

National Cancer Patient Experience Survey

2019 Results

East of England - South

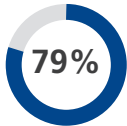
Published June 2020

Executive Summary

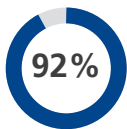
Cancer Dashboard Questions

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

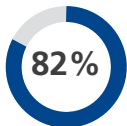
Q61. Patient's average rating of care scored from very poor to very good



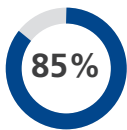
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



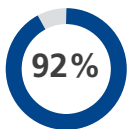
Q19. Patient given the name of a CNS who would support them through their treatment



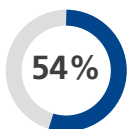
Q20. Patient found it very or quite easy to contact their CNS



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	
Q12. Patient completely understood the explanation of what was wrong	71%	71%	75%	73%
Q14. Patient felt that treatment options were completely explained	81%	82%	85%	83%
Q17. Patient definitely told about side effects that could affect them in the future	54%	55%	59%	57%
Q31. Patient had confidence and trust in all doctors treating them	81%	82%	86%	84%
Q33. Patient had confidence and trust in all the ward nurses treating them	70%	71%	77%	74%
Q35. All hospital staff asked patient what name they prefer to be called by	65%	65%	77%	71%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	46%	49%	55%	52%
Q39. Patient always felt they were treated with respect and dignity while in hospital	85%	85%	90%	88%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	92%	93%	96%	94%
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	68%	68%	73%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	95%	95%	96%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	82%	84%	89%	86%

National Cancer Patient Experience Survey 2019 East of England - South

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	82%	83%	86%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	64%	65%	70%	68%
Q55. General practice staff definitely did everything they could to support patient during treatment	54%	55%	62%	58%
Q56. Different people treating and caring for patient always work well together to give best possible care	69%	70%	75%	73%
Q58. Overall the administration of care was good or very good	85%	87%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	61%	66%	73%	69%
Q61. Patient's average rating of care scored from very poor to very good	8.7	8.7	8.9	8.8

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

4,488 patients responded out of a total of 7,520 patients, resulting in a response rate of 60%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	8,132	7,520	4,488	60%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	461
Paper	4,027
Phone	0
Translation Service	0

Respondents by Tumour Group

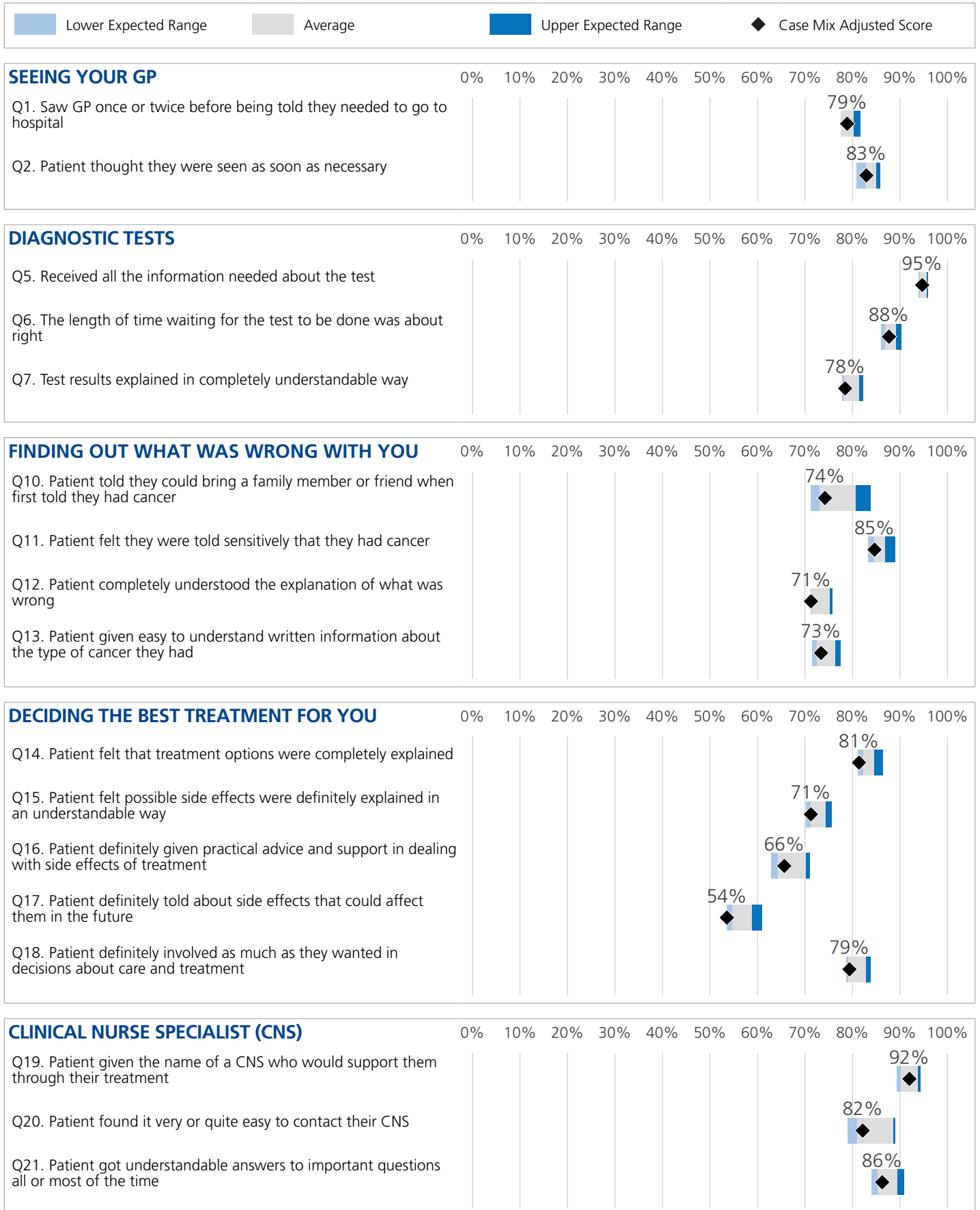
	Number of Respondents
Brain / CNS	19
Breast	1,015
Colorectal / LGT	463
Gynaecological	237
Haematological	719
Head and Neck	100
Lung	235
Prostate	489
Sarcoma	40
Skin	128
Upper Gastro	194
Urological	335
Other	514

Respondents by Age and Gender

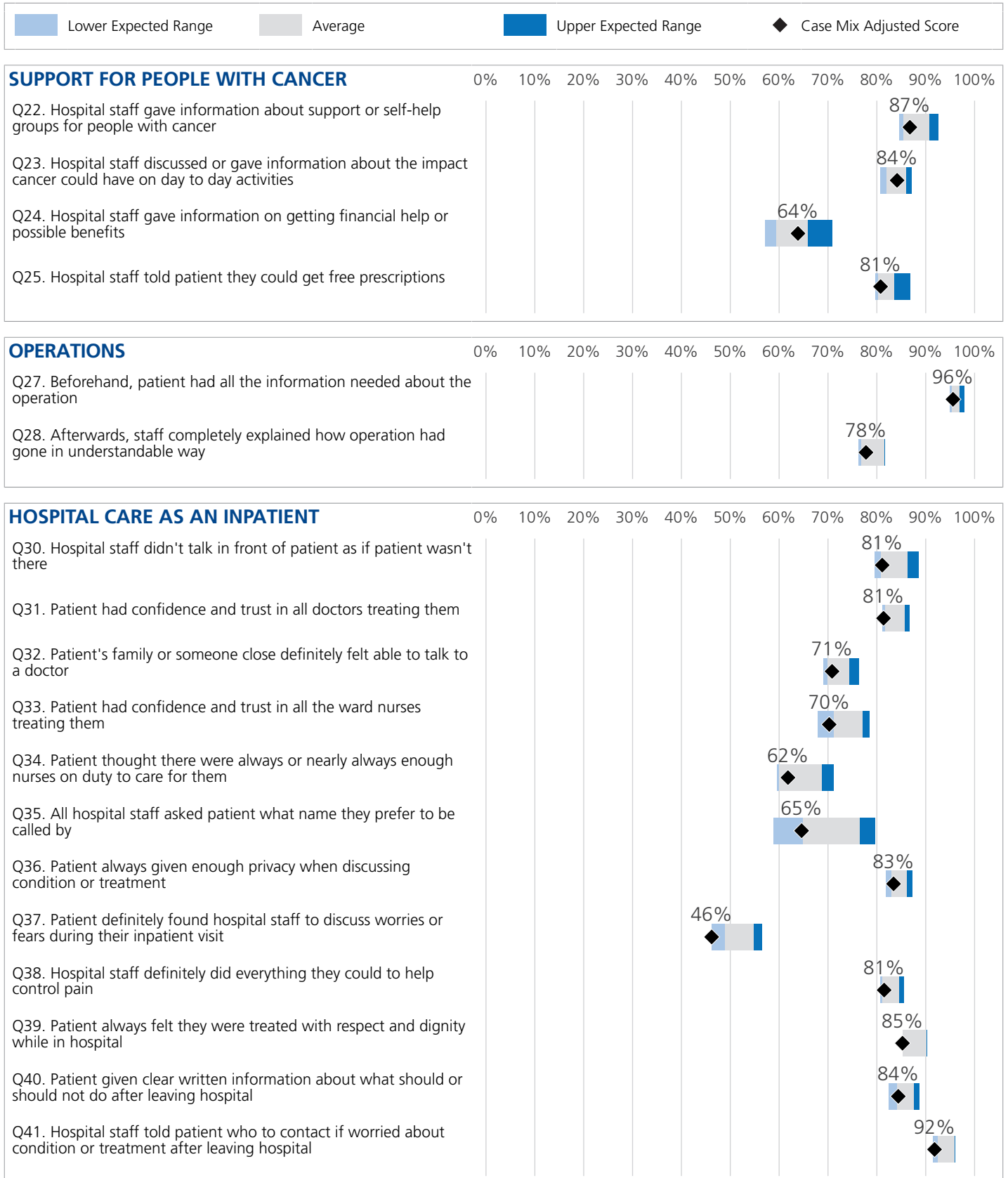
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	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	13	30	109	380	809	566	101	2,016
Female	10	23	107	311	578	803	533	107	2,472
Total	18	36	137	420	958	1,612	1,099	208	4,488

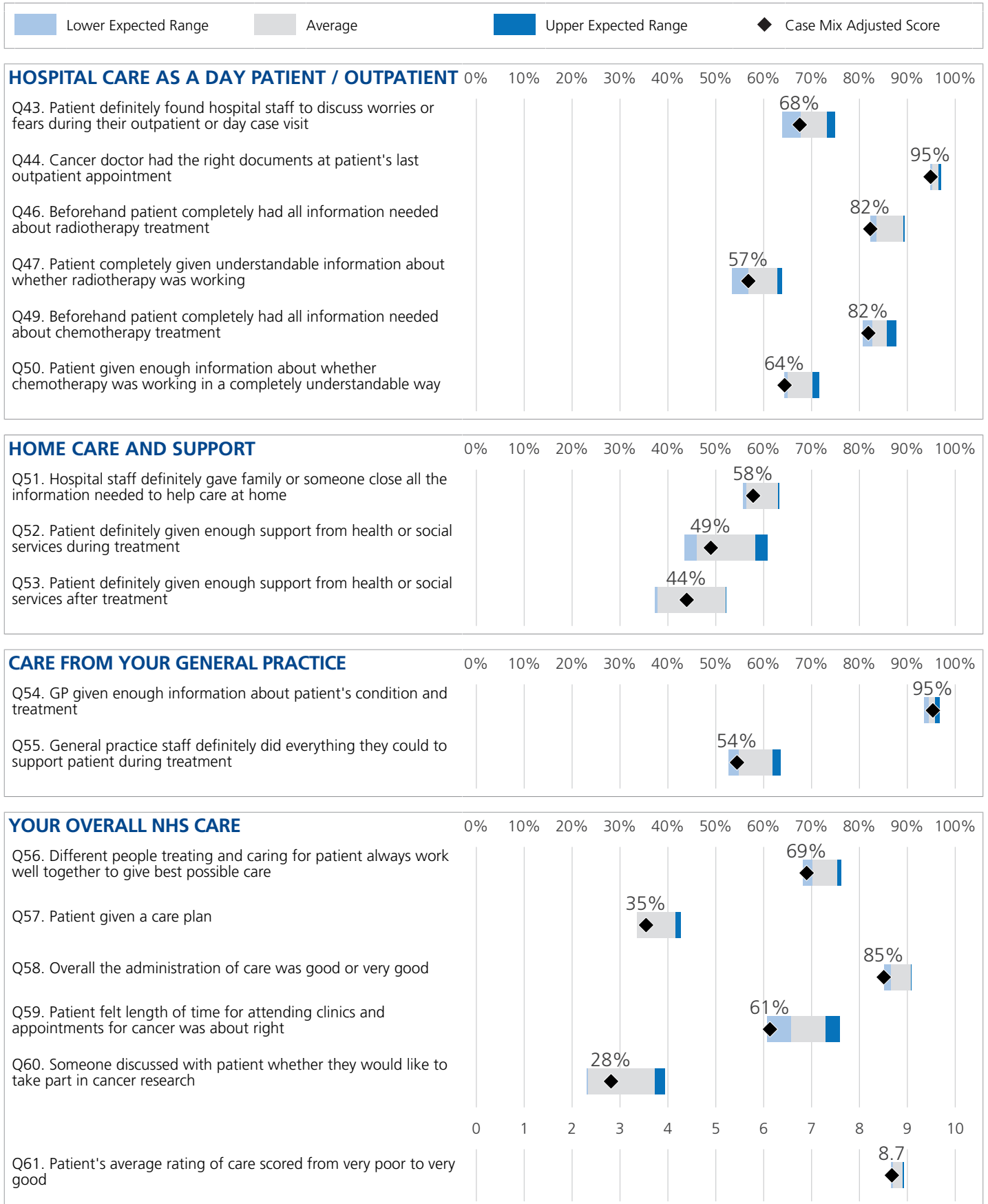
Expected Range Charts



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	3305	77%	3148	79%			79%	77%	80%	79%
Q2. Patient thought they were seen as soon as necessary	4478	83%	4364	83%			83%	83%	85%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	3752	95%			95%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	3983	87%	3848	88%			88%	87%	89%	88%
Q7. Test results explained in completely understandable way	3995	78%	3839	78%			78%	78%	81%	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	4134	73%	4051	74%			74%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	4508	83%	4430	84%			85%	85%	87%	86%
Q12. Patient completely understood the explanation of what was wrong	4554	73%	4426	71%			71%	71%	75%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	3990	72%	3956	73%			73%	73%	76%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	3992	82%	3870	81%			81%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	4376	71%	4239	71%			71%	71%	74%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	4344	65%	4210	65%			66%	64%	70%	67%
Q17. Patient definitely told about side effects that could affect them in the future	4126	54%	3992	53%			54%	55%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	4367	79%			79%	79%	83%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	4436	91%	4235	92%			92%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	3676	84%	3564	82%		▼	82%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	3500	87%	3387	87%			86%	85%	90%	87%

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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						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SUPPORT FOR PEOPLE WITH CANCER										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	3506	86%	3484	87%			87%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	3072	82%	2981	84%			84%	82%	86%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	2331	62%	2230	63%		▲	64%	59%	66%	63%
Q25. Hospital staff told patient they could get free prescriptions	2100	79%	2059	81%			81%	80%	84%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	2342	95%	2183	96%			96%	95%	97%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	2339	78%	2178	78%			78%	77%	82%	79%
HOSPITAL CARE AS AN INPATIENT										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	2091	82%			81%	81%	86%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	2096	81%			81%	82%	86%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1772	70%			71%	70%	74%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	2095	70%			70%	71%	77%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	2086	62%			62%	60%	69%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	2069	64%			65%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	2085	83%			83%	83%	86%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	1532	46%			46%	49%	55%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1847	81%			81%	81%	85%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	2099	85%			85%	85%	90%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	1939	84%			84%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	1998	92%			92%	93%	96%	94%




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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						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	3344	70%	3222	67%			68%	68%	73%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	3939	94%	3823	95%			95%	95%	96%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	1062	84%	1092	82%			82%	84%	89%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	883	58%	974	56%			57%	57%	63%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	2335	83%	2220	82%			82%	83%	86%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	2139	67%	2066	64%			64%	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	3677	58%	3584	57%			58%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	2151	50%	2068	49%		▼	49%	46%	58%	52%
Q53. Patient definitely given enough support from health or social services after treatment	1261	43%	1277	44%			44%	38%	52%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	3885	95%	3705	96%			95%	95%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	2938	55%	2797	54%		▼	54%	55%	62%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	4210	69%			69%	70%	75%	73%
Q57. Patient given a care plan	3556	31%	3404	34%	▲		35%	33%	42%	38%
Q58. Overall the administration of care was good or very good	4531	86%	4402	85%		▼	85%	87%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	4489	61%	4373	61%		▼	61%	66%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	4316	27%	4185	29%			28%	23%	37%	30%
Q61. Patient's average rating of care scored from very poor to very good	4462	8.7	4312	8.7			8.7	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.

SEEING YOUR GP

		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	*	94%	75%	77%	67%	75%	72%	82%	*	88%	76%	77%	77%	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	*	89%	84%	77%	80%	79%	81%	84%	*	82%	79%	81%	79%	83%
	National	79%	89%	83%	81%	82%	81%	84%	86%	69%	85%	79%	85%	79%	84%

DIAGNOSTIC TESTS

		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%	92%	93%	92%	97%	97%	*	97%	91%	93%	96%	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	*	93%	90%	84%	87%	80%	88%	87%	*	82%	79%	84%	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%	75%	76%	77%	78%	80%	*	78%	69%	81%	73%	78%
	National	71%	83%	82%	77%	77%	79%	80%	80%	78%	84%	75%	80%	76%	80%

FINDING OUT WHAT WAS WRONG WITH YOU

		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%	67%	67%	63%	79%	71%	*	65%	70%	66%	72%	74%
	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	*	87%	86%	77%	83%	84%	87%	84%	*	91%	79%	82%	83%	84%
	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	*	76%	78%	73%	57%	73%	77%	76%	*	73%	68%	75%	67%	71%
	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	*	79%	70%	67%	74%	64%	66%	83%	*	85%	65%	70%	62%	73%
	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%	84%	84%	78%	86%	84%	79%	*	83%	78%	84%	76%	81%
	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	*	73%	76%	71%	67%	72%	74%	69%	*	75%	69%	70%	67%	71%
	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	*	69%	70%	68%	59%	72%	68%	60%	*	64%	64%	66%	63%	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	*	54%	59%	49%	44%	60%	57%	58%	*	70%	47%	52%	49%	53%
	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	*	82%	84%	78%	75%	80%	84%	82%	*	80%	73%	78%	75%	79%
	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	*	94%	93%	98%	89%	90%	96%	89%	*	93%	92%	85%	93%	92%
	National	95%	95%	92%	95%	92%	91%	94%	91%	91%	91%	93%	85%	89%	92%
Q20. Patient found it very or quite easy to contact their CNS	Alliance	*	82%	88%	84%	78%	90%	86%	77%	*	84%	86%	81%	80%	82%
	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	*	87%	89%	83%	86%	88%	87%	89%	*	90%	84%	87%	84%	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	*	90%	87%	89%	85%	89%	89%	89%	*	88%	80%	81%	82%	87%
	National	92%	92%	88%	87%	86%	88%	87%	91%	86%	90%	88%	81%	83%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	Alliance	*	88%	86%	86%	82%	80%	83%	87%	*	88%	79%	75%	78%	84%
	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	*	69%	63%	65%	62%	71%	71%	58%	*	46%	65%	51%	58%	63%
	National	78%	68%	61%	66%	61%	67%	72%	55%	64%	60%	64%	47%	59%	63%
Q25. Hospital staff told patient they could get free prescriptions	Alliance	*	84%	79%	78%	84%	68%	88%	76%	*	70%	89%	71%	80%	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	*	97%	97%	94%	95%	98%	90%	98%	*	96%	94%	94%	92%	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	*	79%	84%	74%	79%	75%	76%	70%	*	76%	82%	76%	74%	78%
	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	*	84%	80%	82%	85%	85%	82%	88%	*	68%	71%	79%	78%	82%
	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	*	80%	85%	79%	79%	84%	75%	87%	*	75%	79%	85%	78%	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	*	69%	74%	74%	70%	69%	75%	68%	*	71%	69%	70%	69%	70%
	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	*	70%	67%	64%	69%	74%	75%	77%	*	73%	67%	73%	63%	70%
	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%	57%	58%	60%	63%	66%	69%	*	59%	59%	63%	51%	62%
	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	*	60%	69%	59%	65%	67%	67%	61%	*	62%	71%	69%	53%	64%
	National	68%	62%	74%	65%	72%	71%	76%	72%	74%	70%	78%	76%	69%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	Alliance	*	84%	85%	75%	86%	88%	84%	87%	*	83%	78%	81%	78%	83%
	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	*	47%	49%	42%	49%	46%	42%	42%	*	*	53%	45%	37%	46%
	National	45%	51%	55%	51%	56%	52%	49%	53%	54%	51%	53%	49%	46%	52%
Q38. Hospital staff definitely did everything they could to help control pain	Alliance	*	84%	83%	75%	80%	77%	86%	82%	*	88%	83%	77%	82%	81%
	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%	84%	78%	86%	89%	88%	87%	*	83%	87%	85%	82%	85%
	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	*	89%	84%	83%	81%	85%	80%	90%	*	79%	75%	85%	79%	84%
	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	*	94%	91%	92%	94%	88%	90%	92%	*	98%	90%	92%	88%	92%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%

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	
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Alliance	*	66%	73%	64%	67%	74%	72%	65%	*	73%	67%	65%	67%	67%
	National	66%	68%	73%	70%	73%	72%	70%	74%	72%	72%	71%	67%	68%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	Alliance	*	94%	96%	95%	93%	96%	97%	94%	*	96%	92%	97%	95%	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	*	82%	74%	94%	79%	76%	80%	82%	*	*	84%	71%	87%	82%
	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	*	59%	54%	53%	57%	56%	55%	57%	*	*	43%	43%	53%	56%
	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	*	76%	86%	84%	81%	76%	88%	84%	*	*	85%	79%	84%	82%
	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	*	58%	59%	67%	70%	57%	64%	63%	*	*	59%	71%	68%	64%
	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%	54%	56%	61%	58%	60%	*	65%	62%	58%	51%	57%
	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	*	55%	52%	47%	39%	56%	46%	44%	*	50%	51%	50%	49%	49%
	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	*	48%	54%	34%	39%	51%	37%	45%	45%	*	45%	37%	39%	44%
	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	*	97%	97%	93%	95%	95%	94%	96%	*	96%	95%	94%	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	*	57%	59%	53%	48%	45%	51%	62%	*	53%	54%	51%	53%	54%
	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	*	70%	69%	64%	69%	67%	70%	71%	*	75%	64%	68%	64%	69%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	42%	43%	25%	31%	35%	29%	35%	*	36%	32%	31%	24%	34%
	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%	85%	82%	84%	84%	91%	84%	*	87%	79%	80%	83%	85%
	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	*	60%	67%	51%	55%	71%	63%	71%	*	58%	55%	71%	52%	61%
	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	*	25%	29%	41%	28%	19%	28%	24%	*	18%	41%	29%	33%	29%
	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	*	8.8	8.6	8.6	8.8	8.5	8.8	8.7	*	8.7	8.3	8.5	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

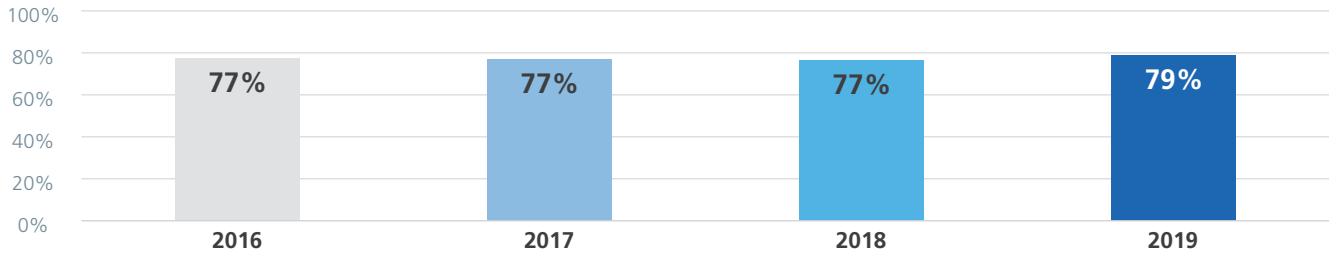
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

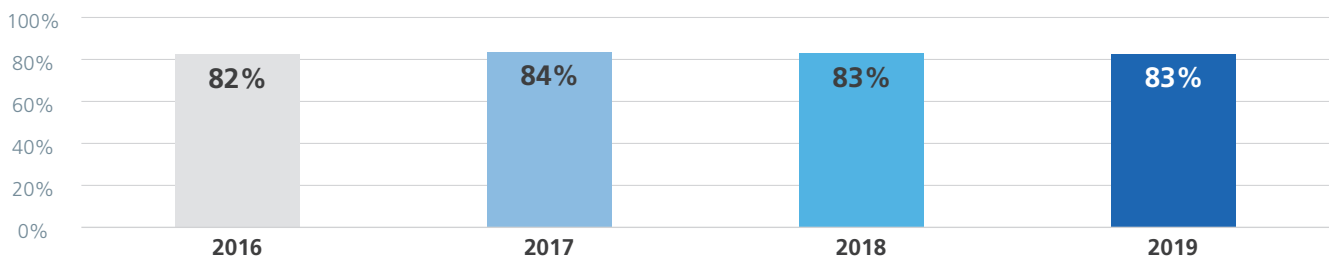
The scores are unadjusted and based on England scores only.

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

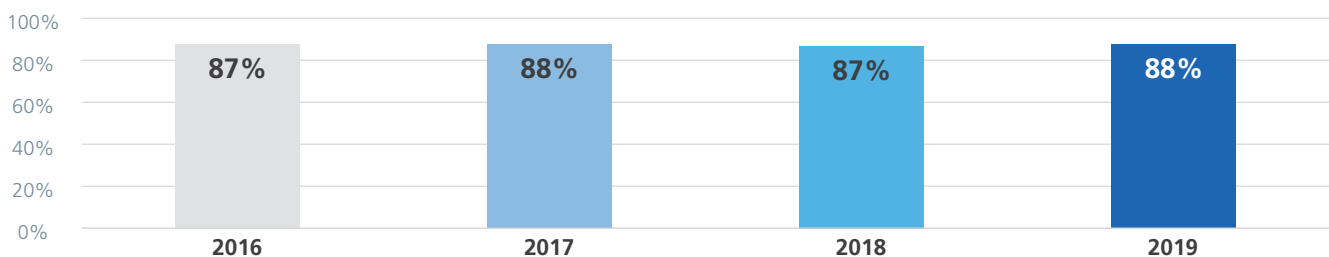


DIAGNOSTIC TESTS

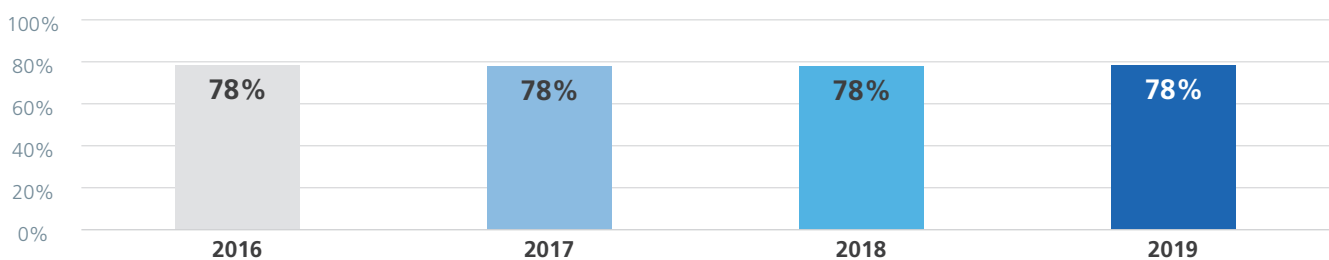
Q5. Received all the information needed about the test



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

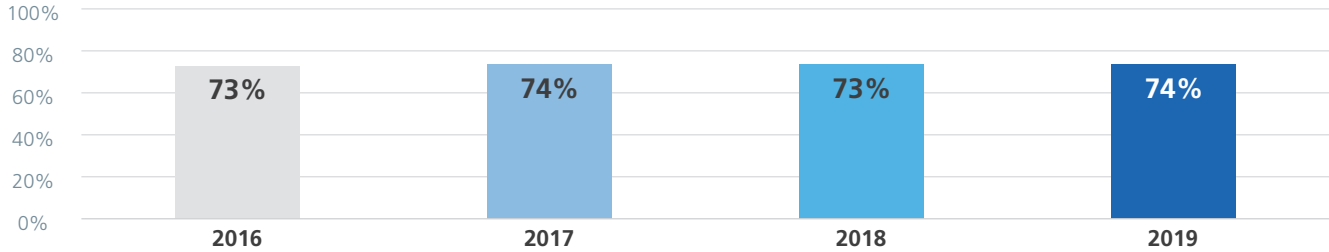
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

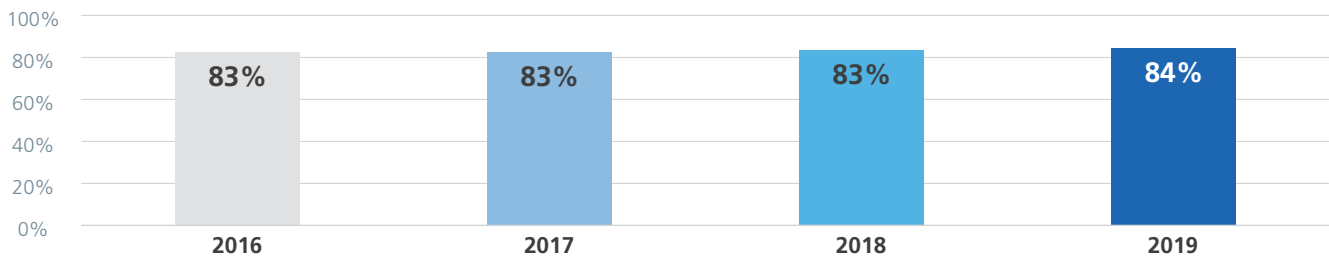
The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

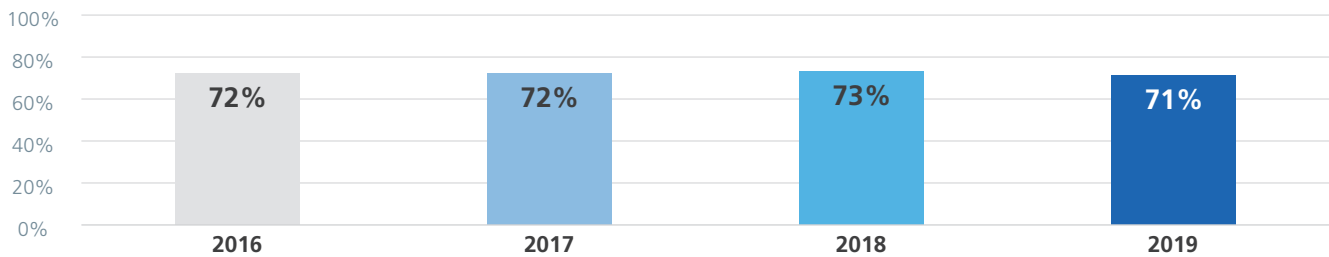
Q10. Patient told they could bring a family member or friend when first told they had cancer



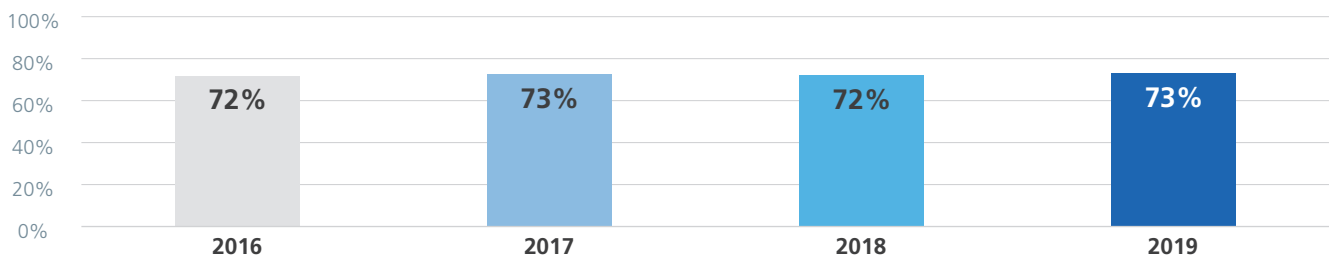
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

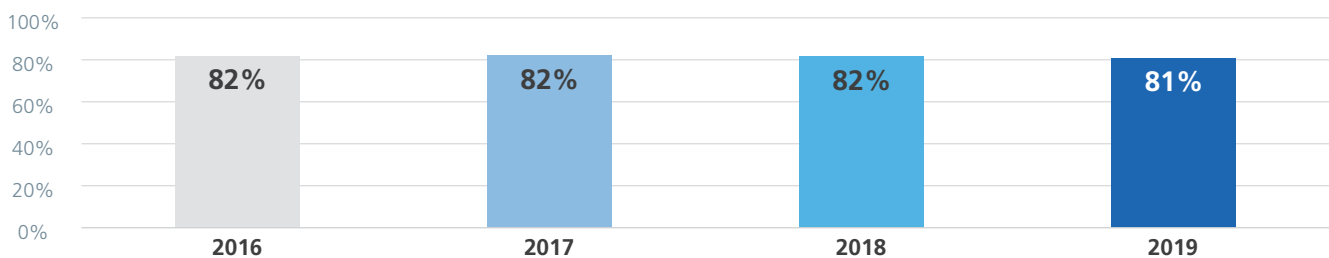


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



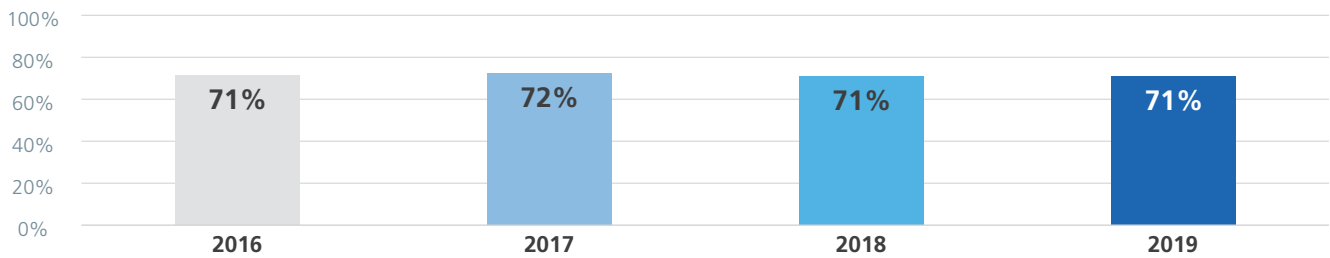
Year on Year Charts

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

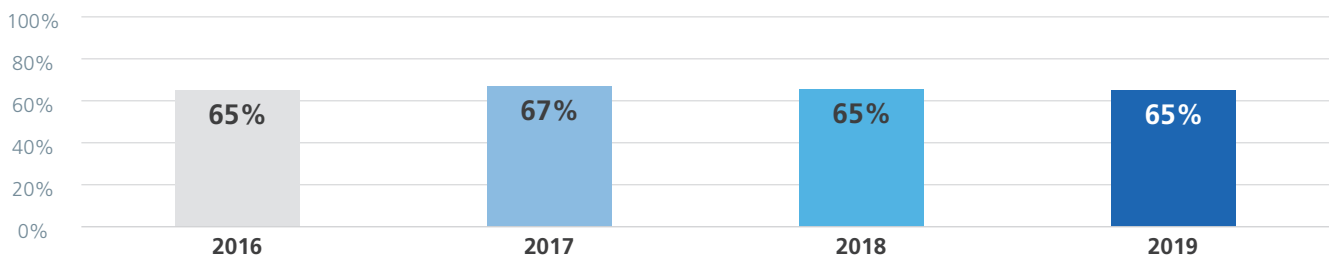
** No score available for these years.

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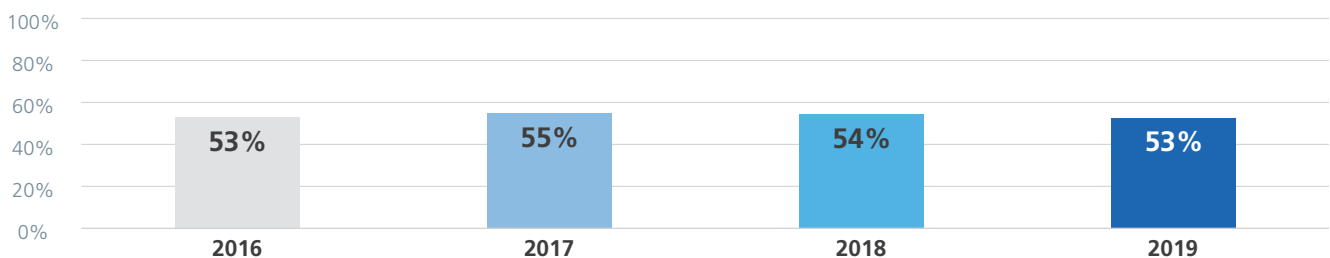
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

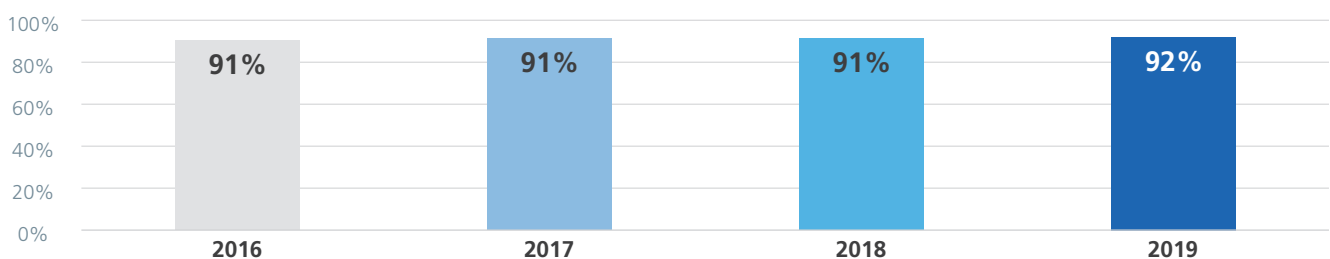


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

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



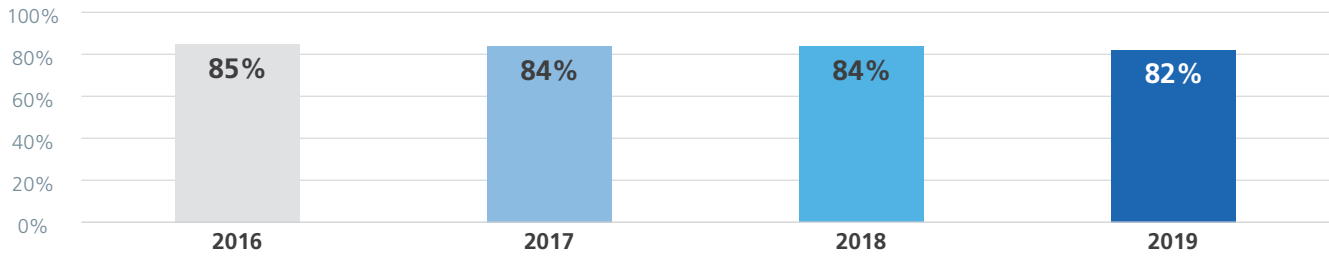
Year on Year Charts

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

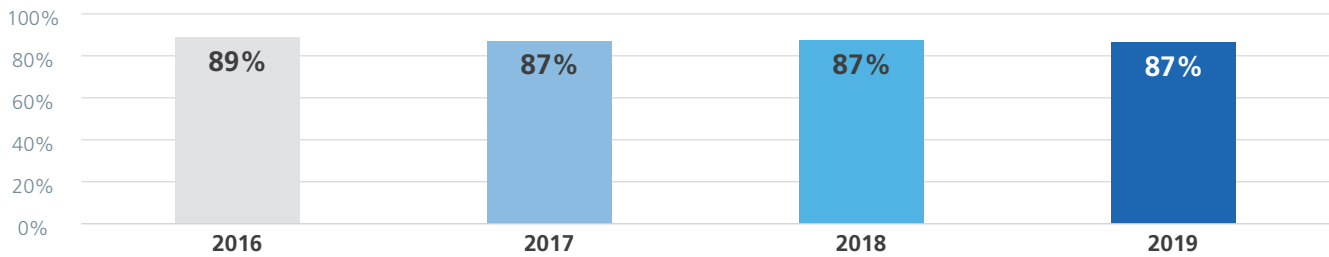
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

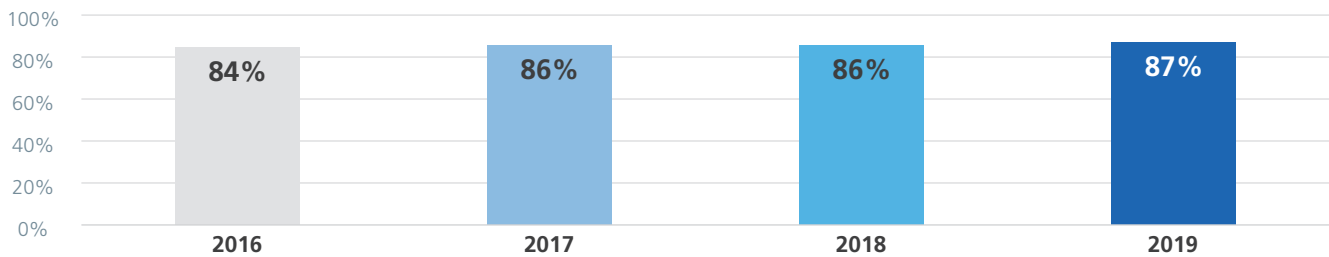


Q21. Patient got understandable answers to important questions all or most of the time

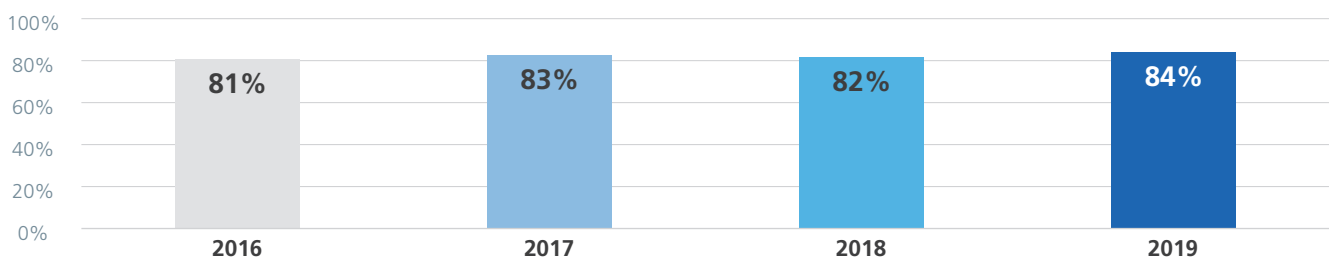


SUPPORT FOR PEOPLE WITH CANCER

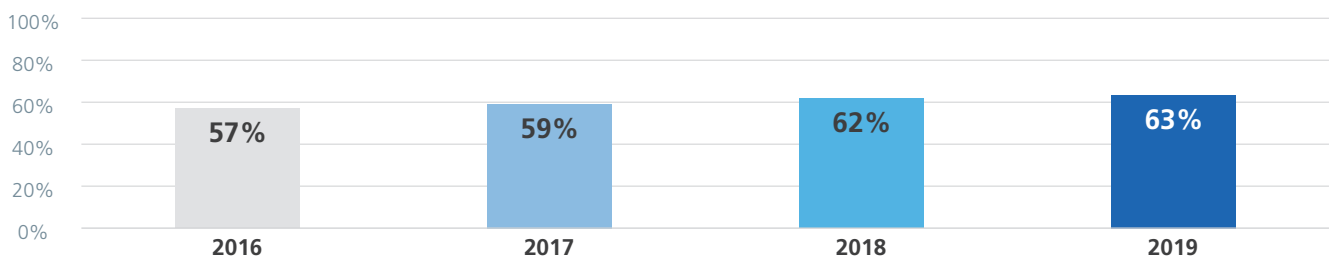
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



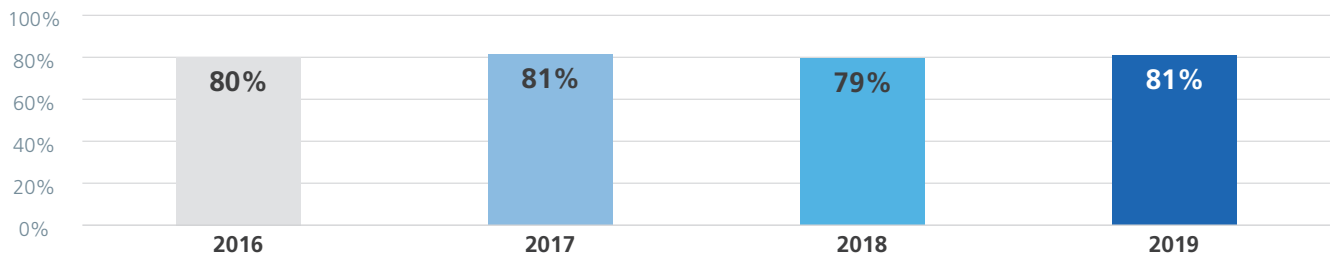
Year on Year Charts

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** No score available for these years.

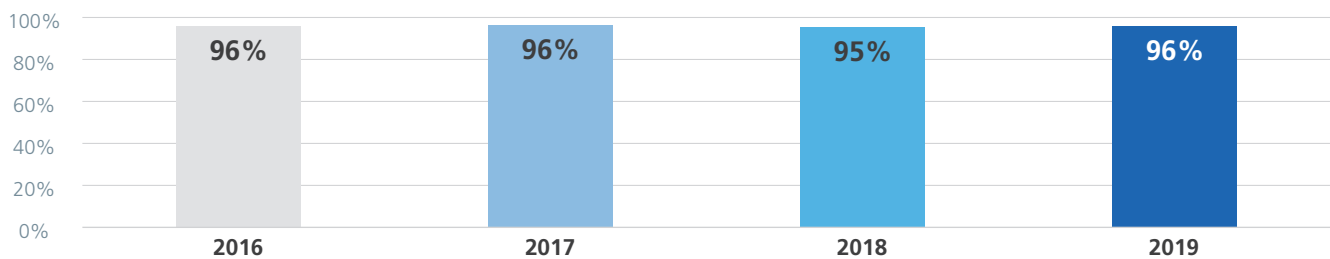
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

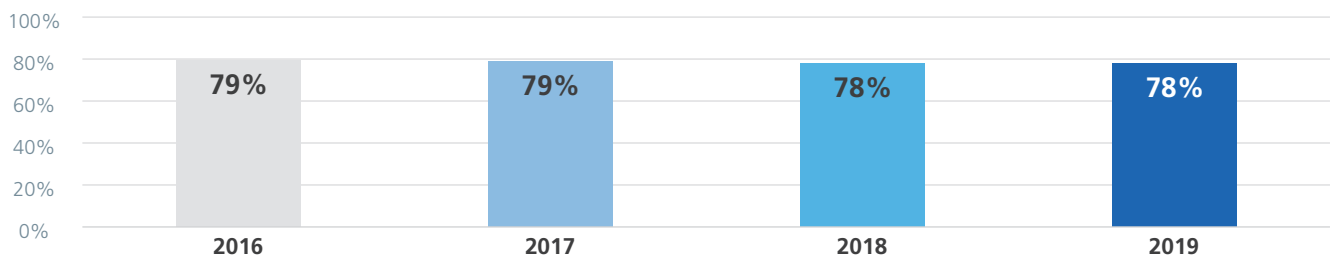


OPERATIONS

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

* 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

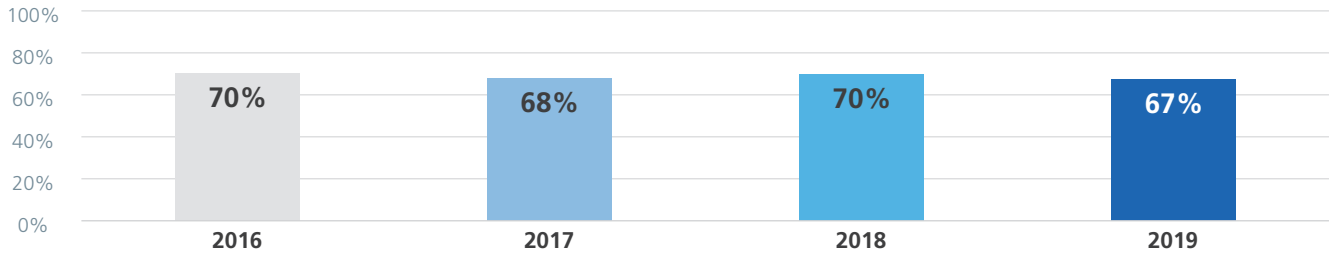
* Indicates where a score has been suppressed because there are less than 21 responses.

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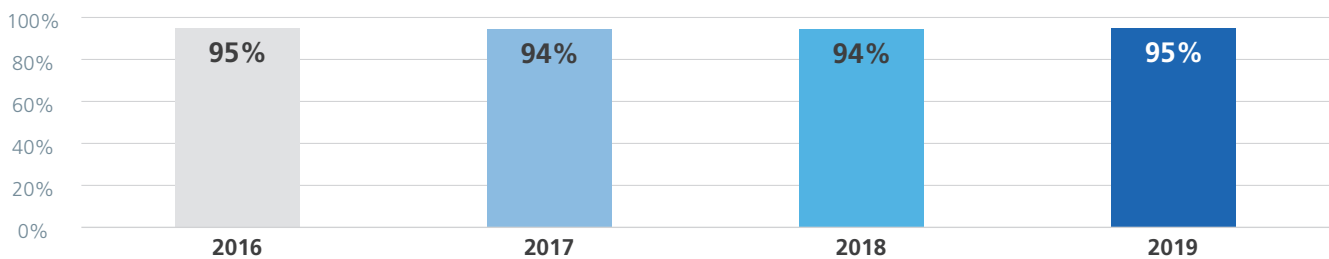
The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

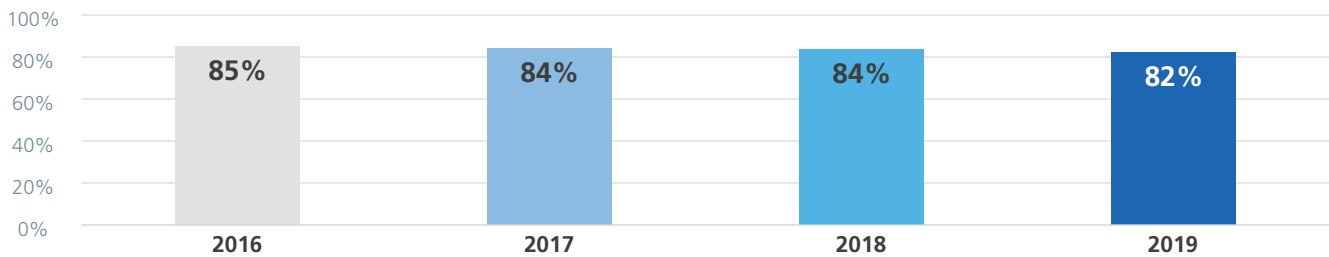
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



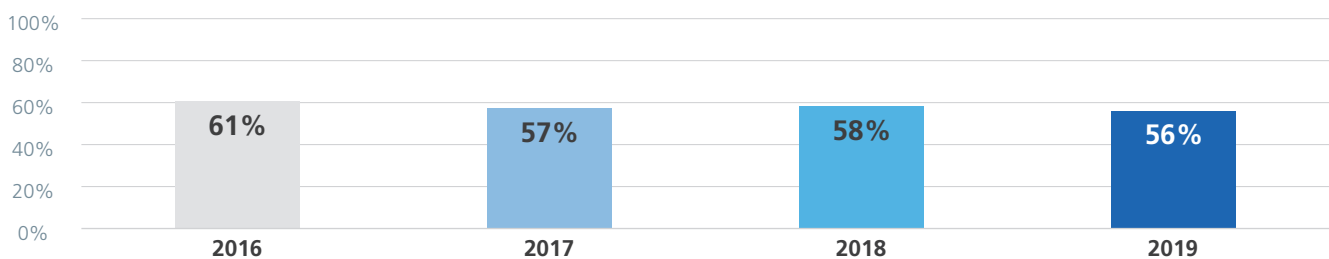
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



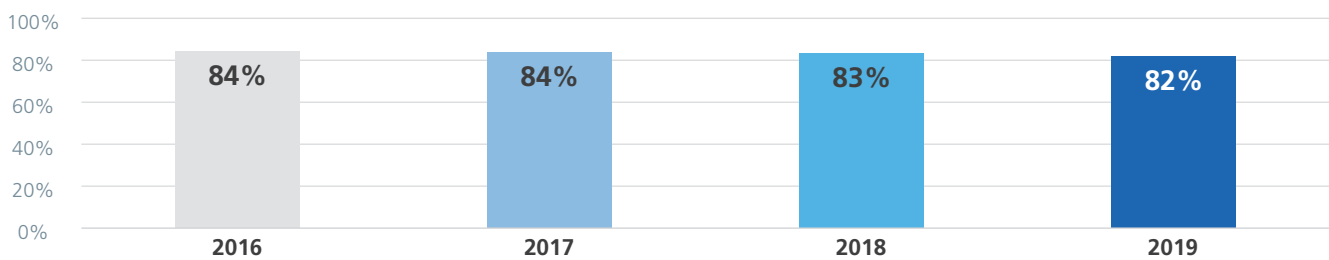
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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



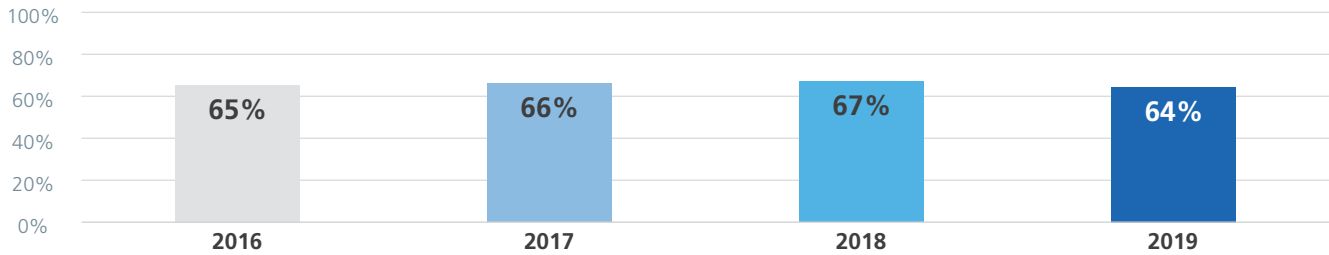
Year on Year Charts

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

** No score available for these years.

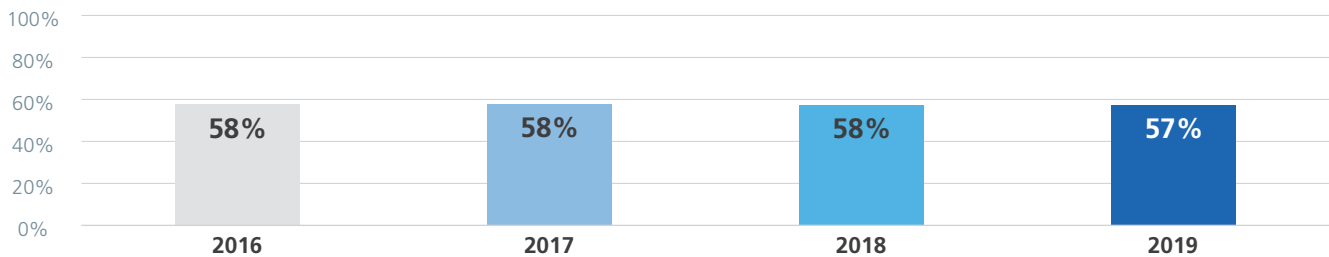
The scores are unadjusted and based on England scores only.

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

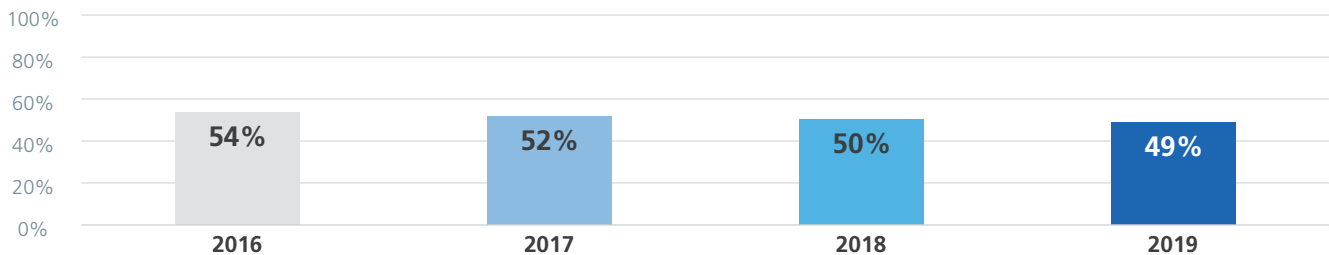


HOME CARE AND SUPPORT

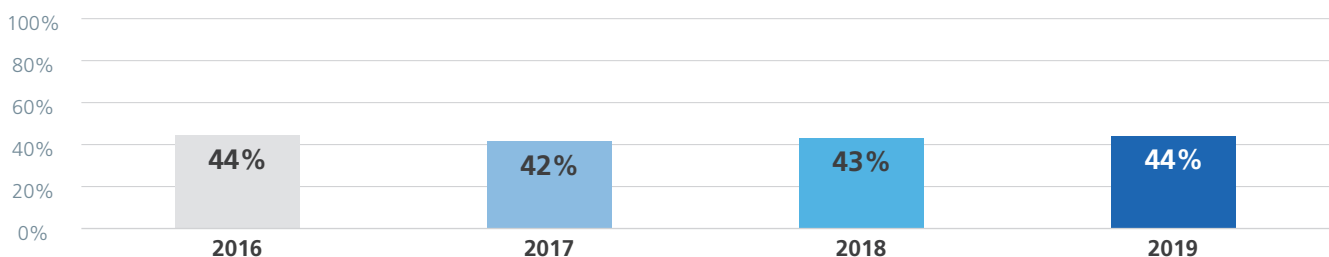
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

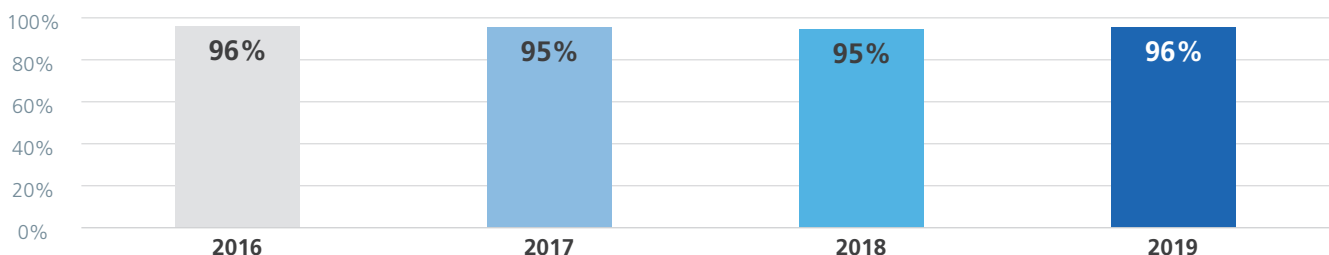


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

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



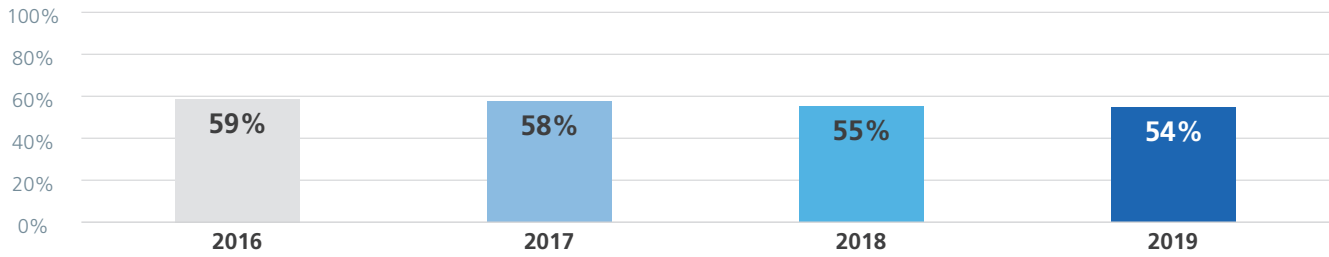
Year on Year Charts

* 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

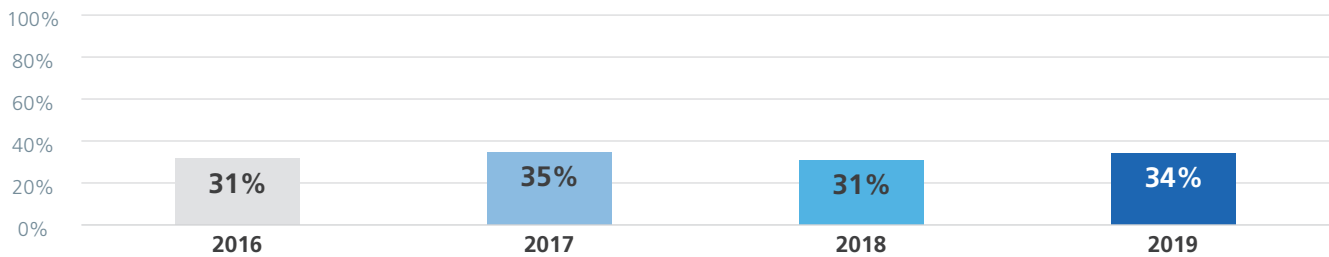


YOUR OVERALL NHS CARE

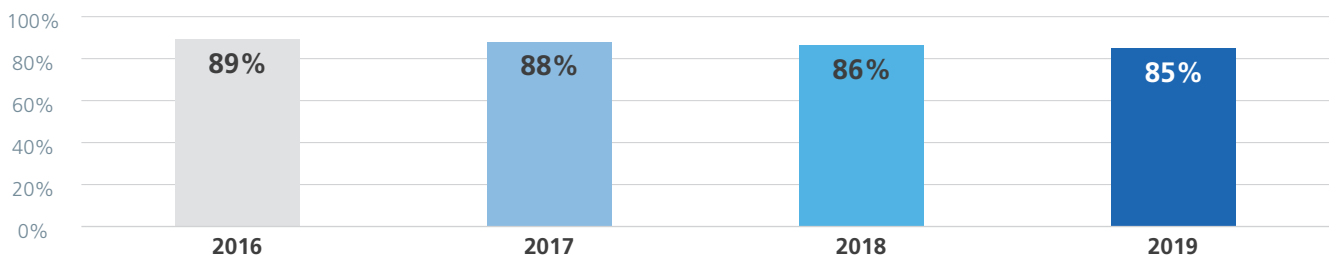
Q56. Different people treating and caring for patient always work well together to give best possible care



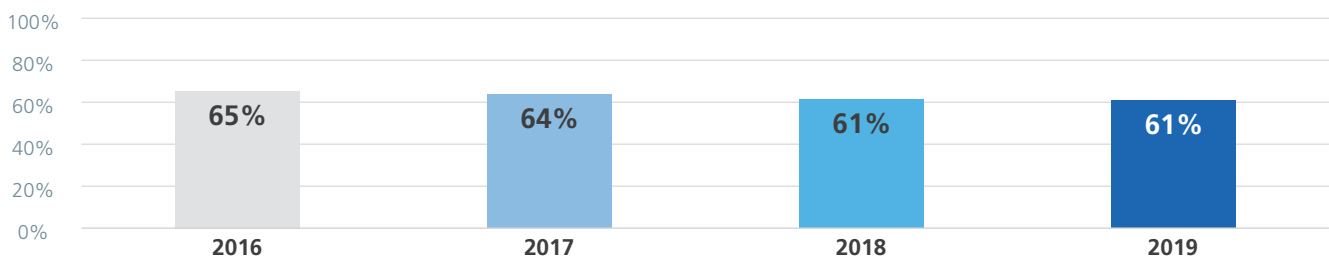
Q57. Patient given a care plan



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



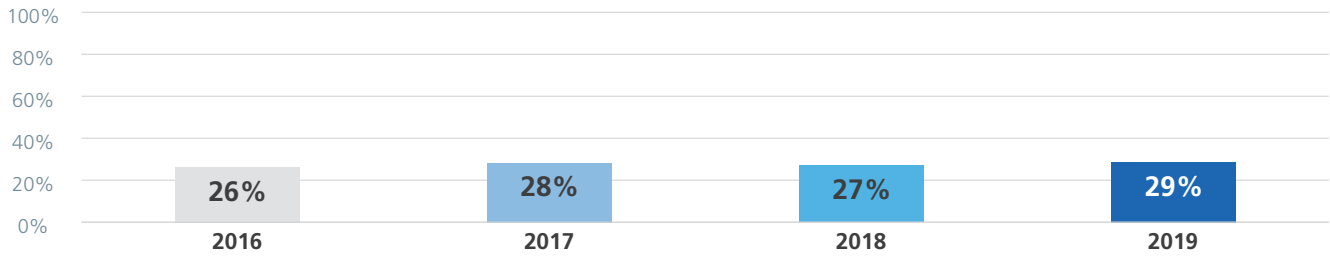
Year on Year Charts

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

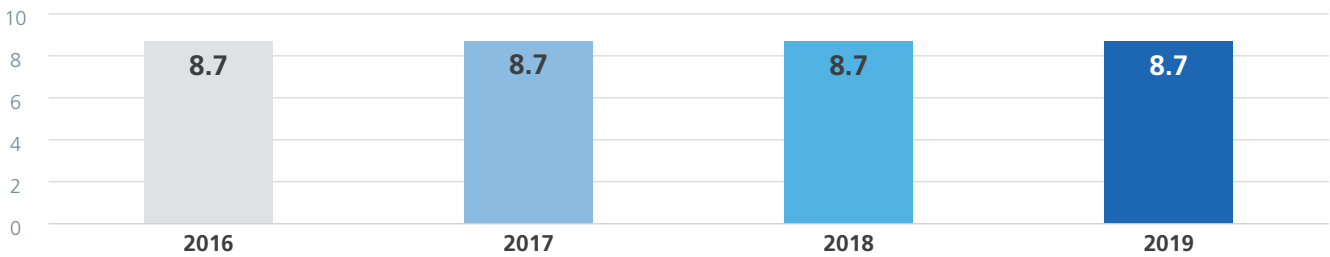
** No score available for these years.

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	
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	51	1
RC1	Bedford Hospital NHS Trust	49	1
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	45	3
RWG	West Hertfordshire Hospitals NHS Trust	51	1
RAJ	Southend University Hospital NHS Foundation Trust	39	2
RQ8	Mid Essex Hospital Services NHS Trust	41	1
RQW	The Princess Alexandra Hospital NHS Trust	43	
RD8	Milton Keynes University Hospital NHS Foundation Trust	28	
RWH	East and North Hertfordshire NHS Trust	16	

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
E56000023	East of England - South	4,312	8.7
RQW	The Princess Alexandra Hospital NHS Trust	242	8.9
RAJ	Southend University Hospital NHS Foundation Trust	560	8.8
RC1	Bedford Hospital NHS Trust	206	8.7
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	120	8.7
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	368	8.7
RQ8	Mid Essex Hospital Services NHS Trust	521	8.7
RWG	West Hertfordshire Hospitals NHS Trust	215	8.6
RD8	Milton Keynes University Hospital NHS Foundation Trust	313	8.5
RWH	East and North Hertfordshire NHS Trust	1,031	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%
E56000023	East of England - South	4,367	79%
RC1	Bedford Hospital NHS Trust	202	86%
RQW	The Princess Alexandra Hospital NHS Trust	246	82%
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	119	82%
RWG	West Hertfordshire Hospitals NHS Trust	214	81%
RQ8	Mid Essex Hospital Services NHS Trust	528	79%
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	373	79%
RWH	East and North Hertfordshire NHS Trust	1,043	78%
RAJ	Southend University Hospital NHS Foundation Trust	573	77%
RD8	Milton Keynes University Hospital NHS Foundation Trust	313	74%

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%
E56000023	East of England - South	4,235	92%
RWG	West Hertfordshire Hospitals NHS Trust	210	95%
RQ8	Mid Essex Hospital Services NHS Trust	520	95%
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	362	95%
RQW	The Princess Alexandra Hospital NHS Trust	238	93%
RAJ	Southend University Hospital NHS Foundation Trust	553	92%
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	119	92%
RC1	Bedford Hospital NHS Trust	193	91%
RWH	East and North Hertfordshire NHS Trust	1,006	90%
RD8	Milton Keynes University Hospital NHS Foundation Trust	298	84%
Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000023	East of England - South	3,564	82%
RC1	Bedford Hospital NHS Trust	151	88%
RQW	The Princess Alexandra Hospital NHS Trust	208	87%
RWG	West Hertfordshire Hospitals NHS Trust	179	85%
RAJ	Southend University Hospital NHS Foundation Trust	460	85%
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	315	84%
RD8	Milton Keynes University Hospital NHS Foundation Trust	217	83%
RWH	East and North Hertfordshire NHS Trust	844	80%
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	92	80%
RQ8	Mid Essex Hospital Services NHS Trust	460	79%

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%
E56000023	East of England - South	2,099	85%
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	64	90%
RAJ	Southend University Hospital NHS Foundation Trust	274	87%
RQ8	Mid Essex Hospital Services NHS Trust	277	86%
RWH	East and North Hertfordshire NHS Trust	440	85%
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	169	84%
RWG	West Hertfordshire Hospitals NHS Trust	130	84%
RD8	Milton Keynes University Hospital NHS Foundation Trust	153	82%
RC1	Bedford Hospital NHS Trust	85	78%
RQW	The Princess Alexandra Hospital NHS Trust	72	74%

Trust Dashboard Questions

Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital			
Code	Name	Base	Score
All	National	31,541	94%
E56000023	East of England - South	1,998	92%
RD8	Milton Keynes University Hospital NHS Foundation Trust	140	97%
RWG	West Hertfordshire Hospitals NHS Trust	120	94%
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	161	93%
RQ8	Mid Essex Hospital Services NHS Trust	264	90%
RWH	East and North Hertfordshire NHS Trust	416	90%
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	62	90%
RAJ	Southend University Hospital NHS Foundation Trust	265	90%
RC1	Bedford Hospital NHS Trust	80	90%
RQW	The Princess Alexandra Hospital NHS Trust	72	81%

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%
E56000023	East of England - South	2,797	54%
RWG	West Hertfordshire Hospitals NHS Trust	121	64%
RDD	Basildon and Thurrock University Hospitals NHS Foundation Trust	78	63%
RQ8	Mid Essex Hospital Services NHS Trust	335	58%
RQW	The Princess Alexandra Hospital NHS Trust	185	57%
RC1	Bedford Hospital NHS Trust	136	57%
RAJ	Southend University Hospital NHS Foundation Trust	362	55%
RWH	East and North Hertfordshire NHS Trust	665	53%
RD8	Milton Keynes University Hospital NHS Foundation Trust	186	52%
RC9	Luton and Dunstable University Hospital NHS Foundation Trust	242	51%

CCG Expected Range Summary

CCG		Expected Range Classification
07G	NHS Thurrock CCG	50 2
06F	NHS Bedfordshire CCG	3 49
06P	NHS Luton CCG	7 41 4
99G	NHS Southend CCG	5 45 2
06Q	NHS Mid Essex CCG	4 48
07H	NHS West Essex CCG	5 46 1
99F	NHS Castle Point and Rochford CCG	6 45 1
06N	NHS Herts Valleys CCG	9 40 3
99E	NHS Basildon and Brentwood CCG	6 46
04F	NHS Milton Keynes CCG	16 36
06K	NHS East and North Hertfordshire CCG	28 24

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
E56000023	East of England - South	4,312	8.7
99F	NHS Castle Point and Rochford CCG	264	8.8
99G	NHS Southend CCG	166	8.8
07H	NHS West Essex CCG	381	8.8
07G	NHS Thurrock CCG	147	8.8
06Q	NHS Mid Essex CCG	507	8.7
06N	NHS Herts Valleys CCG	691	8.7
06F	NHS Bedfordshire CCG	567	8.7
06P	NHS Luton CCG	212	8.6
99E	NHS Basildon and Brentwood CCG	257	8.6
04F	NHS Milton Keynes CCG	319	8.6
06K	NHS East and North Hertfordshire CCG	801	8.5

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%
E56000023	East of England - South	4,367	79%
07G	NHS Thurrock CCG	148	83%
06Q	NHS Mid Essex CCG	511	82%
06F	NHS Bedfordshire CCG	577	81%
06N	NHS Herts Valleys CCG	699	80%
07H	NHS West Essex CCG	400	80%
06K	NHS East and North Hertfordshire CCG	798	79%
06P	NHS Luton CCG	216	79%
99F	NHS Castle Point and Rochford CCG	272	78%
99G	NHS Southend CCG	170	78%
04F	NHS Milton Keynes CCG	317	75%
99E	NHS Basildon and Brentwood CCG	259	75%

CCG Dashboard Questions

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

Code	Name	Base	Score
All	National	64,196	92%
E56000023	East of England - South	4,235	92%
06P	NHS Luton CCG	208	95%
06N	NHS Herts Valleys CCG	672	95%
07G	NHS Thurrock CCG	147	94%
99F	NHS Castle Point and Rochford CCG	262	94%
06Q	NHS Mid Essex CCG	503	94%
07H	NHS West Essex CCG	394	93%
99G	NHS Southend CCG	163	92%
06F	NHS Bedfordshire CCG	558	92%
06K	NHS East and North Hertfordshire CCG	770	91%
99E	NHS Basildon and Brentwood CCG	256	91%
04F	NHS Milton Keynes CCG	302	82%

CCG Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000023	East of England - South	3,564	82%
04F	NHS Milton Keynes CCG	211	86%
99F	NHS Castle Point and Rochford CCG	222	85%
99G	NHS Southend CCG	140	85%
07G	NHS Thurrock CCG	126	84%
06F	NHS Bedfordshire CCG	459	82%
07H	NHS West Essex CCG	343	82%
99E	NHS Basildon and Brentwood CCG	211	82%
06N	NHS Herts Valleys CCG	579	82%
06Q	NHS Mid Essex CCG	439	81%
06P	NHS Luton CCG	178	81%
06K	NHS East and North Hertfordshire CCG	656	80%

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%
E56000023	East of England - South	2,099	85%
07G	NHS Thurrock CCG	79	90%
99F	NHS Castle Point and Rochford CCG	153	90%
06N	NHS Herts Valleys CCG	360	89%
99E	NHS Basildon and Brentwood CCG	134	88%
06Q	NHS Mid Essex CCG	243	87%
06P	NHS Luton CCG	94	86%
06F	NHS Bedfordshire CCG	276	84%
04F	NHS Milton Keynes CCG	153	84%
99G	NHS Southend CCG	78	82%
07H	NHS West Essex CCG	174	81%
06K	NHS East and North Hertfordshire CCG	355	80%

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%
E56000023	East of England - South	1,998	92%
04F	NHS Milton Keynes CCG	141	97%
06P	NHS Luton CCG	90	94%
06N	NHS Herts Valleys CCG	346	93%
99E	NHS Basildon and Brentwood CCG	126	93%
07G	NHS Thurrock CCG	76	92%
06F	NHS Bedfordshire CCG	259	92%
06Q	NHS Mid Essex CCG	235	92%
07H	NHS West Essex CCG	168	91%
99F	NHS Castle Point and Rochford CCG	149	90%
06K	NHS East and North Hertfordshire CCG	334	89%
99G	NHS Southend CCG	74	88%

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%
E56000023	East of England - South	2,797	54%
06Q	NHS Mid Essex CCG	313	58%
06N	NHS Herts Valleys CCG	438	58%
99E	NHS Basildon and Brentwood CCG	180	58%
06K	NHS East and North Hertfordshire CCG	507	54%
07H	NHS West Essex CCG	283	54%
06F	NHS Bedfordshire CCG	372	53%
07G	NHS Thurrock CCG	96	53%
99G	NHS Southend CCG	102	53%
99F	NHS Castle Point and Rochford CCG	172	52%
04F	NHS Milton Keynes CCG	201	52%
06P	NHS Luton CCG	133	47%