

National Cancer Patient Experience Survey

2018 Results

**Royal United Hospitals Bath
NHS Foundation Trust**

Published September 2019

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



Introduction

The National Cancer Patient Experience Survey 2018 is the eighth 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/reports/2018-reports

Further details on the survey methodology and changes to the 2018 survey can be found in the Annex towards the end of this report.

This report

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

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

Data tables

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

Column 1 shows the number of respondents for 2017 to this question

Column 2 shows the unadjusted 2017 score for this Trust

Column 3 shows the number of respondents for 2018 to this question

Column 4 shows the unadjusted 2018 score for this Trust

Column 5 shows whether a score has significantly increased or decreased compared with the last survey (2017)

Column 6 shows whether a score has significantly increased or decreased overall (2015, 2016, 2017 and 2018)

Column 7 shows the case-mix adjusted 2018 score for this Trust

Column 8 shows the lower limit of the expected range of case-mix adjusted scores for this Trust (the top of the pale blue section on the comparability chart - see below)

Column 9 shows the upper limit of the expected range of case-mix adjusted scores for this Trust (the bottom of the dark blue section on the comparability chart - see below)

Column 10 shows the national average score for this question.

Data tables (continued)

The number of respondents and unadjusted scores in columns 1 to 4 in the data tables come from regression models used to perform comparisons between results in different years. For further details on these comparisons, please refer to the technical document at:

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9	Column 10
Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 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	397	73%	391	72%			73%	73%	81%	77%
Q2	Patient thought they were seen as soon as necessary	503	86%	526	85%			85%	80%	87%	84%

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

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

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 2018 survey, we have adopted the CQC standard for reporting comparative performance, based on calculation of "expected ranges". Trusts whose score is above the upper limit of the expected range (below the lower limit of the expected range) are positive (negative) outliers, with a score statistically significantly higher (lower) than the national mean. They perform better (worse) than what Trusts of the same size are expected to perform.

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

Comparability charts (continued)

The same colour convention has been used in Column 7 of the data tables.

For further details on expected ranges, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Tumour group tables

The final set of tables in this report show the scores for each question for each of the 13 tumour groups. The national score for that tumour group is also shown.

These breakdowns are intended as additional information for Trusts to understand the differences between the experiences of patients with different types of cancer. Scores for some tumour sites with small numbers (less than 21 respondents) are not presented as they have low precision. Scores in these tables should therefore be treated with some caution.

Scores are unadjusted mean scores. No measure of dispersion is presented. Scores for the same tumour and different Trusts may not be comparable, as they do not account for the impact that differing patient populations might have on results.

For further details on case-mix adjustment, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Year on Year Charts

The Year on Year charts in this report show four columns representing the unadjusted scores¹ of the last four years (2015, 2016, 2017 & 2018) for each question. These charts have been designed to provide a visual comparison to better help the Trusts understand their performance and areas for improvement.

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.

¹The unadjusted scores in the columns come from regression models used to perform comparisons between results in different years. For further details on these comparisons, please refer to the technical document at:
www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

How to use the data

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

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

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

www.ncpes.co.uk/reports/2018-reports/local-reports-2018/data-tables-2018

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

Response rates

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

Executive Summary

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

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

83% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

89% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

86% of respondents said that it had been 'quite easy' or 'very easy' to contact their Clinical Nurse Specialist

92% 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

63% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

Detailed results for these and other questions are set out in the sections that follow.

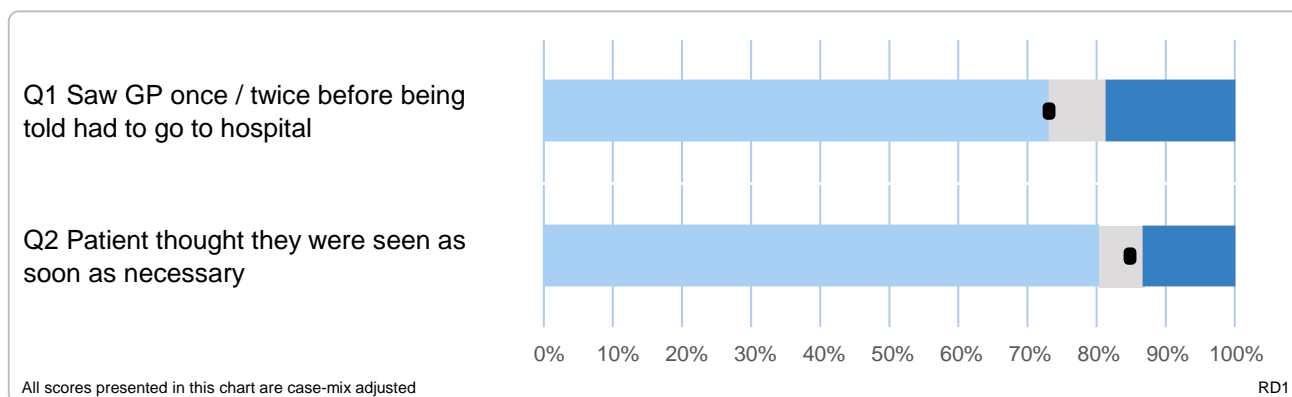
The questions were selected in discussion with the national Cancer Patient Experience Advisory Group and reflect four key patient experience domains: provision of information; involvement in decisions; care transition; interpersonal relations, respect and dignity. The figures presented above are all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

Questions which scored outside expected range

Question	Number of respondents for this Trust	2018 Case-mix Adjusted			National Average Score	
		2018 Score for this Trust	Lower limit of expected range	Upper limit of expected range		
Seeing your GP						
Q1	Saw GP once / twice before being told had to go to hospital	391	73%	73%	81%	77%
Diagnostic tests						
Q7	Given complete explanation of test results in understandable way	441	84%	75%	83%	79%
Deciding the best treatment for you						
Q15	Patient definitely told about side effects that could affect them in the future	473	63%	52%	61%	56%
Q16	Patient definitely involved in decisions about care and treatment	520	83%	75%	82%	79%
Support for people with cancer						
Q20	Hospital staff gave information about support groups	435	91%	82%	91%	86%
Q22	Hospital staff gave information on getting financial help	276	70%	52%	69%	60%
Q23	Hospital staff told patient they could get free prescriptions	239	89%	76%	87%	81%
Operations						
Q25	Beforehand had all the information needed about the operation	235	99%	93%	98%	96%
Hospital care as an inpatient						
Q37	Always treated with respect and dignity by staff	297	92%	85%	92%	89%
Hospital care as a day patient / outpatient						
Q42	Doctor had the right notes and other documentation with them	477	97%	94%	97%	96%
Home care and support						
Q51	Patient definitely given enough support from health or social services after treatment	142	57%	36%	53%	45%
Care from your general practice						
Q52	GP given enough information about patient's condition and treatment	476	97%	93%	97%	95%
Your overall NHS care						
Q54	Hospital and community staff always worked well together	508	66%	57%	66%	61%

Trust results

Seeing your GP

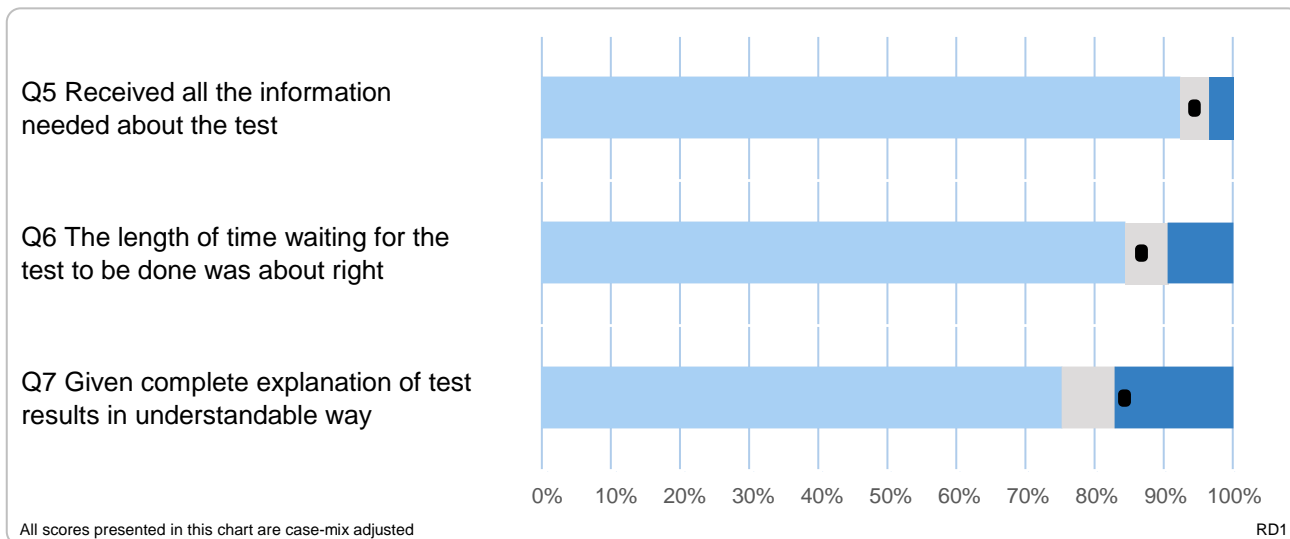


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q1	Saw GP once / twice before being told had to go to hospital	397	73%	391	72%			73%	73%	81%	77%
Q2	Patient thought they were seen as soon as necessary	503	86%	526	85%			85%	80%	87%	84%

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Trust results

Diagnostic Tests

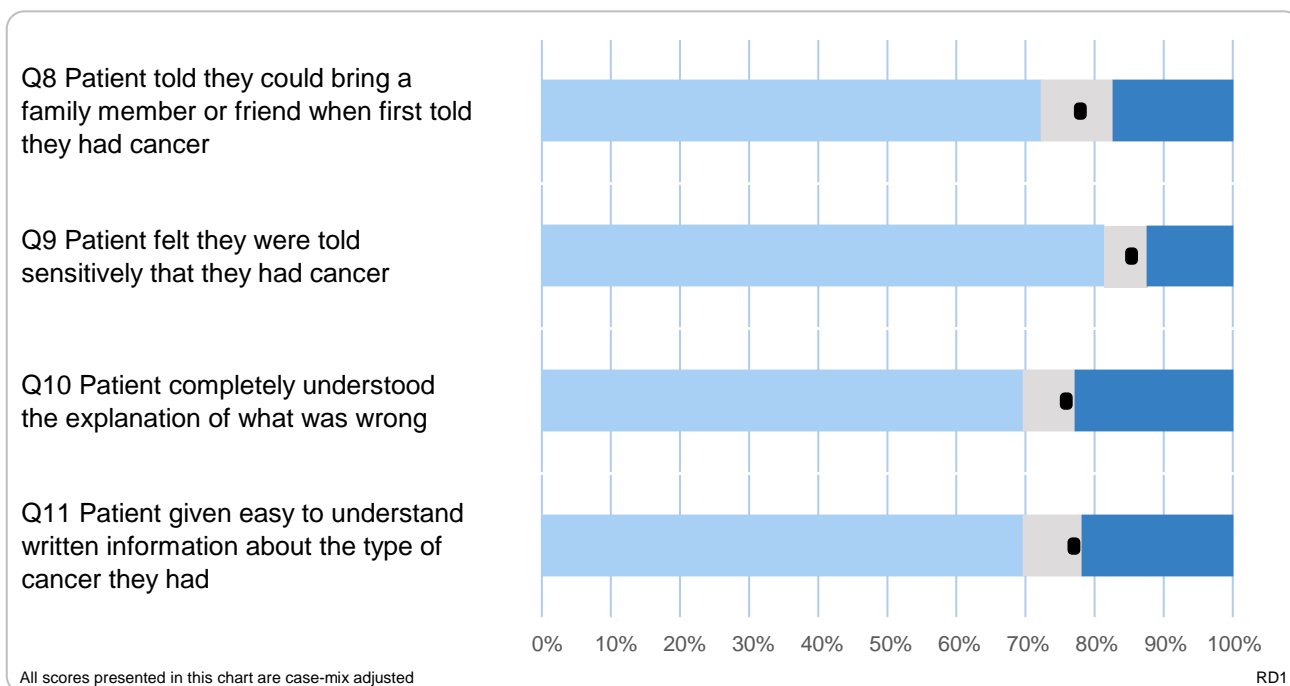


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q5	Received all the information needed about the test	438	96%	441	95%			94%	92%	97%	94%
Q6	The length of time waiting for the test to be done was about right	431	89%	437	87%			87%	84%	91%	88%
Q7	Given complete explanation of test results in understandable way	435	84%	441	84%			84%	75%	83%	79%

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Trust results

Finding out what was wrong with you

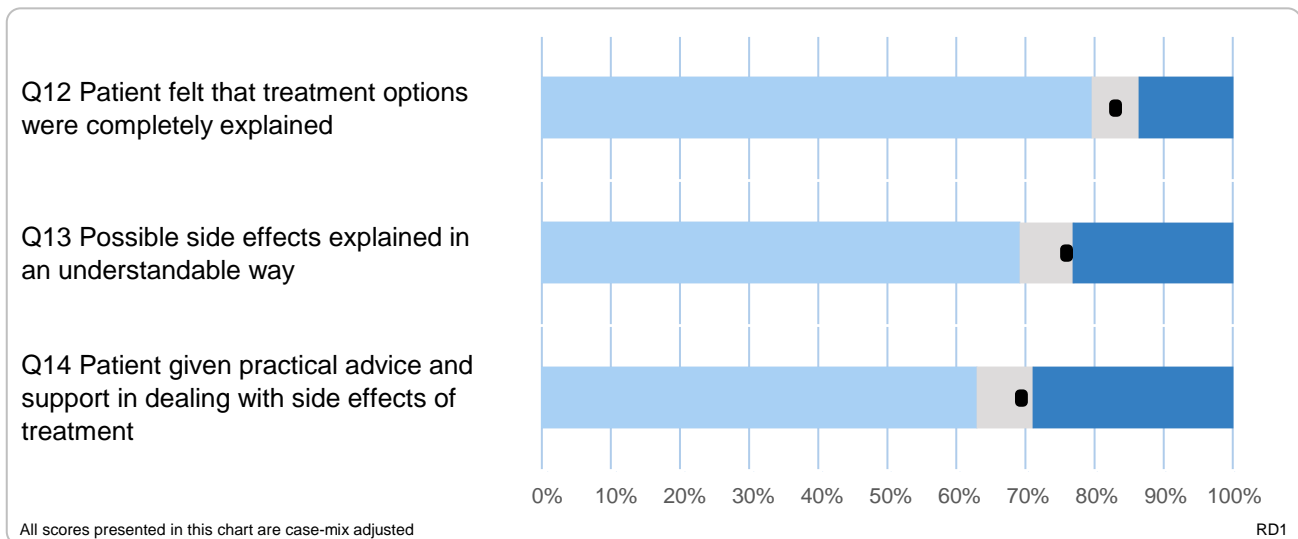


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q8 Patient told they could bring a family member or friend when first told they had cancer	476	72%	477	77%			78%	72%	83%	78%
Q9 Patient felt they were told sensitively that they had cancer	506	85%	529	85%			85%	81%	88%	85%
Q10 Patient completely understood the explanation of what was wrong	513	72%	536	75%			76%	70%	77%	74%
Q11 Patient given easy to understand written information about the type of cancer they had	462	77%	479	77%			77%	70%	78%	74%

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Trust results

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

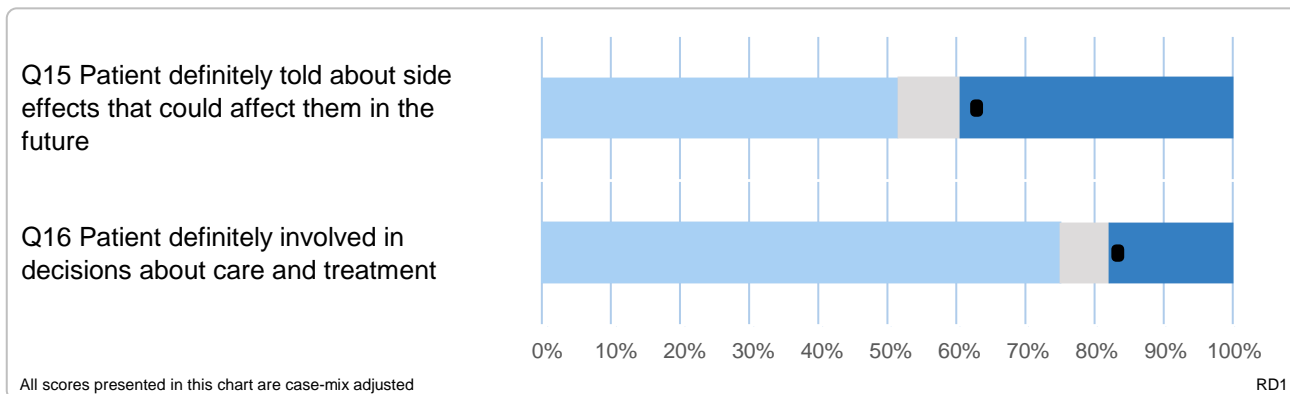


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
Number of respondents	Score	Number of respondents	Score								
Q12	Patient felt that treatment options were completely explained	453	84%	468	82%			83%	80%	86%	83%
Q13	Possible side effects explained in an understandable way	491	76%	506	75%			76%	69%	77%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	492	70%	508	68%			69%	63%	71%	67%

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Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
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Trust results

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

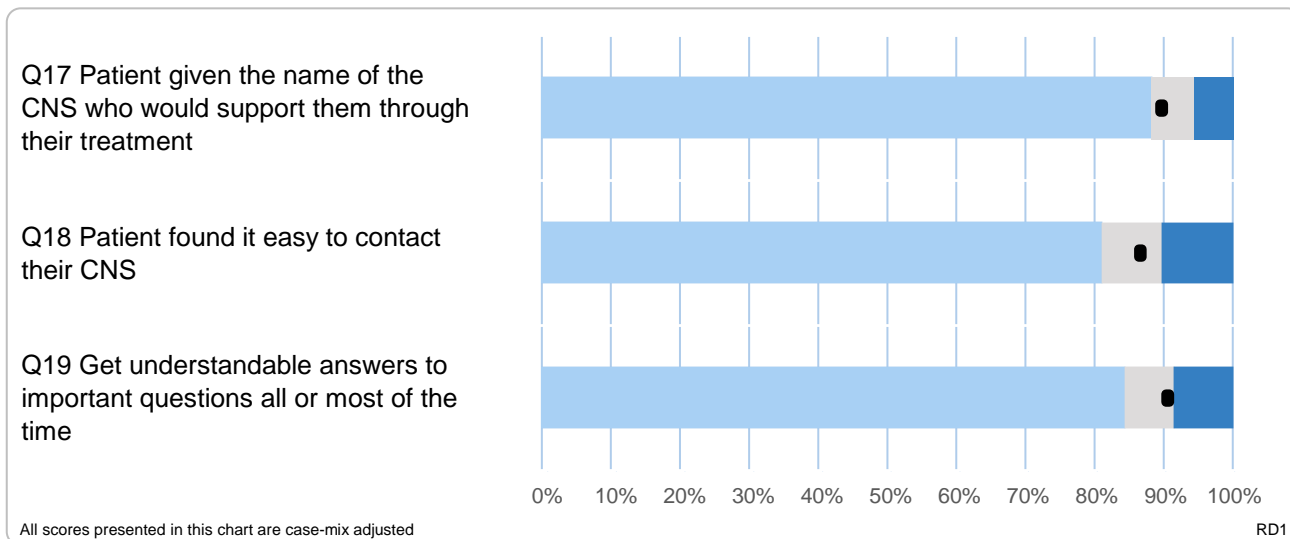


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q15	Patient definitely told about side effects that could affect them in the future	468	57%	473	61%			63%	52%	61%	56%
Q16	Patient definitely involved in decisions about care and treatment	506	82%	520	83%			83%	75%	82%	79%

Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
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Trust results

Clinical Nurse Specialist

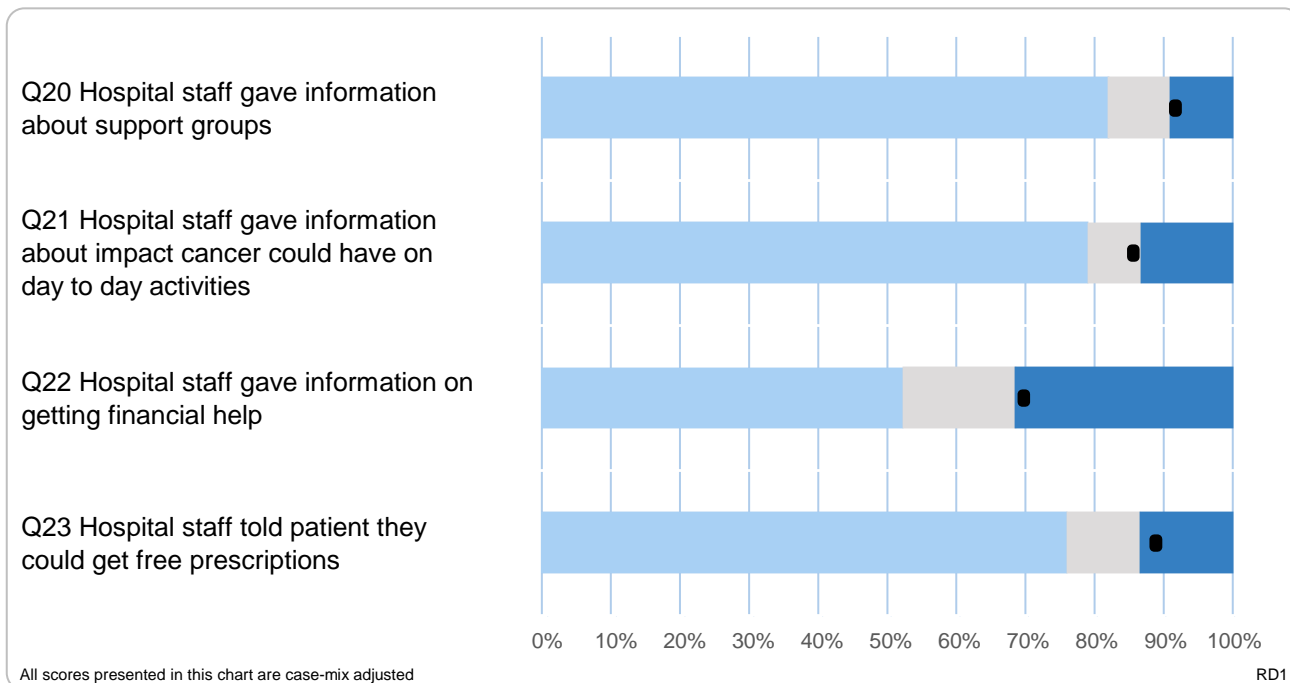


Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q17	Patient given the name of the CNS who would support them through their treatment	491	89%	515	90%			89%	88%	94%	91%
Q18	Patient found it easy to contact their CNS	368	87%	394	87%			86%	81%	90%	85%
Q19	Get understandable answers to important questions all or most of the time	356	89%	376	91%			90%	84%	91%	88%

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Trust results

Support for people with cancer

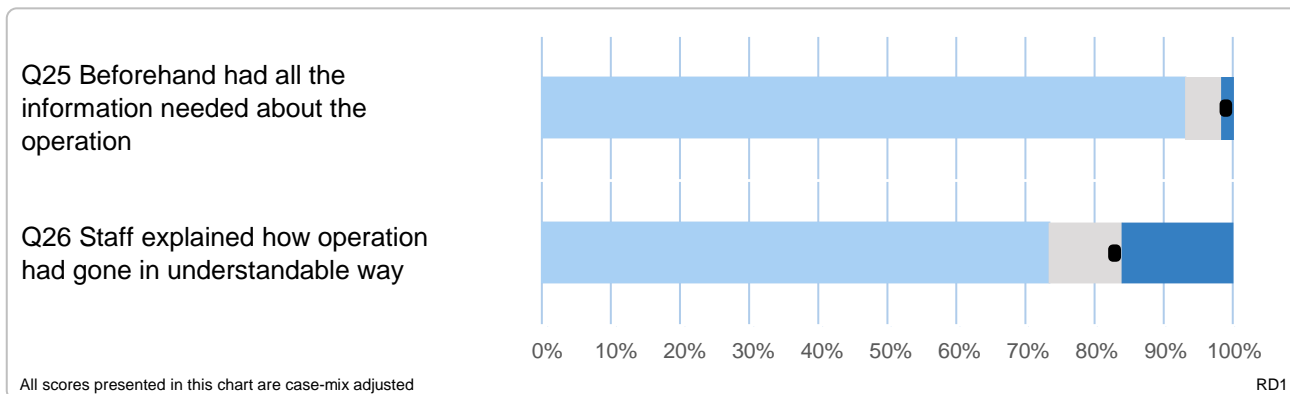


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q20 Hospital staff gave information about support groups	402	87%	435	91%		↑	91%	82%	91%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	366	87%	365	85%			85%	79%	87%	83%
Q22 Hospital staff gave information on getting financial help	247	68%	276	68%			70%	52%	69%	60%
Q23 Hospital staff told patient they could get free prescriptions	238	83%	239	89%			89%	76%	87%	81%

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Trust results

Operations

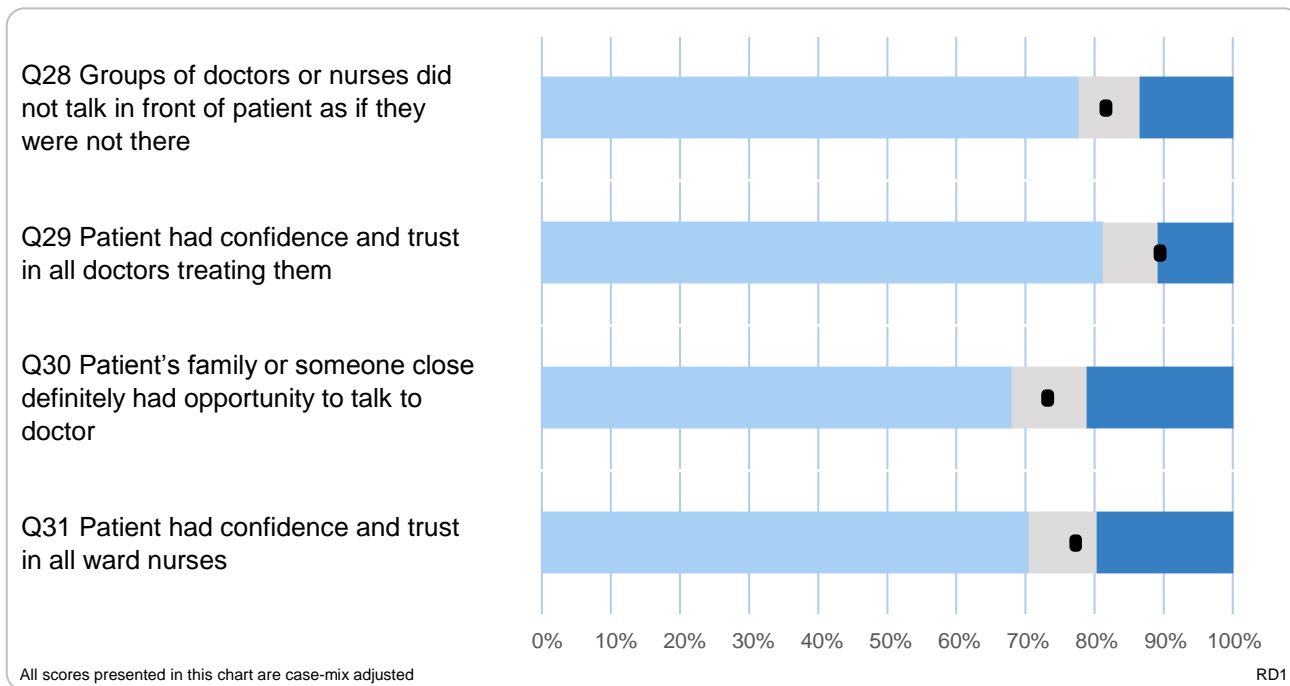


Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q25	Beforehand had all the information needed about the operation	254	98%	235	99%			99%	93%	98%	96%
Q26	Staff explained how operation had gone in understandable way	254	84%	236	83%			83%	74%	84%	79%

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Trust results

Hospital care as an inpatient (Part 1 of 3)

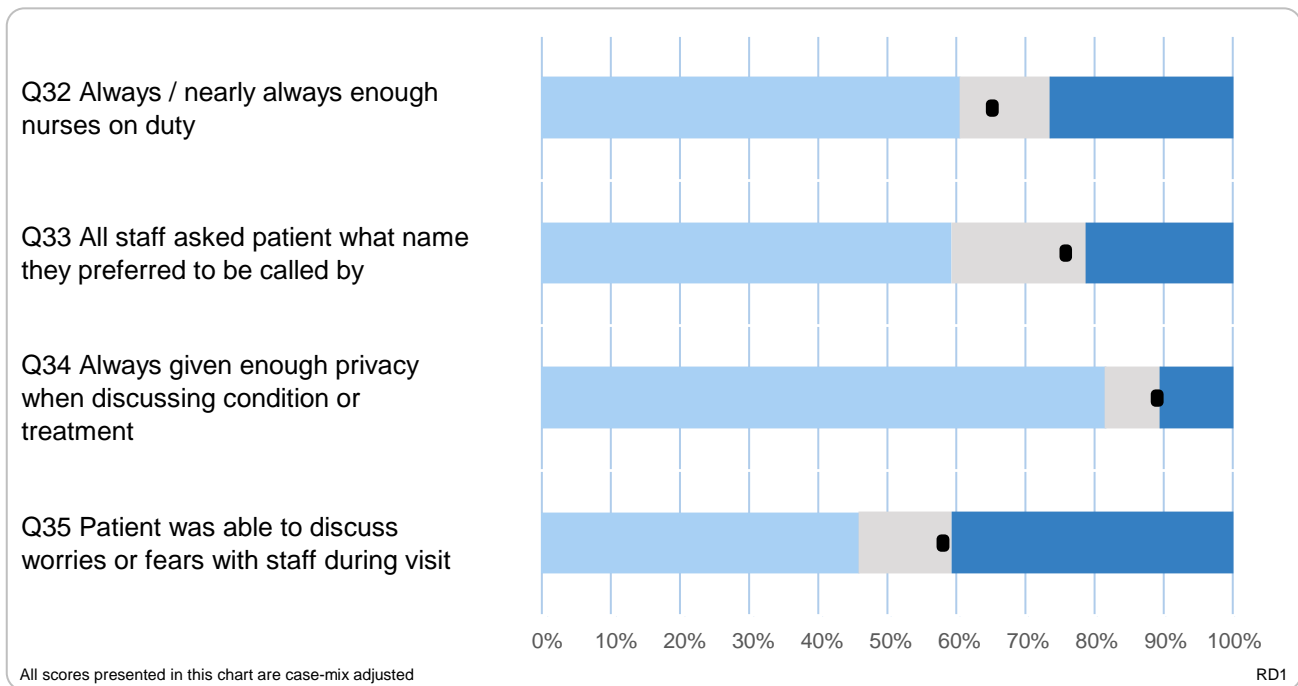


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q28 Groups of doctors or nurses did not talk in front of patient as if they were not there	299	86%	297	84%			81%	78%	87%	82%
Q29 Patient had confidence and trust in all doctors treating them	301	88%	297	90%			89%	81%	89%	85%
Q30 Patient's family or someone close definitely had opportunity to talk to doctor	251	78%	249	73%			73%	68%	79%	74%
Q31 Patient had confidence and trust in all ward nurses	299	80%	298	77%			77%	71%	80%	75%

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Trust results

Hospital care as an inpatient (Part 2 of 3)

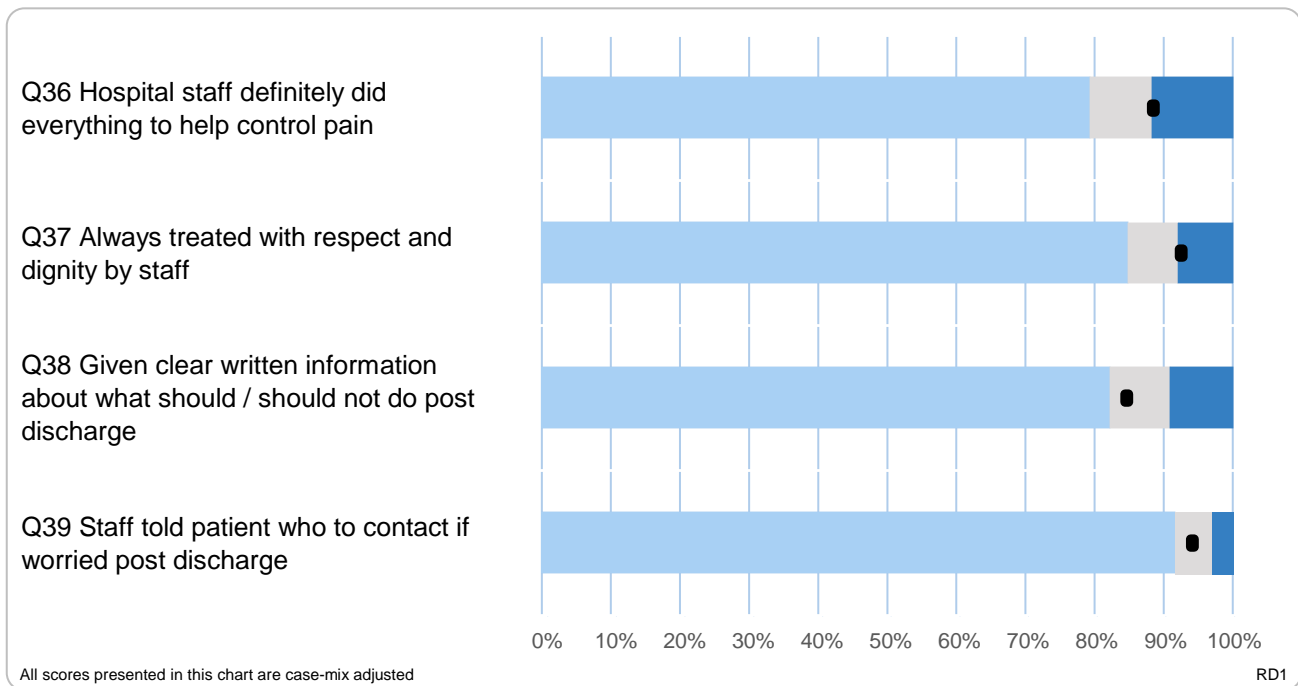


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q32 Always / nearly always enough nurses on duty	300	64%	297	65%			65%	61%	74%	67%
Q33 All staff asked patient what name they preferred to be called by	298	74%	293	75%			76%	59%	79%	69%
Q34 Always given enough privacy when discussing condition or treatment	301	87%	296	89%			89%	82%	90%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	208	57%	214	57%			58%	46%	59%	53%

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Trust results

Hospital care as an inpatient (Part 3 of 3)

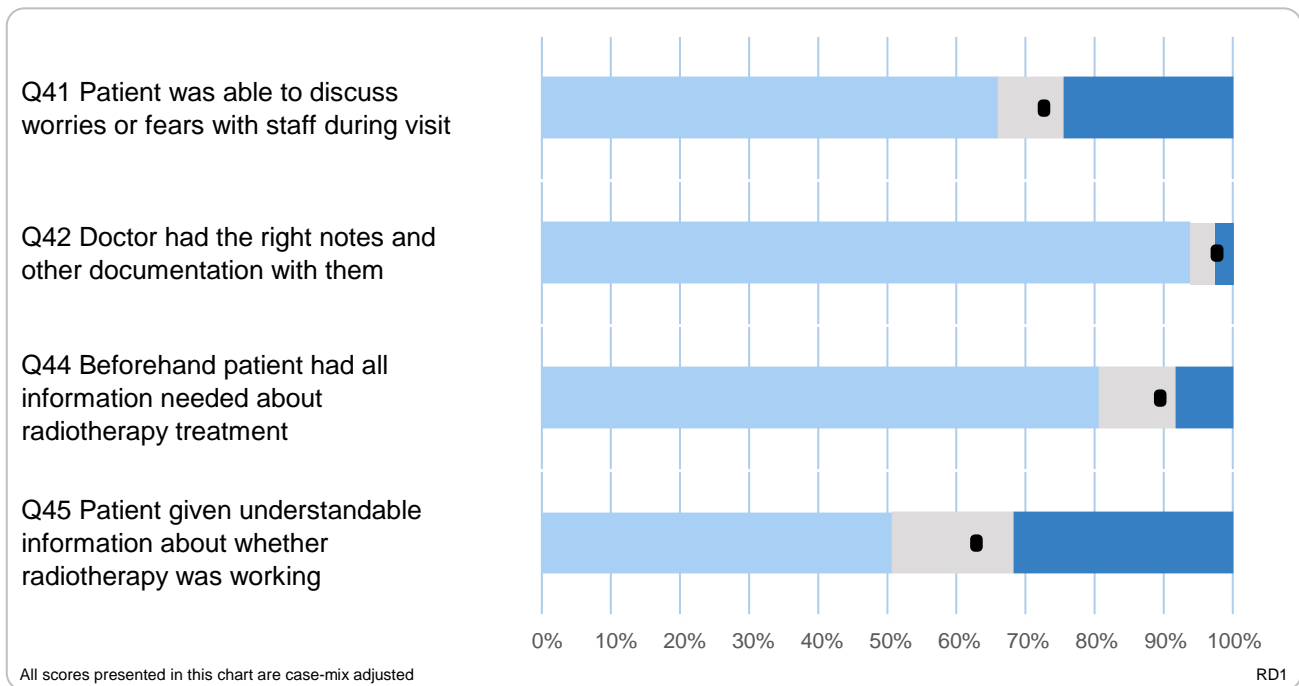


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q36 Hospital staff definitely did everything to help control pain	258	89%	256	89%			88%	79%	88%	84%
Q37 Always treated with respect and dignity by staff	300	92%	297	93%			92%	85%	92%	89%
Q38 Given clear written information about what should / should not do post discharge	280	83%	284	84%			84%	82%	91%	87%
Q39 Staff told patient who to contact if worried post discharge	293	94%	287	94%			94%	92%	97%	94%

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Trust results

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

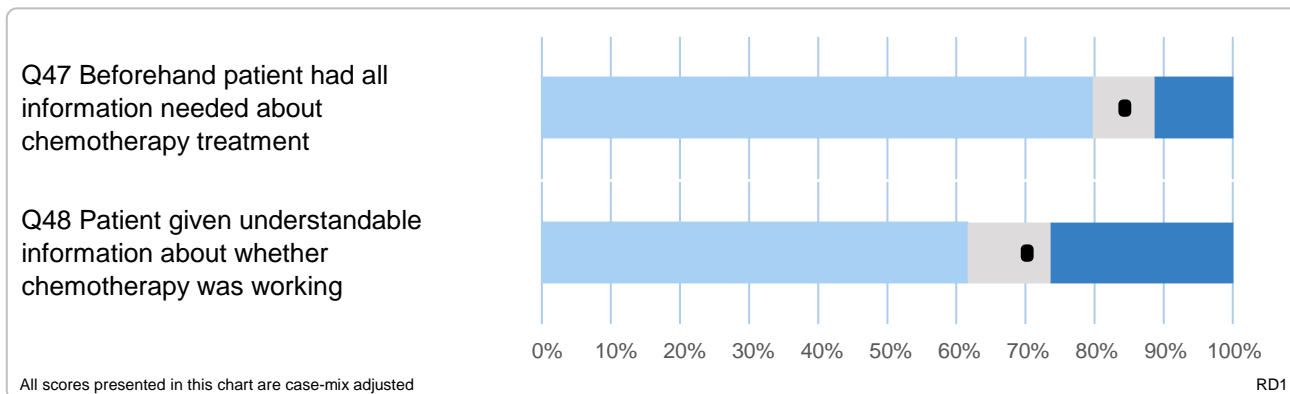


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q41 Patient was able to discuss worries or fears with staff during visit	372	74%	393	73%			72%	66%	76%	71%
Q42 Doctor had the right notes and other documentation with them	452	96%	477	97%			97%	94%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	138	96%	145	90%			89%	81%	92%	86%
Q45 Patient given understandable information about whether radiotherapy was working	121	66%	120	62%			63%	51%	68%	60%

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 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
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Trust results

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

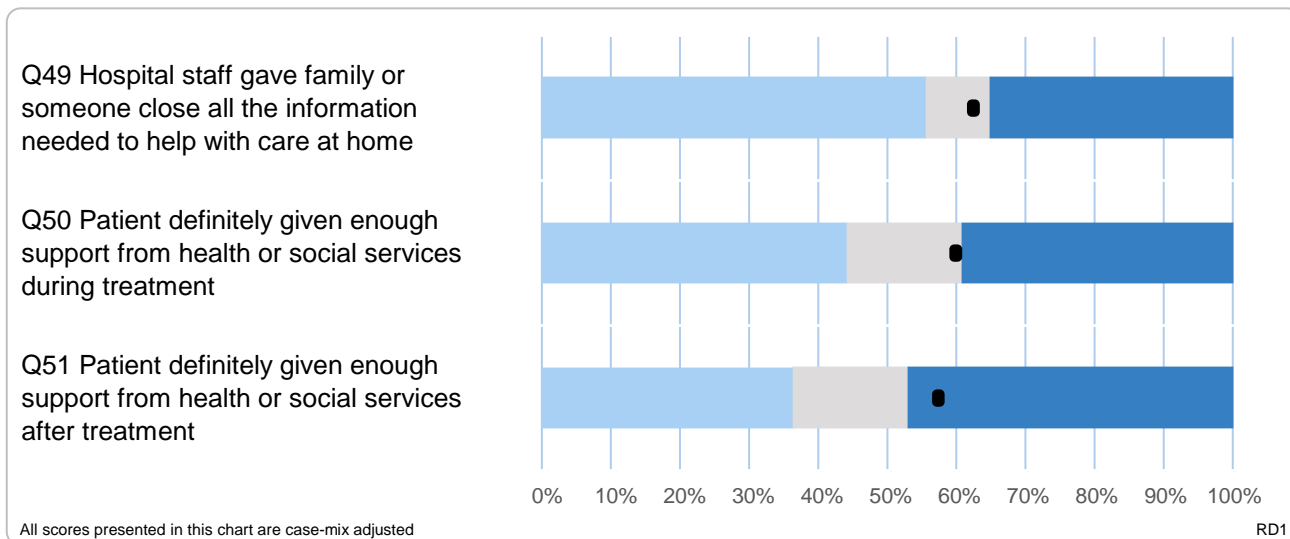


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q47 Beforehand patient had all information needed about chemotherapy treatment	247	82%	250	84%			84%	80%	89%	84%
Q48 Patient given understandable information about whether chemotherapy was working	229	72%	234	71%			70%	62%	74%	68%

Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 ↑ or ↓ Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
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Trust results

Home care and support

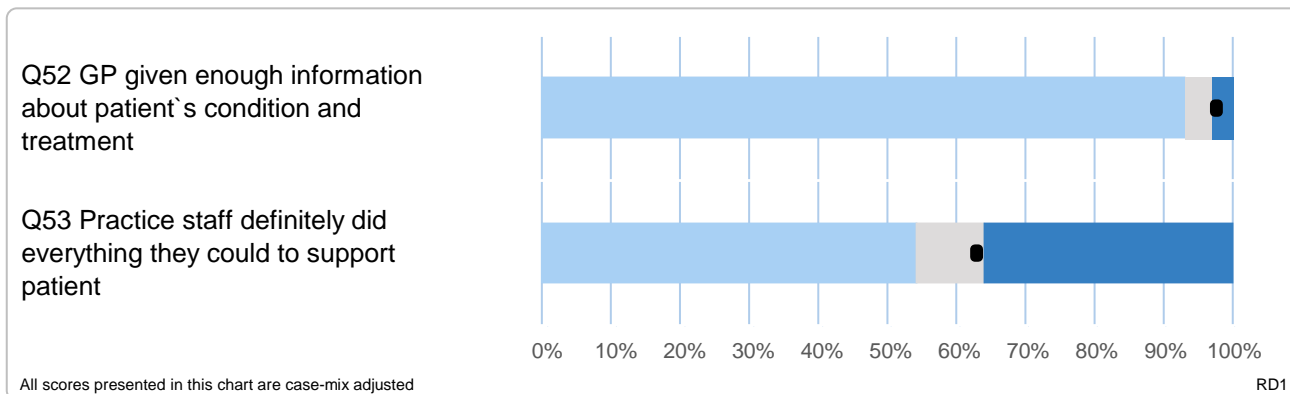


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	424	66%	427	62%			62%	56%	65%	60%
Q50 Patient definitely given enough support from health or social services during treatment	254	65%	253	60%		↑	60%	44%	61%	53%
Q51 Patient definitely given enough support from health or social services after treatment	127	53%	142	58%		↑	57%	36%	53%	45%

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Trust results

Care from your general practice

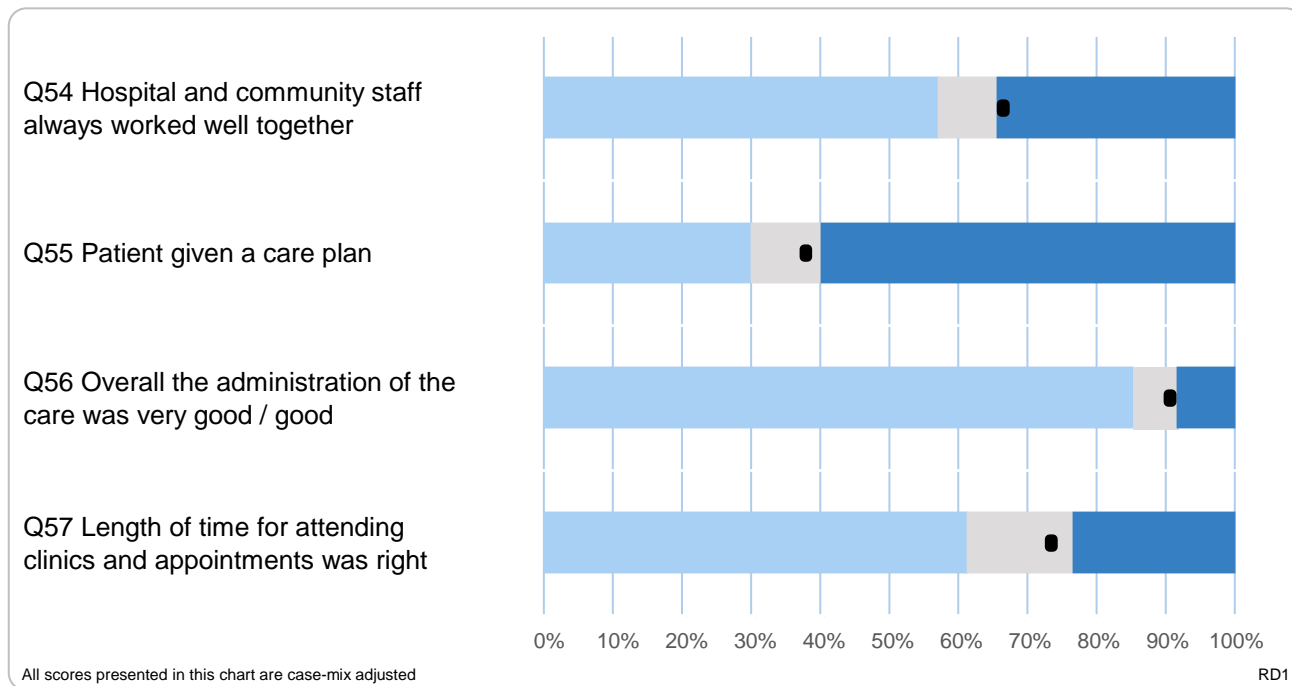


Question		Unadjusted Scores						2018 Case Mix Adjusted			
		2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score						
Q52	GP given enough information about patient's condition and treatment	465	98%	476	98%			97%	93%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	386	67%	388	63%			63%	54%	64%	59%

Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
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Trust results

Your overall NHS care (Part 1 of 2)

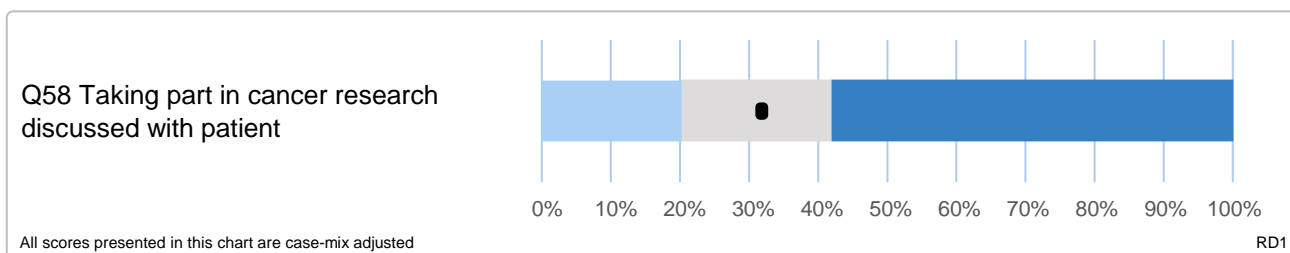


Question	Unadjusted Scores						2018 Case Mix Adjusted			
	2017		2018		Change 2017-2018	Change Overall	2018 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score						
Q54 Hospital and community staff always worked well together	503	66%	508	66%			66%	57%	66%	61%
Q55 Patient given a care plan	404	34%	406	36%			38%	30%	40%	35%
Q56 Overall the administration of the care was very good / good	511	93%	530	91%			90%	85%	92%	88%
Q57 Length of time for attending clinics and appointments was right	504	72%	528	72%		↑	73%	61%	77%	69%

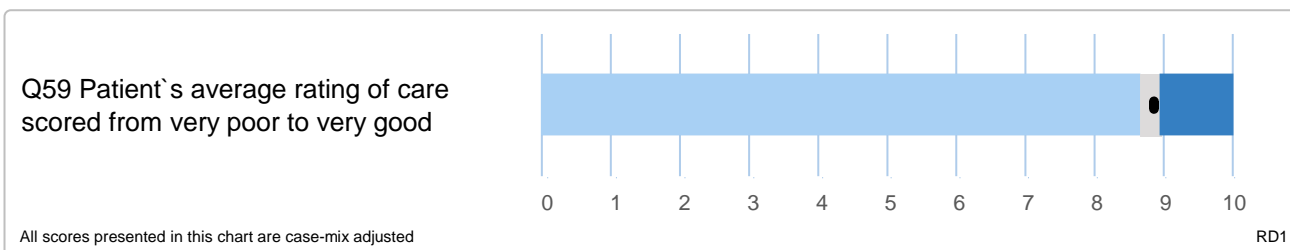
↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (NB: No arrow reflects no statistically significant change)
 * Indicates where a score has been suppressed because there are less than 21 respondents.

Trust results

Your overall NHS care (Part 2 of 2)



Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 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	484	29%	503	32%		↑	32%	20%	42%	31%



Question		Unadjusted Scores				2018 Case Mix Adjusted					
		2017		2018		Change 2017-2018	Change Overall	2018 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	501	8.9	516	8.9			8.9	8.7	9.0	8.8

↑ or ↓ Change 2017-2018: Indicates where 2018 score is significantly higher or lower than 2017 score
 Change Overall: Indicates significant change overall (2015, 2016, 2017 and 2018)
 (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 Trust

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

Seeing your GP

Cancer type	Q1. Saw GP once / twice before being told had to go to hospital		Q2. Patient thought they were seen as soon as necessary	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	58%	n.a.	73%
Breast	96%	94%	89%	90%
Colorectal / LGT	64%	72%	75%	83%
Gynaecological	73%	75%	80%	79%
Haematological	58%	64%	86%	81%
Head and Neck	*	79%	*	80%
Lung	*	71%	*	82%
Prostate	68%	81%	82%	85%
Sarcoma	*	66%	*	71%
Skin	*	90%	*	86%
Upper Gastro	*	72%	*	78%
Urological	86%	81%	89%	85%
Other	63%	73%	86%	79%
All Cancers	72%	77%	85%	84%

[§] These are unadjusted scores

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	92%	n.a.	83%	n.a.	71%
Breast	94%	95%	95%	91%	86%	82%
Colorectal / LGT	96%	96%	84%	87%	82%	81%
Gynaecological	96%	94%	86%	85%	83%	77%
Haematological	95%	95%	84%	88%	83%	77%
Head and Neck	*	92%	*	85%	*	80%
Lung	*	94%	*	87%	*	79%
Prostate	91%	94%	83%	86%	83%	79%
Sarcoma	*	94%	*	79%	*	74%
Skin	*	96%	*	90%	*	83%
Upper Gastro	*	94%	*	83%	*	75%
Urological	100%	94%	85%	87%	85%	79%
Other	94%	95%	91%	86%	83%	76%
All Cancers	95%	94%	87%	88%	84%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	85%	n.a.	77%	n.a.	59%	n.a.	63%
Breast	75%	82%	88%	89%	82%	77%	74%	78%
Colorectal / LGT	89%	82%	88%	86%	79%	79%	73%	73%
Gynaecological	61%	72%	92%	82%	84%	73%	79%	70%
Haematological	70%	73%	81%	83%	58%	61%	79%	76%
Head and Neck	*	72%	*	86%	*	76%	*	67%
Lung	*	79%	*	82%	*	76%	*	67%
Prostate	87%	78%	92%	85%	82%	78%	89%	82%
Sarcoma	*	70%	*	79%	*	61%	*	57%
Skin	*	71%	*	90%	*	80%	*	84%
Upper Gastro	*	79%	*	80%	*	73%	*	66%
Urological	74%	74%	81%	82%	79%	77%	81%	73%
Other	72%	76%	77%	82%	74%	70%	71%	65%
All Cancers	77%	78%	85%	85%	75%	74%	77%	74%

[§] 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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	81%	n.a.	70%	n.a.	64%
Breast	77%	84%	74%	75%	63%	69%
Colorectal / LGT	86%	85%	77%	76%	63%	70%
Gynaecological	*	85%	74%	75%	80%	67%
Haematological	78%	81%	66%	70%	60%	66%
Head and Neck	*	85%	*	74%	*	70%
Lung	*	84%	*	74%	*	69%
Prostate	84%	82%	83%	72%	81%	65%
Sarcoma	*	79%	*	72%	*	62%
Skin	*	89%	*	80%	*	74%
Upper Gastro	*	81%	*	72%	*	68%
Urological	92%	82%	86%	71%	70%	62%
Other	85%	80%	78%	72%	71%	64%
All Cancers	82%	83%	75%	73%	68%	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 Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	61%	n.a.	70%
Breast	53%	56%	76%	79%
Colorectal / LGT	56%	58%	89%	80%
Gynaecological	67%	55%	83%	79%
Haematological	54%	51%	85%	77%
Head and Neck	*	62%	*	79%
Lung	*	56%	*	79%
Prostate	80%	64%	82%	81%
Sarcoma	*	52%	*	75%
Skin	*	66%	*	87%
Upper Gastro	*	54%	*	76%
Urological	76%	53%	85%	77%
Other	64%	53%	80%	76%
All Cancers	61%	56%	83%	79%

[§] These are unadjusted scores

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	94%	n.a.	82%	n.a.	84%
Breast	91%	95%	83%	85%	93%	88%
Colorectal / LGT	84%	92%	78%	88%	91%	89%
Gynaecological	100%	94%	*	85%	*	88%
Haematological	95%	92%	88%	88%	89%	89%
Head and Neck	*	90%	*	87%	*	88%
Lung	*	93%	*	87%	*	88%
Prostate	92%	90%	94%	82%	89%	87%
Sarcoma	*	87%	*	84%	*	87%
Skin	*	91%	*	89%	*	91%
Upper Gastro	*	93%	*	85%	*	87%
Urological	89%	84%	*	82%	*	87%
Other	76%	88%	91%	85%	86%	87%
All Cancers	90%	91%	87%	85%	91%	88%

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	85%	n.a.	82%	n.a.	70%	n.a.	79%
Breast	94%	91%	85%	86%	73%	65%	89%	82%
Colorectal / LGT	79%	86%	80%	84%	61%	58%	88%	83%
Gynaecological	*	85%	*	82%	*	61%	*	77%
Haematological	94%	86%	90%	84%	72%	62%	93%	87%
Head and Neck	*	86%	*	83%	*	60%	*	82%
Lung	*	86%	*	81%	*	71%	*	85%
Prostate	98%	89%	90%	85%	67%	51%	90%	79%
Sarcoma	*	79%	*	71%	*	56%	*	75%
Skin	*	89%	*	84%	*	60%	*	72%
Upper Gastro	*	84%	*	81%	*	63%	*	84%
Urological	*	79%	*	75%	*	44%	*	68%
Other	88%	82%	78%	78%	65%	58%	88%	80%
All Cancers	91%	86%	85%	83%	68%	60%	89%	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 Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	94%	n.a.	70%
Breast	99%	96%	82%	79%
Colorectal / LGT	100%	96%	82%	83%
Gynaecological	*	96%	*	81%
Haematological	*	94%	*	77%
Head and Neck	*	95%	*	78%
Lung	*	95%	*	78%
Prostate	96%	95%	96%	75%
Sarcoma	*	94%	*	78%
Skin	*	97%	*	84%
Upper Gastro	*	95%	*	80%
Urological	100%	95%	74%	76%
Other	*	95%	*	78%
All Cancers	99%	96%	83%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	73%	n.a.	77%	n.a.	66%	n.a.	67%
Breast	93%	89%	91%	86%	75%	77%	80%	77%
Colorectal / LGT	78%	77%	89%	86%	70%	73%	66%	71%
Gynaecological	*	85%	*	86%	*	72%	*	73%
Haematological	76%	81%	82%	81%	68%	74%	65%	76%
Head and Neck	*	79%	*	86%	*	75%	*	74%
Lung	*	77%	*	83%	*	74%	*	76%
Prostate	88%	86%	94%	89%	71%	73%	84%	80%
Sarcoma	*	80%	*	84%	*	72%	*	68%
Skin	*	89%	*	90%	n.a.	81%	*	87%
Upper Gastro	*	74%	*	82%	*	73%	*	71%
Urological	81%	80%	100%	87%	*	70%	90%	78%
Other	93%	80%	81%	82%	72%	71%	85%	72%
All Cancers	84%	82%	90%	85%	73%	74%	77%	75%

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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	57%	n.a.	68%	n.a.	77%	n.a.	40%
Breast	67%	71%	67%	64%	91%	87%	50%	56%
Colorectal / LGT	62%	62%	83%	71%	85%	85%	45%	54%
Gynaecological	*	67%	*	67%	*	84%	*	51%
Haematological	55%	64%	61%	71%	86%	86%	69%	55%
Head and Neck	*	66%	*	69%	*	87%	*	55%
Lung	*	70%	*	74%	*	85%	*	52%
Prostate	63%	73%	81%	69%	90%	88%	*	51%
Sarcoma	*	64%	*	66%	*	85%	*	46%
Skin	*	80%	*	72%	*	91%	n.a.	59%
Upper Gastro	*	61%	*	75%	*	84%	*	51%
Urological	90%	69%	86%	73%	95%	85%	*	47%
Other	65%	62%	92%	68%	93%	82%	*	48%
All Cancers	65%	67%	75%	69%	89%	86%	57%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	82%	n.a.	84%	n.a.	86%	n.a.	94%
Breast	92%	86%	92%	89%	92%	92%	96%	96%
Colorectal / LGT	91%	85%	93%	87%	72%	84%	91%	94%
Gynaecological	*	83%	*	87%	*	88%	*	95%
Haematological	85%	83%	94%	90%	78%	81%	94%	95%
Head and Neck	*	83%	*	87%	*	88%	*	93%
Lung	*	84%	*	89%	*	84%	*	92%
Prostate	87%	84%	91%	91%	93%	90%	97%	95%
Sarcoma	*	80%	*	85%	*	81%	*	94%
Skin	n.a.	88%	*	93%	*	91%	*	96%
Upper Gastro	*	82%	*	86%	*	82%	*	94%
Urological	*	81%	95%	89%	*	86%	90%	91%
Other	96%	81%	100%	87%	96%	83%	92%	92%
All Cancers	89%	84%	93%	89%	84%	87%	94%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	64%	n.a.	94%	n.a.	88%	n.a.	47%
Breast	68%	70%	98%	96%	91%	88%	51%	61%
Colorectal / LGT	68%	73%	95%	96%	*	84%	*	57%
Gynaecological	*	71%	*	96%	*	86%	*	61%
Haematological	75%	74%	96%	96%	*	83%	*	59%
Head and Neck	*	73%	*	96%	*	86%	*	61%
Lung	*	69%	*	95%	*	85%	*	56%
Prostate	94%	73%	100%	95%	*	87%	*	61%
Sarcoma	*	63%	*	94%	n.a.	82%	n.a.	65%
Skin	*	74%	*	97%	n.a.	85%	n.a.	72%
Upper Gastro	*	70%	*	95%	*	82%	*	53%
Urological	*	67%	96%	95%	*	82%	*	55%
Other	66%	68%	99%	95%	*	85%	*	60%
All Cancers	73%	71%	97%	96%	90%	86%	62%	60%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	79%	n.a.	50%
Breast	79%	83%	56%	64%
Colorectal / LGT	82%	85%	64%	64%
Gynaecological	*	86%	*	68%
Haematological	83%	85%	74%	75%
Head and Neck	*	79%	*	54%
Lung	*	84%	*	67%
Prostate	*	85%	*	68%
Sarcoma	*	83%	*	67%
Skin	n.a.	86%	n.a.	79%
Upper Gastro	*	84%	*	61%
Urological	*	82%	*	65%
Other	95%	85%	77%	70%
All Cancers	84%	84%	71%	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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	60%	n.a.	50%	n.a.	48%
Breast	57%	59%	57%	54%	52%	42%
Colorectal / LGT	51%	63%	59%	60%	48%	52%
Gynaecological	*	59%	*	47%	*	38%
Haematological	67%	63%	63%	52%	69%	44%
Head and Neck	*	63%	*	56%	*	53%
Lung	*	60%	*	52%	*	43%
Prostate	68%	60%	*	46%	*	40%
Sarcoma	*	55%	*	49%	*	45%
Skin	*	67%	*	60%	*	59%
Upper Gastro	*	60%	*	53%	*	48%
Urological	*	59%	*	47%	*	44%
Other	64%	56%	59%	52%	*	44%
All Cancers	62%	60%	60%	53%	58%	45%

[§] These are unadjusted scores

Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	88%	n.a.	51%
Breast	98%	96%	56%	59%
Colorectal / LGT	96%	95%	65%	58%
Gynaecological	95%	95%	*	57%
Haematological	98%	95%	63%	58%
Head and Neck	*	93%	*	58%
Lung	*	94%	*	58%
Prostate	100%	95%	68%	64%
Sarcoma	*	95%	*	53%
Skin	*	97%	*	67%
Upper Gastro	*	94%	*	58%
Urological	100%	95%	*	61%
Other	96%	94%	64%	56%
All Cancers	98%	95%	63%	59%

[§] 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 Trust [§]	National	This Trust [§]	National	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	45%	n.a.	33%	n.a.	84%	n.a.	59%
Breast	63%	61%	25%	39%	88%	90%	69%	68%
Colorectal / LGT	67%	61%	31%	38%	82%	88%	74%	72%
Gynaecological	76%	58%	33%	31%	96%	87%	76%	69%
Haematological	63%	64%	39%	35%	90%	91%	61%	66%
Head and Neck	*	61%	*	37%	*	88%	*	71%
Lung	*	62%	*	31%	*	89%	*	71%
Prostate	67%	65%	61%	36%	94%	87%	81%	75%
Sarcoma	*	54%	*	28%	*	86%	*	64%
Skin	*	71%	*	42%	*	91%	*	73%
Upper Gastro	*	59%	*	35%	*	86%	*	68%
Urological	80%	62%	23%	30%	82%	85%	79%	75%
Other	61%	57%	34%	30%	97%	87%	78%	63%
All Cancers	66%	61%	36%	35%	91%	88%	72%	69%

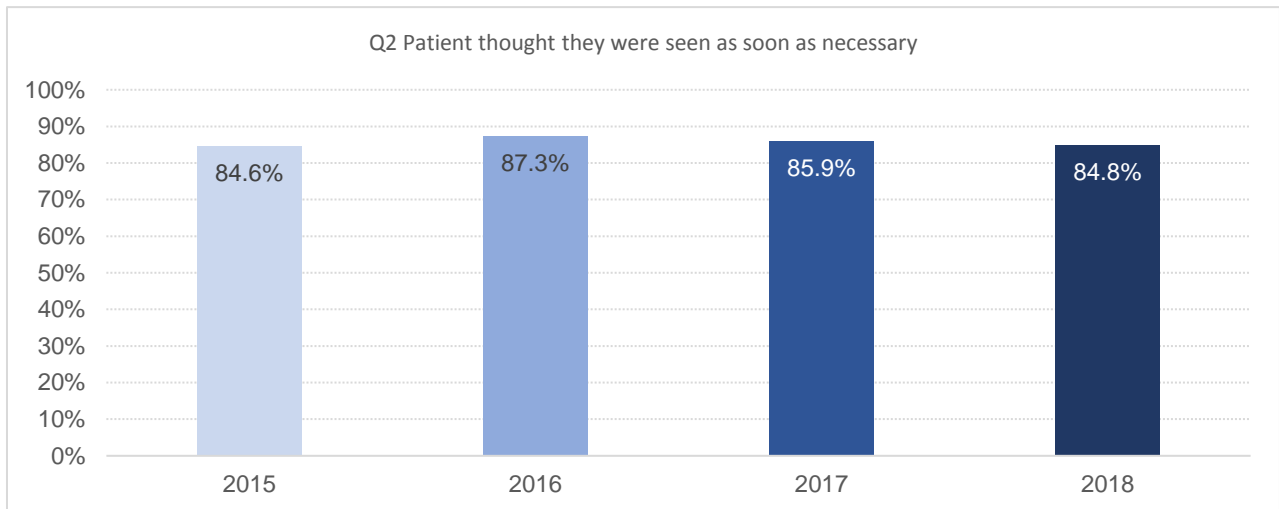
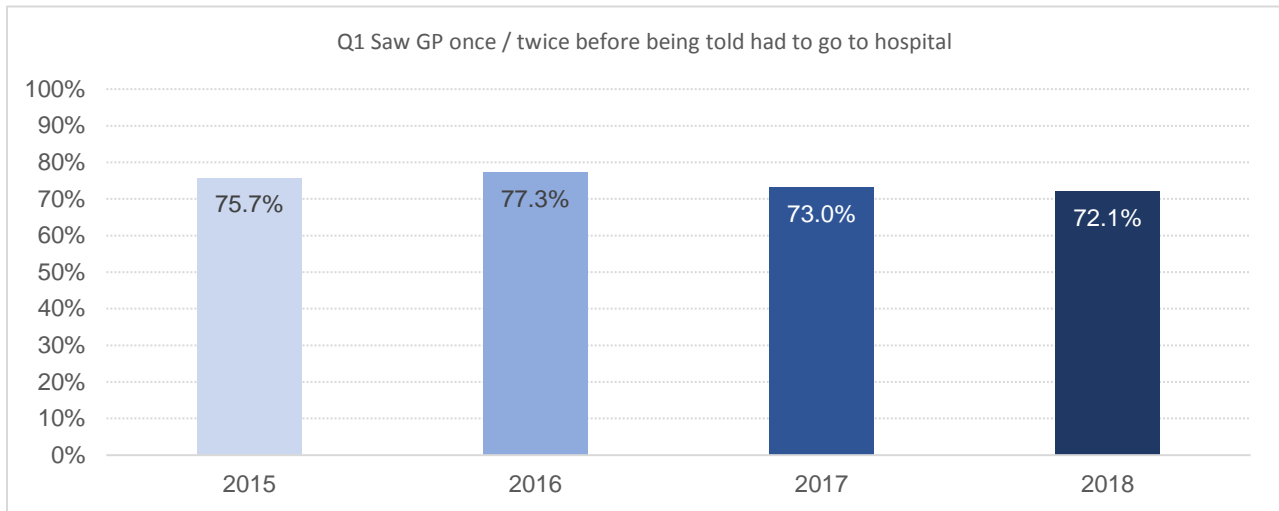
Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This Trust [§]	National	This Trust [§]	National
Brain / CNS	n.a.	39%	n.a.	8.4
Breast	27%	31%	8.9	8.9
Colorectal / LGT	23%	33%	8.8	8.8
Gynaecological	58%	37%	9.0	8.8
Haematological	49%	32%	9.0	8.9
Head and Neck	*	23%	*	8.8
Lung	*	35%	*	8.8
Prostate	23%	33%	8.9	8.8
Sarcoma	*	40%	*	8.6
Skin	*	16%	*	9.0
Upper Gastro	*	35%	*	8.7
Urological	20%	21%	9.0	8.7
Other	24%	32%	8.7	8.7
All Cancers	32%	31%	8.9	8.8

[§] These are unadjusted scores

Year on Year Scores

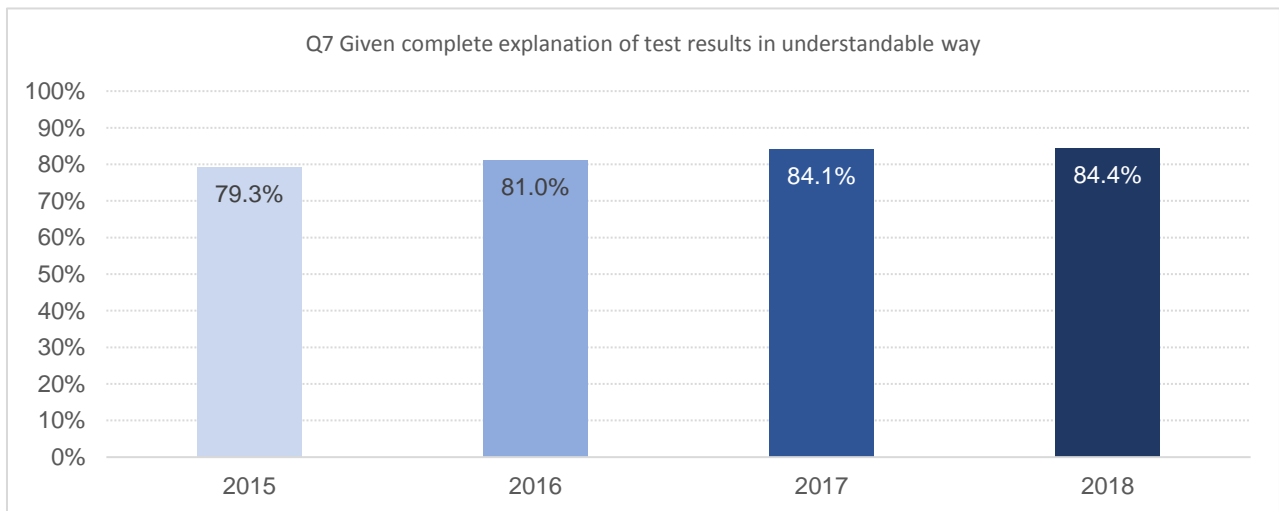
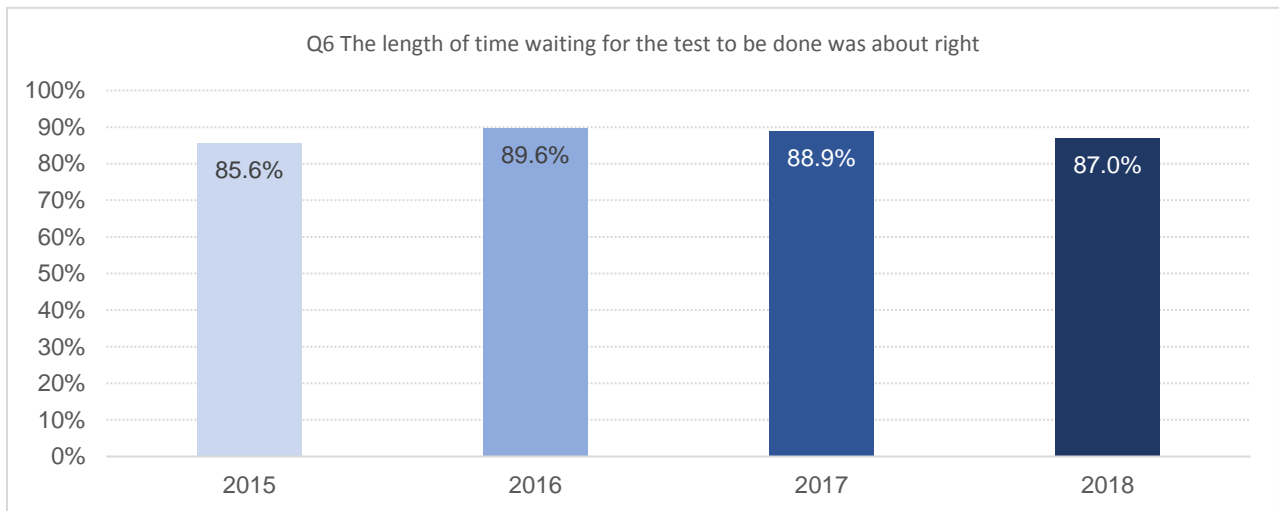
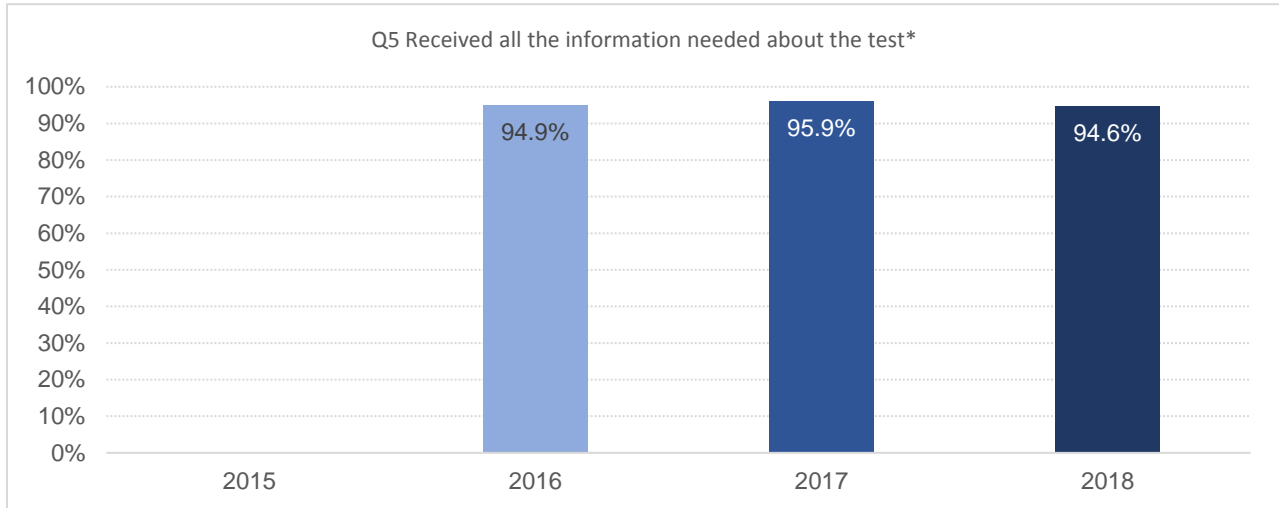
The charts below present the unadjusted scores for this Trust from 2015, 2016, 2017 and 2018.

Seeing your GP



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

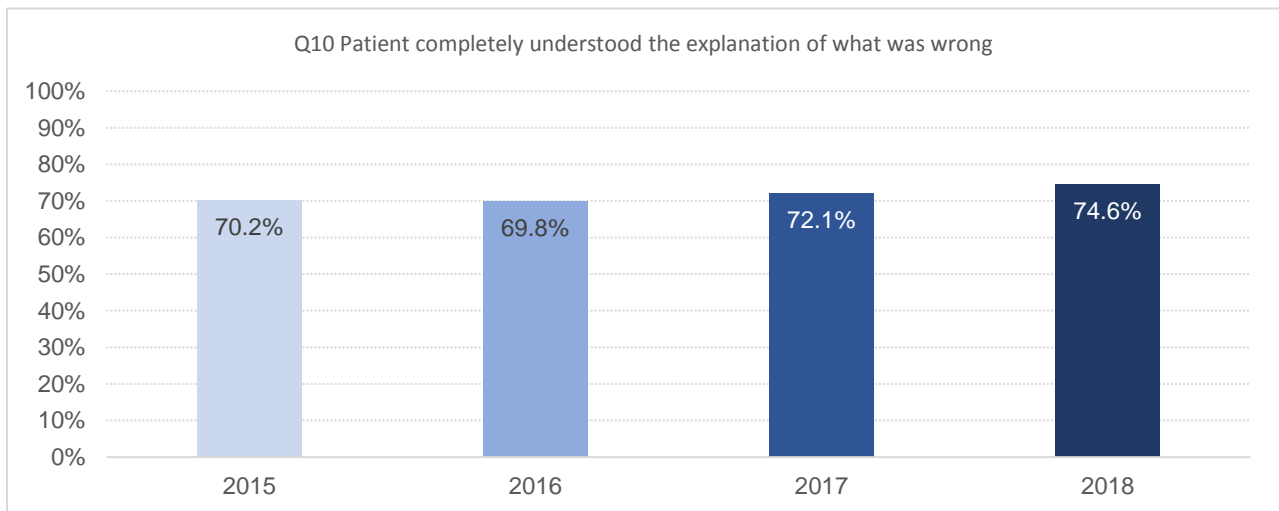
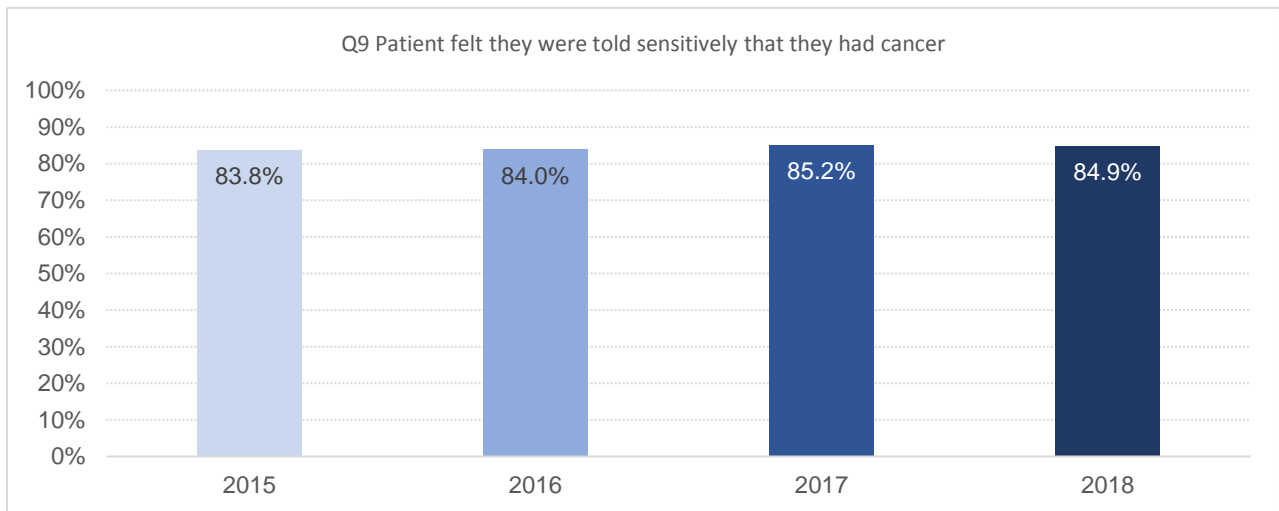
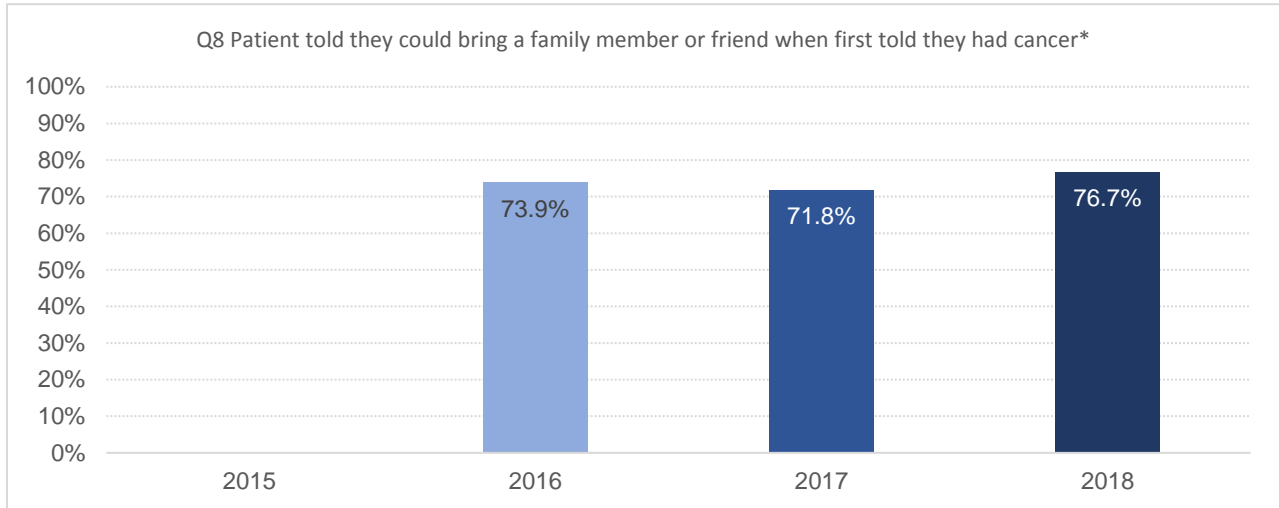
Diagnostic tests



* This question was not asked on the 2015 survey

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

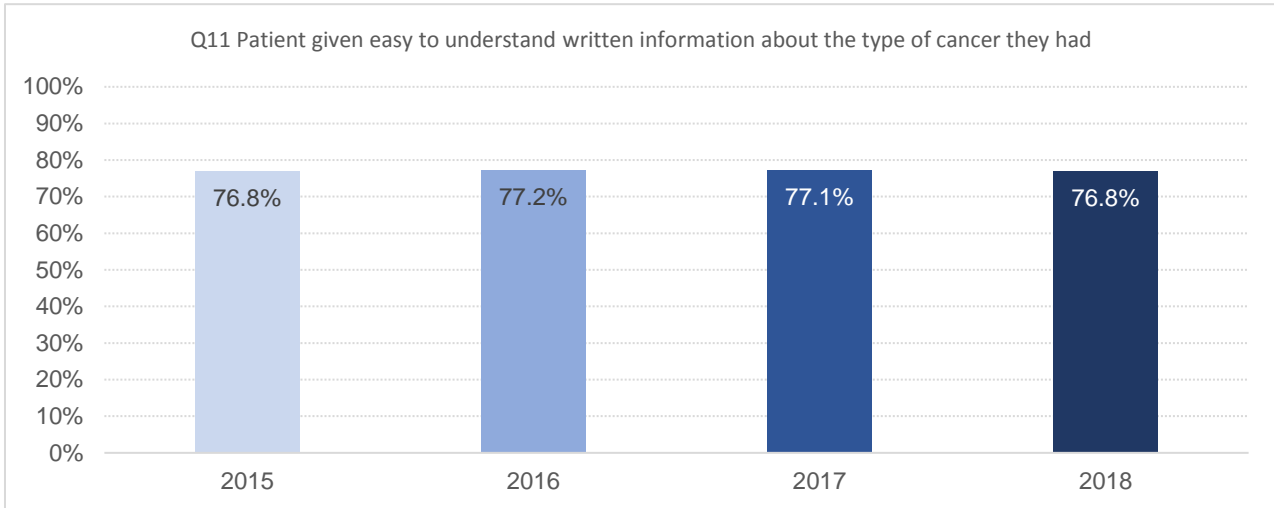
Finding out what was wrong with you



* This question was not asked on the 2015 survey

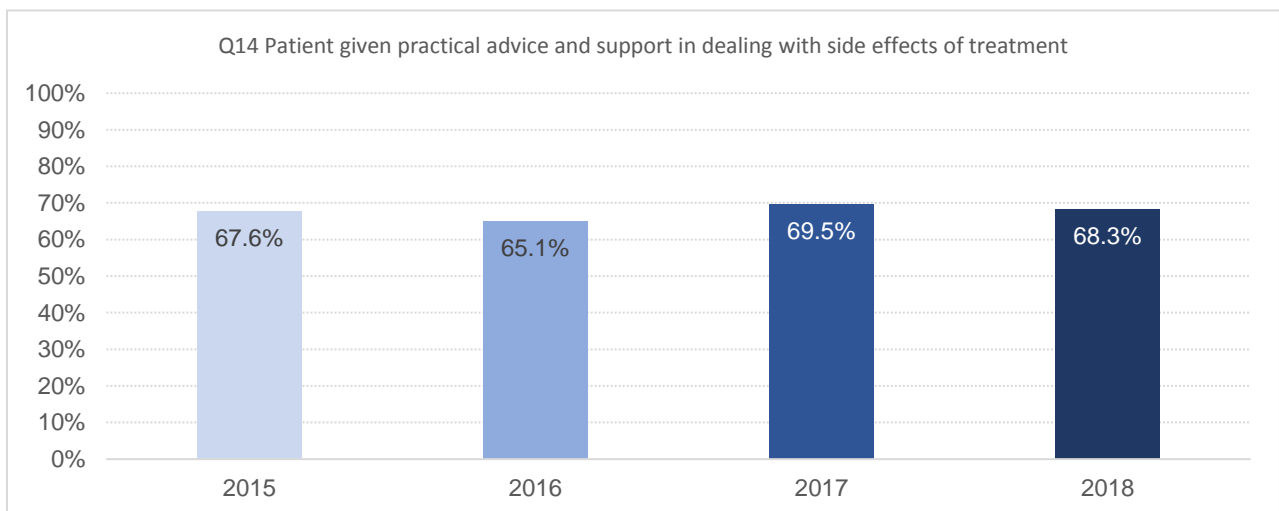
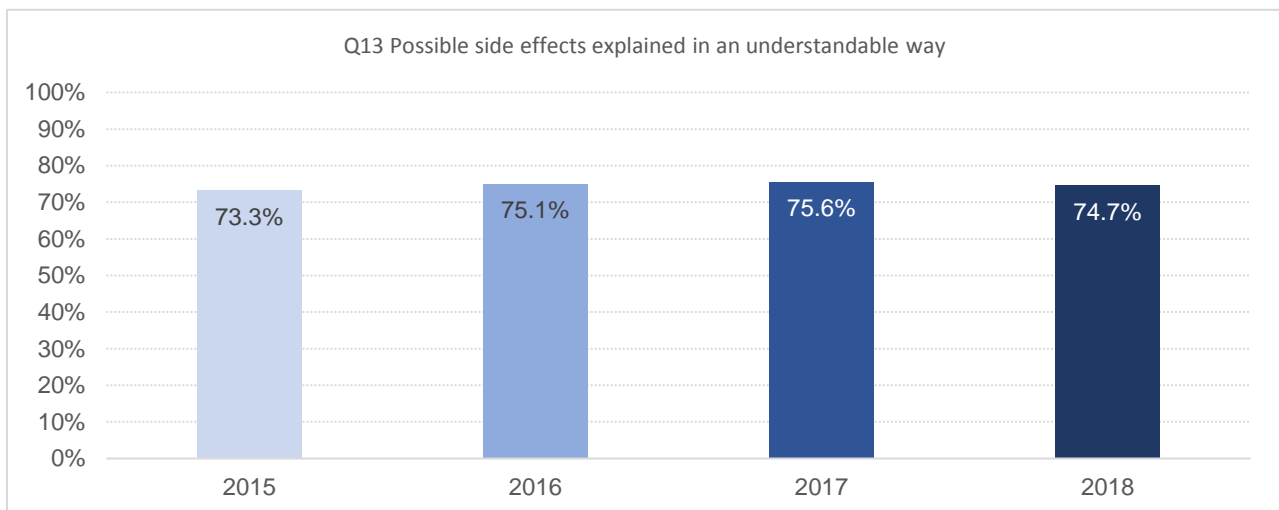
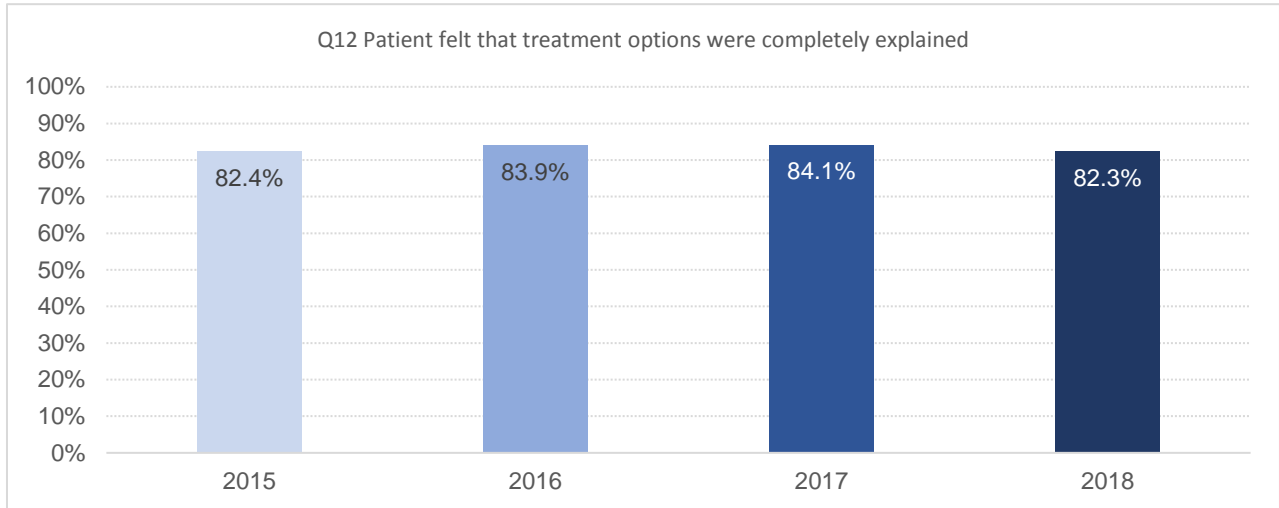
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Finding out what was wrong with you (continued)



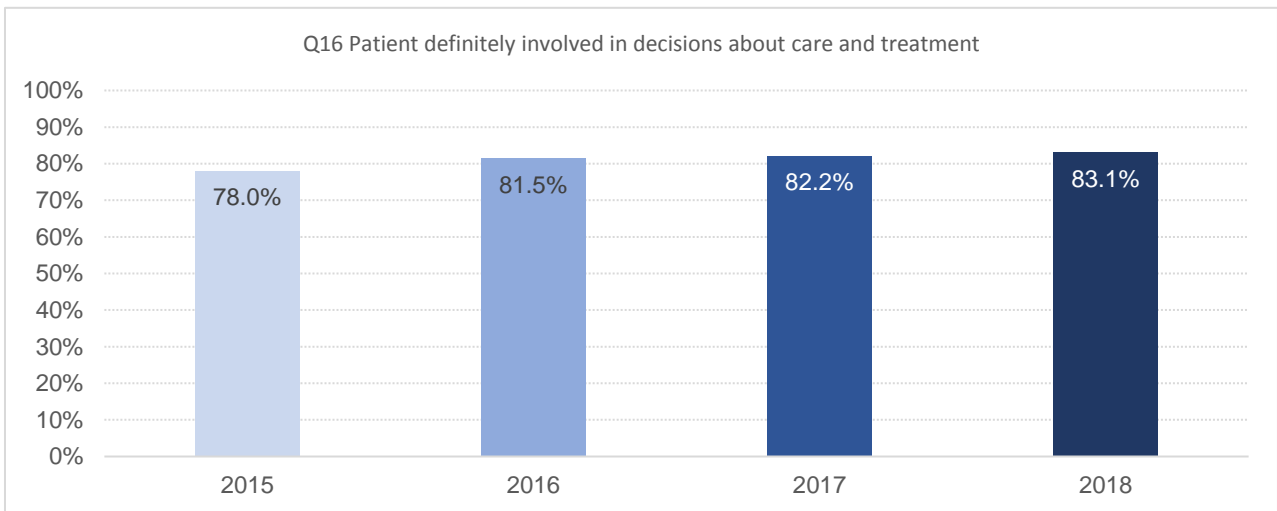
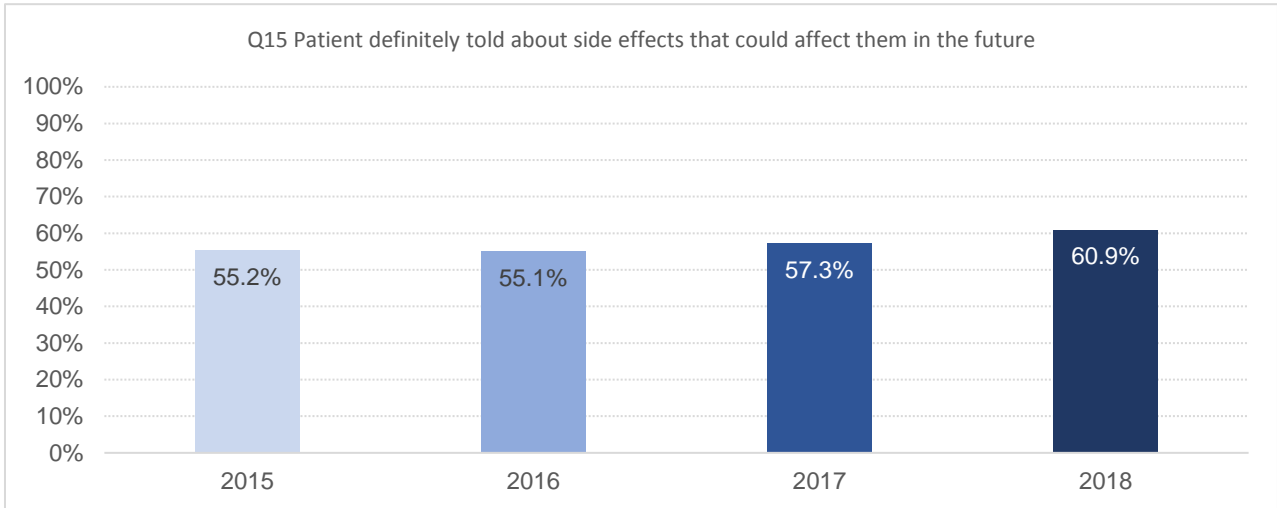
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Deciding the best treatment for you



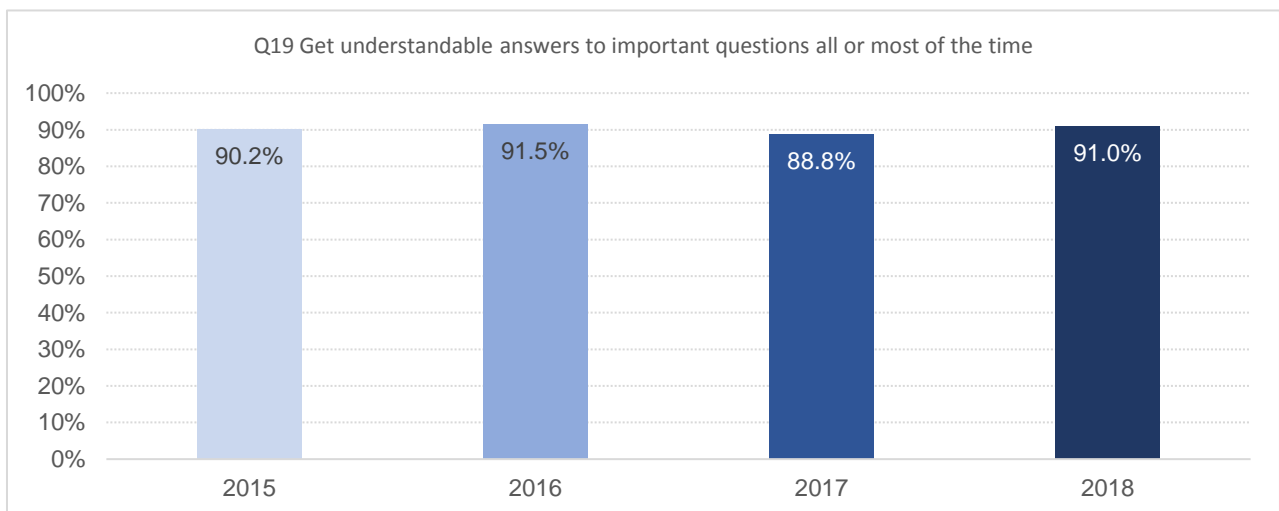
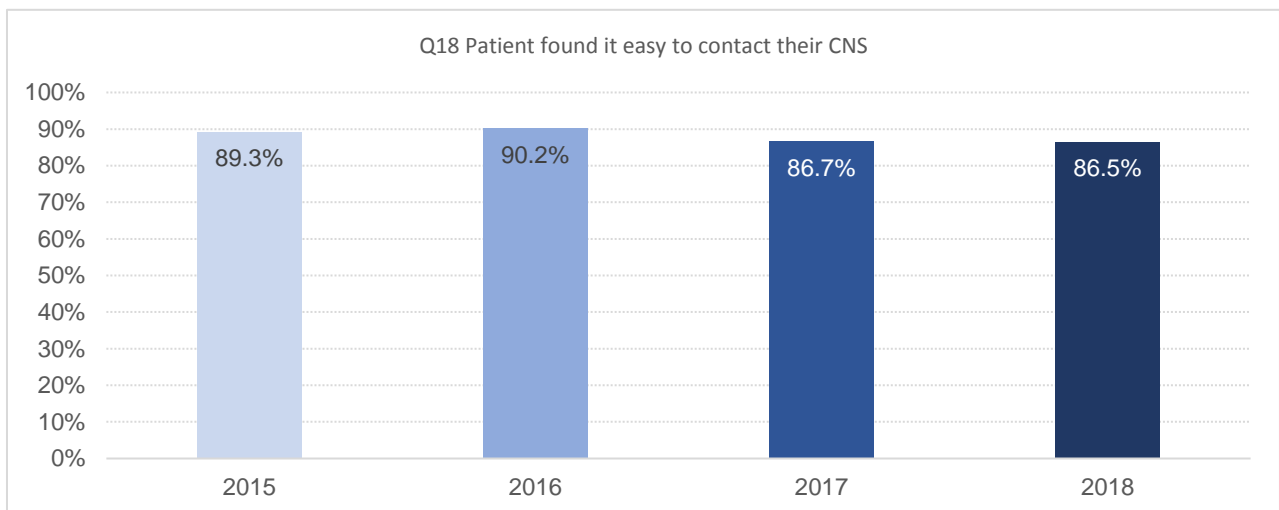
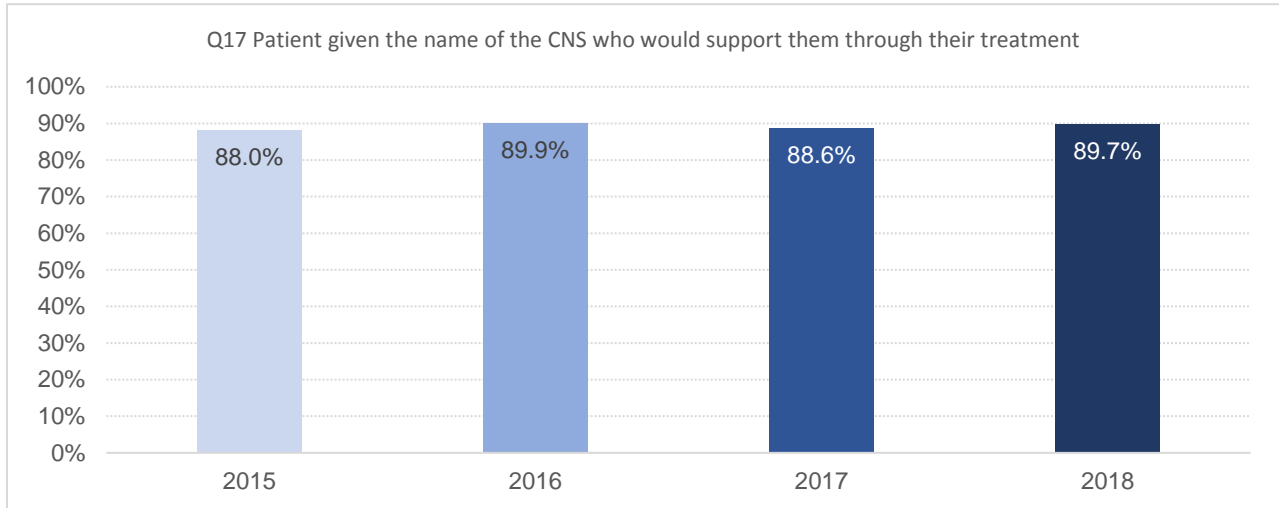
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Deciding the best treatment for you (continued)



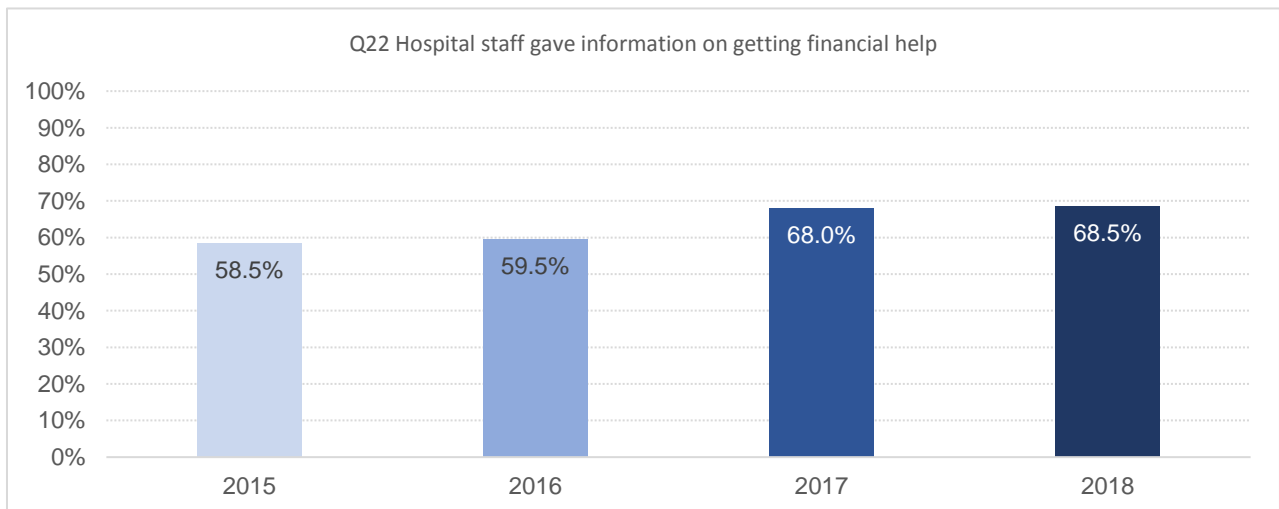
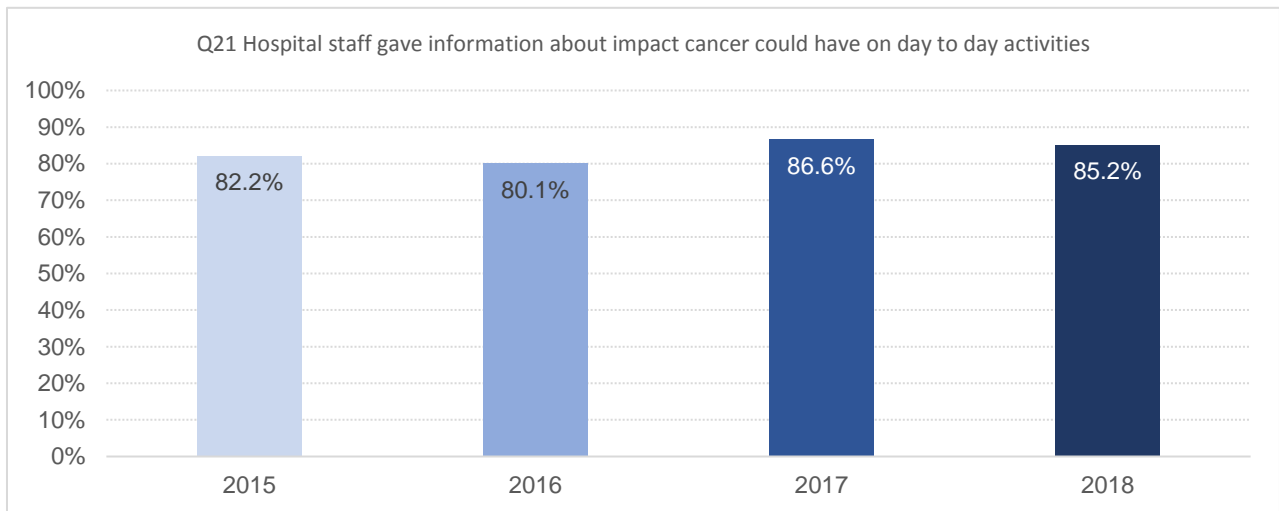
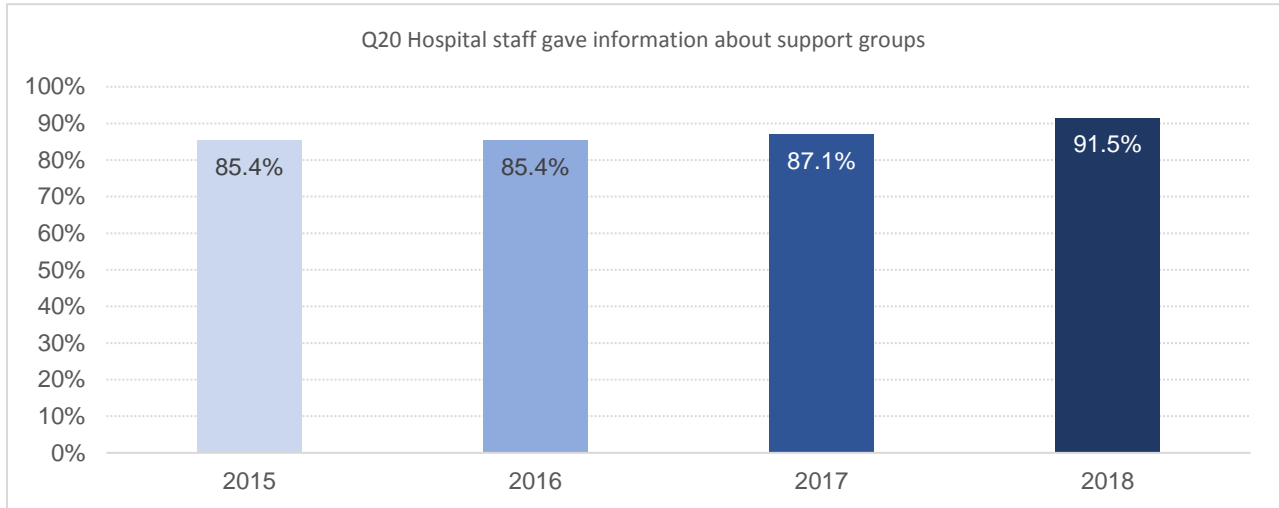
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Clinical Nurse Specialist



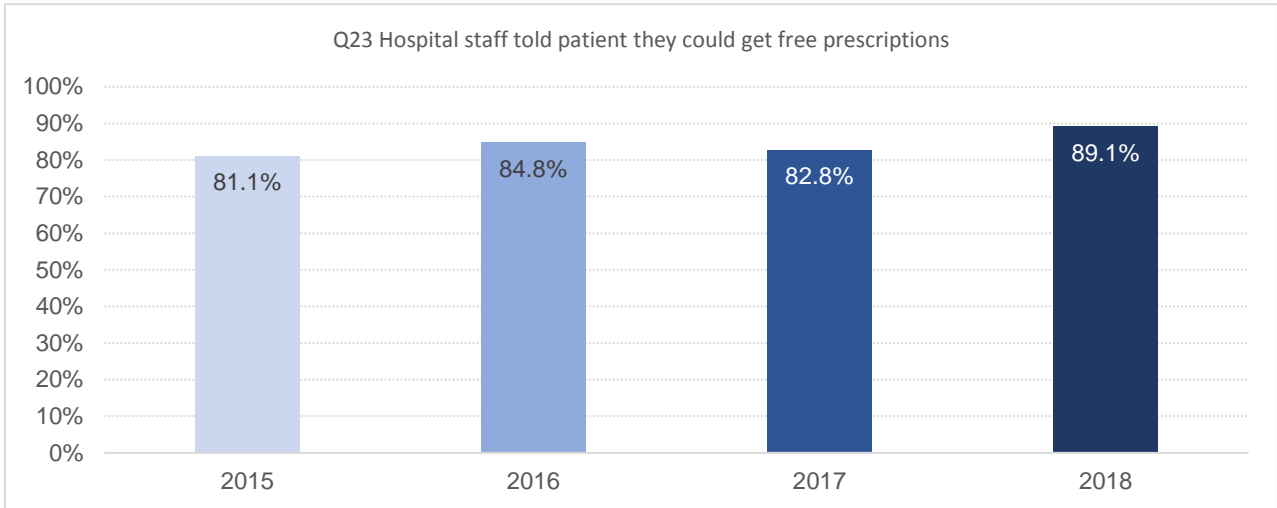
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Support for people with cancer



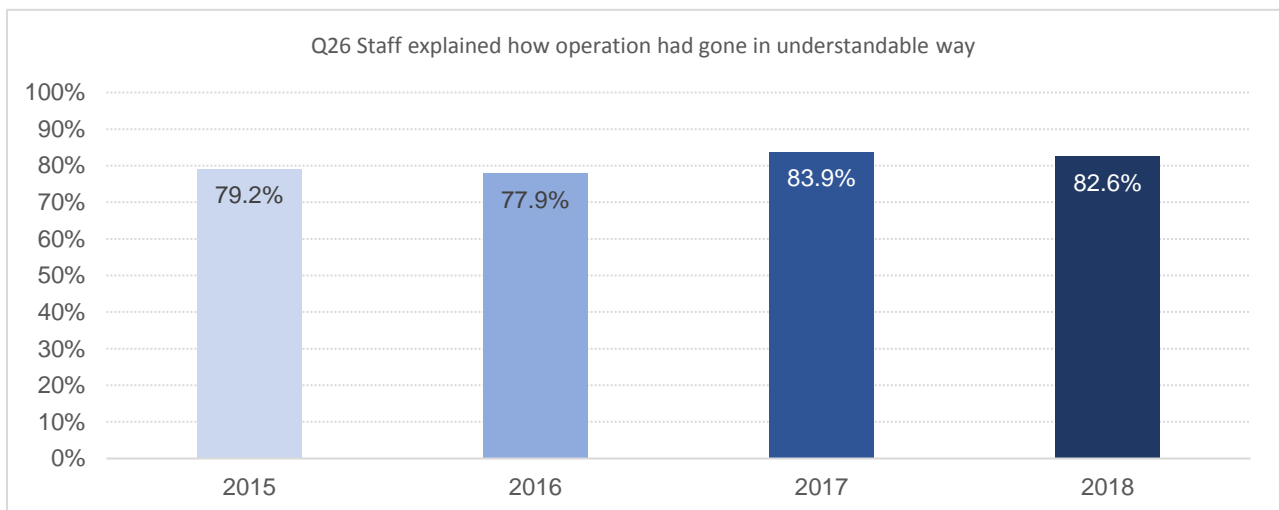
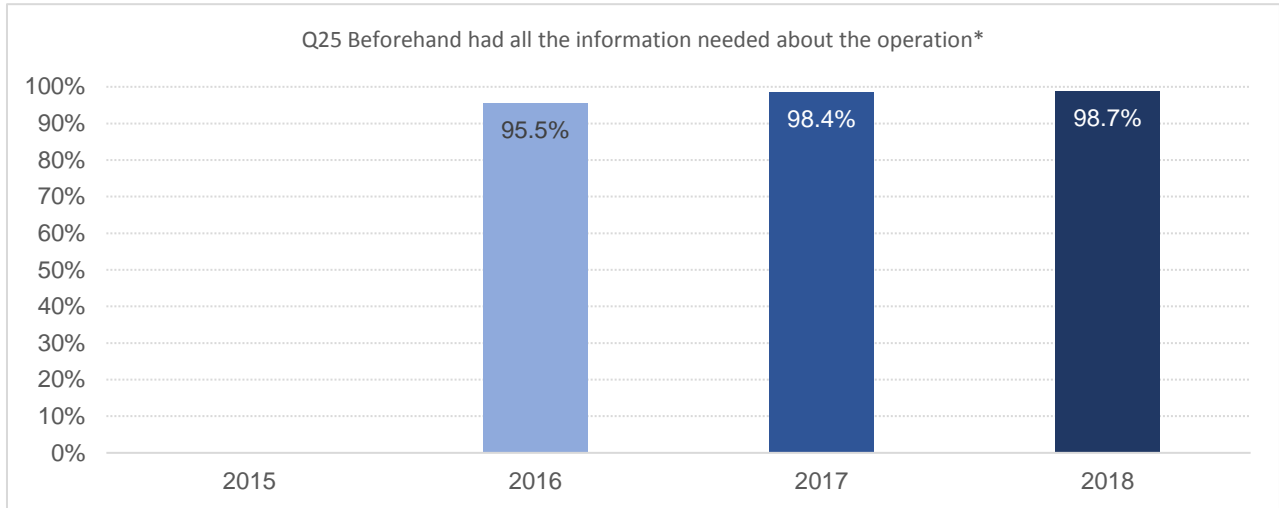
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Support for people with cancer (continued)



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

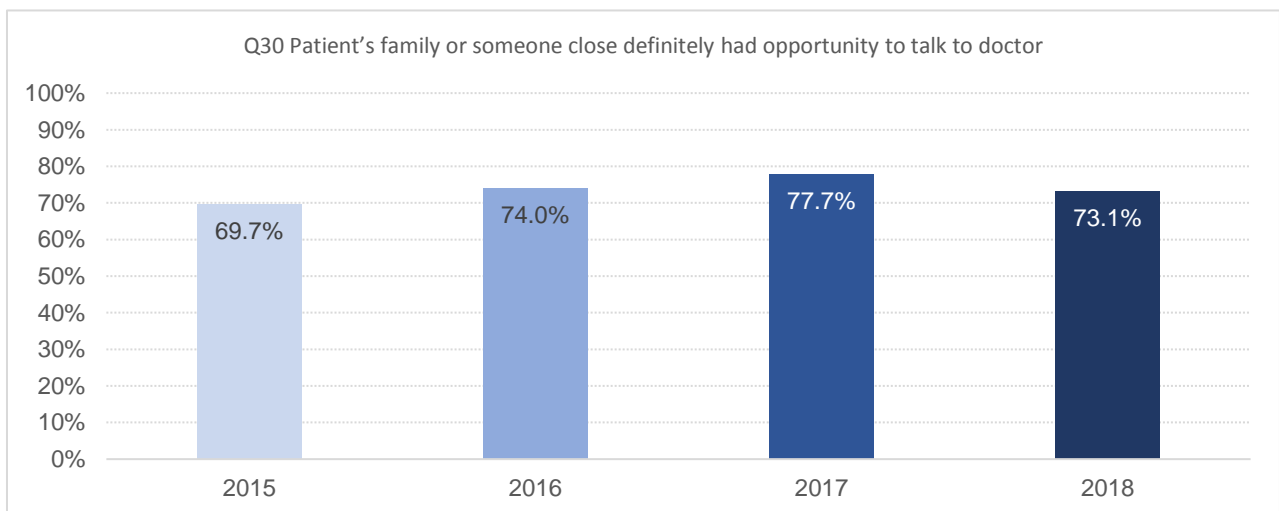
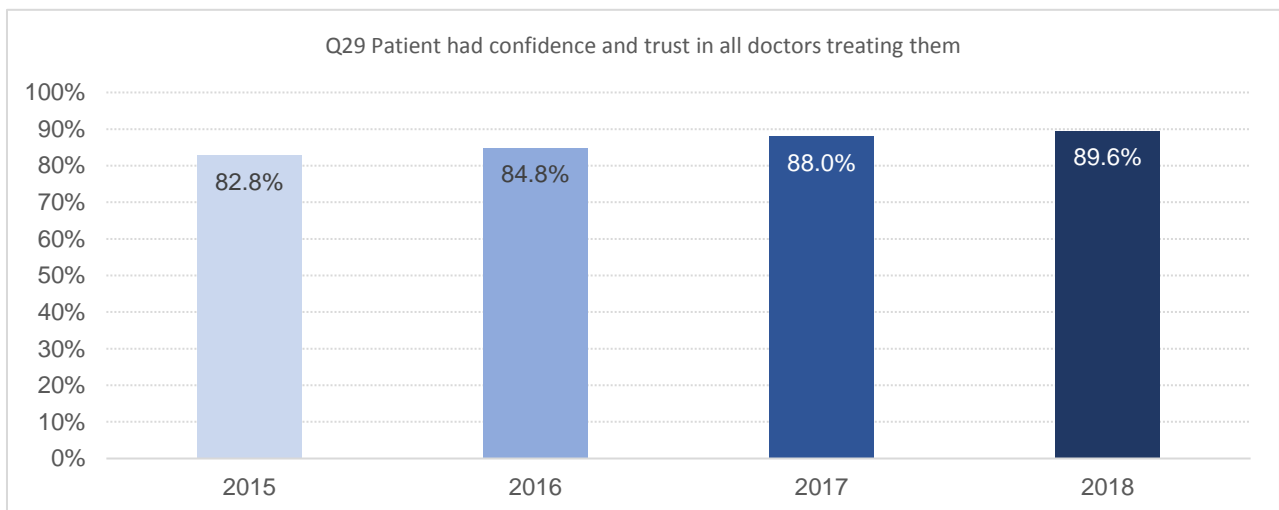
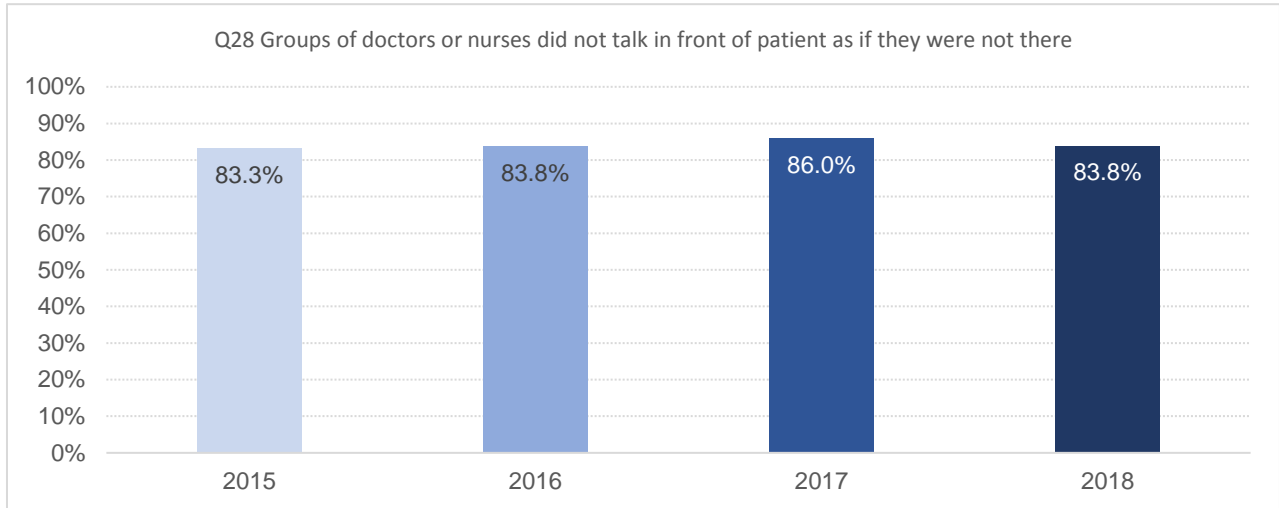
Operations



* This question was not asked on the 2015 survey

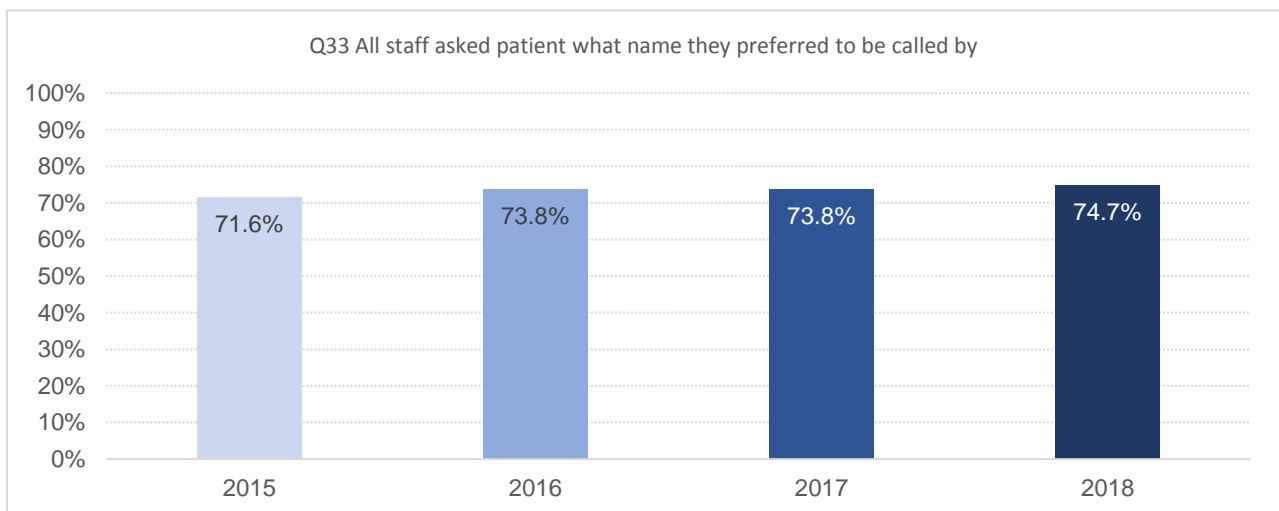
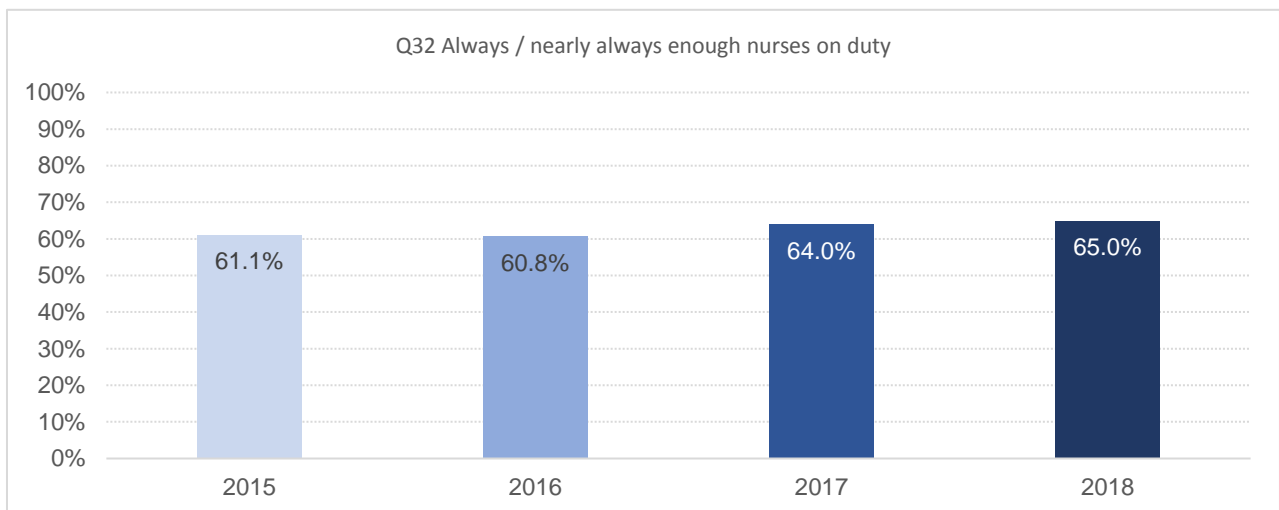
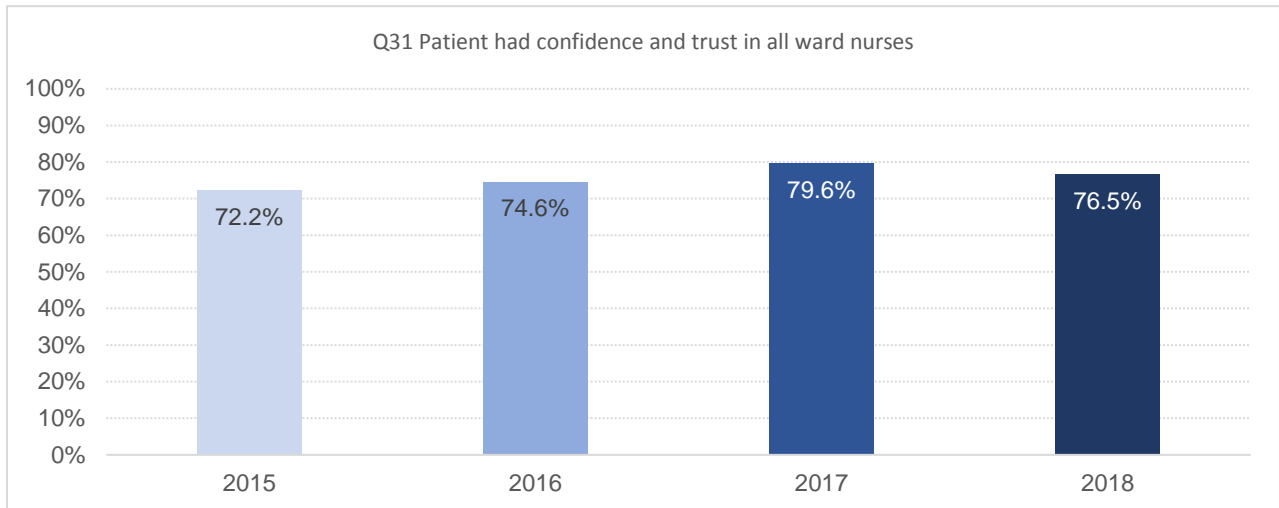
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Hospital care as an inpatient



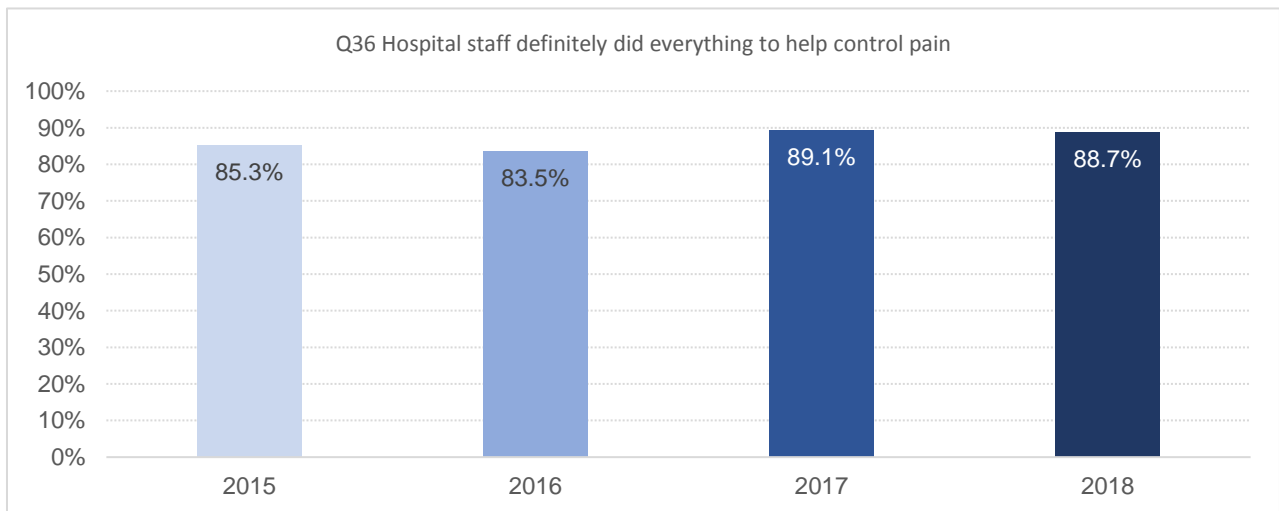
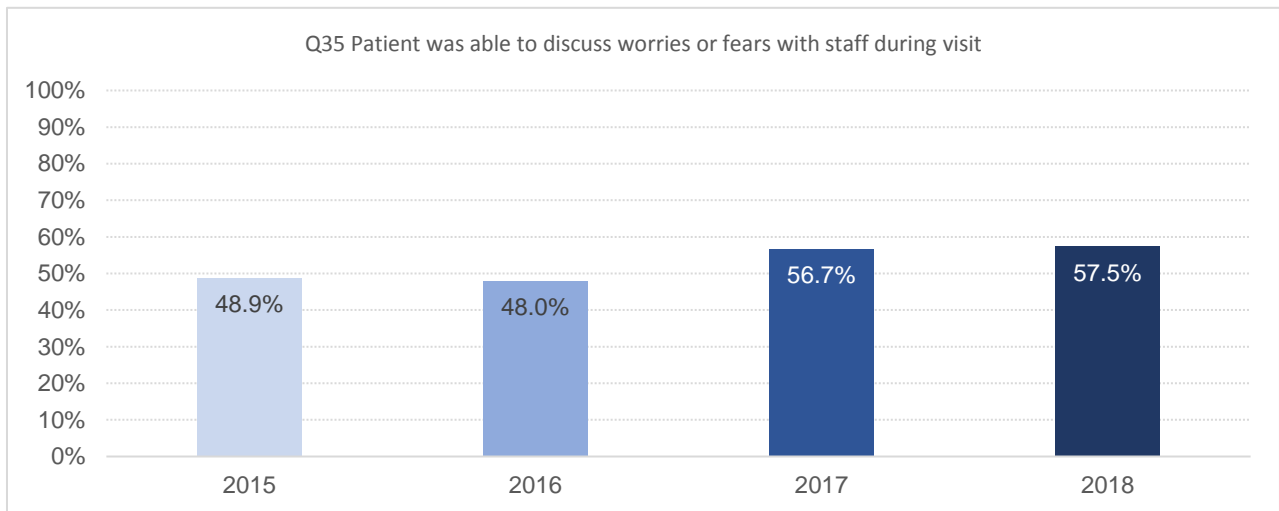
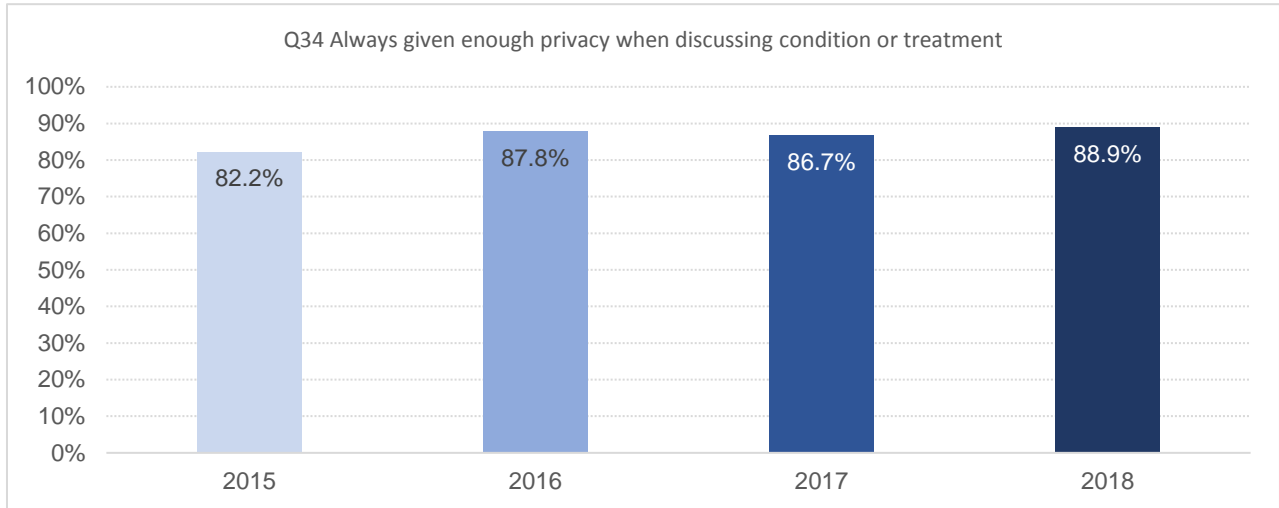
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Hospital care as an inpatient (continued)



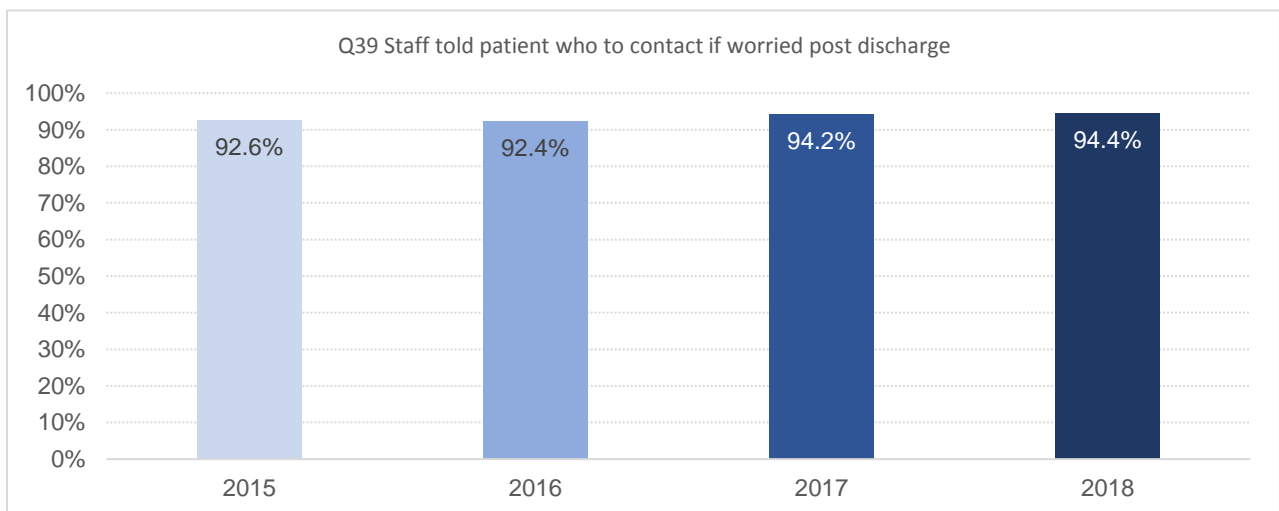
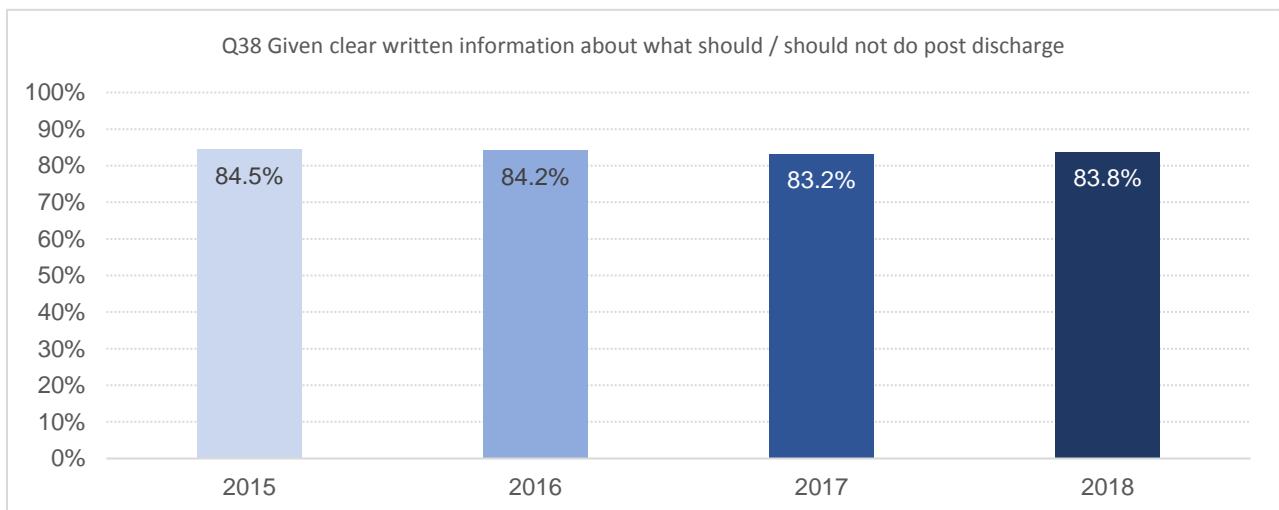
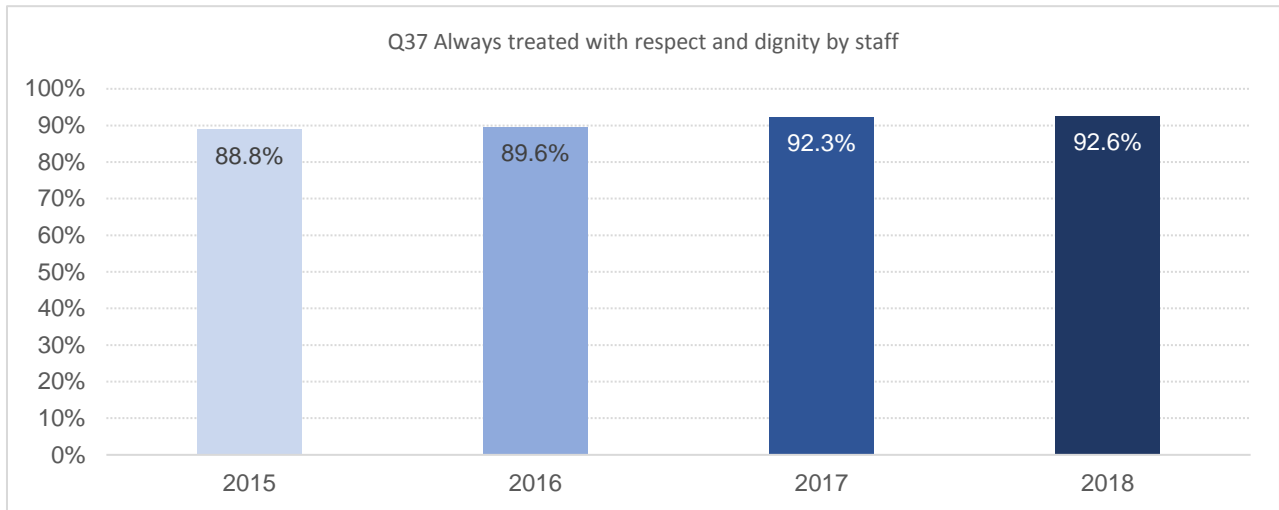
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Hospital care as an inpatient (continued)



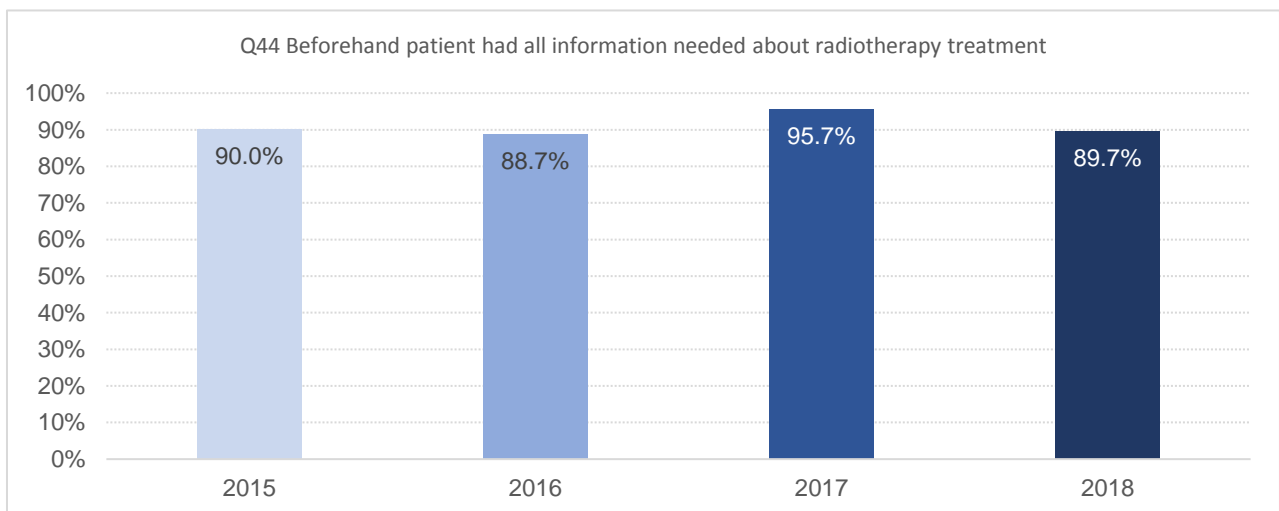
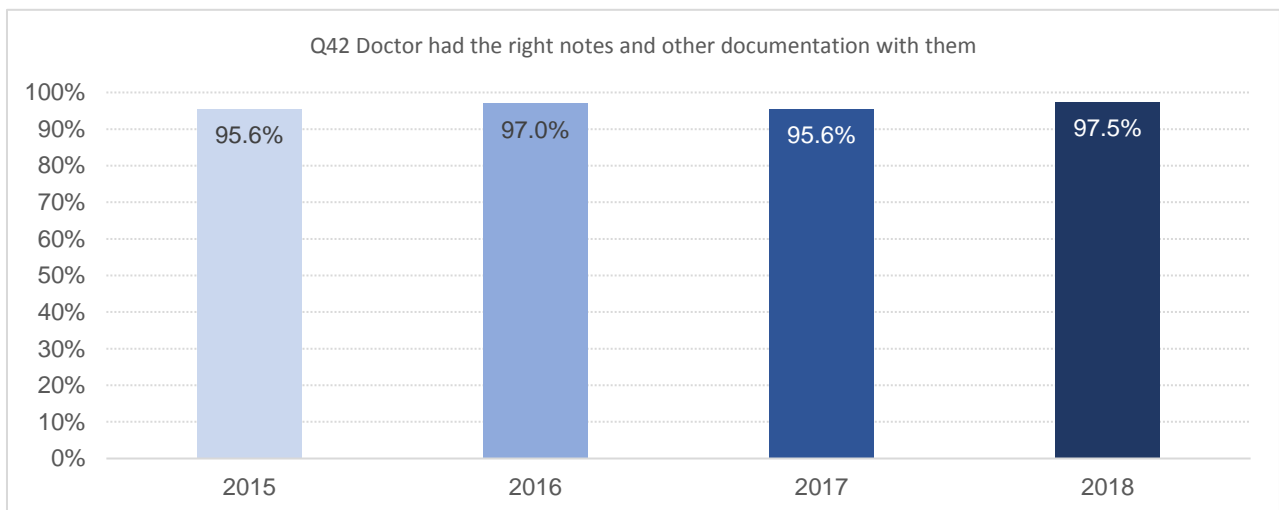
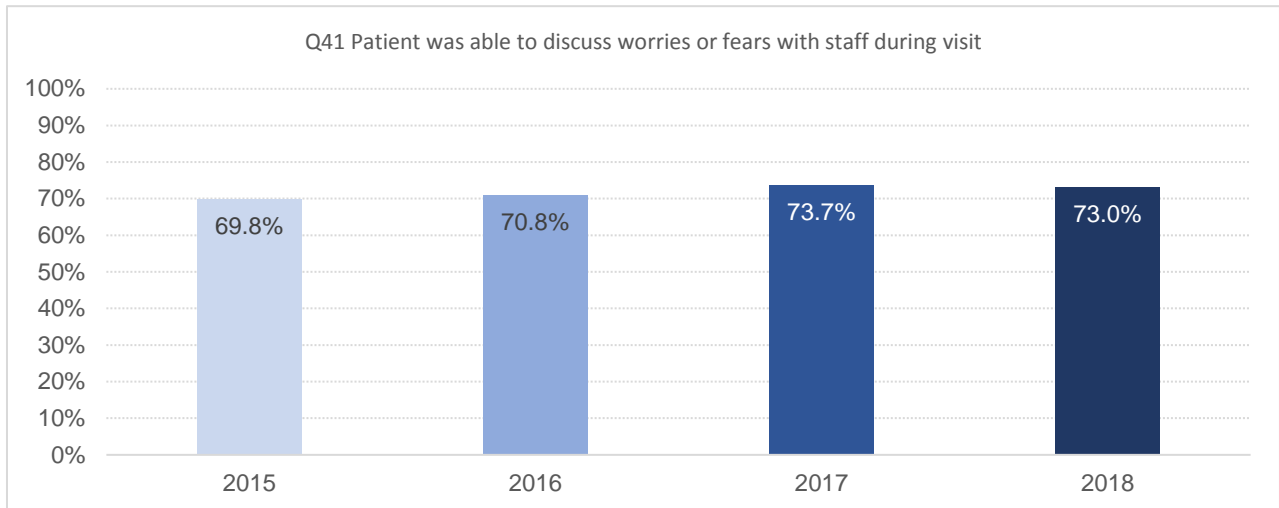
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Hospital care as an inpatient (continued)



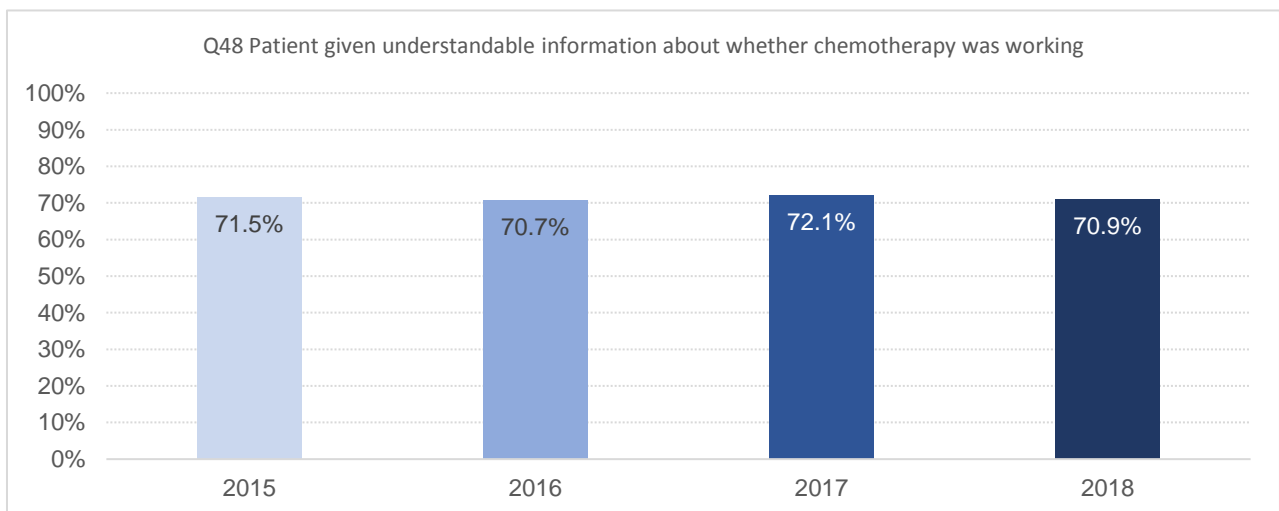
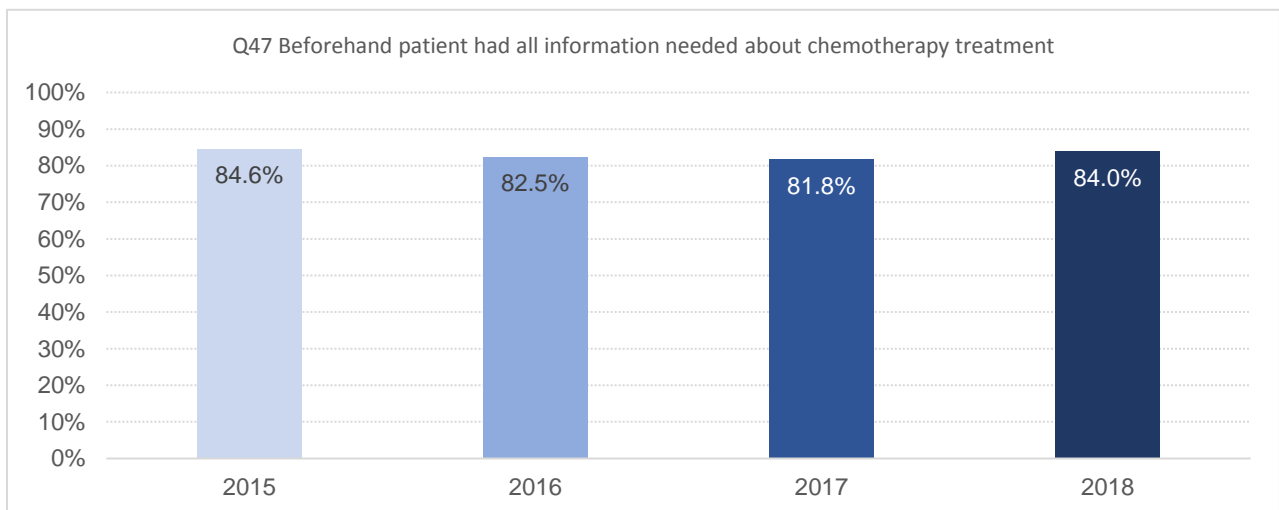
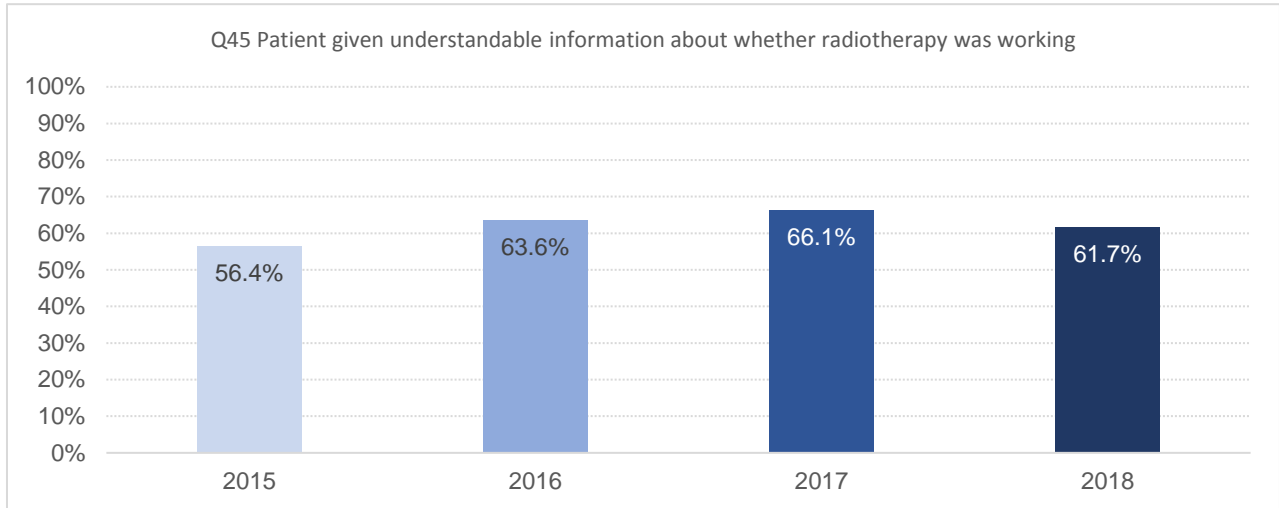
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Hospital care as a day patient / outpatient



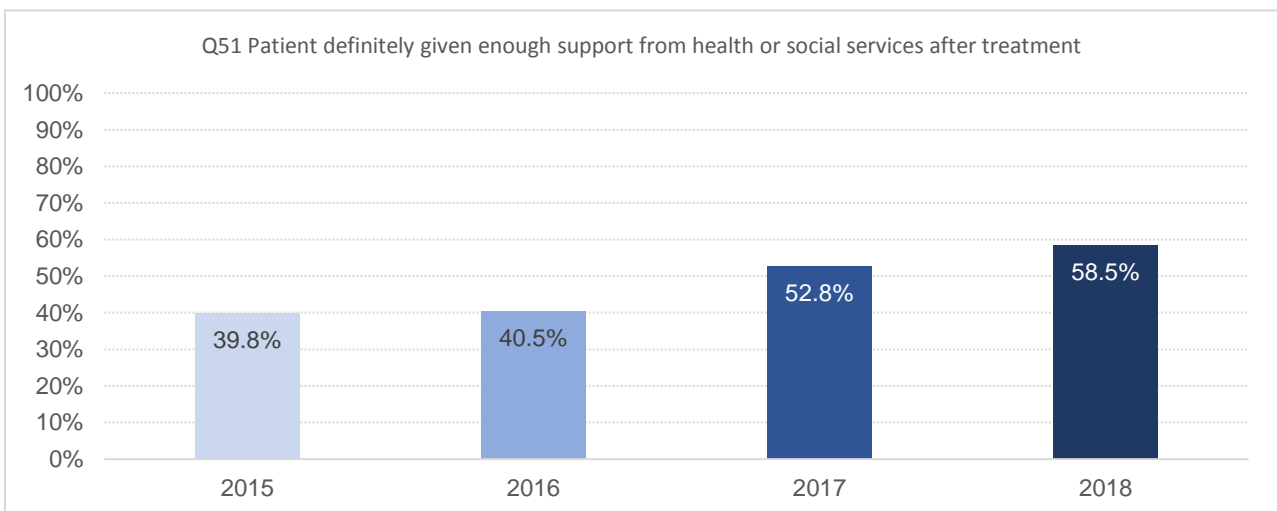
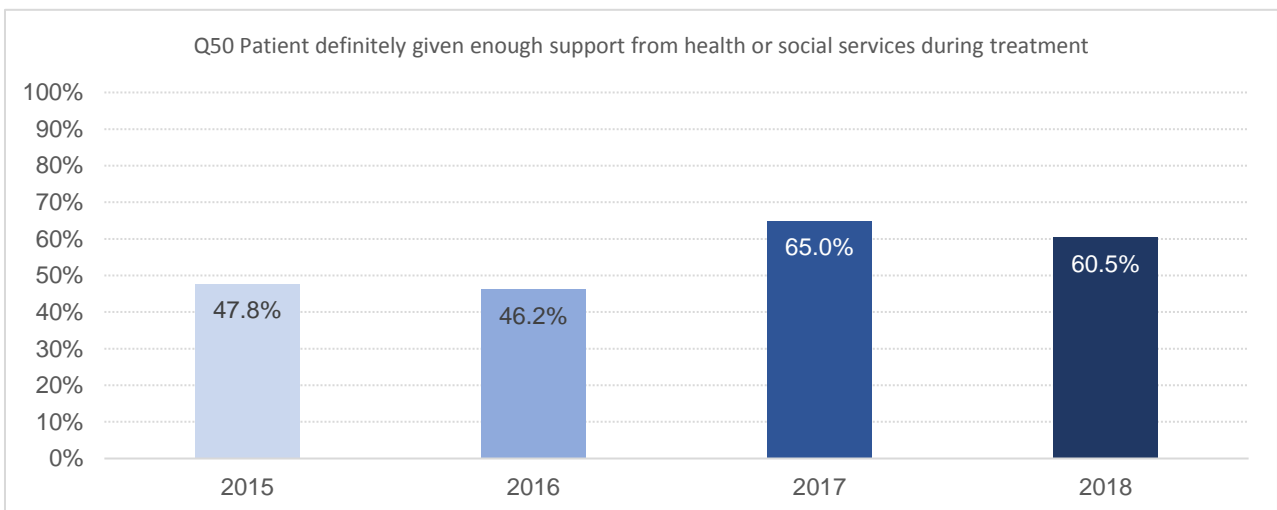
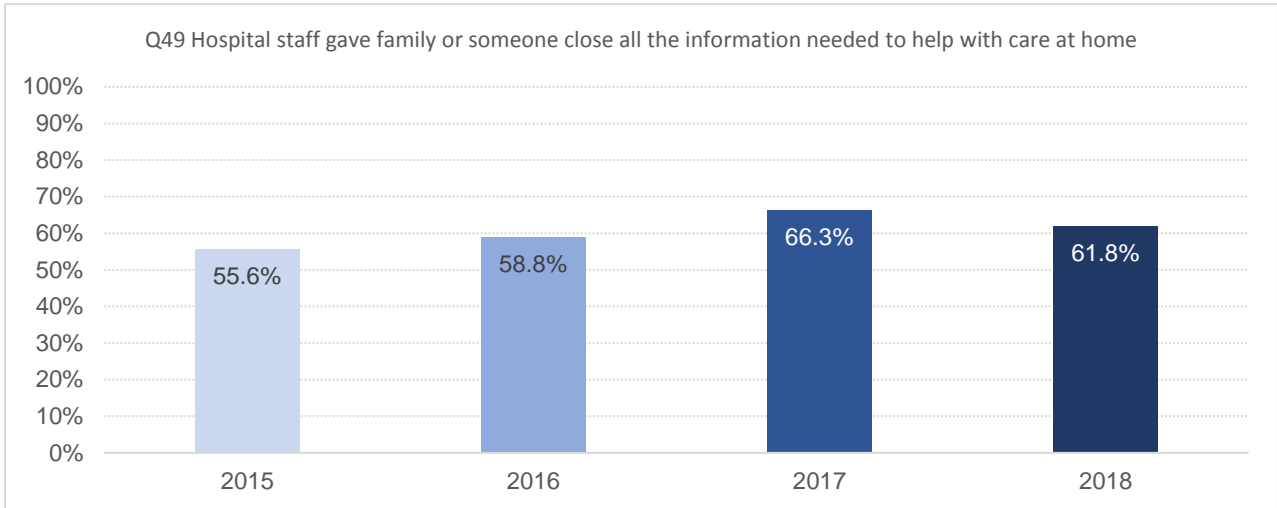
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Hospital care as a day patient / outpatient (continued)



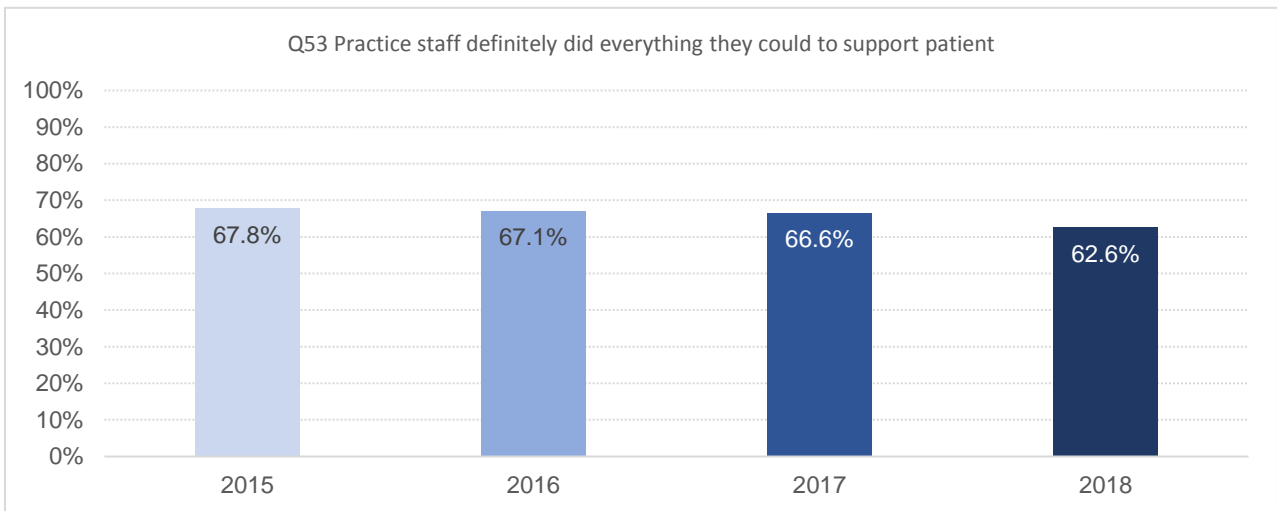
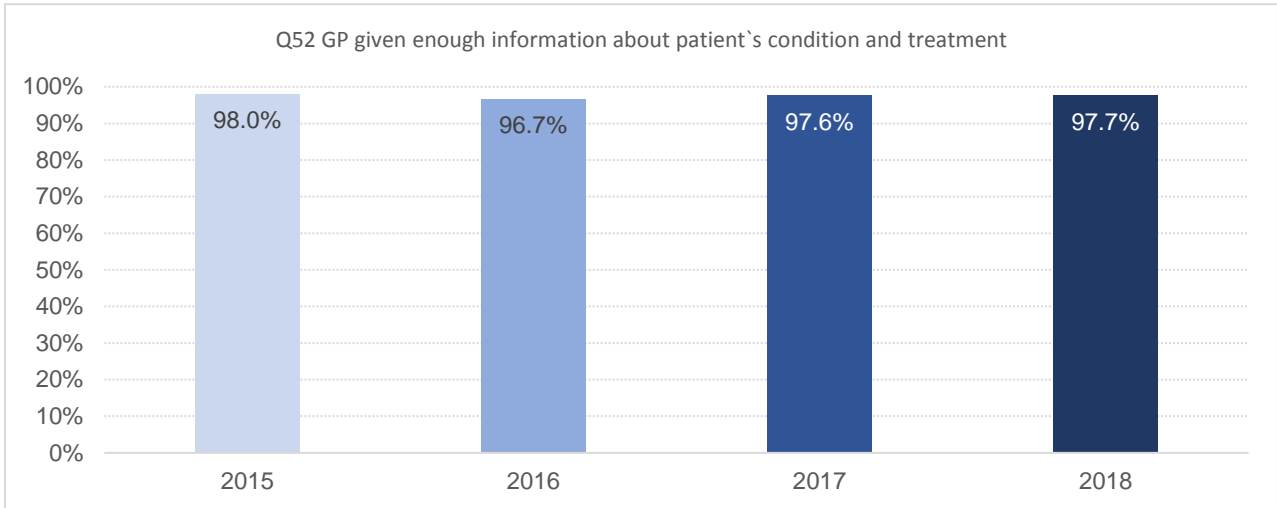
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Home care and support



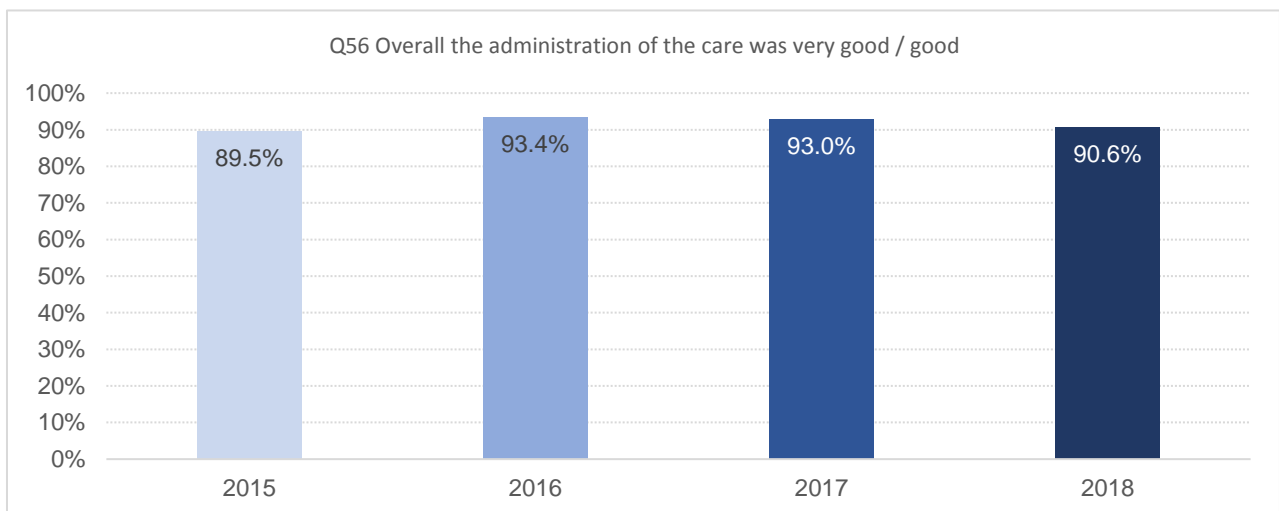
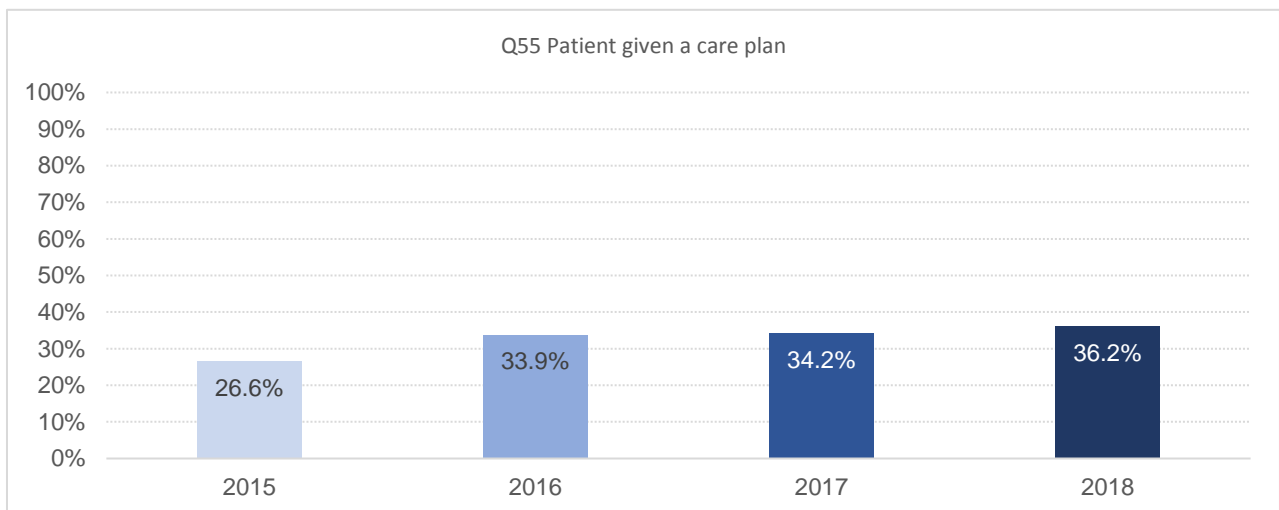
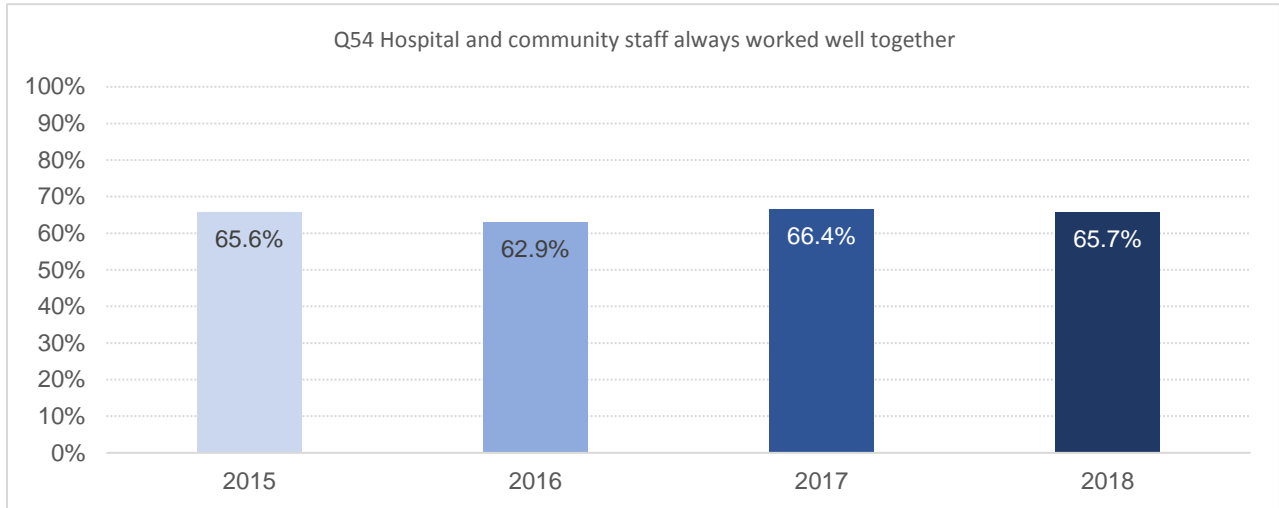
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Care from your general practice



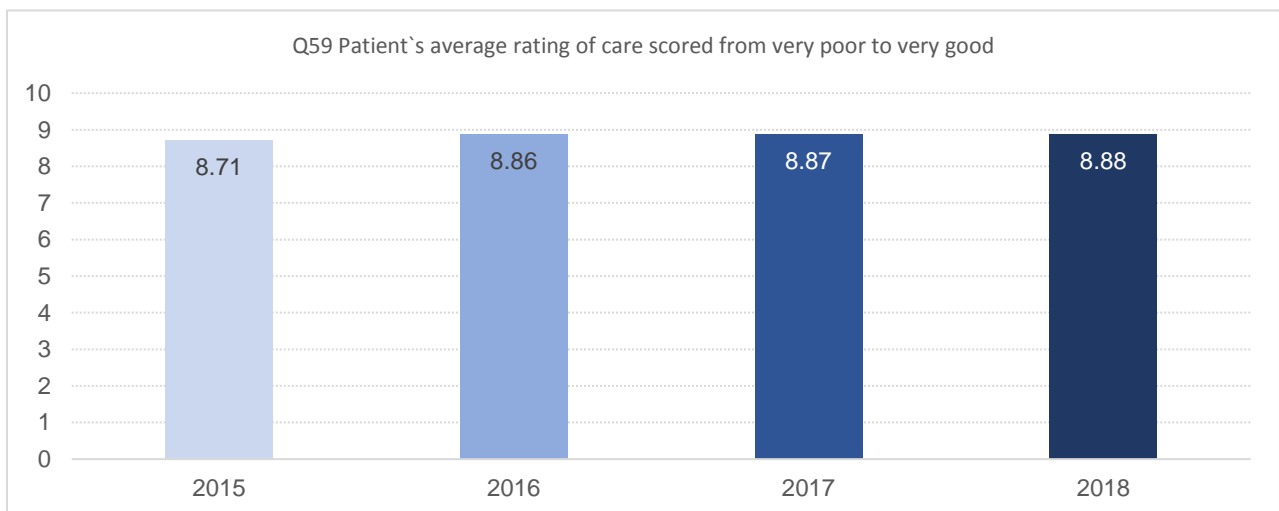
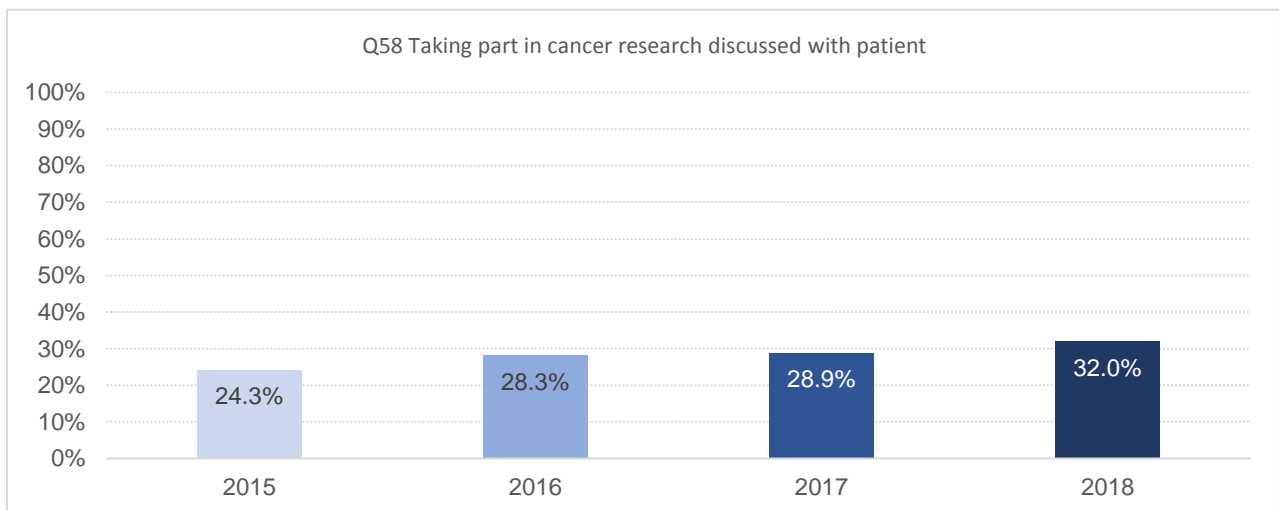
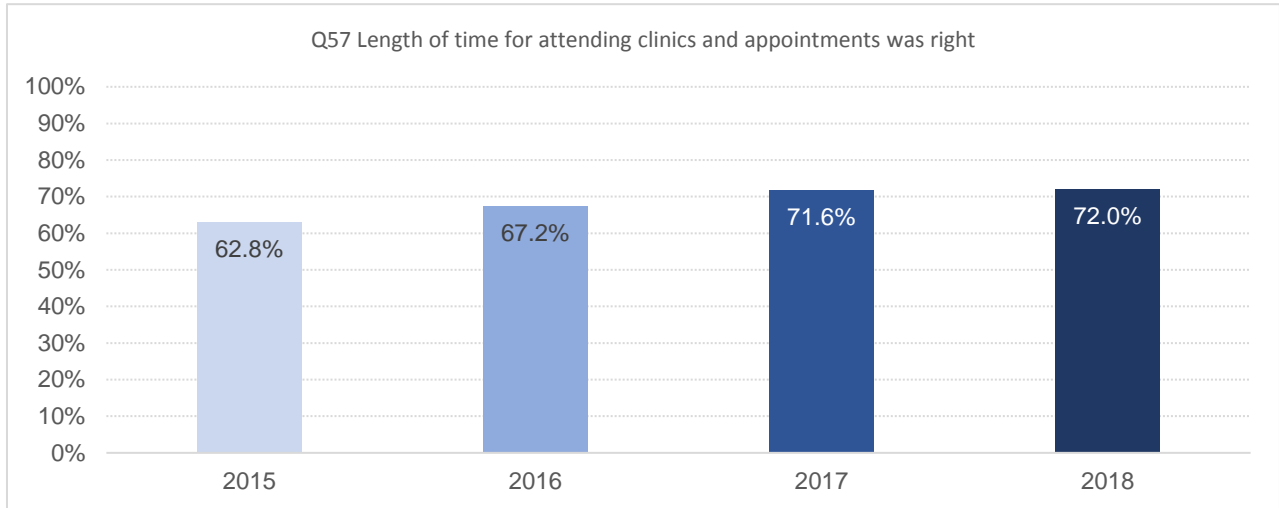
**Indicates where a score has been suppressed for this year because there are less than 21 respondents.

Your overall NHS care



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

Your overall NHS care (continued)



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

Annex

Methodology

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2018.

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 2018 and March 2019.

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/reports/2018-reports

Redevelopment of the 2018 survey

There have been no changes to the questionnaire compared to 2017.

Official Statistics

The 2018 survey data has been produced and published in line with the Code of Practice for Official Statistics.

Annex (continued)

Scoring methodologies

51 of the 52 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 2018 questionnaire is available at: www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Further details on the scoring methodology can be found in the technical document for the survey, available at:

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Case-mix adjustment

As in 2017, case-mix adjusted findings are being presented alongside unadjusted results for Trusts. Case-mix adjustment allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust is performing given their patient population.

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

For further details on case-mix adjustment, please refer to the technical document for the survey, available at:

www.ncpes.co.uk/reports/2018-reports/guidance-material-and-survey-materials-2018

Annex (continued)

Statistical significance

In the reporting of 2018 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 2018 have been compared with those of 2017 and statistically significant change between the two years has been reported where identified.

For the 49 scored questions that are comparable across 2015, 2016, 2017 and 2018, overall statistically significant change over the four years has also 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/reports/2018-reports/guidance-material-and-survey-materials-2018

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	123,512	8,445	115,067	37,171	4,079	73,817	64%
RD1	791	58	733	164	24	545	74%

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	0
Breast	110
Colorectal / LGT	58
Gynaecological	26
Haematological	140
Head and Neck	11
Lung	14
Prostate	53
Sarcoma	3
Skin	3
Upper Gastro	20
Urological	28
Other	79

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

Respondents by age and gender

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

	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Male	0	0	2	9	42	93	70	14	230
Female	0	2	10	47	63	102	76	15	315
Total	0	2	12	56	105	195	146	29	545



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