

Cancer Patient Experience Survey

2022 Results

NHS Kent and Medway Integrated Care Board

Published July 2023

Executive Summary

NHS Kent and Medway Integrated Care Board has no scores above expected range

Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	62%	69%	65%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	94%	96%	95%
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	69%	72%	80%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	83%	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	82%	86%	84%
Q17. Patient had a main point of contact within the care team	88%	89%	94%	92%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	77%	82%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	78%	82%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	45%	48%	56%	52%
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	69%	74%	71%
Q27. Staff provided the patient with relevant information on available support	86%	88%	92%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	73%	78%	75%
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	74%	75%	82%	79%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	65%	67%	72%	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	61%	68%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	82%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	84%	85%	90%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	75%	82%	78%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	83%	87%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	73%	76%	81%	79%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	66%	72%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	84%	89%	86%
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	52%	54%	61%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	44%	58%	51%
Q51. Patient definitely received the right amount of support from their GP practice during treatment	39%	40%	50%	45%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	75%	82%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	59%	66%	62%
Q56. The whole care team worked well together	87%	88%	91%	90%
Q57. Administration of care was very good or good	83%	84%	89%	87%

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

How Alliance and ICB results are generated

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

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

Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores allow us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how an 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. For all other outputs at ICB level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

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

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

Respondents by Survey Type

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

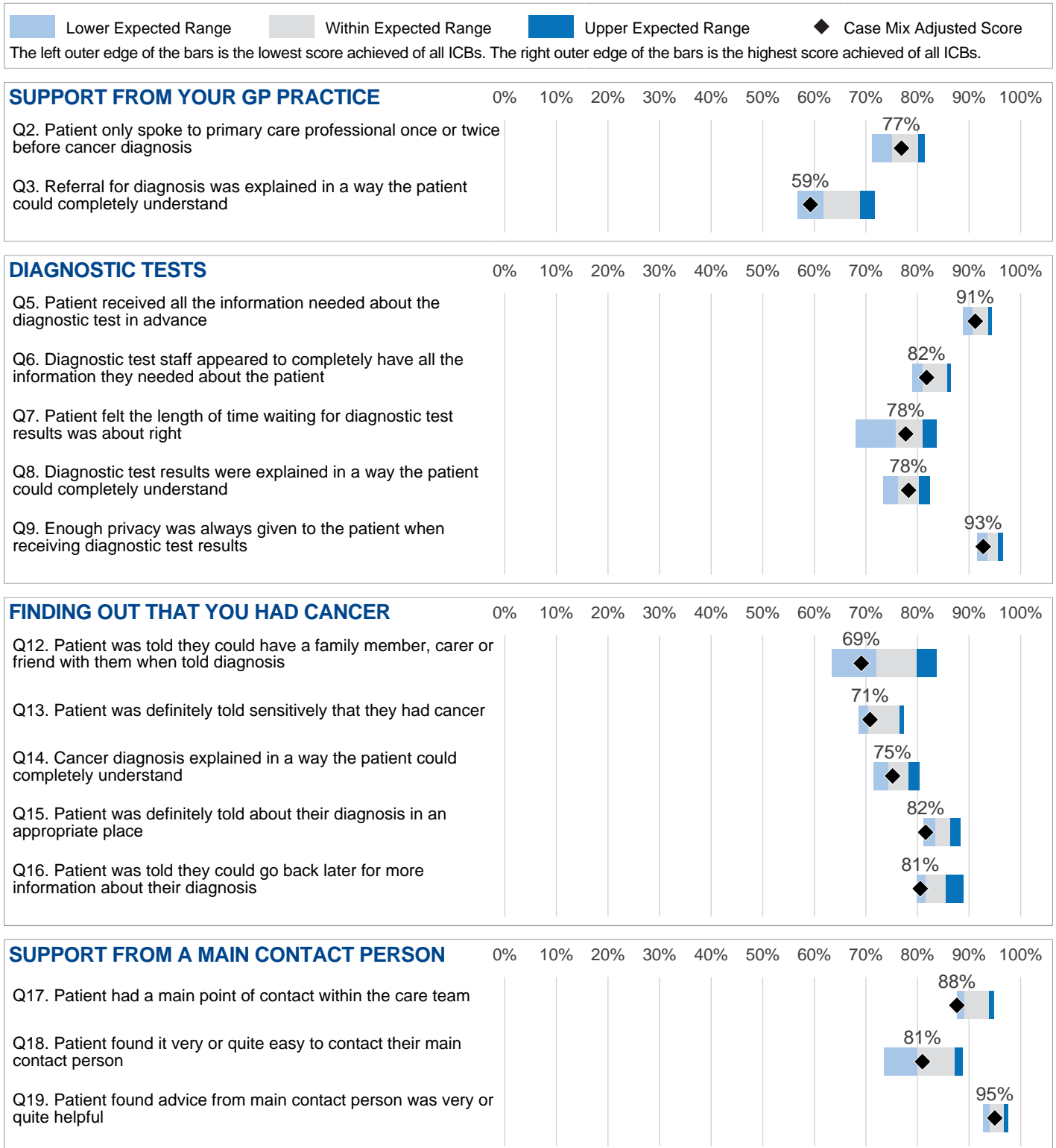
Respondents by Tumour Group

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

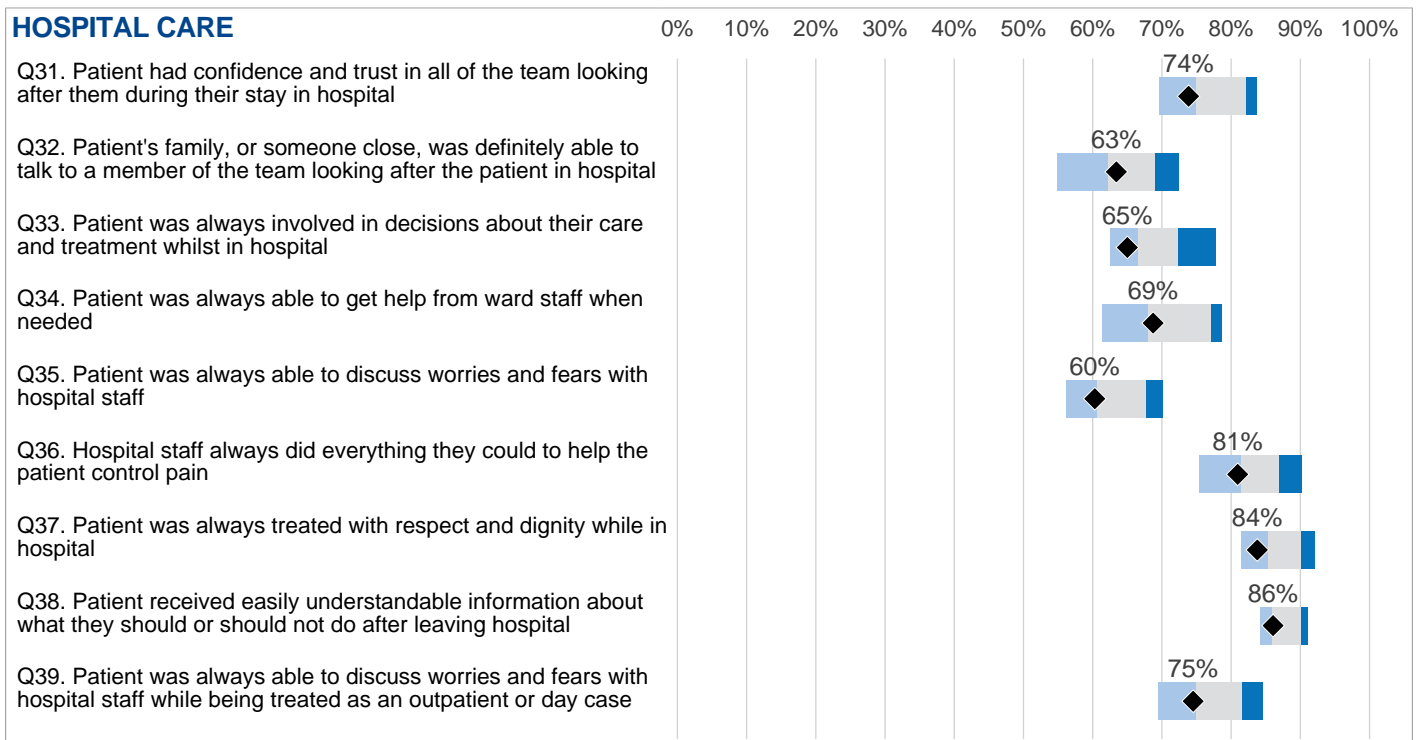
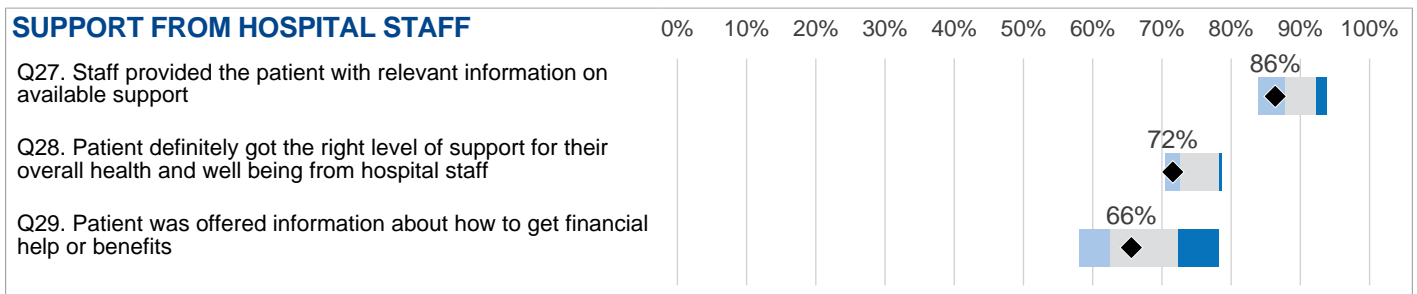
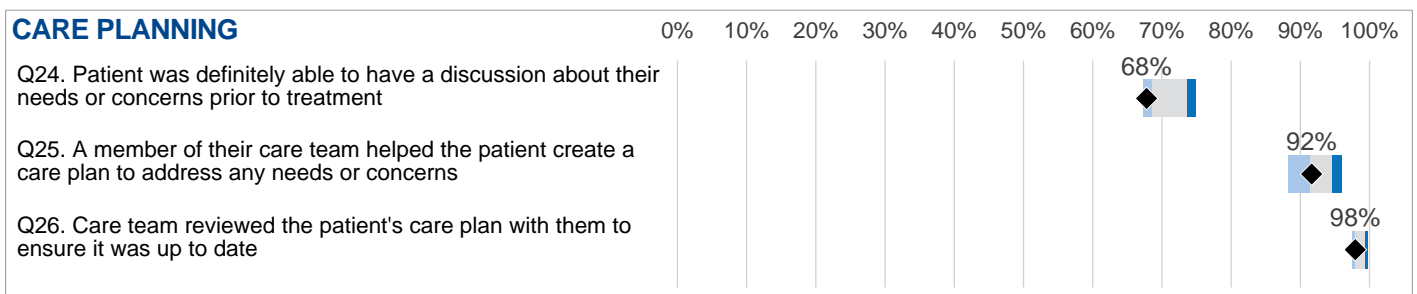
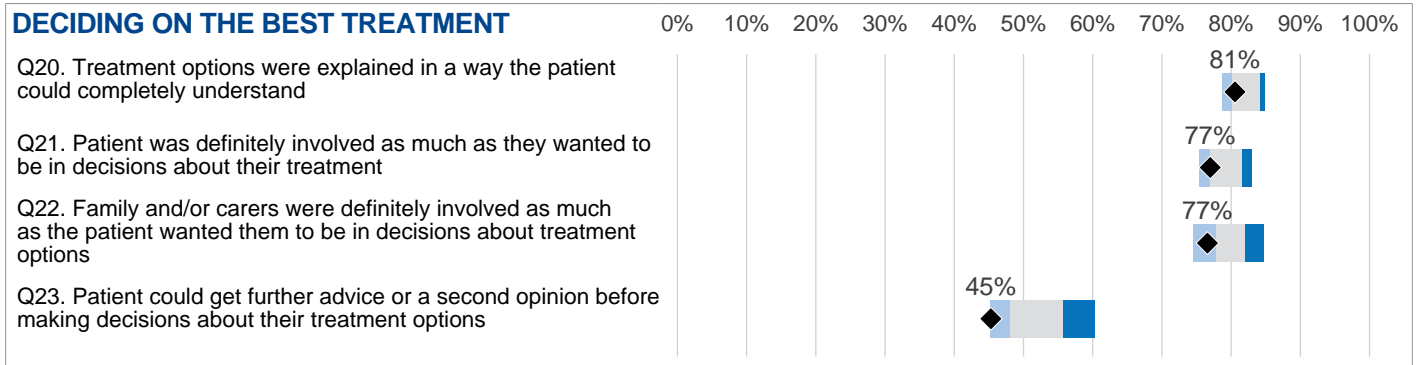
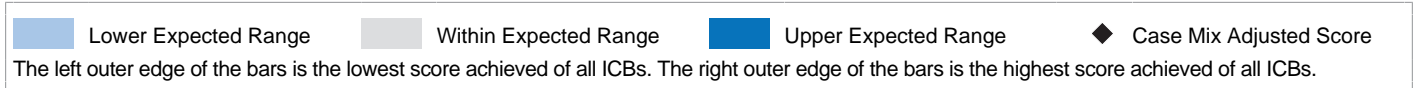
Respondents by Ethnicity

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

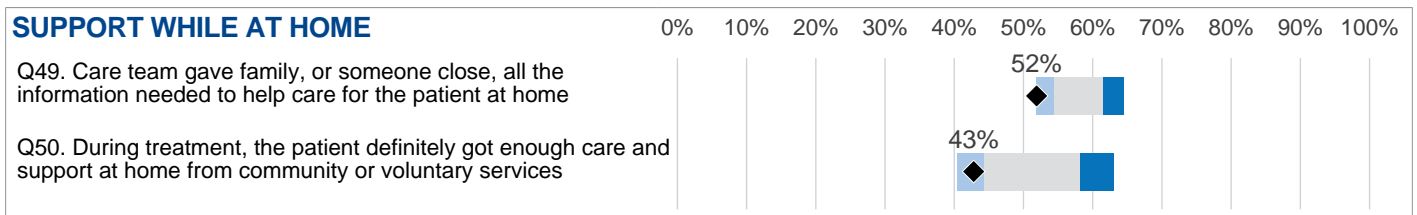
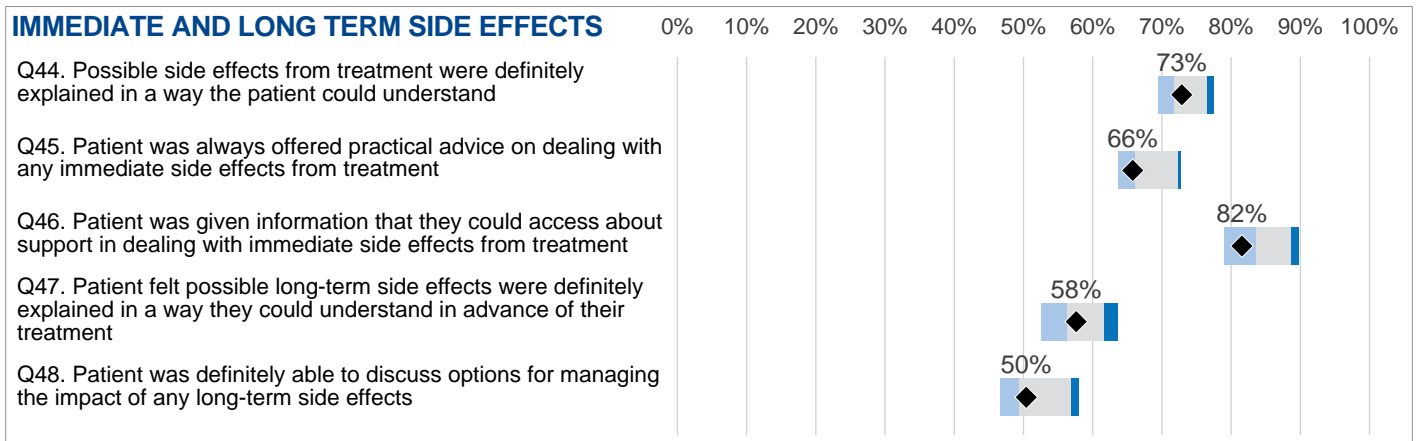
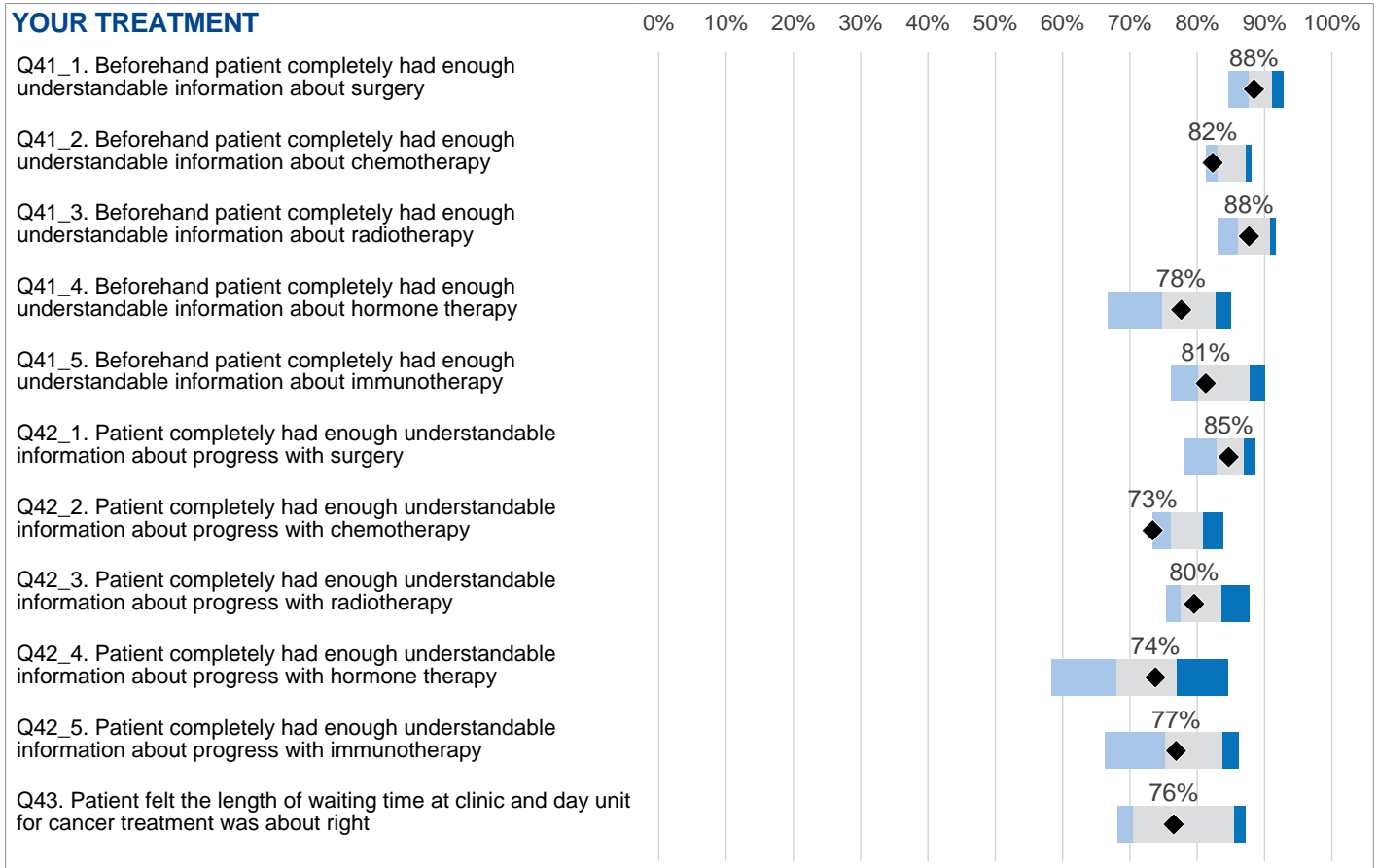
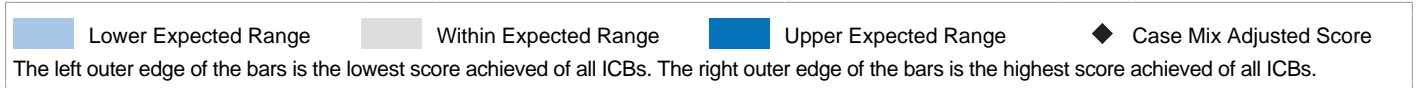
Expected Range Charts



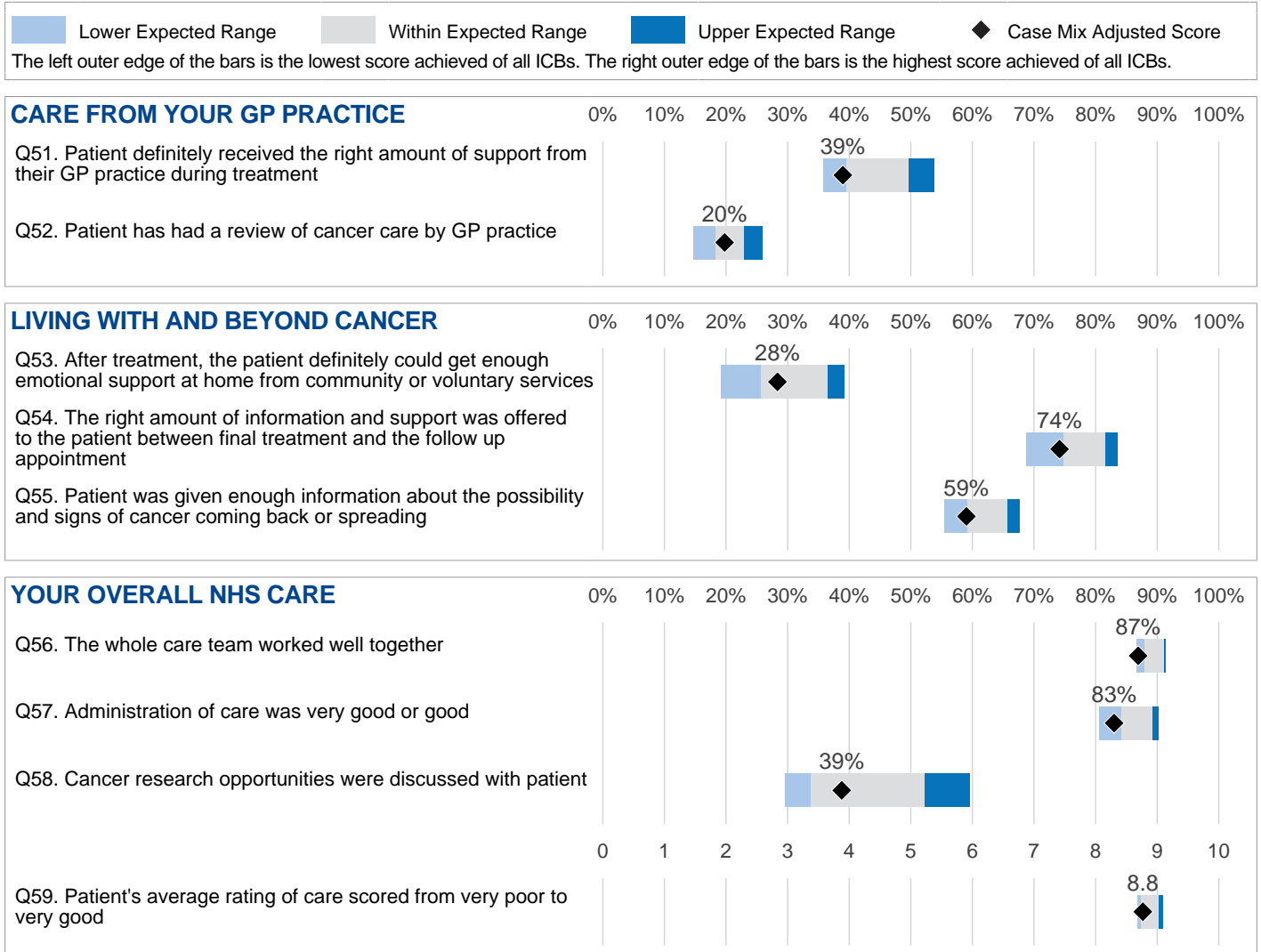
Expected Range Charts



Expected Range Charts



Expected Range Charts



Comparability tables

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

▲ or ▼

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

** No score available for 2021.

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

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

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

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			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	1887	62%	2121	69%	▲	69%	72%	80%	76%
Q13. Patient was definitely told sensitively that they had cancer	1977	71%	2251	71%		71%	71%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1993	74%	2259	75%		75%	74%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1975	82%	2254	82%		82%	83%	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	1749	80%	1971	81%		81%	82%	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	1901	91%	2154	88%	▼	88%	89%	94%	92%
Q18. Patient found it very or quite easy to contact their main contact person	1573	83%	1682	81%		81%	80%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	1626	96%	1778	95%		95%	94%	97%	95%

Comparability tables

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

** No score available for 2021.

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

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

DECIDING ON THE BEST TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q20. Treatment options were explained in a way the patient could completely understand	1823	81%	2103	81%		81%	80%	84%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1951	77%	2230	77%		77%	77%	82%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	1571	69%	1850	77%	▲	77%	78%	82%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	922	49%	1037	45%		45%	48%	56%	52%

CARE PLANNING	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	1768	70%	2006	68%		68%	69%	74%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	960	93%	1080	92%		92%	91%	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	760	98%	829	98%		98%	98%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores					Case Mix Adjusted Scores			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	1585	87%	1825	87%		86%	88%	92%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1962	72%	2237	72%		72%	73%	78%	75%
Q29. Patient was offered information about how to get financial help or benefits	986	70%	1157	66%		66%	63%	72%	67%

HOSPITAL CARE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	862	79%	960	74%		74%	75%	82%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	673	52%	763	63%	▲	63%	62%	69%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	838	68%	942	65%		65%	67%	72%	69%
Q34. Patient was always able to get help from ward staff when needed	838	76%	945	69%	▼	69%	68%	77%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	822	65%	922	61%		60%	61%	68%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	732	87%	831	81%	▼	81%	82%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	855	87%	958	84%		84%	85%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	833	88%	932	86%		86%	86%	90%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1689	75%	1955	75%		75%	75%	82%	78%

Comparability tables

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

▲ 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

YOUR TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	1060	89%	1229	88%		88%	88%	91%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1018	82%	1150	82%		82%	83%	87%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	594	88%	653	88%		88%	86%	91%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	339	79%	395	77%		78%	75%	83%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	326	81%	355	81%		81%	80%	88%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	1051	85%	1219	85%		85%	83%	87%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	1009	74%	1147	73%		73%	76%	81%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	586	81%	651	80%		80%	78%	84%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	334	69%	392	74%		74%	68%	77%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	323	72%	352	76%		77%	75%	84%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1940	77%	2204	77%		76%	70%	86%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	1903	74%	2153	73%		73%	72%	77%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1807	67%	2052	66%		66%	66%	72%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1433	84%	1634	82%		82%	84%	89%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1789	58%	2027	58%		58%	56%	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1527	52%	1716	50%		50%	49%	57%	53%

SUPPORT WHILE AT HOME	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	1277	51%	1496	52%		52%	54%	61%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	764	49%	815	43%	▼	43%	44%	58%	51%

Comparability tables

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

** No score available for 2021.

▲ or ▼

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

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

CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	1102	41%	1243	39%		39%	40%	50%	45%
Q52. Patient has had a review of cancer care by GP practice	1901	16%	2175	20%	▲	20%	18%	23%	21%

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			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	453	27%	485	29%		28%	26%	36%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	889	76%	1016	74%		74%	75%	82%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1569	61%	1755	59%		59%	59%	66%	62%

YOUR OVERALL NHS CARE	Unadjusted Scores					Case Mix Adjusted Scores			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	1907	88%	2140	87%		87%	88%	91%	90%
Q57. Administration of care was very good or good	1971	85%	2237	83%		83%	84%	89%	87%
Q58. Cancer research opportunities were discussed with patient	1185	38%	1328	38%		39%	34%	52%	43%
Q59. Patient's average rating of care scored from very poor to very good	1923	8.8	2180	8.8		8.8	8.7	9.0	8.9

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	94%	75%	77%	54%	76%	71%	82%	82%	88%	76%	75%	64%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	71%	63%	59%	52%	42%	46%	67%	33%	65%	61%	51%	52%	60%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Patient received all the information needed about the diagnostic test in advance	90%	89%	93%	87%	94%	89%	96%	91%	93%	92%	86%	91%	91%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	70%	82%	84%	83%	82%	71%	83%	87%	80%	90%	73%	80%	80%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	90%	71%	81%	81%	82%	82%	81%	82%	100%	68%	80%	76%	78%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	40%	79%	80%	84%	76%	84%	78%	82%	87%	83%	73%	76%	77%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	92%	91%	93%	94%	94%	96%	96%	93%	98%	90%	90%	92%	93%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	91%	66%	82%	64%	69%	61%	76%	65%	63%	47%	75%	67%	74%	69%
Q13. Patient was definitely told sensitively that they had cancer	82%	72%	73%	72%	71%	68%	74%	69%	68%	78%	65%	68%	69%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	58%	77%	81%	75%	69%	79%	75%	80%	63%	86%	70%	75%	69%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	86%	80%	75%	79%	86%	81%	85%	68%	90%	80%	78%	78%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	90%	86%	75%	76%	80%	88%	84%	84%	82%	85%	68%	74%	79%	81%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q17. Patient had a main point of contact within the care team	91%	88%	85%	88%	90%	89%	89%	89%	79%	95%	89%	82%	86%	88%
Q18. Patient found it very or quite easy to contact their main contact person	90%	80%	76%	89%	80%	91%	85%	77%	75%	86%	76%	80%	89%	81%
Q19. Patient found advice from main contact person was very or quite helpful	100%	96%	92%	93%	94%	98%	96%	95%	100%	98%	91%	96%	95%	95%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q20. Treatment options were explained in a way the patient could completely understand	82%	80%	83%	89%	78%	80%	80%	82%	78%	91%	73%	77%	82%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	77%	75%	77%	75%	82%	77%	82%	84%	86%	70%	75%	82%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	73%	78%	76%	75%	88%	84%	83%	67%	83%	75%	71%	79%	77%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	41%	38%	46%	49%	62%	45%	54%	*	51%	39%	39%	53%	45%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	55%	69%	62%	66%	70%	79%	68%	74%	63%	82%	64%	63%	66%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	87%	91%	93%	100%	96%	94%	*	97%	88%	90%	100%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	96%	99%	100%	98%	100%	98%	100%	*	100%	100%	97%	95%	98%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	*	86%	87%	82%	85%	93%	88%	90%	94%	97%	84%	83%	88%	87%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	55%	65%	72%	72%	75%	79%	76%	75%	79%	85%	66%	73%	74%	72%
Q29. Patient was offered information about how to get financial help or benefits	*	71%	68%	62%	67%	70%	75%	56%	45%	58%	56%	48%	67%	66%

Tumour type tables

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

	Tumour Type													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	72%	72%	77%	77%	74%	73%	76%	75%	88%	68%	73%	80%	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	56%	63%	67%	71%	74%	77%	52%	*	91%	56%	58%	71%	63%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	66%	59%	66%	72%	68%	69%	66%	67%	69%	61%	63%	71%	65%
Q34. Patient was always able to get help from ward staff when needed	*	64%	61%	78%	75%	69%	73%	75%	82%	94%	61%	69%	76%	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	50%	56%	60%	76%	59%	71%	72%	73%	87%	50%	58%	63%	61%
Q36. Hospital staff always did everything they could to help the patient control pain	*	78%	80%	88%	85%	80%	85%	85%	100%	100%	72%	75%	82%	81%
Q37. Patient was always treated with respect and dignity while in hospital	*	82%	77%	86%	89%	92%	81%	88%	92%	94%	81%	89%	83%	84%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	88%	81%	92%	89%	89%	90%	88%	83%	100%	76%	84%	87%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	70%	76%	73%	81%	84%	73%	77%	82%	84%	67%	69%	76%	75%

	Tumour Type													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	89%	86%	91%	85%	89%	92%	91%	100%	88%	79%	86%	92%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	80%	81%	92%	82%	88%	84%	82%	*	*	80%	83%	88%	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	70%	86%	82%	97%	96%	89%	95%	90%	*	*	94%	90%	91%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	73%	*	*	*	*	*	87%	*	*	*	*	89%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	74%	62%	*	80%	*	80%	*	*	86%	90%	87%	93%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	86%	83%	87%	84%	87%	86%	87%	86%	95%	75%	75%	91%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	73%	71%	75%	77%	82%	72%	78%	*	*	65%	69%	80%	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	77%	78%	86%	85%	86%	78%	80%	*	*	83%	85%	88%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	70%	*	*	*	*	*	84%	*	*	*	*	86%	74%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	80%	54%	*	76%	*	69%	*	*	72%	80%	81%	89%	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	72%	80%	84%	73%	87%	77%	82%	78%	79%	77%	80%	76%	77%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	64%	71%	72%	74%	69%	80%	73%	77%	94%	81%	63%	76%	78%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	63%	67%	66%	67%	80%	68%	68%	73%	80%	48%	67%	68%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	81%	81%	86%	79%	84%	87%	88%	92%	93%	72%	78%	81%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	45%	53%	55%	55%	57%	71%	53%	68%	71%	78%	48%	60%	63%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	46%	47%	53%	50%	74%	48%	65%	50%	64%	33%	52%	54%	50%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	44%	54%	51%	55%	54%	62%	59%	50%	72%	34%	56%	56%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	36%	53%	33%	42%	44%	54%	48%	60%	54%	36%	39%	43%	43%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	45%	37%	35%	37%	23%	38%	45%	50%	45%	37%	29%	35%	39%
Q52. Patient has had a review of cancer care by GP practice	9%	21%	16%	19%	18%	22%	23%	21%	32%	21%	20%	19%	21%	20%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	21%	34%	39%	35%	42%	27%	21%	*	33%	36%	19%	33%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	70%	70%	76%	76%	88%	81%	72%	*	88%	79%	74%	75%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	52%	49%	59%	68%	49%	56%	63%	69%	85%	49%	64%	69%	59%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. The whole care team worked well together	82%	88%	85%	89%	89%	85%	86%	88%	84%	90%	89%	82%	84%	87%
Q57. Administration of care was very good or good	73%	85%	76%	89%	87%	86%	88%	83%	84%	89%	75%	78%	84%	83%
Q58. Cancer research opportunities were discussed with patient	*	30%	25%	33%	59%	43%	34%	47%	57%	42%	35%	31%	47%	38%
Q59. Patient's average rating of care scored from very poor to very good	8.4	8.8	8.6	9.0	8.8	9.1	9.0	8.8	8.8	9.2	8.3	8.6	8.9	8.8

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	80%	70%	78%	76%	76%	81%	76%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	69%	60%	65%	60%	60%	59%	52%	60%

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	83%	83%	90%	92%	93%	91%	84%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	85%	68%	81%	81%	83%	82%	84%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	77%	63%	63%	73%	81%	83%	87%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	85%	64%	69%	77%	81%	81%	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	85%	85%	92%	90%	94%	94%	96%	93%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	50%	80%	58%	62%	71%	74%	80%	69%
Q13. Patient was definitely told sensitively that they had cancer	*	76%	63%	60%	68%	72%	77%	75%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	76%	70%	68%	74%	77%	77%	77%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	82%	77%	79%	77%	82%	87%	83%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	*	93%	84%	88%	82%	82%	77%	74%	81%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	81%	87%	89%	88%	90%	86%	79%	88%
Q18. Patient found it very or quite easy to contact their main contact person	*	85%	73%	77%	82%	81%	83%	83%	81%
Q19. Patient found advice from main contact person was very or quite helpful	*	92%	90%	95%	94%	95%	96%	97%	95%

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	82%	74%	73%	80%	83%	82%	82%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	81%	66%	72%	74%	79%	80%	80%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	67%	66%	66%	72%	78%	82%	84%	77%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	43%	33%	43%	47%	46%	55%	45%

Age group tables

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

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

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

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

Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	90%	82%	83%	88%	89%	92%	86%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	86%	80%	83%	83%	82%	81%	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	79%	88%	88%	91%	88%	80%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	60%	72%	75%	83%	79%	82%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	90%	79%	79%	79%	91%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	80%	76%	83%	86%	86%	87%	75%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	73%	72%	74%	73%	74%	77%	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	71%	78%	83%	81%	79%	72%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	60%	65%	71%	78%	78%	75%	74%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	85%	73%	78%	71%	80%	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	69%	64%	71%	74%	78%	79%	87%	77%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	69%	83%	72%	75%	72%	71%	70%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	63%	60%	65%	65%	68%	65%	67%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	85%	81%	82%	82%	83%	80%	80%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	64%	53%	49%	57%	60%	57%	65%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	70%	50%	43%	49%	54%	48%	58%	50%

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	64%	43%	40%	47%	55%	54%	64%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	21%	38%	36%	47%	44%	57%	43%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	60%	34%	43%	41%	40%	36%	29%	39%
Q52. Patient has had a review of cancer care by GP practice	*	31%	22%	22%	20%	20%	18%	14%	20%

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	48%	33%	24%	28%	28%	29%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	58%	68%	67%	81%	75%	76%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	50%	47%	50%	58%	62%	60%	62%	59%

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	82%	78%	86%	87%	87%	89%	83%	87%
Q57. Administration of care was very good or good	*	82%	75%	83%	82%	83%	84%	90%	83%
Q58. Cancer research opportunities were discussed with patient	*	33%	34%	34%	40%	39%	38%	32%	38%
Q59. Patient's average rating of care scored from very poor to very good	*	8.0	8.1	8.7	8.7	8.9	8.8	8.9	8.8

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	76%	*	*	*	83%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	56%	*	*	*	58%	60%

DIAGNOSTIC TESTS							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	92%	*	*	*	93%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	83%	*	*	*	83%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	81%	*	*	*	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	79%	*	*	*	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	94%	*	*	*	91%	93%

FINDING OUT THAT YOU HAD CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	67%	71%	*	*	*	75%	69%
Q13. Patient was definitely told sensitively that they had cancer	70%	72%	*	*	*	76%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	76%	*	*	*	79%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	83%	*	*	*	83%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	80%	*	*	*	79%	81%

SUPPORT FROM A MAIN CONTACT PERSON							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	87%	88%	*	*	*	90%	88%
Q18. Patient found it very or quite easy to contact their main contact person	83%	79%	*	*	*	81%	81%
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	*	*	*	98%	95%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	81%	80%	*	*	*	85%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	79%	*	*	*	77%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	79%	*	*	*	78%	77%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	42%	50%	*	*	*	37%	45%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	70%	*	*	*	66%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	94%	*	*	*	96%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	99%	*	*	*	100%	98%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	84%	90%	*	*	*	87%	87%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	68%	76%	*	*	*	72%	72%
Q29. Patient was offered information about how to get financial help or benefits	68%	63%	*	*	*	57%	66%

Male/Female/Non-binary/Other tables

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

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

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

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	74%	*	*	*	73%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	67%	*	*	*	69%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	82%	*	*	*	85%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	63%	*	*	*	52%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	55%	*	*	*	46%	50%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	47%	57%	*	*	*	52%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	40%	46%	*	*	*	48%	43%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	39%	39%	*	*	*	40%	39%
Q52. Patient has had a review of cancer care by GP practice	21%	18%	*	*	*	19%	20%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	30%	*	*	*	35%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	75%	*	*	*	76%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	64%	*	*	*	62%	59%

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	87%	87%	*	*	*	90%	87%
Q57. Administration of care was very good or good	84%	82%	*	*	*	82%	83%
Q58. Cancer research opportunities were discussed with patient	35%	43%	*	*	*	39%	38%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	*	*	*	8.9	8.8

Ethnicity tables

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	80%	41%	*	*	81%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	60%	75%	73%	*	57%	60%

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	69%	50%	69%	75%	*	74%	69%
Q13. Patient was definitely told sensitively that they had cancer	71%	53%	74%	61%	*	76%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	60%	80%	74%	*	79%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	73%	86%	85%	*	83%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	69%	91%	78%	*	80%	81%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	88%	67%	97%	95%	*	89%	88%
Q18. Patient found it very or quite easy to contact their main contact person	82%	*	73%	59%	*	82%	81%
Q19. Patient found advice from main contact person was very or quite helpful	95%	90%	91%	94%	*	98%	95%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	81%	67%	84%	75%	*	81%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	60%	77%	75%	*	79%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	*	88%	63%	*	79%	77%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	44%	60%	74%	71%	*	44%	45%

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	60%	68%	68%	*	66%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	*	96%	100%	*	93%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	100%	100%	*	98%	98%

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

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	73%	*	91%	*	*	85%	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	*	76%	*	*	74%	63%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	*	86%	*	*	71%	65%
Q34. Patient was always able to get help from ward staff when needed	68%	*	82%	*	*	82%	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	*	68%	*	*	63%	61%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	*	86%	*	*	89%	81%
Q37. Patient was always treated with respect and dignity while in hospital	83%	*	91%	*	*	92%	84%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	*	100%	*	*	86%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	75%	71%	67%	*	73%	75%

Ethnicity tables

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

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

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	57%	72%	89%	*	74%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	42%	79%	89%	*	72%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	62%	83%	81%	*	84%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	29%	72%	70%	*	55%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	38%	66%	61%	*	52%	50%

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	52%	33%	57%	45%	*	52%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	*	55%	*	*	40%	43%

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	39%	36%	54%	29%	*	42%	39%
Q52. Patient has had a review of cancer care by GP practice	19%	13%	35%	32%	*	23%	20%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	*	36%	*	*	26%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	*	76%	*	*	69%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	54%	71%	50%	*	55%	59%

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

IMD quintile tables

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

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

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

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

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

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	80%	84%	81%	79%	80%	*	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	80%	76%	78%	75%	*	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	76%	74%	79%	77%	*	77%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	46%	49%	47%	42%	42%	*	45%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
CARE PLANNING							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	67%	67%	68%	67%	*	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	91%	94%	92%	90%	*	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	97%	99%	97%	98%	*	98%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM HOSPITAL STAFF							
Q27. Staff provided the patient with relevant information on available support	87%	88%	87%	88%	83%	*	87%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	70%	72%	73%	69%	*	72%
Q29. Patient was offered information about how to get financial help or benefits	67%	62%	64%	68%	68%	*	66%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
HOSPITAL CARE							
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	69%	75%	77%	71%	75%	*	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	64%	61%	65%	60%	*	63%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	65%	63%	65%	67%	*	65%
Q34. Patient was always able to get help from ward staff when needed	67%	69%	69%	69%	69%	*	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	55%	63%	64%	58%	61%	*	61%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	78%	83%	81%	81%	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	83%	83%	85%	81%	87%	*	84%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	84%	90%	85%	84%	*	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	74%	76%	75%	72%	*	75%

IMD quintile tables

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

YOUR TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	90%	88%	89%	87%	*	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	80%	82%	85%	80%	*	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	92%	83%	91%	86%	*	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	71%	82%	72%	84%	75%	*	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	90%	79%	84%	80%	76%	*	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	93%	83%	85%	83%	84%	*	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	71%	76%	73%	71%	*	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	82%	83%	77%	81%	77%	*	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	71%	81%	74%	76%	66%	*	74%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	88%	62%	81%	76%	77%	*	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	77%	78%	76%	78%	*	77%

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	77%	75%	72%	72%	72%	*	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	74%	65%	66%	65%	64%	*	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	79%	79%	82%	84%	82%	*	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	59%	55%	57%	56%	*	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	54%	48%	48%	51%	*	50%

SUPPORT WHILE AT HOME	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	52%	51%	54%	52%	51%	*	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	43%	46%	46%	36%	*	43%

CARE FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	27%	40%	40%	42%	39%	*	39%
Q52. Patient has had a review of cancer care by GP practice	18%	22%	18%	19%	20%	*	20%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	24%	33%	34%	25%	27%	*	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	71%	73%	76%	74%	74%	*	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	63%	57%	59%	55%	*	59%

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

Long term condition status tables

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

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

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

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

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

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

Long term condition status tables

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

CARE PLANNING	Long term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	69%	72%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	94%	94%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	98%	100%	98%

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

HOSPITAL CARE	Long term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	77%	77%	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	62%	65%	68%	63%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	70%	61%	65%
Q34. Patient was always able to get help from ward staff when needed	66%	73%	71%	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	57%	67%	64%	61%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	82%	84%	81%
Q37. Patient was always treated with respect and dignity while in hospital	82%	87%	85%	84%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	89%	84%	86%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	76%	79%	75%

Long term condition status tables

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

YOUR TREATMENT	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	87%	93%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	84%	83%	82%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	89%	85%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	77%	75%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	83%	77%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	86%	88%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	74%	72%	79%	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	78%	81%	86%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	74%	72%	83%	74%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	75%	80%	68%	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	77%	77%	77%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	77%	74%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	67%	73%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	83%	82%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	60%	59%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	54%	53%	50%

SUPPORT WHILE AT HOME	Long term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	51%	52%	59%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	44%	53%	43%

CARE FROM YOUR GP PRACTICE	Long term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	36%	43%	44%	39%
Q52. Patient has had a review of cancer care by GP practice	20%	18%	22%	20%

Long term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	31%	42%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	78%	75%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	62%	59%	59%

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

Year on Year Charts

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

The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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



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

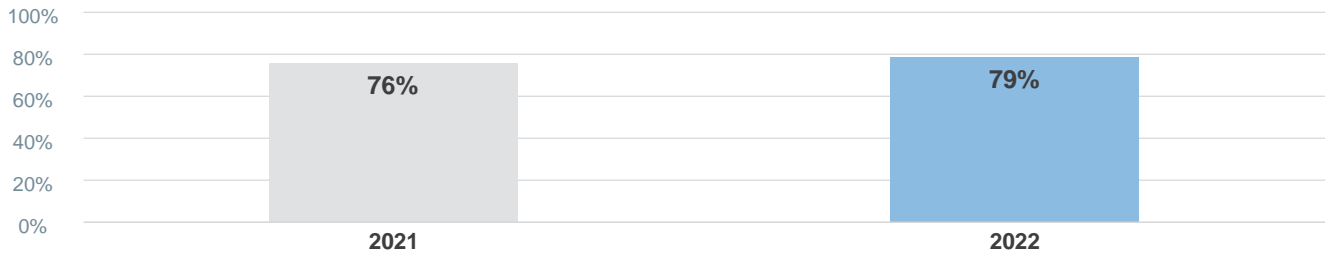


Year on Year Charts

* 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

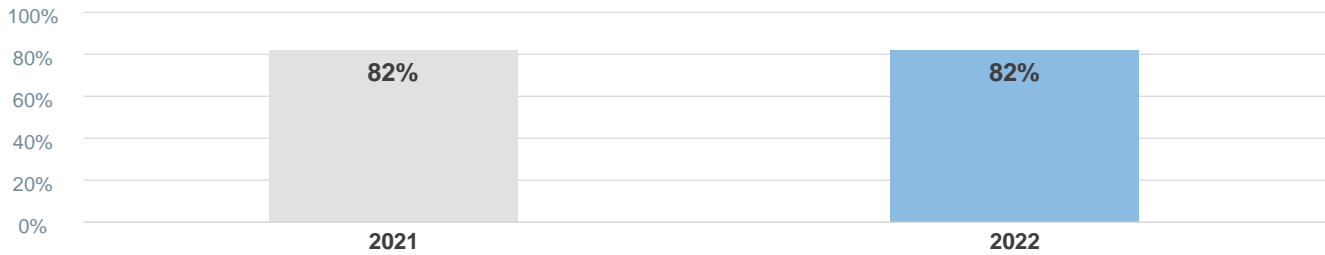


Year on Year Charts

* 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

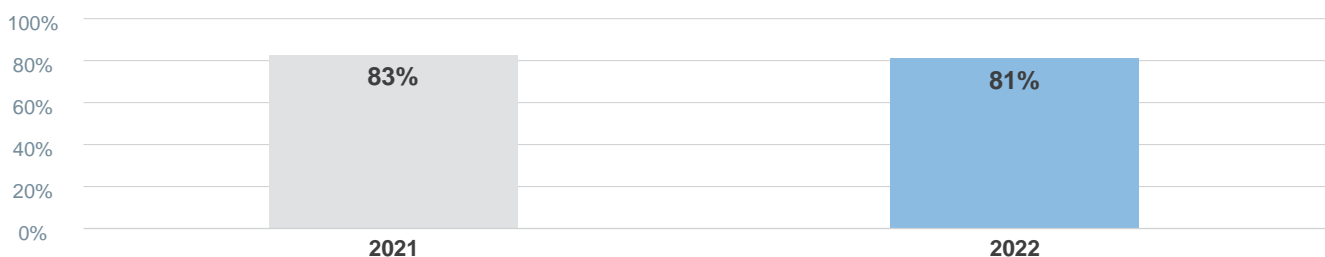


SUPPORT FROM A MAIN CONTACT PERSON

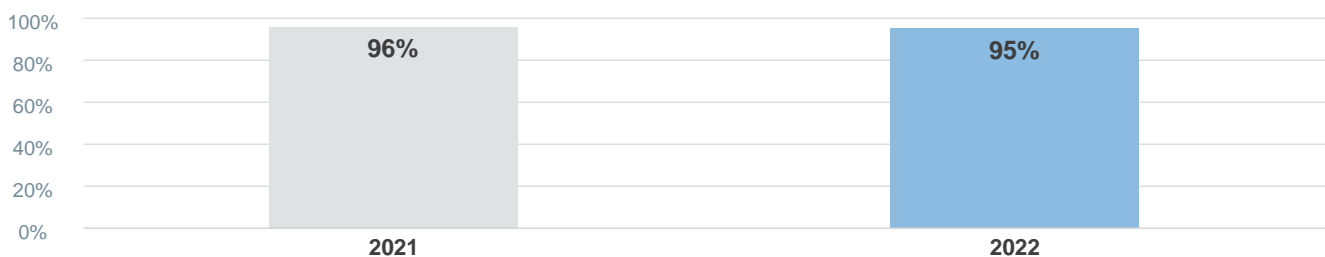
Q17. Patient had a main point of contact within the care team



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.

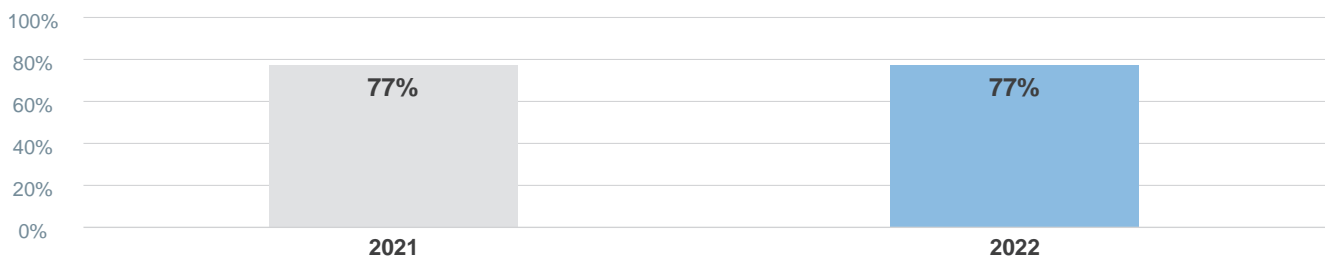
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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



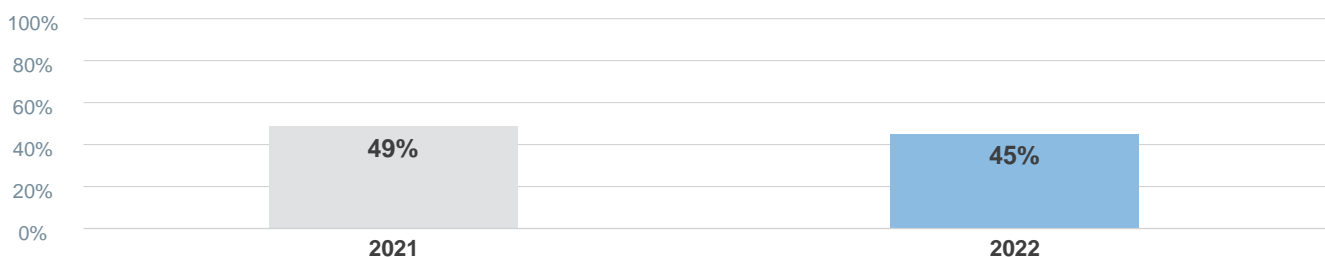
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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

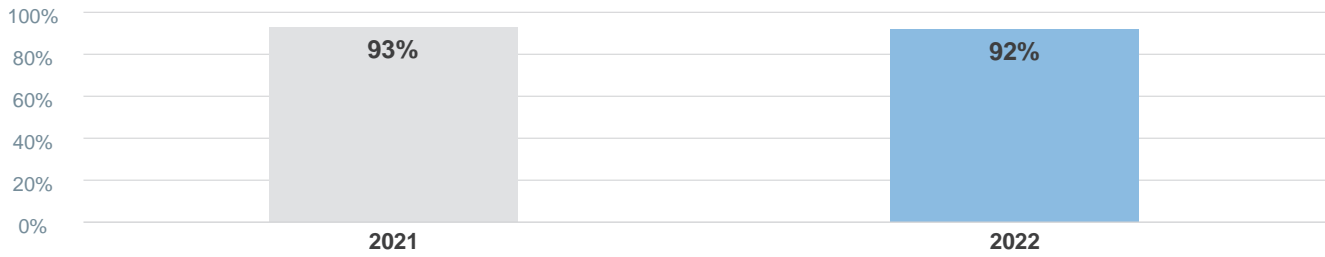


Year on Year Charts

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

The scores are unadjusted and based on England scores only.

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



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

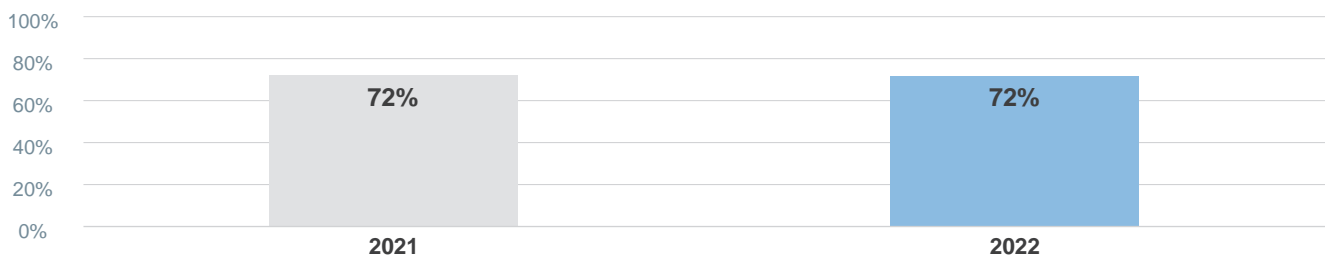


SUPPORT FROM HOSPITAL STAFF

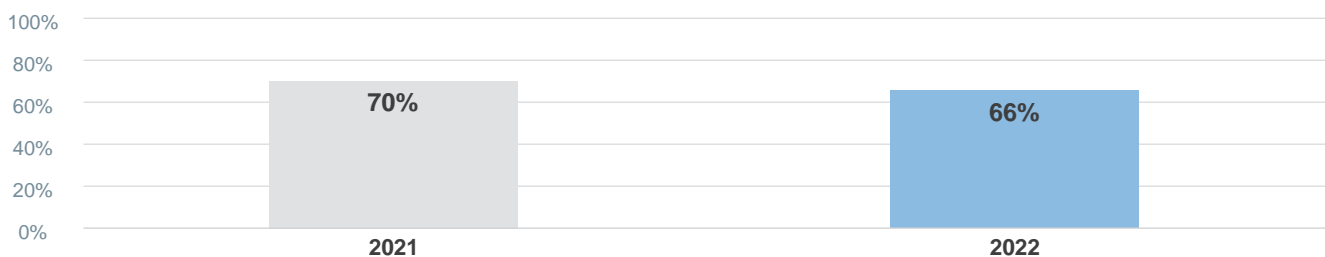
Q27. Staff provided the patient with relevant information on available support



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



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



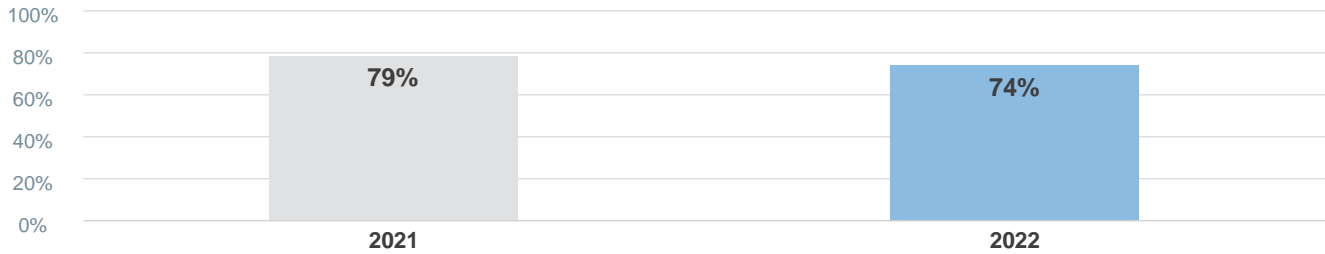
Year on Year Charts

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

The scores are unadjusted and based on England scores only.

HOSPITAL CARE

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



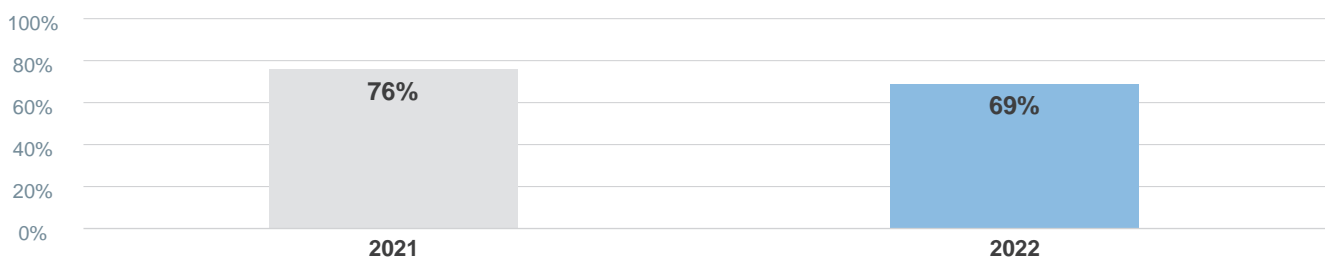
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



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



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



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



Year on Year Charts

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

The scores are unadjusted and based on England scores only.

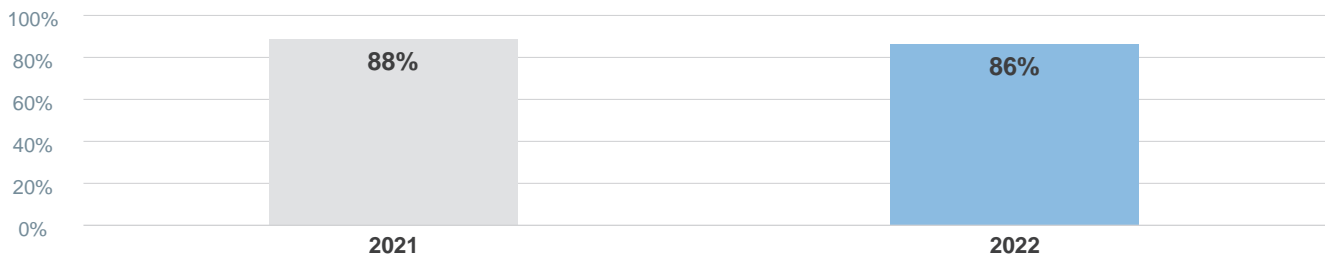
Q36. Hospital staff always did everything they could to help the patient control pain



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



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



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



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

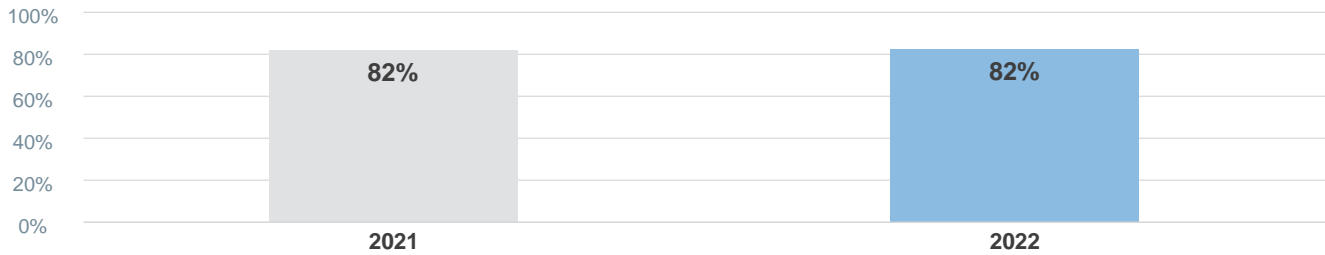


Year on Year Charts

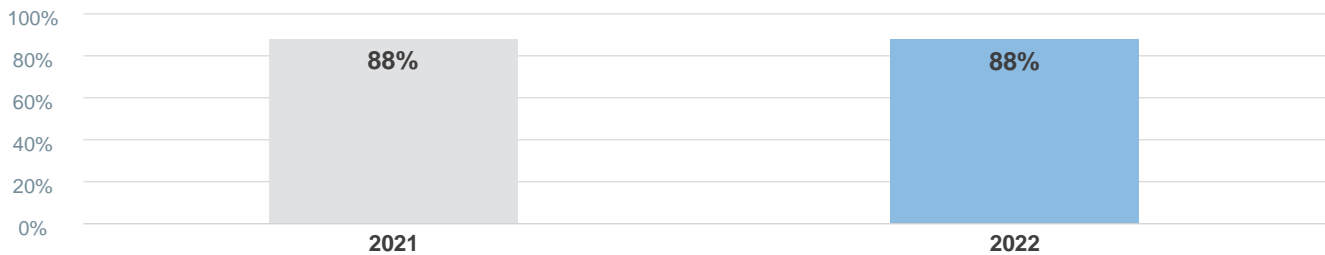
* Indicates where a score is not available due to suppression or a low base size.

The scores are unadjusted and based on England scores only.

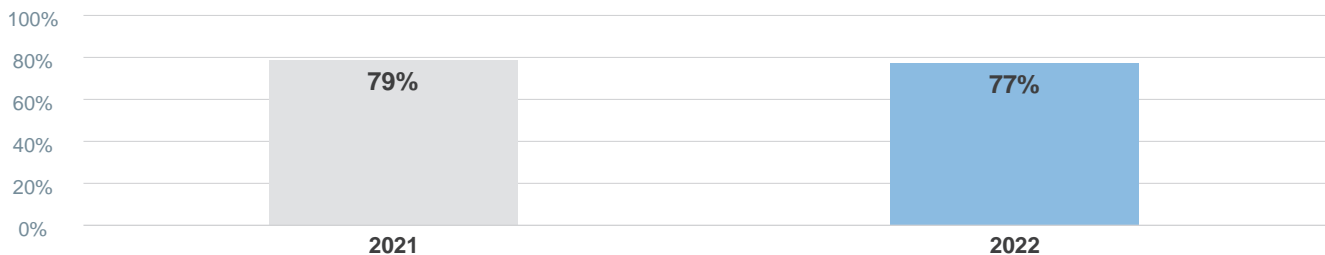
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



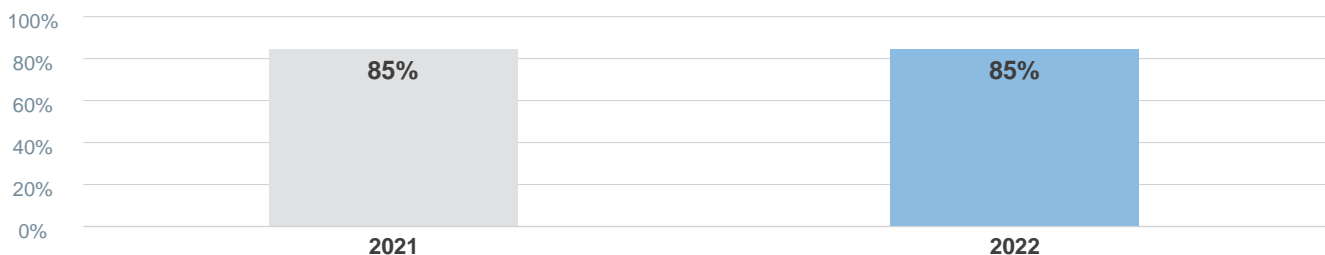
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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



Year on Year Charts

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

The scores are unadjusted and based on England scores only.

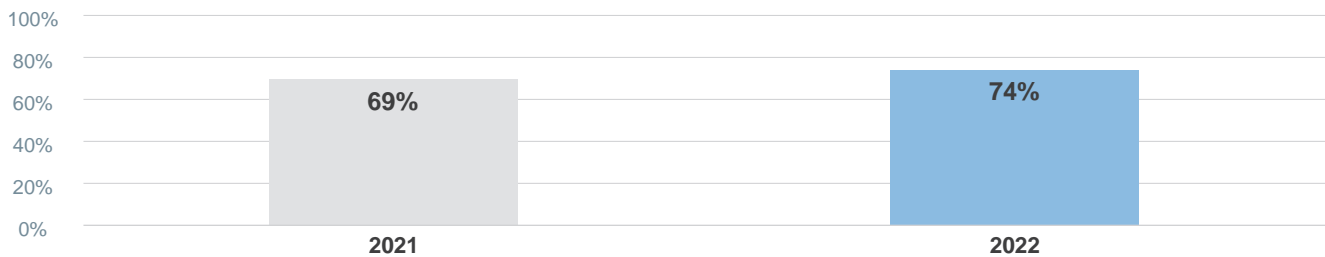
Q42_2. Patient completely had enough understandable information about progress with chemotherapy



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



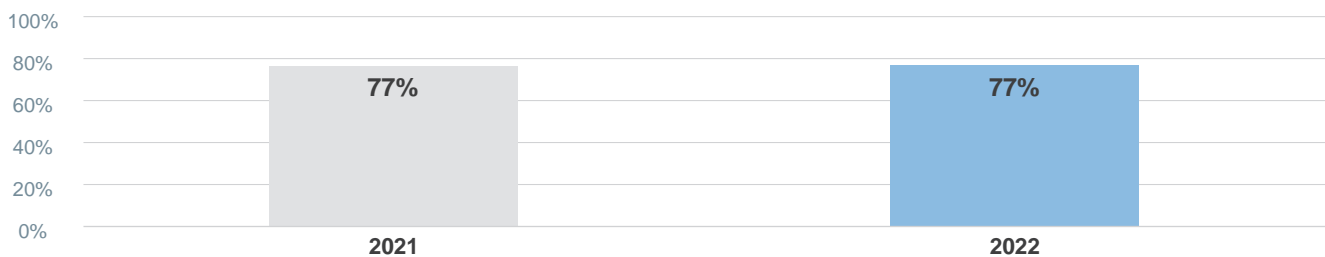
Q42_4. Patient completely had enough understandable information about progress with hormone therapy



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



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



Year on Year Charts

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

The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

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



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



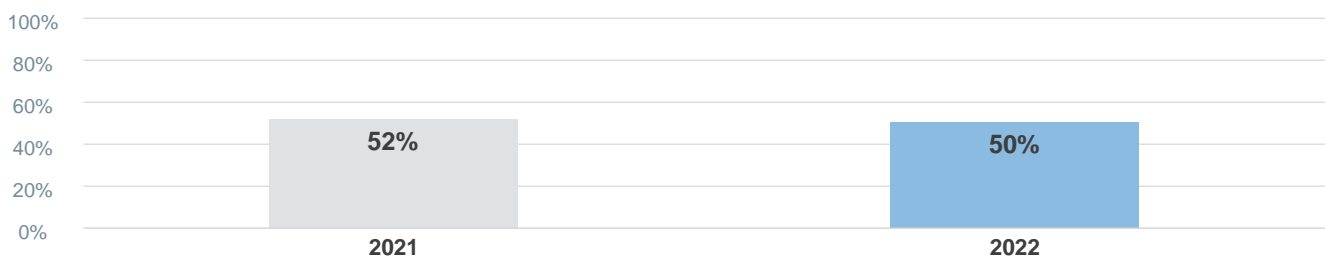
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



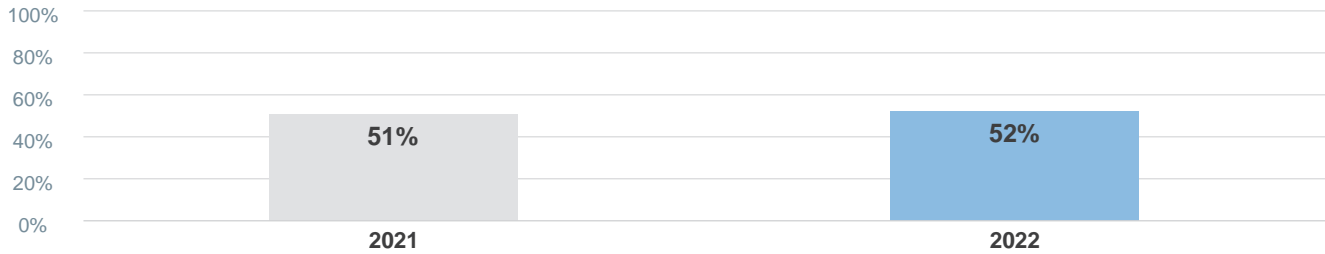
Year on Year Charts

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

The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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



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



CARE FROM YOUR GP PRACTICE

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

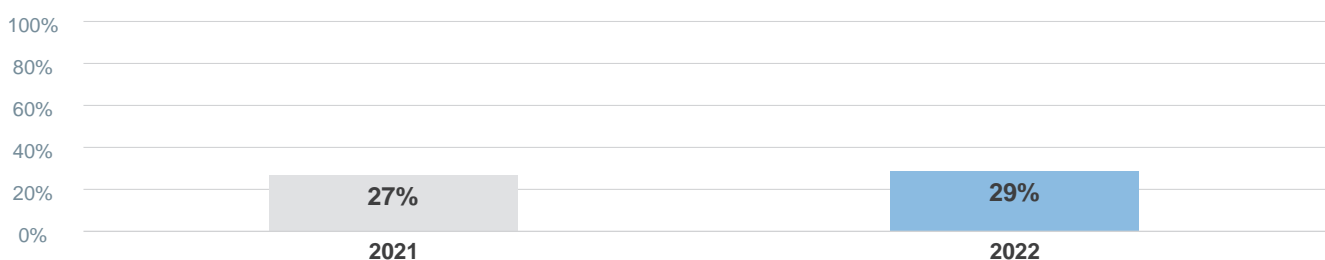


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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

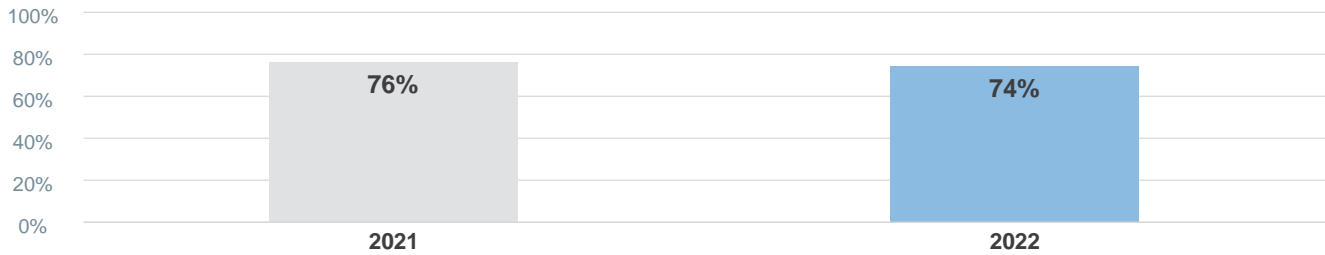


Year on Year Charts

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

The scores are unadjusted and based on England scores only.

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



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

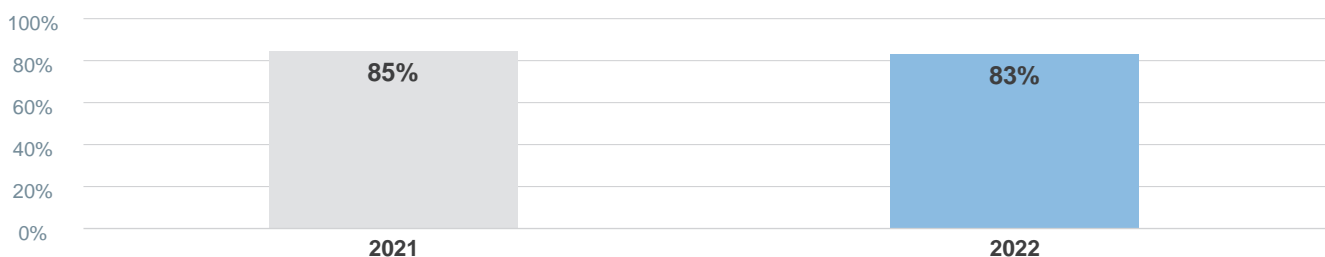


YOUR OVERALL NHS CARE

Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on Year Charts

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

The scores are unadjusted and based on England scores only.

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

