

# **Cancer Patient Experience Survey**

2022 Results

## **Surrey and Sussex Cancer Alliance**

Published July 2023

## Executive Summary

Surrey and Sussex Cancer Alliance has no scores above expected range

### Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q19. Patient found advice from main contact person was very or quite helpful	<b>94%</b>	94%	96%	<b>95%</b>
Q29. Patient was offered information about how to get financial help or benefits	<b>63%</b>	64%	71%	<b>67%</b>

## 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](http://www.ncpes.co.uk). For all other outputs at Alliance level, please see the Excel tables and dashboards at [www.ncpes.co.uk](http://www.ncpes.co.uk).

## Response Rate

### Overall Response Rate

3,961 patients responded out of a total of 7,027 patients, resulting in a response rate of 56%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	7,549	7,027	3,961	56%
National	123,632	115,662	61,268	53%

### Respondents by Survey Type

	Number of Respondents
Paper	3,188
Online	772
Phone	1
Translation Service	0
<b>Total</b>	<b>3,961</b>

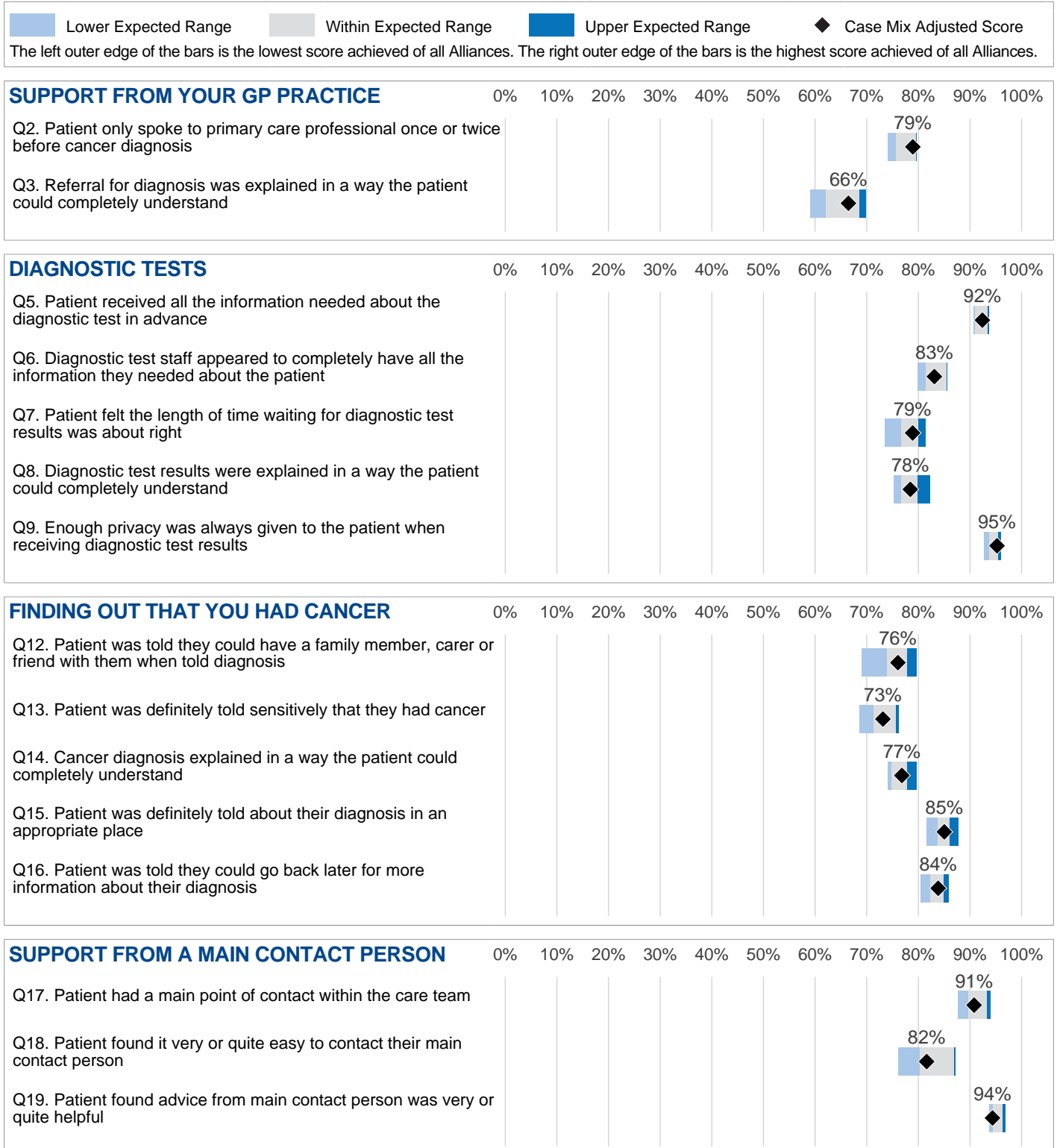
### Respondents by Tumour Group

	Number of Respondents
Brain / CNS	15
Breast	987
Colorectal / LGT	447
Gynaecological	165
Haematological	729
Head and Neck	112
Lung	210
Prostate	368
Sarcoma	31
Skin	100
Upper Gastro	158
Urological	309
Other	330
<b>Total</b>	<b>3,961</b>

## Respondents by Ethnicity

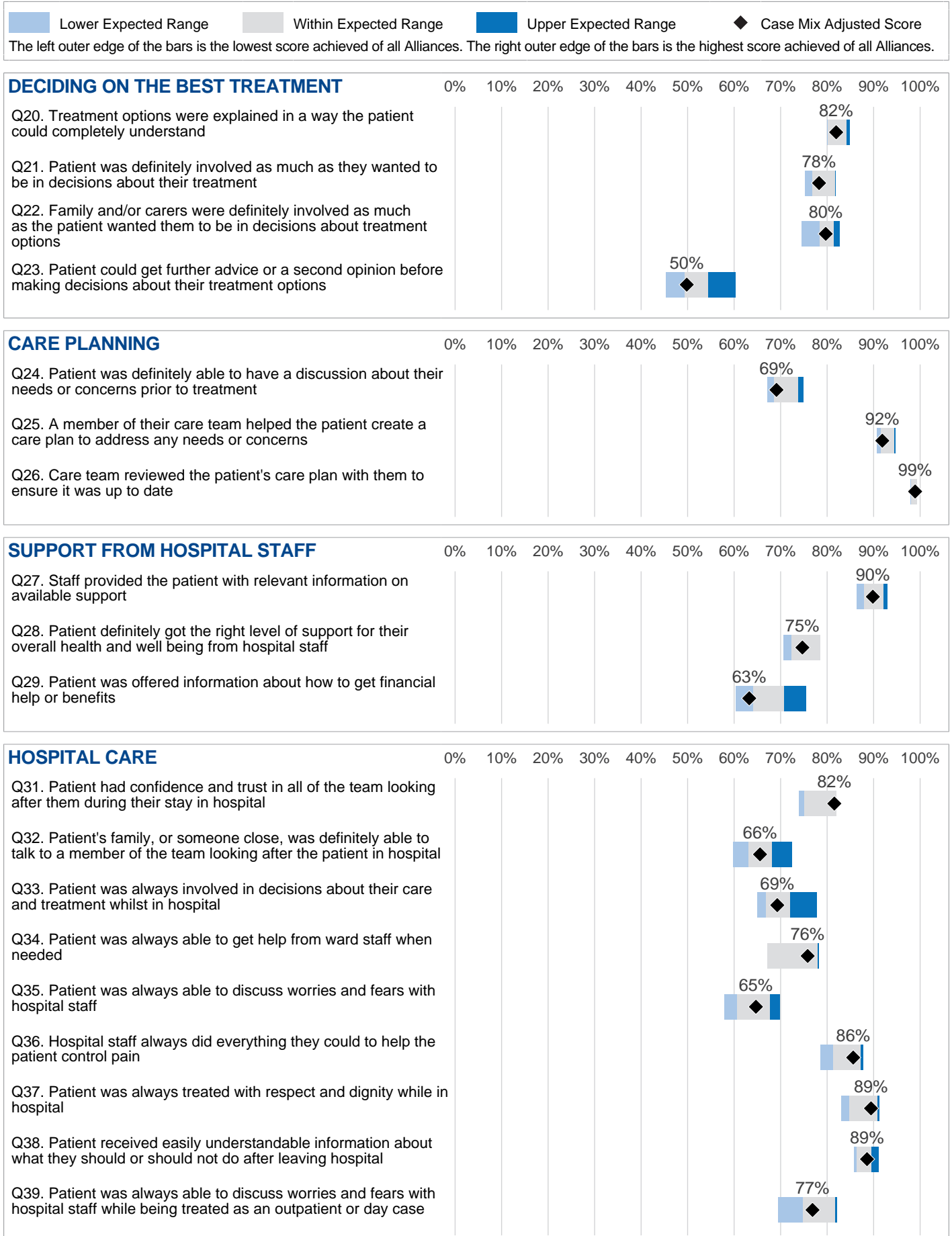
	Number of Respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	3,332
Irish	23
Gypsy or Irish Traveller	*
Any other White background	143
<b>Mixed / Multiple Ethnicity</b>	
White and Black Caribbean	12
White and Black African	*
White and Asian	19
Any other Mixed / multiple ethnic background	10
<b>Asian or Asian British</b>	
Indian	48
Pakistani	15
Bangladeshi	*
Chinese	23
Any other Asian background	22
<b>Black / African / Caribbean / Black British</b>	
African	13
Caribbean	15
Any other Black / African / Caribbean background	*
<b>Other Ethnicity</b>	
Arab	15
Any other ethnic group	8
<b>Not given</b>	
Not given	258
<b>Total</b>	<b>3,961</b>

## Expected Range Charts

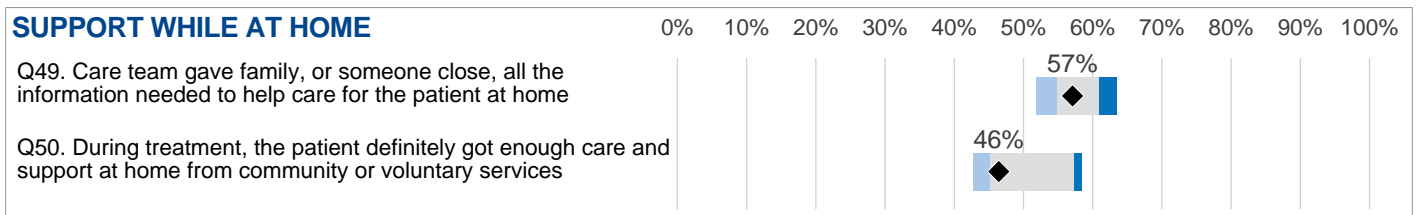
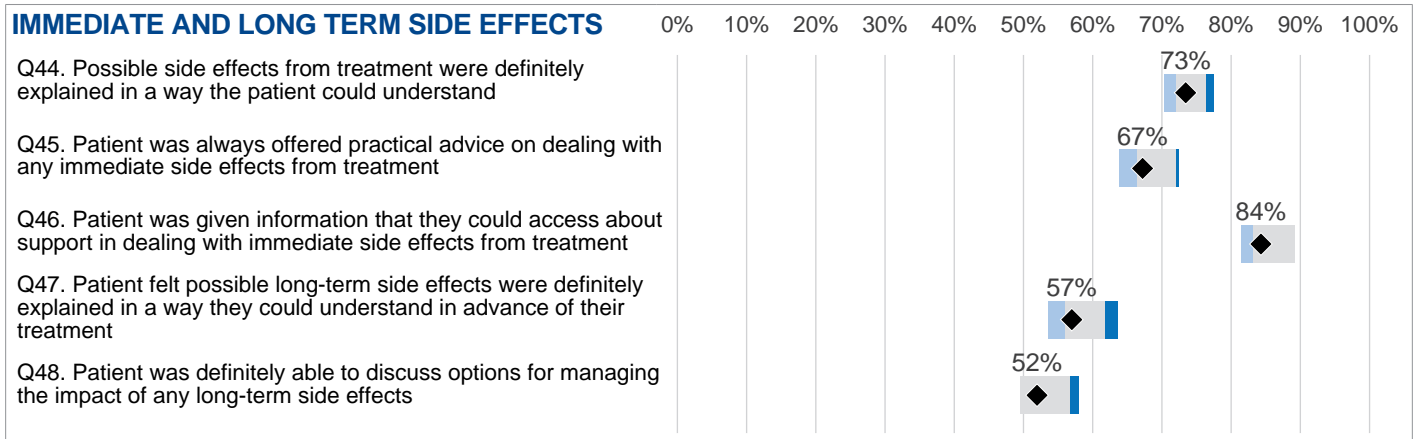
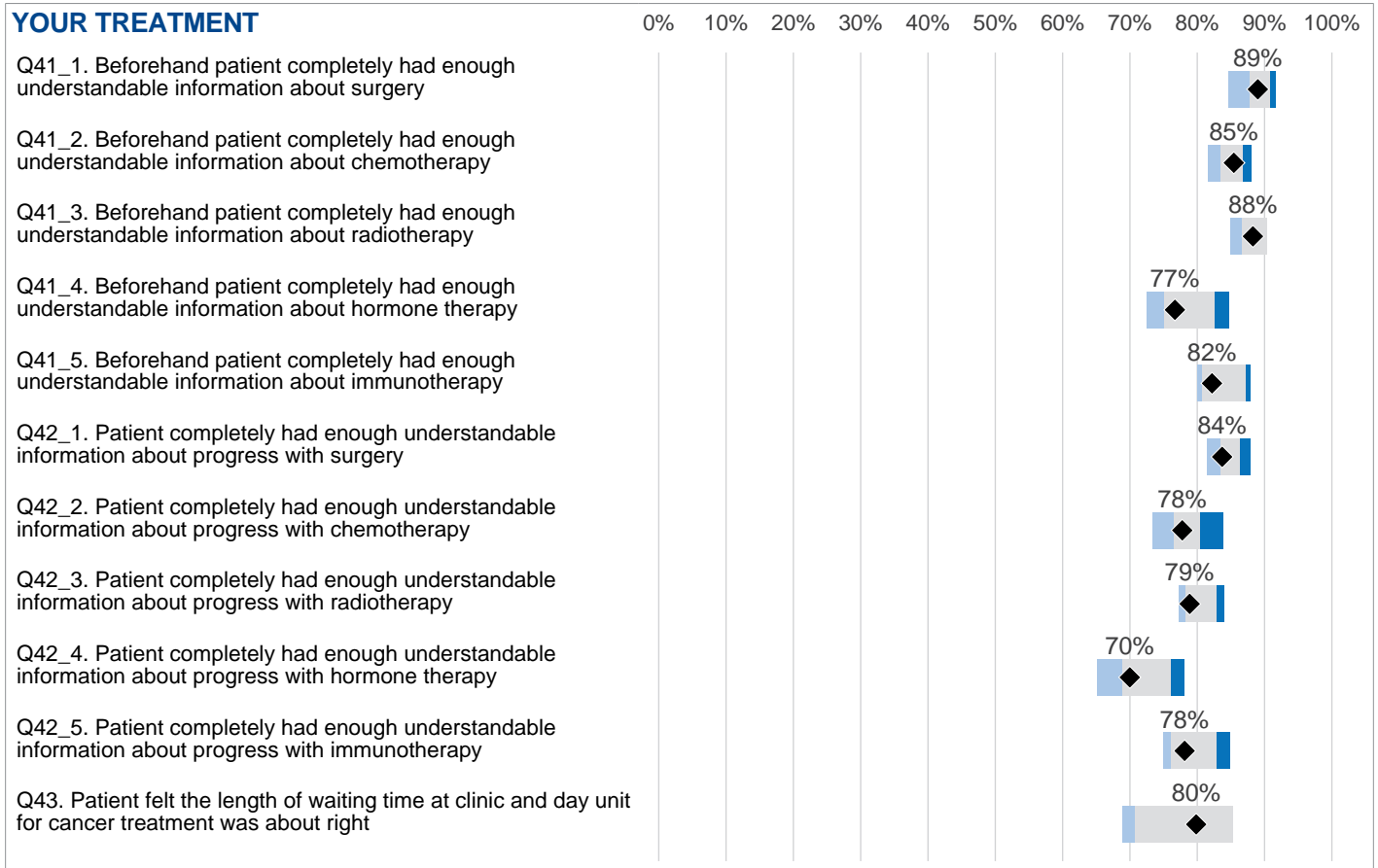
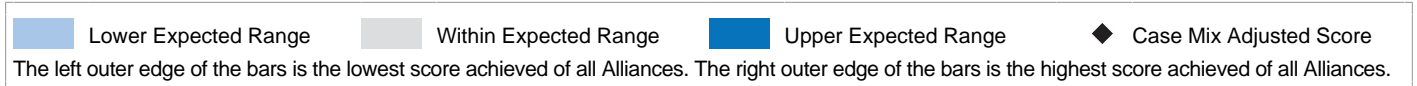




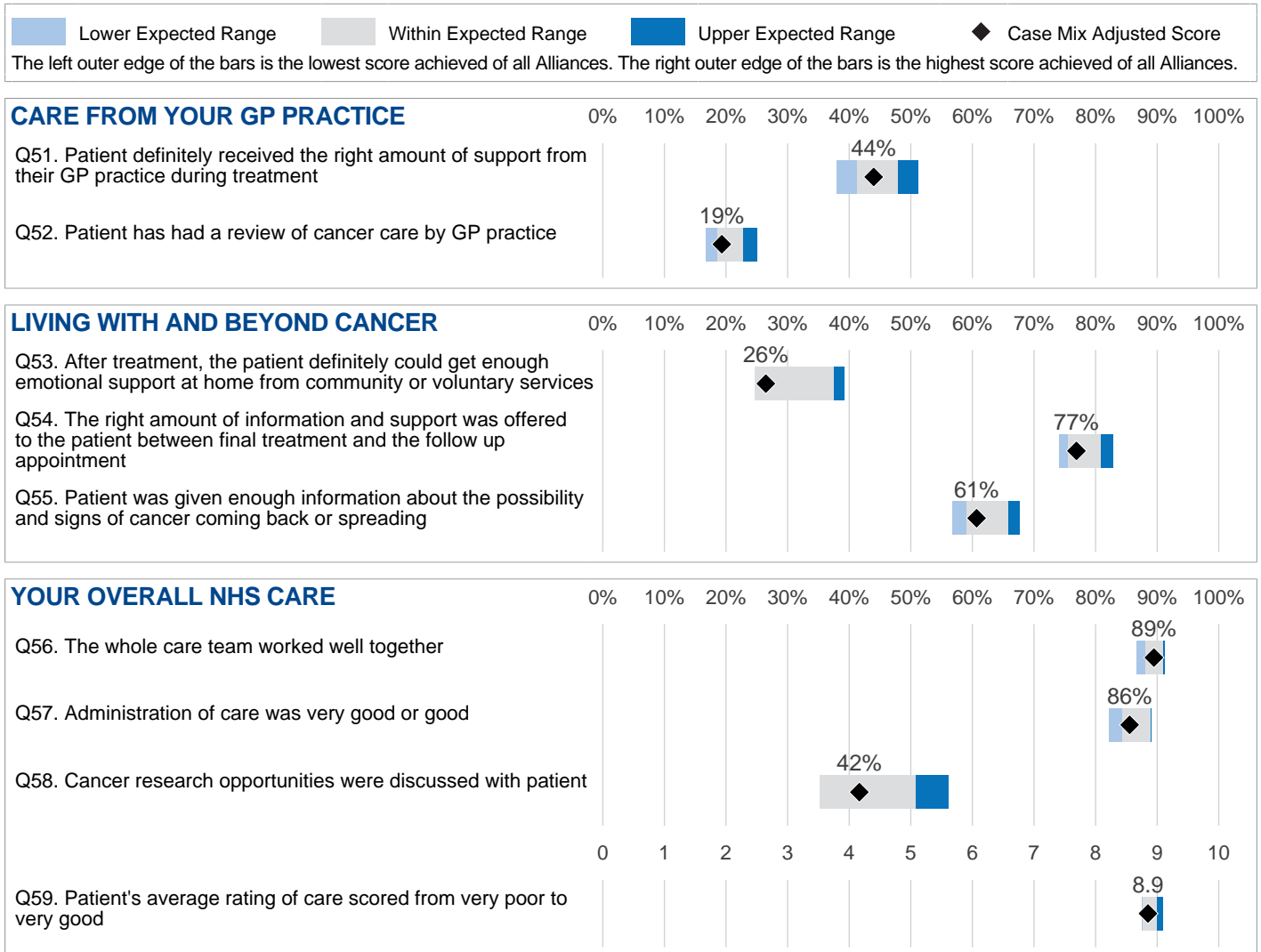
## Expected Range Charts



## Expected Range Charts



## Expected Range Charts



## Comparability tables

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

▲ or ▼

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

\*\* No score available for 2021.

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




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	2030	<b>77%</b>	1847	<b>79%</b>		<b>79%</b>	76%	80%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	2727	<b>65%</b>	2477	<b>67%</b>		<b>66%</b>	62%	69%	<b>65%</b>

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	3248	<b>93%</b>	3031	<b>92%</b>		<b>92%</b>	91%	93%	<b>92%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	3414	<b>85%</b>	3182	<b>83%</b>		<b>83%</b>	81%	85%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	3418	<b>84%</b>	3175	<b>79%</b>	▼	<b>79%</b>	77%	80%	<b>78%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	3423	<b>80%</b>	3186	<b>79%</b>		<b>78%</b>	77%	80%	<b>78%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	3424	<b>95%</b>	3197	<b>95%</b>		<b>95%</b>	94%	95%	<b>95%</b>

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	3898	<b>69%</b>	3603	<b>76%</b>	▲	<b>76%</b>	74%	78%	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	4149	<b>73%</b>	3880	<b>73%</b>		<b>73%</b>	71%	76%	<b>74%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	4171	<b>77%</b>	3902	<b>77%</b>		<b>77%</b>	75%	78%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	4126	<b>84%</b>	3884	<b>85%</b>		<b>85%</b>	84%	86%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	3665	<b>83%</b>	3414	<b>84%</b>		<b>84%</b>	82%	85%	<b>84%</b>

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	4019	<b>91%</b>	3760	<b>91%</b>		<b>91%</b>	90%	93%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	3376	<b>83%</b>	3132	<b>82%</b>		<b>82%</b>	80%	87%	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	3480	<b>96%</b>	3249	<b>94%</b>		<b>94%</b>	94%	96%	<b>95%</b>

## Comparability tables

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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	3864	82%	3641	82%		82%	80%	84%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	4117	79%	3876	78%		78%	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	3386	75%	3210	80%	▲	80%	78%	81%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	1851	53%	1795	48%	▼	50%	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	3721	71%	3474	69%		69%	69%	74%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	2097	93%	1912	92%		92%	92%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1617	99%	1421	99%		99%	98%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	3389	91%	3188	90%		90%	88%	92%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	4125	77%	3868	74%		75%	72%	79%	75%
Q29. Patient was offered information about how to get financial help or benefits	1802	68%	1759	64%	▼	63%	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	1885	85%	1692	82%	▼	82%	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	1460	63%	1332	65%		66%	63%	68%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1840	72%	1665	69%		69%	67%	72%	69%
Q34. Patient was always able to get help from ward staff when needed	1837	81%	1647	76%	▼	76%	67%	78%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	1789	69%	1601	64%	▼	65%	61%	68%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	1604	88%	1443	86%		86%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	1873	92%	1684	90%	▼	89%	85%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1820	91%	1648	89%		89%	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	3600	79%	3372	77%		77%	75%	82%	78%

## Comparability tables

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** No score available for 2021.		 Adjusted Score between Upper and Lower Expected Ranges
		 Adjusted Score above Upper Expected Range

YOUR TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	2389	89%	2181	89%		89%	88%	91%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	2004	85%	1850	85%		85%	84%	87%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	1210	88%	1120	88%		88%	87%	90%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	662	78%	649	75%		77%	75%	83%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	522	85%	544	82%		82%	81%	87%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	2361	86%	2164	84%		84%	83%	86%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	1997	79%	1837	78%		78%	77%	80%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	1207	81%	1103	78%		79%	78%	83%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	648	72%	640	69%		70%	69%	76%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	518	81%	529	78%		78%	76%	83%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	4055	82%	3803	79%	▼	80%	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	3947	74%	3685	73%		73%	72%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	3751	69%	3500	66%		67%	66%	72%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	2927	87%	2739	84%		84%	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	3681	58%	3443	56%		57%	56%	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	3057	52%	2872	51%		52%	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	2584	55%	2451	56%		57%	55%	61%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	1460	52%	1326	47%	▼	46%	45%	57%	51%

## Comparability tables

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

\*\* No score available for 2021.

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

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

<b>CARE FROM YOUR GP PRACTICE</b>	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	2142	<b>43%</b>	2072	<b>44%</b>		<b>44%</b>	41%	48%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	4015	<b>16%</b>	3728	<b>19%</b>	▲	<b>19%</b>	19%	23%	<b>21%</b>

<b>LIVING WITH AND BEYOND CANCER</b>	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	854	<b>31%</b>	793	<b>26%</b>		<b>26%</b>	25%	37%	<b>31%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1974	<b>78%</b>	1836	<b>77%</b>		<b>77%</b>	75%	81%	<b>78%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	3256	<b>62%</b>	3070	<b>60%</b>		<b>61%</b>	59%	66%	<b>62%</b>

<b>YOUR OVERALL NHS CARE</b>	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	3989	<b>91%</b>	3682	<b>89%</b>		<b>89%</b>	88%	91%	<b>90%</b>
Q57. Administration of care was very good or good	4119	<b>88%</b>	3853	<b>85%</b>	▼	<b>86%</b>	84%	89%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	2417	<b>44%</b>	2360	<b>41%</b>		<b>42%</b>	35%	51%	<b>43%</b>
Q59. Patient's average rating of care scored from very poor to very good	4021	<b>9.0</b>	3765	<b>8.8</b>	▼	<b>8.9</b>	8.8	9.0	<b>8.9</b>

## Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	93%	75%	80%	60%	76%	62%	88%	75%	95%	73%	87%	74%	<b>79%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	81%	68%	65%	53%	61%	59%	72%	57%	81%	58%	63%	62%	<b>67%</b>

	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	100%	93%	95%	92%	92%	94%	95%	91%	92%	94%	89%	93%	92%	<b>92%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	75%	83%	83%	81%	83%	81%	84%	89%	89%	85%	80%	86%	76%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	76%	81%	79%	84%	78%	81%	79%	64%	74%	75%	86%	76%	<b>79%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	83%	79%	80%	73%	76%	78%	82%	80%	86%	87%	73%	81%	75%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	97%	96%	94%	93%	97%	94%	95%	100%	99%	92%	97%	94%	<b>95%</b>

	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%	80%	80%	71%	74%	74%	83%	64%	73%	63%	84%	70%	74%	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	71%	78%	73%	70%	70%	73%	75%	69%	77%	78%	70%	72%	68%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	82%	80%	72%	69%	78%	78%	77%	77%	82%	73%	78%	73%	<b>77%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	73%	92%	85%	77%	80%	87%	82%	83%	87%	89%	84%	84%	82%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	85%	89%	82%	81%	82%	79%	79%	85%	83%	89%	84%	80%	80%	<b>84%</b>



## Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q17. Patient had a main point of contact within the care team	100%	91%	91%	93%	91%	86%	92%	86%	87%	92%	96%	88%	91%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	79%	82%	81%	75%	83%	90%	84%	80%	87%	78%	78%	82%	82%	<b>82%</b>
Q19. Patient found advice from main contact person was very or quite helpful	100%	94%	92%	91%	95%	96%	97%	96%	92%	98%	94%	95%	93%	<b>94%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q20. Treatment options were explained in a way the patient could completely understand	71%	83%	86%	82%	80%	86%	84%	80%	90%	83%	78%	82%	79%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	86%	79%	77%	79%	76%	76%	84%	81%	81%	80%	78%	78%	72%	<b>78%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	93%	79%	81%	88%	79%	78%	87%	80%	64%	74%	82%	78%	77%	<b>80%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	36%	45%	52%	41%	49%	50%	52%	60%	42%	52%	47%	45%	44%	<b>48%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	73%	69%	61%	67%	75%	70%	67%	61%	73%	67%	68%	64%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	91%	95%	93%	98%	93%	90%	80%	96%	96%	91%	93%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	99%	98%	97%	99%	100%	100%	100%	100%	97%	99%	99%	99%	<b>99%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	100%	92%	89%	83%	88%	93%	89%	93%	79%	89%	92%	88%	89%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	57%	72%	74%	67%	76%	75%	79%	76%	70%	78%	77%	78%	74%	<b>74%</b>
Q29. Patient was offered information about how to get financial help or benefits	62%	72%	54%	64%	65%	73%	69%	55%	42%	66%	62%	47%	61%	<b>64%</b>

## 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
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	79%	78%	83%	85%	79%	84%	89%	86%	80%	73%	81%	81%	<b>82%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	59%	66%	64%	73%	68%	68%	67%	50%	*	61%	62%	62%	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	65%	67%	69%	73%	74%	68%	78%	79%	73%	68%	66%	63%	<b>69%</b>
Q34. Patient was always able to get help from ward staff when needed	*	72%	74%	72%	81%	73%	76%	83%	71%	80%	72%	76%	74%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	58%	68%	63%	72%	63%	68%	60%	50%	67%	62%	66%	59%	<b>64%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	85%	85%	88%	87%	85%	87%	87%	92%	83%	87%	87%	80%	<b>86%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	86%	87%	89%	92%	93%	92%	91%	93%	80%	92%	91%	88%	<b>90%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	90%	88%	89%	90%	89%	86%	92%	93%	100%	87%	88%	82%	<b>89%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	50%	74%	76%	76%	78%	80%	81%	77%	71%	77%	79%	78%	78%	<b>77%</b>

	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	*	90%	89%	87%	90%	93%	90%	85%	95%	86%	93%	88%	84%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	73%	85%	84%	89%	84%	86%	90%	82%	93%	*	83%	84%	87%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	86%	92%	93%	86%	95%	94%	86%	100%	*	76%	100%	87%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	73%	*	*	77%	*	*	76%	*	*	*	*	89%	<b>75%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	79%	67%	*	81%	*	82%	*	*	100%	*	83%	81%	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	85%	84%	86%	84%	86%	88%	78%	82%	76%	84%	84%	81%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	73%	76%	73%	78%	80%	79%	78%	69%	100%	*	75%	87%	76%	<b>78%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	80%	75%	76%	76%	81%	75%	76%	77%	*	75%	91%	77%	<b>78%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	68%	*	*	73%	*	*	65%	*	*	*	*	82%	<b>69%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	72%	65%	80%	79%	*	81%	*	*	95%	*	78%	74%	<b>78%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	75%	83%	80%	77%	78%	87%	88%	73%	70%	83%	84%	76%	<b>79%</b>

## 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
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	79%	72%	75%	69%	70%	71%	77%	73%	69%	81%	75%	72%	75%	<b>73%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	57%	67%	66%	68%	64%	68%	72%	60%	68%	72%	68%	70%	67%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	86%	84%	82%	83%	88%	85%	81%	71%	87%	86%	85%	86%	<b>84%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	67%	57%	60%	52%	51%	61%	60%	63%	52%	67%	48%	53%	50%	<b>56%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	49%	54%	49%	50%	54%	56%	49%	50%	60%	48%	52%	51%	<b>51%</b>

	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	55%	51%	58%	51%	58%	65%	65%	57%	55%	57%	61%	58%	56%	<b>56%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	45%	54%	47%	43%	55%	46%	48%	*	53%	57%	42%	44%	<b>47%</b>

	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	*	47%	46%	48%	40%	44%	38%	43%	56%	53%	54%	42%	38%	<b>44%</b>
Q52. Patient has had a review of cancer care by GP practice	25%	19%	19%	16%	14%	22%	19%	25%	30%	21%	27%	17%	18%	<b>19%</b>

## 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	*	19%	35%	34%	25%	29%	33%	19%	*	36%	36%	30%	27%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	73%	80%	80%	78%	81%	81%	76%	90%	81%	81%	79%	75%	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	57%	59%	57%	70%	50%	55%	52%	57%	83%	58%	66%	60%	<b>60%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. The whole care team worked well together	86%	89%	87%	88%	90%	87%	92%	87%	81%	95%	89%	92%	90%	<b>89%</b>
Q57. Administration of care was very good or good	69%	86%	85%	81%	88%	80%	86%	82%	84%	90%	80%	87%	86%	<b>85%</b>
Q58. Cancer research opportunities were discussed with patient	50%	35%	35%	47%	52%	32%	45%	32%	61%	40%	48%	35%	50%	<b>41%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.2	8.9	8.8	8.8	8.9	8.8	9.0	8.8	9.0	9.1	8.7	8.9	8.7	<b>8.8</b>

## Age group tables

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<b>SUPPORT FROM YOUR GP PRACTICE</b>	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	50%	75%	73%	82%	77%	77%	83%	82%	<b>79%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	23%	45%	77%	78%	70%	67%	64%	63%	<b>67%</b>

<b>DIAGNOSTIC TESTS</b>	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	100%	83%	92%	90%	97%	92%	92%	88%	<b>92%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	93%	89%	79%	75%	83%	85%	84%	81%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	62%	74%	62%	70%	75%	79%	85%	88%	<b>79%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	69%	63%	69%	71%	77%	80%	81%	80%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	85%	84%	93%	94%	95%	95%	96%	96%	<b>95%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	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	81%	86%	72%	69%	74%	76%	77%	78%	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	80%	57%	66%	66%	72%	73%	76%	77%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	100%	65%	70%	73%	74%	77%	80%	77%	<b>77%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	79%	75%	81%	82%	85%	88%	87%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	93%	95%	83%	87%	86%	83%	82%	76%	<b>84%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	100%	100%	93%	90%	91%	91%	91%	86%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	93%	82%	83%	75%	81%	82%	84%	78%	<b>82%</b>
Q19. Patient found advice from main contact person was very or quite helpful	88%	96%	93%	89%	94%	95%	96%	95%	<b>94%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	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	100%	87%	73%	78%	81%	83%	83%	83%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	79%	74%	68%	78%	80%	79%	77%	<b>78%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	86%	72%	70%	78%	81%	84%	79%	<b>80%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	91%	69%	53%	47%	44%	50%	48%	49%	<b>48%</b>

## Age group tables

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<b>CARE PLANNING</b>	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	71%	63%	68%	66%	67%	69%	70%	69%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	94%	89%	85%	92%	92%	94%	93%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	100%	95%	98%	99%	100%	100%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	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	100%	90%	95%	91%	89%	90%	89%	88%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	94%	74%	66%	66%	68%	76%	79%	79%	<b>74%</b>
Q29. Patient was offered information about how to get financial help or benefits	100%	67%	65%	70%	66%	66%	54%	55%	<b>64%</b>

<b>HOSPITAL CARE</b>	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	*	82%	70%	76%	76%	85%	84%	83%	<b>82%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	59%	59%	57%	68%	69%	60%	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	55%	73%	63%	64%	73%	70%	72%	<b>69%</b>
Q34. Patient was always able to get help from ward staff when needed	*	64%	68%	73%	71%	77%	79%	81%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	55%	56%	58%	62%	68%	64%	65%	<b>64%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	64%	80%	78%	85%	87%	88%	92%	<b>86%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	91%	86%	84%	89%	91%	91%	92%	<b>90%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	91%	88%	86%	87%	90%	88%	86%	<b>89%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	94%	83%	66%	72%	72%	79%	79%	79%	<b>77%</b>

## 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	*	93%	77%	86%	87%	89%	92%	88%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	92%	84%	78%	85%	85%	86%	85%	80%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	78%	84%	88%	88%	89%	89%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	74%	67%	79%	74%	81%	70%	<b>75%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	73%	81%	80%	82%	82%	90%	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	57%	81%	82%	80%	83%	87%	88%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	100%	74%	75%	76%	76%	80%	76%	76%	<b>78%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	84%	76%	78%	79%	79%	75%	<b>78%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	80%	54%	68%	73%	75%	64%	<b>69%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	82%	71%	76%	77%	82%	79%	<b>78%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	56%	88%	67%	75%	77%	81%	81%	84%	<b>79%</b>

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	88%	60%	72%	72%	75%	73%	72%	69%	<b>73%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	87%	58%	67%	61%	65%	69%	67%	63%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	100%	85%	88%	81%	84%	86%	84%	81%	<b>84%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	38%	51%	53%	55%	58%	55%	52%	<b>56%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	42%	42%	44%	51%	52%	53%	47%	<b>51%</b>

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	71%	61%	49%	48%	51%	59%	61%	61%	<b>56%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	50%	53%	36%	41%	49%	49%	55%	<b>47%</b>

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	*	54%	43%	48%	43%	43%	45%	43%	<b>44%</b>
Q52. Patient has had a review of cancer care by GP practice	29%	17%	21%	24%	19%	19%	17%	18%	<b>19%</b>

## Age group tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	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	*	*	16%	23%	21%	22%	33%	44%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	58%	68%	68%	75%	80%	80%	86%	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	50%	40%	44%	48%	61%	63%	62%	67%	<b>60%</b>

<b>YOUR OVERALL NHS CARE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	100%	92%	91%	85%	89%	89%	91%	90%	<b>89%</b>
Q57. Administration of care was very good or good	88%	84%	79%	82%	85%	85%	87%	88%	<b>85%</b>
Q58. Cancer research opportunities were discussed with patient	50%	37%	38%	41%	41%	42%	43%	34%	<b>41%</b>
Q59. Patient's average rating of care scored from very poor to very good	9.3	8.5	8.4	8.6	8.8	8.9	8.9	8.8	<b>8.8</b>



## 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
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	78%	*	*	*	80%	<b>79%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	69%	65%	*	*	*	67%	<b>67%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	92%	93%	*	*	*	89%	<b>92%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	86%	*	*	*	87%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	82%	*	*	*	83%	<b>79%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	80%	*	*	*	71%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	95%	*	*	*	95%	<b>95%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	74%	*	*	*	78%	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	73%	73%	*	*	*	74%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	77%	*	*	*	73%	<b>77%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	84%	*	*	*	90%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	84%	84%	*	*	*	85%	<b>84%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	91%	90%	*	*	*	88%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	81%	83%	*	*	*	80%	<b>82%</b>
Q19. Patient found advice from main contact person was very or quite helpful	93%	96%	*	*	*	94%	<b>94%</b>

## 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	82%	83%	*	*	*	74%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	80%	*	*	*	77%	<b>78%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	82%	*	*	*	76%	<b>80%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	45%	53%	*	*	*	52%	<b>48%</b>

	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	68%	71%	*	*	*	66%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	93%	*	*	*	91%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	*	*	*	98%	<b>99%</b>

	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	88%	92%	*	*	*	89%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	79%	*	*	*	75%	<b>74%</b>
Q29. Patient was offered information about how to get financial help or benefits	65%	63%	*	*	*	63%	<b>64%</b>

## 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	79%	84%	*	*	*	83%	<b>82%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	60%	70%	*	*	*	63%	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	72%	*	*	*	57%	<b>69%</b>
Q34. Patient was always able to get help from ward staff when needed	71%	81%	*	*	*	73%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	70%	*	*	*	58%	<b>64%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	84%	88%	*	*	*	83%	<b>86%</b>
Q37. Patient was always treated with respect and dignity while in hospital	87%	92%	*	*	*	89%	<b>90%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	91%	*	*	*	87%	<b>89%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	81%	*	*	*	75%	<b>77%</b>

	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	89%	88%	*	*	*	86%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	85%	*	*	*	83%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	89%	*	*	*	84%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	77%	*	*	*	88%	<b>75%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	84%	*	*	*	69%	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	85%	*	*	*	76%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	78%	*	*	*	76%	<b>78%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	78%	*	*	*	70%	<b>78%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	68%	69%	*	*	*	81%	<b>69%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	75%	81%	*	*	*	81%	<b>78%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	83%	*	*	*	75%	<b>79%</b>

## 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	71%	75%	*	*	*	77%	<b>73%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	68%	*	*	*	67%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	85%	*	*	*	81%	<b>84%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	53%	58%	*	*	*	58%	<b>56%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	54%	*	*	*	54%	<b>51%</b>

	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	51%	63%	*	*	*	59%	<b>56%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	51%	*	*	*	46%	<b>47%</b>

	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	43%	45%	*	*	*	41%	<b>44%</b>
Q52. Patient has had a review of cancer care by GP practice	18%	20%	*	*	*	19%	<b>19%</b>

	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	23%	32%	*	*	*	26%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	81%	*	*	*	79%	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	64%	*	*	*	66%	<b>60%</b>

## Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	89%	90%	*	*	*	91%	<b>89%</b>
Q57. Administration of care was very good or good	85%	86%	*	*	*	86%	<b>85%</b>
Q58. Cancer research opportunities were discussed with patient	39%	44%	*	*	*	45%	<b>41%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	*	*	*	8.8	<b>8.8</b>

## 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
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	78%	69%	60%	90%	75%	<b>79%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	63%	66%	53%	75%	70%	<b>67%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	93%	91%	93%	100%	81%	89%	<b>92%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	78%	78%	88%	76%	86%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	72%	79%	87%	85%	82%	<b>79%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	75%	70%	75%	75%	70%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	94%	92%	91%	90%	95%	<b>95%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	75%	76%	79%	71%	87%	76%	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	73%	73%	62%	56%	82%	74%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	66%	73%	68%	74%	74%	<b>77%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	80%	86%	79%	86%	88%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	84%	87%	90%	77%	90%	82%	<b>84%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	91%	91%	92%	93%	100%	88%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	82%	76%	80%	76%	83%	77%	<b>82%</b>
Q19. Patient found advice from main contact person was very or quite helpful	94%	97%	96%	96%	79%	94%	<b>94%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	82%	84%	81%	81%	81%	78%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	67%	79%	81%	73%	77%	<b>78%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	71%	75%	91%	71%	77%	<b>80%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	47%	61%	56%	80%	57%	47%	<b>48%</b>

## 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%	67%	68%	69%	57%	65%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	95%	99%	100%	79%	90%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	98%	100%	*	98%	<b>99%</b>

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	94%	88%	87%	79%	88%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	69%	72%	73%	59%	73%	<b>74%</b>
Q29. Patient was offered information about how to get financial help or benefits	65%	72%	59%	53%	50%	59%	<b>64%</b>

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	81%	73%	90%	86%	*	81%	<b>82%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	78%	72%	*	*	64%	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	73%	76%	64%	*	61%	<b>69%</b>
Q34. Patient was always able to get help from ward staff when needed	76%	73%	78%	93%	*	70%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	65%	65%	63%	71%	*	58%	<b>64%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	86%	71%	84%	93%	*	84%	<b>86%</b>
Q37. Patient was always treated with respect and dignity while in hospital	90%	86%	96%	93%	*	86%	<b>90%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	86%	92%	93%	*	87%	<b>89%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	80%	72%	69%	59%	74%	<b>77%</b>

## 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	89%	93%	89%	81%	83%	89%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	93%	84%	62%	*	82%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	75%	88%	90%	*	87%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	70%	82%	*	*	85%	<b>75%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	*	85%	*	*	75%	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	81%	89%	80%	82%	76%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	80%	87%	67%	*	76%	<b>78%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	42%	86%	90%	*	72%	<b>78%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	68%	45%	82%	*	*	79%	<b>69%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	78%	*	69%	*	*	88%	<b>78%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	77%	69%	86%	81%	76%	<b>79%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	69%	73%	57%	68%	75%	<b>73%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	52%	69%	57%	62%	69%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	85%	85%	73%	71%	80%	<b>84%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	44%	64%	46%	60%	59%	<b>56%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	36%	54%	52%	50%	53%	<b>51%</b>

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	56%	47%	57%	48%	64%	57%	<b>56%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	36%	45%	37%	40%	47%	<b>47%</b>

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	44%	52%	46%	28%	50%	42%	<b>44%</b>
Q52. Patient has had a review of cancer care by GP practice	18%	24%	26%	15%	20%	22%	<b>19%</b>



## Ethnicity tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	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	27%	29%	13%	30%	*	23%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	68%	72%	54%	*	70%	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	37%	64%	42%	59%	64%	<b>60%</b>

<b>YOUR OVERALL NHS CARE</b>	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	89%	88%	91%	89%	81%	88%	<b>89%</b>
Q57. Administration of care was very good or good	85%	84%	87%	89%	73%	86%	<b>85%</b>
Q58. Cancer research opportunities were discussed with patient	41%	44%	47%	37%	31%	50%	<b>41%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	8.6	8.6	8.1	8.7	<b>8.8</b>

## 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
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	66%	79%	79%	81%	79%	*	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	69%	68%	67%	67%	*	67%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q5. Patient received all the information needed about the diagnostic test in advance	94%	93%	91%	93%	92%	*	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	90%	83%	83%	83%	83%	*	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	77%	80%	79%	80%	*	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	76%	78%	78%	79%	*	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	96%	95%	96%	95%	*	95%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	72%	78%	75%	77%	75%	*	76%
Q13. Patient was definitely told sensitively that they had cancer	71%	73%	74%	72%	73%	*	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	76%	79%	77%	76%	*	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	86%	86%	85%	85%	*	85%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	83%	85%	83%	84%	*	84%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q17. Patient had a main point of contact within the care team	92%	94%	91%	90%	90%	*	91%
Q18. Patient found it very or quite easy to contact their main contact person	83%	80%	84%	83%	80%	*	82%
Q19. Patient found advice from main contact person was very or quite helpful	94%	91%	94%	95%	95%	*	94%

## IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q20. Treatment options were explained in a way the patient could completely understand	84%	77%	85%	81%	82%	*	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	76%	80%	79%	78%	*	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	78%	80%	80%	79%	*	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	47%	51%	47%	47%	50%	*	48%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	68%	69%	69%	69%	*	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	93%	93%	92%	90%	*	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	99%	99%	99%	99%	*	99%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q27. Staff provided the patient with relevant information on available support	92%	88%	91%	90%	89%	*	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	73%	77%	74%	73%	*	74%
Q29. Patient was offered information about how to get financial help or benefits	67%	59%	66%	65%	64%	*	64%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	85%	81%	83%	77%	84%	*	82%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	78%	61%	65%	64%	65%	*	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	82%	64%	71%	67%	69%	*	69%
Q34. Patient was always able to get help from ward staff when needed	86%	75%	75%	74%	76%	*	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	71%	65%	65%	64%	64%	*	64%
Q36. Hospital staff always did everything they could to help the patient control pain	87%	86%	86%	83%	87%	*	86%
Q37. Patient was always treated with respect and dignity while in hospital	93%	91%	88%	90%	89%	*	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	87%	90%	90%	88%	*	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	72%	79%	77%	76%	*	77%

## 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	88%	86%	90%	88%	89%	*	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	90%	84%	89%	85%	83%	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	91%	88%	92%	87%	86%	*	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	69%	81%	77%	73%	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	93%	76%	80%	79%	85%	*	82%
Q42_1. Patient completely had enough understandable information about progress with surgery	85%	84%	84%	83%	84%	*	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	84%	73%	80%	79%	76%	*	78%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	83%	77%	82%	80%	76%	*	78%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	63%	61%	77%	72%	66%	*	69%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	71%	73%	77%	80%	79%	*	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	81%	78%	80%	81%	79%	*	79%

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	76%	71%	75%	72%	72%	*	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	63%	71%	66%	66%	*	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	84%	86%	86%	83%	*	84%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	55%	57%	56%	55%	*	56%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	50%	56%	51%	48%	*	51%

SUPPORT WHILE AT HOME	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	63%	58%	56%	56%	56%	*	56%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	46%	38%	52%	47%	46%	*	47%

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	49%	40%	45%	46%	43%	*	44%
Q52. Patient has had a review of cancer care by GP practice	19%	18%	22%	19%	17%	*	19%

## 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	21%	22%	27%	24%	29%	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	71%	80%	78%	77%	*	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	60%	62%	60%	60%	*	<b>60%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	94%	89%	91%	89%	89%	*	<b>89%</b>
Q57. Administration of care was very good or good	83%	87%	89%	84%	84%	*	<b>85%</b>
Q58. Cancer research opportunities were discussed with patient	39%	37%	42%	40%	43%	*	<b>41%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.9	8.9	8.8	*	<b>8.8</b>

## 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
<b>SUPPORT FROM YOUR GP PRACTICE</b>				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	82%	77%	79%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	71%	69%	67%

	Long term condition status			
	Yes	No	Not given	All
<b>DIAGNOSTIC TESTS</b>				
Q5. Patient received all the information needed about the diagnostic test in advance	92%	93%	89%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	83%	87%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	78%	81%	79%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	77%	71%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	95%	93%	95%

	Long term condition status			
	Yes	No	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	75%	76%	77%	76%
Q13. Patient was definitely told sensitively that they had cancer	73%	73%	71%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	77%	75%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	86%	84%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	86%	80%	84%

	Long term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>				
Q17. Patient had a main point of contact within the care team	90%	92%	88%	91%
Q18. Patient found it very or quite easy to contact their main contact person	81%	83%	81%	82%
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	94%	94%

	Long term condition status			
	Yes	No	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>				
Q20. Treatment options were explained in a way the patient could completely understand	82%	82%	77%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	80%	76%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	80%	77%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	49%	47%	47%	48%

## Long term condition status tables

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

<b>CARE PLANNING</b>	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	69%	69%	65%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	93%	91%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	98%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Long term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	92%	89%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	76%	75%	<b>74%</b>
Q29. Patient was offered information about how to get financial help or benefits	63%	68%	58%	<b>64%</b>

<b>HOSPITAL CARE</b>	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	80%	83%	84%	<b>82%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	65%	64%	67%	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	71%	62%	<b>69%</b>
Q34. Patient was always able to get help from ward staff when needed	75%	77%	74%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	66%	63%	<b>64%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	86%	85%	88%	<b>86%</b>
Q37. Patient was always treated with respect and dignity while in hospital	89%	90%	91%	<b>90%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	91%	91%	<b>89%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	78%	78%	<b>77%</b>

## Long term condition status tables

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

<b>YOUR TREATMENT</b>	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	88%	88%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	85%	81%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	87%	85%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	74%	82%	<b>75%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	81%	81%	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	84%	80%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	79%	74%	<b>78%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	79%	71%	<b>78%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	67%	70%	73%	<b>69%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77%	77%	90%	<b>78%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	81%	75%	<b>79%</b>

<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>	Long term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	75%	72%	<b>73%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	69%	66%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	88%	84%	<b>84%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	58%	57%	<b>56%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	53%	53%	<b>51%</b>

<b>SUPPORT WHILE AT HOME</b>	Long term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	56%	57%	<b>56%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	54%	49%	<b>47%</b>

<b>CARE FROM YOUR GP PRACTICE</b>	Long term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	42%	49%	43%	<b>44%</b>
Q52. Patient has had a review of cancer care by GP practice	19%	18%	20%	<b>19%</b>



## Long term condition status tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	Long term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	28%	22%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	80%	78%	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	60%	66%	<b>60%</b>

<b>YOUR OVERALL NHS CARE</b>	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	88%	91%	90%	<b>89%</b>
Q57. Administration of care was very good or good	85%	86%	86%	<b>85%</b>
Q58. Cancer research opportunities were discussed with patient	40%	43%	44%	<b>41%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	8.8	<b>8.8</b>

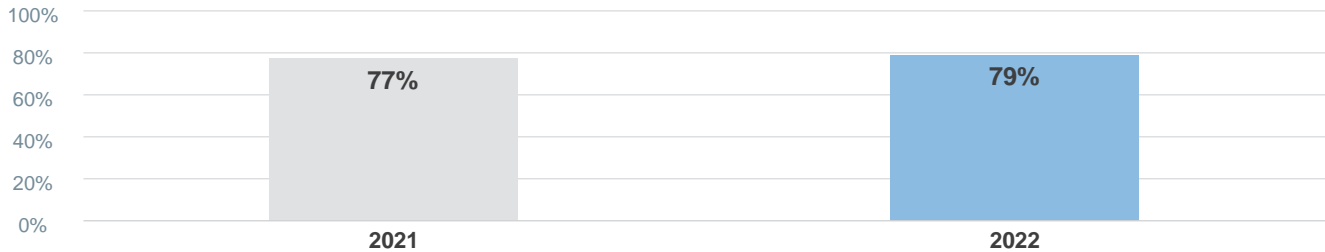
## Year on Year Charts

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

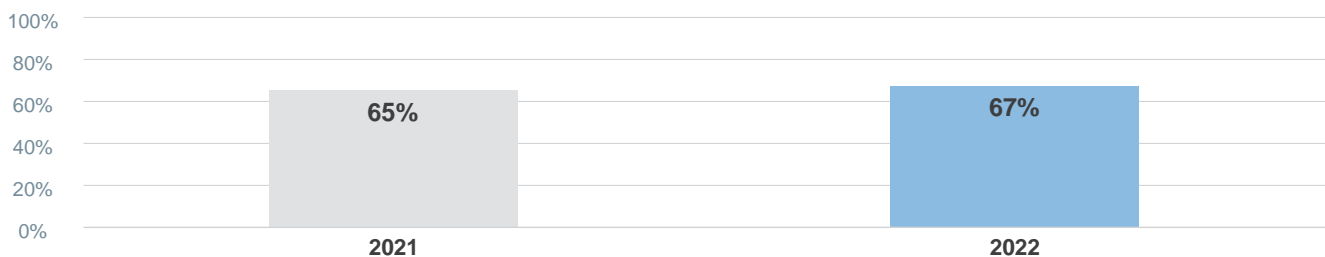
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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



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

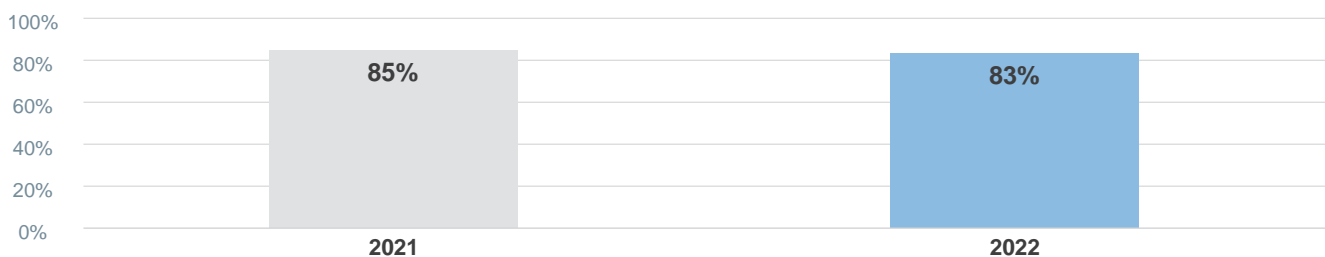


### DIAGNOSTIC TESTS

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

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

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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

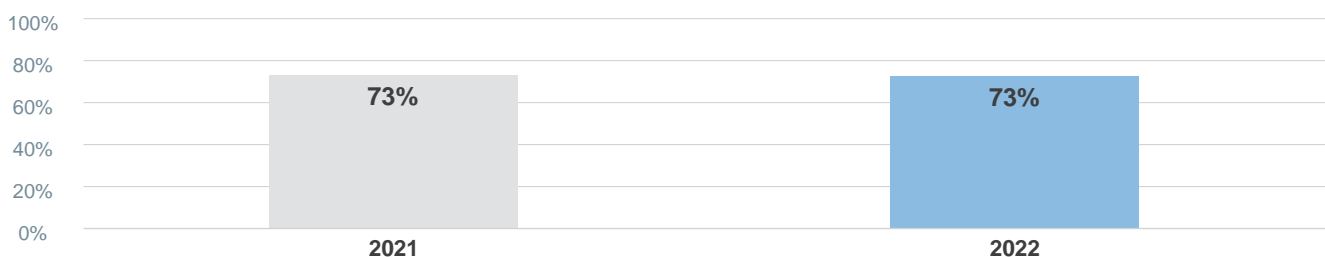


### FINDING OUT THAT YOU HAD CANCER

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

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

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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

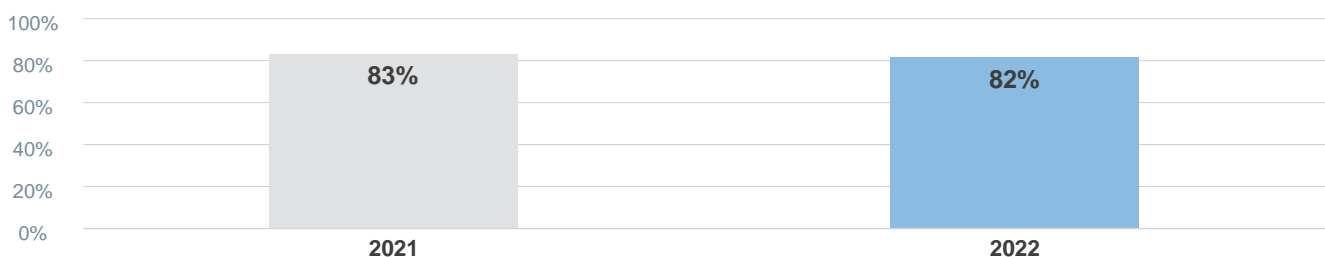


### SUPPORT FROM A MAIN CONTACT PERSON

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



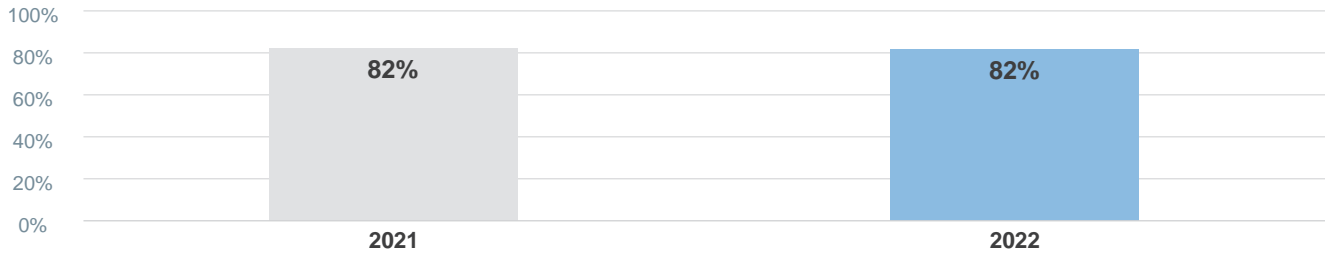
## Year on Year Charts

\* 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

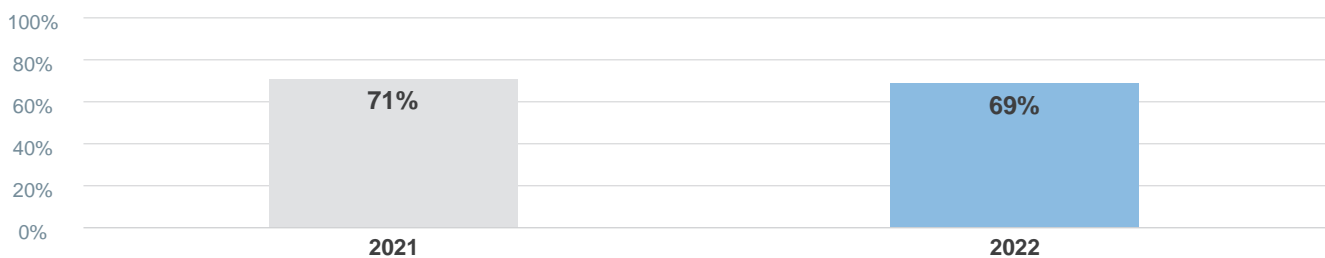


Q23. Patient could get further advice or a second opinion before making decisions about their treatment options



### CARE PLANNING

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



## Year on Year Charts

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

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



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



### SUPPORT FROM HOSPITAL STAFF

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



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



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



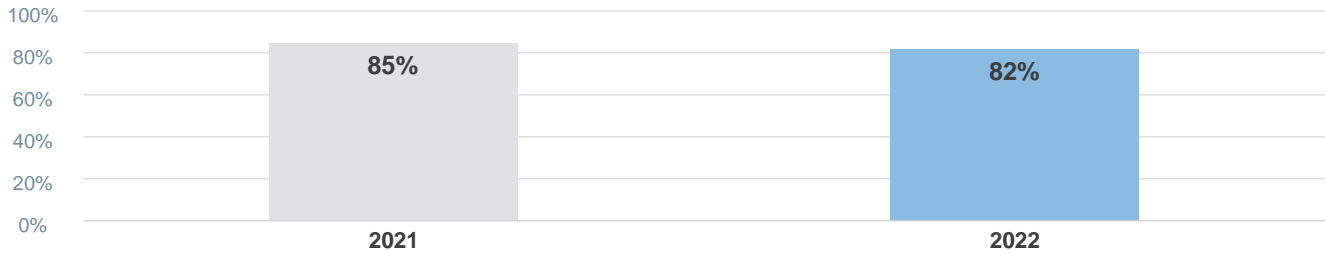
## Year on Year Charts

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

The scores are unadjusted and based on England scores only.

### HOSPITAL CARE

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



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



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



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



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



## Year on Year Charts

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

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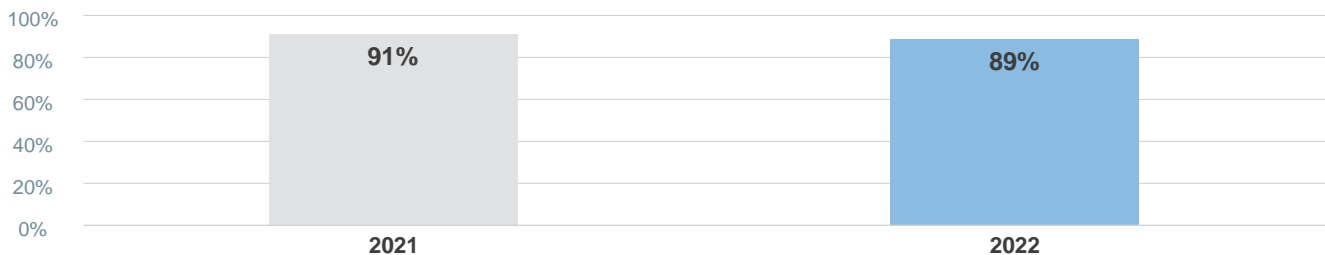
Q36. Hospital staff always did everything they could to help the patient control pain



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

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

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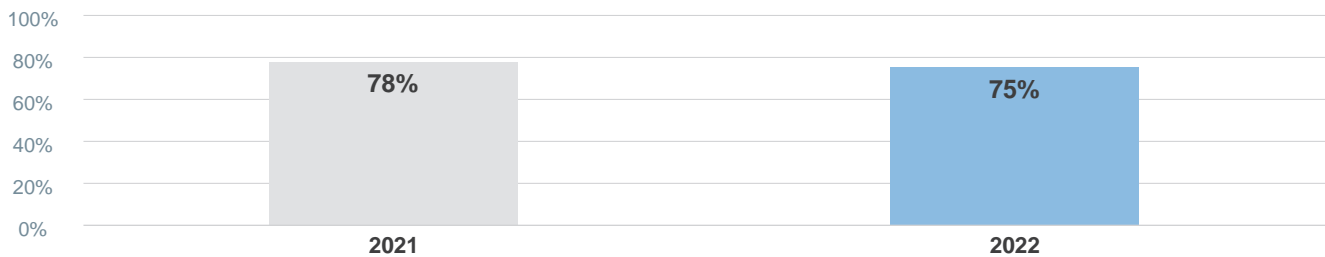
Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



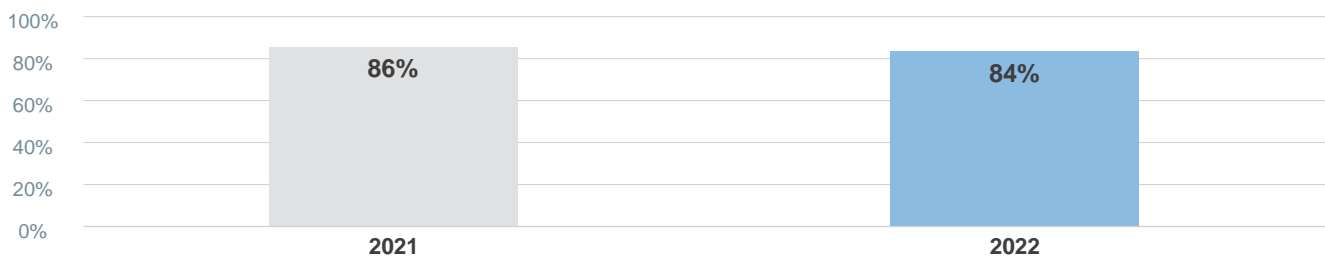
Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41\_5. Beforehand patient completely had enough understandable information about immunotherapy



Q42\_1. Patient completely had enough understandable information about progress with surgery

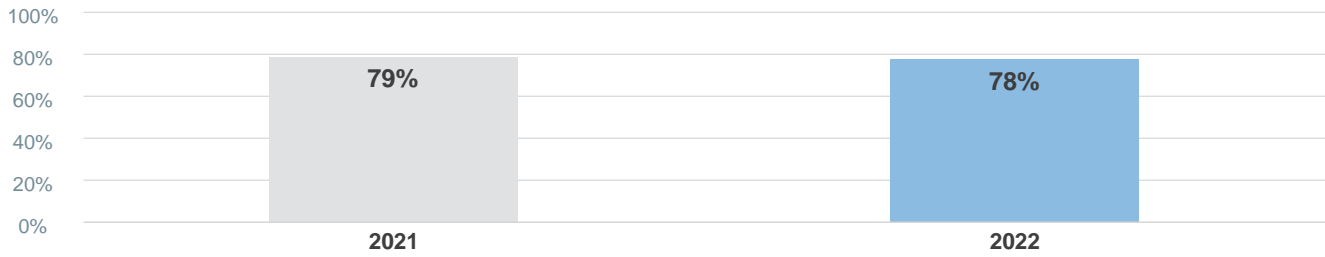


## Year on Year Charts

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

The scores are unadjusted and based on England scores only.

Q42\_2. Patient completely had enough understandable information about progress with chemotherapy



Q42\_3. Patient completely had enough understandable information about progress with radiotherapy



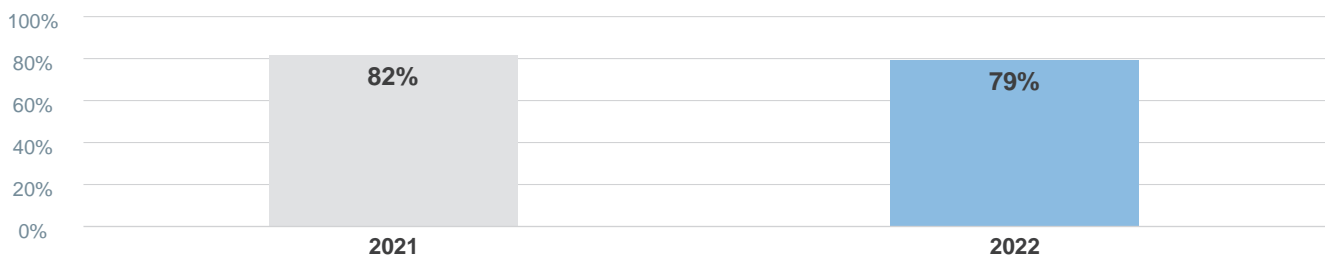
Q42\_4. Patient completely had enough understandable information about progress with hormone therapy



Q42\_5. Patient completely had enough understandable information about progress with immunotherapy



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



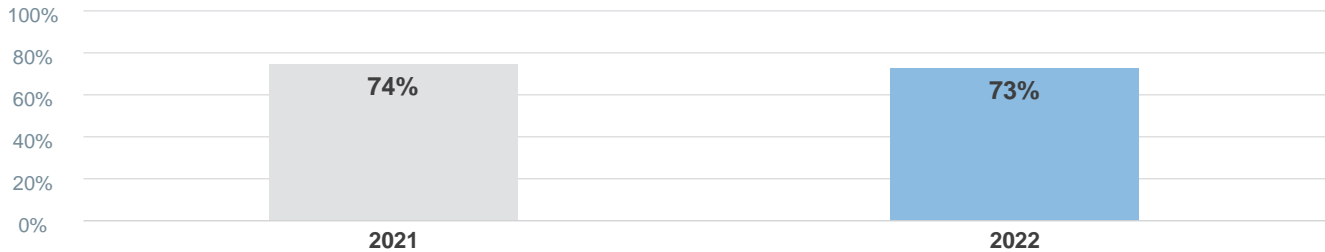
## Year on Year Charts

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

The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG TERM SIDE EFFECTS

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



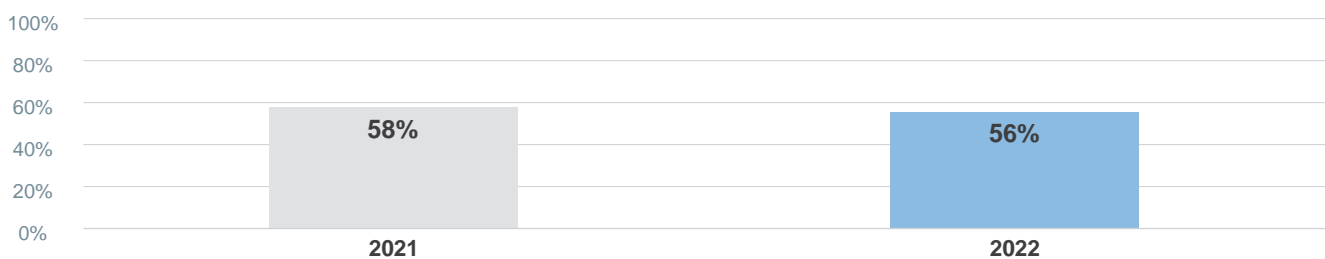
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



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



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



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



## Year on Year Charts

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

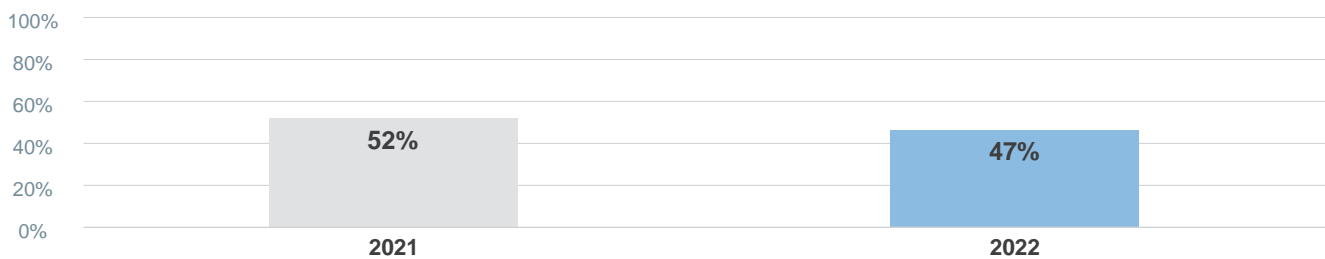
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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



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

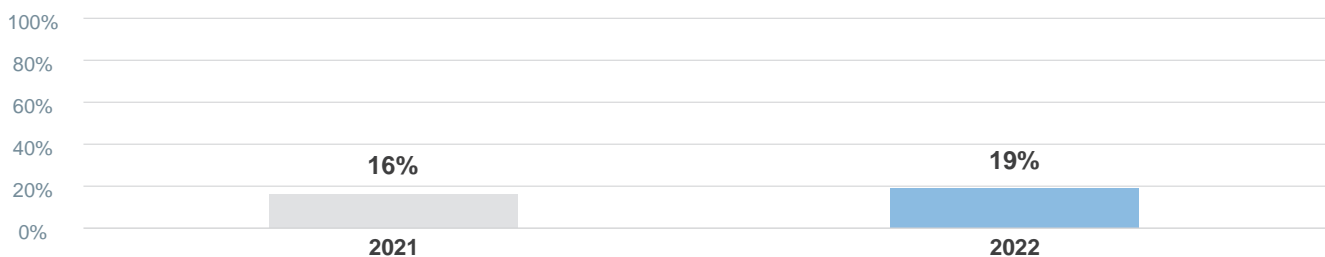


### CARE FROM YOUR GP PRACTICE

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



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



### LIVING WITH AND BEYOND CANCER

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



## Year on Year Charts

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

The scores are unadjusted and based on England scores only.

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



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

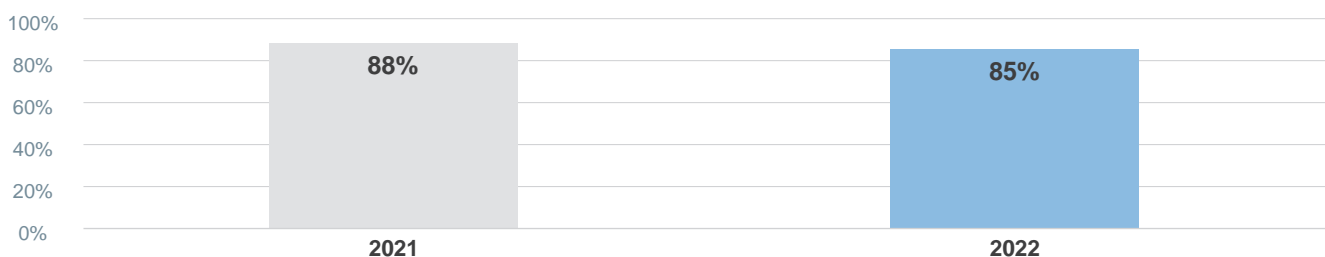


### YOUR OVERALL NHS CARE

Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



## Year on Year Charts




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







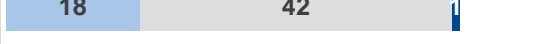
The scores are unadjusted and based on England scores only.

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
RA2	Royal Surrey NHS Foundation Trust	
RPC	Queen Victoria Hospital NHS Foundation Trust	
RTP	Surrey and Sussex Healthcare NHS Trust	
RYR	University Hospitals Sussex NHS Foundation Trust	
RXC	East Sussex Healthcare NHS Trust	
RTK	Ashford and St Peter's Hospitals NHS Foundation Trust	
RDU	Frimley Health NHS Foundation Trust	

## 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	
QXU	NHS Surrey Heartlands Integrated Care Board	1	58
QNX	NHS Sussex Integrated Care Board		61
QNQ	NHS Frimley Integrated Care Board	19	41