

REGIONAL VARIATION IN NEUROLOGY PATIENT EXPERIENCE

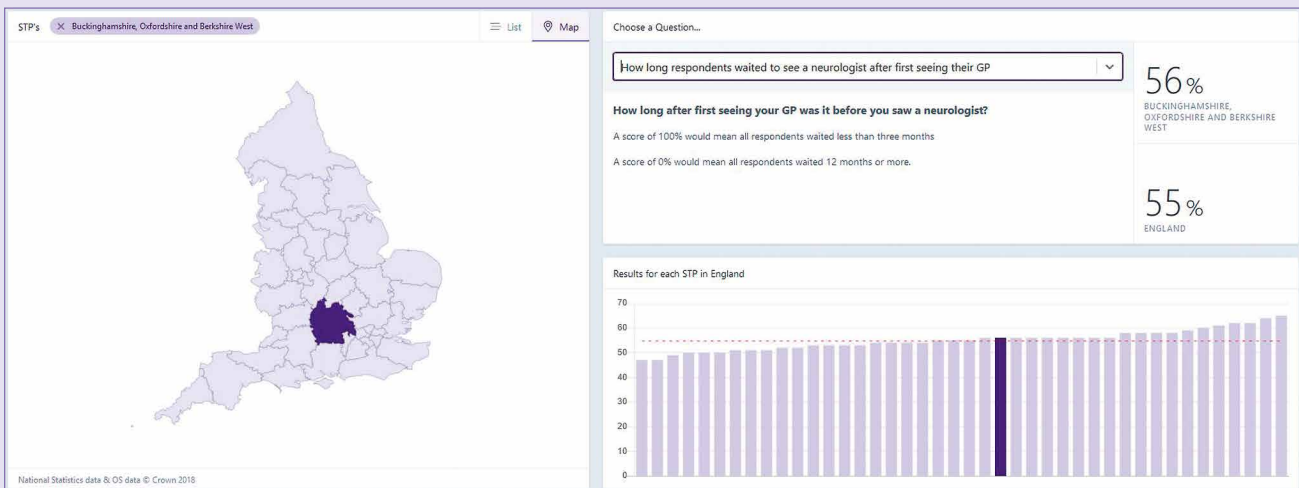
The findings of The National Neurology Patient Experience Survey present a comprehensive picture of people's experiences of living with a neurological condition in England in 2018/19. The survey, run by The Neurological Alliance, covers a wide range of topics including diagnosis and information, hospital care, support for mental wellbeing, and access to social care, welfare and employment. A full analysis of the survey data is published in the *Neuro Patience* report, and accompanying technical report.



10,339

Number of people who responded to our survey

Regional data



For the first time, in 2018/19, we present the data broken down regionally to Sustainability and Transformation Partnership (STP) level. Our online interactive map shows the patient experience survey scores for each STP footprint,

compared to the average scores for England. It also shows the response count for each STP. The *Neuro Patience* survey report and interactive map can be found on our website.

Regional variation in neurology patient experience

Key findings

The findings of the survey can be grouped into three themes. Care and support for people with neurological conditions must be:

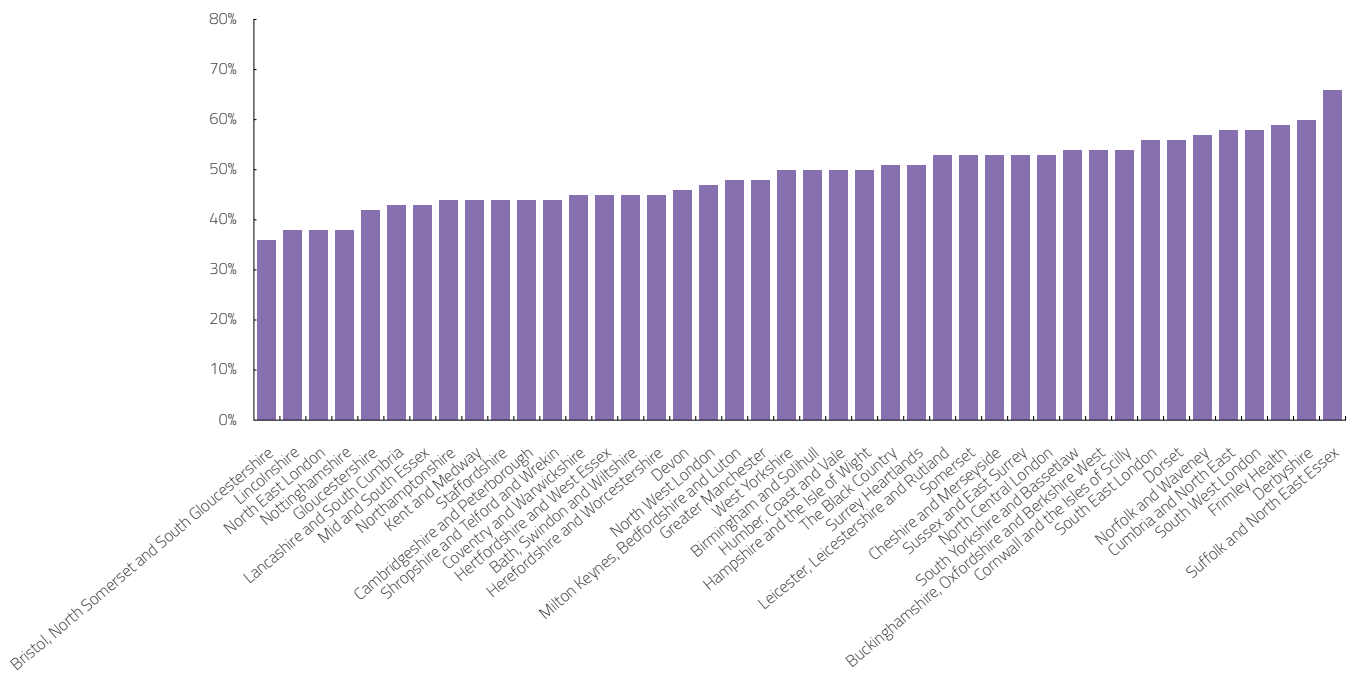
- **Accessible:** the speed of access to specialists must improve overall and should not vary depending on where you live
- **Personalised** and tailored to the needs of each individual
- **Holistic**, addressing people's mental health, social care needs, and their financial security.

The survey results show regional variation across all three themes, highlighting a postcode lottery in relation to the experience of people with neurological conditions. The *Neuro Patience* survey report and interactive map can be found on our website.

This information is intended to support Sustainability and Transformation Partnerships (STPs) and Integrated Care Systems (ICs) in developing their priorities, highlighting where neurological patient experience needs to be improved.

Accessible

Do respondents see a specialist nurse



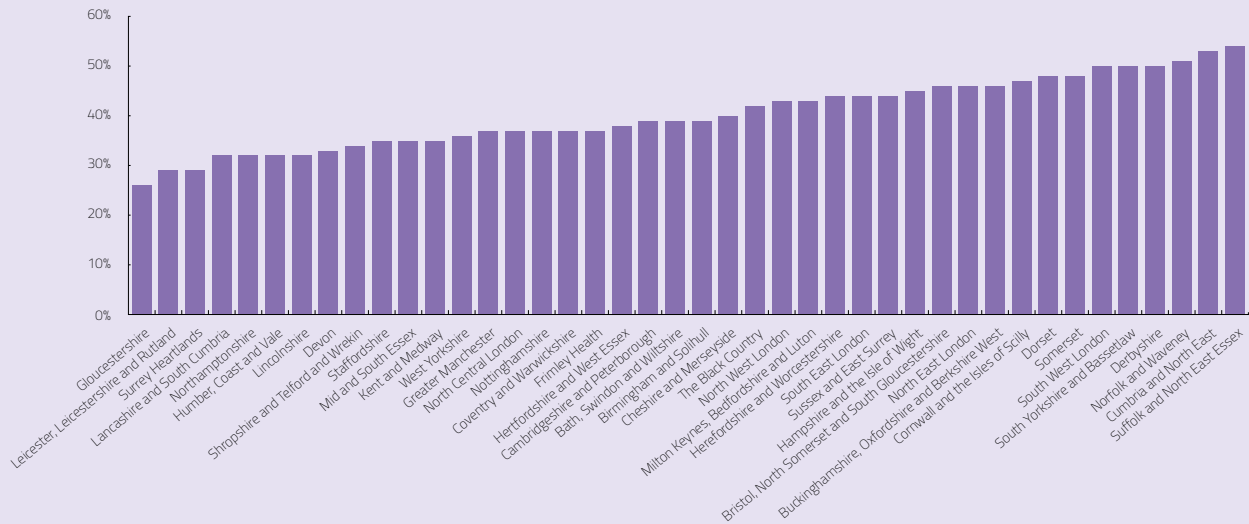
A score of 100% would indicate all respondents who wanted to see a specialist nurse for their neurological condition had access to this. A score of 0% would indicate no respondents who wanted to see a specialist nurse for their neurological condition had access to this.

Survey methodology

The full survey roll-out took place in select neurology clinics and online, from July 2018 to March 2019. It received 10,339 responses. The full survey findings and methodology, along with the stories behind the data, can be read at www.neural.org.uk/patient-experience-survey

Personalised

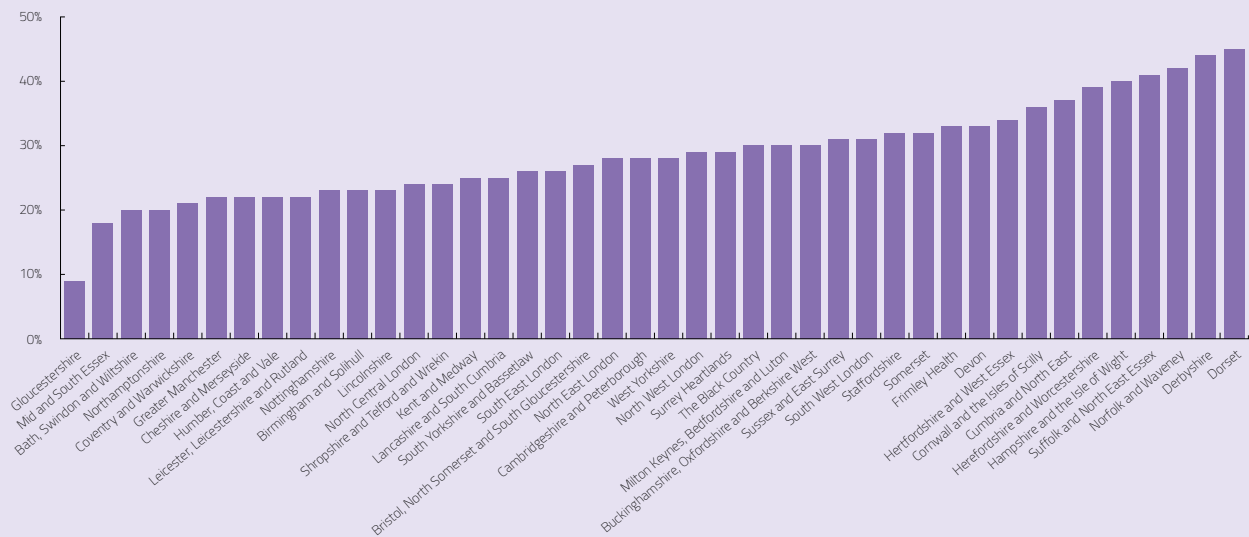
Were respondents given written information at the time of diagnosis



A score of 100% would indicate all respondents were given written information about their condition at the time of diagnosis. A score of 0% would indicate no respondents were given written information about their condition at the time of diagnosis.

Holistic

Extent to which social care meets people's needs



A score of 100% would indicate all respondents agreed their social care needs are being met. A score of 0% would indicate all respondents disagreed their social care needs are being met.



THE
**NEUROLOGICAL
ALLIANCE**

The Neurological Alliance

The Neurological Alliance is a coalition of 80 organisations working together to transform outcomes for the millions of people in England with a neurological condition. We campaign for high quality care and support to meet the individual needs of every person with a neurological condition, at every stage of their life.

For more information about the survey or for a discussion about the findings in your region please get in touch info@neural.org.uk or 01923 882 590.

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