

National Cancer Patient Experience Survey

2017 Results

Humber, Coast and Vale Cancer Alliance

Published November 2018

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



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Introduction

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

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

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

Full national results and other reports are available at:

www.ncpes.co.uk

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

This report

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

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

Data tables

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

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

Column 2 shows the unadjusted 2016 score for this Cancer Alliance

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

Column 4 shows the unadjusted 2017 score for this Cancer Alliance

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

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

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

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

Column 9 shows the national average score for this question.

Data tables (continued)

		Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	1,384	75%	1,219	77%		77%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	1,810	82%	1,638	84%		84%	82%	86%	84%

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

www.ncpes.co.uk

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

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

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

Comparability charts

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

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

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

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

www.ncpes.co.uk

Tumour group tables

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

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

Expected Range Summaries - Trusts and CCGs

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

www.ncpes.co.uk

Dashboard Questions - Trusts and CCGs

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

Notes on specific questions

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

How to use the data

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

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

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

www.ncpes.co.uk

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

Response rates

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

Executive Summary

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

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

77% of respondents said that they were definitely involved as much as they wanted to be in decisions about their care and treatment

90% of respondents said that they were given the name of a Clinical Nurse Specialist who would support them through their treatment

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

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

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

55% of respondents said that they thought the GPs and nurses at their general practice definitely did everything they could to support them while they were having cancer treatment.

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

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

www.ncpes.co.uk

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

* www.cancerdata.nhs.uk/dashboard

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

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	Lower limit of expected range	Upper limit of expected range	

Diagnostic tests

Q5	Received all the information needed about the test	1,471	93%	93%	96%	95%
Q6	The length of time waiting for the test to be done was about right	1,478	85%	86%	90%	88%

Finding out what was wrong with you

Q8	Patient told they could bring a family member or friend when first told they had cancer	1,541	71%	72%	83%	77%
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Operations

Q25	Beforehand had all the information needed about the operation	1,008	94%	95%	97%	96%
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Home care and support

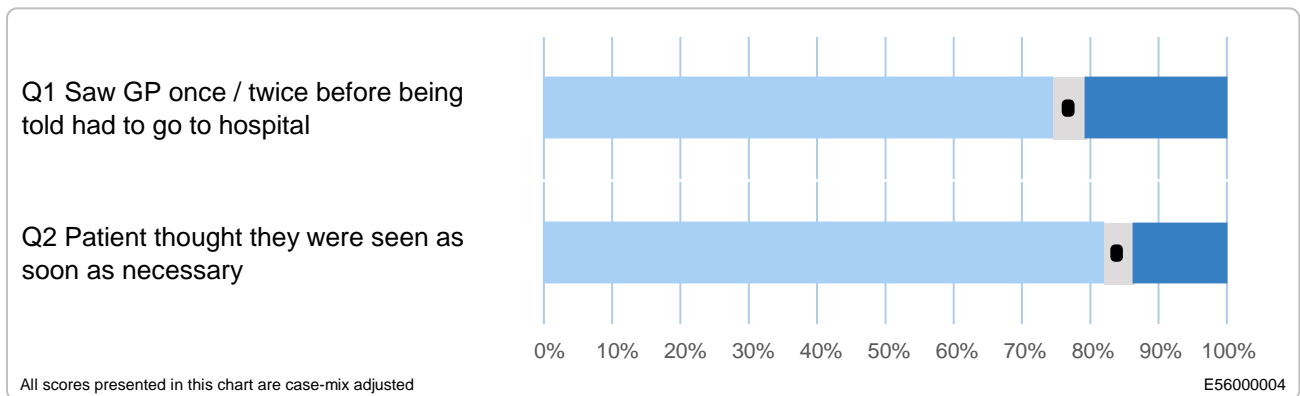
Q49	Hospital staff gave family or someone close all the information needed to help with care at home	1,363	55%	56%	63%	59%
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Care from your general practice

Q53	Practice staff definitely did everything they could to support patient	1,064	55%	56%	65%	60%
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Cancer Alliance results

Seeing your GP



Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q1	Saw GP once / twice before being told had to go to hospital	1,384	75%	1,219	77%		77%	75%	79%	77%
Q2	Patient thought they were seen as soon as necessary	1,810	82%	1,638	84%		84%	82%	86%	84%

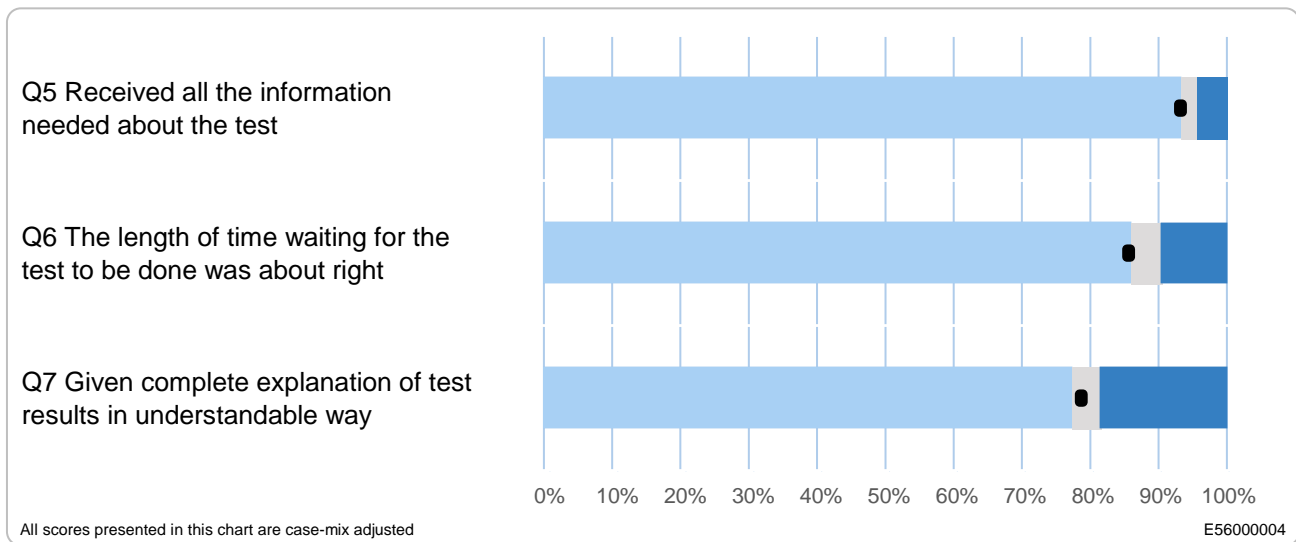
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

Diagnostic Tests



Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q5	Received all the information needed about the test	1,598	93%	1,471	93%		93%	93%	96%	95%
Q6	The length of time waiting for the test to be done was about right	1,604	87%	1,478	86%		85%	86%	90%	88%
Q7	Given complete explanation of test results in understandable way	1,608	79%	1,483	79%		78%	77%	82%	79%

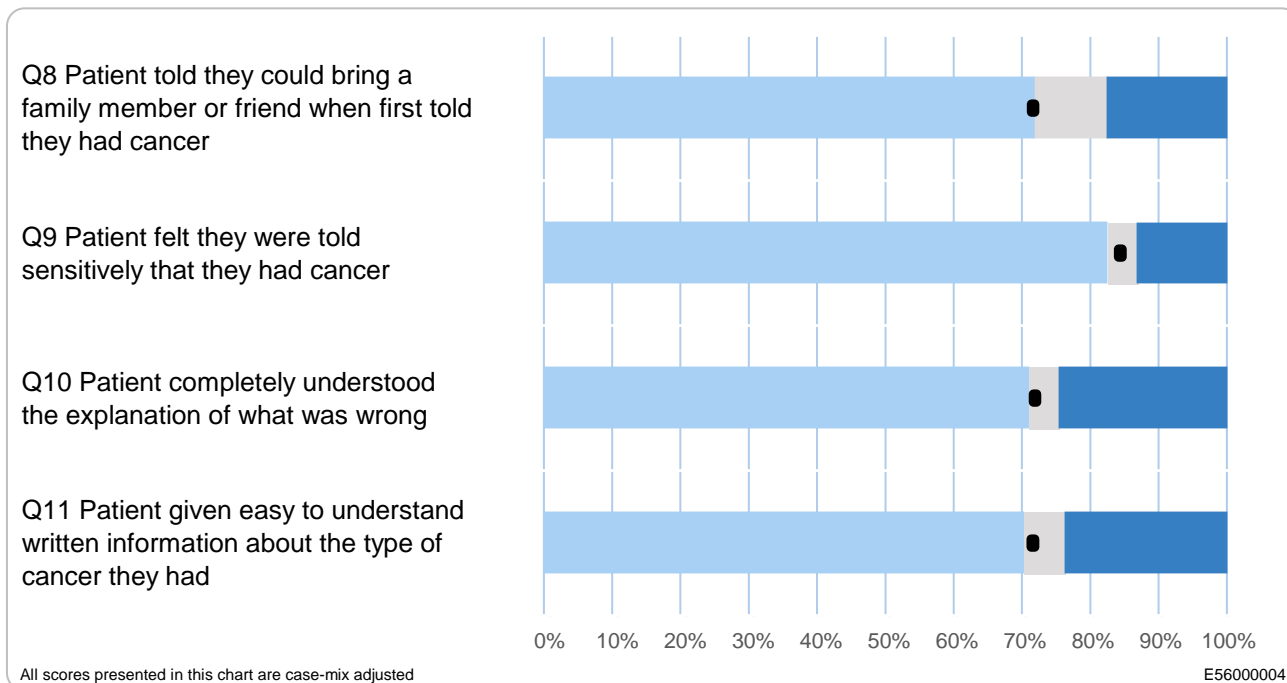
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Cancer Alliance results

Finding out what was wrong with you



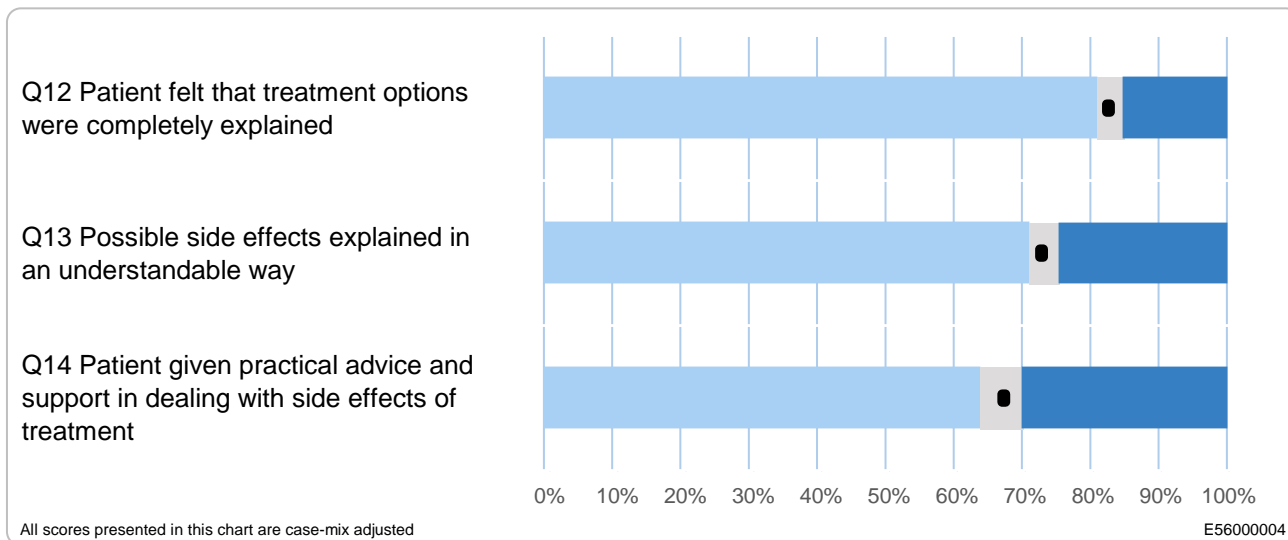
Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q8 Patient told they could bring a family member or friend when first told they had cancer	1,698	71%	1,541	72%		71%	72%	83%	77%
Q9 Patient felt they were told sensitively that they had cancer	1,806	84%	1,634	84%		84%	83%	87%	85%
Q10 Patient completely understood the explanation of what was wrong	1,820	72%	1,652	72%		72%	71%	75%	73%
Q11 Patient given easy to understand written information about the type of cancer they had	1,558	68%	1,412	71%		71%	70%	76%	73%

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

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Cancer Alliance results

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



Question		Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
		2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q12	Patient felt that treatment options were completely explained	1,619	83%	1,437	83%		82%	81%	85%	83%
Q13	Possible side effects explained in an understandable way	1,768	73%	1,595	73%		73%	71%	75%	73%
Q14	Patient given practical advice and support in dealing with side effects of treatment	1,763	69%	1,588	68%		67%	64%	70%	67%

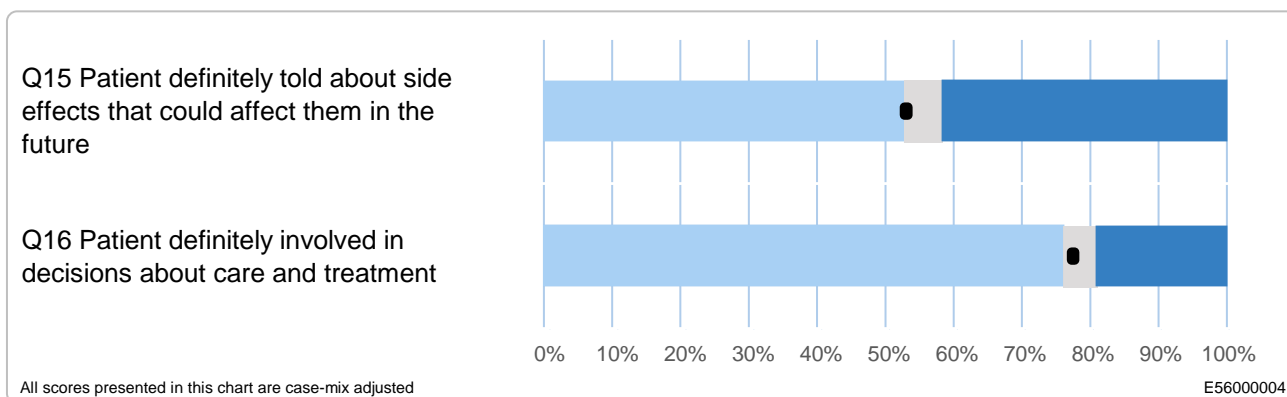
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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

Cancer Alliance results

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



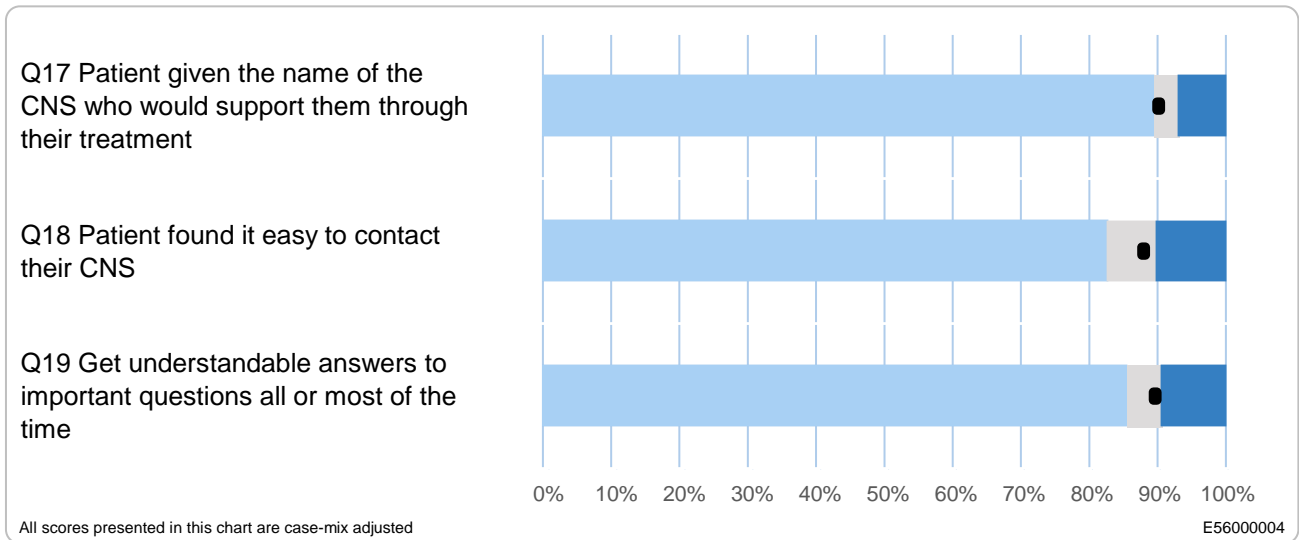
Question		Unadjusted Scores				2017 Case Mix Adjusted			
		2016		2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score				
Q15	Patient definitely told about side effects that could affect them in the future	1,648	55%	1,519	53%	53%	58%	56%	
Q16	Patient definitely involved in decisions about care and treatment	1,782	78%	1,611	77%	77%	81%	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	1,763	89%	1,597	90%		90%	90%	93%	91%
Q18 Patient found it easy to contact their CNS	1,346	88%	1,254	88%		88%	83%	90%	86%
Q19 Get understandable answers to important questions all or most of the time	1,299	90%	1,202	90%		89%	86%	91%	88%

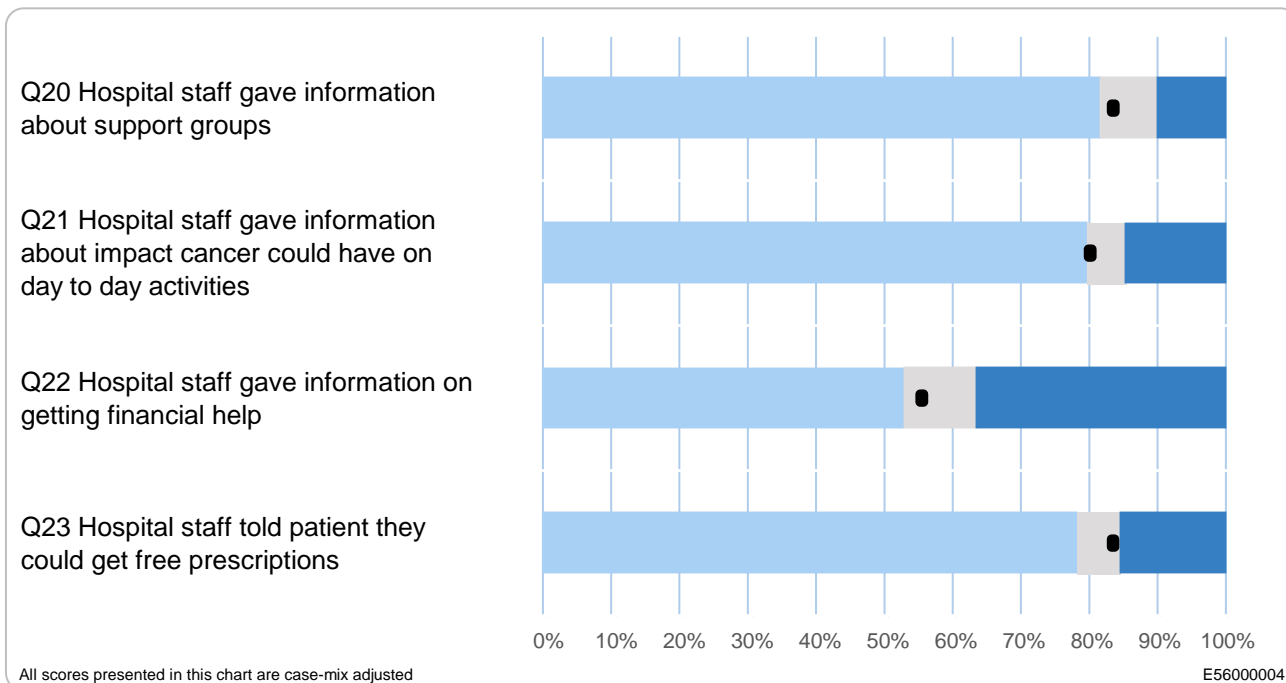
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Change 2016-2017: Indicates where 2017 score is significantly higher or lower than 2016 score (NB: No arrow reflects no statistically significant change)

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Cancer Alliance results

Support for people with cancer



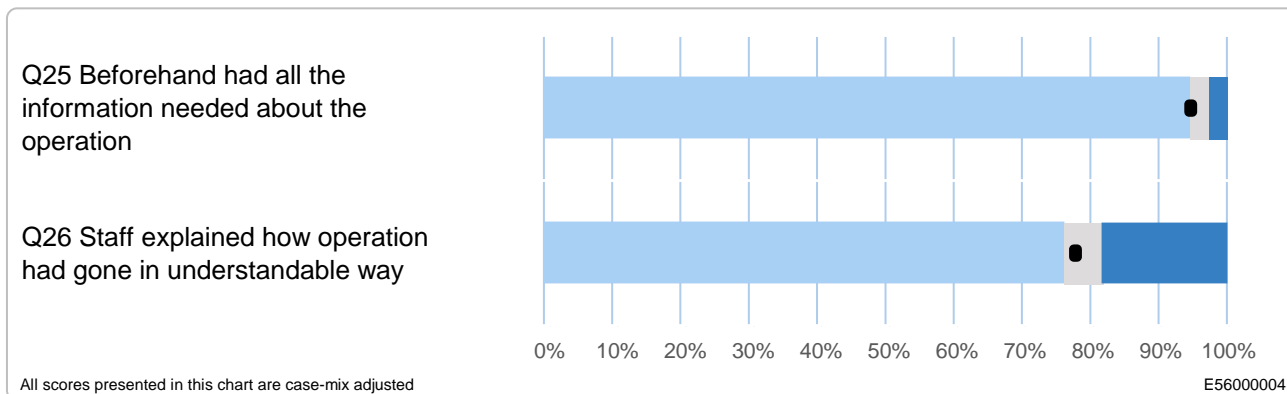
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q20 Hospital staff gave information about support groups	1,391	83%	1,248	84%		83%	82%	90%	86%
Q21 Hospital staff gave information about impact cancer could have on day to day activities	1,229	83%	1,109	80%		80%	80%	85%	82%
Q22 Hospital staff gave information on getting financial help	1,056	59%	917	55%		55%	53%	64%	58%
Q23 Hospital staff told patient they could get free prescriptions	853	83%	757	84%		83%	78%	84%	81%

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

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

Cancer Alliance results

Operations



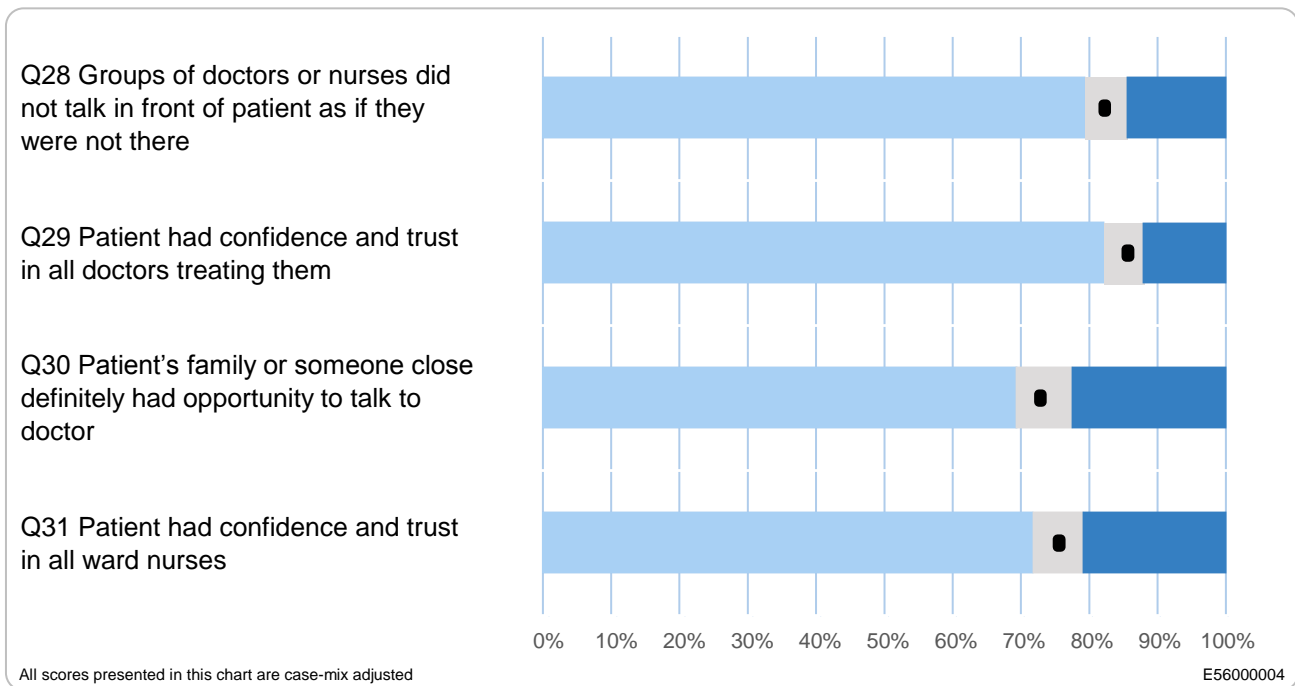
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q25	Beforehand had all the information needed about the operation	1,071	95%	1,008	94%		94%	95%	97%	96%
Q26	Staff explained how operation had gone in understandable way	1,064	79%	1,005	78%		78%	76%	82%	79%

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

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Cancer Alliance results

Hospital care as an inpatient (Part 1 of 3)



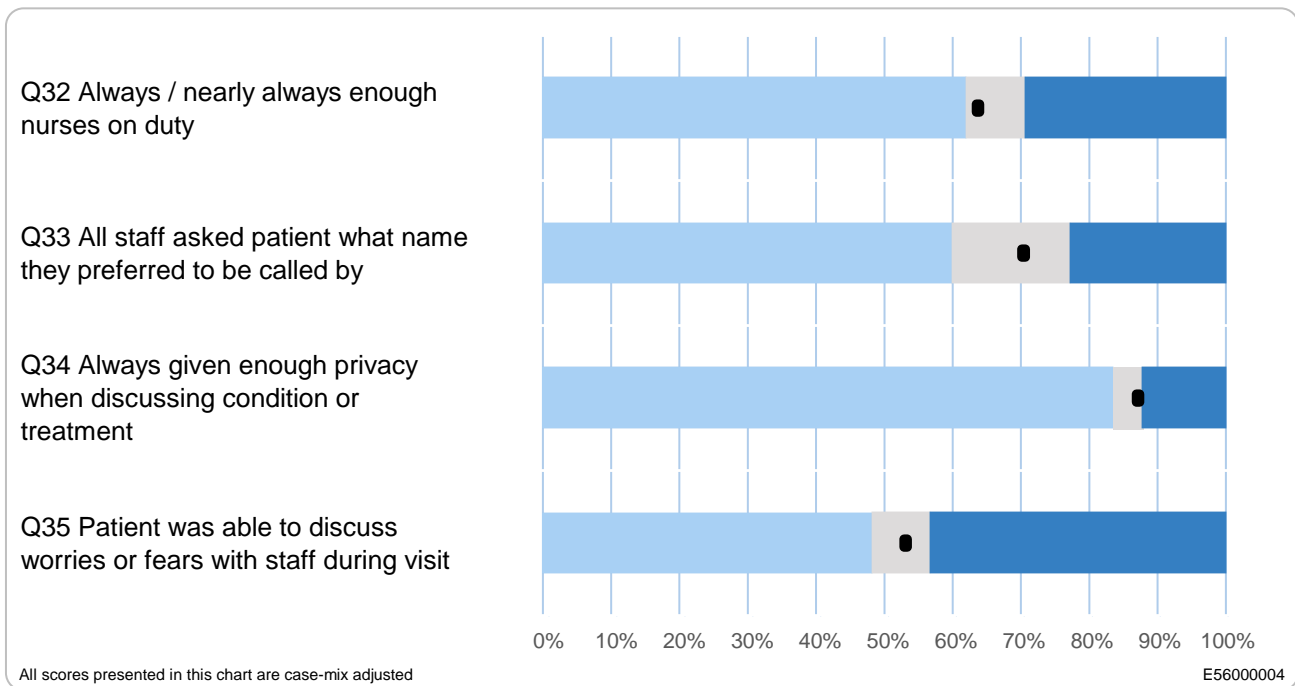
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q28	1,312	82%	1,188	82%		82%	79%	85%	82%
Q29	1,312	86%	1,190	85%		85%	82%	88%	85%
Q30	1,096	75%	981	73%		73%	69%	78%	73%
Q31	1,309	75%	1,191	75%		75%	72%	79%	76%

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

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

Cancer Alliance results

Hospital care as an inpatient (Part 2 of 3)



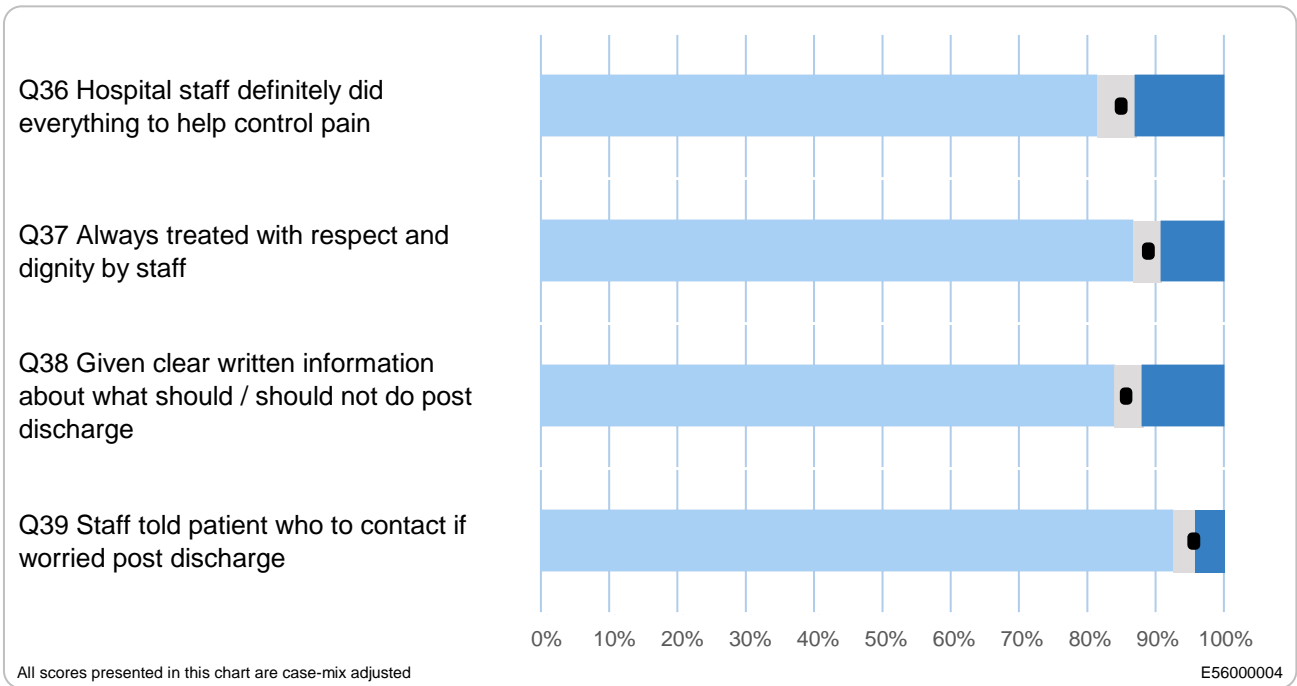
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q32 Always / nearly always enough nurses on duty	1,309	61%	1,190	63%		63%	62%	71%	66%
Q33 All staff asked patient what name they preferred to be called by	1,295	70%	1,182	70%		70%	60%	77%	69%
Q34 Always given enough privacy when discussing condition or treatment	1,310	86%	1,187	87%		87%	84%	88%	86%
Q35 Patient was able to discuss worries or fears with staff during visit	985	54%	881	53%		53%	48%	57%	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)



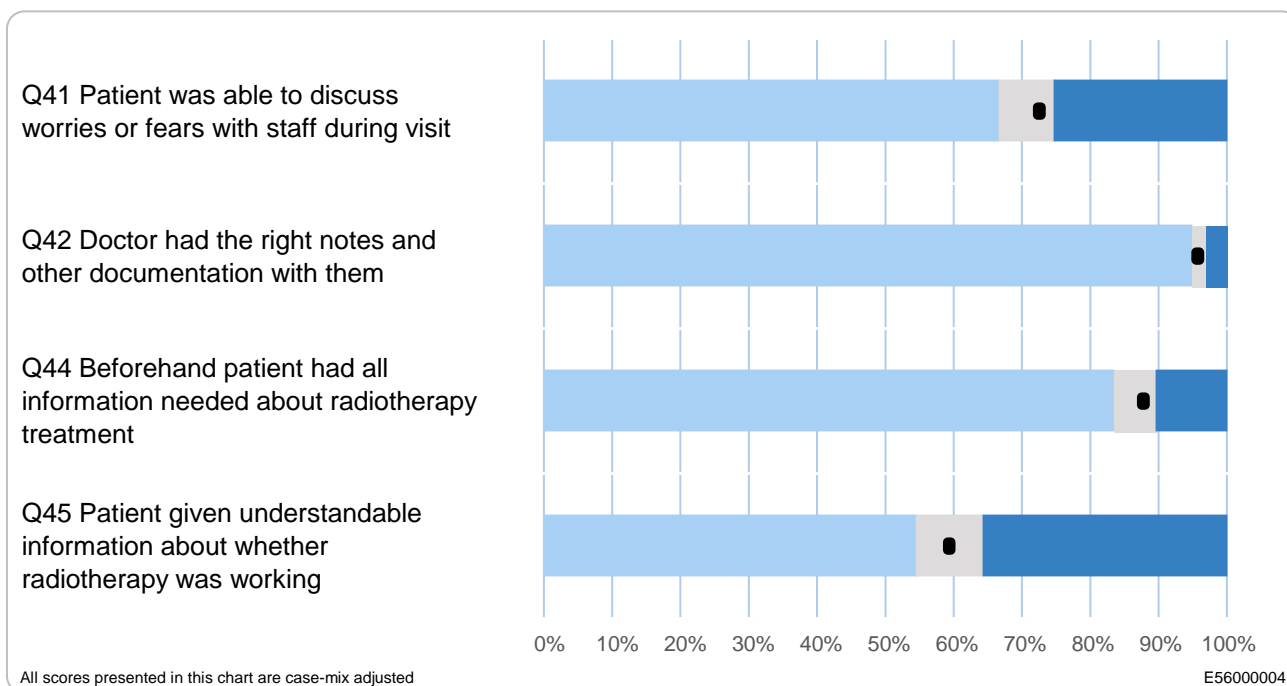
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q36 Hospital staff definitely did everything to help control pain	1,153	85%	1,073	85%		85%	82%	87%	84%
Q37 Always treated with respect and dignity by staff	1,311	89%	1,186	89%		89%	87%	91%	89%
Q38 Given clear written information about what should / should not do post discharge	1,238	86%	1,113	85%		85%	84%	88%	86%
Q39 Staff told patient who to contact if worried post discharge	1,270	96%	1,159	95%		95%	93%	96%	94%

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

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

Cancer Alliance results

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



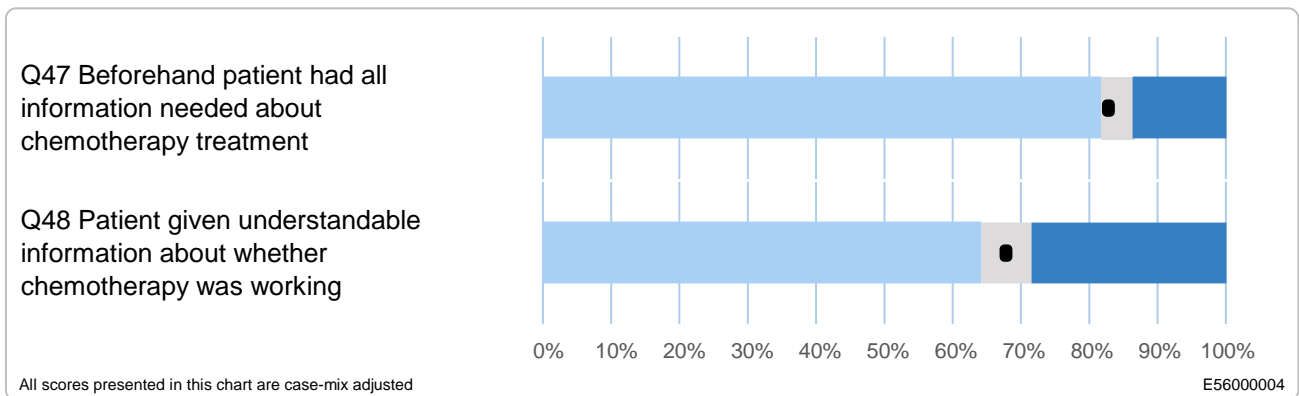
Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016	2017	2016	2017		2017 Score	Expected range - lower	Expected range - upper	National Average Score
Q41 Patient was able to discuss worries or fears with staff during visit	1,378	72%	1,244	72%		72%	67%	75%	71%
Q42 Doctor had the right notes and other documentation with them	1,631	97%	1,482	95%		95%	95%	97%	96%
Q44 Beforehand patient had all information needed about radiotherapy treatment	479	89%	464	88%		88%	83%	90%	87%
Q45 Patient given understandable information about whether radiotherapy was working	405	62%	393	59%		59%	55%	64%	59%

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

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

Cancer Alliance results

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



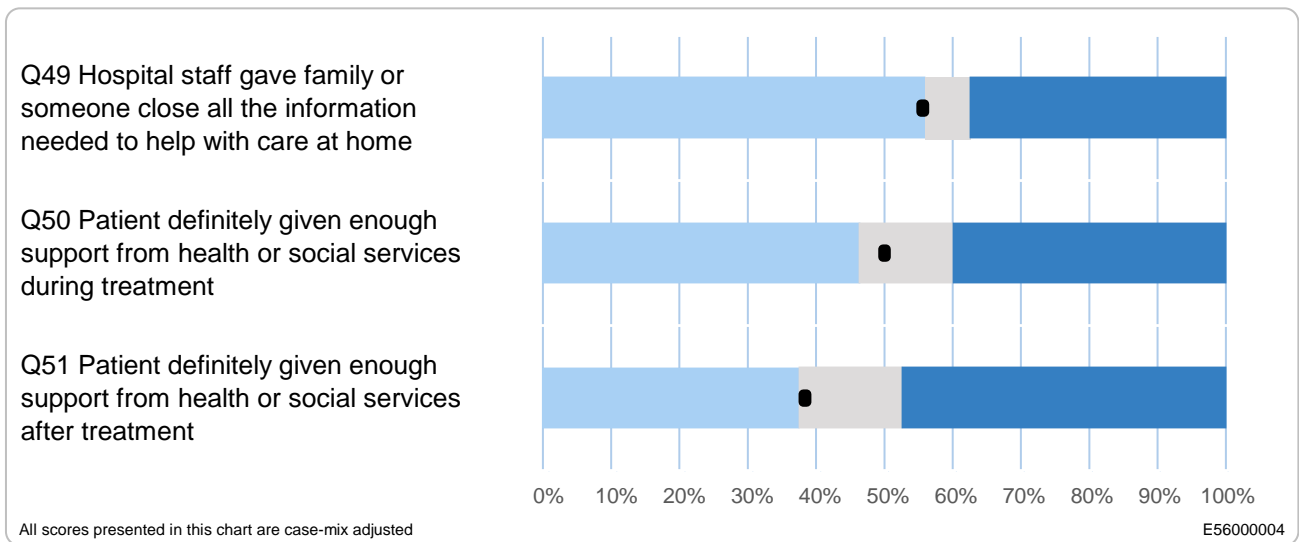
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q47 Beforehand patient had all information needed about chemotherapy treatment	1,011	84%	926	83%		83%	82%	87%	84%
Q48 Patient given understandable information about whether chemotherapy was working	925	68%	831	67%		68%	64%	72%	68%

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

Cancer Alliance results

Home care and support



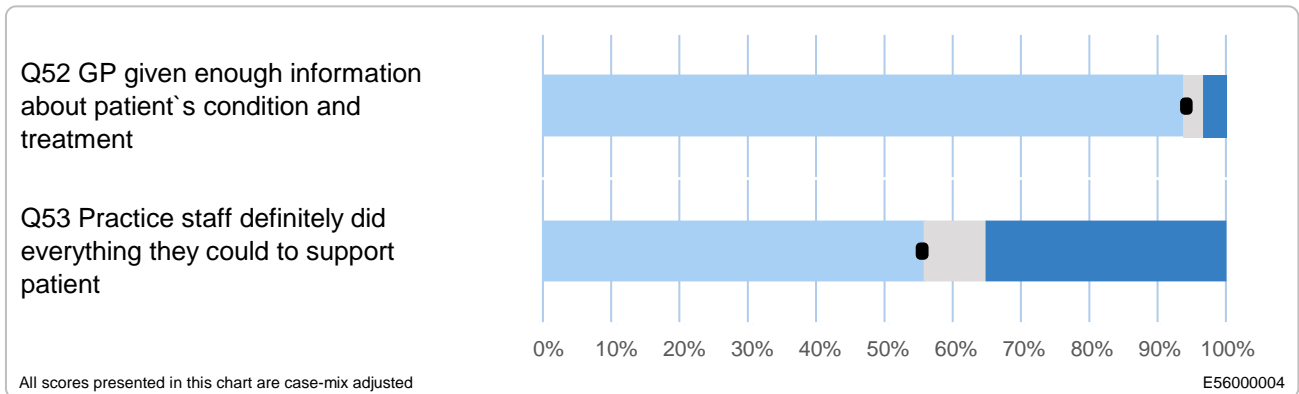
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q49 Hospital staff gave family or someone close all the information needed to help with care at home	1,502	57%	1,363	55%		55%	56%	63%	59%
Q50 Patient definitely given enough support from health or social services during treatment	884	51%	769	50%		50%	46%	60%	53%
Q51 Patient definitely given enough support from health or social services after treatment	517	43%	486	39%		38%	37%	53%	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



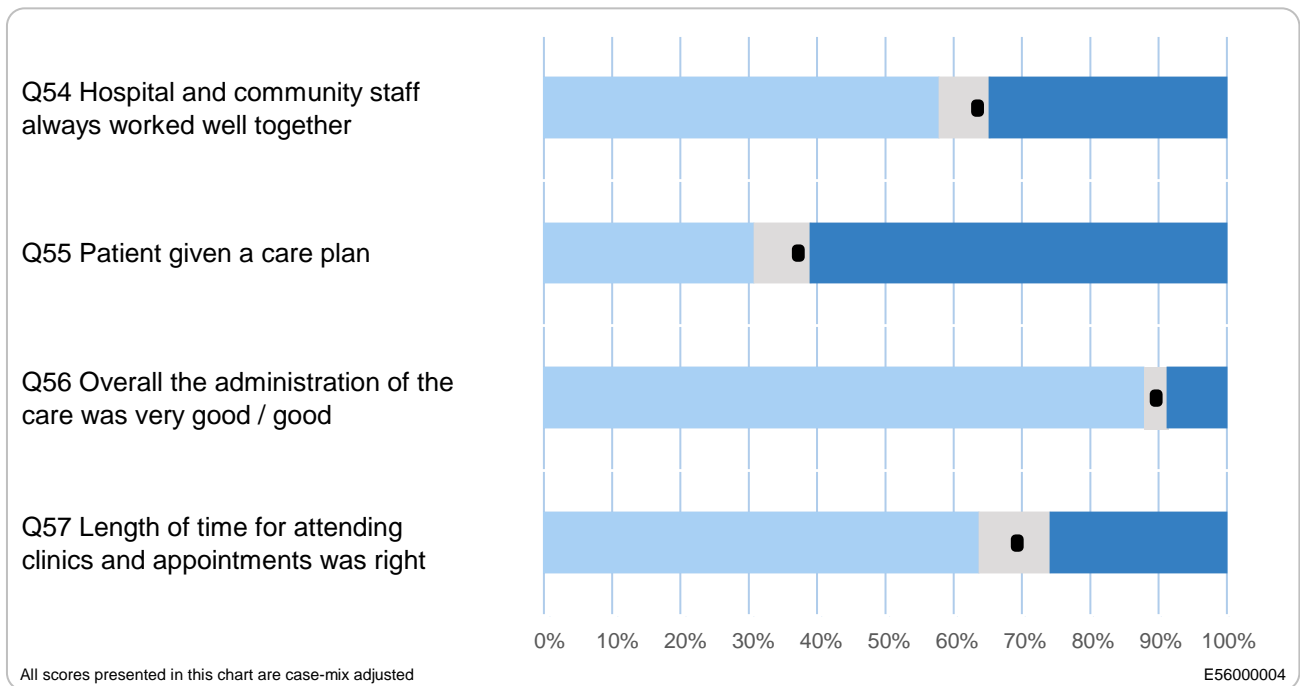
Question		Unadjusted Scores					2017 Case Mix Adjusted			
		2016		2017		Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score
		Number of respondents	Score	Number of respondents	Score					
Q52	GP given enough information about patient's condition and treatment	1,373	95%	1,278	94%		94%	94%	97%	95%
Q53	Practice staff definitely did everything they could to support patient	1,167	60%	1,064	55%	↓	55%	56%	65%	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)



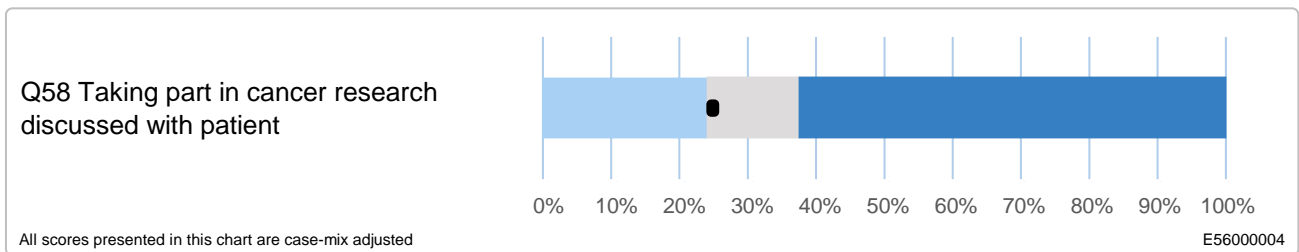
Question	Unadjusted Scores					2017 Case Mix Adjusted			
	2016	2017	Change 2016-2017	2017 Score	Expected range - lower	Expected range - upper	National Average Score		
	Number of respondents	Score	Number of respondents	Score					
Q54 Hospital and community staff always worked well together	1,754	62%	1,605	63%	63%	58%	65%	62%	
Q55 Patient given a care plan	1,403	36%	1,279	37%	37%	31%	39%	35%	
Q56 Overall the administration of the care was very good / good	1,801	88%	1,650	89%	89%	88%	91%	90%	
Q57 Length of time for attending clinics and appointments was right	1,802	68%	1,650	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)

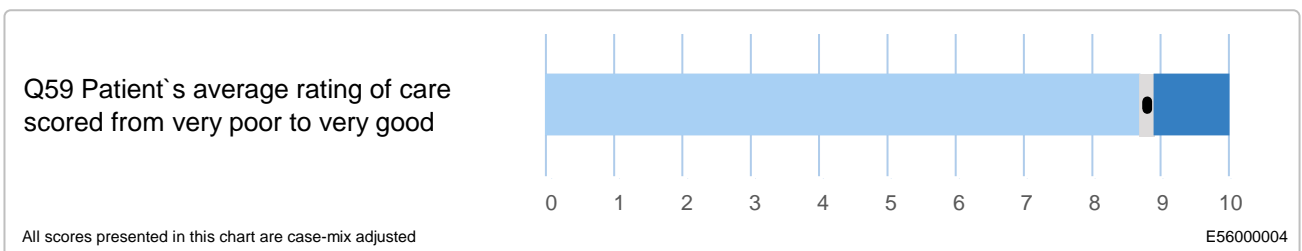
* Indicates where a score has been suppressed because there are less than 21 respondents.

Cancer Alliance results

Your overall NHS care (Part 2 of 2)



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q58 Taking part in cancer research discussed with patient	1,736	26%	1,582	24%		25%	24%	37%	31%



Question	Unadjusted Scores				Change 2016-2017	2017 Case Mix Adjusted			
	2016		2017			2017 Score	Expected range - lower	Expected range - upper	National Average Score
	Number of respondents	Score	Number of respondents	Score					
Q59 Patient's average rating of care scored from very poor to very good	1,769	8.8	1,633	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	*	68%	*	82%
Breast	96%	94%	90%	90%
Colorectal / LGT	74%	72%	84%	82%
Gynaecological	81%	76%	82%	81%
Haematological	57%	64%	80%	82%
Head and Neck	73%	77%	71%	79%
Lung	65%	68%	80%	83%
Prostate	85%	79%	85%	87%
Sarcoma	*	67%	*	67%
Skin	92%	90%	96%	86%
Upper Gastro	68%	72%	75%	79%
Urological	85%	82%	90%	86%
Other	71%	72%	81%	79%
All Cancers	77%	77%	84%	84%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Diagnostic tests

Cancer type	Q5. Received all the information needed about the test		Q6. The length of time waiting for the test to be done was about right		Q7. Given complete explanation of test results in understandable way	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	95%	*	86%	*	77%
Breast	95%	95%	92%	92%	83%	83%
Colorectal / LGT	95%	96%	90%	88%	87%	82%
Gynaecological	89%	93%	87%	86%	80%	76%
Haematological	91%	94%	84%	89%	79%	76%
Head and Neck	88%	91%	75%	86%	71%	77%
Lung	92%	95%	79%	88%	75%	78%
Prostate	93%	94%	86%	87%	77%	81%
Sarcoma	*	91%	*	79%	*	75%
Skin	*	95%	*	87%	*	84%
Upper Gastro	92%	93%	75%	84%	76%	75%
Urological	94%	94%	88%	88%	76%	79%
Other	92%	95%	81%	87%	70%	77%
All Cancers	93%	95%	85%	88%	78%	79%

[§] These are unadjusted scores

Finding out what was wrong with you

Cancer type	Q8. Patient told they could bring a family member or friend when first told they had cancer		Q9. Patient felt they were told sensitively that they had cancer		Q10. Patient completely understood the explanation of what was wrong		Q11. Patient given easy to understand written information about the type of cancer they had	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	83%	*	79%	*	65%	*	65%
Breast	81%	84%	90%	89%	77%	78%	81%	77%
Colorectal / LGT	80%	82%	90%	86%	83%	79%	73%	72%
Gynaecological	65%	71%	85%	82%	76%	73%	71%	71%
Haematological	66%	72%	82%	83%	60%	59%	75%	76%
Head and Neck	59%	73%	90%	85%	71%	74%	43%	65%
Lung	66%	77%	80%	83%	70%	75%	56%	65%
Prostate	73%	79%	76%	85%	79%	79%	79%	82%
Sarcoma	*	70%	*	82%	*	67%	*	59%
Skin	68%	66%	84%	88%	84%	81%	95%	83%
Upper Gastro	69%	78%	87%	80%	70%	73%	67%	66%
Urological	66%	73%	80%	83%	74%	77%	71%	73%
Other	65%	75%	76%	82%	60%	71%	55%	64%
All Cancers	71%	77%	84%	85%	72%	73%	71%	73%

[§] These are unadjusted scores

Deciding the best treatment for you

Cancer type	Q12. Patient felt that treatment options were completely explained		Q13. Possible side effects explained in an understandable way		Q14. Patient given practical advice and support in dealing with side effects of treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	81%	*	75%	*	65%
Breast	86%	84%	78%	75%	71%	70%
Colorectal / LGT	87%	86%	78%	77%	73%	71%
Gynaecological	83%	84%	73%	76%	62%	67%
Haematological	80%	80%	74%	70%	68%	65%
Head and Neck	84%	84%	68%	69%	60%	67%
Lung	83%	84%	69%	75%	71%	69%
Prostate	86%	83%	73%	73%	68%	65%
Sarcoma	*	78%	*	71%	*	63%
Skin	*	88%	*	77%	*	73%
Upper Gastro	77%	82%	69%	71%	62%	65%
Urological	79%	82%	67%	71%	63%	62%
Other	75%	80%	64%	72%	63%	64%
All Cancers	82%	83%	73%	73%	67%	67%

Cancer type	Q15. Patient definitely told about side effects that could affect them in the future		Q16. Patient definitely involved in decisions about care and treatment	
	This CA %	National	This CA %	National
Brain / CNS	*	55%	*	75%
Breast	53%	57%	80%	79%
Colorectal / LGT	57%	59%	83%	81%
Gynaecological	52%	54%	79%	79%
Haematological	45%	50%	74%	77%
Head and Neck	50%	58%	74%	77%
Lung	53%	54%	73%	79%
Prostate	66%	64%	83%	81%
Sarcoma	*	53%	*	77%
Skin	*	66%	91%	86%
Upper Gastro	46%	52%	81%	77%
Urological	58%	53%	71%	76%
Other	46%	51%	70%	75%
All Cancers	53%	56%	77%	79%

§ These are unadjusted scores

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Clinical Nurse Specialist

Cancer type	Q17. Patient given the name of the CNS who would support them through their treatment		Q18. Patient found it easy to contact their CNS		Q19. Get understandable answers to important questions all or most of the time	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	96%	*	85%	*	87%
Breast	94%	95%	85%	86%	88%	88%
Colorectal / LGT	90%	92%	92%	88%	90%	89%
Gynaecological	94%	94%	93%	85%	95%	87%
Haematological	87%	91%	88%	88%	90%	88%
Head and Neck	98%	89%	85%	88%	85%	88%
Lung	99%	94%	88%	87%	85%	87%
Prostate	84%	90%	87%	84%	94%	88%
Sarcoma	*	89%	*	82%	*	87%
Skin	100%	90%	*	88%	*	93%
Upper Gastro	89%	92%	89%	86%	89%	87%
Urological	78%	83%	88%	85%	92%	88%
Other	91%	89%	88%	85%	89%	86%
All Cancers	90%	91%	88%	86%	89%	88%

[§] These are unadjusted scores

Support for people with cancer

Cancer type	Q20. Hospital staff gave information about support groups		Q21. Hospital staff gave information about impact cancer could have on day to day activities		Q22. Hospital staff gave information on getting financial help		Q23. Hospital staff told patient they could get free prescriptions	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	88%	*	82%	*	74%	*	78%
Breast	92%	90%	82%	86%	55%	62%	81%	81%
Colorectal / LGT	81%	86%	81%	83%	44%	55%	85%	84%
Gynaecological	84%	85%	75%	81%	50%	59%	*	77%
Haematological	79%	84%	86%	83%	55%	59%	85%	86%
Head and Neck	83%	84%	78%	82%	44%	61%	73%	82%
Lung	81%	85%	72%	80%	78%	69%	94%	85%
Prostate	81%	89%	84%	85%	51%	49%	80%	79%
Sarcoma	*	79%	*	74%	*	53%	*	74%
Skin	*	87%	*	83%	*	56%	*	62%
Upper Gastro	83%	84%	80%	82%	55%	61%	96%	84%
Urological	74%	78%	70%	74%	45%	39%	72%	71%
Other	79%	82%	79%	78%	60%	57%	86%	81%
All Cancers	83%	86%	80%	82%	55%	58%	83%	81%

* These are unadjusted scores

National Cancer Patient Experience Survey 2017
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Operations

Cancer type	Q25. Beforehand had all the information needed about the operation		Q26. Staff explained how operation had gone in understandable way	
	This CA %	National	This CA %	National
Brain / CNS	*	93%	*	76%
Breast	96%	97%	78%	79%
Colorectal / LGT	94%	96%	83%	83%
Gynaecological	94%	96%	76%	80%
Haematological	93%	93%	83%	75%
Head and Neck	85%	96%	72%	77%
Lung	87%	95%	64%	78%
Prostate	100%	96%	81%	78%
Sarcoma	*	94%	*	78%
Skin	*	96%	*	84%
Upper Gastro	100%	96%	81%	78%
Urological	92%	95%	70%	76%
Other	97%	95%	75%	78%
All Cancers	94%	96%	78%	79%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 1 of 2)

Cancer type	Q28. Groups of doctors or nurses did not talk in front of patient as if they were not there		Q29. Patient had confidence and trust in all doctors treating them		Q30. Patient's family or someone close definitely had opportunity to talk to doctor		Q31. Patient had confidence and trust in all ward nurses	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	75%	*	84%	*	67%	*	71%
Breast	93%	89%	91%	87%	75%	76%	76%	78%
Colorectal / LGT	78%	78%	88%	86%	78%	73%	74%	71%
Gynaecological	87%	86%	82%	86%	74%	74%	74%	72%
Haematological	86%	81%	85%	81%	78%	75%	80%	75%
Head and Neck	69%	81%	67%	84%	64%	73%	62%	72%
Lung	69%	76%	79%	82%	63%	75%	77%	76%
Prostate	85%	86%	94%	90%	77%	75%	85%	81%
Sarcoma	*	81%	*	81%	*	69%	*	70%
Skin	*	89%	*	90%	*	79%	*	83%
Upper Gastro	76%	74%	83%	83%	71%	71%	71%	71%
Urological	82%	80%	86%	86%	72%	69%	80%	78%
Other	74%	80%	73%	81%	64%	71%	67%	72%
All Cancers	82%	82%	85%	85%	73%	73%	75%	76%

Cancer type	Q32. Always / nearly always enough nurses on duty		Q33. All staff asked patient what name they preferred to be called by		Q34. Always given enough privacy when discussing condition or treatment		Q35. Patient was able to discuss worries or fears with staff during visit	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	64%	*	68%	*	81%	*	46%
Breast	66%	70%	63%	64%	90%	87%	55%	56%
Colorectal / LGT	67%	62%	69%	71%	88%	85%	59%	53%
Gynaecological	59%	65%	75%	65%	83%	82%	60%	52%
Haematological	64%	63%	74%	69%	87%	86%	57%	55%
Head and Neck	58%	63%	65%	68%	88%	85%	45%	53%
Lung	63%	69%	78%	72%	80%	84%	50%	49%
Prostate	63%	71%	80%	69%	93%	89%	54%	53%
Sarcoma	*	61%	*	65%	*	83%	*	48%
Skin	*	76%	*	71%	*	89%	*	58%
Upper Gastro	66%	63%	76%	76%	89%	84%	49%	50%
Urological	66%	69%	69%	72%	82%	85%	47%	46%
Other	52%	62%	76%	69%	80%	83%	51%	48%
All Cancers	63%	66%	70%	69%	87%	86%	53%	53%

[§] These are unadjusted scores

Hospital care as an inpatient (Part 2 of 2)

Cancer type	Q36. Hospital staff definitely did everything to help control pain		Q37. Always treated with respect and dignity by staff		Q38. Given clear written information about what should / should not do post discharge		Q39. Staff told patient who to contact if worried post discharge	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	85%	*	84%	*	79%	*	93%
Breast	88%	87%	89%	90%	87%	92%	97%	96%
Colorectal / LGT	88%	85%	89%	87%	85%	84%	97%	94%
Gynaecological	85%	84%	90%	87%	83%	87%	93%	93%
Haematological	90%	82%	91%	90%	81%	80%	95%	96%
Head and Neck	68%	82%	84%	87%	84%	85%	92%	92%
Lung	77%	85%	86%	89%	83%	83%	94%	92%
Prostate	91%	86%	92%	91%	90%	89%	94%	95%
Sarcoma	*	85%	*	87%	*	77%	*	92%
Skin	*	87%	*	93%	*	91%	*	96%
Upper Gastro	88%	82%	91%	87%	86%	82%	95%	94%
Urological	79%	82%	87%	89%	86%	86%	95%	91%
Other	82%	83%	85%	88%	85%	81%	94%	93%
All Cancers	85%	84%	89%	89%	85%	86%	95%	94%

* These are unadjusted scores

Hospital care as a day patient / outpatient

Cancer type	Q41. Patient was able to discuss worries or fears with staff during visit		Q42. Doctor had the right notes and other documentation with them		Q44. Beforehand patient had all information needed about radiotherapy treatment		Q45. Patient given understandable information about whether radiotherapy was working	
	This CA \$	National	This CA \$	National	This CA \$	National	This CA \$	National
Brain / CNS	*	67%	*	97%	*	91%	*	59%
Breast	75%	71%	97%	96%	90%	88%	65%	59%
Colorectal / LGT	76%	74%	96%	96%	89%	85%	56%	58%
Gynaecological	75%	69%	99%	96%	*	85%	*	65%
Haematological	76%	73%	97%	97%	*	83%	*	60%
Head and Neck	61%	70%	100%	96%	87%	86%	44%	64%
Lung	65%	70%	93%	95%	89%	86%	48%	58%
Prostate	79%	74%	90%	96%	*	88%	*	59%
Sarcoma	*	70%	*	95%	*	81%	*	53%
Skin	*	72%	96%	96%	*	77%	*	70%
Upper Gastro	66%	70%	93%	95%	85%	86%	53%	56%
Urological	68%	66%	96%	96%	*	84%	*	54%
Other	69%	68%	94%	95%	82%	87%	59%	59%
All Cancers	72%	71%	95%	96%	88%	87%	59%	59%

Cancer type	Q47. Beforehand patient had all information needed about chemotherapy treatment		Q48. Patient given understandable information about whether chemotherapy was working	
	This CA \$	National	This CA \$	National
Brain / CNS	*	83%	*	63%
Breast	80%	83%	64%	62%
Colorectal / LGT	85%	84%	65%	66%
Gynaecological	83%	86%	70%	67%
Haematological	86%	84%	75%	75%
Head and Neck	71%	78%	*	58%
Lung	84%	85%	58%	69%
Prostate	89%	86%	80%	69%
Sarcoma	*	79%	*	67%
Skin	*	87%	*	81%
Upper Gastro	79%	84%	60%	64%
Urological	73%	84%	77%	69%
Other	84%	85%	66%	69%
All Cancers	83%	84%	68%	68%

§ These are unadjusted scores

Home care and support

Cancer type	Q49. Hospital staff gave family or someone close all the information needed to help with care at home		Q50. Patient definitely given enough support from health or social services during treatment		Q51. Patient definitely given enough support from health or social services after treatment	
	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	57%	*	49%	*	44%
Breast	53%	59%	46%	53%	31%	42%
Colorectal / LGT	64%	62%	67%	62%	51%	52%
Gynaecological	49%	57%	46%	47%	*	38%
Haematological	63%	61%	50%	52%	45%	45%
Head and Neck	54%	63%	47%	56%	43%	50%
Lung	46%	58%	38%	51%	26%	42%
Prostate	56%	60%	60%	50%	36%	44%
Sarcoma	*	57%	*	49%	*	43%
Skin	*	67%	*	61%	*	59%
Upper Gastro	56%	59%	44%	53%	37%	45%
Urological	57%	58%	49%	48%	39%	45%
Other	49%	56%	47%	53%	33%	45%
All Cancers	55%	59%	50%	53%	38%	45%

* These are unadjusted scores

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Care from your general practice

Cancer type	Q52. GP given enough information about patient's condition and treatment		Q53. Practice staff definitely did everything they could to support patient	
	This CA %	National	This CA %	National
Brain / CNS	*	94%	*	52%
Breast	96%	96%	58%	61%
Colorectal / LGT	92%	95%	58%	60%
Gynaecological	97%	95%	53%	56%
Haematological	96%	96%	52%	58%
Head and Neck	89%	93%	39%	60%
Lung	95%	95%	53%	60%
Prostate	94%	96%	60%	67%
Sarcoma	*	94%	*	55%
Skin	*	96%	*	69%
Upper Gastro	88%	93%	53%	60%
Urological	95%	95%	69%	62%
Other	95%	95%	46%	58%
All Cancers	94%	95%	55%	60%

§ These are unadjusted scores

Your overall NHS care

Cancer type	Q54. Hospital and community staff always worked well together		Q55. Patient given a care plan		Q56. Overall the administration of the care was very good / good		Q57. Length of time for attending clinics and appointments was right	
	This CA %	National	This CA %	National	This CA %	National	This CA %	National
Brain / CNS	*	53%	*	35%	*	85%	*	68%
Breast	65%	62%	38%	38%	93%	91%	72%	68%
Colorectal / LGT	67%	61%	39%	38%	89%	89%	76%	71%
Gynaecological	68%	58%	25%	31%	94%	89%	74%	67%
Haematological	63%	63%	39%	34%	93%	92%	63%	65%
Head and Neck	44%	59%	35%	35%	81%	88%	65%	68%
Lung	63%	63%	24%	33%	91%	90%	64%	71%
Prostate	68%	66%	36%	36%	85%	89%	68%	74%
Sarcoma	*	55%	*	30%	*	87%	*	65%
Skin	92%	70%	*	44%	84%	89%	84%	75%
Upper Gastro	53%	57%	35%	34%	92%	87%	63%	68%
Urological	69%	63%	35%	30%	83%	87%	75%	75%
Other	56%	57%	40%	30%	85%	88%	64%	65%
All Cancers	63%	62%	37%	35%	89%	90%	69%	69%

Cancer type	Q58. Taking part in cancer research discussed with patient		Q59. Patient's average rating of care scored from very poor to very good	
	This CA %	National	This CA %	National
Brain / CNS	*	33%	*	8.5
Breast	12%	31%	8.9	8.9
Colorectal / LGT	28%	30%	8.8	8.8
Gynaecological	18%	36%	8.9	8.8
Haematological	45%	33%	9.0	8.9
Head and Neck	24%	18%	8.6	8.7
Lung	21%	36%	8.6	8.7
Prostate	36%	35%	8.9	8.8
Sarcoma	*	39%	*	8.6
Skin	21%	18%	9.5	8.9
Upper Gastro	17%	34%	8.7	8.7
Urological	17%	20%	8.7	8.7
Other	32%	33%	8.7	8.7
All Cancers	25%	31%	8.8	8.8

[§] These are unadjusted scores

Annex

Response Rates

	Sample Size	Excluded	Adjusted Sample	Not Returned	Blank / Refused	Completed	Response Rate
National	118,305	7,856	110,449	38,132	3,245	69,072	63%
E56000004	2,668	192	2,476	718	80	1,678	63%

Respondents by tumour group

The tables below show the numbers of patients from each tumour group and the age and gender distribution of these patients.

Tumour Group	Number of respondents*
Brain / CNS	7
Breast	381
Gynaecological	90
Colorectal / LGT	215
Lung	115
Skin	25
Haematological	212
Upper Gastro	111
Other	165
Urological	149
Prostate	131
Sarcoma	19
Head and Neck	58

* 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	1	3	7	56	130	320	198	32	747
Female	6	12	38	141	214	350	149	21	931
Total	7	15	45	197	344	670	347	53	1,678

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Annex (continued)

Expected Range Summary - Trusts

Trust		Expected Range Classification		
RCB	York Teaching Hospital NHS Foundation Trust		46	6
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	2	50	
RWA	Hull and East Yorkshire Hospitals NHS Trust	9	42	1

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Annex (continued)

Dashboard Questions - Trusts

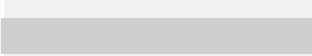
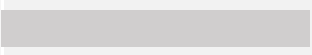

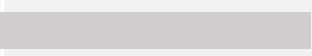
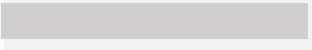
Q59 Patient`s average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000004	Humber, Coast and Vale	1,633	8.80	
RCB	York Teaching Hospital NHS Foundation Trust	318	8.89	
RWA	Hull and East Yorkshire Hospitals NHS Trust	774	8.88	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	513	8.71	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

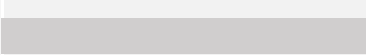
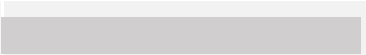


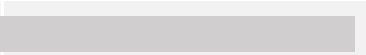
Q16 Patient definitely involved in decisions about care and treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,183	78.5%	
E56000004	Humber, Coast and Vale	1,611	77.2%	
RCB	York Teaching Hospital NHS Foundation Trust	312	78.8%	
RWA	Hull and East Yorkshire Hospitals NHS Trust	758	77.6%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	510	76.7%	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

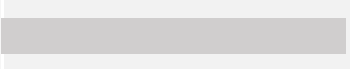
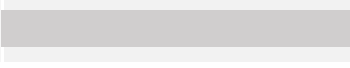
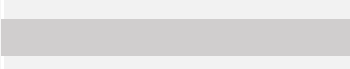
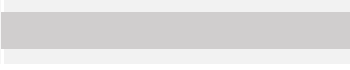
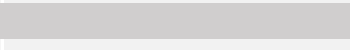
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000004	Humber, Coast and Vale	1,597	89.9%	
RCB	York Teaching Hospital NHS Foundation Trust	306	91.1%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	510	90.5%	
RWA	Hull and East Yorkshire Hospitals NHS Trust	748	88.6%	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

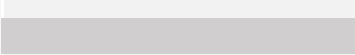
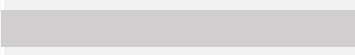
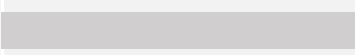
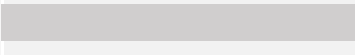

Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000004	Humber, Coast and Vale	1,254	87.7%	
RCB	York Teaching Hospital NHS Foundation Trust	235	90.0%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	432	88.8%	
RWA	Hull and East Yorkshire Hospitals NHS Trust	559	87.4%	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000004	Humber, Coast and Vale	1,186	88.7%	
RCB	York Teaching Hospital NHS Foundation Trust	236	89.5%	
RWA	Hull and East Yorkshire Hospitals NHS Trust	621	89.3%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	292	89.0%	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)

Dashboard Questions - Trusts

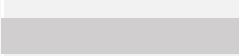

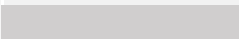
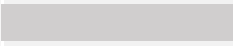
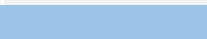
Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000004	Humber, Coast and Vale	1,159	95.3%	
RCB	York Teaching Hospital NHS Foundation Trust	237	96.2%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	274	95.2%	
RWA	Hull and East Yorkshire Hospitals NHS Trust	612	94.5%	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - Trusts

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%	
E56000004	Humber, Coast and Vale	1,064	55.3%	
RCB	York Teaching Hospital NHS Foundation Trust	214	61.0%	
RJL	Northern Lincolnshire and Goole NHS Foundation Trust	330	58.9%	
RWA	Hull and East Yorkshire Hospitals NHS Trust	485	52.6%	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)

Expected Range Summary - CCGs

CCG		Expected Range Classification		
03Q	NHS Vale of York CCG		46	6
03K	NHS North Lincolnshire CCG		52	
03M	NHS Scarborough and Ryedale CCG	2	50	
03F	NHS Hull CCG	5	46	1
03H	NHS North East Lincolnshire CCG	5	47	
02Y	NHS East Riding of Yorkshire CCG	18	34	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - CCGs




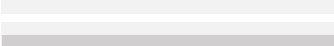
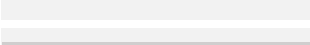
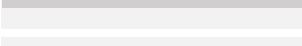

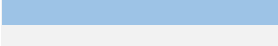
Q59 Patient's average rating of care scored from very poor to very good

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	66,563	8.80	
E56000004	Humber, Coast and Vale	1,633	8.80	
03Q	NHS Vale of York CCG	309	8.92	
02Y	NHS East Riding of Yorkshire CCG	431	8.85	
03F	NHS Hull CCG	235	8.81	
03K	NHS North Lincolnshire CCG	249	8.77	
03M	NHS Scarborough and Ryedale CCG	120	8.75	
03H	NHS North East Lincolnshire CCG	289	8.65	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

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%	
E56000004	Humber, Coast and Vale	1,611	77.2%	
03Q	NHS Vale of York CCG	305	82.6%	
03K	NHS North Lincolnshire CCG	247	82.4%	
03F	NHS Hull CCG	230	78.7%	
03H	NHS North East Lincolnshire CCG	287	75.0%	
02Y	NHS East Riding of Yorkshire CCG	424	73.0%	
03M	NHS Scarborough and Ryedale CCG	118	70.7%	

**National Cancer Patient Experience Survey 2017
Humber, Coast and Vale**

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




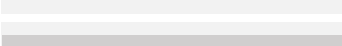
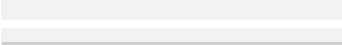
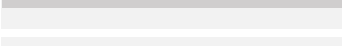

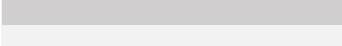
Q17 Patient given the name of the CNS who would support them through their treatment

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	65,693	91.3%	
E56000004	Humber, Coast and Vale	1,597	89.9%	
03H	NHS North East Lincolnshire CCG	284	93.3%	
03Q	NHS Vale of York CCG	303	90.1%	
03M	NHS Scarborough and Ryedale CCG	116	89.6%	
02Y	NHS East Riding of Yorkshire CCG	420	89.0%	
03K	NHS North Lincolnshire CCG	248	88.4%	
03F	NHS Hull CCG	226	88.4%	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - CCGs

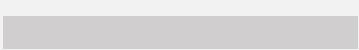
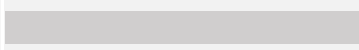
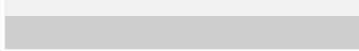
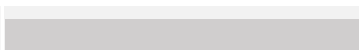

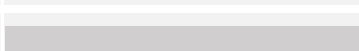
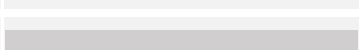
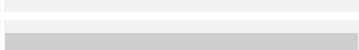
Q18 Patient found it easy to contact their CNS

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	53,470	86.3%	
E56000004	Humber, Coast and Vale	1,254	87.7%	
03Q	NHS Vale of York CCG	237	89.5%	
03H	NHS North East Lincolnshire CCG	247	89.1%	
03F	NHS Hull CCG	168	88.5%	
03M	NHS Scarborough and Ryedale CCG	89	88.4%	
03K	NHS North Lincolnshire CCG	202	86.5%	
02Y	NHS East Riding of Yorkshire CCG	311	85.5%	

**National Cancer Patient Experience Survey 2017
Humber, Coast and Vale**

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

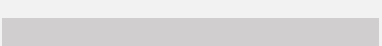


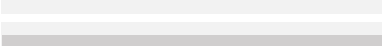
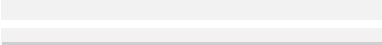
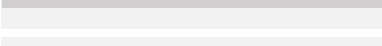

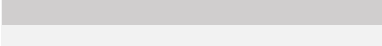
Q37 Always treated with respect and dignity by staff

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	41,461	88.8%	
E56000004	Humber, Coast and Vale	1,186	88.7%	
03K	NHS North Lincolnshire CCG	163	90.2%	
03Q	NHS Vale of York CCG	233	89.9%	
03F	NHS Hull CCG	180	88.8%	
03M	NHS Scarborough and Ryedale CCG	98	88.6%	
03H	NHS North East Lincolnshire CCG	186	87.7%	
02Y	NHS East Riding of Yorkshire CCG	326	87.7%	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

Annex (continued)
Dashboard Questions - CCGs


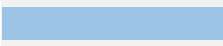
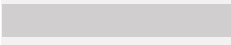
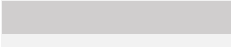

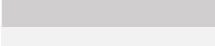
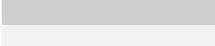
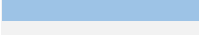
Q39 Staff told patient who to contact if worried post discharge

<i>Code</i>	<i>Name</i>	<i>Base</i>	<i>Score</i>	
All	National	39,825	94.2%	
E56000004	Humber, Coast and Vale	1,159	95.3%	
03M	NHS Scarborough and Ryedale CCG	99	97.9%	
03Q	NHS Vale of York CCG	230	96.9%	
03F	NHS Hull CCG	181	95.0%	
03H	NHS North East Lincolnshire CCG	179	94.8%	
02Y	NHS East Riding of Yorkshire CCG	314	94.6%	
03K	NHS North Lincolnshire CCG	156	94.1%	

National Cancer Patient Experience Survey 2017
Humber, Coast and Vale

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%	
E56000004	Humber, Coast and Vale	1,064	55.3%	
03M	NHS Scarborough and Ryedale CCG	80	58.8%	
03H	NHS North East Lincolnshire CCG	176	58.4%	
03Q	NHS Vale of York CCG	222	58.0%	
02Y	NHS East Riding of Yorkshire CCG	268	54.3%	
03K	NHS North Lincolnshire CCG	169	54.1%	
03F	NHS Hull CCG	149	48.9%	

Annex (continued)

Methodology

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

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

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

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

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

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

Further information

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

www.ncpes.co.uk

Redevelopment of the 2017 survey

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

Official Statistics

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

Annex (continued)

Scoring methodologies

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

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

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

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

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

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

A copy of the detailed scoring methodology for the 2017 questionnaire is available at: www.ncpes.co.uk

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

Case-mix adjustment

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

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

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

Annex (continued)

Statistical significance

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

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

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

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

www.ncpes.co.uk



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

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

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

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