

National Cancer Patient Experience Survey

2017 Results

Surrey and Sussex 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

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	3,166	77%	2,857	76%		77%	75%	78%	77%
Q2	Patient thought they were seen as soon as necessary	4,222	82%	3,840	84%	↑	84%	83%	86%	84%

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

www.ncpes.co.uk

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

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

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

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

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

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

8.8 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

92% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

85% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

90% 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

59% 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

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

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.

**National Cancer Patient Experience Survey 2017
Surrey and Sussex**

Questions which scored outside expected range

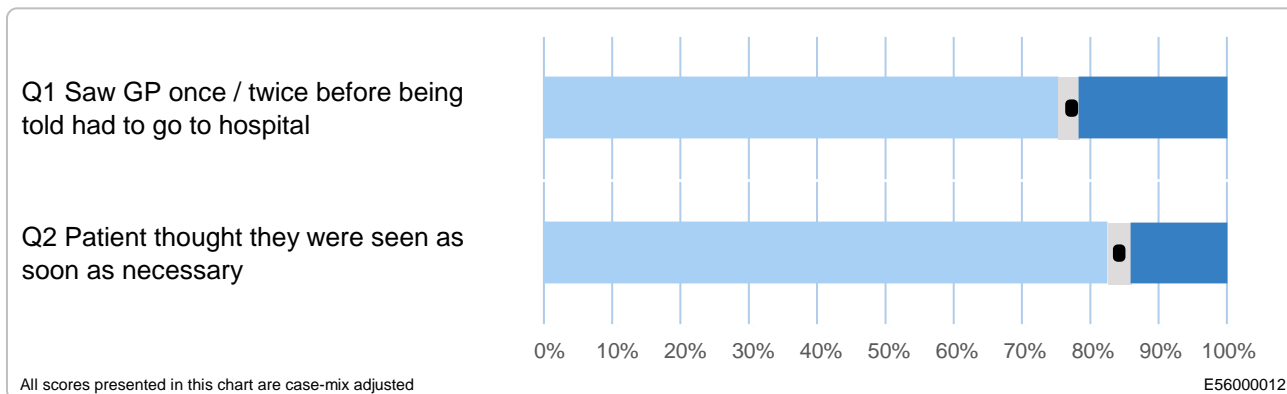
Question	Number of respondents for this Cancer Alliance	2017 Case-mix Adjusted		National Average Score
		2017 Score for this Cancer Alliance	Upper limit of expected range	

Hospital care as an inpatient

Q32	Always / nearly always enough nurses on duty	2,229	73%	62%	70%	66%
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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	3,166	77%	2,857	76%		77%	75%	78%	77%
Q2	Patient thought they were seen as soon as necessary	4,222	82%	3,840	84%	↑	84%	83%	86%	84%

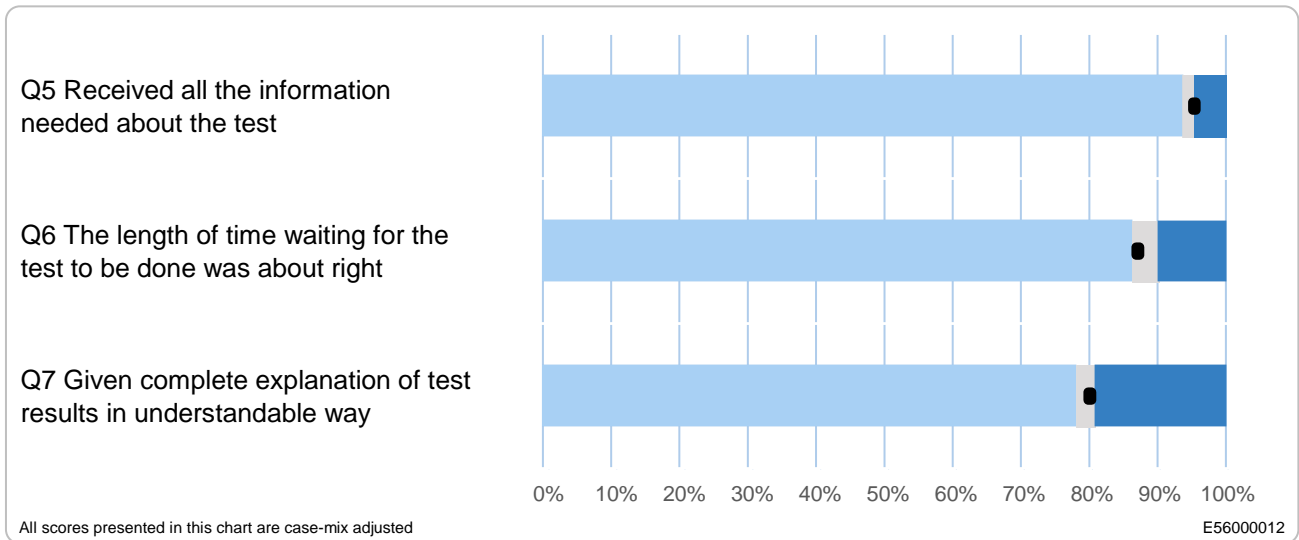
↑ or ↓

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

Diagnostic Tests



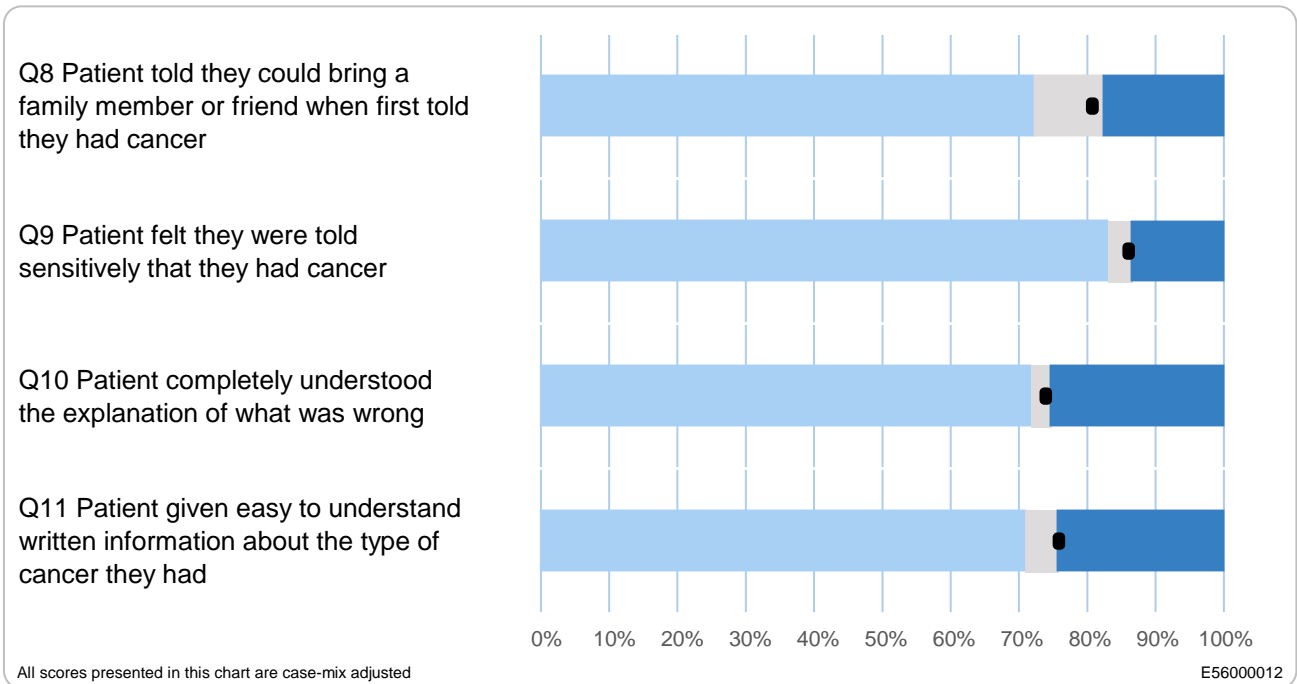
Question		Unadjusted Scores				2017 Case Mix Adjusted			
		2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q5	Received all the information needed about the test	3,586	95%	3,313	95%		94%	95%	95%
Q6	The length of time waiting for the test to be done was about right	3,596	87%	3,329	87%		86%	90%	88%
Q7	Given complete explanation of test results in understandable way	3,604	78%	3,341	80%		78%	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)

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

Cancer Alliance results

Finding out what was wrong with you



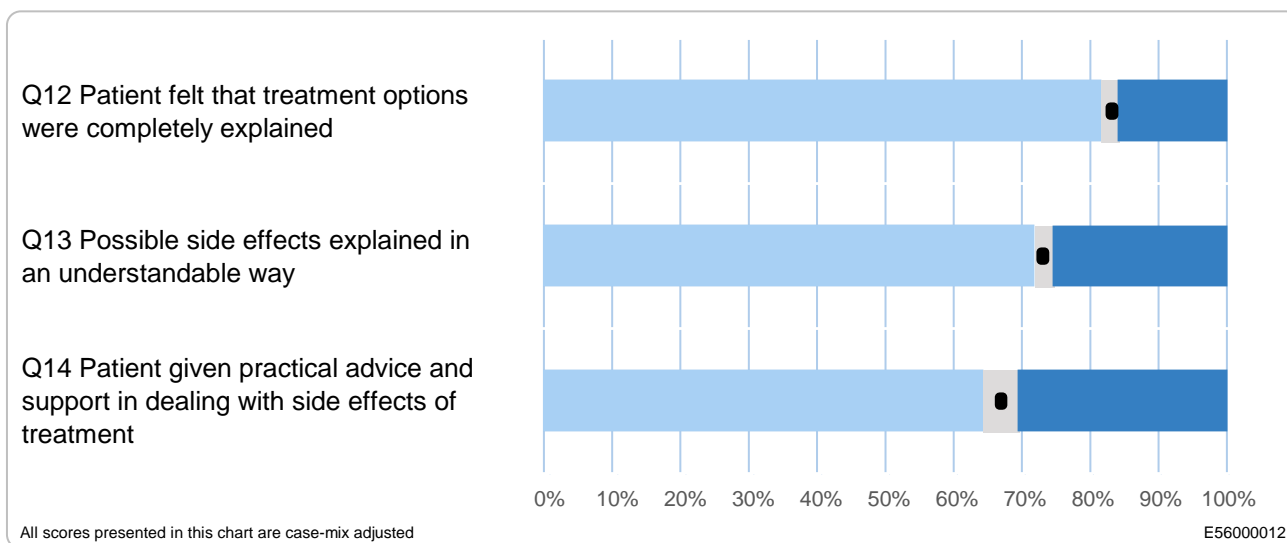
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	3,970	77%	3,603	80%	↑	80%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	4,223	84%	3,814	85%		86%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	4,282	72%	3,875	73%		74%	72%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	3,766	73%	3,409	76%	↑	76%	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)

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

Cancer Alliance results

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



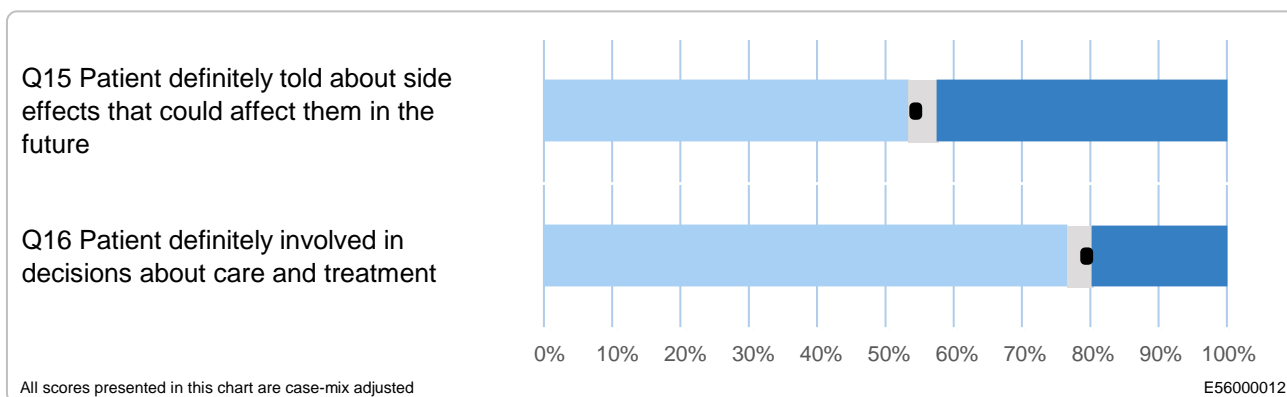
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	3,719	82%	3,375	83%		83%	82%	84%	83%
Q13	Possible side effects explained in an understandable way	4,064	70%	3,704	72%		73%	72%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	4,076	65%	3,733	66%		67%	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)



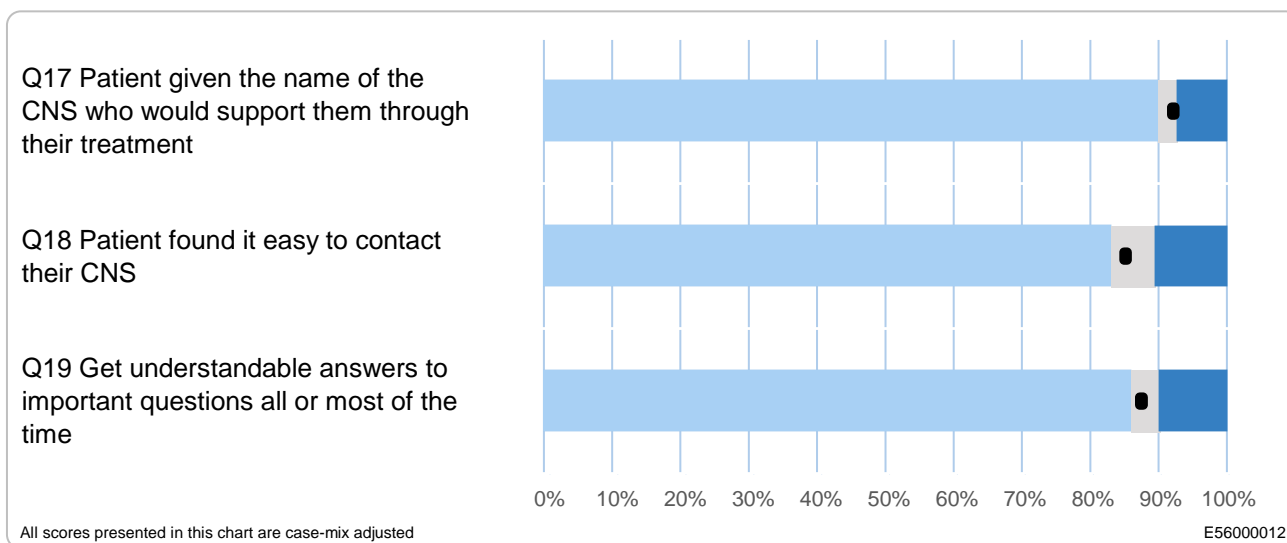
Question		Unadjusted Scores				2017 Case Mix Adjusted				
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q15	Patient definitely told about side effects that could affect them in the future	3,776	52%	3,459	53%		54%	53%	58%	56%
Q16	Patient definitely involved in decisions about care and treatment	4,151	78%	3,769	79%		79%	77%	80%	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

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	4,149	90%	3,754	92%		92%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	3,393	85%	3,068	85%		85%	83%	89%	86%
Q19 Get understandable answers to important questions all or most of the time	3,231	88%	2,956	88%		87%	86%	90%	88%

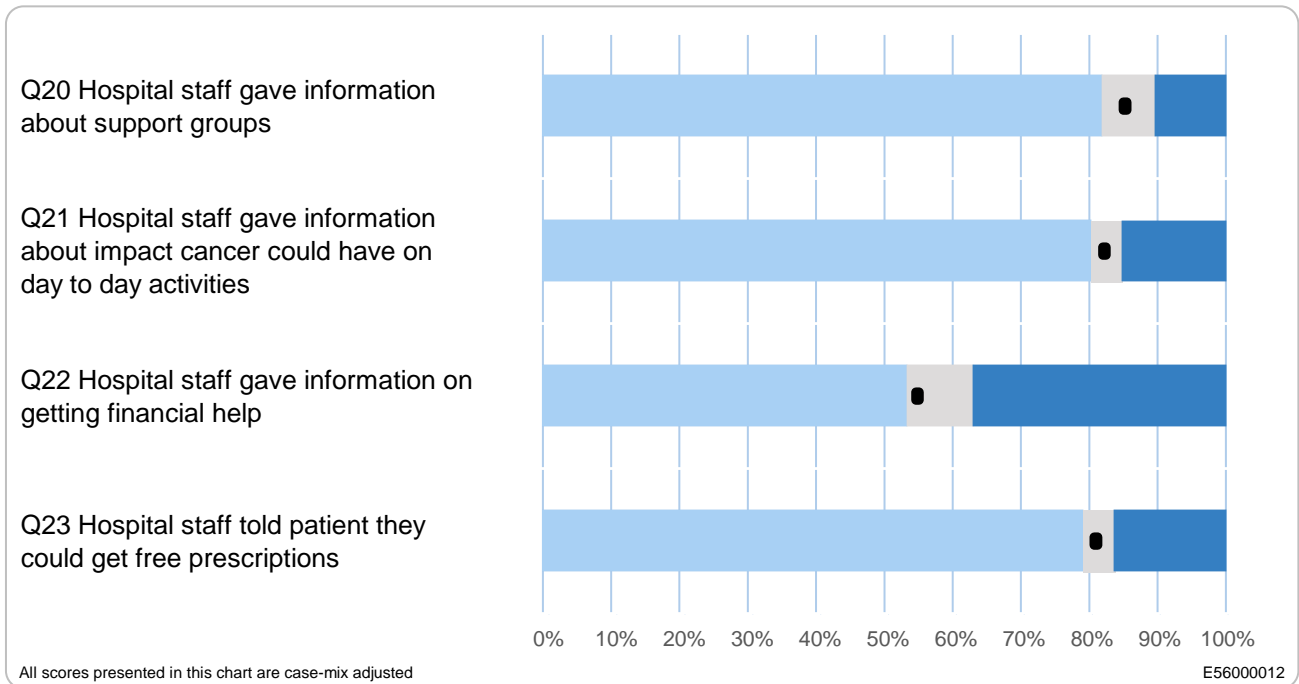
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Support for people with cancer



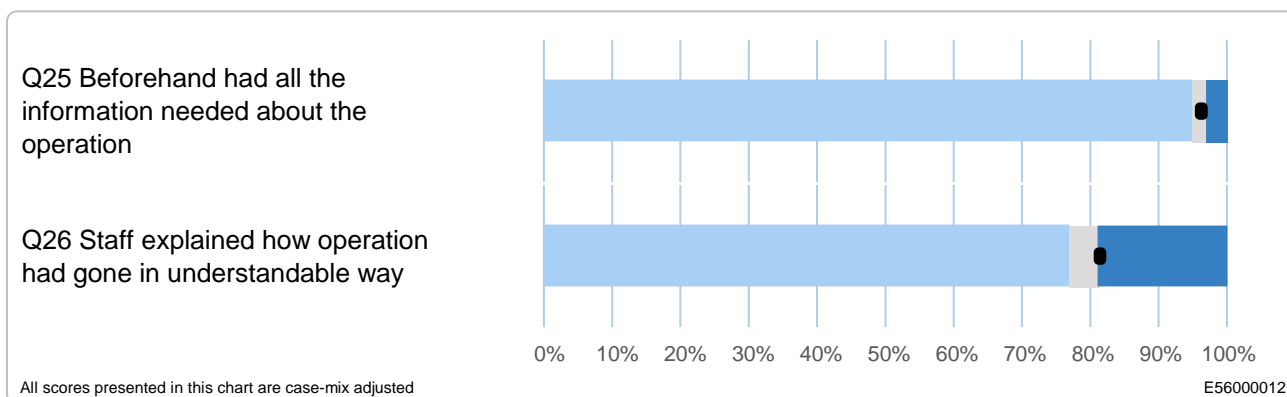
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	3,024	82%	2,868	85%	↑	85%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	2,663	80%	2,479	82%		82%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,936	51%	1,708	55%		55%	53%	63%	58%
Q23 Hospital staff told patient they could get free prescriptions	1,892	81%	1,697	81%		81%	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)

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

Cancer Alliance results

Operations



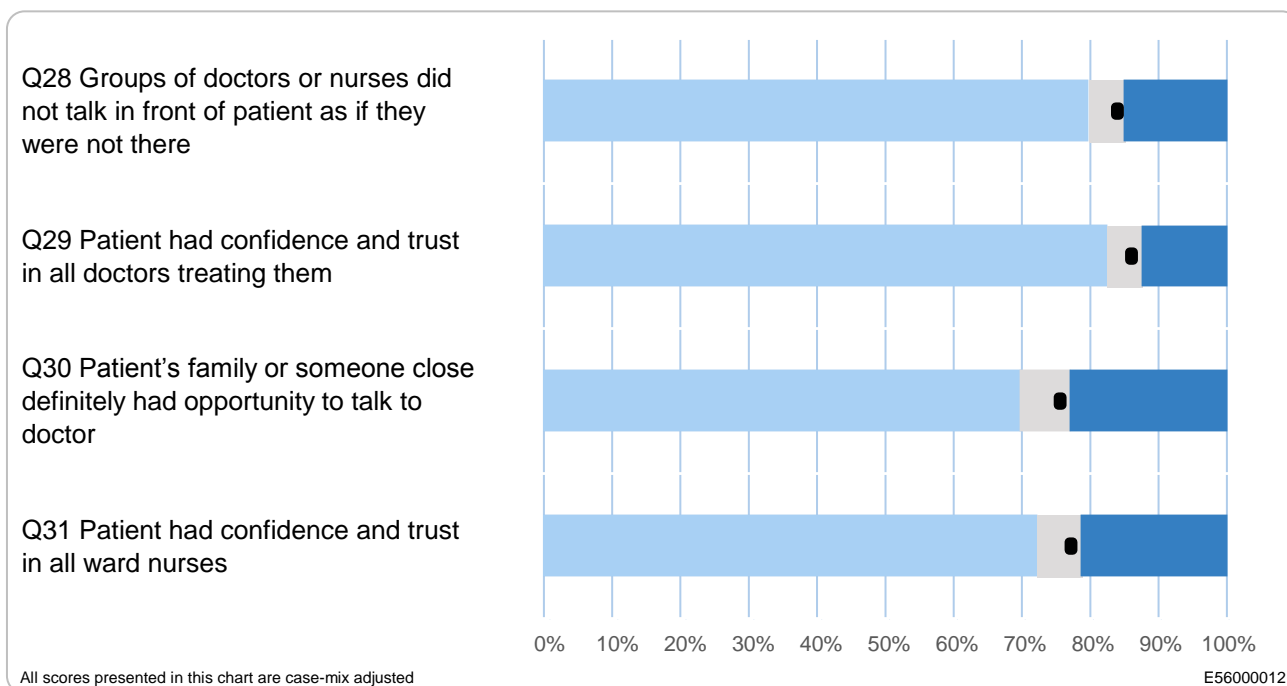
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	2,247	96%	1,994	96%		95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	2,232	79%	1,990	81%		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)

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

Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)



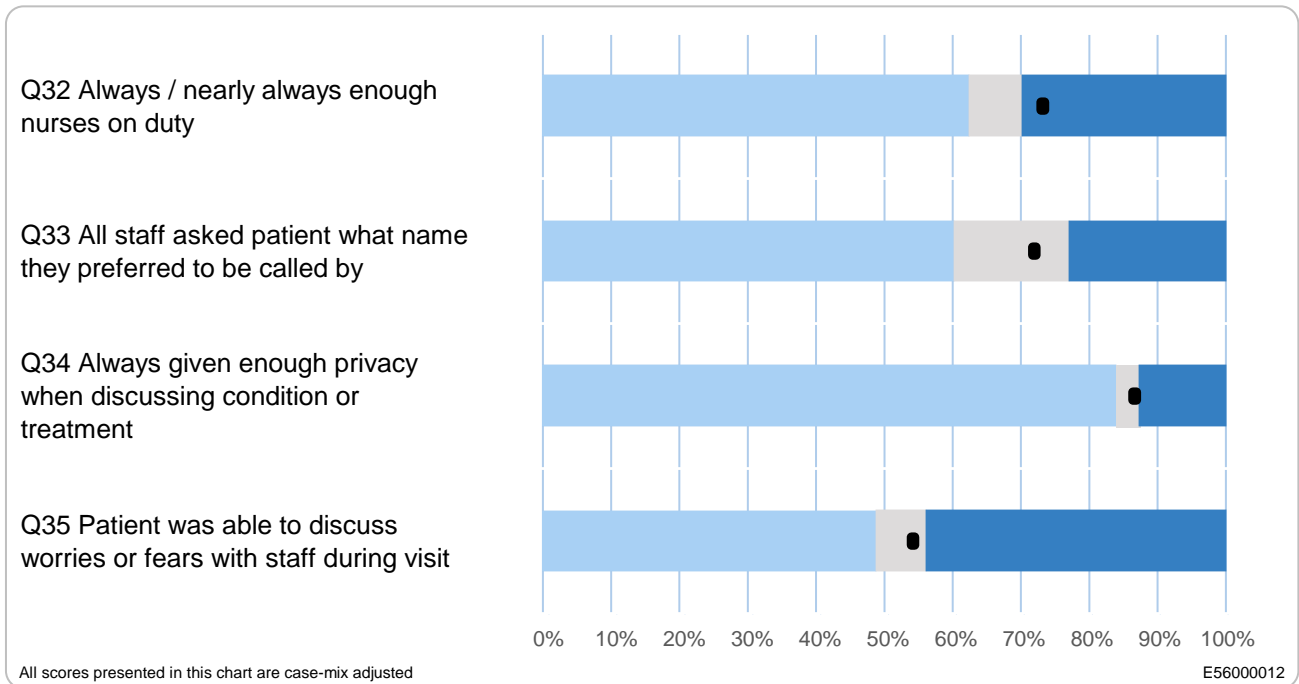
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	2,460	83%	2,233	85%		84%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	2,473	86%	2,241	86%		86%	83%	88%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	2,012	74%	1,843	75%		75%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	2,468	73%	2,234	77%	↑	77%	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)



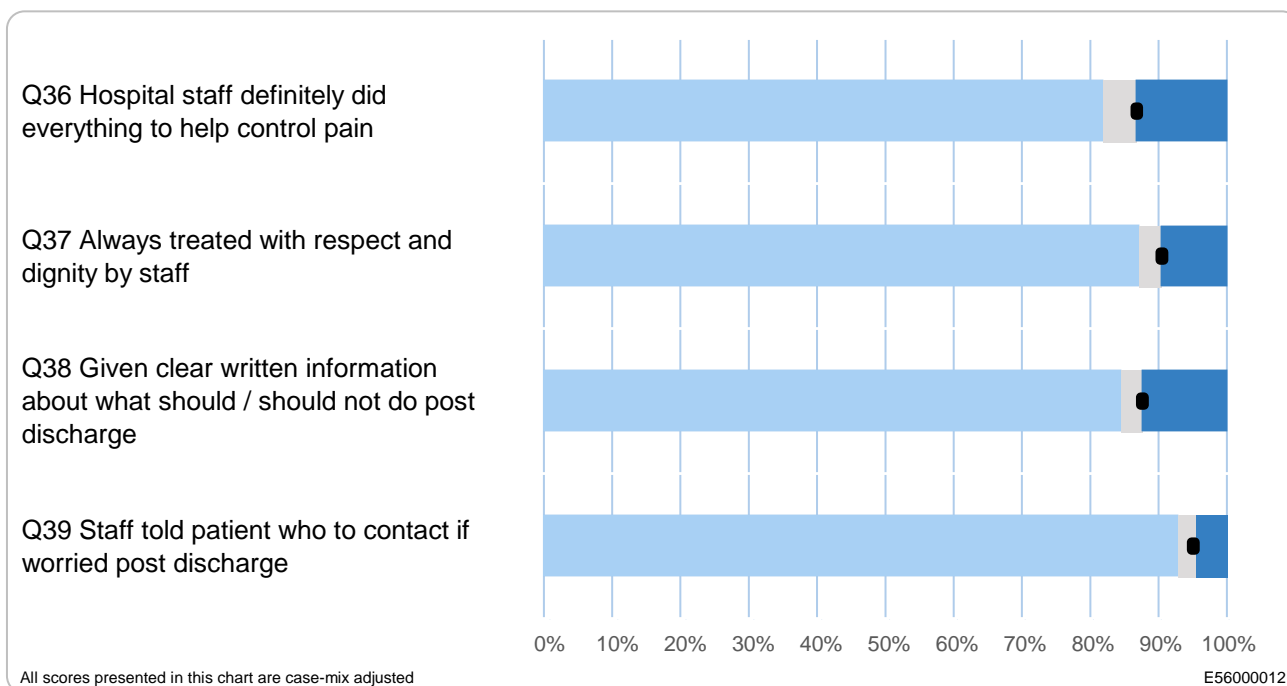
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Case Mix Adjusted		National Average Score			
Number of respondents	Score	Number of respondents		Score	2017 Score		Expected range - lower	Expected range - upper	
Q32 Always / nearly always enough nurses on duty	2,455	70%	2,229	73%	73%	62%	70%	66%	
Q33 All staff asked patient what name they preferred to be called by	2,454	70%	2,212	71%	72%	60%	77%	69%	
Q34 Always given enough privacy when discussing condition or treatment	2,469	84%	2,231	86%	86%	84%	87%	86%	
Q35 Patient was able to discuss worries or fears with staff during visit	1,729	53%	1,537	53%	54%	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)



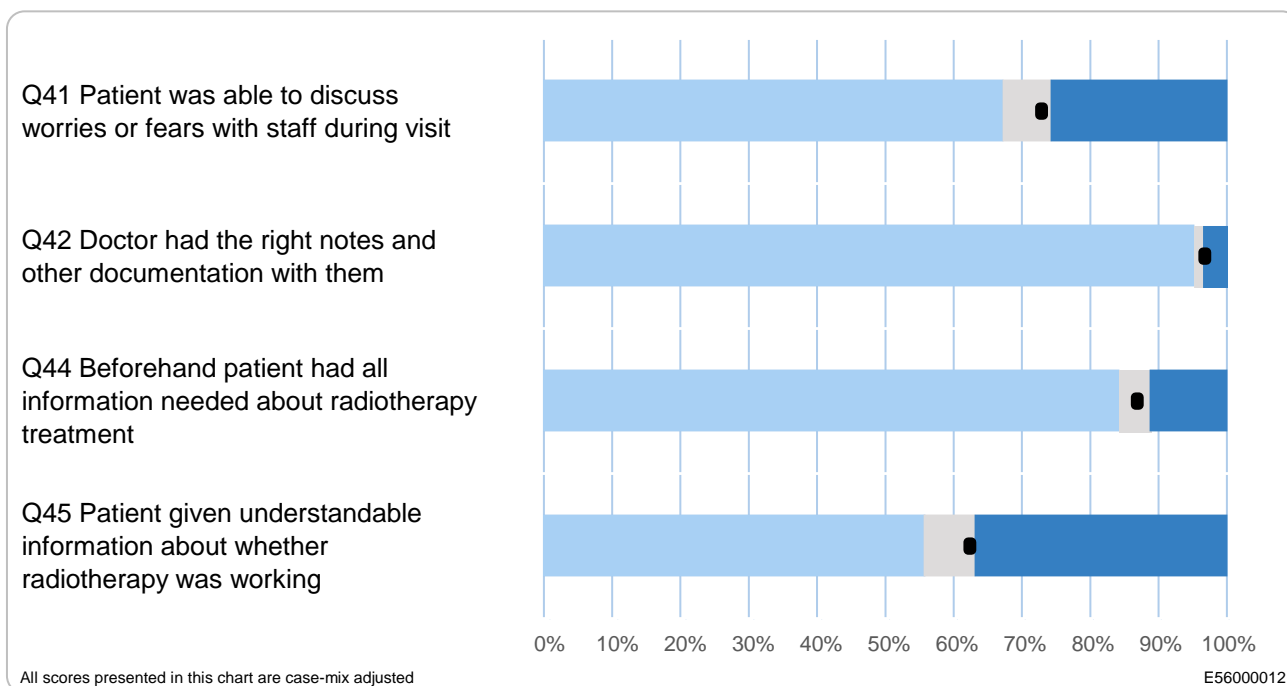
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	2,110	84%	1,912	87%		87%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	2,461	89%	2,235	90%		90%	87%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	2,307	86%	2,069	87%		87%	85%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	2,376	94%	2,154	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)



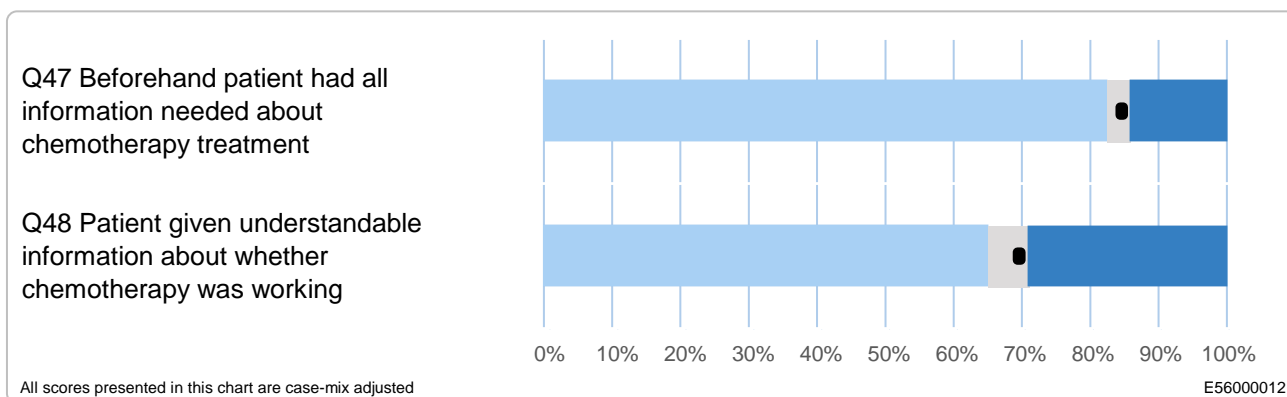
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q41 Patient was able to discuss worries or fears with staff during visit	3,056	70%	2,795	73%		73%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	3,706	95%	3,379	97%		97%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	906	88%	817	87%		87%	84%	89%	87%
Q45 Patient given understandable information about whether radiotherapy was working	743	63%	688	62%		62%	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)



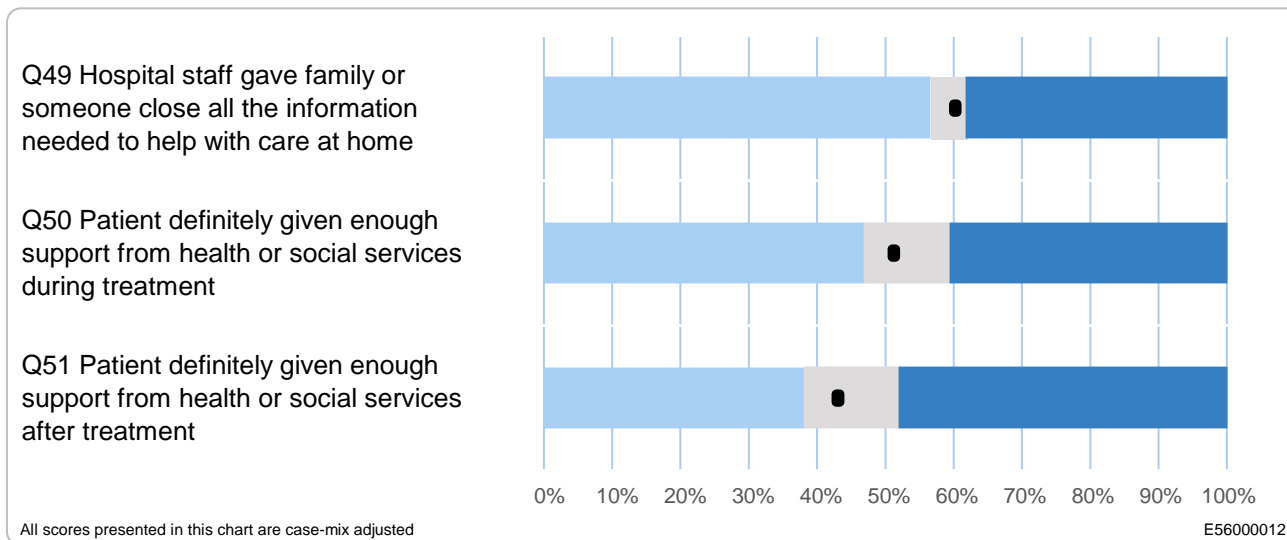
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	2,001	85%	1,834	84%		84%	82%	86%	84%
Q48 Patient given understandable information about whether chemotherapy was working	1,810	69%	1,670	70%		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



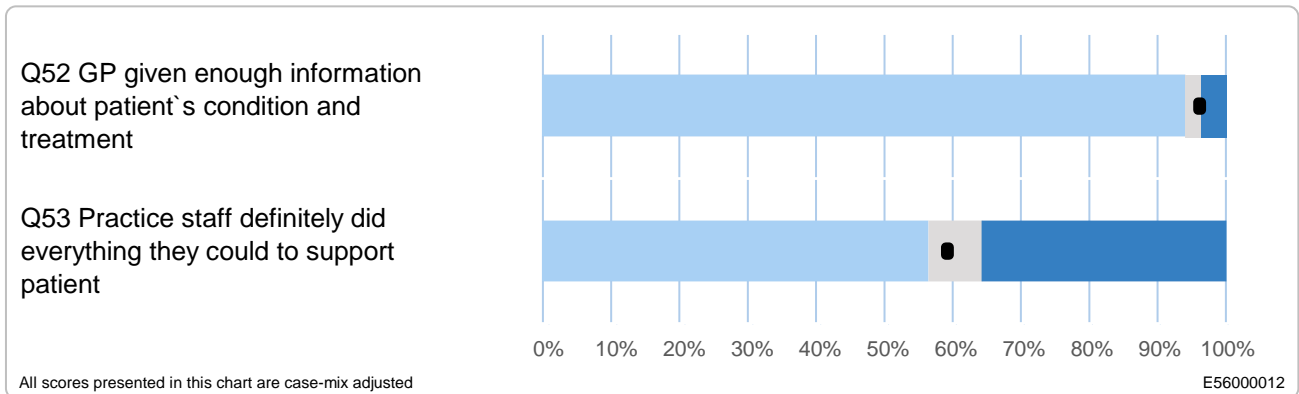
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	3,255	57%	3,034	60%	↑	60%	57%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	1,883	49%	1,708	52%		51%	47%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	1,091	43%	981	44%		43%	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



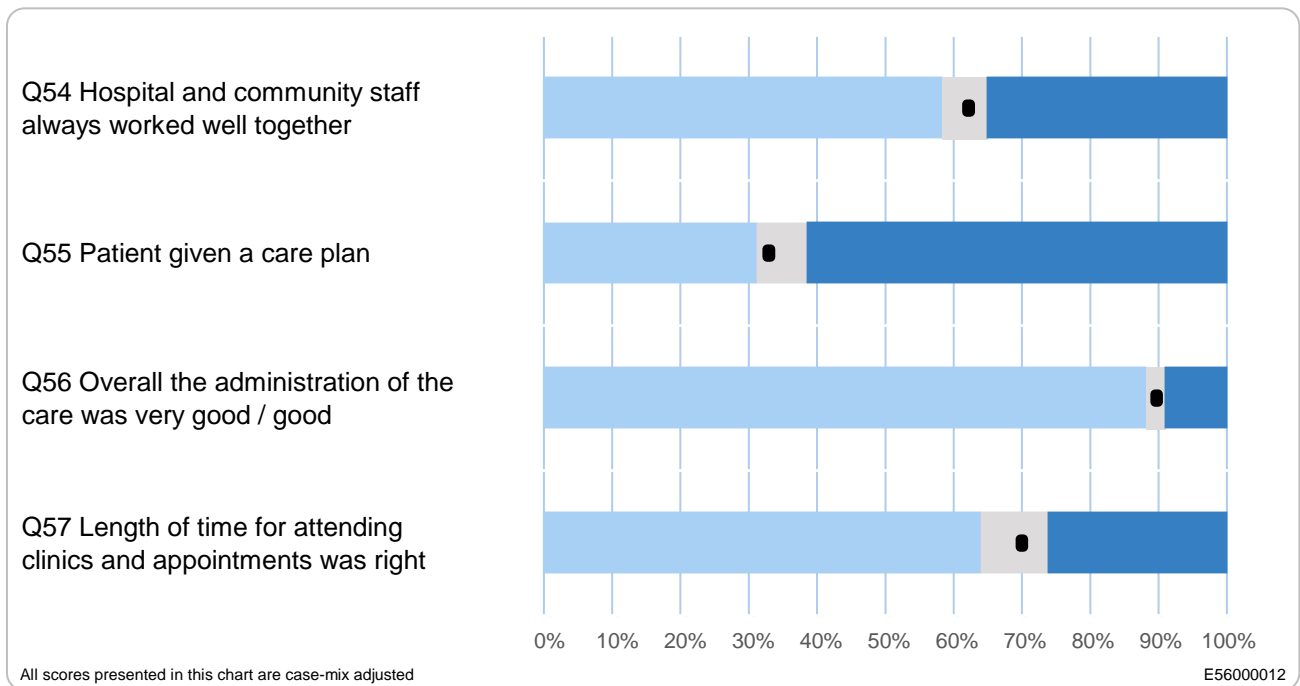
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	3,684	96%	3,369	96%		96%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	2,809	61%	2,552	59%		59%	56%	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)



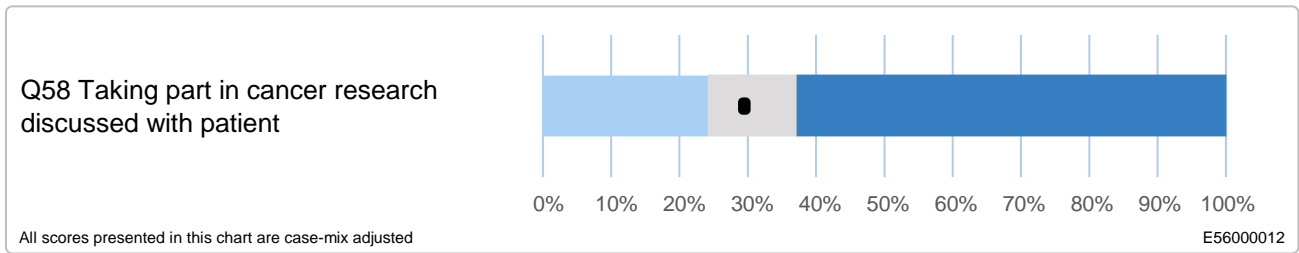
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	4,128	61%	3,737	62%		62%	58%	65%	62%
Q55 Patient given a care plan	3,357	28%	2,982	31%	↑	33%	31%	39%	35%
Q56 Overall the administration of the care was very good / good	4,252	88%	3,862	89%		89%	88%	91%	90%
Q57 Length of time for attending clinics and appointments was right	4,220	66%	3,826	69%	↑	70%	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)

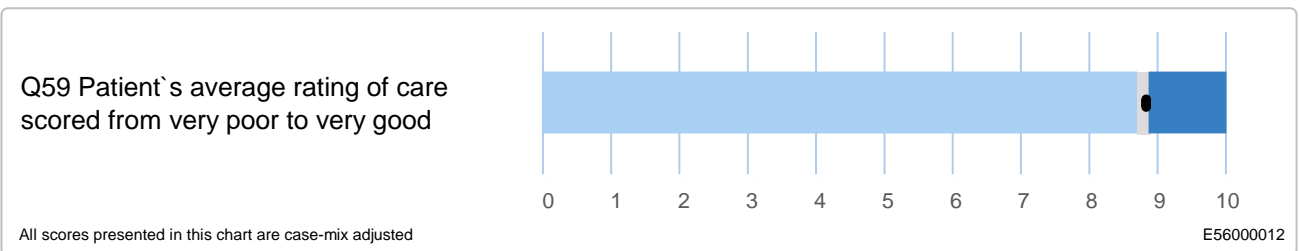
* Indicates where a score has been suppressed because there are less than 21 respondents.

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	4,097	29%	3,698	29%		29%	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	4,166	8.7	3,783	8.9		8.8	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	92%	94%	91%	90%
Colorectal / LGT	75%	72%	81%	82%
Gynaecological	79%	76%	79%	81%
Haematological	63%	64%	83%	82%
Head and Neck	83%	77%	77%	79%
Lung	65%	68%	79%	83%
Prostate	82%	79%	88%	87%
Sarcoma	71%	67%	70%	67%
Skin	93%	90%	85%	86%
Upper Gastro	74%	72%	80%	79%
Urological	84%	82%	88%	86%
Other	72%	72%	80%	79%
All Cancers	77%	77%	84%	84%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
Surrey and Sussex

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	96%	95%	90%	92%	84%	83%
Colorectal / LGT	97%	96%	88%	88%	85%	82%
Gynaecological	95%	93%	85%	86%	76%	76%
Haematological	95%	94%	88%	89%	75%	76%
Head and Neck	94%	91%	85%	86%	79%	77%
Lung	95%	95%	87%	88%	83%	78%
Prostate	96%	94%	85%	87%	84%	81%
Sarcoma	89%	91%	72%	79%	70%	75%
Skin	95%	95%	85%	87%	83%	84%
Upper Gastro	94%	93%	85%	84%	74%	75%
Urological	96%	94%	89%	88%	82%	79%
Other	95%	95%	85%	87%	78%	77%
All Cancers	95%	95%	87%	88%	80%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA §	National	This CA §	National	This CA §	National	This CA §	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	87%	84%	90%	89%	80%	78%	82%	77%
Colorectal / LGT	87%	82%	88%	86%	80%	79%	77%	72%
Gynaecological	71%	71%	82%	82%	73%	73%	70%	71%
Haematological	74%	72%	84%	83%	57%	59%	76%	76%
Head and Neck	75%	73%	87%	85%	73%	74%	59%	65%
Lung	73%	77%	81%	83%	77%	75%	63%	65%
Prostate	84%	79%	88%	85%	81%	79%	86%	82%
Sarcoma	76%	70%	80%	82%	69%	67%	49%	59%
Skin	61%	66%	84%	88%	80%	81%	85%	83%
Upper Gastro	80%	78%	82%	80%	74%	73%	68%	66%
Urological	79%	73%	85%	83%	78%	77%	79%	73%
Other	80%	75%	82%	82%	71%	71%	68%	64%
All Cancers	80%	77%	86%	85%	74%	73%	76%	73%

§ 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	84%	84%	73%	75%	68%	70%
Colorectal / LGT	85%	86%	77%	77%	73%	71%
Gynaecological	83%	84%	78%	76%	65%	67%
Haematological	79%	80%	67%	70%	62%	65%
Head and Neck	78%	84%	65%	69%	68%	67%
Lung	86%	84%	74%	75%	69%	69%
Prostate	84%	83%	77%	73%	66%	65%
Sarcoma	81%	78%	78%	71%	64%	63%
Skin	85%	88%	64%	77%	71%	73%
Upper Gastro	78%	82%	67%	71%	62%	65%
Urological	86%	82%	73%	71%	66%	62%
Other	81%	80%	75%	72%	66%	64%
All Cancers	83%	83%	73%	73%	67%	67%

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	54%	57%	82%	79%
Colorectal / LGT	60%	59%	84%	81%
Gynaecological	51%	54%	80%	79%
Haematological	45%	50%	77%	77%
Head and Neck	60%	58%	79%	77%
Lung	47%	54%	82%	79%
Prostate	69%	64%	84%	81%
Sarcoma	53%	53%	72%	77%
Skin	58%	66%	88%	86%
Upper Gastro	45%	52%	68%	77%
Urological	57%	53%	80%	76%
Other	51%	51%	74%	75%
All Cancers	54%	56%	79%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
Surrey and Sussex

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	94%	95%	83%	86%	89%	88%
Colorectal / LGT	96%	92%	86%	88%	88%	89%
Gynaecological	94%	94%	82%	85%	85%	87%
Haematological	90%	91%	85%	88%	88%	88%
Head and Neck	83%	89%	86%	88%	88%	88%
Lung	94%	94%	88%	87%	93%	87%
Prostate	95%	90%	82%	84%	87%	88%
Sarcoma	93%	89%	84%	82%	91%	87%
Skin	77%	90%	91%	88%	93%	93%
Upper Gastro	92%	92%	89%	86%	86%	87%
Urological	87%	83%	87%	85%	89%	88%
Other	91%	89%	84%	85%	83%	86%
All Cancers	92%	91%	85%	86%	87%	88%

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	89%	90%	86%	86%	57%	62%	78%	81%
Colorectal / LGT	88%	86%	84%	83%	52%	55%	87%	84%
Gynaecological	79%	85%	76%	81%	54%	59%	76%	77%
Haematological	85%	84%	82%	83%	55%	59%	89%	86%
Head and Neck	82%	84%	79%	82%	72%	61%	75%	82%
Lung	82%	85%	75%	80%	67%	69%	77%	85%
Prostate	92%	89%	90%	85%	45%	49%	73%	79%
Sarcoma	69%	79%	71%	74%	*	53%	*	74%
Skin	73%	87%	73%	83%	50%	56%	55%	62%
Upper Gastro	79%	84%	71%	82%	47%	61%	82%	84%
Urological	84%	78%	78%	74%	45%	39%	77%	71%
Other	80%	82%	78%	78%	56%	57%	82%	81%
All Cancers	85%	86%	82%	82%	55%	58%	81%	81%

§ 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	97%	97%	82%	79%
Colorectal / LGT	96%	96%	86%	83%
Gynaecological	95%	96%	82%	80%
Haematological	97%	93%	81%	75%
Head and Neck	97%	96%	81%	77%
Lung	97%	95%	78%	78%
Prostate	96%	96%	87%	78%
Sarcoma	91%	94%	74%	78%
Skin	94%	96%	83%	84%
Upper Gastro	97%	96%	81%	78%
Urological	97%	95%	79%	76%
Other	93%	95%	72%	78%
All Cancers	96%	96%	81%	79%

§ 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	91%	89%	90%	87%	79%	76%	79%	78%
Colorectal / LGT	81%	78%	83%	86%	72%	73%	71%	71%
Gynaecological	91%	86%	84%	86%	76%	74%	71%	72%
Haematological	84%	81%	82%	81%	74%	75%	78%	75%
Head and Neck	77%	81%	79%	84%	70%	73%	75%	72%
Lung	77%	76%	87%	82%	81%	75%	79%	76%
Prostate	91%	86%	90%	90%	83%	75%	86%	81%
Sarcoma	79%	81%	82%	81%	75%	69%	76%	70%
Skin	89%	89%	88%	90%	74%	79%	74%	83%
Upper Gastro	73%	74%	82%	83%	73%	71%	66%	71%
Urological	80%	80%	91%	86%	74%	69%	80%	78%
Other	83%	80%	81%	81%	70%	71%	75%	72%
All Cancers	84%	82%	86%	85%	75%	73%	77%	76%

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	78%	70%	67%	64%	88%	87%	54%	56%
Colorectal / LGT	66%	62%	72%	71%	86%	85%	55%	53%
Gynaecological	71%	65%	67%	65%	81%	82%	47%	52%
Haematological	73%	63%	71%	69%	89%	86%	56%	55%
Head and Neck	74%	63%	72%	68%	93%	85%	50%	53%
Lung	74%	69%	79%	72%	90%	84%	54%	49%
Prostate	77%	71%	77%	69%	87%	89%	57%	53%
Sarcoma	79%	61%	74%	65%	91%	83%	64%	48%
Skin	76%	76%	79%	71%	91%	89%	76%	58%
Upper Gastro	61%	63%	72%	76%	80%	84%	44%	50%
Urological	71%	69%	72%	72%	86%	85%	49%	46%
Other	73%	62%	71%	69%	81%	83%	47%	48%
All Cancers	73%	66%	72%	69%	86%	86%	54%	53%

[§] 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	90%	87%	89%	90%	93%	92%	97%	96%
Colorectal / LGT	83%	85%	88%	87%	88%	84%	96%	94%
Gynaecological	85%	84%	86%	87%	83%	87%	90%	93%
Haematological	87%	82%	92%	90%	81%	80%	97%	96%
Head and Neck	88%	82%	97%	87%	89%	85%	92%	92%
Lung	90%	85%	93%	89%	84%	83%	90%	92%
Prostate	92%	86%	96%	91%	94%	89%	95%	95%
Sarcoma	97%	85%	97%	87%	69%	77%	100%	92%
Skin	90%	87%	92%	93%	87%	91%	93%	96%
Upper Gastro	81%	82%	90%	87%	79%	82%	96%	94%
Urological	82%	82%	91%	89%	87%	86%	94%	91%
Other	86%	83%	89%	88%	83%	81%	93%	93%
All Cancers	87%	84%	90%	89%	87%	86%	95%	94%

§ 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	71%	71%	97%	96%	87%	88%	60%	59%
Colorectal / LGT	73%	74%	96%	96%	89%	85%	67%	58%
Gynaecological	73%	69%	96%	96%	88%	85%	75%	65%
Haematological	74%	73%	98%	97%	81%	83%	61%	60%
Head and Neck	73%	70%	93%	96%	93%	86%	68%	64%
Lung	74%	70%	94%	95%	83%	86%	62%	58%
Prostate	79%	74%	98%	96%	88%	88%	62%	59%
Sarcoma	82%	70%	95%	95%	*	81%	*	53%
Skin	80%	72%	99%	96%	*	77%	*	70%
Upper Gastro	65%	70%	92%	95%	93%	86%	38%	56%
Urological	70%	66%	95%	96%	81%	84%	57%	54%
Other	70%	68%	96%	95%	86%	87%	63%	59%
All Cancers	73%	71%	97%	96%	87%	87%	62%	59%

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	84%	83%	65%	62%
Colorectal / LGT	83%	84%	65%	66%
Gynaecological	86%	86%	68%	67%
Haematological	83%	84%	74%	75%
Head and Neck	75%	78%	50%	58%
Lung	83%	85%	76%	69%
Prostate	91%	86%	68%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	82%	84%	58%	64%
Urological	88%	84%	77%	69%
Other	88%	85%	75%	69%
All Cancers	84%	84%	69%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	60%	59%	51%	53%	40%	42%
Colorectal / LGT	60%	62%	66%	62%	58%	52%
Gynaecological	55%	57%	45%	47%	35%	38%
Haematological	59%	61%	47%	52%	44%	45%
Head and Neck	65%	63%	52%	56%	39%	50%
Lung	64%	58%	50%	51%	41%	42%
Prostate	64%	60%	50%	50%	40%	44%
Sarcoma	62%	57%	54%	49%	*	43%
Skin	63%	67%	57%	61%	*	59%
Upper Gastro	53%	59%	46%	53%	40%	45%
Urological	65%	58%	50%	48%	45%	45%
Other	55%	56%	51%	53%	41%	45%
All Cancers	60%	59%	51%	53%	43%	45%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
Surrey and Sussex

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	97%	96%	55%	61%
Colorectal / LGT	97%	95%	60%	60%
Gynaecological	97%	95%	58%	56%
Haematological	97%	96%	58%	58%
Head and Neck	95%	93%	55%	60%
Lung	97%	95%	62%	60%
Prostate	97%	96%	64%	67%
Sarcoma	91%	94%	67%	55%
Skin	97%	96%	67%	69%
Upper Gastro	94%	93%	55%	60%
Urological	97%	95%	66%	62%
Other	94%	95%	57%	58%
All Cancers	96%	95%	59%	60%

[§] 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%	36%	38%	91%	91%	68%	68%
Colorectal / LGT	61%	61%	38%	38%	87%	89%	74%	71%
Gynaecological	60%	58%	27%	31%	88%	89%	68%	67%
Haematological	63%	63%	29%	34%	91%	92%	67%	65%
Head and Neck	56%	59%	27%	35%	89%	88%	72%	68%
Lung	62%	63%	26%	33%	91%	90%	70%	71%
Prostate	67%	66%	35%	36%	90%	89%	72%	74%
Sarcoma	59%	55%	21%	30%	86%	87%	53%	65%
Skin	62%	70%	40%	44%	86%	89%	74%	75%
Upper Gastro	51%	57%	24%	34%	83%	87%	69%	68%
Urological	67%	63%	31%	30%	89%	87%	77%	75%
Other	57%	57%	25%	30%	87%	88%	62%	65%
All Cancers	62%	62%	33%	35%	89%	90%	70%	69%

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	28%	31%	8.9	8.9
Colorectal / LGT	24%	30%	8.9	8.8
Gynaecological	39%	36%	8.7	8.8
Haematological	29%	33%	8.9	8.9
Head and Neck	15%	18%	8.8	8.7
Lung	38%	36%	8.8	8.7
Prostate	29%	35%	8.9	8.8
Sarcoma	50%	39%	8.7	8.6
Skin	15%	18%	8.8	8.9
Upper Gastro	36%	34%	8.5	8.7
Urological	18%	20%	8.8	8.7
Other	38%	33%	8.8	8.7
All Cancers	29%	31%	8.8	8.8

[§] 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%
E56000012	6,479	374	6,105	1,963	205	3,937	61%

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	18
Breast	769
Gynaecological	194
Colorectal / LGT	404
Lung	195
Skin	108
Haematological	884
Upper Gastro	160
Other	413
Urological	322
Prostate	340
Sarcoma	52
Head and Neck	78

* 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	6	6	32	114	328	716	518	112	1,832
Female	6	26	82	292	446	723	428	102	2,105
Total	12	32	114	406	774	1,439	946	214	3,937

**National Cancer Patient Experience Survey 2017
Surrey and Sussex**

Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RXC	East Sussex Healthcare NHS Trust	3	39	10
RTP	Surrey and Sussex Healthcare NHS Trust	1	44	7
RA2	Royal Surrey County Hospital NHS Foundation Trust	3	43	6
RPC	Queen Victoria Hospital NHS Foundation Trust	2	41	5
RYR	Western Sussex Hospitals NHS Foundation Trust		50	2
RXH	Brighton and Sussex University Hospitals NHS Trust	6	42	4
RDU	Frimley Health NHS Foundation Trust	7	43	2
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	8	44	

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

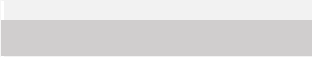
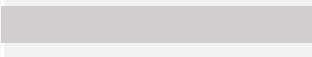

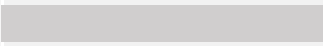
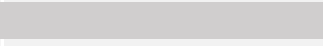
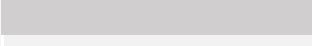

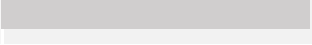
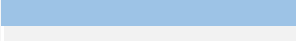

Q59 Patient`s average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000012	Surrey and Sussex	3,783	8.83	
RPC	Queen Victoria Hospital NHS Foundation Trust	79	8.98	
RXC	East Sussex Healthcare NHS Trust	560	8.85	
RYR	Western Sussex Hospitals NHS Foundation Trust	599	8.85	
RA2	Royal Surrey County Hospital NHS Foundation Trust	450	8.84	
RTP	Surrey and Sussex Healthcare NHS Trust	298	8.77	
RDU	Frimley Health NHS Foundation Trust	628	8.71	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	264	8.65	
RXH	Brighton and Sussex University Hospitals NHS Trust	406	8.63	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - Trusts

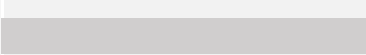


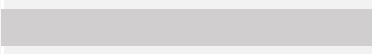
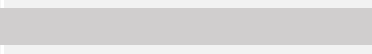
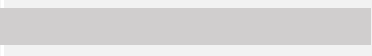
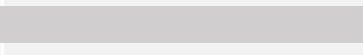
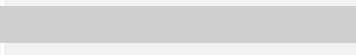
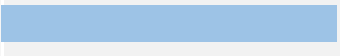
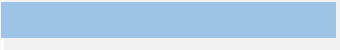
Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E56000012	Surrey and Sussex	3,769	79.2%	
RXC	East Sussex Healthcare NHS Trust	562	83.7%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	446	81.2%	
RPC	Queen Victoria Hospital NHS Foundation Trust	80	80.6%	
RYR	Western Sussex Hospitals NHS Foundation Trust	598	79.5%	
RTP	Surrey and Sussex Healthcare NHS Trust	298	77.8%	
RXH	Brighton and Sussex University Hospitals NHS Trust	395	77.2%	
RDU	Frimley Health NHS Foundation Trust	623	74.7%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	259	70.9%	

National Cancer Patient Experience Survey 2017
Surrey and Sussex

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%	
E56000012	Surrey and Sussex	3,754	91.9%	
RXC	East Sussex Healthcare NHS Trust	569	95.3%	
RDU	Frimley Health NHS Foundation Trust	618	93.5%	
RTP	Surrey and Sussex Healthcare NHS Trust	292	93.4%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	447	92.6%	
RYR	Western Sussex Hospitals NHS Foundation Trust	591	90.9%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	258	89.6%	
RXH	Brighton and Sussex University Hospitals NHS Trust	391	84.0%	
RPC	Queen Victoria Hospital NHS Foundation Trust	81	83.8%	

**National Cancer Patient Experience Survey 2017
Surrey and Sussex**

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

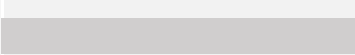
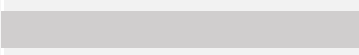


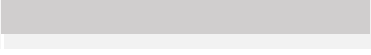

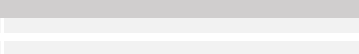
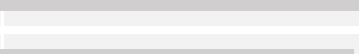


Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000012	Surrey and Sussex	3,068	84.9%	
RPC	Queen Victoria Hospital NHS Foundation Trust	54	91.9%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	381	87.7%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	199	87.2%	
RYR	Western Sussex Hospitals NHS Foundation Trust	490	85.7%	
RXC	East Sussex Healthcare NHS Trust	482	85.1%	
RDU	Frimley Health NHS Foundation Trust	514	83.6%	
RTP	Surrey and Sussex Healthcare NHS Trust	243	80.5%	
RXH	Brighton and Sussex University Hospitals NHS Trust	276	80.1%	

National Cancer Patient Experience Survey 2017
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Annex (continued)
Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E56000012	Surrey and Sussex	2,235	90.2%	
RPC	Queen Victoria Hospital NHS Foundation Trust	61	98.0%	
RDU	Frimley Health NHS Foundation Trust	384	93.5%	
RTP	Surrey and Sussex Healthcare NHS Trust	162	92.2%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	370	91.7%	
RXH	Brighton and Sussex University Hospitals NHS Trust	242	90.3%	
RXC	East Sussex Healthcare NHS Trust	310	89.6%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	151	88.4%	
RYR	Western Sussex Hospitals NHS Foundation Trust	343	86.9%	

**National Cancer Patient Experience Survey 2017
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**Annex (continued)
Dashboard Questions - Trusts**

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%	
E56000012	Surrey and Sussex	2,154	94.8%	
RPC	Queen Victoria Hospital NHS Foundation Trust	59	96.2%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	358	95.9%	
RXC	East Sussex Healthcare NHS Trust	306	95.0%	
RTP	Surrey and Sussex Healthcare NHS Trust	159	94.4%	
RXH	Brighton and Sussex University Hospitals NHS Trust	233	94.3%	
RYR	Western Sussex Hospitals NHS Foundation Trust	322	93.9%	
RDU	Frimley Health NHS Foundation Trust	369	92.4%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	145	92.2%	

National Cancer Patient Experience Survey 2017
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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%	
E56000012	Surrey and Sussex	2,552	59.0%	
RPC	Queen Victoria Hospital NHS Foundation Trust	55	69.3%	
RXH	Brighton and Sussex University Hospitals NHS Trust	255	62.3%	
RA2	Royal Surrey County Hospital NHS Foundation Trust	296	60.2%	
RTP	Surrey and Sussex Healthcare NHS Trust	190	59.3%	
RDU	Frimley Health NHS Foundation Trust	416	58.7%	
RYR	Western Sussex Hospitals NHS Foundation Trust	401	58.6%	
RXC	East Sussex Healthcare NHS Trust	385	57.7%	
RTK	Ashford and St. Peter's Hospitals NHS Foundation Trust	176	47.3%	

**National Cancer Patient Experience Survey 2017
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Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
99H	NHS Surrey Downs CCG		41	11
99M	NHS North East Hampshire and Farnham CCG		45	7
10C	NHS Surrey Heath CCG	1	46	4
09F	NHS Eastbourne, Hailsham and Seaford CCG	3	44	5
09G	NHS Coastal West Sussex CCG		50	2
09L	NHS East Surrey CCG		50	2
09N	NHS Guildford and Waverley CCG	1	49	2
09X	NHS Horsham and Mid Sussex CCG	2	47	3
09P	NHS Hastings and Rother CCG	4	44	4
99K	NHS High Weald Lewes Havens CCG	3	48	1
09H	NHS Crawley CCG	5	44	1
09D	NHS Brighton and Hove CCG	7	43	2
09Y	NHS North West Surrey CCG	14	38	

**National Cancer Patient Experience Survey 2017
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**Annex (continued)
Dashboard Questions - CCGs**

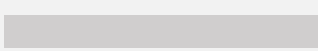
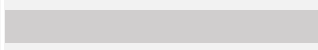
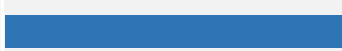


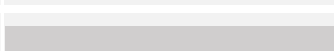
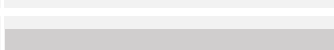
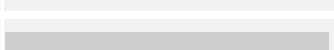
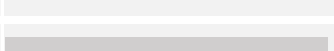
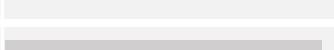
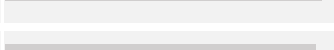
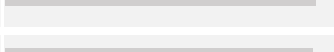
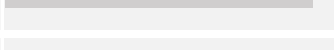

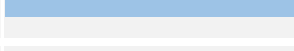
Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000012	Surrey and Sussex	3,783	8.83	
09N	NHS Guildford and Waverley CCG	176	8.98	
99H	NHS Surrey Downs CCG	460	8.98	
10C	NHS Surrey Heath CCG	106	8.96	
09P	NHS Hastings and Rother CCG	298	8.92	
99M	NHS North East Hampshire and Farnham CCG	212	8.88	
99K	NHS High Weald Lewes Havens CCG	251	8.87	
09G	NHS Coastal West Sussex CCG	762	8.85	
09L	NHS East Surrey CCG	226	8.85	
09F	NHS Eastbourne, Hailsham and Seaford CCG	315	8.79	
09Y	NHS North West Surrey CCG	384	8.73	
09D	NHS Brighton and Hove CCG	218	8.66	
09X	NHS Horsham and Mid Sussex CCG	288	8.64	
09H	NHS Crawley CCG	87	8.47	

**National Cancer Patient Experience Survey 2017
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**Annex (continued)
Dashboard Questions - CCGs**

Q16 Patient definitely involved in decisions about care and treatment

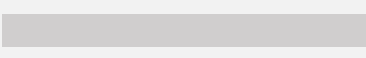
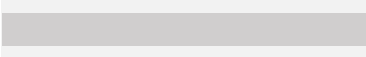

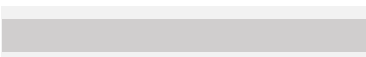
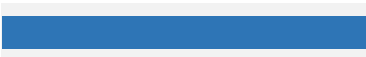

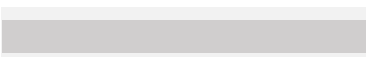
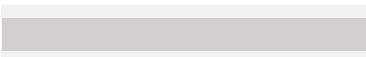
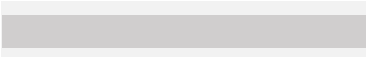
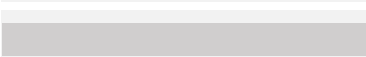
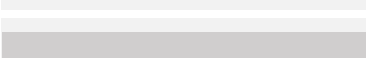
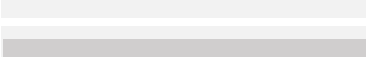
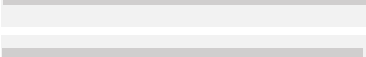
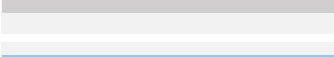
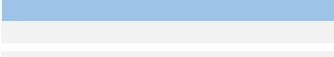
<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000012	Surrey and Sussex	3,769	79.2%	
09P	NHS Hastings and Rother CCG	297	84.0%	
10C	NHS Surrey Heath CCG	103	82.3%	
99K	NHS High Weald Lewes Havens CCG	256	81.8%	
09L	NHS East Surrey CCG	227	81.6%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	315	81.6%	
99H	NHS Surrey Downs CCG	464	80.4%	
09G	NHS Coastal West Sussex CCG	761	80.1%	
99M	NHS North East Hampshire and Farnham CCG	212	78.7%	
09X	NHS Horsham and Mid Sussex CCG	284	77.2%	
09N	NHS Guildford and Waverley CCG	175	76.5%	
09H	NHS Crawley CCG	87	76.3%	
09Y	NHS North West Surrey CCG	376	74.1%	
09D	NHS Brighton and Hove CCG	212	71.9%	

**National Cancer Patient Experience Survey 2017
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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%	
E56000012	Surrey and Sussex	3,754	91.9%	
10C	NHS Surrey Heath CCG	105	99.0%	
09H	NHS Crawley CCG	87	95.7%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	313	95.0%	
99H	NHS Surrey Downs CCG	466	94.7%	
09P	NHS Hastings and Rother CCG	303	93.9%	
99M	NHS North East Hampshire and Farnham CCG	210	93.4%	
09N	NHS Guildford and Waverley CCG	175	92.2%	
09G	NHS Coastal West Sussex CCG	755	92.1%	
09L	NHS East Surrey CCG	227	91.0%	
09Y	NHS North West Surrey CCG	379	90.7%	
09X	NHS Horsham and Mid Sussex CCG	280	89.7%	
09D	NHS Brighton and Hove CCG	206	84.9%	
99K	NHS High Weald Lewes Havens CCG	248	83.8%	

**National Cancer Patient Experience Survey 2017
Surrey and Sussex**

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

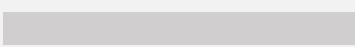
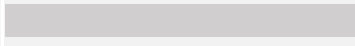
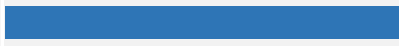
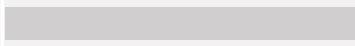
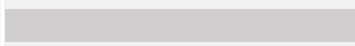
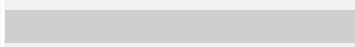
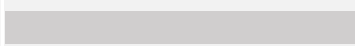
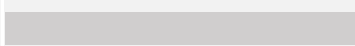




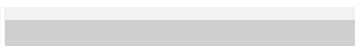

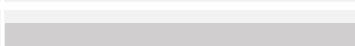
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000012	Surrey and Sussex	3,068	84.9%	
99M	NHS North East Hampshire and Farnham CCG	178	90.9%	
10C	NHS Surrey Heath CCG	96	87.1%	
09P	NHS Hastings and Rother CCG	256	86.7%	
09N	NHS Guildford and Waverley CCG	146	86.7%	
09G	NHS Coastal West Sussex CCG	637	86.0%	
09Y	NHS North West Surrey CCG	308	85.8%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	259	85.1%	
99H	NHS Surrey Downs CCG	379	83.9%	
09X	NHS Horsham and Mid Sussex CCG	222	83.8%	
09L	NHS East Surrey CCG	180	83.0%	
99K	NHS High Weald Lewes Havens CCG	182	81.6%	
09D	NHS Brighton and Hove CCG	150	81.4%	
09H	NHS Crawley CCG	75	76.3%	

**National Cancer Patient Experience Survey 2017
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**Annex (continued)
Dashboard Questions - CCGs**

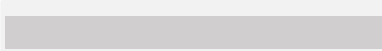
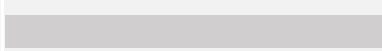
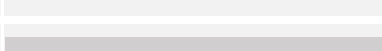
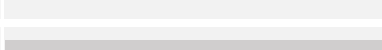
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000012	Surrey and Sussex	2,235	90.2%	
10C	NHS Surrey Heath CCG	71	98.4%	
99M	NHS North East Hampshire and Farnham CCG	125	93.7%	
09H	NHS Crawley CCG	46	93.5%	
09L	NHS East Surrey CCG	135	92.7%	
09X	NHS Horsham and Mid Sussex CCG	169	92.5%	
09Y	NHS North West Surrey CCG	235	90.6%	
09D	NHS Brighton and Hove CCG	144	90.3%	
09P	NHS Hastings and Rother CCG	171	90.3%	
99H	NHS Surrey Downs CCG	249	90.2%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	181	89.9%	
09N	NHS Guildford and Waverley CCG	118	89.0%	
09G	NHS Coastal West Sussex CCG	463	87.6%	
99K	NHS High Weald Lewes Havens CCG	128	86.9%	

**National Cancer Patient Experience Survey 2017
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**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%	
E56000012	Surrey and Sussex	2,154	94.8%	
09H	NHS Crawley CCG	45	97.8%	
09D	NHS Brighton and Hove CCG	137	96.5%	
09N	NHS Guildford and Waverley CCG	116	96.5%	
10C	NHS Surrey Heath CCG	67	96.5%	
99M	NHS North East Hampshire and Farnham CCG	122	96.5%	
99H	NHS Surrey Downs CCG	242	96.2%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	178	95.8%	
09P	NHS Hastings and Rother CCG	167	95.0%	
09X	NHS Horsham and Mid Sussex CCG	161	93.7%	
09G	NHS Coastal West Sussex CCG	435	93.6%	
09Y	NHS North West Surrey CCG	228	92.5%	
99K	NHS High Weald Lewes Havens CCG	123	92.0%	
09L	NHS East Surrey CCG	133	91.9%	

**National Cancer Patient Experience Survey 2017
Surrey and Sussex**

**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%	
E56000012	Surrey and Sussex	2,552	59.0%	
10C	NHS Surrey Heath CCG	69	71.6%	
09N	NHS Guildford and Waverley CCG	110	68.2%	
99K	NHS High Weald Lewes Havens CCG	188	67.3%	
09D	NHS Brighton and Hove CCG	136	63.4%	
09L	NHS East Surrey CCG	137	62.5%	
99M	NHS North East Hampshire and Farnham CCG	151	61.0%	
09G	NHS Coastal West Sussex CCG	518	60.4%	
09P	NHS Hastings and Rother CCG	202	57.4%	
09F	NHS Eastbourne, Hailsham and Seaford CCG	218	57.2%	
99H	NHS Surrey Downs CCG	304	56.4%	
09X	NHS Horsham and Mid Sussex CCG	196	54.3%	
09Y	NHS North West Surrey CCG	263	52.8%	
09H	NHS Crawley CCG	60	39.9%	

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

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

Further details on the scoring methodology can be found in the technical document for the survey, available at: www.ncpes.co.uk

Case-mix adjustment

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

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



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

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

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

Further information on Quality Health is available at:

www.quality-health.co.uk

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

www.ncpes.co.uk