First national VOICES survey of bereaved people: key findings report

Appendix A: Findings by PCT Cluster

Appendix A: End of Life Care by PCT Clusters

	Explanation of benchmark charts and their interpretation
Figure A.1	**Quality of Care:** Overall quality of care across all services by PCT Clusters
Figure A.2	**Co-ordination of Care:** While patient was at home
Figure A.3	**Co-ordination of Care:** Hospital services work well with GP and other services outside the hospital
Figure A.4	**Dignity and Respect:** shown by doctors all the time in the last two days
Figure A.5	**Dignity and Respect:** shown by nurses all the time in the last two days
Figure A.6	**Pain and symptom management:** Reported relief of pain in the last two days
Figure A.7	**Patient Preferences:** Involved in decisions about care as much as wanted
Figure A.8	**Preferred Priorities:** Expressed preference where would like to die
Figure A.9	**Preferred Priorities:** Respondent considered decedent died in the right place
Figure A.10	**Support for Carers:** while patient at home
Figure A.11	**Support for Carers:** able to discuss worries or fears with GP

A summary table (Table 29) is given in the main report.

There are currently 151 Primary Care Trusts (PCT) and 51 PCT Clusters, grouping together between three and six PCTs. Data for PCT Clusters are presented in 'benchmark charts'. For each PCT Cluster, the percentage of respondents endorsing a response (for example, 'Excellent' care quality) is compared to all other possible responses.

Each chart has the England percentages shown at the head of the chart and the range of the results for all PCTs shown in red, amber and green columns. The columns are divided into quintiles:

- The red section shows the spread of scores for the lowest scoring 20 per cent of PCT Clusters
- The green section shows the spread of scores for the highest scoring 20 per cent of PCT Clusters.
- The amber section shows the spread of scores for the remaining 60 per cent of PCT Clusters

Each PCT Cluster's score is shown on the chart as a black dot, representing their percentage. If this black dot is in the green section, this means that the PCT Cluster is among the top 20 per cent of PCT Clusters in England. The line on either side of the circle shows the 95 per cent confidence interval, indicating the amount of uncertainty or variation in that score. A longer line indicates more uncertainty. This variation in responses can be more marked in small samples and we have followed the convention of not presenting the score on the chart where the numbers are too low to reliably determine a rating. As the response rate was so low for Inner North East London and numbers are small, this PCT Cluster as been omitted from all charts.

The scale on the horizontal axis varies across charts.

A future report to be published in Autumn 2012 will describe the findings at PCT Cluster in more detail.

Figure A.1: Overall quality of care rated as Excellent across all services by PCT Clusters
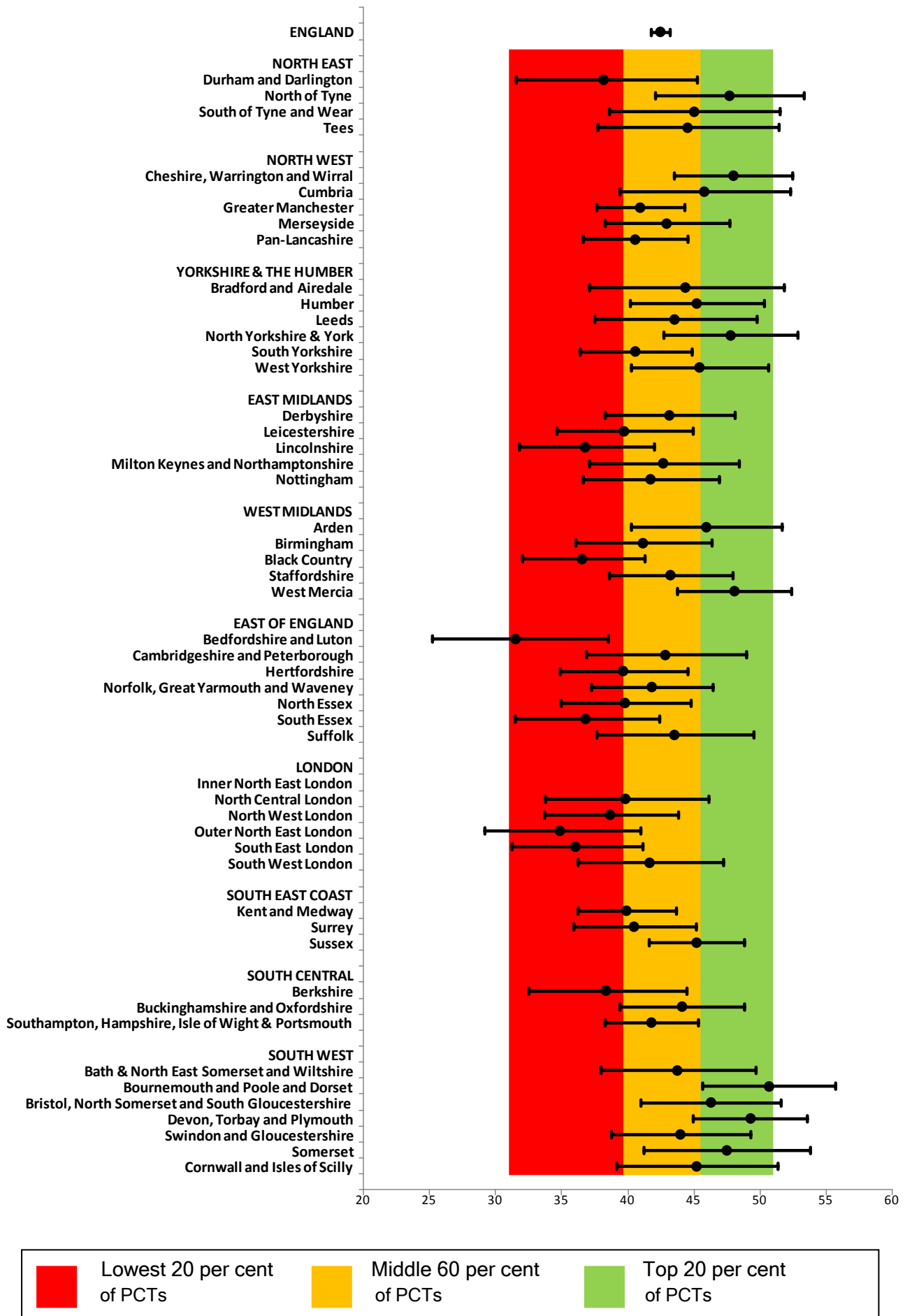
Inner North East London is not shown due to low numbers in one or more cells

Figure A.2: Co-ordination of care while patient was at home by PCT Clusters

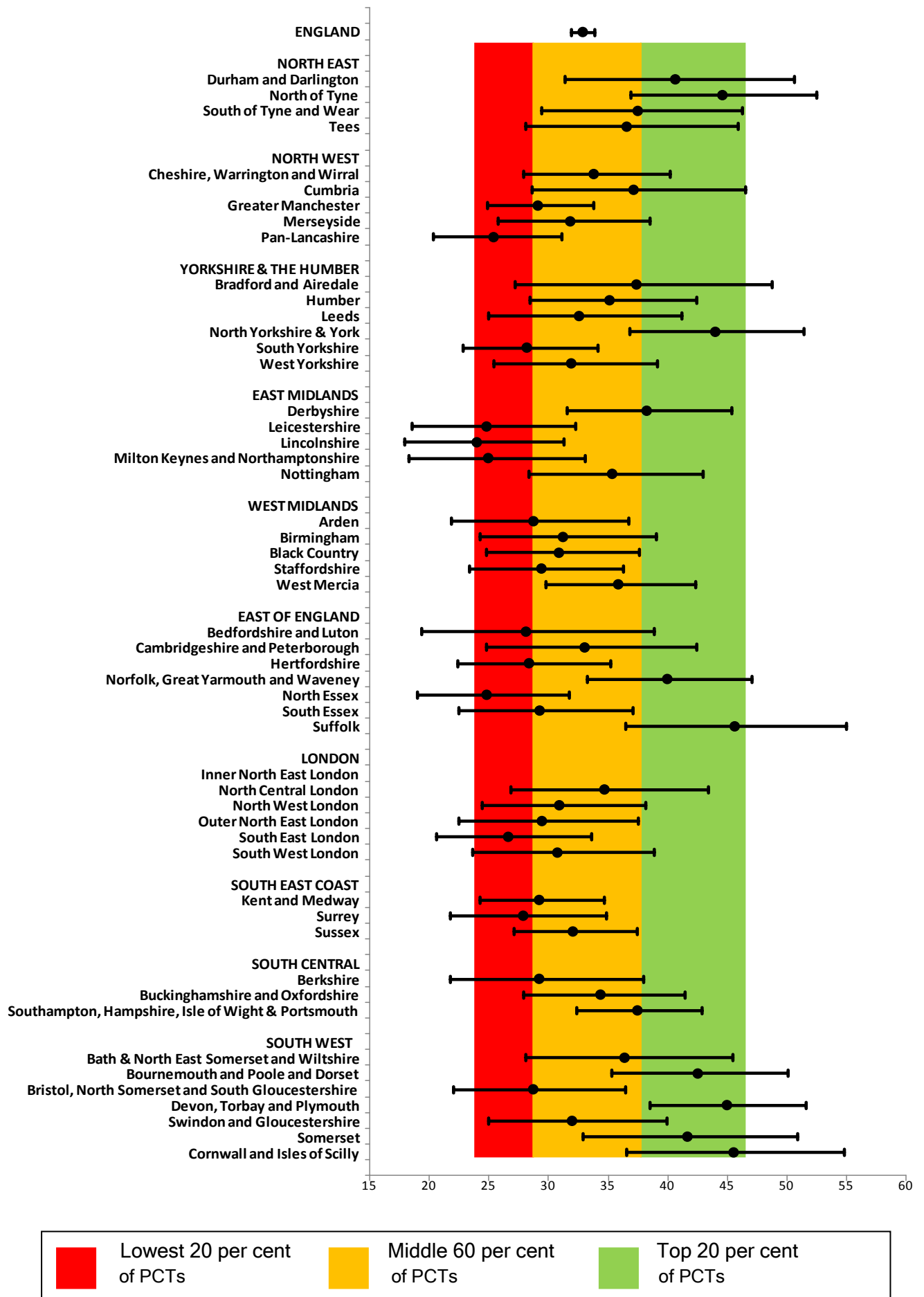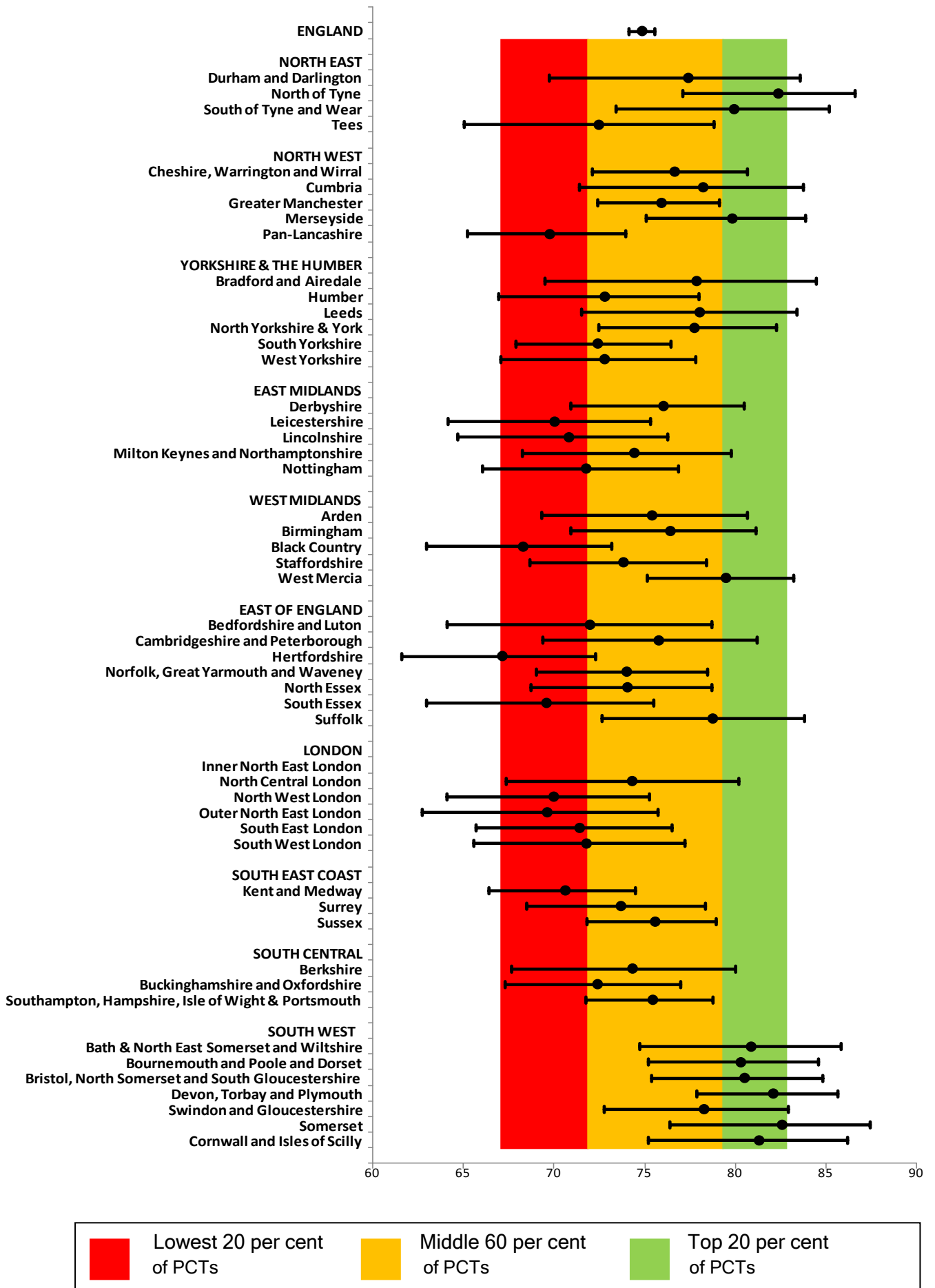|	Lowest 20 per cent of PCTs	Middle 60 per cent of PCTs	Top 20 per cent of PCTs
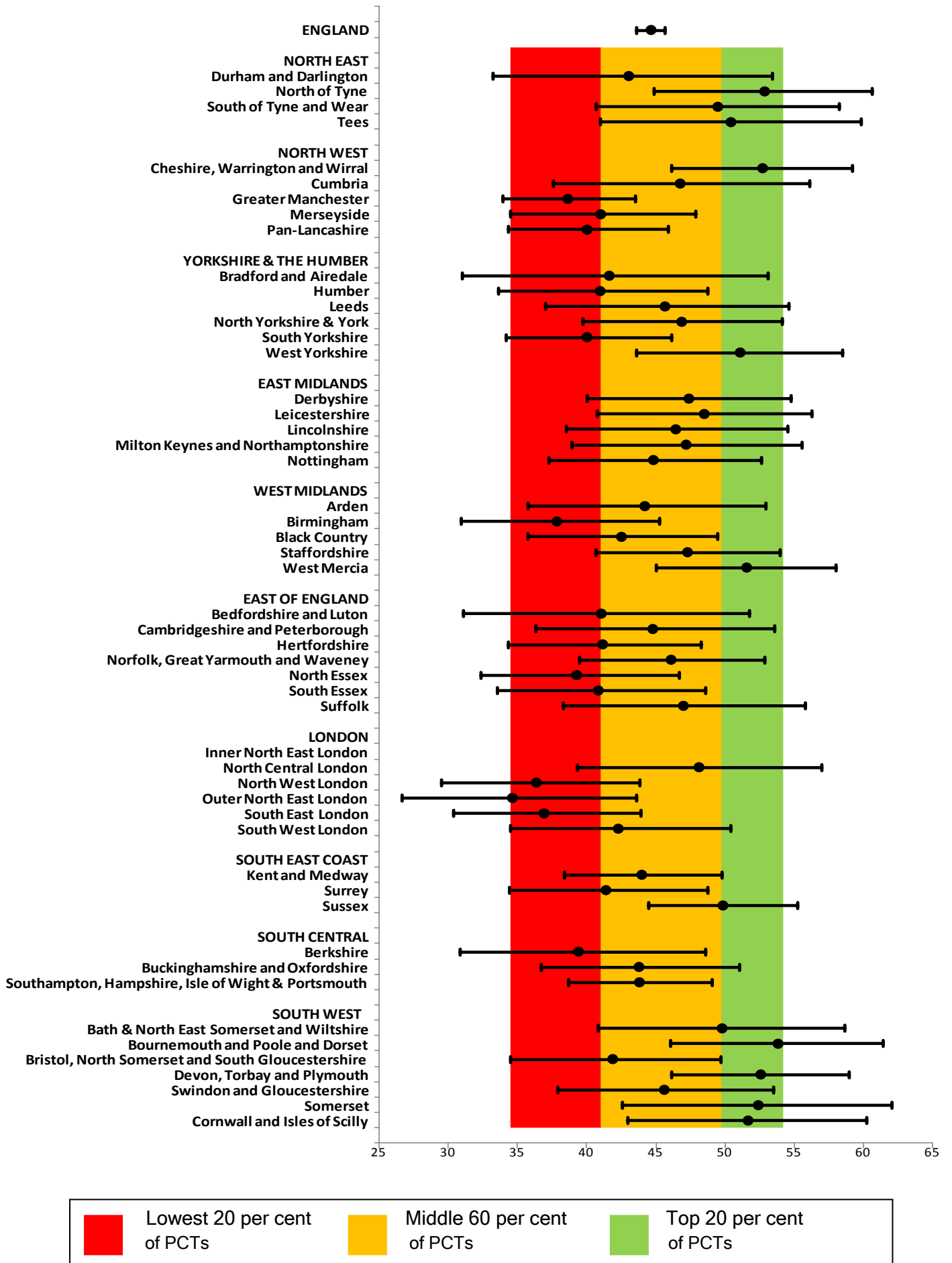
Inner North East London is not shown due to low numbers in one or more cells

Figure A.3: Co-ordination of care: hospital services work well with GP and other services outside the hospital while patient was at home by PCT Clusters
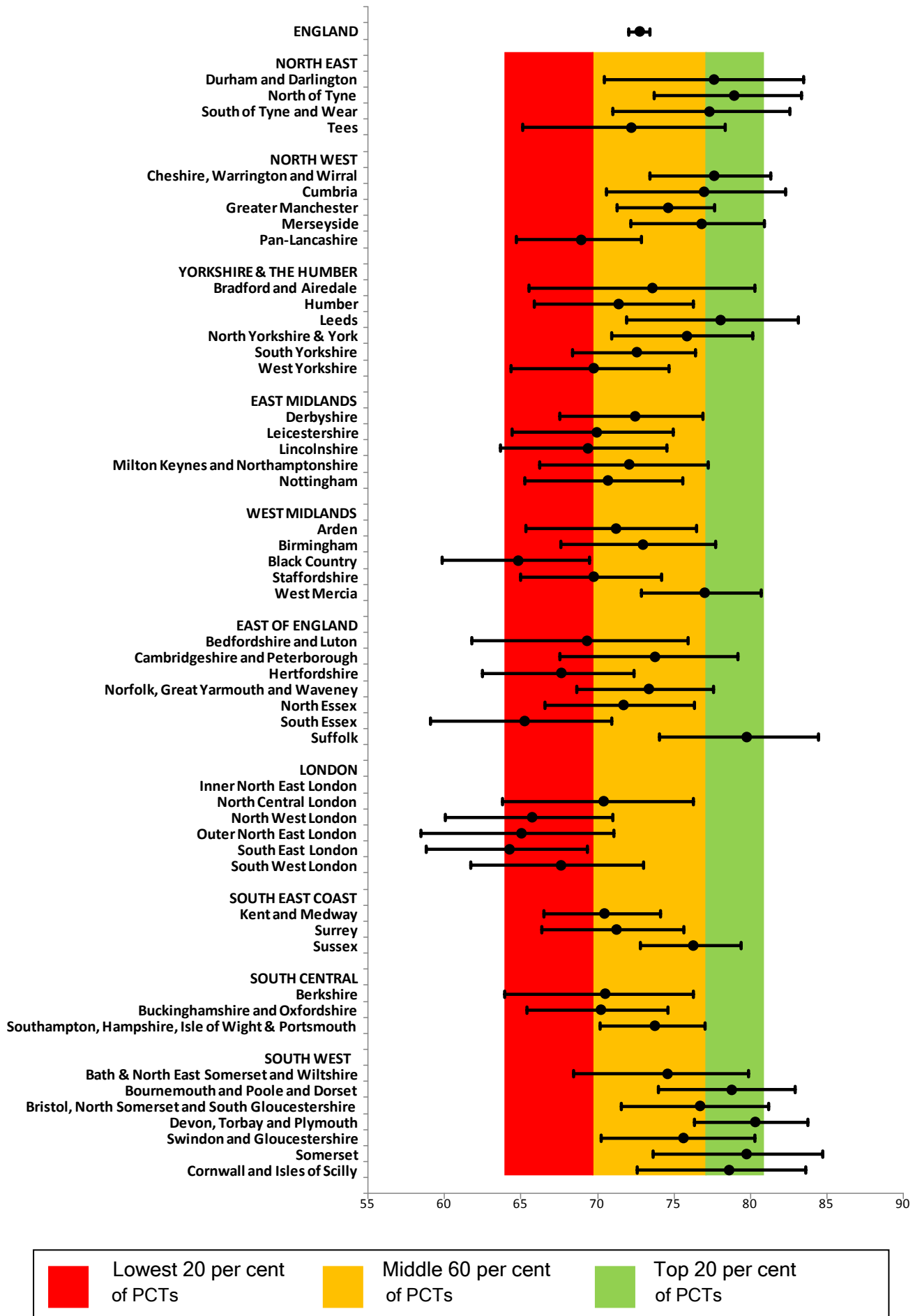

Inner North East London is not shown due to low numbers in one or more cells

Figure A.4: Dignity and respect shown by doctors all the time in the last two days by PCT Clusters

ENGLAND

NORTH EAST
Durham and Darlington
North of Tyne
South of Tyne and Wear
Tees

NORTH WEST
Cheshire, Warrington and Wirral
Cumbria
Greater Manchester
Merseyside
Pan-Lancashire

YORKSHIRE & THE HUMBER
Bradford and Airedale
Humber
Leeds
North Yorkshire & York
South Yorkshire
West Yorkshire

EAST MIDLANDS
Derbyshire
Leicestershire
Lincolnshire
Milton Keynes and Northamptonshire
Nottingham

WEST MIDLANDS
Arden
Birmingham
Black Country
Staffordshire
West Mercia

EAST OF ENGLAND
Bedfordshire and Luton
Cambridgeshire and Peterborough
Hertfordshire
Norfolk, Great Yarmouth and Waveney
North Essex
South Essex
Suffolk

LONDON
Inner North East London
North Central London
North West London
Outer North East London
South East London
South West London

SOUTH EAST COAST
Kent and Medway
Surrey
Sussex

SOUTH CENTRAL
Berkshire
Buckinghamshire and Oxfordshire
Southampton, Hampshire, Isle of Wight & Portsmouth

SOUTH WEST
Bath & North East Somerset and Wiltshire
Bournemouth and Poole and Dorset
Bristol, North Somerset and South Gloucestershire
Devon, Torbay and Plymouth
Swindon and Gloucestershire
Somerset
Cornwall and Isles of Scilly

Lowest 20 per cent of PCTs	Middle 60 per cent of PCTs	Top 20 per cent of PCTs

Inner North East London is not shown due to low numbers in one or more cells

Figure A.5: Dignity and respect shown by nurses all the time in the last two days by PCT Clusters
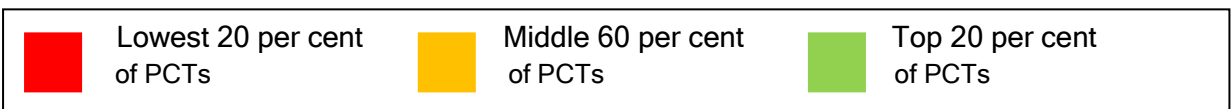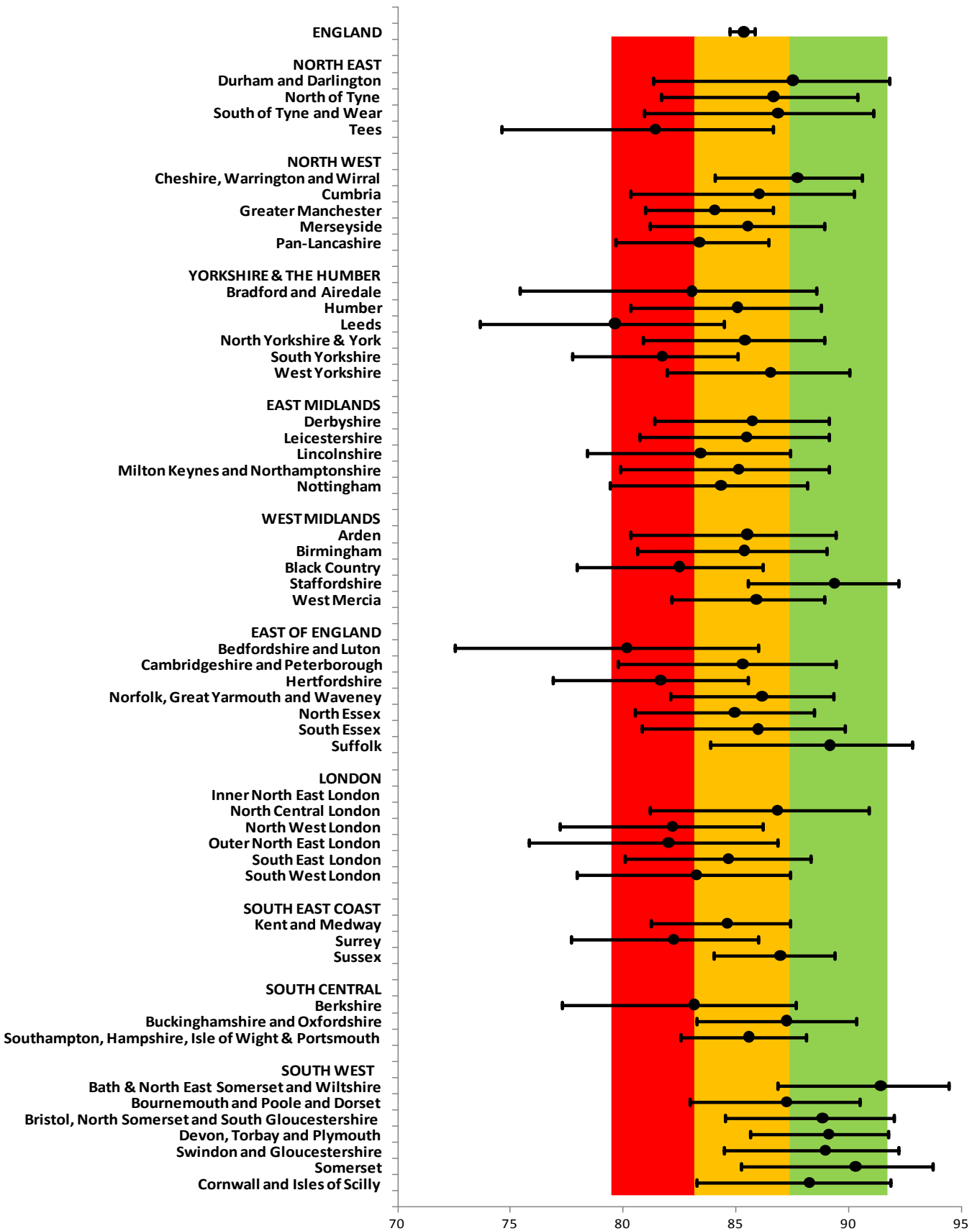
Inner North East London is not shown due to low numbers in one or more cells

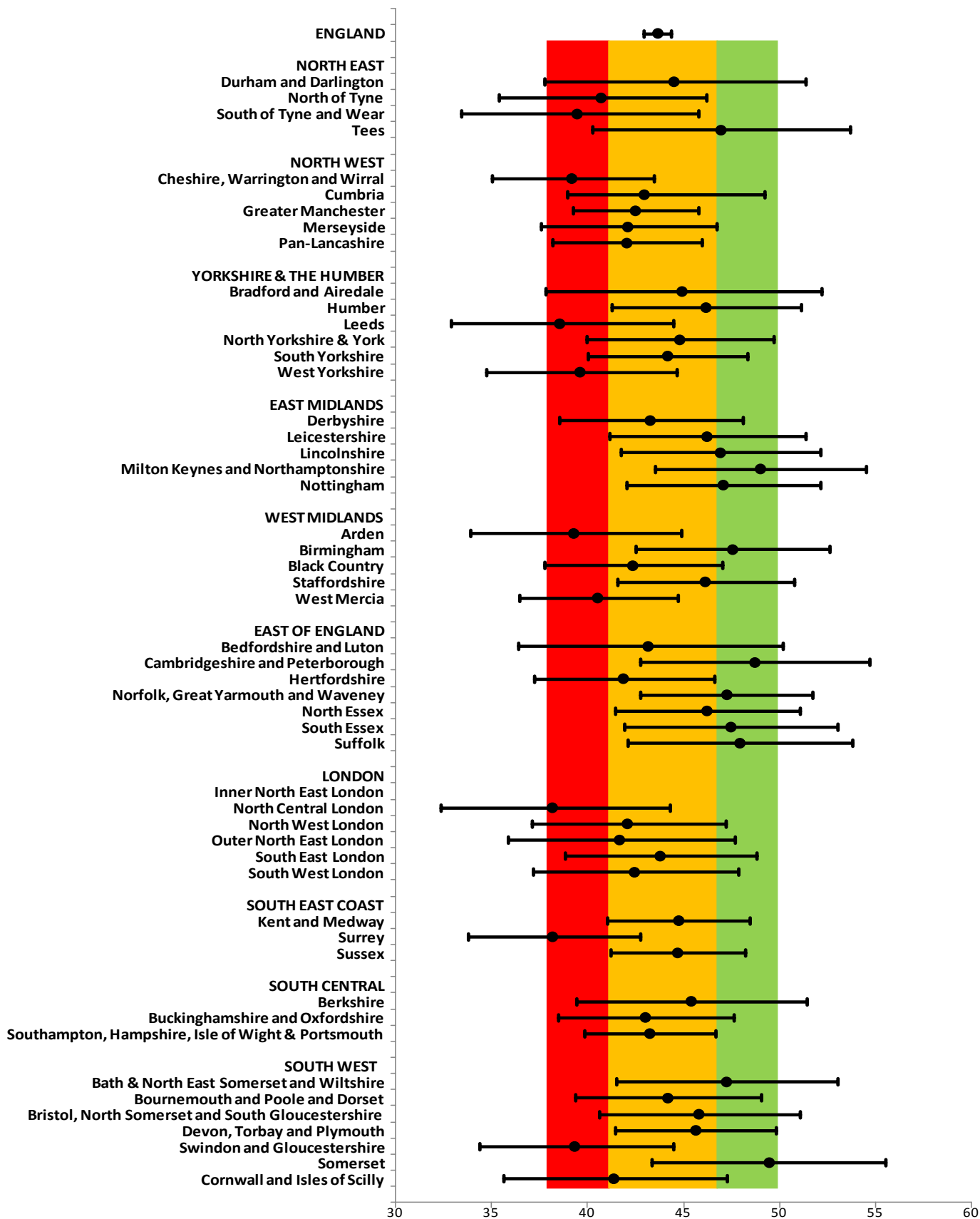**Figure A.6: Pain Management: Reported relief of pain in the last two days by PCT Clusters**

Inner North East London is not shown due to low numbers in one or more cells

Figure A.7: Patient involved in decisions about care as much as they wanted by PCT Clusters

	Lowest 20 per cent of PCTs	Middle 60 per cent of PCTs	Top 20 per cent of PCTs

Inner North East London is not shown due to low cell counts

Figure A.8: Preferred Priorities: Expressed preference where would like to die by PCT Clusters

Lowest 20 per cent of PCTs	**Middle 60 per cent of PCTs**	**Top 20 per cent of PCTs**

Inner North East London is not shown due to low numbers in one or more cells

Figure A.9: Preferred Priorities: Respondent considered decedent died in the right place by PCT Clusters
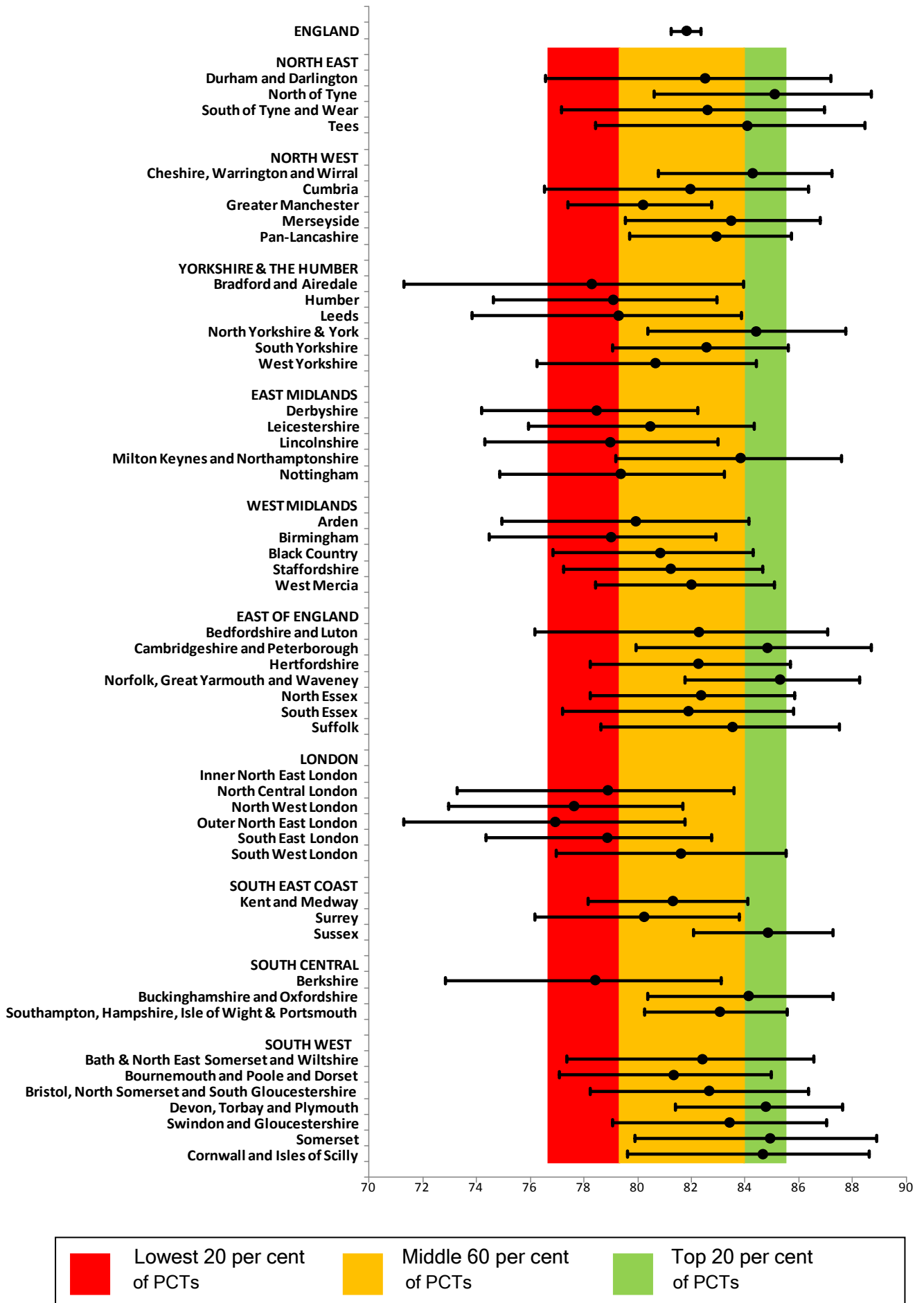
Figure A.10: Support for Carers: while the patient was at home by PCT Clusters

Inner North East London is not shown due to low numbers in one or more cells
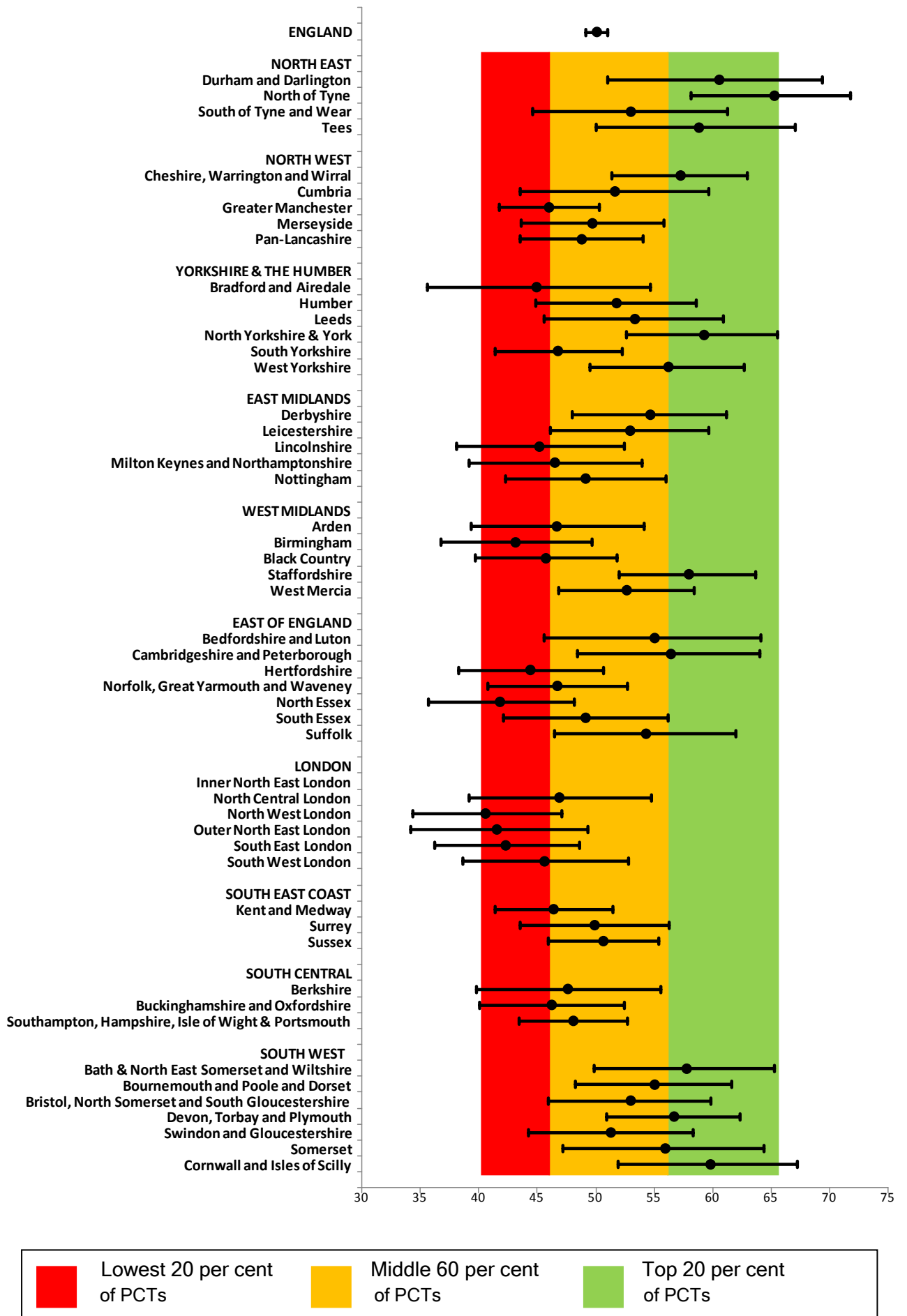
Figure A.11: Support for Carers: able top discuss worries or fears with GP by PCT Clusters

ENGLAND

NORTH EAST
Durham and Darlington
North of Tyne
South of Tyne and Wear
Tees

NORTH WEST
Cheshire, Warrington and Wirral
Cumbria
Greater Manchester
Merseyside
Pan-Lancashire

YORKSHIRE & THE HUMBER
Bradford and Airedale
Humber
Leeds
North Yorkshire & York
South Yorkshire
West Yorkshire

EAST MIDLANDS
Derbyshire
Leicestershire
Lincolnshire
Milton Keynes and Northamptonshire
Nottingham

WEST MIDLANDS
Arden
Birmingham
Black Country
Staffordshire
West Mercia

EAST OF ENGLAND
Bedfordshire and Luton
Cambridgeshire and Peterborough
Hertfordshire
Norfolk, Great Yarmouth and Waveney
North Essex
South Essex
Suffolk

LONDON
Inner North East London
North Central London
North West London
Outer North East London
South East London
South West London

SOUTH EAST COAST
Kent and Medway
Surrey
Sussex

SOUTH CENTRAL
Berkshire
Buckinghamshire and Oxfordshire
Southampton, Hampshire, Isle of Wight & Portsmouth

SOUTH WEST
Bath & North East Somerset and Wiltshire
Bournemouth and Poole and Dorset
Bristol, North Somerset and South Gloucestershire
Devon, Torbay and Plymouth
Swindon and Gloucestershire
Somerset
Cornwall and Isles of Scilly

Lowest 20 per cent of PCTs	Middle 60 per cent of PCTs	Top 20 per cent of PCTs

Inner North East London is not shown due to low numbers in one or more cells