

# **National Cancer Patient Experience Survey**

## **2017 Results**

### **West Yorkshire and Harrogate Cancer Alliance**

### **Published November 2018**

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](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 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					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	2,022	78%	1,928	79%		79%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,738	85%	2,569	86%		86%	82%	86%	84%

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 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](http://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](http://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](http://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\* :

**79%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

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

**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

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

**63%** 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](http://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](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.



**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

**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	Upper limit of expected range	

**Seeing your GP**

Q1	Saw GP once / twice before being told had to go to hospital	1,928	79%	75%	79%	77%
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**Hospital care as an inpatient**

Q32	Always / nearly always enough nurses on duty	1,719	59%	62%	70%	66%
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**Hospital care as a day patient / outpatient**

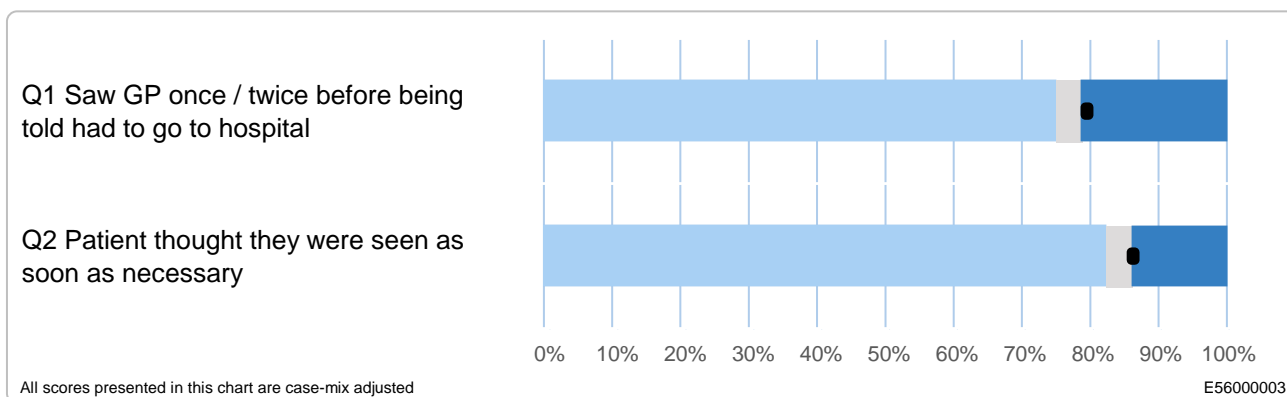
Q42	Doctor had the right notes and other documentation with them	2,280	97%	95%	97%	96%
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**Your overall NHS care**

Q55	Patient given a care plan	1,931	42%	31%	39%	35%
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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	2,022	78%	1,928	79%		79%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	2,738	85%	2,569	86%		86%	82%	86%	84%

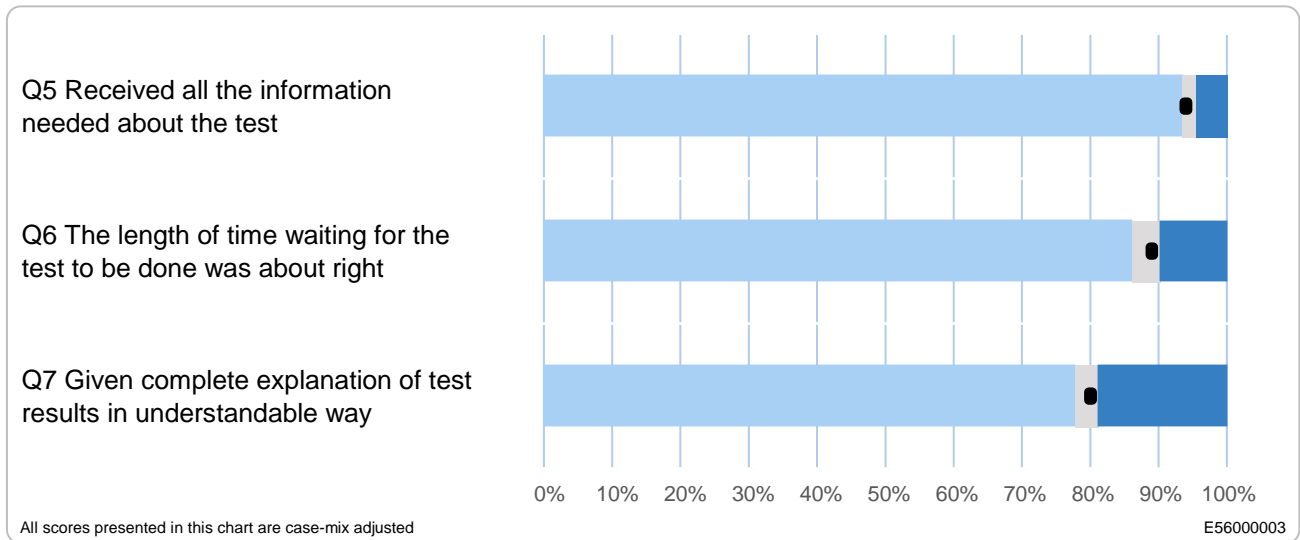
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Diagnostic Tests



Question		Unadjusted Scores				2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper
Number of respondents	Score	Number of respondents	Score	2017 Score	Expected range - lower				
Q5	Received all the information needed about the test	2,376	94%	2,231	94%		94%	96%	95%
Q6	The length of time waiting for the test to be done was about right	2,381	89%	2,266	89%		89%	90%	88%
Q7	Given complete explanation of test results in understandable way	2,388	79%	2,278	80%		80%	81%	79%

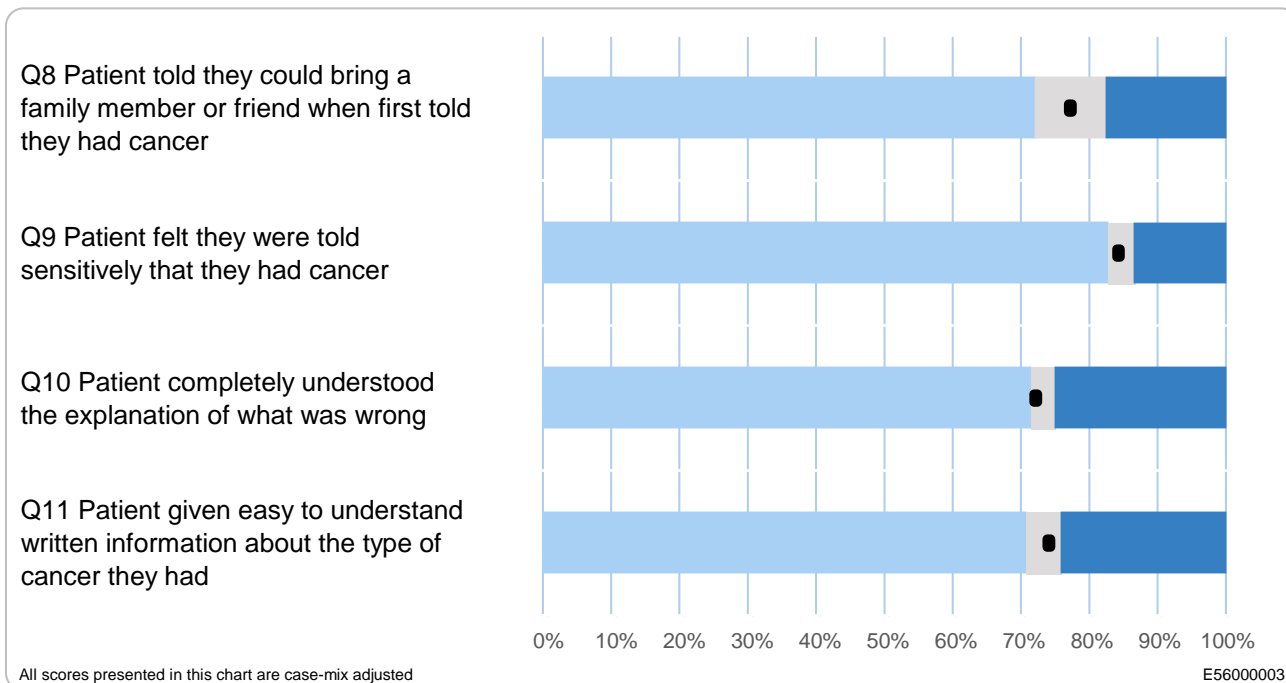
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Finding out what was wrong with you



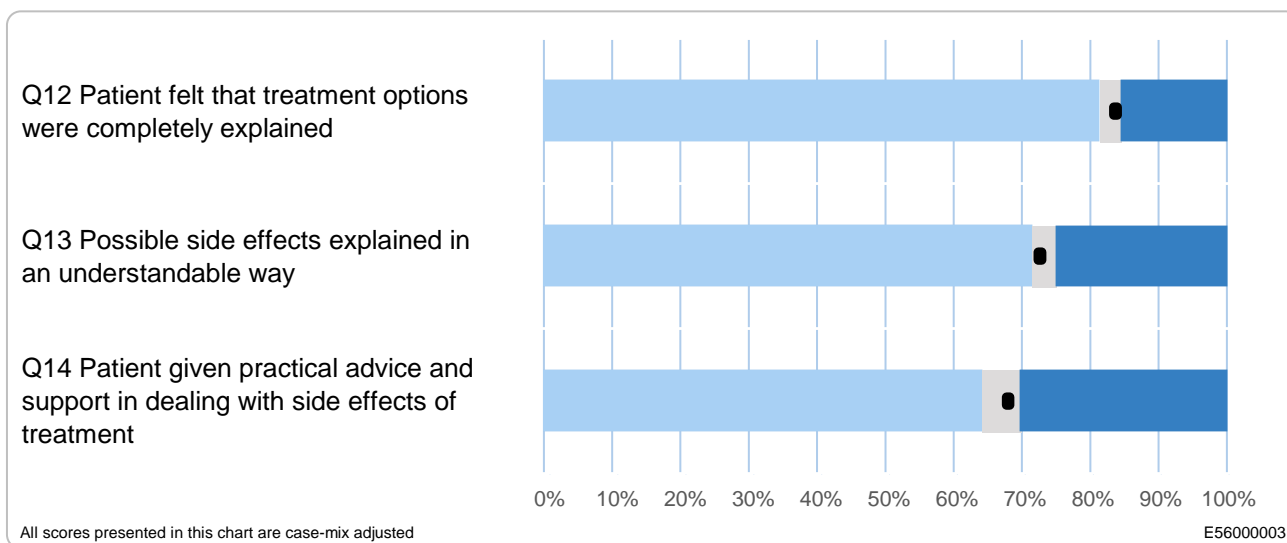
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	2,580	75%	2,392	77%		77%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	2,723	84%	2,553	84%		84%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	2,771	73%	2,595	72%		72%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	2,412	73%	2,279	74%		74%	71%	76%	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)

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

## Cancer Alliance results

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



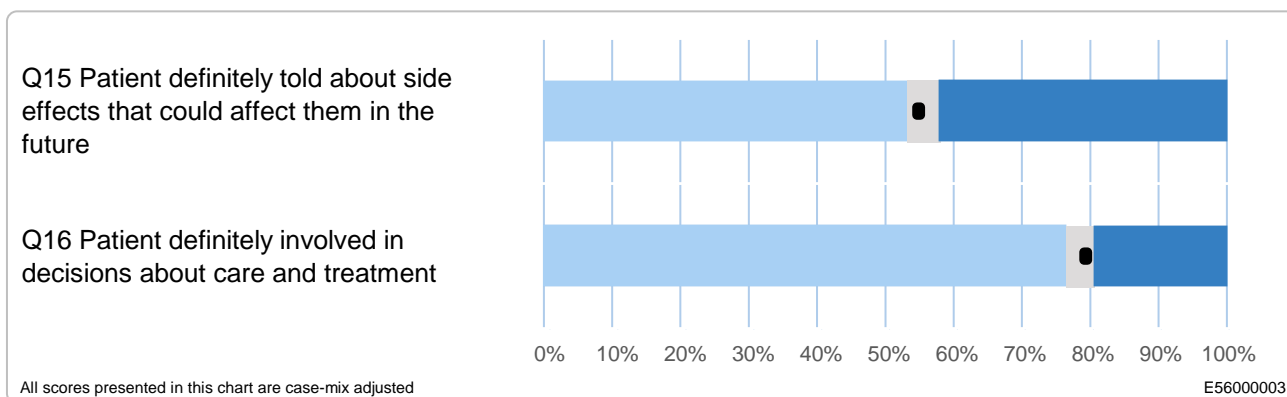
Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q12 Patient felt that treatment options were completely explained	2,406	84%	2,296	84%		83%	81%	84%	83%
Q13 Possible side effects explained in an understandable way	2,626	74%	2,488	73%		72%	72%	75%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	2,651	67%	2,457	68%		68%	64%	70%	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)



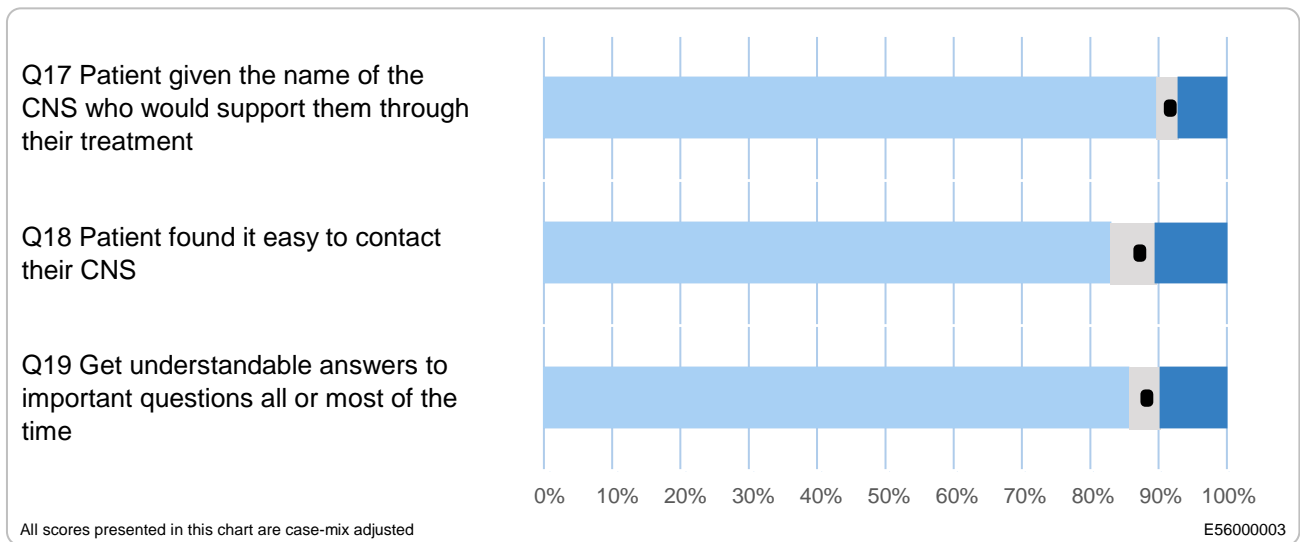
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q15	Patient definitely told about side effects that could affect them in the future	2,463	54%	2,334	55%		53%	58%	56%	
Q16	Patient definitely involved in decisions about care and treatment	2,679	78%	2,504	79%		76%	81%	79%	

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## Cancer Alliance results

### Clinical Nurse Specialist



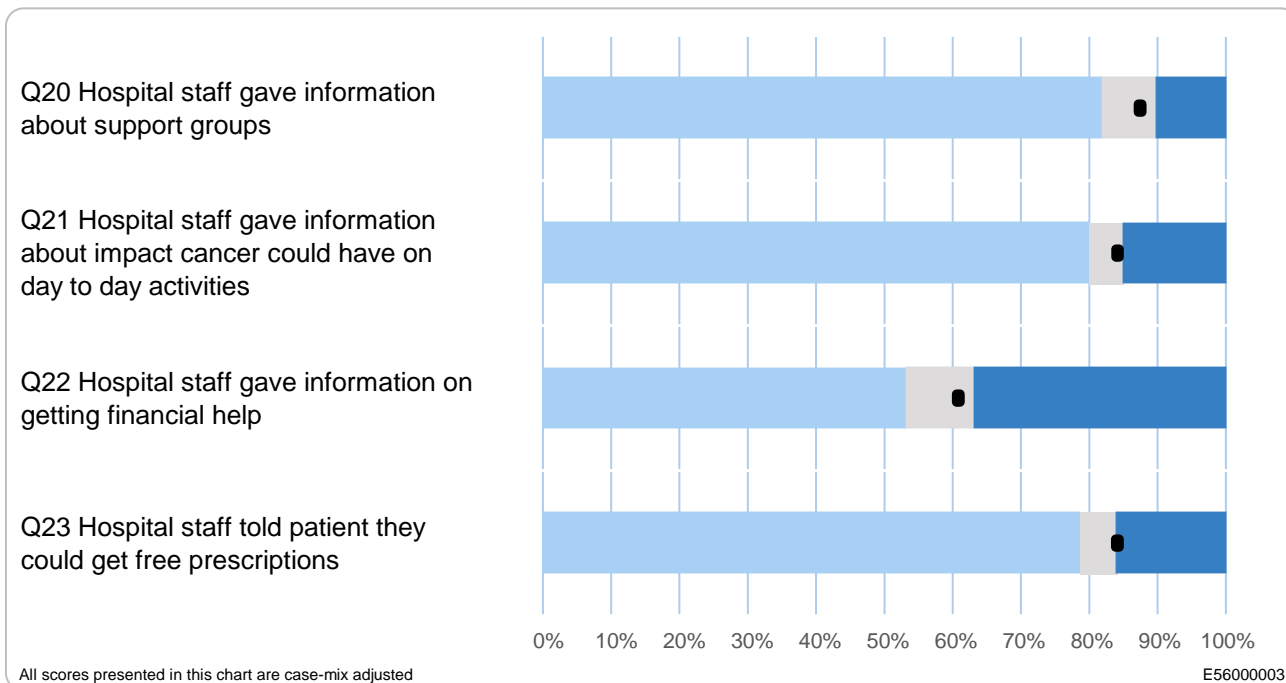
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	2,632	89%	2,494	92%	↑	91%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	2,081	87%	2,050	87%		87%	83%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	1,981	88%	1,979	88%		88%	86%	90%	88%

↑ 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

### 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	2,086	85%	2,042	87%		87%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,794	82%	1,780	84%		84%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,452	58%	1,415	61%		61%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,263	82%	1,179	83%		84%	79%	84%	81%

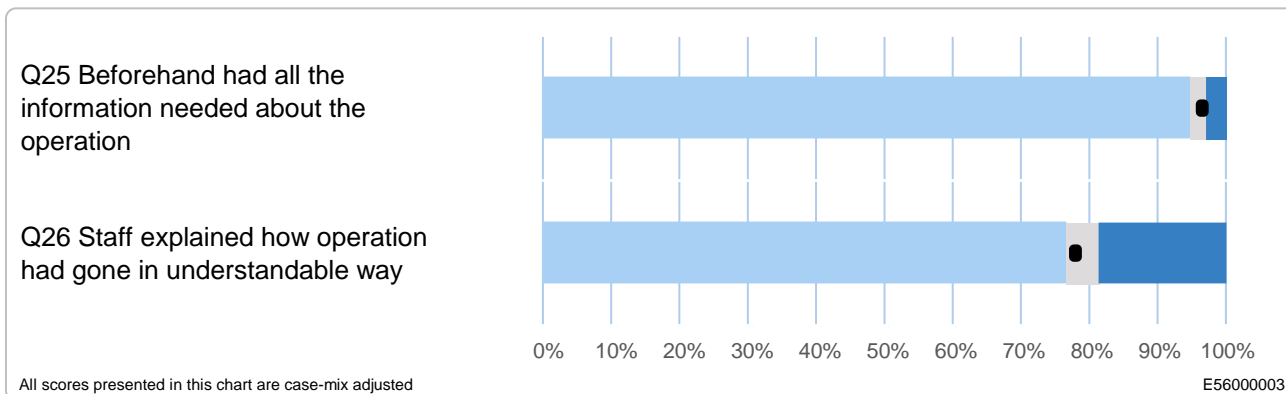
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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



## Cancer Alliance results

### Operations



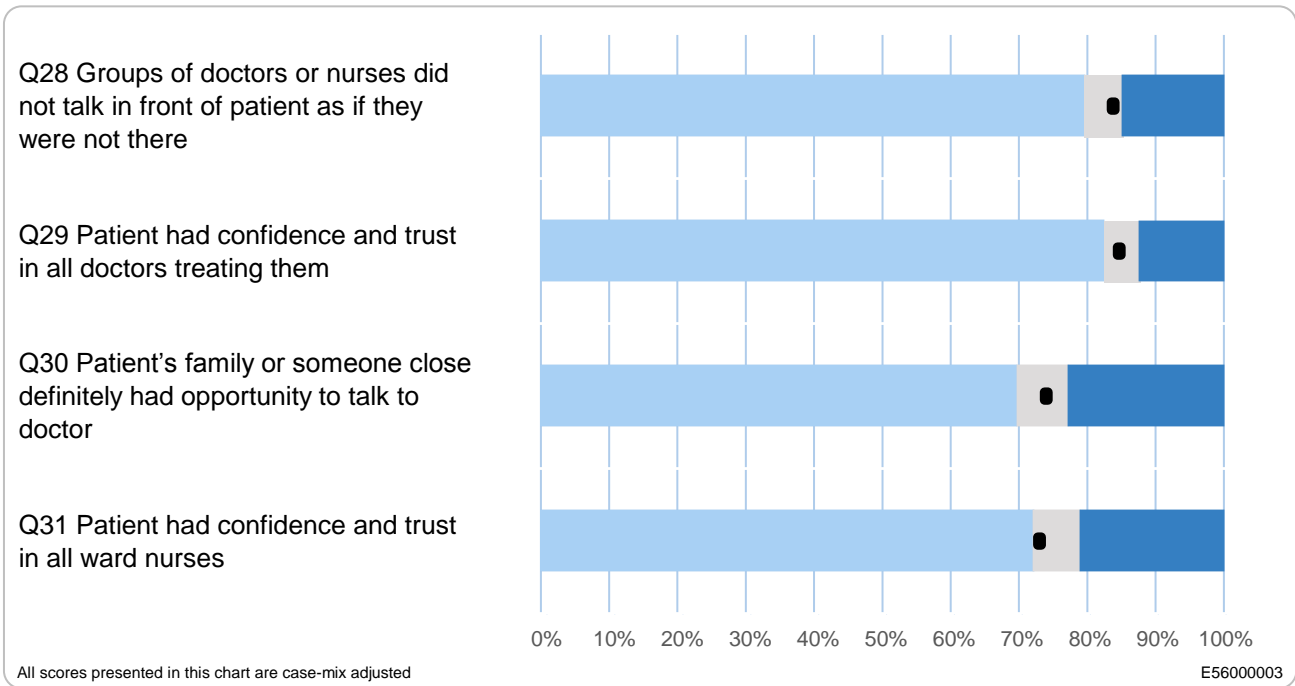
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	1,631	96%	1,529	96%		96%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,610	78%	1,512	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)

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

## Cancer Alliance results

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



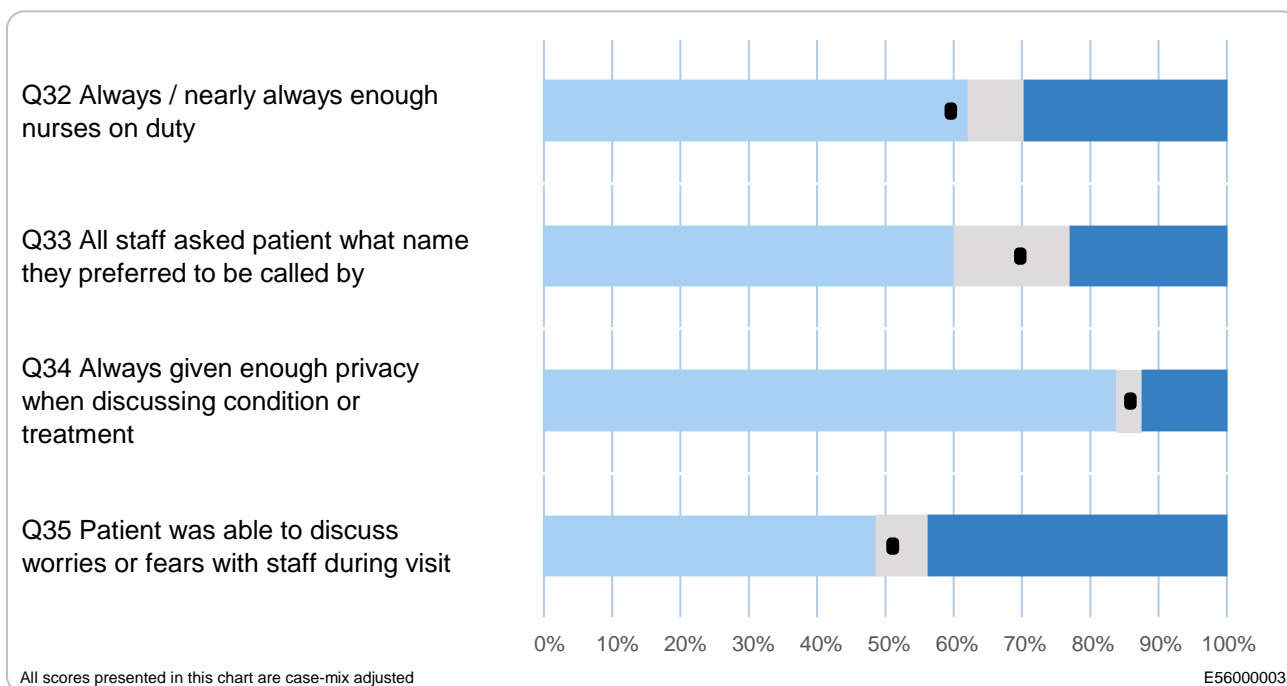
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	1,852	84%	1,723	83%		84%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	1,862	84%	1,732	84%		84%	82%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	1,519	74%	1,459	74%		74%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	1,855	72%	1,733	73%		73%	72%	79%	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)



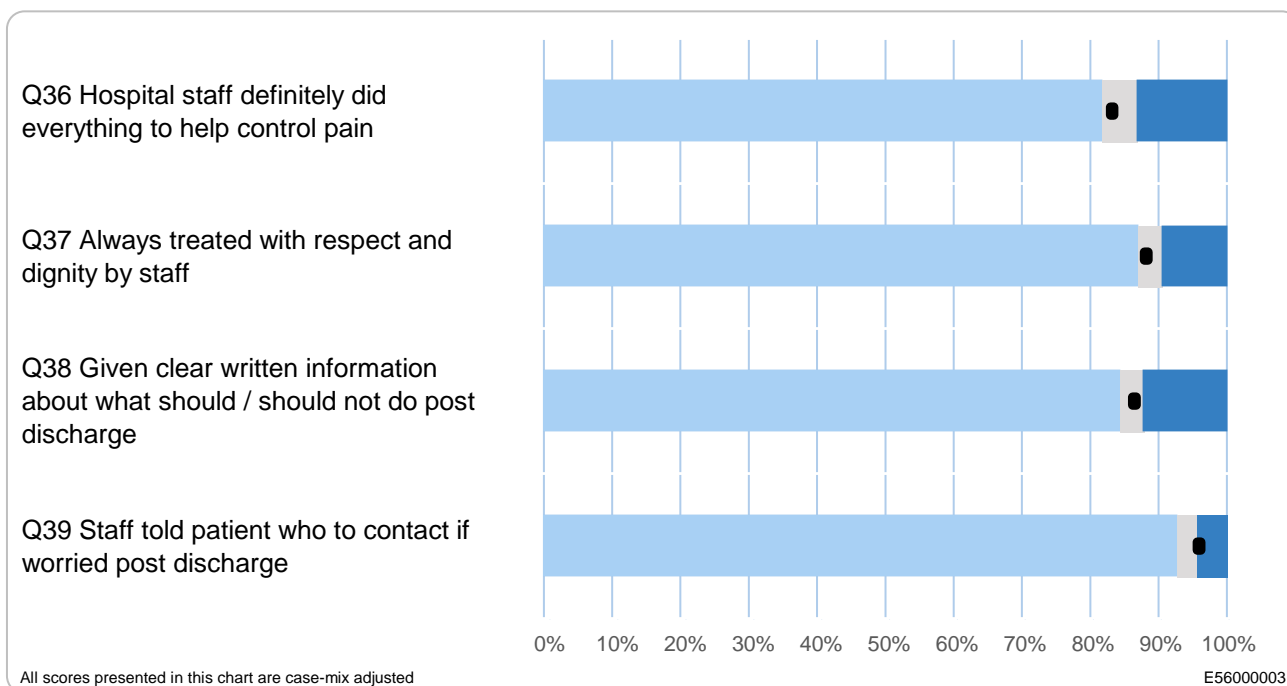
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
Q32 Always / nearly always enough nurses on duty	1,843	61%	1,719	59%	62%	70%	66%		
Q33 All staff asked patient what name they preferred to be called by	1,839	70%	1,709	69%	60%	77%	69%		
Q34 Always given enough privacy when discussing condition or treatment	1,850	86%	1,733	86%	84%	88%	86%		
Q35 Patient was able to discuss worries or fears with staff during visit	1,324	50%	1,280	51%	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)



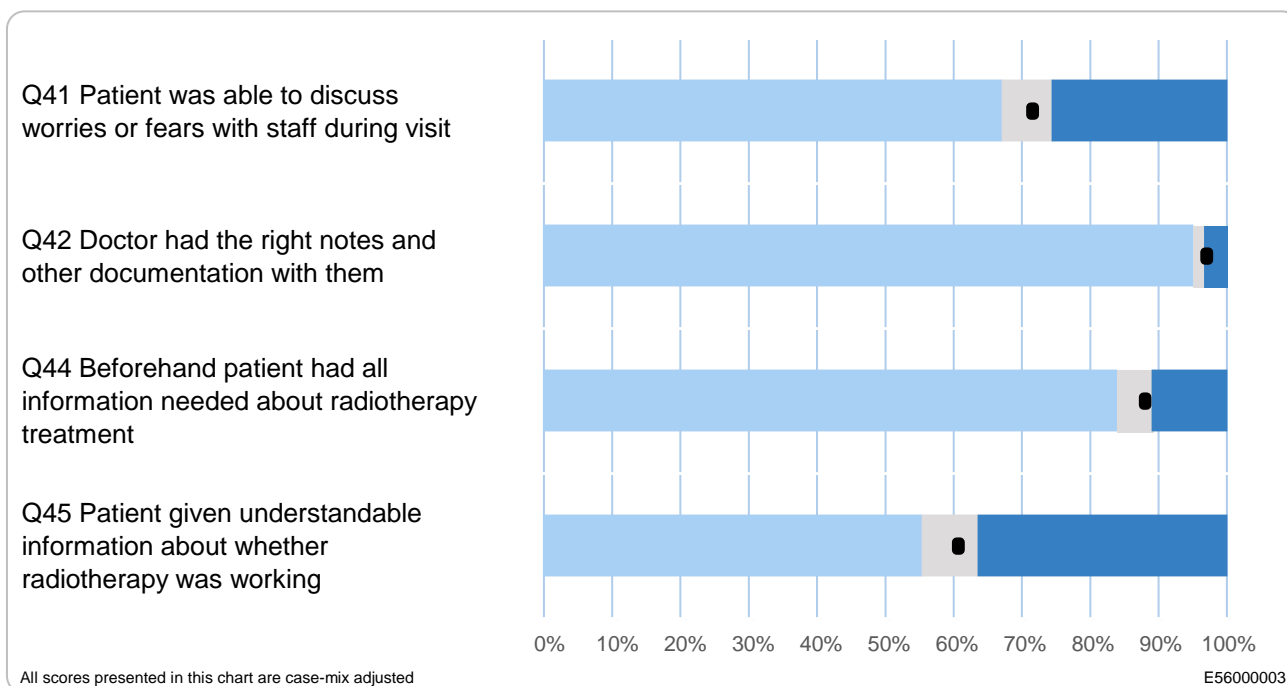
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,617	83%	1,548	83%		83%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,859	87%	1,731	88%		88%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,703	87%	1,617	87%		86%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,791	95%	1,673	96%		96%	93%	96%	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)



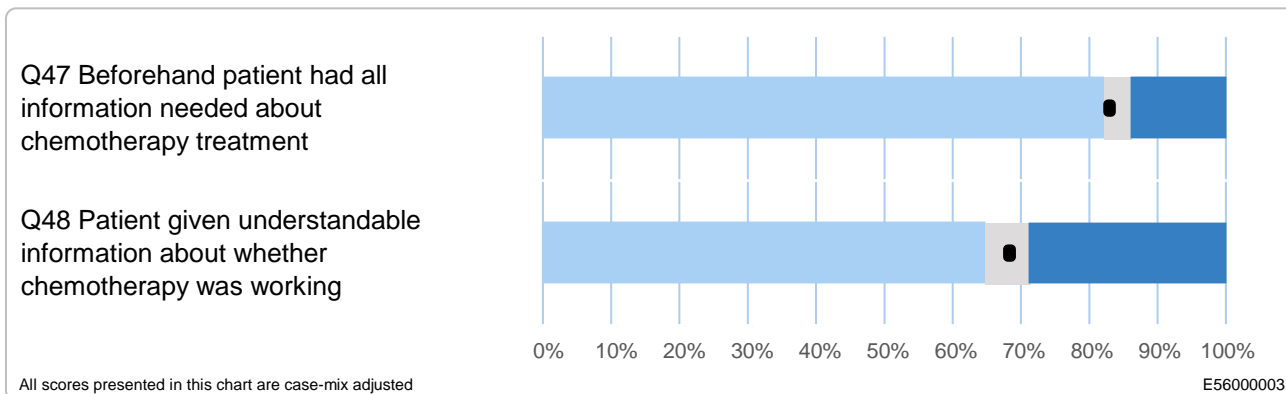
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	2,061	71%	1,968	71%		71%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	2,435	97%	2,280	97%		97%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	653	88%	658	88%		88%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	562	59%	548	60%		60%	55%	64%	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)



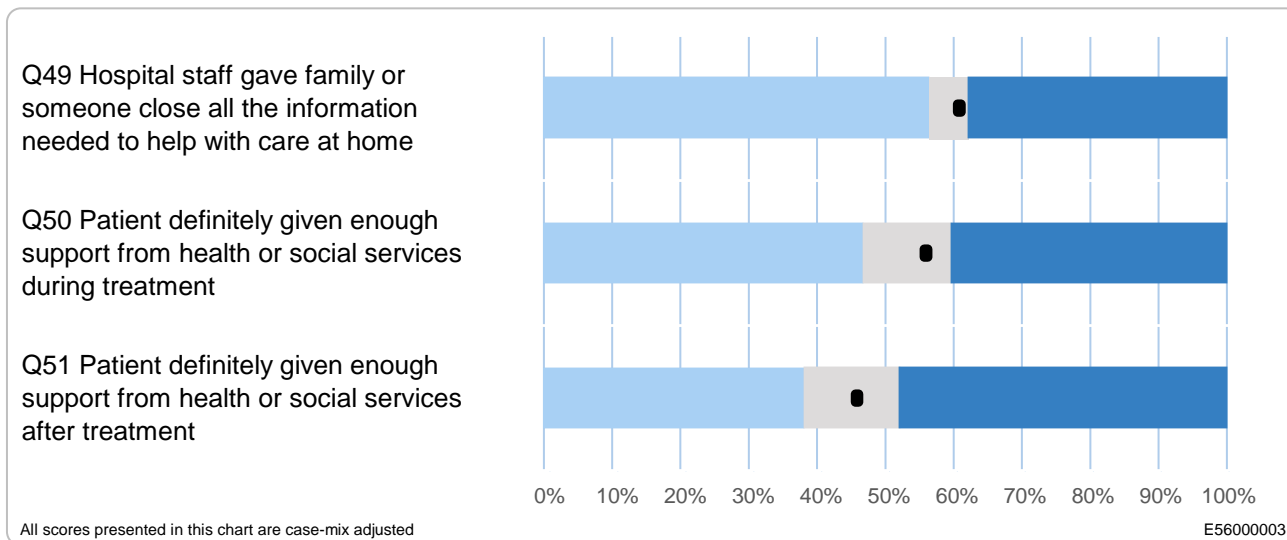
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,411	84%	1,382	83%		83%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,268	68%	1,261	68%		68%	65%	71%	68%

↑ 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

### Home care and support



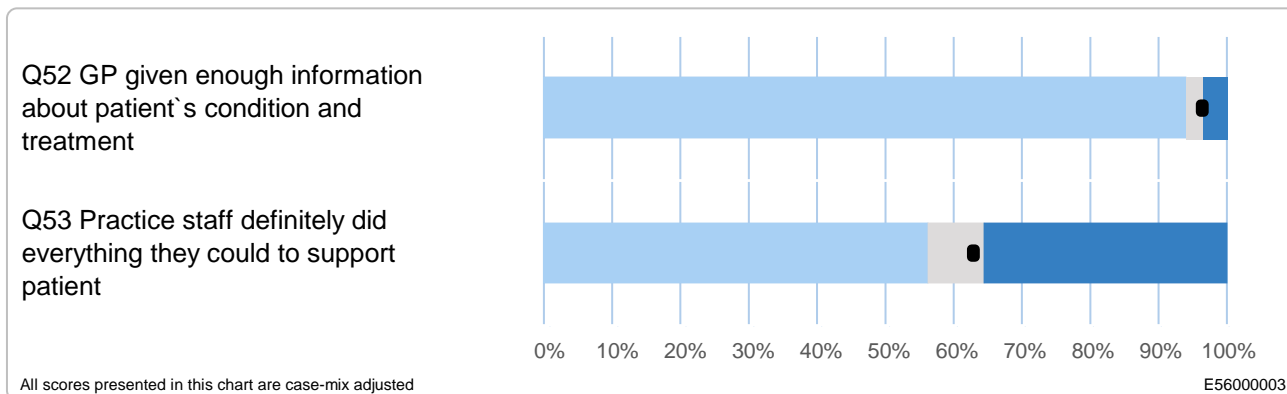
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,229	57%	2,158	61%		61%	56%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,529	57%	1,402	56%		56%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	934	51%	864	46%		46%	38%	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		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	2,240	96%	2,129	96%	94%	97%	95%	
Q53	Practice staff definitely did everything they could to support patient	1,830	61%	1,698	62%	63%	56%	65%	60%

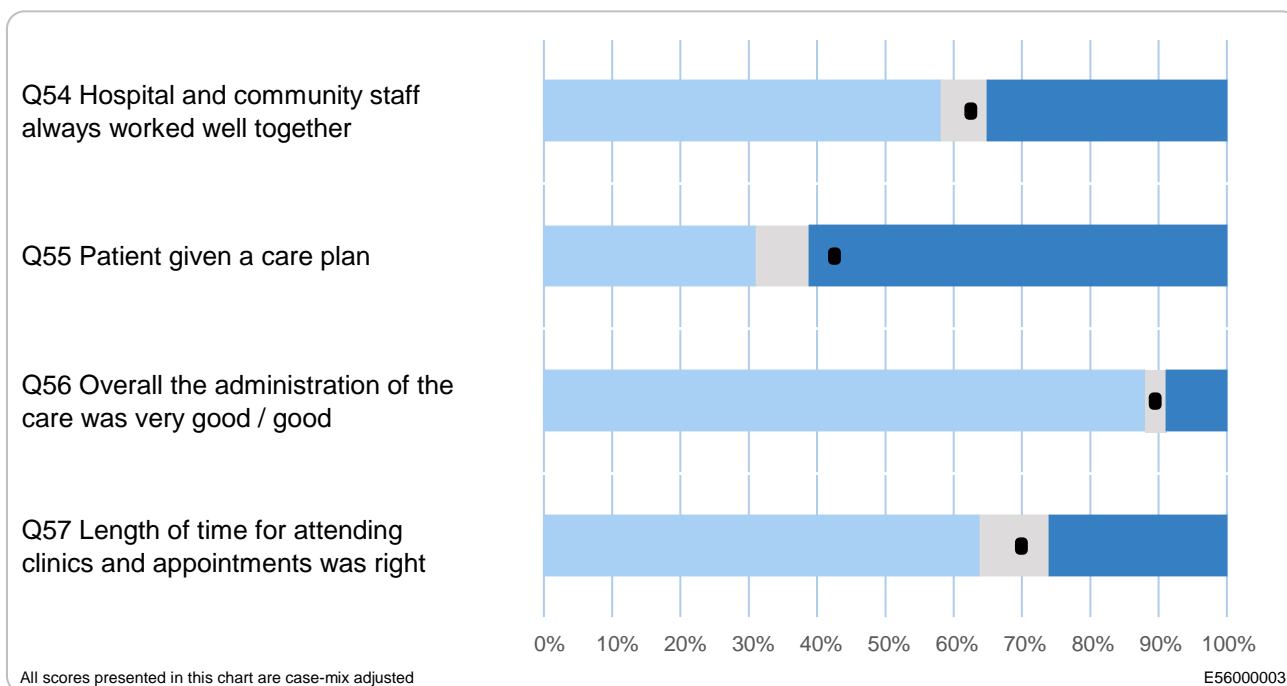
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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



## Cancer Alliance results

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



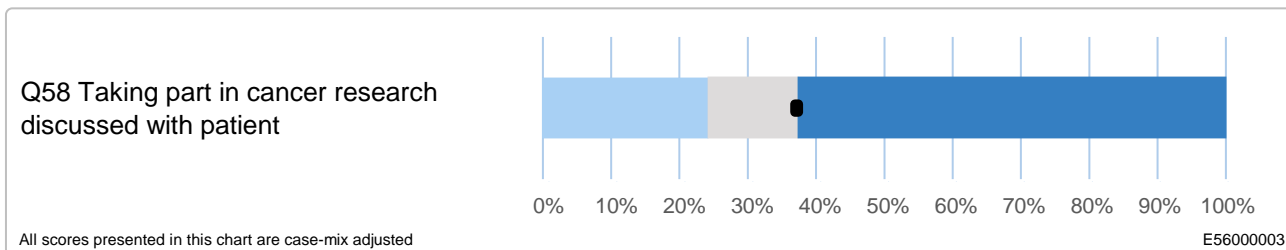
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	2,675	62%	2,497	62%		62%	58%	65%	62%
Q55 Patient given a care plan	2,125	40%	1,931	43%		42%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	2,752	91%	2,576	89%	↓	89%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	2,729	70%	2,549	70%		70%	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)

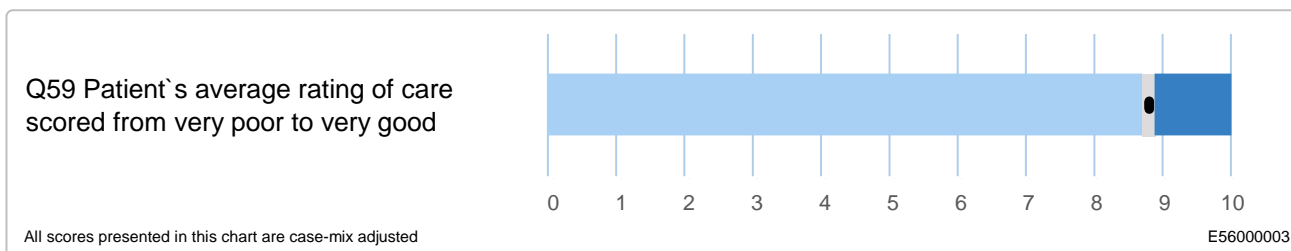
\* Indicates where a score has been suppressed because there are less than 21 respondents.

## Cancer Alliance results

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



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q58 Taking part in cancer research discussed with patient	2,609	34%	2,433	37%		37%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q59 Patient`s average rating of care scored from very poor to very good	2,686	8.8	2,536	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%	*	82%
Breast	96%	94%	90%	90%
Colorectal / LGT	77%	72%	86%	82%
Gynaecological	76%	76%	77%	81%
Haematological	62%	64%	85%	82%
Head and Neck	83%	77%	88%	79%
Lung	73%	68%	83%	83%
Prostate	82%	79%	87%	87%
Sarcoma	79%	67%	64%	67%
Skin	94%	90%	90%	86%
Upper Gastro	72%	72%	79%	79%
Urological	84%	82%	91%	86%
Other	73%	72%	79%	79%
<b>All Cancers</b>	<b>79%</b>	<b>77%</b>	<b>86%</b>	<b>84%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

**Diagnostic tests**

<b>Cancer type</b>	<b>Q5. Received all the information needed about the test</b>		<b>Q6. The length of time waiting for the test to be done was about right</b>		<b>Q7. Given complete explanation of test results in understandable way</b>	
	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>
Brain / CNS	*	95%	*	86%	*	77%
Breast	95%	95%	91%	92%	85%	83%
Colorectal / LGT	94%	96%	88%	88%	78%	82%
Gynaecological	93%	93%	82%	86%	78%	76%
Haematological	95%	94%	93%	89%	74%	76%
Head and Neck	98%	91%	90%	86%	86%	77%
Lung	91%	95%	85%	88%	79%	78%
Prostate	94%	94%	88%	87%	80%	81%
Sarcoma	83%	91%	92%	79%	75%	75%
Skin	99%	95%	89%	87%	87%	84%
Upper Gastro	87%	93%	85%	84%	69%	75%
Urological	90%	94%	87%	88%	77%	79%
Other	96%	95%	87%	87%	81%	77%
<b>All Cancers</b>	<b>94%</b>	<b>95%</b>	<b>89%</b>	<b>88%</b>	<b>80%</b>	<b>79%</b>

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

**National Cancer Patient Experience Survey 2017**  
**West Yorkshire and Harrogate**

**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	*	83%	*	79%	*	65%	*	65%
Breast	83%	84%	87%	89%	75%	78%	79%	77%
Colorectal / LGT	80%	82%	85%	86%	77%	79%	73%	72%
Gynaecological	73%	71%	85%	82%	75%	73%	76%	71%
Haematological	74%	72%	84%	83%	60%	59%	77%	76%
Head and Neck	72%	73%	91%	85%	72%	74%	72%	65%
Lung	74%	77%	83%	83%	72%	75%	67%	65%
Prostate	81%	79%	80%	85%	75%	79%	75%	82%
Sarcoma	78%	70%	89%	82%	54%	67%	43%	59%
Skin	71%	66%	91%	88%	78%	81%	87%	83%
Upper Gastro	76%	78%	79%	80%	78%	73%	59%	66%
Urological	68%	73%	78%	83%	76%	77%	76%	73%
Other	79%	75%	79%	82%	66%	71%	61%	64%
<b>All Cancers</b>	<b>77%</b>	<b>77%</b>	<b>84%</b>	<b>85%</b>	<b>72%</b>	<b>73%</b>	<b>74%</b>	<b>73%</b>

§ 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	*	81%	*	75%	*	65%
Breast	85%	84%	76%	75%	72%	70%
Colorectal / LGT	84%	86%	75%	77%	74%	71%
Gynaecological	86%	84%	73%	76%	75%	67%
Haematological	79%	80%	70%	70%	65%	65%
Head and Neck	90%	84%	76%	69%	72%	67%
Lung	87%	84%	75%	75%	69%	69%
Prostate	82%	83%	70%	73%	57%	65%
Sarcoma	77%	78%	59%	71%	58%	63%
Skin	89%	88%	83%	77%	78%	73%
Upper Gastro	85%	82%	63%	71%	63%	65%
Urological	83%	82%	68%	71%	58%	62%
Other	79%	80%	71%	72%	69%	64%
<b>All Cancers</b>	<b>83%</b>	<b>83%</b>	<b>72%</b>	<b>73%</b>	<b>68%</b>	<b>67%</b>

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	*	55%	*	75%
Breast	59%	57%	84%	79%
Colorectal / LGT	61%	59%	81%	81%
Gynaecological	49%	54%	86%	79%
Haematological	49%	50%	71%	77%
Head and Neck	63%	58%	85%	77%
Lung	53%	54%	76%	79%
Prostate	58%	64%	81%	81%
Sarcoma	46%	53%	65%	77%
Skin	72%	66%	95%	86%
Upper Gastro	53%	52%	76%	77%
Urological	49%	53%	76%	76%
Other	46%	51%	72%	75%
<b>All Cancers</b>	<b>55%</b>	<b>56%</b>	<b>79%</b>	<b>79%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

**Clinical Nurse Specialist**

<b>Cancer type</b>	<b>Q17. Patient given the name of the CNS who would support them through their treatment</b>		<b>Q18. Patient found it easy to contact their CNS</b>		<b>Q19. Get understandable answers to important questions all or most of the time</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	*	96%	*	85%	*	87%
Breast	97%	95%	87%	86%	89%	88%
Colorectal / LGT	90%	92%	89%	88%	89%	89%
Gynaecological	92%	94%	91%	85%	87%	87%
Haematological	84%	91%	89%	88%	90%	88%
Head and Neck	99%	89%	98%	88%	95%	88%
Lung	97%	94%	86%	87%	87%	87%
Prostate	89%	90%	85%	84%	86%	88%
Sarcoma	96%	89%	74%	82%	71%	87%
Skin	96%	90%	91%	88%	94%	93%
Upper Gastro	93%	92%	87%	86%	88%	87%
Urological	84%	83%	78%	85%	79%	88%
Other	91%	89%	85%	85%	89%	86%
<b>All Cancers</b>	<b>91%</b>	<b>91%</b>	<b>87%</b>	<b>86%</b>	<b>88%</b>	<b>88%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**West Yorkshire and Harrogate**

**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	*	88%	*	82%	*	74%	*	78%
Breast	93%	90%	89%	86%	64%	62%	84%	81%
Colorectal / LGT	84%	86%	83%	83%	53%	55%	83%	84%
Gynaecological	89%	85%	80%	81%	62%	59%	75%	77%
Haematological	81%	84%	81%	83%	54%	59%	82%	86%
Head and Neck	96%	84%	90%	82%	81%	61%	93%	82%
Lung	90%	85%	87%	80%	81%	69%	92%	85%
Prostate	90%	89%	84%	85%	49%	49%	83%	79%
Sarcoma	*	79%	76%	74%	*	53%	*	74%
Skin	96%	87%	88%	83%	64%	56%	81%	62%
Upper Gastro	87%	84%	83%	82%	65%	61%	85%	84%
Urological	69%	78%	68%	74%	33%	39%	67%	71%
Other	87%	82%	87%	78%	66%	57%	85%	81%
<b>All Cancers</b>	<b>87%</b>	<b>86%</b>	<b>84%</b>	<b>82%</b>	<b>61%</b>	<b>58%</b>	<b>84%</b>	<b>81%</b>

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



**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

**Operations**

<b>Cancer type</b>	<b>Q25. Beforehand had all the information needed about the operation</b>		<b>Q26. Staff explained how operation had gone in understandable way</b>	
	<b>This CA \$</b>	<b>National</b>	<b>This CA \$</b>	<b>National</b>
Brain / CNS	*	93%	*	76%
Breast	97%	97%	79%	79%
Colorectal / LGT	96%	96%	79%	83%
Gynaecological	98%	96%	80%	80%
Haematological	91%	93%	66%	75%
Head and Neck	100%	96%	89%	77%
Lung	97%	95%	75%	78%
Prostate	97%	96%	80%	78%
Sarcoma	*	94%	*	78%
Skin	99%	96%	85%	84%
Upper Gastro	86%	96%	71%	78%
Urological	96%	95%	69%	76%
Other	95%	95%	73%	78%
<b>All Cancers</b>	<b>96%</b>	<b>96%</b>	<b>78%</b>	<b>79%</b>

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

National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate

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	*	75%	*	84%	*	67%	*	71%
Breast	89%	89%	87%	87%	77%	76%	76%	78%
Colorectal / LGT	78%	78%	84%	86%	74%	73%	69%	71%
Gynaecological	89%	86%	81%	86%	68%	74%	65%	72%
Haematological	85%	81%	82%	81%	72%	75%	77%	75%
Head and Neck	82%	81%	86%	84%	82%	73%	74%	72%
Lung	71%	76%	83%	82%	75%	75%	68%	76%
Prostate	91%	86%	88%	90%	76%	75%	75%	81%
Sarcoma	87%	81%	83%	81%	*	69%	61%	70%
Skin	80%	89%	91%	90%	85%	79%	76%	83%
Upper Gastro	75%	74%	83%	83%	66%	71%	70%	71%
Urological	84%	80%	80%	86%	69%	69%	75%	78%
Other	79%	80%	86%	81%	68%	71%	71%	72%
<b>All Cancers</b>	<b>84%</b>	<b>82%</b>	<b>84%</b>	<b>85%</b>	<b>74%</b>	<b>73%</b>	<b>73%</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 CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	61%	70%	64%	64%	87%	87%	54%	56%
Colorectal / LGT	55%	62%	74%	71%	86%	85%	51%	53%
Gynaecological	66%	65%	73%	65%	80%	82%	51%	52%
Haematological	54%	63%	68%	69%	93%	86%	55%	55%
Head and Neck	60%	63%	77%	68%	88%	85%	63%	53%
Lung	57%	69%	76%	72%	82%	84%	43%	49%
Prostate	62%	71%	68%	69%	82%	89%	54%	53%
Sarcoma	48%	61%	43%	65%	87%	83%	*	48%
Skin	66%	76%	64%	71%	85%	89%	56%	58%
Upper Gastro	61%	63%	83%	76%	78%	84%	38%	50%
Urological	62%	69%	70%	72%	86%	85%	46%	46%
Other	58%	62%	67%	69%	83%	83%	49%	48%
<b>All Cancers</b>	<b>59%</b>	<b>66%</b>	<b>69%</b>	<b>69%</b>	<b>86%</b>	<b>86%</b>	<b>51%</b>	<b>53%</b>

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

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

**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	*	85%	*	84%	*	79%	*	93%
Breast	85%	87%	89%	90%	93%	92%	99%	96%
Colorectal / LGT	85%	85%	86%	87%	83%	84%	94%	94%
Gynaecological	79%	84%	84%	87%	89%	87%	96%	93%
Haematological	73%	82%	89%	90%	81%	80%	98%	96%
Head and Neck	84%	82%	90%	87%	89%	85%	94%	92%
Lung	82%	85%	89%	89%	84%	83%	94%	92%
Prostate	84%	86%	91%	91%	88%	89%	98%	95%
Sarcoma	81%	85%	83%	87%	*	77%	95%	92%
Skin	90%	87%	93%	93%	96%	91%	98%	96%
Upper Gastro	86%	82%	82%	87%	81%	82%	89%	94%
Urological	81%	82%	88%	89%	84%	86%	94%	91%
Other	80%	83%	86%	88%	80%	81%	94%	93%
<b>All Cancers</b>	<b>83%</b>	<b>84%</b>	<b>88%</b>	<b>89%</b>	<b>86%</b>	<b>86%</b>	<b>96%</b>	<b>94%</b>

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

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	75%	71%	98%	96%	88%	88%	61%	59%
Colorectal / LGT	73%	74%	95%	96%	87%	85%	62%	58%
Gynaecological	69%	69%	99%	96%	*	85%	*	65%
Haematological	70%	73%	98%	97%	85%	83%	73%	60%
Head and Neck	78%	70%	99%	96%	87%	86%	58%	64%
Lung	73%	70%	97%	95%	89%	86%	53%	58%
Prostate	68%	74%	96%	96%	87%	88%	59%	59%
Sarcoma	68%	70%	92%	95%	*	81%	*	53%
Skin	81%	72%	96%	96%	n.a.	77%	*	70%
Upper Gastro	65%	70%	95%	95%	86%	86%	*	56%
Urological	59%	66%	95%	96%	*	84%	*	54%
Other	74%	68%	96%	95%	89%	87%	61%	59%
<b>All Cancers</b>	<b>71%</b>	<b>71%</b>	<b>97%</b>	<b>96%</b>	<b>88%</b>	<b>87%</b>	<b>60%</b>	<b>59%</b>

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	83%	*	63%
Breast	81%	83%	65%	62%
Colorectal / LGT	86%	84%	71%	66%
Gynaecological	85%	86%	69%	67%
Haematological	82%	84%	75%	75%
Head and Neck	71%	78%	56%	58%
Lung	83%	85%	66%	69%
Prostate	82%	86%	75%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	81%	84%	56%	64%
Urological	77%	84%	57%	69%
Other	92%	85%	64%	69%
<b>All Cancers</b>	<b>83%</b>	<b>84%</b>	<b>68%</b>	<b>68%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

**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	*	57%	*	49%	*	44%
Breast	59%	59%	56%	53%	44%	42%
Colorectal / LGT	63%	62%	67%	62%	52%	52%
Gynaecological	56%	57%	52%	47%	38%	38%
Haematological	62%	61%	48%	52%	42%	45%
Head and Neck	67%	63%	67%	56%	57%	50%
Lung	64%	58%	58%	51%	49%	42%
Prostate	65%	60%	45%	50%	39%	44%
Sarcoma	50%	57%	*	49%	*	43%
Skin	81%	67%	71%	61%	*	59%
Upper Gastro	61%	59%	52%	53%	37%	45%
Urological	52%	58%	48%	48%	46%	45%
Other	54%	56%	59%	53%	43%	45%
<b>All Cancers</b>	<b>61%</b>	<b>59%</b>	<b>56%</b>	<b>53%</b>	<b>46%</b>	<b>45%</b>

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

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

**Care from your general practice**

<b>Cancer type</b>	<b>Q52. GP given enough information about patient's condition and treatment</b>		<b>Q53. Practice staff definitely did everything they could to support patient</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	*	94%	*	52%
Breast	96%	96%	61%	61%
Colorectal / LGT	97%	95%	62%	60%
Gynaecological	98%	95%	59%	56%
Haematological	97%	96%	62%	58%
Head and Neck	100%	93%	64%	60%
Lung	95%	95%	65%	60%
Prostate	94%	96%	67%	67%
Sarcoma	92%	94%	*	55%
Skin	100%	96%	85%	69%
Upper Gastro	90%	93%	55%	60%
Urological	95%	95%	56%	62%
Other	95%	95%	62%	58%
<b>All Cancers</b>	<b>96%</b>	<b>95%</b>	<b>63%</b>	<b>60%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**West Yorkshire and Harrogate**

**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	*	53%	*	35%	*	85%	*	68%
Breast	67%	62%	47%	38%	92%	91%	67%	68%
Colorectal / LGT	65%	61%	50%	38%	88%	89%	75%	71%
Gynaecological	53%	58%	48%	31%	89%	89%	64%	67%
Haematological	61%	63%	36%	34%	91%	92%	65%	65%
Head and Neck	64%	59%	53%	35%	90%	88%	75%	68%
Lung	64%	63%	41%	33%	93%	90%	78%	71%
Prostate	61%	66%	31%	36%	85%	89%	71%	74%
Sarcoma	54%	55%	43%	30%	75%	87%	61%	65%
Skin	70%	70%	67%	44%	91%	89%	65%	75%
Upper Gastro	58%	57%	47%	34%	89%	87%	72%	68%
Urological	58%	63%	31%	30%	81%	87%	72%	75%
Other	56%	57%	41%	30%	90%	88%	70%	65%
<b>All Cancers</b>	<b>62%</b>	<b>62%</b>	<b>42%</b>	<b>35%</b>	<b>89%</b>	<b>90%</b>	<b>70%</b>	<b>69%</b>

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA %	National	This CA %	National
Brain / CNS	*	33%	*	8.5
Breast	40%	31%	8.9	8.9
Colorectal / LGT	41%	30%	8.8	8.8
Gynaecological	43%	36%	8.8	8.8
Haematological	47%	33%	8.9	8.9
Head and Neck	32%	18%	8.8	8.7
Lung	35%	36%	8.8	8.7
Prostate	39%	35%	8.8	8.8
Sarcoma	23%	39%	8.5	8.6
Skin	18%	18%	9.1	8.9
Upper Gastro	22%	34%	8.7	8.7
Urological	19%	20%	8.5	8.7
Other	35%	33%	8.7	8.7
<b>All Cancers</b>	<b>37%</b>	<b>31%</b>	<b>8.8</b>	<b>8.8</b>

<sup>§</sup> 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%
E56000003	4,462	305	4,157	1,411	120	2,626	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	10
Breast	584
Gynaecological	116
Colorectal / LGT	356
Lung	207
Skin	81
Haematological	396
Upper Gastro	111
Other	189
Urological	242
Prostate	212
Sarcoma	28
Head and Neck	94

\* 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	4	6	19	75	247	481	303	59	1,194
Female	4	20	81	243	334	431	282	37	1,432
Total	8	26	100	318	581	912	585	96	2,626



**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

**Annex (continued)**

**Expected Range Summary - Trusts**

Trust		Expected Range Classification		
RCD	Harrogate and District NHS Foundation Trust		30	22
RR8	The Leeds Teaching Hospitals NHS Trust	2	42	8
RWY	Calderdale and Huddersfield NHS Foundation Trust	2	47	3
RCF	Airedale NHS Foundation Trust	5	42	5
RAE	Bradford Teaching Hospitals NHS Foundation Trust	4	45	3
RXF	The Mid Yorkshire Hospitals NHS Trust	6	45	1

National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate

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	
E56000003	West Yorkshire and Harrogate	2,536	8.80	
RCD	Harrogate and District NHS Foundation Trust	270	9.01	
RWY	Calderdale and Huddersfield NHS Foundation Trust	349	8.84	
RR8	The Leeds Teaching Hospitals NHS Trust	1,017	8.80	
RXF	The Mid Yorkshire Hospitals NHS Trust	486	8.70	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	288	8.68	
RCF	Airedale NHS Foundation Trust	234	8.65	

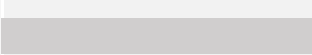
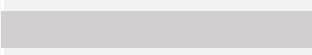

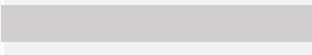
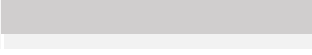

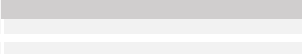

## National Cancer Patient Experience Survey 2017

### West Yorkshire and Harrogate

#### 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%	
E56000003	West Yorkshire and Harrogate	2,504	79.1%	
RCD	Harrogate and District NHS Foundation Trust	257	85.7%	
RR8	The Leeds Teaching Hospitals NHS Trust	1,009	80.3%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	280	79.6%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	346	79.5%	
RXF	The Mid Yorkshire Hospitals NHS Trust	486	75.7%	
RCF	Airedale NHS Foundation Trust	234	74.9%	

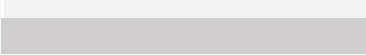




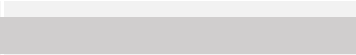
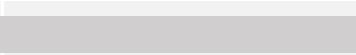
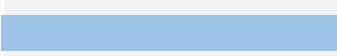
## National Cancer Patient Experience Survey 2017

### West Yorkshire and Harrogate

#### Annex (continued)

#### Dashboard Questions - Trusts

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

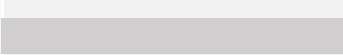
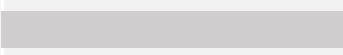

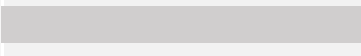
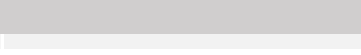

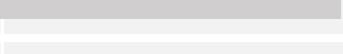

Code	Name	Base	Score	
All	National	65,693	91.3%	
E56000003	West Yorkshire and Harrogate	2,494	91.5%	
RCD	Harrogate and District NHS Foundation Trust	261	96.6%	
RR8	The Leeds Teaching Hospitals NHS Trust	1,019	94.9%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	283	91.4%	
RCF	Airedale NHS Foundation Trust	227	89.8%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	337	89.4%	
RXF	The Mid Yorkshire Hospitals NHS Trust	477	84.2%	

National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate

Annex (continued)

Dashboard Questions - Trusts

Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E56000003	West Yorkshire and Harrogate	2,050	87.0%	
RCD	Harrogate and District NHS Foundation Trust	234	93.2%	
RCF	Airedale NHS Foundation Trust	181	90.8%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	236	90.5%	
RXF	The Mid Yorkshire Hospitals NHS Trust	360	85.4%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	268	85.1%	
RR8	The Leeds Teaching Hospitals NHS Trust	859	84.6%	

**National Cancer Patient Experience Survey 2017**  
**West Yorkshire and Harrogate**

**Annex (continued)**

**Dashboard Questions - Trusts**

**Q37 Always treated with respect and dignity by staff**

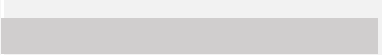
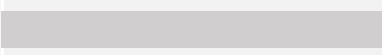

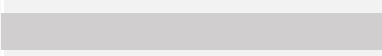

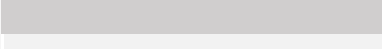

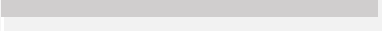
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000003	West Yorkshire and Harrogate	1,731	87.9%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	208	91.4%	
RXF	The Mid Yorkshire Hospitals NHS Trust	302	89.7%	
RCD	Harrogate and District NHS Foundation Trust	155	88.1%	
RR8	The Leeds Teaching Hospitals NHS Trust	790	87.1%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	215	84.6%	
RCF	Airedale NHS Foundation Trust	152	84.4%	

National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate

Annex (continued)

Dashboard Questions - Trusts

Q39 Staff told patient who to contact if worried post discharge

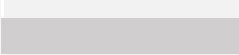
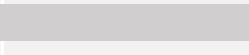



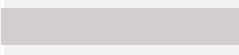
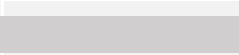
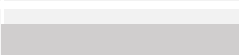
Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000003	West Yorkshire and Harrogate	1,673	95.7%	
RCD	Harrogate and District NHS Foundation Trust	151	97.0%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	205	96.0%	
RR8	The Leeds Teaching Hospitals NHS Trust	761	96.0%	
RXF	The Mid Yorkshire Hospitals NHS Trust	296	95.3%	
RCF	Airedale NHS Foundation Trust	147	95.0%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	202	94.3%	

National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate

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%	
E56000003	West Yorkshire and Harrogate	1,698	62.6%	
RCD	Harrogate and District NHS Foundation Trust	177	69.0%	
RWY	Calderdale and Huddersfield NHS Foundation Trust	234	68.5%	
RCF	Airedale NHS Foundation Trust	154	63.5%	
RR8	The Leeds Teaching Hospitals NHS Trust	692	60.3%	
RXF	The Mid Yorkshire Hospitals NHS Trust	329	60.1%	
RAE	Bradford Teaching Hospitals NHS Foundation Trust	200	59.7%	



**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

**Annex (continued)**

**Expected Range Summary - CCGs**

CCG		Expected Range Classification		
03E	NHS Harrogate and Rural District CCG		32	20
02T	NHS Calderdale CCG		48	4
02V	NHS Leeds North CCG	1	49	2
02W	NHS Bradford City CCG		43	1
03C	NHS Leeds West CCG	1	49	2
03G	NHS Leeds South and East CCG	2	47	3
02N	NHS Airedale, Wharfedale and Craven CCG	4	44	4
03R	NHS Wakefield CCG	3	47	2
03J	NHS North Kirklees CCG	2	50	
03A	NHS Greater Huddersfield CCG	4	48	
02R	NHS Bradford Districts CCG	14	37	1

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

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

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000003	West Yorkshire and Harrogate	2,536	8.80	
03E	NHS Harrogate and Rural District CCG	265	9.01	
03G	NHS Leeds South and East CCG	218	8.94	
03A	NHS Greater Huddersfield CCG	255	8.87	
03C	NHS Leeds West CCG	280	8.86	
02T	NHS Calderdale CCG	209	8.84	
02V	NHS Leeds North CCG	221	8.80	
03R	NHS Wakefield CCG	393	8.80	
02N	NHS Airedale, Wharfedale and Craven CCG	243	8.69	
03J	NHS North Kirklees CCG	162	8.63	
02R	NHS Bradford Districts CCG	259	8.57	
02W	NHS Bradford City CCG	31	8.48	

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

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

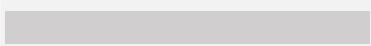
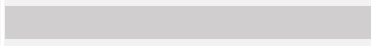
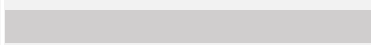



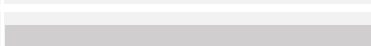
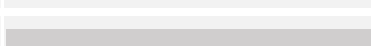
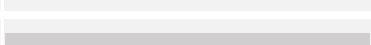
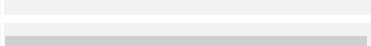
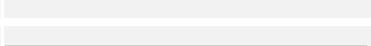

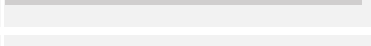
**Q16 Patient definitely involved in decisions about care and treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000003	West Yorkshire and Harrogate	2,504	79.1%	
03E	NHS Harrogate and Rural District CCG	257	83.9%	
02V	NHS Leeds North CCG	221	83.7%	
03G	NHS Leeds South and East CCG	217	80.9%	
02T	NHS Calderdale CCG	208	80.4%	
03C	NHS Leeds West CCG	274	79.2%	
03A	NHS Greater Huddersfield CCG	248	78.8%	
03J	NHS North Kirklees CCG	162	77.7%	
02N	NHS Airedale, Wharfedale and Craven CCG	241	77.3%	
03R	NHS Wakefield CCG	390	76.3%	
02R	NHS Bradford Districts CCG	254	76.1%	
02W	NHS Bradford City CCG	32	69.7%	

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

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

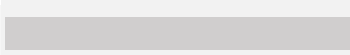
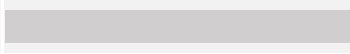

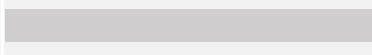
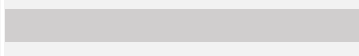
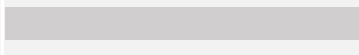
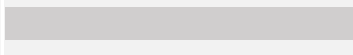
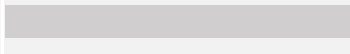
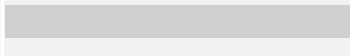
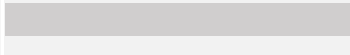
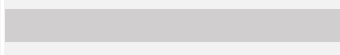
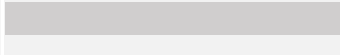
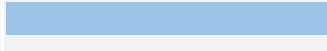
**Q17 Patient given the name of the CNS who would support them through their treatment**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000003	West Yorkshire and Harrogate	2,494	91.5%	
02W	NHS Bradford City CCG	28	96.4%	
03E	NHS Harrogate and Rural District CCG	260	95.9%	
02V	NHS Leeds North CCG	221	95.2%	
03C	NHS Leeds West CCG	276	94.6%	
03G	NHS Leeds South and East CCG	213	94.3%	
02T	NHS Calderdale CCG	208	92.7%	
02N	NHS Airedale, Wharfedale and Craven CCG	237	90.7%	
02R	NHS Bradford Districts CCG	258	89.9%	
03J	NHS North Kirklees CCG	162	89.8%	
03A	NHS Greater Huddersfield CCG	244	88.5%	
03R	NHS Wakefield CCG	387	86.0%	

**National Cancer Patient Experience Survey 2017**  
**West Yorkshire and Harrogate**

**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%	
E56000003	West Yorkshire and Harrogate	2,050	87.0%	
03E	NHS Harrogate and Rural District CCG	228	93.0%	
02N	NHS Airedale, Wharfedale and Craven CCG	186	91.3%	
02R	NHS Bradford Districts CCG	210	88.6%	
02V	NHS Leeds North CCG	190	88.0%	
03R	NHS Wakefield CCG	300	87.2%	
02W	NHS Bradford City CCG	27	85.9%	
03A	NHS Greater Huddersfield CCG	198	85.8%	
02T	NHS Calderdale CCG	168	85.8%	
03J	NHS North Kirklees CCG	127	84.0%	
03C	NHS Leeds West CCG	237	83.2%	
03G	NHS Leeds South and East CCG	179	80.8%	

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

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

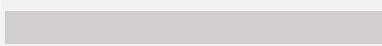
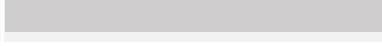


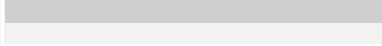
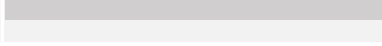

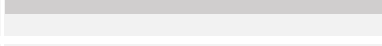

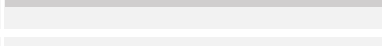



**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000003	West Yorkshire and Harrogate	1,731	87.9%	
02T	NHS Calderdale CCG	140	92.3%	
03R	NHS Wakefield CCG	258	91.0%	
03E	NHS Harrogate and Rural District CCG	168	90.5%	
03A	NHS Greater Huddersfield CCG	161	89.6%	
03G	NHS Leeds South and East CCG	167	88.0%	
03C	NHS Leeds West CCG	210	88.0%	
03J	NHS North Kirklees CCG	105	86.2%	
02N	NHS Airedale, Wharfedale and Craven CCG	163	86.1%	
02W	NHS Bradford City CCG	25	86.1%	
02V	NHS Leeds North CCG	149	85.1%	
02R	NHS Bradford Districts CCG	185	81.4%	

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

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

**Q39 Staff told patient who to contact if worried post discharge**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000003	West Yorkshire and Harrogate	1,673	95.7%	
02T	NHS Calderdale CCG	135	99.3%	
03G	NHS Leeds South and East CCG	159	96.9%	
03R	NHS Wakefield CCG	253	96.2%	
03E	NHS Harrogate and Rural District CCG	162	96.2%	
02N	NHS Airedale, Wharfedale and Craven CCG	160	96.2%	
02R	NHS Bradford Districts CCG	173	95.4%	
03J	NHS North Kirklees CCG	103	95.2%	
03C	NHS Leeds West CCG	202	95.0%	
02V	NHS Leeds North CCG	146	94.5%	
02W	NHS Bradford City CCG	25	93.3%	
03A	NHS Greater Huddersfield CCG	155	92.1%	

**National Cancer Patient Experience Survey 2017  
West Yorkshire and Harrogate**

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

**Q53 Practice staff definitely did everything they could to support patient**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	45,919	60.4%	
E56000003	West Yorkshire and Harrogate	1,698	62.6%	
02W	NHS Bradford City CCG	24	81.0%	
03E	NHS Harrogate and Rural District CCG	176	72.7%	
03A	NHS Greater Huddersfield CCG	175	67.6%	
02T	NHS Calderdale CCG	136	66.4%	
03G	NHS Leeds South and East CCG	144	62.1%	
02N	NHS Airedale, Wharfedale and Craven CCG	155	61.6%	
03R	NHS Wakefield CCG	274	61.3%	
03J	NHS North Kirklees CCG	104	58.6%	
02V	NHS Leeds North CCG	140	58.3%	
02R	NHS Bradford Districts CCG	182	57.3%	
03C	NHS Leeds West CCG	188	57.0%	



## **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](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

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](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.

'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)



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)