Cancer Patient Experience Survey

2022 Results

NHS North West London Integrated Care Board

Published July 2023

The Cancer Patient Experience Survey is undertaken by Picker on behalf of NHS England

Executive Summary

Questions Above Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q58. Cancer research opportunities were discussed with patient	**53%**	34%	52%	**43%**

Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	**71%**	75%	81%	**78%**
Q5. Patient received all the information needed about the diagnostic test in advance	**90%**	91%	94%	**92%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	**76%**	76%	81%	**78%**
Q20. Treatment options were explained in a way the patient could completely understand	**79%**	80%	84%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	**76%**	77%	82%	**79%**
Q29. Patient was offered information about how to get financial help or benefits	**62%**	62%	73%	**67%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	**68%**	70%	86%	**78%**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	**71%**	72%	77%	**74%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	**83%**	83%	89%	**86%**

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

1,665 patients responded out of a total of 4,085 patients, resulting in a response rate of 41%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	4,317	4,085	1,665	41%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	1,290
Online	370
Phone	4
Translation Service	1
Total	**1,665**

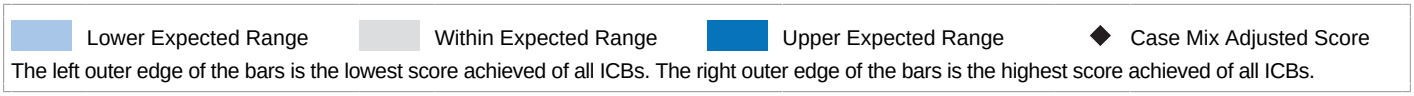
Respondents by Tumour Group

	Number of Respondents
Brain / CNS	6
Breast	382
Colorectal / LGT	150
Gynaecological	102
Haematological	245
Head and Neck	47
Lung	85
Prostate	191
Sarcoma	16
Skin	25
Upper Gastro	89
Urological	128
Other	199
Total	**1,665**

Respondents by Ethnicity

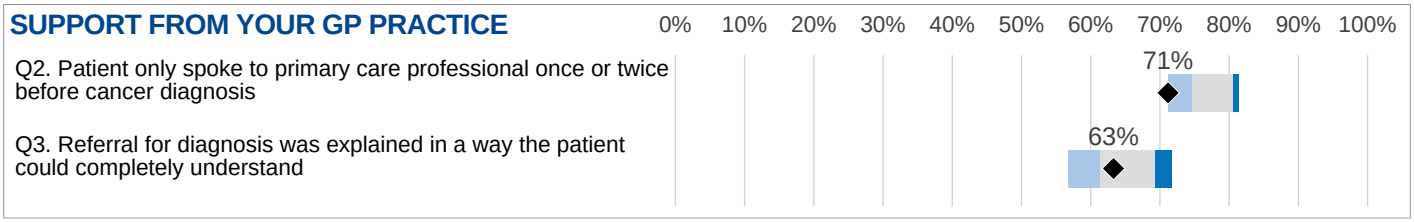
	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	818
Irish	61
Gypsy or Irish Traveller	*
Any other White background	154
Mixed / Multiple Ethnicity	
White and Black Caribbean	9
White and Black African	7
White and Asian	25
Any other Mixed / multiple ethnic background	11
Asian or Asian British	
Indian	161
Pakistani	28
Bangladeshi	*
Chinese	19
Any other Asian background	50
Black / African / Caribbean / Black British	
African	49
Caribbean	69
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	29
Any other ethnic group	19
Not given	
Not given	148
Total	**1,665**

Expected Range Charts

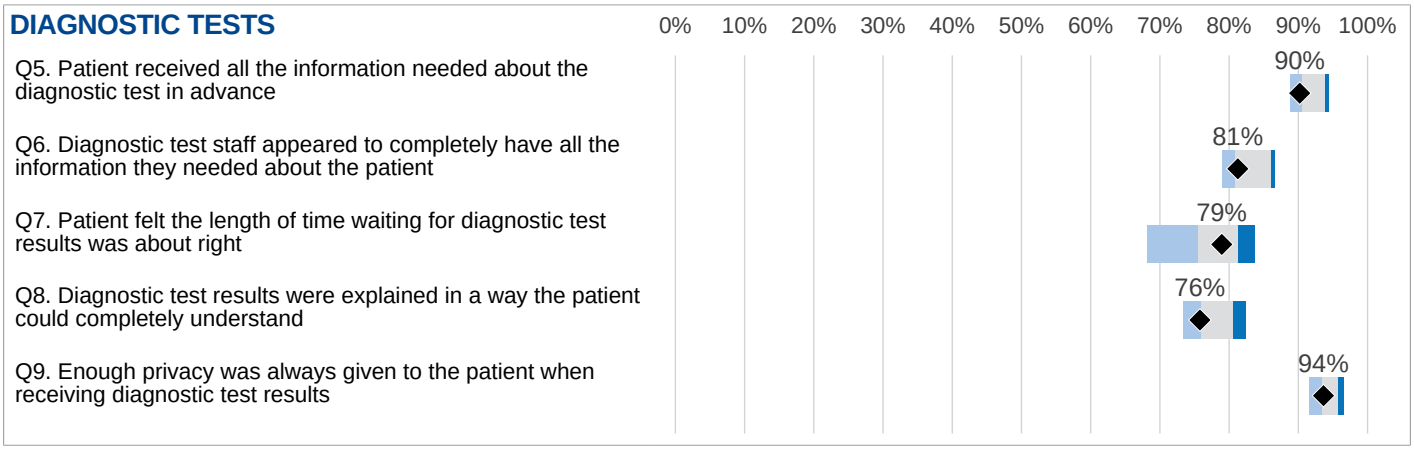


The left outer edge of the bars is the lowest score achieved of all ICBs. The right outer edge of the bars is the highest score achieved of all ICBs.

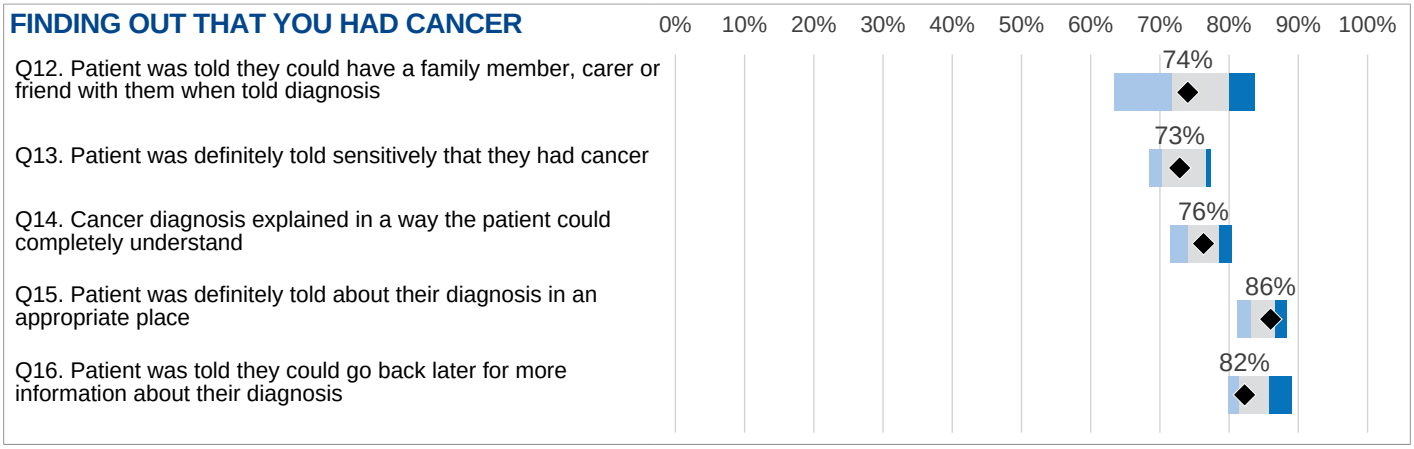
SUPPORT FROM YOUR GP PRACTICE



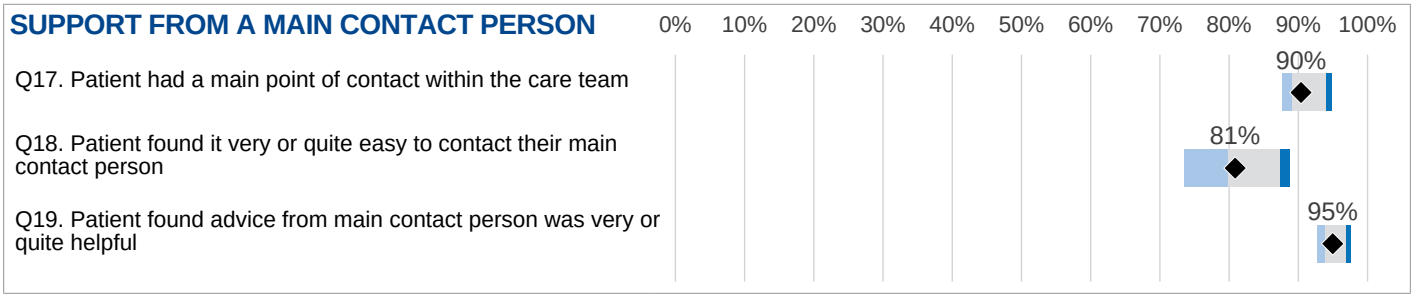
DIAGNOSTIC TESTS



FINDING OUT THAT YOU HAD CANCER



SUPPORT FROM A MAIN CONTACT PERSON

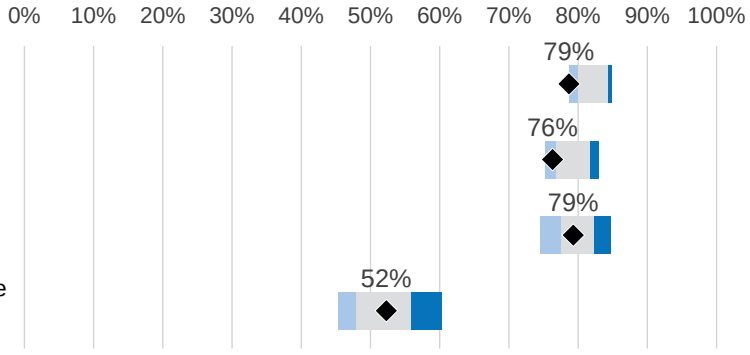


Expected Range Charts

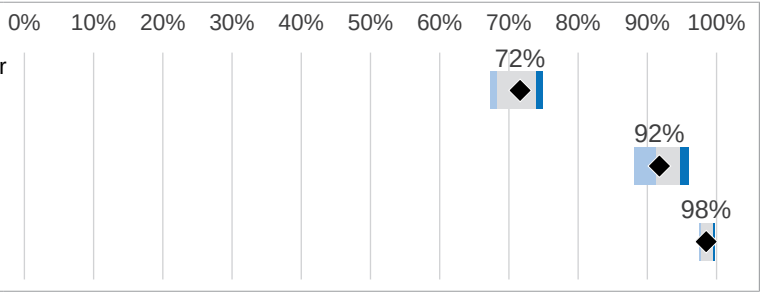
Lower Expected Range | Within Expected Range | Upper Expected Range | Case Mix Adjusted Score

The left outer edge of the bars is the lowest score achieved of all ICBs. The right outer edge of the bars is the highest score achieved of all ICBs.

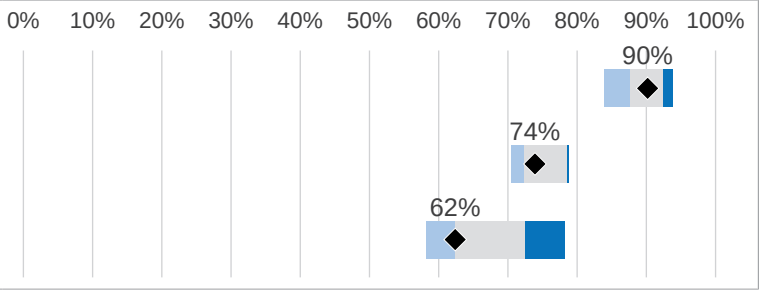
DECIDING ON THE BEST TREATMENT



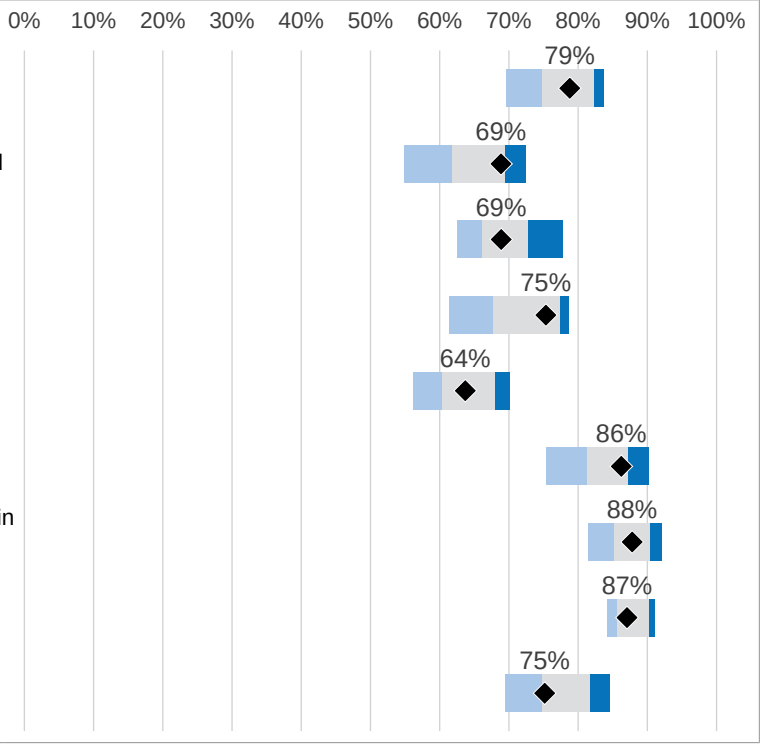
CARE PLANNING



SUPPORT FROM HOSPITAL STAFF



HOSPITAL CARE



Expected Range Charts

Lower Expected Range | Within Expected Range | Upper Expected Range | Case Mix Adjusted Score

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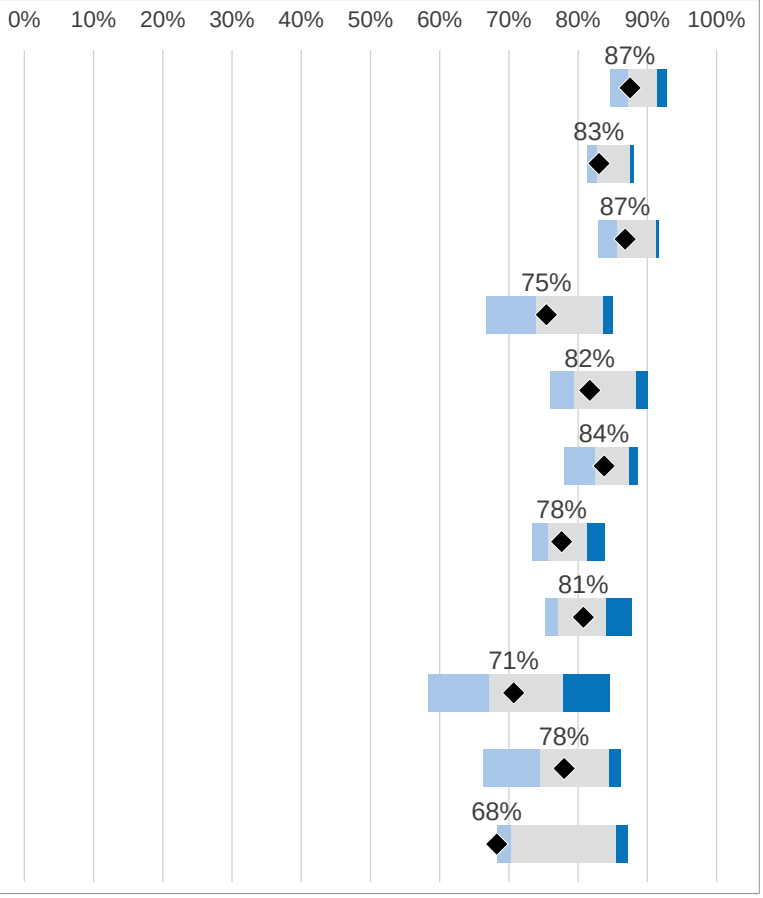
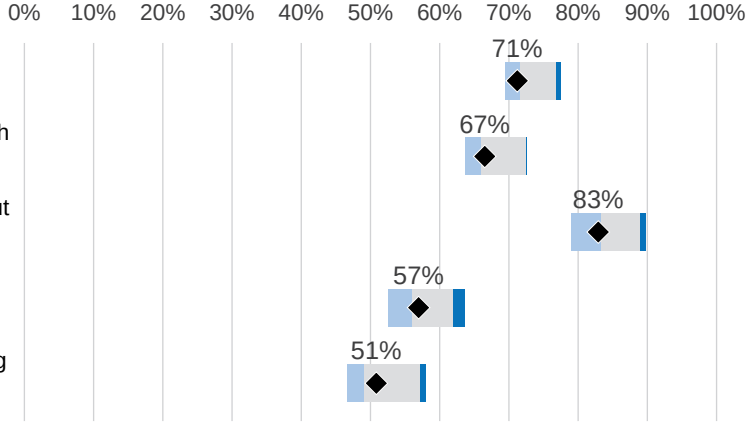
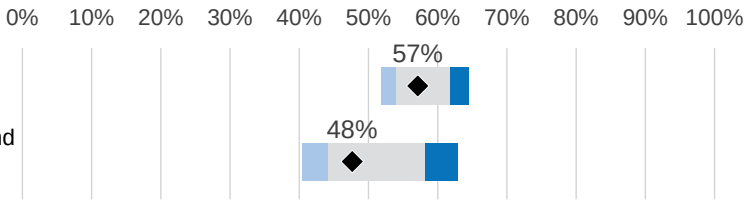
YOUR TREATMENT



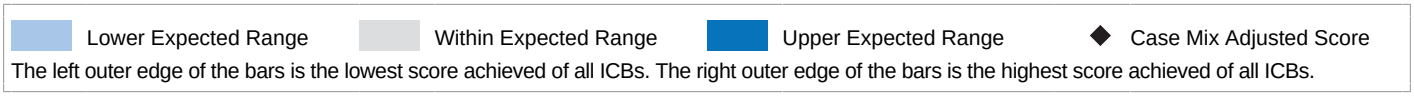
IMMEDIATE AND LONG TERM SIDE EFFECTS



SUPPORT WHILE AT HOME



Expected Range Charts



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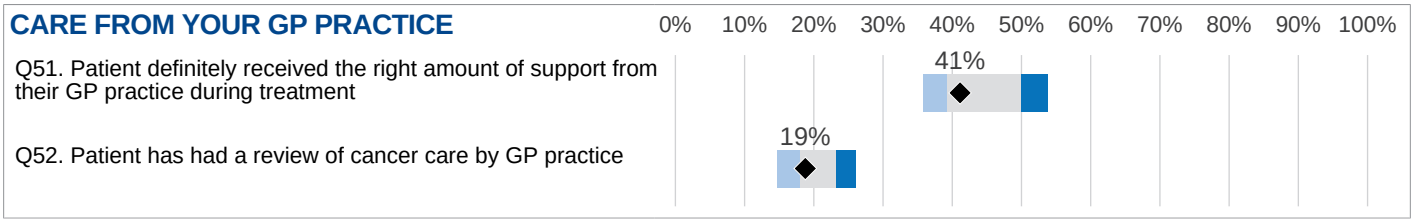
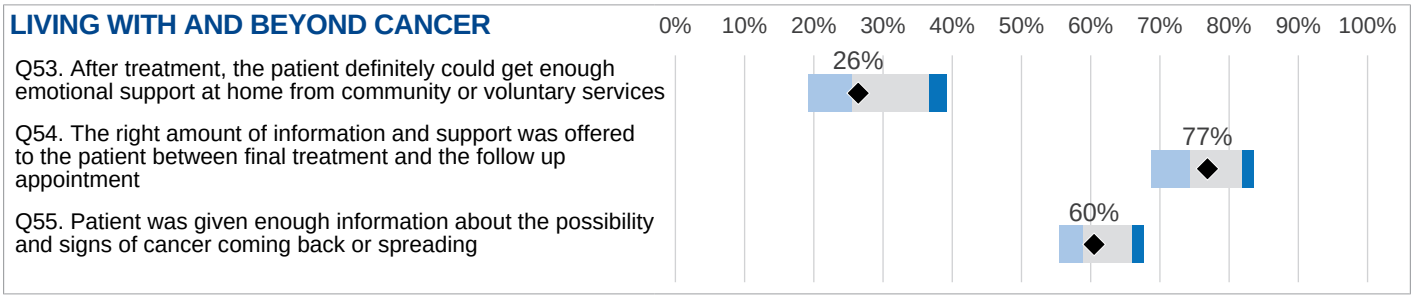
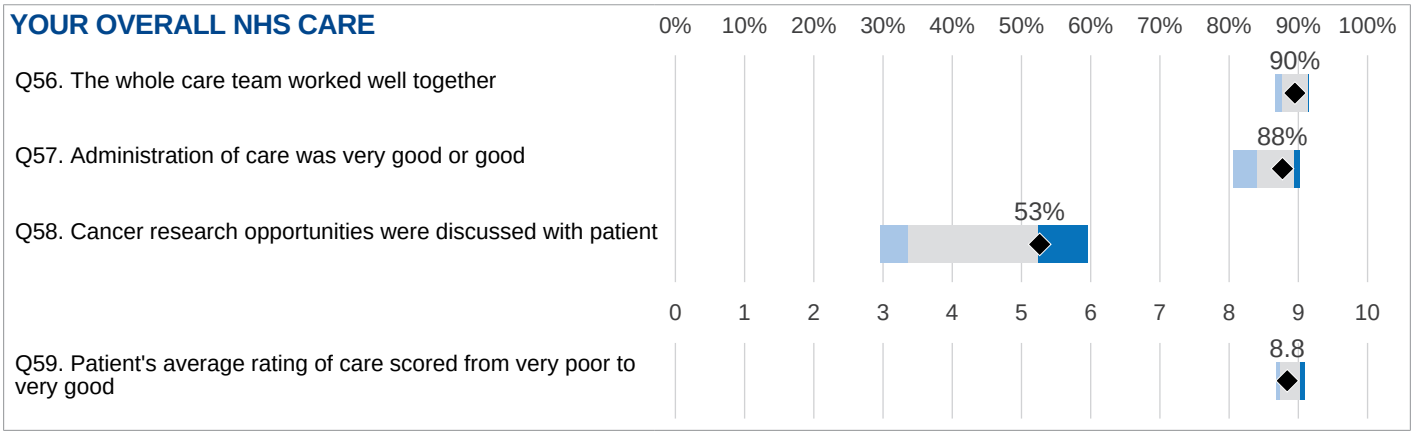
CARE FROM YOUR GP PRACTICE



LIVING WITH AND BEYOND CANCER



YOUR OVERALL NHS CARE



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

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	662	**70%**	755	**67%**		**71%**	75%	81%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	914	**60%**	995	**62%**		**63%**	61%	69%	**65%**

DIAGNOSTIC TESTS	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	1144	**92%**	1278	**90%**		**90%**	91%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1213	**79%**	1354	**79%**		**81%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1216	**81%**	1364	**78%**		**79%**	76%	81%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	1228	**75%**	1371	**73%**		**76%**	76%	81%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1226	**93%**	1380	**93%**		**94%**	93%	96%	**95%**

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1366	**69%**	1514	**75%**	▲	**74%**	72%	80%	**76%**
Q13. Patient was definitely told sensitively that they had cancer	1466	**72%**	1629	**73%**		**73%**	70%	77%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	1483	**75%**	1649	**75%**		**76%**	74%	79%	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	1457	**85%**	1632	**86%**		**86%**	83%	87%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	1266	**83%**	1429	**82%**		**82%**	81%	86%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q17. Patient had a main point of contact within the care team	1432	**92%**	1565	**90%**		**90%**	89%	94%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	1252	**79%**	1324	**79%**		**81%**	80%	87%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	1285	**94%**	1360	**95%**		**95%**	94%	97%	**95%**

Comparability tables

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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	1403	**78%**	1541	**77%**		**79%**	80%	84%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1462	**74%**	1613	**75%**		**76%**	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	1164	**74%**	1282	**78%**		**79%**	78%	82%	**80%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	819	**55%**	907	**55%**		**52%**	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	1339	**70%**	1473	**71%**		**72%**	68%	74%	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	851	**93%**	932	**92%**		**92%**	91%	95%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	676	**99%**	734	**99%**		**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	1225	**88%**	1386	**90%**		**90%**	88%	92%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1464	**72%**	1625	**73%**		**74%**	72%	79%	**75%**
Q29. Patient was offered information about how to get financial help or benefits	830	**65%**	935	**61%**		**62%**	62%	73%	**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	663	**78%**	760	**78%**		**79%**	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	523	**62%**	586	**69%**		**69%**	62%	69%	**66%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	650	**69%**	739	**68%**		**69%**	66%	73%	**69%**
Q34. Patient was always able to get help from ward staff when needed	653	**78%**	750	**76%**		**75%**	68%	77%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	641	**64%**	732	**63%**		**64%**	60%	68%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	608	**84%**	662	**85%**		**86%**	81%	87%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	659	**88%**	757	**87%**		**88%**	85%	90%	**88%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	643	**87%**	743	**87%**		**87%**	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	1335	**72%**	1462	**73%**		**75%**	75%	82%	**78%**

Comparability tables

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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	734	**89%**	813	**87%**		**87%**	87%	91%	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	779	**83%**	813	**83%**		**83%**	83%	88%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	408	**84%**	494	**87%**		**87%**	86%	91%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	247	**78%**	278	**77%**		**75%**	74%	84%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	222	**79%**	257	**81%**		**82%**	80%	88%	**84%**
Q42_1. Patient completely had enough understandable information about progress with surgery	717	**86%**	802	**83%**		**84%**	82%	87%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	771	**78%**	810	**78%**		**78%**	76%	81%	**79%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	406	**76%**	490	**80%**		**81%**	77%	84%	**81%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	242	**69%**	271	**71%**		**71%**	67%	78%	**72%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	222	**75%**	254	**78%**		**78%**	75%	84%	**79%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1448	**70%**	1608	**66%**		**68%**	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	1421	**71%**	1569	**71%**		**71%**	72%	77%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1347	**68%**	1496	**66%**		**67%**	66%	73%	**69%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1082	**83%**	1200	**82%**		**83%**	83%	89%	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1348	**58%**	1493	**58%**		**57%**	56%	62%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1186	**49%**	1305	**51%**		**51%**	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	926	**57%**	1058	**58%**		**57%**	54%	62%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	633	**46%**	711	**47%**		**48%**	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	845	**41%**	962	**42%**		**41%**	39%	50%	**45%**
Q52. Patient has had a review of cancer care by GP practice	1389	**20%**	1520	**21%**		**19%**	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	338	**24%**	413	**26%**		**26%**	25%	37%	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	648	**73%**	710	**75%**		**77%**	74%	82%	**78%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1183	**59%**	1298	**59%**		**60%**	59%	66%	**62%**

YOUR OVERALL NHS CARE	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q56. The whole care team worked well together	1404	**89%**	1531	**89%**		**90%**	88%	91%	**90%**
Q57. Administration of care was very good or good	1462	**88%**	1602	**88%**		**88%**	84%	89%	**87%**
Q58. Cancer research opportunities were discussed with patient	916	**54%**	1009	**55%**		**53%**	34%	52%	**43%**
Q59. Patient's average rating of care scored from very poor to very good	1408	**8.8**	1566	**8.7**		**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.

SUPPORT FROM YOUR GP PRACTICE	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	*	85%	69%	56%	54%	58%	54%	72%	30%	85%	45%	75%	65%	**67%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	73%	55%	55%	53%	60%	44%	70%	54%	79%	46%	58%	64%	**62%**

DIAGNOSTIC TESTS	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	*	88%	93%	91%	91%	85%	87%	91%	91%	89%	90%	90%	89%	**90%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	78%	78%	81%	77%	71%	75%	85%	70%	80%	80%	80%	81%	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	76%	82%	78%	80%	71%	81%	78%	82%	75%	70%	84%	76%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	75%	74%	80%	70%	67%	65%	74%	82%	55%	73%	74%	75%	**73%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	96%	93%	94%	91%	90%	93%	95%	82%	100%	84%	89%	93%	**93%**

FINDING OUT THAT YOU HAD CANCER	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	*	77%	82%	68%	75%	69%	78%	73%	79%	67%	73%	66%	76%	**75%**
Q13. Patient was definitely told sensitively that they had cancer	*	76%	74%	72%	73%	68%	75%	73%	73%	72%	65%	66%	72%	**73%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	77%	78%	75%	69%	74%	65%	81%	81%	58%	72%	83%	73%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	89%	83%	84%	84%	83%	89%	88%	87%	80%	79%	84%	89%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	87%	82%	79%	76%	85%	82%	90%	80%	76%	73%	77%	78%	**82%**

Tumour type tables

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

SUPPORT FROM A MAIN CONTACT PERSON

	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	*	92%	97%	86%	94%	87%	91%	90%	93%	91%	90%	84%	87%	**90%**
Q18. Patient found it very or quite easy to contact their main contact person	*	77%	78%	77%	82%	85%	86%	77%	77%	75%	77%	78%	80%	**79%**
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	93%	96%	94%	97%	94%	97%	100%	90%	94%	94%	94%	**95%**

DECIDING ON THE BEST TREATMENT

	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	*	77%	82%	84%	80%	84%	67%	77%	85%	73%	68%	77%	76%	**77%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	76%	72%	71%	70%	78%	81%	56%	83%	66%	81%	74%	**75%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	79%	80%	78%	76%	87%	83%	82%	*	82%	72%	80%	73%	**78%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	53%	56%	49%	59%	55%	57%	59%	*	50%	55%	55%	50%	**55%**

CARE PLANNING

	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	*	75%	77%	70%	67%	79%	79%	71%	69%	83%	51%	64%	70%	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	87%	93%	92%	96%	100%	100%	89%	90%	*	91%	90%	91%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	100%	100%	98%	100%	98%	95%	*	*	100%	100%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF

	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	*	93%	96%	84%	84%	95%	94%	87%	73%	88%	83%	88%	90%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	72%	78%	65%	76%	77%	69%	71%	75%	75%	69%	77%	75%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	*	64%	66%	42%	67%	46%	82%	52%	42%	*	47%	45%	70%	**61%**

Tumour type tables

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

HOSPITAL CARE	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	*	71%	80%	79%	76%	89%	78%	81%	100%	*	73%	79%	81%	**78%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	60%	78%	69%	69%	84%	68%	70%	*	*	73%	71%	65%	**69%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	69%	71%	65%	65%	76%	53%	75%	60%	*	67%	73%	68%	**68%**
Q34. Patient was always able to get help from ward staff when needed	*	69%	78%	77%	72%	94%	75%	78%	90%	*	81%	71%	76%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	58%	76%	58%	58%	69%	67%	69%	80%	*	74%	56%	55%	**63%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	84%	87%	80%	81%	93%	87%	93%	*	*	85%	80%	85%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	*	83%	94%	89%	86%	91%	86%	88%	100%	*	91%	84%	87%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	88%	88%	80%	86%	86%	78%	89%	90%	*	86%	88%	90%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	73%	75%	69%	73%	85%	74%	75%	79%	68%	70%	75%	73%	**73%**

YOUR TREATMENT	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%	91%	86%	81%	88%	80%	87%	*	63%	92%	90%	80%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	81%	84%	83%	88%	64%	84%	88%	*	*	77%	77%	85%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	88%	83%	96%	91%	92%	86%	88%	*	*	76%	69%	87%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	77%	*	*	*	*	*	78%	*	*	*	*	70%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	76%	92%	*	81%	*	72%	*	*	*	78%	97%	80%	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	*	86%	88%	83%	89%	93%	76%	80%	*	75%	81%	80%	75%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	80%	81%	73%	76%	64%	84%	78%	*	*	69%	73%	82%	**78%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	83%	79%	92%	74%	84%	77%	81%	*	*	64%	61%	83%	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	69%	*	*	*	*	*	73%	*	*	*	*	71%	**71%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	71%	83%	*	80%	*	77%	*	*	*	74%	89%	75%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	61%	75%	61%	68%	70%	73%	77%	80%	74%	56%	66%	59%	**66%**

Tumour type tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS

	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	*	69%	75%	74%	71%	83%	73%	73%	73%	78%	63%	68%	70%	**71%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	66%	65%	61%	67%	80%	70%	63%	80%	79%	52%	65%	70%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	82%	84%	80%	81%	85%	88%	79%	77%	85%	75%	80%	87%	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	59%	61%	52%	54%	63%	57%	63%	64%	56%	55%	56%	57%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	49%	57%	43%	50%	65%	53%	53%	67%	54%	44%	51%	52%	**51%**

SUPPORT WHILE AT HOME

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	53%	64%	52%	60%	70%	70%	52%	80%	60%	54%	61%	58%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	37%	54%	35%	46%	61%	62%	51%	64%	60%	42%	53%	51%	**47%**

CARE FROM YOUR GP PRACTICE

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	40%	51%	37%	41%	31%	34%	46%	*	54%	37%	44%	41%	**42%**
Q52. Patient has had a review of cancer care by GP practice	*	24%	29%	17%	13%	21%	29%	22%	14%	23%	24%	15%	18%	**21%**

Tumour type tables

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

LIVING WITH AND BEYOND CANCER	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	*	23%	35%	17%	15%	44%	33%	27%	*	*	19%	16%	33%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	71%	77%	72%	80%	81%	85%	74%	*	91%	76%	79%	63%	**75%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	57%	66%	60%	66%	65%	60%	51%	69%	65%	48%	67%	56%	**59%**

YOUR OVERALL NHS CARE	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	*	89%	90%	86%	89%	93%	92%	92%	93%	92%	83%	89%	90%	**89%**
Q57. Administration of care was very good or good	*	87%	91%	86%	93%	91%	90%	87%	81%	88%	83%	88%	86%	**88%**
Q58. Cancer research opportunities were discussed with patient	*	53%	49%	72%	59%	33%	38%	51%	67%	45%	64%	42%	64%	**55%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	8.8	8.5	9.0	9.1	8.8	8.6	8.9	9.1	8.3	8.7	8.7	**8.7**

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	*	57%	68%	72%	58%	66%	77%	66%	**67%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	62%	67%	66%	66%	61%	56%	60%	**62%**

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	*	75%	89%	89%	92%	91%	88%	87%	**90%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	72%	67%	77%	83%	80%	79%	76%	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	61%	64%	69%	74%	80%	82%	91%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	56%	64%	70%	76%	73%	75%	69%	**73%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	89%	90%	91%	93%	93%	94%	91%	**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	*	44%	66%	74%	77%	73%	77%	78%	**75%**
Q13. Patient was definitely told sensitively that they had cancer	60%	68%	60%	65%	73%	75%	75%	78%	**73%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	90%	63%	69%	67%	78%	76%	75%	78%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	68%	73%	84%	86%	85%	89%	92%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	75%	82%	87%	81%	83%	80%	74%	**82%**

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q17. Patient had a main point of contact within the care team	90%	83%	90%	90%	92%	90%	90%	93%	**90%**
Q18. Patient found it very or quite easy to contact their main contact person	*	80%	64%	75%	80%	81%	79%	84%	**79%**
Q19. Patient found advice from main contact person was very or quite helpful	*	93%	85%	92%	95%	96%	97%	91%	**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	*	69%	72%	76%	79%	77%	76%	78%	**77%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	68%	56%	69%	78%	76%	76%	73%	**75%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	71%	63%	77%	78%	80%	80%	79%	**78%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	53%	53%	55%	59%	54%	53%	50%	**55%**

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	*	67%	74%	67%	76%	70%	70%	63%	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	86%	93%	84%	92%	92%	92%	97%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	91%	100%	99%	98%	98%	99%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q27. Staff provided the patient with relevant information on available support	*	88%	95%	92%	92%	89%	87%	82%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	47%	62%	74%	75%	73%	75%	72%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	*	62%	63%	65%	65%	60%	54%	46%	**61%**

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	*	73%	69%	75%	79%	81%	80%	71%	**78%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	64%	52%	69%	69%	72%	72%	63%	**69%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	73%	59%	64%	72%	68%	68%	77%	**68%**
Q34. Patient was always able to get help from ward staff when needed	*	73%	70%	82%	73%	75%	76%	78%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	64%	56%	68%	66%	61%	62%	52%	**63%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	82%	70%	84%	83%	86%	91%	83%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	*	91%	73%	85%	90%	86%	90%	88%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	100%	81%	88%	90%	86%	86%	69%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	59%	63%	67%	75%	75%	75%	75%	**73%**

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	*	77%	89%	82%	89%	89%	86%	77%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	69%	80%	83%	88%	80%	82%	88%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	86%	88%	88%	88%	83%	85%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	69%	73%	86%	74%	75%	*	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	100%	93%	77%	78%	82%	*	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	*	54%	81%	80%	87%	85%	81%	72%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	69%	71%	78%	85%	78%	72%	71%	**78%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	75%	76%	88%	82%	73%	77%	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	42%	65%	86%	68%	73%	*	**71%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	83%	86%	73%	74%	82%	*	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	50%	53%	55%	64%	70%	69%	73%	**66%**

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	*	58%	62%	75%	74%	73%	65%	69%	**71%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	53%	59%	66%	69%	66%	63%	68%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	57%	75%	87%	82%	83%	80%	75%	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	53%	55%	60%	64%	55%	56%	48%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	47%	39%	47%	56%	49%	51%	53%	**51%**

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	*	40%	50%	47%	63%	59%	60%	60%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	32%	38%	47%	48%	52%	58%	**47%**

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	*	38%	39%	45%	42%	40%	43%	51%	**42%**
Q52. Patient has had a review of cancer care by GP practice	*	17%	23%	25%	22%	21%	17%	20%	**21%**

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	32%	23%	30%	22%	18%	48%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	64%	75%	66%	77%	72%	83%	66%	**75%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	38%	47%	55%	64%	59%	61%	56%	**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	*	79%	92%	88%	90%	89%	91%	91%	**89%**
Q57. Administration of care was very good or good	*	74%	84%	87%	89%	88%	88%	90%	**88%**
Q58. Cancer research opportunities were discussed with patient	*	15%	61%	54%	61%	54%	53%	31%	**55%**
Q59. Patient's average rating of care scored from very poor to very good	*	7.7	8.4	8.5	8.7	8.8	8.9	8.8	**8.7**

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	67%	66%	*	*	*	66%	**67%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	60%	*	*	*	72%	**62%**

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	89%	91%	*	*	*	83%	**90%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	79%	*	*	*	89%	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	79%	*	*	*	86%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	71%	*	*	*	81%	**73%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	91%	*	*	*	93%	**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	75%	75%	*	*	*	71%	**75%**
Q13. Patient was definitely told sensitively that they had cancer	73%	73%	*	*	*	71%	**73%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	77%	*	*	*	73%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	85%	*	*	*	87%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	81%	83%	*	*	*	79%	**82%**

SUPPORT FROM A MAIN CONTACT PERSON	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q17. Patient had a main point of contact within the care team	91%	91%	*	*	*	86%	**90%**
Q18. Patient found it very or quite easy to contact their main contact person	77%	81%	*	*	*	85%	**79%**
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	*	*	*	97%	**95%**

Male/Female/Non-binary/Other tables

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

DECIDING ON THE BEST TREATMENT	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	78%	77%	*	*	*	73%	**77%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	77%	*	*	*	74%	**75%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	79%	*	*	*	85%	**78%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	52%	58%	*	*	*	55%	**55%**

CARE PLANNING	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	71%	70%	*	*	*	75%	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	93%	*	*	*	91%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	*	*	*	97%	**99%**

SUPPORT FROM HOSPITAL STAFF	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	89%	90%	*	*	*	87%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	76%	*	*	*	70%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	62%	59%	*	*	*	62%	**61%**

Male/Female/Non-binary/Other tables

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

HOSPITAL CARE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	82%	*	*	*	76%	**78%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	67%	72%	*	*	*	64%	**69%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	65%	72%	*	*	*	78%	**68%**
Q34. Patient was always able to get help from ward staff when needed	71%	81%	*	*	*	72%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	69%	*	*	*	61%	**63%**
Q36. Hospital staff always did everything they could to help the patient control pain	84%	87%	*	*	*	76%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	86%	90%	*	*	*	83%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	88%	*	*	*	93%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	76%	*	*	*	71%	**73%**

YOUR TREATMENT	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	87%	*	*	*	87%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	84%	*	*	*	89%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	85%	*	*	*	81%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	80%	*	*	*	82%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	77%	85%	*	*	*	91%	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	82%	*	*	*	83%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	78%	78%	*	*	*	69%	**78%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	79%	*	*	*	85%	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	68%	76%	*	*	*	*	**71%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	73%	82%	*	*	*	82%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	61%	72%	*	*	*	70%	**66%**

Male/Female/Non-binary/Other tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	73%	*	*	*	64%	**71%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	66%	*	*	*	62%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	82%	*	*	*	74%	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	62%	*	*	*	61%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	54%	*	*	*	51%	**51%**

SUPPORT WHILE AT HOME	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	62%	*	*	*	55%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	53%	*	*	*	46%	**47%**

CARE FROM YOUR GP PRACTICE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	40%	45%	*	*	*	40%	**42%**
Q52. Patient has had a review of cancer care by GP practice	21%	21%	*	*	*	26%	**21%**

LIVING WITH AND BEYOND CANCER	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	25%	31%	*	*	*	8%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	80%	*	*	*	69%	**75%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	62%	*	*	*	68%	**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%	92%	*	*	*	92%	**89%**
Q57. Administration of care was very good or good	87%	89%	*	*	*	91%	**88%**
Q58. Cancer research opportunities were discussed with patient	57%	53%	*	*	*	48%	**55%**
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	*	*	*	8.6	**8.7**

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	72%	55%	59%	56%	50%	63%	**67%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	48%	55%	52%	73%	66%	**62%**

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	90%	88%	91%	83%	88%	90%	**90%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	80%	78%	73%	79%	83%	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	67%	71%	73%	72%	86%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	60%	69%	63%	73%	80%	**73%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	78%	94%	93%	95%	91%	**93%**

FINDING OUT THAT YOU HAD CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	72%	84%	83%	72%	87%	74%	**75%**
Q13. Patient was definitely told sensitively that they had cancer	74%	67%	72%	70%	64%	70%	**73%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	63%	74%	70%	89%	77%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	86%	86%	87%	93%	84%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	82%	79%	86%	77%	83%	80%	**82%**

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q17. Patient had a main point of contact within the care team	90%	88%	92%	88%	93%	90%	**90%**
Q18. Patient found it very or quite easy to contact their main contact person	80%	74%	79%	72%	72%	80%	**79%**
Q19. Patient found advice from main contact person was very or quite helpful	94%	95%	96%	92%	100%	96%	**95%**

DECIDING ON THE BEST TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	79%	75%	77%	69%	85%	74%	**77%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	77%	75%	62%	83%	74%	**75%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	78%	80%	83%	72%	78%	**78%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	49%	63%	63%	53%	61%	63%	**55%**

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	70%	69%	72%	68%	84%	74%	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	85%	93%	84%	89%	91%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	99%	100%	100%	96%	**99%**

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	90%	96%	91%	86%	93%	86%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	76%	72%	66%	77%	74%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	64%	61%	54%	56%	62%	61%	**61%**

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	79%	70%	79%	72%	90%	77%	**78%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	67%	63%	74%	72%	71%	71%	**69%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	67%	69%	67%	82%	71%	**68%**
Q34. Patient was always able to get help from ward staff when needed	75%	74%	75%	78%	91%	75%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	73%	61%	61%	86%	58%	**63%**
Q36. Hospital staff always did everything they could to help the patient control pain	87%	74%	79%	89%	91%	80%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	88%	81%	85%	88%	95%	85%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	81%	88%	88%	95%	85%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	64%	67%	72%	77%	68%	**73%**

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	86%	100%	89%	83%	95%	89%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	76%	90%	76%	93%	87%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	75%	89%	94%	87%	85%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	*	77%	65%	*	80%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	91%	82%	79%	*	88%	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	82%	88%	87%	81%	86%	85%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	76%	74%	83%	80%	90%	74%	**78%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	78%	72%	85%	94%	80%	83%	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	73%	*	69%	59%	*	71%	**71%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	76%	73%	86%	79%	*	81%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	67%	55%	63%	70%	59%	70%	**66%**

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	71%	65%	74%	67%	81%	71%	**71%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	58%	66%	61%	80%	65%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	79%	85%	76%	87%	82%	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	55%	64%	59%	76%	69%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	43%	53%	46%	63%	58%	**51%**

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	55%	54%	66%	50%	79%	59%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	48%	50%	31%	55%	53%	**47%**

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%	47%	43%	48%	45%	46%	**42%**
Q52. Patient has had a review of cancer care by GP practice	16%	26%	30%	25%	30%	31%	**21%**

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	35%	29%	18%	*	21%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	71%	78%	55%	61%	74%	**75%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	56%	58%	49%	61%	69%	**59%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	89%	83%	93%	90%	87%	90%	**89%**
Q57. Administration of care was very good or good	87%	88%	92%	91%	87%	89%	**88%**
Q58. Cancer research opportunities were discussed with patient	53%	54%	60%	60%	57%	54%	**55%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.6	8.6	8.7	8.4	8.4	**8.7**

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	69%	60%	69%	68%	75%	*	**67%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	58%	65%	63%	64%	*	**62%**

DIAGNOSTIC TESTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	89%	88%	90%	91%	91%	*	**90%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	77%	79%	84%	80%	*	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	76%	78%	77%	81%	*	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	73%	71%	73%	78%	72%	*	**73%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	94%	91%	93%	94%	*	**93%**

FINDING OUT THAT YOU HAD CANCER	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	79%	73%	69%	76%	*	**75%**
Q13. Patient was definitely told sensitively that they had cancer	74%	75%	70%	73%	72%	*	**73%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	76%	74%	75%	73%	*	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	91%	84%	88%	84%	84%	*	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	83%	83%	80%	81%	83%	*	**82%**

SUPPORT FROM A MAIN CONTACT PERSON	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q17. Patient had a main point of contact within the care team	91%	91%	89%	89%	93%	*	**90%**
Q18. Patient found it very or quite easy to contact their main contact person	71%	79%	81%	80%	82%	*	**79%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	94%	95%	96%	*	**95%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q20. Treatment options were explained in a way the patient could completely understand	79%	78%	76%	76%	78%	*	**77%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	75%	73%	77%	74%	*	**75%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	80%	74%	81%	82%	*	**78%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	60%	58%	54%	47%	53%	*	**55%**

CARE PLANNING	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	73%	69%	69%	73%	*	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	93%	92%	89%	92%	*	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	97%	99%	98%	100%	*	**99%**

SUPPORT FROM HOSPITAL STAFF	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q27. Staff provided the patient with relevant information on available support	89%	92%	88%	91%	87%	*	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	76%	72%	71%	67%	*	**73%**
Q29. Patient was offered information about how to get financial help or benefits	65%	64%	59%	56%	57%	*	**61%**

HOSPITAL CARE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	86%	78%	75%	75%	83%	*	**78%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	78%	72%	66%	63%	69%	*	**69%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	72%	69%	66%	63%	*	**68%**
Q34. Patient was always able to get help from ward staff when needed	82%	74%	77%	74%	75%	*	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	67%	61%	61%	58%	*	**63%**
Q36. Hospital staff always did everything they could to help the patient control pain	89%	85%	84%	81%	92%	*	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	92%	88%	86%	85%	90%	*	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	82%	88%	86%	85%	92%	*	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	74%	73%	74%	69%	*	**73%**

IMD quintile tables

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

YOUR TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	92%	88%	87%	84%	85%	*	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	89%	87%	80%	79%	79%	*	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	87%	86%	85%	89%	*	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72%	81%	77%	78%	69%	*	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	79%	75%	83%	81%	93%	*	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	89%	81%	86%	80%	82%	*	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	82%	81%	77%	72%	77%	*	**78%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	88%	80%	78%	78%	87%	*	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	71%	75%	72%	66%	72%	*	**71%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	72%	74%	79%	79%	82%	*	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	66%	66%	67%	64%	*	**66%**

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	72%	72%	71%	70%	69%	*	**71%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	67%	65%	67%	61%	*	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	79%	82%	86%	79%	79%	*	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	69%	60%	58%	51%	52%	*	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	58%	51%	51%	48%	45%	*	**51%**

SUPPORT WHILE AT HOME	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	61%	61%	55%	59%	54%	*	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	50%	49%	40%	54%	*	**47%**

CARE FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	44%	42%	38%	46%	41%	*	**42%**
Q52. Patient has had a review of cancer care by GP practice	30%	23%	18%	21%	16%	*	**21%**

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	32%	28%	21%	23%	26%	*	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	76%	73%	74%	77%	*	**75%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	60%	63%	56%	60%	*	**59%**

YOUR OVERALL NHS CARE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q56. The whole care team worked well together	93%	89%	90%	88%	89%	*	**89%**
Q57. Administration of care was very good or good	91%	90%	87%	86%	88%	*	**88%**
Q58. Cancer research opportunities were discussed with patient	61%	57%	53%	55%	47%	*	**55%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.7	8.8	8.7	8.9	*	**8.7**

Long term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE	Long term condition status			
	Yes	No	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	64%	71%	66%	**67%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	63%	75%	**62%**

DIAGNOSTIC TESTS	Long term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	88%	94%	84%	**90%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	80%	83%	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	76%	85%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	71%	76%	77%	**73%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	94%	92%	**93%**

FINDING OUT THAT YOU HAD CANCER	Long term condition status			
	Yes	No	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	74%	75%	78%	**75%**
Q13. Patient was definitely told sensitively that they had cancer	73%	73%	71%	**73%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	75%	78%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	84%	87%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	80%	85%	84%	**82%**

SUPPORT FROM A MAIN CONTACT PERSON	Long term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	89%	93%	90%	**90%**
Q18. Patient found it very or quite easy to contact their main contact person	78%	80%	79%	**79%**
Q19. Patient found advice from main contact person was very or quite helpful	94%	95%	97%	**95%**

DECIDING ON THE BEST TREATMENT	Long term condition status			
	Yes	No	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	76%	80%	77%	**77%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	78%	74%	**75%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	79%	78%	**78%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	53%	56%	61%	**55%**

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	68%	74%	76%	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	92%	91%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	96%	**99%**

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	89%	92%	85%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	75%	71%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	57%	69%	60%	**61%**

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	75%	83%	78%	**78%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	71%	72%	**69%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	71%	79%	**68%**
Q34. Patient was always able to get help from ward staff when needed	74%	76%	85%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	61%	64%	67%	**63%**
Q36. Hospital staff always did everything they could to help the patient control pain	85%	85%	85%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	87%	89%	88%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	90%	90%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	77%	65%	**73%**

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	86%	89%	82%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	85%	89%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	84%	89%	94%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	77%	93%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	80%	100%	**81%**
Q42_1. Patient completely had enough understandable information about progress with surgery	82%	85%	84%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	75%	82%	78%	**78%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	79%	94%	**80%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	73%	67%	86%	**71%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77%	78%	77%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	65%	69%	**66%**

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	68%	76%	69%	**71%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	63%	70%	66%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	79%	87%	80%	**82%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	61%	57%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	53%	47%	**51%**

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	57%	61%	56%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	51%	55%	**47%**

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	38%	49%	45%	**42%**
Q52. Patient has had a review of cancer care by GP practice	20%	20%	31%	**21%**

Long term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long term condition status			
	Yes	No	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	23%	32%	22%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	71%	81%	74%	**75%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	62%	63%	**59%**

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	89%	91%	90%	**89%**
Q57. Administration of care was very good or good	87%	90%	87%	**88%**
Q58. Cancer research opportunities were discussed with patient	54%	58%	40%	**55%**
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	8.6	**8.7**

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

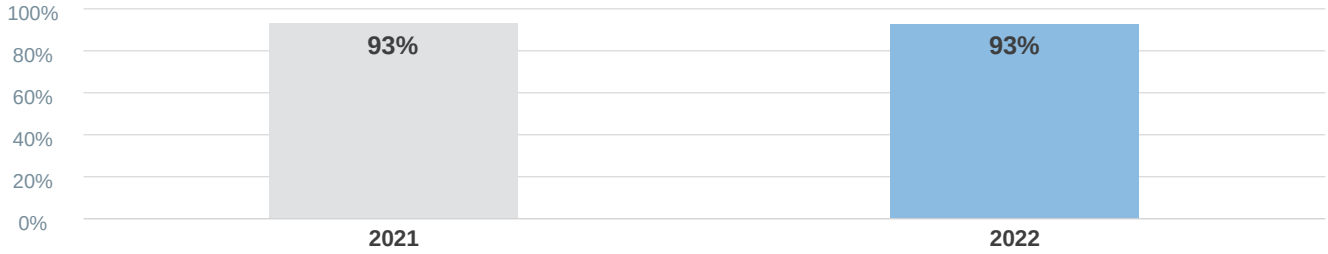
Q7. Patient felt the length of time waiting for diagnostic test results was about right

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

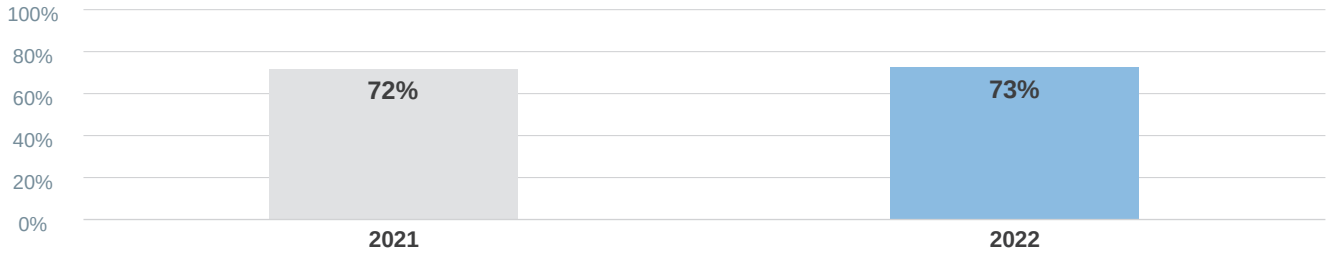
Q9. Enough privacy was always given to the patient when receiving diagnostic test results



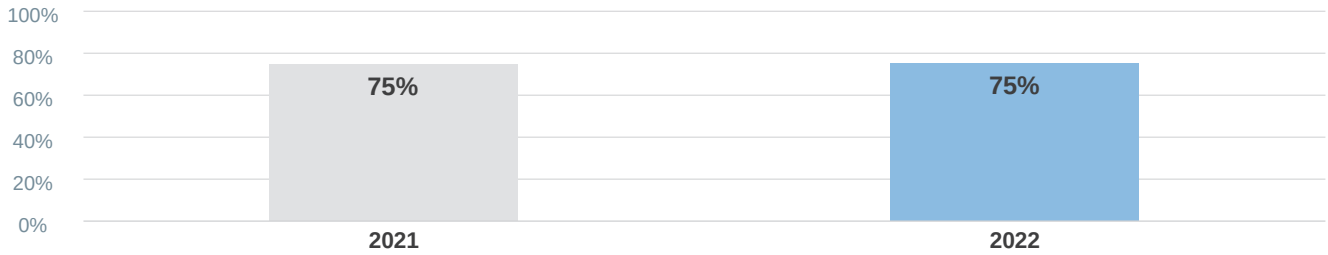
FINDING OUT THAT YOU HAD CANCER

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

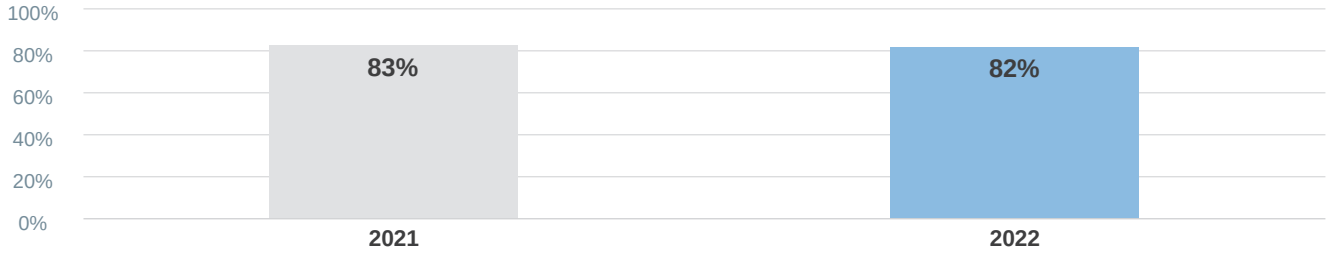


Year on Year Charts

* 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

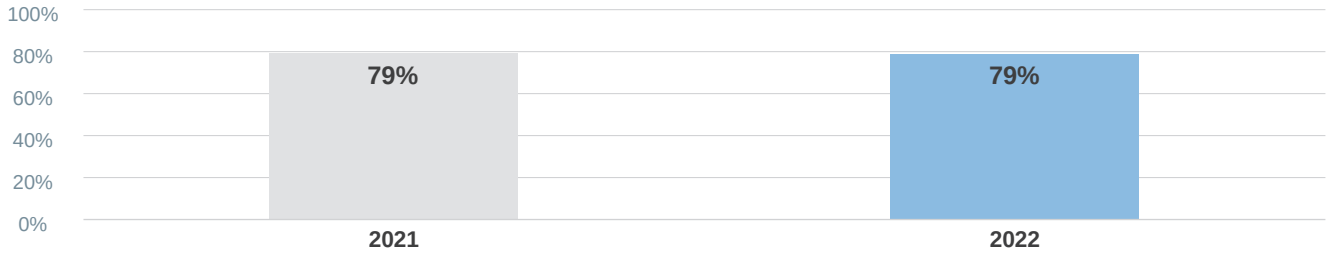
Q16. Patient was told they could go back later for more information about their diagnosis



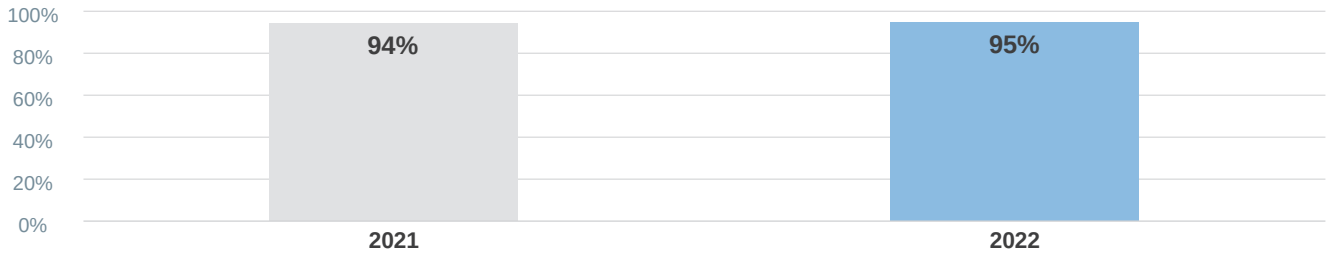
SUPPORT FROM A MAIN CONTACT PERSON

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

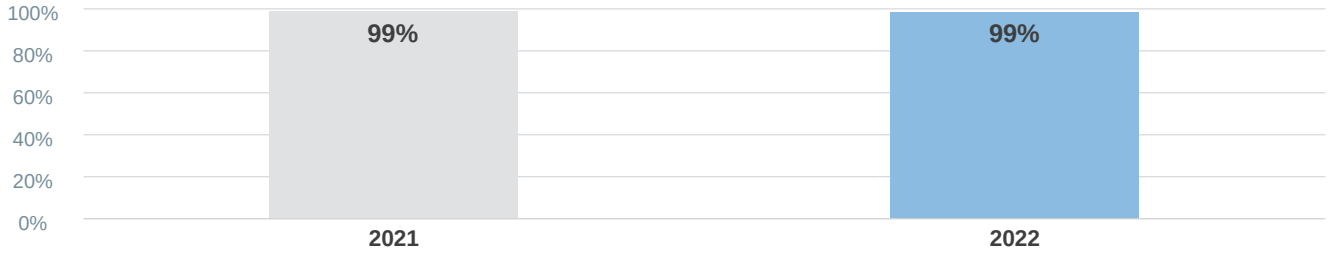
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment

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

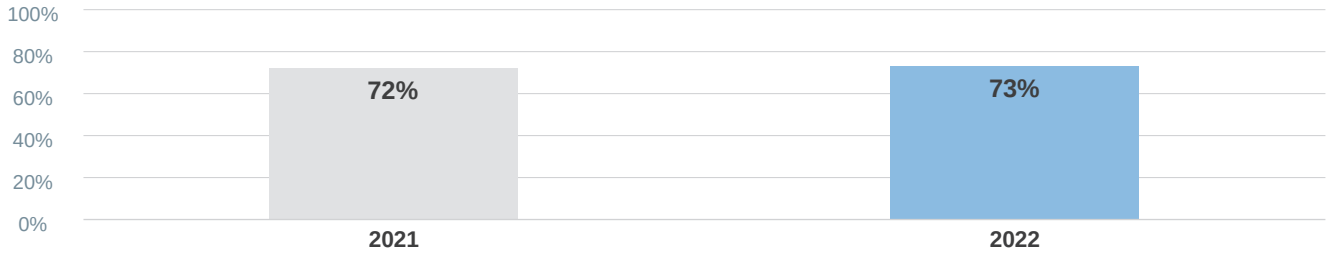
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date



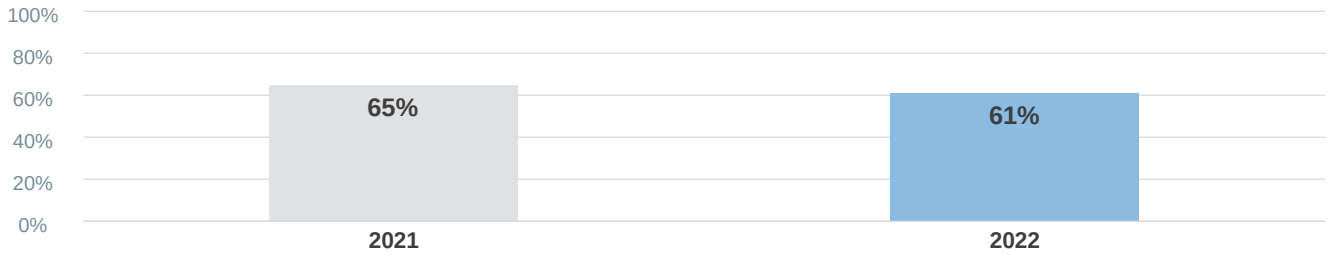
SUPPORT FROM HOSPITAL STAFF

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

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HOSPITAL CARE

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

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

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

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

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

Year on Year Charts

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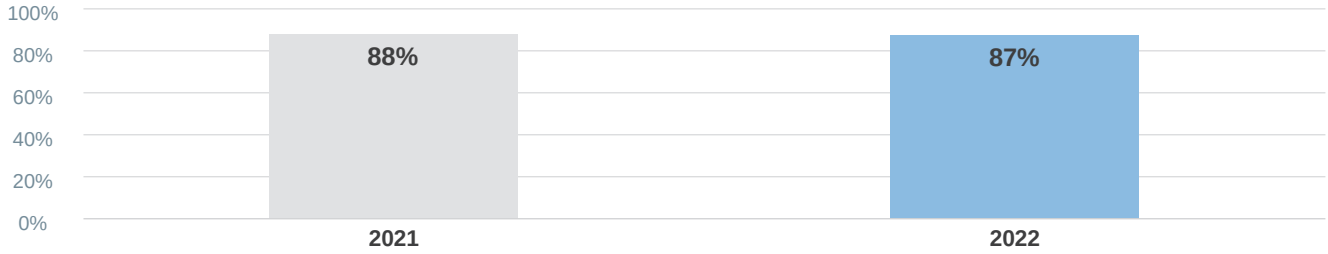
Q36. Hospital staff always did everything they could to help the patient control pain

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



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

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

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

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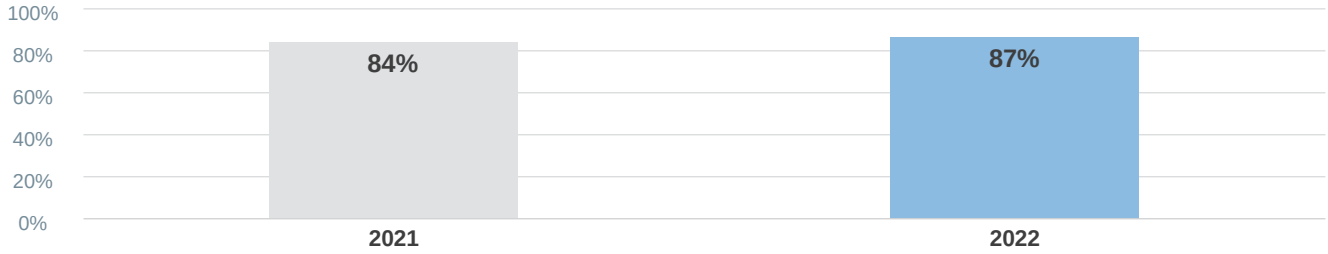
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

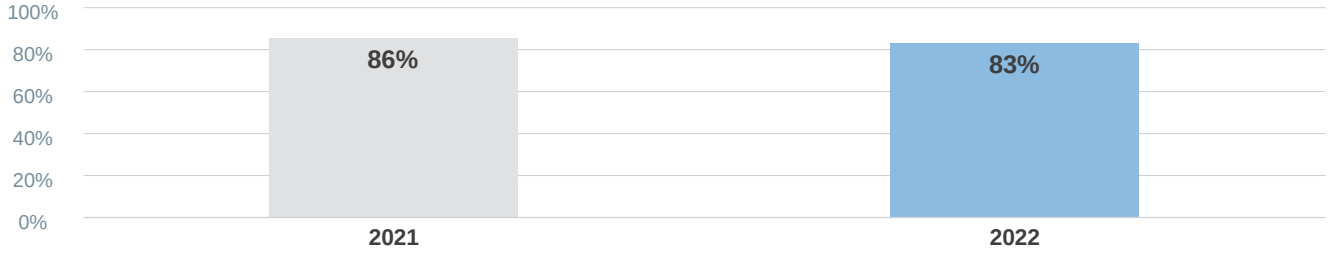
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



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

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

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



Year on Year Charts

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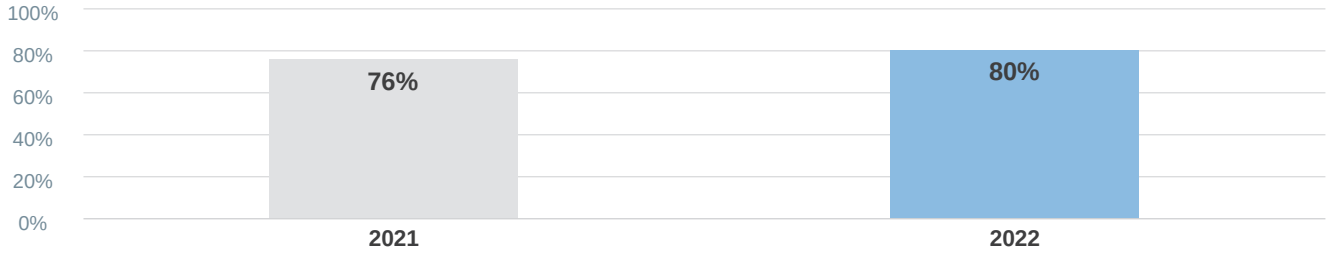
Q42_2. Patient completely had enough understandable information about progress with chemotherapy

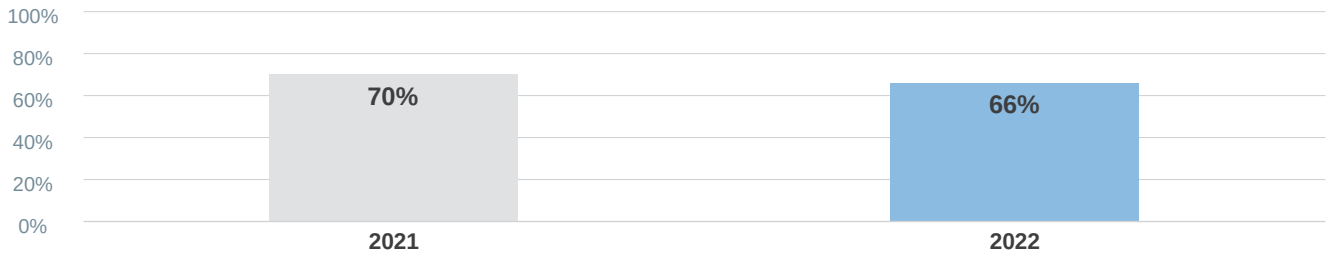
Q42_3. Patient completely had enough understandable information about progress with radiotherapy



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

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

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



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IMMEDIATE AND LONG TERM SIDE EFFECTS

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

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

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

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

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

Year on Year Charts

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SUPPORT WHILE AT HOME

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

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

CARE FROM YOUR GP PRACTICE

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

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

LIVING WITH AND BEYOND CANCER

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

Year on Year Charts

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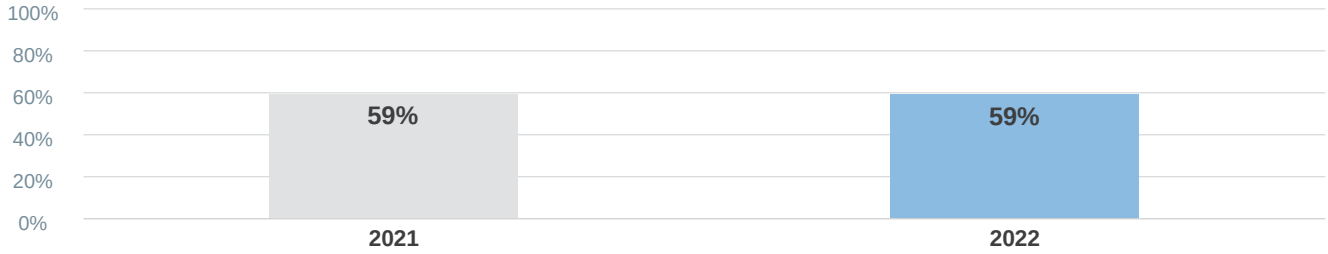
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment

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



YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

Q57. Administration of care was very good or good

Q58. Cancer research opportunities were discussed with patient

Year on Year Charts

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