

# **National Cancer Patient Experience Survey**

2019 Results

## **South Yorkshire and Bassetlaw**

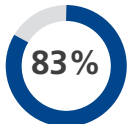
Published June 2020

## Executive Summary

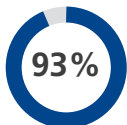
### Cancer Dashboard Questions

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

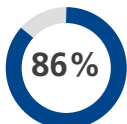
Q61. Patient's average rating of care scored from very poor to very good



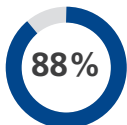
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



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



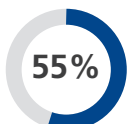
Q20. Patient found it very or quite easy to contact their CNS



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>	82%	86%	<b>84%</b>
Q6. The length of time waiting for the test to be done was about right	<b>90%</b>	86%	90%	<b>88%</b>
Q25. Hospital staff told patient they could get free prescriptions	<b>87%</b>	79%	85%	<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

1,645 patients responded out of a total of 2,656 patients, resulting in a response rate of 62%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	3,009	2,656	1,645	62%
National	119,855	111,366	67,858	61%

### Respondents by Survey Type

	Number of Respondents
Online	134
Paper	1,511
Phone	0
Translation Service	0

### Respondents by Tumour Group

	Number of Respondents
Brain / CNS	3
Breast	449
Colorectal / LGT	189
Gynaecological	34
Haematological	319
Head and Neck	47
Lung	76
Prostate	179
Sarcoma	8
Skin	61
Upper Gastro	85
Urological	123
Other	72

### Respondents by Age and Gender

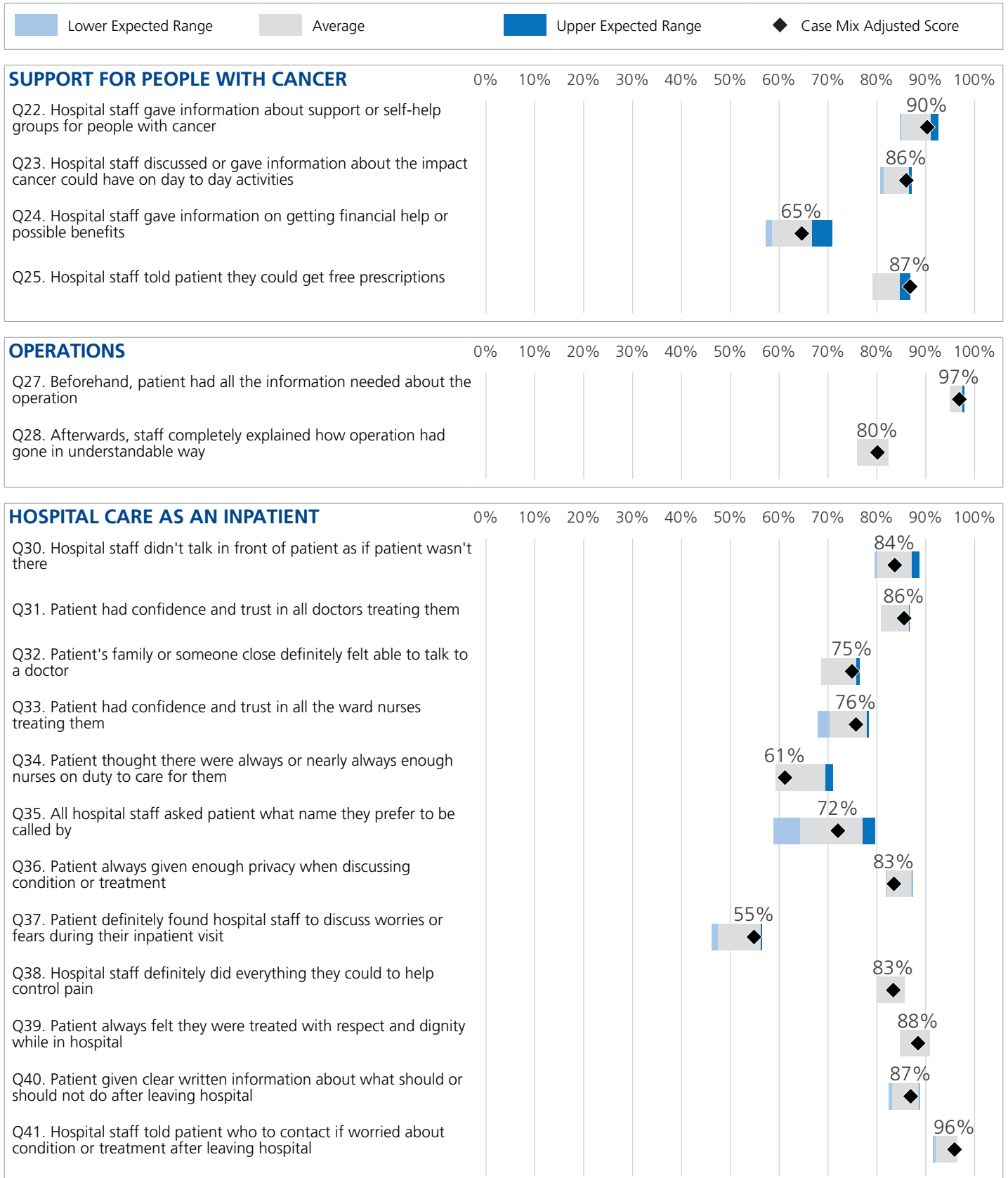
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	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	0	2	8	50	139	345	200	28	772
Female	3	6	30	133	204	281	179	37	873
Total	3	8	38	183	343	626	379	65	1,645

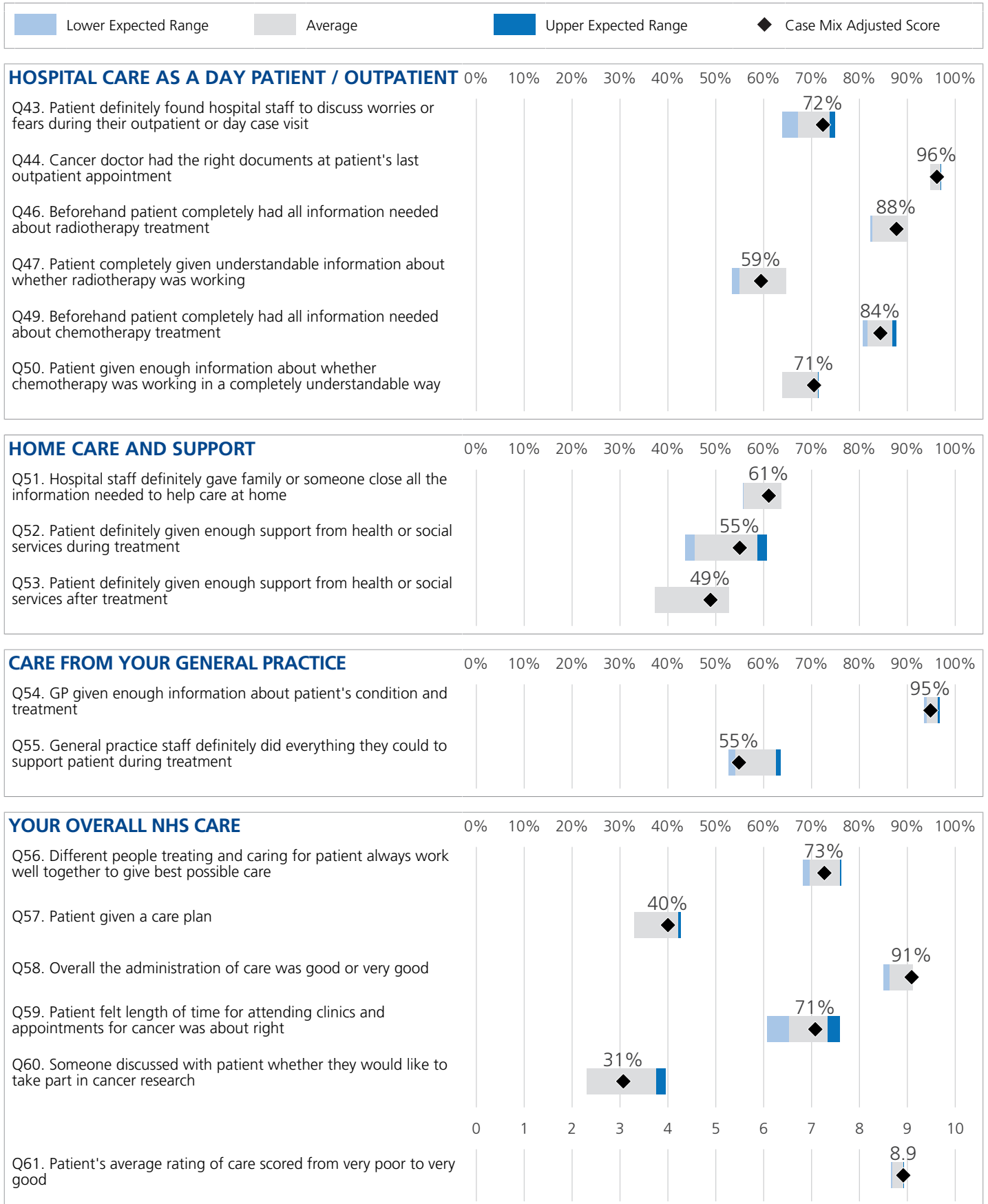
## Expected Range Charts



## Expected Range Charts



## Expected Range Charts








## Comparability Tables

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

\*\* No score available for 2018.

▲ or ▼

Change 2018-2019: Indicates where 2019 score is significantly higher or lower than 2018 score  
Change Overall: Indicates significant change overall (2016, 2017, 2018 and 2019).

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

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
<b>SEEING YOUR GP</b>										
Q1. Saw GP once or twice before being told they needed to go to hospital	1294	<b>80%</b>	1168	<b>79%</b>			<b>79%</b>	77%	81%	<b>79%</b>
Q2. Patient thought they were seen as soon as necessary	1723	<b>86%</b>	1609	<b>86%</b>			<b>86%</b>	82%	86%	<b>84%</b>
<b>DIAGNOSTIC TESTS</b>										
Q5. Received all the information needed about the test	**	**	1325	<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	1450	<b>89%</b>	1360	<b>91%</b>			<b>90%</b>	86%	90%	<b>88%</b>
Q7. Test results explained in completely understandable way	1454	<b>79%</b>	1352	<b>81%</b>			<b>81%</b>	77%	82%	<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	1590	<b>78%</b>	1496	<b>79%</b>			<b>78%</b>	73%	81%	<b>77%</b>
Q11. Patient felt they were told sensitively that they had cancer	1729	<b>85%</b>	1632	<b>88%</b>			<b>87%</b>	84%	88%	<b>86%</b>
Q12. Patient completely understood the explanation of what was wrong	1751	<b>73%</b>	1630	<b>75%</b>			<b>75%</b>	71%	76%	<b>73%</b>
Q13. Patient given easy to understand written information about the type of cancer they had	1524	<b>70%</b>	1436	<b>75%</b>	▲		<b>74%</b>	72%	77%	<b>74%</b>
<b>DECIDING THE BEST TREATMENT FOR YOU</b>										
Q14. Patient felt that treatment options were completely explained	1552	<b>84%</b>	1472	<b>85%</b>			<b>85%</b>	82%	85%	<b>83%</b>
Q15. Patient felt possible side effects were definitely explained in an understandable way	1675	<b>73%</b>	1546	<b>75%</b>			<b>74%</b>	70%	75%	<b>73%</b>
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	1656	<b>68%</b>	1541	<b>70%</b>			<b>70%</b>	64%	71%	<b>67%</b>
Q17. Patient definitely told about side effects that could affect them in the future	1559	<b>57%</b>	1457	<b>59%</b>			<b>58%</b>	54%	60%	<b>57%</b>
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	1601	<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	1659	<b>92%</b>	1568	<b>94%</b>			<b>93%</b>	90%	94%	<b>92%</b>
Q20. Patient found it very or quite easy to contact their CNS	1350	<b>86%</b>	1325	<b>86%</b>			<b>86%</b>	81%	89%	<b>85%</b>
Q21. Patient got understandable answers to important questions all or most of the time	1296	<b>88%</b>	1266	<b>89%</b>			<b>89%</b>	85%	90%	<b>87%</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>SUPPORT FOR PEOPLE WITH CANCER</b>										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	1361	<b>90%</b>	1343	<b>91%</b>			<b>90%</b>	85%	91%	<b>88%</b>
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	1204	<b>85%</b>	1158	<b>87%</b>			<b>86%</b>	81%	87%	<b>84%</b>
Q24. Hospital staff gave information on getting financial help or possible benefits	952	<b>61%</b>	932	<b>65%</b>		▲	<b>65%</b>	59%	67%	<b>63%</b>
Q25. Hospital staff told patient they could get free prescriptions	808	<b>82%</b>	740	<b>87%</b>		▲	<b>87%</b>	79%	85%	<b>82%</b>
<b>OPERATIONS</b>										
Q27. Beforehand, patient had all the information needed about the operation	937	<b>97%</b>	817	<b>97%</b>			<b>97%</b>	95%	98%	<b>96%</b>
Q28. Afterwards, staff completely explained how operation had gone in understandable way	923	<b>78%</b>	820	<b>80%</b>			<b>80%</b>	76%	82%	<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	**	**	732	<b>83%</b>			<b>84%</b>	80%	87%	<b>84%</b>
Q31. Patient had confidence and trust in all doctors treating them	**	**	743	<b>86%</b>			<b>86%</b>	81%	87%	<b>84%</b>
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	641	<b>76%</b>			<b>75%</b>	69%	76%	<b>72%</b>
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	745	<b>77%</b>			<b>76%</b>	70%	78%	<b>74%</b>
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	740	<b>61%</b>			<b>61%</b>	59%	70%	<b>64%</b>
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	742	<b>73%</b>			<b>72%</b>	64%	77%	<b>71%</b>
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	743	<b>84%</b>			<b>83%</b>	82%	87%	<b>85%</b>
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	556	<b>56%</b>			<b>55%</b>	47%	56%	<b>52%</b>
Q38. Hospital staff definitely did everything they could to help control pain	**	**	662	<b>84%</b>			<b>83%</b>	80%	86%	<b>83%</b>
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	746	<b>89%</b>			<b>88%</b>	85%	91%	<b>88%</b>
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	696	<b>87%</b>			<b>87%</b>	83%	89%	<b>86%</b>
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	722	<b>96%</b>			<b>96%</b>	92%	96%	<b>94%</b>




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	Unadjusted Scores						Case Mix Adjusted Scores			National Score
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<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	1327	<b>72%</b>	1243	<b>73%</b>			<b>72%</b>	67%	74%	<b>71%</b>
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	1546	<b>95%</b>	1419	<b>96%</b>			<b>96%</b>	95%	97%	<b>96%</b>
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	488	<b>88%</b>	446	<b>88%</b>			<b>88%</b>	83%	90%	<b>86%</b>
Q47. Patient completely given understandable information about whether radiotherapy was working	395	<b>60%</b>	394	<b>60%</b>			<b>59%</b>	55%	65%	<b>60%</b>
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	811	<b>86%</b>	765	<b>84%</b>			<b>84%</b>	82%	87%	<b>84%</b>
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	718	<b>66%</b>	699	<b>70%</b>			<b>71%</b>	64%	71%	<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	1441	<b>61%</b>	1343	<b>62%</b>			<b>61%</b>	56%	64%	<b>60%</b>
Q52. Patient definitely given enough support from health or social services during treatment	936	<b>57%</b>	886	<b>55%</b>			<b>55%</b>	46%	59%	<b>52%</b>
Q53. Patient definitely given enough support from health or social services after treatment	582	<b>47%</b>	582	<b>49%</b>			<b>49%</b>	37%	53%	<b>45%</b>
<b>CARE FROM YOUR GENERAL PRACTICE</b>										
Q54. GP given enough information about patient's condition and treatment	1347	<b>95%</b>	1255	<b>95%</b>			<b>95%</b>	94%	96%	<b>95%</b>
Q55. General practice staff definitely did everything they could to support patient during treatment	1094	<b>60%</b>	1060	<b>55%</b>		▼	<b>55%</b>	54%	63%	<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	**	**	1537	<b>73%</b>			<b>73%</b>	70%	76%	<b>73%</b>
Q57. Patient given a care plan	1332	<b>37%</b>	1248	<b>42%</b>		▲	<b>40%</b>	33%	42%	<b>38%</b>
Q58. Overall the administration of care was good or very good	1733	<b>91%</b>	1607	<b>91%</b>			<b>91%</b>	86%	91%	<b>89%</b>
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	1713	<b>69%</b>	1599	<b>71%</b>			<b>71%</b>	65%	73%	<b>69%</b>
Q60. Someone discussed with patient whether they would like to take part in cancer research	1635	<b>33%</b>	1492	<b>30%</b>			<b>31%</b>	23%	38%	<b>30%</b>
Q61. Patient's average rating of care scored from very poor to very good	1707	<b>8.9</b>	1581	<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.

### SEEING YOUR GP

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q1. Saw GP once or twice before being told they needed to go to hospital	Alliance	*	94%	75%	85%	68%	80%	62%	79%	*	89%	70%	81%	67%	79%
	National	59%	94%	75%	77%	67%	79%	71%	82%	71%	90%	74%	83%	74%	79%
Q2. Patient thought they were seen as soon as necessary	Alliance	*	93%	82%	94%	84%	83%	91%	85%	*	87%	83%	80%	82%	86%
	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	*	95%	92%	92%	95%	95%	99%	97%	*	98%	92%	93%	97%	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	*	95%	86%	97%	92%	85%	96%	91%	*	86%	80%	88%	89%	91%
	National	84%	91%	88%	86%	89%	88%	87%	87%	81%	87%	84%	87%	86%	88%
Q7. Test results explained in completely understandable way	Alliance	*	85%	85%	89%	77%	76%	88%	79%	*	79%	70%	79%	77%	81%
	National	71%	83%	82%	77%	77%	79%	80%	80%	78%	84%	75%	80%	76%	80%

### FINDING OUT WHAT WAS WRONG WITH YOU

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q10. Patient told they could bring a family member or friend when first told they had cancer	Alliance	*	82%	84%	62%	72%	71%	84%	83%	*	65%	81%	72%	79%	79%
	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	*	92%	88%	88%	84%	81%	88%	92%	*	83%	81%	83%	86%	88%
	National	79%	89%	87%	82%	84%	87%	83%	86%	84%	89%	81%	84%	83%	86%
Q12. Patient completely understood the explanation of what was wrong	Alliance	*	76%	85%	66%	63%	76%	83%	82%	*	77%	72%	72%	74%	75%
	National	66%	77%	79%	73%	60%	78%	76%	79%	67%	80%	70%	77%	70%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	Alliance	*	76%	74%	66%	79%	68%	71%	84%	*	69%	62%	72%	75%	75%
	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	*	86%	91%	93%	81%	76%	89%	87%	*	87%	82%	85%	78%	85%
	National	85%	85%	85%	85%	82%	87%	84%	83%	83%	89%	81%	83%	79%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	Alliance	*	73%	85%	89%	66%	77%	82%	79%	*	68%	77%	71%	76%	75%
	National	69%	74%	76%	75%	69%	73%	74%	73%	73%	77%	72%	71%	70%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	Alliance	*	77%	72%	72%	61%	73%	79%	68%	*	69%	71%	66%	63%	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	*	58%	69%	76%	48%	58%	63%	72%	*	59%	59%	54%	51%	59%
	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	*	83%	87%	90%	80%	76%	89%	88%	*	88%	76%	83%	80%	83%
	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	*	98%	92%	97%	94%	93%	94%	89%	*	93%	95%	83%	91%	94%
	National	95%	95%	92%	95%	92%	91%	94%	91%	91%	93%	85%	89%	92%	
Q20. Patient found it very or quite easy to contact their CNS	Alliance	*	86%	88%	83%	92%	83%	92%	78%	*	89%	87%	79%	78%	86%
	National	86%	84%	88%	85%	87%	86%	86%	80%	86%	90%	85%	83%	83%	85%
Q21. Patient got understandable answers to important questions all or most of the time	Alliance	*	87%	90%	96%	92%	74%	88%	95%	*	89%	88%	88%	88%	89%
	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	*	94%	87%	95%	88%	93%	98%	93%	*	90%	87%	83%	88%	91%
	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	*	89%	90%	*	85%	78%	88%	94%	*	87%	82%	76%	77%	87%
	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	*	72%	60%	*	60%	78%	79%	52%	*	60%	63%	48%	70%	65%
	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	*	88%	83%	*	88%	87%	97%	81%	*	75%	95%	78%	92%	87%
	National	82%	81%	83%	79%	87%	84%	86%	80%	78%	71%	84%	73%	81%	82%

## Tumour Type Tables

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Beforehand, patient had all the information needed about the operation	Alliance	*	98%	96%	96%	95%	92%	91%	100%	*	95%	94%	98%	95%	97%
	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	*	80%	86%	69%	87%	65%	100%	82%	*	79%	88%	72%	79%	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	*	85%	88%	88%	83%	89%	83%	88%	*	*	82%	73%	73%	83%
	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	*	78%	91%	92%	87%	87%	97%	91%	*	*	89%	77%	83%	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	*	72%	80%	81%	77%	82%	83%	73%	*	*	78%	66%	69%	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	*	73%	75%	85%	79%	74%	84%	84%	*	*	81%	74%	66%	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	*	58%	62%	67%	63%	51%	86%	68%	*	*	60%	55%	48%	61%
	National	68%	64%	62%	63%	63%	65%	68%	72%	65%	70%	65%	66%	60%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	Alliance	*	65%	80%	59%	73%	64%	81%	71%	*	*	87%	79%	58%	73%
	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	*	78%	87%	93%	85%	90%	84%	94%	*	*	87%	82%	73%	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	*	59%	60%	*	61%	65%	56%	50%	*	*	63%	40%	42%	56%
	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	*	76%	82%	96%	82%	87%	97%	92%	*	*	86%	79%	83%	84%
	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	*	85%	84%	96%	92%	90%	95%	93%	*	*	91%	90%	85%	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	*	90%	86%	88%	83%	91%	88%	95%	*	*	86%	84%	84%	87%
	National	80%	89%	86%	86%	83%	87%	82%	91%	85%	90%	82%	87%	83%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	Alliance	*	98%	96%	96%	96%	97%	94%	97%	*	*	94%	93%	98%	96%
	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	*	69%	82%	82%	69%	83%	73%	78%	*	71%	84%	69%	64%	73%
	National	66%	68%	73%	70%	73%	72%	70%	74%	72%	71%	67%	68%	71%	
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	Alliance	*	95%	97%	97%	98%	98%	98%	98%	*	96%	96%	95%	94%	96%
	National	94%	96%	96%	96%	97%	96%	96%	96%	96%	96%	94%	96%	95%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	Alliance	*	90%	85%	*	83%	71%	83%	95%	*	*	*	*	84%	88%
	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	*	62%	59%	*	52%	57%	61%	61%	*	*	*	*	54%	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	*	82%	89%	*	82%	*	93%	88%	*	*	89%	85%	85%	84%
	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	*	66%	71%	*	74%	*	76%	74%	n.a.	*	77%	68%	64%	70%
	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	*	60%	70%	70%	57%	74%	67%	62%	*	60%	67%	57%	53%	62%
	National	58%	58%	63%	57%	62%	67%	59%	61%	62%	65%	60%	59%	55%	60%
Q52. Patient definitely given enough support from health or social services during treatment	Alliance	*	55%	71%	*	49%	63%	65%	55%	*	*	55%	39%	51%	55%
	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	n.a.	39%	64%	*	50%	56%	45%	55%	*	*	52%	37%	48%	49%
	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	*	93%	97%	100%	95%	87%	95%	98%	*	98%	98%	89%	94%	95%
	National	91%	96%	95%	95%	96%	94%	94%	96%	94%	96%	93%	95%	94%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	Alliance	*	52%	63%	*	52%	67%	51%	61%	*	62%	48%	48%	51%	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.

YOUR OVERALL NHS CARE		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. Different people treating and caring for patient always work well together to give best possible care	Alliance	*	75%	77%	74%	70%	67%	77%	78%	*	79%	72%	66%	66%	73%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	45%	56%	32%	41%	38%	42%	39%	*	30%	43%	32%	33%	42%
	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%	95%	94%	93%	91%	95%	90%	*	90%	91%	88%	90%	91%
	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	*	65%	78%	79%	71%	72%	68%	73%	*	78%	74%	75%	70%	71%
	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	*	33%	28%	19%	32%	28%	39%	21%	*	33%	32%	33%	27%	30%
	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	*	9.0	9.0	8.7	9.0	9.1	9.3	8.9	*	9.0	8.9	8.6	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

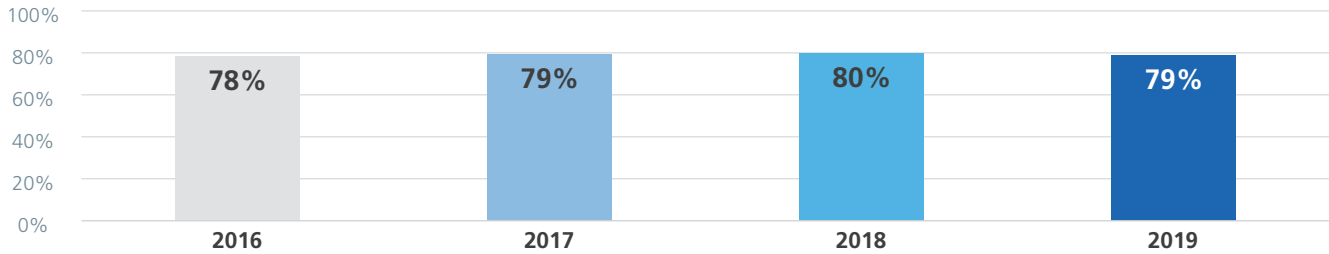
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

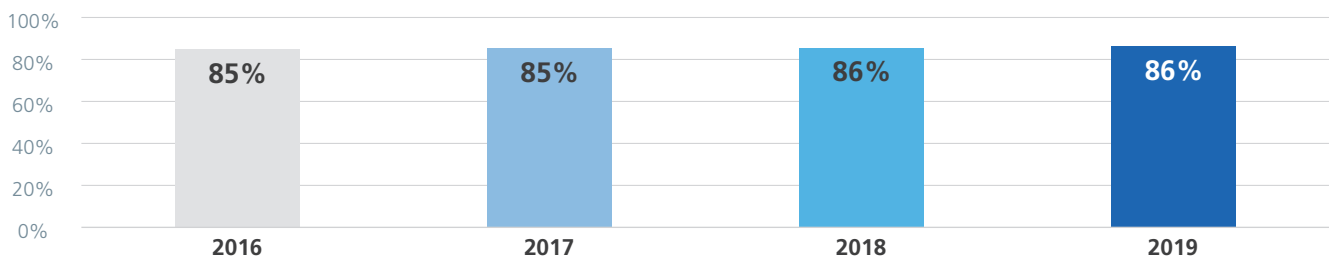
The scores are unadjusted and based on England scores only.

### 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

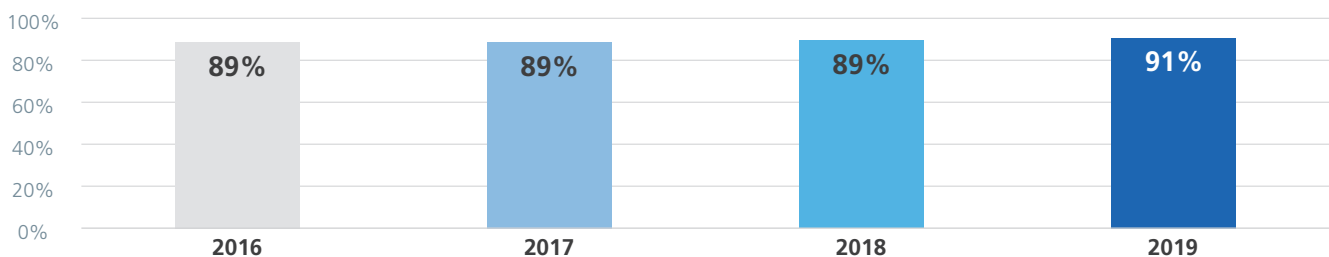


### DIAGNOSTIC TESTS

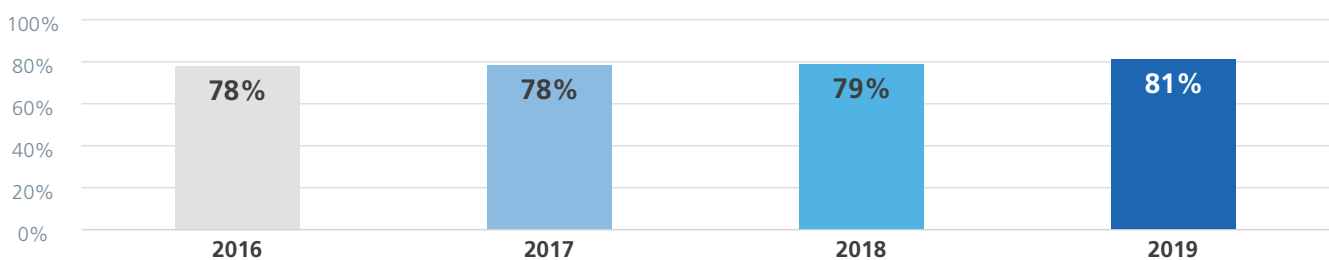
Q5. Received all the information needed about the test



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

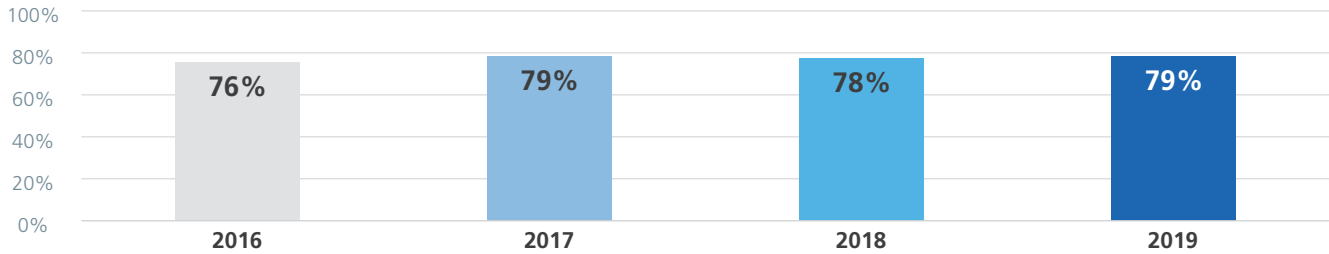
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

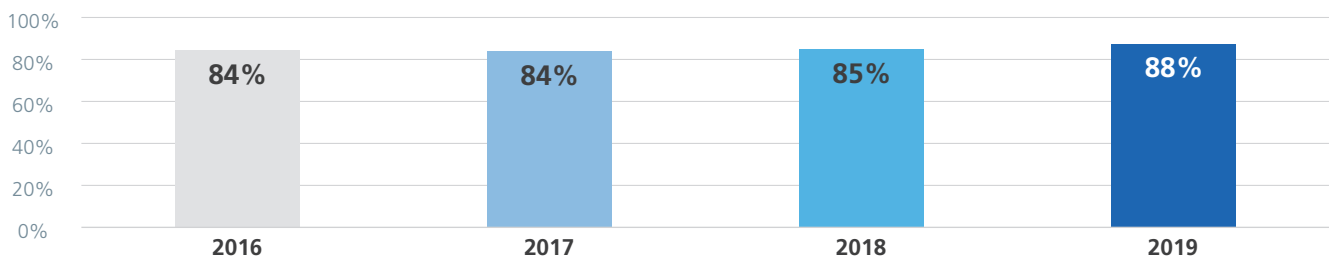
The scores are unadjusted and based on England scores only.

### FINDING OUT WHAT WAS WRONG WITH YOU

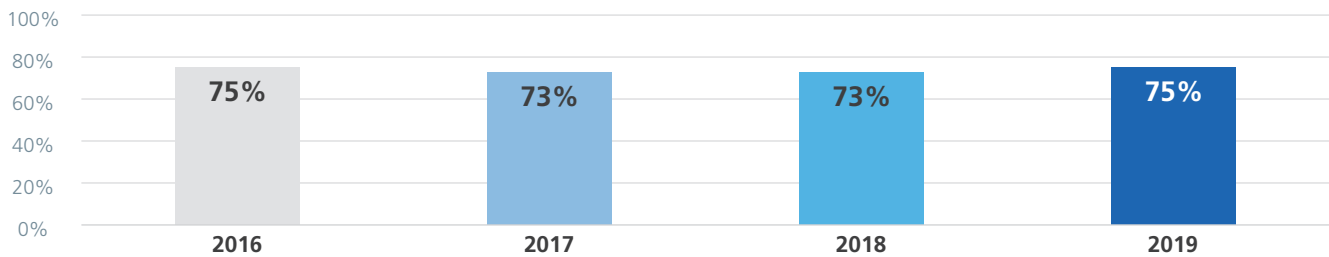
Q10. Patient told they could bring a family member or friend when first told they had cancer



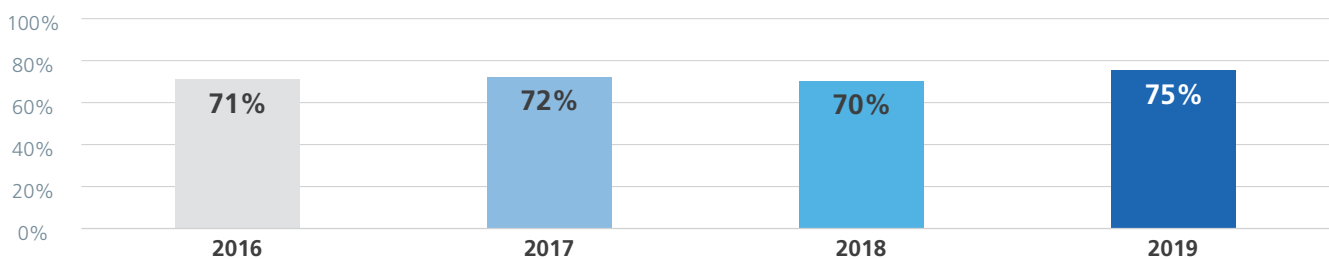
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

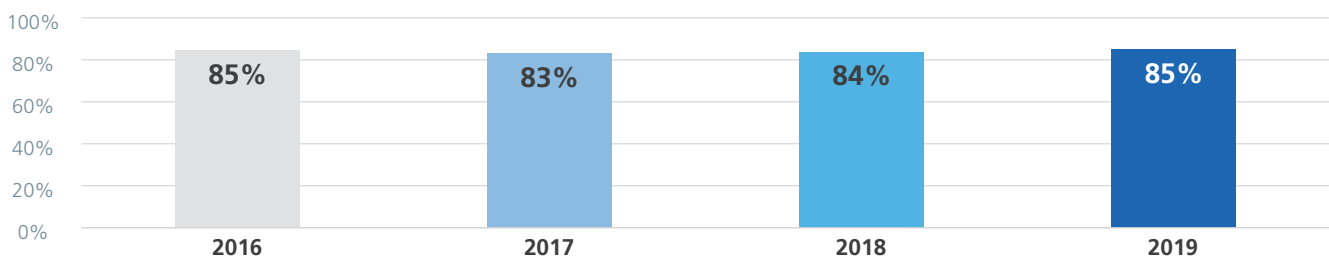


Q13. Patient given easy to understand written information about the type of cancer they had



### DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



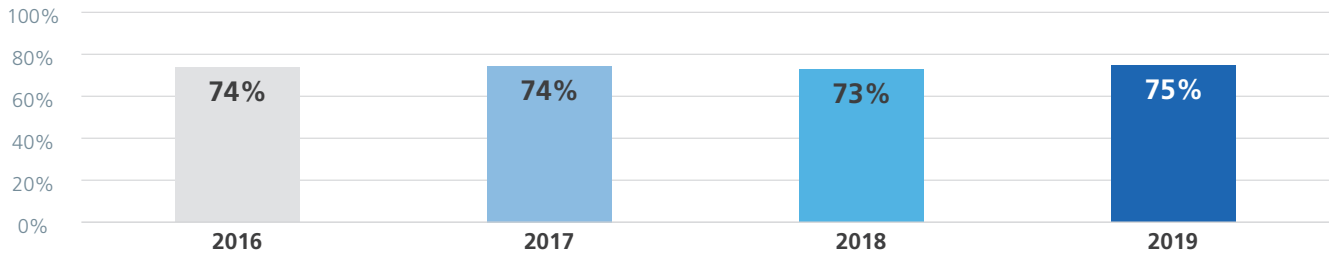
## Year on Year Charts

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

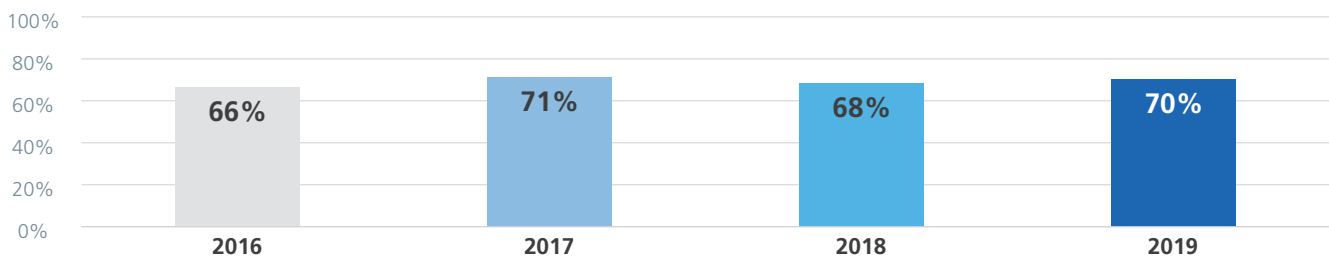
\*\* No score available for these years.

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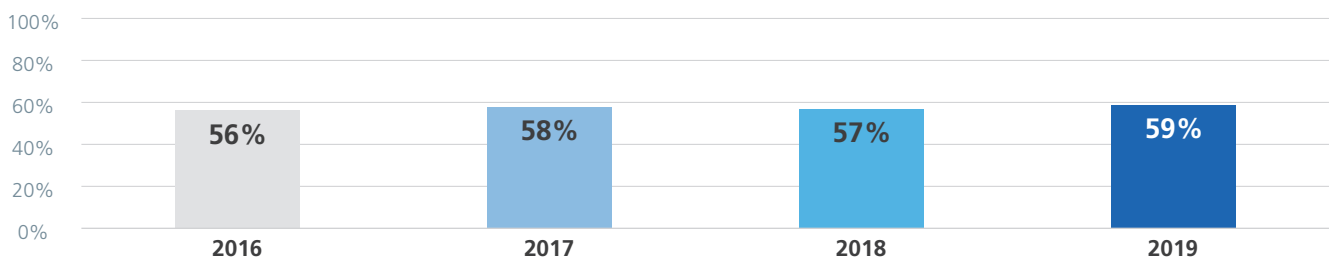
Q15. Patient felt possible side effects were definitely explained in an understandable way



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



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

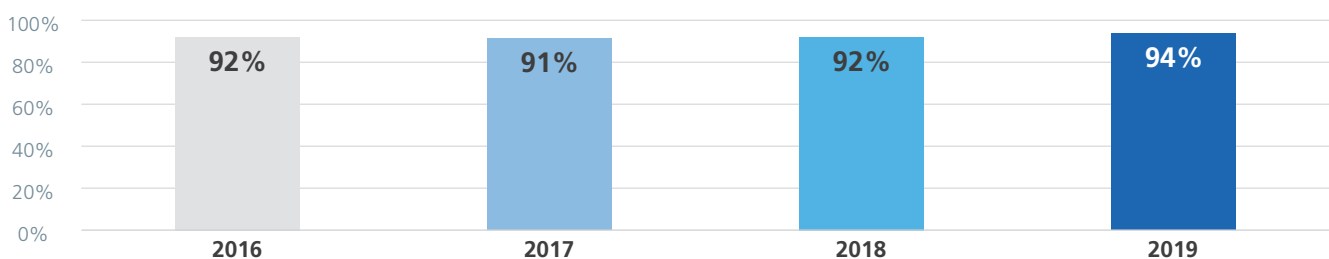


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



### CLINICAL NURSE SPECIALIST (CNS)

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



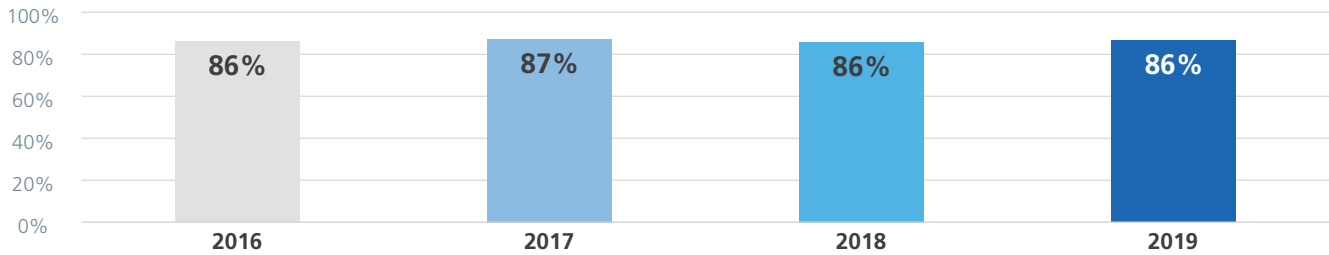
## Year on Year Charts

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

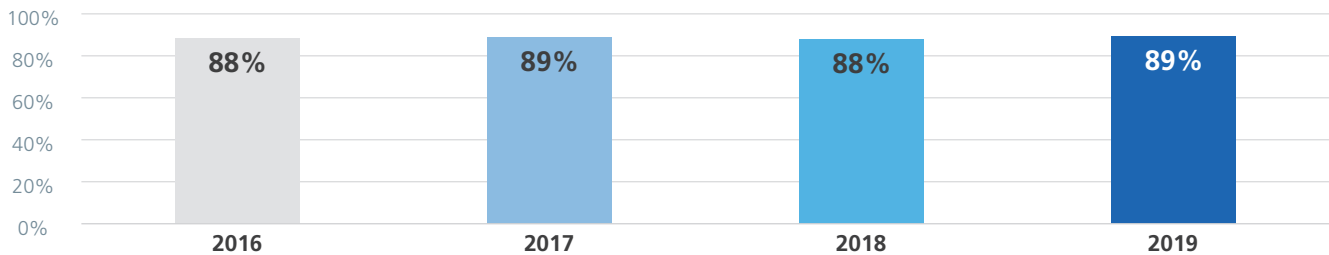
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

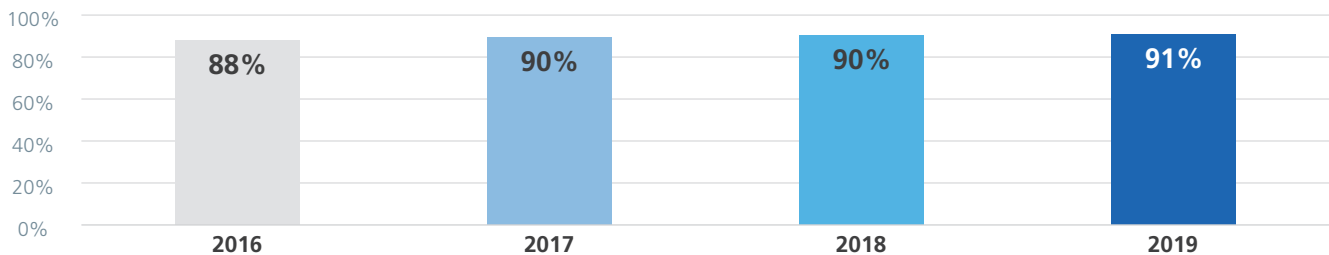


Q21. Patient got understandable answers to important questions all or most of the time

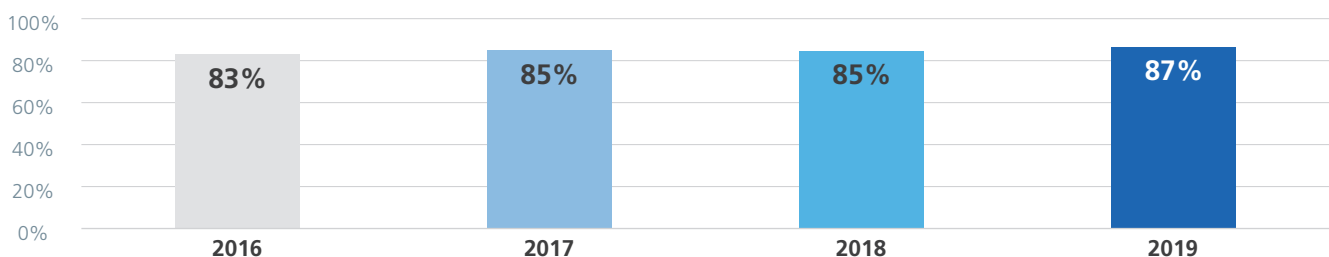


### SUPPORT FOR PEOPLE WITH CANCER

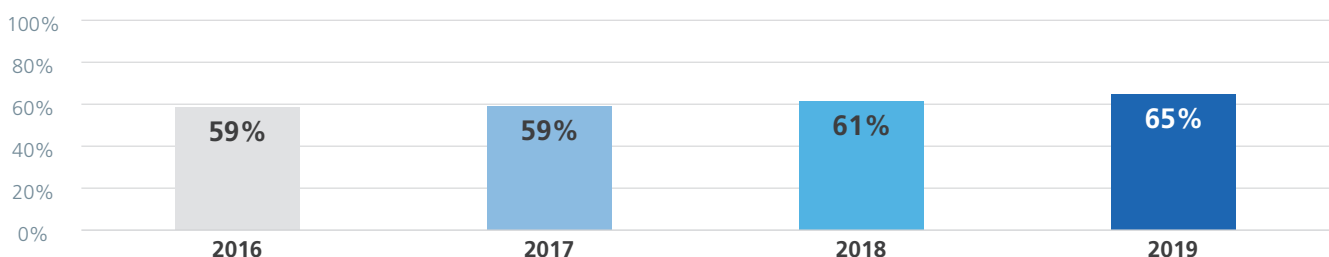
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



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



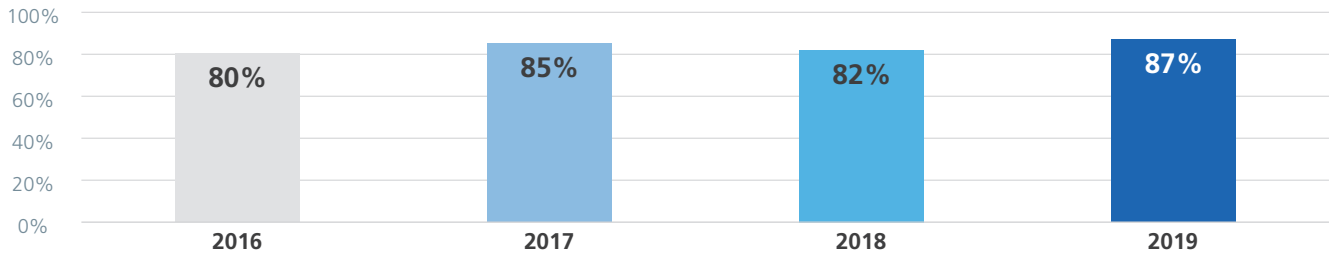
## Year on Year Charts

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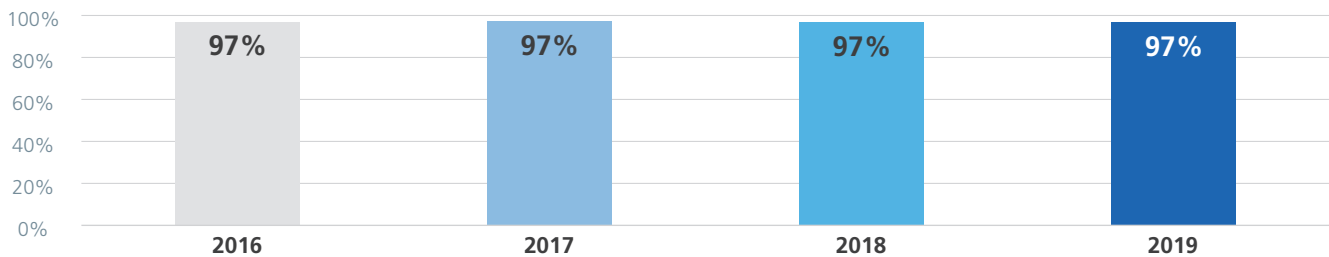
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

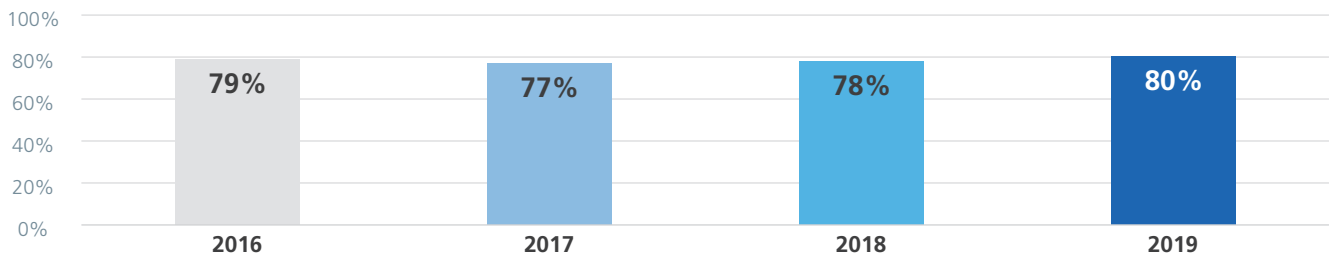


### OPERATIONS

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



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



### HOSPITAL CARE AS AN INPATIENT

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



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



## Year on Year Charts

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

\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



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



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



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



## Year on Year Charts

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

\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



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



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



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



## Year on Year Charts

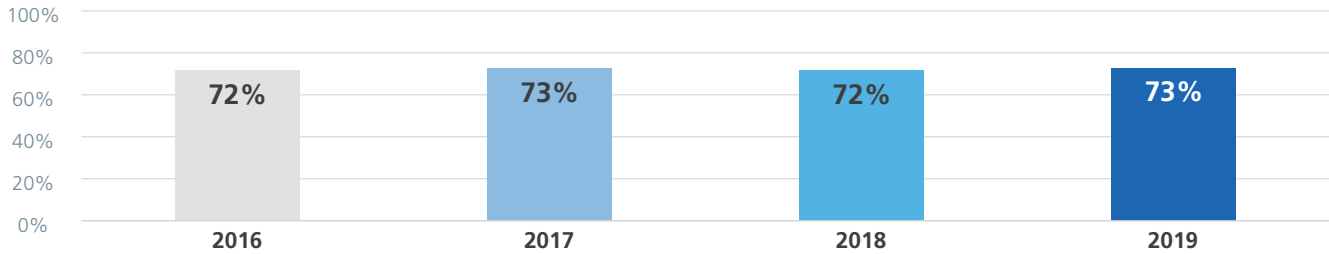
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

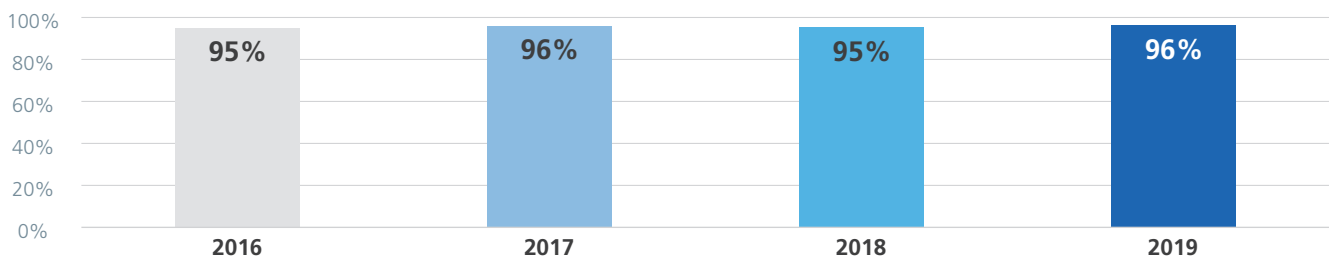
The scores are unadjusted and based on England scores only.

### HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

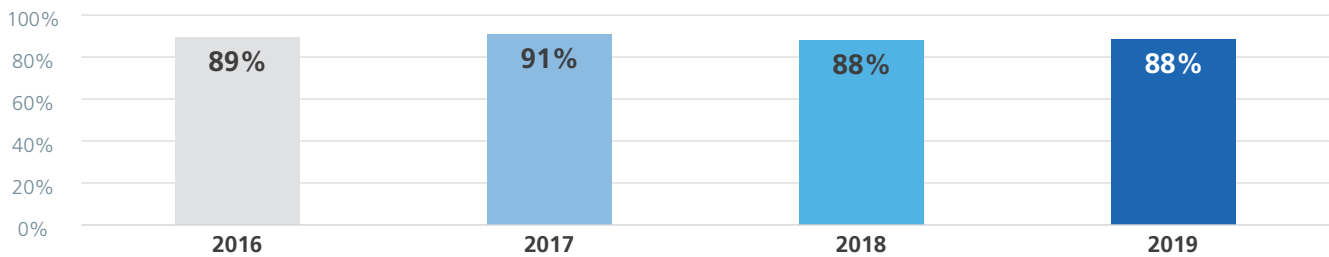
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



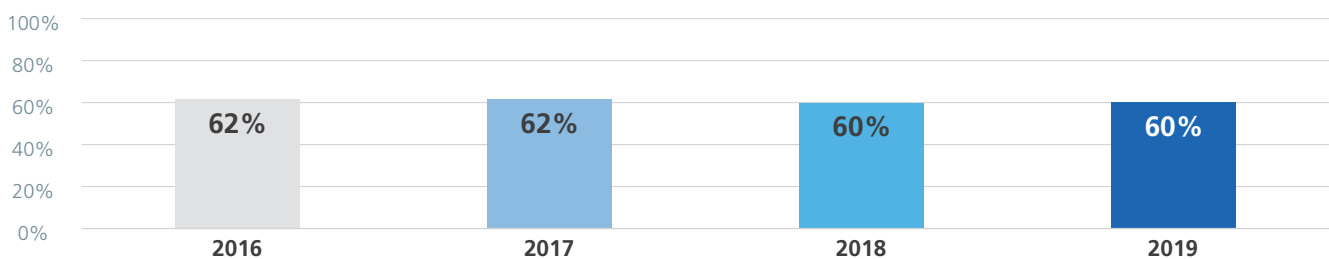
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



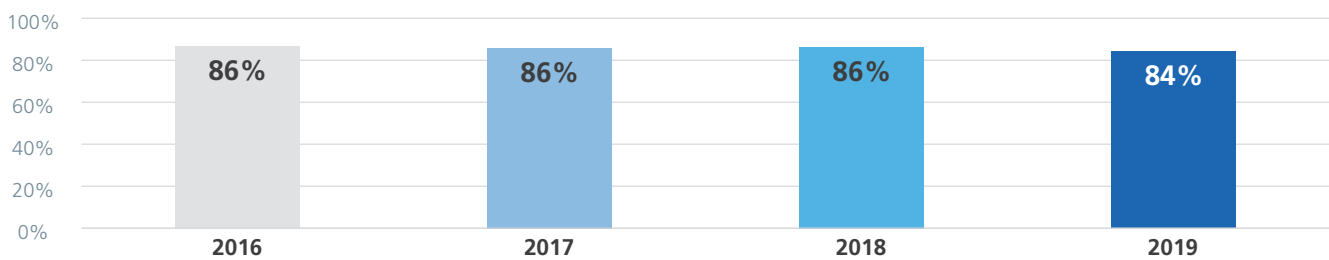
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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





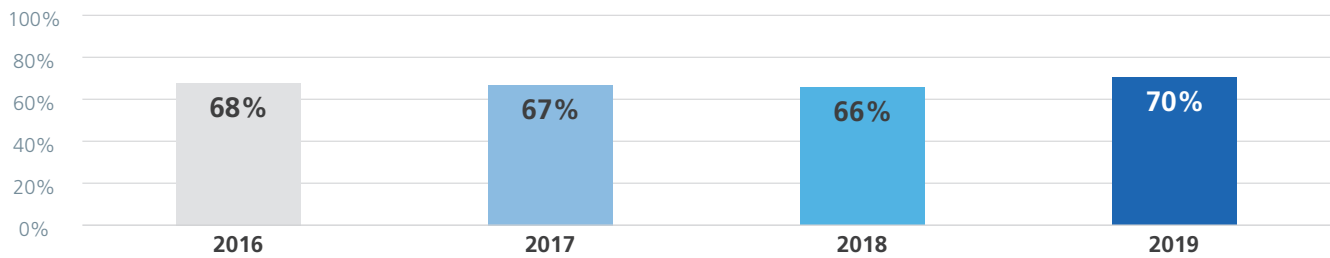
## Year on Year Charts

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

\*\* No score available for these years.

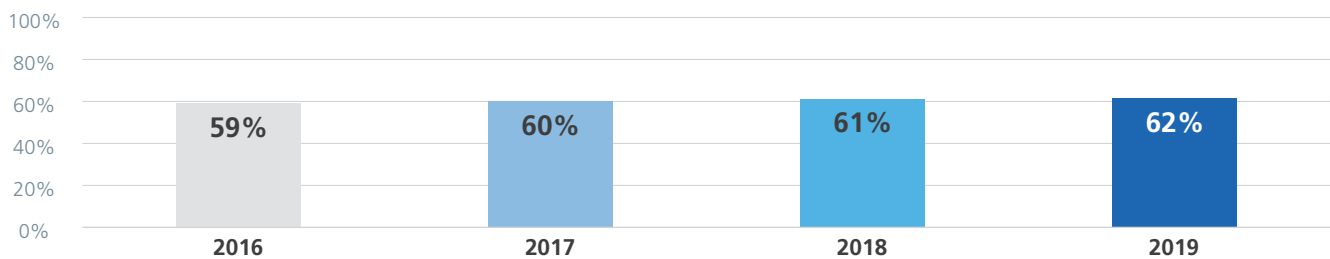
The scores are unadjusted and based on England scores only.

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

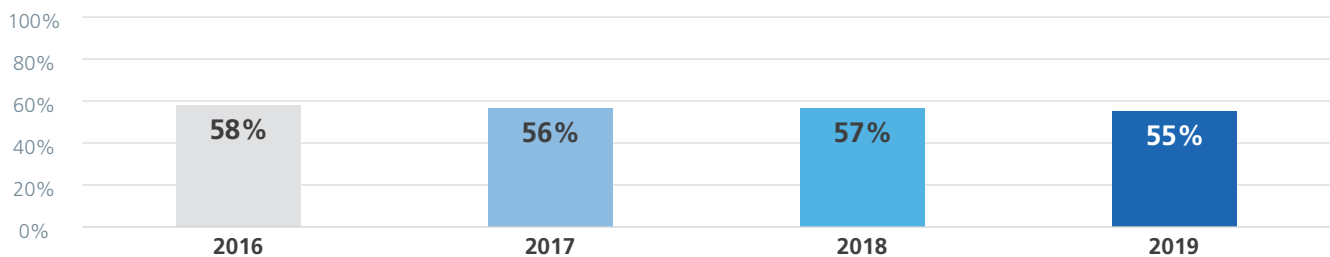


### HOME CARE AND SUPPORT

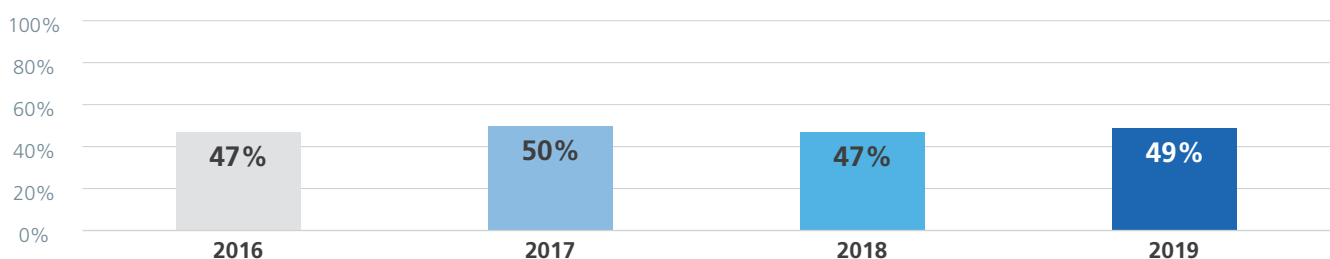
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

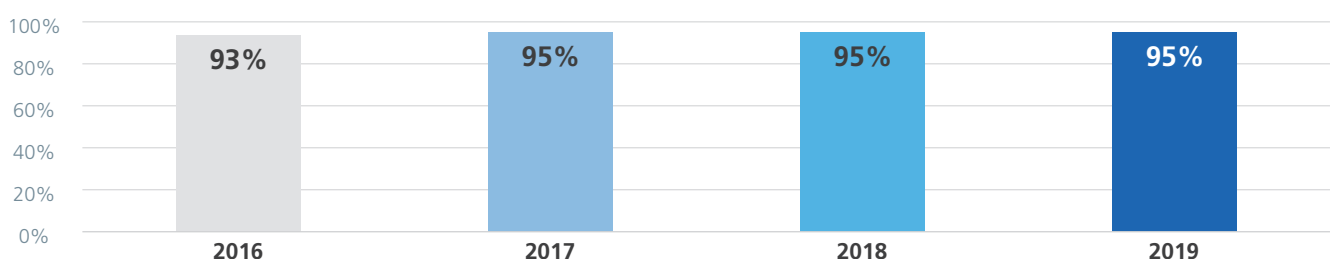


Q53. Patient definitely given enough support from health or social services after treatment



### CARE FROM YOUR GENERAL PRACTICE

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



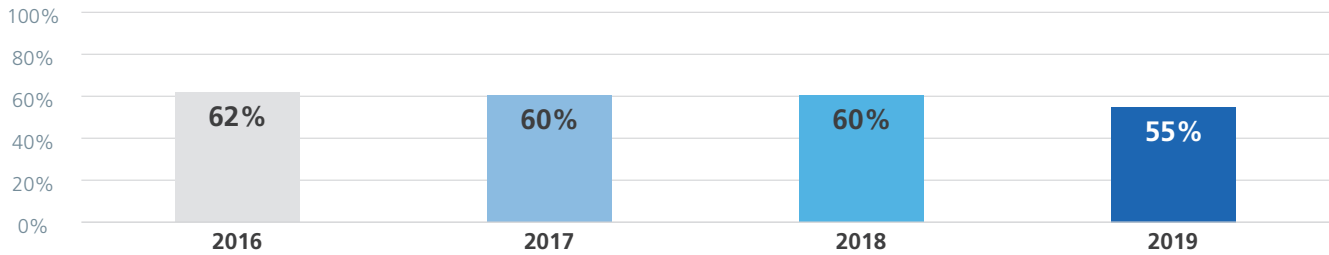
## Year on Year Charts

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

\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

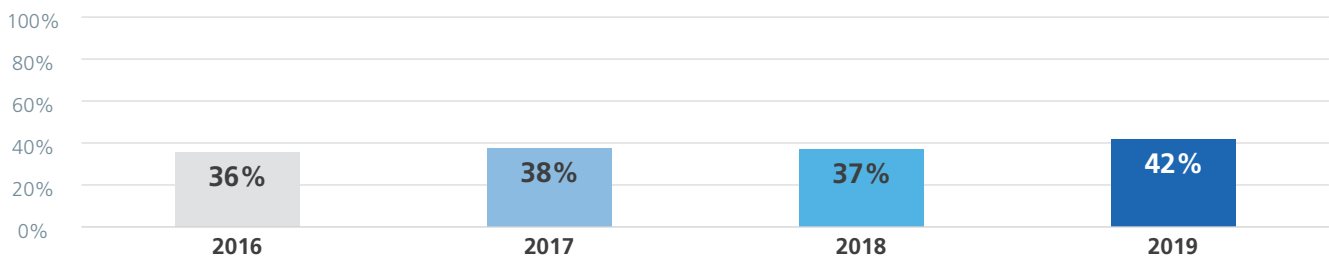


### YOUR OVERALL NHS CARE

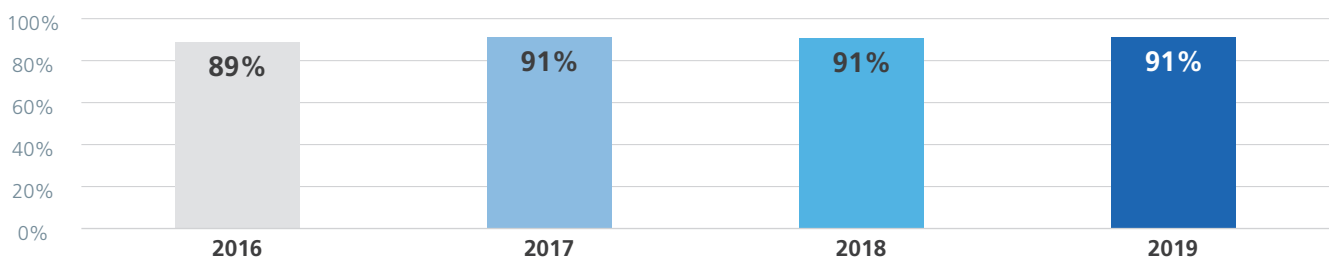
Q56. Different people treating and caring for patient always work well together to give best possible care



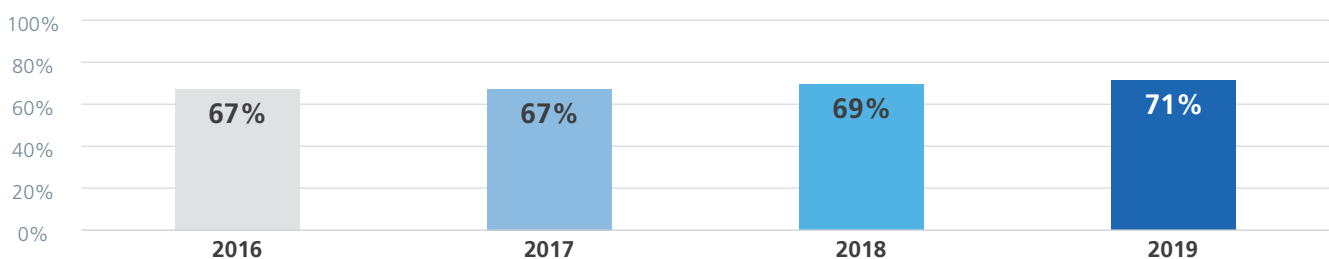
Q57. Patient given a care plan



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



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



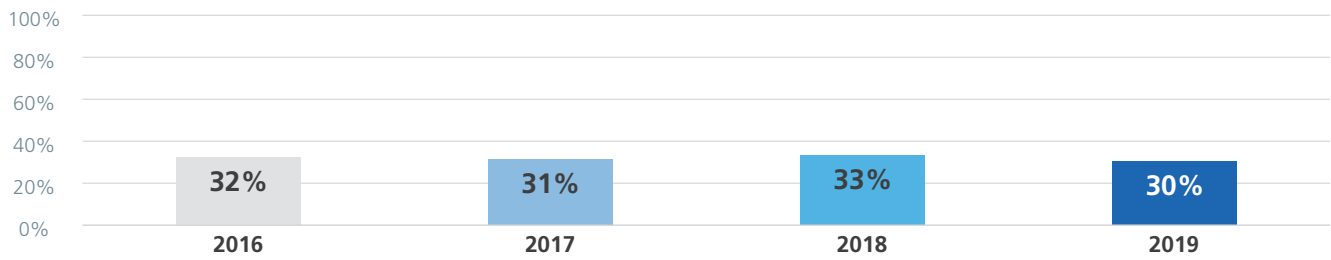
## Year on Year Charts

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

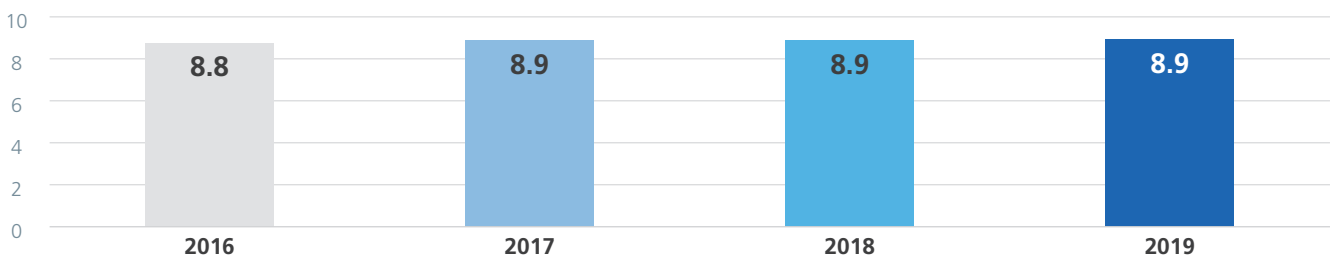
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



## Trust Expected Range Summary

Alliance		Expected Range Classification		
RFR	The Rotherham NHS Foundation Trust	1	47	4
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	1	47	4
RFF	Barnsley Hospital NHS Foundation Trust	2	46	4
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1	48	3
RFS	Chesterfield Royal Hospital NHS foundation Trust	6	45	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
E56000025	South Yorkshire and Bassetlaw	1,581	8.9
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	286	9.0
RFF	Barnsley Hospital NHS Foundation Trust	142	9.0
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,211	8.9
RFS	Chesterfield Royal Hospital NHS foundation Trust	250	8.8
RFR	The Rotherham NHS Foundation Trust	163	8.7
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment			
Code	Name	Base	Score
All	National	65,989	81%
E56000025	South Yorkshire and Bassetlaw	1,601	83%
RFF	Barnsley Hospital NHS Foundation Trust	142	89%
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	284	86%
RFS	Chesterfield Royal Hospital NHS foundation Trust	255	84%
RFR	The Rotherham NHS Foundation Trust	163	83%
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,236	82%
Q19. Patient given the name of a CNS who would support them through their treatment			
Code	Name	Base	Score
All	National	64,196	92%
E56000025	South Yorkshire and Bassetlaw	1,568	93%
RFR	The Rotherham NHS Foundation Trust	162	98%
RFF	Barnsley Hospital NHS Foundation Trust	137	95%
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	275	91%
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,212	91%
RFS	Chesterfield Royal Hospital NHS foundation Trust	243	84%

## Trust Dashboard Questions

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

Code	Name	Base	Score
All	National	52,999	85%
E56000025	South Yorkshire and Bassetlaw	1,325	86%
RFF	Barnsley Hospital NHS Foundation Trust	112	92%
RFR	The Rotherham NHS Foundation Trust	143	90%
RFS	Chesterfield Royal Hospital NHS foundation Trust	175	86%
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	1,008	86%
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	226	84%

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

Code	Name	Base	Score
All	National	32,875	88%
E56000025	South Yorkshire and Bassetlaw	746	88%
RFF	Barnsley Hospital NHS Foundation Trust	53	92%
RFS	Chesterfield Royal Hospital NHS foundation Trust	98	91%
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	586	89%
RFR	The Rotherham NHS Foundation Trust	79	85%
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	142	85%

## 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%
E56000025	South Yorkshire and Bassetlaw	722	96%
RFF	Barnsley Hospital NHS Foundation Trust	48	97%
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	569	97%
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	136	95%
RFS	Chesterfield Royal Hospital NHS foundation Trust	94	93%
RFR	The Rotherham NHS Foundation Trust	78	91%

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

Code	Name	Base	Score
All	National	44,055	58%
E56000025	South Yorkshire and Bassetlaw	1,060	55%
RFF	Barnsley Hospital NHS Foundation Trust	90	68%
RFS	Chesterfield Royal Hospital NHS foundation Trust	161	63%
RHQ	Sheffield Teaching Hospitals NHS Foundation Trust	856	55%
RFR	The Rotherham NHS Foundation Trust	91	53%
RP5	Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust	196	52%

## CCG Expected Range Summary

CCG		Expected Range Classification
03L	NHS Rotherham CCG	46 <b>6</b>
02X	NHS Doncaster CCG	1 45 <b>6</b>
03N	NHS Sheffield CCG	1 46 <b>5</b>
02Q	NHS Bassetlaw CCG	50 <b>2</b>
02P	NHS Barnsley CCG	2 50



## 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
E56000025	South Yorkshire and Bassetlaw	1,581	8.9
02X	NHS Doncaster CCG	314	9.0
03N	NHS Sheffield CCG	542	8.9
02P	NHS Barnsley CCG	276	8.9
03L	NHS Rotherham CCG	298	8.9
02Q	NHS Bassetlaw CCG	151	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%
E56000025	South Yorkshire and Bassetlaw	1,601	83%
03L	NHS Rotherham CCG	301	85%
02X	NHS Doncaster CCG	317	84%
02Q	NHS Bassetlaw CCG	147	83%
03N	NHS Sheffield CCG	558	83%
02P	NHS Barnsley CCG	278	80%
Q19. Patient given the name of a CNS who would support them through their treatment			
Code	Name	Base	Score
All	National	64,196	92%
E56000025	South Yorkshire and Bassetlaw	1,568	93%
03L	NHS Rotherham CCG	300	97%
03N	NHS Sheffield CCG	544	93%
02X	NHS Doncaster CCG	315	93%
02P	NHS Barnsley CCG	265	92%
02Q	NHS Bassetlaw CCG	144	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%
E56000025	South Yorkshire and Bassetlaw	1,325	86%
03L	NHS Rotherham CCG	269	89%
02P	NHS Barnsley CCG	221	88%
03N	NHS Sheffield CCG	458	86%
02X	NHS Doncaster CCG	261	85%
02Q	NHS Bassetlaw CCG	116	82%

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

Code	Name	Base	Score
All	National	32,875	88%
E56000025	South Yorkshire and Bassetlaw	746	88%
02P	NHS Barnsley CCG	122	90%
03N	NHS Sheffield CCG	252	89%
02Q	NHS Bassetlaw CCG	76	89%
03L	NHS Rotherham CCG	145	89%
02X	NHS Doncaster CCG	151	84%

## CCG Dashboard Questions

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

Code	Name	Base	Score
All	National	31,541	94%
E56000025	South Yorkshire and Bassetlaw	722	96%
03N	NHS Sheffield CCG	245	97%
02P	NHS Barnsley CCG	115	96%
02Q	NHS Bassetlaw CCG	76	95%
03L	NHS Rotherham CCG	142	95%
02X	NHS Doncaster CCG	144	94%

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

Code	Name	Base	Score
All	National	44,055	58%
E56000025	South Yorkshire and Bassetlaw	1,060	55%
03L	NHS Rotherham CCG	184	58%
02P	NHS Barnsley CCG	182	57%
03N	NHS Sheffield CCG	364	55%
02Q	NHS Bassetlaw CCG	117	53%
02X	NHS Doncaster CCG	213	51%