

National Cancer Patient Experience Survey

2019 Results

Cheshire and Merseyside

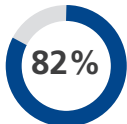
Published June 2020

Executive Summary

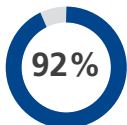
Cancer Dashboard Questions

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

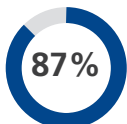
Q61. Patient's average rating of care scored from very poor to very good



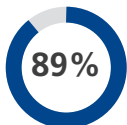
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



Q19. Patient given the name of a CNS who would support them through their treatment



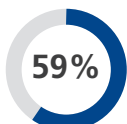
Q20. Patient found it very or quite easy to contact their CNS



Q39. Patient always felt they were treated with respect and dignity while in hospital



Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital



Q55. General practice staff definitely did everything they could to support patient during treatment

Questions Outside Expected Range

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q1. Saw GP once or twice before being told they needed to go to hospital	82%	77%	81%	79%
Q14. Patient felt that treatment options were completely explained	86%	82%	85%	83%
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	87%	81%	87%	84%
Q33. Patient had confidence and trust in all the ward nurses treating them	78%	71%	77%	74%

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q60. Someone discussed with patient whether they would like to take part in cancer research	23%	23%	37%	30%

Introduction

The National Cancer Patient Experience Survey 2019 is the ninth 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, Picker, is responsible for designing, running and analysing the survey.

The 2019 survey involved 143 NHS Trusts. Out of 111,366 people, 67,858 people responded to the survey, yielding a response rate of 61%.

Methodology

Eligibility, fieldwork and survey methods

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 2019. The fieldwork for the survey was undertaken between December 2019 and March 2020.

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

Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores 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.

Scoring methodology

Fifty-two questions from the questionnaire are scored as these questions relate directly to patient experience. For all but one question (Q61), scores are presented as the percentage of positive responses out of all scored responses. For Q61, respondents rate their overall care on a scale of 0 to 10, of which the average was calculated for this question's presented score. The percentages in this report have been rounded to the nearest percentage point. Therefore, in some cases the figures do not appear to add up to 100%.

Statistical significance

In the reporting of 2019 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'. Thirty-seven scored questions in 2019 have been compared with those of 2018 and a statistically significant change between the two years has been reported where identified.

For the scored questions that are comparable beyond 2018, statistically significant change over the five years has also been reported where identified. A statistically significant difference means that the change in the result is very unlikely to have occurred by sampling variation.

Suppression

Question-level suppression

For scores where the base size per question is <21, the score will be suppressed and replaced with an asterisk (*). The base size will include neutral response options.

Double suppression

If any group within a particular sub-group breakdown (such as the tumour group breakdown) has <21 responses, then the figure for this particular group is suppressed and replaced with an asterisk (*). If there is only one group within the sub-group breakdown that has <21 respondents, and is therefore suppressed, the group with the next

lowest number of respondents is also suppressed and replaced with an asterisk (*) (regardless if it is greater than or less than 21).

Understanding the results

This report shows how this Alliance scored for each question in the survey, compared with national results and previous year's results. It is aimed at helping individual Alliances to understand their performance and identify areas for local improvement. Below is a description of the type of results presented within this report and how to understand them.

Expected range charts

The expected range charts in this report show a bar with the lowest and highest score received for each question nationally. Within this bar, an expected range is given (in grey) and a black diamond represents the actual score for this Alliance.

Alliances whose score is above the upper limit of the expected range (in the dark blue) are positive outliers, with a score statistically significantly higher than the national mean. This indicates that the Alliance performs better than what Alliances of the same size and demographics are expected to perform. The opposite is true if the score is below the lower limit of the expected range (in the light blue); these are negative outliers. For scores within the expected range (in the grey), the score is what we would expect given the Alliance's size and demographics.

Comparability tables

The comparability tables show the 2018 and 2019 unadjusted scores for this Alliance for each scored question. If there is a significant change from 2018 and 2019 or overall from 2016 to 2019, an arrow will be presented for the direction of change. The adjusted 2019 score will also be presented for each scored question along with the lower and upper expected range and national score. Scores above the upper limit of the expected range will be highlighted dark blue, scores below the lower limit of the expected range will be highlighted light blue, and scores within the lower and upper limit of the expected ranges will be highlighted grey.

Tumour type tables

The tumour type tables show the unadjusted scores for each scored question for each of the 13 tumour groups. The national score for that tumour group is also shown. Unadjusted scores for the same tumour type across different Alliances may not be comparable, as they do not account for the impact that differing patient populations might have on results. Central nervous system is abbreviated as 'CNS' and lower gastrointestinal tract is abbreviated as 'LGT' throughout this report.

Year on year charts

The year on year charts show four columns representing the unadjusted scores of the last four years (2016, 2017, 2018 and 2019) for each scored question.

Notes on specific questions

Following the development phase of the 2019 survey, several changes were made to the questionnaire. Six scored questions were amended (Q5, Q18, Q30, Q35, Q56 and Q60) and one non-scored question (Q29) was amended that impacted the comparability of questions Q30 to Q41. Of all questions changed or impacted by change, only Q60 is presented with historical comparisons; though the results should be interpreted with caution.

Unadjusted data and case-mix adjusted data

Unadjusted data should be used to see the actual responses from patients relating to the 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 taking account of the patient mix.

Further information

This research was carried out in accordance with the international standard for organisations conducting social research (accreditation to ISO20252:2012; certificate number GB08/74322). The 2019 survey data has been produced and published in line with the Code of Practice for Official Statistics.

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2019 questionnaire and survey guidance on the website at www.ncpes.co.uk. For all other outputs at National, Trust, CCG and Cancer Alliance level, please see the PDF reports, Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

2,297 patients responded out of a total of 3,826 patients, resulting in a response rate of 60%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	4,087	3,826	2,297	60%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	212
Paper	2,085
Phone	0
Translation Service	0

Respondents by Tumour Group

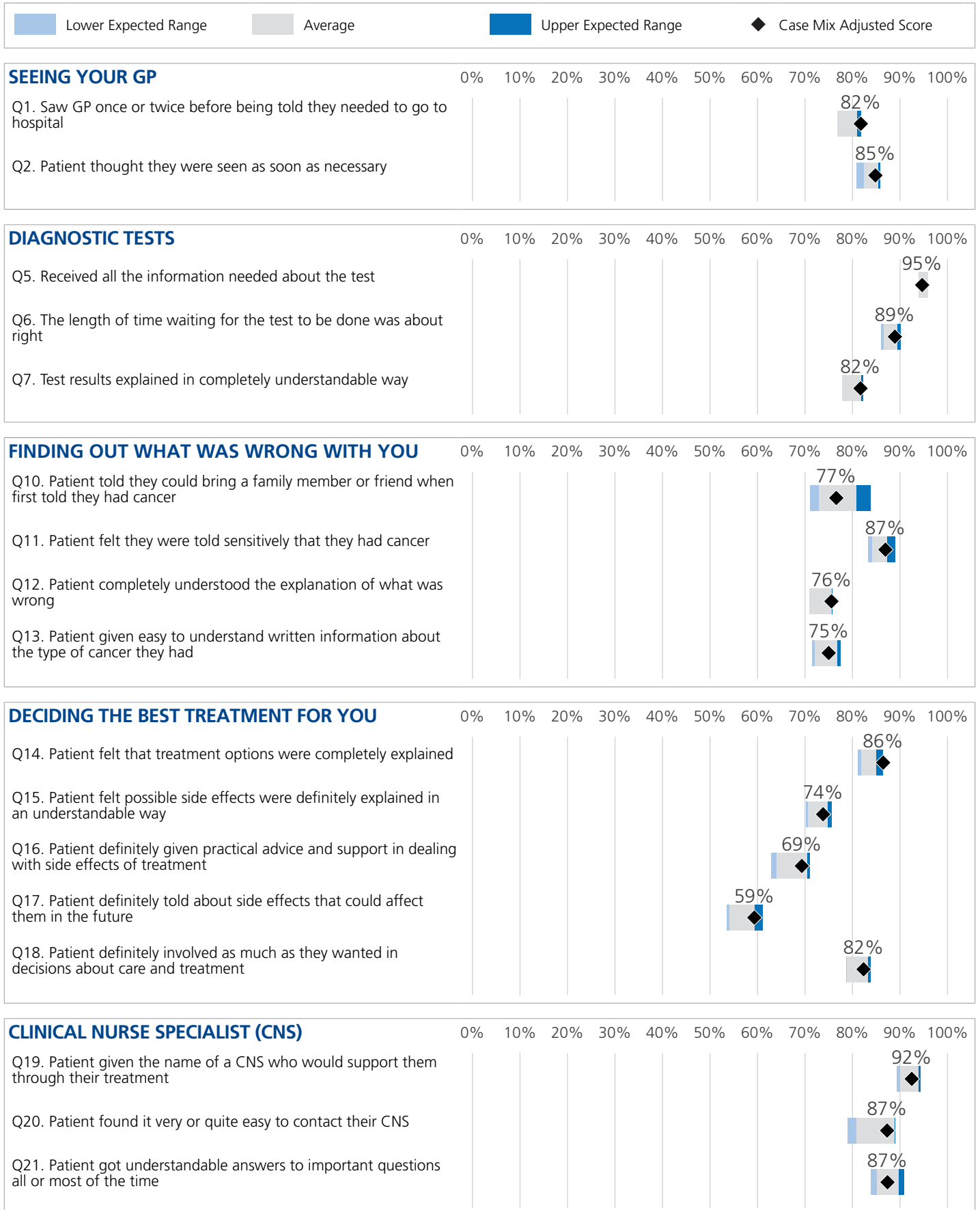
	Number of Respondents
Brain / CNS	6
Breast	376
Colorectal / LGT	256
Gynaecological	95
Haematological	438
Head and Neck	74
Lung	121
Prostate	319
Sarcoma	31
Skin	59
Upper Gastro	109
Urological	241
Other	172

Respondents by Age and Gender

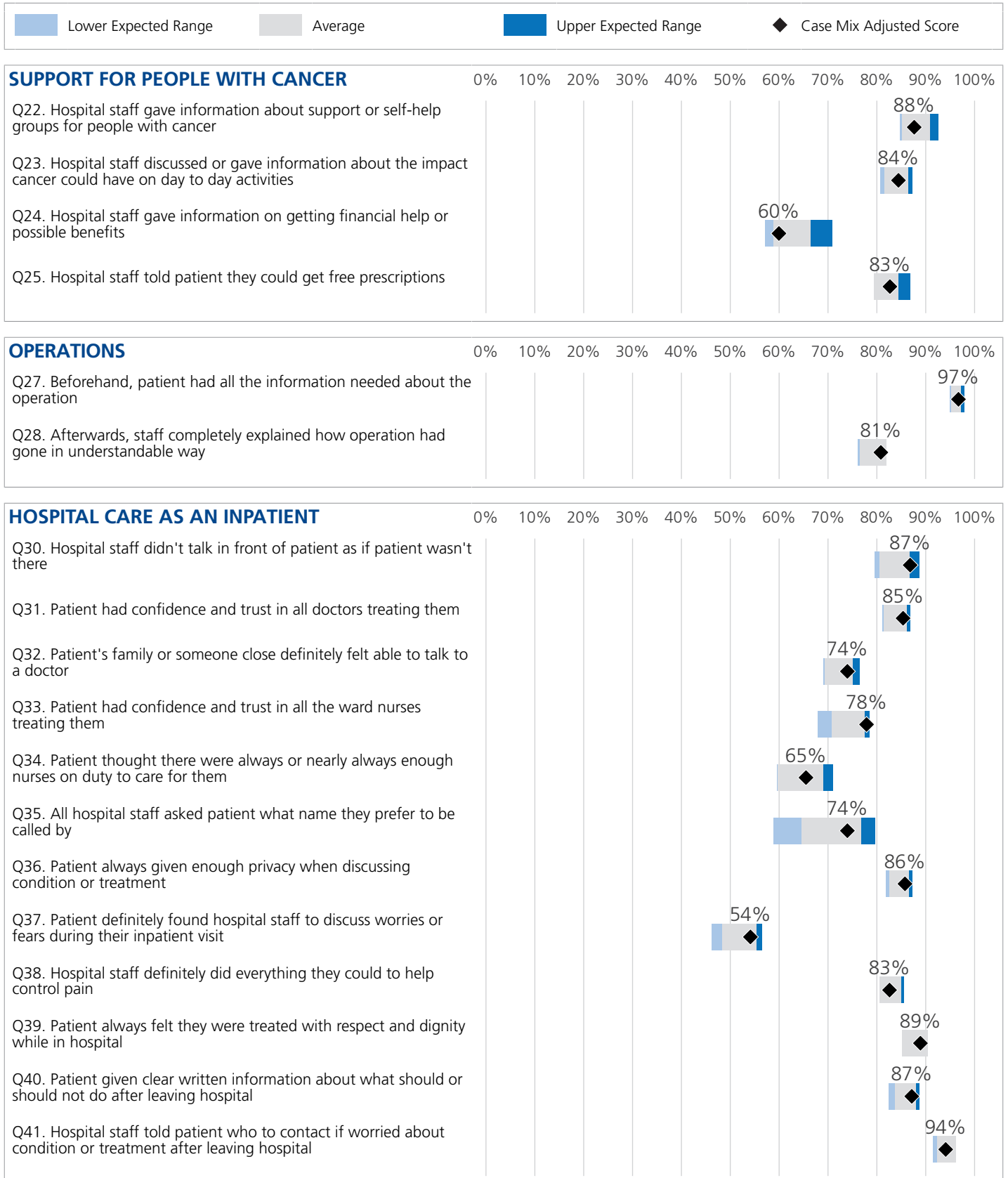
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75-84	Age 85+	Total
Male	5	5	15	42	230	486	355	67	1,205
Female	5	16	49	118	253	358	240	53	1,092
Total	10	21	64	160	483	844	595	120	2,297

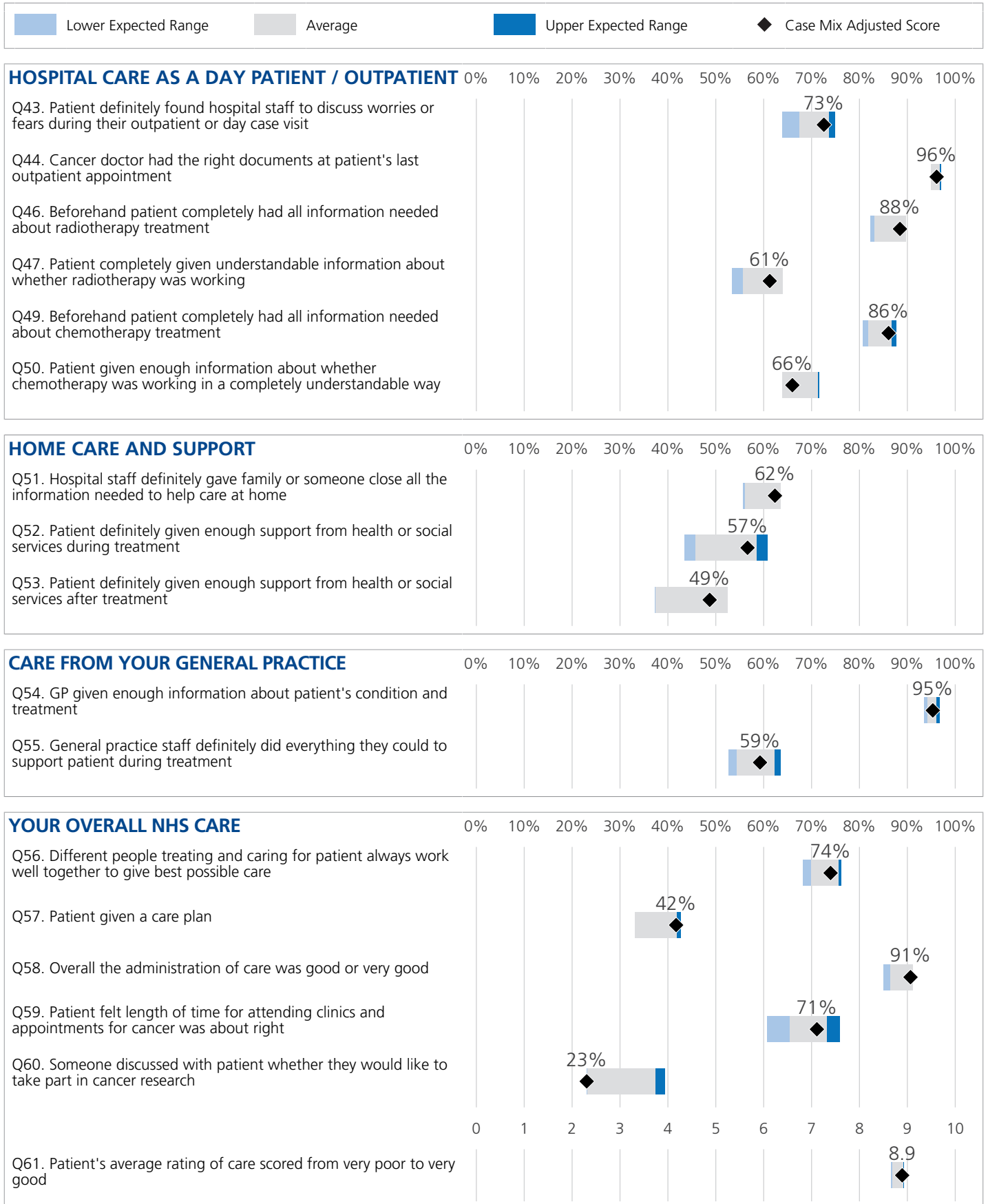
Expected Range Charts



Expected Range Charts



Expected Range Charts






Comparability Tables

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

** No score available for 2018.

▲ or ▼

Change 2018-2019: Indicates where 2019 score is significantly higher or lower than 2018 score
Change Overall: Indicates significant change overall (2016, 2017, 2018 and 2019).

	Adjusted Score below Lower Expected Range
	Adjusted Score between Upper and Lower Expected Ranges
	Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SEEING YOUR GP										
Q1. Saw GP once or twice before being told they needed to go to hospital	1660	79%	1575	81%			82%	77%	81%	79%
Q2. Patient thought they were seen as soon as necessary	2260	84%	2230	85%			85%	82%	85%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	1897	95%			95%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	1929	88%	1945	89%			89%	87%	90%	88%
Q7. Test results explained in completely understandable way	1946	80%	1959	82%			82%	78%	82%	80%
FINDING OUT WHAT WAS WRONG WITH YOU										
Q10. Patient told they could bring a family member or friend when first told they had cancer	2115	75%	2082	77%			77%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	2271	85%	2273	87%			87%	84%	87%	86%
Q12. Patient completely understood the explanation of what was wrong	2301	73%	2275	75%			76%	71%	76%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	2012	75%	2016	76%		▲	75%	72%	77%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	2022	83%	2023	87%	▲		86%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	2174	73%	2125	74%			74%	71%	75%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	2173	68%	2143	69%			69%	64%	71%	67%
Q17. Patient definitely told about side effects that could affect them in the future	2035	58%	1980	60%			59%	54%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	2216	83%			82%	79%	83%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	2208	92%	2158	92%			92%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	1801	87%	1774	87%			87%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	1709	89%	1697	88%			87%	85%	90%	87%

Comparability Tables

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Change Overall: Indicates significant change overall (2016, 2017, 2018 and 2019).

 Adjusted Score below Lower Expected Range
 Adjusted Score between Upper and Lower Expected Ranges
 Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SUPPORT FOR PEOPLE WITH CANCER										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	1709	85%	1759	87%			88%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	1494	82%	1471	85%			84%	82%	86%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	1141	59%	1137	59%			60%	59%	66%	63%
Q25. Hospital staff told patient they could get free prescriptions	912	81%	902	82%			83%	79%	84%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	1347	96%	1312	97%			97%	95%	97%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	1340	79%	1306	81%			81%	76%	82%	79%
HOSPITAL CARE AS AN INPATIENT										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	1212	87%			87%	81%	87%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	1224	86%			85%	81%	86%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1041	74%			74%	69%	75%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	1220	78%			78%	71%	77%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	1215	66%			65%	60%	69%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	1206	75%			74%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	1219	86%			86%	83%	87%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	895	55%			54%	48%	55%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1087	83%			83%	81%	85%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	1227	89%			89%	85%	90%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	1149	87%			87%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	1171	94%			94%	92%	96%	94%

Comparability Tables

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Change Overall: Indicates significant change overall (2016, 2017, 2018 and 2019).

	Adjusted Score below Lower Expected Range
	Adjusted Score between Upper and Lower Expected Ranges
	Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT										
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	1655	71%	1639	73%			73%	67%	74%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	1944	97%	1911	96%			96%	95%	97%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	620	86%	617	89%			88%	83%	90%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	537	61%	548	61%			61%	56%	64%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	826	82%	815	86%			86%	82%	87%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	746	67%	739	68%			66%	64%	71%	68%
HOME CARE AND SUPPORT										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	1859	62%	1817	63%			62%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	1216	57%	1118	57%			57%	46%	59%	52%
Q53. Patient definitely given enough support from health or social services after treatment	792	52%	722	49%			49%	37%	53%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	1840	95%	1850	95%			95%	94%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	1451	61%	1417	59%			59%	54%	62%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	2149	75%			74%	70%	76%	73%
Q57. Patient given a care plan	1817	37%	1747	42%	▲	▲	42%	33%	42%	38%
Q58. Overall the administration of care was good or very good	2280	89%	2242	91%			91%	86%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	2270	73%	2218	72%			71%	66%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	2182	25%	2096	23%			23%	23%	37%	30%
Q61. Patient's average rating of care scored from very poor to very good	2241	8.8	2204	8.9			8.9	8.7	8.9	8.8

Tumour Type Tables

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

n.a. Indicates that there were no respondents for that tumour group.

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q1. Saw GP once or twice before being told they needed to go to hospital	Alliance	*	99%	83%	69%	70%	83%	76%	86%	*	90%	81%	83%	76%	81%
	National	59%	94%	75%	77%	67%	79%	71%	82%	71%	90%	74%	83%	74%	79%
Q2. Patient thought they were seen as soon as necessary	Alliance	*	91%	88%	73%	84%	85%	89%	89%	*	80%	80%	82%	77%	85%
	National	79%	89%	83%	81%	82%	81%	84%	86%	69%	85%	79%	85%	79%	84%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Received all the information needed about the test	Alliance	*	94%	96%	95%	95%	85%	94%	96%	*	100%	96%	94%	94%	95%
	National	93%	95%	95%	93%	95%	93%	95%	95%	93%	96%	95%	95%	95%	95%
Q6. The length of time waiting for the test to be done was about right	Alliance	*	95%	91%	86%	91%	91%	90%	87%	*	93%	87%	80%	87%	89%
	National	84%	91%	88%	86%	89%	88%	87%	87%	81%	87%	84%	87%	86%	88%
Q7. Test results explained in completely understandable way	Alliance	*	84%	87%	86%	76%	75%	82%	86%	*	89%	80%	76%	78%	82%
	National	71%	83%	82%	77%	77%	79%	80%	80%	78%	84%	75%	80%	76%	80%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q10. Patient told they could bring a family member or friend when first told they had cancer	Alliance	*	85%	85%	69%	70%	64%	82%	81%	*	59%	76%	74%	72%	77%
	National	85%	82%	82%	71%	71%	71%	77%	79%	73%	69%	76%	73%	75%	77%
Q11. Patient felt they were told sensitively that they had cancer	Alliance	*	94%	89%	86%	82%	86%	91%	89%	*	81%	89%	82%	82%	87%
	National	79%	89%	87%	82%	84%	87%	83%	86%	84%	89%	81%	84%	83%	86%
Q12. Patient completely understood the explanation of what was wrong	Alliance	*	80%	83%	79%	61%	81%	83%	81%	*	75%	78%	77%	68%	75%
	National	66%	77%	79%	73%	60%	78%	76%	79%	67%	80%	70%	77%	70%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	Alliance	*	82%	72%	77%	74%	59%	68%	89%	*	83%	71%	69%	65%	76%
	National	66%	78%	73%	71%	76%	69%	67%	83%	67%	84%	67%	74%	65%	74%

Tumour Type Tables

* Indicates where a score has been suppressed because there are less than 21 responses. n.a. Indicates that there were no respondents for that tumour group.

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q14. Patient felt that treatment options were completely explained	Alliance	*	87%	90%	85%	84%	91%	88%	90%	*	90%	85%	81%	85%	87%
	National	85%	85%	85%	85%	82%	87%	84%	83%	83%	89%	81%	83%	79%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	Alliance	*	77%	80%	70%	68%	75%	77%	78%	*	73%	73%	68%	72%	74%
	National	69%	74%	76%	75%	69%	73%	74%	73%	73%	77%	72%	71%	70%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	Alliance	*	74%	74%	68%	65%	71%	73%	75%	*	68%	66%	60%	65%	69%
	National	63%	70%	70%	69%	65%	70%	69%	65%	66%	71%	66%	63%	64%	67%
Q17. Patient definitely told about side effects that could affect them in the future	Alliance	*	62%	66%	53%	51%	75%	57%	73%	*	66%	51%	55%	52%	60%
	National	62%	57%	59%	56%	51%	64%	56%	66%	54%	66%	53%	56%	52%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	Alliance	*	87%	86%	84%	78%	84%	85%	88%	*	84%	78%	75%	84%	83%
	National	79%	81%	83%	81%	80%	81%	81%	84%	81%	87%	79%	79%	78%	81%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q19. Patient given the name of a CNS who would support them through their treatment	Alliance	*	99%	94%	93%	91%	85%	95%	96%	*	84%	95%	81%	88%	92%
	National	95%	95%	92%	95%	92%	91%	94%	91%	91%	91%	93%	85%	89%	92%
Q20. Patient found it very or quite easy to contact their CNS	Alliance	*	89%	93%	86%	88%	82%	90%	86%	*	87%	86%	80%	84%	87%
	National	86%	84%	88%	85%	87%	86%	86%	80%	86%	90%	85%	83%	83%	85%
Q21. Patient got understandable answers to important questions all or most of the time	Alliance	*	89%	91%	82%	87%	79%	88%	89%	*	93%	89%	87%	81%	88%
	National	82%	87%	89%	86%	89%	88%	86%	87%	87%	93%	86%	87%	86%	87%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q22. Hospital staff gave information about support or self-help groups for people with cancer	Alliance	*	92%	90%	89%	80%	76%	90%	95%	*	95%	93%	76%	83%	87%
	National	92%	92%	88%	87%	86%	88%	87%	91%	86%	90%	88%	81%	83%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	Alliance	*	88%	85%	86%	81%	78%	88%	92%	*	87%	81%	74%	79%	85%
	National	84%	86%	85%	82%	84%	84%	83%	88%	81%	86%	83%	78%	79%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	Alliance	*	68%	60%	62%	55%	53%	69%	59%	*	*	60%	38%	55%	59%
	National	78%	68%	61%	66%	61%	67%	72%	55%	64%	60%	64%	47%	59%	63%
Q25. Hospital staff told patient they could get free prescriptions	Alliance	*	84%	84%	78%	88%	80%	88%	81%	*	*	71%	75%	79%	82%
	National	82%	81%	83%	79%	87%	84%	86%	80%	78%	71%	84%	73%	81%	82%

Tumour Type Tables

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	Tumour Group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers	
Q27. Beforehand, patient had all the information needed about the operation	Alliance	*	97%	98%	94%	94%	100%	97%	98%	*	96%	96%	96%	98%	97%
	National	96%	97%	96%	96%	94%	96%	95%	97%	95%	96%	96%	95%	95%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	Alliance	*	80%	90%	81%	81%	81%	83%	74%	*	88%	80%	73%	84%	81%
	National	76%	79%	83%	79%	78%	79%	79%	78%	80%	82%	79%	76%	77%	79%

	Tumour Group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers	
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	Alliance	*	92%	89%	88%	85%	87%	91%	88%	100%	*	79%	83%	78%	87%
	National	81%	86%	81%	83%	84%	83%	81%	88%	86%	86%	81%	83%	82%	84%
Q31. Patient had confidence and trust in all doctors treating them	Alliance	*	87%	88%	88%	77%	92%	94%	91%	*	95%	86%	80%	85%	86%
	National	82%	83%	85%	83%	82%	87%	83%	89%	86%	85%	81%	85%	80%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	Alliance	*	73%	71%	70%	73%	79%	82%	68%	82%	*	83%	71%	75%	74%
	National	67%	72%	73%	72%	74%	75%	74%	72%	71%	74%	73%	71%	69%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	Alliance	*	75%	74%	69%	79%	77%	89%	81%	*	100%	81%	79%	82%	78%
	National	72%	73%	72%	71%	77%	75%	77%	79%	74%	75%	73%	77%	69%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	Alliance	*	62%	63%	59%	60%	69%	81%	71%	*	86%	67%	66%	71%	66%
	National	68%	64%	62%	63%	63%	65%	68%	72%	65%	70%	65%	66%	60%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	Alliance	*	65%	76%	63%	76%	77%	91%	75%	*	77%	79%	78%	78%	75%
	National	68%	62%	74%	65%	72%	71%	76%	72%	74%	70%	78%	76%	69%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	Alliance	*	84%	91%	79%	86%	94%	94%	89%	82%	*	85%	82%	80%	86%
	National	78%	84%	85%	81%	86%	87%	84%	88%	84%	84%	84%	85%	82%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	Alliance	*	51%	58%	55%	61%	49%	70%	51%	*	*	57%	44%	53%	55%
	National	45%	51%	55%	51%	56%	52%	49%	53%	54%	51%	53%	49%	46%	52%
Q38. Hospital staff definitely did everything they could to help control pain	Alliance	*	84%	84%	79%	83%	79%	89%	78%	76%	*	77%	82%	89%	83%
	National	85%	83%	84%	82%	82%	80%	84%	85%	83%	85%	82%	81%	82%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	Alliance	*	90%	87%	88%	88%	90%	96%	84%	*	95%	94%	89%	87%	89%
	National	85%	87%	87%	85%	89%	87%	88%	91%	89%	89%	88%	90%	86%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	Alliance	*	93%	86%	88%	81%	79%	91%	93%	*	95%	82%	89%	84%	87%
	National	80%	89%	86%	86%	83%	87%	82%	91%	85%	90%	82%	87%	83%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	Alliance	*	95%	92%	95%	98%	94%	94%	96%	95%	*	94%	90%	91%	94%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%

Tumour Type Tables

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	Tumour Group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers	
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Alliance	*	72%	74%	74%	74%	65%	75%	80%	*	71%	80%	61%	71%	73%
	National	66%	68%	73%	70%	73%	72%	70%	74%	72%	71%	67%	68%	71%	
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	Alliance	*	97%	95%	96%	96%	98%	96%	98%	*	96%	91%	96%	95%	96%
	National	94%	96%	96%	96%	97%	96%	96%	96%	96%	96%	94%	96%	95%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	Alliance	*	90%	84%	86%	89%	88%	89%	93%	*	*	*	*	81%	89%
	National	91%	88%	83%	88%	84%	86%	86%	88%	88%	84%	86%	83%	84%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	Alliance	*	66%	64%	54%	64%	45%	55%	59%	*	*	*	*	63%	61%
	National	56%	60%	57%	61%	62%	63%	59%	60%	67%	57%	52%	59%	59%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	Alliance	*	82%	88%	89%	86%	*	91%	*	*	*	88%	92%	85%	86%
	National	80%	82%	86%	87%	85%	79%	84%	86%	86%	90%	84%	85%	85%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	Alliance	*	60%	61%	54%	78%	*	64%	*	*	*	56%	61%	63%	68%
	National	54%	62%	64%	68%	75%	57%	67%	66%	71%	79%	61%	68%	69%	68%

	Tumour Group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers	
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	Alliance	*	63%	67%	54%	62%	63%	66%	65%	*	68%	67%	56%	61%	63%
	National	58%	58%	63%	57%	62%	67%	59%	61%	62%	65%	60%	59%	55%	60%
Q52. Patient definitely given enough support from health or social services during treatment	Alliance	*	54%	67%	45%	50%	66%	57%	55%	*	*	56%	50%	63%	57%
	National	42%	52%	60%	45%	51%	59%	50%	48%	53%	57%	54%	48%	51%	52%
Q53. Patient definitely given enough support from health or social services after treatment	Alliance	n.a.	50%	60%	26%	42%	56%	40%	51%	*	*	61%	41%	51%	49%
	National	39%	41%	53%	39%	43%	56%	40%	46%	48%	59%	47%	44%	44%	45%

	Tumour Group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers	
Q54. GP given enough information about patient's condition and treatment	Alliance	*	96%	93%	97%	96%	97%	94%	96%	*	100%	95%	97%	91%	95%
	National	91%	96%	95%	95%	96%	94%	94%	96%	94%	96%	93%	95%	94%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	Alliance	*	64%	59%	57%	55%	53%	62%	57%	*	83%	63%	60%	57%	59%
	National	55%	58%	59%	56%	56%	59%	56%	64%	56%	65%	59%	59%	55%	58%

Tumour Type Tables

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n.a. Indicates that there were no respondents for that tumour group.

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. Different people treating and caring for patient always work well together to give best possible care	Alliance	*	76%	76%	63%	77%	69%	78%	78%	*	83%	72%	71%	70%	75%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	54%	42%	38%	38%	34%	40%	48%	*	45%	40%	29%	40%	42%
	National	36%	41%	40%	34%	36%	39%	36%	40%	34%	44%	36%	33%	31%	38%
Q58. Overall the administration of care was good or very good	Alliance	*	93%	92%	87%	93%	89%	91%	91%	*	86%	88%	84%	91%	91%
	National	85%	90%	88%	87%	91%	90%	90%	88%	88%	90%	86%	85%	87%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	Alliance	*	71%	80%	65%	69%	69%	72%	79%	*	69%	68%	74%	65%	72%
	National	58%	68%	73%	66%	66%	71%	71%	76%	68%	73%	66%	75%	64%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	Alliance	*	26%	23%	14%	20%	17%	37%	22%	*	21%	32%	9%	26%	23%
	National	42%	30%	32%	31%	33%	21%	34%	31%	36%	20%	36%	21%	32%	30%
Q61. Patient's average rating of care scored from very poor to very good	Alliance	*	9.1	9.0	8.7	9.0	8.9	9.0	8.9	*	8.9	8.7	8.5	8.7	8.9
	National	8.6	8.9	8.8	8.7	8.9	8.8	8.8	8.8	8.8	8.9	8.7	8.7	8.7	8.8

Year on Year Charts

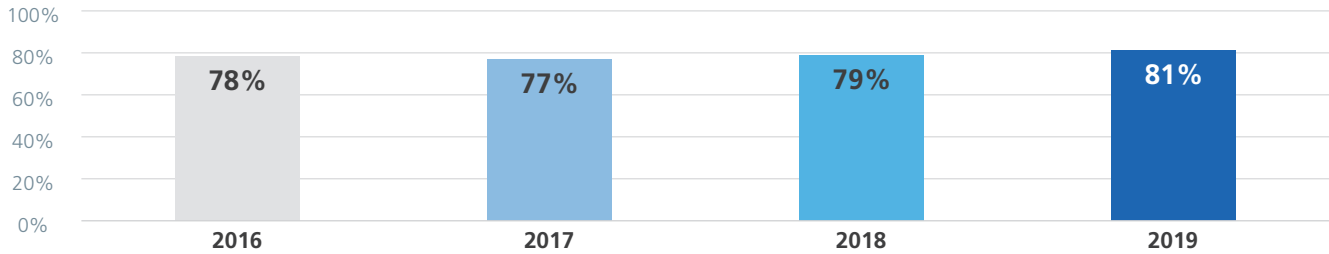
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

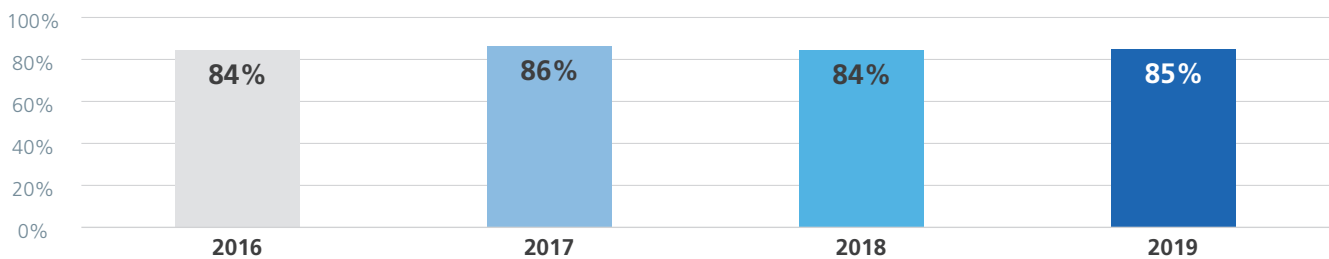
The scores are unadjusted and based on England scores only.

SEEING YOUR GP

Q1. Saw GP once or twice before being told they needed to go to hospital



Q2. Patient thought they were seen as soon as necessary

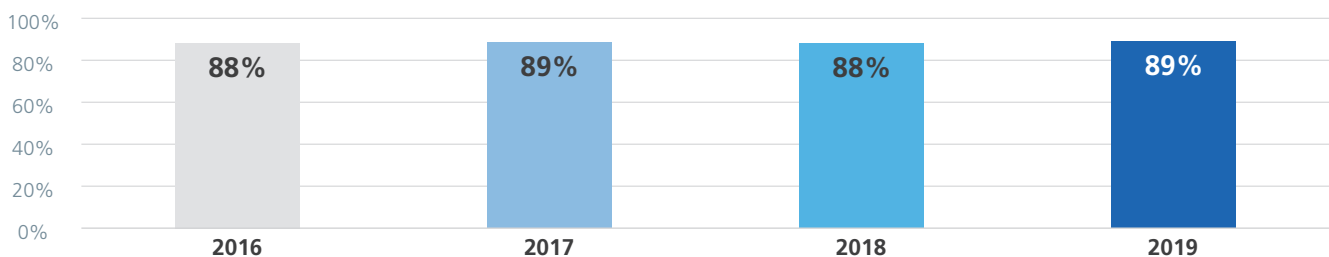


DIAGNOSTIC TESTS

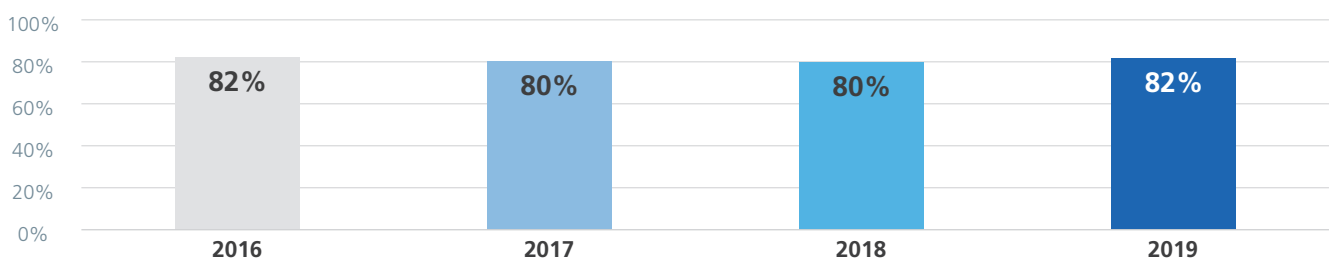
Q5. Received all the information needed about the test



Q6. The length of time waiting for the test to be done was about right



Q7. Test results explained in completely understandable way



Year on Year Charts

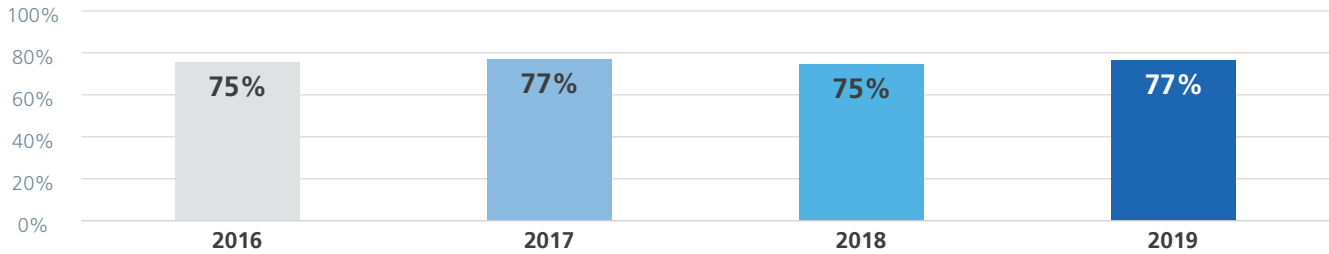
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

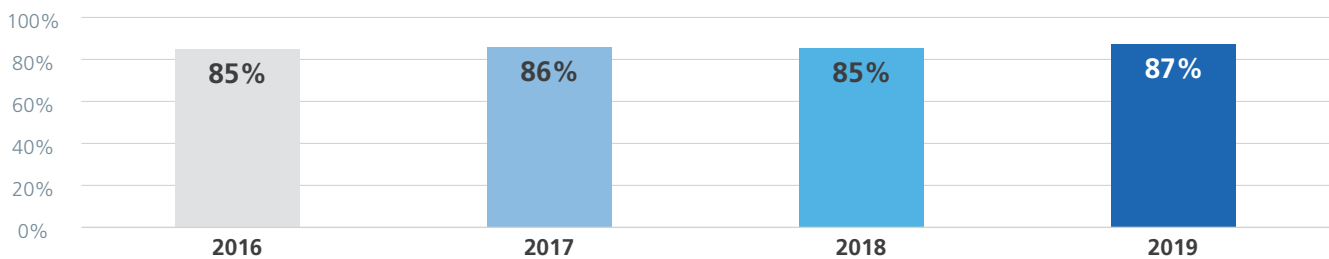
The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

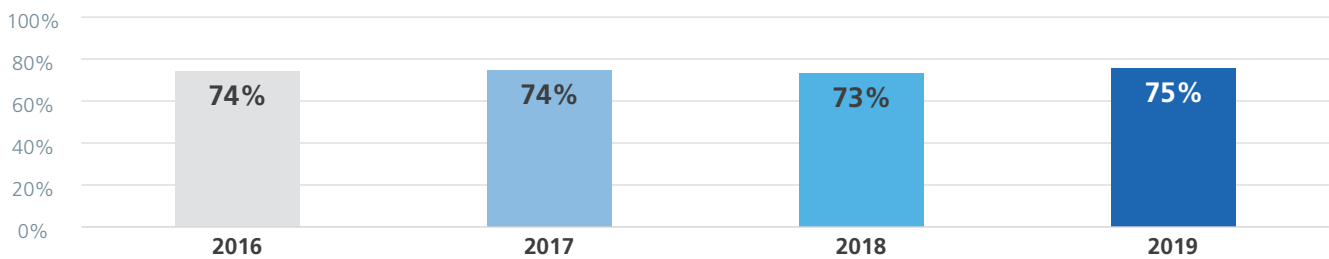
Q10. Patient told they could bring a family member or friend when first told they had cancer



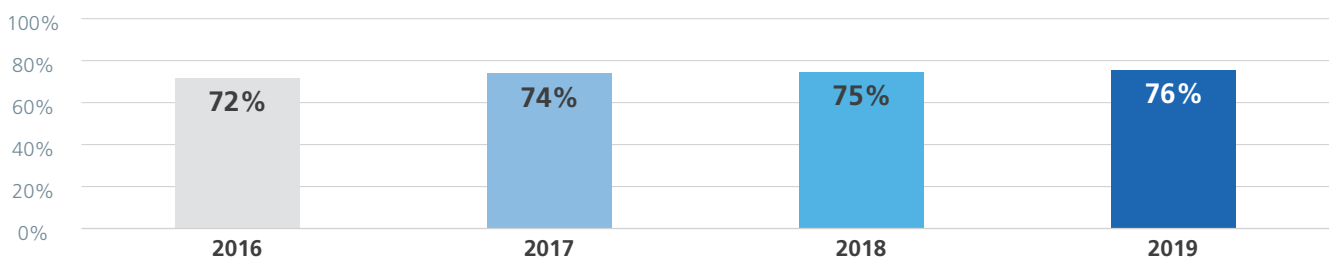
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

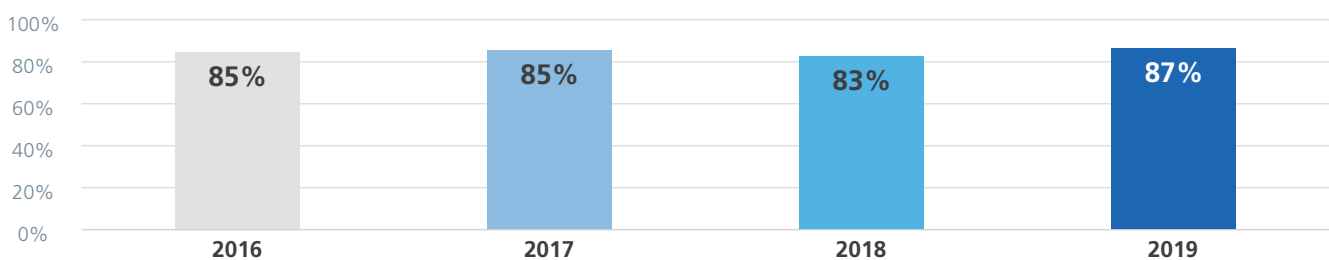


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



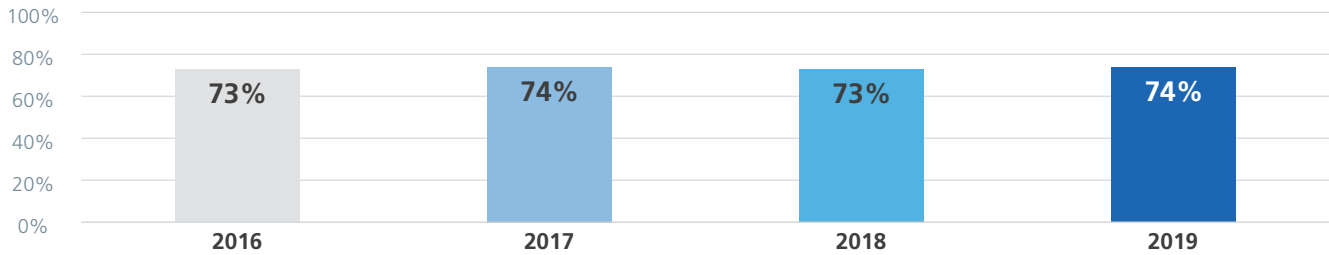
Year on Year Charts

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

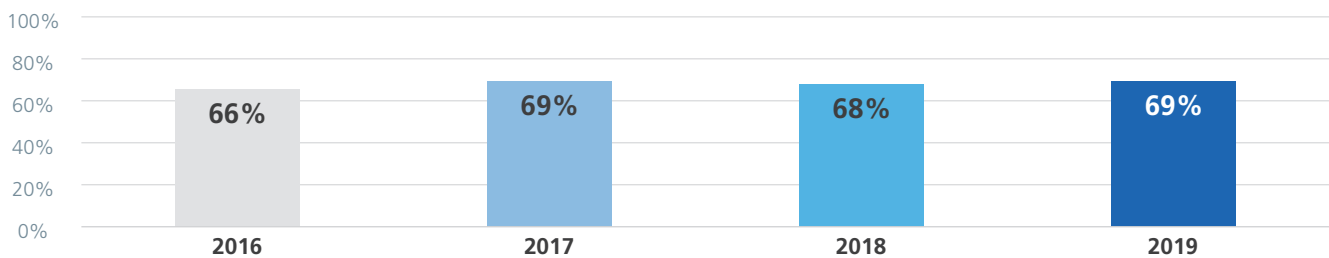
** No score available for these years.

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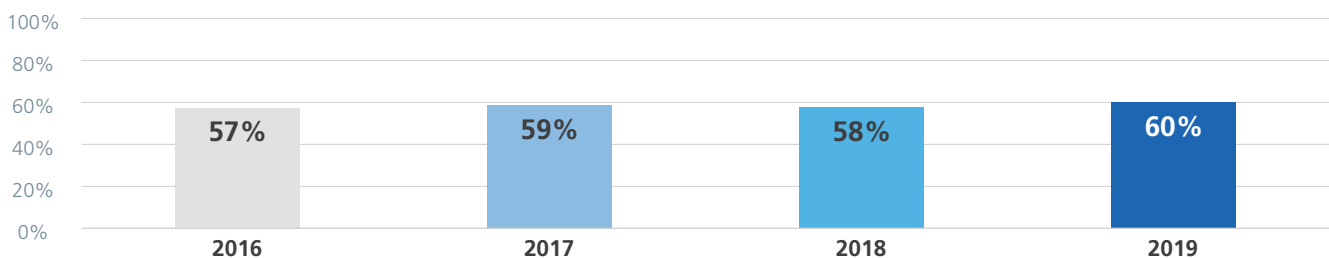
Q15. Patient felt possible side effects were definitely explained in an understandable way



Q16. Patient definitely given practical advice and support in dealing with side effects of treatment



Q17. Patient definitely told about side effects that could affect them in the future

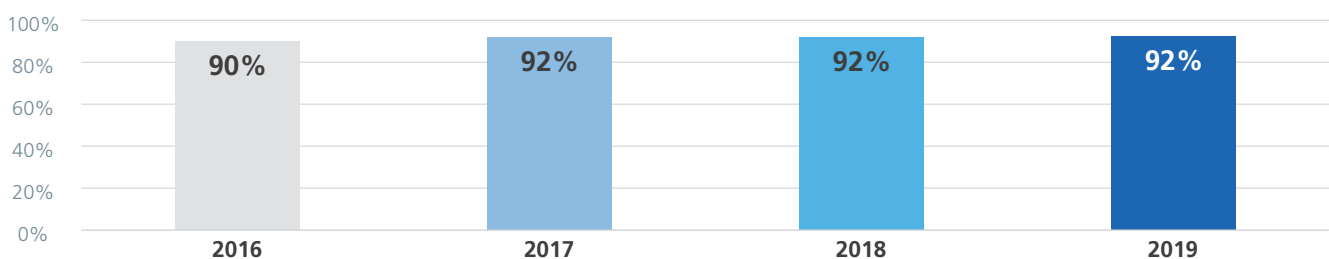


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

Q19. Patient given the name of a CNS who would support them through their treatment



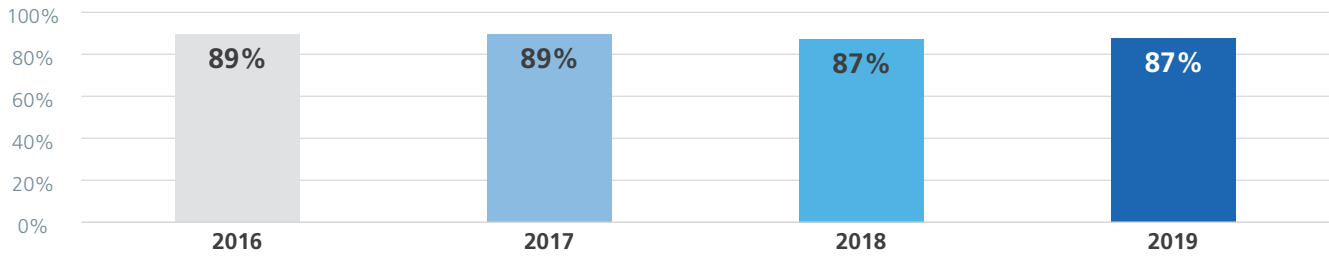
Year on Year Charts

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

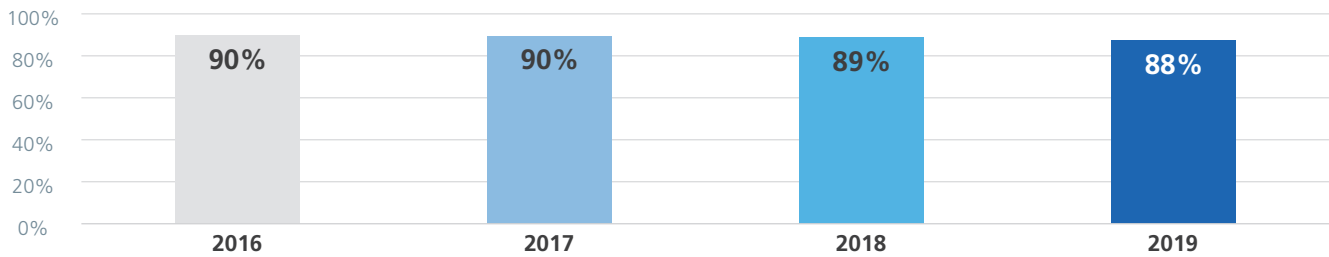
** No score available for these years.

The scores are unadjusted and based on England scores only.

Q20. Patient found it very or quite easy to contact their CNS

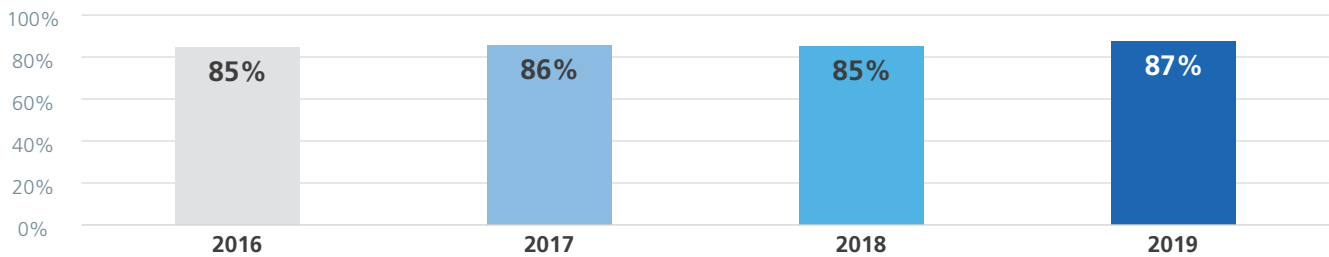


Q21. Patient got understandable answers to important questions all or most of the time

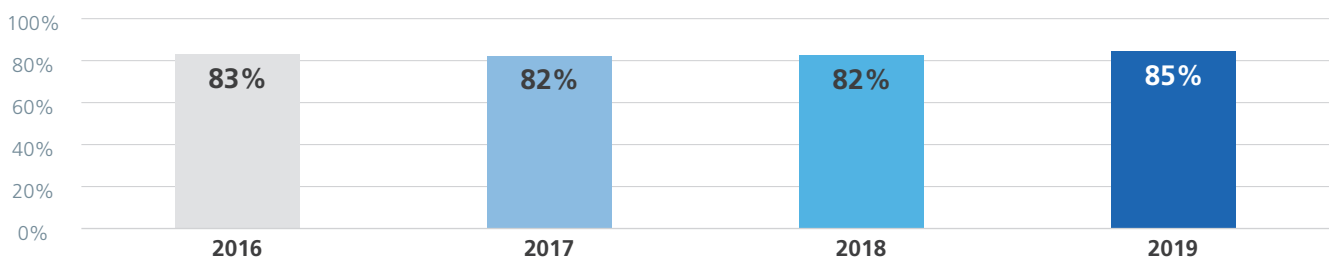


SUPPORT FOR PEOPLE WITH CANCER

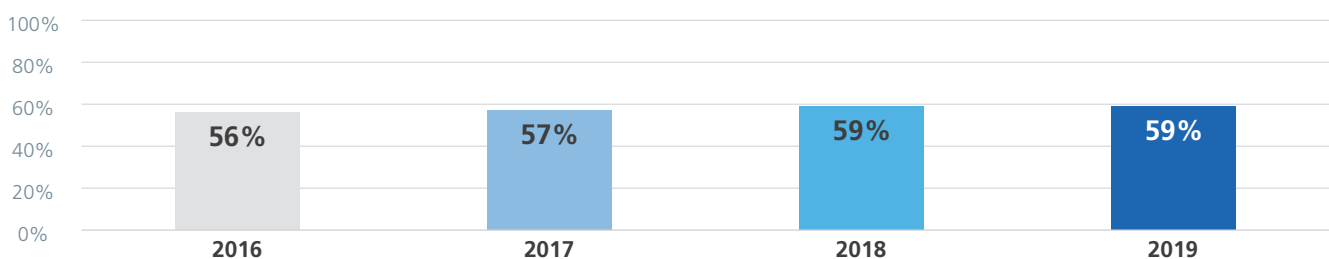
Q22. Hospital staff gave information about support or self-help groups for people with cancer



Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities



Q24. Hospital staff gave information on getting financial help or possible benefits



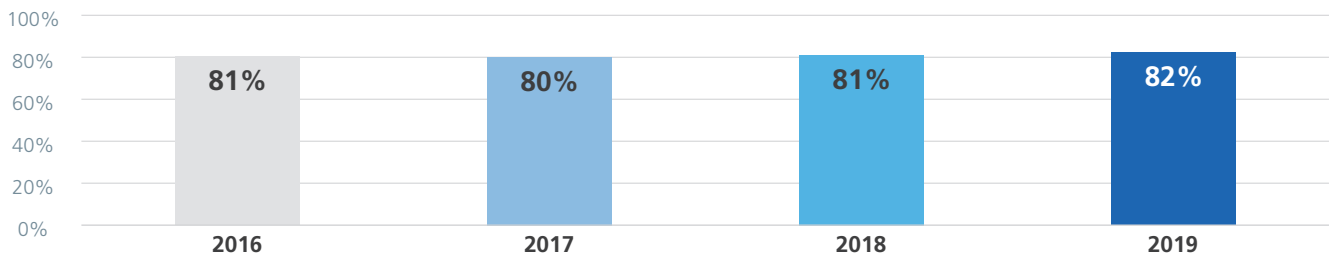
Year on Year Charts

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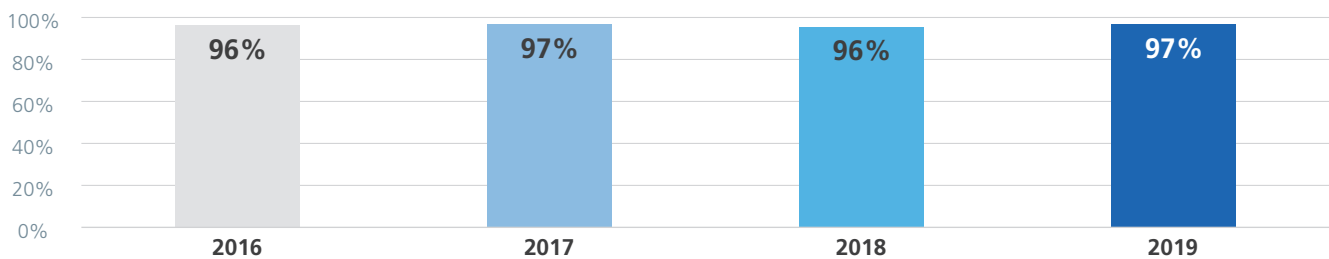
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

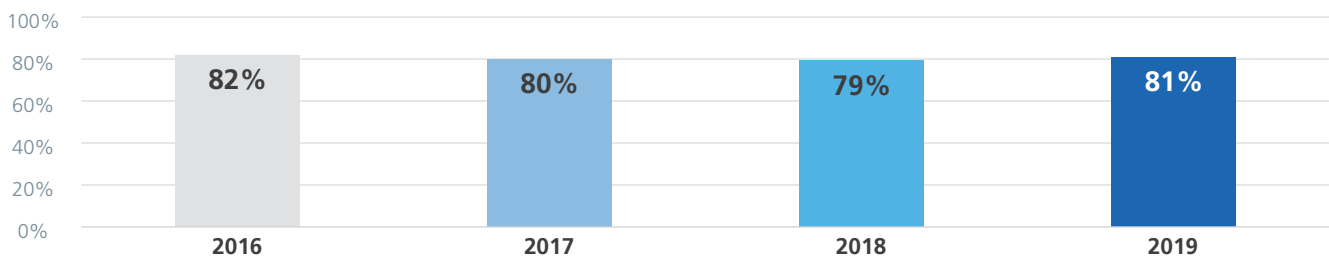


OPERATIONS

Q27. Beforehand, patient had all the information needed about the operation



Q28. Afterwards, staff completely explained how operation had gone in understandable way



HOSPITAL CARE AS AN INPATIENT

Q30. Hospital staff didn't talk in front of patient as if patient wasn't there



Q31. Patient had confidence and trust in all doctors treating them



Year on Year Charts

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

** No score available for these years.

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Q32. Patient's family or someone close definitely felt able to talk to a doctor



Q33. Patient had confidence and trust in all the ward nurses treating them



Q34. Patient thought there were always or nearly always enough nurses on duty to care for them



Q35. All hospital staff asked patient what name they prefer to be called by



Q36. Patient always given enough privacy when discussing condition or treatment



Year on Year Charts

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit



Q38. Hospital staff definitely did everything they could to help control pain



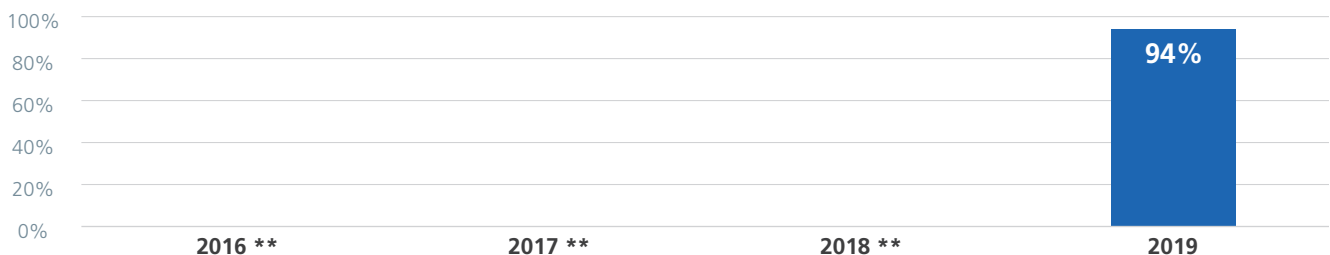
Q39. Patient always felt they were treated with respect and dignity while in hospital



Q40. Patient given clear written information about what should or should not do after leaving hospital



Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital



Year on Year Charts

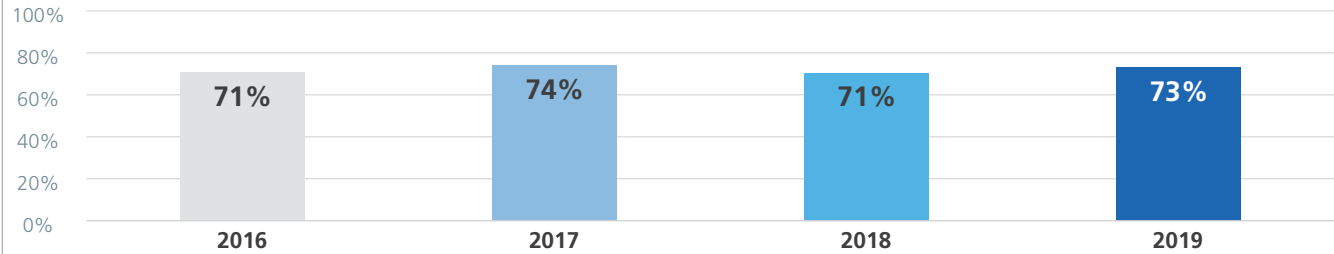
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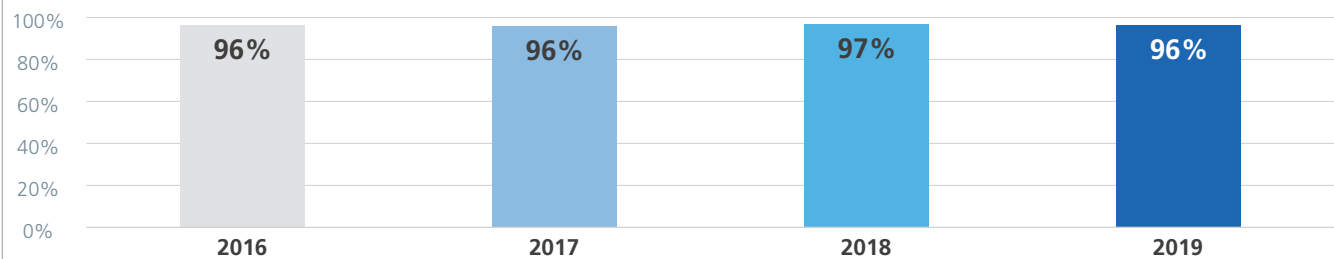
The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

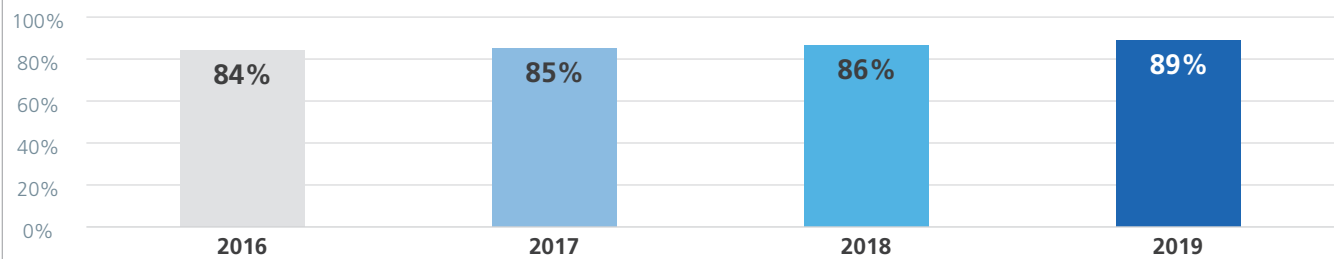
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



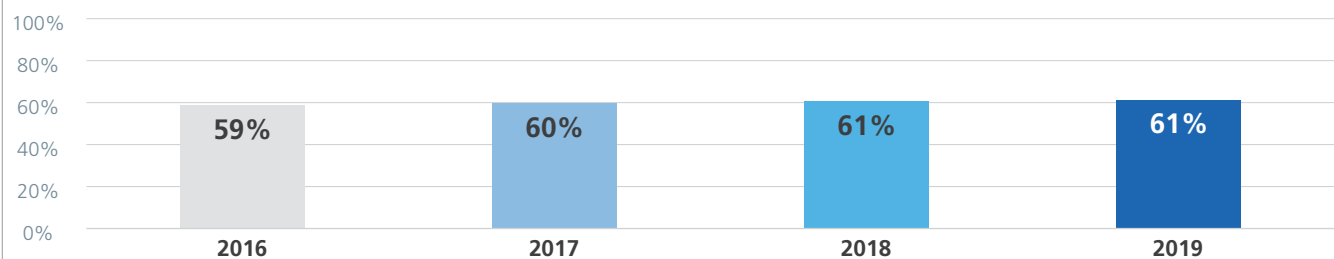
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



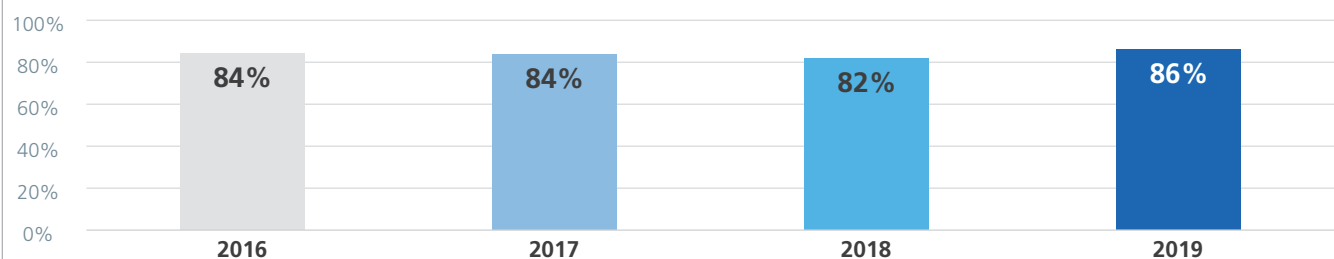
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



Q47. Patient completely given understandable information about whether radiotherapy was working



Q49. Beforehand patient completely had all information needed about chemotherapy treatment



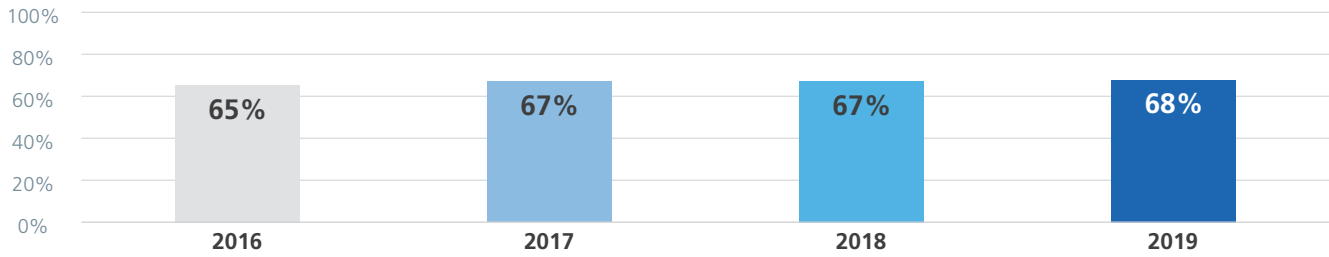
Year on Year Charts

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

** No score available for these years.

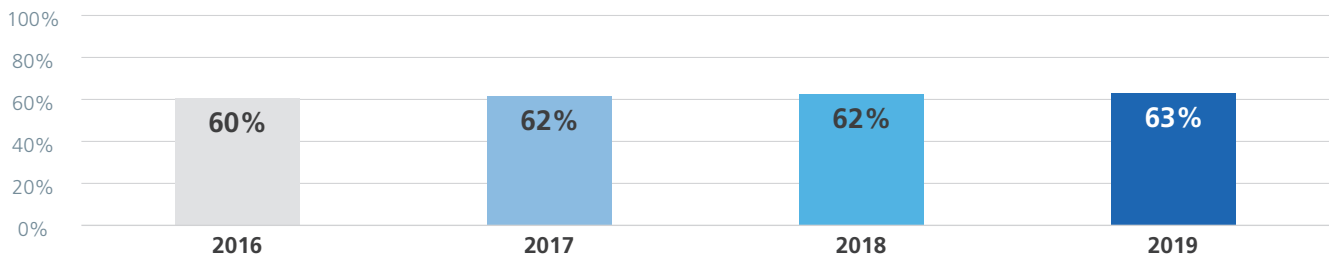
The scores are unadjusted and based on England scores only.

Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way

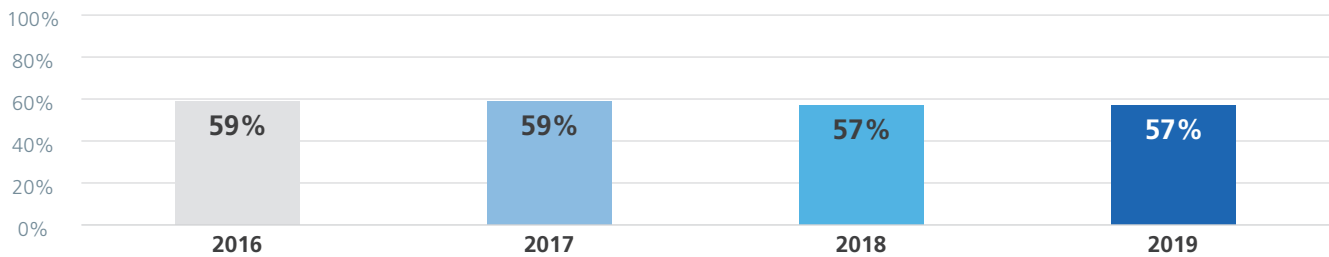


HOME CARE AND SUPPORT

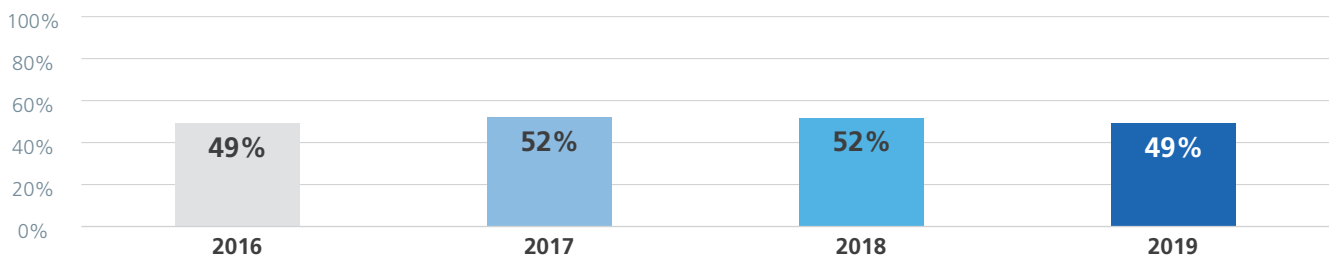
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



Q52. Patient definitely given enough support from health or social services during treatment

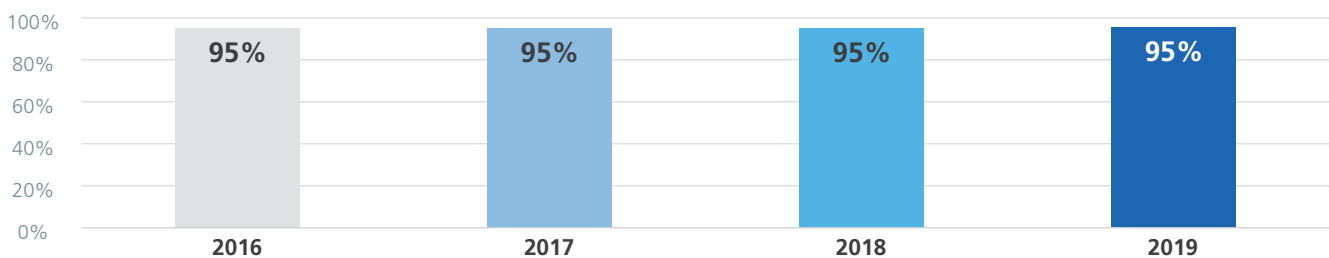


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

Q54. GP given enough information about patient's condition and treatment



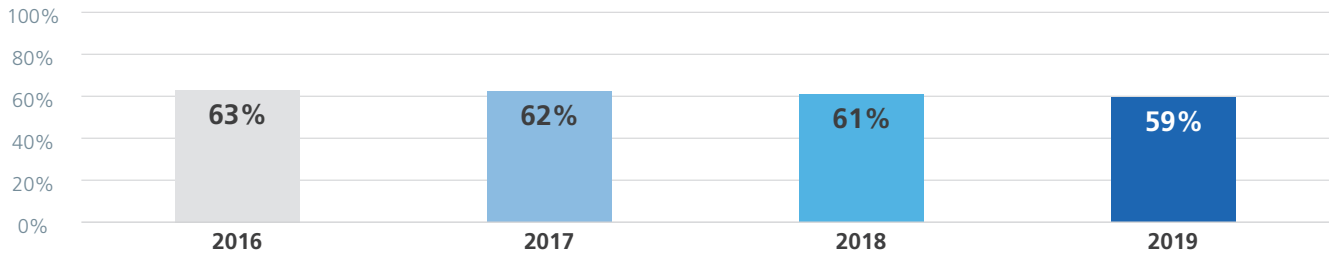
Year on Year Charts

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

Q55. General practice staff definitely did everything they could to support patient during treatment

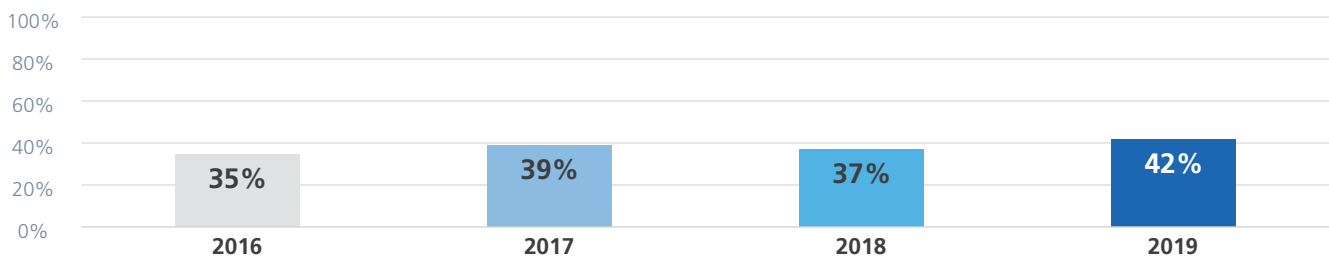


YOUR OVERALL NHS CARE

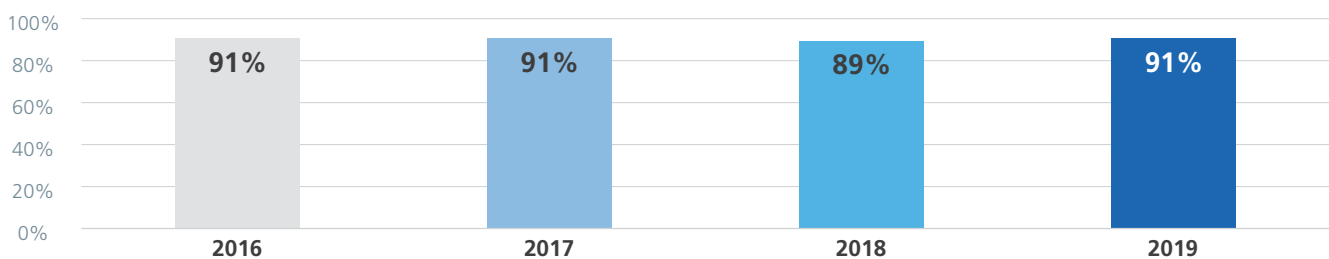
Q56. Different people treating and caring for patient always work well together to give best possible care



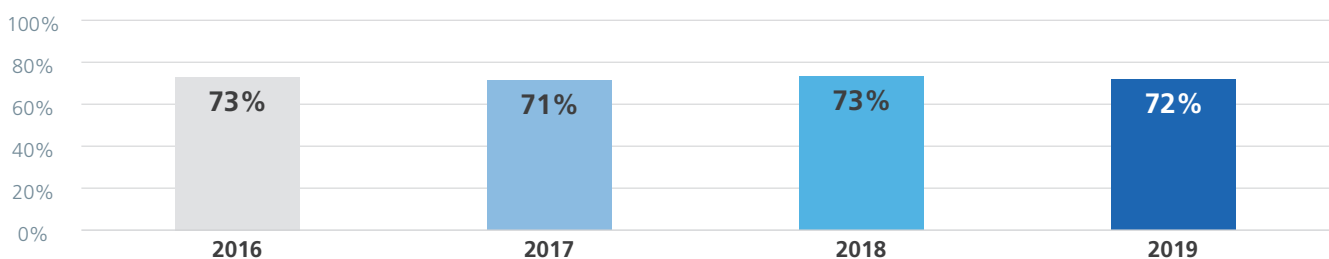
Q57. Patient given a care plan



Q58. Overall the administration of care was good or very good



Q59. Patient felt length of time for attending clinics and appointments for cancer was about right



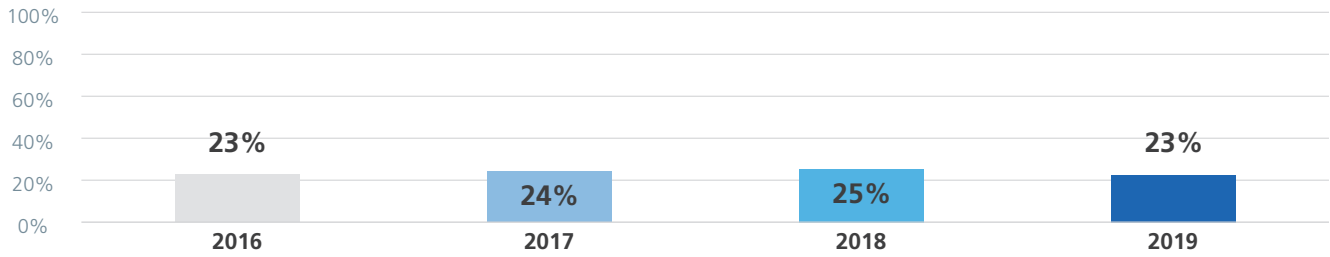
Year on Year Charts

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

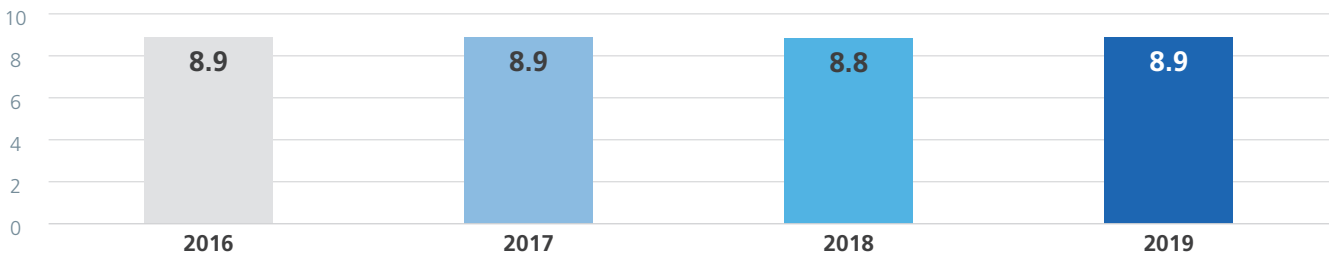
** No score available for these years.

The scores are unadjusted and based on England scores only.

Q60. Someone discussed with patient whether they would like to take part in cancer research



Q61. Patient's average rating of care scored from very poor to very good



Trust Expected Range Summary

Alliance		Expected Range Classification	
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	37	15
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	38	9
RBT	Mid Cheshire Hospitals NHS Foundation Trust	46	6
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	46	6
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	1 47	4
RBL	Wirral University Teaching Hospital NHS Foundation Trust	51	1
REM	Aintree University Hospital NHS Foundation Trust	1 49	2
RJN	East Cheshire NHS Trust	3 49	
RJR	Countess of Chester Hospital NHS Foundation Trust	4 48	
RVY	Southport and Ormskirk Hospital NHS Trust	4 46	
REP	Liverpool Women's NHS Foundation Trust	5 39	
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	18 33	1
RET	The Walton Centre NHS Foundation Trust		

Trust Dashboard Questions

Q61. Patient's average rating of care scored from very poor to very good			
Code	Name	Base	Score
All	National	65,135	8.8
E56000005	Cheshire and Merseyside	2,204	8.9
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	76	9.2
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	252	9.1
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	251	9.1
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	181	9.0
RBT	Mid Cheshire Hospitals NHS Foundation Trust	151	8.9
RBL	Wirral University Teaching Hospital NHS Foundation Trust	307	8.9
RJN	East Cheshire NHS Trust	114	8.8
RJR	Countess of Chester Hospital NHS Foundation Trust	183	8.8
REM	Aintree University Hospital NHS Foundation Trust	235	8.7
RVY	Southport and Ormskirk Hospital NHS Trust	109	8.7
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	190	8.7
REP	Liverpool Women's NHS Foundation Trust	31	8.6
RET	The Walton Centre NHS Foundation Trust	7	Score suppressed

Trust Dashboard Questions

Q18. Patient definitely involved as much as they wanted in decisions about care and treatment			
Code	Name	Base	Score
All	National	65,989	81%
E56000005	Cheshire and Merseyside	2,216	82%
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	73	89%
RBT	Mid Cheshire Hospitals NHS Foundation Trust	152	86%
REM	Aintree University Hospital NHS Foundation Trust	239	85%
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	259	85%
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	182	84%
RBL	Wirral University Teaching Hospital NHS Foundation Trust	302	83%
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	245	83%
RJN	East Cheshire NHS Trust	109	82%
REP	Liverpool Women's NHS Foundation Trust	31	81%
RVY	Southport and Ormskirk Hospital NHS Trust	112	81%
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	191	76%
RJR	Countess of Chester Hospital NHS Foundation Trust	193	74%
RET	The Walton Centre NHS Foundation Trust	6	Score suppressed

Trust Dashboard Questions

Q19. Patient given the name of a CNS who would support them through their treatment			
Code	Name	Base	Score
All	National	64,196	92%
E56000005	Cheshire and Merseyside	2,158	92%
RBT	Mid Cheshire Hospitals NHS Foundation Trust	145	99%
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	252	97%
REP	Liverpool Women's NHS Foundation Trust	30	96%
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	182	94%
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	242	93%
RBL	Wirral University Teaching Hospital NHS Foundation Trust	293	92%
RVY	Southport and Ormskirk Hospital NHS Trust	107	92%
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	69	91%
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	189	90%
REM	Aintree University Hospital NHS Foundation Trust	228	90%
RJR	Countess of Chester Hospital NHS Foundation Trust	190	89%
RJN	East Cheshire NHS Trust	107	85%
RET	The Walton Centre NHS Foundation Trust	6	Score suppressed

Trust Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000005	Cheshire and Merseyside	1,774	87%
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	55	96%
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	156	93%
RJN	East Cheshire NHS Trust	88	91%
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	222	89%
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	157	88%
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	196	88%
RBT	Mid Cheshire Hospitals NHS Foundation Trust	128	88%
REM	Aintree University Hospital NHS Foundation Trust	185	86%
RJR	Countess of Chester Hospital NHS Foundation Trust	139	86%
RBL	Wirral University Teaching Hospital NHS Foundation Trust	229	84%
REP	Liverpool Women's NHS Foundation Trust	28	83%
RVY	Southport and Ormskirk Hospital NHS Trust	87	82%
RET	The Walton Centre NHS Foundation Trust	4	Score suppressed

Trust Dashboard Questions

Q39. Patient always felt they were treated with respect and dignity while in hospital			
Code	Name	Base	Score
All	National	32,875	88%
E56000005	Cheshire and Merseyside	1,227	89%
RJN	East Cheshire NHS Trust	38	95%
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	55	94%
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	141	91%
RBT	Mid Cheshire Hospitals NHS Foundation Trust	80	91%
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	146	91%
RJR	Countess of Chester Hospital NHS Foundation Trust	74	89%
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	97	89%
REP	Liverpool Women's NHS Foundation Trust	26	88%
REM	Aintree University Hospital NHS Foundation Trust	153	88%
RBL	Wirral University Teaching Hospital NHS Foundation Trust	174	88%
RVY	Southport and Ormskirk Hospital NHS Trust	45	86%
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	97	80%
RET	The Walton Centre NHS Foundation Trust	6	Score suppressed

Trust Dashboard Questions

Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital			
Code	Name	Base	Score
All	National	31,541	94%
E56000005	Cheshire and Merseyside	1,171	94%
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	96	98%
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	52	97%
REP	Liverpool Women's NHS Foundation Trust	25	96%
RBT	Mid Cheshire Hospitals NHS Foundation Trust	79	96%
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	138	95%
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	136	95%
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	90	94%
RBL	Wirral University Teaching Hospital NHS Foundation Trust	171	94%
RJR	Countess of Chester Hospital NHS Foundation Trust	72	92%
REM	Aintree University Hospital NHS Foundation Trust	146	92%
RJN	East Cheshire NHS Trust	35	90%
RVY	Southport and Ormskirk Hospital NHS Trust	43	86%
RET	The Walton Centre NHS Foundation Trust	5	Score suppressed

Trust Dashboard Questions

Q55. General practice staff definitely did everything they could to support patient during treatment			
Code	Name	Base	Score
All	National	44,055	58%
E56000005	Cheshire and Merseyside	1,417	59%
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	40	70%
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	172	64%
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	147	62%
RJN	East Cheshire NHS Trust	59	62%
REM	Aintree University Hospital NHS Foundation Trust	154	59%
RVY	Southport and Ormskirk Hospital NHS Trust	73	59%
RJR	Countess of Chester Hospital NHS Foundation Trust	114	57%
RBT	Mid Cheshire Hospitals NHS Foundation Trust	110	56%
REP	Liverpool Women's NHS Foundation Trust	23	55%
RQ6	Royal Liverpool and Broadgreen University Hospitals NHS Trust	112	54%
RBL	Wirral University Teaching Hospital NHS Foundation Trust	194	52%
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	105	51%
RET	The Walton Centre NHS Foundation Trust	4	Score suppressed

CCG Expected Range Summary

CCG		Expected Range Classification	
01T	NHS South Sefton CCG	42	10
99A	NHS Liverpool CCG	42	9
01X	NHS St Helens CCG	45	7
01R	NHS South Cheshire CCG	48	4
02D	NHS Vale Royal CCG	44	5
01F	NHS Halton CCG	47	4
02F	NHS West Cheshire CCG	49	2
01J	NHS Knowsley CCG	50	1
12F	NHS Wirral CCG	52	
01C	NHS Eastern Cheshire CCG	47	2
01V	NHS Southport and Formby CCG	51	
02E	NHS Warrington CCG	40	12

CCG Dashboard Questions

Q61. Patient's average rating of care scored from very poor to very good			
Code	Name	Base	Score
All	National	65,135	8.8
E56000005	Cheshire and Merseyside	2,204	8.9
01X	NHS St Helens CCG	168	9.1
01J	NHS Knowsley CCG	105	9.0
99A	NHS Liverpool CCG	263	9.0
01F	NHS Halton CCG	113	9.0
01T	NHS South Sefton CCG	116	8.9
01R	NHS South Cheshire CCG	188	8.9
02D	NHS Vale Royal CCG	89	8.9
12F	NHS Wirral CCG	345	8.9
02F	NHS West Cheshire CCG	286	8.9
01C	NHS Eastern Cheshire CCG	232	8.8
01V	NHS Southport and Formby CCG	107	8.8
02E	NHS Warrington CCG	192	8.7

CCG Dashboard Questions

Q18. Patient definitely involved as much as they wanted in decisions about care and treatment			
Code	Name	Base	Score
All	National	65,989	81%
E56000005	Cheshire and Merseyside	2,216	82%
01J	NHS Knowsley CCG	105	88%
02D	NHS Vale Royal CCG	91	86%
99A	NHS Liverpool CCG	269	85%
01V	NHS Southport and Formby CCG	110	85%
01R	NHS South Cheshire CCG	186	85%
01T	NHS South Sefton CCG	118	85%
01F	NHS Halton CCG	113	84%
01X	NHS St Helens CCG	166	84%
12F	NHS Wirral CCG	338	82%
01C	NHS Eastern Cheshire CCG	232	81%
02F	NHS West Cheshire CCG	294	78%
02E	NHS Warrington CCG	194	75%

CCG Dashboard Questions

Q19. Patient given the name of a CNS who would support them through their treatment			
Code	Name	Base	Score
All	National	64,196	92%
E56000005	Cheshire and Merseyside	2,158	92%
01F	NHS Halton CCG	111	97%
99A	NHS Liverpool CCG	257	95%
01R	NHS South Cheshire CCG	179	95%
01X	NHS St Helens CCG	165	95%
02D	NHS Vale Royal CCG	85	93%
01T	NHS South Sefton CCG	115	93%
02F	NHS West Cheshire CCG	289	92%
01J	NHS Knowsley CCG	102	92%
01V	NHS Southport and Formby CCG	105	92%
12F	NHS Wirral CCG	330	91%
02E	NHS Warrington CCG	193	89%
01C	NHS Eastern Cheshire CCG	227	89%

CCG Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000005	Cheshire and Merseyside	1,774	87%
99A	NHS Liverpool CCG	224	91%
01T	NHS South Sefton CCG	94	90%
01R	NHS South Cheshire CCG	149	89%
02F	NHS West Cheshire CCG	224	88%
01X	NHS St Helens CCG	142	88%
02D	NHS Vale Royal CCG	70	88%
02E	NHS Warrington CCG	160	86%
01C	NHS Eastern Cheshire CCG	186	85%
12F	NHS Wirral CCG	258	85%
01J	NHS Knowsley CCG	86	85%
01V	NHS Southport and Formby CCG	82	85%
01F	NHS Halton CCG	99	84%

CCG Dashboard Questions

Q39. Patient always felt they were treated with respect and dignity while in hospital			
Code	Name	Base	Score
All	National	32,875	88%
E56000005	Cheshire and Merseyside	1,227	89%
01V	NHS Southport and Formby CCG	54	96%
01J	NHS Knowsley CCG	61	92%
01X	NHS St Helens CCG	105	92%
02D	NHS Vale Royal CCG	56	91%
01C	NHS Eastern Cheshire CCG	124	91%
01F	NHS Halton CCG	46	91%
02F	NHS West Cheshire CCG	143	90%
01R	NHS South Cheshire CCG	108	90%
99A	NHS Liverpool CCG	155	89%
12F	NHS Wirral CCG	203	85%
01T	NHS South Sefton CCG	57	85%
02E	NHS Warrington CCG	115	84%

CCG Dashboard Questions

Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital			
Code	Name	Base	Score
All	National	31,541	94%
E56000005	Cheshire and Merseyside	1,171	94%
02D	NHS Vale Royal CCG	53	96%
02E	NHS Warrington CCG	107	96%
01R	NHS South Cheshire CCG	106	95%
12F	NHS Wirral CCG	200	94%
01C	NHS Eastern Cheshire CCG	112	94%
01X	NHS St Helens CCG	100	94%
01J	NHS Knowsley CCG	57	94%
01V	NHS Southport and Formby CCG	49	94%
99A	NHS Liverpool CCG	148	94%
01T	NHS South Sefton CCG	54	93%
01F	NHS Halton CCG	44	93%
02F	NHS West Cheshire CCG	141	92%

CCG Dashboard Questions

Q55. General practice staff definitely did everything they could to support patient during treatment			
Code	Name	Base	Score
All	National	44,055	58%
E56000005	Cheshire and Merseyside	1,417	59%
01F	NHS Halton CCG	71	71%
01V	NHS Southport and Formby CCG	69	67%
99A	NHS Liverpool CCG	171	65%
01R	NHS South Cheshire CCG	142	64%
02D	NHS Vale Royal CCG	60	62%
01X	NHS St Helens CCG	103	60%
01J	NHS Knowsley CCG	75	59%
01C	NHS Eastern Cheshire CCG	144	57%
12F	NHS Wirral CCG	220	56%
01T	NHS South Sefton CCG	73	56%
02F	NHS West Cheshire CCG	179	54%
02E	NHS Warrington CCG	110	50%