

Patient Survey Results 2014 - Head & Neck

6 trusts received responses but due to small numbers only Sunderland, South Tees and Newcastle responses are reported. Overall there were fewer responses than last year's survey.

Key aspects of better experience:

- Levels of satisfaction are generally very high across reported trusts with a high proportion of overall responses rated in the top 20% nationally.
- Results for South Tees are excellent with two thirds of responses ranked in the top 20% nationally.
- Over 90% of patients at reported trusts rated their care as excellent or very good.
- Generally levels of satisfaction are high with both verbal and written information provided throughout the pathway.

Areas for improvement:

- There is some variability in levels of satisfaction in terms of privacy dignity and respect and the group should consider how this might be improved.
- Levels of satisfaction with emotional support provided by hospital staff are also lower than with other parts of the pathway.
- Satisfaction with collaboration between primary and secondary care is also variable and the group should consider whether learning might be shared with those trusts where satisfaction levels are higher.

Key Results:

- Overall levels of satisfaction are generally high across all areas of the patient pathway for this tumour group.
- Discussion about clinical trials and uptake is low across reported trusts, but awareness of information is high, suggesting that availability of appropriate trials may be an issue.
- Satisfaction with information provided about support groups, financial help and free prescriptions is high in reported trusts.
- Very few patients report being offered a written care plan – this is in line with the national results and other tumour groups.

Participation is good with a high level of responses for this survey. Network performance is consistently good with 3 network trusts ranked in the top 10 of 153 trusts nationally:

South Tyneside - 1
Gateshead - 2
Northumbria - 6

A further 2 trusts were ranked in the top 20 trusts nationally

North Tees & Hartlepool - 15
South Tees - 17.

This is a significant achievement and reflects the quality of care provided by network trusts.