

National Cancer Patient Experience Survey

2019 Results

Surrey and Sussex

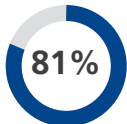
Published June 2020

Executive Summary

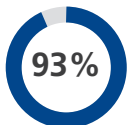
Cancer Dashboard Questions

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

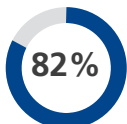
Q61. Patient's average rating of care scored from very poor to very good



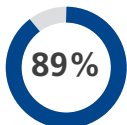
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



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



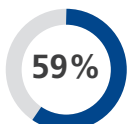
Q20. Patient found it very or quite easy to contact their CNS



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	
Q13. Patient given easy to understand written information about the type of cancer they had	77%	72%	76%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	70%	60%	69%	64%
Q38. Hospital staff definitely did everything they could to help control pain	86%	81%	85%	83%
Q40. Patient given clear written information about what should or should not do after leaving hospital	88%	84%	88%	86%

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q24. Hospital staff gave information on getting financial help or possible benefits	59%	59%	66%	63%

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

4,063 patients responded out of a total of 6,430 patients, resulting in a response rate of 63%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	6,857	6,430	4,063	63%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	422
Paper	3,641
Phone	0
Translation Service	0

Respondents by Tumour Group

	Number of Respondents
Brain / CNS	13
Breast	1,038
Colorectal / LGT	405
Gynaecological	182
Haematological	749
Head and Neck	96
Lung	222
Prostate	383
Sarcoma	50
Skin	127
Upper Gastro	171
Urological	305
Other	322

Respondents by Age and Gender

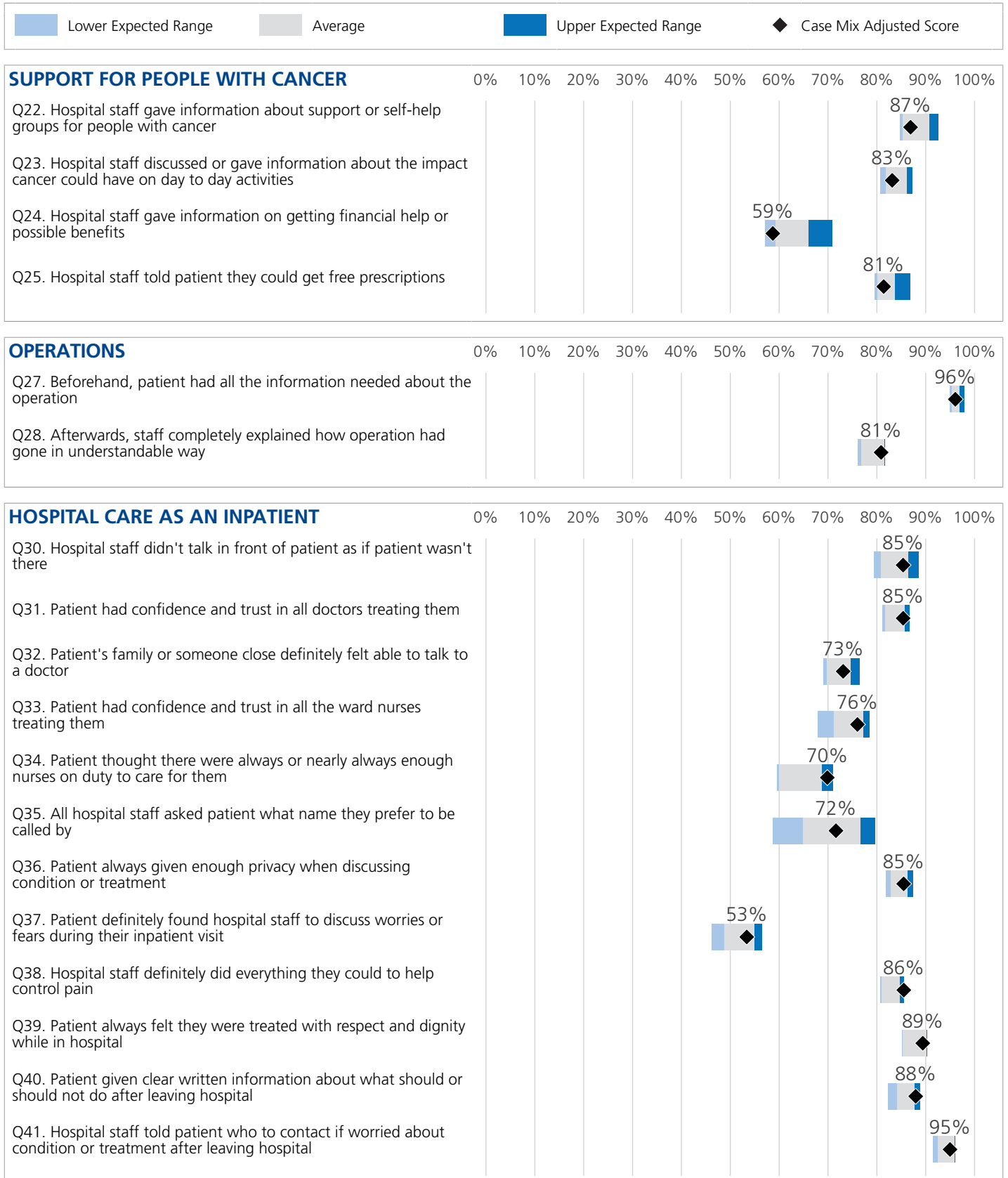
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	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	6	7	30	84	330	701	499	117	1,774
Female	2	19	90	314	514	717	522	111	2,289
Total	8	26	120	398	844	1,418	1,021	228	4,063

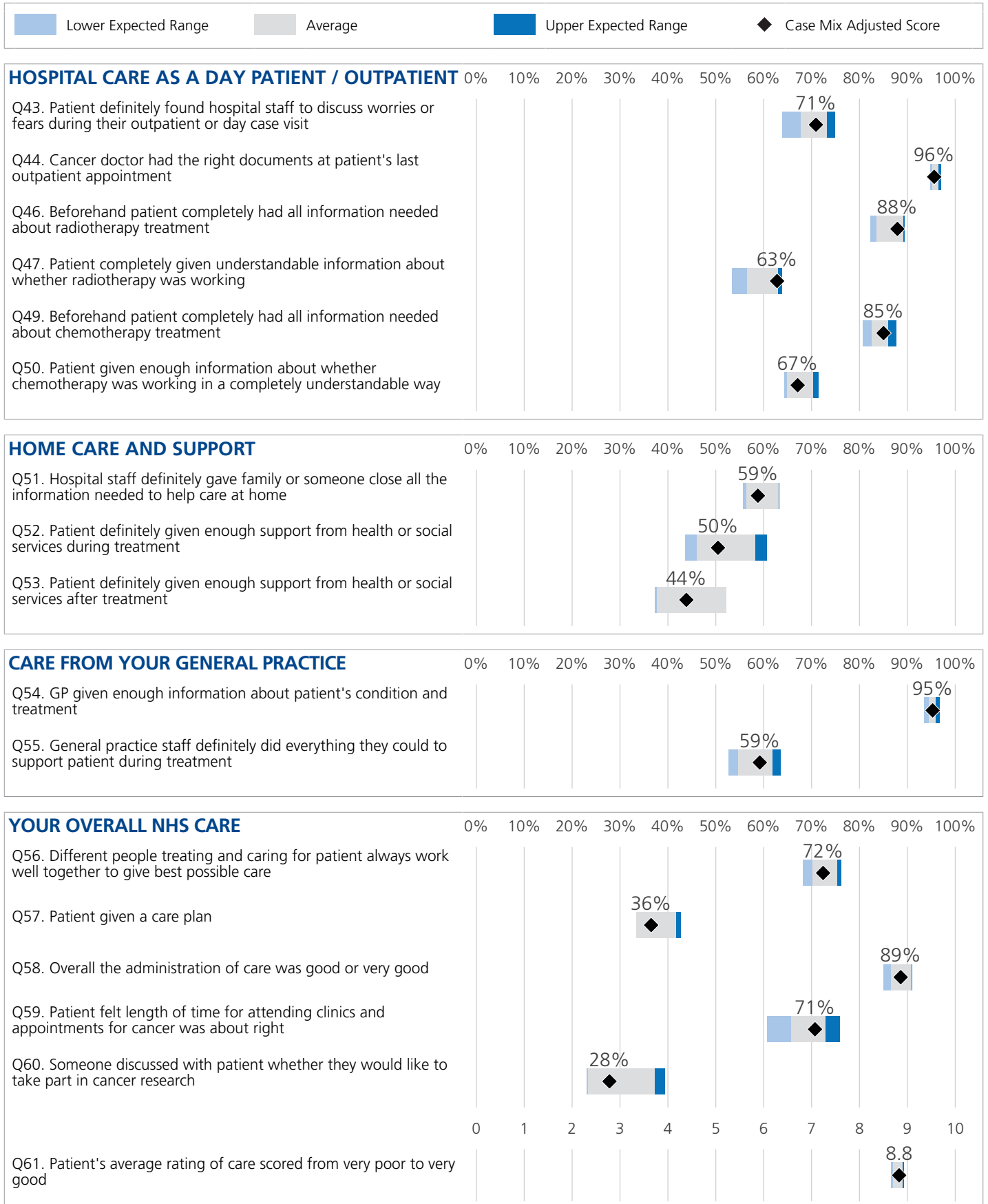
Expected Range Charts



Expected Range Charts



Expected Range Charts






Comparability Tables

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

** No score available for 2018.

▲ or ▼

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

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

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SEEING YOUR GP										
Q1. Saw GP once or twice before being told they needed to go to hospital	3073	79%	2868	79%			79%	77%	80%	79%
Q2. Patient thought they were seen as soon as necessary	4185	84%	3939	85%			84%	83%	85%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	3358	95%			95%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	3616	88%	3406	88%			88%	87%	89%	88%
Q7. Test results explained in completely understandable way	3609	81%	3407	80%			80%	78%	82%	80%
FINDING OUT WHAT WAS WRONG WITH YOU										
Q10. Patient told they could bring a family member or friend when first told they had cancer	3867	80%	3719	80%			80%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	4226	85%	4023	86%			86%	85%	87%	86%
Q12. Patient completely understood the explanation of what was wrong	4262	73%	4024	73%			73%	71%	75%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	3769	77%	3574	77%		▲	77%	72%	76%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	3701	82%	3488	83%			83%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	4064	72%	3816	72%			72%	71%	74%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	4040	67%	3834	66%			67%	64%	70%	67%
Q17. Patient definitely told about side effects that could affect them in the future	3805	55%	3593	55%			56%	55%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	3957	81%			81%	79%	83%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	4115	92%	3859	93%		▲	93%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	3396	85%	3238	82%		▼	82%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	3223	88%	3080	88%			87%	85%	90%	87%

Comparability Tables

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

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

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SUPPORT FOR PEOPLE WITH CANCER										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	3160	86%	3060	87%		▲	87%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	2688	83%	2555	83%		▲	83%	82%	86%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	1836	57%	1763	59%		▲	59%	59%	66%	63%
Q25. Hospital staff told patient they could get free prescriptions	1803	82%	1695	82%			81%	80%	84%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	2265	95%	2096	96%			96%	95%	97%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	2255	80%	2083	81%			81%	77%	82%	79%
HOSPITAL CARE AS AN INPATIENT										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	1822	86%			85%	81%	86%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	1835	86%			85%	82%	86%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1498	73%			73%	70%	75%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	1831	76%			76%	71%	77%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	1824	70%			70%	60%	69%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	1811	71%			72%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	1829	86%			85%	83%	86%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	1300	53%			53%	49%	55%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1587	86%			86%	81%	85%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	1831	90%			89%	85%	90%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	1715	88%			88%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	1764	95%			95%	92%	96%	94%

Comparability Tables

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	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	
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	3010	72%	2820	71%			71%	68%	73%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	3697	96%	3406	96%			96%	95%	97%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	954	87%	1013	88%			88%	84%	89%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	791	63%	860	62%			63%	57%	63%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	1875	85%	1775	85%			85%	83%	86%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	1717	67%	1624	67%			67%	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	3335	62%	3120	59%			59%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	1792	51%	1752	51%			50%	46%	58%	52%
Q53. Patient definitely given enough support from health or social services after treatment	1051	44%	1065	44%			44%	38%	52%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	3649	96%	3446	96%			95%	95%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	2762	59%	2558	59%			59%	55%	62%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	3848	72%			72%	70%	75%	73%
Q57. Patient given a care plan	3271	32%	3059	35%		▲	36%	33%	42%	38%
Q58. Overall the administration of care was good or very good	4249	88%	3983	89%			89%	87%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	4210	70%	3944	70%		▲	71%	66%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	4044	29%	3768	28%			28%	23%	37%	30%
Q61. Patient's average rating of care scored from very poor to very good	4191	8.8	3890	8.8		▲	8.8	8.7	8.9	8.8

Tumour Type Tables

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

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

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	*	93%	75%	78%	67%	81%	68%	85%	*	93%	69%	85%	73%	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	*	88%	83%	80%	83%	82%	81%	91%	*	93%	75%	85%	81%	85%
	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%	96%	92%	97%	94%	97%	96%	*	94%	96%	94%	95%	95%
	National	93%	95%	95%	93%	95%	93%	95%	95%	93%	96%	95%	95%	95%	95%
Q6. The length of time waiting for the test to be done was about right	Alliance	*	90%	86%	84%	89%	92%	84%	90%	*	89%	78%	87%	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	*	83%	82%	78%	75%	74%	80%	88%	*	83%	72%	79%	80%	80%
	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	*	84%	82%	83%	72%	73%	75%	81%	*	71%	82%	78%	82%	80%
	National	85%	82%	82%	71%	71%	71%	77%	79%	73%	69%	76%	73%	75%	77%
Q11. Patient felt they were told sensitively that they had cancer	Alliance	*	90%	86%	84%	81%	84%	79%	90%	*	90%	84%	84%	85%	86%
	National	79%	89%	87%	82%	84%	87%	83%	86%	84%	89%	81%	84%	83%	86%
Q12. Patient completely understood the explanation of what was wrong	Alliance	*	78%	80%	75%	57%	72%	72%	83%	*	81%	68%	78%	69%	73%
	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	*	81%	78%	70%	75%	68%	66%	88%	*	88%	64%	81%	66%	77%
	National	66%	78%	73%	71%	76%	69%	67%	83%	67%	84%	67%	74%	65%	74%

Tumour Type Tables

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q14. Patient felt that treatment options were completely explained	Alliance	*	84%	85%	86%	79%	88%	80%	86%	*	88%	83%	83%	78%	83%
	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	*	75%	74%	73%	64%	67%	70%	78%	*	78%	69%	72%	70%	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	*	69%	68%	70%	63%	60%	68%	66%	*	67%	70%	64%	61%	66%
	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%	56%	52%	47%	61%	50%	70%	*	62%	50%	59%	46%	55%
	National	62%	57%	59%	56%	51%	64%	56%	66%	54%	66%	53%	56%	52%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	Alliance	*	80%	84%	85%	77%	77%	79%	89%	*	89%	74%	83%	76%	81%
	National	79%	81%	83%	81%	80%	81%	81%	84%	81%	87%	79%	79%	78%	81%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q19. Patient given the name of a CNS who would support them through their treatment	Alliance	*	95%	95%	96%	91%	84%	92%	93%	*	92%	92%	90%	92%	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	*	82%	83%	78%	84%	84%	79%	84%	*	90%	82%	81%	81%	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	*	86%	90%	83%	89%	85%	85%	92%	*	91%	89%	87%	84%	88%
	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	*	91%	90%	80%	83%	92%	86%	93%	*	88%	83%	85%	80%	87%
	National	92%	92%	88%	87%	86%	88%	87%	91%	86%	90%	88%	81%	83%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	Alliance	*	85%	85%	77%	79%	82%	81%	89%	*	90%	78%	83%	80%	83%
	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	*	67%	54%	55%	53%	67%	69%	63%	*	53%	51%	42%	52%	59%
	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	*	81%	83%	79%	86%	82%	84%	75%	*	76%	86%	75%	81%	82%
	National	82%	81%	83%	79%	87%	84%	86%	80%	78%	71%	84%	73%	81%	82%

Tumour Type Tables

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

	Tumour Group														
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers	
Q27. Beforehand, patient had all the information needed about the operation	Alliance	*	97%	97%	94%	96%	91%	98%	98%	*	95%	97%	96%	94%	96%
	National	96%	97%	96%	96%	94%	96%	95%	97%	95%	96%	96%	95%	95%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	Alliance	*	82%	82%	77%	81%	77%	78%	85%	*	88%	73%	81%	78%	81%
	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	*	90%	84%	81%	85%	85%	79%	93%	90%	*	84%	86%	85%	86%
	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	*	84%	84%	87%	87%	90%	81%	88%	90%	*	89%	84%	87%	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	*	73%	70%	68%	79%	74%	65%	77%	77%	*	70%	73%	72%	73%
	National	67%	72%	73%	72%	74%	75%	74%	72%	71%	74%	73%	71%	69%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	Alliance	*	73%	73%	72%	82%	71%	70%	80%	83%	*	77%	79%	76%	76%
	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	*	68%	68%	68%	71%	70%	63%	75%	83%	*	76%	71%	70%	70%
	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	*	62%	74%	73%	72%	67%	68%	78%	76%	*	76%	75%	76%	71%
	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	*	84%	86%	82%	88%	88%	82%	90%	90%	*	87%	86%	85%	86%
	National	78%	84%	85%	81%	86%	87%	84%	88%	84%	84%	84%	85%	82%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	Alliance	*	50%	57%	51%	56%	59%	49%	57%	57%	*	55%	46%	50%	53%
	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	*	86%	87%	86%	89%	81%	76%	87%	89%	*	89%	83%	86%	86%
	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	*	88%	89%	86%	92%	86%	87%	94%	93%	*	93%	90%	88%	90%
	National	85%	87%	87%	85%	89%	87%	88%	91%	89%	89%	88%	90%	86%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	Alliance	*	89%	89%	84%	85%	86%	82%	95%	89%	*	80%	93%	84%	88%
	National	80%	89%	86%	86%	83%	87%	82%	91%	85%	90%	82%	87%	83%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	Alliance	*	96%	97%	94%	95%	91%	90%	98%	93%	*	94%	93%	93%	95%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%

Tumour Type Tables

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

		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	*	71%	71%	68%	73%	78%	65%	77%	*	66%	73%	67%	64%	71%
	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%	94%	99%	96%	97%	96%	97%	*	96%	96%	95%	96%	
	National	94%	96%	96%	96%	97%	96%	96%	96%	96%	96%	94%	96%	95%	
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	Alliance	*	90%	95%	89%	86%	81%	91%	90%	*	*	84%	76%	76%	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	*	65%	50%	69%	58%	64%	59%	67%	*	*	65%	52%	50%	62%
	National	56%	60%	57%	61%	62%	63%	59%	60%	67%	57%	52%	59%	59%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	Alliance	*	84%	87%	89%	85%	77%	84%	92%	*	*	84%	85%	82%	85%
	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%	65%	72%	75%	46%	63%	65%	*	*	57%	66%	63%	67%
	National	54%	62%	64%	68%	75%	57%	67%	66%	71%	79%	61%	68%	69%	68%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	Alliance	*	58%	54%	57%	60%	68%	55%	68%	*	62%	55%	62%	52%	59%
	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	*	50%	64%	34%	49%	56%	47%	49%	*	64%	53%	49%	49%	51%
	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	*	39%	55%	27%	43%	56%	41%	49%	*	74%	52%	45%	38%	44%
	National	39%	41%	53%	39%	43%	56%	40%	46%	48%	59%	47%	44%	44%	45%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q54. GP given enough information about patient's condition and treatment	Alliance	*	96%	97%	95%	96%	98%	95%	97%	*	97%	91%	96%	92%	96%
	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%	60%	59%	60%	62%	58%	72%	*	64%	59%	53%	56%	59%
	National	55%	58%	59%	56%	56%	59%	56%	64%	56%	65%	59%	59%	55%	58%

Tumour Type Tables

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

YOUR OVERALL NHS CARE		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. Different people treating and caring for patient always work well together to give best possible care	Alliance	*	71%	73%	65%	74%	74%	68%	77%	*	80%	69%	75%	68%	72%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	39%	35%	28%	33%	27%	36%	46%	*	41%	27%	34%	26%	35%
	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	*	90%	88%	85%	90%	88%	87%	91%	*	90%	83%	87%	87%	89%
	National	85%	90%	88%	87%	91%	90%	90%	88%	88%	90%	86%	85%	87%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	Alliance	*	71%	71%	68%	66%	71%	67%	84%	*	75%	58%	77%	64%	70%
	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	*	24%	25%	43%	29%	16%	34%	30%	*	15%	35%	16%	36%	28%
	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	*	8.9	8.9	8.7	8.9	8.9	8.6	9.0	*	9.0	8.8	8.8	8.7	8.8
	National	8.6	8.9	8.8	8.7	8.9	8.8	8.8	8.8	8.8	8.9	8.7	8.7	8.7	8.8

Year on Year Charts

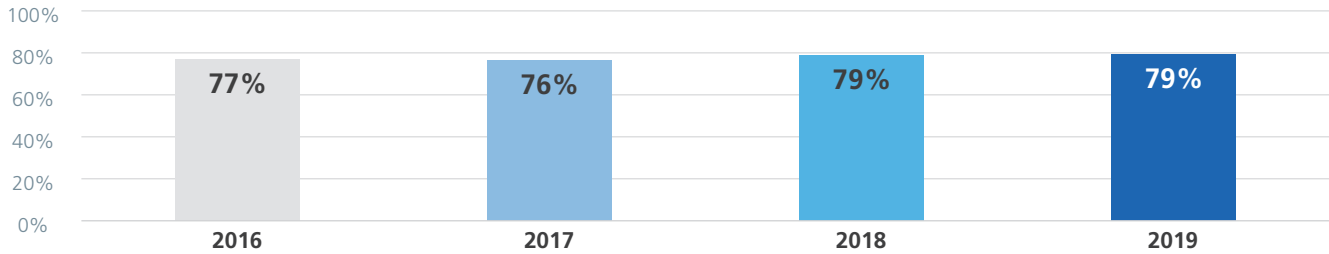
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

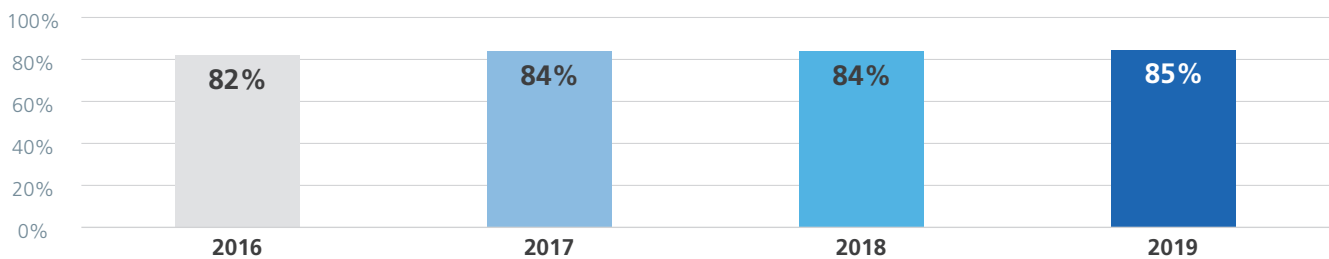
The scores are unadjusted and based on England scores only.

SEEING YOUR GP

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



Q2. Patient thought they were seen as soon as necessary

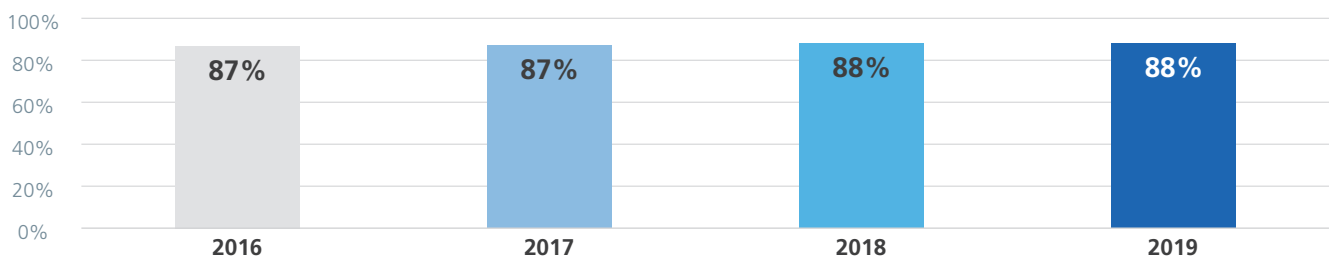


DIAGNOSTIC TESTS

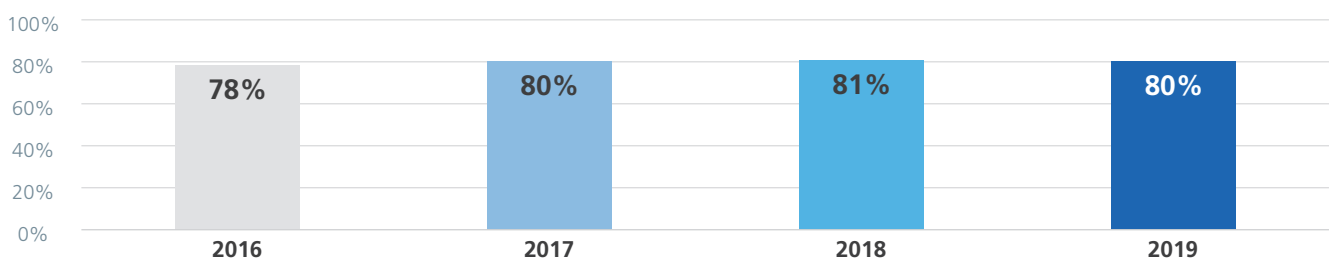
Q5. Received all the information needed about the test



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



Q7. Test results explained in completely understandable way



Year on Year Charts

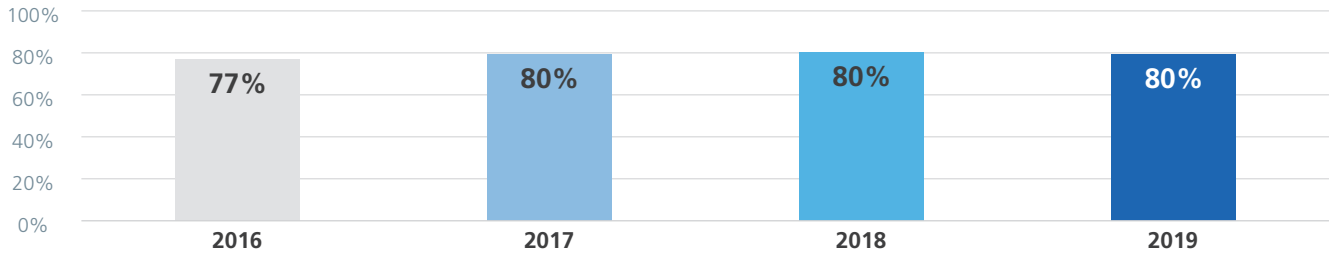
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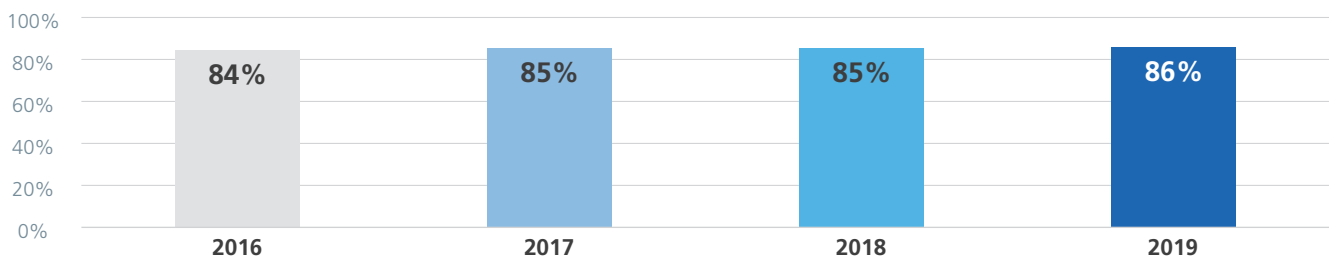
The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

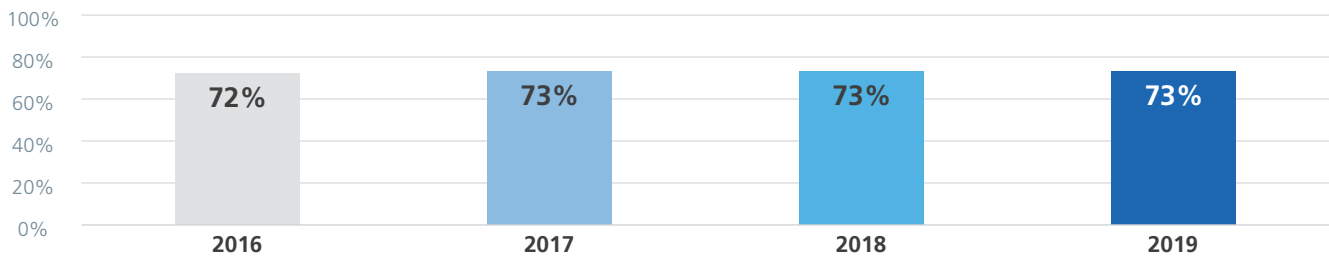
Q10. Patient told they could bring a family member or friend when first told they had cancer



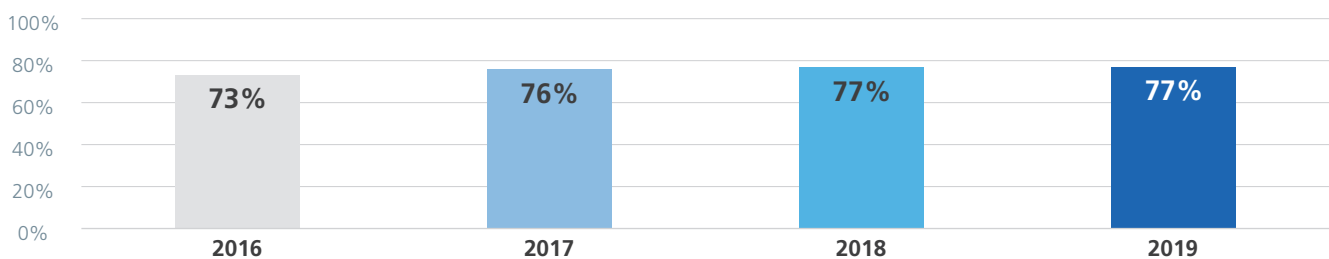
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

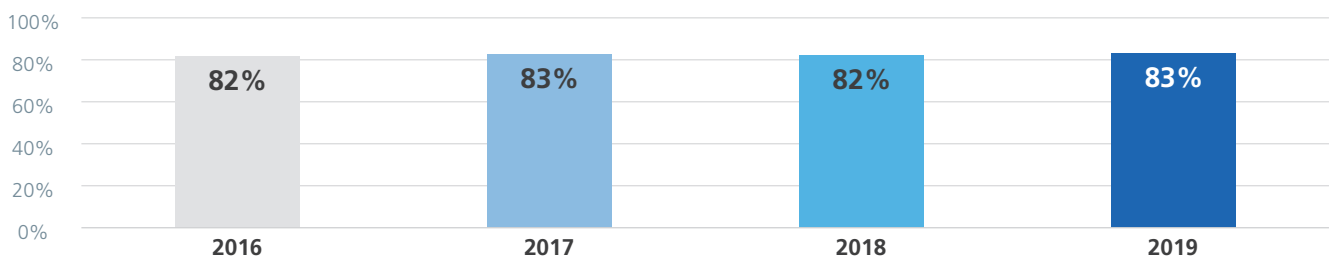


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



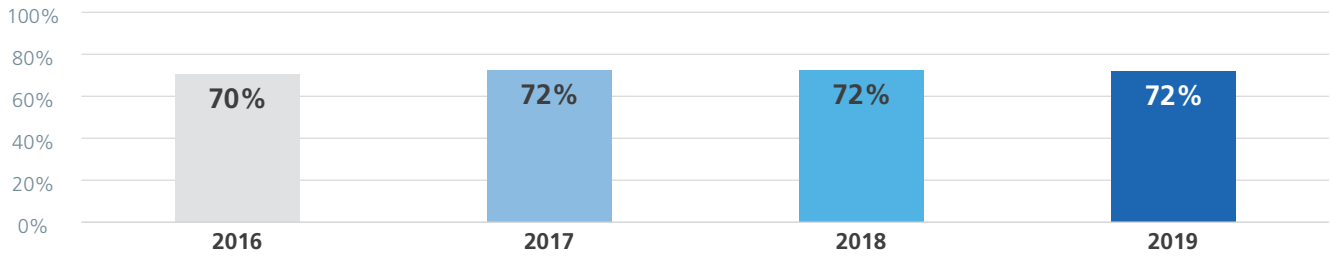
Year on Year Charts

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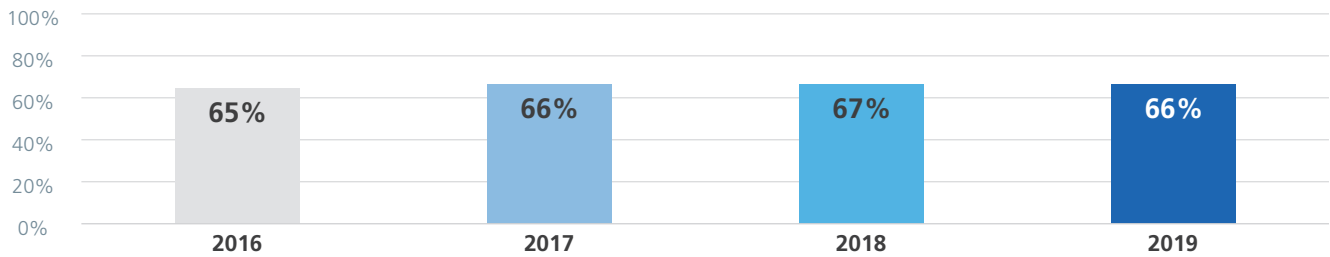
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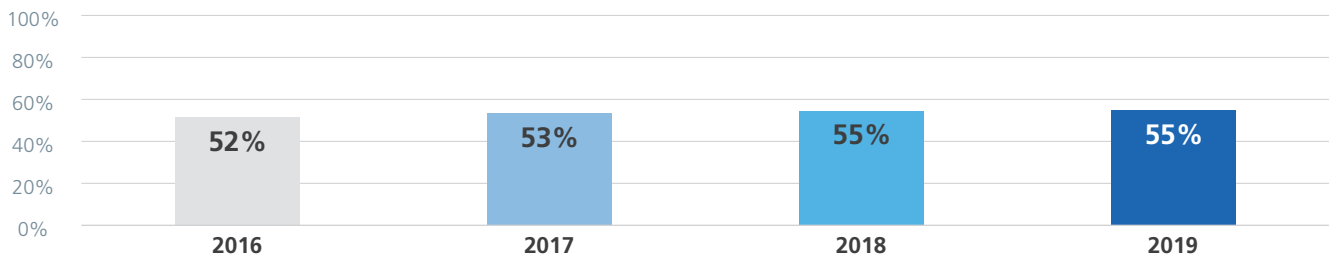
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

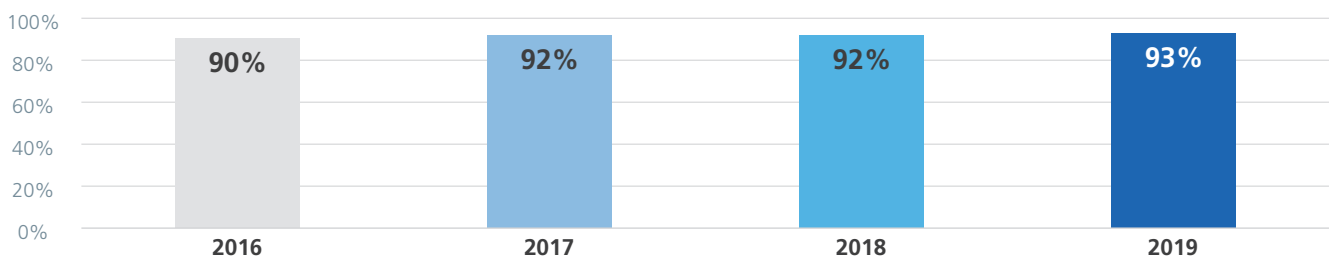


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

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



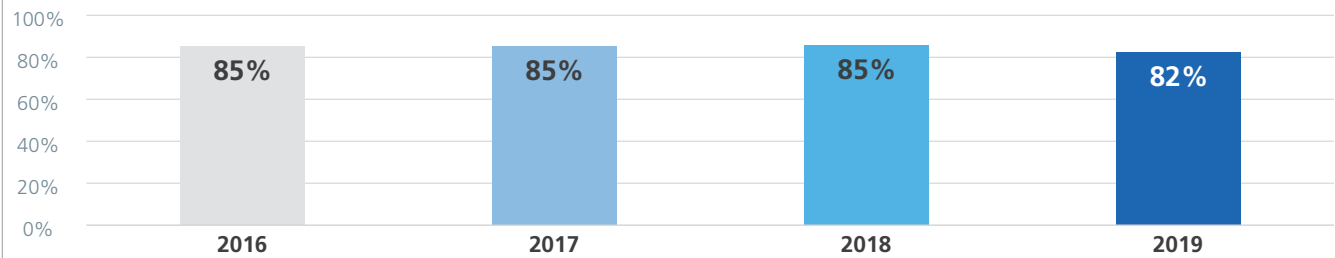
Year on Year Charts

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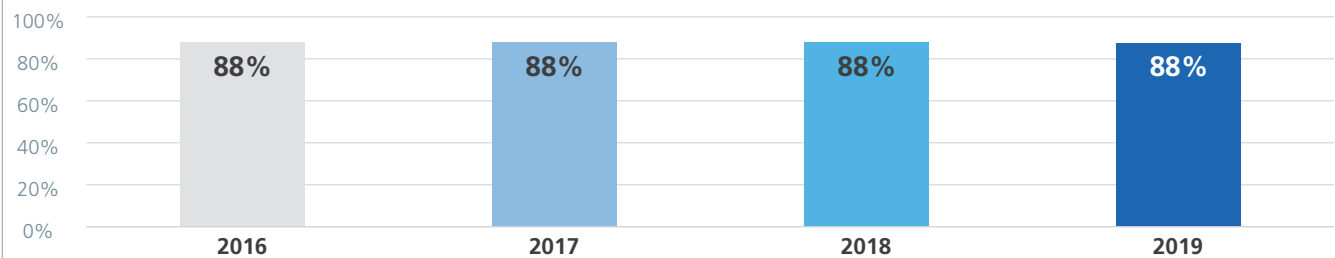
** No score available for these years.

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

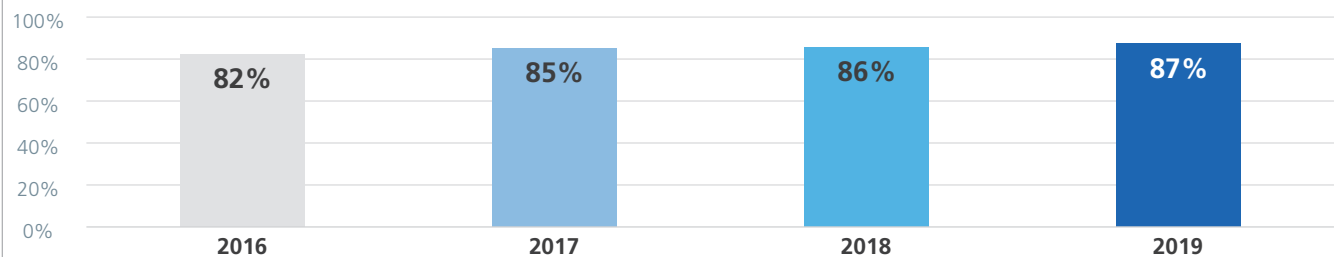


Q21. Patient got understandable answers to important questions all or most of the time

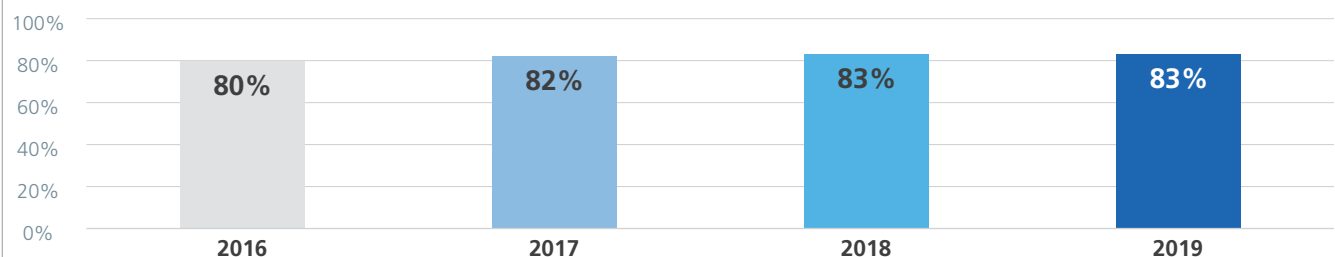


SUPPORT FOR PEOPLE WITH CANCER

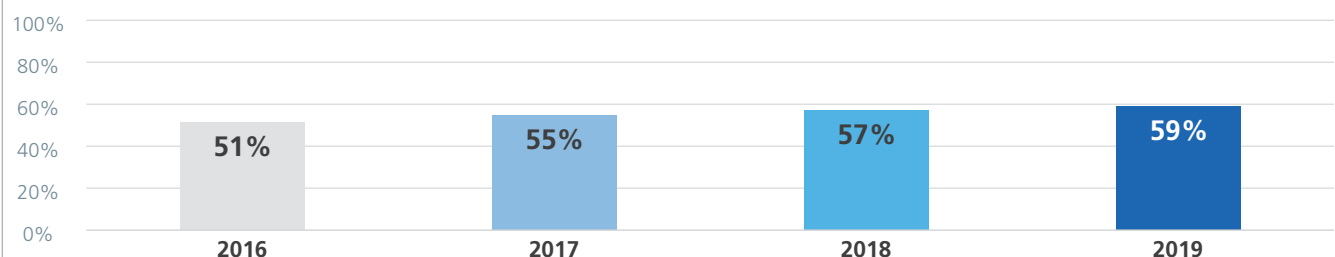
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



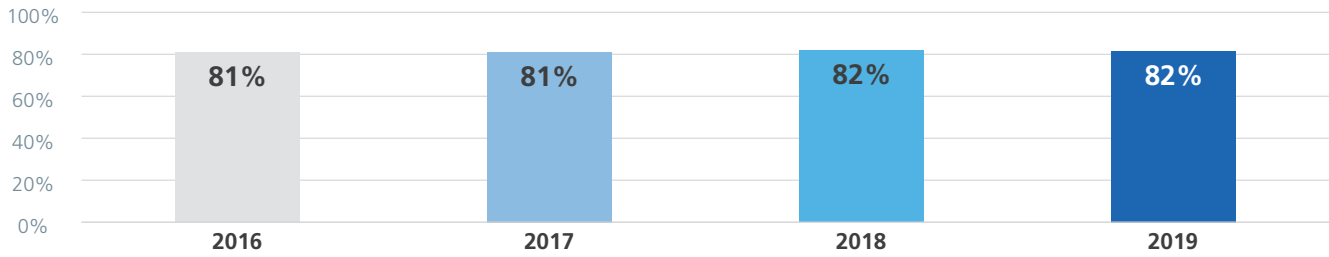
Year on Year Charts

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

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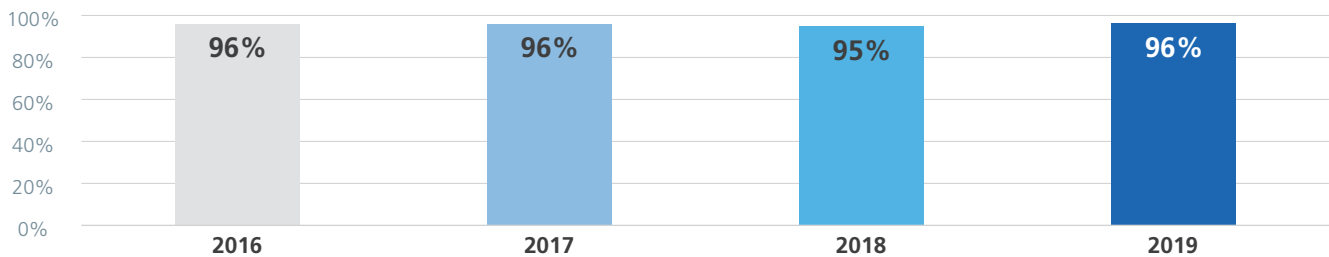
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

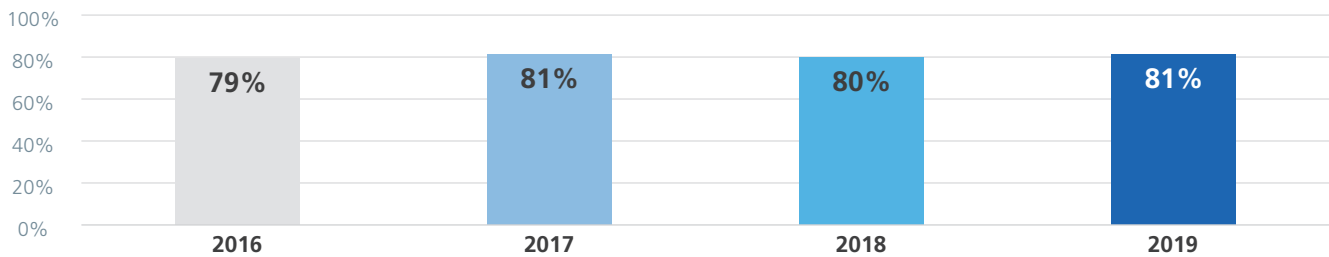


OPERATIONS

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



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



HOSPITAL CARE AS AN INPATIENT

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



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



Year on Year Charts

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

** No score available for these years.

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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



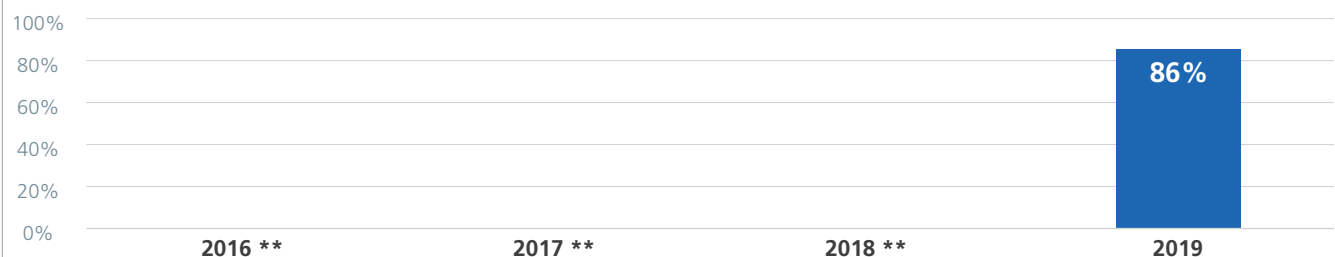
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them



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

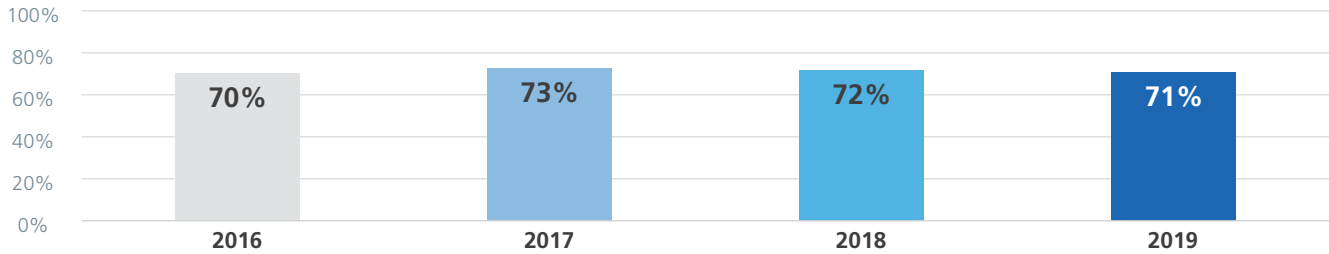
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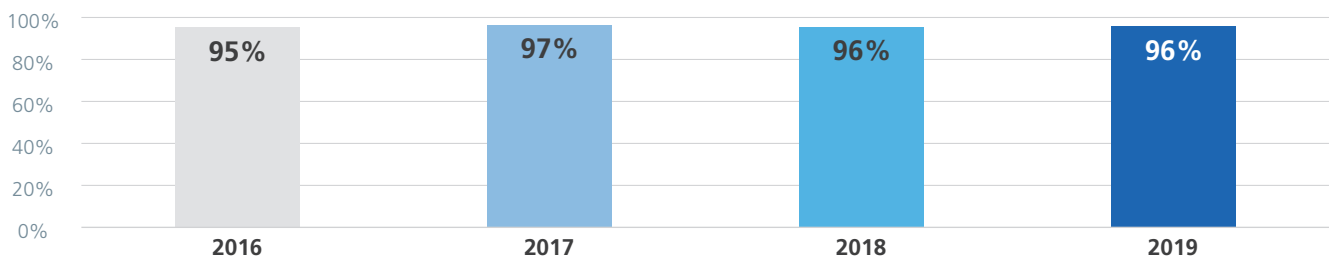
The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

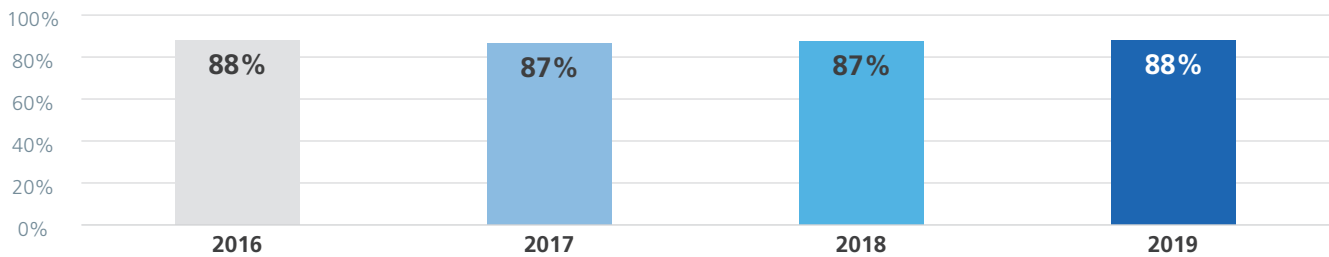
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



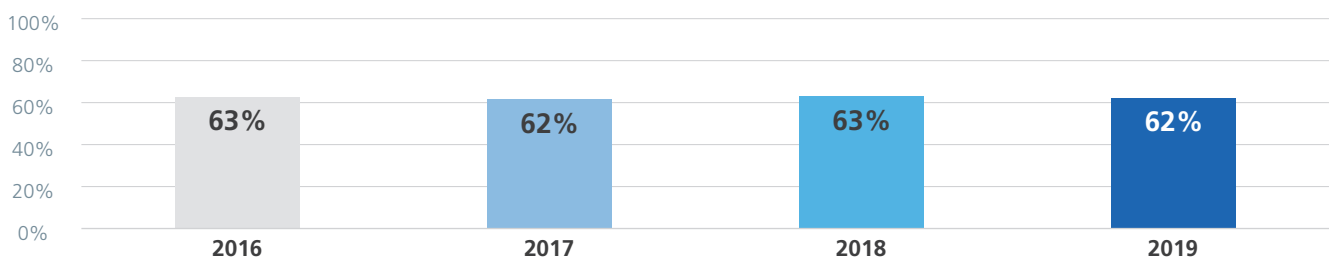
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



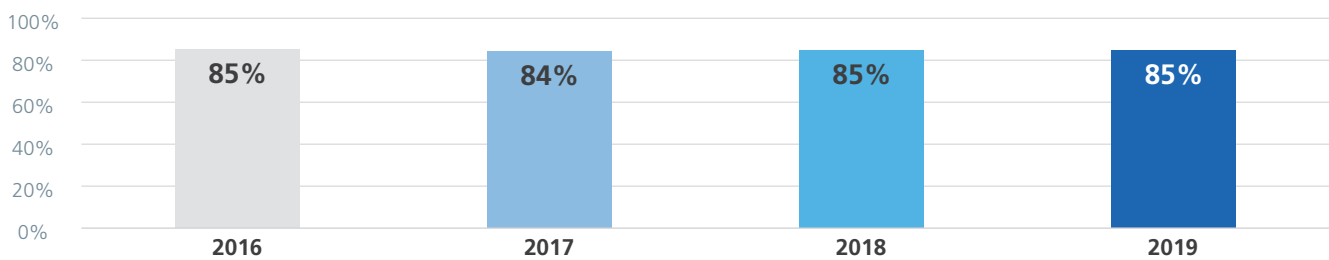
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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



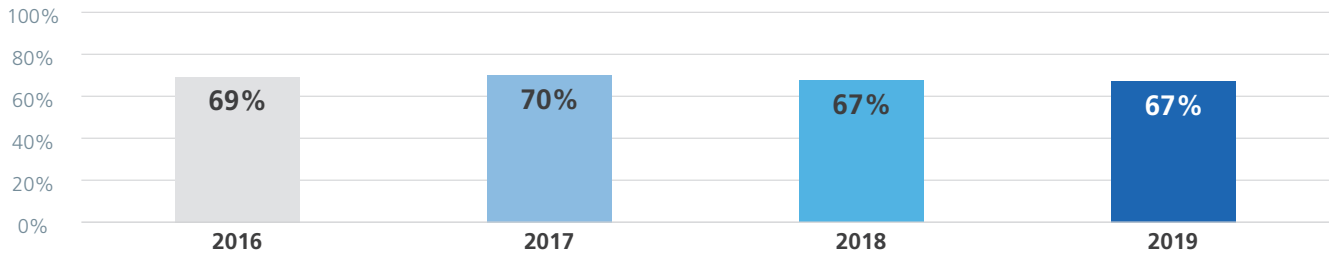
Year on Year Charts

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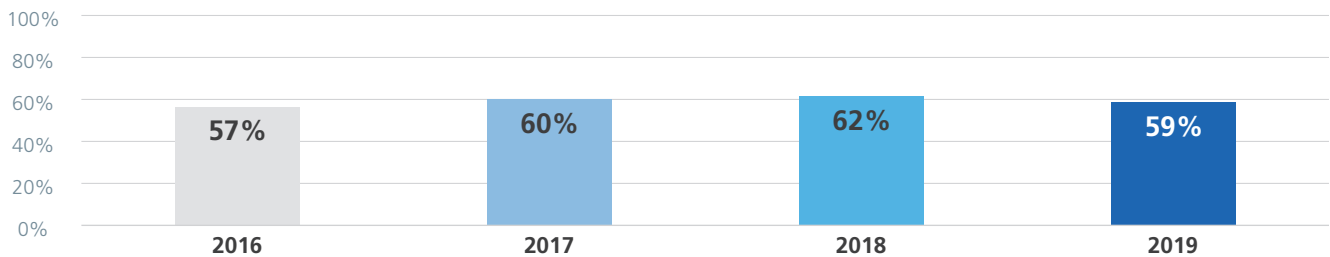
The scores are unadjusted and based on England scores only.

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

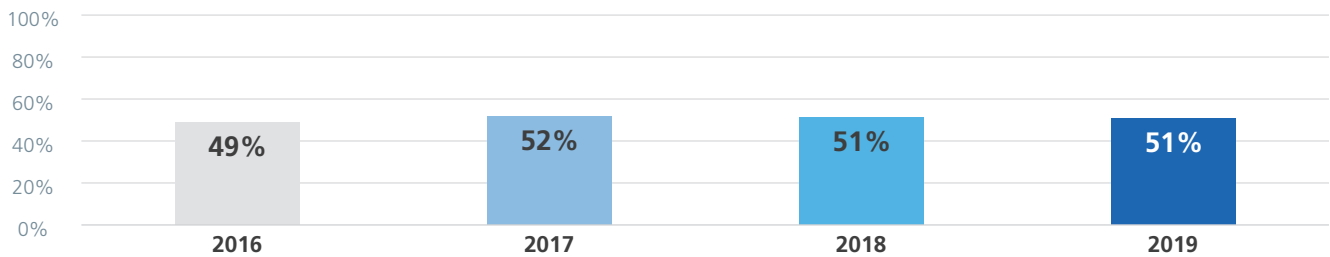


HOME CARE AND SUPPORT

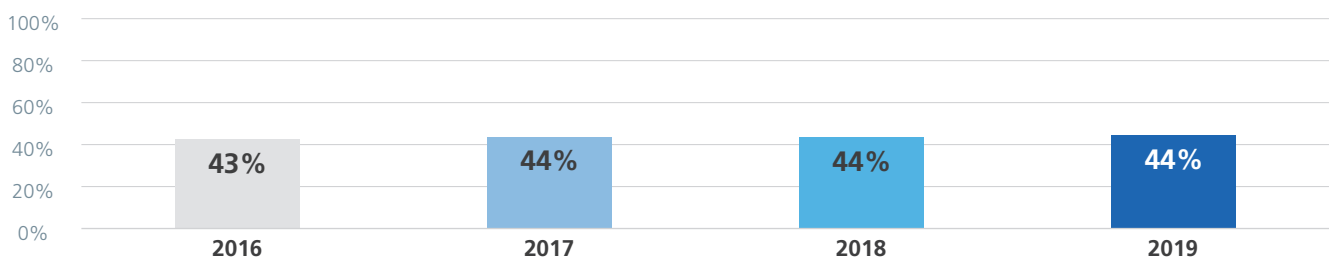
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

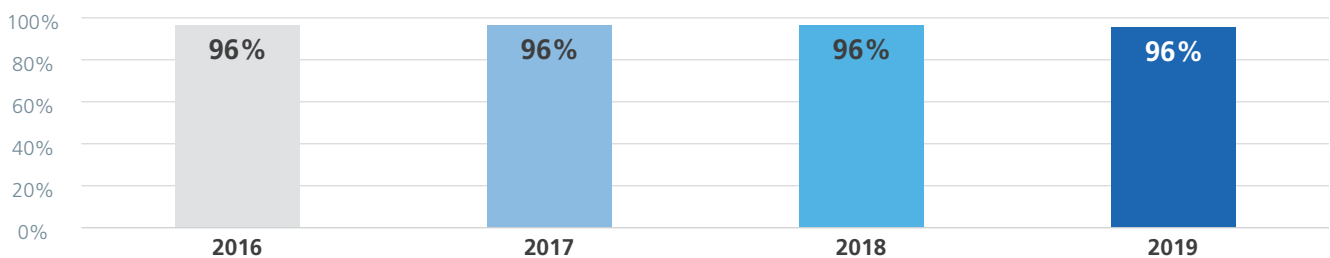


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

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



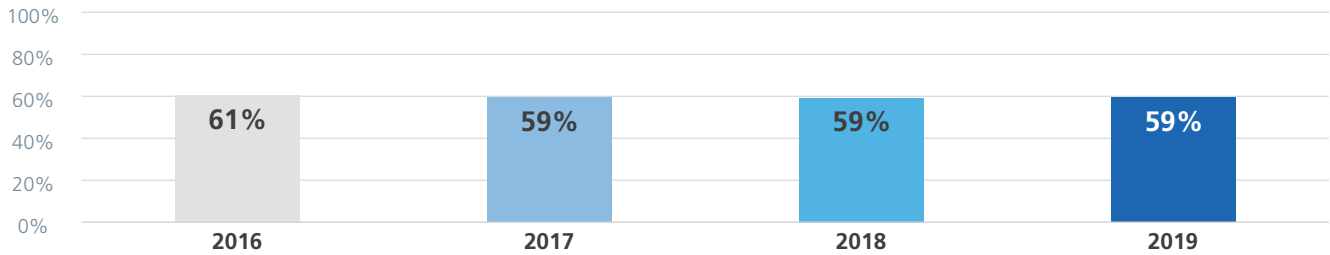
Year on Year Charts

* 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

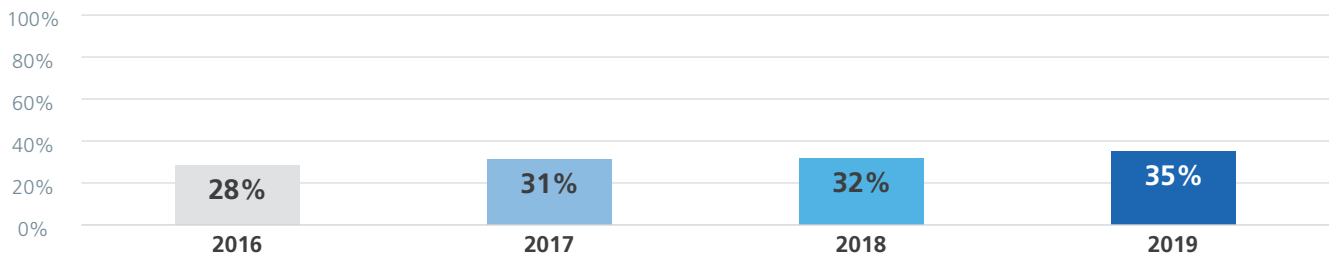


YOUR OVERALL NHS CARE

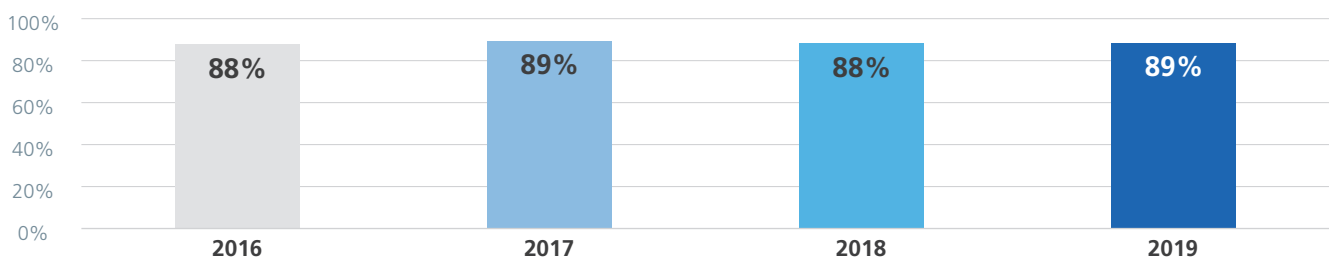
Q56. Different people treating and caring for patient always work well together to give best possible care



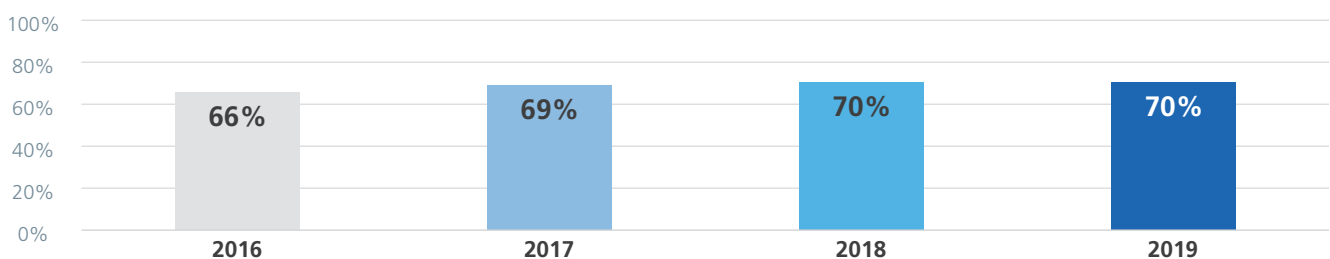
Q57. Patient given a care plan



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



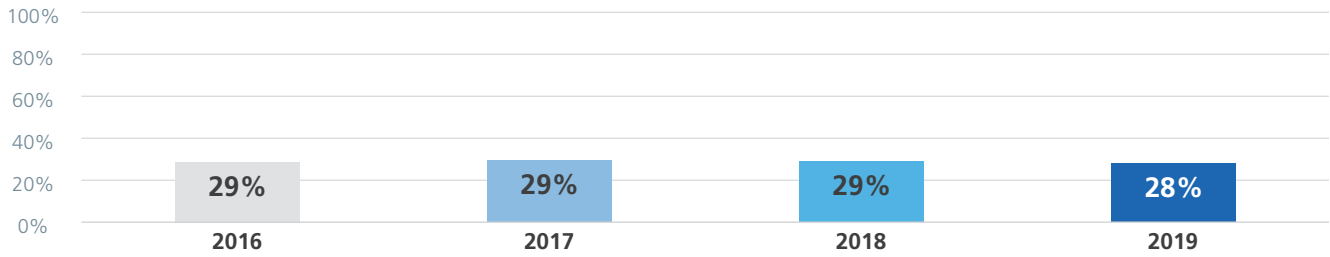
Year on Year Charts

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

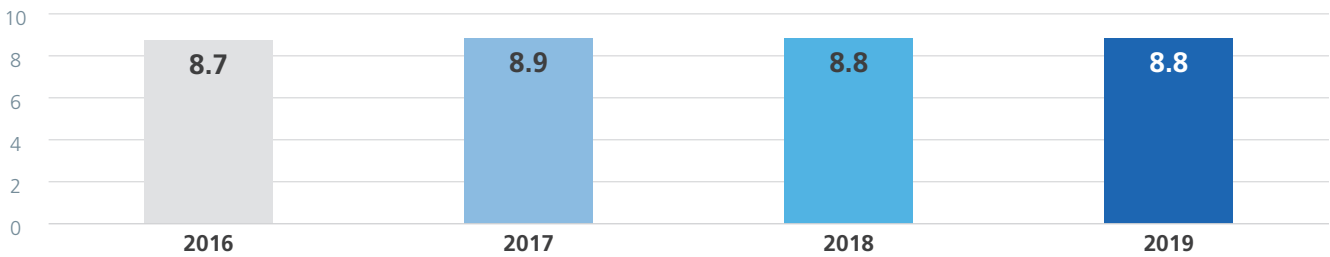
** No score available for these years.

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
RYR	Western Sussex Hospitals NHS Foundation Trust	47 5
RTP	Surrey and Sussex Healthcare NHS Trust	2 45 5
RPC	Queen Victoria Hospital NHS Foundation Trust	45 2
RA2	Royal Surrey County Hospital NHS Foundation Trust	1 50 1
RTK	Ashford and St Peter's Hospitals NHS Foundation Trust	2 46 2
RDU	Frimley Health NHS Foundation Trust	4 46 2
RXH	Brighton and Sussex University Hospitals NHS Trust	8 41 3
RXC	East Sussex Healthcare NHS Trust	8 43 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
E56000012	Surrey and Sussex	3,890	8.8
RTP	Surrey and Sussex Healthcare NHS Trust	372	8.9
RA2	Royal Surrey County Hospital NHS Foundation Trust	638	8.9
RYR	Western Sussex Hospitals NHS Foundation Trust	601	8.9
RPC	Queen Victoria Hospital NHS Foundation Trust	80	8.8
RXH	Brighton and Sussex University Hospitals NHS Trust	398	8.7
RDU	Frimley Health NHS Foundation Trust	694	8.7
RXC	East Sussex Healthcare NHS Trust	554	8.7
RTK	Ashford and St Peter's Hospitals NHS Foundation Trust	113	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%
E56000012	Surrey and Sussex	3,957	81%
RYR	Western Sussex Hospitals NHS Foundation Trust	608	84%
RPC	Queen Victoria Hospital NHS Foundation Trust	81	83%
RA2	Royal Surrey County Hospital NHS Foundation Trust	645	82%
RTP	Surrey and Sussex Healthcare NHS Trust	374	82%
RXC	East Sussex Healthcare NHS Trust	568	80%
RXH	Brighton and Sussex University Hospitals NHS Trust	397	77%
RTK	Ashford and St Peter's Hospitals NHS Foundation Trust	120	77%
RDU	Frimley Health NHS Foundation Trust	699	76%

Trust Dashboard Questions

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

Code	Name	Base	Score
All	National	64,196	92%
E56000012	Surrey and Sussex	3,859	93%
RXC	East Sussex Healthcare NHS Trust	560	95%
RDU	Frimley Health NHS Foundation Trust	685	94%
RA2	Royal Surrey County Hospital NHS Foundation Trust	627	94%
RTK	Ashford and St Peter's Hospitals NHS Foundation Trust	120	93%
RYR	Western Sussex Hospitals NHS Foundation Trust	581	93%
RTP	Surrey and Sussex Healthcare NHS Trust	369	93%
RPC	Queen Victoria Hospital NHS Foundation Trust	79	91%
RXH	Brighton and Sussex University Hospitals NHS Trust	375	88%

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

Code	Name	Base	Score
All	National	52,999	85%
E56000012	Surrey and Sussex	3,238	82%
RPC	Queen Victoria Hospital NHS Foundation Trust	62	87%
RA2	Royal Surrey County Hospital NHS Foundation Trust	555	87%
RYR	Western Sussex Hospitals NHS Foundation Trust	483	82%
RDU	Frimley Health NHS Foundation Trust	583	81%
RTP	Surrey and Sussex Healthcare NHS Trust	314	80%
RTK	Ashford and St Peter's Hospitals NHS Foundation Trust	100	79%
RXH	Brighton and Sussex University Hospitals NHS Trust	294	78%
RXC	East Sussex Healthcare NHS Trust	471	76%

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%
E56000012	Surrey and Sussex	1,831	89%
RPC	Queen Victoria Hospital NHS Foundation Trust	36	98%
RYR	Western Sussex Hospitals NHS Foundation Trust	235	91%
RDU	Frimley Health NHS Foundation Trust	337	90%
RA2	Royal Surrey County Hospital NHS Foundation Trust	395	90%
RTP	Surrey and Sussex Healthcare NHS Trust	130	90%
RXH	Brighton and Sussex University Hospitals NHS Trust	194	89%
RXC	East Sussex Healthcare NHS Trust	292	88%
RTK	Ashford and St Peter's Hospitals NHS Foundation Trust	51	80%

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%
E56000012	Surrey and Sussex	1,764	95%
RPC	Queen Victoria Hospital NHS Foundation Trust	34	100%
RXC	East Sussex Healthcare NHS Trust	284	97%
RDU	Frimley Health NHS Foundation Trust	325	96%
RA2	Royal Surrey County Hospital NHS Foundation Trust	381	95%
RYR	Western Sussex Hospitals NHS Foundation Trust	229	95%
RTP	Surrey and Sussex Healthcare NHS Trust	123	94%
RXH	Brighton and Sussex University Hospitals NHS Trust	187	93%
RTK	Ashford and St Peter's Hospitals NHS Foundation Trust	48	91%

Trust Dashboard Questions

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

Code	Name	Base	Score
All	National	44,055	58%
E56000012	Surrey and Sussex	2,558	59%
RXH	Brighton and Sussex University Hospitals NHS Trust	257	65%
RXC	East Sussex Healthcare NHS Trust	391	63%
RA2	Royal Surrey County Hospital NHS Foundation Trust	422	61%
RYR	Western Sussex Hospitals NHS Foundation Trust	397	59%
RDU	Frimley Health NHS Foundation Trust	439	58%
RPC	Queen Victoria Hospital NHS Foundation Trust	45	57%
RTK	Ashford and St Peter's Hospitals NHS Foundation Trust	74	54%
RTP	Surrey and Sussex Healthcare NHS Trust	234	53%

CCG Expected Range Summary

CCG		Expected Range Classification
99H	NHS Surrey Downs CCG	43 9
99K	NHS High Weald Lewes Havens CCG	46 6
09G	NHS Coastal West Sussex CCG	1 45 6
10C	NHS Surrey Heath CCG	49 3
09X	NHS Horsham and Mid Sussex CCG	2 47 3
09H	NHS Crawley CCG	2 48 2
09L	NHS East Surrey CCG	1 50 1
99M	NHS North East Hampshire and Farnham CCG	2 48 2
09N	NHS Guildford and Waverley CCG	4 47 1
09P	NHS Hastings and Rother CCG	6 44 2
09Y	NHS North West Surrey CCG	10 40 2
09D	NHS Brighton and Hove CCG	10 41 1
09F	NHS Eastbourne, Hailsham and Seaford CCG	11 40 1

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
E56000012	Surrey and Sussex	3,890	8.8
10C	NHS Surrey Heath CCG	114	9.0
99H	NHS Surrey Downs CCG	468	9.0
09L	NHS East Surrey CCG	245	9.0
09X	NHS Horsham and Mid Sussex CCG	322	8.9
99K	NHS High Weald Lewes Havens CCG	207	8.9
09N	NHS Guildford and Waverley CCG	207	8.9
09G	NHS Coastal West Sussex CCG	782	8.9
09Y	NHS North West Surrey CCG	368	8.8
99M	NHS North East Hampshire and Farnham CCG	258	8.8
09F	NHS Eastbourne, Hailsham and Seaford CCG	302	8.7
09P	NHS Hastings and Rother CCG	293	8.6
09H	NHS Crawley CCG	130	8.6
09D	NHS Brighton and Hove CCG	194	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%
E56000012	Surrey and Sussex	3,957	81%
10C	NHS Surrey Heath CCG	113	85%
09N	NHS Guildford and Waverley CCG	215	84%
99K	NHS High Weald Lewes Havens CCG	213	84%
09G	NHS Coastal West Sussex CCG	789	81%
09L	NHS East Surrey CCG	247	81%
99H	NHS Surrey Downs CCG	478	81%
09X	NHS Horsham and Mid Sussex CCG	327	81%
09P	NHS Hastings and Rother CCG	298	80%
09H	NHS Crawley CCG	132	80%
09Y	NHS North West Surrey CCG	379	80%
09F	NHS Eastbourne, Hailsham and Seaford CCG	308	79%
09D	NHS Brighton and Hove CCG	195	77%
99M	NHS North East Hampshire and Farnham CCG	263	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%
E56000012	Surrey and Sussex	3,859	93%
10C	NHS Surrey Heath CCG	113	96%
09N	NHS Guildford and Waverley CCG	213	95%
99M	NHS North East Hampshire and Farnham CCG	256	95%
09P	NHS Hastings and Rother CCG	292	95%
09L	NHS East Surrey CCG	247	94%
99H	NHS Surrey Downs CCG	476	94%
09G	NHS Coastal West Sussex CCG	759	93%
09F	NHS Eastbourne, Hailsham and Seaford CCG	303	93%
09H	NHS Crawley CCG	131	93%
99K	NHS High Weald Lewes Havens CCG	210	92%
09Y	NHS North West Surrey CCG	365	91%
09X	NHS Horsham and Mid Sussex CCG	310	89%
09D	NHS Brighton and Hove CCG	184	87%

CCG Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000012	Surrey and Sussex	3,238	82%
10C	NHS Surrey Heath CCG	93	90%
09N	NHS Guildford and Waverley CCG	187	87%
99H	NHS Surrey Downs CCG	397	86%
09Y	NHS North West Surrey CCG	311	85%
99M	NHS North East Hampshire and Farnham CCG	224	84%
09X	NHS Horsham and Mid Sussex CCG	249	83%
09G	NHS Coastal West Sussex CCG	643	82%
09H	NHS Crawley CCG	114	81%
99K	NHS High Weald Lewes Havens CCG	171	80%
09D	NHS Brighton and Hove CCG	145	78%
09P	NHS Hastings and Rother CCG	252	77%
09L	NHS East Surrey CCG	207	77%
09F	NHS Eastbourne, Hailsham and Seaford CCG	245	77%

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%
E56000012	Surrey and Sussex	1,831	89%
10C	NHS Surrey Heath CCG	51	95%
99K	NHS High Weald Lewes Havens CCG	100	93%
09D	NHS Brighton and Hove CCG	94	91%
09X	NHS Horsham and Mid Sussex CCG	140	91%
09G	NHS Coastal West Sussex CCG	358	90%
09H	NHS Crawley CCG	52	90%
99H	NHS Surrey Downs CCG	184	90%
09L	NHS East Surrey CCG	99	89%
09N	NHS Guildford and Waverley CCG	120	89%
99M	NHS North East Hampshire and Farnham CCG	123	89%
09P	NHS Hastings and Rother CCG	150	88%
09F	NHS Eastbourne, Hailsham and Seaford CCG	159	87%
09Y	NHS North West Surrey CCG	201	86%

CCG Dashboard Questions

Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital			
Code	Name	Base	Score
All	National	31,541	94%
E56000012	Surrey and Sussex	1,764	95%
10C	NHS Surrey Heath CCG	50	100%
09N	NHS Guildford and Waverley CCG	116	98%
09P	NHS Hastings and Rother CCG	146	97%
09L	NHS East Surrey CCG	95	97%
99M	NHS North East Hampshire and Farnham CCG	113	96%
09X	NHS Horsham and Mid Sussex CCG	135	96%
09H	NHS Crawley CCG	51	96%
09D	NHS Brighton and Hove CCG	93	96%
09F	NHS Eastbourne, Hailsham and Seaford CCG	156	96%
99H	NHS Surrey Downs CCG	175	95%
09G	NHS Coastal West Sussex CCG	345	93%
99K	NHS High Weald Lewes Havens CCG	95	93%
09Y	NHS North West Surrey CCG	194	90%

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%
E56000012	Surrey and Sussex	2,558	59%
10C	NHS Surrey Heath CCG	61	69%
99K	NHS High Weald Lewes Havens CCG	143	67%
09N	NHS Guildford and Waverley CCG	135	63%
09F	NHS Eastbourne, Hailsham and Seaford CCG	214	63%
09P	NHS Hastings and Rother CCG	204	62%
99M	NHS North East Hampshire and Farnham CCG	179	61%
09D	NHS Brighton and Hove CCG	128	60%
09X	NHS Horsham and Mid Sussex CCG	220	60%
09G	NHS Coastal West Sussex CCG	513	60%
99H	NHS Surrey Downs CCG	290	56%
09L	NHS East Surrey CCG	147	56%
09Y	NHS North West Surrey CCG	242	52%
09H	NHS Crawley CCG	82	45%