

# **National Cancer Patient Experience Survey**

2019 Results

## **North East and Cumbria**

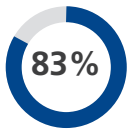
Published June 2020

## Executive Summary

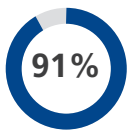
### Cancer Dashboard Questions

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

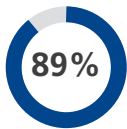
Q61. Patient's average rating of care scored from very poor to very good



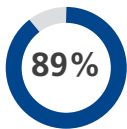
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



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



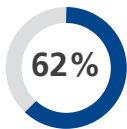
Q20. Patient found it very or quite easy to contact their CNS



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	<b>86%</b>	83%	85%	<b>84%</b>
Q11. Patient felt they were told sensitively that they had cancer	<b>87%</b>	85%	87%	<b>86%</b>
Q14. Patient felt that treatment options were completely explained	<b>85%</b>	82%	85%	<b>83%</b>
Q15. Patient felt possible side effects were definitely explained in an understandable way	<b>76%</b>	71%	74%	<b>73%</b>
Q17. Patient definitely told about side effects that could affect them in the future	<b>61%</b>	55%	59%	<b>57%</b>
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	<b>83%</b>	79%	83%	<b>81%</b>
Q20. Patient found it very or quite easy to contact their CNS	<b>89%</b>	81%	89%	<b>85%</b>
Q32. Patient's family or someone close definitely felt able to talk to a doctor	<b>76%</b>	70%	74%	<b>72%</b>
Q35. All hospital staff asked patient what name they prefer to be called by	<b>77%</b>	65%	77%	<b>71%</b>
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	<b>55%</b>	49%	55%	<b>52%</b>
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	<b>74%</b>	68%	73%	<b>71%</b>
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	<b>88%</b>	83%	86%	<b>84%</b>

## National Cancer Patient Experience Survey 2019 North East and Cumbria

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	<b>71%</b>	65%	70%	<b>68%</b>
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	<b>63%</b>	56%	63%	<b>60%</b>
Q53. Patient definitely given enough support from health or social services after treatment	<b>52%</b>	38%	52%	<b>45%</b>
Q54. GP given enough information about patient's condition and treatment	<b>97%</b>	95%	96%	<b>95%</b>
Q56. Different people treating and caring for patient always work well together to give best possible care	<b>76%</b>	70%	75%	<b>73%</b>
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	<b>76%</b>	66%	73%	<b>69%</b>
Q61. Patient's average rating of care scored from very poor to very good	<b>8.9</b>	8.7	8.9	<b>8.8</b>

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

## Introduction

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

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

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

## Methodology

### Eligibility, fieldwork and survey methods

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

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

### Case-mix adjustment

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

### Scoring methodology

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

### Statistical significance

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

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

## Suppression

### Question-level suppression

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

### Double suppression

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

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

## Understanding the results

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

### Expected range charts

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

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

### Comparability tables

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

### Tumour type tables

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

### Year on year charts

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

### Notes on specific questions

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

### Unadjusted data and case-mix adjusted data

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

## Further information

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

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

## Response Rate

### Overall Response Rate

4,639 patients responded out of a total of 7,430 patients, resulting in a response rate of 62%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	8,030	7,430	4,639	62%
National	119,855	111,366	67,858	61%

### Respondents by Survey Type

	Number of Respondents
Online	380
Paper	4,259
Phone	0
Translation Service	0

### Respondents by Tumour Group

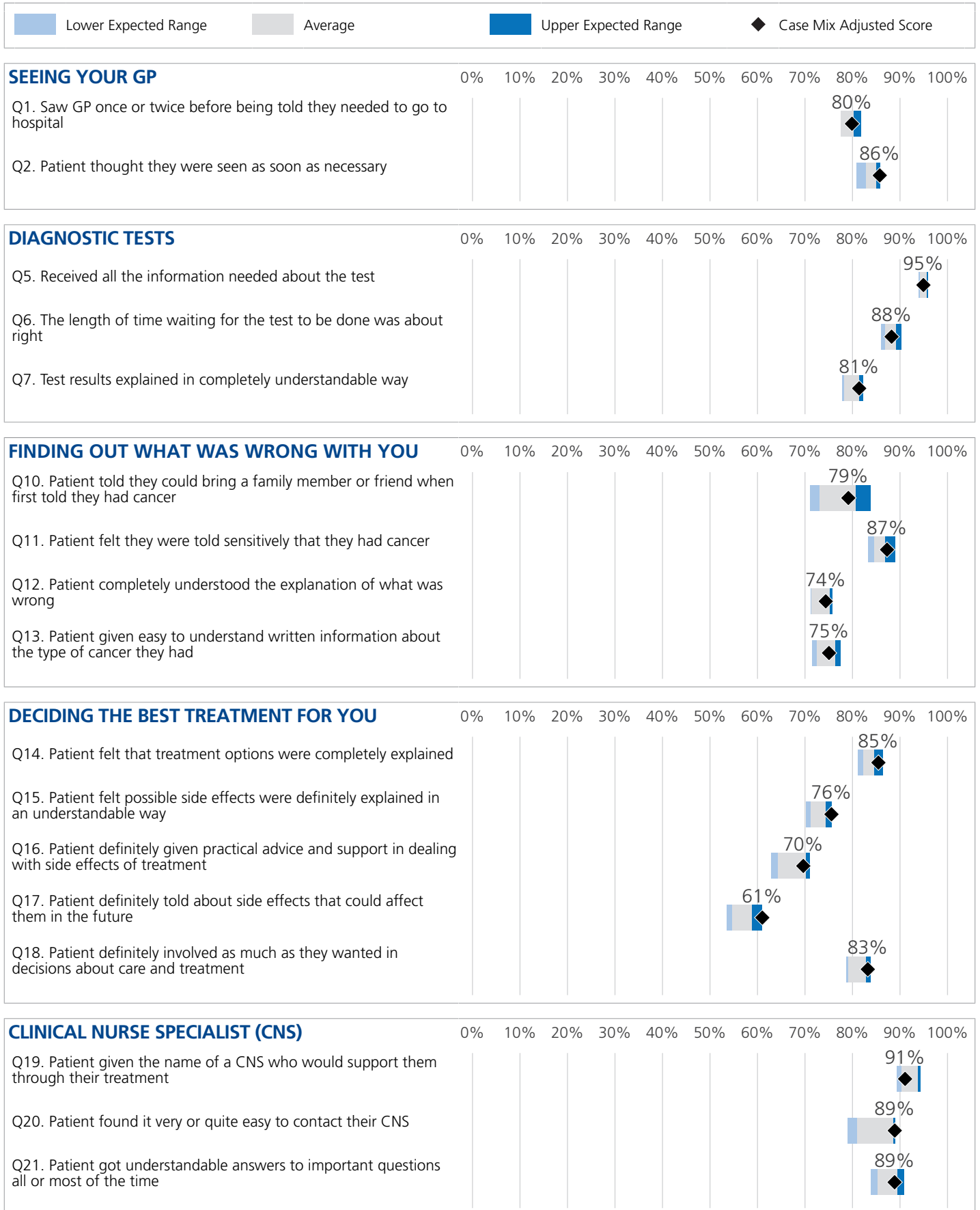
	Number of Respondents
Brain / CNS	28
Breast	968
Colorectal / LGT	551
Gynaecological	186
Haematological	779
Head and Neck	139
Lung	408
Prostate	372
Sarcoma	33
Skin	97
Upper Gastro	226
Urological	451
Other	401

### 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	7	12	27	119	424	884	607	111	2,191
Female	7	24	82	347	606	808	492	82	2,448
Total	14	36	109	466	1,030	1,692	1,099	193	4,639

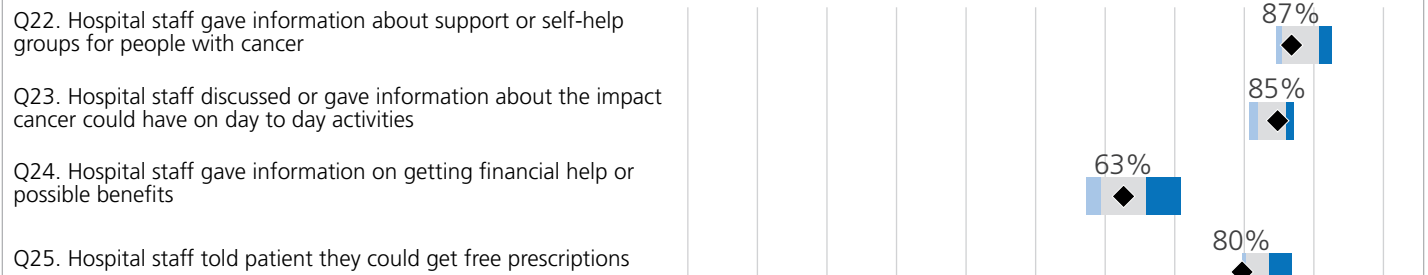
## Expected Range Charts



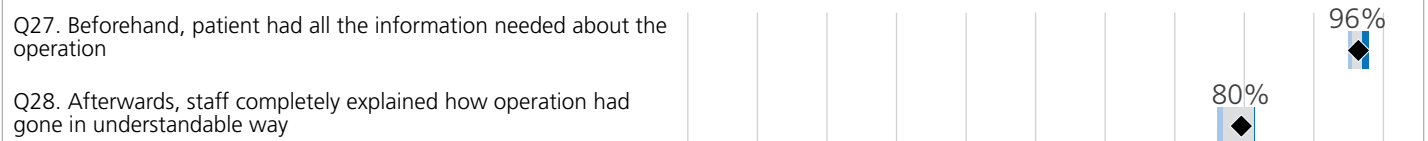
## Expected Range Charts



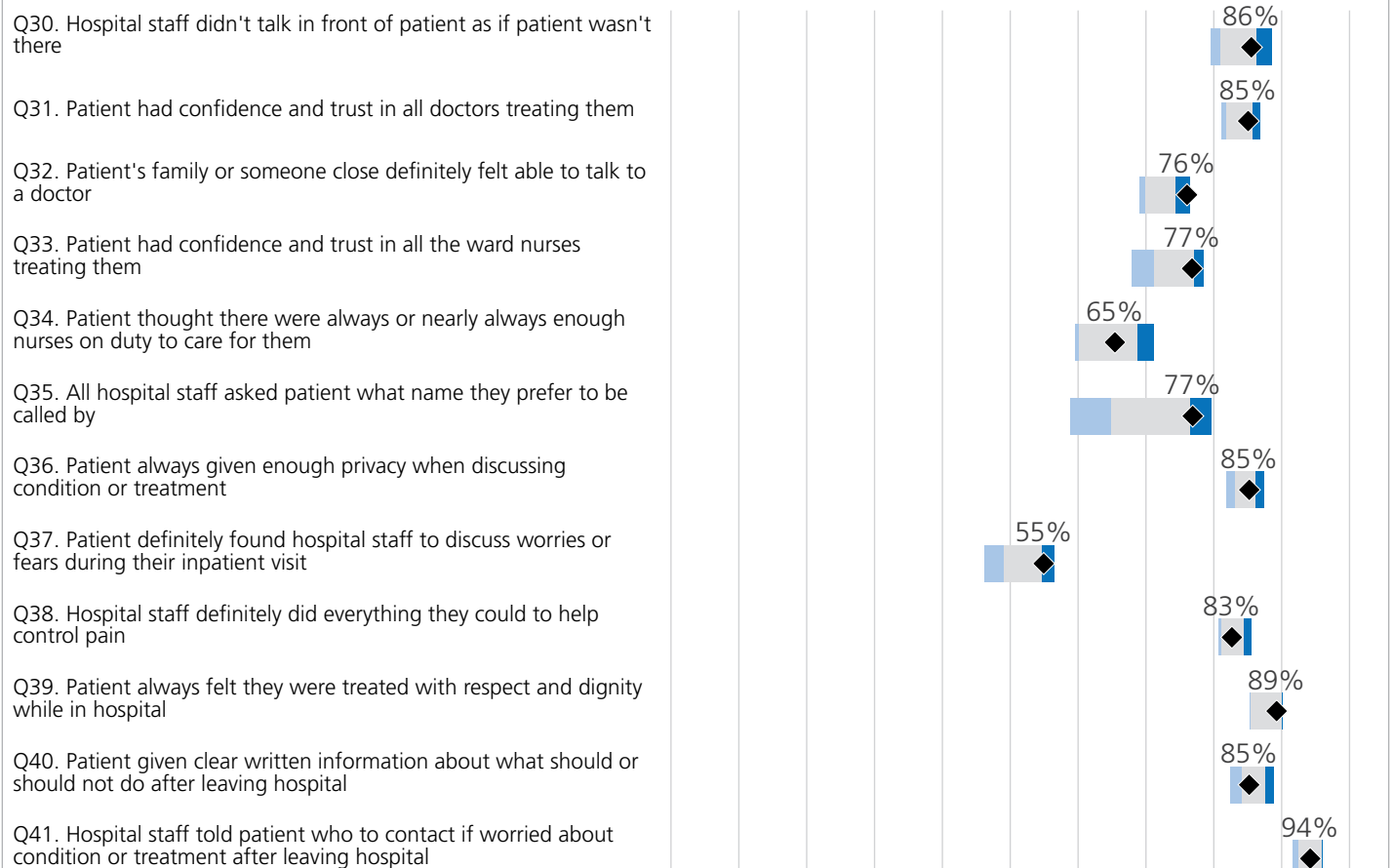
### SUPPORT FOR PEOPLE WITH CANCER



### OPERATIONS

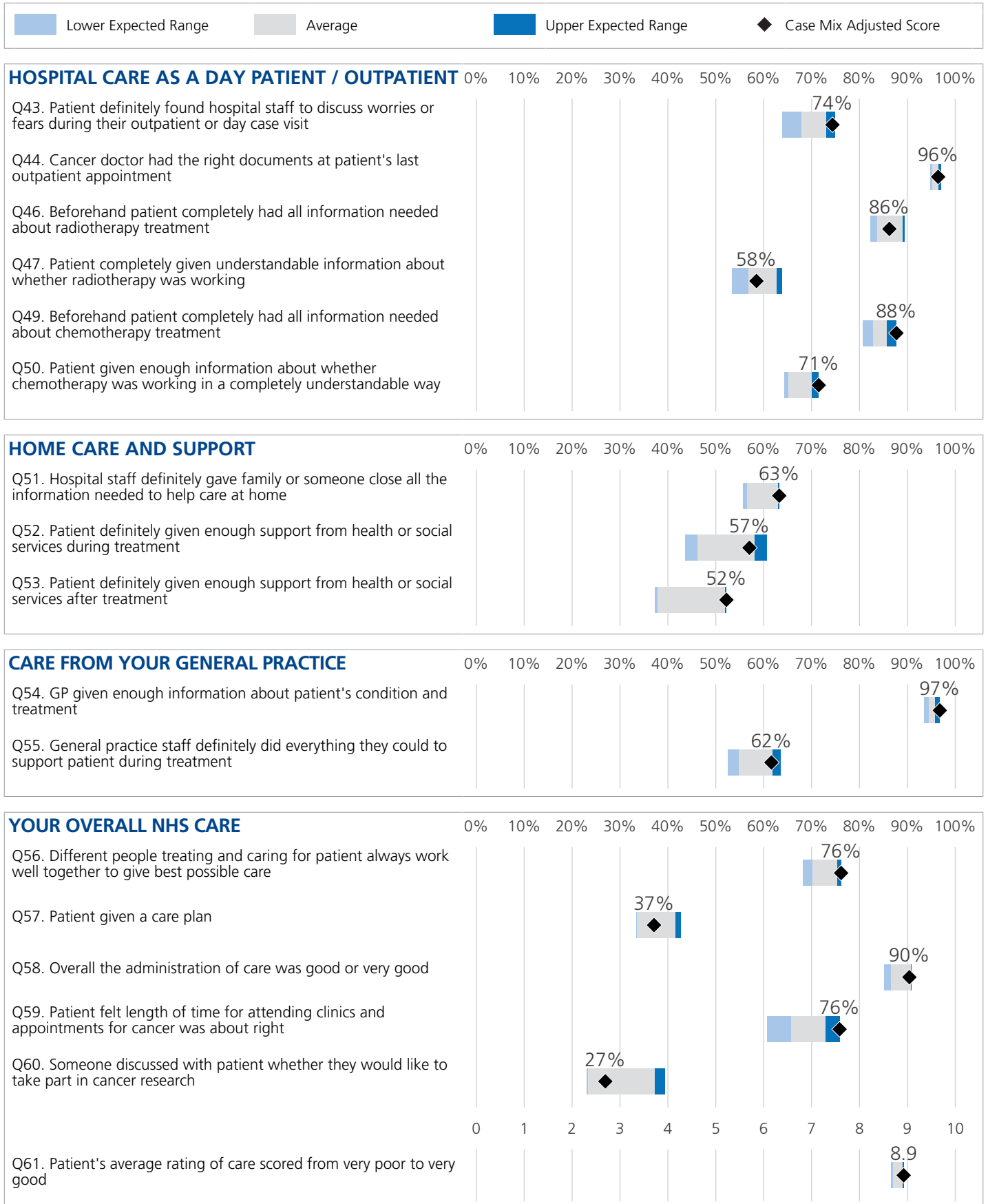


### HOSPITAL CARE AS AN INPATIENT





## 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 ▼

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Change Overall: Indicates significant change overall (2016, 2017, 2018 and 2019).

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

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
<b>SEEING YOUR GP</b>										
Q1. Saw GP once or twice before being told they needed to go to hospital	3559	<b>78%</b>	3327	<b>80%</b>			<b>80%</b>	78%	80%	<b>79%</b>
Q2. Patient thought they were seen as soon as necessary	4891	<b>86%</b>	4535	<b>86%</b>			<b>86%</b>	83%	85%	<b>84%</b>
<b>DIAGNOSTIC TESTS</b>										
Q5. Received all the information needed about the test	**	**	3812	<b>95%</b>			<b>95%</b>	94%	96%	<b>95%</b>
Q6. The length of time waiting for the test to be done was about right	4181	<b>89%</b>	3891	<b>88%</b>			<b>88%</b>	87%	89%	<b>88%</b>
Q7. Test results explained in completely understandable way	4231	<b>81%</b>	3892	<b>82%</b>			<b>81%</b>	78%	81%	<b>80%</b>
<b>FINDING OUT WHAT WAS WRONG WITH YOU</b>										
Q10. Patient told they could bring a family member or friend when first told they had cancer	4575	<b>80%</b>	4274	<b>80%</b>			<b>79%</b>	73%	81%	<b>77%</b>
Q11. Patient felt they were told sensitively that they had cancer	4910	<b>86%</b>	4602	<b>87%</b>			<b>87%</b>	85%	87%	<b>86%</b>
Q12. Patient completely understood the explanation of what was wrong	4957	<b>75%</b>	4600	<b>74%</b>			<b>74%</b>	71%	75%	<b>73%</b>
Q13. Patient given easy to understand written information about the type of cancer they had	4282	<b>76%</b>	4033	<b>75%</b>		▲	<b>75%</b>	73%	76%	<b>74%</b>
<b>DECIDING THE BEST TREATMENT FOR YOU</b>										
Q14. Patient felt that treatment options were completely explained	4434	<b>86%</b>	4146	<b>86%</b>			<b>85%</b>	82%	85%	<b>83%</b>
Q15. Patient felt possible side effects were definitely explained in an understandable way	4766	<b>77%</b>	4418	<b>76%</b>			<b>76%</b>	71%	74%	<b>73%</b>
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	4733	<b>70%</b>	4391	<b>70%</b>			<b>70%</b>	64%	70%	<b>67%</b>
Q17. Patient definitely told about side effects that could affect them in the future	4460	<b>60%</b>	4196	<b>61%</b>		▲	<b>61%</b>	55%	59%	<b>57%</b>
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	4531	<b>83%</b>			<b>83%</b>	79%	83%	<b>81%</b>
<b>CLINICAL NURSE SPECIALIST (CNS)</b>										
Q19. Patient given the name of a CNS who would support them through their treatment	4765	<b>91%</b>	4392	<b>91%</b>			<b>91%</b>	90%	94%	<b>92%</b>
Q20. Patient found it very or quite easy to contact their CNS	3899	<b>89%</b>	3619	<b>89%</b>			<b>89%</b>	81%	89%	<b>85%</b>
Q21. Patient got understandable answers to important questions all or most of the time	3713	<b>90%</b>	3479	<b>89%</b>			<b>89%</b>	85%	90%	<b>87%</b>




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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	
<b>SUPPORT FOR PEOPLE WITH CANCER</b>										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	3699	<b>85%</b>	3569	<b>87%</b>		▲	<b>87%</b>	85%	91%	<b>88%</b>
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	3295	<b>83%</b>	3144	<b>85%</b>		▲	<b>85%</b>	82%	86%	<b>84%</b>
Q24. Hospital staff gave information on getting financial help or possible benefits	2658	<b>61%</b>	2606	<b>63%</b>		▲	<b>63%</b>	59%	66%	<b>63%</b>
Q25. Hospital staff told patient they could get free prescriptions	2100	<b>79%</b>	2016	<b>80%</b>			<b>80%</b>	80%	84%	<b>82%</b>
<b>OPERATIONS</b>										
Q27. Beforehand, patient had all the information needed about the operation	2589	<b>96%</b>	2311	<b>96%</b>			<b>96%</b>	95%	97%	<b>96%</b>
Q28. Afterwards, staff completely explained how operation had gone in understandable way	2579	<b>81%</b>	2299	<b>80%</b>			<b>80%</b>	77%	81%	<b>79%</b>
<b>HOSPITAL CARE AS AN INPATIENT</b>										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	2188	<b>85%</b>			<b>86%</b>	81%	86%	<b>84%</b>
Q31. Patient had confidence and trust in all doctors treating them	**	**	2206	<b>85%</b>			<b>85%</b>	82%	86%	<b>84%</b>
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1881	<b>76%</b>			<b>76%</b>	70%	74%	<b>72%</b>
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	2203	<b>77%</b>			<b>77%</b>	71%	77%	<b>74%</b>
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	2194	<b>65%</b>			<b>65%</b>	60%	69%	<b>64%</b>
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	2170	<b>78%</b>			<b>77%</b>	65%	77%	<b>71%</b>
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	2201	<b>85%</b>			<b>85%</b>	83%	86%	<b>85%</b>
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	1604	<b>55%</b>			<b>55%</b>	49%	55%	<b>52%</b>
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1967	<b>83%</b>			<b>83%</b>	81%	84%	<b>83%</b>
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	2207	<b>89%</b>			<b>89%</b>	85%	90%	<b>88%</b>
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	2044	<b>85%</b>			<b>85%</b>	84%	88%	<b>86%</b>
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	2128	<b>94%</b>			<b>94%</b>	93%	96%	<b>94%</b>




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	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
<b>HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT</b>										
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	3784	<b>75%</b>	3439	<b>75%</b>			<b>74%</b>	68%	73%	<b>71%</b>
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	4406	<b>96%</b>	4050	<b>96%</b>			<b>96%</b>	95%	96%	<b>96%</b>
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	1211	<b>87%</b>	1174	<b>86%</b>			<b>86%</b>	84%	89%	<b>86%</b>
Q47. Patient completely given understandable information about whether radiotherapy was working	1009	<b>59%</b>	1025	<b>59%</b>			<b>58%</b>	57%	63%	<b>60%</b>
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	2591	<b>87%</b>	2436	<b>88%</b>			<b>88%</b>	83%	86%	<b>84%</b>
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	2361	<b>72%</b>	2239	<b>71%</b>			<b>71%</b>	65%	70%	<b>68%</b>
<b>HOME CARE AND SUPPORT</b>										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	4017	<b>64%</b>	3769	<b>63%</b>		▲	<b>63%</b>	56%	63%	<b>60%</b>
Q52. Patient definitely given enough support from health or social services during treatment	2621	<b>58%</b>	2439	<b>57%</b>			<b>57%</b>	46%	58%	<b>52%</b>
Q53. Patient definitely given enough support from health or social services after treatment	1578	<b>52%</b>	1462	<b>52%</b>			<b>52%</b>	38%	52%	<b>45%</b>
<b>CARE FROM YOUR GENERAL PRACTICE</b>										
Q54. GP given enough information about patient's condition and treatment	4205	<b>97%</b>	3820	<b>97%</b>			<b>97%</b>	95%	96%	<b>95%</b>
Q55. General practice staff definitely did everything they could to support patient during treatment	3461	<b>61%</b>	3167	<b>61%</b>		▼	<b>62%</b>	55%	62%	<b>58%</b>
<b>YOUR OVERALL NHS CARE</b>										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	4399	<b>76%</b>			<b>76%</b>	70%	75%	<b>73%</b>
Q57. Patient given a care plan	3742	<b>36%</b>	3487	<b>37%</b>			<b>37%</b>	33%	42%	<b>38%</b>
Q58. Overall the administration of care was good or very good	4930	<b>91%</b>	4529	<b>90%</b>			<b>90%</b>	87%	91%	<b>89%</b>
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	4897	<b>78%</b>	4498	<b>76%</b>			<b>76%</b>	66%	73%	<b>69%</b>
Q60. Someone discussed with patient whether they would like to take part in cancer research	4665	<b>25%</b>	4224	<b>27%</b>		▲	<b>27%</b>	23%	37%	<b>30%</b>
Q61. Patient's average rating of care scored from very poor to very good	4846	<b>8.9</b>	4451	<b>8.9</b>		▲	<b>8.9</b>	8.7	8.9	<b>8.8</b>

## Tumour Type Tables

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

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q1. Saw GP once or twice before being told they needed to go to hospital	Alliance	*	95%	75%	83%	70%	82%	74%	77%	*	93%	74%	85%	73%	80%
	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	86%	90%	85%	85%	85%	88%	88%	86%	70%	87%	78%	88%	79%	86%
	National	79%	89%	83%	81%	82%	81%	84%	86%	69%	85%	79%	85%	79%	84%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Received all the information needed about the test	Alliance	96%	95%	96%	90%	95%	96%	97%	94%	96%	94%	94%	94%	95%	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	88%	92%	89%	81%	89%	90%	90%	86%	81%	88%	84%	86%	86%	88%
	National	84%	91%	88%	86%	89%	88%	87%	87%	81%	87%	84%	87%	86%	88%
Q7. Test results explained in completely understandable way	Alliance	96%	84%	83%	75%	83%	85%	83%	77%	81%	86%	76%	79%	78%	82%
	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	92%	85%	85%	76%	74%	76%	83%	80%	75%	63%	76%	75%	78%	80%
	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	100%	91%	88%	85%	87%	88%	86%	84%	76%	93%	83%	85%	88%	87%
	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	75%	76%	80%	75%	63%	76%	78%	78%	67%	85%	74%	75%	74%	74%
	National	66%	77%	79%	73%	60%	78%	76%	79%	67%	80%	70%	77%	70%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	Alliance	92%	78%	75%	71%	78%	76%	72%	80%	55%	85%	65%	70%	67%	75%
	National	66%	78%	73%	71%	76%	69%	67%	83%	67%	84%	67%	74%	65%	74%

## Tumour Type Tables

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### 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	89%	88%	88%	88%	87%	89%	86%	82%	91%	89%	80%	85%	79%	86%
	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	79%	77%	77%	76%	77%	72%	80%	73%	68%	80%	80%	70%	72%	76%
	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	85%	73%	72%	68%	72%	73%	75%	59%	40%	71%	71%	63%	69%	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	74%	61%	62%	63%	61%	68%	64%	64%	46%	68%	65%	56%	56%	61%
	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	86%	84%	84%	80%	86%	83%	84%	81%	78%	86%	84%	78%	81%	83%
	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	100%	96%	90%	94%	89%	93%	95%	87%	88%	85%	90%	87%	87%	91%
	National	95%	95%	92%	95%	92%	91%	94%	91%	91%	91%	93%	85%	89%	92%
Q20. Patient found it very or quite easy to contact their CNS	Alliance	93%	91%	91%	82%	92%	90%	90%	84%	96%	91%	89%	80%	90%	89%
	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	92%	90%	90%	85%	92%	92%	85%	85%	92%	85%	94%	83%	89%	89%
	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	100%	89%	84%	85%	88%	89%	89%	86%	85%	85%	89%	77%	85%	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	92%	86%	85%	82%	88%	84%	87%	83%	68%	88%	88%	72%	84%	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	*	63%	57%	70%	64%	69%	81%	43%	*	63%	71%	38%	65%	63%
	National	78%	68%	61%	66%	61%	67%	72%	55%	64%	60%	64%	47%	59%	63%
Q25. Hospital staff told patient they could get free prescriptions	Alliance	*	77%	82%	76%	87%	89%	90%	71%	*	68%	79%	65%	77%	80%
	National	82%	81%	83%	79%	87%	84%	86%	80%	78%	71%	84%	73%	81%	82%

## Tumour Type Tables

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		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Beforehand, patient had all the information needed about the operation	Alliance	*	98%	95%	95%	97%	98%	97%	95%	*	99%	96%	94%	96%	96%
	National	96%	97%	96%	96%	94%	96%	95%	97%	95%	96%	96%	95%	95%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	Alliance	*	78%	86%	84%	82%	80%	86%	79%	*	79%	79%	74%	73%	80%
	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	*	91%	80%	85%	87%	85%	86%	85%	78%	*	89%	83%	84%	85%
	National	81%	86%	81%	83%	84%	83%	81%	88%	86%	86%	81%	83%	82%	84%
Q31. Patient had confidence and trust in all doctors treating them	Alliance	*	83%	88%	79%	86%	85%	83%	87%	74%	*	87%	87%	82%	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	*	79%	75%	77%	80%	77%	77%	71%	60%	*	77%	70%	78%	76%
	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	*	74%	79%	78%	82%	78%	79%	80%	59%	*	75%	76%	71%	77%
	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	*	61%	64%	68%	65%	66%	66%	69%	67%	*	67%	68%	61%	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	*	66%	84%	74%	78%	79%	80%	79%	78%	*	88%	79%	75%	78%
	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	*	88%	84%	82%	86%	88%	84%	86%	89%	*	90%	83%	83%	85%
	National	78%	84%	85%	81%	86%	87%	84%	88%	84%	84%	84%	85%	82%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	Alliance	*	57%	57%	61%	58%	60%	54%	48%	48%	*	60%	47%	52%	55%
	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	*	83%	86%	87%	82%	81%	83%	82%	73%	*	84%	80%	78%	83%
	National	85%	83%	84%	82%	82%	80%	84%	85%	83%	85%	82%	81%	82%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	Alliance	*	90%	90%	86%	89%	90%	89%	89%	74%	*	91%	90%	88%	89%
	National	85%	87%	87%	85%	89%	87%	88%	91%	89%	89%	88%	90%	86%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	Alliance	*	89%	86%	89%	81%	89%	83%	89%	64%	*	85%	80%	82%	85%
	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%	95%	93%	98%	92%	90%	97%	93%	*	95%	90%	95%	94%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%



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		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Alliance	*	75%	78%	74%	80%	71%	74%	73%	*	74%	75%	64%	74%	75%
	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	96%	97%	96%	97%	98%	96%	96%	95%	96%	98%	95%	96%	95%	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	*	87%	87%	84%	81%	88%	89%	85%	*	*	88%	80%	83%	86%
	National	91%	88%	83%	88%	84%	86%	86%	88%	88%	84%	86%	83%	84%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	Alliance	*	60%	62%	47%	64%	66%	60%	52%	*	*	50%	48%	57%	59%
	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	91%	87%	90%	89%	89%	79%	89%	87%	*	*	85%	84%	88%	88%
	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	*	68%	67%	62%	82%	57%	73%	66%	*	*	64%	66%	72%	71%
	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	75%	61%	70%	62%	69%	70%	62%	61%	63%	65%	63%	55%	58%	63%
	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	*	53%	67%	56%	58%	54%	59%	52%	*	55%	58%	51%	59%	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	*	46%	59%	58%	50%	60%	53%	46%	*	67%	52%	46%	58%	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	100%	97%	96%	98%	98%	94%	98%	96%	89%	97%	95%	94%	97%	97%
	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	86%	59%	63%	67%	62%	61%	57%	67%	38%	62%	61%	61%	58%	61%
	National	55%	58%	59%	56%	56%	59%	56%	64%	56%	65%	59%	59%	55%	58%



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		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. Different people treating and caring for patient always work well together to give best possible care	Alliance	81%	73%	78%	73%	82%	80%	78%	75%	55%	76%	75%	75%	76%	76%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	36%	41%	44%	41%	42%	42%	33%	*	45%	34%	32%	31%	37%
	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%	91%	92%	89%	95%	93%	93%	83%	82%	88%	88%	86%	89%	90%
	National	85%	90%	88%	87%	91%	90%	90%	88%	88%	90%	86%	85%	87%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	Alliance	62%	76%	78%	73%	78%	76%	79%	80%	61%	75%	72%	78%	68%	76%
	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	26%	27%	26%	29%	26%	31%	35%	31%	21%	7%	27%	17%	29%	27%
	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	9.0	8.9	8.8	9.2	9.1	8.9	8.8	8.6	8.9	8.9	8.7	8.8	8.9
	National	8.6	8.9	8.8	8.7	8.9	8.8	8.8	8.8	8.8	8.9	8.7	8.7	8.7	8.8

## Year on Year Charts

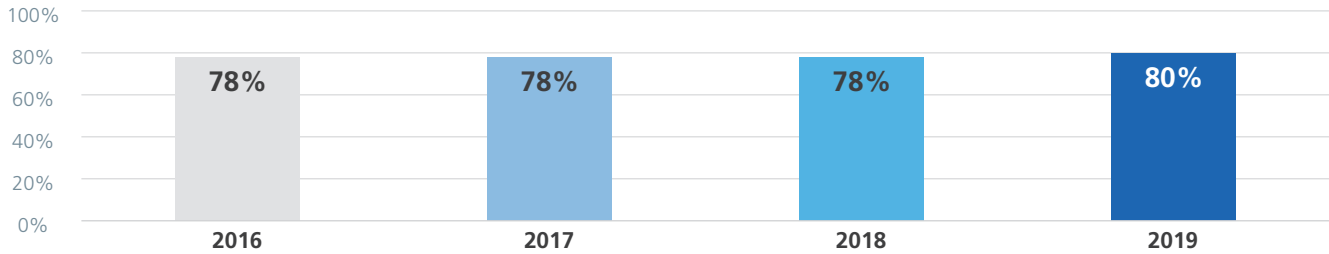
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

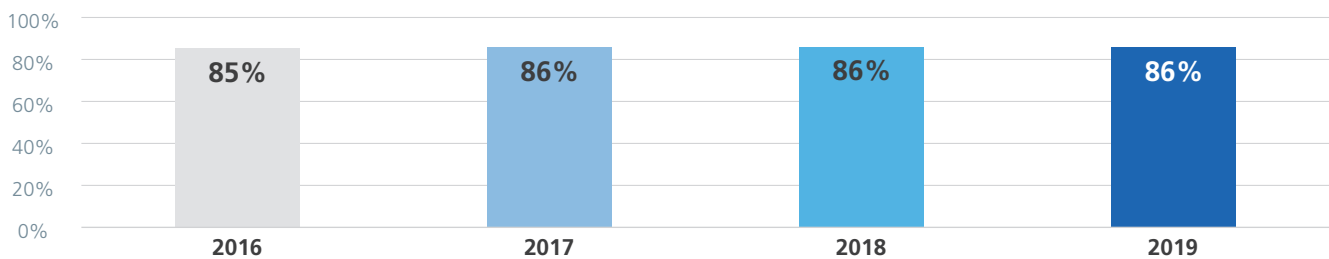
The scores are unadjusted and based on England scores only.

### SEEING YOUR GP

Q1. Saw GP once or twice before being told they needed to go to hospital



Q2. Patient thought they were seen as soon as necessary

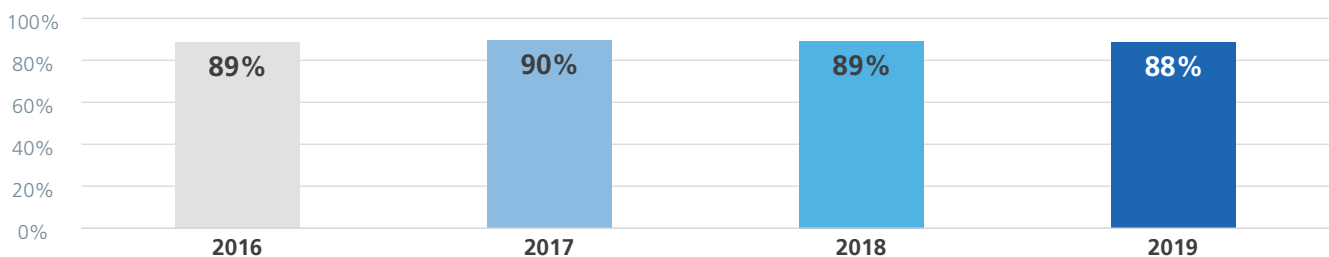


### DIAGNOSTIC TESTS

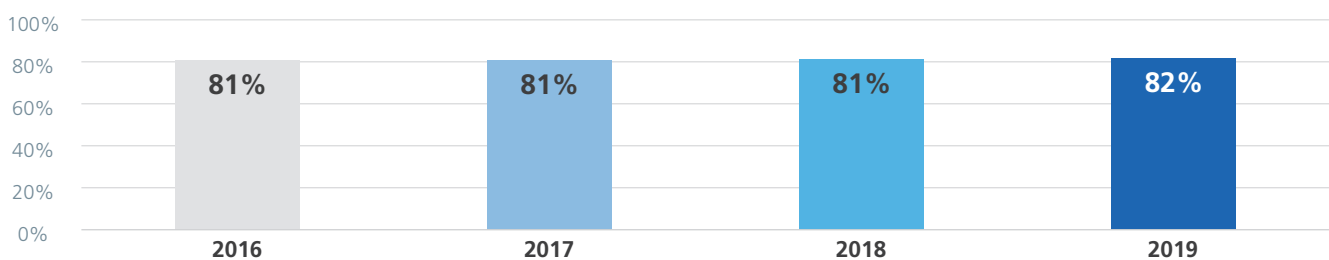
Q5. Received all the information needed about the test



Q6. The length of time waiting for the test to be done was about right



Q7. Test results explained in completely understandable way



## Year on Year Charts

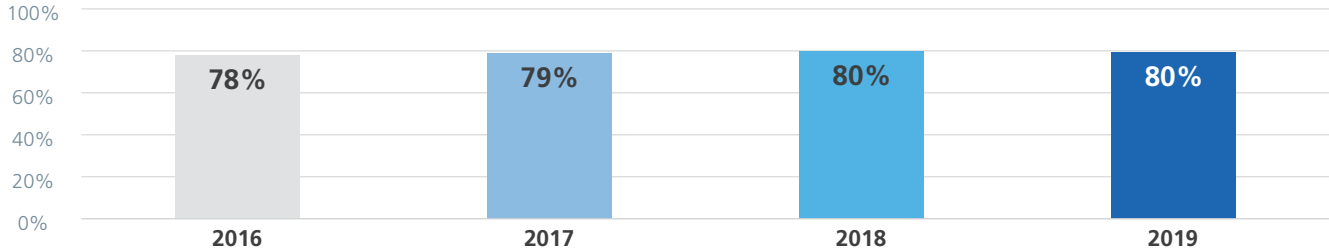
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

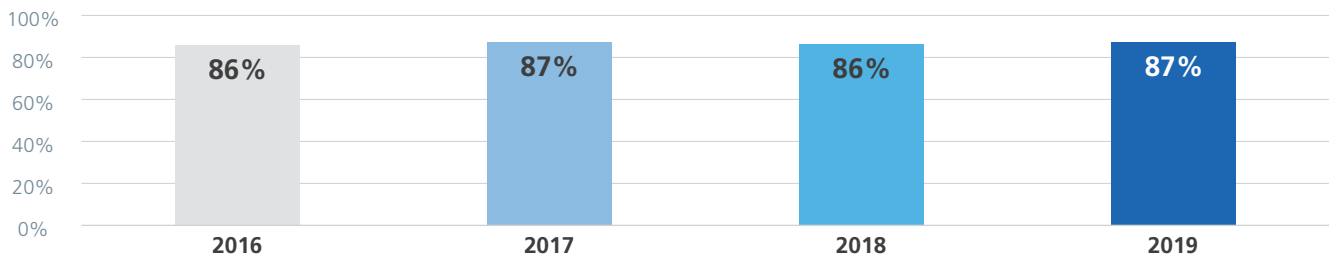
The scores are unadjusted and based on England scores only.

### FINDING OUT WHAT WAS WRONG WITH YOU

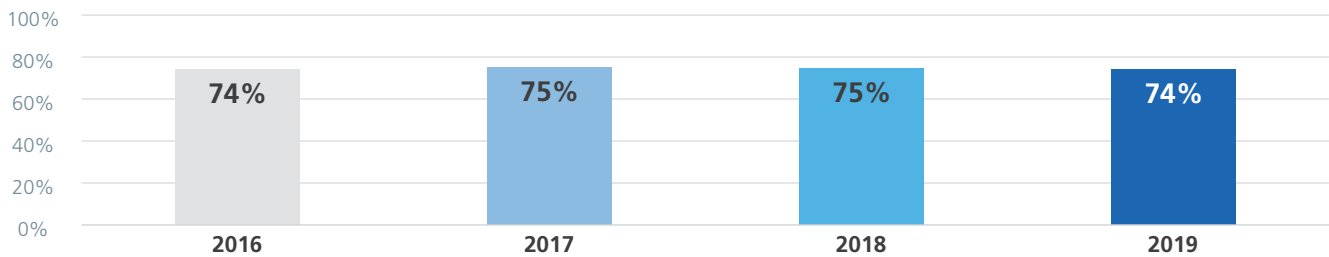
Q10. Patient told they could bring a family member or friend when first told they had cancer



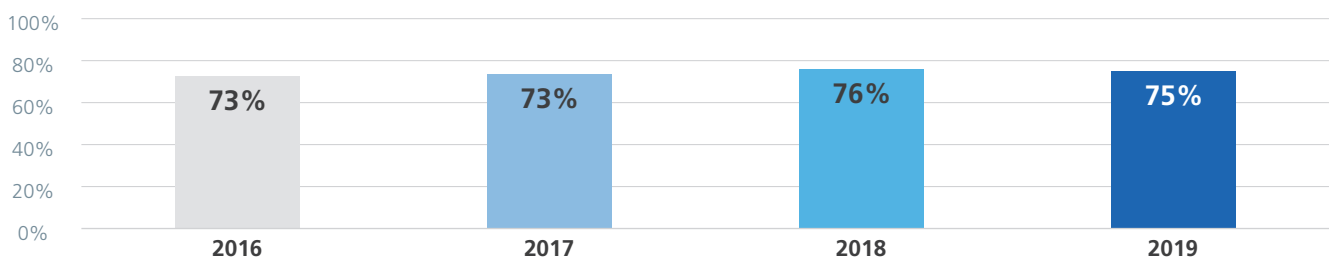
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

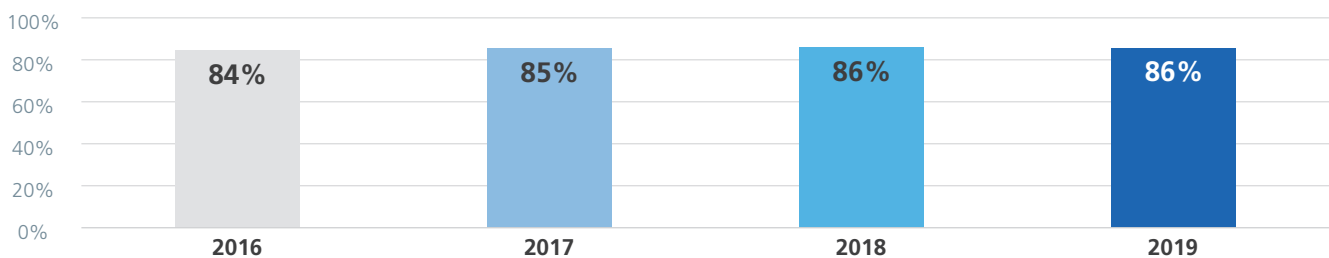


Q13. Patient given easy to understand written information about the type of cancer they had



### DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



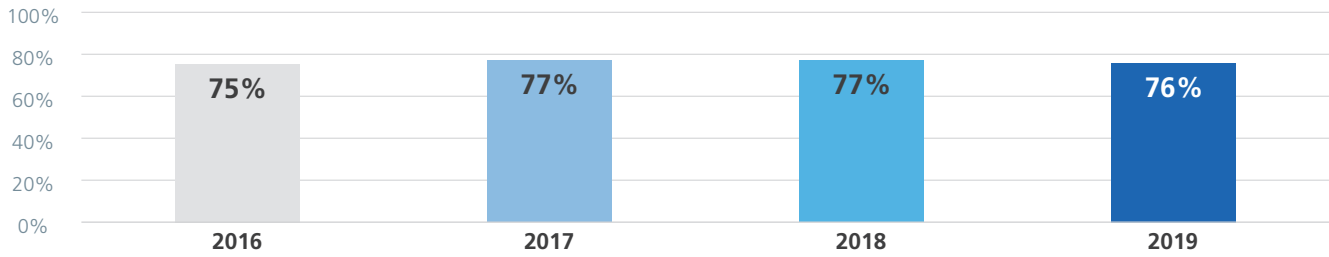
## Year on Year Charts

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

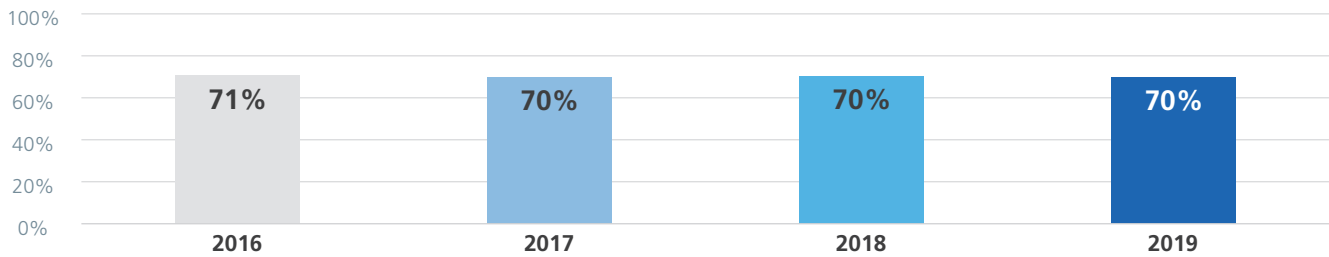
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

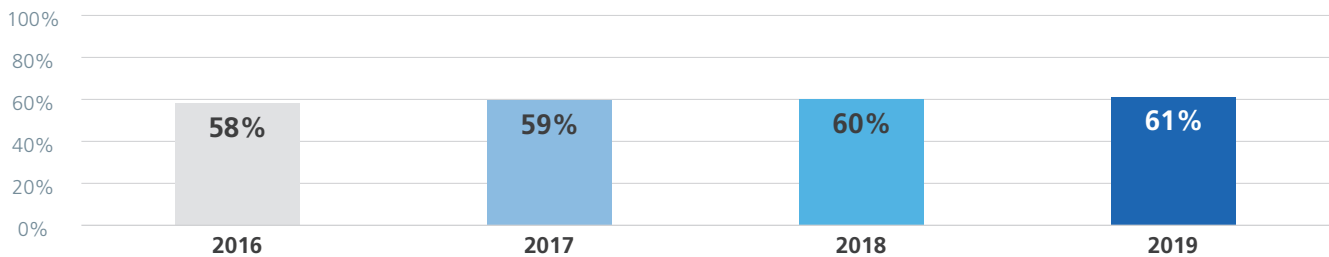
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

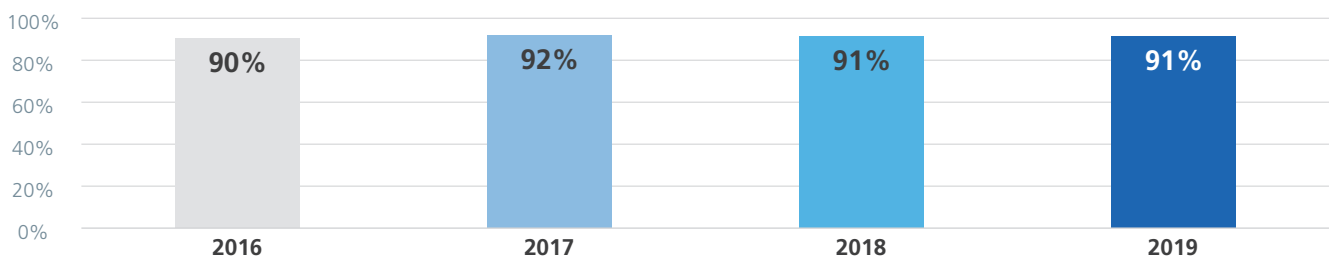


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



### CLINICAL NURSE SPECIALIST (CNS)

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



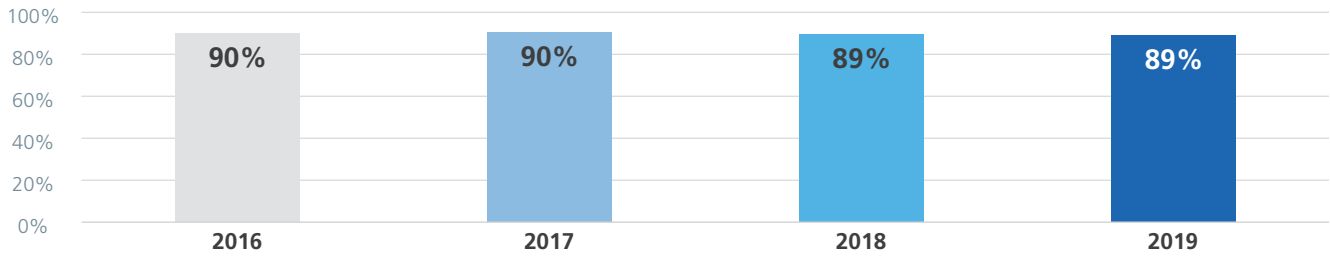
## Year on Year Charts

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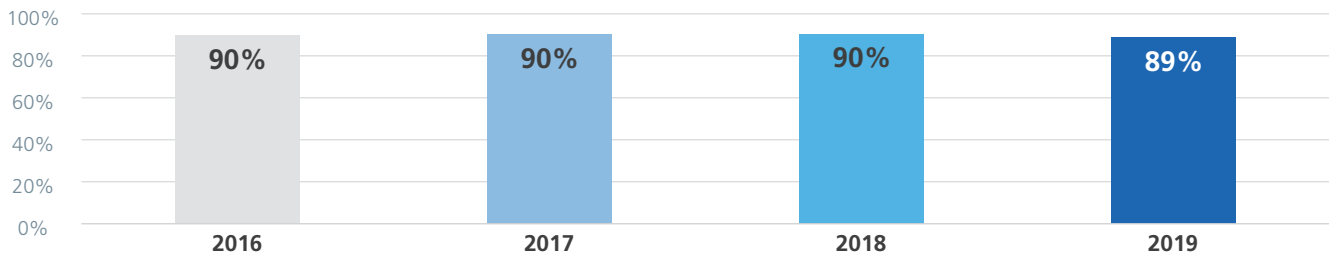
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

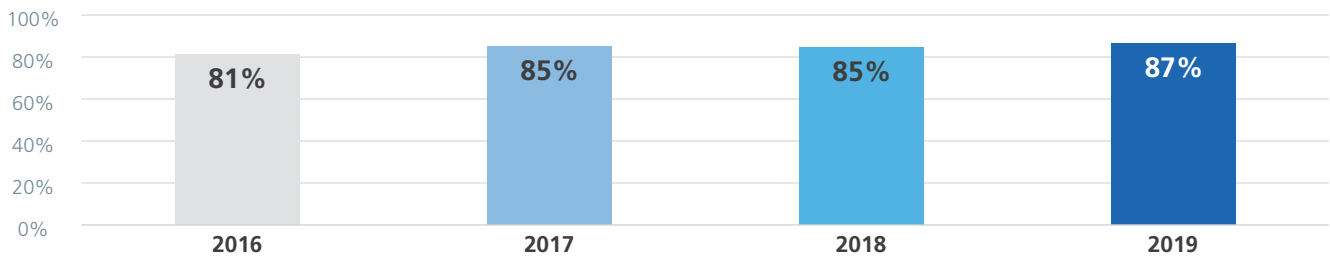


Q21. Patient got understandable answers to important questions all or most of the time

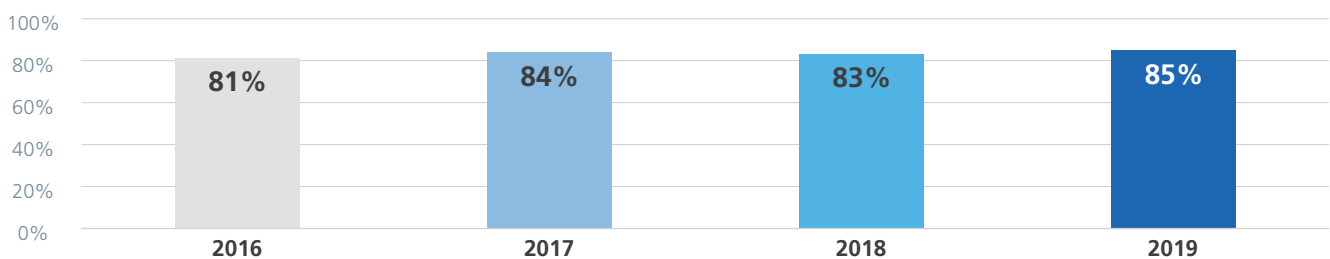


### SUPPORT FOR PEOPLE WITH CANCER

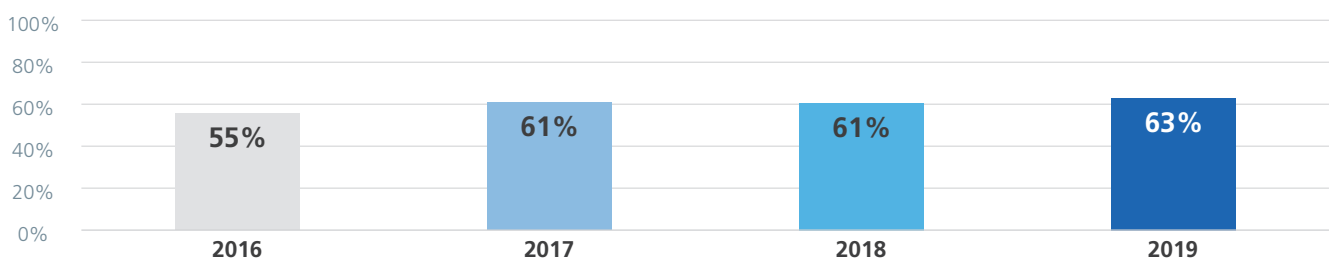
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



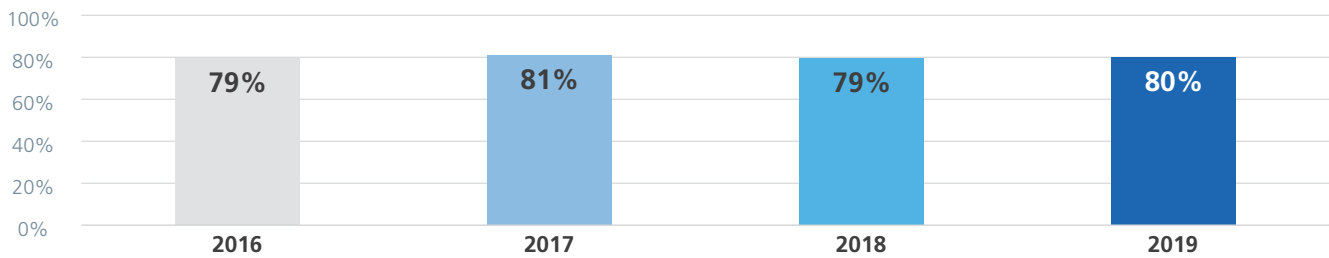
## Year on Year Charts

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

\*\* No score available for these years.

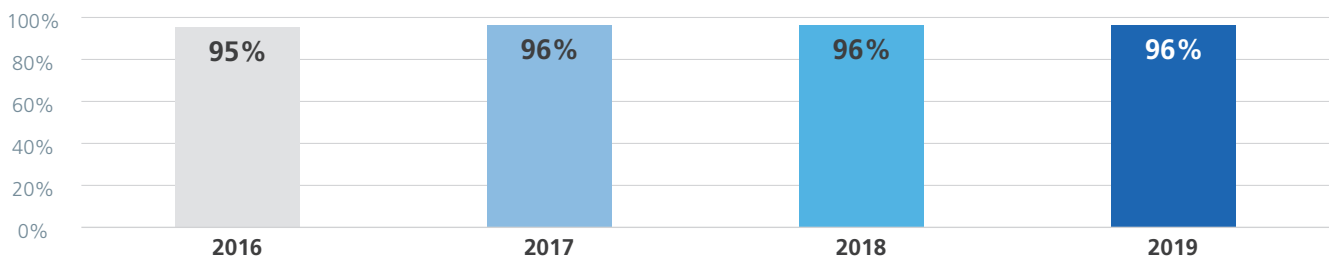
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

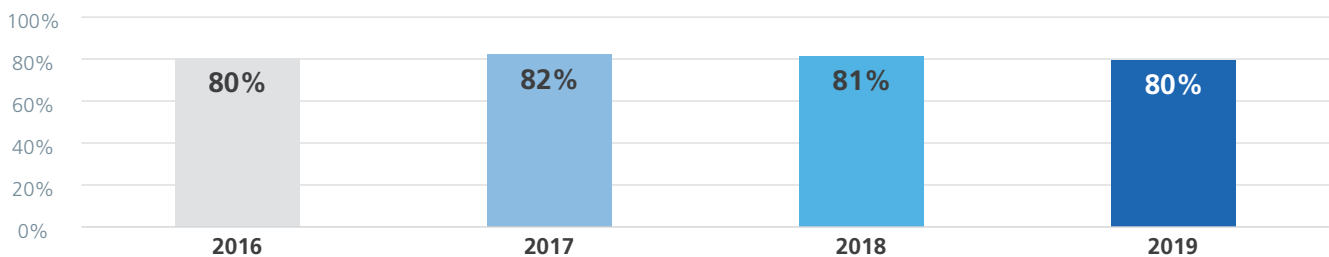


### OPERATIONS

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



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



### HOSPITAL CARE AS AN INPATIENT

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



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



## Year on Year Charts

\* 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

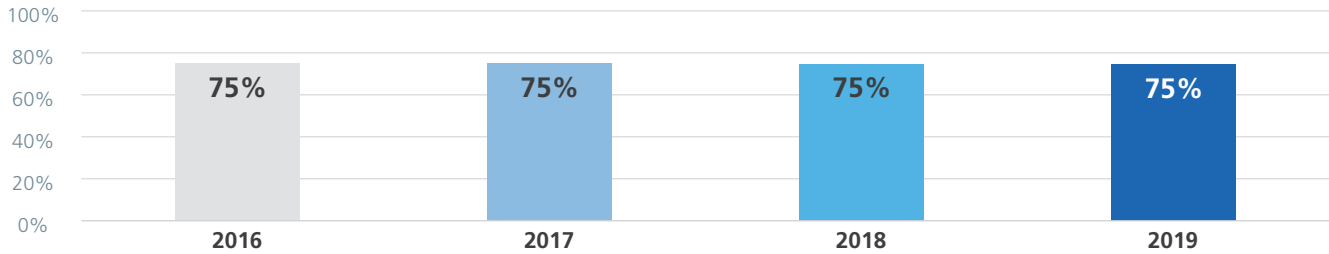
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

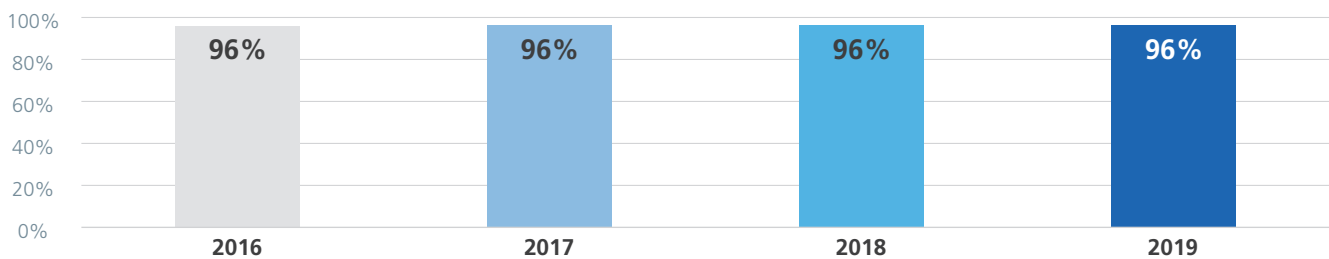
The scores are unadjusted and based on England scores only.

### HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

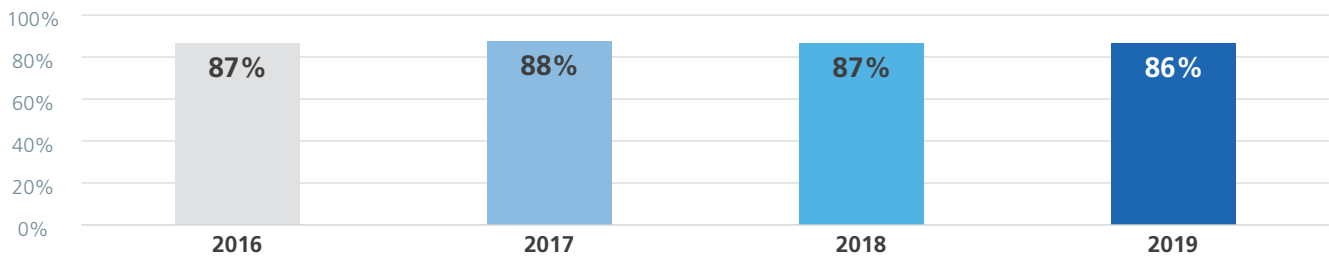
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



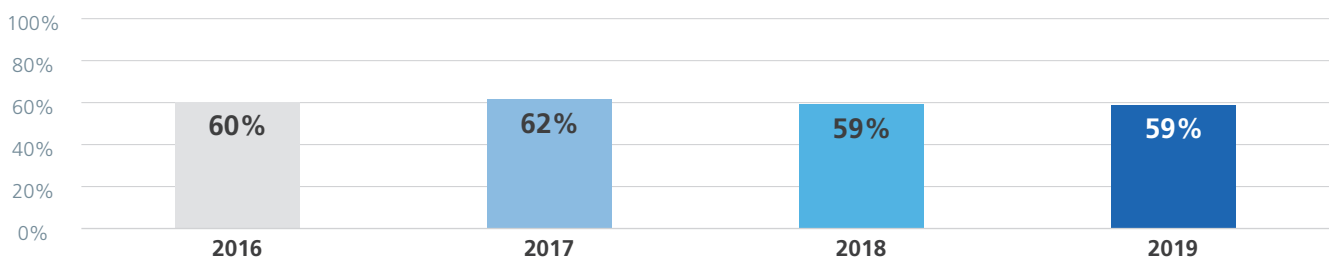
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



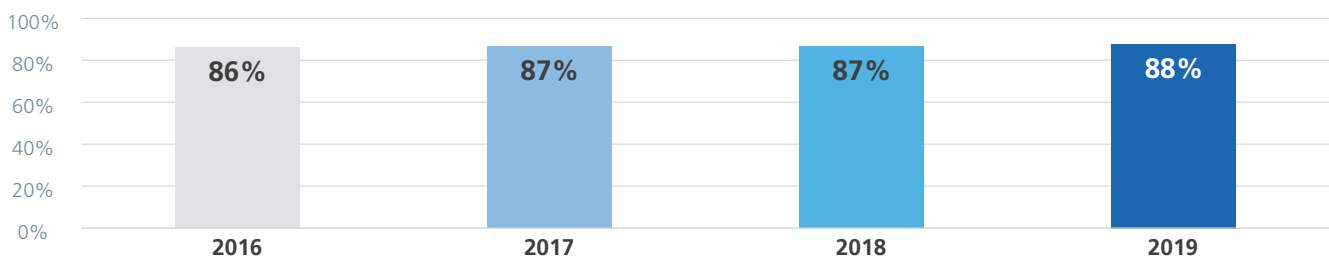
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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



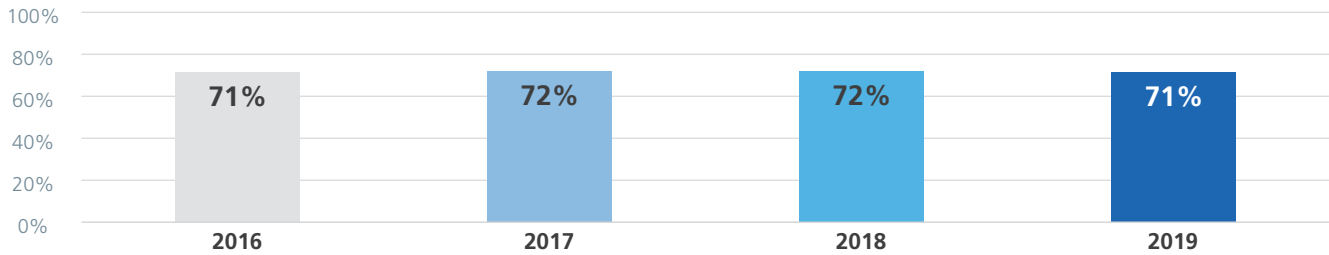
## Year on Year Charts

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\*\* No score available for these years.

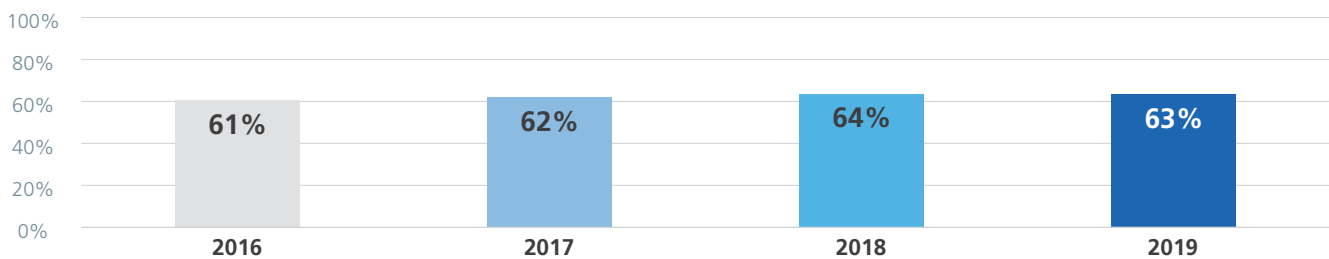
The scores are unadjusted and based on England scores only.

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

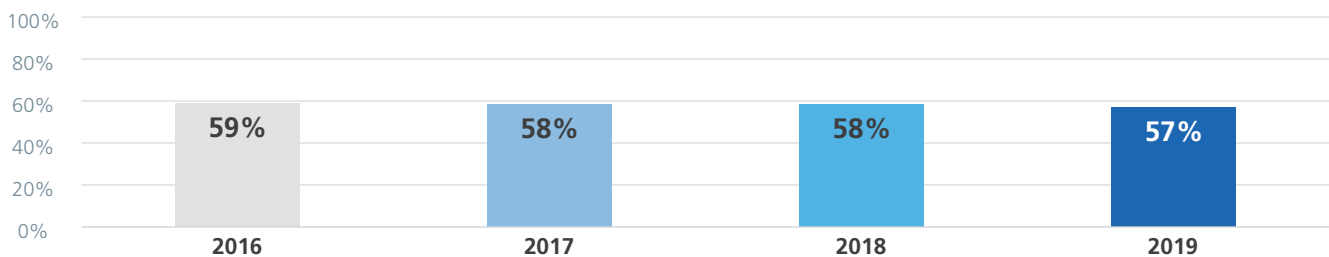


### HOME CARE AND SUPPORT

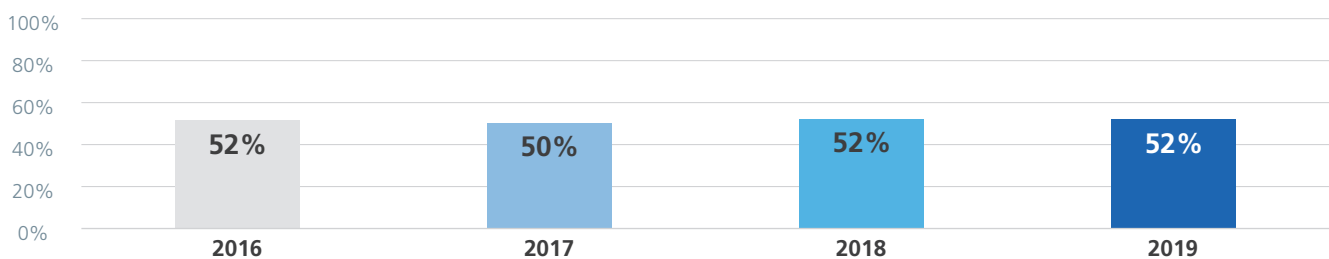
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

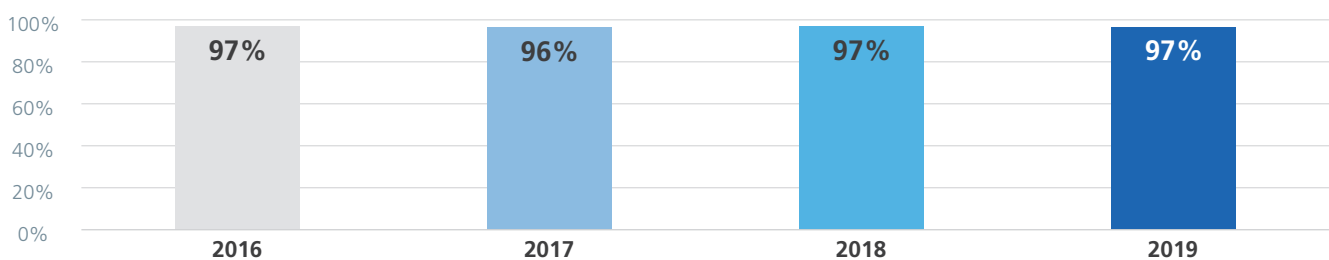


Q53. Patient definitely given enough support from health or social services after treatment



### CARE FROM YOUR GENERAL PRACTICE

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



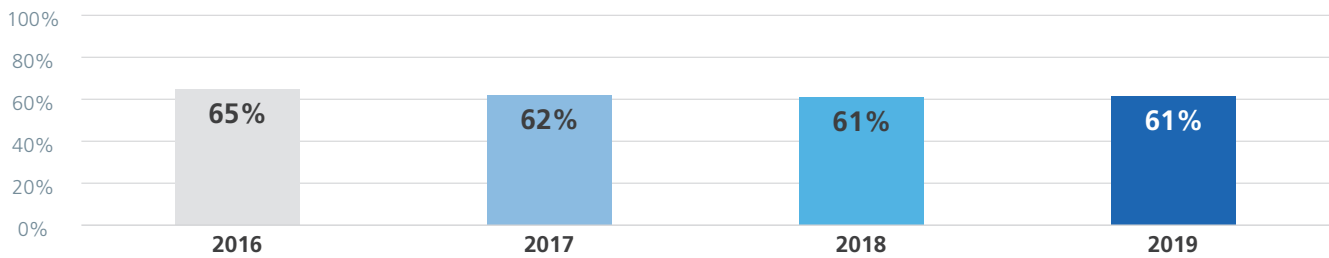
## Year on Year Charts

\* 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

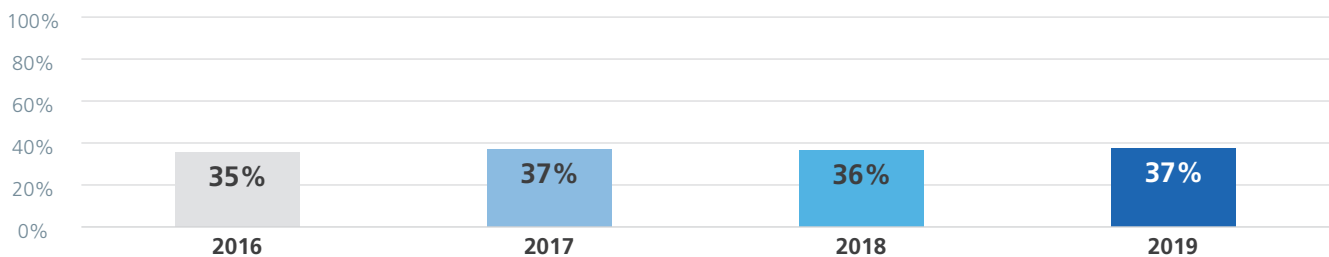


### YOUR OVERALL NHS CARE

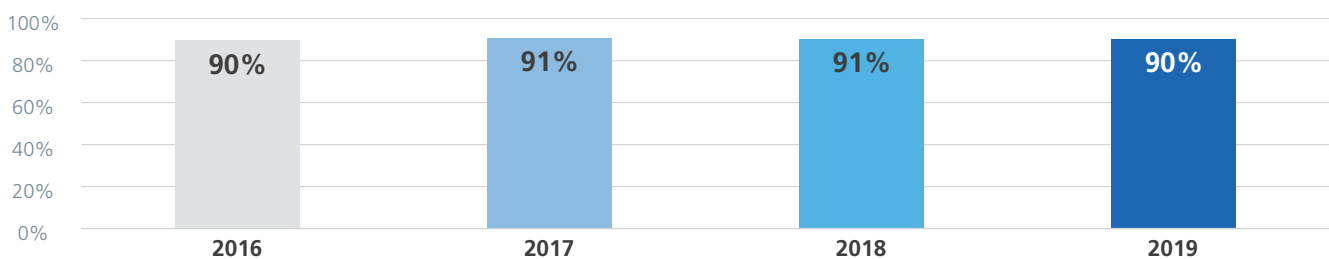
Q56. Different people treating and caring for patient always work well together to give best possible care



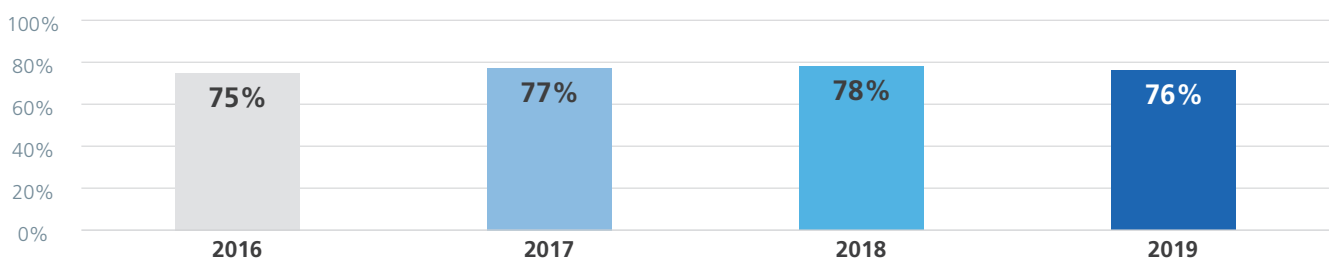
Q57. Patient given a care plan



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



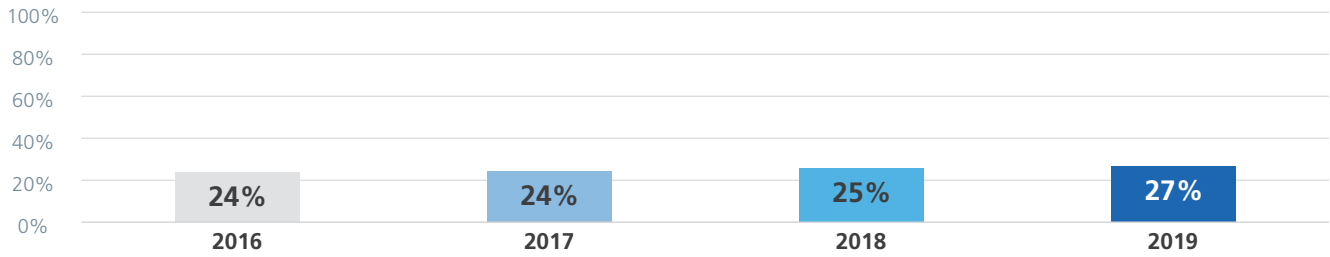
## Year on Year Charts

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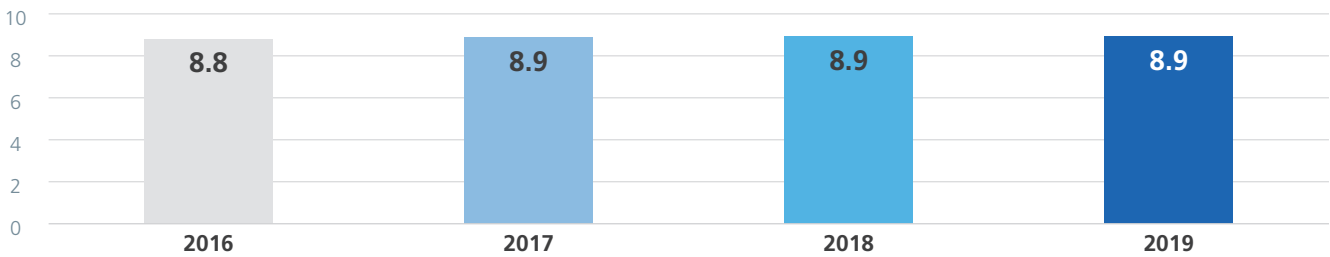
\*\* No score available for these years.

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	
RR7	Gateshead Health NHS Foundation Trust	28	24
RTF	Northumbria Healthcare NHS Foundation Trust	1 29	22
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	2 32	18
RXP	County Durham and Darlington NHS Foundation Trust	2 41	9
ROB	South Tyneside and Sunderland NHS Foundation Trust	1 46	5
RVW	North Tees and Hartlepool NHS Foundation Trust	2 45	5
RNL	North Cumbria Integrated Care NHS Foundation Trust	4 42	6
RTR	South Tees Hospitals NHS Foundation Trust	4 48	

## 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
E56000017	North East and Cumbria	4,451	8.9
RR7	Gateshead Health NHS Foundation Trust	383	9.1
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	1,037	9.0
RTF	Northumbria Healthcare NHS Foundation Trust	561	9.0
RVW	North Tees and Hartlepool NHS Foundation Trust	336	8.9
RXP	County Durham and Darlington NHS Foundation Trust	336	8.9
RTR	South Tees Hospitals NHS Foundation Trust	632	8.9
ROB	South Tyneside and Sunderland NHS Foundation Trust	659	8.8
RNL	North Cumbria Integrated Care NHS Foundation Trust	476	8.8

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

Code	Name	Base	Score
All	National	65,989	81%
E56000017	North East and Cumbria	4,531	83%
RR7	Gateshead Health NHS Foundation Trust	387	89%
RTF	Northumbria Healthcare NHS Foundation Trust	571	88%
RVW	North Tees and Hartlepool NHS Foundation Trust	341	84%
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	1,045	83%
ROB	South Tyneside and Sunderland NHS Foundation Trust	675	82%
RTR	South Tees Hospitals NHS Foundation Trust	646	81%
RXP	County Durham and Darlington NHS Foundation Trust	349	80%
RNL	North Cumbria Integrated Care NHS Foundation Trust	485	79%

## 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%
E56000017	North East and Cumbria	4,392	91%
RR7	Gateshead Health NHS Foundation Trust	381	95%
ROB	South Tyneside and Sunderland NHS Foundation Trust	659	94%
RTF	Northumbria Healthcare NHS Foundation Trust	553	93%
RXP	County Durham and Darlington NHS Foundation Trust	335	92%
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	1,010	91%
RTR	South Tees Hospitals NHS Foundation Trust	636	91%
RVW	North Tees and Hartlepool NHS Foundation Trust	329	87%
RNL	North Cumbria Integrated Care NHS Foundation Trust	459	84%

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

Code	Name	Base	Score
All	National	52,999	85%
E56000017	North East and Cumbria	3,619	89%
RR7	Gateshead Health NHS Foundation Trust	330	92%
RVW	North Tees and Hartlepool NHS Foundation Trust	258	92%
RXP	County Durham and Darlington NHS Foundation Trust	272	91%
RNL	North Cumbria Integrated Care NHS Foundation Trust	366	91%
RTF	Northumbria Healthcare NHS Foundation Trust	479	89%
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	800	88%
ROB	South Tyneside and Sunderland NHS Foundation Trust	566	87%
RTR	South Tees Hospitals NHS Foundation Trust	523	87%

## 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%
E56000017	North East and Cumbria	2,207	89%
RXP	County Durham and Darlington NHS Foundation Trust	148	93%
RR7	Gateshead Health NHS Foundation Trust	188	93%
RTF	Northumbria Healthcare NHS Foundation Trust	184	93%
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	628	91%
RNL	North Cumbria Integrated Care NHS Foundation Trust	216	88%
RVW	North Tees and Hartlepool NHS Foundation Trust	169	88%
RTR	South Tees Hospitals NHS Foundation Trust	363	88%
ROB	South Tyneside and Sunderland NHS Foundation Trust	294	83%

### 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%
E56000017	North East and Cumbria	2,128	94%
RXP	County Durham and Darlington NHS Foundation Trust	143	98%
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	607	95%
RTF	Northumbria Healthcare NHS Foundation Trust	178	95%
RR7	Gateshead Health NHS Foundation Trust	183	95%
ROB	South Tyneside and Sunderland NHS Foundation Trust	286	94%
RTR	South Tees Hospitals NHS Foundation Trust	346	94%
RVW	North Tees and Hartlepool NHS Foundation Trust	163	93%
RNL	North Cumbria Integrated Care NHS Foundation Trust	209	91%



## 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%
E56000017	North East and Cumbria	3,167	62%
RXP	County Durham and Darlington NHS Foundation Trust	259	68%
RR7	Gateshead Health NHS Foundation Trust	261	63%
RVW	North Tees and Hartlepool NHS Foundation Trust	229	62%
RNL	North Cumbria Integrated Care NHS Foundation Trust	360	62%
ROB	South Tyneside and Sunderland NHS Foundation Trust	464	61%
RTD	The Newcastle upon Tyne Hospitals NHS Foundation Trust	702	61%
RTR	South Tees Hospitals NHS Foundation Trust	440	60%
RTF	Northumbria Healthcare NHS Foundation Trust	432	60%

## CCG Expected Range Summary

CCG		Expected Range Classification	
13T	NHS Newcastle Gateshead CCG	29	23
00L	NHS Northumberland CCG	30	22
00P	NHS Sunderland CCG	35	17
99C	NHS North Tyneside CCG	42	10
00N	NHS South Tyneside CCG	44	7
00K	NHS Hartlepool and Stockton-on-Tees CCG	45	6
01H	NHS North Cumbria CCG	44	6
00J	NHS North Durham CCG	48	3
00C	NHS Darlington CCG	50	1
00D	NHS Durham Dales, Easington and Sedgefield CCG	50	1
00M	NHS South Tees CCG	49	
03D	NHS Hambleton, Richmondshire and Whitby CCG	46	

## 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
E56000017	North East and Cumbria	4,451	8.9
13T	NHS Newcastle Gateshead CCG	640	9.1
99C	NHS North Tyneside CCG	337	9.0
00C	NHS Darlington CCG	85	9.0
00N	NHS South Tyneside CCG	255	9.0
00L	NHS Northumberland CCG	597	9.0
00P	NHS Sunderland CCG	438	8.9
00D	NHS Durham Dales, Easington and Sedgefield CCG	354	8.9
00M	NHS South Tees CCG	295	8.9
00K	NHS Hartlepool and Stockton-on-Tees CCG	327	8.9
01H	NHS North Cumbria CCG	561	8.8
00J	NHS North Durham CCG	316	8.8
03D	NHS Hambleton, Richmondshire and Whitby CCG	246	8.7

## 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%
E56000017	North East and Cumbria	4,531	83%
00L	NHS Northumberland CCG	601	87%
00K	NHS Hartlepool and Stockton-on-Tees CCG	332	86%
00P	NHS Sunderland CCG	451	86%
13T	NHS Newcastle Gateshead CCG	641	85%
99C	NHS North Tyneside CCG	345	84%
00M	NHS South Tees CCG	298	82%
00N	NHS South Tyneside CCG	261	81%
03D	NHS Hambleton, Richmondshire and Whitby CCG	253	81%
00D	NHS Durham Dales, Easington and Sedgfield CCG	368	81%
01H	NHS North Cumbria CCG	569	81%
00C	NHS Darlington CCG	83	79%
00J	NHS North Durham CCG	329	77%

## 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%
E56000017	North East and Cumbria	4,392	91%
00N	NHS South Tyneside CCG	258	96%
00J	NHS North Durham CCG	316	94%
99C	NHS North Tyneside CCG	332	94%
00P	NHS Sunderland CCG	439	93%
00L	NHS Northumberland CCG	581	92%
03D	NHS Hambleton, Richmondshire and Whitby CCG	248	92%
00D	NHS Durham Dales, Easington and Sedgfield CCG	349	92%
13T	NHS Newcastle Gateshead CCG	632	91%
00M	NHS South Tees CCG	294	89%
00C	NHS Darlington CCG	81	89%
00K	NHS Hartlepool and Stockton-on-Tees CCG	322	88%
01H	NHS North Cumbria CCG	540	85%

## CCG Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000017	North East and Cumbria	3,619	89%
01H	NHS North Cumbria CCG	433	91%
00K	NHS Hartlepool and Stockton-on-Tees CCG	254	91%
00J	NHS North Durham CCG	268	90%
99C	NHS North Tyneside CCG	274	89%
13T	NHS Newcastle Gateshead CCG	515	89%
00P	NHS Sunderland CCG	373	89%
00L	NHS Northumberland CCG	486	88%
00M	NHS South Tees CCG	231	88%
03D	NHS Hambleton, Richmondshire and Whitby CCG	206	88%
00D	NHS Durham Dales, Easington and Sedgfield CCG	286	87%
00C	NHS Darlington CCG	64	87%
00N	NHS South Tyneside CCG	229	87%

## 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%
E56000017	North East and Cumbria	2,207	89%
99C	NHS North Tyneside CCG	154	92%
13T	NHS Newcastle Gateshead CCG	339	92%
00C	NHS Darlington CCG	42	91%
00J	NHS North Durham CCG	160	90%
00N	NHS South Tyneside CCG	115	90%
00L	NHS Northumberland CCG	274	90%
00K	NHS Hartlepool and Stockton-on-Tees CCG	194	90%
03D	NHS Hambleton, Richmondshire and Whitby CCG	122	89%
01H	NHS North Cumbria CCG	273	88%
00M	NHS South Tees CCG	163	88%
00P	NHS Sunderland CCG	191	86%
00D	NHS Durham Dales, Easington and Sedgfield CCG	180	86%

## 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%
E56000017	North East and Cumbria	2,128	94%
00C	NHS Darlington CCG	42	98%
99C	NHS North Tyneside CCG	148	97%
00N	NHS South Tyneside CCG	114	95%
13T	NHS Newcastle Gateshead CCG	327	95%
00K	NHS Hartlepool and Stockton-on-Tees CCG	190	95%
00P	NHS Sunderland CCG	187	95%
00D	NHS Durham Dales, Easington and Sedgefield CCG	168	95%
00J	NHS North Durham CCG	157	94%
03D	NHS Hambleton, Richmondshire and Whitby CCG	112	93%
00L	NHS Northumberland CCG	266	93%
00M	NHS South Tees CCG	155	93%
01H	NHS North Cumbria CCG	262	92%



## CCG Dashboard Questions

Q55. General practice staff definitely did everything they could to support patient during treatment			
Code	Name	Base	Score
All	National	44,055	58%
E56000017	North East and Cumbria	3,167	62%
00C	NHS Darlington CCG	59	68%
00K	NHS Hartlepool and Stockton-on-Tees CCG	227	64%
03D	NHS Hambleton, Richmondshire and Whitby CCG	162	64%
00J	NHS North Durham CCG	234	64%
13T	NHS Newcastle Gateshead CCG	436	63%
00L	NHS Northumberland CCG	452	62%
00D	NHS Durham Dales, Easington and Sedgfield CCG	246	62%
01H	NHS North Cumbria CCG	421	62%
00N	NHS South Tyneside CCG	180	61%
00P	NHS Sunderland CCG	312	60%
00M	NHS South Tees CCG	203	59%
99C	NHS North Tyneside CCG	235	53%