

Cancer Patient Experience Survey

2022 Results

East of England - North Cancer Alliance

Published July 2023

Executive Summary

Questions Above Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	94%	91%	94%	92%
Q17. Patient had a main point of contact within the care team	94%	90%	93%	92%

Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q52. Patient has had a review of cancer care by GP practice	17%	19%	23%	21%

Introduction

The National Cancer Patient Experience Survey 2022 is the 12th iteration of the survey first undertaken in 2010. It has been designed to monitor 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 2022 survey involved 133 NHS Trusts. Out of 115,662 people, 61,268 people responded to the survey, yielding a response rate of 53%.

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 2022. The fieldwork for the survey was undertaken between November 2022 and February 2023.

As in the previous seven 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.

How Alliance and ICB results are generated

Alliance and ICB results are derived using the post code of each patient, rather than by mapping trust results to ICBs or Alliances. This mapping is achieved using lookup files released by the Office for National Statistics.

Alliance and ICB results therefore reflect the experience of people referred from within the geographical footprint.

Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores allow 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 an Alliance is performing given their patient population. The factors taken into account in this case-mix adjustment are Male/Female/Non-binary/Other, age, ethnicity, deprivation, and cancer type.

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.

Scoring methodology

Sixty-one questions from the questionnaire are scored as these questions relate directly to patient experience. For all but one question (Q59), the score shows the percentage of respondents who gave the most favourable response to a question. For Q59, respondents rate their overall care on a scale of 0 to 10, of which the average was calculated for this question's 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%.

Please note that following a review of the scoring methodology, a change was made to the scoring of Q12 such that the response option "No, I was told by letter or email" is no longer considered neutral.

Statistical significance

In the reporting of 2022 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'. A statistically significant difference means that the change in the result is very unlikely to have occurred by chance.

Suppression

Data is suppressed for two reasons: to ensure unreliable results based on very small numbers of respondents are not released, and to prevent individuals being identifiable in the data.

In cases where a result is based on fewer than 10 responses, the result has been suppressed. For example, where fewer than 10 people answered a question from a particular Alliance, the results are not shown for that question for that Alliance.

For Alliances with an eligible population of 1,000 or fewer, data relating to the respondent and their condition has been suppressed where 5 people or fewer were in a particular category. In instances where only one has been suppressed, the next lowest category has been suppressed to prevent back calculation from the total number of responses.

Additional suppression

Additional suppression happens if only **one** Alliance has a score suppressed. If this happens, we will suppress another Alliance's results (both the Alliance level and subgroup results for the question) based on the next lowest number of respondents for the score. We do this so that the national score cannot be used to work out the score for the individual Alliance.

The same rule applies to groups in each subgroup breakdown. For example, if only **one** Alliance has the 85+ age group suppressed for Q25 we will need to suppress another Alliance's results for the 85+ age group on Q25. This suppression is based on the 85+ age group with the next lowest number of respondents for Q25.

Understanding the results

This report shows how this Alliance scored for each question in the survey compared with national 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 (within the grey bar) 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 2021 and 2022 unadjusted scores for this Alliance for each scored question. If there is a statistically significant change from 2021 an arrow will be presented for the direction of change.

The adjusted 2022 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.

Sub-group breakdowns

Unadjusted scores are shown for tumour type, Male/Female/Non-binary/Other, age, IMD quintile, long-term condition status and ethnicity breakdowns. Unadjusted scores for the same sub-group across different Alliances may not be comparable, as they do not account for the impact that differing patient populations might have on results.

Tumour type tables

The tumour type tables show the unadjusted scores for each scored question for each of the 13 tumour groups. Central nervous system is abbreviated as 'CNS' and lower gastrointestinal tract is abbreviated as 'LGT' throughout this report.

Age group tables

The age group tables show the unadjusted scores for each scored question for each of the eight age groups.

Male/Female/Non-binary/Other tables

These tables show the unadjusted scores for the following groups male; female; non-binary; prefer to self-describe; and prefer not to say.

Ethnicity tables

The ethnicity tables show the unadjusted scores for six ethnicity groups.

Long-term condition status tables

The long-term condition status tables show the unadjusted scores for two groups: those who indicate they have one or more long term conditions and those who indicate that they have no long-term conditions.

IMD quintile tables

The IMD quintile tables show the unadjusted scores for five quintiles based on relative disadvantage, with quintile 1 being the most deprived and quintile 5 being the least deprived.

Year on year charts

The year on year charts show two columns representing the unadjusted scores of the last two years (2021 and 2022) for each scored question.

Trust Expected Range Summary

The number of scored questions that fell below, within and above the expected range for each Trust within the Alliance.

ICB Expected Range Summary

The number of scored questions that fell below, within and above the expected range for each ICB within the Alliance.

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 2022 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 2022 questionnaire and survey guidance on the website at www.ncpes.co.uk. For all other outputs at Alliance level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

3,510 patients responded out of a total of 6,017 patients, resulting in a response rate of 58%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	6,471	6,017	3,510	58%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	2,928
Online	580
Phone	2
Translation Service	0
Total	3,510

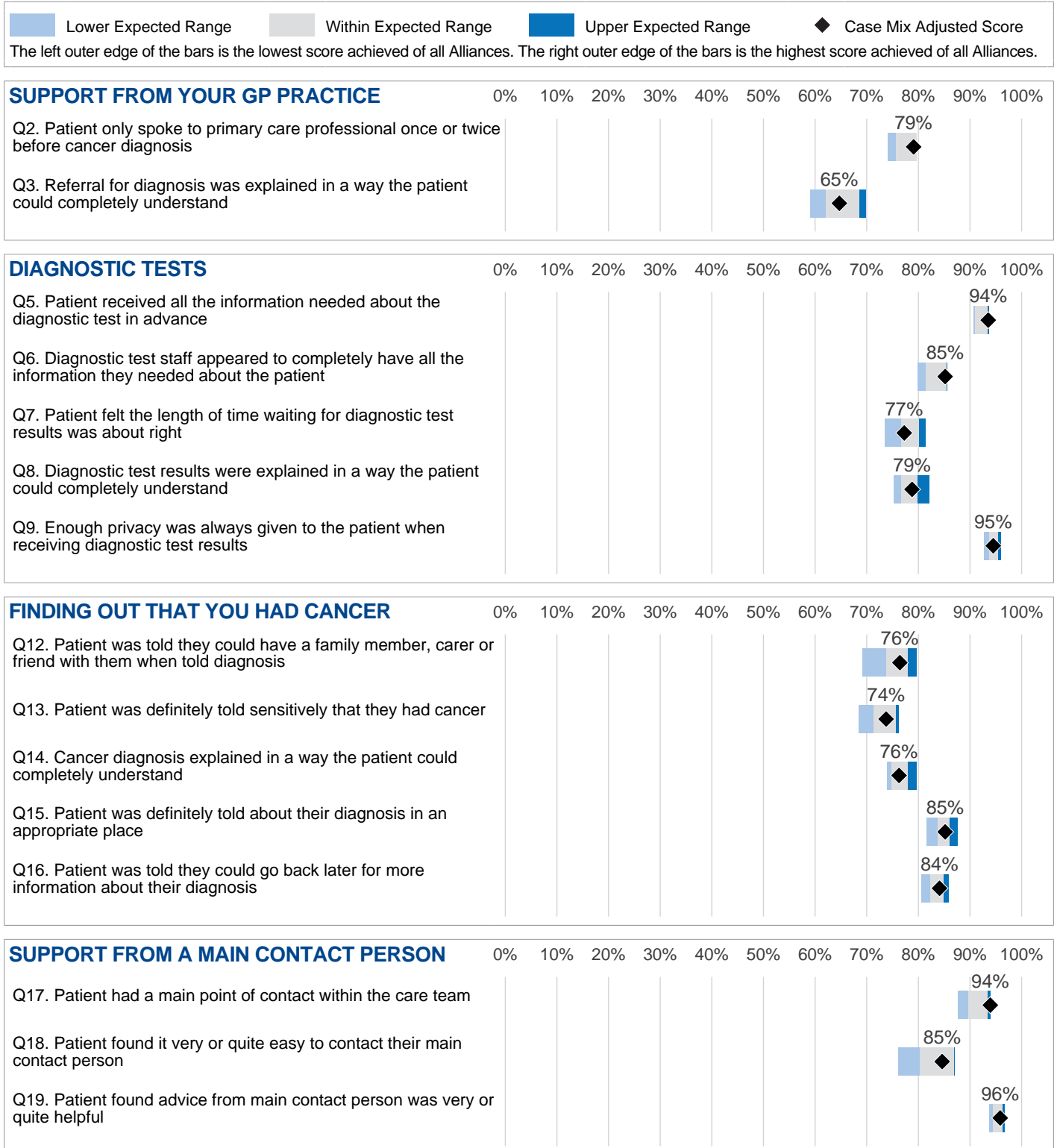
Respondents by Tumour Group

	Number of Respondents
Brain / CNS	15
Breast	744
Colorectal / LGT	420
Gynaecological	152
Haematological	523
Head and Neck	80
Lung	218
Prostate	272
Sarcoma	44
Skin	151
Upper Gastro	191
Urological	257
Other	443
Total	3,510

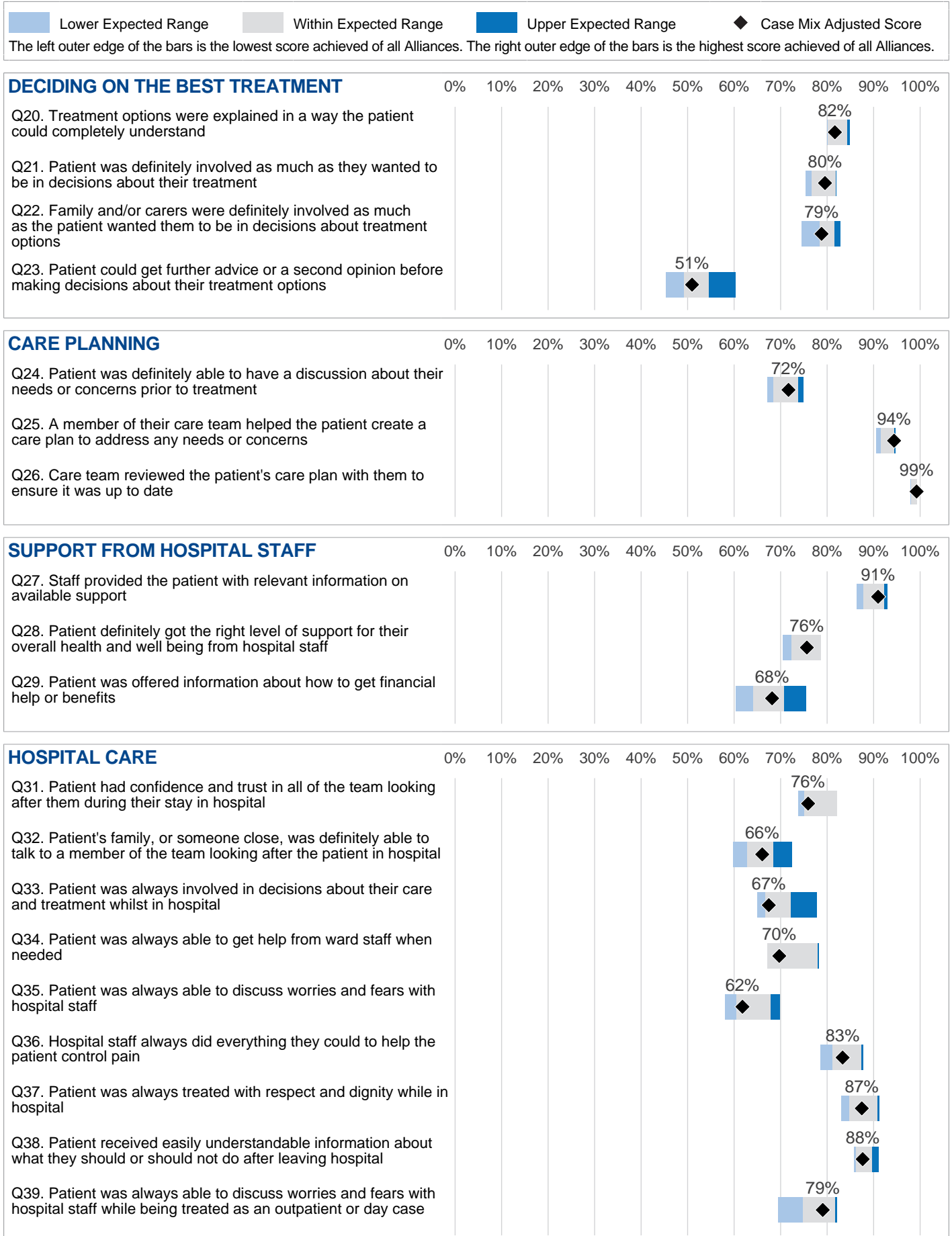
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	3,043
Irish	21
Gypsy or Irish Traveller	*
Any other White background	107
Mixed / Multiple Ethnicity	
White and Black Caribbean	8
White and Black African	*
White and Asian	11
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	9
Pakistani	6
Bangladeshi	*
Chinese	12
Any other Asian background	17
Black / African / Caribbean / Black British	
African	13
Caribbean	11
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	11
Any other ethnic group	8
Not given	
Not given	219
Total	3,510

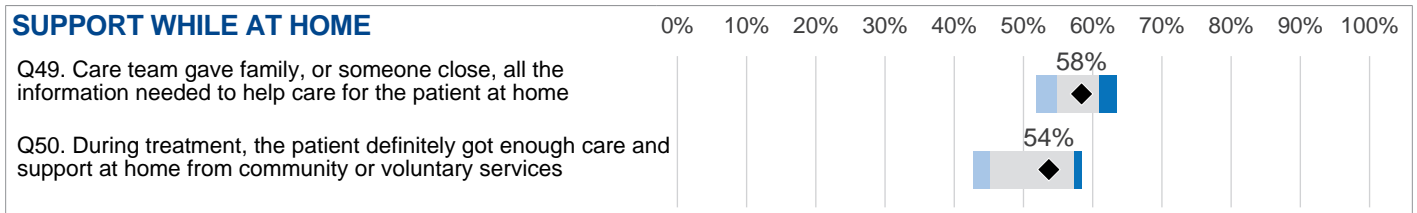
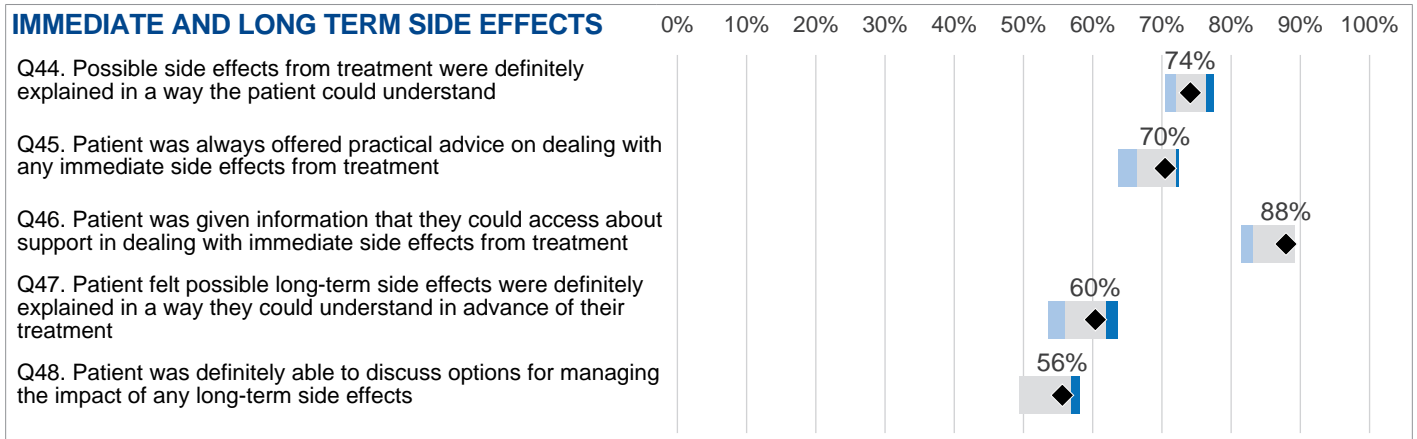
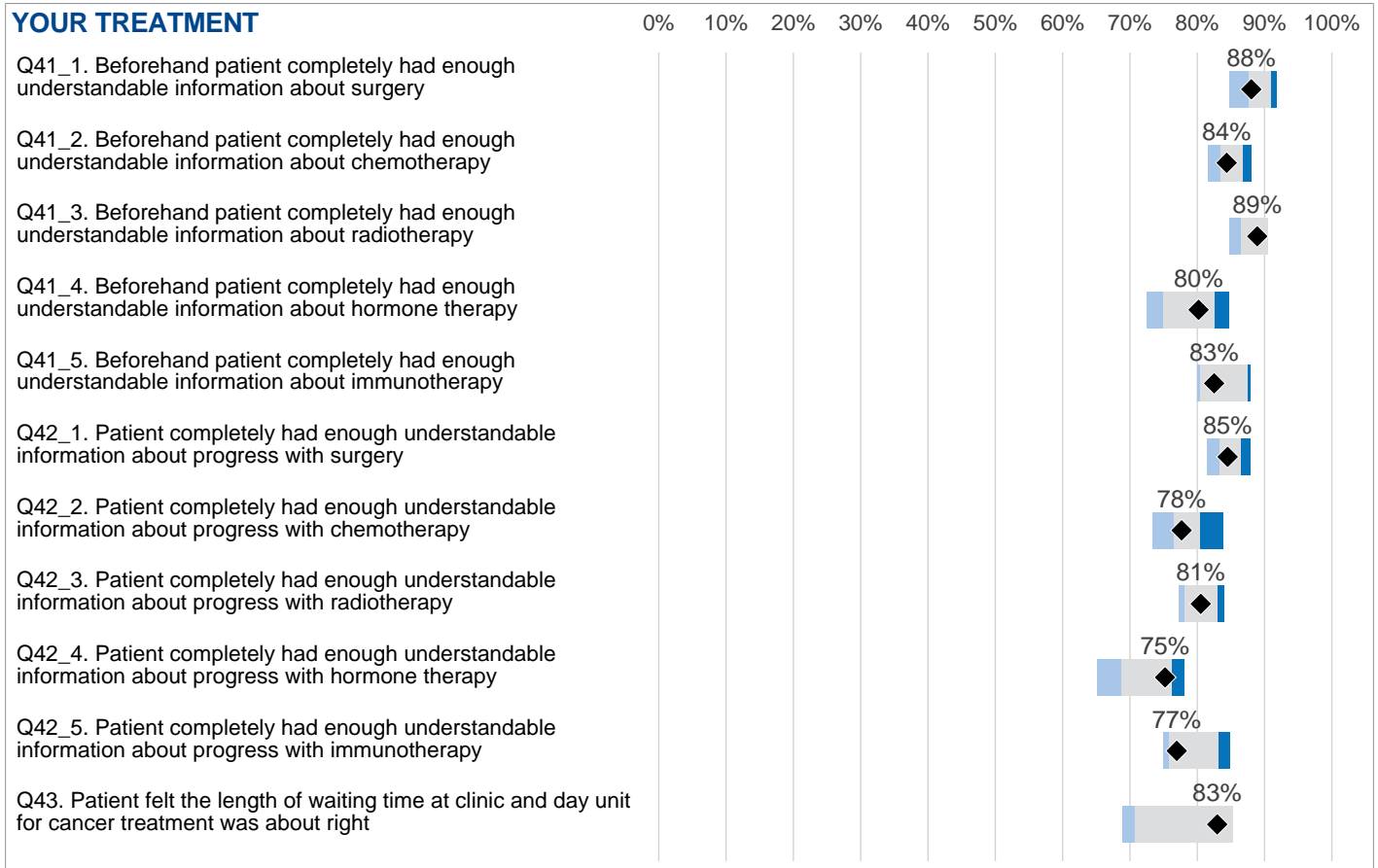
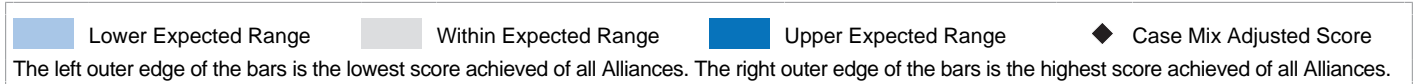
Expected Range Charts



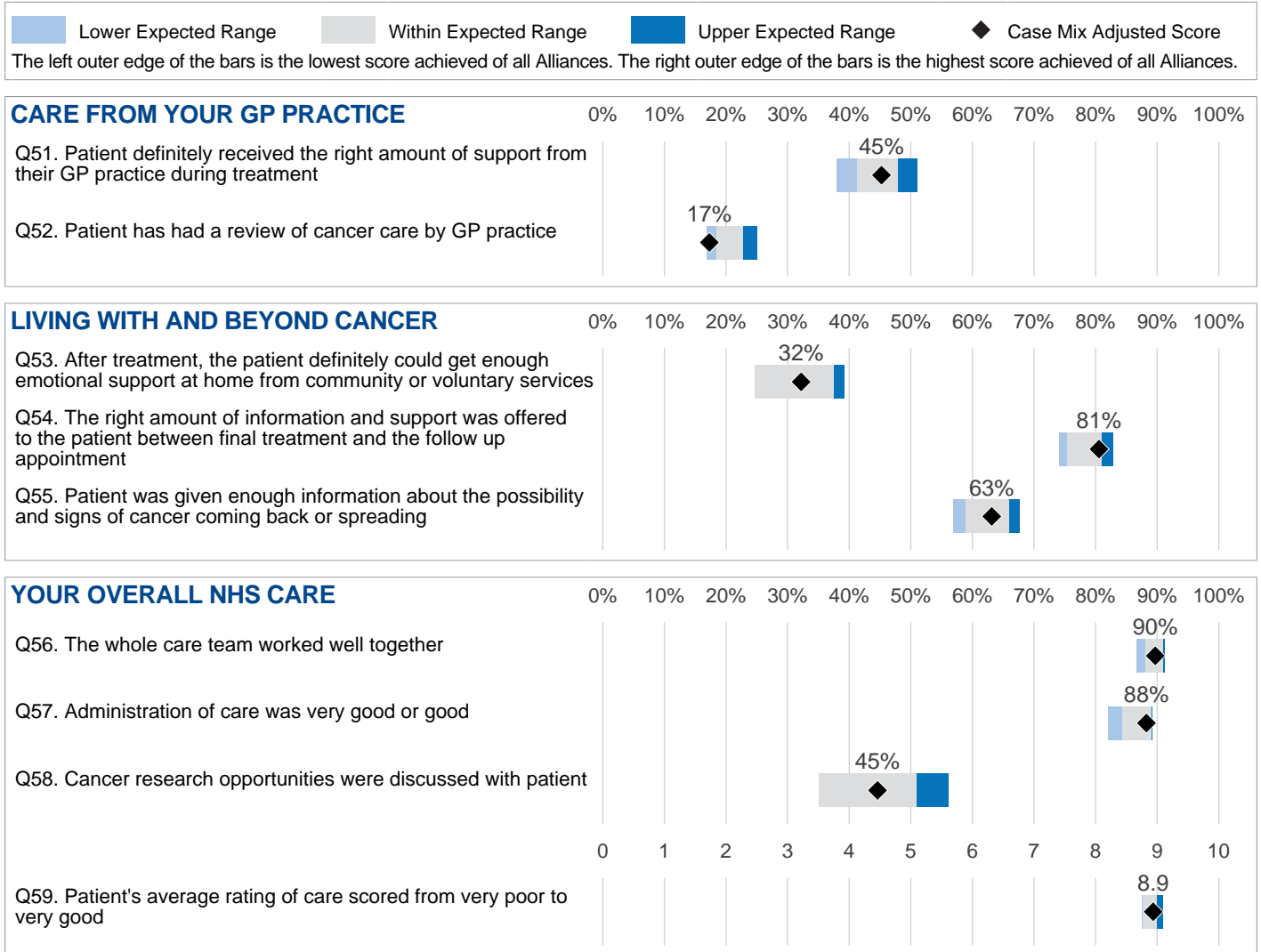
Expected Range Charts



Expected Range Charts



Expected Range Charts






Comparability tables

* Indicates where a score is not available due to suppression or a low base size.

** No score available for 2021.

▲ or ▼

Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.

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

SUPPORT FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	1695	77%	1701	79%		79%	76%	80%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	2250	62%	2246	64%		65%	62%	69%	65%

DIAGNOSTIC TESTS	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	2736	93%	2848	94%		94%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	2879	85%	2984	85%		85%	81%	85%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	2888	83%	2987	78%	▼	77%	77%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	2890	81%	2984	79%		79%	77%	80%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	2895	94%	2994	95%		95%	94%	95%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	3155	72%	3236	76%	▲	76%	74%	78%	76%
Q13. Patient was definitely told sensitively that they had cancer	3354	75%	3454	74%		74%	71%	76%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	3364	78%	3463	76%		76%	75%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	3342	85%	3455	85%		85%	84%	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	2981	84%	3073	84%		84%	82%	85%	84%




SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q17. Patient had a main point of contact within the care team	3255	94%	3350	94%		94%	90%	93%	92%
Q18. Patient found it very or quite easy to contact their main contact person	2833	86%	2903	85%		85%	80%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	2932	96%	2998	96%		96%	94%	96%	95%

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DECIDING ON THE BEST TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q20. Treatment options were explained in a way the patient could completely understand	3082	84%	3185	82%		82%	80%	84%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	3294	80%	3409	80%		80%	77%	82%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	2727	76%	2891	79%	▲	79%	78%	82%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	1515	55%	1573	50%	▼	51%	49%	55%	52%

CARE PLANNING	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	2988	72%	3077	71%		72%	68%	74%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	1721	94%	1782	94%		94%	92%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1382	99%	1436	99%		99%	98%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	2767	91%	2826	91%		91%	88%	92%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	3310	77%	3428	76%		76%	72%	79%	75%
Q29. Patient was offered information about how to get financial help or benefits	1616	72%	1766	68%		68%	64%	71%	67%




HOSPITAL CARE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	1500	81%	1457	76%	▼	76%	75%	82%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	1172	60%	1149	66%	▲	66%	63%	68%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1464	70%	1433	67%		67%	67%	72%	69%
Q34. Patient was always able to get help from ward staff when needed	1457	75%	1433	70%	▼	70%	67%	78%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	1425	67%	1384	62%	▼	62%	60%	68%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	1319	85%	1249	84%		83%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	1486	90%	1453	87%		87%	85%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1451	88%	1417	88%		88%	86%	90%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	2905	81%	3055	79%		79%	75%	82%	78%

Comparability tables

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	Adjusted Score above Upper Expected Range

YOUR TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	1886	89%	1889	88%		88%	88%	91%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1726	86%	1745	84%		84%	83%	87%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	940	87%	994	89%		89%	86%	90%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	554	78%	623	80%		80%	75%	83%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	462	83%	457	83%		83%	81%	88%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	1866	85%	1883	85%		85%	83%	87%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	1720	81%	1743	78%		78%	77%	80%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	931	81%	993	80%		81%	78%	83%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	548	75%	606	75%		75%	69%	76%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	452	80%	460	77%		77%	76%	83%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	3259	84%	3383	83%		83%	71%	85%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	3146	74%	3280	74%		74%	72%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	2999	71%	3103	71%		70%	66%	72%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	2376	87%	2505	88%		88%	83%	89%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	2947	60%	3064	60%		60%	56%	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	2510	54%	2616	55%		56%	49%	57%	53%




SUPPORT WHILE AT HOME	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	2138	58%	2286	58%		58%	55%	61%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	1269	53%	1271	54%		54%	45%	57%	51%

Comparability tables

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** No score available for 2021.

▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.

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

CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	1813	46%	1862	45%		45%	41%	48%	45%
Q52. Patient has had a review of cancer care by GP practice	3216	16%	3318	17%		17%	19%	23%	21%

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	659	33%	702	32%		32%	25%	38%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1495	79%	1508	81%		81%	75%	81%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	2605	64%	2652	64%		63%	59%	66%	62%

YOUR OVERALL NHS CARE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q56. The whole care team worked well together	3201	92%	3300	90%	▼	90%	88%	91%	90%
Q57. Administration of care was very good or good	3307	91%	3407	88%	▼	88%	84%	89%	87%
Q58. Cancer research opportunities were discussed with patient	2037	46%	2084	45%		45%	35%	51%	43%
Q59. Patient's average rating of care scored from very poor to very good	3230	9.0	3320	8.9		8.9	8.8	9.0	8.9

Tumour type tables

* Indicates where a score is not available due to suppression or a low base size.

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	93%	77%	78%	65%	72%	78%	83%	68%	89%	68%	82%	73%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	79%	63%	55%	54%	56%	59%	68%	53%	73%	56%	59%	66%	64%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	94%	95%	91%	93%	89%	95%	94%	91%	94%	94%	92%	93%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	89%	86%	82%	83%	79%	83%	91%	82%	83%	82%	82%	84%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	80%	82%	73%	83%	70%	77%	79%	72%	64%	73%	76%	74%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	84%	82%	78%	75%	63%	77%	78%	73%	80%	72%	78%	79%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	97%	95%	94%	94%	96%	93%	96%	87%	94%	92%	94%	94%	95%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	85%	79%	86%	74%	75%	81%	86%	70%	65%	61%	81%	64%	74%	76%
Q13. Patient was definitely told sensitively that they had cancer	79%	80%	75%	72%	68%	76%	67%	75%	64%	71%	78%	71%	73%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	81%	79%	77%	67%	76%	72%	75%	68%	82%	73%	76%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	89%	85%	79%	83%	86%	85%	86%	83%	87%	82%	83%	85%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	87%	92%	86%	86%	78%	82%	81%	86%	85%	86%	78%	76%	79%	84%

Tumour type tables

* Indicates where a score is not available due to suppression or a low base size.

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q17. Patient had a main point of contact within the care team	100%	96%	96%	97%	93%	94%	95%	94%	93%	95%	96%	88%	90%	94%
Q18. Patient found it very or quite easy to contact their main contact person	69%	86%	91%	87%	80%	79%	86%	86%	83%	87%	82%	80%	87%	85%
Q19. Patient found advice from main contact person was very or quite helpful	100%	95%	97%	95%	96%	92%	97%	97%	92%	94%	93%	95%	98%	96%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q20. Treatment options were explained in a way the patient could completely understand	69%	82%	88%	84%	78%	82%	79%	79%	78%	86%	82%	82%	80%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	86%	78%	87%	84%	77%	81%	79%	81%	76%	85%	79%	78%	76%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	76%	84%	78%	76%	79%	84%	80%	80%	78%	81%	79%	78%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	52%	54%	51%	50%	43%	46%	55%	60%	45%	51%	47%	48%	50%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	91%	72%	76%	73%	70%	75%	66%	70%	63%	70%	71%	74%	69%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	95%	96%	92%	94%	91%	89%	97%	84%	97%	92%	96%	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	99%	100%	100%	100%	100%	99%	100%	100%	100%	99%	99%	99%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	75%	95%	92%	90%	89%	83%	89%	94%	79%	92%	85%	93%	87%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	74%	79%	79%	75%	69%	75%	80%	79%	76%	76%	79%	72%	76%
Q29. Patient was offered information about how to get financial help or benefits	*	78%	74%	74%	64%	68%	78%	45%	64%	43%	68%	61%	62%	68%

Tumour type tables

* Indicates where a score is not available due to suppression or a low base size.

	Tumour Type													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	80%	74%	84%	72%	74%	59%	77%	84%	70%	85%	74%	76%	70%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	55%	71%	69%	65%	61%	72%	71%	62%	56%	72%	63%	68%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	68%	70%	67%	65%	61%	54%	75%	65%	64%	68%	70%	67%	67%
Q34. Patient was always able to get help from ward staff when needed	*	63%	80%	67%	72%	56%	71%	76%	65%	64%	61%	72%	65%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	56%	68%	65%	63%	51%	56%	71%	67%	63%	58%	67%	55%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	83%	89%	83%	83%	70%	82%	83%	83%	96%	76%	84%	83%	84%
Q37. Patient was always treated with respect and dignity while in hospital	80%	88%	90%	87%	86%	81%	89%	93%	81%	92%	83%	91%	83%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	86%	90%	88%	86%	88%	86%	95%	90%	96%	88%	88%	84%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	92%	76%	84%	81%	80%	77%	79%	86%	66%	80%	80%	78%	77%	79%

	Tumour Type													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	89%	89%	91%	81%	77%	87%	91%	88%	89%	93%	88%	85%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	77%	88%	94%	82%	88%	85%	98%	82%	*	85%	89%	87%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	83%	88%	93%	91%	85%	90%	85%	94%	87%	*	77%	96%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	77%	100%	*	91%	*	*	90%	*	*	*	*	70%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	74%	100%	*	85%	*	81%	*	*	82%	76%	90%	85%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	86%	87%	86%	84%	74%	78%	90%	82%	85%	86%	82%	80%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	73%	72%	85%	84%	78%	71%	74%	87%	76%	*	77%	74%	77%	78%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	82%	83%	90%	77%	69%	71%	70%	90%	73%	*	72%	83%	73%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	70%	91%	*	80%	*	*	86%	*	*	*	*	69%	75%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	69%	75%	*	76%	*	79%	*	*	77%	82%	82%	83%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	81%	88%	86%	77%	81%	85%	91%	86%	87%	82%	87%	80%	83%

Tumour type tables

* Indicates where a score is not available due to suppression or a low base size.

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	86%	72%	78%	80%	70%	79%	71%	78%	80%	77%	67%	75%	74%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	77%	70%	73%	73%	67%	81%	67%	71%	75%	68%	67%	72%	72%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	67%	91%	91%	88%	88%	83%	90%	87%	88%	88%	84%	86%	84%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	71%	61%	62%	59%	54%	69%	53%	67%	64%	60%	58%	62%	57%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	67%	55%	58%	52%	50%	65%	50%	58%	63%	58%	54%	60%	55%	55%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	64%	54%	64%	61%	60%	67%	62%	60%	47%	51%	58%	58%	57%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	51%	66%	66%	50%	52%	47%	52%	45%	43%	52%	56%	56%	54%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	52%	44%	44%	39%	47%	31%	55%	46%	51%	38%	39%	45%	45%
Q52. Patient has had a review of cancer care by GP practice	15%	18%	17%	21%	13%	21%	19%	21%	13%	12%	17%	18%	16%	17%

Tumour type tables

* Indicates where a score is not available due to suppression or a low base size.

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	30%	47%	38%	28%	13%	13%	39%	53%	25%	29%	34%	32%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	81%	82%	78%	81%	81%	70%	84%	85%	89%	72%	85%	80%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	58%	62%	54%	70%	47%	60%	62%	65%	80%	55%	71%	69%	64%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. The whole care team worked well together	86%	91%	90%	83%	88%	88%	91%	92%	83%	94%	89%	92%	88%	90%
Q57. Administration of care was very good or good	79%	91%	90%	83%	87%	87%	88%	89%	88%	88%	86%	84%	89%	88%
Q58. Cancer research opportunities were discussed with patient	64%	40%	41%	36%	50%	47%	44%	40%	64%	52%	57%	40%	46%	45%
Q59. Patient's average rating of care scored from very poor to very good	8.4	9.0	9.1	8.8	8.9	8.6	9.0	9.0	8.6	9.0	8.8	8.9	8.9	8.9

Age group tables

* Indicates where a score is not available due to suppression or a low base size.

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	77%	82%	77%	79%	78%	80%	84%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	80%	77%	67%	68%	62%	62%	64%	64%

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	93%	90%	93%	95%	94%	93%	91%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	75%	83%	84%	85%	85%	86%	86%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	75%	72%	71%	72%	77%	82%	88%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	79%	72%	74%	78%	79%	80%	84%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	100%	89%	91%	94%	95%	95%	95%	95%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	80%	76%	63%	73%	73%	78%	78%	78%	76%
Q13. Patient was definitely told sensitively that they had cancer	70%	61%	72%	72%	73%	73%	75%	78%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	70%	75%	74%	72%	73%	76%	78%	79%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	60%	86%	73%	82%	82%	86%	87%	90%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	*	88%	89%	90%	85%	85%	80%	76%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	100%	91%	99%	93%	93%	94%	94%	91%	94%
Q18. Patient found it very or quite easy to contact their main contact person	100%	77%	80%	81%	85%	85%	87%	81%	85%
Q19. Patient found advice from main contact person was very or quite helpful	100%	97%	93%	96%	96%	95%	97%	96%	96%

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	70%	77%	79%	83%	83%	82%	78%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	70%	72%	70%	69%	81%	81%	81%	81%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	68%	69%	70%	76%	80%	83%	82%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	53%	56%	44%	53%	51%	49%	51%	50%

Age group tables

* Indicates where a score is not available due to suppression or a low base size.

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	74%	69%	70%	72%	74%	69%	72%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	95%	90%	95%	94%	94%	95%	97%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	95%	100%	98%	99%	99%	99%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	90%	89%	90%	89%	94%	92%	88%	86%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	69%	56%	67%	75%	76%	79%	84%	76%
Q29. Patient was offered information about how to get financial help or benefits	*	71%	71%	75%	77%	67%	58%	55%	68%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	71%	56%	66%	76%	78%	79%	82%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	71%	59%	64%	63%	66%	70%	70%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	58%	64%	64%	70%	67%	67%	75%	67%
Q34. Patient was always able to get help from ward staff when needed	*	83%	58%	61%	71%	69%	73%	68%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	71%	57%	59%	60%	63%	62%	72%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	75%	73%	80%	83%	85%	85%	85%	84%
Q37. Patient was always treated with respect and dignity while in hospital	*	92%	78%	80%	88%	88%	89%	92%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	92%	84%	88%	90%	87%	87%	87%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	81%	64%	70%	77%	81%	82%	82%	79%

Age group tables

* Indicates where a score is not available due to suppression or a low base size.

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	83%	91%	87%	86%	88%	90%	88%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	81%	78%	80%	85%	86%	84%	92%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	92%	87%	86%	89%	90%	88%	93%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	39%	75%	76%	84%	87%	88%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	83%	81%	84%	83%	81%	87%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	83%	83%	80%	83%	85%	87%	86%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	81%	60%	74%	78%	80%	76%	89%	78%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	92%	79%	76%	82%	83%	76%	83%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	48%	61%	70%	79%	84%	94%	75%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	62%	65%	77%	78%	80%	93%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	50%	74%	78%	80%	85%	83%	84%	83%	83%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	71%	73%	75%	78%	74%	71%	72%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	79%	65%	69%	73%	70%	69%	72%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	93%	82%	89%	91%	90%	85%	76%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	59%	60%	56%	64%	61%	57%	55%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	58%	50%	53%	55%	57%	53%	60%	55%

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	57%	49%	55%	58%	58%	61%	61%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	44%	48%	57%	53%	55%	52%	66%	54%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	63%	54%	47%	46%	44%	43%	48%	45%
Q52. Patient has had a review of cancer care by GP practice	30%	9%	22%	19%	19%	17%	14%	20%	17%

Age group tables

* Indicates where a score is not available due to suppression or a low base size.

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	44%	25%	38%	33%	26%	35%	38%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	70%	64%	73%	83%	83%	80%	89%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	50%	54%	58%	62%	64%	66%	73%	64%

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	100%	94%	93%	86%	90%	89%	89%	94%	90%
Q57. Administration of care was very good or good	90%	89%	83%	87%	91%	88%	88%	89%	88%
Q58. Cancer research opportunities were discussed with patient	*	48%	44%	46%	47%	46%	41%	37%	45%
Q59. Patient's average rating of care scored from very poor to very good	9.1	8.7	8.5	8.8	9.0	9.0	9.0	9.0	8.9

Male/Female/Non-binary/Other tables

* Indicates where a score is not available due to suppression or a low base size.

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	81%	78%	*	*	*	75%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	69%	61%	*	*	*	59%	64%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	94%	94%	*	*	*	85%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	87%	*	*	*	81%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	80%	*	*	*	76%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	79%	*	*	*	78%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	96%	*	*	*	92%	95%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	77%	*	*	*	75%	76%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	*	*	*	74%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	77%	*	*	*	72%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	86%	*	*	*	85%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	83%	*	*	*	75%	84%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	95%	93%	*	*	*	95%	94%
Q18. Patient found it very or quite easy to contact their main contact person	86%	84%	*	*	*	83%	85%
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	*	*	*	97%	96%

Male/Female/Non-binary/Other tables

* Indicates where a score is not available due to suppression or a low base size.

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	81%	82%	*	*	*	79%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	83%	*	*	*	76%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	82%	*	*	*	78%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	47%	54%	*	*	*	53%	50%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	74%	*	*	*	68%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	95%	*	*	*	97%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	*	*	*	100%	99%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	93%	*	*	*	91%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	80%	*	*	*	75%	76%
Q29. Patient was offered information about how to get financial help or benefits	69%	68%	*	*	*	60%	68%

Male/Female/Non-binary/Other tables

* Indicates where a score is not available due to suppression or a low base size.

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	80%	*	*	*	77%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	62%	71%	*	*	*	70%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	65%	71%	*	*	*	58%	67%
Q34. Patient was always able to get help from ward staff when needed	65%	76%	*	*	*	61%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	67%	*	*	*	60%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	84%	*	*	*	80%	84%
Q37. Patient was always treated with respect and dignity while in hospital	85%	90%	*	*	*	91%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	89%	*	*	*	88%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	83%	*	*	*	77%	79%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	90%	*	*	*	83%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	87%	*	*	*	80%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	93%	*	*	*	85%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	90%	*	*	*	86%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	86%	*	*	*	73%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	87%	*	*	*	79%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	76%	79%	*	*	*	79%	78%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	83%	*	*	*	77%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	70%	86%	*	*	*	68%	75%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	76%	79%	*	*	*	71%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	87%	*	*	*	79%	83%

Male/Female/Non-binary/Other tables

* Indicates where a score is not available due to suppression or a low base size.

IMMEDIATE AND LONG TERM SIDE EFFECTS		Male/Female/Non-binary/Other					
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	77%	*	*	*	66%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	74%	*	*	*	64%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	88%	*	*	*	84%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	64%	*	*	*	58%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	59%	*	*	*	54%	55%

SUPPORT WHILE AT HOME		Male/Female/Non-binary/Other					
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	53%	65%	*	*	*	60%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	59%	*	*	*	54%	54%

CARE FROM YOUR GP PRACTICE		Male/Female/Non-binary/Other					
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	45%	*	*	*	36%	45%
Q52. Patient has had a review of cancer care by GP practice	16%	19%	*	*	*	12%	17%

LIVING WITH AND BEYOND CANCER		Male/Female/Non-binary/Other					
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	30%	36%	*	*	*	39%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	84%	*	*	*	78%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	70%	*	*	*	59%	64%

Male/Female/Non-binary/Other tables

* Indicates where a score is not available due to suppression or a low base size.

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	89%	91%	*	*	*	89%	90%
Q57. Administration of care was very good or good	88%	89%	*	*	*	84%	88%
Q58. Cancer research opportunities were discussed with patient	40%	51%	*	*	*	37%	45%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	*	*	*	9.0	8.9

Ethnicity tables

* Indicates where a score is not available due to suppression or a low base size.

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	42%	81%	69%	60%	75%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	64%	42%	56%	73%	65%	64%

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	94%	95%	86%	88%	100%	91%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	86%	77%	70%	93%	84%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	90%	77%	90%	87%	77%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	81%	78%	75%	87%	77%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	95%	95%	95%	93%	94%	95%

FINDING OUT THAT YOU HAD CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	77%	79%	69%	70%	82%	76%	76%
Q13. Patient was definitely told sensitively that they had cancer	73%	88%	79%	73%	84%	74%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	88%	69%	73%	67%	75%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	100%	94%	88%	79%	85%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	84%	81%	77%	82%	78%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	94%	88%	95%	96%	95%	94%	94%
Q18. Patient found it very or quite easy to contact their main contact person	85%	76%	86%	74%	75%	83%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	90%	95%	100%	82%	98%	96%

DECIDING ON THE BEST TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	76%	80%	80%	94%	80%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	72%	76%	68%	84%	76%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	76%	73%	55%	88%	75%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	50%	65%	50%	60%	62%	51%	50%

Ethnicity tables

* Indicates where a score is not available due to suppression or a low base size.

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	78%	64%	71%	72%	67%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	83%	93%	93%	91%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	100%	100%	100%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	87%	87%	95%	94%	90%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	77%	77%	64%	83%	76%	76%
Q29. Patient was offered information about how to get financial help or benefits	69%	61%	71%	78%	91%	59%	68%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	80%	68%	50%	*	83%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	*	53%	*	*	77%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	90%	59%	45%	*	65%	67%
Q34. Patient was always able to get help from ward staff when needed	70%	70%	64%	55%	*	70%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	60%	55%	*	*	68%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	*	76%	60%	*	84%	84%
Q37. Patient was always treated with respect and dignity while in hospital	87%	90%	86%	64%	*	93%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	70%	82%	100%	*	90%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	79%	76%	83%	76%	79%	79%

Ethnicity tables

* Indicates where a score is not available due to suppression or a low base size.

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	87%	87%	94%	*	82%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	85%	69%	83%	90%	82%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	*	84%	*	*	89%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	*	*	*	*	88%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	*	*	*	77%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	85%	79%	77%	94%	*	83%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	78%	69%	76%	72%	90%	80%	78%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	*	77%	*	*	77%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	76%	*	*	*	*	72%	75%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77%	*	*	*	*	71%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	60%	74%	79%	83%	79%	83%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	77%	77%	75%	83%	66%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	68%	67%	63%	72%	67%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	74%	95%	95%	100%	87%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	65%	62%	59%	79%	62%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	58%	60%	60%	83%	51%	55%

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	58%	42%	56%	60%	80%	60%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	54%	25%	58%	58%	*	52%	54%

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	45%	33%	42%	42%	42%	43%	45%
Q52. Patient has had a review of cancer care by GP practice	17%	15%	15%	30%	12%	16%	17%

Ethnicity tables

* Indicates where a score is not available due to suppression or a low base size.

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	32%	*	29%	*	*	39%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	*	72%	71%	*	80%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	52%	56%	56%	53%	64%	64%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	90%	92%	87%	92%	94%	91%	90%
Q57. Administration of care was very good or good	88%	80%	92%	84%	95%	89%	88%
Q58. Cancer research opportunities were discussed with patient	45%	39%	59%	53%	73%	38%	45%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.5	8.8	9.0	8.9	9.1	8.9

IMD quintile tables

* Indicates where a score is not available due to suppression or a low base size.

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	78%	80%	78%	81%	*	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	61%	66%	64%	66%	*	64%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	95%	93%	94%	92%	94%	*	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	87%	85%	86%	83%	86%	*	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	76%	79%	75%	78%	*	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	79%	79%	77%	79%	*	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	96%	95%	94%	93%	*	95%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	86%	78%	78%	73%	73%	*	76%
Q13. Patient was definitely told sensitively that they had cancer	78%	74%	74%	72%	73%	*	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	77%	76%	75%	75%	*	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	84%	86%	82%	86%	*	85%
Q16. Patient was told they could go back later for more information about their diagnosis	88%	85%	84%	82%	82%	*	84%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	91%	93%	94%	94%	95%	*	94%
Q18. Patient found it very or quite easy to contact their main contact person	84%	85%	84%	85%	86%	*	85%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	96%	97%	95%	*	96%

IMD quintile tables

* Indicates where a score is not available due to suppression or a low base size.

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q20. Treatment options were explained in a way the patient could completely understand	83%	79%	82%	81%	83%	*	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	86%	78%	80%	79%	78%	*	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	78%	80%	78%	76%	*	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	56%	53%	50%	51%	45%	*	50%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	77%	68%	73%	71%	71%	*	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	96%	93%	94%	93%	96%	*	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	99%	99%	100%	99%	*	99%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q27. Staff provided the patient with relevant information on available support	91%	88%	92%	92%	90%	*	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	74%	76%	77%	74%	*	76%
Q29. Patient was offered information about how to get financial help or benefits	69%	65%	71%	68%	68%	*	68%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	77%	74%	75%	77%	*	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	66%	72%	62%	61%	*	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	69%	69%	64%	66%	*	67%
Q34. Patient was always able to get help from ward staff when needed	75%	71%	71%	68%	66%	*	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	69%	63%	63%	57%	61%	*	62%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	82%	84%	83%	84%	*	84%
Q37. Patient was always treated with respect and dignity while in hospital	90%	84%	88%	87%	90%	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	85%	89%	87%	88%	*	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	79%	81%	79%	75%	*	79%

IMD quintile tables

* Indicates where a score is not available due to suppression or a low base size.

YOUR TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	94%	85%	91%	87%	86%	*	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	84%	85%	85%	82%	*	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	91%	90%	89%	84%	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	82%	84%	75%	79%	*	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	97%	75%	83%	84%	82%	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	87%	80%	87%	84%	84%	*	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	82%	78%	78%	79%	73%	*	78%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	87%	78%	83%	81%	75%	*	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	73%	75%	79%	72%	75%	*	75%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	84%	77%	76%	81%	74%	*	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	84%	84%	82%	82%	*	83%

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	72%	74%	74%	75%	*	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	70%	71%	71%	70%	*	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	91%	86%	88%	89%	87%	*	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	60%	60%	60%	58%	*	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	62%	56%	56%	55%	52%	*	55%

SUPPORT WHILE AT HOME	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	63%	58%	61%	54%	57%	*	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	52%	56%	53%	51%	57%	*	54%

CARE FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	52%	44%	46%	44%	43%	*	45%
Q52. Patient has had a review of cancer care by GP practice	26%	18%	16%	16%	15%	*	17%

IMD quintile tables

* Indicates where a score is not available due to suppression or a low base size.

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	36%	37%	35%	28%	27%	*	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	78%	82%	82%	82%	*	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	70%	61%	65%	64%	61%	*	64%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	88%	89%	90%	90%	90%	*	90%
Q57. Administration of care was very good or good	88%	86%	90%	86%	90%	*	88%
Q58. Cancer research opportunities were discussed with patient	47%	39%	42%	47%	48%	*	45%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	9.0	8.9	9.0	*	8.9

Long term condition status tables

* Indicates where a score is not available due to suppression or a low base size.

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	79%	75%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	69%	65%	64%

	Long term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	93%	95%	90%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	87%	81%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	77%	76%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	80%	78%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	95%	92%	95%

	Long term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	77%	76%	73%	76%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	73%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	76%	74%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	84%	82%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	84%	78%	84%

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	93%	94%	95%	94%
Q18. Patient found it very or quite easy to contact their main contact person	85%	85%	84%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	98%	96%

	Long term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	81%	84%	78%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	80%	74%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	78%	73%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	49%	53%	46%	50%

Long term condition status tables

* Indicates where a score is not available due to suppression or a low base size.

CARE PLANNING	Long term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	73%	67%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	94%	96%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	92%	90%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	77%	74%	76%
Q29. Patient was offered information about how to get financial help or benefits	67%	71%	66%	68%

HOSPITAL CARE	Long term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	74%	79%	74%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	65%	68%	74%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	71%	59%	67%
Q34. Patient was always able to get help from ward staff when needed	69%	72%	63%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	67%	58%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	86%	83%	84%
Q37. Patient was always treated with respect and dignity while in hospital	86%	89%	89%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	91%	85%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	79%	78%	79%

Long term condition status tables

* Indicates where a score is not available due to suppression or a low base size.

YOUR TREATMENT	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	89%	84%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	87%	74%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	90%	83%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	81%	84%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	79%	91%	76%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	87%	79%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	78%	78%	72%	78%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	81%	75%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	77%	74%	71%	75%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	76%	80%	74%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	82%	80%	83%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	78%	70%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	75%	63%	71%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	90%	89%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	64%	54%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	59%	49%	55%

SUPPORT WHILE AT HOME	Long term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	62%	57%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	57%	53%	54%

CARE FROM YOUR GP PRACTICE	Long term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	43%	50%	39%	45%
Q52. Patient has had a review of cancer care by GP practice	18%	17%	12%	17%

Long term condition status tables

* Indicates where a score is not available due to suppression or a low base size.

LIVING WITH AND BEYOND CANCER	Long term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	40%	37%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	84%	75%	81%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	65%	56%	64%

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	89%	91%	90%	90%
Q57. Administration of care was very good or good	88%	90%	88%	88%
Q58. Cancer research opportunities were discussed with patient	43%	48%	44%	45%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	9.0	8.9

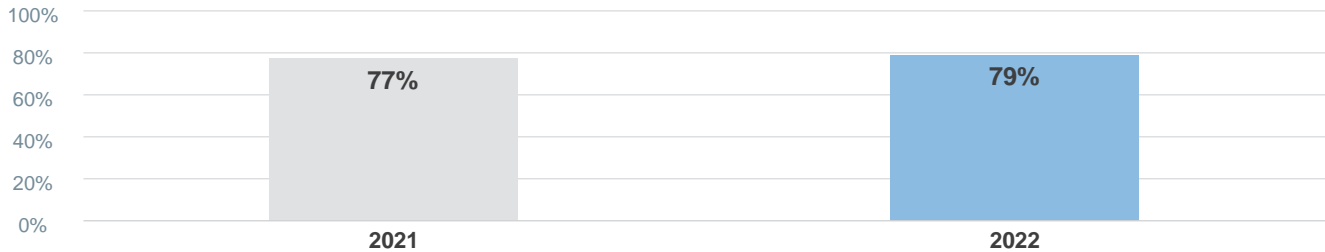
Year on Year Charts

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SUPPORT FROM YOUR GP PRACTICE

Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis



Q3. Referral for diagnosis was explained in a way the patient could completely understand



DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance



Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient



Q7. Patient felt the length of time waiting for diagnostic test results was about right



Year on Year Charts

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Q8. Diagnostic test results were explained in a way the patient could completely understand



Q9. Enough privacy was always given to the patient when receiving diagnostic test results

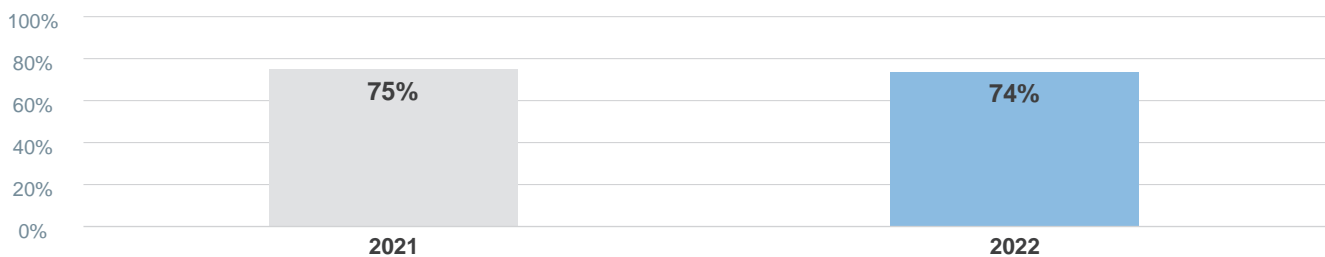


FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



Q14. Cancer diagnosis explained in a way the patient could completely understand



Year on Year Charts

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Q15. Patient was definitely told about their diagnosis in an appropriate place



Q16. Patient was told they could go back later for more information about their diagnosis

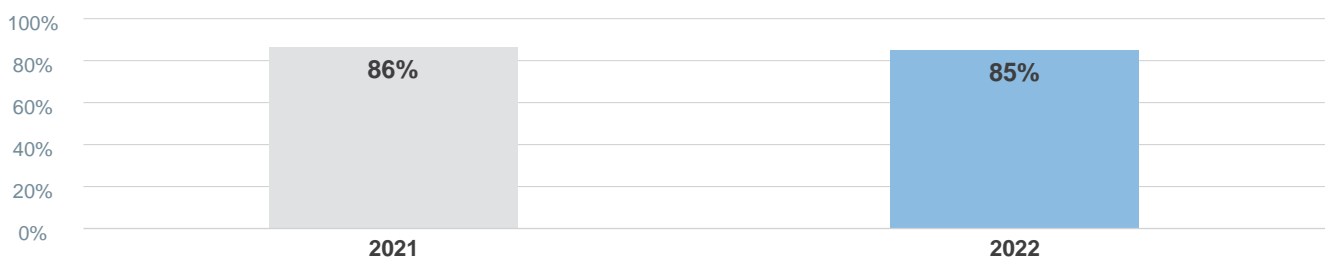


SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team



Q18. Patient found it very or quite easy to contact their main contact person



Q19. Patient found advice from main contact person was very or quite helpful



Year on Year Charts

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DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand



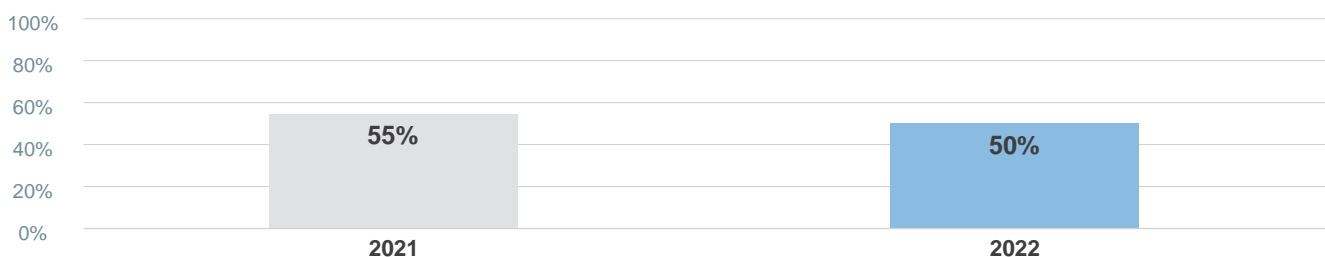
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options

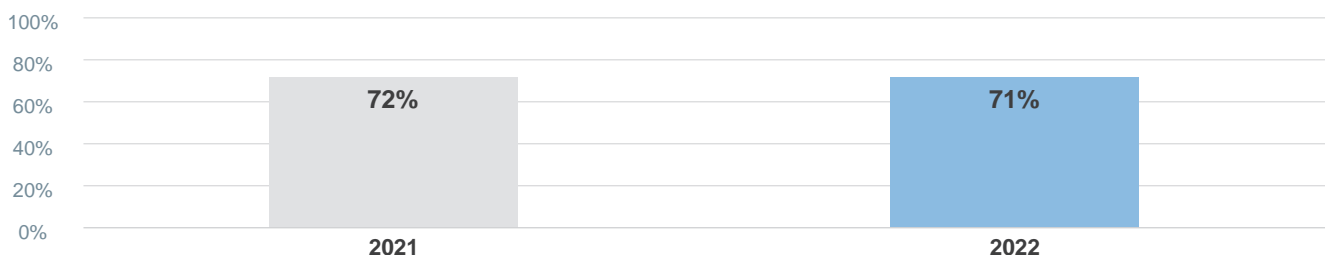


Q23. Patient could get further advice or a second opinion before making decisions about their treatment options



CARE PLANNING

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment

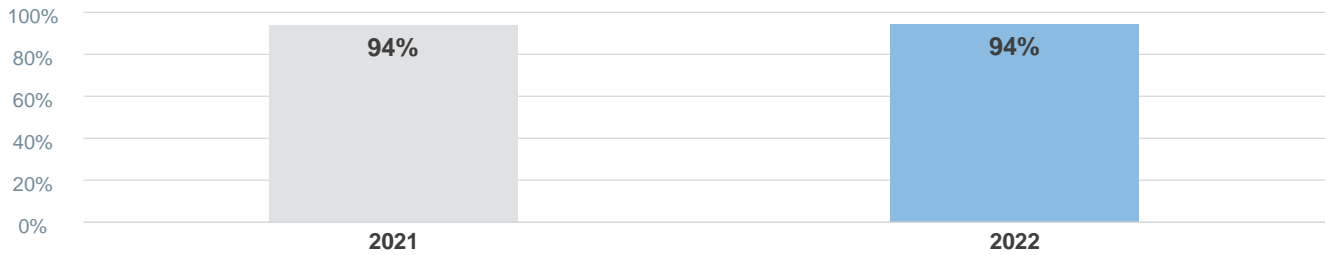


Year on Year Charts

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Q25. A member of their care team helped the patient create a care plan to address any needs or concerns



Q26. Care team reviewed the patient's care plan with them to ensure it was up to date



SUPPORT FROM HOSPITAL STAFF

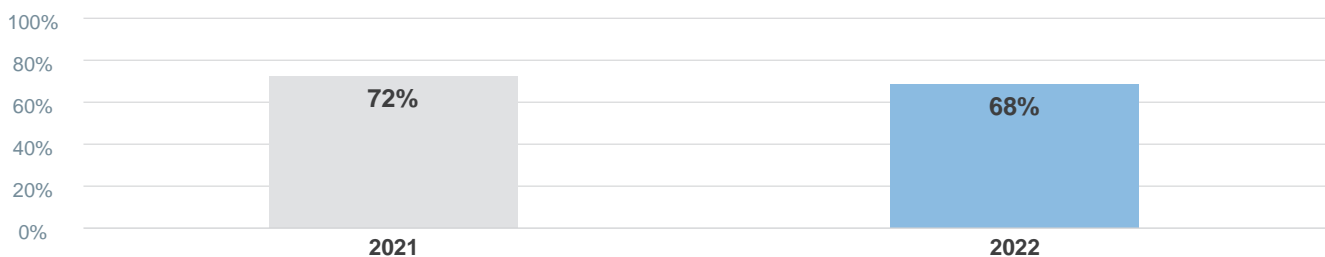
Q27. Staff provided the patient with relevant information on available support



Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff



Q29. Patient was offered information about how to get financial help or benefits



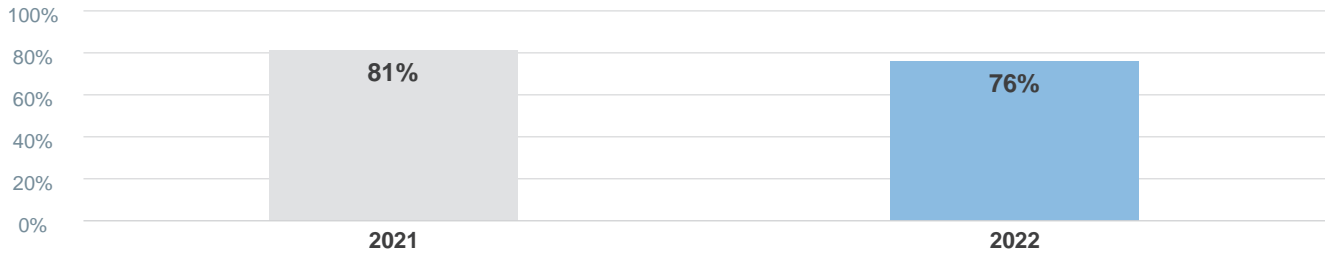
Year on Year Charts

* Indicates where a score is not available due to suppression or a low base size.

The scores are unadjusted and based on England scores only.

HOSPITAL CARE

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



Q34. Patient was always able to get help from ward staff when needed



Q35. Patient was always able to discuss worries and fears with hospital staff



Year on Year Charts

* Indicates where a score is not available due to suppression or a low base size. The scores are unadjusted and based on England scores only.

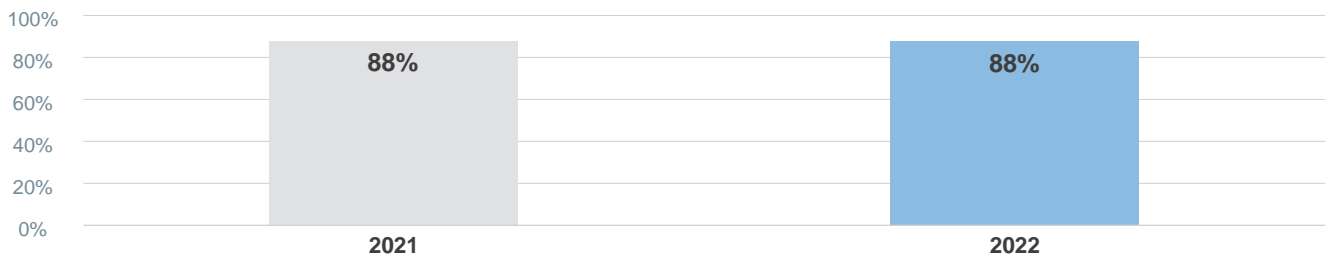
Q36. Hospital staff always did everything they could to help the patient control pain



Q37. Patient was always treated with respect and dignity while in hospital



Q38. Patient received easily understandable information about what they should or should not do after leaving hospital



Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on Year Charts

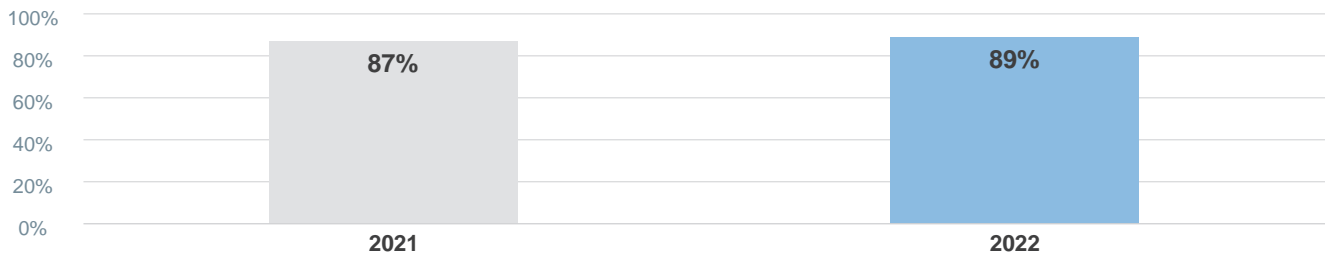
* Indicates where a score is not available due to suppression or a low base size.

The scores are unadjusted and based on England scores only.

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



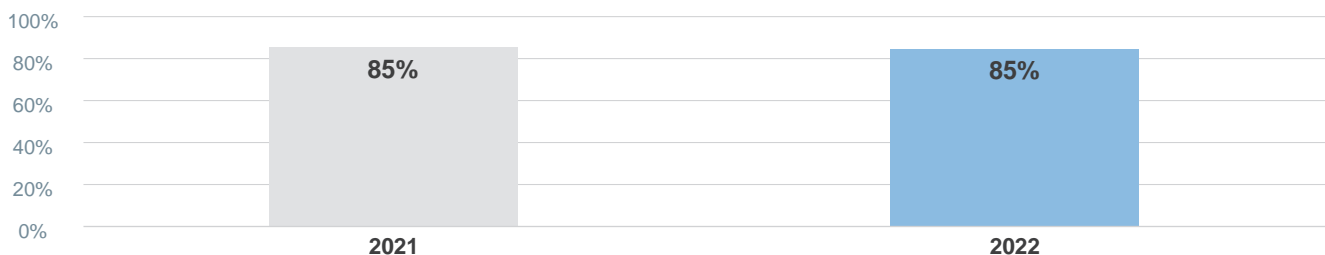
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



Q42_1. Patient completely had enough understandable information about progress with surgery



Year on Year Charts

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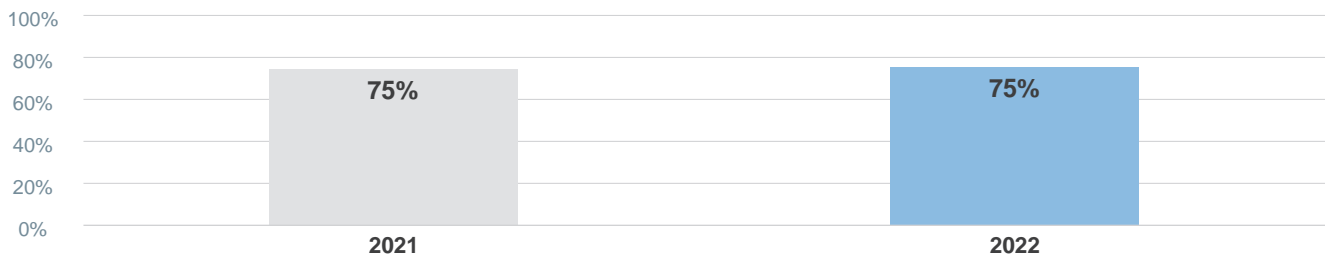
Q42_2. Patient completely had enough understandable information about progress with chemotherapy



Q42_3. Patient completely had enough understandable information about progress with radiotherapy



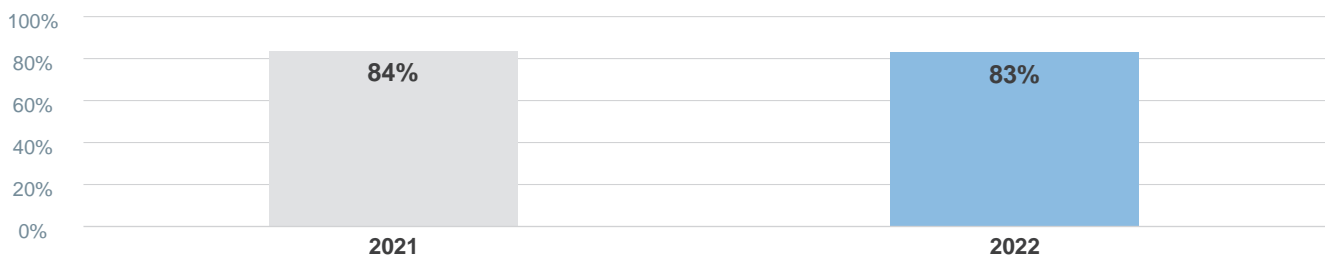
Q42_4. Patient completely had enough understandable information about progress with hormone therapy



Q42_5. Patient completely had enough understandable information about progress with immunotherapy



Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right



Year on Year Charts

* Indicates where a score is not available due to suppression or a low base size.

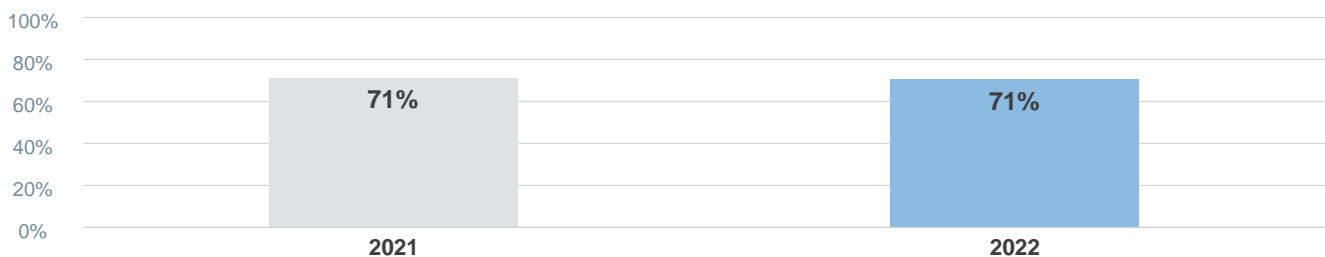
The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



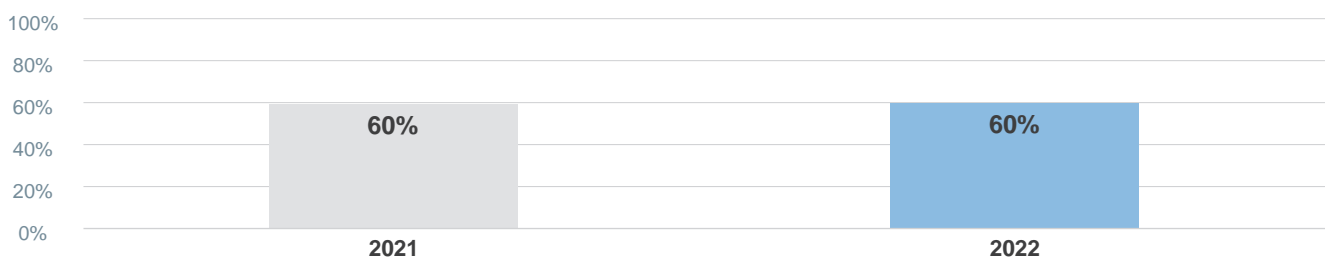
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment



Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects



Year on Year Charts

* Indicates where a score is not available due to suppression or a low base size.

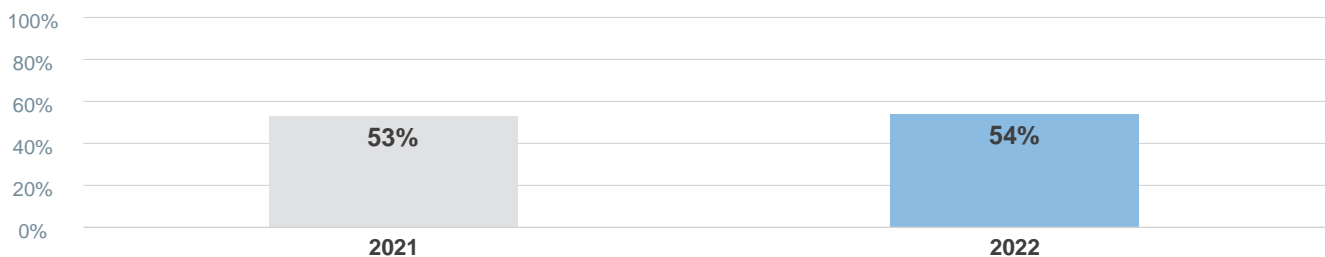
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home



Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

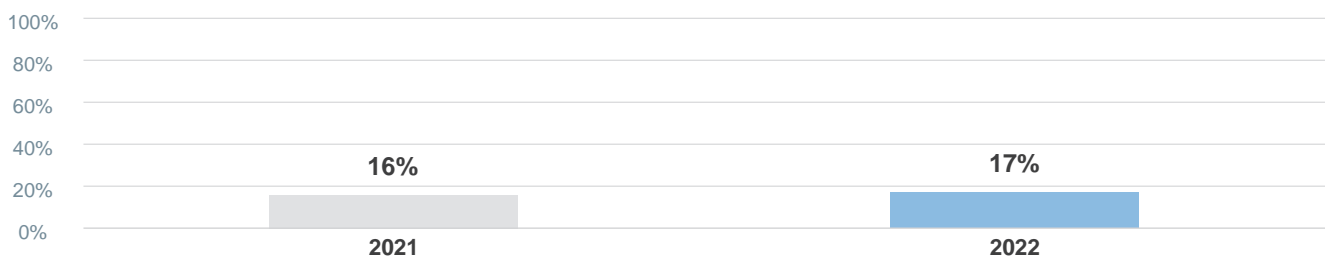


CARE FROM YOUR GP PRACTICE

Q51. Patient definitely received the right amount of support from their GP practice during treatment

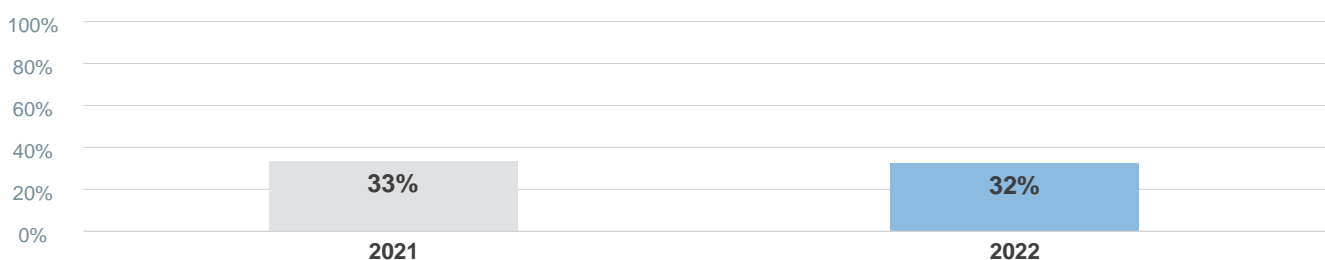


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services

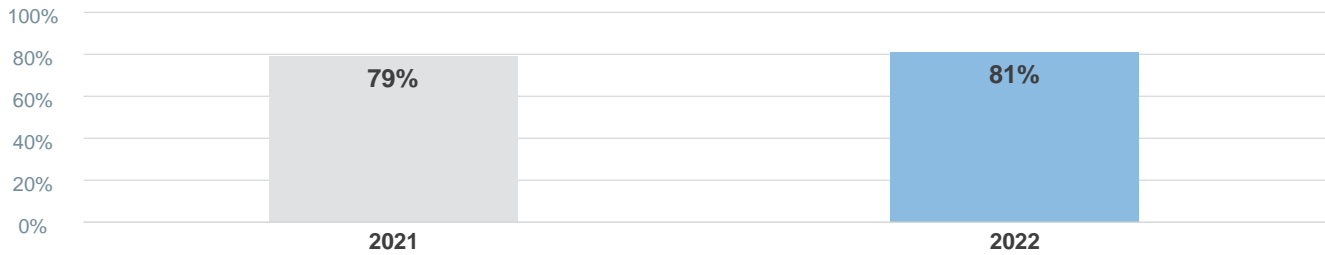


Year on Year Charts

* Indicates where a score is not available due to suppression or a low base size.

The scores are unadjusted and based on England scores only.

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment



Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

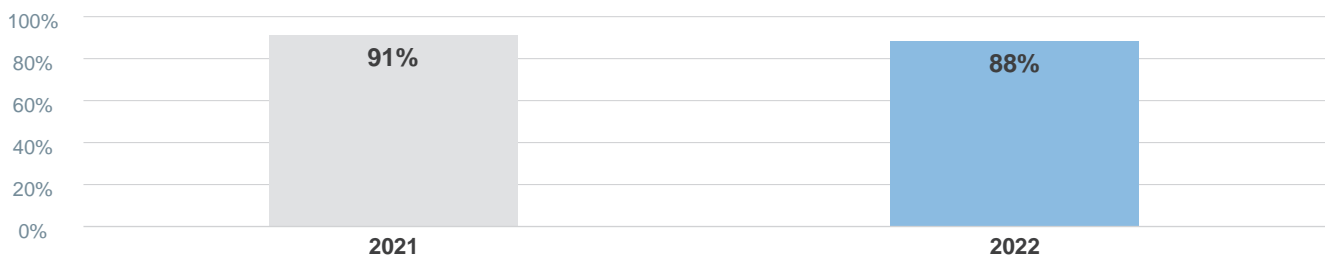


YOUR OVERALL NHS CARE

Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient

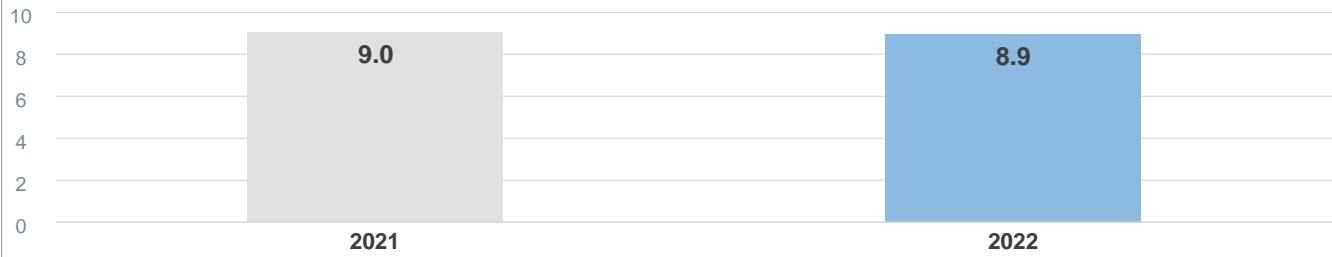


Year on Year Charts




* Indicates where a score is not available due to suppression or a low base size.

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Q59. Patient's average rating of care scored from very poor to very good










Trust Expected Range Summary

Data labels relate to the number of scores that fell below, within and above the expected range		Number of scores below the Lower Expected Range
		Number of scores between the Upper and Lower Expected Ranges
		Number of scores above the Upper Expected Range

Trust		Expected Range Classification	
RGP	James Paget University Hospitals NHS Foundation Trust	47	14
RGT	Cambridge University Hospitals NHS Foundation Trust	49	9
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	55	5
RDE	East Suffolk and North Essex NHS Foundation Trust	56	3
RGR	West Suffolk NHS Foundation Trust	57	1
RGM	Royal Papworth Hospital NHS Foundation Trust	50	
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	50	3
RGN	North West Anglia NHS Foundation Trust	55	

ICB Expected Range Summary

Data labels relate to the number of scores that fell below, within and above the expected range		Number of scores below the Lower Expected Range
		Number of scores between the Upper and Lower Expected Ranges
		Number of scores above the Upper Expected Range

ICB		Expected Range Classification
QJG	NHS Suffolk and North East Essex Integrated Care Board	60 
QMM	NHS Norfolk and Waveney Integrated Care Board	5  52 
QUE	NHS Cambridgeshire and Peterborough Integrated Care Board	2  58 