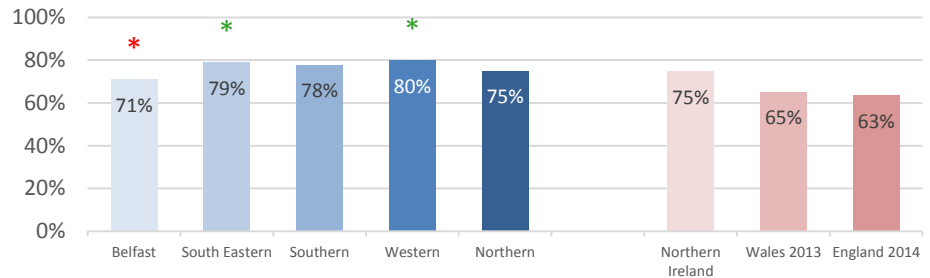


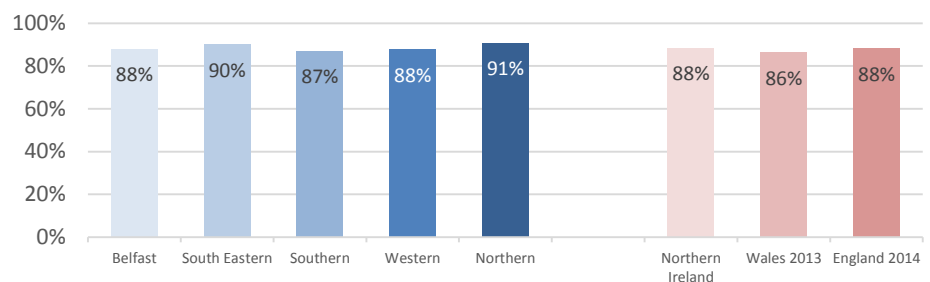
Trust results

Your overall NHS care

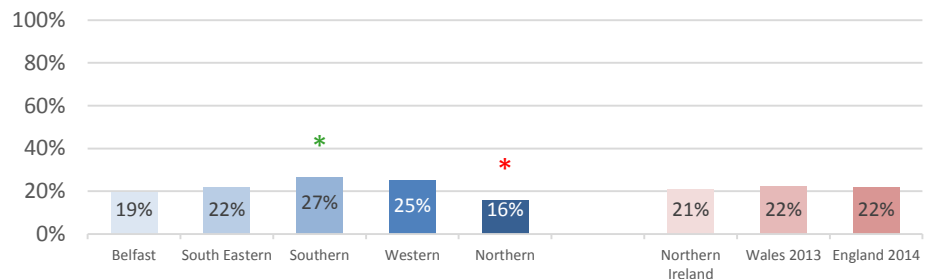
Q64 Hospital and community staff always worked well together



Q66 Given the right amount of information about condition and treatment



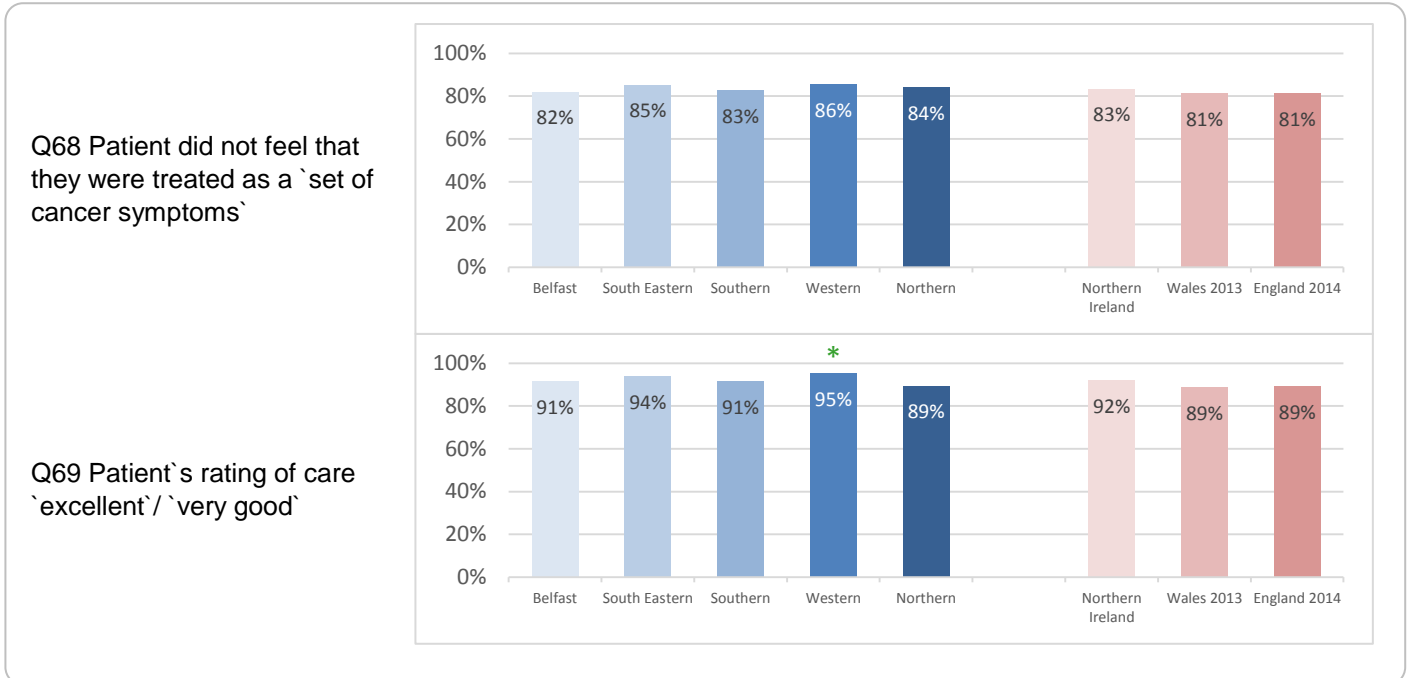
Q67 Patient offered written assessment and care plan



Question	Percentage for this Trust 2015	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q64 Hospital and community staff always worked well together	71%	69%	73%	80%	1,379
Q66 Given the right amount of information about condition and treatment	88%	86%	90%	91%	1,315
Q67 Patient offered written assessment and care plan	19%	17%	22%	27%	1,339

Trust results

Your overall NHS care



Question	Percentage 2015 for this Trust	Lower 95% confidence interval	Upper 95% confidence interval	Highest Trust's percentage score	Number of responders for this Trust
Q68 Patient did not feel that they were treated as a 'set of cancer symptoms'	82%	80%	84%	86%	1,370
Q69 Patient's rating of care 'excellent' / 'very good'	91%	90%	93%	95%	1,387

Comparisons by tumour group for this Trust

The following tables show the Trust and the all Northern Ireland percentage scores for each question broken down by tumour group. Where a cell in the table is blank this indicates that the number of patients in that group was below 20 and too small to display.

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		Q4. Patient's health got better or remained about the same while waiting	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	95%	94%	91%	88%	94%	94%
Colorectal / Lower Gastro	64%	64%	82%	83%	76%	75%
Lung	65%	65%	87%	88%	83%	83%
Prostate	62%	67%	84%	83%	91%	88%
Brain / CNS	11%	10%	84%	81%	83%	80%
Gynaecological	64%	69%	78%	81%	70%	74%
Haematological	61%	60%	80%	81%	66%	68%
Head and Neck	71%	69%	76%	78%	78%	82%
Sarcoma		67%		93%		71%
Skin		94%		84%		95%
Upper Gastro	68%	68%	81%	81%	69%	71%
Urological	76%	74%	85%	86%	82%	84%
Other Cancers	79%	82%	70%	76%	70%	76%
All Cancers	69%	72%	83%	84%	77%	80%

Diagnostic tests

	Q6. Staff gave complete explanation of purpose of test(s)		Q7. Staff explained completely what would be done during test		Q8. Given easy to understand written information about test		Q9. Given complete explanation of test results in an understandable way	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Cancer type								
Breast	86%	88%	83%	88%	81%	85%	82%	85%
Colorectal / Lower Gastro	88%	86%	93%	90%	90%	91%	83%	82%
Lung	88%	89%	90%	90%	81%	83%	80%	83%
Prostate	92%	90%	93%	91%	97%	92%	84%	85%
Brain / CNS	100%	95%	86%	83%	100%	100%	67%	70%
Gynaecological	85%	85%	92%	90%	86%	87%	76%	77%
Haematological	86%	86%	89%	92%	86%	85%	82%	84%
Head and Neck	80%	81%	80%	83%	83%	75%	76%	80%
Sarcoma		75%		69%		75%		92%
Skin		89%		91%		91%		89%
Upper Gastro	86%	86%	90%	89%	87%	85%	81%	80%
Urological	81%	84%	87%	88%	90%	88%	78%	80%
Other Cancers	84%	88%	89%	87%	85%	89%	71%	80%
All Cancers	86%	87%	88%	89%	87%	87%	80%	82%

Finding out what was wrong with you

Cancer type	Q11. Patient told they could bring a friend when first told they had cancer		Q12. Patient felt they were told sensitively that they had cancer		Q13. Patient completely understood the explanation of what was wrong		Q14. Patient given written information about the type of cancer they had	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	80%	88%	91%	92%	79%	80%	78%	76%
Colorectal / Lower Gastro	80%	78%	86%	88%	76%	79%	48%	55%
Lung	80%	81%	86%	84%	80%	80%	51%	53%
Prostate	87%	86%	79%	88%	81%	80%	65%	70%
Brain / CNS	86%	86%	69%	68%	46%	46%	50%	50%
Gynaecological	72%	70%	79%	79%	70%	71%	64%	64%
Haematological	70%	74%	84%	86%	53%	56%	71%	73%
Head and Neck	60%	66%	80%	83%	61%	66%	41%	42%
Sarcoma		90%		80%		53%		17%
Skin		65%		93%		79%		65%
Upper Gastro	68%	71%	81%	82%	67%	71%	57%	57%
Urological	86%	76%	89%	86%	77%	77%	50%	48%
Other Cancers	74%	76%	79%	84%	67%	70%	45%	46%
All Cancers	76%	79%	84%	87%	70%	73%	61%	64%

Deciding the best treatment for you

Cancer type	Q15. Patient given a choice of different types of treatment		Q16. Patient's views definitely taken into account by doctors and nurses discussing treatment		Q17. Possible side effects explained in an understandable way		Q18. Patient given written information about side effects	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	83%	86%	78%	79%	81%	83%	92%	89%
Colorectal / Lower Gastro	93%	86%	82%	77%	74%	79%	76%	79%
Lung	85%	84%	79%	73%	76%	78%	74%	75%
Prostate	94%	94%	83%	82%	80%	78%	84%	75%
Brain / CNS	67%	70%	65%	68%	68%	67%	74%	76%
Gynaecological	68%	73%	65%	69%	79%	77%	79%	78%
Haematological	88%	87%	72%	71%	81%	80%	80%	78%
Head and Neck	74%	81%	68%	72%	59%	65%	63%	63%
Sarcoma		100%		92%		85%		69%
Skin		57%		88%		67%		66%
Upper Gastro	89%	87%	64%	65%	78%	75%	80%	80%
Urological	91%	81%	74%	69%	76%	75%	68%	64%
Other Cancers	60%	64%	69%	68%	68%	73%	73%	76%
All Cancers	85%	86%	74%	74%	77%	78%	79%	78%

Cancer type	Q19. Patient definitely told about treatment side effects that could affect them in the future		Q20. Patient definitely involved in decisions about care and treatment	
	This Trust	N.I.	This Trust	N.I.
Breast	66%	62%	75%	77%
Colorectal / Lower Gastro	55%	55%	78%	80%
Lung	57%	56%	76%	74%
Prostate	72%	68%	84%	85%
Brain / CNS	50%	50%	64%	67%
Gynaecological	49%	52%	71%	73%
Haematological	58%	58%	75%	76%
Head and Neck	39%	44%	64%	68%
Sarcoma		85%		80%
Skin		76%		78%
Upper Gastro	53%	54%	72%	72%
Urological	52%	51%	78%	75%
Other Cancers	46%	49%	72%	73%
All Cancers	57%	58%	75%	76%

Clinical Nurse Specialist

	Q21. Patient given the name of the CNS in charge of their care		Q22. Patient finds it easy to contact their CNS		Q23. CNS definitely listened carefully the last time spoken to		Q24. Get understandable answers to important questions all/most of the time	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Cancer type								
Breast	91%	94%	80%	83%	89%	92%	93%	93%
Colorectal / Lower Gastro	58%	63%	91%	90%	90%	95%	94%	96%
Lung	64%	69%	90%	82%	89%	91%	88%	90%
Prostate	76%	70%	84%	81%	96%	97%	98%	98%
Brain / CNS	70%	73%		80%		82%		80%
Gynaecological	85%	82%	74%	78%	94%	94%	88%	88%
Haematological	57%	70%	87%	90%	94%	94%	93%	92%
Head and Neck	63%	69%	75%	82%	92%	96%	94%	92%
Sarcoma		83%		100%		100%		89%
Skin		42%		92%		100%		93%
Upper Gastro	67%	66%	90%	89%	95%	93%	95%	92%
Urological	55%	53%	80%	82%	95%	95%	86%	89%
Other Cancers	58%	62%	79%	78%	96%	95%	100%	96%
All Cancers	68%	72%	84%	85%	93%	94%	92%	93%

Support for people with cancer

Cancer type	Q25. Hospital staff gave information about support groups		Q26. Hospital staff gave information about impact cancer could have on work/education		Q27. Hospital staff gave information on getting financial help	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	95%	93%	85%	83%	69%	76%
Colorectal / Lower Gastro	77%	81%	76%	77%	65%	67%
Lung	84%	85%	80%	77%	59%	72%
Prostate	89%	87%	87%	81%	49%	51%
Brain / CNS	89%	90%	69%	71%	59%	63%
Gynaecological	79%	80%	66%	68%	59%	60%
Haematological	81%	84%	77%	78%	68%	75%
Head and Neck	78%	78%	64%	69%	50%	59%
Sarcoma		91%		86%		80%
Skin		82%		71%		69%
Upper Gastro	84%	80%	79%	78%	65%	65%
Urological	73%	67%	62%	60%	45%	41%
Other Cancers	69%	76%	65%	65%	59%	57%
All Cancers	83%	84%	76%	76%	61%	66%

Cancer research

Cancer type	Q28. Patient has seen information about cancer research in the hospital		Q29. Taking part in cancer research discussed with patient		Q30. Patient has taken part in cancer research	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	88%	88%	38%	22%	68%	63%
Colorectal / Lower Gastro	85%	81%	24%	15%	73%	59%
Lung	88%	87%	15%	12%		57%
Prostate	91%	84%	55%	34%	84%	68%
Brain / CNS	92%	93%	38%	37%		80%
Gynaecological	88%	86%	20%	16%	65%	64%
Haematological	92%	91%	26%	22%	56%	56%
Head and Neck	83%	87%	8%	11%		50%
Sarcoma		87%		8%		100%
Skin		83%				
Upper Gastro	89%	88%	20%	18%	68%	63%
Urological	82%	79%	16%	9%	70%	66%
Other Cancers	89%	87%	15%	9%		40%
All Cancers	88%	86%	25%	18%	67%	62%

Operations

Cancer type	Q32. Staff gave complete explanation of what would be done		Q33. Patient given written information about the operation		Q34. Staff explained how operation had gone in understandable way	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	90%	92%	78%	79%	77%	83%
Colorectal / Lower Gastro	88%	89%	55%	57%	85%	85%
Lung	96%	96%	53%	47%	84%	84%
Prostate		85%		79%		76%
Brain / CNS		86%		70%		69%
Gynaecological	89%	91%	67%	68%	79%	79%
Haematological	80%	86%	53%	51%	86%	79%
Head and Neck	89%	89%	61%	55%	79%	81%
Sarcoma		100%		57%		88%
Skin		93%		73%		85%
Upper Gastro	91%	90%	71%	71%	87%	87%
Urological	84%	85%	58%	59%	71%	75%
Other Cancers		83%		50%		83%
All Cancers	88%	89%	65%	66%	80%	82%

Hospital Doctors

Cancer type	Q36. Got understandable answers to important questions all/most of the time		Q37. Patient had confidence and trust in all doctors treating them		Q38. Doctors did not talk in front of patient as if they were not there		Q39. Patient's family definitely had opportunity to talk to doctor	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	85%	86%	88%	89%	90%	89%	67%	69%
Colorectal / Lower Gastro	81%	85%	90%	90%	75%	76%	69%	70%
Lung	83%	86%	89%	85%	69%	77%	76%	79%
Prostate	97%	89%	94%	91%	85%	87%	70%	75%
Brain / CNS		69%		92%		69%		64%
Gynaecological	79%	81%	88%	87%	89%	88%	56%	59%
Haematological	92%	90%	92%	92%	86%	86%	78%	77%
Head and Neck	86%	88%	80%	82%	80%	79%	68%	71%
Sarcoma		100%		100%		88%		75%
Skin		96%		90%		90%		88%
Upper Gastro	80%	81%	90%	90%	74%	73%	68%	67%
Urological	73%	74%	81%	86%	78%	80%	58%	58%
Other Cancers	79%	81%	75%	82%	68%	73%	60%	68%
All Cancers	83%	84%	88%	88%	81%	82%	67%	69%

Ward Nurses

	Q40. Got understandable answers to important questions all/most of the time		Q41. Patient had confidence and trust in all ward nurses		Q42. Nurses did not talk in front of patient as if they were not there		Q43. Always / nearly always enough nurses on duty	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Cancer type								
Breast	85%	83%	74%	78%	88%	89%	63%	58%
Colorectal / Lower Gastro	82%	84%	79%	78%	83%	83%	58%	61%
Lung	74%	83%	78%	78%	81%	85%	67%	68%
Prostate	93%	81%	82%	82%	88%	85%	85%	72%
Brain / CNS		82%		71%		71%		43%
Gynaecological	76%	76%	68%	68%	83%	83%	57%	56%
Haematological	86%	85%	82%	82%	88%	87%	59%	59%
Head and Neck	74%	79%	75%	74%	78%	80%	51%	60%
Sarcoma		100%		88%		86%		86%
Skin		100%		100%		89%		79%
Upper Gastro	76%	75%	79%	78%	84%	86%	53%	54%
Urological	75%	75%	74%	79%	85%	86%	57%	60%
Other Cancers	67%	76%	82%	83%	73%	83%	64%	53%
All Cancers	80%	81%	77%	78%	84%	86%	59%	60%

Hospital care and treatment

Cancer type	Q44. Patient did not think hospital staff deliberately misinformed them		Q45. Patient never thought they were given conflicting information		Q46. All staff asked patient what name they preferred to be called by		Q47. Always given enough privacy when discussing condition or treatment	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	93%	93%	85%	84%	50%	53%	83%	84%
Colorectal / Lower Gastro	88%	88%	88%	87%	55%	58%	88%	84%
Lung	91%	92%	76%	78%	50%	48%	83%	81%
Prostate	94%	88%	85%	75%	76%	63%	91%	87%
Brain / CNS		86%		79%		69%		79%
Gynaecological	92%	92%	74%	77%	52%	48%	75%	71%
Haematological	88%	90%	82%	85%	62%	66%	82%	85%
Head and Neck	90%	92%	80%	84%	51%	52%	92%	91%
Sarcoma		100%		88%		63%		100%
Skin		89%		86%		62%		100%
Upper Gastro	81%	82%	77%	79%	71%	70%	86%	86%
Urological	85%	86%	84%	84%	66%	67%	82%	81%
Other Cancers	82%	88%	81%	82%	55%	48%	82%	78%
All Cancers	89%	89%	82%	83%	59%	59%	84%	84%

Cancer type	Q48. Always given enough privacy when being examined or treated		Q49. Patient was able to discuss worries or fears with staff during visit		Q50. Hospital staff did everything to help control pain all of the time		Q51. Always treated with respect and dignity by staff	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	92%	94%	68%	68%	86%	89%	86%	89%
Colorectal / Lower Gastro	99%	94%	72%	74%	89%	88%	88%	88%
Lung	89%	90%	73%	71%	88%	88%	92%	90%
Prostate	97%	94%	78%	68%	100%	88%	94%	84%
Brain / CNS		93%		67%		85%		77%
Gynaecological	92%	91%	67%	69%	81%	82%	86%	84%
Haematological	94%	95%	72%	76%	87%	87%	88%	90%
Head and Neck	96%	98%	66%	66%	77%	78%	86%	85%
Sarcoma		100%		83%		100%		86%
Skin		100%		88%		88%		100%
Upper Gastro	99%	99%	66%	65%	89%	90%	94%	93%
Urological	90%	94%	68%	69%	81%	84%	87%	88%
Other Cancers	91%	93%	68%	69%	77%	82%	77%	83%
All Cancers	94%	94%	69%	70%	86%	87%	88%	88%

Information given to you before you left hospital and home support

Cancer type	Q52. Given clear written information about what should / should not do post discharge		Q53. Staff told patient who to contact if worried post discharge		Q54. Family definitely given all information needed to help care at home		Q55. Patient definitely given enough care from health or social services	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	93%	93%	99%	98%	61%	62%	72%	75%
Colorectal / Lower Gastro	83%	83%	89%	91%	66%	68%	71%	74%
Lung	80%	82%	88%	90%	59%	65%	68%	74%
Prostate	84%	87%	87%	89%	76%	71%	63%	62%
Brain / CNS		75%		92%		54%		30%
Gynaecological	90%	92%	92%	91%	61%	56%	69%	61%
Haematological	82%	84%	97%	98%	73%	76%	73%	75%
Head and Neck	84%	86%	90%	92%	63%	69%	65%	70%
Sarcoma		100%		100%		100%		50%
Skin		93%		97%		61%		86%
Upper Gastro	81%	77%	92%	91%	68%	67%	63%	64%
Urological	76%	78%	80%	81%	53%	59%	48%	51%
Other Cancers	67%	78%	95%	95%	60%	71%	71%	71%
All Cancers	83%	85%	92%	92%	64%	66%	66%	69%

Hospital care as a day patient / outpatient

Cancer type	Q56. Staff definitely did everything to control side effects of radiotherapy		Q57. Staff definitely did everything to control side effects of chemotherapy		Q58. Staff definitely did everything they could to help control pain		Q59. Hospital staff definitely gave patient enough emotional support	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	83%	85%	85%	87%	86%	88%	74%	75%
Colorectal / Lower Gastro	80%	86%	82%	88%	85%	87%	74%	77%
Lung	79%	81%	90%	89%	87%	87%	78%	79%
Prostate	78%	81%	83%	84%	82%	81%	75%	77%
Brain / CNS	78%	80%	73%	75%	86%	88%	50%	57%
Gynaecological	88%	85%	85%	85%	86%	84%	61%	60%
Haematological	86%	85%	91%	90%	90%	89%	74%	77%
Head and Neck	76%	76%	86%	77%	89%	89%	57%	65%
Sarcoma		80%		100%		100%		100%
Skin		100%		100%		75%		74%
Upper Gastro	93%	91%	88%	87%	83%	82%	70%	72%
Urological	90%	90%	79%	82%	79%	80%	74%	75%
Other Cancers	75%	76%	82%	88%	87%	88%	64%	71%
All Cancers	83%	84%	86%	87%	86%	86%	71%	75%

Cancer type	Q61. Doctor had the right notes and other documentation with them	
	This Trust	N.I.
Breast	96%	98%
Colorectal / Lower Gastro	96%	97%
Lung	99%	99%
Prostate	99%	99%
Brain / CNS	92%	92%
Gynaecological	97%	96%
Haematological	99%	99%
Head and Neck	98%	97%
Sarcoma		100%
Skin		98%
Upper Gastro	98%	98%
Urological	97%	97%
Other Cancers	98%	97%
All Cancers	98%	98%

Care from your general practice

	Q62. GP given enough information about patient's condition and treatment		Q63. Practice staff definitely did everything they could to support patient	
	This Trust	N.I.	This Trust	N.I.
Cancer type				
Breast	98%	96%	73%	79%
Colorectal / Lower Gastro	95%	97%	77%	80%
Lung	95%	94%	75%	78%
Prostate	97%	97%	76%	79%
Brain / CNS	91%	91%	75%	76%
Gynaecological	96%	97%	75%	74%
Haematological	95%	97%	70%	73%
Head and Neck	91%	93%	65%	63%
Sarcoma		92%		100%
Skin		98%		79%
Upper Gastro	97%	96%	76%	76%
Urological	95%	94%	80%	79%
Other Cancers	93%	95%	83%	86%
All Cancers	95%	96%	75%	77%

Your overall NHS care

Cancer type	Q64. Hospital and community staff always worked well together		Q66. Given the right amount of information about condition and treatment		Q67. Patient offered written assessment and care plan		Q68. Patient did not feel that they were treated as 'a set of cancer symptoms'	
	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.	This Trust	N.I.
Breast	75%	76%	83%	87%	35%	32%	78%	79%
Colorectal / Lower Gastro	74%	81%	90%	89%	18%	19%	86%	87%
Lung	72%	72%	92%	91%	15%	18%	84%	82%
Prostate	74%	80%	94%	91%	22%	19%	90%	89%
Brain / CNS	61%	56%	77%	79%	29%	28%	65%	68%
Gynaecological	65%	66%	89%	90%	16%	14%	79%	79%
Haematological	73%	78%	91%	91%	17%	23%	85%	86%
Head and Neck	60%	62%	81%	82%	15%	18%	81%	83%
Sarcoma		86%		93%		18%		86%
Skin		84%		89%		2%		90%
Upper Gastro	67%	69%	89%	88%	17%	19%	81%	81%
Urological	73%	73%	88%	85%	13%	11%	82%	84%
Other Cancers	64%	69%	77%	83%	24%	24%	70%	80%
All Cancers	71%	75%	88%	88%	19%	21%	82%	83%

Cancer type	Q69. Patient's rating of care 'excellent'/'very good'	
	This Trust	N.I.
Breast	92%	94%
Colorectal / Lower Gastro	93%	92%
Lung	84%	84%
Prostate	95%	92%
Brain / CNS	77%	79%
Gynaecological	93%	91%
Haematological	96%	96%
Head and Neck	88%	90%
Sarcoma		100%
Skin		95%
Upper Gastro	88%	88%
Urological	88%	90%
Other Cancers	93%	91%
All Cancers	91%	92%



The Northern Ireland Cancer Patient Experience Survey was undertaken by Quality Health, which specialises in measuring patients' experiences of hospital, primary care and mental health services, using this information to improve the quality of health care and the responsiveness of health services to patients and service users' needs.

Quality Health works with all acute hospitals in England, all independent providers of hospital care, all Health Boards in Scotland, Wales and Northern Ireland using rigorous survey methods to evaluate the quality of services to patients, the outcomes of operative procedures and health gain, and establish the views of NHS staff. Quality Health also works for international healthcare Providers on 5 continents.

Quality Health is an approved contractor for the Care Quality Commission survey programmes of patients and staff in the NHS and also undertakes data collection and survey systems for the National Patient Reported Outcomes programme on behalf of NHS England. Quality Health has headquarters in North Derbyshire.

Further information on the Cancer Patient Experience Survey programmes and the 2015 survey can be obtained at www.quality-health.co.uk

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Published October 2015

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