

National Cancer Patient Experience Survey

2019 Results

North West and South West London

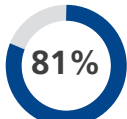
Published June 2020

Executive Summary

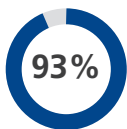
Cancer Dashboard Questions

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

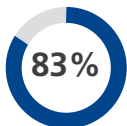
Q61. Patient's average rating of care scored from very poor to very good



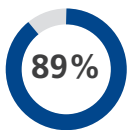
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



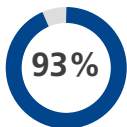
Q19. Patient given the name of a CNS who would support them through their treatment



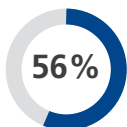
Q20. Patient found it very or quite easy to contact their CNS



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	
Q31. Patient had confidence and trust in all doctors treating them	87%	82%	86%	84%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	70%	60%	69%	64%
Q60. Someone discussed with patient whether they would like to take part in cancer research	39%	23%	37%	30%

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q35. All hospital staff asked patient what name they prefer to be called by	60%	65%	77%	71%
Q52. Patient definitely given enough support from health or social services during treatment	46%	46%	58%	52%
Q54. GP given enough information about patient's condition and treatment	94%	94%	96%	95%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	65%	66%	73%	69%

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

3,483 patients responded out of a total of 6,715 patients, resulting in a response rate of 52%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	7,229	6,715	3,483	52%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	363
Paper	3,119
Phone	0
Translation Service	1

Respondents by Tumour Group

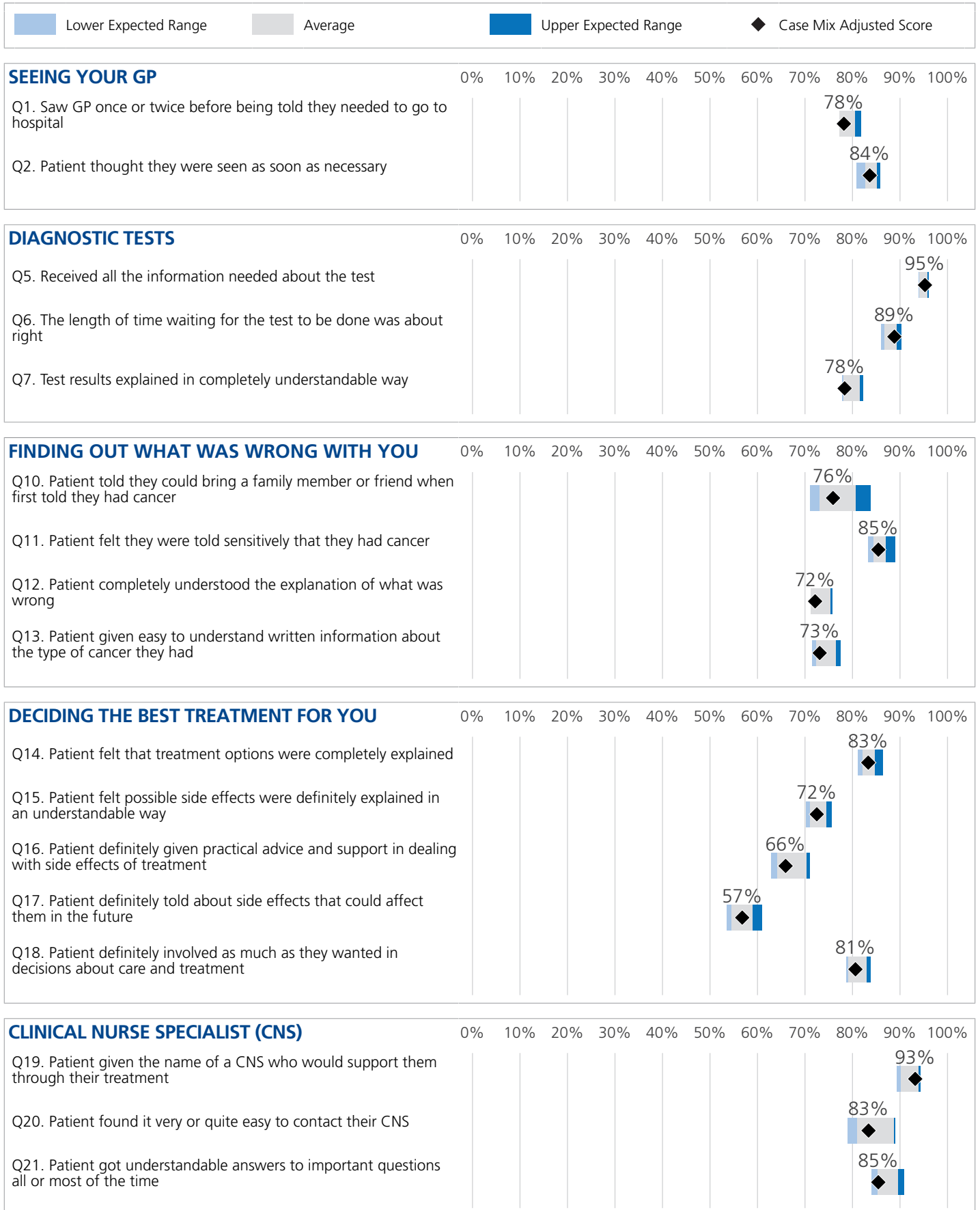
	Number of Respondents
Brain / CNS	23
Breast	778
Colorectal / LGT	308
Gynaecological	176
Haematological	609
Head and Neck	78
Lung	217
Prostate	320
Sarcoma	35
Skin	96
Upper Gastro	119
Urological	253
Other	471

Respondents by Age and Gender

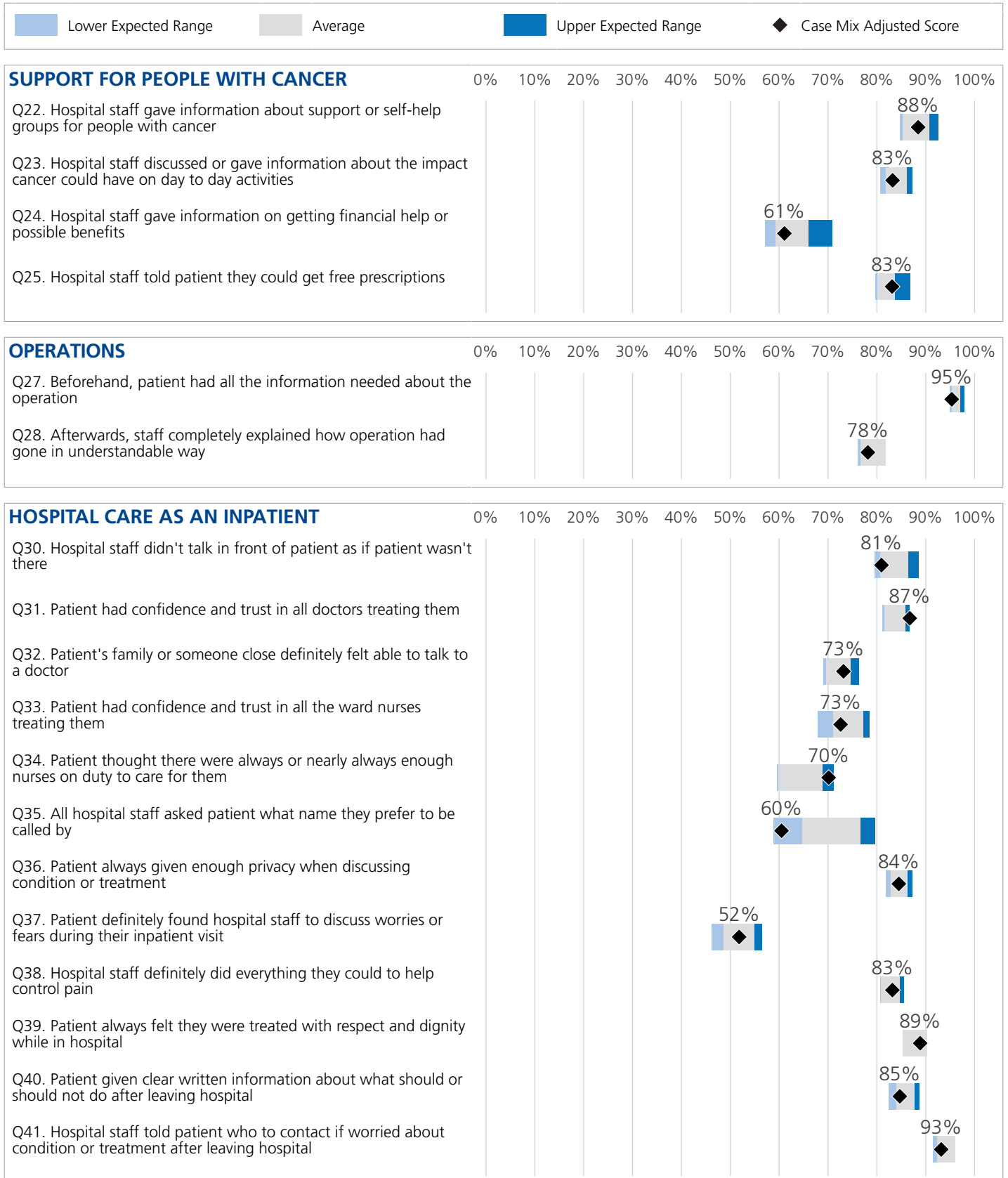
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	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	19	31	91	342	536	402	94	1,518
Female	14	32	121	286	501	587	347	77	1,965
Total	17	51	152	377	843	1,123	749	171	3,483

Expected Range Charts



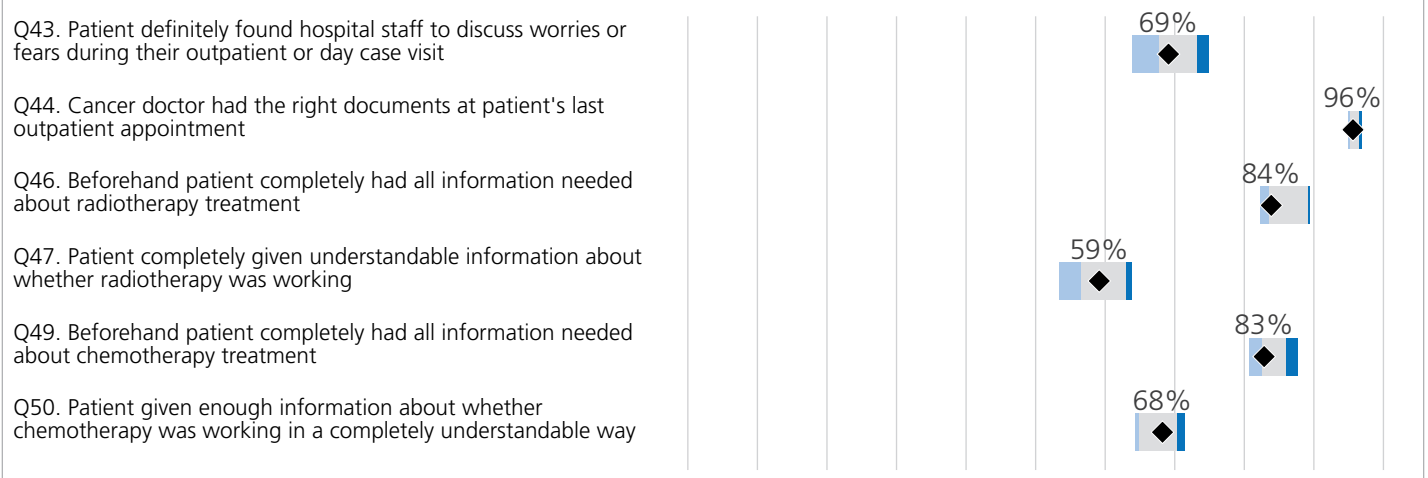
Expected Range Charts



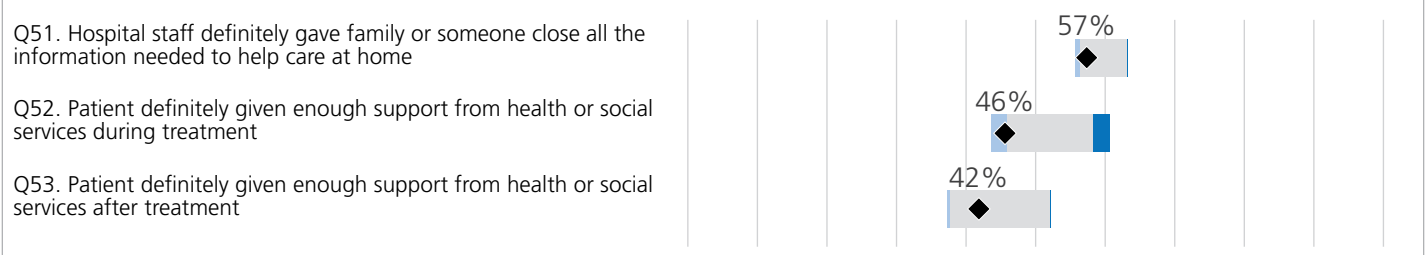
Expected Range Charts



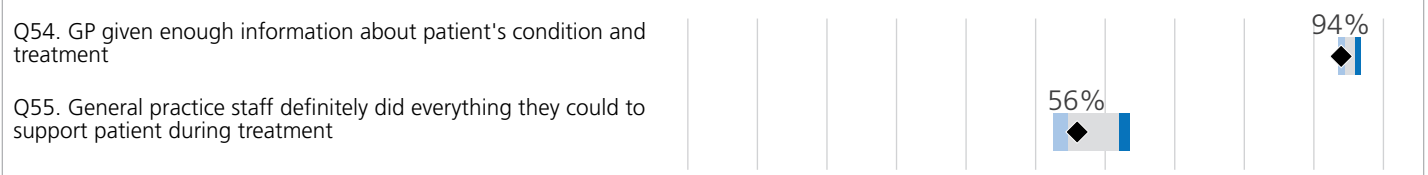
HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT



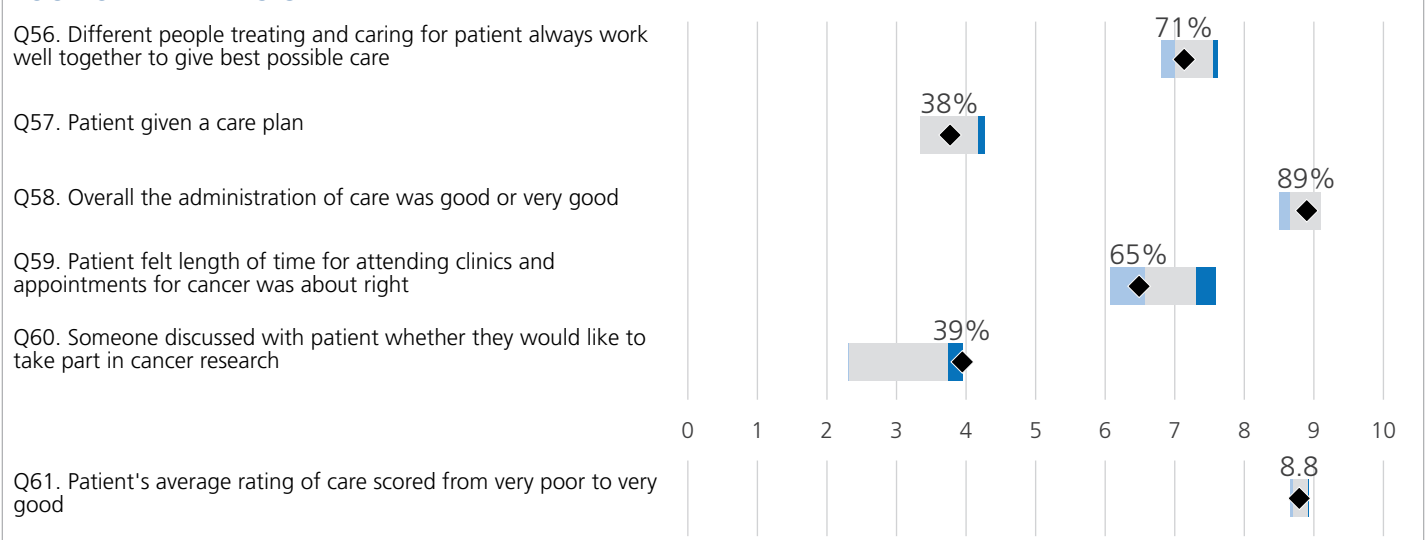
HOME CARE AND SUPPORT



CARE FROM YOUR GENERAL PRACTICE



YOUR OVERALL NHS CARE






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	2410	75%	2361	76%			78%	77%	81%	79%
Q2. Patient thought they were seen as soon as necessary	3502	80%	3370	82%			84%	83%	85%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	2827	95%			95%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	3017	86%	2915	88%			89%	87%	89%	88%
Q7. Test results explained in completely understandable way	3022	77%	2909	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	3219	77%	3113	75%			76%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	3515	82%	3427	85%	▲		85%	85%	87%	86%
Q12. Patient completely understood the explanation of what was wrong	3557	71%	3425	70%			72%	71%	75%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	3139	72%	3036	71%			73%	72%	77%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	3207	81%	3092	82%			83%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	3421	72%	3317	72%			72%	71%	74%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	3398	64%	3290	65%			66%	64%	70%	67%
Q17. Patient definitely told about side effects that could affect them in the future	3234	54%	3121	56%		▲	57%	54%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	3383	79%			81%	79%	83%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	3424	93%	3287	93%		▲	93%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	2910	81%	2795	82%			83%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	2767	84%	2643	84%			85%	85%	90%	87%




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	Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SUPPORT FOR PEOPLE WITH CANCER										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	2759	86%	2688	88%		▲	88%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	2451	81%	2389	82%			83%	82%	86%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	1871	59%	1824	61%		▲	61%	59%	66%	63%
Q25. Hospital staff told patient they could get free prescriptions	1925	80%	1876	83%			83%	80%	84%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	1765	95%	1604	95%			95%	95%	97%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	1749	77%	1599	77%			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	**	**	1562	79%			81%	81%	87%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	1589	86%			87%	82%	86%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1341	73%			73%	70%	75%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	1584	71%			73%	71%	77%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	1579	69%			70%	60%	69%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	1551	58%			60%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	1581	84%			84%	83%	86%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	1222	50%			52%	49%	55%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1423	82%			83%	81%	85%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	1585	88%			89%	85%	90%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	1457	84%			85%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	1504	93%			93%	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	2664	66%	2570	67%			69%	68%	73%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	3130	95%	3014	95%			96%	95%	97%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	994	84%	971	83%			84%	84%	89%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	875	59%	862	60%			59%	57%	63%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	1829	82%	1729	83%			83%	83%	86%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	1694	68%	1602	68%			68%	65%	70%	68%
HOME CARE AND SUPPORT										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	2759	58%	2656	57%			57%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	1703	44%	1639	44%			46%	46%	58%	52%
Q53. Patient definitely given enough support from health or social services after treatment	1162	39%	1118	41%			42%	38%	52%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	3048	92%	2942	93%		▼	94%	94%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	2349	56%	2273	55%			56%	55%	62%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	3280	70%			71%	70%	75%	73%
Q57. Patient given a care plan	2655	36%	2542	39%		▲	38%	33%	42%	38%
Q58. Overall the administration of care was good or very good	3517	88%	3398	89%			89%	87%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	3498	62%	3381	63%			65%	66%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	3296	45%	3144	41%		▼	39%	23%	37%	30%
Q61. Patient's average rating of care scored from very poor to very good	3467	8.7	3326	8.7			8.8	8.7	8.9	8.8

Tumour Type Tables

* Indicates where a score has been suppressed because there are less than 21 responses. n.a. Indicates that there were no respondents for that tumour group.

SEEING YOUR GP

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q1. Saw GP once or twice before being told they needed to go to hospital	Alliance	*	92%	68%	72%	64%	56%	68%	83%	*	88%	60%	79%	75%	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	95%	88%	80%	77%	81%	74%	83%	87%	73%	77%	71%	86%	76%	82%
	National	79%	89%	83%	81%	82%	81%	84%	86%	69%	85%	79%	85%	79%	84%

DIAGNOSTIC TESTS

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Received all the information needed about the test	Alliance	*	96%	97%	91%	94%	90%	93%	96%	*	97%	94%	95%	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	*	92%	85%	80%	87%	82%	89%	87%	*	79%	81%	91%	90%	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	*	79%	79%	70%	74%	71%	78%	76%	*	82%	68%	79%	73%	76%
	National	71%	83%	82%	77%	77%	79%	80%	80%	78%	84%	75%	80%	76%	80%

FINDING OUT WHAT WAS WRONG WITH YOU

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q10. Patient told they could bring a family member or friend when first told they had cancer	Alliance	91%	82%	79%	70%	69%	70%	73%	76%	86%	69%	75%	70%	75%	75%
	National	85%	82%	82%	71%	71%	71%	77%	79%	73%	69%	76%	73%	75%	77%
Q11. Patient felt they were told sensitively that they had cancer	Alliance	87%	87%	87%	81%	85%	87%	84%	84%	83%	89%	77%	82%	84%	85%
	National	79%	89%	87%	82%	84%	87%	83%	86%	84%	89%	81%	84%	83%	86%
Q12. Patient completely understood the explanation of what was wrong	Alliance	78%	73%	76%	64%	60%	66%	74%	75%	69%	76%	60%	78%	69%	70%
	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	57%	76%	66%	61%	71%	59%	61%	82%	77%	77%	59%	75%	68%	71%
	National	66%	78%	73%	71%	76%	69%	67%	83%	67%	84%	67%	74%	65%	74%

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
Q14. Patient felt that treatment options were completely explained	Alliance	91%	85%	81%	82%	81%	85%	87%	79%	77%	85%	75%	81%	81%	82%
	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	78%	73%	73%	65%	70%	69%	73%	71%	84%	76%	70%	73%	73%	72%
	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	62%	66%	69%	57%	61%	65%	69%	64%	79%	74%	63%	66%	67%	65%
	National	63%	70%	70%	69%	65%	70%	69%	65%	66%	71%	66%	63%	64%	67%
Q17. Patient definitely told about side effects that could affect them in the future	Alliance	57%	57%	62%	48%	50%	57%	62%	65%	68%	58%	54%	57%	54%	56%
	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	96%	78%	81%	75%	77%	73%	81%	81%	79%	87%	81%	82%	78%	79%
	National	79%	81%	83%	81%	80%	81%	81%	84%	81%	87%	79%	79%	78%	81%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q19. Patient given the name of a CNS who would support them through their treatment	Alliance	100%	96%	96%	98%	90%	92%	97%	91%	94%	84%	91%	85%	95%	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	78%	82%	90%	71%	88%	75%	83%	78%	86%	90%	74%	88%	76%	82%
	National	86%	84%	88%	85%	87%	86%	86%	80%	86%	90%	85%	83%	83%	85%
Q21. Patient got understandable answers to important questions all or most of the time	Alliance	65%	83%	86%	79%	86%	82%	84%	84%	96%	94%	80%	89%	83%	84%
	National	82%	87%	89%	86%	89%	88%	86%	87%	87%	93%	86%	87%	86%	87%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q22. Hospital staff gave information about support or self-help groups for people with cancer	Alliance	86%	91%	89%	82%	86%	85%	87%	94%	90%	89%	87%	82%	84%	88%
	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	*	84%	82%	75%	83%	81%	81%	89%	*	79%	84%	79%	79%	82%
	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	*	64%	64%	62%	60%	64%	67%	58%	*	67%	56%	47%	58%	61%
	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%	87%	79%	86%	85%	87%	89%	*	83%	88%	82%	83%	83%
	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	*	97%	97%	94%	96%	88%	95%	96%	*	90%	88%	95%	95%	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	*	76%	81%	66%	73%	71%	79%	83%	*	80%	83%	78%	77%	77%
	National	76%	79%	83%	79%	78%	79%	79%	78%	80%	82%	79%	76%	77%	79%

	Tumour Group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers	
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	Alliance	*	76%	75%	78%	79%	73%	70%	93%	*	83%	78%	85%	79%	79%
	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	*	85%	83%	79%	89%	89%	83%	90%	*	92%	85%	89%	85%	86%
	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	*	74%	74%	64%	78%	68%	79%	76%	*	91%	70%	72%	66%	73%
	National	67%	72%	73%	72%	74%	75%	74%	72%	71%	74%	73%	71%	69%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	Alliance	*	67%	63%	63%	78%	77%	71%	83%	*	72%	80%	77%	68%	71%
	National	72%	73%	72%	71%	77%	75%	77%	79%	74%	75%	73%	77%	69%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	Alliance	*	67%	62%	65%	72%	65%	71%	82%	*	65%	74%	74%	68%	69%
	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	*	49%	53%	55%	67%	57%	57%	62%	*	70%	67%	59%	61%	58%
	National	68%	62%	74%	65%	72%	71%	76%	72%	74%	70%	78%	76%	69%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	Alliance	*	79%	86%	77%	90%	80%	83%	88%	*	91%	86%	86%	82%	84%
	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%	51%	42%	59%	46%	43%	53%	*	*	40%	57%	51%	50%
	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	*	78%	83%	73%	82%	82%	74%	88%	*	*	91%	84%	83%	82%
	National	85%	83%	84%	82%	82%	80%	84%	85%	83%	85%	82%	81%	82%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	Alliance	*	83%	87%	84%	92%	85%	86%	95%	*	83%	95%	94%	87%	88%
	National	85%	87%	87%	85%	89%	87%	88%	91%	89%	89%	88%	90%	86%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	Alliance	*	85%	82%	77%	85%	85%	82%	95%	*	92%	80%	87%	84%	84%
	National	80%	89%	86%	86%	83%	87%	82%	91%	85%	90%	82%	87%	83%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	Alliance	*	93%	91%	90%	95%	90%	93%	96%	*	96%	94%	94%	94%	93%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%

Tumour Type Tables

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Alliance	52%	64%	66%	68%	74%	64%	66%	73%	86%	70%	56%	63%	66%	67%
	National	66%	68%	73%	70%	73%	72%	70%	74%	72%	72%	71%	67%	68%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	Alliance	81%	95%	97%	94%	98%	98%	96%	96%	94%	93%	90%	95%	94%	95%
	National	94%	96%	96%	96%	97%	96%	96%	96%	96%	96%	94%	96%	95%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	Alliance	*	84%	76%	88%	83%	74%	90%	81%	*	*	86%	90%	83%	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	*	59%	58%	61%	70%	57%	52%	61%	*	*	50%	67%	56%	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	*	79%	82%	86%	84%	71%	79%	83%	*	*	85%	94%	84%	83%
	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	*	62%	63%	66%	77%	50%	64%	61%	*	*	69%	83%	70%	68%
	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	65%	54%	56%	52%	60%	65%	56%	59%	78%	71%	59%	58%	52%	57%
	National	58%	58%	63%	57%	62%	67%	59%	61%	62%	65%	60%	59%	55%	60%
Q52. Patient definitely given enough support from health or social services during treatment	Alliance	*	43%	47%	36%	45%	41%	40%	33%	*	57%	45%	44%	47%	44%
	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	*	37%	36%	35%	42%	57%	38%	36%	*	55%	55%	39%	42%	41%
	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	*	94%	90%	91%	93%	93%	92%	96%	*	97%	90%	92%	93%	93%
	National	91%	96%	95%	95%	96%	94%	94%	96%	94%	96%	93%	95%	94%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	Alliance	*	57%	53%	49%	55%	58%	51%	62%	*	66%	52%	56%	49%	55%
	National	55%	58%	59%	56%	56%	59%	56%	64%	56%	65%	59%	59%	55%	58%

Tumour Type Tables

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. Different people treating and caring for patient always work well together to give best possible care	Alliance	57%	70%	66%	62%	72%	67%	69%	74%	80%	78%	67%	74%	67%	70%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	45%	43%	34%	36%	40%	32%	38%	*	45%	35%	35%	33%	39%
	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	91%	91%	83%	85%	90%	88%	92%	89%	91%	94%	84%	85%	91%	89%
	National	85%	90%	88%	87%	91%	90%	90%	88%	88%	90%	86%	85%	87%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	Alliance	39%	61%	63%	57%	64%	56%	64%	73%	63%	77%	57%	75%	56%	63%
	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	*	41%	48%	51%	37%	34%	41%	43%	*	29%	56%	23%	49%	41%
	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	8.8	8.5	8.6	8.8	8.6	8.7	8.8	8.9	9.0	8.5	8.6	8.7	8.7
	National	8.6	8.9	8.8	8.7	8.9	8.8	8.8	8.8	8.8	8.9	8.7	8.7	8.7	8.8

Year on Year Charts

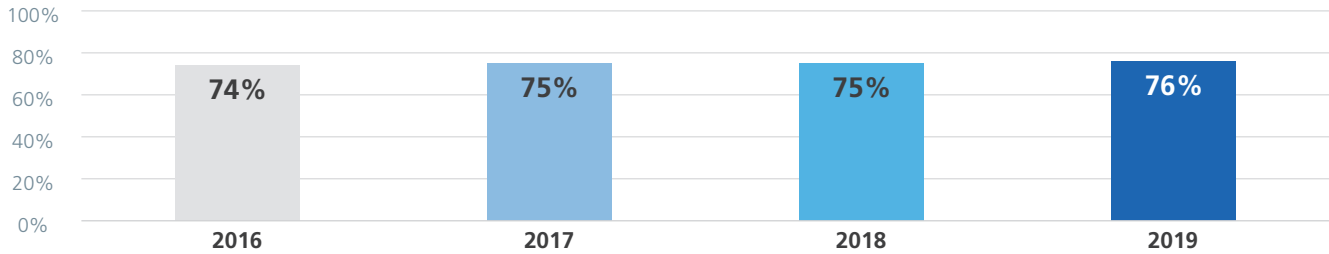
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

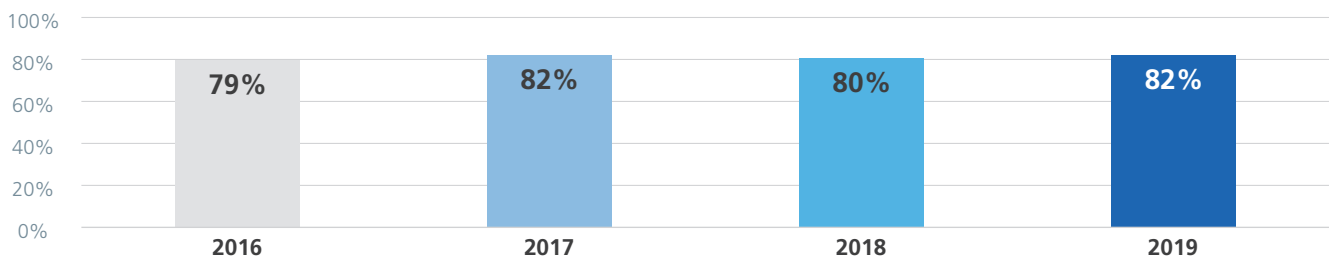
The scores are unadjusted and based on England scores only.

SEEING YOUR GP

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



Q2. Patient thought they were seen as soon as necessary

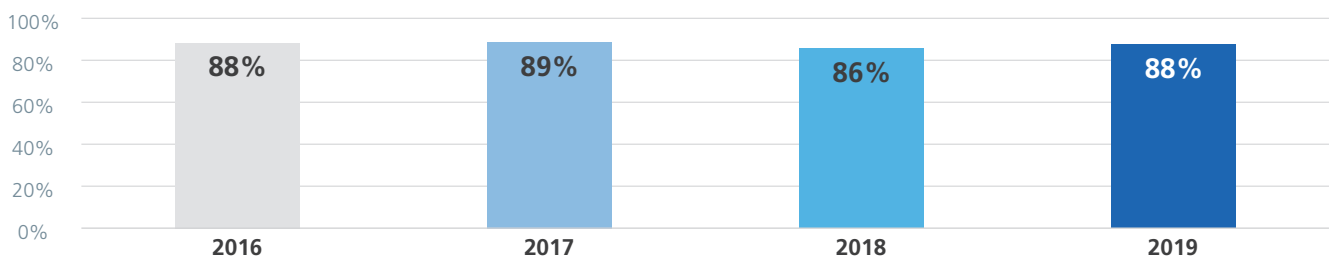


DIAGNOSTIC TESTS

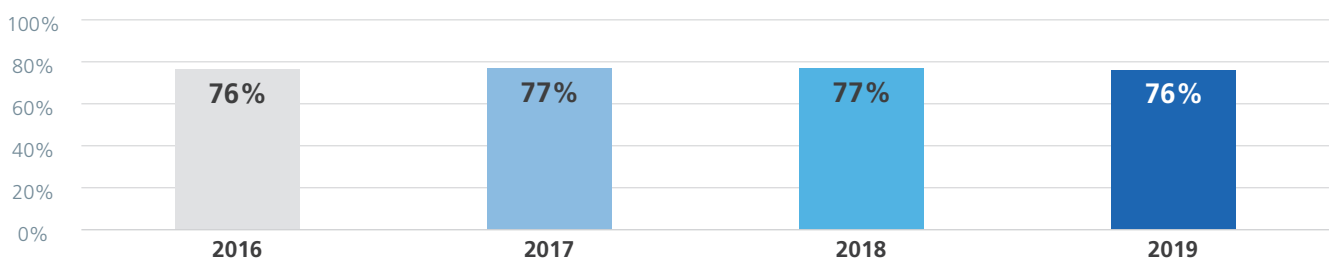
Q5. Received all the information needed about the test



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



Q7. Test results explained in completely understandable way



Year on Year Charts

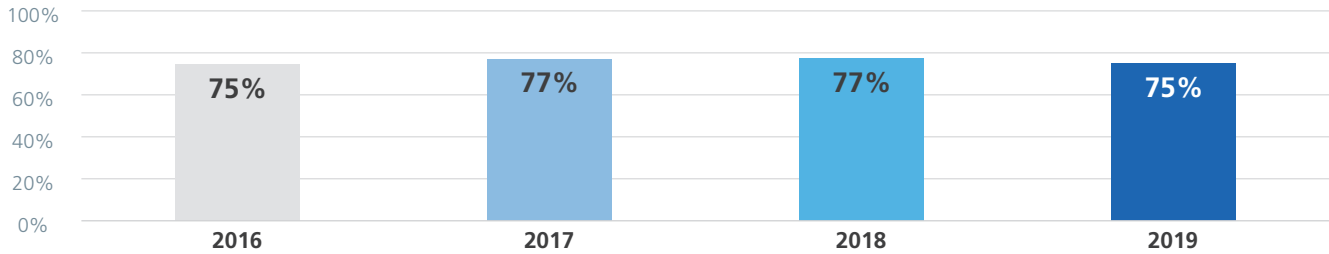
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

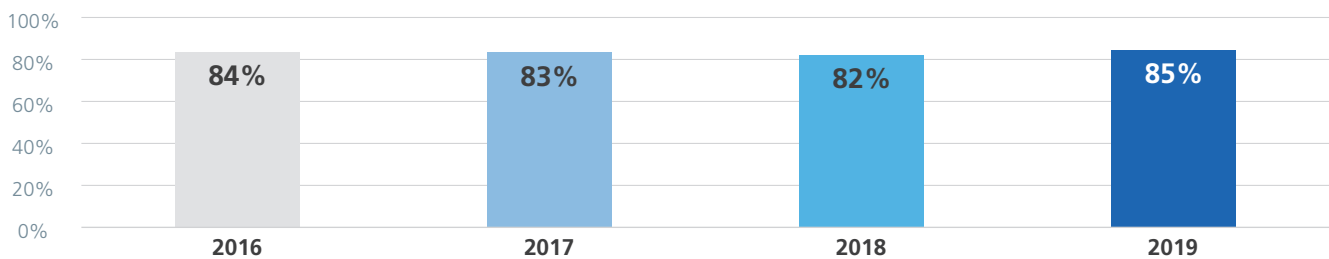
The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

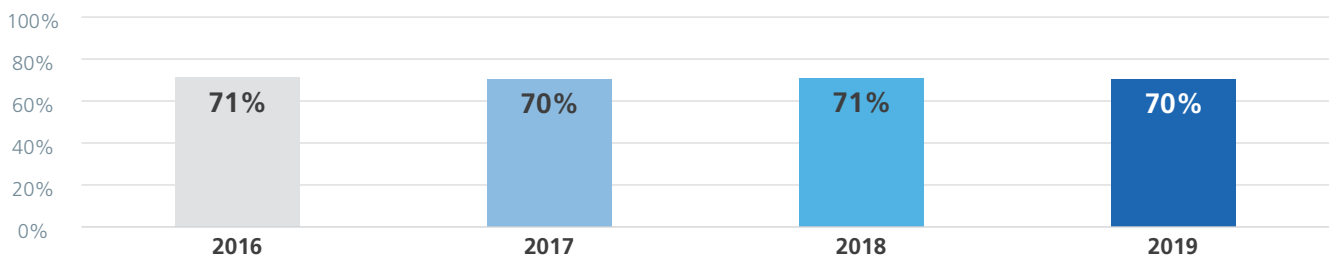
Q10. Patient told they could bring a family member or friend when first told they had cancer



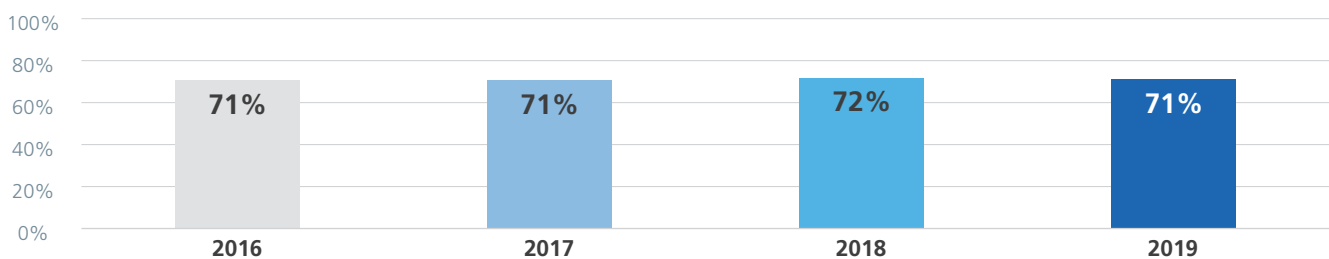
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

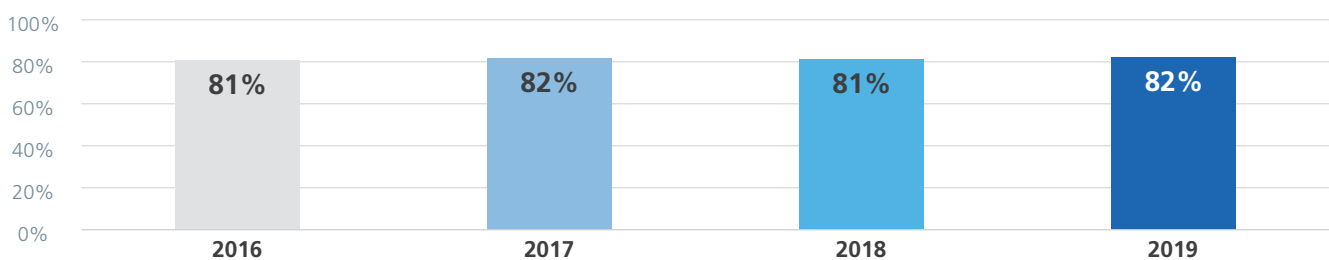


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



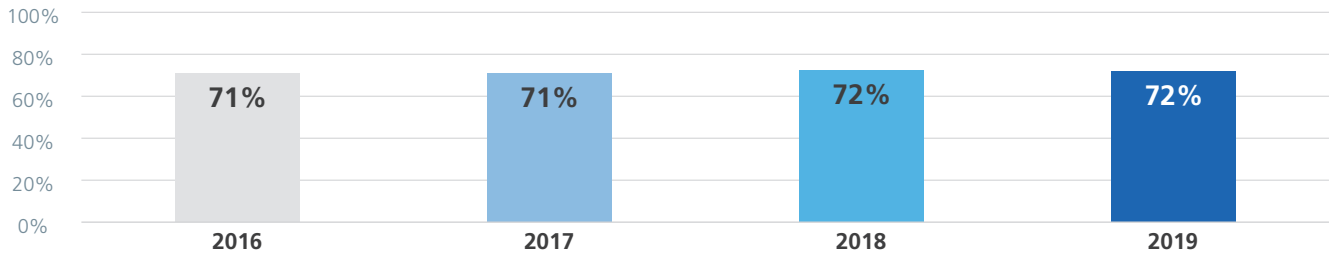
Year on Year Charts

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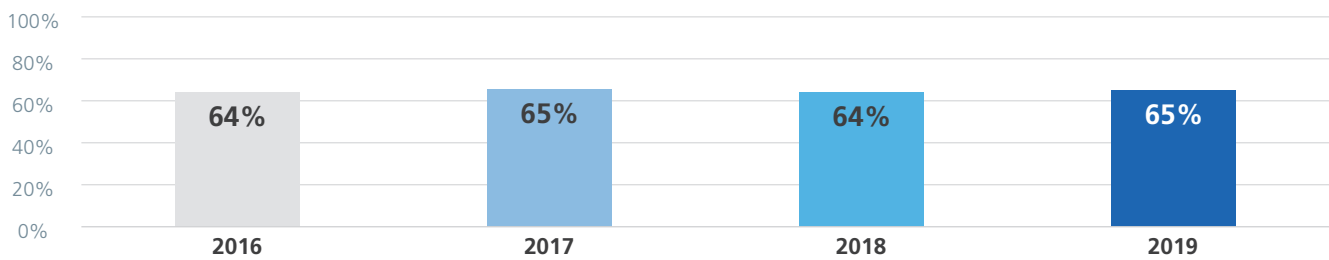
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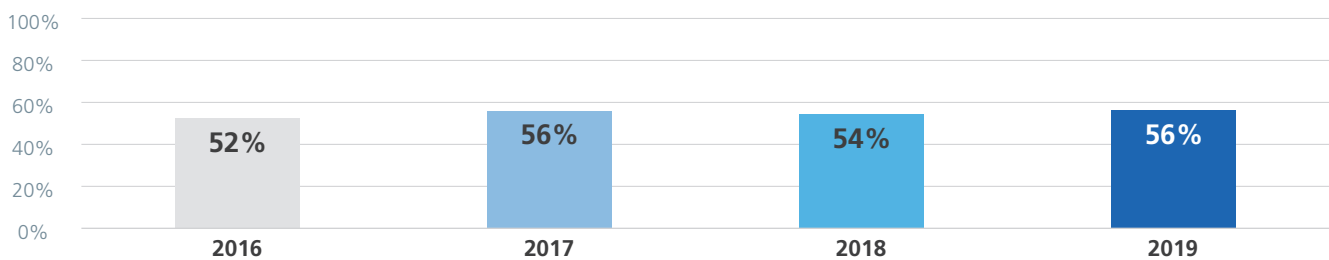
Q15. Patient felt possible side effects were definitely explained in an understandable way



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



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

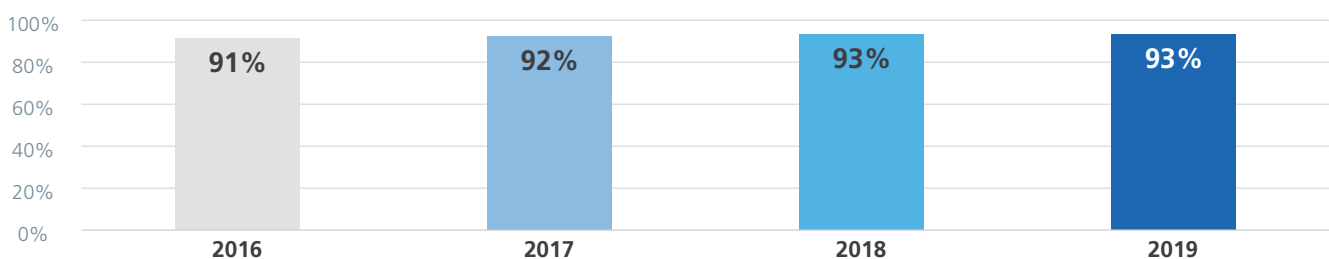


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

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



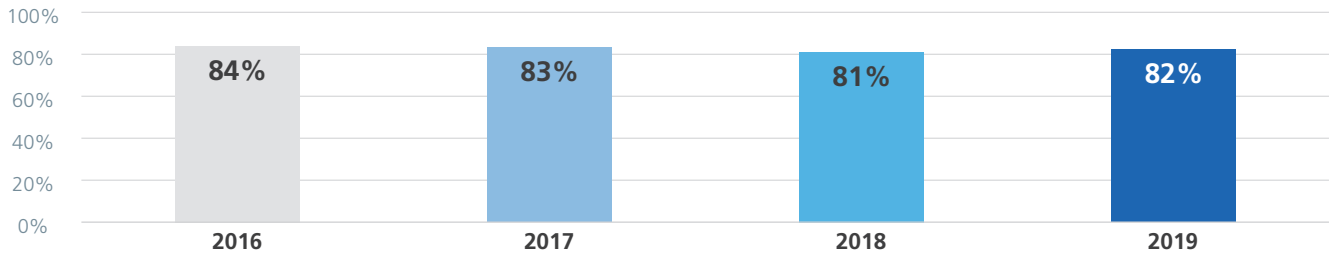
Year on Year Charts

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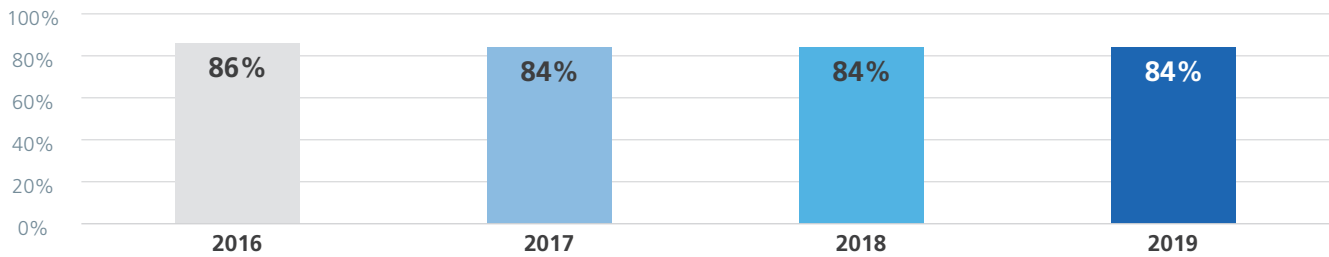
** No score available for these years.

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

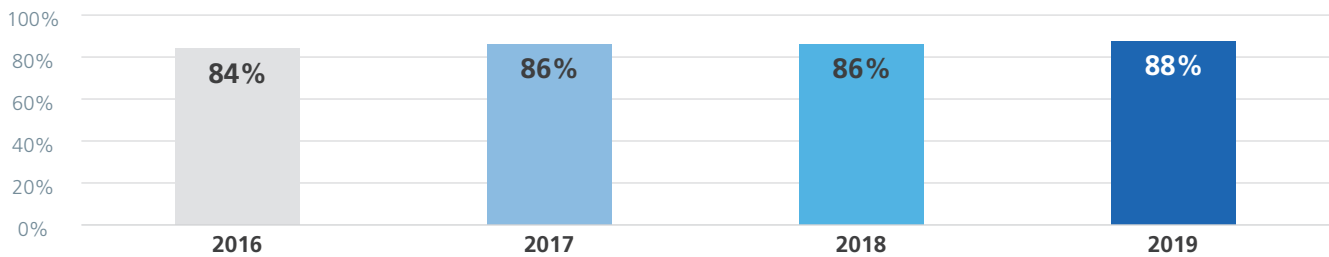


Q21. Patient got understandable answers to important questions all or most of the time

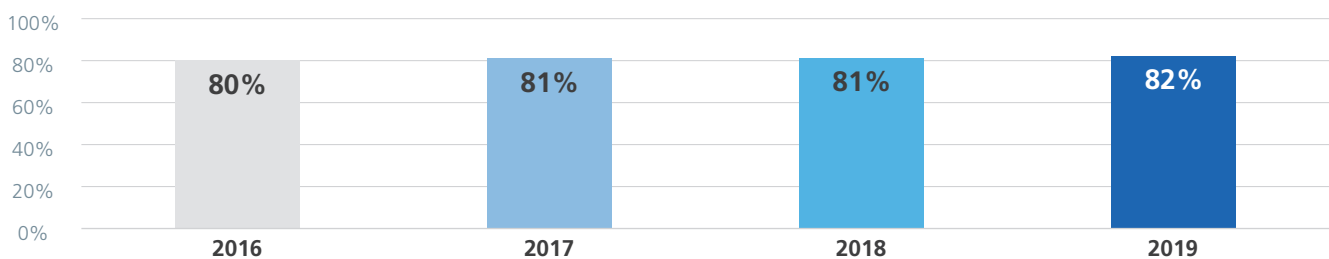


SUPPORT FOR PEOPLE WITH CANCER

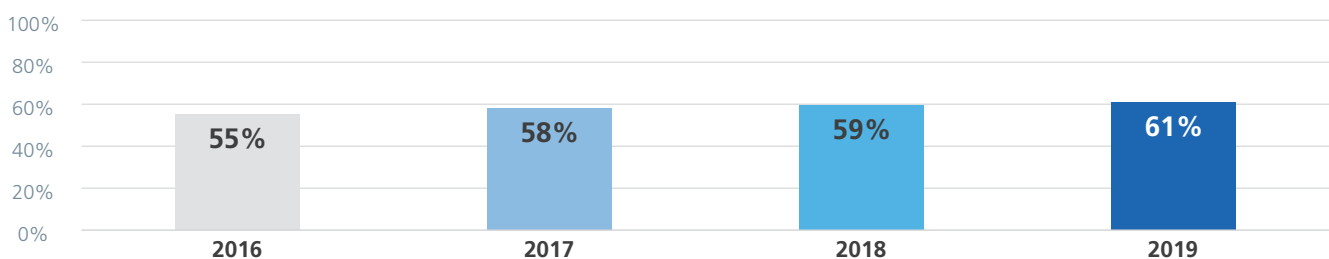
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



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



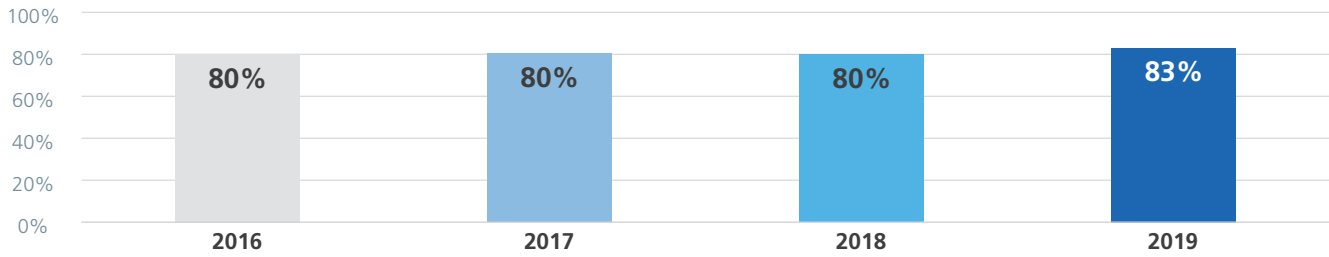
Year on Year Charts

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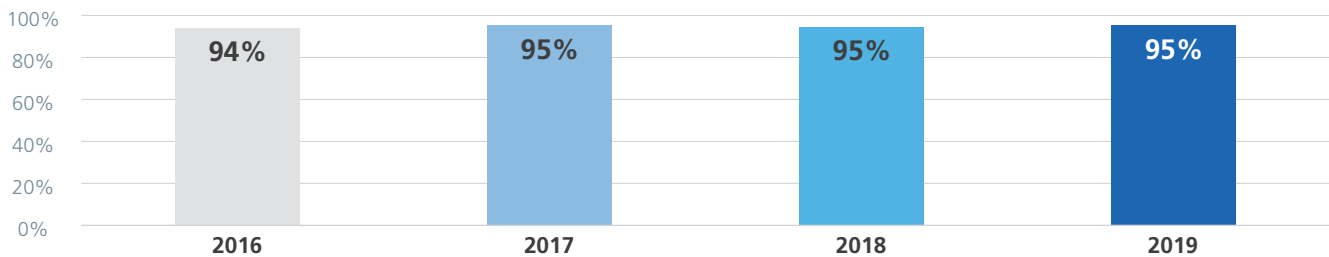
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

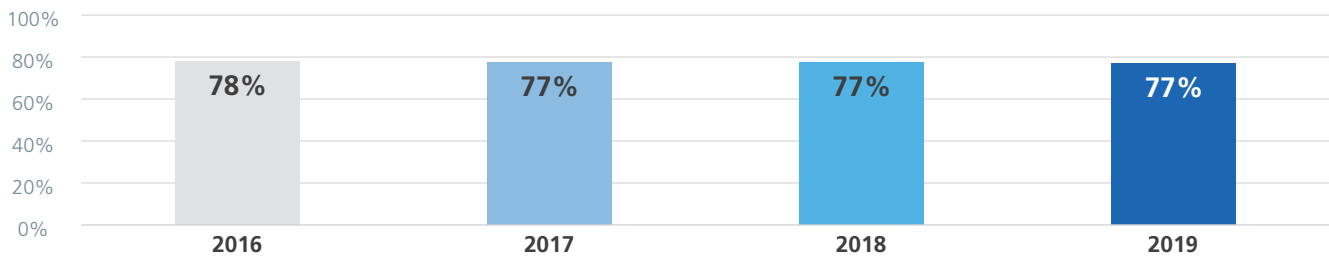


OPERATIONS

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



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



HOSPITAL CARE AS AN INPATIENT

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



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



Year on Year Charts

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



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



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



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



Year on Year Charts

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

** No score available for these years.

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



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



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



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



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



Year on Year Charts

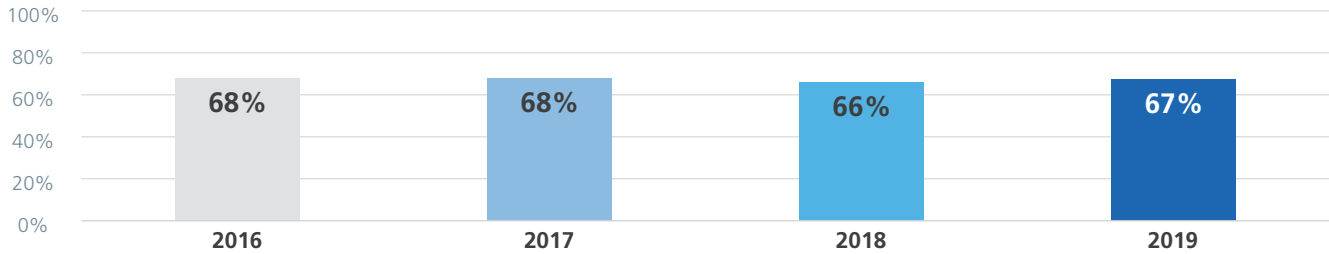
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

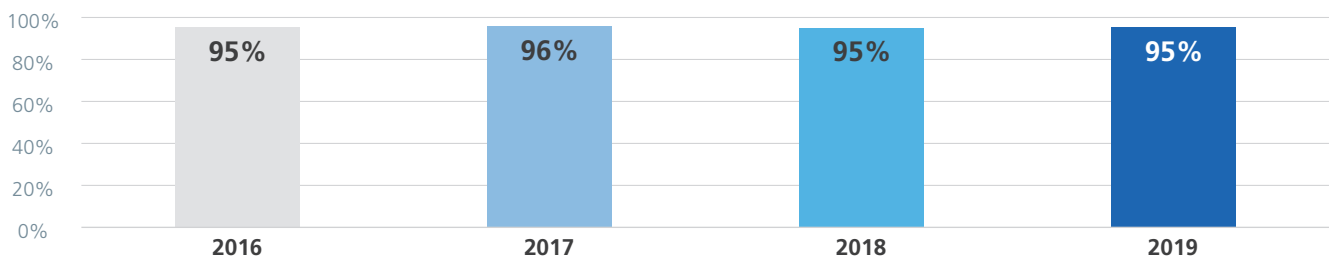
The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

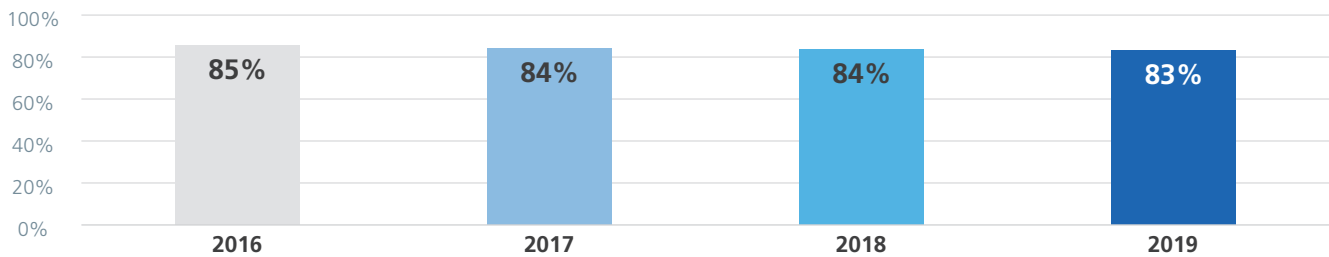
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



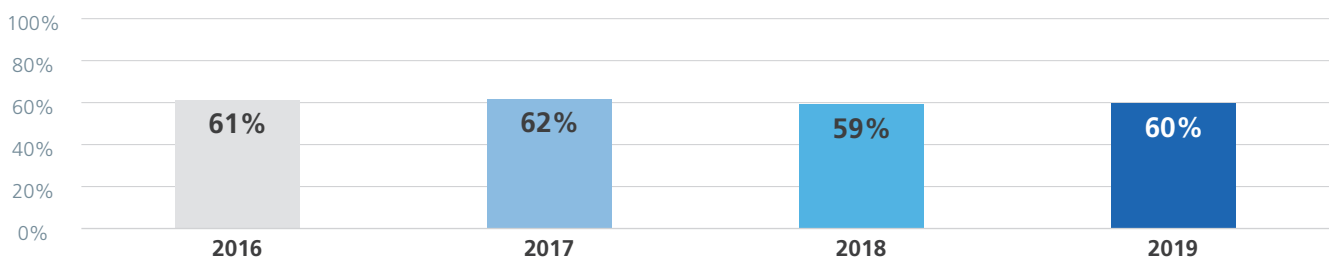
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



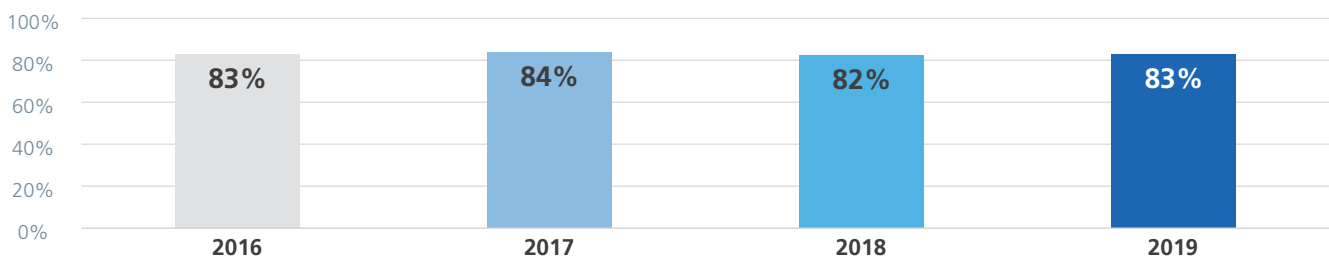
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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



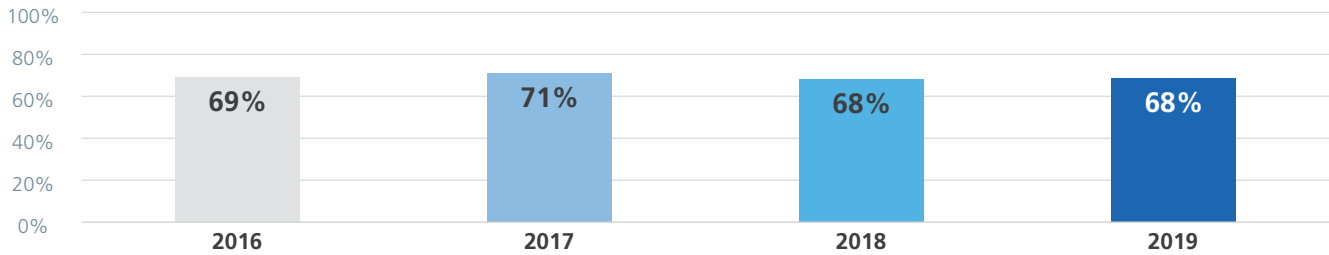
Year on Year Charts

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

** No score available for these years.

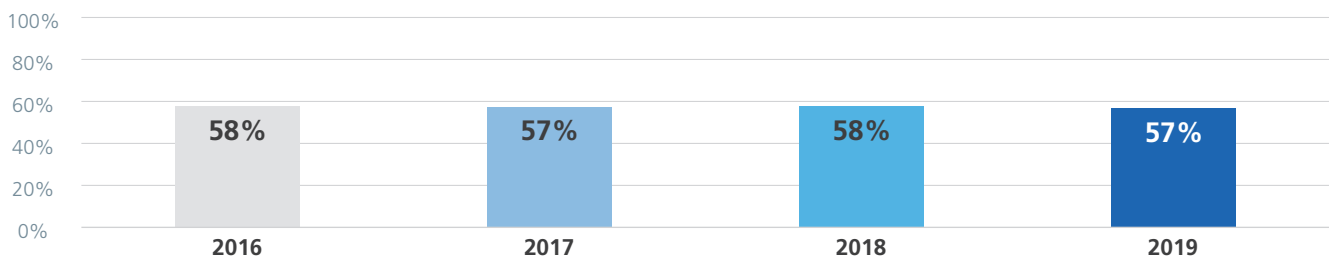
The scores are unadjusted and based on England scores only.

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

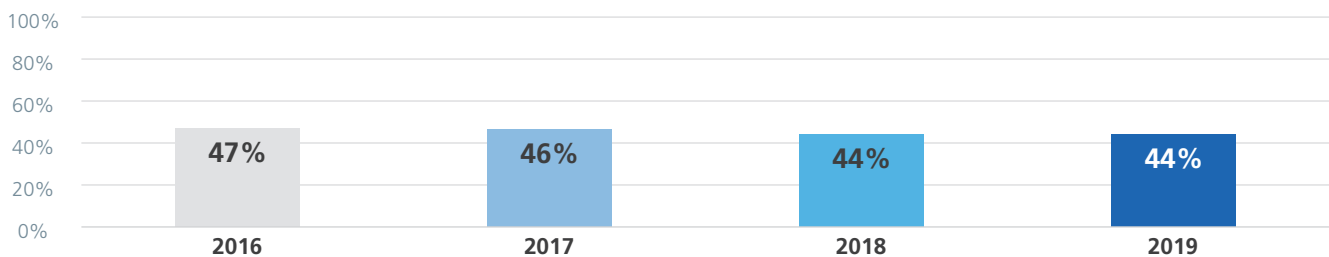


HOME CARE AND SUPPORT

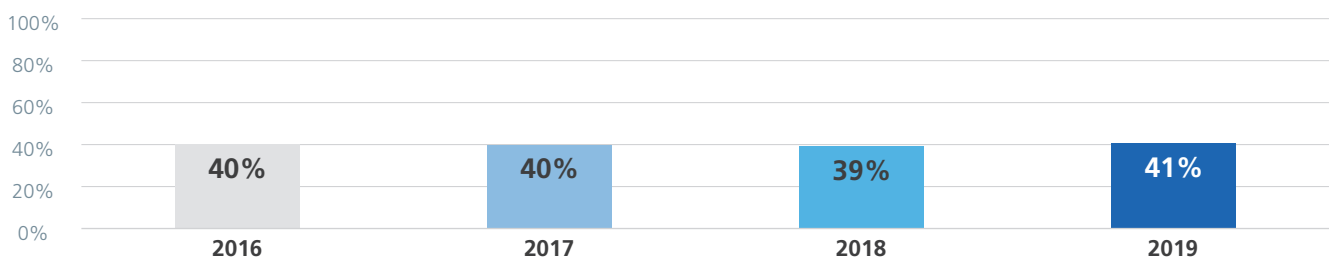
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

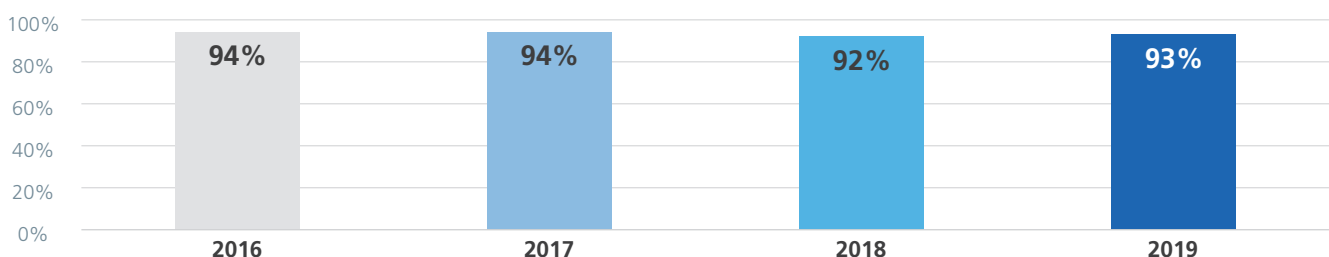


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

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



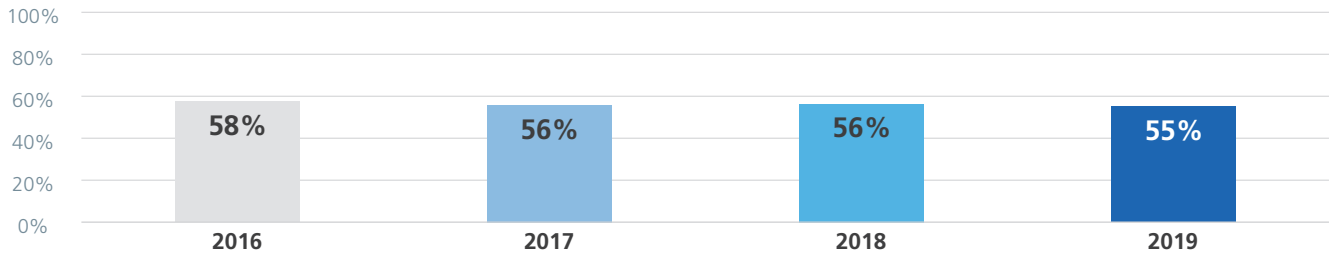
Year on Year Charts

* 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

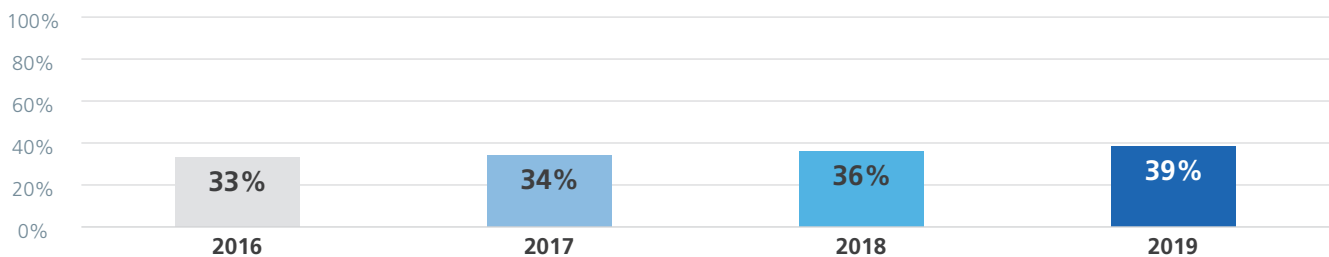


YOUR OVERALL NHS CARE

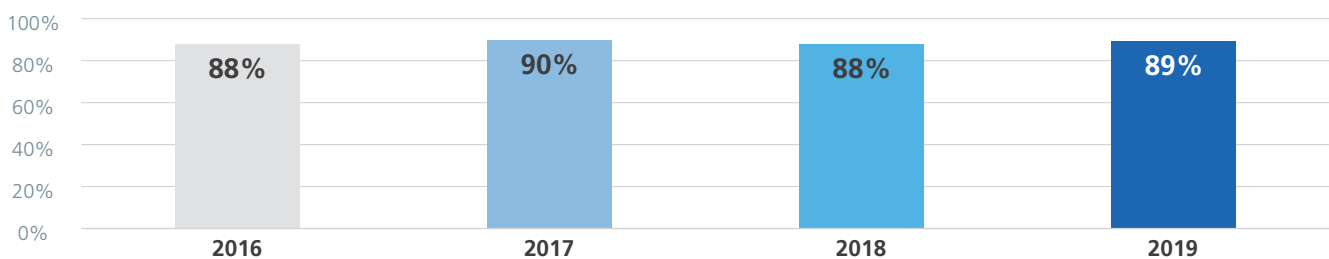
Q56. Different people treating and caring for patient always work well together to give best possible care



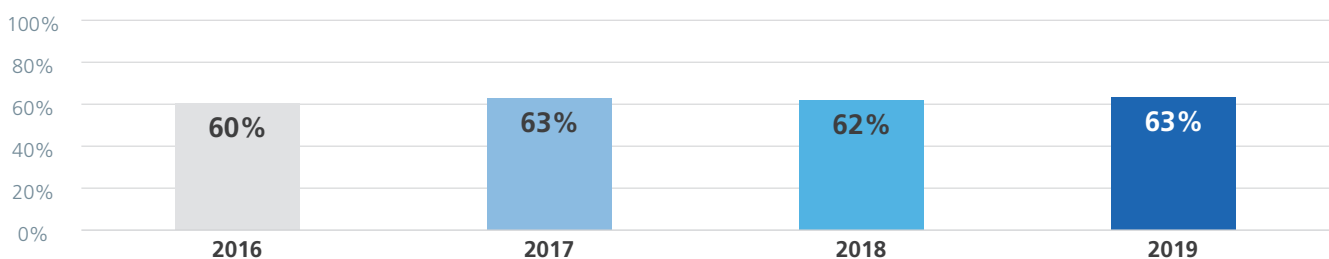
Q57. Patient given a care plan



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



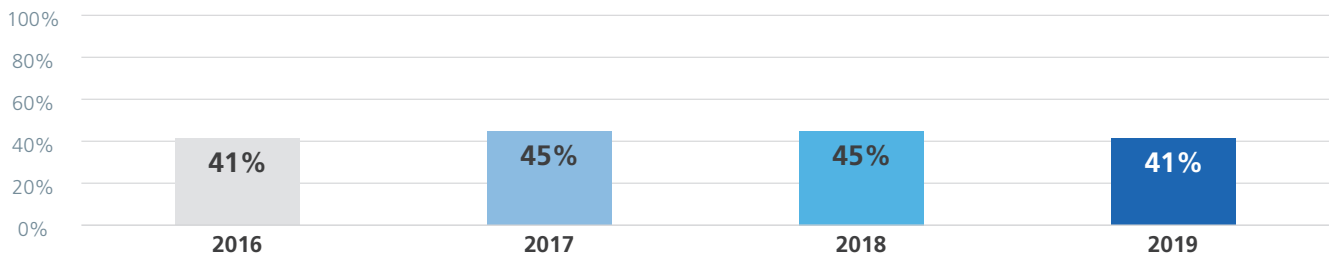
Year on Year Charts

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

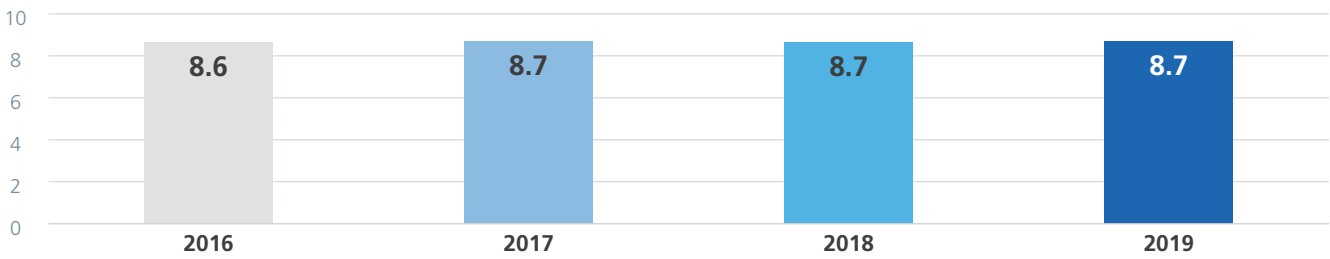
** No score available for these years.

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	
RPY	The Royal Marsden NHS Foundation Trust	4	21
RJ7	St George's University Hospitals NHS Foundation Trust	1	5
RT3	Royal Brompton & Harefield NHS Foundation trust		2
RAS	The Hillingdon Hospitals NHS Foundation Trust	2	
RJ6	Croydon Health Services NHS Trust	3	1
RAX	Kingston Hospital NHS Foundation Trust	3	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	6	
RVR	Epsom and St Helier University Hospitals NHS Trust	8	
R1K	London North West University Healthcare NHS Trust	10	
RYJ	Imperial College Healthcare NHS Trust	17	1

Trust Dashboard Questions

Q61. Patient's average rating of care scored from very poor to very good			
Code	Name	Base	Score
All	National	65,135	8.8
E56000021	North West and South West London	3,326	8.8
RPY	The Royal Marsden NHS Foundation Trust	1,539	9.1
RT3	Royal Brompton & Harefield NHS Foundation trust	41	9.0
RJ7	St George's University Hospitals NHS Foundation Trust	675	8.8
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	196	8.8
RVR	Epsom and St Helier University Hospitals NHS Trust	157	8.8
RYJ	Imperial College Healthcare NHS Trust	707	8.8
RAX	Kingston Hospital NHS Foundation Trust	202	8.7
RJ6	Croydon Health Services NHS Trust	83	8.6
RAS	The Hillingdon Hospitals NHS Foundation Trust	115	8.6
R1K	London North West University Healthcare NHS Trust	298	8.5

Trust 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%
E56000021	North West and South West London	3,383	81%
RJ6	Croydon Health Services NHS Trust	85	92%
RJ7	St George's University Hospitals NHS Foundation Trust	692	85%
RT3	Royal Brompton & Harefield NHS Foundation trust	43	84%
RPY	The Royal Marsden NHS Foundation Trust	1,559	83%
R1K	London North West University Healthcare NHS Trust	304	81%
RYJ	Imperial College Healthcare NHS Trust	725	78%
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	194	78%
RAX	Kingston Hospital NHS Foundation Trust	200	78%
RAS	The Hillingdon Hospitals NHS Foundation Trust	120	76%
RVR	Epsom and St Helier University Hospitals NHS Trust	159	73%

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%
E56000021	North West and South West London	3,287	93%
RT3	Royal Brompton & Harefield NHS Foundation trust	42	97%
RYJ	Imperial College Healthcare NHS Trust	697	95%
RJ7	St George's University Hospitals NHS Foundation Trust	671	94%
RPY	The Royal Marsden NHS Foundation Trust	1,520	94%
RAX	Kingston Hospital NHS Foundation Trust	201	93%
R1K	London North West University Healthcare NHS Trust	305	93%
RVR	Epsom and St Helier University Hospitals NHS Trust	152	92%
RAS	The Hillingdon Hospitals NHS Foundation Trust	116	90%
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	186	89%
RJ6	Croydon Health Services NHS Trust	81	86%

Trust Dashboard Questions

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

Code	Name	Base	Score
All	National	52,999	85%
E56000021	North West and South West London	2,795	83%
RJ6	Croydon Health Services NHS Trust	59	89%
RAX	Kingston Hospital NHS Foundation Trust	163	89%
RT3	Royal Brompton & Harefield NHS Foundation trust	30	89%
R1K	London North West University Healthcare NHS Trust	252	87%
RJ7	St George's University Hospitals NHS Foundation Trust	589	86%
RVR	Epsom and St Helier University Hospitals NHS Trust	123	86%
RAS	The Hillingdon Hospitals NHS Foundation Trust	100	84%
RPY	The Royal Marsden NHS Foundation Trust	1,294	83%
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	160	83%
RYJ	Imperial College Healthcare NHS Trust	592	81%

Trust Dashboard Questions

Q39. Patient always felt they were treated with respect and dignity while in hospital			
Code	Name	Base	Score
All	National	32,875	88%
E56000021	North West and South West London	1,585	89%
RT3	Royal Brompton & Harefield NHS Foundation trust	39	95%
RPY	The Royal Marsden NHS Foundation Trust	609	93%
RJ6	Croydon Health Services NHS Trust	31	89%
R1K	London North West University Healthcare NHS Trust	157	89%
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	85	89%
RAS	The Hillingdon Hospitals NHS Foundation Trust	57	88%
RVR	Epsom and St Helier University Hospitals NHS Trust	73	87%
RAX	Kingston Hospital NHS Foundation Trust	88	86%
RJ7	St George's University Hospitals NHS Foundation Trust	343	86%
RYJ	Imperial College Healthcare NHS Trust	421	86%

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%
E56000021	North West and South West London	1,504	93%
RT3	Royal Brompton & Harefield NHS Foundation trust	37	98%
RPY	The Royal Marsden NHS Foundation Trust	595	98%
RJ6	Croydon Health Services NHS Trust	30	96%
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	82	96%
RJ7	St George's University Hospitals NHS Foundation Trust	324	95%
RAX	Kingston Hospital NHS Foundation Trust	87	94%
RVR	Epsom and St Helier University Hospitals NHS Trust	69	91%
RYJ	Imperial College Healthcare NHS Trust	390	91%
RAS	The Hillingdon Hospitals NHS Foundation Trust	56	89%
R1K	London North West University Healthcare NHS Trust	148	89%

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%
E56000021	North West and South West London	2,273	56%
RVR	Epsom and St Helier University Hospitals NHS Trust	92	65%
RT3	Royal Brompton & Harefield NHS Foundation trust	23	64%
RAS	The Hillingdon Hospitals NHS Foundation Trust	83	62%
RJ7	St George's University Hospitals NHS Foundation Trust	438	58%
RAX	Kingston Hospital NHS Foundation Trust	133	56%
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	142	55%
RPY	The Royal Marsden NHS Foundation Trust	1,021	55%
RYJ	Imperial College Healthcare NHS Trust	505	53%
RJ6	Croydon Health Services NHS Trust	48	53%
R1K	London North West University Healthcare NHS Trust	208	51%

CCG Expected Range Summary

CCG		Expected Range Classification
08T	NHS Sutton CCG	1 44 7
08J	NHS Kingston CCG	48 4
07V	NHS Croydon CCG	2 47 3
08R	NHS Merton CCG	51 1
08P	NHS Richmond CCG	2 50
08X	NHS Wandsworth CCG	2 50
08Y	NHS West London CCG	4 48
07W	NHS Ealing CCG	6 45 1
08C	NHS Hammersmith and Fulham CCG	5 47
08G	NHS Hillingdon CCG	5 47
09A	NHS Central London (Westminster) CCG	7 43 2
07Y	NHS Hounslow CCG	6 46
07P	NHS Brent CCG	8 43 1
08E	NHS Harrow CCG	8 44

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
E56000021	North West and South West London	3,326	8.8
08T	NHS Sutton CCG	295	9.0
08R	NHS Merton CCG	220	8.9
08J	NHS Kingston CCG	233	8.9
08P	NHS Richmond CCG	285	8.9
07V	NHS Croydon CCG	395	8.8
08Y	NHS West London CCG	135	8.8
08C	NHS Hammersmith and Fulham CCG	123	8.8
07W	NHS Ealing CCG	284	8.7
09A	NHS Central London (Westminster) CCG	121	8.7
07Y	NHS Hounslow CCG	225	8.7
08E	NHS Harrow CCG	219	8.7
08X	NHS Wandsworth CCG	288	8.7
07P	NHS Brent CCG	222	8.7
08G	NHS Hillingdon CCG	281	8.6

CCG Dashboard Questions

Q18. Patient definitely involved as much as they wanted in decisions about care and treatment			
Code	Name	Base	Score
All	National	65,989	81%
E56000021	North West and South West London	3,383	81%
07V	NHS Croydon CCG	404	84%
08T	NHS Sutton CCG	296	83%
08P	NHS Richmond CCG	287	82%
08R	NHS Merton CCG	223	82%
08J	NHS Kingston CCG	235	82%
07P	NHS Brent CCG	230	81%
08Y	NHS West London CCG	138	81%
07W	NHS Ealing CCG	289	81%
08X	NHS Wandsworth CCG	294	81%
09A	NHS Central London (Westminster) CCG	126	77%
08G	NHS Hillingdon CCG	287	77%
08C	NHS Hammersmith and Fulham CCG	125	77%
07Y	NHS Hounslow CCG	226	77%
08E	NHS Harrow CCG	223	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%
E56000021	North West and South West London	3,287	93%
08R	NHS Merton CCG	217	97%
07P	NHS Brent CCG	226	95%
08J	NHS Kingston CCG	227	95%
08E	NHS Harrow CCG	219	94%
08P	NHS Richmond CCG	282	94%
08Y	NHS West London CCG	131	94%
09A	NHS Central London (Westminster) CCG	119	94%
08C	NHS Hammersmith and Fulham CCG	123	93%
08X	NHS Wandsworth CCG	284	93%
08G	NHS Hillingdon CCG	283	93%
08T	NHS Sutton CCG	289	92%
07W	NHS Ealing CCG	281	92%
07V	NHS Croydon CCG	389	92%
07Y	NHS Hounslow CCG	217	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%
E56000021	North West and South West London	2,795	83%
08J	NHS Kingston CCG	191	91%
08X	NHS Wandsworth CCG	251	86%
07P	NHS Brent CCG	193	85%
08T	NHS Sutton CCG	237	85%
08G	NHS Hillingdon CCG	245	85%
08E	NHS Harrow CCG	180	85%
07V	NHS Croydon CCG	319	84%
08R	NHS Merton CCG	197	84%
08C	NHS Hammersmith and Fulham CCG	102	83%
08P	NHS Richmond CCG	235	82%
07Y	NHS Hounslow CCG	192	81%
07W	NHS Ealing CCG	236	80%
08Y	NHS West London CCG	111	75%
09A	NHS Central London (Westminster) CCG	106	71%

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%
E56000021	North West and South West London	1,585	89%
08T	NHS Sutton CCG	138	94%
08J	NHS Kingston CCG	93	91%
08G	NHS Hillingdon CCG	144	90%
08Y	NHS West London CCG	76	90%
08C	NHS Hammersmith and Fulham CCG	60	89%
08X	NHS Wandsworth CCG	139	89%
08P	NHS Richmond CCG	117	88%
07V	NHS Croydon CCG	171	88%
08R	NHS Merton CCG	100	88%
08E	NHS Harrow CCG	107	88%
07P	NHS Brent CCG	119	88%
07W	NHS Ealing CCG	138	87%
07Y	NHS Hounslow CCG	115	86%
09A	NHS Central London (Westminster) CCG	68	85%

CCG Dashboard Questions

Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital			
Code	Name	Base	Score
All	National	31,541	94%
E56000021	North West and South West London	1,504	93%
07V	NHS Croydon CCG	165	96%
08X	NHS Wandsworth CCG	134	95%
07Y	NHS Hounslow CCG	108	95%
08C	NHS Hammersmith and Fulham CCG	56	95%
08T	NHS Sutton CCG	128	95%
08R	NHS Merton CCG	95	95%
08J	NHS Kingston CCG	92	95%
08P	NHS Richmond CCG	114	94%
08Y	NHS West London CCG	69	94%
08E	NHS Harrow CCG	96	93%
07W	NHS Ealing CCG	130	90%
07P	NHS Brent CCG	115	90%
09A	NHS Central London (Westminster) CCG	64	90%
08G	NHS Hillingdon CCG	138	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%
E56000021	North West and South West London	2,273	56%
08Y	NHS West London CCG	94	65%
08X	NHS Wandsworth CCG	205	64%
08T	NHS Sutton CCG	180	62%
08J	NHS Kingston CCG	160	62%
09A	NHS Central London (Westminster) CCG	97	59%
08R	NHS Merton CCG	141	57%
08G	NHS Hillingdon CCG	195	56%
08P	NHS Richmond CCG	178	56%
08C	NHS Hammersmith and Fulham CCG	87	54%
07W	NHS Ealing CCG	191	53%
08E	NHS Harrow CCG	152	52%
07P	NHS Brent CCG	169	51%
07V	NHS Croydon CCG	263	49%
07Y	NHS Hounslow CCG	161	48%