

National Cancer Patient Experience Survey

2019 Results

Wessex

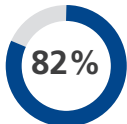
Published June 2020

Executive Summary

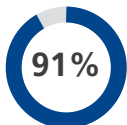
Cancer Dashboard Questions

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



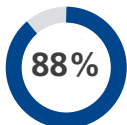
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



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



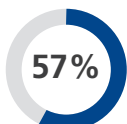
Q20. Patient found it very or quite easy to contact their CNS



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	
Q21. Patient got understandable answers to important questions all or most of the time	90%	85%	90%	87%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	97%	95%	97%	96%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	74%	66%	73%	69%

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

Case-mix adjustment

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

Scoring methodology

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

Statistical significance

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

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

Suppression

Question-level suppression

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

Double suppression

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

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

Understanding the results

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

Expected range charts

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

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

Comparability tables

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

Tumour type tables

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

Year on year charts

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

Notes on specific questions

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

Unadjusted data and case-mix adjusted data

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

Further information

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

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

Response Rate

Overall Response Rate

3,950 patients responded out of a total of 6,005 patients, resulting in a response rate of 66%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	6,423	6,005	3,950	66%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	396
Paper	3,554
Phone	0
Translation Service	0

Respondents by Tumour Group

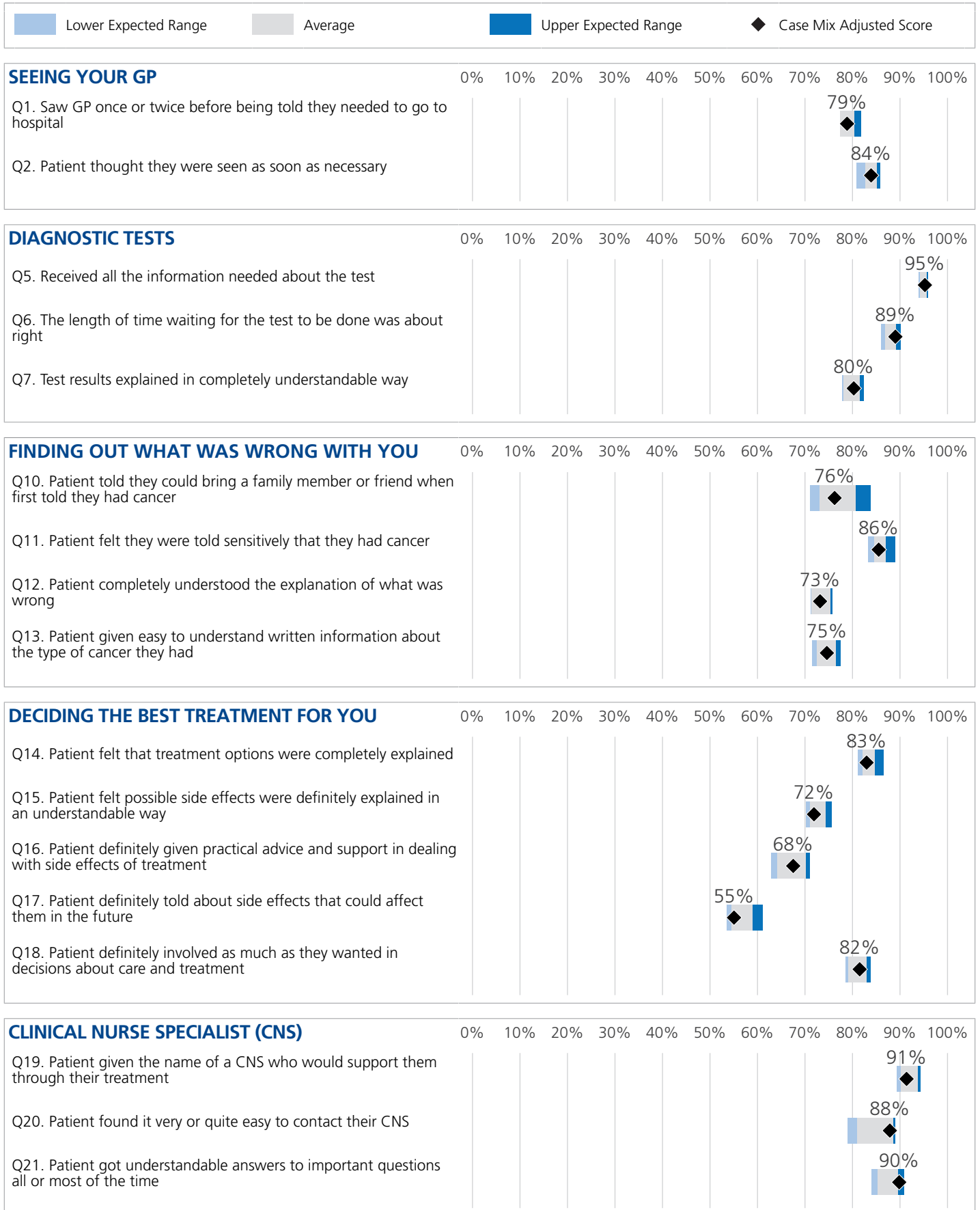
	Number of Respondents
Brain / CNS	11
Breast	859
Colorectal / LGT	444
Gynaecological	211
Haematological	723
Head and Neck	93
Lung	247
Prostate	407
Sarcoma	29
Skin	119
Upper Gastro	170
Urological	332
Other	305

Respondents by Age and Gender

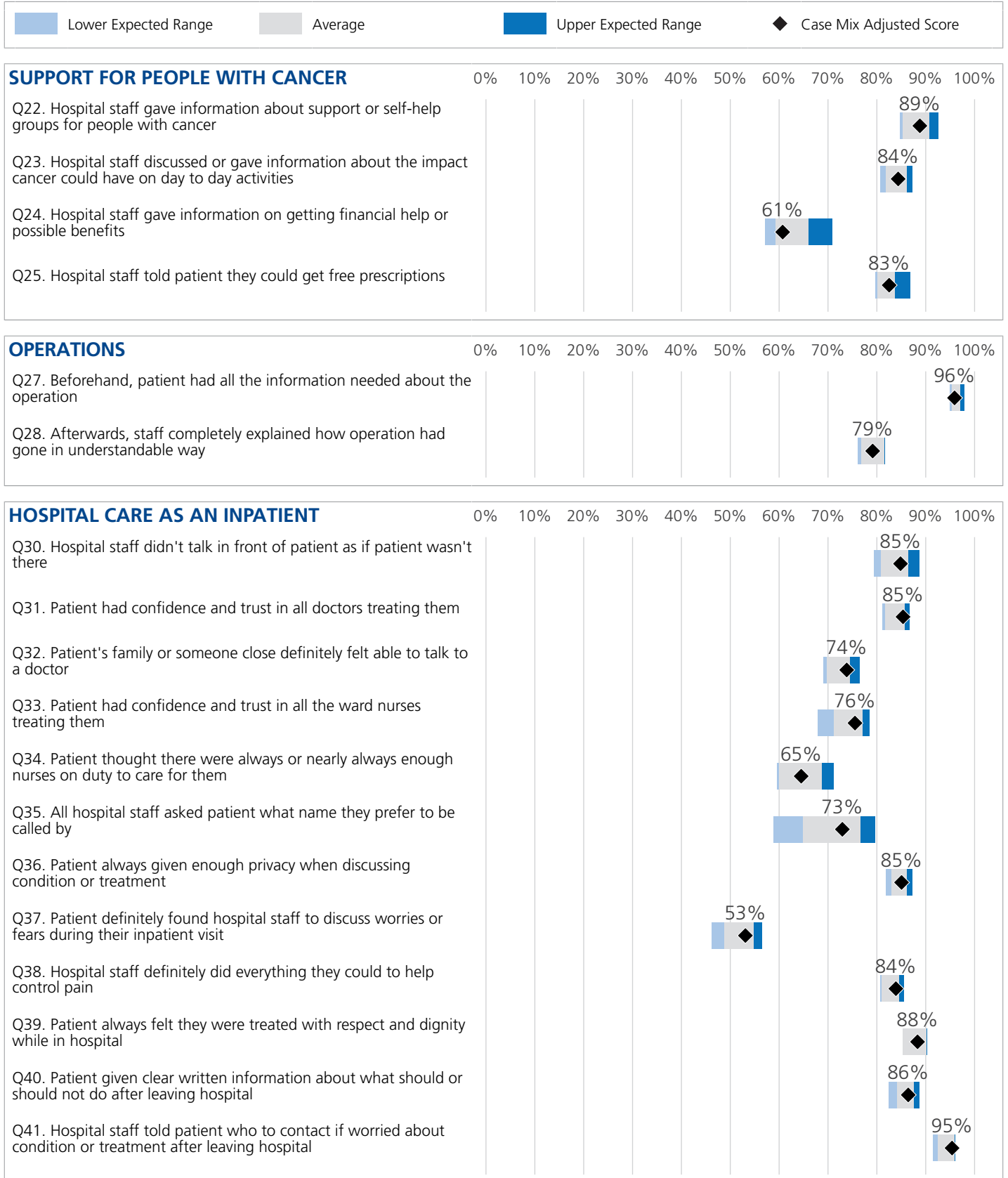
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75-84	Age 85+	Total
Male	7	11	21	92	337	772	541	113	1,894
Female	5	33	73	271	482	696	409	87	2,056
Total	12	44	94	363	819	1,468	950	200	3,950

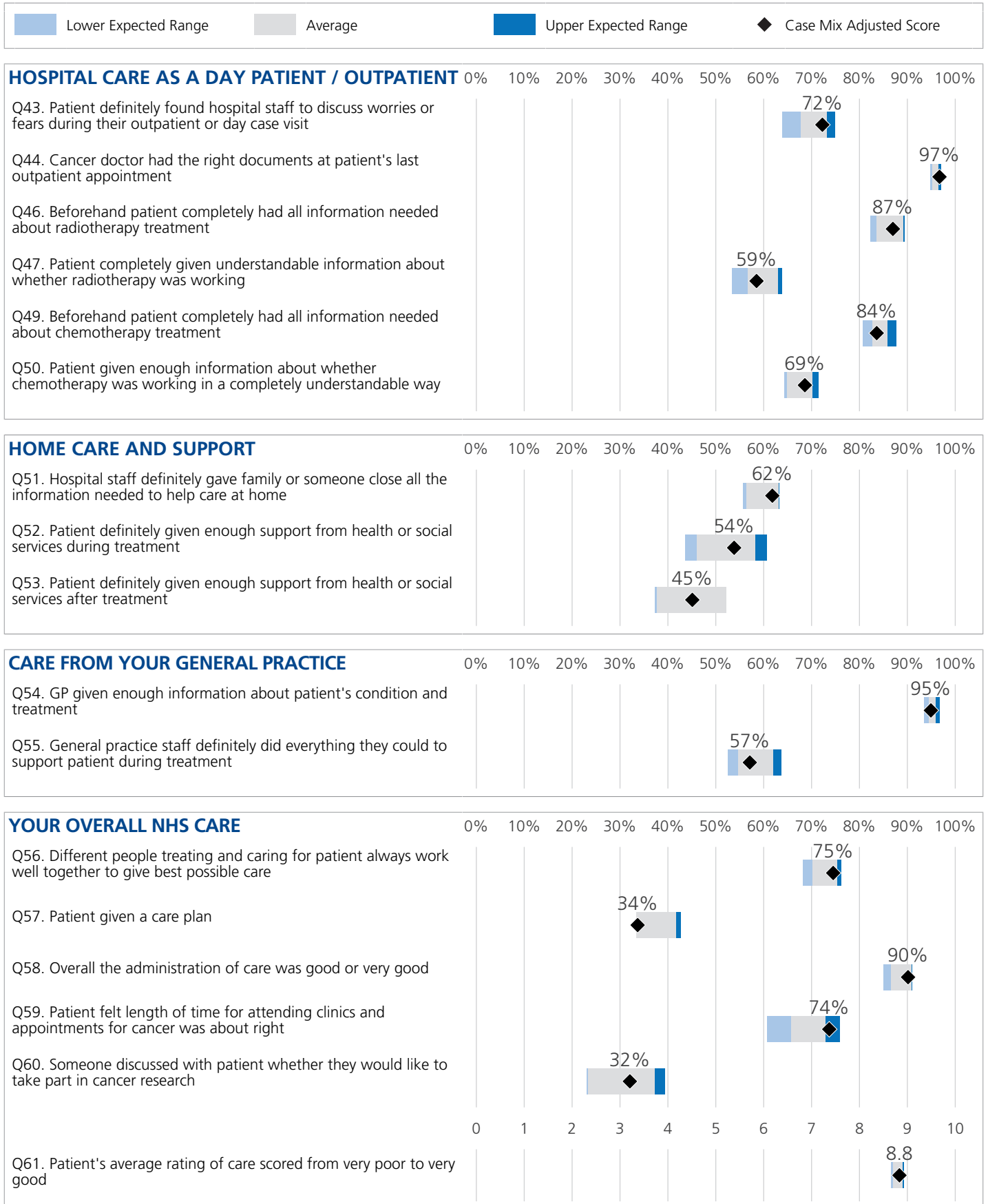
Expected Range Charts



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	2891	77%	2852	79%			79%	77%	80%	79%
Q2. Patient thought they were seen as soon as necessary	4033	84%	3840	84%			84%	83%	85%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	3317	95%			95%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	3531	88%	3394	89%			89%	87%	89%	88%
Q7. Test results explained in completely understandable way	3552	81%	3391	81%			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	3667	76%	3560	76%			76%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	4053	85%	3896	85%			86%	85%	87%	86%
Q12. Patient completely understood the explanation of what was wrong	4086	74%	3904	73%			73%	71%	75%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	3497	73%	3389	75%		▲	75%	72%	76%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	3573	82%	3418	83%			83%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	3900	73%	3727	72%			72%	71%	74%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	3882	69%	3727	67%			68%	64%	70%	67%
Q17. Patient definitely told about side effects that could affect them in the future	3631	55%	3510	55%			55%	55%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	3841	82%			82%	79%	83%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	3944	91%	3739	91%			91%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	3210	88%	3064	88%			88%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	3063	90%	2919	90%			90%	85%	90%	87%




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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	
SUPPORT FOR PEOPLE WITH CANCER										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	3102	87%	3020	89%		▲	89%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	2632	84%	2558	84%		▲	84%	82%	86%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	1855	59%	1841	61%		▲	61%	59%	66%	63%
Q25. Hospital staff told patient they could get free prescriptions	1763	83%	1732	83%			83%	80%	84%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	2155	96%	1995	96%			96%	95%	97%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	2152	78%	1986	79%			79%	77%	82%	79%
HOSPITAL CARE AS AN INPATIENT										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	1922	86%			85%	81%	86%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	1933	85%			85%	82%	86%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1608	74%			74%	70%	75%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	1932	76%			76%	71%	77%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	1925	65%			65%	60%	69%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	1907	73%			73%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	1926	85%			85%	83%	86%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	1377	53%			53%	49%	55%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1675	84%			84%	81%	85%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	1939	89%			88%	85%	90%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	1798	86%			86%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	1880	95%			95%	92%	96%	94%




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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	
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	2946	71%	2762	73%			72%	68%	73%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	3599	97%	3388	97%			97%	95%	97%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	1030	85%	1013	87%			87%	84%	89%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	880	58%	884	58%			59%	57%	63%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	2048	83%	1938	84%			84%	83%	86%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	1877	70%	1788	69%			69%	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	3241	62%	3090	62%			62%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	1909	54%	1809	54%			54%	46%	58%	52%
Q53. Patient definitely given enough support from health or social services after treatment	1106	45%	1073	46%			45%	38%	52%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	3126	95%	2973	95%			95%	94%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	2512	59%	2396	57%		▼	57%	55%	62%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	3708	75%			75%	70%	75%	73%
Q57. Patient given a care plan	3123	32%	2965	33%		▲	34%	33%	42%	38%
Q58. Overall the administration of care was good or very good	4068	90%	3870	90%			90%	87%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	4038	70%	3849	73%	▲	▲	74%	66%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	3857	31%	3661	32%		▲	32%	23%	37%	30%
Q61. Patient's average rating of care scored from very poor to very good	4017	8.9	3798	8.9			8.8	8.7	8.9	8.8

Tumour Type Tables

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

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

SEEING YOUR GP

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q1. Saw GP once or twice before being told they needed to go to hospital	Alliance	*	92%	75%	72%	65%	84%	72%	85%	*	92%	79%	84%	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	*	89%	84%	81%	82%	78%	83%	85%	*	88%	83%	83%	82%	84%
	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%	97%	95%	95%	92%	96%	94%	*	98%	96%	97%	96%	95%
	National	93%	95%	95%	93%	95%	93%	95%	95%	93%	96%	95%	95%	95%	95%
Q6. The length of time waiting for the test to be done was about right	Alliance	*	92%	92%	84%	91%	82%	88%	86%	*	91%	88%	88%	86%	89%
	National	84%	91%	88%	86%	89%	88%	87%	87%	81%	87%	84%	87%	86%	88%
Q7. Test results explained in completely understandable way	Alliance	*	82%	84%	79%	78%	71%	77%	81%	*	89%	78%	80%	81%	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	*	79%	82%	62%	74%	64%	76%	80%	*	75%	78%	68%	77%	76%
	National	85%	82%	82%	71%	71%	71%	77%	79%	73%	69%	76%	73%	75%	77%
Q11. Patient felt they were told sensitively that they had cancer	Alliance	*	87%	90%	79%	83%	83%	81%	86%	*	92%	84%	82%	87%	85%
	National	79%	89%	87%	82%	84%	87%	83%	86%	84%	89%	81%	84%	83%	86%
Q12. Patient completely understood the explanation of what was wrong	Alliance	*	76%	80%	67%	60%	80%	71%	77%	*	83%	72%	79%	74%	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	*	75%	72%	62%	79%	70%	66%	84%	*	86%	68%	75%	73%	75%
	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	*	83%	87%	85%	81%	89%	80%	84%	*	88%	81%	83%	79%	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	*	72%	75%	77%	69%	69%	67%	72%	*	75%	70%	74%	71%	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	*	70%	72%	68%	65%	61%	69%	62%	*	72%	63%	66%	67%	67%
	National	63%	70%	70%	69%	65%	70%	69%	65%	66%	71%	66%	63%	64%	67%
Q17. Patient definitely told about side effects that could affect them in the future	Alliance	*	53%	56%	53%	52%	56%	56%	65%	*	64%	46%	53%	52%	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	*	81%	86%	81%	79%	83%	78%	84%	*	91%	80%	81%	82%	82%
	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	*	92%	93%	97%	93%	91%	96%	87%	*	89%	93%	84%	88%	91%
	National	95%	95%	92%	95%	92%	91%	94%	91%	91%	91%	93%	85%	89%	92%
Q20. Patient found it very or quite easy to contact their CNS	Alliance	*	90%	91%	84%	88%	84%	91%	80%	*	93%	85%	85%	92%	88%
	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	*	91%	92%	89%	93%	81%	90%	87%	*	93%	82%	91%	93%	90%
	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	*	92%	90%	83%	88%	90%	90%	90%	*	93%	85%	83%	88%	89%
	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	*	86%	84%	83%	85%	84%	81%	86%	*	83%	81%	79%	89%	84%
	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	*	66%	61%	61%	58%	56%	74%	47%	*	56%	61%	48%	64%	61%
	National	78%	68%	61%	66%	61%	67%	72%	55%	64%	60%	64%	47%	59%	63%
Q25. Hospital staff told patient they could get free prescriptions	Alliance	*	83%	84%	78%	88%	77%	90%	79%	*	65%	80%	74%	84%	83%
	National	82%	81%	83%	79%	87%	84%	86%	80%	78%	71%	84%	73%	81%	82%

Tumour Type Tables

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Beforehand, patient had all the information needed about the operation	Alliance	*	96%	96%	98%	92%	96%	97%	98%	*	94%	92%	96%	95%	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	*	79%	84%	76%	74%	72%	75%	77%	*	78%	75%	82%	80%	79%
	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	*	87%	84%	84%	85%	85%	82%	89%	*	89%	85%	85%	90%	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	*	88%	86%	79%	84%	77%	76%	91%	*	79%	82%	88%	90%	85%
	National	82%	83%	85%	83%	82%	87%	83%	89%	86%	85%	81%	85%	80%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	Alliance	*	72%	78%	74%	76%	75%	70%	69%	*	57%	73%	72%	77%	74%
	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%	77%	71%	76%	73%	79%	78%	*	68%	71%	81%	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	*	62%	65%	57%	62%	66%	65%	74%	*	59%	71%	65%	66%	65%
	National	68%	64%	62%	63%	63%	65%	68%	72%	65%	70%	65%	66%	60%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	Alliance	*	62%	75%	72%	71%	72%	71%	79%	*	70%	79%	80%	80%	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	*	83%	88%	78%	88%	87%	76%	89%	*	86%	83%	85%	86%	85%
	National	78%	84%	85%	81%	86%	87%	84%	88%	84%	84%	84%	85%	82%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	Alliance	*	49%	58%	47%	57%	55%	49%	55%	*	*	52%	50%	54%	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	*	85%	88%	76%	82%	72%	82%	88%	*	73%	82%	82%	92%	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	*	87%	90%	82%	91%	87%	85%	90%	*	82%	86%	92%	91%	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	*	87%	85%	79%	86%	88%	83%	92%	*	85%	86%	88%	84%	86%
	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%	96%	88%	97%	98%	92%	98%	*	93%	95%	94%	96%	95%
	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	*	71%	72%	69%	73%	63%	74%	76%	*	72%	79%	72%	75%	73%
	National	66%	68%	73%	70%	73%	72%	70%	74%	72%	72%	71%	67%	68%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	Alliance	*	96%	98%	96%	97%	96%	98%	96%	*	98%	95%	97%	97%	97%
	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	*	88%	79%	79%	87%	89%	94%	84%	*	*	85%	*	93%	87%
	National	91%	88%	83%	88%	84%	86%	86%	88%	88%	84%	86%	83%	84%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	Alliance	*	60%	52%	35%	62%	69%	58%	54%	*	*	48%	*	63%	58%
	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%	82%	84%	85%	81%	83%	85%	*	*	83%	82%	88%	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	*	67%	65%	72%	78%	63%	62%	65%	*	*	59%	54%	73%	69%
	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	*	59%	66%	59%	65%	52%	59%	61%	*	62%	63%	64%	61%	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	*	53%	64%	48%	59%	48%	50%	43%	*	57%	57%	51%	53%	54%
	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	*	41%	55%	43%	49%	43%	39%	40%	*	52%	46%	50%	50%	46%
	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%	95%	95%	95%	93%	94%	96%	*	99%	95%	94%	96%	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	*	58%	57%	54%	50%	52%	54%	70%	*	55%	58%	64%	55%	57%
	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	*	73%	75%	64%	76%	64%	76%	79%	*	83%	77%	75%	76%	75%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	30%	34%	23%	37%	39%	28%	34%	*	45%	30%	31%	33%	33%
	National	36%	41%	40%	34%	36%	39%	36%	40%	34%	44%	36%	33%	31%	38%
Q58. Overall the administration of care was good or very good	Alliance	*	91%	88%	87%	93%	83%	89%	89%	*	93%	89%	88%	91%	90%
	National	85%	90%	88%	87%	91%	90%	90%	88%	88%	90%	86%	85%	87%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	Alliance	*	74%	75%	70%	70%	68%	70%	80%	*	77%	71%	73%	75%	73%
	National	58%	68%	73%	66%	66%	71%	71%	76%	68%	73%	66%	75%	64%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	Alliance	*	26%	32%	27%	38%	26%	50%	32%	*	29%	37%	25%	32%	32%
	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	8.6	9.0	8.5	8.8	8.8	*	9.1	8.7	8.7	8.8	8.9
	National	8.6	8.9	8.8	8.7	8.9	8.8	8.8	8.8	8.8	8.9	8.7	8.7	8.7	8.8

Year on Year Charts

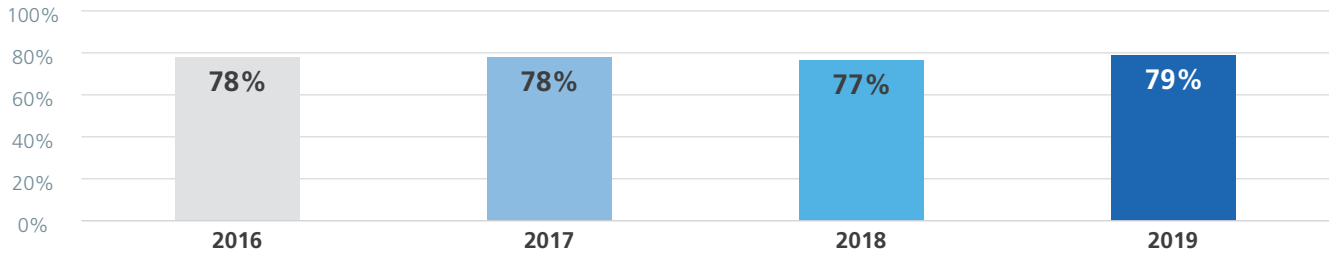
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

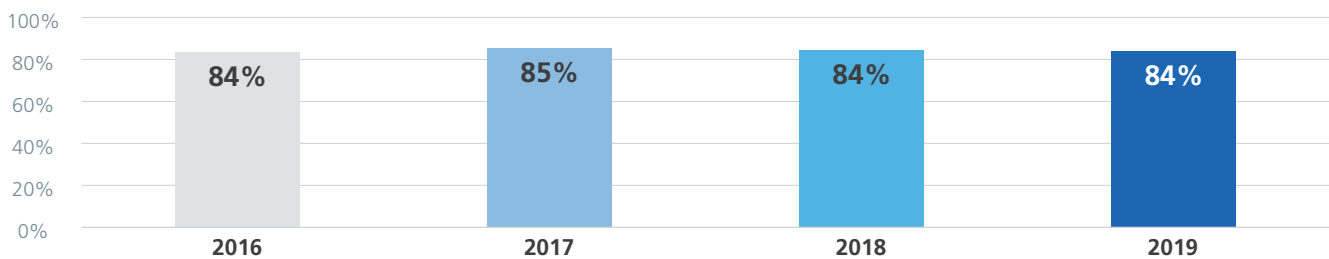
The scores are unadjusted and based on England scores only.

SEEING YOUR GP

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



Q2. Patient thought they were seen as soon as necessary

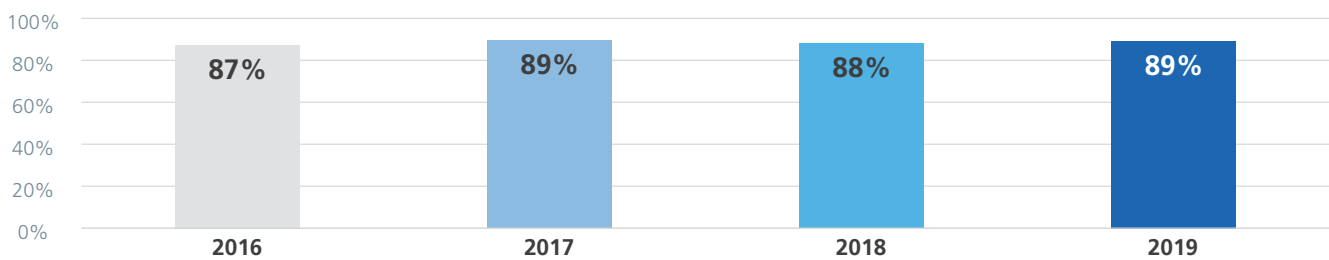


DIAGNOSTIC TESTS

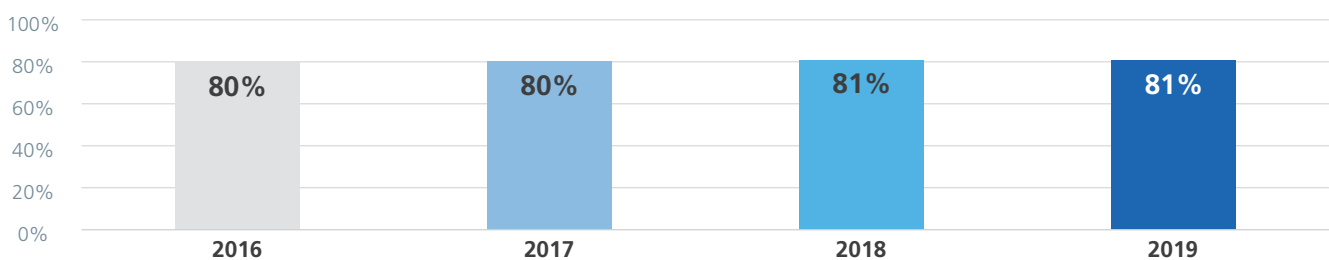
Q5. Received all the information needed about the test



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



Q7. Test results explained in completely understandable way



Year on Year Charts

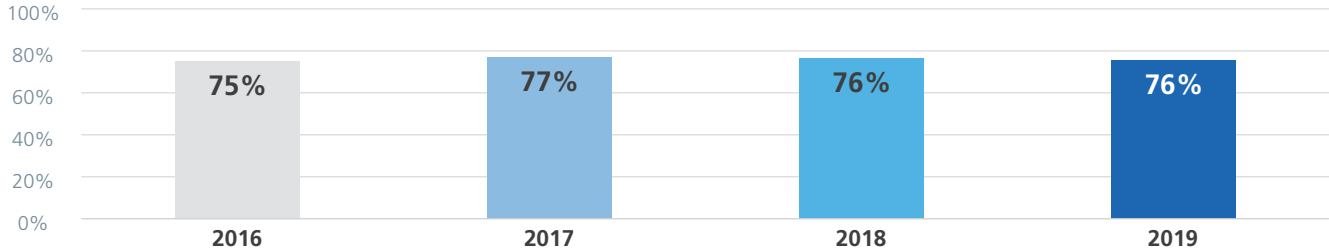
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

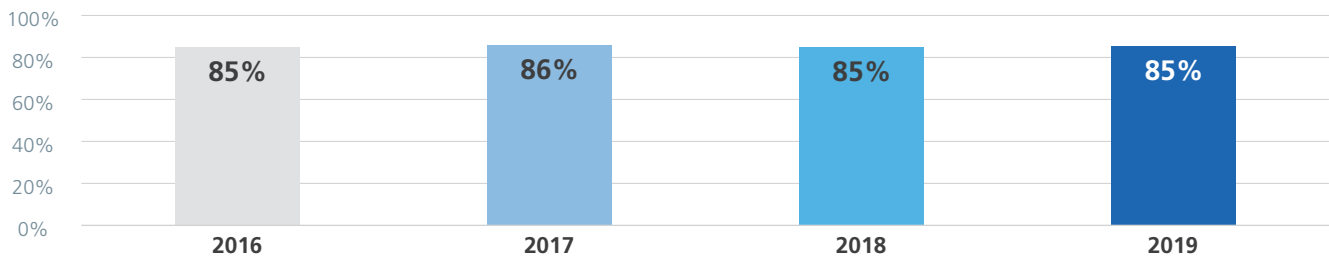
The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

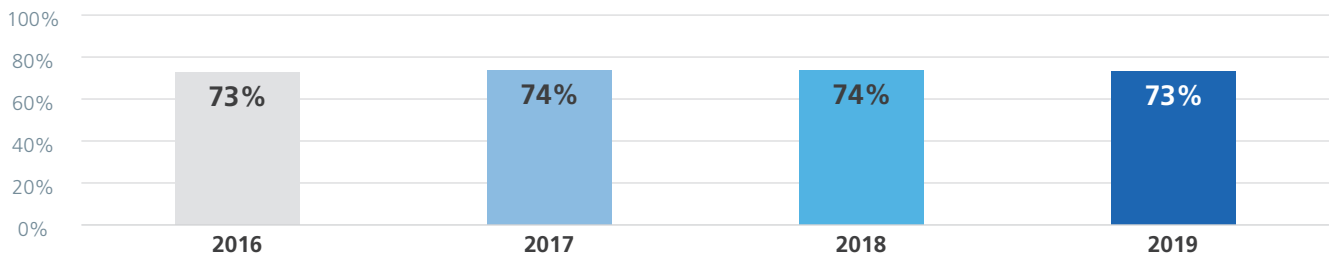
Q10. Patient told they could bring a family member or friend when first told they had cancer



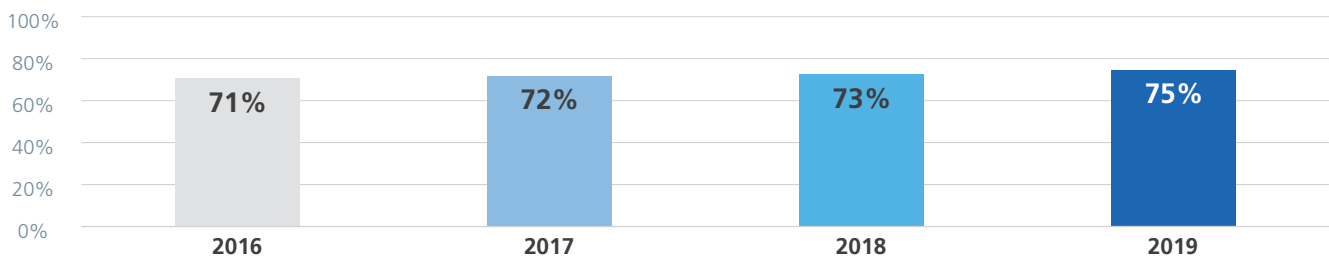
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

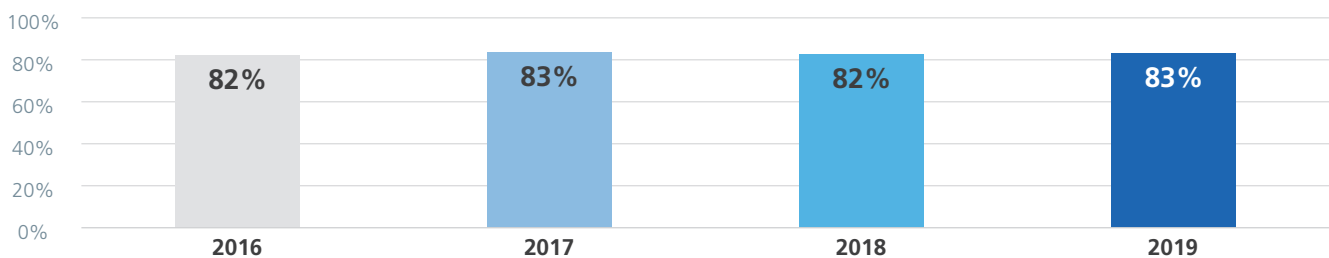


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



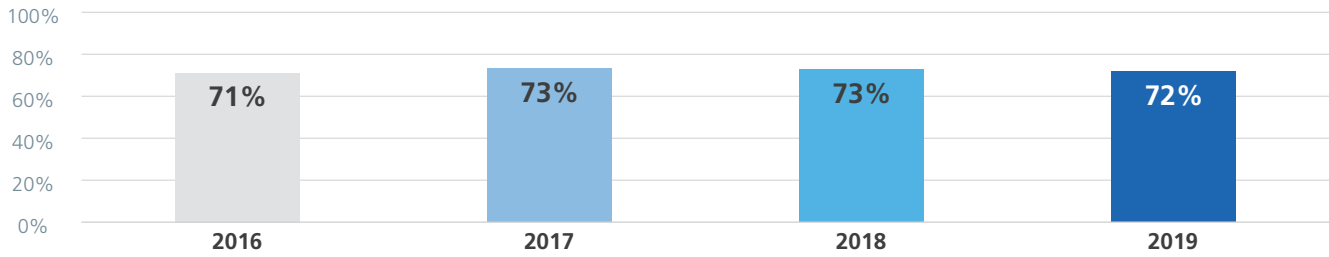
Year on Year Charts

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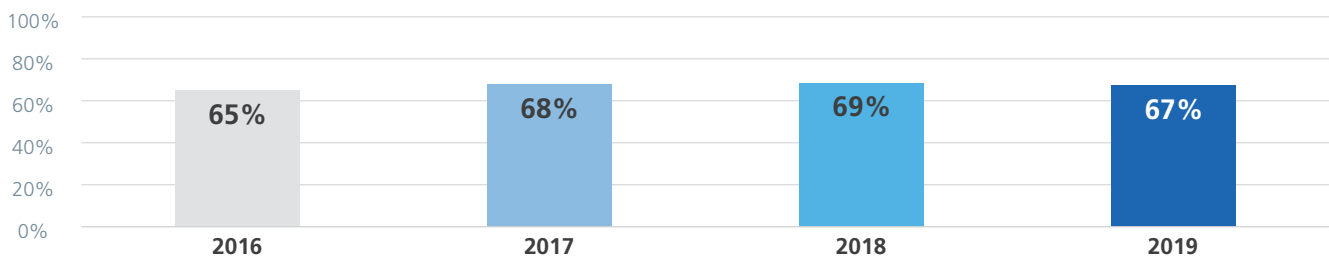
** No score available for these years.

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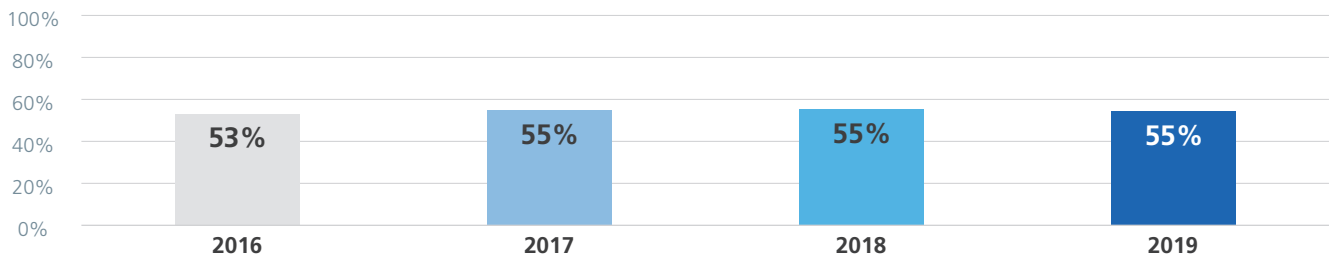
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

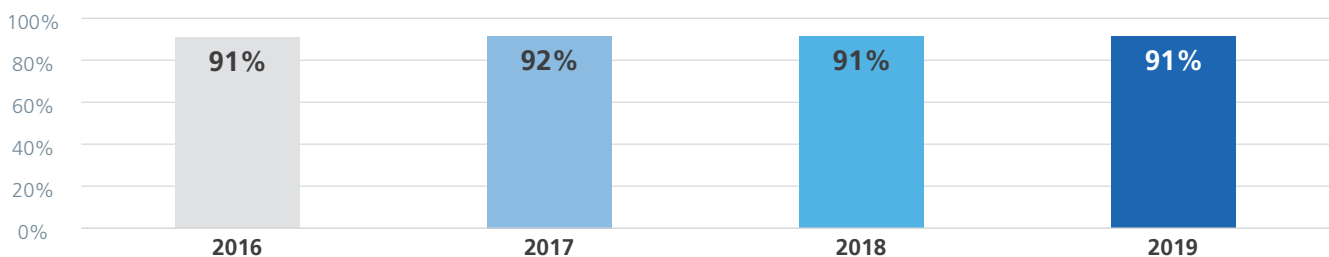


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

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

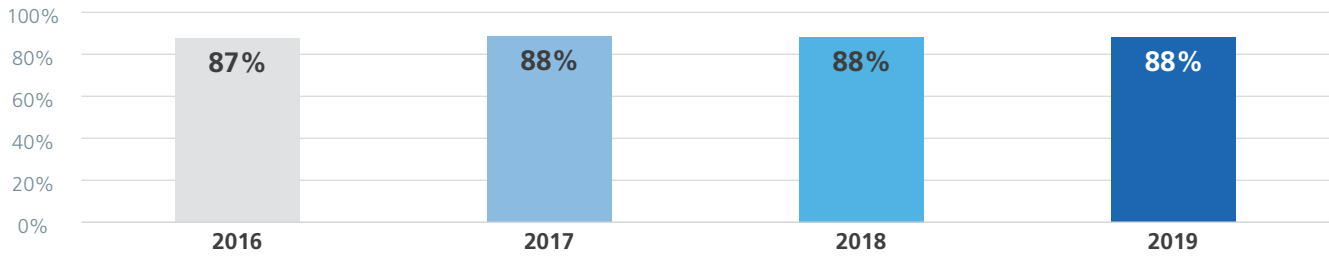


Year on Year Charts

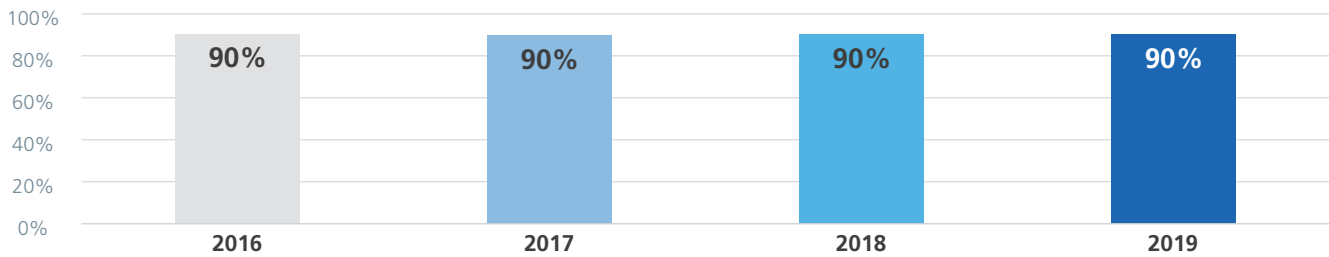
* Indicates where a score has been suppressed because there are less than 21 responses. ** No score available for these years.

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

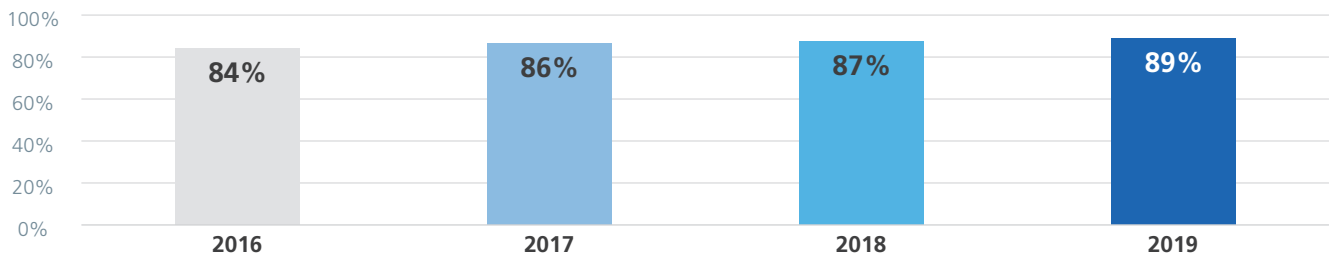


Q21. Patient got understandable answers to important questions all or most of the time

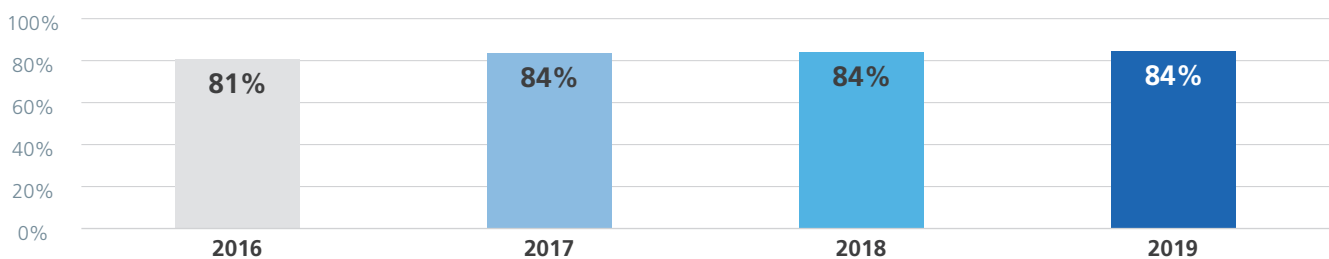


SUPPORT FOR PEOPLE WITH CANCER

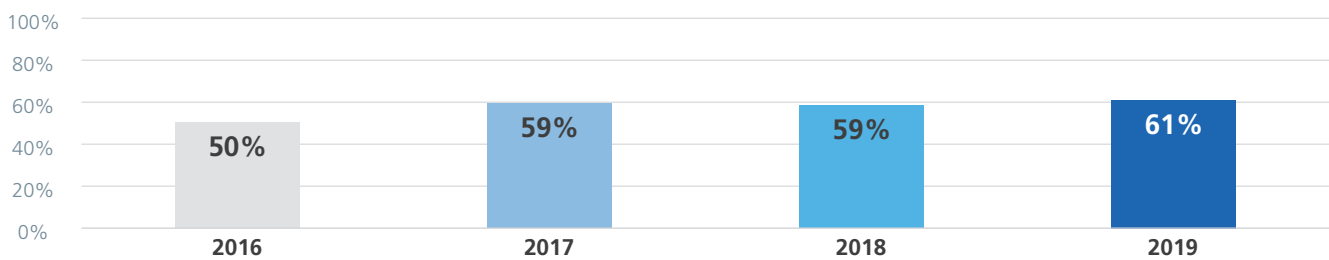
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



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



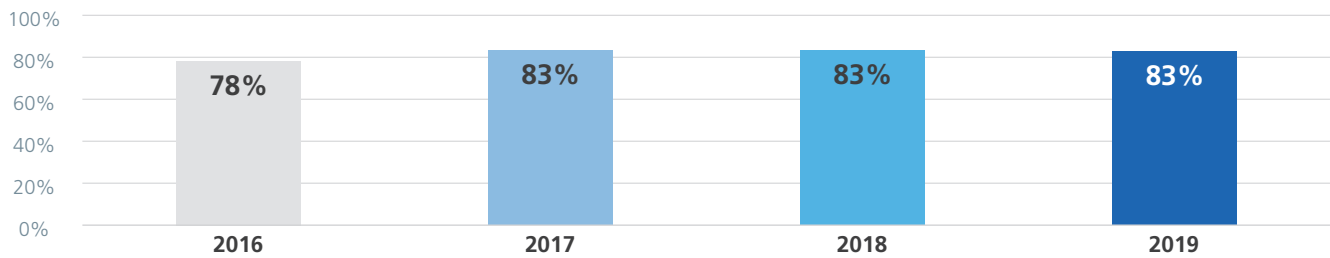
Year on Year Charts

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** No score available for these years.

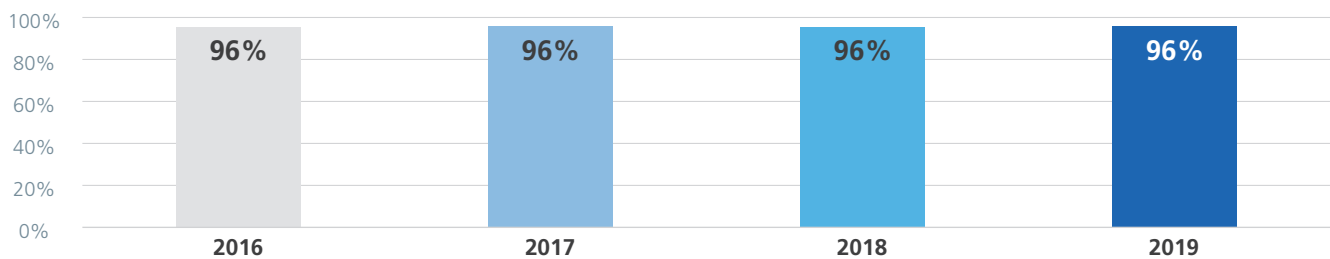
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

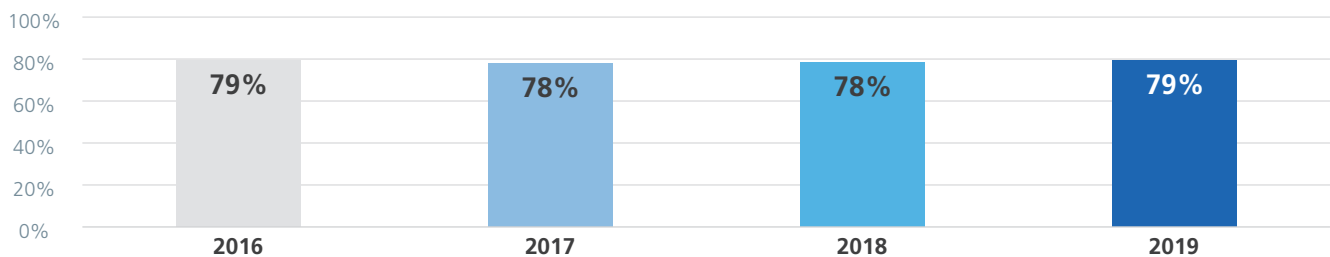


OPERATIONS

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



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



HOSPITAL CARE AS AN INPATIENT

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



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



Year on Year Charts

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



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



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



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



Year on Year Charts

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



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



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



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



Year on Year Charts

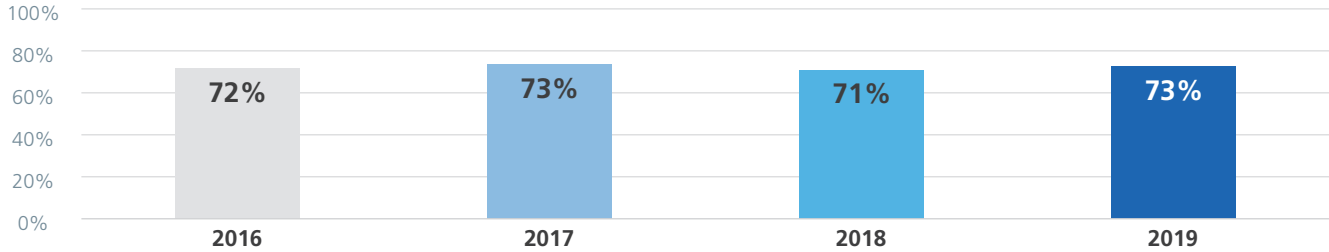
* Indicates where a score has been suppressed because there are less than 21 responses.

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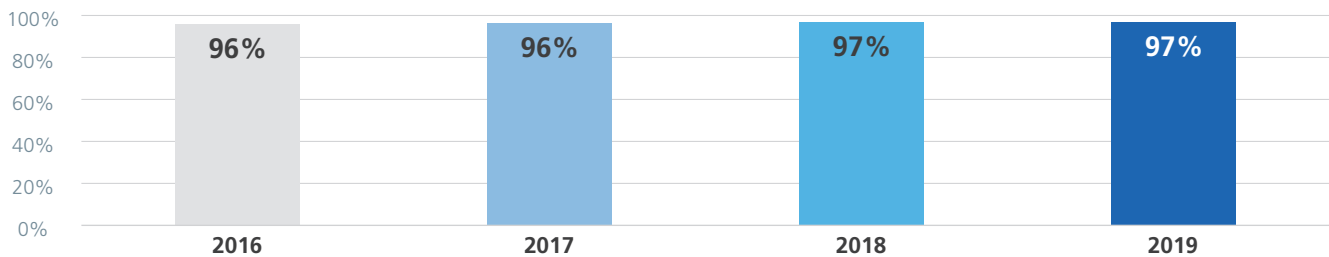
The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

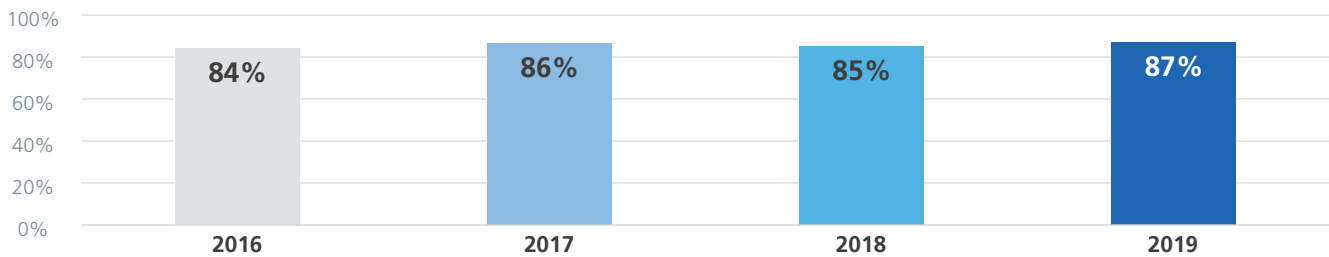
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



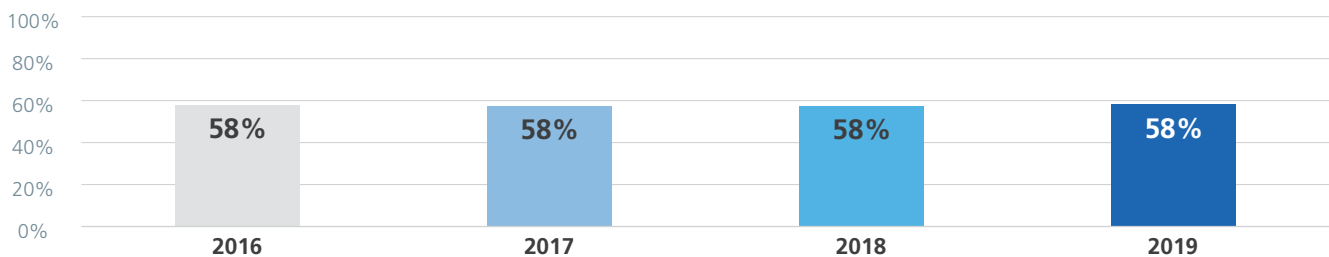
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



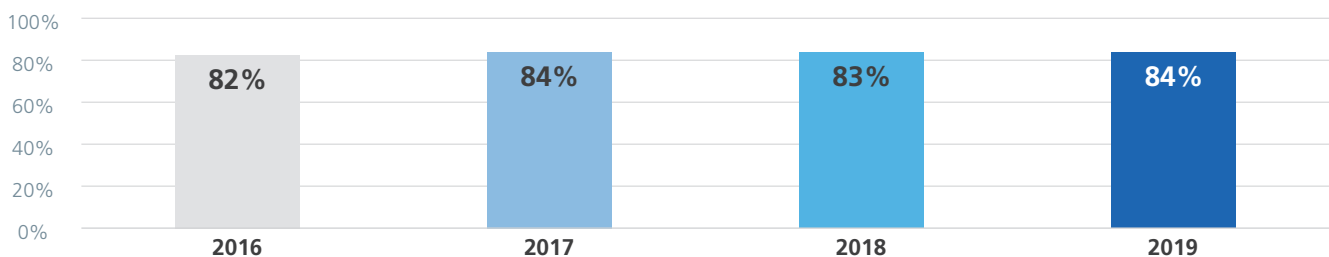
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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



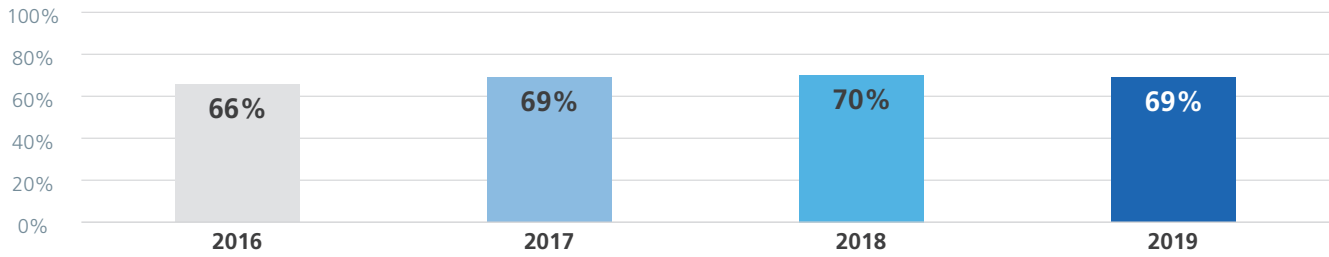
Year on Year Charts

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** No score available for these years.

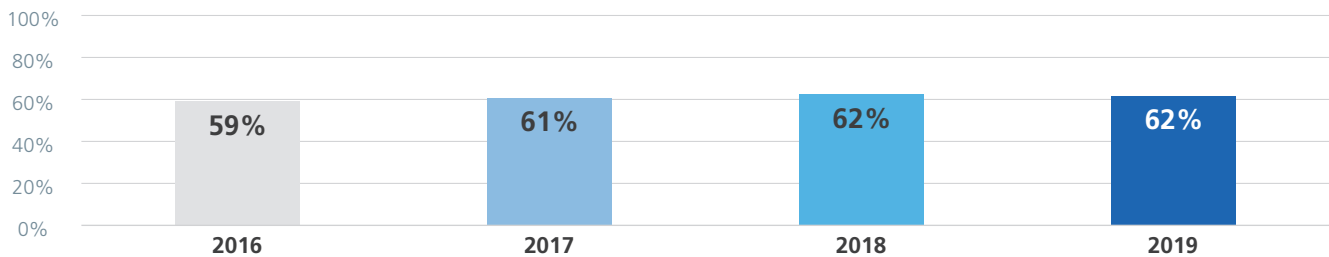
The scores are unadjusted and based on England scores only.

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

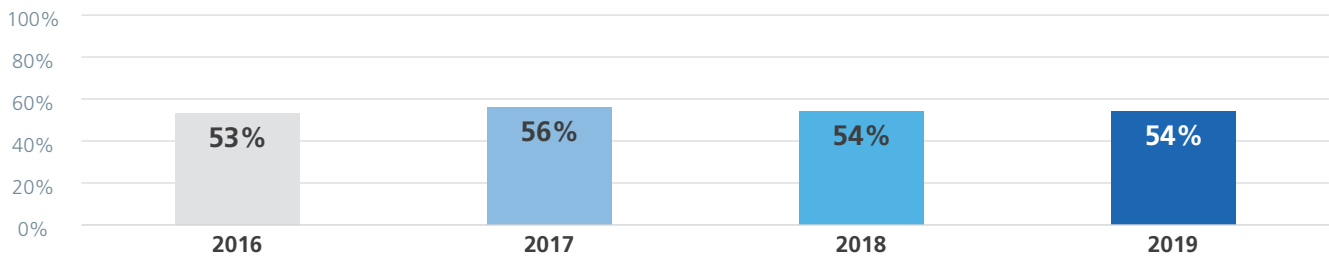


HOME CARE AND SUPPORT

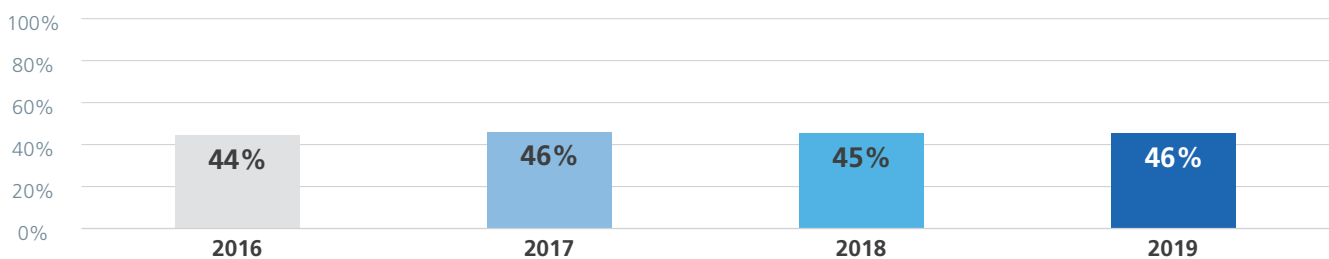
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

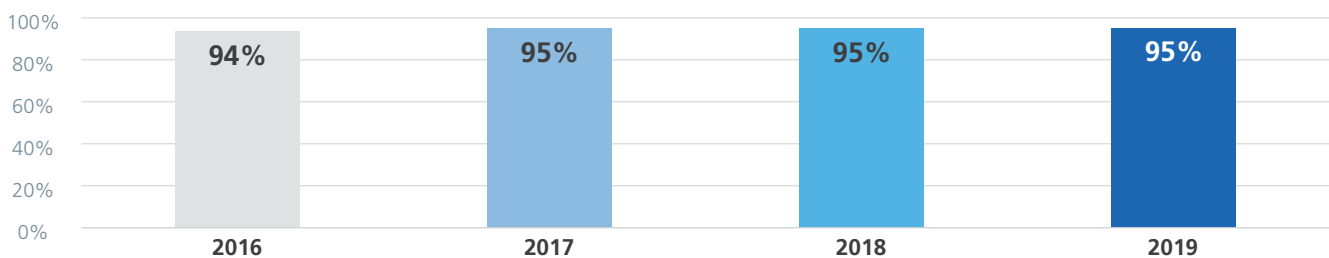


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

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



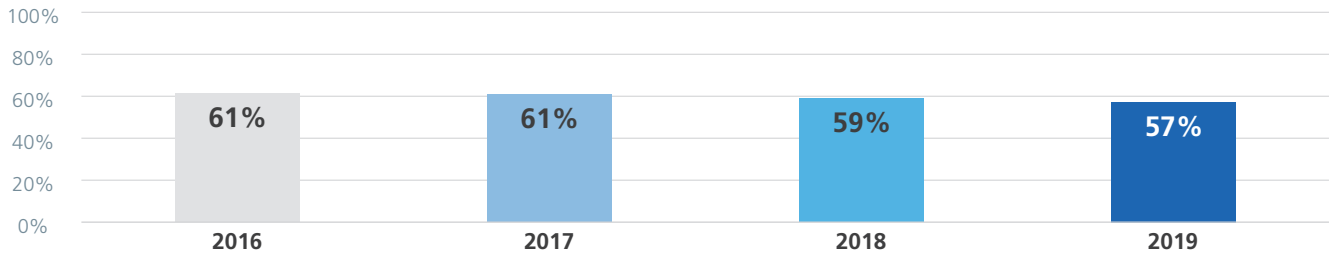
Year on Year Charts

* 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

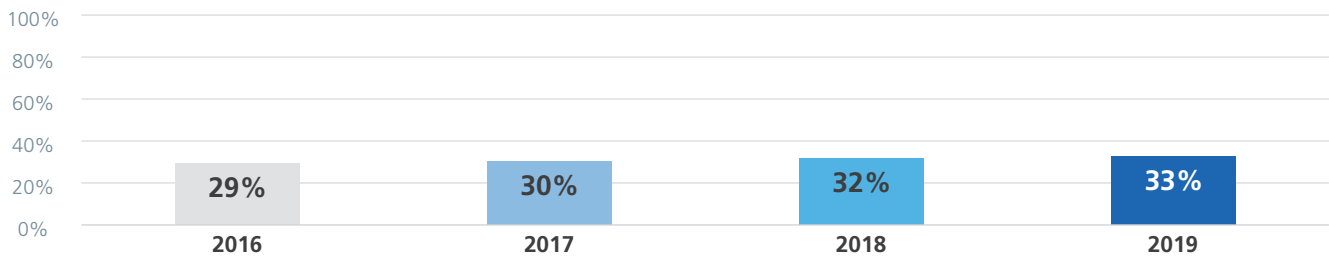


YOUR OVERALL NHS CARE

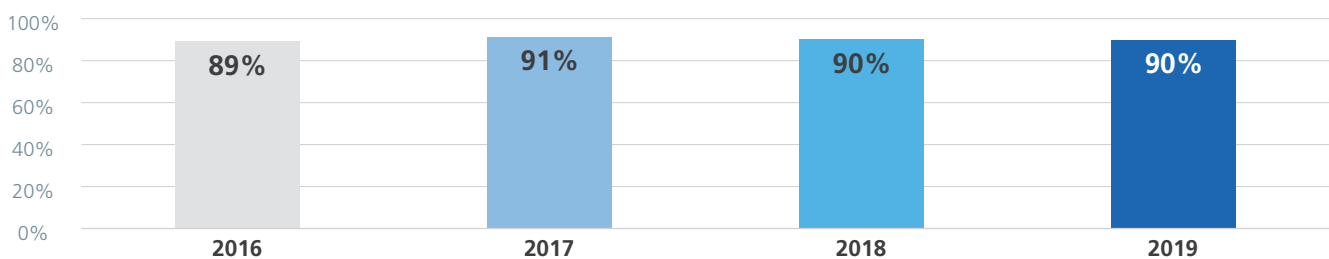
Q56. Different people treating and caring for patient always work well together to give best possible care



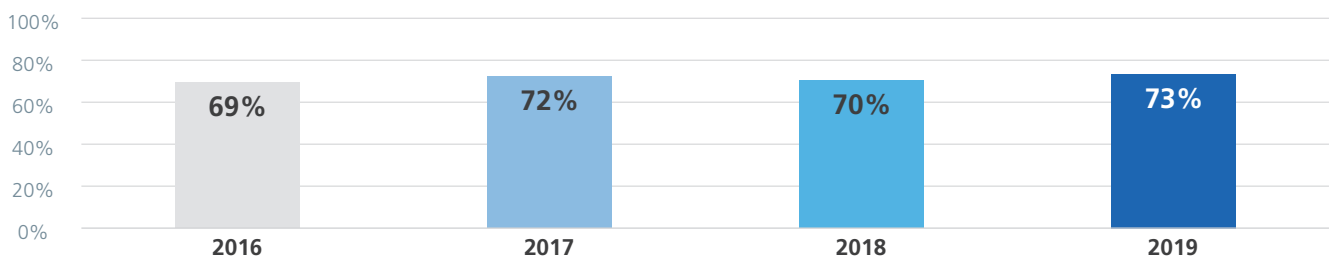
Q57. Patient given a care plan



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



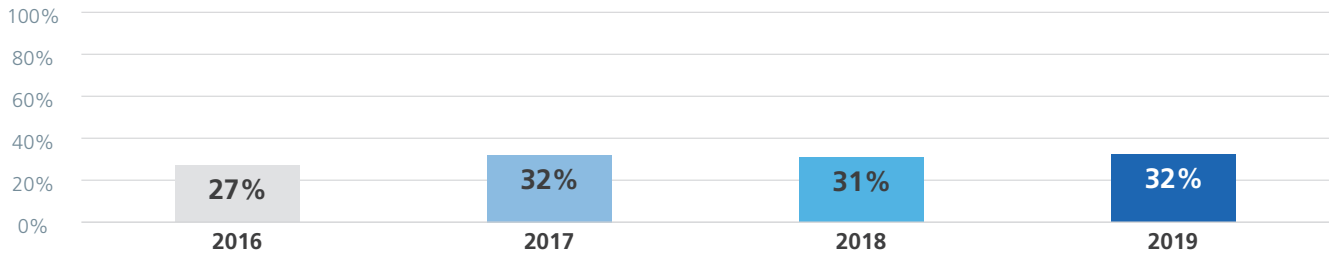
Year on Year Charts

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

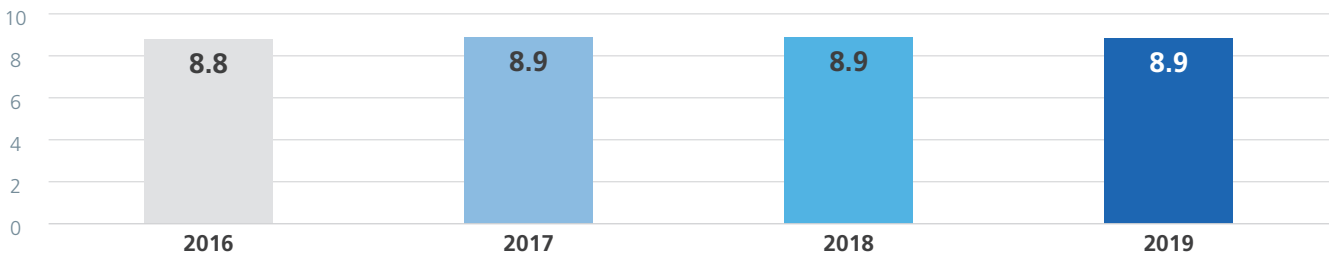
** No score available for these years.

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	
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	35	17
RD3	Poole Hospital NHS Foundation Trust	40	12
RN5	Hampshire Hospitals NHS Foundation trust	4	39
RHM	University Hospital Southampton NHS Foundation Trust	50	2
RBD	Dorset County Hospital NHS Foundation Trust	3	48
RHU	Portsmouth Hospitals NHS Trust	4	46
R1F	Isle of Wight NHS Trust	7	45

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
E56000016	Wessex	3,798	8.8
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	500	9.0
RD3	Poole Hospital NHS Foundation Trust	549	8.9
RN5	Hampshire Hospitals NHS Foundation trust	700	8.9
RBD	Dorset County Hospital NHS Foundation Trust	296	8.9
RHU	Portsmouth Hospitals NHS Trust	832	8.8
RHM	University Hospital Southampton NHS Foundation Trust	686	8.8
R1F	Isle of Wight NHS Trust	199	8.6
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment			
Code	Name	Base	Score
All	National	65,989	81%
E56000016	Wessex	3,841	82%
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	495	83%
RN5	Hampshire Hospitals NHS Foundation trust	705	83%
RHM	University Hospital Southampton NHS Foundation Trust	708	82%
RD3	Poole Hospital NHS Foundation Trust	545	82%
RHU	Portsmouth Hospitals NHS Trust	849	81%
RBD	Dorset County Hospital NHS Foundation Trust	304	75%
R1F	Isle of Wight NHS Trust	204	74%

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%
E56000016	Wessex	3,739	91%
RD3	Poole Hospital NHS Foundation Trust	538	95%
RBD	Dorset County Hospital NHS Foundation Trust	305	94%
RHM	University Hospital Southampton NHS Foundation Trust	692	92%
R1F	Isle of Wight NHS Trust	199	92%
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	473	91%
RHU	Portsmouth Hospitals NHS Trust	826	90%
RN5	Hampshire Hospitals NHS Foundation trust	681	89%

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

Code	Name	Base	Score
All	National	52,999	85%
E56000016	Wessex	3,064	88%
RD3	Poole Hospital NHS Foundation Trust	475	91%
RHU	Portsmouth Hospitals NHS Trust	642	89%
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	377	88%
RN5	Hampshire Hospitals NHS Foundation trust	553	88%
RBD	Dorset County Hospital NHS Foundation Trust	257	87%
RHM	University Hospital Southampton NHS Foundation Trust	590	86%
R1F	Isle of Wight NHS Trust	167	79%

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%
E56000016	Wessex	1,939	88%
RN5	Hampshire Hospitals NHS Foundation trust	344	92%
RD3	Poole Hospital NHS Foundation Trust	288	90%
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	253	89%
RHU	Portsmouth Hospitals NHS Trust	389	88%
R1F	Isle of Wight NHS Trust	92	87%
RBD	Dorset County Hospital NHS Foundation Trust	140	86%
RHM	University Hospital Southampton NHS Foundation Trust	438	85%

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%
E56000016	Wessex	1,880	95%
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	246	98%
RHM	University Hospital Southampton NHS Foundation Trust	427	97%
RD3	Poole Hospital NHS Foundation Trust	281	96%
RN5	Hampshire Hospitals NHS Foundation trust	331	95%
RBD	Dorset County Hospital NHS Foundation Trust	136	95%
RHU	Portsmouth Hospitals NHS Trust	374	93%
R1F	Isle of Wight NHS Trust	85	92%

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%
E56000016	Wessex	2,396	57%
RBD	Dorset County Hospital NHS Foundation Trust	216	62%
RD3	Poole Hospital NHS Foundation Trust	342	61%
RN5	Hampshire Hospitals NHS Foundation trust	426	59%
RHM	University Hospital Southampton NHS Foundation Trust	430	59%
R1F	Isle of Wight NHS Trust	146	58%
RDZ	The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	298	55%
RHU	Portsmouth Hospitals NHS Trust	513	53%

CCG Expected Range Summary

CCG		Expected Range Classification	
11J	NHS Dorset CCG	34	18
11A	NHS West Hampshire CCG	1	49
10X	NHS Southampton CCG	1	50
10V	NHS South Eastern Hampshire CCG	3	47
10R	NHS Portsmouth CCG	3	48
10K	NHS Fareham and Gosport CCG	5	45
10L	NHS Isle of Wight CCG	8	44
10J	NHS North Hampshire CCG	12	40

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
E56000016	Wessex	3,798	8.8
11J	NHS Dorset CCG	1,400	8.9
10R	NHS Portsmouth CCG	225	8.9
11A	NHS West Hampshire CCG	801	8.9
10V	NHS South Eastern Hampshire CCG	323	8.8
10K	NHS Fareham and Gosport CCG	273	8.8
10X	NHS Southampton CCG	178	8.7
10J	NHS North Hampshire CCG	352	8.7
10L	NHS Isle of Wight CCG	246	8.6

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

Code	Name	Base	Score
All	National	65,989	81%
E56000016	Wessex	3,841	82%
10K	NHS Fareham and Gosport CCG	273	85%
11A	NHS West Hampshire CCG	811	83%
10R	NHS Portsmouth CCG	230	83%
11J	NHS Dorset CCG	1,400	81%
10J	NHS North Hampshire CCG	359	81%
10V	NHS South Eastern Hampshire CCG	331	80%
10X	NHS Southampton CCG	182	80%
10L	NHS Isle of Wight CCG	255	77%

CCG Dashboard Questions

Q19. Patient given the name of a CNS who would support them through their treatment			
Code	Name	Base	Score
All	National	64,196	92%
E56000016	Wessex	3,739	91%
11J	NHS Dorset CCG	1,369	94%
10L	NHS Isle of Wight CCG	249	92%
10V	NHS South Eastern Hampshire CCG	317	91%
10K	NHS Fareham and Gosport CCG	267	90%
11A	NHS West Hampshire CCG	793	90%
10X	NHS Southampton CCG	178	90%
10J	NHS North Hampshire CCG	341	89%
10R	NHS Portsmouth CCG	225	88%
Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000016	Wessex	3,064	88%
10V	NHS South Eastern Hampshire CCG	249	91%
11J	NHS Dorset CCG	1,159	89%
10X	NHS Southampton CCG	147	89%
10R	NHS Portsmouth CCG	163	88%
10K	NHS Fareham and Gosport CCG	209	88%
10J	NHS North Hampshire CCG	283	87%
11A	NHS West Hampshire CCG	643	86%
10L	NHS Isle of Wight CCG	211	81%

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%
E56000016	Wessex	1,939	88%
10R	NHS Portsmouth CCG	102	91%
10J	NHS North Hampshire CCG	187	90%
11A	NHS West Hampshire CCG	400	89%
10V	NHS South Eastern Hampshire CCG	156	88%
10K	NHS Fareham and Gosport CCG	143	88%
11J	NHS Dorset CCG	716	88%
10L	NHS Isle of Wight CCG	125	87%
10X	NHS Southampton CCG	110	86%
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%
E56000016	Wessex	1,880	95%
10X	NHS Southampton CCG	106	97%
10V	NHS South Eastern Hampshire CCG	149	97%
10R	NHS Portsmouth CCG	102	96%
11J	NHS Dorset CCG	697	96%
11A	NHS West Hampshire CCG	391	96%
10J	NHS North Hampshire CCG	181	95%
10K	NHS Fareham and Gosport CCG	138	92%
10L	NHS Isle of Wight CCG	116	91%

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%
E56000016	Wessex	2,396	57%
11J	NHS Dorset CCG	901	60%
10L	NHS Isle of Wight CCG	175	59%
10X	NHS Southampton CCG	109	58%
11A	NHS West Hampshire CCG	495	57%
10V	NHS South Eastern Hampshire CCG	189	55%
10J	NHS North Hampshire CCG	221	53%
10K	NHS Fareham and Gosport CCG	164	52%
10R	NHS Portsmouth CCG	142	51%