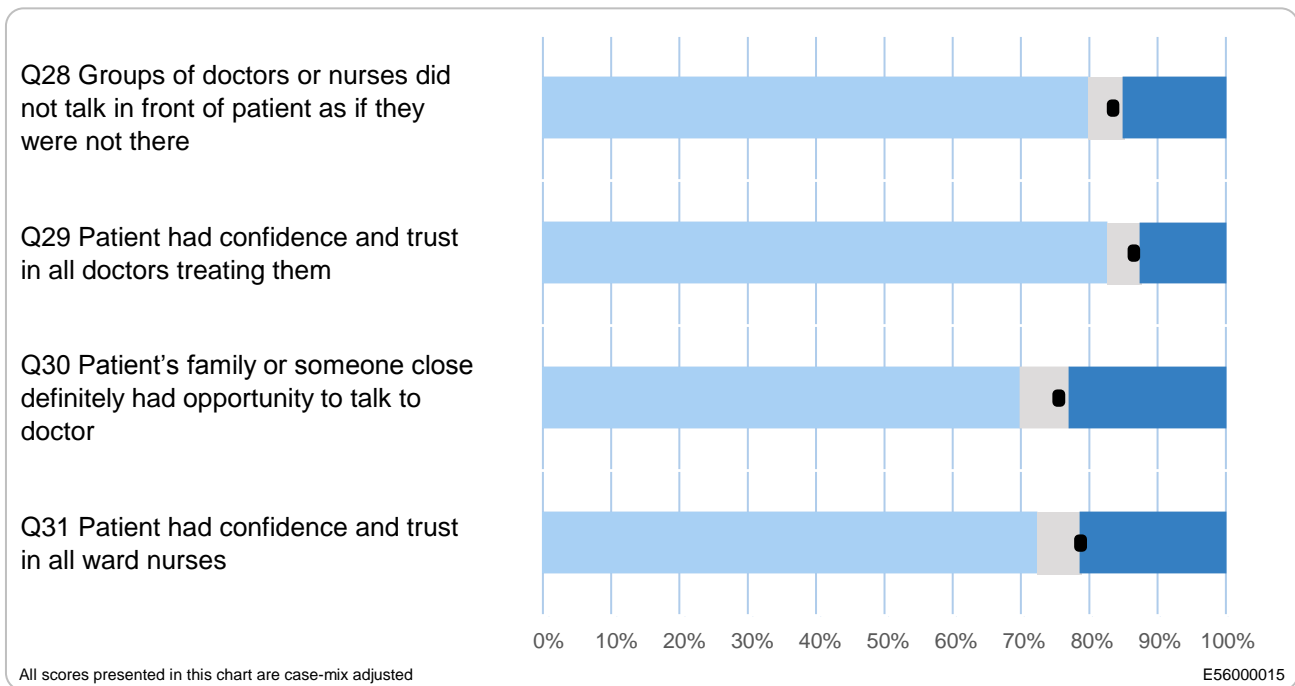
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	2,368	96%	2,358	97%		97%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	2,363	80%	2,347	81%		81%	77%	81%	79%

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

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

## Cancer Alliance results

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



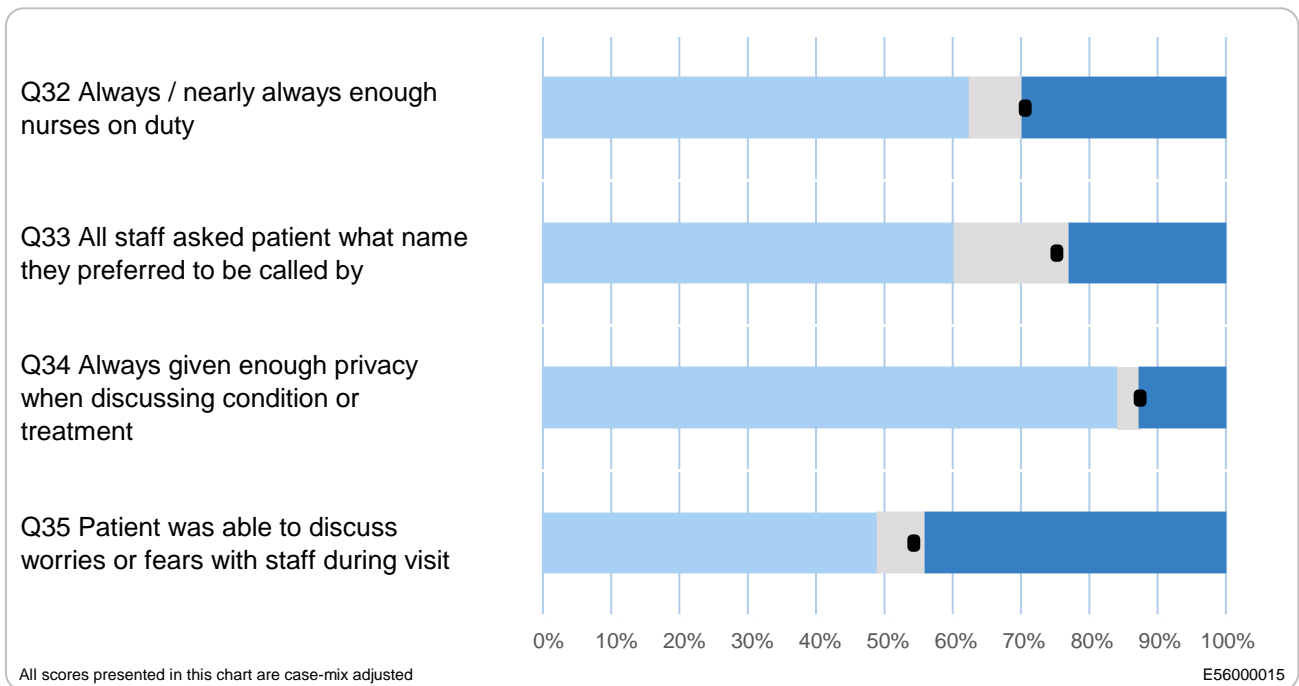
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	2,512	84%	2,487	84%		83%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	2,520	86%	2,499	86%		86%	83%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	2,057	74%	2,071	75%		75%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	2,517	76%	2,491	78%		78%	72%	79%	76%

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

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

## Cancer Alliance results

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



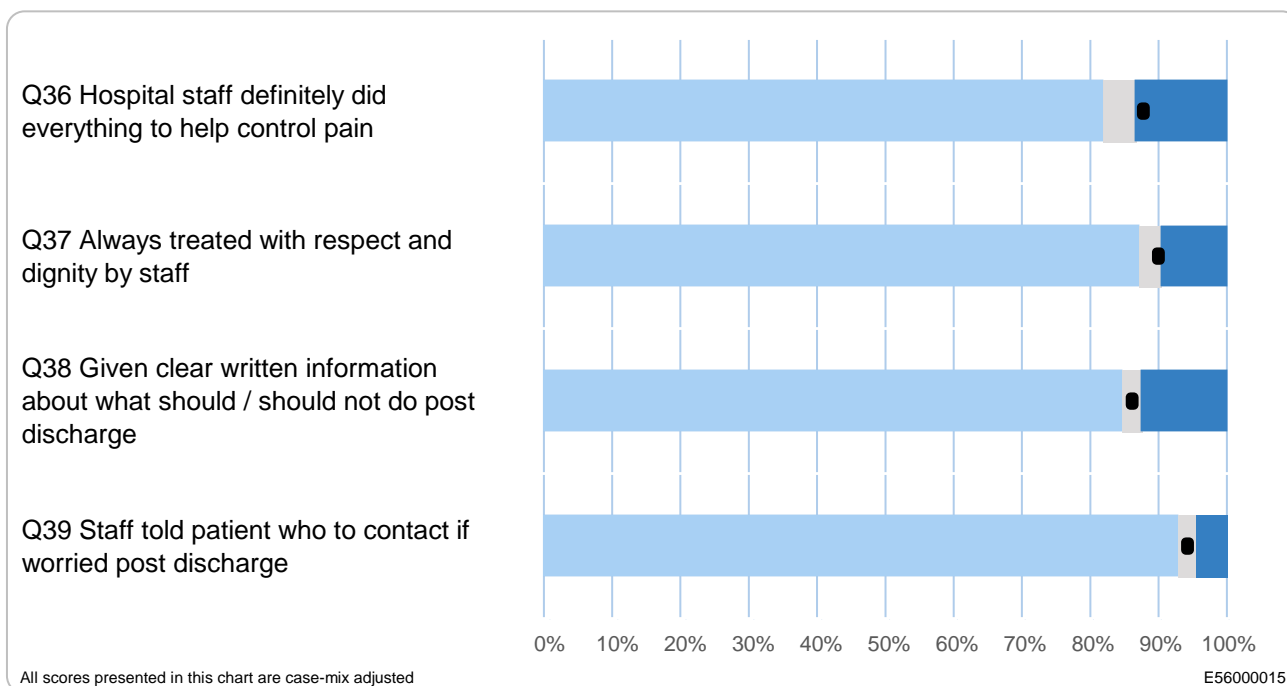
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	2,504	68%	2,479	70%		70%	62%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	2,495	73%	2,471	75%		75%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	2,510	87%	2,493	87%		87%	84%	87%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,731	50%	1,706	54%		54%	49%	56%	53%

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

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

## Cancer Alliance results

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



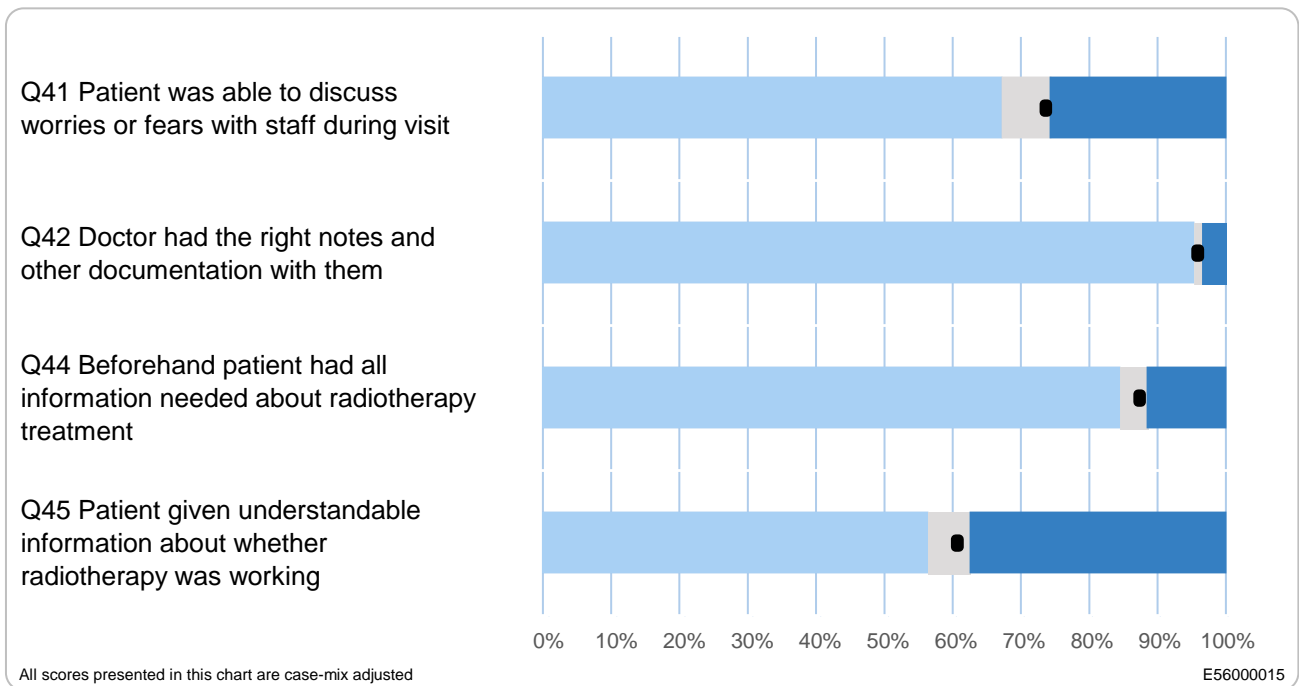
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	2,201	86%	2,169	88%		88%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	2,514	90%	2,490	90%		90%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	2,298	86%	2,297	86%		86%	85%	87%	86%
Q39 Staff told patient who to contact if worried post discharge	2,421	94%	2,389	94%		94%	93%	96%	94%

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

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

## Cancer Alliance results

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



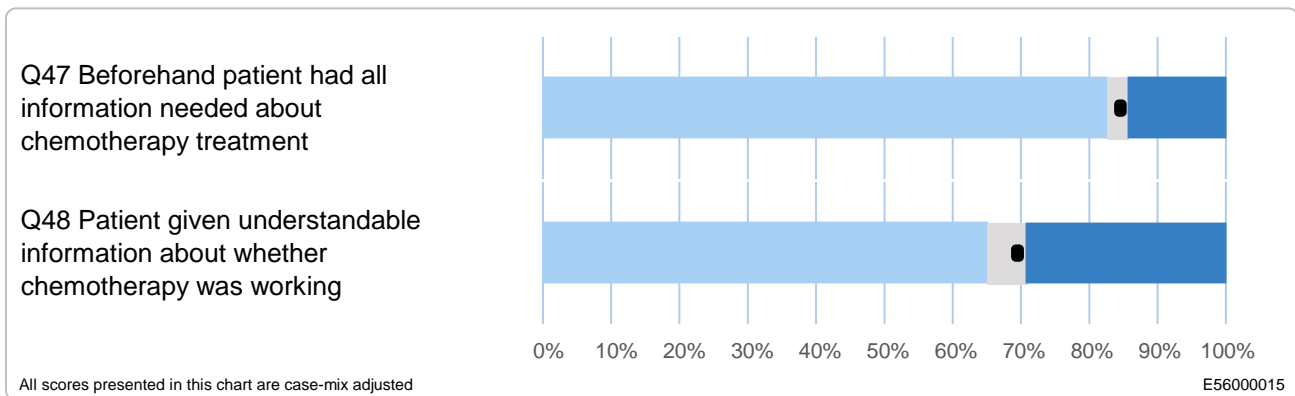
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	2,966	72%	3,060	73%		73%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	3,640	96%	3,724	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	1,155	86%	1,194	87%		87%	85%	88%	87%
Q45 Patient given understandable information about whether radiotherapy was working	961	62%	1,029	60%		60%	56%	62%	59%

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

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## Cancer Alliance results

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



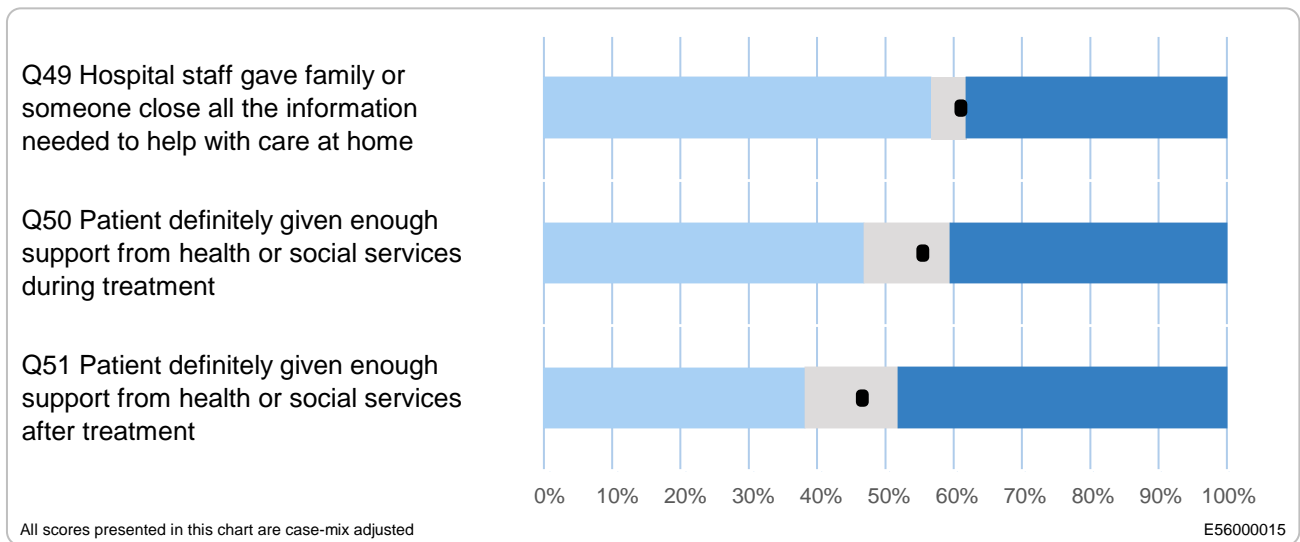
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	2,176	85%	2,172	84%		84%	83%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,949	68%	1,973	69%		69%	65%	71%	68%

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

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

## Cancer Alliance results

### Home care and support



Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	3,334	59%	3,399	61%		61%	57%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,832	52%	1,865	56%		55%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	1,108	43%	1,127	47%		46%	38%	52%	45%

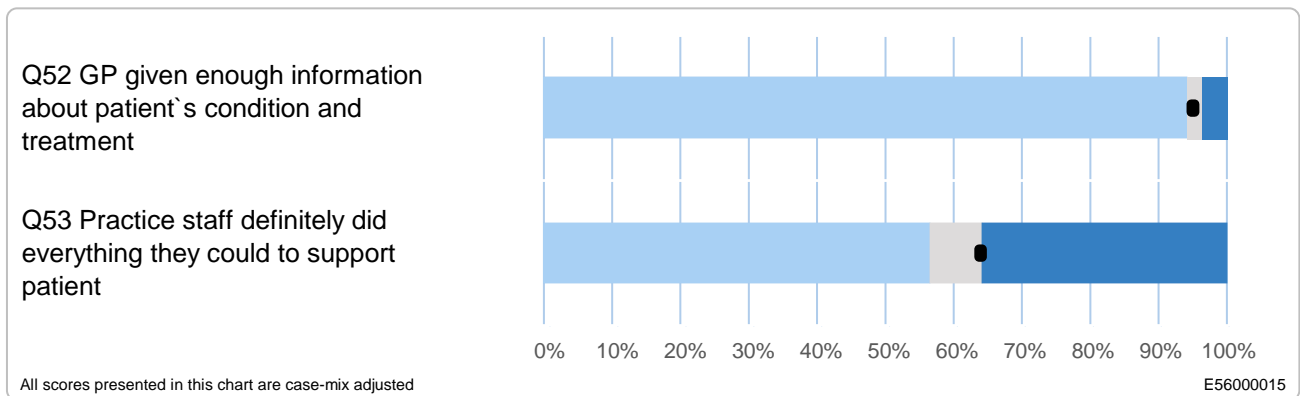
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Care from your general practice



Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	3,505	96%	3,542	95%		95%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	2,858	64%	2,850	64%		64%	57%	64%	60%

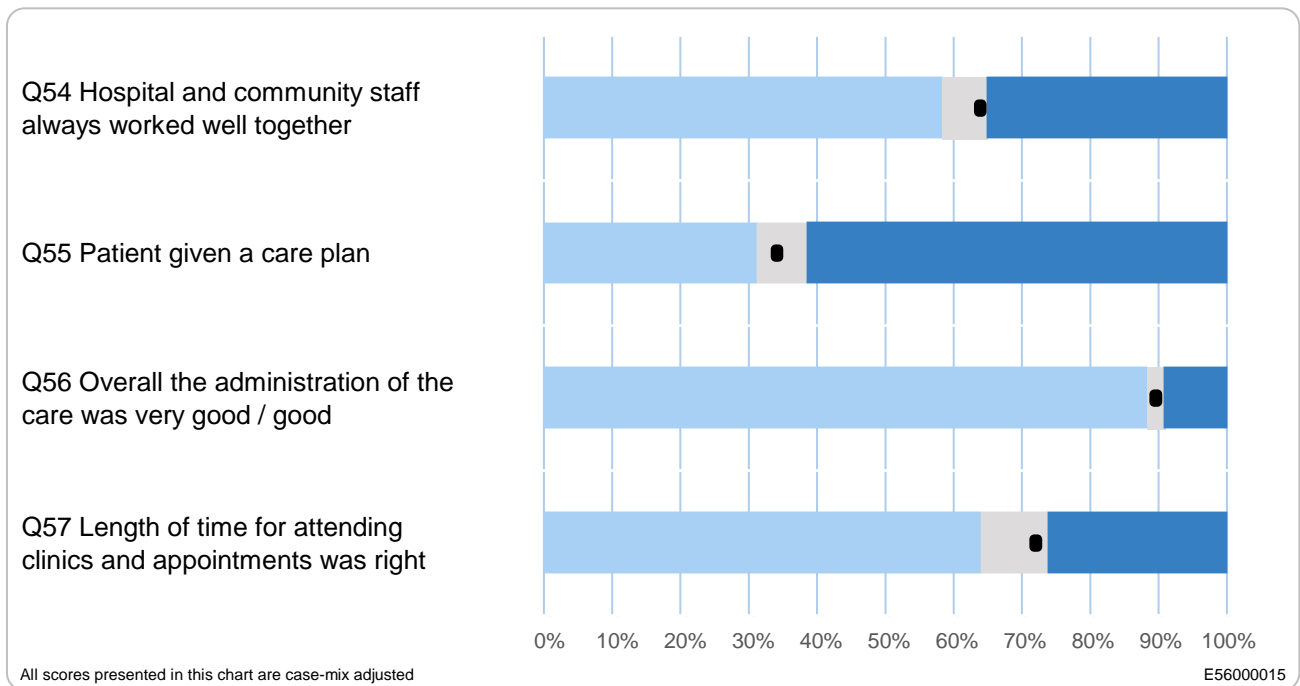
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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



## Cancer Alliance results

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



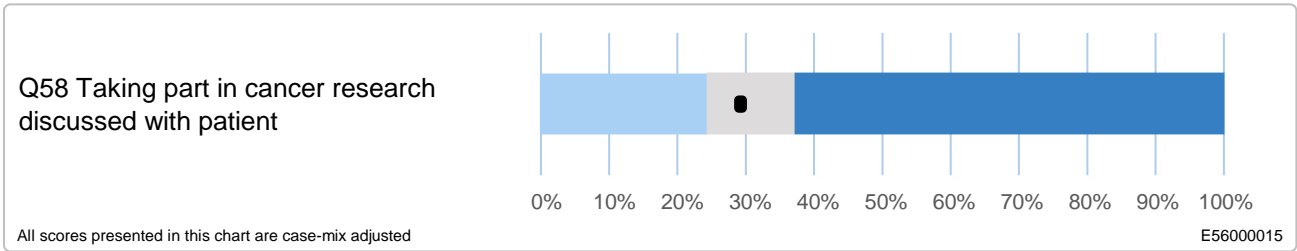
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	4,030	63%	4,103	64%		64%	58%	65%	62%
Q55 Patient given a care plan	3,211	31%	3,311	33%		34%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	4,137	90%	4,223	89%		89%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	4,100	71%	4,184	72%		72%	64%	74%	69%

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

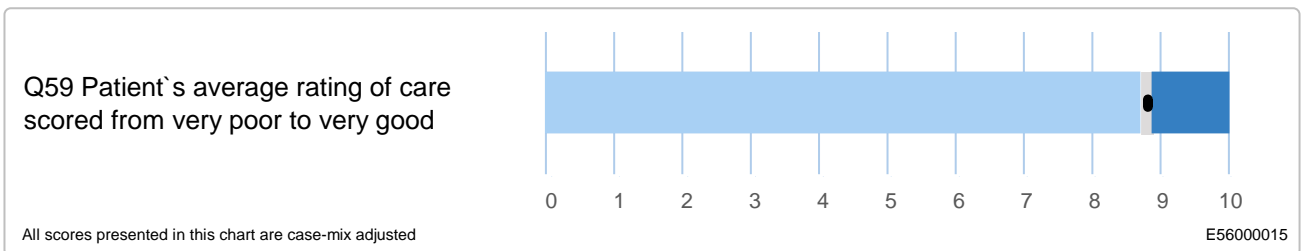
\* Indicates where a score has been suppressed because there are less than 21 respondents.

## Cancer Alliance results

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



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q58 Taking part in cancer research discussed with patient	3,956	28%	4,043	28%		29%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q59 Patient's average rating of care scored from very poor to very good	4,044	8.8	4,151	8.8		8.8	8.7	8.9	8.8

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

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

## Comparisons by tumour group for this Cancer Alliance

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

### Seeing your GP

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 CA §	National	This CA §	National
Brain / CNS	*	68%	81%	82%
Breast	95%	94%	90%	90%
Colorectal / LGT	76%	72%	86%	82%
Gynaecological	70%	76%	84%	81%
Haematological	62%	64%	83%	82%
Head and Neck	83%	77%	82%	79%
Lung	64%	68%	82%	83%
Prostate	79%	79%	86%	87%
Sarcoma	64%	67%	61%	67%
Skin	93%	90%	86%	86%
Upper Gastro	69%	72%	82%	79%
Urological	84%	82%	89%	86%
Other	71%	72%	79%	79%
<b>All Cancers</b>	<b>76%</b>	<b>77%</b>	<b>85%</b>	<b>84%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**Somerset, Wiltshire, Avon and Gloucestershire**

**Diagnostic tests**

	<b>Q5. Received all the information needed about the test</b>		<b>Q6. The length of time waiting for the test to be done was about right</b>		<b>Q7. Given complete explanation of test results in understandable way</b>	
<b>Cancer type</b>	<b>This CA %</b>	<b>National</b>	<b>This CA %</b>	<b>National</b>	<b>This CA %</b>	<b>National</b>
Brain / CNS	91%	95%	82%	86%	68%	77%
Breast	95%	95%	90%	92%	82%	83%
Colorectal / LGT	97%	96%	89%	88%	85%	82%
Gynaecological	98%	93%	85%	86%	80%	76%
Haematological	96%	94%	89%	89%	78%	76%
Head and Neck	93%	91%	85%	86%	81%	77%
Lung	97%	95%	87%	88%	69%	78%
Prostate	95%	94%	86%	87%	79%	81%
Sarcoma	87%	91%	76%	79%	77%	75%
Skin	96%	95%	86%	87%	87%	84%
Upper Gastro	95%	93%	81%	84%	80%	75%
Urological	95%	94%	89%	88%	81%	79%
Other	96%	95%	86%	87%	79%	77%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>88%</b>	<b>88%</b>	<b>80%</b>	<b>79%</b>

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

**National Cancer Patient Experience Survey 2017**  
**Somerset, Wiltshire, Avon and Gloucestershire**

**Finding out what was wrong with you**

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	88%	83%	75%	79%	61%	65%	54%	65%
Breast	83%	84%	89%	89%	78%	78%	76%	77%
Colorectal / LGT	78%	82%	87%	86%	81%	79%	72%	72%
Gynaecological	73%	71%	83%	82%	66%	73%	73%	71%
Haematological	68%	72%	81%	83%	59%	59%	76%	76%
Head and Neck	68%	73%	86%	85%	78%	74%	69%	65%
Lung	75%	77%	82%	83%	72%	75%	57%	65%
Prostate	77%	79%	86%	85%	81%	79%	84%	82%
Sarcoma	68%	70%	82%	82%	71%	67%	68%	59%
Skin	61%	66%	88%	88%	85%	81%	88%	83%
Upper Gastro	78%	78%	83%	80%	79%	73%	73%	66%
Urological	67%	73%	84%	83%	78%	77%	77%	73%
Other	72%	75%	83%	82%	74%	71%	66%	64%
<b>All Cancers</b>	<b>75%</b>	<b>77%</b>	<b>85%</b>	<b>85%</b>	<b>74%</b>	<b>73%</b>	<b>74%</b>	<b>73%</b>

§ These are unadjusted scores

### Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	72%	81%	69%	75%	66%	65%
Breast	83%	84%	75%	75%	72%	70%
Colorectal / LGT	87%	86%	77%	77%	74%	71%
Gynaecological	88%	84%	79%	76%	73%	67%
Haematological	81%	80%	72%	70%	66%	65%
Head and Neck	87%	84%	71%	69%	71%	67%
Lung	86%	84%	67%	75%	61%	69%
Prostate	80%	83%	71%	73%	64%	65%
Sarcoma	81%	78%	67%	71%	58%	63%
Skin	90%	88%	77%	77%	71%	73%
Upper Gastro	86%	82%	73%	71%	73%	65%
Urological	82%	82%	66%	71%	60%	62%
Other	81%	80%	72%	72%	65%	64%
<b>All Cancers</b>	<b>83%</b>	<b>83%</b>	<b>73%</b>	<b>73%</b>	<b>68%</b>	<b>67%</b>

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA %	National	This CA %	National
Brain / CNS	48%	55%	62%	75%
Breast	56%	57%	79%	79%
Colorectal / LGT	58%	59%	82%	81%
Gynaecological	62%	54%	79%	79%
Haematological	51%	50%	82%	77%
Head and Neck	60%	58%	79%	77%
Lung	45%	54%	77%	79%
Prostate	64%	64%	82%	81%
Sarcoma	55%	53%	80%	77%
Skin	65%	66%	86%	86%
Upper Gastro	60%	52%	80%	77%
Urological	49%	53%	77%	76%
Other	48%	51%	77%	75%
<b>All Cancers</b>	<b>55%</b>	<b>56%</b>	<b>79%</b>	<b>79%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**Somerset, Wiltshire, Avon and Gloucestershire**

**Clinical Nurse Specialist**

	<b>Q17. Patient given the name of the CNS who would support them through their treatment</b>		<b>Q18. Patient found it easy to contact their CNS</b>		<b>Q19. Get understandable answers to important questions all or most of the time</b>	
<b>Cancer type</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	89%	96%	88%	85%	79%	87%
Breast	94%	95%	86%	86%	89%	88%
Colorectal / LGT	92%	92%	92%	88%	91%	89%
Gynaecological	97%	94%	86%	85%	89%	87%
Haematological	92%	91%	86%	88%	88%	88%
Head and Neck	86%	89%	92%	88%	95%	88%
Lung	97%	94%	80%	87%	79%	87%
Prostate	89%	90%	88%	84%	90%	88%
Sarcoma	88%	89%	82%	82%	91%	87%
Skin	90%	90%	84%	88%	93%	93%
Upper Gastro	96%	92%	86%	86%	86%	87%
Urological	79%	83%	82%	85%	88%	88%
Other	89%	89%	86%	85%	87%	86%
<b>All Cancers</b>	<b>91%</b>	<b>91%</b>	<b>86%</b>	<b>86%</b>	<b>88%</b>	<b>88%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**Somerset, Wiltshire, Avon and Gloucestershire**

**Support for people with cancer**

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	96%	88%	80%	82%	72%	74%	81%	78%
Breast	93%	90%	89%	86%	65%	62%	85%	81%
Colorectal / LGT	90%	86%	87%	83%	63%	55%	85%	84%
Gynaecological	93%	85%	89%	81%	67%	59%	74%	77%
Haematological	88%	84%	83%	83%	62%	59%	88%	86%
Head and Neck	85%	84%	83%	82%	65%	61%	85%	82%
Lung	89%	85%	79%	80%	66%	69%	89%	85%
Prostate	89%	89%	86%	85%	53%	49%	80%	79%
Sarcoma	88%	79%	78%	74%	*	53%	*	74%
Skin	94%	87%	90%	83%	68%	56%	69%	62%
Upper Gastro	88%	84%	86%	82%	71%	61%	81%	84%
Urological	73%	78%	70%	74%	33%	39%	68%	71%
Other	85%	82%	84%	78%	64%	57%	87%	81%
<b>All Cancers</b>	<b>89%</b>	<b>86%</b>	<b>85%</b>	<b>82%</b>	<b>62%</b>	<b>58%</b>	<b>84%</b>	<b>81%</b>

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



**National Cancer Patient Experience Survey 2017**  
**Somerset, Wiltshire, Avon and Gloucestershire**

**Operations**

<b>Cancer type</b>	<b>Q25. Beforehand had all the information needed about the operation</b>		<b>Q26. Staff explained how operation had gone in understandable way</b>	
	<b>This CA %</b>	<b>National</b>	<b>This CA %</b>	<b>National</b>
Brain / CNS	*	93%	*	76%
Breast	98%	97%	81%	79%
Colorectal / LGT	96%	96%	88%	83%
Gynaecological	99%	96%	84%	80%
Haematological	97%	93%	80%	75%
Head and Neck	92%	96%	77%	77%
Lung	99%	95%	78%	78%
Prostate	97%	96%	79%	78%
Sarcoma	88%	94%	80%	78%
Skin	95%	96%	80%	84%
Upper Gastro	96%	96%	81%	78%
Urological	97%	95%	78%	76%
Other	95%	95%	77%	78%
<b>All Cancers</b>	<b>97%</b>	<b>96%</b>	<b>81%</b>	<b>79%</b>

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

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	90%	89%	87%	87%	79%	76%	78%	78%
Colorectal / LGT	77%	78%	87%	86%	74%	73%	75%	71%
Gynaecological	89%	86%	81%	86%	73%	74%	78%	72%
Haematological	86%	81%	84%	81%	77%	75%	80%	75%
Head and Neck	81%	81%	87%	84%	71%	73%	69%	72%
Lung	72%	76%	86%	82%	76%	75%	83%	76%
Prostate	90%	86%	93%	90%	79%	75%	86%	81%
Sarcoma	71%	81%	80%	81%	70%	69%	56%	70%
Skin	92%	89%	99%	90%	85%	79%	90%	83%
Upper Gastro	74%	74%	88%	83%	75%	71%	81%	71%
Urological	87%	80%	89%	86%	71%	69%	84%	78%
Other	79%	80%	80%	81%	72%	71%	71%	72%
<b>All Cancers</b>	<b>83%</b>	<b>82%</b>	<b>86%</b>	<b>85%</b>	<b>75%</b>	<b>73%</b>	<b>78%</b>	<b>76%</b>

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	73%	70%	71%	64%	88%	87%	55%	56%
Colorectal / LGT	65%	62%	77%	71%	86%	85%	56%	53%
Gynaecological	68%	65%	68%	65%	81%	82%	55%	52%
Haematological	67%	63%	76%	69%	88%	86%	61%	55%
Head and Neck	65%	63%	71%	68%	83%	85%	49%	53%
Lung	73%	69%	79%	72%	85%	84%	52%	49%
Prostate	76%	71%	76%	69%	91%	89%	53%	53%
Sarcoma	56%	61%	64%	65%	80%	83%	*	48%
Skin	82%	76%	86%	71%	94%	89%	60%	58%
Upper Gastro	66%	63%	75%	76%	83%	84%	49%	50%
Urological	76%	69%	83%	72%	91%	85%	48%	46%
Other	69%	62%	72%	69%	86%	83%	49%	48%
<b>All Cancers</b>	<b>70%</b>	<b>66%</b>	<b>75%</b>	<b>69%</b>	<b>87%</b>	<b>86%</b>	<b>54%</b>	<b>53%</b>

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

**National Cancer Patient Experience Survey 2017**  
**Somerset, Wiltshire, Avon and Gloucestershire**

**Hospital care as an inpatient (Part 2 of 2)**

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	89%	87%	91%	90%	92%	92%	96%	96%
Colorectal / LGT	89%	85%	88%	87%	82%	84%	96%	94%
Gynaecological	90%	84%	85%	87%	82%	87%	95%	93%
Haematological	85%	82%	90%	90%	78%	80%	96%	96%
Head and Neck	83%	82%	85%	87%	85%	85%	92%	92%
Lung	92%	85%	94%	89%	89%	83%	97%	92%
Prostate	89%	86%	91%	91%	90%	89%	91%	95%
Sarcoma	87%	85%	72%	87%	59%	77%	*	92%
Skin	98%	87%	99%	93%	96%	91%	98%	96%
Upper Gastro	86%	82%	91%	87%	86%	82%	97%	94%
Urological	84%	82%	93%	89%	87%	86%	89%	91%
Other	85%	83%	87%	88%	81%	81%	90%	93%
<b>All Cancers</b>	<b>88%</b>	<b>84%</b>	<b>90%</b>	<b>89%</b>	<b>86%</b>	<b>86%</b>	<b>94%</b>	<b>94%</b>

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	64%	67%	92%	97%	*	91%	*	59%
Breast	72%	71%	95%	96%	87%	88%	57%	59%
Colorectal / LGT	77%	74%	96%	96%	90%	85%	59%	58%
Gynaecological	70%	69%	98%	96%	96%	85%	76%	65%
Haematological	75%	73%	97%	97%	84%	83%	53%	60%
Head and Neck	73%	70%	95%	96%	91%	86%	72%	64%
Lung	69%	70%	95%	95%	90%	86%	63%	58%
Prostate	80%	74%	96%	96%	94%	88%	63%	59%
Sarcoma	69%	70%	93%	95%	*	81%	*	53%
Skin	80%	72%	96%	96%	*	77%	*	70%
Upper Gastro	73%	70%	96%	95%	80%	86%	53%	56%
Urological	66%	66%	96%	96%	87%	84%	46%	54%
Other	72%	68%	95%	95%	85%	87%	67%	59%
<b>All Cancers</b>	<b>73%</b>	<b>71%</b>	<b>96%</b>	<b>96%</b>	<b>87%</b>	<b>87%</b>	<b>60%</b>	<b>59%</b>

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA %	National	This CA %	National
Brain / CNS	81%	83%	*	63%
Breast	81%	83%	63%	62%
Colorectal / LGT	85%	84%	63%	66%
Gynaecological	89%	86%	75%	67%
Haematological	86%	84%	78%	75%
Head and Neck	84%	78%	68%	58%
Lung	86%	85%	62%	69%
Prostate	87%	86%	66%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	90%	84%	72%	64%
Urological	79%	84%	63%	69%
Other	83%	85%	71%	69%
<b>All Cancers</b>	<b>84%</b>	<b>84%</b>	<b>69%</b>	<b>68%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**Somerset, Wiltshire, Avon and Gloucestershire**

**Home care and support**

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	52%	57%	57%	49%	*	44%
Breast	62%	59%	56%	53%	43%	42%
Colorectal / LGT	65%	62%	71%	62%	51%	52%
Gynaecological	59%	57%	45%	47%	38%	38%
Haematological	60%	61%	53%	52%	45%	45%
Head and Neck	68%	63%	59%	56%	64%	50%
Lung	56%	58%	45%	51%	38%	42%
Prostate	60%	60%	50%	50%	47%	44%
Sarcoma	56%	57%	*	49%	*	43%
Skin	69%	67%	70%	61%	74%	59%
Upper Gastro	60%	59%	51%	53%	42%	45%
Urological	59%	58%	52%	48%	49%	45%
Other	58%	56%	55%	53%	47%	45%
<b>All Cancers</b>	<b>61%</b>	<b>59%</b>	<b>55%</b>	<b>53%</b>	<b>46%</b>	<b>45%</b>

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

**National Cancer Patient Experience Survey 2017**  
**Somerset, Wiltshire, Avon and Gloucestershire**

**Care from your general practice**

<b>Cancer type</b>	<b>Q52. GP given enough information about patient's condition and treatment</b>		<b>Q53. Practice staff definitely did everything they could to support patient</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	100%	94%	44%	52%
Breast	96%	96%	63%	61%
Colorectal / LGT	95%	95%	63%	60%
Gynaecological	92%	95%	58%	56%
Haematological	96%	96%	65%	58%
Head and Neck	95%	93%	64%	60%
Lung	94%	95%	61%	60%
Prostate	96%	96%	70%	67%
Sarcoma	93%	94%	71%	55%
Skin	99%	96%	74%	69%
Upper Gastro	93%	93%	70%	60%
Urological	95%	95%	67%	62%
Other	94%	95%	60%	58%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>64%</b>	<b>60%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
Somerset, Wiltshire, Avon and Gloucestershire

**Your overall NHS care**

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	54%	53%	*	35%	90%	85%	68%	68%
Breast	61%	62%	35%	38%	90%	91%	72%	68%
Colorectal / LGT	63%	61%	41%	38%	92%	89%	72%	71%
Gynaecological	59%	58%	27%	31%	88%	89%	69%	67%
Haematological	65%	63%	29%	34%	93%	92%	66%	65%
Head and Neck	65%	59%	42%	35%	86%	88%	71%	68%
Lung	58%	63%	32%	33%	87%	90%	77%	71%
Prostate	69%	66%	35%	36%	88%	89%	77%	74%
Sarcoma	55%	55%	28%	30%	71%	87%	57%	65%
Skin	72%	70%	45%	44%	86%	89%	81%	75%
Upper Gastro	57%	57%	34%	34%	89%	87%	69%	68%
Urological	69%	63%	26%	30%	85%	87%	77%	75%
Other	62%	57%	28%	30%	89%	88%	70%	65%
<b>All Cancers</b>	<b>64%</b>	<b>62%</b>	<b>34%</b>	<b>35%</b>	<b>89%</b>	<b>90%</b>	<b>72%</b>	<b>69%</b>

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA %	National	This CA %	National
Brain / CNS	35%	33%	8.4	8.5
Breast	26%	31%	8.8	8.9
Colorectal / LGT	30%	30%	8.8	8.8
Gynaecological	33%	36%	8.8	8.8
Haematological	33%	33%	9.0	8.9
Head and Neck	24%	18%	8.8	8.7
Lung	34%	36%	8.6	8.7
Prostate	30%	35%	8.9	8.8
Sarcoma	33%	39%	8.8	8.6
Skin	13%	18%	8.9	8.9
Upper Gastro	36%	34%	8.7	8.7
Urological	14%	20%	8.8	8.7
Other	34%	33%	8.7	8.7
<b>All Cancers</b>	<b>29%</b>	<b>31%</b>	<b>8.8</b>	<b>8.8</b>

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

## Annex

### Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
E56000015	6,796	415	6,381	1,912	173	4,296	63%

### 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	29
Breast	914
Gynaecological	202
Colorectal / LGT	466
Lung	196
Skin	154
Haematological	694
Upper Gastro	160
Other	529
Urological	393
Prostate	409
Sarcoma	35
Head and Neck	115

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

### Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	2	8	22	115	349	776	551	103	1,926
Female	8	28	95	315	585	782	477	80	2,370
Total	10	36	117	430	934	1,558	1,028	183	4,296



**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

**Annex (continued)**

**Expected Range Summary - Trusts**

Trust		Expected Range Classification		
RBA	Taunton and Somerset NHS Foundation Trust		27	25
RD1	Royal United Hospitals Bath NHS Foundation Trust	1	41	10
RA7	University Hospitals Bristol NHS Foundation Trust		44	8
RA4	Yeovil District Hospital NHS Foundation Trust		47	5
RVJ	North Bristol NHS Trust	1	48	3
RNZ	Salisbury NHS Foundation Trust	4	46	2
RA3	Weston Area Health NHS Trust	6	45	
RTE	Gloucestershire Hospitals NHS Foundation Trust	9	40	3

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

**Annex (continued)**

**Dashboard Questions - Trusts**

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

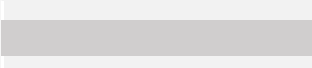
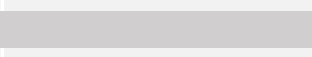

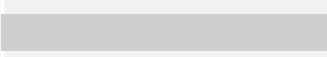
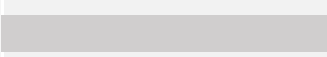
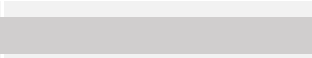
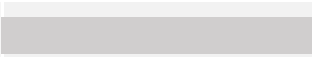



<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,151	8.81	
RBA	Taunton and Somerset NHS Foundation Trust	537	8.99	
RA4	Yeovil District Hospital NHS Foundation Trust	175	8.96	
RA7	University Hospitals Bristol NHS Foundation Trust	653	8.87	
RD1	Royal United Hospitals Bath NHS Foundation Trust	501	8.83	
RTE	Gloucestershire Hospitals NHS Foundation Trust	1,203	8.77	
RVJ	North Bristol NHS Trust	581	8.74	
RA3	Weston Area Health NHS Trust	168	8.69	
RNZ	Salisbury NHS Foundation Trust	395	8.69	

**National Cancer Patient Experience Survey 2017**  
**Somerset, Wiltshire, Avon and Gloucestershire**

**Annex (continued)**

**Dashboard Questions - Trusts**

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

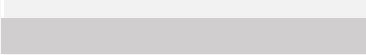
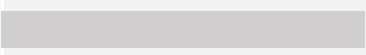

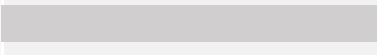
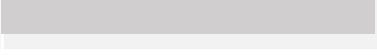

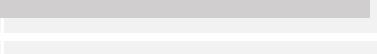
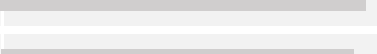
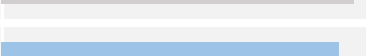
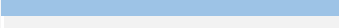
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,147	79.3%	
RBA	Taunton and Somerset NHS Foundation Trust	534	84.5%	
RA4	Yeovil District Hospital NHS Foundation Trust	171	82.1%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	506	82.0%	
RA7	University Hospitals Bristol NHS Foundation Trust	662	78.4%	
RNZ	Salisbury NHS Foundation Trust	388	77.7%	
RA3	Weston Area Health NHS Trust	168	77.0%	
RVJ	North Bristol NHS Trust	575	76.6%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	1,197	76.5%	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

**Annex (continued)**

**Dashboard Questions - Trusts**

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

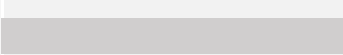
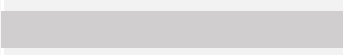

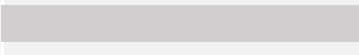
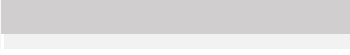

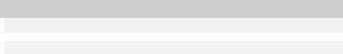
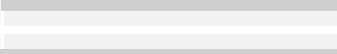


<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,089	91.0%	
RA7	University Hospitals Bristol NHS Foundation Trust	658	94.4%	
RVJ	North Bristol NHS Trust	569	94.1%	
RA4	Yeovil District Hospital NHS Foundation Trust	172	93.5%	
RBA	Taunton and Somerset NHS Foundation Trust	521	92.9%	
RNZ	Salisbury NHS Foundation Trust	382	92.5%	
RA3	Weston Area Health NHS Trust	167	91.4%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	491	88.1%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	1,181	84.5%	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

**Annex (continued)**

**Dashboard Questions - Trusts**

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

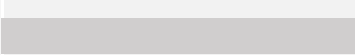
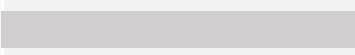


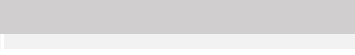

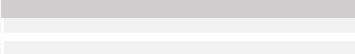
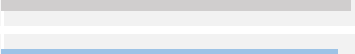
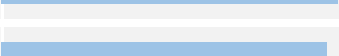

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	3,272	86.3%	
RBA	Taunton and Somerset NHS Foundation Trust	416	91.2%	
RA4	Yeovil District Hospital NHS Foundation Trust	149	90.2%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	872	87.7%	
RA3	Weston Area Health NHS Trust	134	87.1%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	368	86.6%	
RNZ	Salisbury NHS Foundation Trust	317	84.5%	
RVJ	North Bristol NHS Trust	472	84.4%	
RA7	University Hospitals Bristol NHS Foundation Trust	563	83.1%	

National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire

Annex (continued)

Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

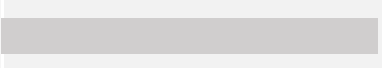
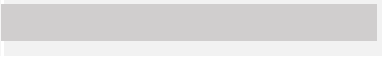
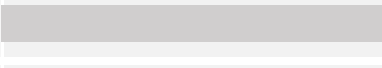
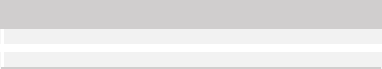

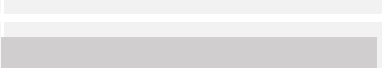
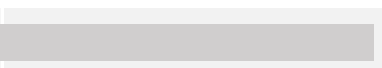
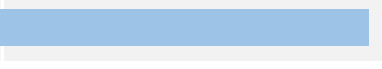


Code	Name	Base	Score	
All	National	41,461	88.8%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,490	89.7%	
RBA	Taunton and Somerset NHS Foundation Trust	323	92.6%	
RA7	University Hospitals Bristol NHS Foundation Trust	436	92.6%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	300	92.1%	
RA4	Yeovil District Hospital NHS Foundation Trust	103	89.1%	
RVJ	North Bristol NHS Trust	369	88.8%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	667	87.5%	
RNZ	Salisbury NHS Foundation Trust	207	84.3%	
RA3	Weston Area Health NHS Trust	75	81.5%	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

**Annex (continued)**

**Dashboard Questions - Trusts**

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

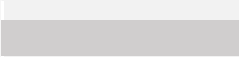
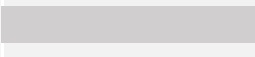


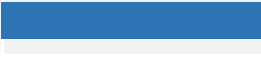

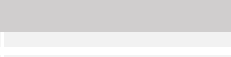

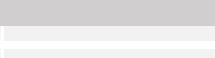
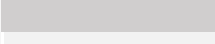
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,389	94.0%	
RA7	University Hospitals Bristol NHS Foundation Trust	414	96.2%	
RBA	Taunton and Somerset NHS Foundation Trust	315	95.3%	
RNZ	Salisbury NHS Foundation Trust	201	95.0%	
RA4	Yeovil District Hospital NHS Foundation Trust	97	94.2%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	293	93.9%	
RVJ	North Bristol NHS Trust	351	93.4%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	631	92.1%	
RA3	Weston Area Health NHS Trust	73	89.6%	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

**Annex (continued)**

**Dashboard Questions - Trusts**

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	45,919	60.4%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,850	63.7%	
RBA	Taunton and Somerset NHS Foundation Trust	369	68.4%	
RD1	Royal United Hospitals Bath NHS Foundation Trust	386	66.4%	
RTE	Gloucestershire Hospitals NHS Foundation Trust	833	65.8%	
RNZ	Salisbury NHS Foundation Trust	263	64.8%	
RVJ	North Bristol NHS Trust	394	58.6%	
RA7	University Hospitals Bristol NHS Foundation Trust	468	57.9%	
RA4	Yeovil District Hospital NHS Foundation Trust	107	55.4%	
RA3	Weston Area Health NHS Trust	95	54.5%	



**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

**Annex (continued)**

**Expected Range Summary - CCGs**

CCG		Expected Range Classification		
11X	NHS Somerset CCG		23	29
99N	NHS Wiltshire CCG		41	11
11E	NHS Bath and North East Somerset CCG		48	4
11H	NHS Bristol CCG		49	3
11T	NHS North Somerset CCG	1	49	2
11M	NHS Gloucestershire CCG	6	40	6
12A	NHS South Gloucestershire CCG	11	41	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

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


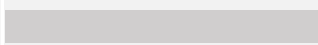



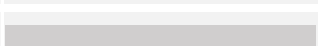
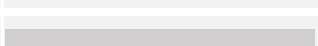
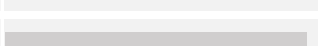
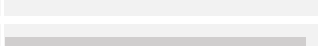
**Q59 Patient's average rating of care scored from very poor to very good**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,151	8.81	
11X	NHS Somerset CCG	908	8.96	
11H	NHS Bristol CCG	427	8.87	
11M	NHS Gloucestershire CCG	1,054	8.79	
99N	NHS Wiltshire CCG	819	8.79	
11E	NHS Bath and North East Somerset CCG	203	8.76	
11T	NHS North Somerset CCG	381	8.71	
12A	NHS South Gloucestershire CCG	359	8.64	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

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

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

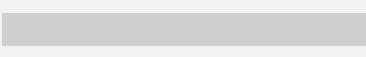
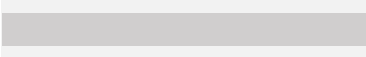

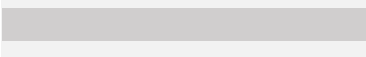
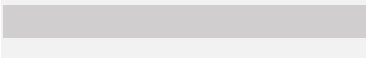

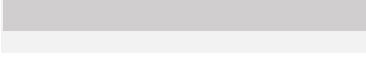

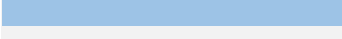
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,147	79.3%	
11X	NHS Somerset CCG	903	84.2%	
99N	NHS Wiltshire CCG	810	82.3%	
11E	NHS Bath and North East Somerset CCG	214	79.4%	
11H	NHS Bristol CCG	434	77.2%	
11M	NHS Gloucestershire CCG	1,054	77.0%	
11T	NHS North Somerset CCG	381	74.9%	
12A	NHS South Gloucestershire CCG	351	74.5%	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

**Annex (continued)**

**Dashboard Questions - CCGs**

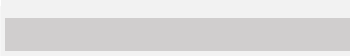
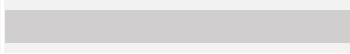

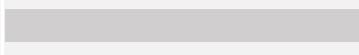
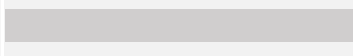
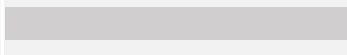
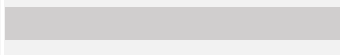
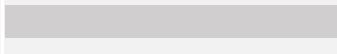
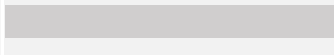
**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	4,089	91.0%	
11T	NHS North Somerset CCG	376	95.4%	
11H	NHS Bristol CCG	427	94.0%	
11X	NHS Somerset CCG	887	92.7%	
12A	NHS South Gloucestershire CCG	355	92.7%	
99N	NHS Wiltshire CCG	798	90.8%	
11E	NHS Bath and North East Somerset CCG	206	88.5%	
11M	NHS Gloucestershire CCG	1,040	86.7%	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

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

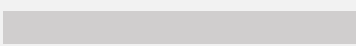
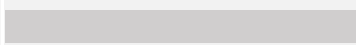

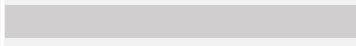

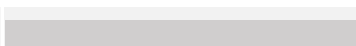
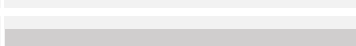
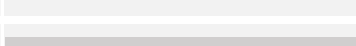
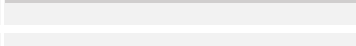
**Q18 Patient found it easy to contact their CNS**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	3,272	86.3%	
11X	NHS Somerset CCG	716	89.7%	
11E	NHS Bath and North East Somerset CCG	163	88.4%	
11M	NHS Gloucestershire CCG	795	87.0%	
99N	NHS Wiltshire CCG	626	85.7%	
11H	NHS Bristol CCG	356	84.0%	
11T	NHS North Somerset CCG	320	83.3%	
12A	NHS South Gloucestershire CCG	296	82.7%	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

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

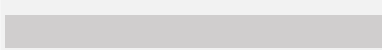
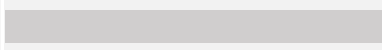
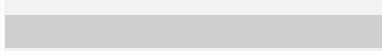


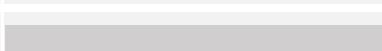
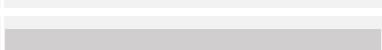
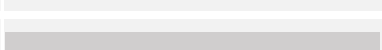
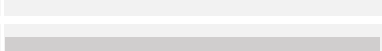
**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,490	89.7%	
11X	NHS Somerset CCG	539	92.3%	
11E	NHS Bath and North East Somerset CCG	134	90.3%	
99N	NHS Wiltshire CCG	482	89.9%	
11H	NHS Bristol CCG	267	89.9%	
12A	NHS South Gloucestershire CCG	220	89.4%	
11T	NHS North Somerset CCG	222	89.3%	
11M	NHS Gloucestershire CCG	626	87.4%	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

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

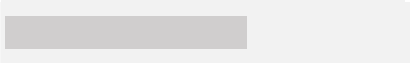
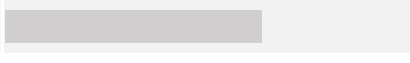

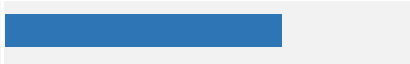
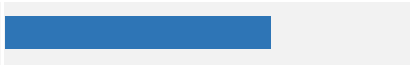
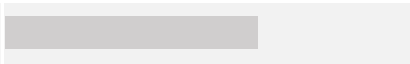
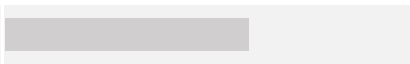
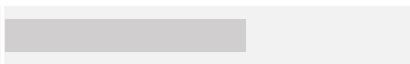
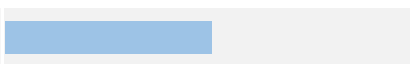
**Q39 Staff told patient who to contact if worried post discharge**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,389	94.0%	
12A	NHS South Gloucestershire CCG	211	95.6%	
11X	NHS Somerset CCG	524	94.8%	
99N	NHS Wiltshire CCG	468	93.9%	
11H	NHS Bristol CCG	256	93.6%	
11E	NHS Bath and North East Somerset CCG	127	93.5%	
11M	NHS Gloucestershire CCG	592	93.2%	
11T	NHS North Somerset CCG	211	93.2%	

**National Cancer Patient Experience Survey 2017  
Somerset, Wiltshire, Avon and Gloucestershire**

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

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	45,919	60.4%	
E56000015	Somerset, Wiltshire, Avon and Gloucestershire	2,850	63.7%	
99N	NHS Wiltshire CCG	566	69.5%	
11E	NHS Bath and North East Somerset CCG	171	68.8%	
11M	NHS Gloucestershire CCG	713	66.0%	
11X	NHS Somerset CCG	609	62.8%	
11H	NHS Bristol CCG	294	60.6%	
11T	NHS North Somerset CCG	250	59.8%	
12A	NHS South Gloucestershire CCG	247	51.4%	



## **Annex (continued)**

### **Methodology**

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

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

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

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

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

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

### **Further information**

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

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

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

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

### **Official Statistics**

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

## Annex (continued)

### Scoring methodologies

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

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

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

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

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

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

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

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

### Case-mix adjustment

Case-mix adjusted findings have been presented alongside unadjusted results for Cancer Alliances. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Cancer Alliance is performing given their patient population.

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

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

**Annex (continued)**

**Statistical significance**

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

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

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

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

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



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

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

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

Further information on Quality Health is available at:

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

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

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