

## **National Cancer Patient Experience Survey**

**2015 Results**

**The Queen Elizabeth Hospital King's Lynn  
NHS Foundation Trust**

**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](http://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 Trust scored for each question in the survey, compared with national results. It is aimed at helping individual Trusts to understand their performance and identify areas for local improvement.

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

## **Data tables**

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

- **Column 1** shows the number of respondents to this question
- **Column 2** shows the unadjusted 2015 score for this Trust
- **Column 3** shows the case-mix adjusted 2015 score for this Trust
- **Column 4** shows the lower limit of the expected range of scores for this Trust (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 Trust (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](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.

### **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 Trusts will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for Trusts of the same size.

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

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

For further details on expected ranges, please refer to the technical document at [www.ncpes.co.uk](http://www.ncpes.co.uk)

### **Tumour group tables**

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

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

### **Notes on specific questions**

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 Trust.

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

Case-mix adjusted data, together with (case-mix adjusted) Confidence Intervals (presented in the detailed data tables [www.ncpes.co.uk](http://www.ncpes.co.uk)), should be used to understand whether the results are significantly higher or lower than the results for another Trust.

### **Response rates**

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

## 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\*:

- **82%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
- **88%** 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 **91%** 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
- **93%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital
- **67%** of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

\* [www.cancerdata.nhs.uk/dashboard](http://www.cancerdata.nhs.uk/dashboard)

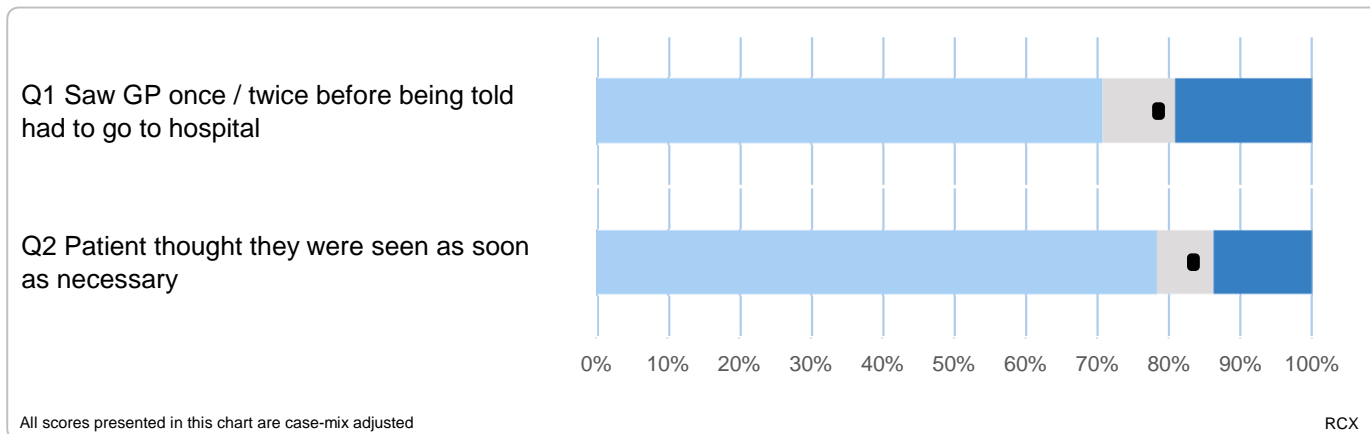
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

## Questions which scored outside expected range

Question	Number of respondents for this Trust	2015 Case-mix Adjusted			National Average Score	
		2015 Percentage for this Trust	Lower limit of expected range	Upper limit of expected range		
<b>Diagnostic tests</b>						
Q7	Given complete explanation of test results in understandable way	311	83%	74%	83%	79%
<b>Deciding the best treatment for you</b>						
Q14	Patient given practical advice and support in dealing with side effects of treatment	343	74%	61%	72%	66%
<b>Hospital care as a day patient / outpatient</b>						
Q42	Doctor had the right notes and other documentation with them	323	98%	93%	98%	96%
<b>Your overall NHS care</b>						
Q57	Length of time for attending clinics and appointments was right	352	75%	58%	74%	66%

## Trust results

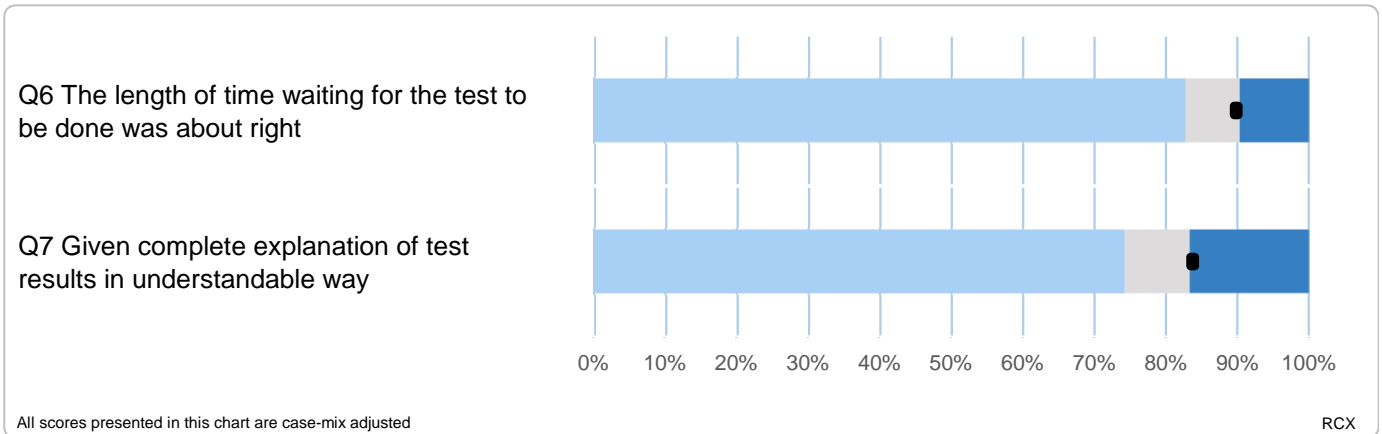
### Seeing your GP



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	275	80%	78%	71%	81%	76%
Q2 Patient thought they were seen as soon as necessary	352	85%	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 <b>written</b> information	*
		No, I would have liked more <b>verbal</b> information	*
		I did not need / want any information	*
		Don't know / can't remember	*

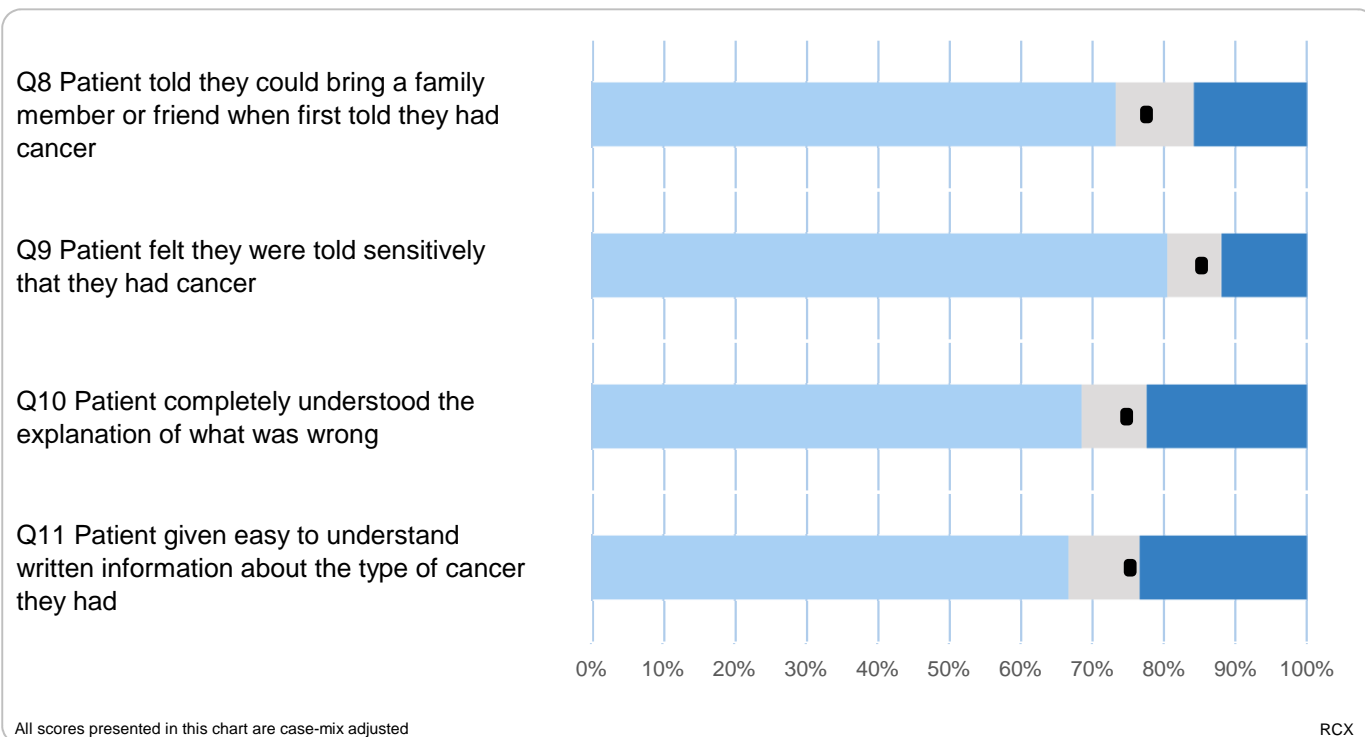
Diagnostic tests



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	311	90%	90%	83%	90%	87%
Q7	Given complete explanation of test results in understandable way	311	84%	83%	74%	83%	79%

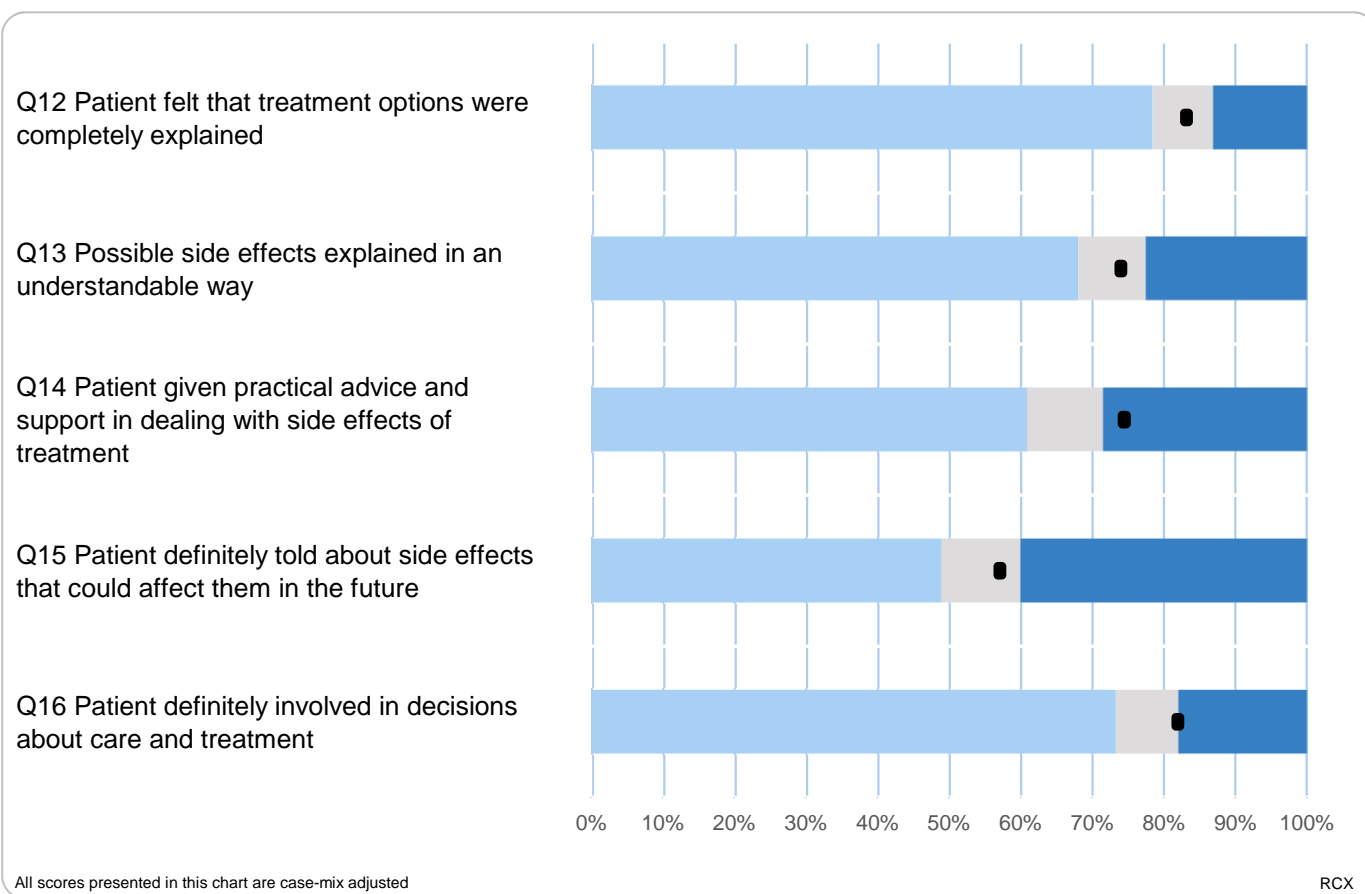


### Finding out what was wrong with you



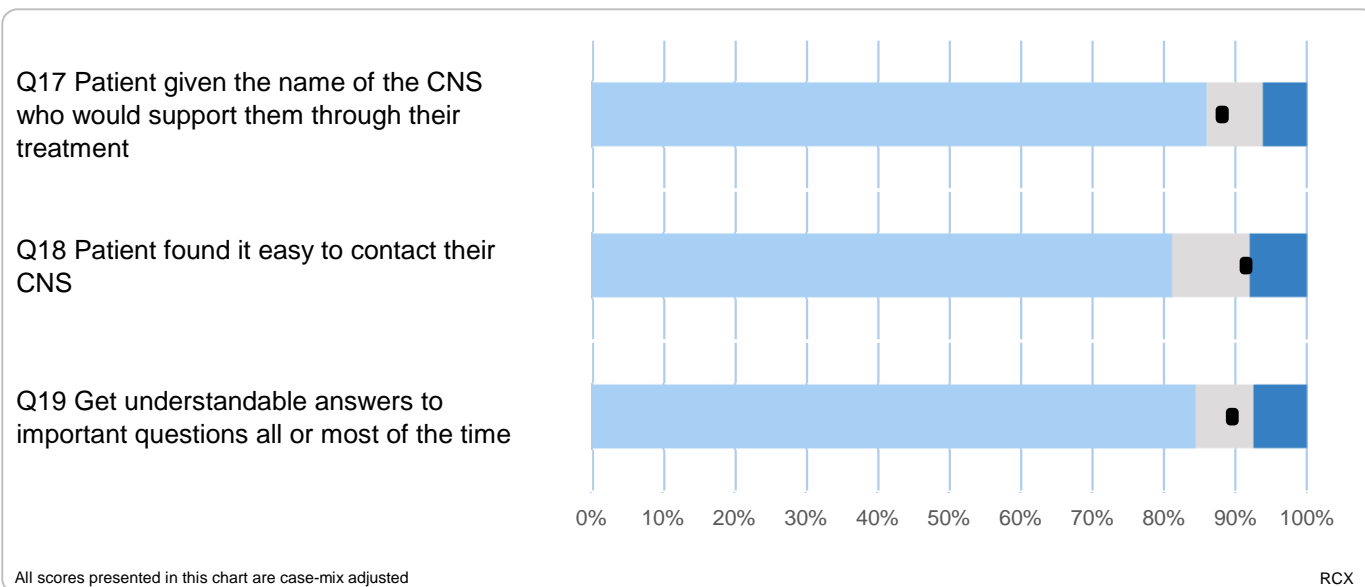
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q8 Patient told they could bring a family member or friend when first told they had cancer	298	79%	77%	73%	84%	79%
Q9 Patient felt they were told sensitively that they had cancer	362	86%	85%	81%	88%	84%
Q10 Patient completely understood the explanation of what was wrong	364	75%	75%	68%	78%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	320	76%	75%	67%	77%	72%

Finding out what was wrong with you



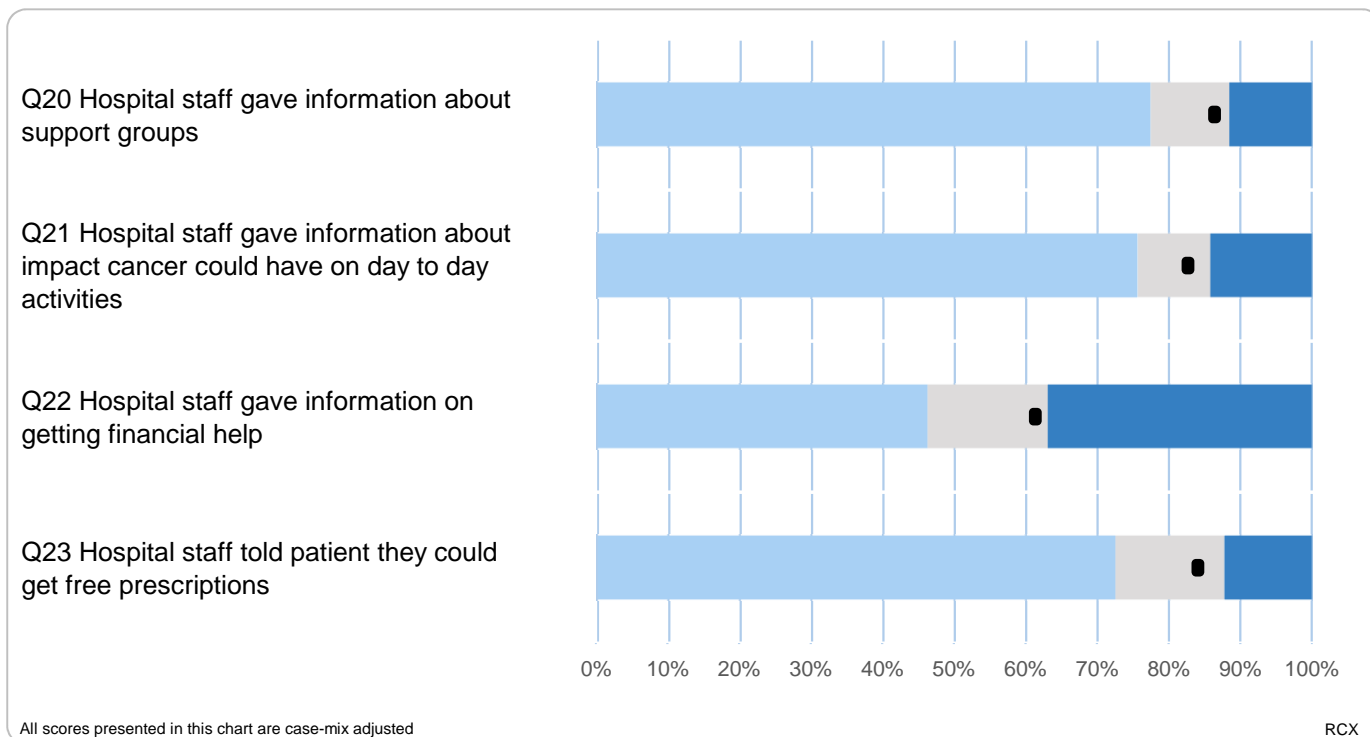
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q12 Patient felt that treatment options were completely explained	314	83%	83%	78%	87%	83%
Q13 Possible side effects explained in an understandable way	343	73%	74%	68%	77%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	343	74%	74%	61%	72%	66%
Q15 Patient definitely told about side effects that could affect them in the future	317	58%	57%	49%	60%	54%
Q16 Patient definitely involved in decisions about care and treatment	352	82%	82%	73%	82%	78%

Clinical Nurse Specialist



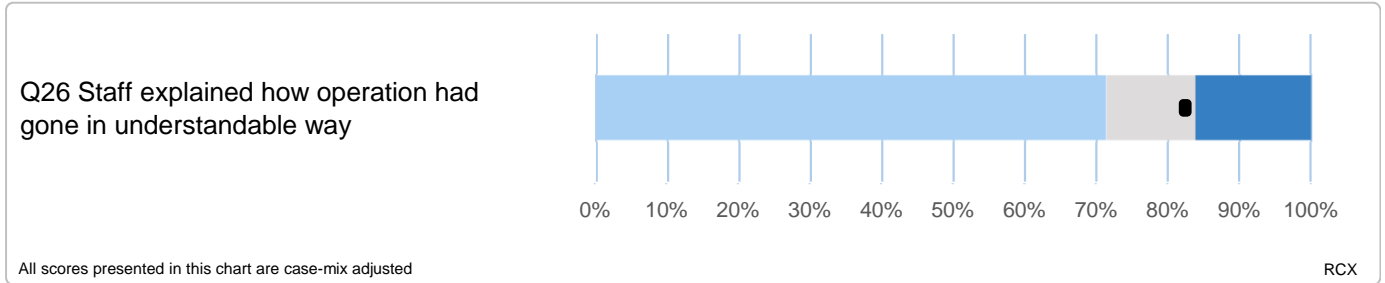
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q17 Patient given the name of the CNS who would support them through their treatment	346	87%	88%	86%	94%	90%
Q18 Patient found it easy to contact their CNS	246	91%	91%	81%	92%	87%
Q19 Get understandable answers to important questions all or most of the time	237	89%	89%	84%	93%	88%

Support for people with cancer



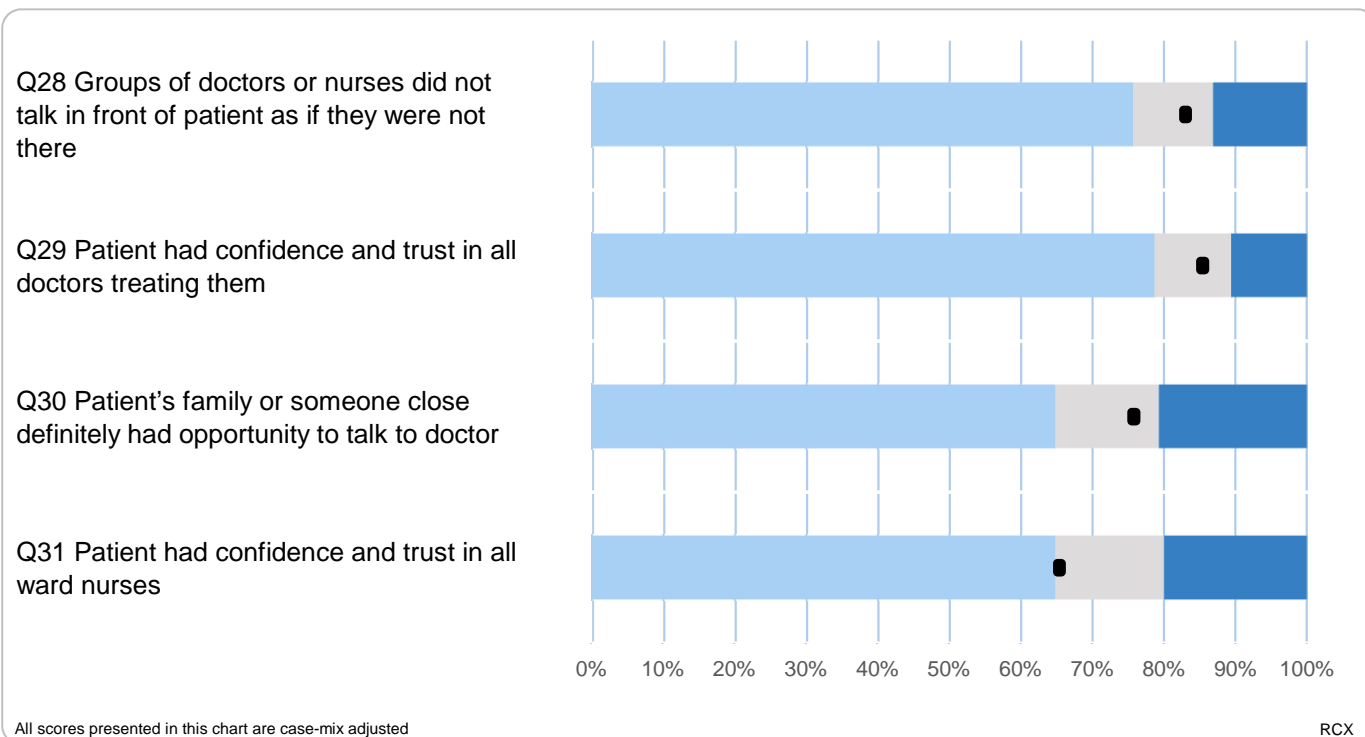
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q20 Hospital staff gave information about support groups	248	86%	86%	77%	88%	83%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	231	82%	82%	76%	86%	81%
Q22 Hospital staff gave information on getting financial help	185	60%	61%	46%	63%	55%
Q23 Hospital staff told patient they could get free prescriptions	129	84%	84%	73%	88%	80%

## Operations



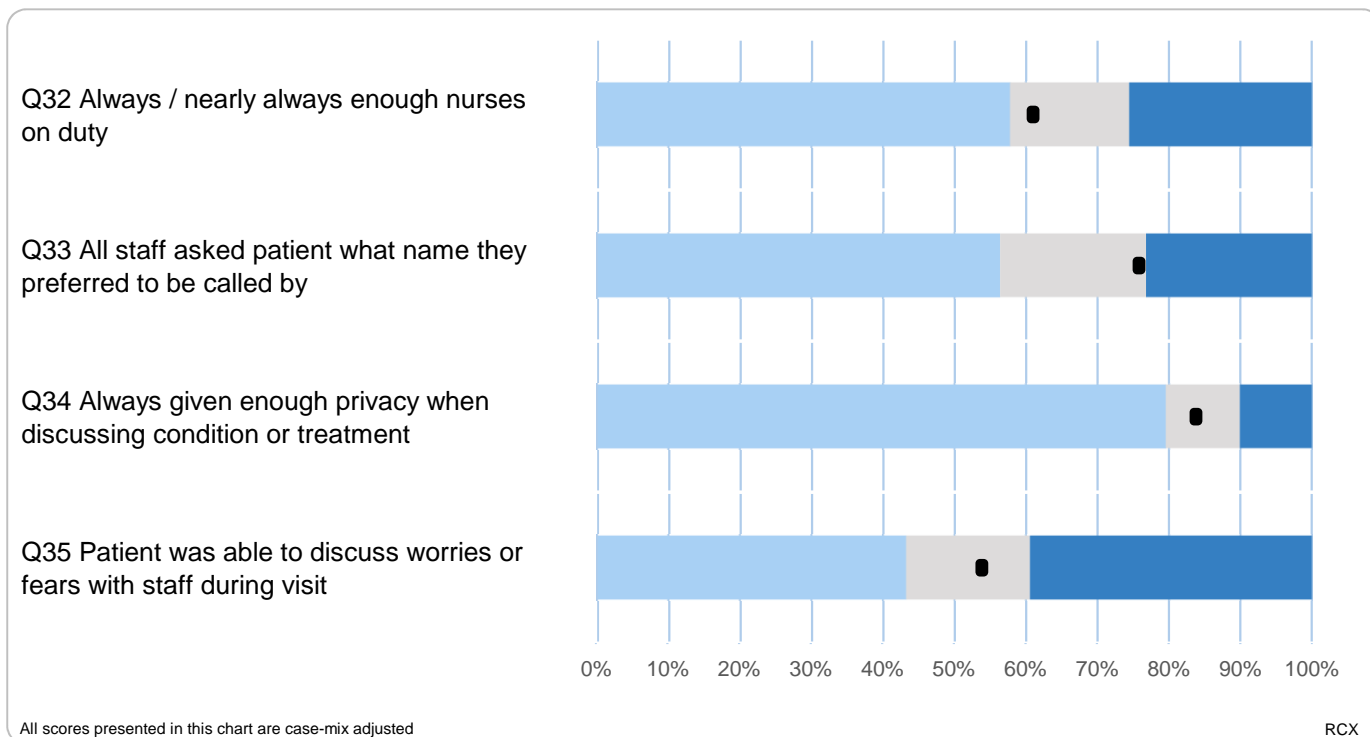
Question		Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
				2015 Score	Expected range - lower	Expected range - upper	
Q26	Staff explained how operation had gone in understandable way	174	82%	82%	71%	84%	78%

Hospital care as an inpatient (Part 1 of 3)



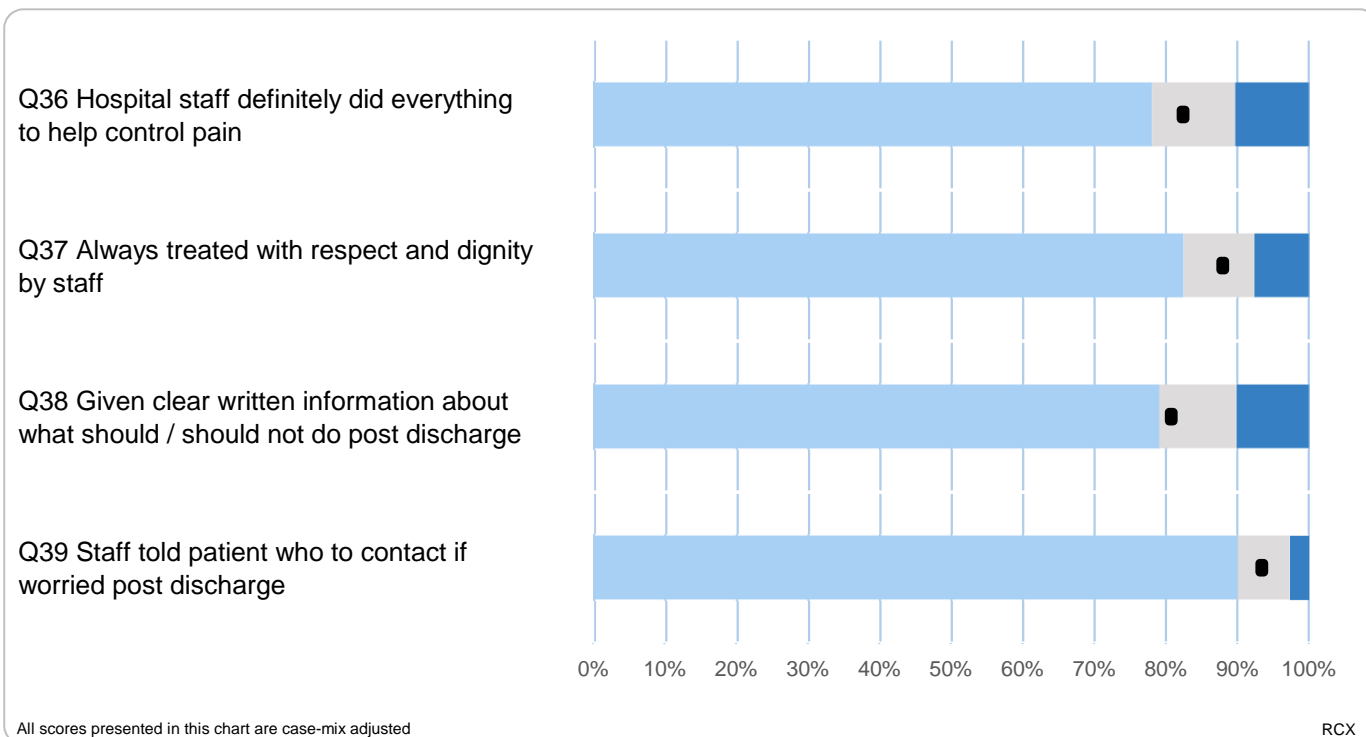
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	186	83%	83%	76%	87%	81%
Q29 Patient had confidence and trust in all doctors treating them	186	86%	85%	79%	89%	84%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	147	76%	76%	65%	79%	72%
Q31 Patient had confidence and trust in all ward nurses	184	68%	65%	65%	80%	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	184	63%	61%	58%	74%	66%
Q33 All staff asked patient what name they preferred to be called by	184	77%	76%	56%	77%	67%
Q34 Always given enough privacy when discussing condition or treatment	185	85%	84%	80%	90%	85%
Q35 Patient was able to discuss worries or fears with staff during visit	128	55%	54%	43%	61%	52%

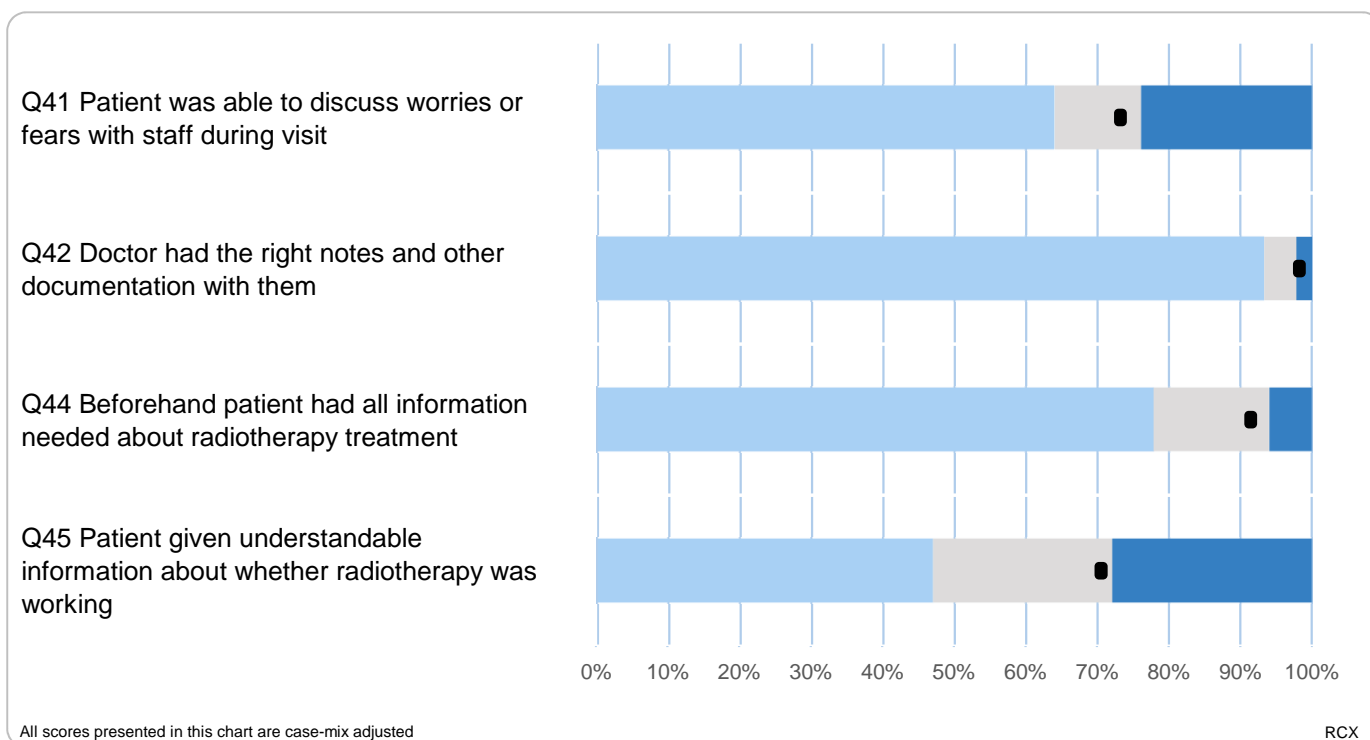
Hospital care as an inpatient (Part 3 of 3)



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	154	83%	82%	78%	90%	84%
Q37 Always treated with respect and dignity by staff	183	89%	88%	83%	92%	87%
Q38 Given clear written information about what should / should not do post discharge	173	82%	80%	79%	90%	84%
Q39 Staff told patient who to contact if worried post discharge	178	93%	93%	90%	97%	94%

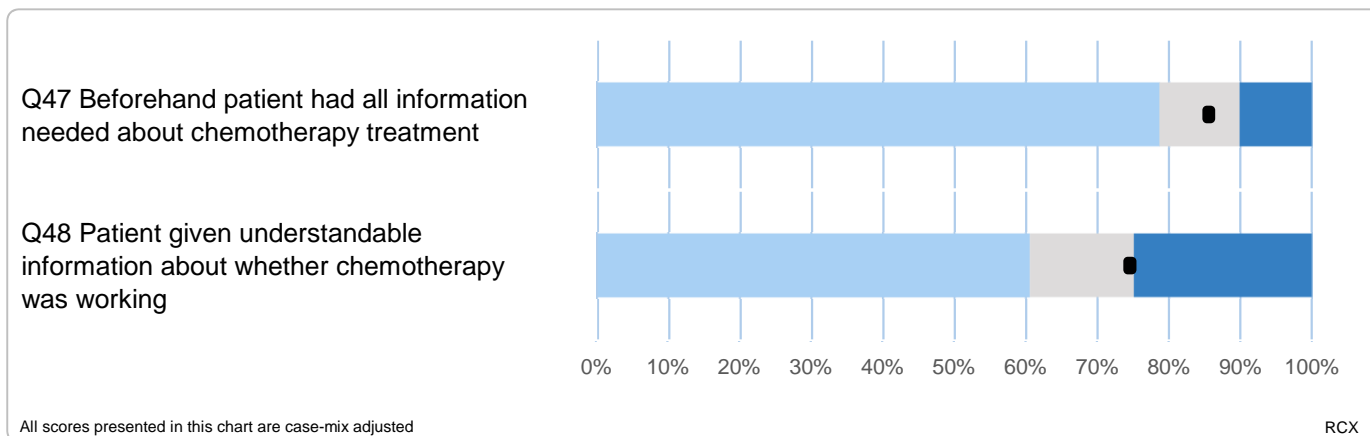


Hospital care as a day patient / outpatient (Part 1 of 2)



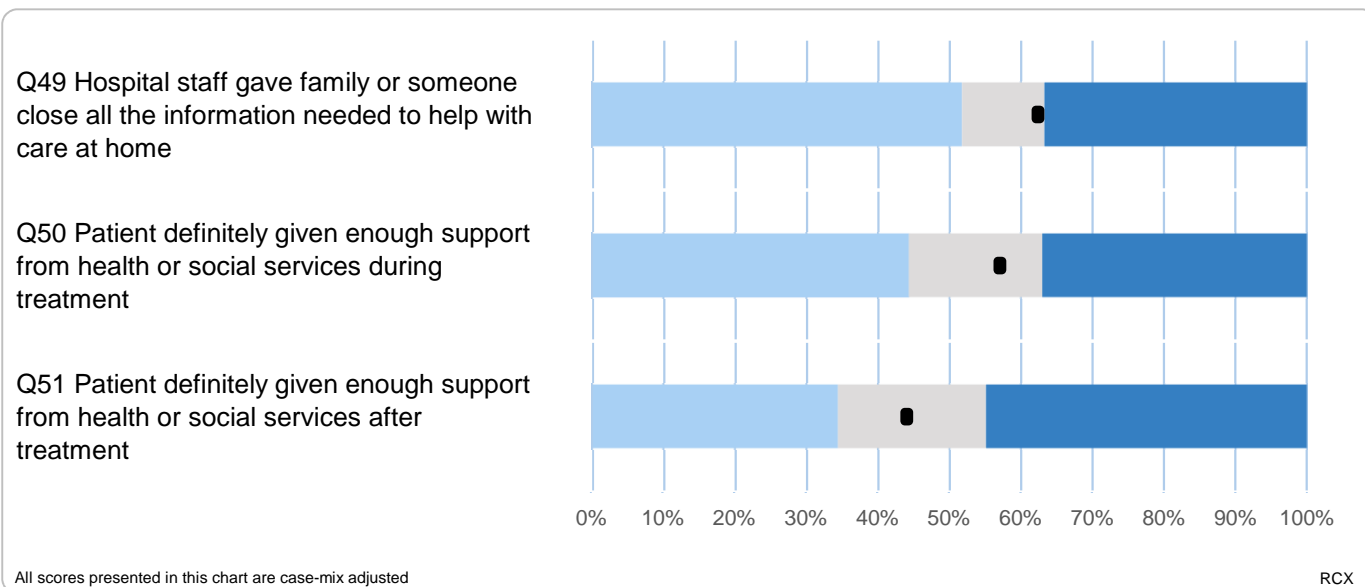
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q41 Patient was able to discuss worries or fears with staff during visit	270	73%	73%	64%	76%	70%
Q42 Doctor had the right notes and other documentation with them	323	98%	98%	93%	98%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	71	92%	91%	78%	94%	86%
Q45 Patient given understandable information about whether radiotherapy was working	59	71%	70%	47%	72%	60%

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



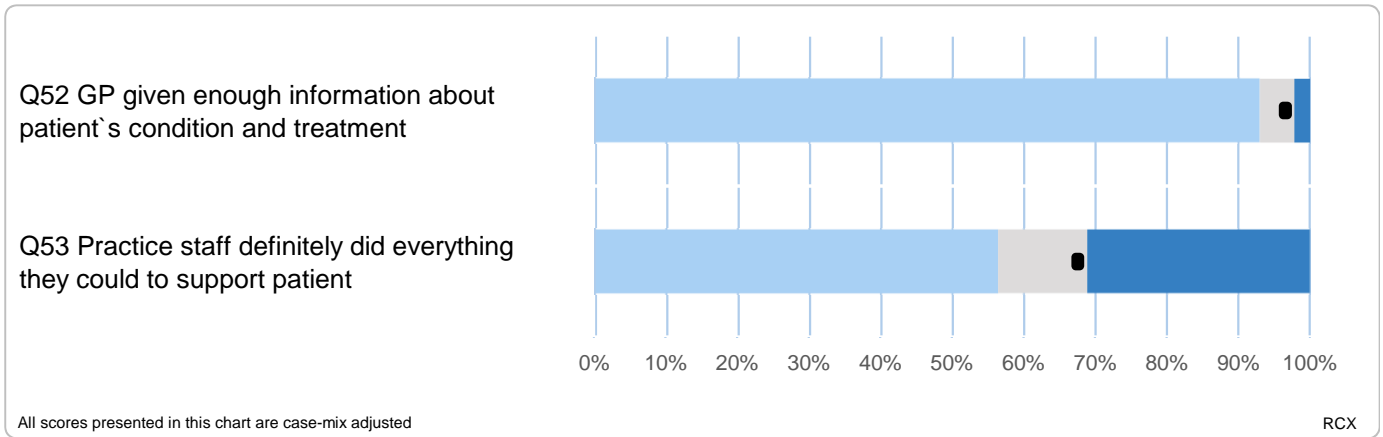
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q47 Beforehand patient had all information needed about chemotherapy treatment	164	85%	85%	79%	90%	84%
Q48 Patient given understandable information about whether chemotherapy was working	158	75%	74%	61%	75%	68%

Home care and support



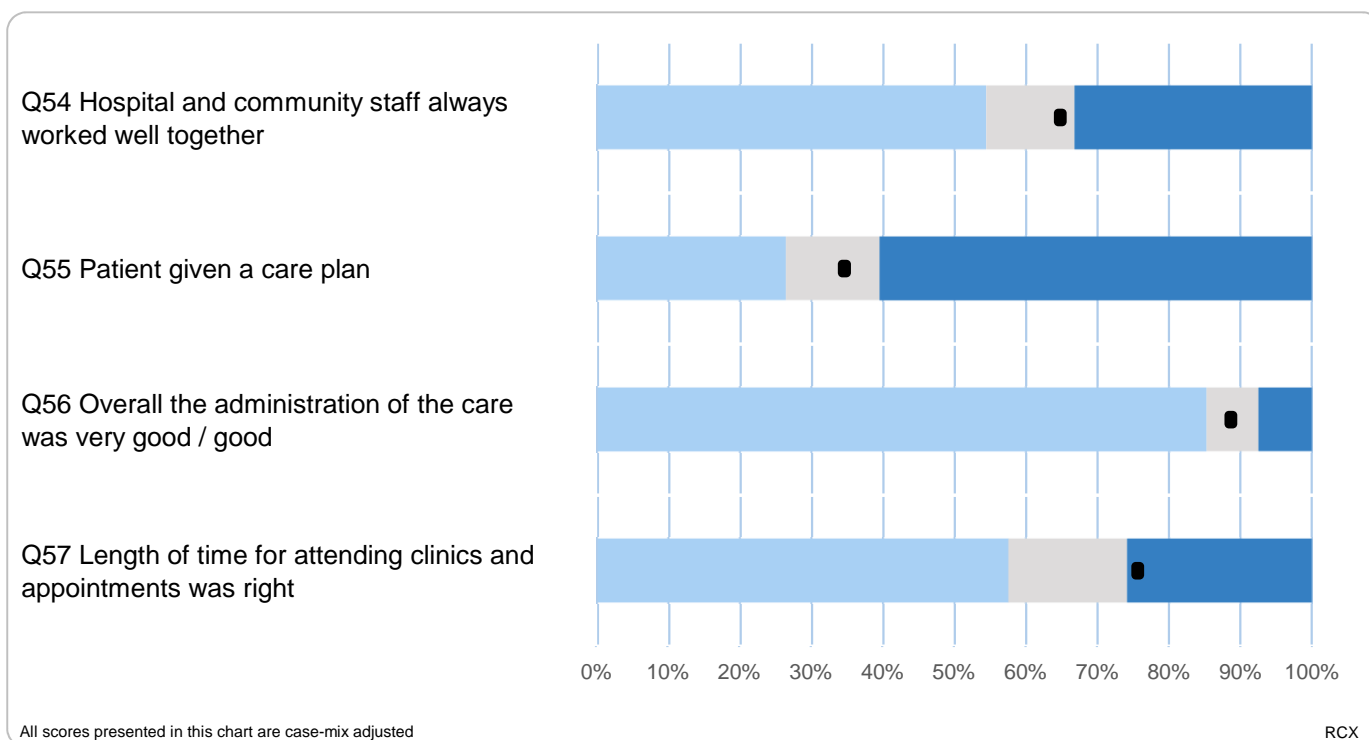
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	285	62%	62%	52%	63%	58%
Q50 Patient definitely given enough support from health or social services during treatment	174	56%	57%	44%	63%	54%
Q51 Patient definitely given enough support from health or social services after treatment	89	44%	44%	34%	55%	45%

Care from your general practice



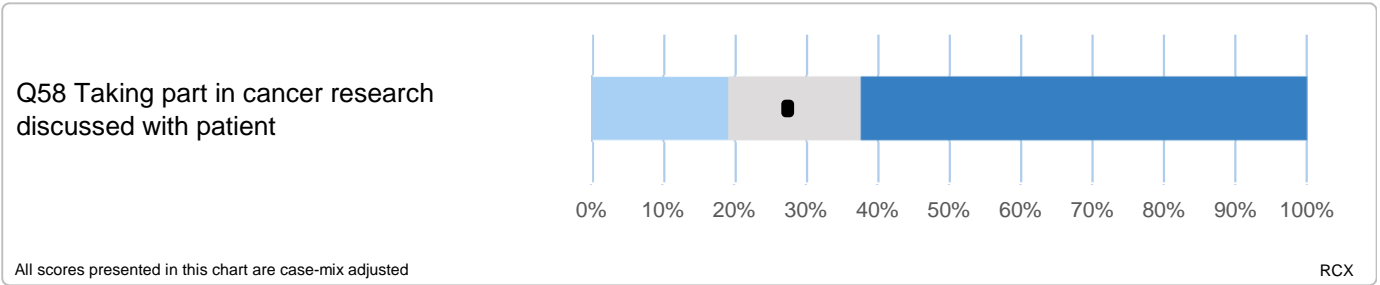
Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q52 GP given enough information about patient's condition and treatment	289	97%	96%	93%	98%	95%
Q53 Practice staff definitely did everything they could to support patient	231	68%	67%	56%	69%	63%

Your overall NHS care (Part 1 of 2)

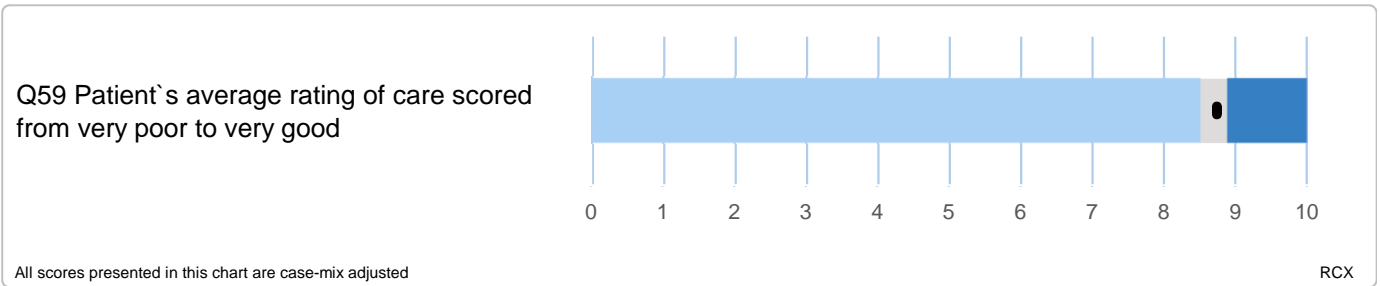


Question	Number of respondents	2015 Unadjusted Score	2015 Case-mix Adjusted			National Average Score
			2015 Score	Expected range - lower	Expected range - upper	
Q54 Hospital and community staff always worked well together	341	67%	65%	54%	67%	61%
Q55 Patient given a care plan	274	36%	34%	26%	40%	33%
Q56 Overall the administration of the care was very good / good	357	89%	88%	85%	93%	89%
Q57 Length of time for attending clinics and appointments was right	352	77%	75%	58%	74%	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	334	25%	27%	19%	38%	28%



Question	Number of respondents for this Trust	2015 Unadjusted Score for this Trust	2015 Case-mix Adjusted			National Average Score
			2015 Score for this Trust	Lower limit of expected range	Upper limit of expected range	
Q59 Patient`s average rating of care scored from very poor to very good	351	8.8	8.7	8.5	8.9	8.7

## Comparisons by tumour group for this Trust

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

### Seeing your GP

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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	60%	n.a.	77%
Breast	88%	93%	94%	88%
Colorectal / LGT	78%	72%	78%	80%
Gynaecological	*	75%	*	78%
Haematological	74%	64%	79%	80%
Head and Neck	n.a.	77%	n.a.	79%
Lung	*	69%	*	83%
Prostate	87%	79%	91%	85%
Sarcoma	n.a.	64%	n.a.	69%
Skin	*	91%	*	87%
Upper Gastro	*	70%	*	78%
Urological	86%	81%	91%	84%
Other	76%	70%	86%	78%
<b>All Cancers</b>	<b>80%</b>	<b>76%</b>	<b>85%</b>	<b>82%</b>

<sup>§</sup> 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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	87%	n.a.	69%
Breast	95%	90%	85%	82%
Colorectal / LGT	88%	86%	94%	81%
Gynaecological	*	84%	*	76%
Haematological	83%	87%	75%	76%
Head and Neck	n.a.	84%	n.a.	77%
Lung	*	87%	*	78%
Prostate	98%	85%	79%	79%
Sarcoma	n.a.	81%	n.a.	77%
Skin	*	89%	*	85%
Upper Gastro	*	83%	*	77%
Urological	89%	85%	87%	78%
Other	93%	85%	81%	76%
<b>All Cancers</b>	<b>90%</b>	<b>87%</b>	<b>84%</b>	<b>79%</b>

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



## Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	85%	n.a.	79%	n.a.	60%	n.a.	62%
Breast	79%	83%	87%	88%	77%	78%	71%	76%
Colorectal / LGT	87%	83%	86%	85%	91%	79%	67%	71%
Gynaecological	*	75%	*	83%	*	73%	*	69%
Haematological	76%	75%	84%	83%	62%	60%	75%	74%
Head and Neck	n.a.	73%	n.a.	85%	n.a.	75%	n.a.	61%
Lung	*	80%	*	83%	*	75%	*	66%
Prostate	83%	80%	86%	84%	80%	78%	82%	80%
Sarcoma	n.a.	77%	n.a.	82%	n.a.	63%	n.a.	61%
Skin	*	71%	*	90%	*	83%	*	84%
Upper Gastro	*	79%	*	79%	*	72%	*	64%
Urological	84%	74%	93%	82%	76%	76%	85%	71%
Other	67%	77%	78%	82%	70%	72%	68%	61%
<b>All Cancers</b>	<b>79%</b>	<b>79%</b>	<b>86%</b>	<b>84%</b>	<b>75%</b>	<b>73%</b>	<b>76%</b>	<b>72%</b>

<sup>§</sup> 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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	80%	n.a.	71%	n.a.	62%
Breast	81%	84%	78%	76%	76%	69%
Colorectal / LGT	97%	85%	76%	75%	88%	68%
Gynaecological	*	84%	*	76%	*	68%
Haematological	81%	81%	68%	69%	77%	65%
Head and Neck	n.a.	85%	n.a.	72%	n.a.	67%
Lung	*	84%	*	74%	*	69%
Prostate	79%	80%	70%	71%	62%	61%
Sarcoma	n.a.	82%	n.a.	75%	n.a.	66%
Skin	*	88%	*	75%	*	74%
Upper Gastro	*	83%	*	72%	*	66%
Urological	83%	80%	68%	69%	74%	61%
Other	83%	80%	70%	72%	68%	64%
<b>All Cancers</b>	<b>83%</b>	<b>83%</b>	<b>73%</b>	<b>73%</b>	<b>74%</b>	<b>66%</b>

	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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	56%	n.a.	74%
Breast	57%	55%	81%	79%
Colorectal / LGT	56%	56%	79%	79%
Gynaecological	*	54%	*	76%
Haematological	56%	50%	82%	77%
Head and Neck	n.a.	58%	n.a.	76%
Lung	*	54%	*	78%
Prostate	73%	63%	82%	79%
Sarcoma	n.a.	54%	n.a.	77%
Skin	*	66%	*	86%
Upper Gastro	*	53%	*	77%
Urological	51%	52%	81%	75%
Other	49%	51%	76%	75%
<b>All Cancers</b>	<b>58%</b>	<b>54%</b>	<b>82%</b>	<b>78%</b>

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

## Clinical Nurse Specialist

	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
Cancer type	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	95%	n.a.	84%	n.a.	85%
Breast	88%	94%	96%	85%	94%	88%
Colorectal / LGT	81%	91%	96%	88%	96%	90%
Gynaecological	*	93%	*	86%	*	87%
Haematological	83%	89%	96%	89%	91%	90%
Head and Neck	n.a.	88%	n.a.	86%	n.a.	88%
Lung	*	93%	*	89%	*	89%
Prostate	91%	89%	87%	83%	87%	88%
Sarcoma	n.a.	87%	n.a.	86%	n.a.	88%
Skin	*	88%	*	90%	*	92%
Upper Gastro	*	92%	*	87%	*	88%
Urological	90%	80%	91%	85%	91%	88%
Other	71%	86%	78%	86%	81%	87%
<b>All Cancers</b>	<b>87%</b>	<b>90%</b>	<b>91%</b>	<b>87%</b>	<b>89%</b>	<b>88%</b>

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

## Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	85%	n.a.	80%	n.a.	72%	n.a.	79%
Breast	87%	88%	81%	85%	55%	60%	80%	80%
Colorectal / LGT	88%	82%	88%	82%	48%	52%	*	83%
Gynaecological	*	83%	*	81%	*	58%	*	76%
Haematological	90%	82%	88%	82%	71%	56%	96%	86%
Head and Neck	n.a.	83%	n.a.	80%	n.a.	55%	n.a.	80%
Lung	*	82%	*	80%	*	68%	*	85%
Prostate	81%	85%	84%	81%	*	41%	*	76%
Sarcoma	n.a.	82%	n.a.	80%	n.a.	57%	n.a.	75%
Skin	*	85%	*	85%	*	51%	*	65%
Upper Gastro	*	82%	*	78%	*	57%	*	83%
Urological	80%	71%	77%	70%	*	33%	*	69%
Other	83%	80%	77%	77%	61%	53%	*	79%
<b>All Cancers</b>	<b>86%</b>	<b>83%</b>	<b>82%</b>	<b>81%</b>	<b>60%</b>	<b>55%</b>	<b>84%</b>	<b>80%</b>

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

## Operations

	Q26. Staff explained how operation had gone in understandable way	
Cancer type	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	75%
Breast	81%	77%
Colorectal / LGT	73%	81%
Gynaecological	*	79%
Haematological	*	75%
Head and Neck	n.a.	77%
Lung	*	76%
Prostate	*	76%
Sarcoma	n.a.	80%
Skin	*	84%
Upper Gastro	*	81%
Urological	79%	74%
Other	*	78%
<b>All Cancers</b>	<b>82%</b>	<b>78%</b>

<sup>§</sup> 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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	68%	n.a.	78%	n.a.	65%	n.a.	67%
Breast	88%	89%	81%	86%	75%	73%	61%	74%
Colorectal / LGT	77%	75%	88%	85%	81%	72%	58%	68%
Gynaecological	*	84%	*	86%	*	71%	*	69%
Haematological	76%	80%	83%	81%	86%	75%	83%	73%
Head and Neck	n.a.	79%	n.a.	85%	n.a.	73%	n.a.	72%
Lung	*	75%	*	82%	*	71%	*	73%
Prostate	*	84%	*	87%	*	72%	*	75%
Sarcoma	n.a.	82%	n.a.	85%	n.a.	75%	n.a.	70%
Skin	*	85%	*	90%	*	79%	*	84%
Upper Gastro	*	75%	*	83%	*	72%	*	70%
Urological	79%	80%	88%	84%	72%	67%	64%	75%
Other	*	79%	*	79%	*	70%	*	69%
<b>All Cancers</b>	<b>83%</b>	<b>81%</b>	<b>86%</b>	<b>84%</b>	<b>76%</b>	<b>72%</b>	<b>68%</b>	<b>72%</b>

	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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	64%	n.a.	69%	n.a.	80%	n.a.	44%
Breast	71%	69%	71%	60%	81%	86%	64%	53%
Colorectal / LGT	46%	61%	77%	70%	73%	84%	*	54%
Gynaecological	*	65%	*	63%	*	82%	*	50%
Haematological	62%	63%	86%	67%	93%	86%	61%	55%
Head and Neck	n.a.	67%	n.a.	66%	n.a.	85%	n.a.	50%
Lung	*	68%	*	71%	*	84%	*	49%
Prostate	*	71%	*	67%	*	87%	*	52%
Sarcoma	n.a.	68%	n.a.	71%	n.a.	87%	n.a.	52%
Skin	*	81%	*	67%	*	89%	*	61%
Upper Gastro	*	62%	*	75%	*	83%	*	53%
Urological	64%	68%	69%	71%	91%	84%	59%	46%
Other	*	62%	*	66%	*	82%	*	48%
<b>All Cancers</b>	<b>63%</b>	<b>66%</b>	<b>77%</b>	<b>67%</b>	<b>85%</b>	<b>85%</b>	<b>55%</b>	<b>52%</b>

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

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

	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	
Cancer type	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	82%	n.a.	84%	n.a.	79%	n.a.	91%
Breast	87%	86%	88%	88%	82%	90%	96%	95%
Colorectal / LGT	83%	84%	85%	86%	81%	83%	92%	94%
Gynaecological	*	83%	*	85%	*	86%	*	93%
Haematological	91%	84%	97%	89%	76%	79%	93%	95%
Head and Neck	n.a.	84%	n.a.	88%	n.a.	86%	n.a.	92%
Lung	*	83%	*	87%	*	81%	*	92%
Prostate	*	85%	*	91%	*	87%	*	94%
Sarcoma	n.a.	86%	n.a.	91%	n.a.	83%	n.a.	94%
Skin	*	88%	*	93%	*	91%	*	97%
Upper Gastro	*	83%	*	86%	*	79%	*	93%
Urological	69%	80%	88%	88%	82%	83%	90%	90%
Other	*	82%	*	85%	*	80%	*	92%
<b>All Cancers</b>	<b>83%</b>	<b>84%</b>	<b>89%</b>	<b>87%</b>	<b>82%</b>	<b>84%</b>	<b>93%</b>	<b>94%</b>

<sup>§</sup> 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 Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	65%	n.a.	94%	n.a.	85%	n.a.	52%
Breast	70%	70%	94%	95%	89%	87%	65%	60%
Colorectal / LGT	64%	73%	100%	95%	*	85%	*	55%
Gynaecological	*	70%	*	96%	*	85%	*	64%
Haematological	88%	74%	100%	97%	*	82%	*	64%
Head and Neck	n.a.	69%	n.a.	95%	n.a.	86%	n.a.	60%
Lung	*	69%	*	96%	*	86%	*	59%
Prostate	75%	69%	100%	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	73%	65%	97%	95%	*	81%	*	53%
Other	70%	67%	100%	95%	*	83%	*	59%
<b>All Cancers</b>	<b>73%</b>	<b>70%</b>	<b>98%</b>	<b>96%</b>	<b>92%</b>	<b>86%</b>	<b>71%</b>	<b>60%</b>

	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
Cancer type	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	82%	n.a.	57%
Breast	77%	83%	67%	62%
Colorectal / LGT	81%	86%	71%	65%
Gynaecological	*	86%	*	68%
Haematological	95%	85%	86%	75%
Head and Neck	n.a.	80%	n.a.	52%
Lung	*	85%	*	68%
Prostate	*	83%	*	69%
Sarcoma	n.a.	82%	n.a.	70%
Skin	n.a.	92%	n.a.	80%
Upper Gastro	*	83%	*	64%
Urological	*	83%	*	66%
Other	*	85%	*	70%
<b>All Cancers</b>	<b>85%</b>	<b>84%</b>	<b>75%</b>	<b>68%</b>

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



## Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	56%	n.a.	44%	n.a.	44%
Breast	59%	57%	56%	54%	*	40%
Colorectal / LGT	67%	60%	59%	62%	*	52%
Gynaecological	*	56%	*	52%	*	42%
Haematological	73%	60%	56%	52%	*	43%
Head and Neck	n.a.	59%	n.a.	53%	n.a.	50%
Lung	*	57%	*	52%	*	42%
Prostate	61%	55%	*	47%	*	43%
Sarcoma	n.a.	59%	n.a.	58%	n.a.	53%
Skin	*	67%	*	58%	*	61%
Upper Gastro	*	59%	*	54%	*	45%
Urological	59%	55%	*	47%	*	44%
Other	54%	54%	*	55%	*	48%
<b>All Cancers</b>	<b>62%</b>	<b>58%</b>	<b>56%</b>	<b>54%</b>	<b>44%</b>	<b>45%</b>

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

## Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	94%	n.a.	59%
Breast	98%	96%	68%	63%
Colorectal / LGT	97%	95%	52%	63%
Gynaecological	*	95%	*	59%
Haematological	93%	96%	72%	61%
Head and Neck	n.a.	93%	n.a.	60%
Lung	*	95%	*	62%
Prostate	96%	95%	76%	67%
Sarcoma	n.a.	97%	n.a.	65%
Skin	*	97%	*	71%
Upper Gastro	*	94%	*	62%
Urological	92%	95%	73%	64%
Other	100%	95%	92%	61%
<b>All Cancers</b>	<b>97%</b>	<b>95%</b>	<b>68%</b>	<b>63%</b>

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

## Your overall NHS care

	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	
Cancer type	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	45%	n.a.	29%	n.a.	84%	n.a.	60%
Breast	64%	60%	30%	35%	87%	90%	80%	64%
Colorectal / LGT	60%	60%	42%	36%	94%	88%	83%	68%
Gynaecological	*	58%	*	29%	*	89%	*	66%
Haematological	72%	63%	42%	33%	95%	92%	64%	62%
Head and Neck	n.a.	58%	n.a.	34%	n.a.	89%	n.a.	65%
Lung	*	63%	*	32%	*	89%	*	70%
Prostate	74%	63%	48%	36%	83%	87%	76%	71%
Sarcoma	n.a.	60%	n.a.	31%	n.a.	90%	n.a.	63%
Skin	*	69%	*	39%	*	89%	*	73%
Upper Gastro	*	58%	*	36%	*	88%	*	66%
Urological	56%	62%	38%	26%	82%	84%	84%	73%
Other	79%	56%	27%	29%	88%	87%	78%	61%
<b>All Cancers</b>	<b>67%</b>	<b>61%</b>	<b>36%</b>	<b>33%</b>	<b>89%</b>	<b>89%</b>	<b>77%</b>	<b>66%</b>

	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
Cancer type	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	32%	n.a.	8.5
Breast	23%	28%	8.8	8.8
Colorectal / LGT	16%	22%	8.9	8.7
Gynaecological	*	27%	*	8.7
Haematological	30%	36%	9.1	8.8
Head and Neck	n.a.	21%	n.a.	8.6
Lung	*	34%	*	8.6
Prostate	32%	35%	8.6	8.6
Sarcoma	n.a.	29%	n.a.	8.7
Skin	*	17%	*	8.9
Upper Gastro	*	30%	*	8.6
Urological	19%	14%	8.5	8.5
Other	10%	31%	9.0	8.6
<b>All Cancers</b>	<b>25%</b>	<b>28%</b>	<b>8.8</b>	<b>8.7</b>

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

## **Annex**

### **Methodology**

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

For the first time in 2015, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust is performing given their patient population.

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

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

## 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%
RCX	558	33	525	132	25	368	70%

## 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	0
Breast	71
Gynaecological	20
Colorectal / LGT	36
Lung	19
Skin	12
Haematological	66
Upper Gastro	12
Other	30
Urological	46
Prostate	56
Sarcoma	0
Head and Neck	0

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

## Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	0	0	2	12	17	77	71	13	192
Female	0	0	7	16	45	44	51	13	176
Total	0	0	9	28	62	121	122	26	368



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)