

# **National Cancer Patient Experience Survey**

**2016 Results**

**Southend University Hospital  
NHS Foundation 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](http://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](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 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](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**

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](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 **8.8** .

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

- **75%** of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment
- **89%** of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment
- **87%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist
- **85%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital
- **96%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital
- **60%** of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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)

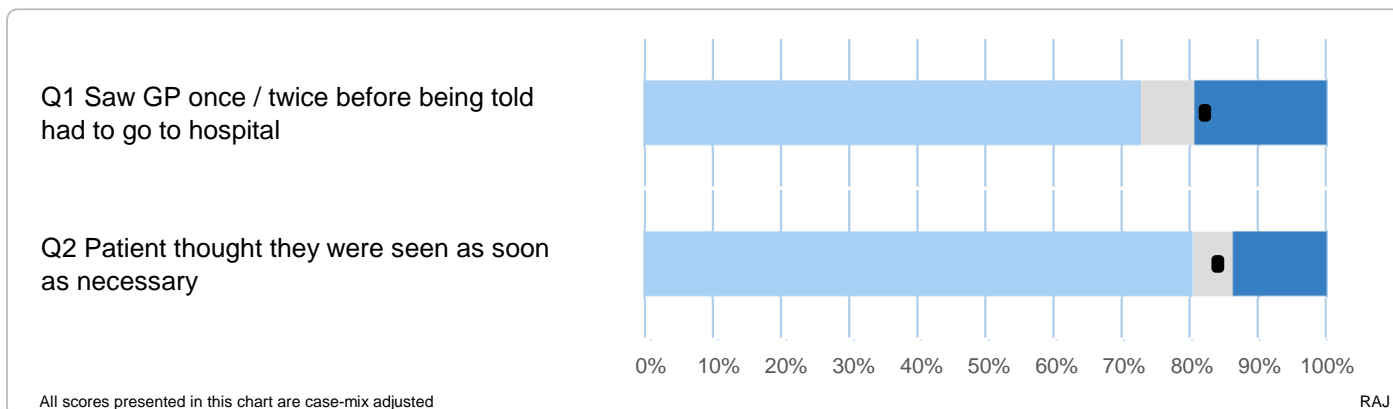
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

## Questions which scored outside expected range

Question	Number of respondents for this Trust	2016 Case-mix Adjusted			National Average Score	
		2016 Percentage for this Trust	Lower limit of expected range	Upper limit of expected range		
<b>Seeing your GP</b>						
Q1	Saw GP once / twice before being told had to go to hospital	449	82%	73%	81%	77%
<b>Support for people with cancer</b>						
Q20	Hospital staff gave information about support groups	520	92%	79%	89%	84%
<b>Hospital care as an inpatient</b>						
Q33	All staff asked patient what name they preferred to be called by	399	55%	59%	76%	68%
Q38	Given clear written information about what should / should not do post discharge	377	89%	82%	89%	86%
Q39	Staff told patient who to contact if worried post discharge	387	96%	92%	96%	94%
<b>Hospital care as a day patient / outpatient</b>						
Q41	Patient was able to discuss worries or fears with staff during visit	479	75%	66%	75%	70%
Q42	Doctor had the right notes and other documentation with them	553	93%	94%	97%	96%
<b>Home care and support</b>						
Q50	Patient definitely given enough support from health or social services during treatment	337	62%	45%	61%	53%
<b>Care from your general practice</b>						
Q52	GP given enough information about patient`s condition and treatment	526	97%	93%	97%	95%

## Trust results

### Seeing your GP

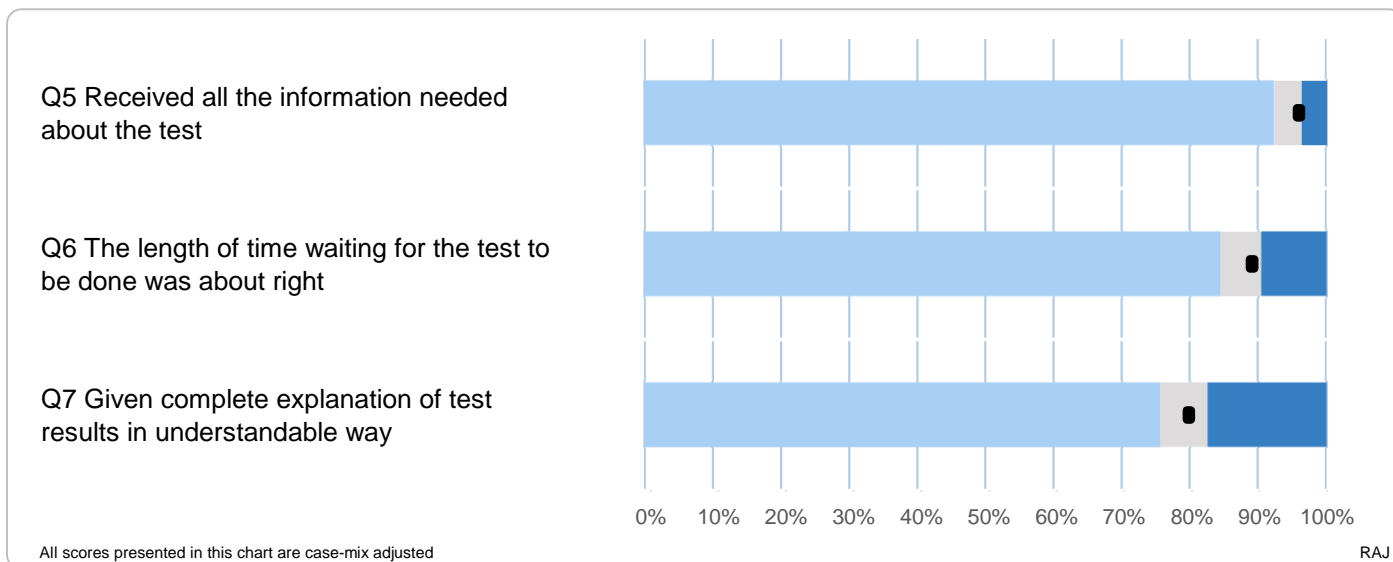


Question		Unadjusted Scores				2016 Case Mix Adjusted				
		2015		2016		2016 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score	Change from 2015					
Q1	Saw GP once / twice before being told had to go to hospital	452	79%	449	83%		82%	73%	81%	77%
Q2	Patient thought they were seen as soon as necessary	602	84%	631	85%		84%	80%	86%	83%

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 (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



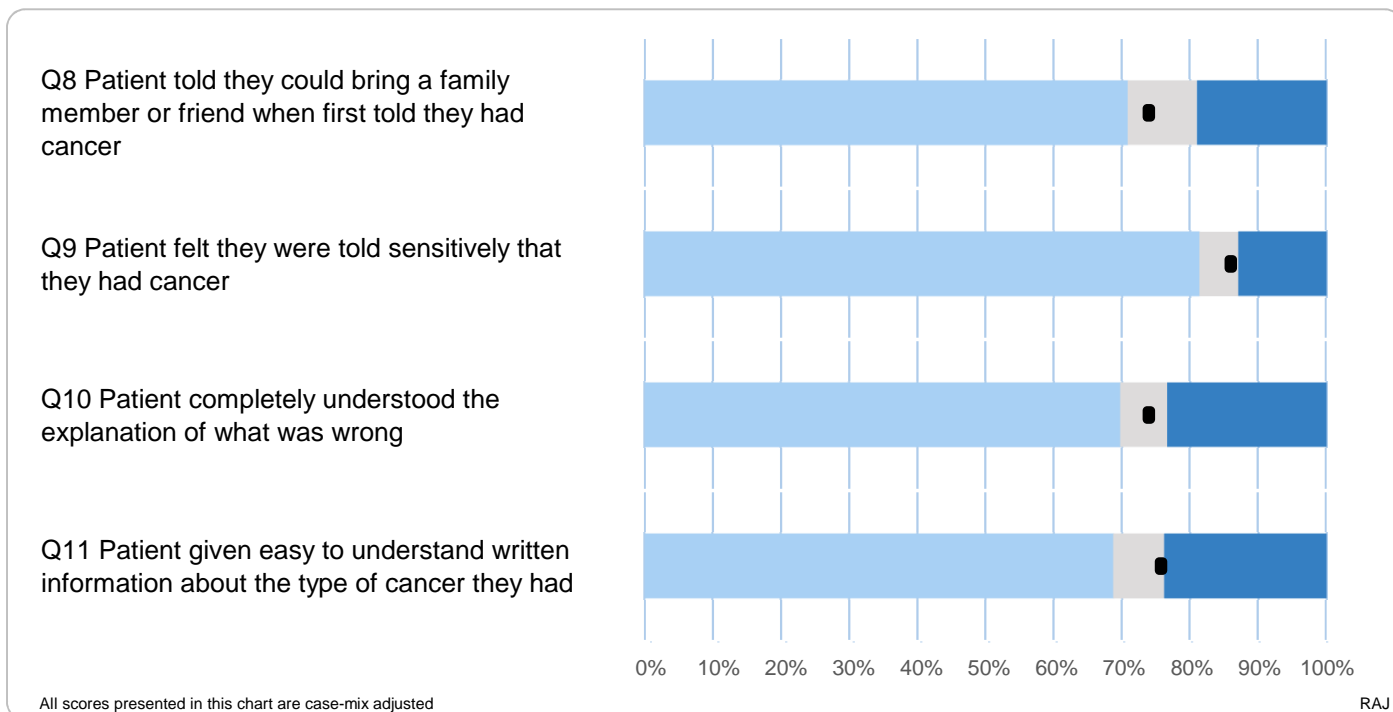
Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q5	-	-	531	96%		96%	92%	96%	94%
Q6	527	87%	534	89%		89%	84%	90%	87%
Q7	528	79%	536	80%		80%	76%	83%	79%

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## Trust results

### Finding out what was wrong with you

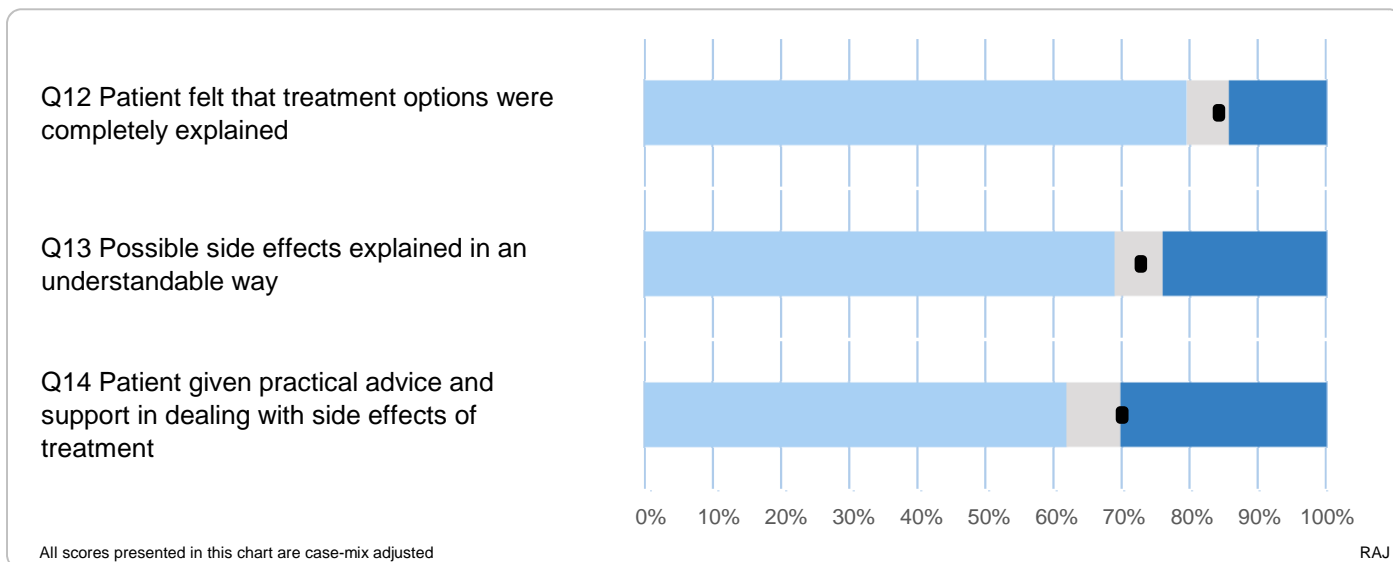


Question		Unadjusted Scores				Change from 2015	2016 Case Mix Adjusted			
		2015		2016			2016 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q8	Patient told they could bring a family member or friend when first told they had cancer	-	-	592	74%		74%	71%	81%	76%
Q9	Patient felt they were told sensitively that they had cancer	615	85%	623	86%		86%	81%	87%	84%
Q10	Patient completely understood the explanation of what was wrong	617	74%	636	75%		74%	70%	77%	73%
Q11	Patient given easy to understand written information about the type of cancer they had	549	70%	556	76%		76%	69%	76%	72%

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## Trust results

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

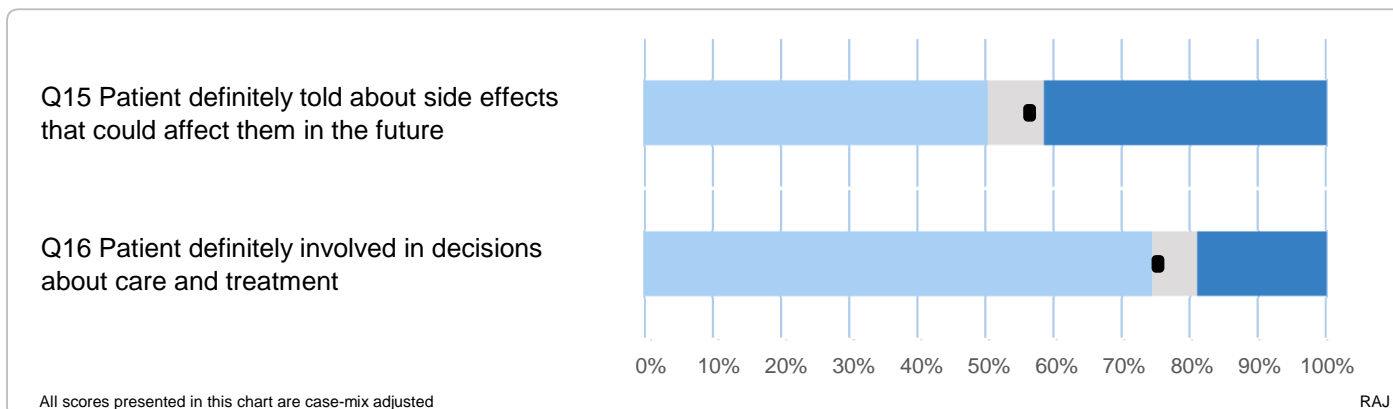


Question		Unadjusted Scores				2016 Case Mix Adjusted				
		2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score	2016 Score	Expected range - lower					
Q12	Patient felt that treatment options were completely explained	550	81%	567	84%		84%	80%	86%	83%
Q13	Possible side effects explained in an understandable way	603	74%	620	72%		73%	69%	76%	72%
Q14	Patient given practical advice and support in dealing with side effects of treatment	591	70%	613	69%		70%	62%	70%	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	588	54%	584	57%		56%	50%	59%	54%
Q16 Patient definitely involved in decisions about care and treatment	607	79%	615	75%		75%	75%	81%	78%

↑ or ↓

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

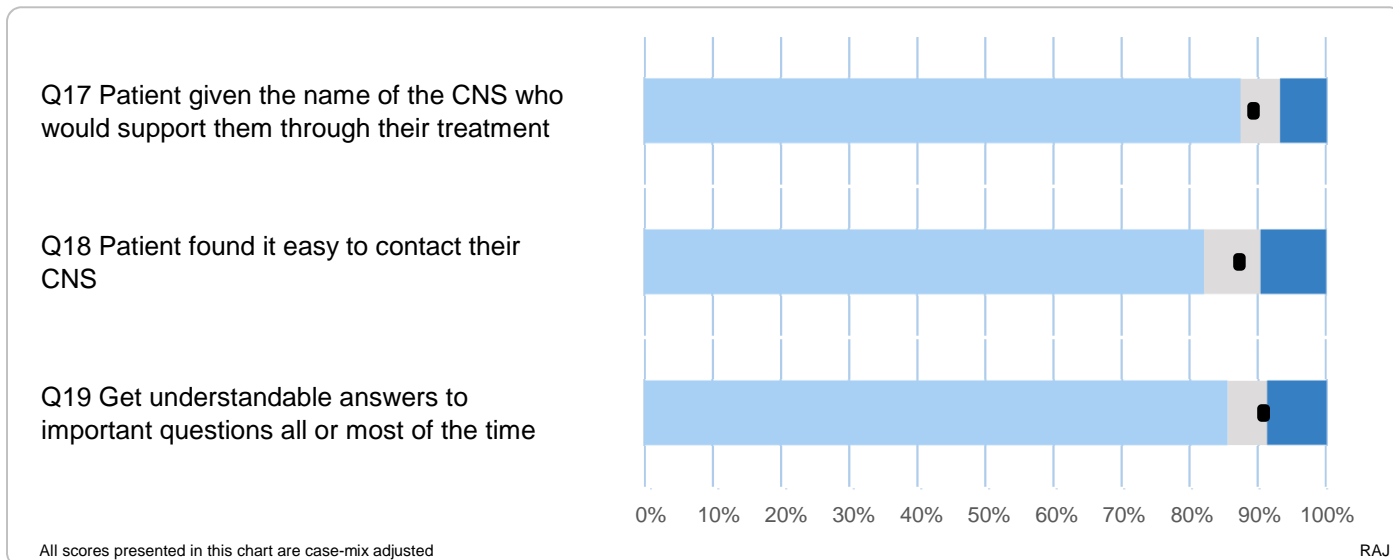
(NB: No arrow reflects no statistically significant change)

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## Trust results

### Clinical Nurse Specialist

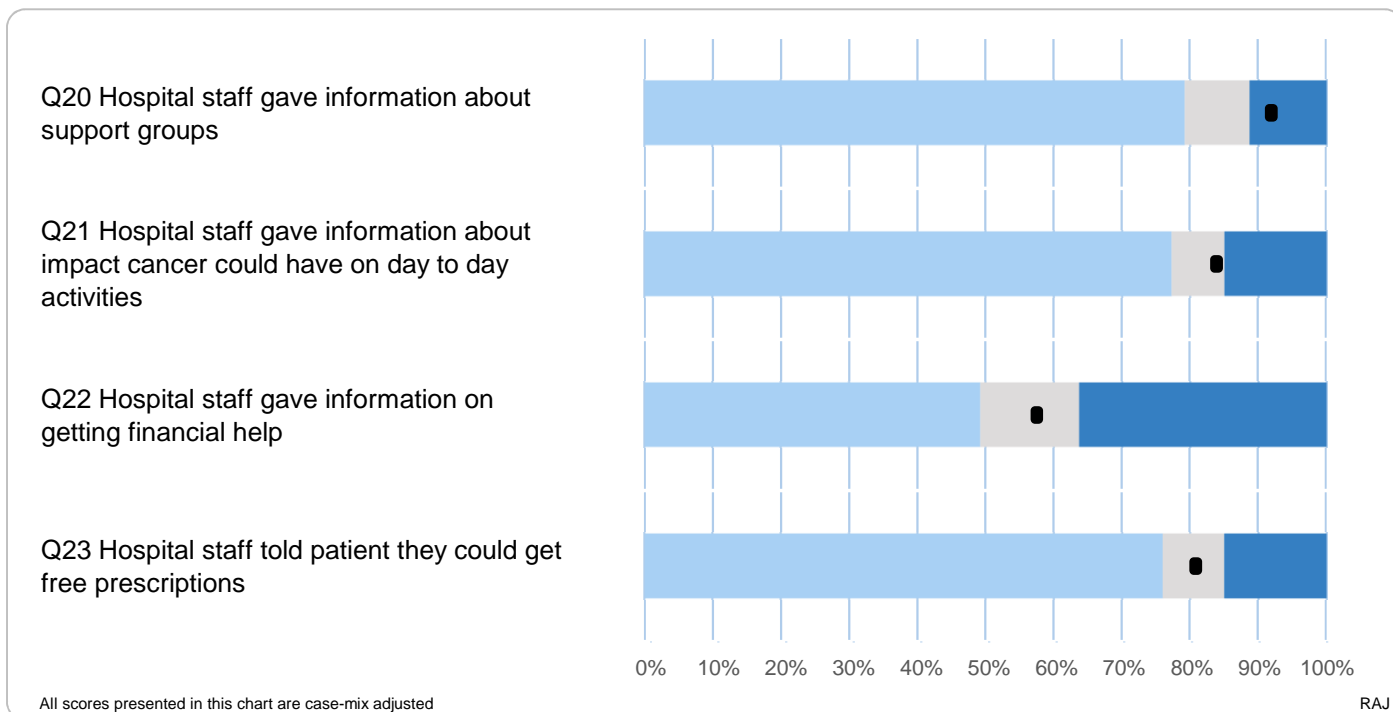


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	595	89%	613	89%		89%	87%	93%	90%
Q18 Patient found it easy to contact their CNS	484	84%	490	87%		87%	82%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	469	91%	468	91%		91%	85%	91%	88%

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## Trust results

### Support for people with cancer

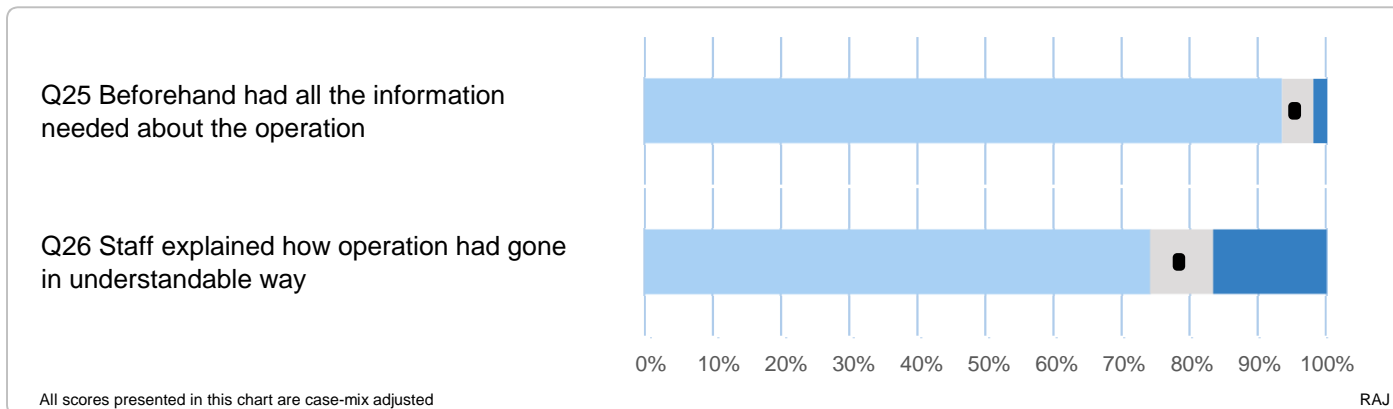


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	524	89%	520	92%		92%	79%	89%	84%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	439	83%	431	84%		84%	77%	85%	81%
Q22 Hospital staff gave information on getting financial help	321	58%	323	57%		57%	49%	64%	56%
Q23 Hospital staff told patient they could get free prescriptions	305	80%	298	81%		81%	76%	85%	80%

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## Trust results

### Operations

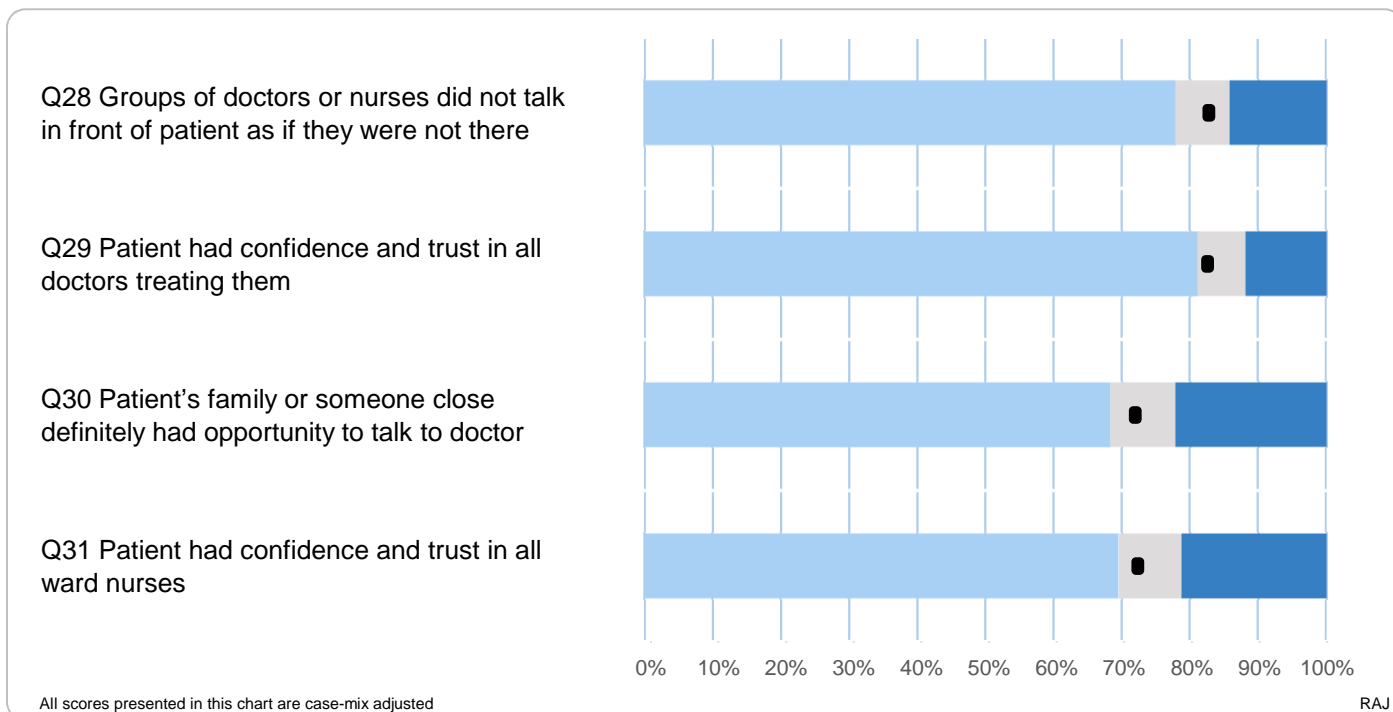


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q25 Beforehand had all the information needed about the operation	-	-	299	95%	95%	93%	98%	96%	
Q26 Staff explained how operation had gone in understandable way	312	76%	299	78%	78%	74%	83%	79%	

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## Trust results

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

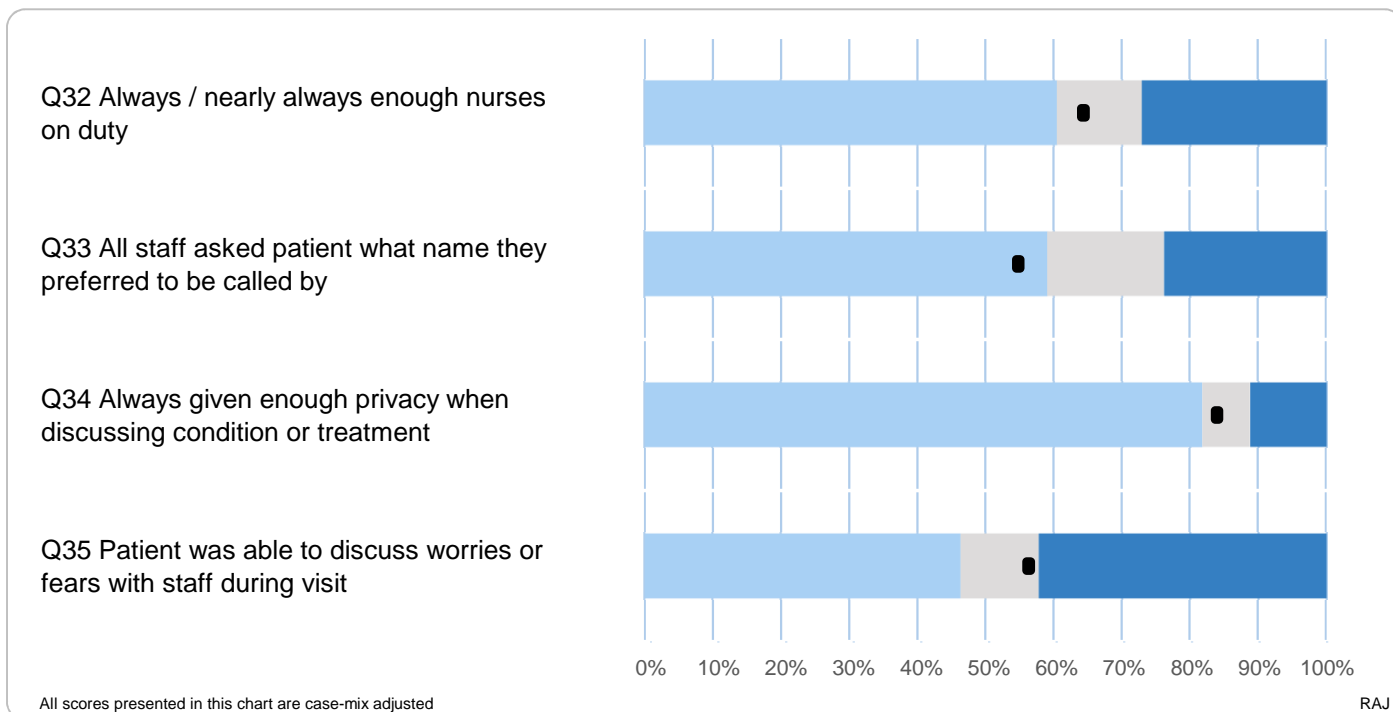


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	Change from 2015	2015	2016	2016 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score		Number of respondents	Score				
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	400	86%		402	84%	83%	78%	86%	82%
Q29 Patient had confidence and trust in all doctors treating them	401	83%		402	83%	82%	81%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	326	68%		333	72%	72%	68%	78%	73%
Q31 Patient had confidence and trust in all ward nurses	402	74%		402	73%	72%	70%	79%	74%

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## Trust results

### Hospital care as an inpatient (Part 2 of 3)



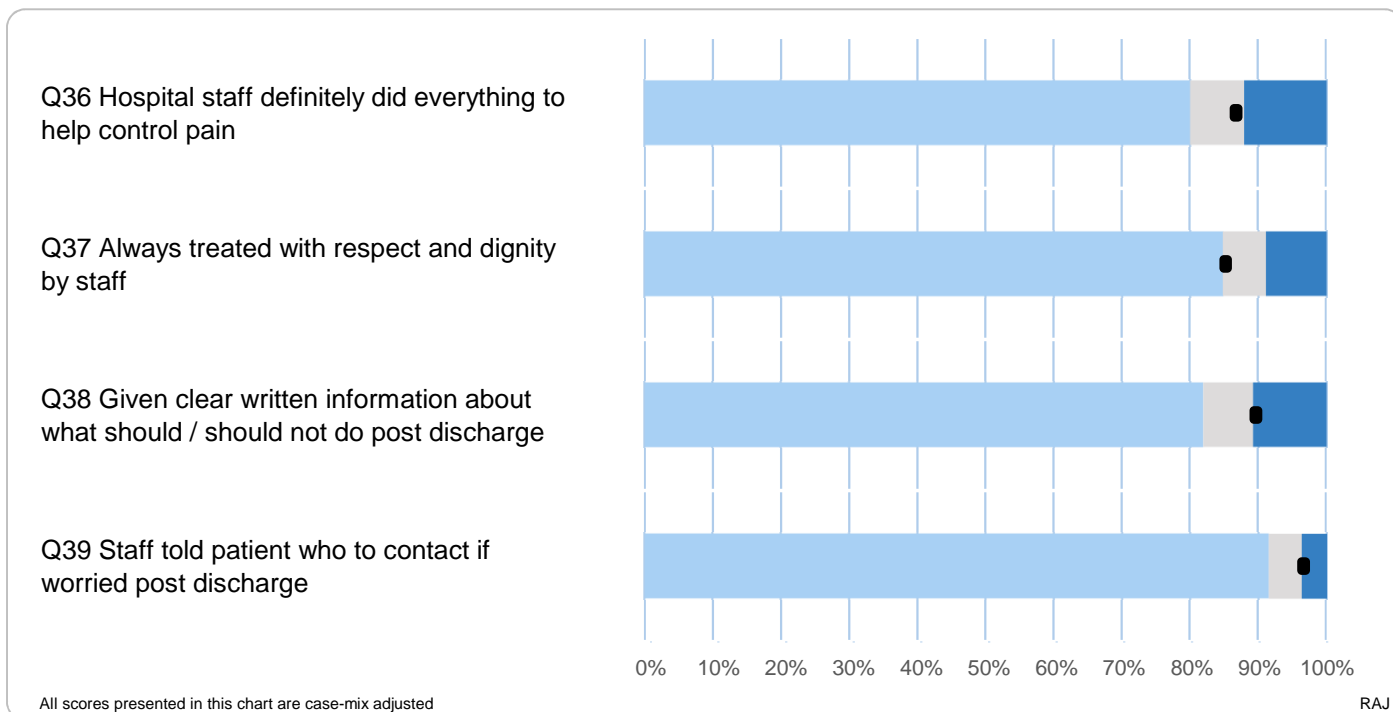
Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	399	71%	399	66%		64%	60%	73%	67%
Q33 All staff asked patient what name they preferred to be called by	391	50%	399	55%		55%	59%	76%	68%
Q34 Always given enough privacy when discussing condition or treatment	402	84%	401	85%		84%	82%	89%	85%
Q35 Patient was able to discuss worries or fears with staff during visit	291	48%	291	56%		56%	46%	58%	52%

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## Trust results

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

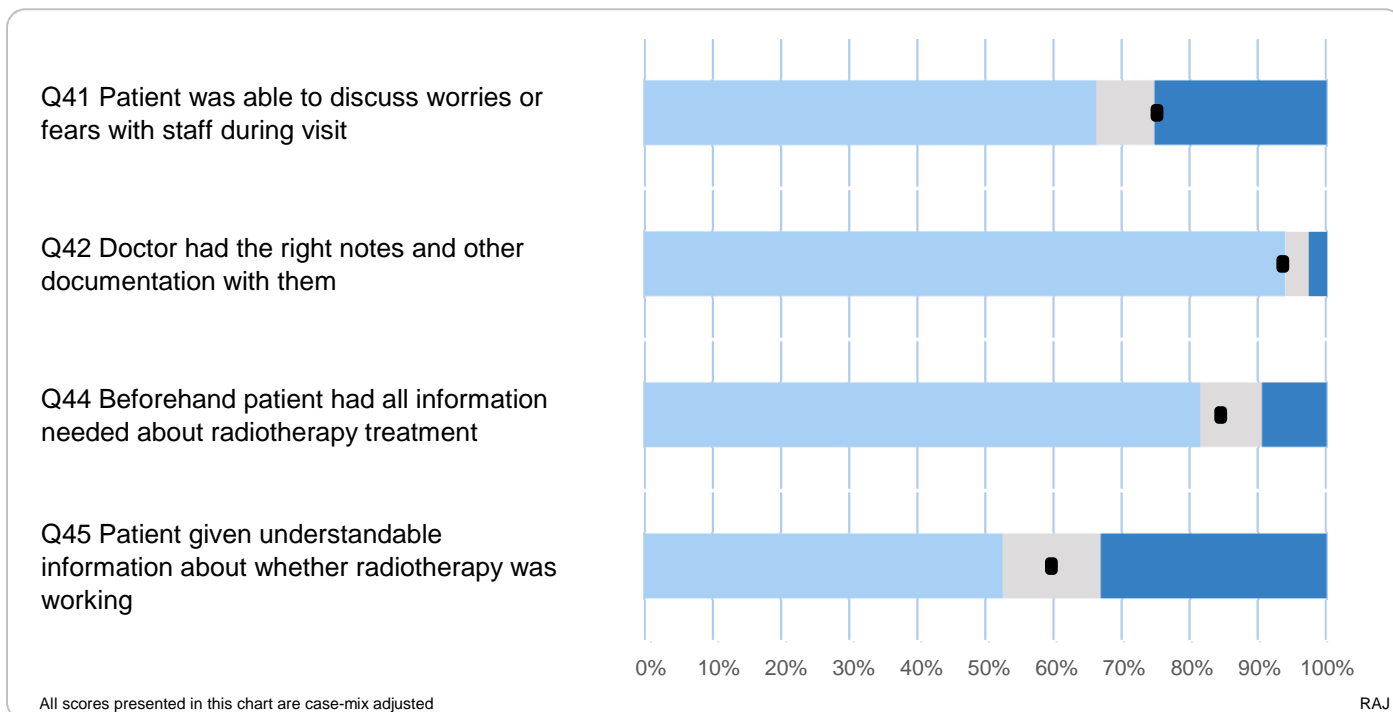


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	340	87%	334	87%		87%	80%	88%	84%
Q37 Always treated with respect and dignity by staff	401	91%	402	86%		85%	85%	91%	88%
Q38 Given clear written information about what should / should not do post discharge	379	87%	377	90%		89%	82%	89%	86%
Q39 Staff told patient who to contact if worried post discharge	389	96%	387	97%		96%	92%	96%	94%

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## Trust results

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

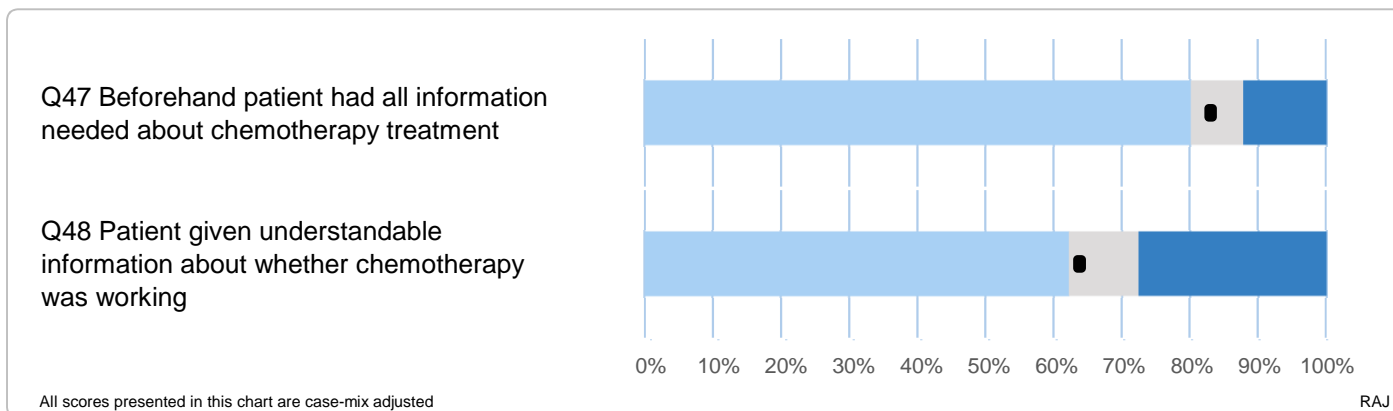


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	475	71%	479	75%		75%	66%	75%	70%
Q42 Doctor had the right notes and other documentation with them	544	96%	553	93%		93%	94%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	239	86%	226	85%		84%	82%	91%	86%
Q45 Patient given understandable information about whether radiotherapy was working	206	59%	178	59%		59%	53%	67%	60%

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## Trust results

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

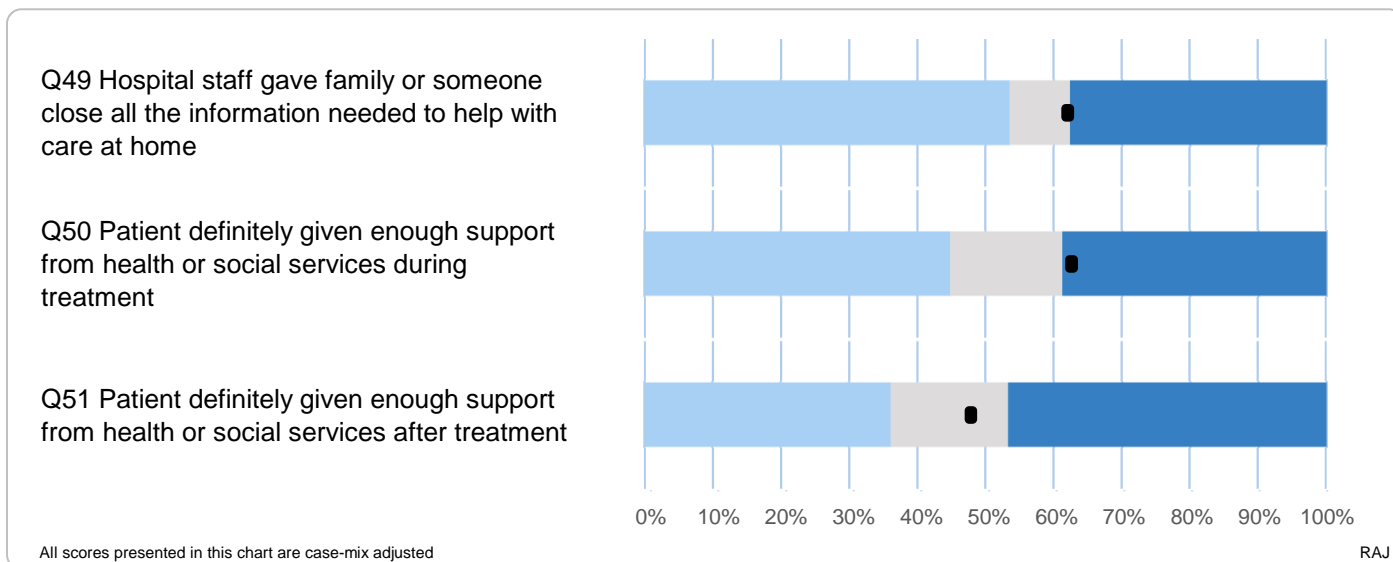


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015		2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	358	85%	355	83%		83%	80%	88%	84%
Q48 Patient given understandable information about whether chemotherapy was working	325	66%	323	62%		64%	62%	72%	67%

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## Trust results

### Home care and support

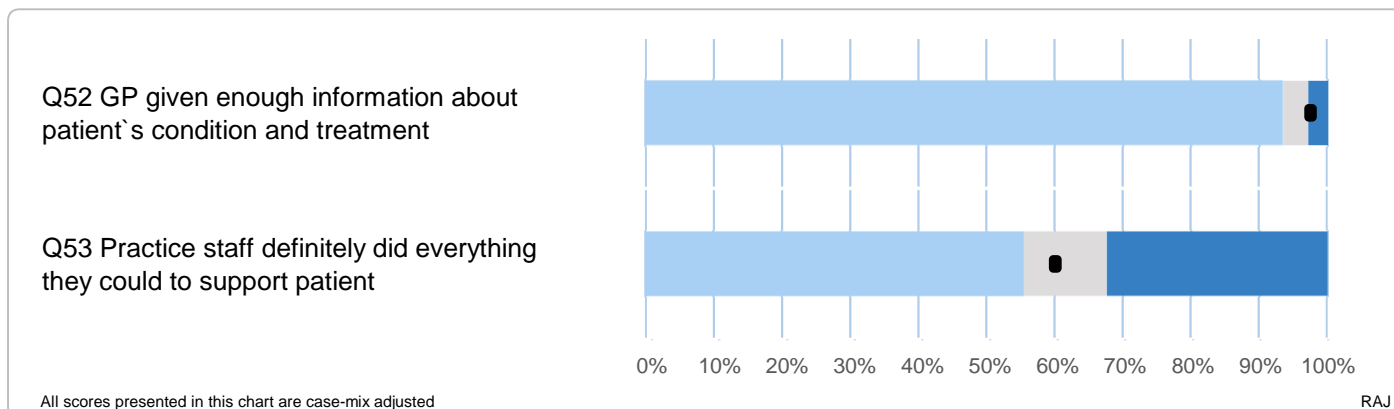


Question	Unadjusted Scores			2016 Case Mix Adjusted				
	2015	2016		2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	497	59%	493	61%	62%	54%	62%	58%
Q50 Patient definitely given enough support from health or social services during treatment	324	63%	337	63%	62%	45%	61%	53%
Q51 Patient definitely given enough support from health or social services after treatment	187	48%	186	47%	48%	36%	53%	45%

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## Trust results

### Care from your general practice

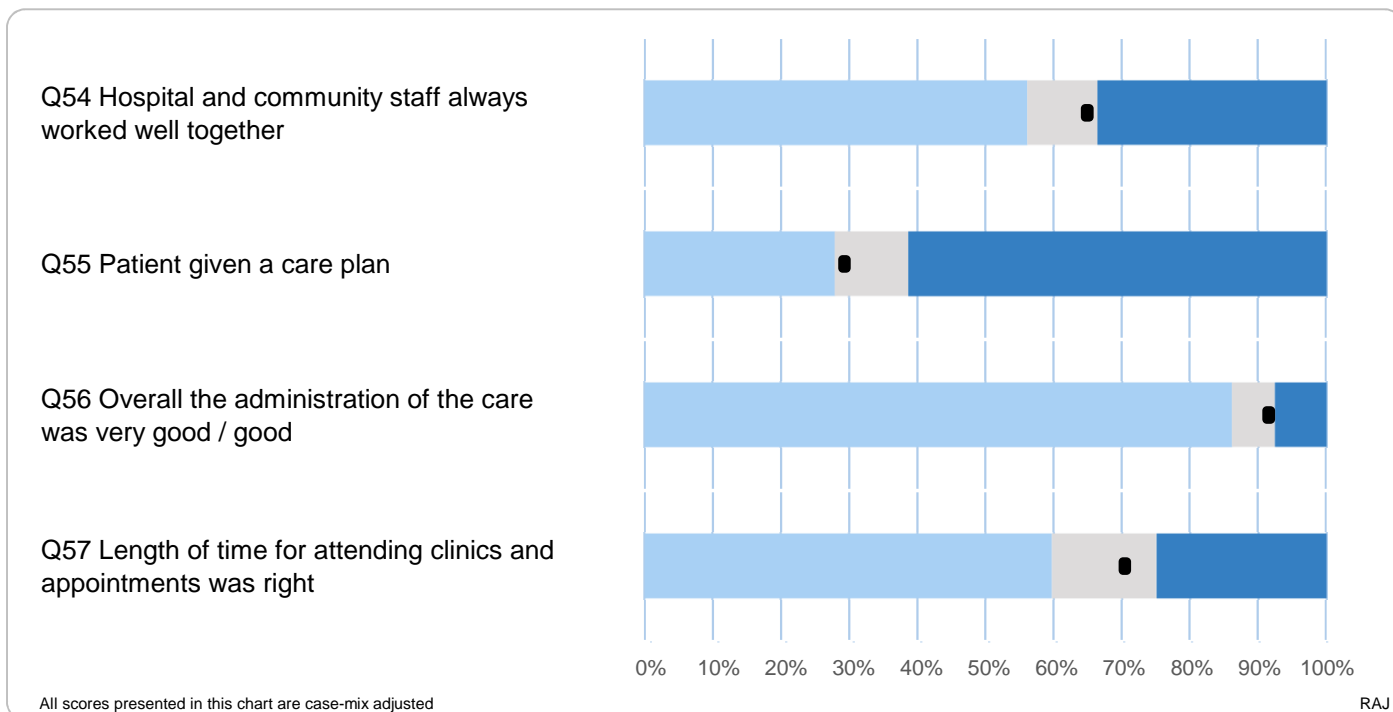


Question	Unadjusted Scores					2016 Case Mix Adjusted				
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score		
Number of respondents	Score	Number of respondents	Score							
Q52	GP given enough information about patient's condition and treatment	517	97%	526	98%		97%	93%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	414	59%	405	60%		60%	56%	68%	62%

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## Trust results

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

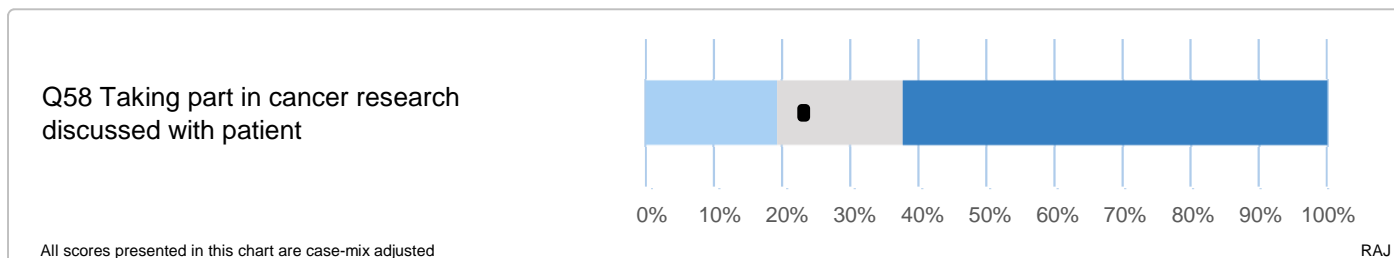


Question	Unadjusted Scores					2016 Case Mix Adjusted			
	2015	2016		Change from 2015	2016 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	593	63%	605	64%	65%	56%	66%	61%	
Q55 Patient given a care plan	446	29%	472	29%	29%	28%	39%	33%	
Q56 Overall the administration of the care was very good / good	614	89%	626	91%	91%	86%	92%	89%	
Q57 Length of time for attending clinics and appointments was right	612	64%	624	70%	70%	60%	75%	67%	

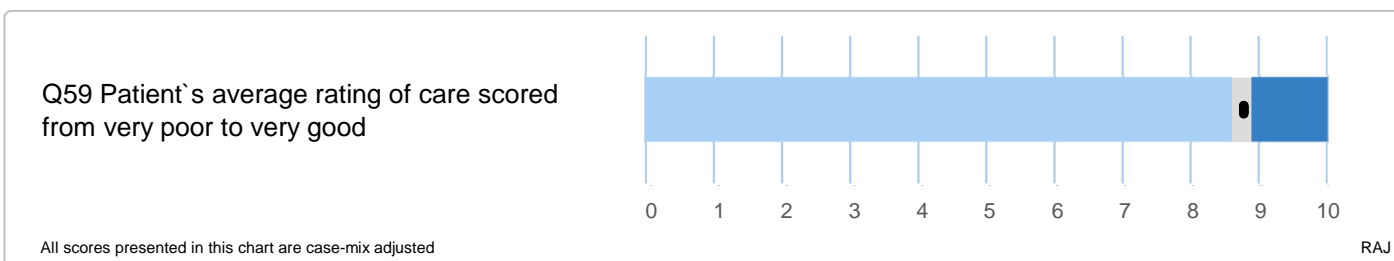
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## Trust results

### 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	591	20%	602	24%		23%	19%	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	603	8.8	614	8.8		8.8	8.6	8.9	8.7

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## 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	*	63%	*	79%
Breast	97%	94%	90%	90%
Colorectal / LGT	81%	71%	71%	81%
Gynaecological	75%	75%	84%	79%
Haematological	76%	65%	81%	81%
Head and Neck	*	77%	*	79%
Lung	*	70%	75%	83%
Prostate	90%	78%	89%	86%
Sarcoma	*	66%	*	67%
Skin	*	90%	*	86%
Upper Gastro	*	72%	*	78%
Urological	80%	82%	98%	85%
Other	75%	72%	83%	79%
<b>All Cancers</b>	<b>83%</b>	<b>77%</b>	<b>85%</b>	<b>83%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	*	90%	*	81%	*	70%
Breast	96%	95%	96%	92%	84%	82%
Colorectal / LGT	98%	95%	88%	87%	80%	80%
Gynaecological	95%	93%	93%	85%	83%	75%
Haematological	91%	94%	87%	89%	67%	77%
Head and Neck	*	93%	*	85%	*	78%
Lung	95%	94%	83%	87%	74%	78%
Prostate	96%	95%	88%	86%	85%	80%
Sarcoma	*	93%	*	79%	*	74%
Skin	*	95%	*	88%	*	85%
Upper Gastro	*	93%	*	82%	*	77%
Urological	100%	94%	91%	87%	87%	79%
Other	98%	95%	85%	86%	73%	76%
<b>All Cancers</b>	96%	94%	89%	87%	80%	79%

<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	*	83%	*	73%	*	63%	*	63%
Breast	79%	82%	91%	88%	76%	78%	80%	77%
Colorectal / LGT	85%	80%	88%	86%	78%	78%	81%	71%
Gynaecological	62%	71%	81%	82%	82%	72%	72%	69%
Haematological	66%	71%	78%	83%	58%	60%	67%	74%
Head and Neck	*	70%	*	86%	*	75%	*	64%
Lung	67%	78%	75%	83%	80%	75%	68%	65%
Prostate	75%	77%	80%	84%	80%	78%	88%	81%
Sarcoma	*	72%	*	81%	*	67%	*	64%
Skin	*	63%	*	89%	*	79%	*	83%
Upper Gastro	*	77%	*	80%	*	72%	*	66%
Urological	83%	72%	90%	83%	84%	77%	86%	72%
Other	69%	74%	88%	82%	72%	70%	60%	62%
<b>All Cancers</b>	<b>74%</b>	<b>76%</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	*	78%	*	72%	*	61%
Breast	78%	84%	68%	75%	70%	69%
Colorectal / LGT	93%	85%	73%	75%	69%	68%
Gynaecological	93%	84%	70%	74%	78%	66%
Haematological	72%	81%	69%	69%	59%	64%
Head and Neck	*	85%	*	70%	*	68%
Lung	*	83%	83%	74%	82%	68%
Prostate	92%	81%	76%	72%	66%	62%
Sarcoma	*	83%	*	72%	*	66%
Skin	*	88%	*	76%	*	70%
Upper Gastro	*	83%	*	73%	*	67%
Urological	85%	81%	78%	72%	70%	62%
Other	84%	79%	74%	70%	71%	63%
<b>All Cancers</b>	84%	83%	72%	72%	69%	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 <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	*	55%	n.a.	73%
Breast	57%	56%	73%	79%
Colorectal / LGT	69%	56%	79%	79%
Gynaecological	47%	52%	74%	77%
Haematological	43%	49%	67%	77%
Head and Neck	*	59%	*	78%
Lung	55%	54%	63%	79%
Prostate	68%	63%	84%	79%
Sarcoma	*	54%	*	80%
Skin	*	61%	*	85%
Upper Gastro	*	53%	*	77%
Urological	51%	53%	88%	77%
Other	53%	50%	69%	74%
<b>All Cancers</b>	57%	54%	75%	78%

<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	*	95%	n.a.	82%	n.a.	83%
Breast	88%	94%	91%	86%	91%	89%
Colorectal / LGT	94%	91%	87%	88%	90%	89%
Gynaecological	95%	94%	72%	84%	84%	87%
Haematological	85%	90%	90%	88%	89%	89%
Head and Neck	*	88%	*	87%	*	87%
Lung	100%	94%	*	88%	*	88%
Prostate	93%	88%	83%	84%	94%	88%
Sarcoma	*	88%	*	87%	n.a.	90%
Skin	*	88%	n.a.	89%	n.a.	90%
Upper Gastro	*	92%	*	86%	*	87%
Urological	92%	81%	85%	85%	98%	89%
Other	82%	87%	86%	85%	84%	86%
<b>All Cancers</b>	<b>89%</b>	<b>90%</b>	<b>87%</b>	<b>86%</b>	<b>91%</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	*	84%	*	81%	*	67%	*	71%
Breast	94%	89%	89%	85%	57%	62%	88%	80%
Colorectal / LGT	96%	84%	85%	82%	54%	54%	86%	82%
Gynaecological	91%	83%	84%	79%	50%	58%	*	77%
Haematological	88%	83%	79%	82%	61%	58%	73%	86%
Head and Neck	*	83%	*	80%	*	59%	*	79%
Lung	96%	83%	*	80%	*	69%	*	84%
Prostate	94%	86%	86%	83%	57%	44%	84%	79%
Sarcoma	*	83%	n.a.	82%	n.a.	56%	n.a.	78%
Skin	*	86%	*	82%	*	52%	n.a.	62%
Upper Gastro	*	83%	*	80%	*	60%	*	84%
Urological	81%	74%	78%	72%	*	35%	*	67%
Other	90%	80%	77%	77%	54%	55%	77%	80%
<b>All Cancers</b>	92%	84%	84%	81%	57%	56%	81%	80%

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

## Operations

	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
Cancer type	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	93%	n.a.	68%
Breast	97%	97%	78%	78%
Colorectal / LGT	97%	96%	76%	83%
Gynaecological	97%	96%	67%	79%
Haematological	*	93%	*	75%
Head and Neck	*	94%	*	78%
Lung	*	97%	*	79%
Prostate	91%	96%	70%	77%
Sarcoma	*	93%	*	80%
Skin	*	96%	*	83%
Upper Gastro	*	96%	*	79%
Urological	95%	95%	91%	77%
Other	91%	95%	83%	78%
<b>All Cancers</b>	<b>95%</b>	<b>96%</b>	<b>78%</b>	<b>79%</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.	74%	n.a.	79%	n.a.	61%	n.a.	66%
Breast	84%	89%	74%	86%	68%	76%	76%	76%
Colorectal / LGT	81%	76%	86%	85%	72%	72%	65%	70%
Gynaecological	84%	85%	87%	85%	72%	72%	72%	71%
Haematological	92%	81%	86%	81%	78%	73%	83%	74%
Head and Neck	*	79%	*	84%	*	74%	*	72%
Lung	*	77%	*	82%	*	73%	*	75%
Prostate	87%	85%	92%	88%	72%	74%	74%	79%
Sarcoma	*	80%	*	85%	*	72%	*	74%
Skin	*	87%	*	92%	*	80%	*	85%
Upper Gastro	*	74%	*	82%	*	73%	*	71%
Urological	85%	80%	89%	86%	80%	71%	72%	77%
Other	79%	79%	84%	81%	70%	70%	65%	71%
<b>All Cancers</b>	<b>84%</b>	<b>82%</b>	<b>83%</b>	<b>85%</b>	<b>72%</b>	<b>73%</b>	<b>73%</b>	<b>74%</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.	59%	n.a.	65%	n.a.	76%	n.a.	38%
Breast	70%	71%	51%	61%	81%	86%	64%	54%
Colorectal / LGT	51%	62%	68%	70%	86%	84%	59%	53%
Gynaecological	64%	66%	49%	65%	87%	83%	41%	50%
Haematological	69%	62%	56%	70%	86%	86%	54%	56%
Head and Neck	*	65%	*	69%	*	86%	*	54%
Lung	*	70%	*	72%	*	83%	*	50%
Prostate	76%	73%	54%	68%	85%	89%	56%	52%
Sarcoma	*	71%	*	71%	*	88%	*	53%
Skin	*	78%	*	67%	*	90%	*	62%
Upper Gastro	*	64%	*	74%	*	83%	*	50%
Urological	61%	68%	57%	72%	91%	87%	55%	47%
Other	53%	62%	58%	68%	79%	83%	47%	47%
<b>All Cancers</b>	<b>66%</b>	<b>67%</b>	<b>55%</b>	<b>68%</b>	<b>85%</b>	<b>85%</b>	<b>56%</b>	<b>52%</b>

<sup>§</sup> 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 <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	n.a.	79%	n.a.	79%	n.a.	76%	n.a.	91%
Breast	86%	86%	82%	88%	93%	91%	94%	96%
Colorectal / LGT	88%	84%	84%	87%	91%	84%	94%	94%
Gynaecological	88%	83%	89%	87%	97%	87%	97%	94%
Haematological	88%	83%	89%	89%	82%	80%	100%	95%
Head and Neck	*	81%	*	87%	*	85%	*	91%
Lung	*	84%	*	87%	*	81%	*	91%
Prostate	90%	85%	90%	91%	90%	89%	98%	94%
Sarcoma	*	87%	*	90%	*	84%	n.a.	94%
Skin	*	87%	*	92%	*	89%	*	95%
Upper Gastro	*	82%	*	86%	*	82%	*	93%
Urological	89%	82%	89%	89%	93%	86%	95%	91%
Other	81%	82%	81%	86%	85%	81%	98%	93%
<b>All Cancers</b>	<b>87%</b>	<b>84%</b>	<b>86%</b>	<b>88%</b>	<b>90%</b>	<b>86%</b>	<b>97%</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	*	63%	n.a.	95%	n.a.	86%	n.a.	58%
Breast	75%	70%	92%	96%	87%	88%	53%	60%
Colorectal / LGT	79%	72%	98%	96%	*	86%	*	58%
Gynaecological	61%	68%	93%	95%	*	85%	*	62%
Haematological	66%	74%	98%	97%	*	84%	*	64%
Head and Neck	*	71%	*	96%	*	84%	*	61%
Lung	*	70%	96%	95%	*	85%	*	58%
Prostate	79%	72%	90%	96%	98%	89%	66%	58%
Sarcoma	*	72%	*	97%	n.a.	89%	n.a.	69%
Skin	*	72%	*	97%	n.a.	84%	n.a.	59%
Upper Gastro	*	68%	*	94%	*	86%	*	57%
Urological	76%	68%	93%	96%	*	81%	*	56%
Other	77%	67%	93%	95%	58%	83%	57%	58%
<b>All Cancers</b>	<b>75%</b>	<b>70%</b>	<b>93%</b>	<b>96%</b>	<b>85%</b>	<b>86%</b>	<b>59%</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.	80%	n.a.	59%
Breast	79%	82%	50%	62%
Colorectal / LGT	87%	85%	55%	63%
Gynaecological	89%	84%	72%	66%
Haematological	80%	84%	57%	75%
Head and Neck	*	80%	*	58%
Lung	81%	84%	*	68%
Prostate	*	84%	*	67%
Sarcoma	*	86%	*	73%
Skin	*	88%	*	78%
Upper Gastro	*	84%	*	64%
Urological	88%	84%	82%	67%
Other	81%	85%	69%	68%
<b>All Cancers</b>	<b>83%</b>	<b>84%</b>	<b>62%</b>	<b>67%</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	*	49%	*	42%	n.a.	41%
Breast	63%	57%	58%	53%	43%	40%
Colorectal / LGT	67%	60%	69%	61%	65%	51%
Gynaecological	60%	56%	*	50%	*	39%
Haematological	49%	60%	62%	51%	48%	44%
Head and Neck	*	61%	*	52%	*	48%
Lung	*	57%	*	50%	*	43%
Prostate	62%	56%	62%	48%	*	43%
Sarcoma	*	59%	n.a.	55%	n.a.	48%
Skin	*	65%	*	57%	n.a.	59%
Upper Gastro	*	59%	*	55%	*	48%
Urological	74%	58%	52%	47%	*	43%
Other	58%	54%	64%	55%	46%	48%
<b>All Cancers</b>	<b>61%</b>	<b>58%</b>	<b>63%</b>	<b>53%</b>	<b>47%</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	*	89%	*	51%
Breast	95%	96%	55%	62%
Colorectal / LGT	100%	95%	71%	62%
Gynaecological	97%	95%	*	61%
Haematological	100%	96%	57%	59%
Head and Neck	*	94%	*	59%
Lung	96%	95%	*	61%
Prostate	99%	96%	67%	67%
Sarcoma	*	95%	*	56%
Skin	*	96%	*	67%
Upper Gastro	*	94%	*	61%
Urological	100%	95%	70%	64%
Other	96%	95%	60%	59%
<b>All Cancers</b>	<b>98%</b>	<b>95%</b>	<b>60%</b>	<b>62%</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	*	43%	*	32%	*	82%	*	61%
Breast	62%	61%	30%	37%	94%	91%	73%	65%
Colorectal / LGT	63%	60%	38%	35%	96%	89%	78%	70%
Gynaecological	71%	58%	19%	30%	90%	89%	60%	66%
Haematological	67%	63%	28%	33%	94%	92%	61%	63%
Head and Neck	*	62%	*	36%	*	89%	*	69%
Lung	72%	63%	*	33%	88%	89%	76%	71%
Prostate	71%	65%	32%	35%	87%	88%	78%	73%
Sarcoma	*	56%	*	28%	*	87%	*	61%
Skin	*	69%	*	39%	*	90%	*	76%
Upper Gastro	*	58%	*	34%	*	87%	*	66%
Urological	63%	63%	32%	27%	94%	87%	76%	75%
Other	55%	55%	20%	29%	88%	88%	57%	61%
<b>All Cancers</b>	64%	61%	29%	33%	91%	89%	70%	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 <sup>§</sup>	National	This Trust <sup>§</sup>	National
Brain / CNS	*	24%	*	8.3
Breast	14%	28%	8.8	8.8
Colorectal / LGT	25%	26%	8.9	8.7
Gynaecological	22%	30%	9.0	8.7
Haematological	20%	34%	8.8	8.9
Head and Neck	*	19%	*	8.7
Lung	35%	33%	8.9	8.7
Prostate	37%	34%	8.8	8.7
Sarcoma	*	33%	*	8.6
Skin	*	18%	*	8.9
Upper Gastro	*	33%	*	8.6
Urological	19%	15%	9.0	8.7
Other	29%	30%	8.6	8.6
<b>All Cancers</b>	24%	29%	8.8	8.7

<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 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](http://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](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**

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](http://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](http://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%
RAJ	1,078	78	1,000	319	37	644	65%

## 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	166
Gynaecological	46
Colorectal / LGT	51
Lung	25
Skin	2
Haematological	69
Upper Gastro	18
Other	101
Urological	51
Prostate	101
Sarcoma	1
Head and Neck	12

\* 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	1	0	3	15	53	110	74	12	268
Female	0	9	16	43	83	150	62	13	376
Total	1	9	19	58	136	260	136	25	644



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 [www.ncpes.co.uk](http://www.ncpes.co.uk)