

National Cancer Patient Experience Survey

2019 Results

East of England - North

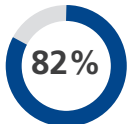
Published June 2020

Executive Summary

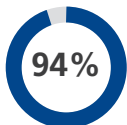
Cancer Dashboard Questions

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

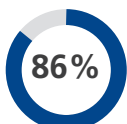
Q61. Patient's average rating of care scored from very poor to very good



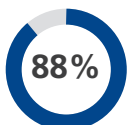
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



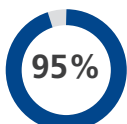
Q19. Patient given the name of a CNS who would support them through their treatment



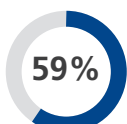
Q20. Patient found it very or quite easy to contact their CNS



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	
Q19. Patient given the name of a CNS who would support them through their treatment	94%	90%	94%	92%
Q24. Hospital staff gave information on getting financial help or possible benefits	68%	59%	66%	63%

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q25. Hospital staff told patient they could get free prescriptions	80%	80%	84%	82%

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

4,049 patients responded out of a total of 6,149 patients, resulting in a response rate of 66%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	6,651	6,149	4,049	66%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	389
Paper	3,660
Phone	0
Translation Service	0

Respondents by Tumour Group

	Number of Respondents
Brain / CNS	26
Breast	832
Colorectal / LGT	471
Gynaecological	173
Haematological	608
Head and Neck	75
Lung	286
Prostate	355
Sarcoma	29
Skin	114
Upper Gastro	208
Urological	345
Other	527

Respondents by Age and Gender

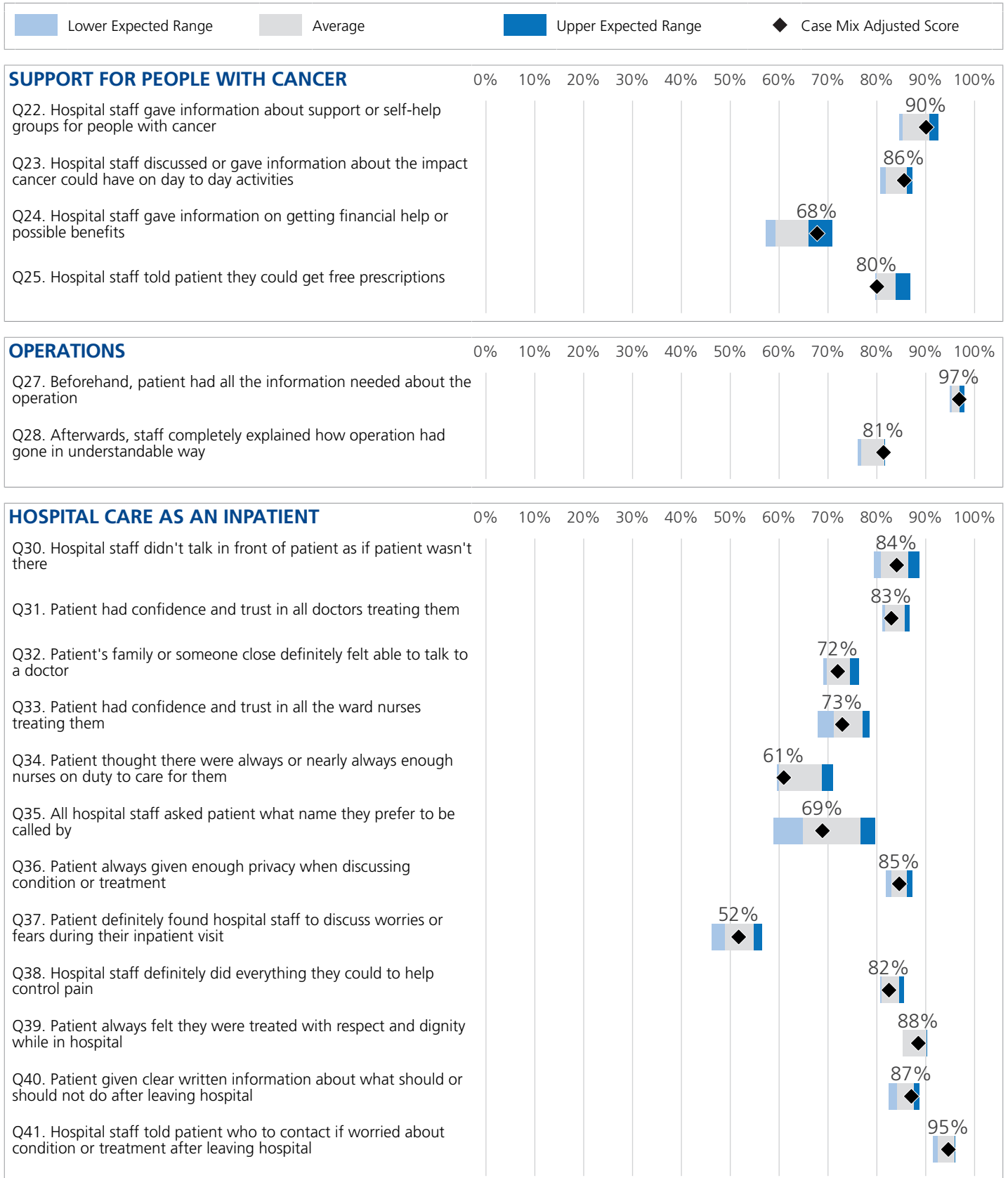
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	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	6	13	20	83	322	794	554	126	1,918
Female	4	18	81	251	460	741	488	88	2,131
Total	10	31	101	334	782	1,535	1,042	214	4,049

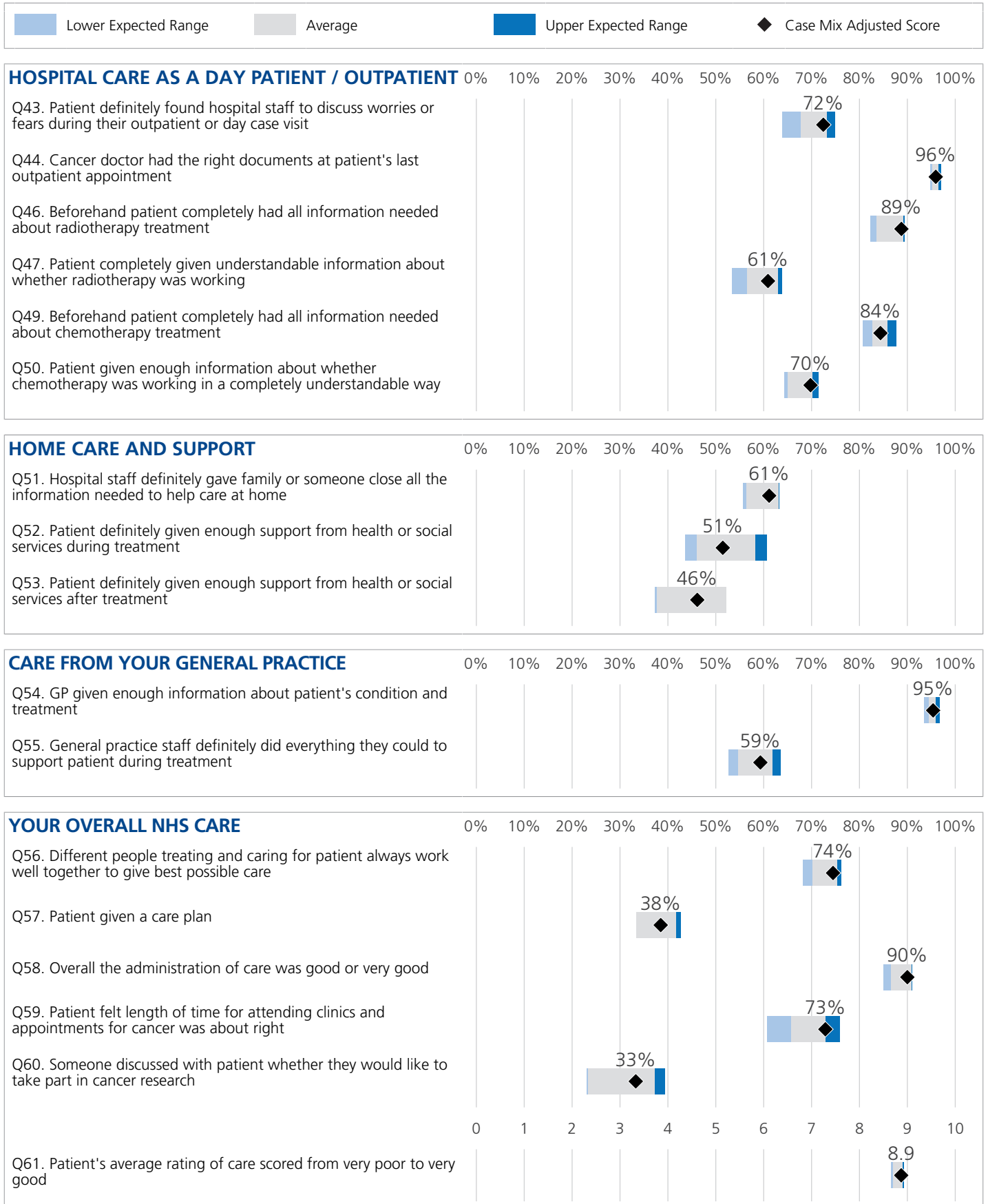
Expected Range Charts



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	3253	78%	2882	79%			79%	77%	80%	79%
Q2. Patient thought they were seen as soon as necessary	4401	85%	3925	85%			84%	83%	85%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	3436	96%			96%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	3890	88%	3491	88%			88%	87%	89%	88%
Q7. Test results explained in completely understandable way	3911	81%	3496	80%			80%	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	4047	75%	3655	75%			75%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	4427	84%	3991	85%			85%	85%	87%	86%
Q12. Patient completely understood the explanation of what was wrong	4488	75%	3988	74%			74%	71%	75%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	3875	75%	3507	76%			76%	72%	76%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	3888	85%	3503	83%			84%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	4288	74%	3821	73%			73%	71%	74%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	4254	69%	3797	69%			69%	64%	70%	67%
Q17. Patient definitely told about side effects that could affect them in the future	3978	56%	3579	57%			57%	55%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	3934	83%			82%	79%	83%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	4322	93%	3858	94%		▲	94%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	3654	89%	3303	86%	▼		86%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	3496	91%	3166	89%			89%	85%	90%	87%




Comparability Tables

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

	Unadjusted Scores					Change Overall	Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019		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	3495	90%	3158	90%		▲	90%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	2888	85%	2612	85%		▲	86%	82%	86%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	2133	65%	1983	68%		▲	68%	59%	66%	63%
Q25. Hospital staff told patient they could get free prescriptions	1819	79%	1615	81%			80%	80%	84%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	2357	97%	2097	97%			97%	95%	97%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	2337	83%	2083	82%			81%	77%	82%	79%
HOSPITAL CARE AS AN INPATIENT										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	1897	84%			84%	81%	86%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	1910	83%			83%	82%	86%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1607	72%			72%	70%	75%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	1911	73%			73%	71%	77%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	1898	61%			61%	60%	69%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	1879	70%			69%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	1904	85%			85%	83%	86%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	1394	52%			52%	49%	55%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1668	83%			82%	81%	85%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	1915	89%			88%	85%	90%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	1798	87%			87%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	1830	95%			95%	92%	96%	94%

Comparability Tables

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	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	3250	75%	2952	73%			72%	68%	73%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	3925	97%	3497	96%			96%	95%	97%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	1112	87%	1024	89%			89%	84%	89%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	940	59%	882	61%			61%	57%	63%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	2178	86%	2037	85%			84%	83%	86%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	1992	69%	1882	70%			70%	65%	70%	68%
HOME CARE AND SUPPORT										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	3594	61%	3204	61%			61%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	1978	53%	1744	52%			51%	46%	58%	52%
Q53. Patient definitely given enough support from health or social services after treatment	1145	44%	1074	47%			46%	38%	52%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	3600	96%	3122	96%			95%	94%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	2858	61%	2552	59%		▼	59%	55%	62%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	3815	75%			74%	70%	75%	73%
Q57. Patient given a care plan	3392	36%	3014	38%		▲	38%	33%	42%	38%
Q58. Overall the administration of care was good or very good	4441	91%	3954	90%			90%	87%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	4416	74%	3929	73%			73%	66%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	4233	34%	3730	33%		▲	33%	23%	37%	30%
Q61. Patient's average rating of care scored from very poor to very good	4377	8.9	3888	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	*	97%	77%	75%	67%	84%	69%	80%	*	91%	75%	82%	76%	79%
	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	74%	91%	83%	82%	87%	84%	82%	86%	68%	79%	80%	85%	80%	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	90%	96%	96%	94%	95%	98%	95%	97%	78%	96%	93%	97%	96%	96%
	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	*	89%	88%	90%	89%	86%	88%	85%	*	80%	86%	88%	89%	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	*	85%	84%	79%	74%	68%	79%	77%	*	80%	78%	80%	82%	80%
	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	*	82%	81%	68%	70%	69%	75%	74%	*	59%	74%	74%	73%	75%
	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	85%	90%	88%	83%	84%	86%	81%	84%	83%	83%	80%	86%	83%	85%
	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	64%	82%	81%	75%	57%	72%	79%	77%	62%	80%	69%	77%	72%	74%
	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	78%	79%	74%	76%	77%	70%	71%	84%	67%	84%	70%	81%	67%	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	83%	87%	86%	90%	80%	84%	88%	79%	70%	87%	84%	83%	78%	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	67%	75%	78%	76%	70%	74%	72%	70%	48%	72%	73%	73%	72%	73%
	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	64%	73%	71%	76%	66%	74%	68%	66%	41%	70%	68%	66%	66%	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	76%	58%	61%	56%	52%	62%	56%	65%	35%	62%	55%	56%	50%	57%
	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	84%	83%	84%	84%	81%	72%	82%	85%	69%	88%	80%	81%	83%	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	100%	98%	96%	95%	93%	94%	96%	94%	90%	92%	95%	86%	92%	94%
	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	84%	89%	87%	83%	88%	85%	85%	81%	74%	88%	85%	88%	84%	86%
	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	75%	90%	91%	89%	91%	87%	86%	86%	68%	91%	90%	92%	90%	89%
	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	95%	95%	90%	92%	86%	89%	88%	93%	74%	88%	89%	82%	89%	90%
	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	*	89%	88%	91%	85%	92%	83%	83%	*	77%	82%	82%	83%	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	*	78%	70%	71%	63%	70%	75%	51%	*	55%	63%	58%	68%	68%
	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	*	76%	81%	82%	87%	80%	88%	77%	*	60%	81%	79%	84%	81%
	National	82%	81%	83%	79%	87%	84%	86%	80%	78%	71%	84%	73%	81%	82%

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
Q27. Beforehand, patient had all the information needed about the operation	Alliance	*	98%	98%	96%	90%	92%	97%	98%	*	97%	97%	95%	97%	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%	86%	85%	75%	78%	81%	76%	*	84%	88%	78%	83%	82%
	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	*	85%	83%	92%	83%	89%	82%	84%	*	71%	80%	87%	81%	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	*	83%	85%	90%	79%	89%	87%	83%	*	67%	79%	86%	76%	83%
	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%	78%	77%	67%	66%	77%	65%	*	*	76%	72%	71%	72%
	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%	73%	73%	78%	70%	71%	70%	*	67%	69%	80%	65%	73%
	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%	61%	70%	60%	48%	67%	66%	*	63%	60%	61%	53%	61%
	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	*	61%	74%	71%	70%	63%	79%	69%	*	65%	75%	70%	68%	70%
	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	*	85%	86%	86%	87%	81%	86%	81%	*	83%	81%	88%	80%	85%
	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	*	48%	62%	59%	50%	37%	53%	49%	*	*	56%	53%	42%	52%
	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	*	81%	85%	89%	81%	77%	84%	78%	*	*	79%	84%	83%	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	*	86%	89%	90%	91%	80%	88%	89%	*	96%	87%	92%	86%	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	*	91%	86%	89%	83%	89%	85%	90%	*	83%	85%	88%	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	*	96%	96%	97%	94%	88%	92%	94%	*	91%	94%	94%	93%	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.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

		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	*	71%	77%	78%	74%	70%	71%	76%	*	70%	70%	69%	73%	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	100%	97%	95%	95%	95%	100%	98%	95%	86%	97%	92%	96%	96%	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%	88%	91%	76%	87%	89%	90%	*	*	83%	86%	91%	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	*	60%	64%	55%	52%	56%	60%	66%	*	*	49%	68%	69%	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	*	84%	84%	92%	83%	87%	81%	84%	*	*	84%	86%	89%	85%
	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	*	65%	69%	77%	73%	*	71%	71%	*	*	63%	62%	75%	70%
	National	54%	62%	64%	68%	75%	57%	67%	66%	71%	79%	61%	68%	69%	68%

HOME CARE AND SUPPORT

		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	71%	58%	65%	62%	61%	61%	62%	62%	55%	62%	61%	63%	60%	61%
	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%	56%	38%	48%	63%	45%	50%	*	53%	51%	59%	50%	52%
	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	*	47%	51%	44%	35%	53%	33%	51%	*	52%	55%	56%	48%	47%
	National	39%	41%	53%	39%	43%	56%	40%	46%	48%	59%	47%	44%	44%	45%

CARE FROM YOUR GENERAL PRACTICE

		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	95%	96%	94%	99%	96%	94%	94%	97%	100%	94%	93%	97%	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	*	59%	62%	58%	59%	60%	56%	68%	*	65%	54%	61%	56%	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	62%	78%	75%	75%	74%	73%	69%	75%	67%	79%	74%	78%	71%	75%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	49%	35%	40%	31%	41%	34%	40%	*	45%	34%	33%	33%	38%
	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%	93%	89%	94%	92%	86%	87%	90%	82%	84%	89%	84%	91%	90%
	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	75%	75%	73%	69%	65%	67%	79%	78%	56%	75%	72%	79%	73%	73%
	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	42%	36%	37%	37%	29%	21%	44%	29%	48%	24%	34%	16%	37%	33%
	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	9.2	9.0	8.9	9.0	8.9	8.9	8.8	8.8	8.7	8.8	8.7	8.8	8.8	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

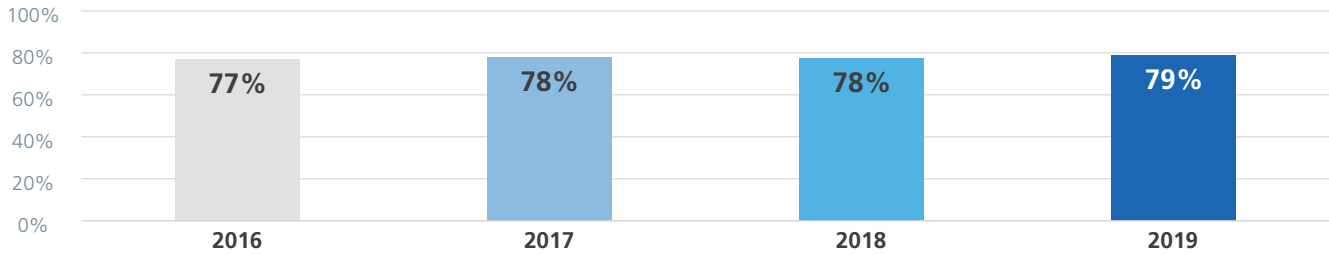
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

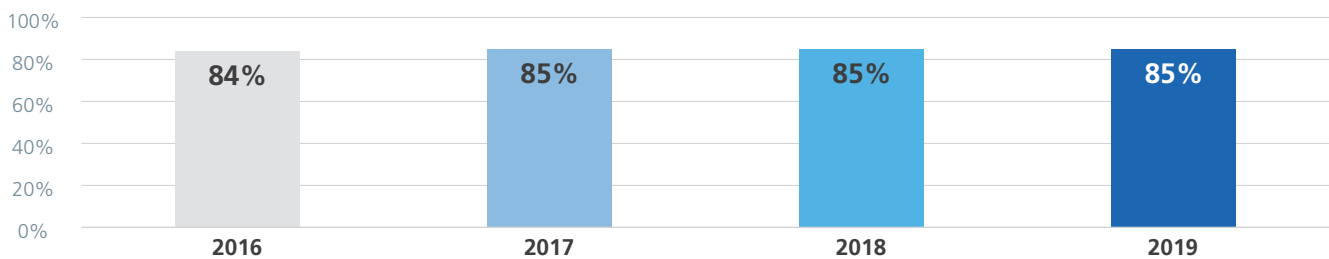
The scores are unadjusted and based on England scores only.

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

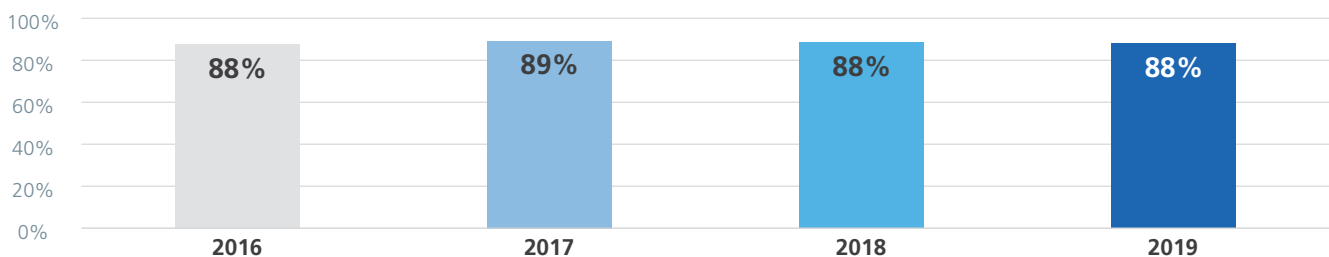


DIAGNOSTIC TESTS

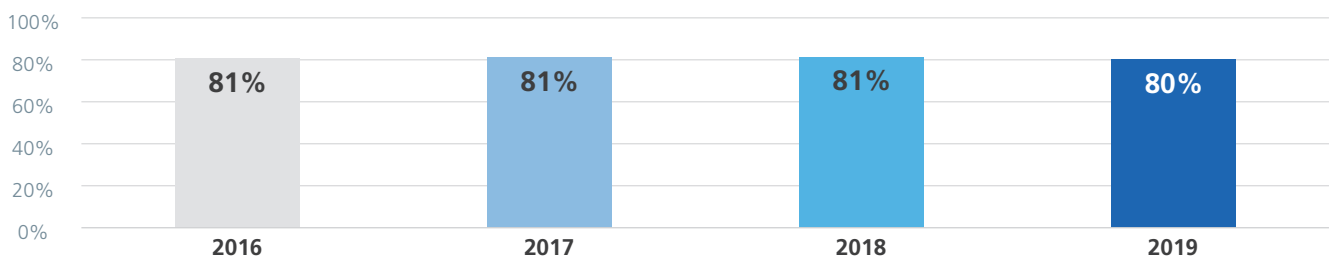
Q5. Received all the information needed about the test



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

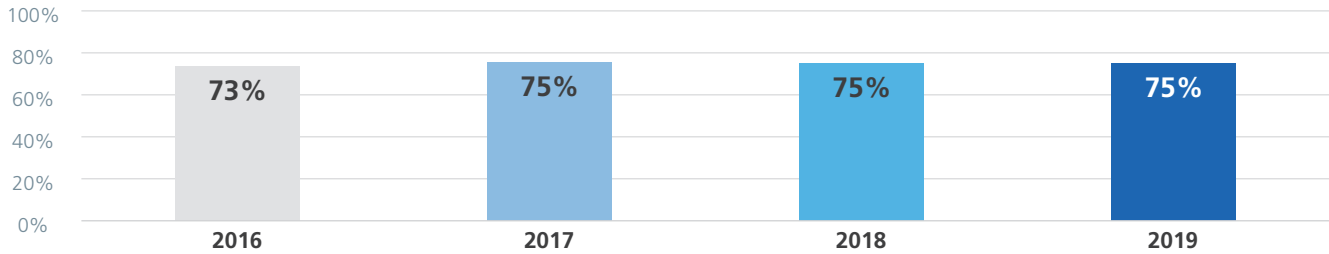
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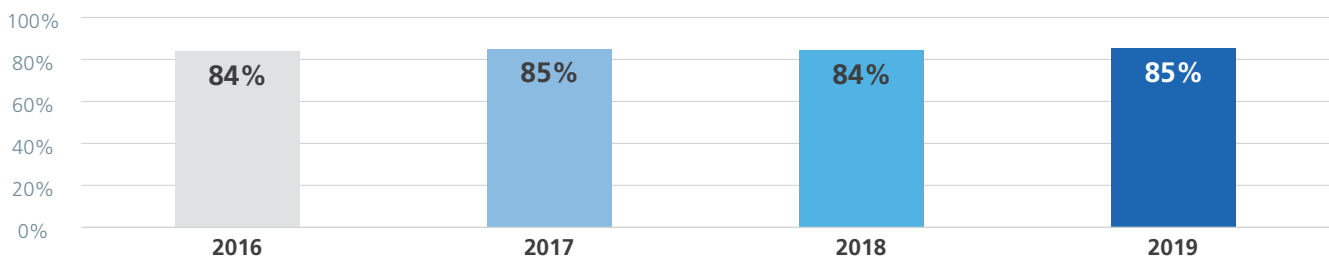
The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

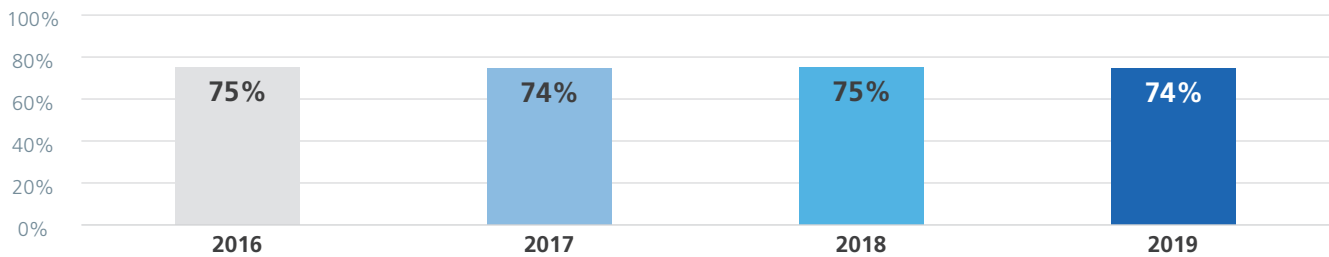
Q10. Patient told they could bring a family member or friend when first told they had cancer



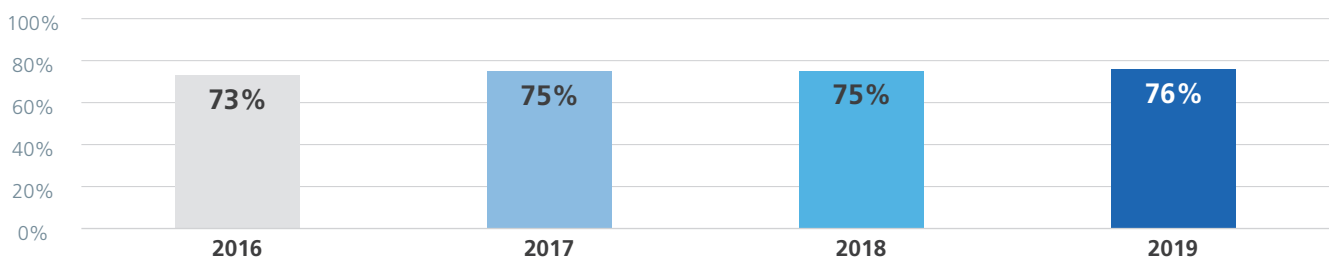
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

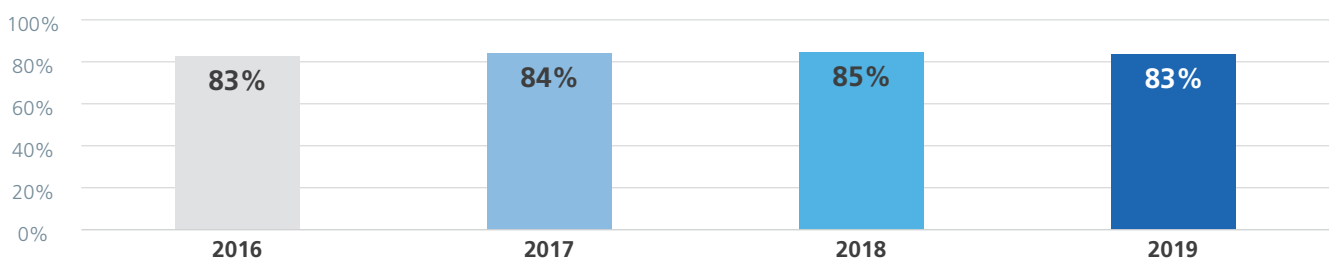


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



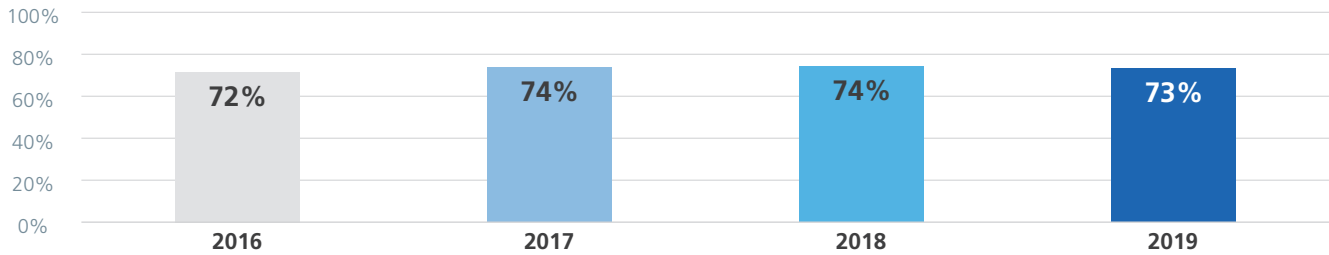
Year on Year Charts

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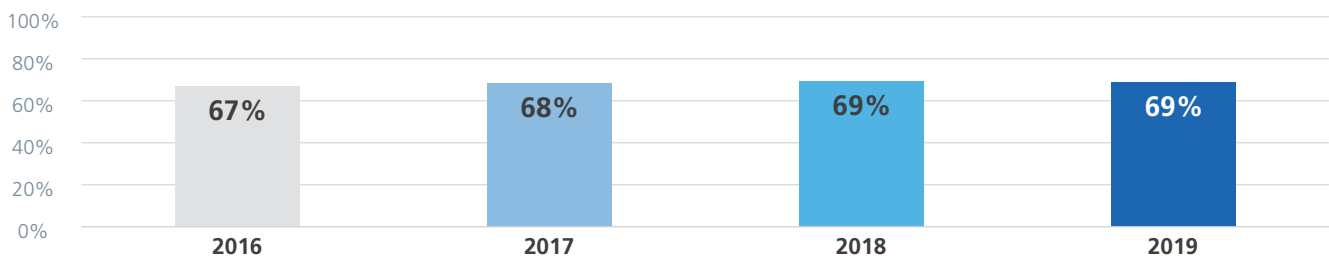
** No score available for these years.

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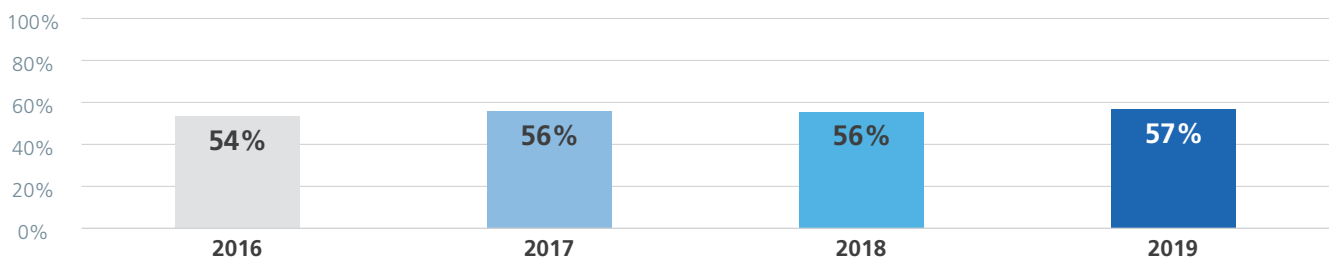
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

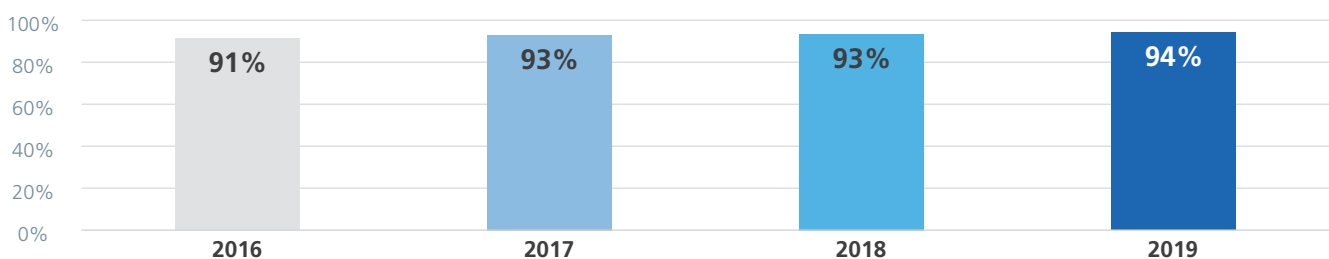


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

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

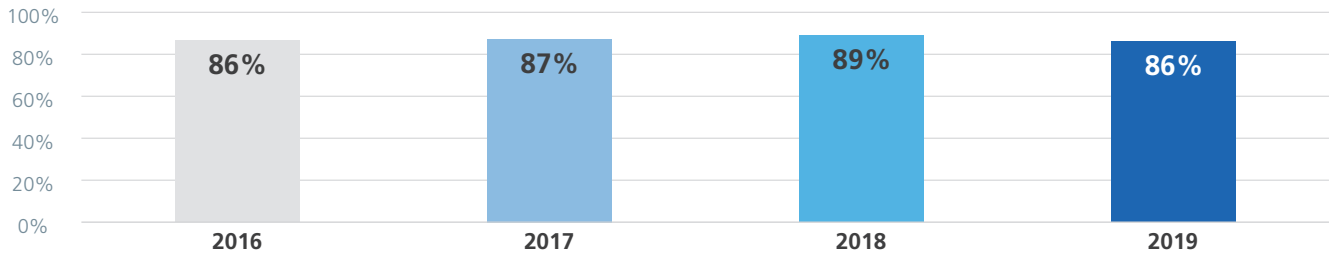


Year on Year Charts

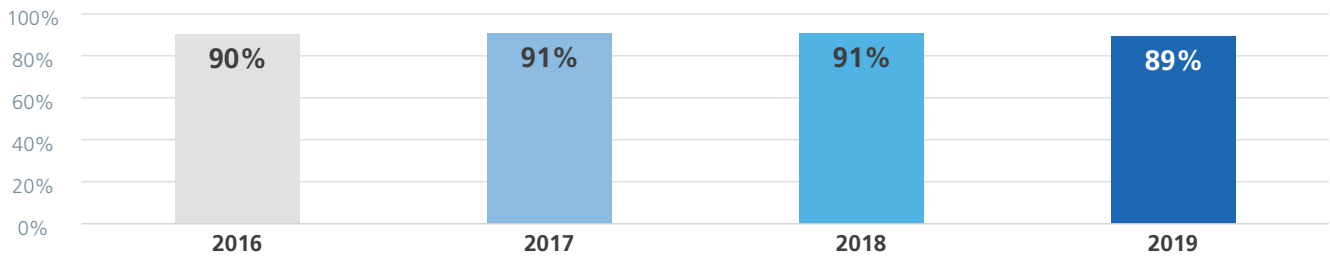
* Indicates where a score has been suppressed because there are less than 21 responses. ** No score available for these years.

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

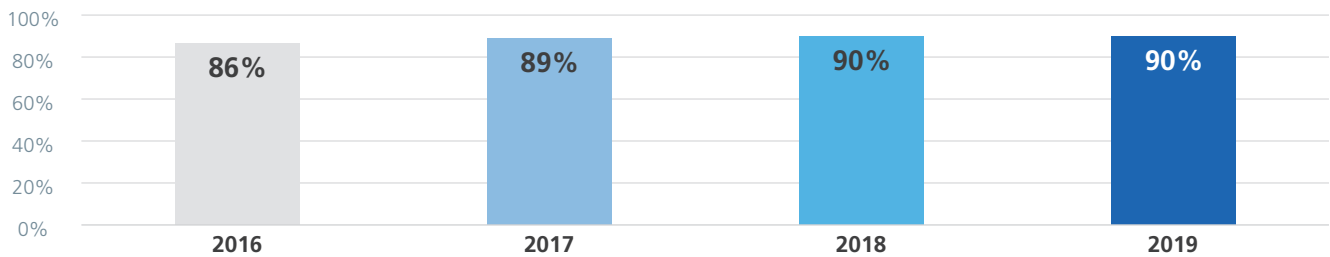


Q21. Patient got understandable answers to important questions all or most of the time

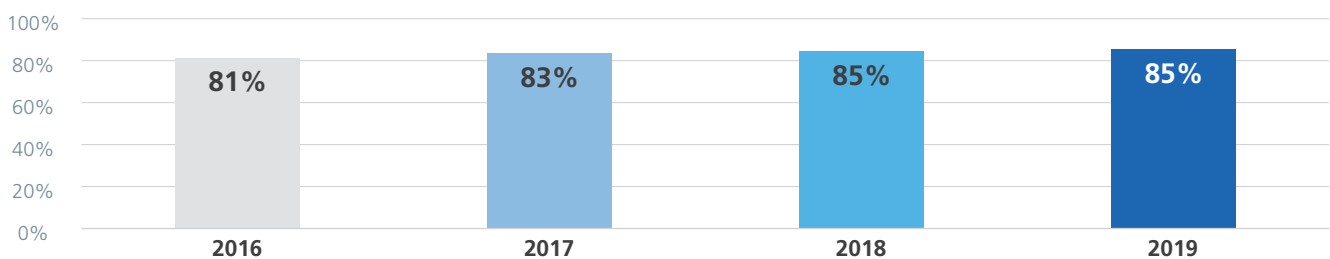


SUPPORT FOR PEOPLE WITH CANCER

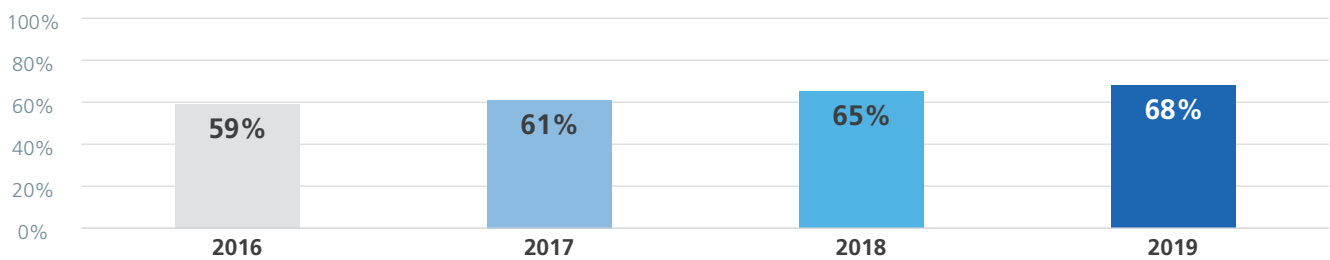
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



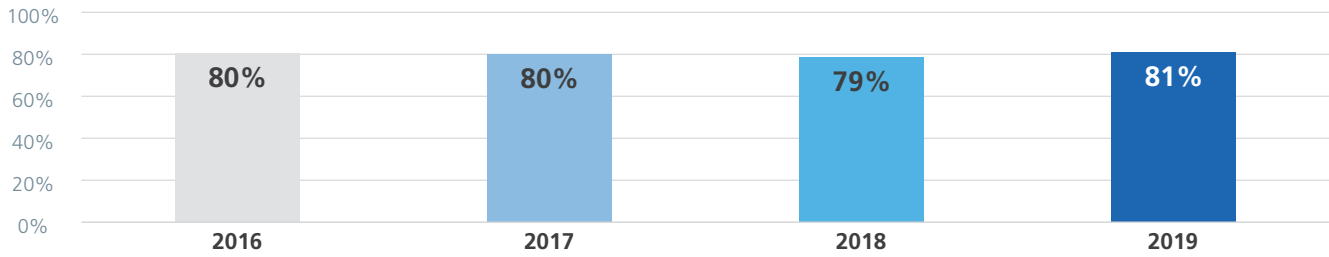
Year on Year Charts

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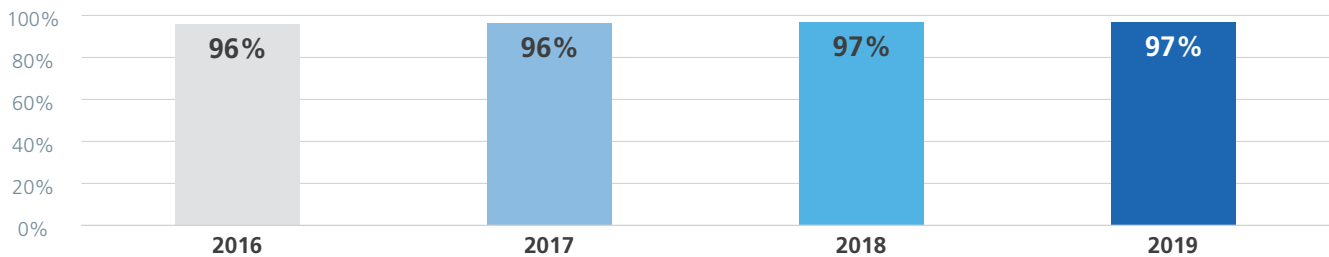
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

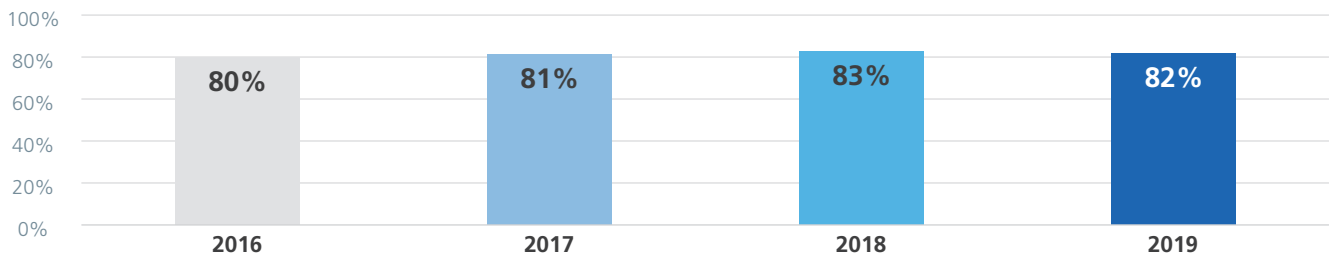


OPERATIONS

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.

The scores are unadjusted and based on England scores only.

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

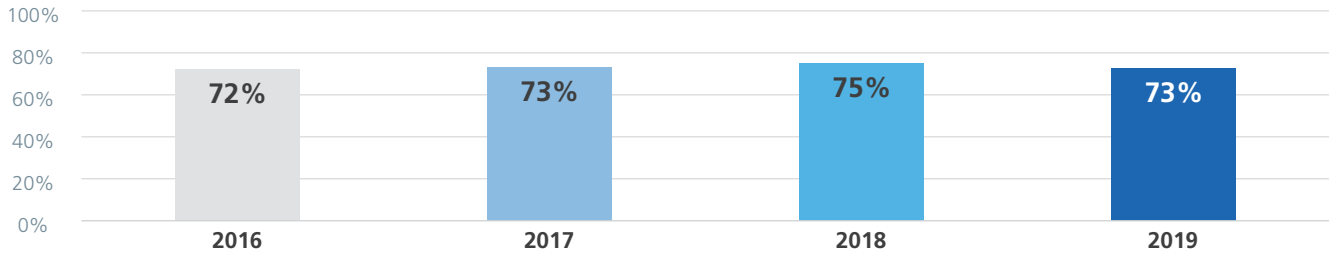
* Indicates where a score has been suppressed because there are less than 21 responses.

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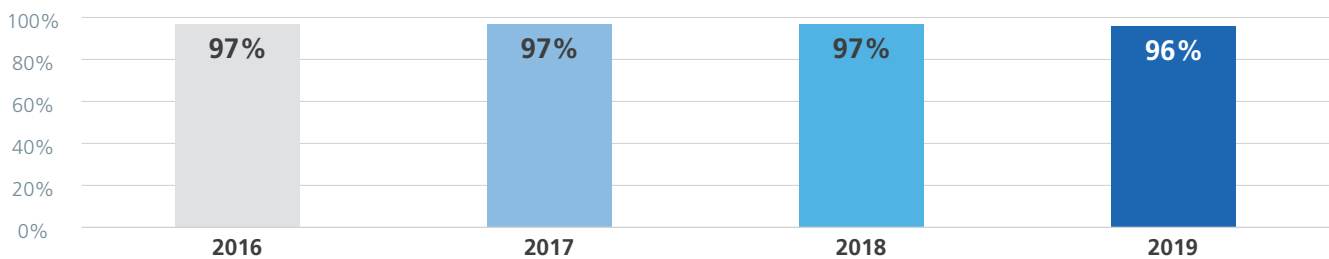
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HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

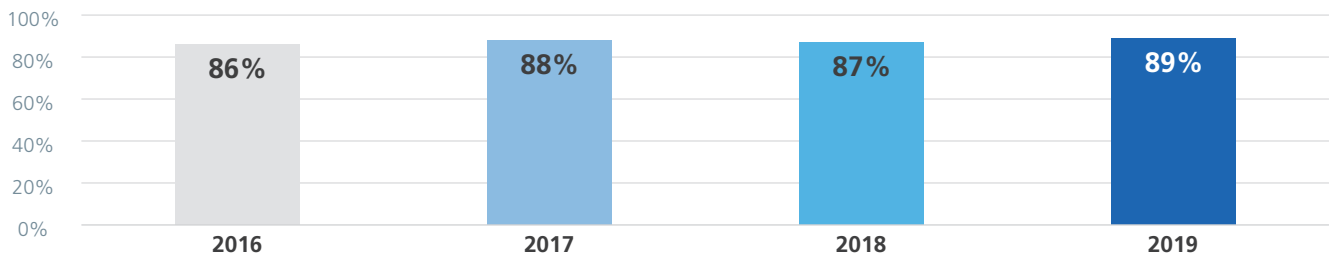
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



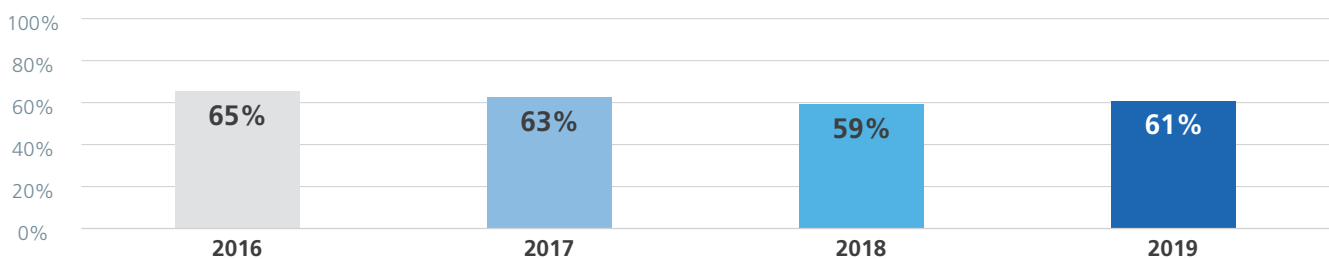
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



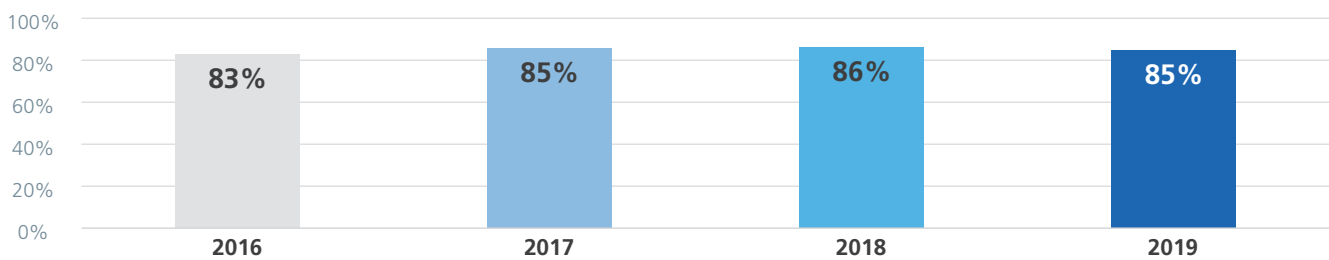
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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



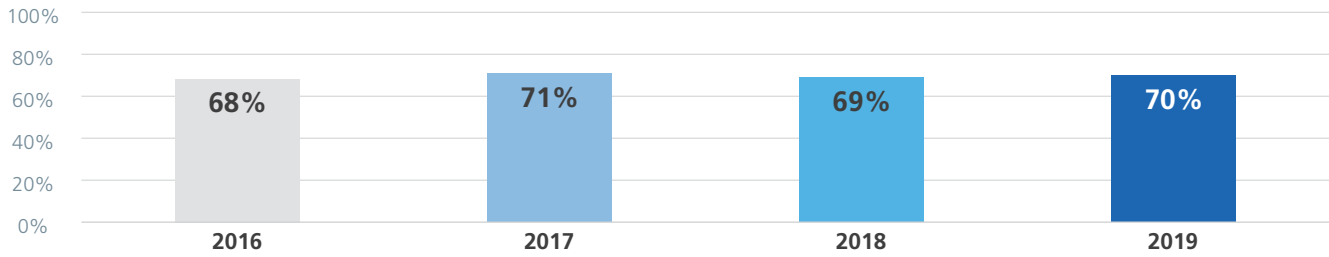
Year on Year Charts

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

** No score available for these years.

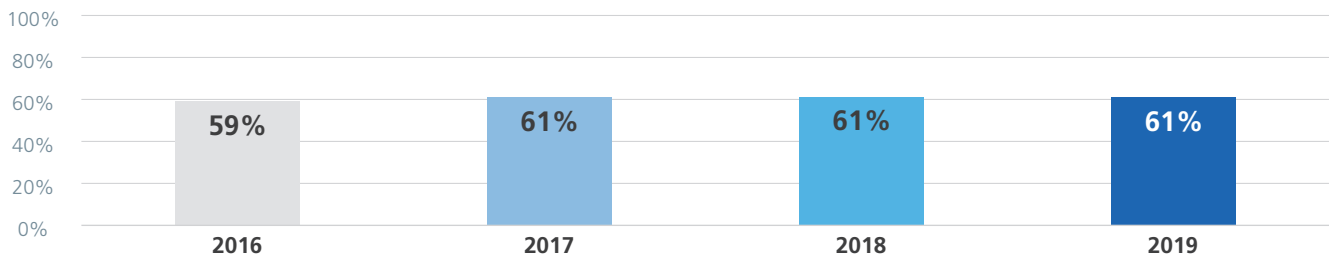
The scores are unadjusted and based on England scores only.

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

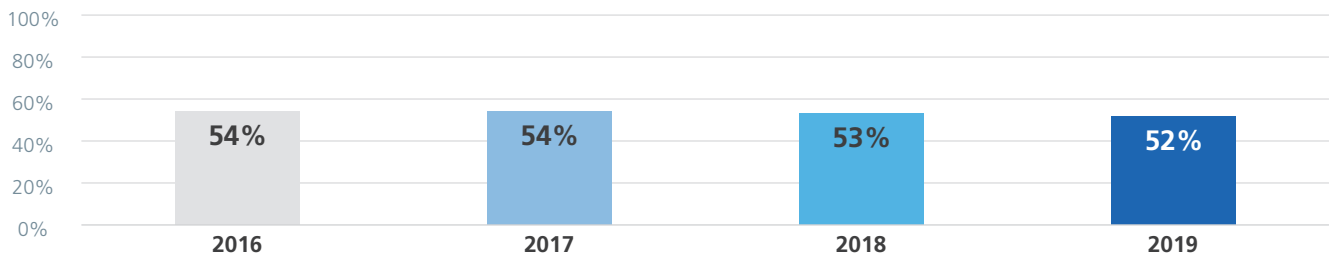


HOME CARE AND SUPPORT

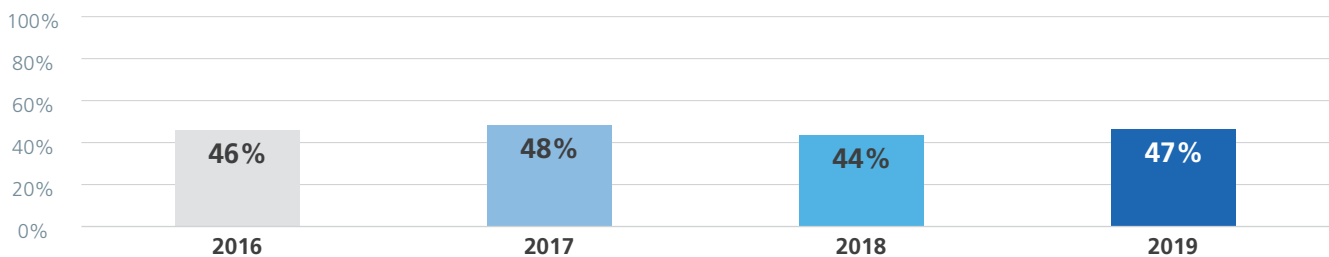
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

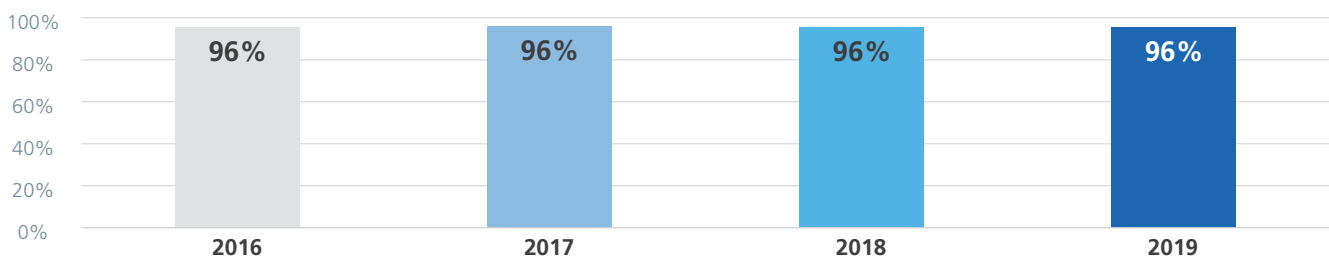


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

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



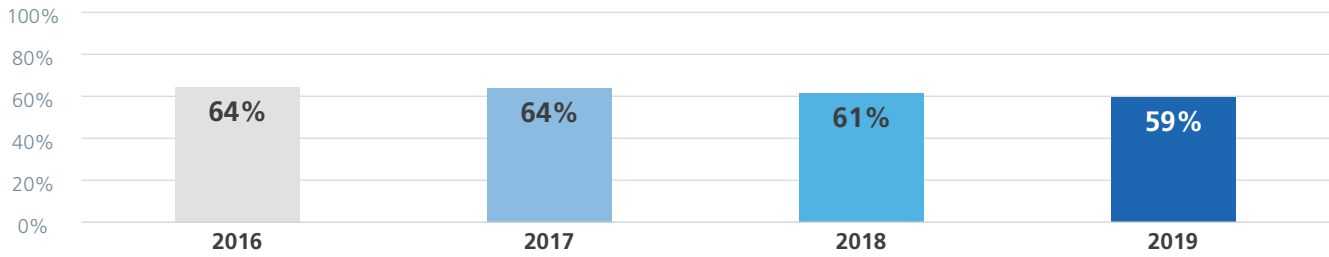
Year on Year Charts

* 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

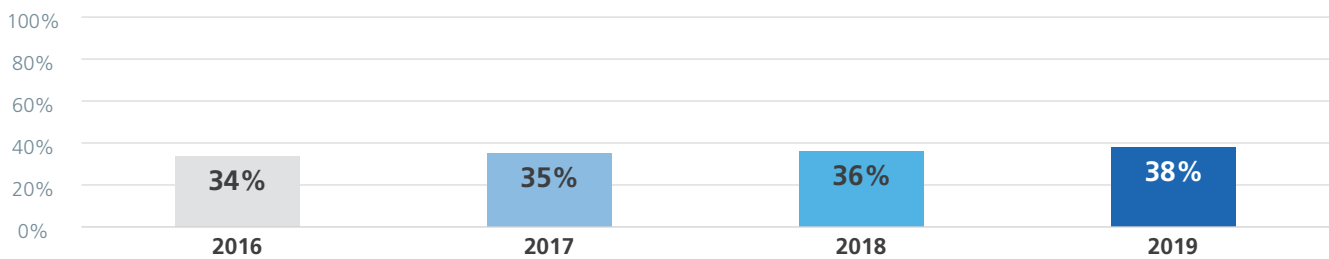


YOUR OVERALL NHS CARE

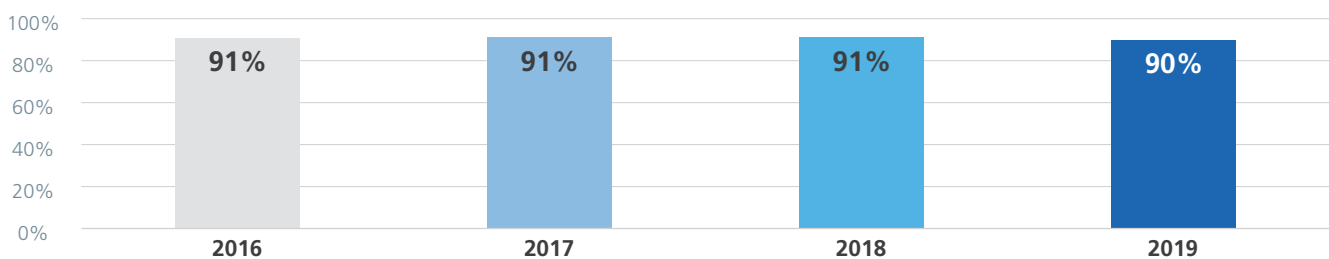
Q56. Different people treating and caring for patient always work well together to give best possible care



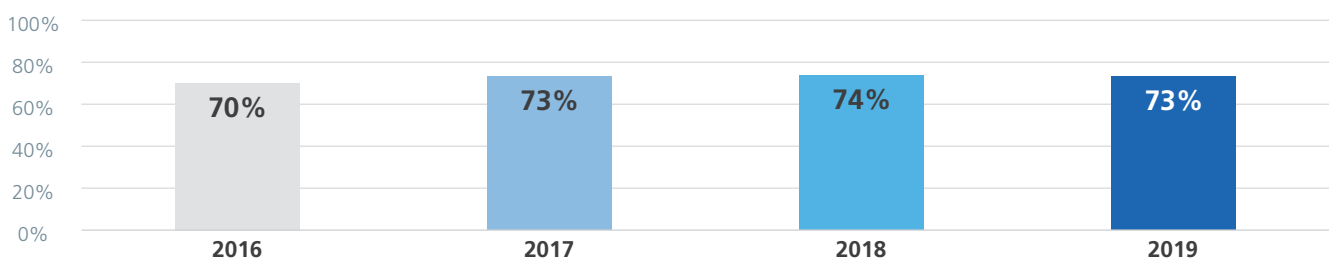
Q57. Patient given a care plan



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



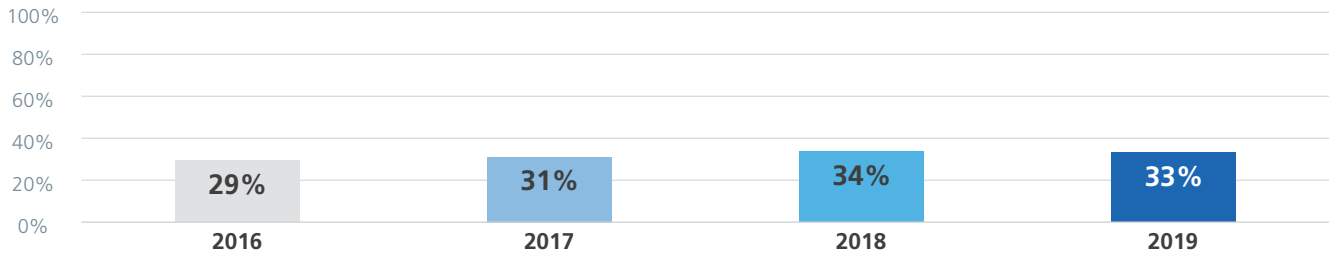
Year on Year Charts

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

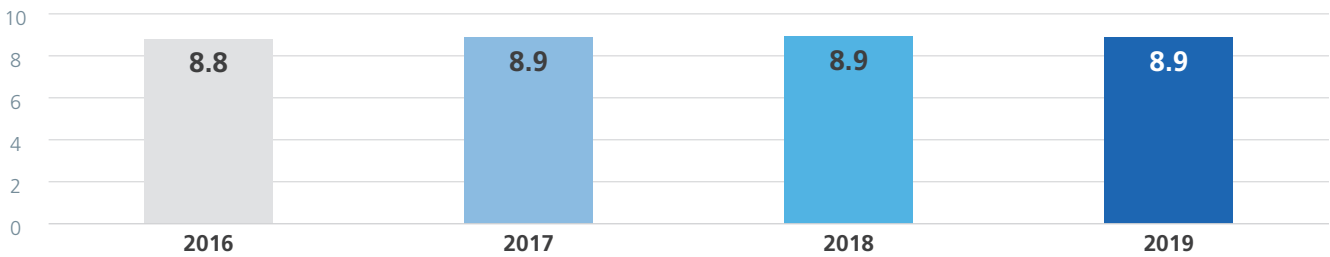
** No score available for these years.

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	
RGT	Cambridge University Hospitals NHS Foundation Trust	1 31	20
RGN	North West Anglia NHS Foundation Trust	36	16
RGM	Royal Papworth Hospital NHS Foundation Trust	41	6
RDE	East Suffolk and North Essex NHS Foundation Trust	1 45	6
RGR	West Suffolk NHS Foundation Trust	4 44	4
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	4 44	4
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	3 47	2
RGP	James Paget University Hospitals NHS Foundation Trust	3 48	1

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
E56000022	East of England - North	3,888	8.9
RGM	Royal Papworth Hospital NHS Foundation Trust	66	9.0
RGT	Cambridge University Hospitals NHS Foundation Trust	850	9.0
RGN	North West Anglia NHS Foundation Trust	557	8.9
RGR	West Suffolk NHS Foundation Trust	413	8.9
RGP	James Paget University Hospitals NHS Foundation Trust	214	8.9
RDE	East Suffolk and North Essex NHS Foundation Trust	676	8.9
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,058	8.8
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	394	8.8

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

Code	Name	Base	Score
All	National	65,989	81%
E56000022	East of England - North	3,934	82%
RGM	Royal Papworth Hospital NHS Foundation Trust	65	88%
RGT	Cambridge University Hospitals NHS Foundation Trust	862	86%
RGR	West Suffolk NHS Foundation Trust	422	85%
RDE	East Suffolk and North Essex NHS Foundation Trust	680	84%
RGN	North West Anglia NHS Foundation Trust	567	83%
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	390	82%
RGP	James Paget University Hospitals NHS Foundation Trust	217	81%
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,069	80%

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%
E56000022	East of England - North	3,858	94%
RDE	East Suffolk and North Essex NHS Foundation Trust	669	97%
RGT	Cambridge University Hospitals NHS Foundation Trust	848	96%
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	1,059	95%
RGN	North West Anglia NHS Foundation Trust	548	94%
RGM	Royal Papworth Hospital NHS Foundation Trust	65	93%
RGR	West Suffolk NHS Foundation Trust	411	91%
RGP	James Paget University Hospitals NHS Foundation Trust	211	90%
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	383	90%

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

Code	Name	Base	Score
All	National	52,999	85%
E56000022	East of England - North	3,303	86%
RGP	James Paget University Hospitals NHS Foundation Trust	164	95%
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	305	90%
RGR	West Suffolk NHS Foundation Trust	347	88%
RGN	North West Anglia NHS Foundation Trust	464	87%
RDE	East Suffolk and North Essex NHS Foundation Trust	602	85%
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	907	85%
RGT	Cambridge University Hospitals NHS Foundation Trust	753	83%
RGM	Royal Papworth Hospital NHS Foundation Trust	52	81%

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%
E56000022	East of England - North	1,915	88%
RGN	North West Anglia NHS Foundation Trust	270	93%
RGR	West Suffolk NHS Foundation Trust	180	91%
RGM	Royal Papworth Hospital NHS Foundation Trust	50	89%
RGP	James Paget University Hospitals NHS Foundation Trust	88	89%
RGT	Cambridge University Hospitals NHS Foundation Trust	512	89%
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	505	88%
RDE	East Suffolk and North Essex NHS Foundation Trust	300	88%
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	151	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%
E56000022	East of England - North	1,830	95%
RDE	East Suffolk and North Essex NHS Foundation Trust	285	96%
RGR	West Suffolk NHS Foundation Trust	173	96%
RGT	Cambridge University Hospitals NHS Foundation Trust	485	96%
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	486	95%
RGP	James Paget University Hospitals NHS Foundation Trust	85	94%
RGN	North West Anglia NHS Foundation Trust	261	94%
RGM	Royal Papworth Hospital NHS Foundation Trust	48	93%
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	142	90%

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%
E56000022	East of England - North	2,552	59%
RGM	Royal Papworth Hospital NHS Foundation Trust	38	72%
RGR	West Suffolk NHS Foundation Trust	267	62%
RGT	Cambridge University Hospitals NHS Foundation Trust	584	61%
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	714	61%
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	215	57%
RGN	North West Anglia NHS Foundation Trust	371	55%
RDE	East Suffolk and North Essex NHS Foundation Trust	453	53%
RGP	James Paget University Hospitals NHS Foundation Trust	116	52%

CCG Expected Range Summary

CCG		Expected Range Classification	
06H	NHS Cambridgeshire and Peterborough CCG	35	17
06L	NHS Ipswich and East Suffolk CCG	2	5
06T	NHS North East Essex CCG	49	3
06W	NHS Norwich CCG	1	3
07K	NHS West Suffolk CCG	3	5
06M	NHS Great Yarmouth and Waveney CCG	3	4
06Y	NHS South Norfolk CCG	1	2
07J	NHS West Norfolk CCG	2	2
06V	NHS North Norfolk CCG	5	

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
E56000022	East of England - North	3,888	8.9
06H	NHS Cambridgeshire and Peterborough CCG	1,021	8.9
06M	NHS Great Yarmouth and Waveney CCG	269	8.9
07K	NHS West Suffolk CCG	397	8.9
06Y	NHS South Norfolk CCG	399	8.9
06T	NHS North East Essex CCG	492	8.9
06L	NHS Ipswich and East Suffolk CCG	330	8.8
06W	NHS Norwich CCG	242	8.8
06V	NHS North Norfolk CCG	363	8.8
07J	NHS West Norfolk CCG	375	8.7
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment			
Code	Name	Base	Score
All	National	65,989	81%
E56000022	East of England - North	3,934	82%
07K	NHS West Suffolk CCG	398	85%
06T	NHS North East Essex CCG	496	84%
06H	NHS Cambridgeshire and Peterborough CCG	1,045	84%
06M	NHS Great Yarmouth and Waveney CCG	273	83%
06L	NHS Ipswich and East Suffolk CCG	335	83%
06Y	NHS South Norfolk CCG	396	82%
07J	NHS West Norfolk CCG	373	81%
06W	NHS Norwich CCG	247	81%
06V	NHS North Norfolk CCG	371	78%

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%
E56000022	East of England - North	3,858	94%
06L	NHS Ipswich and East Suffolk CCG	335	98%
06W	NHS Norwich CCG	245	98%
06T	NHS North East Essex CCG	484	97%
06H	NHS Cambridgeshire and Peterborough CCG	1,014	95%
06V	NHS North Norfolk CCG	364	95%
06Y	NHS South Norfolk CCG	391	93%
07K	NHS West Suffolk CCG	392	91%
07J	NHS West Norfolk CCG	364	91%
06M	NHS Great Yarmouth and Waveney CCG	269	90%
Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000022	East of England - North	3,303	86%
06M	NHS Great Yarmouth and Waveney CCG	211	92%
07J	NHS West Norfolk CCG	297	90%
06L	NHS Ipswich and East Suffolk CCG	307	88%
07K	NHS West Suffolk CCG	328	86%
06Y	NHS South Norfolk CCG	326	86%
06V	NHS North Norfolk CCG	312	85%
06H	NHS Cambridgeshire and Peterborough CCG	884	84%
06T	NHS North East Essex CCG	424	83%
06W	NHS Norwich CCG	214	83%

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%
E56000022	East of England - North	1,915	88%
06M	NHS Great Yarmouth and Waveney CCG	125	90%
06H	NHS Cambridgeshire and Peterborough CCG	550	90%
06V	NHS North Norfolk CCG	185	90%
07K	NHS West Suffolk CCG	191	89%
06W	NHS Norwich CCG	110	89%
06Y	NHS South Norfolk CCG	171	88%
06T	NHS North East Essex CCG	262	87%
07J	NHS West Norfolk CCG	165	86%
06L	NHS Ipswich and East Suffolk CCG	156	85%

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%
E56000022	East of England - North	1,830	95%
06V	NHS North Norfolk CCG	178	96%
06L	NHS Ipswich and East Suffolk CCG	149	96%
06T	NHS North East Essex CCG	248	95%
06M	NHS Great Yarmouth and Waveney CCG	120	95%
06H	NHS Cambridgeshire and Peterborough CCG	527	95%
07K	NHS West Suffolk CCG	177	95%
06W	NHS Norwich CCG	103	94%
06Y	NHS South Norfolk CCG	171	94%
07J	NHS West Norfolk CCG	157	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%
E56000022	East of England - North	2,552	59%
06Y	NHS South Norfolk CCG	275	65%
07K	NHS West Suffolk CCG	253	64%
06H	NHS Cambridgeshire and Peterborough CCG	698	61%
06V	NHS North Norfolk CCG	244	59%
06W	NHS Norwich CCG	157	58%
07J	NHS West Norfolk CCG	215	57%
06L	NHS Ipswich and East Suffolk CCG	221	57%
06M	NHS Great Yarmouth and Waveney CCG	154	56%
06T	NHS North East Essex CCG	335	54%