

National Cancer Patient Experience Survey

2018 Results

**The Clatterbridge Cancer Centre
NHS Foundation Trust**

Published September 2019

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



Introduction

The National Cancer Patient Experience Survey 2018 is the eighth 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/reports/2018-reports

Further details on the survey methodology and changes to the 2018 survey can be found in the Annex towards the end of this report.

This report

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

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

Data tables

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

Column 1 shows the number of respondents for 2017 to this question

Column 2 shows the unadjusted 2017 score for this Trust

Column 3 shows the number of respondents for 2018 to this question

Column 4 shows the unadjusted 2018 score for this Trust

Column 5 shows whether a score has significantly increased or decreased compared with the last survey (2017)

Column 6 shows whether a score has significantly increased or decreased overall (2015, 2016, 2017 and 2018)

Column 7 shows the case-mix adjusted 2018 score for this Trust

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

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

Column 10 shows the national average score for this question.

Data tables (continued)

The number of respondents and unadjusted scores in columns 1 to 4 in the data tables come from regression models used to perform comparisons between results in different years. For further details on these comparisons, please refer to the technical document at:

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 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	139	77%	179	75%			78%	71%	83%	77%
Q2	Patient thought they were seen as soon as necessary	179	85%	228	81%			82%	79%	88%	84%

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

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

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 2018 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". Trusts whose score is above the upper limit of the expected range (below the lower limit of the expected range) are positive (negative) outliers, with a score statistically significantly higher (lower) than the national mean. They perform better (worse) than what Trusts of the same size are expected to perform.

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

Comparability charts (continued)

The same colour convention has been used in Column 7 of the data tables.

For further details on expected ranges, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Tumour group tables

The final set of tables in this report show the scores for each question for each of the 13 tumour groups. The national score for that tumour group is also shown.

These breakdowns are intended as additional information for Trusts to understand the differences between the experiences of patients with different types of cancer. Scores for some tumour sites with small numbers (less than 21 respondents) are not presented as they have low precision. Scores in these tables should therefore be treated with some caution.

Scores are unadjusted mean scores. No measure of dispersion is presented. Scores for the same tumour and different Trusts may not be comparable, as they do not account for the impact that differing patient populations might have on results.

For further details on case-mix adjustment, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Year on Year Charts

The Year on Year charts in this report show four columns representing the unadjusted scores¹ of the last four years (2015, 2016, 2017 & 2018) for each question. These charts have been designed to provide a visual comparison to better help the Trusts understand their performance and areas for improvement.

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.

¹The unadjusted scores in the columns come from regression models used to perform comparisons between results in different years. For further details on these comparisons, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

How to use the data

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

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

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

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

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

Response rates

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

Executive Summary

9.0 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:

83% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

93% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

89% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

93% of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

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

62% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

Detailed results for these and other questions are set out in the sections that follow.

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

Questions which scored outside expected range

Question	Number of respondents for this Trust	2018 Case-mix Adjusted			National Average Score
		2018 Score for this Trust	Lower limit of expected range	Upper limit of expected range	

Hospital care as an inpatient

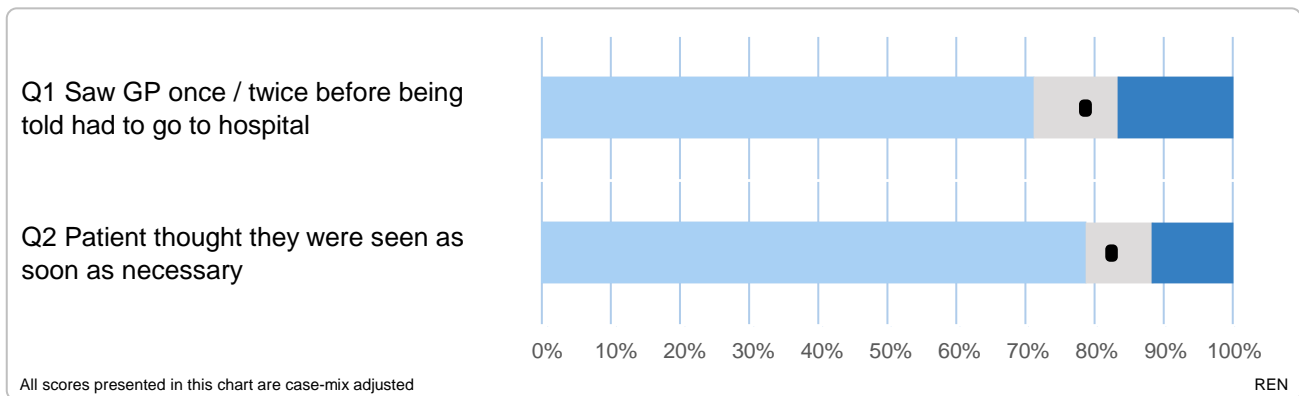
Q28	Groups of doctors or nurses did not talk in front of patient as if they were not there	117	89%	75%	89%	82%
Q31	Patient had confidence and trust in all ward nurses	117	85%	68%	83%	75%

Your overall NHS care

Q57	Length of time for attending clinics and appointments was right	223	78%	60%	78%	69%
Q59	Patient`s average rating of care scored from very poor to very good	225	9.05	8.60	9.00	8.80

Trust results

Seeing your GP



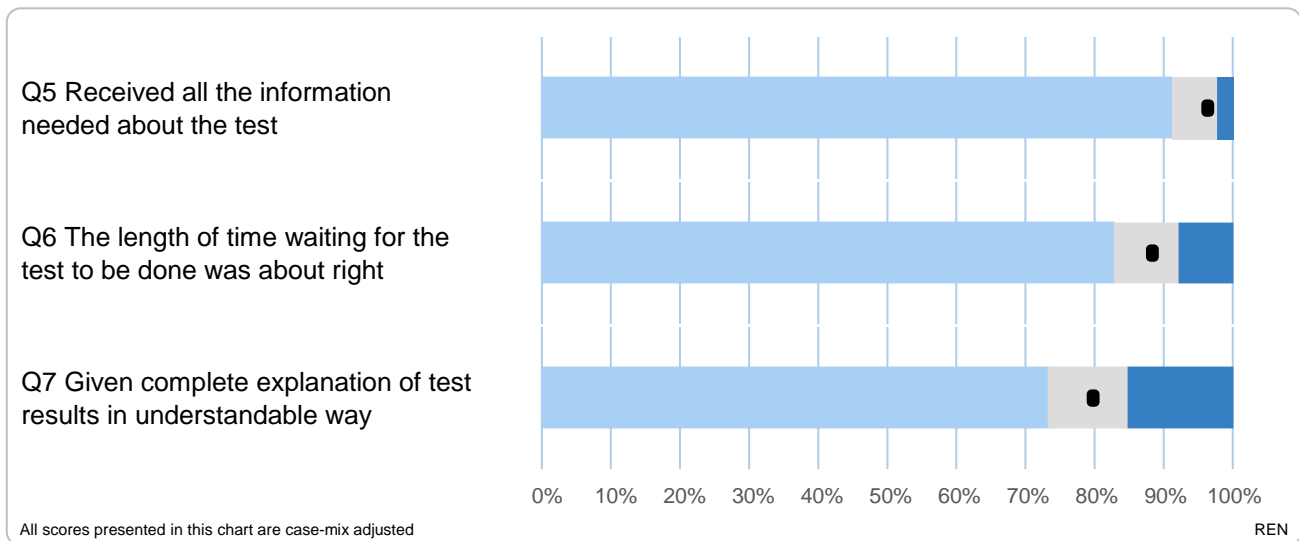
Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	139	77%	179	75%			78%	71%	83%	77%
Q2	Patient thought they were seen as soon as necessary	179	85%	228	81%			82%	79%	88%	84%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
(NB: No arrow reflects no statistically significant change)

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

Trust results

Diagnostic Tests

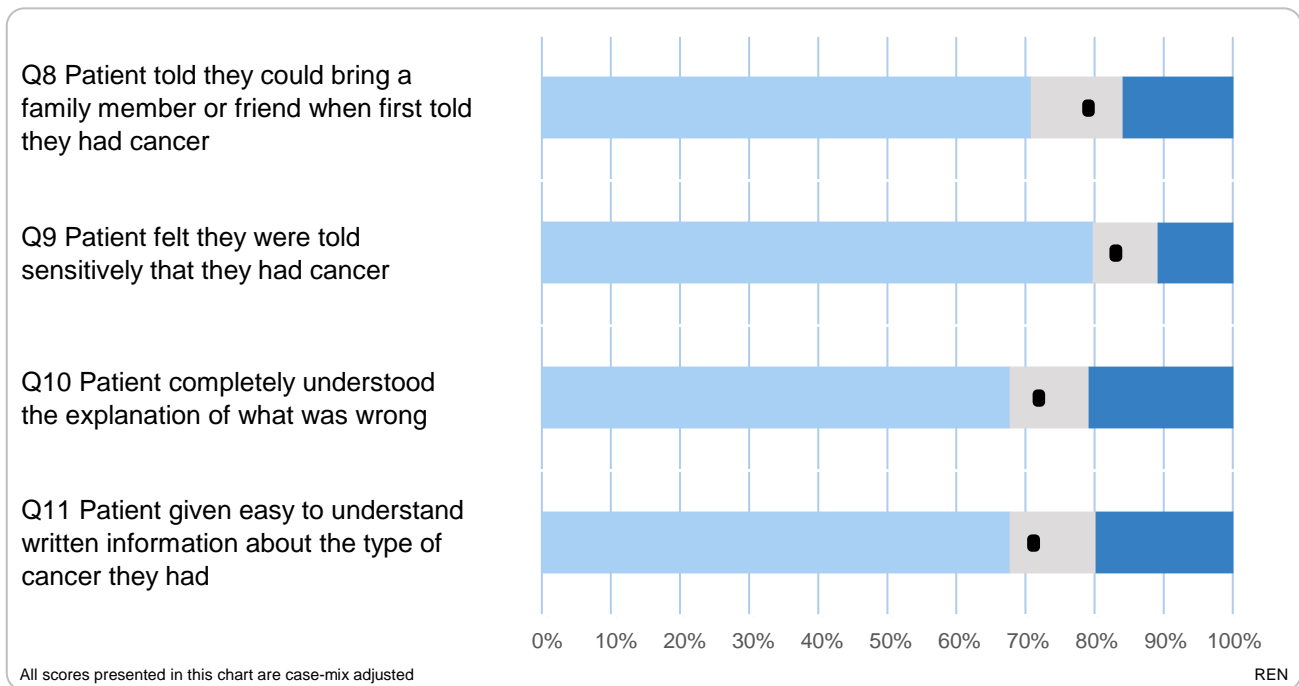


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q5	Received all the information needed about the test	162	94%	187	96%			96%	91%	98%	94%
Q6	The length of time waiting for the test to be done was about right	161	84%	187	87%			88%	83%	92%	88%
Q7	Given complete explanation of test results in understandable way	164	79%	192	78%			80%	73%	85%	79%

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Trust results

Finding out what was wrong with you

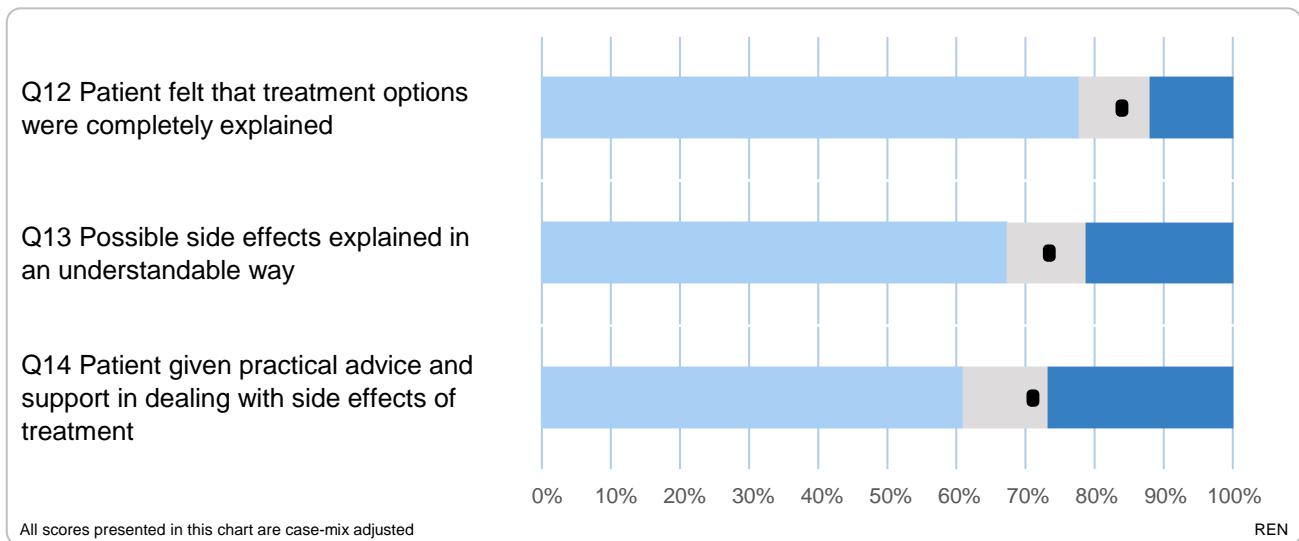


Question	Unadjusted Scores				2018 Case Mix Adjusted					
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score							
Q8 Patient told they could bring a family member or friend when first told they had cancer	174	83%	213	77%			79%	71%	84%	78%
Q9 Patient felt they were told sensitively that they had cancer	177	88%	222	82%			83%	80%	89%	85%
Q10 Patient completely understood the explanation of what was wrong	180	74%	230	69%			72%	68%	79%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	159	73%	207	72%			71%	68%	80%	74%

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Trust results

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



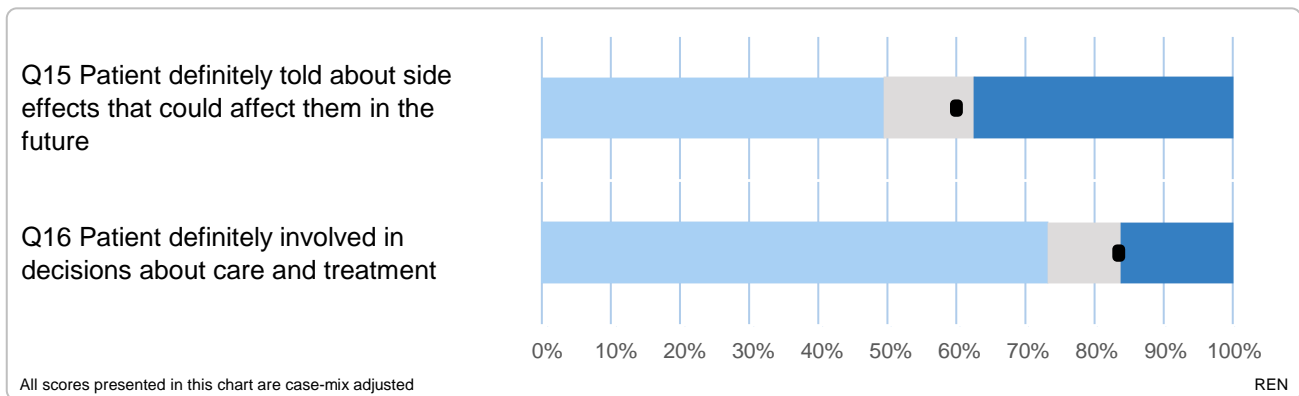
Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q12	Patient felt that treatment options were completely explained	162	88%	205	83%			84%	78%	88%	83%
Q13	Possible side effects explained in an understandable way	178	74%	228	72%			73%	67%	79%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	174	70%	227	71%			71%	61%	73%	67%

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Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
(NB: No arrow reflects no statistically significant change)

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Trust results

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

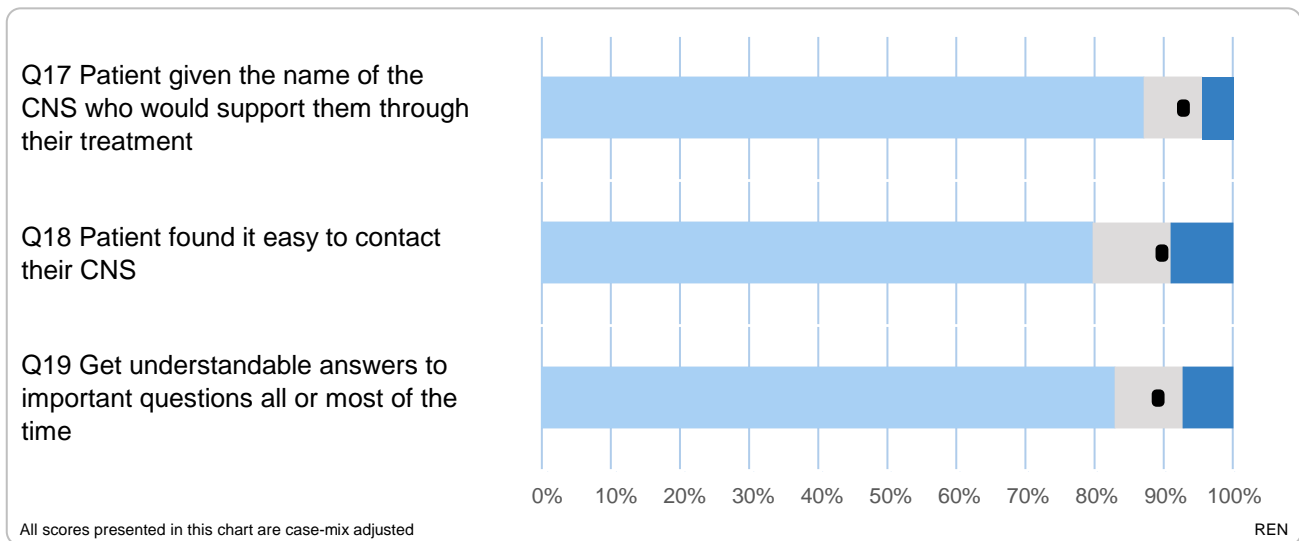


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	177	64%	220	62%			60%	50%	63%	56%
Q16 Patient definitely involved in decisions about care and treatment	179	75%	227	83%			83%	73%	84%	79%

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Trust results

Clinical Nurse Specialist

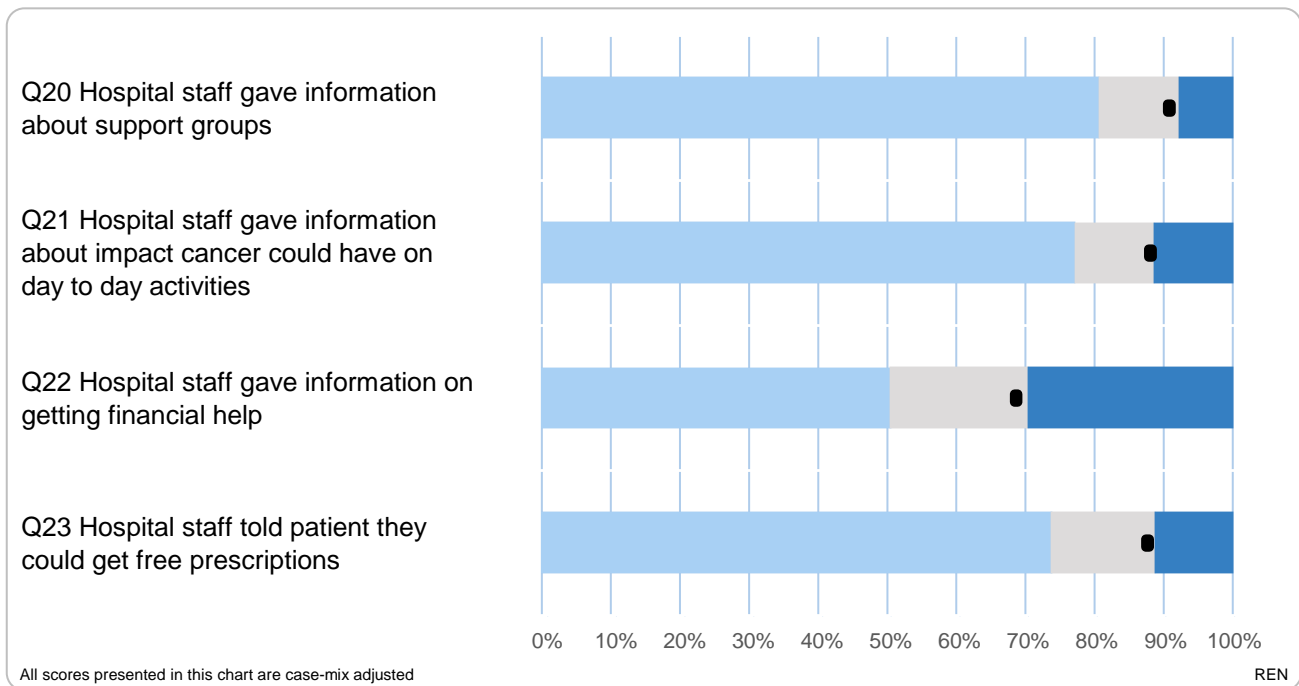


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q17	Patient given the name of the CNS who would support them through their treatment	175	91%	222	93%			93%	87%	96%	91%
Q18	Patient found it easy to contact their CNS	126	88%	185	90%			89%	80%	91%	85%
Q19	Get understandable answers to important questions all or most of the time	126	85%	175	89%			89%	83%	93%	88%

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Trust results

Support for people with cancer

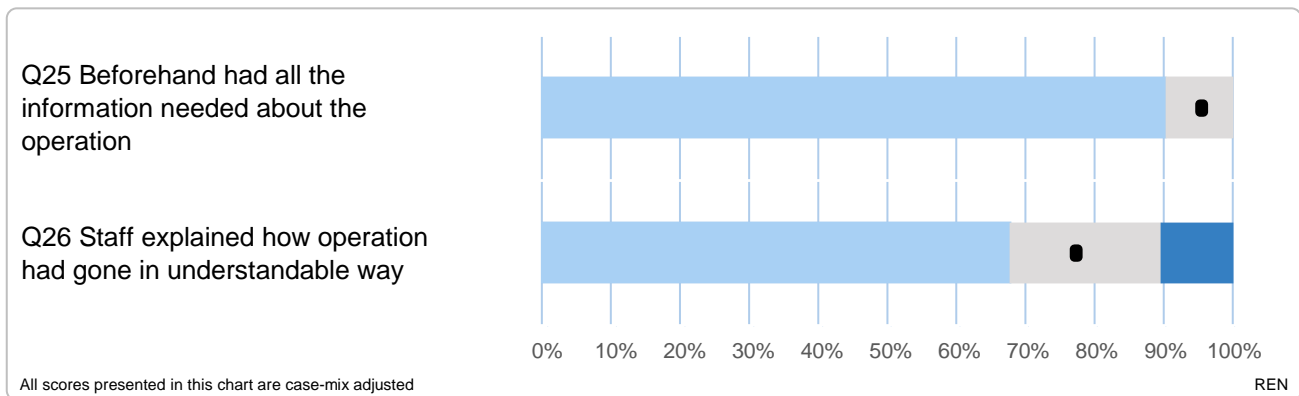


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	157	86%	187	90%			91%	81%	92%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	136	87%	167	89%			88%	77%	89%	83%
Q22 Hospital staff gave information on getting financial help	114	60%	139	70%			68%	51%	70%	60%
Q23 Hospital staff told patient they could get free prescriptions	84	82%	110	89%			87%	74%	89%	81%

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
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Trust results

Operations

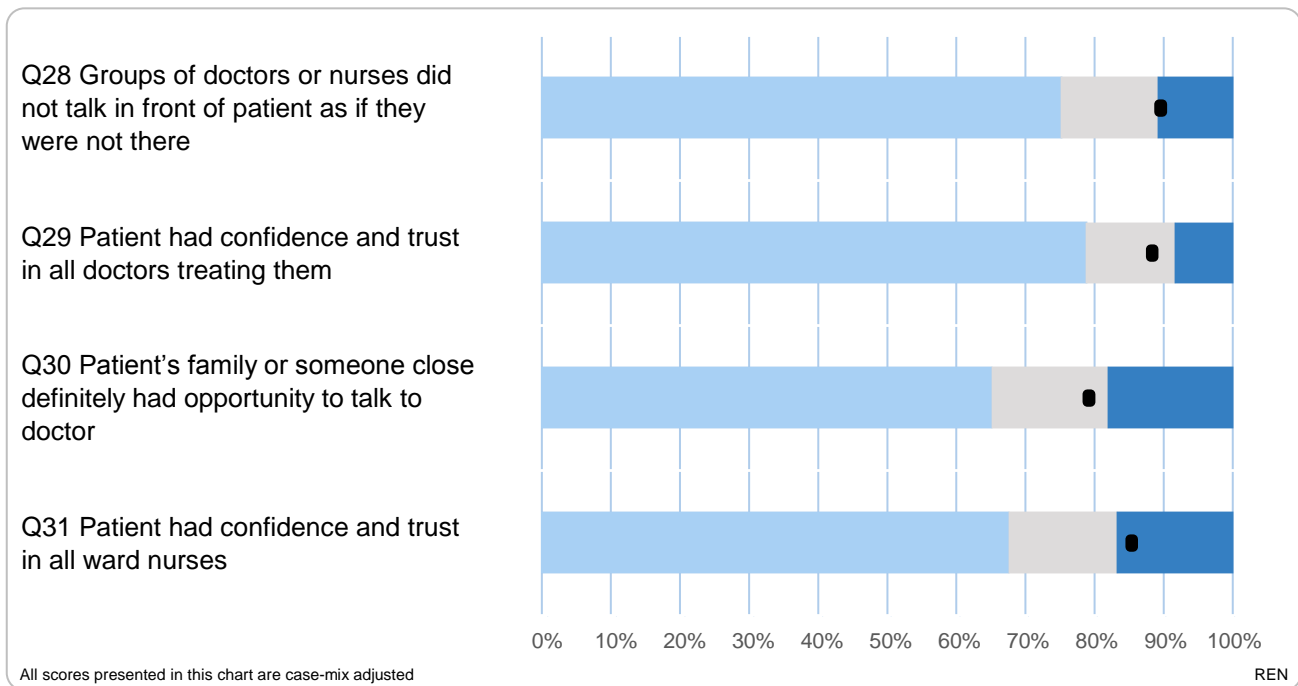


Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	47	94%	53	94%			95%	90%	100%	96%
Q26	Staff explained how operation had gone in understandable way	45	73%	54	76%			77%	68%	90%	79%

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Trust results

Hospital care as an inpatient (Part 1 of 3)

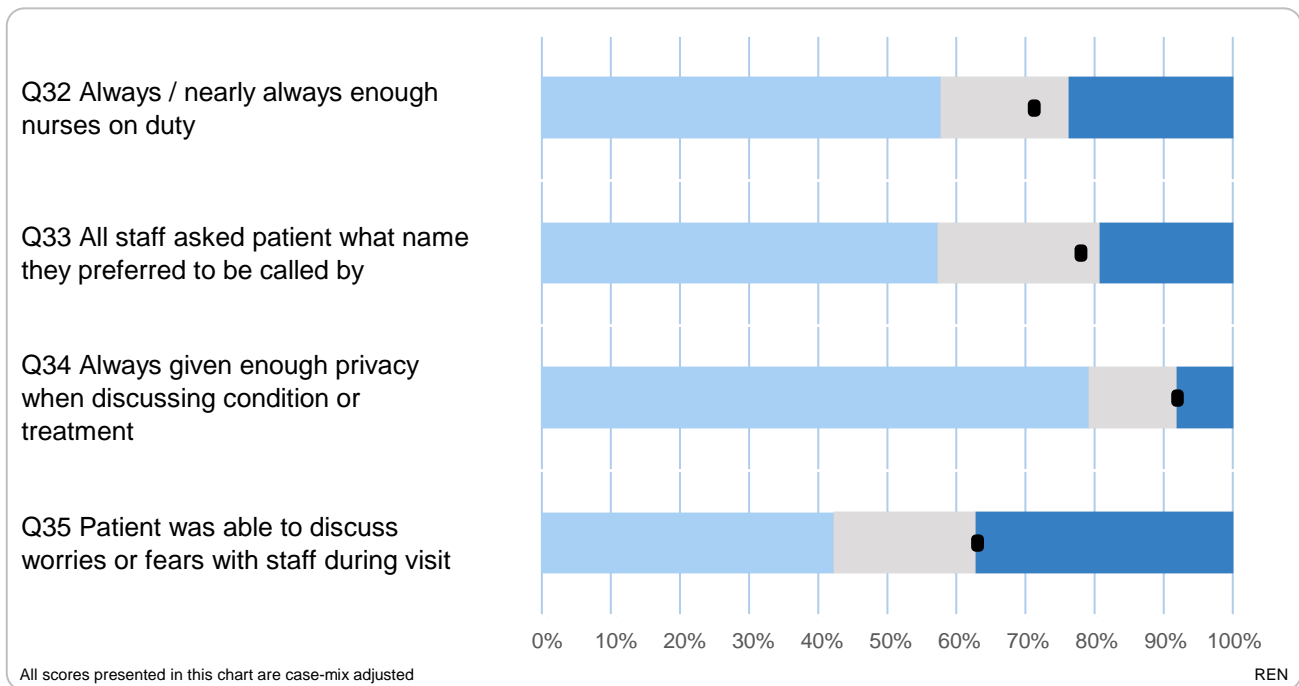


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28	101	83%	117	88%			89%	75%	89%	82%
Q29	103	82%	117	86%			88%	79%	92%	85%
Q30	84	71%	106	78%			79%	65%	82%	74%
Q31	102	81%	117	85%			85%	68%	83%	75%

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Trust results

Hospital care as an inpatient (Part 2 of 3)

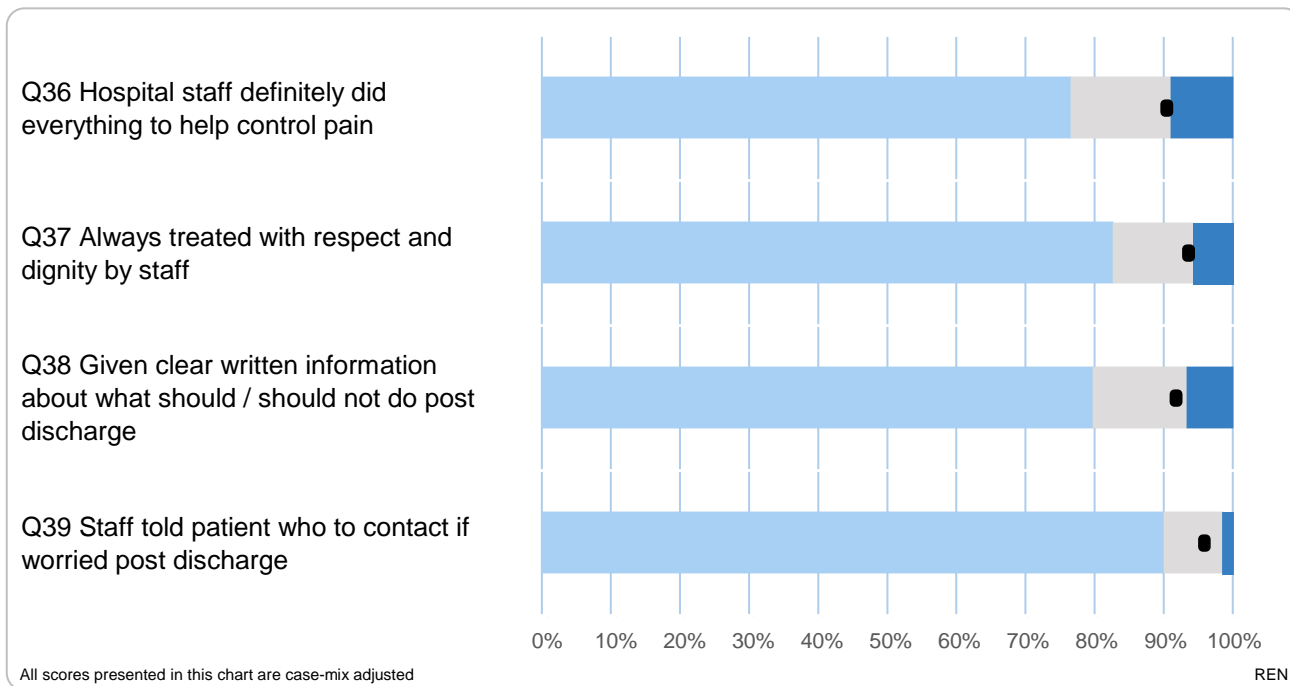


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	100	74%	117	68%			71%	58%	76%	67%
Q33 All staff asked patient what name they preferred to be called by	101	73%	117	79%			78%	57%	81%	69%
Q34 Always given enough privacy when discussing condition or treatment	102	86%	116	91%			92%	79%	92%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	79	62%	90	64%			63%	42%	63%	53%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Trust results

Hospital care as an inpatient (Part 3 of 3)

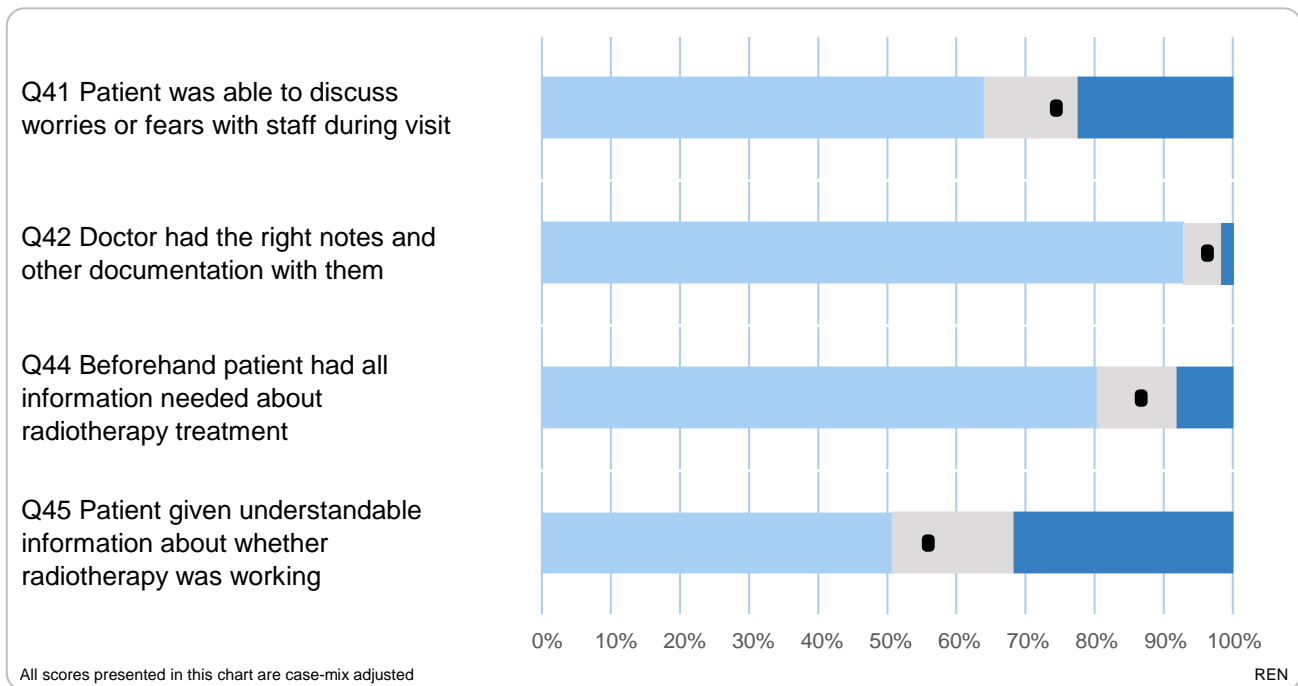


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	91	84%	99	89%			90%	77%	91%	84%
Q37 Always treated with respect and dignity by staff	102	90%	116	93%			93%	83%	94%	89%
Q38 Given clear written information about what should / should not do post discharge	90	84%	104	90%			92%	80%	93%	87%
Q39 Staff told patient who to contact if worried post discharge	99	96%	115	96%			96%	90%	99%	94%

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

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

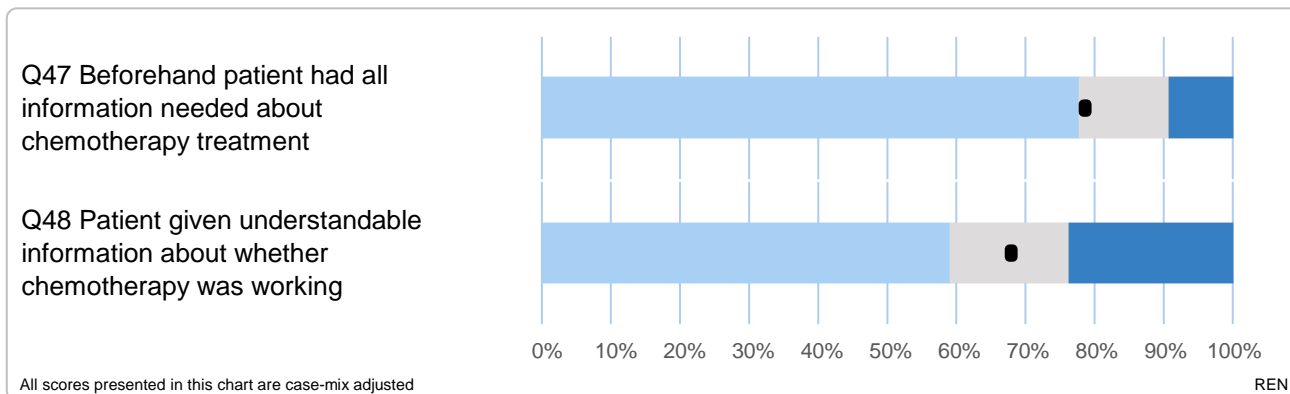


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	139	68%	182	76%			74%	64%	78%	71%
Q42 Doctor had the right notes and other documentation with them	161	95%	216	96%			96%	93%	98%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	147	86%	137	87%			86%	80%	92%	86%
Q45 Patient given understandable information about whether radiotherapy was working	124	62%	120	58%			56%	51%	68%	60%

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
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Trust results

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

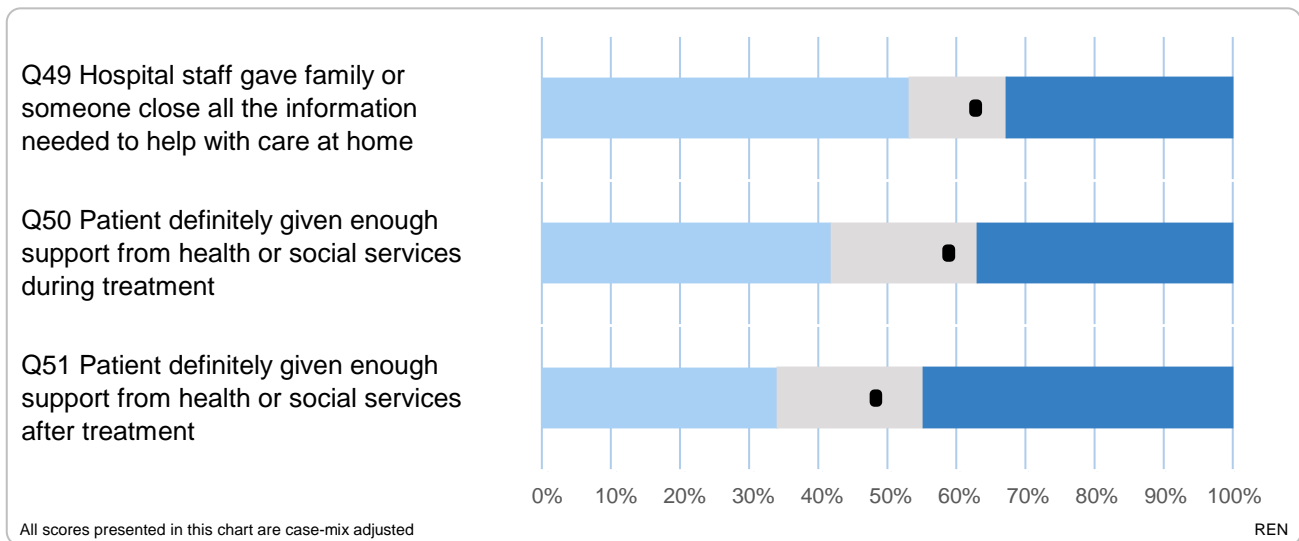


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	67	82%	123	79%			78%	78%	91%	84%
Q48 Patient given understandable information about whether chemotherapy was working	62	52%	114	70%			68%	59%	76%	68%

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Trust results

Home care and support



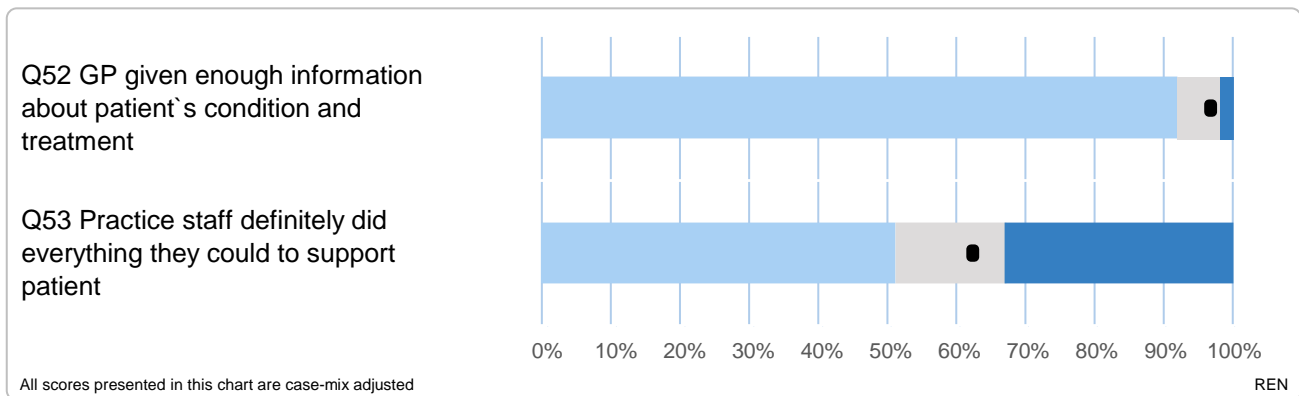
Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score							
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	140	61%	187	64%			63%	53%	67%	60%
Q50 Patient definitely given enough support from health or social services during treatment	84	45%	118	57%			59%	42%	63%	53%
Q51 Patient definitely given enough support from health or social services after treatment	67	33%	88	48%			48%	34%	55%	45%

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Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
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Trust results

Care from your general practice

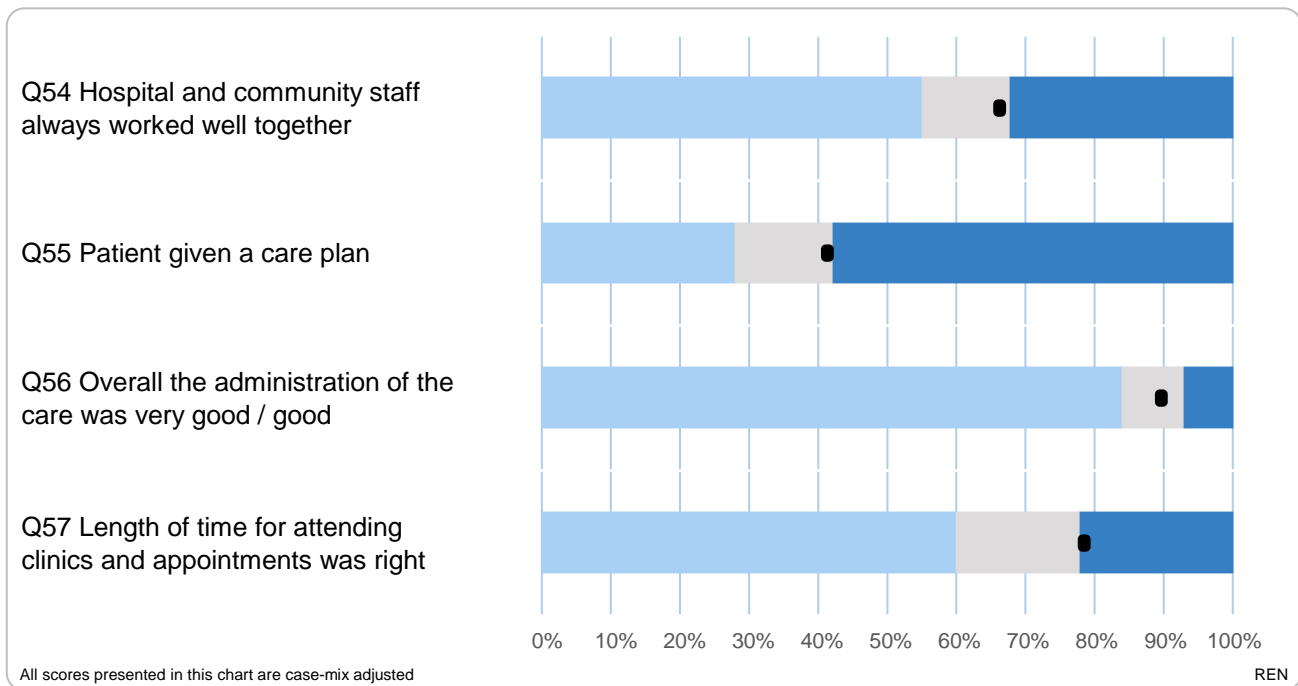


Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	128	93%	186	96%			97%	92%	98%	95%
Q53	Practice staff definitely did everything they could to support patient	124	58%	147	62%			62%	51%	67%	59%

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Trust results

Your overall NHS care (Part 1 of 2)

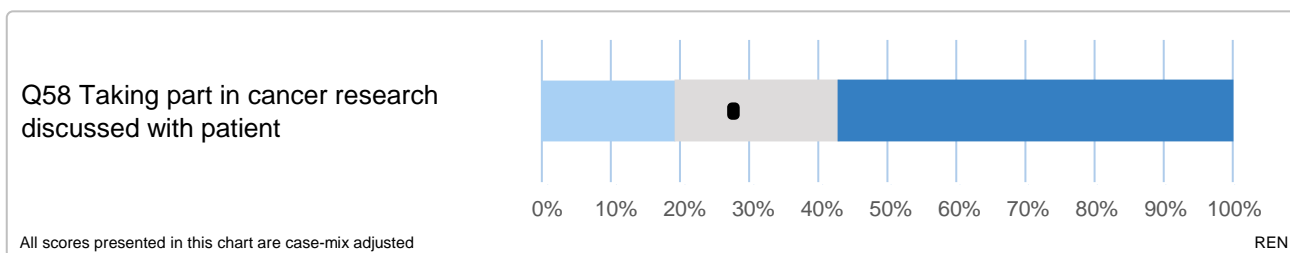


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	170	68%	223	67%			66%	55%	68%	61%
Q55 Patient given a care plan	143	38%	188	42%			41%	28%	42%	35%
Q56 Overall the administration of the care was very good / good	180	90%	224	90%			89%	84%	93%	88%
Q57 Length of time for attending clinics and appointments was right	180	78%	223	79%			78%	60%	78%	69%

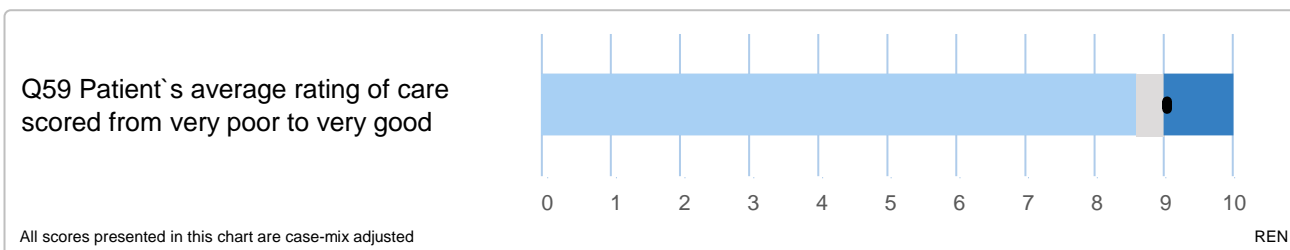
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Trust results

Your overall NHS care (Part 2 of 2)



Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 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	162	25%	214	29%			27%	19%	43%	31%



Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 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	176	8.9	225	9.1			9.0	8.6	9.0	8.8

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (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 Trust

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

Seeing your GP

Cancer type	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	58%	*	73%
Breast	*	94%	*	90%
Colorectal / LGT	*	72%	*	83%
Gynaecological	82%	75%	77%	79%
Haematological	60%	64%	80%	81%
Head and Neck	*	79%	*	80%
Lung	*	71%	*	82%
Prostate	83%	81%	89%	85%
Sarcoma	*	66%	*	71%
Skin	n.a.	90%	n.a.	86%
Upper Gastro	*	72%	*	78%
Urological	*	81%	*	85%
Other	*	73%	70%	79%
All Cancers	76%	77%	82%	84%

[§] These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	*	95%	*	91%	*	82%
Colorectal / LGT	*	96%	*	87%	*	81%
Gynaecological	97%	94%	78%	85%	74%	77%
Haematological	93%	95%	86%	88%	78%	77%
Head and Neck	*	92%	*	85%	*	80%
Lung	*	94%	*	87%	*	79%
Prostate	94%	94%	95%	86%	81%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	n.a.	96%	n.a.	90%	n.a.	83%
Upper Gastro	*	94%	*	83%	*	75%
Urological	*	94%	*	87%	*	79%
Other	100%	95%	83%	86%	73%	76%
All Cancers	96%	94%	87%	88%	78%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	85%	*	77%	*	59%	*	63%
Breast	*	82%	*	89%	*	77%	*	78%
Colorectal / LGT	*	82%	*	86%	*	79%	*	73%
Gynaecological	78%	72%	78%	82%	69%	73%	67%	70%
Haematological	83%	73%	86%	83%	66%	61%	82%	76%
Head and Neck	*	72%	*	86%	*	76%	*	67%
Lung	*	79%	*	82%	*	76%	*	67%
Prostate	79%	78%	85%	85%	81%	78%	84%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	n.a.	71%	n.a.	90%	n.a.	80%	n.a.	84%
Upper Gastro	*	79%	*	80%	*	73%	*	66%
Urological	*	74%	*	82%	*	77%	*	73%
Other	64%	76%	76%	82%	56%	70%	45%	65%
All Cancers	78%	78%	82%	85%	70%	74%	73%	74%

[§] These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	81%	*	70%	*	64%
Breast	*	84%	*	75%	*	69%
Colorectal / LGT	*	85%	*	76%	*	70%
Gynaecological	90%	85%	71%	75%	64%	67%
Haematological	78%	81%	74%	70%	80%	66%
Head and Neck	*	85%	*	74%	*	70%
Lung	*	84%	*	74%	*	69%
Prostate	87%	82%	71%	72%	68%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	n.a.	89%	n.a.	80%	n.a.	74%
Upper Gastro	*	81%	*	72%	*	68%
Urological	*	82%	*	71%	*	62%
Other	78%	80%	78%	72%	63%	64%
All Cancers	84%	83%	73%	73%	72%	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 Trust [§]	National	This Trust [§]	National
Brain / CNS	*	61%	*	70%
Breast	*	56%	*	79%
Colorectal / LGT	*	58%	*	80%
Gynaecological	57%	55%	82%	79%
Haematological	67%	51%	89%	77%
Head and Neck	*	62%	*	79%
Lung	*	56%	*	79%
Prostate	68%	64%	85%	81%
Sarcoma	*	52%	*	75%
Skin	n.a.	66%	n.a.	87%
Upper Gastro	*	54%	*	76%
Urological	*	53%	*	77%
Other	58%	53%	75%	76%
All Cancers	62%	56%	84%	79%

[§] These are unadjusted scores

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

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	*	91%	*	86%	*	65%	*	82%
Colorectal / LGT	*	86%	*	84%	*	58%	*	83%
Gynaecological	81%	85%	96%	82%	*	61%	*	77%
Haematological	93%	86%	84%	84%	71%	62%	86%	87%
Head and Neck	*	86%	*	83%	*	60%	*	82%
Lung	*	86%	*	81%	*	71%	*	85%
Prostate	94%	89%	94%	85%	57%	51%	95%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	n.a.	89%	n.a.	84%	n.a.	60%	n.a.	72%
Upper Gastro	*	84%	*	81%	*	63%	*	84%
Urological	*	79%	*	75%	*	44%	*	68%
Other	88%	82%	77%	78%	67%	58%	*	80%
All Cancers	91%	86%	88%	83%	70%	60%	89%	81%

[§] These are unadjusted scores

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	94%	*	70%
Breast	n.a.	96%	n.a.	79%
Colorectal / LGT	*	96%	*	83%
Gynaecological	*	96%	*	81%
Haematological	*	94%	*	77%
Head and Neck	*	95%	*	78%
Lung	n.a.	95%	n.a.	78%
Prostate	*	95%	*	75%
Sarcoma	*	94%	*	78%
Skin	n.a.	97%	n.a.	84%
Upper Gastro	*	95%	*	80%
Urological	*	95%	*	76%
Other	*	95%	*	78%
All Cancers	95%	96%	75%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	73%	*	77%	*	66%	*	67%
Breast	*	89%	*	86%	*	77%	*	77%
Colorectal / LGT	*	77%	*	86%	*	73%	*	71%
Gynaecological	93%	85%	78%	86%	74%	72%	82%	73%
Haematological	85%	81%	90%	81%	82%	74%	85%	76%
Head and Neck	*	79%	*	86%	*	75%	*	74%
Lung	*	77%	*	83%	*	74%	*	76%
Prostate	*	86%	*	89%	*	73%	*	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	n.a.	89%	n.a.	90%	n.a.	81%	n.a.	87%
Upper Gastro	*	74%	*	82%	*	73%	*	71%
Urological	*	80%	*	87%	*	70%	*	78%
Other	*	80%	*	82%	*	71%	*	72%
All Cancers	88%	82%	86%	85%	80%	74%	85%	75%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	*	71%	*	64%	*	87%	*	56%
Colorectal / LGT	*	62%	*	71%	*	85%	*	54%
Gynaecological	68%	67%	64%	67%	86%	84%	*	51%
Haematological	58%	64%	85%	71%	90%	86%	77%	55%
Head and Neck	*	66%	*	69%	*	87%	*	55%
Lung	*	70%	*	74%	*	85%	*	52%
Prostate	*	73%	*	69%	*	88%	*	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	n.a.	80%	n.a.	72%	n.a.	91%	n.a.	59%
Upper Gastro	*	61%	*	75%	*	84%	*	51%
Urological	*	69%	*	73%	*	85%	*	47%
Other	*	62%	*	68%	*	82%	*	48%
All Cancers	69%	67%	78%	69%	91%	86%	64%	53%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	82%	*	84%	*	86%	*	94%
Breast	*	86%	*	89%	*	92%	n.a.	96%
Colorectal / LGT	*	85%	*	87%	*	84%	*	94%
Gynaecological	88%	83%	93%	87%	88%	88%	96%	95%
Haematological	91%	83%	93%	90%	92%	81%	98%	95%
Head and Neck	*	83%	*	87%	*	88%	*	93%
Lung	*	84%	*	89%	*	84%	*	92%
Prostate	*	84%	*	91%	*	90%	*	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	n.a.	88%	n.a.	93%	n.a.	91%	n.a.	96%
Upper Gastro	*	82%	*	86%	*	82%	*	94%
Urological	*	81%	*	89%	*	86%	*	91%
Other	*	81%	*	87%	*	83%	*	92%
All Cancers	90%	84%	94%	89%	91%	87%	96%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	*	70%	*	96%	n.a.	88%	n.a.	61%
Colorectal / LGT	*	73%	*	96%	*	84%	*	57%
Gynaecological	77%	71%	95%	96%	81%	86%	61%	61%
Haematological	81%	74%	98%	96%	*	83%	*	59%
Head and Neck	*	73%	*	96%	*	86%	*	61%
Lung	*	69%	*	95%	*	85%	*	56%
Prostate	80%	73%	97%	95%	94%	87%	65%	61%
Sarcoma	*	63%	*	94%	*	82%	*	65%
Skin	n.a.	74%	n.a.	97%	n.a.	85%	n.a.	72%
Upper Gastro	*	70%	*	95%	*	82%	*	53%
Urological	*	67%	*	95%	n.a.	82%	n.a.	55%
Other	63%	68%	96%	95%	*	85%	*	60%
All Cancers	76%	71%	97%	96%	87%	86%	57%	60%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	79%	*	50%
Breast	*	83%	*	64%
Colorectal / LGT	*	85%	*	64%
Gynaecological	*	86%	*	68%
Haematological	85%	85%	81%	75%
Head and Neck	*	79%	*	54%
Lung	*	84%	*	67%
Prostate	n.a.	85%	n.a.	68%
Sarcoma	*	83%	*	67%
Skin	n.a.	86%	n.a.	79%
Upper Gastro	*	84%	*	61%
Urological	*	82%	*	65%
Other	68%	85%	59%	70%
All Cancers	80%	84%	69%	68%

[§] These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	60%	*	50%	*	48%
Breast	*	59%	*	54%	*	42%
Colorectal / LGT	*	63%	*	60%	*	52%
Gynaecological	59%	59%	*	47%	*	38%
Haematological	74%	63%	63%	52%	*	44%
Head and Neck	*	63%	*	56%	*	53%
Lung	*	60%	*	52%	*	43%
Prostate	62%	60%	*	46%	*	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	n.a.	67%	n.a.	60%	n.a.	59%
Upper Gastro	*	60%	*	53%	*	48%
Urological	*	59%	*	47%	*	44%
Other	48%	56%	48%	52%	*	44%
All Cancers	64%	60%	58%	53%	49%	45%

[§] These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	88%	*	51%
Breast	*	96%	*	59%
Colorectal / LGT	*	95%	*	58%
Gynaecological	92%	95%	72%	57%
Haematological	98%	95%	60%	58%
Head and Neck	*	93%	*	58%
Lung	*	94%	*	58%
Prostate	94%	95%	71%	64%
Sarcoma	*	95%	*	53%
Skin	n.a.	97%	n.a.	67%
Upper Gastro	*	94%	*	58%
Urological	*	95%	*	61%
Other	95%	94%	55%	56%
All Cancers	96%	95%	64%	59%

[§] These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	45%	n.a.	33%	*	84%	*	59%
Breast	*	61%	*	39%	*	90%	*	68%
Colorectal / LGT	*	61%	*	38%	*	88%	*	72%
Gynaecological	54%	58%	38%	31%	83%	87%	69%	69%
Haematological	63%	64%	55%	35%	92%	91%	67%	66%
Head and Neck	*	61%	*	37%	*	88%	*	71%
Lung	*	62%	*	31%	*	89%	*	71%
Prostate	82%	65%	40%	36%	94%	87%	97%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	n.a.	71%	n.a.	42%	n.a.	91%	n.a.	73%
Upper Gastro	*	59%	*	35%	*	86%	*	68%
Urological	*	62%	*	30%	*	85%	*	75%
Other	61%	57%	48%	30%	85%	87%	81%	63%
All Cancers	67%	61%	43%	35%	90%	88%	79%	69%

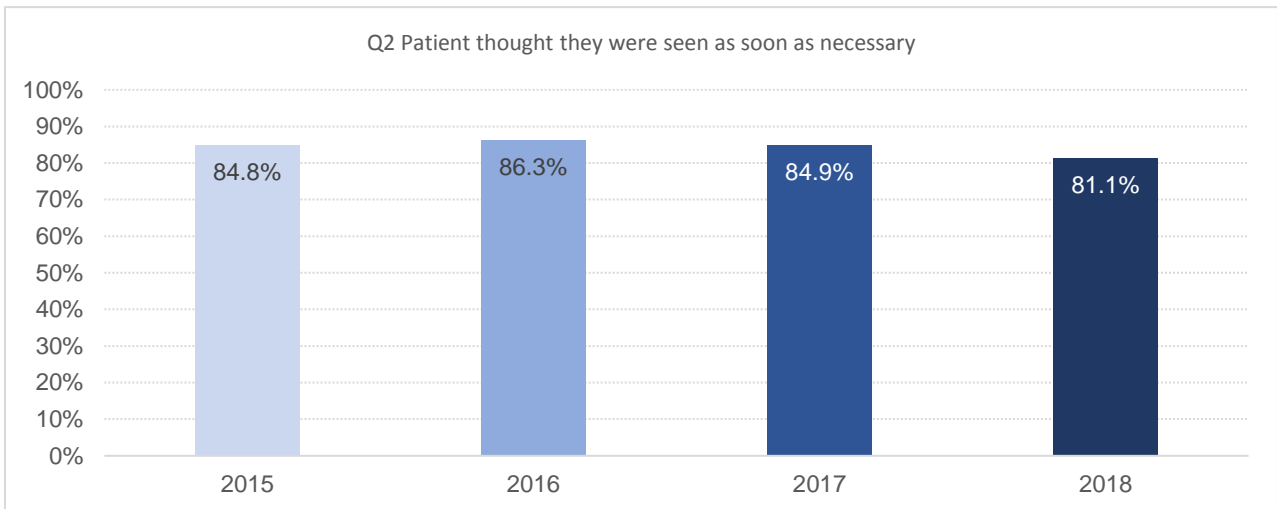
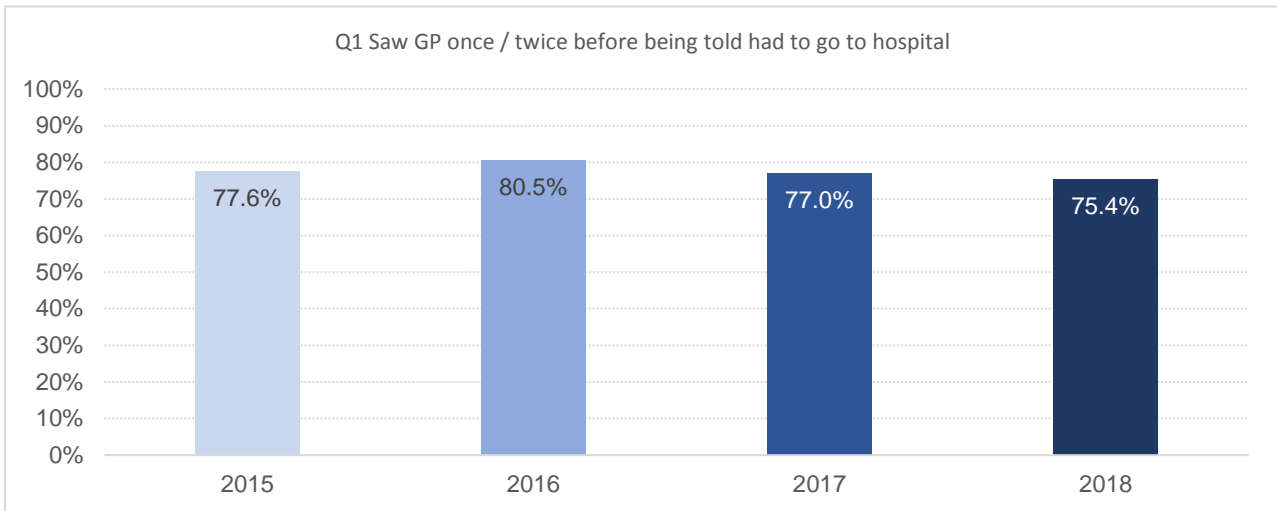
Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	39%	*	8.4
Breast	*	31%	*	8.9
Colorectal / LGT	*	33%	*	8.8
Gynaecological	39%	37%	8.7	8.8
Haematological	31%	32%	9.0	8.9
Head and Neck	*	23%	*	8.8
Lung	*	35%	*	8.8
Prostate	28%	33%	9.3	8.8
Sarcoma	*	40%	*	8.6
Skin	n.a.	16%	n.a.	9.0
Upper Gastro	*	35%	*	8.7
Urological	*	21%	*	8.7
Other	19%	32%	8.8	8.7
All Cancers	29%	31%	9.1	8.8

[§] These are unadjusted scores

Year on Year Scores

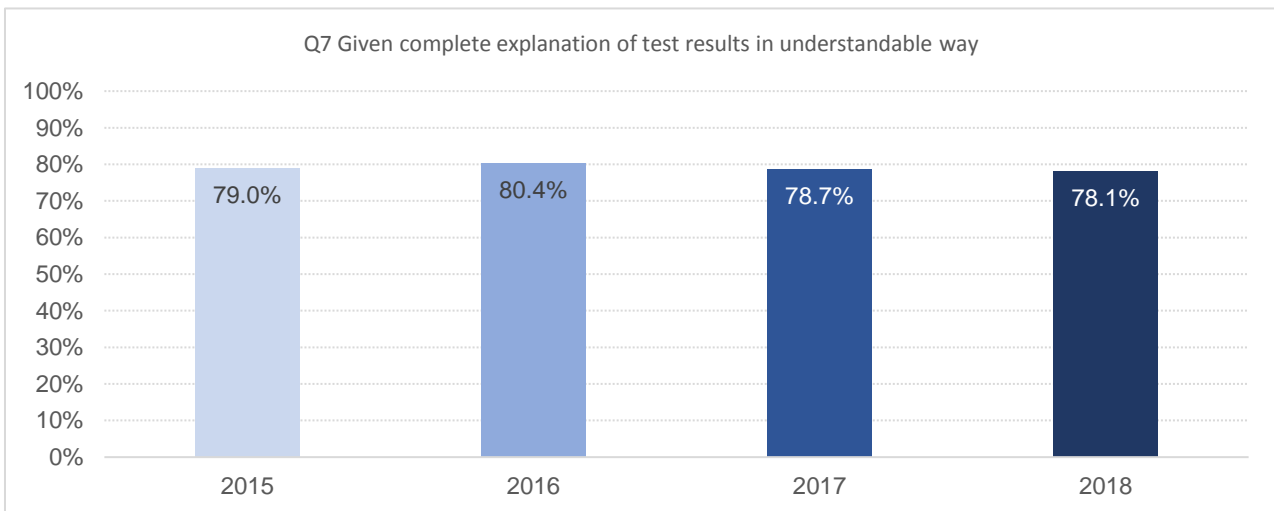
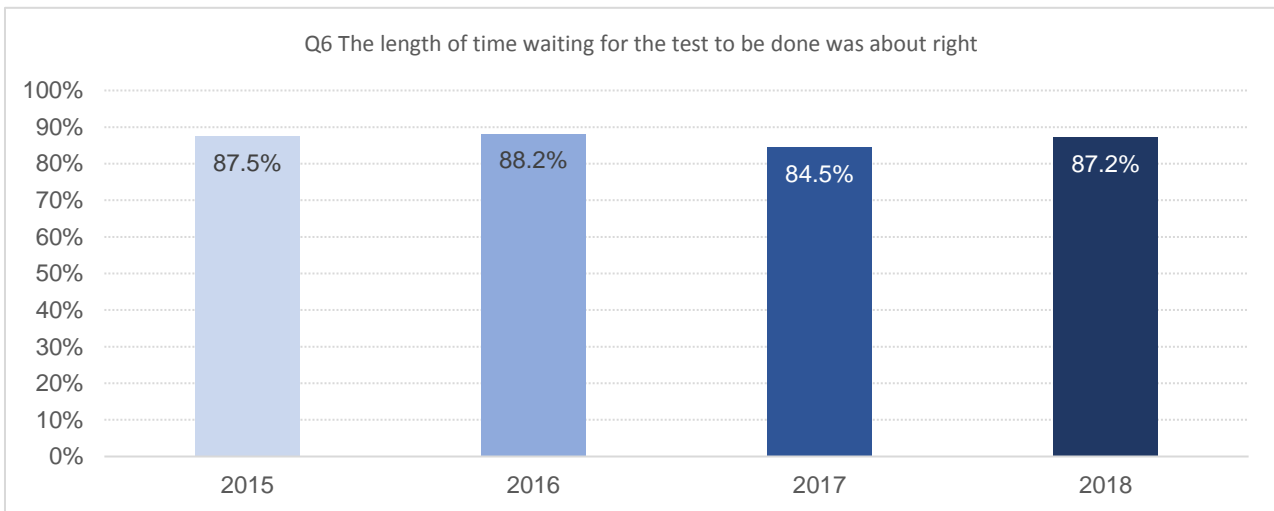
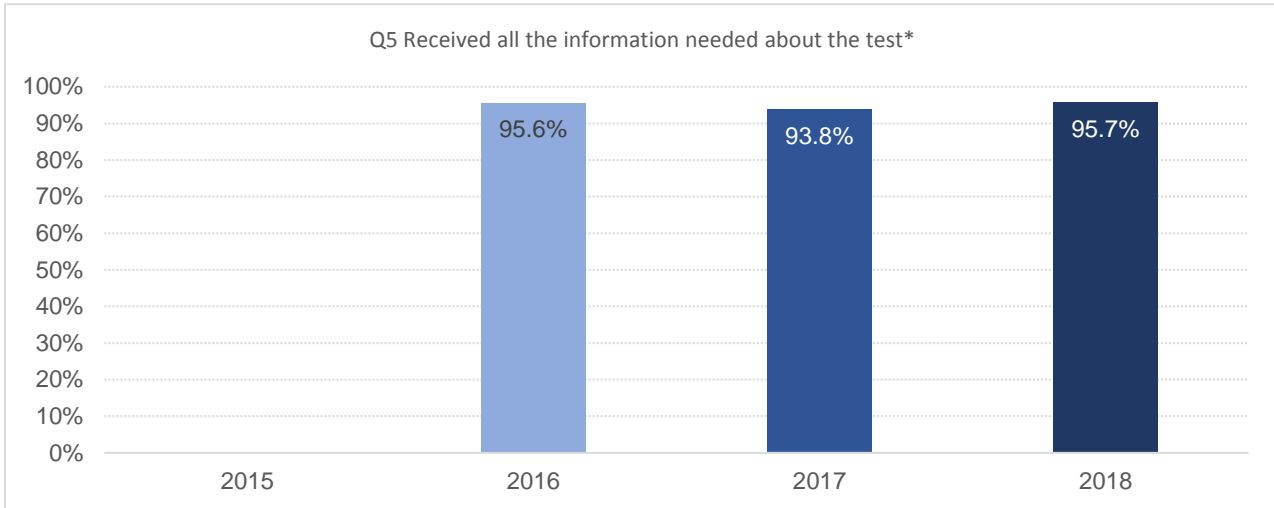
The charts below present the unadjusted scores for this Trust from 2015, 2016, 2017 and 2018.

Seeing your GP



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

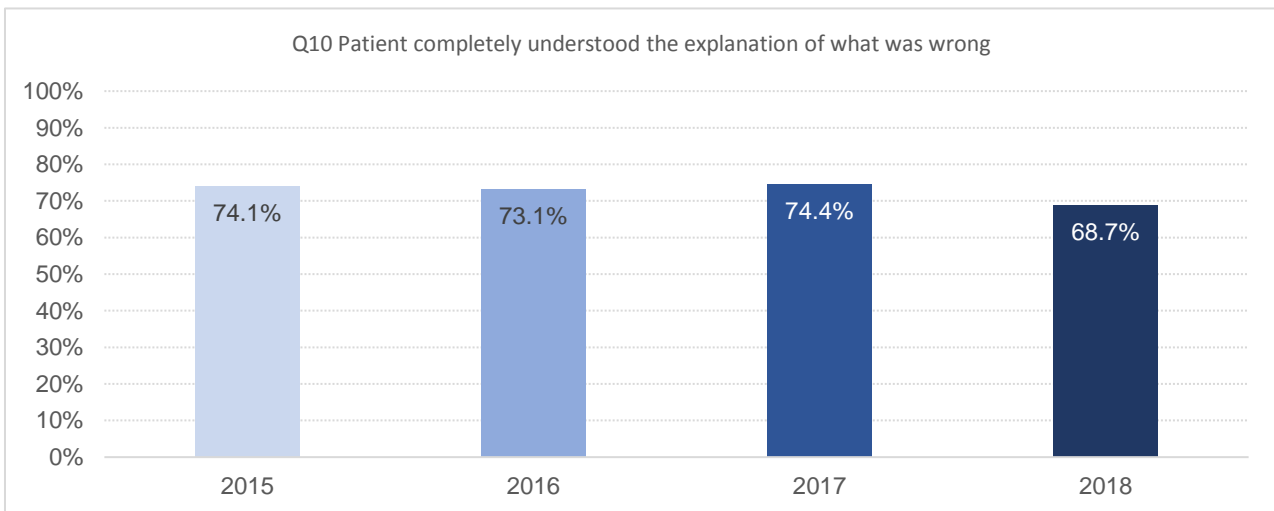
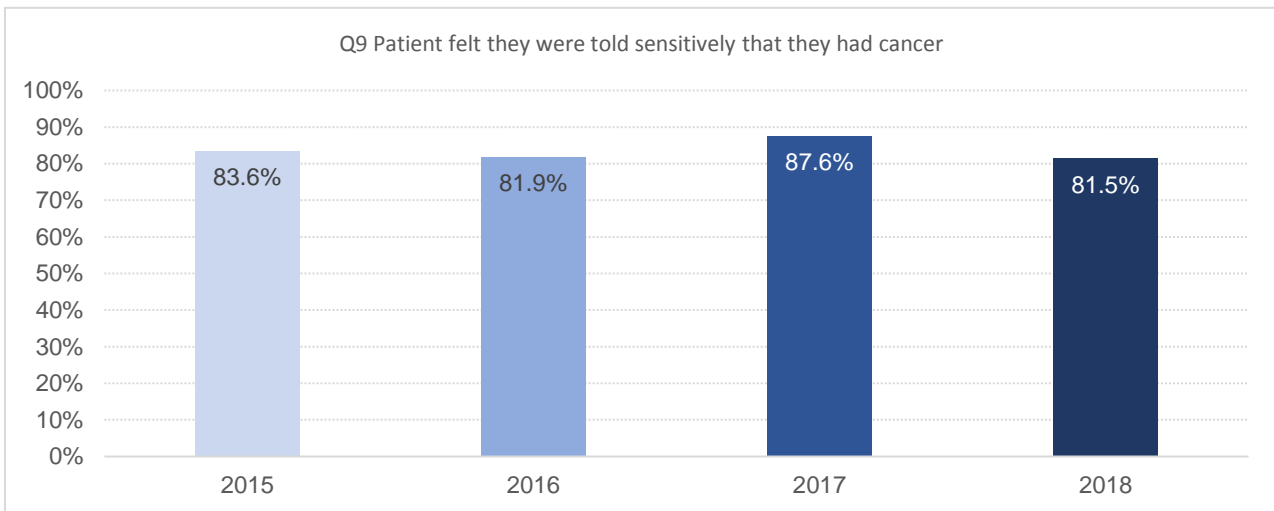
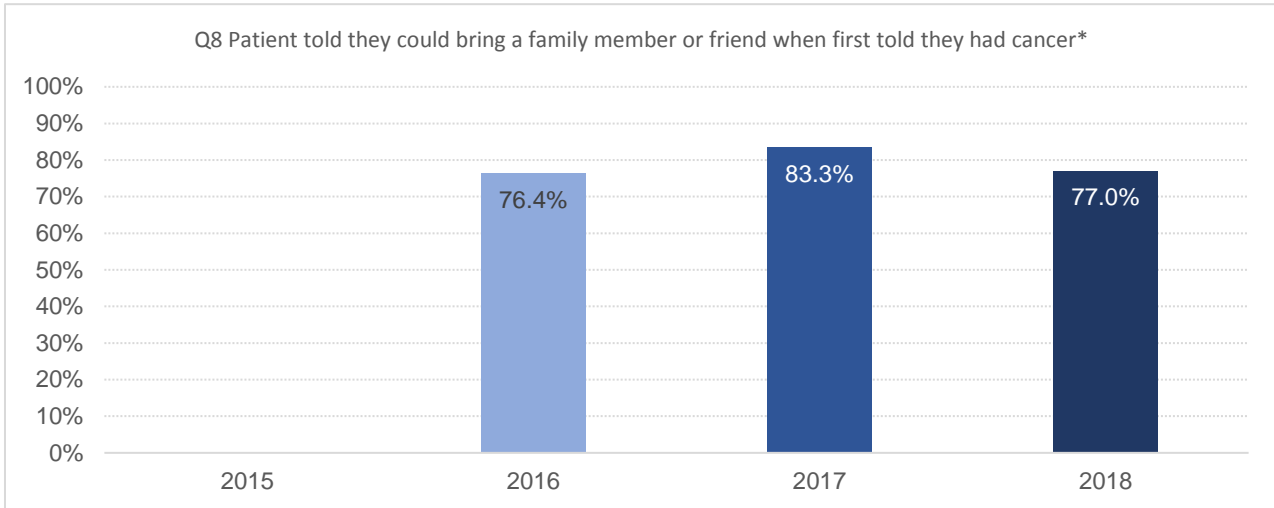
Diagnostic tests



* This question was not asked on the 2015 survey

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

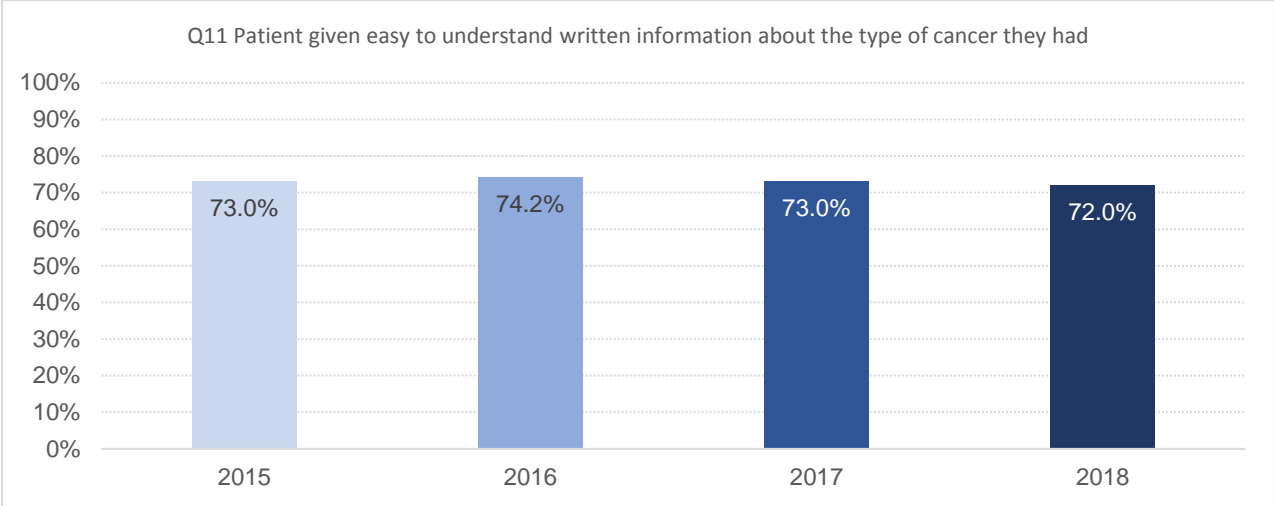
Finding out what was wrong with you



* This question was not asked on the 2015 survey

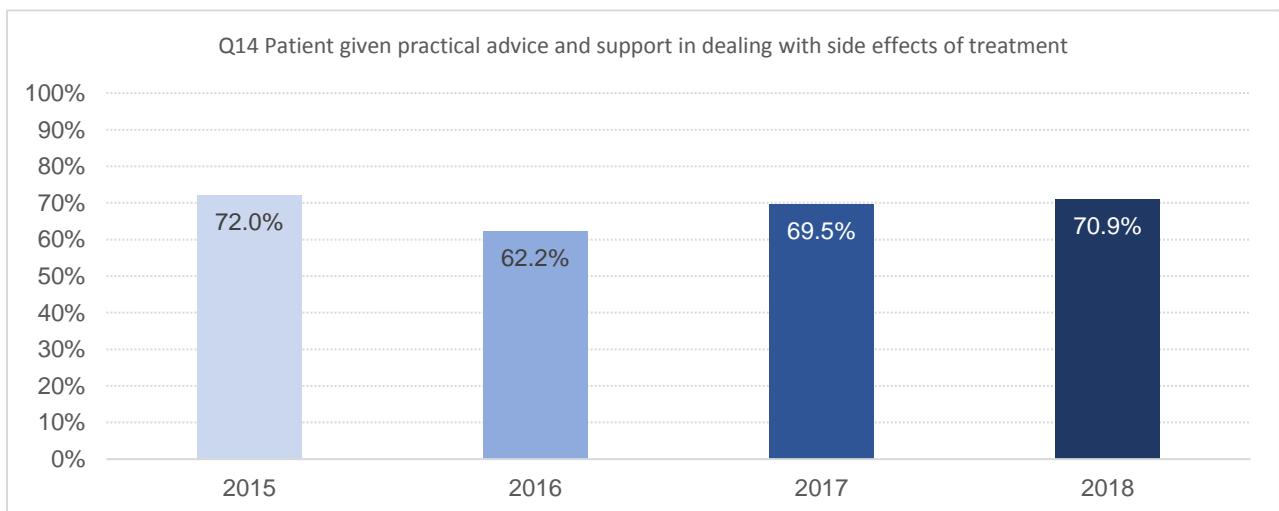
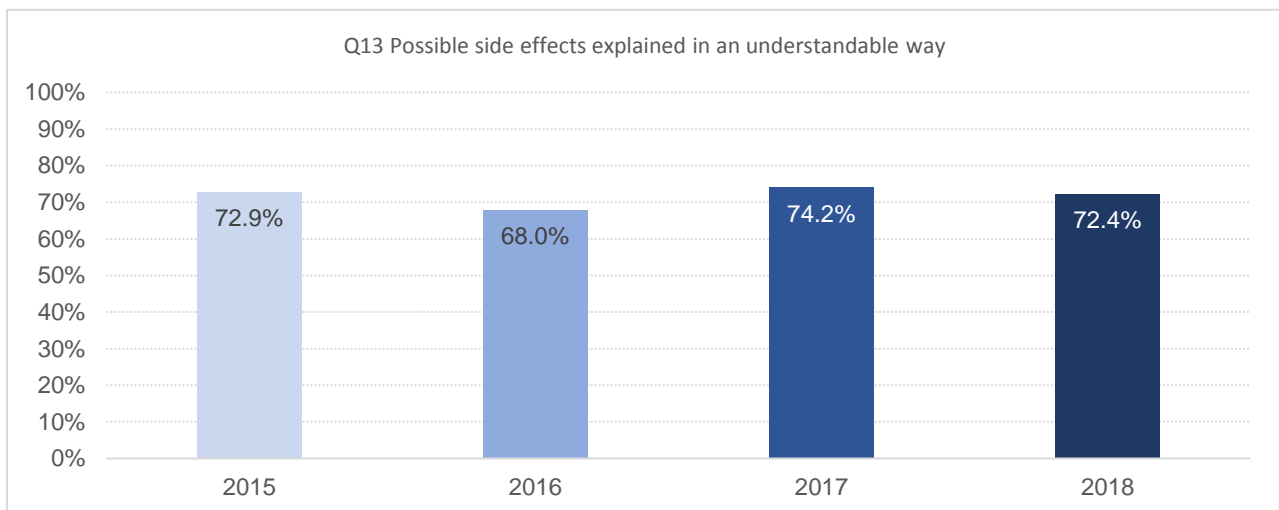
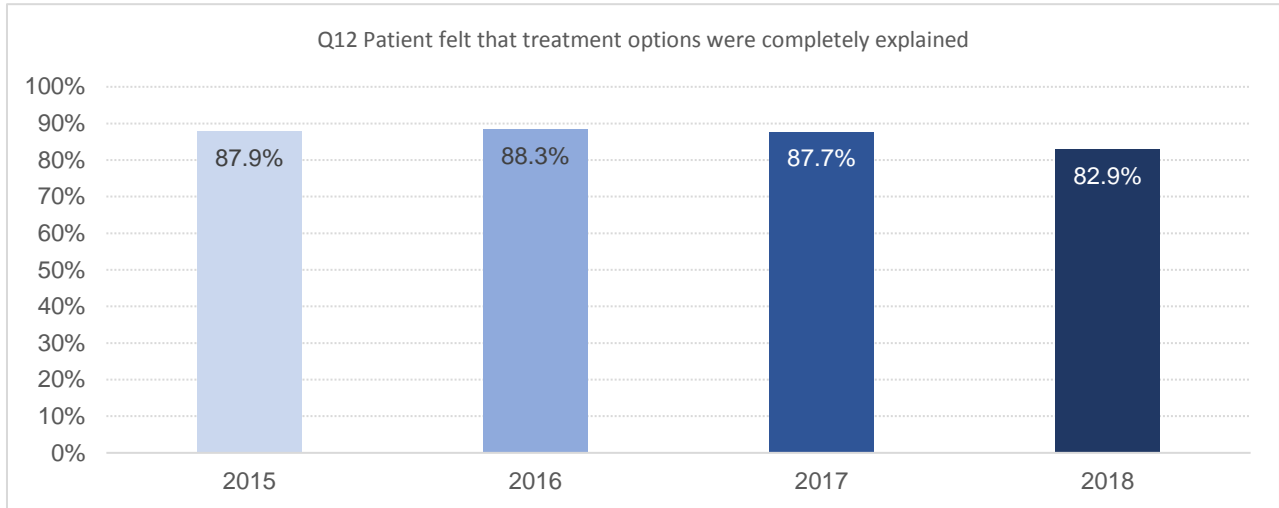
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Finding out what was wrong with you (continued)



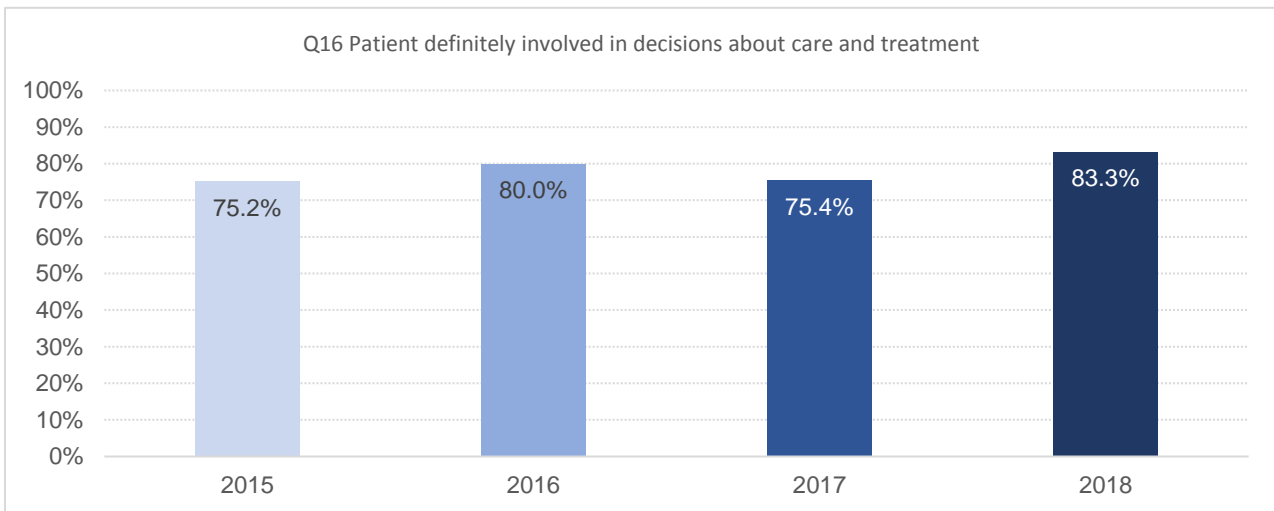
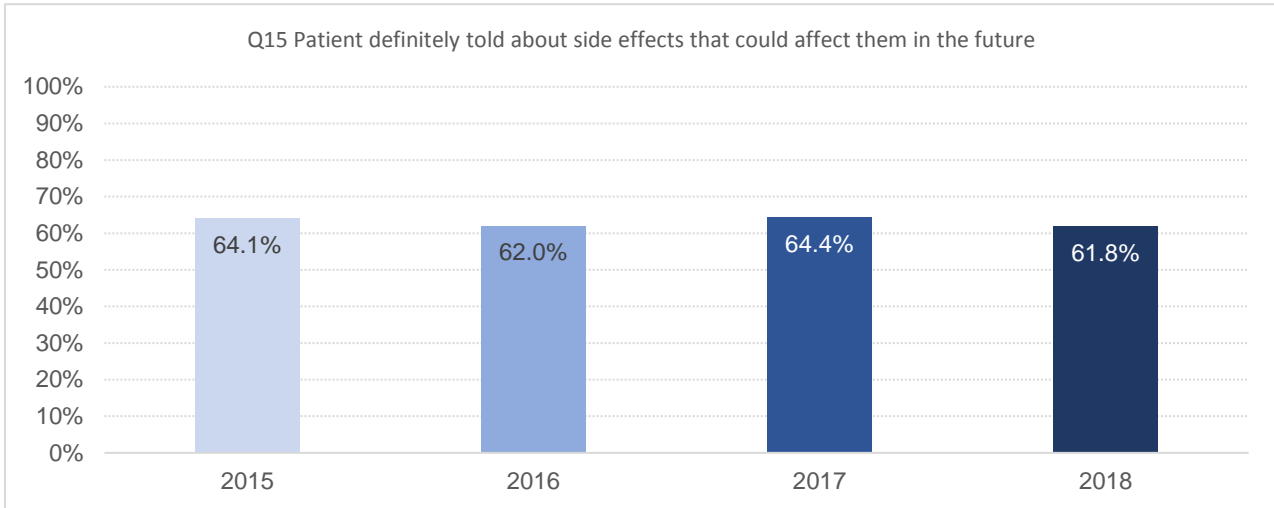
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Deciding the best treatment for you



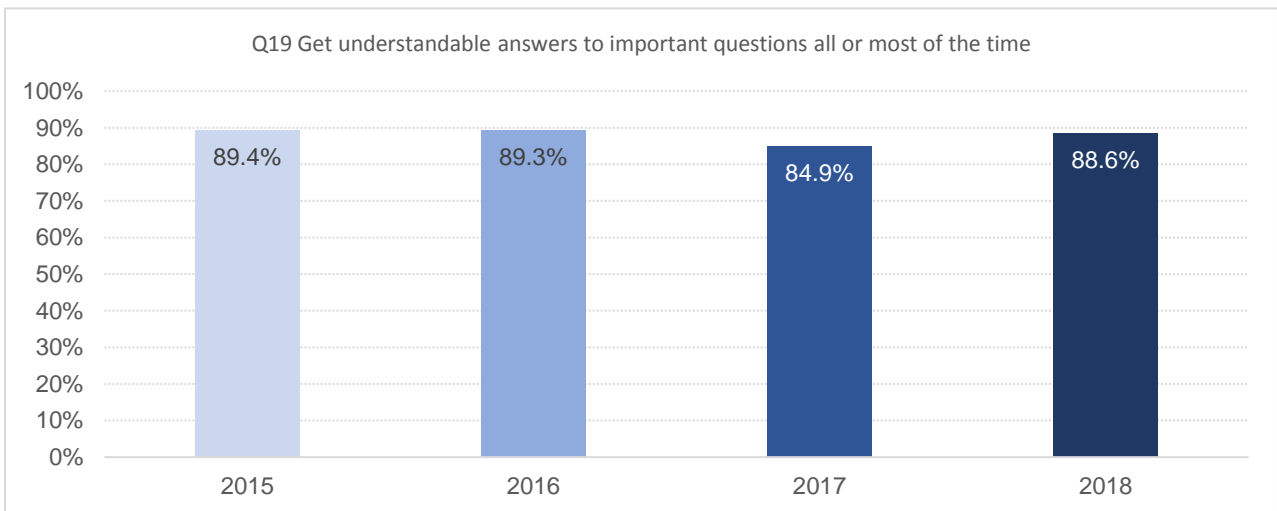
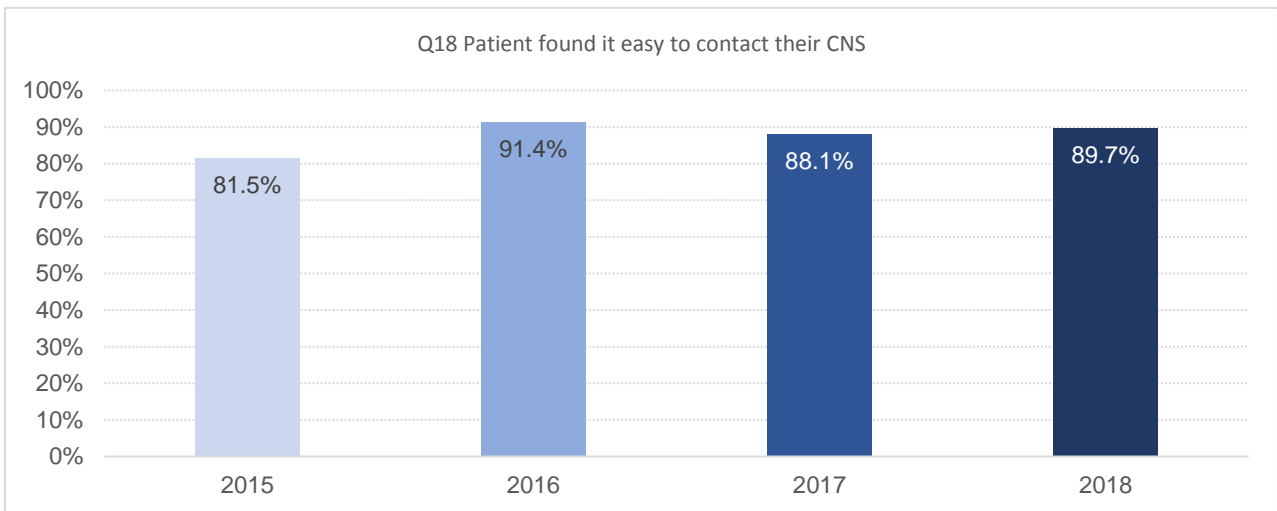
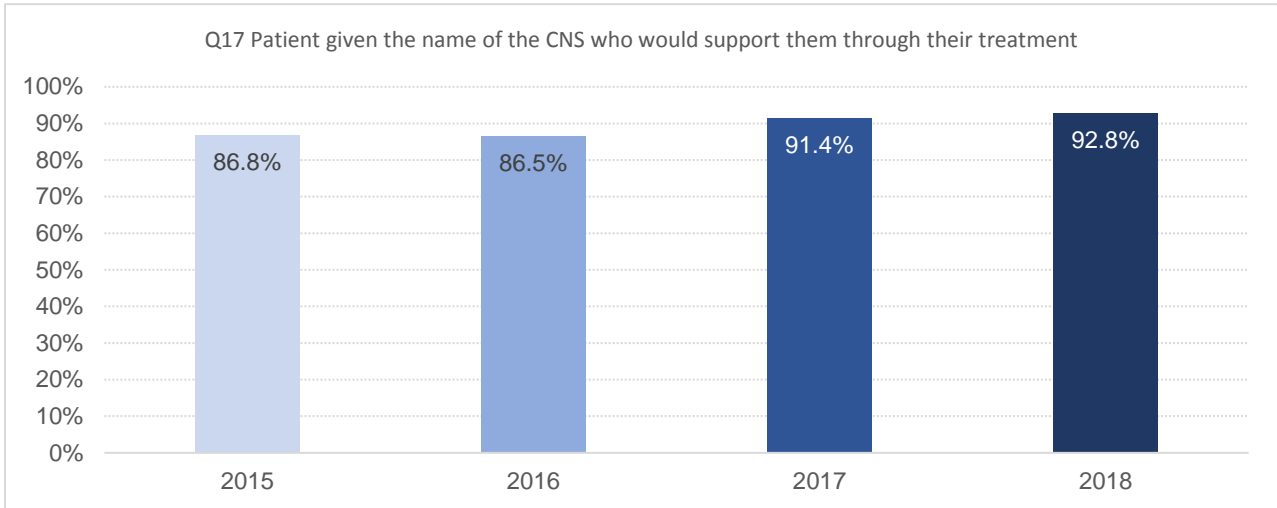
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Deciding the best treatment for you (continued)



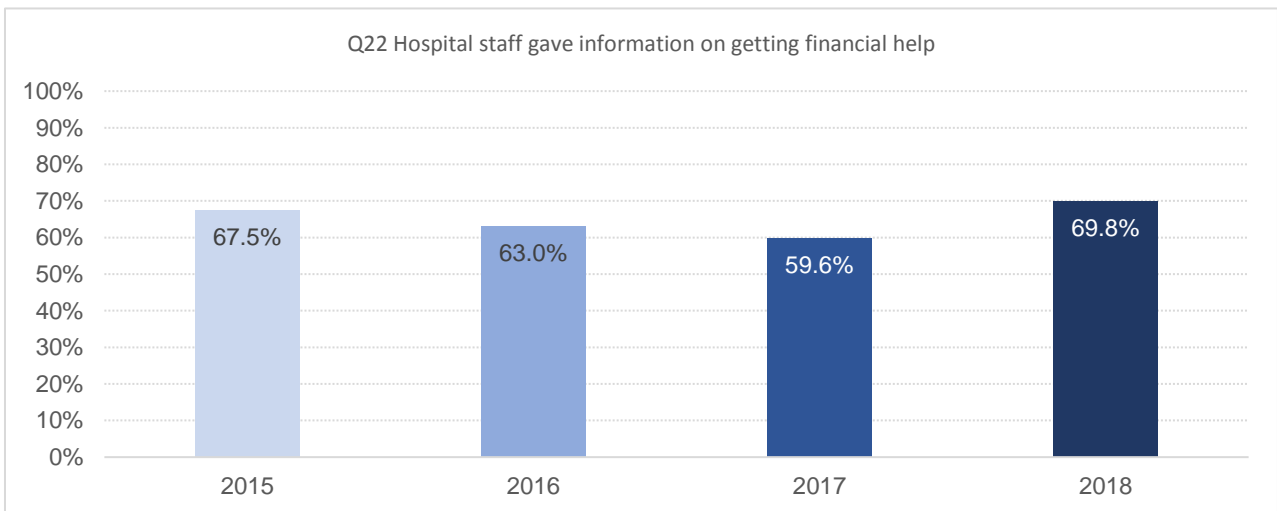
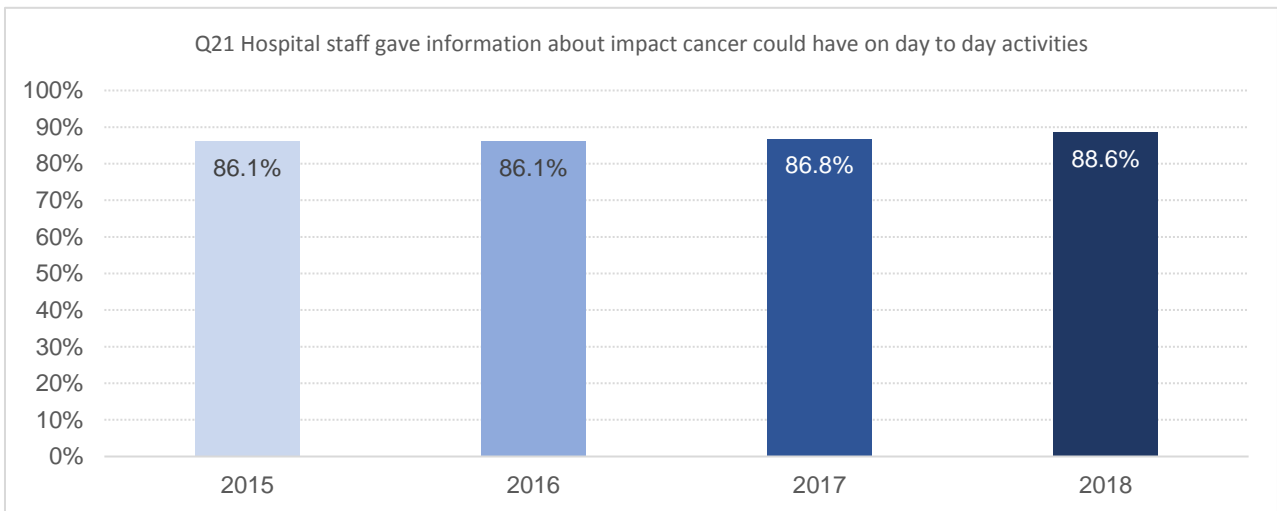
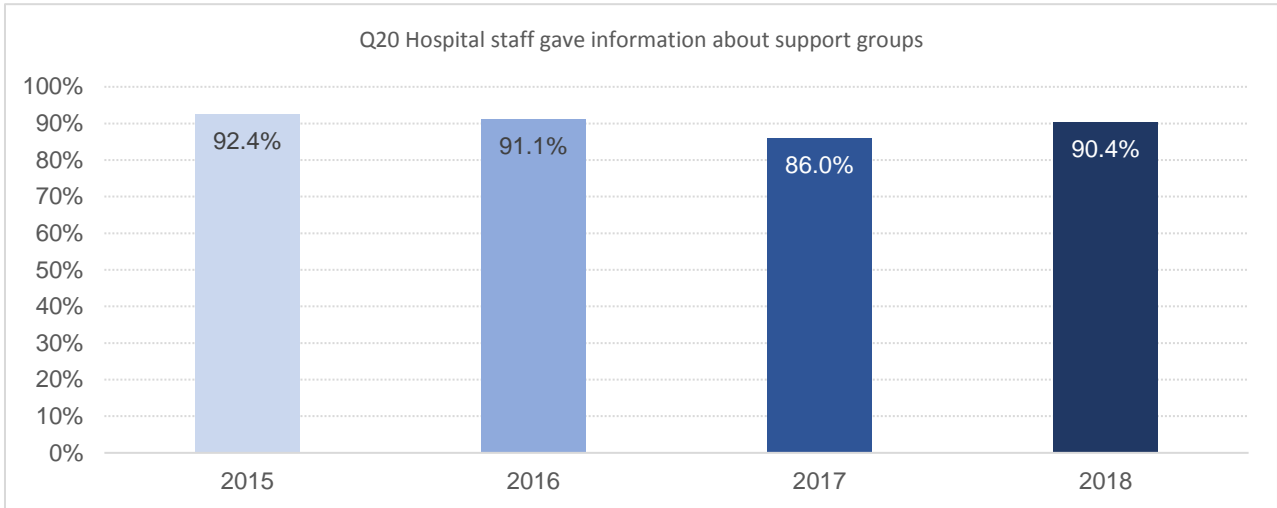
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Clinical Nurse Specialist



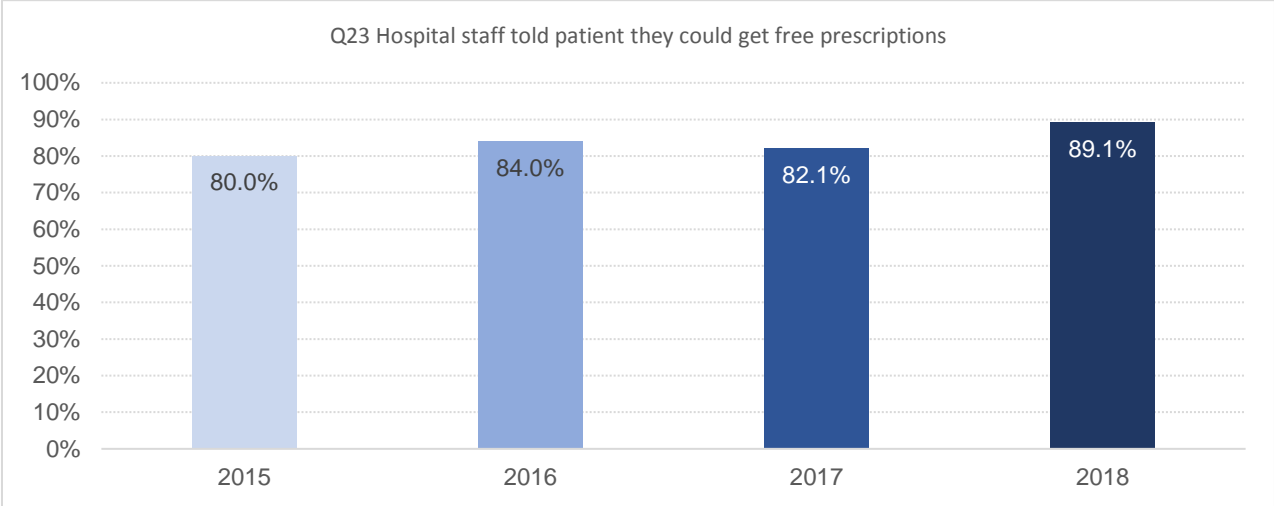
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Support for people with cancer



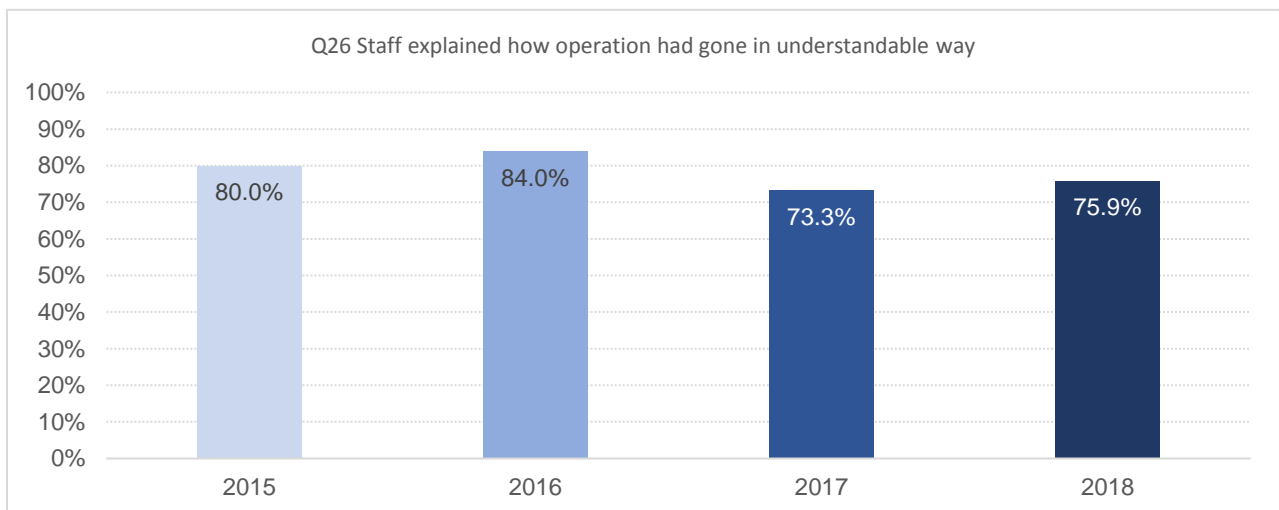
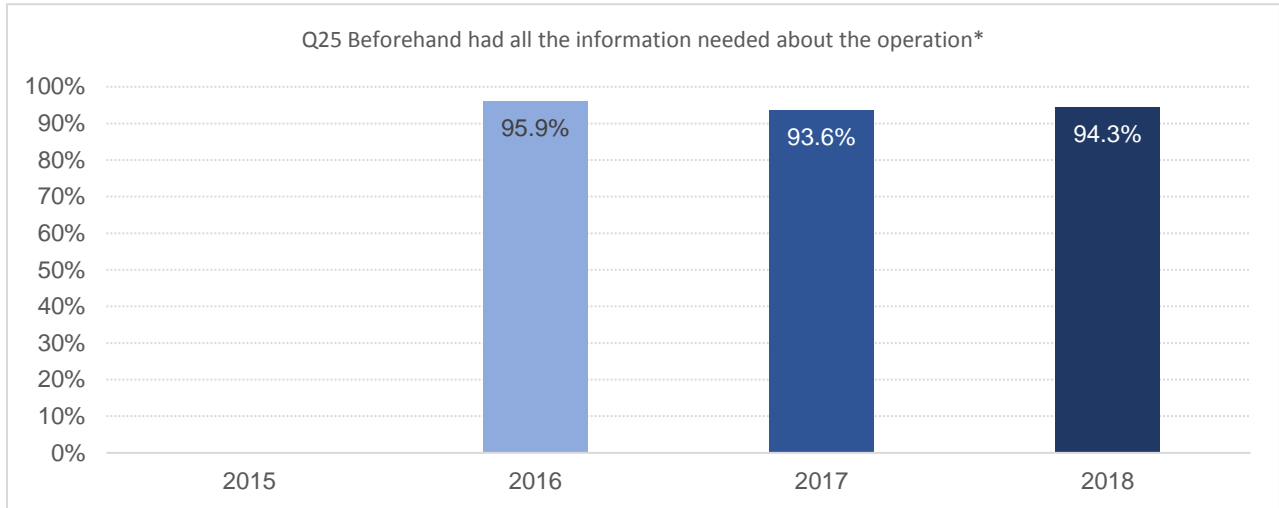
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Support for people with cancer (continued)



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

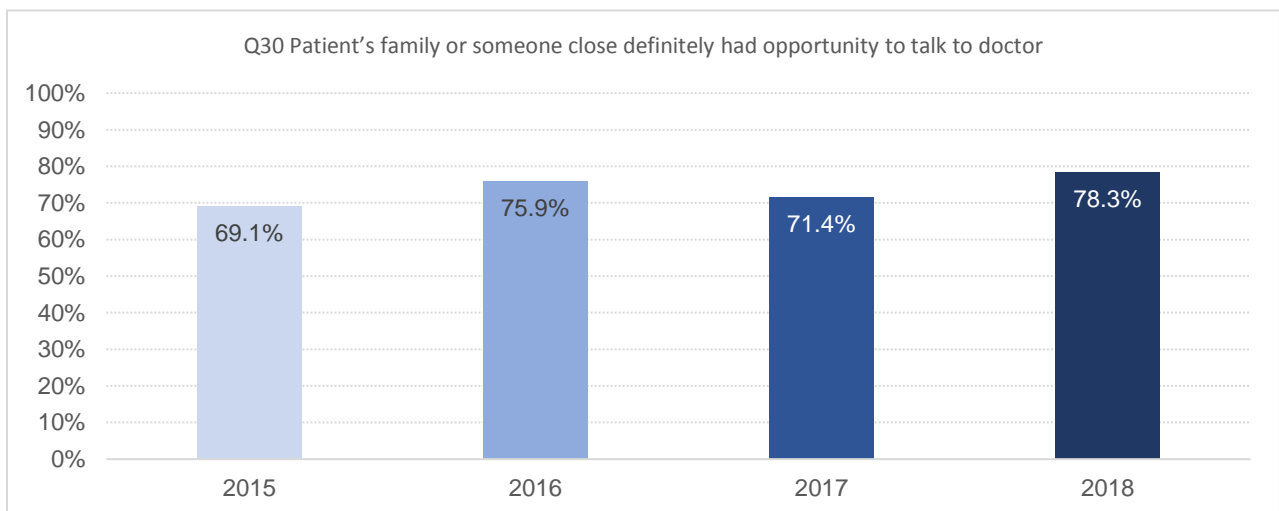
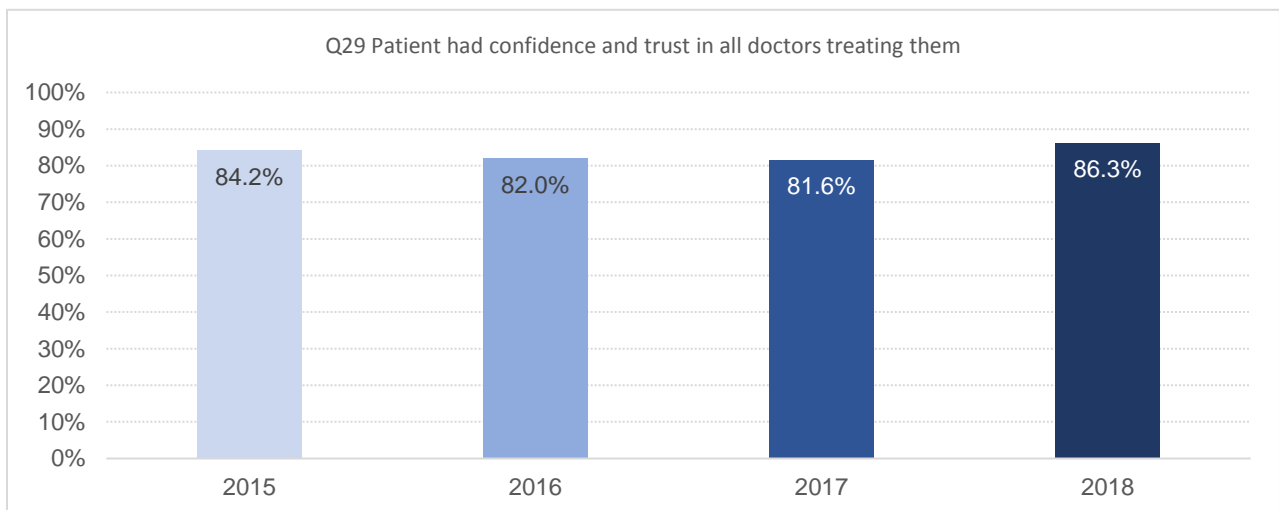
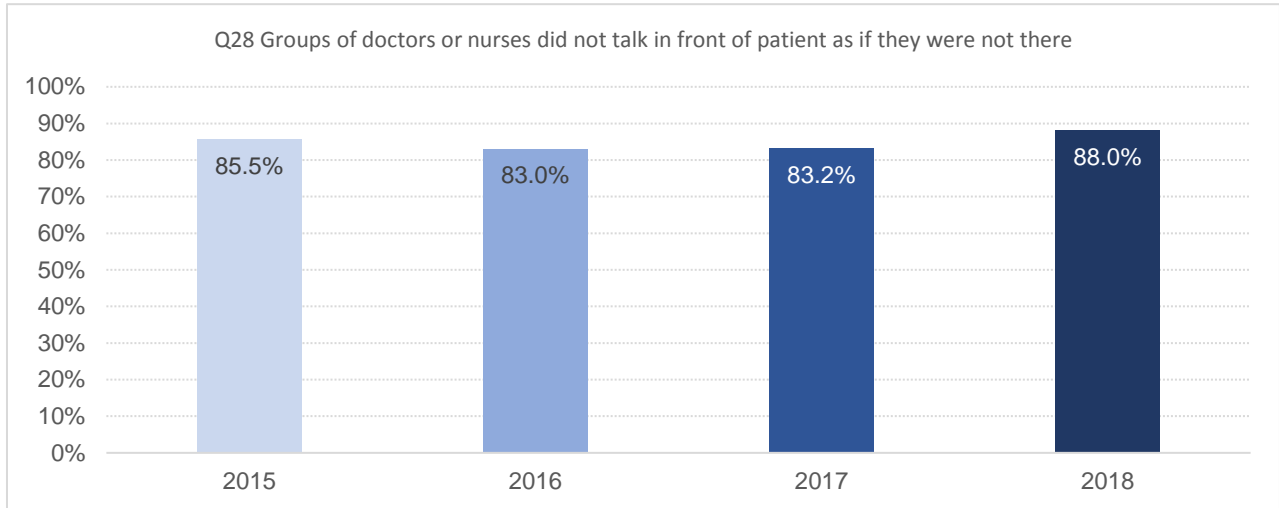
Operations



* This question was not asked on the 2015 survey

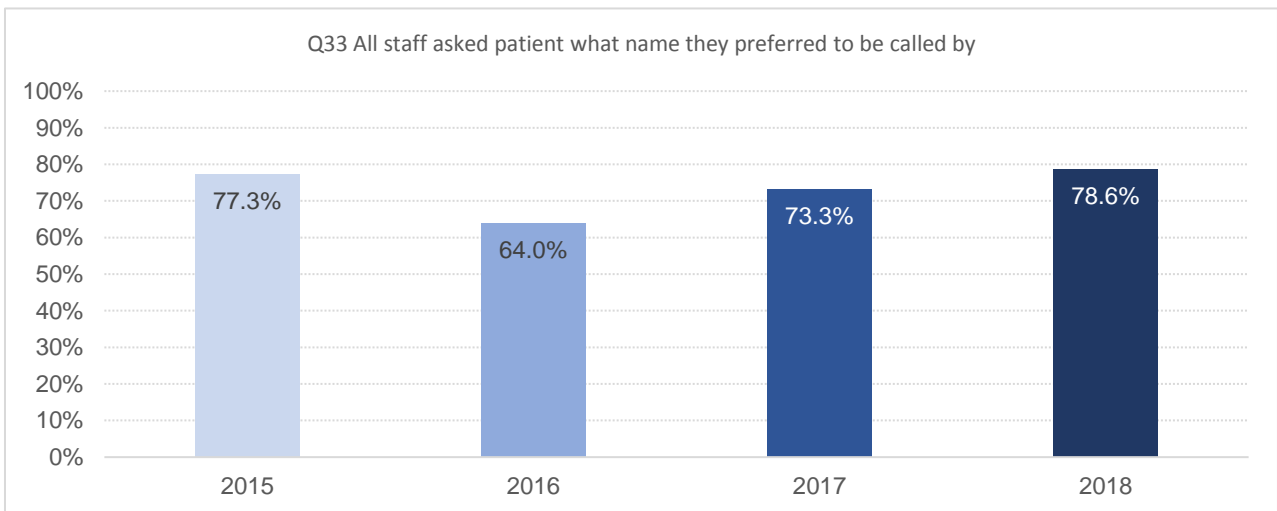
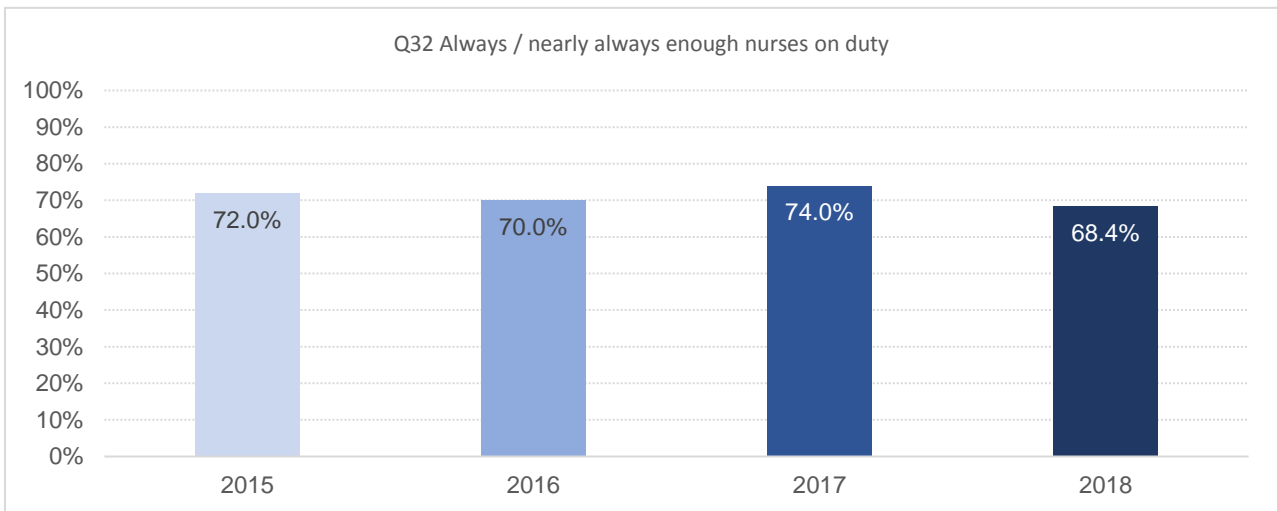
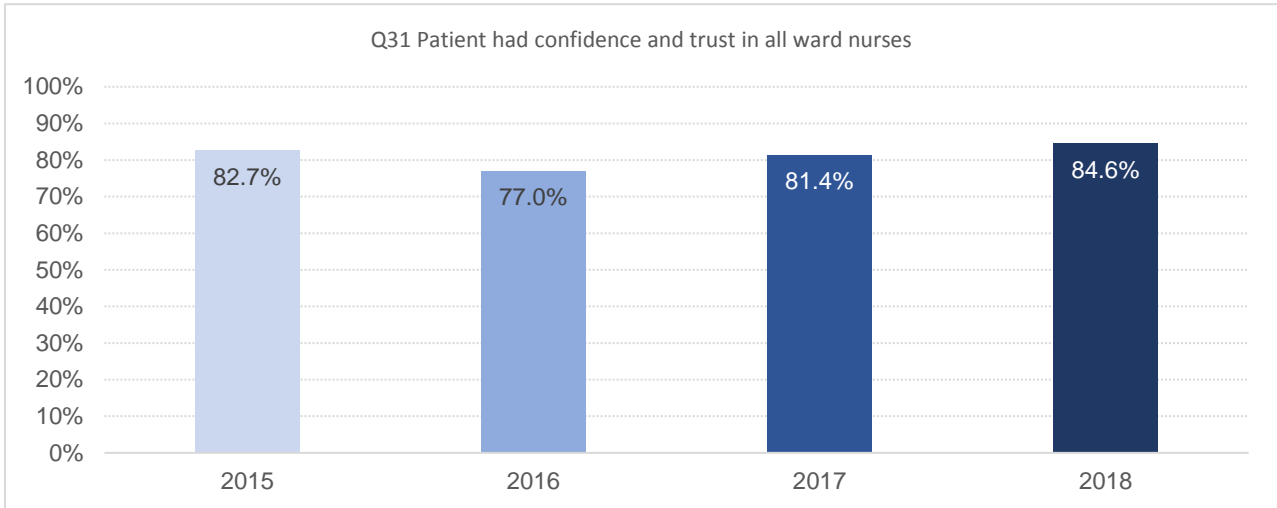
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Hospital care as an inpatient



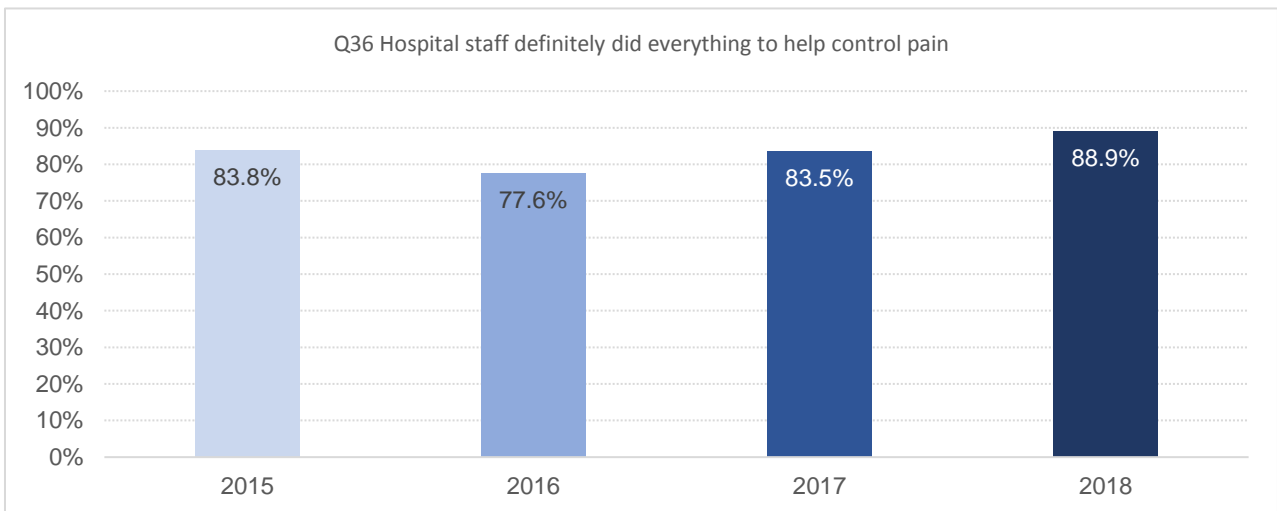
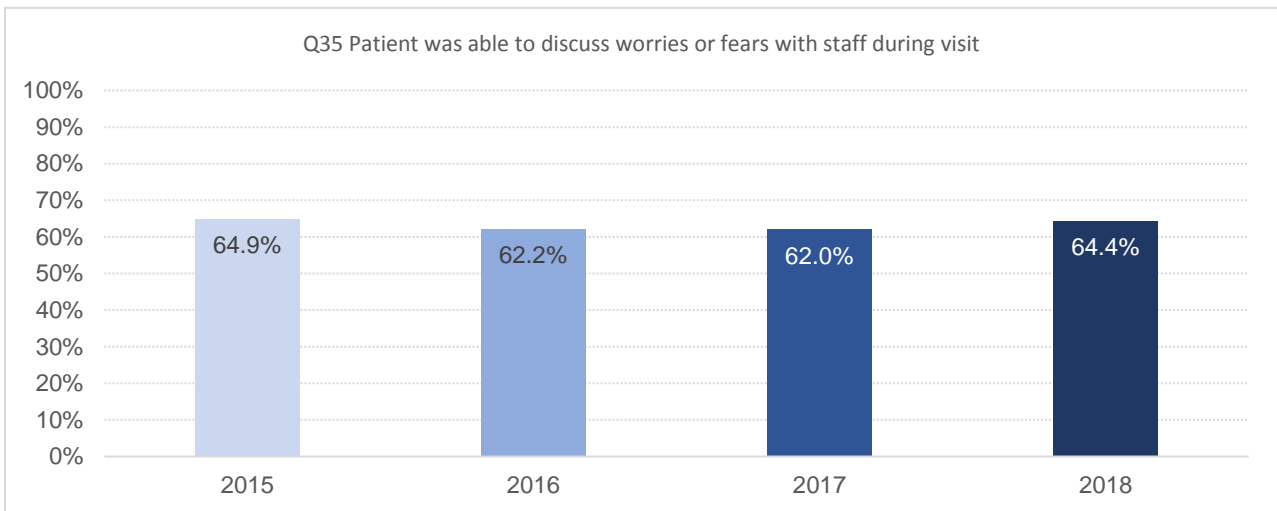
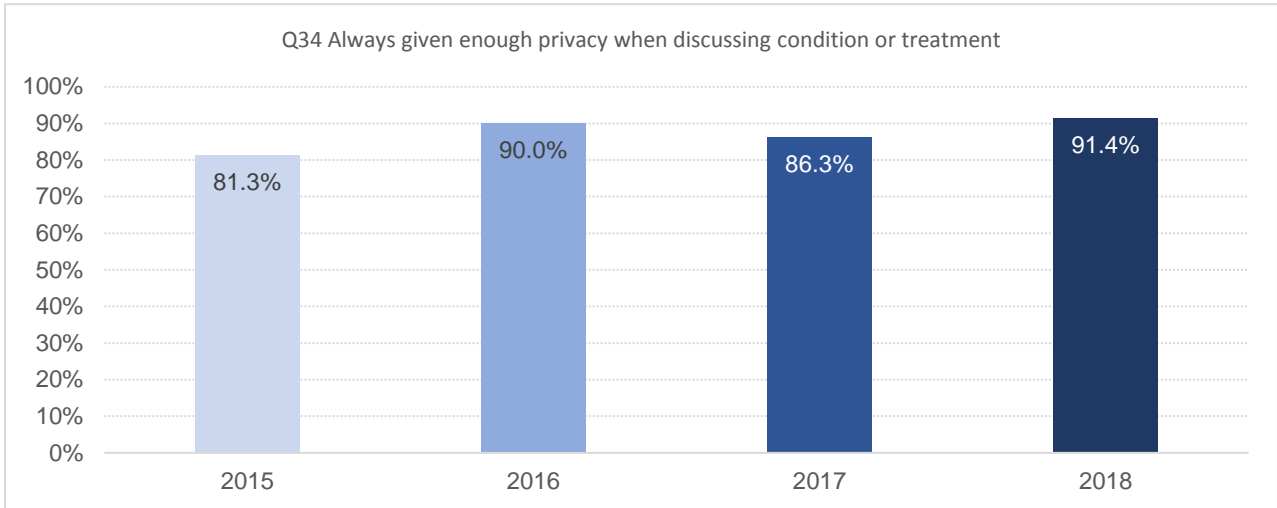
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Hospital care as an inpatient (continued)



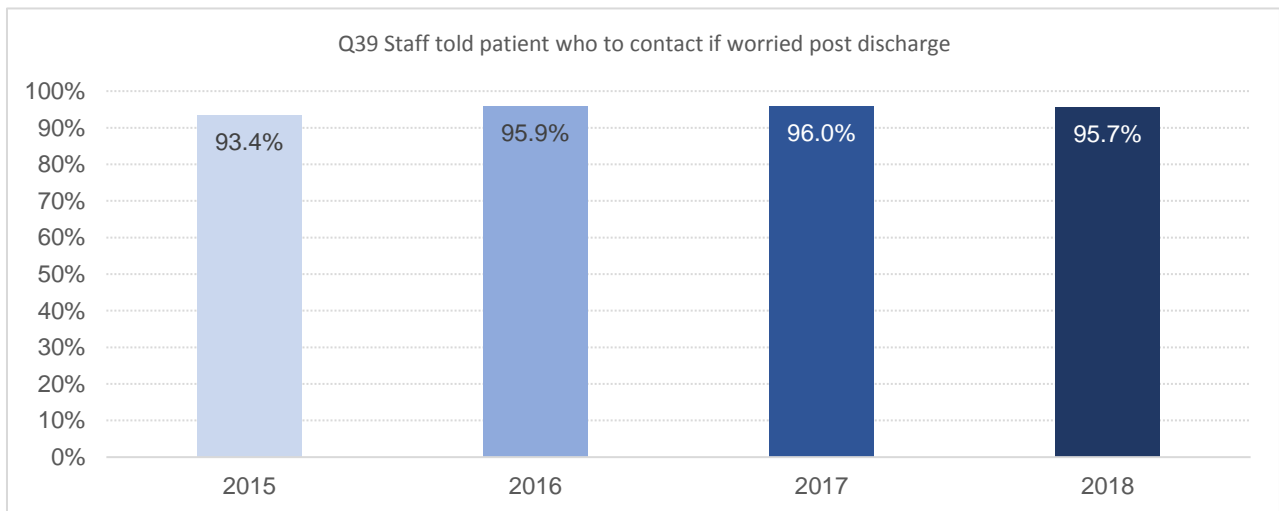
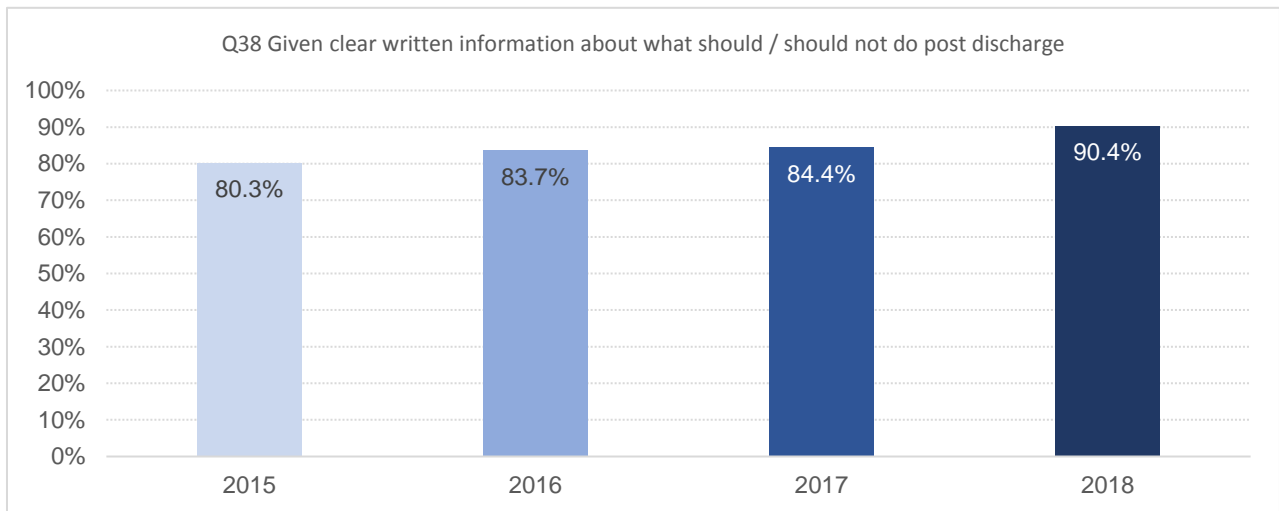
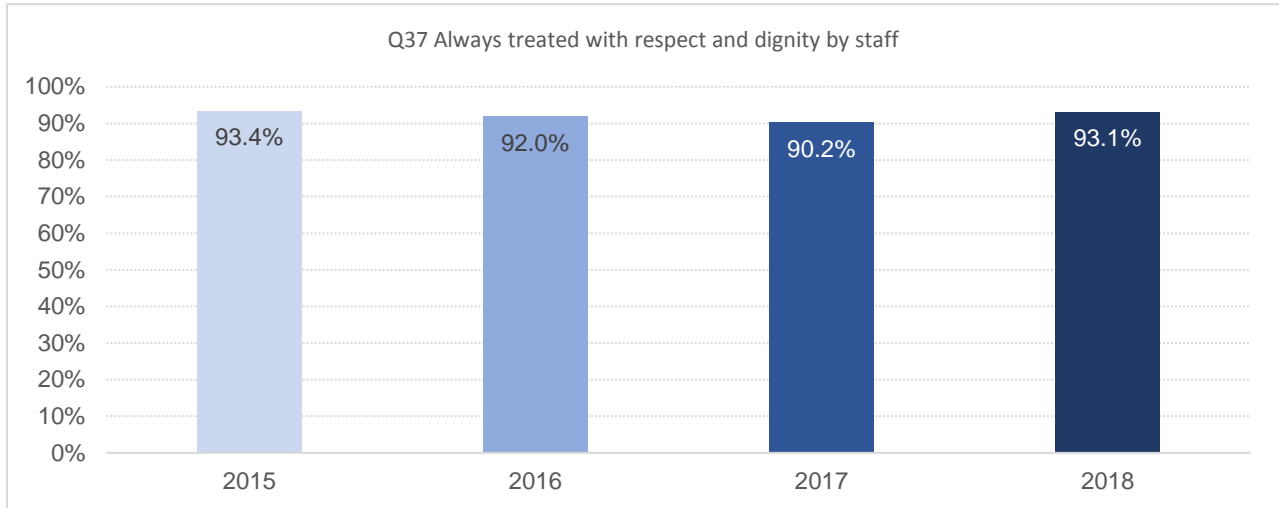
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Hospital care as an inpatient (continued)



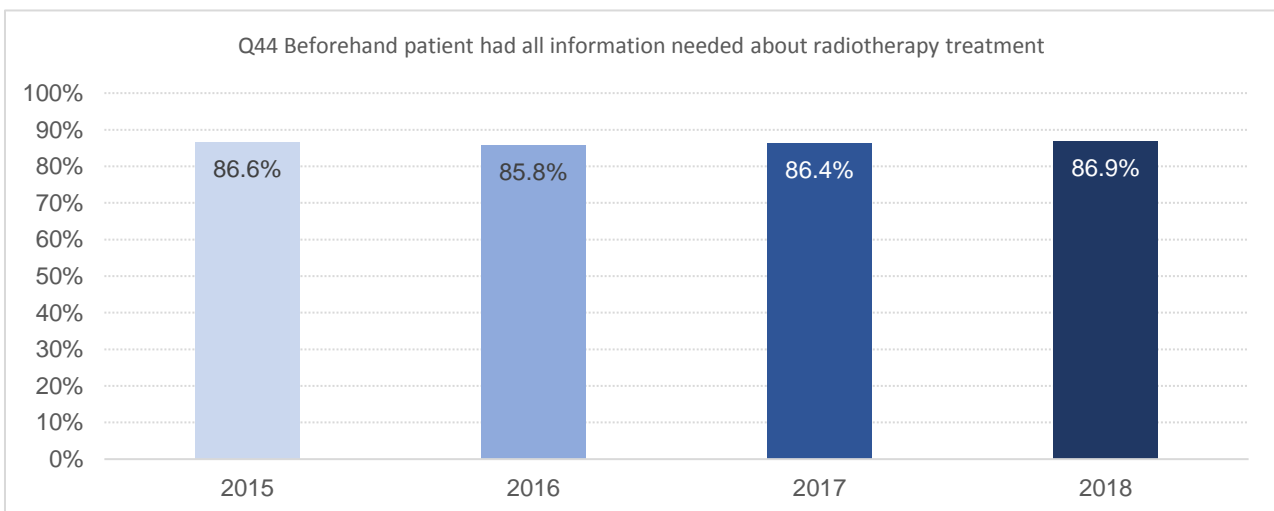
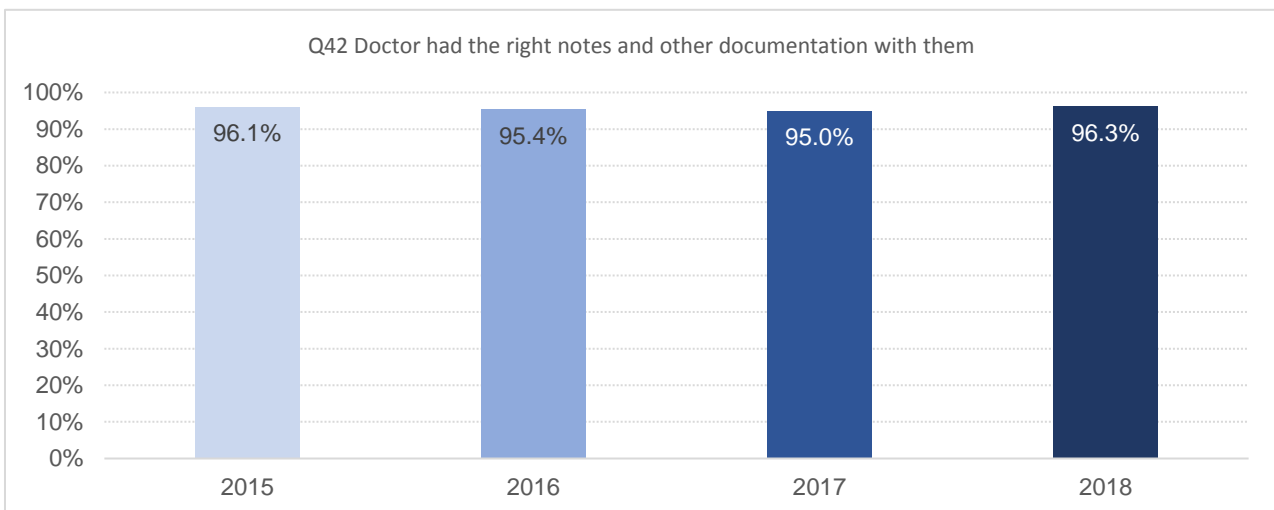
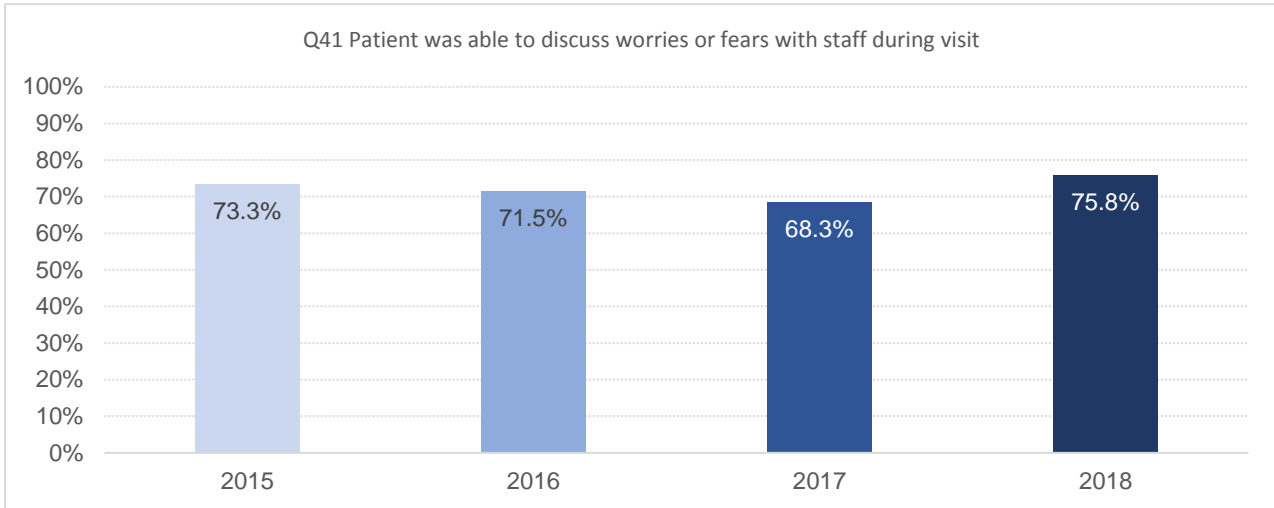
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Hospital care as an inpatient (continued)



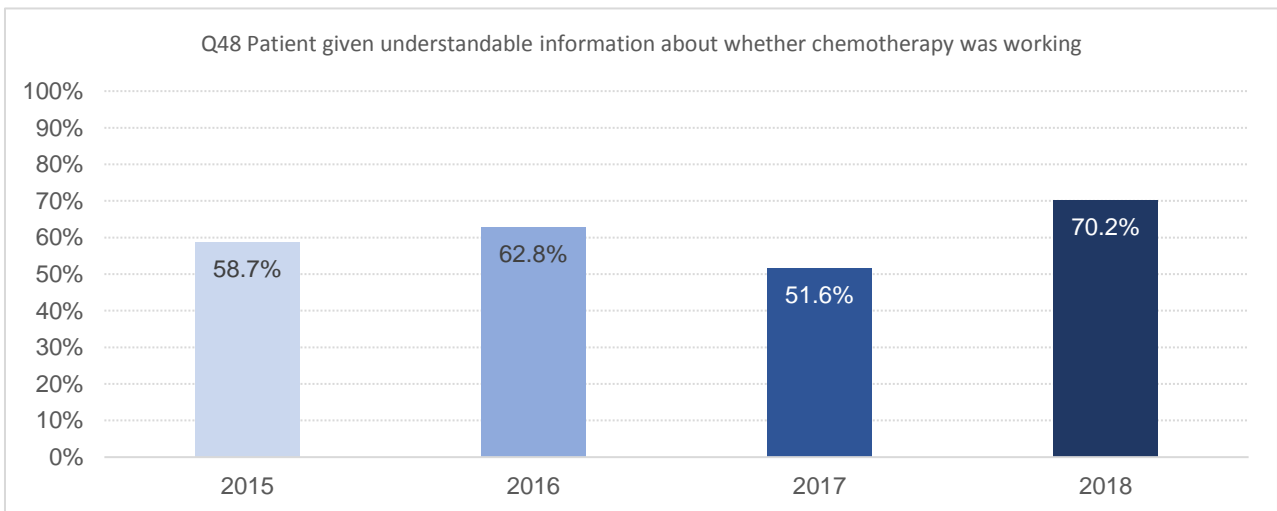
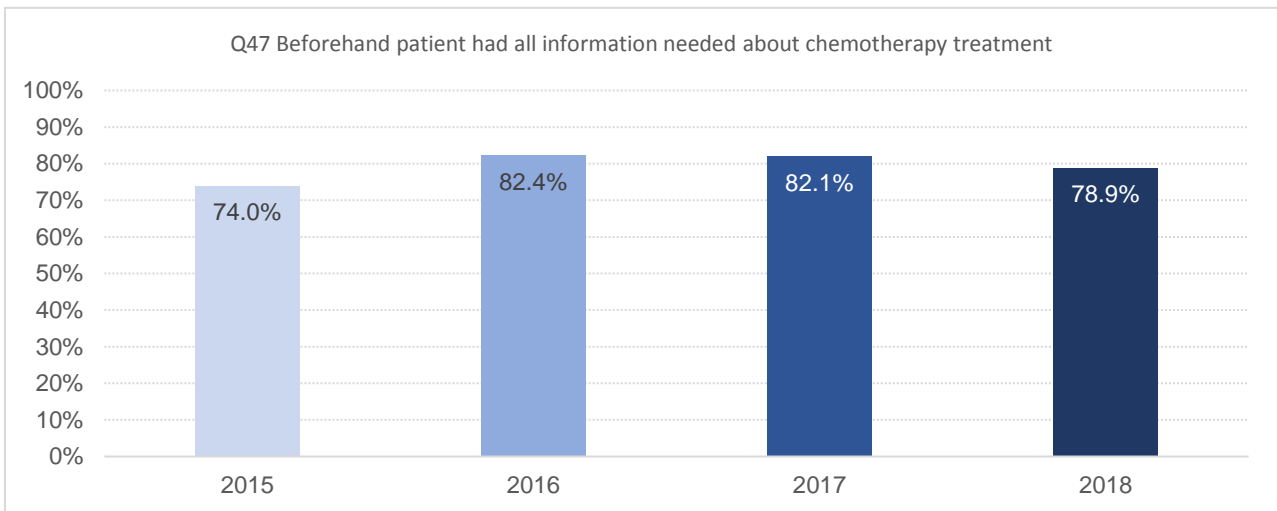
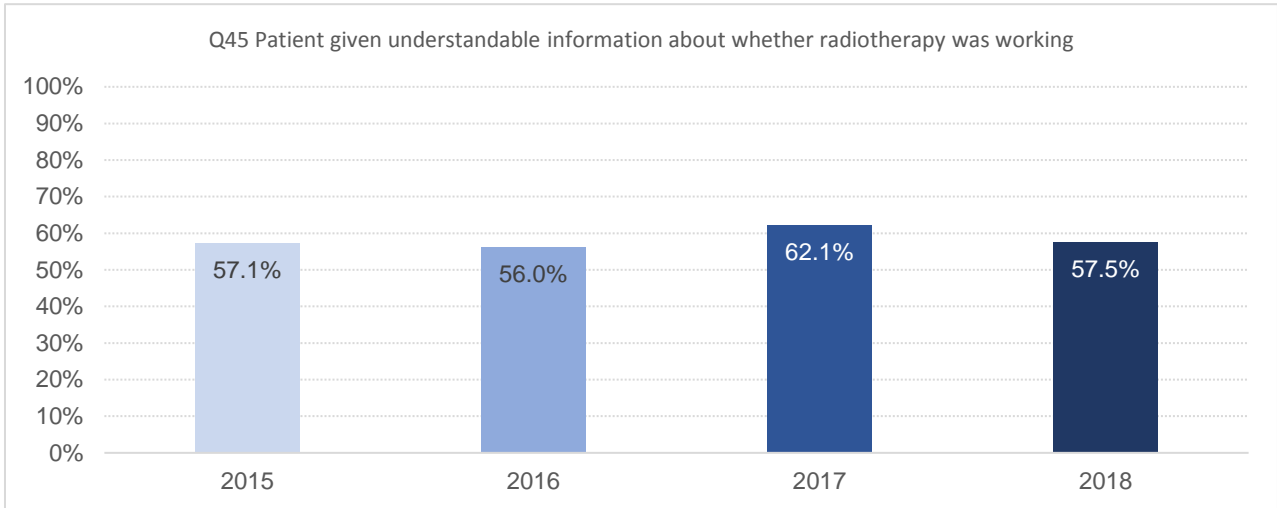
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as a day patient / outpatient



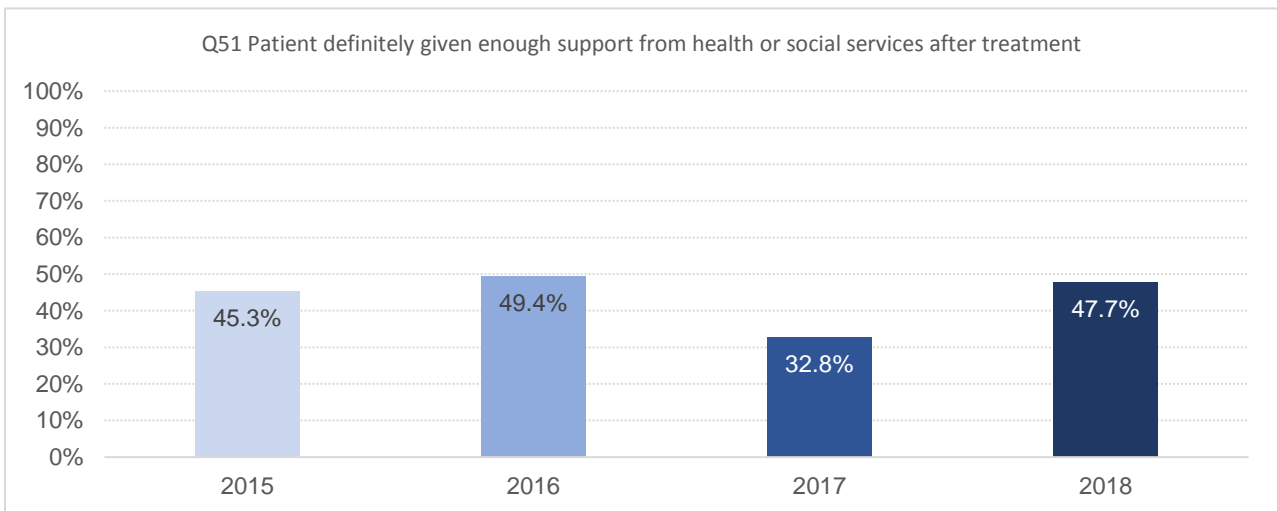
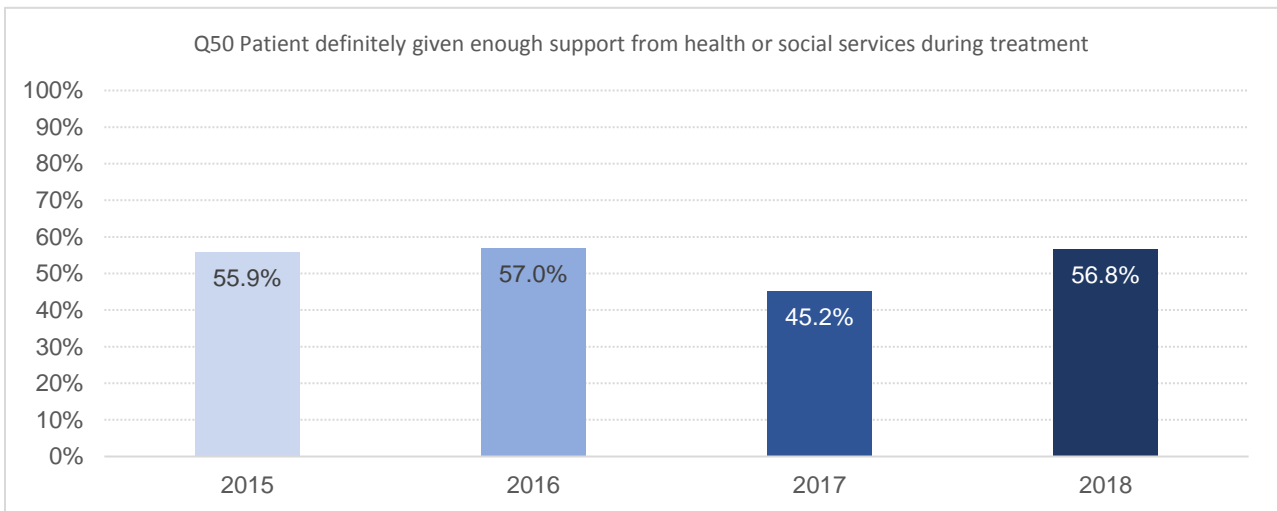
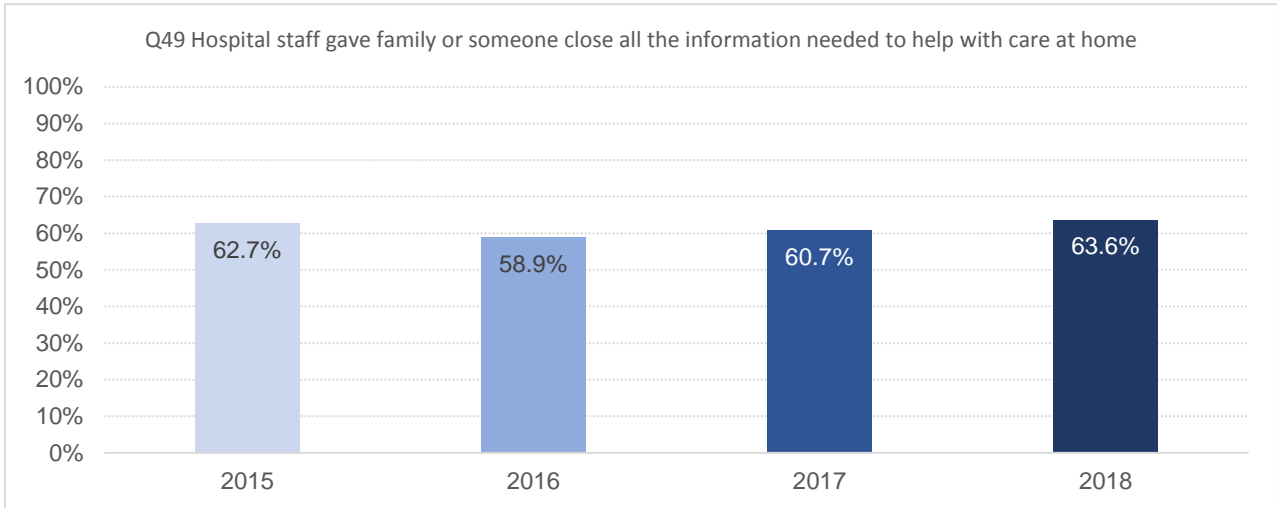
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as a day patient / outpatient (continued)



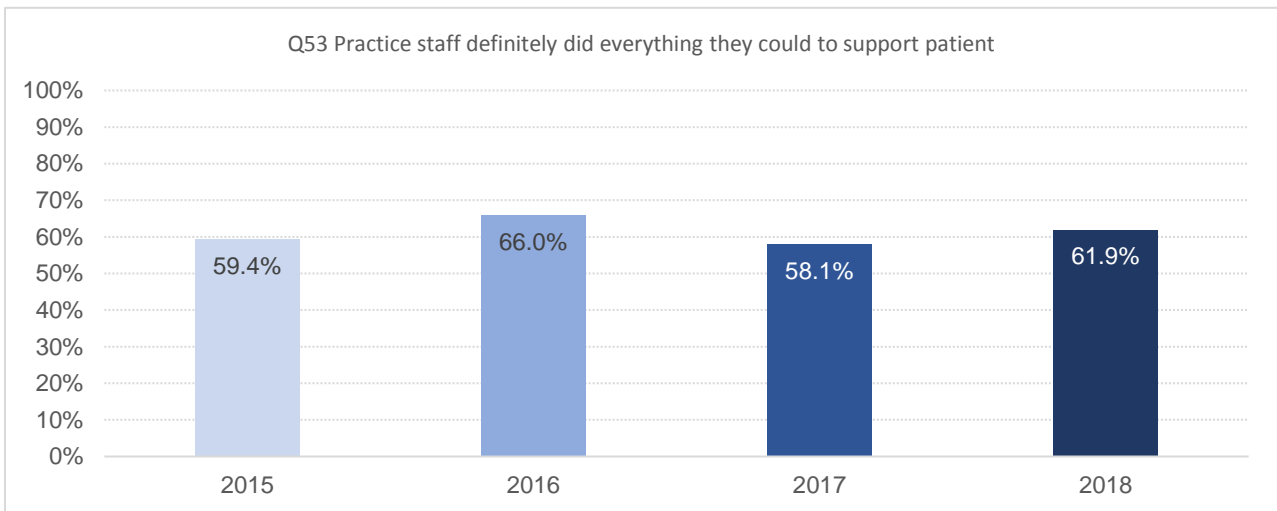
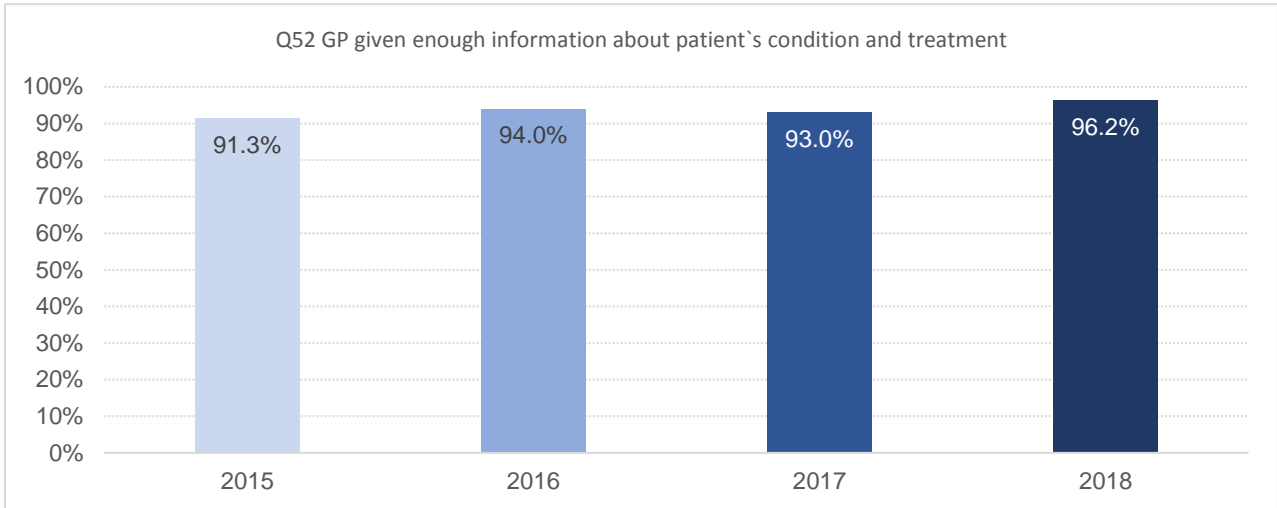
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Home care and support



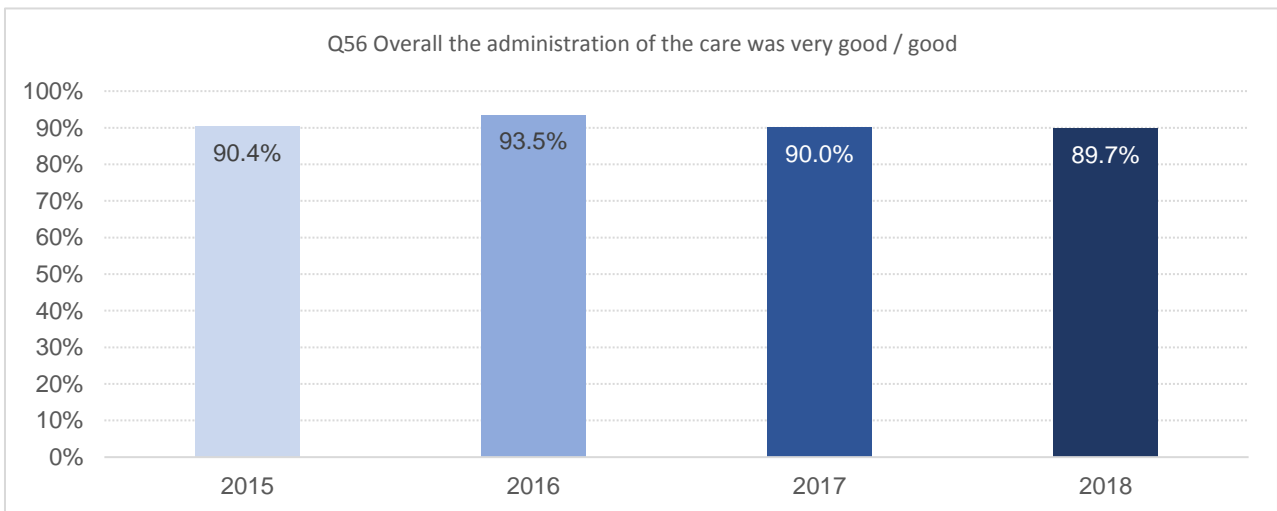
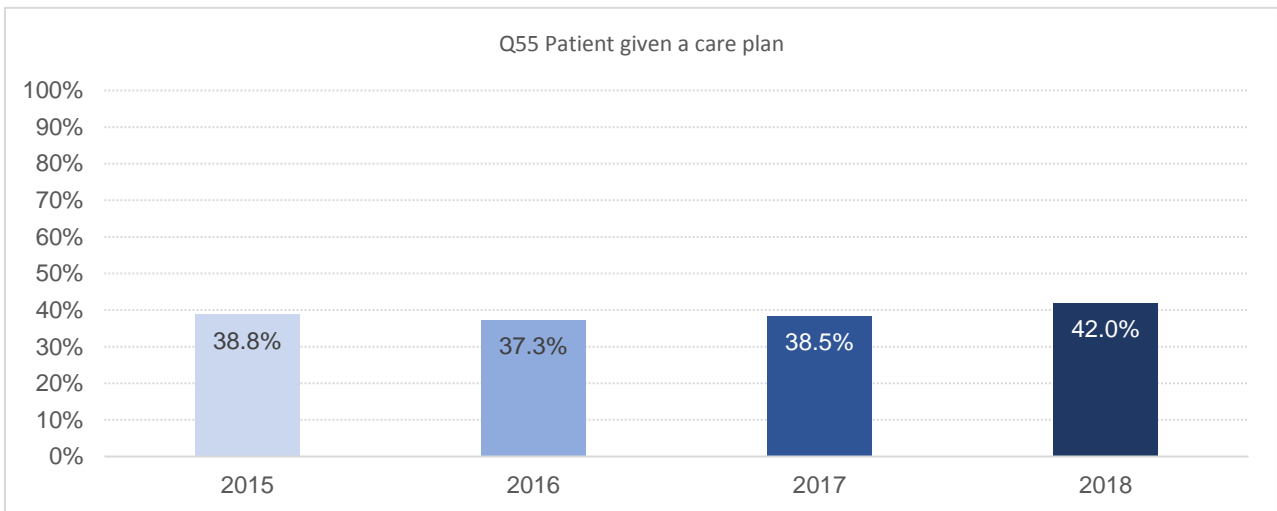
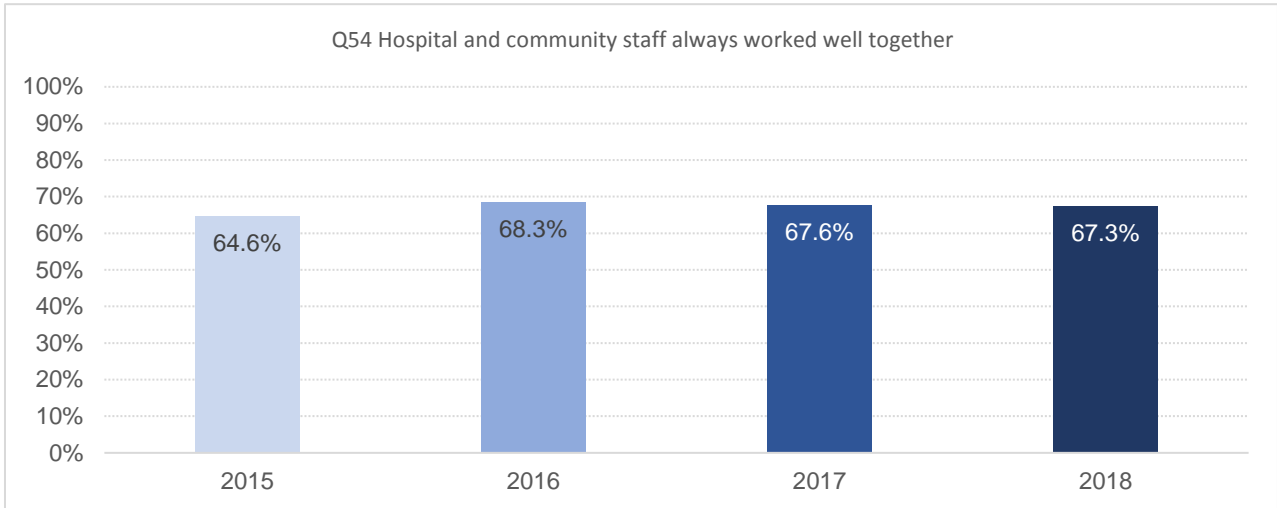
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Care from your general practice



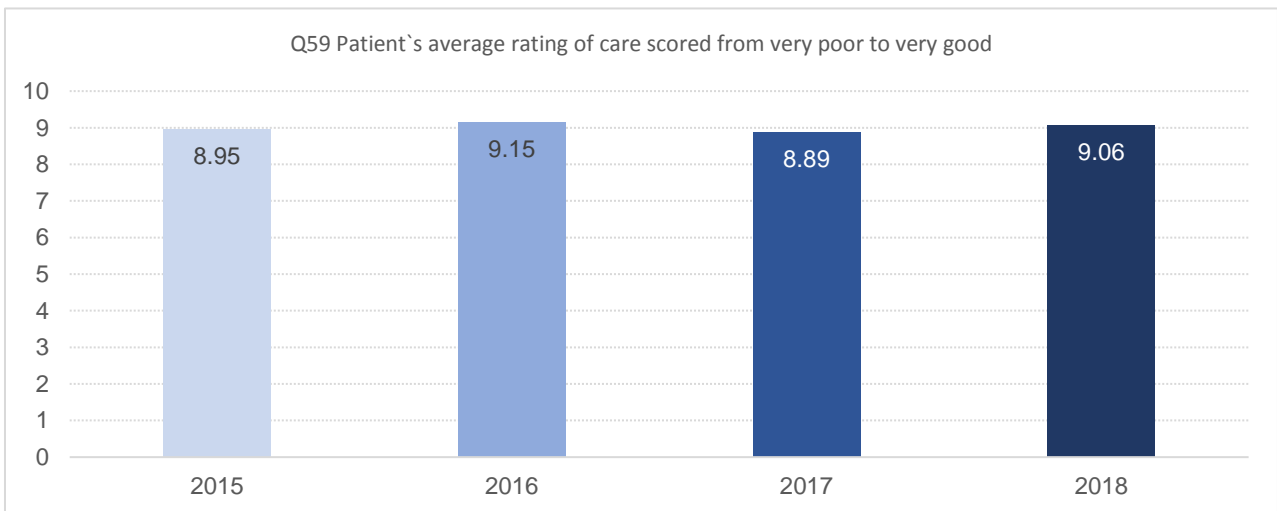
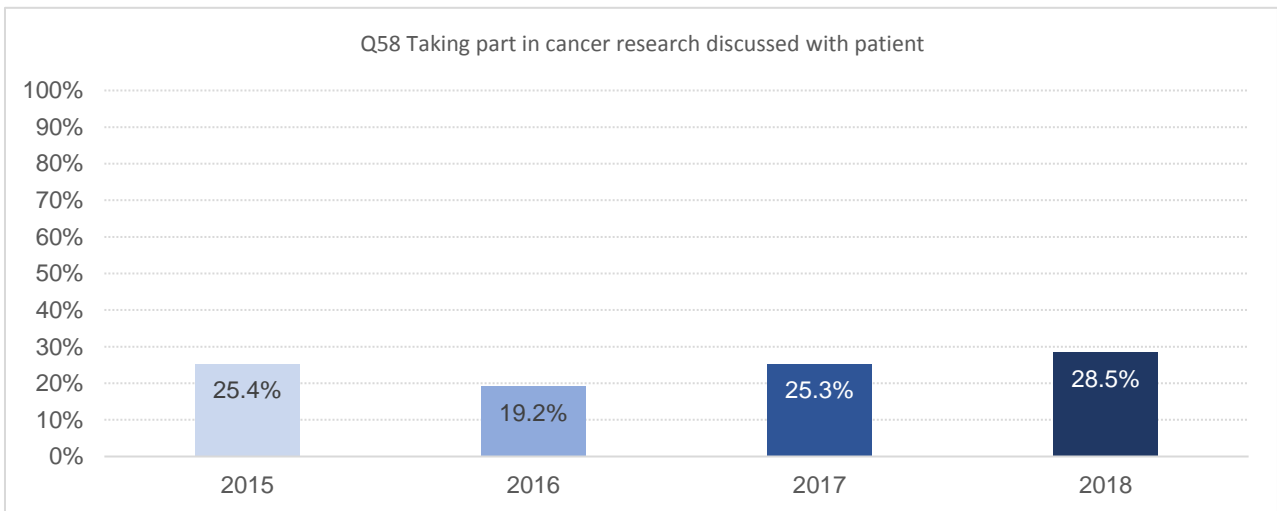
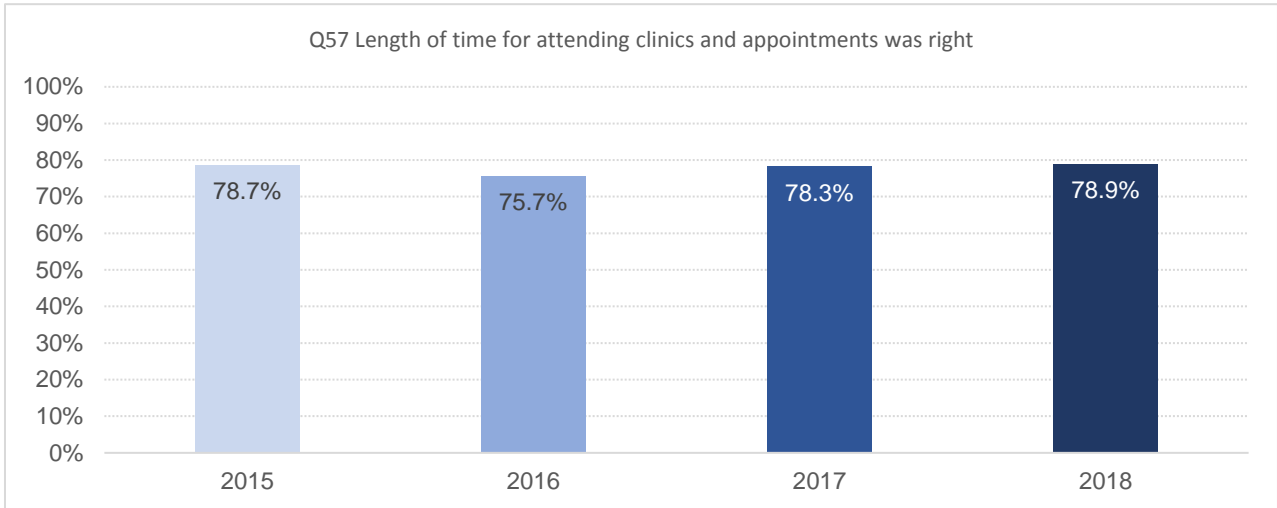
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Your overall NHS care



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

Your overall NHS care (continued)



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

Annex

Methodology

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2018.

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 2018 and March 2019.

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/reports/2018-reports

Redevelopment of the 2018 survey

There have been no changes to the questionnaire compared to 2017.

Official Statistics

The 2018 survey data has been produced and published in line with the Code of Practice for Official Statistics.

Annex (continued)

Scoring methodologies

51 of the 52 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 2018 questionnaire is available at: www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Further details on the scoring methodology can be found in the technical document for the survey, available at:

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Case-mix adjustment

As in 2017, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust is performing given their patient population.

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

For further details on case-mix adjustment, please refer to the technical document for the survey, available at:

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Annex (continued)

Statistical significance

In the reporting of 2018 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 2018 have been compared with those of 2017 and statistically significant change between the two years has been reported where identified.

For the 49 scored questions that are comparable across 2015, 2016, 2017 and 2018, overall statistically significant change over the four years has also been reported where identified.

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

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

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
REN	459	34	425	160	16	249	59%

Respondents by tumour group

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

Tumour Group	Number of respondents*
Brain / CNS	2
Breast	2
Colorectal / LGT	3
Gynaecological	39
Haematological	66
Head and Neck	15
Lung	10
Prostate	67
Sarcoma	1
Skin	0
Upper Gastro	12
Urological	4
Other	28

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

Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	1	4	3	11	38	61	33	2	153
Female	0	1	6	11	18	37	18	5	96
Total	1	5	9	22	56	98	51	7	249



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