

## Report Revisions

Report Name: National Cancer Patient Experience Survey 2017 Results

Trust Name: The Royal Liverpool and Broadgreen University Hospitals NHS Trust

Date of revision: 26/07/2019

Reason for revision(s):

Quality assurance checks conducted on 2018 reporting identified errors with the 2017 published unadjusted Trust data.

The issue affected 27 trusts in total, where the 'All Cancers' score reported against selected questions in the tumour group comparison tables was incorrect. This error also affected the Trust level data tables in respect of the number of responses and unadjusted scores published on the Trust\_scoring\_unadjusted tab.

This error occurred as a result of data for patients whose country of residence was not England being incorrectly excluded. The unadjusted data should include all respondents and this exclusion should only apply to Year on Year and Case Mix adjusted data.

Revisions affect the 'All Cancers' score reported against selected questions in the tumour group comparison tables featured on pages 24 - 36. All other scores (Year on Year, Case Mix Adjusted and Expected Range) reported are unaffected by these revisions.

### Detail of revisions made

| Report Section                             | Column     | Row         | Question | Incorrect value | Revised value |
|--|------------|-------------|----------|-----------------|---------------|
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q2       | 86              | 85            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q5       | 94              | 95            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q6       | 87              | 88            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q10      | 74              | 73            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q11      | 79              | 78            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q13      | 74              | 73            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q14      | 67              | 68            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q19      | 88              | 89            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q22      | 59              | 58            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q23      | 81              | 79            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q28      | 82              | 83            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q29      | 89              | 88            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q30      | 80              | 79            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q31      | 79              | 78            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q32      | 73              | 74            |

| Detail of revisions made                   |            |             |          |                 |               |
|--|------------|-------------|----------|-----------------|---------------|
| Report Section                             | Column     | Row         | Question | Incorrect value | Revised value |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q33      | 73              | 72            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q34      | 90              | 89            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q35      | 51              | 52            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q36      | 85              | 86            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q39      | 95              | 96            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q41      | 74              | 73            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q48      | 68              | 67            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q51      | 65              | 63            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q53      | 68              | 66            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q55      | 42              | 41            |
| Comparisons by tumour group for this Trust | This Trust | All Cancers | Q58      | 29              | 30            |

# **National Cancer Patient Experience Survey**

## **2017 Results**

**The Royal Liverpool and  
Broadgreen University  
Hospitals NHS Trust**

**Published September 2018**

**Revised 26th July 2019**

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



## Introduction

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

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

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

Full national results and other reports are available at:

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

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

## This report

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

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

## Data tables

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

### **Comparability charts**

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

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

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

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

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

### **Tumour group tables**

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

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

### **Notes on specific questions**

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

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

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

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

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

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

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

### **Response rates**

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

## Executive Summary

**9.1** 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

**91%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

**91%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

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

**95%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

**67%** of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

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

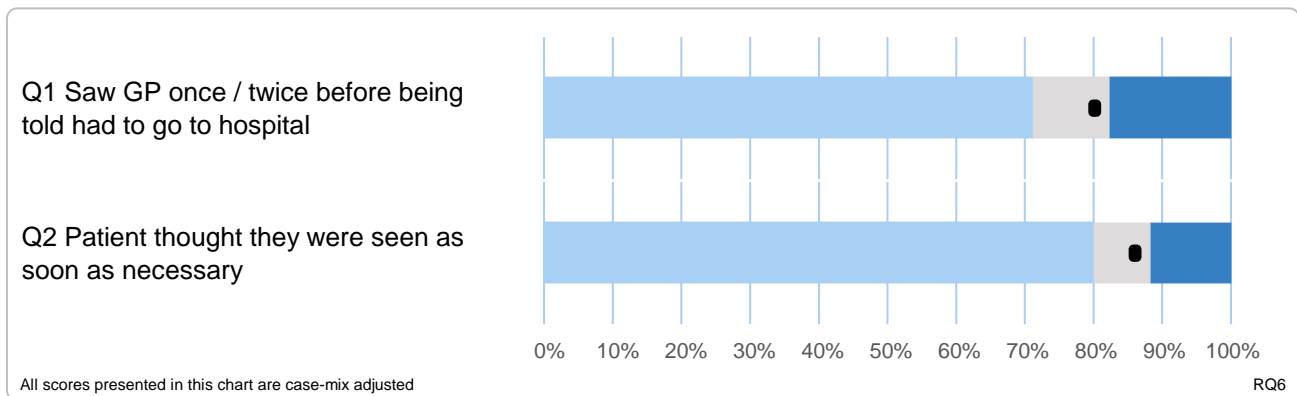
Questions which scored outside expected range

| Question                                   | Number of respondents for this Trust  | 2017 Case-mix Adjusted    |                               |                               | National Average Score |     |
|--|---|---------------------------|-------------------------------|-------------------------------|------------------------|-----|
|  |   | 2017 Score for this Trust | Lower limit of expected range | Upper limit of expected range |                        |     |
| <b>Finding out what was wrong with you</b> |   |                           |                               |                               |                        |     |
| Q9   | Patient felt they were told sensitively that they had cancer                            | 297                       | 89%                           | 81%                           | 89%                    | 85% |
| <b>Deciding the best treatment for you</b> |   |                           |                               |                               |                        |     |
| Q12  | Patient felt that treatment options were completely explained                           | 266                       | 91%                           | 78%                           | 87%                    | 83% |
| <b>Hospital care as an inpatient</b>       |   |                           |                               |                               |                        |     |
| Q30  | Patient's family or someone close definitely had opportunity to talk to doctor          | 157                       | 81%                           | 67%                           | 80%                    | 73% |
| Q38  | Given clear written information about what should / should not do post discharge        | 184                       | 92%                           | 81%                           | 91%                    | 86% |
| <b>Home care and support</b>               |   |                           |                               |                               |                        |     |
| Q50  | Patient definitely given enough support from health or social services during treatment | 165                       | 66%                           | 44%                           | 63%                    | 53% |
| Q51  | Patient definitely given enough support from health or social services after treatment  | 106                       | 65%                           | 35%                           | 55%                    | 45% |
| <b>Your overall NHS care</b>               |   |                           |                               |                               |                        |     |
| Q56  | Overall the administration of the care was very good / good                             | 305                       | 94%                           | 86%                           | 94%                    | 90% |
| Q59  | Patient's average rating of care scored from very poor to very good                     | 299                       | 9.1                           | 8.6                           | 9.0                    | 8.8 |



## Trust results

### Seeing your GP

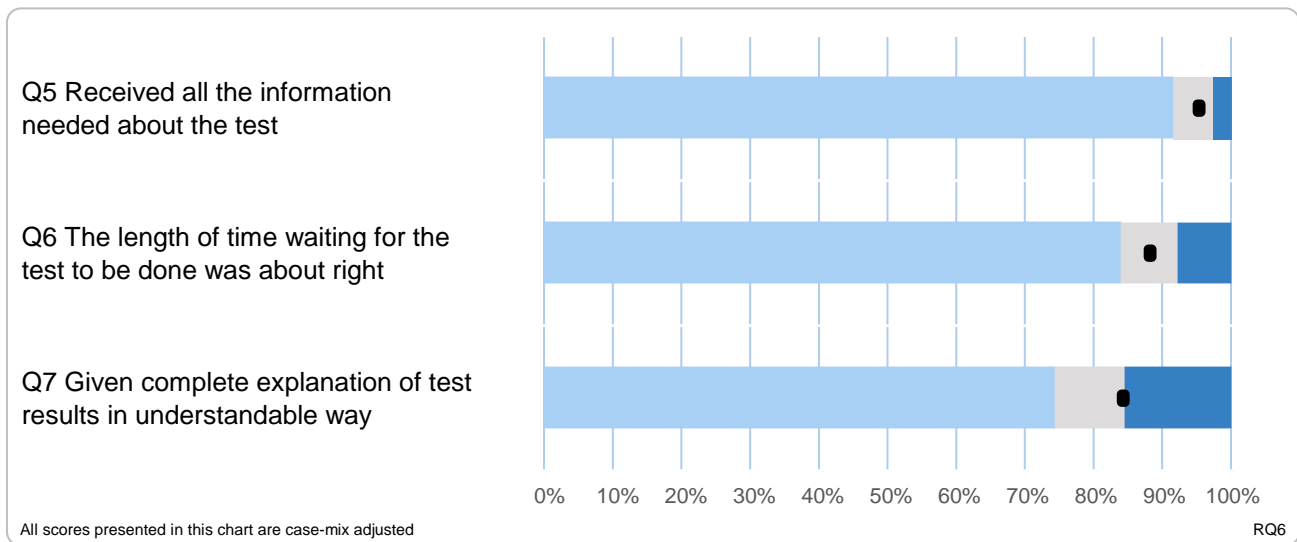


| Question |   | Unadjusted Scores     |       |                       |       | 2017 Case Mix Adjusted |                |            |                        |                        |                        |
|----------|---|-----------------------|-------|-----------------------|-------|------------------------|----------------|------------|------------------------|------------------------|------------------------|
|          |   | 2016                  |       | 2017                  |       | Change 2016-2017       | Change Overall | 2017 Score | Expected range - lower | Expected range - upper | National Average Score |
|          |   | Number of respondents | Score | Number of respondents | Score |                        |                |            |                        |                        |                        |
| Q1       | Saw GP once / twice before being told had to go to hospital | 253                   | 71%   | 217                   | 79%   |                        |                | 80%        | 71%                    | 82%                    | 77%                    |
| Q2       | Patient thought they were seen as soon as necessary         | 370                   | 83%   | 300                   | 86%   |                        |                | 86%        | 80%                    | 88%                    | 84%                    |

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

## Trust results

### Diagnostic Tests

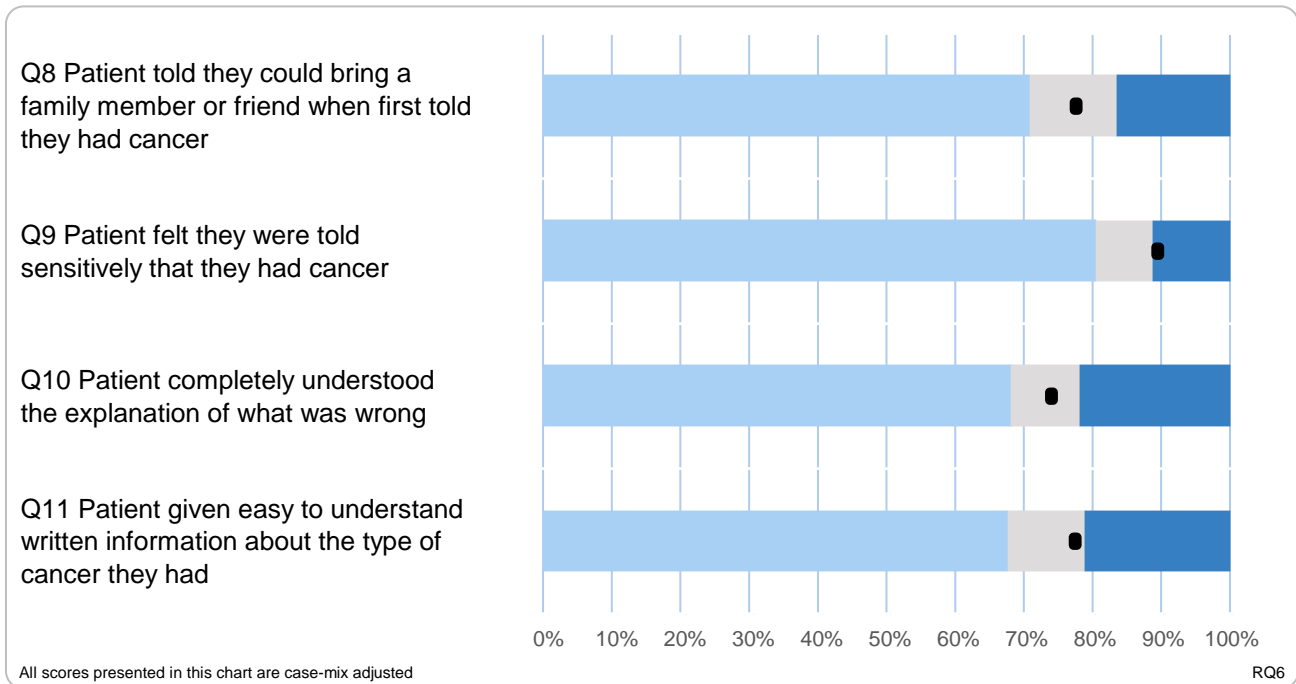


| Question | Unadjusted Scores  |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |     |
|----------|--|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|-----|
|          | 2016   |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |     |
|          | Number of respondents  | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |     |
| Q5       | Received all the information needed about the test                 | 282   | 94%                   | 236   | 94%              |                |                        | 95%                    | 92%                    | 97%                    | 95% |
| Q6       | The length of time waiting for the test to be done was about right | 285   | 87%                   | 236   | 87%              |                |                        | 88%                    | 84%                    | 92%                    | 88% |
| Q7       | Given complete explanation of test results in understandable way   | 287   | 85%                   | 237   | 84%              |                |                        | 84%                    | 74%                    | 85%                    | 79% |

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

## Trust results

### Finding out what was wrong with you

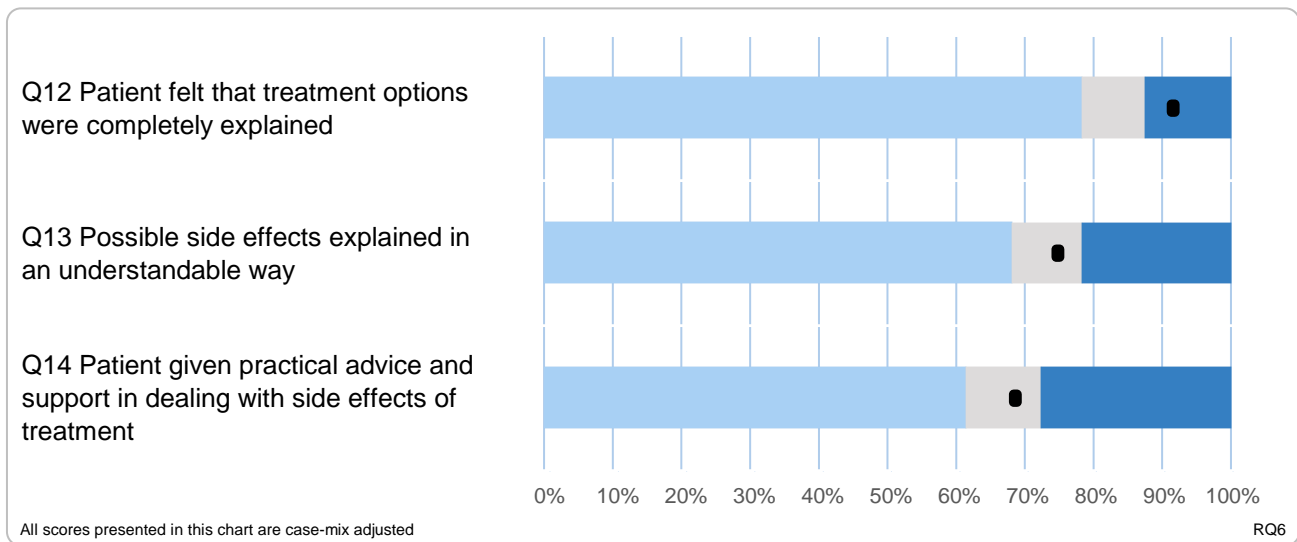


| Question   | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|  | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|  | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q8 Patient told they could bring a family member or friend when first told they had cancer | 355                   | 72%   | 285                   | 77%   |                  |                | 77%                    | 71%                    | 84%                    | 77%                    |
| Q9 Patient felt they were told sensitively that they had cancer                            | 370                   | 86%   | 297                   | 89%   |                  |                | 89%                    | 81%                    | 89%                    | 85%                    |
| Q10 Patient completely understood the explanation of what was wrong                        | 373                   | 71%   | 300                   | 74%   |                  |                | 74%                    | 68%                    | 78%                    | 73%                    |
| Q11 Patient given easy to understand written information about the type of cancer they had | 330                   | 72%   | 268                   | 79%   |                  |                | 77%                    | 68%                    | 79%                    | 73%                    |

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

## Trust results

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

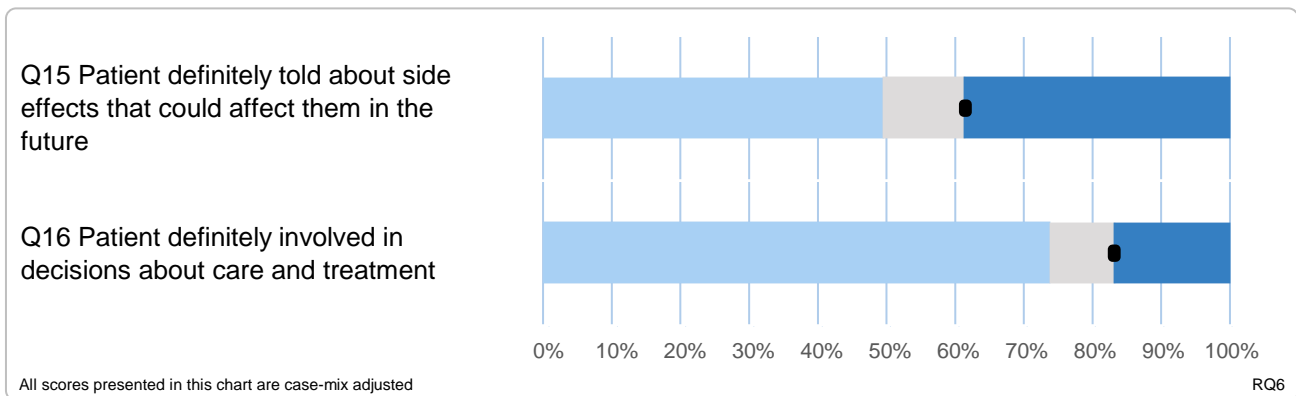


| Question   | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|  | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|  | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q12 Patient felt that treatment options were completely explained                        | 349                   | 86%   | 266                   | 91%   |                  |                | 91%                    | 78%                    | 87%                    | 83%                    |
| Q13 Possible side effects explained in an understandable way                             | 364                   | 76%   | 289                   | 74%   |                  |                | 75%                    | 68%                    | 78%                    | 73%                    |
| Q14 Patient given practical advice and support in dealing with side effects of treatment | 357                   | 69%   | 281                   | 67%   |                  |                | 68%                    | 61%                    | 72%                    | 67%                    |

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

## Trust results

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

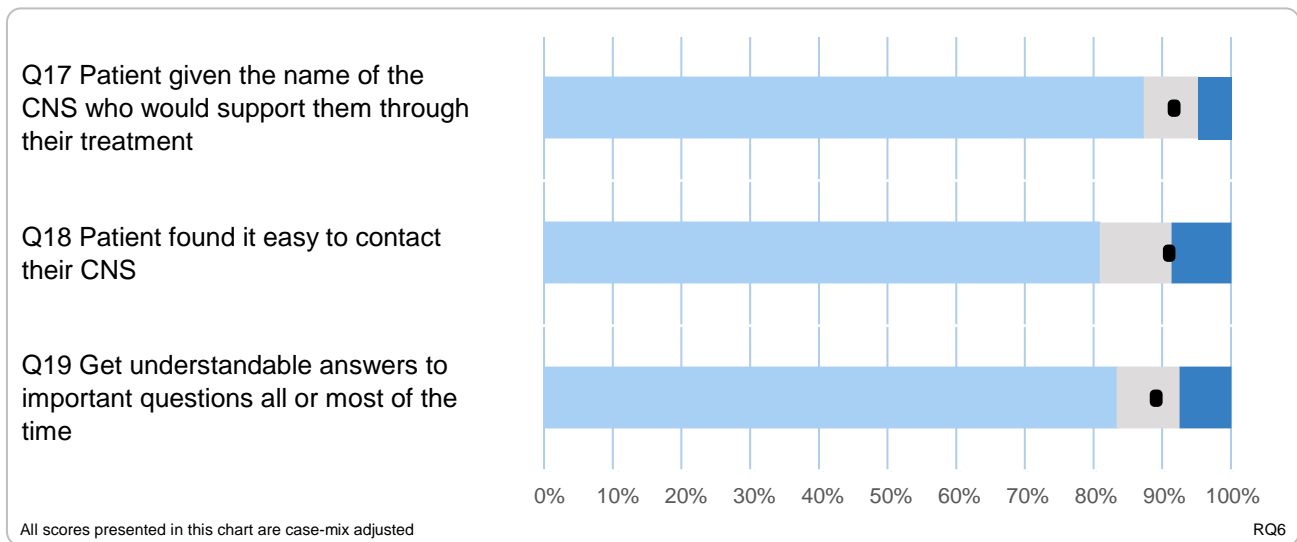


| Question |   | Unadjusted Scores     |       |                       |       | 2017 Case Mix Adjusted |                |            |                        |                        |                        |
|----------|---|-----------------------|-------|-----------------------|-------|------------------------|----------------|------------|------------------------|------------------------|------------------------|
|          |   | 2016                  |       | 2017                  |       | Change 2016-2017       | Change Overall | 2017 Score | Expected range - lower | Expected range - upper | National Average Score |
|          |   | Number of respondents | Score | Number of respondents | Score |                        |                |            |                        |                        |                        |
| Q15      | Patient definitely told about side effects that could affect them in the future | 348                   | 58%   | 272                   | 63%   |                        |                | 61%        | 50%                    | 61%                    | 56%                    |
| Q16      | Patient definitely involved in decisions about care and treatment               | 361                   | 80%   | 292                   | 83%   |                        |                | 83%        | 74%                    | 83%                    | 79%                    |

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

## Trust results

### Clinical Nurse Specialist

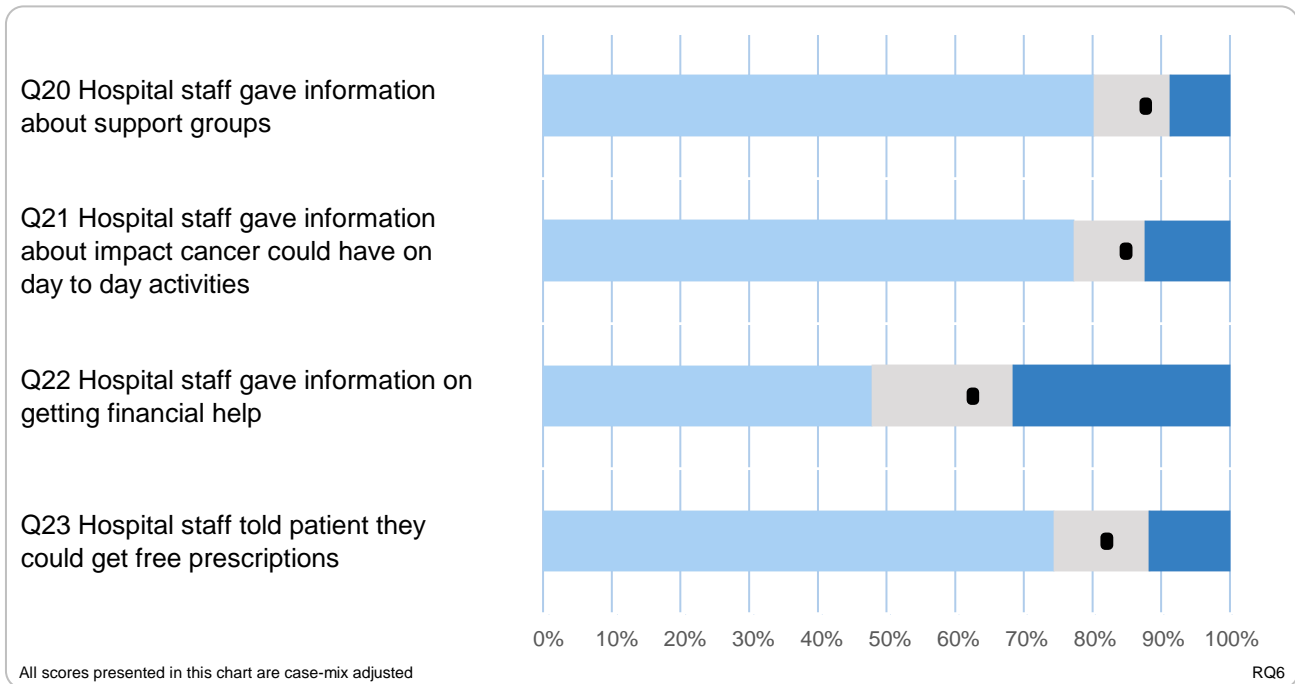


| Question   | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|  | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|  | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q17 Patient given the name of the CNS who would support them through their treatment | 357                   | 91%   | 286                   | 91%   |                  |                | 91%                    | 87%                    | 95%                    | 91%                    |
| Q18 Patient found it easy to contact their CNS                                       | 305                   | 88%   | 237                   | 90%   |                  |                | 91%                    | 81%                    | 92%                    | 86%                    |
| Q19 Get understandable answers to important questions all or most of the time        | 283                   | 89%   | 234                   | 88%   |                  |                | 89%                    | 84%                    | 93%                    | 88%                    |

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

## Trust results

### Support for people with cancer

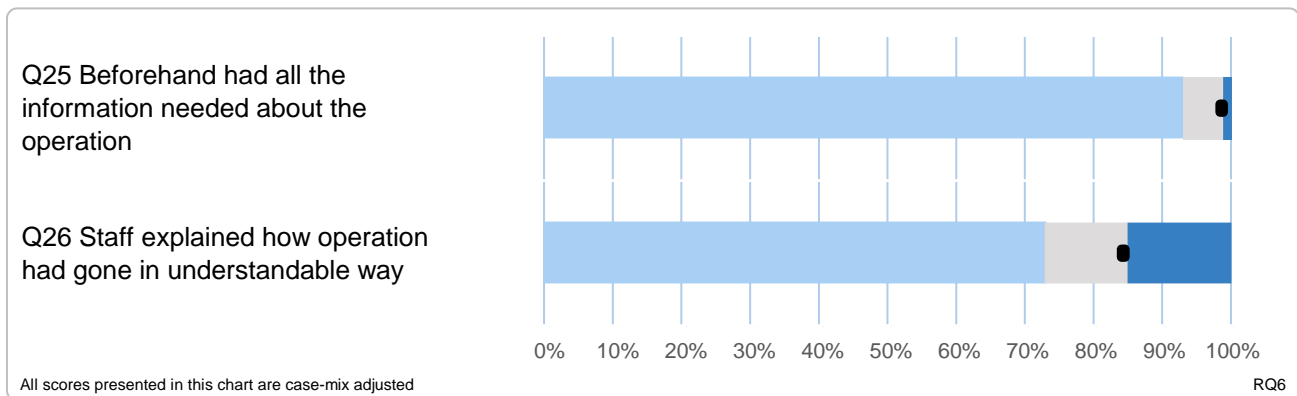


| Question  | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|---|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|   | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|   | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q20 Hospital staff gave information about support groups                                    | 258                   | 86%   | 218                   | 87%   |                  |                | 87%                    | 80%                    | 91%                    | 86%                    |
| Q21 Hospital staff gave information about impact cancer could have on day to day activities | 239                   | 86%   | 210                   | 85%   |                  |                | 85%                    | 77%                    | 88%                    | 82%                    |
| Q22 Hospital staff gave information on getting financial help                               | 204                   | 53%   | 146                   | 59%   |                  | ↑              | 62%                    | 48%                    | 68%                    | 58%                    |
| Q23 Hospital staff told patient they could get free prescriptions                           | 158                   | 81%   | 121                   | 81%   |                  |                | 82%                    | 74%                    | 88%                    | 81%                    |

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

## Trust results

### Operations



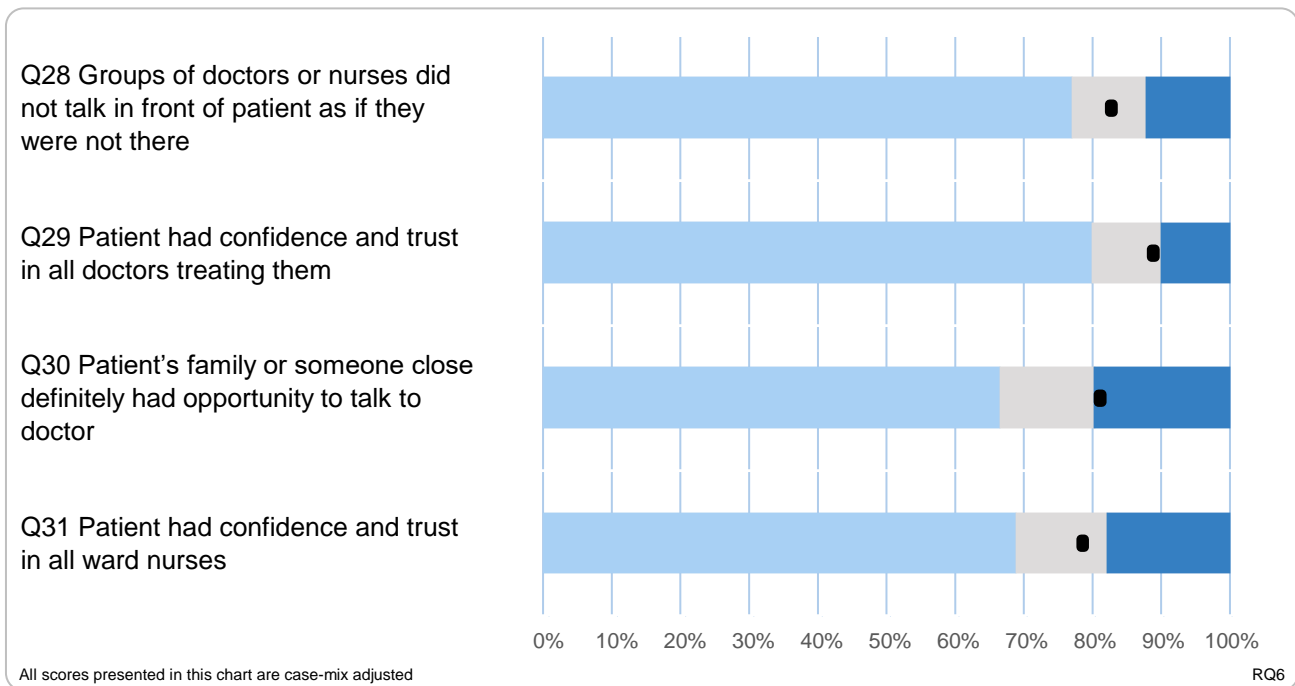
| Question |   | Unadjusted Scores     |       |                       |       | 2017 Case Mix Adjusted |                |            |                        |                        |                        |
|----------|---|-----------------------|-------|-----------------------|-------|------------------------|----------------|------------|------------------------|------------------------|------------------------|
|          |   | 2016                  |       | 2017                  |       | Change 2016-2017       | Change Overall | 2017 Score | Expected range - lower | Expected range - upper | National Average Score |
|          |   | Number of respondents | Score | Number of respondents | Score |                        |                |            |                        |                        |                        |
| Q25      | Beforehand had all the information needed about the operation | 210                   | 97%   | 177                   | 98%   |                        |                | 98%        | 93%                    | 99%                    | 96%                    |
| Q26      | Staff explained how operation had gone in understandable way  | 209                   | 86%   | 176                   | 84%   |                        |                | 84%        | 73%                    | 85%                    | 79%                    |

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



## Trust results

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

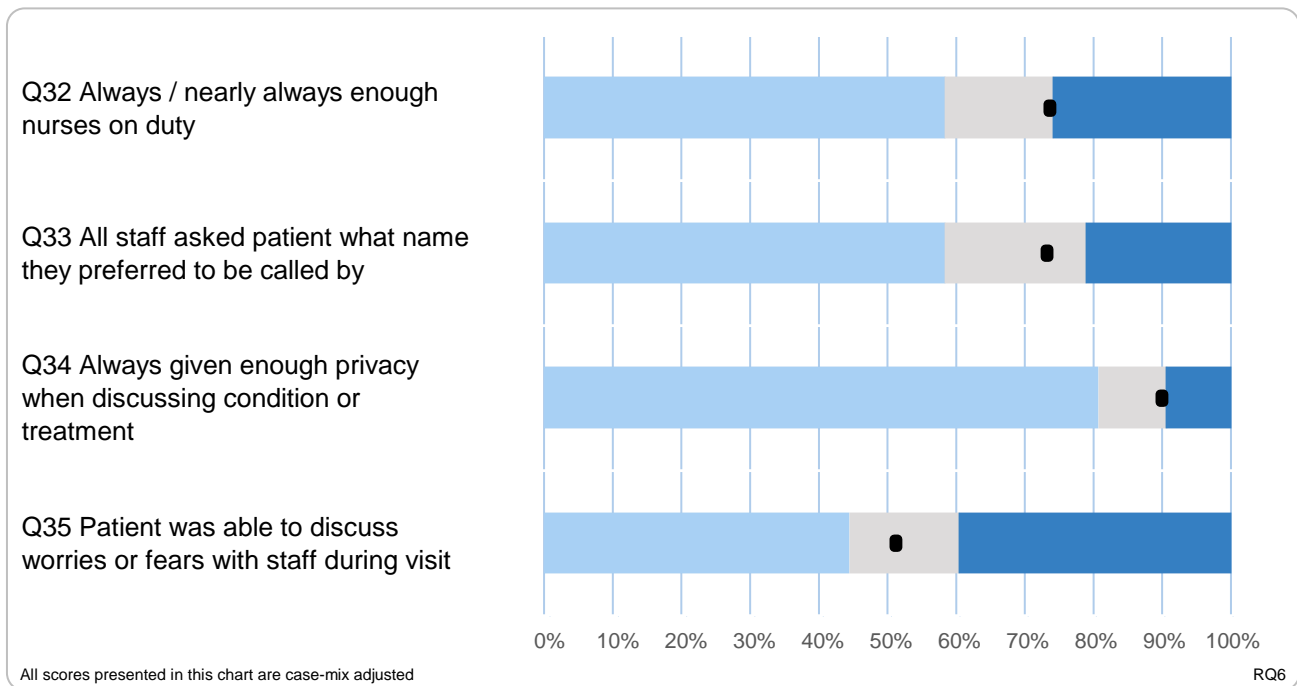


| Question   | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|  | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|  | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there | 227                   | 85%   | 194                   | 82%   |                  |                | 82%                    | 77%                    | 88%                    | 82%                    |
| Q29 Patient had confidence and trust in all doctors treating them                          | 227                   | 92%   | 193                   | 89%   |                  |                | 89%                    | 80%                    | 90%                    | 85%                    |
| Q30 Patient's family or someone close definitely had opportunity to talk to doctor         | 187                   | 78%   | 157                   | 80%   |                  |                | 81%                    | 67%                    | 80%                    | 73%                    |
| Q31 Patient had confidence and trust in all ward nurses                                    | 227                   | 78%   | 194                   | 79%   |                  |                | 78%                    | 69%                    | 82%                    | 76%                    |

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

## Trust results

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

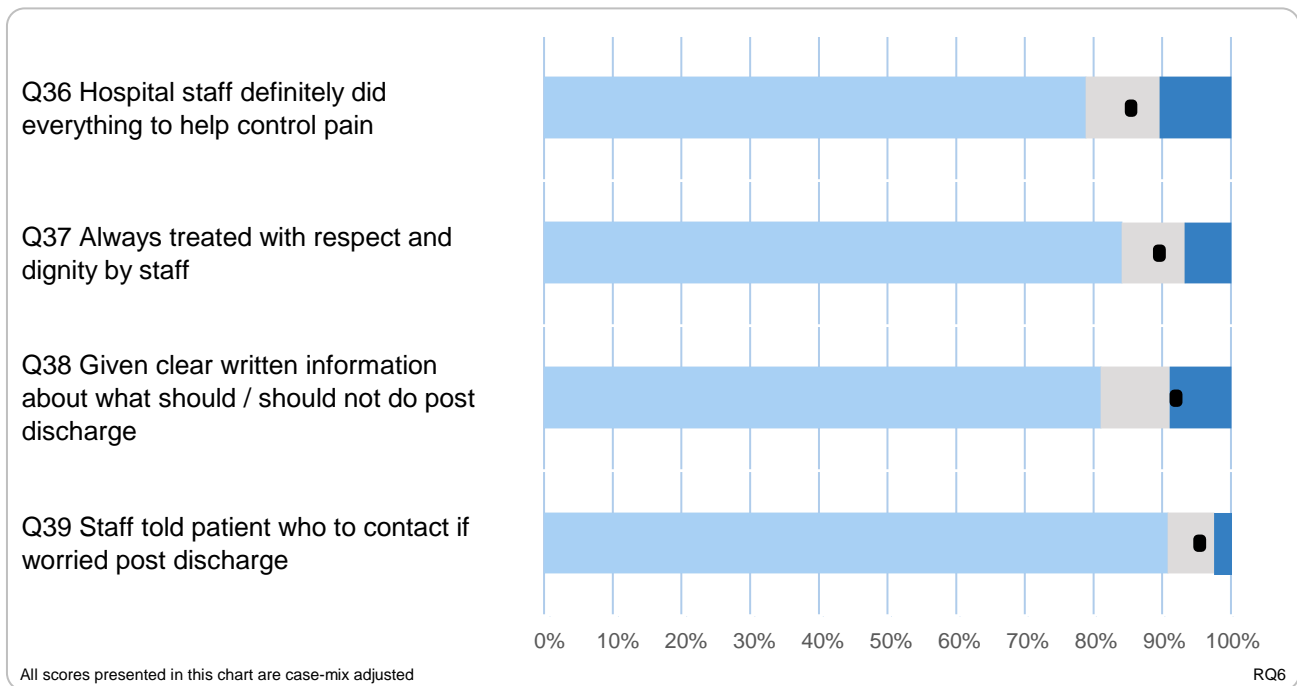


| Question   | Unadjusted Scores                |               |                                  |               | Change 2016-2017 | Change Overall | 2017 Case Mix Adjusted |                           |                           |                           |
|--|----------------------------------|---------------|----------------------------------|---------------|------------------|----------------|------------------------|---------------------------|---------------------------|---------------------------|
|  | 2016<br>Number of<br>respondents | 2016<br>Score | 2017<br>Number of<br>respondents | 2017<br>Score |                  |                | 2017 Score             | Expected range -<br>lower | Expected range -<br>upper | National Average<br>Score |
| Q32 Always / nearly always enough nurses on duty                         | 228                              | 76%           | 191                              | 73%           |                  |                | 73%                    | 58%                       | 74%                       | 66%                       |
| Q33 All staff asked patient what name they preferred to be called by     | 226                              | 73%           | 191                              | 73%           |                  |                | 73%                    | 58%                       | 79%                       | 69%                       |
| Q34 Always given enough privacy when discussing condition or treatment   | 228                              | 88%           | 193                              | 90%           |                  |                | 90%                    | 81%                       | 91%                       | 86%                       |
| Q35 Patient was able to discuss worries or fears with staff during visit | 168                              | 58%           | 150                              | 51%           |                  |                | 51%                    | 44%                       | 60%                       | 53%                       |

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

## Trust results

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

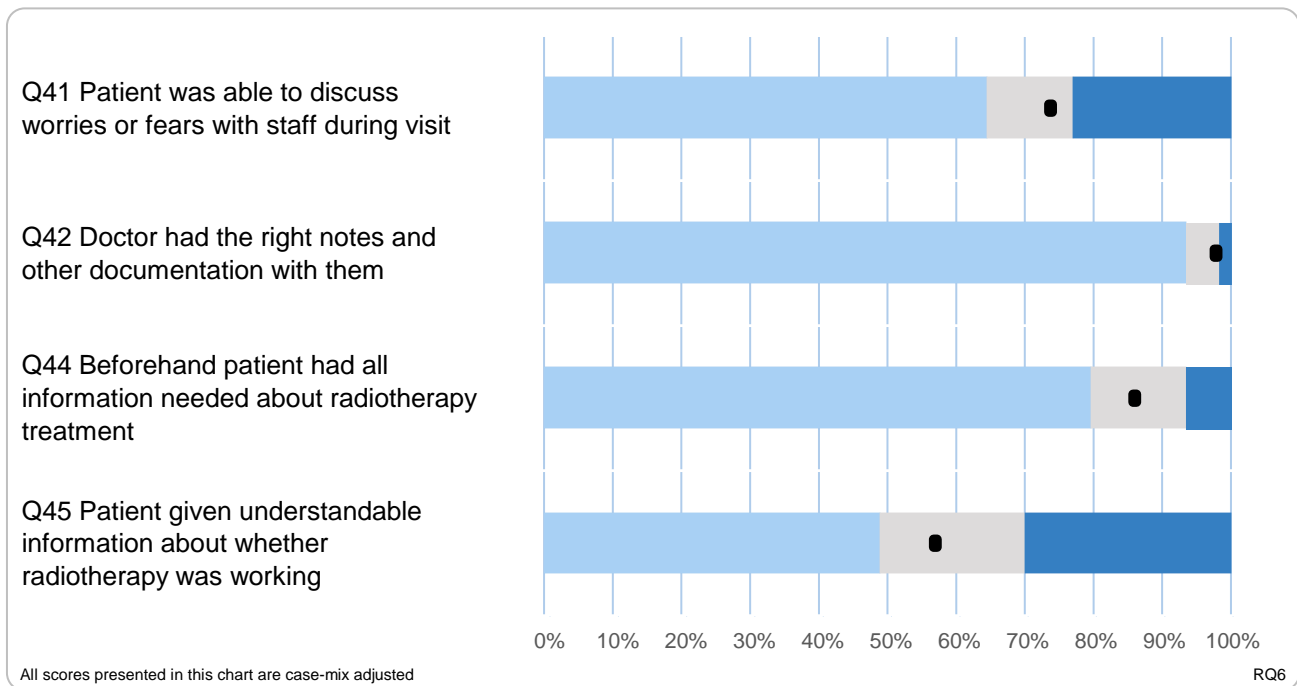


| Question   | Unadjusted Scores     |       |                       |       | Change 2016-2017 | Change Overall | 2017 Case Mix Adjusted |                        |                        |                        |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|  | 2016                  |       | 2017                  |       |                  |                | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|  | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q36 Hospital staff definitely did everything to help control pain                    | 206                   | 90%   | 175                   | 85%   |                  |                | 85%                    | 79%                    | 90%                    | 84%                    |
| Q37 Always treated with respect and dignity by staff                                 | 228                   | 89%   | 191                   | 90%   |                  |                | 89%                    | 84%                    | 93%                    | 89%                    |
| Q38 Given clear written information about what should / should not do post discharge | 216                   | 91%   | 184                   | 92%   |                  |                | 92%                    | 81%                    | 91%                    | 86%                    |
| Q39 Staff told patient who to contact if worried post discharge                      | 222                   | 95%   | 188                   | 95%   |                  |                | 95%                    | 91%                    | 98%                    | 94%                    |

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

## Trust results

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

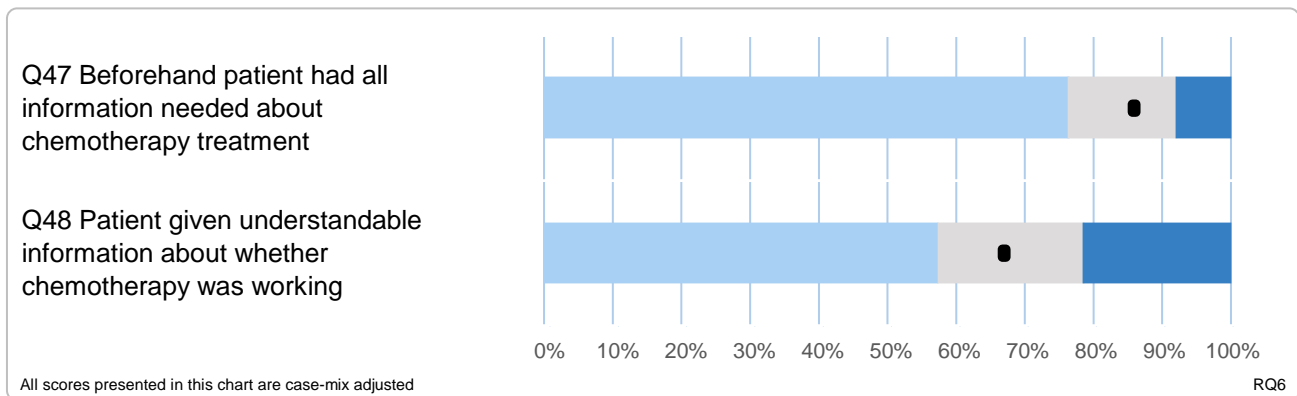


| Question  | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|---|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|   | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|   | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q41 Patient was able to discuss worries or fears with staff during visit            | 273                   | 73%   | 230                   | 74%   |                  |                | 73%                    | 65%                    | 77%                    | 71%                    |
| Q42 Doctor had the right notes and other documentation with them                    | 327                   | 97%   | 255                   | 98%   |                  |                | 98%                    | 94%                    | 98%                    | 96%                    |
| Q44 Beforehand patient had all information needed about radiotherapy treatment      | 107                   | 85%   | 93                    | 86%   |                  |                | 86%                    | 80%                    | 93%                    | 87%                    |
| Q45 Patient given understandable information about whether radiotherapy was working | 95                    | 67%   | 83                    | 58%   |                  |                | 57%                    | 49%                    | 70%                    | 59%                    |

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

## Trust results

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

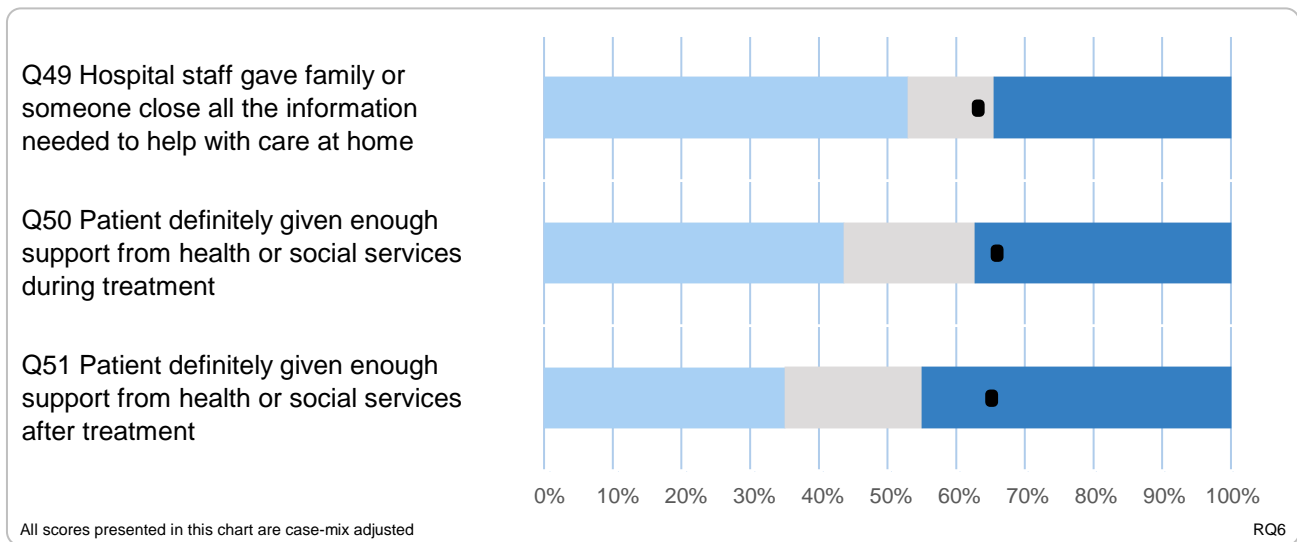


| Question | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|----------|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|          | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|          | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q47      | 98                    | 86%   | 84                    | 86%   |                  |                | 86%                    | 76%                    | 92%                    | 84%                    |
| Q48      | 89                    | 73%   | 75                    | 68%   |                  |                | 67%                    | 57%                    | 79%                    | 68%                    |

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

## Trust results

### Home care and support

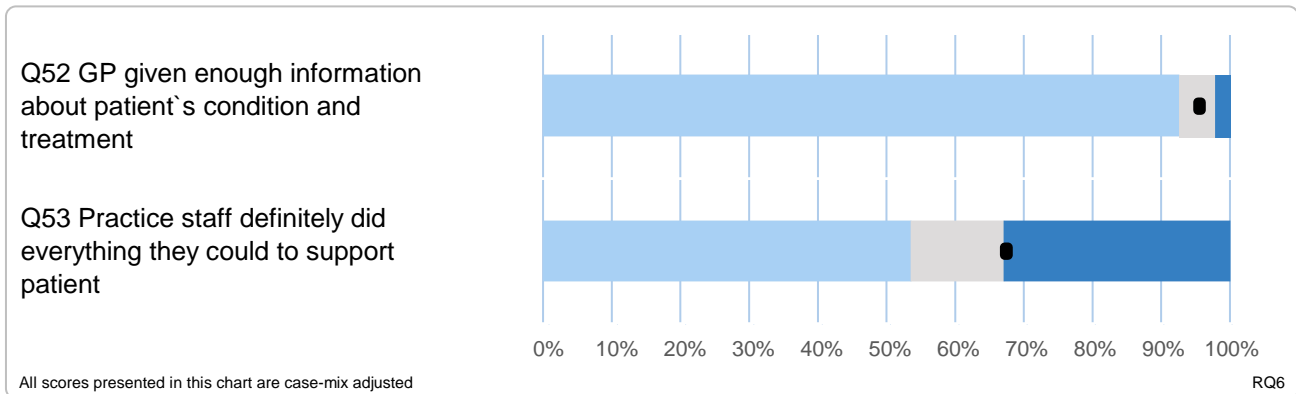


| Question   | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|--|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|  | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|  | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q49 Hospital staff gave family or someone close all the information needed to help with care at home | 309                   | 63%   | 239                   | 63%   |                  |                | 63%                    | 53%                    | 65%                    | 59%                    |
| Q50 Patient definitely given enough support from health or social services during treatment          | 202                   | 62%   | 165                   | 64%   |                  |                | 66%                    | 44%                    | 63%                    | 53%                    |
| Q51 Patient definitely given enough support from health or social services after treatment           | 124                   | 53%   | 106                   | 65%   |                  | ↑              | 65%                    | 35%                    | 55%                    | 45%                    |

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

## Trust results

### Care from your general practice

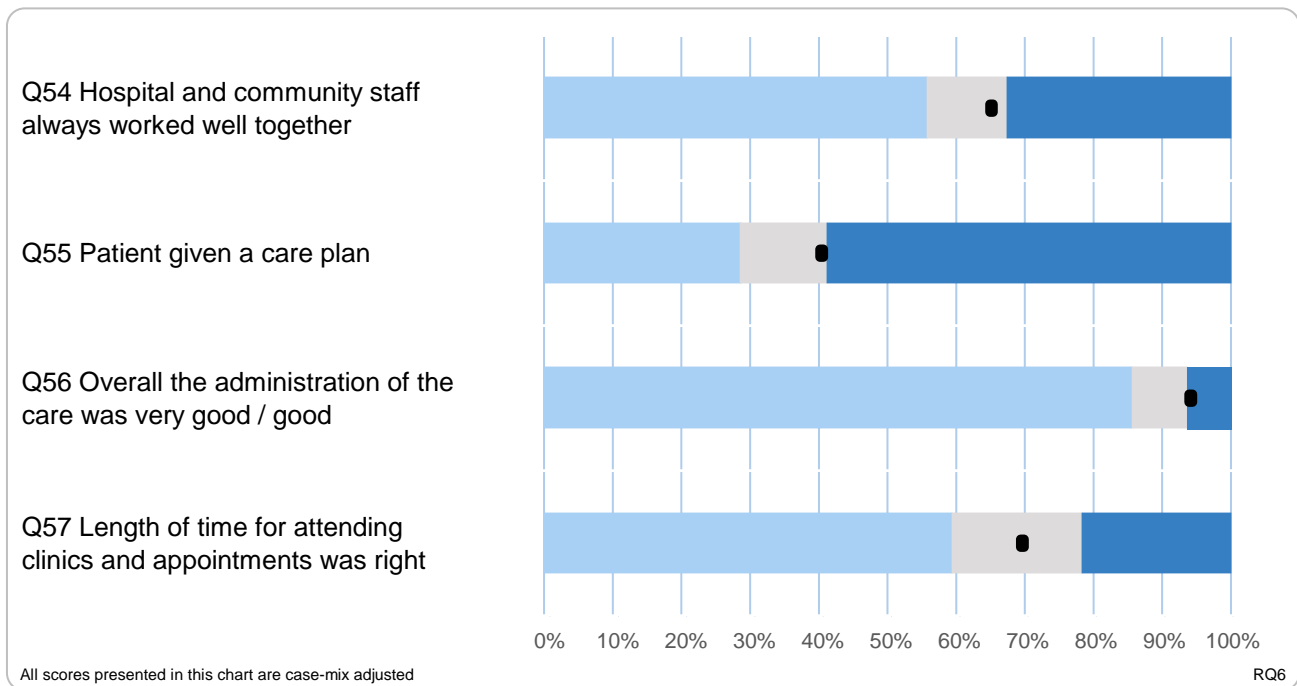


| Question |  | Unadjusted Scores     |       |                       |       | 2017 Case Mix Adjusted |                |            |                        |                        |                        |
|----------|--|-----------------------|-------|-----------------------|-------|------------------------|----------------|------------|------------------------|------------------------|------------------------|
|          |  | 2016                  |       | 2017                  |       | Change 2016-2017       | Change Overall | 2017 Score | Expected range - lower | Expected range - upper | National Average Score |
|          |  | Number of respondents | Score | Number of respondents | Score |                        |                |            |                        |                        |                        |
| Q52      | GP given enough information about patient's condition and treatment    | 325                   | 98%   | 262                   | 95%   |                        |                | 95%        | 93%                    | 98%                    | 95%                    |
| Q53      | Practice staff definitely did everything they could to support patient | 236                   | 64%   | 199                   | 68%   |                        |                | 67%        | 54%                    | 67%                    | 60%                    |

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

## Trust results

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



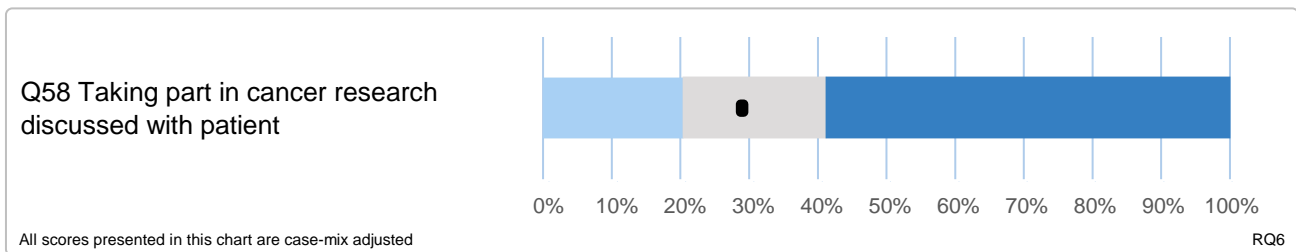
| Question  | Unadjusted Scores                |               |                                  |               | Change 2016-2017 | Change Overall | 2017 Case Mix Adjusted |                           |                           |                           |
|---|----------------------------------|---------------|----------------------------------|---------------|------------------|----------------|------------------------|---------------------------|---------------------------|---------------------------|
|   | 2016<br>Number of<br>respondents | 2016<br>Score | 2017<br>Number of<br>respondents | 2017<br>Score |                  |                | 2017 Score             | Expected range -<br>lower | Expected range -<br>upper | National Average<br>Score |
| Q54 Hospital and community staff always worked well together        | 363                              | 69%           | 301                              | 66%           |                  |                | 65%                    | 56%                       | 67%                       | 62%                       |
| Q55 Patient given a care plan                                       | 299                              | 37%           | 252                              | 42%           |                  |                | 40%                    | 29%                       | 41%                       | 35%                       |
| Q56 Overall the administration of the care was very good / good     | 373                              | 95%           | 305                              | 94%           |                  |                | 94%                    | 86%                       | 94%                       | 90%                       |
| Q57 Length of time for attending clinics and appointments was right | 371                              | 71%           | 303                              | 71%           |                  |                | 69%                    | 60%                       | 78%                       | 69%                       |

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

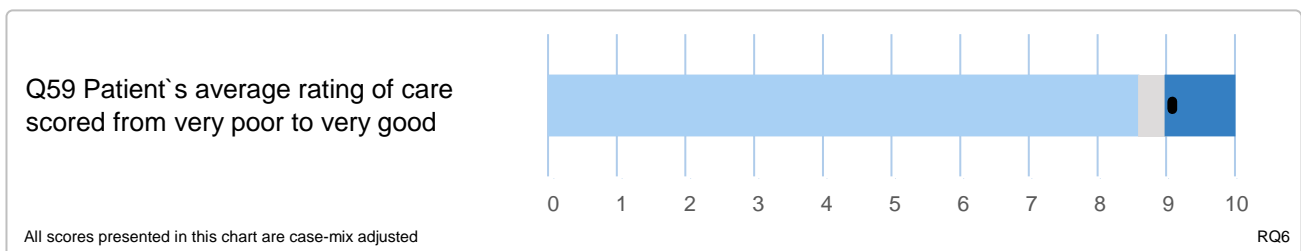


## Trust results

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



| Question  | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|---|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|   | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|   | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q58 Taking part in cancer research discussed with patient | 354                   | 36%   | 281                   | 29%   |                  |                | 29%                    | 20%                    | 41%                    | 31%                    |



| Question  | Unadjusted Scores     |       |                       |       |                  |                | 2017 Case Mix Adjusted |                        |                        |                        |
|---|-----------------------|-------|-----------------------|-------|------------------|----------------|------------------------|------------------------|------------------------|------------------------|
|   | 2016                  |       | 2017                  |       | Change 2016-2017 | Change Overall | 2017 Score             | Expected range - lower | Expected range - upper | National Average Score |
|   | Number of respondents | Score | Number of respondents | Score |                  |                |                        |                        |                        |                        |
| Q59 Patient's average rating of care scored from very poor to very good | 368                   | 9.0   | 299                   | 9.1   |                  |                | 9.1                    | 8.6                    | 9.0                    | 8.8                    |

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

## 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

|                    | 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 Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>                                 | National   |
| Brain / CNS        | n.a   | 68%        | n.a   | 82%        |
| Breast             | 100%  | 94%        | 93%   | 90%        |
| Colorectal / LGT   | *   | 72%        | *   | 82%        |
| Gynaecological     | *   | 76%        | *   | 81%        |
| Haematological     | 64%   | 64%        | 83%   | 82%        |
| Head and Neck      | *   | 77%        | *   | 79%        |
| Lung               | n.a   | 68%        | n.a   | 83%        |
| Prostate           | 80%   | 79%        | 91%   | 87%        |
| Sarcoma            | *   | 67%        | *   | 67%        |
| Skin               | n.a   | 90%        | n.a   | 86%        |
| Upper Gastro       | 68%   | 72%        | 86%   | 79%        |
| Urological         | 83%   | 82%        | 79%   | 86%        |
| Other              | *   | 72%        | 65%   | 79%        |
| <b>All Cancers</b> | <b>79%</b>  | <b>77%</b> | <b>85%</b>  | <b>84%</b> |

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

## Diagnostic tests

| Cancer type        | Q5. Received all the information needed about the test |            | Q6. The length of time waiting for the test to be done was about right |            | Q7. Given complete explanation of test results in understandable way |            |
|--------------------|--|------------|--|------------|--|------------|
|                    | This Trust <sup>§</sup>                                | National   | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>  | National   |
| Brain / CNS        | n.a  | 95%        | n.a  | 86%        | n.a  | 77%        |
| Breast             | 96%  | 95%        | 88%  | 92%        | 94%  | 83%        |
| Colorectal / LGT   | 95%  | 96%        | 86%  | 88%        | 68%  | 82%        |
| Gynaecological     | *  | 93%        | *  | 86%        | *  | 76%        |
| Haematological     | 96%  | 94%        | 96%  | 89%        | 87%  | 76%        |
| Head and Neck      | *  | 91%        | *  | 86%        | *  | 77%        |
| Lung               | n.a  | 95%        | n.a  | 88%        | n.a  | 78%        |
| Prostate           | 91%  | 94%        | 91%  | 87%        | 84%  | 81%        |
| Sarcoma            | *  | 91%        | *  | 79%        | *  | 75%        |
| Skin               | n.a  | 95%        | n.a  | 87%        | n.a  | 84%        |
| Upper Gastro       | 96%  | 93%        | 81%  | 84%        | 80%  | 75%        |
| Urological         | 100%   | 94%        | 88%  | 88%        | 85%  | 79%        |
| Other              | 93%  | 95%        | 90%  | 87%        | 83%  | 77%        |
| <b>All Cancers</b> | <b>95%</b>   | <b>95%</b> | <b>88%</b>   | <b>88%</b> | <b>84%</b>   | <b>79%</b> |

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

### Finding out what was wrong with you

| Cancer type        | Q8. Patient told they could bring a family member or friend when first told they had cancer |            | Q9. Patient felt they were told sensitively that they had cancer |            | Q10. Patient completely understood the explanation of what was wrong |            | Q11. Patient given easy to understand written information about the type of cancer they had |            |
|--------------------|---|------------|--|------------|--|------------|---|------------|
|                    | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>   | National   |
| Brain / CNS        | n.a   | 83%        | n.a  | 79%        | n.a  | 65%        | n.a   | 65%        |
| Breast             | 72%   | 84%        | 92%  | 89%        | 79%  | 78%        | 84%   | 77%        |
| Colorectal / LGT   | *   | 82%        | 100%   | 86%        | 68%  | 79%        | *   | 72%        |
| Gynaecological     | *   | 71%        | *  | 82%        | *  | 73%        | *   | 71%        |
| Haematological     | 73%   | 72%        | 80%  | 83%        | 59%  | 59%        | 76%   | 76%        |
| Head and Neck      | *   | 73%        | *  | 85%        | *  | 74%        | *   | 65%        |
| Lung               | n.a   | 77%        | n.a  | 83%        | n.a  | 75%        | n.a   | 65%        |
| Prostate           | 74%   | 79%        | 91%  | 85%        | 78%  | 79%        | 83%   | 82%        |
| Sarcoma            | *   | 70%        | *  | 82%        | *  | 67%        | *   | 59%        |
| Skin               | n.a   | 66%        | n.a  | 88%        | n.a  | 81%        | n.a   | 83%        |
| Upper Gastro       | 79%   | 78%        | 86%  | 80%        | 72%  | 73%        | 67%   | 66%        |
| Urological         | 77%   | 73%        | 88%  | 83%        | 79%  | 77%        | 83%   | 73%        |
| Other              | 85%   | 75%        | 84%  | 82%        | 71%  | 71%        | 74%   | 64%        |
| <b>All Cancers</b> | <b>77%</b>  | <b>77%</b> | <b>89%</b>   | <b>85%</b> | <b>73%</b>   | <b>73%</b> | <b>78%</b>  | <b>73%</b> |

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

### Deciding the best treatment for you

| Cancer type        | Q12. Patient felt that treatment options were completely explained |            | Q13. Possible side effects explained in an understandable way |            | Q14. Patient given practical advice and support in dealing with side effects of treatment |            |
|--------------------|--|------------|---|------------|---|------------|
|                    | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>                                       | National   | This Trust <sup>§</sup>   | National   |
| Brain / CNS        | n.a  | 81%        | n.a   | 75%        | n.a   | 65%        |
| Breast             | 94%  | 84%        | 80%   | 75%        | 86%   | 70%        |
| Colorectal / LGT   | *  | 86%        | *   | 77%        | *   | 71%        |
| Gynaecological     | *  | 84%        | *   | 76%        | *   | 67%        |
| Haematological     | 88%  | 80%        | 76%   | 70%        | 71%   | 65%        |
| Head and Neck      | *  | 84%        | *   | 69%        | *   | 67%        |
| Lung               | n.a  | 84%        | n.a   | 75%        | n.a   | 69%        |
| Prostate           | 93%  | 83%        | 74%   | 73%        | 66%   | 65%        |
| Sarcoma            | *  | 78%        | *   | 71%        | *   | 63%        |
| Skin               | n.a  | 88%        | n.a   | 77%        | n.a   | 73%        |
| Upper Gastro       | 92%  | 82%        | 84%   | 71%        | 71%   | 65%        |
| Urological         | 100%   | 82%        | 78%   | 71%        | 67%   | 62%        |
| Other              | 91%  | 80%        | 60%   | 72%        | 56%   | 64%        |
| <b>All Cancers</b> | <b>91%</b>   | <b>83%</b> | <b>73%</b>  | <b>73%</b> | <b>68%</b>  | <b>67%</b> |

| Cancer type        | Q15. Patient definitely told about side effects that could affect them in the future |            | Q16. Patient definitely involved in decisions about care and treatment |            |
|--------------------|--|------------|--|------------|
|                    | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>  | National   |
| Brain / CNS        | n.a  | 55%        | n.a  | 75%        |
| Breast             | 76%  | 57%        | 92%  | 79%        |
| Colorectal / LGT   | *  | 59%        | *  | 81%        |
| Gynaecological     | *  | 54%        | *  | 79%        |
| Haematological     | 50%  | 50%        | 82%  | 77%        |
| Head and Neck      | *  | 58%        | *  | 77%        |
| Lung               | n.a  | 54%        | n.a  | 79%        |
| Prostate           | 64%  | 64%        | 82%  | 81%        |
| Sarcoma            | *  | 53%        | *  | 77%        |
| Skin               | n.a  | 66%        | n.a  | 86%        |
| Upper Gastro       | 58%  | 52%        | 82%  | 77%        |
| Urological         | 72%  | 53%        | 86%  | 76%        |
| Other              | 55%  | 51%        | 79%  | 75%        |
| <b>All Cancers</b> | <b>63%</b>   | <b>56%</b> | <b>83%</b>   | <b>79%</b> |

<sup>§</sup> 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 <sup>§</sup>   | National   | This Trust <sup>§</sup>                         | National   | This Trust <sup>§</sup>  | National   |
| Brain / CNS        | n.a   | 96%        | n.a   | 85%        | n.a  | 87%        |
| Breast             | 100%  | 95%        | 96%   | 86%        | 94%  | 88%        |
| Colorectal / LGT   | 95%   | 92%        | *   | 88%        | *  | 89%        |
| Gynaecological     | *   | 94%        | *   | 85%        | *  | 87%        |
| Haematological     | 97%   | 91%        | 95%   | 88%        | 81%  | 88%        |
| Head and Neck      | *   | 89%        | *   | 88%        | *  | 88%        |
| Lung               | n.a   | 94%        | n.a   | 87%        | n.a  | 87%        |
| Prostate           | 81%   | 90%        | 92%   | 84%        | 90%  | 88%        |
| Sarcoma            | *   | 89%        | *   | 82%        | *  | 87%        |
| Skin               | n.a   | 90%        | n.a   | 88%        | n.a  | 93%        |
| Upper Gastro       | 96%   | 92%        | 89%   | 86%        | 93%  | 87%        |
| Urological         | 88%   | 83%        | *   | 85%        | *  | 88%        |
| Other              | 89%   | 89%        | 66%   | 85%        | 78%  | 86%        |
| <b>All Cancers</b> | <b>91%</b>  | <b>91%</b> | <b>90%</b>                                      | <b>86%</b> | <b>89%</b>   | <b>88%</b> |

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

Support for people with cancer

| Cancer type        | Q20. Hospital staff gave information about support groups |            | Q21. Hospital staff gave information about impact cancer could have on day to day activities |            | Q22. Hospital staff gave information on getting financial help |            | Q23. Hospital staff told patient they could get free prescriptions |            |
|--------------------|---|------------|--|------------|--|------------|--|------------|
|                    | This Trust <sup>§</sup>                                   | National   | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>  | National   |
| Brain / CNS        | n.a   | 88%        | n.a  | 82%        | n.a  | 74%        | n.a  | 78%        |
| Breast             | 92%   | 90%        | 90%  | 86%        | 67%  | 62%        | 90%  | 81%        |
| Colorectal / LGT   | *   | 86%        | *  | 83%        | *  | 55%        | *  | 84%        |
| Gynaecological     | *   | 85%        | *  | 81%        | n.a  | 59%        | n.a  | 77%        |
| Haematological     | 89%   | 84%        | 87%  | 83%        | 61%  | 59%        | 82%  | 86%        |
| Head and Neck      | *   | 84%        | *  | 82%        | *  | 61%        | *  | 82%        |
| Lung               | n.a   | 85%        | n.a  | 80%        | n.a  | 69%        | n.a  | 85%        |
| Prostate           | 88%   | 89%        | 81%  | 85%        | 53%  | 49%        | 87%  | 79%        |
| Sarcoma            | *   | 79%        | *  | 74%        | *  | 53%        | *  | 74%        |
| Skin               | n.a   | 87%        | n.a  | 83%        | n.a  | 56%        | n.a  | 62%        |
| Upper Gastro       | 95%   | 84%        | 96%  | 82%        | *  | 61%        | *  | 84%        |
| Urological         | *   | 78%        | *  | 74%        | *  | 39%        | *  | 71%        |
| Other              | 82%   | 82%        | 79%  | 78%        | *  | 57%        | *  | 81%        |
| <b>All Cancers</b> | <b>87%</b>  | <b>86%</b> | <b>85%</b>   | <b>82%</b> | <b>58%</b>   | <b>58%</b> | <b>79%</b>   | <b>81%</b> |

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

## Operations

| Cancer type        | Q25. Beforehand had all the information needed about the operation |            | Q26. Staff explained how operation had gone in understandable way |            |
|--------------------|--|------------|---|------------|
|                    | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>   | National   |
| Brain / CNS        | n.a  | 93%        | n.a   | 76%        |
| Breast             | 96%  | 97%        | 90%   | 79%        |
| Colorectal / LGT   | *  | 96%        | *   | 83%        |
| Gynaecological     | *  | 96%        | *   | 80%        |
| Haematological     | *  | 93%        | *   | 75%        |
| Head and Neck      | *  | 96%        | *   | 77%        |
| Lung               | n.a  | 95%        | n.a   | 78%        |
| Prostate           | 100%   | 96%        | 91%   | 78%        |
| Sarcoma            | *  | 94%        | *   | 78%        |
| Skin               | n.a  | 96%        | n.a   | 84%        |
| Upper Gastro       | 100%   | 96%        | 80%   | 78%        |
| Urological         | 100%   | 95%        | 70%   | 76%        |
| Other              | 100%   | 95%        | 81%   | 78%        |
| <b>All Cancers</b> | <b>98%</b>   | <b>96%</b> | <b>84%</b>  | <b>79%</b> |

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



### Hospital care as an inpatient (Part 1 of 2)

| Cancer type        | Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there |            | Q29. Patient had confidence and trust in all doctors treating them |            | Q30. Patient's family or someone close definitely had opportunity to talk to doctor |            | Q31. Patient had confidence and trust in all ward nurses |            |
|--------------------|---|------------|--|------------|---|------------|--|------------|
|                    | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>                                  | National   |
| Brain / CNS        | n.a   | 75%        | n.a  | 84%        | n.a   | 67%        | n.a  | 71%        |
| Breast             | 90%   | 89%        | 94%  | 87%        | 87%   | 76%        | 86%  | 78%        |
| Colorectal / LGT   | *   | 78%        | *  | 86%        | *   | 73%        | *  | 71%        |
| Gynaecological     | *   | 86%        | *  | 86%        | *   | 74%        | *  | 72%        |
| Haematological     | *   | 81%        | *  | 81%        | *   | 75%        | *  | 75%        |
| Head and Neck      | *   | 81%        | *  | 84%        | *   | 73%        | *  | 72%        |
| Lung               | n.a   | 76%        | n.a  | 82%        | n.a   | 75%        | n.a  | 76%        |
| Prostate           | 92%   | 86%        | 96%  | 90%        | *   | 75%        | 92%  | 81%        |
| Sarcoma            | *   | 81%        | *  | 81%        | *   | 69%        | *  | 70%        |
| Skin               | n.a   | 89%        | n.a  | 90%        | n.a   | 79%        | n.a  | 83%        |
| Upper Gastro       | 93%   | 74%        | 92%  | 83%        | 88%   | 71%        | 67%  | 71%        |
| Urological         | 65%   | 80%        | 83%  | 86%        | *   | 69%        | 70%  | 78%        |
| Other              | 94%   | 80%        | 88%  | 81%        | 62%   | 71%        | 68%  | 72%        |
| <b>All Cancers</b> | <b>83%</b>  | <b>82%</b> | <b>88%</b>   | <b>85%</b> | <b>79%</b>  | <b>73%</b> | <b>78%</b>   | <b>76%</b> |

| Cancer type        | Q32. Always / nearly always enough nurses on duty |            | Q33. All staff asked patient what name they preferred to be called by |            | Q34. Always given enough privacy when discussing condition or treatment |            | Q35. Patient was able to discuss worries or fears with staff during visit |            |
|--------------------|---|------------|---|------------|---|------------|---|------------|
|                    | This Trust <sup>§</sup>                           | National   | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>   | National   |
| Brain / CNS        | n.a   | 64%        | n.a   | 68%        | n.a   | 81%        | n.a   | 46%        |
| Breast             | 80%   | 70%        | 70%   | 64%        | 90%   | 87%        | 58%   | 56%        |
| Colorectal / LGT   | *   | 62%        | *   | 71%        | *   | 85%        | *   | 53%        |
| Gynaecological     | *   | 65%        | *   | 65%        | *   | 82%        | *   | 52%        |
| Haematological     | *   | 63%        | *   | 69%        | *   | 86%        | *   | 55%        |
| Head and Neck      | *   | 63%        | *   | 68%        | *   | 85%        | *   | 53%        |
| Lung               | n.a   | 69%        | n.a   | 72%        | n.a   | 84%        | n.a   | 49%        |
| Prostate           | 91%   | 71%        | 83%   | 69%        | 96%   | 89%        | *   | 53%        |
| Sarcoma            | *   | 61%        | *   | 65%        | *   | 83%        | *   | 48%        |
| Skin               | n.a   | 76%        | n.a   | 71%        | n.a   | 89%        | n.a   | 58%        |
| Upper Gastro       | 74%   | 63%        | 89%   | 76%        | 93%   | 84%        | 58%   | 50%        |
| Urological         | 65%   | 69%        | 61%   | 72%        | 87%   | 85%        | *   | 46%        |
| Other              | 75%   | 62%        | 56%   | 69%        | 82%   | 83%        | 33%   | 48%        |
| <b>All Cancers</b> | <b>74%</b>  | <b>66%</b> | <b>72%</b>  | <b>69%</b> | <b>89%</b>  | <b>86%</b> | <b>52%</b>  | <b>53%</b> |

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

Hospital care as an inpatient (Part 2 of 2)

| Cancer type        | Q36. Hospital staff definitely did everything to help control pain |            | Q37. Always treated with respect and dignity by staff |            | Q38. Given clear written information about what should / should not do post discharge |            | Q39. Staff told patient who to contact if worried post discharge |            |
|--------------------|--|------------|---|------------|---|------------|--|------------|
|                    | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>                               | National   | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>  | National   |
| Brain / CNS        | n.a  | 85%        | n.a   | 84%        | n.a   | 79%        | n.a  | 93%        |
| Breast             | 89%  | 87%        | 90%   | 90%        | 100%  | 92%        | 100%   | 96%        |
| Colorectal / LGT   | *  | 85%        | *   | 87%        | *   | 84%        | *  | 94%        |
| Gynaecological     | *  | 84%        | *   | 87%        | *   | 87%        | *  | 93%        |
| Haematological     | *  | 82%        | *   | 90%        | *   | 80%        | *  | 96%        |
| Head and Neck      | *  | 82%        | *   | 87%        | *   | 85%        | *  | 92%        |
| Lung               | n.a  | 85%        | n.a   | 89%        | n.a   | 83%        | n.a  | 92%        |
| Prostate           | 95%  | 86%        | 96%   | 91%        | 96%   | 89%        | 96%  | 95%        |
| Sarcoma            | *  | 85%        | *   | 87%        | *   | 77%        | *  | 92%        |
| Skin               | n.a  | 87%        | n.a   | 93%        | n.a   | 91%        | n.a  | 96%        |
| Upper Gastro       | 96%  | 82%        | 88%   | 87%        | 100%  | 82%        | 100%   | 94%        |
| Urological         | *  | 82%        | 96%   | 89%        | 90%   | 86%        | 100%   | 91%        |
| Other              | 81%  | 83%        | 85%   | 88%        | 90%   | 81%        | 97%  | 93%        |
| <b>All Cancers</b> | <b>86%</b>   | <b>84%</b> | <b>90%</b>  | <b>89%</b> | <b>92%</b>  | <b>86%</b> | <b>96%</b>   | <b>94%</b> |

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

### Hospital care as a day patient / outpatient

| Cancer type        | Q41. Patient was able to discuss worries or fears with staff during visit |            | Q42. Doctor had the right notes and other documentation with them |            | Q44. Beforehand patient had all information needed about radiotherapy treatment |            | Q45. Patient given understandable information about whether radiotherapy was working |            |
|--------------------|---|------------|---|------------|---|------------|--|------------|
|                    | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>  | National   |
| Brain / CNS        | n.a   | 67%        | n.a   | 97%        | n.a   | 91%        | n.a  | 59%        |
| Breast             | 80%   | 71%        | 100%  | 96%        | 88%   | 88%        | 67%  | 59%        |
| Colorectal / LGT   | *   | 74%        | *   | 96%        | *   | 85%        | *  | 58%        |
| Gynaecological     | *   | 69%        | *   | 96%        | n.a   | 85%        | n.a  | 65%        |
| Haematological     | 73%   | 73%        | 93%   | 97%        | *   | 83%        | *  | 60%        |
| Head and Neck      | *   | 70%        | *   | 96%        | *   | 86%        | *  | 64%        |
| Lung               | n.a   | 70%        | n.a   | 95%        | n.a   | 86%        | n.a  | 58%        |
| Prostate           | 74%   | 74%        | 99%   | 96%        | 91%   | 88%        | 48%  | 59%        |
| Sarcoma            | *   | 70%        | *   | 95%        | *   | 81%        | *  | 53%        |
| Skin               | n.a   | 72%        | n.a   | 96%        | n.a   | 77%        | n.a  | 70%        |
| Upper Gastro       | 84%   | 70%        | 100%  | 95%        | *   | 86%        | *  | 56%        |
| Urological         | *   | 66%        | 95%   | 96%        | n.a   | 84%        | n.a  | 54%        |
| Other              | 59%   | 68%        | 97%   | 95%        | 81%   | 87%        | *  | 59%        |
| <b>All Cancers</b> | <b>73%</b>  | <b>71%</b> | <b>98%</b>  | <b>96%</b> | <b>86%</b>  | <b>87%</b> | <b>58%</b>   | <b>59%</b> |

| Cancer type        | Q47. Beforehand patient had all information needed about chemotherapy treatment |            | Q48. Patient given understandable information about whether chemotherapy was working |            |
|--------------------|---|------------|--|------------|
|                    | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>  | National   |
| Brain / CNS        | n.a   | 83%        | n.a  | 63%        |
| Breast             | *   | 83%        | *  | 62%        |
| Colorectal / LGT   | *   | 84%        | *  | 66%        |
| Gynaecological     | *   | 86%        | *  | 67%        |
| Haematological     | 93%   | 84%        | 74%  | 75%        |
| Head and Neck      | *   | 78%        | *  | 58%        |
| Lung               | n.a   | 85%        | n.a  | 69%        |
| Prostate           | *   | 86%        | *  | 69%        |
| Sarcoma            | *   | 79%        | n.a  | 67%        |
| Skin               | n.a   | 87%        | n.a  | 81%        |
| Upper Gastro       | *   | 84%        | *  | 64%        |
| Urological         | *   | 84%        | *  | 69%        |
| Other              | *   | 85%        | *  | 69%        |
| <b>All Cancers</b> | <b>86%</b>  | <b>84%</b> | <b>67%</b>   | <b>68%</b> |

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

### Home care and support

| Cancer type        | Q49. Hospital staff gave family or someone close all the information needed to help with care at home |            | Q50. Patient definitely given enough support from health or social services during treatment |            | Q51. Patient definitely given enough support from health or social services after treatment |            |
|--------------------|---|------------|--|------------|---|------------|
|                    | This Trust <sup>§</sup>   | National   | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>   | National   |
| Brain / CNS        | n.a   | 57%        | n.a  | 49%        | n.a   | 44%        |
| Breast             | 68%   | 59%        | 74%  | 53%        | *   | 42%        |
| Colorectal / LGT   | 52%   | 62%        | *  | 62%        | *   | 52%        |
| Gynaecological     | *   | 57%        | *  | 47%        | *   | 38%        |
| Haematological     | 66%   | 61%        | 62%  | 52%        | *   | 45%        |
| Head and Neck      | *   | 63%        | *  | 56%        | *   | 50%        |
| Lung               | n.a   | 58%        | n.a  | 51%        | n.a   | 42%        |
| Prostate           | 52%   | 60%        | 47%  | 50%        | 54%   | 44%        |
| Sarcoma            | *   | 57%        | *  | 49%        | *   | 43%        |
| Skin               | n.a   | 67%        | n.a  | 61%        | n.a   | 59%        |
| Upper Gastro       | 74%   | 59%        | 83%  | 53%        | *   | 45%        |
| Urological         | *   | 58%        | *  | 48%        | *   | 45%        |
| Other              | 58%   | 56%        | *  | 53%        | *   | 45%        |
| <b>All Cancers</b> | <b>63%</b>  | <b>59%</b> | <b>64%</b>   | <b>53%</b> | <b>63%</b>  | <b>45%</b> |

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

Care from your general practice

| Cancer type        | Q52. GP given enough information about patient's condition and treatment |            | Q53. Practice staff definitely did everything they could to support patient |            |
|--------------------|--|------------|---|------------|
|                    | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>   | National   |
| Brain / CNS        | n.a  | 94%        | n.a   | 52%        |
| Breast             | 95%  | 96%        | 77%   | 61%        |
| Colorectal / LGT   | *  | 95%        | *   | 60%        |
| Gynaecological     | *  | 95%        | *   | 56%        |
| Haematological     | 90%  | 96%        | 66%   | 58%        |
| Head and Neck      | *  | 93%        | *   | 60%        |
| Lung               | n.a  | 95%        | n.a   | 60%        |
| Prostate           | 98%  | 96%        | 67%   | 67%        |
| Sarcoma            | *  | 94%        | *   | 55%        |
| Skin               | n.a  | 96%        | n.a   | 69%        |
| Upper Gastro       | 91%  | 93%        | 67%   | 60%        |
| Urological         | 100%   | 95%        | *   | 62%        |
| Other              | 94%  | 95%        | 50%   | 58%        |
| <b>All Cancers</b> | <b>95%</b>   | <b>95%</b> | <b>66%</b>  | <b>60%</b> |

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

### Your overall NHS care

| Cancer type        | Q54. Hospital and community staff always worked well together |            | Q55. Patient given a care plan |            | Q56. Overall the administration of the care was very good / good |            | Q57. Length of time for attending clinics and appointments was right |            |
|--------------------|---|------------|--------------------------------|------------|--|------------|--|------------|
|                    | This Trust <sup>§</sup>                                       | National   | This Trust <sup>§</sup>        | National   | This Trust <sup>§</sup>  | National   | This Trust <sup>§</sup>  | National   |
| Brain / CNS        | n.a   | 53%        | n.a                            | 35%        | n.a  | 85%        | n.a  | 68%        |
| Breast             | 73%   | 62%        | 61%                            | 38%        | 94%  | 91%        | 66%  | 68%        |
| Colorectal / LGT   | 68%   | 61%        | *                              | 38%        | 91%  | 89%        | 73%  | 71%        |
| Gynaecological     | *   | 58%        | *                              | 31%        | *  | 89%        | *  | 67%        |
| Haematological     | 55%   | 63%        | 35%                            | 34%        | 98%  | 92%        | 48%  | 65%        |
| Head and Neck      | *   | 59%        | *                              | 35%        | *  | 88%        | *  | 68%        |
| Lung               | n.a   | 63%        | n.a                            | 33%        | n.a  | 90%        | n.a  | 71%        |
| Prostate           | 72%   | 66%        | 36%                            | 36%        | 97%  | 89%        | 85%  | 74%        |
| Sarcoma            | *   | 55%        | *                              | 30%        | *  | 87%        | *  | 65%        |
| Skin               | n.a   | 70%        | n.a                            | 44%        | n.a  | 89%        | n.a  | 75%        |
| Upper Gastro       | 64%   | 57%        | 44%                            | 34%        | 97%  | 87%        | 76%  | 68%        |
| Urological         | 67%   | 63%        | 43%                            | 30%        | 93%  | 87%        | 68%  | 75%        |
| Other              | 54%   | 57%        | 19%                            | 30%        | 87%  | 88%        | 62%  | 65%        |
| <b>All Cancers</b> | <b>66%</b>  | <b>62%</b> | <b>41%</b>                     | <b>35%</b> | <b>94%</b>   | <b>90%</b> | <b>71%</b>   | <b>69%</b> |

| Cancer type        | Q58. Taking part in cancer research discussed with patient |            | Q59. Patient's average rating of care scored from very poor to very good |            |
|--------------------|--|------------|--|------------|
|                    | This Trust <sup>§</sup>                                    | National   | This Trust <sup>§</sup>  | National   |
| Brain / CNS        | n.a  | 33%        | n.a  | 8.5        |
| Breast             | 40%  | 31%        | 9.4  | 8.9        |
| Colorectal / LGT   | 14%  | 30%        | 8.8  | 8.8        |
| Gynaecological     | *  | 36%        | *  | 8.8        |
| Haematological     | 42%  | 33%        | 8.9  | 8.9        |
| Head and Neck      | *  | 18%        | *  | 8.7        |
| Lung               | n.a  | 36%        | n.a  | 8.7        |
| Prostate           | 17%  | 35%        | 9.2  | 8.8        |
| Sarcoma            | *  | 39%        | *  | 8.6        |
| Skin               | n.a  | 18%        | n.a  | 8.9        |
| Upper Gastro       | 15%  | 34%        | 9.2  | 8.7        |
| Urological         | 8%   | 20%        | 9.1  | 8.7        |
| Other              | 67%  | 33%        | 8.6  | 8.7        |
| <b>All Cancers</b> | <b>30%</b>   | <b>31%</b> | <b>9.1</b>   | <b>8.8</b> |

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

## **Annex**

### **Methodology**

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

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

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

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

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

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

### **Further information**

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

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

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

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

### **Official Statistics**

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

## Annex (continued)

### Scoring methodologies

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

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

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

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

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

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

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

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

### Case-mix adjustment

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

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

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



## Annex (continued)

### Statistical significance

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

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

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

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

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

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

## Response Rates

|          | Sample Size | Excluded | Adjusted Sample | Not Returned | Blank / Refused | Completed | Response Rate |
|----------|-------------|----------|-----------------|--------------|-----------------|-----------|---------------|
| National | 118,305     | 7,856    | 110,449         | 38,132       | 3,245           | 69,072    | 63%           |
| RQ6      | 554         | 17       | 537             | 192          | 22              | 323       | 60%           |

## Respondents by tumour group

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

| Tumour Group     | Number of respondents* |
|------------------|------------------------|
| Brain / CNS      | 0                      |
| Breast           | 54                     |
| Gynaecological   | 2                      |
| Colorectal / LGT | 22                     |
| Lung             | 0                      |
| Skin             | 0                      |
| Haematological   | 43                     |
| Upper Gastro     | 29                     |
| Other            | 40                     |
| Urological       | 28                     |
| Prostate         | 92                     |
| Sarcoma          | 8                      |
| Head and Neck    | 5                      |

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

## Respondents by age and gender

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

|        | 16-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-84 | 85+ | Total |
|--------|-------|-------|-------|-------|-------|-------|-------|-----|-------|
| Male   | 0     | 1     | 4     | 5     | 37    | 83    | 52    | 11  | 193   |
| Female | 0     | 2     | 11    | 24    | 29    | 37    | 25    | 2   | 130   |
| Total  | 0     | 3     | 15    | 29    | 66    | 120   | 77    | 13  | 323   |



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

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

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

Further information on Quality Health is available at:

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

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

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