

National Cancer Patient Experience Survey

2019 Results

Greater Manchester

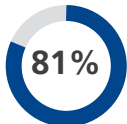
Published June 2020

Executive Summary

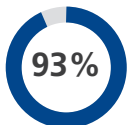
Cancer Dashboard Questions

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

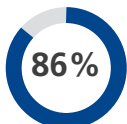
Q61. Patient's average rating of care scored from very poor to very good



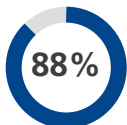
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



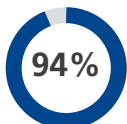
Q19. Patient given the name of a CNS who would support them through their treatment



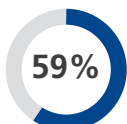
Q20. Patient found it very or quite easy to contact their CNS



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	
Q17. Patient definitely told about side effects that could affect them in the future	61%	54%	59%	57%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	87%	82%	87%	84%
Q57. Patient given a care plan	42%	33%	42%	38%

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q27. Beforehand, patient had all the information needed about the operation	95%	95%	97%	96%

Introduction

The National Cancer Patient Experience Survey 2019 is the ninth iteration of the survey first undertaken in 2010. It has been designed to monitor national progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was overseen by a national Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development. The survey was commissioned and managed by NHS England. The survey provider, Picker, is responsible for designing, running and analysing the survey.

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

Methodology

Eligibility, fieldwork and survey methods

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2019. The fieldwork for the survey was undertaken between December 2019 and March 2020.

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

Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Cancer Alliance is performing given their patient population. The factors taken into account in this case-mix adjustment are gender, age, ethnic group, deprivation, and tumour group.

Scoring methodology

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

Statistical significance

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

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

Suppression

Question-level suppression

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

Double suppression

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

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

Understanding the results

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

Expected range charts

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

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

Comparability tables

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

Tumour type tables

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

Year on year charts

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

Notes on specific questions

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

Unadjusted data and case-mix adjusted data

Unadjusted data should be used to see the actual responses from patients relating to the Alliance. Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results taking account of the patient mix.

Further information

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

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

Response Rate

Overall Response Rate

2,255 patients responded out of a total of 4,031 patients, resulting in a response rate of 56%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	4,312	4,031	2,255	56%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	187
Paper	2,068
Phone	0
Translation Service	0

Respondents by Tumour Group

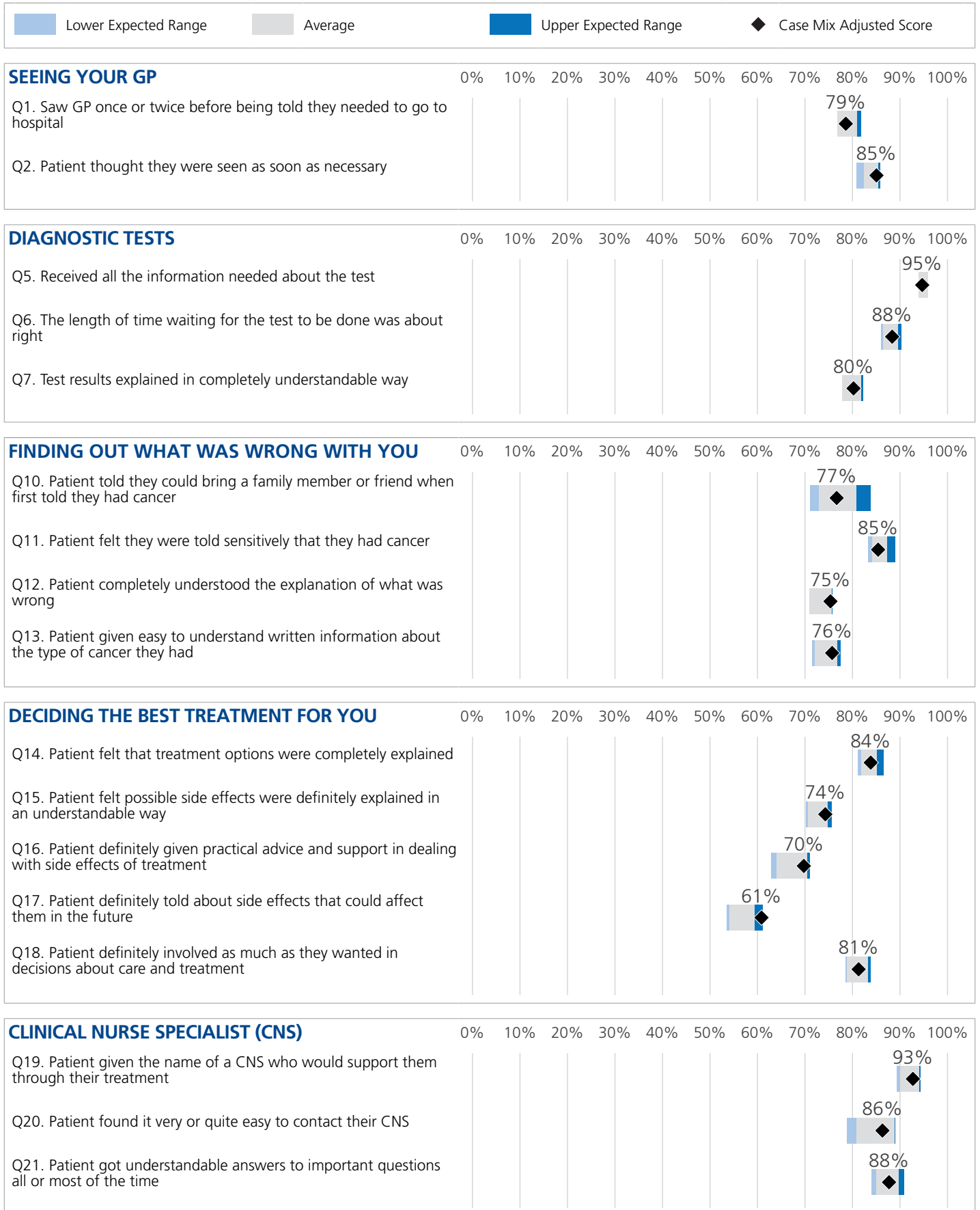
	Number of Respondents
Brain / CNS	10
Breast	354
Colorectal / LGT	321
Gynaecological	114
Haematological	423
Head and Neck	78
Lung	162
Prostate	217
Sarcoma	19
Skin	70
Upper Gastro	115
Urological	240
Other	132

Respondents by Age and Gender

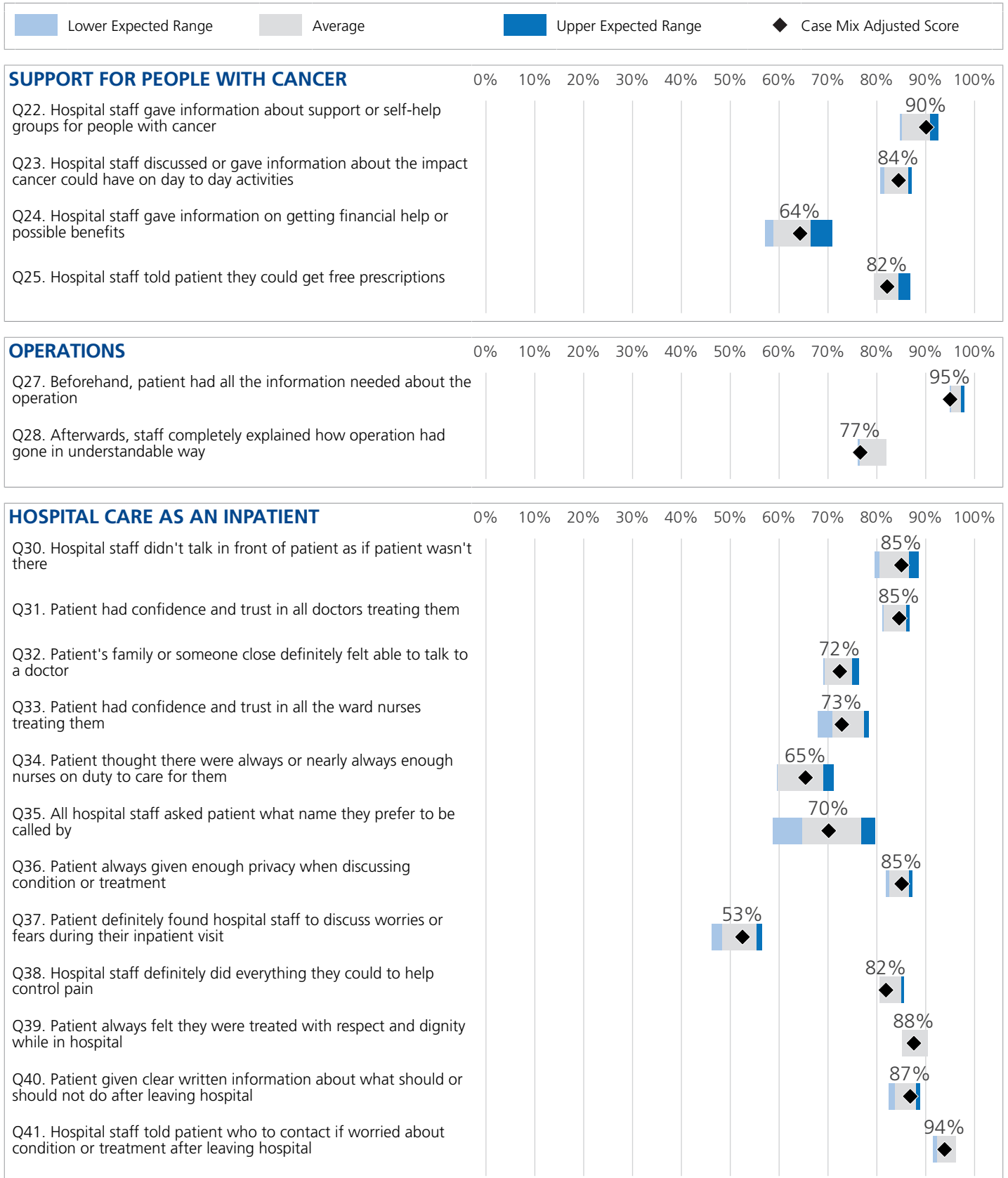
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75-84	Age 85+	Total
Male	5	8	11	69	229	477	296	62	1,157
Female	4	18	37	138	223	412	212	54	1,098
Total	9	26	48	207	452	889	508	116	2,255

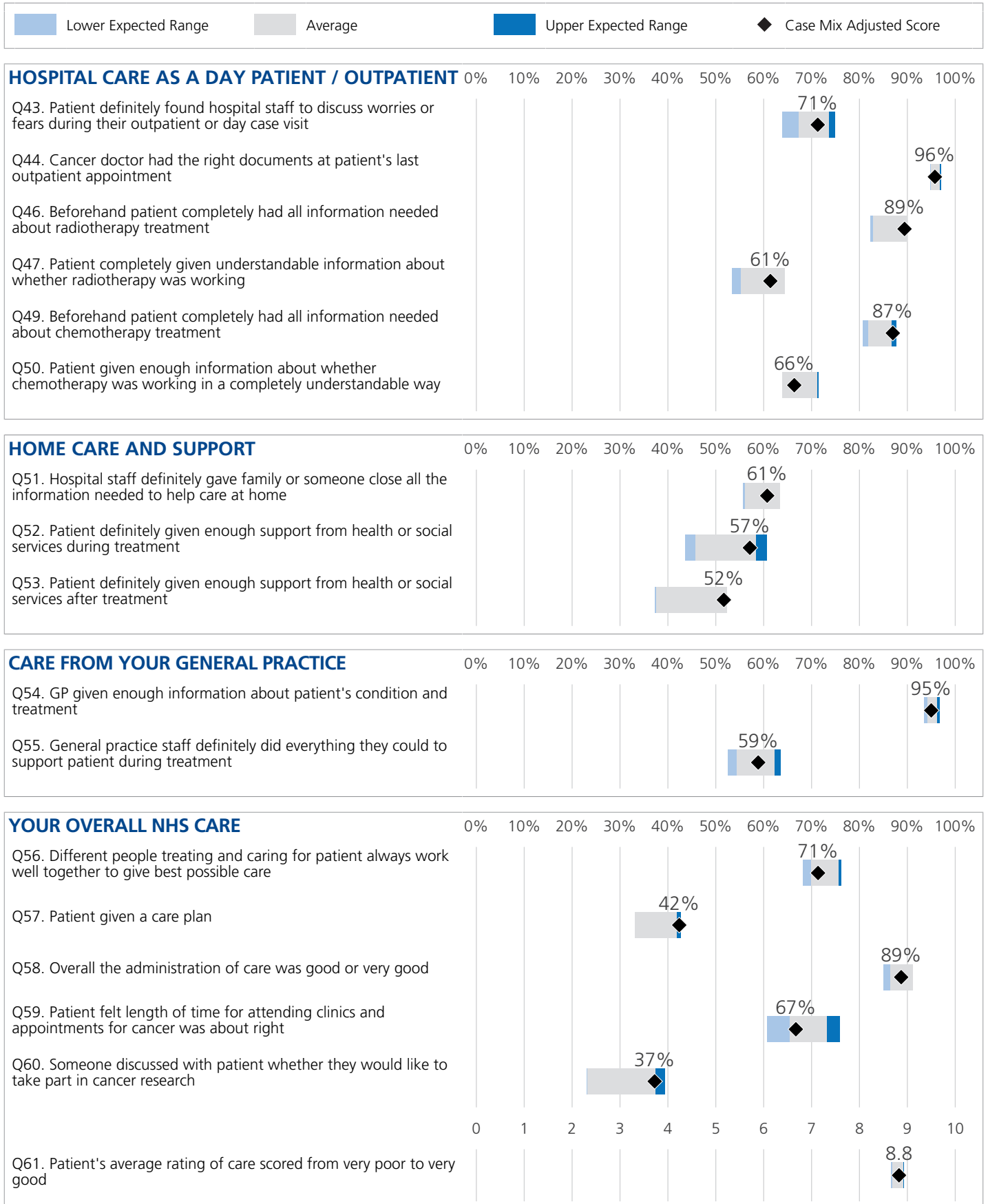
Expected Range Charts



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	1485	79%	1559	78%			79%	77%	81%	79%
Q2. Patient thought they were seen as soon as necessary	2181	86%	2207	85%			85%	82%	85%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	1858	95%			95%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	1902	89%	1911	88%			88%	87%	90%	88%
Q7. Test results explained in completely understandable way	1916	81%	1917	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	2042	79%	2057	77%			77%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	2187	87%	2222	86%			85%	84%	87%	86%
Q12. Patient completely understood the explanation of what was wrong	2208	74%	2222	75%			75%	71%	76%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	1962	75%	1975	76%			76%	72%	77%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	1954	85%	1973	84%			84%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	2093	74%	2066	75%			74%	71%	75%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	2088	71%	2090	70%			70%	64%	71%	67%
Q17. Patient definitely told about side effects that could affect them in the future	1979	60%	1977	62%			61%	54%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	2162	81%			81%	79%	83%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	2143	92%	2106	93%			93%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	1741	88%	1740	87%			86%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	1624	90%	1648	87%			88%	85%	90%	87%




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	Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SUPPORT FOR PEOPLE WITH CANCER										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	1715	87%	1743	90%	▲	▲	90%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	1468	85%	1457	85%			84%	82%	86%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	1185	64%	1176	64%		▲	64%	59%	66%	63%
Q25. Hospital staff told patient they could get free prescriptions	975	82%	915	82%			82%	79%	84%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	1338	96%	1313	95%			95%	95%	97%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	1325	77%	1294	77%			77%	76%	82%	79%
HOSPITAL CARE AS AN INPATIENT										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	1272	84%			85%	81%	87%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	1283	85%			85%	81%	86%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1087	73%			72%	69%	75%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	1281	74%			73%	71%	77%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	1276	65%			65%	60%	69%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	1265	72%			70%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	1277	86%			85%	83%	87%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	943	54%			53%	48%	55%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1150	82%			82%	81%	85%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	1279	88%			88%	85%	90%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	1199	87%			87%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	1222	94%			94%	92%	96%	94%




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	Adjusted Score below Lower Expected Range
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	Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
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	1570	73%	1555	72%			71%	67%	74%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	1861	96%	1833	96%			96%	95%	97%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	494	90%	502	89%			89%	83%	90%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	418	60%	442	62%			61%	55%	64%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	840	83%	810	87%	▲		87%	82%	87%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	763	68%	753	67%			66%	64%	71%	68%
HOME CARE AND SUPPORT										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	1820	61%	1829	62%			61%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	1293	55%	1274	57%			57%	46%	58%	52%
Q53. Patient definitely given enough support from health or social services after treatment	822	49%	839	52%			52%	38%	52%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	1774	95%	1791	95%			95%	94%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	1457	61%	1485	59%			59%	54%	62%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	2125	72%			71%	70%	76%	73%
Q57. Patient given a care plan	1689	41%	1716	44%		▲	42%	33%	42%	38%
Q58. Overall the administration of care was good or very good	2192	90%	2191	89%			89%	86%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	2178	69%	2176	68%			67%	66%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	2083	33%	2043	36%	▲	▲	37%	23%	37%	30%
Q61. Patient's average rating of care scored from very poor to very good	2147	8.9	2152	8.8			8.8	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%	74%	74%	62%	81%	58%	84%	*	86%	75%	88%	75%	78%
	National	59%	94%	75%	77%	67%	79%	71%	82%	71%	90%	74%	83%	74%	79%
Q2. Patient thought they were seen as soon as necessary	Alliance	*	92%	83%	81%	82%	82%	80%	91%	*	87%	85%	88%	82%	85%
	National	79%	89%	83%	81%	82%	81%	84%	86%	69%	85%	79%	85%	79%	84%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Received all the information needed about the test	Alliance	*	94%	96%	94%	95%	99%	91%	93%	*	98%	96%	95%	90%	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%	89%	88%	88%	97%	84%	86%	*	92%	89%	88%	79%	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	*	86%	81%	86%	77%	85%	76%	80%	*	89%	76%	76%	74%	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	*	84%	84%	63%	71%	71%	84%	75%	*	75%	72%	78%	73%	77%
	National	85%	82%	82%	71%	71%	71%	77%	79%	73%	69%	76%	73%	75%	77%
Q11. Patient felt they were told sensitively that they had cancer	Alliance	*	93%	87%	87%	82%	85%	83%	87%	*	87%	73%	87%	81%	86%
	National	79%	89%	87%	82%	84%	87%	83%	86%	84%	89%	81%	84%	83%	86%
Q12. Patient completely understood the explanation of what was wrong	Alliance	*	81%	79%	84%	63%	79%	79%	74%	*	79%	73%	76%	74%	75%
	National	66%	77%	79%	73%	60%	78%	76%	79%	67%	80%	70%	77%	70%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	Alliance	*	83%	75%	85%	77%	63%	64%	81%	*	78%	71%	77%	64%	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	*	88%	87%	86%	81%	85%	84%	88%	*	85%	85%	80%	78%	84%
	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	*	81%	76%	79%	72%	68%	71%	74%	*	80%	80%	70%	69%	75%
	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	*	77%	74%	74%	69%	65%	74%	71%	*	73%	65%	61%	65%	70%
	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	*	70%	61%	64%	54%	63%	59%	72%	*	80%	58%	59%	59%	62%
	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%	81%	83%	79%	75%	81%	87%	*	84%	80%	80%	77%	81%
	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	*	97%	95%	95%	93%	92%	90%	95%	*	86%	95%	84%	89%	93%
	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	*	92%	89%	85%	89%	91%	87%	82%	*	93%	79%	83%	74%	87%
	National	86%	84%	88%	85%	87%	86%	86%	80%	86%	90%	85%	83%	83%	85%
Q21. Patient got understandable answers to important questions all or most of the time	Alliance	*	94%	88%	87%	88%	90%	81%	85%	*	90%	81%	85%	83%	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	*	95%	91%	94%	87%	84%	91%	94%	*	95%	89%	81%	83%	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	*	90%	84%	91%	83%	88%	85%	89%	*	83%	81%	74%	77%	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	*	70%	66%	82%	70%	58%	61%	56%	*	57%	62%	40%	59%	64%
	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	*	87%	84%	87%	88%	80%	73%	73%	*	*	71%	66%	84%	82%
	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	*	96%	95%	97%	91%	98%	88%	90%	*	98%	96%	96%	92%	95%
	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	*	81%	80%	78%	76%	77%	73%	63%	*	88%	72%	68%	76%	77%
	National	76%	79%	83%	79%	78%	79%	79%	78%	80%	82%	79%	76%	77%	79%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	Alliance	*	84%	86%	84%	83%	84%	83%	90%	*	84%	80%	81%	83%	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	*	90%	85%	82%	81%	88%	82%	90%	*	96%	82%	86%	78%	85%
	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	*	77%	71%	72%	76%	75%	72%	74%	*	*	73%	70%	76%	73%
	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	*	73%	68%	68%	73%	77%	78%	78%	*	84%	73%	76%	76%	74%
	National	72%	73%	72%	71%	77%	75%	77%	79%	74%	75%	73%	77%	69%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	Alliance	*	66%	57%	61%	63%	66%	74%	77%	*	76%	66%	66%	69%	65%
	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	*	63%	70%	64%	78%	68%	75%	71%	*	56%	85%	80%	67%	72%
	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	*	79%	80%	86%	90%	91%	84%	91%	*	84%	93%	87%	85%	86%
	National	78%	84%	85%	81%	86%	87%	84%	88%	84%	84%	84%	85%	82%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	Alliance	*	54%	55%	52%	70%	42%	47%	57%	*	*	55%	39%	40%	54%
	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	*	80%	83%	85%	80%	78%	85%	83%	*	88%	84%	78%	83%	82%
	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	*	84%	85%	84%	93%	88%	87%	89%	*	92%	91%	90%	85%	88%
	National	85%	87%	87%	85%	89%	87%	88%	91%	89%	89%	88%	90%	86%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	Alliance	*	92%	89%	86%	87%	87%	83%	89%	*	88%	87%	82%	84%	87%
	National	80%	89%	86%	86%	83%	87%	82%	91%	85%	90%	82%	87%	83%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	Alliance	*	96%	97%	93%	96%	91%	92%	96%	*	96%	88%	89%	95%	94%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%

Tumour Type Tables

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Alliance	*	73%	68%	73%	76%	76%	69%	75%	*	77%	71%	64%	66%	72%
	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	*	97%	96%	97%	96%	94%	96%	96%	*	97%	96%	96%	94%	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	*	92%	92%	87%	78%	88%	81%	93%	*	*	*	86%	97%	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	*	73%	62%	62%	67%	41%	60%	52%	*	*	*	55%	68%	62%
	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	*	83%	91%	90%	90%	*	82%	*	*	*	90%	83%	80%	87%
	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	*	70%	63%	69%	77%	*	70%	*	*	*	55%	56%	64%	67%
	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	*	66%	62%	62%	63%	60%	61%	64%	*	70%	58%	58%	57%	62%
	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	*	63%	67%	51%	53%	61%	52%	56%	*	50%	60%	54%	46%	57%
	National	42%	52%	60%	45%	51%	59%	50%	48%	53%	57%	54%	48%	51%	52%
Q53. Patient definitely given enough support from health or social services after treatment	Alliance	*	51%	64%	39%	50%	63%	39%	53%	*	*	50%	57%	51%	52%
	National	39%	41%	53%	39%	43%	56%	40%	46%	48%	59%	47%	44%	44%	45%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q54. GP given enough information about patient's condition and treatment	Alliance	*	96%	94%	92%	95%	92%	90%	98%	*	98%	98%	96%	91%	95%
	National	91%	96%	95%	95%	96%	94%	94%	96%	94%	96%	93%	95%	94%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	Alliance	*	59%	59%	58%	54%	58%	52%	60%	*	76%	64%	67%	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.

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	*	76%	72%	65%	77%	75%	65%	74%	*	74%	62%	74%	65%	72%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	52%	51%	31%	42%	40%	47%	49%	*	42%	48%	27%	37%	44%
	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	*	94%	87%	85%	90%	96%	86%	89%	*	88%	84%	85%	87%	89%
	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	*	68%	73%	63%	65%	64%	64%	71%	*	81%	61%	72%	65%	68%
	National	58%	68%	73%	66%	66%	71%	71%	76%	68%	73%	66%	75%	64%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	Alliance	*	40%	41%	38%	35%	22%	52%	31%	*	28%	58%	22%	29%	36%
	National	42%	30%	32%	31%	33%	21%	34%	31%	36%	20%	36%	21%	32%	30%
Q61. Patient's average rating of care scored from very poor to very good	Alliance	*	9.1	8.8	8.8	8.9	8.8	8.5	8.7	*	9.1	8.7	8.7	8.5	8.8
	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

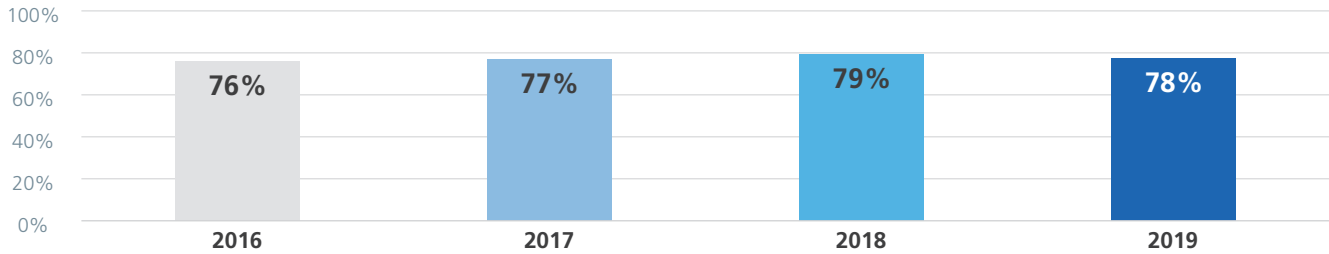
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

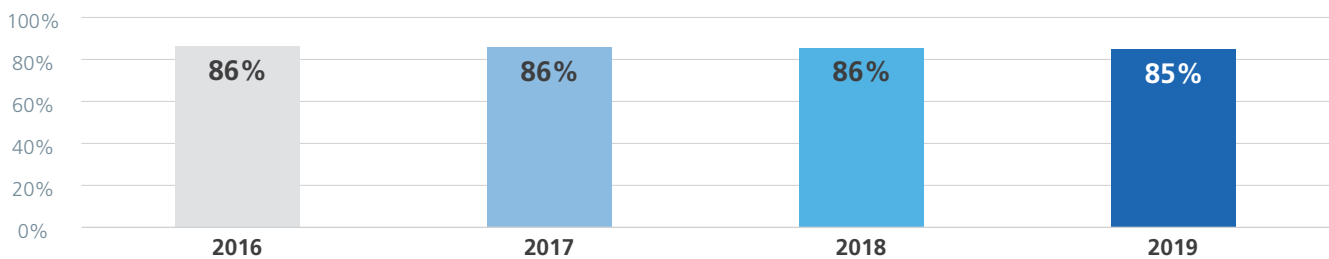
The scores are unadjusted and based on England scores only.

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

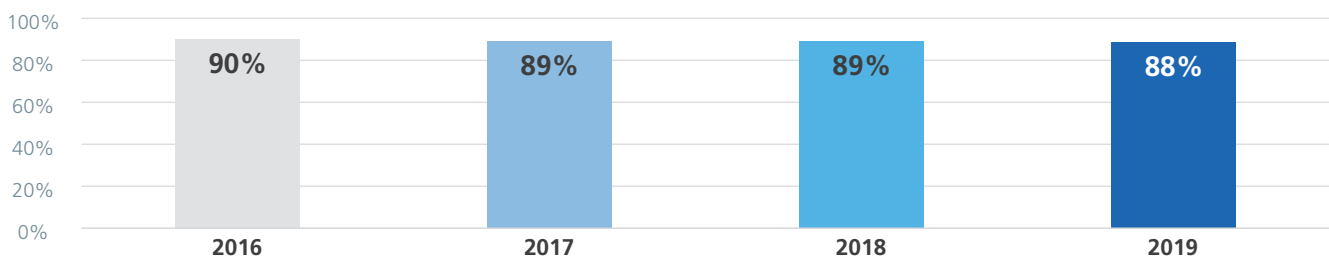


DIAGNOSTIC TESTS

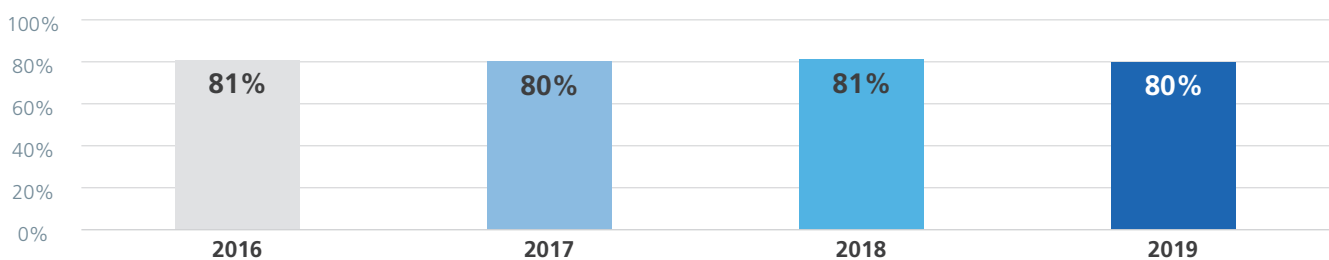
Q5. Received all the information needed about the test



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

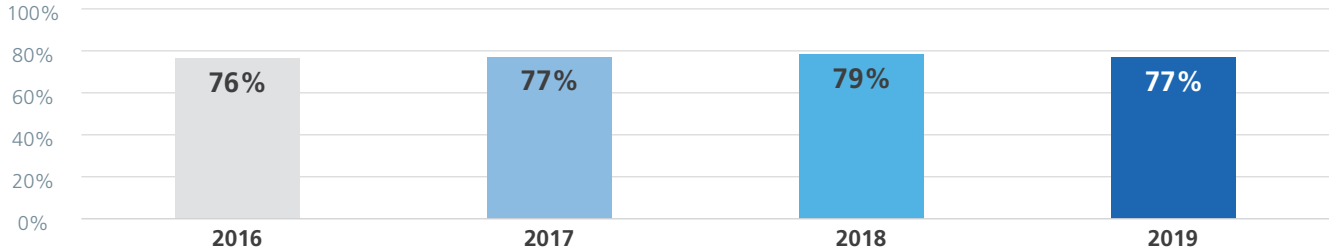
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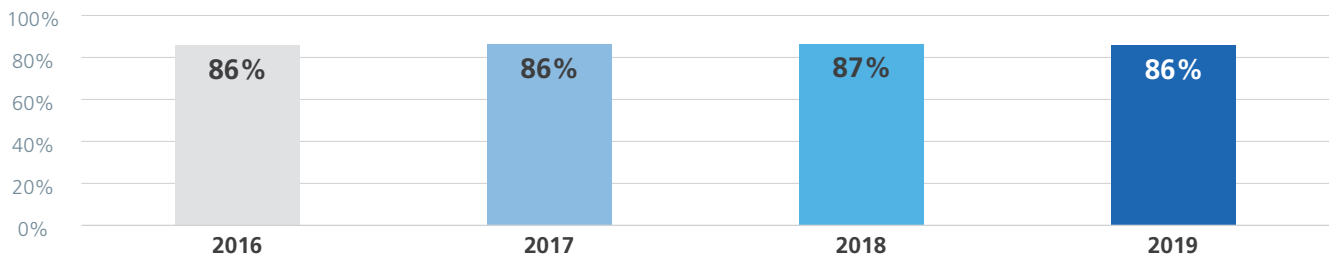
The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

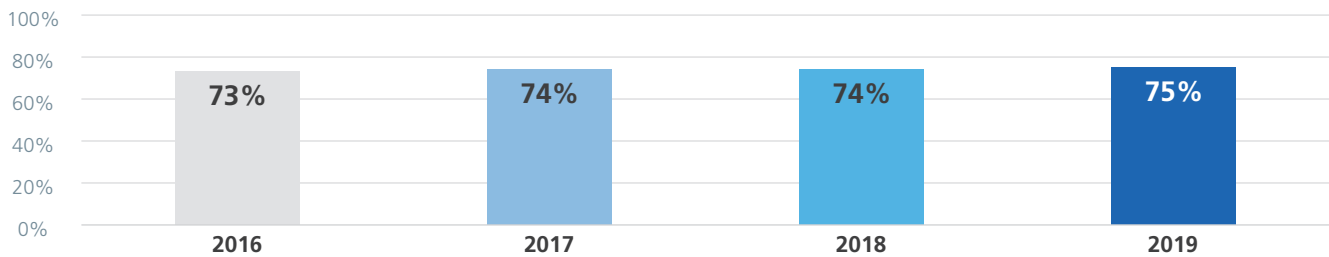
Q10. Patient told they could bring a family member or friend when first told they had cancer



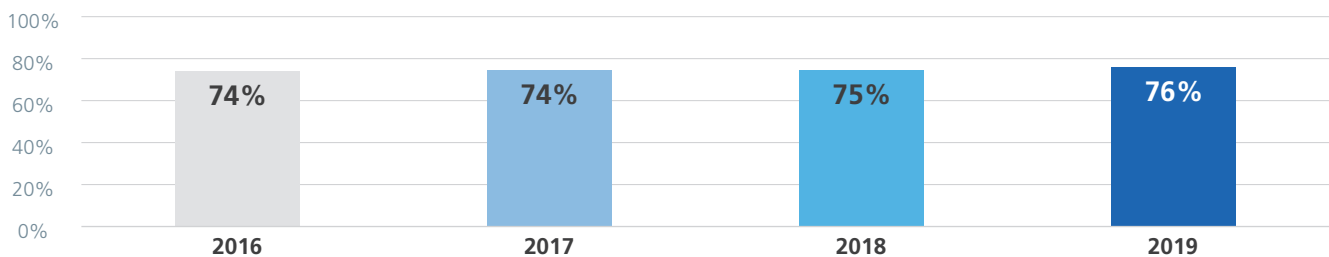
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

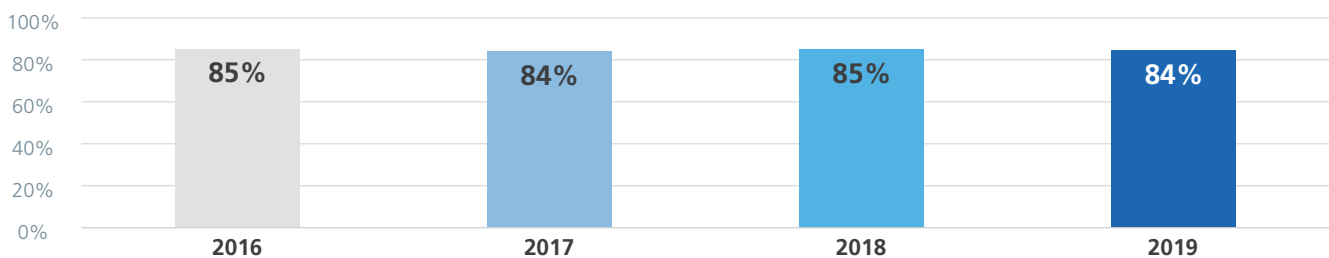


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



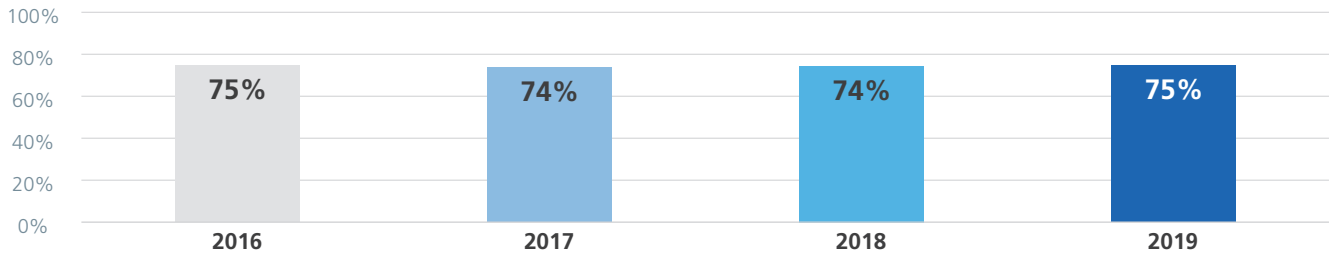
Year on Year Charts

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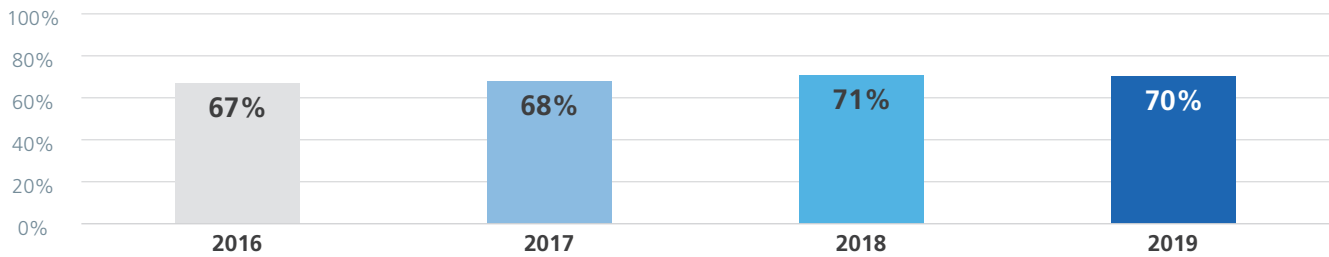
** No score available for these years.

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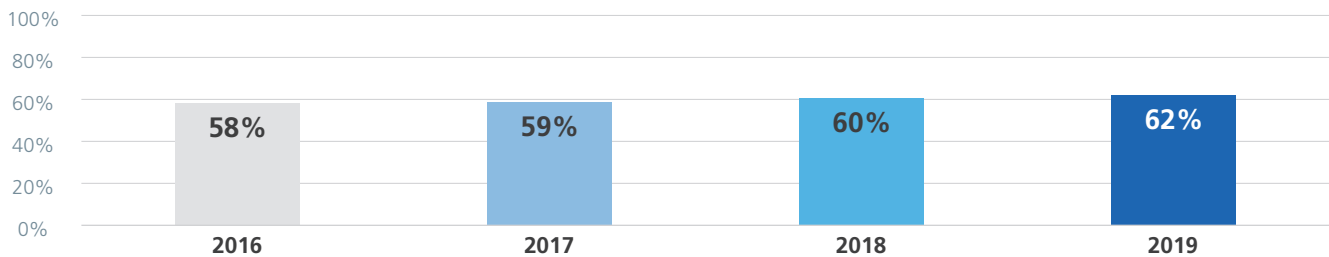
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

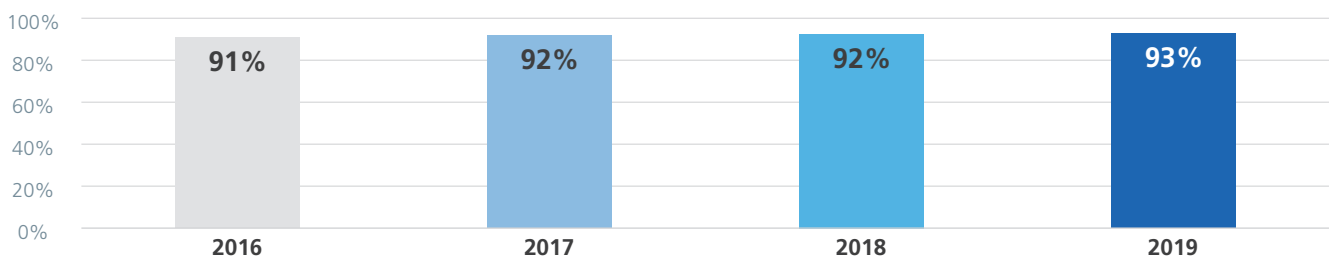


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

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



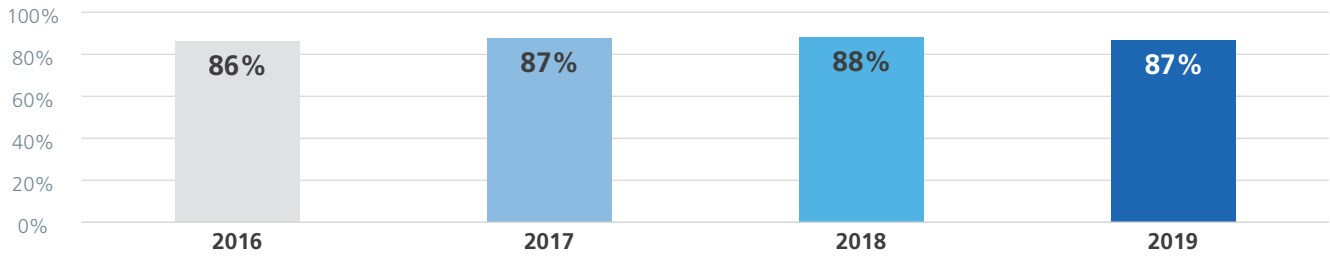
Year on Year Charts

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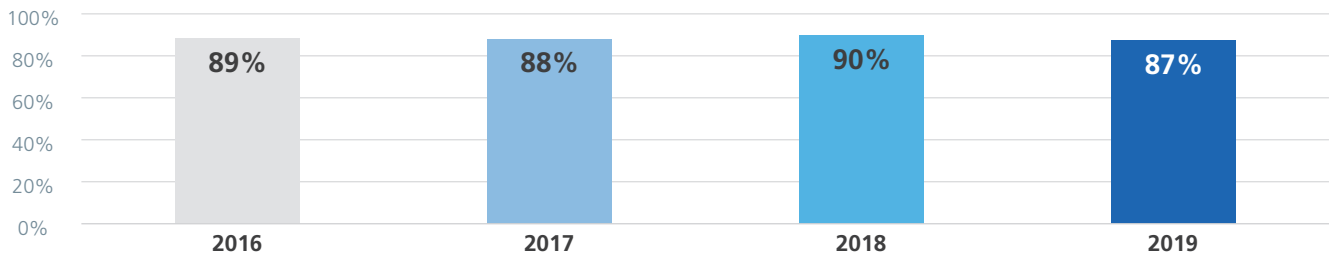
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

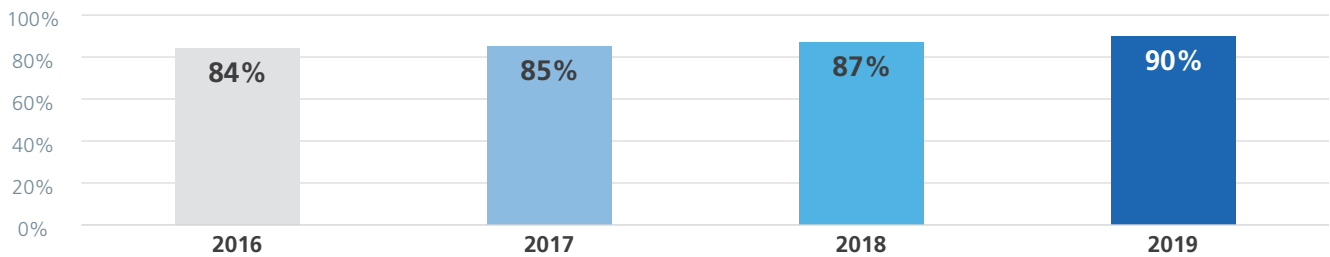


Q21. Patient got understandable answers to important questions all or most of the time

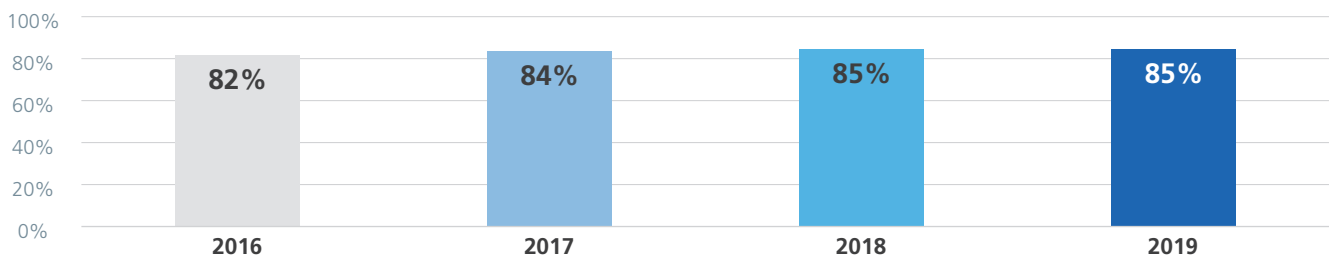


SUPPORT FOR PEOPLE WITH CANCER

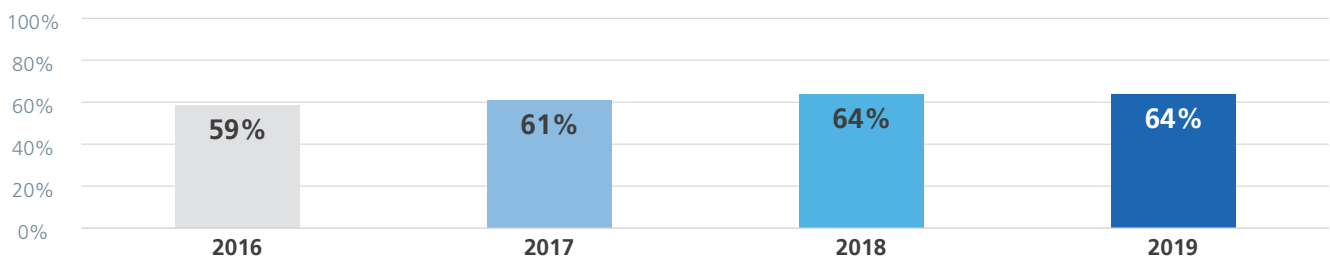
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



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



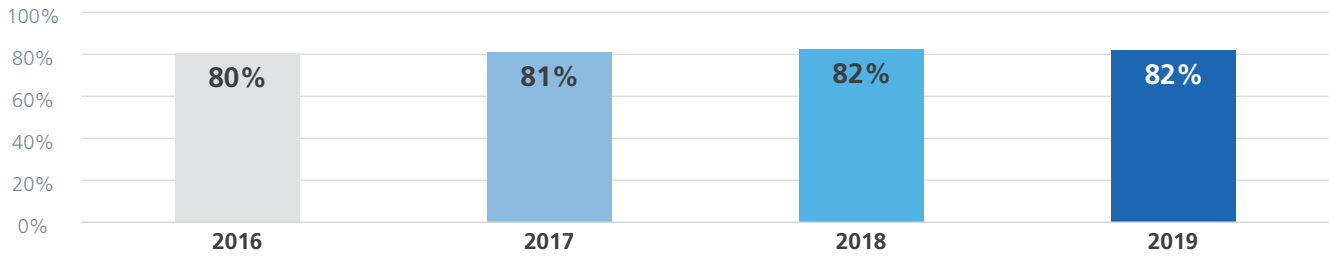
Year on Year Charts

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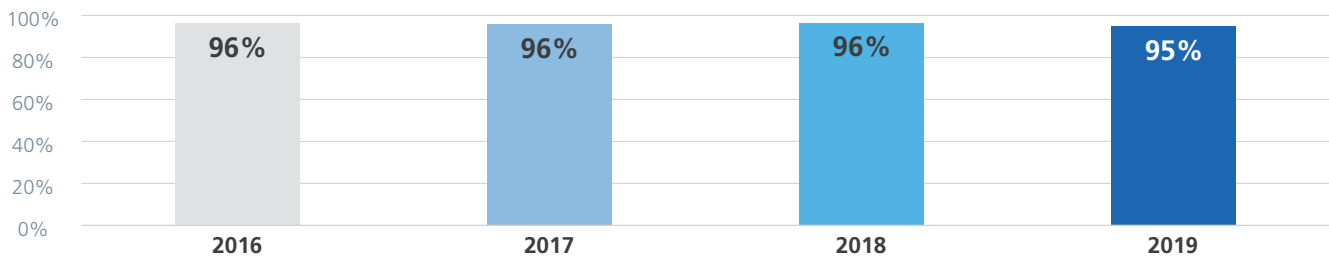
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

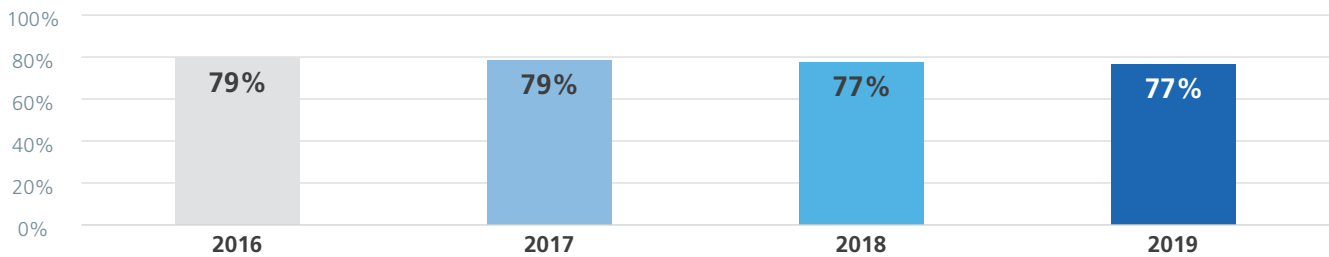


OPERATIONS

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



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



HOSPITAL CARE AS AN INPATIENT

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



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



Year on Year Charts

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

** No score available for these years.

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.

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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

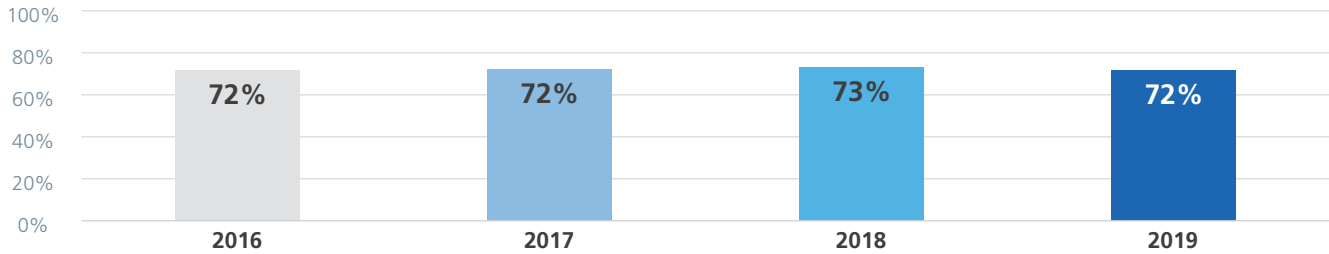
* Indicates where a score has been suppressed because there are less than 21 responses.

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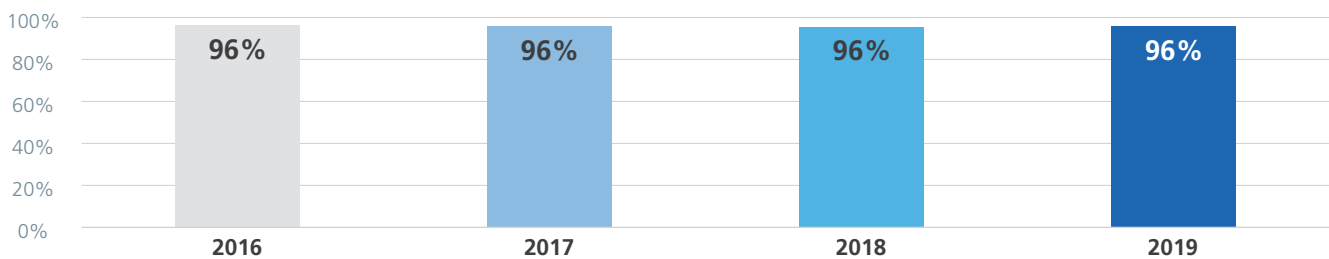
The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

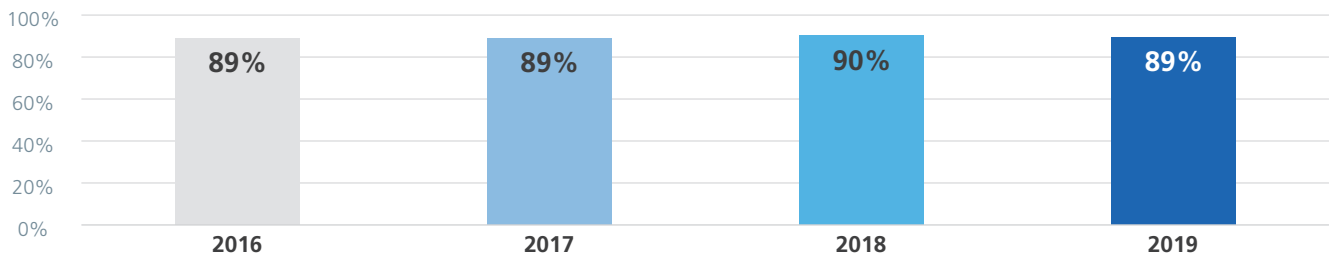
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



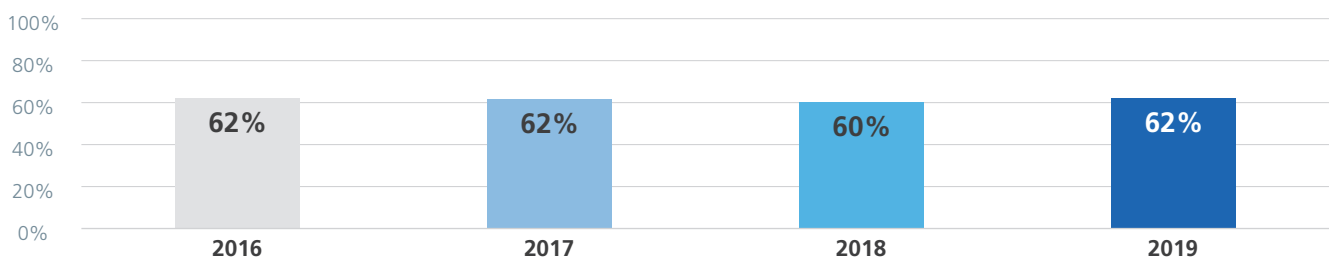
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



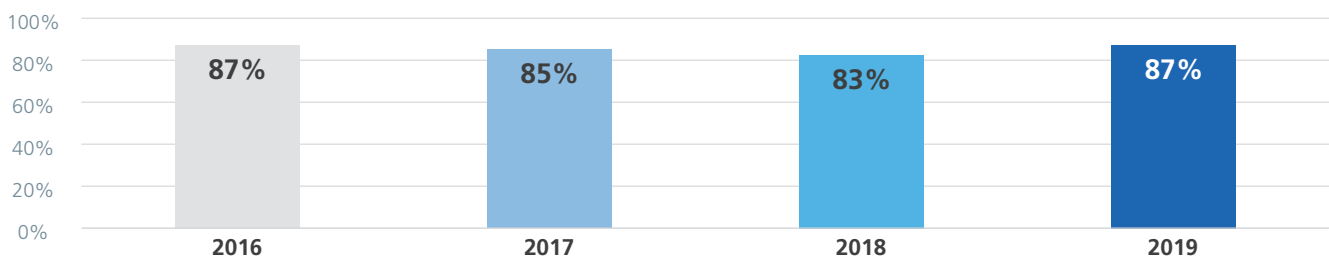
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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



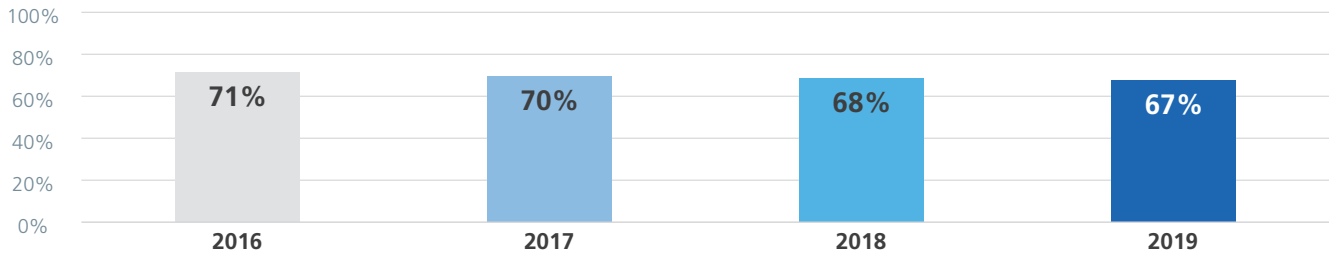
Year on Year Charts

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

** No score available for these years.

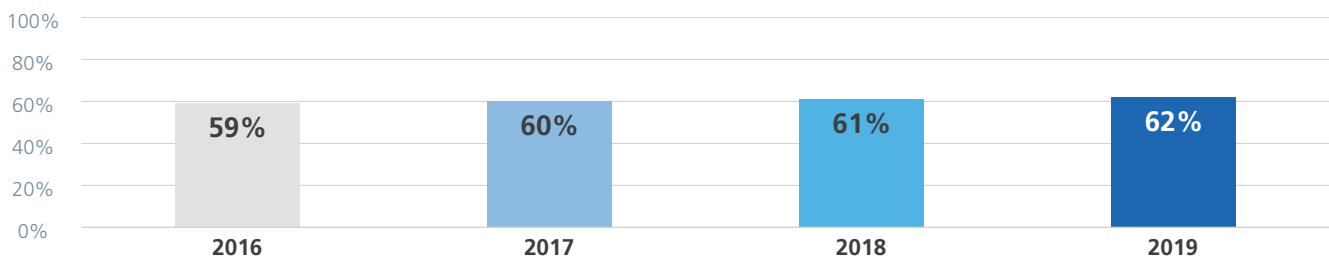
The scores are unadjusted and based on England scores only.

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

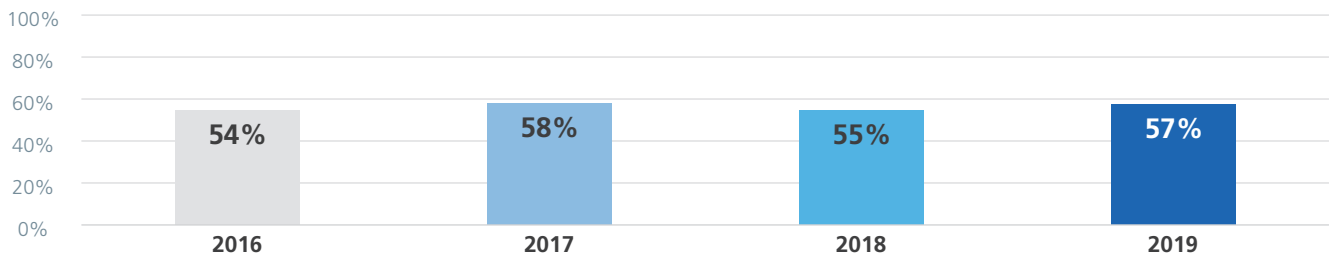


HOME CARE AND SUPPORT

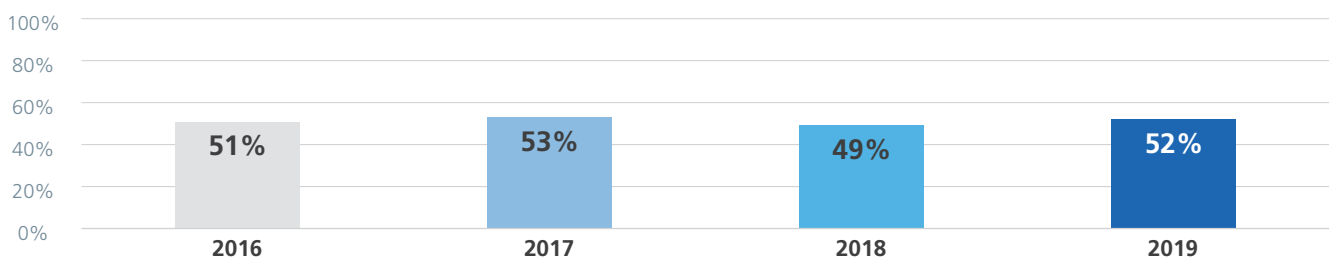
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

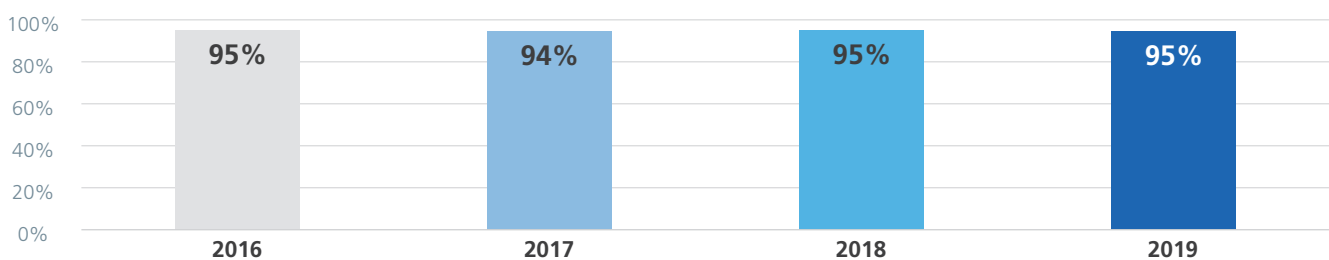


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

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



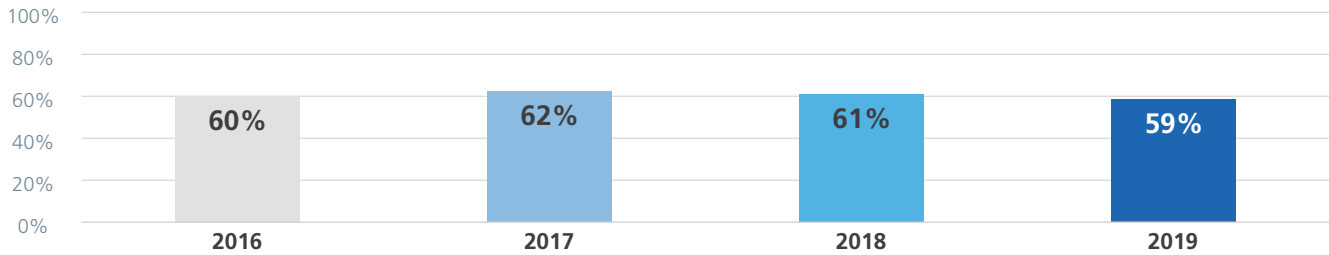
Year on Year Charts

* 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

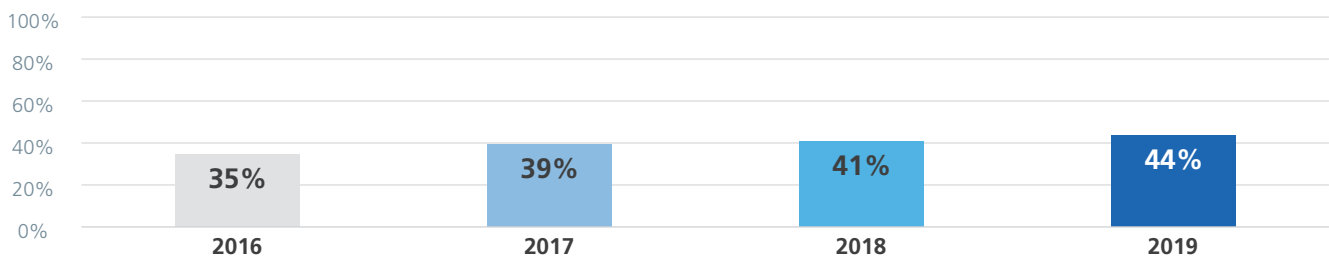


YOUR OVERALL NHS CARE

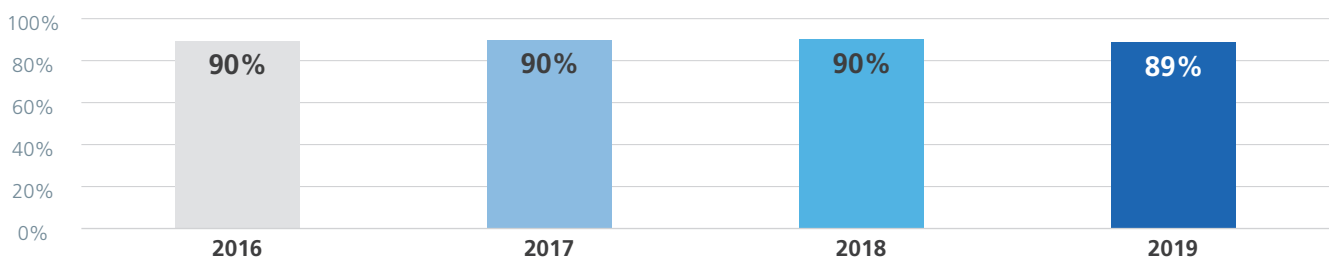
Q56. Different people treating and caring for patient always work well together to give best possible care



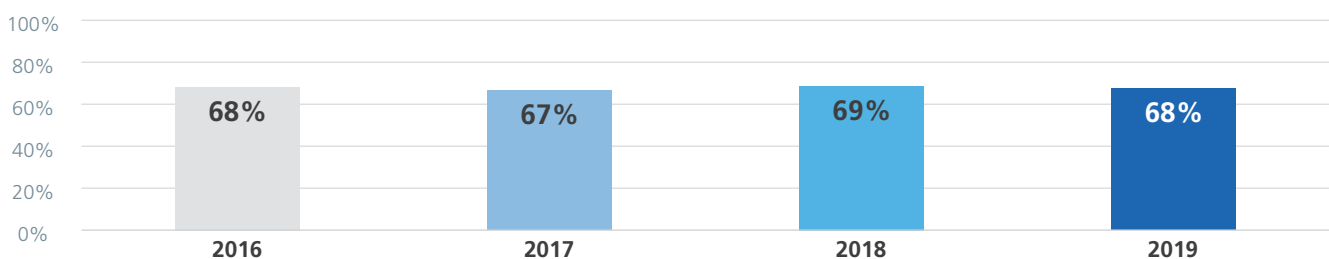
Q57. Patient given a care plan



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



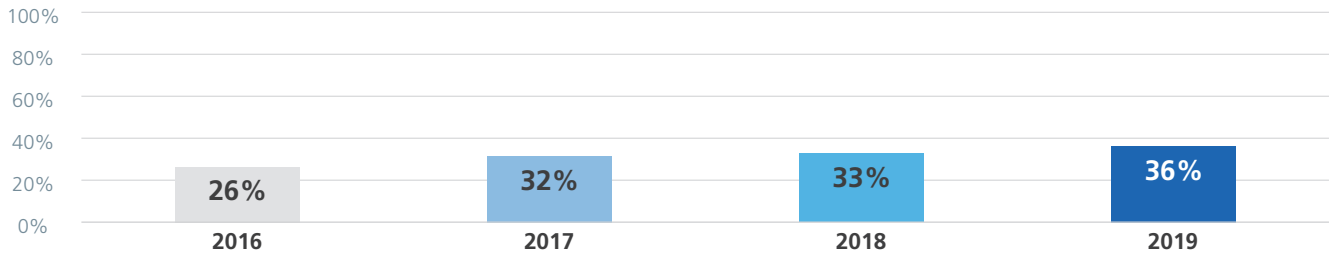
Year on Year Charts

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

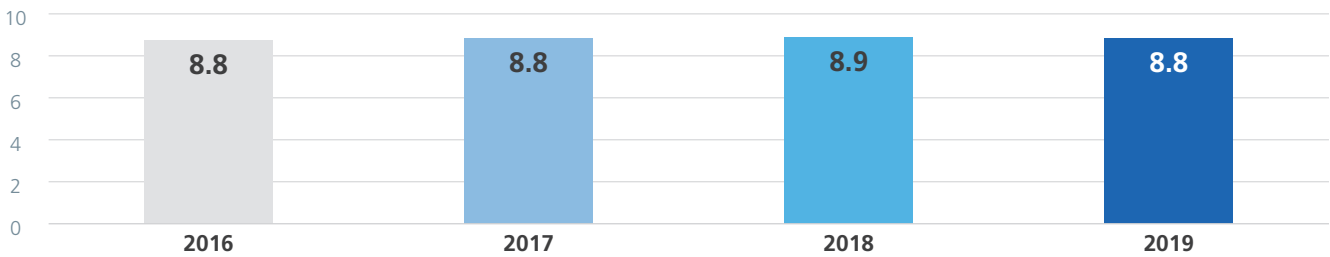
** No score available for these years.

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	
ROA	Manchester University NHS Foundation Trust	1	11
RBV	The Christie NHS Foundation Trust	1	8
RMC	Bolton NHS Foundation Trust	1	7
RM3	Salford Royal NHS Foundation Trust	1	5
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	1	2
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	2	
RWJ	Stockport NHS Foundation Trust	3	
RW6	Pennine Acute Hospitals NHS Trust	7	2

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
E56000019	Greater Manchester	2,152	8.8
RM3	Salford Royal NHS Foundation Trust	155	9.0
RMC	Bolton NHS Foundation Trust	157	9.0
RBV	The Christie NHS Foundation Trust	694	9.0
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	147	8.9
ROA	Manchester University NHS Foundation Trust	664	8.8
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	44	8.8
RW6	Pennine Acute Hospitals NHS Trust	433	8.6
RWJ	Stockport NHS Foundation Trust	229	8.6

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

Code	Name	Base	Score
All	National	65,989	81%
E56000019	Greater Manchester	2,162	81%
RMC	Bolton NHS Foundation Trust	153	87%
ROA	Manchester University NHS Foundation Trust	673	83%
RM3	Salford Royal NHS Foundation Trust	161	82%
RBV	The Christie NHS Foundation Trust	703	82%
RW6	Pennine Acute Hospitals NHS Trust	440	79%
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	145	78%
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	44	78%
RWJ	Stockport NHS Foundation Trust	231	77%

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%
E56000019	Greater Manchester	2,106	93%
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	139	94%
ROA	Manchester University NHS Foundation Trust	657	94%
RMC	Bolton NHS Foundation Trust	153	93%
RW6	Pennine Acute Hospitals NHS Trust	424	92%
RBV	The Christie NHS Foundation Trust	681	92%
RM3	Salford Royal NHS Foundation Trust	157	91%
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	48	90%
RWJ	Stockport NHS Foundation Trust	217	90%

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

Code	Name	Base	Score
All	National	52,999	85%
E56000019	Greater Manchester	1,740	86%
RMC	Bolton NHS Foundation Trust	124	91%
ROA	Manchester University NHS Foundation Trust	576	88%
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	115	88%
RBV	The Christie NHS Foundation Trust	547	86%
RW6	Pennine Acute Hospitals NHS Trust	349	84%
RM3	Salford Royal NHS Foundation Trust	118	83%
RWJ	Stockport NHS Foundation Trust	168	83%
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	41	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%
E56000019	Greater Manchester	1,279	88%
RBV	The Christie NHS Foundation Trust	458	90%
RM3	Salford Royal NHS Foundation Trust	98	90%
RMC	Bolton NHS Foundation Trust	74	89%
ROA	Manchester University NHS Foundation Trust	471	89%
RW6	Pennine Acute Hospitals NHS Trust	226	86%
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	30	86%
RWJ	Stockport NHS Foundation Trust	125	82%
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	58	79%

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%
E56000019	Greater Manchester	1,222	94%
RBV	The Christie NHS Foundation Trust	441	96%
ROA	Manchester University NHS Foundation Trust	446	95%
RM3	Salford Royal NHS Foundation Trust	89	95%
RMC	Bolton NHS Foundation Trust	71	94%
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	55	92%
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	29	91%
RWJ	Stockport NHS Foundation Trust	117	91%
RW6	Pennine Acute Hospitals NHS Trust	217	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%
E56000019	Greater Manchester	1,485	59%
RM3	Salford Royal NHS Foundation Trust	109	68%
RRF	Wrightington, Wigan and Leigh NHS Foundation Trust	103	67%
RWJ	Stockport NHS Foundation Trust	154	62%
R0A	Manchester University NHS Foundation Trust	456	60%
RBV	The Christie NHS Foundation Trust	502	60%
RMC	Bolton NHS Foundation Trust	98	58%
RW6	Pennine Acute Hospitals NHS Trust	298	55%
RMP	Tameside and Glossop Integrated Care NHS Foundation Trust	32	47%

CCG Expected Range Summary

CCG		Expected Range Classification
02H	NHS Wigan Borough CCG	46 6
00T	NHS Bolton CCG	47 5
01G	NHS Salford CCG	1 47 4
02A	NHS Trafford CCG	1 47 4
01W	NHS Stockport CCG	51 1
01Y	NHS Tameside and Glossop CCG	2 47 3
14L	NHS Manchester CCG	1 49 2
00V	NHS Bury CCG	2 48 2
00Y	NHS Oldham CCG	2 49 1
01D	NHS Heywood, Middleton and Rochdale CCG	4 48

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
E56000019	Greater Manchester	2,152	8.8
01G	NHS Salford CCG	178	9.0
02H	NHS Wigan Borough CCG	279	9.0
00T	NHS Bolton CCG	196	9.0
01Y	NHS Tameside and Glossop CCG	185	8.8
00V	NHS Bury CCG	176	8.8
14L	NHS Manchester CCG	270	8.8
02A	NHS Trafford CCG	194	8.8
01W	NHS Stockport CCG	283	8.8
00Y	NHS Oldham CCG	203	8.6
01D	NHS Heywood, Middleton and Rochdale CCG	188	8.6

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%
E56000019	Greater Manchester	2,162	81%
00T	NHS Bolton CCG	193	85%
02H	NHS Wigan Borough CCG	275	84%
00V	NHS Bury CCG	175	84%
01G	NHS Salford CCG	185	82%
02A	NHS Trafford CCG	200	81%
01Y	NHS Tameside and Glossop CCG	188	81%
14L	NHS Manchester CCG	272	80%
01W	NHS Stockport CCG	279	79%
01D	NHS Heywood, Middleton and Rochdale CCG	192	79%
00Y	NHS Oldham CCG	203	79%

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%
E56000019	Greater Manchester	2,106	93%
00Y	NHS Oldham CCG	201	95%
02H	NHS Wigan Borough CCG	270	94%
01Y	NHS Tameside and Glossop CCG	189	94%
00V	NHS Bury CCG	171	93%
14L	NHS Manchester CCG	261	93%
01W	NHS Stockport CCG	275	93%
00T	NHS Bolton CCG	186	92%
01G	NHS Salford CCG	176	91%
02A	NHS Trafford CCG	194	91%
01D	NHS Heywood, Middleton and Rochdale CCG	183	89%

CCG Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000019	Greater Manchester	1,740	86%
00T	NHS Bolton CCG	149	90%
14L	NHS Manchester CCG	224	89%
02H	NHS Wigan Borough CCG	220	88%
00V	NHS Bury CCG	144	88%
02A	NHS Trafford CCG	163	87%
01W	NHS Stockport CCG	237	85%
01Y	NHS Tameside and Glossop CCG	162	84%
00Y	NHS Oldham CCG	164	84%
01G	NHS Salford CCG	135	84%
01D	NHS Heywood, Middleton and Rochdale CCG	142	81%

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%
E56000019	Greater Manchester	1,279	88%
00T	NHS Bolton CCG	113	92%
01G	NHS Salford CCG	108	91%
00V	NHS Bury CCG	90	91%
02A	NHS Trafford CCG	131	89%
02H	NHS Wigan Borough CCG	140	88%
00Y	NHS Oldham CCG	122	87%
01Y	NHS Tameside and Glossop CCG	131	87%
01W	NHS Stockport CCG	148	84%
14L	NHS Manchester CCG	186	84%
01D	NHS Heywood, Middleton and Rochdale CCG	110	84%

CCG Dashboard Questions

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

Code	Name	Base	Score
All	National	31,541	94%
E56000019	Greater Manchester	1,222	94%
02A	NHS Trafford CCG	123	97%
01G	NHS Salford CCG	99	96%
02H	NHS Wigan Borough CCG	137	96%
01W	NHS Stockport CCG	143	95%
00Y	NHS Oldham CCG	114	94%
01Y	NHS Tameside and Glossop CCG	128	93%
14L	NHS Manchester CCG	175	93%
01D	NHS Heywood, Middleton and Rochdale CCG	108	92%
00V	NHS Bury CCG	87	92%
00T	NHS Bolton CCG	108	91%

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%
E56000019	Greater Manchester	1,485	59%
00T	NHS Bolton CCG	127	65%
01G	NHS Salford CCG	128	64%
01W	NHS Stockport CCG	193	61%
02A	NHS Trafford CCG	132	61%
02H	NHS Wigan Borough CCG	192	60%
00V	NHS Bury CCG	121	60%
14L	NHS Manchester CCG	200	58%
01D	NHS Heywood, Middleton and Rochdale CCG	132	56%
00Y	NHS Oldham CCG	132	51%
01Y	NHS Tameside and Glossop CCG	128	49%