

National Cancer Patient Experience Survey

2019 Results

West Yorkshire and Harrogate

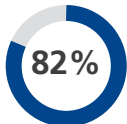
Published June 2020

Executive Summary

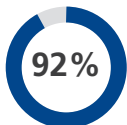
Cancer Dashboard Questions

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

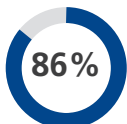
Q61. Patient's average rating of care scored from very poor to very good



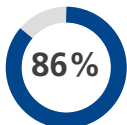
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



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



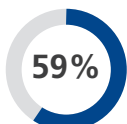
Q20. Patient found it very or quite easy to contact their CNS



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	
Q24. Hospital staff gave information on getting financial help or possible benefits	66%	59%	66%	63%

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

Case-mix adjustment

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

Scoring methodology

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

Statistical significance

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

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

Suppression

Question-level suppression

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

Double suppression

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

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

Understanding the results

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

Expected range charts

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

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

Comparability tables

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

Tumour type tables

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

Year on year charts

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

Notes on specific questions

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

Unadjusted data and case-mix adjusted data

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

Further information

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

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

Response Rate

Overall Response Rate

2,795 patients responded out of a total of 4,531 patients, resulting in a response rate of 62%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Alliance	4,871	4,531	2,795	62%
National	119,855	111,366	67,858	61%

Respondents by Survey Type

	Number of Respondents
Online	253
Paper	2,542
Phone	0
Translation Service	0

Respondents by Tumour Group

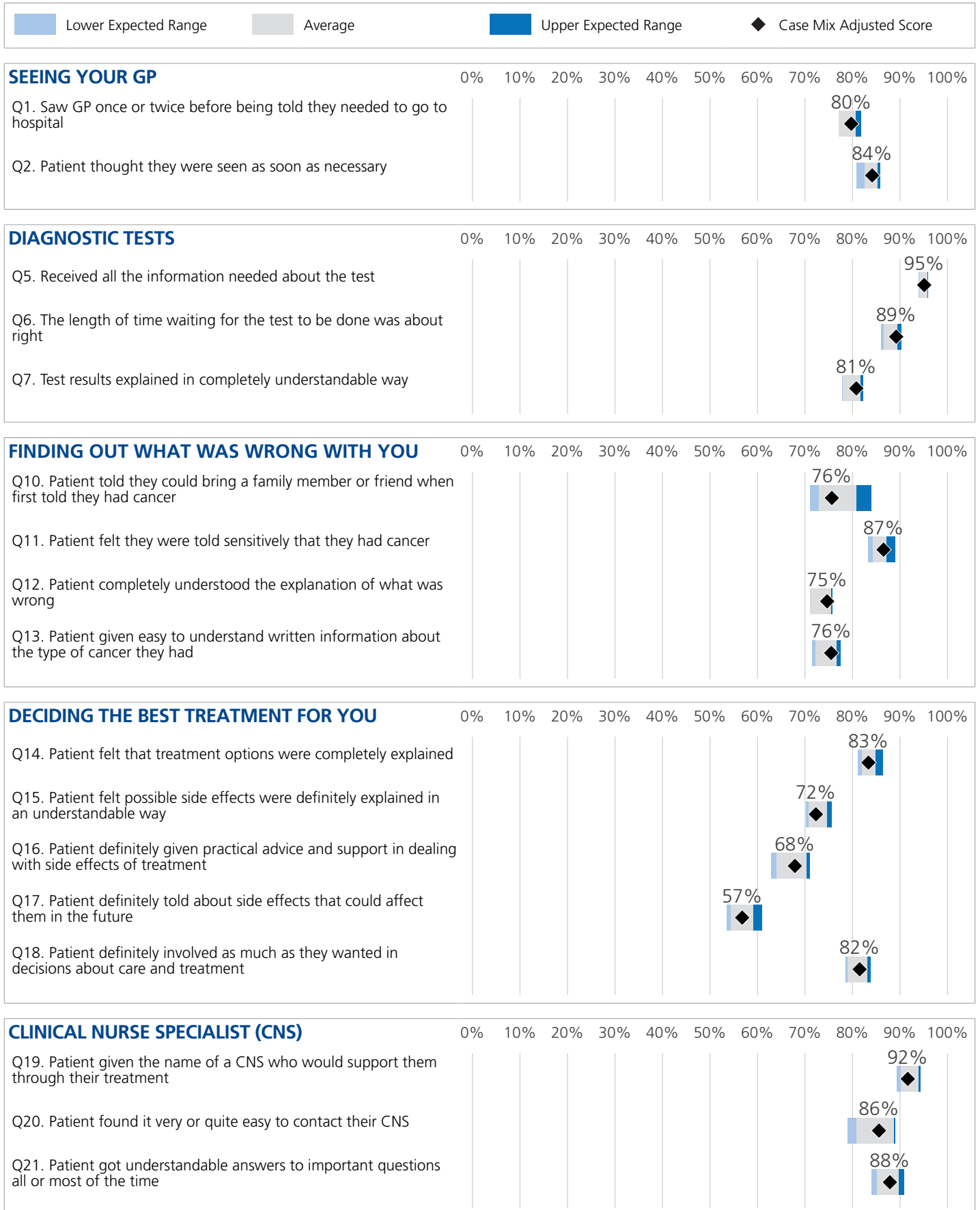
	Number of Respondents
Brain / CNS	8
Breast	685
Colorectal / LGT	324
Gynaecological	122
Haematological	393
Head and Neck	86
Lung	219
Prostate	246
Sarcoma	32
Skin	78
Upper Gastro	119
Urological	272
Other	211

Respondents by Age and Gender

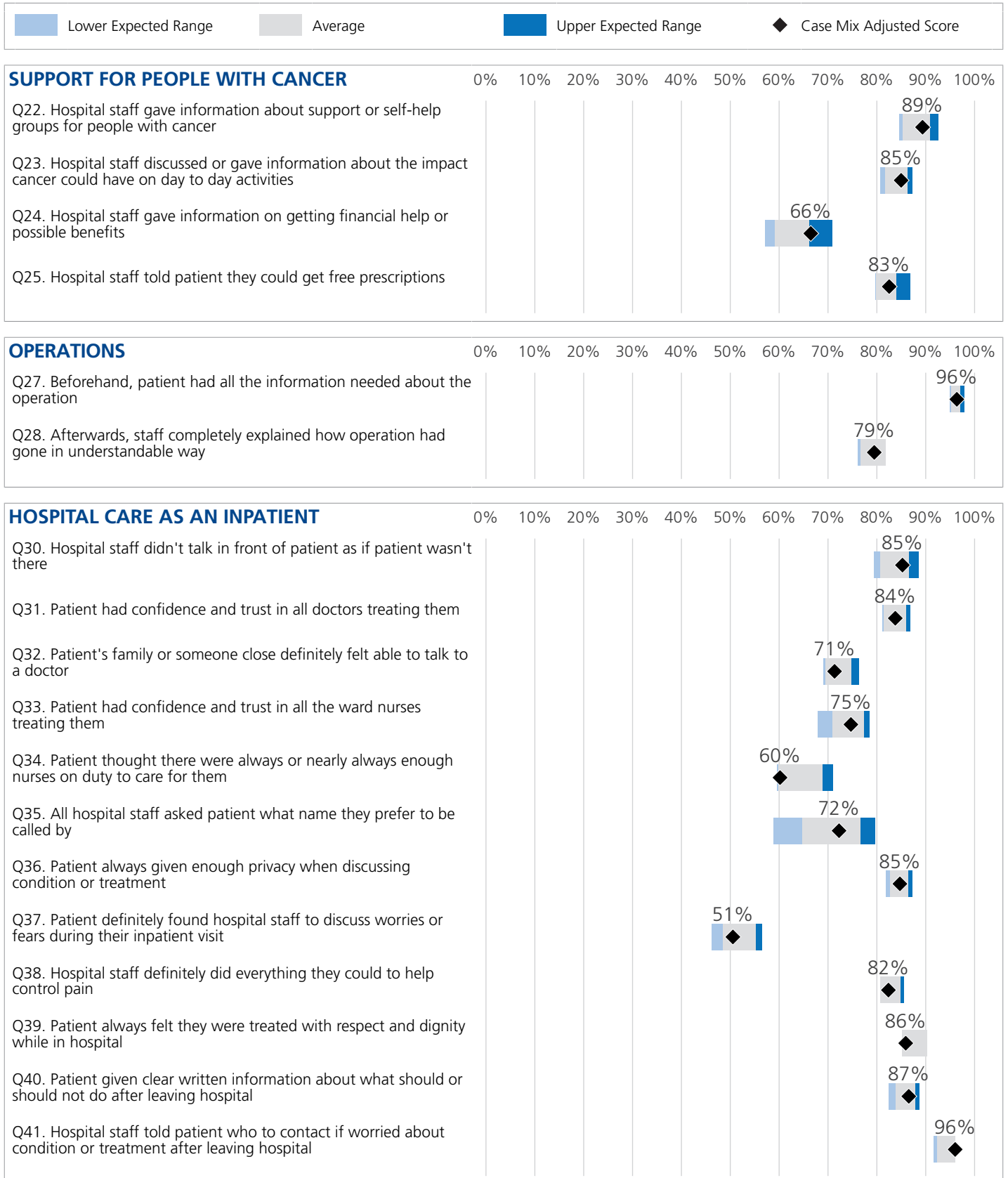
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Alliance was as follows:

	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	5	8	13	68	242	508	342	53	1,239
Female	2	21	71	253	356	497	312	44	1,556
Total	7	29	84	321	598	1,005	654	97	2,795

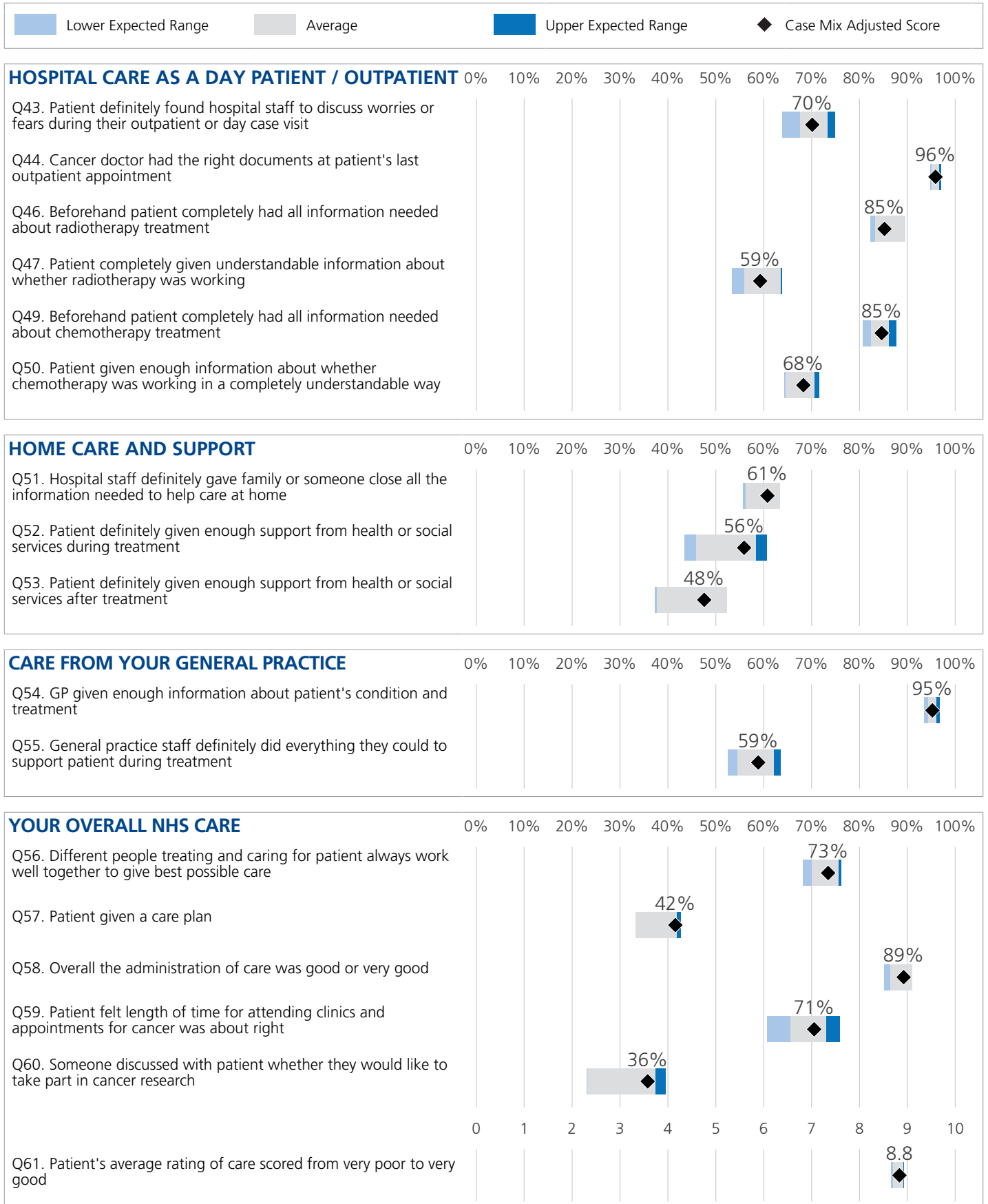
Expected Range Charts



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	2033	78%	1981	80%			80%	77%	81%	79%
Q2. Patient thought they were seen as soon as necessary	2799	83%	2727	84%			84%	83%	85%	84%
DIAGNOSTIC TESTS										
Q5. Received all the information needed about the test	**	**	2306	95%			95%	94%	96%	95%
Q6. The length of time waiting for the test to be done was about right	2447	88%	2376	89%			89%	87%	89%	88%
Q7. Test results explained in completely understandable way	2460	80%	2381	81%			81%	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	2595	77%	2562	76%			76%	73%	81%	77%
Q11. Patient felt they were told sensitively that they had cancer	2818	85%	2756	87%			87%	84%	87%	86%
Q12. Patient completely understood the explanation of what was wrong	2843	74%	2771	75%			75%	71%	76%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	2500	74%	2497	76%			76%	72%	77%	74%
DECIDING THE BEST TREATMENT FOR YOU										
Q14. Patient felt that treatment options were completely explained	2515	84%	2466	84%			83%	82%	85%	83%
Q15. Patient felt possible side effects were definitely explained in an understandable way	2737	74%	2641	73%			72%	71%	75%	73%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	2717	68%	2628	68%			68%	64%	70%	67%
Q17. Patient definitely told about side effects that could affect them in the future	2567	56%	2495	57%			57%	54%	59%	57%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	**	**	2725	82%			82%	79%	83%	81%
CLINICAL NURSE SPECIALIST (CNS)										
Q19. Patient given the name of a CNS who would support them through their treatment	2729	92%	2663	92%		▲	92%	90%	94%	92%
Q20. Patient found it very or quite easy to contact their CNS	2248	85%	2187	86%			86%	81%	89%	85%
Q21. Patient got understandable answers to important questions all or most of the time	2137	89%	2065	88%			88%	85%	90%	87%

Comparability Tables

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

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

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
SUPPORT FOR PEOPLE WITH CANCER										
Q22. Hospital staff gave information about support or self-help groups for people with cancer	2247	87%	2219	89%		▲	89%	85%	91%	88%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	1913	84%	1878	85%			85%	82%	86%	84%
Q24. Hospital staff gave information on getting financial help or possible benefits	1562	62%	1513	67%	▲	▲	66%	59%	66%	63%
Q25. Hospital staff told patient they could get free prescriptions	1280	83%	1320	82%			83%	80%	84%	82%
OPERATIONS										
Q27. Beforehand, patient had all the information needed about the operation	1613	96%	1542	96%			96%	95%	97%	96%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	1603	78%	1539	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	**	**	1414	85%			85%	81%	87%	84%
Q31. Patient had confidence and trust in all doctors treating them	**	**	1420	84%			84%	82%	86%	84%
Q32. Patient's family or someone close definitely felt able to talk to a doctor	**	**	1183	71%			71%	69%	75%	72%
Q33. Patient had confidence and trust in all the ward nurses treating them	**	**	1427	75%			75%	71%	77%	74%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	**	**	1417	60%			60%	60%	69%	64%
Q35. All hospital staff asked patient what name they prefer to be called by	**	**	1413	72%			72%	65%	77%	71%
Q36. Patient always given enough privacy when discussing condition or treatment	**	**	1424	85%			85%	83%	86%	85%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	**	**	1052	51%			51%	49%	55%	52%
Q38. Hospital staff definitely did everything they could to help control pain	**	**	1250	82%			82%	81%	85%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	**	**	1429	86%			86%	85%	90%	88%
Q40. Patient given clear written information about what should or should not do after leaving hospital	**	**	1330	87%			87%	84%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	**	**	1386	96%			96%	92%	96%	94%

Comparability Tables

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

	Unadjusted Scores						Case Mix Adjusted Scores			National Score
	2018 n	2018 Score	2019 n	2019 Score	Change 2018-2019	Change Overall	2019 Score	Lower Expected Range	Upper Expected Range	
HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT										
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	2135	71%	2035	70%			70%	68%	73%	71%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	2498	96%	2402	96%			96%	95%	97%	96%
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	664	87%	703	85%			85%	83%	90%	86%
Q47. Patient completely given understandable information about whether radiotherapy was working	547	58%	626	60%			59%	56%	64%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	1518	85%	1385	85%			85%	82%	86%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	1368	68%	1269	68%			68%	65%	71%	68%
HOME CARE AND SUPPORT										
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	2324	61%	2268	61%			61%	56%	63%	60%
Q52. Patient definitely given enough support from health or social services during treatment	1470	57%	1406	56%			56%	46%	58%	52%
Q53. Patient definitely given enough support from health or social services after treatment	919	47%	927	47%			48%	38%	52%	45%
CARE FROM YOUR GENERAL PRACTICE										
Q54. GP given enough information about patient's condition and treatment	2289	96%	2242	95%			95%	94%	96%	95%
Q55. General practice staff definitely did everything they could to support patient during treatment	1854	59%	1843	59%			59%	54%	62%	58%
YOUR OVERALL NHS CARE										
Q56. Different people treating and caring for patient always work well together to give best possible care	**	**	2663	73%			73%	70%	76%	73%
Q57. Patient given a care plan	2143	42%	2077	42%			42%	33%	42%	38%
Q58. Overall the administration of care was good or very good	2818	88%	2740	89%		▼	89%	87%	91%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	2790	72%	2725	71%			71%	66%	73%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	2649	34%	2574	35%			36%	23%	37%	30%
Q61. Patient's average rating of care scored from very poor to very good	2771	8.8	2685	8.8			8.8	8.7	8.9	8.8

Tumour Type Tables

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

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q1. Saw GP once or twice before being told they needed to go to hospital	Alliance	*	94%	78%	75%	66%	71%	76%	84%	*	85%	80%	79%	80%	80%
	National	59%	94%	75%	77%	67%	79%	71%	82%	71%	90%	74%	83%	74%	79%
Q2. Patient thought they were seen as soon as necessary	Alliance	*	88%	87%	79%	79%	79%	89%	85%	*	81%	79%	85%	82%	84%
	National	79%	89%	83%	81%	82%	81%	84%	86%	69%	85%	79%	85%	79%	84%

		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%	95%	95%	96%	94%	95%	93%	*	97%	98%	93%	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	*	91%	92%	86%	89%	90%	89%	90%	*	82%	87%	88%	88%	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	*	81%	85%	81%	75%	86%	85%	80%	*	87%	85%	80%	73%	81%
	National	71%	83%	82%	77%	77%	79%	80%	80%	78%	84%	75%	80%	76%	80%

		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%	83%	71%	69%	72%	75%	77%	*	71%	79%	75%	72%	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	*	88%	89%	82%	86%	88%	86%	88%	*	84%	86%	85%	85%	87%
	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	*	77%	78%	71%	61%	78%	76%	82%	*	82%	74%	78%	73%	75%
	National	66%	77%	79%	73%	60%	78%	76%	79%	67%	80%	70%	77%	70%	73%
Q13. Patient given easy to understand written information about the type of cancer they had	Alliance	*	78%	74%	71%	76%	69%	74%	85%	*	82%	68%	74%	68%	76%
	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.

DECIDING THE BEST TREATMENT FOR YOU

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q14. Patient felt that treatment options were completely explained	Alliance	*	84%	86%	88%	77%	88%	88%	82%	*	90%	86%	83%	81%	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	*	73%	77%	76%	68%	70%	75%	73%	*	85%	74%	72%	67%	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	*	70%	72%	65%	63%	73%	70%	66%	*	81%	71%	64%	64%	68%
	National	63%	70%	70%	69%	65%	70%	69%	65%	66%	71%	66%	63%	64%	67%
Q17. Patient definitely told about side effects that could affect them in the future	Alliance	*	58%	59%	56%	49%	73%	54%	67%	*	69%	58%	57%	48%	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	*	81%	82%	84%	80%	83%	85%	82%	*	80%	81%	82%	78%	82%
	National	79%	81%	83%	81%	80%	81%	81%	84%	81%	87%	79%	79%	78%	81%

CLINICAL NURSE SPECIALIST (CNS)

		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	*	97%	88%	97%	86%	94%	96%	92%	*	93%	91%	83%	89%	92%
	National	95%	95%	92%	95%	92%	91%	94%	91%	91%	91%	93%	85%	89%	92%
Q20. Patient found it very or quite easy to contact their CNS	Alliance	*	82%	87%	88%	88%	94%	87%	83%	*	98%	87%	84%	83%	86%
	National	86%	84%	88%	85%	87%	86%	86%	80%	86%	90%	85%	83%	83%	85%
Q21. Patient got understandable answers to important questions all or most of the time	Alliance	*	85%	91%	88%	87%	92%	88%	90%	*	98%	84%	86%	88%	88%
	National	82%	87%	89%	86%	89%	88%	86%	87%	87%	93%	86%	87%	86%	87%

SUPPORT FOR PEOPLE WITH CANCER

		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%	89%	87%	83%	97%	93%	94%	*	88%	90%	82%	84%	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%	86%	86%	84%	90%	87%	89%	*	88%	85%	80%	79%	85%
	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	*	65%	67%	65%	61%	73%	78%	68%	*	70%	72%	56%	64%	67%
	National	78%	68%	61%	66%	61%	67%	72%	55%	64%	60%	64%	47%	59%	63%
Q25. Hospital staff told patient they could get free prescriptions	Alliance	*	81%	83%	70%	83%	94%	88%	81%	*	82%	93%	68%	80%	82%
	National	82%	81%	83%	79%	87%	84%	86%	80%	78%	71%	84%	73%	81%	82%

Tumour Type Tables

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Beforehand, patient had all the information needed about the operation	Alliance	*	97%	95%	95%	92%	98%	99%	98%	*	98%	98%	95%	97%	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	*	77%	85%	79%	76%	86%	79%	76%	*	86%	79%	77%	82%	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%	83%	82%	86%	88%	83%	86%	*	*	90%	86%	78%	85%
	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	*	83%	84%	81%	82%	83%	84%	89%	*	*	86%	87%	74%	84%
	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	*	68%	73%	67%	74%	77%	75%	67%	*	*	79%	70%	73%	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	*	71%	77%	69%	72%	83%	86%	80%	*	*	77%	78%	64%	75%
	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	*	61%	62%	53%	52%	70%	56%	68%	*	*	57%	67%	49%	60%
	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%	82%	67%	75%	73%	84%	72%	*	*	76%	78%	61%	72%
	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	*	82%	88%	82%	90%	90%	84%	86%	*	*	83%	85%	81%	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	*	45%	60%	52%	57%	48%	56%	51%	*	*	48%	52%	33%	51%
	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	*	84%	85%	75%	80%	83%	86%	82%	*	*	77%	80%	83%	82%
	National	85%	83%	84%	82%	82%	80%	84%	85%	83%	85%	82%	81%	82%	83%
Q39. Patient always felt they were treated with respect and dignity while in hospital	Alliance	*	81%	87%	83%	89%	90%	92%	86%	*	*	89%	89%	78%	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	*	89%	87%	89%	77%	88%	83%	93%	*	*	84%	88%	88%	87%
	National	80%	89%	86%	86%	83%	87%	82%	91%	85%	90%	82%	87%	83%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	Alliance	*	97%	94%	97%	97%	93%	97%	97%	*	*	98%	93%	99%	96%
	National	94%	95%	95%	93%	96%	93%	92%	96%	94%	95%	92%	92%	93%	94%

Tumour Type Tables

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

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	Alliance	*	64%	75%	70%	68%	80%	73%	76%	*	77%	67%	72%	70%	70%
	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	*	96%	95%	96%	96%	99%	93%	95%	*	97%	96%	97%	97%	96%
	National	94%	96%	96%	96%	97%	96%	96%	96%	96%	94%	96%	95%	96%	
Q46. Beforehand patient completely had all information needed about radiotherapy treatment	Alliance	*	89%	86%	*	85%	86%	88%	79%	*	*	94%	63%	81%	85%
	National	91%	88%	83%	88%	84%	86%	86%	88%	84%	86%	83%	84%	86%	
Q47. Patient completely given understandable information about whether radiotherapy was working	Alliance	*	60%	52%	*	62%	68%	67%	61%	*	*	50%	62%	57%	60%
	National	56%	60%	57%	61%	62%	63%	59%	60%	67%	57%	52%	59%	59%	60%
Q49. Beforehand patient completely had all information needed about chemotherapy treatment	Alliance	*	83%	87%	89%	83%	87%	85%	88%	*	*	82%	82%	86%	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	*	61%	67%	66%	73%	67%	70%	70%	*	*	69%	66%	70%	68%
	National	54%	62%	64%	68%	75%	57%	67%	66%	71%	79%	61%	68%	69%	68%

		Tumour Group													
		Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	Alliance	*	57%	65%	62%	61%	64%	61%	59%	*	66%	65%	60%	57%	61%
	National	58%	58%	63%	57%	62%	67%	59%	61%	62%	65%	60%	59%	55%	60%
Q52. Patient definitely given enough support from health or social services during treatment	Alliance	*	50%	70%	49%	54%	68%	50%	52%	*	*	65%	50%	54%	56%
	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	*	38%	58%	53%	39%	73%	36%	52%	*	*	52%	47%	49%	47%
	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	*	95%	96%	95%	95%	96%	94%	97%	*	99%	92%	93%	95%	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%	62%	48%	58%	61%	59%	66%	*	55%	56%	58%	56%	59%
	National	55%	58%	59%	56%	56%	59%	56%	64%	56%	65%	59%	59%	55%	58%

Tumour Type Tables

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

		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	*	70%	73%	73%	72%	80%	77%	80%	*	73%	75%	75%	70%	73%
	National	60%	73%	73%	69%	75%	73%	73%	75%	70%	79%	69%	74%	68%	73%
Q57. Patient given a care plan	Alliance	*	45%	46%	46%	35%	62%	41%	44%	*	54%	28%	40%	39%	42%
	National	36%	41%	40%	34%	36%	39%	36%	40%	34%	44%	36%	33%	31%	38%
Q58. Overall the administration of care was good or very good	Alliance	*	89%	90%	88%	90%	92%	91%	91%	*	91%	89%	86%	87%	89%
	National	85%	90%	88%	87%	91%	90%	90%	88%	88%	90%	86%	85%	87%	89%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	Alliance	*	66%	75%	69%	63%	84%	77%	74%	*	59%	74%	77%	71%	71%
	National	58%	68%	73%	66%	66%	71%	71%	76%	68%	73%	66%	75%	64%	69%
Q60. Someone discussed with patient whether they would like to take part in cancer research	Alliance	*	36%	46%	30%	42%	21%	31%	39%	*	26%	26%	28%	31%	35%
	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	*	8.8	8.8	8.7	8.8	8.9	8.9	9.0	*	9.0	8.9	8.7	8.7	8.8
	National	8.6	8.9	8.8	8.7	8.9	8.8	8.8	8.8	8.8	8.9	8.7	8.7	8.7	8.8

Year on Year Charts

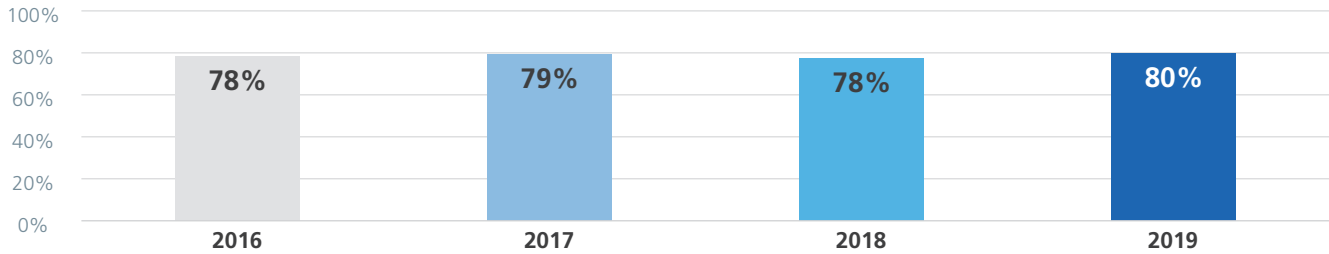
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

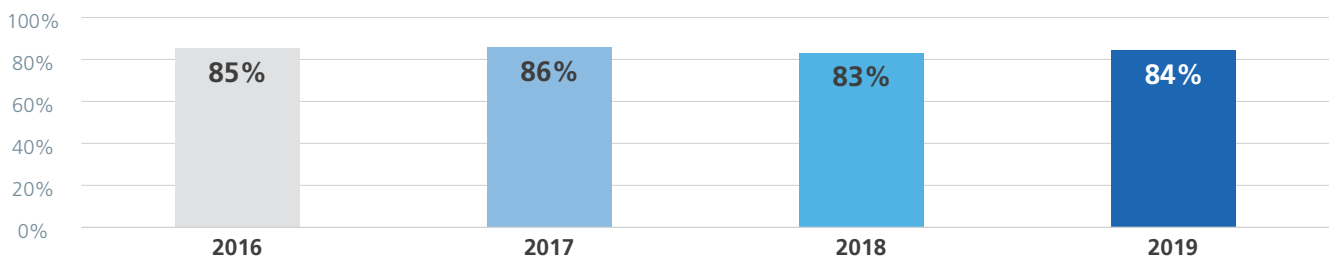
The scores are unadjusted and based on England scores only.

SEEING YOUR GP

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



Q2. Patient thought they were seen as soon as necessary

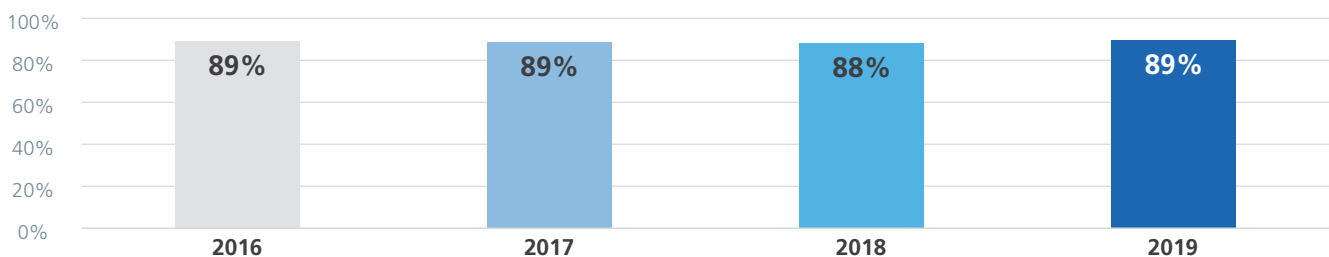


DIAGNOSTIC TESTS

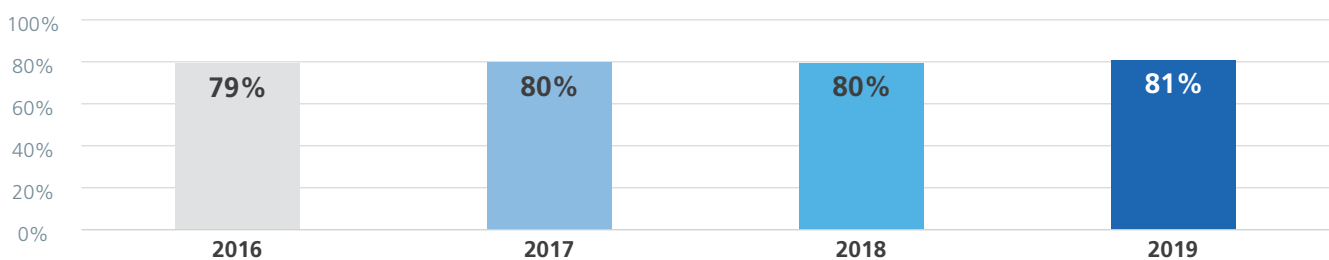
Q5. Received all the information needed about the test



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



Q7. Test results explained in completely understandable way



Year on Year Charts

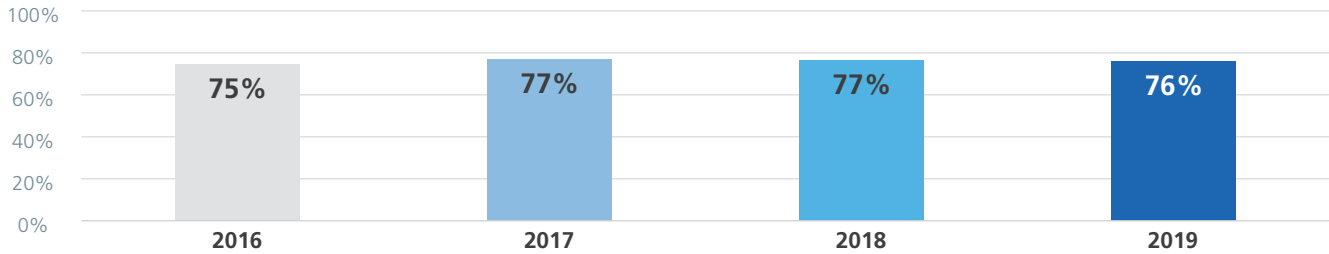
* Indicates where a score has been suppressed because there are less than 21 responses.

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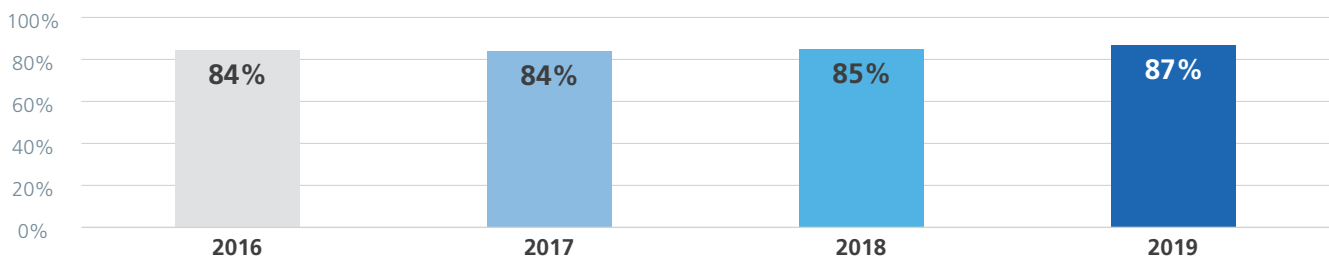
The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

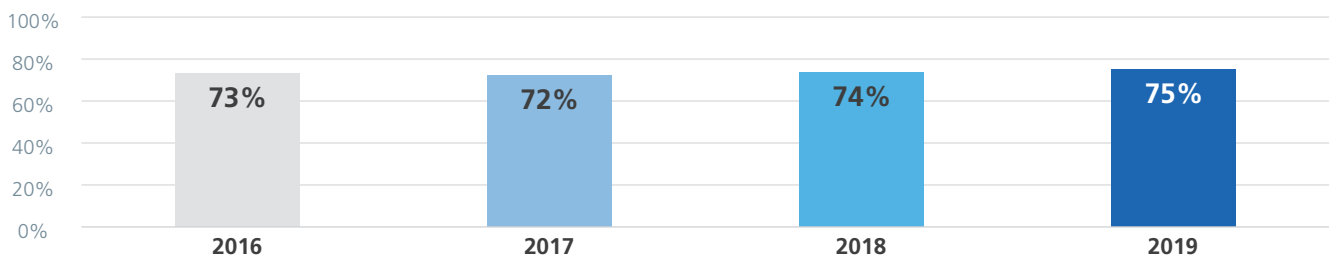
Q10. Patient told they could bring a family member or friend when first told they had cancer



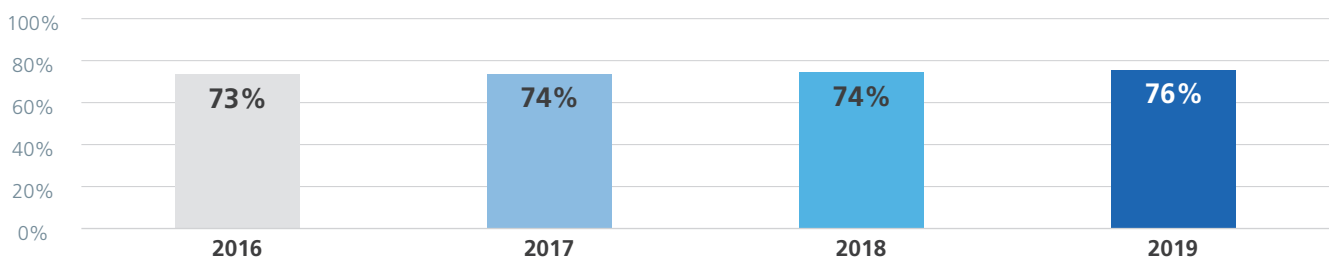
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

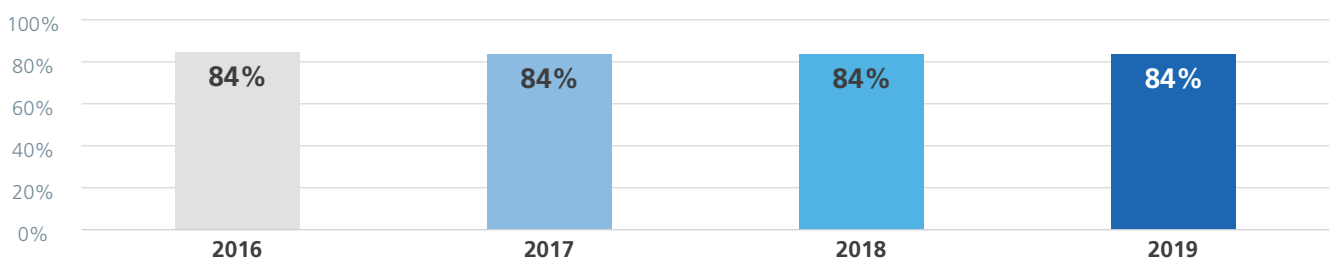


Q13. Patient given easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

Q14. Patient felt that treatment options were completely explained



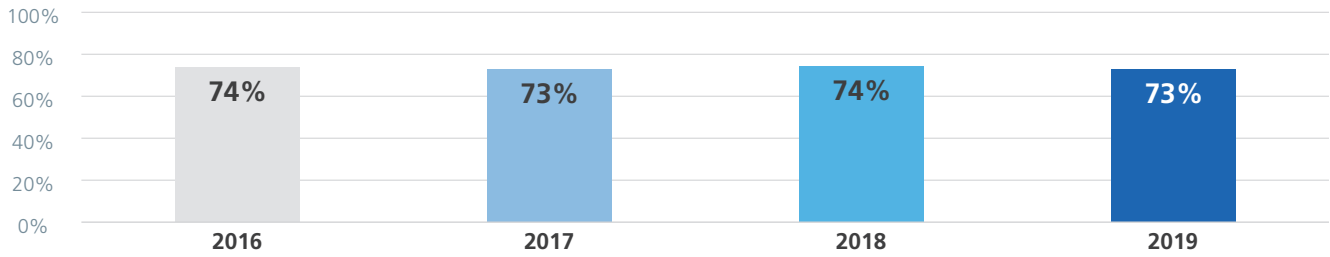
Year on Year Charts

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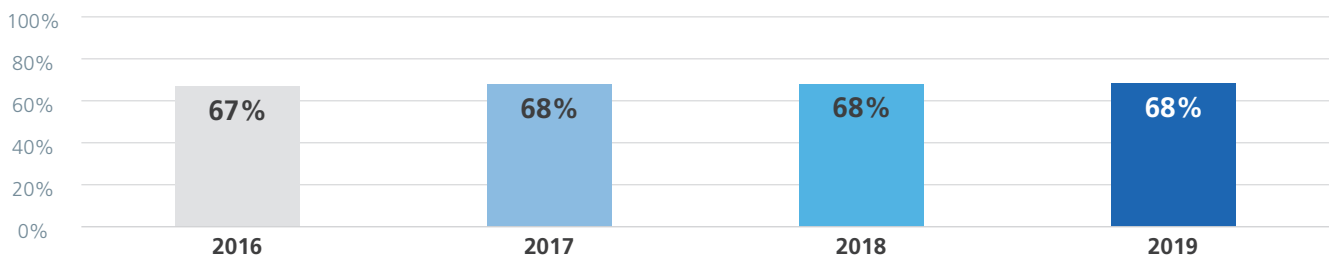
** No score available for these years.

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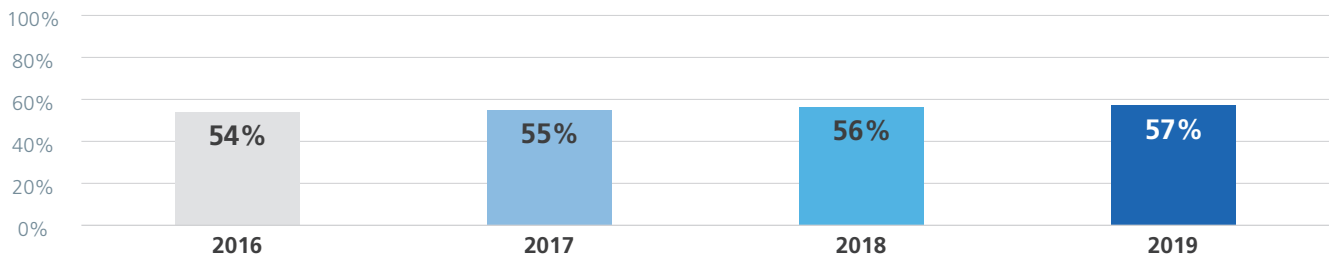
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

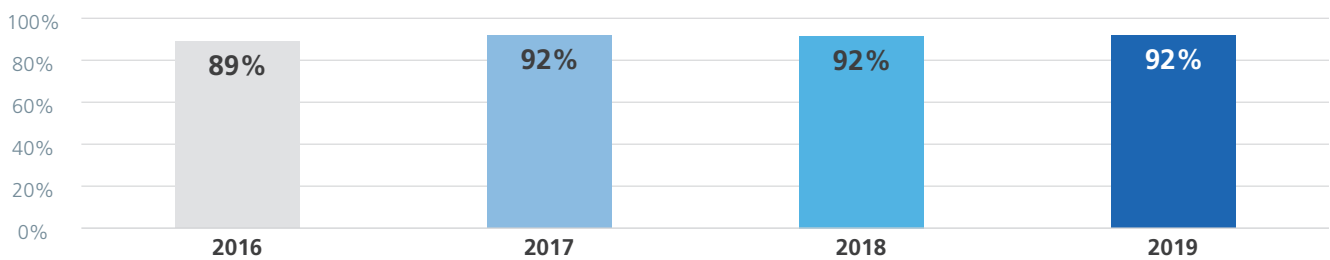


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

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



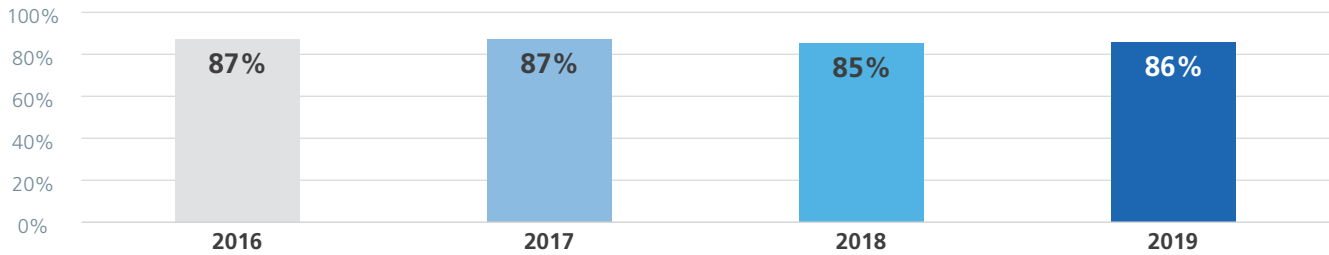
Year on Year Charts

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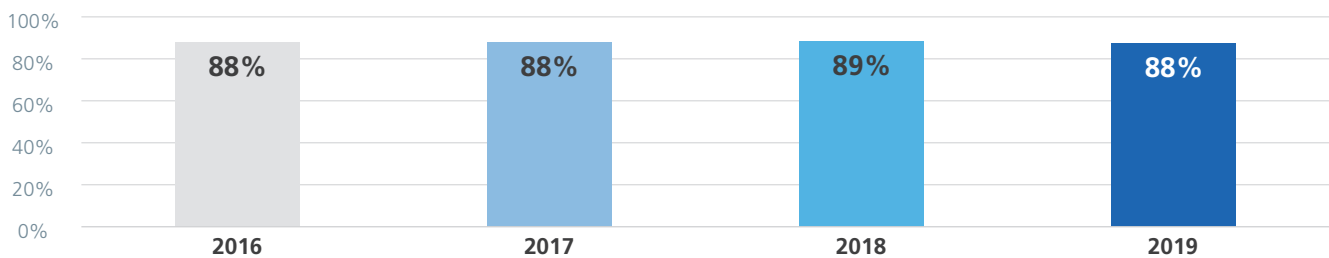
** No score available for these years.

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

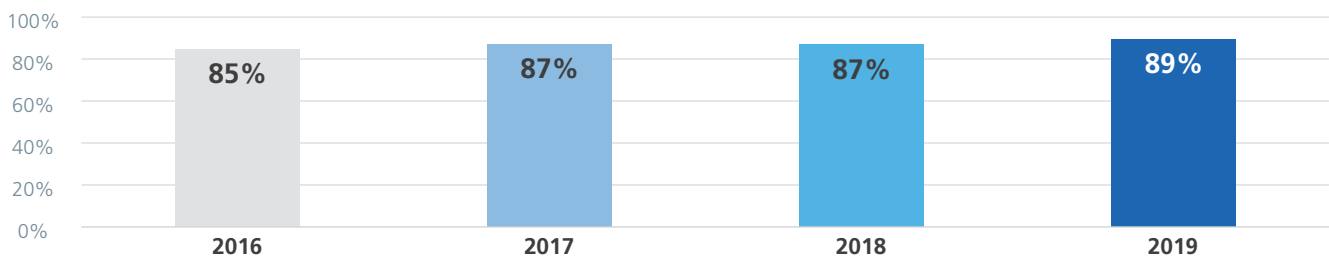


Q21. Patient got understandable answers to important questions all or most of the time

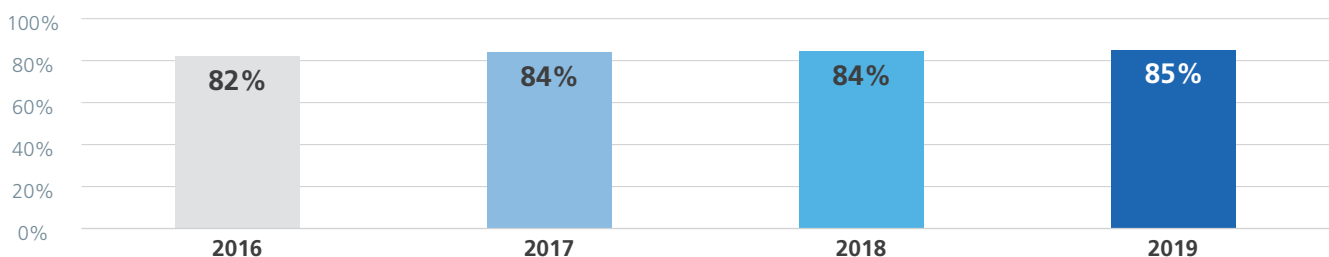


SUPPORT FOR PEOPLE WITH CANCER

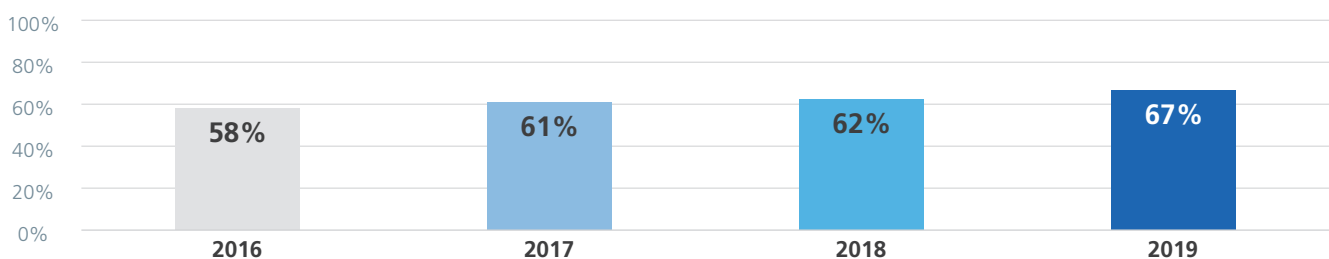
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



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



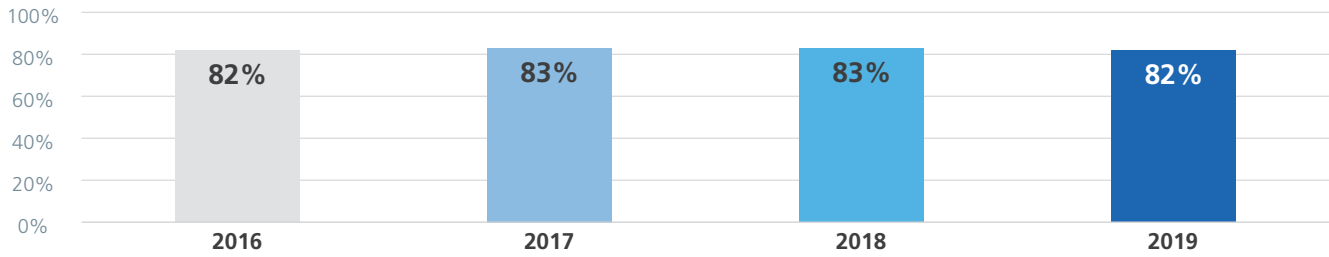
Year on Year Charts

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** No score available for these years.

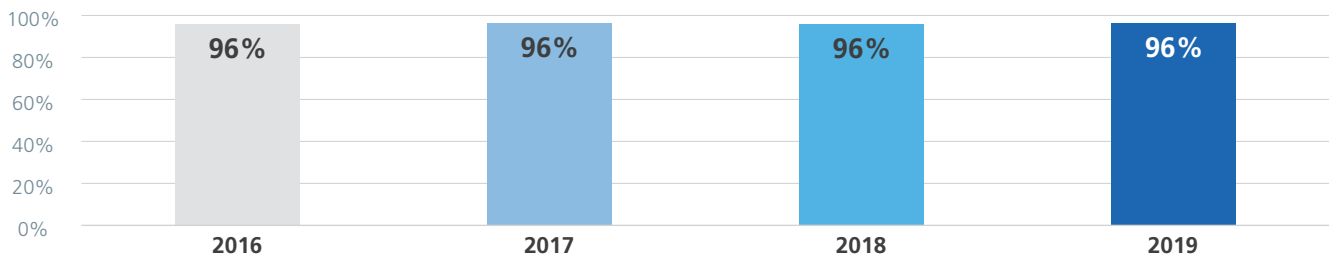
The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

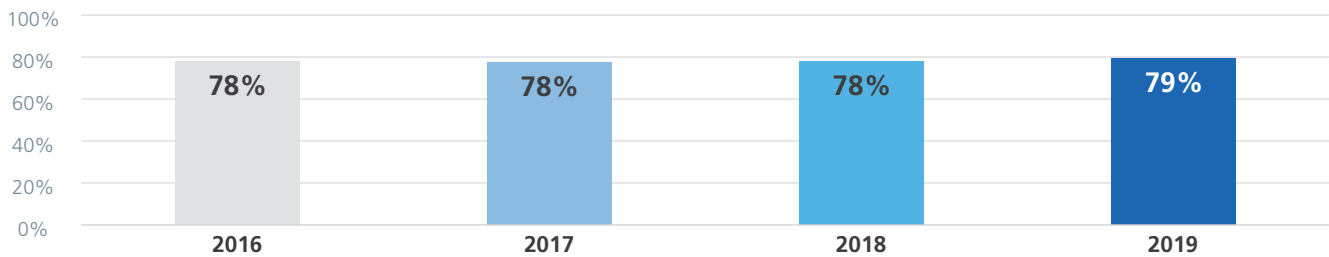


OPERATIONS

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.

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



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



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



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



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



Year on Year Charts

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

** No score available for these years.

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



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



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



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



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



Year on Year Charts

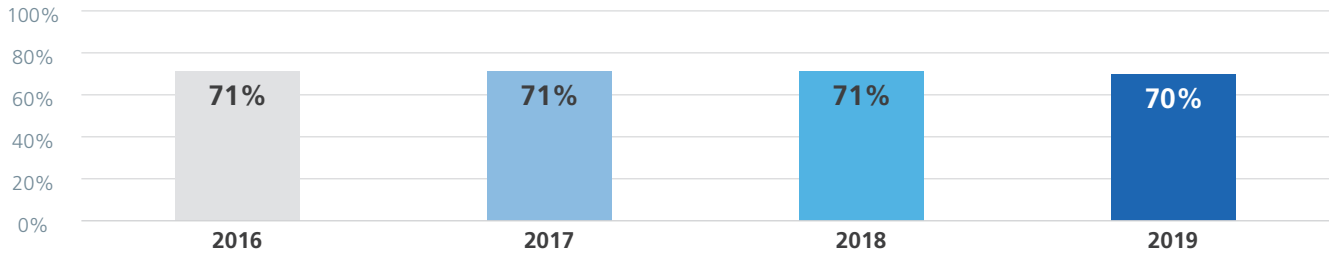
* Indicates where a score has been suppressed because there are less than 21 responses.

** No score available for these years.

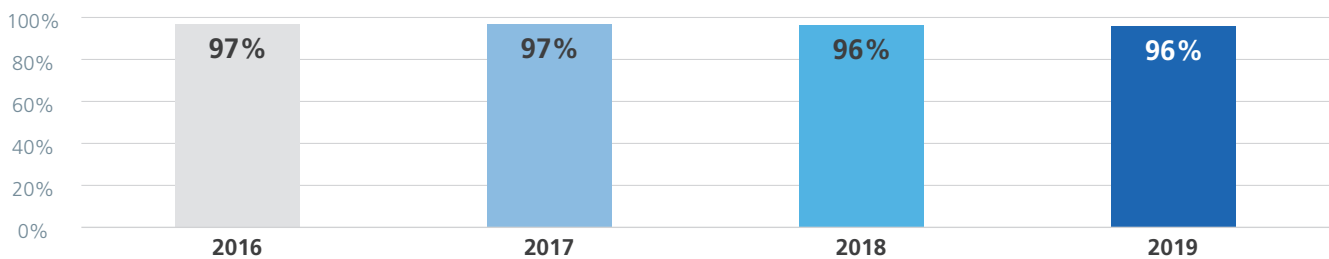
The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

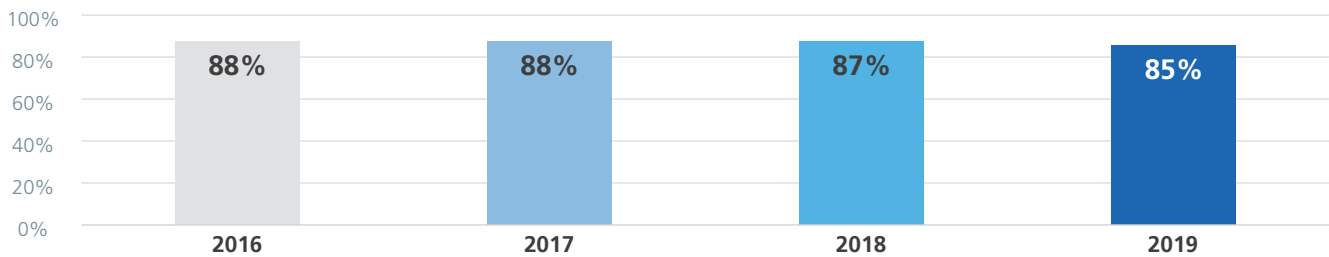
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



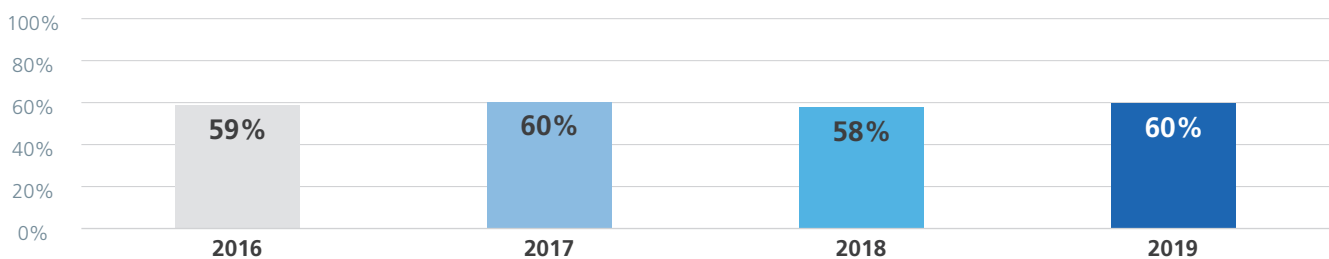
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



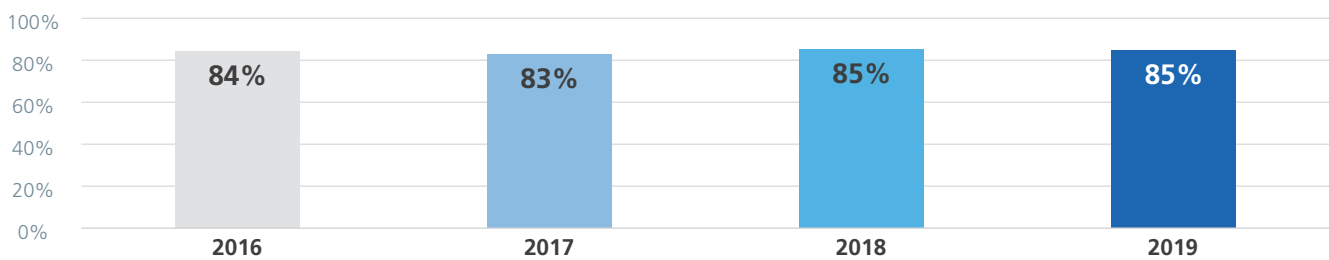
Q46. Beforehand patient completely had all information needed about radiotherapy treatment



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



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



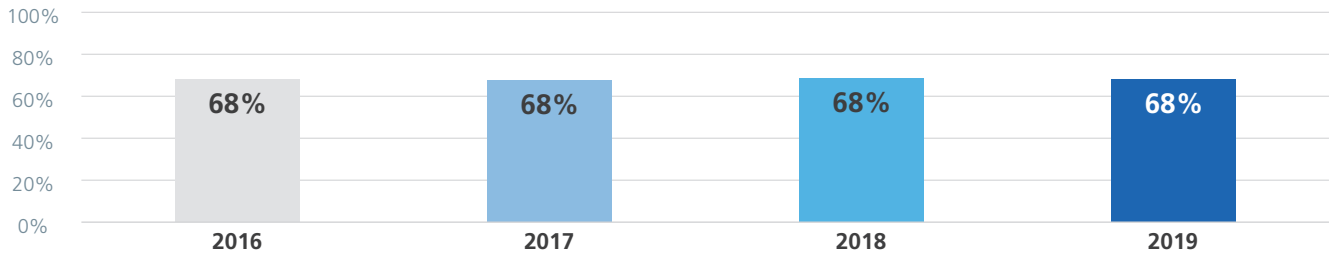
Year on Year Charts

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

** No score available for these years.

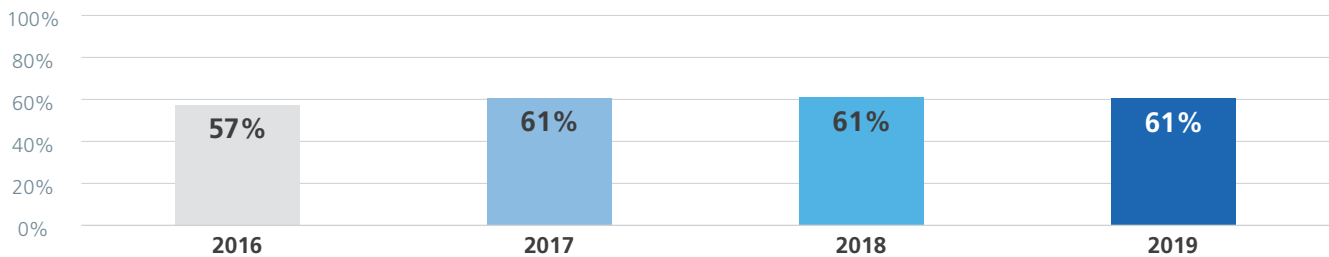
The scores are unadjusted and based on England scores only.

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

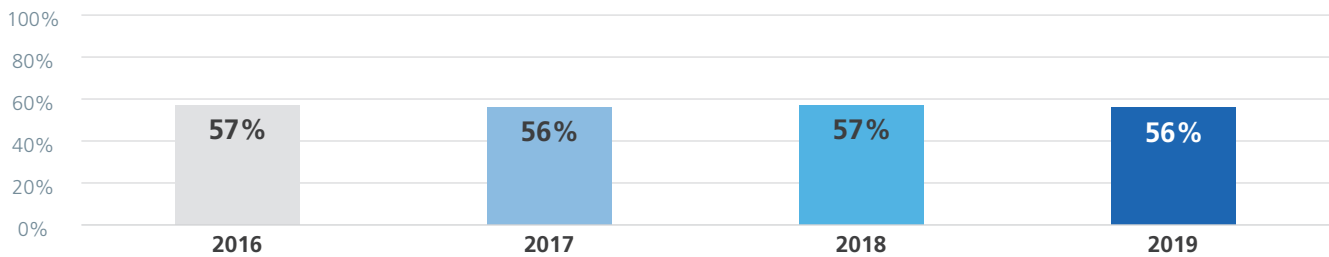


HOME CARE AND SUPPORT

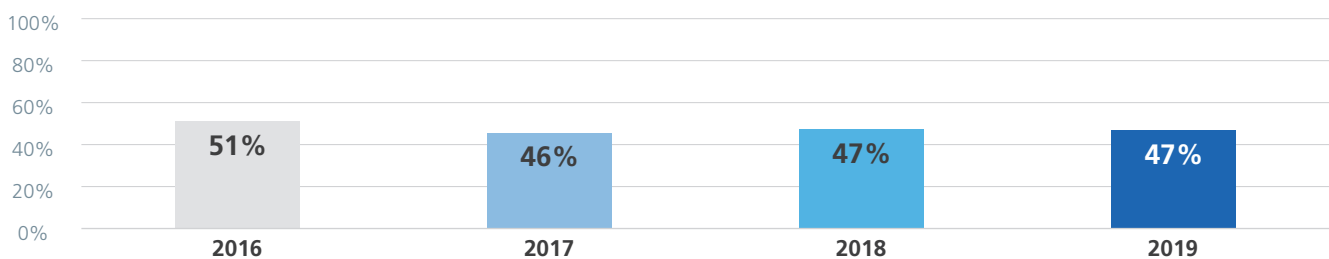
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

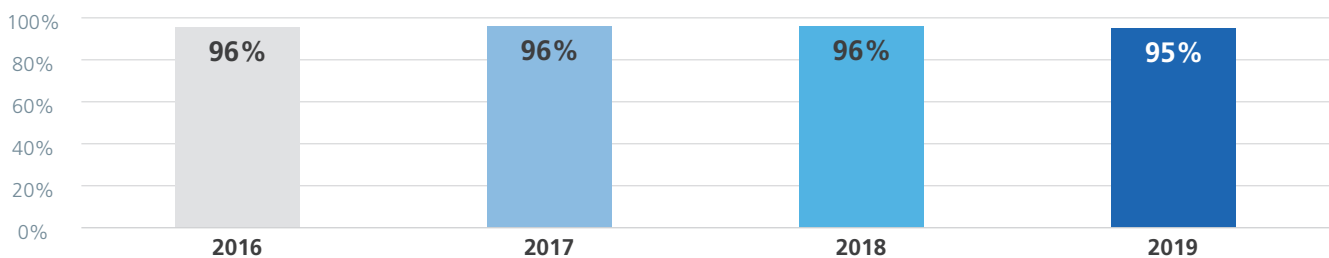


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

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



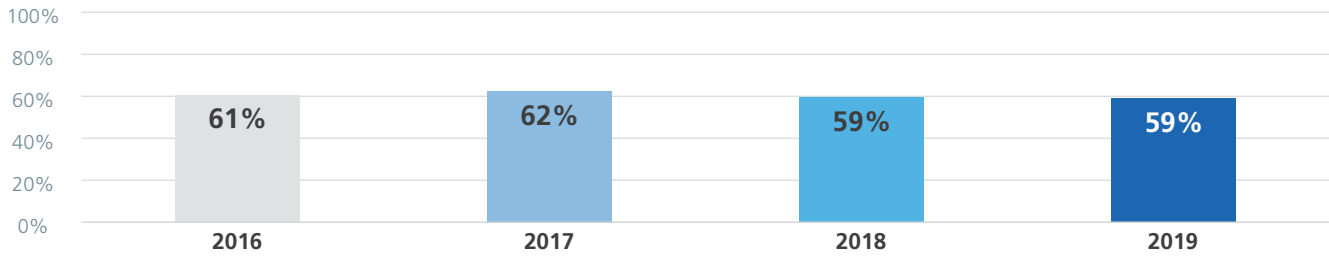
Year on Year Charts

* 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

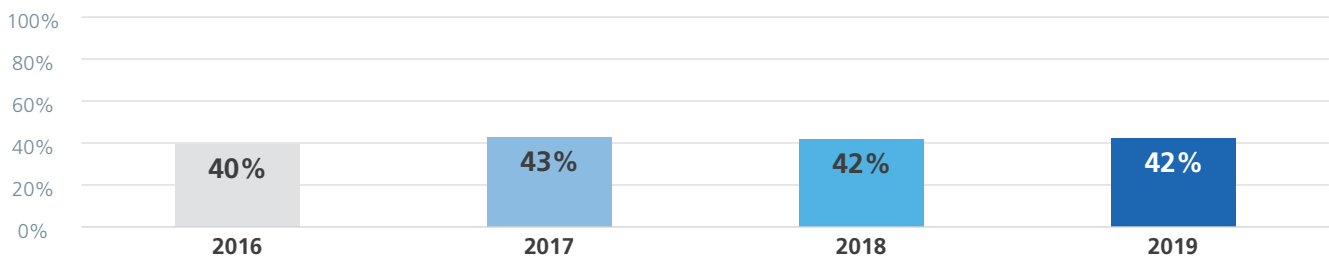


YOUR OVERALL NHS CARE

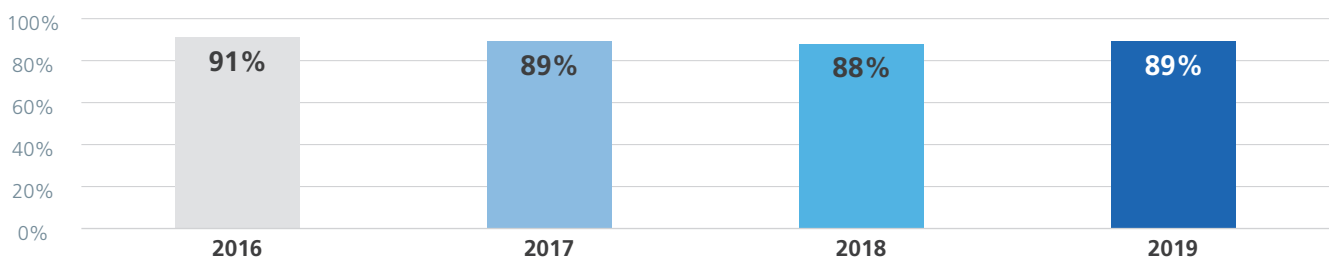
Q56. Different people treating and caring for patient always work well together to give best possible care



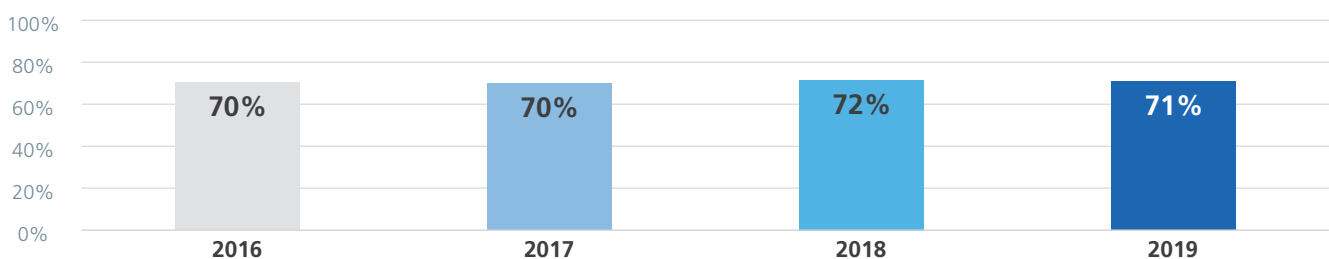
Q57. Patient given a care plan



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



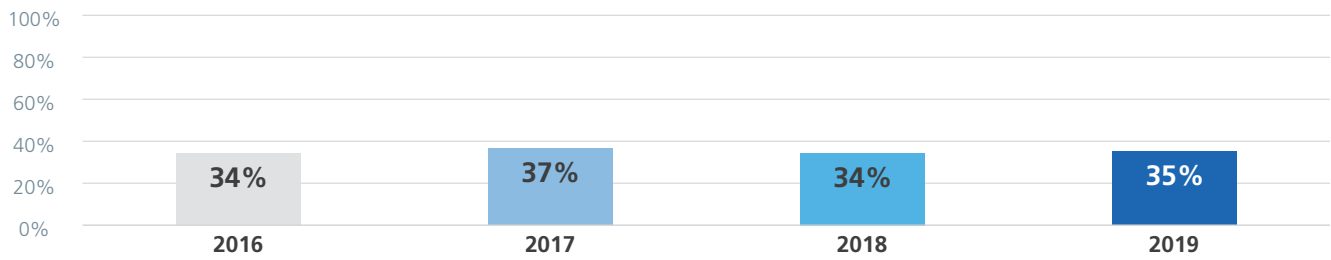
Year on Year Charts

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

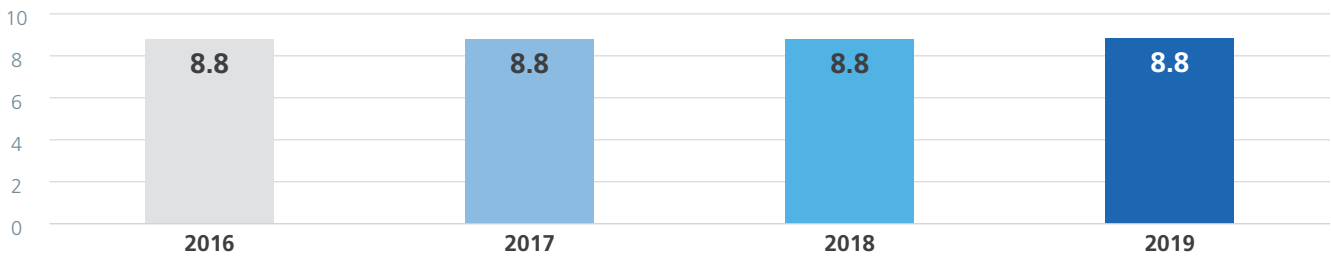
** No score available for these years.

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	
RCD	Harrogate and District NHS Foundation Trust	1	16
RR8	Leeds Teaching Hospitals NHS Trust	1	10
RCF	Airedale NHS Foundation Trust	1	2
RWY	Calderdale and Huddersfield NHS Foundation Trust	2	1
RXF	Mid Yorkshire Hospitals NHS Trust	4	1
RAE	Bradford Teaching Hospitals NHS Foundation Trust	11	1

Trust Dashboard Questions

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

Code	Name	Base	Score
All	National	65,135	8.8
E56000003	West Yorkshire and Harrogate	2,685	8.8
RCD	Harrogate and District NHS Foundation Trust	310	9.1
RR8	Leeds Teaching Hospitals NHS Trust	959	8.9
RCF	Airedale NHS Foundation Trust	223	8.8
RXF	Mid Yorkshire Hospitals NHS Trust	637	8.8
RWY	Calderdale and Huddersfield NHS Foundation Trust	362	8.8
RAE	Bradford Teaching Hospitals NHS Foundation Trust	277	8.5

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

Code	Name	Base	Score
All	National	65,989	81%
E56000003	West Yorkshire and Harrogate	2,725	82%
RCF	Airedale NHS Foundation Trust	227	84%
RR8	Leeds Teaching Hospitals NHS Trust	966	83%
RCD	Harrogate and District NHS Foundation Trust	317	83%
RXF	Mid Yorkshire Hospitals NHS Trust	656	81%
RAE	Bradford Teaching Hospitals NHS Foundation Trust	273	79%
RWY	Calderdale and Huddersfield NHS Foundation Trust	368	78%

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%
E56000003	West Yorkshire and Harrogate	2,663	92%
RCD	Harrogate and District NHS Foundation Trust	314	96%
RR8	Leeds Teaching Hospitals NHS Trust	953	95%
RCF	Airedale NHS Foundation Trust	222	91%
RWY	Calderdale and Huddersfield NHS Foundation Trust	360	91%
RXF	Mid Yorkshire Hospitals NHS Trust	628	87%
RAE	Bradford Teaching Hospitals NHS Foundation Trust	268	86%

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

Code	Name	Base	Score
All	National	52,999	85%
E56000003	West Yorkshire and Harrogate	2,187	86%
RCD	Harrogate and District NHS Foundation Trust	276	92%
RAE	Bradford Teaching Hospitals NHS Foundation Trust	207	90%
RWY	Calderdale and Huddersfield NHS Foundation Trust	294	86%
RXF	Mid Yorkshire Hospitals NHS Trust	473	85%
RR8	Leeds Teaching Hospitals NHS Trust	825	83%
RCF	Airedale NHS Foundation Trust	179	83%

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%
E56000003	West Yorkshire and Harrogate	1,429	86%
RWY	Calderdale and Huddersfield NHS Foundation Trust	188	88%
RR8	Leeds Teaching Hospitals NHS Trust	593	87%
RXF	Mid Yorkshire Hospitals NHS Trust	314	86%
RCD	Harrogate and District NHS Foundation Trust	128	85%
RCF	Airedale NHS Foundation Trust	98	82%
RAE	Bradford Teaching Hospitals NHS Foundation Trust	165	81%

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%
E56000003	West Yorkshire and Harrogate	1,386	96%
RCD	Harrogate and District NHS Foundation Trust	123	98%
RWY	Calderdale and Huddersfield NHS Foundation Trust	183	97%
RR8	Leeds Teaching Hospitals NHS Trust	572	97%
RAE	Bradford Teaching Hospitals NHS Foundation Trust	160	96%
RXF	Mid Yorkshire Hospitals NHS Trust	302	93%
RCF	Airedale NHS Foundation Trust	95	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%
E56000003	West Yorkshire and Harrogate	1,843	59%
RAE	Bradford Teaching Hospitals NHS Foundation Trust	182	63%
RCF	Airedale NHS Foundation Trust	135	61%
RCD	Harrogate and District NHS Foundation Trust	210	59%
RXF	Mid Yorkshire Hospitals NHS Trust	434	58%
RR8	Leeds Teaching Hospitals NHS Trust	706	57%
RWY	Calderdale and Huddersfield NHS Foundation Trust	235	56%

CCG Expected Range Summary

CCG		Expected Range Classification
03E	NHS Harrogate and Rural District CCG	38 14
15F	NHS Leeds CCG	1 44 7
03A	NHS Greater Huddersfield CCG	1 49 2
02W	NHS Bradford City CCG	6
03R	NHS Wakefield CCG	1 50 1
02R	NHS Bradford Districts CCG	4 45 3
02T	NHS Calderdale CCG	1 51
03J	NHS North Kirklees CCG	2 49 1
02N	NHS Airedale, Wharfedale and Craven CCG	3 48 1

CCG Dashboard Questions

Q61. Patient's average rating of care scored from very poor to very good			
Code	Name	Base	Score
All	National	65,135	8.8
E56000003	West Yorkshire and Harrogate	2,685	8.8
03E	NHS Harrogate and Rural District CCG	328	9.1
15F	NHS Leeds CCG	700	8.9
03R	NHS Wakefield CCG	507	8.8
03J	NHS North Kirklees CCG	190	8.8
02N	NHS Airedale, Wharfedale and Craven CCG	224	8.8
03A	NHS Greater Huddersfield CCG	242	8.8
02T	NHS Calderdale CCG	225	8.7
02R	NHS Bradford Districts CCG	248	8.7
02W	NHS Bradford City CCG	21	8.7
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment			
Code	Name	Base	Score
All	National	65,989	81%
E56000003	West Yorkshire and Harrogate	2,725	82%
02N	NHS Airedale, Wharfedale and Craven CCG	229	84%
15F	NHS Leeds CCG	707	83%
03J	NHS North Kirklees CCG	192	83%
03E	NHS Harrogate and Rural District CCG	331	81%
03R	NHS Wakefield CCG	523	81%
02R	NHS Bradford Districts CCG	246	80%
02T	NHS Calderdale CCG	226	79%
03A	NHS Greater Huddersfield CCG	251	79%
02W	NHS Bradford City CCG	20	Score suppressed

CCG Dashboard Questions






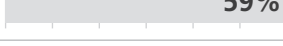
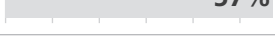


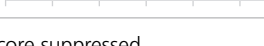
Q19. Patient given the name of a CNS who would support them through their treatment			
Code	Name	Base	Score
All	National	64,196	92%
E56000003	West Yorkshire and Harrogate	2,663	92%
03E	NHS Harrogate and Rural District CCG	328	96%
15F	NHS Leeds CCG	701	93%
02N	NHS Airedale, Wharfedale and Craven CCG	221	91%
03A	NHS Greater Huddersfield CCG	246	91%
02T	NHS Calderdale CCG	221	91%
03R	NHS Wakefield CCG	503	90%
03J	NHS North Kirklees CCG	182	88%
02R	NHS Bradford Districts CCG	241	88%
02W	NHS Bradford City CCG	20	Score suppressed
Q20. Patient found it very or quite easy to contact their CNS			
Code	Name	Base	Score
All	National	52,999	85%
E56000003	West Yorkshire and Harrogate	2,187	86%
02R	NHS Bradford Districts CCG	188	91%
03E	NHS Harrogate and Rural District CCG	284	90%
03A	NHS Greater Huddersfield CCG	194	88%
02T	NHS Calderdale CCG	186	85%
03R	NHS Wakefield CCG	398	85%
03J	NHS North Kirklees CCG	139	83%
15F	NHS Leeds CCG	605	83%
02N	NHS Airedale, Wharfedale and Craven CCG	178	82%
02W	NHS Bradford City CCG	15	Score suppressed

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%
E56000003	West Yorkshire and Harrogate	1,429	86%
03E	NHS Harrogate and Rural District CCG	149	88%
03R	NHS Wakefield CCG	260	87%
03A	NHS Greater Huddersfield CCG	146	87%
02R	NHS Bradford Districts CCG	137	86%
02T	NHS Calderdale CCG	125	86%
03J	NHS North Kirklees CCG	92	86%
15F	NHS Leeds CCG	399	86%
02N	NHS Airedale, Wharfedale and Craven CCG	107	82%
02W	NHS Bradford City CCG	14	Score suppressed
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%
E56000003	West Yorkshire and Harrogate	1,386	96%
02R	NHS Bradford Districts CCG	136	100%
03A	NHS Greater Huddersfield CCG	141	99%
03E	NHS Harrogate and Rural District CCG	143	99%
15F	NHS Leeds CCG	389	96%
03R	NHS Wakefield CCG	250	95%
02T	NHS Calderdale CCG	123	95%
02N	NHS Airedale, Wharfedale and Craven CCG	102	92%
03J	NHS North Kirklees CCG	90	91%
02W	NHS Bradford City CCG	12	Score suppressed

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%
E56000003	West Yorkshire and Harrogate	1,843	 59%
02N	NHS Airedale, Wharfedale and Craven CCG	141	 64%
02R	NHS Bradford Districts CCG	160	 63%
03A	NHS Greater Huddersfield CCG	172	 61%
15F	NHS Leeds CCG	511	 59%
03E	NHS Harrogate and Rural District CCG	214	 57%
03R	NHS Wakefield CCG	354	 57%
02T	NHS Calderdale CCG	147	 57%
03J	NHS North Kirklees CCG	131	 55%
02W	NHS Bradford City CCG	13	Score suppressed