

# **National Cancer Patient Experience Survey**

2019 Results

## **West Midlands**

Published June 2020

## Executive Summary

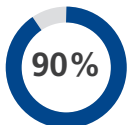
### Cancer Dashboard Questions

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

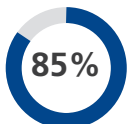
Q61. Patient's average rating of care scored from very poor to very good



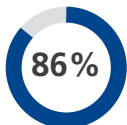
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



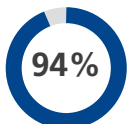
Q19. Patient given the name of a CNS who would support them through their treatment



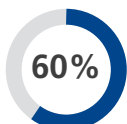
Q20. Patient found it very or quite easy to contact their CNS



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



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



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

### Questions Outside Expected Range

	Case Mix Adjusted Scores			National Score
	2019 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient thought they were seen as soon as necessary	<b>83%</b>	83%	85%	<b>84%</b>
Q6. The length of time waiting for the test to be done was about right	<b>86%</b>	87%	89%	<b>88%</b>
Q19. Patient given the name of a CNS who would support them through their treatment	<b>90%</b>	90%	94%	<b>92%</b>
Q32. Patient's family or someone close definitely felt able to talk to a doctor	<b>70%</b>	70%	74%	<b>72%</b>
Q36. Patient always given enough privacy when discussing condition or treatment	<b>83%</b>	83%	86%	<b>85%</b>
Q38. Hospital staff definitely did everything they could to help control pain	<b>81%</b>	81%	84%	<b>83%</b>

## Introduction

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

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

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

## Methodology

### Eligibility, fieldwork and survey methods

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

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

### Case-mix adjustment

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

### Scoring methodology

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

### Statistical significance

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

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

## Suppression

### Question-level suppression

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

### Double suppression

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

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

## Understanding the results

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

### Expected range charts

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

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

### Comparability tables

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

### Tumour type tables

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

### Year on year charts

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

### Notes on specific questions

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

### Unadjusted data and case-mix adjusted data

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

## Further information

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

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

## Response Rate

### Overall Response Rate

7,052 patients responded out of a total of 11,581 patients, resulting in a response rate of 61%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	12,462	11,581	7,052	61%
National	119,855	111,366	67,858	61%

### Respondents by Survey Type

	Number of Respondents
Online	582
Paper	6,470
Phone	0
Translation Service	0

### Respondents by Tumour Group

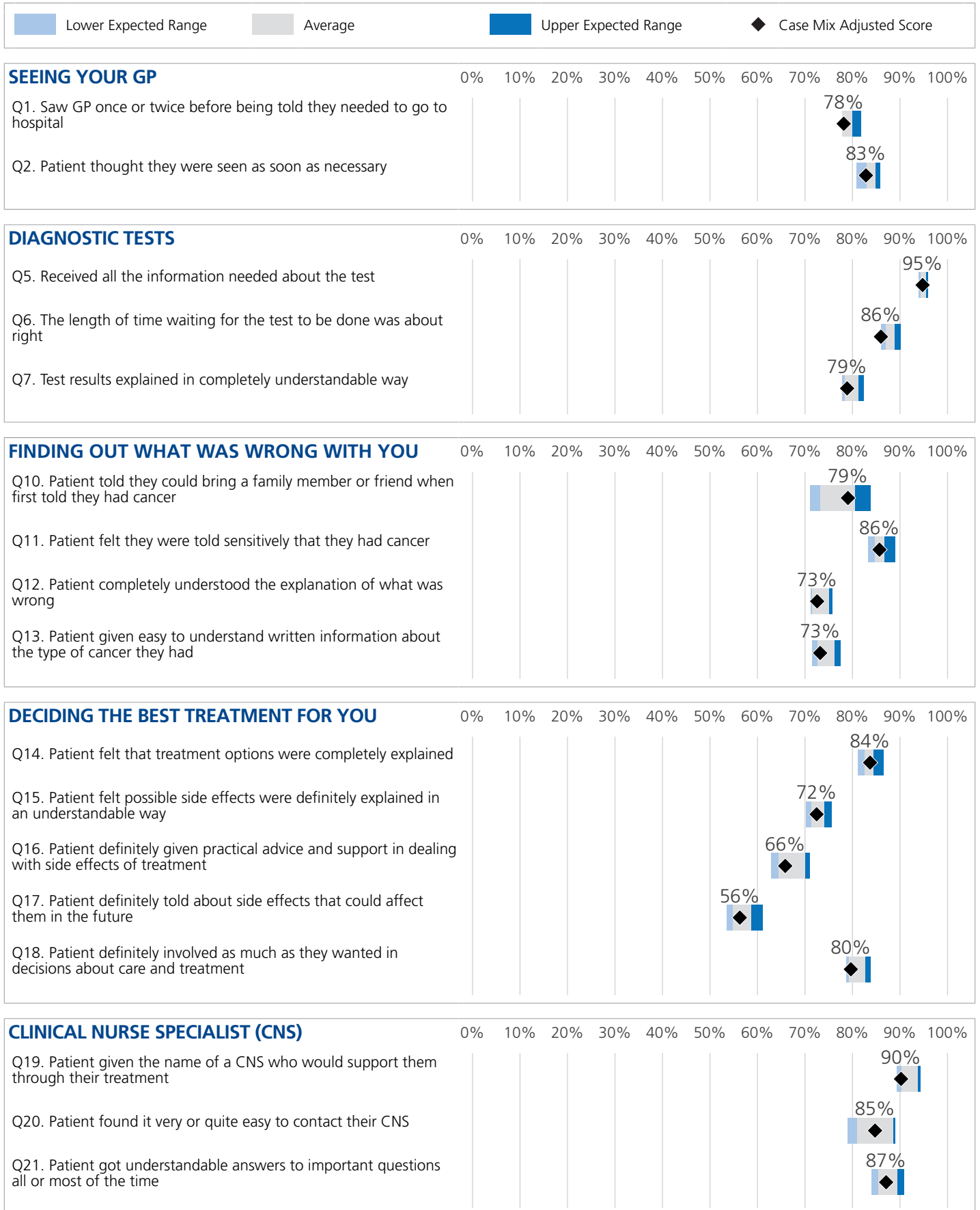
	Number of Respondents
Brain / CNS	24
Breast	1,496
Colorectal / LGT	962
Gynaecological	371
Haematological	1,054
Head and Neck	185
Lung	383
Prostate	785
Sarcoma	48
Skin	198
Upper Gastro	313
Urological	566
Other	667

### Respondents by Age and Gender

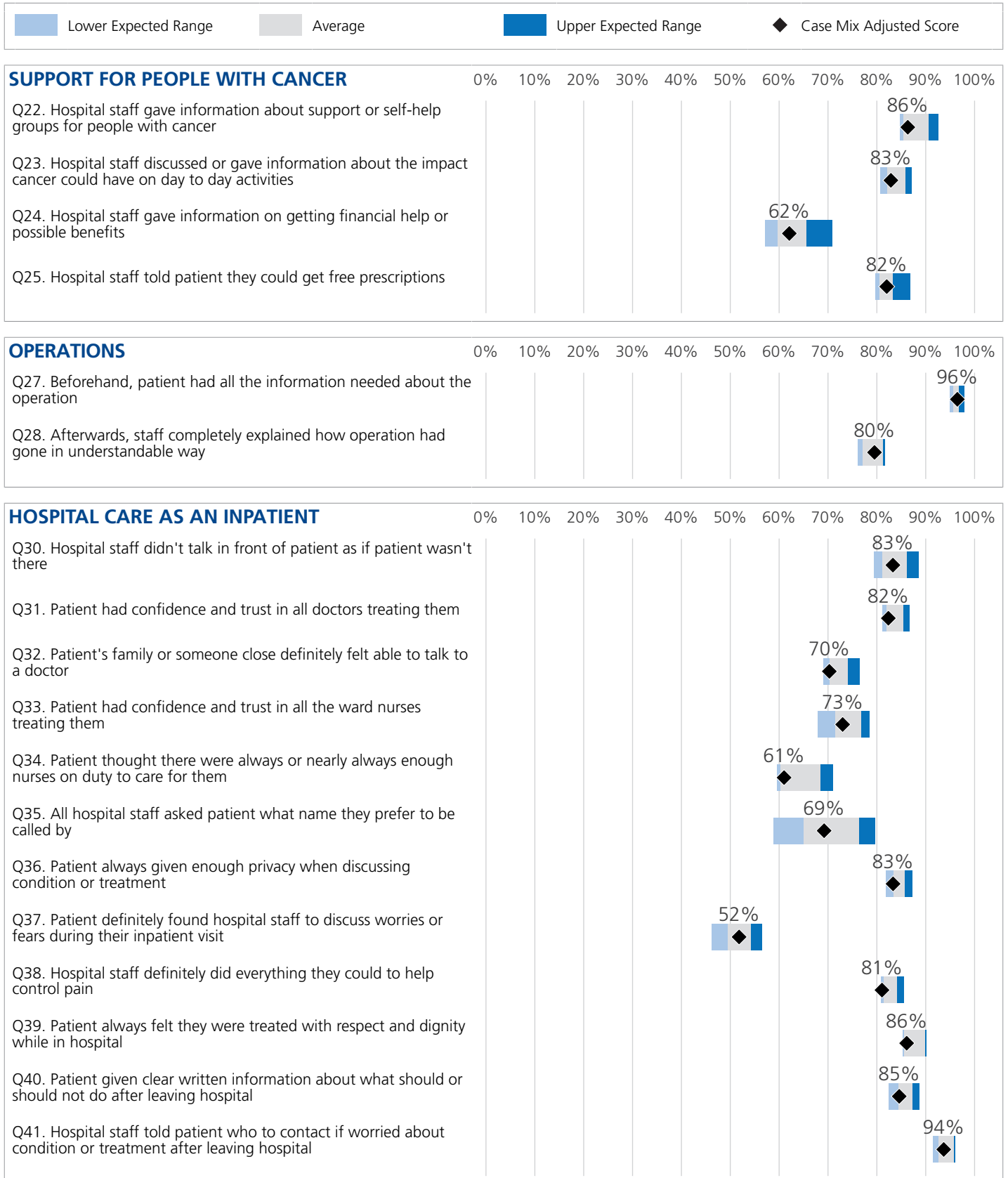
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	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	20	41	168	592	1,325	1,030	179	3,361
Female	8	36	129	455	901	1,226	777	159	3,691
Total	14	56	170	623	1,493	2,551	1,807	338	7,052

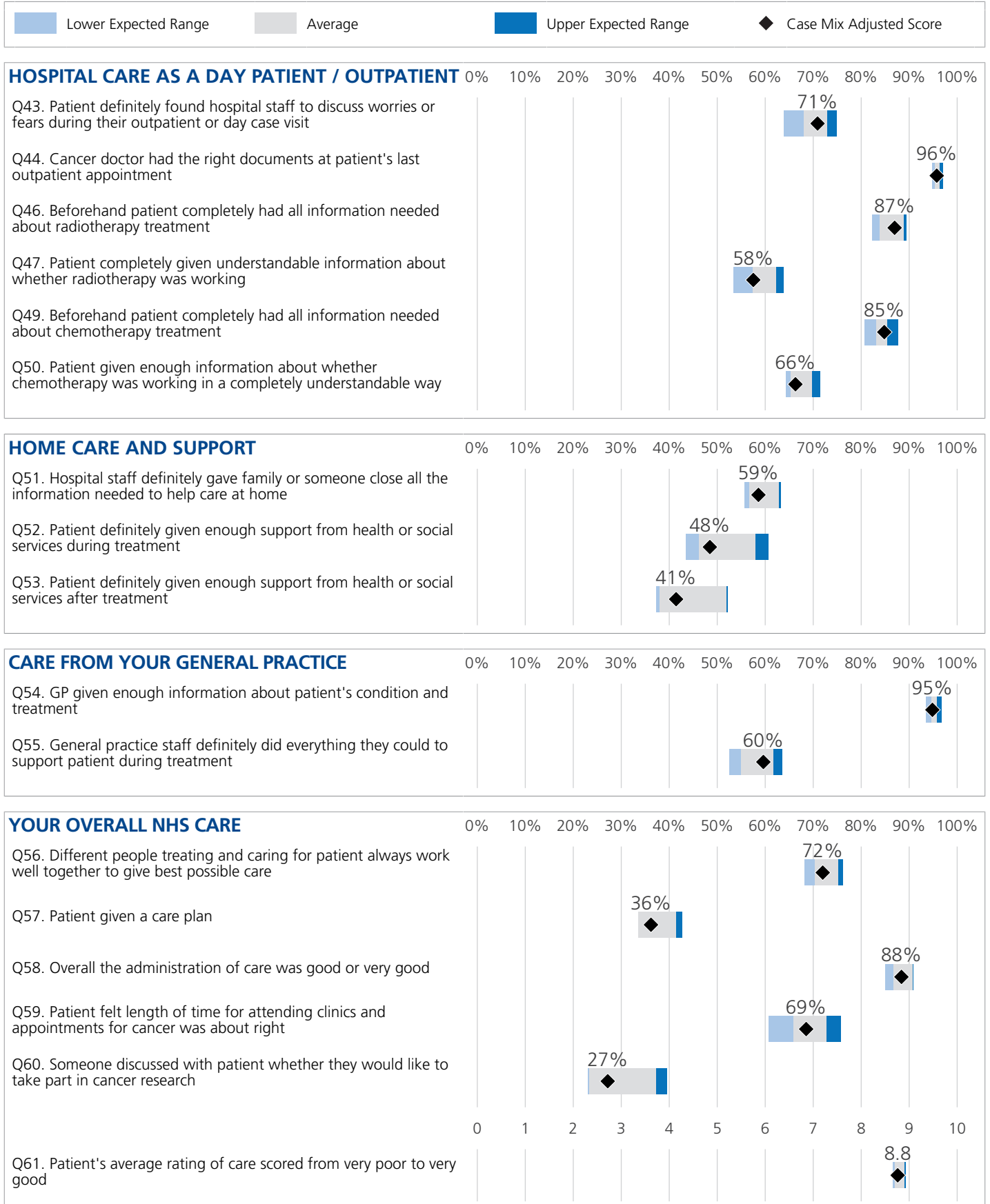
## Expected Range Charts



## 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).

<span style="background-color: #d9e1f2; border: 1px solid #000; display: inline-block; width: 15px; height: 10px;"></span> Adjusted Score below Lower Expected Range
<span style="background-color: #e6e6e6; border: 1px solid #000; display: inline-block; width: 15px; height: 10px;"></span> Adjusted Score between Upper and Lower Expected Ranges
<span style="background-color: #0070c0; border: 1px solid #000; display: inline-block; width: 15px; height: 10px;"></span> Adjusted Score above Upper Expected Range

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
<b>SEEING YOUR GP</b>										
Q1. Saw GP once or twice before being told they needed to go to hospital	5835	<b>77%</b>	5094	<b>78%</b>			<b>78%</b>	78%	80%	<b>79%</b>
Q2. Patient thought they were seen as soon as necessary	7896	<b>83%</b>	6873	<b>83%</b>			<b>83%</b>	83%	85%	<b>84%</b>
<b>DIAGNOSTIC TESTS</b>										
Q5. Received all the information needed about the test	**	**	5799	<b>95%</b>			<b>95%</b>	94%	96%	<b>95%</b>
Q6. The length of time waiting for the test to be done was about right	6931	<b>86%</b>	5940	<b>86%</b>			<b>86%</b>	87%	89%	<b>88%</b>
Q7. Test results explained in completely understandable way	6967	<b>78%</b>	5936	<b>79%</b>			<b>79%</b>	78%	81%	<b>80%</b>
<b>FINDING OUT WHAT WAS WRONG WITH YOU</b>										
Q10. Patient told they could bring a family member or friend when first told they had cancer	7417	<b>81%</b>	6456	<b>80%</b>			<b>79%</b>	73%	81%	<b>77%</b>
Q11. Patient felt they were told sensitively that they had cancer	7938	<b>85%</b>	6951	<b>86%</b>			<b>86%</b>	85%	87%	<b>86%</b>
Q12. Patient completely understood the explanation of what was wrong	8016	<b>73%</b>	6970	<b>73%</b>			<b>73%</b>	72%	75%	<b>73%</b>
Q13. Patient given easy to understand written information about the type of cancer they had	7052	<b>74%</b>	6092	<b>73%</b>			<b>73%</b>	73%	76%	<b>74%</b>
<b>DECIDING THE BEST TREATMENT FOR YOU</b>										
Q14. Patient felt that treatment options were completely explained	7053	<b>82%</b>	6189	<b>84%</b>			<b>84%</b>	83%	84%	<b>83%</b>
Q15. Patient felt possible side effects were definitely explained in an understandable way	7711	<b>73%</b>	6638	<b>73%</b>			<b>72%</b>	71%	74%	<b>73%</b>
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	7636	<b>66%</b>	6610	<b>66%</b>			<b>66%</b>	64%	70%	<b>67%</b>
Q17. Patient definitely told about side effects that could affect them in the future	7253	<b>56%</b>	6314	<b>57%</b>			<b>56%</b>	55%	59%	<b>57%</b>
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	6838	<b>80%</b>			<b>80%</b>	79%	83%	<b>81%</b>
<b>CLINICAL NURSE SPECIALIST (CNS)</b>										
Q19. Patient given the name of a CNS who would support them through their treatment	7679	<b>90%</b>	6624	<b>90%</b>			<b>90%</b>	90%	94%	<b>92%</b>
Q20. Patient found it very or quite easy to contact their CNS	6019	<b>85%</b>	5282	<b>85%</b>		▼	<b>85%</b>	81%	89%	<b>85%</b>
Q21. Patient got understandable answers to important questions all or most of the time	5798	<b>87%</b>	5101	<b>87%</b>			<b>87%</b>	85%	89%	<b>87%</b>

## Comparability Tables

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

\*\* No score available for 2018.

▲ or ▼

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

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

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
<b>SUPPORT FOR PEOPLE WITH CANCER</b>										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	6082	<b>85%</b>	5368	<b>86%</b>		▲	<b>86%</b>	85%	91%	<b>88%</b>
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	5337	<b>82%</b>	4643	<b>83%</b>			<b>83%</b>	82%	86%	<b>84%</b>
Q24. Hospital staff gave information on getting financial help or possible benefits	4293	<b>60%</b>	3736	<b>62%</b>		▲	<b>62%</b>	60%	66%	<b>63%</b>
Q25. Hospital staff told patient they could get free prescriptions	3581	<b>83%</b>	3141	<b>82%</b>			<b>82%</b>	81%	83%	<b>82%</b>
<b>OPERATIONS</b>										
Q27. Beforehand, patient had all the information needed about the operation	4277	<b>96%</b>	3500	<b>96%</b>			<b>96%</b>	96%	97%	<b>96%</b>
Q28. Afterwards, staff completely explained how operation had gone in understandable way	4264	<b>78%</b>	3511	<b>80%</b>			<b>80%</b>	77%	81%	<b>79%</b>
<b>HOSPITAL CARE AS AN INPATIENT</b>										
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	**	**	3442	<b>83%</b>			<b>83%</b>	81%	86%	<b>84%</b>
Q31. Patient had confidence and trust in all doctors treating them	**	**	3461	<b>83%</b>			<b>82%</b>	82%	85%	<b>84%</b>
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	2951	<b>71%</b>			<b>70%</b>	70%	74%	<b>72%</b>
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	3468	<b>73%</b>			<b>73%</b>	71%	77%	<b>74%</b>
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	3455	<b>61%</b>			<b>61%</b>	60%	69%	<b>64%</b>
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	3437	<b>70%</b>			<b>69%</b>	65%	76%	<b>71%</b>
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	3465	<b>84%</b>			<b>83%</b>	83%	86%	<b>85%</b>
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	2553	<b>52%</b>			<b>52%</b>	49%	54%	<b>52%</b>
Q38. Hospital staff definitely did everything they could to help control pain	**	**	3025	<b>81%</b>			<b>81%</b>	81%	84%	<b>83%</b>
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	3470	<b>86%</b>			<b>86%</b>	86%	90%	<b>88%</b>
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	3230	<b>85%</b>			<b>85%</b>	85%	87%	<b>86%</b>
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	3331	<b>94%</b>			<b>94%</b>	93%	96%	<b>94%</b>

## Comparability Tables

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

\*\* No score available for 2018.

▲ or ▼

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

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

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
<b>HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT</b>										
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	6007	<b>71%</b>	5135	<b>71%</b>			<b>71%</b>	68%	73%	<b>71%</b>
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	7069	<b>96%</b>	6047	<b>96%</b>			<b>96%</b>	95%	96%	<b>96%</b>
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	2028	<b>86%</b>	1767	<b>87%</b>			<b>87%</b>	84%	89%	<b>86%</b>
Q47. Patient completely given understandable information about whether radiotherapy was working	1666	<b>56%</b>	1510	<b>58%</b>			<b>58%</b>	57%	62%	<b>60%</b>
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	4225	<b>85%</b>	3582	<b>85%</b>			<b>85%</b>	83%	86%	<b>84%</b>
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	3828	<b>66%</b>	3267	<b>66%</b>			<b>66%</b>	65%	70%	<b>68%</b>
<b>HOME CARE AND SUPPORT</b>										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	6564	<b>61%</b>	5688	<b>59%</b>			<b>59%</b>	57%	63%	<b>60%</b>
Q52. Patient definitely given enough support from health or social services during treatment	3879	<b>52%</b>	3461	<b>49%</b>	▼	▼	<b>48%</b>	46%	58%	<b>52%</b>
Q53. Patient definitely given enough support from health or social services after treatment	2164	<b>43%</b>	2000	<b>42%</b>			<b>41%</b>	38%	52%	<b>45%</b>
<b>CARE FROM YOUR GENERAL PRACTICE</b>										
Q54. GP given enough information about patient's condition and treatment	6272	<b>94%</b>	5511	<b>95%</b>			<b>95%</b>	95%	96%	<b>95%</b>
Q55. General practice staff definitely did everything they could to support patient during treatment	5330	<b>60%</b>	4595	<b>60%</b>			<b>60%</b>	55%	62%	<b>58%</b>
<b>YOUR OVERALL NHS CARE</b>										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	6642	<b>72%</b>			<b>72%</b>	70%	75%	<b>73%</b>
Q57. Patient given a care plan	6072	<b>37%</b>	5254	<b>37%</b>			<b>36%</b>	34%	42%	<b>38%</b>
Q58. Overall the administration of care was good or very good	7932	<b>88%</b>	6904	<b>88%</b>		▼	<b>88%</b>	87%	91%	<b>89%</b>
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	7866	<b>68%</b>	6838	<b>69%</b>		▲	<b>69%</b>	66%	73%	<b>69%</b>
Q60. Someone discussed with patient whether they would like to take part in cancer research	7539	<b>31%</b>	6490	<b>27%</b>	▼		<b>27%</b>	23%	37%	<b>30%</b>
Q61. Patient's average rating of care scored from very poor to very good	7799	<b>8.8</b>	6753	<b>8.8</b>			<b>8.8</b>	8.7	8.9	<b>8.8</b>

## Tumour Type Tables

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

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

### SEEING YOUR GP

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q1. Saw GP once or twice before being told they needed to go to hospital	Alliance	*	95%	72%	81%	63%	78%	70%	80%	*	95%	78%	86%	71%	78%
	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	83%	87%	82%	85%	81%	80%	83%	82%	70%	86%	85%	85%	78%	83%
	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%	93%	94%	93%	93%	93%	*	98%	95%	96%	94%	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%	88%	88%	88%	86%	85%	83%	*	87%	83%	83%	80%	86%
	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%	75%	77%	80%	76%	78%	*	86%	74%	81%	73%	79%
	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	73%	85%	84%	77%	74%	76%	78%	80%	67%	75%	83%	77%	76%	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	67%	89%	89%	84%	87%	86%	81%	81%	81%	89%	87%	86%	83%	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	74%	77%	77%	72%	60%	77%	75%	77%	58%	78%	73%	78%	67%	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	43%	77%	74%	70%	78%	66%	64%	79%	62%	82%	67%	76%	58%	73%
	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	*	85%	87%	87%	83%	87%	83%	81%	*	92%	83%	85%	77%	84%
	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	65%	72%	78%	81%	68%	74%	73%	74%	69%	79%	71%	72%	68%	73%
	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	43%	69%	69%	69%	65%	68%	64%	61%	71%	74%	67%	63%	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	62%	56%	60%	57%	53%	62%	52%	64%	52%	65%	53%	59%	49%	57%
	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	76%	80%	82%	81%	79%	84%	81%	81%	72%	87%	80%	79%	74%	80%
	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	86%	94%	88%	94%	92%	90%	91%	90%	96%	90%	93%	83%	82%	90%
	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	*	86%	88%	86%	86%	86%	84%	78%	*	89%	87%	82%	82%	85%
	National	86%	84%	88%	85%	87%	86%	86%	80%	86%	90%	85%	83%	83%	85%
Q21. Patient got understandable answers to important questions all or most of the time	Alliance	*	87%	88%	88%	90%	87%	85%	85%	*	92%	83%	87%	85%	87%
	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%	88%	88%	83%	84%	87%	84%	*	92%	90%	75%	78%	86%
	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%	86%	82%	83%	82%	80%	83%	*	91%	83%	77%	75%	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	*	71%	60%	61%	61%	70%	71%	46%	*	63%	65%	39%	59%	62%
	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	*	85%	84%	76%	86%	87%	83%	79%	*	63%	83%	69%	82%	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	*	98%	97%	96%	89%	97%	96%	94%	*	97%	97%	97%	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	*	81%	84%	82%	73%	80%	72%	77%	*	85%	81%	74%	78%	80%
	National	76%	79%	83%	79%	78%	79%	79%	78%	80%	82%	79%	76%	77%	79%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	Alliance	*	87%	81%	85%	85%	77%	78%	88%	*	84%	81%	83%	79%	83%
	National	81%	86%	81%	83%	84%	83%	81%	88%	86%	86%	81%	83%	82%	84%
Q31. Patient had confidence and trust in all doctors treating them	Alliance	*	84%	85%	84%	81%	83%	81%	90%	*	79%	75%	84%	71%	83%
	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%	73%	75%	68%	74%	72%	72%	*	59%	70%	70%	61%	71%
	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	*	72%	72%	76%	75%	71%	74%	79%	*	53%	68%	80%	65%	73%
	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	*	65%	60%	61%	56%	63%	57%	69%	*	61%	61%	63%	53%	61%
	National	68%	64%	62%	63%	63%	65%	68%	72%	65%	70%	65%	66%	60%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	Alliance	*	60%	73%	61%	71%	72%	77%	68%	*	54%	77%	79%	70%	70%
	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%	86%	82%	84%	84%	78%	87%	*	74%	81%	86%	77%	84%
	National	78%	84%	85%	81%	86%	87%	84%	88%	84%	84%	84%	85%	82%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	Alliance	*	52%	56%	53%	52%	52%	47%	55%	*	44%	52%	52%	45%	52%
	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	*	82%	84%	82%	81%	84%	80%	83%	*	72%	79%	82%	72%	81%
	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	*	86%	87%	87%	86%	83%	83%	91%	*	79%	84%	91%	80%	86%
	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	*	88%	87%	88%	81%	85%	74%	88%	*	89%	81%	86%	79%	85%
	National	80%	89%	86%	86%	83%	87%	82%	91%	85%	90%	82%	87%	83%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	Alliance	*	95%	96%	95%	94%	90%	90%	95%	*	92%	94%	91%	88%	94%
	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	*	70%	74%	73%	73%	66%	72%	75%	*	71%	70%	68%	67%	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	*	97%	97%	97%	97%	95%	94%	95%	*	95%	94%	96%	93%	96%
	National	94%	96%	96%	96%	97%	96%	96%	96%	96%	96%	94%	96%	95%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	Alliance	*	90%	79%	90%	81%	88%	87%	87%	*	*	82%	90%	81%	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	*	57%	57%	69%	54%	58%	57%	61%	*	*	52%	64%	55%	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	*	83%	88%	85%	85%	86%	80%	88%	*	92%	85%	87%	84%	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	*	62%	62%	70%	75%	53%	63%	74%	*	92%	61%	64%	64%	66%
	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	43%	57%	64%	56%	62%	67%	57%	59%	65%	66%	56%	60%	49%	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	*	49%	56%	39%	50%	56%	47%	46%	*	47%	48%	45%	44%	49%
	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	*	36%	52%	33%	38%	53%	44%	46%	*	44%	41%	42%	38%	42%
	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%	94%	96%	95%	93%	94%	95%	*	98%	92%	95%	94%	95%
	National	91%	96%	95%	95%	96%	94%	94%	96%	94%	96%	93%	95%	94%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	Alliance	*	59%	58%	59%	61%	61%	57%	63%	*	69%	61%	60%	57%	60%
	National	55%	58%	59%	56%	56%	59%	56%	64%	56%	65%	59%	59%	55%	58%

## 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
Q56. Different people treating and caring for patient always work well together to give best possible care	Alliance	63%	71%	74%	70%	76%	71%	72%	72%	65%	76%	65%	75%	67%	72%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	41%	39%	32%	37%	43%	34%	31%	*	49%	36%	30%	31%	37%
	National	36%	41%	40%	34%	36%	39%	36%	40%	34%	44%	36%	33%	31%	38%
Q58. Overall the administration of care was good or very good	Alliance	88%	91%	90%	87%	92%	90%	89%	85%	89%	90%	86%	85%	84%	88%
	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	54%	68%	72%	66%	65%	70%	70%	73%	65%	77%	67%	72%	66%	69%
	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	*	30%	27%	19%	31%	13%	29%	31%	*	20%	30%	16%	25%	27%
	National	42%	30%	32%	31%	33%	21%	34%	31%	36%	20%	36%	21%	32%	30%
Q61. Patient's average rating of care scored from very poor to very good	Alliance	*	8.9	8.8	8.8	8.9	8.7	8.7	8.6	*	9.0	8.5	8.7	8.5	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

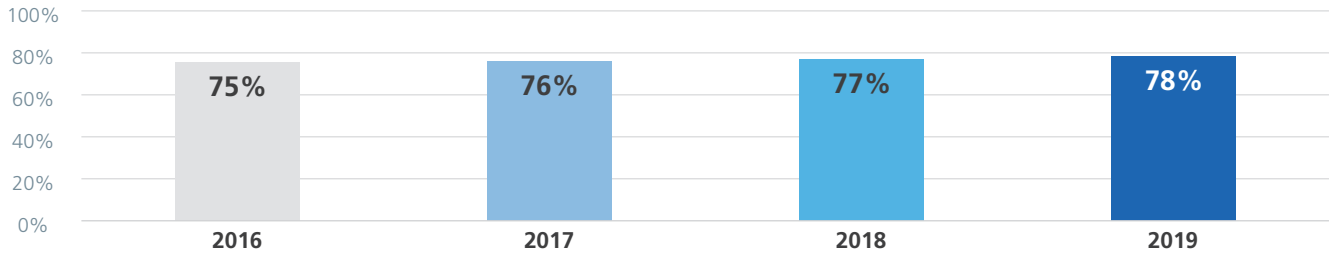
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

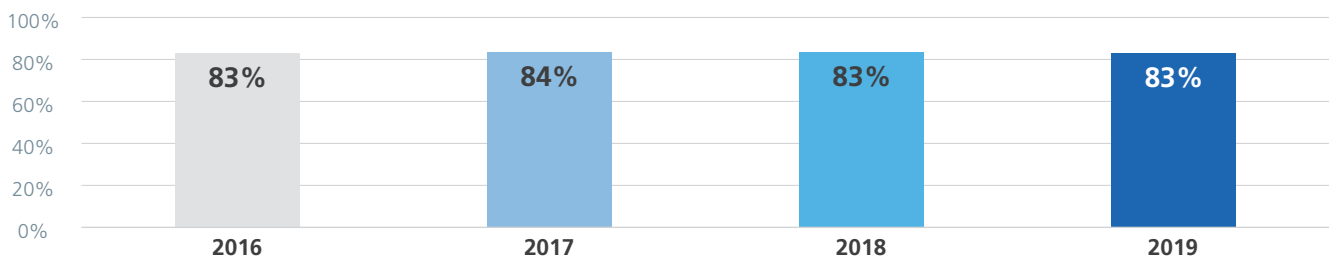
The scores are unadjusted and based on England scores only.

### 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

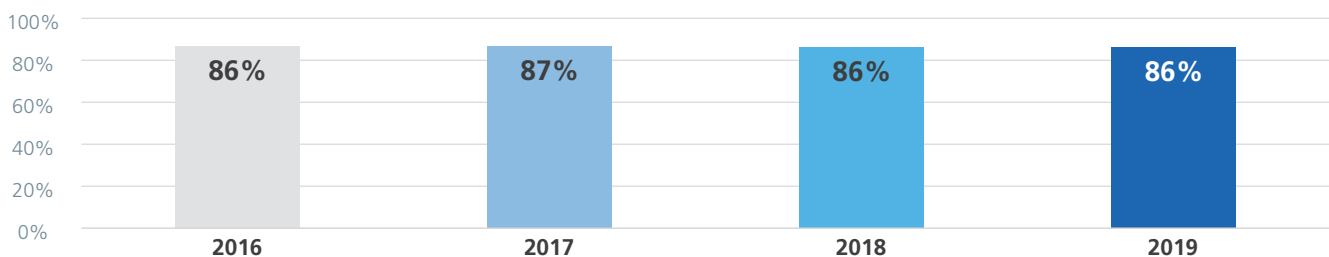


### DIAGNOSTIC TESTS

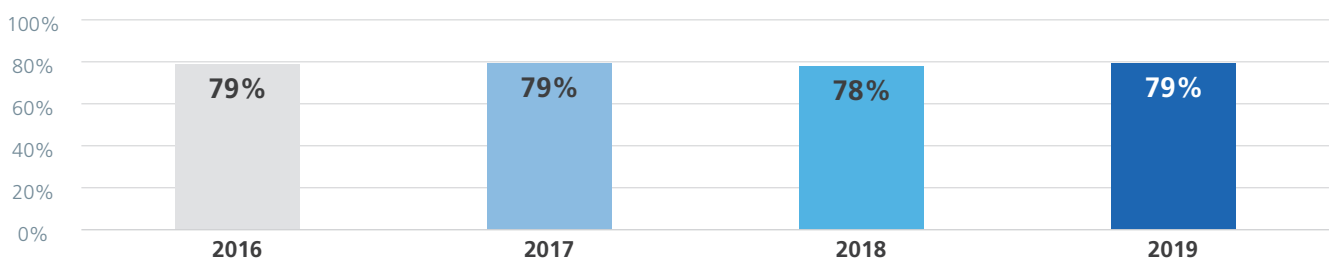
Q5. Received all the information needed about the test



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

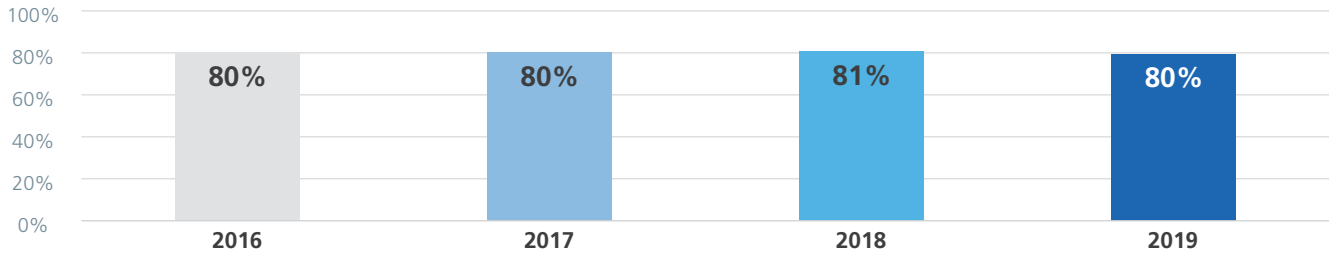
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

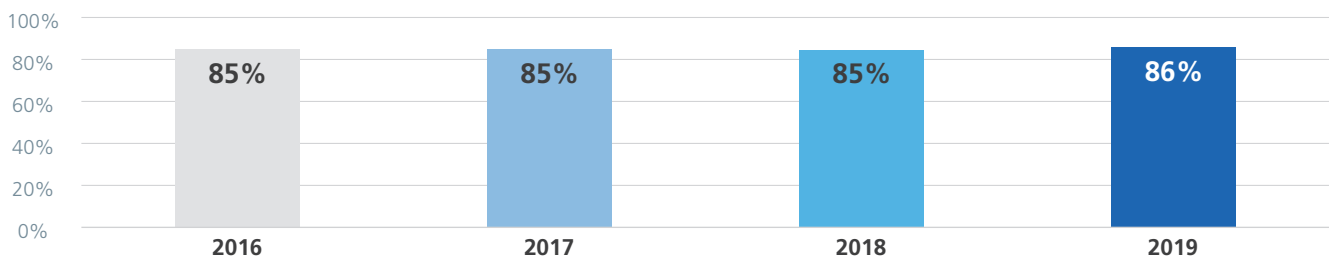
The scores are unadjusted and based on England scores only.

### FINDING OUT WHAT WAS WRONG WITH YOU

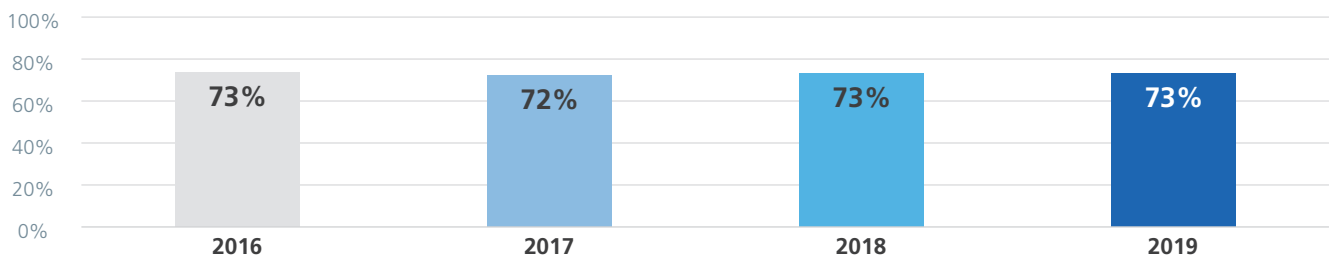
Q10. Patient told they could bring a family member or friend when first told they had cancer



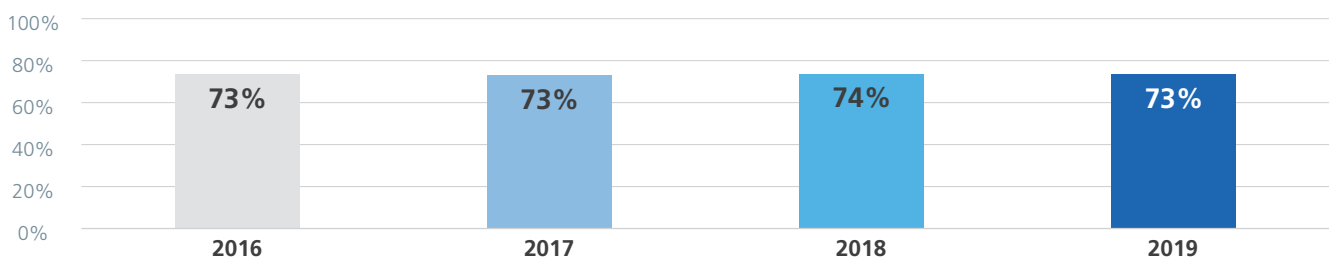
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

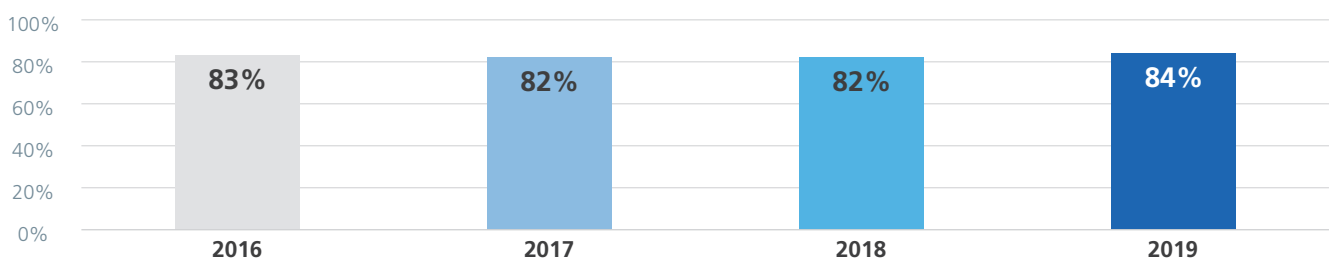


Q13. Patient given easy to understand written information about the type of cancer they had



### DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



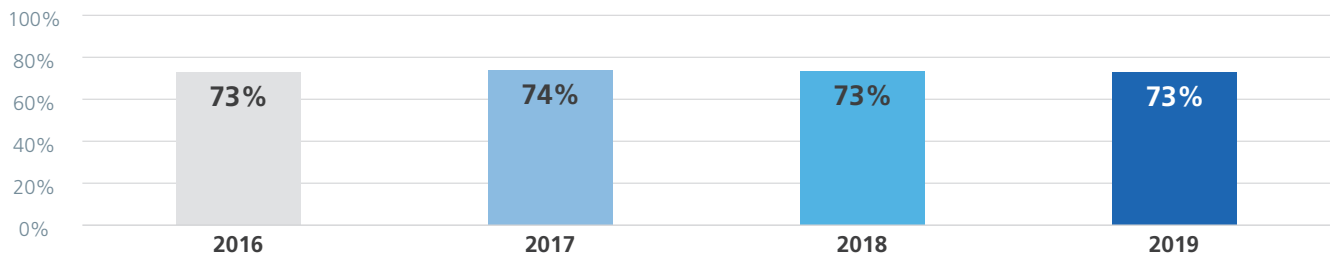
## Year on Year Charts

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

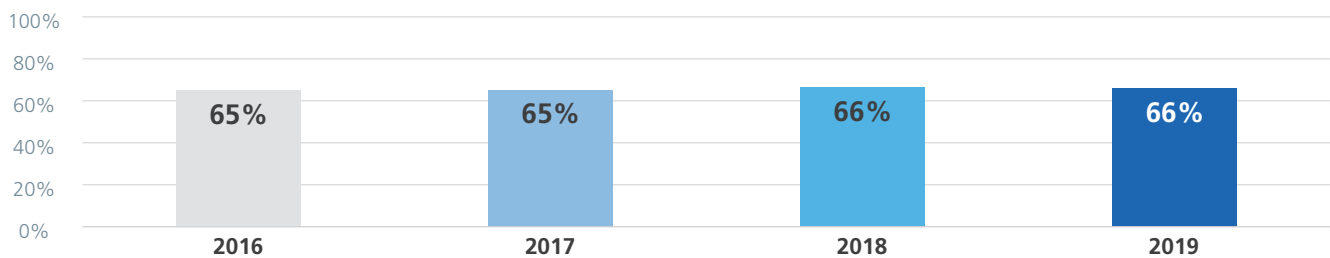
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

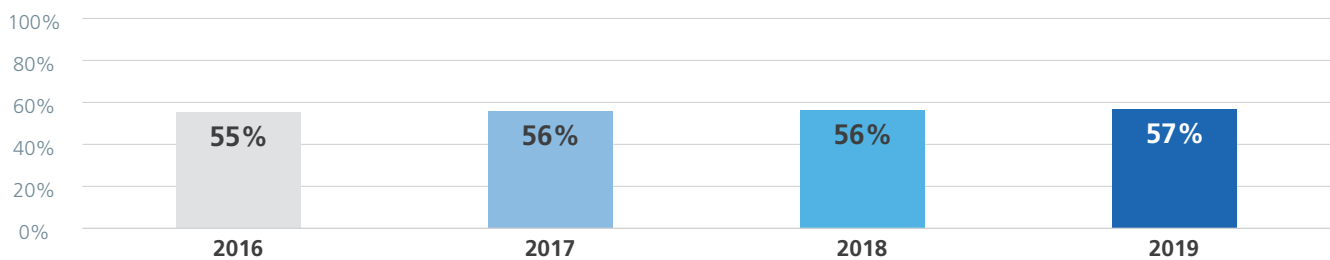
Q15. Patient felt possible side effects were definitely explained in an understandable way



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



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

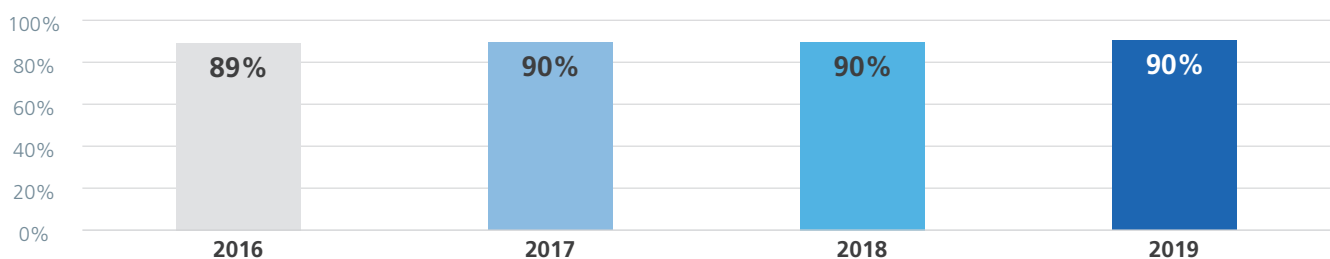


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



### CLINICAL NURSE SPECIALIST (CNS)

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



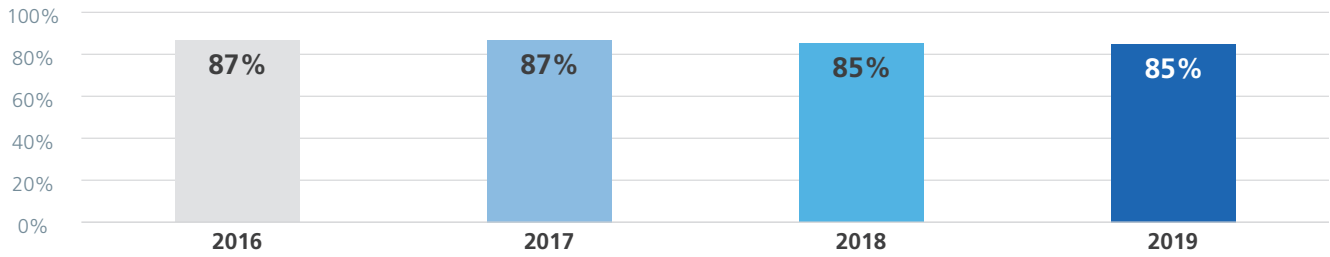
## Year on Year Charts

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

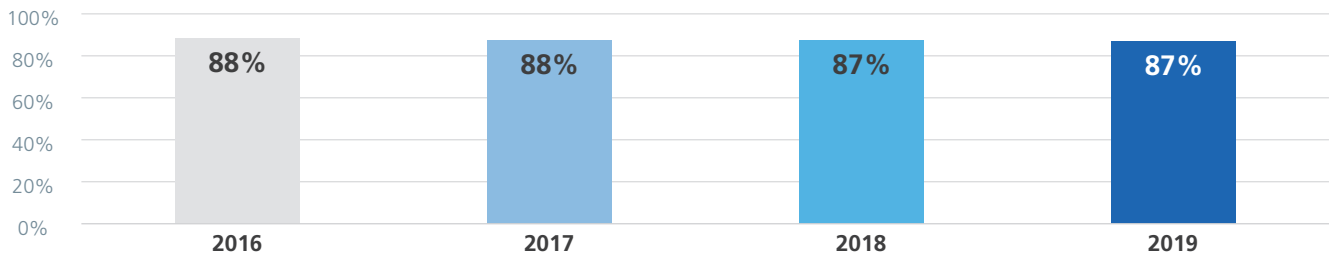
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

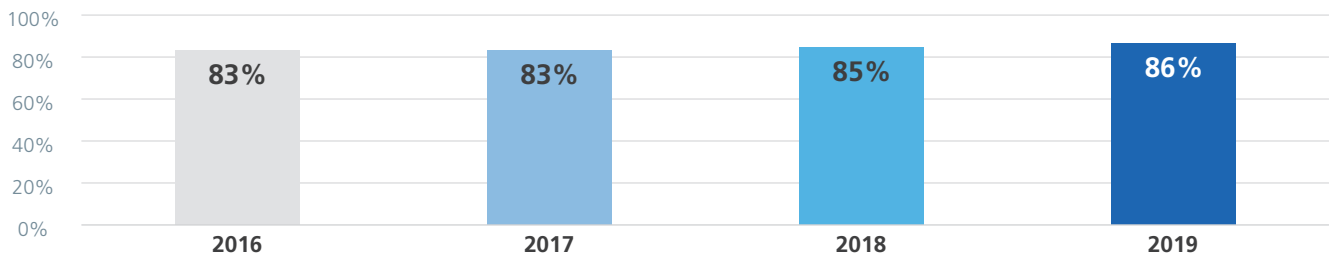


Q21. Patient got understandable answers to important questions all or most of the time

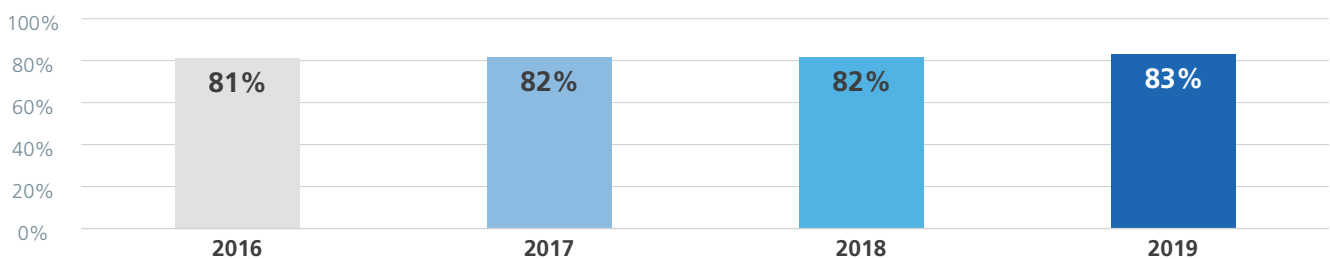


### SUPPORT FOR PEOPLE WITH CANCER

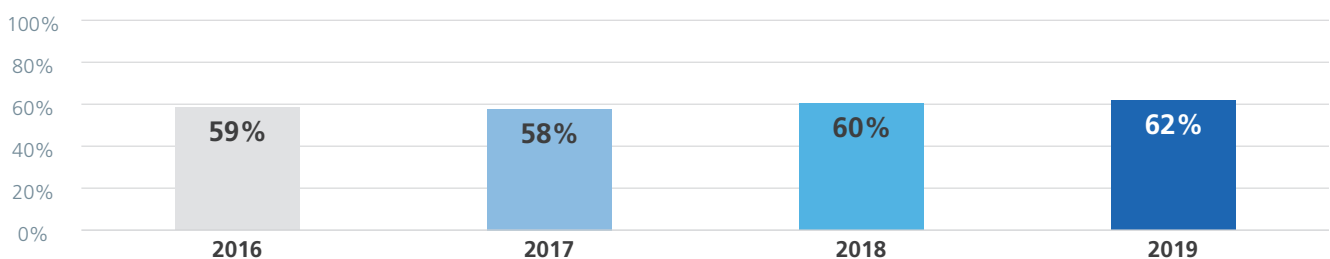
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



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



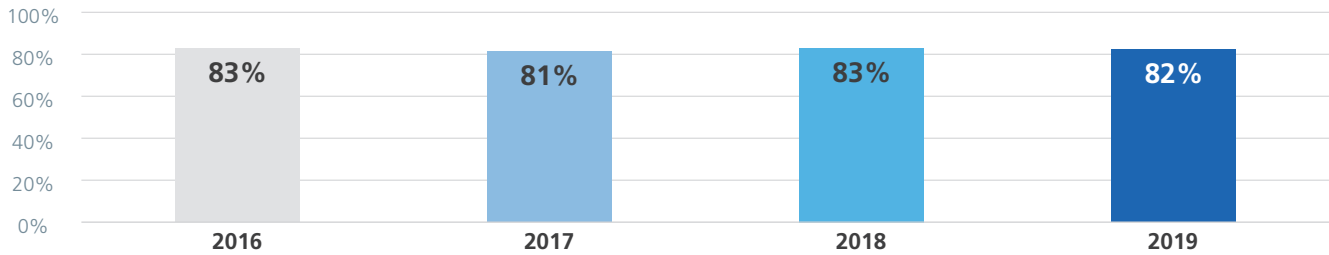
## Year on Year Charts

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

\*\* No score available for these years.

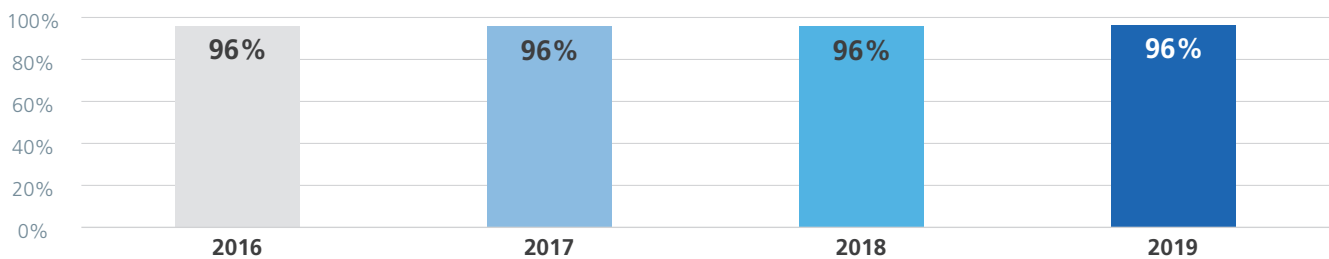
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

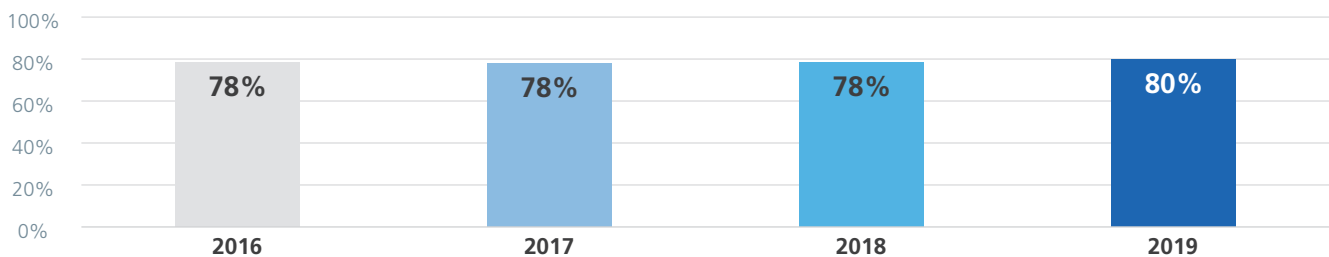


### OPERATIONS

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



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



### HOSPITAL CARE AS AN INPATIENT

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



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



## Year on Year Charts

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

\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



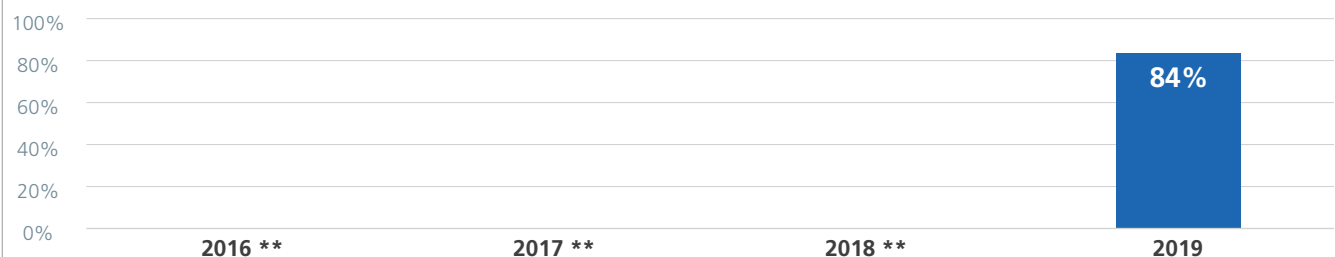
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them



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



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



## Year on Year Charts

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

\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



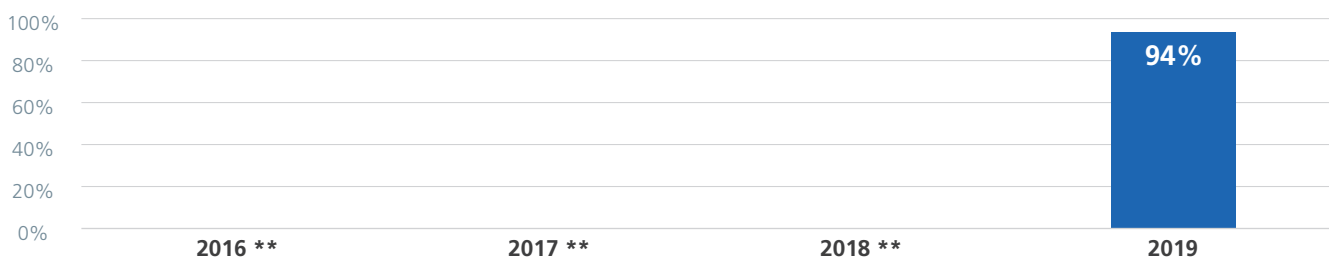
Q39. Patient always felt they were treated with respect and dignity while in hospital



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



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



## Year on Year Charts

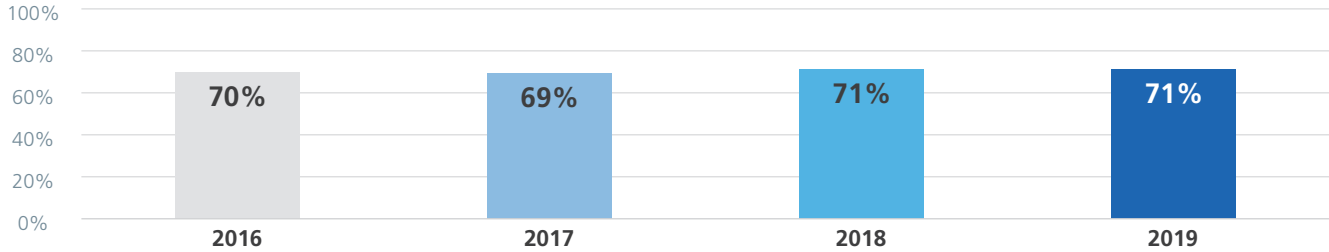
\* Indicates where a score has been suppressed because there are less than 21 responses.

\*\* No score available for these years.

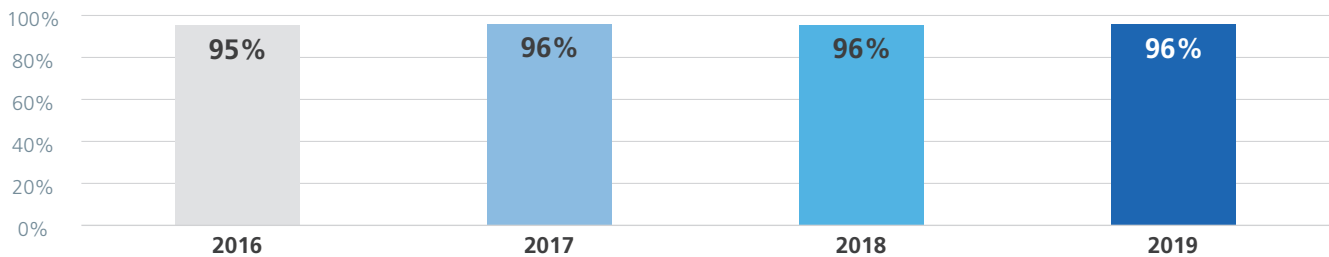
The scores are unadjusted and based on England scores only.

### HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

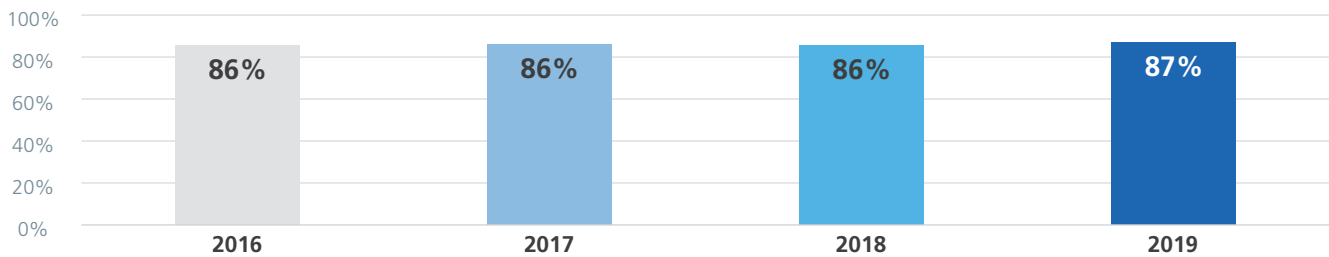
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



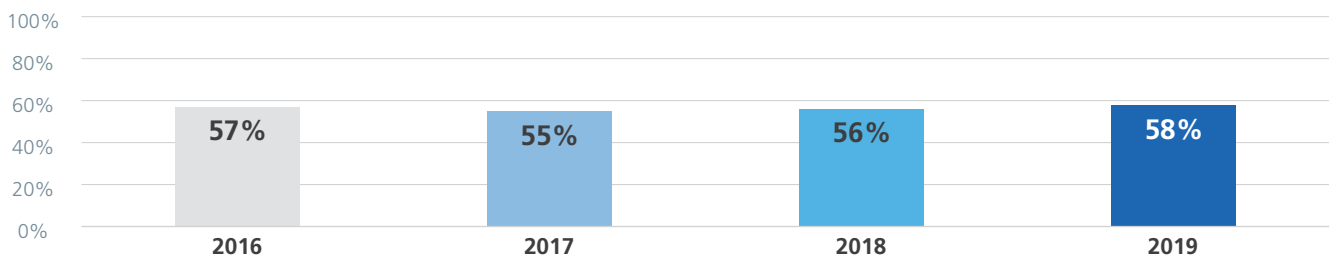
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



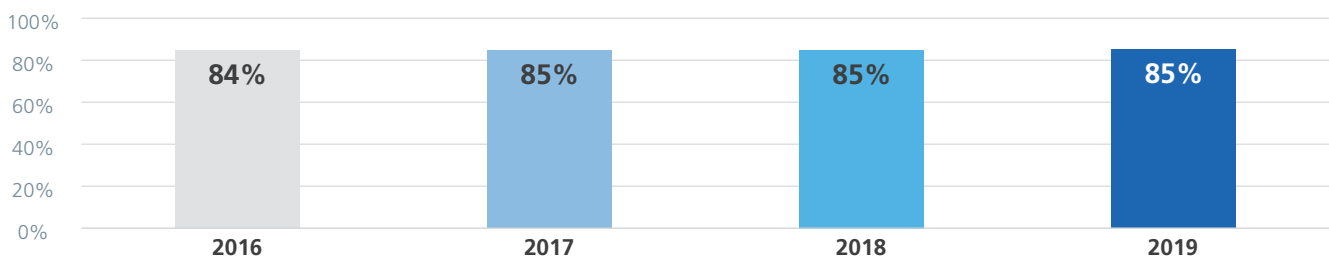
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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





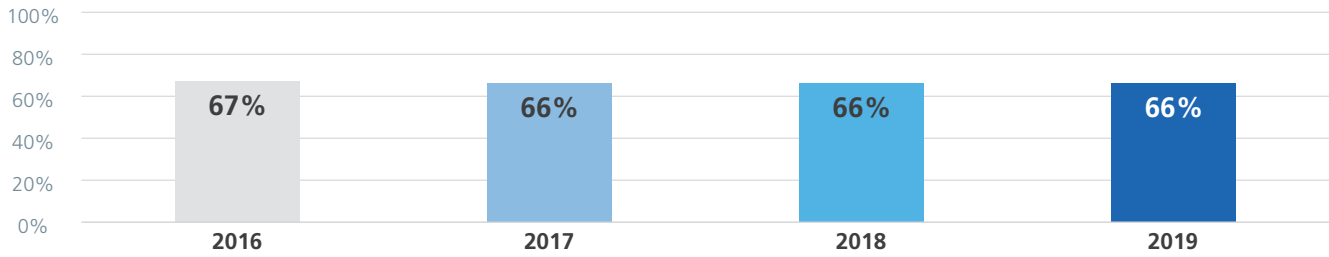
## Year on Year Charts

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

\*\* No score available for these years.

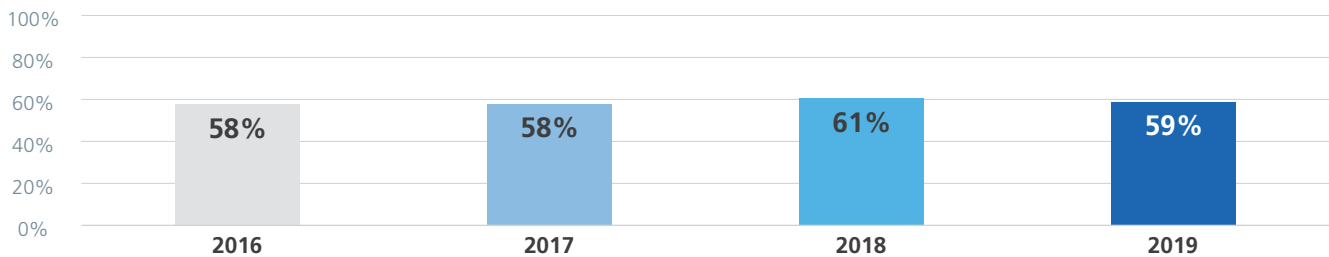
The scores are unadjusted and based on England scores only.

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

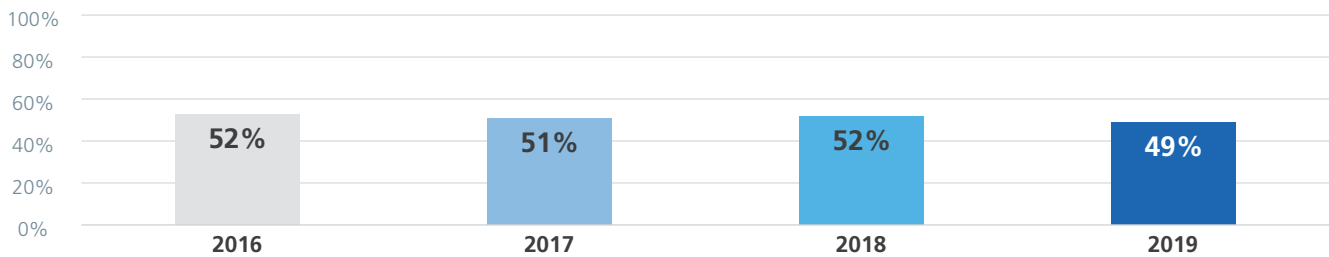


### HOME CARE AND SUPPORT

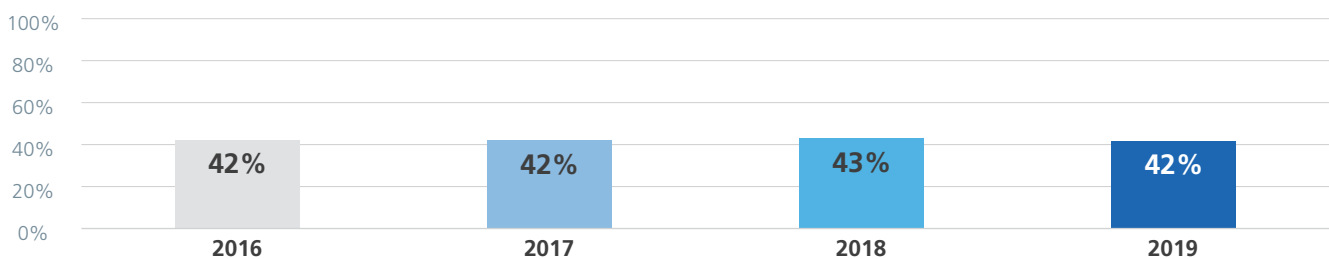
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

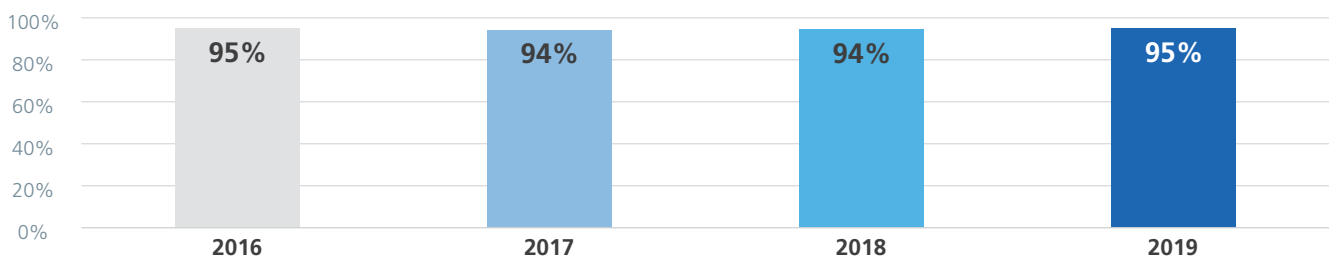


Q53. Patient definitely given enough support from health or social services after treatment



### CARE FROM YOUR GENERAL PRACTICE

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



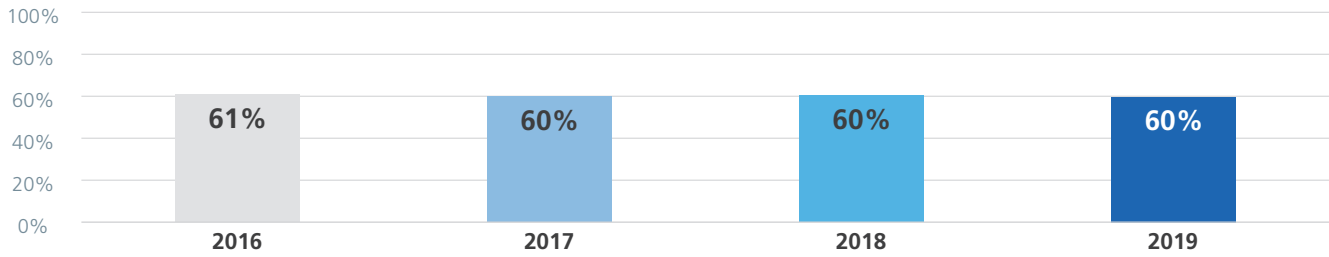
## Year on Year Charts

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

\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

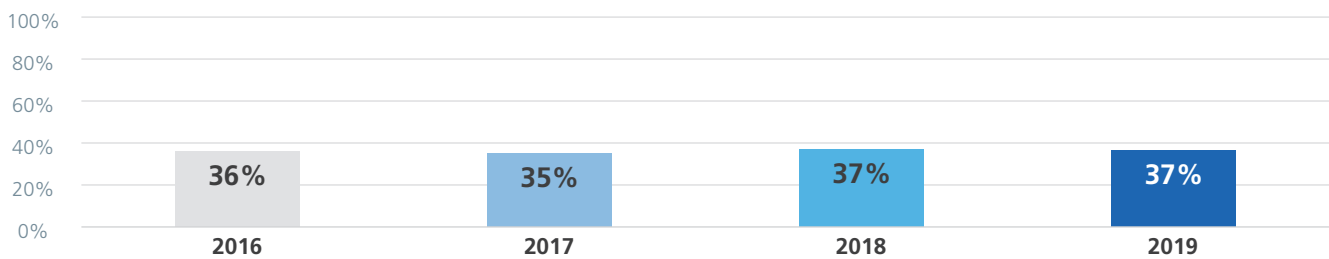


### YOUR OVERALL NHS CARE

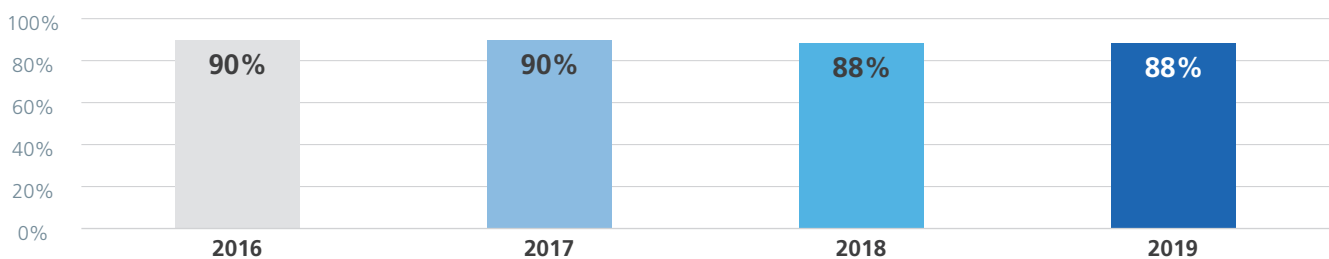
Q56. Different people treating and caring for patient always work well together to give best possible care



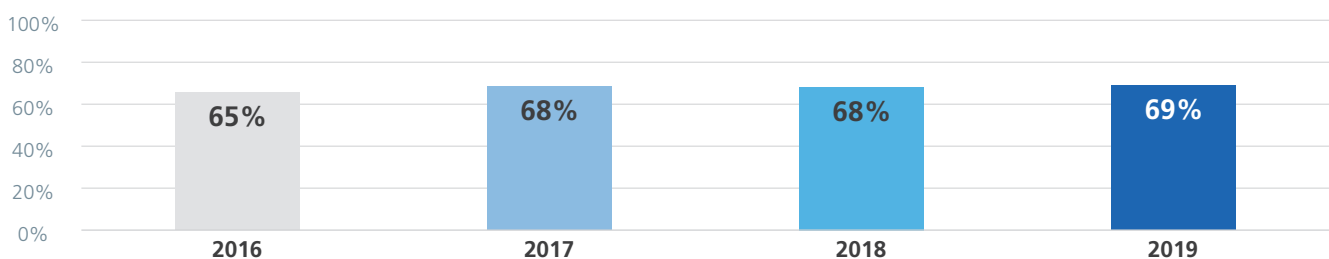
Q57. Patient given a care plan



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



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



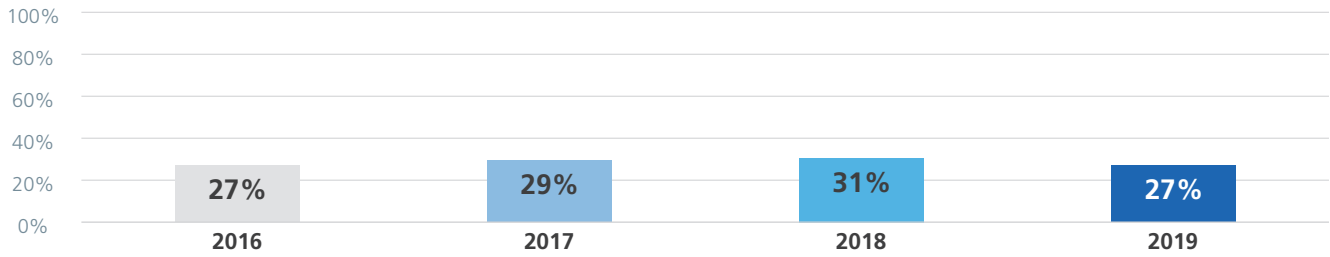
## Year on Year Charts

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

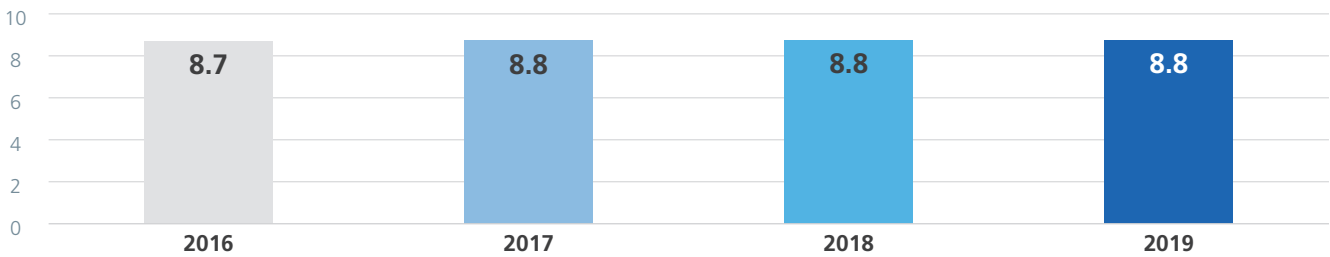
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



## Trust Expected Range Summary

Alliance		Expected Range Classification
RXK	Sandwell and West Birmingham Hospitals NHS Trust	47 5
RJC	South Warwickshire NHS Foundation Trust	3 43 6
RXW	Shrewsbury and Telford Hospital NHS Trust	50 2
RLT	George Eliot Hospital NHS Trust	1 49 2
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	38
RJE	University Hospitals of North Midlands NHS Trust	2 49 1
RLQ	Wye Valley NHS Trust	2 50
RKB	University Hospitals Coventry and Warwickshire NHS Trust	5 45 2
RRK	University Hospitals Birmingham NHS Foundation Trust	6 44 2
RBK	Walsall Healthcare NHS Trust	6 45 1
RL4	The Royal Wolverhampton NHS Trust	7 43 2
RNA	The Dudley Group NHS Foundation Trust	20 32
RWP	Worcestershire Acute Hospitals NHS Trust	27 24 1
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	

## 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
E56000007	West Midlands	6,753	8.8
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	27	9.3
RJC	South Warwickshire NHS Foundation Trust	365	9.0
RXK	Sandwell and West Birmingham Hospitals NHS Trust	225	8.9
RJE	University Hospitals of North Midlands NHS Trust	1,030	8.8
RKB	University Hospitals Coventry and Warwickshire NHS Trust	721	8.8
RLT	George Eliot Hospital NHS Trust	128	8.8
RLQ	Wye Valley NHS Trust	205	8.8
RXW	Shrewsbury and Telford Hospital NHS Trust	778	8.8
RL4	The Royal Wolverhampton NHS Trust	617	8.7
RBK	Walsall Healthcare NHS Trust	240	8.7
RRK	University Hospitals Birmingham NHS Foundation Trust	545	8.7
RNA	The Dudley Group NHS Foundation Trust	461	8.6
RWP	Worcestershire Acute Hospitals NHS Trust	1,067	8.6
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	16	Score suppressed

## Trust Dashboard Questions

Q18. Patient definitely involved as much as they wanted in decisions about care and treatment			
Code	Name	Base	Score
All	National	65,989	81%
E56000007	West Midlands	6,838	80%
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	27	86%
RJC	South Warwickshire NHS Foundation Trust	372	85%
RLQ	Wye Valley NHS Trust	210	83%
RKB	University Hospitals Coventry and Warwickshire NHS Trust	728	82%
RXW	Shrewsbury and Telford Hospital NHS Trust	785	82%
RXK	Sandwell and West Birmingham Hospitals NHS Trust	233	82%
RRK	University Hospitals Birmingham NHS Foundation Trust	547	81%
RJE	University Hospitals of North Midlands NHS Trust	1,036	80%
RLT	George Eliot Hospital NHS Trust	131	79%
RL4	The Royal Wolverhampton NHS Trust	624	77%
RBK	Walsall Healthcare NHS Trust	246	76%
RWP	Worcestershire Acute Hospitals NHS Trust	1,075	76%
RNA	The Dudley Group NHS Foundation Trust	463	76%
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	16	Score suppressed

## 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%
E56000007	West Midlands	6,624	90%
RKB	University Hospitals Coventry and Warwickshire NHS Trust	715	95%
RBK	Walsall Healthcare NHS Trust	239	94%
RJE	University Hospitals of North Midlands NHS Trust	1,013	92%
RRK	University Hospitals Birmingham NHS Foundation Trust	528	92%
RXK	Sandwell and West Birmingham Hospitals NHS Trust	219	92%
RXW	Shrewsbury and Telford Hospital NHS Trust	769	92%
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	26	91%
RL4	The Royal Wolverhampton NHS Trust	604	90%
RLQ	Wye Valley NHS Trust	198	90%
RLT	George Eliot Hospital NHS Trust	130	89%
RWP	Worcestershire Acute Hospitals NHS Trust	1,031	87%
RJC	South Warwickshire NHS Foundation Trust	357	87%
RNA	The Dudley Group NHS Foundation Trust	446	86%
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	16	Score suppressed

## Trust Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000007	West Midlands	5,282	85%
RLQ	Wye Valley NHS Trust	158	90%
RJC	South Warwickshire NHS Foundation Trust	276	89%
RXK	Sandwell and West Birmingham Hospitals NHS Trust	178	88%
RLT	George Eliot Hospital NHS Trust	116	87%
RKB	University Hospitals Coventry and Warwickshire NHS Trust	633	87%
RRK	University Hospitals Birmingham NHS Foundation Trust	421	87%
RNA	The Dudley Group NHS Foundation Trust	323	86%
RWP	Worcestershire Acute Hospitals NHS Trust	789	83%
RBK	Walsall Healthcare NHS Trust	202	83%
RXW	Shrewsbury and Telford Hospital NHS Trust	616	82%
RJE	University Hospitals of North Midlands NHS Trust	839	82%
RL4	The Royal Wolverhampton NHS Trust	447	81%
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	13	Score suppressed
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	18	Score suppressed



## 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%
E56000007	West Midlands	3,470	86%
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	25	100%
RLQ	Wye Valley NHS Trust	83	95%
RJC	South Warwickshire NHS Foundation Trust	163	91%
RL4	The Royal Wolverhampton NHS Trust	300	89%
RLT	George Eliot Hospital NHS Trust	71	86%
RRK	University Hospitals Birmingham NHS Foundation Trust	392	86%
RWP	Worcestershire Acute Hospitals NHS Trust	449	85%
RKB	University Hospitals Coventry and Warwickshire NHS Trust	421	85%
RXW	Shrewsbury and Telford Hospital NHS Trust	364	85%
RXK	Sandwell and West Birmingham Hospitals NHS Trust	132	85%
RJE	University Hospitals of North Midlands NHS Trust	564	85%
RNA	The Dudley Group NHS Foundation Trust	196	83%
RBK	Walsall Healthcare NHS Trust	122	80%
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	14	Score suppressed

## Trust Dashboard Questions

Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital			
Code	Name	Base	Score
All	National	31,541	94%
E56000007	West Midlands	3,331	94%
RLT	George Eliot Hospital NHS Trust	69	97%
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	25	97%
RL4	The Royal Wolverhampton NHS Trust	291	95%
RJC	South Warwickshire NHS Foundation Trust	153	95%
RRK	University Hospitals Birmingham NHS Foundation Trust	379	95%
RJE	University Hospitals of North Midlands NHS Trust	548	94%
RXW	Shrewsbury and Telford Hospital NHS Trust	352	94%
RBK	Walsall Healthcare NHS Trust	117	93%
RXK	Sandwell and West Birmingham Hospitals NHS Trust	124	93%
RNA	The Dudley Group NHS Foundation Trust	186	92%
RWP	Worcestershire Acute Hospitals NHS Trust	428	92%
RKB	University Hospitals Coventry and Warwickshire NHS Trust	398	92%
RLQ	Wye Valley NHS Trust	78	88%
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	14	Score suppressed

## 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%
E56000007	West Midlands	4,595	60%
RLQ	Wye Valley NHS Trust	123	64%
RJC	South Warwickshire NHS Foundation Trust	248	63%
RWP	Worcestershire Acute Hospitals NHS Trust	796	63%
RKB	University Hospitals Coventry and Warwickshire NHS Trust	468	62%
RJE	University Hospitals of North Midlands NHS Trust	710	61%
RXK	Sandwell and West Birmingham Hospitals NHS Trust	157	59%
RXW	Shrewsbury and Telford Hospital NHS Trust	585	58%
RNA	The Dudley Group NHS Foundation Trust	293	58%
RLT	George Eliot Hospital NHS Trust	87	58%
RBK	Walsall Healthcare NHS Trust	157	56%
RL4	The Royal Wolverhampton NHS Trust	374	54%
RRK	University Hospitals Birmingham NHS Foundation Trust	351	54%
RL1	The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust	11	Score suppressed
RRJ	The Royal Orthopaedic Hospital NHS Foundation Trust	18	Score suppressed

## CCG Expected Range Summary

CCG		Expected Range Classification
04Y	NHS Cannock Chase CCG	50 2
05N	NHS Shropshire CCG	1 48 3
05R	NHS South Warwickshire CCG	3 44 5
05G	NHS North Staffordshire CCG	51 1
05H	NHS Warwickshire North CCG	1 49 2
05W	NHS Stoke on Trent CCG	51 1
15E	NHS Birmingham and Solihull CCG	1 49 2
05D	NHS East Staffordshire CCG	52
05A	NHS Coventry and Rugby CCG	4 45 3
05L	NHS Sandwell and West Birmingham CCG	3 47 2
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	2 49 1
05F	NHS Herefordshire CCG	2 50
05Y	NHS Walsall CCG	4 47 1
05X	NHS Telford and Wrekin CCG	5 46 1
06A	NHS Wolverhampton CCG	6 44 2
05J	NHS Redditch and Bromsgrove CCG	5 47
06D	NHS Wyre Forest CCG	9 43
05C	NHS Dudley CCG	16 36
05T	NHS South Worcestershire CCG	18 33 1
05V	NHS Stafford and Surrounds CCG	24 28

## 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
E56000007	West Midlands	6,753	8.8
05R	NHS South Warwickshire CCG	462	8.9
05W	NHS Stoke on Trent CCG	337	8.9
05H	NHS Warwickshire North CCG	202	8.9
05G	NHS North Staffordshire CCG	328	8.9
05N	NHS Shropshire CCG	624	8.8
05D	NHS East Staffordshire CCG	187	8.8
04Y	NHS Cannock Chase CCG	201	8.8
05A	NHS Coventry and Rugby CCG	522	8.8
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	260	8.8
05J	NHS Redditch and Bromsgrove CCG	305	8.8
15E	NHS Birmingham and Solihull CCG	436	8.8
06A	NHS Wolverhampton CCG	289	8.7
05Y	NHS Walsall CCG	283	8.7
06D	NHS Wyre Forest CCG	236	8.7
05F	NHS Herefordshire CCG	272	8.7
05C	NHS Dudley CCG	432	8.7
05L	NHS Sandwell and West Birmingham CCG	247	8.6
05X	NHS Telford and Wrekin CCG	258	8.6
05V	NHS Stafford and Surrounds CCG	298	8.6
05T	NHS South Worcestershire CCG	574	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%
E56000007	West Midlands	6,838	80%
05X	NHS Telford and Wrekin CCG	252	86%
05R	NHS South Warwickshire CCG	470	84%
15E	NHS Birmingham and Solihull CCG	437	83%
05F	NHS Herefordshire CCG	280	82%
05H	NHS Warwickshire North CCG	203	82%
04Y	NHS Cannock Chase CCG	208	82%
05A	NHS Coventry and Rugby CCG	526	81%
05N	NHS Shropshire CCG	640	81%
05D	NHS East Staffordshire CCG	194	81%
05W	NHS Stoke on Trent CCG	338	80%
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	260	79%
05L	NHS Sandwell and West Birmingham CCG	256	79%
05G	NHS North Staffordshire CCG	331	78%
05Y	NHS Walsall CCG	294	78%
05J	NHS Redditch and Bromsgrove CCG	303	78%
05T	NHS South Worcestershire CCG	575	77%
05C	NHS Dudley CCG	436	76%
06A	NHS Wolverhampton CCG	287	76%
05V	NHS Stafford and Surrounds CCG	302	75%
06D	NHS Wyre Forest CCG	246	74%

## 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%
E56000007	West Midlands	6,624	90%
05A	NHS Coventry and Rugby CCG	517	96%
05Y	NHS Walsall CCG	280	94%
05W	NHS Stoke on Trent CCG	331	94%
15E	NHS Birmingham and Solihull CCG	425	93%
05G	NHS North Staffordshire CCG	326	92%
05N	NHS Shropshire CCG	622	92%
04Y	NHS Cannock Chase CCG	200	91%
05H	NHS Warwickshire North CCG	201	91%
05D	NHS East Staffordshire CCG	192	90%
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	255	90%
06A	NHS Wolverhampton CCG	284	90%
06D	NHS Wyre Forest CCG	236	90%
05L	NHS Sandwell and West Birmingham CCG	240	89%
05X	NHS Telford and Wrekin CCG	250	89%
05F	NHS Herefordshire CCG	261	89%
05V	NHS Stafford and Surrounds CCG	294	88%
05R	NHS South Warwickshire CCG	449	88%
05C	NHS Dudley CCG	420	87%
05J	NHS Redditch and Bromsgrove CCG	288	87%
05T	NHS South Worcestershire CCG	553	86%

## CCG Dashboard Questions

Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000007	West Midlands	5,282	85%
05H	NHS Warwickshire North CCG	176	91%
05F	NHS Herefordshire CCG	209	90%
05R	NHS South Warwickshire CCG	350	88%
15E	NHS Birmingham and Solihull CCG	340	88%
05J	NHS Redditch and Bromsgrove CCG	222	87%
05L	NHS Sandwell and West Birmingham CCG	193	87%
05C	NHS Dudley CCG	307	87%
05A	NHS Coventry and Rugby CCG	465	86%
05W	NHS Stoke on Trent CCG	276	86%
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	187	85%
06D	NHS Wyre Forest CCG	188	85%
05N	NHS Shropshire CCG	501	84%
05D	NHS East Staffordshire CCG	151	84%
05G	NHS North Staffordshire CCG	269	83%
04Y	NHS Cannock Chase CCG	160	83%
05T	NHS South Worcestershire CCG	419	82%
06A	NHS Wolverhampton CCG	219	82%
05Y	NHS Walsall CCG	223	82%
05X	NHS Telford and Wrekin CCG	193	79%
05V	NHS Stafford and Surrounds CCG	234	76%



## 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%
E56000007	West Midlands	3,470	86%
05F	NHS Herefordshire CCG	125	91%
04Y	NHS Cannock Chase CCG	98	91%
06A	NHS Wolverhampton CCG	131	89%
05J	NHS Redditch and Bromsgrove CCG	127	89%
05D	NHS East Staffordshire CCG	92	89%
05R	NHS South Warwickshire CCG	228	89%
05H	NHS Warwickshire North CCG	117	88%
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	142	88%
05G	NHS North Staffordshire CCG	181	88%
06D	NHS Wyre Forest CCG	105	88%
05W	NHS Stoke on Trent CCG	197	87%
05N	NHS Shropshire CCG	325	87%
15E	NHS Birmingham and Solihull CCG	283	85%
05T	NHS South Worcestershire CCG	275	85%
05A	NHS Coventry and Rugby CCG	284	85%
05C	NHS Dudley CCG	198	85%
05X	NHS Telford and Wrekin CCG	114	84%
05Y	NHS Walsall CCG	157	84%
05L	NHS Sandwell and West Birmingham CCG	145	82%
05V	NHS Stafford and Surrounds CCG	146	74%

## 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%
E56000007	West Midlands	3,331	94%
04Y	NHS Cannock Chase CCG	95	98%
05H	NHS Warwickshire North CCG	113	97%
05G	NHS North Staffordshire CCG	173	96%
05X	NHS Telford and Wrekin CCG	113	96%
06A	NHS Wolverhampton CCG	125	95%
05W	NHS Stoke on Trent CCG	192	95%
06D	NHS Wyre Forest CCG	101	95%
05C	NHS Dudley CCG	190	94%
15E	NHS Birmingham and Solihull CCG	276	94%
05R	NHS South Warwickshire CCG	213	94%
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	136	94%
05N	NHS Shropshire CCG	312	94%
05T	NHS South Worcestershire CCG	264	94%
05Y	NHS Walsall CCG	151	93%
05D	NHS East Staffordshire CCG	90	93%
05L	NHS Sandwell and West Birmingham CCG	136	93%
05A	NHS Coventry and Rugby CCG	271	92%
05F	NHS Herefordshire CCG	120	89%
05J	NHS Redditch and Bromsgrove CCG	116	89%
05V	NHS Stafford and Surrounds CCG	144	89%

## 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%
E56000007	West Midlands	4,595	60%
05R	NHS South Warwickshire CCG	315	65%
05G	NHS North Staffordshire CCG	209	64%
05T	NHS South Worcestershire CCG	426	64%
05F	NHS Herefordshire CCG	176	62%
05D	NHS East Staffordshire CCG	127	62%
05N	NHS Shropshire CCG	468	62%
05W	NHS Stoke on Trent CCG	241	62%
05J	NHS Redditch and Bromsgrove CCG	215	62%
05A	NHS Coventry and Rugby CCG	335	61%
15E	NHS Birmingham and Solihull CCG	278	60%
04Y	NHS Cannock Chase CCG	133	59%
05H	NHS Warwickshire North CCG	141	59%
06A	NHS Wolverhampton CCG	176	58%
05Q	NHS South East Staffordshire and Seisdon Peninsula CCG	154	57%
06D	NHS Wyre Forest CCG	177	55%
05V	NHS Stafford and Surrounds CCG	204	55%
05Y	NHS Walsall CCG	192	54%
05C	NHS Dudley CCG	273	54%
05L	NHS Sandwell and West Birmingham CCG	168	53%
05X	NHS Telford and Wrekin CCG	187	49%