



# **National Cancer Patient Experience Survey**

## **2017 Results**

**University Hospitals Coventry and Warwickshire  
NHS Trust**

**Published September 2018**

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

**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\* :

**77%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

**94%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

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

**87%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

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

**61%** 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)

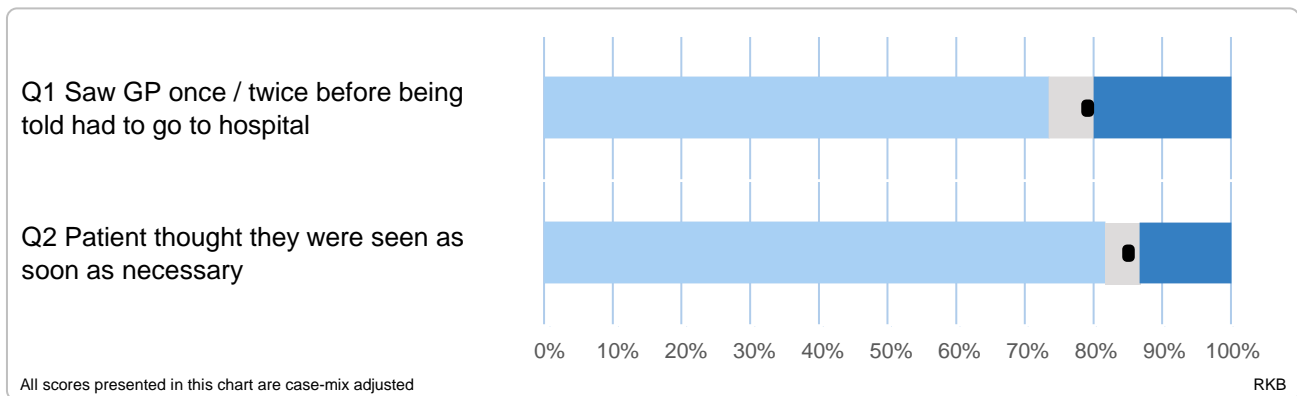
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all 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>Diagnostic tests</b>						
Q7	Given complete explanation of test results in understandable way	737	82%	77%	82%	79%
<b>Finding out what was wrong with you</b>						
Q8	Patient told they could bring a family member or friend when first told they had cancer	781	72%	72%	82%	77%
Q10	Patient completely understood the explanation of what was wrong	835	70%	70%	76%	73%
Q11	Patient given easy to understand written information about the type of cancer they had	745	69%	70%	77%	73%
<b>Hospital care as an inpatient</b>						
Q33	All staff asked patient what name they preferred to be called by	547	57%	60%	77%	69%
Q38	Given clear written information about what should / should not do post discharge	520	83%	83%	89%	86%
<b>Hospital care as a day patient / outpatient</b>						
Q42	Doctor had the right notes and other documentation with them	744	97%	95%	97%	96%
<b>Home care and support</b>						
Q50	Patient definitely given enough support from health or social services during treatment	389	43%	46%	61%	53%

## Trust results

### Seeing your GP

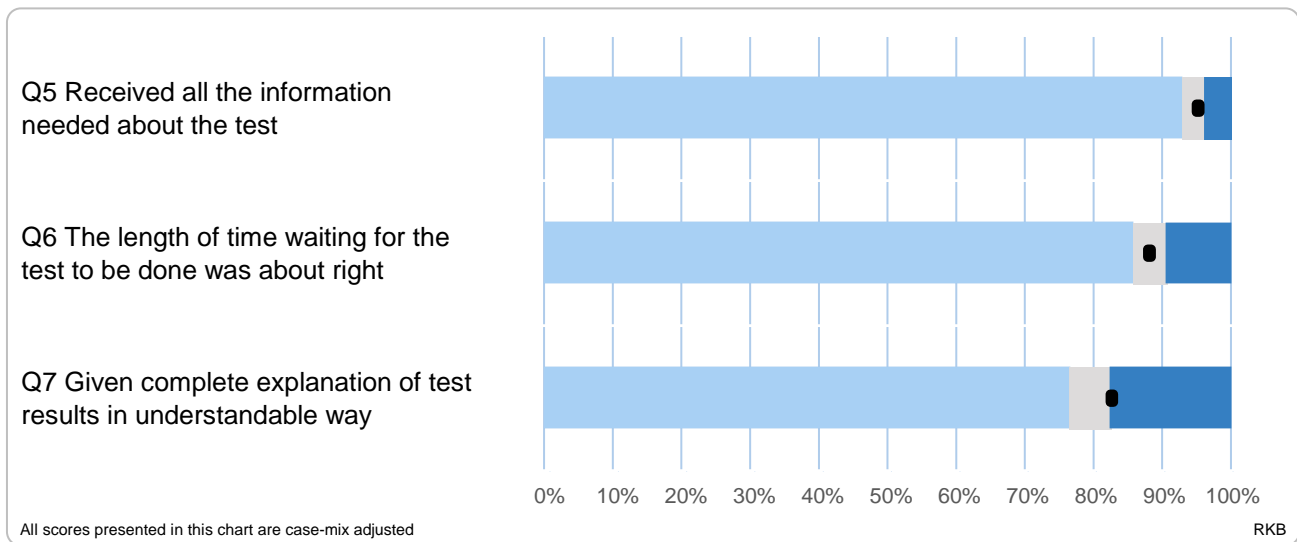


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	597	75%	626	79%			79%	74%	80%	77%
Q2	Patient thought they were seen as soon as necessary	781	83%	822	84%			85%	82%	87%	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



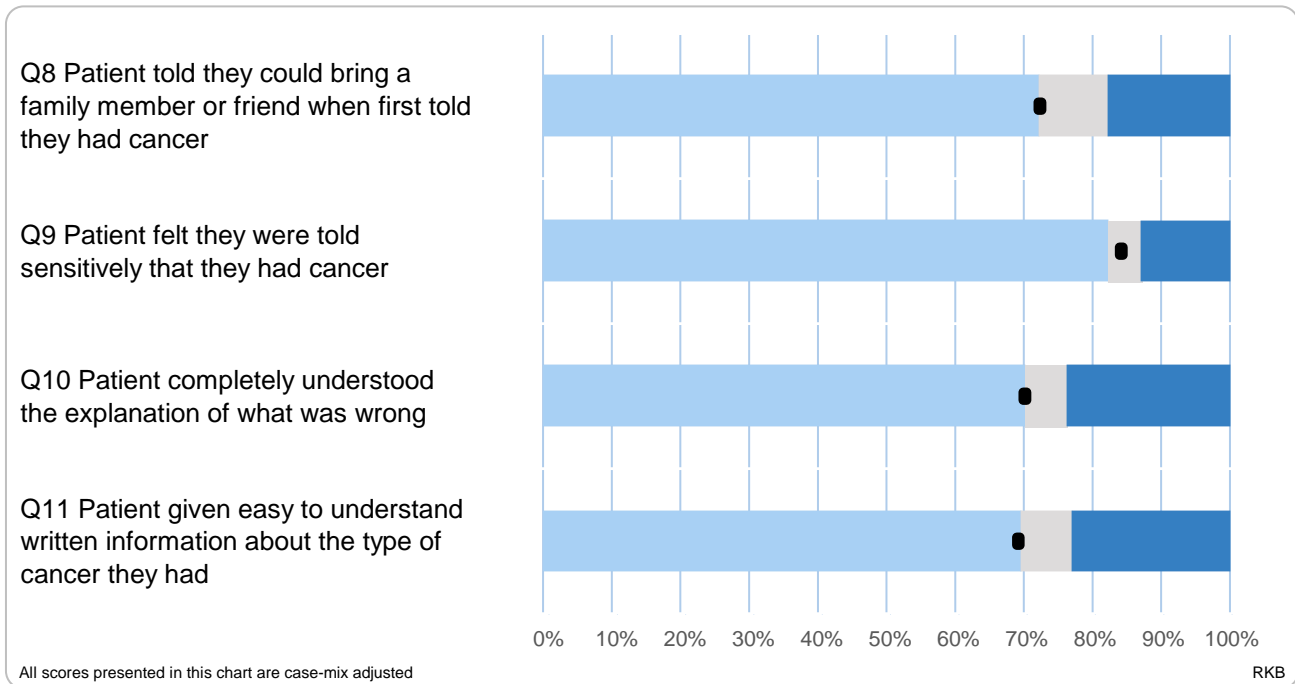
Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score	2017 Score	Expected range - lower						
Q5	Received all the information needed about the test	671	94%	735	95%			95%	93%	96%	95%
Q6	The length of time waiting for the test to be done was about right	672	88%	732	87%			88%	86%	91%	88%
Q7	Given complete explanation of test results in understandable way	675	80%	737	82%		↑	82%	77%	82%	79%

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## Trust results

### Finding out what was wrong with you

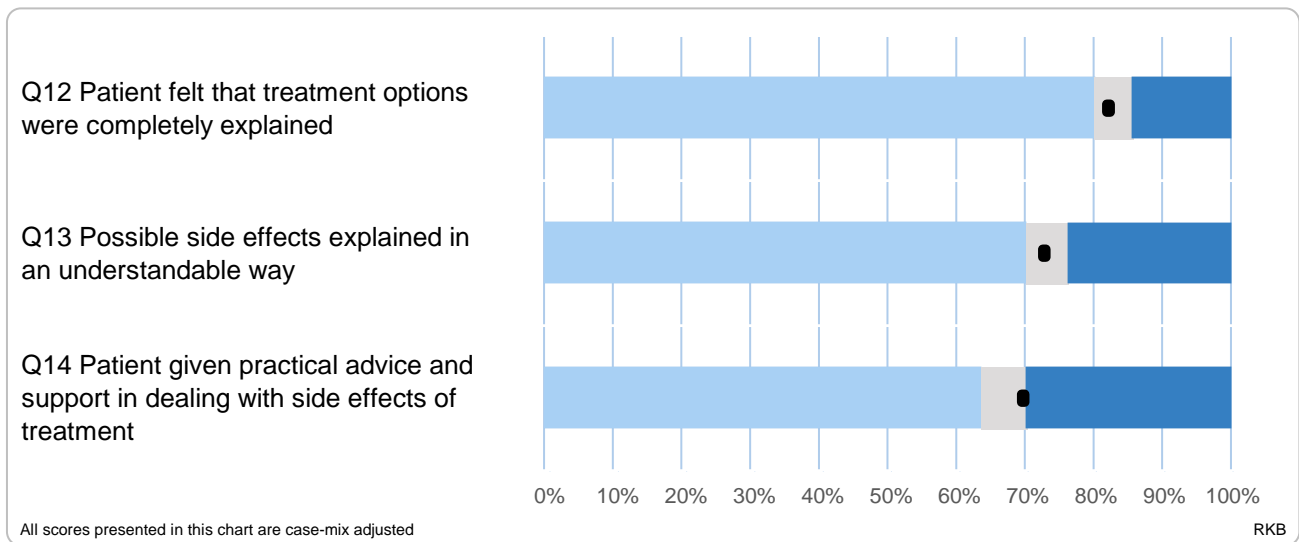


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	730	74%	781	71%			72%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	775	83%	820	83%			84%	82%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	795	71%	835	69%			70%	70%	76%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	698	71%	745	68%			69%	70%	77%	73%

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## Trust results

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

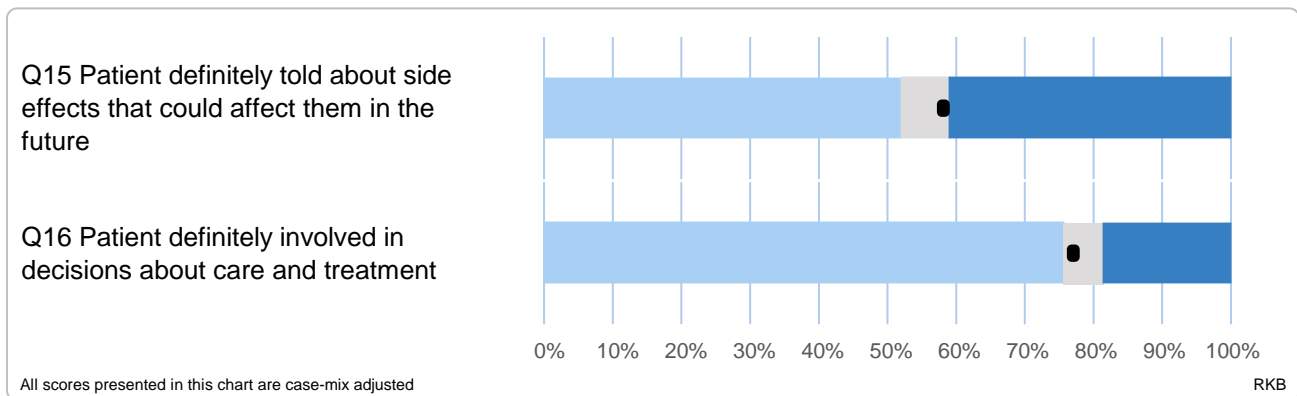


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q12	Patient felt that treatment options were completely explained	702	85%	716	81%			82%	80%	86%	83%
Q13	Possible side effects explained in an understandable way	756	74%	798	73%			73%	70%	76%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	758	68%	796	69%			70%	64%	70%	67%

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## Trust results

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

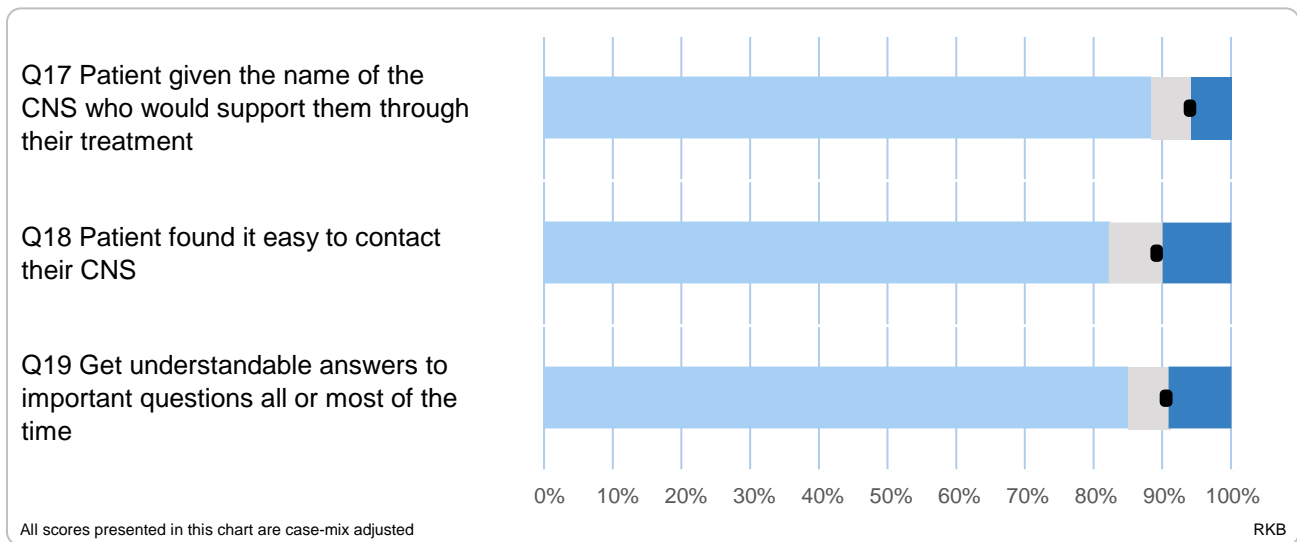


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	714	58%	749	58%			58%	52%	59%	56%
Q16 Patient definitely involved in decisions about care and treatment	764	77%	814	76%			77%	76%	81%	79%

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## Trust results

### Clinical Nurse Specialist

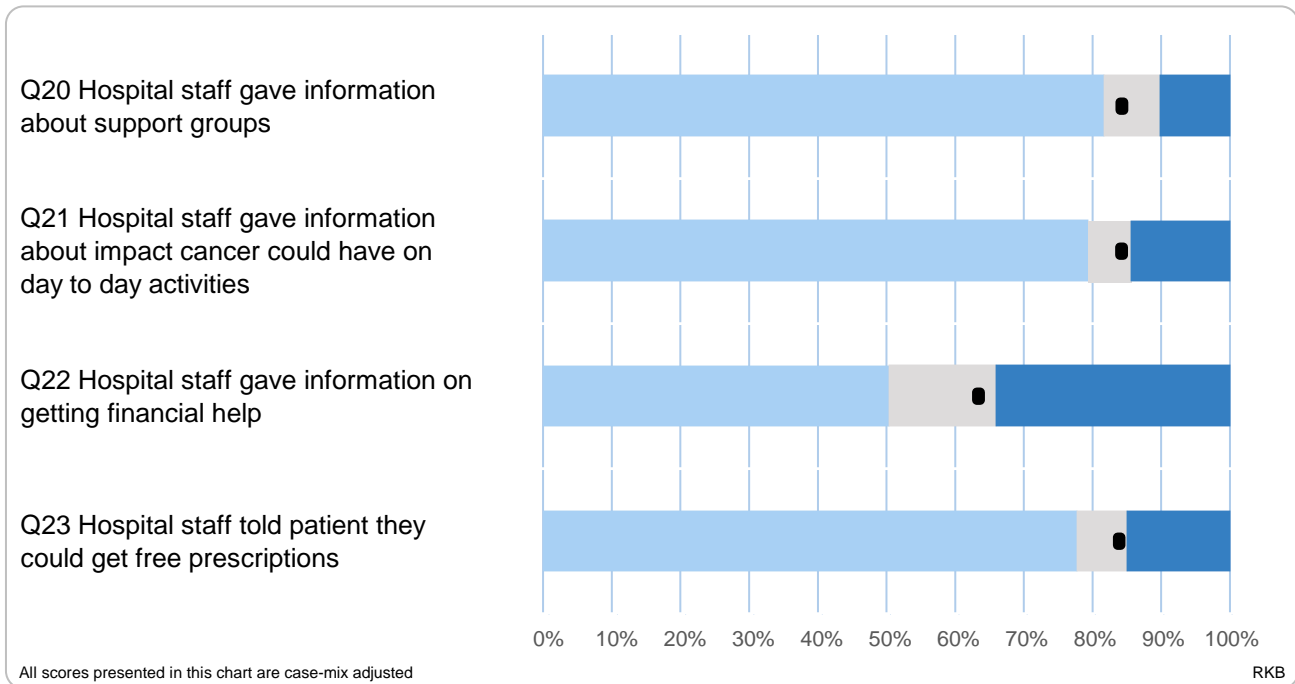


Question	Unadjusted Scores				2017 Case Mix Adjusted					
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score							
Q17 Patient given the name of the CNS who would support them through their treatment	768	92%	813	94%			94%	88%	94%	91%
Q18 Patient found it easy to contact their CNS	637	90%	714	89%			89%	82%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	623	89%	683	90%			90%	85%	91%	88%

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## Trust results

### Support for people with cancer

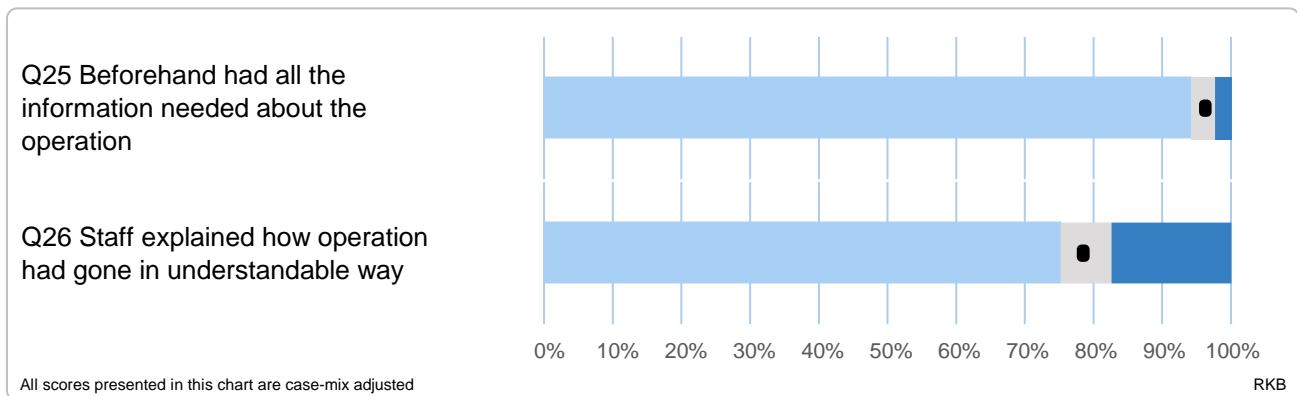


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	628	86%	635	84%			84%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	531	86%	577	83%			84%	79%	86%	82%
Q22 Hospital staff gave information on getting financial help	435	60%	479	63%		↑	63%	50%	66%	58%
Q23 Hospital staff told patient they could get free prescriptions	389	83%	442	83%			84%	78%	85%	81%

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## Trust results

### Operations

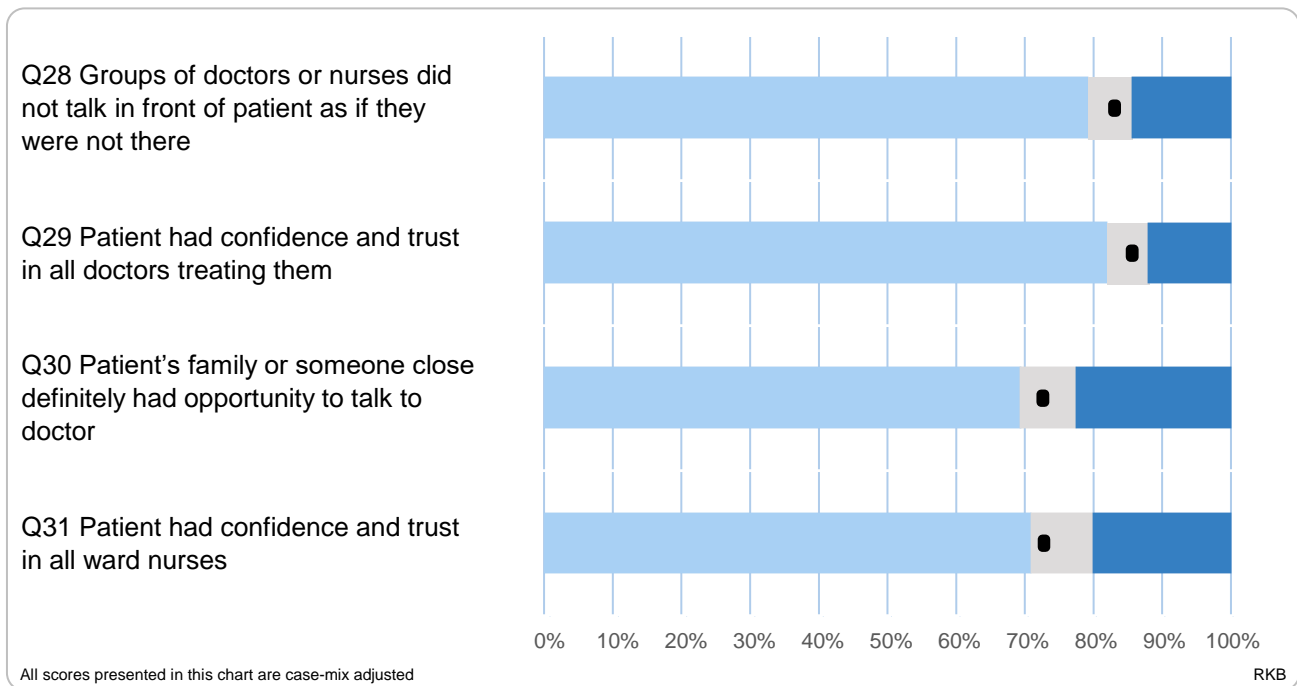


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	428	97%	459	96%			96%	94%	98%	96%
Q26	Staff explained how operation had gone in understandable way	418	79%	456	78%			78%	75%	83%	79%

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## Trust results

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

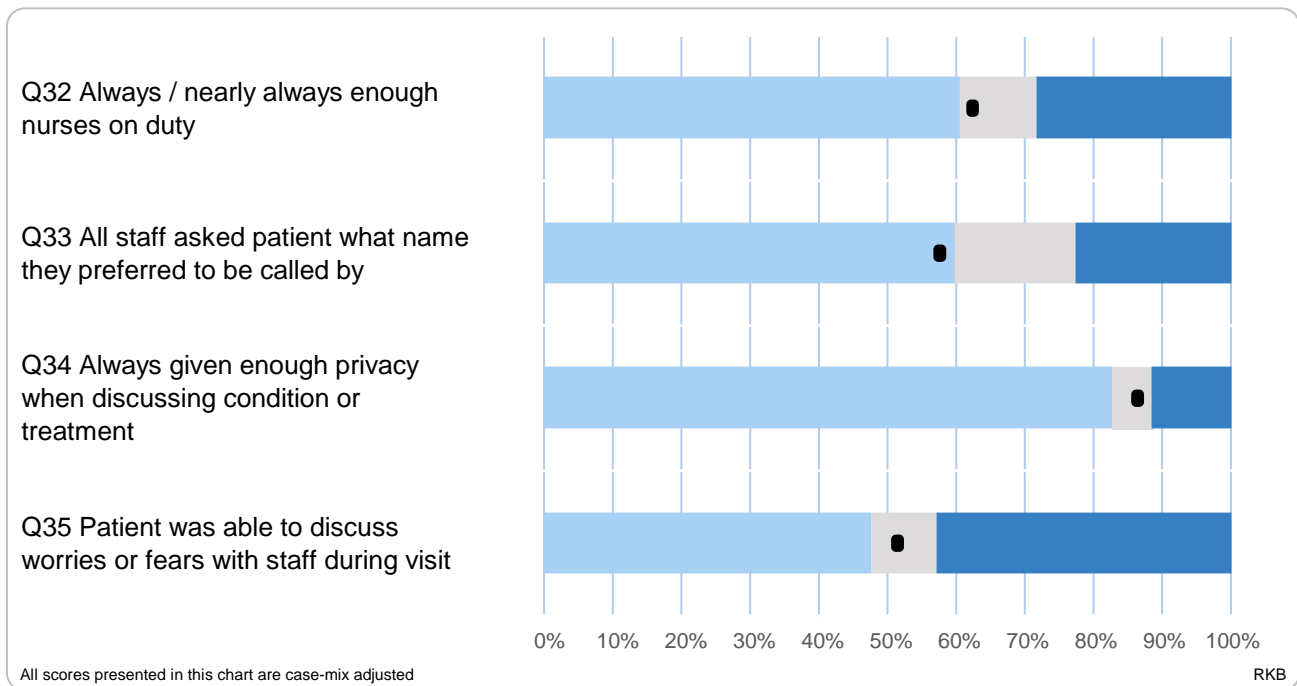


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	506	82%	546	82%			83%	79%	86%	82%
Q29 Patient had confidence and trust in all doctors treating them	507	82%	549	85%			85%	82%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	428	69%	467	72%			72%	69%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	502	68%	551	72%		↑	73%	71%	80%	76%

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## Trust results

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



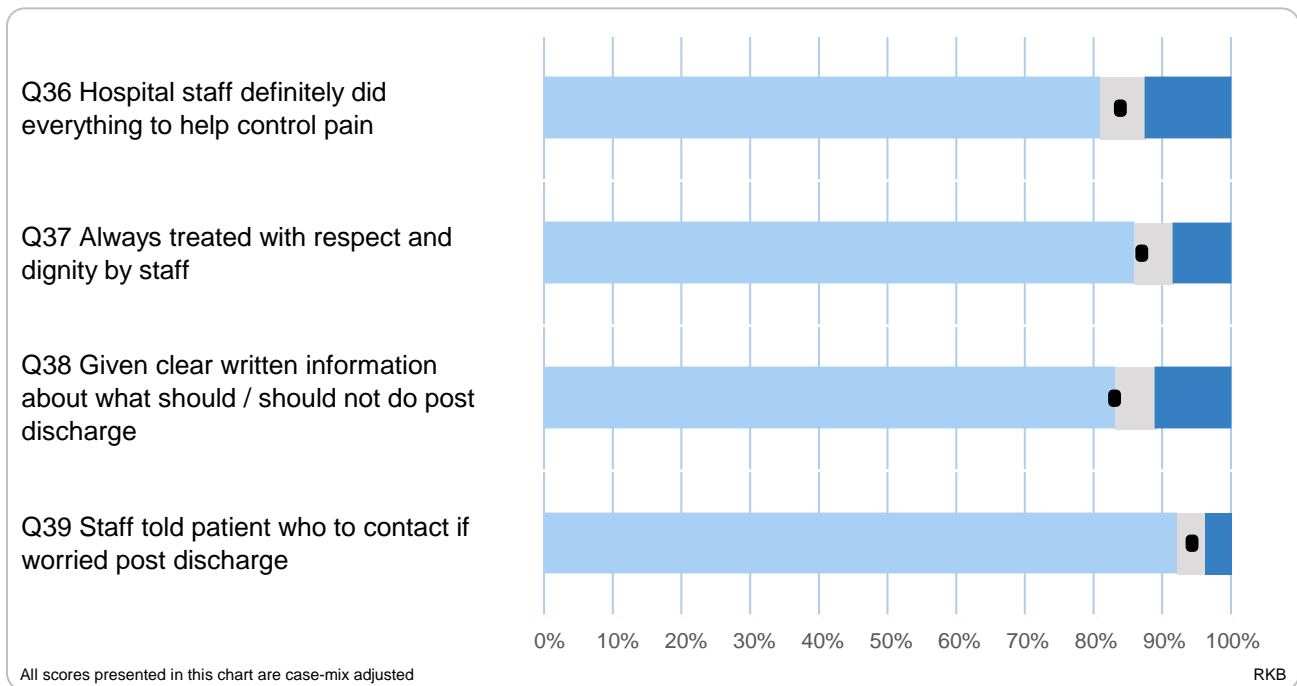
Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	503	63%	549	61%			62%	61%	72%	66%
Q33 All staff asked patient what name they preferred to be called by	504	55%	547	57%			57%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	507	78%	549	85%	↑	↑	86%	83%	89%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	396	48%	421	51%			51%	48%	57%	53%

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

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

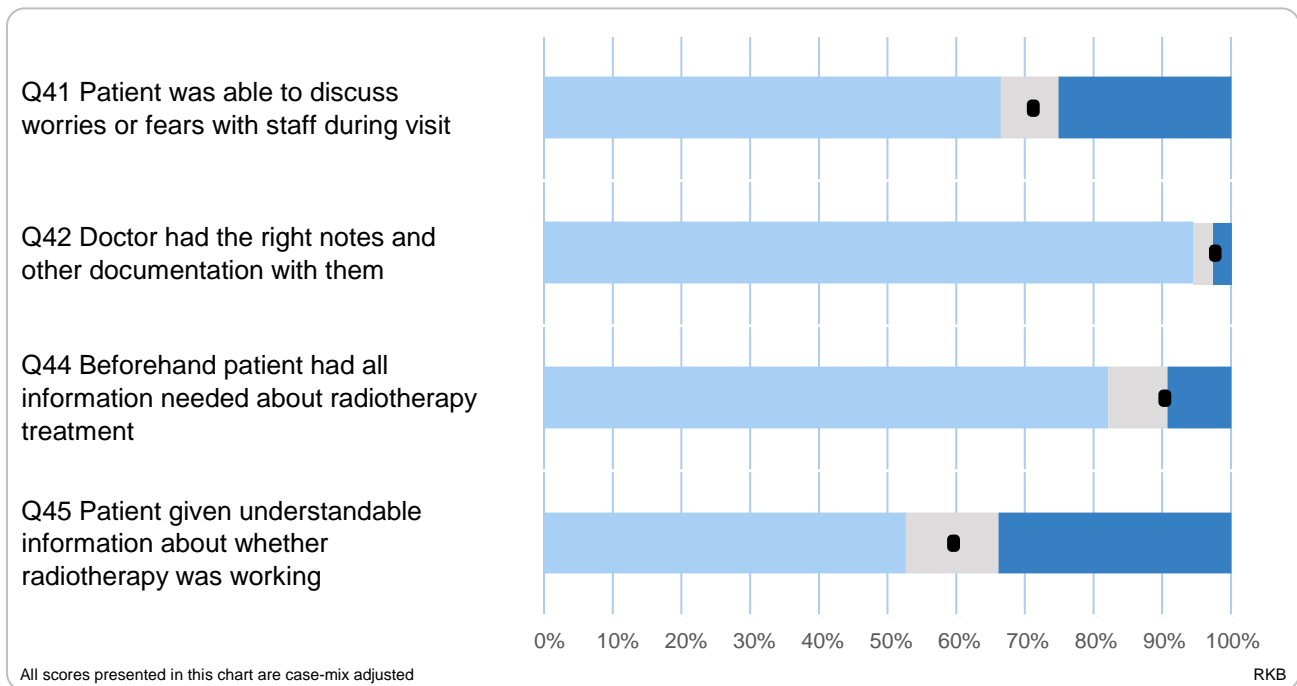


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016		2017				2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	449	81%	478	83%			84%	81%	88%	84%
Q37 Always treated with respect and dignity by staff	501	86%	547	86%			87%	86%	92%	89%
Q38 Given clear written information about what should / should not do post discharge	480	87%	520	83%			83%	83%	89%	86%
Q39 Staff told patient who to contact if worried post discharge	476	95%	526	94%			94%	92%	96%	94%

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## Trust results

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

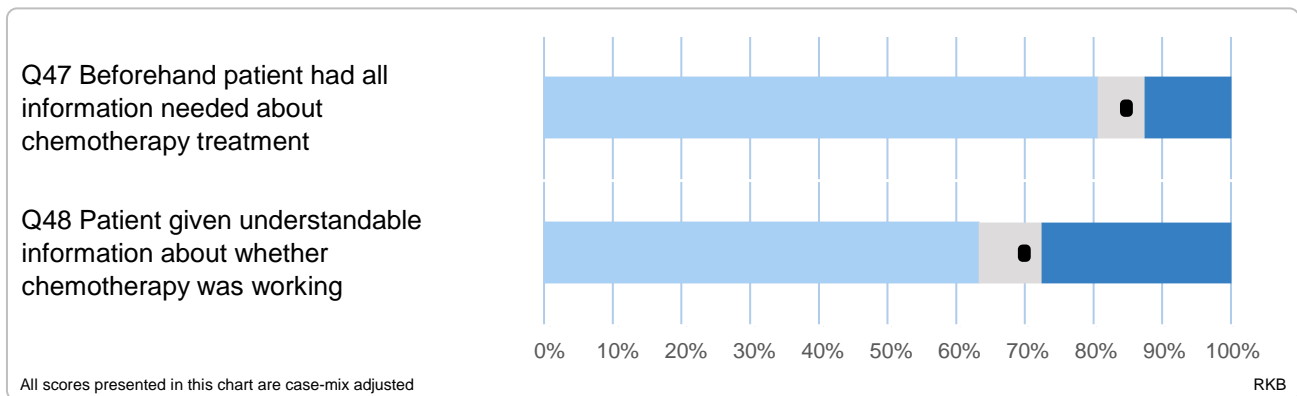


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	607	69%	632	70%			71%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	703	96%	744	97%			97%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	210	86%	234	90%			90%	82%	91%	87%
Q45 Patient given understandable information about whether radiotherapy was working	184	62%	201	60%			59%	53%	66%	59%

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## Trust results

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

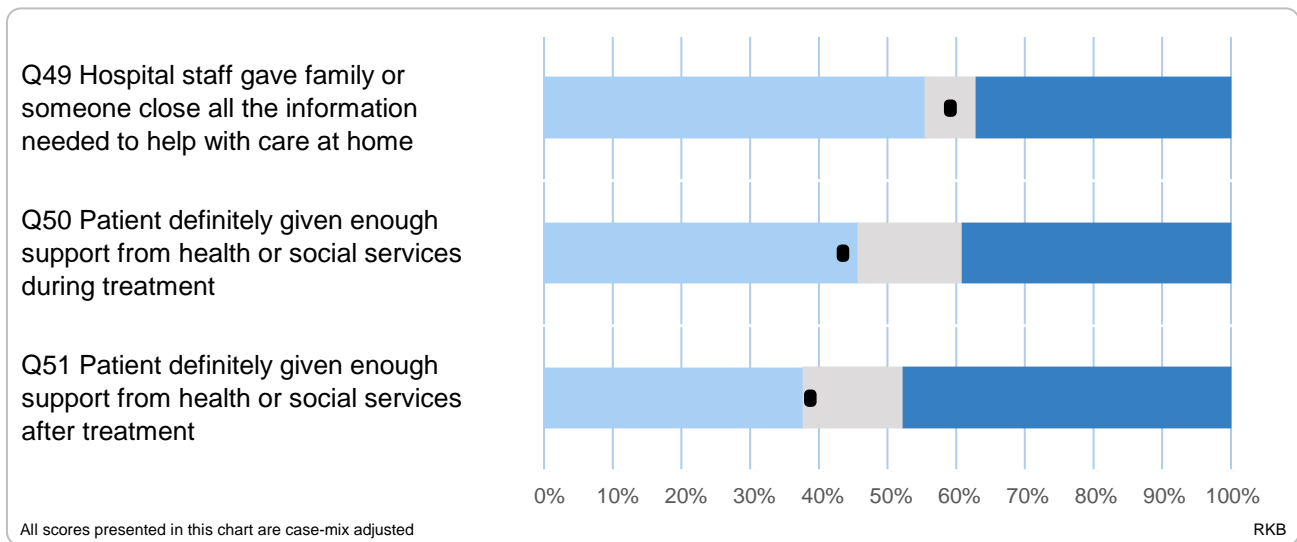


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47	413	88%	442	84%			85%	81%	88%	84%
Q48	369	65%	397	69%			70%	63%	73%	68%

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## Trust results

### Home care and support

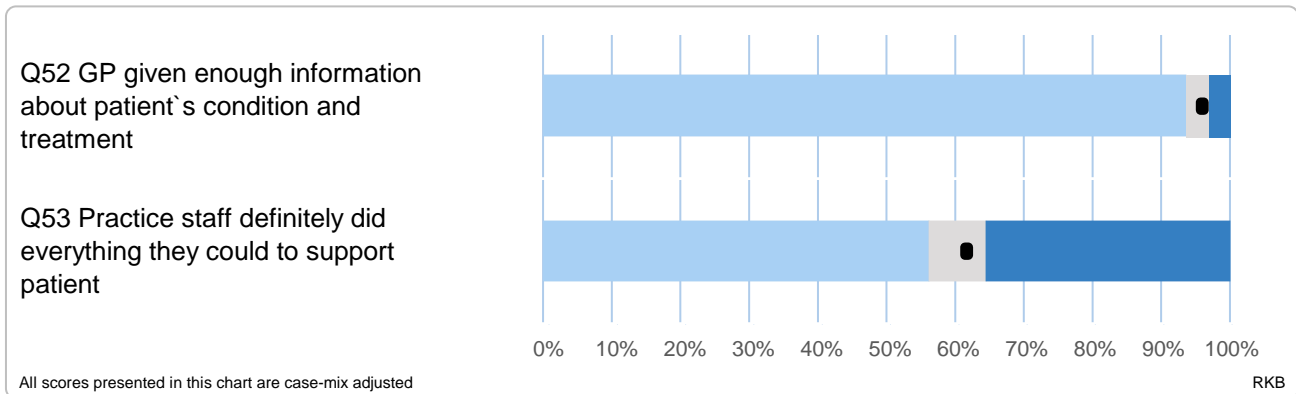


Question	Unadjusted Scores						2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	648	58%	691	58%			59%	56%	63%	59%
Q50 Patient definitely given enough support from health or social services during treatment	394	50%	389	43%			43%	46%	61%	53%
Q51 Patient definitely given enough support from health or social services after treatment	243	41%	222	38%			39%	38%	52%	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)  
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## Trust results

### Care from your general practice

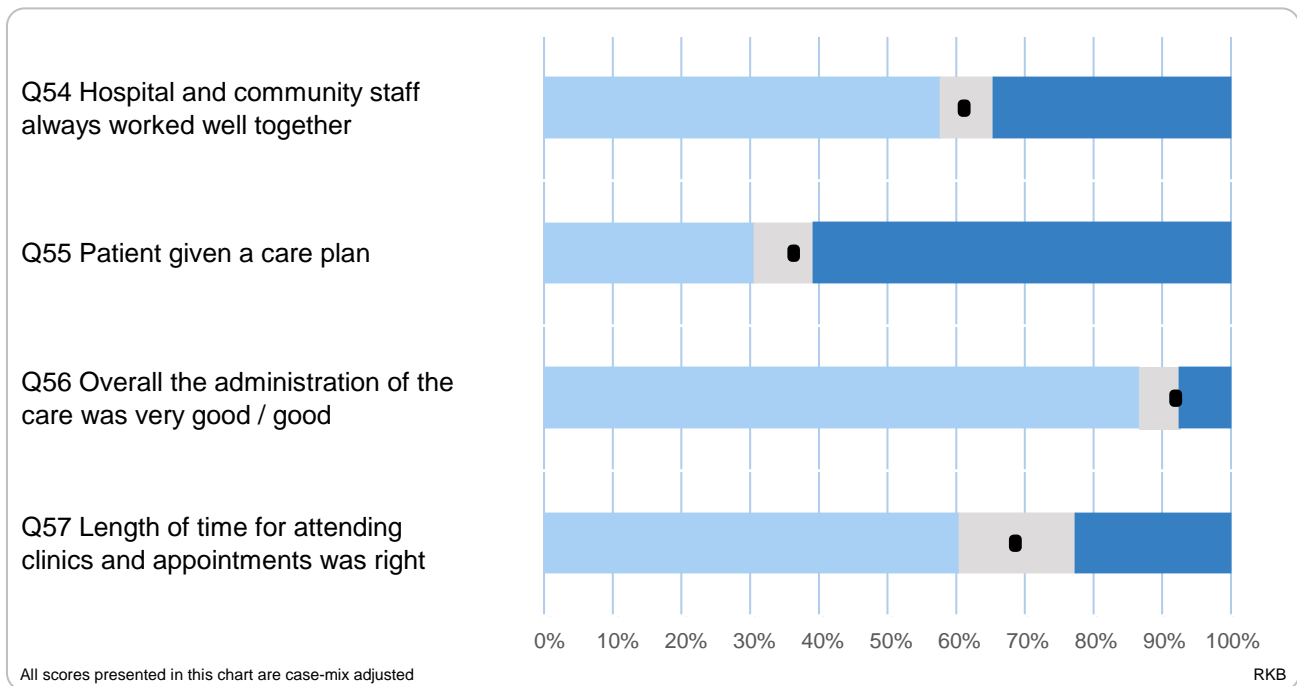


Question		Unadjusted Scores				2017 Case Mix Adjusted					
		2016		2017		Change 2016-2017	Change Overall	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	610	94%	644	95%			96%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	525	56%	546	61%			61%	56%	65%	60%

Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score  
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## Trust results

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

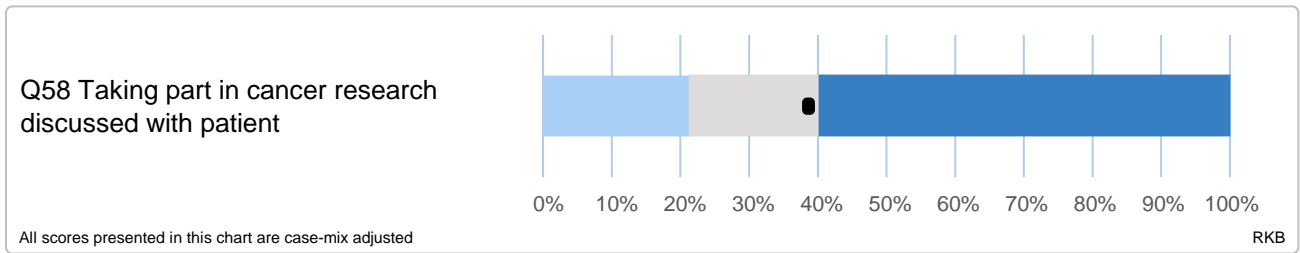


Question	Unadjusted Scores				Change 2016-2017	Change Overall	2017 Case Mix Adjusted			
	2016 Number of respondents	2016 Score	2017 Number of respondents	2017 Score			2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q54 Hospital and community staff always worked well together	754	60%	812	60%			61%	58%	65%	62%
Q55 Patient given a care plan	614	35%	653	36%			36%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	784	90%	833	91%		↑	92%	87%	93%	90%
Q57 Length of time for attending clinics and appointments was right	775	68%	822	68%			68%	60%	77%	69%

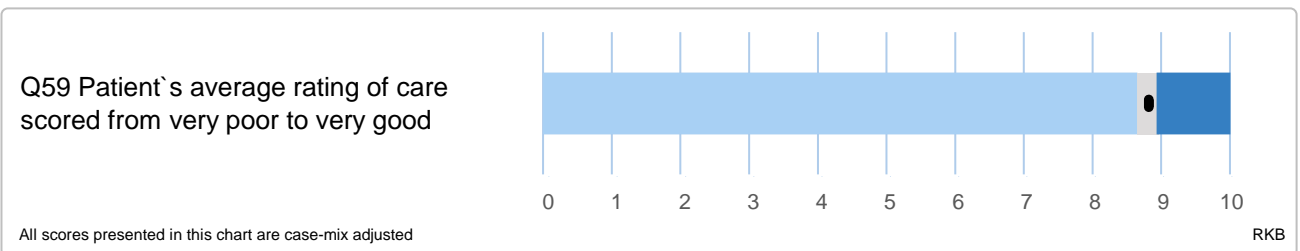
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## Trust results

### 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	747	33%	797	39%	↑	↑	38%	21%	40%	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	767	8.7	817	8.8			8.8	8.6	8.9	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	*	68%	*	82%
Breast	93%	94%	86%	90%
Colorectal / LGT	72%	72%	79%	82%
Gynaecological	78%	76%	84%	81%
Haematological	63%	64%	86%	82%
Head and Neck	84%	77%	78%	79%
Lung	70%	68%	80%	83%
Prostate	82%	79%	81%	87%
Sarcoma	*	67%	*	67%
Skin	87%	90%	92%	86%
Upper Gastro	84%	72%	91%	79%
Urological	85%	82%	85%	86%
Other	77%	72%	83%	79%
<b>All Cancers</b>	<b>79%</b>	<b>77%</b>	<b>84%</b>	<b>84%</b>

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



## Diagnostic tests

	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	
Cancer type	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	95%	95%	83%	92%	81%	83%
Colorectal / LGT	95%	96%	88%	88%	77%	82%
Gynaecological	95%	93%	88%	86%	79%	76%
Haematological	92%	94%	90%	89%	80%	76%
Head and Neck	85%	91%	88%	86%	76%	77%
Lung	98%	95%	84%	88%	89%	78%
Prostate	95%	94%	82%	87%	84%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	100%	95%	96%	87%	*	84%
Upper Gastro	100%	93%	93%	84%	89%	75%
Urological	92%	94%	78%	88%	78%	79%
Other	98%	95%	94%	87%	84%	77%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>87%</b>	<b>88%</b>	<b>82%</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	*	83%	*	79%	*	65%	*	65%
Breast	78%	84%	82%	89%	70%	78%	61%	77%
Colorectal / LGT	73%	82%	80%	86%	70%	79%	64%	72%
Gynaecological	63%	71%	82%	82%	74%	73%	77%	71%
Haematological	77%	72%	83%	83%	61%	59%	72%	76%
Head and Neck	65%	73%	86%	85%	64%	74%	63%	65%
Lung	71%	77%	80%	83%	74%	75%	78%	65%
Prostate	65%	79%	80%	85%	66%	79%	76%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	52%	66%	92%	88%	91%	81%	78%	83%
Upper Gastro	65%	78%	98%	80%	77%	73%	63%	66%
Urological	60%	73%	79%	83%	76%	77%	64%	73%
Other	76%	75%	85%	82%	67%	71%	65%	64%
<b>All Cancers</b>	<b>71%</b>	<b>77%</b>	<b>83%</b>	<b>85%</b>	<b>69%</b>	<b>73%</b>	<b>68%</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	*	81%	*	75%	*	65%
Breast	75%	84%	72%	75%	73%	70%
Colorectal / LGT	87%	86%	76%	77%	71%	71%
Gynaecological	88%	84%	78%	76%	80%	67%
Haematological	85%	80%	71%	70%	68%	65%
Head and Neck	89%	84%	76%	69%	67%	67%
Lung	86%	84%	73%	75%	71%	69%
Prostate	69%	83%	58%	73%	53%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	*	88%	*	77%	*	73%
Upper Gastro	91%	82%	76%	71%	73%	65%
Urological	80%	82%	73%	71%	57%	62%
Other	81%	80%	78%	72%	70%	64%
<b>All Cancers</b>	<b>81%</b>	<b>83%</b>	<b>73%</b>	<b>73%</b>	<b>69%</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	*	55%	*	75%
Breast	56%	57%	76%	79%
Colorectal / LGT	56%	59%	74%	81%
Gynaecological	57%	54%	79%	79%
Haematological	55%	50%	81%	77%
Head and Neck	62%	58%	83%	77%
Lung	60%	54%	64%	79%
Prostate	64%	64%	77%	81%
Sarcoma	*	53%	*	77%
Skin	*	66%	81%	86%
Upper Gastro	64%	52%	83%	77%
Urological	57%	53%	70%	76%
Other	56%	51%	76%	75%
<b>All Cancers</b>	<b>58%</b>	<b>56%</b>	<b>76%</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	*	96%	*	85%	*	87%
Breast	100%	95%	92%	86%	97%	88%
Colorectal / LGT	92%	92%	89%	88%	85%	89%
Gynaecological	98%	94%	86%	85%	88%	87%
Haematological	90%	91%	90%	88%	92%	88%
Head and Neck	92%	89%	86%	88%	89%	88%
Lung	96%	94%	86%	87%	86%	87%
Prostate	90%	90%	82%	84%	85%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	100%	90%	*	88%	*	93%
Upper Gastro	94%	92%	93%	86%	93%	87%
Urological	88%	83%	85%	85%	88%	88%
Other	94%	89%	87%	85%	85%	86%
<b>All Cancers</b>	<b>94%</b>	<b>91%</b>	<b>89%</b>	<b>86%</b>	<b>90%</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	*	88%	*	82%	*	74%	*	78%
Breast	95%	90%	88%	86%	78%	62%	93%	81%
Colorectal / LGT	82%	86%	82%	83%	59%	55%	78%	84%
Gynaecological	84%	85%	81%	81%	82%	59%	70%	77%
Haematological	69%	84%	79%	83%	43%	59%	88%	86%
Head and Neck	96%	84%	100%	82%	82%	61%	90%	82%
Lung	82%	85%	69%	80%	78%	69%	80%	85%
Prostate	87%	89%	80%	85%	42%	49%	65%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	*	87%	*	83%	*	56%	*	62%
Upper Gastro	79%	84%	84%	82%	66%	61%	80%	84%
Urological	86%	78%	80%	74%	45%	39%	68%	71%
Other	77%	82%	87%	78%	58%	57%	88%	81%
<b>All Cancers</b>	<b>84%</b>	<b>86%</b>	<b>83%</b>	<b>82%</b>	<b>63%</b>	<b>58%</b>	<b>83%</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	*	93%	*	76%
Breast	98%	97%	86%	79%
Colorectal / LGT	94%	96%	78%	83%
Gynaecological	100%	96%	75%	80%
Haematological	*	93%	*	75%
Head and Neck	96%	96%	64%	77%
Lung	91%	95%	71%	78%
Prostate	93%	96%	93%	78%
Sarcoma	n.a	94%	n.a	78%
Skin	*	96%	*	84%
Upper Gastro	100%	96%	73%	78%
Urological	98%	95%	69%	76%
Other	94%	95%	68%	78%
<b>All Cancers</b>	<b>96%</b>	<b>96%</b>	<b>78%</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	*	75%	*	84%	*	67%	*	71%
Breast	90%	89%	85%	87%	74%	76%	78%	78%
Colorectal / LGT	72%	78%	83%	86%	69%	73%	67%	71%
Gynaecological	88%	86%	96%	86%	70%	74%	65%	72%
Haematological	88%	81%	86%	81%	79%	75%	71%	75%
Head and Neck	87%	81%	87%	84%	78%	73%	80%	72%
Lung	78%	76%	66%	82%	63%	75%	69%	76%
Prostate	84%	86%	90%	90%	71%	75%	58%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	*	89%	*	90%	*	79%	*	83%
Upper Gastro	88%	74%	88%	83%	73%	71%	71%	71%
Urological	77%	80%	83%	86%	64%	69%	79%	78%
Other	76%	80%	82%	81%	70%	71%	71%	72%
<b>All Cancers</b>	<b>82%</b>	<b>82%</b>	<b>85%</b>	<b>85%</b>	<b>72%</b>	<b>73%</b>	<b>72%</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	*	64%	*	68%	*	81%	*	46%
Breast	66%	70%	57%	64%	86%	87%	63%	56%
Colorectal / LGT	58%	62%	63%	71%	83%	85%	54%	53%
Gynaecological	46%	65%	53%	65%	80%	82%	50%	52%
Haematological	66%	63%	58%	69%	90%	86%	49%	55%
Head and Neck	67%	63%	57%	68%	93%	85%	52%	53%
Lung	53%	69%	56%	72%	72%	84%	36%	49%
Prostate	60%	71%	48%	69%	90%	89%	49%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	*	76%	*	71%	*	89%	*	58%
Upper Gastro	62%	63%	62%	76%	97%	84%	60%	50%
Urological	63%	69%	49%	72%	85%	85%	29%	46%
Other	59%	62%	62%	69%	82%	83%	48%	48%
<b>All Cancers</b>	<b>61%</b>	<b>66%</b>	<b>57%</b>	<b>69%</b>	<b>85%</b>	<b>86%</b>	<b>51%</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	*	85%	*	84%	*	79%	*	93%
Breast	89%	87%	88%	90%	94%	92%	98%	96%
Colorectal / LGT	81%	85%	84%	87%	77%	84%	91%	94%
Gynaecological	91%	84%	86%	87%	87%	87%	98%	93%
Haematological	85%	82%	90%	90%	81%	80%	100%	96%
Head and Neck	81%	82%	87%	87%	77%	85%	90%	92%
Lung	72%	85%	88%	89%	77%	83%	93%	92%
Prostate	79%	86%	88%	91%	82%	89%	92%	95%
Sarcoma	n.a	85%	*	87%	*	77%	*	92%
Skin	*	87%	*	93%	*	91%	*	96%
Upper Gastro	81%	82%	85%	87%	88%	82%	91%	94%
Urological	80%	82%	87%	89%	76%	86%	84%	91%
Other	84%	83%	82%	88%	78%	81%	94%	93%
<b>All Cancers</b>	<b>83%</b>	<b>84%</b>	<b>86%</b>	<b>89%</b>	<b>83%</b>	<b>86%</b>	<b>94%</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	*	67%	*	97%	*	91%	*	59%
Breast	71%	71%	99%	96%	94%	88%	66%	59%
Colorectal / LGT	77%	74%	97%	96%	*	85%	*	58%
Gynaecological	63%	69%	98%	96%	*	85%	*	65%
Haematological	70%	73%	98%	97%	*	83%	*	60%
Head and Neck	78%	70%	97%	96%	*	86%	*	64%
Lung	69%	70%	90%	95%	*	86%	*	58%
Prostate	72%	74%	100%	96%	*	88%	*	59%
Sarcoma	*	70%	*	95%	n.a	81%	n.a	53%
Skin	*	72%	95%	96%	*	77%	*	70%
Upper Gastro	82%	70%	95%	95%	*	86%	*	56%
Urological	49%	66%	98%	96%	*	84%	*	54%
Other	71%	68%	96%	95%	85%	87%	50%	59%
<b>All Cancers</b>	70%	71%	97%	96%	90%	87%	60%	59%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	*	83%	*	63%
Breast	87%	83%	63%	62%
Colorectal / LGT	89%	84%	73%	66%
Gynaecological	82%	86%	77%	67%
Haematological	77%	84%	71%	75%
Head and Neck	*	78%	*	58%
Lung	89%	85%	67%	69%
Prostate	*	86%	*	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	94%	84%	62%	64%
Urological	*	84%	*	69%
Other	88%	85%	69%	69%
<b>All Cancers</b>	84%	84%	69%	68%

<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	*	57%	*	49%	*	44%
Breast	56%	59%	43%	53%	37%	42%
Colorectal / LGT	59%	62%	48%	62%	45%	52%
Gynaecological	62%	57%	*	47%	*	38%
Haematological	59%	61%	42%	52%	34%	45%
Head and Neck	65%	63%	*	56%	*	50%
Lung	53%	58%	*	51%	*	42%
Prostate	58%	60%	38%	50%	*	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	*	67%	*	61%	*	59%
Upper Gastro	69%	59%	48%	53%	*	45%
Urological	45%	58%	13%	48%	*	45%
Other	59%	56%	54%	53%	43%	45%
<b>All Cancers</b>	<b>58%</b>	<b>59%</b>	<b>43%</b>	<b>53%</b>	<b>38%</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	*	94%	*	52%
Breast	94%	96%	61%	61%
Colorectal / LGT	93%	95%	51%	60%
Gynaecological	93%	95%	66%	56%
Haematological	96%	96%	51%	58%
Head and Neck	97%	93%	71%	60%
Lung	97%	95%	59%	60%
Prostate	94%	96%	62%	67%
Sarcoma	*	94%	*	55%
Skin	*	96%	*	69%
Upper Gastro	96%	93%	54%	60%
Urological	98%	95%	58%	62%
Other	98%	95%	75%	58%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>61%</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	*	53%	*	35%	*	85%	*	68%
Breast	59%	62%	37%	38%	92%	91%	52%	68%
Colorectal / LGT	57%	61%	39%	38%	85%	89%	77%	71%
Gynaecological	54%	58%	28%	31%	91%	89%	61%	67%
Haematological	64%	63%	30%	34%	96%	92%	72%	65%
Head and Neck	78%	59%	68%	35%	95%	88%	73%	68%
Lung	63%	63%	37%	33%	93%	90%	73%	71%
Prostate	54%	66%	27%	36%	90%	89%	73%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	73%	70%	*	44%	91%	89%	87%	75%
Upper Gastro	60%	57%	37%	34%	100%	87%	74%	68%
Urological	52%	63%	22%	30%	82%	87%	71%	75%
Other	60%	57%	38%	30%	91%	88%	64%	65%
<b>All Cancers</b>	60%	62%	36%	35%	91%	90%	68%	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 <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	*	33%	*	8.5
Breast	55%	31%	8.8	8.9
Colorectal / LGT	48%	30%	8.6	8.8
Gynaecological	28%	36%	9.0	8.8
Haematological	27%	33%	8.9	8.9
Head and Neck	20%	18%	8.9	8.7
Lung	30%	36%	8.7	8.7
Prostate	60%	35%	8.7	8.8
Sarcoma	*	39%	*	8.6
Skin	13%	18%	8.9	8.9
Upper Gastro	38%	34%	9.1	8.7
Urological	29%	20%	8.4	8.7
Other	37%	33%	8.8	8.7
<b>All Cancers</b>	39%	31%	8.8	8.8

<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%
RKB	1,421	95	1,326	434	45	847	64%

## 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	5
Breast	158
Gynaecological	58
Colorectal / LGT	105
Lung	46
Skin	24
Haematological	121
Upper Gastro	48
Other	104
Urological	57
Prostate	82
Sarcoma	2
Head and Neck	37

\* 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	6	7	29	95	150	89	15	392
Female	2	5	24	87	107	132	79	19	455
Total	3	11	31	116	202	282	168	34	847





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)