

National Cancer Patient Experience Survey

2017 Results

South East London Cancer Alliance

Published November 2018

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



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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

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	1,316	76%	1,147	74%		76%	74%	79%	77%
Q2	Patient thought they were seen as soon as necessary	1,781	82%	1,621	81%		82%	82%	86%	84%

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

www.ncpes.co.uk

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

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

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

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

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

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

8.7 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* :

76% 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

81% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

88% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

93% of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

56% 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

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

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
South East London**

Questions which scored outside expected range

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

Seeing your GP

Q2	Patient thought they were seen as soon as necessary	1,621	82%	82%	86%	84%
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Finding out what was wrong with you

Q9	Patient felt they were told sensitively that they had cancer	1,601	82%	83%	87%	85%
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Deciding the best treatment for you

Q12	Patient felt that treatment options were completely explained	1,452	80%	81%	85%	83%
Q16	Patient definitely involved in decisions about care and treatment	1,593	76%	76%	81%	79%

Clinical Nurse Specialist

Q18	Patient found it easy to contact their CNS	1,279	81%	83%	90%	86%
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Support for people with cancer

Q23	Hospital staff told patient they could get free prescriptions	875	78%	78%	84%	81%
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Hospital care as an inpatient

Q28	Groups of doctors or nurses did not talk in front of patient as if they were not there	915	78%	79%	86%	82%
Q29	Patient had confidence and trust in all doctors treating them	916	82%	82%	88%	85%
Q31	Patient had confidence and trust in all ward nurses	914	70%	72%	79%	76%
Q33	All staff asked patient what name they preferred to be called by	904	58%	60%	77%	69%

Hospital care as a day patient / outpatient

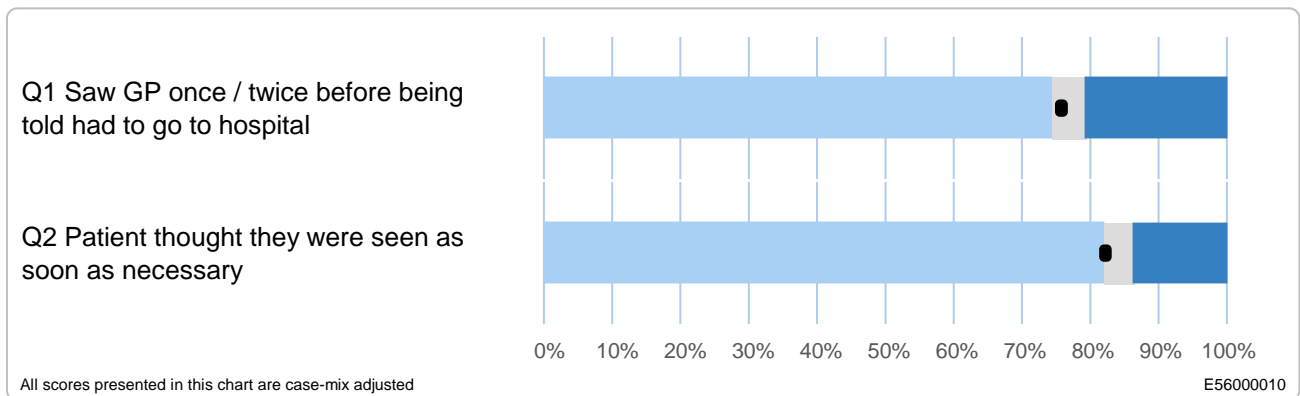
Q41	Patient was able to discuss worries or fears with staff during visit	1,224	67%	67%	75%	71%
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Your overall NHS care

Q54	Hospital and community staff always worked well together	1,574	57%	58%	65%	62%
Q56	Overall the administration of the care was very good / good	1,630	87%	88%	91%	90%
Q57	Length of time for attending clinics and appointments was right	1,614	62%	64%	74%	69%
Q58	Taking part in cancer research discussed with patient	1,546	40%	24%	37%	31%

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	1,316	76%	1,147	74%		76%	74%	79%	77%
Q2	Patient thought they were seen as soon as necessary	1,781	82%	1,621	81%		82%	82%	86%	84%

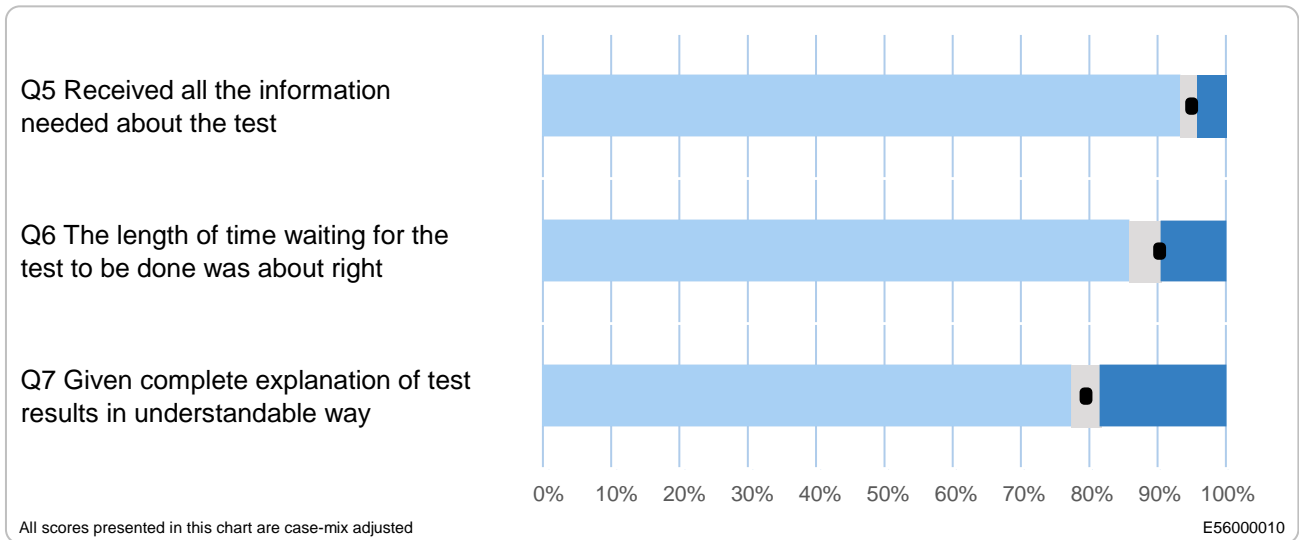
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Diagnostic Tests



Question		Unadjusted Scores				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	2017 Score	Expected range - lower					
Q5	Received all the information needed about the test	1,544	95%	1,389	94%		95%	93%	96%	95%
Q6	The length of time waiting for the test to be done was about right	1,552	89%	1,406	89%		90%	86%	91%	88%
Q7	Given complete explanation of test results in understandable way	1,565	77%	1,407	78%		79%	77%	82%	79%

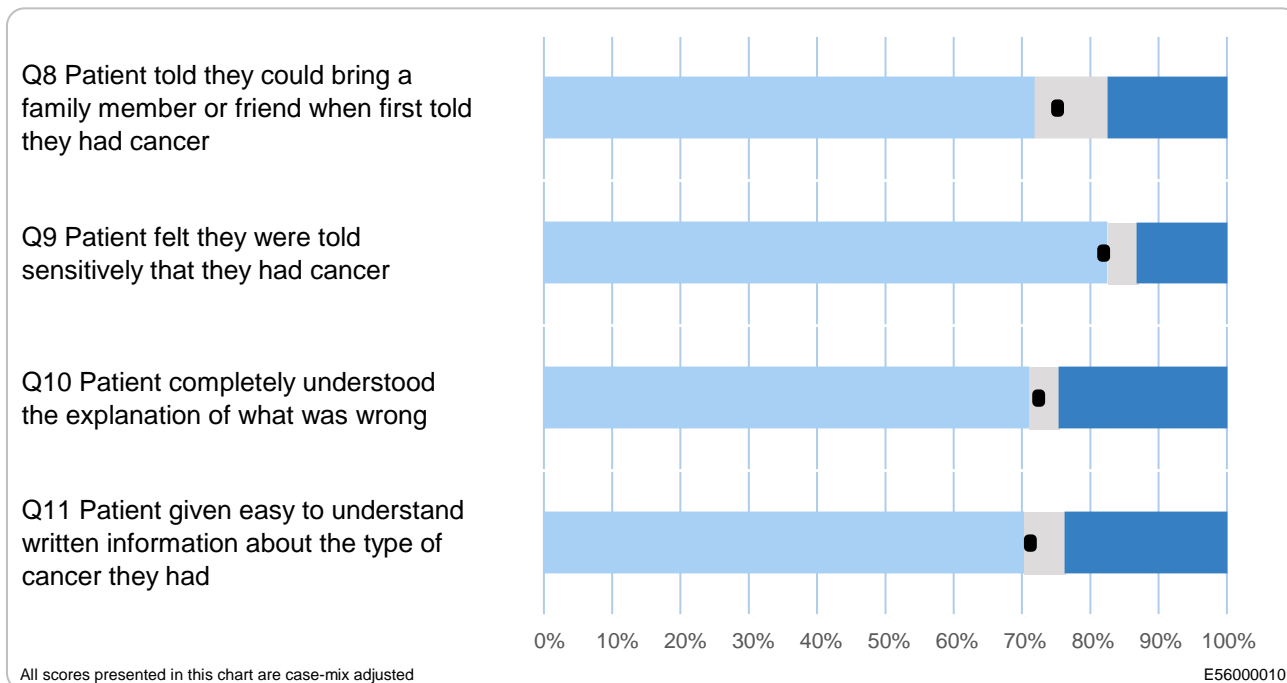
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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Cancer Alliance results

Finding out what was wrong with you



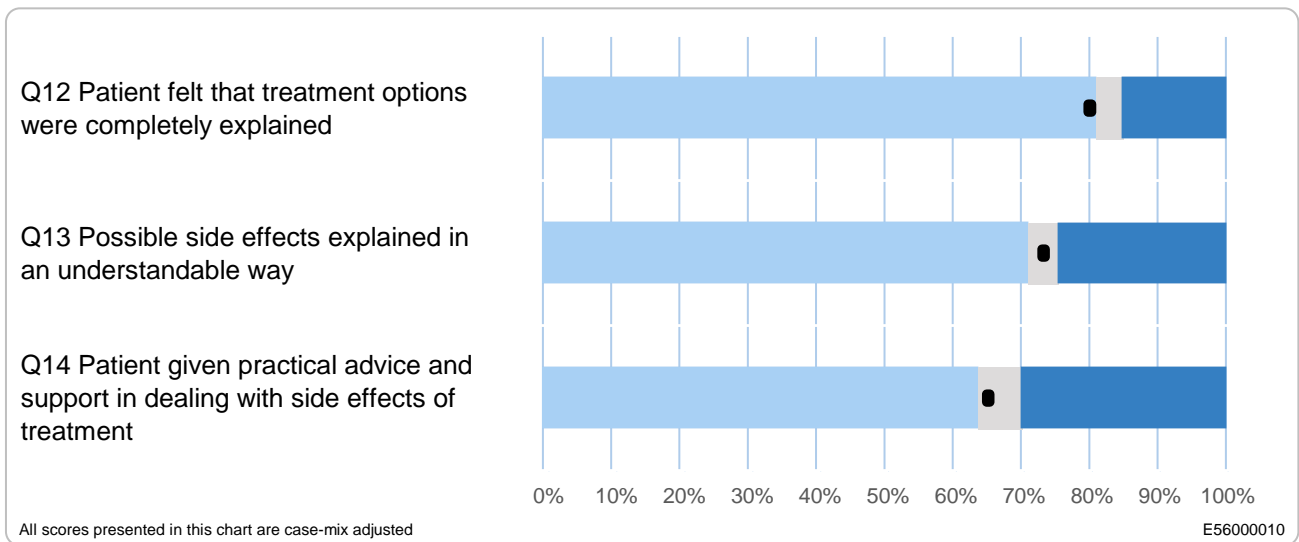
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	1,673	74%	1,494	75%		75%	72%	83%	77%
Q9 Patient felt they were told sensitively that they had cancer	1,786	82%	1,601	82%		82%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	1,800	71%	1,632	71%		72%	71%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	1,623	70%	1,421	70%		71%	70%	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)



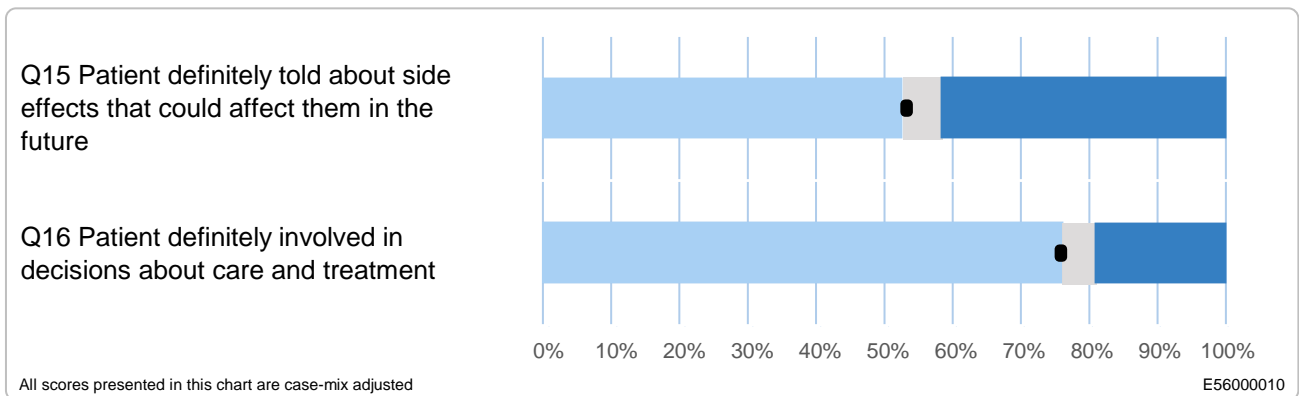
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	1,613	81%	1,452	79%		80%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	1,747	71%	1,577	73%		73%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	1,739	65%	1,567	65%		65%	64%	70%	67%

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

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

Cancer Alliance results

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



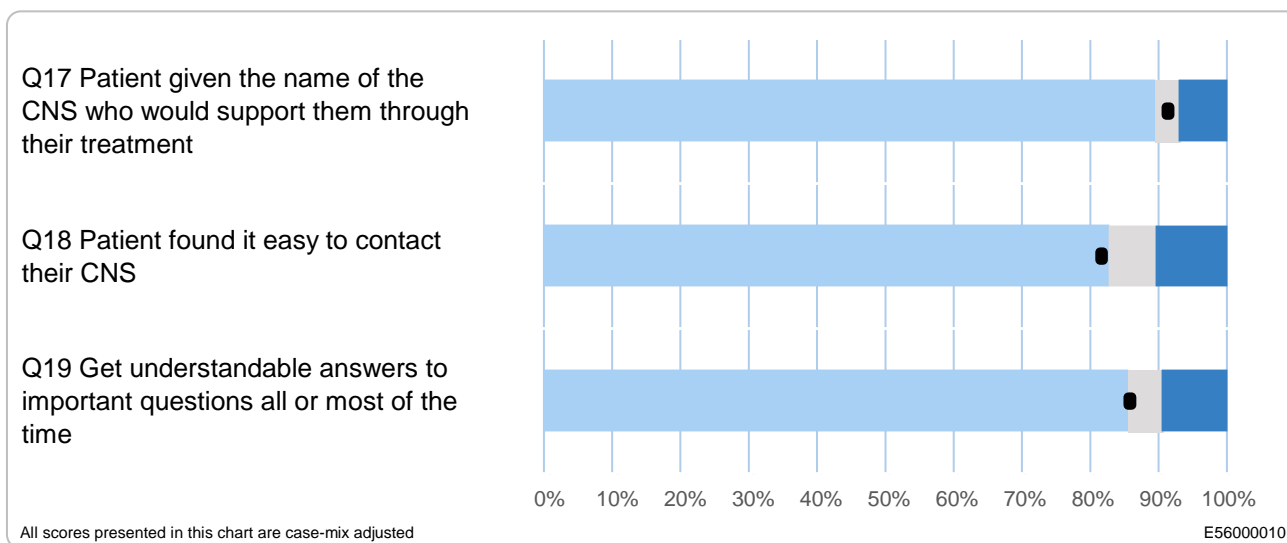
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	1,668	55%	1,488	53%		53%	53%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	1,752	76%	1,593	74%		76%	76%	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

Clinical Nurse Specialist



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					
Q17 Patient given the name of the CNS who would support them through their treatment	1,739	91%	1,567	91%		91%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	1,416	83%	1,279	81%		81%	83%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	1,363	85%	1,222	84%		86%	86%	91%	88%

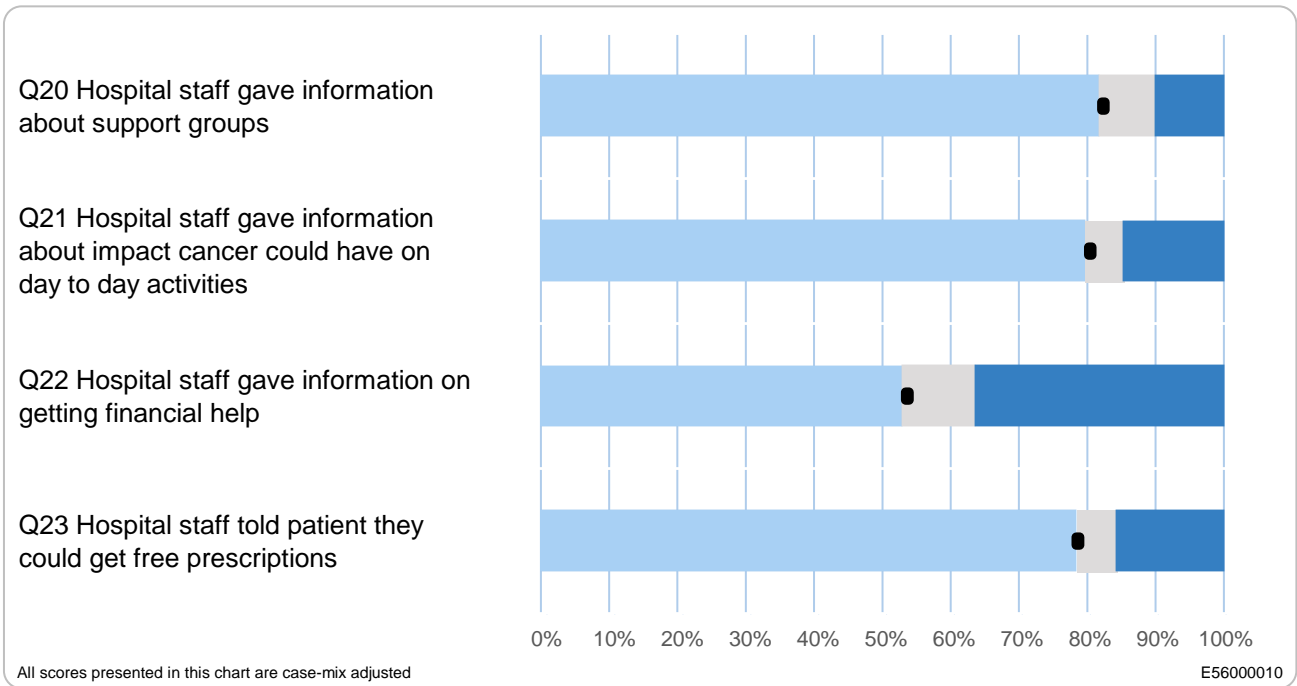
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Support for people with cancer



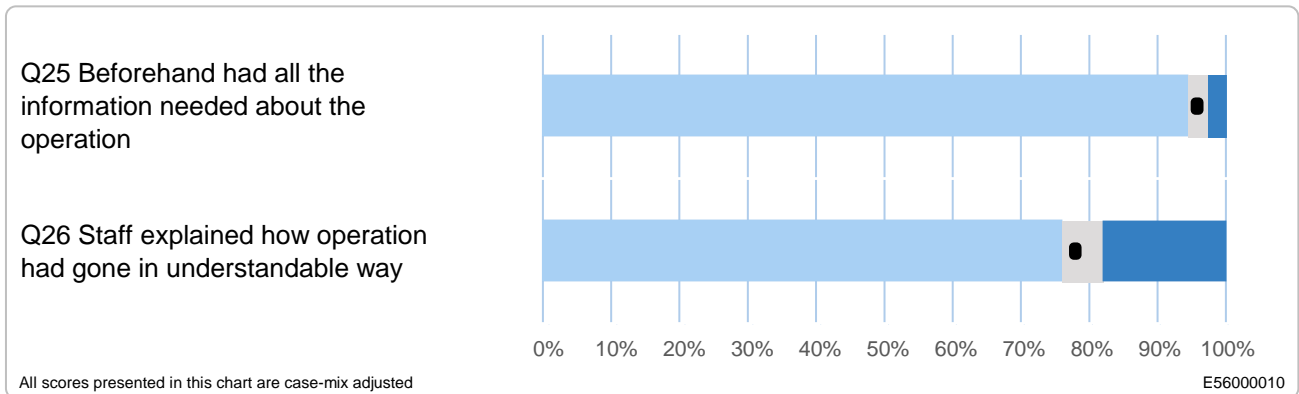
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	1,383	85%	1,252	82%		82%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,288	81%	1,127	80%		80%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,018	57%	894	54%		53%	53%	64%	58%
Q23 Hospital staff told patient they could get free prescriptions	969	81%	875	77%		78%	78%	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



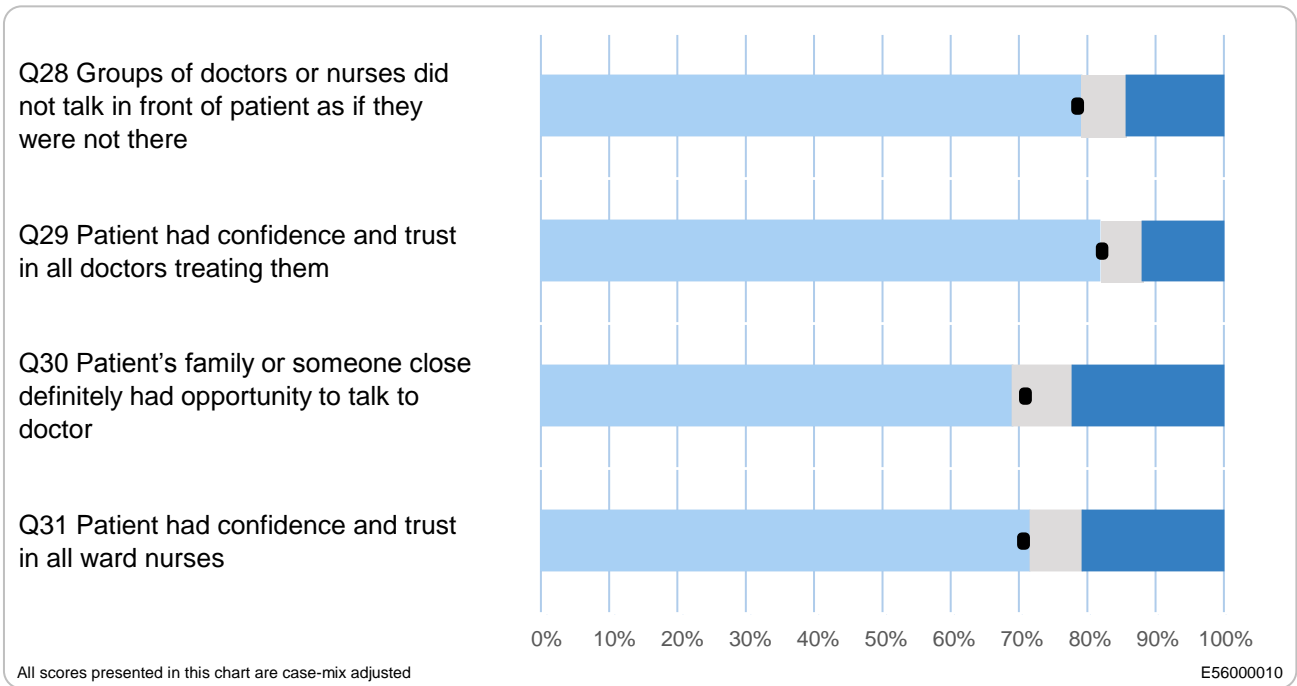
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q25 Beforehand had all the information needed about the operation	880	95%	850	95%		96%	95%	97%	96%
Q26 Staff explained how operation had gone in understandable way	888	77%	847	77%		78%	76%	82%	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)



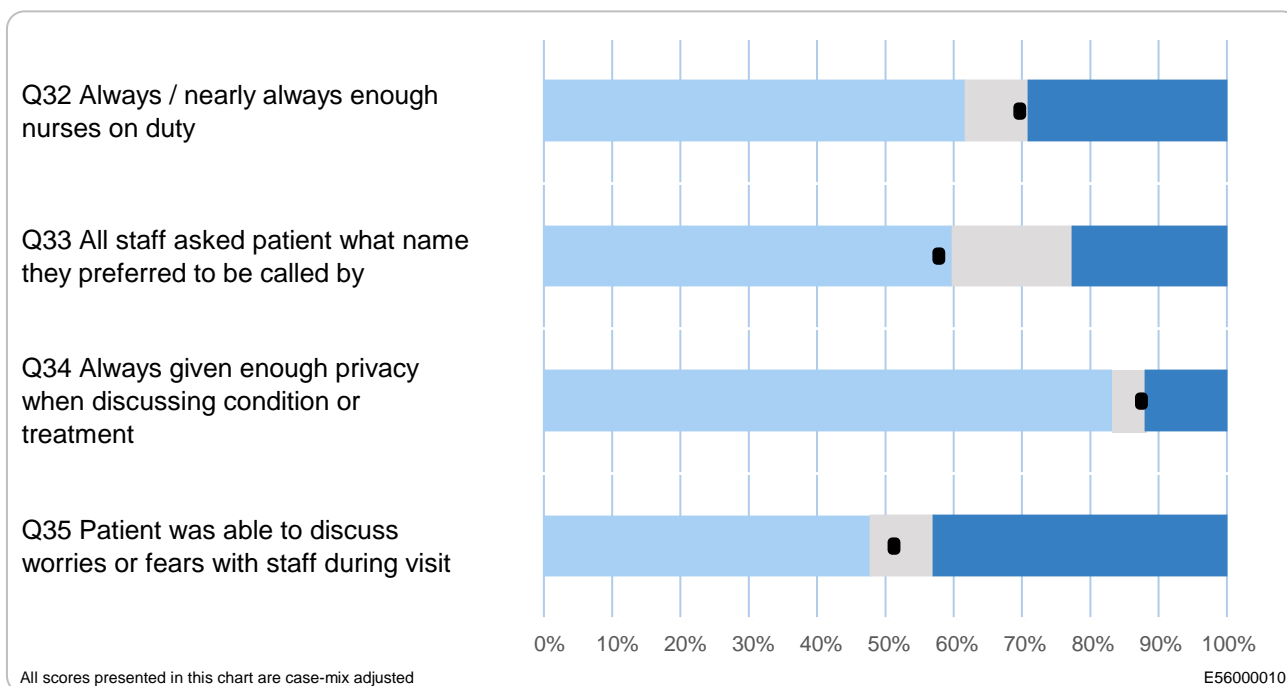
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,018	76%	915	77%		78%	79%	86%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,031	80%	916	81%		82%	82%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	869	70%	755	71%		71%	69%	78%	73%
Q31 Patient had confidence and trust in all ward nurses	1,028	71%	914	70%		70%	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)



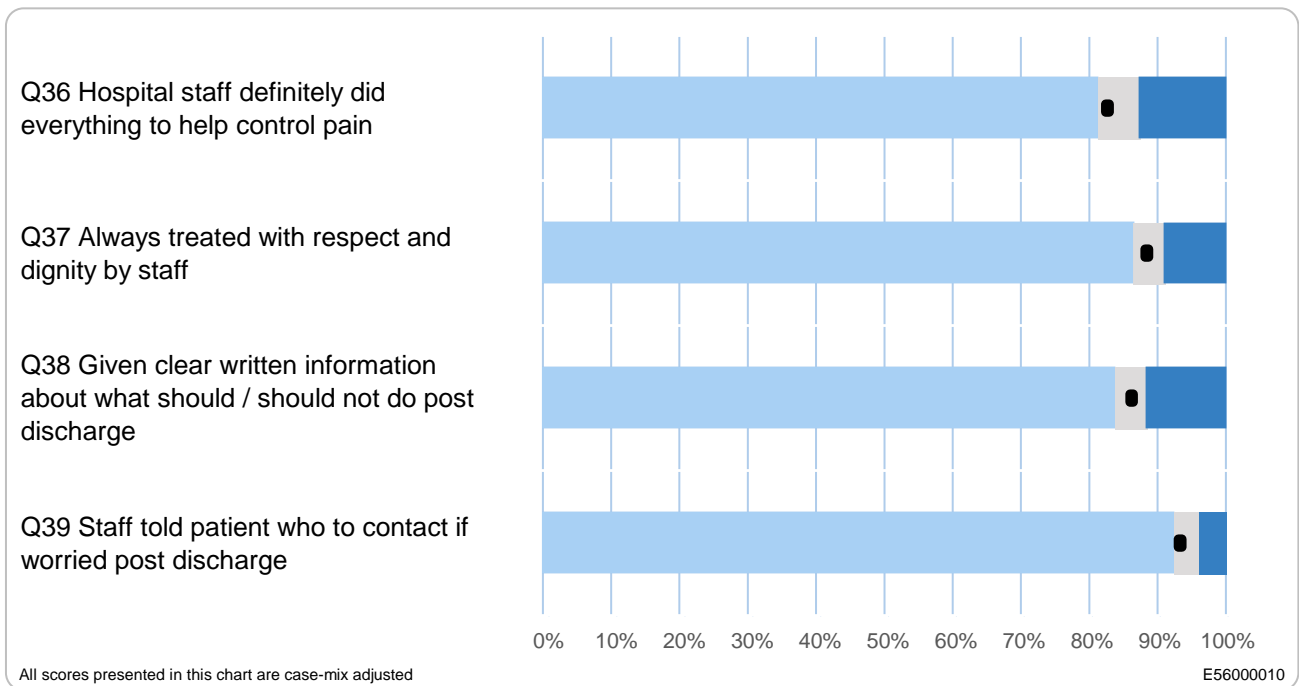
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017		Change 2016-2017	National Average Score	2017 Score	Expected range - lower	Expected range - upper	
Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	1,031	68%	909	69%		69%	62%	71%	66%
Q33 All staff asked patient what name they preferred to be called by	1,022	59%	904	57%		58%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,028	83%	913	87%		87%	83%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	796	52%	680	51%		51%	48%	57%	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)



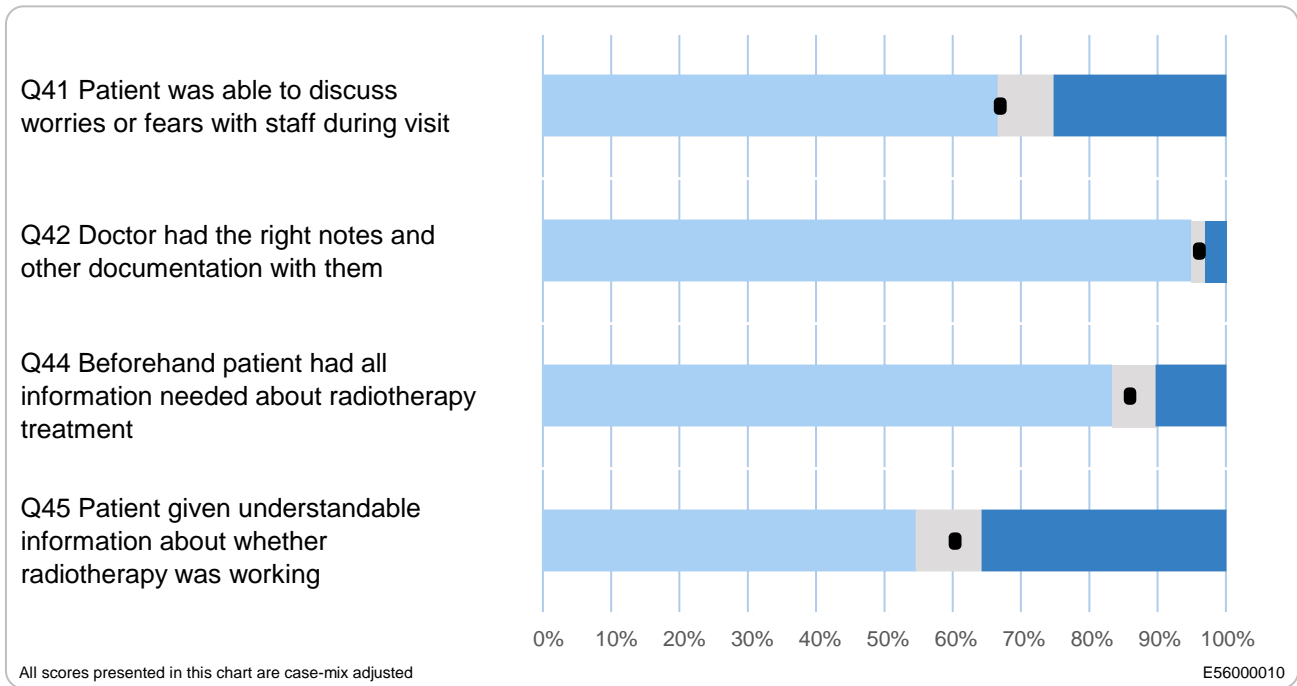
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	929	81%	804	81%		82%	81%	87%	84%
Q37 Always treated with respect and dignity by staff	1,035	87%	915	88%		88%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	970	87%	843	86%		86%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,000	95%	887	93%		93%	92%	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)



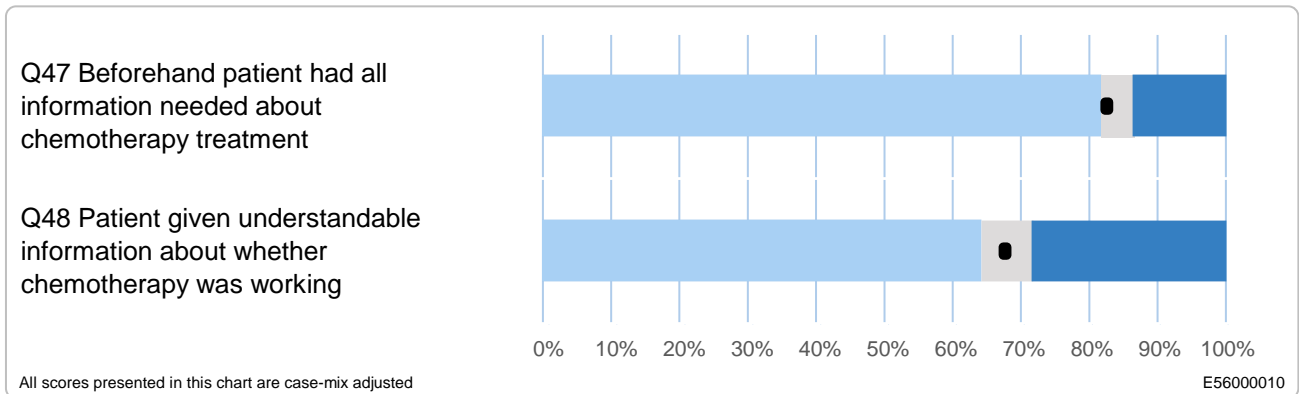
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	1,362	67%	1,224	66%		67%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	1,613	95%	1,466	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	490	85%	439	85%		86%	83%	90%	87%
Q45 Patient given understandable information about whether radiotherapy was working	431	58%	397	60%		60%	55%	64%	59%

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

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

Cancer Alliance results

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



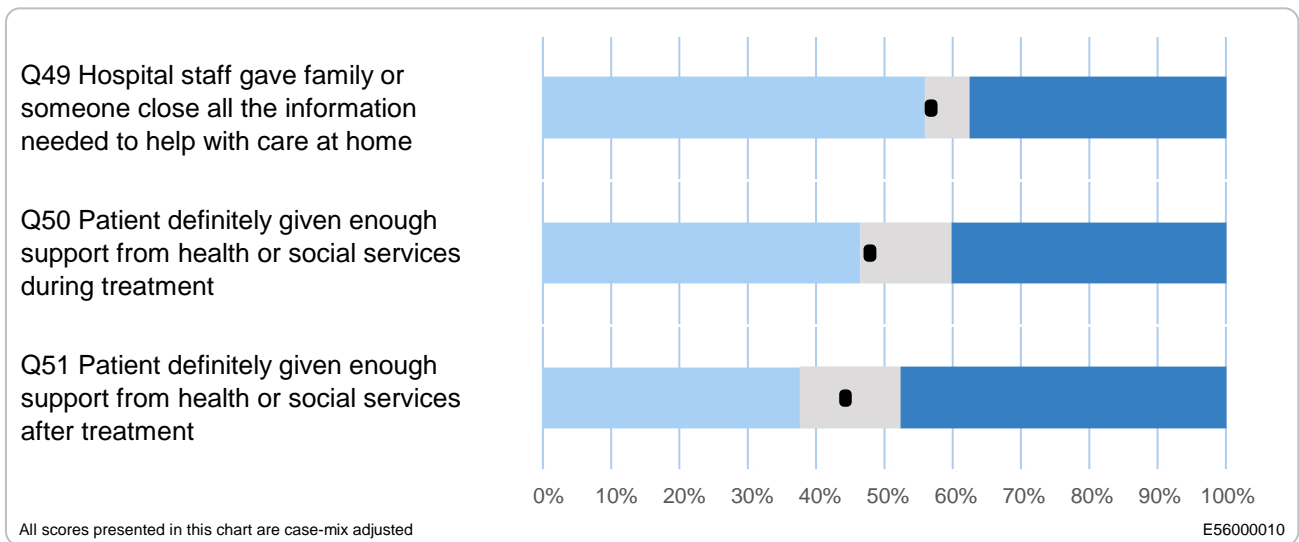
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	983	85%	911	82%		82%	82%	87%	84%
Q48 Patient given understandable information about whether chemotherapy was working	901	68%	832	67%		67%	64%	72%	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



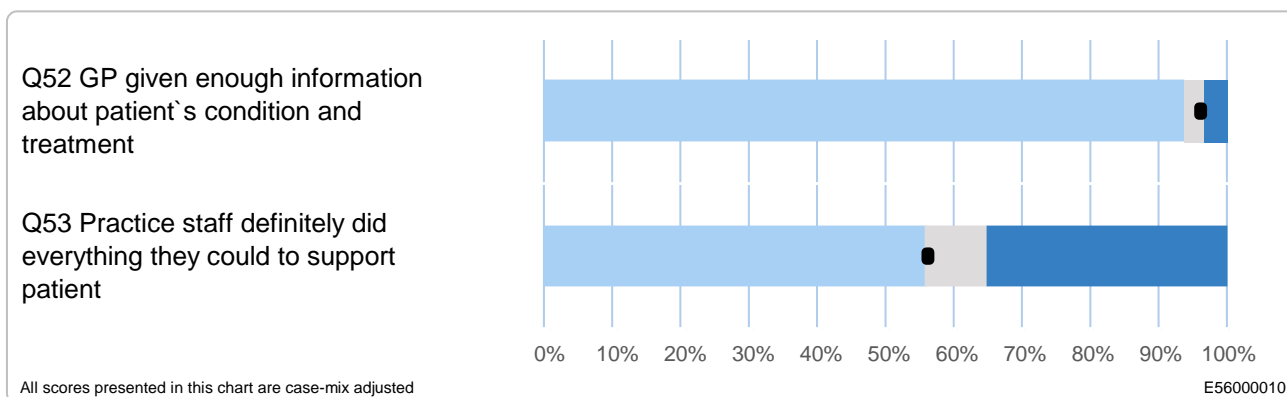
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,451	56%	1,283	56%		57%	56%	63%	59%
Q50 Patient definitely given enough support from health or social services during treatment	992	48%	879	46%		48%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	635	40%	567	42%		44%	38%	52%	45%

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

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

Cancer Alliance results

Care from your general practice



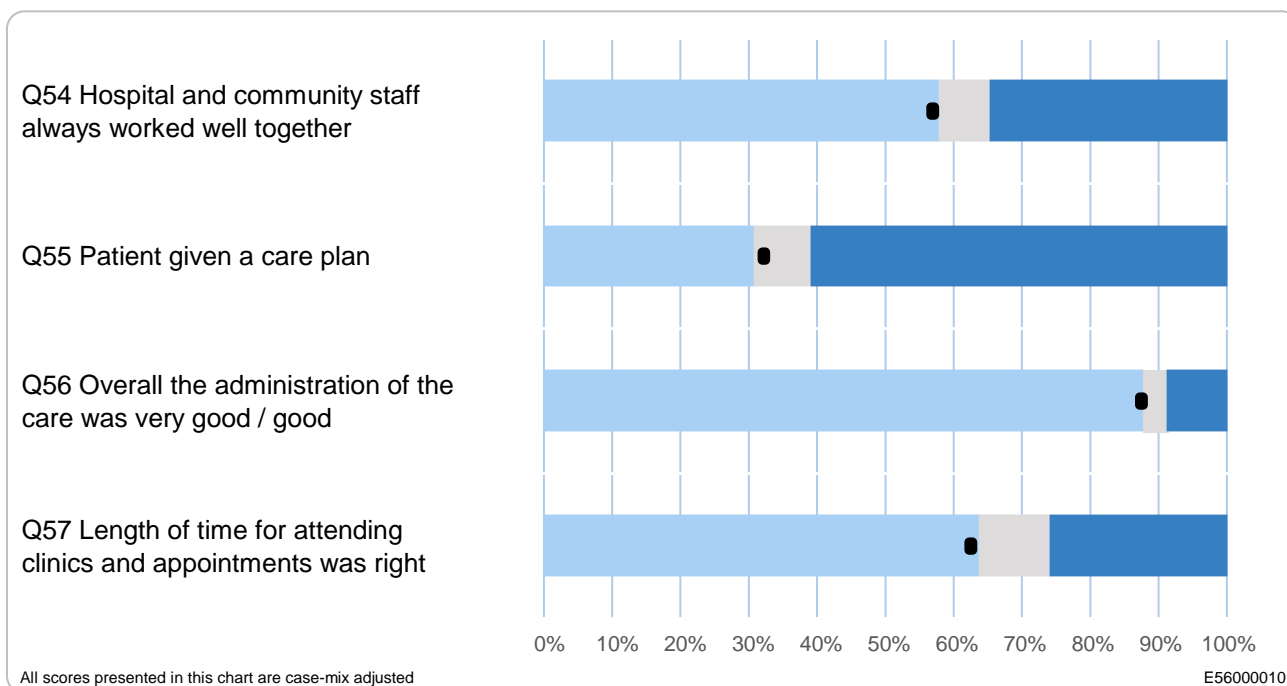
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	1,590	94%	1,393	95%		96%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	1,245	56%	1,069	55%		56%	56%	65%	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)



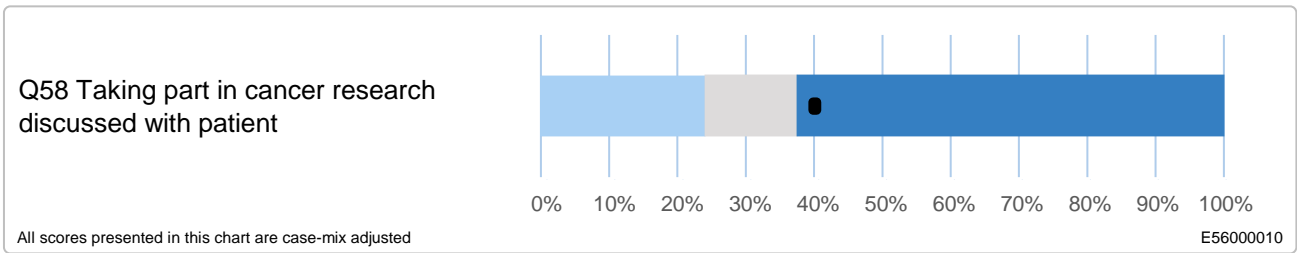
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	1,739	54%	1,574	56%	57%	58%	65%	62%	
Q55 Patient given a care plan	1,351	32%	1,271	33%	32%	31%	39%	35%	
Q56 Overall the administration of the care was very good / good	1,792	88%	1,630	87%	87%	88%	91%	90%	
Q57 Length of time for attending clinics and appointments was right	1,774	61%	1,614	62%	62%	64%	74%	69%	

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

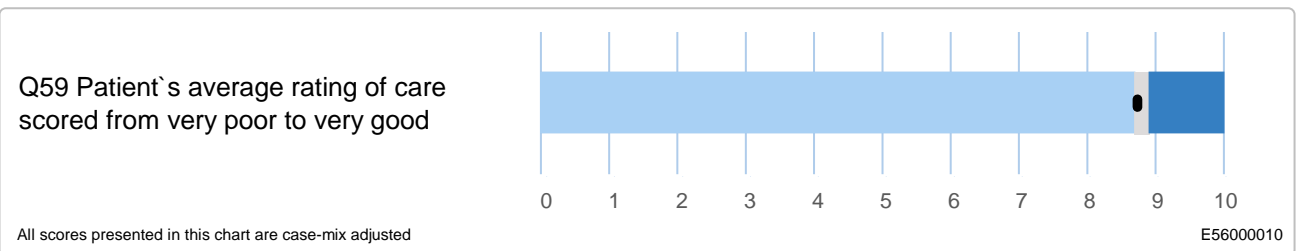
* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q58 Taking part in cancer research discussed with patient	1,697	38%	1,546	41%		40%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q59 Patient`s average rating of care scored from very poor to very good	1,745	8.7	1,598	8.7		8.7	8.7	8.9	8.8

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

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

Comparisons by tumour group for this Cancer Alliance

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

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	68%	*	82%
Breast	94%	94%	88%	90%
Colorectal / LGT	78%	72%	82%	82%
Gynaecological	71%	76%	72%	81%
Haematological	58%	64%	81%	82%
Head and Neck	76%	77%	82%	79%
Lung	57%	68%	79%	83%
Prostate	71%	79%	83%	87%
Sarcoma	*	67%	*	67%
Skin	87%	90%	76%	86%
Upper Gastro	65%	72%	73%	79%
Urological	74%	82%	86%	86%
Other	73%	72%	71%	79%
All Cancers	76%	77%	82%	84%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
South East London

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	94%	95%	90%	92%	80%	83%
Colorectal / LGT	96%	96%	91%	88%	82%	82%
Gynaecological	95%	93%	90%	86%	77%	76%
Haematological	93%	94%	92%	89%	71%	76%
Head and Neck	100%	91%	93%	86%	63%	77%
Lung	93%	95%	89%	88%	73%	78%
Prostate	94%	94%	87%	87%	83%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	100%	95%	98%	87%	91%	84%
Upper Gastro	92%	93%	85%	84%	73%	75%
Urological	96%	94%	90%	88%	84%	79%
Other	92%	95%	82%	87%	72%	77%
All Cancers	95%	95%	90%	88%	79%	79%

§ These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	79%	84%	84%	89%	74%	78%	72%	77%
Colorectal / LGT	85%	82%	84%	86%	73%	79%	72%	72%
Gynaecological	75%	71%	71%	82%	73%	73%	58%	71%
Haematological	63%	72%	80%	83%	61%	59%	76%	76%
Head and Neck	68%	73%	82%	85%	66%	74%	68%	65%
Lung	75%	77%	85%	83%	74%	75%	64%	65%
Prostate	71%	79%	84%	85%	76%	79%	78%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	73%	66%	86%	88%	80%	81%	82%	83%
Upper Gastro	79%	78%	81%	80%	68%	73%	57%	66%
Urological	80%	73%	80%	83%	84%	77%	71%	73%
Other	73%	75%	75%	82%	61%	71%	55%	64%
All Cancers	75%	77%	82%	85%	72%	73%	71%	73%

§ 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	*	81%	*	75%	*	65%
Breast	79%	84%	74%	75%	66%	70%
Colorectal / LGT	87%	86%	76%	77%	68%	71%
Gynaecological	76%	84%	76%	76%	70%	67%
Haematological	74%	80%	68%	70%	59%	65%
Head and Neck	82%	84%	62%	69%	68%	67%
Lung	78%	84%	68%	75%	64%	69%
Prostate	84%	83%	77%	73%	68%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	93%	88%	76%	77%	82%	73%
Upper Gastro	73%	82%	68%	71%	59%	65%
Urological	80%	82%	84%	71%	70%	62%
Other	73%	80%	67%	72%	51%	64%
All Cancers	80%	83%	73%	73%	65%	67%

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	*	55%	*	75%
Breast	54%	57%	76%	79%
Colorectal / LGT	52%	59%	74%	81%
Gynaecological	49%	54%	73%	79%
Haematological	48%	50%	69%	77%
Head and Neck	61%	58%	74%	77%
Lung	46%	54%	73%	79%
Prostate	64%	64%	79%	81%
Sarcoma	*	53%	*	77%
Skin	71%	66%	88%	86%
Upper Gastro	45%	52%	73%	77%
Urological	70%	53%	79%	76%
Other	43%	51%	68%	75%
All Cancers	53%	56%	76%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
South East London

Clinical Nurse Specialist

Cancer type	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	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	95%	95%	81%	86%	82%	88%
Colorectal / LGT	91%	92%	84%	88%	86%	89%
Gynaecological	96%	94%	76%	85%	84%	87%
Haematological	93%	91%	85%	88%	89%	88%
Head and Neck	89%	89%	87%	88%	89%	88%
Lung	87%	94%	78%	87%	85%	87%
Prostate	85%	90%	80%	84%	84%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	96%	90%	86%	88%	97%	93%
Upper Gastro	96%	92%	70%	86%	71%	87%
Urological	78%	83%	87%	85%	86%	88%
Other	90%	89%	76%	85%	80%	86%
All Cancers	91%	91%	81%	86%	86%	88%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
South East London

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	*	88%	*	82%	*	74%	*	78%
Breast	87%	90%	84%	86%	62%	62%	77%	81%
Colorectal / LGT	76%	86%	77%	83%	53%	55%	78%	84%
Gynaecological	81%	85%	71%	81%	52%	59%	63%	77%
Haematological	78%	84%	77%	83%	51%	59%	84%	86%
Head and Neck	83%	84%	72%	82%	67%	61%	64%	82%
Lung	87%	85%	82%	80%	58%	69%	79%	85%
Prostate	84%	89%	86%	85%	52%	49%	84%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	90%	87%	92%	83%	*	56%	87%	62%
Upper Gastro	82%	84%	77%	82%	52%	61%	81%	84%
Urological	77%	78%	81%	74%	46%	39%	68%	71%
Other	74%	82%	74%	78%	37%	57%	72%	81%
All Cancers	82%	86%	80%	82%	53%	58%	78%	81%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2017
South East London

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA §	National	This CA §	National
Brain / CNS	*	93%	*	76%
Breast	96%	97%	75%	79%
Colorectal / LGT	96%	96%	83%	83%
Gynaecological	95%	96%	73%	80%
Haematological	88%	93%	69%	75%
Head and Neck	83%	96%	48%	77%
Lung	93%	95%	85%	78%
Prostate	97%	96%	84%	78%
Sarcoma	*	94%	*	78%
Skin	97%	96%	91%	84%
Upper Gastro	98%	96%	71%	78%
Urological	99%	95%	82%	76%
Other	91%	95%	68%	78%
All Cancers	96%	96%	78%	79%

§ 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	83%	89%	83%	87%	71%	76%	73%	78%
Colorectal / LGT	76%	78%	85%	86%	68%	73%	66%	71%
Gynaecological	77%	86%	75%	86%	67%	74%	61%	72%
Haematological	73%	81%	75%	81%	66%	75%	68%	75%
Head and Neck	86%	81%	69%	84%	75%	73%	76%	72%
Lung	79%	76%	79%	82%	75%	75%	65%	76%
Prostate	82%	86%	90%	90%	77%	75%	79%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	96%	89%	91%	90%	*	79%	91%	83%
Upper Gastro	53%	74%	75%	83%	69%	71%	68%	71%
Urological	73%	80%	86%	86%	84%	69%	71%	78%
Other	68%	80%	77%	81%	57%	71%	63%	72%
All Cancers	78%	82%	82%	85%	71%	73%	70%	76%

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	74%	70%	52%	64%	87%	87%	53%	56%
Colorectal / LGT	64%	62%	53%	71%	91%	85%	52%	53%
Gynaecological	66%	65%	40%	65%	78%	82%	43%	52%
Haematological	58%	63%	58%	69%	86%	86%	53%	55%
Head and Neck	75%	63%	66%	68%	83%	85%	*	53%
Lung	63%	69%	64%	72%	82%	84%	57%	49%
Prostate	76%	71%	65%	69%	94%	89%	58%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	86%	76%	55%	71%	100%	89%	*	58%
Upper Gastro	64%	63%	68%	76%	88%	84%	42%	50%
Urological	71%	69%	72%	72%	83%	85%	43%	46%
Other	64%	62%	53%	69%	80%	83%	50%	48%
All Cancers	69%	66%	58%	69%	87%	86%	51%	53%

[§] These are unadjusted scores

National Cancer Patient Experience Survey 2017
South East London

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	80%	87%	88%	90%	91%	92%	97%	96%
Colorectal / LGT	82%	85%	85%	87%	79%	84%	92%	94%
Gynaecological	78%	84%	86%	87%	86%	87%	91%	93%
Haematological	76%	82%	83%	90%	80%	80%	87%	96%
Head and Neck	83%	82%	90%	87%	*	85%	96%	92%
Lung	85%	85%	88%	89%	90%	83%	92%	92%
Prostate	84%	86%	91%	91%	97%	89%	97%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	*	87%	100%	93%	95%	91%	100%	96%
Upper Gastro	83%	82%	88%	87%	80%	82%	95%	94%
Urological	81%	82%	90%	89%	89%	86%	92%	91%
Other	81%	83%	87%	88%	79%	81%	91%	93%
All Cancers	82%	84%	88%	89%	86%	86%	93%	94%

§ 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	*	67%	*	97%	*	91%	*	59%
Breast	65%	71%	94%	96%	87%	88%	60%	59%
Colorectal / LGT	65%	74%	95%	96%	80%	85%	53%	58%
Gynaecological	65%	69%	100%	96%	81%	85%	*	65%
Haematological	68%	73%	98%	97%	*	83%	*	60%
Head and Neck	72%	70%	100%	96%	*	86%	*	64%
Lung	68%	70%	95%	95%	85%	86%	63%	58%
Prostate	69%	74%	96%	96%	85%	88%	71%	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	82%	72%	96%	96%	*	77%	*	70%
Upper Gastro	63%	70%	90%	95%	81%	86%	*	56%
Urological	63%	66%	96%	96%	*	84%	*	54%
Other	58%	68%	96%	95%	93%	87%	60%	59%
All Cancers	67%	71%	96%	96%	86%	87%	60%	59%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	83%	*	63%
Breast	81%	83%	65%	62%
Colorectal / LGT	82%	84%	65%	66%
Gynaecological	86%	86%	70%	67%
Haematological	84%	84%	72%	75%
Head and Neck	*	78%	*	58%
Lung	79%	85%	65%	69%
Prostate	83%	86%	68%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	88%	84%	55%	64%
Urological	79%	84%	68%	69%
Other	76%	85%	63%	69%
All Cancers	82%	84%	67%	68%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
South East London

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	*	57%	*	49%	*	44%
Breast	55%	59%	48%	53%	38%	42%
Colorectal / LGT	59%	62%	53%	62%	51%	52%
Gynaecological	58%	57%	46%	47%	35%	38%
Haematological	53%	61%	41%	52%	44%	45%
Head and Neck	71%	63%	73%	56%	65%	50%
Lung	49%	58%	49%	51%	44%	42%
Prostate	58%	60%	49%	50%	47%	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	74%	67%	*	61%	*	59%
Upper Gastro	59%	59%	29%	53%	16%	45%
Urological	66%	58%	39%	48%	32%	45%
Other	45%	56%	41%	53%	38%	45%
All Cancers	57%	59%	48%	53%	44%	45%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
South East London

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 CA §	National	This CA §	National
Brain / CNS	*	94%	*	52%
Breast	95%	96%	57%	61%
Colorectal / LGT	95%	95%	58%	60%
Gynaecological	93%	95%	46%	56%
Haematological	97%	96%	49%	58%
Head and Neck	97%	93%	68%	60%
Lung	91%	95%	50%	60%
Prostate	96%	96%	66%	67%
Sarcoma	*	94%	*	55%
Skin	100%	96%	52%	69%
Upper Gastro	95%	93%	54%	60%
Urological	98%	95%	58%	62%
Other	94%	95%	45%	58%
All Cancers	96%	95%	56%	60%

§ 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 CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	53%	*	35%	*	85%	*	68%
Breast	55%	62%	35%	38%	89%	91%	57%	68%
Colorectal / LGT	53%	61%	31%	38%	86%	89%	62%	71%
Gynaecological	52%	58%	26%	31%	90%	89%	67%	67%
Haematological	53%	63%	35%	34%	88%	92%	55%	65%
Head and Neck	65%	59%	58%	35%	90%	88%	79%	68%
Lung	46%	63%	34%	33%	79%	90%	69%	71%
Prostate	67%	66%	38%	36%	87%	89%	68%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	77%	70%	42%	44%	94%	89%	82%	75%
Upper Gastro	58%	57%	27%	34%	88%	87%	58%	68%
Urological	61%	63%	26%	30%	90%	87%	69%	75%
Other	48%	57%	25%	30%	83%	88%	53%	65%
All Cancers	57%	62%	32%	35%	87%	90%	62%	69%

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	*	33%	*	8.5
Breast	39%	31%	8.7	8.9
Colorectal / LGT	37%	30%	8.7	8.8
Gynaecological	44%	36%	8.6	8.8
Haematological	39%	33%	8.7	8.9
Head and Neck	27%	18%	8.8	8.7
Lung	39%	36%	8.5	8.7
Prostate	53%	35%	8.8	8.8
Sarcoma	*	39%	*	8.6
Skin	53%	18%	9.3	8.9
Upper Gastro	49%	34%	8.5	8.7
Urological	35%	20%	8.9	8.7
Other	40%	33%	8.4	8.7
All Cancers	40%	31%	8.7	8.8

[§] 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%
E56000010	3,354	220	3,134	1,410	63	1,661	50%

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	10
Breast	392
Gynaecological	96
Colorectal / LGT	204
Lung	110
Skin	51
Haematological	254
Upper Gastro	85
Other	141
Urological	102
Prostate	161
Sarcoma	16
Head and Neck	39

* 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	5	9	13	68	177	245	167	40	724
Female	1	28	43	168	216	273	185	23	937
Total	6	37	56	236	393	518	352	63	1,661

National Cancer Patient Experience Survey 2017

South East London

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification			
RJ1	Guy's and St Thomas' NHS Foundation Trust	7	41	4	
RJ2	Lewisham and Greenwich NHS Trust	11	41		
RJZ	King's College Hospital NHS Foundation Trust	15	36	1	

National Cancer Patient Experience Survey 2017

South East London

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	
E56000010	South East London	1,598	8.73	
RJ1	Guy's and St Thomas' NHS Foundation Trust	904	8.86	
RJZ	King's College Hospital NHS Foundation Trust	653	8.62	
RJ2	Lewisham and Greenwich NHS Trust	217	8.61	

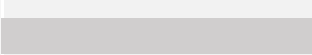
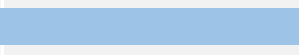
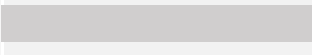
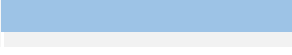
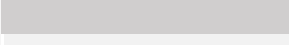
National Cancer Patient Experience Survey 2017

South East London

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%	
E56000010	South East London	1,593	75.6%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	898	78.1%	
RJZ	King's College Hospital NHS Foundation Trust	656	73.7%	
RJ2	Lewisham and Greenwich NHS Trust	217	73.2%	

National Cancer Patient Experience Survey 2017

South East London

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%	
E56000010	South East London	1,567	91.1%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	888	93.0%	
RJZ	King's College Hospital NHS Foundation Trust	639	89.3%	
RJ2	Lewisham and Greenwich NHS Trust	218	85.7%	

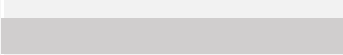
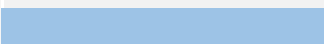
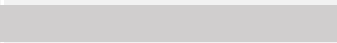

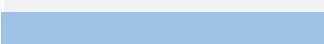
National Cancer Patient Experience Survey 2017

South East London

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%	
E56000010	South East London	1,279	81.4%	
RJ2	Lewisham and Greenwich NHS Trust	165	84.3%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	745	82.8%	
RJZ	King's College Hospital NHS Foundation Trust	513	81.2%	

National Cancer Patient Experience Survey 2017

South East London

Annex (continued)

Dashboard Questions - Trusts

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%	
E56000010	South East London	915	88.2%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	552	90.2%	
RJZ	King's College Hospital NHS Foundation Trust	381	85.9%	
RJ2	Lewisham and Greenwich NHS Trust	121	80.9%	

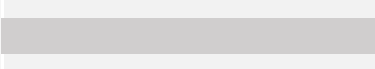
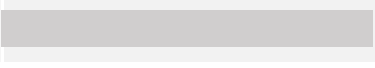
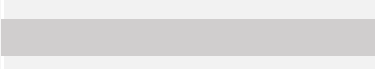
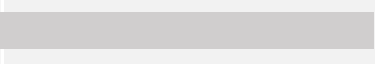
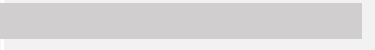
National Cancer Patient Experience Survey 2017

South East London

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%	
E56000010	South East London	887	93.0%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	533	95.0%	
RJZ	King's College Hospital NHS Foundation Trust	368	93.4%	
RJ2	Lewisham and Greenwich NHS Trust	117	90.4%	

National Cancer Patient Experience Survey 2017

South East London

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%	
E56000010	South East London	1,069	56.0%	
RJZ	King's College Hospital NHS Foundation Trust	412	59.9%	
RJ2	Lewisham and Greenwich NHS Trust	151	57.2%	
RJ1	Guy's and St Thomas' NHS Foundation Trust	626	55.8%	

National Cancer Patient Experience Survey 2017

South East London

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
07N	NHS Bexley CCG	1	49	2
08Q	NHS Southwark CCG	4	46	2
08L	NHS Lewisham CCG	5	45	2
07Q	NHS Bromley CCG	11	40	1
08K	NHS Lambeth CCG	12	39	1
08A	NHS Greenwich CCG	15	37	

**National Cancer Patient Experience Survey 2017
South East London**

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


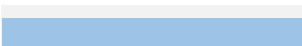

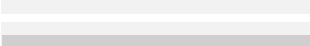
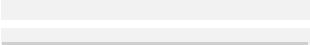
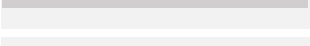

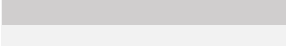
Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000010	South East London	1,598	8.73	
07N	NHS Bexley CCG	285	8.86	
08Q	NHS Southwark CCG	167	8.83	
07Q	NHS Bromley CCG	482	8.77	
08L	NHS Lewisham CCG	210	8.70	
08K	NHS Lambeth CCG	217	8.60	
08A	NHS Greenwich CCG	237	8.58	

National Cancer Patient Experience Survey 2017
South East London

Annex (continued)
Dashboard Questions - CCGs

Q16 Patient definitely involved in decisions about care and treatment

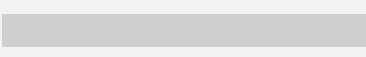
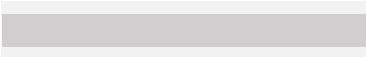
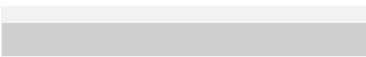
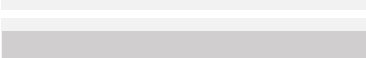
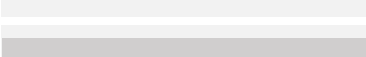

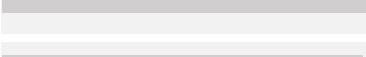

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000010	South East London	1,593	75.6%	
08L	NHS Lewisham CCG	215	77.3%	
07N	NHS Bexley CCG	285	77.1%	
08A	NHS Greenwich CCG	236	76.0%	
07Q	NHS Bromley CCG	476	75.7%	
08Q	NHS Southwark CCG	166	75.7%	
08K	NHS Lambeth CCG	215	71.0%	

**National Cancer Patient Experience Survey 2017
South East London**

Annex (continued)

Dashboard Questions - CCGs

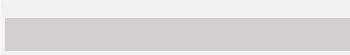
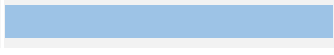
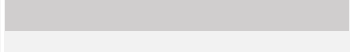
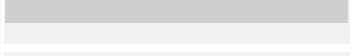

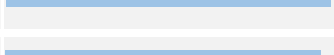
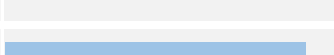

Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000010	South East London	1,567	91.1%	
08Q	NHS Southwark CCG	162	94.6%	
08K	NHS Lambeth CCG	215	94.5%	
08A	NHS Greenwich CCG	227	91.7%	
07N	NHS Bexley CCG	277	90.6%	
08L	NHS Lewisham CCG	214	89.6%	
07Q	NHS Bromley CCG	472	89.3%	

National Cancer Patient Experience Survey 2017
South East London

Annex (continued)
Dashboard Questions - CCGs

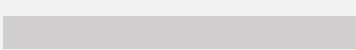
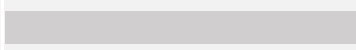
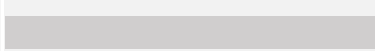
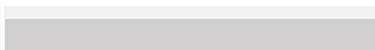

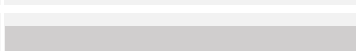
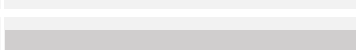
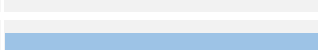
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000010	South East London	1,279	81.4%	
08L	NHS Lewisham CCG	181	85.3%	
07N	NHS Bexley CCG	229	85.2%	
08K	NHS Lambeth CCG	186	81.5%	
07Q	NHS Bromley CCG	360	80.8%	
08A	NHS Greenwich CCG	185	78.5%	
08Q	NHS Southwark CCG	138	74.6%	

National Cancer Patient Experience Survey 2017
South East London

Annex (continued)
Dashboard Questions - CCGs

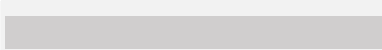
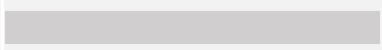
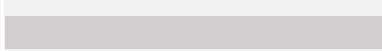
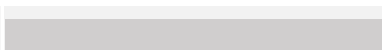

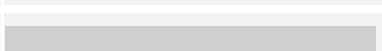
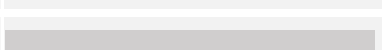
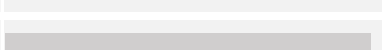
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000010	South East London	915	88.2%	
07N	NHS Bexley CCG	171	92.4%	
08Q	NHS Southwark CCG	99	92.0%	
08K	NHS Lambeth CCG	117	88.8%	
07Q	NHS Bromley CCG	280	88.1%	
08L	NHS Lewisham CCG	121	87.5%	
08A	NHS Greenwich CCG	127	78.7%	

National Cancer Patient Experience Survey 2017
South East London

Annex (continued)
Dashboard Questions - CCGs

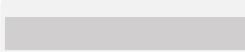
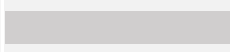
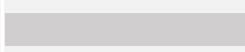
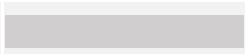
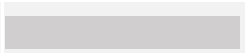
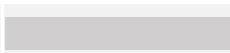
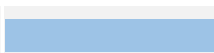
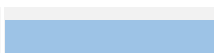
Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000010	South East London	887	93.0%	
08K	NHS Lambeth CCG	115	96.0%	
07N	NHS Bexley CCG	168	94.3%	
08Q	NHS Southwark CCG	97	92.6%	
07Q	NHS Bromley CCG	272	92.1%	
08A	NHS Greenwich CCG	119	91.9%	
08L	NHS Lewisham CCG	116	90.9%	

National Cancer Patient Experience Survey 2017
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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%	
E56000010	South East London	1,069	56.0%	
08K	NHS Lambeth CCG	159	59.4%	
08L	NHS Lewisham CCG	149	59.3%	
08A	NHS Greenwich CCG	165	58.2%	
08Q	NHS Southwark CCG	102	56.8%	
07Q	NHS Bromley CCG	293	52.6%	
07N	NHS Bexley CCG	201	51.9%	

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

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

Further details on the scoring methodology can be found in the technical document for the survey, available at: www.ncpes.co.uk

Case-mix adjustment

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

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



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

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

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

Further information on Quality Health is available at:

www.quality-health.co.uk

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

www.ncpes.co.uk