

# **National Cancer Patient Experience Survey**

## **2017 Results**

### **Wessex Cancer Alliance**

### **Published November 2018**

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



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## Introduction

The National Cancer Patient Experience Survey 2017 is the seventh iteration of the survey first undertaken in 2010. It has been designed to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was overseen by a national Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development.

The survey was commissioned and managed by NHS England. The survey provider, Quality Health, is responsible for designing, running and analysing the survey.

Full national results and other reports are available at:

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

Further details on the survey methodology and changes to the 2017 survey can be found in the Annex towards the end of this report.

## This report

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

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

## Data tables

The data tables presented in the Cancer Alliance Results section of this report show the following for each question:

**Column 1** shows the number of respondents for 2016 to this question

**Column 2** shows the unadjusted 2016 score for this Cancer Alliance

**Column 3** shows the number of respondents for 2017 to this question

**Column 4** shows the unadjusted 2017 score for this Cancer Alliance

**Column 5** shows whether a score has significantly increased or decreased compared with the last survey (2016)

**Column 6** shows the case-mix adjusted 2017 score for this Cancer Alliance

**Column 7** shows the lower limit of the expected range of case-mix adjusted scores for this CCG (the top of the pale blue section on the comparability chart - see below)

**Column 8** shows the upper limit of the expected range of case-mix adjusted scores for this CCG (the bottom of the dark blue section on the comparability chart - see below)

**Column 9** shows the national average score for this question.

Data tables (continued)

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	2,629	78%	2,669	78%		77%	75%	78%	77%
Q2	Patient thought they were seen as soon as necessary	3,496	84%	3,575	85%		85%	83%	86%	84%

Results for individual response options are presented in the detailed data tables available at:

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

Confidence Intervals for unadjusted and case-mix adjusted data are provided in these tables.

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

For further details on case-mix adjustment and the scoring methodology used, please refer to the Annex towards the end of this report.

Comparability charts

For the 2017 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". This means that Cancer Alliances will be flagged as outliers only if there is statistical evidence that their scores deviate (positively or negatively) from the range of scores that would be expected for Cancer Alliances of the same size.

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

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

For further details on expected ranges, please refer to the technical document at:

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

### Tumour group tables

These tables show the scores for each question for each of the 13 tumour groups, with a comparative national score for that tumour group.

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

### Expected Range Summaries - Trusts and CCGs

These charts summarise the number of questions scoring below, within and above the expected range for all organisations within the Cancer Alliance. Organisations have been ordered according to the net difference between questions scoring above/below the expected range. Full results for Trusts and CCGs within the Cancer Alliance are presented in the detailed data tables available at:

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

### Dashboard Questions - Trusts and CCGs

This section of the report summarises (for organisations within the Cancer Alliance) case-mix adjusted 2017 scores for patient's overall rating of care and the 6 other questions included in the Cancer Dashboard developed by Public Health England and NHS England. Organisation scores for each question have been ordered from highest to lowest. The 2017 National score and the overall score for the Cancer Alliance have also been provided for comparison. Trusts and CCGs within the Cancer Alliance are presented in separate tables.

### Notes on specific questions

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

### How to use the data

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

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

Case-mix adjusted data, together with case-mix adjusted confidence intervals are presented in the detailed data tables available at:

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

These should be used to understand whether the results are significantly higher or lower than the results for another Cancer Alliance.

**Response rates**

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

## Executive Summary

**8.9** The average rating given by respondents when asked to rate their care on a scale of zero (very poor) to 10 (very good)

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

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

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

**88%** of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

**89%** of respondents said that, overall, they were always treated with dignity and respect while they were in hospital

**95%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

**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.

These headline results do not give a full picture of the experience of cancer care for patients cared for in Trusts within the Alliance.

Further results highlighting the different scores and performance levels of Trusts and CCGs within the Alliances for Cancer Dashboard questions are presented below in sections of this report. Detailed tables available at:

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

These detailed tables contain results for all questions for all CCGs and Trusts within the Alliance. The tables further contain results on differences in patient experience across gender and across deprivation categories.

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

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



Questions which scored outside expected range

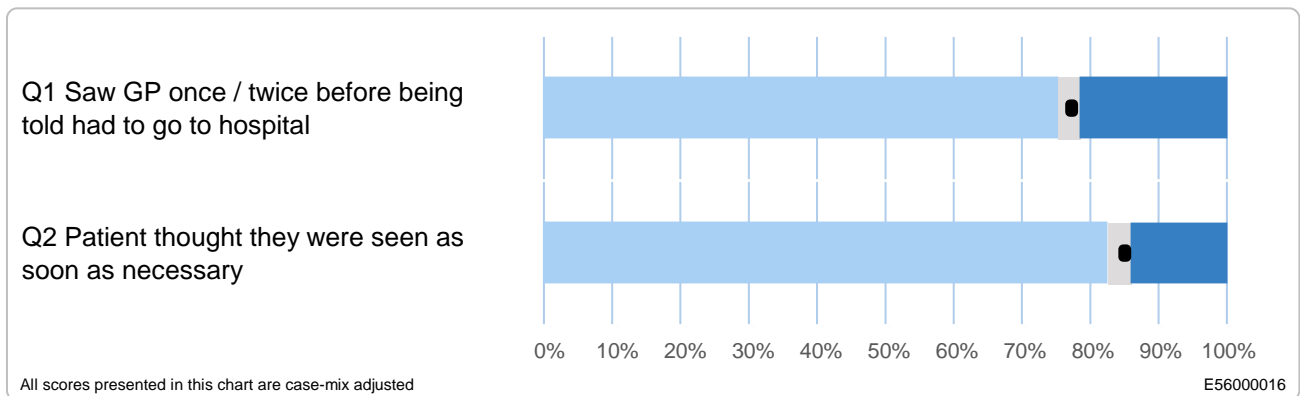
Question	Number of respondents for this Cancer Alliance	2017 Case-mix Adjusted		National Average Score
		2017 Score for this Cancer Alliance	Upper limit of expected range	

**Your overall NHS care**

Q55	Patient given a care plan	2,780	31%	31%	39%	35%
Q56	Overall the administration of the care was very good / good	3,598	91%	88%	91%	90%

## Cancer Alliance results

### Seeing your GP



Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	2,629	78%	2,669	78%		77%	75%	78%	77%
Q2	Patient thought they were seen as soon as necessary	3,496	84%	3,575	85%		85%	83%	86%	84%

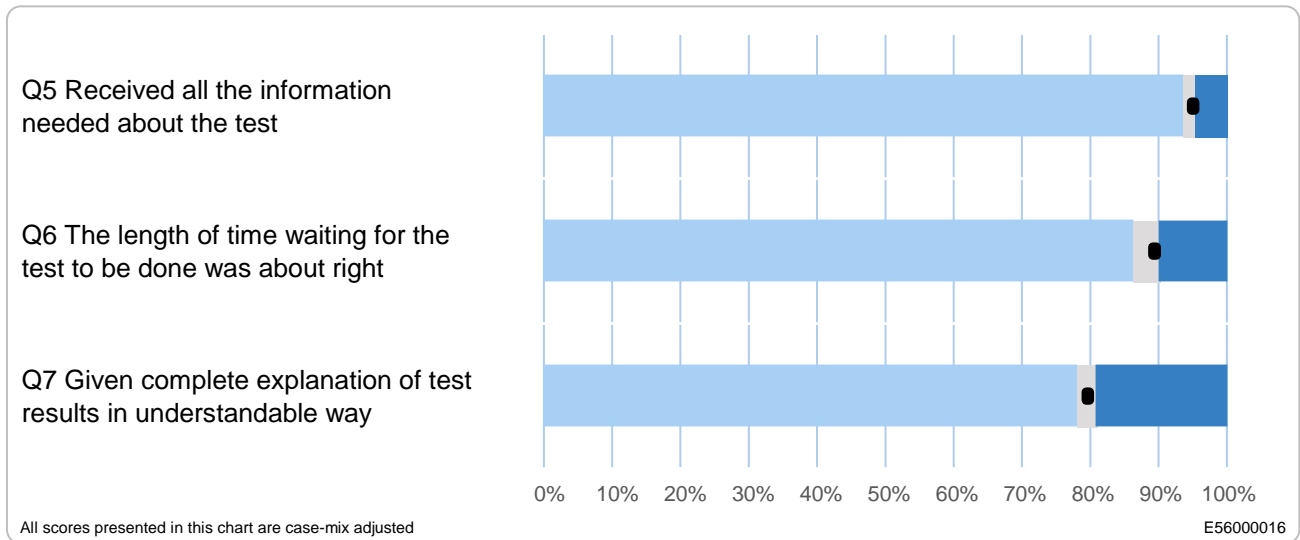
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Diagnostic Tests



Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q5	Received all the information needed about the test	3,095	95%	3,107	95%		95%	94%	95%	95%
Q6	The length of time waiting for the test to be done was about right	3,115	87%	3,127	89%		89%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	3,113	80%	3,135	80%		79%	78%	81%	79%

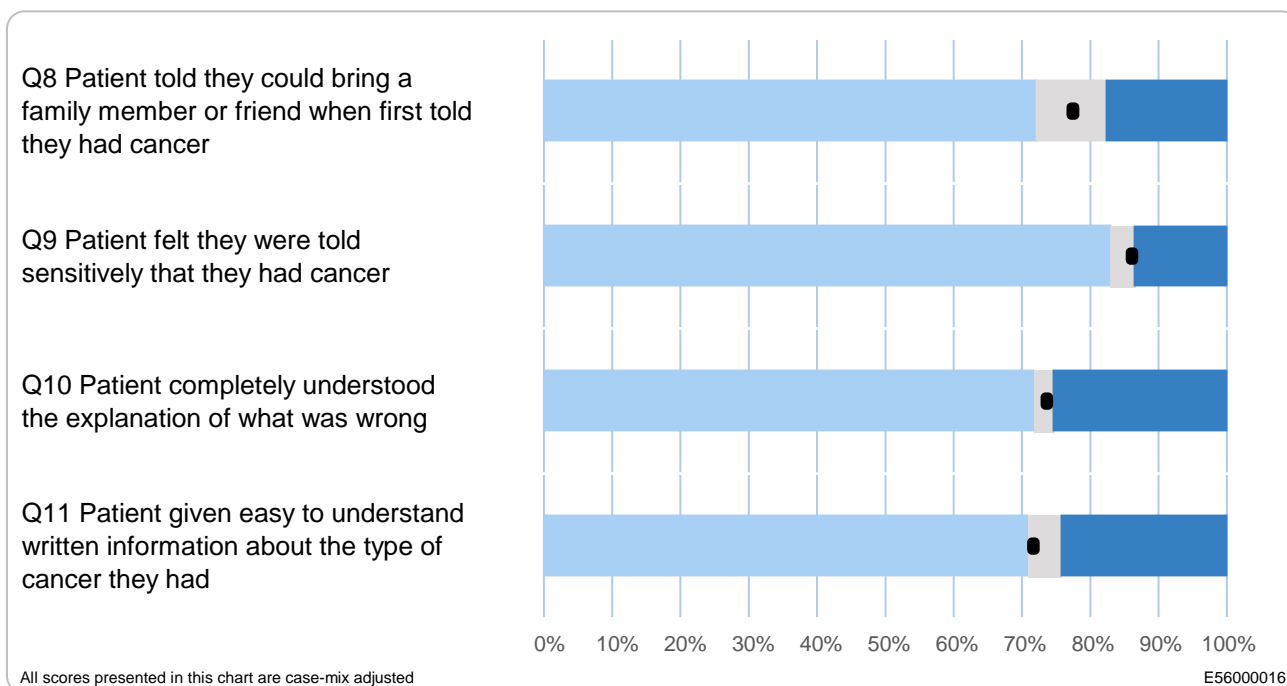
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Finding out what was wrong with you



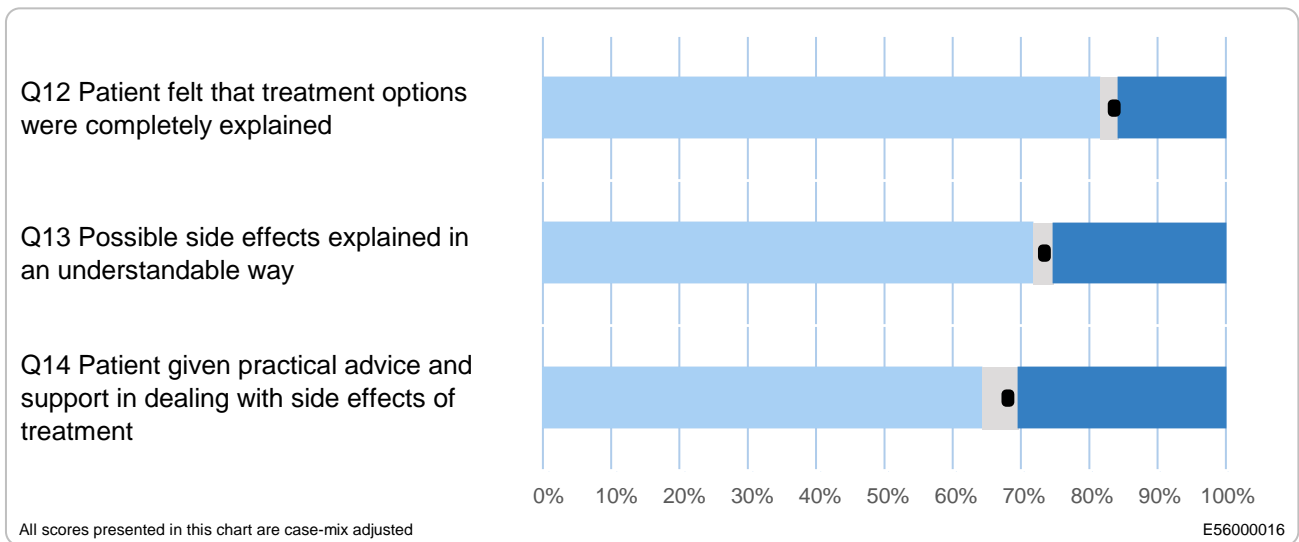
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	3,296	75%	3,355	77%		77%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	3,511	85%	3,579	86%		86%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	3,552	73%	3,624	74%		73%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	3,070	71%	3,149	72%		71%	71%	76%	73%

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

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## Cancer Alliance results

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



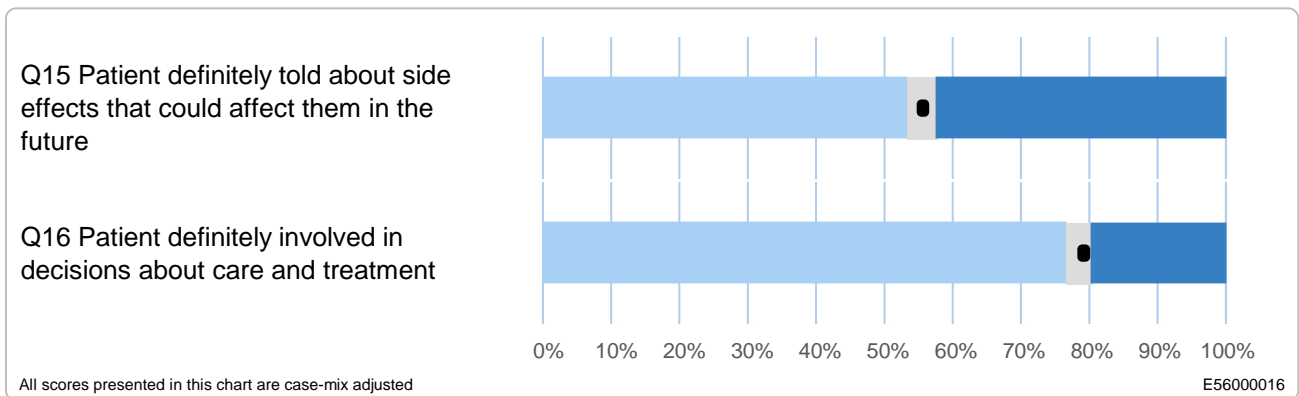
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	3,093	82%	3,170	83%		83%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	3,385	71%	3,482	73%		73%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	3,377	65%	3,478	68%	↑	68%	64%	70%	67%

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

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

## Cancer Alliance results

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



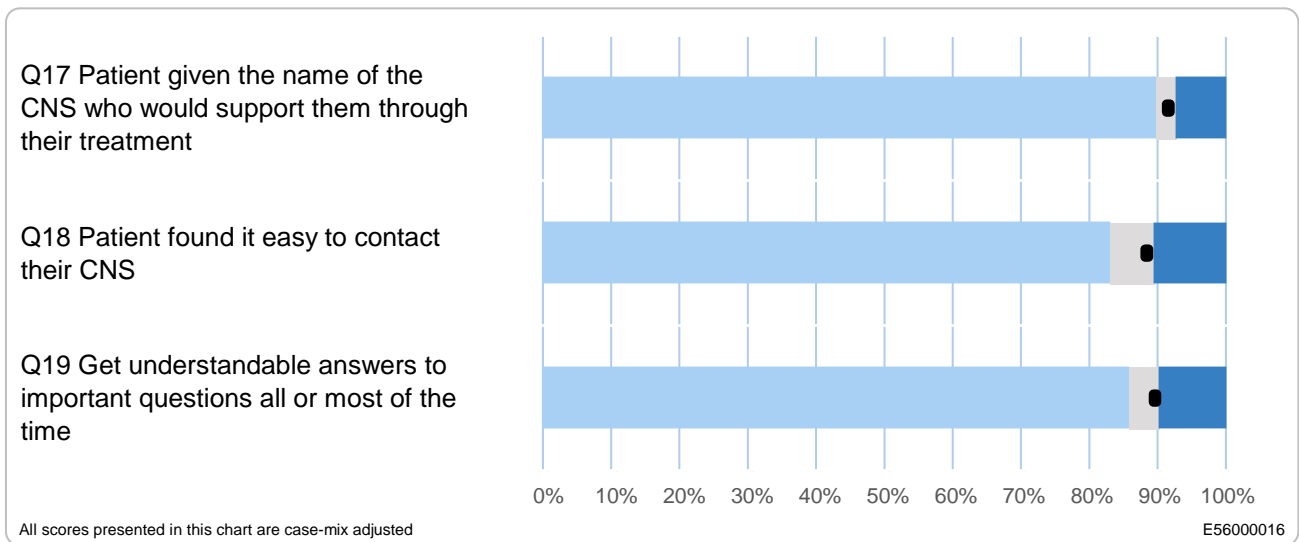
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	3,116	53%	3,277	55%		55%	53%	58%	56%
Q16 Patient definitely involved in decisions about care and treatment	3,435	78%	3,520	79%		79%	77%	80%	79%

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## Cancer Alliance results

### Clinical Nurse Specialist



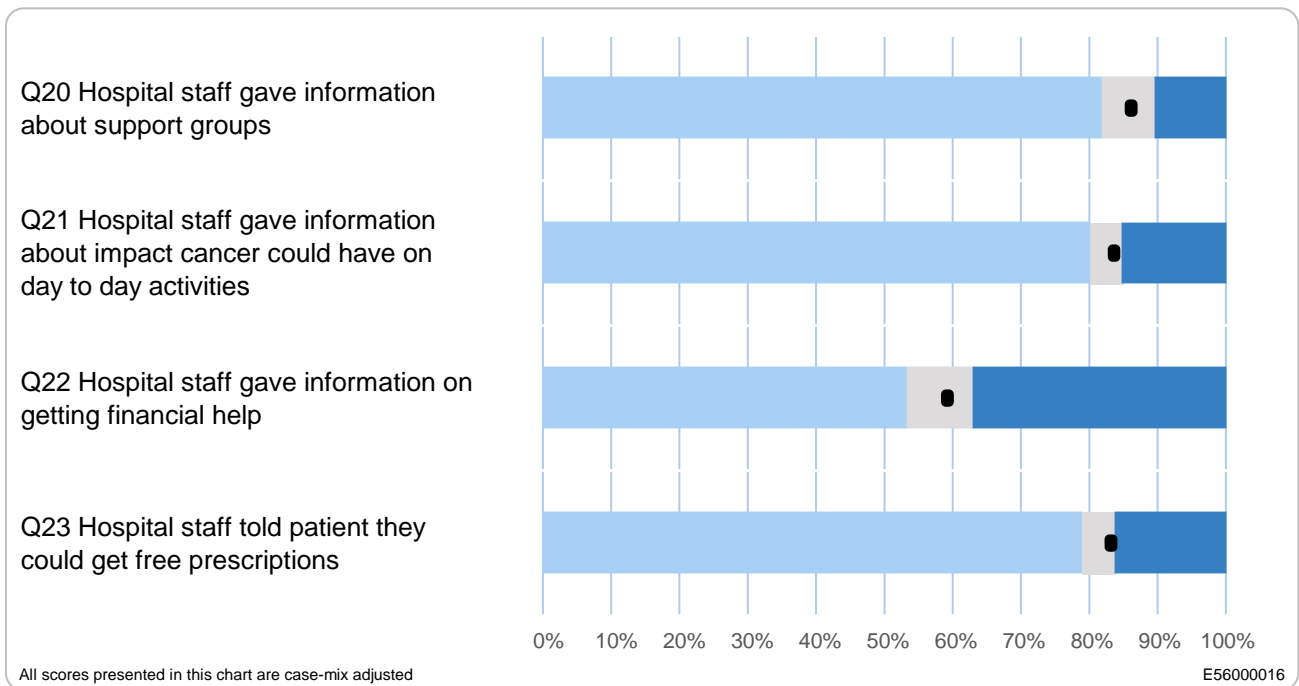
Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q17 Patient given the name of the CNS who would support them through their treatment	3,431	91%	3,505	92%		91%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	2,774	87%	2,890	88%		88%	83%	89%	86%
Q19 Get understandable answers to important questions all or most of the time	2,616	90%	2,766	90%		89%	86%	90%	88%

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

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

## Cancer Alliance results

### Support for people with cancer



Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	2,595	84%	2,759	86%		86%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,291	81%	2,363	84%	↑	83%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,694	50%	1,652	59%	↑	59%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,560	78%	1,550	83%	↑	83%	79%	84%	81%

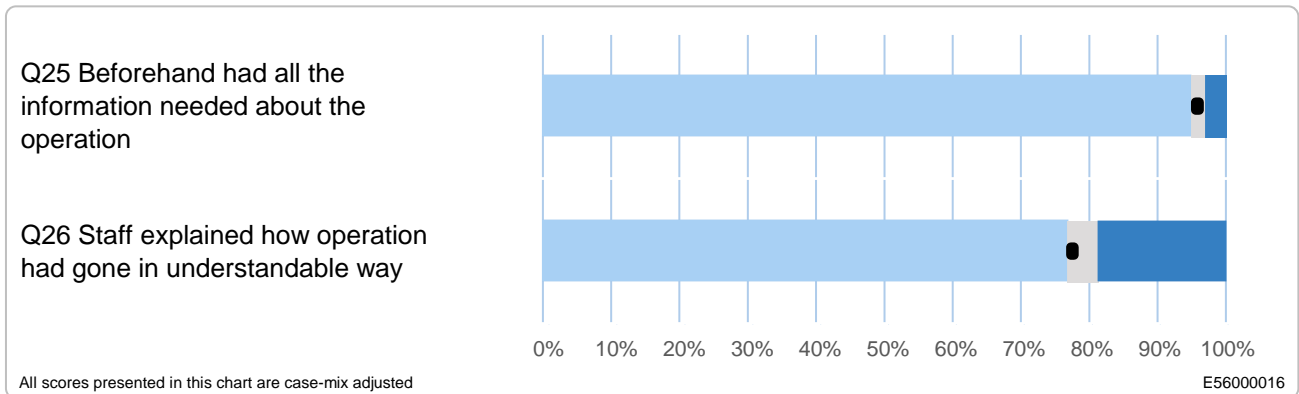
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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## Cancer Alliance results

### Operations



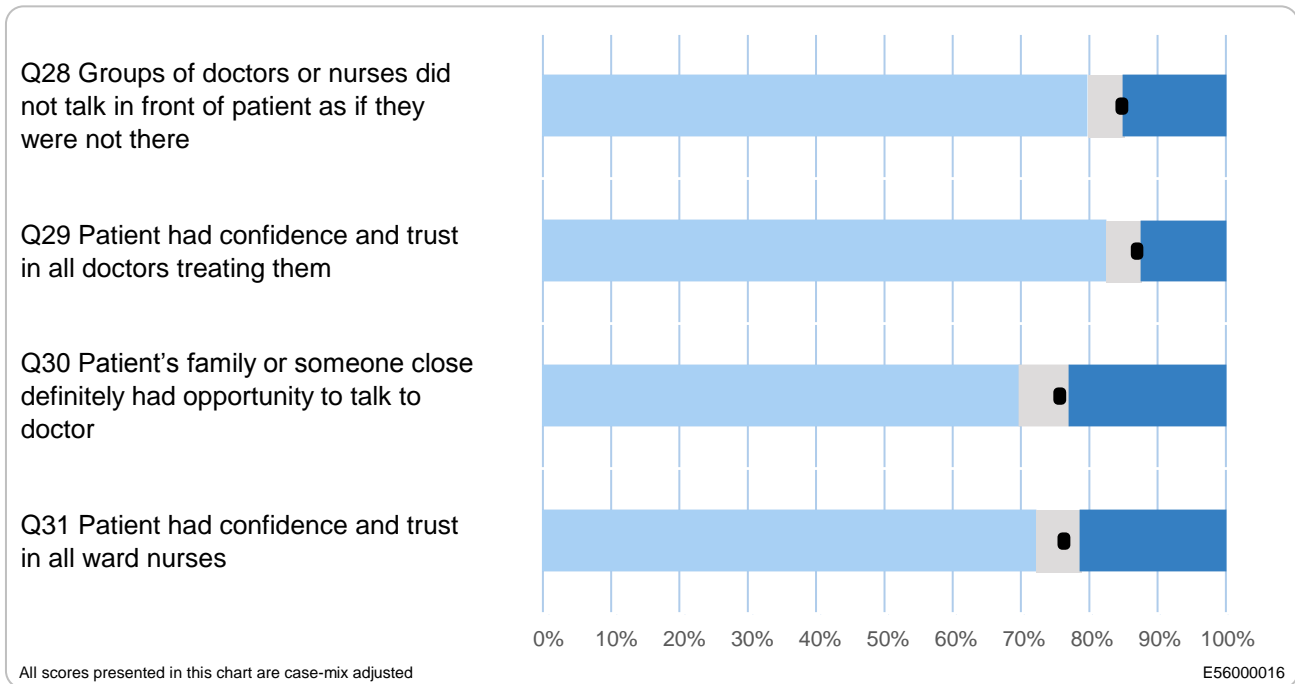
Question		Unadjusted Scores				2017 Case Mix Adjusted			
		2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q25	Beforehand had all the information needed about the operation	2,036	96%	1,965	96%		95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	2,036	79%	1,960	78%		77%	81%	79%

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

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## Cancer Alliance results

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



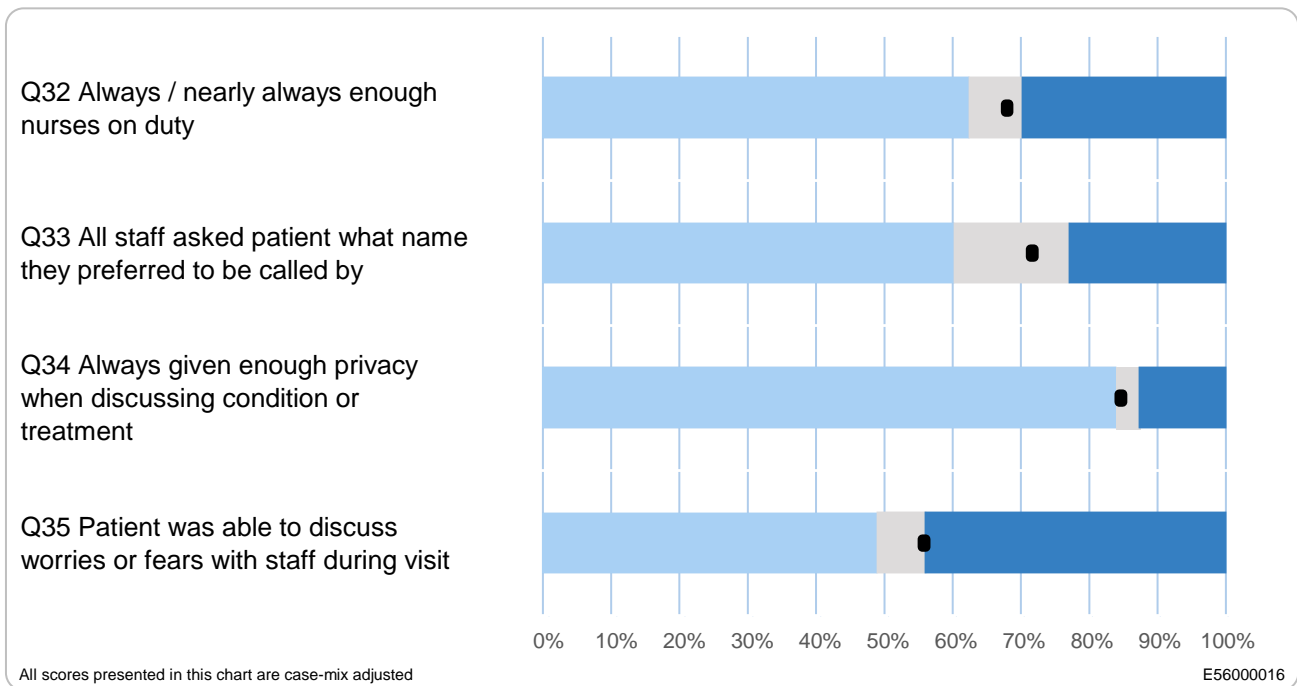
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28	2,330	85%	2,244	86%		85%	80%	85%	82%
Q29	2,338	88%	2,253	87%		87%	83%	88%	85%
Q30	1,967	73%	1,862	76%		75%	70%	77%	73%
Q31	2,342	76%	2,243	76%		76%	72%	79%	76%

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

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

## Cancer Alliance results

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



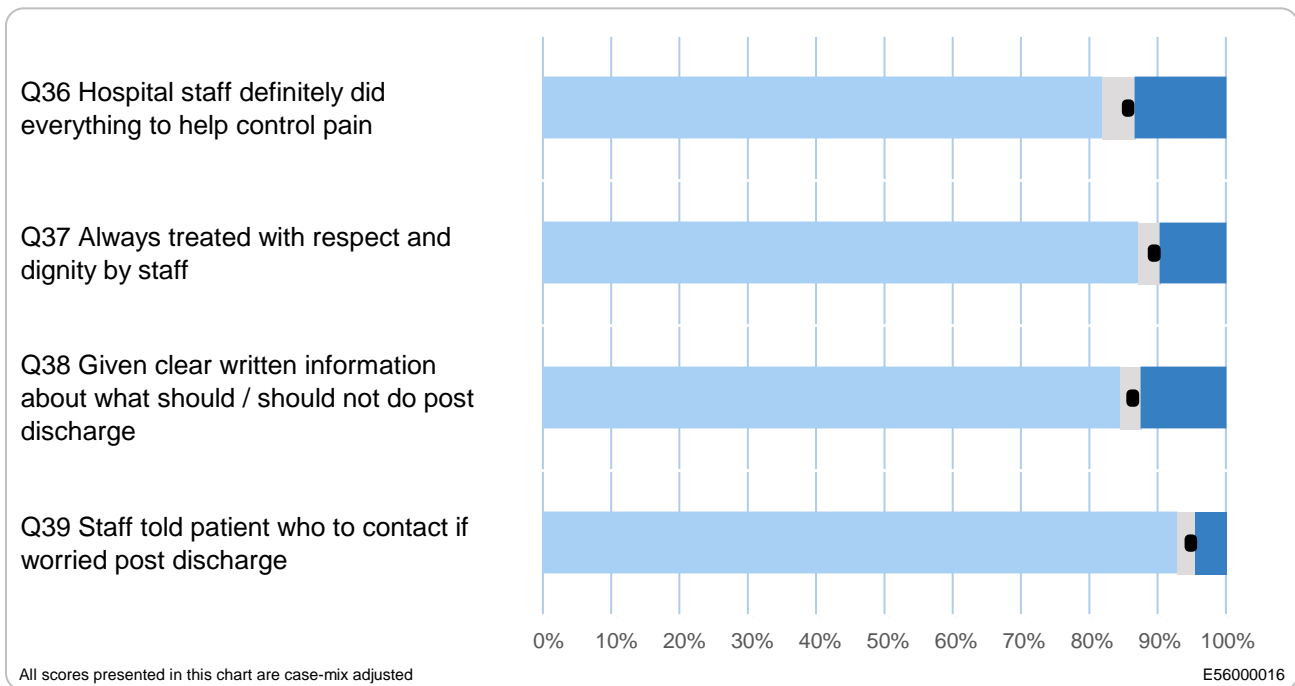
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	2,330	68%	2,238	68%		68%	62%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	2,319	69%	2,230	71%		71%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	2,333	86%	2,248	85%		84%	84%	87%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	1,645	52%	1,614	56%		56%	49%	56%	53%

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

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

## Cancer Alliance results

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



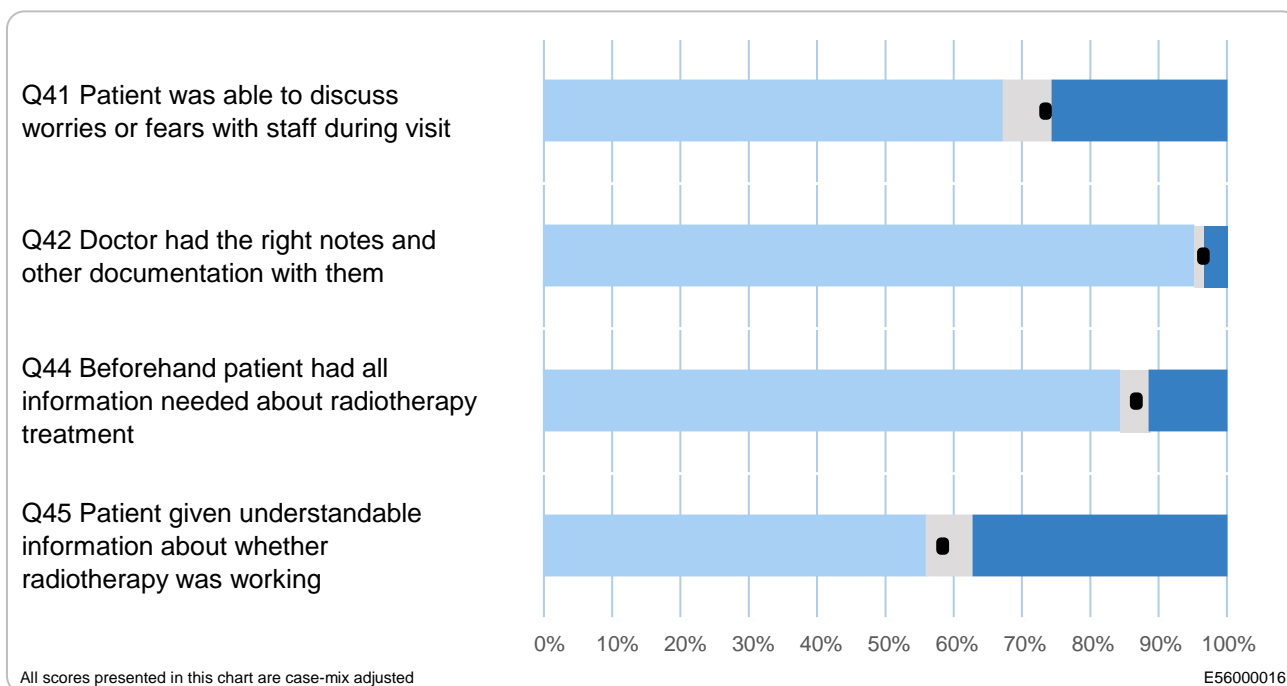
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	2,033	86%	1,958	86%		85%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	2,334	90%	2,248	90%		89%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	2,196	86%	2,082	86%		86%	85%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	2,287	95%	2,168	95%		95%	93%	96%	94%

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

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

## Cancer Alliance results

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



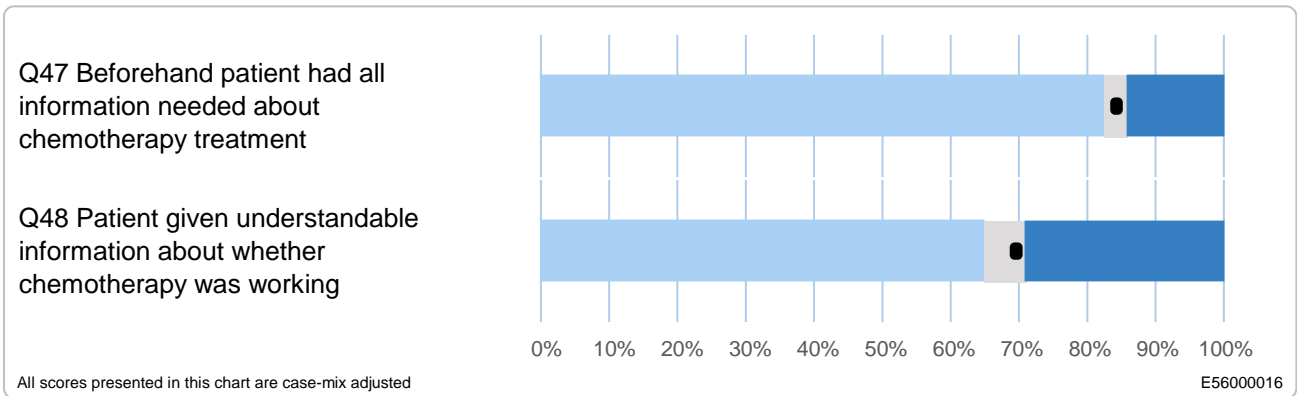
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	2,560	72%	2,580	73%		73%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	3,068	96%	3,142	96%		96%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	992	84%	944	86%		86%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	852	58%	795	58%		58%	56%	63%	59%

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

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

## Cancer Alliance results

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



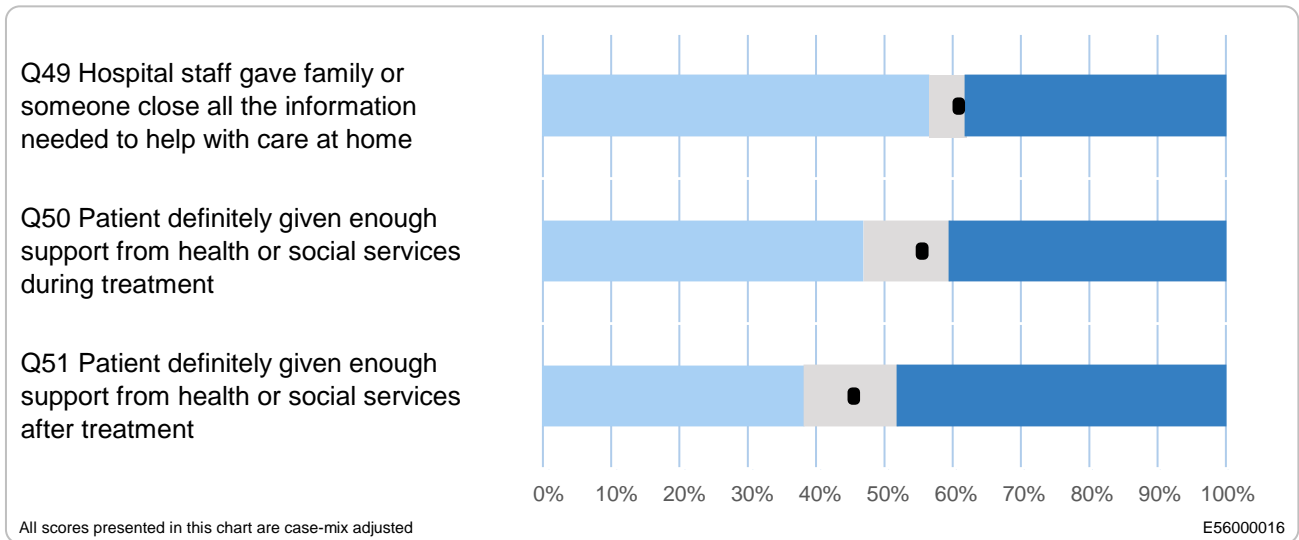
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,737	82%	1,806	84%		84%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,581	66%	1,652	69%		69%	65%	71%	68%

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

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

## Cancer Alliance results

### Home care and support



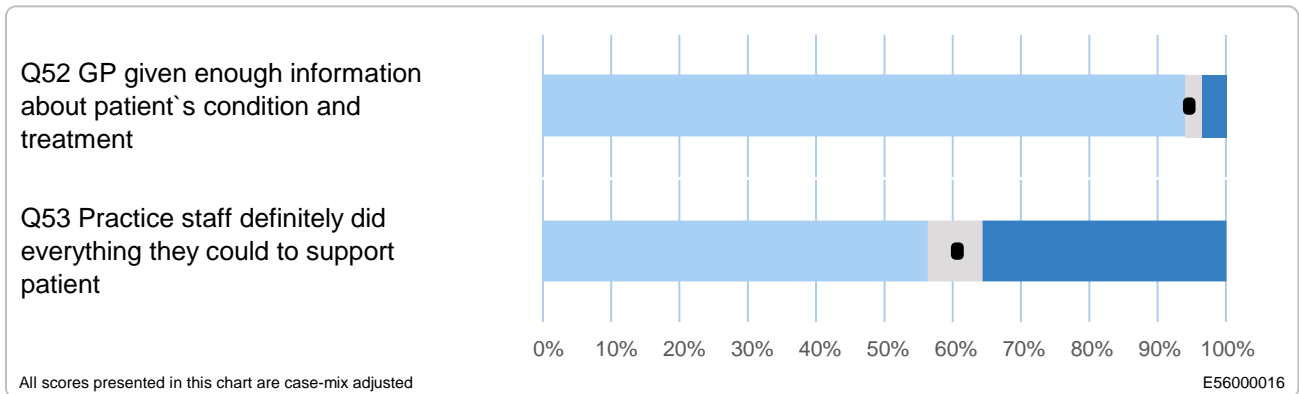
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	2,873	59%	2,901	61%		61%	57%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,738	53%	1,747	56%		55%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	1,026	44%	1,022	46%		45%	38%	52%	45%

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

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

## Cancer Alliance results

### Care from your general practice



Question		Unadjusted Scores				2017 Case Mix Adjusted			
		2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q52	GP given enough information about patient's condition and treatment	2,782	94%	2,795	95%		94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	2,338	61%	2,235	61%		60%	64%	60%

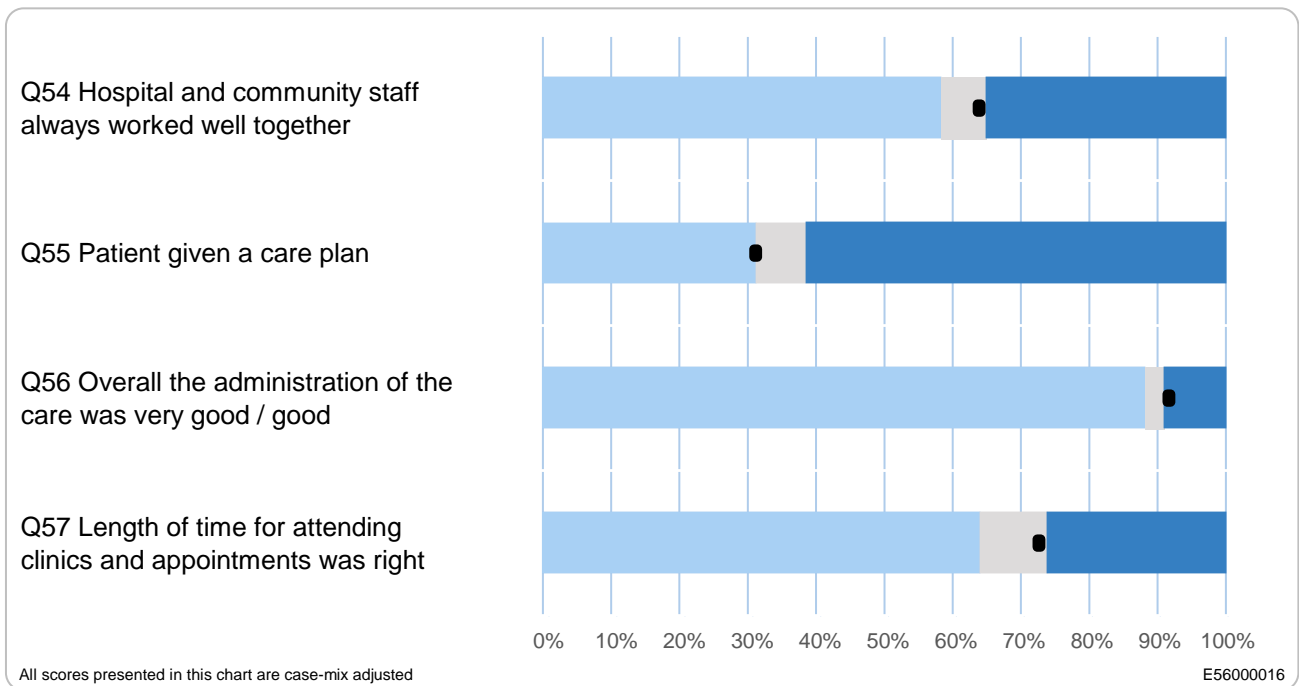
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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



## Cancer Alliance results

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



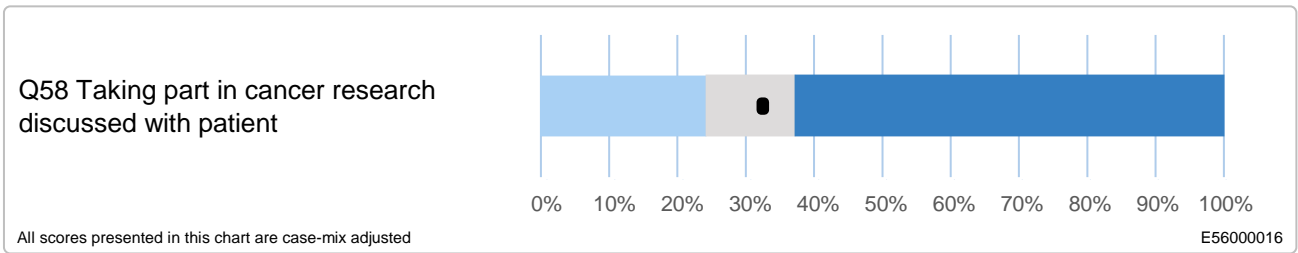
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	3,390	62%	3,491	64%		64%	58%	65%	62%
Q55 Patient given a care plan	2,776	29%	2,780	30%		31%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	3,512	89%	3,598	91%	↑	91%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	3,488	69%	3,579	72%	↑	72%	64%	74%	69%

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

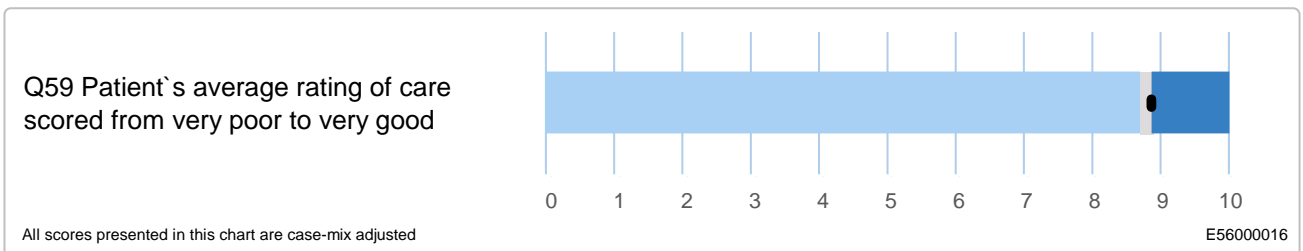
\* Indicates where a score has been suppressed because there are less than 21 respondents.

## Cancer Alliance results

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



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 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	3,365	27%	3,452	32%	↑	32%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q59 Patient's average rating of care scored from very poor to very good	3,443	8.8	3,547	8.9		8.9	8.7	8.9	8.8

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

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

## Comparisons by tumour group for this Cancer Alliance

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

### Seeing your GP

	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
Cancer type	This CA §	National	This CA §	National
Brain / CNS	*	68%	*	82%
Breast	94%	94%	92%	90%
Colorectal / LGT	70%	72%	79%	82%
Gynaecological	79%	76%	85%	81%
Haematological	65%	64%	85%	82%
Head and Neck	90%	77%	83%	79%
Lung	71%	68%	84%	83%
Prostate	83%	79%	90%	87%
Sarcoma	72%	67%	71%	67%
Skin	86%	90%	87%	86%
Upper Gastro	66%	72%	84%	79%
Urological	82%	82%	84%	86%
Other	73%	72%	77%	79%
<b>All Cancers</b>	<b>77%</b>	<b>77%</b>	<b>85%</b>	<b>84%</b>

§ 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 CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	95%	95%	93%	92%	81%	83%
Colorectal / LGT	96%	96%	88%	88%	82%	82%
Gynaecological	95%	93%	87%	86%	73%	76%
Haematological	95%	94%	90%	89%	78%	76%
Head and Neck	90%	91%	90%	86%	74%	77%
Lung	97%	95%	91%	88%	80%	78%
Prostate	95%	94%	85%	87%	85%	81%
Sarcoma	94%	91%	82%	79%	71%	75%
Skin	99%	95%	89%	87%	89%	84%
Upper Gastro	94%	93%	90%	84%	79%	75%
Urological	94%	94%	89%	88%	80%	79%
Other	97%	95%	85%	87%	80%	77%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>89%</b>	<b>88%</b>	<b>79%</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 CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	84%	84%	89%	89%	76%	78%	72%	77%
Colorectal / LGT	79%	82%	88%	86%	77%	79%	69%	72%
Gynaecological	75%	71%	79%	82%	74%	73%	67%	71%
Haematological	70%	72%	84%	83%	61%	59%	77%	76%
Head and Neck	79%	73%	89%	85%	70%	74%	71%	65%
Lung	77%	77%	83%	83%	79%	75%	67%	65%
Prostate	80%	79%	86%	85%	83%	79%	83%	82%
Sarcoma	71%	70%	84%	82%	69%	67%	68%	59%
Skin	73%	66%	86%	88%	81%	81%	78%	83%
Upper Gastro	79%	78%	75%	80%	72%	73%	64%	66%
Urological	72%	73%	86%	83%	82%	77%	74%	73%
Other	72%	75%	88%	82%	72%	71%	59%	64%
<b>All Cancers</b>	<b>77%</b>	<b>77%</b>	<b>86%</b>	<b>85%</b>	<b>73%</b>	<b>73%</b>	<b>71%</b>	<b>73%</b>

§ These are unadjusted scores

### Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	81%	*	75%	*	65%
Breast	83%	84%	75%	75%	68%	70%
Colorectal / LGT	87%	86%	77%	77%	72%	71%
Gynaecological	79%	84%	73%	76%	72%	67%
Haematological	81%	80%	70%	70%	65%	65%
Head and Neck	85%	84%	59%	69%	72%	67%
Lung	85%	84%	78%	75%	72%	69%
Prostate	84%	83%	71%	73%	66%	65%
Sarcoma	83%	78%	74%	71%	67%	63%
Skin	87%	88%	80%	77%	68%	73%
Upper Gastro	84%	82%	70%	71%	72%	65%
Urological	87%	82%	74%	71%	66%	62%
Other	82%	80%	74%	72%	62%	64%
<b>All Cancers</b>	<b>83%</b>	<b>83%</b>	<b>73%</b>	<b>73%</b>	<b>68%</b>	<b>67%</b>

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA \$	National	This CA \$	National
Brain / CNS	*	55%	*	75%
Breast	55%	57%	79%	79%
Colorectal / LGT	59%	59%	82%	81%
Gynaecological	53%	54%	81%	79%
Haematological	54%	50%	77%	77%
Head and Neck	52%	58%	79%	77%
Lung	52%	54%	82%	79%
Prostate	60%	64%	82%	81%
Sarcoma	59%	53%	74%	77%
Skin	64%	66%	84%	86%
Upper Gastro	49%	52%	77%	77%
Urological	56%	53%	81%	76%
Other	48%	51%	77%	75%
<b>All Cancers</b>	<b>55%</b>	<b>56%</b>	<b>79%</b>	<b>79%</b>

§ These are unadjusted scores

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	91%	95%	89%	86%	90%	88%
Colorectal / LGT	94%	92%	91%	88%	90%	89%
Gynaecological	97%	94%	85%	85%	88%	87%
Haematological	92%	91%	91%	88%	91%	88%
Head and Neck	90%	89%	82%	88%	83%	88%
Lung	95%	94%	88%	87%	87%	87%
Prostate	91%	90%	83%	84%	92%	88%
Sarcoma	97%	89%	84%	82%	81%	87%
Skin	86%	90%	89%	88%	92%	93%
Upper Gastro	95%	92%	85%	86%	88%	87%
Urological	85%	83%	88%	85%	90%	88%
Other	90%	89%	90%	85%	91%	86%
<b>All Cancers</b>	<b>91%</b>	<b>91%</b>	<b>88%</b>	<b>86%</b>	<b>89%</b>	<b>88%</b>

§ 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 CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	92%	90%	86%	86%	67%	62%	82%	81%
Colorectal / LGT	85%	86%	84%	83%	54%	55%	89%	84%
Gynaecological	88%	85%	83%	81%	64%	59%	78%	77%
Haematological	84%	84%	85%	83%	59%	59%	89%	86%
Head and Neck	81%	84%	82%	82%	51%	61%	80%	82%
Lung	90%	85%	85%	80%	74%	69%	87%	85%
Prostate	85%	89%	84%	85%	42%	49%	83%	79%
Sarcoma	77%	79%	71%	74%	*	53%	*	74%
Skin	87%	87%	83%	83%	59%	56%	*	62%
Upper Gastro	82%	84%	88%	82%	59%	61%	81%	84%
Urological	75%	78%	76%	74%	37%	39%	80%	71%
Other	84%	82%	75%	78%	61%	57%	80%	81%
<b>All Cancers</b>	<b>86%</b>	<b>86%</b>	<b>83%</b>	<b>82%</b>	<b>59%</b>	<b>58%</b>	<b>83%</b>	<b>81%</b>

§ 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 CA %	National	This CA %	National
Brain / CNS	*	93%	*	76%
Breast	96%	97%	76%	79%
Colorectal / LGT	96%	96%	80%	83%
Gynaecological	98%	96%	86%	80%
Haematological	92%	93%	77%	75%
Head and Neck	97%	96%	75%	77%
Lung	92%	95%	69%	78%
Prostate	95%	96%	77%	78%
Sarcoma	100%	94%	76%	78%
Skin	98%	96%	87%	84%
Upper Gastro	97%	96%	77%	78%
Urological	94%	95%	76%	76%
Other	94%	95%	77%	78%
<b>All Cancers</b>	<b>96%</b>	<b>96%</b>	<b>77%</b>	<b>79%</b>

\* These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	92%	89%	88%	87%	75%	76%	78%	78%
Colorectal / LGT	79%	78%	86%	86%	75%	73%	75%	71%
Gynaecological	87%	86%	92%	86%	78%	74%	74%	72%
Haematological	86%	81%	85%	81%	77%	75%	78%	75%
Head and Neck	73%	81%	88%	84%	65%	73%	63%	72%
Lung	80%	76%	81%	82%	82%	75%	77%	76%
Prostate	87%	86%	92%	90%	78%	75%	81%	81%
Sarcoma	89%	81%	93%	81%	81%	69%	77%	70%
Skin	98%	89%	82%	90%	79%	79%	65%	83%
Upper Gastro	81%	74%	83%	83%	79%	71%	71%	71%
Urological	83%	80%	88%	86%	69%	69%	79%	78%
Other	84%	80%	85%	81%	72%	71%	73%	72%
<b>All Cancers</b>	<b>85%</b>	<b>82%</b>	<b>87%</b>	<b>85%</b>	<b>75%</b>	<b>73%</b>	<b>76%</b>	<b>76%</b>

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	70%	70%	65%	64%	86%	87%	60%	56%
Colorectal / LGT	67%	62%	72%	71%	83%	85%	52%	53%
Gynaecological	66%	65%	63%	65%	82%	82%	55%	52%
Haematological	63%	63%	76%	69%	88%	86%	56%	55%
Head and Neck	57%	63%	70%	68%	87%	85%	54%	53%
Lung	71%	69%	81%	72%	86%	84%	54%	49%
Prostate	76%	71%	70%	69%	89%	89%	49%	53%
Sarcoma	67%	61%	70%	65%	85%	83%	*	48%
Skin	75%	76%	73%	71%	85%	89%	55%	58%
Upper Gastro	69%	63%	81%	76%	78%	84%	58%	50%
Urological	70%	69%	78%	72%	85%	85%	53%	46%
Other	63%	62%	72%	69%	80%	83%	49%	48%
<b>All Cancers</b>	<b>68%</b>	<b>66%</b>	<b>71%</b>	<b>69%</b>	<b>84%</b>	<b>86%</b>	<b>56%</b>	<b>53%</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 CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	89%	87%	89%	90%	90%	92%	96%	96%
Colorectal / LGT	86%	85%	88%	87%	86%	84%	95%	94%
Gynaecological	84%	84%	89%	87%	87%	87%	93%	93%
Haematological	85%	82%	91%	90%	83%	80%	98%	96%
Head and Neck	75%	82%	85%	87%	77%	85%	92%	92%
Lung	91%	85%	89%	89%	81%	83%	90%	92%
Prostate	90%	86%	91%	91%	89%	89%	95%	95%
Sarcoma	80%	85%	89%	87%	88%	77%	92%	92%
Skin	88%	87%	89%	93%	84%	91%	88%	96%
Upper Gastro	75%	82%	91%	87%	80%	82%	97%	94%
Urological	84%	82%	90%	89%	88%	86%	95%	91%
Other	81%	83%	91%	88%	81%	81%	90%	93%
<b>All Cancers</b>	<b>85%</b>	<b>84%</b>	<b>89%</b>	<b>89%</b>	<b>86%</b>	<b>86%</b>	<b>95%</b>	<b>94%</b>

§ These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	70%	71%	95%	96%	88%	88%	57%	59%
Colorectal / LGT	80%	74%	98%	96%	83%	85%	58%	58%
Gynaecological	76%	69%	96%	96%	80%	85%	62%	65%
Haematological	76%	73%	98%	97%	77%	83%	46%	60%
Head and Neck	79%	70%	95%	96%	79%	86%	52%	64%
Lung	75%	70%	97%	95%	89%	86%	63%	58%
Prostate	77%	74%	98%	96%	91%	88%	67%	59%
Sarcoma	75%	70%	100%	95%	*	81%	*	53%
Skin	63%	72%	93%	96%	*	77%	*	70%
Upper Gastro	73%	70%	97%	95%	85%	86%	63%	56%
Urological	69%	66%	95%	96%	83%	84%	59%	54%
Other	67%	68%	94%	95%	95%	87%	61%	59%
<b>All Cancers</b>	<b>73%</b>	<b>71%</b>	<b>96%</b>	<b>96%</b>	<b>86%</b>	<b>87%</b>	<b>58%</b>	<b>59%</b>

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	83%	*	63%
Breast	83%	83%	63%	62%
Colorectal / LGT	84%	84%	67%	66%
Gynaecological	89%	86%	67%	67%
Haematological	84%	84%	75%	75%
Head and Neck	69%	78%	42%	58%
Lung	84%	85%	77%	69%
Prostate	89%	86%	71%	69%
Sarcoma	77%	79%	68%	67%
Skin	*	87%	*	81%
Upper Gastro	82%	84%	64%	64%
Urological	86%	84%	75%	69%
Other	86%	85%	71%	69%
<b>All Cancers</b>	<b>84%</b>	<b>84%</b>	<b>69%</b>	<b>68%</b>

§ 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 CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	57%	59%	55%	53%	42%	42%
Colorectal / LGT	62%	62%	64%	62%	55%	52%
Gynaecological	64%	57%	51%	47%	30%	38%
Haematological	64%	61%	58%	52%	47%	45%
Head and Neck	60%	63%	50%	56%	41%	50%
Lung	58%	58%	53%	51%	51%	42%
Prostate	64%	60%	49%	50%	42%	44%
Sarcoma	42%	57%	*	49%	*	43%
Skin	62%	67%	61%	61%	*	59%
Upper Gastro	65%	59%	56%	53%	45%	45%
Urological	64%	58%	54%	48%	46%	45%
Other	56%	56%	56%	53%	60%	45%
<b>All Cancers</b>	<b>61%</b>	<b>59%</b>	<b>55%</b>	<b>53%</b>	<b>45%</b>	<b>45%</b>

§ 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 CA §	National	This CA §	National
Brain / CNS	*	94%	*	52%
Breast	93%	96%	62%	61%
Colorectal / LGT	96%	95%	60%	60%
Gynaecological	95%	95%	62%	56%
Haematological	95%	96%	58%	58%
Head and Neck	90%	93%	59%	60%
Lung	94%	95%	62%	60%
Prostate	97%	96%	64%	67%
Sarcoma	97%	94%	63%	55%
Skin	93%	96%	63%	69%
Upper Gastro	95%	93%	54%	60%
Urological	97%	95%	65%	62%
Other	94%	95%	58%	58%
<b>All Cancers</b>	<b>94%</b>	<b>95%</b>	<b>60%</b>	<b>60%</b>

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	53%	*	35%	*	85%	*	68%
Breast	62%	62%	29%	38%	92%	91%	73%	68%
Colorectal / LGT	65%	61%	33%	38%	91%	89%	75%	71%
Gynaecological	59%	58%	32%	31%	92%	89%	74%	67%
Haematological	65%	63%	31%	34%	95%	92%	66%	65%
Head and Neck	62%	59%	22%	35%	91%	88%	69%	68%
Lung	71%	63%	29%	33%	94%	90%	74%	71%
Prostate	65%	66%	30%	36%	87%	89%	72%	74%
Sarcoma	69%	55%	31%	30%	87%	87%	71%	65%
Skin	69%	70%	40%	44%	91%	89%	81%	75%
Upper Gastro	59%	57%	29%	34%	91%	87%	71%	68%
Urological	70%	63%	31%	30%	87%	87%	81%	75%
Other	59%	57%	26%	30%	91%	88%	69%	65%
<b>All Cancers</b>	<b>64%</b>	<b>62%</b>	<b>31%</b>	<b>35%</b>	<b>91%</b>	<b>90%</b>	<b>72%</b>	<b>69%</b>

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA \$	National	This CA \$	National
Brain / CNS	*	33%	*	8.5
Breast	29%	31%	8.9	8.9
Colorectal / LGT	33%	30%	8.9	8.8
Gynaecological	30%	36%	8.8	8.8
Haematological	35%	33%	9.0	8.9
Head and Neck	22%	18%	8.6	8.7
Lung	53%	36%	9.2	8.7
Prostate	37%	35%	8.8	8.8
Sarcoma	34%	39%	8.6	8.6
Skin	14%	18%	8.9	8.9
Upper Gastro	32%	34%	8.7	8.7
Urological	24%	20%	8.8	8.7
Other	30%	33%	8.8	8.7
<b>All Cancers</b>	<b>32%</b>	<b>31%</b>	<b>8.9</b>	<b>8.8</b>

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

## Annex

### Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
E56000016	5,807	372	5,435	1,579	186	3,670	63%

### 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	20
Breast	881
Gynaecological	202
Colorectal / LGT	439
Lung	177
Skin	91
Haematological	673
Upper Gastro	178
Other	295
Urological	264
Prostate	315
Sarcoma	39
Head and Neck	96

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

### Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	9	18	21	91	295	665	445	87	1,631
Female	1	23	72	270	463	691	438	81	2,039
Total	10	41	93	361	758	1,356	883	168	3,670



## National Cancer Patient Experience Survey 2017

### Wessex

#### Annex (continued)

#### Expected Range Summary - Trusts

Trust		Expected Range Classification		
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	1	39	12
RD3	Poole Hospital NHS Foundation Trust		47	5
RHU	Portsmouth Hospitals NHS Trust		48	4
RN5	Hampshire Hospitals NHS Foundation Trust	2	44	6
R1F	Isle of Wight NHS Trust	2	48	
RHM	University Hospital Southampton NHS Foundation Trust	4	47	1
RBD	Dorset County Hospital NHS Foundation Trust	7	42	3

**National Cancer Patient Experience Survey 2017  
Wessex**

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

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000016	Wessex	3,547	8.86	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	486	8.95	
RD3	Poole Hospital NHS Foundation Trust	493	8.92	
RHU	Portsmouth Hospitals NHS Trust	693	8.87	
RN5	Hampshire Hospitals NHS Foundation Trust	650	8.86	
RBD	Dorset County Hospital NHS Foundation Trust	280	8.85	
RHM	University Hospital Southampton NHS Foundation Trust	740	8.83	
R1F	Isle of Wight NHS Trust	83	8.77	

## National Cancer Patient Experience Survey 2017

### Wessex

#### Annex (continued)

#### Dashboard Questions - Trusts

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000016	Wessex	3,520	78.9%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	482	82.3%	
RHU	Portsmouth Hospitals NHS Trust	687	80.8%	
RN5	Hampshire Hospitals NHS Foundation Trust	648	79.3%	
RD3	Poole Hospital NHS Foundation Trust	494	78.7%	
R1F	Isle of Wight NHS Trust	84	78.5%	
RHM	University Hospital Southampton NHS Foundation Trust	735	78.1%	
RBD	Dorset County Hospital NHS Foundation Trust	277	76.1%	

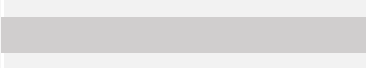
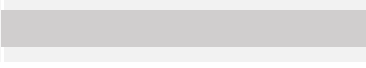
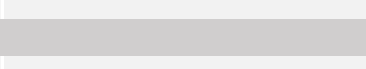
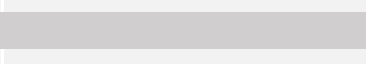


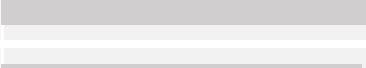
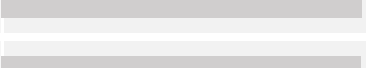

## National Cancer Patient Experience Survey 2017

### Wessex

#### Annex (continued)

#### Dashboard Questions - Trusts

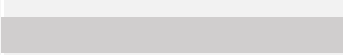
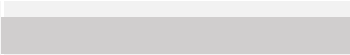



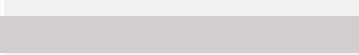
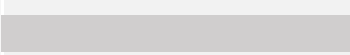
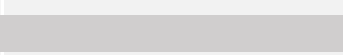
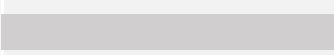
#### Q17 Patient given the name of the CNS who would support them through their treatment

Code	Name	Base	Score	
All	National	65,693	91.3%	
E56000016	Wessex	3,505	91.3%	
RD3	Poole Hospital NHS Foundation Trust	489	92.9%	
RHM	University Hospital Southampton NHS Foundation Trust	732	92.3%	
RHU	Portsmouth Hospitals NHS Trust	686	92.2%	
RBD	Dorset County Hospital NHS Foundation Trust	272	92.2%	
R1F	Isle of Wight NHS Trust	86	91.5%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	479	90.2%	
RN5	Hampshire Hospitals NHS Foundation Trust	641	90.0%	

**National Cancer Patient Experience Survey 2017  
Wessex**

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

**Q18 Patient found it easy to contact their CNS**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000016	Wessex	2,890	88.2%	
RBD	Dorset County Hospital NHS Foundation Trust	223	93.5%	
RN5	Hampshire Hospitals NHS Foundation Trust	546	91.1%	
RD3	Poole Hospital NHS Foundation Trust	428	90.7%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	386	90.6%	
R1F	Isle of Wight NHS Trust	72	88.3%	
RHM	University Hospital Southampton NHS Foundation Trust	599	86.6%	
RHU	Portsmouth Hospitals NHS Trust	551	83.4%	

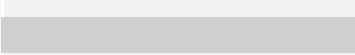
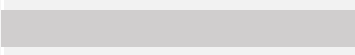
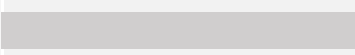
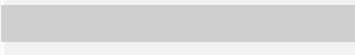


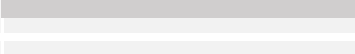
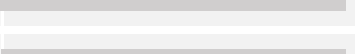

## National Cancer Patient Experience Survey 2017

### Wessex

#### Annex (continued)

#### Dashboard Questions - Trusts

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000016	Wessex	2,248	89.3%	
RD3	Poole Hospital NHS Foundation Trust	303	92.2%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	301	90.8%	
RBD	Dorset County Hospital NHS Foundation Trust	162	90.5%	
RN5	Hampshire Hospitals NHS Foundation Trust	384	90.2%	
RHM	University Hospital Southampton NHS Foundation Trust	550	89.8%	
R1F	Isle of Wight NHS Trust	61	86.4%	
RHU	Portsmouth Hospitals NHS Trust	427	86.2%	

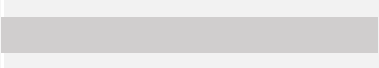
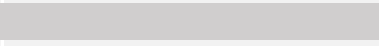
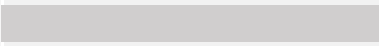


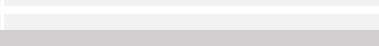
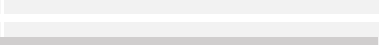
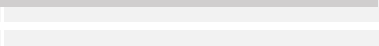

## National Cancer Patient Experience Survey 2017

### Wessex

#### Annex (continued)

#### Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000016	Wessex	2,168	94.6%	
RD3	Poole Hospital NHS Foundation Trust	294	96.2%	
RN5	Hampshire Hospitals NHS Foundation Trust	361	95.3%	
RHM	University Hospital Southampton NHS Foundation Trust	526	94.9%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	292	94.6%	
RBD	Dorset County Hospital NHS Foundation Trust	160	94.3%	
RHU	Portsmouth Hospitals NHS Trust	416	93.6%	
R1F	Isle of Wight NHS Trust	53	87.9%	

## National Cancer Patient Experience Survey 2017

### Wessex

#### Annex (continued)

#### Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	45,919	60.4%	
E56000016	Wessex	2,235	60.4%	
R1F	Isle of Wight NHS Trust	53	71.0%	
RBD	Dorset County Hospital NHS Foundation Trust	187	63.8%	
RN5	Hampshire Hospitals NHS Foundation Trust	400	63.0%	
RHM	University Hospital Southampton NHS Foundation Trust	446	61.9%	
RD3	Poole Hospital NHS Foundation Trust	318	61.6%	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	307	60.4%	
RHU	Portsmouth Hospitals NHS Trust	444	60.0%	



# National Cancer Patient Experience Survey 2017

## Wessex

### Annex (continued)

### Expected Range Summary - CCGs

CCG		Expected Range Classification		
11J	NHS Dorset CCG		36	16
10V	NHS South Eastern Hampshire CCG		48	4
10X	NHS Southampton CCG		51	1
10K	NHS Fareham and Gosport CCG	1	51	
10R	NHS Portsmouth CCG	3	48	1
11A	NHS West Hampshire CCG	5	45	2
10L	NHS Isle of Wight CCG	4	48	
10J	NHS North Hampshire CCG	6	46	

National Cancer Patient Experience Survey 2017  
Wessex

Annex (continued)  
Dashboard Questions - CCGs



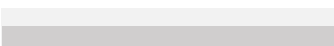
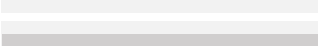
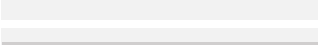
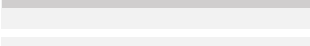

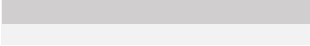

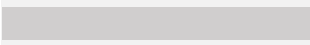
Q59 Patient's average rating of care scored from very poor to very good

Code	Name	Base	Score	
All	National	66,563	8.80	
E56000016	Wessex	3,547	8.86	
10V	NHS South Eastern Hampshire CCG	303	8.97	
11J	NHS Dorset CCG	1,330	8.92	
10K	NHS Fareham and Gosport CCG	237	8.87	
10R	NHS Portsmouth CCG	189	8.85	
10X	NHS Southampton CCG	184	8.84	
11A	NHS West Hampshire CCG	824	8.80	
10J	NHS North Hampshire CCG	342	8.78	
10L	NHS Isle of Wight CCG	138	8.74	

**National Cancer Patient Experience Survey 2017  
Wessex**

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

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000016	Wessex	3,520	78.9%	
10K	NHS Fareham and Gosport CCG	235	83.5%	
10X	NHS Southampton CCG	178	80.0%	
10L	NHS Isle of Wight CCG	140	80.0%	
11J	NHS Dorset CCG	1,320	79.2%	
11A	NHS West Hampshire CCG	819	78.2%	
10V	NHS South Eastern Hampshire CCG	298	77.7%	
10R	NHS Portsmouth CCG	187	77.7%	
10J	NHS North Hampshire CCG	343	77.2%	

**National Cancer Patient Experience Survey 2017  
Wessex**

**Annex (continued)**

**Dashboard Questions - CCGs**

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000016	Wessex	3,505	91.3%	
10R	NHS Portsmouth CCG	186	95.3%	
10X	NHS Southampton CCG	179	95.2%	
10L	NHS Isle of Wight CCG	144	93.1%	
11J	NHS Dorset CCG	1,315	91.8%	
10V	NHS South Eastern Hampshire CCG	297	90.7%	
10K	NHS Fareham and Gosport CCG	239	89.9%	
11A	NHS West Hampshire CCG	800	89.6%	
10J	NHS North Hampshire CCG	345	88.8%	

**National Cancer Patient Experience Survey 2017  
Wessex**

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

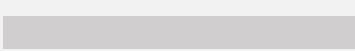
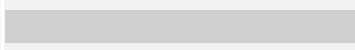
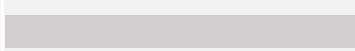


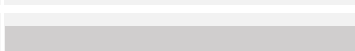
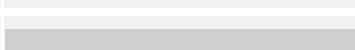
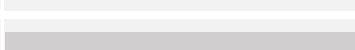
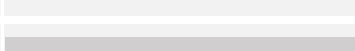
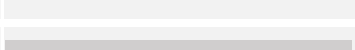
**Q18 Patient found it easy to contact their CNS**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000016	Wessex	2,890	88.2%	
11J	NHS Dorset CCG	1,103	90.4%	
10X	NHS Southampton CCG	145	89.4%	
11A	NHS West Hampshire CCG	653	88.3%	
10L	NHS Isle of Wight CCG	123	88.2%	
10J	NHS North Hampshire CCG	292	87.6%	
10K	NHS Fareham and Gosport CCG	187	86.1%	
10V	NHS South Eastern Hampshire CCG	235	85.1%	
10R	NHS Portsmouth CCG	152	79.4%	

**National Cancer Patient Experience Survey 2017  
Wessex**

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

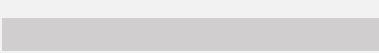
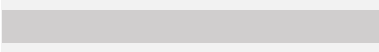
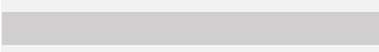
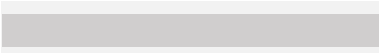
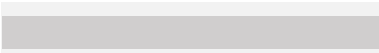
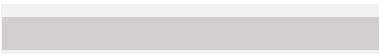
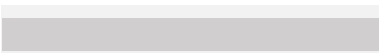
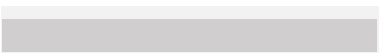
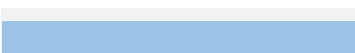
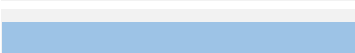
**Q37 Always treated with respect and dignity by staff**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000016	Wessex	2,248	89.3%	
10X	NHS Southampton CCG	132	91.4%	
11J	NHS Dorset CCG	818	90.9%	
10V	NHS South Eastern Hampshire CCG	195	88.7%	
11A	NHS West Hampshire CCG	518	88.5%	
10J	NHS North Hampshire CCG	207	88.0%	
10R	NHS Portsmouth CCG	119	87.9%	
10L	NHS Isle of Wight CCG	107	87.6%	
10K	NHS Fareham and Gosport CCG	152	86.2%	

**National Cancer Patient Experience Survey 2017  
Wessex**

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




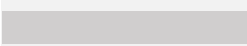
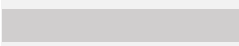
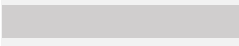
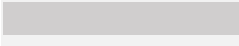



**Q39 Staff told patient who to contact if worried post discharge**

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000016	Wessex	2,168	94.6%	
10R	NHS Portsmouth CCG	115	97.5%	
10X	NHS Southampton CCG	131	96.4%	
11J	NHS Dorset CCG	799	95.5%	
11A	NHS West Hampshire CCG	485	95.5%	
10V	NHS South Eastern Hampshire CCG	193	95.3%	
10J	NHS North Hampshire CCG	200	93.0%	
10K	NHS Fareham and Gosport CCG	148	88.7%	
10L	NHS Isle of Wight CCG	97	88.1%	

**National Cancer Patient Experience Survey 2017  
Wessex**

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

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

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	45,919	60.4%	
E56000016	Wessex	2,235	60.4%	
10X	NHS Southampton CCG	113	66.3%	
11J	NHS Dorset CCG	856	62.5%	
11A	NHS West Hampshire CCG	498	61.1%	
10L	NHS Isle of Wight CCG	93	59.9%	
10K	NHS Fareham and Gosport CCG	147	58.7%	
10V	NHS South Eastern Hampshire CCG	190	58.3%	
10R	NHS Portsmouth CCG	124	56.4%	
10J	NHS North Hampshire CCG	214	54.8%	



## **Annex (continued)**

### **Methodology**

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2017.

The patients included in the sample had relevant cancer ICD10 codes (C00-99 excluding C44 and C84, and D05) in the first diagnosis field of their patient records, applied to their patient files by the relevant NHS Trust, and were alive at the point at which fieldwork commenced. Deceased checks were undertaken on up to three occasions during fieldwork, to ensure that questionnaires were not sent to patients who had died since their treatment.

Trust samples were checked rigorously for duplicates and patient lists were also de-duplicated nationally to ensure that patients did not receive multiple copies of questionnaires.

The fieldwork for the survey was undertaken between October 2017 and March 2018.

The survey used a mixed mode methodology. Questionnaires were sent by post with two reminders where necessary, but also included an option to complete online. A Freephone helpline was available for respondents to ask questions about the survey, to enable them to complete their questionnaires over the phone, and to provide access to a translation and interpreting facility for those whose first language was not English.

The Health Research Authority supported the survey by granting Section 251 approval.

### **Further information**

Further information on survey methodology, as well as all of the national and local reports and data, is available at:

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

### **Redevelopment of the 2017 survey**

There have been no changes to the questionnaire compared to 2016.

### **Official Statistics**

The 2017 survey data has been produced and published in line with the Code of Practice for Official Statistics.

## Annex (continued)

### Scoring methodologies

49 of the 50 questions relating directly to patient experience have been summarised as the score of the percentage of patients who reported a positive experience. For example:

question 6 asks: "Overall, how did you feel about the length of time you had to wait for your test to be done?". Responses have been recorded as positive only for those patients who selected the first option ("It was about right")

question 11 asks: "When you were told you had cancer, were you given written information about the type of cancer you had?". Responses have been recorded as positive only for those patients who selected the first option ("Yes, and it was easy to understand").

Neutral responses, such as "Don't know / I can't remember" and "I did not need an explanation" are not included in the denominator when calculating the score.

Where options do not provide any information on positive/negative patient experience (e.g. "Don't know / can't remember"), they are excluded from the score.

The other question (question 59) asks respondents to rate their overall care on a scale of 0 to 10. Scores have been given as an average on this scale.

A copy of the detailed scoring methodology for the 2017 questionnaire is available at: [www.ncpes.co.uk](http://www.ncpes.co.uk)

Further details on the scoring methodology can be found in the technical document for the survey, available at: [www.ncpes.co.uk](http://www.ncpes.co.uk)

### Case-mix adjustment

Case-mix adjusted findings have been presented alongside unadjusted results for Cancer Alliances. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Cancer Alliance is performing given their patient population.

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

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

**Annex (continued)**

**Statistical significance**

In the reporting of 2017 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'.

Each of the 52 scored questions in 2017 have been compared with those of 2016 and statistically significant change between the two years has been reported where identified.

'Statistically significant' means that you can be very confident that any change between scores is real and not due to chance.

For further details on statistical significance, please refer to the technical document for the survey, available at:

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



Quality Health is a specialist health and social care survey organisation, working for public, private and not-for-profit sectors, in the UK and overseas.

Quality Health works with all acute hospitals in England, all independent providers of hospital care, and all Health Boards in Scotland, Wales and Northern Ireland.

Quality Health is an approved contractor for the Care Quality Commission's patient survey programmes, NHS England's National Staff Survey programme, and the national Patient Reported Outcome Measures (PROMs).

Further information on Quality Health is available at:

[www.quality-health.co.uk](http://www.quality-health.co.uk)

Further information on the National Cancer Patient Experience Survey, as well as all of the national and local reports and data, is available at:

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