

National Cancer Patient Experience Survey

2017 Results

West Midlands Cancer Alliance

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



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Introduction

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

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

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

Full national results and other reports are available at:

www.ncpes.co.uk

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

This report

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

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

Data tables

The data tables presented in the Cancer Alliance Results section of this report show the following for each question:

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

Column 2 shows the unadjusted 2016 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2017 score for this Cancer Alliance

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

Column 6 shows the case-mix adjusted 2017 score for this Cancer Alliance

Column 7 shows the lower limit of the expected range of case-mix adjusted scores for this CCG (the top of the pale blue section on the comparability chart - see below)

Column 8 shows the upper limit of the expected range of case-mix adjusted scores for this CCG (the bottom of the dark blue section on the comparability chart - see below)

Column 9 shows the national average score for this question.

Data tables (continued)

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	5,981	75%	5,744	76%		76%	76%	78%	77%
Q2	Patient thought they were seen as soon as necessary	8,070	83%	7,618	84%		84%	83%	86%	84%

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

www.ncpes.co.uk

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

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

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

Comparability charts

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

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

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

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

www.ncpes.co.uk

Tumour group tables

These tables show the scores for each question for each of the 13 tumour groups, with a comparative national score for that tumour group.

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

Expected Range Summaries - Trusts and CCGs

These charts summarise the number of questions scoring below, within and above the expected range for all organisations within the Cancer Alliance. Organisations have been ordered according to the net difference between questions scoring above/below the expected range. Full results for Trusts and CCGs within the Cancer Alliance are presented in the detailed data tables available at:

www.ncpes.co.uk

Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2017 scores for patient's overall rating of care and the 6 other questions included in the Cancer Dashboard developed by Public Health England and NHS England. Organisation scores for each question have been ordered from highest to lowest. The 2017 National score and the overall score for the Cancer Alliance have also been provided for comparison. Trusts and CCGs within the Cancer Alliance are presented in separate tables.

Notes on specific questions

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

How to use the data

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

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

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

www.ncpes.co.uk

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

Response rates

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

Executive Summary

8.8 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

90% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

87% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

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

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

60% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

These headline results do not give a full picture of the experience of cancer care for patients cared for in Trusts within the Alliance.

Further results highlighting the different scores and performance levels of Trusts and CCGs within the Alliances for Cancer Dashboard questions are presented below in sections of this report. Detailed tables available at:

www.ncpes.co.uk

These detailed tables contain results for all questions for all CCGs and Trusts within the Alliance. The tables further contain results on differences in patient experience across gender and across deprivation categories.

* www.cancerdata.nhs.uk/dashboard

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

**National Cancer Patient Experience Survey 2017
West Midlands**

Questions which scored outside expected range

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

Finding out what was wrong with you

Q10	Patient completely understood the explanation of what was wrong	7,728	72%	72%	74%	73%
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Clinical Nurse Specialist

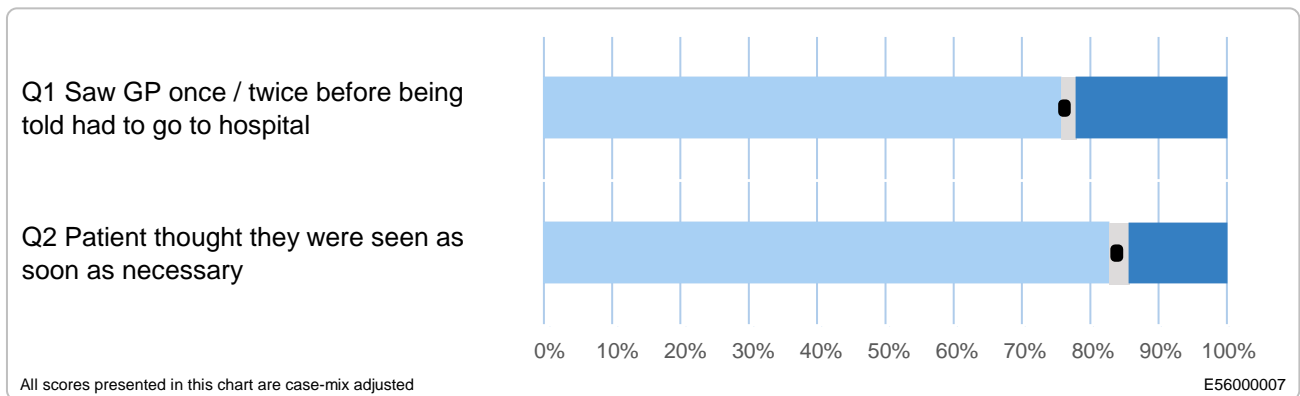
Q17	Patient given the name of the CNS who would support them through their treatment	7,385	90%	90%	93%	91%
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Hospital care as a day patient / outpatient

Q45	Patient given understandable information about whether radiotherapy was working	1,682	55%	57%	62%	59%
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Cancer Alliance results

Seeing your GP



Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	5,981	75%	5,744	76%		76%	78%	77%	
Q2	Patient thought they were seen as soon as necessary	8,070	83%	7,618	84%		84%	86%	84%	

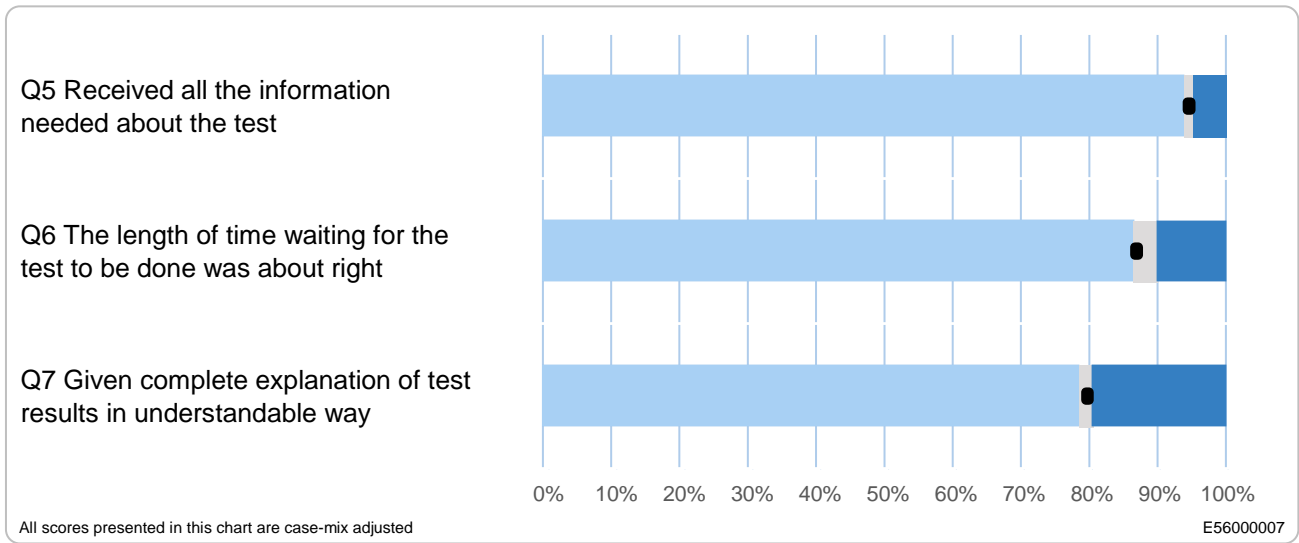
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Diagnostic Tests



Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q5	Received all the information needed about the test	6,982	94%	6,548	94%		94%	94%	95%	95%
Q6	The length of time waiting for the test to be done was about right	7,023	86%	6,600	87%		87%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	7,054	79%	6,632	79%		79%	79%	80%	79%

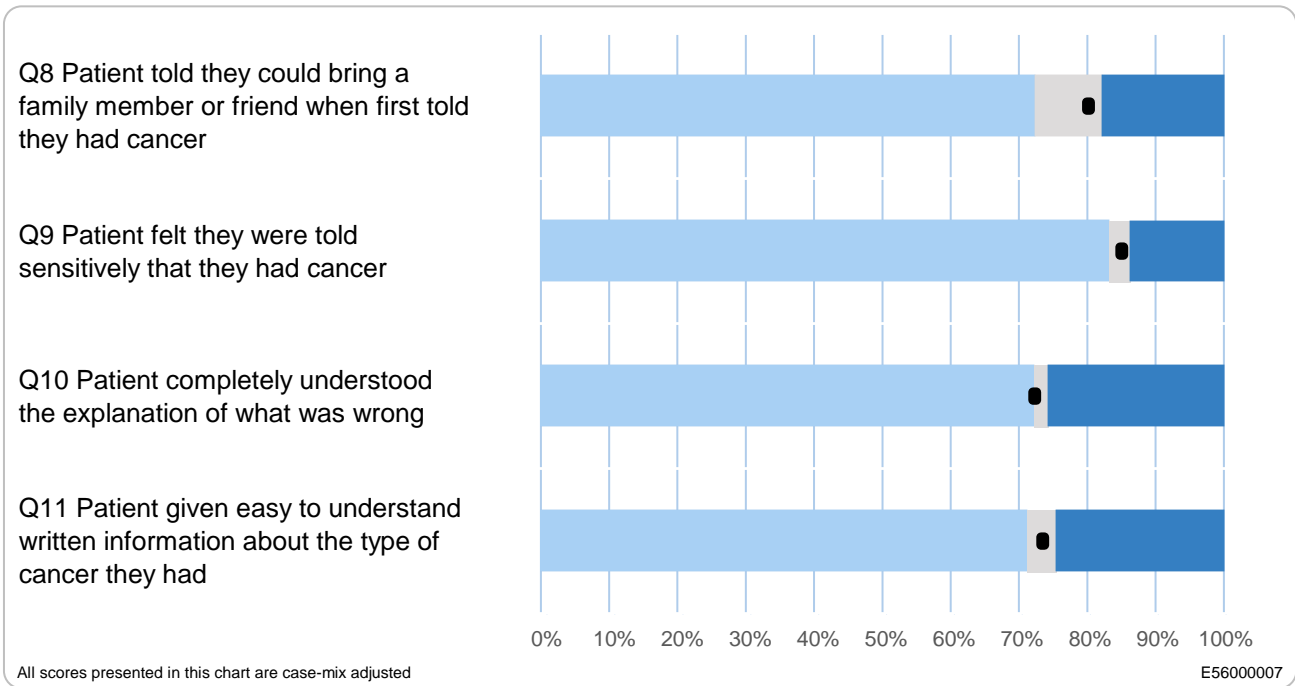
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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Cancer Alliance results

Finding out what was wrong with you



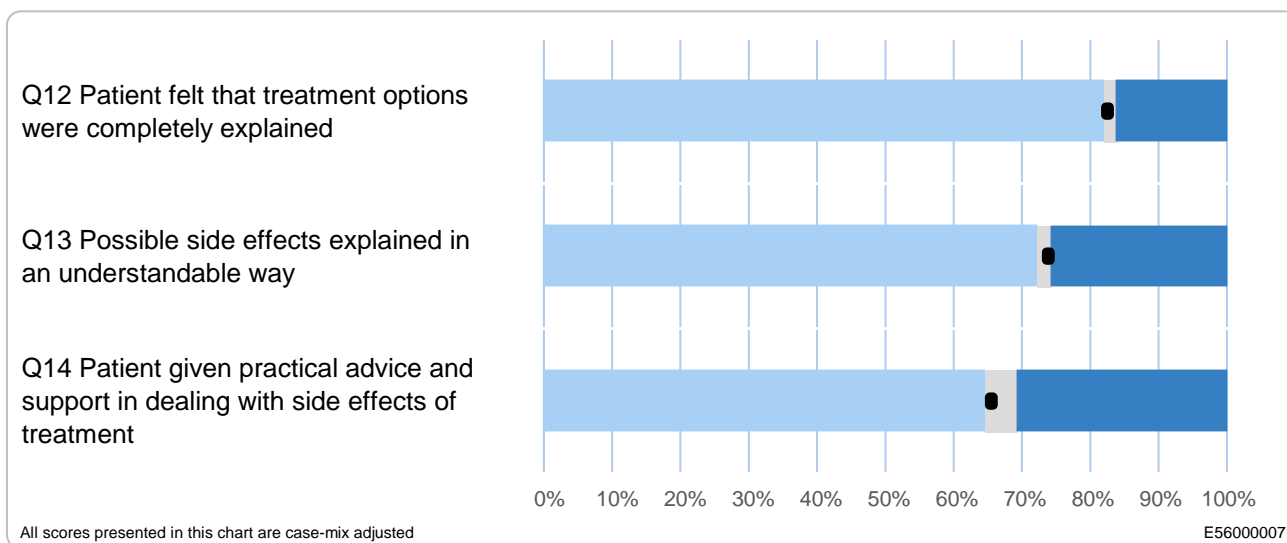
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	7,660	80%	7,256	80%		80%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	8,063	85%	7,611	85%		85%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	8,169	73%	7,728	72%		72%	72%	74%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	7,160	73%	6,816	73%		73%	71%	75%	73%

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

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Cancer Alliance results

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



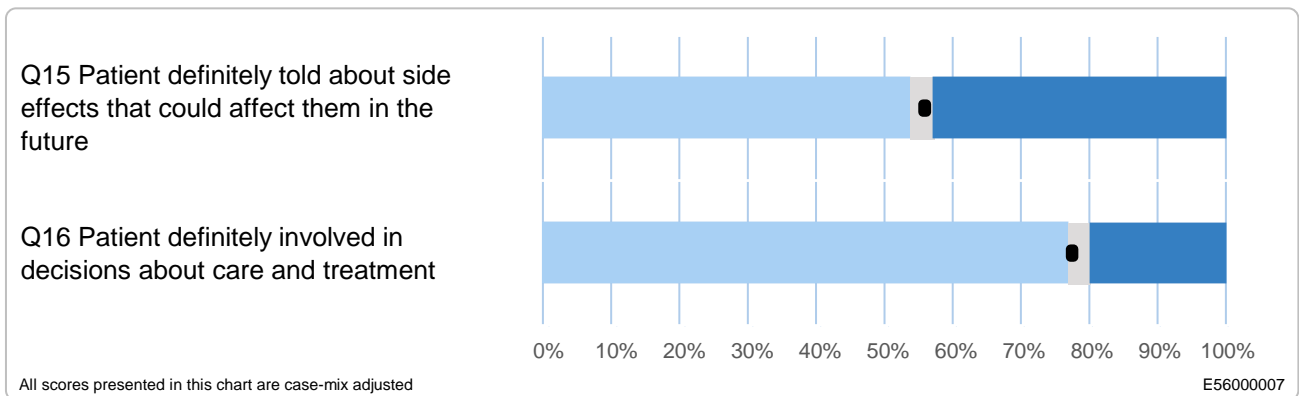
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	7,151	83%	6,800	82%		82%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	7,830	73%	7,434	74%		74%	72%	74%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	7,804	65%	7,421	65%		65%	65%	69%	67%

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

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

Cancer Alliance results

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



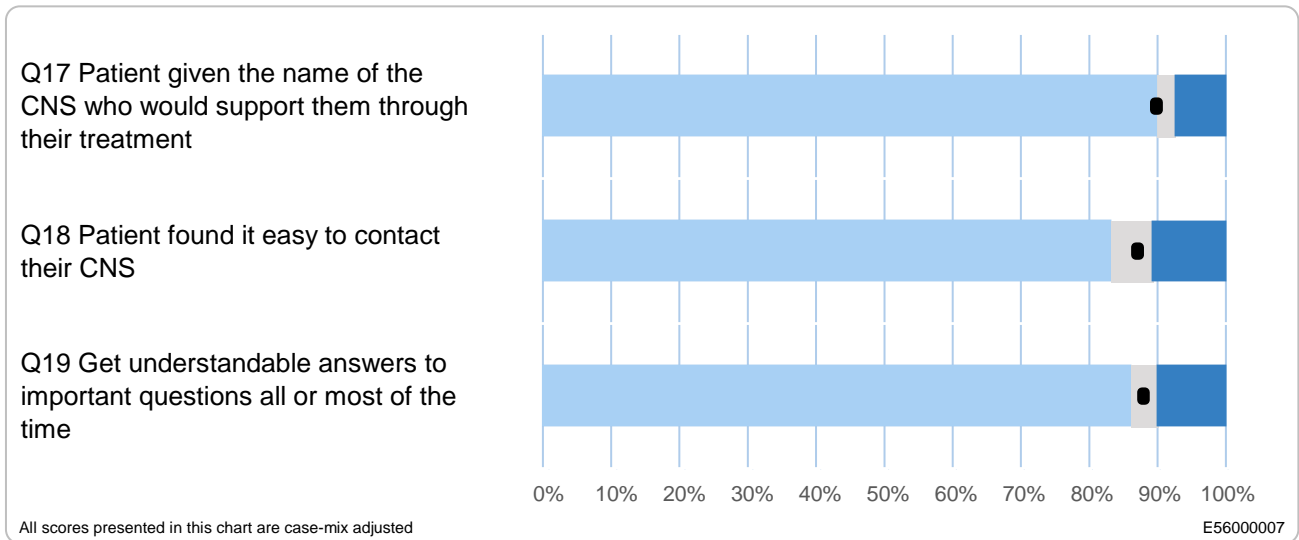
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q15 Patient definitely told about side effects that could affect them in the future	7,371	55%	7,032	56%		56%	54%	57%	56%
Q16 Patient definitely involved in decisions about care and treatment	7,878	77%	7,525	77%		77%	77%	80%	79%

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Cancer Alliance results

Clinical Nurse Specialist



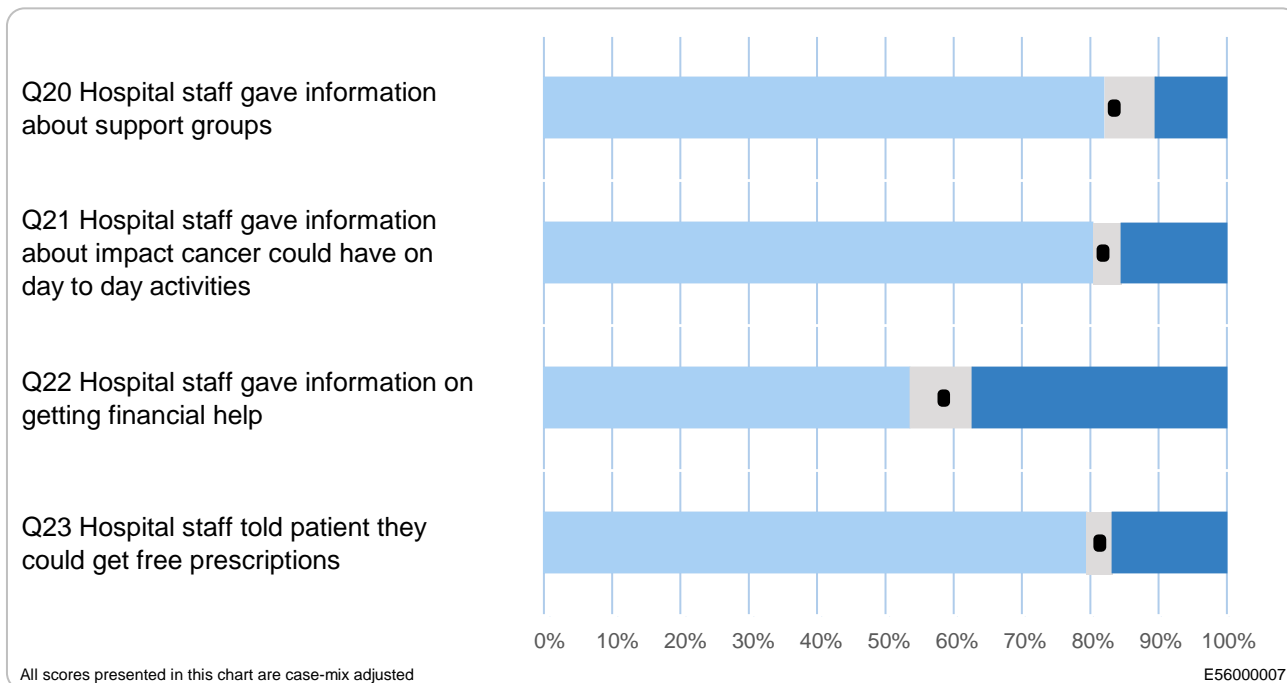
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	7,800	89%	7,385	90%	90%	90%	93%	91%	
Q18 Patient found it easy to contact their CNS	6,079	87%	5,887	87%	87%	83%	89%	86%	
Q19 Get understandable answers to important questions all or most of the time	5,843	88%	5,627	88%	88%	86%	90%	88%	

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Cancer Alliance results

Support for people with cancer



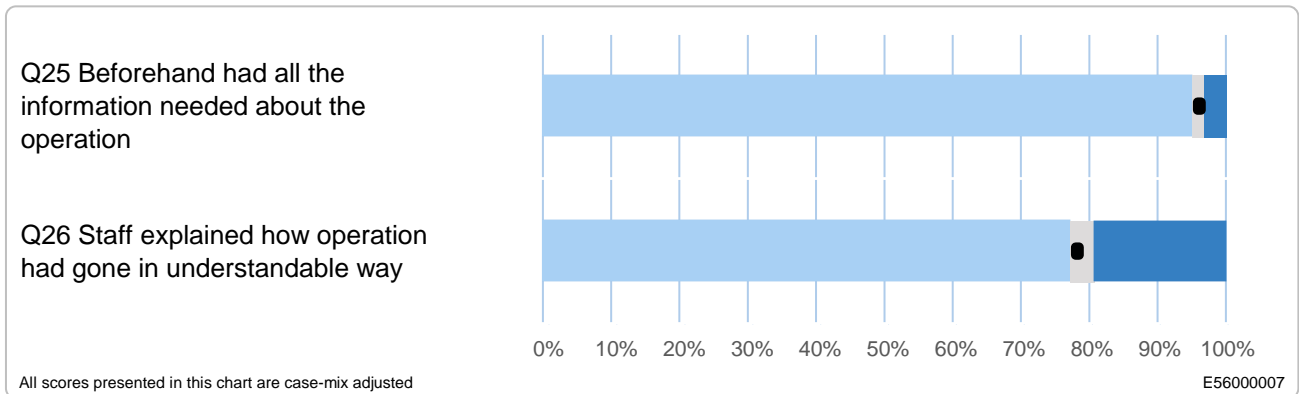
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	6,112	83%	5,838	83%		83%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	5,370	81%	5,198	82%		82%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	4,442	59%	4,218	58%		58%	54%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	3,860	83%	3,604	81%		81%	80%	83%	81%

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

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

Cancer Alliance results

Operations



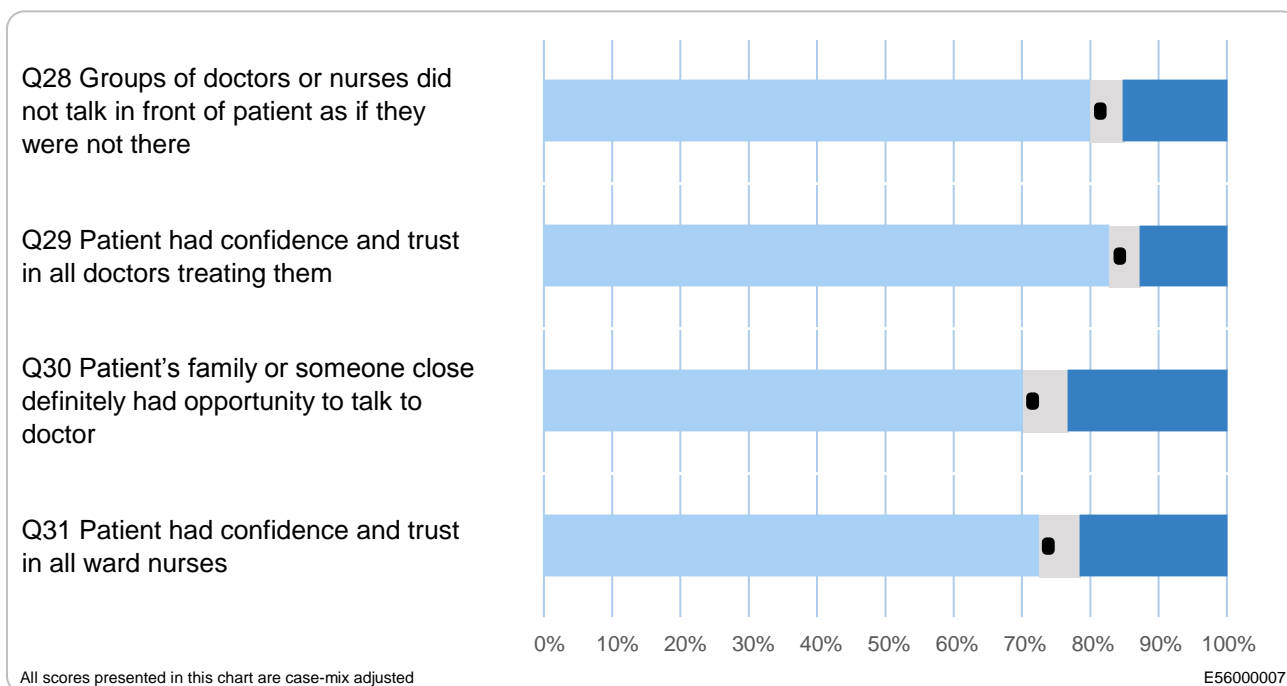
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	4,370	96%	4,116	96%		96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	4,365	78%	4,101	78%		78%	77%	81%	79%

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

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Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)



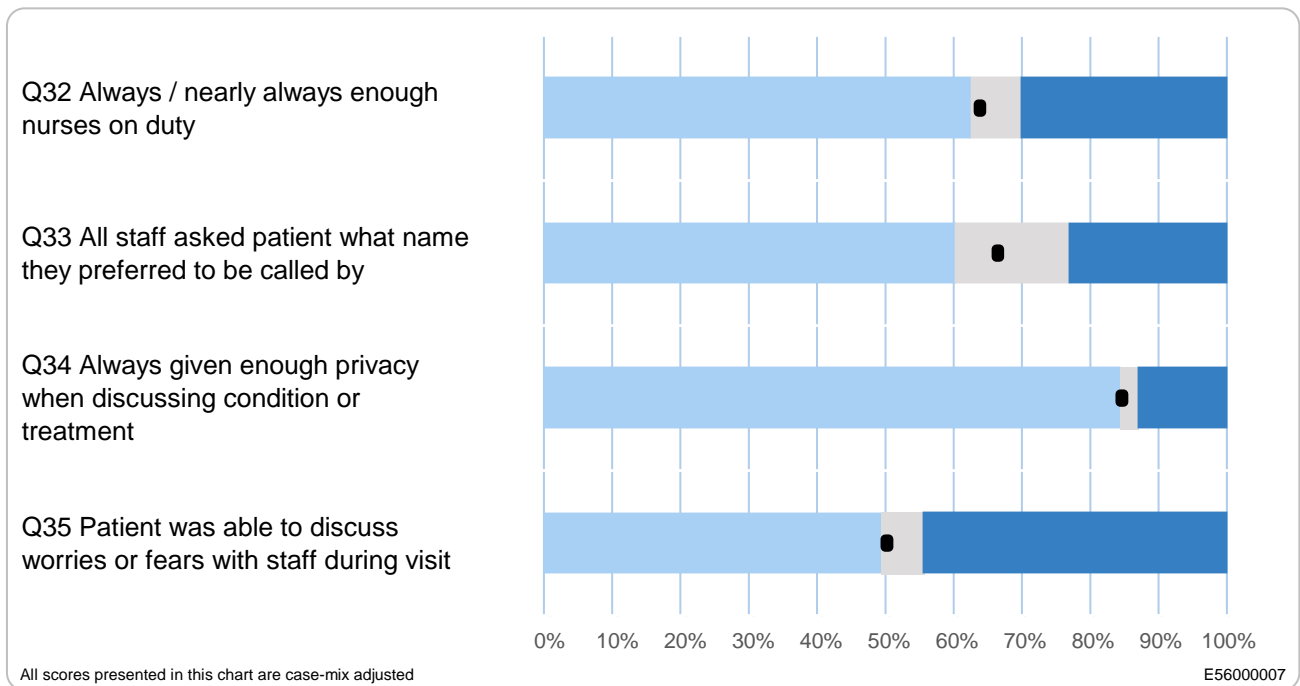
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	5,004	80%	4,705	81%		81%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	5,019	83%	4,715	84%		84%	83%	87%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	4,215	71%	3,980	71%		71%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	5,011	72%	4,714	73%		74%	73%	78%	76%

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

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

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)



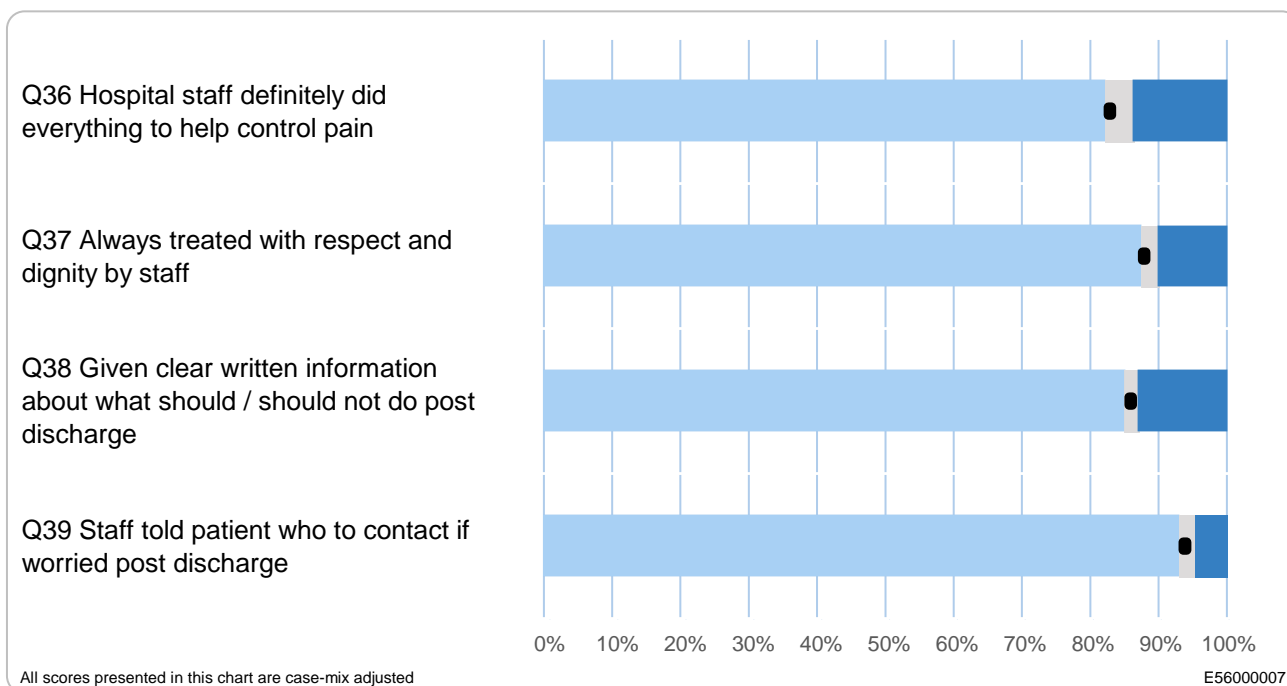
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	4,991	63%	4,677	63%		64%	63%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	4,980	65%	4,676	66%		66%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	5,002	84%	4,708	84%		84%	84%	87%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	3,716	49%	3,485	50%		50%	49%	56%	53%

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

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

Cancer Alliance results

Hospital care as an inpatient (Part 3 of 3)



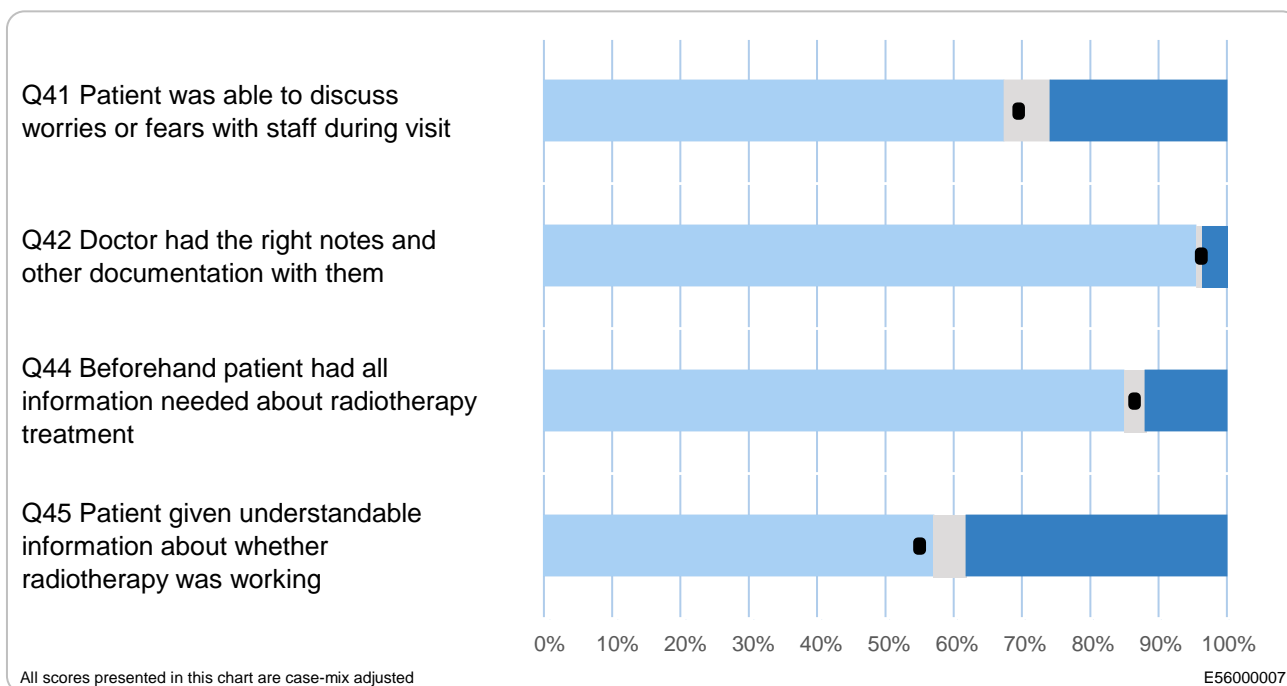
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	4,358	82%	4,146	83%		83%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	5,012	87%	4,713	88%		88%	88%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	4,724	86%	4,412	86%		86%	85%	87%	86%
Q39 Staff told patient who to contact if worried post discharge	4,810	93%	4,504	94%		94%	93%	95%	94%

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

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

Cancer Alliance results

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



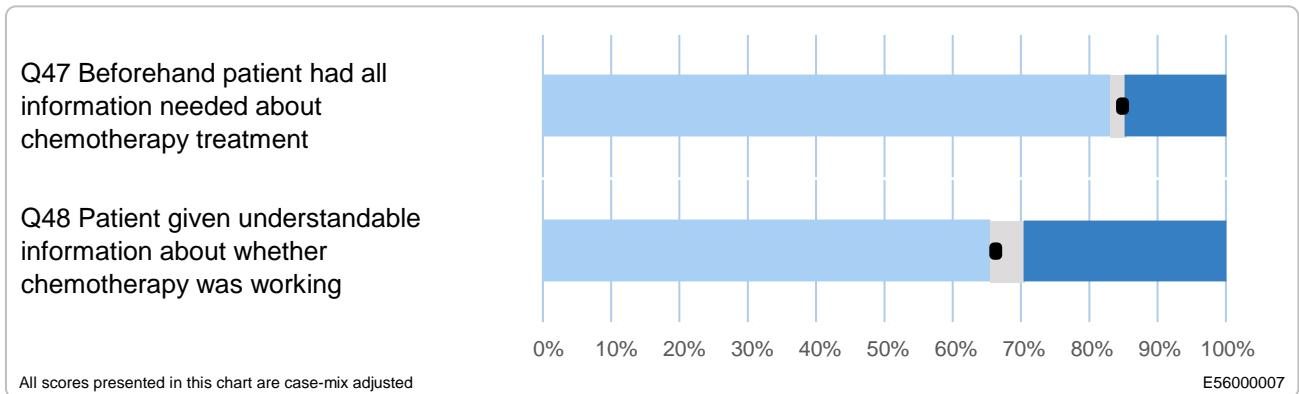
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	6,123	70%	5,785	69%		69%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	7,185	95%	6,811	96%		96%	95%	96%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	2,019	86%	1,979	86%		86%	85%	88%	87%
Q45 Patient given understandable information about whether radiotherapy was working	1,714	57%	1,682	55%		55%	57%	62%	59%

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

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

Cancer Alliance results

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



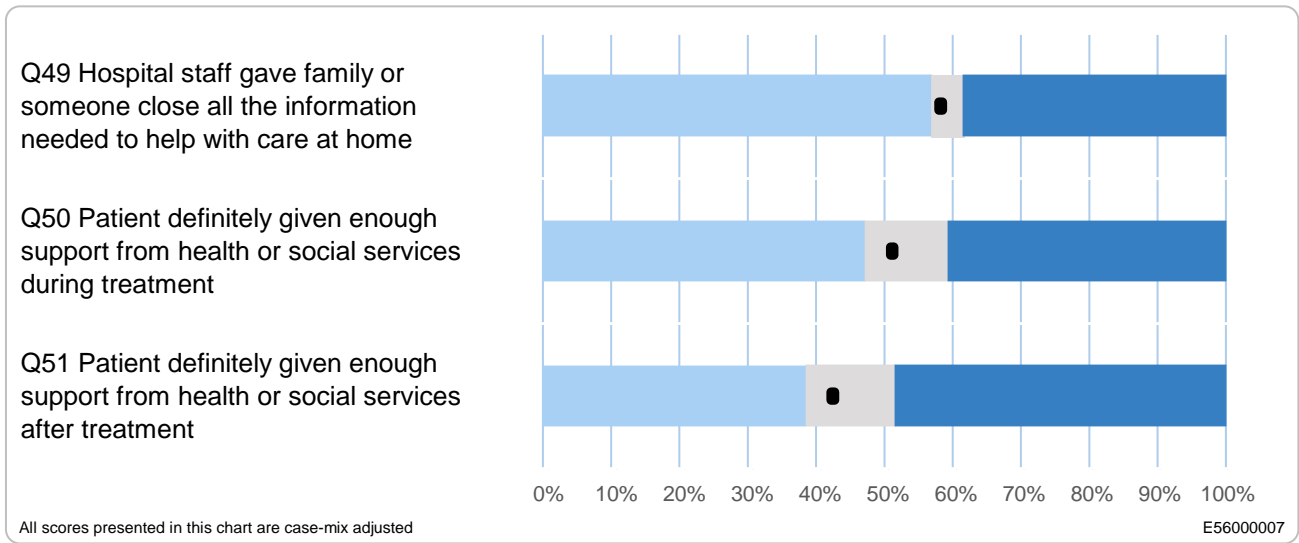
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	4,525	84%	4,164	85%		85%	83%	85%	84%
Q48 Patient given understandable information about whether chemotherapy was working	4,091	67%	3,803	66%		66%	66%	70%	68%

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

Cancer Alliance results

Home care and support



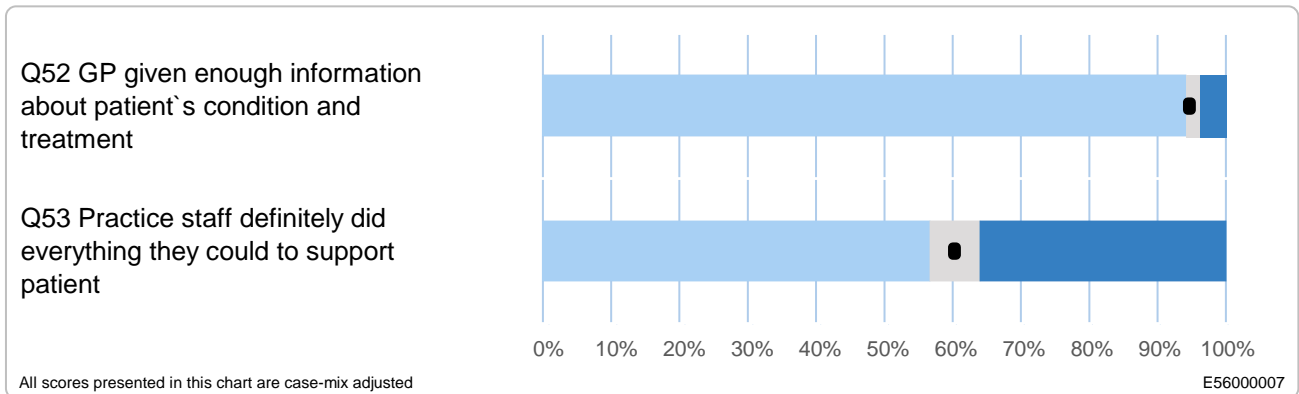
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	6,664	58%	6,390	58%		58%	57%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	4,231	52%	3,941	51%		51%	47%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	2,447	42%	2,258	42%		42%	39%	52%	45%

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

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

Cancer Alliance results

Care from your general practice



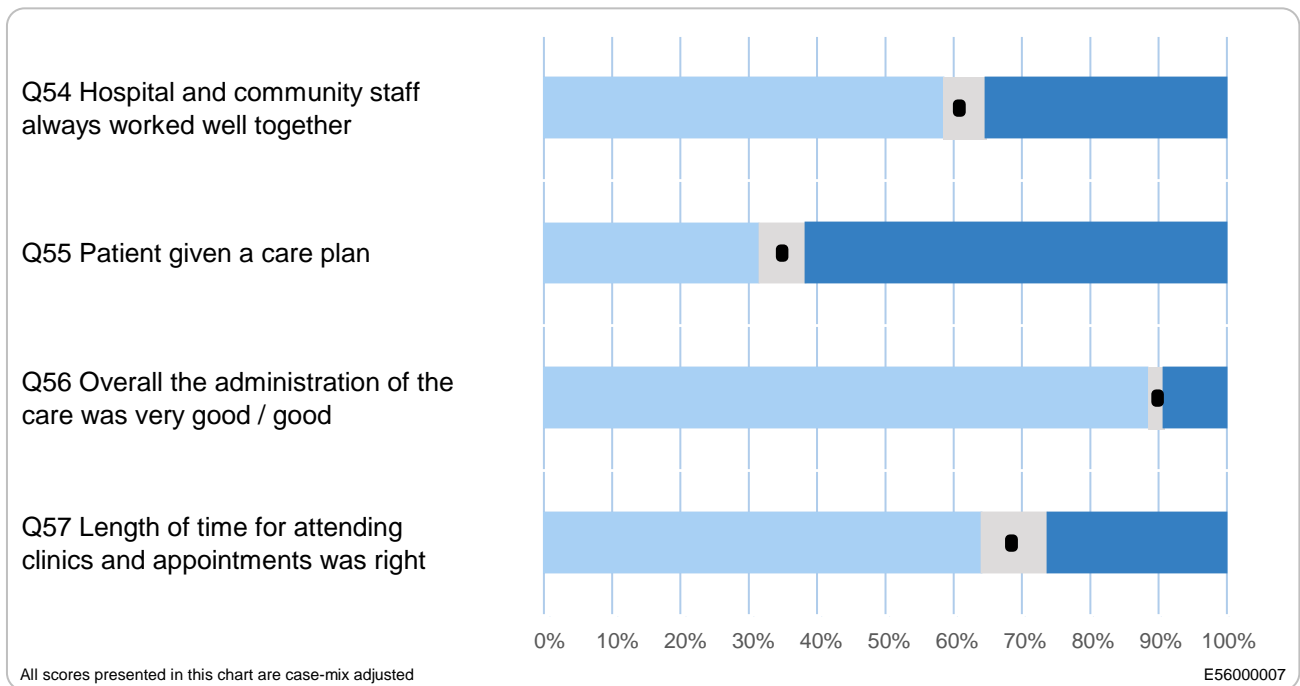
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	6,564	95%	6,148	94%		94%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	5,673	61%	5,329	60%		60%	57%	64%	60%

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Cancer Alliance results

Your overall NHS care (Part 1 of 2)



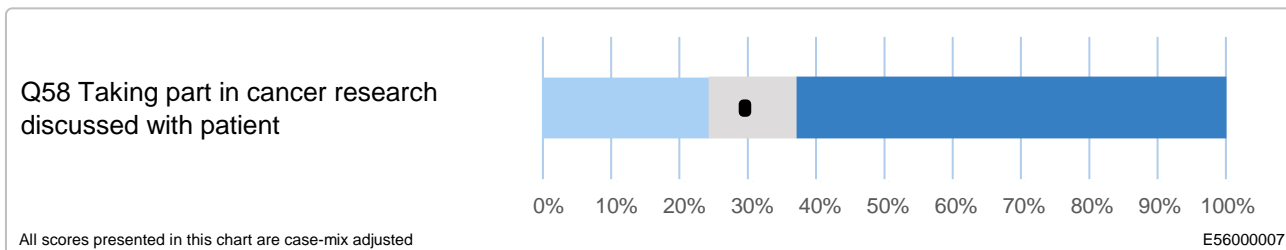
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	7,853	61%	7,489	61%		61%	59%	65%	62%
Q55 Patient given a care plan	6,308	36%	5,922	35%		35%	32%	38%	35%
Q56 Overall the administration of the care was very good / good	8,122	90%	7,704	90%		90%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	8,035	65%	7,651	68%	↑	68%	64%	74%	69%

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

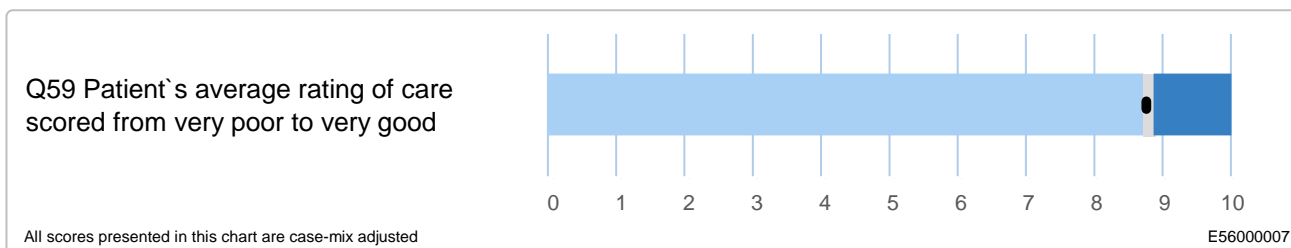
* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q58 Taking part in cancer research discussed with patient	7,772	27%	7,299	29%	↑	29%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q59 Patient's average rating of care scored from very poor to very good	7,959	8.7	7,548	8.8		8.8	8.7	8.9	8.8

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

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

Comparisons by tumour group for this Cancer Alliance

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

Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	68%	86%	82%
Breast	93%	94%	89%	90%
Colorectal / LGT	74%	72%	84%	82%
Gynaecological	77%	76%	77%	81%
Haematological	65%	64%	83%	82%
Head and Neck	72%	77%	77%	79%
Lung	67%	68%	82%	83%
Prostate	78%	79%	84%	87%
Sarcoma	49%	67%	57%	67%
Skin	90%	90%	89%	86%
Upper Gastro	70%	72%	80%	79%
Urological	78%	82%	87%	86%
Other	68%	72%	78%	79%
All Cancers	76%	77%	84%	84%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
West Midlands

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 CA %	National	This CA %	National	This CA %	National
Brain / CNS	89%	95%	82%	86%	70%	77%
Breast	95%	95%	90%	92%	83%	83%
Colorectal / LGT	95%	96%	88%	88%	82%	82%
Gynaecological	92%	93%	82%	86%	75%	76%
Haematological	94%	94%	89%	89%	78%	76%
Head and Neck	87%	91%	82%	86%	69%	77%
Lung	96%	95%	86%	88%	81%	78%
Prostate	95%	94%	86%	87%	80%	81%
Sarcoma	89%	91%	75%	79%	75%	75%
Skin	93%	95%	86%	87%	84%	84%
Upper Gastro	92%	93%	84%	84%	78%	75%
Urological	94%	94%	86%	88%	77%	79%
Other	95%	95%	84%	87%	78%	77%
All Cancers	94%	95%	87%	88%	79%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	81%	83%	68%	79%	74%	65%	60%	65%
Breast	87%	84%	89%	89%	76%	78%	76%	77%
Colorectal / LGT	85%	82%	87%	86%	79%	79%	75%	72%
Gynaecological	75%	71%	80%	82%	71%	73%	68%	71%
Haematological	76%	72%	86%	83%	58%	59%	77%	76%
Head and Neck	67%	73%	83%	85%	71%	74%	59%	65%
Lung	81%	77%	83%	83%	73%	75%	69%	65%
Prostate	81%	79%	83%	85%	77%	79%	81%	82%
Sarcoma	73%	70%	73%	82%	70%	67%	64%	59%
Skin	65%	66%	86%	88%	78%	81%	79%	83%
Upper Gastro	79%	78%	81%	80%	75%	73%	68%	66%
Urological	75%	73%	81%	83%	75%	77%	68%	73%
Other	78%	75%	84%	82%	69%	71%	65%	64%
All Cancers	80%	77%	85%	85%	72%	73%	73%	73%

§ These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	70%	81%	72%	75%	56%	65%
Breast	83%	84%	76%	75%	69%	70%
Colorectal / LGT	86%	86%	77%	77%	69%	71%
Gynaecological	84%	84%	76%	76%	65%	67%
Haematological	81%	80%	70%	70%	67%	65%
Head and Neck	78%	84%	70%	69%	57%	67%
Lung	86%	84%	75%	75%	68%	69%
Prostate	78%	83%	69%	73%	59%	65%
Sarcoma	81%	78%	86%	71%	63%	63%
Skin	89%	88%	72%	77%	75%	73%
Upper Gastro	83%	82%	72%	71%	66%	65%
Urological	81%	82%	69%	71%	57%	62%
Other	80%	80%	75%	72%	63%	64%
All Cancers	82%	83%	74%	73%	65%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	48%	55%	69%	75%
Breast	58%	57%	77%	79%
Colorectal / LGT	58%	59%	81%	81%
Gynaecological	54%	54%	77%	79%
Haematological	52%	50%	77%	77%
Head and Neck	55%	58%	79%	77%
Lung	58%	54%	77%	79%
Prostate	62%	64%	79%	81%
Sarcoma	72%	53%	80%	77%
Skin	65%	66%	84%	86%
Upper Gastro	50%	52%	75%	77%
Urological	50%	53%	73%	76%
Other	52%	51%	73%	75%
All Cancers	56%	56%	77%	79%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
West Midlands**

Clinical Nurse Specialist

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

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
West Midlands

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	81%	88%	82%	82%	70%	74%	72%	78%
Breast	90%	90%	85%	86%	65%	62%	85%	81%
Colorectal / LGT	86%	86%	83%	83%	61%	55%	85%	84%
Gynaecological	83%	85%	82%	81%	62%	59%	73%	77%
Haematological	81%	84%	84%	83%	58%	59%	85%	86%
Head and Neck	76%	84%	76%	82%	52%	61%	76%	82%
Lung	83%	85%	77%	80%	70%	69%	86%	85%
Prostate	84%	89%	81%	85%	47%	49%	77%	79%
Sarcoma	73%	79%	76%	74%	47%	53%	80%	74%
Skin	78%	87%	79%	83%	40%	56%	55%	62%
Upper Gastro	79%	84%	84%	82%	63%	61%	79%	84%
Urological	75%	78%	70%	74%	35%	39%	66%	71%
Other	77%	82%	77%	78%	49%	57%	81%	81%
All Cancers	83%	86%	82%	82%	58%	58%	81%	81%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
West Midlands**

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA §	National	This CA §	National
Brain / CNS	88%	93%	75%	76%
Breast	97%	97%	79%	79%
Colorectal / LGT	96%	96%	82%	83%
Gynaecological	95%	96%	72%	80%
Haematological	91%	93%	78%	75%
Head and Neck	96%	96%	73%	77%
Lung	93%	95%	74%	78%
Prostate	95%	96%	80%	78%
Sarcoma	97%	94%	85%	78%
Skin	95%	96%	83%	84%
Upper Gastro	98%	96%	75%	78%
Urological	95%	95%	73%	76%
Other	96%	95%	75%	78%
All Cancers	96%	96%	78%	79%

§ These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	60%	75%	65%	84%	52%	67%	60%	71%
Breast	87%	89%	85%	87%	74%	76%	78%	78%
Colorectal / LGT	78%	78%	86%	86%	72%	73%	70%	71%
Gynaecological	86%	86%	86%	86%	71%	74%	68%	72%
Haematological	78%	81%	81%	81%	76%	75%	75%	75%
Head and Neck	88%	81%	88%	84%	71%	73%	76%	72%
Lung	75%	76%	77%	82%	72%	75%	77%	76%
Prostate	80%	86%	89%	90%	73%	75%	76%	81%
Sarcoma	84%	81%	80%	81%	67%	69%	64%	70%
Skin	91%	89%	89%	90%	71%	79%	80%	83%
Upper Gastro	74%	74%	78%	83%	63%	71%	65%	71%
Urological	74%	80%	83%	86%	65%	69%	75%	78%
Other	80%	80%	82%	81%	69%	71%	71%	72%
All Cancers	81%	82%	84%	85%	71%	73%	74%	76%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	65%	64%	60%	68%	73%	81%	35%	46%
Breast	69%	70%	62%	64%	87%	87%	57%	56%
Colorectal / LGT	61%	62%	69%	71%	83%	85%	54%	53%
Gynaecological	60%	65%	61%	65%	81%	82%	50%	52%
Haematological	58%	63%	65%	69%	85%	86%	51%	55%
Head and Neck	61%	63%	65%	68%	83%	85%	50%	53%
Lung	65%	69%	64%	72%	82%	84%	37%	49%
Prostate	69%	71%	69%	69%	86%	89%	45%	53%
Sarcoma	50%	61%	67%	65%	80%	83%	43%	48%
Skin	77%	76%	62%	71%	87%	89%	44%	58%
Upper Gastro	58%	63%	70%	76%	84%	84%	44%	50%
Urological	63%	69%	73%	72%	84%	85%	42%	46%
Other	58%	62%	70%	69%	83%	83%	47%	48%
All Cancers	64%	66%	66%	69%	84%	86%	50%	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 CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	74%	85%	73%	84%	*	79%	91%	93%
Breast	85%	87%	88%	90%	93%	92%	96%	96%
Colorectal / LGT	84%	85%	86%	87%	85%	84%	95%	94%
Gynaecological	83%	84%	86%	87%	88%	87%	93%	93%
Haematological	82%	82%	91%	90%	83%	80%	96%	96%
Head and Neck	79%	82%	88%	87%	81%	85%	91%	92%
Lung	79%	85%	91%	89%	77%	83%	90%	92%
Prostate	84%	86%	90%	91%	85%	89%	91%	95%
Sarcoma	86%	85%	84%	87%	78%	77%	91%	92%
Skin	86%	87%	94%	93%	91%	91%	98%	96%
Upper Gastro	77%	82%	79%	87%	82%	82%	92%	94%
Urological	81%	82%	89%	89%	84%	86%	89%	91%
Other	80%	83%	84%	88%	82%	81%	93%	93%
All Cancers	83%	84%	88%	89%	86%	86%	94%	94%

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	54%	67%	97%	97%	*	91%	*	59%
Breast	70%	71%	96%	96%	88%	88%	57%	59%
Colorectal / LGT	74%	74%	96%	96%	83%	85%	50%	58%
Gynaecological	67%	69%	95%	96%	88%	85%	66%	65%
Haematological	73%	73%	97%	97%	82%	83%	50%	60%
Head and Neck	63%	70%	92%	96%	75%	86%	63%	64%
Lung	64%	70%	95%	95%	84%	86%	57%	58%
Prostate	68%	74%	97%	96%	87%	88%	52%	59%
Sarcoma	64%	70%	96%	95%	*	81%	*	53%
Skin	69%	72%	97%	96%	*	77%	*	70%
Upper Gastro	69%	70%	95%	95%	83%	86%	40%	56%
Urological	67%	66%	96%	96%	91%	84%	50%	54%
Other	65%	68%	96%	95%	88%	87%	50%	59%
All Cancers	69%	71%	96%	96%	86%	87%	55%	59%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	84%	83%	57%	63%
Breast	84%	83%	60%	62%
Colorectal / LGT	86%	84%	64%	66%
Gynaecological	82%	86%	66%	67%
Haematological	84%	84%	73%	75%
Head and Neck	79%	78%	67%	58%
Lung	88%	85%	67%	69%
Prostate	87%	86%	69%	69%
Sarcoma	82%	79%	57%	67%
Skin	*	87%	*	81%
Upper Gastro	85%	84%	59%	64%
Urological	84%	84%	70%	69%
Other	85%	85%	65%	69%
All Cancers	85%	84%	66%	68%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
West Midlands**

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	43%	57%	39%	49%	*	44%
Breast	57%	59%	50%	53%	39%	42%
Colorectal / LGT	61%	62%	60%	62%	50%	52%
Gynaecological	56%	57%	46%	47%	40%	38%
Haematological	60%	61%	55%	52%	43%	45%
Head and Neck	61%	63%	48%	56%	43%	50%
Lung	57%	58%	44%	51%	35%	42%
Prostate	57%	60%	42%	50%	40%	44%
Sarcoma	58%	57%	53%	49%	46%	43%
Skin	63%	67%	60%	61%	54%	59%
Upper Gastro	58%	59%	49%	53%	44%	45%
Urological	55%	58%	43%	48%	37%	45%
Other	55%	56%	52%	53%	42%	45%
All Cancers	58%	59%	51%	53%	42%	45%

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017
West Midlands**

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA §	National	This CA §	National
Brain / CNS	97%	94%	48%	52%
Breast	95%	96%	60%	61%
Colorectal / LGT	95%	95%	63%	60%
Gynaecological	94%	95%	54%	56%
Haematological	95%	96%	57%	58%
Head and Neck	86%	93%	59%	60%
Lung	94%	95%	60%	60%
Prostate	95%	96%	64%	67%
Sarcoma	96%	94%	65%	55%
Skin	93%	96%	69%	69%
Upper Gastro	94%	93%	59%	60%
Urological	95%	95%	63%	62%
Other	93%	95%	57%	58%
All Cancers	94%	95%	60%	60%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	43%	53%	37%	35%	75%	85%	70%	68%
Breast	61%	62%	39%	38%	90%	91%	67%	68%
Colorectal / LGT	62%	61%	38%	38%	90%	89%	69%	71%
Gynaecological	53%	58%	30%	31%	89%	89%	63%	67%
Haematological	66%	63%	34%	34%	93%	92%	67%	65%
Head and Neck	61%	59%	39%	35%	85%	88%	66%	68%
Lung	58%	63%	36%	33%	89%	90%	69%	71%
Prostate	64%	66%	32%	36%	89%	89%	74%	74%
Sarcoma	48%	55%	41%	30%	88%	87%	64%	65%
Skin	70%	70%	48%	44%	88%	89%	75%	75%
Upper Gastro	54%	57%	35%	34%	87%	87%	69%	68%
Urological	60%	63%	29%	30%	87%	87%	76%	75%
Other	56%	57%	30%	30%	89%	88%	63%	65%
All Cancers	61%	62%	35%	35%	90%	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 CA %	National	This CA %	National
Brain / CNS	29%	33%	8.2	8.5
Breast	32%	31%	8.8	8.9
Colorectal / LGT	27%	30%	8.8	8.8
Gynaecological	26%	36%	8.6	8.8
Haematological	34%	33%	8.9	8.9
Head and Neck	13%	18%	8.5	8.7
Lung	36%	36%	8.7	8.7
Prostate	39%	35%	8.8	8.8
Sarcoma	27%	39%	8.3	8.6
Skin	13%	18%	8.9	8.9
Upper Gastro	34%	34%	8.6	8.7
Urological	17%	20%	8.7	8.7
Other	26%	33%	8.6	8.7
All Cancers	29%	31%	8.8	8.8

§ These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
E56000007	13,325	821	12,504	4,310	362	7,832	59%

Respondents by tumour group

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

Tumour Group	Number of respondents*
Brain / CNS	37
Breast	1,630
Gynaecological	448
Colorectal / LGT	1,039
Lung	385
Skin	174
Haematological	1,318
Upper Gastro	347
Other	801
Urological	620
Prostate	772
Sarcoma	60
Head and Neck	201

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

Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	9	27	48	205	683	1,425	1,013	193	3,603
Female	9	41	210	664	959	1,355	833	158	4,229
Total	18	68	258	869	1,642	2,780	1,846	351	7,832

National Cancer Patient Experience Survey 2017

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Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RLT	George Eliot Hospital NHS Trust		43	9
RJC	South Warwickshire NHS Foundation Trust	2	44	6
RXW	The Shrewsbury and Telford Hospital NHS Trust		49	3
RBK	Walsall Healthcare NHS Trust	4	46	2
RLQ	Wye Valley NHS Trust	3	48	1
RJE	University Hospitals of North Midlands NHS Trust	6	44	2
RJF	Burton Hospitals NHS Foundation Trust	4	48	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	6	44	2
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	4	40	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	6	44	2
RR1	Heart of England NHS Foundation Trust	6	45	1
RNA	The Dudley Group NHS Foundation Trust	7	45	
RRK	University Hospitals Birmingham NHS Foundation Trust	11	38	3
RL4	The Royal Wolverhampton NHS Trust	10	41	1
RWP	Worcestershire Acute Hospitals NHS Trust	11	40	1
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	<i>All scored questions suppressed for this organisation</i>		

National Cancer Patient Experience Survey 2017
West Midlands

Annex (continued)
Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	66,563	8.80	
E56000007	West Midlands	7,548	8.76	
RLT	George Eliot Hospital NHS Trust	153	9.17	
RXW	The Shrewsbury and Telford Hospital NHS Trust	540	8.88	
RJC	South Warwickshire NHS Foundation Trust	362	8.86	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	817	8.82	
RR1	Heart of England NHS Foundation Trust	682	8.82	
RJF	Burton Hospitals NHS Foundation Trust	302	8.78	
RRK	University Hospitals Birmingham NHS Foundation Trust	648	8.78	
RL4	The Royal Wolverhampton NHS Trust	605	8.75	
RBK	Walsall Healthcare NHS Trust	226	8.73	
RWP	Worcestershire Acute Hospitals NHS Trust	927	8.72	
RJE	University Hospitals of North Midlands NHS Trust	994	8.70	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	30	8.69	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	429	8.66	
RLQ	Wye Valley NHS Trust	173	8.57	
RNA	The Dudley Group NHS Foundation Trust	454	8.53	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	10	* Score suppressed	

National Cancer Patient Experience Survey 2017
West Midlands

Annex (continued)
Dashboard Questions - Trusts

Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E56000007	West Midlands	7,525	77.2%	
RLQ	Wye Valley NHS Trust	176	83.6%	
RLT	George Eliot Hospital NHS Trust	156	83.1%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	30	82.1%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	540	79.5%	
RJF	Burton Hospitals NHS Foundation Trust	305	78.5%	
RRK	University Hospitals Birmingham NHS Foundation Trust	661	77.9%	
RJE	University Hospitals of North Midlands NHS Trust	983	77.7%	
RL4	The Royal Wolverhampton NHS Trust	602	77.1%	
RBK	Walsall Healthcare NHS Trust	227	76.9%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	814	76.8%	
RJC	South Warwickshire NHS Foundation Trust	370	76.6%	
RWP	Worcestershire Acute Hospitals NHS Trust	911	76.2%	
RNA	The Dudley Group NHS Foundation Trust	440	76.0%	
RR1	Heart of England NHS Foundation Trust	688	75.8%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	430	74.1%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	10	* Score suppressed	

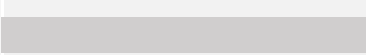

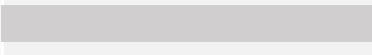
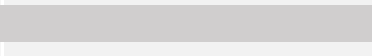
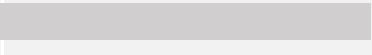
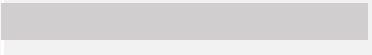


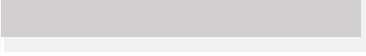
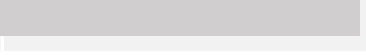
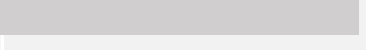
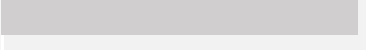
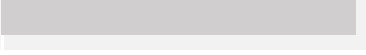
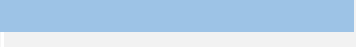
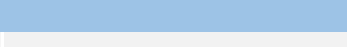
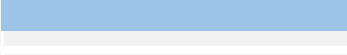
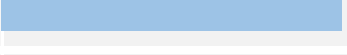
National Cancer Patient Experience Survey 2017

West Midlands

Annex (continued)

Dashboard Questions - Trusts

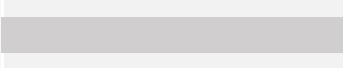
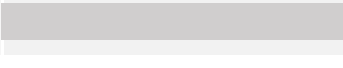


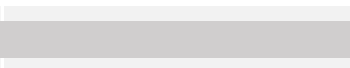
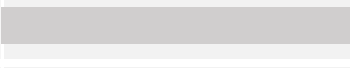

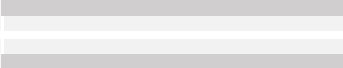
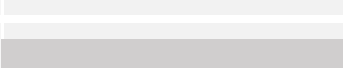
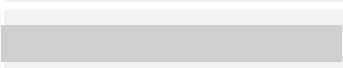
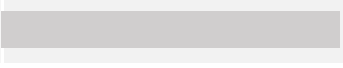
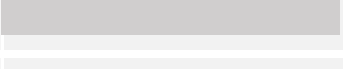

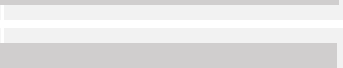
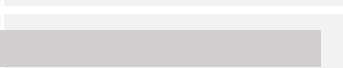


Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	65,693	91.3%	
E56000007	West Midlands	7,385	89.6%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	813	93.8%	
RBK	Walsall Healthcare NHS Trust	229	93.4%	
RJE	University Hospitals of North Midlands NHS Trust	979	92.6%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	423	91.7%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	31	90.9%	
RRK	University Hospitals Birmingham NHS Foundation Trust	633	90.1%	
RLQ	Wye Valley NHS Trust	171	89.9%	
RLT	George Eliot Hospital NHS Trust	154	89.9%	
RJF	Burton Hospitals NHS Foundation Trust	301	89.6%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	527	89.2%	
RR1	Heart of England NHS Foundation Trust	662	88.8%	
RWP	Worcestershire Acute Hospitals NHS Trust	899	88.4%	
RL4	The Royal Wolverhampton NHS Trust	596	86.7%	
RNA	The Dudley Group NHS Foundation Trust	429	86.5%	
RJC	South Warwickshire NHS Foundation Trust	354	85.3%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	10	* Score suppressed	

National Cancer Patient Experience Survey 2017
West Midlands

Annex (continued)
Dashboard Questions - Trusts

Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E56000007	West Midlands	5,887	86.8%	
RLT	George Eliot Hospital NHS Trust	131	95.3%	
RJC	South Warwickshire NHS Foundation Trust	277	91.9%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	714	88.9%	
RRK	University Hospitals Birmingham NHS Foundation Trust	500	88.8%	
RR1	Heart of England NHS Foundation Trust	509	87.9%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	354	86.2%	
RLQ	Wye Valley NHS Trust	133	85.9%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	411	85.7%	
RNA	The Dudley Group NHS Foundation Trust	316	85.3%	
RBK	Walsall Healthcare NHS Trust	188	84.7%	
RJF	Burton Hospitals NHS Foundation Trust	233	84.7%	
RJE	University Hospitals of North Midlands NHS Trust	826	84.7%	
RWP	Worcestershire Acute Hospitals NHS Trust	690	84.7%	
RL4	The Royal Wolverhampton NHS Trust	462	84.1%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	23	80.1%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	7	* Score suppressed	

National Cancer Patient Experience Survey 2017
West Midlands

Annex (continued)
Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E56000007	West Midlands	4,713	87.6%	
RJC	South Warwickshire NHS Foundation Trust	198	91.1%	
RJF	Burton Hospitals NHS Foundation Trust	200	90.4%	
RLT	George Eliot Hospital NHS Trust	79	89.7%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	312	89.1%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	261	88.6%	
RL4	The Royal Wolverhampton NHS Trust	373	88.3%	
RJE	University Hospitals of North Midlands NHS Trust	637	87.3%	
RNA	The Dudley Group NHS Foundation Trust	293	87.2%	
RRK	University Hospitals Birmingham NHS Foundation Trust	497	86.8%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	547	86.8%	
RLQ	Wye Valley NHS Trust	88	86.5%	
RR1	Heart of England NHS Foundation Trust	447	86.5%	
RWP	Worcestershire Acute Hospitals NHS Trust	514	86.3%	
RBK	Walsall Healthcare NHS Trust	137	85.3%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	30	78.7%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9	* Score suppressed	

National Cancer Patient Experience Survey 2017
West Midlands

Annex (continued)
Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000007	West Midlands	4,504	93.6%	
RBK	Walsall Healthcare NHS Trust	132	97.0%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	250	95.7%	
RLT	George Eliot Hospital NHS Trust	76	95.7%	
RRK	University Hospitals Birmingham NHS Foundation Trust	471	94.5%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	526	94.1%	
RWP	Worcestershire Acute Hospitals NHS Trust	485	94.0%	
RLQ	Wye Valley NHS Trust	83	93.9%	
RJE	University Hospitals of North Midlands NHS Trust	607	93.9%	
RJF	Burton Hospitals NHS Foundation Trust	190	93.2%	
RL4	The Royal Wolverhampton NHS Trust	363	92.9%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	297	92.5%	
RNA	The Dudley Group NHS Foundation Trust	279	92.2%	
RR1	Heart of England NHS Foundation Trust	427	92.1%	
RJC	South Warwickshire NHS Foundation Trust	194	90.4%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	26	89.7%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	8	* Score suppressed	

National Cancer Patient Experience Survey 2017

West Midlands

Annex (continued)

Dashboard Questions - Trusts

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	45,919	60.4%	
E56000007	West Midlands	5,329	60.0%	
RLT	George Eliot Hospital NHS Trust	96	71.2%	
RJC	South Warwickshire NHS Foundation Trust	253	67.1%	
RXW	The Shrewsbury and Telford Hospital NHS Trust	392	64.6%	
RWP	Worcestershire Acute Hospitals NHS Trust	684	64.4%	
RLQ	Wye Valley NHS Trust	124	63.3%	
RKB	University Hospitals Coventry and Warwickshire NHS Trust	546	61.4%	
RNA	The Dudley Group NHS Foundation Trust	295	58.2%	
RR1	Heart of England NHS Foundation Trust	490	58.2%	
RJE	University Hospitals of North Midlands NHS Trust	700	57.8%	
RJF	Burton Hospitals NHS Foundation Trust	206	57.7%	
RRK	University Hospitals Birmingham NHS Foundation Trust	461	57.2%	
RL4	The Royal Wolverhampton NHS Trust	414	55.9%	
RBK	Walsall Healthcare NHS Trust	176	55.2%	
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	22	53.8%	
RXK	Sandwell and West Birmingham Hospitals NHS Trust	304	53.6%	
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	9	* Score suppressed	

National Cancer Patient Experience Survey 2017

West Midlands

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
05H	NHS Warwickshire North CCG		46	6
05N	NHS Shropshire CCG		46	6
04Y	NHS Cannock Chase CCG		49	3
05A	NHS Coventry and Rugby CCG	3	44	5
05G	NHS North Staffordshire CCG	1	48	3
05X	NHS Telford and Wrekin CCG	1	48	3
05D	NHS East Staffordshire CCG		51	1
05R	NHS South Warwickshire CCG	4	43	5
13P	NHS Birmingham CrossCity CCG	4	46	2
04X	NHS Birmingham South and Central CCG	4	47	1
05J	NHS Redditch and Bromsgrove CCG	5	46	1
05L	NHS Sandwell and West Birmingham CCG	7	42	3
06D	NHS Wyre Forest CCG	5	46	1
05W	NHS Stoke on Trent CCG	7	44	1
05C	NHS Dudley CCG	8	43	1
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	8	43	1
05Y	NHS Walsall CCG	9	42	1
06A	NHS Wolverhampton CCG	9	42	1
05T	NHS South Worcestershire CCG	11	39	2
05V	NHS Stafford and Surrounds CCG	9	43	
05F	NHS Herefordshire CCG	13	39	
05P	NHS Solihull CCG	21	31	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - CCGs

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

Code	Name	Base	Score	
All	National	66,563	8.80	
E56000007	West Midlands	7,548	8.76	
05H	NHS Warwickshire North CCG	237	9.08	
05X	NHS Telford and Wrekin CCG	206	8.92	
05N	NHS Shropshire CCG	447	8.90	
04Y	NHS Cannock Chase CCG	202	8.86	
05A	NHS Coventry and Rugby CCG	631	8.85	
05R	NHS South Warwickshire CCG	474	8.84	
05D	NHS East Staffordshire CCG	199	8.83	
13P	NHS Birmingham Crosscity CCG	593	8.82	
06A	NHS Wolverhampton CCG	317	8.81	
06D	NHS Wyre Forest CCG	206	8.80	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	333	8.76	
05J	NHS Redditch and Bromsgrove CCG	284	8.74	
05L	NHS Sandwell and West Birmingham CCG	384	8.74	
05G	NHS North Staffordshire CCG	336	8.74	
05T	NHS South Worcestershire CCG	548	8.73	
05Y	NHS Walsall CCG	328	8.71	
05W	NHS Stoke On Trent CCG	315	8.69	
05V	NHS Stafford and Surrounds CCG	292	8.65	
04X	NHS Birmingham South and Central CCG	117	8.61	
05P	NHS Solihull CCG	258	8.57	
05C	NHS Dudley CCG	478	8.56	
05F	NHS Herefordshire CCG	363	8.50	

**National Cancer Patient Experience Survey 2017
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**Annex (continued)
Dashboard Questions - CCGs**

Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000007	West Midlands	7,525	77.2%	
05J	NHS Redditch and Bromsgrove CCG	277	82.5%	
04Y	NHS Cannock Chase CCG	202	81.8%	
05H	NHS Warwickshire North CCG	242	81.7%	
05X	NHS Telford and Wrekin CCG	204	81.7%	
05D	NHS East Staffordshire CCG	196	81.0%	
05N	NHS Shropshire CCG	447	79.4%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	335	78.8%	
05W	NHS Stoke On Trent CCG	310	78.1%	
05F	NHS Herefordshire CCG	361	77.5%	
05Y	NHS Walsall CCG	333	77.0%	
05A	NHS Coventry and Rugby CCG	630	77.0%	
05G	NHS North Staffordshire CCG	333	76.8%	
06A	NHS Wolverhampton CCG	311	76.7%	
13P	NHS Birmingham Crosscity CCG	607	76.6%	
05T	NHS South Worcestershire CCG	542	76.6%	
05R	NHS South Warwickshire CCG	479	76.5%	
04X	NHS Birmingham South and Central CCG	119	76.3%	
05C	NHS Dudley CCG	465	75.2%	
05L	NHS Sandwell and West Birmingham CCG	380	75.0%	
05V	NHS Stafford and Surrounds CCG	292	74.4%	
06D	NHS Wyre Forest CCG	203	73.3%	
05P	NHS Solihull CCG	257	70.5%	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - CCGs

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000007	West Midlands	7,385	89.6%	
05A	NHS Coventry and Rugby CCG	629	94.1%	
05G	NHS North Staffordshire CCG	333	94.1%	
05W	NHS Stoke On Trent CCG	309	93.3%	
05L	NHS Sandwell and West Birmingham CCG	382	93.1%	
05Y	NHS Walsall CCG	328	92.3%	
13P	NHS Birmingham Crosscity CCG	582	91.4%	
05D	NHS East Staffordshire CCG	195	90.7%	
05J	NHS Redditch and Bromsgrove CCG	277	89.9%	
05X	NHS Telford and Wrekin CCG	206	89.5%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	331	89.5%	
05N	NHS Shropshire CCG	435	89.4%	
04Y	NHS Cannock Chase CCG	198	89.2%	
05V	NHS Stafford and Surrounds CCG	285	88.9%	
05H	NHS Warwickshire North CCG	238	88.6%	
05T	NHS South Worcestershire CCG	531	88.4%	
05R	NHS South Warwickshire CCG	459	88.0%	
05P	NHS Solihull CCG	248	87.1%	
05C	NHS Dudley CCG	451	86.8%	
06D	NHS Wyre Forest CCG	197	86.8%	
06A	NHS Wolverhampton CCG	306	86.3%	
04X	NHS Birmingham South and Central CCG	116	84.9%	
05F	NHS Herefordshire CCG	349	81.8%	

**National Cancer Patient Experience Survey 2017
West Midlands**

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

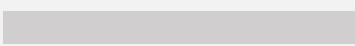
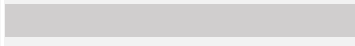
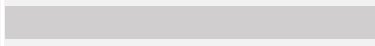
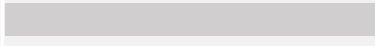


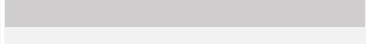


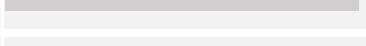
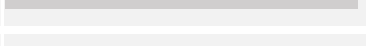
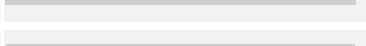

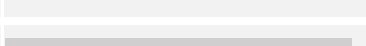
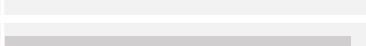
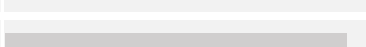
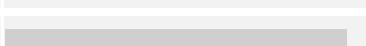
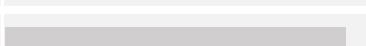
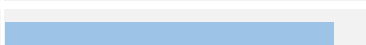

Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000007	West Midlands	5,887	86.8%	
05H	NHS Warwickshire North CCG	198	91.9%	
05R	NHS South Warwickshire CCG	374	91.1%	
05A	NHS Coventry and Rugby CCG	554	89.5%	
04Y	NHS Cannock Chase CCG	161	88.6%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	258	88.4%	
04X	NHS Birmingham South and Central CCG	91	88.3%	
06D	NHS Wyre Forest CCG	144	88.3%	
05N	NHS Shropshire CCG	341	88.2%	
13P	NHS Birmingham Crosscity CCG	458	87.3%	
05F	NHS Herefordshire CCG	247	86.9%	
05W	NHS Stoke On Trent CCG	269	86.3%	
06A	NHS Wolverhampton CCG	238	86.0%	
05D	NHS East Staffordshire CCG	157	85.5%	
05G	NHS North Staffordshire CCG	281	85.5%	
05L	NHS Sandwell and West Birmingham CCG	319	85.3%	
05Y	NHS Walsall CCG	271	85.1%	
05T	NHS South Worcestershire CCG	406	84.9%	
05J	NHS Redditch and Bromsgrove CCG	219	84.9%	
05P	NHS Solihull CCG	187	84.4%	
05C	NHS Dudley CCG	332	83.7%	
05X	NHS Telford and Wrekin CCG	156	83.5%	
05V	NHS Stafford and Surrounds CCG	226	82.4%	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - CCGs

Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000007	West Midlands	4,713	87.6%	
05D	NHS East Staffordshire CCG	131	92.8%	
05X	NHS Telford and Wrekin CCG	124	92.5%	
05H	NHS Warwickshire North CCG	151	90.4%	
05N	NHS Shropshire CCG	267	89.5%	
05L	NHS Sandwell and West Birmingham CCG	240	89.3%	
05R	NHS South Warwickshire CCG	276	88.9%	
05G	NHS North Staffordshire CCG	226	88.8%	
05C	NHS Dudley CCG	310	88.6%	
13P	NHS Birmingham Crosscity CCG	395	88.4%	
05A	NHS Coventry and Rugby CCG	412	88.2%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	235	87.9%	
04Y	NHS Cannock Chase CCG	130	87.7%	
05T	NHS South Worcestershire CCG	305	87.1%	
06A	NHS Wolverhampton CCG	194	86.8%	
05J	NHS Redditch and Bromsgrove CCG	178	86.5%	
05W	NHS Stoke On Trent CCG	205	86.0%	
04X	NHS Birmingham South and Central CCG	79	85.8%	
05P	NHS Solihull CCG	175	85.0%	
05V	NHS Stafford and Surrounds CCG	176	84.9%	
06D	NHS Wyre Forest CCG	107	84.5%	
05Y	NHS Walsall CCG	208	83.6%	
05F	NHS Herefordshire CCG	189	81.7%	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - CCGs

Q39 Staff told patient who to contact if worried post discharge

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000007	West Midlands	4,504	93.6%	
05D	NHS East Staffordshire CCG	125	96.5%	
04X	NHS Birmingham South and Central CCG	77	95.8%	
05N	NHS Shropshire CCG	250	95.6%	
05L	NHS Sandwell and West Birmingham CCG	231	95.4%	
04Y	NHS Cannock Chase CCG	125	95.4%	
05Y	NHS Walsall CCG	202	94.8%	
05A	NHS Coventry and Rugby CCG	398	94.8%	
05T	NHS South Worcestershire CCG	289	94.7%	
05H	NHS Warwickshire North CCG	146	94.6%	
06D	NHS Wyre Forest CCG	105	94.5%	
13P	NHS Birmingham Crosscity CCG	377	94.3%	
05W	NHS Stoke On Trent CCG	198	93.4%	
05G	NHS North Staffordshire CCG	218	93.1%	
06A	NHS Wolverhampton CCG	187	93.1%	
05J	NHS Redditch and Bromsgrove CCG	168	93.1%	
05C	NHS Dudley CCG	296	92.8%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	224	92.6%	
05F	NHS Herefordshire CCG	176	92.4%	
05V	NHS Stafford and Surrounds CCG	162	91.3%	
05R	NHS South Warwickshire CCG	263	91.2%	
05X	NHS Telford and Wrekin CCG	120	91.1%	
05P	NHS Solihull CCG	167	87.8%	

National Cancer Patient Experience Survey 2017
West Midlands

Annex (continued)
Dashboard Questions - CCGs

Q53 Practice staff definitely did everything they could to support patient

Code	Name	Base	Score	
All	National	45,919	60.4%	
E56000007	West Midlands	5,329	60.0%	
05T	NHS South Worcestershire CCG	418	68.6%	
05N	NHS Shropshire CCG	331	67.6%	
05R	NHS South Warwickshire CCG	334	66.1%	
05D	NHS East Staffordshire CCG	148	65.9%	
05H	NHS Warwickshire North CCG	148	64.3%	
05F	NHS Herefordshire CCG	269	64.0%	
05G	NHS North Staffordshire CCG	243	63.3%	
05X	NHS Telford and Wrekin CCG	141	62.8%	
04X	NHS Birmingham South and Central CCG	90	62.6%	
06D	NHS Wyre Forest CCG	144	61.8%	
05A	NHS Coventry and Rugby CCG	426	59.9%	
05J	NHS Redditch and Bromsgrove CCG	198	58.8%	
13P	NHS Birmingham Crosscity CCG	428	57.7%	
05C	NHS Dudley CCG	309	57.1%	
05Y	NHS Walsall CCG	234	55.8%	
05W	NHS Stoke On Trent CCG	224	55.3%	
05P	NHS Solihull CCG	178	55.1%	
06A	NHS Wolverhampton CCG	223	55.1%	
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	230	54.2%	
05V	NHS Stafford and Surrounds CCG	195	54.0%	
04Y	NHS Cannock Chase CCG	140	53.1%	
05L	NHS Sandwell and West Birmingham CCG	278	50.0%	

Annex (continued)

Methodology

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

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

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

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

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

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

Further information

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

www.ncpes.co.uk

Redevelopment of the 2017 survey

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

Official Statistics

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

Annex (continued)

Scoring methodologies

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

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

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

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

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

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

A copy of the detailed scoring methodology for the 2017 questionnaire is available at: www.ncpes.co.uk

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

Case-mix adjustment

Case-mix adjusted findings have been presented alongside unadjusted results for Cancer Alliances. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Cancer Alliance is performing given their patient population.

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

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

Annex (continued)

Statistical significance

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

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

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

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

www.ncpes.co.uk



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

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

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

Further information on Quality Health is available at:

www.quality-health.co.uk

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

www.ncpes.co.uk