

Cancer Patient Experience Survey

2022 Results

Somerset, Wiltshire, Avon and Gloucestershire Cancer Alliance

Published July 2023

Executive Summary

Questions Above Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	94%	91%	94%	92%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	82%	85%	84%
Q27. Staff provided the patient with relevant information on available support	92%	88%	92%	90%
Q29. Patient was offered information about how to get financial help or benefits	74%	64%	71%	67%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	78%	69%	76%	72%
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	61%	55%	61%	58%
Q51. Patient definitely received the right amount of support from their GP practice during treatment	50%	41%	48%	45%
Q52. Patient has had a review of cancer care by GP practice	23%	19%	23%	21%

Somerset, Wiltshire, Avon and Gloucestershire Cancer Alliance has no scores below expected range

Introduction

The National Cancer Patient Experience Survey 2022 is the 12th iteration of the survey first undertaken in 2010. It has been designed to monitor progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was overseen by a national Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development. The survey was commissioned and managed by NHS England. The survey provider, Picker, is responsible for designing, running and analysing the survey.

The 2022 survey involved 133 NHS Trusts. Out of 115,662 people, 61,268 people responded to the survey, yielding a response rate of 53%.

Methodology

Eligibility, fieldwork and survey methods

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2022. The fieldwork for the survey was undertaken between November 2022 and February 2023.

As in the previous seven years, the survey used a mixed mode methodology. Questionnaires were sent by post, with two reminders where necessary, but also included an option to complete the questionnaire online. A Freephone helpline and email was available for respondents to opt out, ask questions about the survey, enable them to complete their questionnaire over the phone and provide access to a translation and interpreting facility for those whose first language was not English.

How Alliance and ICB results are generated

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

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

Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores allow us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how an Alliance is performing given their patient population. The factors taken into account in this case-mix adjustment are Male/Female/Non-binary/Other, age, ethnicity, deprivation, and cancer type.

Unadjusted data should be used to see the actual responses from patients relating to the Alliance. Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results taking account of the patient mix.

Scoring methodology

Sixty-one questions from the questionnaire are scored as these questions relate directly to patient experience. For all but one question (Q59), the score shows the percentage of respondents who gave the most favourable response to a question. For Q59, respondents rate their overall care on a scale of 0 to 10, of which the average was calculated for this question's score. The percentages in this report have been rounded to the nearest percentage point. Therefore, in some cases the figures do not appear to add up to 100%.

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

Statistical significance

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

Suppression

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

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

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

Additional suppression

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

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

Understanding the results

This report shows how this Alliance scored for each question in the survey compared with national results. It is aimed at helping individual Alliances to understand their performance and identify areas for local improvement. Below is a description of the type of results presented within this report and how to understand them.

Expected range charts

The expected range charts in this report show a bar with the lowest and highest score received for each question nationally. Within this bar, an expected range is given (within the grey bar) and a black diamond represents the actual score for this Alliance.

Alliances whose score is above the upper limit of the expected range (in the dark blue) are positive outliers, with a score statistically significantly higher than the national mean. This indicates that the Alliance performs better than what Alliances of the same size and demographics are expected to perform. The opposite is true if the score is below the lower limit of the expected range (in the light blue); these are negative outliers. For scores within the expected range (in the grey), the score is what we would expect given the Alliance's size and demographics.

Comparability tables

The comparability tables show the 2021 and 2022 unadjusted scores for this Alliance for each scored question. If there is a statistically significant change from 2021 an arrow will be presented for the direction of change.

The adjusted 2022 score will also be presented for each scored question along with the lower and upper expected range and national score. Scores above the upper limit of the expected range will be highlighted dark blue, scores below the lower limit of the expected range will be highlighted light blue, and scores within the lower and upper limit of the expected ranges will be highlighted grey.

Sub-group breakdowns

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

Tumour type tables

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

Age group tables

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

Male/Female/Non-binary/Other tables

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

Ethnicity tables

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

Long-term condition status tables

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

IMD quintile tables

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

Year on year charts

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

Trust Expected Range Summary

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

ICB Expected Range Summary

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

Further information

This research was carried out in accordance with the international standard for organisations conducting social research (accreditation to ISO20252:2012; certificate number GB08/74322). The 2022 survey data has been produced and published in line with the Code of Practice for Official Statistics.

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2022 questionnaire and survey guidance on the website at www.ncpes.co.uk. For all other outputs at Alliance level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

3,417 patients responded out of a total of 5,882 patients, resulting in a response rate of 58%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	6,275	5,882	3,417	58%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	2,709
Online	702
Phone	5
Translation Service	1
Total	3,417

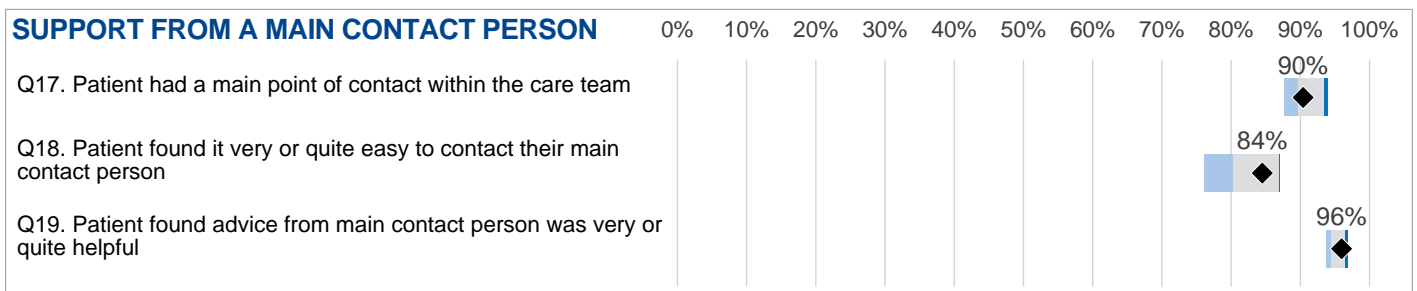
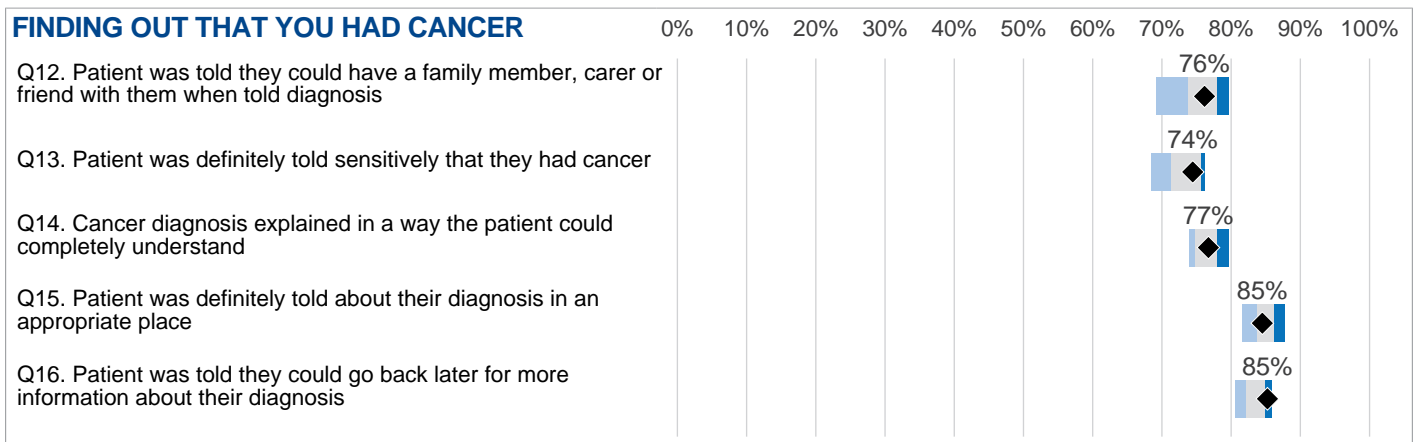
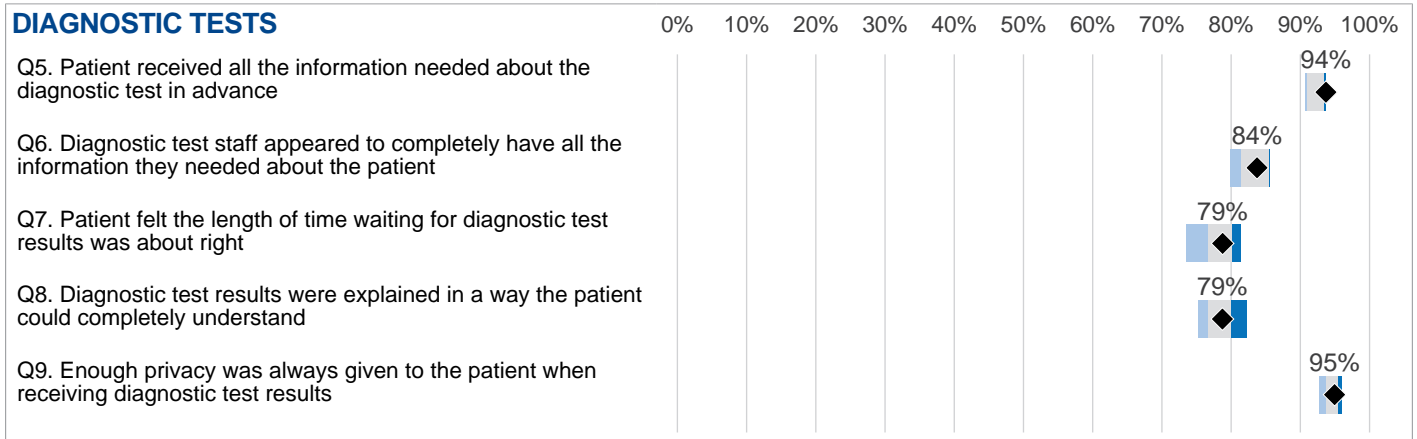
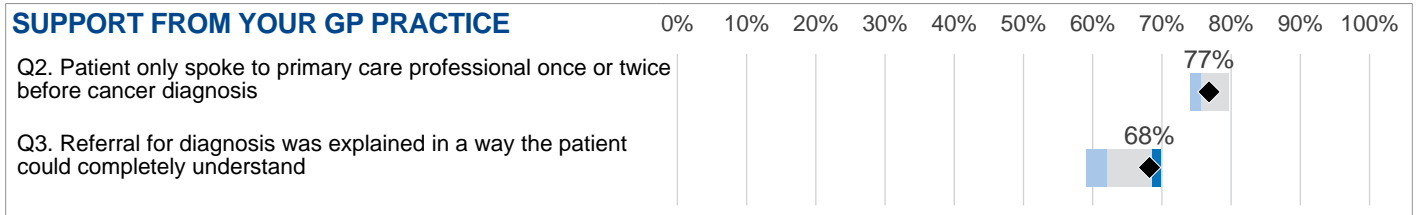
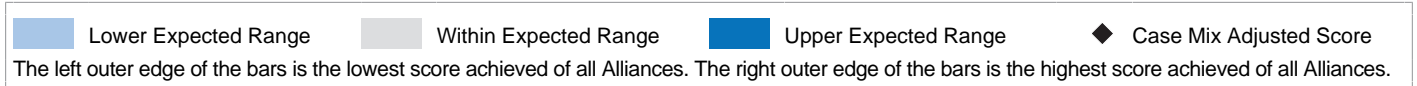
Respondents by Tumour Group

	Number of Respondents
Brain / CNS	13
Breast	808
Colorectal / LGT	446
Gynaecological	172
Haematological	474
Head and Neck	103
Lung	179
Prostate	422
Sarcoma	14
Skin	153
Upper Gastro	123
Urological	220
Other	290
Total	3,417

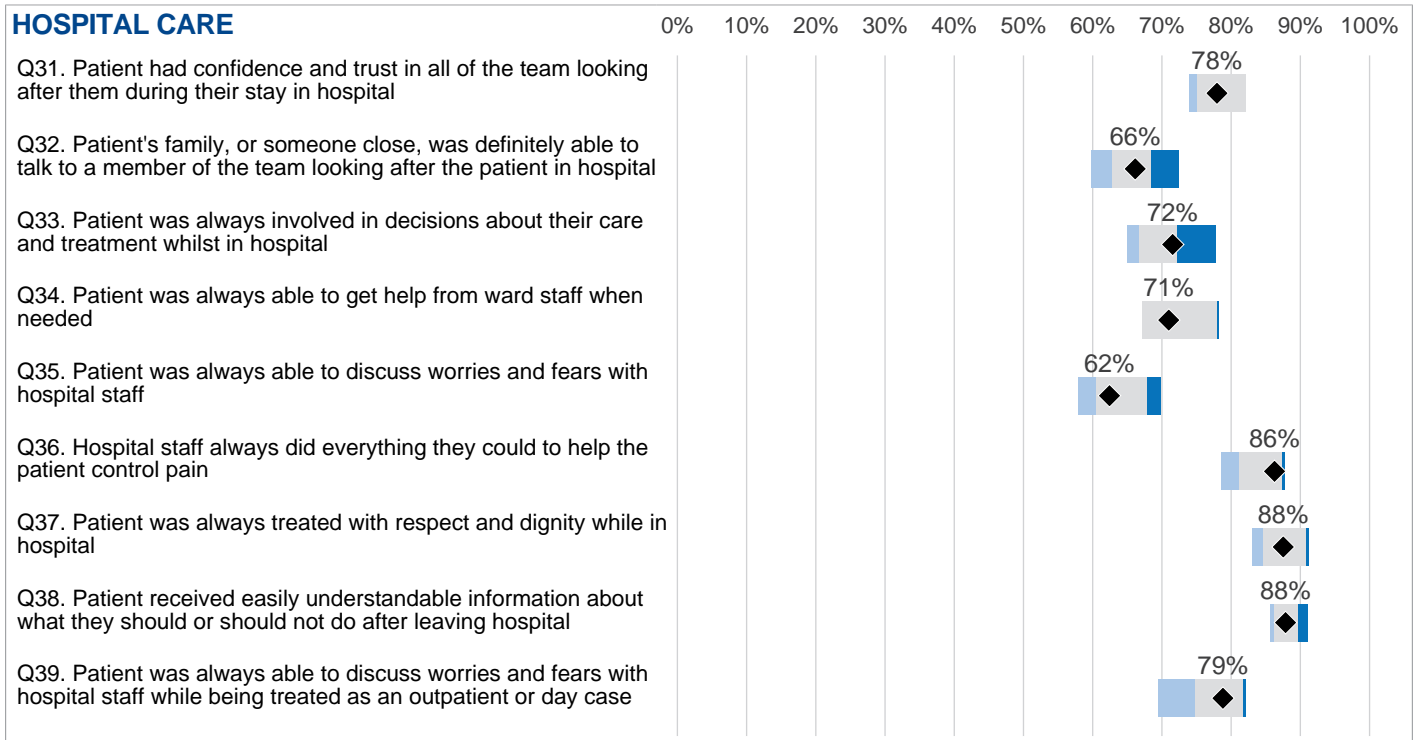
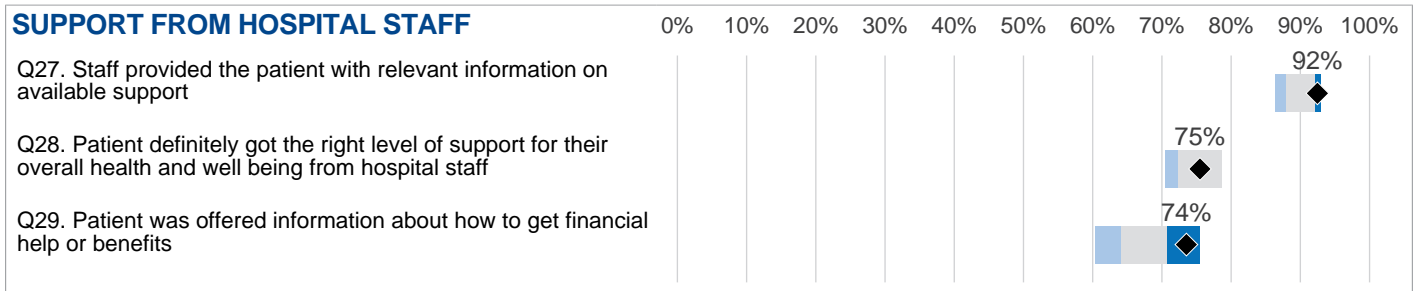
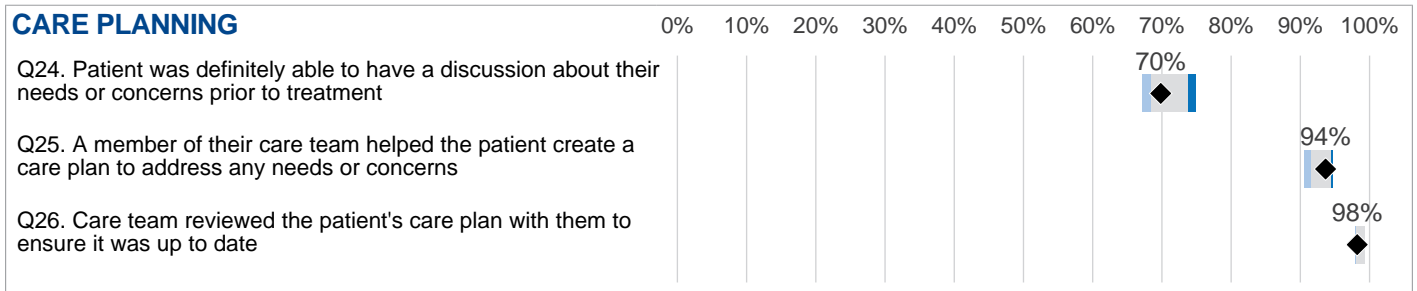
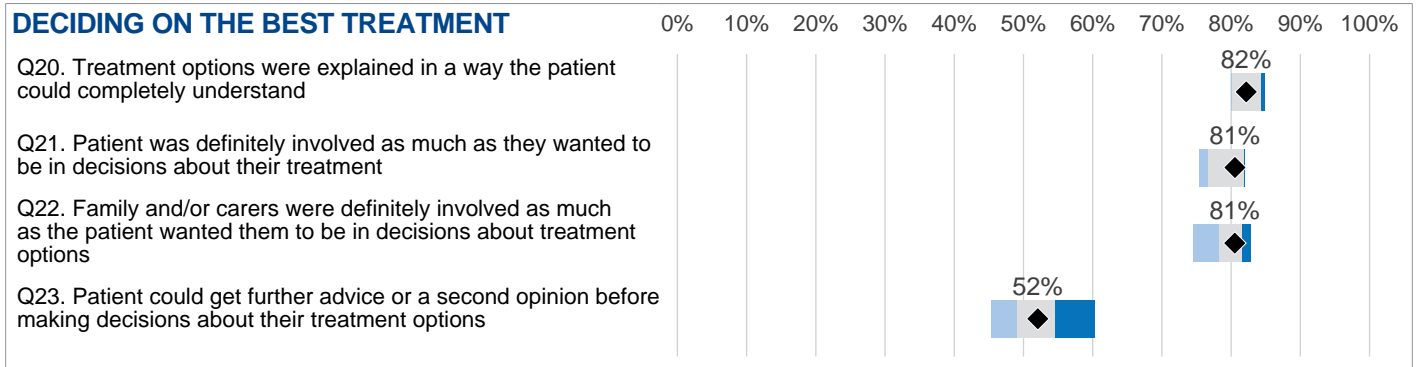
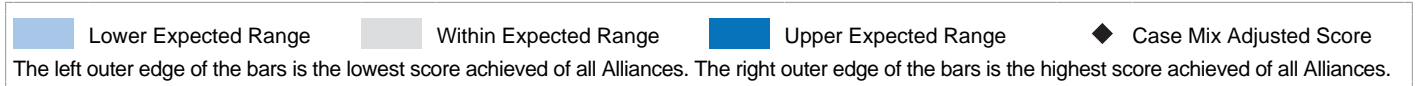
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	3,040
Irish	20
Gypsy or Irish Traveller	*
Any other White background	75
Mixed / Multiple Ethnicity	
White and Black Caribbean	7
White and Black African	*
White and Asian	10
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	13
Pakistani	*
Bangladeshi	*
Chinese	7
Any other Asian background	15
Black / African / Caribbean / Black British	
African	10
Caribbean	9
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	7
Not given	
Not given	184
Total	3,417

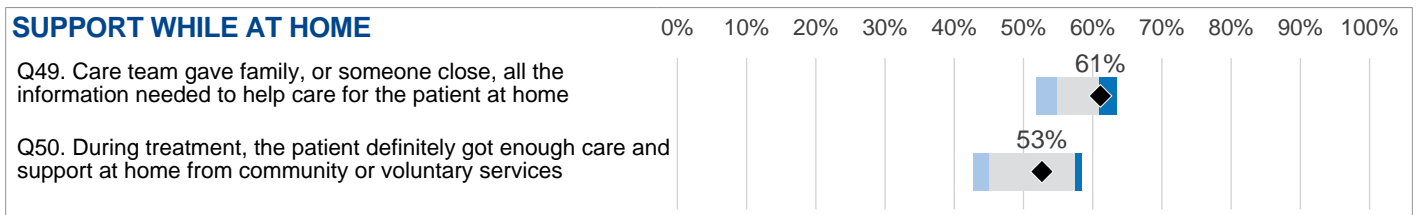
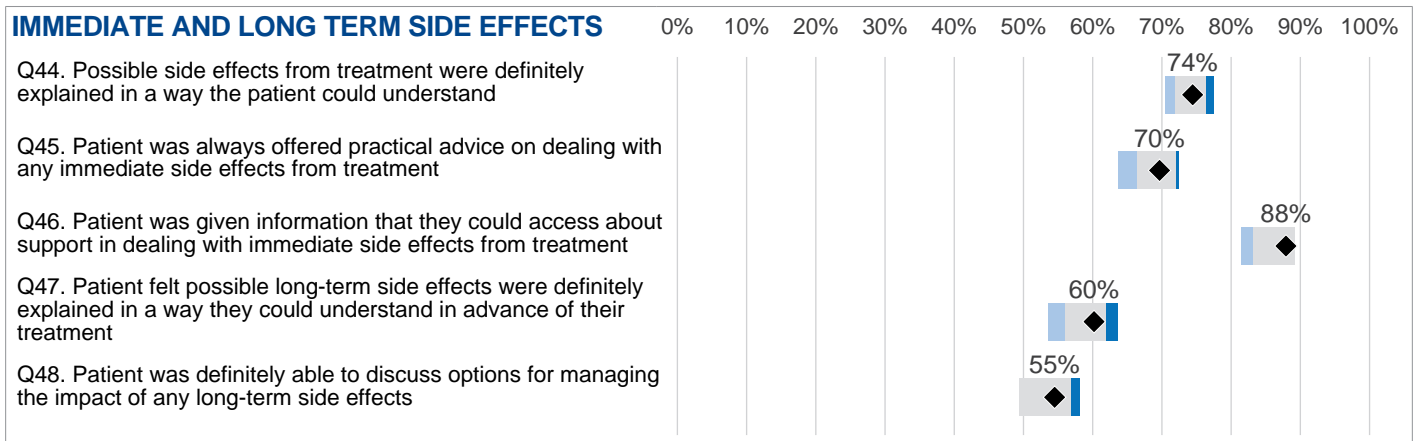
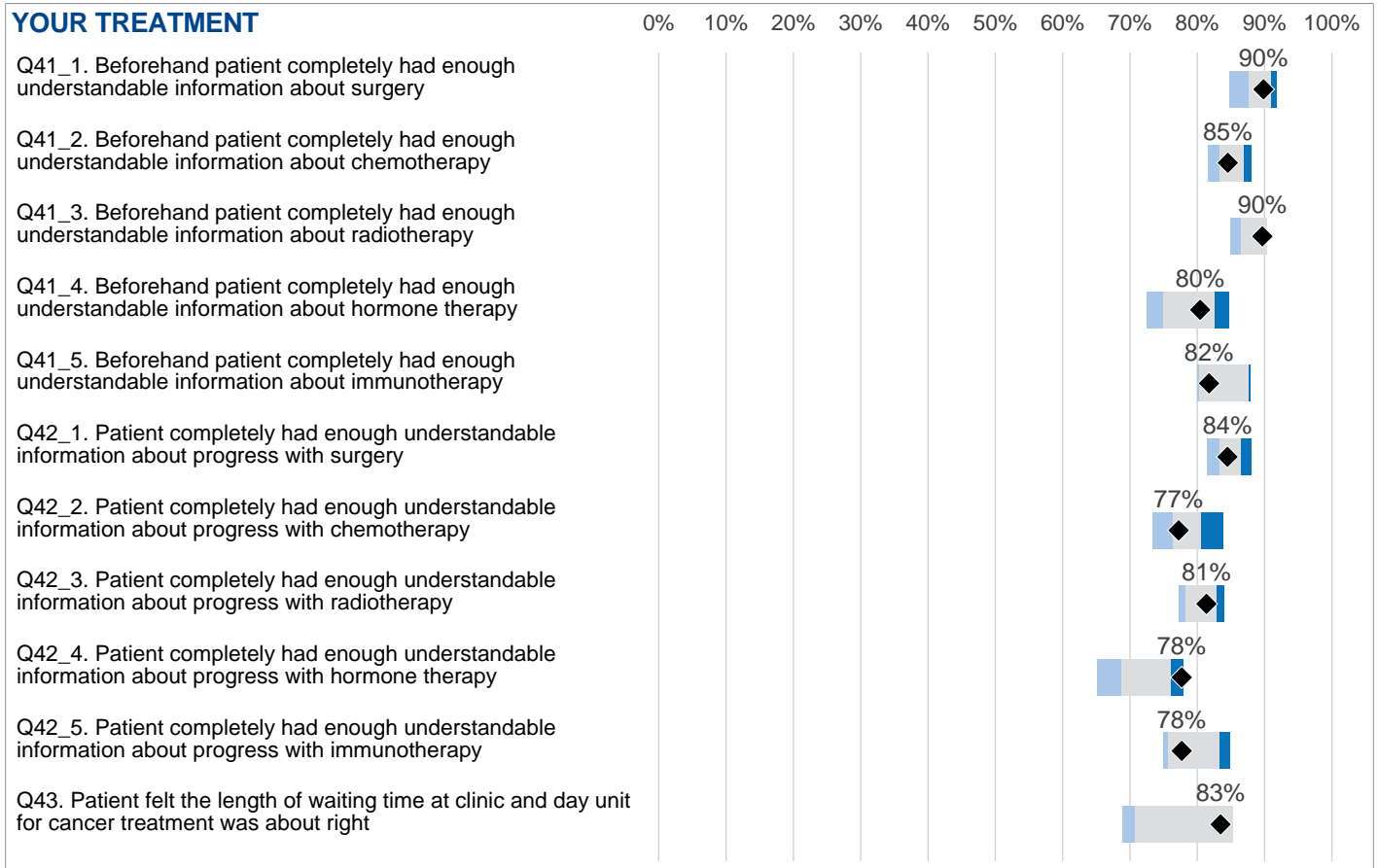
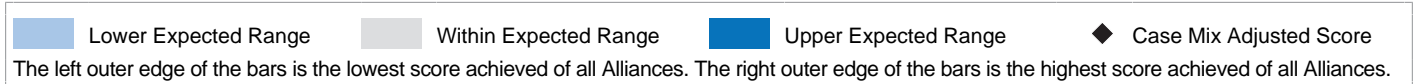
Expected Range Charts



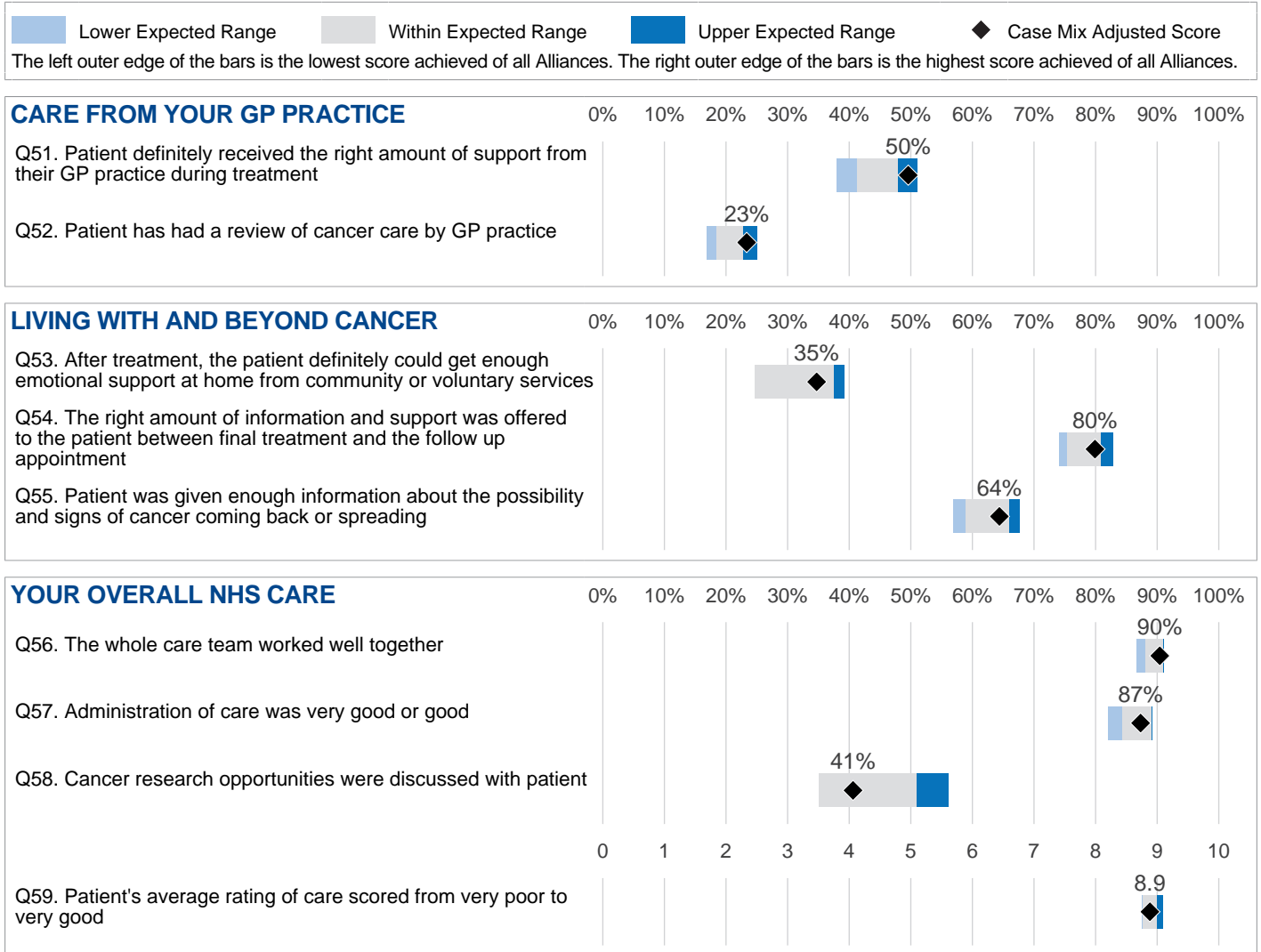
Expected Range Charts



Expected Range Charts



Expected Range Charts



Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	Adjusted Score below Lower Expected Range	Adjusted Score between Upper and Lower Expected Ranges	Adjusted Score above Upper Expected Range
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SUPPORT FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	1636	77%	1673	78%		77%	76%	80%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	2233	70%	2302	69%		68%	62%	69%	65%

DIAGNOSTIC TESTS	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	2670	94%	2703	94%		94%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	2805	85%	2850	84%		84%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	2814	82%	2851	79%	▼	79%	77%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	2814	82%	2862	79%	▼	79%	77%	80%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	2820	95%	2869	95%		95%	94%	95%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	3080	69%	3148	76%	▲	76%	74%	78%	76%
Q13. Patient was definitely told sensitively that they had cancer	3273	77%	3353	74%		74%	71%	76%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	3281	78%	3366	77%		77%	75%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	3254	86%	3363	84%		85%	84%	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	2945	86%	3013	85%		85%	82%	85%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q17. Patient had a main point of contact within the care team	3166	91%	3247	90%		90%	90%	93%	92%
Q18. Patient found it very or quite easy to contact their main contact person	2651	87%	2637	85%		84%	80%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	2757	97%	2769	96%		96%	94%	96%	95%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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DECIDING ON THE BEST TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q20. Treatment options were explained in a way the patient could completely understand	3060	84%	3171	82%		82%	80%	84%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	3241	82%	3354	81%		81%	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	2682	77%	2857	81%	▲	81%	78%	82%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	1458	54%	1538	51%		52%	49%	55%	52%

CARE PLANNING	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	2942	74%	2992	70%	▼	70%	68%	74%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	1672	95%	1693	94%		94%	92%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1325	99%	1303	98%		98%	98%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	2756	93%	2896	93%		92%	88%	92%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	3252	77%	3361	75%		75%	72%	79%	75%
Q29. Patient was offered information about how to get financial help or benefits	1647	77%	1811	74%		74%	64%	71%	67%

HOSPITAL CARE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	1492	81%	1419	78%		78%	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	1180	64%	1143	65%		66%	63%	68%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1475	73%	1397	71%		72%	67%	72%	69%
Q34. Patient was always able to get help from ward staff when needed	1469	75%	1387	70%	▼	71%	67%	78%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	1432	67%	1358	62%		62%	60%	68%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	1287	88%	1242	86%		86%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	1492	90%	1412	87%		88%	85%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1463	88%	1375	88%		88%	86%	90%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	2768	79%	2886	79%		79%	75%	82%	78%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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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	1902	90%	1937	90%		90%	88%	91%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1543	84%	1555	84%		85%	83%	87%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	1048	89%	1081	90%		90%	87%	90%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	625	78%	629	80%		80%	75%	83%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	376	85%	422	81%		82%	80%	88%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	1887	85%	1922	84%		84%	83%	86%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	1539	77%	1549	77%		77%	76%	81%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	1044	80%	1066	81%		81%	78%	83%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	612	73%	613	77%		78%	69%	76%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	374	78%	416	77%		78%	76%	83%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	3180	85%	3283	84%		83%	71%	85%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	3084	76%	3187	74%		74%	72%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	2932	71%	3051	69%		70%	66%	72%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	2373	87%	2500	88%		88%	83%	89%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	2880	61%	2978	60%		60%	56%	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	2469	56%	2579	54%		55%	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	2122	58%	2182	60%		61%	55%	61%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	1196	56%	1177	53%		53%	45%	57%	51%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 201-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<div style="background-color: #d9e1f2; width: 20px; height: 10px; margin-bottom: 5px;"></div> Adjusted Score below Lower Expected Range <div style="background-color: #e6e6e6; width: 20px; height: 10px; margin-bottom: 5px;"></div> Adjusted Score between Upper and Lower Expected Ranges <div style="background-color: #0070c0; width: 20px; height: 10px;"></div> Adjusted Score above Upper Expected Range
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CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	1831	50%	1950	50%		50%	41%	48%	45%
Q52. Patient has had a review of cancer care by GP practice	3108	18%	3190	23%	▲	23%	19%	23%	21%

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	708	35%	730	34%		35%	25%	38%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1551	79%	1651	80%		80%	75%	81%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	2598	65%	2651	64%		64%	59%	66%	62%

YOUR OVERALL NHS CARE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q56. The whole care team worked well together	3110	92%	3186	90%		90%	88%	91%	90%
Q57. Administration of care was very good or good	3226	89%	3314	87%		87%	84%	89%	87%
Q58. Cancer research opportunities were discussed with patient	1891	42%	1994	40%		41%	35%	51%	43%
Q59. Patient's average rating of care scored from very poor to very good	3158	9.0	3234	8.9	▼	8.9	8.8	9.0	8.9

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	91%	71%	73%	58%	81%	70%	80%	*	96%	77%	76%	75%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	81%	70%	62%	56%	68%	61%	75%	*	73%	65%	66%	66%	69%

	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%	93%	94%	92%	97%	94%	95%	95%	*	93%	89%	92%	96%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	70%	86%	84%	81%	80%	78%	86%	88%	64%	83%	82%	86%	83%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	79%	83%	77%	81%	79%	77%	79%	55%	68%	79%	80%	75%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	73%	81%	83%	77%	76%	75%	75%	81%	64%	78%	81%	79%	75%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	90%	96%	96%	95%	95%	94%	96%	96%	91%	95%	91%	93%	91%	95%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	85%	76%	82%	81%	76%	73%	74%	75%	64%	67%	73%	63%	76%	76%
Q13. Patient was definitely told sensitively that they had cancer	75%	78%	77%	74%	72%	71%	71%	76%	62%	72%	70%	68%	72%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	67%	79%	82%	79%	69%	74%	75%	80%	71%	78%	71%	76%	75%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	89%	85%	82%	81%	85%	82%	85%	86%	89%	75%	76%	85%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	69%	93%	87%	82%	83%	78%	78%	89%	73%	83%	79%	77%	82%	85%

Tumour type tables

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

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q17. Patient had a main point of contact within the care team	92%	90%	92%	95%	93%	86%	85%	89%	91%	93%	91%	83%	91%	90%
Q18. Patient found it very or quite easy to contact their main contact person	100%	83%	86%	88%	87%	88%	90%	79%	*	89%	82%	79%	86%	85%
Q19. Patient found advice from main contact person was very or quite helpful	100%	96%	97%	92%	97%	97%	97%	95%	*	96%	93%	96%	95%	96%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q20. Treatment options were explained in a way the patient could completely understand	100%	85%	87%	85%	77%	83%	79%	78%	100%	83%	81%	84%	81%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	85%	81%	84%	78%	78%	82%	80%	83%	75%	86%	72%	80%	79%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	92%	78%	86%	82%	80%	77%	86%	79%	80%	77%	74%	79%	86%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	50%	53%	40%	58%	58%	47%	51%	*	51%	42%	50%	50%	51%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	72%	75%	64%	71%	70%	65%	69%	*	60%	63%	70%	69%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	92%	96%	91%	95%	93%	93%	93%	*	97%	94%	96%	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	97%	99%	99%	99%	100%	99%	97%	*	98%	96%	97%	99%	98%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q27. Staff provided the patient with relevant information on available support	90%	94%	93%	90%	93%	86%	91%	94%	*	92%	92%	89%	91%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	54%	74%	77%	71%	77%	78%	75%	76%	75%	79%	79%	72%	72%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	79%	74%	81%	75%	73%	72%	68%	*	77%	74%	49%	71%	74%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	83%	70%	77%	79%	86%	78%	78%	80%	*	92%	76%	78%	71%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	82%	61%	67%	66%	69%	71%	64%	69%	*	44%	72%	64%	54%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	71%	73%	72%	72%	76%	69%	72%	*	65%	74%	66%	70%	71%
Q34. Patient was always able to get help from ward staff when needed	67%	67%	73%	66%	72%	71%	72%	79%	*	65%	71%	73%	59%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	55%	65%	59%	64%	68%	55%	68%	*	65%	67%	60%	63%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	85%	88%	87%	82%	88%	88%	90%	*	91%	94%	80%	87%	86%
Q37. Patient was always treated with respect and dignity while in hospital	75%	82%	87%	91%	90%	86%	88%	92%	*	88%	95%	87%	82%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	75%	89%	90%	83%	92%	86%	82%	85%	*	92%	95%	84%	87%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	78%	82%	75%	80%	80%	74%	79%	77%	83%	82%	76%	77%	79%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	100%	91%	91%	91%	82%	79%	91%	87%	80%	87%	97%	91%	86%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	83%	86%	86%	83%	84%	79%	84%	*	*	90%	87%	86%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	91%	90%	88%	92%	91%	83%	84%	92%	*	*	97%	78%	91%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	77%	*	*	*	*	*	83%	*	*	*	*	90%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	72%	77%	60%	83%	*	85%	*	*	86%	*	88%	89%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	88%	86%	84%	72%	74%	83%	80%	*	84%	92%	82%	81%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	79%	79%	78%	74%	75%	73%	72%	*	*	78%	75%	78%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	73%	87%	74%	80%	68%	78%	75%	77%	*	*	88%	64%	85%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	78%	*	*	*	*	*	75%	*	*	*	*	81%	77%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	73%	86%	60%	77%	*	79%	*	*	76%	*	81%	80%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	82%	88%	81%	80%	86%	84%	88%	75%	81%	89%	85%	81%	84%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	62%	74%	77%	73%	73%	76%	77%	73%	69%	72%	76%	72%	77%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	75%	67%	73%	71%	69%	78%	70%	68%	62%	73%	72%	62%	72%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	89%	92%	90%	87%	86%	86%	87%	80%	83%	90%	87%	87%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	50%	60%	61%	54%	55%	62%	58%	66%	55%	70%	57%	55%	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	60%	53%	59%	53%	49%	58%	53%	55%	60%	64%	56%	50%	52%	54%

	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	67%	59%	68%	55%	57%	65%	63%	57%	45%	61%	64%	56%	63%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	51%	61%	37%	50%	71%	54%	47%	*	60%	57%	45%	56%	53%

	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	40%	50%	52%	40%	48%	49%	49%	56%	82%	43%	46%	53%	48%	50%
Q52. Patient has had a review of cancer care by GP practice	17%	24%	22%	29%	19%	26%	23%	24%	46%	17%	25%	24%	24%	23%

Tumour type tables

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	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	*	32%	39%	32%	33%	41%	33%	35%	*	40%	35%	39%	30%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	79%	80%	80%	80%	85%	67%	81%	*	90%	88%	74%	84%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	59%	61%	59%	72%	60%	58%	62%	92%	83%	62%	69%	68%	64%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. The whole care team worked well together	92%	91%	91%	92%	91%	89%	90%	92%	64%	90%	88%	86%	89%	90%
Q57. Administration of care was very good or good	75%	89%	88%	83%	88%	81%	90%	85%	77%	86%	84%	86%	88%	87%
Q58. Cancer research opportunities were discussed with patient	60%	33%	38%	40%	57%	37%	40%	37%	*	44%	44%	26%	40%	40%
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.9	9.0	8.8	9.0	8.8	8.9	8.8	8.6	9.0	8.8	8.7	8.8	8.9

Age group tables

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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	*	84%	72%	79%	74%	77%	82%	80%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	73%	78%	79%	70%	68%	66%	69%	69%

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	*	89%	86%	90%	94%	95%	95%	85%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	68%	74%	81%	85%	85%	85%	84%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	46%	64%	63%	79%	78%	86%	83%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	57%	69%	72%	79%	81%	82%	74%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	89%	88%	91%	94%	96%	96%	97%	95%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	69%	68%	70%	75%	75%	78%	87%	76%
Q13. Patient was definitely told sensitively that they had cancer	*	42%	56%	71%	73%	75%	78%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	56%	62%	72%	75%	78%	80%	81%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	54%	72%	79%	84%	85%	88%	89%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	82%	81%	87%	89%	86%	84%	79%	85%

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	*	94%	85%	88%	89%	91%	93%	84%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	72%	79%	82%	82%	87%	86%	85%	85%
Q19. Patient found advice from main contact person was very or quite helpful	*	84%	93%	92%	96%	97%	97%	96%	96%

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	68%	72%	81%	81%	82%	86%	83%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	69%	63%	75%	81%	82%	84%	78%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	69%	63%	78%	79%	81%	85%	83%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	42%	45%	49%	50%	51%	54%	46%	51%

Age group tables

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CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	54%	55%	69%	69%	72%	71%	70%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	87%	93%	88%	92%	94%	97%	89%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	93%	96%	99%	98%	99%	98%	98%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	87%	86%	90%	94%	94%	93%	84%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	54%	53%	67%	72%	78%	80%	74%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	88%	74%	74%	74%	79%	67%	58%	74%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	65%	63%	66%	76%	78%	86%	81%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	40%	52%	62%	68%	61%	73%	68%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	40%	62%	67%	72%	70%	77%	74%	71%
Q34. Patient was always able to get help from ward staff when needed	*	60%	57%	62%	68%	71%	76%	81%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	50%	58%	54%	65%	63%	62%	72%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	*	72%	80%	78%	88%	86%	90%	88%	86%
Q37. Patient was always treated with respect and dignity while in hospital	*	75%	70%	83%	88%	88%	90%	84%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	85%	77%	88%	89%	88%	89%	84%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	52%	66%	71%	80%	81%	81%	76%	79%

Age group tables

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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	*	70%	75%	87%	89%	92%	93%	87%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	67%	73%	82%	86%	84%	89%	78%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	64%	75%	89%	89%	92%	91%	92%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	57%	78%	81%	84%	81%	85%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	63%	69%	83%	87%	83%	60%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	52%	67%	80%	86%	87%	87%	80%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	61%	67%	78%	76%	79%	77%	72%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	50%	72%	89%	81%	83%	80%	83%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	53%	78%	83%	80%	75%	92%	77%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	68%	72%	75%	82%	76%	90%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	71%	75%	84%	81%	84%	88%	82%	84%

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	*	63%	62%	73%	76%	75%	76%	63%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	53%	58%	66%	69%	71%	73%	61%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	85%	80%	87%	89%	90%	89%	70%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	41%	38%	59%	61%	62%	60%	54%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	34%	36%	52%	54%	56%	56%	52%	54%

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	*	38%	42%	51%	61%	60%	66%	72%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	56%	46%	43%	51%	54%	57%	49%	53%

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	*	75%	49%	54%	47%	50%	49%	49%	50%
Q52. Patient has had a review of cancer care by GP practice	*	33%	24%	24%	21%	24%	23%	24%	23%

Age group tables

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

	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	*	*	25%	29%	26%	37%	45%	40%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	67%	59%	72%	78%	83%	85%	84%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	48%	43%	55%	61%	67%	68%	69%	64%

	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%	85%	90%	88%	90%	93%	92%	90%
Q57. Administration of care was very good or good	*	74%	81%	84%	84%	88%	90%	91%	87%
Q58. Cancer research opportunities were discussed with patient	*	54%	28%	38%	40%	41%	41%	36%	40%
Q59. Patient's average rating of care scored from very poor to very good	*	8.1	8.4	8.6	8.8	9.0	9.0	8.7	8.9

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	80%	76%	*	*	*	72%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	72%	66%	*	*	*	72%	69%

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	93%	94%	*	*	*	96%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	85%	*	*	*	86%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	80%	*	*	*	82%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	78%	*	*	*	83%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	96%	*	*	*	95%	95%

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	75%	76%	*	*	*	78%	76%
Q13. Patient was definitely told sensitively that they had cancer	74%	75%	*	*	*	76%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	77%	*	*	*	76%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	85%	*	*	*	85%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	85%	*	*	*	84%	85%

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	91%	90%	*	*	*	90%	90%
Q18. Patient found it very or quite easy to contact their main contact person	86%	83%	*	*	*	87%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	*	*	*	95%	96%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	83%	82%	*	*	*	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	82%	*	*	*	82%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	82%	*	*	*	80%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	48%	55%	*	*	*	56%	51%

	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	69%	71%	*	*	*	70%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	95%	*	*	*	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	*	*	*	98%	98%

	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	92%	94%	*	*	*	90%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	78%	*	*	*	77%	75%
Q29. Patient was offered information about how to get financial help or benefits	76%	71%	*	*	*	68%	74%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	84%	*	*	*	76%	78%
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%	69%	*	*	*	59%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	73%	*	*	*	69%	71%
Q34. Patient was always able to get help from ward staff when needed	66%	77%	*	*	*	60%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	57%	69%	*	*	*	58%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	87%	*	*	*	88%	86%
Q37. Patient was always treated with respect and dignity while in hospital	84%	91%	*	*	*	85%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	88%	*	*	*	87%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	81%	*	*	*	76%	79%

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	89%	*	*	*	93%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	85%	*	*	*	86%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	89%	*	*	*	89%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	83%	*	*	*	86%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	84%	*	*	*	69%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	86%	82%	*	*	*	89%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	77%	*	*	*	83%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	84%	78%	*	*	*	76%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	78%	76%	*	*	*	77%	77%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77%	79%	*	*	*	67%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	86%	*	*	*	87%	84%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	75%	*	*	*	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	71%	*	*	*	70%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	89%	*	*	*	78%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	62%	*	*	*	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	57%	*	*	*	54%	54%

	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	58%	64%	*	*	*	64%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	56%	*	*	*	48%	53%

	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	49%	51%	*	*	*	45%	50%
Q52. Patient has had a review of cancer care by GP practice	25%	21%	*	*	*	23%	23%

	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	33%	37%	*	*	*	34%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	82%	*	*	*	82%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	66%	*	*	*	62%	64%

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	90%	91%	*	*	*	92%	90%
Q57. Administration of care was very good or good	87%	87%	*	*	*	87%	87%
Q58. Cancer research opportunities were discussed with patient	37%	43%	*	*	*	43%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	*	*	*	8.7	8.9

Ethnicity tables

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	73%	92%	*	*	72%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	71%	80%	67%	*	62%	69%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	94%	94%	97%	88%	*	93%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	84%	84%	78%	*	83%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	83%	78%	61%	*	78%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	84%	81%	83%	*	80%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	100%	97%	94%	*	92%	95%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	75%	78%	80%	68%	67%	78%	76%
Q13. Patient was definitely told sensitively that they had cancer	74%	80%	74%	63%	92%	73%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	84%	79%	59%	75%	75%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	96%	95%	91%	75%	83%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	88%	86%	89%	80%	81%	85%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	90%	83%	89%	86%	100%	90%	90%
Q18. Patient found it very or quite easy to contact their main contact person	85%	84%	79%	76%	80%	88%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	90%	97%	100%	90%	92%	96%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	82%	83%	83%	81%	75%	83%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	88%	84%	81%	82%	77%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	70%	86%	83%	73%	77%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	51%	69%	56%	58%	*	49%	51%

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	70%	83%	90%	64%	71%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	100%	96%	100%	*	96%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	100%	100%	*	99%	98%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	93%	91%	97%	80%	92%	93%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	84%	82%	86%	67%	75%	75%
Q29. Patient was offered information about how to get financial help or benefits	74%	64%	79%	67%	80%	69%	74%

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	77%	80%	79%	82%	*	80%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	*	71%	60%	*	61%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	70%	89%	100%	*	70%	71%
Q34. Patient was always able to get help from ward staff when needed	70%	70%	74%	70%	*	67%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	*	61%	50%	*	61%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	*	94%	90%	*	91%	86%
Q37. Patient was always treated with respect and dignity while in hospital	87%	80%	84%	100%	*	89%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	80%	95%	100%	*	87%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	83%	77%	83%	92%	72%	79%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	88%	95%	82%	*	89%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	92%	91%	86%	*	84%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	*	93%	*	*	85%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	*	*	*	*	91%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	*	*	*	*	72%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	88%	90%	73%	*	84%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	75%	87%	67%	*	77%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	82%	*	87%	*	*	73%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	76%	*	*	*	*	87%	77%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	78%	*	*	*	*	71%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	92%	81%	59%	73%	87%	84%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	83%	82%	81%	83%	74%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	73%	69%	75%	73%	68%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	100%	86%	94%	*	84%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	70%	66%	85%	58%	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	55%	52%	75%	36%	58%	54%

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	60%	59%	73%	76%	60%	67%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	52%	62%	68%	50%	*	55%	53%

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	50%	57%	50%	47%	*	47%	50%
Q52. Patient has had a review of cancer care by GP practice	23%	33%	29%	28%	36%	24%	23%

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	34%	36%	38%	*	*	40%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	82%	76%	50%	*	81%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	73%	59%	61%	*	65%	64%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	90%	92%	97%	83%	82%	92%	90%
Q57. Administration of care was very good or good	87%	96%	97%	76%	83%	88%	87%
Q58. Cancer research opportunities were discussed with patient	40%	25%	46%	58%	*	40%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.3	8.7	8.9	8.3	8.8	8.9

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	74%	76%	80%	78%	*	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	66%	69%	71%	69%	*	69%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	94%	91%	93%	95%	95%	*	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	80%	83%	84%	87%	*	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	77%	80%	80%	78%	*	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	81%	77%	79%	80%	*	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	93%	94%	95%	96%	*	95%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	80%	78%	75%	77%	72%	*	76%
Q13. Patient was definitely told sensitively that they had cancer	76%	74%	71%	76%	75%	*	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	78%	75%	78%	77%	*	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	85%	83%	86%	83%	*	84%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	85%	85%	87%	85%	*	85%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	89%	92%	90%	91%	90%	*	90%
Q18. Patient found it very or quite easy to contact their main contact person	83%	83%	85%	86%	84%	*	85%
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	97%	97%	95%	*	96%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	84%	81%	80%	84%	82%	*	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	79%	79%	83%	81%	*	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	80%	80%	82%	80%	*	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	50%	45%	52%	55%	49%	*	51%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
CARE PLANNING							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	75%	70%	71%	68%	70%	*	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	95%	92%	94%	94%	*	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	99%	98%	98%	98%	*	98%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM HOSPITAL STAFF							
Q27. Staff provided the patient with relevant information on available support	89%	90%	92%	95%	92%	*	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	75%	75%	77%	74%	*	75%
Q29. Patient was offered information about how to get financial help or benefits	73%	69%	72%	75%	76%	*	74%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
HOSPITAL CARE							
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	84%	74%	77%	79%	76%	*	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	74%	61%	65%	64%	66%	*	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	82%	69%	68%	73%	71%	*	71%
Q34. Patient was always able to get help from ward staff when needed	78%	68%	68%	71%	71%	*	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	69%	61%	62%	62%	62%	*	62%
Q36. Hospital staff always did everything they could to help the patient control pain	96%	84%	82%	90%	85%	*	86%
Q37. Patient was always treated with respect and dignity while in hospital	91%	85%	89%	87%	86%	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	86%	88%	89%	87%	*	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	77%	79%	79%	79%	*	79%

IMD quintile tables

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

YOUR TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	94%	90%	88%	91%	89%	*	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	88%	84%	85%	82%	*	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	88%	87%	91%	91%	*	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	80%	77%	80%	81%	*	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	77%	84%	83%	79%	*	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	89%	85%	82%	86%	84%	*	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	76%	77%	79%	76%	76%	*	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	77%	80%	81%	85%	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	78%	81%	75%	76%	78%	*	77%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	76%	68%	77%	82%	78%	*	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	83%	82%	86%	83%	*	84%

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	75%	74%	76%	73%	*	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	72%	70%	69%	69%	*	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	87%	87%	90%	88%	*	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	63%	61%	60%	58%	*	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	59%	55%	54%	52%	54%	*	54%

SUPPORT WHILE AT HOME	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	63%	59%	60%	62%	59%	*	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	50%	50%	59%	54%	*	53%

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	48%	48%	52%	47%	53%	*	50%
Q52. Patient has had a review of cancer care by GP practice	29%	20%	23%	22%	24%	*	23%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	31%	39%	32%	33%	37%	*	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	81%	79%	82%	81%	*	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	67%	64%	64%	64%	*	64%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	91%	90%	89%	92%	89%	*	90%
Q57. Administration of care was very good or good	89%	89%	86%	88%	86%	*	87%
Q58. Cancer research opportunities were discussed with patient	40%	41%	39%	42%	38%	*	40%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	8.9	8.9	8.9	*	8.9

Long term condition status tables

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

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	81%	70%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	73%	70%	69%

	Long term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	93%	95%	94%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	87%	85%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	77%	78%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	80%	79%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	94%	94%	95%

	Long term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	77%	72%	78%	76%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	76%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	78%	74%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	83%	83%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	87%	82%	85%

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	91%	90%	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	84%	86%	84%	85%
Q19. Patient found advice from main contact person was very or quite helpful	96%	97%	93%	96%

	Long term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	82%	84%	79%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	81%	80%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	81%	79%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	50%	52%	55%	51%

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	70%	69%	70%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	94%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	99%	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	93%	93%	89%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	77%	75%	75%
Q29. Patient was offered information about how to get financial help or benefits	72%	79%	66%	74%

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	78%	77%	74%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	66%	61%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	73%	69%	71%
Q34. Patient was always able to get help from ward staff when needed	69%	73%	68%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	64%	61%	62%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	88%	83%	86%
Q37. Patient was always treated with respect and dignity while in hospital	87%	87%	88%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	90%	85%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	82%	77%	79%

Long term condition status tables

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

YOUR TREATMENT	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	91%	87%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	85%	85%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	89%	88%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	82%	76%	80%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	85%	69%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	86%	82%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	75%	79%	81%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	82%	79%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	76%	80%	78%	77%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	79%	76%	68%	77%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	85%	85%	84%

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	73%	77%	72%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	71%	69%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	90%	82%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	62%	60%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	56%	57%	54%

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	60%	60%	62%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	59%	54%	53%

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	48%	55%	46%	50%
Q52. Patient has had a review of cancer care by GP practice	23%	22%	28%	23%

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	33%	38%	38%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	83%	79%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	66%	58%	64%

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	90%	91%	92%	90%
Q57. Administration of care was very good or good	87%	87%	87%	87%
Q58. Cancer research opportunities were discussed with patient	39%	42%	37%	40%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	8.7	8.9

Year on Year Charts

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SUPPORT FROM YOUR GP PRACTICE

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



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



DIAGNOSTIC TESTS

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



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



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



Year on Year Charts

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



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

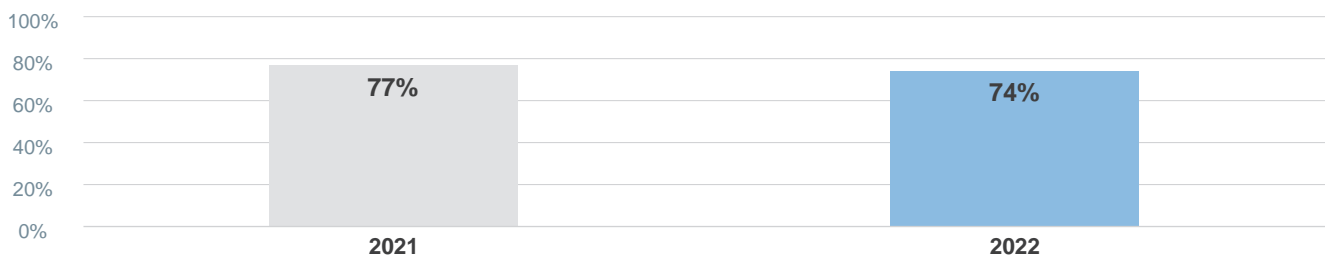


FINDING OUT THAT YOU HAD CANCER

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



Q13. Patient was definitely told sensitively that they had cancer



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



Year on Year Charts

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



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

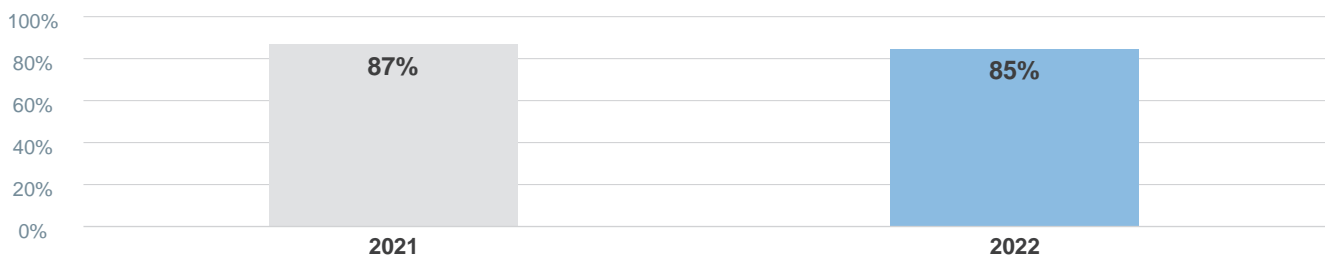


SUPPORT FROM A MAIN CONTACT PERSON

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



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



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



Year on Year Charts

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

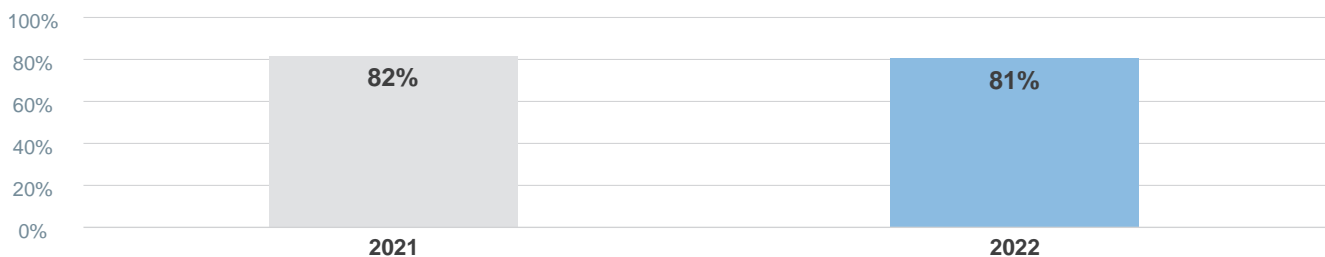
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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



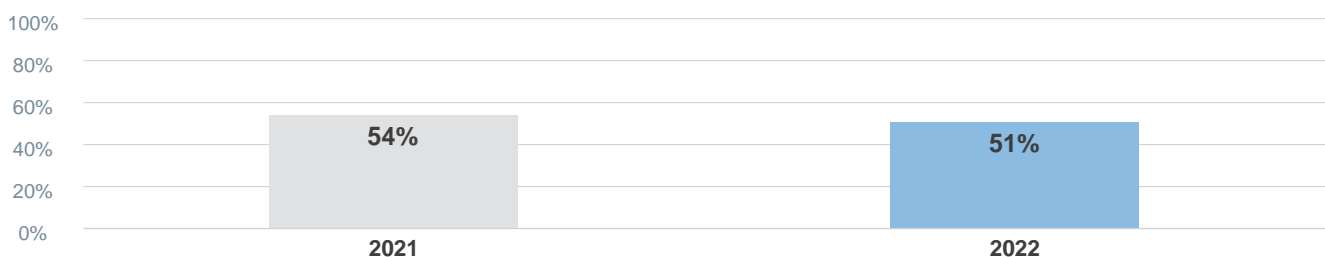
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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



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



CARE PLANNING

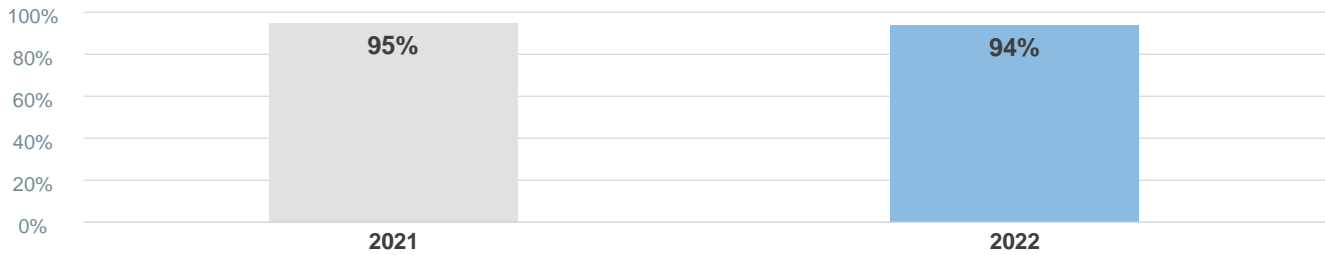
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment



Year on Year Charts

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



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



SUPPORT FROM HOSPITAL STAFF

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



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



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



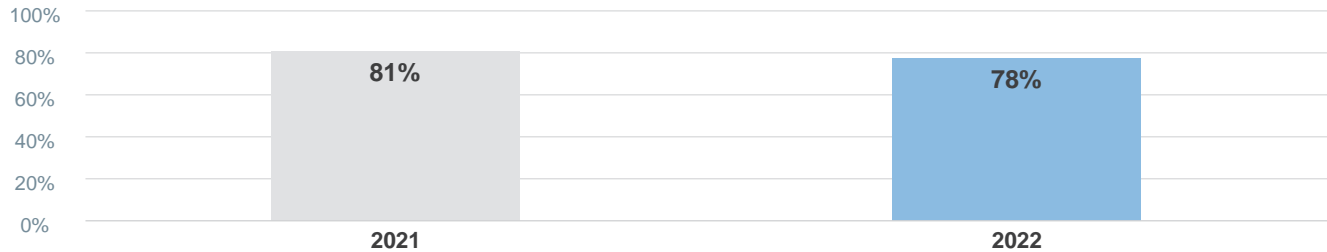
Year on Year Charts

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

The scores are unadjusted and based on England scores only.

HOSPITAL CARE

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



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



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



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



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



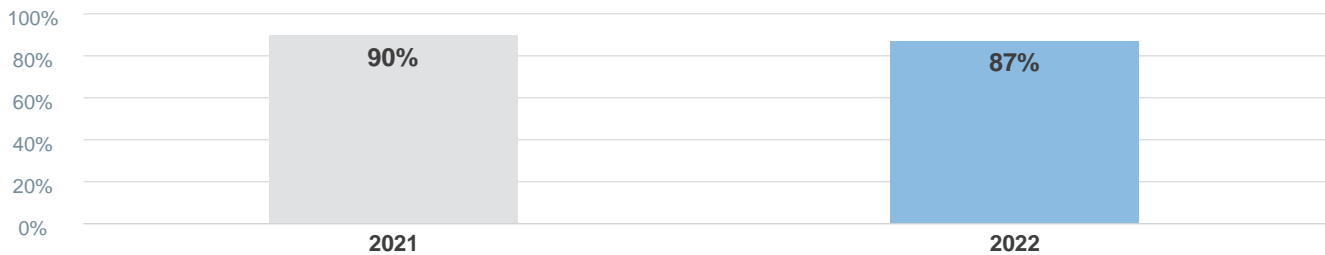
Year on Year Charts

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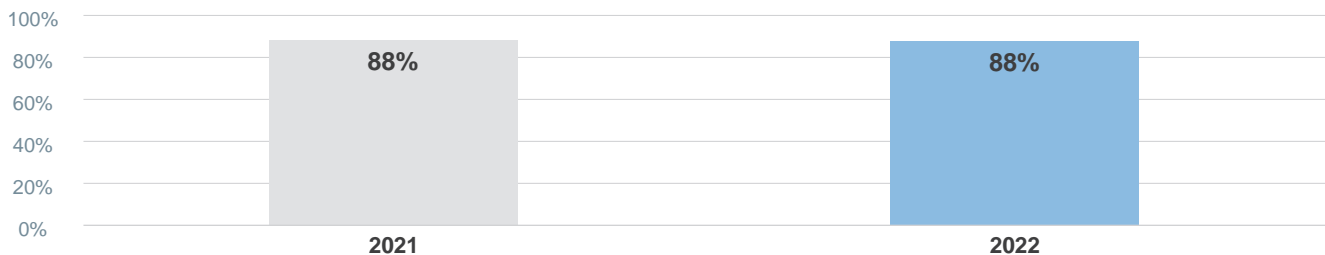
Q36. Hospital staff always did everything they could to help the patient control pain



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



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



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



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on Year Charts

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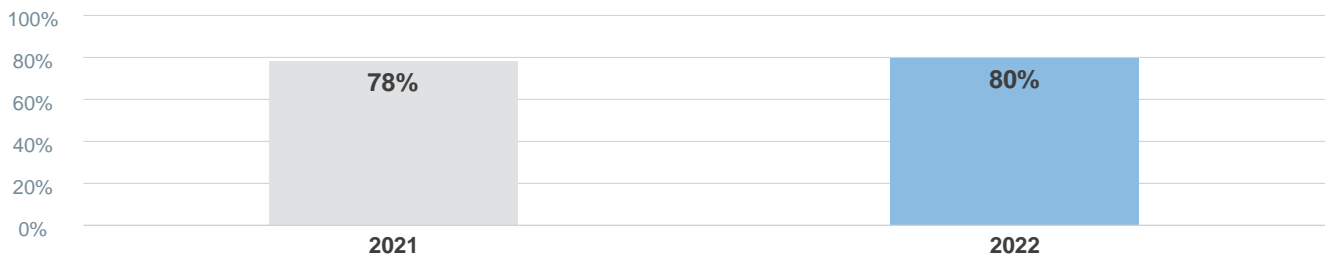
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



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



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



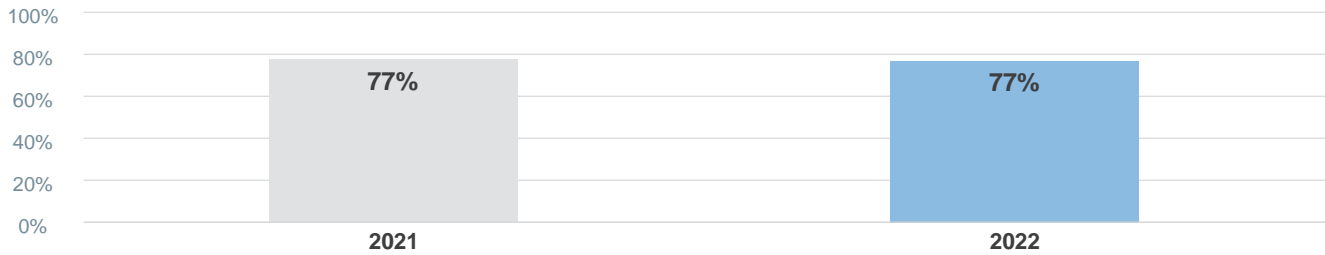
Q42_1. Patient completely had enough understandable information about progress with surgery



Year on Year Charts

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



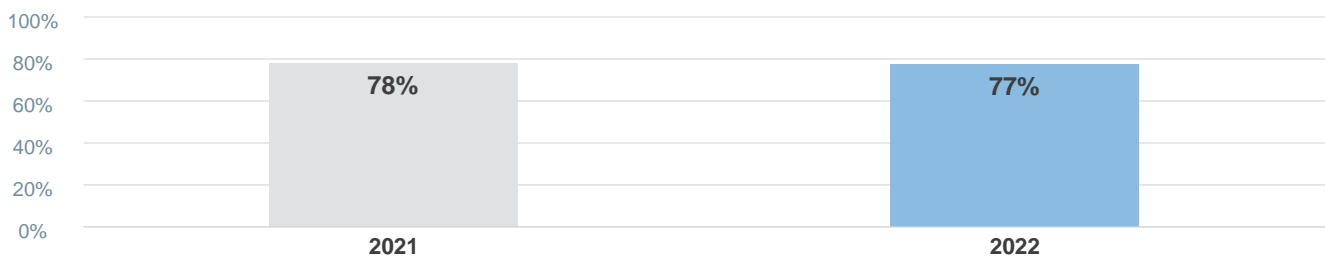
Q42_3. Patient completely had enough understandable information about progress with radiotherapy



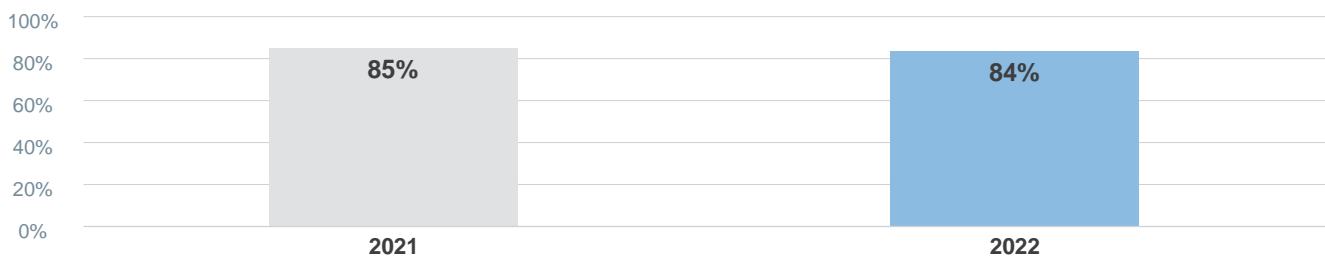
Q42_4. Patient completely had enough understandable information about progress with hormone therapy



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



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



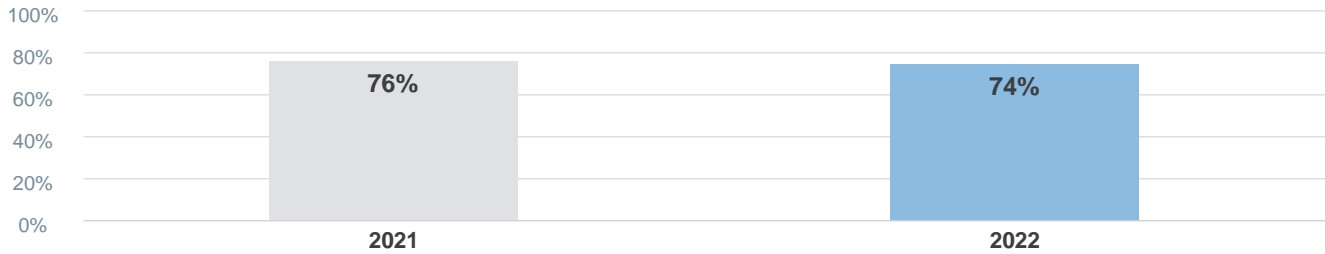
Year on Year Charts

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The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

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



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



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



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



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



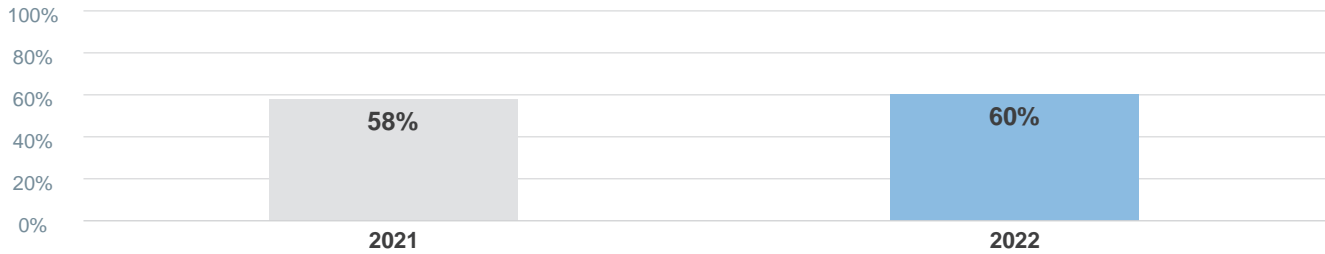
Year on Year Charts

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

The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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



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



CARE FROM YOUR GP PRACTICE

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



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



LIVING WITH AND BEYOND CANCER

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



Year on Year Charts

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

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



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

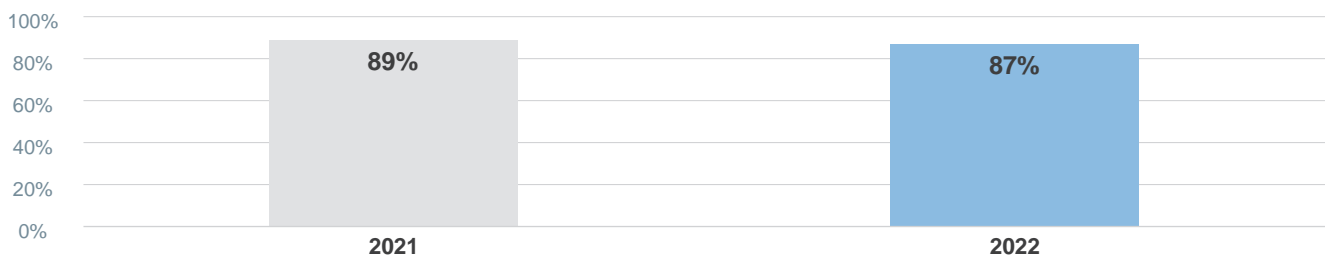


YOUR OVERALL NHS CARE

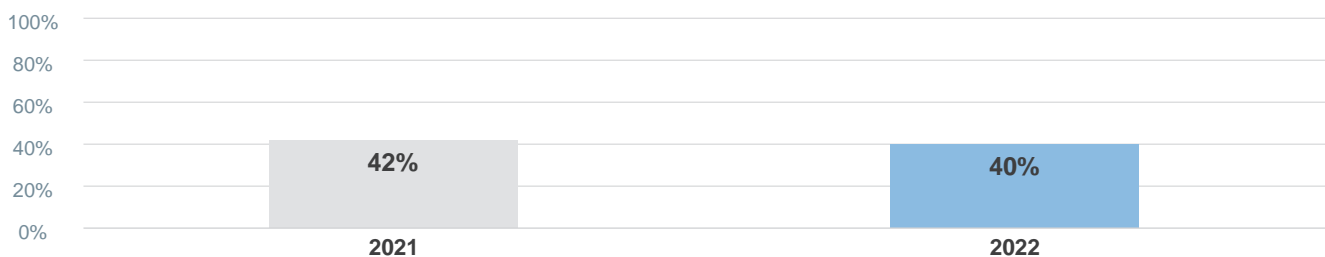
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient






Year on Year Charts

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

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






Trust Expected Range Summary

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

Trust		Expected Range Classification		
RD1	Royal United Hospitals Bath NHS Foundation Trust	1	43	17
RTE	Gloucestershire Hospitals NHS Foundation Trust		52	9
RNZ	Salisbury NHS Foundation Trust		53	8
RH5	Somerset NHS Foundation Trust	2	54	5
RA7	University Hospitals Bristol and Weston NHS Foundation Trust	1	57	3
RA4	Yeovil District Hospital NHS Foundation Trust	3	55	3
RVJ	North Bristol NHS Trust	7	53	1

ICB Expected Range Summary

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

ICB		Expected Range Classification	
QR1	NHS Gloucestershire Integrated Care Board	52	9
QSL	NHS Somerset Integrated Care Board	54	6
QOX	NHS Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board	54	5
QUY	NHS Bristol, North Somerset and South Gloucestershire Integrated Care Board	56	1