

		Northern	Northern	Northern	Northern	Northern	Northern	Northern	Northern	
Breast		RLN	RXP	RR7	RNL	RVW	RTF	RTR	RE9	RTD
2014		City Hospitals Sunderland NHS Foundation Trust	County Durham and Darlington NHS Foundation Trust	Gateshead Health NHS Foundation Trust	North Cumbria University Hospitals NHS Trust	North Tees and Hartlepool NHS Foundation Trust	Northumbria Healthcare NHS Foundation Trust	South Tees Hospitals NHS Foundation Trust	South Tyneside NHS Foundation Trust	The Newcastle Upon Tyne Hospitals NHS Foundation Trust
Question No.		Number of Responses* →								
		*Please note that the number shown is the maximum number of responses across all questions for each trust for this tumour group								
Cancer Type →		Breast	Breast	Breast	Breast	Breast	Breast	Breast	Breast	Breast
Q1	Saw GP once/twice before being told had to go to hospital	94.3%	90.4%	94.2%	93.0%	96.1%	92.0%	97.6%		97.0%
Q2	Patient thought they were seen as soon as necessary	92.3%	88.7%	93.5%	98.6%	94.9%	91.7%	95.0%		95.3%
Q3	% ans. less than 12 months	98.4%	98.9%	96.7%	97.0%	98.5%	100.0%	96.0%		100.0%
Q4	Patient's health got better or remained about the same while waiting	93.8%	90.7%	96.7%	92.8%	93.5%	90.7%	94.0%		97.2%
Q5	% ans. they've had diagnostic tests for cancer in last 12 months	95.2%	96.9%	94.2%	92.8%	92.1%	90.6%	93.8%		97.9%
Q6	Staff gave complete explanation of purpose of test(s)	85.7%	79.5%	92.7%	94.9%	89.5%	90.1%	90.9%		90.4%
Q7	Staff explained completely what would be done during test	89.3%	85.4%	93.8%	91.8%	89.1%	90.0%	87.9%		90.8%
Q8	Given easy to understand written information about test	100.0%	79.3%	92.9%	97.5%	93.5%	87.3%	89.4%		91.1%
Q9	Given complete explanation of test results in understandable way	78.3%	78.7%	91.4%	95.2%	82.0%	86.0%	82.6%		80.6%
Q10	% ans. that they were first told by a doctor (incl GP) or nurse	100.0%	97.8%	98.3%	97.1%	98.5%	99.1%	97.9%		97.9%
Q11	Patient told they could bring a friend when first told they had cancer	86.0%	70.9%	90.4%	89.1%	93.7%	77.3%	91.1%		90.2%
Q12	Patient felt they were told sensitively that they had cancer	85.9%	90.6%	94.4%	91.5%	94.4%	90.8%	92.0%		93.4%
Q13	Patient completely understood the explanation of what was wrong	75.0%	75.3%	80.5%	83.1%	81.7%	80.0%	87.1%		80.0%
Q14	Patient given written information about the type of cancer they had	69.6%	75.9%	80.8%	91.5%	83.5%	83.5%	75.6%		82.4%
Q15	Patient given a choice of different types of treatment	88.0%	100.0%	95.9%	97.6%	98.2%	98.1%	93.5%		97.8%
Q16	Patient's views definitely taken into account by doctors and nurses discussing treatment	66.7%	69.8%	83.3%	83.6%	81.3%	76.9%	74.7%		82.9%
Q17	Possible side effects explained in an understandable way	81.5%	77.2%	90.0%	84.1%	87.8%	81.5%	82.7%		77.9%
Q18	Patient given written information about side effects	91.9%	91.2%	95.8%	94.0%	97.8%	90.6%	92.6%		86.9%
Q19	Patient definitely told about treatment side effects that could affect them in the future	61.7%	58.7%	77.0%	67.7%	68.5%	58.4%	64.0%		63.6%
Q20	Patient definitely involved in decisions about care and treatment	76.2%	70.5%	83.7%	78.3%	80.3%	81.8%	71.4%		80.5%
Q21	Patient given the name of the CNS in charge of their care	92.2%	94.8%	100.0%	97.1%	94.3%	99.1%	99.0%		96.0%
Q22	Patient finds it easy to contact their CNS	89.3%	73.6%	83.9%	86.4%	90.3%	84.2%	84.9%		69.4%
Q23	CNS definitely listened carefully the last time spoken to	98.3%	86.8%	98.3%	94.1%	96.2%	92.5%	92.9%		89.3%
Q24	Get understandable answers to important questions all/most of the time	96.6%	87.8%	97.3%	95.4%	96.8%	97.0%	97.7%		95.1%
Q25	Hospital staff gave information about support groups	85.5%	77.8%	93.5%	92.7%	93.0%	84.0%	91.9%		87.0%
Q26	Hospital staff gave information about impact cancer could have on work/education	78.8%	75.4%	76.7%	83.3%	76.1%	77.0%	76.7%		72.7%
Q27	Hospital staff gave information on getting financial help	63.4%	43.3%	59.4%	58.5%	70.0%	74.2%	41.5%		46.9%
Q28	Hospital staff told patient they could get free prescriptions	86.8%	81.8%	85.9%	54.1%	74.3%	86.8%	61.8%		74.7%
Q29	Patient has seen information about cancer research in the hospital	84.4%	82.5%	95.1%	90.0%	88.0%	86.9%	94.9%		91.9%
Q30	Taking part in cancer research discussed with patient	24.1%	68.8%	25.4%	32.3%	20.9%	15.8%	25.5%		22.7%
Q31	Patient has taken part in cancer research		63.5%	44.8%	42.9%	46.4%		60.9%		83.9%
Q32	% ans. they've had an operation in last 12 months	57.1%	81.1%	87.8%	75.7%	74.8%	65.5%	81.4%		87.2%
Q33	Staff gave complete explanation of what would be done	94.4%	91.0%	93.5%	90.6%	92.5%	91.7%	87.5%		93.1%
Q34	Patient given written information about the operation	80.6%	73.9%	89.9%	88.5%	89.5%	81.3%	80.9%		87.5%
Q35	Staff explained how operation had gone in understandable way	77.8%	81.6%	77.5%	70.0%	74.8%	79.2%	71.4%		87.5%
Q36	% ans. they've stayed overnight for cancer care in last 12 months	51.6%	76.6%	74.8%	78.6%	71.6%	71.8%	81.6%		81.6%
Q37	Got understandable answers to important questions all/most of the time	84.4%	78.6%	91.5%	86.0%	90.5%	89.3%	87.0%		93.2%
Q38	Patient had confidence and trust in all doctors treating them	90.9%	82.7%	93.5%	83.6%	93.1%	87.3%	83.8%		91.9%
Q39	Doctors did not talk in front of patient as if they were not there	93.9%	92.0%	95.7%	90.6%	94.1%	93.7%	82.5%		95.1%
Q40	Patient's family definitely had opportunity to talk to doctor	50.0%	67.7%	75.3%	66.7%	77.1%	73.4%	64.5%		80.6%
Q41	Got understandable answers to important questions all/most of the time	66.7%	74.6%	83.3%	79.2%	77.4%	82.1%	86.4%		87.0%
Q42	Patient had confidence and trust in all ward nurses	62.5%	69.3%	76.1%	67.3%	70.7%	82.3%	82.7%		78.9%
Q43	Nurses did not talk in front of patient as if they were not there	87.5%	89.3%	97.7%	88.9%	89.9%	96.2%	91.3%		91.1%
Q44	Always / nearly always enough nurses on duty	56.3%	58.1%	78.2%	43.6%	70.1%	75.9%	72.2%		72.4%
Q45	Patient did not think hospital staff deliberately misinformed them	90.9%	95.9%	96.7%	98.2%	95.0%	91.1%	93.8%		94.3%
Q46	Patient never thought they were given conflicting information	90.9%	76.0%	84.9%	87.3%	86.0%	88.5%	81.5%		91.0%
Q47	All staff asked patient what name they preferred to be called by	24.2%	59.7%	54.4%	59.3%	63.0%	55.7%	51.9%		68.6%
Q48	Always given enough privacy when discussing condition/treatment	78.1%	83.8%	94.6%	83.6%	88.2%	93.5%	88.9%		91.1%
Q49	Always given enough privacy when being examined or treated	97.0%	98.7%	98.9%	94.5%	99.0%	100.0%	96.3%		95.9%
Q50	Patient was able to discuss worries or fears with staff during visit	60.0%	60.9%	75.9%	64.4%	75.8%	75.0%	72.2%		78.4%
Q51	Hospital staff did everything to help control pain all of the time	82.1%	85.2%	89.5%	78.3%	94.3%	93.7%	93.1%		96.3%
Q52	Always treated with respect and dignity by staff	75.8%	78.7%	95.7%	75.9%	94.1%	92.4%	87.7%		91.9%
Q53	Given clear written information about what should / should not do post discharge	78.1%	91.4%	93.3%	85.7%	90.7%	94.5%	89.7%		92.4%
Q54	Staff told patient who to contact if worried post discharge	97.0%	94.4%	98.9%	90.4%	98.0%	97.4%	97.5%		100.0%
Q55	Family definitely given all information needed to help care at home	51.9%	55.0%	65.2%	61.9%	68.5%	66.7%	58.0%		70.6%
Q56	Patient definitely given enough care from health or social services	66.7%	69.8%	56.0%	53.8%	52.9%	78.5%	66.7%		69.9%
Q57	Staff definitely did everything to control side effects of radiotherapy				77.1%			85.7%		81.9%
Q58	Staff definitely did everything to control side effects of chemotherapy	84.3%	82.4%	90.0%	88.2%	89.8%	93.7%	85.9%		80.8%
Q59	Staff definitely did everything they could to help control pain	85.4%	85.2%	92.8%	82.4%	89.6%	86.8%	90.3%		86.9%
Q60	Hospital staff definitely gave patient enough emotional support	73.9%	67.5%	83.1%	76.4%	75.4%	78.9%	67.1%		67.6%
Q61	% ans. they've had an OP appt with a cancer doctor in last 12 months	95.3%	97.9%	96.7%	100.0%	97.8%	92.6%	91.8%		96.6%
Q62	Doctor had the right notes and other documentation with them	96.6%	93.1%	94.9%	95.5%	97.7%	99.0%	97.7%		95.6%
Q63	GP given enough information about patient's condition and treatment	100.0%	94.8%	98.1%	94.2%	100.0%	98.9%	96.4%		99.2%
Q64	Practice staff definitely did everything they could to support patient	75.0%	70.3%	66.7%	66.0%	70.3%	72.3%	74.3%		74.3%
Q65	Hospital and community staff always worked well together	64.5%	62.1%	73.5%	61.5%	74.1%	74.3%	74.2%		70.3%
Q67	Given the right amount of information about condition and treatment	86.9%	87.8%	90.0%	89.6%	90.1%	89.6%	92.7%		93.7%
Q68	Patient offered written assessment and care plan	35.8%	24.3%	28.6%	22.6%	20.6%	22.8%	19.3%		19.3%
Q69	Patient did not feel that they were treated as a 'set of cancer symptoms'	80.3%	75.8%	89.8%	86.6%	85.3%	88.8%	83.5%		77.6%
Q70	Patient's rating of care 'excellent' / 'very good'	82.3%	78.4%	95.8%	89.7%	97.8%	97.2%	91.8%		95.9%