

National Cancer Patient Experience Survey

2016 Results

**Barts Health
NHS Trust**

Published July 2017

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



Introduction

The National Cancer Patient Experience Survey 2016 is the sixth 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 2016 survey can be found in the Annex.

This report

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

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

Data tables

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

- **Column 1** shows the number of respondents for 2015 to this question
- **Column 2** shows the unadjusted 2015 score for this Trust
- **Column 3** shows the number of respondents for 2016 to this question
- **Column 4** shows the unadjusted 2016 score for this Trust
- **Column 5** shows whether a score has significantly increased or decreased compared with the last survey
- **Column 6** shows the case-mix adjusted 2016 score for this Trust
- **Column 7** shows the lower limit of the expected range of case-mix adjusted scores for this Trust (the top of the pale blue section on the comparability chart - see below)
- **Column 8** shows the upper limit of the expected range of case-mix adjusted scores for this Trust (the bottom of the dark blue section on the comparability chart - see below)
- **Column 9** shows the national average score for this question.

Results for individual response options are presented in the detailed data tables available at www.ncpes.co.uk . Confidence Intervals for unadjusted and case-mix adjusted data are provided in these tables.

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

For further details on case-mix adjustment and the scoring methodology used, please refer to the Annex.

Comparability charts

For the 2016 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that Trusts will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for Trusts of the same size.

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

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

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

Tumour group tables

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

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

Notes on specific questions

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

How to use the data

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

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

Case-mix adjusted data, together with (case-mix adjusted) confidence intervals (presented in the detailed data tables at 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 **8.5**.

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

- **73%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
- **91%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
- **81%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist
- **85%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital
- **92%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital
- **58%** 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 Trust	2016 Case-mix Adjusted			National Average Score	
		2016 Percentage for this Trust	Lower limit of expected range	Upper limit of expected range		
Seeing your GP						
Q2	Patient thought they were seen as soon as necessary	876	79%	81%	86%	83%
Diagnostic tests						
Q6	The length of time waiting for the test to be done was about right	778	83%	85%	90%	87%
Q7	Given complete explanation of test results in understandable way	772	76%	76%	82%	79%
Finding out what was wrong with you						
Q9	Patient felt they were told sensitively that they had cancer	879	80%	82%	87%	84%
Q11	Patient given easy to understand written information about the type of cancer they had	785	66%	69%	76%	72%
Deciding the best treatment for you						
Q12	Patient felt that treatment options were completely explained	790	77%	80%	85%	83%
Q14	Patient given practical advice and support in dealing with side effects of treatment	859	59%	62%	69%	66%
Q16	Patient definitely involved in decisions about care and treatment	854	73%	75%	81%	78%
Clinical Nurse Specialist						
Q18	Patient found it easy to contact their CNS	716	81%	83%	90%	86%
Q19	Get understandable answers to important questions all or most of the time	676	82%	86%	91%	88%
Support for people with cancer						
Q20	Hospital staff gave information about support groups	683	76%	79%	88%	84%
Q21	Hospital staff gave information about impact cancer could have on day to day activities	651	75%	78%	84%	81%
Q22	Hospital staff gave information on getting financial help	572	47%	50%	63%	56%

**2016 National Cancer Patient Experience Survey
Barts Health NHS Trust**

Question	Number of respondents for this Trust	2016 Case-mix Adjusted			National Average Score
		Percentage for this Trust 2016	Lower limit of expected range	Upper limit of expected range	

Hospital care as an inpatient

Q28	Groups of doctors or nurses did not talk in front of patient as if they were not there	526	78%	78%	85%	82%
Q29	Patient had confidence and trust in all doctors treating them	532	81%	82%	88%	85%
Q31	Patient had confidence and trust in all ward nurses	533	67%	70%	78%	74%
Q33	All staff asked patient what name they preferred to be called by	517	58%	59%	76%	68%
Q37	Always treated with respect and dignity by staff	533	85%	85%	91%	88%
Q38	Given clear written information about what should / should not do post discharge	485	78%	82%	89%	86%

Hospital care as a day patient / outpatient

Q41	Patient was able to discuss worries or fears with staff during visit	715	63%	67%	74%	70%
Q47	Beforehand patient had all information needed about chemotherapy treatment	568	78%	81%	87%	84%

Home care and support

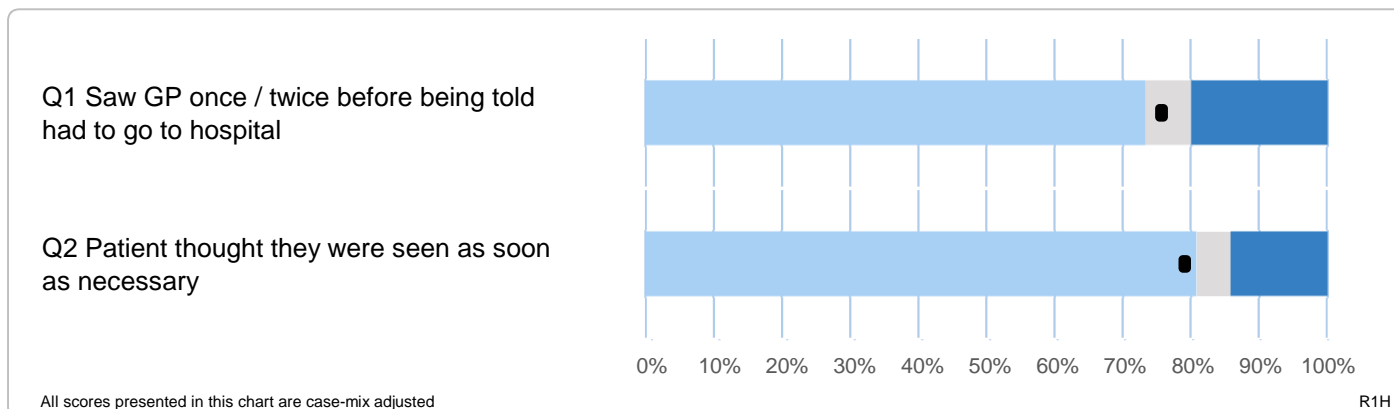
Q49	Hospital staff gave family or someone close all the information needed to help with care at home	707	53%	54%	62%	58%
Q50	Patient definitely given enough support from health or social services during treatment	501	38%	45%	61%	53%
Q51	Patient definitely given enough support from health or social services after treatment	332	36%	38%	52%	45%

Your overall NHS care

Q54	Hospital and community staff always worked well together	857	54%	57%	66%	61%
Q56	Overall the administration of the care was very good / good	875	84%	86%	92%	89%
Q57	Length of time for attending clinics and appointments was right	868	51%	60%	75%	67%
Q59	Patient's average rating of care scored from very poor to very good	854	8.5	8.6	8.9	8.7

Trust results

Seeing your GP



Question		Unadjusted Scores				2016 Case Mix Adjusted				
		2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score	2016 Score	Expected range - lower					
Q1	Saw GP once / twice before being told had to go to hospital	498	70%	617	71%		75%	73%	80%	77%
Q2	Patient thought they were seen as soon as necessary	733	78%	877	76%		79%	81%	86%	83%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

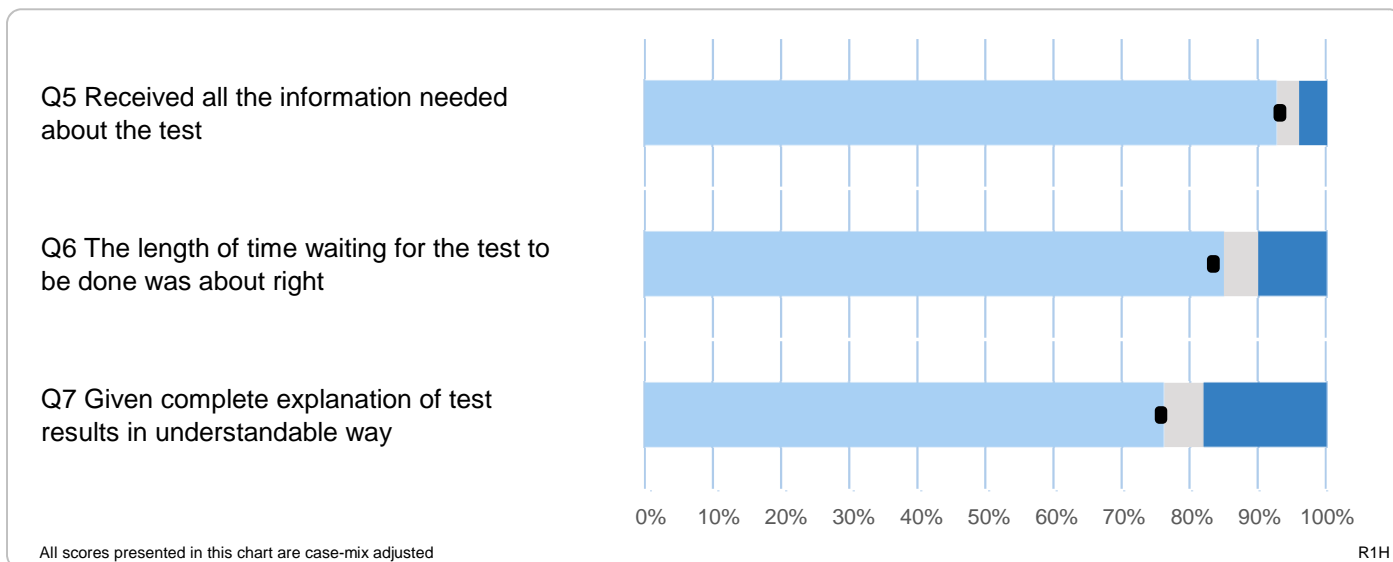
(NB: No arrow reflects no statistically significant change)

Where no score is displayed, no 2015 data is available

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

Trust results

Diagnostic Tests

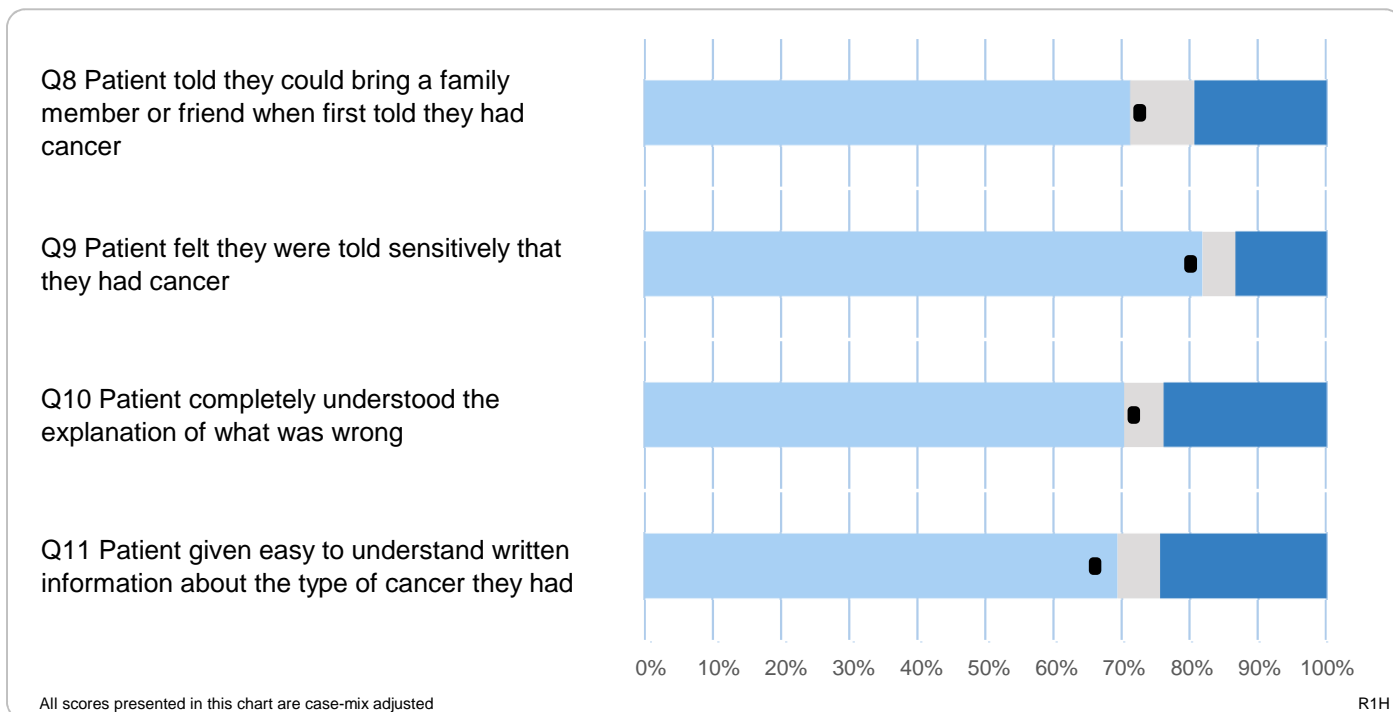


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q5	-	-	765	92%		93%	93%	96%	94%
Q6	628	82%	778	81%		83%	85%	90%	87%
Q7	632	74%	772	72%		76%	76%	82%	79%

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Trust results

Finding out what was wrong with you

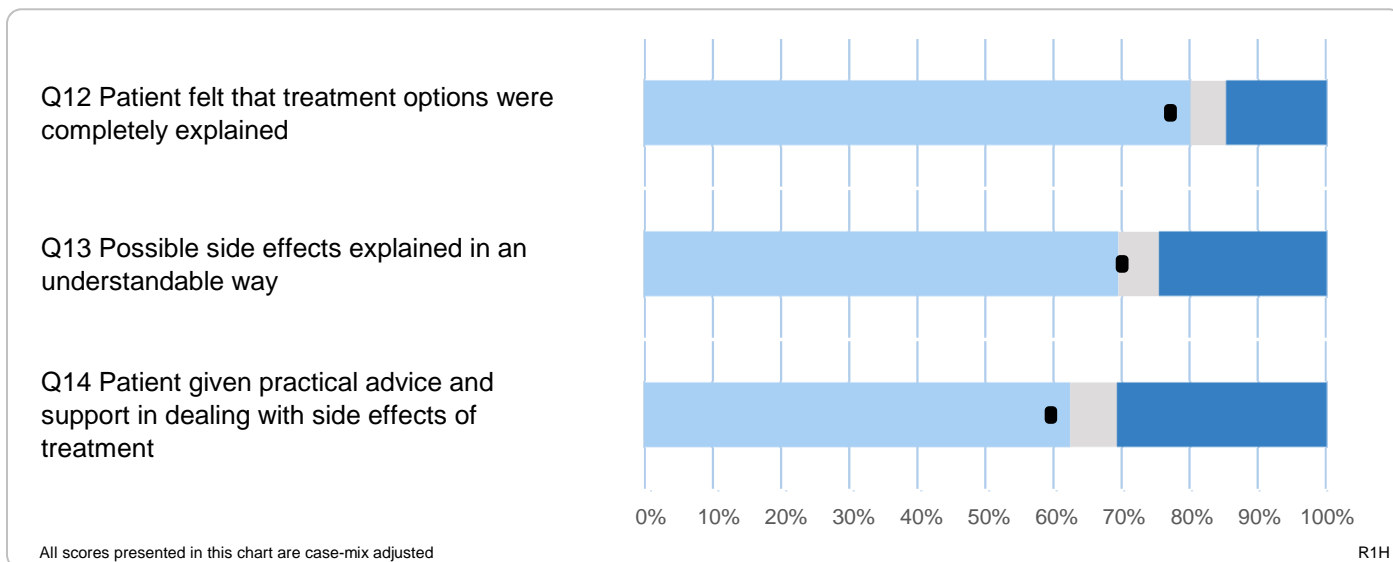


Question		Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
		2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q8	Patient told they could bring a family member or friend when first told they had cancer	-	-	836	72%		72%	71%	81%	76%
Q9	Patient felt they were told sensitively that they had cancer	738	79%	880	79%		80%	82%	87%	84%
Q10	Patient completely understood the explanation of what was wrong	737	70%	887	68%		72%	70%	76%	73%
Q11	Patient given easy to understand written information about the type of cancer they had	651	66%	786	63%		66%	69%	76%	72%

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Trust results

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

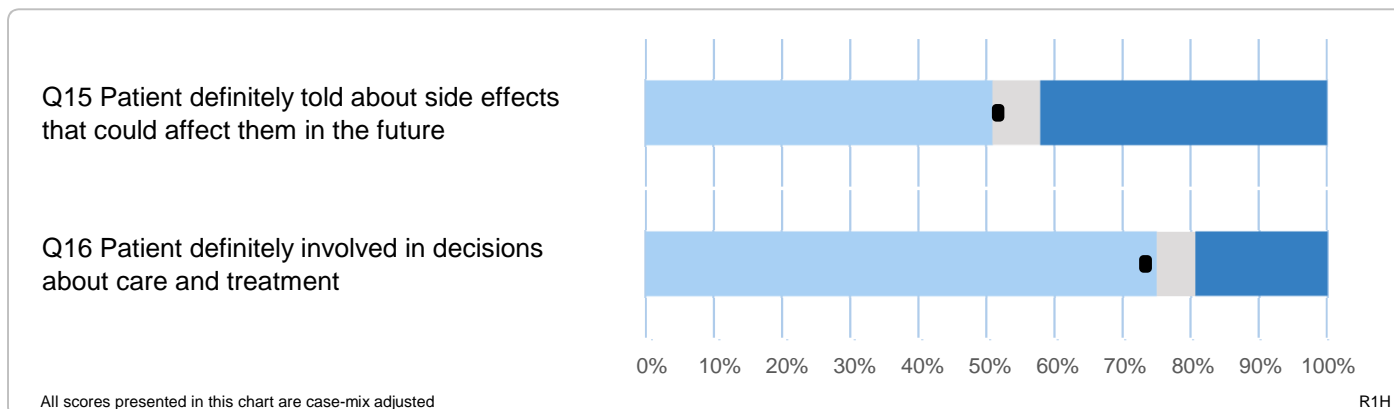


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	Change from 2015		2016 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score					
Q12 Patient felt that treatment options were completely explained	645	80%	791	75%		77%	80%	85%	83%
Q13 Possible side effects explained in an understandable way	718	72%	869	69%		70%	69%	75%	72%
Q14 Patient given practical advice and support in dealing with side effects of treatment	715	58%	860	59%		59%	62%	69%	66%

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Trust results

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

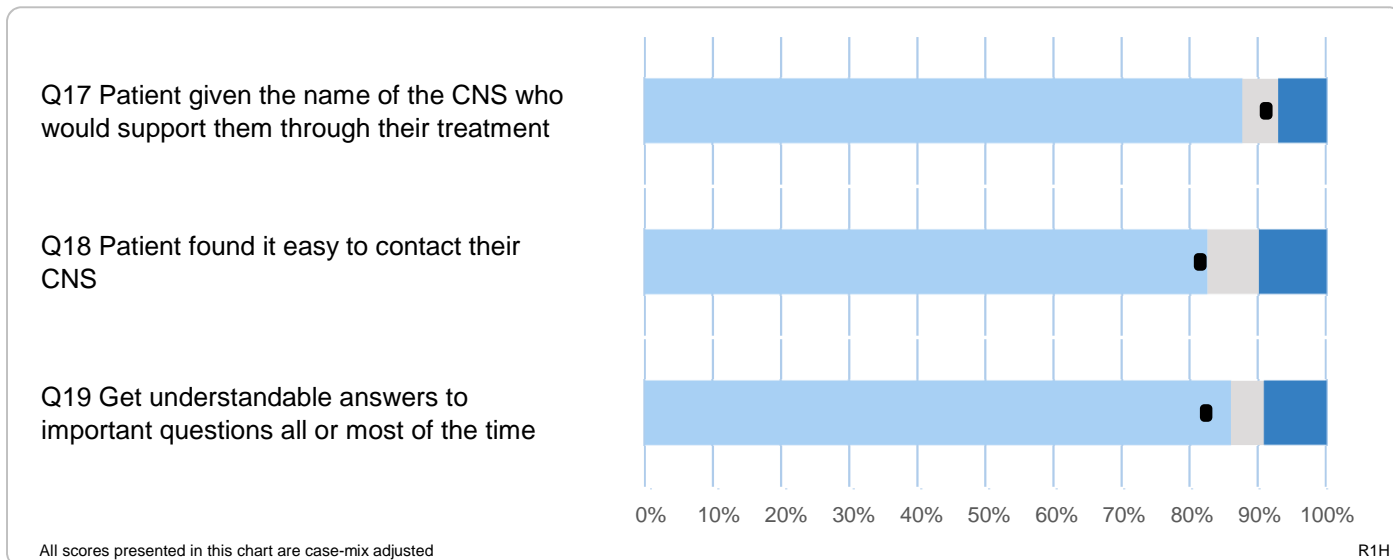


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	684	56%	819	51%		51%	51%	58%	54%
Q16 Patient definitely involved in decisions about care and treatment	709	73%	855	70%		73%	75%	81%	78%

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Trust results

Clinical Nurse Specialist

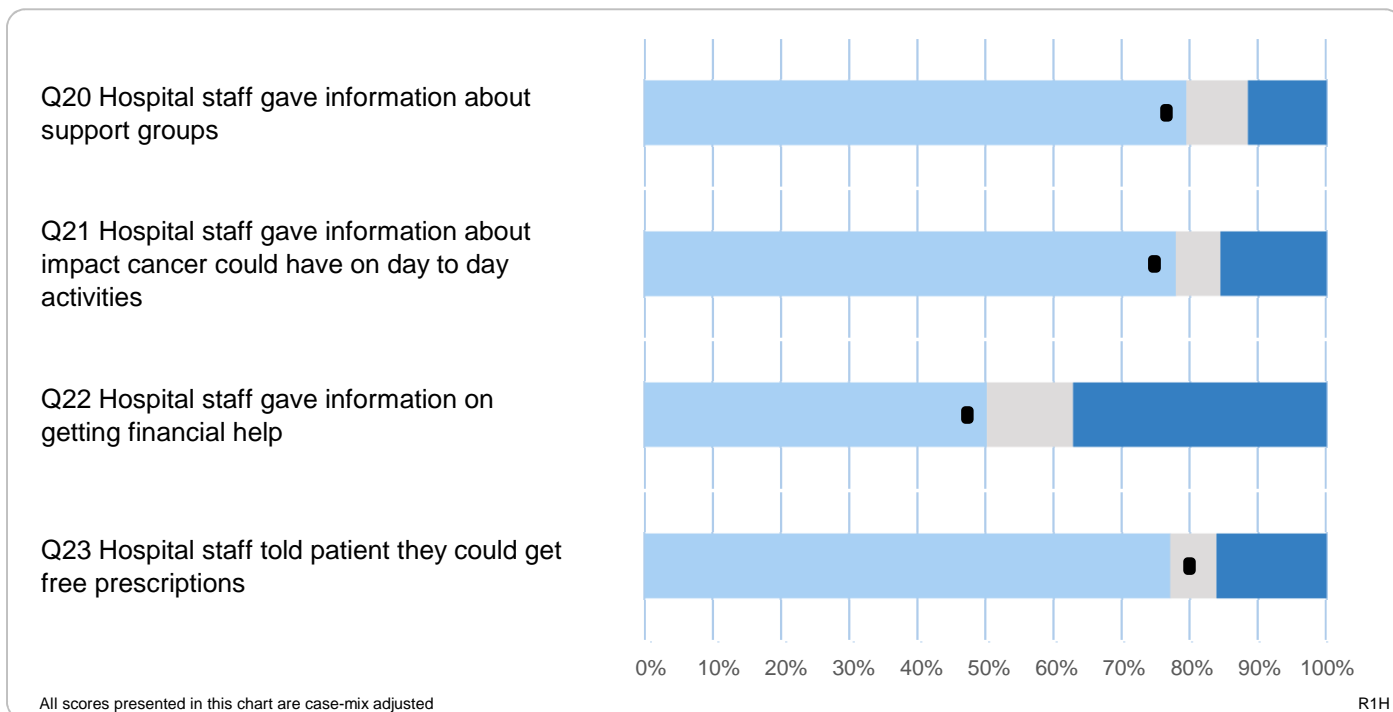


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	707	88%	841	91%	91%	88%	93%	90%	
Q18 Patient found it easy to contact their CNS	576	83%	717	80%	81%	83%	90%	86%	
Q19 Get understandable answers to important questions all or most of the time	543	81%	677	79%	82%	86%	91%	88%	

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Trust results

Support for people with cancer

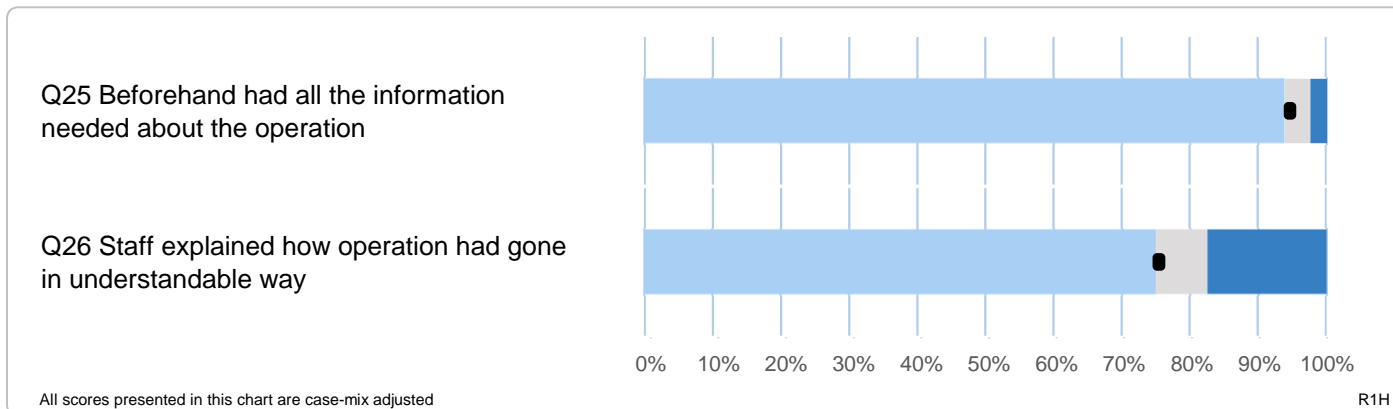


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	534	75%	683	75%	76%	79%	88%	84%	
Q21 Hospital staff gave information about impact cancer could have on day to day activities	500	76%	651	73%	75%	78%	84%	81%	
Q22 Hospital staff gave information on getting financial help	420	47%	572	48%	47%	50%	63%	56%	
Q23 Hospital staff told patient they could get free prescriptions	424	80%	543	79%	80%	77%	84%	80%	

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Trust results

Operations

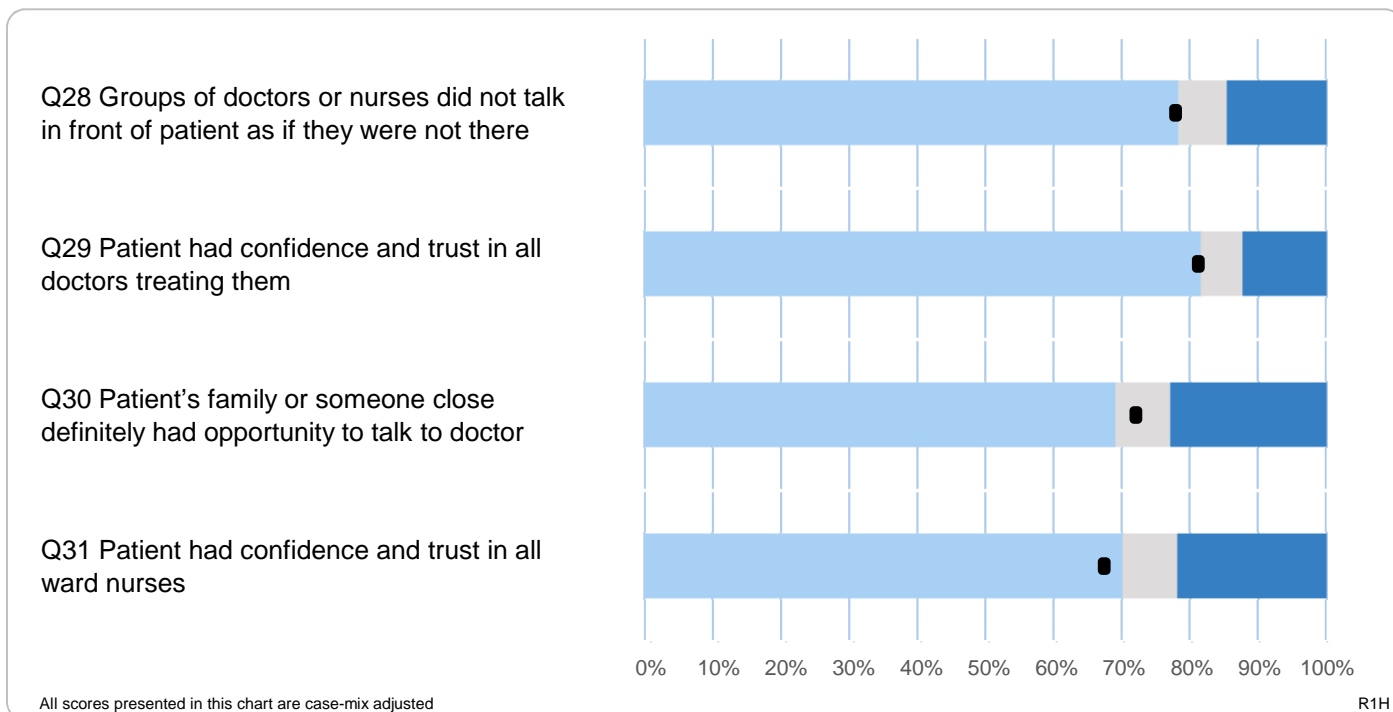


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q25	-	-	457	94%		94%	94%	98%	96%
Q26	392	71%	454	72%		75%	75%	83%	79%

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Trust results

Hospital care as an inpatient (Part 1 of 3)

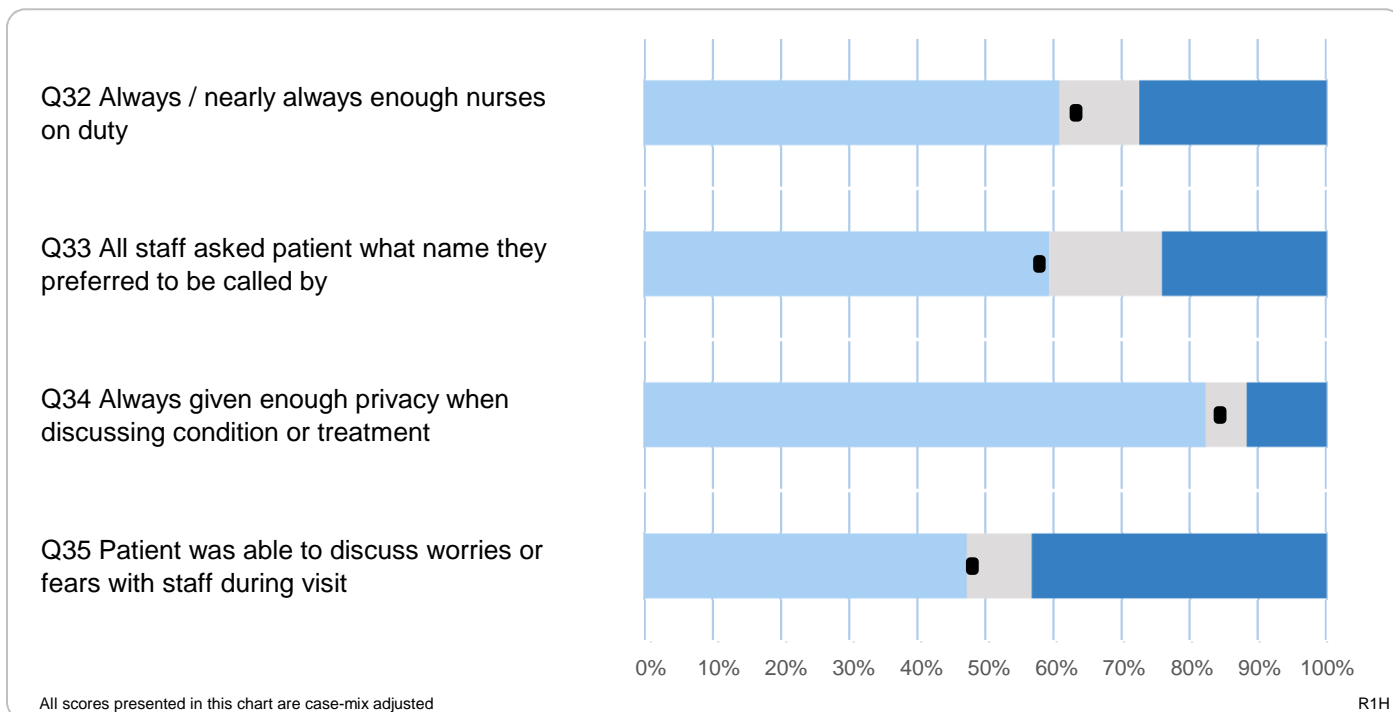


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	470	74%	527	74%		78%	78%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	475	78%	533	79%		81%	82%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	398	69%	470	71%		72%	69%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	478	60%	534	66%		67%	70%	78%	74%

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Trust results

Hospital care as an inpatient (Part 2 of 3)

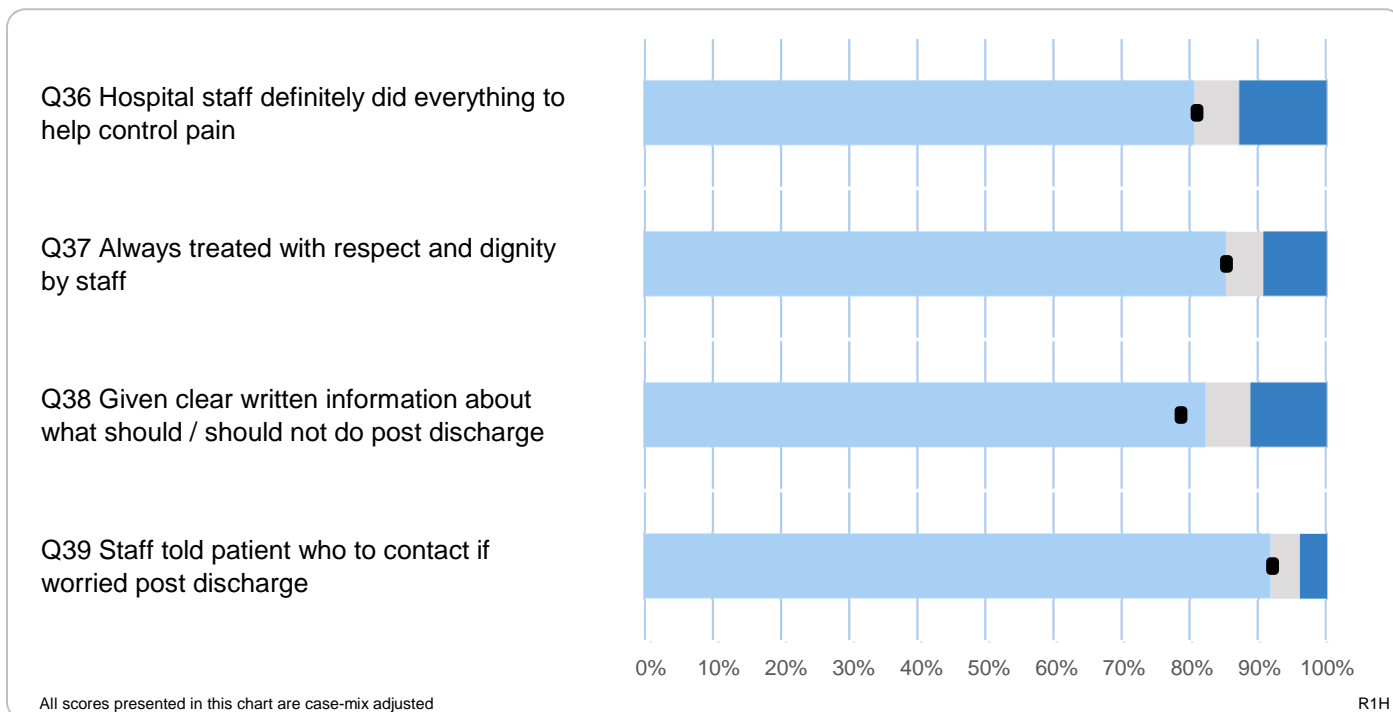


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	471	55%	527	60%		63%	61%	73%	67%
Q33 All staff asked patient what name they preferred to be called by	473	51%	518	55%		58%	59%	76%	68%
Q34 Always given enough privacy when discussing condition or treatment	478	82%	531	82%		84%	82%	88%	85%
Q35 Patient was able to discuss worries or fears with staff during visit	374	44%	427	48%		48%	47%	57%	52%

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Trust results

Hospital care as an inpatient (Part 3 of 3)

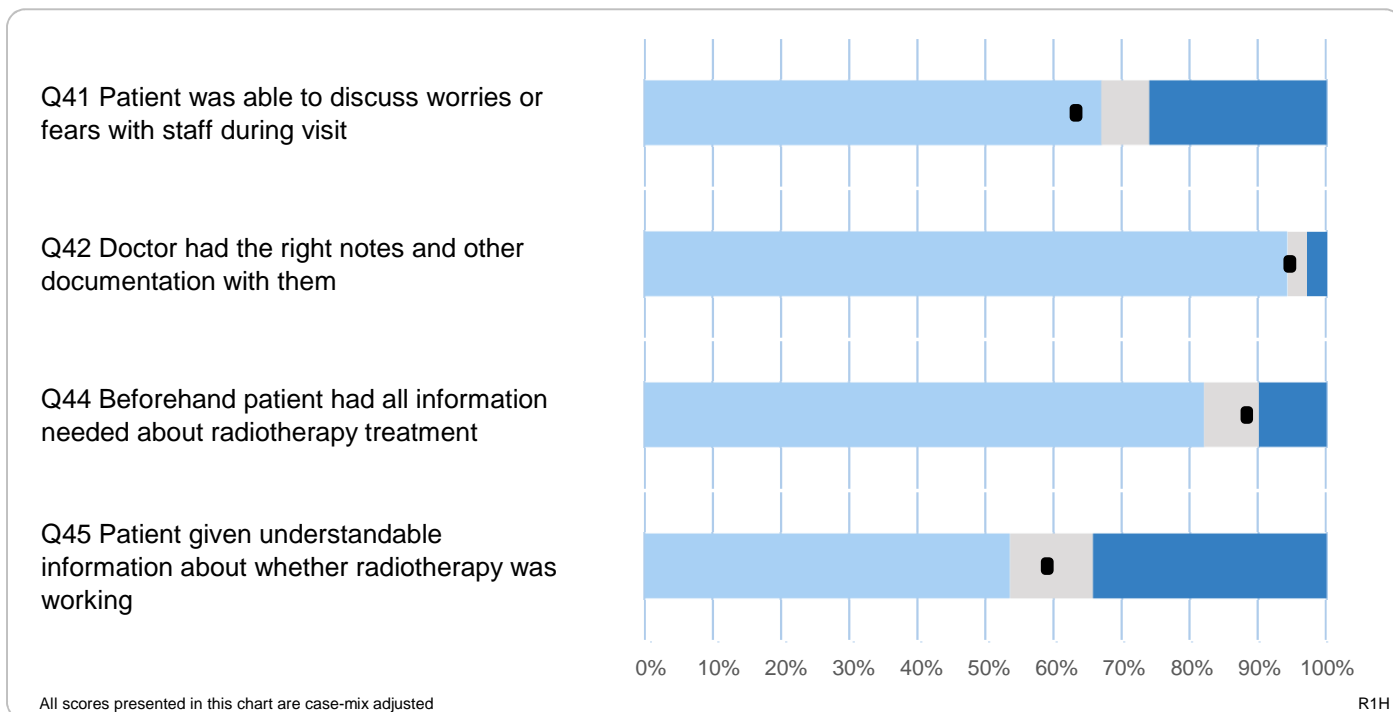


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	Change from 2015		2016 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	414	76%	479	78%		81%	81%	87%	84%
Q37 Always treated with respect and dignity by staff	474	81%	534	84%		85%	85%	91%	88%
Q38 Given clear written information about what should / should not do post discharge	439	79%	486	78%		78%	82%	89%	86%
Q39 Staff told patient who to contact if worried post discharge	444	88%	510	91%		92%	92%	96%	94%

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Trust results

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

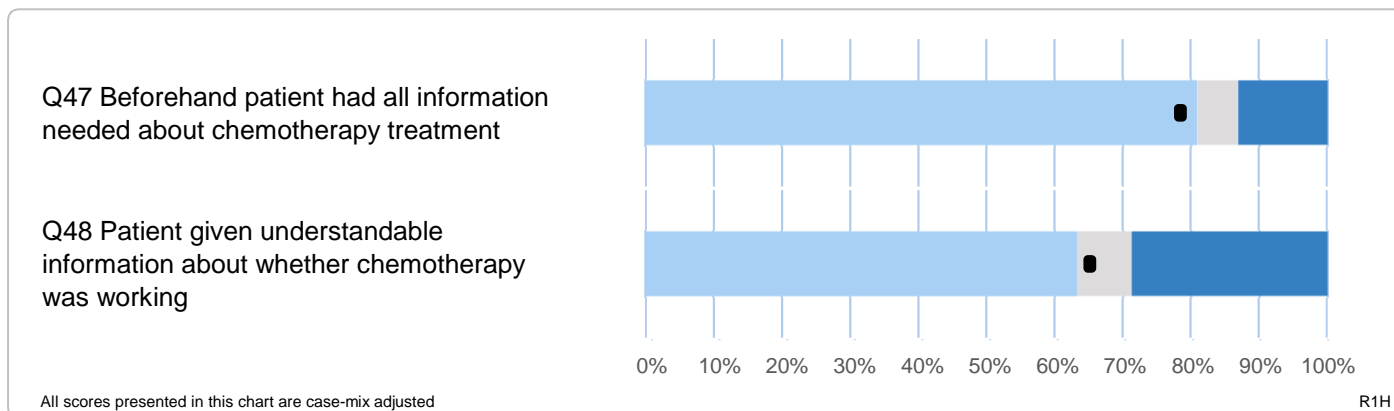


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	543	63%	716	61%		63%	67%	74%	70%
Q42 Doctor had the right notes and other documentation with them	648	94%	793	94%		94%	94%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	224	90%	285	87%		88%	82%	90%	86%
Q45 Patient given understandable information about whether radiotherapy was working	203	68%	251	61%		59%	54%	66%	60%

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Trust results

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



Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47	374	80%	569	79%		78%	81%	87%	84%
Q48	343	66%	534	66%		65%	63%	71%	67%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

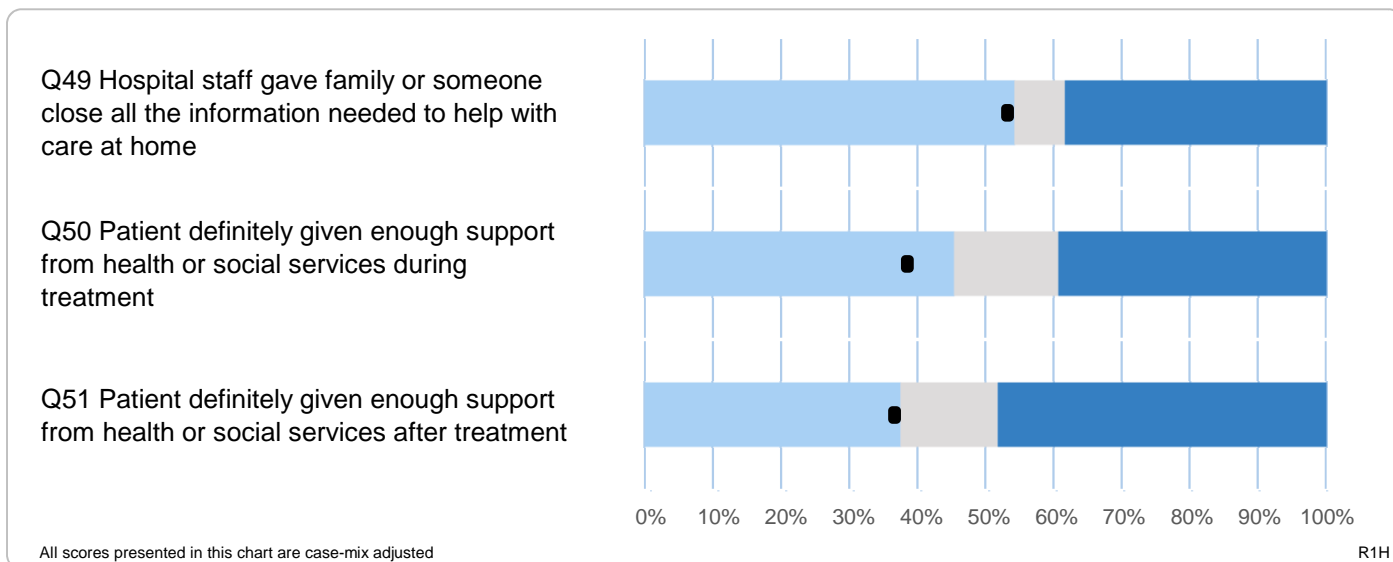
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Trust results

Home care and support

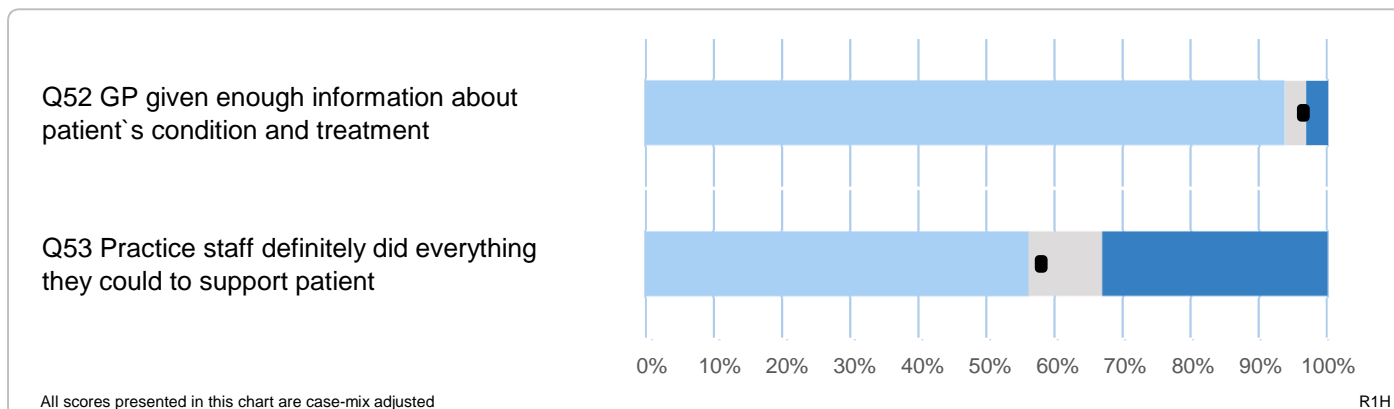


Question	Unadjusted Scores			2016 Case Mix Adjusted				
	2015	2016		2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	592	48%	708	52%	53%	54%	62%	58%
Q50 Patient definitely given enough support from health or social services during treatment	431	34%	502	36%	38%	45%	61%	53%
Q51 Patient definitely given enough support from health or social services after treatment	303	34%	333	34%	36%	38%	52%	45%

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Where no score is displayed, no 2015 data is available
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Trust results

Care from your general practice



Question	Unadjusted Scores					2016 Case Mix Adjusted				
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score							
Q52	GP given enough information about patient's condition and treatment	649	91%	780	95%	↑	96%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	520	54%	614	55%		58%	56%	67%	62%

↑ or ↓

Indicates where 2016 score is significantly higher or lower than 2015 score

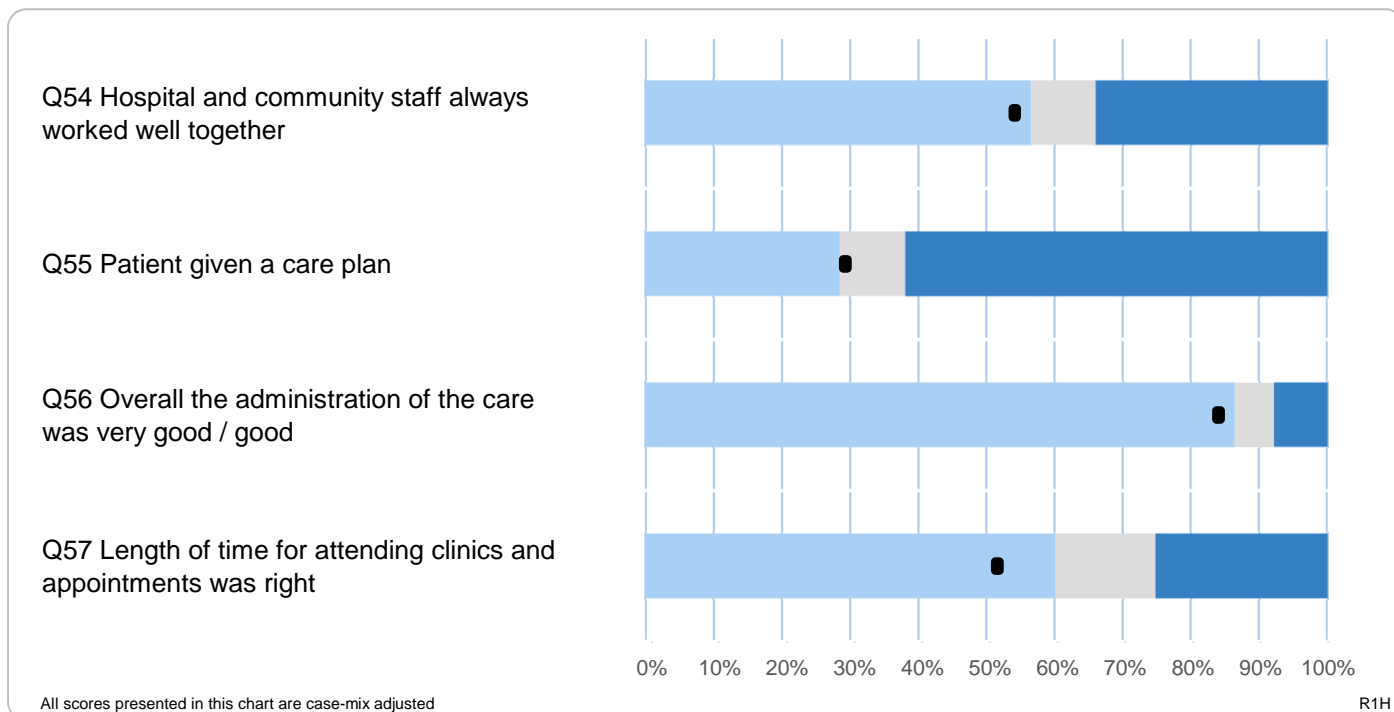
(NB: No arrow reflects no statistically significant change)

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Trust results

Your overall NHS care (Part 1 of 2)

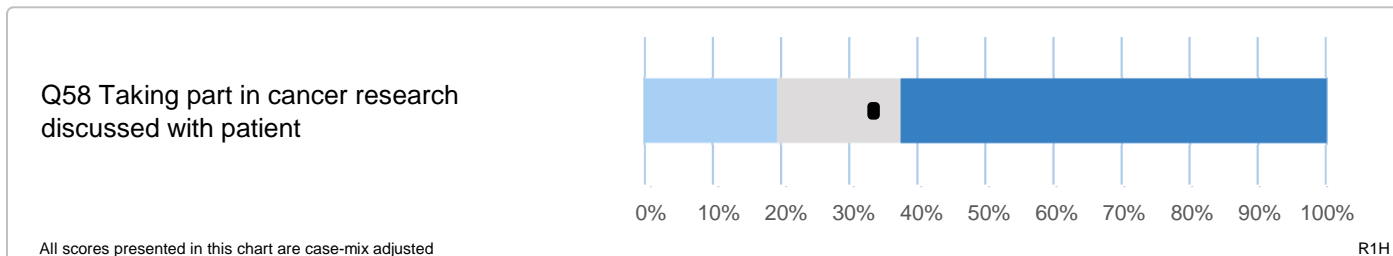


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	712	50%	858	51%		54%	57%	66%	61%
Q55 Patient given a care plan	565	33%	679	32%		29%	28%	38%	33%
Q56 Overall the administration of the care was very good / good	736	86%	876	84%		84%	86%	92%	89%
Q57 Length of time for attending clinics and appointments was right	731	54%	869	49%		51%	60%	75%	67%

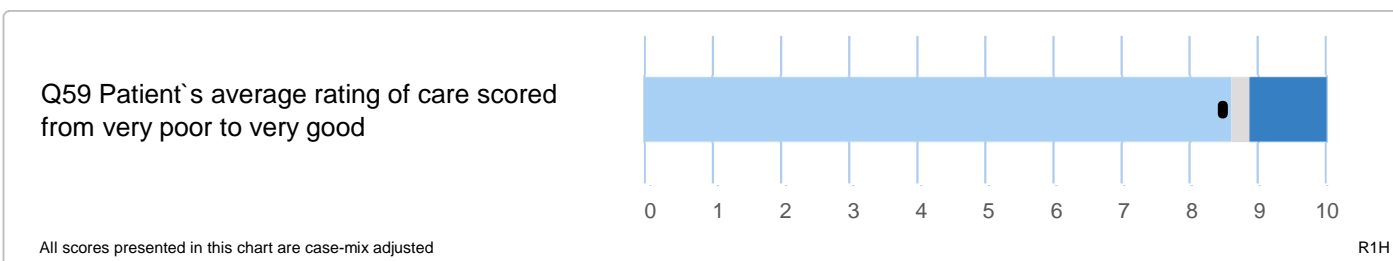
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Trust results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
	2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q58 Taking part in cancer research discussed with patient	715	38%	837	35%		33%	20%	38%	29%



Question	Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
	2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q59 Patient`s average rating of care scored from very poor to very good	713	8.3	855	8.4		8.5	8.6	8.9	8.7

↑ or ↓ Indicates where 2016 score is significantly higher or lower than 2015 score
(NB: No arrow reflects no statistically significant change)
Where no score is displayed, no 2015 data is available
* Indicates where a score has been suppressed because there are less than 21 respondents.

Comparisons by tumour group for this Trust

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

Seeing your GP

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 [§]	National	This Trust [§]	National
Brain / CNS	*	63%	*	79%
Breast	94%	94%	82%	90%
Colorectal / LGT	69%	71%	65%	81%
Gynaecological	64%	75%	70%	79%
Haematological	61%	65%	77%	81%
Head and Neck	64%	77%	70%	79%
Lung	62%	70%	70%	83%
Prostate	62%	78%	78%	86%
Sarcoma	n.a.	66%	*	67%
Skin	81%	90%	86%	86%
Upper Gastro	62%	72%	86%	78%
Urological	80%	82%	87%	85%
Other	65%	72%	69%	79%
All Cancers	71%	77%	76%	83%

[§] These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	90%	*	81%	*	70%
Breast	92%	95%	84%	92%	73%	82%
Colorectal / LGT	88%	95%	78%	87%	77%	80%
Gynaecological	91%	93%	79%	85%	72%	75%
Haematological	89%	94%	79%	89%	74%	77%
Head and Neck	91%	93%	78%	85%	74%	78%
Lung	97%	94%	76%	87%	72%	78%
Prostate	79%	95%	79%	86%	64%	80%
Sarcoma	*	93%	*	79%	*	74%
Skin	100%	95%	88%	88%	65%	85%
Upper Gastro	91%	93%	88%	82%	73%	77%
Urological	98%	94%	85%	87%	77%	79%
Other	94%	95%	82%	86%	69%	76%
All Cancers	92%	94%	81%	87%	72%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	83%	*	73%	n.a.	63%	*	63%
Breast	76%	82%	75%	88%	69%	78%	67%	77%
Colorectal / LGT	76%	80%	82%	86%	77%	78%	57%	71%
Gynaecological	69%	71%	81%	82%	72%	72%	58%	69%
Haematological	68%	71%	81%	83%	58%	60%	67%	74%
Head and Neck	67%	70%	96%	86%	67%	75%	64%	64%
Lung	72%	78%	75%	83%	71%	75%	52%	65%
Prostate	70%	77%	83%	84%	66%	78%	76%	81%
Sarcoma	*	72%	*	81%	*	67%	*	64%
Skin	67%	63%	75%	89%	71%	79%	69%	83%
Upper Gastro	76%	77%	81%	80%	78%	72%	69%	66%
Urological	77%	72%	87%	83%	72%	77%	65%	72%
Other	69%	74%	74%	82%	65%	70%	55%	62%
All Cancers	72%	76%	79%	84%	68%	73%	63%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	78%	*	72%	*	61%
Breast	79%	84%	71%	75%	56%	69%
Colorectal / LGT	72%	85%	77%	75%	71%	68%
Gynaecological	76%	84%	71%	74%	57%	66%
Haematological	80%	81%	72%	69%	61%	64%
Head and Neck	65%	85%	74%	70%	67%	68%
Lung	72%	83%	60%	74%	59%	68%
Prostate	55%	81%	63%	72%	49%	62%
Sarcoma	*	83%	*	72%	*	66%
Skin	*	88%	59%	76%	60%	70%
Upper Gastro	90%	83%	79%	73%	68%	67%
Urological	77%	81%	72%	72%	67%	62%
Other	71%	79%	63%	70%	49%	63%
All Cancers	75%	83%	69%	72%	59%	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 Trust [§]	National	This Trust [§]	National
Brain / CNS	*	55%	*	73%
Breast	55%	56%	75%	79%
Colorectal / LGT	59%	56%	70%	79%
Gynaecological	48%	52%	72%	77%
Haematological	51%	49%	72%	77%
Head and Neck	52%	59%	68%	78%
Lung	55%	54%	71%	79%
Prostate	38%	63%	60%	79%
Sarcoma	*	54%	*	80%
Skin	52%	61%	71%	85%
Upper Gastro	59%	53%	76%	77%
Urological	56%	53%	76%	77%
Other	41%	50%	61%	74%
All Cancers	51%	54%	70%	78%

[§] 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 [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	95%	n.a.	82%	n.a.	83%
Breast	95%	94%	75%	86%	76%	89%
Colorectal / LGT	91%	91%	86%	88%	84%	89%
Gynaecological	94%	94%	71%	84%	80%	87%
Haematological	95%	90%	82%	88%	84%	89%
Head and Neck	96%	88%	72%	87%	70%	87%
Lung	93%	94%	85%	88%	74%	88%
Prostate	76%	88%	77%	84%	*	88%
Sarcoma	*	88%	*	87%	*	90%
Skin	96%	88%	*	89%	*	90%
Upper Gastro	89%	92%	77%	86%	78%	87%
Urological	72%	81%	88%	85%	88%	89%
Other	89%	87%	79%	85%	77%	86%
All Cancers	91%	90%	80%	86%	79%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	84%	n.a.	81%	*	67%	*	71%
Breast	81%	89%	75%	85%	49%	62%	69%	80%
Colorectal / LGT	75%	84%	73%	82%	43%	54%	79%	82%
Gynaecological	81%	83%	71%	79%	41%	58%	82%	77%
Haematological	81%	83%	86%	82%	60%	58%	93%	86%
Head and Neck	*	83%	81%	80%	*	59%	81%	79%
Lung	61%	83%	65%	80%	58%	69%	71%	84%
Prostate	54%	86%	61%	83%	28%	44%	*	79%
Sarcoma	*	83%	*	82%	*	56%	*	78%
Skin	*	86%	*	82%	*	52%	*	62%
Upper Gastro	68%	83%	71%	80%	48%	60%	*	84%
Urological	81%	74%	78%	72%	62%	35%	83%	67%
Other	65%	80%	57%	77%	38%	55%	73%	80%
All Cancers	75%	84%	73%	81%	48%	56%	79%	80%

[§] These are unadjusted scores

Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	93%	n.a.	68%
Breast	94%	97%	73%	78%
Colorectal / LGT	94%	96%	82%	83%
Gynaecological	95%	96%	79%	79%
Haematological	93%	93%	68%	75%
Head and Neck	86%	94%	67%	78%
Lung	94%	97%	69%	79%
Prostate	*	96%	*	77%
Sarcoma	*	93%	*	80%
Skin	100%	96%	*	83%
Upper Gastro	*	96%	*	79%
Urological	100%	95%	70%	77%
Other	91%	95%	63%	78%
All Cancers	94%	96%	72%	79%

[§] 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 [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	74%	*	79%	*	61%	*	66%
Breast	73%	89%	82%	86%	76%	76%	64%	76%
Colorectal / LGT	67%	76%	79%	85%	74%	72%	57%	70%
Gynaecological	81%	85%	84%	85%	83%	72%	66%	71%
Haematological	76%	81%	71%	81%	67%	73%	67%	74%
Head and Neck	62%	79%	76%	84%	*	74%	76%	72%
Lung	78%	77%	80%	82%	59%	73%	68%	75%
Prostate	*	85%	*	88%	*	74%	*	79%
Sarcoma	*	80%	*	85%	*	72%	*	74%
Skin	*	87%	*	92%	*	80%	*	85%
Upper Gastro	*	74%	*	82%	*	73%	*	71%
Urological	59%	80%	76%	86%	74%	71%	78%	77%
Other	77%	79%	71%	81%	59%	70%	60%	71%
All Cancers	74%	82%	79%	85%	71%	73%	66%	74%

	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 [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	59%	*	65%	*	76%	*	38%
Breast	62%	71%	50%	61%	82%	86%	46%	54%
Colorectal / LGT	56%	62%	54%	70%	80%	84%	38%	53%
Gynaecological	55%	66%	50%	65%	84%	83%	50%	50%
Haematological	53%	62%	57%	70%	85%	86%	52%	56%
Head and Neck	57%	65%	57%	69%	90%	86%	*	54%
Lung	64%	70%	64%	72%	88%	83%	45%	50%
Prostate	*	73%	*	68%	*	89%	*	52%
Sarcoma	*	71%	*	71%	*	88%	*	53%
Skin	*	78%	*	67%	*	90%	*	62%
Upper Gastro	*	64%	*	74%	*	83%	*	50%
Urological	75%	68%	72%	72%	78%	87%	52%	47%
Other	58%	62%	47%	68%	76%	83%	41%	47%
All Cancers	60%	67%	55%	68%	82%	85%	48%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	79%	*	79%	n.a.	76%	n.a.	91%
Breast	79%	86%	84%	88%	86%	91%	94%	96%
Colorectal / LGT	67%	84%	83%	87%	66%	84%	87%	94%
Gynaecological	85%	83%	81%	87%	78%	87%	97%	94%
Haematological	78%	83%	86%	89%	79%	80%	98%	95%
Head and Neck	81%	81%	100%	87%	90%	85%	*	91%
Lung	78%	84%	90%	87%	70%	81%	87%	91%
Prostate	*	85%	*	91%	*	89%	*	94%
Sarcoma	*	87%	*	90%	*	84%	*	94%
Skin	*	87%	*	92%	*	89%	*	95%
Upper Gastro	*	82%	*	86%	*	82%	*	93%
Urological	76%	82%	77%	89%	83%	86%	84%	91%
Other	74%	82%	71%	86%	62%	81%	86%	93%
All Cancers	78%	84%	84%	88%	78%	86%	91%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	63%	*	95%	*	86%	*	58%
Breast	59%	70%	95%	96%	89%	88%	62%	60%
Colorectal / LGT	67%	72%	97%	96%	*	86%	*	58%
Gynaecological	52%	68%	91%	95%	*	85%	*	62%
Haematological	71%	74%	96%	97%	80%	84%	*	64%
Head and Neck	*	71%	100%	96%	91%	84%	*	61%
Lung	73%	70%	95%	95%	*	85%	*	58%
Prostate	50%	72%	97%	96%	*	89%	*	58%
Sarcoma	*	72%	*	97%	*	89%	*	69%
Skin	65%	72%	96%	97%	*	84%	*	59%
Upper Gastro	63%	68%	90%	94%	*	86%	*	57%
Urological	60%	68%	92%	96%	*	81%	*	56%
Other	48%	67%	90%	95%	81%	83%	44%	58%
All Cancers	61%	70%	94%	96%	87%	86%	61%	60%

	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
Cancer type	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	80%	*	59%
Breast	77%	82%	61%	62%
Colorectal / LGT	71%	85%	60%	63%
Gynaecological	73%	84%	52%	66%
Haematological	86%	84%	82%	75%
Head and Neck	*	80%	*	58%
Lung	84%	84%	69%	68%
Prostate	*	84%	*	67%
Sarcoma	*	86%	*	73%
Skin	*	88%	*	78%
Upper Gastro	72%	84%	54%	64%
Urological	86%	84%	63%	67%
Other	72%	85%	63%	68%
All Cancers	79%	84%	66%	67%

[§] 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 [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	*	49%	*	42%	n.a.	41%
Breast	48%	57%	30%	53%	26%	40%
Colorectal / LGT	48%	60%	40%	61%	45%	51%
Gynaecological	53%	56%	17%	50%	*	39%
Haematological	60%	60%	43%	51%	39%	44%
Head and Neck	*	61%	*	52%	*	48%
Lung	50%	57%	37%	50%	18%	43%
Prostate	26%	56%	33%	48%	*	43%
Sarcoma	*	59%	*	55%	*	48%
Skin	48%	65%	*	57%	*	59%
Upper Gastro	58%	59%	48%	55%	*	48%
Urological	73%	58%	36%	47%	*	43%
Other	45%	54%	30%	55%	28%	48%
All Cancers	52%	58%	36%	53%	34%	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 Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	89%	*	51%
Breast	93%	96%	53%	62%
Colorectal / LGT	94%	95%	57%	62%
Gynaecological	95%	95%	59%	61%
Haematological	96%	96%	55%	59%
Head and Neck	92%	94%	*	59%
Lung	96%	95%	57%	61%
Prostate	89%	96%	44%	67%
Sarcoma	*	95%	*	56%
Skin	100%	96%	55%	67%
Upper Gastro	100%	94%	42%	61%
Urological	98%	95%	69%	64%
Other	95%	95%	56%	59%
All Cancers	95%	95%	55%	62%

[§] 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 [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	43%	n.a.	32%	*	82%	*	61%
Breast	50%	61%	35%	37%	87%	91%	52%	65%
Colorectal / LGT	52%	60%	34%	35%	84%	89%	41%	70%
Gynaecological	38%	58%	34%	30%	80%	89%	51%	66%
Haematological	60%	63%	38%	33%	87%	92%	44%	63%
Head and Neck	56%	62%	*	36%	92%	89%	46%	69%
Lung	43%	63%	23%	33%	84%	89%	60%	71%
Prostate	49%	65%	23%	35%	80%	88%	51%	73%
Sarcoma	*	56%	*	28%	*	87%	*	61%
Skin	71%	69%	33%	39%	86%	90%	50%	76%
Upper Gastro	56%	58%	27%	34%	81%	87%	50%	66%
Urological	61%	63%	39%	27%	84%	87%	64%	75%
Other	43%	55%	22%	29%	77%	88%	47%	61%
All Cancers	51%	61%	32%	33%	84%	89%	49%	67%

	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 [§]	National	This Trust [§]	National
Brain / CNS	*	24%	*	8.3
Breast	32%	28%	8.3	8.8
Colorectal / LGT	41%	26%	8.3	8.7
Gynaecological	37%	30%	8.1	8.7
Haematological	43%	34%	8.6	8.9
Head and Neck	8%	19%	8.3	8.7
Lung	41%	33%	8.5	8.7
Prostate	37%	34%	8.2	8.7
Sarcoma	*	33%	*	8.6
Skin	4%	18%	8.6	8.9
Upper Gastro	31%	33%	8.3	8.6
Urological	36%	15%	8.4	8.7
Other	36%	30%	8.1	8.6
All Cancers	35%	29%	8.4	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 2016.

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 2016 and March 2017.

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 2016 survey

The following changes have been made to the National Cancer Patient Experience Survey in 2016:

- question 5 and 25 are no longer presented in a tick all that apply format and their response options have been revised. This has allowed the questions to be scored and presented in the comparability charts, data tables and tumour group tables. Because of these changes, no comparison with 2015 results is possible
- question 8 has had a response option removed. Because of this change, no comparison with 2015 results is possible.

Official Statistics

The 2016 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 2016 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

As 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

Statistical significance

In the reporting of 2016 results, appropriate statistical tests have been undertaken to identify any changes between 2015 and 2016 unadjusted scores which are 'statistically significant'. 'Statistically significant' means that you can be very confident that any change between scores is real and not due to chance.

For further details on statistical significance, please refer to the technical document for the survey, available at www.ncpes.co.uk

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,253	8,590	109,663	33,035	3,840	72,788	67%
R1H	1,829	175	1,654	730	24	900	54%

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	1
Breast	191
Gynaecological	54
Colorectal / LGT	75
Lung	66
Skin	28
Haematological	176
Upper Gastro	36
Other	148
Urological	54
Prostate	42
Sarcoma	2
Head and Neck	27

* 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	6	15	32	97	111	69	20	350
Female	4	10	47	106	149	151	61	22	550
Total	4	16	62	138	246	262	130	42	900



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 www.ncpes.co.uk