

National Cancer Patient Experience Survey

2018 Results

**The Shrewsbury and Telford Hospital
NHS Trust**

Published September 2019

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



Introduction

The National Cancer Patient Experience Survey 2018 is the eighth iteration of the survey first undertaken in 2010. It has been designed to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

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

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

Full national results and other reports are available at:

www.ncpes.co.uk/reports/2018-reports

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

This report

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

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

Data tables

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

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

Column 2 shows the unadjusted 2017 score for this Trust

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

Column 4 shows the unadjusted 2018 score for this Trust

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

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

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

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

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

Column 10 shows the national average score for this question.

Data tables (continued)

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

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

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	424	80%	574	80%			79%	74%	81%	77%
Q2	Patient thought they were seen as soon as necessary	543	88%	778	85%			85%	81%	86%	84%

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

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

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

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

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

Comparability charts

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

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

Comparability charts (continued)

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

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

Tumour group tables

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

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

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

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

Year on Year Charts

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

Notes on specific questions

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

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

How to use the data

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

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

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

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

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

Response rates

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

Executive Summary

8.8 The average rating given by respondents when asked to rate their care on a scale of zero (very poor) to 10 (very good)

The following questions are included in phase 1 of the Cancer Dashboard developed by Public Health England and NHS England:

78% 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

80% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

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

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

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

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

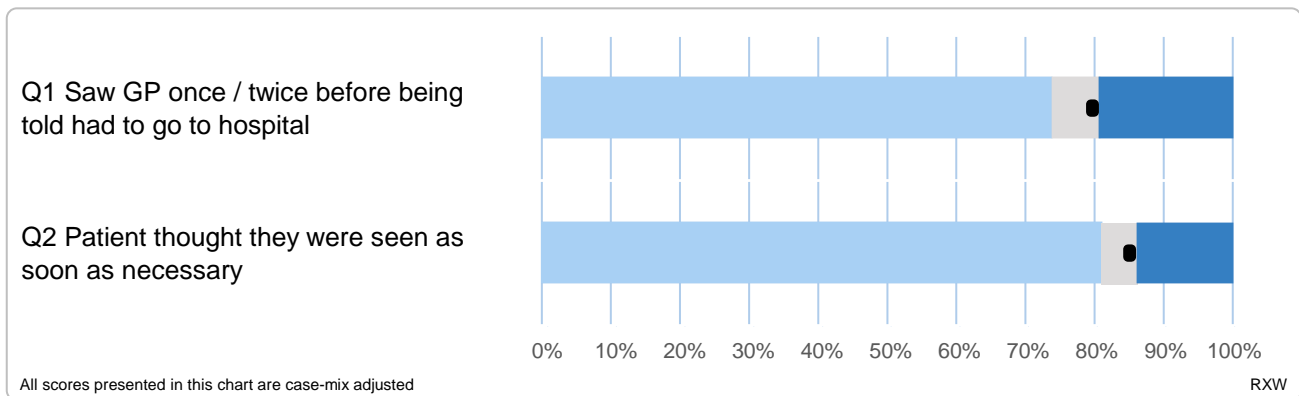
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

Questions which scored outside expected range

Question	Number of respondents for this Trust	2018 Case-mix Adjusted			National Average Score	
		2018 Score for this Trust	Lower limit of expected range	Upper limit of expected range		
Finding out what was wrong with you						
Q8	Patient told they could bring a family member or friend when first told they had cancer	747	84%	73%	82%	78%
Clinical Nurse Specialist						
Q18	Patient found it easy to contact their CNS	584	80%	82%	89%	85%
Hospital care as a day patient / outpatient						
Q44	Beforehand patient had all information needed about radiotherapy treatment	214	81%	82%	91%	86%
Q45	Patient given understandable information about whether radiotherapy was working	166	51%	52%	67%	60%

Trust results

Seeing your GP

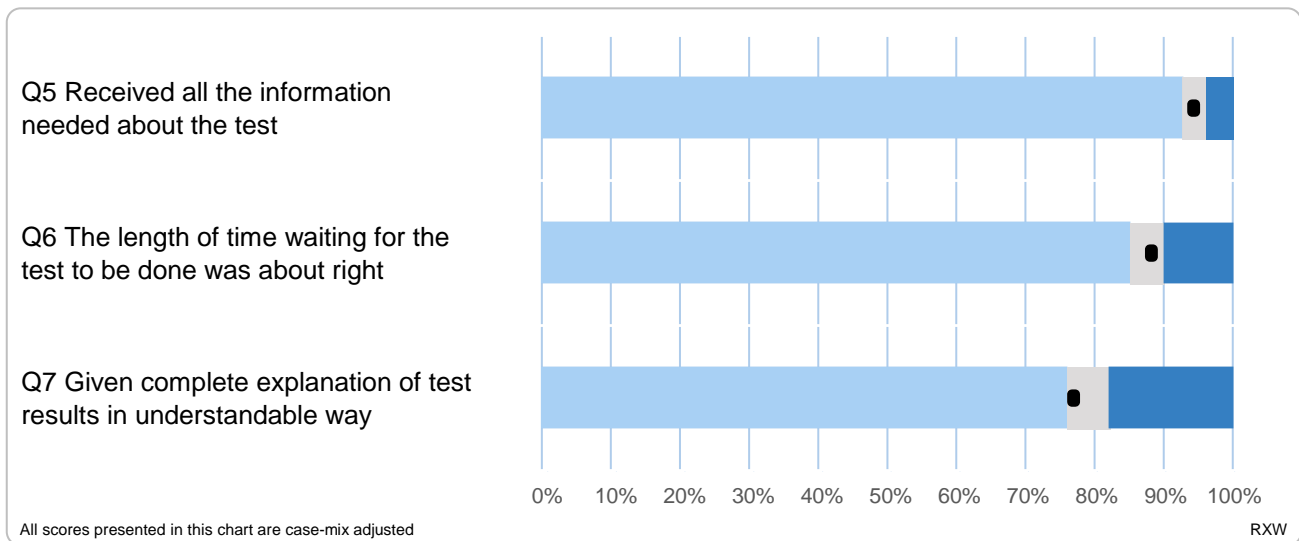


Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	424	80%	574	80%			79%	74%	81%	77%
Q2	Patient thought they were seen as soon as necessary	543	88%	778	85%			85%	81%	86%	84%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Trust results

Diagnostic Tests

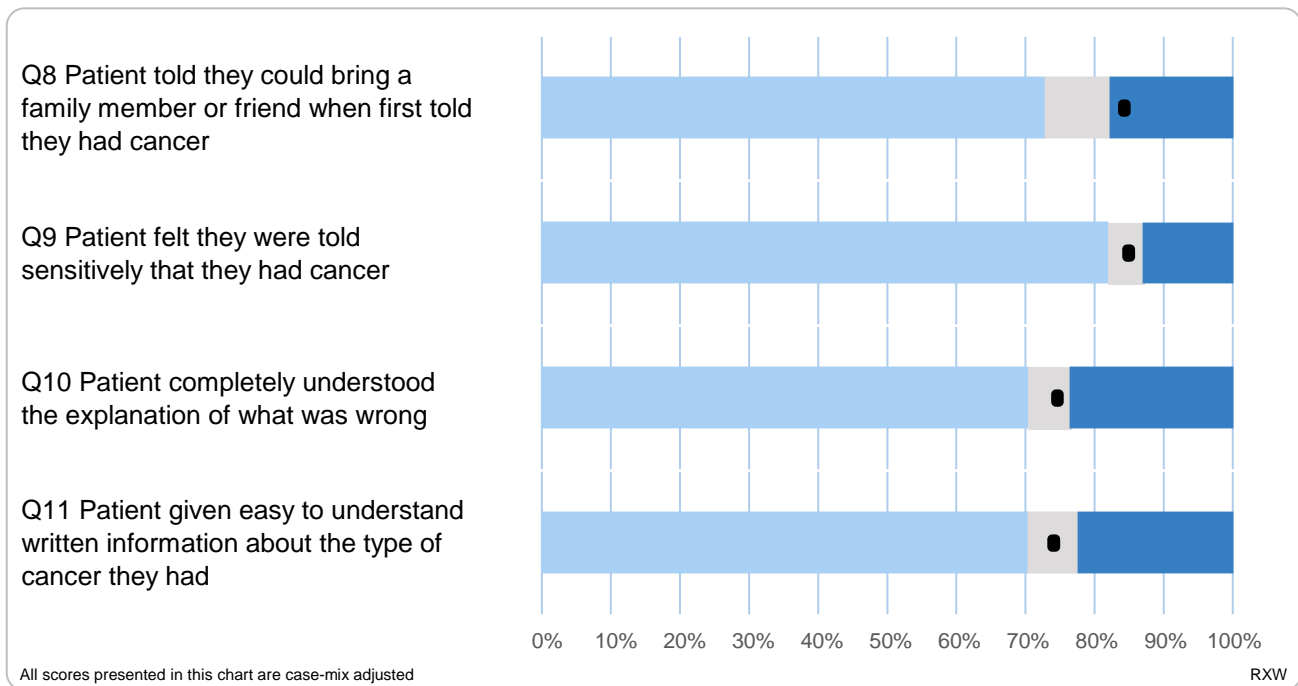


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q5	Received all the information needed about the test	483	95%	691	94%			94%	93%	96%	94%
Q6	The length of time waiting for the test to be done was about right	484	90%	693	88%			88%	85%	90%	88%
Q7	Given complete explanation of test results in understandable way	485	84%	700	77%			77%	76%	82%	79%

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Trust results

Finding out what was wrong with you

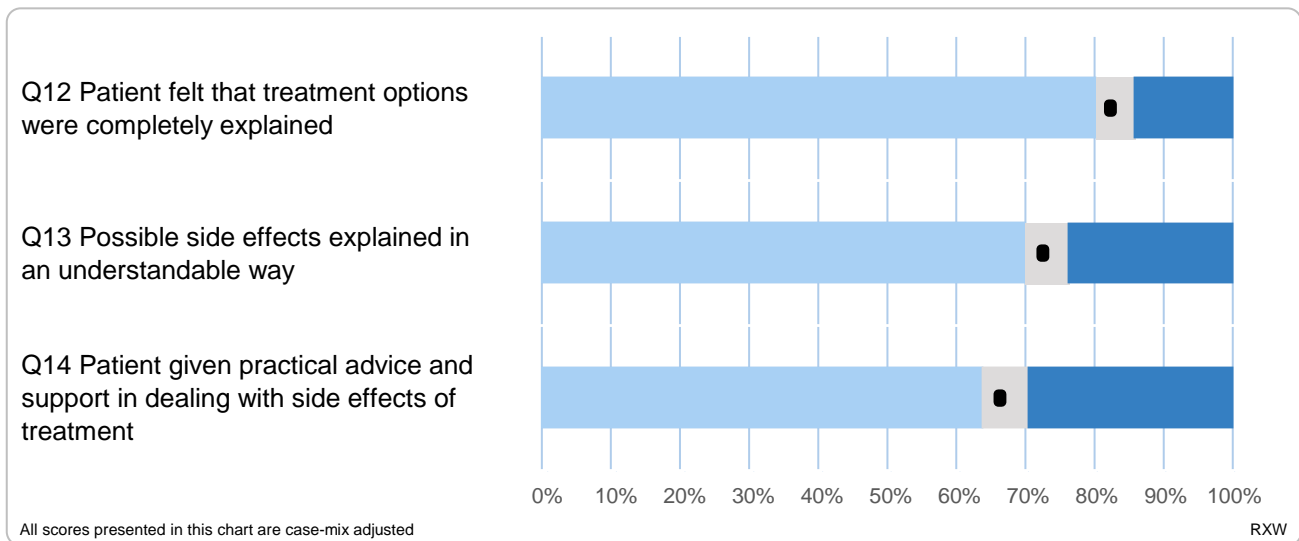


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	518	82%	747	84%			84%	73%	82%	78%
Q9 Patient felt they were told sensitively that they had cancer	542	86%	781	85%			85%	82%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	548	74%	787	75%			74%	70%	77%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	469	76%	704	75%			74%	70%	78%	74%

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Trust results

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

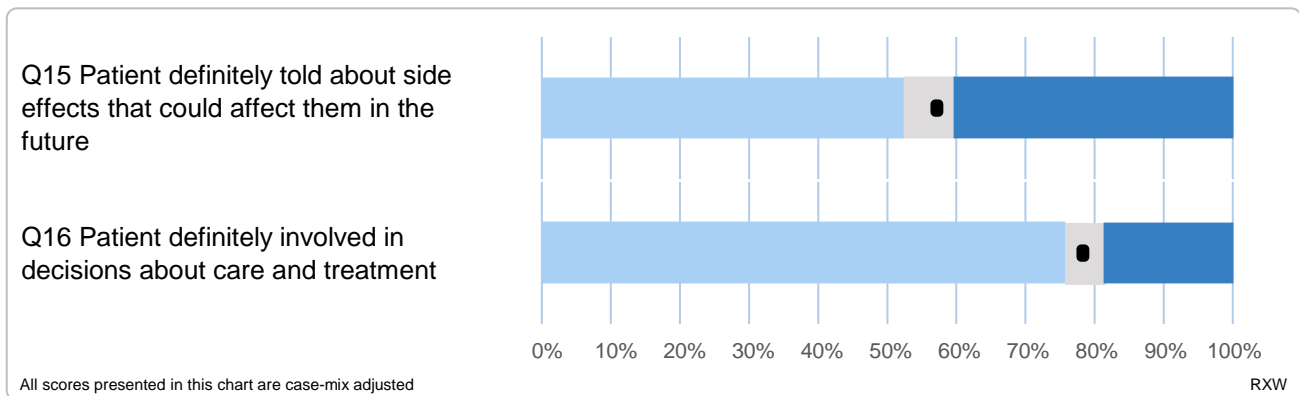


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q12	Patient felt that treatment options were completely explained	479	84%	716	82%			82%	80%	86%	83%
Q13	Possible side effects explained in an understandable way	530	75%	766	72%			72%	70%	76%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	524	67%	760	66%			66%	64%	70%	67%

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Trust results

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

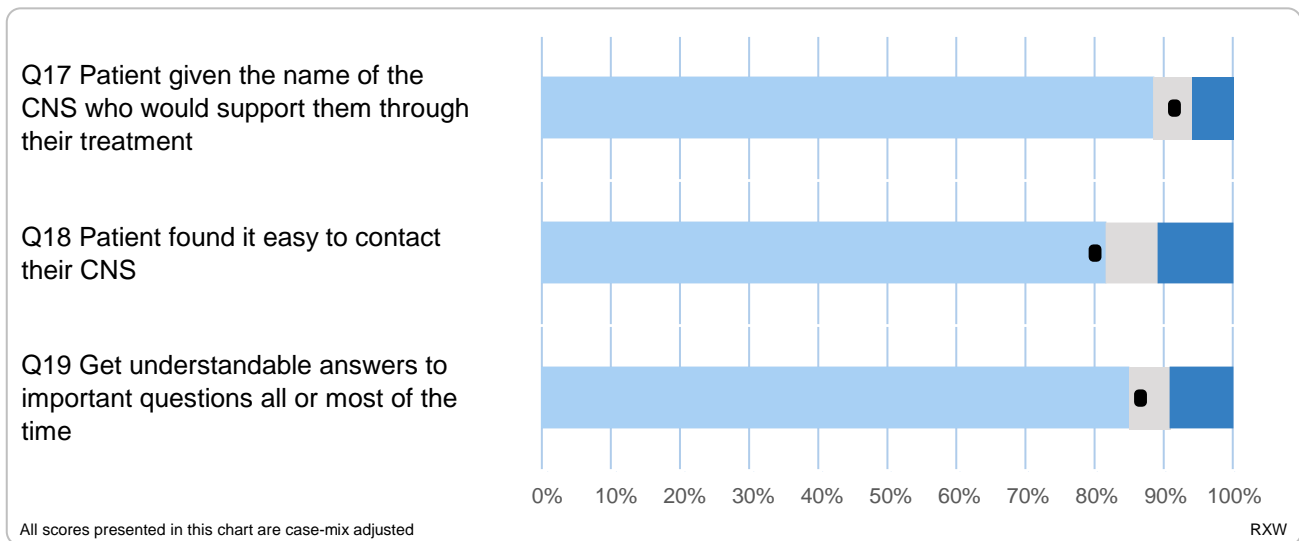


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	500	60%	732	58%			57%	52%	60%	56%
Q16 Patient definitely involved in decisions about care and treatment	540	81%	772	79%			78%	76%	82%	79%

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Trust results

Clinical Nurse Specialist

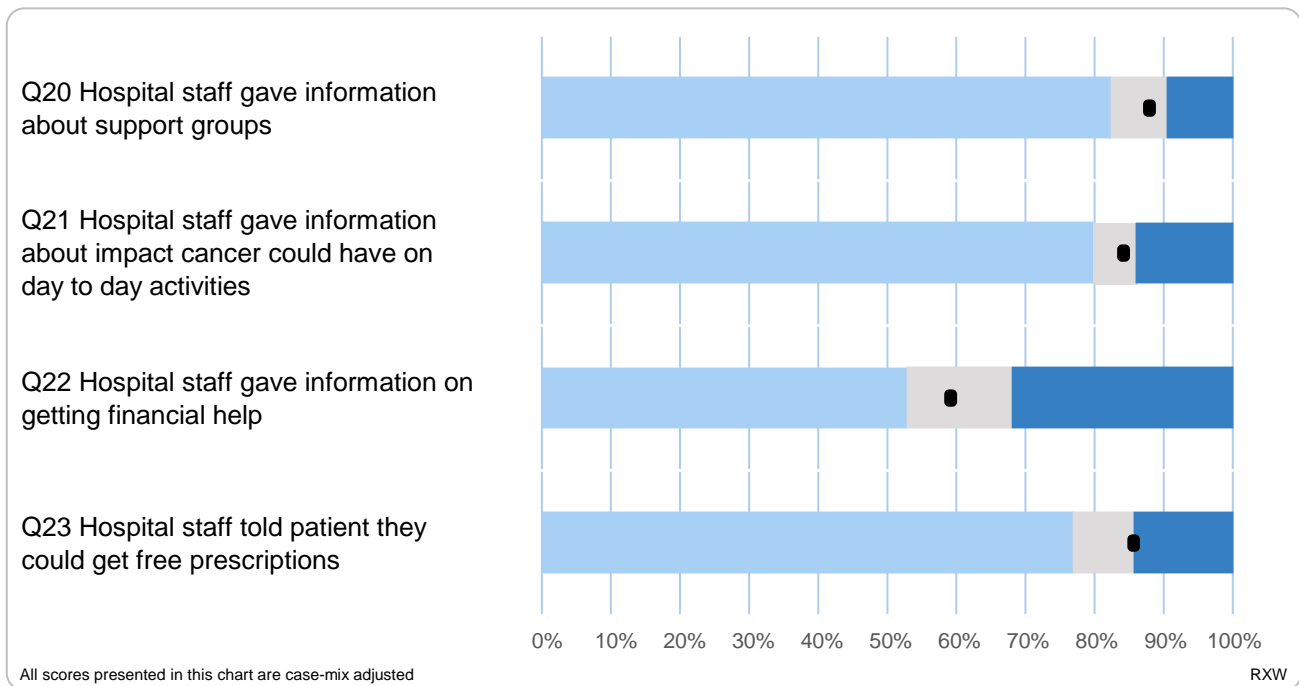


Question	Unadjusted Scores				Change 2017-2018	Change Overall	2018 Case Mix Adjusted			
	2017	2018	2017	2018			2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	527	89%	748	92%			91%	89%	94%	91%
Q18 Patient found it easy to contact their CNS	411	86%	584	80%	↓		80%	82%	89%	85%
Q19 Get understandable answers to important questions all or most of the time	391	90%	561	87%			86%	85%	91%	88%

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Trust results

Support for people with cancer

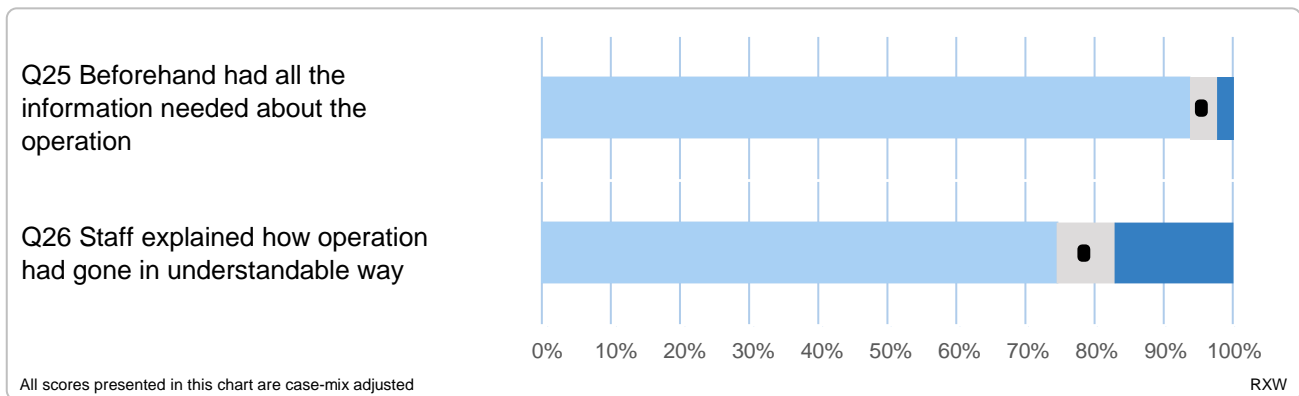


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	434	92%	629	88%			88%	82%	91%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	370	87%	541	84%			84%	80%	86%	83%
Q22 Hospital staff gave information on getting financial help	260	63%	392	58%			59%	53%	68%	60%
Q23 Hospital staff told patient they could get free prescriptions	249	91%	364	86%			85%	77%	86%	81%

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Trust results

Operations

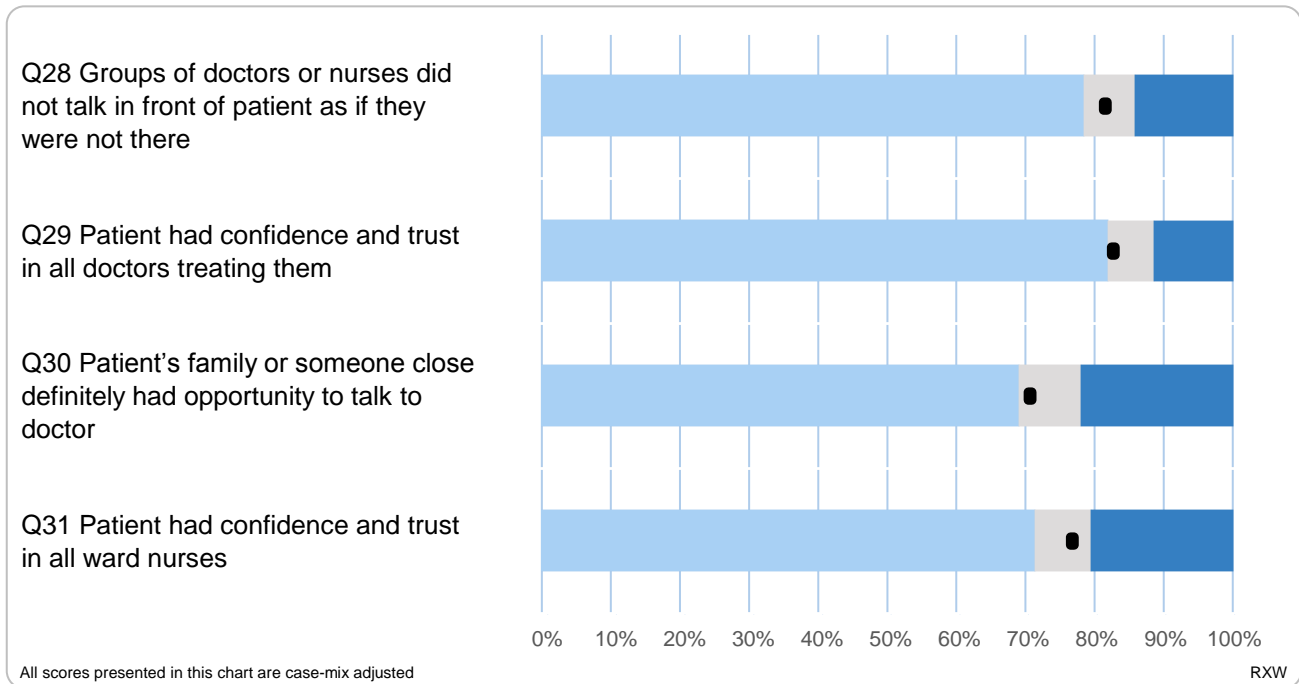


Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	271	96%	387	95%			95%	94%	98%	96%
Q26	Staff explained how operation had gone in understandable way	271	80%	385	79%			78%	75%	83%	79%

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Trust results

Hospital care as an inpatient (Part 1 of 3)

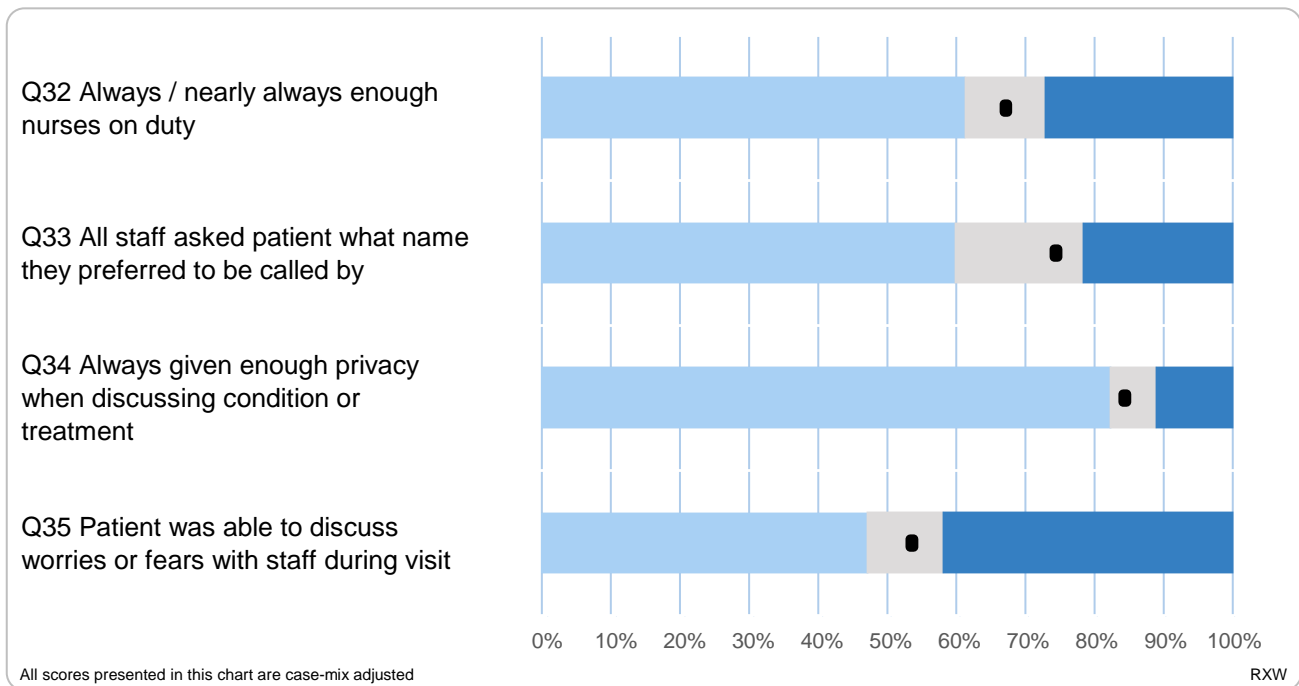


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	313	86%	434	82%			81%	79%	86%	82%
Q29 Patient had confidence and trust in all doctors treating them	314	88%	434	83%			82%	82%	89%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	258	76%	369	71%			70%	69%	78%	74%
Q31 Patient had confidence and trust in all ward nurses	313	78%	438	76%			77%	71%	79%	75%

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Trust results

Hospital care as an inpatient (Part 2 of 3)

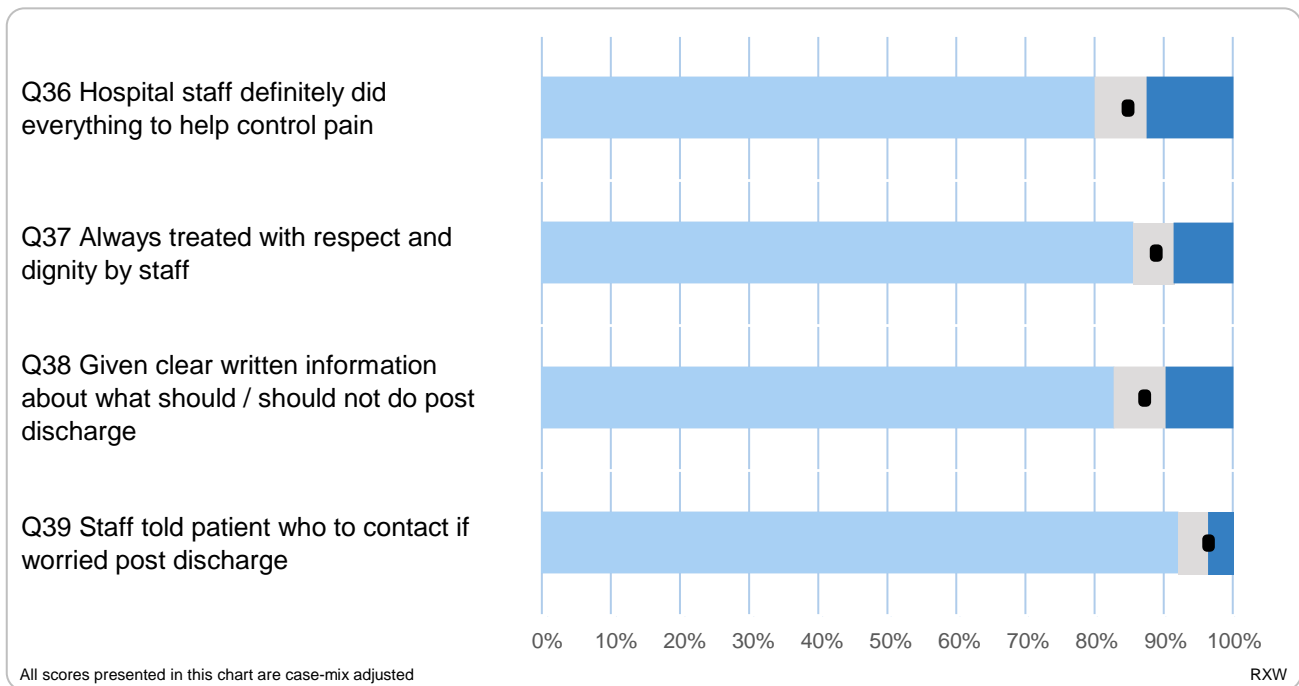


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	312	67%	436	67%			67%	61%	73%	67%
Q33 All staff asked patient what name they preferred to be called by	313	72%	435	74%			74%	60%	78%	69%
Q34 Always given enough privacy when discussing condition or treatment	314	85%	436	84%			84%	82%	89%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	223	57%	321	54%			53%	47%	58%	53%

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

Hospital care as an inpatient (Part 3 of 3)

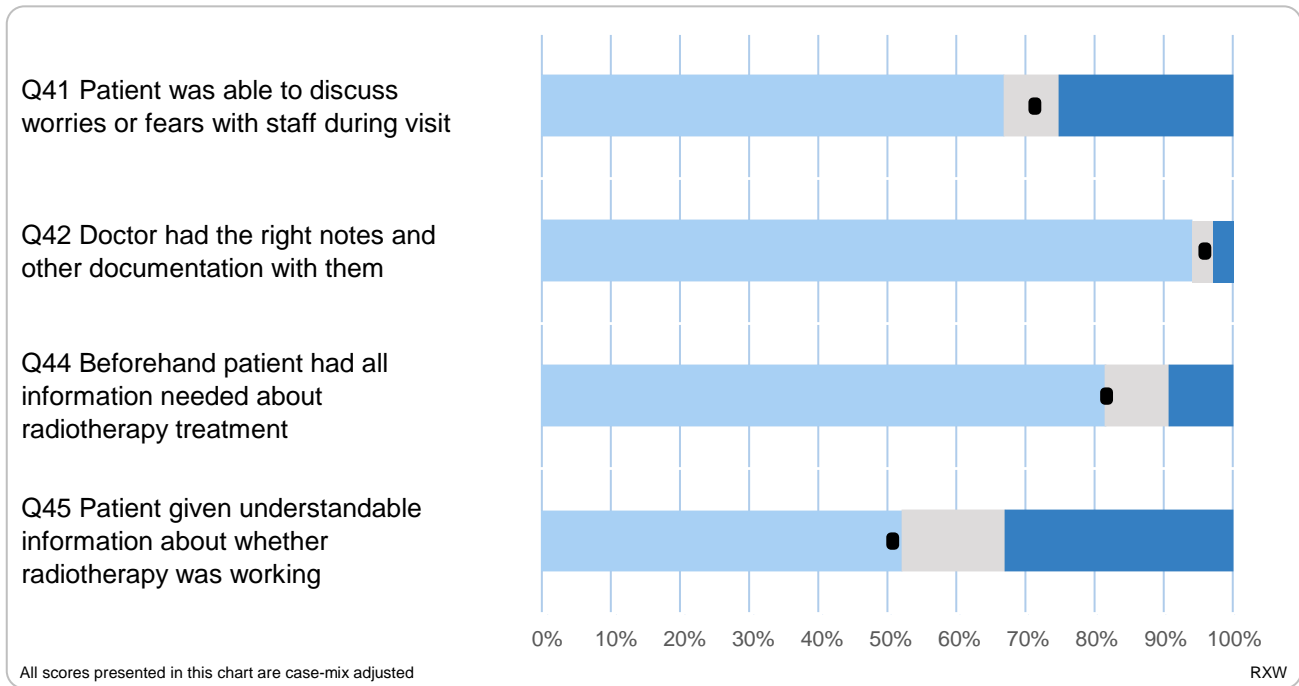


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	265	86%	376	85%			85%	80%	88%	84%
Q37 Always treated with respect and dignity by staff	312	89%	438	89%			89%	86%	92%	89%
Q38 Given clear written information about what should / should not do post discharge	288	89%	408	87%			87%	83%	90%	87%
Q39 Staff told patient who to contact if worried post discharge	297	93%	419	96%	↑		96%	92%	97%	94%

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Trust results

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

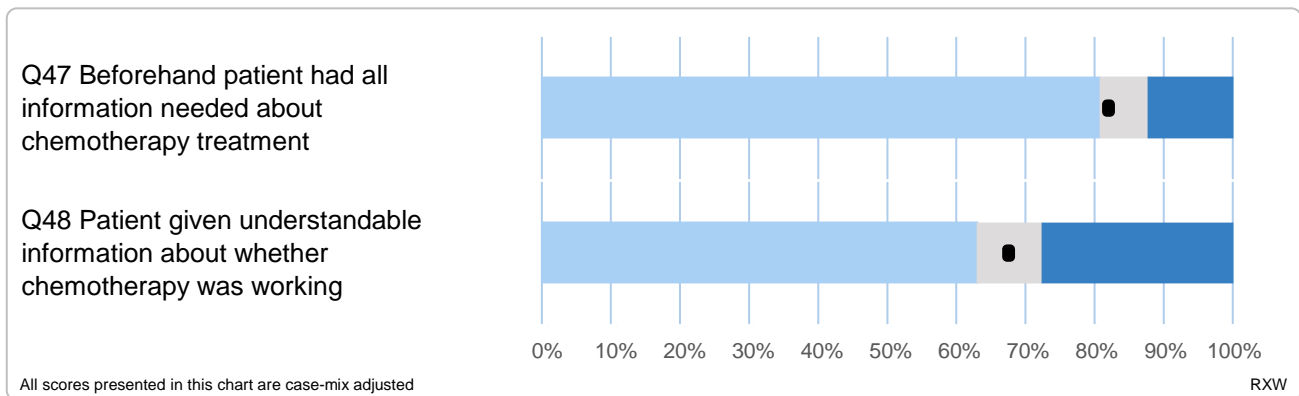


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	414	74%	611	72%			71%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	488	97%	699	96%			96%	94%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	168	83%	214	82%			81%	82%	91%	86%
Q45 Patient given understandable information about whether radiotherapy was working	131	53%	166	51%			51%	52%	67%	60%

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Trust results

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

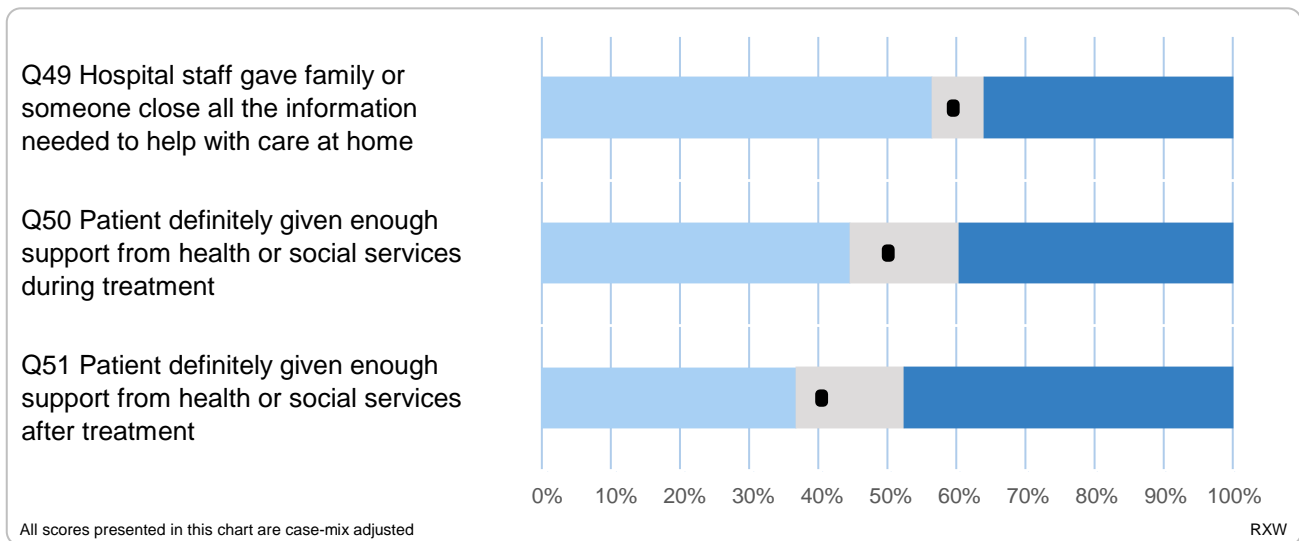


Question	Unadjusted Scores						2018 Case Mix Adjusted				
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score							
Q47	Beforehand patient had all information needed about chemotherapy treatment	305	87%	422	82%			82%	81%	88%	84%
Q48	Patient given understandable information about whether chemotherapy was working	270	68%	388	67%			67%	63%	72%	68%

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Trust results

Home care and support

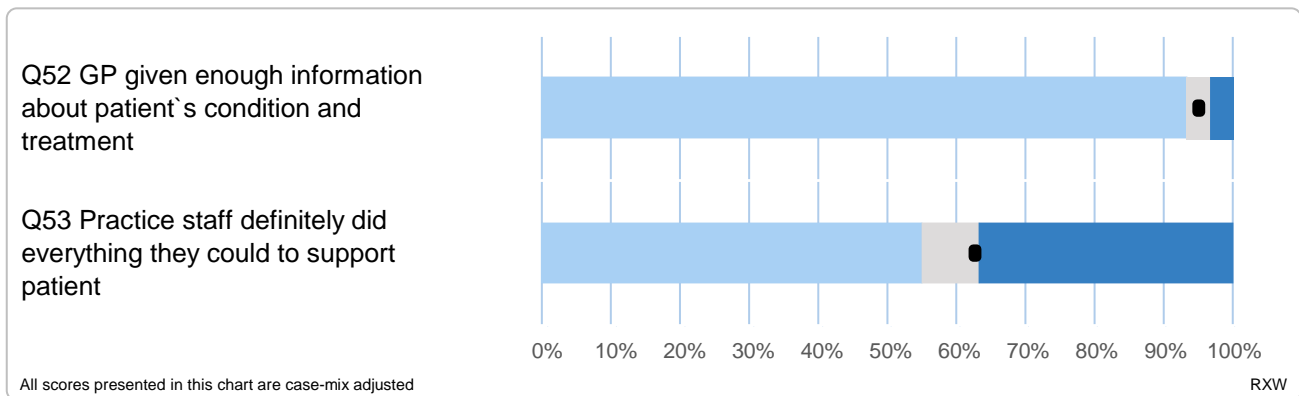


Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q49	Hospital staff gave family or someone close all the information needed to help with care at home	459	60%	653	59%			59%	57%	64%	60%
Q50	Patient definitely given enough support from health or social services during treatment	241	53%	309	49%			50%	45%	60%	53%
Q51	Patient definitely given enough support from health or social services after treatment	119	49%	166	40%			40%	37%	52%	45%

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Trust results

Care from your general practice

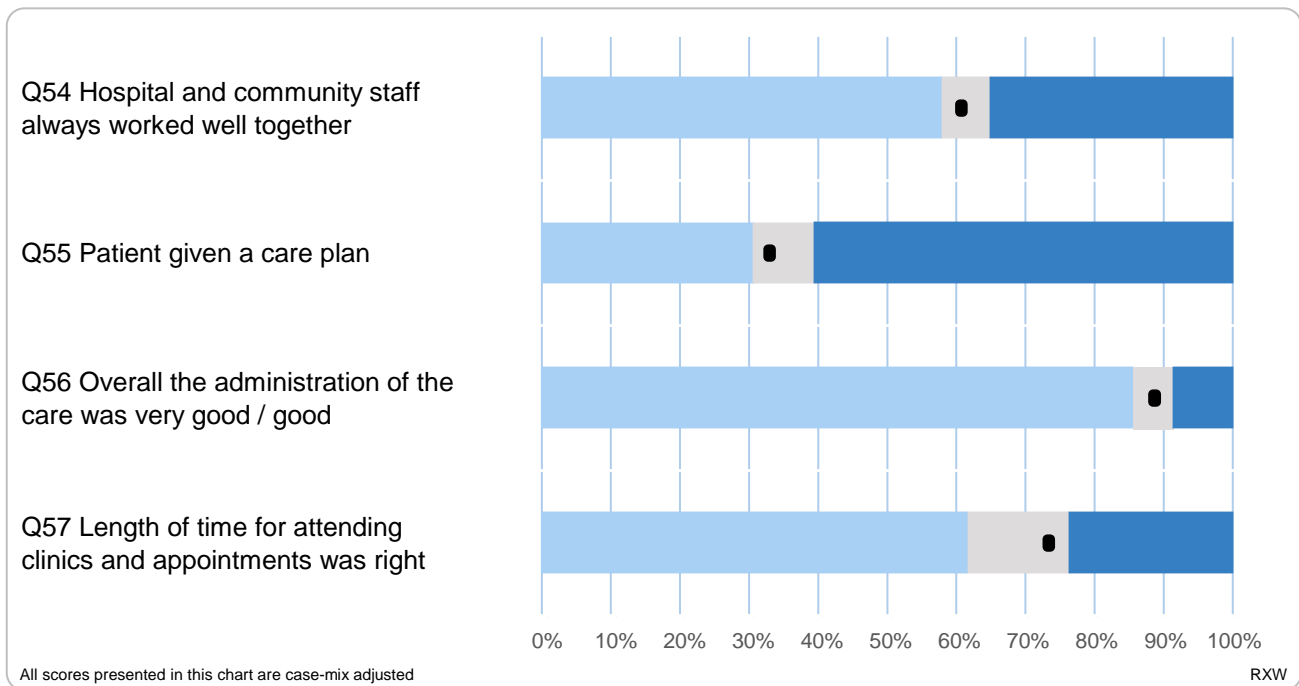


Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	448	97%	625	95%			95%	93%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	392	66%	550	63%			62%	55%	63%	59%

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Trust results

Your overall NHS care (Part 1 of 2)

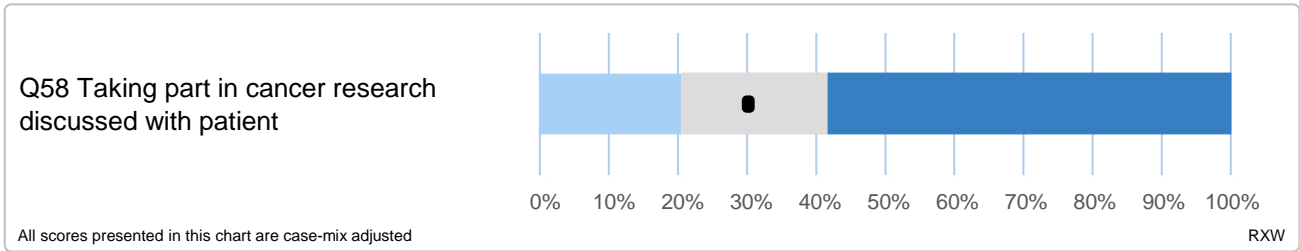


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	535	65%	741	61%			60%	58%	65%	61%
Q55 Patient given a care plan	425	31%	568	33%			33%	31%	40%	35%
Q56 Overall the administration of the care was very good / good	552	92%	769	88%			88%	86%	91%	88%
Q57 Length of time for attending clinics and appointments was right	547	80%	770	74%			73%	62%	76%	69%

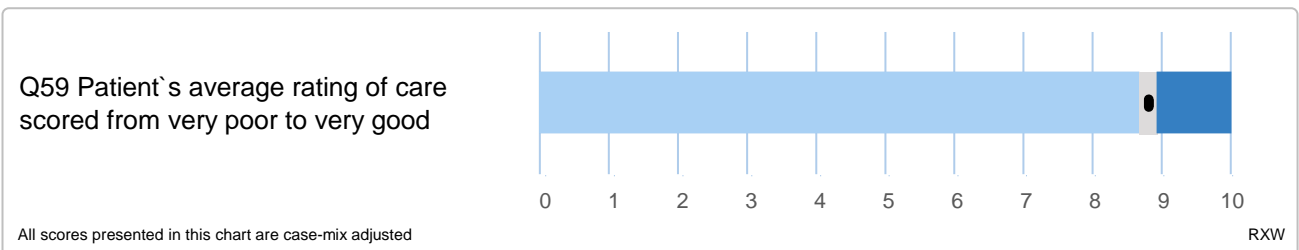
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Trust results

Your overall NHS care (Part 2 of 2)



Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q58	Taking part in cancer research discussed with patient	532	26%	749	30%			30%	21%	42%	31%



Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q59	Patient`s average rating of care scored from very poor to very good	540	8.9	762	8.8			8.8	8.7	8.9	8.8

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Comparisons by tumour group for this Trust

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

Seeing your GP

	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 [§]	National	This Trust [§]	National
Brain / CNS	*	58%	*	73%
Breast	94%	94%	89%	90%
Colorectal / LGT	78%	72%	86%	83%
Gynaecological	79%	75%	84%	79%
Haematological	66%	64%	85%	81%
Head and Neck	*	79%	90%	80%
Lung	80%	71%	85%	82%
Prostate	84%	81%	87%	85%
Sarcoma	n.a.	66%	n.a.	71%
Skin	*	90%	*	86%
Upper Gastro	73%	72%	81%	78%
Urological	88%	81%	81%	85%
Other	71%	73%	79%	79%
All Cancers	80%	77%	85%	84%

[§] These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	92%	*	83%	*	71%
Breast	92%	95%	88%	91%	78%	82%
Colorectal / LGT	98%	96%	90%	87%	85%	81%
Gynaecological	90%	94%	82%	85%	63%	77%
Haematological	94%	95%	92%	88%	84%	77%
Head and Neck	*	92%	*	85%	*	80%
Lung	100%	94%	97%	87%	78%	79%
Prostate	94%	94%	84%	86%	78%	79%
Sarcoma	n.a.	94%	n.a.	79%	n.a.	74%
Skin	*	96%	*	90%	*	83%
Upper Gastro	100%	94%	89%	83%	67%	75%
Urological	94%	94%	86%	87%	76%	79%
Other	92%	95%	85%	86%	68%	76%
All Cancers	95%	94%	88%	88%	78%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	85%	*	77%	*	59%	*	63%
Breast	90%	82%	89%	89%	77%	77%	77%	78%
Colorectal / LGT	93%	82%	82%	86%	84%	79%	80%	73%
Gynaecological	80%	72%	76%	82%	65%	73%	53%	70%
Haematological	77%	73%	86%	83%	66%	61%	81%	76%
Head and Neck	*	72%	91%	86%	77%	76%	*	67%
Lung	90%	79%	80%	82%	80%	76%	65%	67%
Prostate	86%	78%	85%	85%	77%	78%	81%	82%
Sarcoma	n.a.	70%	n.a.	79%	n.a.	61%	n.a.	57%
Skin	*	71%	*	90%	*	80%	*	84%
Upper Gastro	88%	79%	81%	80%	70%	73%	64%	66%
Urological	59%	74%	76%	82%	73%	77%	66%	73%
Other	90%	76%	85%	82%	72%	70%	71%	65%
All Cancers	85%	78%	84%	85%	75%	74%	75%	74%

[§] These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	81%	*	70%	*	64%
Breast	80%	84%	67%	75%	64%	69%
Colorectal / LGT	92%	85%	86%	76%	79%	70%
Gynaecological	84%	85%	72%	75%	69%	67%
Haematological	82%	81%	69%	70%	68%	66%
Head and Neck	*	85%	81%	74%	76%	70%
Lung	71%	84%	73%	74%	79%	69%
Prostate	80%	82%	74%	72%	58%	65%
Sarcoma	n.a.	79%	n.a.	72%	n.a.	62%
Skin	*	89%	*	80%	*	74%
Upper Gastro	92%	81%	85%	72%	64%	68%
Urological	80%	82%	65%	71%	62%	62%
Other	82%	80%	71%	72%	63%	64%
All Cancers	83%	83%	73%	73%	67%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	61%	*	70%
Breast	53%	56%	77%	79%
Colorectal / LGT	77%	58%	88%	80%
Gynaecological	59%	55%	86%	79%
Haematological	51%	51%	79%	77%
Head and Neck	*	62%	90%	79%
Lung	51%	56%	76%	79%
Prostate	63%	64%	78%	81%
Sarcoma	n.a.	52%	n.a.	75%
Skin	*	66%	*	87%
Upper Gastro	44%	54%	77%	76%
Urological	45%	53%	71%	77%
Other	60%	53%	73%	76%
All Cancers	58%	56%	79%	79%

[§] These are unadjusted scores

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	94%	*	82%	*	84%
Breast	95%	95%	70%	85%	80%	88%
Colorectal / LGT	91%	92%	93%	88%	94%	89%
Gynaecological	91%	94%	79%	85%	88%	88%
Haematological	97%	92%	90%	88%	93%	89%
Head and Neck	95%	90%	*	87%	*	88%
Lung	89%	93%	89%	87%	92%	88%
Prostate	91%	90%	77%	82%	81%	87%
Sarcoma	n.a.	87%	n.a.	84%	n.a.	87%
Skin	*	91%	*	89%	*	91%
Upper Gastro	100%	93%	86%	85%	86%	87%
Urological	83%	84%	68%	82%	91%	87%
Other	84%	88%	73%	85%	83%	87%
All Cancers	92%	91%	80%	85%	87%	88%

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	85%	*	82%	*	70%	*	79%
Breast	93%	91%	83%	86%	55%	65%	91%	82%
Colorectal / LGT	94%	86%	93%	84%	70%	58%	89%	83%
Gynaecological	82%	85%	91%	82%	*	61%	*	77%
Haematological	93%	86%	91%	84%	70%	62%	95%	87%
Head and Neck	*	86%	*	83%	*	60%	*	82%
Lung	91%	86%	86%	81%	72%	71%	*	85%
Prostate	84%	89%	79%	85%	34%	51%	63%	79%
Sarcoma	n.a.	79%	n.a.	71%	n.a.	56%	n.a.	75%
Skin	*	89%	*	84%	*	60%	*	72%
Upper Gastro	84%	84%	86%	81%	*	63%	*	84%
Urological	55%	79%	59%	75%	25%	44%	*	68%
Other	87%	82%	83%	78%	57%	58%	90%	80%
All Cancers	88%	86%	85%	83%	57%	60%	86%	81%

[§] These are unadjusted scores

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	94%	*	70%
Breast	96%	96%	79%	79%
Colorectal / LGT	97%	96%	88%	83%
Gynaecological	100%	96%	83%	81%
Haematological	*	94%	71%	77%
Head and Neck	*	95%	*	78%
Lung	*	95%	*	78%
Prostate	89%	95%	66%	75%
Sarcoma	n.a.	94%	n.a.	78%
Skin	*	97%	*	84%
Upper Gastro	*	95%	*	80%
Urological	91%	95%	69%	76%
Other	96%	95%	69%	78%
All Cancers	95%	96%	78%	79%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	73%	*	77%	*	66%	*	67%
Breast	87%	89%	79%	86%	70%	77%	77%	77%
Colorectal / LGT	78%	77%	89%	86%	71%	73%	76%	71%
Gynaecological	93%	85%	81%	86%	67%	72%	74%	73%
Haematological	82%	81%	78%	81%	75%	74%	81%	76%
Head and Neck	*	79%	*	86%	*	75%	*	74%
Lung	*	77%	*	83%	*	74%	*	76%
Prostate	88%	86%	88%	89%	69%	73%	80%	80%
Sarcoma	n.a.	80%	n.a.	84%	n.a.	72%	n.a.	68%
Skin	*	89%	*	90%	*	81%	*	87%
Upper Gastro	*	74%	*	82%	*	73%	*	71%
Urological	71%	80%	90%	87%	69%	70%	79%	78%
Other	78%	80%	73%	82%	69%	71%	68%	72%
All Cancers	82%	82%	83%	85%	71%	74%	76%	75%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	57%	*	68%	*	77%	*	40%
Breast	78%	71%	72%	64%	84%	87%	53%	56%
Colorectal / LGT	62%	62%	78%	71%	88%	85%	67%	54%
Gynaecological	74%	67%	78%	67%	89%	84%	*	51%
Haematological	67%	64%	68%	71%	81%	86%	67%	55%
Head and Neck	*	66%	*	69%	*	87%	*	55%
Lung	*	70%	*	74%	*	85%	*	52%
Prostate	69%	73%	80%	69%	90%	88%	34%	51%
Sarcoma	n.a.	64%	n.a.	66%	n.a.	85%	n.a.	46%
Skin	*	80%	*	72%	*	91%	*	59%
Upper Gastro	*	61%	*	75%	*	84%	*	51%
Urological	63%	69%	80%	73%	83%	85%	44%	47%
Other	59%	62%	54%	68%	73%	82%	33%	48%
All Cancers	68%	67%	73%	69%	84%	86%	53%	53%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	82%	*	84%	*	86%	*	94%
Breast	83%	86%	86%	89%	91%	92%	96%	96%
Colorectal / LGT	84%	85%	89%	87%	95%	84%	98%	94%
Gynaecological	92%	83%	96%	87%	85%	88%	100%	95%
Haematological	85%	83%	89%	90%	83%	81%	100%	95%
Head and Neck	*	83%	*	87%	*	88%	*	93%
Lung	*	84%	*	89%	*	84%	*	92%
Prostate	91%	84%	98%	91%	92%	90%	100%	95%
Sarcoma	n.a.	80%	n.a.	85%	n.a.	81%	n.a.	94%
Skin	*	88%	*	93%	*	91%	*	96%
Upper Gastro	*	82%	*	86%	*	82%	*	94%
Urological	83%	81%	92%	89%	87%	86%	93%	91%
Other	80%	81%	76%	87%	71%	83%	83%	92%
All Cancers	85%	84%	88%	89%	88%	87%	96%	94%

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	64%	*	94%	*	88%	*	47%
Breast	70%	70%	95%	96%	85%	88%	50%	61%
Colorectal / LGT	86%	73%	97%	96%	*	84%	*	57%
Gynaecological	90%	71%	94%	96%	*	86%	*	61%
Haematological	81%	74%	98%	96%	*	83%	*	59%
Head and Neck	*	73%	*	96%	*	86%	*	61%
Lung	79%	69%	91%	95%	*	85%	*	56%
Prostate	68%	73%	93%	95%	86%	87%	*	61%
Sarcoma	n.a.	63%	n.a.	94%	n.a.	82%	n.a.	65%
Skin	*	74%	*	97%	n.a.	85%	n.a.	72%
Upper Gastro	*	70%	100%	95%	*	82%	*	53%
Urological	67%	67%	98%	95%	*	82%	*	55%
Other	53%	68%	94%	95%	*	85%	*	60%
All Cancers	73%	71%	96%	96%	82%	86%	51%	60%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	79%	*	50%
Breast	79%	83%	55%	64%
Colorectal / LGT	86%	85%	70%	64%
Gynaecological	96%	86%	67%	68%
Haematological	87%	85%	88%	75%
Head and Neck	*	79%	*	54%
Lung	83%	84%	63%	67%
Prostate	81%	85%	69%	68%
Sarcoma	n.a.	83%	n.a.	67%
Skin	n.a.	86%	n.a.	79%
Upper Gastro	*	84%	*	61%
Urological	*	82%	*	65%
Other	83%	85%	71%	70%
All Cancers	83%	84%	68%	68%

[§] These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	60%	*	50%	*	48%
Breast	55%	59%	41%	54%	40%	42%
Colorectal / LGT	67%	63%	69%	60%	48%	52%
Gynaecological	55%	59%	*	47%	*	38%
Haematological	69%	63%	53%	52%	60%	44%
Head and Neck	*	63%	*	56%	*	53%
Lung	50%	60%	*	52%	*	43%
Prostate	58%	60%	38%	46%	*	40%
Sarcoma	n.a.	55%	n.a.	49%	n.a.	45%
Skin	*	67%	*	60%	*	59%
Upper Gastro	62%	60%	*	53%	*	48%
Urological	57%	59%	46%	47%	*	44%
Other	51%	56%	59%	52%	*	44%
All Cancers	60%	60%	50%	53%	40%	45%

[§] These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	88%	*	51%
Breast	95%	96%	54%	59%
Colorectal / LGT	96%	95%	63%	58%
Gynaecological	97%	95%	55%	57%
Haematological	94%	95%	64%	58%
Head and Neck	*	93%	*	58%
Lung	91%	94%	58%	58%
Prostate	99%	95%	70%	64%
Sarcoma	n.a.	95%	n.a.	53%
Skin	*	97%	*	67%
Upper Gastro	83%	94%	68%	58%
Urological	96%	95%	67%	61%
Other	93%	94%	61%	56%
All Cancers	95%	95%	63%	59%

[§] These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	45%	*	33%	*	84%	*	59%
Breast	56%	61%	43%	39%	90%	90%	71%	68%
Colorectal / LGT	66%	61%	47%	38%	94%	88%	89%	72%
Gynaecological	56%	58%	29%	31%	78%	87%	69%	69%
Haematological	68%	64%	32%	35%	95%	91%	68%	66%
Head and Neck	*	61%	*	37%	90%	88%	59%	71%
Lung	62%	62%	17%	31%	78%	89%	73%	71%
Prostate	63%	65%	28%	36%	92%	87%	76%	75%
Sarcoma	n.a.	54%	n.a.	28%	n.a.	86%	n.a.	64%
Skin	*	71%	*	42%	*	91%	*	73%
Upper Gastro	54%	59%	27%	35%	73%	86%	74%	68%
Urological	54%	62%	17%	30%	76%	85%	73%	75%
Other	59%	57%	32%	30%	90%	87%	80%	63%
All Cancers	61%	61%	34%	35%	88%	88%	75%	69%

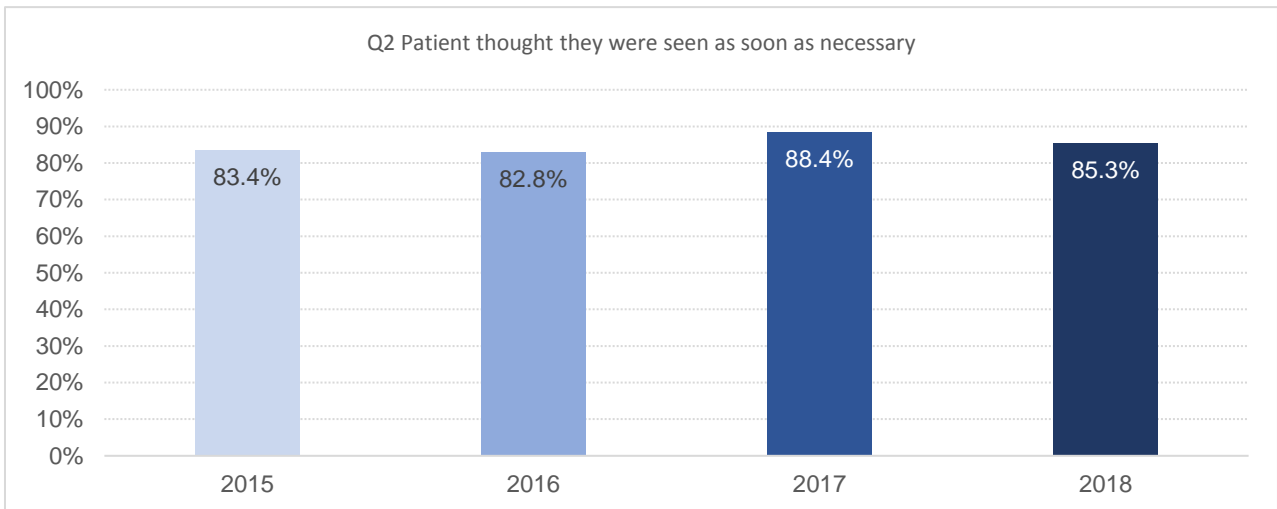
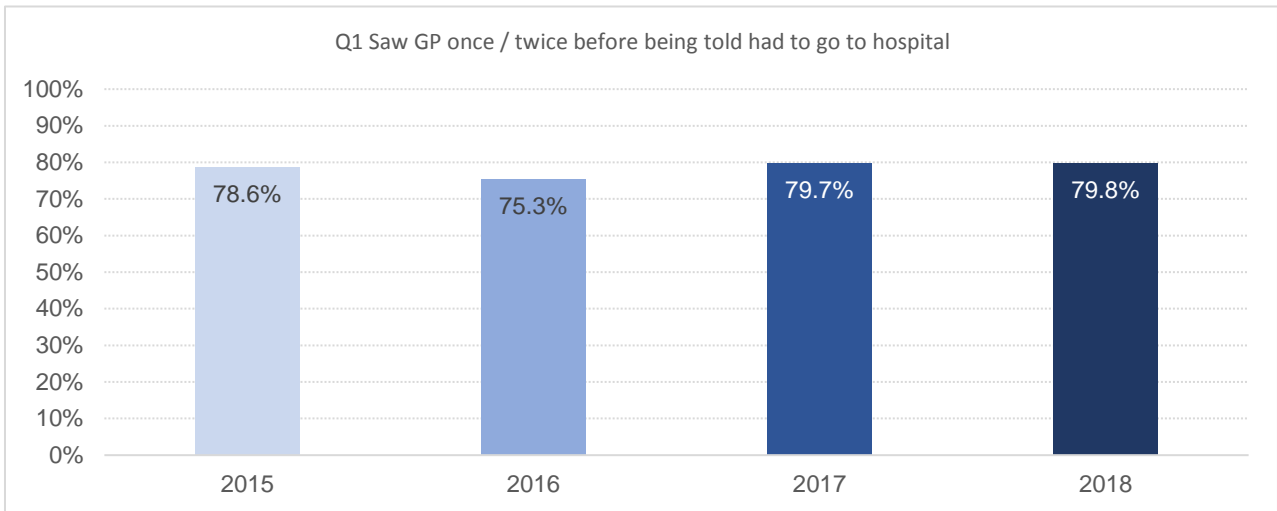
Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	39%	*	8.4
Breast	43%	31%	8.8	8.9
Colorectal / LGT	28%	33%	9.0	8.8
Gynaecological	33%	37%	8.9	8.8
Haematological	17%	32%	9.1	8.9
Head and Neck	14%	23%	9.0	8.8
Lung	26%	35%	8.6	8.8
Prostate	37%	33%	8.8	8.8
Sarcoma	n.a.	40%	n.a.	8.6
Skin	*	16%	*	9.0
Upper Gastro	7%	35%	8.5	8.7
Urological	23%	21%	8.5	8.7
Other	35%	32%	8.7	8.7
All Cancers	30%	31%	8.8	8.8

[§] These are unadjusted scores

Year on Year Scores

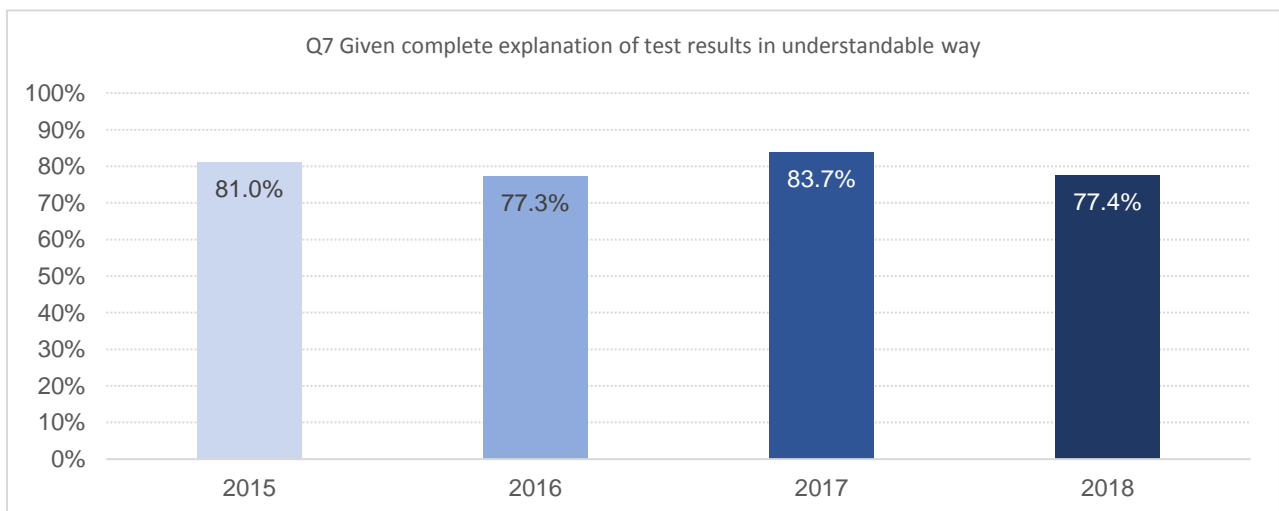
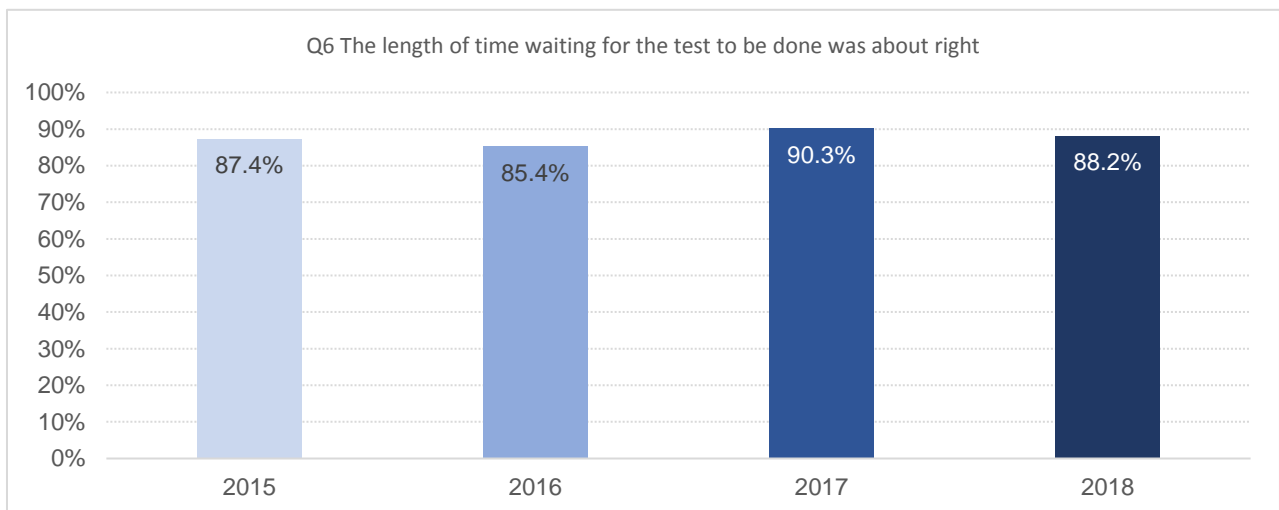
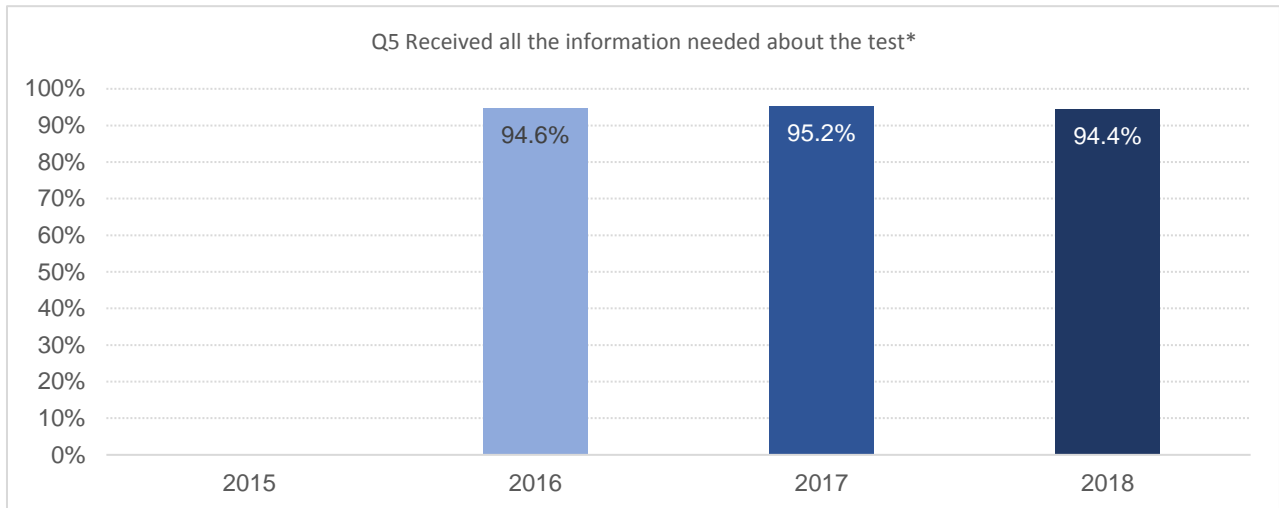
The charts below present the unadjusted scores for this Trust from 2015, 2016, 2017 and 2018.

Seeing your GP



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

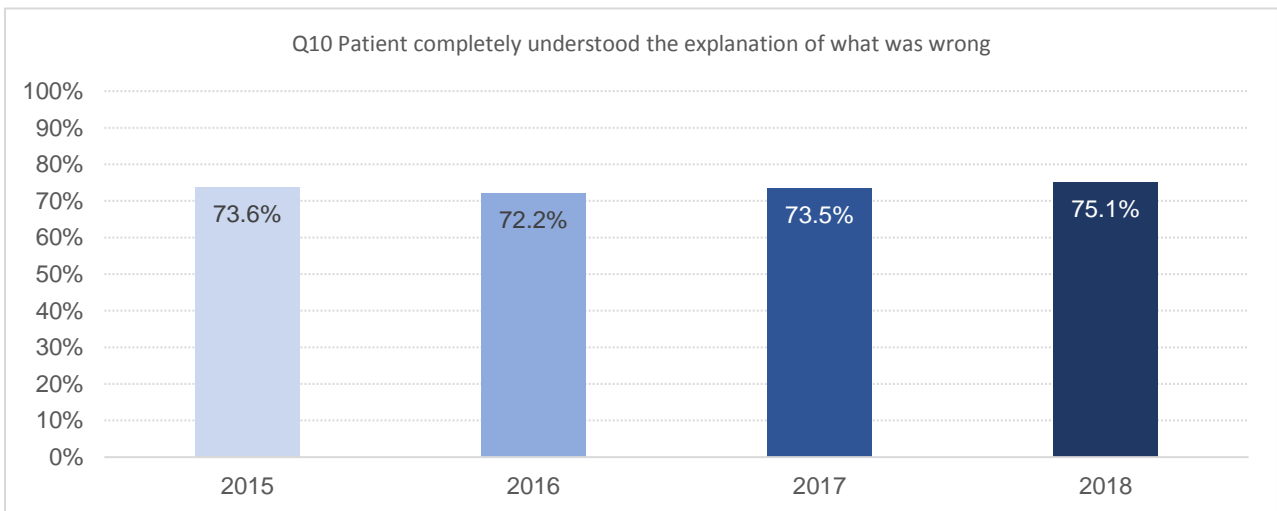
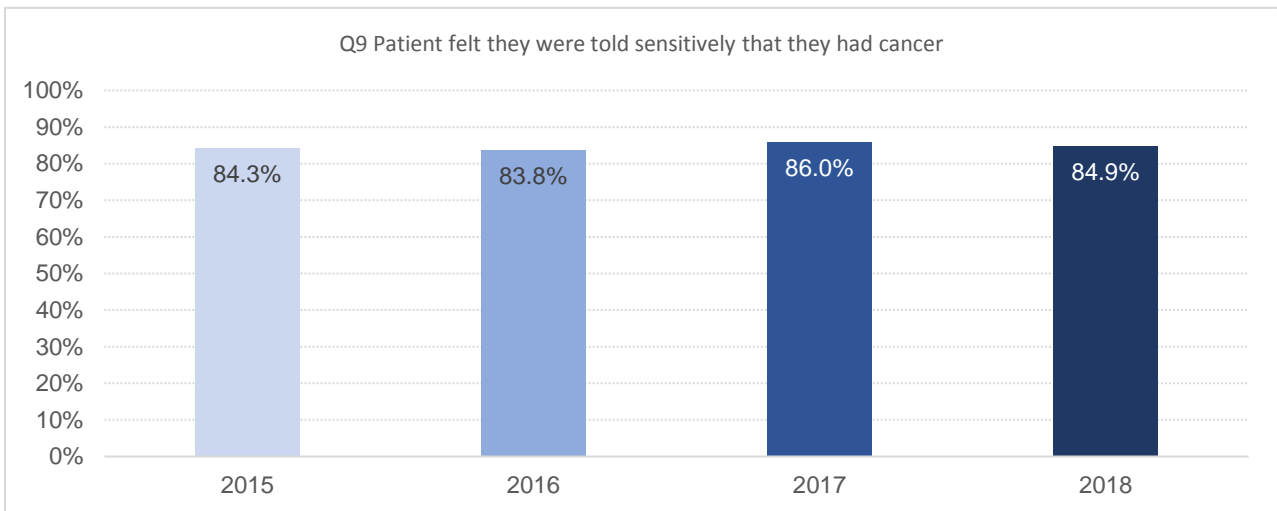
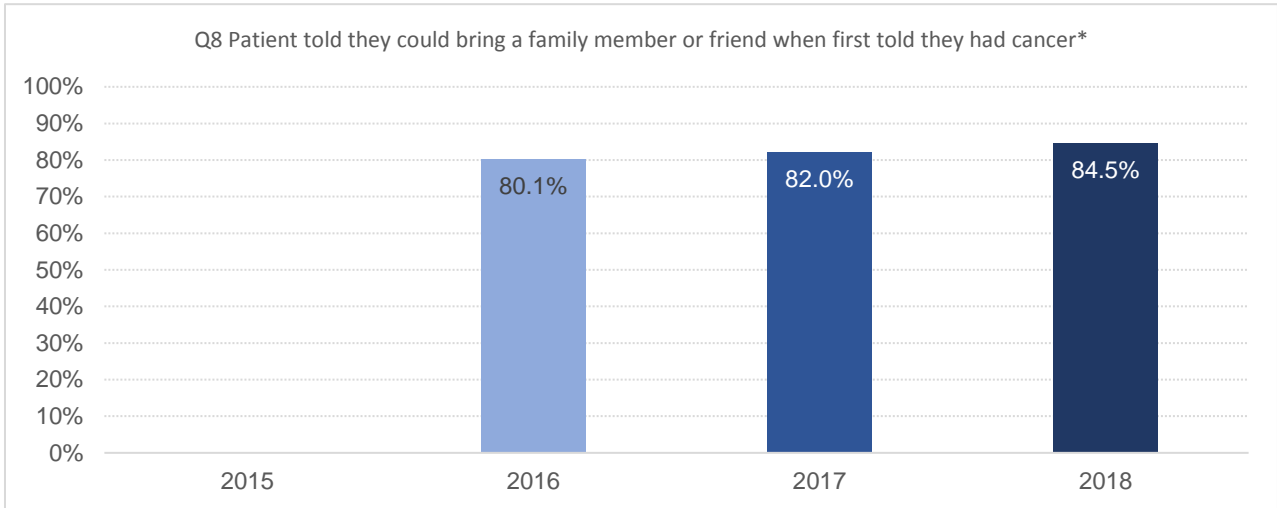
Diagnostic tests



* This question was not asked on the 2015 survey

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

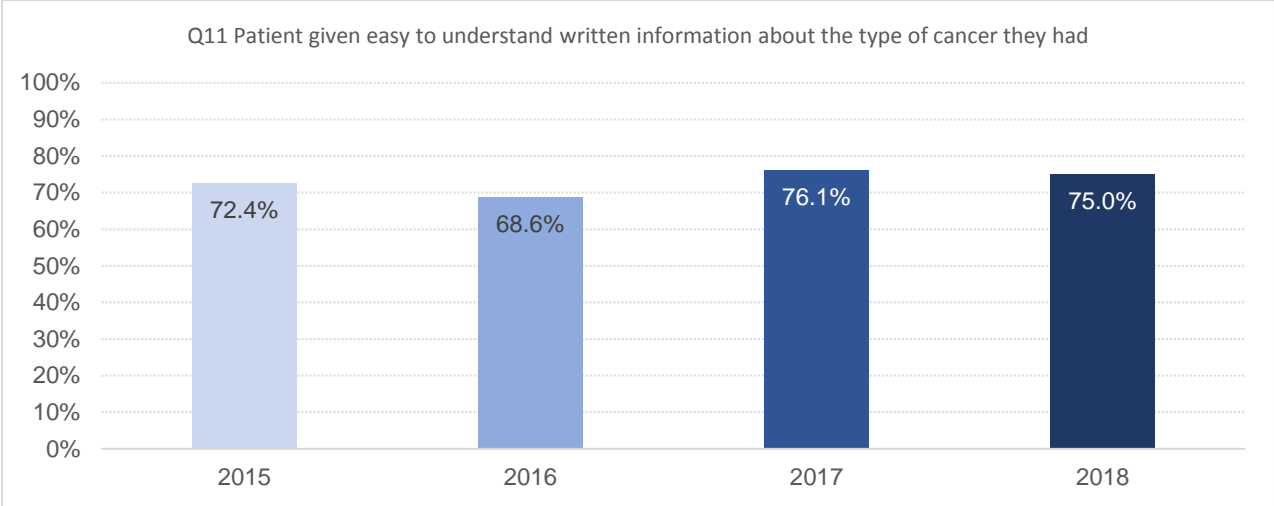
Finding out what was wrong with you



* This question was not asked on the 2015 survey

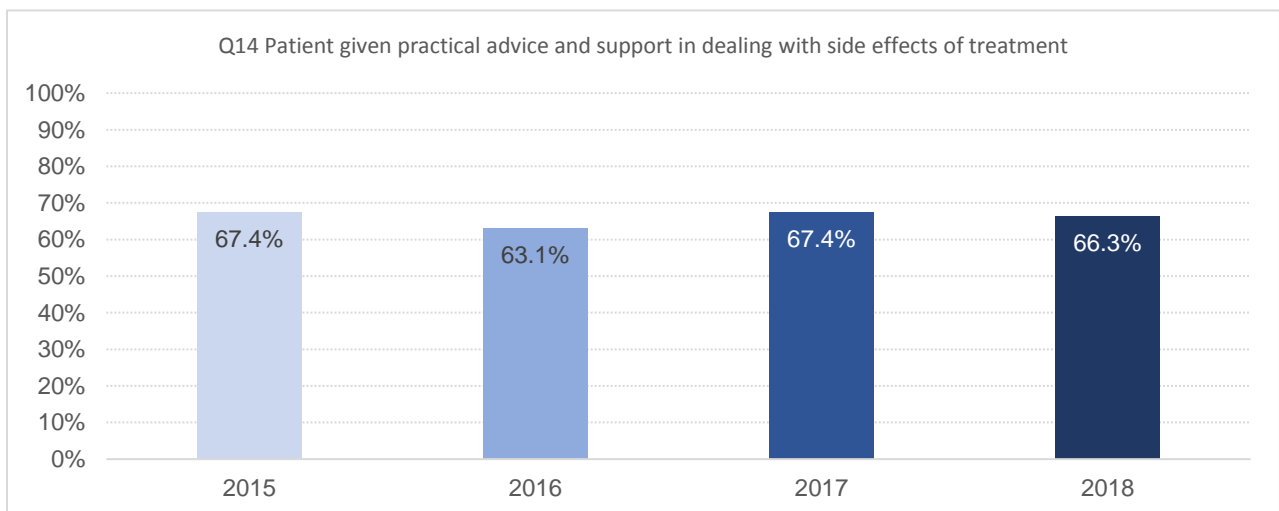
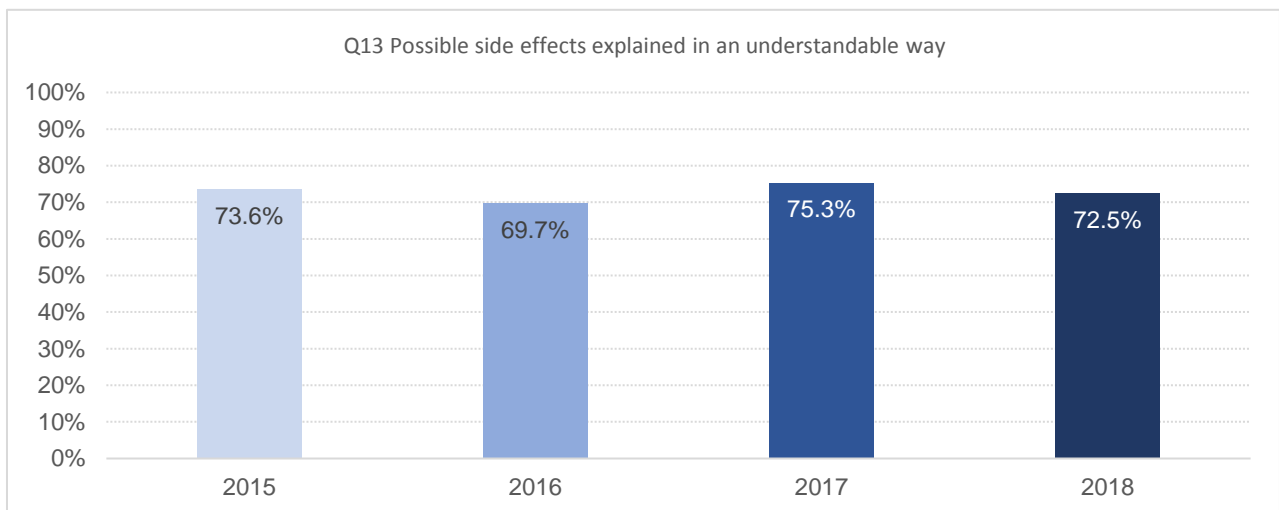
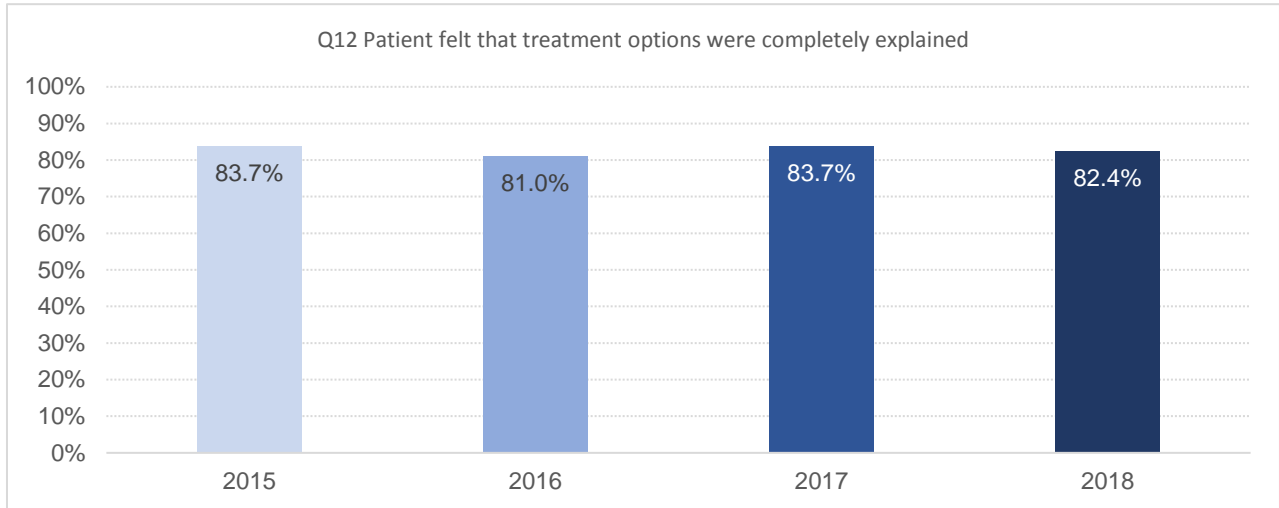
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Finding out what was wrong with you (continued)



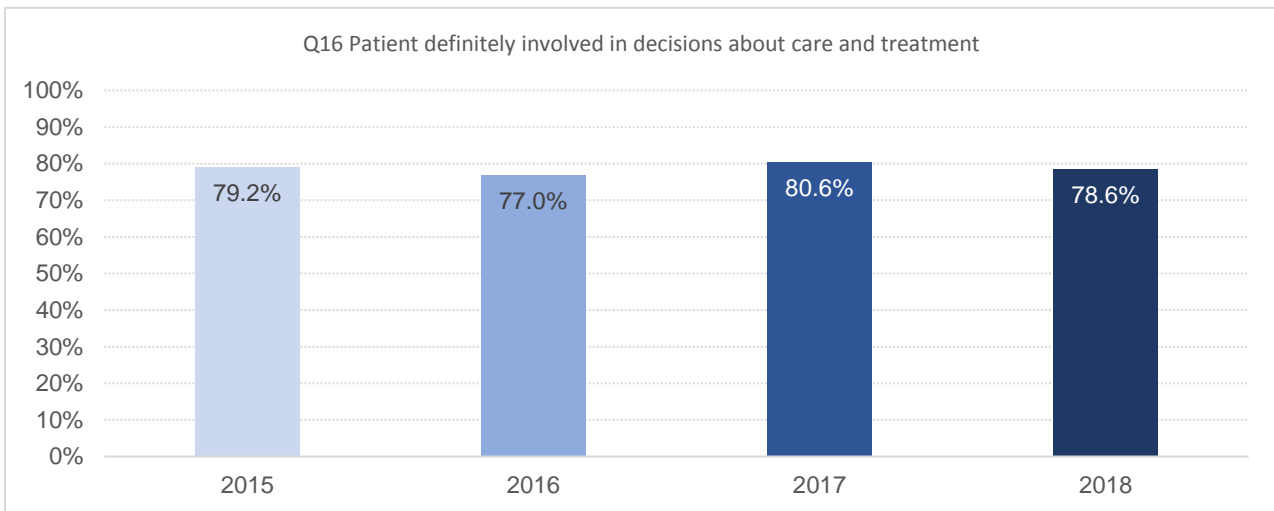
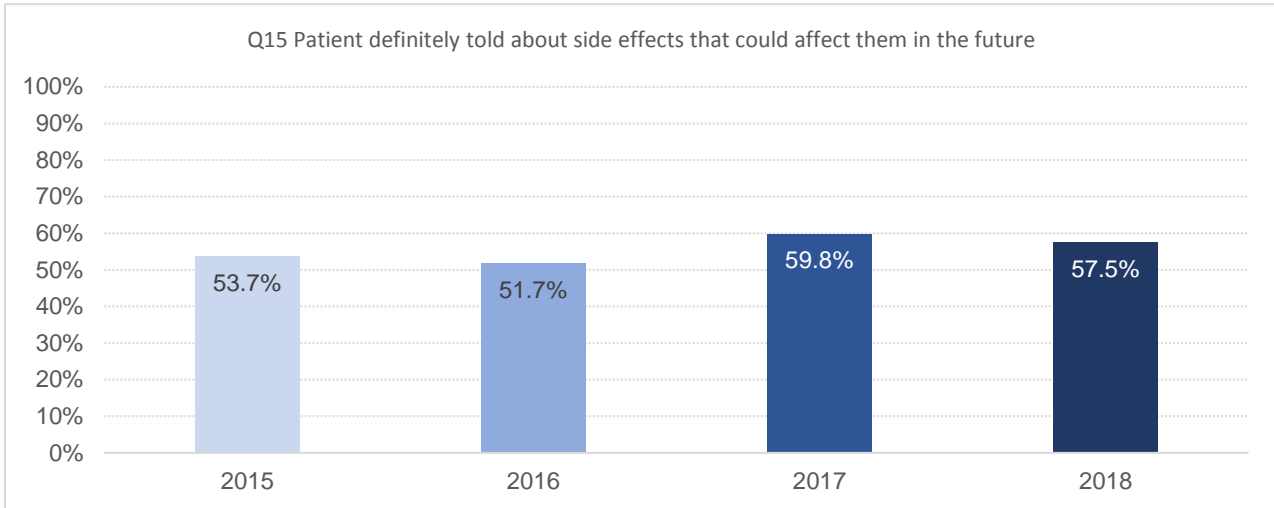
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Deciding the best treatment for you



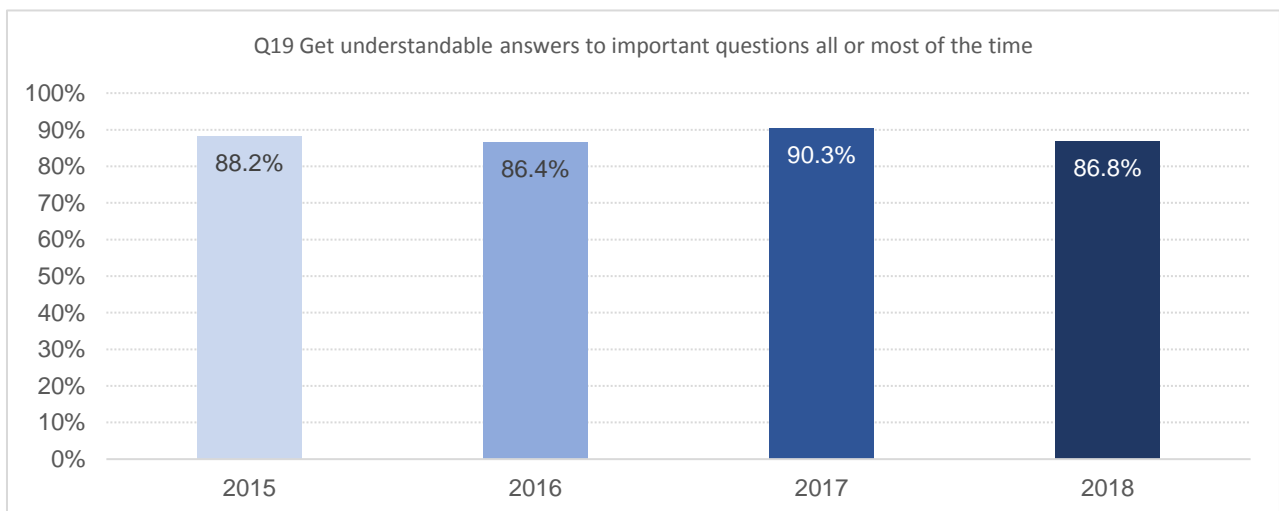
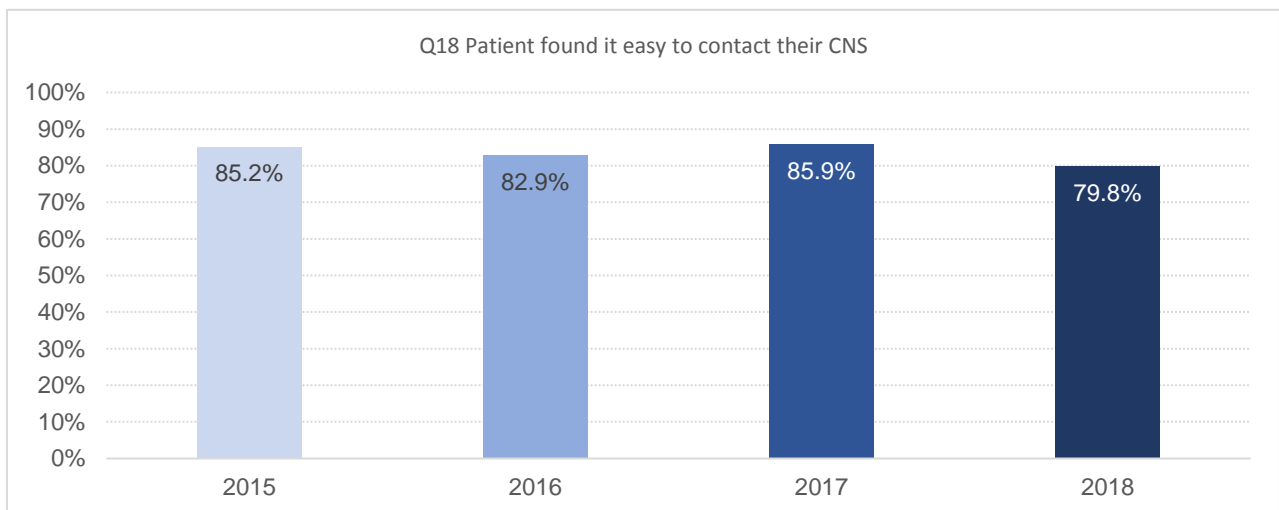
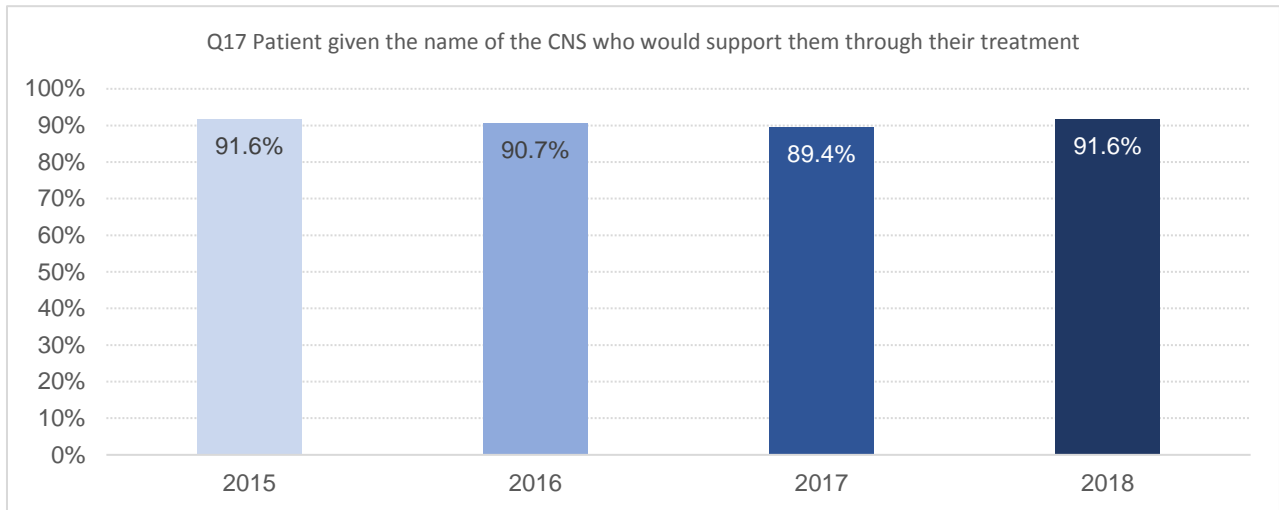
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Deciding the best treatment for you (continued)



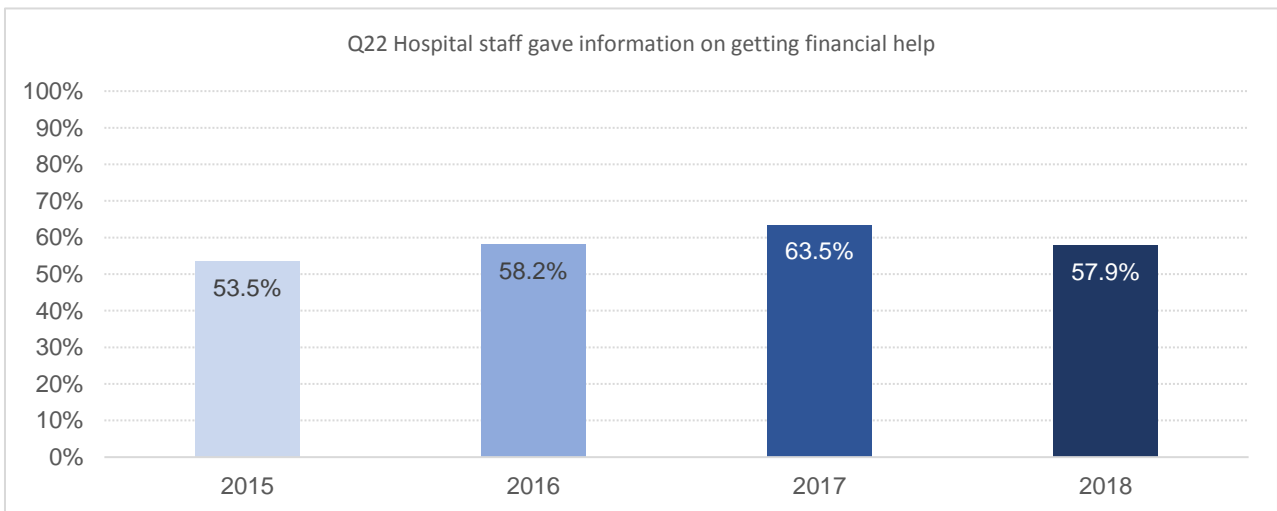
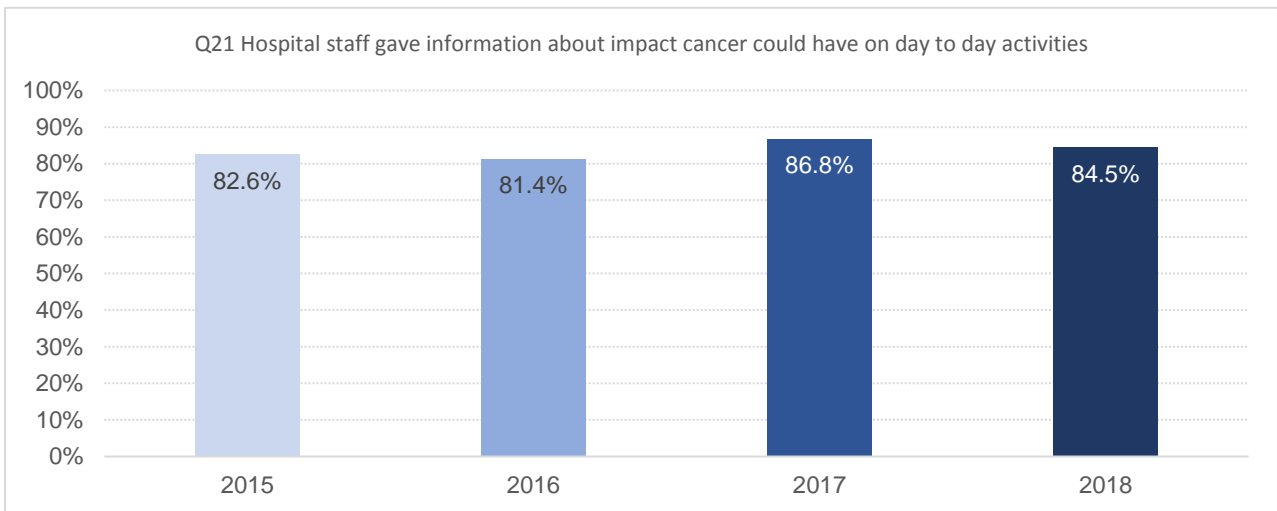
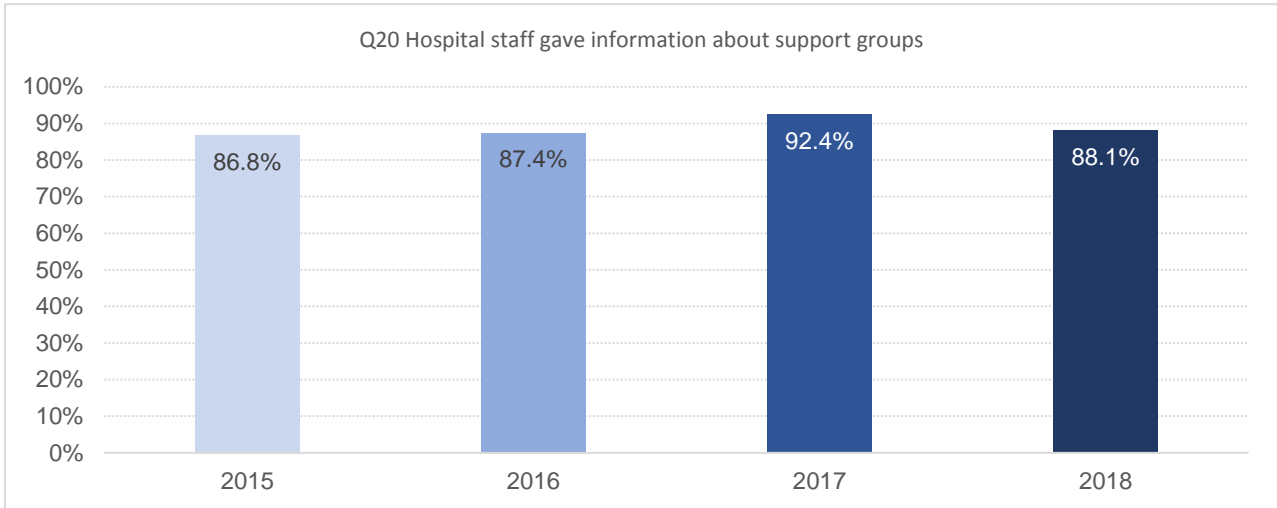
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Clinical Nurse Specialist



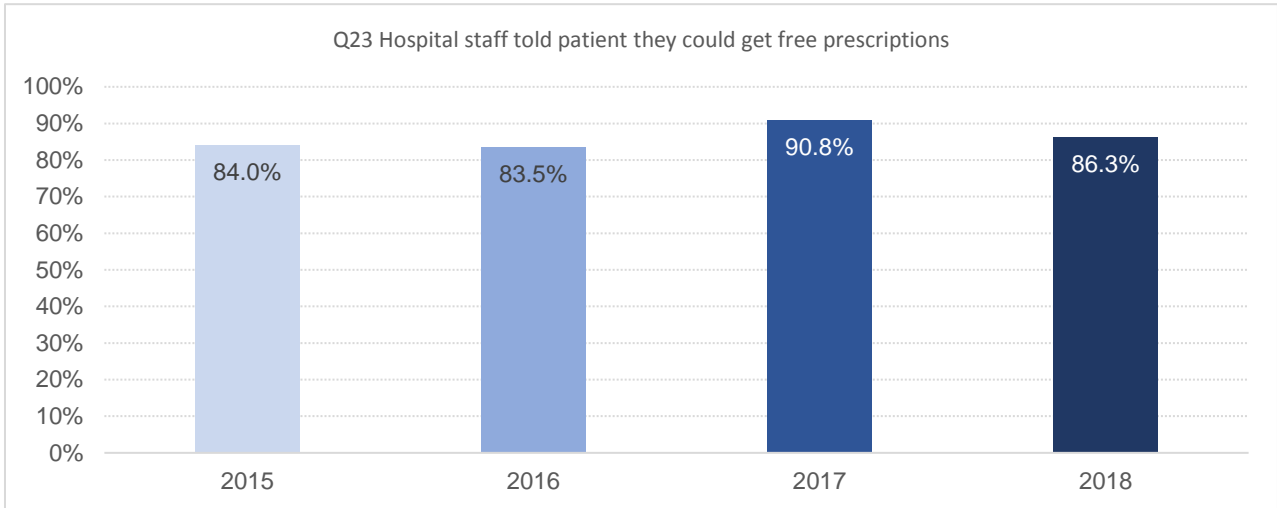
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Support for people with cancer



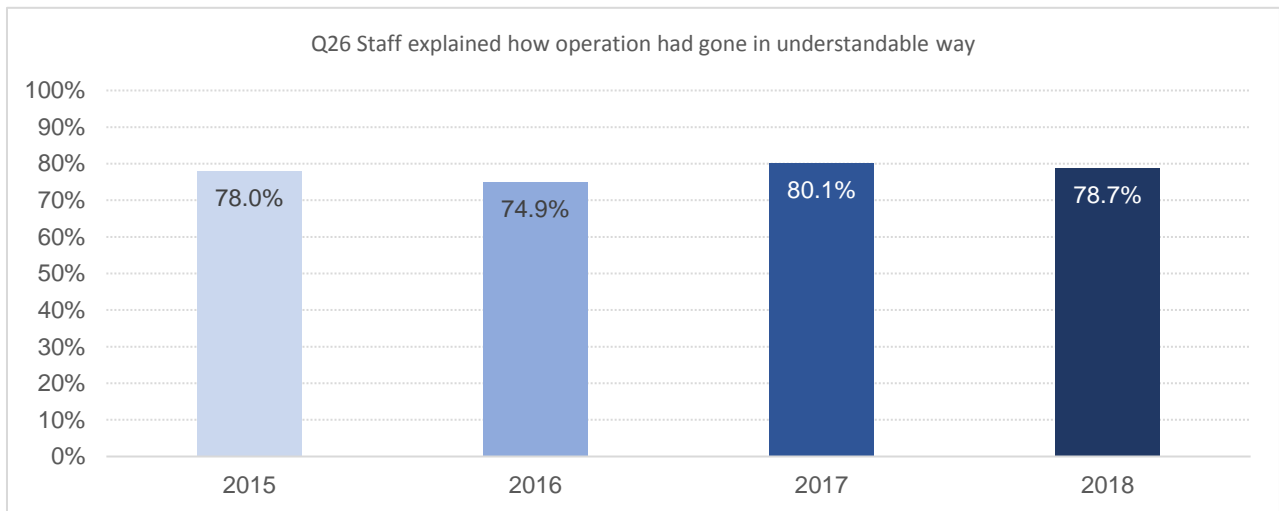
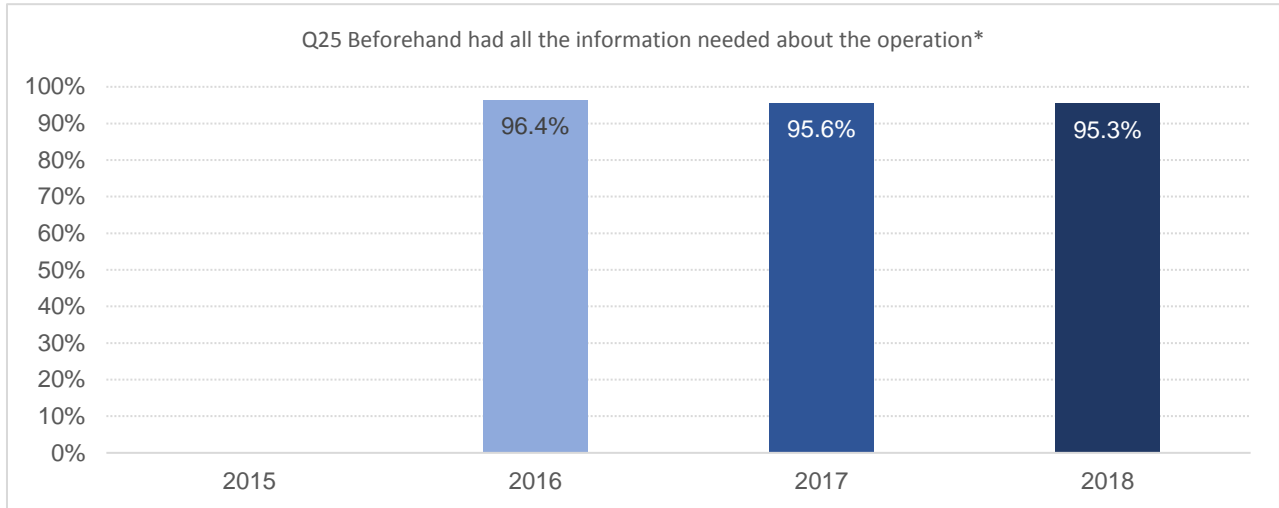
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Support for people with cancer (continued)



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

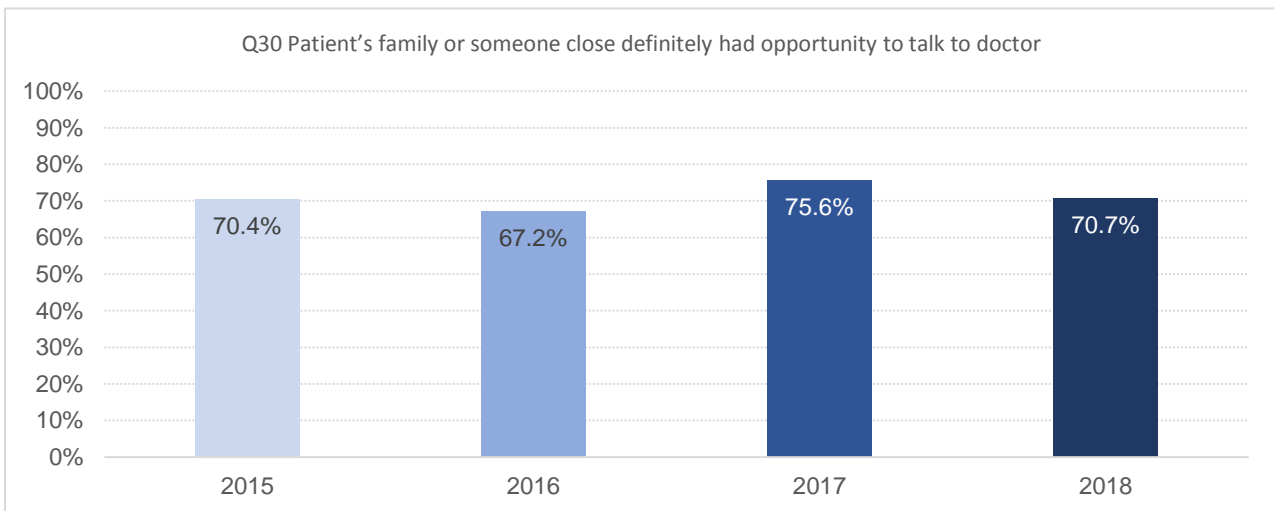
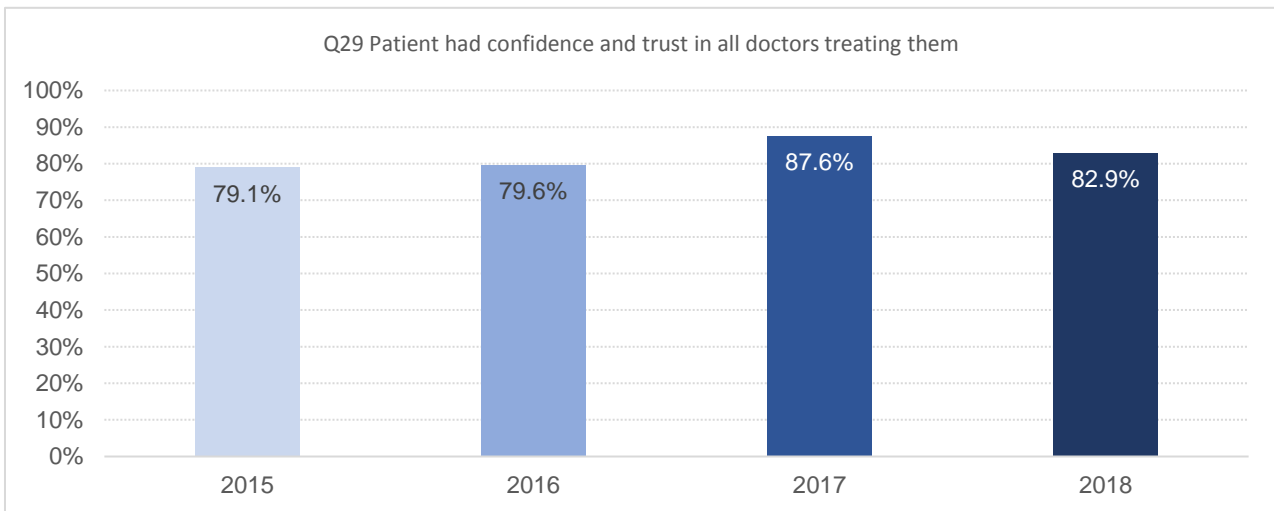
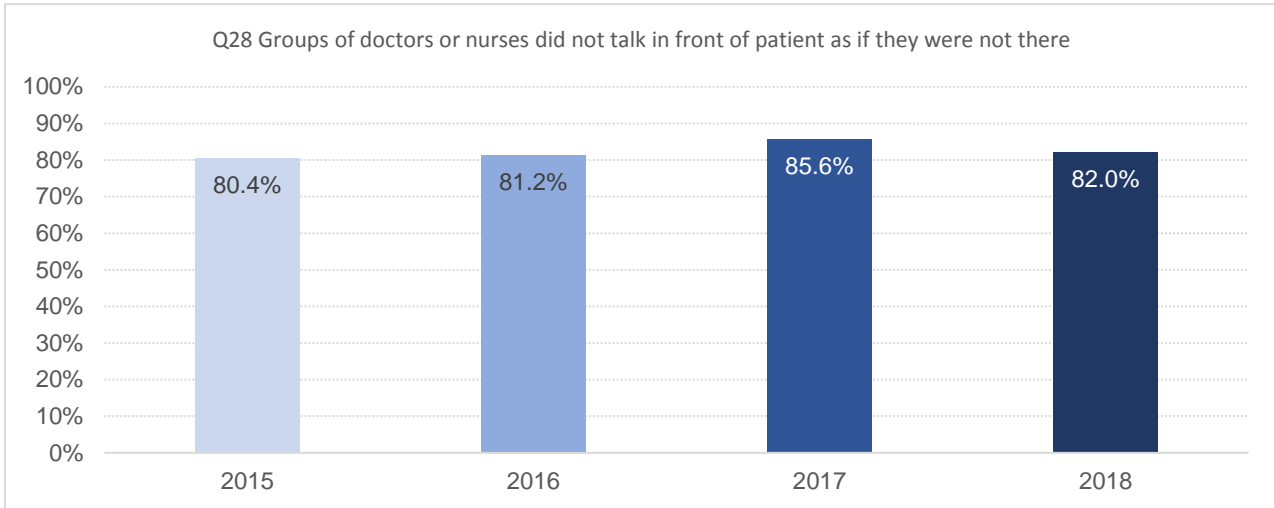
Operations



* This question was not asked on the 2015 survey

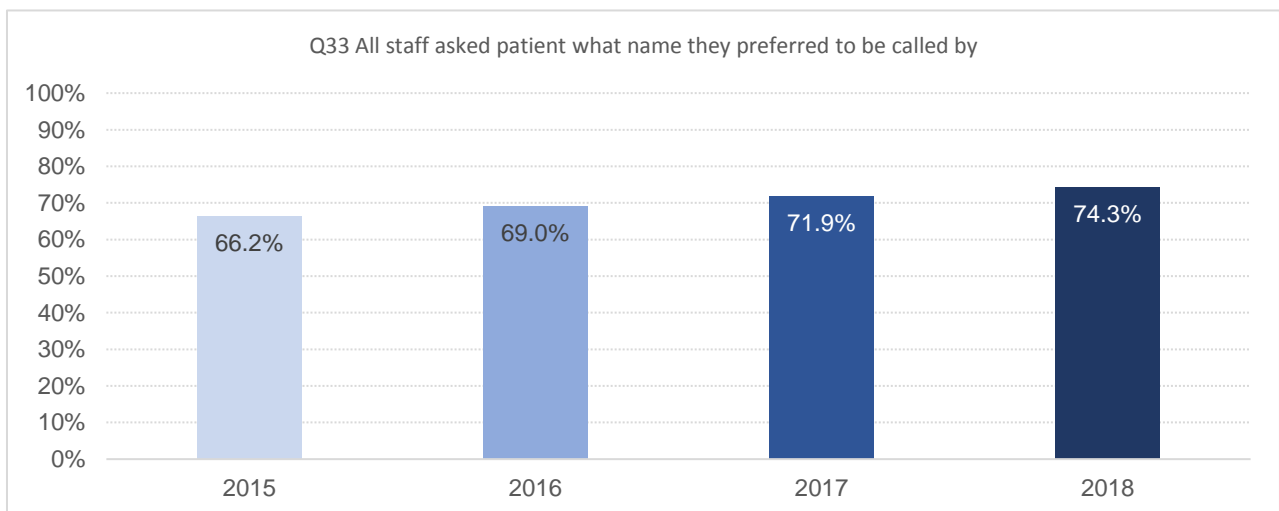
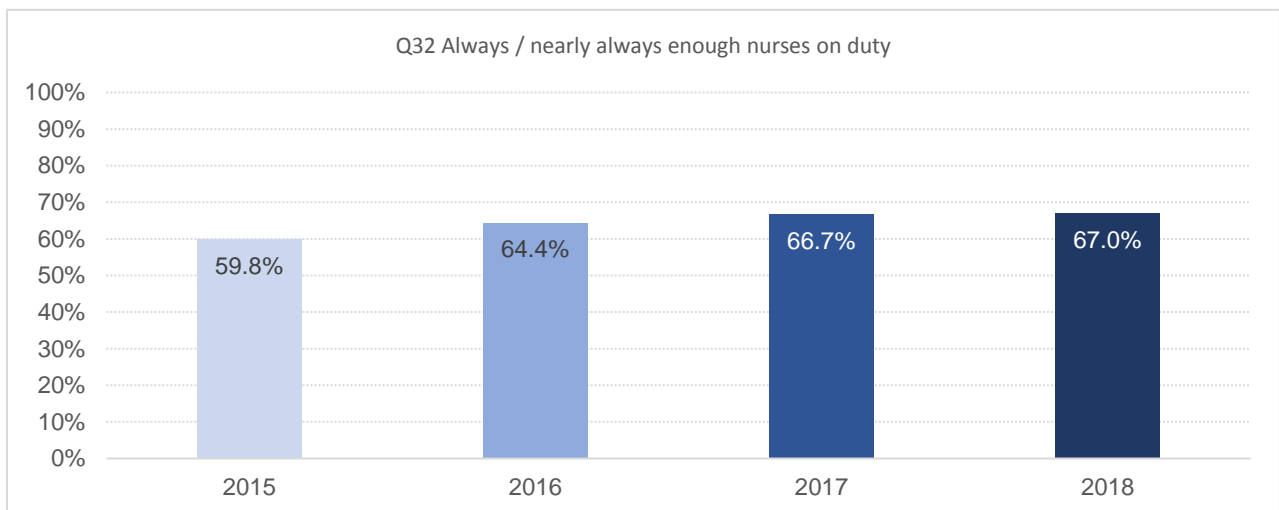
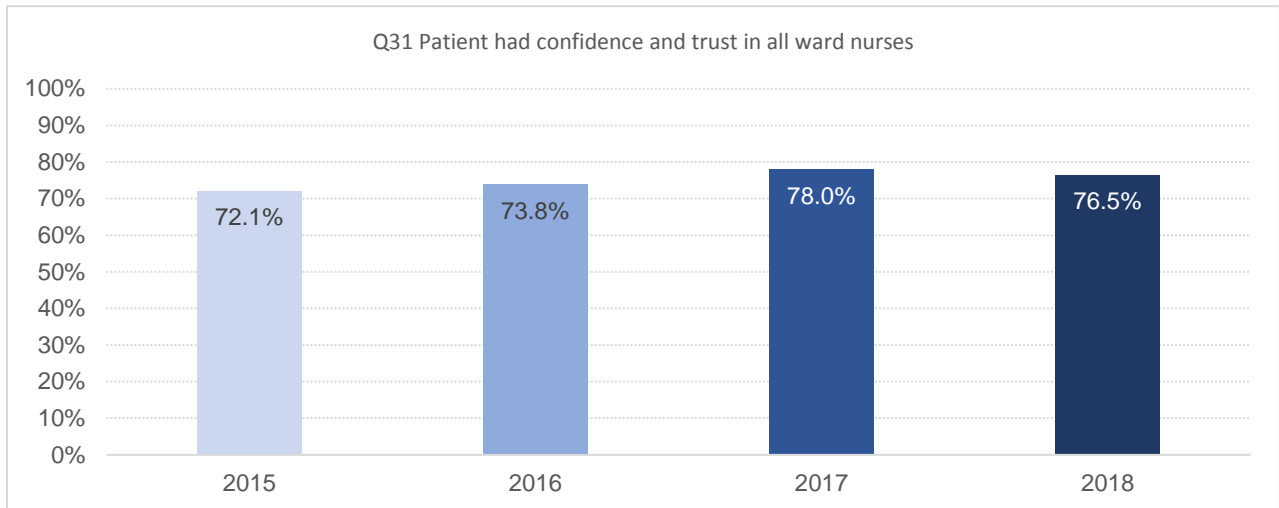
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as an inpatient



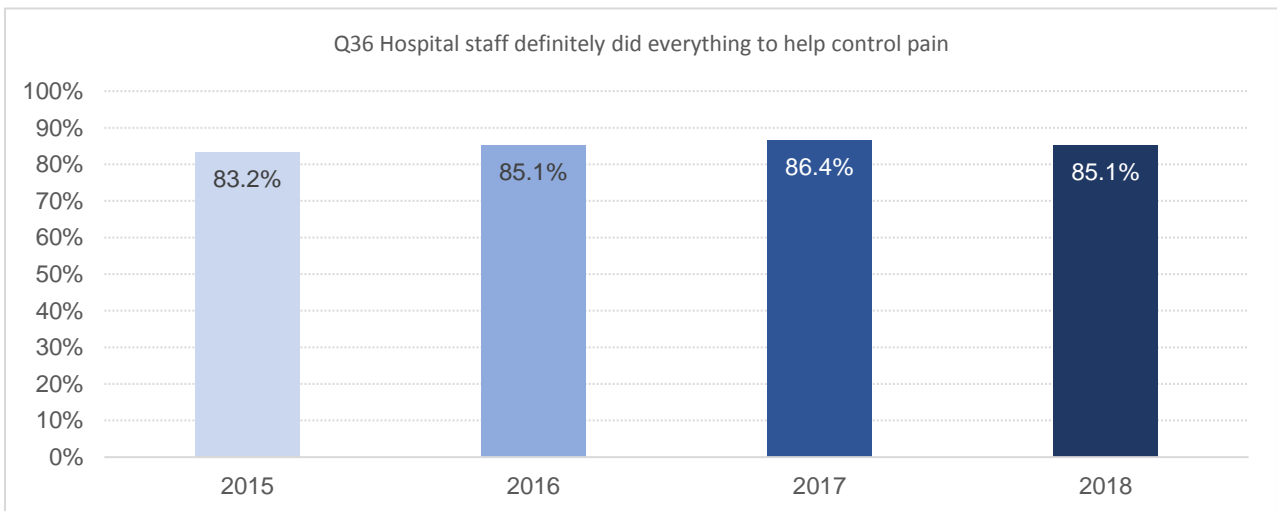
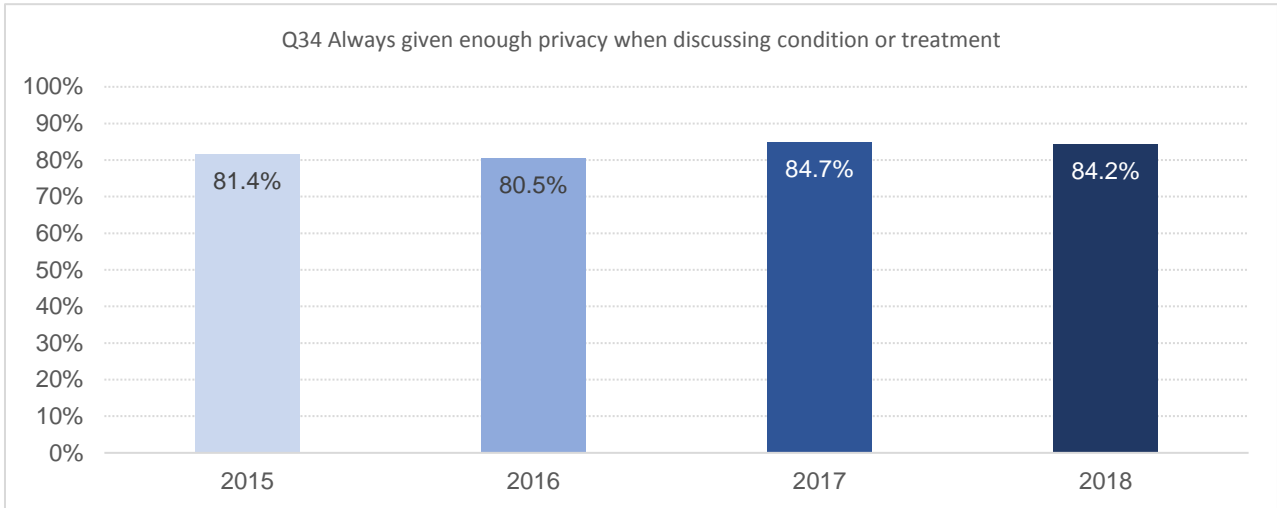
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as an inpatient (continued)



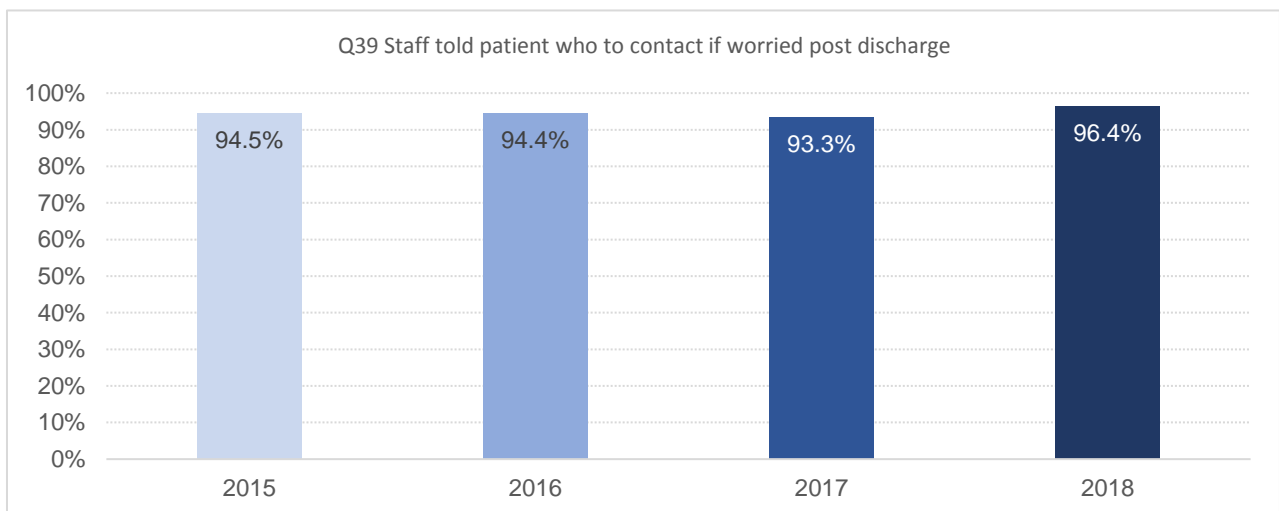
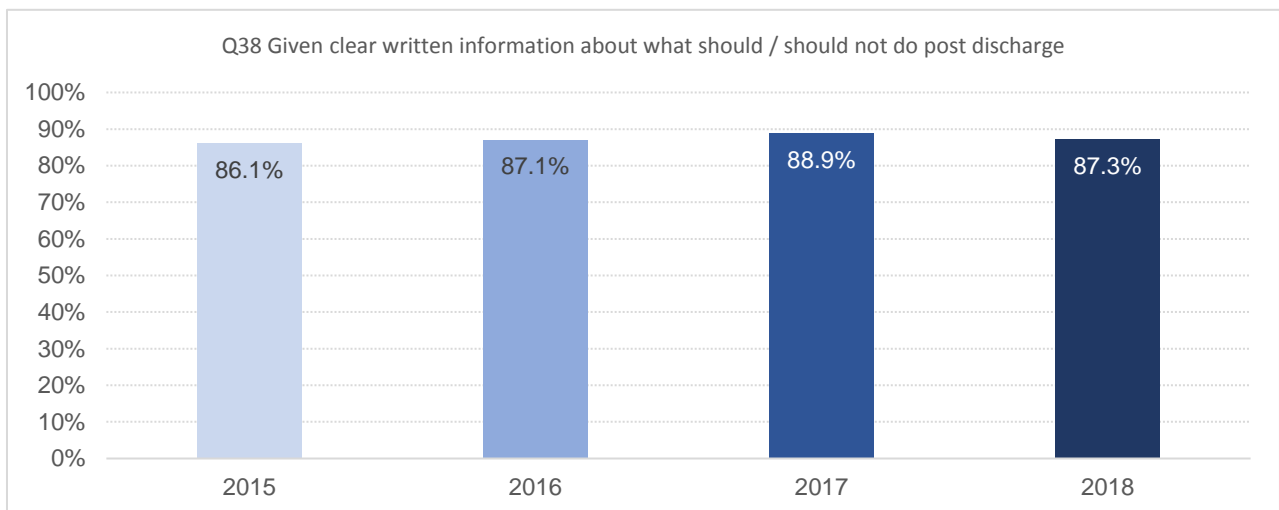
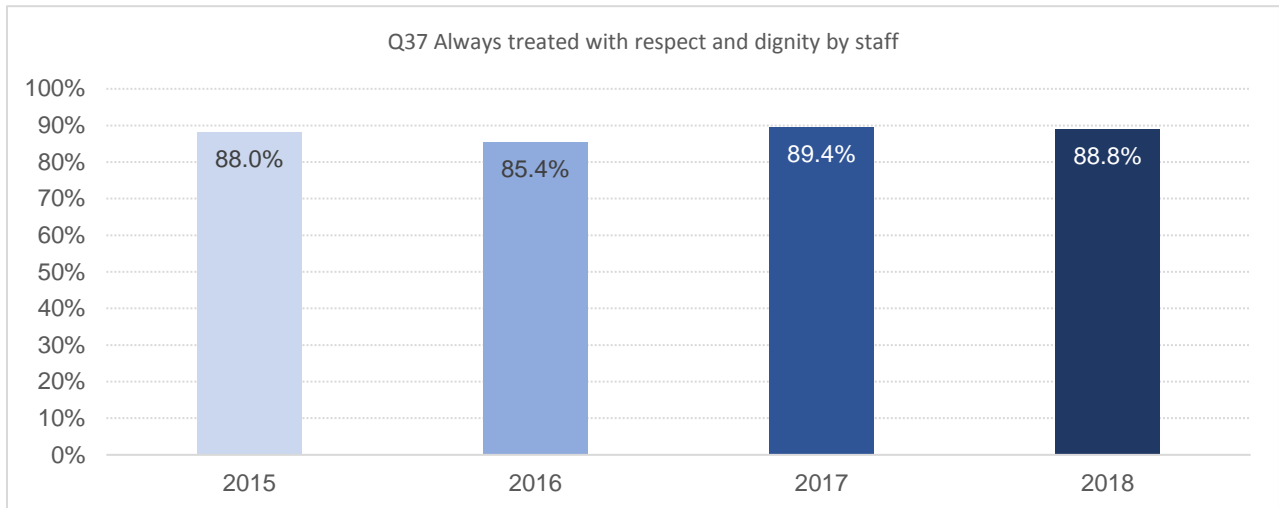
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as an inpatient (continued)



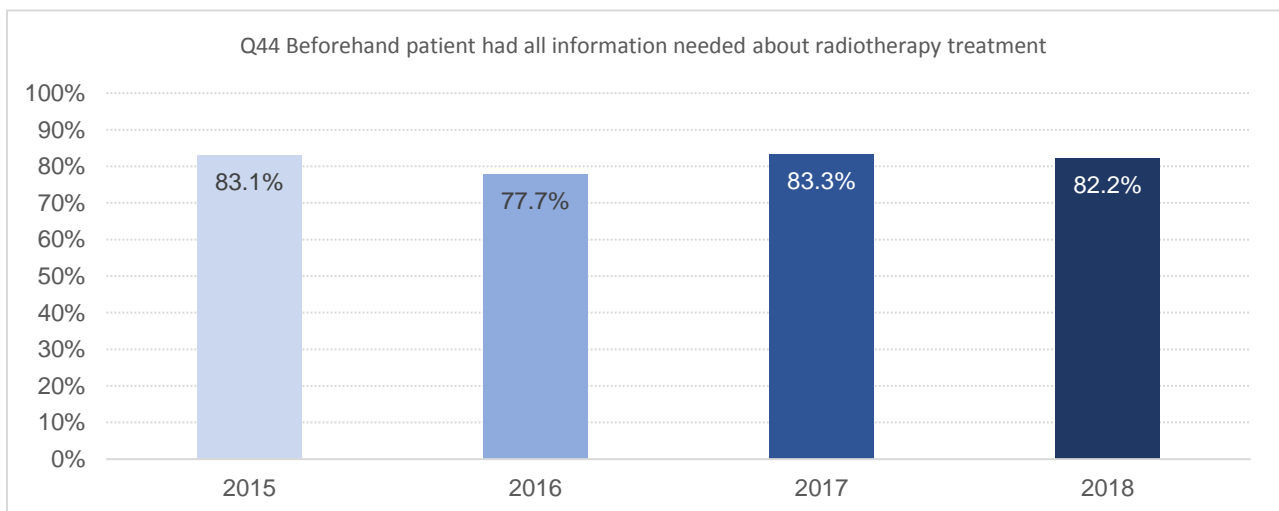
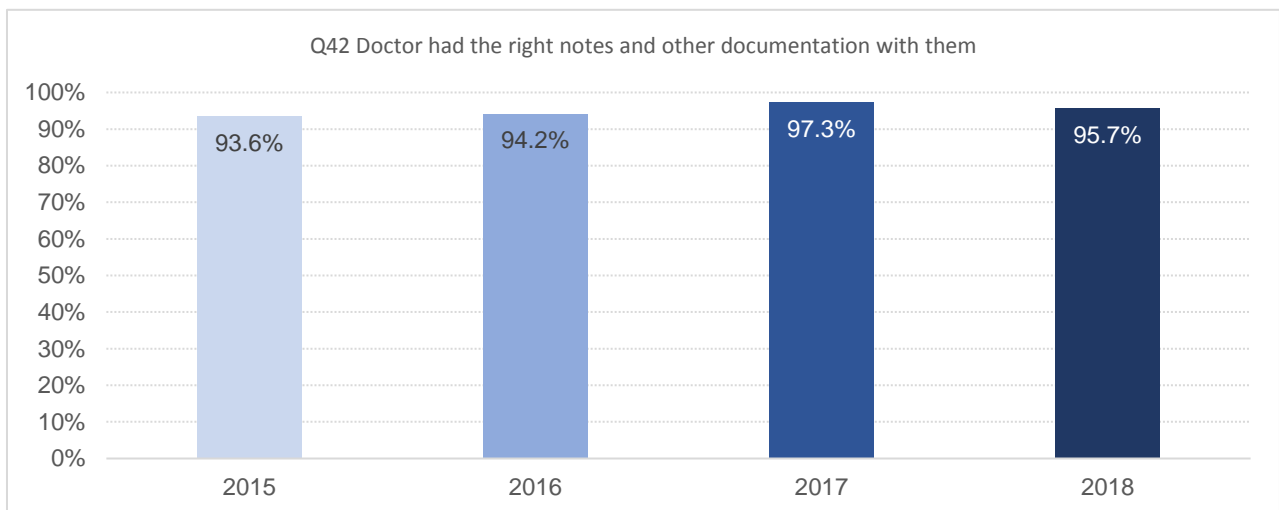
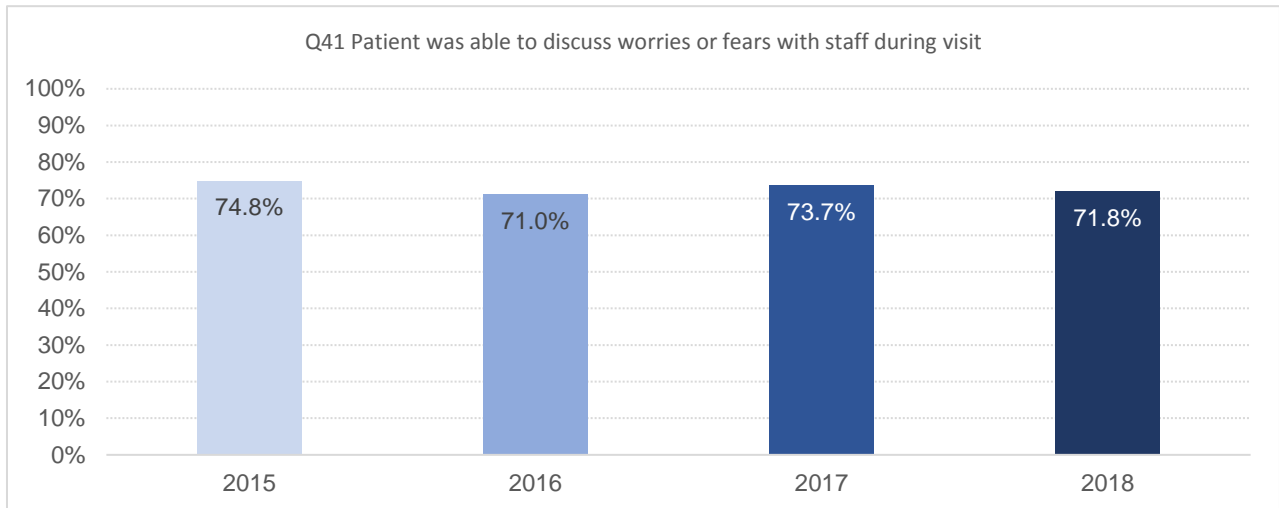
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Hospital care as an inpatient (continued)



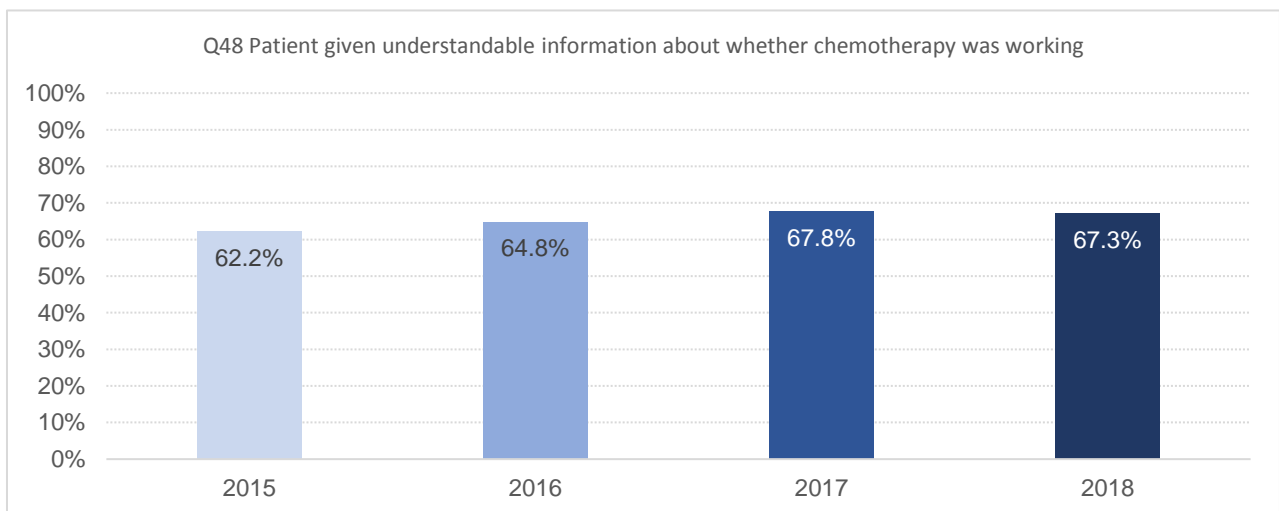
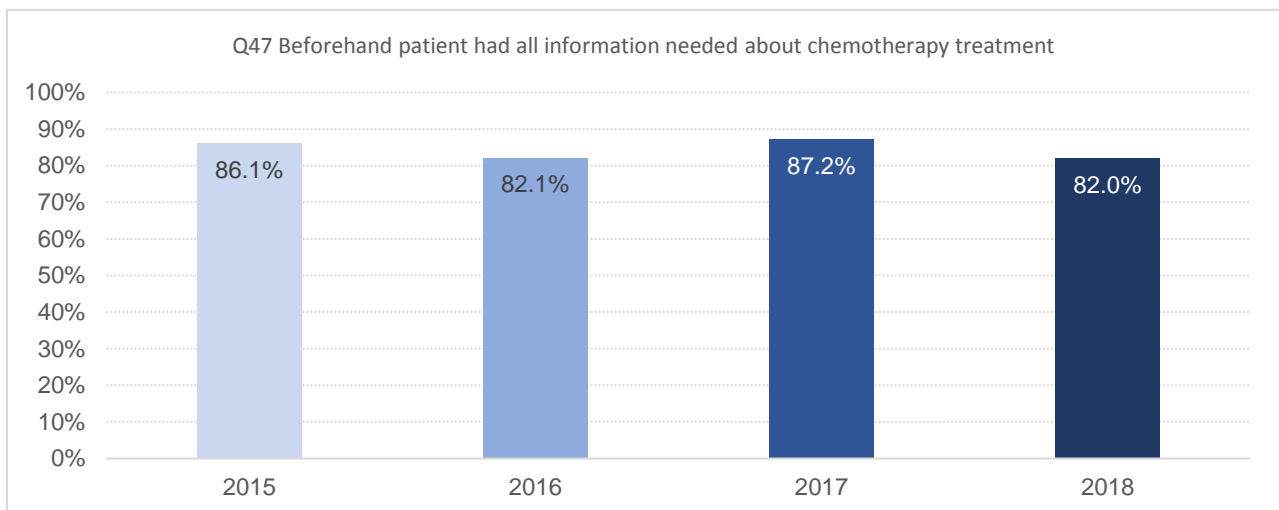
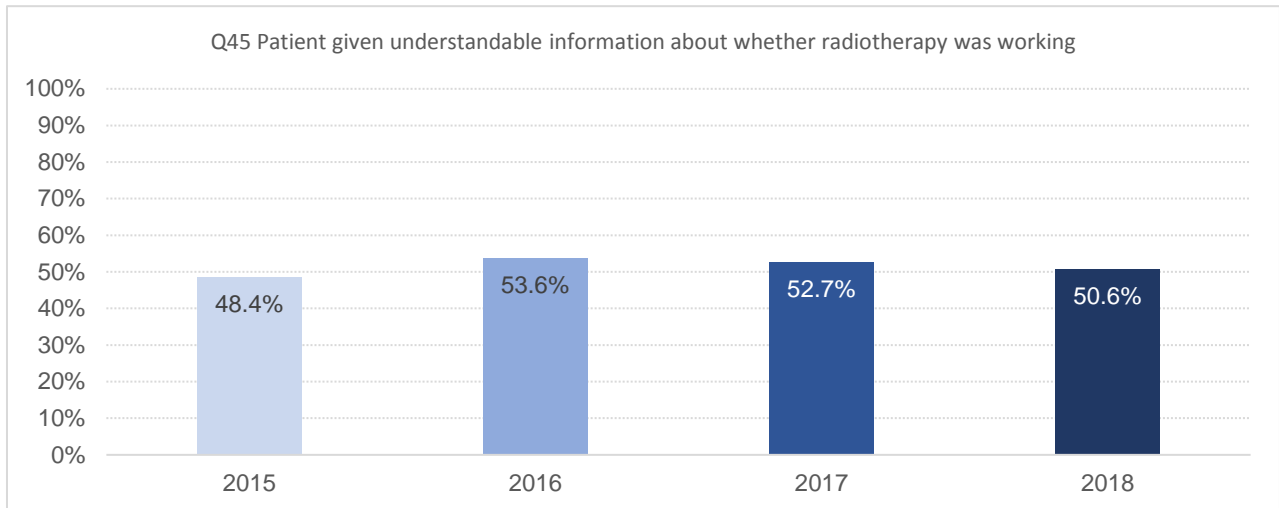
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as a day patient / outpatient



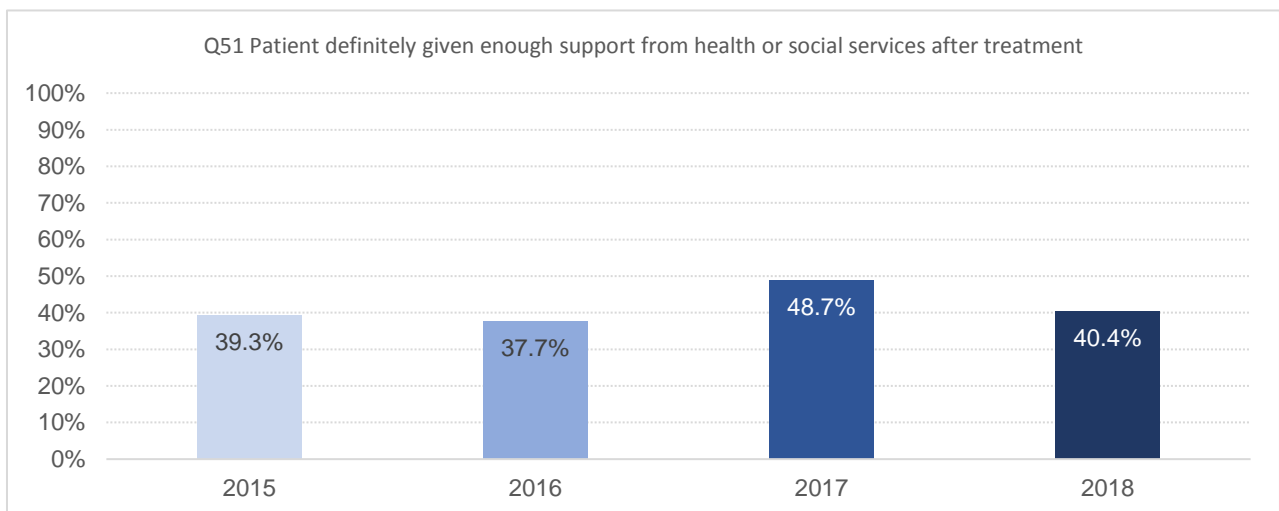
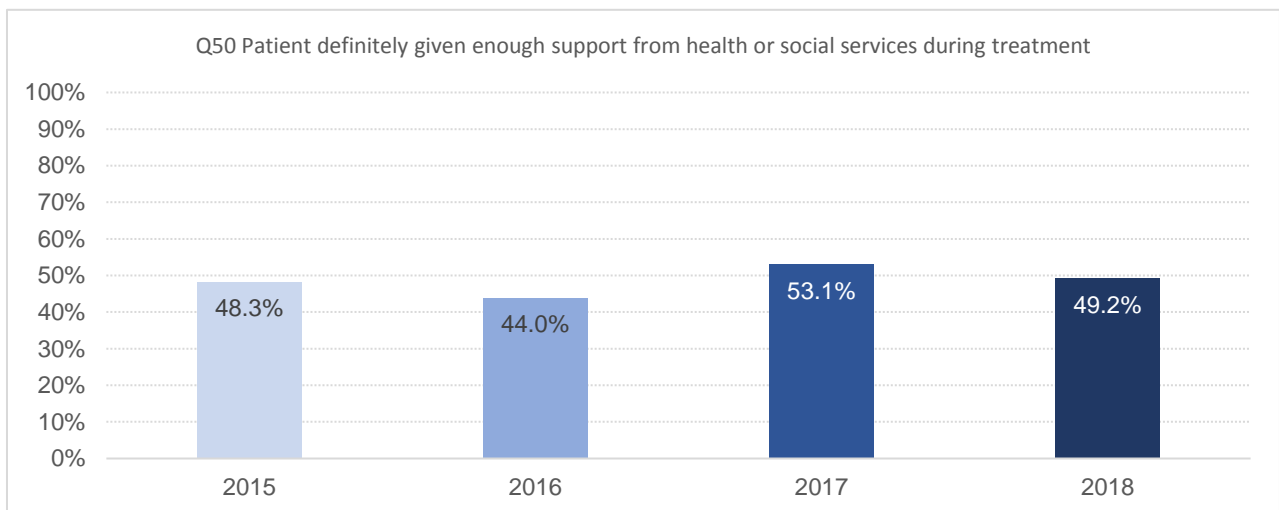
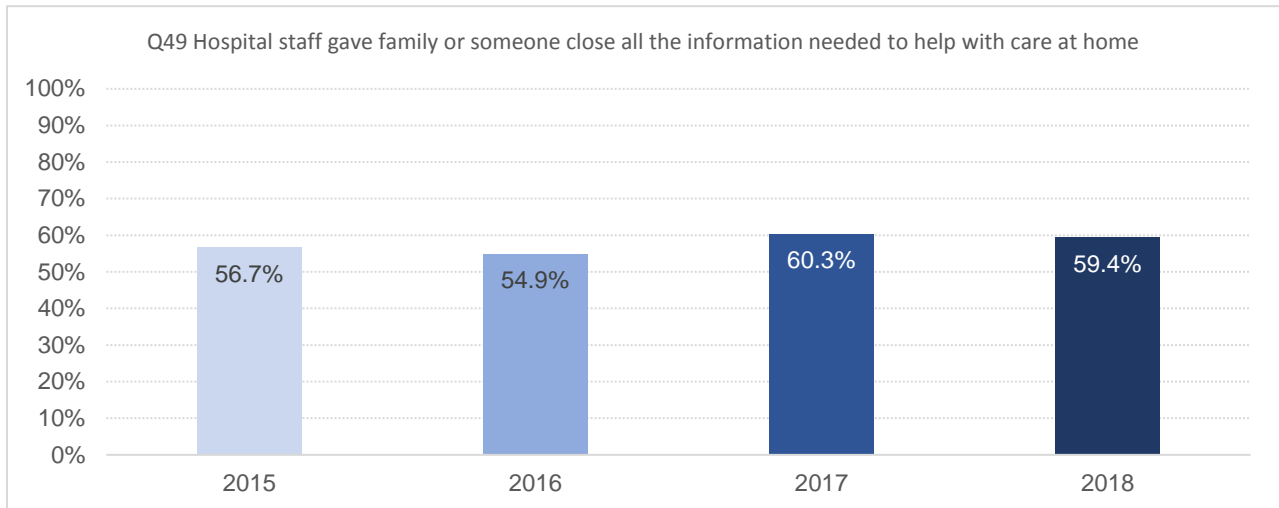
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Hospital care as a day patient / outpatient (continued)



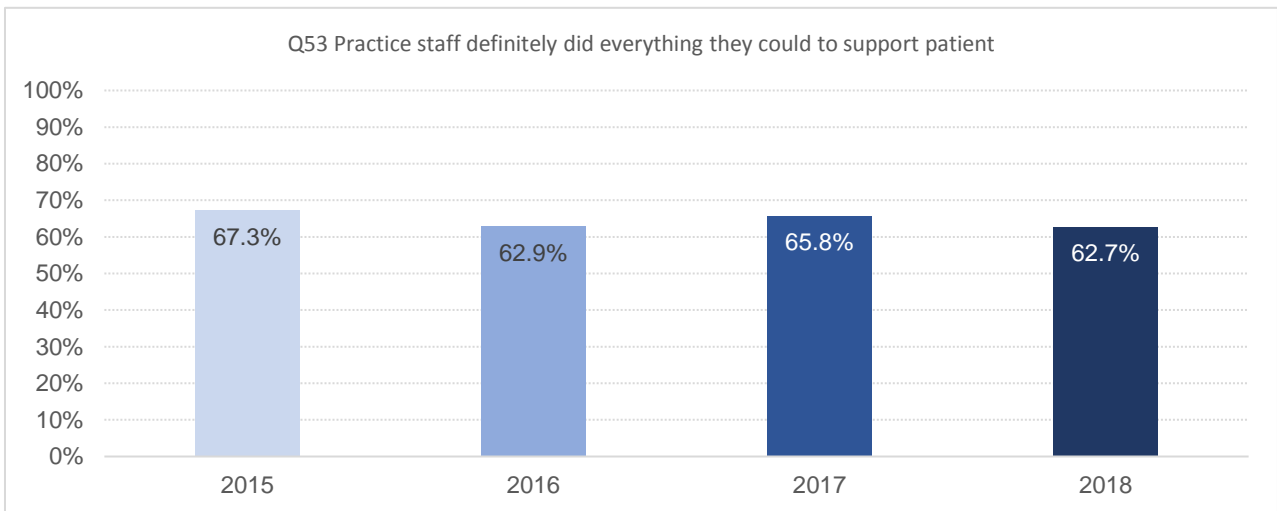
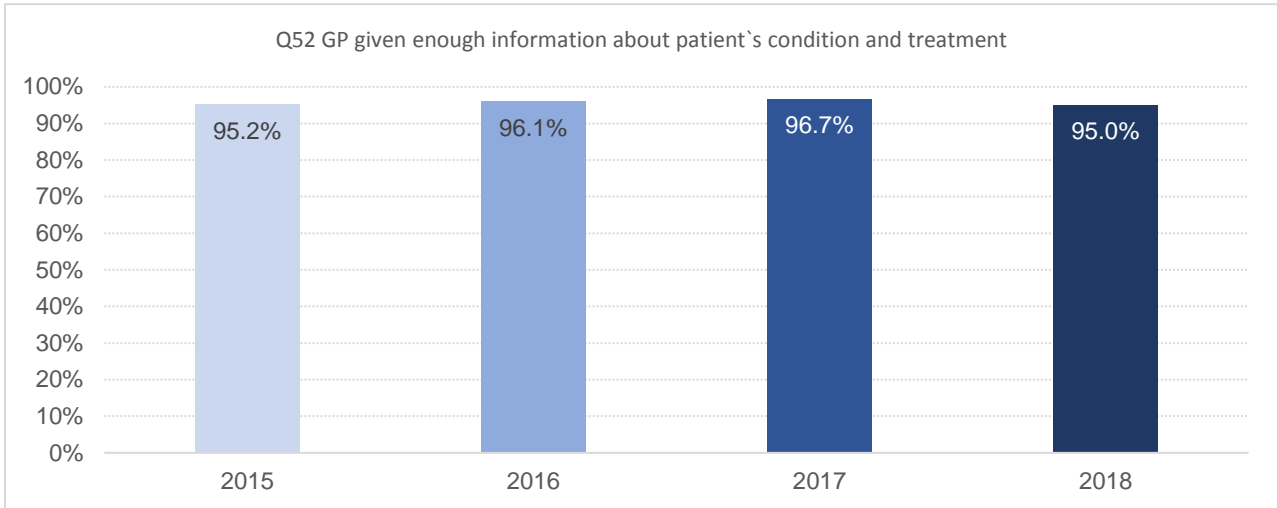
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Home care and support



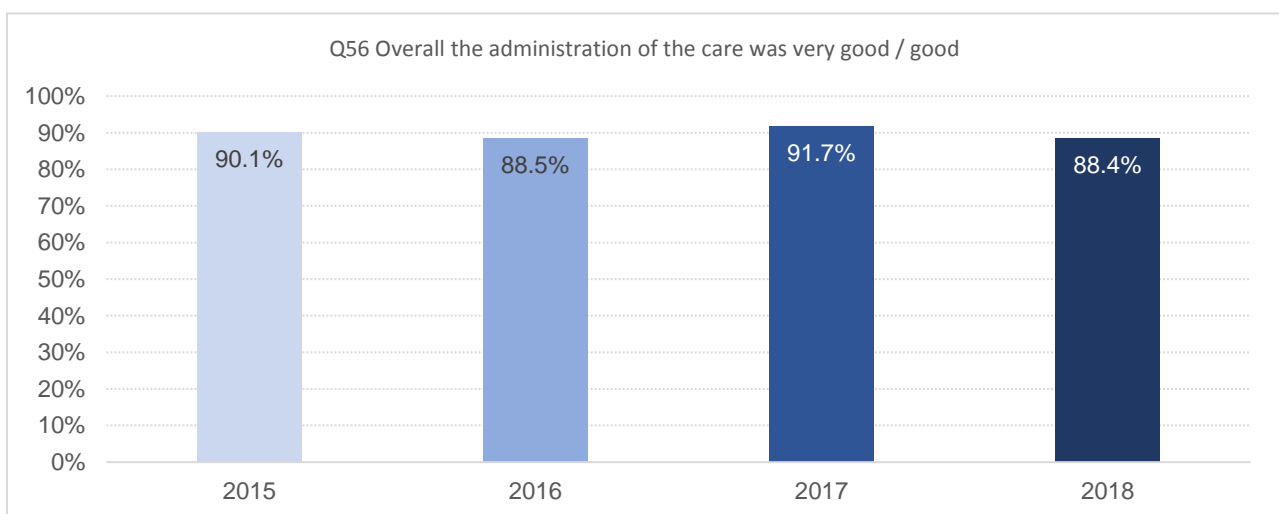
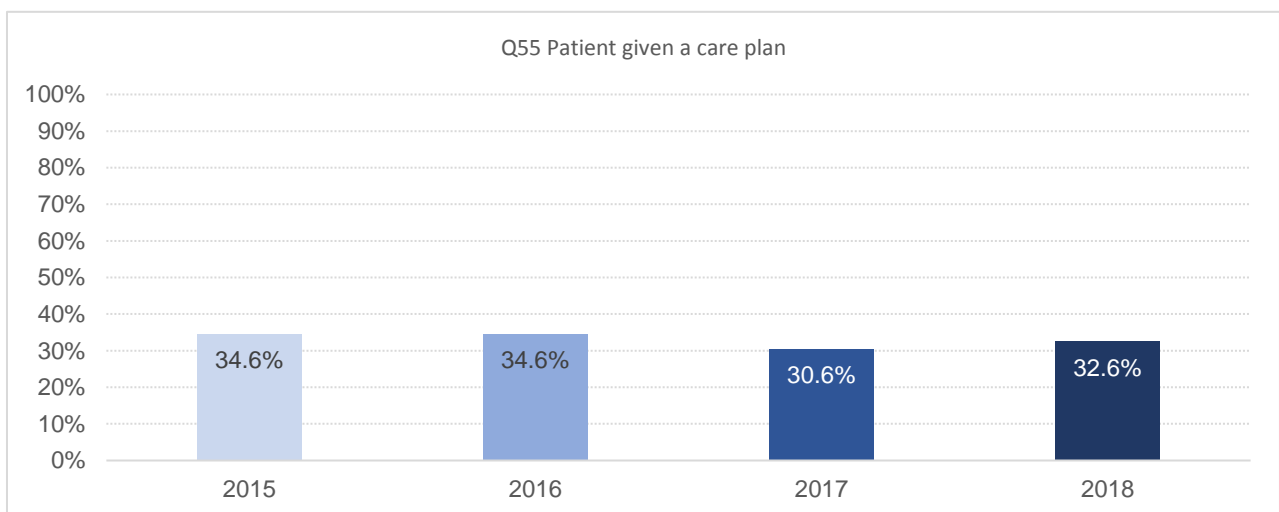
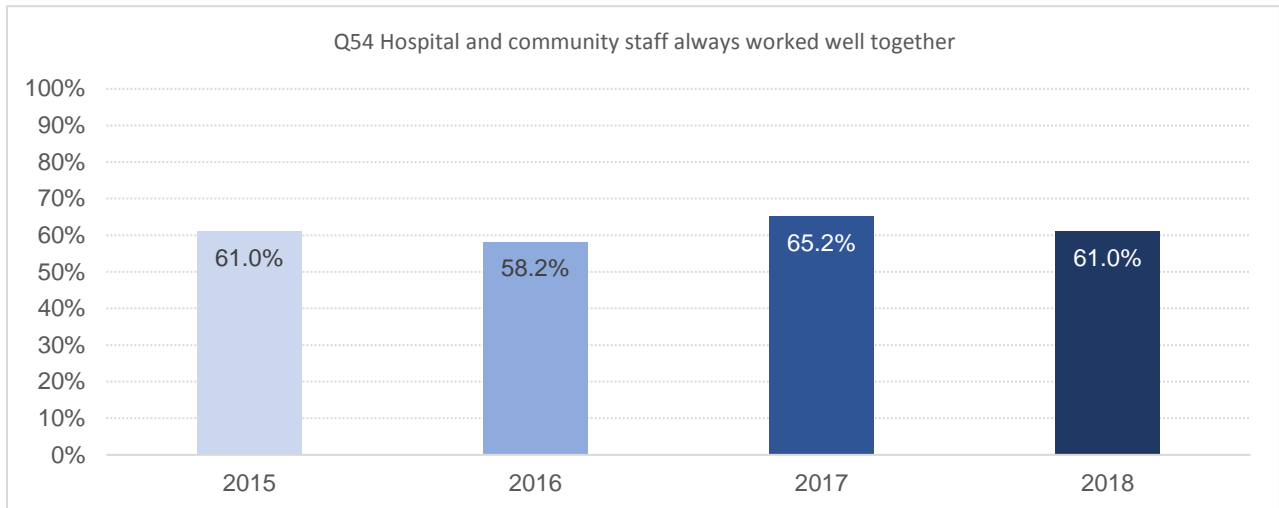
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Care from your general practice



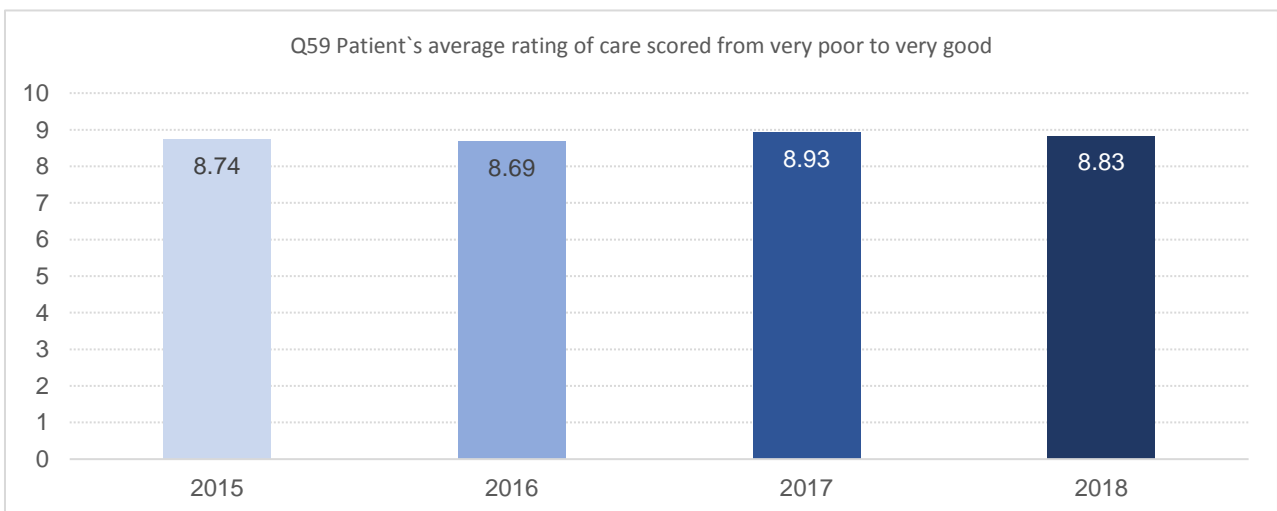
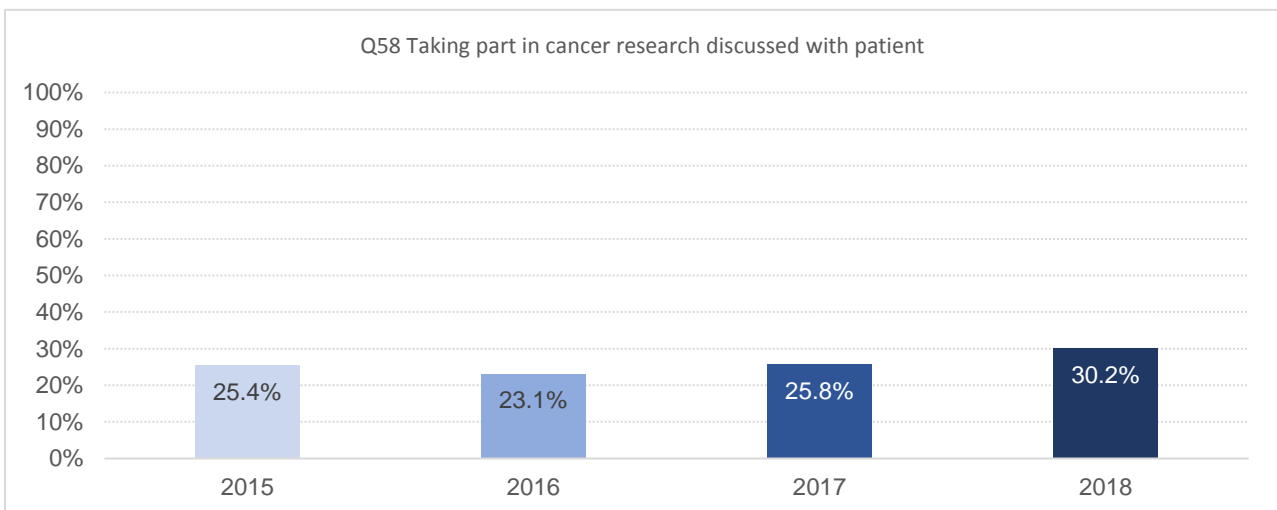
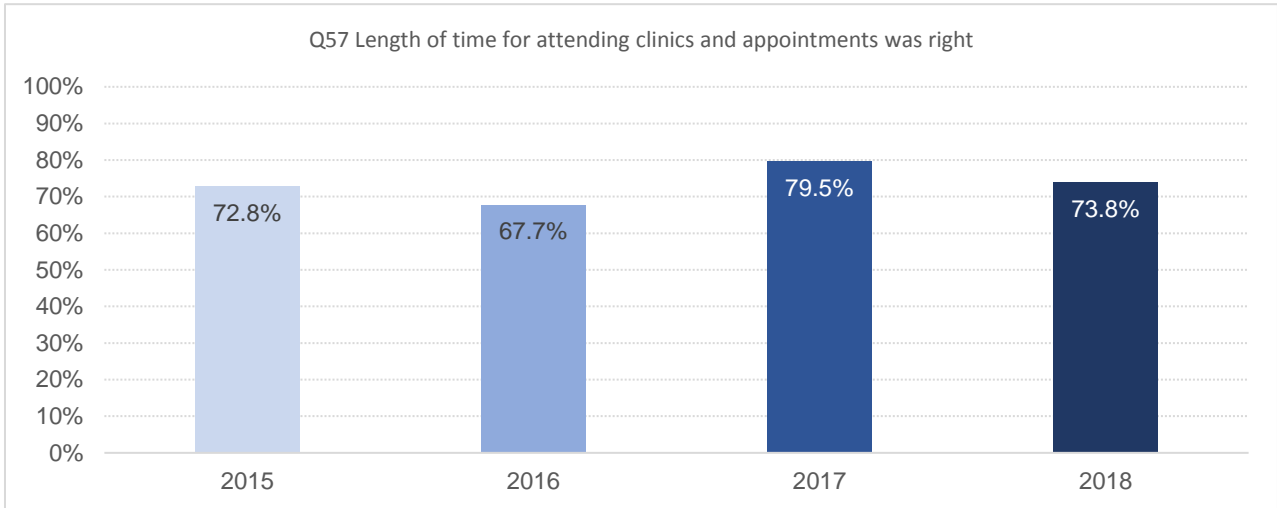
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Your overall NHS care



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

Your overall NHS care (continued)



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

Annex

Methodology

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

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

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

The fieldwork for the survey was undertaken between October 2018 and March 2019.

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

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

Further information

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

www.ncpes.co.uk/reports/2018-reports

Redevelopment of the 2018 survey

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

Official Statistics

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

Annex (continued)

Scoring methodologies

51 of the 52 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

- question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")
- question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

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

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

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

A copy of the detailed scoring methodology for the 2018 questionnaire is available at: www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

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

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

Case-mix adjustment

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

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

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

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

Annex (continued)

Statistical significance

In the reporting of 2018 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2018 have been compared with those of 2017 and statistically significant change between the two years has been reported where identified.

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

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

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

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

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
RXW	1,330	94	1,236	321	38	877	71%

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	4
Breast	170
Colorectal / LGT	126
Gynaecological	37
Haematological	137
Head and Neck	22
Lung	41
Prostate	152
Sarcoma	0
Skin	6
Upper Gastro	27
Urological	64
Other	91

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

Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	1	0	3	21	84	208	118	13	448
Female	0	3	17	55	104	149	93	8	429
Total	1	3	20	76	188	357	211	21	877



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

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

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

Further information on Quality Health is available at:

www.quality-health.co.uk

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

www.ncpes.co.uk