

National Cancer Patient Experience Survey

2015 Results

**NHS North Durham
Clinical Commissioning Group**

Published July 2016

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



Introduction

The National Cancer Patient Experience Survey 2015 is the fifth 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 2015 survey can be found in the Annex. Note that a number of significant changes were made to the 2015 survey so caution should be taken in directly comparing data from the 2015 survey to the findings of the previous CPES surveys. No comparisons with previous surveys are presented in this report.

This report

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

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

Data tables

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

- **Column 1** shows the number of respondents to this question
- **Column 2** shows the unadjusted 2015 score for this CCG
- **Column 3** shows the case-mix adjusted 2015 score for this CCG
- **Column 4** shows the lower limit of the expected range of scores for this CCG (the top of the pale blue section on the Comparability chart - see below)
- **Column 5** shows the upper limit of the expected range of scores for this CCG (the bottom of the dark blue section on the Comparability chart - see below)
- **Column 6** shows the National Average score for this question.

Results for individual response options are presented in the detailed data tables 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.

Comparability charts

For the 2015 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that CCGs 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 CCGs 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 CCG.

The same colour convention has been used in Column 3 of the Data tables.

For further details on expected ranges, please refer to the technical document at www.ncpes.co.uk

Tumour group tables

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

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

Notes on specific questions

Question 5 in the survey has not been scored. However, the unscored data is useful and has been published alongside the other results in this report. This question asked respondents to "tick all that apply". The results show all of the responses given including where respondents chose two or more options.

Questions used to direct respondents to different parts of the survey (questions 4, 17, 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 CCG.

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 (presented in the detailed data tables www.ncpes.co.uk), should be used to understand whether the results are significantly higher or lower than the results for another CCG.

Response rates

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

Executive Summary

Asked to rate their care on a scale of zero (very poor) to 10 (very good), respondents gave an average rating of **8.7**.

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

- **76%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
- **93%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
- when asked how easy or difficult it had been to contact their Clinical Nurse Specialist **90%** of respondents said that it had been 'quite easy' or 'very easy'
- **88%** of respondents said that, overall, they were always treated with dignity and respect they were in hospital
- **95%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital
- **68%** of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

* www.cancerdata.nhs.uk/dashboard

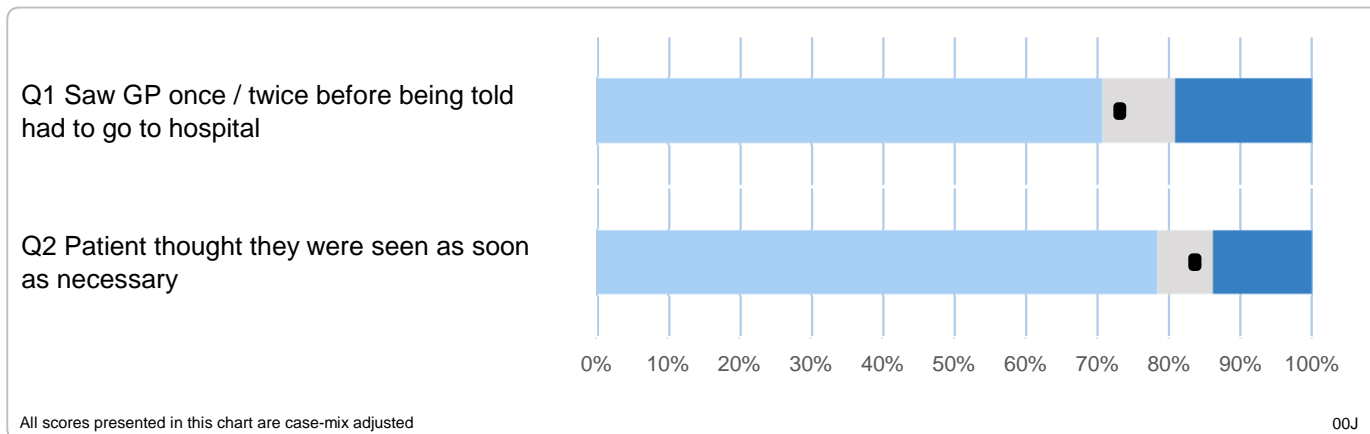
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

Questions which scored outside expected range

| Question | Number of respondents for this CCG | 2015 Case-mix Adjusted | | | National Average Score | |
|--|--|------------------------------|-------------------------------|-------------------------------|------------------------|-----|
| | | 2015 Percentage for this CCG | Lower limit of expected range | Upper limit of expected range | | |
| Clinical Nurse Specialist | | | | | | |
| Q17 | Patient given the name of the CNS who would support them through their treatment | 370 | 93% | 87% | 93% | 90% |
| Care from your general practice | | | | | | |
| Q53 | Practice staff definitely did everything they could to support patient | 289 | 68% | 57% | 68% | 63% |
| Your overall NHS care | | | | | | |
| Q57 | Length of time for attending clinics and appointments was right | 375 | 73% | 59% | 73% | 66% |

CCG results

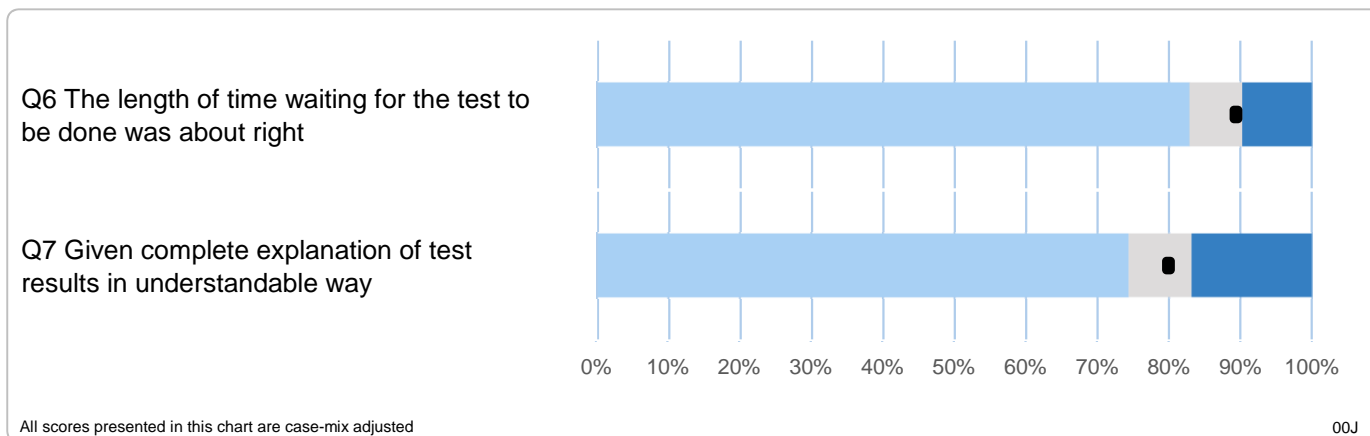
Seeing your GP



| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q1 Saw GP once / twice before being told had to go to hospital | 274 | 74% | 73% | 71% | 81% | 76% |
| Q2 Patient thought they were seen as soon as necessary | 381 | 84% | 83% | 78% | 86% | 82% |

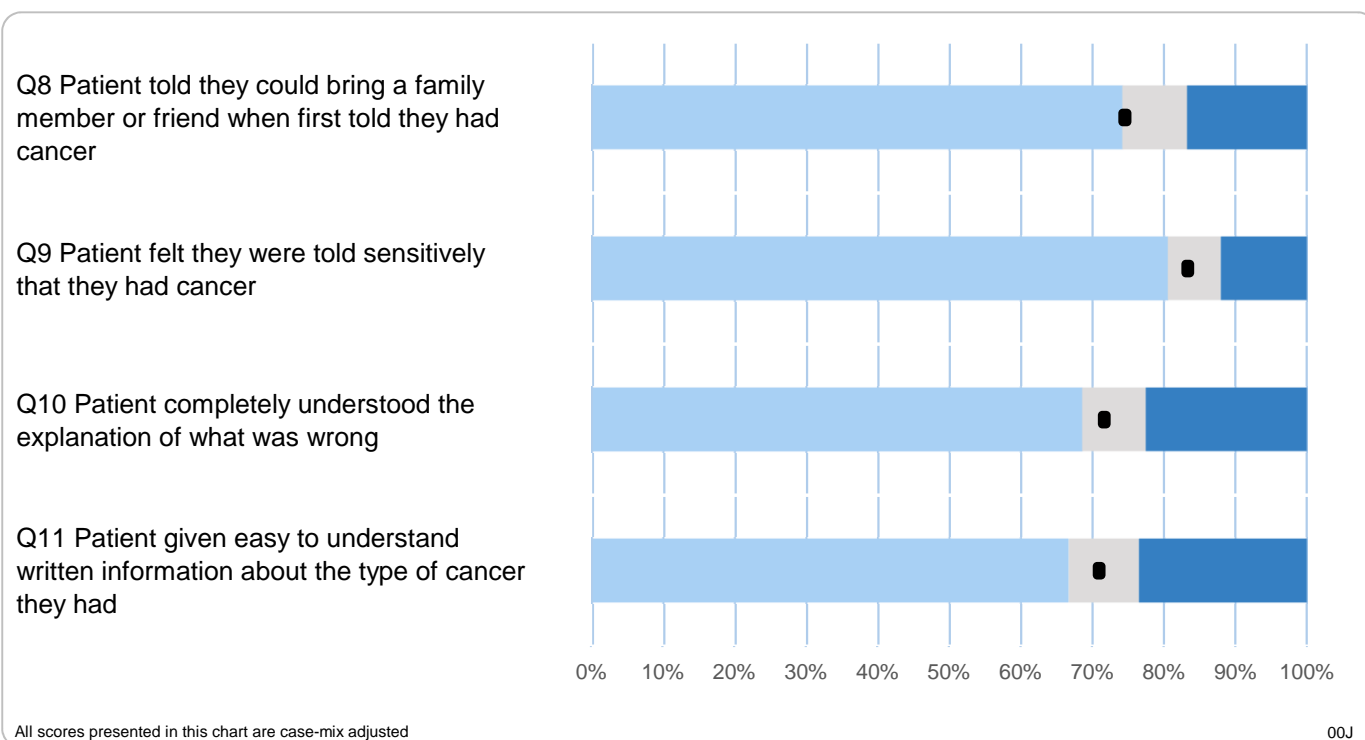
| | | | No. |
|----|--|--|-----|
| Q5 | Beforehand, did you have all the information you needed about your test? | Yes | * |
| | | No, I would have liked more written information | * |
| | | No, I would have liked more verbal information | * |
| | | I did not need / want any information | * |
| | | Don't know / can't remember | * |

Diagnostic tests



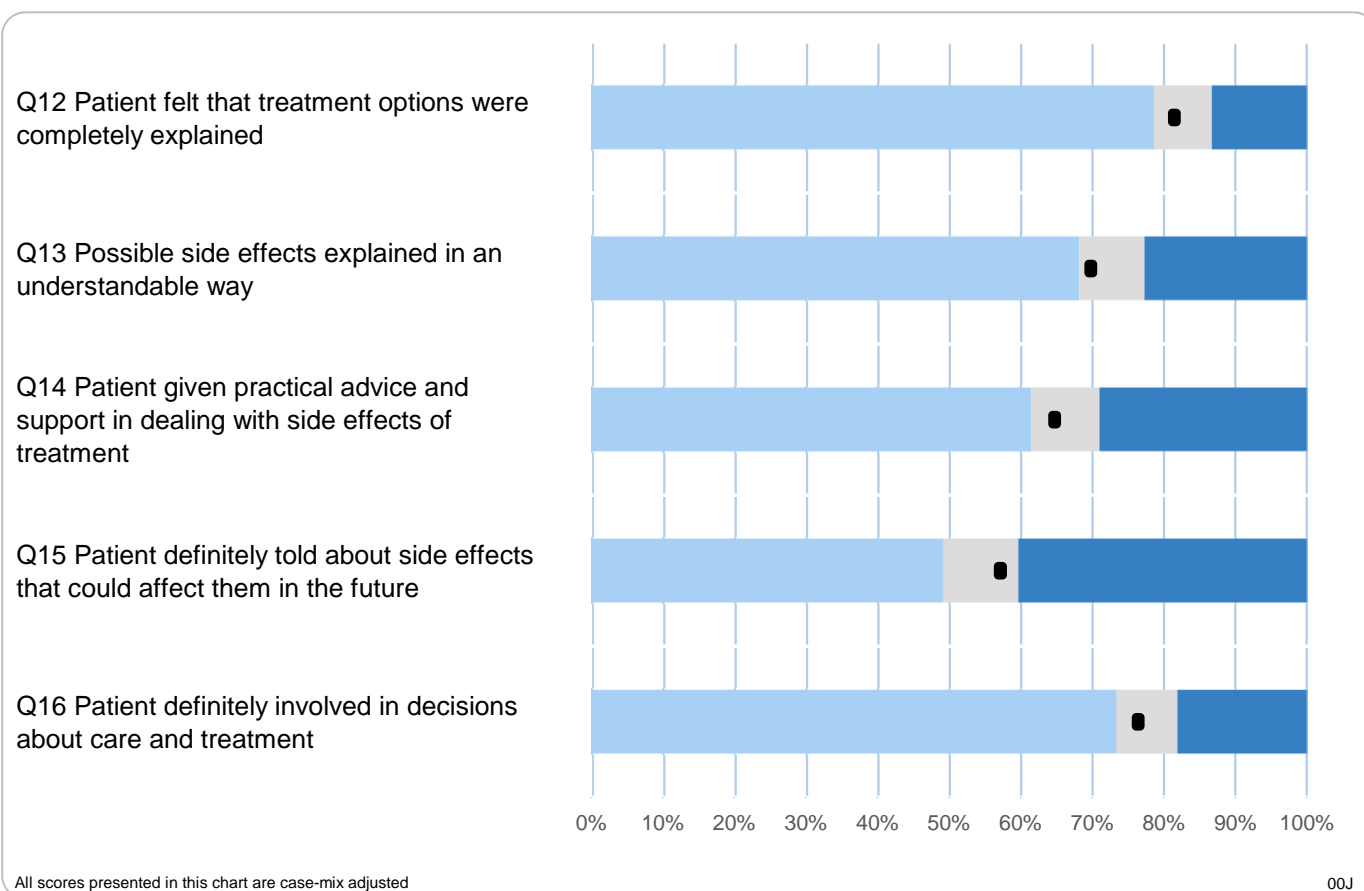
| Question | | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|----------|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q6 | The length of time waiting for the test to be done was about right | 332 | 89% | 89% | 83% | 90% | 87% |
| Q7 | Given complete explanation of test results in understandable way | 332 | 80% | 80% | 74% | 83% | 79% |

Finding out what was wrong with you



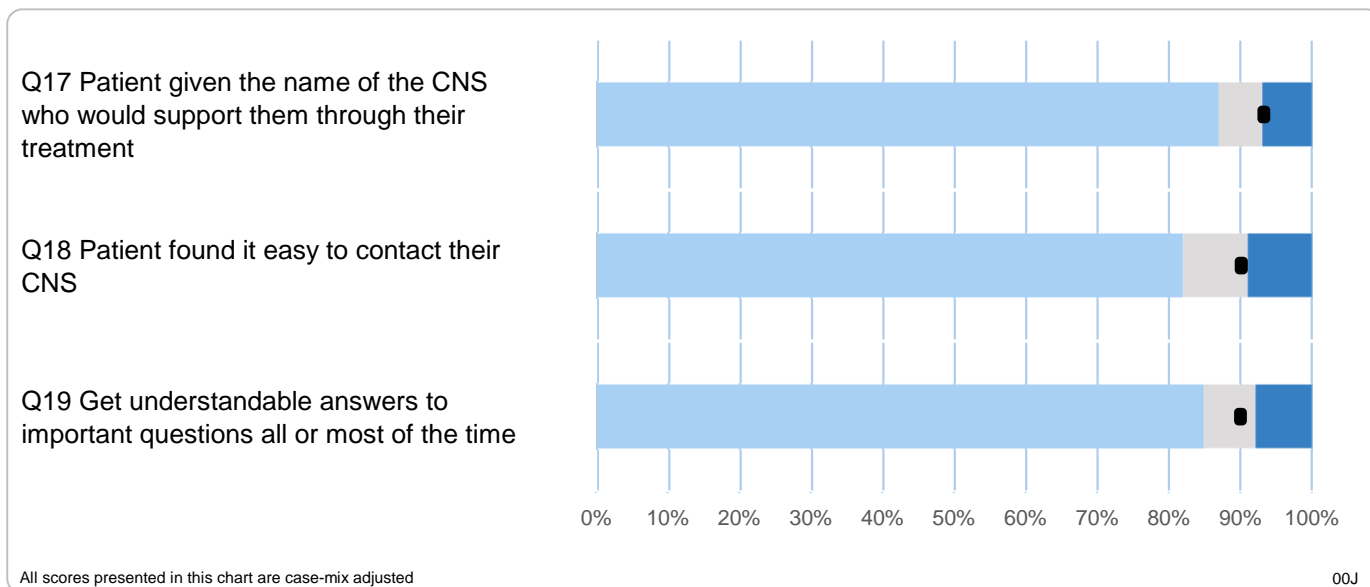
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q8 Patient told they could bring a family member or friend when first told they had cancer | 312 | 74% | 74% | 74% | 83% | 79% |
| Q9 Patient felt they were told sensitively that they had cancer | 376 | 83% | 83% | 81% | 88% | 84% |
| Q10 Patient completely understood the explanation of what was wrong | 381 | 72% | 71% | 69% | 78% | 73% |
| Q11 Patient given easy to understand written information about the type of cancer they had | 325 | 71% | 71% | 67% | 77% | 72% |

Finding out what was wrong with you



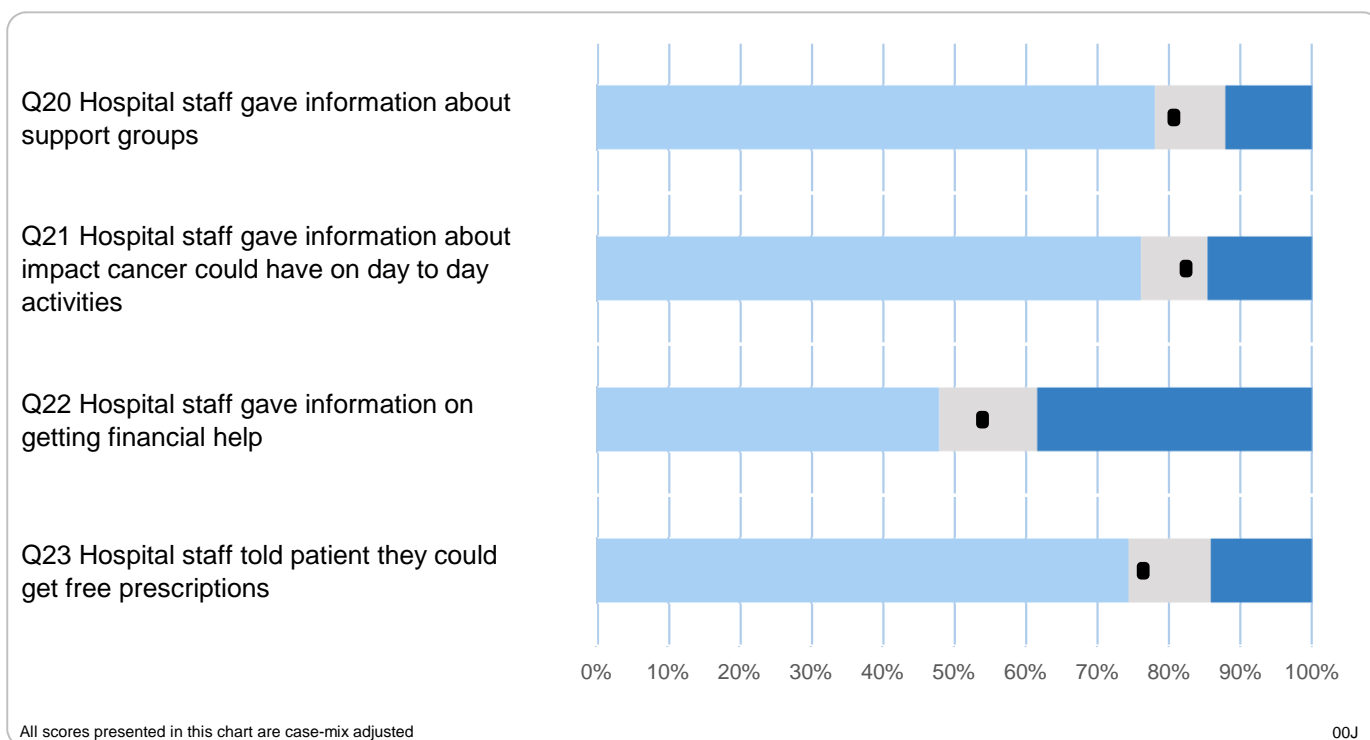
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q12 Patient felt that treatment options were completely explained | 337 | 81% | 81% | 79% | 87% | 83% |
| Q13 Possible side effects explained in an understandable way | 364 | 70% | 70% | 68% | 77% | 73% |
| Q14 Patient given practical advice and support in dealing with side effects of treatment | 367 | 64% | 64% | 61% | 71% | 66% |
| Q15 Patient definitely told about side effects that could affect them in the future | 341 | 56% | 57% | 49% | 60% | 54% |
| Q16 Patient definitely involved in decisions about care and treatment | 363 | 76% | 76% | 73% | 82% | 78% |

Clinical Nurse Specialist



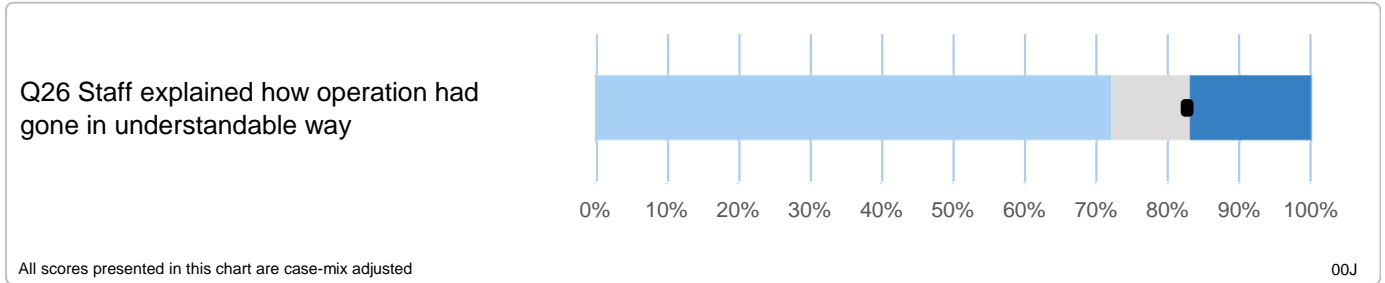
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q17 Patient given the name of the CNS who would support them through their treatment | 370 | 93% | 93% | 87% | 93% | 90% |
| Q18 Patient found it easy to contact their CNS | 310 | 90% | 90% | 82% | 91% | 87% |
| Q19 Get understandable answers to important questions all or most of the time | 298 | 90% | 90% | 85% | 92% | 89% |

Support for people with cancer



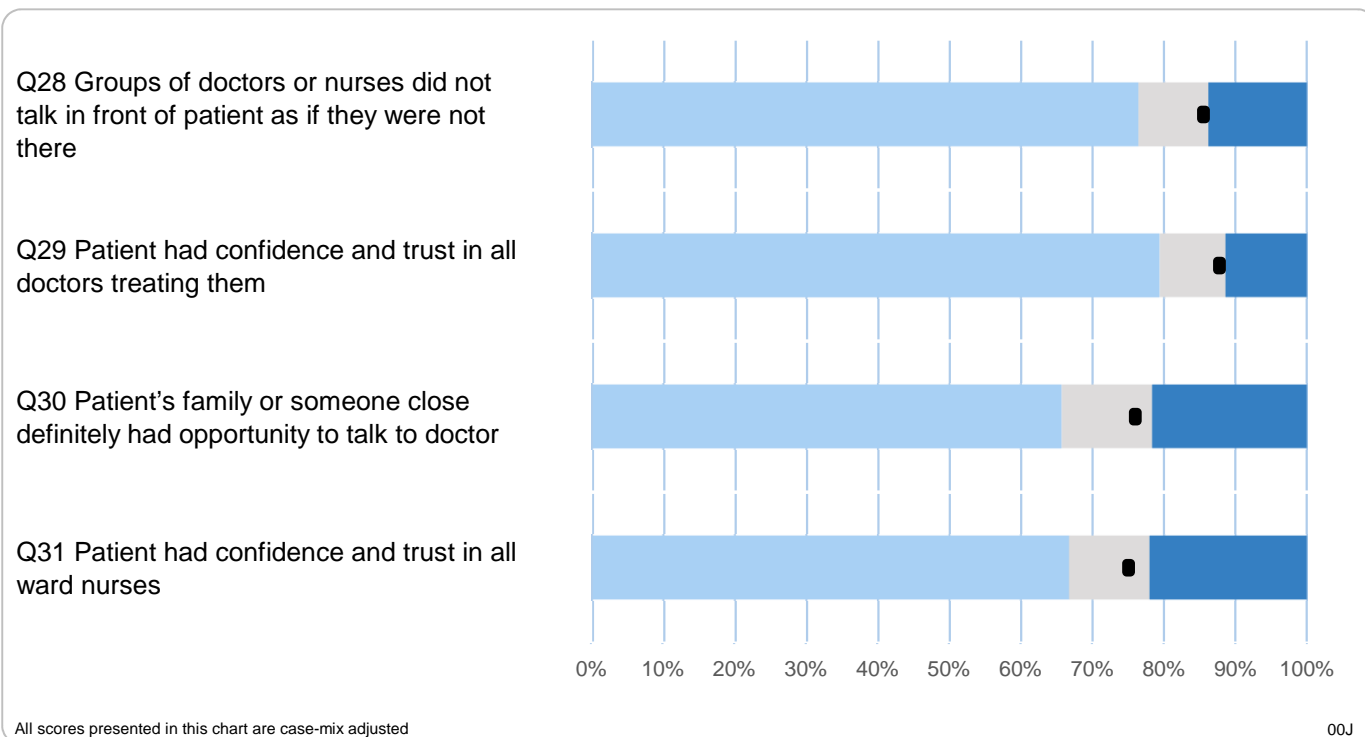
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|---|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q20 Hospital staff gave information about support groups | 261 | 80% | 80% | 78% | 88% | 83% |
| Q21 Hospital staff gave information about impact cancer could have on day to day activities | 275 | 82% | 82% | 76% | 85% | 81% |
| Q22 Hospital staff gave information on getting financial help | 209 | 55% | 54% | 48% | 62% | 55% |
| Q23 Hospital staff told patient they could get free prescriptions | 185 | 74% | 76% | 74% | 86% | 80% |

Operations



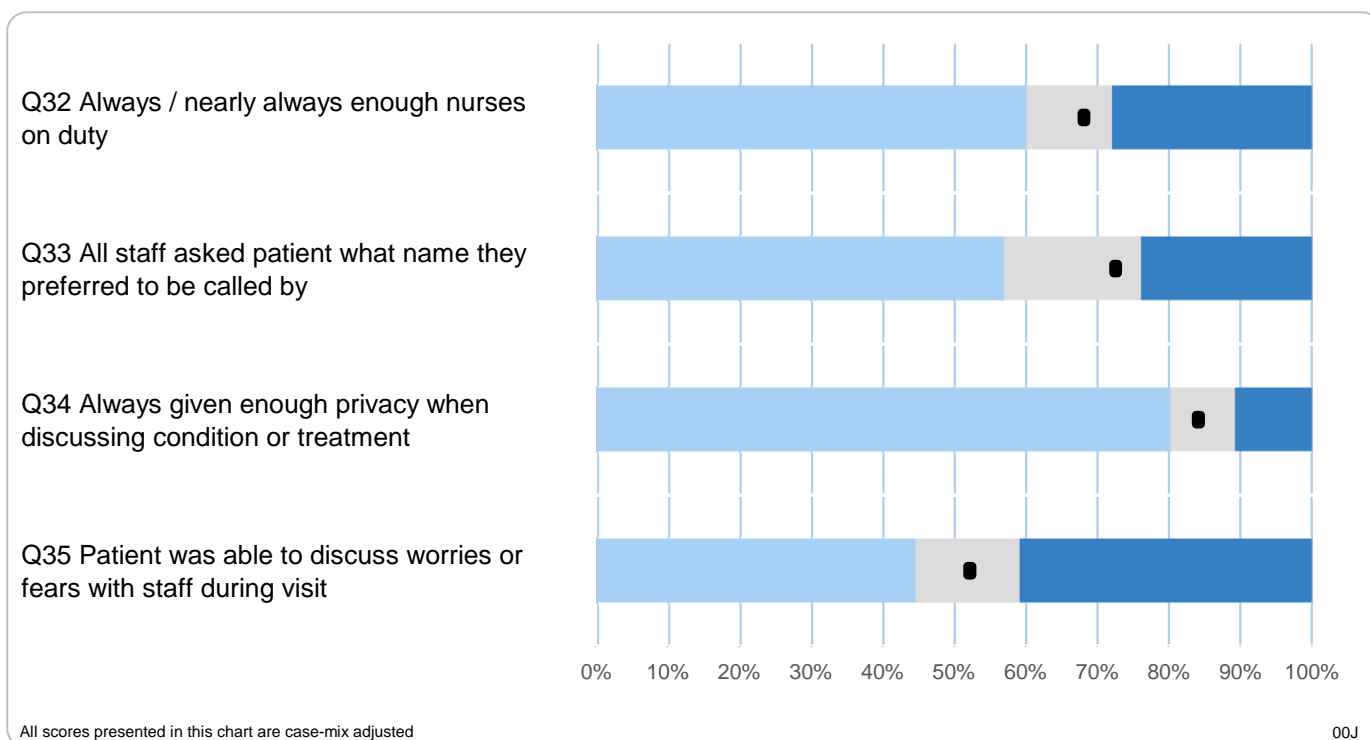
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q26 Staff explained how operation had gone in understandable way | 224 | 82% | 82% | 72% | 83% | 78% |

Hospital care as an inpatient (Part 1 of 3)



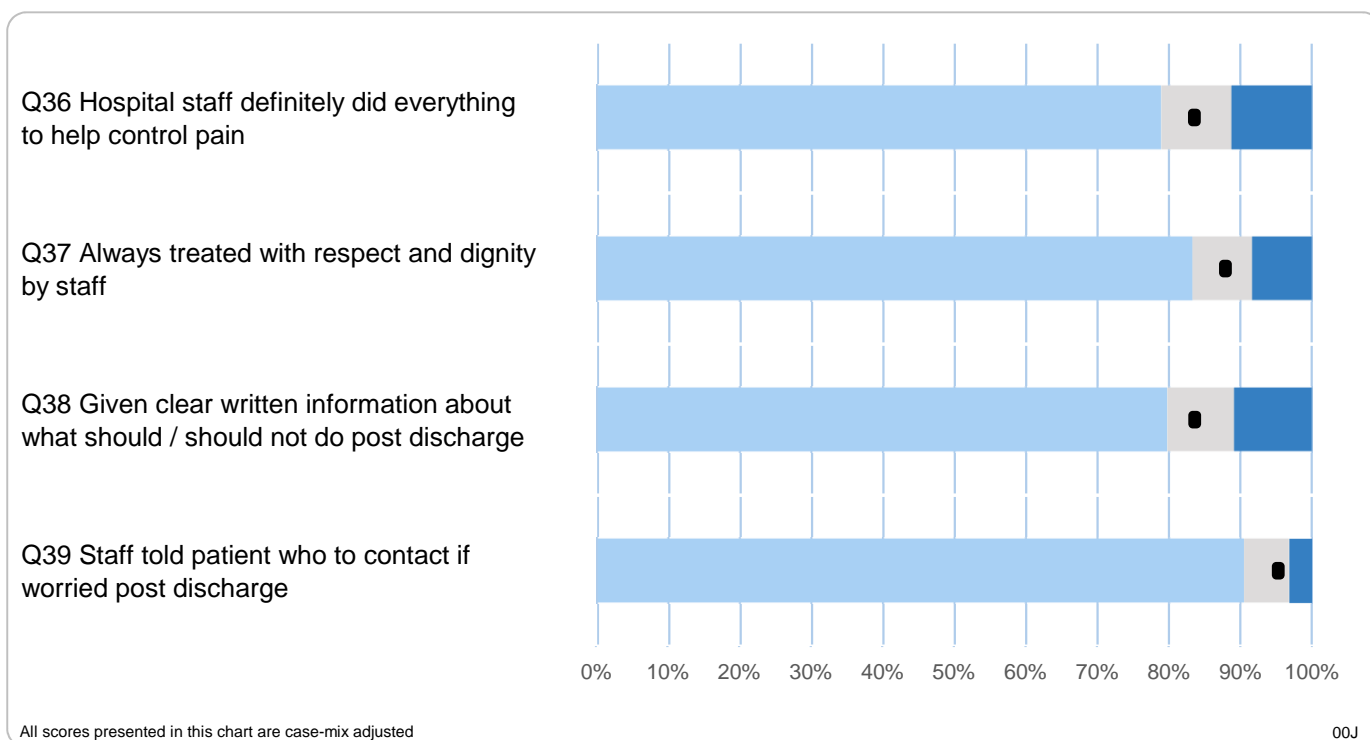
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there | 242 | 85% | 85% | 76% | 86% | 81% |
| Q29 Patient had confidence and trust in all doctors treating them | 242 | 87% | 88% | 79% | 89% | 84% |
| Q30 Patient's family or someone close definitely had opportunity to talk to doctor | 193 | 75% | 76% | 66% | 78% | 72% |
| Q31 Patient had confidence and trust in all ward nurses | 242 | 75% | 75% | 67% | 78% | 72% |

Hospital care as an inpatient (Part 2 of 3)



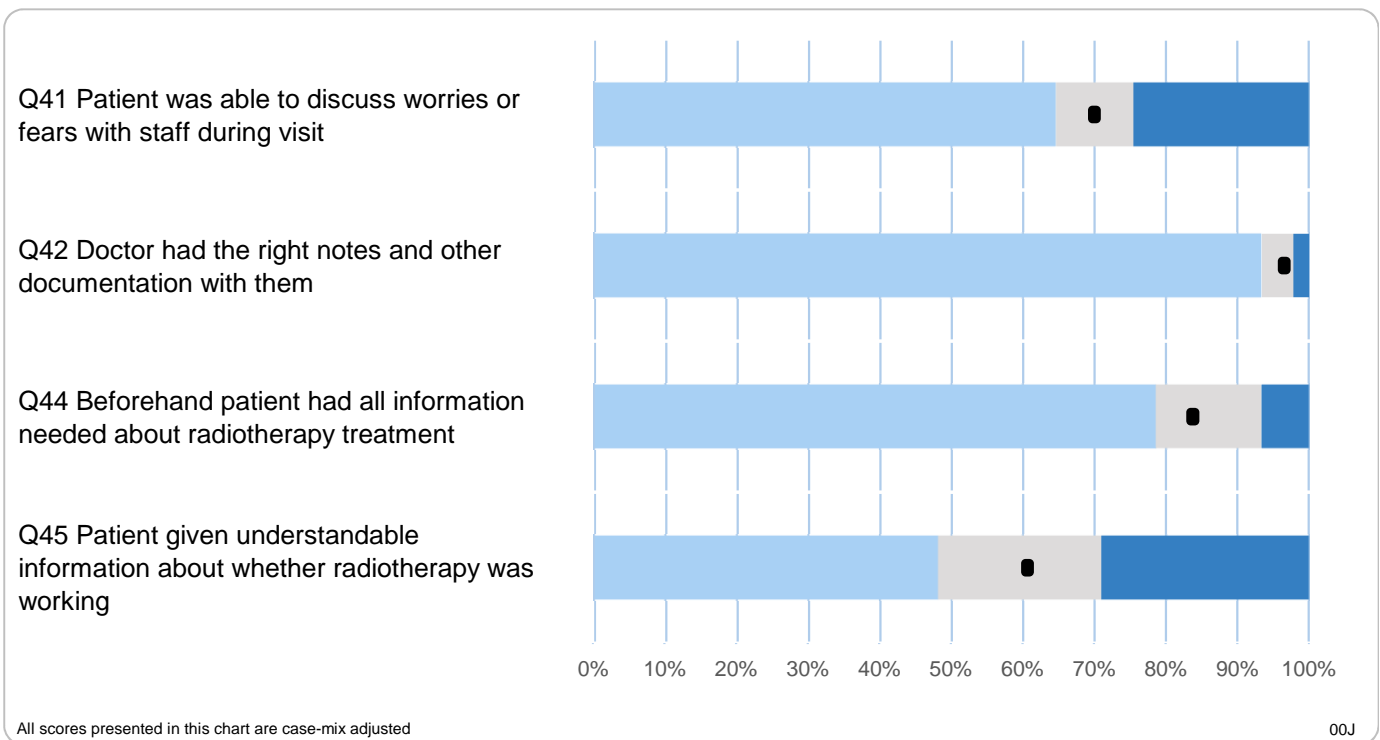
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q32 Always / nearly always enough nurses on duty | 239 | 68% | 68% | 60% | 72% | 66% |
| Q33 All staff asked patient what name they preferred to be called by | 243 | 72% | 72% | 57% | 76% | 67% |
| Q34 Always given enough privacy when discussing condition or treatment | 243 | 84% | 84% | 80% | 89% | 85% |
| Q35 Patient was able to discuss worries or fears with staff during visit | 183 | 51% | 52% | 45% | 59% | 52% |

Hospital care as an inpatient (Part 3 of 3)



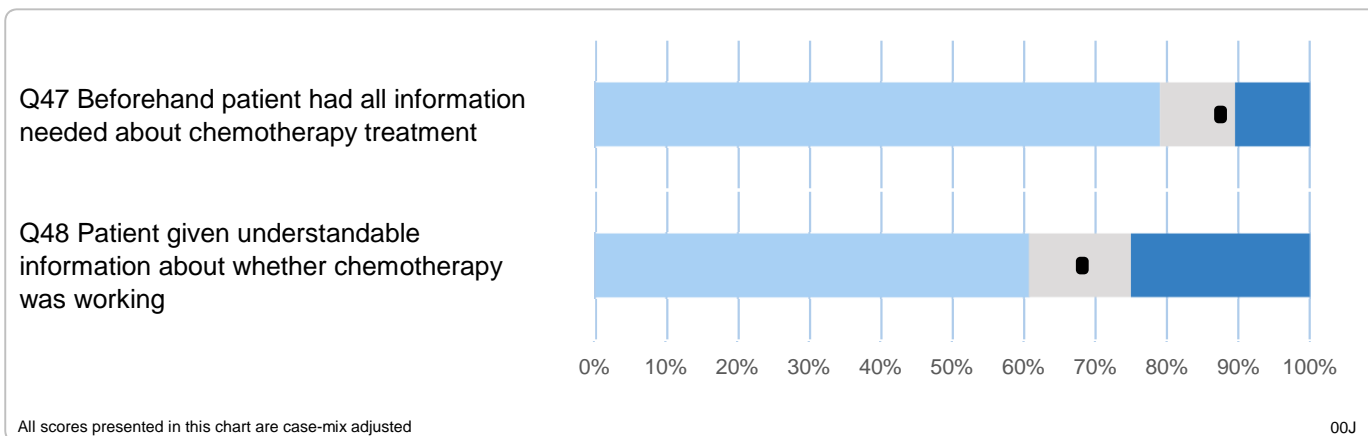
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q36 Hospital staff definitely did everything to help control pain | 213 | 83% | 83% | 79% | 89% | 84% |
| Q37 Always treated with respect and dignity by staff | 242 | 87% | 88% | 83% | 92% | 87% |
| Q38 Given clear written information about what should / should not do post discharge | 232 | 84% | 83% | 80% | 89% | 84% |
| Q39 Staff told patient who to contact if worried post discharge | 232 | 95% | 95% | 91% | 97% | 94% |

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



| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|---|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q41 Patient was able to discuss worries or fears with staff during visit | 293 | 69% | 70% | 65% | 75% | 70% |
| Q42 Doctor had the right notes and other documentation with them | 336 | 96% | 96% | 93% | 98% | 96% |
| Q44 Beforehand patient had all information needed about radiotherapy treatment | 85 | 84% | 84% | 79% | 93% | 86% |
| Q45 Patient given understandable information about whether radiotherapy was working | 71 | 59% | 60% | 48% | 71% | 60% |

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



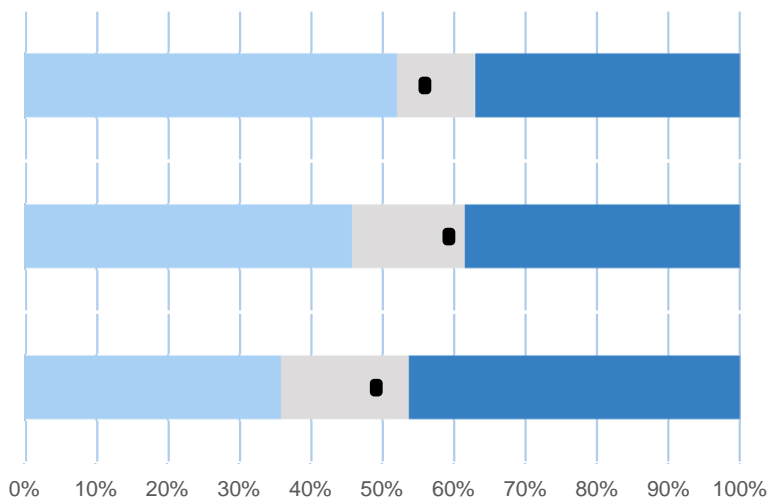
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|---|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q47 Beforehand patient had all information needed about chemotherapy treatment | 183 | 87% | 87% | 79% | 90% | 84% |
| Q48 Patient given understandable information about whether chemotherapy was working | 164 | 67% | 68% | 61% | 75% | 68% |

Home care and support

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

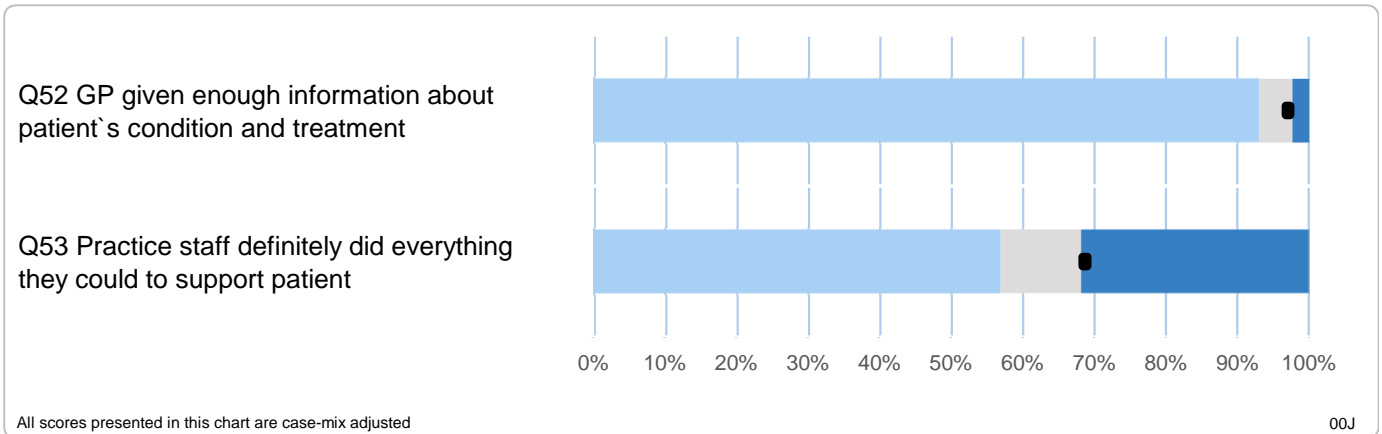


All scores presented in this chart are case-mix adjusted

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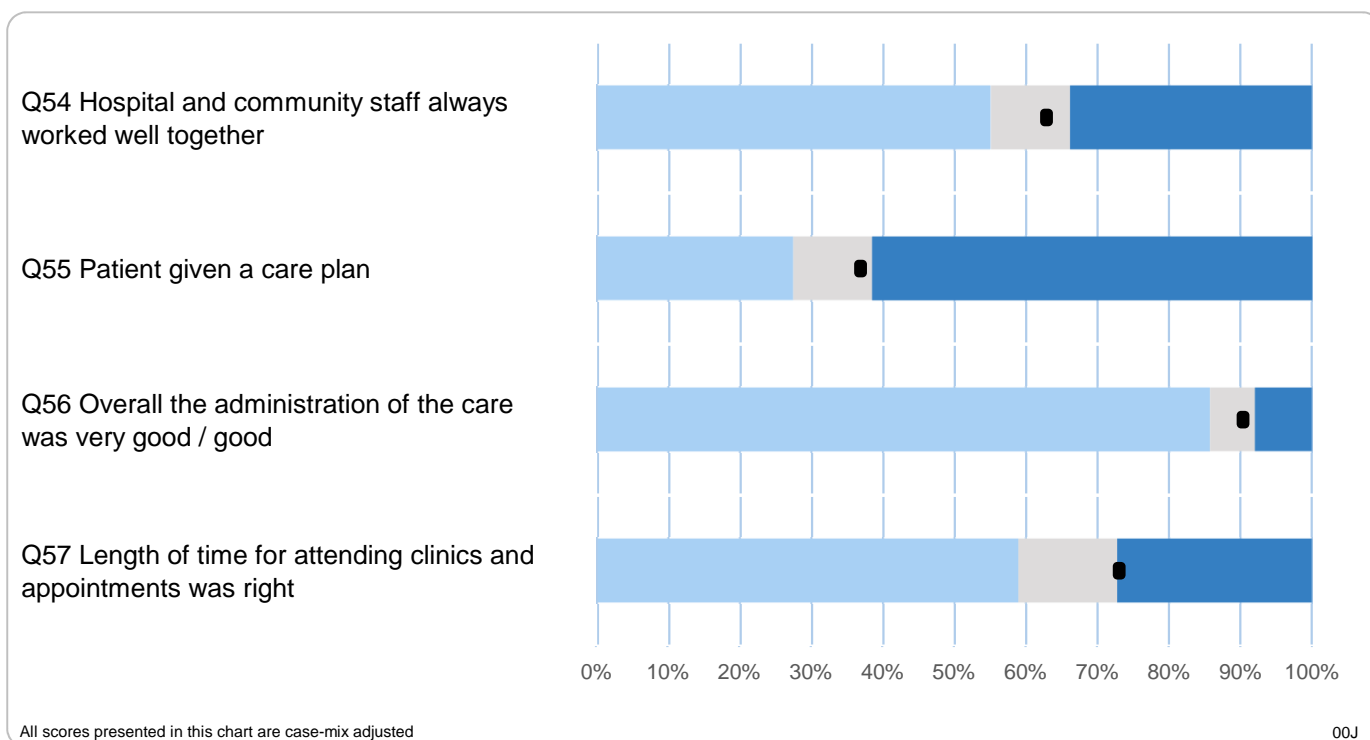
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q49 Hospital staff gave family or someone close all the information needed to help with care at home | 314 | 55% | 56% | 52% | 63% | 58% |
| Q50 Patient definitely given enough support from health or social services during treatment | 218 | 59% | 59% | 46% | 61% | 54% |
| Q51 Patient definitely given enough support from health or social services after treatment | 119 | 50% | 49% | 36% | 54% | 45% |

Care from your general practice



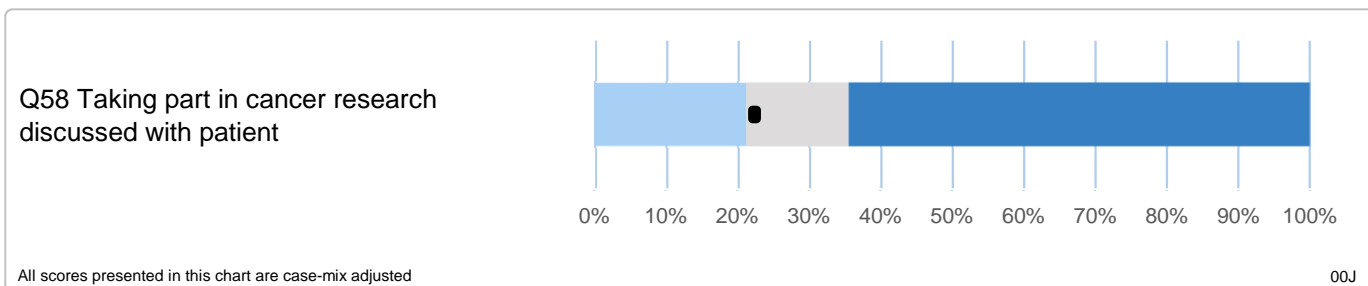
| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|--|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q52 GP given enough information about patient's condition and treatment | 321 | 97% | 97% | 93% | 98% | 95% |
| Q53 Practice staff definitely did everything they could to support patient | 289 | 68% | 68% | 57% | 68% | 63% |

Your overall NHS care (Part 1 of 2)

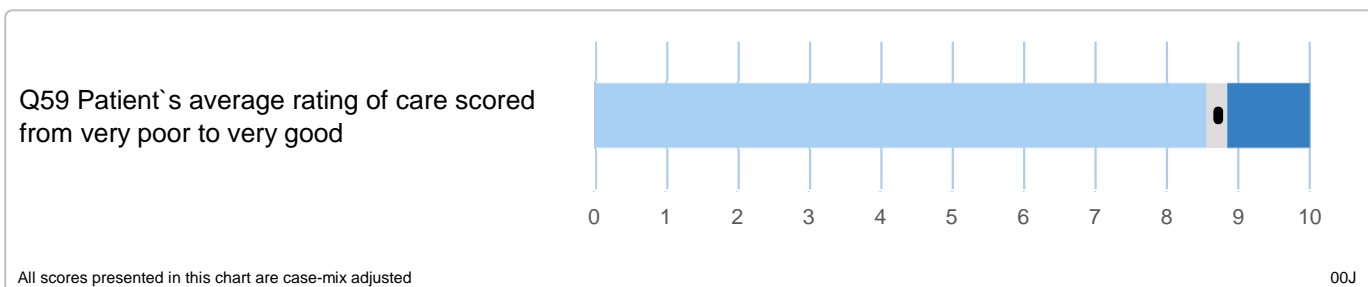


| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|---|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q54 Hospital and community staff always worked well together | 367 | 62% | 63% | 55% | 66% | 61% |
| Q55 Patient given a care plan | 299 | 36% | 37% | 27% | 38% | 33% |
| Q56 Overall the administration of the care was very good / good | 380 | 90% | 90% | 86% | 92% | 89% |
| Q57 Length of time for attending clinics and appointments was right | 375 | 73% | 73% | 59% | 73% | 66% |

Your overall NHS care (Part 2 of 2)



| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|---|-----------------------|-----------------------|------------------------|------------------------|------------------------|------------------------|
| | | | 2015 Score | Expected range - lower | Expected range - upper | |
| Q58 Taking part in cancer research discussed with patient | 363 | 21% | 22% | 21% | 36% | 28% |



| Question | Number of respondents | 2015 Unadjusted Score | 2015 Case-mix Adjusted | | | National Average Score |
|---|-----------------------|-----------------------|------------------------|-------------------------------|-------------------------------|------------------------|
| | | | 2015 Score | Lower limit of expected range | Upper limit of expected range | |
| Q59 Patient`s average rating of care scored from very poor to very good | 377 | 8.7 | 8.7 | 8.6 | 8.8 | 8.7 |

Comparisons by tumour group for this CCG

The following tables show the unadjusted CCG 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

| Cancer type | Q1. Saw GP once / twice before being told had to go to hospital | | Q2. Patient thought they were seen as soon as necessary | |
|--------------------|---|------------|---|------------|
| | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 60% | * | 77% |
| Breast | 96% | 93% | 96% | 88% |
| Colorectal / LGT | 70% | 72% | 88% | 80% |
| Gynaecological | * | 75% | * | 78% |
| Haematological | 43% | 64% | 79% | 80% |
| Head and Neck | * | 77% | * | 79% |
| Lung | * | 69% | 86% | 83% |
| Prostate | * | 79% | * | 85% |
| Sarcoma | * | 64% | * | 69% |
| Skin | * | 91% | * | 87% |
| Upper Gastro | * | 70% | * | 78% |
| Urological | 86% | 81% | 76% | 84% |
| Other | 87% | 70% | 73% | 78% |
| All Cancers | 74% | 76% | 84% | 82% |

[§] These are unadjusted scores

Diagnostic tests

| | 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 CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 87% | * | 69% |
| Breast | 94% | 90% | 83% | 82% |
| Colorectal / LGT | 92% | 86% | 75% | 81% |
| Gynaecological | * | 84% | * | 76% |
| Haematological | 86% | 87% | 85% | 76% |
| Head and Neck | * | 84% | * | 77% |
| Lung | 91% | 87% | 78% | 78% |
| Prostate | * | 85% | * | 79% |
| Sarcoma | * | 81% | * | 77% |
| Skin | * | 89% | * | 85% |
| Upper Gastro | * | 83% | * | 77% |
| Urological | 81% | 85% | 83% | 78% |
| Other | 86% | 85% | 72% | 76% |
| All Cancers | 89% | 87% | 80% | 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 CCG [§] | National | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 85% | * | 79% | * | 60% | * | 62% |
| Breast | 75% | 83% | 87% | 88% | 74% | 78% | 76% | 76% |
| Colorectal / LGT | 84% | 83% | 78% | 85% | 84% | 79% | 59% | 71% |
| Gynaecological | * | 75% | * | 83% | * | 73% | * | 69% |
| Haematological | 84% | 75% | 88% | 83% | 56% | 60% | 89% | 74% |
| Head and Neck | * | 73% | * | 85% | * | 75% | * | 61% |
| Lung | * | 80% | 88% | 83% | 64% | 75% | 64% | 66% |
| Prostate | * | 80% | * | 84% | * | 78% | * | 80% |
| Sarcoma | * | 77% | * | 82% | * | 63% | * | 61% |
| Skin | * | 71% | * | 90% | * | 83% | * | 84% |
| Upper Gastro | * | 79% | * | 79% | * | 72% | * | 64% |
| Urological | 67% | 74% | 83% | 82% | 78% | 76% | 64% | 71% |
| Other | 62% | 77% | 83% | 82% | 53% | 72% | 56% | 61% |
| All Cancers | 74% | 79% | 83% | 84% | 72% | 73% | 71% | 72% |

[§] These are unadjusted scores

Deciding the best treatment for you

| | 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 | |
|--------------------|--|------------|---|------------|---|------------|
| Cancer type | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 80% | * | 71% | * | 62% |
| Breast | 83% | 84% | 70% | 76% | 68% | 69% |
| Colorectal / LGT | 84% | 85% | 77% | 75% | 63% | 68% |
| Gynaecological | * | 84% | * | 76% | * | 68% |
| Haematological | 89% | 81% | 63% | 69% | 79% | 65% |
| Head and Neck | * | 85% | * | 72% | * | 67% |
| Lung | 79% | 84% | 64% | 74% | 60% | 69% |
| Prostate | * | 80% | * | 71% | * | 61% |
| Sarcoma | * | 82% | * | 75% | * | 66% |
| Skin | * | 88% | * | 75% | * | 74% |
| Upper Gastro | * | 83% | * | 72% | * | 66% |
| Urological | 73% | 80% | 64% | 69% | 53% | 61% |
| Other | 79% | 80% | 64% | 72% | 55% | 64% |
| All Cancers | 81% | 83% | 70% | 73% | 64% | 66% |

| | Q15. Patient definitely told about side effects that could affect them in the future | | Q16. Patient definitely involved in decisions about care and treatment | |
|--------------------|--|------------|--|------------|
| Cancer type | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 56% | * | 74% |
| Breast | 59% | 55% | 76% | 79% |
| Colorectal / LGT | 53% | 56% | 76% | 79% |
| Gynaecological | * | 54% | * | 76% |
| Haematological | 63% | 50% | 88% | 77% |
| Head and Neck | * | 58% | * | 76% |
| Lung | 65% | 54% | 72% | 78% |
| Prostate | * | 63% | * | 79% |
| Sarcoma | * | 54% | * | 77% |
| Skin | * | 66% | * | 86% |
| Upper Gastro | * | 53% | * | 77% |
| Urological | 46% | 52% | 72% | 75% |
| Other | 50% | 51% | 58% | 75% |
| All Cancers | 56% | 54% | 76% | 78% |

[§] These are unadjusted scores

Clinical Nurse Specialist

| Cancer type | Q17. Patient given the name of the CNS who would support them through their treatment | | Q18. Patient found it easy to contact their CNS | | Q19. Get understandable answers to important questions all or most of the time | |
|--------------------|---|----------|---|----------|--|----------|
| | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 95% | * | 84% | * | 85% |
| Breast | 97% | 94% | 89% | 85% | 88% | 88% |
| Colorectal / LGT | 96% | 91% | 90% | 88% | 97% | 90% |
| Gynaecological | * | 93% | * | 86% | * | 87% |
| Haematological | 94% | 89% | 100% | 89% | 95% | 90% |
| Head and Neck | * | 88% | * | 86% | * | 88% |
| Lung | 96% | 93% | 83% | 89% | 83% | 89% |
| Prostate | * | 89% | * | 83% | * | 88% |
| Sarcoma | * | 87% | * | 86% | * | 88% |
| Skin | * | 88% | * | 90% | * | 92% |
| Upper Gastro | * | 92% | * | 87% | * | 88% |
| Urological | 84% | 80% | 85% | 85% | 90% | 88% |
| Other | 87% | 86% | 88% | 86% | 91% | 87% |
| All Cancers | 93% | 90% | 90% | 87% | 90% | 88% |

[§] These are unadjusted scores

Support for people with cancer

| Cancer type | Q20. Hospital staff gave information about support groups | | Q21. Hospital staff gave information about impact cancer could have on day to day activities | | Q22. Hospital staff gave information on getting financial help | | Q23. Hospital staff told patient they could get free prescriptions | |
|--------------------|---|----------|--|----------|--|----------|--|----------|
| | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 85% | * | 80% | * | 72% | * | 79% |
| Breast | 84% | 88% | 88% | 85% | 59% | 60% | 70% | 80% |
| Colorectal / LGT | 82% | 82% | 85% | 82% | 43% | 52% | 96% | 83% |
| Gynaecological | * | 83% | * | 81% | * | 58% | * | 76% |
| Haematological | 97% | 82% | 94% | 82% | 76% | 56% | 100% | 86% |
| Head and Neck | * | 83% | * | 80% | * | 55% | * | 80% |
| Lung | * | 82% | * | 80% | * | 68% | * | 85% |
| Prostate | * | 85% | * | 81% | * | 41% | * | 76% |
| Sarcoma | * | 82% | * | 80% | * | 57% | * | 75% |
| Skin | * | 85% | * | 85% | * | 51% | * | 65% |
| Upper Gastro | * | 82% | * | 78% | * | 57% | * | 83% |
| Urological | 64% | 71% | 65% | 70% | 23% | 33% | * | 69% |
| Other | 71% | 80% | 81% | 77% | * | 53% | * | 79% |
| All Cancers | 80% | 83% | 82% | 81% | 55% | 55% | 74% | 80% |

[§] These are unadjusted scores

Operations

| | Q26. Staff explained how operation had gone in understandable way | |
|--------------------|---|------------|
| Cancer type | This CCG [§] | National |
| Brain / CNS | * | 75% |
| Breast | 80% | 77% |
| Colorectal / LGT | 97% | 81% |
| Gynaecological | * | 79% |
| Haematological | * | 75% |
| Head and Neck | * | 77% |
| Lung | * | 76% |
| Prostate | * | 76% |
| Sarcoma | * | 80% |
| Skin | * | 84% |
| Upper Gastro | * | 81% |
| Urological | 79% | 74% |
| Other | * | 78% |
| All Cancers | 82% | 78% |

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

| | 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 | |
|--------------------|---|------------|--|------------|---|------------|--|------------|
| Cancer type | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 68% | * | 78% | * | 65% | * | 67% |
| Breast | 95% | 89% | 93% | 86% | 78% | 73% | 85% | 74% |
| Colorectal / LGT | 72% | 75% | 76% | 85% | 80% | 72% | 69% | 68% |
| Gynaecological | * | 84% | * | 86% | * | 71% | * | 69% |
| Haematological | * | 80% | * | 81% | * | 75% | * | 73% |
| Head and Neck | * | 79% | * | 85% | * | 73% | * | 72% |
| Lung | * | 75% | * | 82% | * | 71% | * | 73% |
| Prostate | * | 84% | * | 87% | * | 72% | * | 75% |
| Sarcoma | * | 82% | * | 85% | * | 75% | * | 70% |
| Skin | * | 85% | * | 90% | * | 79% | * | 84% |
| Upper Gastro | * | 75% | * | 83% | * | 72% | * | 70% |
| Urological | 74% | 80% | 82% | 84% | 62% | 67% | 77% | 75% |
| Other | * | 79% | * | 79% | * | 70% | * | 69% |
| All Cancers | 85% | 81% | 87% | 84% | 75% | 72% | 75% | 72% |

| | 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 | |
|--------------------|---|------------|---|------------|---|------------|---|------------|
| Cancer type | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 64% | * | 69% | * | 80% | * | 44% |
| Breast | 74% | 69% | 59% | 60% | 82% | 86% | 52% | 53% |
| Colorectal / LGT | 54% | 61% | 87% | 70% | 85% | 84% | 58% | 54% |
| Gynaecological | * | 65% | * | 63% | * | 82% | * | 50% |
| Haematological | * | 63% | * | 67% | * | 86% | * | 55% |
| Head and Neck | * | 67% | * | 66% | * | 85% | * | 50% |
| Lung | * | 68% | * | 71% | * | 84% | * | 49% |
| Prostate | * | 71% | * | 67% | * | 87% | * | 52% |
| Sarcoma | * | 68% | * | 71% | * | 87% | * | 52% |
| Skin | * | 81% | * | 67% | * | 89% | * | 61% |
| Upper Gastro | * | 62% | * | 75% | * | 83% | * | 53% |
| Urological | 65% | 68% | 67% | 71% | 82% | 84% | 46% | 46% |
| Other | * | 62% | * | 66% | * | 82% | * | 48% |
| All Cancers | 68% | 66% | 72% | 67% | 84% | 85% | 51% | 52% |

[§] 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 CCG [§] | National | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 82% | * | 84% | * | 79% | * | 91% |
| Breast | 91% | 86% | 90% | 88% | 97% | 90% | 97% | 95% |
| Colorectal / LGT | 89% | 84% | 87% | 86% | 84% | 83% | 95% | 94% |
| Gynaecological | * | 83% | * | 85% | * | 86% | * | 93% |
| Haematological | * | 84% | * | 89% | * | 79% | * | 95% |
| Head and Neck | * | 84% | * | 88% | * | 86% | * | 92% |
| Lung | * | 83% | * | 87% | * | 81% | * | 92% |
| Prostate | * | 85% | * | 91% | * | 87% | * | 94% |
| Sarcoma | * | 86% | * | 91% | * | 83% | * | 94% |
| Skin | * | 88% | * | 93% | * | 91% | * | 97% |
| Upper Gastro | * | 83% | * | 86% | * | 79% | * | 93% |
| Urological | 85% | 80% | 85% | 88% | 83% | 83% | 94% | 90% |
| Other | * | 82% | * | 85% | * | 80% | * | 92% |
| All Cancers | 83% | 84% | 87% | 87% | 84% | 84% | 95% | 94% |

[§] These are unadjusted scores

Hospital care as a day patient / outpatient

| | 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 | |
|--------------------|---|----------|---|----------|---|----------|--|----------|
| Cancer type | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 65% | * | 94% | * | 85% | * | 52% |
| Breast | 72% | 70% | 95% | 95% | 85% | 87% | 56% | 60% |
| Colorectal / LGT | 77% | 73% | 100% | 95% | * | 85% | * | 55% |
| Gynaecological | * | 70% | * | 96% | * | 85% | * | 64% |
| Haematological | 88% | 74% | 98% | 97% | * | 82% | * | 64% |
| Head and Neck | * | 69% | * | 95% | * | 86% | * | 60% |
| Lung | * | 69% | 100% | 96% | * | 86% | * | 59% |
| Prostate | * | 69% | * | 95% | * | 88% | * | 61% |
| Sarcoma | n.a. | 68% | n.a. | 97% | n.a. | 88% | n.a. | 63% |
| Skin | * | 73% | * | 96% | n.a. | 81% | n.a. | 63% |
| Upper Gastro | * | 68% | * | 95% | * | 85% | * | 57% |
| Urological | 67% | 65% | 95% | 95% | * | 81% | * | 53% |
| Other | 44% | 67% | 89% | 95% | * | 83% | * | 59% |
| All Cancers | 69% | 70% | 96% | 96% | 84% | 86% | 59% | 60% |

| | Q47. Beforehand patient had all information needed about chemotherapy treatment | | Q48. Patient given understandable information about whether chemotherapy was working | |
|--------------------|---|----------|--|----------|
| Cancer type | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 82% | * | 57% |
| Breast | 85% | 83% | 46% | 62% |
| Colorectal / LGT | 89% | 86% | 66% | 65% |
| Gynaecological | * | 86% | * | 68% |
| Haematological | 100% | 85% | 89% | 75% |
| Head and Neck | * | 80% | * | 52% |
| Lung | * | 85% | * | 68% |
| Prostate | * | 83% | * | 69% |
| Sarcoma | n.a. | 82% | n.a. | 70% |
| Skin | * | 92% | * | 80% |
| Upper Gastro | * | 83% | * | 64% |
| Urological | * | 83% | * | 66% |
| Other | * | 85% | * | 70% |
| All Cancers | 87% | 84% | 67% | 68% |

[§] These are unadjusted scores

Home care and support

| Cancer type | Q49. Hospital staff gave family or someone close all the information needed to help with care at home | | Q50. Patient definitely given enough support from health or social services during treatment | | Q51. Patient definitely given enough support from health or social services after treatment | |
|--------------------|---|----------|--|----------|---|----------|
| | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 56% | * | 44% | * | 44% |
| Breast | 56% | 57% | 61% | 54% | 48% | 40% |
| Colorectal / LGT | 57% | 60% | 85% | 62% | * | 52% |
| Gynaecological | * | 56% | * | 52% | * | 42% |
| Haematological | 76% | 60% | 56% | 52% | * | 43% |
| Head and Neck | * | 59% | * | 53% | * | 50% |
| Lung | 48% | 57% | * | 52% | * | 42% |
| Prostate | * | 55% | * | 47% | * | 43% |
| Sarcoma | * | 59% | * | 58% | n.a. | 53% |
| Skin | * | 67% | * | 58% | * | 61% |
| Upper Gastro | * | 59% | * | 54% | * | 45% |
| Urological | 35% | 55% | * | 47% | * | 44% |
| Other | 54% | 54% | 54% | 55% | * | 48% |
| All Cancers | 55% | 58% | 59% | 54% | 50% | 45% |

[§] These are unadjusted scores

Care from your general practice

| Cancer type | Q52. GP given enough information about patient's condition and treatment | | Q53. Practice staff definitely did everything they could to support patient | |
|--------------------|--|------------|---|------------|
| | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 94% | * | 59% |
| Breast | 97% | 96% | 72% | 63% |
| Colorectal / LGT | 98% | 95% | 74% | 63% |
| Gynaecological | * | 95% | * | 59% |
| Haematological | 98% | 96% | 73% | 61% |
| Head and Neck | * | 93% | * | 60% |
| Lung | * | 95% | * | 62% |
| Prostate | * | 95% | * | 67% |
| Sarcoma | * | 97% | * | 65% |
| Skin | * | 97% | * | 71% |
| Upper Gastro | * | 94% | * | 62% |
| Urological | 97% | 95% | 59% | 64% |
| Other | 100% | 95% | 57% | 61% |
| All Cancers | 97% | 95% | 68% | 63% |

[§] 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 CCG [§] | National | This CCG [§] | National | This CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 45% | * | 29% | * | 84% | * | 60% |
| Breast | 71% | 60% | 38% | 35% | 93% | 90% | 71% | 64% |
| Colorectal / LGT | 69% | 60% | 34% | 36% | 96% | 88% | 72% | 68% |
| Gynaecological | * | 58% | * | 29% | * | 89% | * | 66% |
| Haematological | 72% | 63% | 67% | 33% | 100% | 92% | 82% | 62% |
| Head and Neck | * | 58% | * | 34% | * | 89% | * | 65% |
| Lung | 46% | 63% | 48% | 32% | 84% | 89% | 72% | 70% |
| Prostate | * | 63% | * | 36% | * | 87% | * | 71% |
| Sarcoma | * | 60% | n.a. | 31% | * | 90% | * | 63% |
| Skin | * | 69% | * | 39% | * | 89% | * | 73% |
| Upper Gastro | * | 58% | * | 36% | * | 88% | * | 66% |
| Urological | 51% | 62% | 26% | 26% | 78% | 84% | 68% | 73% |
| Other | 45% | 56% | 25% | 29% | 87% | 87% | 70% | 61% |
| All Cancers | 62% | 61% | 36% | 33% | 90% | 89% | 73% | 66% |

| 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 CCG [§] | National | This CCG [§] | National |
| Brain / CNS | * | 32% | * | 8.5 |
| Breast | 22% | 28% | 8.8 | 8.8 |
| Colorectal / LGT | 17% | 22% | 8.9 | 8.7 |
| Gynaecological | * | 27% | * | 8.7 |
| Haematological | 24% | 36% | 9.2 | 8.8 |
| Head and Neck | * | 21% | * | 8.6 |
| Lung | 30% | 34% | 8.3 | 8.6 |
| Prostate | * | 35% | * | 8.6 |
| Sarcoma | * | 29% | * | 8.7 |
| Skin | * | 17% | * | 8.9 |
| Upper Gastro | * | 30% | * | 8.6 |
| Urological | 7% | 14% | 8.2 | 8.5 |
| Other | 41% | 31% | 8.3 | 8.6 |
| All Cancers | 21% | 28% | 8.7 | 8.7 |

[§] These are unadjusted scores

Annex

Methodology

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2015.

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 2015 and March 2016.

For the first time, 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 2015 survey

A number of significant changes have been made to the National Cancer Patient Experience Survey in 2015:

- the length of the questionnaire has been reduced
- response options have been reviewed and changed to make them consistent throughout the survey
- some of the questions and / or answer options have been changed so that they are now in line with questions in other patient surveys (e.g. the Care Quality Commission national patient surveys), to improve comparability between them
- the topic areas within the questionnaire have been redesigned to capture the whole patient journey.

There are 50 questions in the questionnaire that relate directly to patient experience. Of these, 14 remain unchanged from previous years; and a further 21 have been slightly amended. We draw caution in directly comparing data from the 2015 survey to the findings of the previous CPES surveys, even for identical questions. Changes in the structure of the survey instrument (questionnaire) and also the administration of the survey (calendar period and length of time from sampling to field work start and completion) may influence nationwide averages, although these features will not greatly impact on relative comparisons (e.g. between patient groups or hospitals).

The other 15 questions are either new or substantially changed from previous years.

It is expected that there will be few, if any changes, to the questionnaire going forward so we will be able to compare the results year on year. Where changes are necessary they are expected to be for methodological reasons or to improve question reliability.

Another significant change in 2015 is that an online version of the questionnaire has been developed. The online version was developed to make the questionnaire more accessible for respondents. This may have an impact on the demographic characteristics of the respondents. This may be an improvement if previously underrepresented groups have responded. However, changes to the demographics of respondents may have implications on the overall results - and again, leads us to draw caution in directly comparing results with previous years.

Official Statistics

The 2015 survey data has been published for the first time as Official Statistics. The 2015 survey data has been produced and published in line with the Code of Practice for Official Statistics.

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").

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 2015 questionnaire, marked up with all of these scoring conventions, 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

For the first time in 2015, case-mix adjusted findings are being presented alongside unadjusted results for CCGs. 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 CCG 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

Response Rates

| | Sample Size | Excluded | Adjusted Sample | Not Returned | Blank / Refused | Completed | Response Rate |
|----------|-------------|----------|-----------------|--------------|-----------------|-----------|---------------|
| National | 116,991 | 8,719 | 108,272 | 33,168 | 3,918 | 71,186 | 66% |
| 00J | 603 | 42 | 561 | 158 | 16 | 387 | 69% |

Respondents by tumour group

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

| Tumour Group | Number of respondents* |
|------------------|------------------------|
| Brain / CNS | 5 |
| Breast | 100 |
| Gynaecological | 17 |
| Colorectal / LGT | 52 |
| Lung | 34 |
| Skin | 16 |
| Haematological | 52 |
| Upper Gastro | 23 |
| Other | 12 |
| Urological | 50 |
| Prostate | 14 |
| Sarcoma | 1 |
| Head and Neck | 11 |

* 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 CCG was as follows:

| | 16-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | 75-84 | 85+ | Total |
|--------|-------|-------|-------|-------|-------|-------|-------|-----|-------|
| Male | 2 | 0 | 1 | 17 | 34 | 49 | 45 | 8 | 156 |
| Female | 1 | 4 | 13 | 42 | 56 | 67 | 40 | 8 | 231 |
| Total | 3 | 4 | 14 | 59 | 90 | 116 | 85 | 16 | 387 |



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