

# **National Cancer Patient Experience Survey**

2019 Results

## **East Midlands**

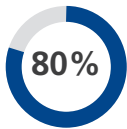
Published June 2020

## Executive Summary

### Cancer Dashboard Questions

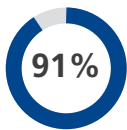
The following seven questions are included in phase 1 of the Cancer Dashboard developed by Public Health England and NHS England:

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



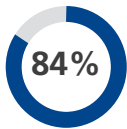
80%

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



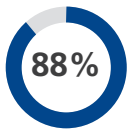
91%

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



84%

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



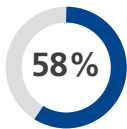
88%

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



95%

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



58%

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	
Q35. All hospital staff asked patient what name they prefer to be called by	<b>77%</b>	65%	76%	<b>71%</b>
Q47. Patient completely given understandable information about whether radiotherapy was working	<b>64%</b>	57%	62%	<b>60%</b>

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q24. Hospital staff gave information on getting financial help or possible benefits	<b>57%</b>	60%	66%	<b>63%</b>
Q25. Hospital staff told patient they could get free prescriptions	<b>80%</b>	80%	84%	<b>82%</b>
Q31. Patient had confidence and trust in all doctors treating them	<b>81%</b>	82%	86%	<b>84%</b>
Q32. Patient's family or someone close definitely felt able to talk to a doctor	<b>70%</b>	70%	74%	<b>72%</b>
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	<b>68%</b>	68%	73%	<b>71%</b>
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	<b>83%</b>	83%	86%	<b>84%</b>

## 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](http://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](http://www.ncpes.co.uk).

## Response Rate

### Overall Response Rate

5,415 patients responded out of a total of 8,713 patients, resulting in a response rate of 62%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	9,396	8,713	5,415	62%
National	119,855	111,366	67,858	61%

### Respondents by Survey Type

	Number of Respondents
Online	510
Paper	4,904
Phone	0
Translation Service	1

### Respondents by Tumour Group

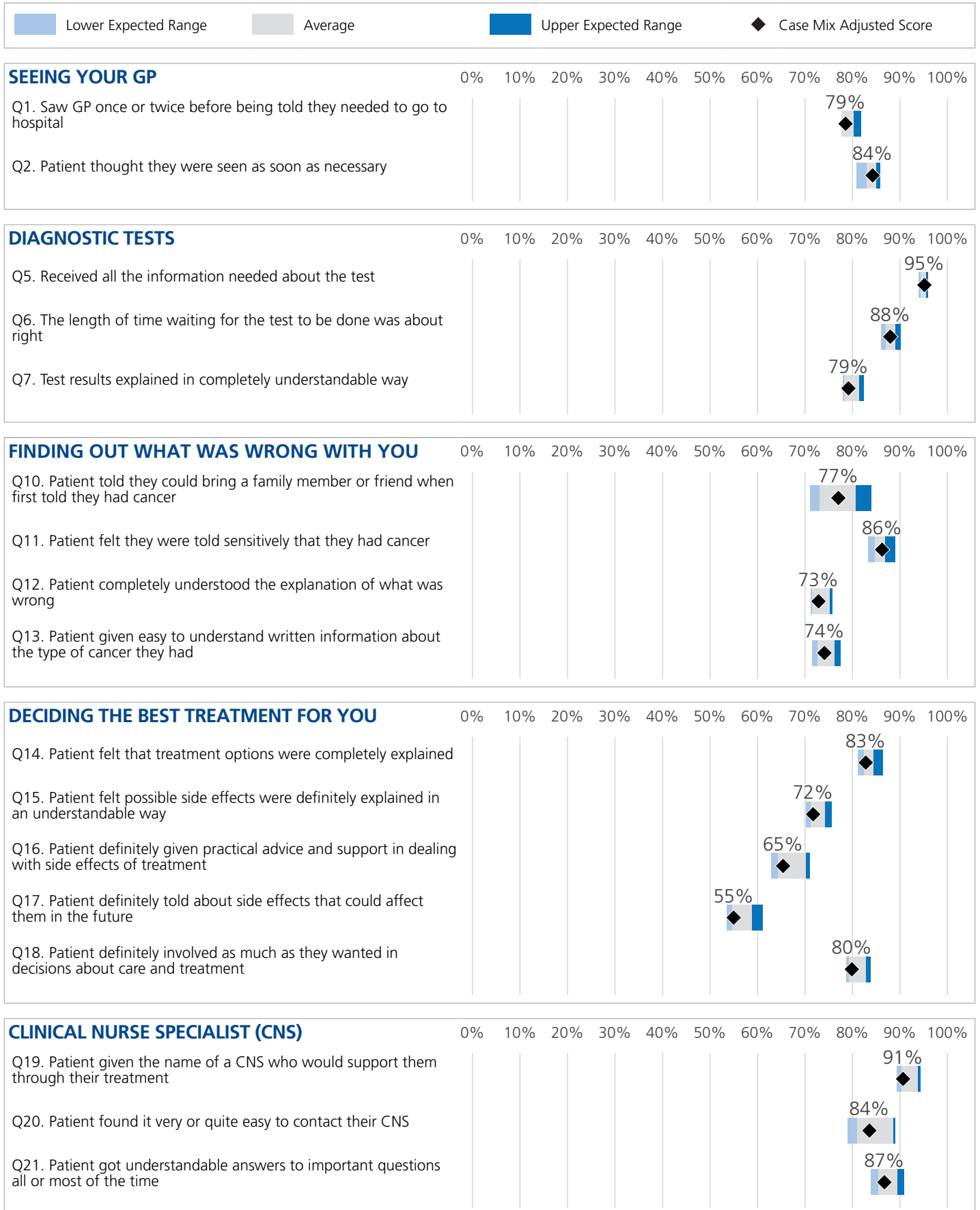
	Number of Respondents
Brain / CNS	15
Breast	1,201
Colorectal / LGT	636
Gynaecological	258
Haematological	939
Head and Neck	168
Lung	338
Prostate	577
Sarcoma	54
Skin	138
Upper Gastro	217
Urological	449
Other	425

### Respondents by Age and Gender

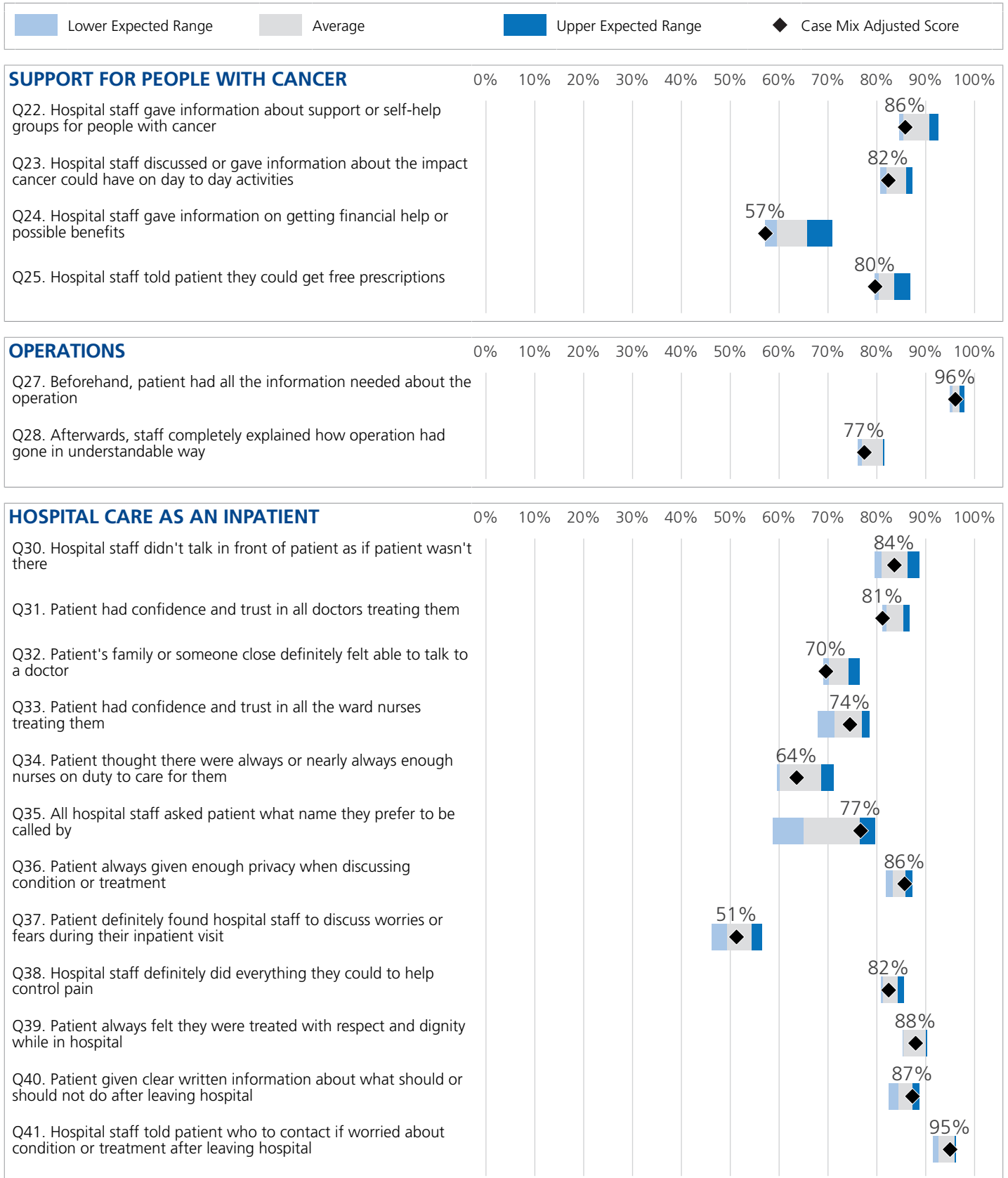
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	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	8	7	30	146	465	998	786	117	2,557
Female	6	29	123	382	675	995	545	103	2,858
Total	14	36	153	528	1,140	1,993	1,331	220	5,415

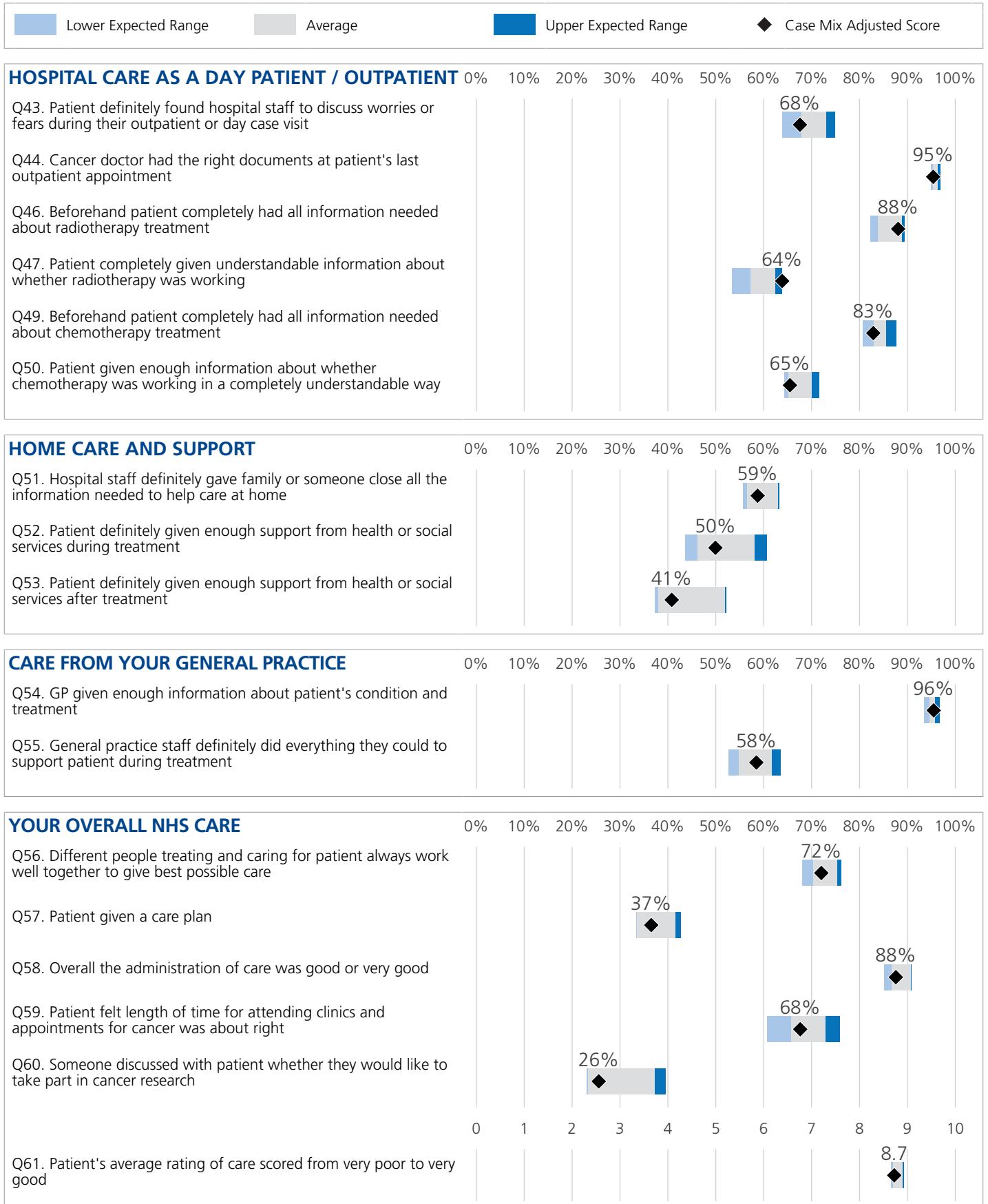
## Expected Range Charts



## 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	
<b>SEEING YOUR GP</b>										
Q1. Saw GP once or twice before being told they needed to go to hospital	4054	<b>78%</b>	3830	<b>78%</b>			<b>79%</b>	78%	80%	<b>79%</b>
Q2. Patient thought they were seen as soon as necessary	5567	<b>83%</b>	5275	<b>84%</b>			<b>84%</b>	83%	85%	<b>84%</b>
<b>DIAGNOSTIC TESTS</b>										
Q5. Received all the information needed about the test	**	**	4546	<b>95%</b>			<b>95%</b>	94%	96%	<b>95%</b>
Q6. The length of time waiting for the test to be done was about right	4936	<b>88%</b>	4635	<b>88%</b>			<b>88%</b>	87%	89%	<b>88%</b>
Q7. Test results explained in completely understandable way	4957	<b>78%</b>	4647	<b>79%</b>			<b>79%</b>	78%	81%	<b>80%</b>
<b>FINDING OUT WHAT WAS WRONG WITH YOU</b>										
Q10. Patient told they could bring a family member or friend when first told they had cancer	5208	<b>78%</b>	4944	<b>77%</b>			<b>77%</b>	73%	81%	<b>77%</b>
Q11. Patient felt they were told sensitively that they had cancer	5608	<b>84%</b>	5360	<b>86%</b>	▲	▲	<b>86%</b>	85%	87%	<b>86%</b>
Q12. Patient completely understood the explanation of what was wrong	5670	<b>73%</b>	5360	<b>73%</b>			<b>73%</b>	71%	75%	<b>73%</b>
Q13. Patient given easy to understand written information about the type of cancer they had	5009	<b>75%</b>	4803	<b>74%</b>			<b>74%</b>	73%	76%	<b>74%</b>
<b>DECIDING THE BEST TREATMENT FOR YOU</b>										
Q14. Patient felt that treatment options were completely explained	4995	<b>83%</b>	4766	<b>83%</b>			<b>83%</b>	82%	85%	<b>83%</b>
Q15. Patient felt possible side effects were definitely explained in an understandable way	5405	<b>72%</b>	5082	<b>72%</b>			<b>72%</b>	71%	74%	<b>73%</b>
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	5376	<b>65%</b>	5068	<b>65%</b>			<b>65%</b>	64%	70%	<b>67%</b>
Q17. Patient definitely told about side effects that could affect them in the future	5056	<b>54%</b>	4812	<b>55%</b>			<b>55%</b>	55%	59%	<b>57%</b>
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	5268	<b>80%</b>			<b>80%</b>	79%	83%	<b>81%</b>
<b>CLINICAL NURSE SPECIALIST (CNS)</b>										
Q19. Patient given the name of a CNS who would support them through their treatment	5405	<b>90%</b>	5099	<b>91%</b>			<b>91%</b>	90%	94%	<b>92%</b>
Q20. Patient found it very or quite easy to contact their CNS	4201	<b>85%</b>	4011	<b>84%</b>		▼	<b>84%</b>	81%	89%	<b>85%</b>
Q21. Patient got understandable answers to important questions all or most of the time	4010	<b>88%</b>	3855	<b>87%</b>			<b>87%</b>	85%	90%	<b>87%</b>

## Comparability Tables

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	Adjusted Score below Lower Expected Range
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	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	
<b>SUPPORT FOR PEOPLE WITH CANCER</b>										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	4259	<b>83%</b>	4145	<b>86%</b>	▲	▲	<b>86%</b>	85%	91%	<b>88%</b>
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	3746	<b>81%</b>	3617	<b>83%</b>		▲	<b>82%</b>	82%	86%	<b>84%</b>
Q24. Hospital staff gave information on getting financial help or possible benefits	2934	<b>55%</b>	2777	<b>57%</b>		▲	<b>57%</b>	60%	66%	<b>63%</b>
Q25. Hospital staff told patient they could get free prescriptions	2430	<b>79%</b>	2335	<b>80%</b>			<b>80%</b>	80%	84%	<b>82%</b>
<b>OPERATIONS</b>										
Q27. Beforehand, patient had all the information needed about the operation	3100	<b>96%</b>	2900	<b>96%</b>			<b>96%</b>	96%	97%	<b>96%</b>
Q28. Afterwards, staff completely explained how operation had gone in understandable way	3072	<b>78%</b>	2882	<b>77%</b>			<b>77%</b>	77%	81%	<b>79%</b>
<b>HOSPITAL CARE AS AN INPATIENT</b>										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	2870	<b>84%</b>			<b>84%</b>	81%	86%	<b>84%</b>
Q31. Patient had confidence and trust in all doctors treating them	**	**	2897	<b>81%</b>			<b>81%</b>	82%	86%	<b>84%</b>
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	2418	<b>69%</b>			<b>70%</b>	70%	74%	<b>72%</b>
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	2896	<b>74%</b>			<b>74%</b>	71%	77%	<b>74%</b>
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	2877	<b>64%</b>			<b>64%</b>	60%	69%	<b>64%</b>
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	2870	<b>76%</b>			<b>77%</b>	65%	76%	<b>71%</b>
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	2888	<b>86%</b>			<b>86%</b>	83%	86%	<b>85%</b>
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	2166	<b>51%</b>			<b>51%</b>	49%	54%	<b>52%</b>
Q38. Hospital staff definitely did everything they could to help control pain	**	**	2540	<b>83%</b>			<b>82%</b>	81%	84%	<b>83%</b>
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	2901	<b>88%</b>			<b>88%</b>	85%	90%	<b>88%</b>
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	2696	<b>87%</b>			<b>87%</b>	84%	87%	<b>86%</b>
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	2788	<b>95%</b>			<b>95%</b>	93%	96%	<b>94%</b>

## Comparability Tables

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	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	
<b>HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT</b>										
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	4182	<b>69%</b>	3898	<b>68%</b>			<b>68%</b>	68%	73%	<b>71%</b>
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	4954	<b>95%</b>	4681	<b>95%</b>			<b>95%</b>	95%	96%	<b>96%</b>
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	1514	<b>89%</b>	1577	<b>88%</b>			<b>88%</b>	84%	89%	<b>86%</b>
Q47. Patient completely given understandable information about whether radiotherapy was working	1266	<b>63%</b>	1346	<b>64%</b>		▲	<b>64%</b>	57%	62%	<b>60%</b>
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	2890	<b>83%</b>	2736	<b>83%</b>			<b>83%</b>	83%	86%	<b>84%</b>
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	2631	<b>64%</b>	2503	<b>65%</b>			<b>65%</b>	65%	70%	<b>68%</b>
<b>HOME CARE AND SUPPORT</b>										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	4619	<b>58%</b>	4382	<b>59%</b>			<b>59%</b>	57%	63%	<b>60%</b>
Q52. Patient definitely given enough support from health or social services during treatment	2717	<b>48%</b>	2534	<b>50%</b>			<b>50%</b>	46%	58%	<b>52%</b>
Q53. Patient definitely given enough support from health or social services after treatment	1559	<b>43%</b>	1549	<b>41%</b>			<b>41%</b>	38%	52%	<b>45%</b>
<b>CARE FROM YOUR GENERAL PRACTICE</b>										
Q54. GP given enough information about patient's condition and treatment	4698	<b>96%</b>	4465	<b>96%</b>			<b>96%</b>	95%	96%	<b>95%</b>
Q55. General practice staff definitely did everything they could to support patient during treatment	3789	<b>59%</b>	3612	<b>59%</b>			<b>58%</b>	55%	62%	<b>58%</b>
<b>YOUR OVERALL NHS CARE</b>										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	5135	<b>72%</b>			<b>72%</b>	70%	75%	<b>73%</b>
Q57. Patient given a care plan	4315	<b>34%</b>	4094	<b>36%</b>	▲	▲	<b>37%</b>	34%	42%	<b>38%</b>
Q58. Overall the administration of care was good or very good	5612	<b>87%</b>	5290	<b>88%</b>			<b>88%</b>	87%	91%	<b>89%</b>
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	5567	<b>66%</b>	5240	<b>68%</b>		▲	<b>68%</b>	66%	73%	<b>69%</b>
Q60. Someone discussed with patient whether they would like to take part in cancer research	5334	<b>28%</b>	4982	<b>25%</b>		▼	<b>26%</b>	23%	37%	<b>30%</b>
Q61. Patient's average rating of care scored from very poor to very good	5520	<b>8.7</b>	5200	<b>8.7</b>		▲	<b>8.7</b>	8.7	8.9	<b>8.8</b>

## 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	*	92%	74%	78%	70%	83%	74%	80%	*	85%	73%	82%	73%	78%
	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	*	87%	86%	82%	84%	86%	82%	86%	*	85%	80%	86%	79%	84%
	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	*	96%	95%	93%	96%	96%	95%	96%	*	95%	93%	95%	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	*	90%	89%	87%	89%	90%	85%	88%	*	88%	84%	87%	86%	88%
	National	84%	91%	88%	86%	89%	88%	87%	87%	81%	87%	84%	87%	86%	88%
Q7. Test results explained in completely understandable way	Alliance	*	82%	82%	77%	79%	84%	77%	78%	*	83%	74%	79%	77%	79%
	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%	82%	69%	73%	69%	77%	78%	*	70%	78%	72%	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	*	90%	86%	85%	86%	89%	80%	85%	*	93%	79%	86%	83%	86%
	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	*	77%	79%	74%	59%	83%	72%	78%	*	79%	68%	75%	71%	73%
	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	*	76%	73%	74%	78%	73%	66%	81%	*	84%	65%	73%	66%	74%
	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	*	83%	85%	83%	83%	88%	81%	83%	*	89%	77%	82%	79%	83%
	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	*	72%	77%	73%	69%	76%	71%	71%	*	79%	69%	70%	68%	72%
	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	*	65%	69%	68%	66%	75%	65%	64%	*	70%	59%	60%	64%	65%
	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	*	55%	57%	54%	50%	65%	49%	64%	*	64%	50%	53%	52%	55%
	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	*	80%	82%	78%	80%	83%	77%	82%	*	88%	82%	78%	75%	80%
	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	*	91%	91%	92%	95%	88%	93%	90%	*	92%	91%	83%	86%	91%
	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	*	77%	87%	91%	88%	83%	85%	78%	*	94%	87%	85%	84%	84%
	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	*	84%	90%	91%	89%	88%	84%	86%	*	96%	86%	87%	87%	87%
	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	*	91%	86%	81%	88%	89%	76%	89%	*	78%	84%	80%	80%	86%
	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	*	84%	84%	77%	87%	82%	75%	86%	*	78%	78%	76%	79%	83%
	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	*	60%	57%	56%	59%	64%	66%	47%	*	56%	57%	46%	51%	57%
	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	*	77%	80%	79%	86%	84%	82%	82%	*	54%	83%	67%	80%	80%
	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%	95%	97%	96%	98%	95%	98%	*	98%	94%	94%	93%	96%
	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	*	76%	79%	80%	81%	86%	80%	76%	*	86%	77%	74%	73%	77%
	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	*	88%	78%	86%	84%	88%	79%	87%	94%	*	75%	86%	84%	84%
	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	*	82%	82%	84%	79%	88%	80%	86%	83%	*	71%	84%	76%	81%
	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	*	71%	71%	69%	71%	74%	73%	66%	68%	*	62%	67%	66%	69%
	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	*	76%	72%	75%	72%	80%	76%	81%	67%	*	71%	75%	71%	74%
	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	*	67%	61%	59%	58%	75%	70%	70%	58%	*	56%	65%	59%	64%
	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	*	69%	80%	72%	72%	74%	86%	79%	78%	*	85%	84%	75%	76%
	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	*	86%	86%	83%	86%	89%	84%	89%	94%	*	81%	85%	83%	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	*	52%	54%	55%	54%	54%	43%	51%	50%	*	50%	51%	44%	51%
	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	*	86%	82%	81%	80%	79%	84%	88%	82%	*	81%	79%	80%	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	*	88%	87%	86%	88%	95%	88%	89%	86%	*	87%	89%	88%	88%
	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	*	92%	87%	89%	83%	92%	82%	89%	83%	*	81%	89%	86%	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	*	98%	95%	93%	97%	92%	94%	95%	97%	*	89%	92%	95%	95%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%

## 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
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Alliance	*	64%	73%	69%	73%	72%	64%	71%	*	68%	66%	63%	64%	68%
	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	*	95%	97%	94%	98%	95%	93%	95%	*	98%	95%	95%	93%	95%
	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%	83%	90%	85%	90%	82%	89%	*	*	87%	84%	88%	88%
	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	*	64%	54%	73%	65%	73%	58%	64%	*	*	63%	52%	66%	64%
	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	*	79%	85%	84%	84%	80%	81%	87%	93%	*	79%	83%	84%	83%
	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	*	57%	64%	59%	76%	60%	63%	65%	66%	*	50%	72%	69%	65%
	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	*	57%	61%	52%	62%	70%	53%	61%	*	65%	56%	57%	58%	59%
	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	*	46%	58%	44%	52%	63%	44%	52%	*	56%	54%	44%	48%	50%
	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	*	36%	50%	37%	38%	57%	31%	49%	*	50%	42%	39%	36%	41%
	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%	95%	96%	96%	96%	93%	96%	*	96%	93%	95%	95%	96%
	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	*	60%	60%	59%	57%	65%	54%	63%	*	68%	51%	61%	53%	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.

YOUR OVERALL NHS CARE		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	*	71%	75%	72%	74%	76%	73%	73%	*	76%	69%	72%	68%	72%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	41%	40%	33%	34%	32%	32%	38%	*	41%	42%	31%	29%	36%
	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	*	88%	88%	87%	92%	89%	89%	83%	*	89%	82%	87%	83%	88%
	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	*	65%	72%	62%	65%	73%	62%	75%	*	79%	64%	76%	64%	68%
	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	*	22%	28%	25%	31%	8%	26%	26%	*	24%	32%	22%	24%	25%
	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	*	8.7	8.7	8.8	8.9	8.9	8.7	8.6	*	9.0	8.5	8.8	8.6	8.7
	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

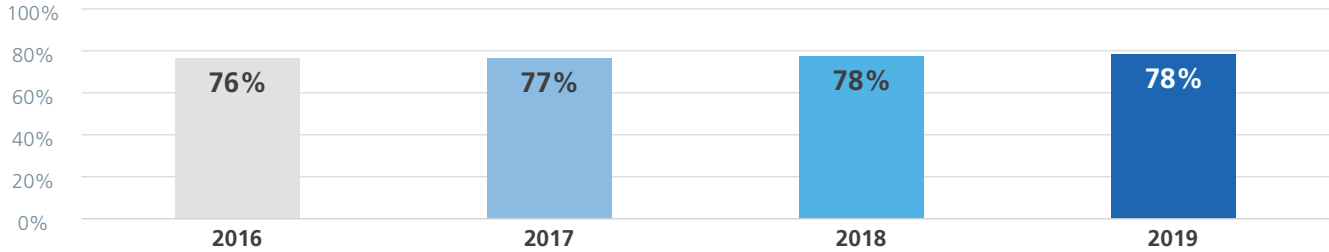
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

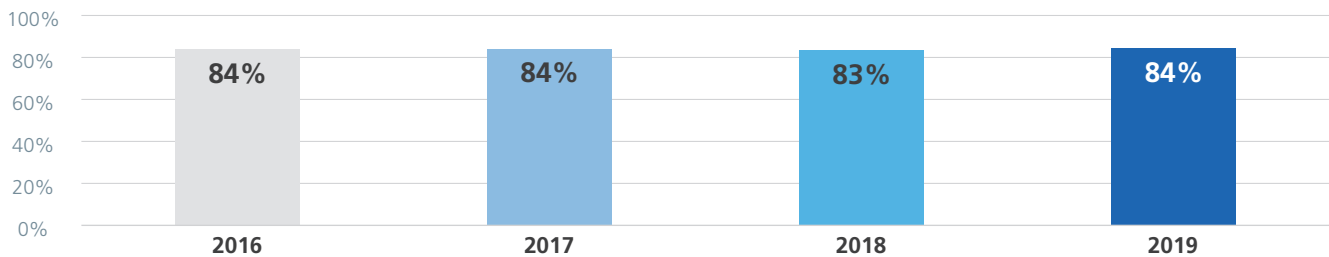
The scores are unadjusted and based on England scores only.

### 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

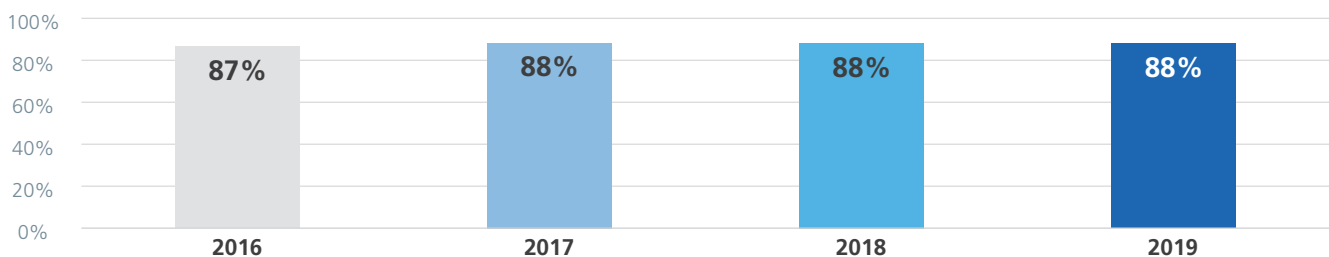


### DIAGNOSTIC TESTS

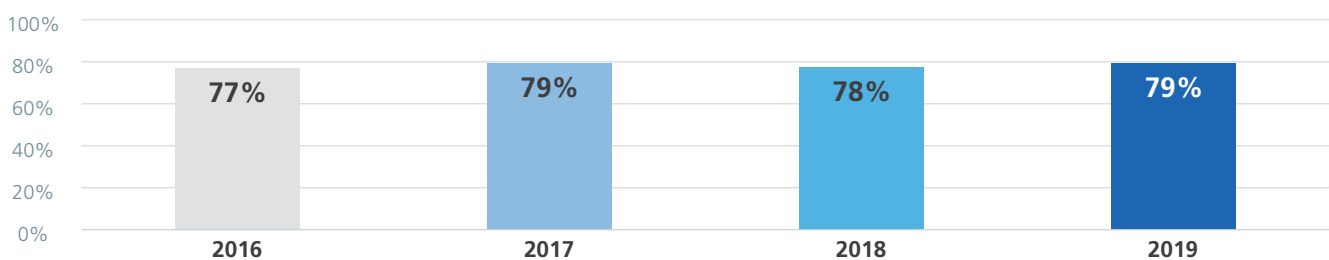
Q5. Received all the information needed about the test



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

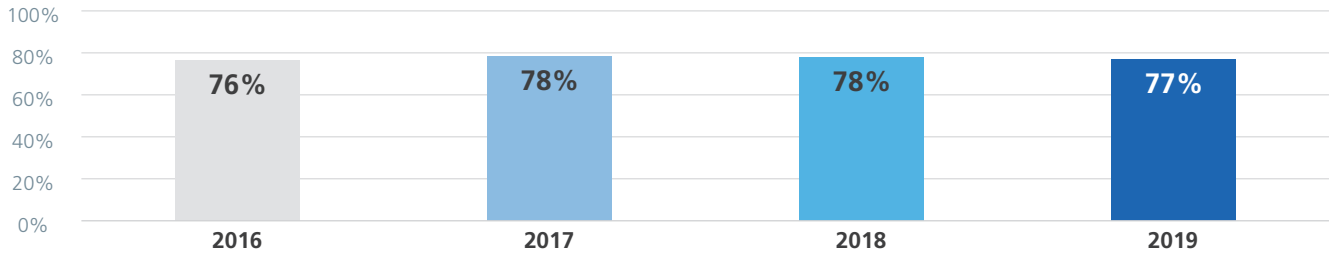
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

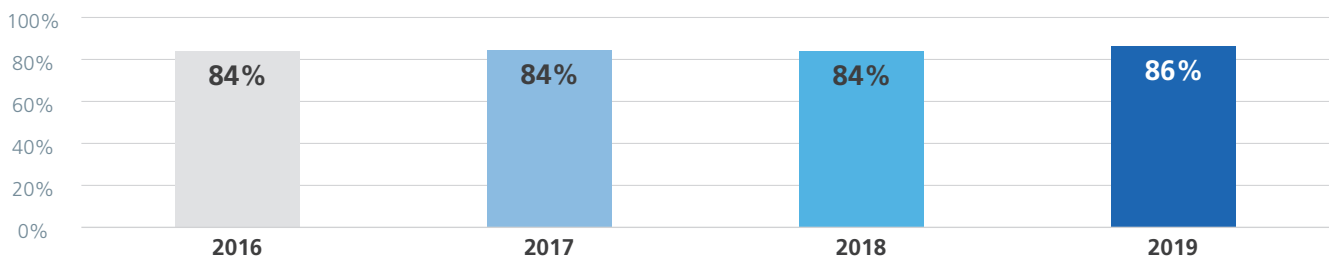
The scores are unadjusted and based on England scores only.

### FINDING OUT WHAT WAS WRONG WITH YOU

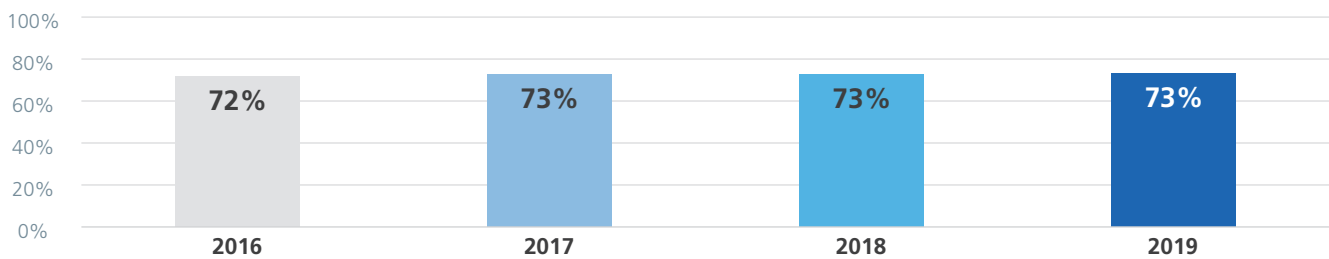
Q10. Patient told they could bring a family member or friend when first told they had cancer



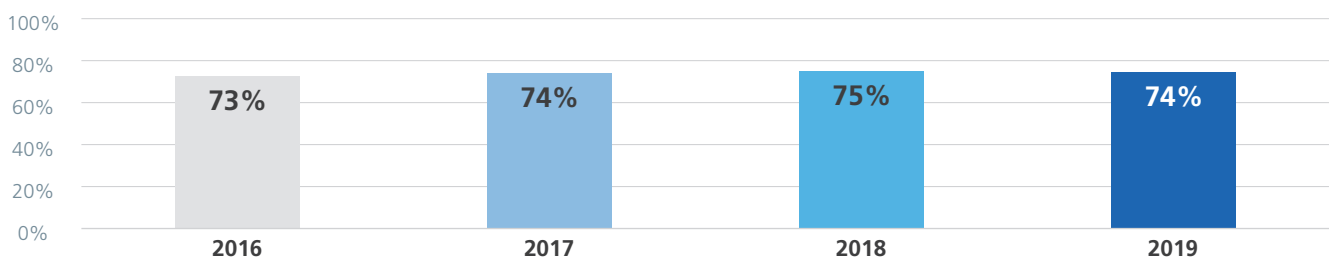
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

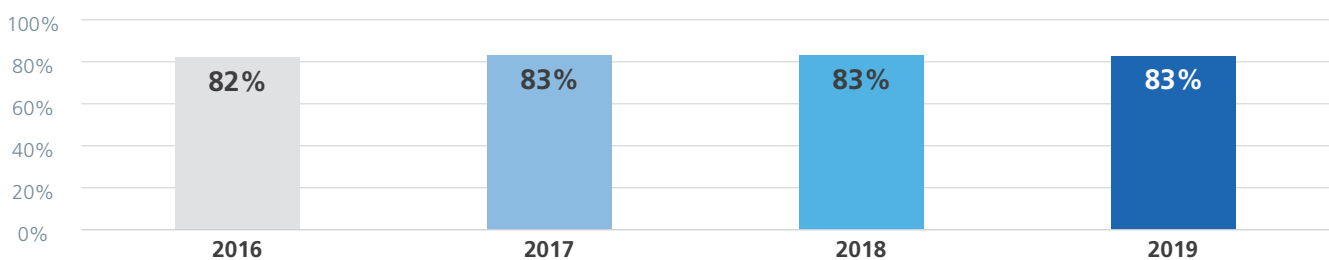


Q13. Patient given easy to understand written information about the type of cancer they had



### DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



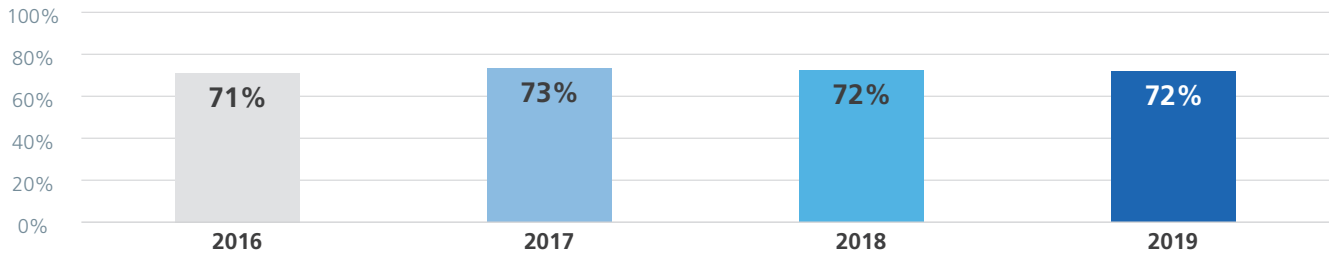
## Year on Year Charts

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

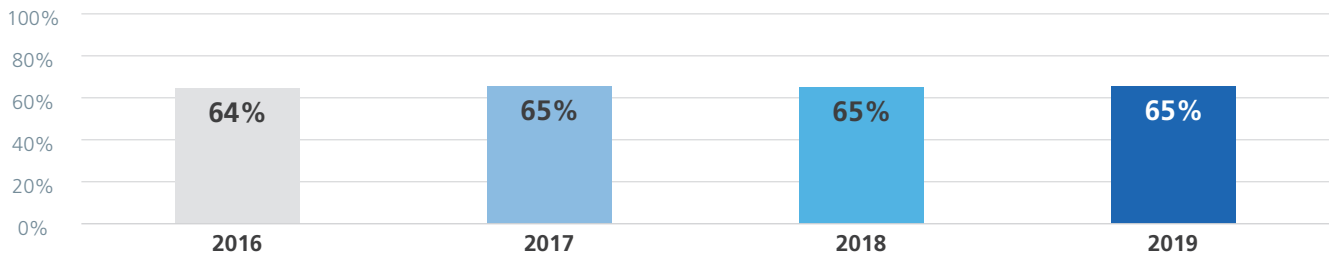
\*\* No score available for these years.

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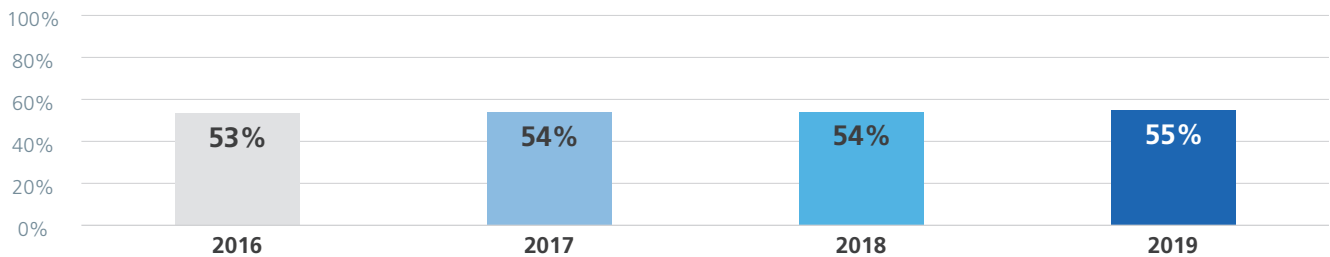
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

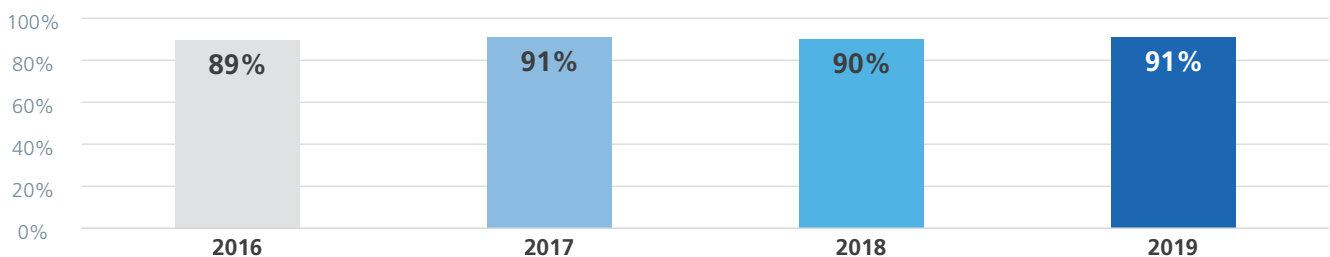


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



### CLINICAL NURSE SPECIALIST (CNS)

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



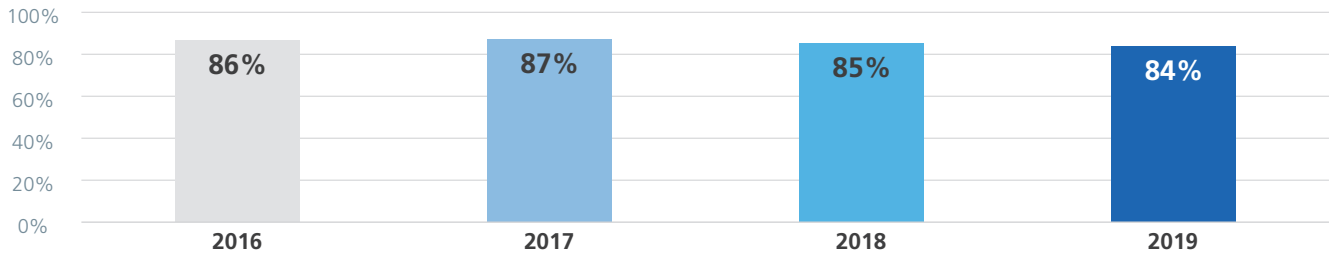
## Year on Year Charts

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

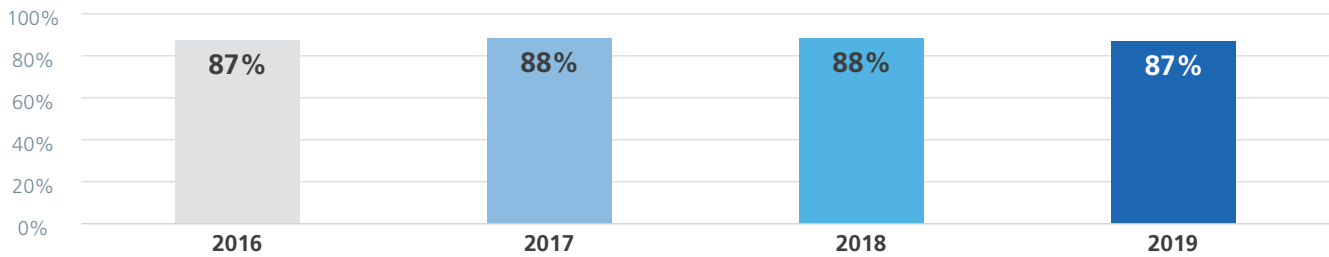
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

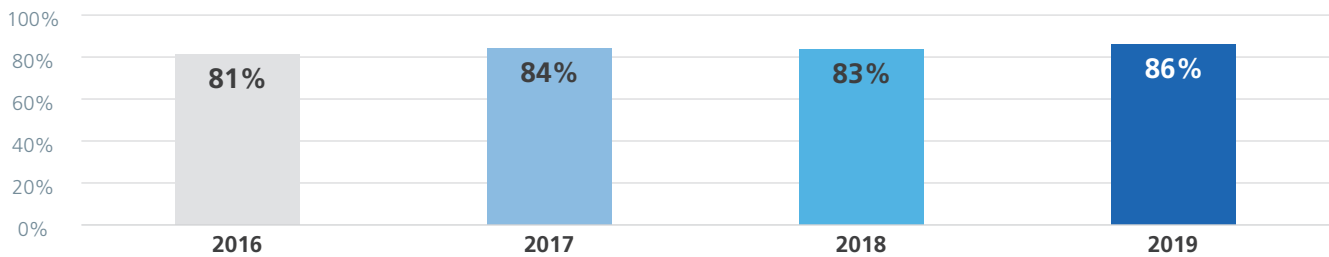


Q21. Patient got understandable answers to important questions all or most of the time

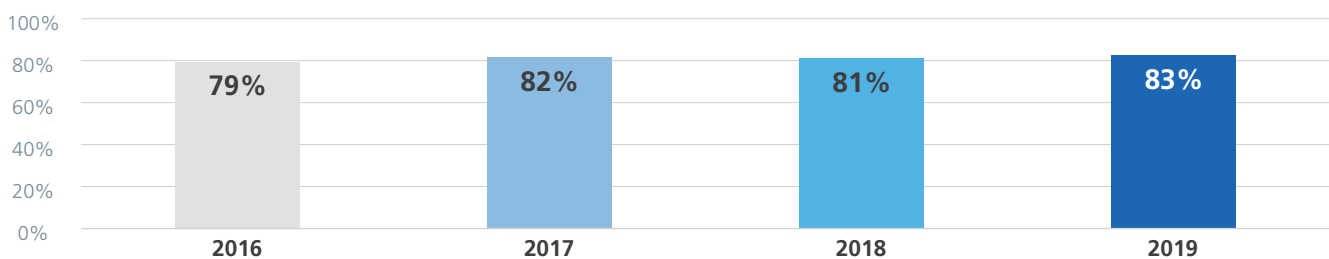


### SUPPORT FOR PEOPLE WITH CANCER

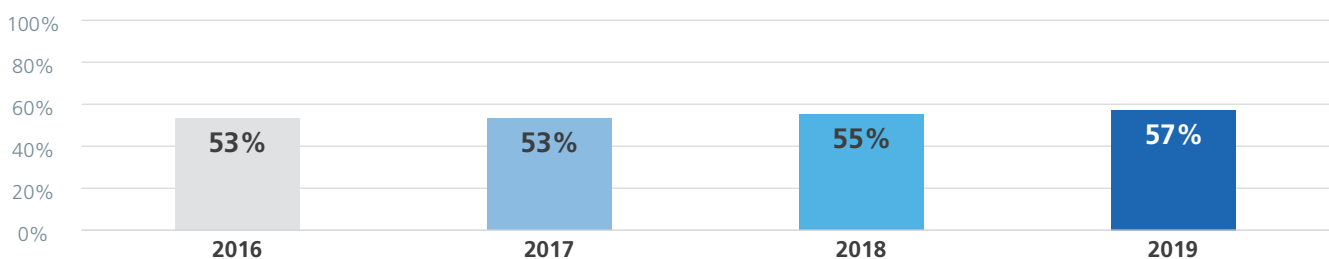
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



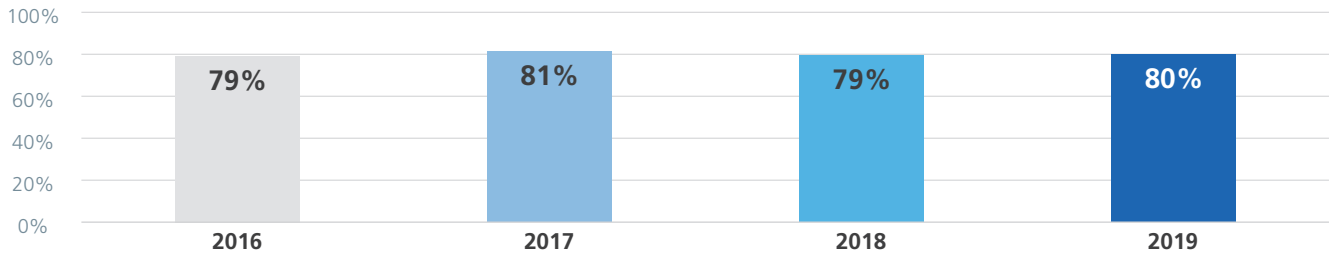
## Year on Year Charts

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

\*\* No score available for these years.

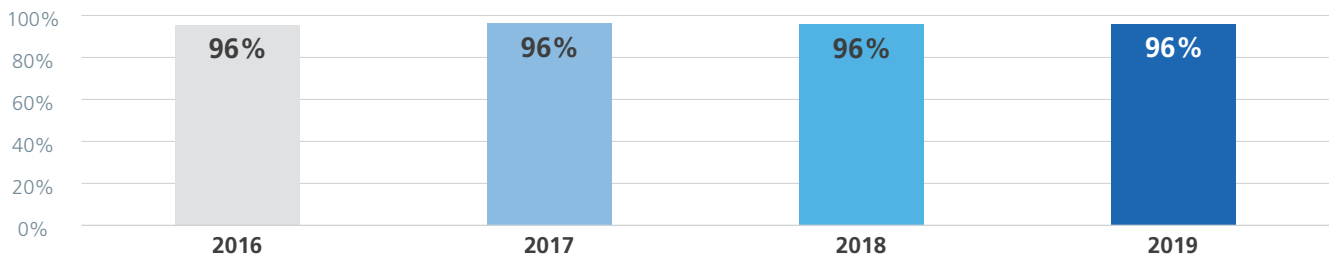
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

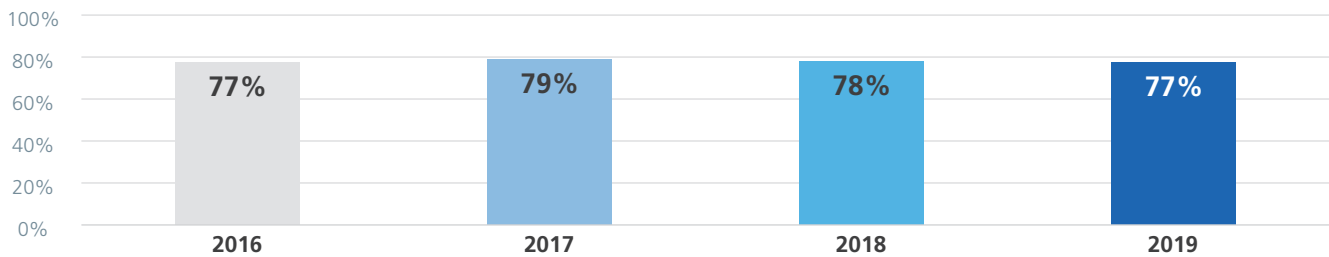


### OPERATIONS

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

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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

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\*\* 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

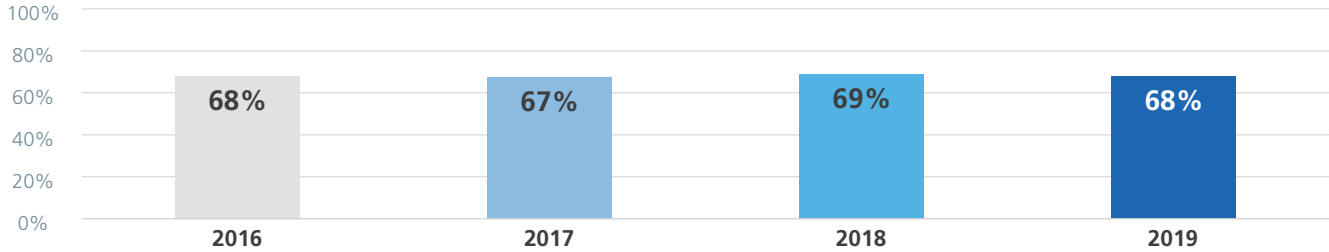
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

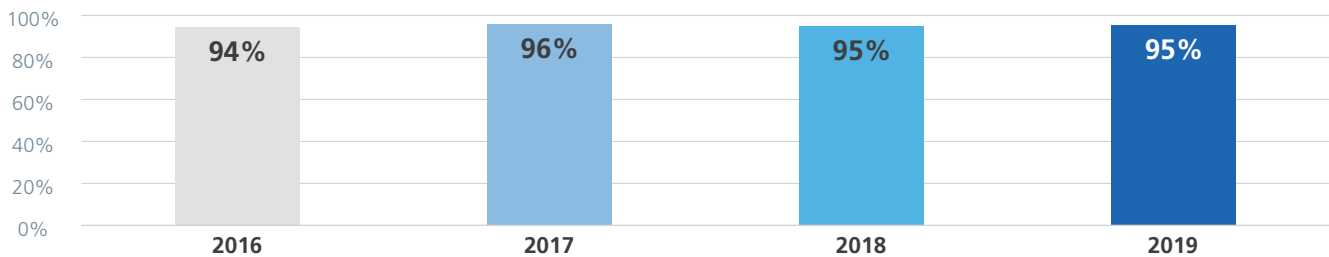
The scores are unadjusted and based on England scores only.

### HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

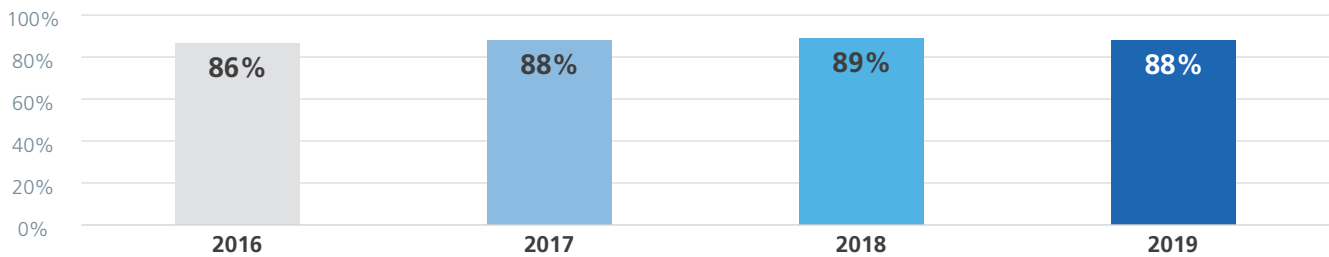
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



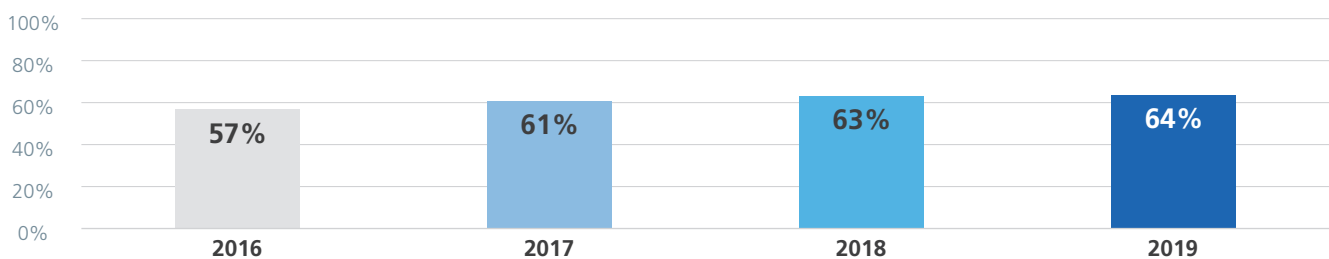
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



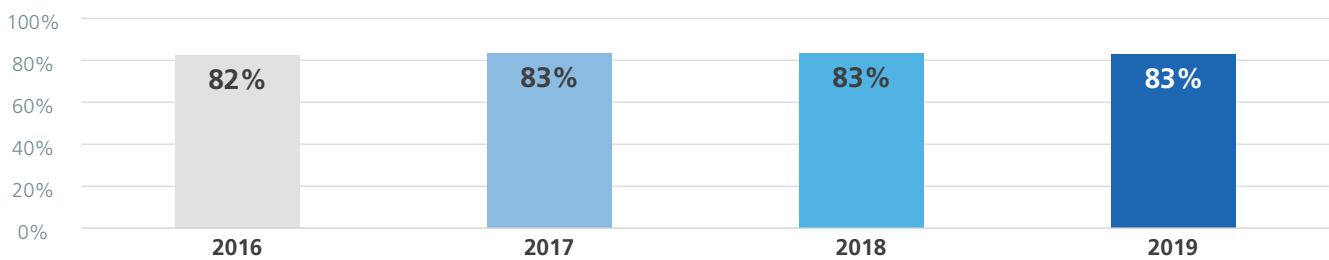
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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





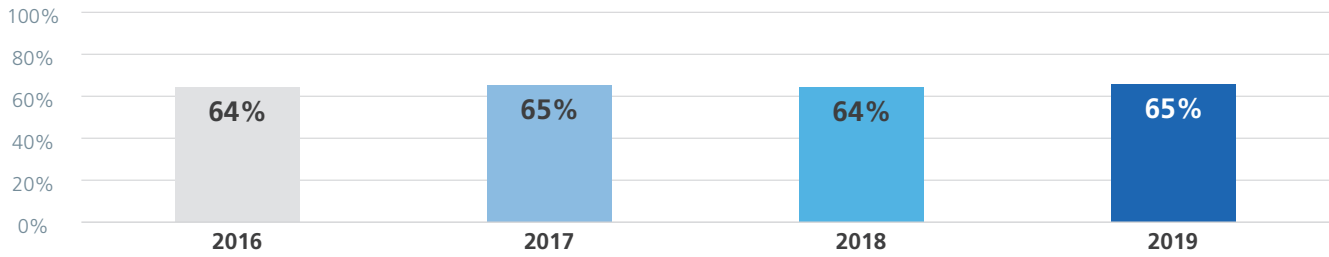
## Year on Year Charts

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

\*\* No score available for these years.

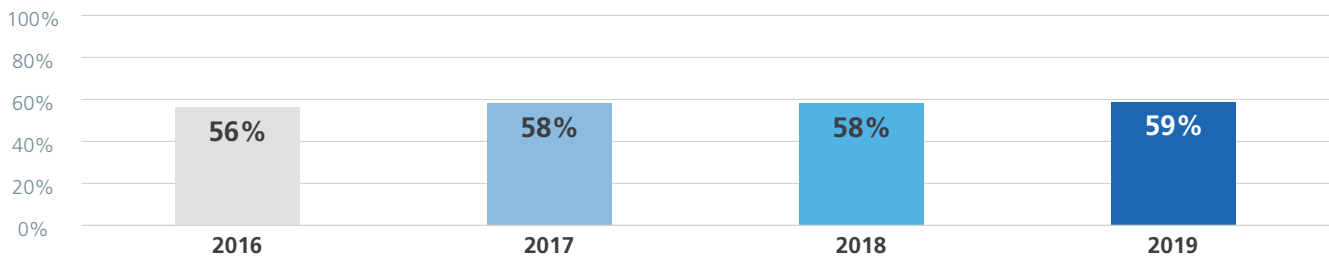
The scores are unadjusted and based on England scores only.

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

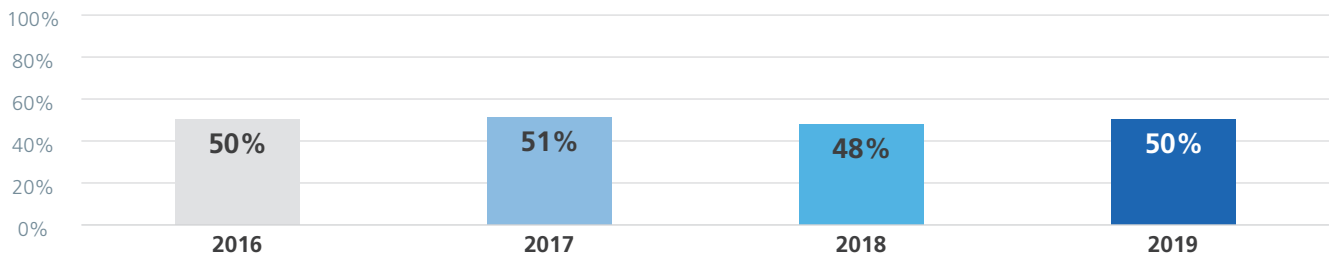


### HOME CARE AND SUPPORT

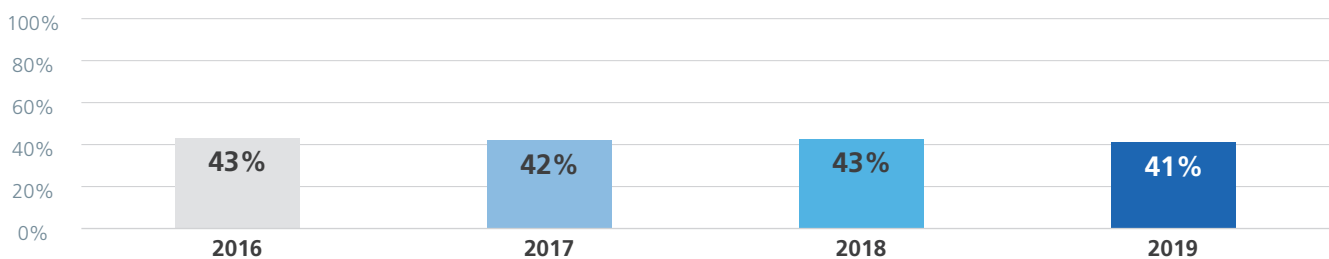
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

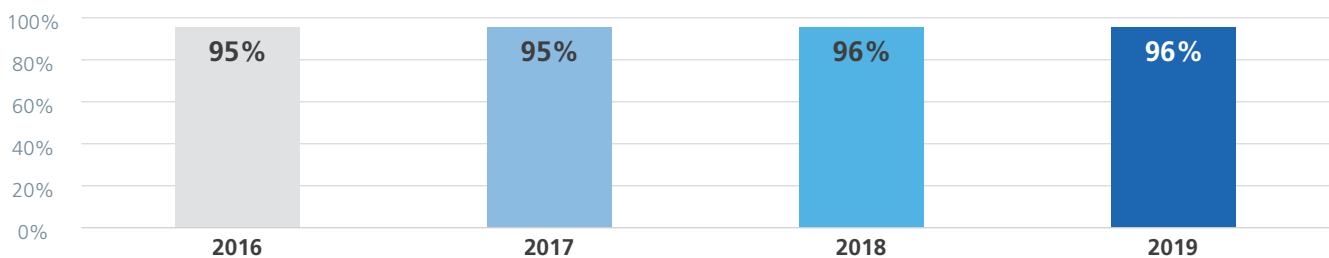


Q53. Patient definitely given enough support from health or social services after treatment



### CARE FROM YOUR GENERAL PRACTICE

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



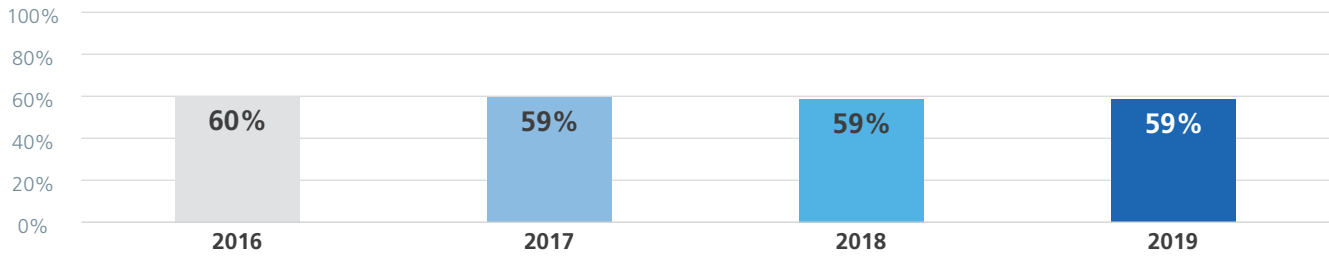
## Year on Year Charts

\* 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

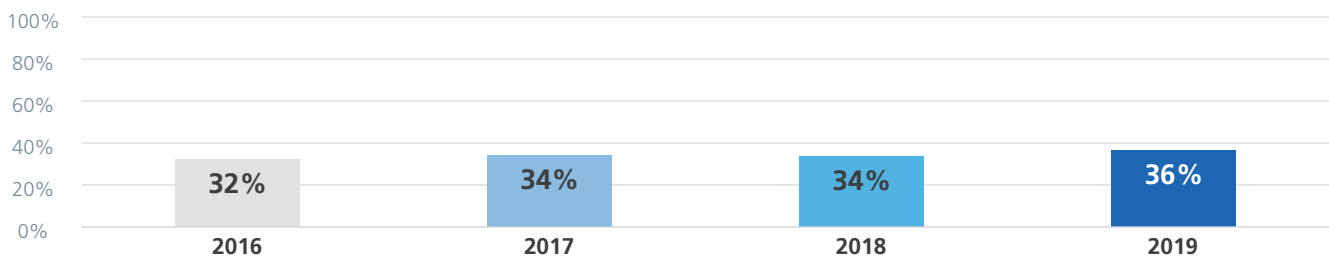


### YOUR OVERALL NHS CARE

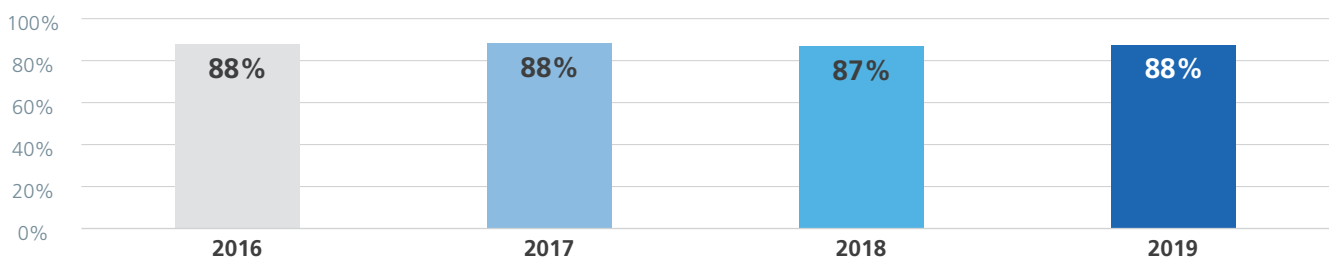
Q56. Different people treating and caring for patient always work well together to give best possible care



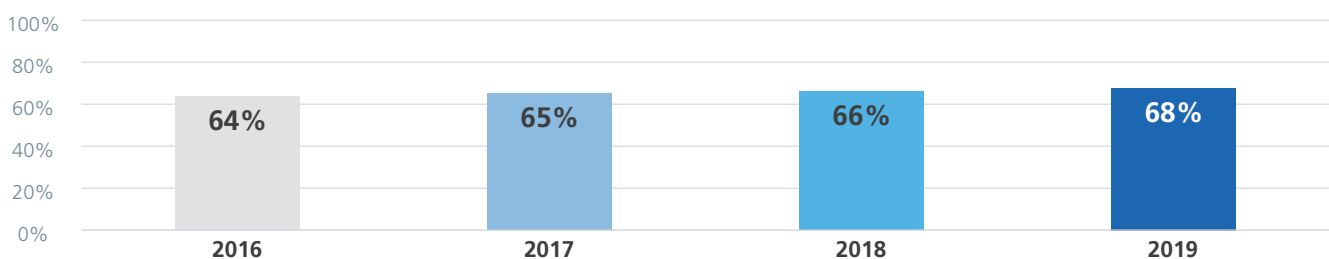
Q57. Patient given a care plan



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



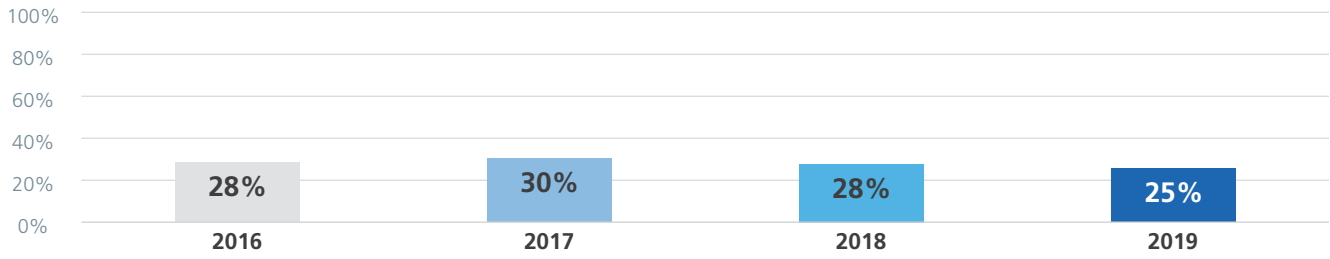
## Year on Year Charts

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

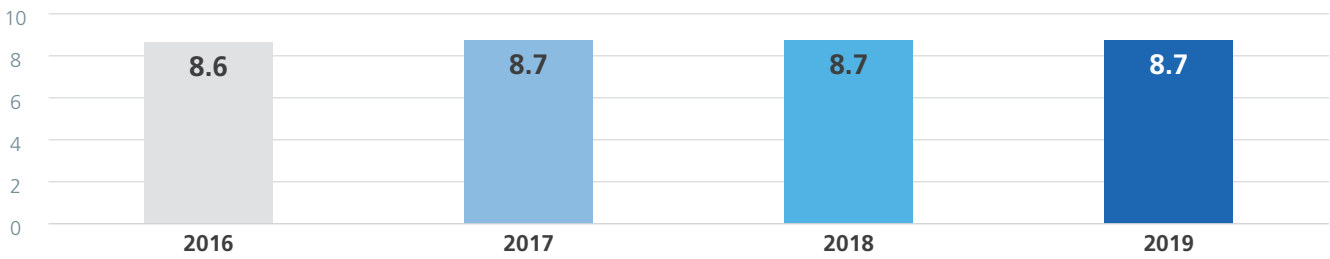
\*\* No score available for these years.

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
RK5	Sherwood Forest Hospitals NHS Foundation Trust	48 4
RTG	University Hospitals of Derby and Burton NHS Foundation Trust	41 6
RWE	University Hospitals of Leicester NHS Trust	43 5
RX1	Nottingham University Hospitals NHS Trust	48 1
RNS	Northampton General Hospital NHS Trust	12 40
RNQ	Kettering General Hospital NHS Foundation Trust	17 35
RWD	United Lincolnshire Hospitals NHS Trust	19 33

## 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
E56000024	East Midlands	5,200	8.7
RX1	Nottingham University Hospitals NHS Trust	551	8.9
RK5	Sherwood Forest Hospitals NHS Foundation Trust	186	8.9
RTG	University Hospitals of Derby and Burton NHS Foundation Trust	1,169	8.8
RWE	University Hospitals of Leicester NHS Trust	1,089	8.7
RNS	Northampton General Hospital NHS Trust	420	8.6
RWD	United Lincolnshire Hospitals NHS Trust	794	8.5
RNQ	Kettering General Hospital NHS Foundation Trust	338	8.5

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

Code	Name	Base	Score
All	National	65,989	81%
E56000024	East Midlands	5,268	80%
RK5	Sherwood Forest Hospitals NHS Foundation Trust	190	87%
RX1	Nottingham University Hospitals NHS Trust	561	83%
RTG	University Hospitals of Derby and Burton NHS Foundation Trust	1,179	81%
RWE	University Hospitals of Leicester NHS Trust	1,111	80%
RNS	Northampton General Hospital NHS Trust	424	77%
RWD	United Lincolnshire Hospitals NHS Trust	802	76%
RNQ	Kettering General Hospital NHS Foundation Trust	345	75%

## 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%
E56000024	East Midlands	5,099	91%
RX1	Nottingham University Hospitals NHS Trust	546	95%
RWE	University Hospitals of Leicester NHS Trust	1,073	93%
RNS	Northampton General Hospital NHS Trust	416	92%
RK5	Sherwood Forest Hospitals NHS Foundation Trust	184	92%
RTG	University Hospitals of Derby and Burton NHS Foundation Trust	1,139	91%
RNQ	Kettering General Hospital NHS Foundation Trust	342	91%
RWD	United Lincolnshire Hospitals NHS Trust	767	86%

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

Code	Name	Base	Score
All	National	52,999	85%
E56000024	East Midlands	4,011	84%
RX1	Nottingham University Hospitals NHS Trust	445	86%
RK5	Sherwood Forest Hospitals NHS Foundation Trust	142	86%
RTG	University Hospitals of Derby and Burton NHS Foundation Trust	895	85%
RWE	University Hospitals of Leicester NHS Trust	845	84%
RWD	United Lincolnshire Hospitals NHS Trust	572	83%
RNQ	Kettering General Hospital NHS Foundation Trust	280	78%
RNS	Northampton General Hospital NHS Trust	352	75%

## 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%
E56000024	East Midlands	2,901	88%
RK5	Sherwood Forest Hospitals NHS Foundation Trust	96	92%
RX1	Nottingham University Hospitals NHS Trust	408	89%
RTG	University Hospitals of Derby and Burton NHS Foundation Trust	654	88%
RWE	University Hospitals of Leicester NHS Trust	644	88%
RNS	Northampton General Hospital NHS Trust	243	87%
RNQ	Kettering General Hospital NHS Foundation Trust	170	87%
RWD	United Lincolnshire Hospitals NHS Trust	370	86%

### 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%
E56000024	East Midlands	2,788	95%
RWE	University Hospitals of Leicester NHS Trust	625	99%
RX1	Nottingham University Hospitals NHS Trust	393	96%
RTG	University Hospitals of Derby and Burton NHS Foundation Trust	628	95%
RNS	Northampton General Hospital NHS Trust	229	93%
RK5	Sherwood Forest Hospitals NHS Foundation Trust	91	93%
RNQ	Kettering General Hospital NHS Foundation Trust	164	93%
RWD	United Lincolnshire Hospitals NHS Trust	352	91%

## Trust Dashboard Questions

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

Code	Name	Base	Score
All	National	<b>44,055</b>	<b>58%</b>
E56000024	East Midlands	<b>3,612</b>	<b>58%</b>
RNQ	Kettering General Hospital NHS Foundation Trust	198	<b>62%</b>
RX1	Nottingham University Hospitals NHS Trust	378	<b>60%</b>
RWE	University Hospitals of Leicester NHS Trust	820	<b>59%</b>
RTG	University Hospitals of Derby and Burton NHS Foundation Trust	793	<b>59%</b>
RNS	Northampton General Hospital NHS Trust	287	<b>59%</b>
RWD	United Lincolnshire Hospitals NHS Trust	569	<b>58%</b>
RK5	Sherwood Forest Hospitals NHS Foundation Trust	132	<b>54%</b>



## CCG Expected Range Summary

CCG		Expected Range Classification
04E	NHS Mansfield and Ashfield CCG	41 11
03W	NHS East Leicestershire and Rutland CCG	1 45 6
04M	NHS Nottingham West CCG	51 1
04K	NHS Nottingham City CCG	1 50 1
99D	NHS South Lincolnshire CCG	1 50 1
04C	NHS Leicester City CCG	4 45 3
04L	NHS Nottingham North and East CCG	2 49 1
04N	NHS Rushcliffe CCG	2 49 1
04V	NHS West Leicestershire CCG	1 51
15M	NHS Derby and Derbyshire CCG	7 43 2
03V	NHS Corby CCG	6 44
04H	NHS Newark and Sherwood CCG	6 46
04Q	NHS South West Lincolnshire CCG	8 44
03T	NHS Lincolnshire East CCG	13 39
04G	NHS Nene CCG	15 37
04D	NHS Lincolnshire West CCG	19 33

## 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
E56000024	East Midlands	5,200	8.7
04L	NHS Nottingham North and East CCG	107	9.1
04E	NHS Mansfield and Ashfield CCG	138	9.0
04M	NHS Nottingham West CCG	96	9.0
04K	NHS Nottingham City CCG	113	8.9
03W	NHS East Leicestershire and Rutland CCG	429	8.8
04N	NHS Rushcliffe CCG	112	8.8
15M	NHS Derby and Derbyshire CCG	1,372	8.8
04H	NHS Newark and Sherwood CCG	122	8.8
04V	NHS West Leicestershire CCG	492	8.8
04Q	NHS South West Lincolnshire CCG	181	8.7
04G	NHS Nene CCG	801	8.7
03T	NHS Lincolnshire East CCG	377	8.7
04C	NHS Leicester City CCG	239	8.6
99D	NHS South Lincolnshire CCG	228	8.6
04D	NHS Lincolnshire West CCG	311	8.5
03V	NHS Corby CCG	82	8.4

## 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%
E56000024	East Midlands	5,268	80%
04K	NHS Nottingham City CCG	119	85%
04H	NHS Newark and Sherwood CCG	126	85%
04Q	NHS South West Lincolnshire CCG	181	84%
04L	NHS Nottingham North and East CCG	108	84%
03W	NHS East Leicestershire and Rutland CCG	439	83%
04E	NHS Mansfield and Ashfield CCG	142	83%
99D	NHS South Lincolnshire CCG	232	82%
04N	NHS Rushcliffe CCG	112	82%
15M	NHS Derby and Derbyshire CCG	1,378	82%
04M	NHS Nottingham West CCG	98	81%
04V	NHS West Leicestershire CCG	497	79%
04C	NHS Leicester City CCG	244	78%
04G	NHS Nene CCG	818	77%
03T	NHS Lincolnshire East CCG	376	77%
03V	NHS Corby CCG	83	74%
04D	NHS Lincolnshire West CCG	315	73%

## 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%
E56000024	East Midlands	5,099	91%
04N	NHS Rushcliffe CCG	109	98%
04M	NHS Nottingham West CCG	94	96%
04L	NHS Nottingham North and East CCG	102	96%
04K	NHS Nottingham City CCG	115	95%
04C	NHS Leicester City CCG	226	93%
04V	NHS West Leicestershire CCG	485	93%
03W	NHS East Leicestershire and Rutland CCG	433	93%
04E	NHS Mansfield and Ashfield CCG	142	92%
04G	NHS Nene CCG	802	91%
99D	NHS South Lincolnshire CCG	226	91%
03V	NHS Corby CCG	80	91%
04H	NHS Newark and Sherwood CCG	121	89%
15M	NHS Derby and Derbyshire CCG	1,322	88%
03T	NHS Lincolnshire East CCG	368	88%
04Q	NHS South West Lincolnshire CCG	177	87%
04D	NHS Lincolnshire West CCG	297	87%

## CCG Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000024	East Midlands	4,011	84%
04M	NHS Nottingham West CCG	78	90%
04E	NHS Mansfield and Ashfield CCG	114	88%
04H	NHS Newark and Sherwood CCG	97	87%
99D	NHS South Lincolnshire CCG	176	87%
03W	NHS East Leicestershire and Rutland CCG	329	87%
04L	NHS Nottingham North and East CCG	85	87%
15M	NHS Derby and Derbyshire CCG	997	86%
03T	NHS Lincolnshire East CCG	279	85%
04K	NHS Nottingham City CCG	97	85%
04Q	NHS South West Lincolnshire CCG	142	84%
04V	NHS West Leicestershire CCG	384	83%
04N	NHS Rushcliffe CCG	90	81%
04C	NHS Leicester City CCG	187	80%
03V	NHS Corby CCG	68	78%
04G	NHS Nene CCG	663	78%
04D	NHS Lincolnshire West CCG	225	77%

## 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%
E56000024	East Midlands	2,901	88%
04E	NHS Mansfield and Ashfield CCG	79	96%
99D	NHS South Lincolnshire CCG	120	93%
04K	NHS Nottingham City CCG	83	91%
04M	NHS Nottingham West CCG	74	90%
04D	NHS Lincolnshire West CCG	150	90%
04V	NHS West Leicestershire CCG	281	89%
04L	NHS Nottingham North and East CCG	71	89%
03W	NHS East Leicestershire and Rutland CCG	246	89%
15M	NHS Derby and Derbyshire CCG	732	88%
04C	NHS Leicester City CCG	142	87%
04N	NHS Rushcliffe CCG	79	87%
03T	NHS Lincolnshire East CCG	185	87%
04G	NHS Nene CCG	452	87%
03V	NHS Corby CCG	44	85%
04H	NHS Newark and Sherwood CCG	83	81%
04Q	NHS South West Lincolnshire CCG	80	81%

## 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%
E56000024	East Midlands	2,788	95%
04K	NHS Nottingham City CCG	81	99%
04C	NHS Leicester City CCG	139	99%
04N	NHS Rushcliffe CCG	77	98%
03W	NHS East Leicestershire and Rutland CCG	240	97%
04V	NHS West Leicestershire CCG	274	97%
15M	NHS Derby and Derbyshire CCG	698	95%
04E	NHS Mansfield and Ashfield CCG	78	95%
04H	NHS Newark and Sherwood CCG	78	95%
04Q	NHS South West Lincolnshire CCG	77	94%
04L	NHS Nottingham North and East CCG	66	94%
99D	NHS South Lincolnshire CCG	116	94%
04M	NHS Nottingham West CCG	73	93%
03T	NHS Lincolnshire East CCG	175	93%
04G	NHS Nene CCG	431	93%
03V	NHS Corby CCG	42	90%
04D	NHS Lincolnshire West CCG	143	90%

## 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%
E56000024	East Midlands	3,612	58%
04D	NHS Lincolnshire West CCG	225	64%
04K	NHS Nottingham City CCG	84	63%
04E	NHS Mansfield and Ashfield CCG	93	62%
04M	NHS Nottingham West CCG	66	62%
03W	NHS East Leicestershire and Rutland CCG	312	61%
04L	NHS Nottingham North and East CCG	57	60%
04C	NHS Leicester City CCG	185	59%
04G	NHS Nene CCG	509	59%
04V	NHS West Leicestershire CCG	352	59%
04N	NHS Rushcliffe CCG	74	59%
15M	NHS Derby and Derbyshire CCG	952	58%
99D	NHS South Lincolnshire CCG	155	55%
04Q	NHS South West Lincolnshire CCG	131	55%
03V	NHS Corby CCG	59	55%
03T	NHS Lincolnshire East CCG	260	54%
04H	NHS Newark and Sherwood CCG	98	50%