NHS
England

Cancer Patient Experience Survey

2022 Results

Kent and Medway Cancer Alliance

Published July 2023

The Cancer Patient Experience Survey is undertaken by Picker on behalf of NHS England

Executive Summary

Kent and Medway Cancer Alliance has no scores above expected range

Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q3. Referral for diagnosis was explained in a way the patient could completely understand	**59%**	62%	69%	**65%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	**93%**	94%	96%	**95%**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	**69%**	74%	78%	**76%**
Q13. Patient was definitely told sensitively that they had cancer	**71%**	71%	76%	**74%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	**82%**	83%	86%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	**81%**	82%	85%	**84%**
Q17. Patient had a main point of contact within the care team	**88%**	90%	93%	**92%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	**77%**	78%	82%	**80%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	**45%**	49%	55%	**52%**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	**68%**	68%	74%	**71%**
Q27. Staff provided the patient with relevant information on available support	**86%**	88%	92%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	**72%**	72%	79%	**75%**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	**74%**	75%	82%	**79%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	**65%**	66%	73%	**69%**
Q37. Patient was always treated with respect and dignity while in hospital	**84%**	84%	91%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	**75%**	75%	82%	**78%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	**82%**	83%	87%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	**73%**	76%	81%	**79%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	**66%**	66%	72%	**69%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	**82%**	83%	89%	**86%**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	**52%**	55%	61%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	**43%**	45%	58%	**51%**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	**39%**	41%	48%	**45%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	**74%**	75%	81%	**78%**
Q56. The whole care team worked well together	**87%**	88%	91%	**90%**
Q57. Administration of care was very good or good	**83%**	84%	89%	**87%**

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

2,284 patients responded out of a total of 4,368 patients, resulting in a response rate of 52%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	4,626	4,368	2,284	52%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	1,859
Online	423
Phone	2
Translation Service	0
Total	**2,284**

Respondents by Tumour Group

	Number of Respondents
Brain / CNS	12
Breast	598
Colorectal / LGT	306
Gynaecological	103
Haematological	328
Head and Neck	57
Lung	142
Prostate	202
Sarcoma	20
Skin	75
Upper Gastro	98
Urological	183
Other	160
Total	**2,284**

Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	2,003
Irish	16
Gypsy or Irish Traveller	*
Any other White background	39
Mixed / Multiple Ethnicity	
White and Black Caribbean	*
White and Black African	*
White and Asian	6
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	18
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	16
Black / African / Caribbean / Black British	
African	15
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	144
Total	**2,284**

Expected Range Charts

Lower Expected Range	Within Expected Range	Upper Expected Range	◆ Case Mix Adjusted Score

The left outer edge of the bars is the lowest score achieved of all Alliances. The right outer edge of the bars is the highest score achieved of all Alliances.

SUPPORT FROM YOUR GP PRACTICE

Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis — 77%

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 59%

DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance — 91%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 82%

Q7. Patient felt the length of time waiting for diagnostic test results was about right — 78%

Q8. Diagnostic test results were explained in a way the patient could completely understand — 78%

Q9. Enough privacy was always given to the patient when receiving diagnostic test results — 93%

FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 69%

Q13. Patient was definitely told sensitively that they had cancer — 71%

Q14. Cancer diagnosis explained in a way the patient could completely understand — 75%

Q15. Patient was definitely told about their diagnosis in an appropriate place — 82%

Q16. Patient was told they could go back later for more information about their diagnosis — 81%

SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team — 88%

Q18. Patient found it very or quite easy to contact their main contact person — 81%

Q19. Patient found advice from main contact person was very or quite helpful — 95%

Expected Range Charts

▢ Lower Expected Range	▢ Within Expected Range	▮ Upper Expected Range	◆ Case Mix Adjusted Score

The left outer edge of the bars is the lowest score achieved of all Alliances. The right outer edge of the bars is the highest score achieved of all Alliances.

DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand — 81%

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — 77%

Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — 77%

Q23. Patient could get further advice or a second opinion before making decisions about their treatment options — 45%

CARE PLANNING

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment — 68%

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — 92%

Q26. Care team reviewed the patient's care plan with them to ensure it was up to date — 98%

SUPPORT FROM HOSPITAL STAFF

Q27. Staff provided the patient with relevant information on available support — 86%

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — 72%

Q29. Patient was offered information about how to get financial help or benefits — 66%

HOSPITAL CARE

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital — 74%

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — 63%

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — 65%

Q34. Patient was always able to get help from ward staff when needed — 69%

Q35. Patient was always able to discuss worries and fears with hospital staff — 60%

Q36. Hospital staff always did everything they could to help the patient control pain — 81%

Q37. Patient was always treated with respect and dignity while in hospital — 84%

Q38. Patient received easily understandable information about what they should or should not do after leaving hospital — 86%

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — 75%

Expected Range Charts

Lower Expected Range	Within Expected Range	Upper Expected Range	◆ Case Mix Adjusted Score

The left outer edge of the bars is the lowest score achieved of all Alliances. The right outer edge of the bars is the highest score achieved of all Alliances.

YOUR TREATMENT

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

Q41_1. Beforehand patient completely had enough understandable information about surgery — 88%

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy — 82%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — 88%

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — 78%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — 81%

Q42_1. Patient completely had enough understandable information about progress with surgery — 85%

Q42_2. Patient completely had enough understandable information about progress with chemotherapy — 73%

Q42_3. Patient completely had enough understandable information about progress with radiotherapy — 80%

Q42_4. Patient completely had enough understandable information about progress with hormone therapy — 74%

Q42_5. Patient completely had enough understandable information about progress with immunotherapy — 77%

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — 76%

IMMEDIATE AND LONG TERM SIDE EFFECTS

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

Q44. Possible side effects from treatment were definitely explained in a way the patient could understand — 73%

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — 66%

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — 82%

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — 58%

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — 50%

SUPPORT WHILE AT HOME

0%   10%   20%   30%   40%   50%   60%   70%   80%   90%   100%

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home — 52%

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — 43%

Expected Range Charts

| Lower Expected Range | Within Expected Range | Upper Expected Range | ◆ Case Mix Adjusted Score |

The left outer edge of the bars is the lowest score achieved of all Alliances. The right outer edge of the bars is the highest score achieved of all Alliances.

CARE FROM YOUR GP PRACTICE

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q51. Patient definitely received the right amount of support from their GP practice during treatment — 39%

Q52. Patient has had a review of cancer care by GP practice — 20%

LIVING WITH AND BEYOND CANCER

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services — 28%

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — 74%

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — 59%

YOUR OVERALL NHS CARE

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q56. The whole care team worked well together — 87%

Q57. Administration of care was very good or good — 83%

Q58. Cancer research opportunities were discussed with patient — 39%

0 1 2 3 4 5 6 7 8 9 10

Q59. Patient's average rating of care scored from very poor to very good — 8.8

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.

	Legend
(light blue)	Adjusted Score below Lower Expected Range
(grey)	Adjusted Score between Upper and Lower Expected Ranges
(dark blue)	Adjusted Score above Upper Expected Range

SUPPORT FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	972	78%	1086	77%		77%	75%	80%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1299	63%	1440	60%		59%	62%	69%	65%

DIAGNOSTIC TESTS	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q5. Patient received all the information needed about the diagnostic test in advance	1541	90%	1735	91%		91%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1622	82%	1821	82%		82%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1623	81%	1829	78%	▼	78%	76%	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1628	76%	1833	79%		78%	76%	80%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1634	93%	1825	93%		93%	94%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1887	62%	2121	69%	▲	69%	74%	78%	76%
Q13. Patient was definitely told sensitively that they had cancer	1977	71%	2251	71%		71%	71%	76%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1993	74%	2259	75%		75%	74%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1975	82%	2254	82%		82%	83%	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	1749	80%	1971	81%		81%	82%	85%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q17. Patient had a main point of contact within the care team	1901	91%	2154	88%	▼	88%	90%	93%	92%
Q18. Patient found it very or quite easy to contact their main contact person	1573	83%	1682	81%		81%	80%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	1626	96%	1778	95%		95%	94%	97%	95%

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.

▨ (light blue)	Adjusted Score below Lower Expected Range
▨ (grey)	Adjusted Score between Upper and Lower Expected Ranges
▨ (dark blue)	Adjusted Score above Upper Expected Range

DECIDING ON THE BEST TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q20. Treatment options were explained in a way the patient could completely understand	1823	**81%**	2103	**81%**		**81%**	80%	84%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1951	**77%**	2230	**77%**		**77%**	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	1571	**69%**	1850	**77%**	▲	**77%**	78%	82%	**80%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	922	**49%**	1037	**45%**		**45%**	49%	55%	**52%**

CARE PLANNING	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	1768	**70%**	2006	**68%**		**68%**	68%	74%	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	960	**93%**	1080	**92%**		**92%**	91%	95%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	760	**98%**	829	**98%**		**98%**	98%	99%	**99%**

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q27. Staff provided the patient with relevant information on available support	1585	**87%**	1825	**87%**		**86%**	88%	92%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1962	**72%**	2237	**72%**		**72%**	72%	79%	**75%**
Q29. Patient was offered information about how to get financial help or benefits	986	**70%**	1157	**66%**		**66%**	64%	71%	**67%**

HOSPITAL CARE	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	862	**79%**	960	**74%**		**74%**	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	673	**52%**	763	**63%**	▲	**63%**	62%	69%	**66%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	838	**68%**	942	**65%**		**65%**	66%	73%	**69%**
Q34. Patient was always able to get help from ward staff when needed	838	**76%**	945	**69%**	▼	**69%**	67%	78%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	822	**65%**	922	**61%**		**60%**	60%	68%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	732	**87%**	831	**81%**	▼	**81%**	81%	88%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	855	**87%**	958	**84%**		**84%**	84%	91%	**88%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	833	**88%**	932	**86%**		**86%**	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	1689	**75%**	1955	**75%**		**75%**	75%	82%	**78%**

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

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	1060	**89%**	1229	**88%**		**88%**	87%	91%	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1018	**82%**	1150	**82%**		**82%**	83%	87%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	594	**88%**	653	**88%**		**88%**	86%	91%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	339	**79%**	395	**77%**		**78%**	74%	83%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	326	**81%**	355	**81%**		**81%**	80%	88%	**84%**
Q42_1. Patient completely had enough understandable information about progress with surgery	1051	**85%**	1219	**85%**		**85%**	83%	87%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	1009	**74%**	1147	**73%**		**73%**	76%	81%	**79%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	586	**81%**	651	**80%**		**80%**	78%	84%	**81%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	334	**69%**	392	**74%**		**74%**	68%	77%	**72%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	323	**72%**	352	**76%**		**77%**	75%	84%	**79%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1940	**77%**	2204	**77%**		**76%**	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	1903	**74%**	2153	**73%**		**73%**	72%	77%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1807	**67%**	2052	**66%**		**66%**	66%	72%	**69%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1433	**84%**	1634	**82%**		**82%**	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	1789	**58%**	2027	**58%**		**58%**	56%	62%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1527	**52%**	1716	**50%**		**50%**	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	1277	**51%**	1496	**52%**		**52%**	55%	61%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	764	**49%**	815	**43%**	▼	**43%**	45%	58%	**51%**

Comparability tables

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

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

** No score available for 2021.

	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			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q51. Patient definitely received the right amount of support from their GP practice during treatment	1102	**41%**	1243	**39%**		**39%**	41%	48%	**45%**
Q52. Patient has had a review of cancer care by GP practice	1901	**16%**	2175	**20%**	▲	**20%**	18%	23%	**21%**

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	453	**27%**	485	**29%**		**28%**	24%	38%	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	889	**76%**	1016	**74%**		**74%**	75%	81%	**78%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1569	**61%**	1755	**59%**		**59%**	59%	66%	**62%**

YOUR OVERALL NHS CARE	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q56. The whole care team worked well together	1907	**88%**	2140	**87%**		**87%**	88%	91%	**90%**
Q57. Administration of care was very good or good	1971	**85%**	2237	**83%**		**83%**	84%	89%	**87%**
Q58. Cancer research opportunities were discussed with patient	1185	**38%**	1328	**38%**		**39%**	35%	51%	**43%**
Q59. Patient's average rating of care scored from very poor to very good	1923	**8.8**	2180	**8.8**		**8.8**	8.8	9.0	**8.9**

Tumour type tables

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

SUPPORT FROM YOUR GP PRACTICE   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	*	94%	75%	77%	54%	76%	71%	82%	82%	88%	76%	75%	64%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	71%	63%	59%	52%	42%	46%	67%	33%	65%	61%	51%	52%	**60%**

DIAGNOSTIC TESTS   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	90%	89%	93%	87%	94%	89%	96%	91%	93%	92%	86%	91%	91%	**91%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	70%	82%	84%	83%	82%	71%	83%	87%	80%	90%	73%	80%	80%	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	90%	71%	81%	81%	82%	82%	81%	82%	100%	68%	80%	76%	78%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	40%	79%	80%	84%	76%	84%	78%	82%	87%	83%	73%	76%	77%	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	92%	91%	93%	94%	94%	96%	96%	93%	98%	90%	90%	92%	**93%**

FINDING OUT THAT YOU HAD CANCER   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	91%	66%	82%	64%	69%	61%	76%	65%	63%	47%	75%	67%	74%	**69%**
Q13. Patient was definitely told sensitively that they had cancer	82%	72%	73%	72%	71%	68%	74%	69%	68%	78%	65%	68%	69%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	58%	77%	81%	75%	69%	79%	75%	80%	63%	86%	70%	75%	69%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	86%	80%	75%	79%	86%	81%	85%	68%	90%	80%	78%	78%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	90%	86%	75%	76%	80%	88%	84%	84%	82%	85%	68%	74%	79%	**81%**

Tumour type tables

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

SUPPORT FROM A MAIN CONTACT PERSON — 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	91%	88%	85%	88%	90%	89%	89%	89%	79%	95%	89%	82%	86%	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	90%	80%	76%	89%	80%	91%	85%	77%	75%	86%	76%	80%	89%	**81%**
Q19. Patient found advice from main contact person was very or quite helpful	100%	96%	92%	93%	94%	98%	96%	95%	100%	98%	91%	96%	95%	**95%**

DECIDING ON THE BEST TREATMENT — 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	82%	80%	83%	89%	78%	80%	80%	82%	78%	91%	73%	77%	82%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	77%	75%	77%	75%	82%	77%	82%	84%	86%	70%	75%	82%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	73%	78%	76%	75%	88%	84%	83%	67%	83%	75%	71%	79%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	41%	38%	46%	49%	62%	45%	54%	*	51%	39%	39%	53%	**45%**

CARE PLANNING — 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	55%	69%	62%	66%	70%	79%	68%	74%	63%	82%	64%	63%	66%	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	87%	91%	93%	100%	96%	94%	*	97%	88%	90%	100%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	96%	99%	100%	98%	100%	98%	100%	*	100%	100%	97%	95%	**98%**

SUPPORT FROM HOSPITAL STAFF — 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	*	86%	87%	82%	85%	93%	88%	90%	94%	97%	84%	83%	88%	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	55%	65%	72%	72%	75%	79%	76%	75%	79%	85%	66%	73%	74%	**72%**
Q29. Patient was offered information about how to get financial help or benefits	*	71%	68%	62%	67%	70%	75%	56%	45%	58%	56%	48%	67%	**66%**

Tumour type tables

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

HOSPITAL CARE — 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	*	72%	72%	77%	77%	74%	73%	76%	75%	88%	68%	73%	80%	**74%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	56%	63%	67%	71%	74%	77%	52%	*	91%	56%	58%	71%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	66%	59%	66%	72%	68%	69%	66%	67%	69%	61%	63%	71%	**65%**
Q34. Patient was always able to get help from ward staff when needed	*	64%	61%	78%	75%	69%	73%	75%	82%	94%	61%	69%	76%	**69%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	50%	56%	60%	76%	59%	71%	72%	73%	87%	50%	58%	63%	**61%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	78%	80%	88%	85%	80%	85%	85%	100%	100%	72%	75%	82%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	*	82%	77%	86%	89%	92%	81%	88%	92%	94%	81%	89%	83%	**84%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	88%	81%	92%	89%	89%	90%	88%	83%	100%	76%	84%	87%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	70%	76%	73%	81%	84%	73%	77%	82%	84%	67%	69%	76%	**75%**

YOUR TREATMENT — 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%	86%	91%	85%	89%	92%	91%	100%	88%	79%	86%	92%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	80%	81%	92%	82%	88%	84%	82%	*	*	80%	83%	88%	**82%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	70%	86%	82%	97%	96%	89%	95%	90%	*	*	94%	90%	91%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	73%	*	*	*	*	*	87%	*	*	*	*	89%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	74%	62%	*	80%	*	80%	*	*	86%	90%	87%	93%	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	*	86%	83%	87%	84%	87%	86%	87%	86%	95%	75%	75%	91%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	73%	71%	75%	77%	82%	72%	78%	*	*	65%	69%	80%	**73%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	77%	78%	86%	85%	86%	78%	80%	*	*	83%	85%	88%	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	70%	*	*	*	*	*	84%	*	*	*	*	86%	**74%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	80%	54%	*	76%	*	69%	*	*	72%	80%	81%	89%	**76%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	72%	80%	84%	73%	87%	77%	82%	78%	79%	77%	80%	76%	**77%**

Tumour type tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS — 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	64%	71%	72%	74%	69%	80%	73%	77%	94%	81%	63%	76%	78%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	63%	67%	66%	67%	80%	68%	68%	73%	80%	48%	67%	68%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	81%	81%	86%	79%	84%	87%	88%	92%	93%	72%	78%	81%	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	45%	53%	55%	55%	57%	71%	53%	68%	71%	78%	48%	60%	63%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	46%	47%	53%	50%	74%	48%	65%	50%	64%	33%	52%	54%	**50%**

SUPPORT WHILE AT HOME — 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	*	44%	54%	51%	55%	54%	62%	59%	50%	72%	34%	56%	56%	**52%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	36%	53%	33%	42%	44%	54%	48%	60%	54%	36%	39%	43%	**43%**

CARE FROM YOUR GP PRACTICE — 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	*	45%	37%	35%	37%	23%	38%	45%	50%	45%	37%	29%	35%	**39%**
Q52. Patient has had a review of cancer care by GP practice	9%	21%	16%	19%	18%	22%	23%	21%	32%	21%	20%	19%	21%	**20%**

Tumour type tables

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

LIVING WITH AND BEYOND CANCER — 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	*	21%	34%	39%	35%	42%	27%	21%	*	33%	36%	19%	33%	**29%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	70%	70%	76%	76%	88%	81%	72%	*	88%	79%	74%	75%	**74%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	52%	49%	59%	68%	49%	56%	63%	69%	85%	49%	64%	69%	**59%**

YOUR OVERALL NHS CARE — 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	82%	88%	85%	89%	89%	85%	86%	88%	84%	90%	89%	82%	84%	**87%**
Q57. Administration of care was very good or good	73%	85%	76%	89%	87%	86%	88%	83%	84%	89%	75%	78%	84%	**83%**
Q58. Cancer research opportunities were discussed with patient	*	30%	25%	33%	59%	43%	34%	47%	57%	42%	35%	31%	47%	**38%**
Q59. Patient's average rating of care scored from very poor to very good	8.4	8.8	8.6	9.0	8.8	9.1	9.0	8.8	8.8	9.2	8.3	8.6	8.9	**8.8**

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	*	80%	70%	78%	76%	76%	81%	76%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	69%	60%	65%	60%	60%	59%	52%	**60%**

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	*	83%	83%	90%	92%	93%	91%	84%	**91%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	85%	68%	81%	81%	83%	82%	84%	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	77%	63%	63%	73%	81%	83%	87%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	85%	64%	69%	77%	81%	81%	82%	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	85%	85%	92%	90%	94%	94%	96%	**93%**

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	*	50%	80%	58%	62%	71%	74%	80%	**69%**
Q13. Patient was definitely told sensitively that they had cancer	*	76%	63%	60%	68%	72%	77%	75%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	76%	70%	68%	74%	77%	77%	77%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	82%	77%	79%	77%	82%	87%	83%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	93%	84%	88%	82%	82%	77%	74%	**81%**

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	*	81%	87%	89%	88%	90%	86%	79%	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	*	85%	73%	77%	82%	81%	83%	83%	**81%**
Q19. Patient found advice from main contact person was very or quite helpful	*	92%	90%	95%	94%	95%	96%	97%	**95%**

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	*	82%	74%	73%	80%	83%	82%	82%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	81%	66%	72%	74%	79%	80%	80%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	67%	66%	66%	72%	78%	82%	84%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	43%	33%	43%	47%	46%	55%	**45%**

Age group tables

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

CARE PLANNING

	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	*	53%	61%	65%	67%	72%	66%	67%	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	79%	90%	90%	92%	94%	93%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	99%	96%	98%	99%	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

	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	*	73%	78%	87%	86%	89%	85%	87%	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	65%	57%	62%	68%	74%	76%	79%	**72%**
Q29. Patient was offered information about how to get financial help or benefits	*	69%	70%	69%	72%	67%	54%	54%	**66%**

HOSPITAL CARE

	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	*	*	42%	70%	72%	76%	78%	85%	**74%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	39%	63%	61%	64%	64%	74%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	47%	68%	65%	68%	61%	80%	**65%**
Q34. Patient was always able to get help from ward staff when needed	*	*	55%	64%	66%	70%	73%	82%	**69%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	41%	60%	60%	61%	62%	70%	**61%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	68%	75%	79%	83%	85%	91%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	64%	86%	81%	85%	87%	90%	**84%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	81%	89%	84%	87%	86%	85%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	65%	61%	72%	73%	76%	77%	77%	**75%**

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	*	90%	82%	83%	88%	89%	92%	86%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	86%	80%	83%	83%	82%	81%	**82%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	79%	88%	88%	91%	88%	80%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	60%	72%	75%	83%	79%	82%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	90%	79%	79%	79%	91%	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	*	80%	76%	83%	86%	86%	87%	75%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	73%	72%	74%	73%	74%	77%	**73%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	71%	78%	83%	81%	79%	72%	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	60%	65%	71%	78%	78%	75%	**74%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	85%	73%	78%	71%	80%	**76%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	69%	64%	71%	74%	78%	79%	87%	**77%**

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	*	69%	83%	72%	75%	72%	71%	70%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	63%	60%	65%	65%	68%	65%	67%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	85%	81%	82%	82%	83%	80%	80%	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	64%	53%	49%	57%	60%	57%	65%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	70%	50%	43%	49%	54%	48%	58%	**50%**

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	*	64%	43%	40%	47%	55%	54%	64%	**52%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	21%	38%	36%	47%	44%	57%	**43%**

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	*	60%	34%	43%	41%	40%	36%	29%	**39%**
Q52. Patient has had a review of cancer care by GP practice	*	31%	22%	22%	20%	20%	18%	14%	**20%**

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	*	*	48%	33%	24%	28%	28%	29%	**29%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	58%	68%	67%	81%	75%	76%	**74%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	50%	47%	50%	58%	62%	60%	62%	**59%**

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	*	82%	78%	86%	87%	87%	89%	83%	**87%**
Q57. Administration of care was very good or good	*	82%	75%	83%	82%	83%	84%	90%	**83%**
Q58. Cancer research opportunities were discussed with patient	*	33%	34%	34%	40%	39%	38%	32%	**38%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.0	8.1	8.7	8.7	8.9	8.8	8.9	**8.8**

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE — 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	77%	76%	*	*	*	83%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	56%	*	*	*	58%	**60%**

DIAGNOSTIC TESTS — 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	90%	92%	*	*	*	93%	**91%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	83%	*	*	*	83%	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	81%	*	*	*	81%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	79%	*	*	*	82%	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	94%	*	*	*	91%	**93%**

FINDING OUT THAT YOU HAD CANCER — 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	67%	71%	*	*	*	75%	**69%**
Q13. Patient was definitely told sensitively that they had cancer	70%	72%	*	*	*	76%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	76%	*	*	*	79%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	83%	*	*	*	83%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	82%	80%	*	*	*	79%	**81%**

SUPPORT FROM A MAIN CONTACT PERSON — 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	87%	88%	*	*	*	90%	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	83%	79%	*	*	*	81%	**81%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	*	*	*	98%	**95%**

Male/Female/Non-binary/Other tables

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

DECIDING ON THE BEST TREATMENT — 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%	80%	*	*	*	85%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	79%	*	*	*	77%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	79%	*	*	*	78%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	42%	50%	*	*	*	37%	**45%**

CARE PLANNING — 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	67%	70%	*	*	*	66%	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	94%	*	*	*	96%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	99%	*	*	*	100%	**98%**

SUPPORT FROM HOSPITAL STAFF — 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	84%	90%	*	*	*	87%	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	68%	76%	*	*	*	72%	**72%**
Q29. Patient was offered information about how to get financial help or benefits	68%	63%	*	*	*	57%	**66%**

Male/Female/Non-binary/Other tables

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

HOSPITAL CARE

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	71%	77%	*	*	*	81%	**74%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	61%	65%	*	*	*	63%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	65%	66%	*	*	*	62%	**65%**
Q34. Patient was always able to get help from ward staff when needed	66%	72%	*	*	*	73%	**69%**
Q35. Patient was always able to discuss worries and fears with hospital staff	56%	66%	*	*	*	63%	**61%**
Q36. Hospital staff always did everything they could to help the patient control pain	79%	84%	*	*	*	77%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	81%	87%	*	*	*	88%	**84%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	86%	*	*	*	83%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	79%	*	*	*	75%	**75%**

YOUR TREATMENT

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%	*	*	*	88%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	83%	*	*	*	80%	**82%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	90%	*	*	*	81%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	86%	*	*	*	64%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	78%	84%	*	*	*	80%	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	85%	84%	*	*	*	88%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	71%	75%	*	*	*	80%	**73%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	80%	*	*	*	89%	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	71%	81%	*	*	*	77%	**74%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	75%	80%	*	*	*	60%	**76%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	80%	*	*	*	76%	**77%**

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%	74%	*	*	*	73%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	67%	*	*	*	69%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	82%	*	*	*	85%	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	63%	*	*	*	52%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	55%	*	*	*	46%	**50%**

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	47%	57%	*	*	*	52%	**52%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	40%	46%	*	*	*	48%	**43%**

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	39%	39%	*	*	*	40%	**39%**
Q52. Patient has had a review of cancer care by GP practice	21%	18%	*	*	*	19%	**20%**

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	28%	30%	*	*	*	35%	**29%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	75%	*	*	*	76%	**74%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	64%	*	*	*	62%	**59%**

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	87%	87%	*	*	*	90%	**87%**
Q57. Administration of care was very good or good	84%	82%	*	*	*	82%	**83%**
Q58. Cancer research opportunities were discussed with patient	35%	43%	*	*	*	39%	**38%**
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	*	*	*	8.9	**8.8**

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	78%	80%	41%	*	*	81%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	60%	75%	73%	*	57%	**60%**

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	91%	92%	93%	92%	*	93%	**91%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	57%	65%	80%	*	81%	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	92%	76%	86%	*	81%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	62%	73%	60%	*	79%	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	85%	88%	93%	*	92%	**93%**

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	69%	50%	69%	75%	*	74%	**69%**
Q13. Patient was definitely told sensitively that they had cancer	71%	53%	74%	61%	*	76%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	60%	80%	74%	*	79%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	73%	86%	85%	*	83%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	81%	69%	91%	78%	*	80%	**81%**

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	88%	67%	97%	95%	*	89%	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	82%	*	73%	59%	*	82%	**81%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	90%	91%	94%	*	98%	**95%**

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	81%	67%	84%	75%	*	81%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	60%	77%	75%	*	79%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	*	88%	63%	*	79%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	44%	60%	74%	71%	*	44%	**45%**

Ethnicity tables

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

CARE PLANNING

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	68%	60%	68%	68%	*	66%	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	*	96%	100%	*	93%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	100%	100%	*	98%	**98%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	87%	83%	91%	84%	*	84%	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	67%	84%	63%	*	74%	**72%**
Q29. Patient was offered information about how to get financial help or benefits	66%	75%	69%	71%	*	50%	**66%**

HOSPITAL CARE

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	73%	*	91%	*	*	85%	**74%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	*	76%	*	*	74%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	*	86%	*	*	71%	**65%**
Q34. Patient was always able to get help from ward staff when needed	68%	*	82%	*	*	82%	**69%**
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	*	68%	*	*	63%	**61%**
Q36. Hospital staff always did everything they could to help the patient control pain	81%	*	86%	*	*	89%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	83%	*	91%	*	*	92%	**84%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	*	100%	*	*	86%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	75%	71%	67%	*	73%	**75%**

Ethnicity tables

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

YOUR TREATMENT

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	*	90%	90%	*	90%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	*	91%	100%	*	83%	**82%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	*	93%	*	*	86%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	*	*	*	*	70%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	*	*	*	*	78%	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	85%	*	81%	80%	*	89%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	73%	*	74%	79%	*	83%	**73%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	*	81%	*	*	81%	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	74%	*	*	*	*	79%	**74%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77%	*	*	*	*	71%	**76%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	64%	73%	68%	*	75%	**77%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

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	73%	57%	72%	89%	*	74%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	42%	79%	89%	*	72%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	62%	83%	81%	*	84%	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	29%	72%	70%	*	55%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	38%	66%	61%	*	52%	**50%**

SUPPORT WHILE AT HOME

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	52%	33%	57%	45%	*	52%	**52%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	*	55%	*	*	40%	**43%**

CARE FROM YOUR GP PRACTICE

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	39%	36%	54%	29%	*	42%	**39%**
Q52. Patient has had a review of cancer care by GP practice	19%	13%	35%	32%	*	23%	**20%**

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	29%	*	36%	*	*	26%	**29%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	*	76%	*	*	69%	**74%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	54%	71%	50%	*	55%	**59%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	87%	64%	93%	95%	*	90%	**87%**
Q57. Administration of care was very good or good	83%	67%	88%	95%	*	85%	**83%**
Q58. Cancer research opportunities were discussed with patient	38%	0%	60%	47%	*	38%	**38%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	7.6	8.8	7.8	*	8.9	**8.8**

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	73%	76%	79%	81%	*	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	51%	57%	59%	63%	62%	*	**60%**

DIAGNOSTIC TESTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	92%	91%	92%	90%	*	**91%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	82%	83%	82%	80%	*	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	80%	78%	77%	77%	*	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	79%	78%	79%	78%	*	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	94%	93%	93%	92%	*	**93%**

FINDING OUT THAT YOU HAD CANCER	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	69%	71%	69%	68%	70%	*	**69%**
Q13. Patient was definitely told sensitively that they had cancer	70%	75%	70%	72%	69%	*	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	77%	74%	77%	74%	*	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	82%	82%	82%	81%	*	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	79%	80%	81%	83%	80%	*	**81%**

SUPPORT FROM A MAIN CONTACT PERSON	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q17. Patient had a main point of contact within the care team	91%	87%	87%	88%	87%	*	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	85%	80%	80%	83%	80%	*	**81%**
Q19. Patient found advice from main contact person was very or quite helpful	93%	95%	94%	96%	96%	*	**95%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT

			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	80%	84%	81%	79%	80%	*	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	80%	76%	78%	75%	*	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	76%	74%	79%	77%	*	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	46%	49%	47%	42%	42%	*	**45%**

CARE PLANNING

			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	71%	67%	67%	68%	67%	*	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	91%	94%	92%	90%	*	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	97%	99%	97%	98%	*	**98%**

SUPPORT FROM HOSPITAL STAFF

			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	87%	88%	87%	88%	83%	*	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	70%	72%	73%	69%	*	**72%**
Q29. Patient was offered information about how to get financial help or benefits	67%	62%	64%	68%	68%	*	**66%**

HOSPITAL CARE

			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	69%	75%	77%	71%	75%	*	**74%**
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%	64%	61%	65%	60%	*	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	65%	63%	65%	67%	*	**65%**
Q34. Patient was always able to get help from ward staff when needed	67%	69%	69%	69%	69%	*	**69%**
Q35. Patient was always able to discuss worries and fears with hospital staff	55%	63%	64%	58%	61%	*	**61%**
Q36. Hospital staff always did everything they could to help the patient control pain	84%	78%	83%	81%	81%	*	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	83%	83%	85%	81%	87%	*	**84%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	84%	90%	85%	84%	*	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	74%	76%	75%	72%	*	**75%**

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	89%	90%	88%	89%	87%	*	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	80%	82%	85%	80%	*	**82%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	92%	83%	91%	86%	*	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	71%	82%	72%	84%	75%	*	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	90%	79%	84%	80%	76%	*	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	93%	83%	85%	83%	84%	*	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	71%	76%	73%	71%	*	**73%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	82%	83%	77%	81%	77%	*	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	71%	81%	74%	76%	66%	*	**74%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	88%	62%	81%	76%	77%	*	**76%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	77%	78%	76%	78%	*	**77%**

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	77%	75%	72%	72%	72%	*	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	74%	65%	66%	65%	64%	*	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	79%	79%	82%	84%	82%	*	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	59%	55%	57%	56%	*	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	54%	48%	48%	51%	*	**50%**

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	52%	51%	54%	52%	51%	*	**52%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	43%	46%	46%	36%	*	**43%**

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	27%	40%	40%	42%	39%	*	**39%**
Q52. Patient has had a review of cancer care by GP practice	18%	22%	18%	19%	20%	*	**20%**

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER

	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	24%	33%	34%	25%	27%	*	**29%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	71%	73%	76%	74%	74%	*	**74%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	63%	57%	59%	55%	*	**59%**

YOUR OVERALL NHS CARE

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q56. The whole care team worked well together	86%	85%	89%	88%	85%	*	**87%**
Q57. Administration of care was very good or good	85%	82%	85%	85%	80%	*	**83%**
Q58. Cancer research opportunities were discussed with patient	39%	41%	42%	37%	32%	*	**38%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.7	8.9	8.8	8.7	*	**8.8**

Long term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE

	Long term condition status			
	Yes	No	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	79%	80%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	65%	60%	**60%**

DIAGNOSTIC TESTS

	Long term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	91%	92%	91%	**91%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	82%	90%	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	77%	79%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	77%	81%	**79%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	92%	93%	**93%**

FINDING OUT THAT YOU HAD CANCER

	Long term condition status			
	Yes	No	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	70%	67%	76%	**69%**
Q13. Patient was definitely told sensitively that they had cancer	72%	69%	76%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	75%	79%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	81%	83%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	80%	82%	84%	**81%**

SUPPORT FROM A MAIN CONTACT PERSON

	Long term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	88%	87%	91%	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	82%	80%	82%	**81%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	94%	97%	**95%**

DECIDING ON THE BEST TREATMENT

	Long term condition status			
	Yes	No	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	81%	80%	84%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	76%	79%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	74%	78%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	46%	42%	46%	**45%**

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	67%	69%	72%	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	94%	94%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	98%	100%	**98%**

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	85%	88%	87%	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	73%	73%	**72%**
Q29. Patient was offered information about how to get financial help or benefits	63%	72%	63%	**66%**

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	72%	77%	77%	**74%**
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%	65%	68%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	70%	61%	**65%**
Q34. Patient was always able to get help from ward staff when needed	66%	73%	71%	**69%**
Q35. Patient was always able to discuss worries and fears with hospital staff	57%	67%	64%	**61%**
Q36. Hospital staff always did everything they could to help the patient control pain	80%	82%	84%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	82%	87%	85%	**84%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	89%	84%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	76%	79%	**75%**

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	89%	87%	93%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	84%	83%	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	89%	85%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	77%	75%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	83%	77%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	86%	88%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	74%	72%	79%	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	78%	81%	86%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	74%	72%	83%	74%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	75%	80%	68%	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	77%	77%	77%

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	71%	77%	74%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	67%	73%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	83%	82%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	60%	59%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	54%	53%	50%

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	51%	52%	59%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	44%	53%	43%

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	36%	43%	44%	39%
Q52. Patient has had a review of cancer care by GP practice	20%	18%	22%	20%

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	26%	31%	42%	**29%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	78%	75%	**74%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	62%	59%	**59%**

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	86%	88%	90%	**87%**
Q57. Administration of care was very good or good	83%	84%	82%	**83%**
Q58. Cancer research opportunities were discussed with patient	40%	36%	34%	**38%**
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	9.0	**8.8**

Year on Year Charts

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

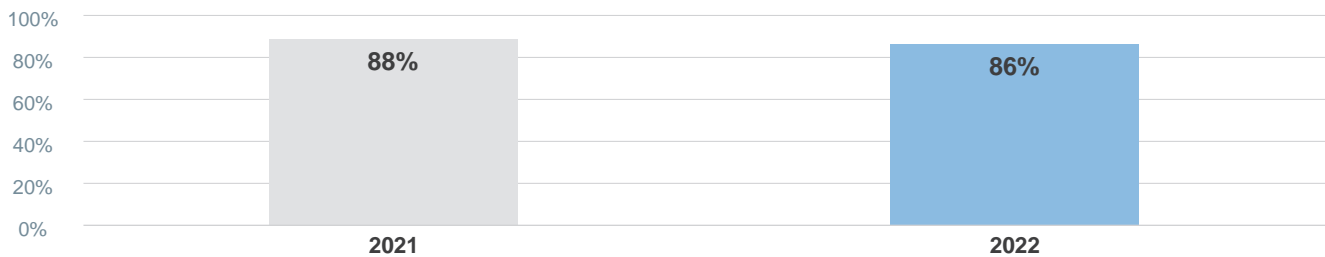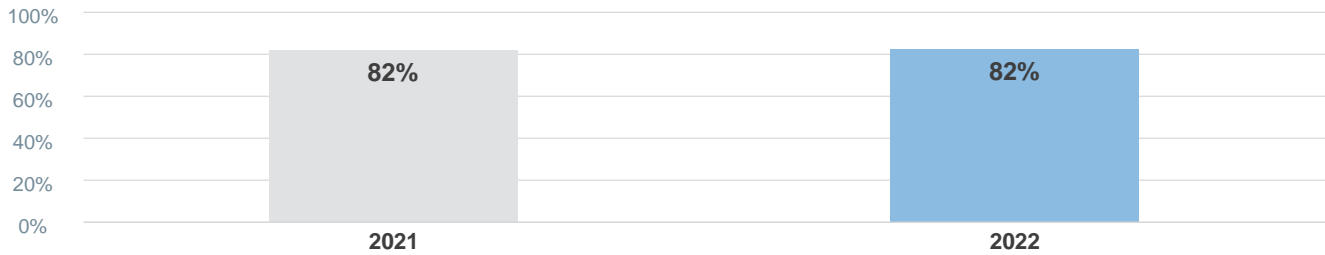The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

2021	2022
78%	77%

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

2021	2022
63%	60%

DIAGNOSTIC TESTS

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

2021	2022
90%	91%

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

2021	2022
82%	82%

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

2021	2022
81%	78%

Year on Year Charts

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

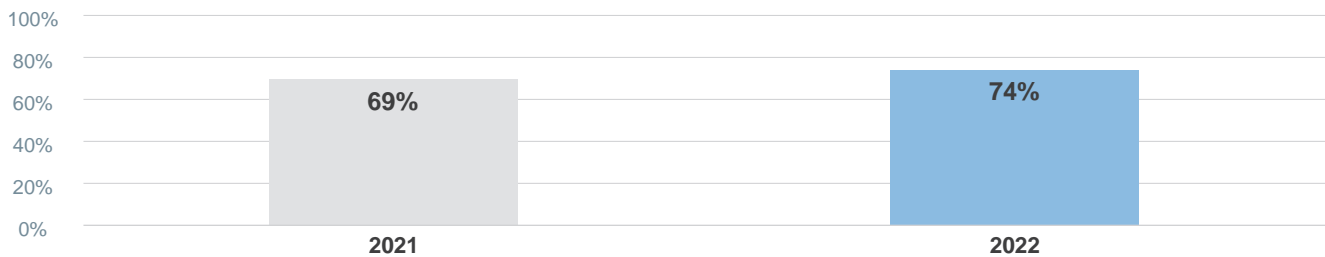The scores are unadjusted and based on England scores only.

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

76% (2021)	79% (2022)

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

93% (2021)	93% (2022)

FINDING OUT THAT YOU HAD CANCER

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

62% (2021)	69% (2022)

Q13. Patient was definitely told sensitively that they had cancer

71% (2021)	71% (2022)

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

74% (2021)	75% (2022)
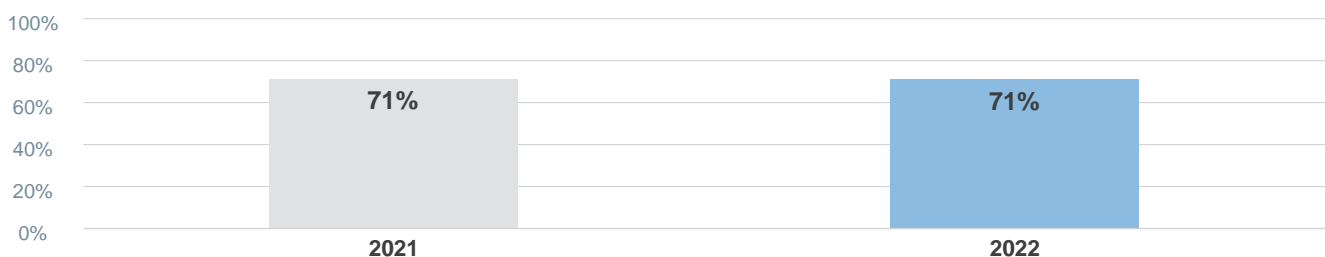
Year on Year Charts

* 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.

Q15. Patient was definitely told about their diagnosis in an appropriate place
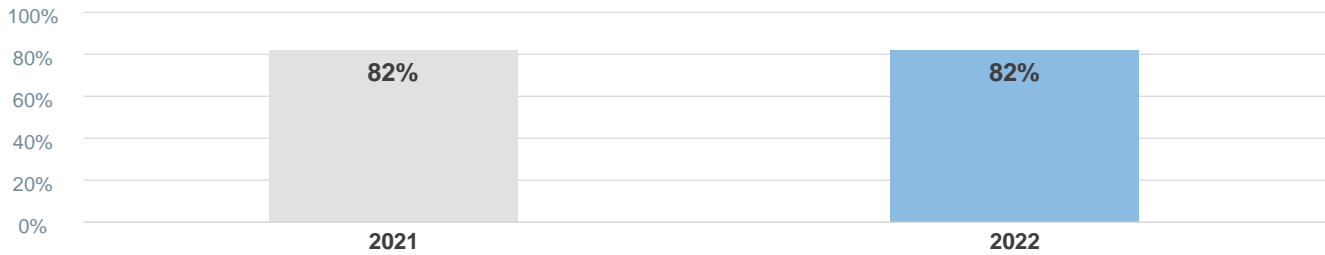
- 2021: 82%
- 2022: 82%

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

- 2021: 80%
- 2022: 81%

SUPPORT FROM A MAIN CONTACT PERSON

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

- 2021: 91%
- 2022: 88%

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

- 2021: 83%
- 2022: 81%

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

- 2021: 96%
- 2022: 95%
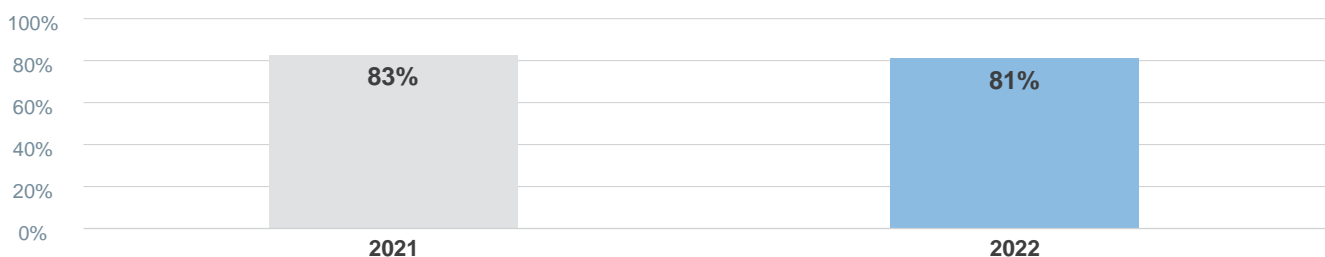
Year on Year Charts

* 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.

DECIDING ON THE BEST TREATMENT

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

- 2021: 81%
- 2022: 81%

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

- 2021: 77%
- 2022: 77%

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

- 2021: 69%
- 2022: 77%

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

- 2021: 49%
- 2022: 45%

CARE PLANNING

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment
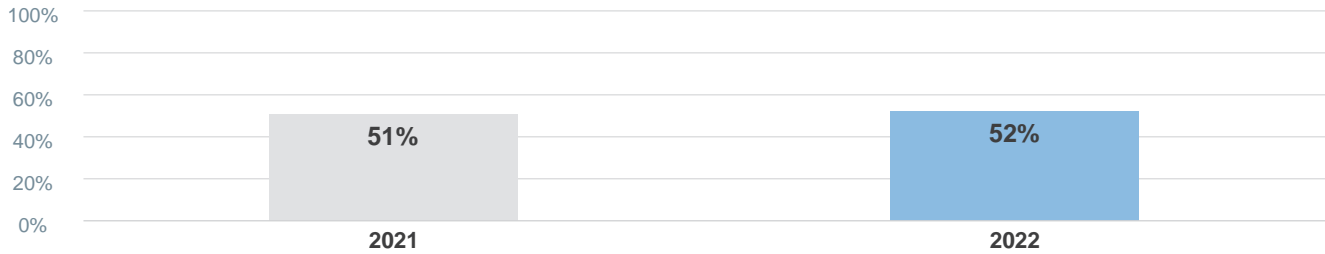
- 2021: 70%
- 2022: 68%

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. |

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

2021	2022
93%	92%

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

2021	2022
98%	98%

SUPPORT FROM HOSPITAL STAFF

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

2021	2022
87%	87%

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

2021	2022
72%	72%

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

2021	2022
70%	66%

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

2021	2022
79%	74%

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

2021	2022
52%	63%

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

2021	2022
68%	65%

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

2021	2022
76%	69%

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

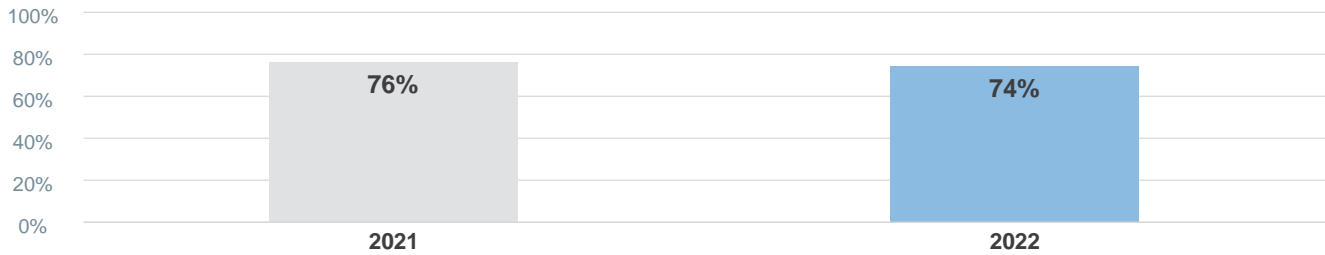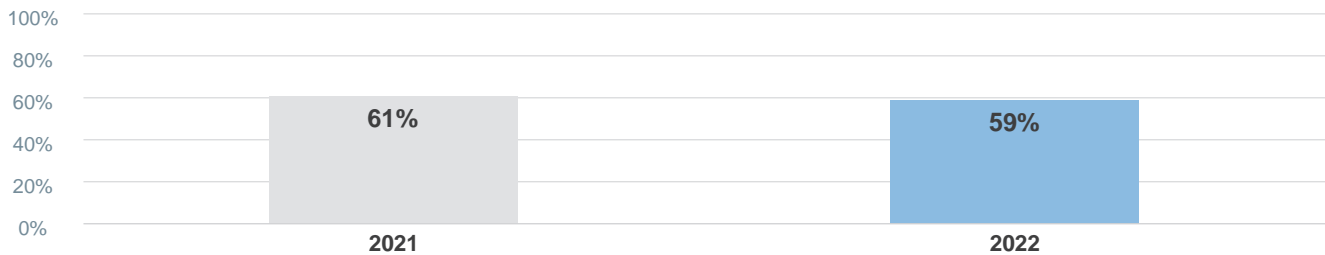| 2021	2022
65%	61%

Year on Year Charts

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

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

2021: 87%
2022: 81%

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

2021: 87%
2022: 84%

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

2021: 88%
2022: 86%

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

2021: 75%
2022: 75%

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

2021: 89%
2022: 88%

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

	2021	2022
	82%	82%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

	2021	2022
	88%	88%

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

	2021	2022
	79%	77%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

	2021	2022
	81%	81%

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

|	2021	2022
	85%	85%

Year on Year Charts

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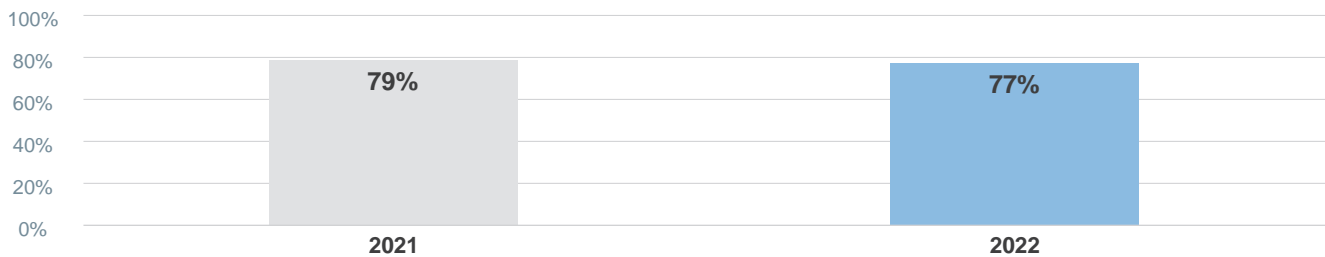
The scores are unadjusted and based on England scores only.

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

74% (2021)	73% (2022)

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

81% (2021)	80% (2022)

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

69% (2021)	74% (2022)

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

72% (2021)	76% (2022)

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

77% (2021)	77% (2022)

Year on Year Charts

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IMMEDIATE AND LONG TERM SIDE EFFECTS

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

	2021	2022
	74%	73%

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

	2021	2022
	67%	66%

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

	2021	2022
	84%	82%

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

	2021	2022
	58%	58%

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

	2021	2022
	52%	50%

Year on Year Charts

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SUPPORT WHILE AT HOME

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

51% — 2021
52% — 2022

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

49% — 2021
43% — 2022

CARE FROM YOUR GP PRACTICE

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

41% — 2021
39% — 2022

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

16% — 2021
20% — 2022

LIVING WITH AND BEYOND CANCER

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

27% — 2021
29% — 2022
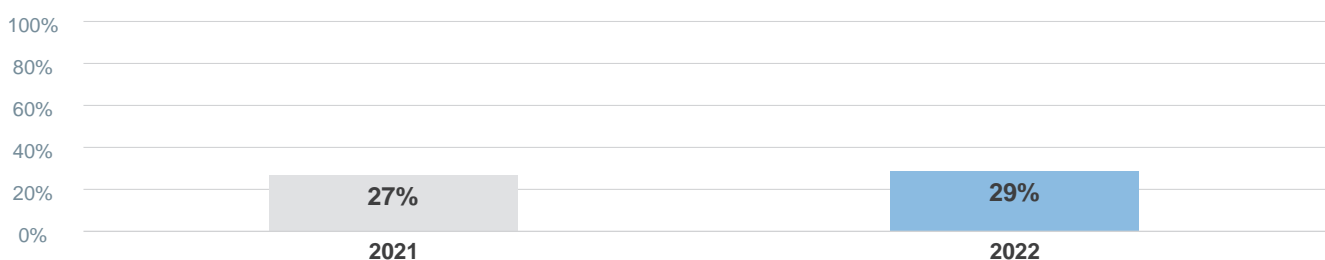
Year on Year Charts

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

2021: 76%
2022: 74%

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

2021: 61%
2022: 59%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

2021: 88%
2022: 87%

Q57. Administration of care was very good or good

2021: 85%
2022: 83%

Q58. Cancer research opportunities were discussed with patient

2021: 38%
2022: 38%
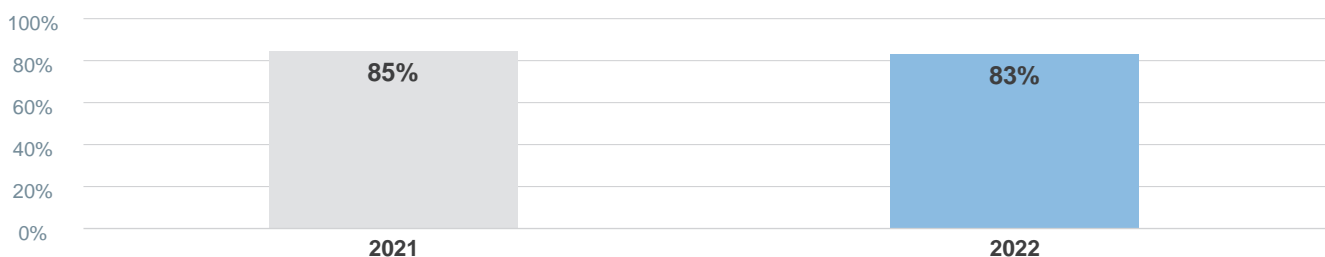
Year on Year Charts

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The scores are unadjusted and based on England scores only.

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

	2021	2022
	8.8	8.8
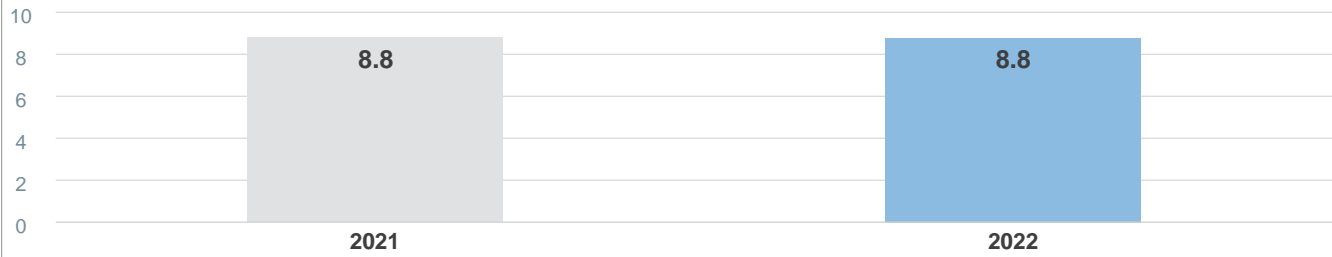
Trust Expected Range Summary

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
RWF	Maidstone and Tunbridge Wells NHS Trust	6 · 55
RN7	Dartford and Gravesham NHS Trust	20 · 40 · 1
RPA	Medway NHS Foundation Trust	24 · 37
RVV	East Kent Hospitals University NHS Foundation Trust	30 · 31

ICB Expected Range Summary

	Number of scores below the Lower Expected Range
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	
QKS	NHS Kent and Medway Integrated Care Board	29	32