

# **Cancer Patient Experience Survey**

2022 Results

**NHS Bath and North East Somerset,  
Swindon and Wiltshire Integrated  
Care Board**

Published July 2023

## Executive Summary

### Questions Above Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q3. Referral for diagnosis was explained in a way the patient could completely understand	<b>70%</b>	61%	69%	<b>65%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	<b>85%</b>	73%	84%	<b>79%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	<b>82%</b>	67%	78%	<b>72%</b>
Q51. Patient definitely received the right amount of support from their GP practice during treatment	<b>52%</b>	39%	50%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	<b>25%</b>	18%	23%	<b>21%</b>

### Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q17. Patient had a main point of contact within the care team	<b>89%</b>	89%	94%	<b>92%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	<b>60%</b>	60%	69%	<b>64%</b>

## Introduction

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

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

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

## Methodology

### Eligibility, fieldwork and survey methods

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

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

### How Alliance and ICB results are generated

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

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

### Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores allow us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how an ICB 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 ICB. 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 ICB, the results are not shown for that question for that ICB.

For ICBs 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** ICB has a score suppressed. If this happens, we will suppress another ICB's results (both the ICB 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 ICB.

The same rule applies to groups in each subgroup breakdown. For example, if only **one** ICB has the 85+ age group suppressed for Q25 we will need to suppress another ICB'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 ICB scored for each question in the survey compared with national results. It is aimed at helping individual ICBs to understand their performance and identify areas for local and regional 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 ICB.

ICBs 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 ICB performs better than what ICBs 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 ICB's size and demographics.

### Comparability tables

The comparability tables show the 2021 and 2022 unadjusted scores for this ICB 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 ICBs 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.

## **Further information**

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

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

## Response Rate

### Overall Response Rate

1,289 patients responded out of a total of 2,251 patients, resulting in a response rate of 57%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	2,389	2,251	1,289	57%
National	123,632	115,662	61,268	53%

### Respondents by Survey Type

	Number of Respondents
Paper	1,021
Online	266
Phone	2
Translation Service	0
<b>Total</b>	<b>1,289</b>

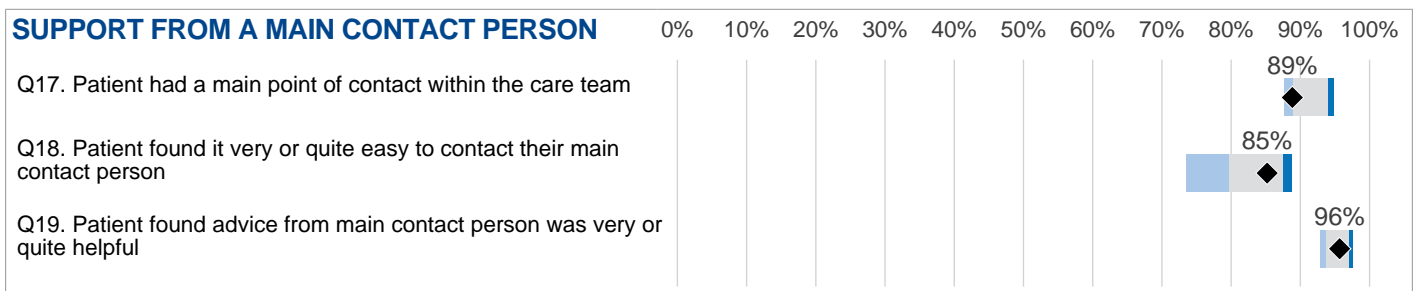
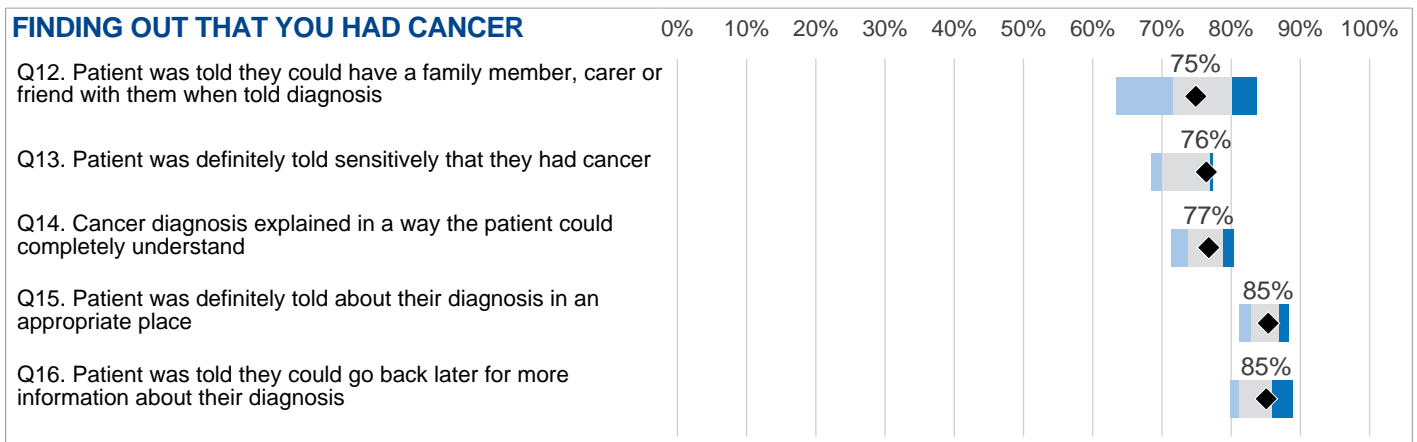
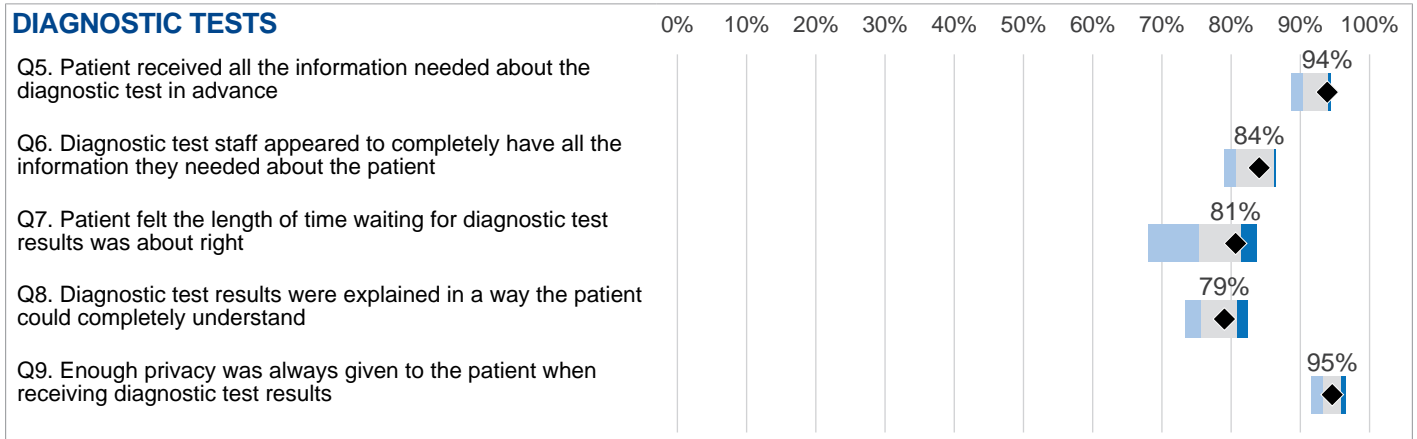
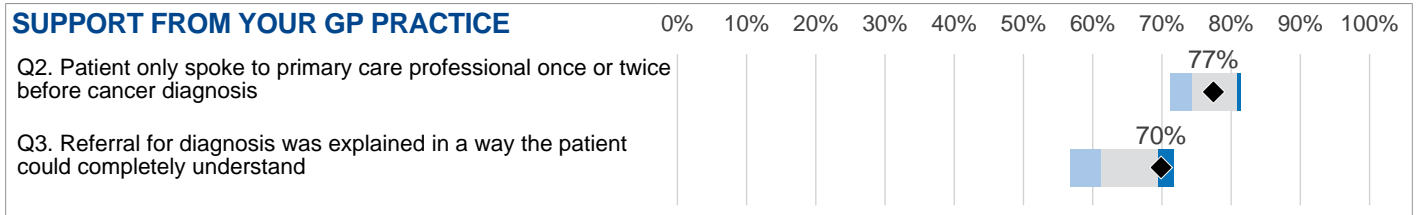
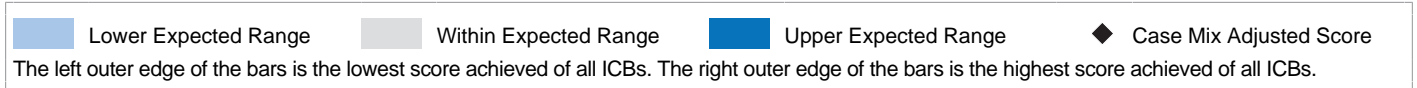
### Respondents by Tumour Group

	Number of Respondents
Brain / CNS	3
Breast	270
Colorectal / LGT	174
Gynaecological	68
Haematological	202
Head and Neck	36
Lung	72
Prostate	127
Sarcoma	8
Skin	37
Upper Gastro	47
Urological	78
Other	167
<b>Total</b>	<b>1,289</b>

Respondents by Ethnicity

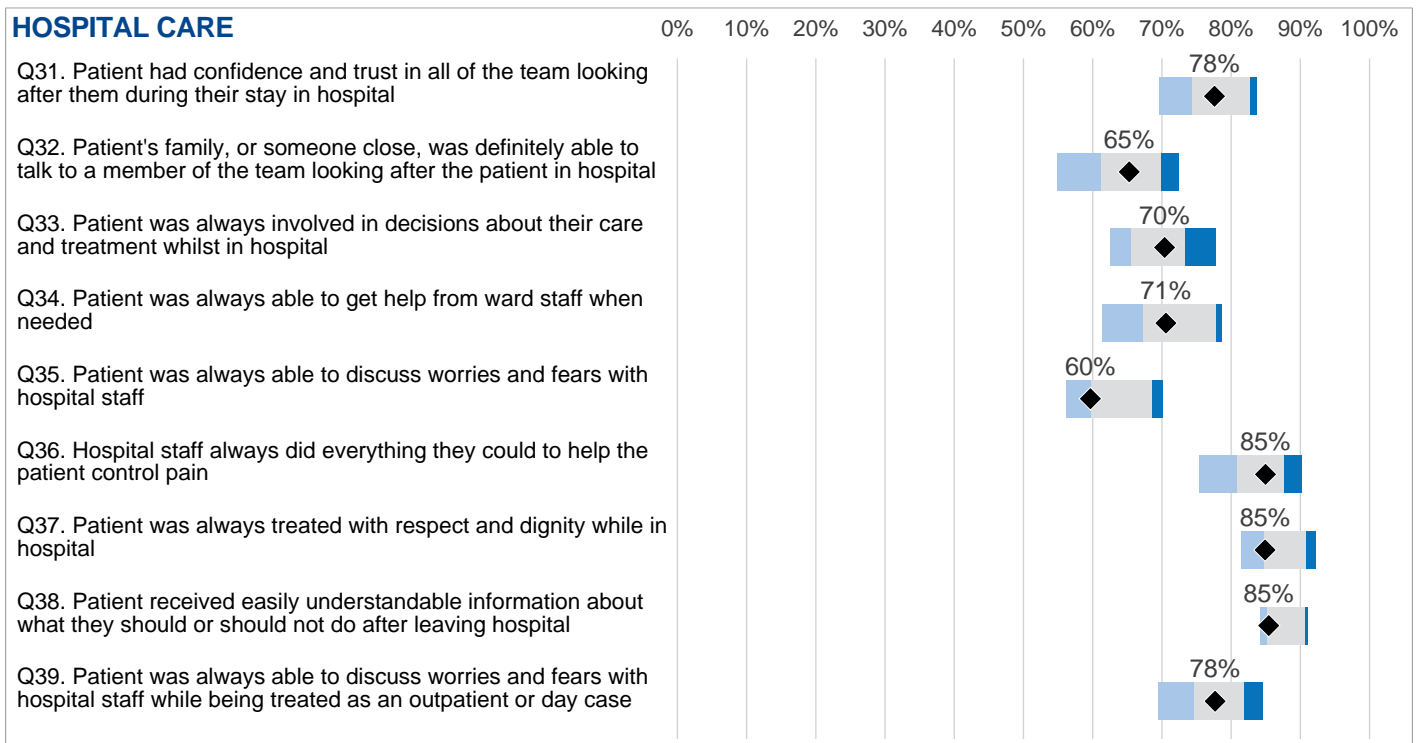
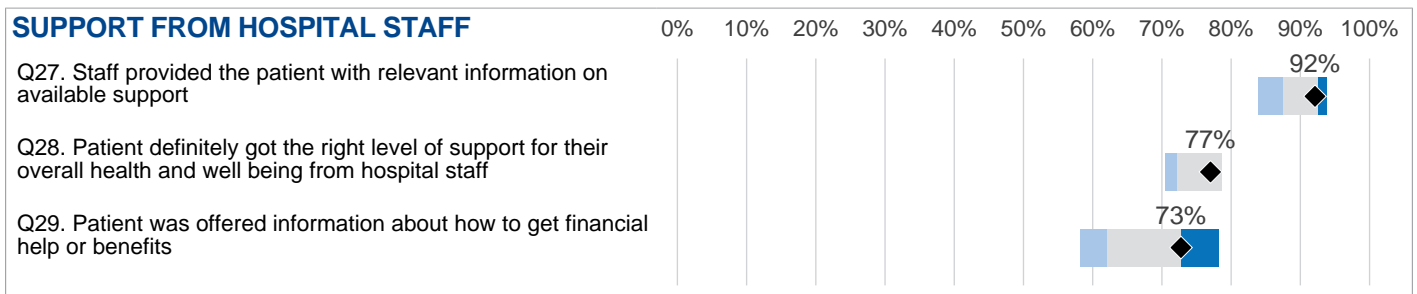
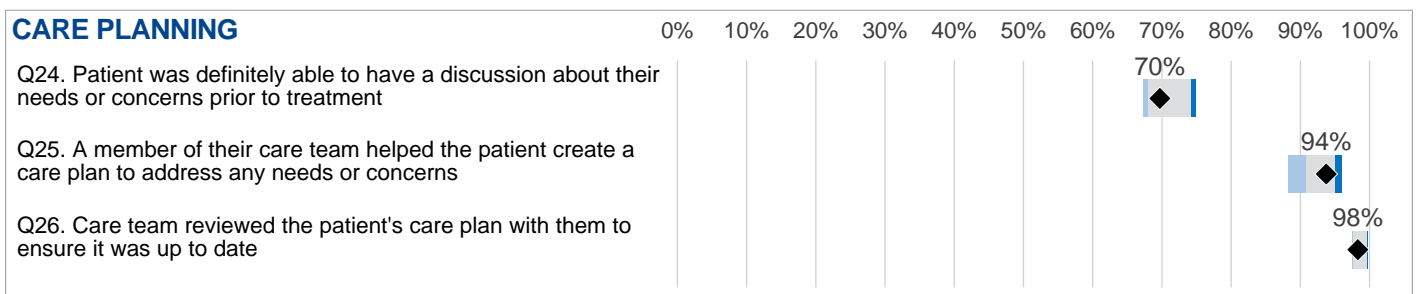
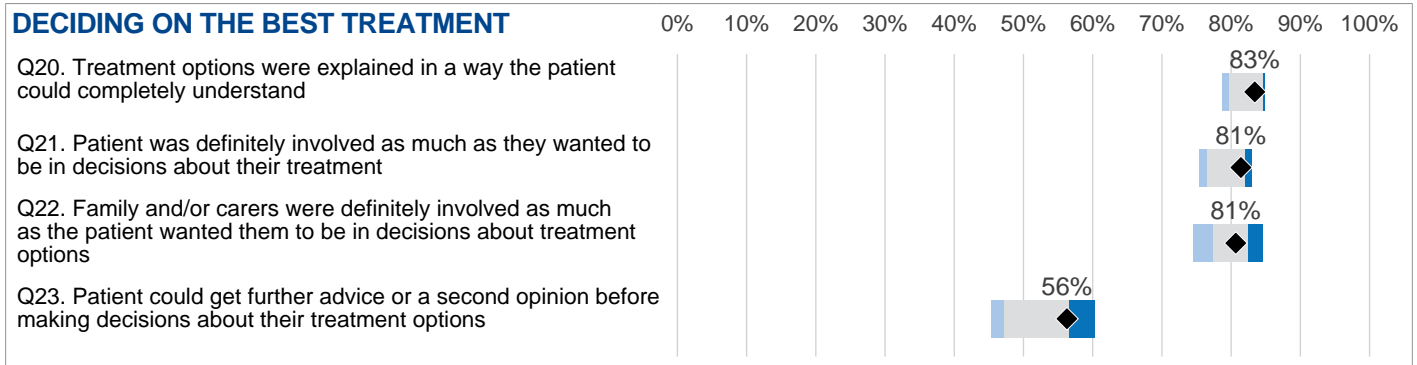
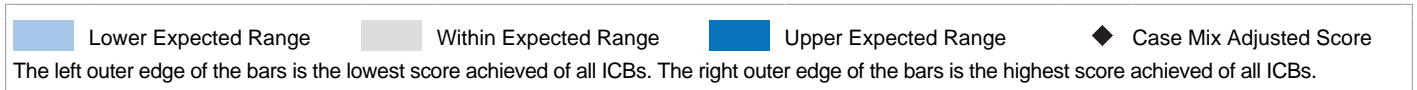
	Number of Respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	1,135
Irish	14
Gypsy or Irish Traveller	*
Any other White background	30
<b>Mixed / Multiple Ethnicity</b>	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
<b>Asian or Asian British</b>	
Indian	7
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	8
<b>Black / African / Caribbean / Black British</b>	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
<b>Other Ethnicity</b>	
Arab	*
Any other ethnic group	*
<b>Not given</b>	
Not given	66
<b>Total</b>	<b>1,289</b>

## Expected Range Charts

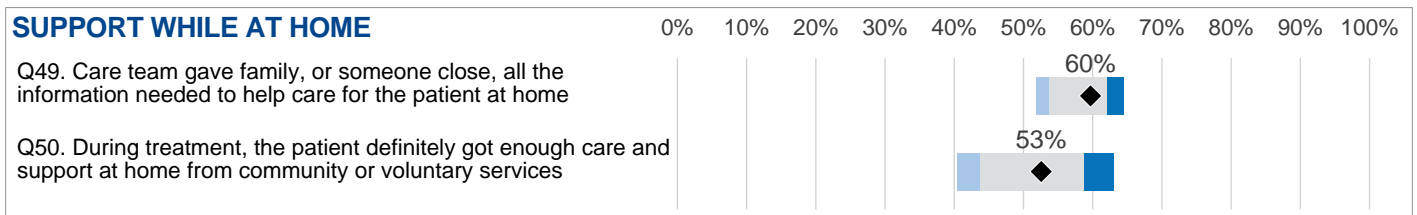
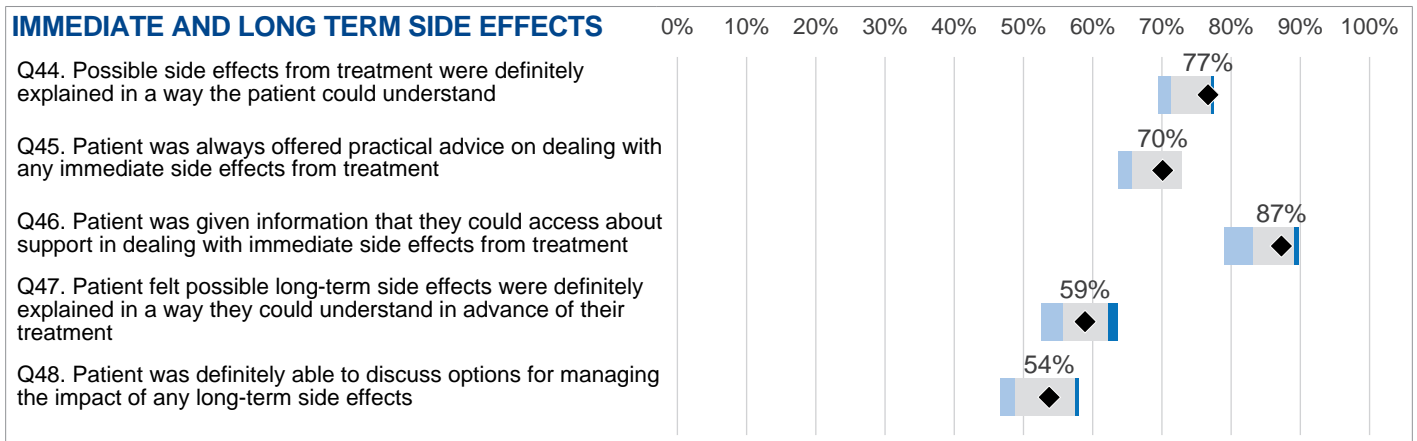
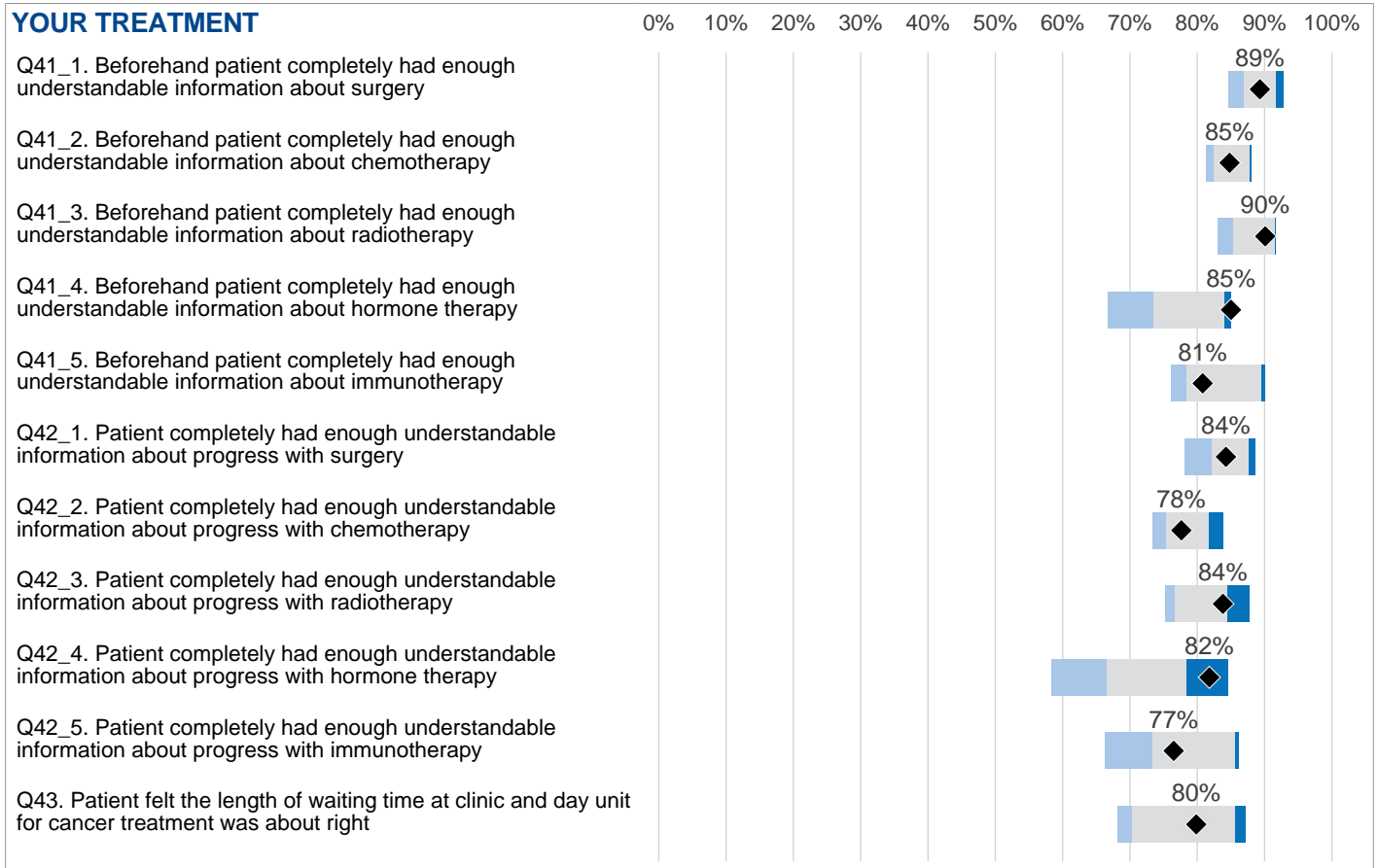
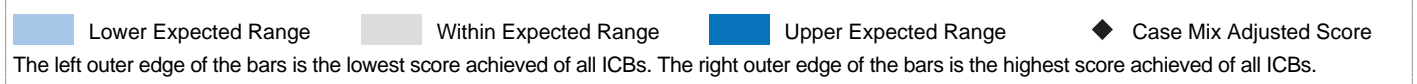




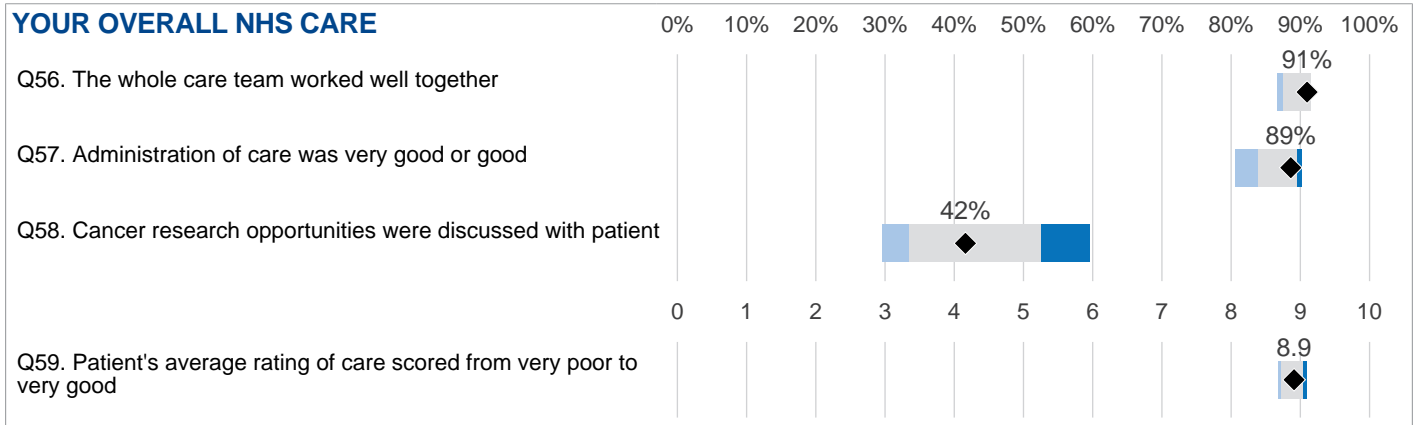
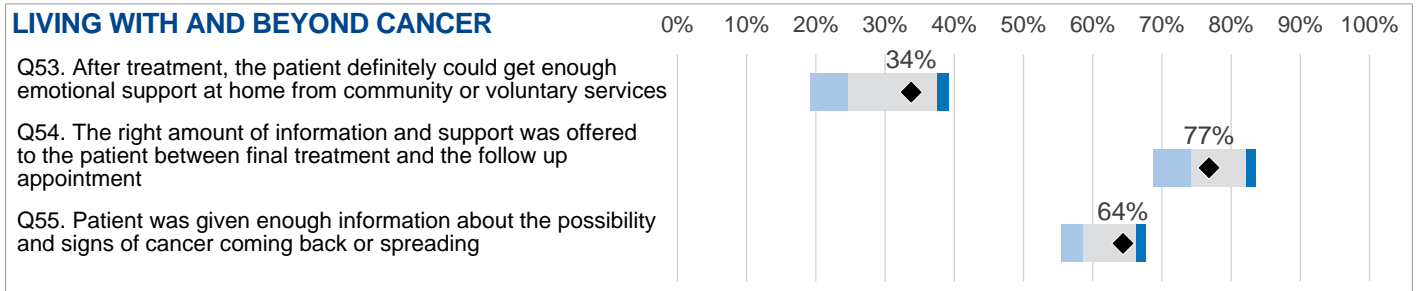
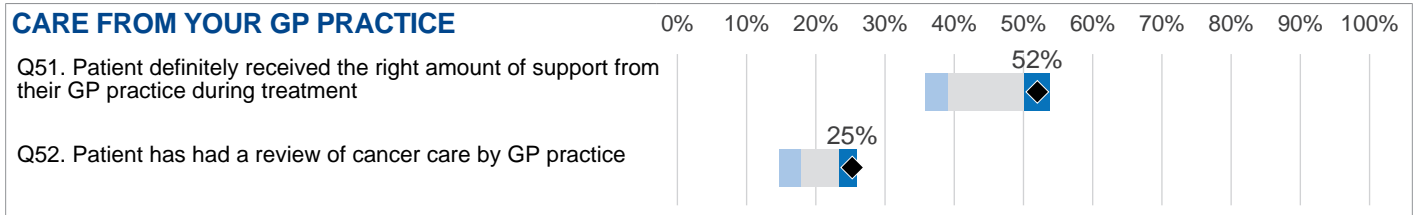
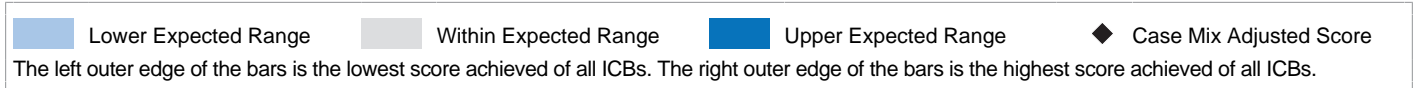
## Expected Range Charts



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


## Comparability tables

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

▲ or ▼

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

\*\* No score available for 2021.

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

SUPPORT FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	555	77%	642	78%		77%	74%	81%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	758	68%	877	70%		70%	61%	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	886	93%	1015	94%		94%	90%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	943	84%	1068	84%		84%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	948	82%	1068	80%		81%	75%	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	948	81%	1074	79%		79%	76%	81%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	951	95%	1077	95%		95%	93%	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	1051	70%	1192	74%		75%	72%	80%	76%
Q13. Patient was definitely told sensitively that they had cancer	1114	78%	1265	76%		76%	70%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1114	77%	1272	76%		77%	74%	79%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1103	84%	1273	85%		85%	83%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	1006	86%	1139	85%		85%	81%	86%	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	1072	88%	1224	89%		89%	89%	94%	92%
Q18. Patient found it very or quite easy to contact their main contact person	853	86%	979	85%		85%	80%	88%	84%
Q19. Patient found advice from main contact person was very or quite helpful	889	96%	1018	96%		96%	94%	97%	95%

## Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p><span style="display: inline-block; width: 15px; height: 10px; background-color: #d9e1f2; border: 1px solid #000;"></span> Adjusted Score below Lower Expected Range</p> <p><span style="display: inline-block; width: 15px; height: 10px; background-color: #e6e6e6; border: 1px solid #000;"></span> Adjusted Score between Upper and Lower Expected Ranges</p> <p><span style="display: inline-block; width: 15px; height: 10px; background-color: #0070c0; border: 1px solid #000;"></span> Adjusted Score above Upper Expected Range</p>
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<b>DECIDING ON THE BEST TREATMENT</b>	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q20. Treatment options were explained in a way the patient could completely understand	1033	<b>85%</b>	1203	<b>83%</b>		<b>83%</b>	80%	85%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1099	<b>81%</b>	1261	<b>81%</b>		<b>81%</b>	77%	82%	<b>79%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	914	<b>78%</b>	1105	<b>81%</b>		<b>81%</b>	77%	83%	<b>80%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	486	<b>51%</b>	578	<b>54%</b>		<b>56%</b>	47%	57%	<b>52%</b>

<b>CARE PLANNING</b>	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	977	<b>71%</b>	1123	<b>69%</b>		<b>70%</b>	68%	74%	<b>71%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	545	<b>95%</b>	621	<b>94%</b>		<b>94%</b>	91%	95%	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	414	<b>99%</b>	479	<b>98%</b>		<b>98%</b>	98%	100%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	907	<b>89%</b>	1092	<b>92%</b>		<b>92%</b>	88%	93%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1106	<b>75%</b>	1272	<b>76%</b>		<b>77%</b>	72%	79%	<b>75%</b>
Q29. Patient was offered information about how to get financial help or benefits	560	<b>78%</b>	710	<b>73%</b>		<b>73%</b>	62%	73%	<b>67%</b>

<b>HOSPITAL CARE</b>	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	519	<b>81%</b>	556	<b>77%</b>		<b>78%</b>	74%	83%	<b>79%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	397	<b>65%</b>	458	<b>64%</b>		<b>65%</b>	61%	70%	<b>66%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	511	<b>73%</b>	548	<b>70%</b>		<b>70%</b>	66%	73%	<b>69%</b>
Q34. Patient was always able to get help from ward staff when needed	510	<b>75%</b>	542	<b>70%</b>		<b>71%</b>	67%	78%	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	498	<b>63%</b>	533	<b>59%</b>		<b>60%</b>	60%	69%	<b>64%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	437	<b>86%</b>	483	<b>85%</b>		<b>85%</b>	81%	88%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	521	<b>89%</b>	552	<b>84%</b>		<b>85%</b>	85%	91%	<b>88%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	509	<b>89%</b>	539	<b>86%</b>		<b>85%</b>	85%	91%	<b>88%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	942	<b>76%</b>	1078	<b>77%</b>		<b>78%</b>	75%	82%	<b>78%</b>

## Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p><span style="display: inline-block; width: 15px; height: 10px; background-color: #d9e1f2; border: 1px solid #000;"></span> Adjusted Score below Lower Expected Range</p> <p><span style="display: inline-block; width: 15px; height: 10px; background-color: #e6e6e6; border: 1px solid #000;"></span> Adjusted Score between Upper and Lower Expected Ranges</p> <p><span style="display: inline-block; width: 15px; height: 10px; background-color: #0070c0; border: 1px solid #000;"></span> Adjusted Score above Upper Expected Range</p>
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YOUR TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	586	<b>90%</b>	677	<b>89%</b>		<b>89%</b>	87%	92%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	555	<b>84%</b>	657	<b>84%</b>		<b>85%</b>	82%	88%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	334	<b>88%</b>	392	<b>90%</b>		<b>90%</b>	85%	92%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	212	<b>84%</b>	228	<b>84%</b>		<b>85%</b>	73%	84%	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	124	<b>84%</b>	167	<b>80%</b>		<b>81%</b>	78%	90%	<b>84%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	582	<b>85%</b>	668	<b>84%</b>		<b>84%</b>	82%	88%	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	551	<b>77%</b>	654	<b>77%</b>		<b>78%</b>	75%	82%	<b>79%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	332	<b>80%</b>	386	<b>83%</b>		<b>84%</b>	77%	85%	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	205	<b>78%</b>	221	<b>81%</b>		<b>82%</b>	67%	78%	<b>72%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	122	<b>77%</b>	167	<b>75%</b>		<b>77%</b>	73%	86%	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1089	<b>80%</b>	1240	<b>80%</b>		<b>80%</b>	70%	86%	<b>78%</b>

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	1060	<b>75%</b>	1199	<b>76%</b>		<b>77%</b>	71%	77%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	987	<b>69%</b>	1153	<b>70%</b>		<b>70%</b>	66%	73%	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	782	<b>86%</b>	938	<b>87%</b>		<b>87%</b>	83%	89%	<b>86%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	981	<b>58%</b>	1125	<b>58%</b>		<b>59%</b>	56%	62%	<b>59%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	829	<b>54%</b>	969	<b>53%</b>		<b>54%</b>	49%	57%	<b>53%</b>

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	704	<b>54%</b>	831	<b>59%</b>		<b>60%</b>	54%	62%	<b>58%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	455	<b>60%</b>	480	<b>53%</b>		<b>53%</b>	44%	59%	<b>51%</b>



## Comparability tables

<p>* 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.</p> <p>** No score available for 2021.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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<b>CARE FROM YOUR GP PRACTICE</b>	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	623	<b>49%</b>	754	<b>52%</b>		<b>52%</b>	39%	50%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	1062	<b>19%</b>	1219	<b>25%</b>	▲	<b>25%</b>	18%	23%	<b>21%</b>

<b>LIVING WITH AND BEYOND CANCER</b>	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	237	<b>32%</b>	279	<b>34%</b>		<b>34%</b>	25%	38%	<b>31%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	521	<b>77%</b>	583	<b>77%</b>		<b>77%</b>	74%	82%	<b>78%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	875	<b>64%</b>	990	<b>64%</b>		<b>64%</b>	59%	66%	<b>62%</b>

<b>YOUR OVERALL NHS CARE</b>	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q56. The whole care team worked well together	1049	<b>91%</b>	1207	<b>91%</b>		<b>91%</b>	88%	92%	<b>90%</b>
Q57. Administration of care was very good or good	1103	<b>88%</b>	1250	<b>88%</b>		<b>89%</b>	84%	90%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	631	<b>39%</b>	758	<b>42%</b>		<b>42%</b>	34%	53%	<b>43%</b>
Q59. Patient's average rating of care scored from very poor to very good	1084	<b>8.8</b>	1221	<b>8.9</b>		<b>8.9</b>	8.7	9.0	<b>8.9</b>

## Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	93%	73%	52%	60%	81%	63%	82%	*	96%	80%	83%	78%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	86%	68%	62%	58%	79%	57%	74%	*	69%	73%	71%	68%	<b>70%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	93%	94%	87%	95%	100%	95%	96%	*	97%	88%	89%	97%	<b>94%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	85%	85%	72%	83%	79%	87%	88%	*	73%	80%	90%	85%	<b>84%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	80%	87%	77%	82%	85%	75%	79%	*	60%	83%	88%	76%	<b>80%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	80%	83%	75%	76%	76%	69%	81%	*	87%	80%	81%	77%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	96%	96%	97%	94%	91%	95%	97%	*	90%	90%	94%	91%	<b>95%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	70%	81%	77%	77%	79%	74%	79%	*	71%	73%	60%	73%	<b>74%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	75%	82%	72%	78%	81%	67%	79%	*	67%	70%	77%	73%	<b>76%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	77%	82%	79%	72%	78%	67%	82%	*	72%	72%	77%	75%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	88%	85%	84%	84%	89%	79%	88%	*	89%	70%	82%	82%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	93%	86%	85%	84%	86%	74%	87%	*	85%	73%	83%	80%	<b>85%</b>



## Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q17. Patient had a main point of contact within the care team	*	88%	87%	99%	92%	88%	84%	88%	*	94%	84%	77%	92%	<b>89%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	87%	82%	84%	88%	79%	90%	80%	*	93%	73%	81%	87%	<b>85%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	97%	96%	92%	97%	97%	98%	93%	*	100%	88%	96%	94%	<b>96%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	85%	88%	85%	80%	88%	73%	81%	*	85%	80%	90%	79%	<b>83%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	83%	86%	76%	78%	81%	77%	82%	*	92%	67%	86%	80%	<b>81%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	78%	88%	77%	80%	85%	84%	79%	*	78%	63%	80%	84%	<b>81%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	55%	52%	52%	62%	72%	38%	57%	*	30%	33%	54%	56%	<b>54%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	74%	73%	58%	70%	72%	59%	67%	*	65%	67%	76%	65%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	94%	97%	92%	92%	95%	95%	92%	*	93%	88%	97%	93%	<b>94%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	97%	100%	100%	100%	100%	97%	98%	*	100%	96%	93%	98%	<b>98%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	*	94%	93%	88%	93%	87%	89%	93%	*	92%	95%	86%	91%	<b>92%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	76%	78%	73%	77%	86%	73%	77%	*	81%	76%	77%	71%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	83%	66%	78%	80%	67%	60%	68%	*	64%	73%	40%	72%	<b>73%</b>

## Tumour type tables

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	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	69%	79%	74%	84%	83%	74%	74%	*	*	86%	74%	71%	<b>77%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	62%	69%	66%	75%	75%	61%	64%	*	*	70%	54%	48%	<b>64%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	64%	75%	72%	71%	88%	68%	52%	*	*	79%	63%	73%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	*	64%	74%	64%	72%	83%	66%	71%	*	*	82%	68%	58%	<b>70%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	54%	60%	54%	63%	75%	52%	59%	*	*	71%	50%	55%	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	80%	86%	81%	86%	95%	82%	89%	*	*	96%	76%	87%	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	82%	87%	84%	89%	92%	77%	81%	*	*	100%	79%	73%	<b>84%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	89%	90%	78%	87%	91%	73%	73%	*	*	93%	76%	83%	<b>86%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	78%	77%	74%	75%	89%	63%	78%	*	85%	86%	79%	77%	<b>77%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	89%	92%	83%	78%	88%	79%	86%	*	93%	100%	97%	84%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	82%	86%	89%	82%	90%	75%	81%	*	*	91%	89%	86%	<b>84%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	88%	90%	95%	89%	93%	84%	89%	*	*	100%	*	92%	<b>90%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	81%	*	*	*	*	*	87%	*	*	*	*	91%	<b>84%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	71%	*	*	77%	*	81%	*	*	88%	*	86%	87%	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	86%	86%	79%	67%	80%	71%	73%	*	82%	96%	95%	81%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	83%	80%	86%	73%	*	68%	77%	*	*	74%	68%	76%	<b>77%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	90%	80%	79%	61%	90%	74%	81%	*	*	100%	*	83%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	81%	*	*	*	*	*	78%	*	*	*	*	82%	<b>81%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	71%	*	*	70%	*	79%	*	*	78%	*	78%	74%	<b>75%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	72%	92%	80%	74%	91%	76%	85%	*	76%	87%	88%	77%	<b>80%</b>

## Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	77%	76%	67%	73%	81%	76%	79%	*	78%	80%	79%	77%	76%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	68%	71%	64%	71%	79%	63%	71%	*	82%	68%	61%	72%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	89%	89%	86%	84%	93%	81%	88%	*	82%	92%	91%	88%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	56%	56%	50%	56%	65%	58%	66%	*	61%	60%	52%	60%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	52%	57%	48%	49%	58%	46%	57%	*	60%	60%	50%	51%	53%

	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	*	59%	64%	52%	55%	71%	64%	49%	*	56%	63%	50%	64%	59%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	49%	65%	39%	51%	65%	56%	52%	*	50%	48%	42%	52%	53%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	56%	53%	40%	45%	55%	43%	58%	*	45%	61%	54%	51%	52%
Q52. Patient has had a review of cancer care by GP practice	*	28%	28%	27%	20%	32%	26%	22%	*	6%	26%	24%	24%	25%

## 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	*	31%	38%	32%	41%	46%	23%	29%	*	*	33%	30%	39%	<b>34%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	82%	71%	77%	74%	90%	53%	81%	*	88%	76%	76%	79%	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	57%	60%	58%	73%	68%	53%	64%	*	88%	52%	69%	69%	<b>64%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. The whole care team worked well together	*	91%	91%	93%	91%	91%	88%	94%	*	89%	86%	86%	89%	<b>91%</b>
Q57. Administration of care was very good or good	*	89%	91%	83%	89%	86%	90%	90%	*	86%	80%	89%	87%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	*	34%	39%	44%	61%	38%	34%	36%	*	48%	48%	21%	39%	<b>42%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	9.0	9.0	8.9	9.0	8.8	8.7	8.8	*	9.2	8.8	8.7	8.8	<b>8.9</b>

## Age group tables

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	75%	80%	75%	78%	78%	83%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	75%	73%	83%	71%	68%	69%	72%	<b>70%</b>

<b>DIAGNOSTIC TESTS</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	92%	83%	90%	94%	95%	96%	86%	<b>94%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	69%	81%	81%	86%	84%	84%	86%	<b>84%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	31%	58%	68%	80%	80%	90%	86%	<b>80%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	46%	65%	72%	77%	78%	87%	79%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	85%	84%	88%	92%	96%	99%	95%	<b>95%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	86%	54%	65%	72%	74%	80%	81%	<b>74%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	40%	50%	71%	74%	75%	84%	84%	<b>76%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	47%	53%	73%	74%	78%	81%	82%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	53%	75%	74%	82%	85%	92%	92%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	85%	86%	84%	87%	85%	84%	74%	<b>85%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	93%	76%	88%	87%	88%	93%	83%	<b>89%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	69%	85%	83%	79%	87%	89%	80%	<b>85%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	77%	93%	95%	94%	96%	97%	97%	<b>96%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	62%	73%	81%	80%	83%	88%	86%	<b>83%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	64%	68%	77%	80%	81%	85%	84%	<b>81%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	77%	71%	78%	75%	80%	87%	83%	<b>81%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	53%	56%	53%	53%	58%	58%	<b>54%</b>

## 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	*	50%	50%	70%	69%	70%	71%	72%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	94%	89%	92%	94%	97%	95%	<b>94%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	95%	98%	98%	99%	100%	<b>98%</b>

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	*	92%	89%	90%	90%	94%	93%	82%	<b>92%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	50%	63%	66%	71%	79%	84%	73%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	90%	82%	72%	76%	76%	65%	61%	<b>73%</b>

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	*	50%	58%	65%	78%	74%	89%	81%	<b>77%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	58%	69%	63%	54%	79%	72%	<b>64%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	30%	68%	66%	71%	64%	80%	81%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	*	60%	53%	58%	71%	68%	77%	81%	<b>70%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	50%	71%	43%	64%	57%	62%	70%	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	70%	72%	78%	94%	79%	89%	89%	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	80%	68%	77%	87%	82%	90%	86%	<b>84%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	80%	76%	82%	90%	85%	86%	81%	<b>86%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	55%	65%	72%	76%	79%	79%	83%	<b>77%</b>

## 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	*	73%	77%	86%	85%	90%	96%	90%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	68%	83%	87%	83%	89%	82%	<b>84%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	68%	89%	93%	91%	89%	*	<b>90%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	67%	76%	83%	90%	87%	*	<b>84%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	70%	58%	77%	87%	83%	*	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	55%	73%	80%	81%	84%	92%	89%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	70%	77%	75%	80%	77%	76%	<b>77%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	79%	88%	85%	87%	76%	*	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	64%	72%	83%	87%	80%	*	<b>81%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	60%	75%	67%	82%	83%	*	<b>75%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	71%	71%	81%	76%	79%	86%	74%	<b>80%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	50%	73%	76%	76%	76%	80%	68%	<b>76%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	46%	63%	65%	69%	69%	74%	71%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	80%	79%	89%	85%	90%	90%	58%	<b>87%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	38%	49%	52%	58%	60%	62%	45%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	27%	42%	47%	50%	55%	57%	55%	<b>53%</b>

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	36%	39%	51%	58%	56%	67%	74%	<b>59%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	52%	40%	50%	56%	57%	44%	<b>53%</b>

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	41%	60%	49%	52%	52%	52%	<b>52%</b>
Q52. Patient has had a review of cancer care by GP practice	*	29%	24%	33%	22%	23%	26%	29%	<b>25%</b>



## Age group tables

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

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	17%	25%	29%	35%	43%	38%	<b>34%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	44%	69%	76%	79%	82%	79%	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	45%	45%	47%	60%	68%	68%	74%	<b>64%</b>

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q56. The whole care team worked well together	*	93%	85%	89%	88%	91%	93%	93%	<b>91%</b>
Q57. Administration of care was very good or good	*	64%	85%	83%	83%	90%	93%	92%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	*	*	34%	41%	39%	43%	41%	50%	<b>42%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	7.9	8.4	8.7	8.7	9.0	9.2	8.7	<b>8.9</b>



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

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	77%	*	*	*	77%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	73%	68%	*	*	*	76%	<b>70%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	93%	95%	*	*	*	95%	<b>94%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	87%	*	*	*	90%	<b>84%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	83%	*	*	*	76%	<b>80%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	80%	*	*	*	82%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	96%	*	*	*	96%	<b>95%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	72%	76%	*	*	*	85%	<b>74%</b>
Q13. Patient was definitely told sensitively that they had cancer	74%	78%	*	*	*	81%	<b>76%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	77%	*	*	*	89%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	86%	*	*	*	91%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	86%	83%	*	*	*	90%	<b>85%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	88%	90%	*	*	*	90%	<b>89%</b>
Q18. Patient found it very or quite easy to contact their main contact person	87%	84%	*	*	*	84%	<b>85%</b>
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	*	*	*	93%	<b>96%</b>

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

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	84%	*	*	*	87%	<b>83%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	82%	*	*	*	85%	<b>81%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	82%	*	*	*	83%	<b>81%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	54%	55%	*	*	*	60%	<b>54%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	72%	*	*	*	67%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	95%	*	*	*	93%	<b>94%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	*	*	*	96%	<b>98%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	93%	*	*	*	88%	<b>92%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	81%	*	*	*	72%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	77%	66%	*	*	*	78%	<b>73%</b>

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

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	71%	84%	*	*	*	78%	<b>77%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	61%	68%	*	*	*	64%	<b>64%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	71%	*	*	*	72%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	64%	77%	*	*	*	59%	<b>70%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	65%	*	*	*	59%	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	84%	86%	*	*	*	88%	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	82%	87%	*	*	*	83%	<b>84%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	88%	*	*	*	78%	<b>86%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	81%	*	*	*	74%	<b>77%</b>

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	91%	*	*	*	91%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	86%	*	*	*	93%	<b>84%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	91%	*	*	*	94%	<b>90%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	83%	85%	*	*	*	90%	<b>84%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	76%	87%	*	*	*	*	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	85%	*	*	*	86%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	77%	*	*	*	83%	<b>77%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	86%	80%	*	*	*	80%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	81%	82%	*	*	*	70%	<b>81%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	73%	79%	*	*	*	*	<b>75%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	84%	*	*	*	82%	<b>80%</b>

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

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

<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>		Male/Female/Non-binary/Other					
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	79%	*	*	*	77%	76%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	73%	*	*	*	74%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	88%	*	*	*	76%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	61%	*	*	*	59%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	55%	*	*	*	56%	53%

<b>SUPPORT WHILE AT HOME</b>		Male/Female/Non-binary/Other					
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	62%	*	*	*	60%	59%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	55%	*	*	*	57%	53%

<b>CARE FROM YOUR GP PRACTICE</b>		Male/Female/Non-binary/Other					
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	51%	54%	*	*	*	46%	52%
Q52. Patient has had a review of cancer care by GP practice	28%	22%	*	*	*	17%	25%

<b>LIVING WITH AND BEYOND CANCER</b>		Male/Female/Non-binary/Other					
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	34%	32%	*	*	*	47%	34%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	78%	*	*	*	81%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	66%	*	*	*	59%	64%

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

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q56. The whole care team worked well together	90%	91%	*	*	*	91%	<b>91%</b>
Q57. Administration of care was very good or good	89%	88%	*	*	*	86%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	39%	45%	*	*	*	42%	<b>42%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	*	*	*	8.7	<b>8.9</b>

## Ethnicity tables

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	*	*	*	*	73%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	71%	*	80%	*	*	65%	<b>70%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	94%	*	100%	*	*	96%	<b>94%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	*	87%	*	*	93%	<b>84%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	*	73%	*	*	78%	<b>80%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	*	67%	*	*	79%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	*	93%	*	*	94%	<b>95%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	74%	75%	67%	*	*	82%	<b>74%</b>
Q13. Patient was definitely told sensitively that they had cancer	75%	69%	63%	*	*	82%	<b>76%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	77%	68%	*	*	84%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	92%	89%	*	*	87%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	85%	83%	71%	*	*	83%	<b>85%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	89%	85%	89%	*	*	93%	<b>89%</b>
Q18. Patient found it very or quite easy to contact their main contact person	86%	80%	65%	*	*	84%	<b>85%</b>
Q19. Patient found advice from main contact person was very or quite helpful	96%	91%	100%	*	*	90%	<b>96%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	83%	85%	76%	*	*	85%	<b>83%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	85%	79%	*	*	79%	<b>81%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	*	84%	*	*	80%	<b>81%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	54%	*	62%	*	*	52%	<b>54%</b>

## Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	82%	83%	*	*	67%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	*	93%	*	*	97%	<b>94%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	100%	*	*	96%	<b>98%</b>

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	92%	92%	100%	*	*	89%	<b>92%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	85%	68%	*	*	76%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	73%	*	69%	*	*	82%	<b>73%</b>

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	*	77%	*	*	86%	<b>77%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	*	67%	*	*	63%	<b>64%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	*	85%	*	*	73%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	70%	*	69%	*	*	62%	<b>70%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	*	58%	*	*	58%	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	84%	*	92%	*	*	94%	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	84%	*	85%	*	*	86%	<b>84%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	*	92%	*	*	68%	<b>86%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	83%	67%	*	*	73%	<b>77%</b>

## Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	90%	100%	*	*	87%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	*	86%	*	*	93%	<b>84%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	*	*	*	*	88%	<b>90%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	83%	*	*	*	*	92%	<b>84%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	*	*	*	*	*	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	90%	90%	*	*	76%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	*	79%	*	*	74%	<b>77%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	84%	*	*	*	*	80%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	80%	*	*	*	*	83%	<b>81%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	76%	*	*	*	*	*	<b>75%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	92%	78%	*	*	81%	<b>80%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	76%	77%	79%	*	*	69%	<b>76%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	67%	63%	*	*	73%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	*	79%	*	*	82%	<b>87%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	67%	65%	*	*	60%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	58%	41%	*	*	58%	<b>53%</b>

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	58%	*	76%	*	*	60%	<b>59%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	*	73%	*	*	68%	<b>53%</b>

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	53%	*	35%	*	*	51%	<b>52%</b>
Q52. Patient has had a review of cancer care by GP practice	25%	38%	35%	*	*	22%	<b>25%</b>



## Ethnicity tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	33%	*	20%	*	*	50%	<b>34%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	80%	64%	*	*	78%	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	80%	47%	*	*	69%	<b>64%</b>

<b>YOUR OVERALL NHS CARE</b>	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	90%	100%	100%	*	*	89%	<b>91%</b>
Q57. Administration of care was very good or good	88%	100%	100%	*	*	88%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	41%	*	54%	*	*	39%	<b>42%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.6	9.1	*	*	8.8	<b>8.9</b>

## IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	68%	71%	79%	78%	79%	*	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	61%	70%	71%	74%	*	<b>70%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	89%	92%	94%	94%	95%	*	<b>94%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	59%	82%	82%	85%	88%	*	<b>84%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	66%	78%	82%	82%	79%	*	<b>80%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	81%	75%	81%	79%	*	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	95%	92%	96%	95%	*	<b>95%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	75%	82%	69%	80%	71%	*	<b>74%</b>
Q13. Patient was definitely told sensitively that they had cancer	74%	78%	71%	79%	76%	*	<b>76%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	83%	73%	77%	77%	*	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	91%	82%	86%	83%	*	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	74%	91%	81%	86%	86%	*	<b>85%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	85%	91%	89%	89%	88%	*	<b>89%</b>
Q18. Patient found it very or quite easy to contact their main contact person	84%	86%	84%	87%	85%	*	<b>85%</b>
Q19. Patient found advice from main contact person was very or quite helpful	94%	97%	96%	96%	94%	*	<b>96%</b>

## IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q20. Treatment options were explained in a way the patient could completely understand	84%	83%	82%	85%	82%	*	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	76%	80%	83%	82%	*	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	83%	80%	81%	79%	*	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	50%	51%	57%	57%	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	63%	70%	72%	69%	68%	*	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	88%	95%	92%	94%	95%	*	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	100%	99%	97%	98%	*	98%

	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	85%	90%	90%	95%	91%	*	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	79%	74%	81%	73%	*	76%
Q29. Patient was offered information about how to get financial help or benefits	76%	72%	68%	74%	77%	*	73%

	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	59%	66%	76%	82%	76%	*	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	72%	57%	59%	66%	68%	*	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	82%	67%	66%	71%	70%	*	70%
Q34. Patient was always able to get help from ward staff when needed	45%	62%	71%	70%	72%	*	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	52%	50%	63%	60%	58%	*	59%
Q36. Hospital staff always did everything they could to help the patient control pain	90%	81%	84%	88%	82%	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	77%	80%	86%	85%	84%	*	84%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	77%	86%	86%	86%	*	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	77%	78%	78%	77%	*	77%

## IMD quintile tables

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

YOUR TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	93%	97%	88%	89%	88%	*	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	79%	90%	87%	84%	81%	*	<b>84%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	71%	97%	88%	91%	90%	*	<b>90%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	93%	84%	82%	86%	*	<b>84%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	81%	84%	84%	77%	*	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	93%	86%	79%	86%	84%	*	<b>84%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	78%	78%	80%	77%	75%	*	<b>77%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	71%	84%	82%	85%	84%	*	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	93%	84%	80%	78%	*	<b>81%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	53%	81%	81%	75%	*	<b>75%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	81%	79%	78%	83%	77%	*	<b>80%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	76%	75%	76%	78%	75%	*	<b>76%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	73%	69%	68%	72%	*	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	85%	86%	92%	85%	*	<b>87%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	58%	61%	58%	55%	*	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	55%	52%	52%	53%	*	<b>53%</b>

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	70%	57%	58%	60%	57%	*	<b>59%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	61%	49%	56%	51%	*	<b>53%</b>

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	41%	41%	54%	50%	56%	*	<b>52%</b>
Q52. Patient has had a review of cancer care by GP practice	23%	21%	27%	23%	26%	*	<b>25%</b>

## IMD quintile tables

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

LIVING WITH AND BEYOND CANCER	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	22%	42%	33%	27%	40%	*	<b>34%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	58%	82%	78%	75%	79%	*	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	77%	67%	61%	64%	63%	*	<b>64%</b>

YOUR OVERALL NHS CARE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	88%	96%	91%	91%	89%	*	<b>91%</b>
Q57. Administration of care was very good or good	84%	90%	89%	88%	88%	*	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	53%	44%	40%	43%	39%	*	<b>42%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.2	9.0	8.9	9.0	8.9	*	<b>8.9</b>

## Long term condition status tables

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

	Long term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	81%	68%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	74%	75%	70%

	Long term condition status			
	Yes	No	Not given	All
<b>DIAGNOSTIC TESTS</b>				
Q5. Patient received all the information needed about the diagnostic test in advance	94%	94%	95%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	86%	86%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	78%	75%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	77%	77%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	92%	93%	95%

	Long term condition status			
	Yes	No	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	70%	81%	74%
Q13. Patient was definitely told sensitively that they had cancer	77%	72%	82%	76%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	75%	80%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	81%	88%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	86%	88%	85%

	Long term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>				
Q17. Patient had a main point of contact within the care team	90%	86%	92%	89%
Q18. Patient found it very or quite easy to contact their main contact person	85%	86%	83%	85%
Q19. Patient found advice from main contact person was very or quite helpful	95%	98%	94%	96%

	Long term condition status			
	Yes	No	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>				
Q20. Treatment options were explained in a way the patient could completely understand	84%	83%	79%	83%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	79%	79%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	80%	83%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	55%	52%	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	71%	67%	71%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	92%	93%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	97%	98%

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	93%	91%	90%	92%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	75%	76%	76%
Q29. Patient was offered information about how to get financial help or benefits	72%	75%	74%	73%

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%	76%	77%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	67%	60%	64%	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	69%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	67%	73%	73%	70%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	58%	62%	59%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	88%	80%	85%
Q37. Patient was always treated with respect and dignity while in hospital	85%	84%	77%	84%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	89%	80%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	80%	77%	77%

## 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	90%	90%	81%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	82%	93%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	91%	87%	93%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	83%	88%	76%	84%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	86%	76%	60%	80%
Q42_1. Patient completely had enough understandable information about progress with surgery	85%	84%	74%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	78%	75%	81%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	86%	80%	81%	83%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	81%	82%	75%	81%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	84%	67%	50%	75%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	79%	80%	80%

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	76%	77%	70%	76%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	71%	72%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	89%	81%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	60%	62%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	54%	57%	53%

SUPPORT WHILE AT HOME	Long term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	57%	54%	59%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	52%	53%	58%	53%

CARE FROM YOUR GP PRACTICE	Long term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	50%	56%	47%	52%
Q52. Patient has had a review of cancer care by GP practice	25%	24%	28%	25%



## Long term condition status tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	Long term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	31%	40%	40%	<b>34%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	77%	80%	<b>77%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	63%	56%	<b>64%</b>

<b>YOUR OVERALL NHS CARE</b>	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	91%	90%	90%	<b>91%</b>
Q57. Administration of care was very good or good	90%	86%	86%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	43%	39%	40%	<b>42%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	8.6	<b>8.9</b>

## Year on Year Charts

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

The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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



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



### DIAGNOSTIC TESTS

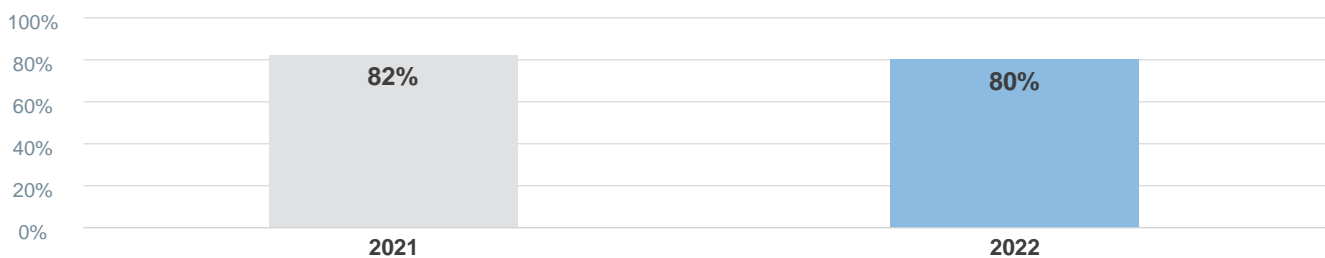
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



## Year on Year Charts

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

**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**

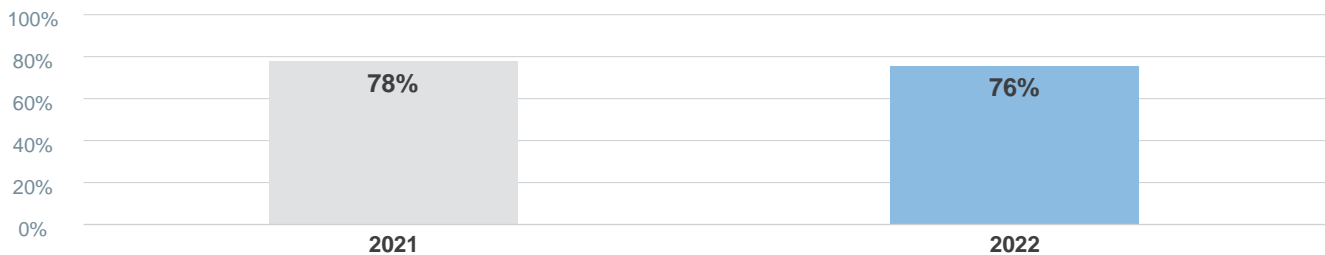


### FINDING OUT THAT YOU HAD CANCER

**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

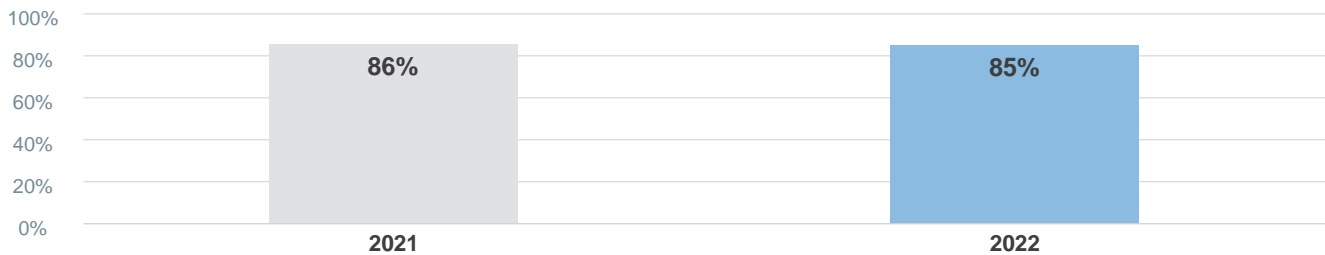
\* Indicates where a score is not available due to suppression or a low base size.

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

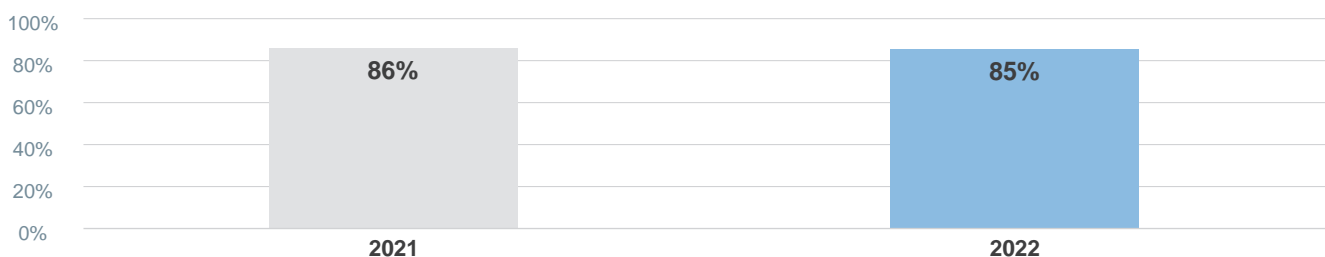


### SUPPORT FROM A MAIN CONTACT PERSON

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

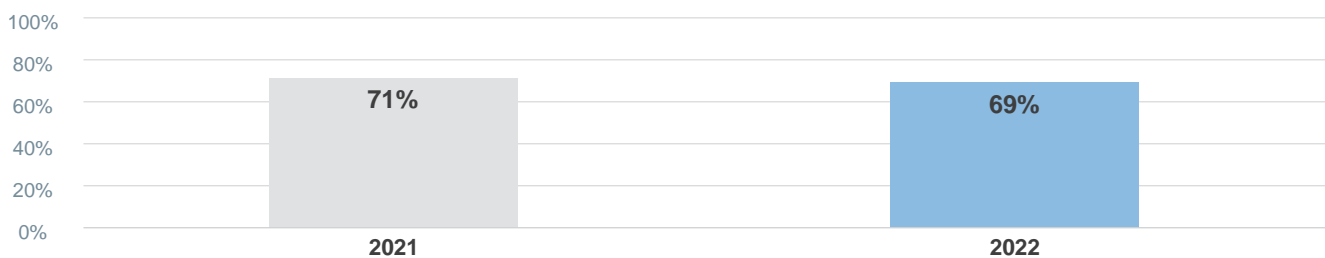


Q23. Patient could get further advice or a second opinion before making decisions about their treatment options



### CARE PLANNING

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



## Year on Year Charts

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



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

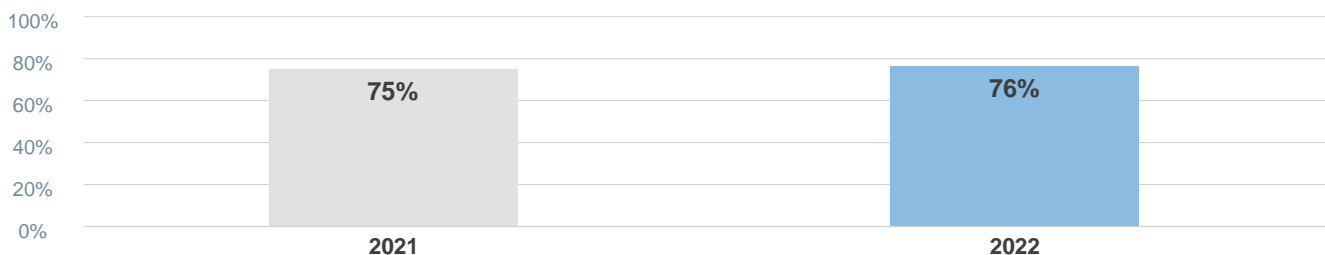


### SUPPORT FROM HOSPITAL STAFF

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



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



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



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### HOSPITAL CARE

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



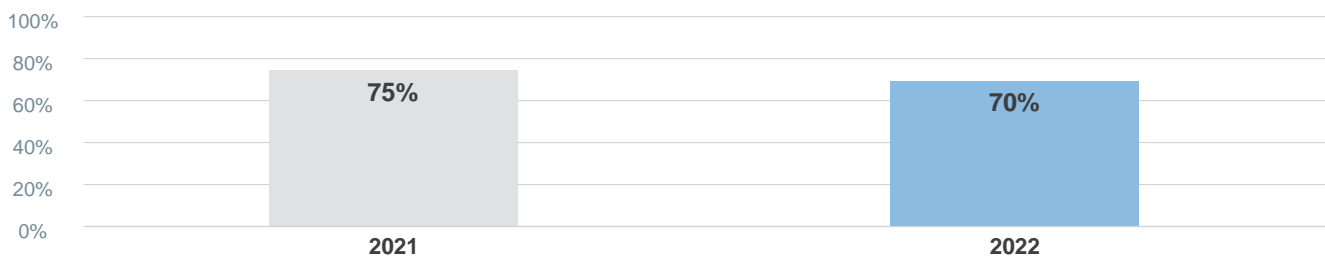
**Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital**



**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**



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



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



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



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



### YOUR TREATMENT

Q41\_1. Beforehand patient completely had enough understandable information about surgery





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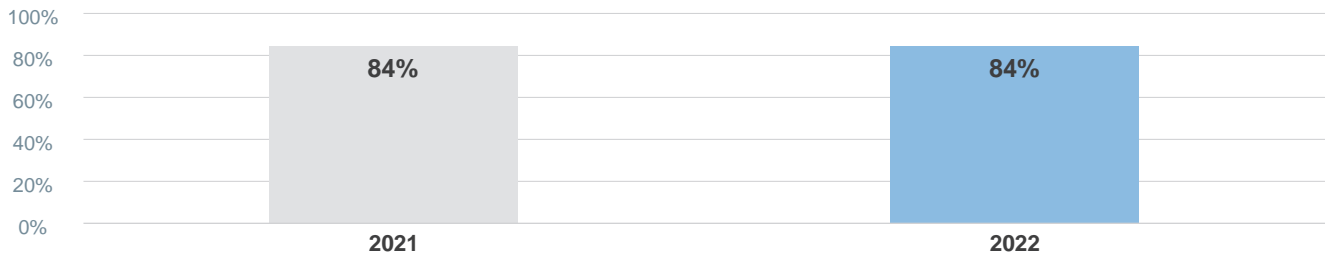
**Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy**



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



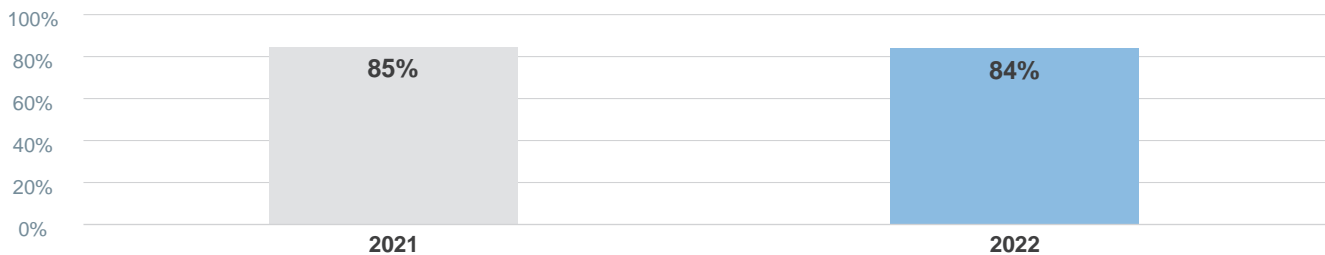
**Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy**



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



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



## Year on Year Charts

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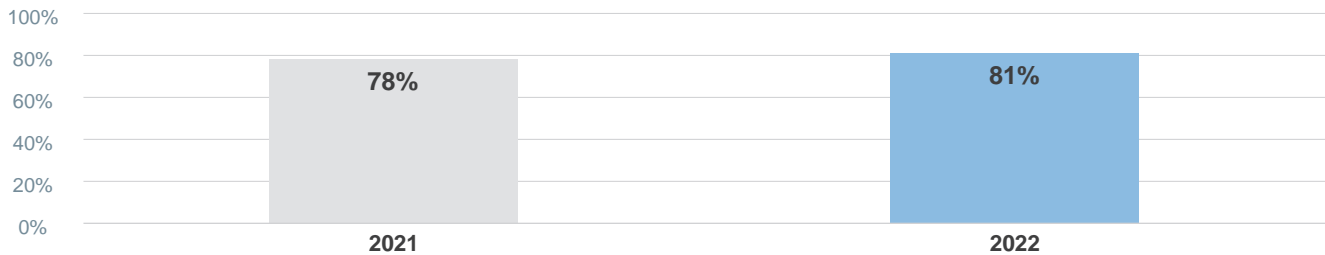
**Q42\_2. Patient completely had enough understandable information about progress with chemotherapy**



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



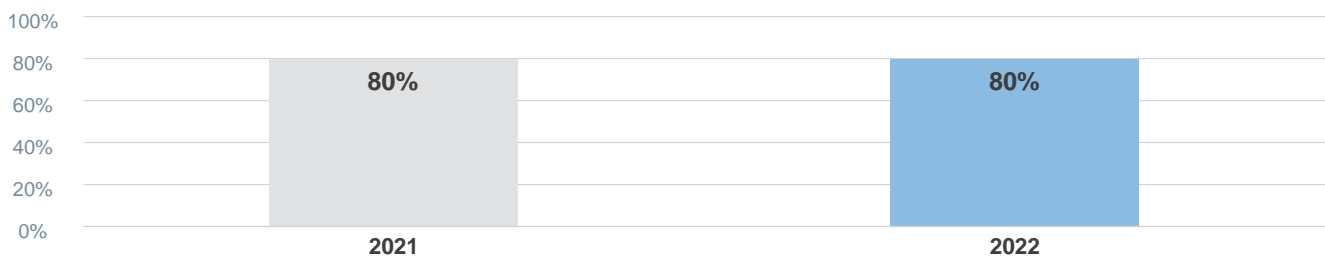
**Q42\_4. Patient completely had enough understandable information about progress with hormone therapy**



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



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



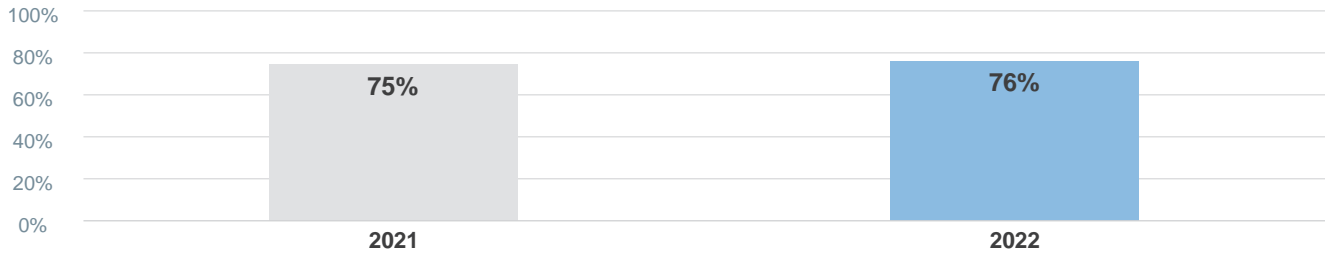
## Year on Year Charts

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### IMMEDIATE AND LONG TERM SIDE EFFECTS

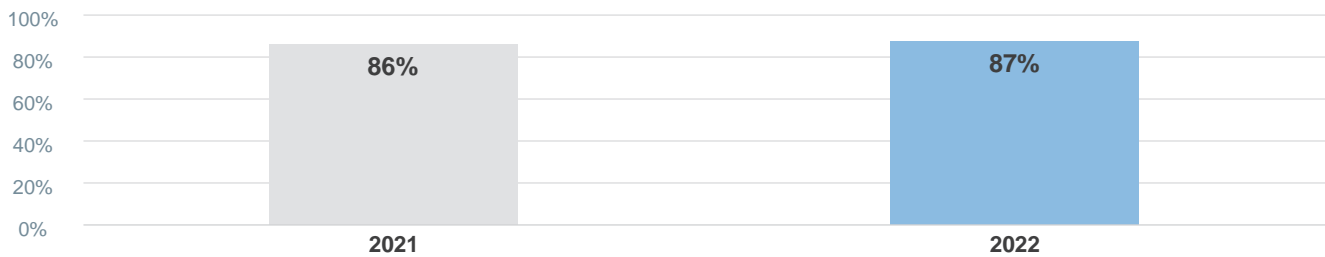
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



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



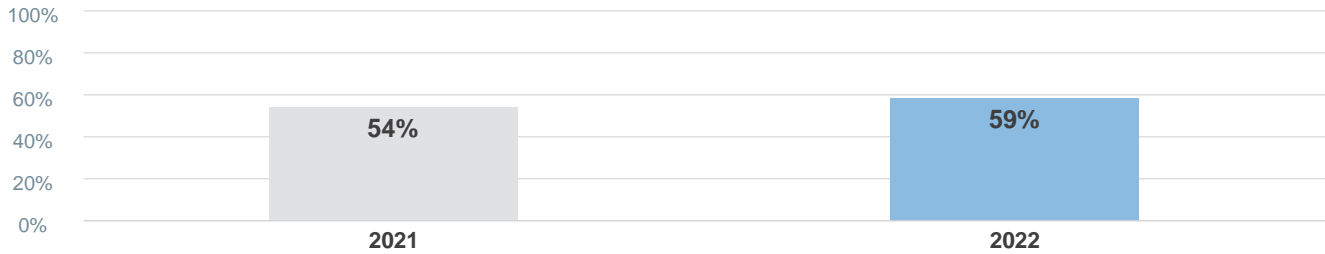
## Year on Year Charts

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### SUPPORT WHILE AT HOME

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



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

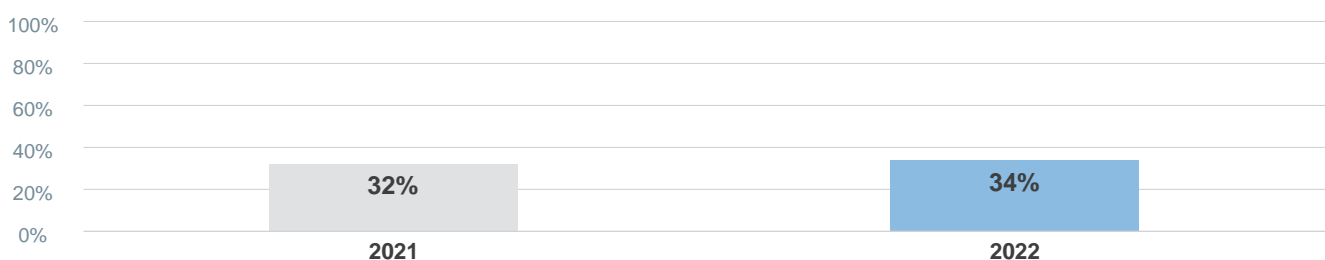


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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



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



**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**



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

