

# **National Cancer Patient Experience Survey**

## **2017 Results**

### **East of England 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	6,436	77%	6,609	78%		77%	76%	78%	77%
Q2	Patient thought they were seen as soon as necessary	8,566	83%	8,795	84%		84%	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

**8.8** 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

**86%** 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

**94%** of respondents said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital

**61%** 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.



**National Cancer Patient Experience Survey 2017  
East of England**

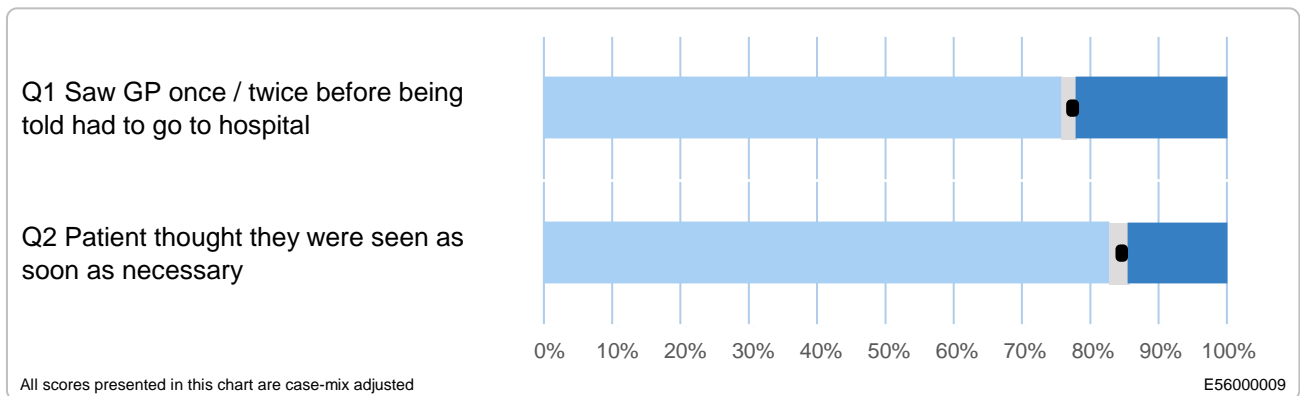
**Questions which scored outside expected range**

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	
			Lower limit of expected range	

No questions scored outside expected range

## 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	6,436	77%	6,609	78%		77%	76%	78%	77%
Q2	Patient thought they were seen as soon as necessary	8,566	83%	8,795	84%		84%	83%	86%	84%

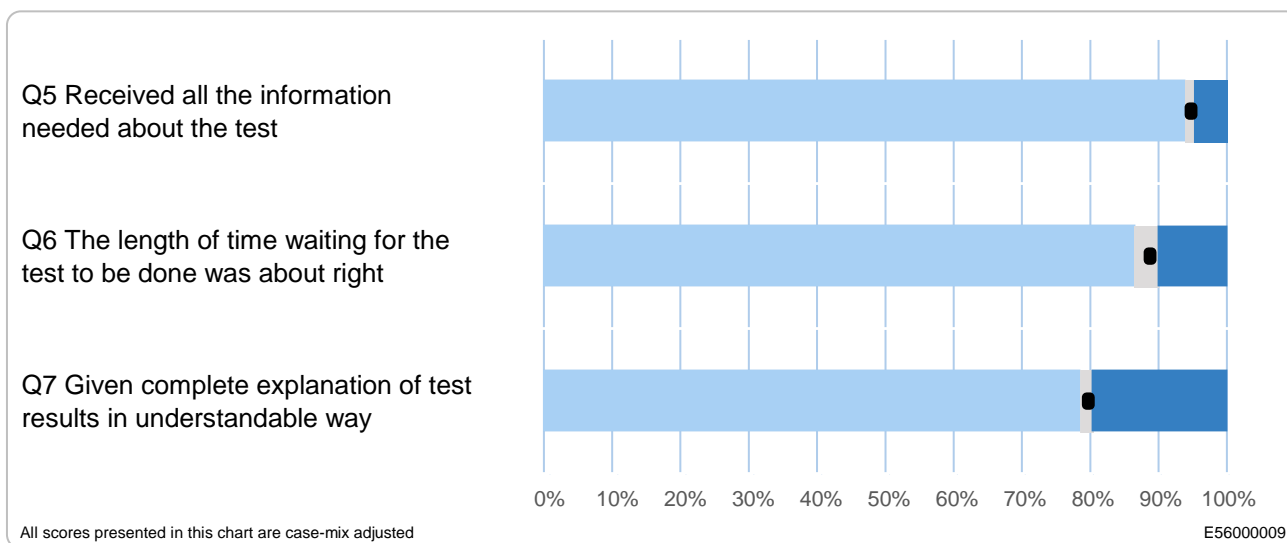
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

## Cancer Alliance results

### Diagnostic Tests



Question		Unadjusted Scores				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							
Q5	Received all the information needed about the test	7,483	94%	7,717	95%		95%	94%	95%	95%
Q6	The length of time waiting for the test to be done was about right	7,535	87%	7,773	88%		88%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	7,556	80%	7,788	80%		79%	79%	80%	79%

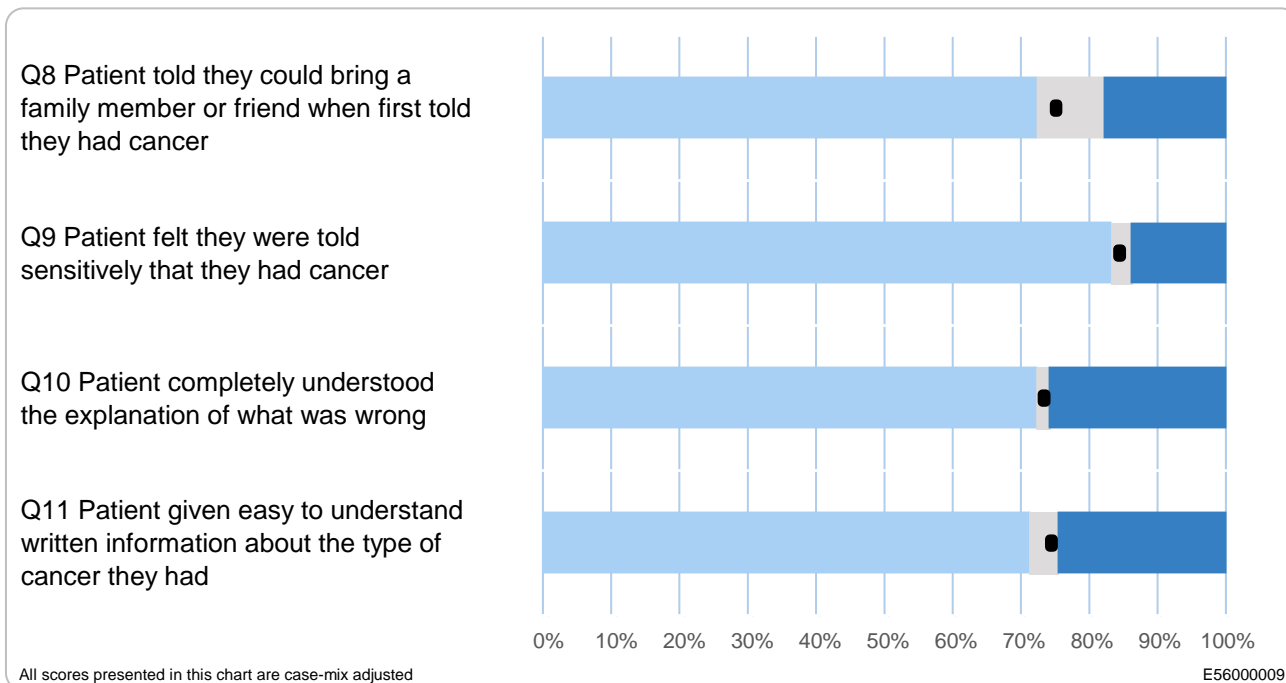
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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## Cancer Alliance results

### Finding out what was wrong with you



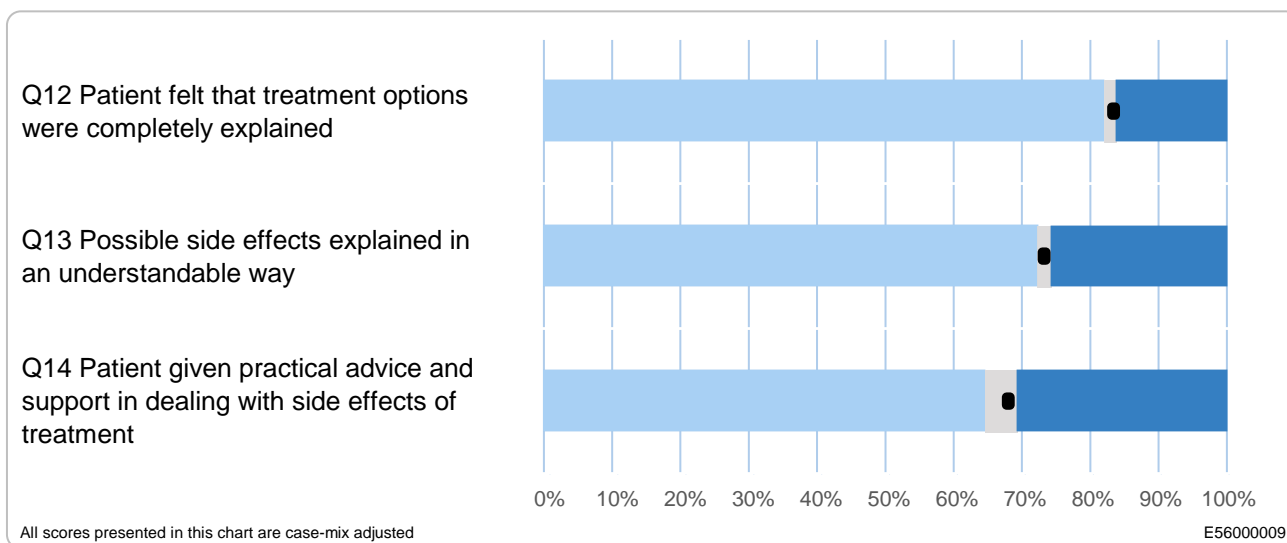
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q8 Patient told they could bring a family member or friend when first told they had cancer	8,030	73%	8,167	75%		75%	72%	82%	77%
Q9 Patient felt they were told sensitively that they had cancer	8,552	83%	8,770	84%		84%	83%	86%	85%
Q10 Patient completely understood the explanation of what was wrong	8,671	74%	8,890	73%		73%	72%	74%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	7,593	73%	7,781	74%		74%	71%	75%	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)



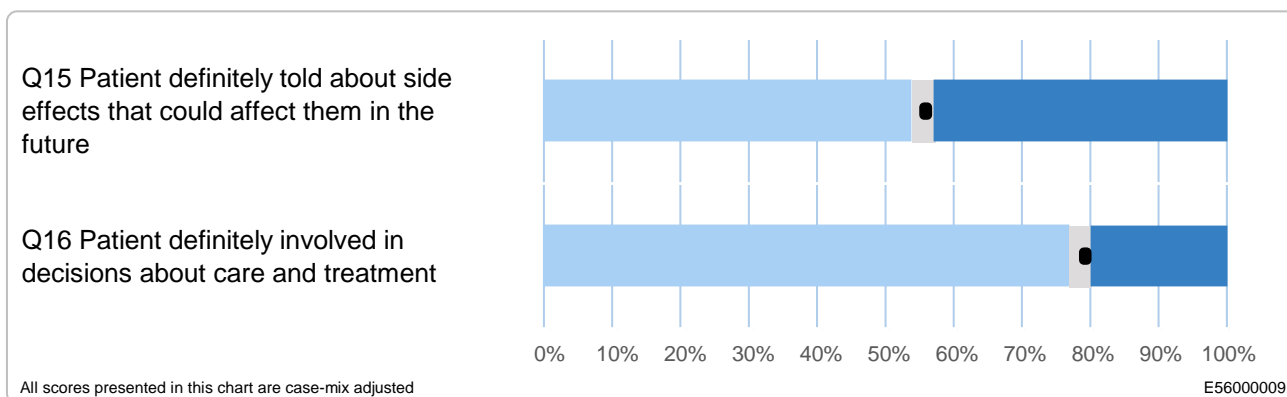
Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q12 Patient felt that treatment options were completely explained	7,457	82%	7,748	83%		83%	82%	84%	83%
Q13 Possible side effects explained in an understandable way	8,258	71%	8,478	73%		73%	72%	74%	73%
Q14 Patient given practical advice and support in dealing with side effects of treatment	8,242	66%	8,516	68%		68%	65%	69%	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)



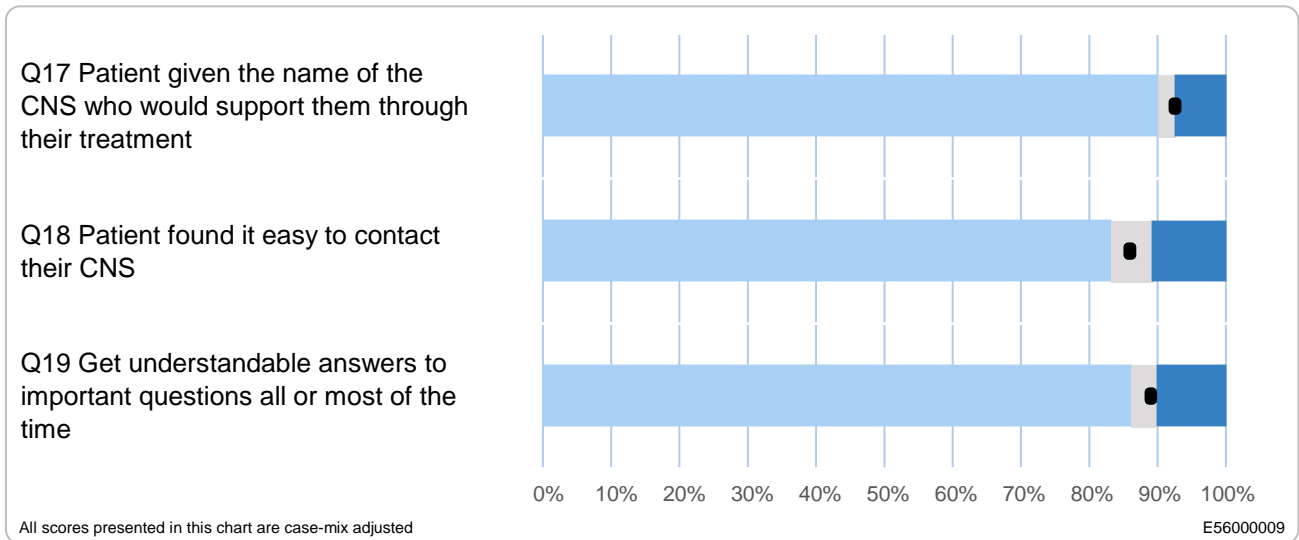
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q15 Patient definitely told about side effects that could affect them in the future	7,670	53%	8,036	55%	↑	56%	54%	57%	56%
Q16 Patient definitely involved in decisions about care and treatment	8,311	78%	8,642	79%		79%	77%	80%	79%

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## Cancer Alliance results

### Clinical Nurse Specialist



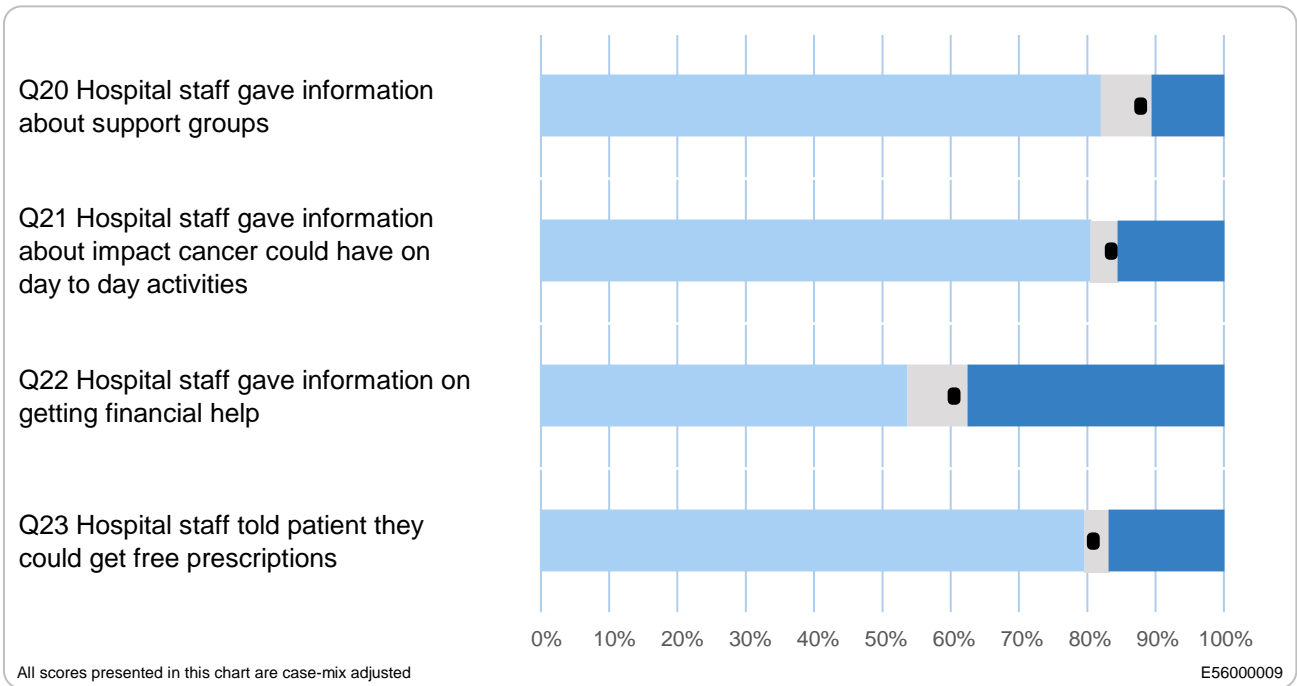
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q17 Patient given the name of the CNS who would support them through their treatment	8,298	91%	8,645	92%	↑	92%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	6,770	86%	7,200	86%		86%	83%	89%	86%
Q19 Get understandable answers to important questions all or most of the time	6,472	89%	6,853	89%		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	6,477	85%	6,937	87%	↑	88%	82%	90%	86%
Q21	5,519	81%	5,822	83%	↑	83%	81%	84%	82%
Q22	4,320	58%	4,473	60%		60%	54%	63%	58%
Q23	3,833	80%	3,914	81%		81%	80%	83%	81%

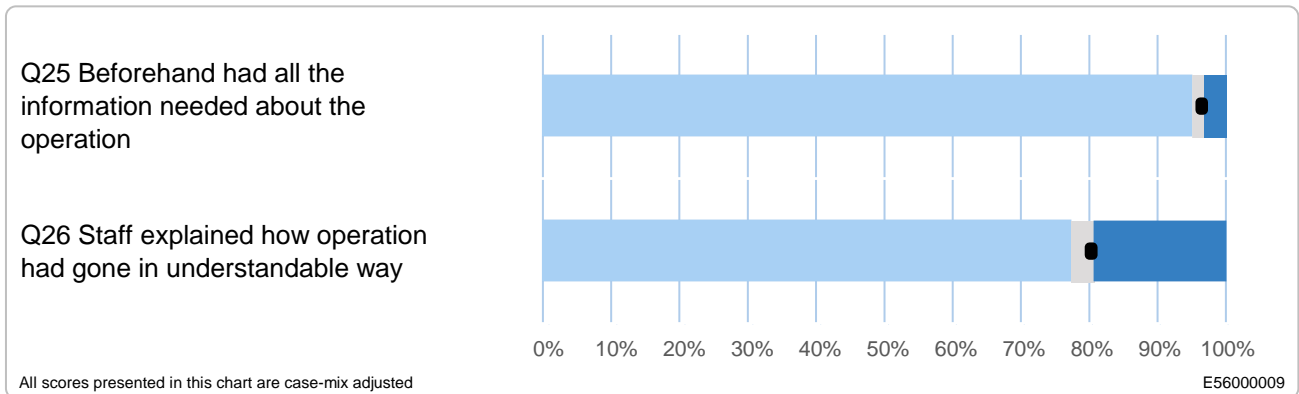
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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## Cancer Alliance results

### Operations



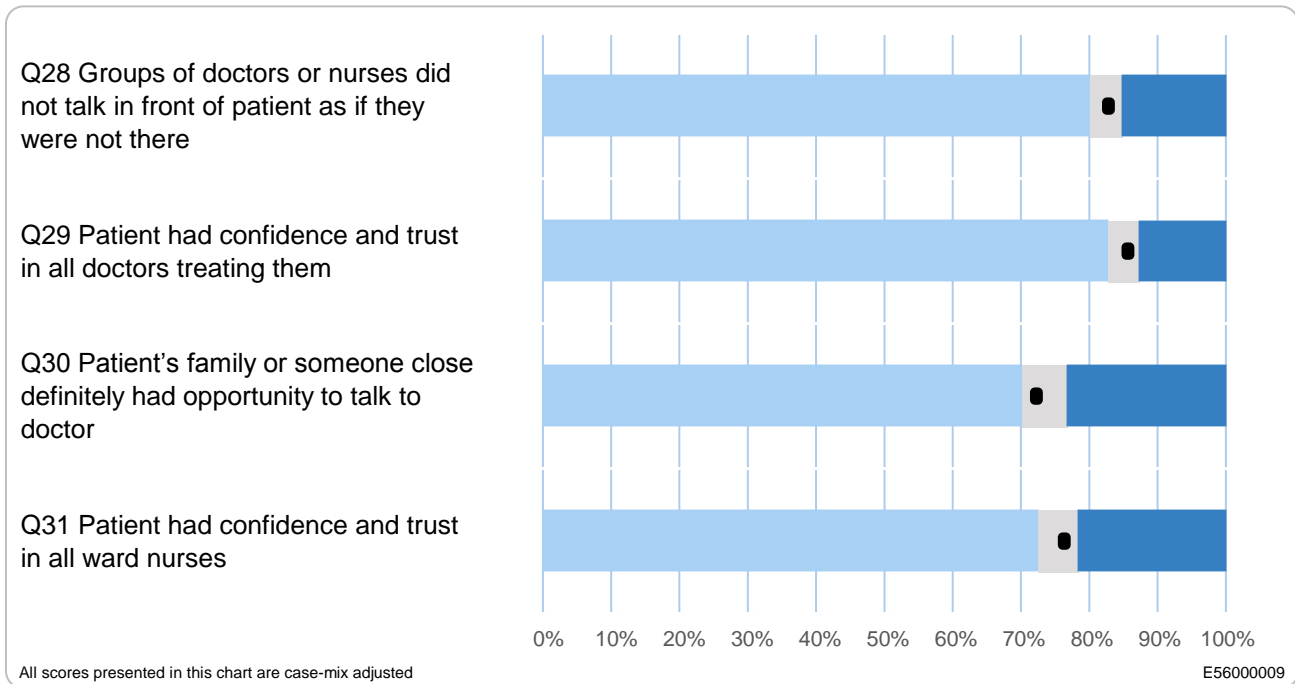
Question		Unadjusted Scores				2017 Case Mix Adjusted			
		2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q25	Beforehand had all the information needed about the operation	4,657	96%	4,795	96%		95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	4,628	79%	4,773	80%		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)



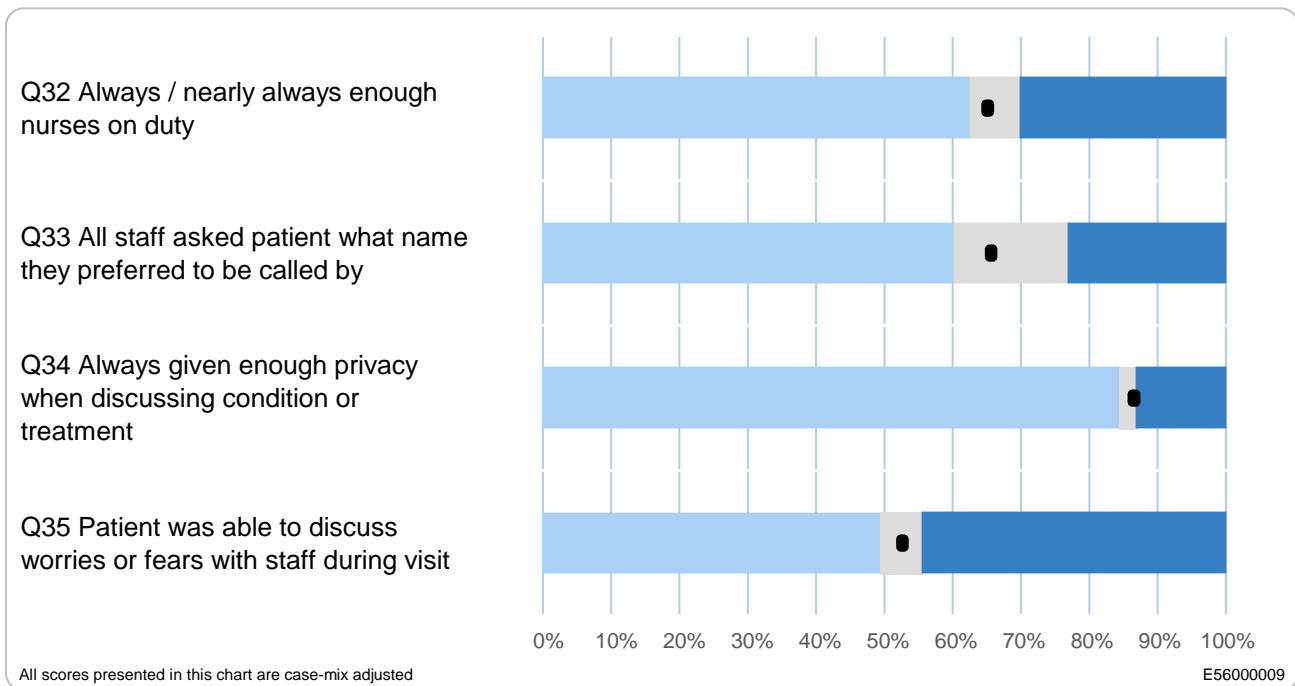
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	5,291	81%	5,440	83%		83%	80%	85%	82%
Q29 Patient had confidence and trust in all doctors treating them	5,306	85%	5,467	85%		85%	83%	87%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	4,424	73%	4,530	72%		72%	70%	77%	73%
Q31 Patient had confidence and trust in all ward nurses	5,303	73%	5,455	76%	↑	76%	73%	78%	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)

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## Cancer Alliance results

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



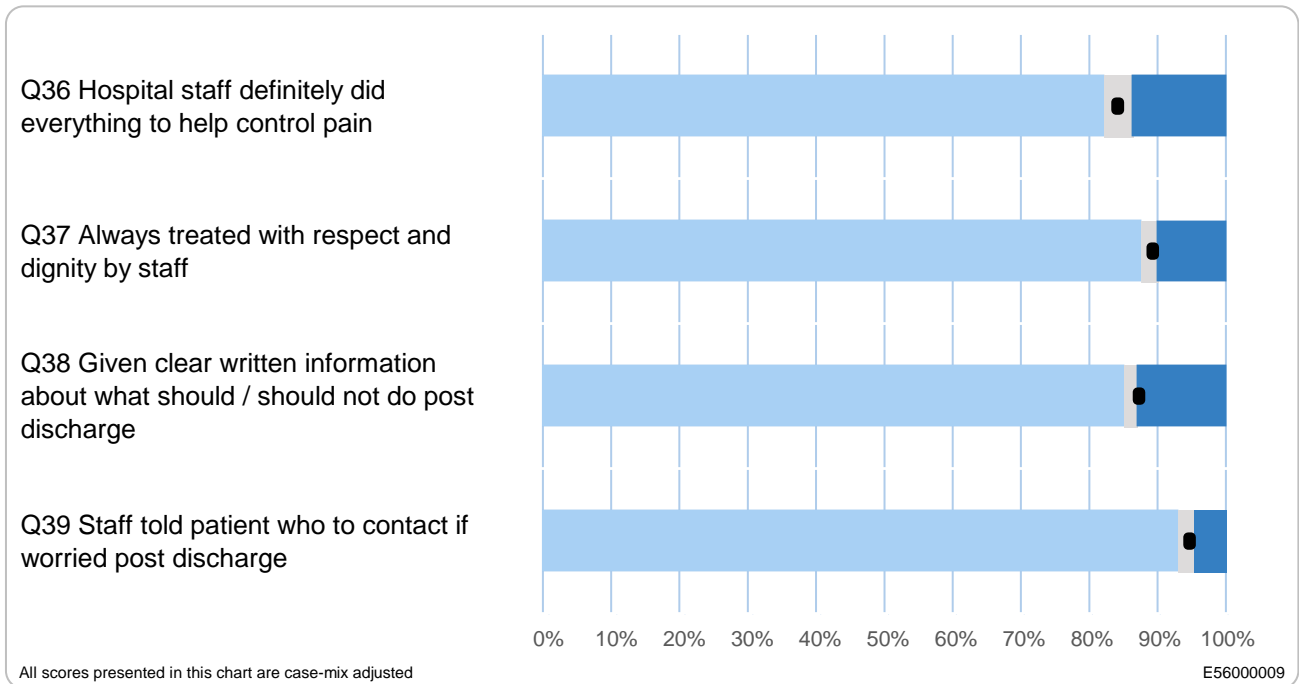
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	5,276	65%	5,430	65%		65%	63%	70%	66%
Q33 All staff asked patient what name they preferred to be called by	5,244	64%	5,407	65%		65%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	5,289	86%	5,451	86%		86%	84%	87%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	3,820	53%	3,876	52%		52%	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)



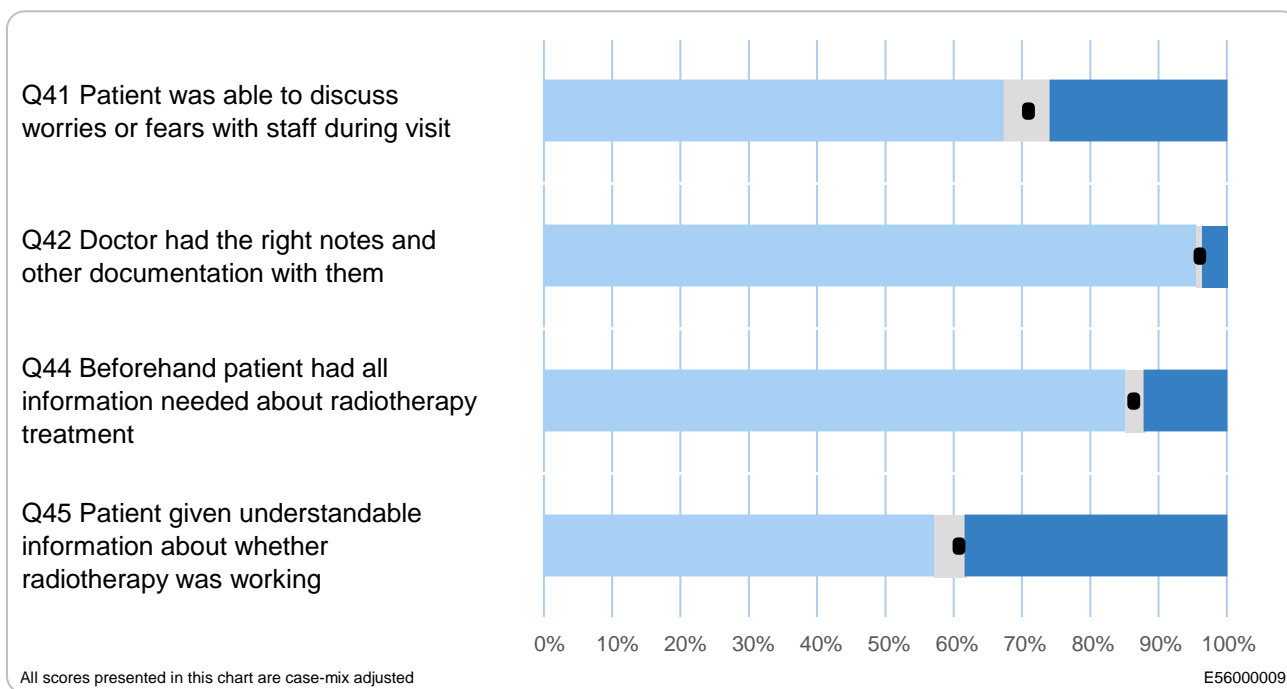
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	4,571	84%	4,692	84%		84%	82%	86%	84%
Q37 Always treated with respect and dignity by staff	5,296	88%	5,459	89%		89%	88%	90%	89%
Q38 Given clear written information about what should / should not do post discharge	4,977	86%	5,132	87%		87%	85%	87%	86%
Q39 Staff told patient who to contact if worried post discharge	5,098	93%	5,235	94%		94%	93%	95%	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)



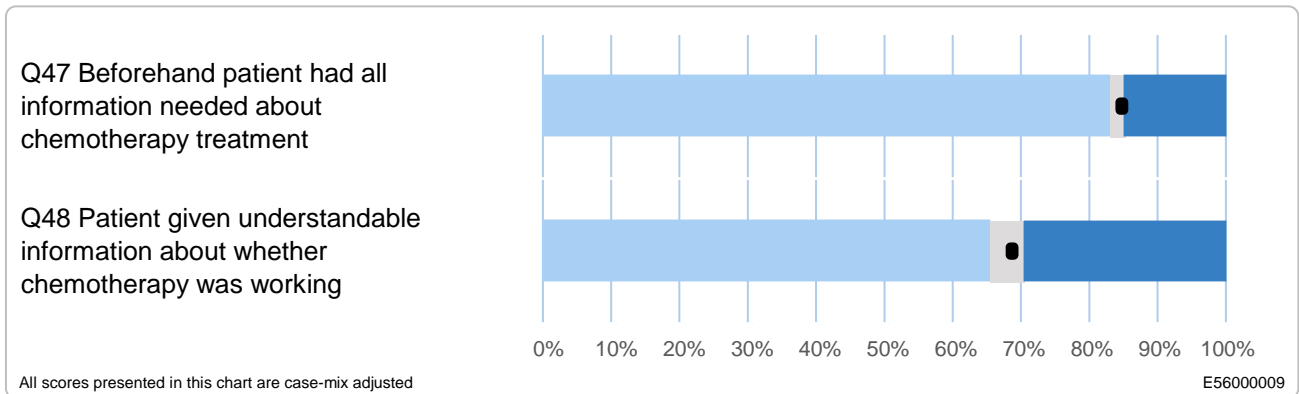
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	6,354	71%	6,478	71%	↑	71%	67%	74%	71%
Q42 Doctor had the right notes and other documentation with them	7,600	96%	7,740	96%	↔	96%	96%	96%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	2,180	86%	2,246	86%	↔	86%	85%	88%	87%
Q45 Patient given understandable information about whether radiotherapy was working	1,812	63%	1,903	60%	↓	61%	57%	62%	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)



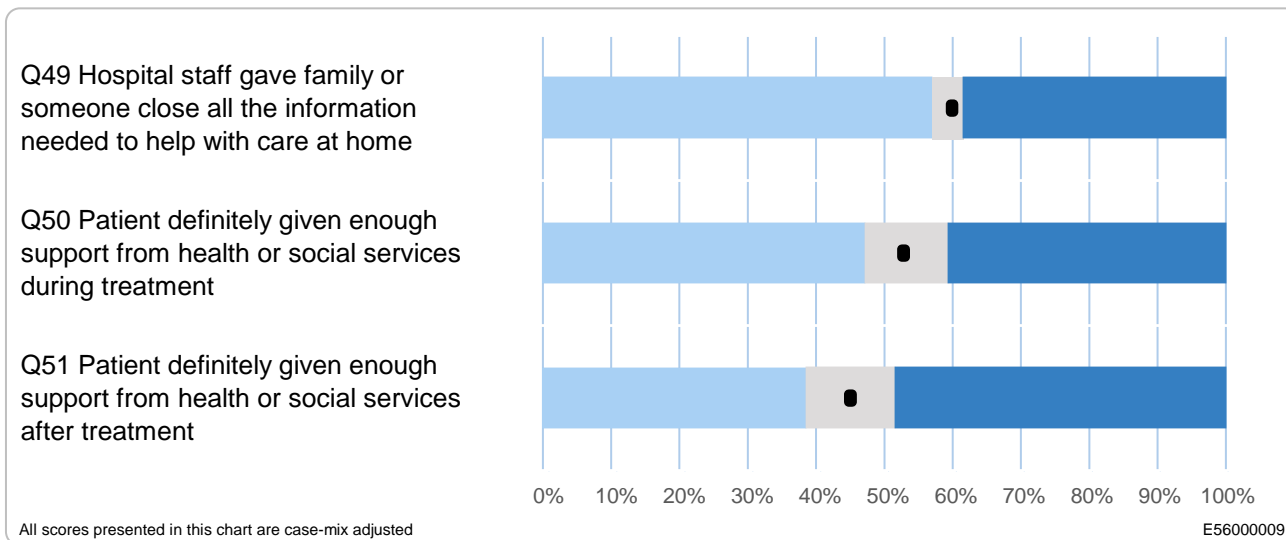
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	4,343	83%	4,446	85%		85%	83%	85%	84%
Q48 Patient given understandable information about whether chemotherapy was working	3,926	67%	4,056	69%		68%	66%	70%	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



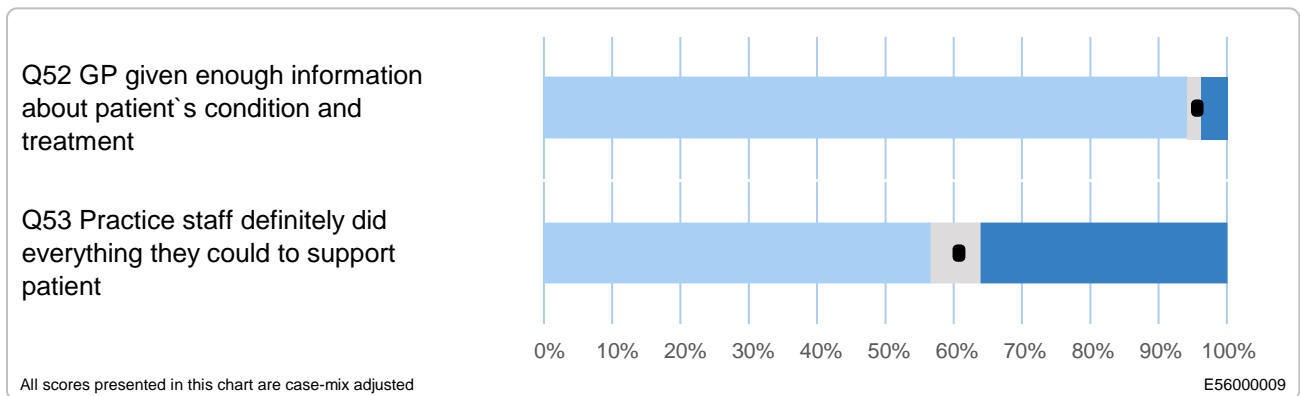
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	6,888	58%	7,180	59%		60%	57%	62%	59%
Q50 Patient definitely given enough support from health or social services during treatment	4,261	54%	4,218	53%		53%	47%	59%	53%
Q51 Patient definitely given enough support from health or social services after treatment	2,490	45%	2,471	45%		45%	39%	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	7,269	96%	7,512	96%		95%	94%	96%	95%
Q53	Practice staff definitely did everything they could to support patient	5,787	62%	5,897	61%		61%	57%	64%	60%

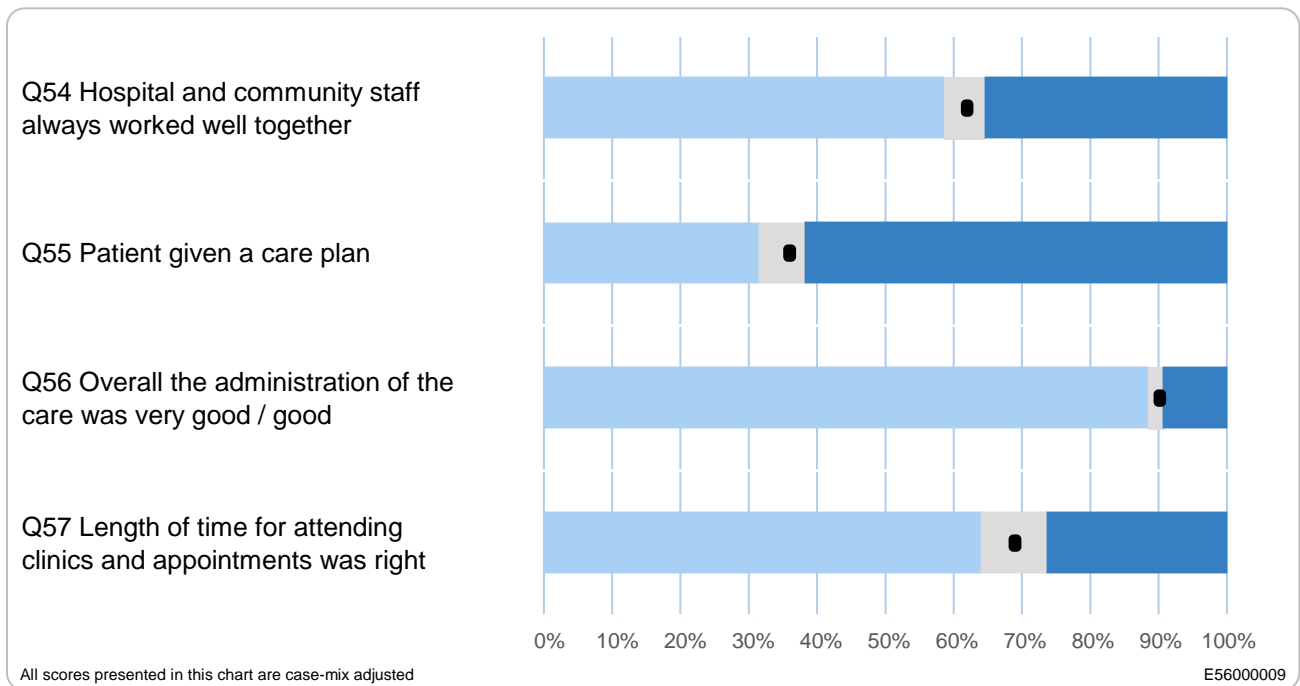
↑ or ↓ Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

\* 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)



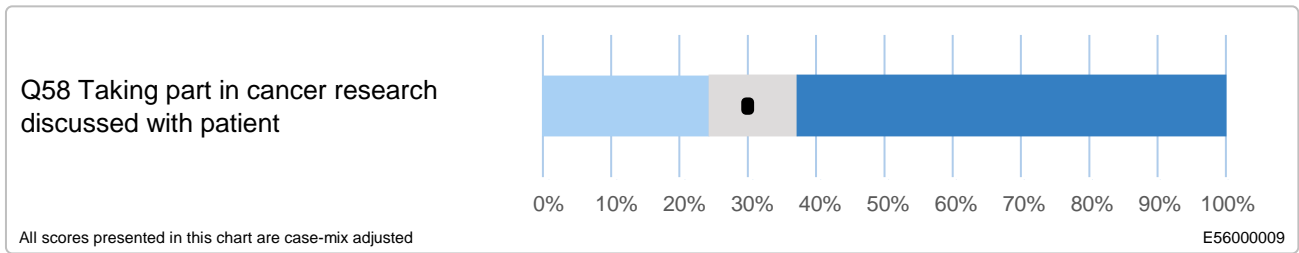
Question	Unadjusted Scores					2017 Case Mix Adjusted				
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score	
	Number of respondents	Score	Number of respondents	Score						
Q54	Hospital and community staff always worked well together	8,352	62%	8,634	62%		62%	59%	65%	62%
Q55	Patient given a care plan	6,643	33%	6,917	35%	↑	36%	32%	38%	35%
Q56	Overall the administration of the care was very good / good	8,574	90%	8,849	90%		90%	88%	91%	90%
Q57	Length of time for attending clinics and appointments was right	8,519	68%	8,795	69%		69%	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)

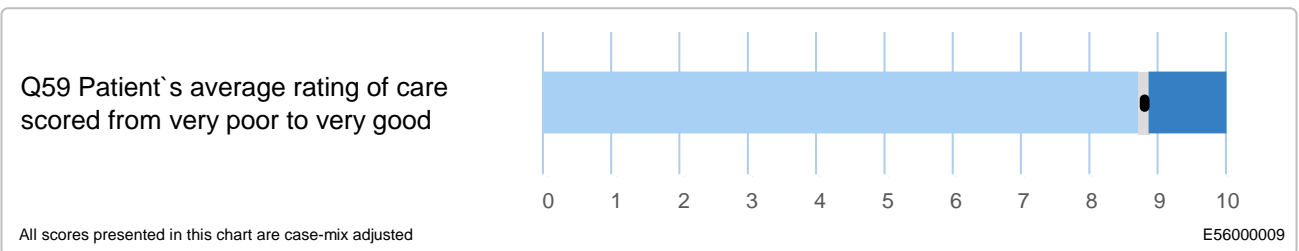
\* Indicates where a score has been suppressed because there are less than 21 respondents.

## Cancer Alliance results

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



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q58 Taking part in cancer research discussed with patient	8,244	8,484	28%	30%		30%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q59 Patient's average rating of care scored from very poor to very good	8,432	8,735	8.7	8.8		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	79%	68%	80%	82%
Breast	95%	94%	92%	90%
Colorectal / LGT	70%	72%	82%	82%
Gynaecological	80%	76%	81%	81%
Haematological	64%	64%	82%	82%
Head and Neck	76%	77%	79%	79%
Lung	69%	68%	84%	83%
Prostate	81%	79%	88%	87%
Sarcoma	66%	67%	65%	67%
Skin	88%	90%	85%	86%
Upper Gastro	78%	72%	81%	79%
Urological	82%	82%	85%	86%
Other	73%	72%	79%	79%
<b>All Cancers</b>	<b>77%</b>	<b>77%</b>	<b>84%</b>	<b>84%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**East of England**

**Diagnostic tests**

	<b>Q5. Received all the information needed about the test</b>		<b>Q6. The length of time waiting for the test to be done was about right</b>		<b>Q7. Given complete explanation of test results in understandable way</b>	
<b>Cancer type</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	97%	95%	87%	86%	78%	77%
Breast	96%	95%	93%	92%	86%	83%
Colorectal / LGT	96%	96%	86%	88%	82%	82%
Gynaecological	92%	93%	87%	86%	72%	76%
Haematological	93%	94%	88%	89%	74%	76%
Head and Neck	91%	91%	86%	86%	79%	77%
Lung	94%	95%	89%	88%	81%	78%
Prostate	95%	94%	89%	87%	82%	81%
Sarcoma	88%	91%	79%	79%	74%	75%
Skin	95%	95%	89%	87%	83%	84%
Upper Gastro	95%	93%	85%	84%	75%	75%
Urological	94%	94%	87%	88%	80%	79%
Other	95%	95%	87%	87%	75%	77%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>88%</b>	<b>88%</b>	<b>79%</b>	<b>79%</b>

§ 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	84%	83%	78%	79%	59%	65%	63%	65%
Breast	83%	84%	90%	89%	79%	78%	78%	77%
Colorectal / LGT	79%	82%	86%	86%	78%	79%	73%	72%
Gynaecological	62%	71%	79%	82%	72%	73%	72%	71%
Haematological	71%	72%	80%	83%	58%	59%	74%	76%
Head and Neck	71%	73%	84%	85%	76%	74%	65%	65%
Lung	74%	77%	82%	83%	78%	75%	69%	65%
Prostate	74%	79%	85%	85%	78%	79%	84%	82%
Sarcoma	65%	70%	82%	82%	72%	67%	59%	59%
Skin	68%	66%	88%	88%	77%	81%	81%	83%
Upper Gastro	74%	78%	79%	80%	71%	73%	65%	66%
Urological	73%	73%	86%	83%	78%	77%	77%	73%
Other	72%	75%	80%	82%	72%	71%	65%	64%
<b>All Cancers</b>	<b>75%</b>	<b>77%</b>	<b>84%</b>	<b>85%</b>	<b>73%</b>	<b>73%</b>	<b>74%</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	86%	81%	71%	75%	69%	65%
Breast	85%	84%	75%	75%	71%	70%
Colorectal / LGT	87%	86%	78%	77%	72%	71%
Gynaecological	81%	84%	71%	76%	62%	67%
Haematological	78%	80%	68%	70%	64%	65%
Head and Neck	84%	84%	67%	69%	66%	67%
Lung	85%	84%	78%	75%	70%	69%
Prostate	83%	83%	73%	73%	66%	65%
Sarcoma	76%	78%	65%	71%	58%	63%
Skin	85%	88%	74%	77%	71%	73%
Upper Gastro	83%	82%	71%	71%	67%	65%
Urological	84%	82%	73%	71%	65%	62%
Other	80%	80%	72%	72%	66%	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	53%	55%	75%	75%
Breast	58%	57%	80%	79%
Colorectal / LGT	58%	59%	82%	81%
Gynaecological	51%	54%	76%	79%
Haematological	50%	50%	74%	77%
Head and Neck	57%	58%	79%	77%
Lung	57%	54%	83%	79%
Prostate	64%	64%	84%	81%
Sarcoma	42%	53%	75%	77%
Skin	62%	66%	84%	86%
Upper Gastro	53%	52%	80%	77%
Urological	55%	53%	80%	76%
Other	51%	51%	77%	75%
<b>All Cancers</b>	<b>56%</b>	<b>56%</b>	<b>79%</b>	<b>79%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**East of England**

**Clinical Nurse Specialist**

	<b>Q17. Patient given the name of the CNS who would support them through their treatment</b>		<b>Q18. Patient found it easy to contact their CNS</b>		<b>Q19. Get understandable answers to important questions all or most of the time</b>	
<b>Cancer type</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	99%	96%	83%	85%	86%	87%
Breast	96%	95%	87%	86%	89%	88%
Colorectal / LGT	95%	92%	89%	88%	91%	89%
Gynaecological	95%	94%	81%	85%	86%	87%
Haematological	92%	91%	85%	88%	86%	88%
Head and Neck	91%	89%	89%	88%	90%	88%
Lung	94%	94%	89%	87%	92%	87%
Prostate	90%	90%	82%	84%	91%	88%
Sarcoma	91%	89%	75%	82%	82%	87%
Skin	88%	90%	86%	88%	92%	93%
Upper Gastro	92%	92%	87%	86%	90%	87%
Urological	84%	83%	84%	85%	90%	88%
Other	90%	89%	85%	85%	87%	86%
<b>All Cancers</b>	<b>92%</b>	<b>91%</b>	<b>86%</b>	<b>86%</b>	<b>89%</b>	<b>88%</b>

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017  
East of England

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	86%	88%	83%	82%	65%	74%	78%	78%
Breast	92%	90%	88%	86%	67%	62%	80%	81%
Colorectal / LGT	91%	86%	84%	83%	60%	55%	80%	84%
Gynaecological	84%	85%	77%	81%	56%	59%	76%	77%
Haematological	84%	84%	84%	83%	61%	59%	85%	86%
Head and Neck	86%	84%	88%	82%	66%	61%	82%	82%
Lung	90%	85%	83%	80%	70%	69%	89%	85%
Prostate	90%	89%	83%	85%	51%	49%	81%	79%
Sarcoma	87%	79%	81%	74%	58%	53%	79%	74%
Skin	89%	87%	82%	83%	47%	56%	49%	62%
Upper Gastro	85%	84%	83%	82%	62%	61%	81%	84%
Urological	78%	78%	77%	74%	43%	39%	78%	71%
Other	85%	82%	78%	78%	59%	57%	81%	81%
<b>All Cancers</b>	<b>88%</b>	<b>86%</b>	<b>83%</b>	<b>82%</b>	<b>60%</b>	<b>58%</b>	<b>81%</b>	<b>81%</b>

§ These are unadjusted scores



**National Cancer Patient Experience Survey 2017  
East of England**

**Operations**

	<b>Q25. Beforehand had all the information needed about the operation</b>		<b>Q26. Staff explained how operation had gone in understandable way</b>	
<b>Cancer type</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	92%	93%	74%	76%
Breast	98%	97%	80%	79%
Colorectal / LGT	97%	96%	85%	83%
Gynaecological	94%	96%	78%	80%
Haematological	94%	93%	76%	75%
Head and Neck	98%	96%	77%	77%
Lung	96%	95%	80%	78%
Prostate	98%	96%	77%	78%
Sarcoma	97%	94%	78%	78%
Skin	94%	96%	79%	84%
Upper Gastro	97%	96%	84%	78%
Urological	95%	95%	78%	76%
Other	95%	95%	82%	78%
<b>All Cancers</b>	<b>96%</b>	<b>96%</b>	<b>80%</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	84%	75%	82%	84%	68%	67%	73%	71%
Breast	88%	89%	88%	87%	75%	76%	80%	78%
Colorectal / LGT	77%	78%	86%	86%	71%	73%	71%	71%
Gynaecological	83%	86%	85%	86%	69%	74%	72%	72%
Haematological	82%	81%	77%	81%	70%	75%	75%	75%
Head and Neck	81%	81%	85%	84%	74%	73%	70%	72%
Lung	82%	76%	84%	82%	77%	75%	78%	76%
Prostate	88%	86%	90%	90%	69%	75%	79%	81%
Sarcoma	81%	81%	83%	81%	63%	69%	73%	70%
Skin	88%	89%	89%	90%	78%	79%	82%	83%
Upper Gastro	75%	74%	85%	83%	72%	71%	75%	71%
Urological	83%	80%	89%	86%	70%	69%	79%	78%
Other	79%	80%	81%	81%	71%	71%	74%	72%
<b>All Cancers</b>	<b>83%</b>	<b>82%</b>	<b>85%</b>	<b>85%</b>	<b>72%</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	67%	64%	66%	68%	83%	81%	49%	46%
Breast	70%	70%	60%	64%	88%	87%	58%	56%
Colorectal / LGT	59%	62%	68%	71%	87%	85%	48%	53%
Gynaecological	63%	65%	60%	65%	81%	82%	48%	52%
Haematological	61%	63%	66%	69%	84%	86%	53%	55%
Head and Neck	60%	63%	64%	68%	84%	85%	52%	53%
Lung	72%	69%	75%	72%	89%	84%	51%	49%
Prostate	69%	71%	61%	69%	87%	89%	53%	53%
Sarcoma	67%	61%	64%	65%	87%	83%	43%	48%
Skin	73%	76%	67%	71%	91%	89%	61%	58%
Upper Gastro	58%	63%	70%	76%	85%	84%	49%	50%
Urological	68%	69%	71%	72%	89%	85%	49%	46%
Other	60%	62%	67%	69%	84%	83%	49%	48%
<b>All Cancers</b>	<b>65%</b>	<b>66%</b>	<b>65%</b>	<b>69%</b>	<b>86%</b>	<b>86%</b>	<b>52%</b>	<b>53%</b>

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

National Cancer Patient Experience Survey 2017  
East of England

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	88%	85%	89%	84%	84%	79%	90%	93%
Breast	86%	87%	90%	90%	93%	92%	97%	96%
Colorectal / LGT	83%	85%	86%	87%	86%	84%	95%	94%
Gynaecological	81%	84%	87%	87%	85%	87%	91%	93%
Haematological	79%	82%	88%	90%	80%	80%	95%	96%
Head and Neck	83%	82%	86%	87%	88%	85%	94%	92%
Lung	86%	85%	91%	89%	88%	83%	94%	92%
Prostate	84%	86%	91%	91%	88%	89%	95%	95%
Sarcoma	87%	85%	89%	87%	80%	77%	92%	92%
Skin	89%	87%	91%	93%	89%	91%	97%	96%
Upper Gastro	84%	82%	93%	87%	79%	82%	94%	94%
Urological	84%	82%	90%	89%	87%	86%	92%	91%
Other	85%	83%	90%	88%	82%	81%	92%	93%
<b>All Cancers</b>	<b>84%</b>	<b>84%</b>	<b>89%</b>	<b>89%</b>	<b>87%</b>	<b>86%</b>	<b>94%</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	70%	67%	97%	97%	93%	91%	69%	59%
Breast	73%	71%	96%	96%	87%	88%	62%	59%
Colorectal / LGT	74%	74%	96%	96%	85%	85%	57%	58%
Gynaecological	64%	69%	95%	96%	82%	85%	57%	65%
Haematological	71%	73%	96%	97%	80%	83%	53%	60%
Head and Neck	72%	70%	97%	96%	90%	86%	59%	64%
Lung	71%	70%	96%	95%	91%	86%	62%	58%
Prostate	72%	74%	95%	96%	85%	88%	55%	59%
Sarcoma	55%	70%	92%	95%	*	81%	*	53%
Skin	71%	72%	94%	96%	*	77%	*	70%
Upper Gastro	71%	70%	95%	95%	93%	86%	68%	56%
Urological	69%	66%	97%	96%	77%	84%	59%	54%
Other	67%	68%	95%	95%	88%	87%	58%	59%
<b>All Cancers</b>	<b>71%</b>	<b>71%</b>	<b>96%</b>	<b>96%</b>	<b>86%</b>	<b>87%</b>	<b>61%</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	82%	83%	65%	63%
Breast	84%	83%	66%	62%
Colorectal / LGT	85%	84%	64%	66%
Gynaecological	85%	86%	63%	67%
Haematological	82%	84%	72%	75%
Head and Neck	87%	78%	65%	58%
Lung	86%	85%	74%	69%
Prostate	89%	86%	72%	69%
Sarcoma	88%	79%	57%	67%
Skin	82%	87%	*	81%
Upper Gastro	81%	84%	65%	64%
Urological	88%	84%	73%	69%
Other	86%	85%	69%	69%
<b>All Cancers</b>	<b>85%</b>	<b>84%</b>	<b>68%</b>	<b>68%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017**  
**East of England**

**Home care and support**

<b>Cancer type</b>	<b>Q49. Hospital staff gave family or someone close all the information needed to help with care at home</b>		<b>Q50. Patient definitely given enough support from health or social services during treatment</b>		<b>Q51. Patient definitely given enough support from health or social services after treatment</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	57%	57%	48%	49%	34%	44%
Breast	60%	59%	56%	53%	45%	42%
Colorectal / LGT	62%	62%	61%	62%	50%	52%
Gynaecological	52%	57%	40%	47%	29%	38%
Haematological	60%	61%	50%	52%	45%	45%
Head and Neck	62%	63%	53%	56%	49%	50%
Lung	60%	58%	49%	51%	37%	42%
Prostate	61%	60%	51%	50%	46%	44%
Sarcoma	64%	57%	46%	49%	47%	43%
Skin	68%	67%	56%	61%	62%	59%
Upper Gastro	59%	59%	49%	53%	44%	45%
Urological	60%	58%	48%	48%	46%	45%
Other	55%	56%	55%	53%	47%	45%
<b>All Cancers</b>	<b>60%</b>	<b>59%</b>	<b>53%</b>	<b>53%</b>	<b>45%</b>	<b>45%</b>

§ These are unadjusted scores

**National Cancer Patient Experience Survey 2017  
East of England**

**Care from your general practice**

<b>Cancer type</b>	<b>Q52. GP given enough information about patient's condition and treatment</b>		<b>Q53. Practice staff definitely did everything they could to support patient</b>	
	<b>This CA §</b>	<b>National</b>	<b>This CA §</b>	<b>National</b>
Brain / CNS	92%	94%	52%	52%
Breast	97%	96%	62%	61%
Colorectal / LGT	95%	95%	61%	60%
Gynaecological	96%	95%	54%	56%
Haematological	96%	96%	56%	58%
Head and Neck	95%	93%	57%	60%
Lung	96%	95%	63%	60%
Prostate	96%	96%	69%	67%
Sarcoma	97%	94%	42%	55%
Skin	96%	96%	73%	69%
Upper Gastro	93%	93%	62%	60%
Urological	95%	95%	61%	62%
Other	96%	95%	60%	58%
<b>All Cancers</b>	<b>95%</b>	<b>95%</b>	<b>61%</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	51%	53%	30%	35%	86%	85%	67%	68%
Breast	64%	62%	43%	38%	93%	91%	69%	68%
Colorectal / LGT	61%	61%	38%	38%	90%	89%	74%	71%
Gynaecological	57%	58%	29%	31%	89%	89%	59%	67%
Haematological	60%	63%	33%	34%	92%	92%	63%	65%
Head and Neck	59%	59%	32%	35%	88%	88%	67%	68%
Lung	67%	63%	34%	33%	91%	90%	74%	71%
Prostate	65%	66%	37%	36%	88%	89%	75%	74%
Sarcoma	60%	55%	27%	30%	90%	87%	68%	65%
Skin	71%	70%	39%	44%	86%	89%	70%	75%
Upper Gastro	59%	57%	35%	34%	87%	87%	67%	68%
Urological	62%	63%	29%	30%	86%	87%	74%	75%
Other	57%	57%	29%	30%	87%	88%	64%	65%
<b>All Cancers</b>	<b>62%</b>	<b>62%</b>	<b>36%</b>	<b>35%</b>	<b>90%</b>	<b>90%</b>	<b>69%</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	37%	33%	8.6	8.5
Breast	31%	31%	9.0	8.9
Colorectal / LGT	29%	30%	8.7	8.8
Gynaecological	41%	36%	8.7	8.8
Haematological	28%	33%	8.9	8.9
Head and Neck	12%	18%	8.7	8.7
Lung	35%	36%	8.9	8.7
Prostate	32%	35%	8.8	8.8
Sarcoma	49%	39%	8.6	8.6
Skin	21%	18%	8.9	8.9
Upper Gastro	38%	34%	8.7	8.7
Urological	16%	20%	8.8	8.7
Other	32%	33%	8.7	8.7
<b>All Cancers</b>	<b>30%</b>	<b>31%</b>	<b>8.8</b>	<b>8.8</b>

§ 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%
E56000009	14,804	955	13,849	4,381	430	9,038	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	78
Breast	1,777
Gynaecological	452
Colorectal / LGT	961
Lung	513
Skin	239
Haematological	1,381
Upper Gastro	397
Other	1,211
Urological	839
Prostate	884
Sarcoma	81
Head and Neck	225

\* 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	16	26	57	224	781	1,755	1,143	257	4,259
Female	16	66	216	665	1,084	1,589	946	197	4,779
Total	32	92	273	889	1,865	3,344	2,089	454	9,038



**National Cancer Patient Experience Survey 2017  
East of England**

**Annex (continued)**

**Expected Range Summary - Trusts**

Trust		Expected Range Classification		
RGT	Cambridge University Hospitals NHS Foundation Trust		37	15
RDE	Colchester Hospital University NHS Foundation Trust	1	39	12
RGQ	The Ipswich Hospital NHS Trust		43	9
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	2	41	9
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1	43	8
RGM	Papworth Hospital NHS Foundation Trust		42	6
RAJ	Southend University Hospital NHS Foundation Trust	2	45	5
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust		50	2
RGR	West Suffolk NHS Foundation Trust	1	48	3
RGN	North West Anglia NHS Foundation Trust	1	49	2
RGP	James Paget University Hospitals NHS Foundation Trust	2	47	3
RWG	West Hertfordshire Hospitals NHS Trust	3	48	1
RC1	Bedford Hospital NHS Trust	6	43	3
RD8	Milton Keynes University Hospital NHS Foundation Trust	5	47	
RQ8	Mid Essex Hospital Services NHS Trust	6	45	1
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	11	41	
RQW	The Princess Alexandra Hospital NHS Trust	11	41	
RWH	East and North Hertfordshire NHS Trust	22	30	

National Cancer Patient Experience Survey 2017  
East of England

Annex (continued)  
Dashboard Questions - Trusts

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

Code	Name	Base	Score	
All	National	66,563	8.80	
E56000009	East of England	8,735	8.81	
RGM	Papworth Hospital NHS Foundation Trust	72	9.12	
RGT	Cambridge University Hospitals NHS Foundation Trust	955	8.96	
RGQ	The Ipswich Hospital NHS Trust	472	8.95	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,300	8.90	
RDE	Colchester Hospital University NHS Foundation Trust	519	8.90	
RAJ	Southend University Hospital NHS Foundation Trust	634	8.86	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	344	8.85	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	395	8.80	
RGP	James Paget University Hospitals NHS Foundation Trust	255	8.80	
RGR	West Suffolk NHS Foundation Trust	385	8.79	
RGN	North West Anglia NHS Foundation Trust	590	8.74	
RD8	Milton Keynes University Hospital NHS Foundation Trust	329	8.66	
RQW	The Princess Alexandra Hospital NHS Trust	228	8.65	
RQ8	Mid Essex Hospital Services NHS Trust	486	8.65	
RC1	Bedford Hospital NHS Trust	147	8.65	
RWH	East and North Hertfordshire NHS Trust	554	8.63	
RWG	West Hertfordshire Hospitals NHS Trust	217	8.60	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	224	8.55	

National Cancer Patient Experience Survey 2017  
East of England

Annex (continued)  
Dashboard Questions - Trusts

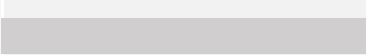
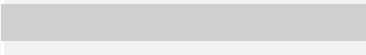



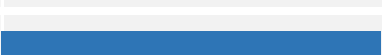
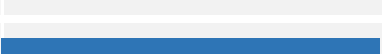
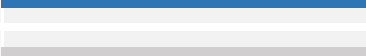
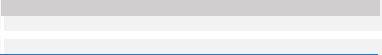
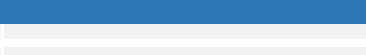

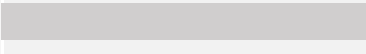
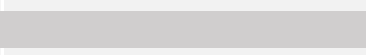

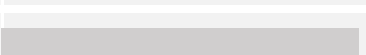
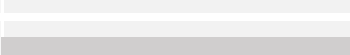
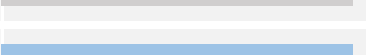
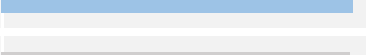
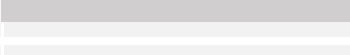
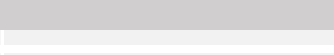
Q16 Patient definitely involved in decisions about care and treatment

Code	Name	Base	Score	
All	National	66,183	78.5%	
E56000009	East of England	8,642	79.0%	
RC1	Bedford Hospital NHS Trust	147	84.0%	
RGT	Cambridge University Hospitals NHS Foundation Trust	952	83.7%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	389	83.3%	
RGM	Papworth Hospital NHS Foundation Trust	70	81.5%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,293	80.9%	
RDE	Colchester Hospital University NHS Foundation Trust	520	80.4%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	339	79.8%	
RGN	North West Anglia NHS Foundation Trust	583	79.6%	
RGQ	The Ipswich Hospital NHS Trust	470	79.1%	
RWG	West Hertfordshire Hospitals NHS Trust	214	78.9%	
RGR	West Suffolk NHS Foundation Trust	378	77.4%	
RAJ	Southend University Hospital NHS Foundation Trust	631	77.4%	
RGP	James Paget University Hospitals NHS Foundation Trust	249	76.6%	
RQ8	Mid Essex Hospital Services NHS Trust	482	75.9%	
RWH	East and North Hertfordshire NHS Trust	552	75.5%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	327	75.4%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	211	73.2%	
RQW	The Princess Alexandra Hospital NHS Trust	226	73.1%	

**National Cancer Patient Experience Survey 2017**  
**East of England**

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

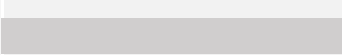
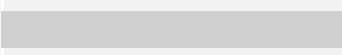
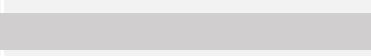



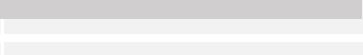
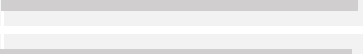

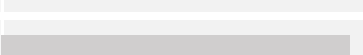
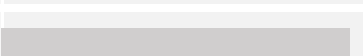

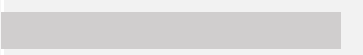
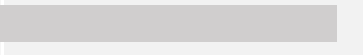
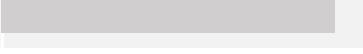

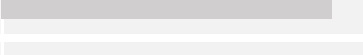
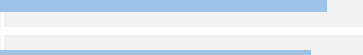
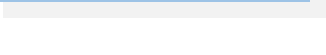

**Q17 Patient given the name of the CNS who would support them through their treatment**

Code	Name	Base	Score	
All	National	65,693	91.3%	
E56000009	East of England	8,645	92.3%	
RDE	Colchester Hospital University NHS Foundation Trust	521	96.1%	
RGT	Cambridge University Hospitals NHS Foundation Trust	949	95.6%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	335	95.3%	
RGQ	The Ipswich Hospital NHS Trust	477	95.0%	
RQ8	Mid Essex Hospital Services NHS Trust	483	94.8%	
RWG	West Hertfordshire Hospitals NHS Trust	214	94.7%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,300	94.4%	
RQW	The Princess Alexandra Hospital NHS Trust	224	93.5%	
RGN	North West Anglia NHS Foundation Trust	579	91.8%	
RGM	Papworth Hospital NHS Foundation Trust	72	91.7%	
RAJ	Southend University Hospital NHS Foundation Trust	631	89.9%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	382	89.5%	
RGP	James Paget University Hospitals NHS Foundation Trust	250	87.9%	
RWH	East and North Hertfordshire NHS Trust	547	87.9%	
RC1	Bedford Hospital NHS Trust	142	87.2%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	220	87.1%	
RGR	West Suffolk NHS Foundation Trust	384	86.7%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	327	83.3%	

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

Q18 Patient found it easy to contact their CNS

Code	Name	Base	Score	
All	National	53,470	86.3%	
E56000009	East of England	7,200	85.7%	
RGM	Papworth Hospital NHS Foundation Trust	61	93.4%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	296	92.3%	
RGP	James Paget University Hospitals NHS Foundation Trust	187	92.0%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	287	90.8%	
RC1	Bedford Hospital NHS Trust	111	90.4%	
RGN	North West Anglia NHS Foundation Trust	461	89.2%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,094	87.9%	
RGR	West Suffolk NHS Foundation Trust	293	87.8%	
RAJ	Southend University Hospital NHS Foundation Trust	512	87.3%	
RWG	West Hertfordshire Hospitals NHS Trust	180	87.3%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	166	85.3%	
RDE	Colchester Hospital University NHS Foundation Trust	467	84.9%	
RGQ	The Ipswich Hospital NHS Trust	425	84.1%	
RGT	Cambridge University Hospitals NHS Foundation Trust	826	83.5%	
RQW	The Princess Alexandra Hospital NHS Trust	198	82.8%	
RQ8	Mid Essex Hospital Services NHS Trust	422	82.8%	
RWH	East and North Hertfordshire NHS Trust	429	81.6%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	244	77.6%	

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%	
E56000009	East of England	5,459	89.0%	
RGM	Papworth Hospital NHS Foundation Trust	51	94.2%	
RGP	James Paget University Hospitals NHS Foundation Trust	145	93.2%	
RGQ	The Ipswich Hospital NHS Trust	270	92.5%	
RGR	West Suffolk NHS Foundation Trust	223	92.0%	
RGT	Cambridge University Hospitals NHS Foundation Trust	682	91.7%	
RWH	East and North Hertfordshire NHS Trust	358	90.2%	
RGN	North West Anglia NHS Foundation Trust	340	89.6%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	197	89.5%	
RQ8	Mid Essex Hospital Services NHS Trust	319	88.8%	
RAJ	Southend University Hospital NHS Foundation Trust	395	88.8%	
RDE	Colchester Hospital University NHS Foundation Trust	305	88.6%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	211	87.5%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	796	87.1%	
RC1	Bedford Hospital NHS Trust	84	86.2%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	221	85.8%	
RWG	West Hertfordshire Hospitals NHS Trust	162	85.3%	
RQW	The Princess Alexandra Hospital NHS Trust	126	84.3%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	150	81.3%	

National Cancer Patient Experience Survey 2017  
East of England

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%	
E56000009	East of England	5,235	94.4%	
RGM	Papworth Hospital NHS Foundation Trust	51	97.4%	
RAJ	Southend University Hospital NHS Foundation Trust	374	96.3%	
RGQ	The Ipswich Hospital NHS Trust	265	96.2%	
RGT	Cambridge University Hospitals NHS Foundation Trust	666	96.1%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	769	96.0%	
RDE	Colchester Hospital University NHS Foundation Trust	285	95.8%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	187	95.4%	
RGR	West Suffolk NHS Foundation Trust	214	95.0%	
RGN	North West Anglia NHS Foundation Trust	324	93.9%	
RQ8	Mid Essex Hospital Services NHS Trust	307	93.6%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	214	93.4%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	205	93.1%	
RGP	James Paget University Hospitals NHS Foundation Trust	139	92.2%	
RWH	East and North Hertfordshire NHS Trust	337	92.0%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	138	91.0%	
RWG	West Hertfordshire Hospitals NHS Trust	150	89.9%	
RC1	Bedford Hospital NHS Trust	80	87.3%	
RQW	The Princess Alexandra Hospital NHS Trust	118	86.7%	

National Cancer Patient Experience Survey 2017  
East of England

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%	
E56000009	East of England	5,897	60.5%	
RGQ	The Ipswich Hospital NHS Trust	303	68.1%	
RCX	The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust	259	65.5%	
RGR	West Suffolk NHS Foundation Trust	250	65.1%	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	929	64.6%	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	145	64.2%	
RGM	Papworth Hospital NHS Foundation Trust	49	63.9%	
RGP	James Paget University Hospitals NHS Foundation Trust	167	63.7%	
RC1	Bedford Hospital NHS Trust	90	62.1%	
RGN	North West Anglia NHS Foundation Trust	421	61.9%	
RD8	Milton Keynes University Hospital NHS Foundation Trust	227	61.9%	
RWG	West Hertfordshire Hospitals NHS Trust	140	60.6%	
RGT	Cambridge University Hospitals NHS Foundation Trust	660	60.6%	
RQ8	Mid Essex Hospital Services NHS Trust	323	59.2%	
RWH	East and North Hertfordshire NHS Trust	365	59.2%	
RDE	Colchester Hospital University NHS Foundation Trust	340	56.5%	
RAJ	Southend University Hospital NHS Foundation Trust	422	56.2%	
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	234	52.7%	
RQW	The Princess Alexandra Hospital NHS Trust	155	48.8%	



National Cancer Patient Experience Survey 2017  
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Annex (continued)  
Expected Range Summary - CCGs

CCG		Expected Range Classification		
06H	NHS Cambridgeshire and Peterborough CCG		38	14
06L	NHS Ipswich and East Suffolk CCG		38	14
06V	NHS North Norfolk CCG	1	42	9
06Y	NHS South Norfolk CCG		45	7
06W	NHS Norwich CCG		46	6
99F	NHS Castle Point and Rochford CCG	1	45	6
06T	NHS North East Essex CCG	2	44	6
07J	NHS West Norfolk CCG		48	4
06M	NHS Great Yarmouth and Waveney CCG	1	48	3
99G	NHS Southend CCG	2	46	4
07H	NHS West Essex CCG	2	48	2
07K	NHS West Suffolk CCG	2	49	1
06F	NHS Bedfordshire CCG	2	50	
06N	NHS Herts Valleys CCG	3	48	1
06P	NHS Luton CCG	6	43	3
04F	NHS Milton Keynes CCG	4	48	
07G	NHS Thurrock CCG	4	48	
06Q	NHS Mid Essex CCG	8	42	2
99E	NHS Basildon and Brentwood CCG	12	40	
06K	NHS East and North Hertfordshire CCG	35	17	

National Cancer Patient Experience Survey 2017  
East of England

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	
E56000009	East of England	8,735	8.81	
06V	NHS North Norfolk CCG	393	8.97	
06Y	NHS South Norfolk CCG	462	8.93	
06W	NHS Norwich CCG	331	8.93	
06L	NHS Ipswich and East Suffolk CCG	634	8.92	
07J	NHS West Norfolk CCG	379	8.89	
99F	NHS Castle Point and Rochford CCG	308	8.88	
06H	NHS Cambridgeshire and Peterborough CCG	1,152	8.87	
06T	NHS North East Essex CCG	477	8.87	
06M	NHS Great Yarmouth and Waveney CCG	343	8.84	
99G	NHS Southend CCG	228	8.81	
07H	NHS West Essex CCG	379	8.80	
07K	NHS West Suffolk CCG	386	8.78	
06N	NHS Herts Valleys CCG	583	8.76	
06P	NHS Luton CCG	185	8.73	
06F	NHS Bedfordshire CCG	504	8.73	
07G	NHS Thurrock CCG	187	8.72	
04F	NHS Milton Keynes CCG	336	8.71	
99E	NHS Basildon and Brentwood CCG	318	8.69	
06Q	NHS Mid Essex CCG	541	8.67	
06K	NHS East and North Hertfordshire CCG	609	8.58	

**National Cancer Patient Experience Survey 2017  
East of England**

**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%	
E56000009	East of England	8,642	79.0%	
06V	NHS North Norfolk CCG	392	83.6%	
07J	NHS West Norfolk CCG	383	83.3%	
06H	NHS Cambridgeshire and Peterborough CCG	1,132	83.1%	
06W	NHS Norwich CCG	333	82.0%	
06T	NHS North East Essex CCG	481	80.7%	
06F	NHS Bedfordshire CCG	495	80.4%	
99F	NHS Castle Point and Rochford CCG	307	80.2%	
07K	NHS West Suffolk CCG	379	79.8%	
06L	NHS Ipswich and East Suffolk CCG	629	79.6%	
06Y	NHS South Norfolk CCG	456	79.3%	
06N	NHS Herts Valleys CCG	577	79.2%	
06M	NHS Great Yarmouth and Waveney CCG	336	78.7%	
06Q	NHS Mid Essex CCG	539	77.6%	
99G	NHS Southend CCG	228	76.3%	
06P	NHS Luton CCG	182	76.1%	
07G	NHS Thurrock CCG	176	75.9%	
04F	NHS Milton Keynes CCG	332	75.8%	
07H	NHS West Essex CCG	375	75.5%	
06K	NHS East and North Hertfordshire CCG	599	71.9%	
99E	NHS Basildon and Brentwood CCG	311	70.9%	

**National Cancer Patient Experience Survey 2017  
East of England**

**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%	
E56000009	East of England	8,645	92.3%	
06P	NHS Luton CCG	183	96.4%	
06W	NHS Norwich CCG	330	96.0%	
06T	NHS North East Essex CCG	478	95.9%	
07H	NHS West Essex CCG	373	95.0%	
06Y	NHS South Norfolk CCG	452	94.6%	
06L	NHS Ipswich and East Suffolk CCG	642	94.4%	
06Q	NHS Mid Essex CCG	545	94.2%	
06V	NHS North Norfolk CCG	400	93.4%	
06N	NHS Herts Valleys CCG	573	93.1%	
06H	NHS Cambridgeshire and Peterborough CCG	1,127	93.0%	
99G	NHS Southend CCG	221	92.7%	
99F	NHS Castle Point and Rochford CCG	308	91.1%	
06M	NHS Great Yarmouth and Waveney CCG	338	90.7%	
07J	NHS West Norfolk CCG	368	90.4%	
06F	NHS Bedfordshire CCG	493	89.9%	
06K	NHS East and North Hertfordshire CCG	597	89.8%	
99E	NHS Basildon and Brentwood CCG	317	89.5%	
07K	NHS West Suffolk CCG	387	88.5%	
07G	NHS Thurrock CCG	182	86.7%	
04F	NHS Milton Keynes CCG	331	84.9%	

**National Cancer Patient Experience Survey 2017  
East of England**

**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%	
E56000009	East of England	7,200	85.7%	
06P	NHS Luton CCG	161	91.5%	
06W	NHS Norwich CCG	285	90.6%	
06M	NHS Great Yarmouth and Waveney CCG	266	90.2%	
07J	NHS West Norfolk CCG	281	89.9%	
07K	NHS West Suffolk CCG	304	87.8%	
06V	NHS North Norfolk CCG	336	87.6%	
06F	NHS Bedfordshire CCG	400	86.9%	
07H	NHS West Essex CCG	327	86.8%	
06Y	NHS South Norfolk CCG	382	86.7%	
99F	NHS Castle Point and Rochford CCG	254	86.6%	
06H	NHS Cambridgeshire and Peterborough CCG	936	86.3%	
06T	NHS North East Essex CCG	429	85.4%	
99G	NHS Southend CCG	183	85.3%	
06L	NHS Ipswich and East Suffolk CCG	564	85.2%	
99E	NHS Basildon and Brentwood CCG	259	84.8%	
07G	NHS Thurrock CCG	139	84.4%	
06N	NHS Herts Valleys CCG	485	83.6%	
06Q	NHS Mid Essex CCG	474	83.4%	
06K	NHS East and North Hertfordshire CCG	488	79.6%	
04F	NHS Milton Keynes CCG	247	78.5%	

National Cancer Patient Experience Survey 2017  
East of England

Annex (continued)  
Dashboard Questions - CCGs

Q37 Always treated with respect and dignity by staff

Code	Name	Base	Score	
All	National	41,461	88.8%	
E56000009	East of England	5,459	89.0%	
99F	NHS Castle Point and Rochford CCG	190	92.5%	
06L	NHS Ipswich and East Suffolk CCG	401	92.4%	
06H	NHS Cambridgeshire and Peterborough CCG	743	90.9%	
07J	NHS West Norfolk CCG	210	90.7%	
06M	NHS Great Yarmouth and Waveney CCG	212	90.7%	
07K	NHS West Suffolk CCG	228	89.9%	
06Q	NHS Mid Essex CCG	335	89.6%	
06F	NHS Bedfordshire CCG	319	89.5%	
06T	NHS North East Essex CCG	297	89.4%	
06W	NHS Norwich CCG	210	89.2%	
06K	NHS East and North Hertfordshire CCG	381	88.7%	
04F	NHS Milton Keynes CCG	210	88.5%	
06V	NHS North Norfolk CCG	231	88.2%	
99G	NHS Southend CCG	157	88.1%	
06Y	NHS South Norfolk CCG	260	87.3%	
07H	NHS West Essex CCG	240	87.2%	
06N	NHS Herts Valleys CCG	403	87.2%	
07G	NHS Thurrock CCG	109	84.9%	
06P	NHS Luton CCG	127	84.6%	
99E	NHS Basildon and Brentwood CCG	196	82.1%	

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

Code	Name	Base	Score	
All	National	39,825	94.2%	
E56000009	East of England	5,235	94.4%	
99F	NHS Castle Point and Rochford CCG	179	97.8%	
06W	NHS Norwich CCG	201	97.1%	
06V	NHS North Norfolk CCG	225	96.9%	
06Y	NHS South Norfolk CCG	253	95.9%	
07J	NHS West Norfolk CCG	202	95.8%	
06H	NHS Cambridgeshire and Peterborough CCG	720	95.8%	
99G	NHS Southend CCG	149	95.6%	
06T	NHS North East Essex CCG	277	95.5%	
07K	NHS West Suffolk CCG	220	95.4%	
06L	NHS Ipswich and East Suffolk CCG	388	95.4%	
06Q	NHS Mid Essex CCG	326	93.9%	
06M	NHS Great Yarmouth and Waveney CCG	206	93.8%	
06N	NHS Herts Valleys CCG	382	93.8%	
04F	NHS Milton Keynes CCG	207	93.7%	
99E	NHS Basildon and Brentwood CCG	184	93.5%	
07H	NHS West Essex CCG	232	92.7%	
06F	NHS Bedfordshire CCG	307	92.1%	
06K	NHS East and North Hertfordshire CCG	355	91.2%	
06P	NHS Luton CCG	122	90.3%	
07G	NHS Thurrock CCG	100	88.3%	

**National Cancer Patient Experience Survey 2017  
East of England**

**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%	
E56000009	East of England	5,897	60.5%	
06L	NHS Ipswich and East Suffolk CCG	416	68.1%	
07J	NHS West Norfolk CCG	251	67.0%	
06V	NHS North Norfolk CCG	291	66.7%	
06Y	NHS South Norfolk CCG	335	66.4%	
07K	NHS West Suffolk CCG	245	65.2%	
06M	NHS Great Yarmouth and Waveney CCG	221	63.7%	
04F	NHS Milton Keynes CCG	235	62.9%	
99G	NHS Southend CCG	150	62.5%	
06H	NHS Cambridgeshire and Peterborough CCG	806	62.1%	
06N	NHS Herts Valleys CCG	391	59.9%	
06W	NHS Norwich CCG	235	59.2%	
99E	NHS Basildon and Brentwood CCG	207	58.7%	
06F	NHS Bedfordshire CCG	327	58.2%	
07H	NHS West Essex CCG	243	57.6%	
06Q	NHS Mid Essex CCG	368	56.7%	
07G	NHS Thurrock CCG	136	55.7%	
06T	NHS North East Essex CCG	310	55.3%	
99F	NHS Castle Point and Rochford CCG	198	54.2%	
06K	NHS East and North Hertfordshire CCG	395	53.1%	
06P	NHS Luton CCG	137	48.4%	



## **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)