

Cancer Patient Experience Survey

2022 Results

West London Cancer Alliance

Published July 2023

Executive Summary

Questions Above Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	77%	80%	78%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	63%	69%	66%
Q58. Cancer research opportunities were discussed with patient	56%	35%	51%	43%

Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	76%	80%	78%

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

How Alliance and ICB results are generated

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

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

Case-mix adjustment

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

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

Scoring methodology

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

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

Statistical significance

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

Suppression

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

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

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

Additional suppression

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

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

Understanding the results

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

Expected range charts

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

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

Comparability tables

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

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

Sub-group breakdowns

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

Tumour type tables

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

Age group tables

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

Male/Female/Non-binary/Other tables

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

Ethnicity tables

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

Long-term condition status tables

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

IMD quintile tables

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

Year on year charts

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

Trust Expected Range Summary

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

ICB Expected Range Summary

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

Further information

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

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

Response Rate

Overall Response Rate

3,242 patients responded out of a total of 7,536 patients, resulting in a response rate of 43%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	7,990	7,536	3,242	43%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	2,538
Online	694
Phone	7
Translation Service	3
Total	3,242

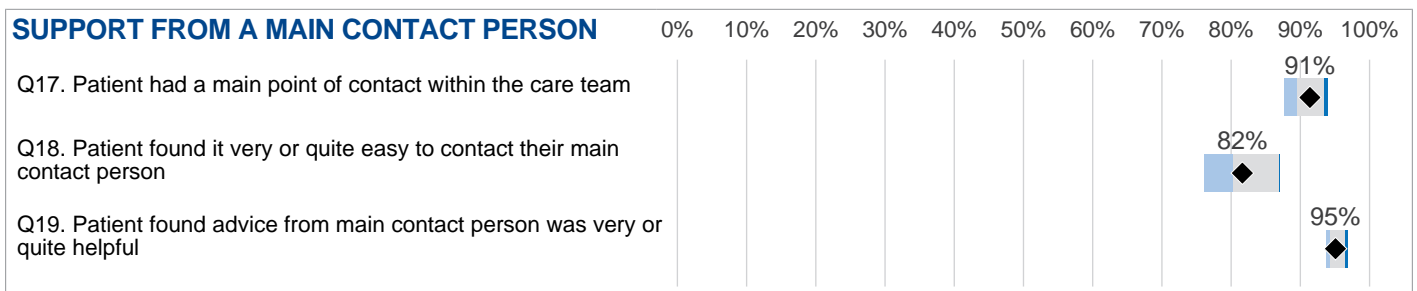
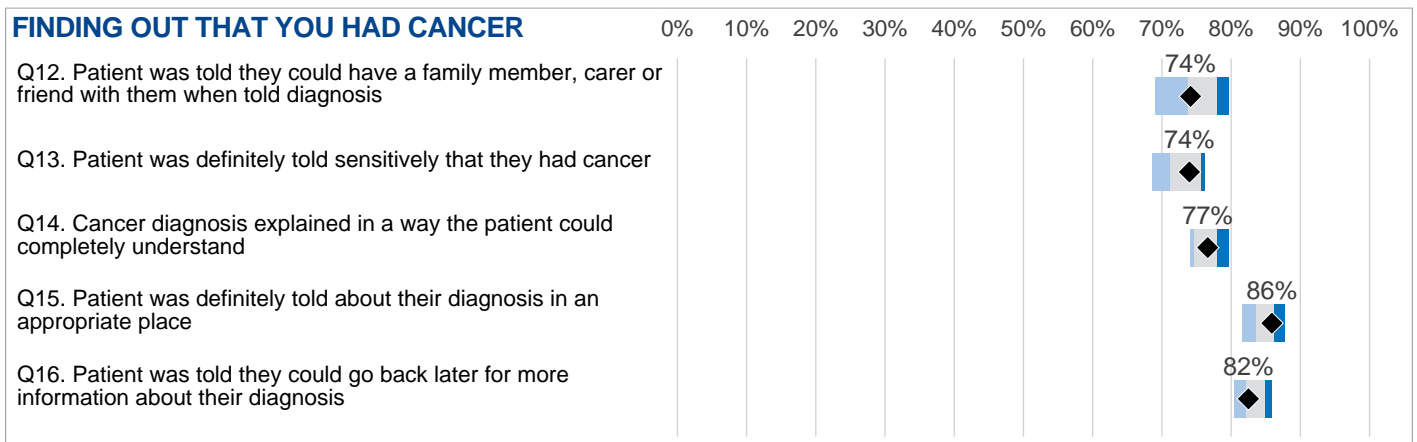
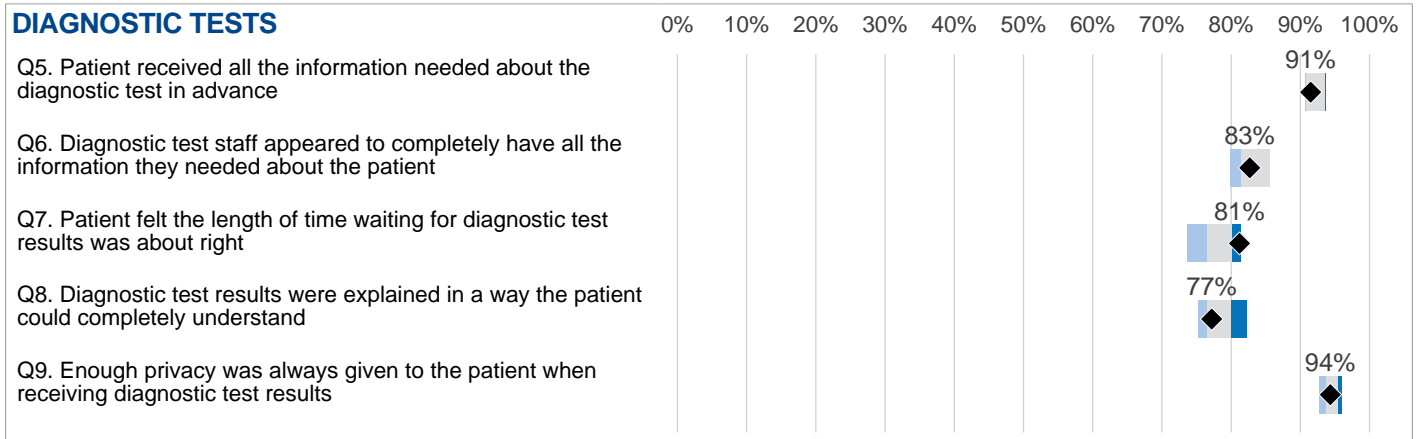
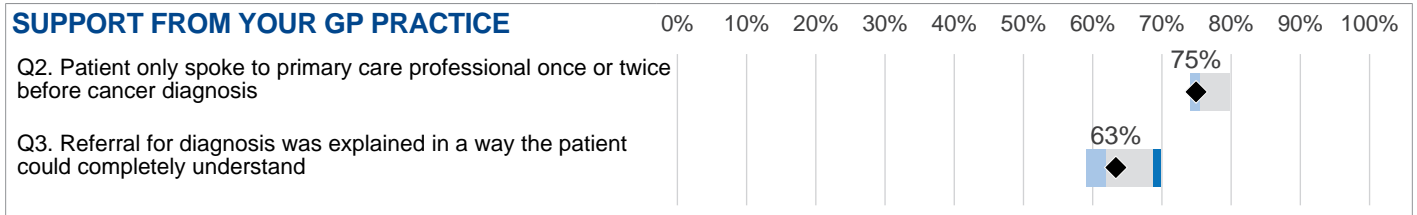
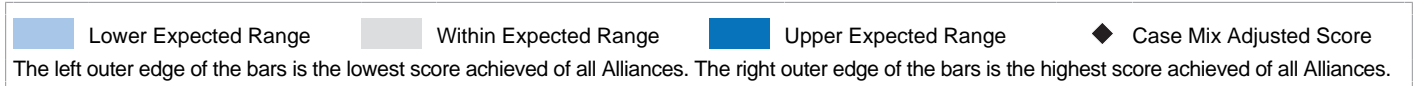
Respondents by Tumour Group

	Number of Respondents
Brain / CNS	13
Breast	774
Colorectal / LGT	308
Gynaecological	164
Haematological	468
Head and Neck	84
Lung	180
Prostate	342
Sarcoma	27
Skin	70
Upper Gastro	153
Urological	233
Other	426
Total	3,242

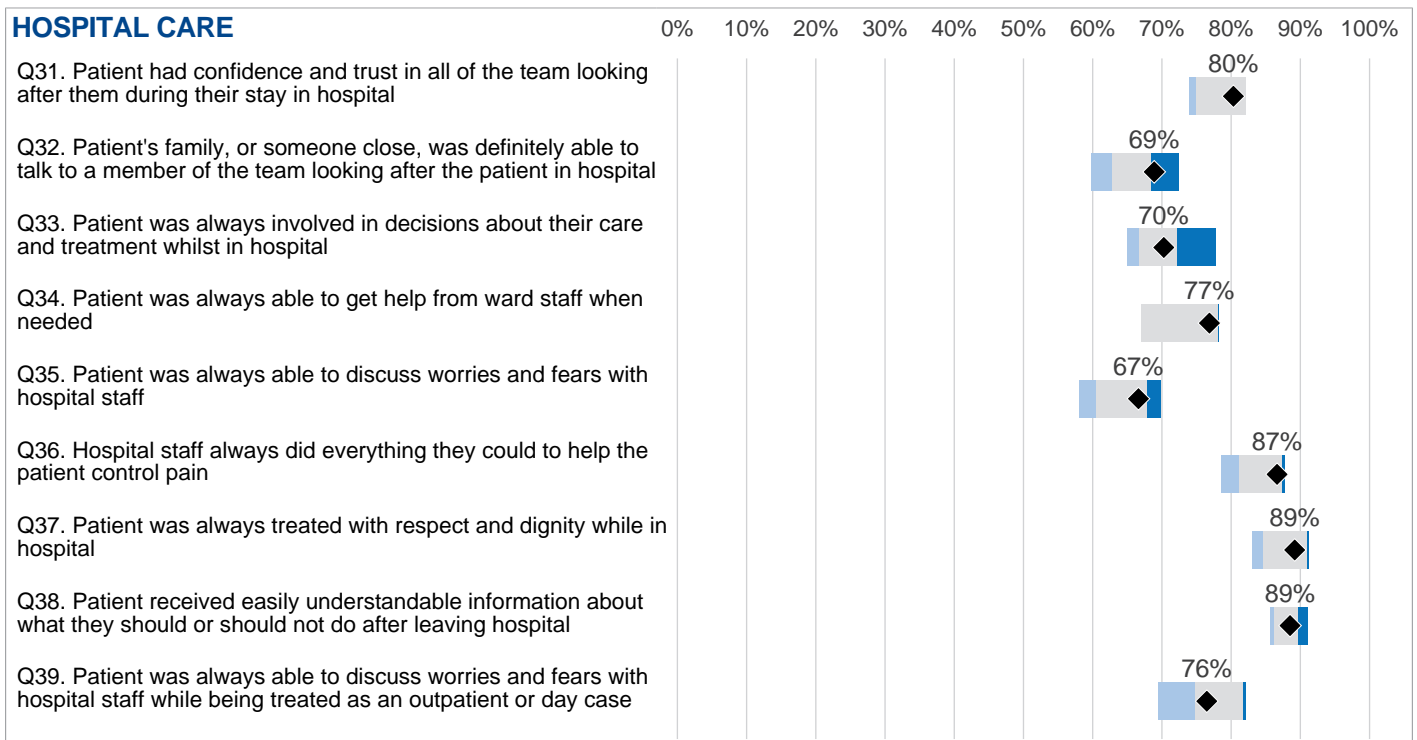
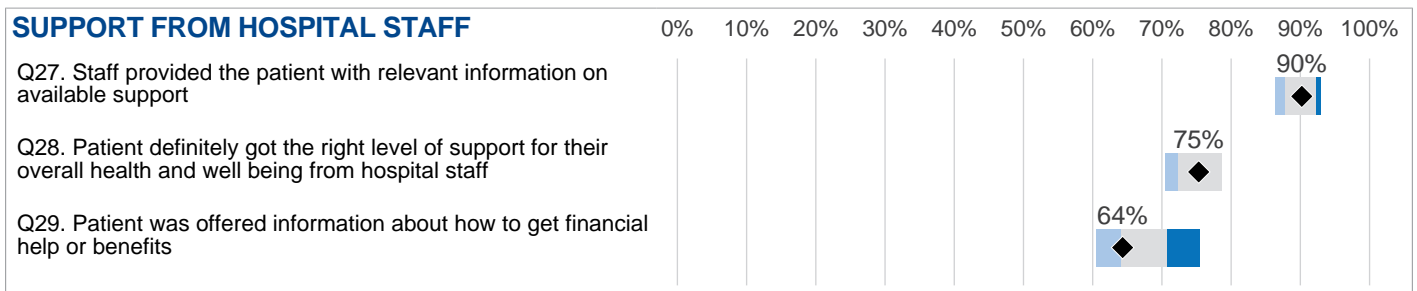
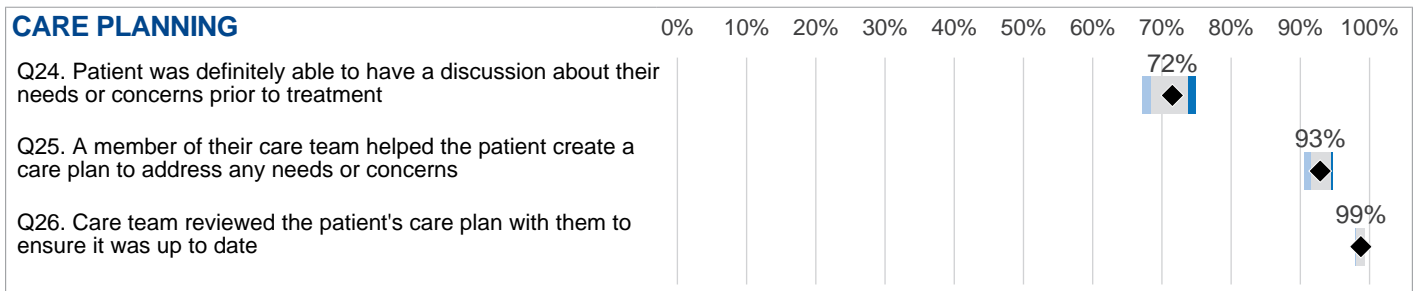
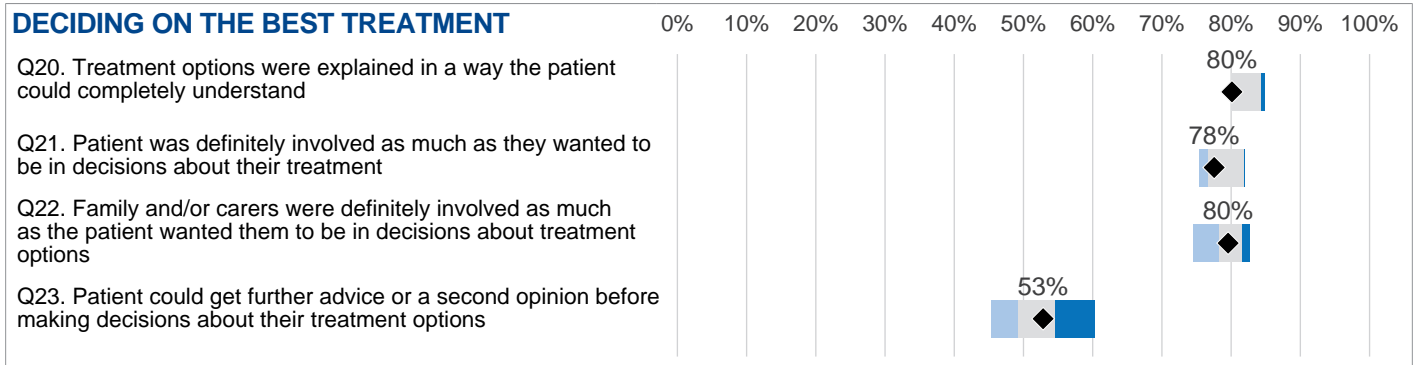
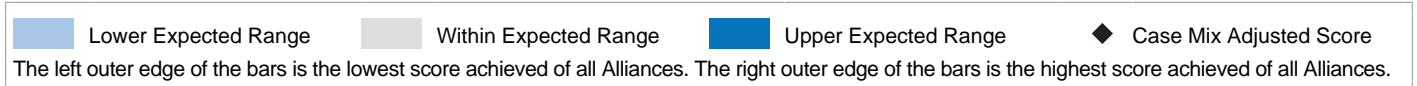
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	1,815
Irish	100
Gypsy or Irish Traveller	*
Any other White background	294
Mixed / Multiple Ethnicity	
White and Black Caribbean	20
White and Black African	10
White and Asian	37
Any other Mixed / multiple ethnic background	21
Asian or Asian British	
Indian	191
Pakistani	46
Bangladeshi	8
Chinese	39
Any other Asian background	92
Black / African / Caribbean / Black British	
African	92
Caribbean	117
Any other Black / African / Caribbean background	6
Other Ethnicity	
Arab	37
Any other ethnic group	29
Not given	
Not given	288
Total	3,242

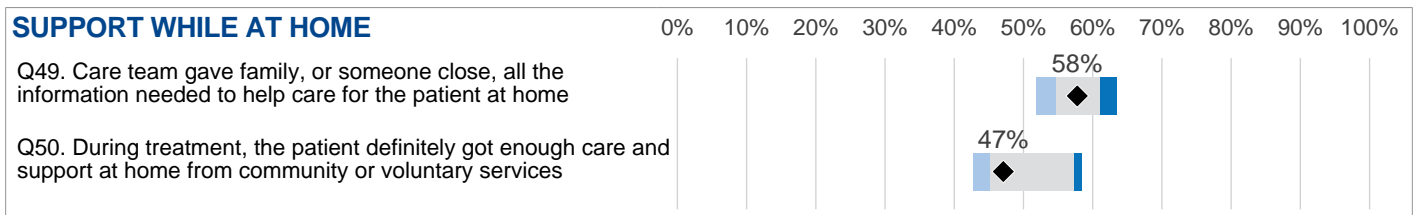
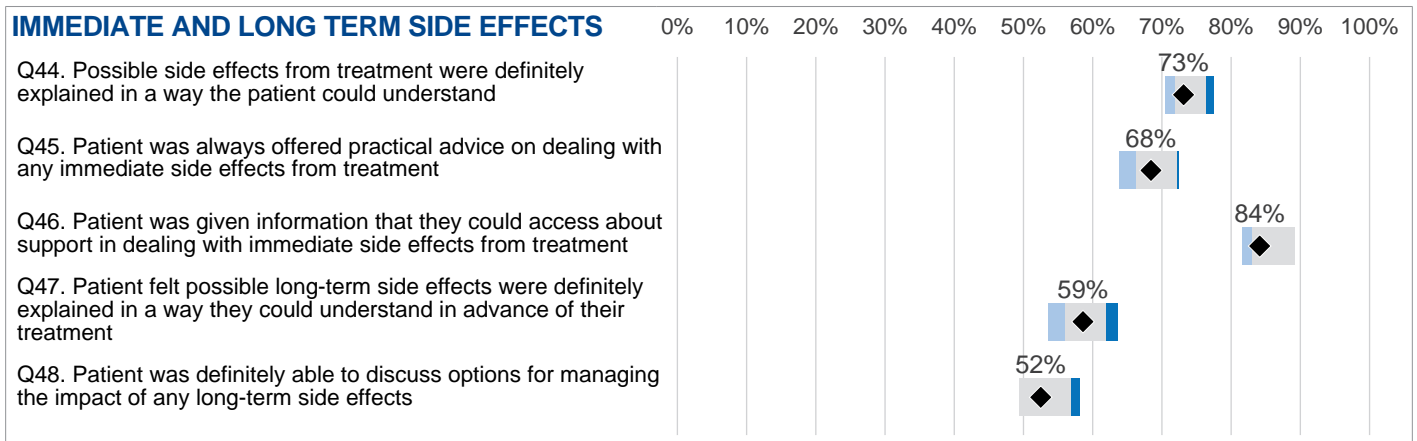
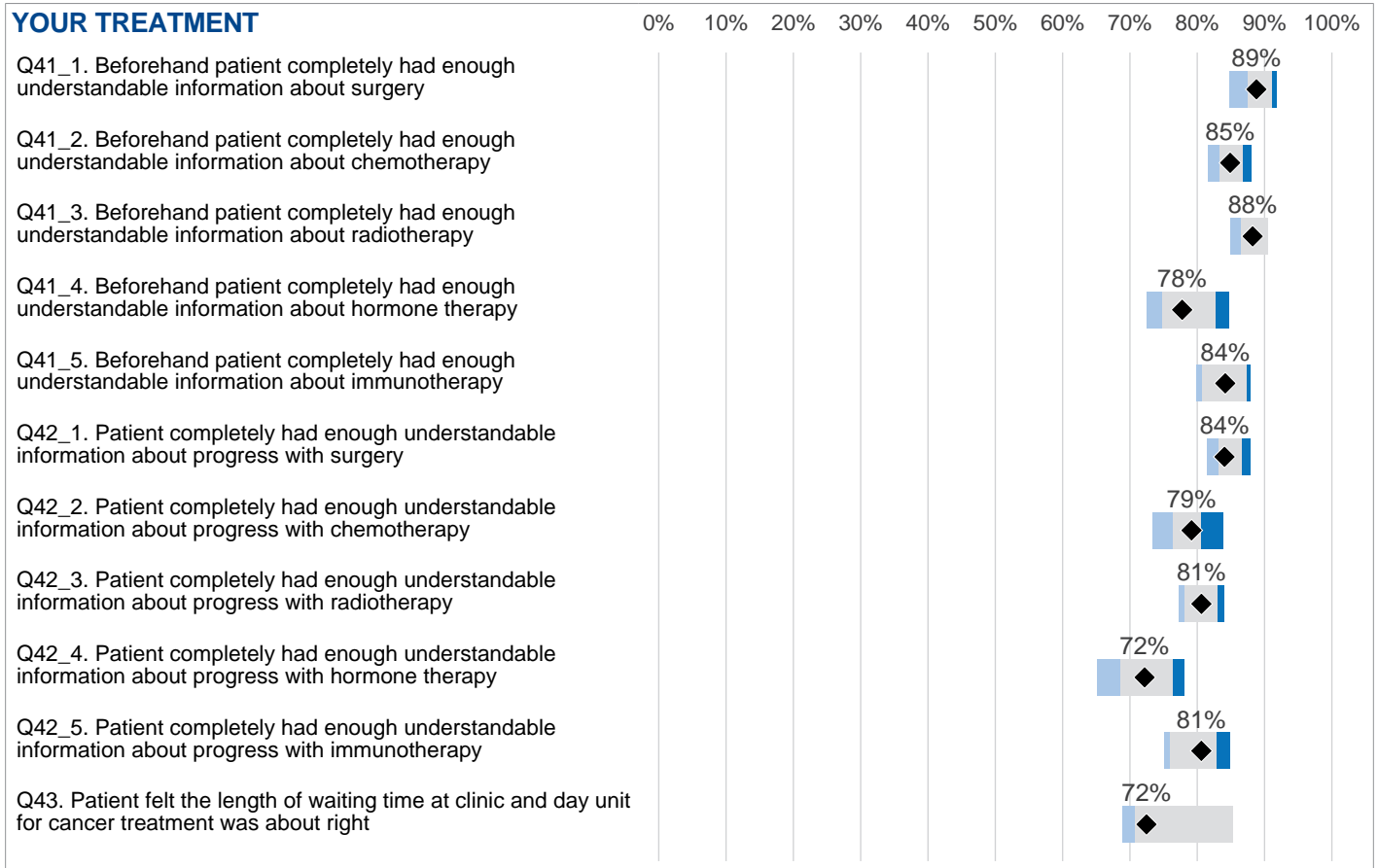
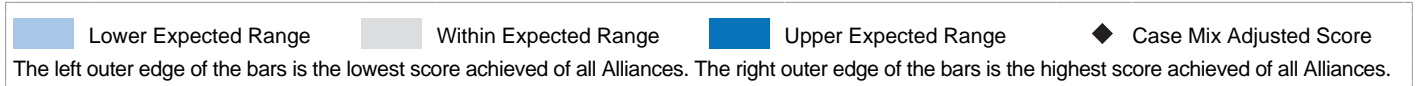
Expected Range Charts



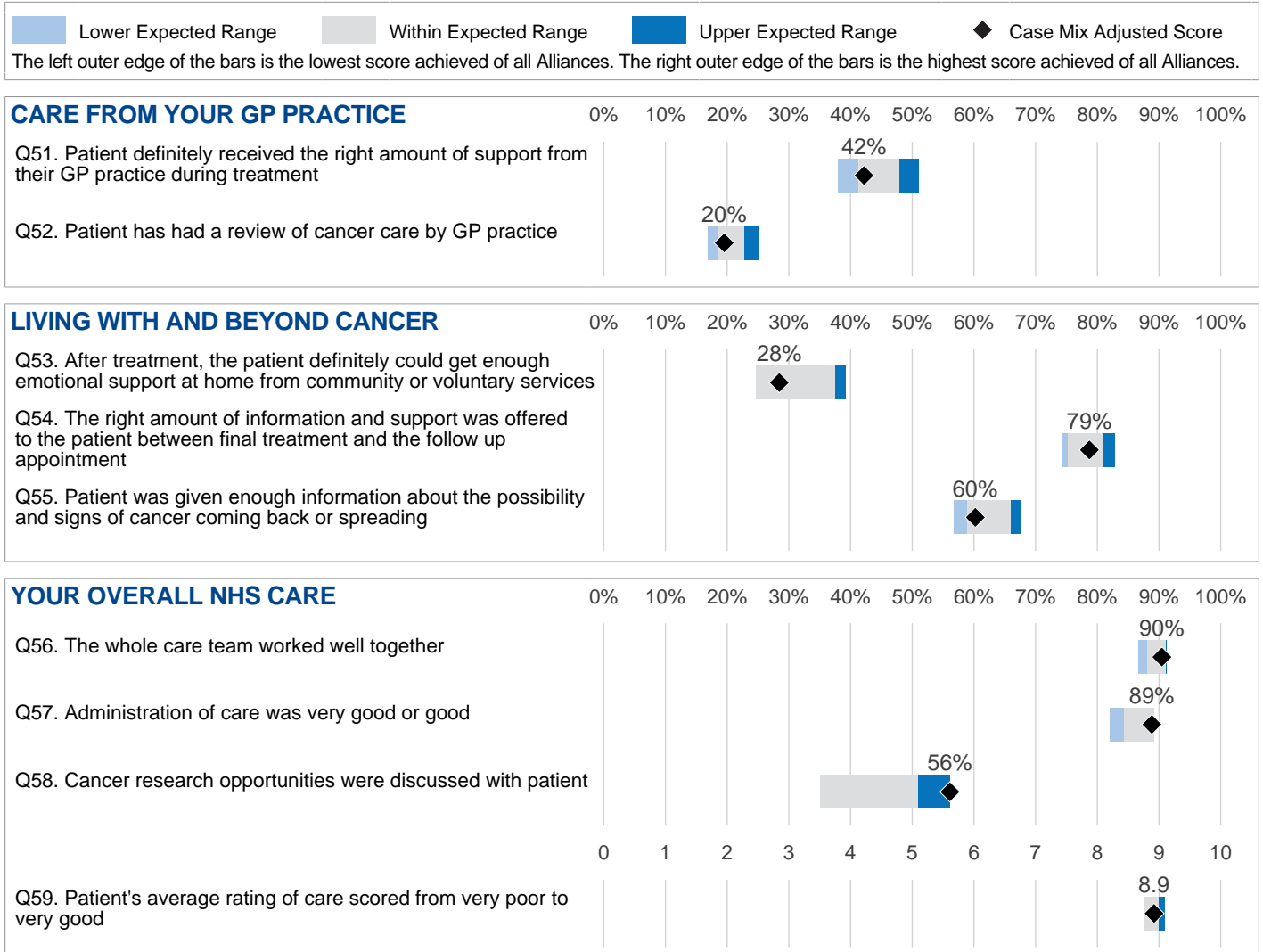
Expected Range Charts






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.	 Adjusted Score below Lower Expected Range
** No score available for 2021.		 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	1426	72%	1496	73%		75%	76%	80%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1954	61%	1999	63%		63%	62%	69%	65%

DIAGNOSTIC TESTS	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	2384	93%	2495	91%		91%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	2517	81%	2621	81%		83%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	2515	82%	2634	80%		81%	77%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	2531	77%	2636	75%		77%	77%	80%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	2534	94%	2645	94%		94%	94%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	2845	69%	2930	74%	▲	74%	74%	78%	76%
Q13. Patient was definitely told sensitively that they had cancer	3031	73%	3168	74%		74%	71%	76%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	3059	76%	3202	76%		77%	75%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	3025	85%	3174	86%		86%	84%	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	2643	83%	2772	82%		82%	82%	85%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q17. Patient had a main point of contact within the care team	2951	93%	3083	91%		91%	90%	93%	92%
Q18. Patient found it very or quite easy to contact their main contact person	2571	81%	2593	80%		82%	80%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	2635	95%	2672	95%		95%	94%	96%	95%

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

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	2871	80%	3005	79%		80%	80%	84%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	3023	76%	3155	76%		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	2374	73%	2522	79%	▲	80%	78%	82%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	1625	55%	1679	54%		53%	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	2741	71%	2855	71%		72%	68%	74%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	1704	93%	1722	93%		93%	92%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1351	99%	1361	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	2547	90%	2644	90%		90%	88%	92%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	3020	75%	3169	74%		75%	72%	79%	75%
Q29. Patient was offered information about how to get financial help or benefits	1606	67%	1690	64%		64%	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	1337	81%	1370	79%		80%	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	1019	63%	1052	69%	▲	69%	63%	69%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1310	72%	1339	70%		70%	67%	72%	69%
Q34. Patient was always able to get help from ward staff when needed	1313	77%	1345	77%		77%	67%	78%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	1279	65%	1307	65%		67%	60%	68%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	1205	84%	1188	85%		87%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	1330	88%	1365	89%		89%	85%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1302	88%	1326	88%		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	2758	74%	2840	75%		76%	75%	82%	78%

Comparability tables

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** No score available for 2021.

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




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

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	1487	89%	1572	88%		89%	88%	91%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1583	84%	1582	85%		85%	83%	87%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	861	86%	975	88%		88%	86%	90%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	514	79%	553	78%		78%	75%	83%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	491	81%	519	84%		84%	81%	87%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	1465	85%	1557	83%		84%	83%	87%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	1563	79%	1580	79%		79%	76%	81%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	852	78%	964	80%		81%	78%	83%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	508	71%	548	72%		72%	69%	76%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	490	79%	514	80%		81%	76%	83%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	2997	72%	3131	71%		72%	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	2942	73%	3053	73%		73%	72%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	2788	68%	2894	67%		68%	66%	72%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	2193	84%	2323	83%		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	2766	59%	2887	59%		59%	56%	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	2401	50%	2490	52%		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	1889	55%	2009	58%		58%	55%	61%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	1193	46%	1275	46%		47%	45%	57%	51%

Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	▲ or ▼	Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.		Adjusted Score below Lower Expected Range
** No score available for 2021.				Adjusted Score between Upper and Lower Expected Ranges
				Adjusted Score above Upper Expected Range

CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	1655	43%	1805	43%		42%	41%	48%	45%
Q52. Patient has had a review of cancer care by GP practice	2871	20%	3008	21%		20%	18%	23%	21%

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	666	28%	767	28%		28%	25%	38%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1316	77%	1427	77%		79%	75%	81%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	2402	62%	2530	59%		60%	59%	66%	62%

YOUR OVERALL NHS CARE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q56. The whole care team worked well together	2901	91%	3003	90%		90%	88%	91%	90%
Q57. Administration of care was very good or good	3022	88%	3142	89%		89%	84%	89%	87%
Q58. Cancer research opportunities were discussed with patient	1945	58%	2021	57%		56%	35%	51%	43%
Q59. Patient's average rating of care scored from very poor to very good	2935	8.9	3062	8.8		8.9	8.8	9.0	8.9

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	90%	75%	65%	56%	62%	68%	73%	40%	84%	56%	74%	69%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	73%	59%	61%	53%	63%	48%	72%	62%	71%	45%	58%	62%	63%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	90%	92%	89%	91%	90%	93%	92%	90%	93%	92%	91%	91%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	91%	80%	80%	81%	78%	78%	82%	86%	80%	84%	79%	83%	82%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	55%	77%	86%	81%	81%	74%	85%	82%	75%	81%	74%	84%	80%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	50%	75%	79%	79%	73%	70%	78%	79%	76%	76%	72%	74%	75%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	96%	94%	94%	90%	93%	94%	96%	90%	98%	89%	91%	94%	94%

	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	58%	80%	81%	69%	76%	62%	77%	73%	71%	53%	73%	64%	72%	74%
Q13. Patient was definitely told sensitively that they had cancer	46%	79%	76%	70%	73%	66%	77%	73%	81%	72%	64%	68%	71%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	54%	78%	81%	75%	69%	74%	73%	81%	89%	71%	70%	80%	72%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	75%	89%	83%	82%	85%	82%	87%	90%	92%	80%	82%	82%	85%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	*	87%	84%	81%	78%	81%	83%	90%	79%	80%	69%	72%	79%	82%

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%	93%	96%	90%	93%	84%	90%	91%	88%	93%	91%	86%	87%	91%
Q18. Patient found it very or quite easy to contact their main contact person	75%	78%	81%	80%	83%	86%	79%	82%	80%	83%	76%	81%	79%	80%
Q19. Patient found advice from main contact person was very or quite helpful	92%	93%	95%	95%	96%	97%	96%	97%	95%	91%	95%	97%	94%	95%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q20. Treatment options were explained in a way the patient could completely understand	69%	79%	82%	84%	79%	82%	76%	80%	88%	78%	74%	80%	76%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	46%	77%	74%	70%	74%	70%	80%	81%	67%	85%	72%	80%	75%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	77%	79%	81%	78%	86%	84%	85%	83%	81%	76%	73%	75%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	54%	51%	48%	55%	58%	58%	64%	36%	38%	53%	53%	52%	54%

	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	38%	74%	75%	67%	69%	77%	75%	73%	67%	79%	58%	66%	67%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	95%	91%	96%	100%	98%	93%	93%	92%	92%	94%	91%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	99%	100%	98%	100%	99%	96%	100%	100%	100%	100%	100%	99%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	82%	92%	94%	84%	88%	89%	92%	91%	76%	92%	84%	90%	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	54%	72%	78%	69%	76%	79%	75%	74%	85%	79%	71%	78%	73%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	68%	67%	54%	66%	55%	73%	56%	50%	65%	54%	52%	66%	64%

Tumour type tables

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

	Tumour Type													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	73%	73%	81%	82%	75%	88%	81%	83%	94%	87%	79%	81%	80%	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	36%	60%	73%	70%	72%	77%	71%	72%	85%	60%	71%	67%	65%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	68%	71%	67%	67%	77%	66%	73%	71%	86%	68%	71%	69%	70%
Q34. Patient was always able to get help from ward staff when needed	82%	71%	78%	77%	74%	89%	81%	76%	82%	79%	79%	78%	75%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	55%	60%	71%	66%	62%	72%	68%	69%	76%	67%	74%	61%	60%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	*	84%	88%	85%	81%	93%	88%	91%	100%	93%	84%	83%	83%	85%
Q37. Patient was always treated with respect and dignity while in hospital	82%	84%	93%	92%	86%	95%	89%	89%	100%	93%	94%	87%	86%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	82%	88%	89%	83%	89%	86%	86%	92%	82%	93%	88%	90%	88%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	73%	75%	70%	77%	79%	74%	78%	79%	74%	75%	78%	73%	75%

	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	80%	90%	89%	87%	85%	87%	86%	91%	87%	79%	90%	91%	80%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	45%	82%	86%	87%	87%	85%	87%	85%	92%	*	82%	79%	86%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	50%	90%	87%	91%	87%	94%	86%	91%	*	*	78%	74%	85%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	78%	*	*	*	*	*	78%	*	*	*	*	72%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	76%	83%	100%	85%	*	79%	*	*	89%	84%	94%	83%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	85%	84%	81%	85%	92%	79%	84%	93%	81%	83%	83%	77%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	50%	78%	79%	79%	79%	85%	80%	73%	100%	*	73%	79%	81%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	82%	78%	86%	79%	90%	70%	81%	*	*	64%	70%	82%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	69%	*	*	*	*	*	73%	*	*	*	*	72%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	71%	88%	82%	82%	*	79%	*	*	85%	81%	87%	80%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	50%	67%	78%	68%	68%	73%	78%	80%	81%	73%	62%	72%	66%	71%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	54%	72%	75%	73%	72%	82%	71%	74%	73%	73%	69%	72%	71%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	62%	67%	64%	68%	67%	78%	69%	66%	77%	75%	59%	70%	70%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	73%	83%	83%	82%	82%	88%	85%	83%	75%	90%	78%	82%	87%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	62%	58%	61%	54%	56%	62%	58%	68%	68%	60%	58%	59%	54%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	18%	49%	54%	50%	52%	65%	55%	55%	61%	56%	46%	54%	49%	52%

	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	*	53%	60%	59%	60%	78%	63%	58%	71%	54%	56%	55%	57%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	41%	49%	42%	46%	61%	51%	52%	59%	64%	41%	46%	45%	46%

	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	*	44%	45%	40%	42%	32%	32%	47%	65%	57%	34%	39%	43%	43%
Q52. Patient has had a review of cancer care by GP practice	50%	22%	24%	18%	16%	24%	22%	22%	25%	27%	22%	18%	20%	21%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	22%	31%	22%	25%	41%	40%	32%	*	*	24%	26%	29%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	73%	77%	77%	80%	84%	75%	78%	93%	94%	75%	81%	73%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	54%	60%	59%	67%	62%	64%	55%	71%	69%	50%	61%	60%	59%

	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	83%	90%	91%	86%	90%	91%	93%	93%	96%	91%	86%	91%	89%	90%
Q57. Administration of care was very good or good	85%	88%	90%	88%	92%	94%	90%	88%	89%	91%	85%	89%	87%	89%
Q58. Cancer research opportunities were discussed with patient	60%	54%	48%	73%	56%	46%	54%	59%	67%	44%	64%	49%	66%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.2	8.8	8.9	8.8	9.0	9.0	9.0	8.7	9.1	9.0	8.6	8.9	8.8	8.8

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	64%	74%	78%	64%	73%	79%	76%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	65%	71%	68%	66%	63%	59%	53%	63%

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	82%	88%	91%	91%	94%	90%	88%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	73%	73%	78%	83%	83%	81%	80%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	66%	67%	69%	77%	83%	85%	90%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	57%	64%	71%	75%	78%	77%	72%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	83%	90%	92%	93%	95%	95%	93%	94%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	69%	59%	67%	73%	76%	75%	76%	73%	74%
Q13. Patient was definitely told sensitively that they had cancer	46%	65%	63%	68%	74%	75%	77%	74%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	86%	65%	64%	70%	77%	77%	76%	80%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	79%	76%	82%	85%	86%	88%	91%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	100%	79%	83%	85%	82%	84%	80%	75%	82%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	86%	88%	91%	91%	92%	92%	91%	87%	91%
Q18. Patient found it very or quite easy to contact their main contact person	91%	83%	71%	75%	79%	82%	82%	85%	80%
Q19. Patient found advice from main contact person was very or quite helpful	91%	89%	90%	91%	95%	97%	96%	93%	95%

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	67%	72%	76%	78%	81%	79%	79%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	62%	71%	63%	72%	77%	78%	78%	76%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	68%	63%	76%	78%	80%	81%	83%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	30%	52%	49%	57%	58%	54%	52%	49%	54%

Age group tables

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

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	75%	55%	68%	68%	72%	73%	70%	65%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	86%	95%	87%	92%	93%	94%	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	88%	99%	99%	99%	98%	100%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	90%	80%	89%	89%	90%	91%	90%	85%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	54%	50%	63%	69%	75%	76%	77%	76%	74%
Q29. Patient was offered information about how to get financial help or benefits	91%	55%	65%	67%	68%	63%	58%	47%	64%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	71%	70%	77%	78%	83%	82%	72%	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	*	69%	55%	70%	66%	72%	71%	63%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	71%	59%	65%	69%	71%	72%	77%	70%
Q34. Patient was always able to get help from ward staff when needed	*	76%	69%	81%	72%	79%	80%	73%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	71%	60%	68%	63%	68%	65%	58%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	*	87%	82%	86%	81%	88%	89%	83%	85%
Q37. Patient was always treated with respect and dignity while in hospital	*	94%	81%	86%	89%	88%	92%	86%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	94%	83%	87%	89%	91%	88%	75%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	67%	65%	65%	71%	73%	76%	78%	77%	75%

Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	80%	85%	86%	89%	91%	88%	78%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	73%	78%	86%	86%	84%	84%	89%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	83%	90%	90%	90%	83%	82%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	71%	76%	80%	79%	78%	*	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	90%	92%	80%	82%	87%	86%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	65%	76%	84%	85%	86%	82%	74%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	73%	76%	78%	81%	81%	77%	75%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	76%	80%	85%	81%	76%	77%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	57%	67%	75%	74%	74%	90%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	71%	81%	71%	82%	86%	95%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	42%	48%	60%	61%	68%	75%	74%	73%	71%

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	77%	68%	70%	76%	73%	75%	69%	66%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	75%	53%	65%	66%	68%	69%	66%	69%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	62%	80%	86%	83%	85%	83%	77%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	75%	47%	52%	61%	62%	59%	58%	47%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	33%	41%	43%	49%	53%	52%	53%	53%	52%

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	67%	42%	48%	47%	58%	60%	61%	63%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	64%	38%	36%	39%	45%	45%	54%	54%	46%

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	*	35%	39%	46%	43%	41%	45%	46%	43%
Q52. Patient has had a review of cancer care by GP practice	*	15%	21%	22%	23%	21%	18%	23%	21%

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	14%	29%	25%	26%	26%	28%	44%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	63%	73%	65%	80%	78%	83%	67%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	41%	47%	53%	61%	60%	64%	57%	59%

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	92%	79%	89%	90%	89%	90%	92%	93%	90%
Q57. Administration of care was very good or good	100%	74%	87%	88%	89%	89%	89%	90%	89%
Q58. Cancer research opportunities were discussed with patient	*	26%	62%	57%	58%	59%	57%	35%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.2	7.9	8.6	8.7	8.7	8.9	9.0	8.7	8.8

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
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	74%	70%	*	*	*	77%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	60%	*	*	*	71%	63%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	90%	93%	*	*	*	86%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	82%	*	*	*	87%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	82%	*	*	*	86%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	76%	*	*	*	82%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	93%	*	*	*	93%	94%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	75%	74%	*	*	*	69%	74%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	*	*	*	72%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	78%	*	*	*	75%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	85%	*	*	*	85%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	84%	*	*	*	75%	82%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	92%	91%	*	*	*	87%	91%
Q18. Patient found it very or quite easy to contact their main contact person	79%	82%	*	*	*	85%	80%
Q19. Patient found advice from main contact person was very or quite helpful	94%	97%	*	*	*	97%	95%

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	78%	80%	*	*	*	75%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	78%	*	*	*	74%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	80%	*	*	*	83%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	52%	58%	*	*	*	55%	54%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	71%	*	*	*	75%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	95%	*	*	*	91%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	*	*	*	98%	99%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	92%	*	*	*	84%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	79%	*	*	*	77%	74%
Q29. Patient was offered information about how to get financial help or benefits	65%	62%	*	*	*	62%	64%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	83%	*	*	*	78%	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	65%	73%	*	*	*	64%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	72%	*	*	*	75%	70%
Q34. Patient was always able to get help from ward staff when needed	72%	82%	*	*	*	77%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	70%	*	*	*	61%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	88%	*	*	*	81%	85%
Q37. Patient was always treated with respect and dignity while in hospital	87%	91%	*	*	*	88%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	89%	*	*	*	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	78%	*	*	*	76%	75%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	89%	*	*	*	87%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	86%	*	*	*	85%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	88%	*	*	*	88%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	80%	*	*	*	86%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	88%	*	*	*	84%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	84%	*	*	*	87%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	79%	80%	*	*	*	71%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	79%	*	*	*	79%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	69%	77%	*	*	*	80%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	75%	86%	*	*	*	74%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	76%	*	*	*	74%	71%

Male/Female/Non-binary/Other tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	74%	*	*	*	68%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	69%	*	*	*	63%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	85%	*	*	*	75%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	65%	*	*	*	61%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	55%	*	*	*	53%	52%

SUPPORT WHILE AT HOME							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	54%	63%	*	*	*	54%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	51%	*	*	*	42%	46%

CARE FROM YOUR GP PRACTICE							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	41%	44%	*	*	*	49%	43%
Q52. Patient has had a review of cancer care by GP practice	21%	21%	*	*	*	27%	21%

LIVING WITH AND BEYOND CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	34%	*	*	*	8%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	82%	*	*	*	75%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	56%	63%	*	*	*	60%	59%

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	88%	93%	*	*	*	93%	90%
Q57. Administration of care was very good or good	88%	90%	*	*	*	92%	89%
Q58. Cancer research opportunities were discussed with patient	57%	58%	*	*	*	56%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	*	*	*	8.9	8.8

Ethnicity tables

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	62%	63%	61%	47%	72%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	53%	54%	55%	58%	67%	63%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	92%	91%	92%	88%	88%	89%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	80%	76%	78%	73%	82%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	78%	72%	79%	75%	86%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	63%	70%	67%	67%	80%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	85%	92%	94%	91%	93%	94%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	73%	81%	81%	73%	86%	73%	74%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	73%	75%	67%	71%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	70%	73%	70%	80%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	90%	86%	84%	92%	86%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	82%	86%	79%	84%	79%	82%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	91%	92%	93%	91%	92%	91%	91%
Q18. Patient found it very or quite easy to contact their main contact person	82%	78%	74%	72%	65%	83%	80%
Q19. Patient found advice from main contact person was very or quite helpful	95%	97%	95%	93%	98%	96%	95%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	80%	77%	77%	72%	76%	79%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	78%	74%	64%	77%	76%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	75%	78%	80%	68%	80%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	51%	62%	58%	58%	56%	59%	54%

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	71%	73%	69%	68%	77%	73%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	90%	95%	88%	86%	93%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	98%	99%	100%	98%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	95%	89%	88%	88%	87%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	76%	71%	67%	68%	79%	74%
Q29. Patient was offered information about how to get financial help or benefits	64%	73%	57%	65%	62%	63%	64%

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	80%	76%	80%	71%	81%	78%	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	68%	64%	69%	68%	75%	71%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	62%	68%	68%	63%	76%	70%
Q34. Patient was always able to get help from ward staff when needed	77%	76%	75%	76%	81%	79%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	70%	63%	60%	78%	59%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	78%	78%	80%	86%	83%	85%
Q37. Patient was always treated with respect and dignity while in hospital	90%	87%	84%	86%	87%	88%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	80%	89%	87%	94%	90%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	74%	68%	72%	68%	74%	75%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	96%	88%	85%	82%	88%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	82%	89%	78%	83%	89%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	82%	88%	92%	89%	92%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	60%	80%	76%	82%	84%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	93%	79%	77%	*	86%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	85%	84%	81%	76%	87%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	78%	79%	82%	78%	83%	80%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	76%	82%	86%	84%	83%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	73%	53%	64%	71%	60%	81%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	81%	73%	82%	77%	*	78%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	71%	65%	65%	72%	63%	74%	71%

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%	74%	68%	72%	74%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	63%	65%	61%	68%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	82%	83%	76%	81%	82%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	57%	61%	61%	69%	67%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	49%	52%	50%	57%	59%	52%

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%	59%	64%	56%	68%	61%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	48%	47%	35%	45%	49%	46%

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	42%	45%	42%	44%	42%	51%	43%
Q52. Patient has had a review of cancer care by GP practice	19%	24%	28%	25%	23%	28%	21%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	33%	29%	26%	6%	23%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	75%	76%	61%	59%	81%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	55%	55%	53%	58%	64%	59%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	90%	89%	91%	90%	81%	92%	90%
Q57. Administration of care was very good or good	88%	93%	90%	92%	85%	92%	89%
Q58. Cancer research opportunities were discussed with patient	55%	55%	64%	63%	56%	60%	57%
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.9	8.5	8.6	8.3	8.7	8.8

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	69%	65%	74%	73%	78%	*	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	56%	67%	61%	66%	*	63%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	89%	89%	91%	92%	93%	*	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	79%	80%	83%	83%	*	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	79%	79%	80%	83%	*	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	72%	75%	80%	75%	*	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	93%	93%	94%	96%	*	94%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	78%	75%	73%	71%	*	74%
Q13. Patient was definitely told sensitively that they had cancer	76%	76%	73%	74%	71%	*	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	76%	74%	77%	74%	*	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	85%	87%	86%	84%	*	86%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	82%	81%	83%	82%	*	82%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	91%	92%	91%	91%	92%	*	91%
Q18. Patient found it very or quite easy to contact their main contact person	76%	78%	81%	82%	81%	*	80%
Q19. Patient found advice from main contact person was very or quite helpful	97%	95%	95%	95%	94%	*	95%

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	81%	79%	78%	80%	79%	*	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	75%	75%	78%	76%	*	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	80%	76%	79%	79%	*	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	62%	58%	56%	48%	51%	*	54%

	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	73%	72%	69%	71%	70%	*	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	93%	92%	92%	92%	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	99%	98%	100%	*	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	90%	90%	88%	92%	89%	*	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	76%	72%	75%	73%	*	74%
Q29. Patient was offered information about how to get financial help or benefits	65%	65%	62%	62%	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	87%	79%	74%	81%	81%	*	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	78%	71%	63%	68%	68%	*	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	76%	70%	67%	71%	67%	*	70%
Q34. Patient was always able to get help from ward staff when needed	84%	77%	75%	77%	75%	*	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	72%	66%	61%	68%	63%	*	65%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	85%	81%	86%	88%	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	91%	89%	86%	88%	91%	*	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	87%	87%	89%	91%	*	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	75%	72%	76%	75%	*	75%

IMD quintile tables

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

YOUR TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	92%	88%	86%	88%	89%	*	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	90%	88%	82%	84%	82%	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	93%	88%	87%	88%	87%	*	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	81%	80%	75%	81%	75%	*	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	79%	80%	82%	85%	89%	*	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	87%	83%	82%	84%	84%	*	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	83%	82%	79%	77%	77%	*	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	89%	81%	78%	78%	81%	*	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	71%	77%	68%	72%	73%	*	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	76%	78%	82%	79%	83%	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	70%	71%	68%	72%	71%	*	71%

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	74%	71%	75%	71%	*	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	68%	65%	70%	66%	*	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	81%	84%	83%	84%	*	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	71%	60%	57%	58%	56%	*	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	61%	51%	49%	51%	52%	*	52%

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	65%	60%	54%	58%	56%	*	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	47%	43%	48%	50%	*	46%

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	45%	43%	39%	46%	43%	*	43%
Q52. Patient has had a review of cancer care by GP practice	25%	23%	18%	21%	21%	*	21%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	31%	29%	24%	30%	27%	*	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	74%	75%	81%	79%	*	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	58%	59%	58%	61%	*	59%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	93%	89%	90%	91%	91%	*	90%
Q57. Administration of care was very good or good	93%	90%	87%	89%	89%	*	89%
Q58. Cancer research opportunities were discussed with patient	64%	59%	54%	59%	55%	*	57%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.7	8.8	8.8	9.0	*	8.8

Long term condition status tables

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

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	71%	75%	76%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	64%	72%	63%

	Long term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	90%	93%	87%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	83%	83%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	79%	84%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	77%	78%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	95%	93%	94%

	Long term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	74%	76%	72%	74%
Q13. Patient was definitely told sensitively that they had cancer	74%	73%	73%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	76%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	85%	85%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	86%	79%	82%

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	90%	93%	91%	91%
Q18. Patient found it very or quite easy to contact their main contact person	79%	82%	80%	80%
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	95%	95%

	Long term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	78%	81%	79%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	78%	74%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	79%	79%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	53%	56%	58%	54%

Long term condition status tables

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

CARE PLANNING	Long term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	72%	76%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	94%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	98%	99%

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	91%	86%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	76%	77%	74%
Q29. Patient was offered information about how to get financial help or benefits	60%	70%	62%	64%

HOSPITAL CARE	Long term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	77%	83%	77%	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	68%	70%	65%	69%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	71%	76%	70%
Q34. Patient was always able to get help from ward staff when needed	75%	78%	82%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	67%	66%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	86%	83%	85%
Q37. Patient was always treated with respect and dignity while in hospital	87%	90%	92%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	90%	93%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	78%	73%	75%

Long term condition status tables

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

YOUR TREATMENT	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	90%	83%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	86%	88%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	92%	92%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	80%	85%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	83%	89%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	81%	86%	85%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	81%	79%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	82%	85%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	71%	73%	78%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	82%	79%	70%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	70%	70%	75%	71%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	77%	70%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	71%	64%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	88%	80%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	63%	57%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	55%	51%	52%

SUPPORT WHILE AT HOME	Long term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	61%	58%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	50%	51%	46%

CARE FROM YOUR GP PRACTICE	Long term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	40%	47%	46%	43%
Q52. Patient has had a review of cancer care by GP practice	21%	20%	27%	21%

Long term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	31%	23%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	81%	83%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	62%	58%	59%

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	89%	92%	91%	90%
Q57. Administration of care was very good or good	88%	91%	88%	89%
Q58. Cancer research opportunities were discussed with patient	57%	59%	51%	57%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	8.8	8.8

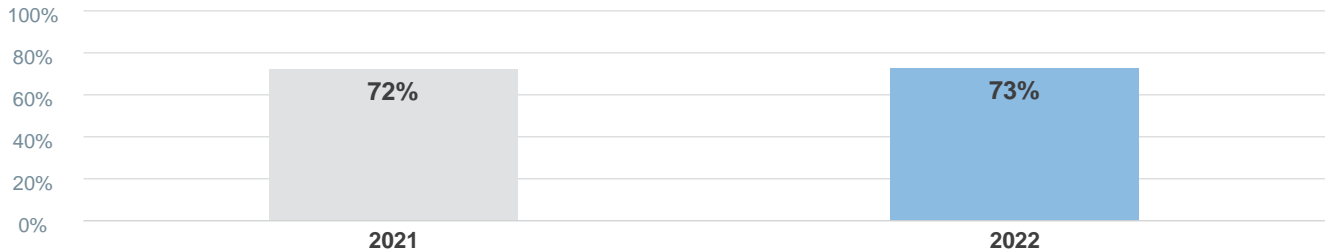
Year on Year Charts

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SUPPORT FROM YOUR GP PRACTICE

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



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

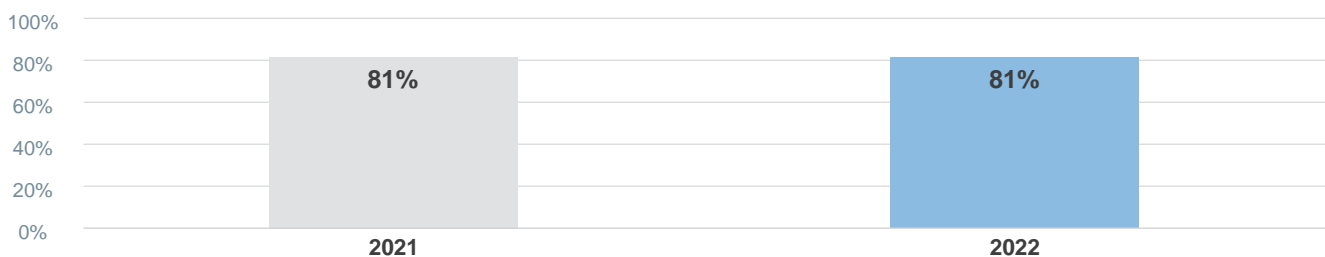


DIAGNOSTIC TESTS

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



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



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



Year on Year Charts

* 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.

The scores are unadjusted and based on England scores only.

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

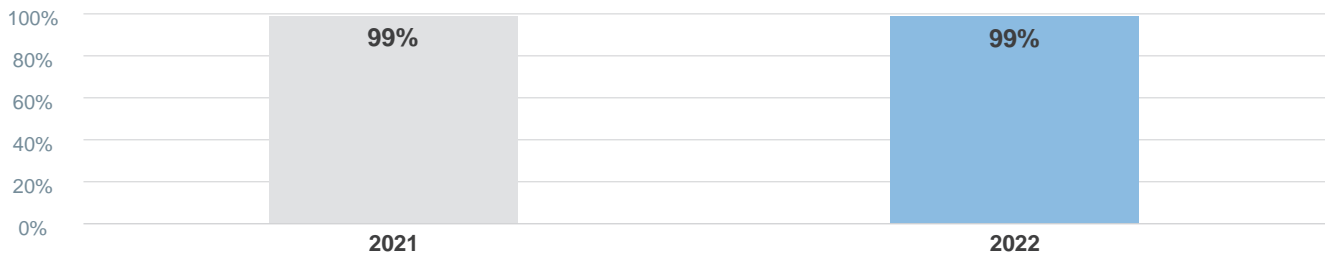
* Indicates where a score is not available due to suppression or a low base size.

The scores are unadjusted and based on England scores only.

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



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

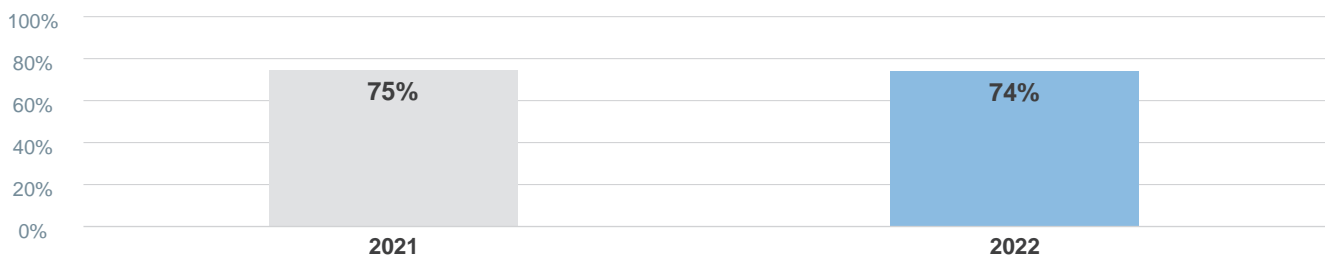


SUPPORT FROM HOSPITAL STAFF

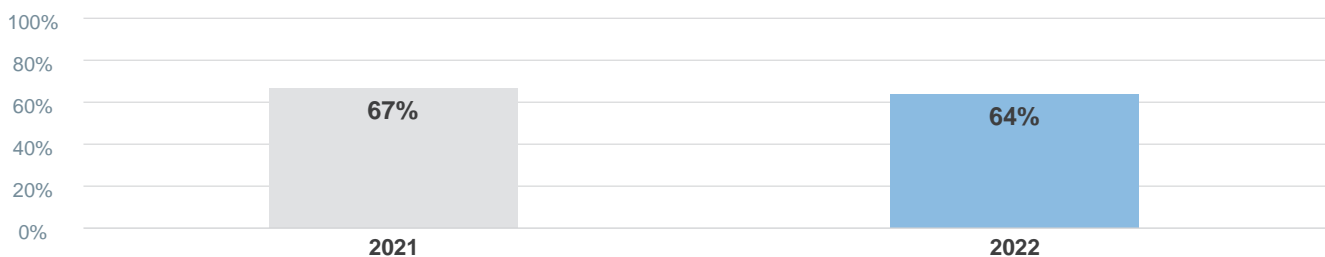
Q27. Staff provided the patient with relevant information on available support



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



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



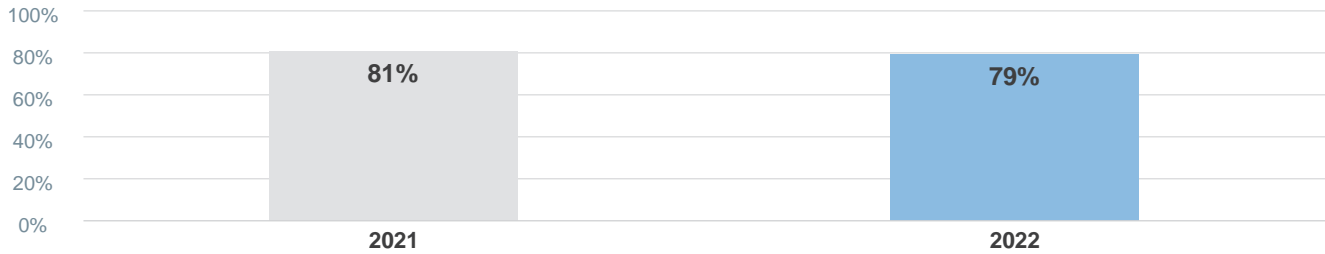
Year on Year Charts

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

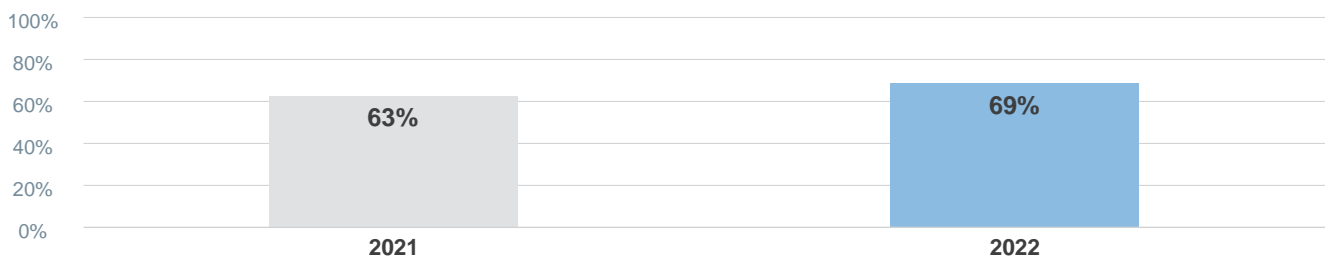
The scores are unadjusted and based on England scores only.

HOSPITAL CARE

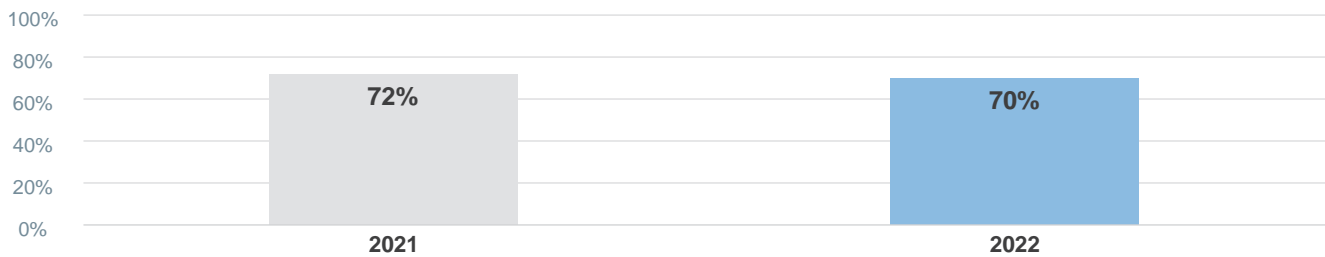
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



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



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



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



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



Year on Year Charts

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

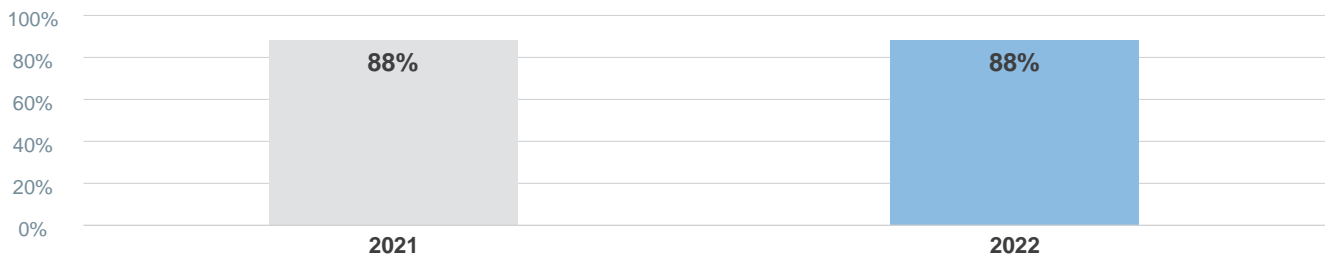
Q36. Hospital staff always did everything they could to help the patient control pain



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



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



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



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on Year Charts

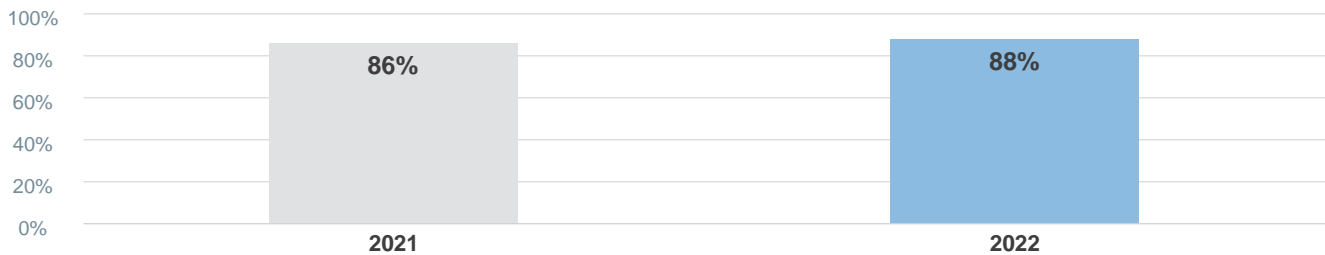
* Indicates where a score is not available due to suppression or a low base size.

The scores are unadjusted and based on England scores only.

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



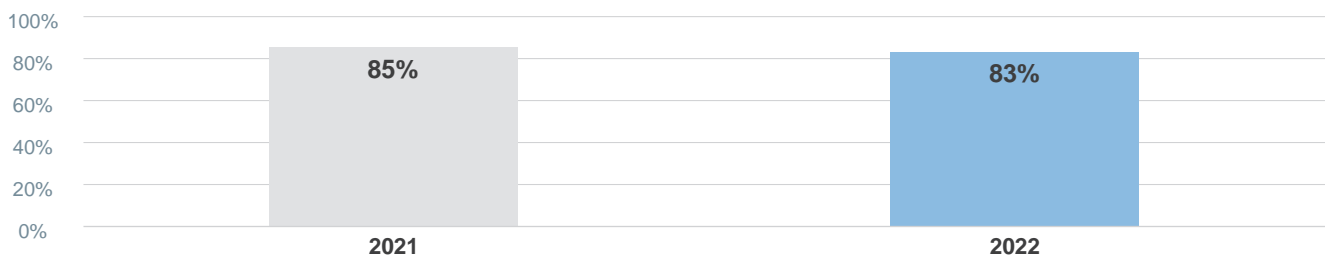
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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



Year on Year Charts

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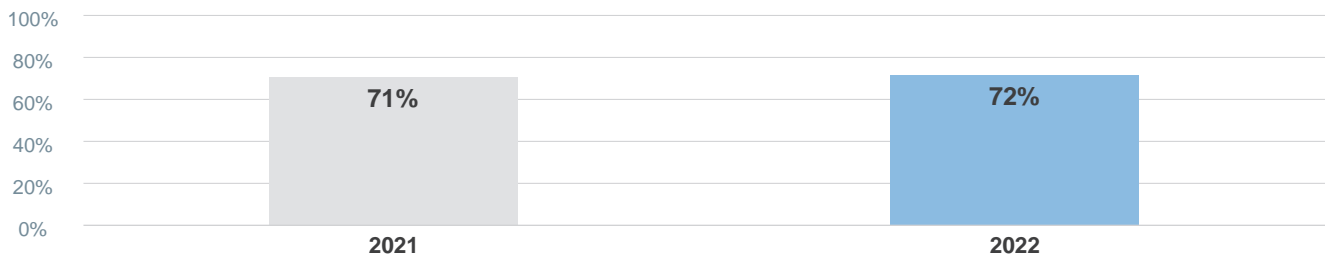
Q42_2. Patient completely had enough understandable information about progress with chemotherapy



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



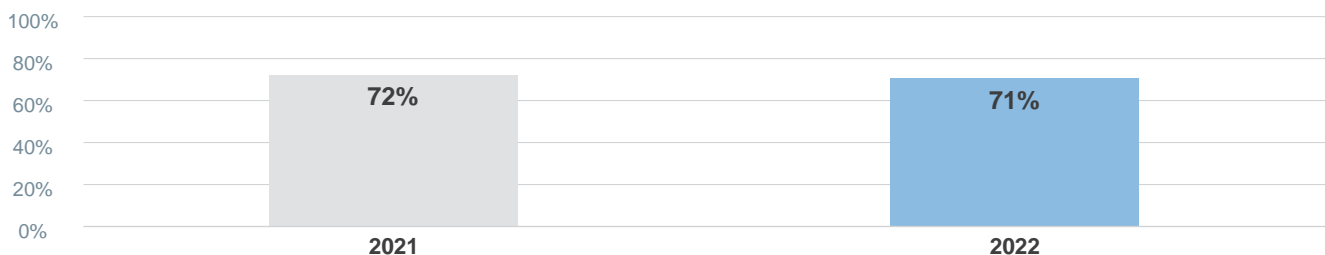
Q42_4. Patient completely had enough understandable information about progress with hormone therapy



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



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



Year on Year Charts

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

The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

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



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



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



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



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



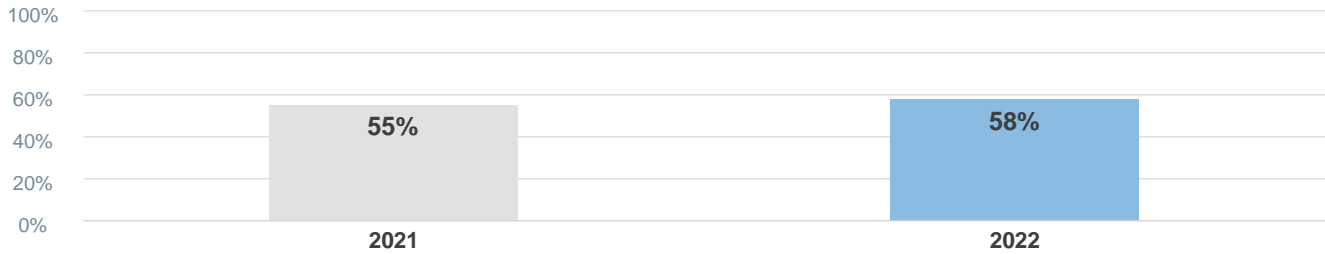
Year on Year Charts

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

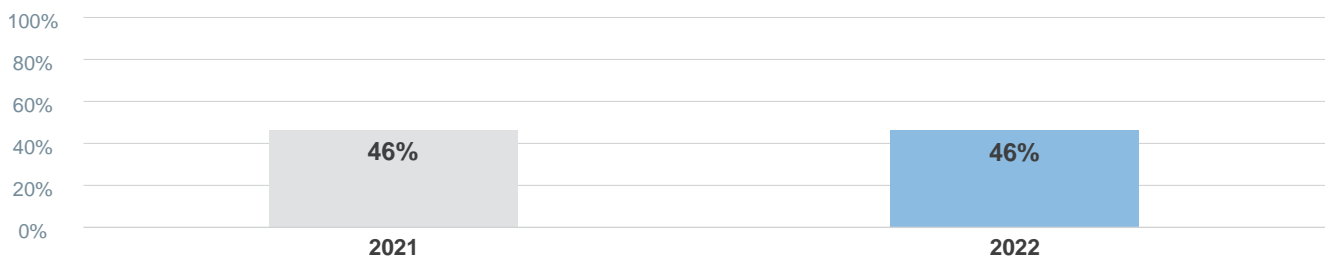
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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



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

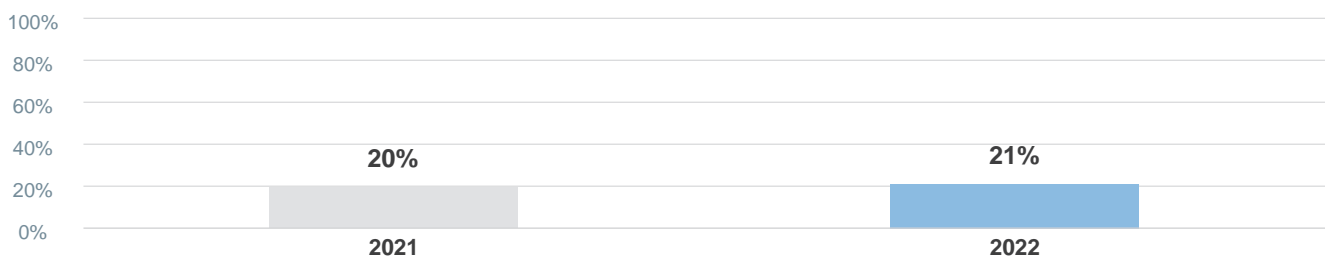


CARE FROM YOUR GP PRACTICE

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



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



LIVING WITH AND BEYOND CANCER

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



Year on Year Charts

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

The scores are unadjusted and based on England scores only.

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



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

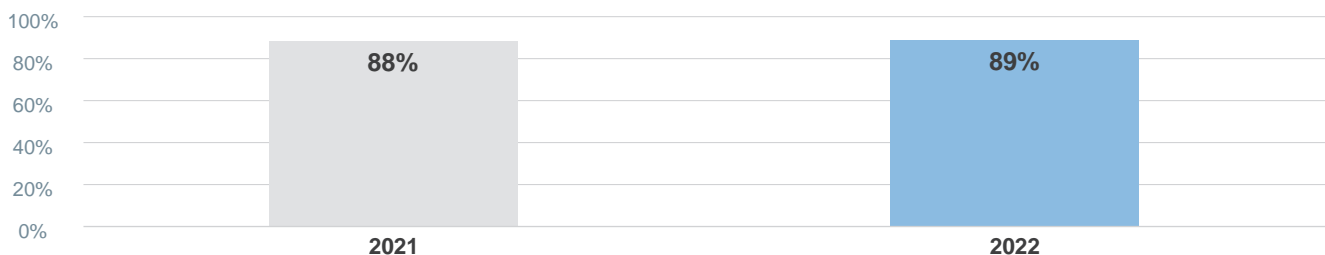


YOUR OVERALL NHS CARE

Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on Year Charts




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

The scores are unadjusted and based on England scores only.

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






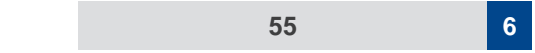
Trust Expected Range Summary

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	
RJ7	St George's University Hospitals NHS Foundation Trust	44	17
RPY	The Royal Marsden NHS Foundation Trust	42	16
RAS	The Hillingdon Hospitals NHS Foundation Trust	52	5
RAX	Kingston Hospital NHS Foundation Trust	57	
RJ6	Croydon Health Services NHS Trust	53	
RVR	Epsom and St Helier University Hospitals NHS Trust	53	2
R1K	London North West University Healthcare NHS Trust	54	2
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	54	
RYJ	Imperial College Healthcare NHS Trust	48	1

ICB Expected Range Summary

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

ICB		Expected Range Classification
QWE	NHS South West London Integrated Care Board	
QRV	NHS North West London Integrated Care Board	