

National Cancer Patient Experience Survey

2019 Results

North Central and North East London

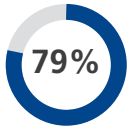
Published June 2020

Executive Summary

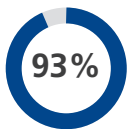
Cancer Dashboard Questions

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

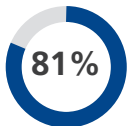
Q61. Patient's average rating of care scored from very poor to very good



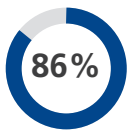
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



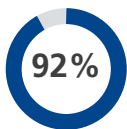
Q19. Patient given the name of a CNS who would support them through their treatment



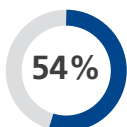
Q20. Patient found it very or quite easy to contact their CNS



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	
Q2. Patient thought they were seen as soon as necessary	81%	83%	85%	84%
Q5. Received all the information needed about the test	94%	94%	96%	95%
Q10. Patient told they could bring a family member or friend when first told they had cancer	71%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	83%	84%	87%	86%
Q13. Patient given easy to understand written information about the type of cancer they had	72%	72%	77%	74%
Q14. Patient felt that treatment options were completely explained	81%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	70%	71%	75%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	64%	64%	70%	67%
Q17. Patient definitely told about side effects that could affect them in the future	54%	54%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	79%	79%	83%	81%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	81%	82%	86%	84%
Q27. Beforehand, patient had all the information needed about the operation	95%	95%	97%	96%

National Cancer Patient Experience Survey 2019 North Central and North East London

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	79%	81%	87%	84%
Q33. Patient had confidence and trust in all the ward nurses treating them	68%	71%	77%	74%
Q35. All hospital staff asked patient what name they prefer to be called by	59%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	82%	83%	86%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	47%	49%	55%	52%
Q40. Patient given clear written information about what should or should not do after leaving hospital	82%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	92%	92%	96%	94%
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	64%	68%	73%	71%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	81%	82%	86%	84%
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	56%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	44%	46%	58%	52%
Q54. GP given enough information about patient's condition and treatment	93%	94%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	54%	54%	62%	58%
Q56. Different people treating and caring for patient always work well together to give best possible care	68%	70%	76%	73%
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

2,712 patients responded out of a total of 5,481 patients, resulting in a response rate of 49%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	5,895	5,481	2,712	49%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	303
Paper	2,408
Phone	0
Translation Service	1

Respondents by Tumour Group

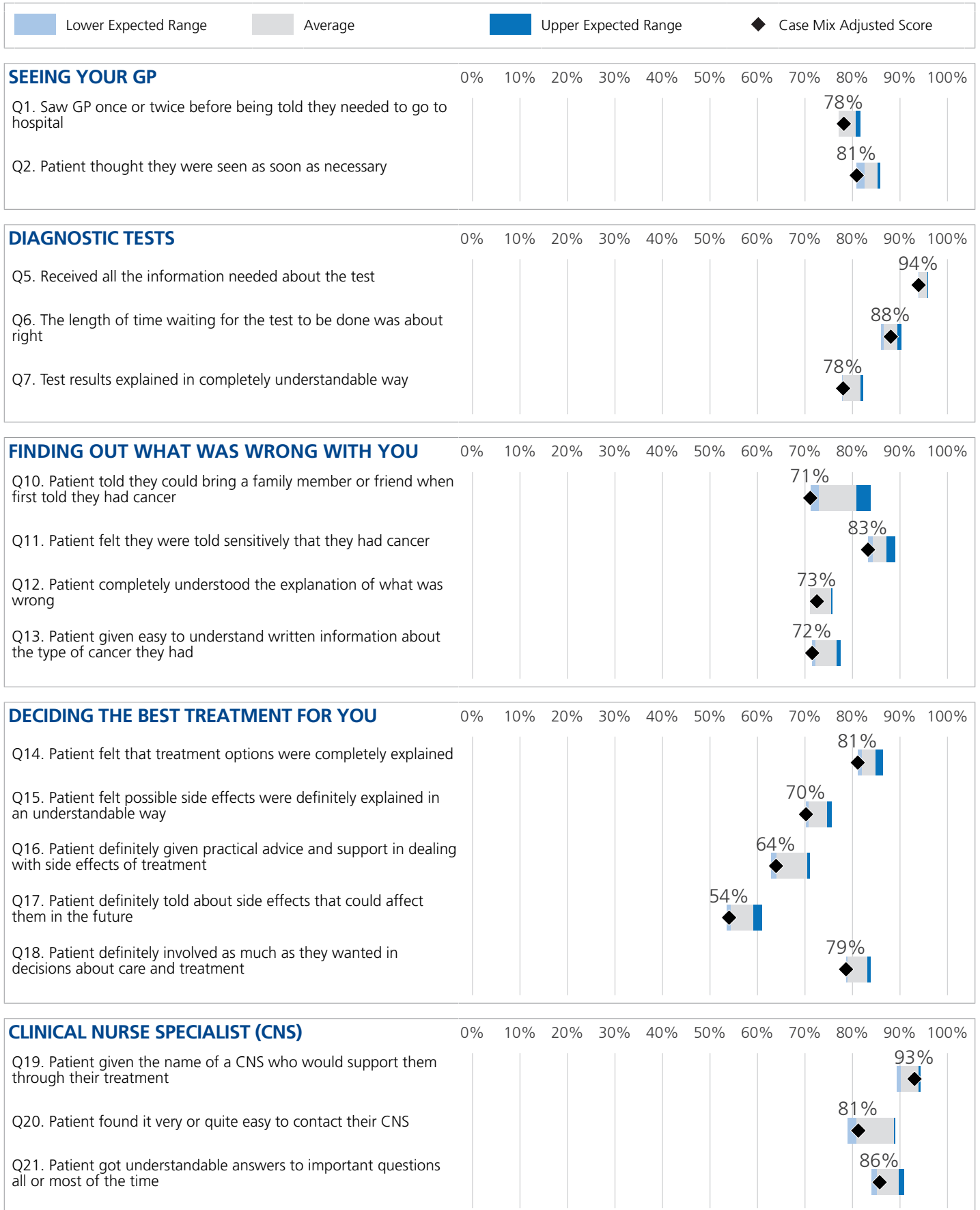
	Number of Respondents
Brain / CNS	22
Breast	673
Colorectal / LGT	281
Gynaecological	120
Haematological	358
Head and Neck	76
Lung	203
Prostate	297
Sarcoma	22
Skin	49
Upper Gastro	118
Urological	201
Other	292

Respondents by Age and Gender

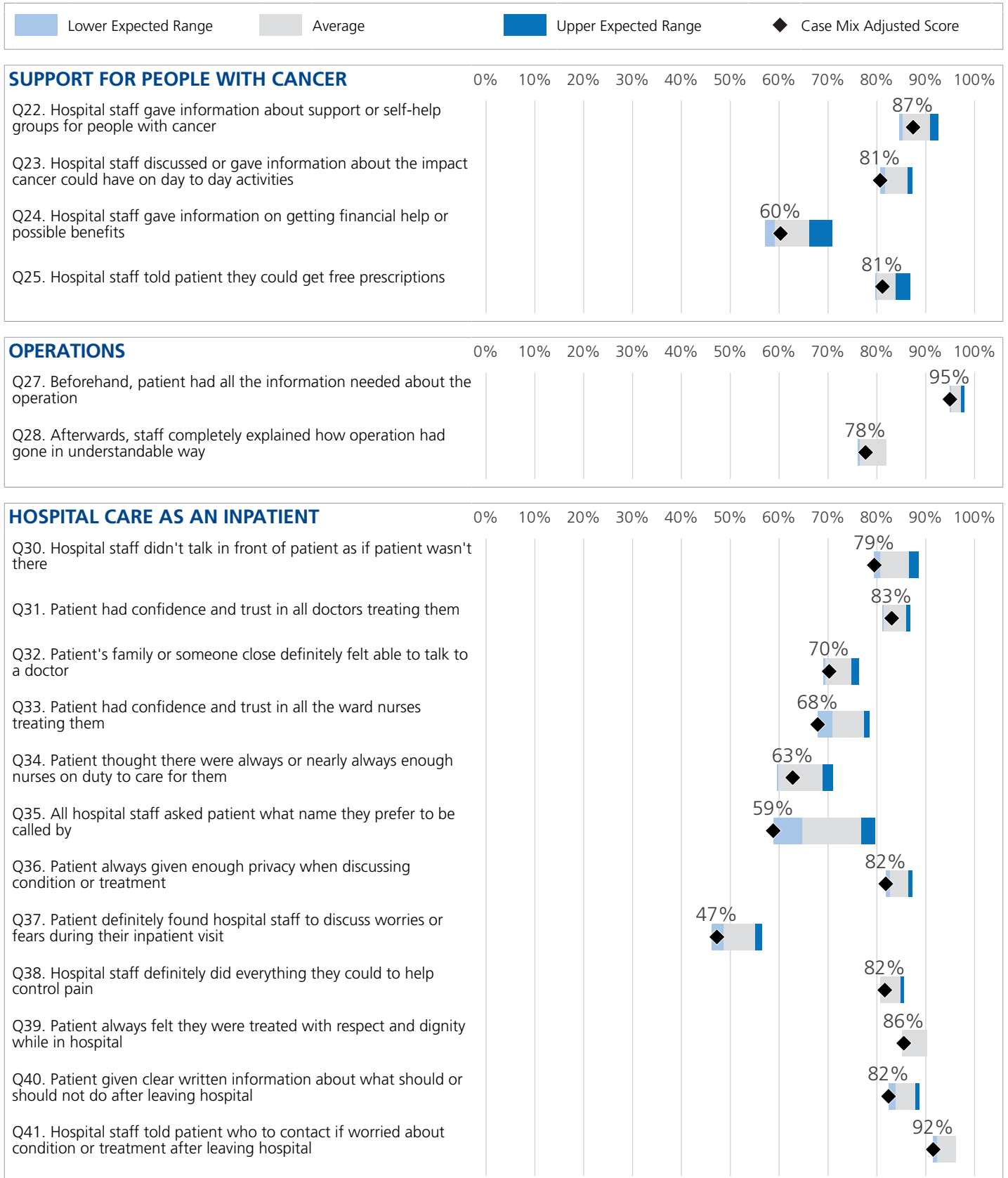
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	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	3	11	35	97	287	405	247	64	1,149
Female	10	30	111	258	382	430	278	64	1,563
Total	13	41	146	355	669	835	525	128	2,712

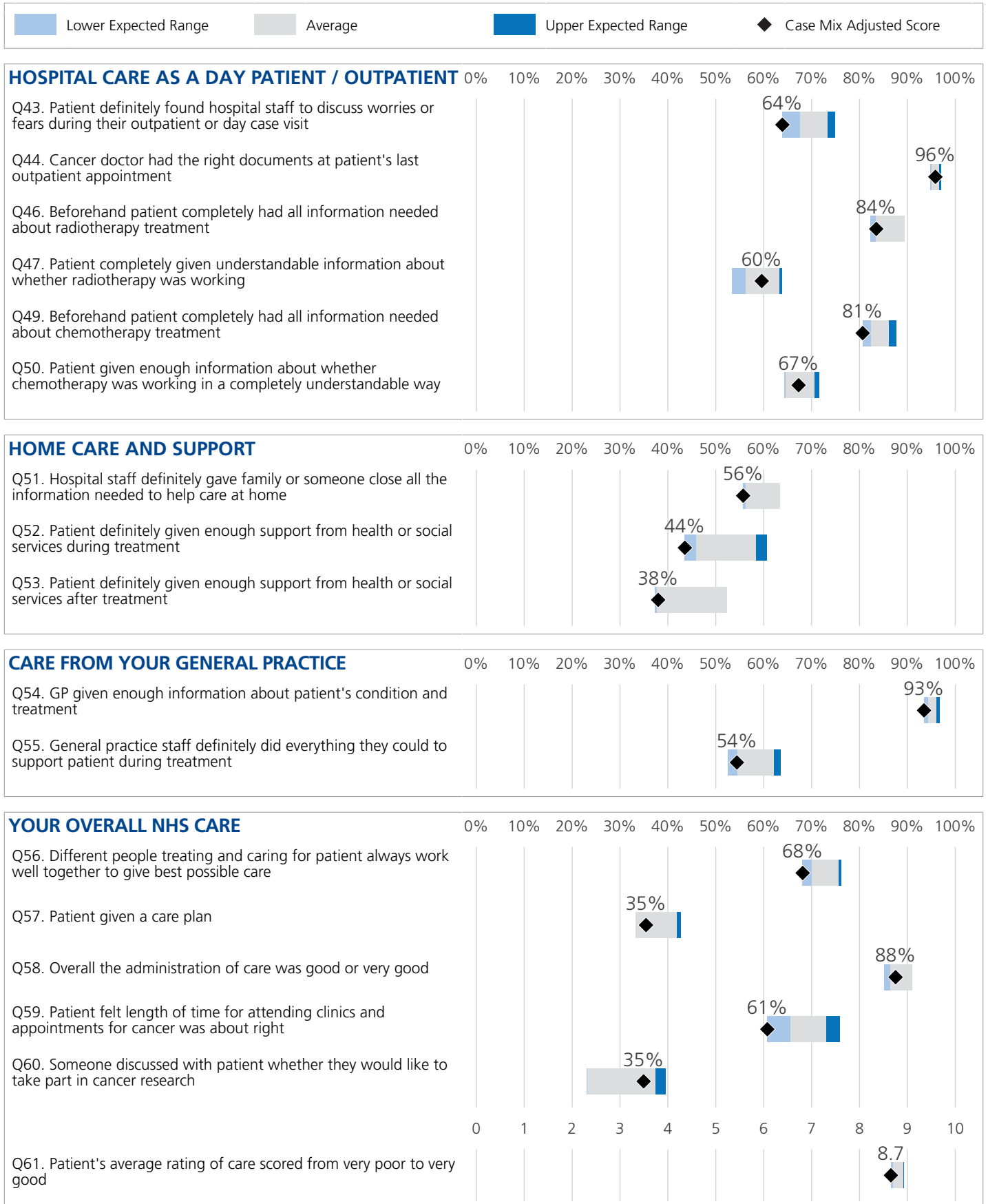
Expected Range Charts



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	2050	76%	1859	76%			78%	77%	81%	79%
Q2. Patient thought they were seen as soon as necessary	2958	80%	2656	79%			81%	83%	85%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	2237	93%			94%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	2594	86%	2304	87%		▲	88%	87%	89%	88%
Q7. Test results explained in completely understandable way	2595	75%	2320	76%			78%	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	2728	75%	2443	71%			71%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	2943	81%	2681	83%			83%	84%	87%	86%
Q12. Patient completely understood the explanation of what was wrong	2995	71%	2688	71%			73%	71%	76%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	2574	68%	2389	70%			72%	72%	77%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	2678	80%	2431	80%			81%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	2884	70%	2594	70%			70%	71%	75%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	2833	63%	2572	64%		▲	64%	64%	70%	67%
Q17. Patient definitely told about side effects that could affect them in the future	2720	53%	2495	55%		▲	54%	54%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	2649	76%			79%	79%	83%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	2889	93%	2557	93%		▲	93%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	2486	80%	2210	80%			81%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	2390	82%	2130	83%			86%	85%	90%	87%

Comparability Tables

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

	Unadjusted Scores					Change Overall	Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019		2019 Score	Lower Expected Range	Upper Expected Range	
SUPPORT FOR PEOPLE WITH CANCER										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	2354	84%	2206	87%		▲	87%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	2076	79%	1902	80%		▲	81%	82%	86%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	1710	58%	1584	60%		▲	60%	59%	66%	63%
Q25. Hospital staff told patient they could get free prescriptions	1599	80%	1540	80%			81%	80%	84%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	1567	94%	1356	95%			95%	95%	97%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	1549	74%	1360	76%			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	**	**	1389	77%			79%	81%	87%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	1414	82%			83%	82%	86%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1221	70%			70%	70%	75%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	1414	67%			68%	71%	77%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	1404	61%			63%	60%	69%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	1383	56%			59%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	1405	81%			82%	83%	86%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	1123	46%			47%	49%	55%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1285	80%			82%	81%	85%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	1407	84%			86%	85%	90%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	1309	83%			82%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	1347	91%			92%	92%	96%	94%




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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	2224	62%	2010	62%			64%	68%	73%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	2620	95%	2319	96%			96%	95%	97%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	880	85%	812	83%			84%	83%	89%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	757	60%	726	60%			60%	56%	63%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	1543	83%	1367	80%			81%	82%	86%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	1403	67%	1274	67%			67%	65%	71%	68%
HOME CARE AND SUPPORT										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	2377	55%	2164	55%			56%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	1571	41%	1400	42%			44%	46%	58%	52%
Q53. Patient definitely given enough support from health or social services after treatment	1056	36%	958	36%			38%	38%	52%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	2579	92%	2246	92%			93%	94%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	2010	52%	1807	53%			54%	54%	62%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	2551	66%			68%	70%	76%	73%
Q57. Patient given a care plan	2255	33%	2018	38%	▲	▲	35%	33%	42%	38%
Q58. Overall the administration of care was good or very good	2979	85%	2642	88%	▲		88%	86%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	2953	58%	2612	60%			61%	66%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	2773	38%	2440	36%			35%	23%	37%	30%
Q61. Patient's average rating of care scored from very poor to very good	2911	8.5	2575	8.5			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.

	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	*	90%	73%	72%	59%	88%	65%	83%	*	95%	61%	79%	71%	76%
	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	*	83%	73%	71%	75%	85%	83%	87%	*	79%	64%	83%	76%	79%
	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	*	92%	91%	95%	93%	94%	96%	93%	*	95%	91%	93%	94%	93%
	National	93%	95%	95%	93%	95%	93%	95%	95%	93%	96%	95%	95%	95%	95%
Q6. The length of time waiting for the test to be done was about right	Alliance	*	89%	83%	82%	87%	85%	88%	89%	*	84%	84%	86%	86%	87%
	National	84%	91%	88%	86%	89%	88%	87%	87%	81%	87%	84%	87%	86%	88%
Q7. Test results explained in completely understandable way	Alliance	*	78%	72%	76%	72%	85%	76%	76%	*	79%	66%	83%	74%	76%
	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	*	74%	70%	73%	70%	71%	70%	75%	*	45%	60%	70%	73%	71%
	National	85%	82%	82%	71%	71%	71%	77%	79%	73%	69%	76%	73%	75%	77%
Q11. Patient felt they were told sensitively that they had cancer	Alliance	*	85%	84%	81%	82%	89%	80%	84%	*	80%	71%	85%	82%	83%
	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	86%	70%	76%	69%	60%	76%	72%	77%	57%	88%	59%	73%	74%	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	*	70%	67%	64%	72%	68%	73%	80%	*	86%	50%	75%	58%	70%
	National	66%	78%	73%	71%	76%	69%	67%	83%	67%	84%	67%	74%	65%	74%

Tumour Type Tables

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

DECIDING THE BEST TREATMENT FOR YOU

		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	*	81%	76%	84%	78%	86%	85%	83%	*	73%	70%	80%	77%	80%
	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	*	71%	73%	70%	72%	73%	73%	68%	*	60%	65%	71%	67%	70%
	National	69%	74%	76%	75%	69%	73%	74%	73%	73%	77%	72%	71%	70%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	Alliance	*	64%	61%	64%	68%	71%	64%	68%	*	50%	51%	61%	61%	64%
	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	*	53%	49%	54%	56%	59%	50%	68%	*	49%	51%	59%	51%	55%
	National	62%	57%	59%	56%	51%	64%	56%	66%	54%	66%	53%	56%	52%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	Alliance	73%	75%	77%	74%	79%	78%	79%	81%	71%	77%	68%	78%	73%	76%
	National	79%	81%	83%	81%	80%	81%	81%	84%	81%	87%	79%	79%	78%	81%

CLINICAL NURSE SPECIALIST (CNS)

		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%	96%	93%	94%	97%	94%	90%	*	93%	93%	80%	91%	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	*	80%	82%	78%	85%	86%	84%	73%	*	71%	73%	81%	77%	80%
	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	*	82%	83%	84%	89%	89%	84%	80%	*	83%	76%	87%	82%	83%
	National	82%	87%	89%	86%	89%	88%	86%	87%	87%	93%	86%	87%	86%	87%

SUPPORT FOR PEOPLE WITH CANCER

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q22. Hospital staff gave information about support or self-help groups for people with cancer	Alliance	*	91%	88%	84%	88%	83%	83%	91%	*	67%	77%	81%	81%	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	*	80%	78%	77%	84%	78%	79%	87%	*	65%	70%	82%	77%	80%
	National	84%	86%	85%	82%	84%	84%	83%	88%	81%	86%	83%	78%	79%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	Alliance	*	60%	65%	65%	66%	57%	62%	56%	*	33%	58%	60%	54%	60%
	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	*	79%	80%	77%	86%	91%	89%	84%	*	*	83%	66%	79%	80%
	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%	94%	93%	92%	93%	93%	98%	*	88%	95%	96%	93%	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	*	73%	79%	79%	75%	83%	73%	75%	*	63%	79%	83%	76%	76%
	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	*	79%	71%	80%	77%	70%	75%	81%	*	*	69%	81%	76%	77%
	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	*	81%	80%	79%	84%	90%	80%	90%	*	*	69%	85%	78%	82%
	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	*	70%	65%	65%	72%	72%	68%	78%	*	*	68%	73%	71%	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	*	69%	52%	52%	73%	65%	73%	78%	*	*	53%	78%	65%	67%
	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	*	59%	52%	59%	66%	57%	69%	77%	*	*	51%	68%	55%	61%
	National	68%	64%	62%	63%	63%	65%	68%	72%	65%	70%	65%	66%	60%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	Alliance	*	51%	54%	48%	59%	45%	58%	60%	*	*	55%	68%	59%	56%
	National	68%	62%	74%	65%	72%	71%	76%	72%	74%	70%	78%	76%	69%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	Alliance	*	85%	81%	80%	80%	86%	74%	85%	*	*	72%	84%	79%	81%
	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	*	49%	41%	49%	50%	50%	38%	49%	*	*	42%	51%	42%	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	*	81%	80%	75%	83%	64%	84%	83%	*	*	62%	80%	83%	80%
	National	85%	83%	84%	82%	82%	80%	84%	85%	83%	85%	82%	81%	82%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	Alliance	*	86%	76%	86%	87%	78%	88%	91%	*	*	73%	88%	86%	84%
	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	*	85%	75%	84%	79%	86%	73%	97%	*	*	73%	91%	81%	83%
	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%	88%	95%	96%	92%	87%	93%	*	*	79%	91%	87%	91%
	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.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Alliance	*	60%	57%	59%	68%	66%	56%	68%	*	41%	60%	65%	62%	62%
	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%	93%	98%	91%	96%	94%	*	93%	93%	99%	93%	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	*	83%	81%	78%	87%	86%	77%	88%	*	*	83%	96%	81%	83%
	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	*	55%	63%	70%	74%	71%	62%	62%	*	*	46%	*	62%	60%
	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	*	75%	81%	87%	87%	73%	77%	88%	*	*	78%	82%	79%	80%
	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	*	64%	64%	66%	80%	70%	57%	68%	*	*	51%	57%	71%	67%
	National	54%	62%	64%	68%	75%	57%	67%	66%	71%	79%	61%	68%	69%	68%

HOME CARE AND SUPPORT

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	Alliance	*	50%	54%	53%	61%	90%	51%	58%	*	40%	59%	55%	50%	55%
	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	*	37%	40%	45%	46%	73%	38%	32%	*	*	38%	37%	51%	42%
	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	*	30%	38%	38%	40%	66%	28%	31%	*	*	45%	37%	40%	36%
	National	39%	41%	53%	39%	43%	56%	40%	46%	48%	59%	47%	44%	44%	45%

CARE FROM YOUR GENERAL PRACTICE

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q54. GP given enough information about patient's condition and treatment	Alliance	*	93%	92%	89%	93%	88%	88%	91%	*	95%	86%	92%	95%	92%
	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	*	53%	51%	42%	49%	65%	51%	59%	*	50%	54%	55%	57%	53%
	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	*	66%	61%	58%	68%	67%	67%	72%	*	64%	61%	72%	64%	66%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	40%	31%	33%	43%	41%	34%	40%	*	34%	40%	36%	33%	38%
	National	36%	41%	40%	34%	36%	39%	36%	40%	34%	44%	36%	33%	31%	38%
Q58. Overall the administration of care was good or very good	Alliance	*	89%	82%	87%	91%	86%	89%	88%	*	85%	86%	85%	88%	88%
	National	85%	90%	88%	87%	91%	90%	90%	88%	88%	90%	86%	85%	87%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	Alliance	*	57%	61%	60%	53%	65%	65%	76%	*	62%	58%	69%	48%	60%
	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	*	31%	35%	44%	46%	24%	33%	36%	*	11%	34%	37%	45%	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	*	8.5	8.4	8.5	8.7	8.7	8.6	8.5	*	8.2	8.3	8.6	8.6	8.5
	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

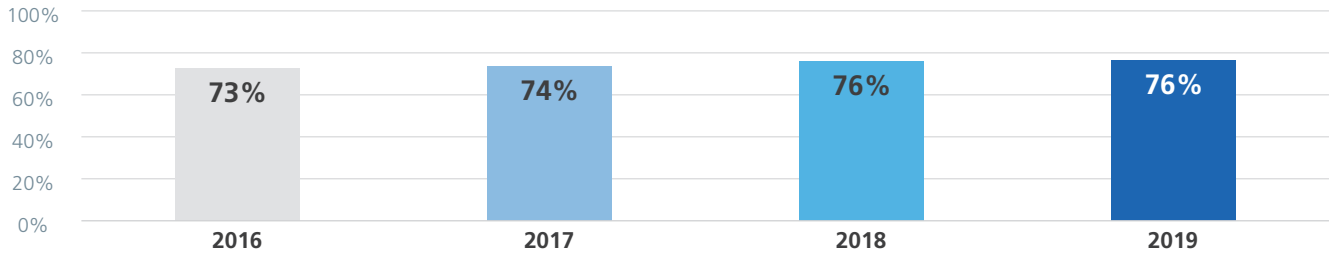
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

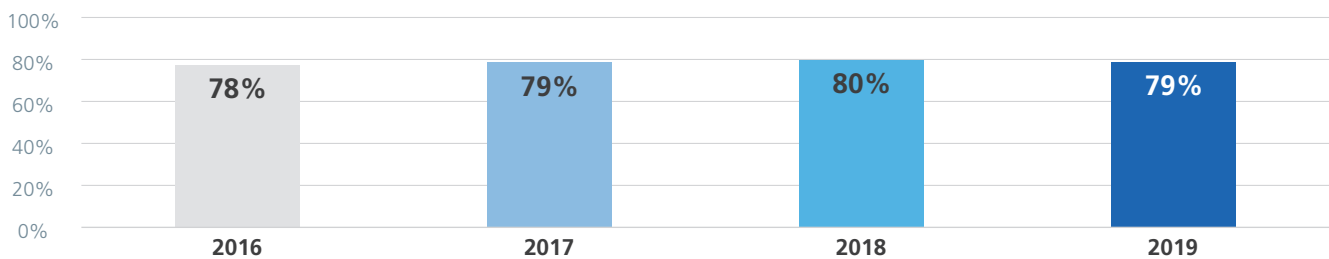
The scores are unadjusted and based on England scores only.

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

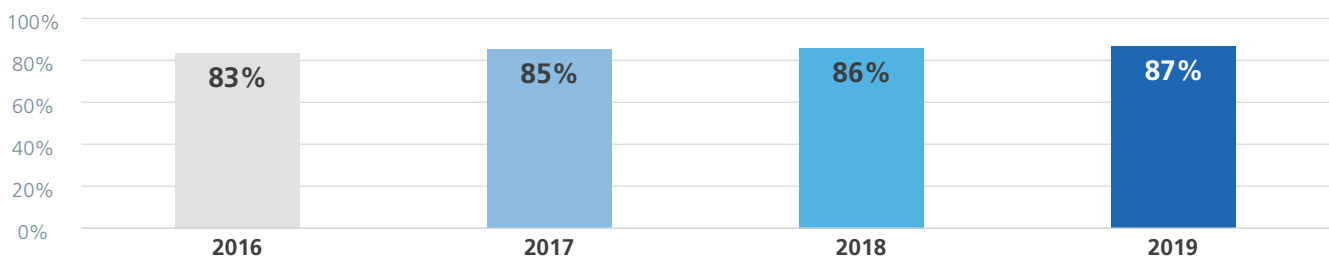


DIAGNOSTIC TESTS

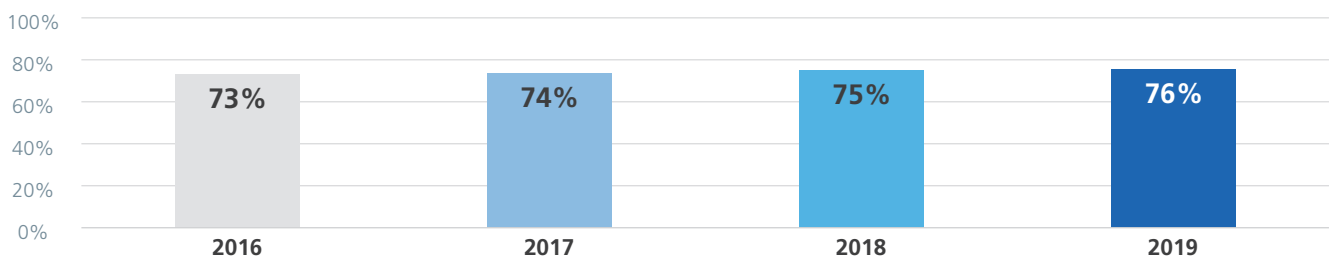
Q5. Received all the information needed about the test



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

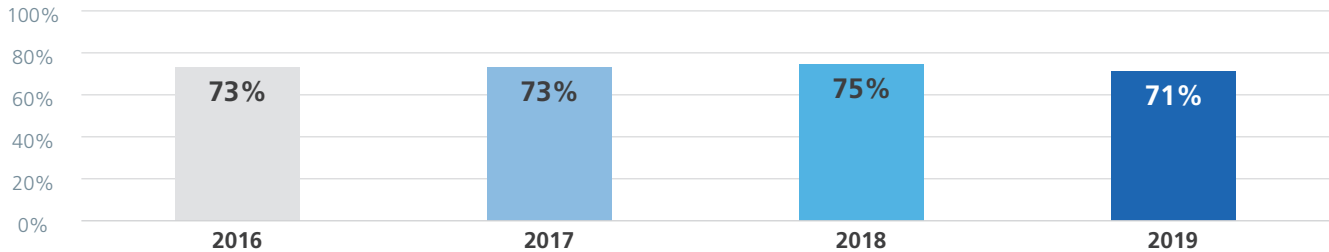
* Indicates where a score has been suppressed because there are less than 21 responses.

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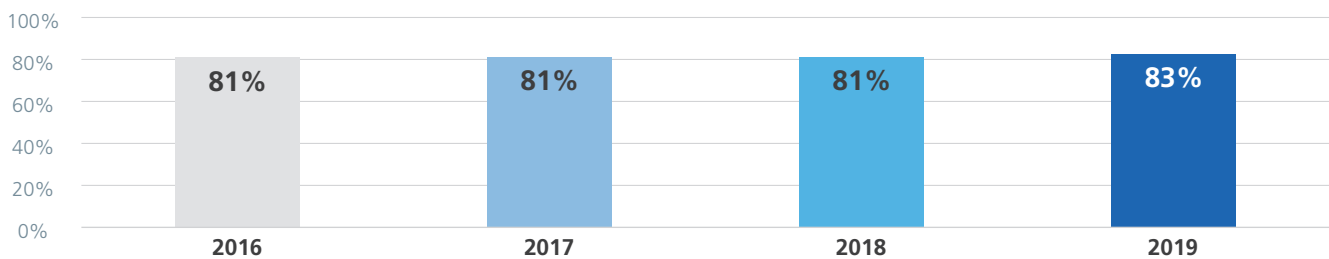
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FINDING OUT WHAT WAS WRONG WITH YOU

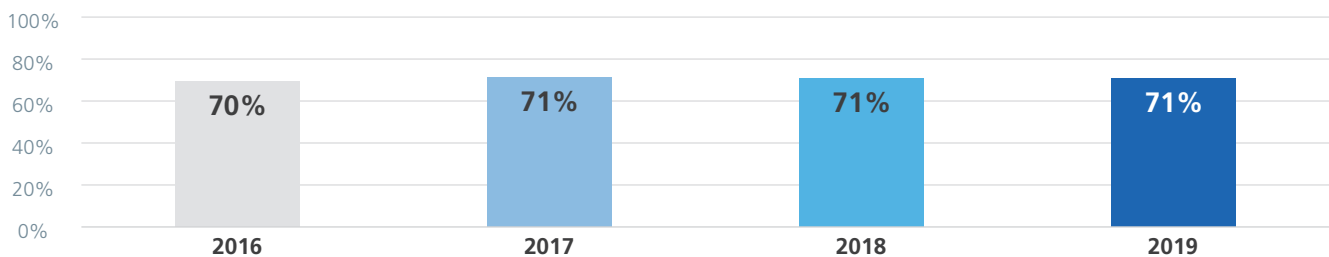
Q10. Patient told they could bring a family member or friend when first told they had cancer



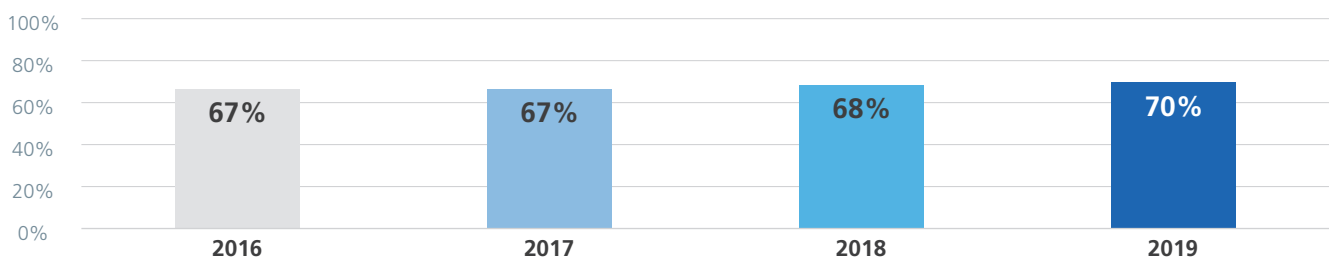
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

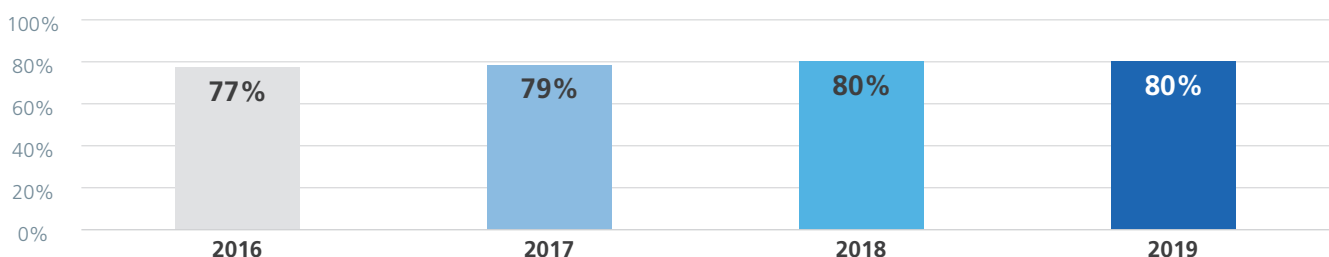


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



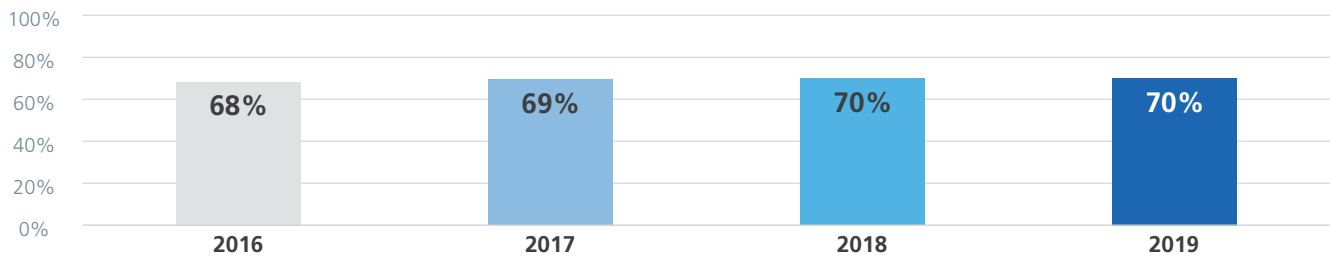
Year on Year Charts

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

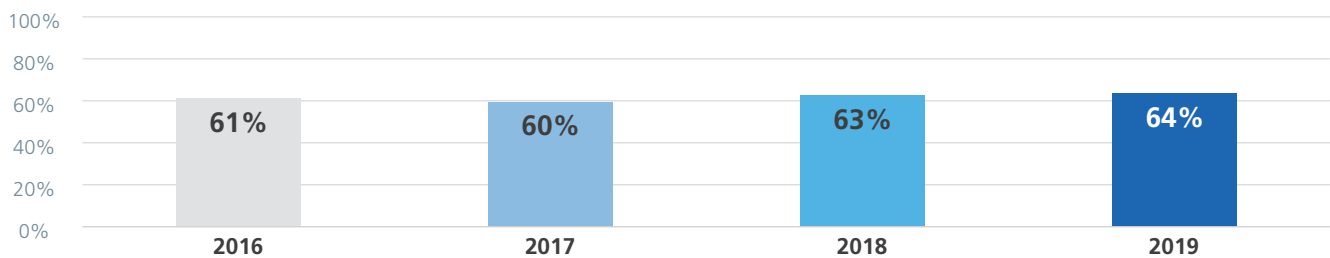
** No score available for these years.

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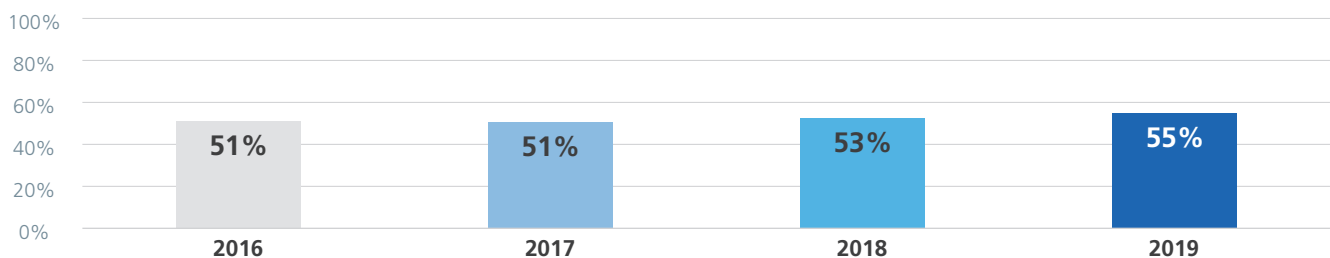
Q15. Patient felt possible side effects were definitely explained in an understandable way



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



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

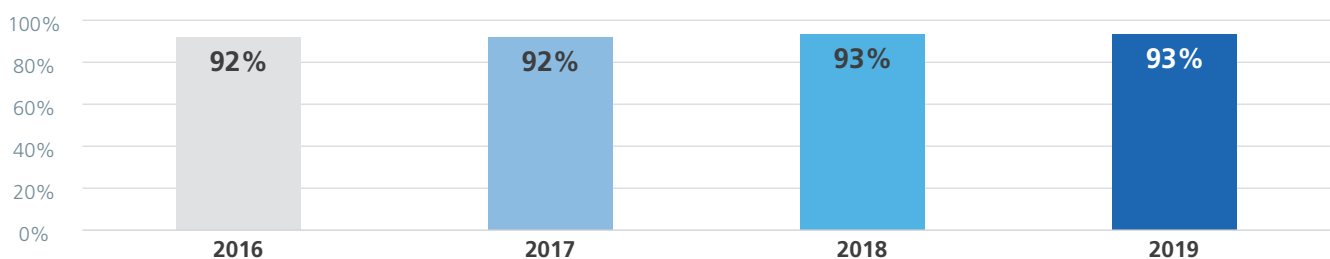


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

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



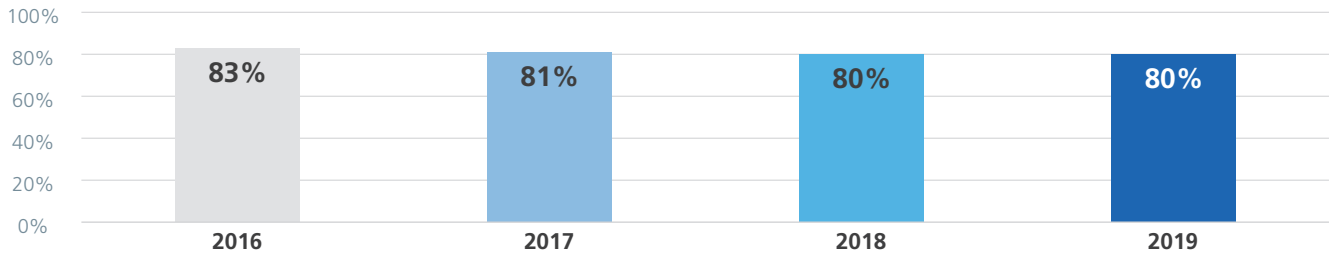
Year on Year Charts

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

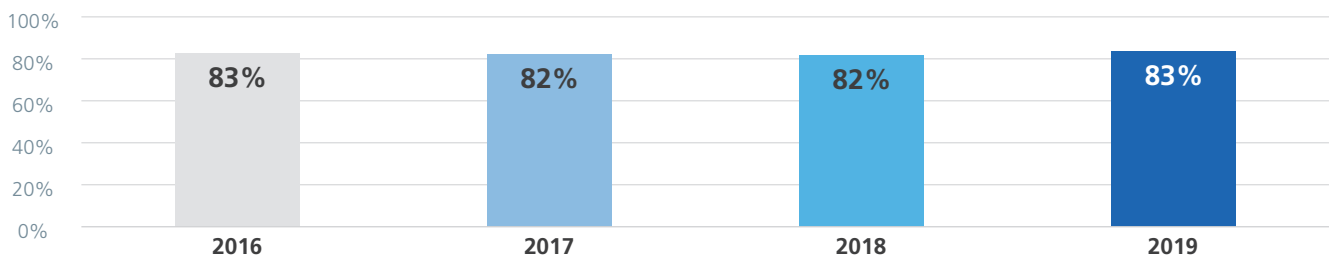
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

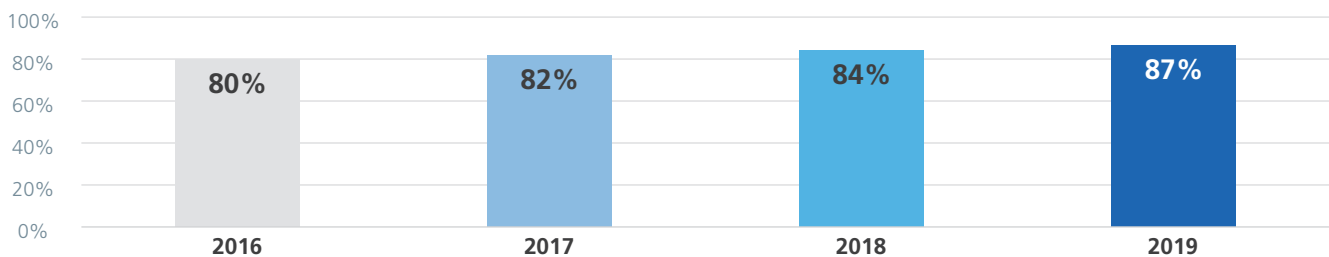


Q21. Patient got understandable answers to important questions all or most of the time

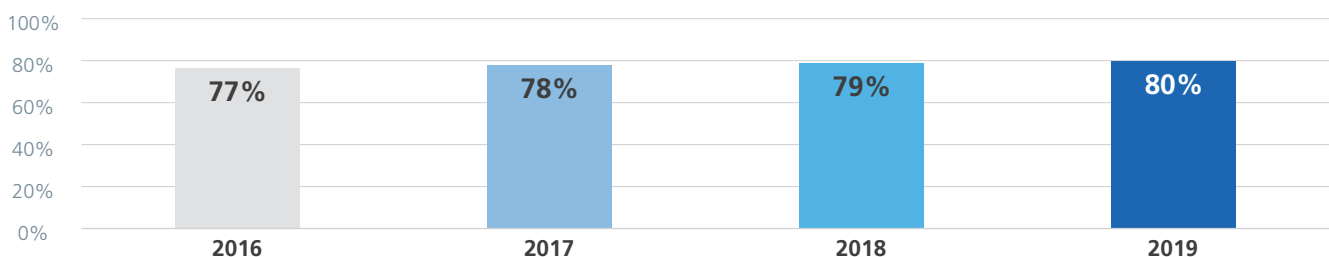


SUPPORT FOR PEOPLE WITH CANCER

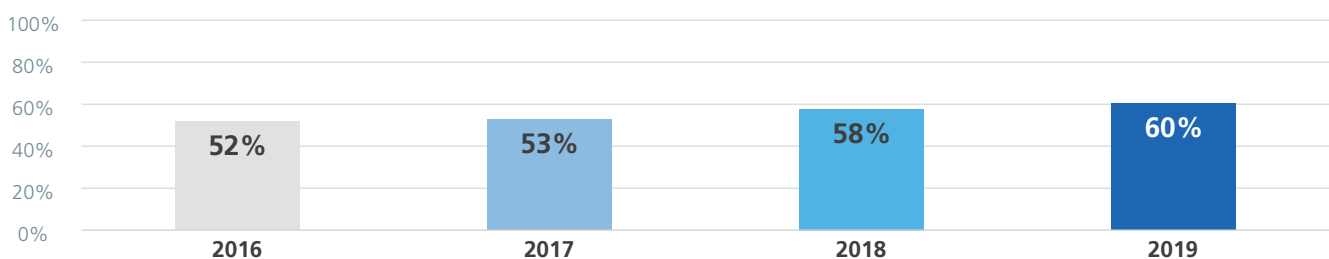
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



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



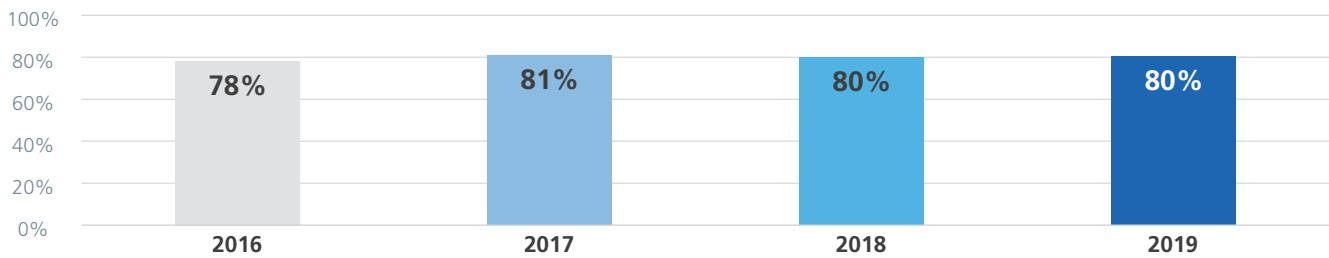
Year on Year Charts

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

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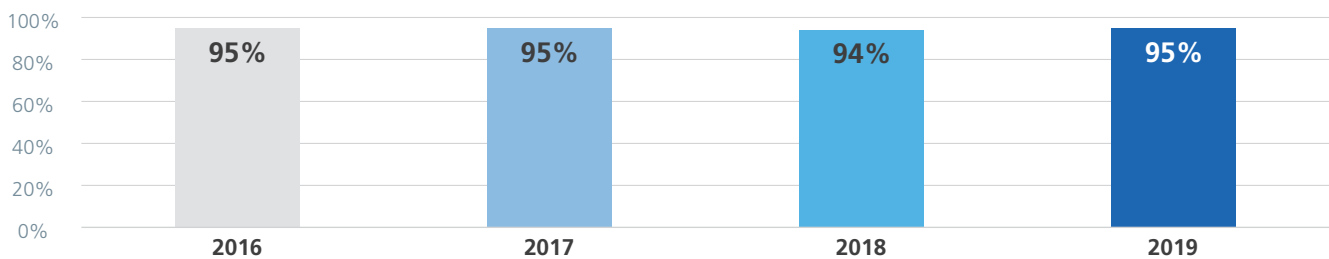
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

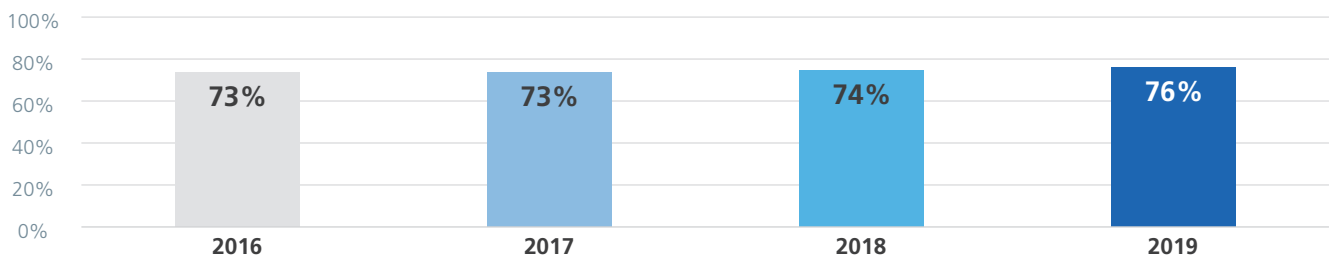


OPERATIONS

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



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

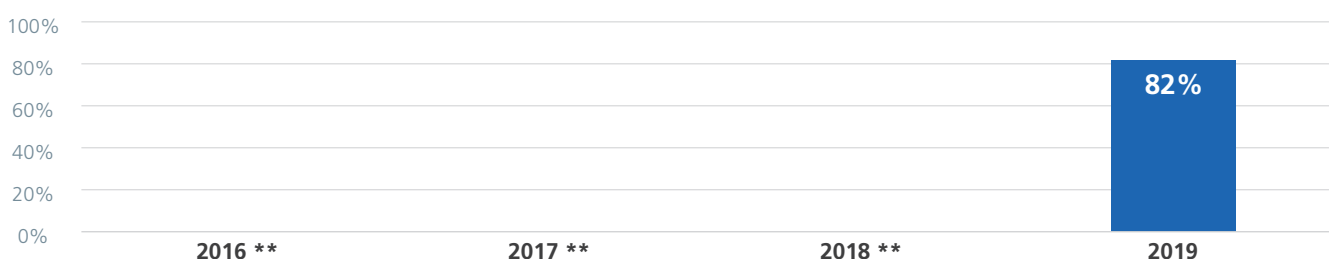


HOSPITAL CARE AS AN INPATIENT

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



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



Year on Year Charts

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



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



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



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



Year on Year Charts

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



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



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



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



Year on Year Charts

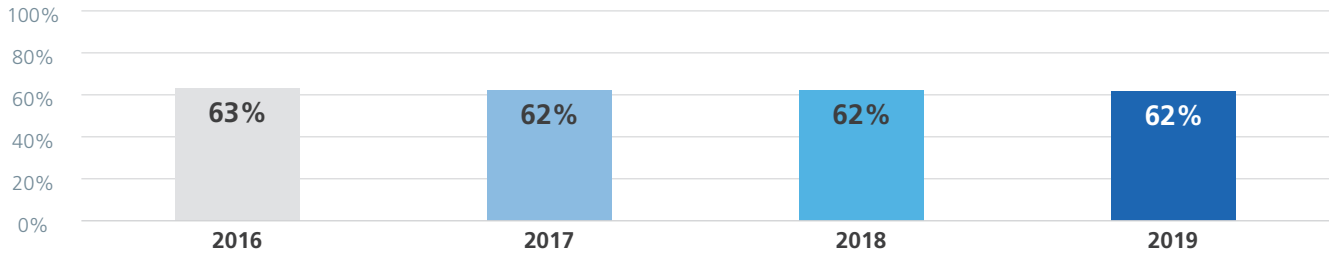
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

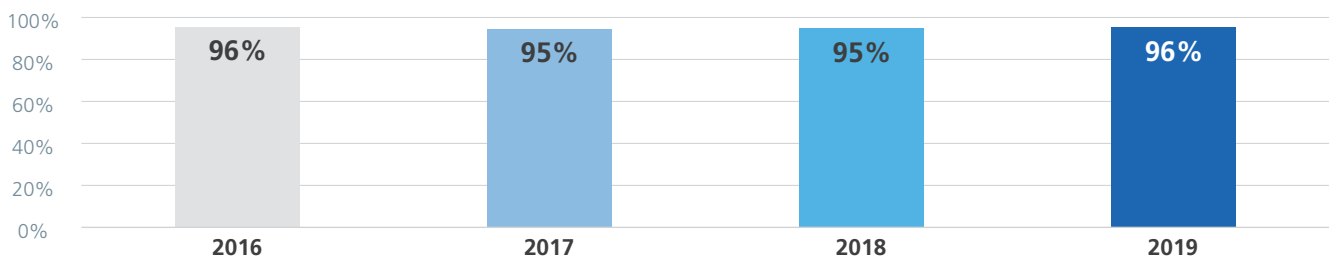
The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

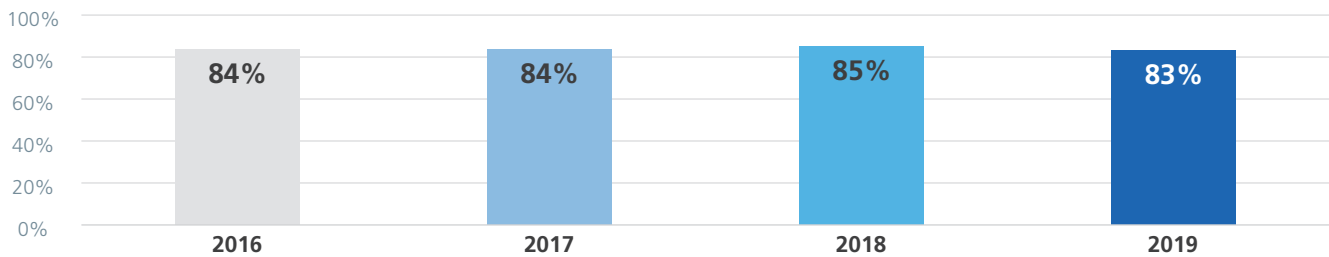
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



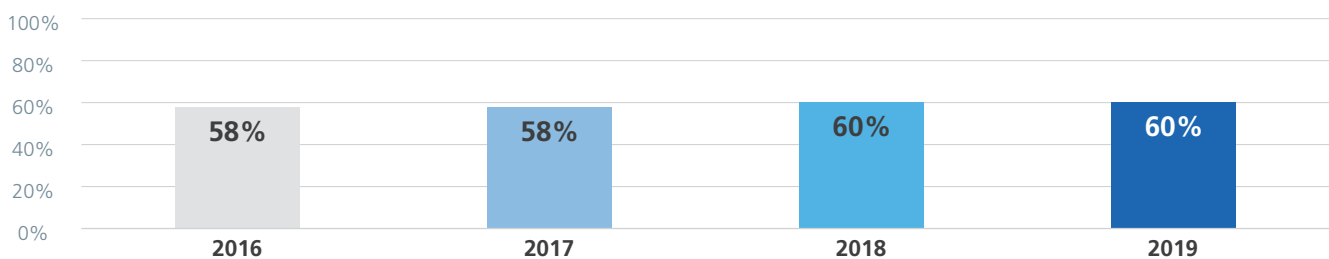
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



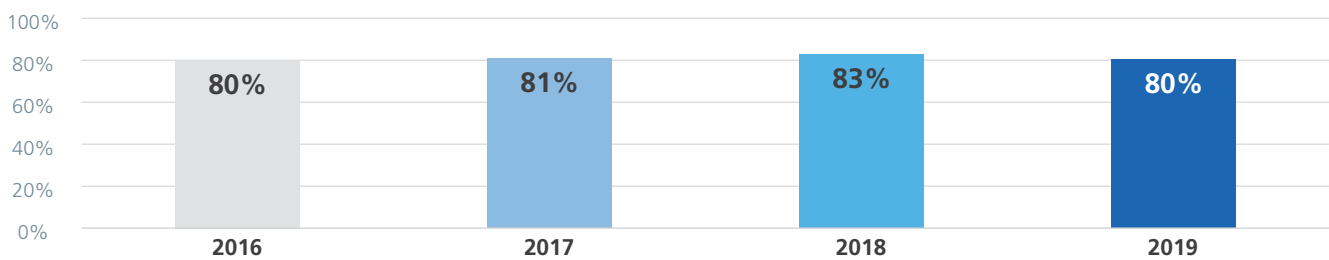
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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



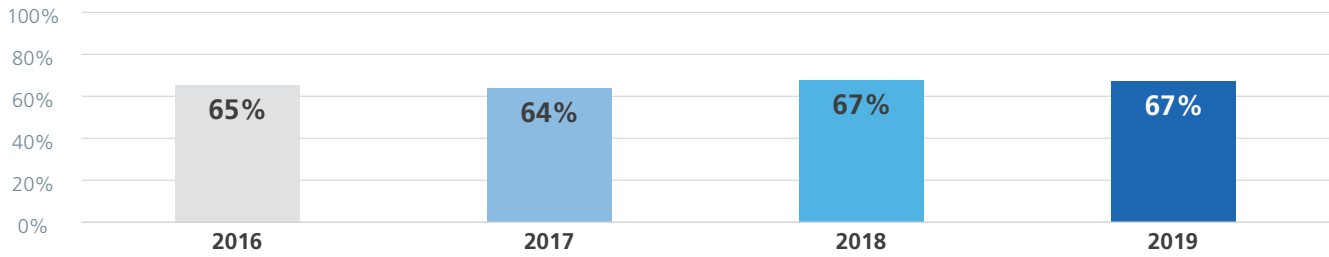
Year on Year Charts

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

** No score available for these years.

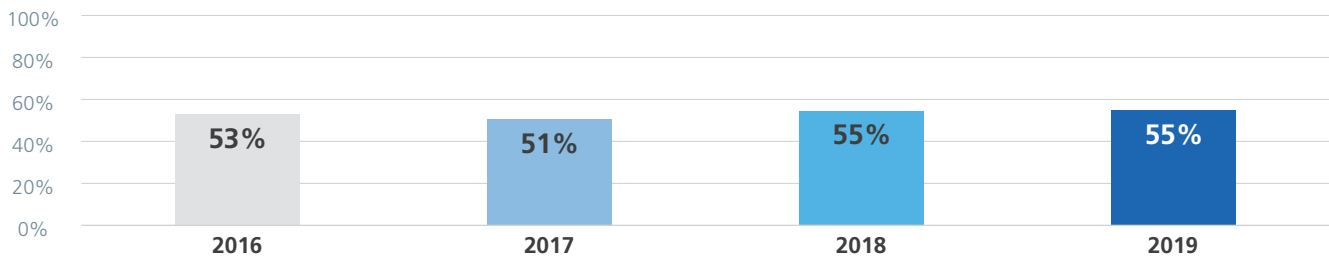
The scores are unadjusted and based on England scores only.

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

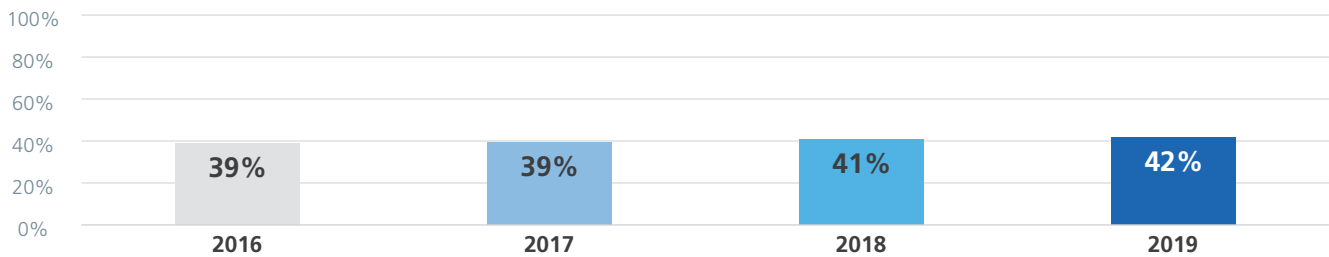


HOME CARE AND SUPPORT

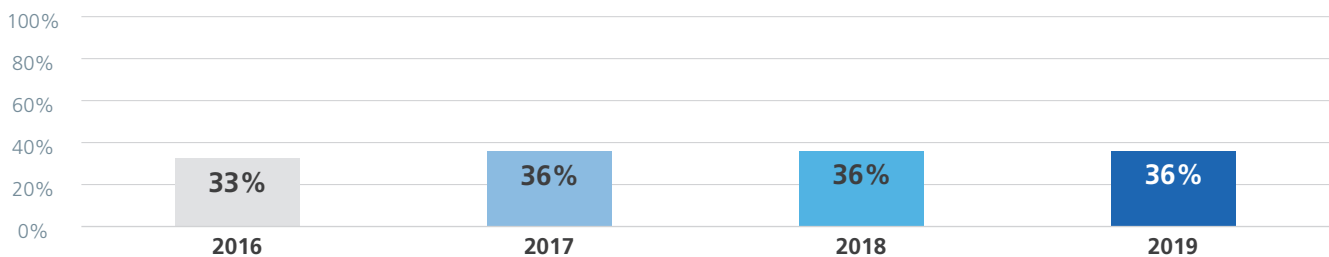
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

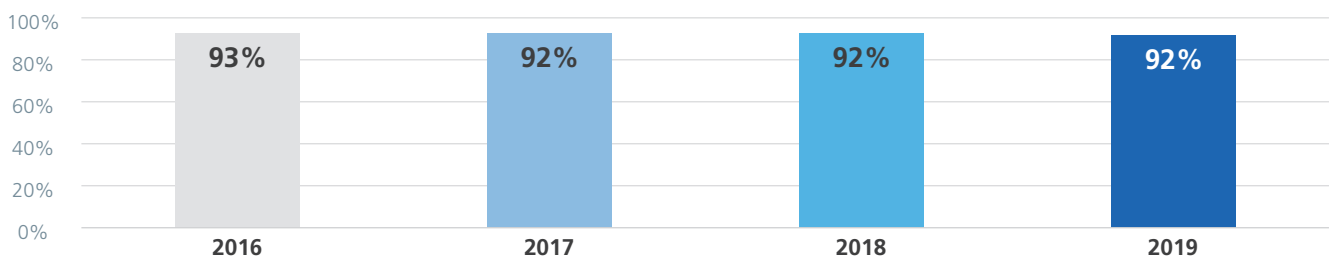


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

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



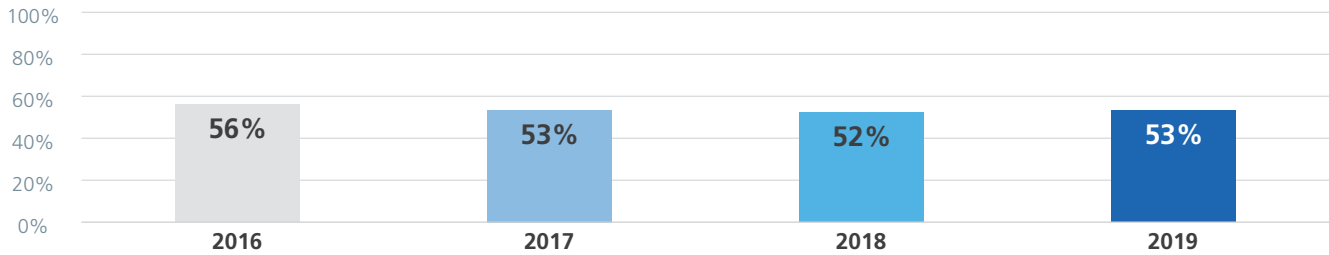
Year on Year Charts

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

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

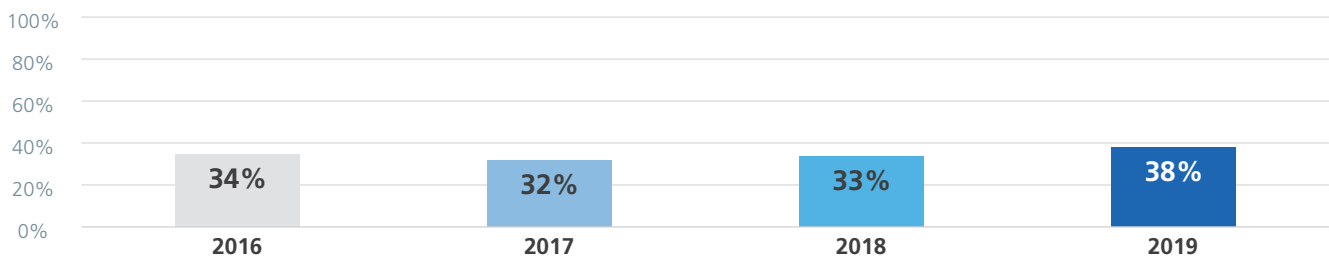


YOUR OVERALL NHS CARE

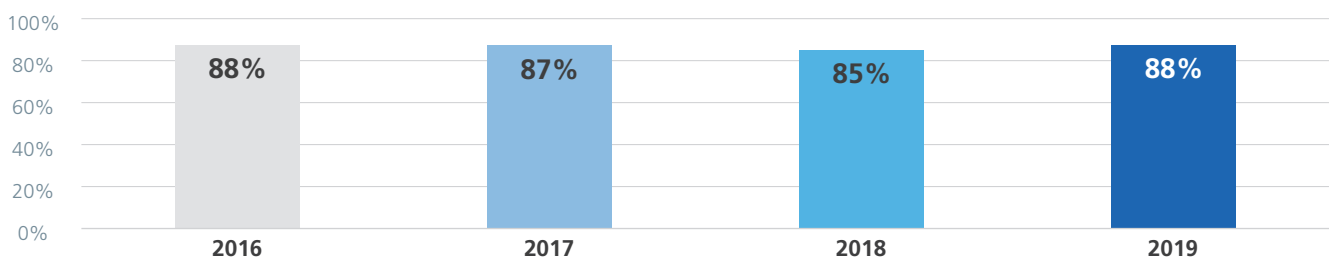
Q56. Different people treating and caring for patient always work well together to give best possible care



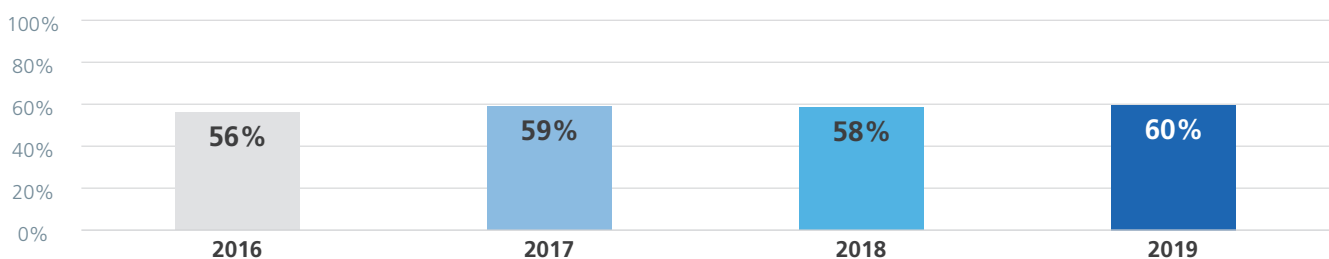
Q57. Patient given a care plan



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



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



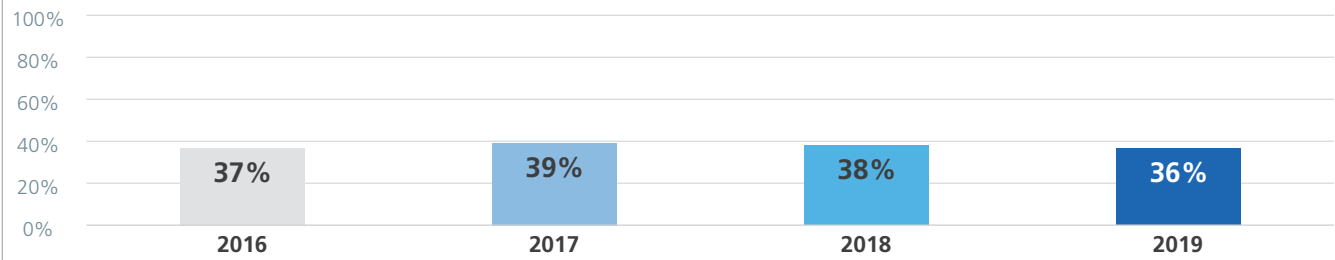
Year on Year Charts

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

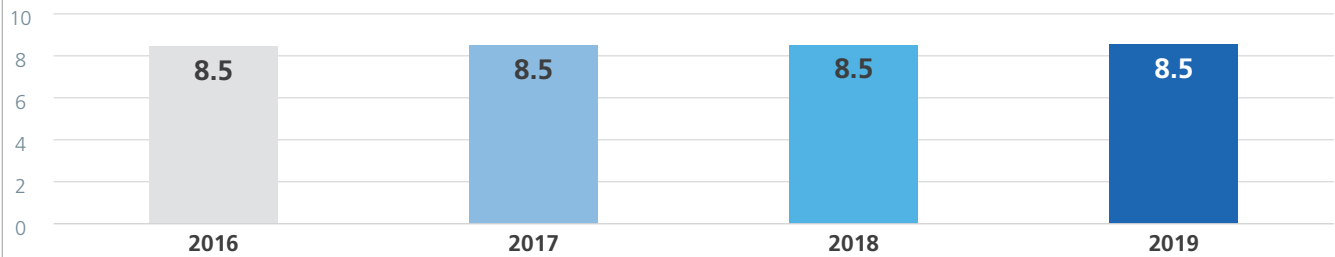
** No score available for these years.

The scores are unadjusted and based on England scores only.





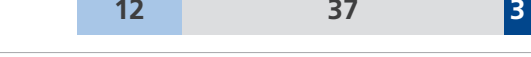
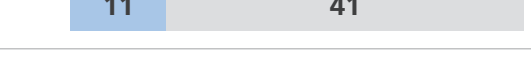


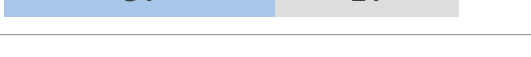
Q60. Someone discussed with patient whether they would like to take part in cancer research



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



Trust Expected Range Summary

Alliance		Expected Range Classification
RAN	Royal National Orthopaedic Hospital NHS Trust	 1 47 1
RKE	Whittington Health NHS Trust	 1 46 1
RP6	Moorfields Eye Hospital NHS Foundation Trust	 5 38
RQX	Homerton University Hospital NHS Foundation Trust	 9 36
RRV	University College London Hospitals NHS Foundation Trust	 12 37 3
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	 11 41
RAP	North Middlesex University Hospital NHS Trust	 12 40
R1H	Barts Health NHS Trust	 13 39
RAL	Royal Free London NHS Foundation Trust	 31 21

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
E56000020	North Central and North East London	2,575	8.7
RKE	Whittington Health NHS Trust	55	9.0
RAN	Royal National Orthopaedic Hospital NHS Trust	71	8.9
RP6	Moorfields Eye Hospital NHS Foundation Trust	43	8.7
R1H	Barts Health NHS Trust	548	8.7
RRV	University College London Hospitals NHS Foundation Trust	1,184	8.7
RAL	Royal Free London NHS Foundation Trust	786	8.6
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	602	8.6
RAP	North Middlesex University Hospital NHS Trust	210	8.5
RQX	Homerton University Hospital NHS Foundation Trust	40	8.4

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

Code	Name	Base	Score
All	National	65,989	81%
E56000020	North Central and North East London	2,649	79%
RKE	Whittington Health NHS Trust	56	86%
RP6	Moorfields Eye Hospital NHS Foundation Trust	42	85%
RRV	University College London Hospitals NHS Foundation Trust	1,216	82%
RAN	Royal National Orthopaedic Hospital NHS Trust	74	80%
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	618	79%
RQX	Homerton University Hospital NHS Foundation Trust	43	78%
R1H	Barts Health NHS Trust	564	78%
RAP	North Middlesex University Hospital NHS Trust	219	77%
RAL	Royal Free London NHS Foundation Trust	804	76%

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%
E56000020	North Central and North East London	2,557	93%
RP6	Moorfields Eye Hospital NHS Foundation Trust	39	95%
R1H	Barts Health NHS Trust	544	95%
RAP	North Middlesex University Hospital NHS Trust	209	94%
RKE	Whittington Health NHS Trust	54	93%
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	593	93%
RRV	University College London Hospitals NHS Foundation Trust	1,181	93%
RAL	Royal Free London NHS Foundation Trust	787	92%
RAN	Royal National Orthopaedic Hospital NHS Trust	71	89%
RQX	Homerton University Hospital NHS Foundation Trust	42	86%

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

Code	Name	Base	Score
All	National	52,999	85%
E56000020	North Central and North East London	2,210	81%
RKE	Whittington Health NHS Trust	48	94%
RAP	North Middlesex University Hospital NHS Trust	189	87%
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	509	84%
R1H	Barts Health NHS Trust	490	83%
RQX	Homerton University Hospital NHS Foundation Trust	33	79%
RRV	University College London Hospitals NHS Foundation Trust	1,035	79%
RAL	Royal Free London NHS Foundation Trust	653	77%
RAN	Royal National Orthopaedic Hospital NHS Trust	52	76%
RP6	Moorfields Eye Hospital NHS Foundation Trust	34	75%

Trust Dashboard Questions

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

Code	Name	Base	Score
All	National	32,875	88%
E56000020	North Central and North East London	1,407	86%
RP6	Moorfields Eye Hospital NHS Foundation Trust	34	92%
RAN	Royal National Orthopaedic Hospital NHS Trust	52	91%
RRV	University College London Hospitals NHS Foundation Trust	685	89%
RQX	Homerton University Hospital NHS Foundation Trust	26	87%
R1H	Barts Health NHS Trust	339	86%
RAP	North Middlesex University Hospital NHS Trust	99	85%
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	328	84%
RAL	Royal Free London NHS Foundation Trust	392	83%
RKE	Whittington Health NHS Trust	26	80%

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%
E56000020	North Central and North East London	1,347	92%
RP6	Moorfields Eye Hospital NHS Foundation Trust	33	97%
RAN	Royal National Orthopaedic Hospital NHS Trust	48	96%
RRV	University College London Hospitals NHS Foundation Trust	660	94%
R1H	Barts Health NHS Trust	334	93%
RQX	Homerton University Hospital NHS Foundation Trust	25	93%
RAL	Royal Free London NHS Foundation Trust	363	92%
RKE	Whittington Health NHS Trust	26	91%
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	310	89%
RAP	North Middlesex University Hospital NHS Trust	96	88%

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%
E56000020	North Central and North East London	1,807	54%
RKE	Whittington Health NHS Trust	41	61%
RQX	Homerton University Hospital NHS Foundation Trust	37	60%
RAN	Royal National Orthopaedic Hospital NHS Trust	49	58%
R1H	Barts Health NHS Trust	389	56%
RF4	Barking, Havering and Redbridge University Hospitals NHS Trust	422	56%
RRV	University College London Hospitals NHS Foundation Trust	812	54%
RAP	North Middlesex University Hospital NHS Trust	154	53%
RAL	Royal Free London NHS Foundation Trust	542	50%
RP6	Moorfields Eye Hospital NHS Foundation Trust	30	47%

CCG Expected Range Summary

CCG		Expected Range Classification	
08D	NHS Haringey CCG	3	48
08H	NHS Islington CCG	4	46
08N	NHS Redbridge CCG	3	49
08V	NHS Tower Hamlets CCG	4	47
07R	NHS Camden CCG	7	43
08F	NHS Havering CCG	6	46
08M	NHS Newham CCG	6	46
08W	NHS Waltham Forest CCG	6	46
07L	NHS Barking and Dagenham CCG	10	42
07T	NHS City and Hackney CCG	12	40
07X	NHS Enfield CCG	18	34
07M	NHS Barnet CCG	26	26

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
E56000020	North Central and North East London	2,575	8.7
08F	NHS Havering CCG	377	8.8
08D	NHS Haringey CCG	199	8.7
08N	NHS Redbridge CCG	234	8.7
08M	NHS Newham CCG	114	8.7
08V	NHS Tower Hamlets CCG	102	8.7
08H	NHS Islington CCG	158	8.7
07R	NHS Camden CCG	201	8.6
08W	NHS Waltham Forest CCG	163	8.6
07M	NHS Barnet CCG	383	8.6
07T	NHS City and Hackney CCG	138	8.5
07L	NHS Barking and Dagenham CCG	156	8.5
07X	NHS Enfield CCG	350	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%
E56000020	North Central and North East London	2,649	79%
08H	NHS Islington CCG	162	84%
08V	NHS Tower Hamlets CCG	106	83%
07L	NHS Barking and Dagenham CCG	161	82%
08M	NHS Newham CCG	116	81%
08N	NHS Redbridge CCG	241	80%
08D	NHS Haringey CCG	204	78%
08F	NHS Havering CCG	388	78%
07R	NHS Camden CCG	204	78%
07X	NHS Enfield CCG	361	77%
07M	NHS Barnet CCG	398	76%
08W	NHS Waltham Forest CCG	165	76%
07T	NHS City and Hackney CCG	143	76%

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%
E56000020	North Central and North East London	2,557	93%
08M	NHS Newham CCG	108	97%
08H	NHS Islington CCG	152	97%
07L	NHS Barking and Dagenham CCG	151	95%
08D	NHS Haringey CCG	199	95%
08N	NHS Redbridge CCG	224	95%
07R	NHS Camden CCG	204	93%
07T	NHS City and Hackney CCG	137	93%
08F	NHS Havering CCG	378	92%
08V	NHS Tower Hamlets CCG	104	92%
07M	NHS Barnet CCG	388	92%
08W	NHS Waltham Forest CCG	162	92%
07X	NHS Enfield CCG	350	91%

CCG Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000020	North Central and North East London	2,210	81%
08F	NHS Havering CCG	312	85%
08W	NHS Waltham Forest CCG	134	84%
08D	NHS Haringey CCG	180	84%
08N	NHS Redbridge CCG	194	83%
07L	NHS Barking and Dagenham CCG	140	83%
08H	NHS Islington CCG	137	81%
08M	NHS Newham CCG	101	81%
08V	NHS Tower Hamlets CCG	92	80%
07X	NHS Enfield CCG	291	80%
07M	NHS Barnet CCG	326	79%
07R	NHS Camden CCG	182	77%
07T	NHS City and Hackney CCG	121	76%

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%
E56000020	North Central and North East London	1,407	86%
08W	NHS Waltham Forest CCG	97	93%
08H	NHS Islington CCG	96	87%
07M	NHS Barnet CCG	181	87%
08D	NHS Haringey CCG	101	86%
07L	NHS Barking and Dagenham CCG	99	86%
08F	NHS Havering CCG	215	85%
08N	NHS Redbridge CCG	125	85%
08V	NHS Tower Hamlets CCG	59	85%
07T	NHS City and Hackney CCG	73	84%
07X	NHS Enfield CCG	181	83%
08M	NHS Newham CCG	83	82%
07R	NHS Camden CCG	97	82%

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%
E56000020	North Central and North East London	1,347	92%
08V	NHS Tower Hamlets CCG	59	97%
07R	NHS Camden CCG	89	94%
08M	NHS Newham CCG	80	94%
07T	NHS City and Hackney CCG	73	94%
08N	NHS Redbridge CCG	122	93%
08H	NHS Islington CCG	95	93%
08D	NHS Haringey CCG	93	93%
08W	NHS Waltham Forest CCG	95	92%
07M	NHS Barnet CCG	166	90%
07L	NHS Barking and Dagenham CCG	93	90%
08F	NHS Havering CCG	207	89%
07X	NHS Enfield CCG	175	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%
E56000020	North Central and North East London	1,807	54%
07R	NHS Camden CCG	148	62%
08F	NHS Havering CCG	244	62%
08V	NHS Tower Hamlets CCG	80	62%
08M	NHS Newham CCG	87	62%
08H	NHS Islington CCG	116	60%
08D	NHS Haringey CCG	136	58%
07T	NHS City and Hackney CCG	116	53%
08N	NHS Redbridge CCG	164	52%
08W	NHS Waltham Forest CCG	108	51%
07L	NHS Barking and Dagenham CCG	117	48%
07M	NHS Barnet CCG	259	47%
07X	NHS Enfield CCG	232	44%