

Cancer Patient Experience Survey

2022 Results

**East Kent Hospitals University NHS
Foundation Trust**

Published July 2023

Executive Summary

East Kent Hospitals University NHS Foundation Trust has no scores above expected range

Questions Below Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	61%	69%	65%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	73%	75%	82%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	93%	96%	95%
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	67%	71%	81%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	82%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	78%	81%	86%	84%
Q17. Patient had a main point of contact within the care team	88%	89%	94%	91%
Q19. Patient found advice from main contact person was very or quite helpful	94%	94%	97%	95%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	74%	77%	83%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	42%	47%	57%	52%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	97%	100%	99%
Q27. Staff provided the patient with relevant information on available support	86%	87%	93%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	72%	79%	76%
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	74%	83%	79%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	61%	64%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	65%	67%	78%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	56%	59%	69%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	80%	88%	84%
Q37. Patient was always treated with respect and dignity while in hospital	82%	84%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	84%	91%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	82%	89%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	72%	75%	82%	79%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	70%	73%	86%	80%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	83%	89%	86%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	48%	58%	53%
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	49%	53%	63%	58%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	59%	66%	62%
Q56. The whole care team worked well together	87%	87%	92%	90%
Q57. Administration of care was very good or good	82%	83%	90%	87%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.7	9.0	8.9

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.

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 a Trust 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 Trust. 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 Trust, the results are not shown for that question for that Trust.

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

The same rule applies to groups in each subgroup breakdown. For example, if only **one** Trust has the 85+ age group suppressed for Q25 we will need to suppress another Trust'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 Trust scored for each question in the survey compared with national results. It is aimed at helping individual Trusts to understand their performance and identify areas for local improvement. Below is a description of the type of results presented within this report and how to understand them.

Expected range charts

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

Trusts 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 Trust performs better than what Trusts 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 Trust's size and demographics.

Comparability tables

The comparability tables show the 2021 and 2022 unadjusted scores for this Trust 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 Trusts 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 Trust level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

801 patients responded out of a total of 1,482 patients, resulting in a response rate of 54%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	1,561	1,482	801	54%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	658
Online	143
Phone	0
Translation Service	0
Total	801

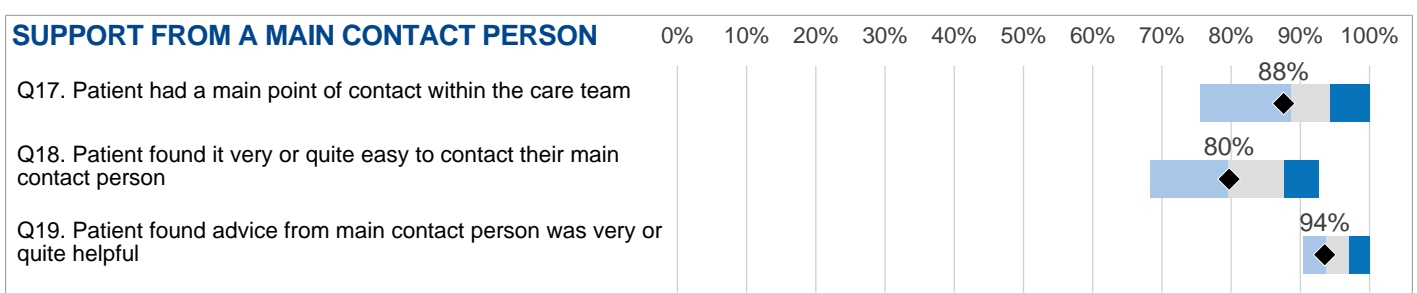
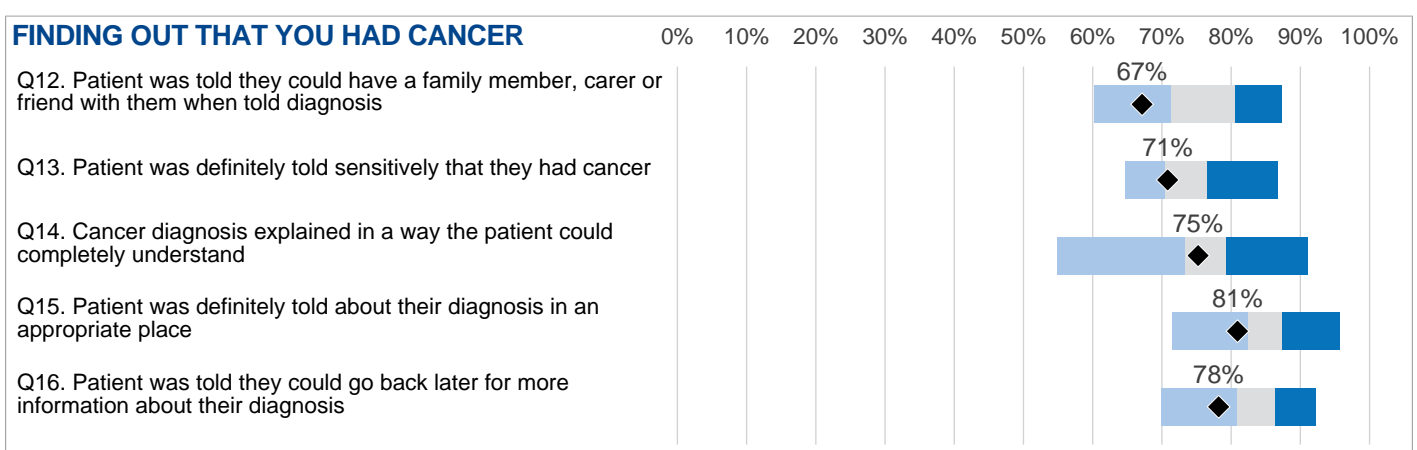
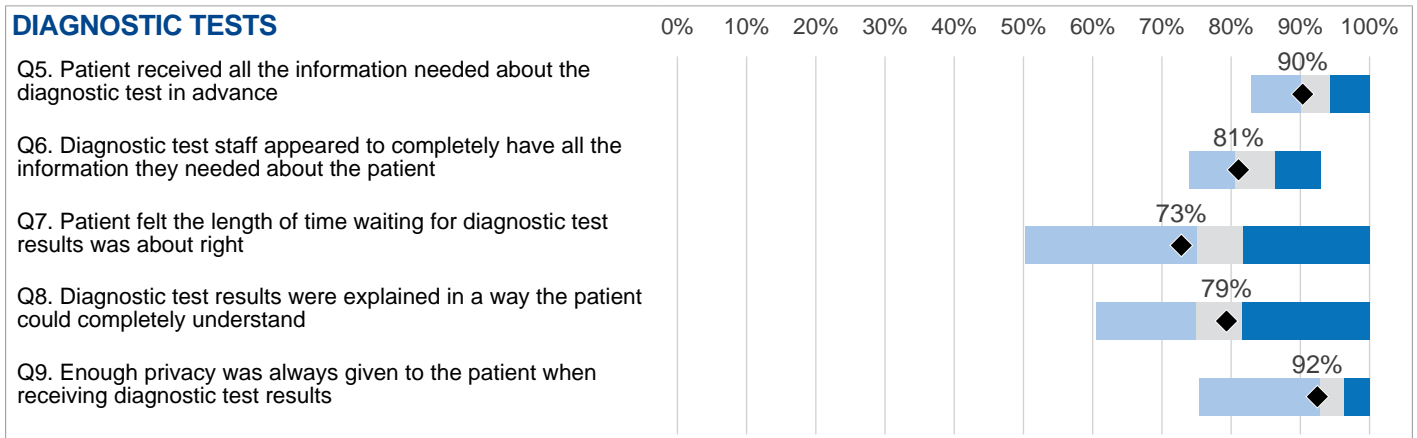
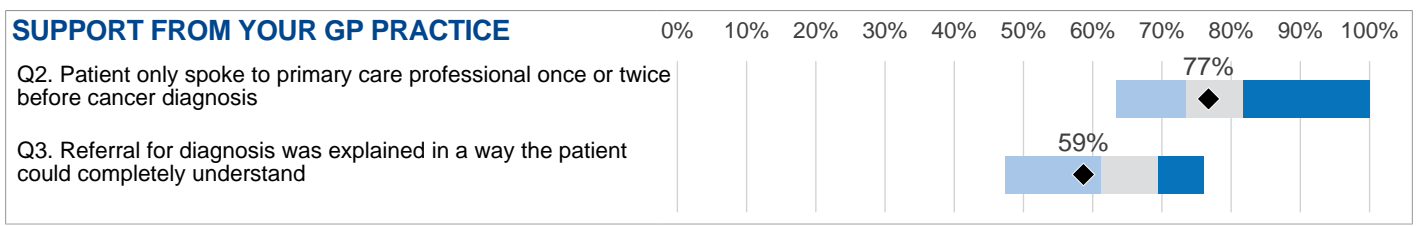
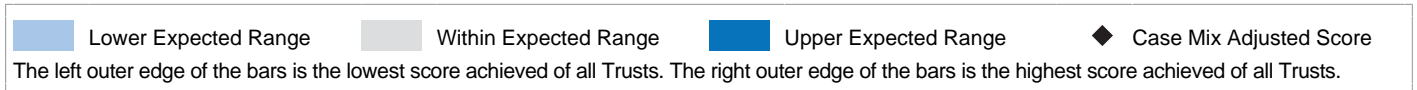
Respondents by Tumour Group

	Number of Respondents
Brain / CNS	1
Breast	210
Colorectal / LGT	140
Gynaecological	45
Haematological	130
Head and Neck	27
Lung	39
Prostate	58
Sarcoma	7
Skin	49
Upper Gastro	28
Urological	55
Other	12
Total	801

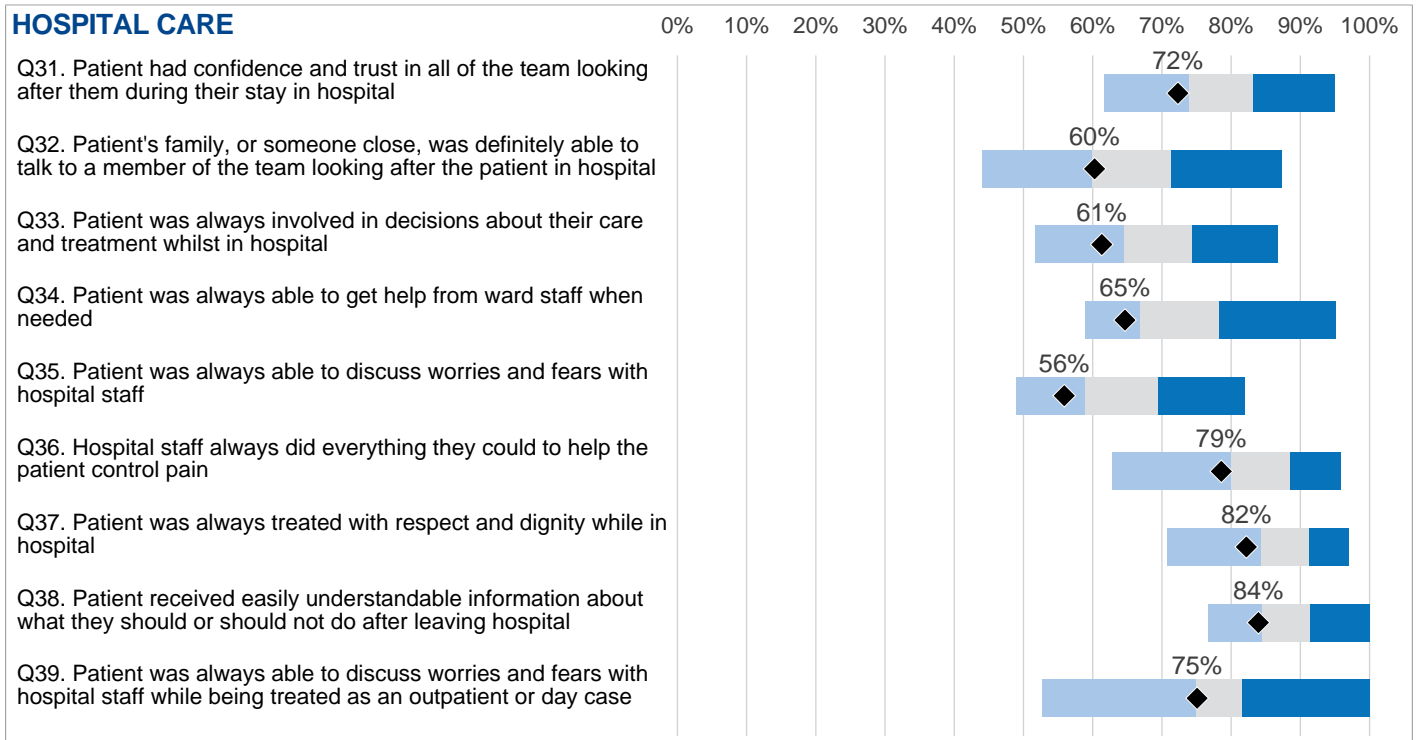
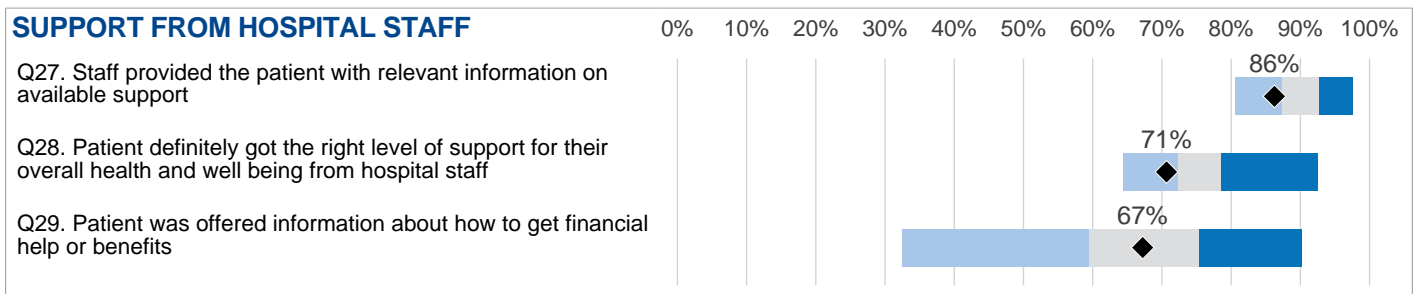
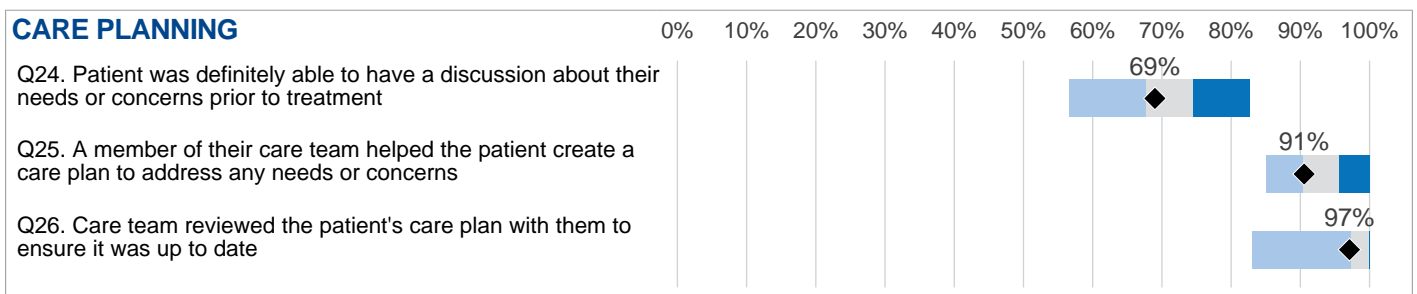
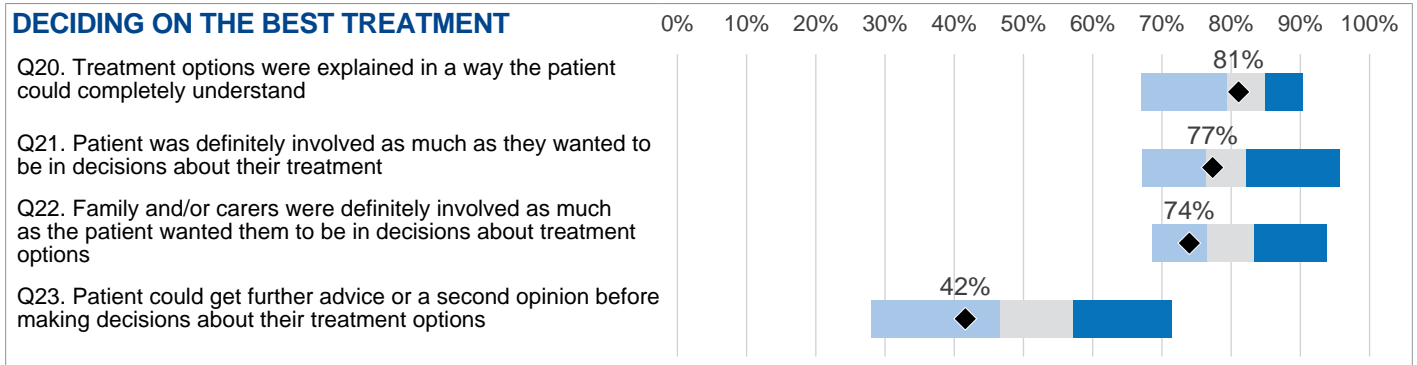
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	706
Irish	6
Gypsy or Irish Traveller	*
Any other White background	11
Mixed / Multiple Ethnicity	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	*
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	6
Black / African / Caribbean / Black British	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	56
Total	801

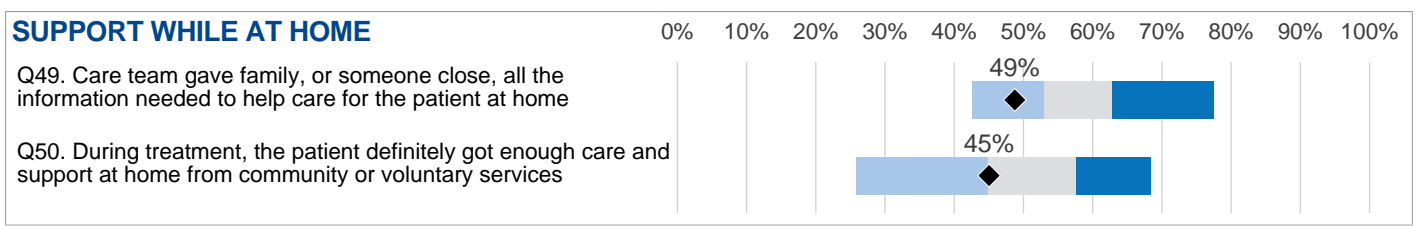
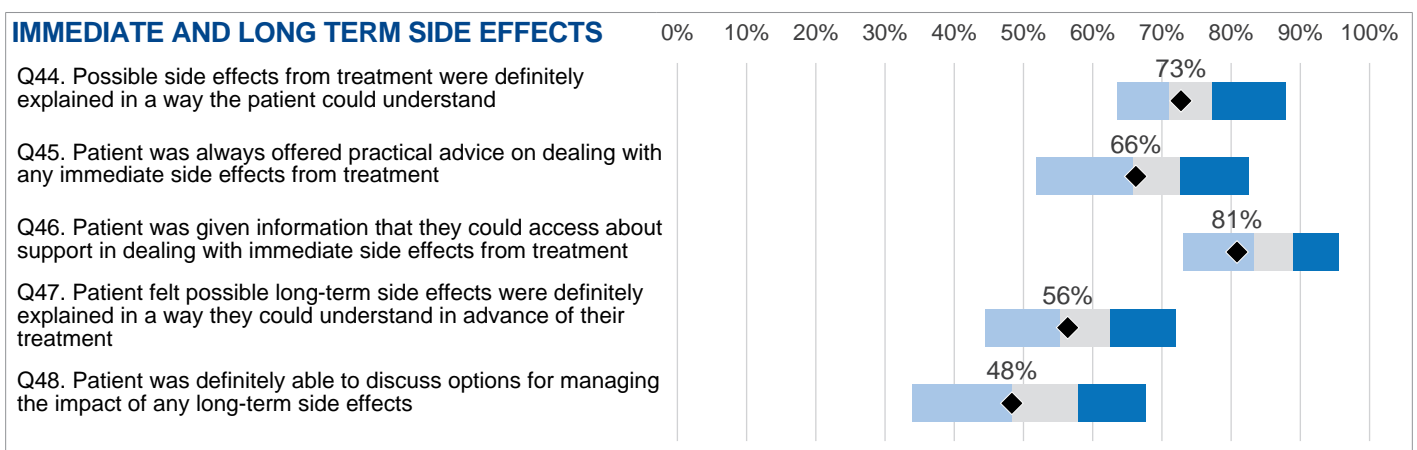
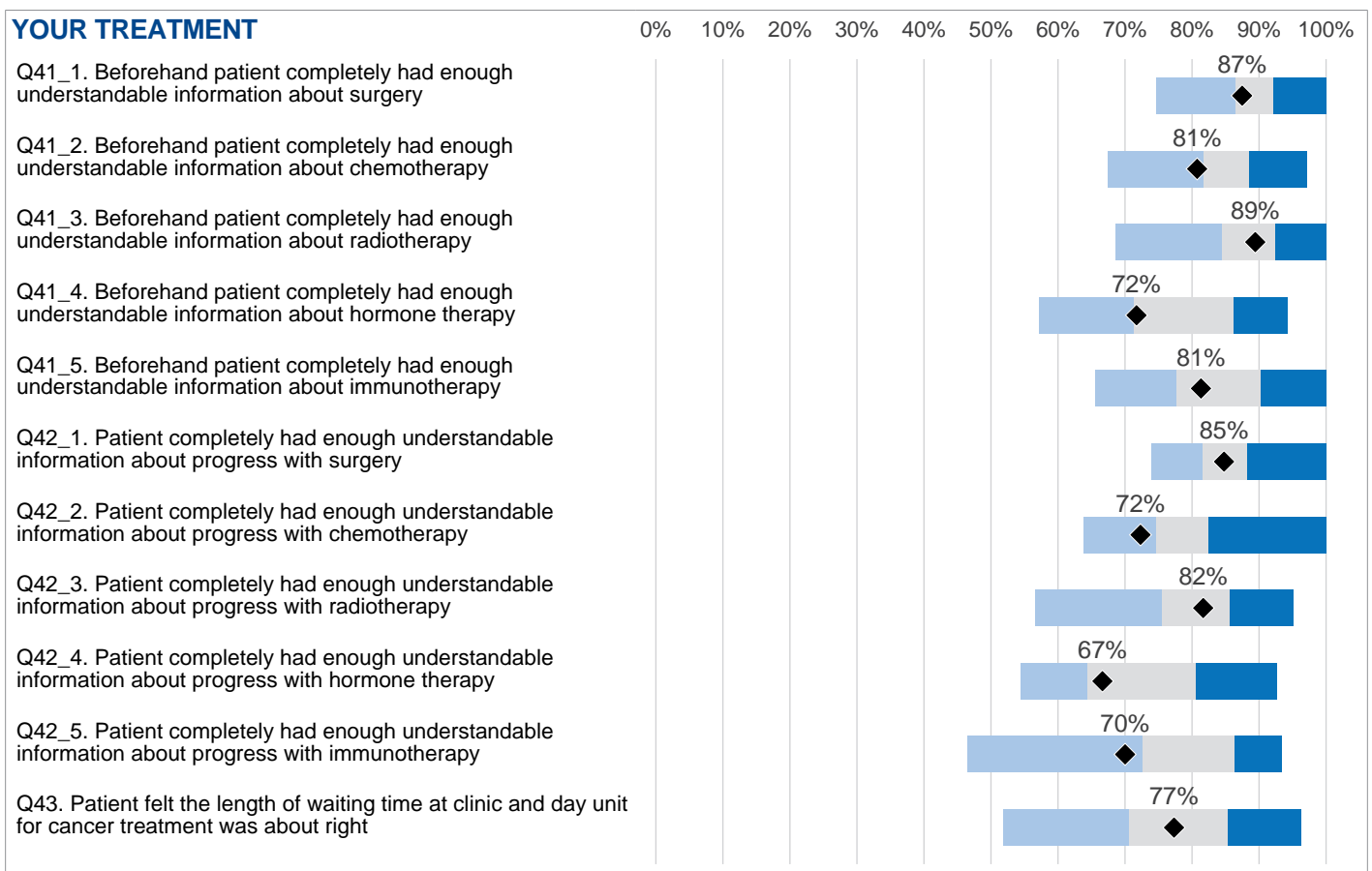
Expected Range Charts



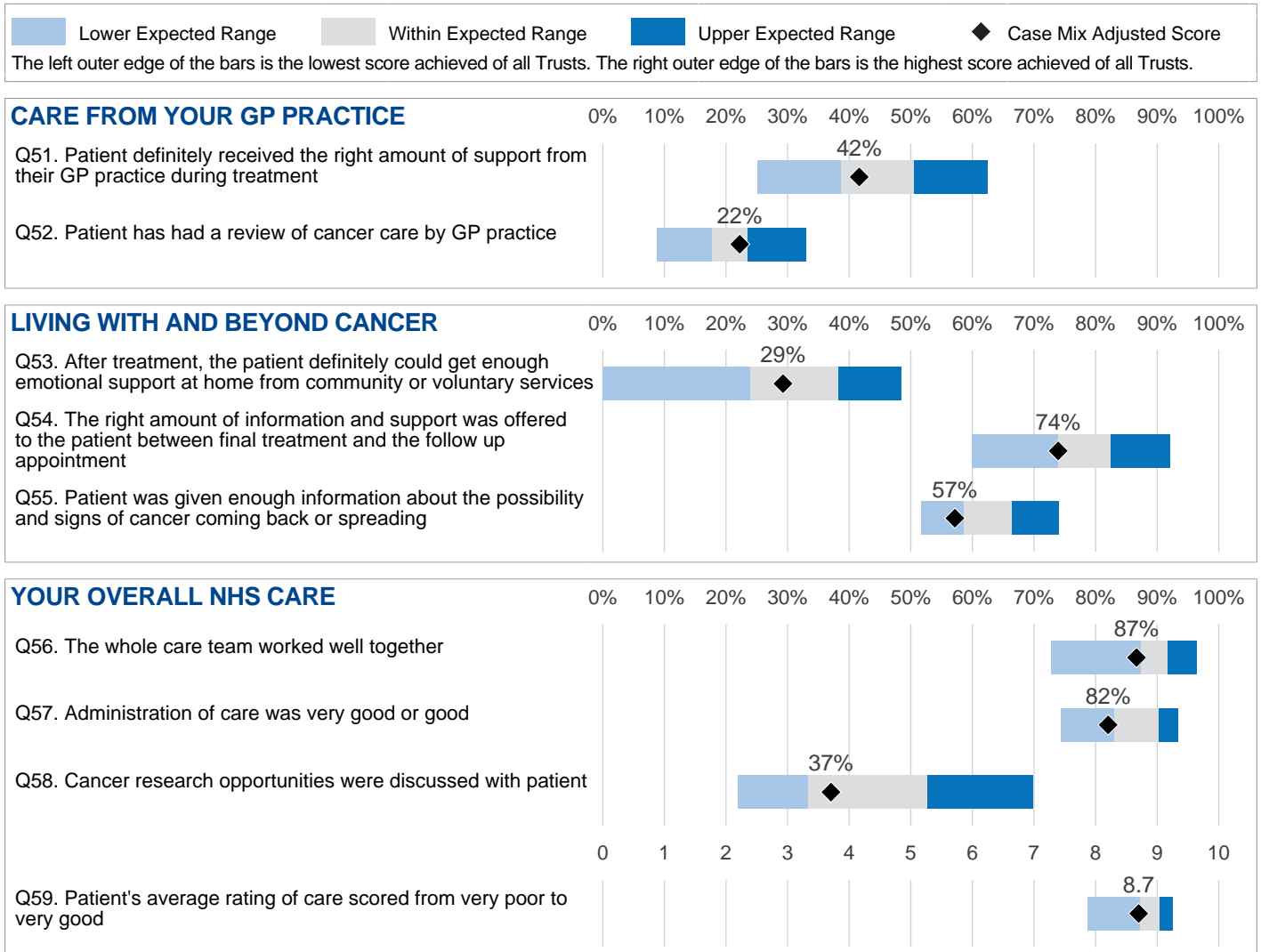
Expected Range Charts



Expected Range Charts



Expected Range Charts



Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	Adjusted Score below Lower Expected Range	Adjusted Score between Upper and Lower Expected Ranges	Adjusted Score above Upper Expected Range
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SUPPORT FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			National 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	369	82%	402	78%		77%	74%	82%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	493	65%	528	59%		59%	61%	69%	65%

DIAGNOSTIC TESTS	Unadjusted Scores					Case Mix Adjusted Scores			National 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	551	90%	620	90%		90%	90%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	569	82%	644	82%		81%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	571	79%	648	74%		73%	75%	82%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	564	76%	650	80%		79%	75%	82%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	570	94%	644	93%		92%	93%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			National 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	675	66%	748	68%		67%	71%	81%	76%
Q13. Patient was definitely told sensitively that they had cancer	704	75%	789	72%		71%	70%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	709	74%	793	76%		75%	73%	79%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	704	82%	785	82%		81%	82%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	622	81%	691	79%		78%	81%	86%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted Scores					Case Mix Adjusted Scores			National 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	677	91%	748	88%		88%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	569	82%	586	80%		80%	79%	88%	84%
Q19. Patient found advice from main contact person was very or quite helpful	587	97%	620	94%		94%	94%	97%	95%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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DECIDING ON THE BEST TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			National 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	646	83%	732	82%		81%	79%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	697	78%	779	78%		77%	76%	82%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	544	71%	629	74%		74%	77%	83%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	313	47%	362	42%		42%	47%	57%	52%

CARE PLANNING	Unadjusted Scores					Case Mix Adjusted Scores			National 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	628	71%	685	70%		69%	68%	75%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	345	92%	383	91%		91%	90%	96%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	268	99%	285	97%		97%	97%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores					Case Mix Adjusted Scores			National 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	570	86%	656	87%		86%	87%	93%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	700	73%	783	72%		71%	72%	79%	76%
Q29. Patient was offered information about how to get financial help or benefits	330	72%	383	67%		67%	60%	75%	67%

HOSPITAL CARE	Unadjusted Scores					Case Mix Adjusted Scores			National 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	281	75%	338	74%		72%	74%	83%	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	222	49%	266	61%		60%	60%	71%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	275	69%	330	62%		61%	64%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	277	75%	333	66%	▼	65%	67%	78%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	268	64%	320	57%		56%	59%	69%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	245	86%	290	80%		79%	80%	88%	84%
Q37. Patient was always treated with respect and dignity while in hospital	278	86%	337	83%		82%	84%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	276	85%	331	85%		84%	84%	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	609	76%	674	76%		75%	75%	82%	78%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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YOUR TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			National 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	379	91%	449	88%		87%	86%	92%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	379	81%	424	81%		81%	82%	89%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	224	88%	242	90%		89%	84%	92%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	117	79%	115	71%		72%	71%	86%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	149	78%	133	81%		81%	78%	90%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	376	87%	449	85%		85%	82%	88%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	376	74%	429	73%		72%	75%	82%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	220	82%	240	82%		82%	76%	86%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	116	69%	116	67%		67%	64%	81%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	149	70%	132	70%		70%	73%	86%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	691	76%	779	78%		77%	71%	85%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted Scores					Case Mix Adjusted Scores			National 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	689	74%	755	73%		73%	71%	77%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	660	66%	729	67%		66%	66%	73%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	532	82%	585	81%		81%	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	641	56%	711	57%		56%	55%	63%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	550	51%	615	49%		48%	48%	58%	53%

SUPPORT WHILE AT HOME	Unadjusted Scores					Case Mix Adjusted Scores			National 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	453	45%	536	50%		49%	53%	63%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	255	49%	276	46%		45%	45%	58%	51%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size. ▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p> <p>** No score available for 2021.</p>				<p>Adjusted Score below Lower Expected Range</p> <p>Adjusted Score between Upper and Lower Expected Ranges</p> <p>Adjusted Score above Upper Expected Range</p>
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CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			National 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	415	44%	465	42%		42%	39%	51%	45%
Q52. Patient has had a review of cancer care by GP practice	675	18%	762	22%		22%	18%	24%	21%

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			National 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	163	34%	162	31%		29%	24%	38%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	326	75%	360	74%		74%	74%	82%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	553	61%	622	58%		57%	59%	66%	62%

YOUR OVERALL NHS CARE	Unadjusted Scores					Case Mix Adjusted Scores			National 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	683	87%	756	87%		87%	87%	92%	90%
Q57. Administration of care was very good or good	701	83%	786	83%		82%	83%	90%	87%
Q58. Cancer research opportunities were discussed with patient	444	35%	467	37%		37%	33%	53%	43%
Q59. Patient's average rating of care scored from very poor to very good	686	8.7	763	8.7		8.7	8.7	9.0	8.9

Tumour type tables

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

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	95%	74%	76%	51%	82%	65%	71%	*	92%	89%	87%	*	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	70%	58%	62%	44%	57%	42%	53%	*	70%	85%	47%	55%	59%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q5. Patient received all the information needed about the diagnostic test in advance	*	89%	91%	84%	93%	88%	100%	98%	*	89%	80%	86%	*	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	78%	84%	78%	84%	81%	97%	84%	*	88%	73%	75%	80%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	64%	78%	78%	80%	85%	75%	80%	*	70%	80%	71%	80%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	82%	78%	82%	77%	88%	82%	82%	*	86%	81%	71%	80%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	92%	90%	95%	94%	96%	97%	96%	*	98%	85%	90%	100%	93%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	69%	79%	49%	69%	69%	70%	61%	*	51%	63%	63%	83%	68%
Q13. Patient was definitely told sensitively that they had cancer	*	77%	71%	73%	66%	78%	72%	73%	*	81%	61%	60%	83%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	79%	76%	76%	69%	81%	74%	81%	*	90%	68%	67%	83%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	87%	79%	73%	77%	85%	77%	89%	*	91%	82%	73%	83%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	*	85%	70%	68%	75%	100%	80%	88%	*	88%	68%	64%	100%	79%

Tumour type tables

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

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q17. Patient had a main point of contact within the care team	*	97%	82%	79%	85%	92%	84%	89%	*	96%	81%	84%	83%	88%
Q18. Patient found it very or quite easy to contact their main contact person	*	86%	67%	87%	80%	100%	85%	61%	*	87%	79%	80%	*	80%
Q19. Patient found advice from main contact person was very or quite helpful	*	97%	88%	89%	90%	100%	97%	95%	*	98%	90%	95%	*	94%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q20. Treatment options were explained in a way the patient could completely understand	*	82%	76%	92%	78%	81%	74%	88%	*	93%	75%	86%	100%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	79%	72%	68%	75%	85%	84%	87%	*	87%	82%	77%	92%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	75%	73%	59%	73%	86%	88%	80%	*	76%	78%	63%	90%	74%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	45%	32%	41%	46%	50%	21%	56%	*	41%	*	34%	*	42%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	73%	61%	66%	67%	76%	62%	84%	*	80%	77%	65%	82%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	92%	85%	90%	91%	100%	100%	96%	*	96%	92%	81%	*	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	93%	100%	100%	98%	100%	100%	100%	*	100%	100%	94%	*	97%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q27. Staff provided the patient with relevant information on available support	*	87%	84%	85%	87%	96%	86%	92%	*	95%	73%	83%	*	87%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	70%	69%	64%	69%	85%	76%	75%	*	81%	71%	74%	83%	72%
Q29. Patient was offered information about how to get financial help or benefits	*	73%	63%	71%	68%	85%	78%	56%	*	62%	59%	45%	*	67%

Tumour type tables

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

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	71%	73%	70%	81%	73%	*	77%	*	80%	*	74%	*	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	56%	61%	55%	72%	63%	*	50%	*	*	*	67%	*	61%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	64%	55%	57%	72%	57%	*	68%	*	80%	*	71%	*	62%
Q34. Patient was always able to get help from ward staff when needed	*	65%	57%	71%	75%	59%	*	67%	*	100%	*	77%	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	48%	51%	54%	72%	45%	*	71%	*	*	*	72%	*	57%
Q36. Hospital staff always did everything they could to help the patient control pain	*	79%	75%	85%	85%	74%	*	83%	*	*	*	82%	*	80%
Q37. Patient was always treated with respect and dignity while in hospital	*	79%	76%	83%	89%	86%	*	91%	*	100%	*	97%	*	83%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	88%	76%	86%	91%	86%	*	85%	*	100%	*	90%	*	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	73%	73%	70%	83%	79%	83%	81%	*	78%	64%	72%	90%	76%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	93%	81%	89%	*	90%	*	91%	*	85%	83%	90%	*	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	85%	78%	85%	80%	*	77%	*	*	*	77%	80%	*	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	91%	76%	93%	94%	93%	92%	93%	*	*	91%	*	*	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	69%	*	*	*	*	*	67%	*	*	*	*	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	75%	*	*	88%	*	74%	*	*	83%	*	80%	*	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	91%	75%	92%	*	86%	*	83%	*	89%	75%	83%	*	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	76%	68%	78%	72%	*	67%	*	*	*	69%	81%	*	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	81%	73%	93%	82%	100%	73%	87%	*	*	73%	*	*	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	68%	*	*	*	*	*	67%	*	*	*	*	*	67%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	77%	*	*	70%	*	59%	*	*	68%	*	80%	*	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	76%	82%	86%	67%	88%	74%	88%	*	78%	75%	81%	92%	78%

Tumour type tables

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	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	75%	69%	74%	66%	84%	66%	75%	*	80%	64%	80%	91%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	70%	62%	66%	63%	85%	65%	65%	*	74%	57%	71%	82%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	84%	77%	85%	74%	90%	89%	82%	*	91%	74%	76%	*	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	53%	52%	55%	55%	82%	57%	62%	*	68%	50%	59%	*	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	49%	41%	51%	47%	95%	45%	57%	*	55%	35%	49%	*	49%

	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	*	43%	51%	39%	52%	62%	59%	54%	*	69%	29%	50%	*	50%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	38%	57%	29%	40%	42%	*	56%	*	50%	58%	46%	*	46%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	48%	40%	35%	39%	33%	38%	44%	*	52%	39%	23%	50%	42%
Q52. Patient has had a review of cancer care by GP practice	*	25%	12%	18%	19%	35%	24%	27%	*	24%	29%	25%	25%	22%

Tumour type tables

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

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	19%	35%	41%	29%	*	*	17%	*	33%	*	27%	*	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	74%	63%	77%	79%	100%	70%	71%	*	83%	82%	69%	*	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	49%	45%	63%	73%	56%	63%	65%	*	87%	50%	49%	92%	58%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q56. The whole care team worked well together	*	89%	85%	86%	89%	89%	87%	89%	*	87%	89%	82%	67%	87%
Q57. Administration of care was very good or good	*	85%	71%	93%	87%	96%	90%	81%	*	87%	86%	76%	67%	83%
Q58. Cancer research opportunities were discussed with patient	*	27%	28%	22%	67%	43%	35%	27%	*	38%	40%	28%	*	37%
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	8.4	8.9	8.7	9.1	9.1	8.7	*	9.1	8.6	8.6	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%	92%	83%	74%	78%	63%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	53%	60%	57%	62%	58%	47%	59%

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	*	*	69%	91%	92%	93%	88%	84%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	53%	82%	77%	84%	82%	93%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	65%	60%	72%	76%	77%	83%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	59%	71%	76%	83%	84%	83%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	67%	95%	90%	96%	94%	90%	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	*	*	70%	56%	61%	67%	74%	79%	68%
Q13. Patient was definitely told sensitively that they had cancer	*	*	55%	56%	68%	73%	78%	77%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	65%	68%	74%	79%	76%	83%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	60%	81%	74%	84%	87%	82%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	78%	82%	82%	81%	75%	70%	79%

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	*	*	95%	87%	92%	90%	83%	83%	88%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	71%	78%	85%	80%	78%	78%	80%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	84%	94%	96%	94%	93%	95%	94%

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	*	*	63%	77%	79%	84%	83%	91%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	50%	70%	74%	79%	83%	88%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	65%	53%	73%	78%	75%	79%	74%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	*	32%	46%	41%	44%	56%	42%

Age group tables

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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	*	*	58%	72%	71%	72%	66%	72%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	96%	90%	93%	91%	86%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	96%	94%	98%	99%	100%	97%

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	*	*	65%	92%	88%	88%	84%	88%	87%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	50%	67%	70%	73%	74%	82%	72%
Q29. Patient was offered information about how to get financial help or benefits	*	*	71%	72%	76%	68%	51%	60%	67%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	50%	65%	73%	74%	75%	88%	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	65%	66%	60%	54%	92%	61%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	40%	60%	70%	63%	51%	94%	62%
Q34. Patient was always able to get help from ward staff when needed	*	*	50%	50%	68%	67%	69%	73%	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	30%	42%	63%	54%	59%	79%	57%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	60%	70%	81%	78%	83%	92%	80%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	70%	73%	82%	85%	84%	94%	83%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	80%	92%	86%	82%	85%	87%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	53%	77%	75%	79%	75%	70%	76%

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	*	*	69%	88%	87%	88%	89%	96%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	75%	81%	78%	83%	83%	*	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	96%	92%	93%	81%	91%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	71%	70%	78%	70%	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	84%	81%	78%	*	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	81%	90%	84%	85%	85%	92%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	67%	82%	72%	77%	68%	*	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	*	83%	90%	80%	75%	82%	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	*	71%	67%	68%	69%	*	67%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	70%	74%	76%	61%	*	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	70%	79%	77%	79%	77%	94%	78%

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	*	*	85%	80%	75%	72%	70%	73%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	60%	74%	66%	67%	66%	70%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	67%	88%	80%	81%	82%	83%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	39%	57%	57%	58%	55%	69%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	35%	51%	47%	55%	43%	56%	49%

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	*	*	33%	41%	45%	51%	52%	61%	50%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	45%	31%	51%	49%	67%	46%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	33%	38%	48%	40%	40%	42%	42%
Q52. Patient has had a review of cancer care by GP practice	*	*	22%	20%	20%	24%	21%	25%	22%

Age group tables

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

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	33%	38%	31%	29%	29%	*	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	63%	69%	69%	80%	73%	94%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	39%	47%	62%	59%	55%	75%	58%

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q56. The whole care team worked well together	*	*	67%	89%	85%	88%	89%	86%	87%
Q57. Administration of care was very good or good	*	*	70%	82%	79%	84%	84%	91%	83%
Q58. Cancer research opportunities were discussed with patient	*	*	15%	33%	44%	32%	40%	*	37%
Q59. Patient's average rating of care scored from very poor to very good	*	*	7.3	8.8	8.7	8.9	8.7	8.9	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	79%	75%	*	*	*	82%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	54%	*	*	*	59%	59%

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	88%	92%	*	*	*	94%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	85%	*	*	*	81%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	70%	80%	*	*	*	72%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	80%	*	*	*	92%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	95%	*	*	*	92%	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	65%	70%	*	*	*	71%	68%
Q13. Patient was definitely told sensitively that they had cancer	71%	73%	*	*	*	70%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	78%	*	*	*	75%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	80%	84%	*	*	*	82%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	79%	80%	*	*	*	68%	79%

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	89%	87%	*	*	*	89%	88%
Q18. Patient found it very or quite easy to contact their main contact person	83%	77%	*	*	*	75%	80%
Q19. Patient found advice from main contact person was very or quite helpful	94%	93%	*	*	*	94%	94%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	81%	82%	*	*	*	83%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	80%	*	*	*	81%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	72%	77%	*	*	*	76%	74%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	40%	46%	*	*	*	33%	42%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	70%	*	*	*	69%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	92%	*	*	*	94%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	95%	99%	*	*	*	100%	97%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	84%	91%	*	*	*	83%	87%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	75%	*	*	*	71%	72%
Q29. Patient was offered information about how to get financial help or benefits	73%	61%	*	*	*	56%	67%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	67%	78%	*	*	*	89%	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	53%	69%	*	*	*	56%	61%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	60%	66%	*	*	*	53%	62%
Q34. Patient was always able to get help from ward staff when needed	64%	68%	*	*	*	68%	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	52%	62%	*	*	*	67%	57%
Q36. Hospital staff always did everything they could to help the patient control pain	78%	81%	*	*	*	79%	80%
Q37. Patient was always treated with respect and dignity while in hospital	80%	87%	*	*	*	78%	83%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	85%	*	*	*	83%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	81%	*	*	*	81%	76%

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	86%	90%	*	*	*	91%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	80%	*	*	*	79%	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	88%	*	*	*	90%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	70%	73%	*	*	*	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	80%	*	*	*	*	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	87%	81%	*	*	*	91%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	74%	72%	*	*	*	75%	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	82%	80%	*	*	*	91%	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	66%	69%	*	*	*	*	67%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	72%	72%	*	*	*	*	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	81%	*	*	*	67%	78%

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	74%	70%	*	*	*	79%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	65%	*	*	*	72%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	80%	*	*	*	83%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	60%	*	*	*	46%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	50%	*	*	*	41%	49%

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	46%	54%	*	*	*	52%	50%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	49%	*	*	*	55%	46%

CARE FROM YOUR GP PRACTICE		Male/Female/Non-binary/Other					
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	39%	45%	*	*	*	40%	42%
Q52. Patient has had a review of cancer care by GP practice	22%	22%	*	*	*	19%	22%

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	29%	34%	*	*	*	*	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	74%	*	*	*	67%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	54%	64%	*	*	*	55%	58%

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	86%	88%	*	*	*	93%	87%
Q57. Administration of care was very good or good	84%	82%	*	*	*	76%	83%
Q58. Cancer research opportunities were discussed with patient	34%	42%	*	*	*	28%	37%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	*	*	*	8.8	8.7

Ethnicity tables

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	*	*	*	*	83%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	*	*	*	*	60%	59%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	90%	*	*	*	*	95%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	*	*	*	*	78%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	*	*	*	*	73%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	*	*	*	*	82%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	*	*	*	*	91%	93%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	67%	*	*	*	*	70%	68%
Q13. Patient was definitely told sensitively that they had cancer	72%	*	*	*	*	72%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	*	*	*	*	80%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	*	*	*	*	80%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	*	*	*	*	70%	79%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	88%	*	*	*	*	90%	88%
Q18. Patient found it very or quite easy to contact their main contact person	81%	*	*	*	*	74%	80%
Q19. Patient found advice from main contact person was very or quite helpful	94%	*	*	*	*	95%	94%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	82%	*	*	*	*	77%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	*	*	*	*	81%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	74%	*	*	*	*	79%	74%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	41%	*	*	*	*	39%	42%

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%	*	*	*	*	72%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	*	*	*	*	96%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	*	*	*	95%	97%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	87%	*	*	*	*	84%	87%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	*	*	*	*	77%	72%
Q29. Patient was offered information about how to get financial help or benefits	68%	*	*	*	*	50%	67%

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	72%	*	*	*	*	92%	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	61%	*	*	*	*	74%	61%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	62%	*	*	*	*	63%	62%
Q34. Patient was always able to get help from ward staff when needed	65%	*	*	*	*	79%	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	57%	*	*	*	*	64%	57%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	*	*	*	*	89%	80%
Q37. Patient was always treated with respect and dignity while in hospital	83%	*	*	*	*	87%	83%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	*	*	*	*	82%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	*	*	*	*	74%	76%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	*	*	*	*	87%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	*	*	*	*	76%	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	*	*	*	*	94%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	70%	*	*	*	*	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	*	*	*	70%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	86%	*	*	*	*	87%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	73%	*	*	*	*	76%	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	82%	*	*	*	*	82%	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	67%	*	*	*	*	*	67%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	72%	*	*	*	*	60%	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	*	*	*	*	65%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	*	*	*	*	77%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	*	*	*	*	75%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	*	*	*	*	82%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	*	*	*	*	51%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	*	*	*	*	49%	49%

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	49%	*	*	*	*	54%	50%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	*	*	*	*	46%	46%

CARE FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	42%	*	*	*	*	34%	42%
Q52. Patient has had a review of cancer care by GP practice	22%	*	*	*	*	20%	22%

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	33%	*	*	*	*	15%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	*	*	*	*	65%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	*	*	*	*	49%	58%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	87%	*	*	*	*	88%	87%
Q57. Administration of care was very good or good	83%	*	*	*	*	79%	83%
Q58. Cancer research opportunities were discussed with patient	38%	*	*	*	*	19%	37%
Q59. Patient's average rating of care scored from very poor to very good	8.7	*	*	*	*	8.7	8.7

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	84%	73%	76%	80%	*	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	55%	58%	61%	62%	*	59%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	89%	92%	88%	92%	91%	*	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	84%	77%	83%	86%	*	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	81%	72%	72%	66%	*	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	82%	78%	81%	79%	*	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	95%	92%	93%	90%	*	93%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	66%	74%	68%	64%	68%	*	68%
Q13. Patient was definitely told sensitively that they had cancer	77%	78%	66%	69%	73%	*	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	81%	72%	77%	75%	*	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	79%	86%	80%	83%	80%	*	82%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	79%	78%	79%	78%	*	79%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	91%	89%	88%	87%	87%	*	88%
Q18. Patient found it very or quite easy to contact their main contact person	86%	75%	79%	82%	82%	*	80%
Q19. Patient found advice from main contact person was very or quite helpful	92%	95%	92%	94%	96%	*	94%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	85%	84%	83%	78%	79%	*	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	83%	84%	75%	78%	71%	*	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	72%	74%	76%	73%	*	74%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	50%	54%	43%	34%	32%	*	42%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
CARE PLANNING							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	75%	70%	69%	70%	66%	*	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	89%	88%	94%	92%	90%	*	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	95%	99%	96%	98%	*	97%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM HOSPITAL STAFF							
Q27. Staff provided the patient with relevant information on available support	91%	88%	86%	90%	78%	*	87%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	72%	70%	70%	70%	*	72%
Q29. Patient was offered information about how to get financial help or benefits	70%	65%	64%	72%	64%	*	67%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
HOSPITAL CARE							
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	64%	84%	76%	65%	76%	*	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	76%	62%	53%	57%	67%	*	61%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	65%	68%	58%	59%	67%	*	62%
Q34. Patient was always able to get help from ward staff when needed	63%	78%	65%	59%	64%	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	53%	64%	60%	51%	54%	*	57%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	83%	78%	73%	82%	*	80%
Q37. Patient was always treated with respect and dignity while in hospital	86%	88%	83%	76%	84%	*	83%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	84%	90%	76%	85%	*	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	83%	79%	77%	72%	70%	*	76%

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	90%	91%	87%	87%	87%	*	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	80%	81%	83%	81%	*	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	98%	88%	89%	87%	*	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	65%	82%	63%	78%	58%	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	90%	71%	83%	79%	82%	*	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	96%	82%	87%	84%	80%	*	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	75%	74%	73%	72%	71%	*	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	88%	86%	81%	72%	*	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	59%	91%	67%	61%	54%	*	67%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	86%	52%	77%	67%	68%	*	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	84%	80%	75%	77%	*	78%

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	80%	77%	72%	71%	68%	*	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	79%	68%	65%	65%	61%	*	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	80%	84%	83%	75%	*	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	69%	59%	54%	57%	49%	*	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	52%	45%	48%	49%	*	49%

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	54%	46%	55%	46%	46%	*	50%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	55%	42%	48%	43%	45%	*	46%

CARE FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	32%	44%	44%	40%	45%	*	42%
Q52. Patient has had a review of cancer care by GP practice	19%	21%	20%	24%	25%	*	22%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	36%	30%	37%	26%	24%	*	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	77%	77%	74%	69%	*	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	59%	60%	58%	49%	*	58%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	84%	88%	90%	88%	81%	*	87%
Q57. Administration of care was very good or good	84%	82%	84%	86%	75%	*	83%
Q58. Cancer research opportunities were discussed with patient	42%	41%	42%	31%	31%	*	37%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.8	8.7	8.5	*	8.7

Long term condition status tables

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

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	81%	74%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	56%	64%	60%	59%

	Long term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	90%	91%	93%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	79%	90%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	70%	76%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	78%	86%	80%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	93%	94%	93%

	Long term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	67%	68%	72%	68%
Q13. Patient was definitely told sensitively that they had cancer	74%	68%	70%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	74%	75%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	82%	79%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	77%	82%	76%	79%

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	88%	88%	91%	88%
Q18. Patient found it very or quite easy to contact their main contact person	81%	79%	76%	80%
Q19. Patient found advice from main contact person was very or quite helpful	94%	93%	93%	94%

	Long term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	82%	81%	81%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	75%	80%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	72%	77%	74%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	44%	39%	42%	42%

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%	72%	75%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	93%	92%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	96%	99%	100%	97%

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	84%	91%	85%	87%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	73%	75%	72%
Q29. Patient was offered information about how to get financial help or benefits	62%	76%	68%	67%

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	70%	78%	84%	74%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	59%	64%	65%	61%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	60%	68%	52%	62%
Q34. Patient was always able to get help from ward staff when needed	62%	73%	68%	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	50%	67%	58%	57%
Q36. Hospital staff always did everything they could to help the patient control pain	76%	84%	84%	80%
Q37. Patient was always treated with respect and dignity while in hospital	80%	89%	79%	83%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	81%	90%	84%	85%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	76%	87%	76%

Long term condition status tables

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

YOUR TREATMENT	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	85%	92%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	83%	82%	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	90%	88%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	71%	67%	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	76%	77%	81%
Q42_1. Patient completely had enough understandable information about progress with surgery	85%	85%	88%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	72%	74%	76%	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	82%	81%	89%	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	63%	69%	*	67%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	71%	73%	62%	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	82%	71%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	77%	82%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	63%	71%	79%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	85%	77%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	61%	51%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	46%	54%	53%	49%

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	48%	52%	56%	50%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	54%	52%	46%

CARE FROM YOUR GP PRACTICE	Long term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	39%	45%	46%	42%
Q52. Patient has had a review of cancer care by GP practice	23%	19%	24%	22%

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	29%	36%	29%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	77%	66%	74%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	62%	52%	58%

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	86%	88%	91%	87%
Q57. Administration of care was very good or good	83%	83%	80%	83%
Q58. Cancer research opportunities were discussed with patient	42%	31%	26%	37%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	9.0	8.7

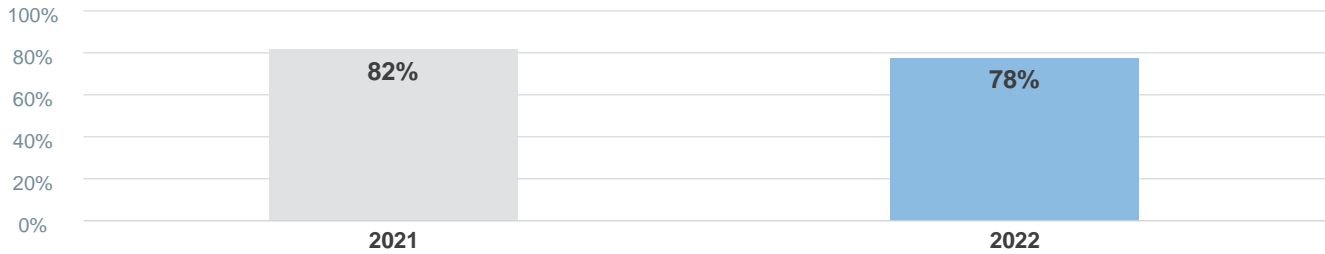
Year on Year Charts

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SUPPORT FROM YOUR GP PRACTICE

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



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



DIAGNOSTIC TESTS

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



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



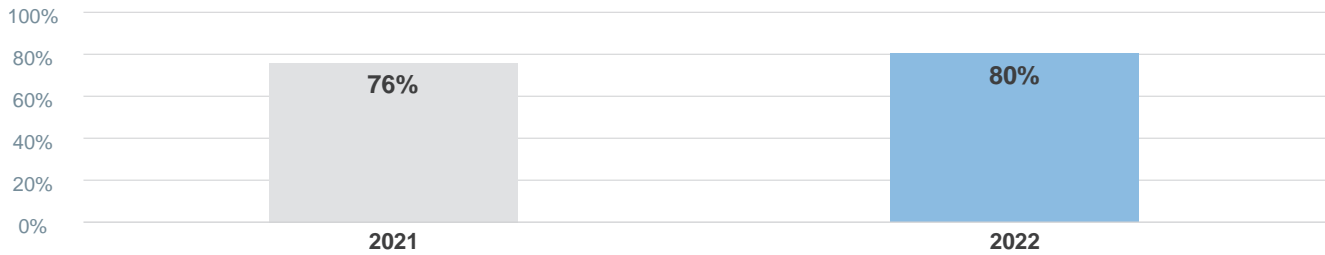
Q7. Patient felt the length of time waiting for diagnostic test results was about right



Year on Year Charts

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Q8. Diagnostic test results were explained in a way the patient could completely understand



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

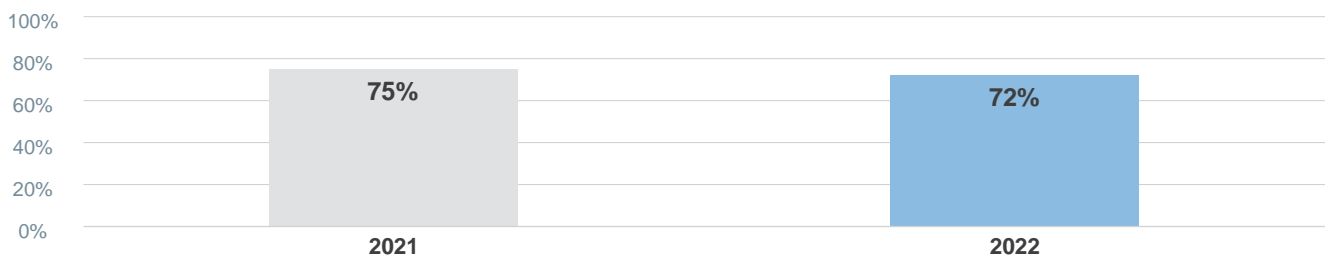


FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



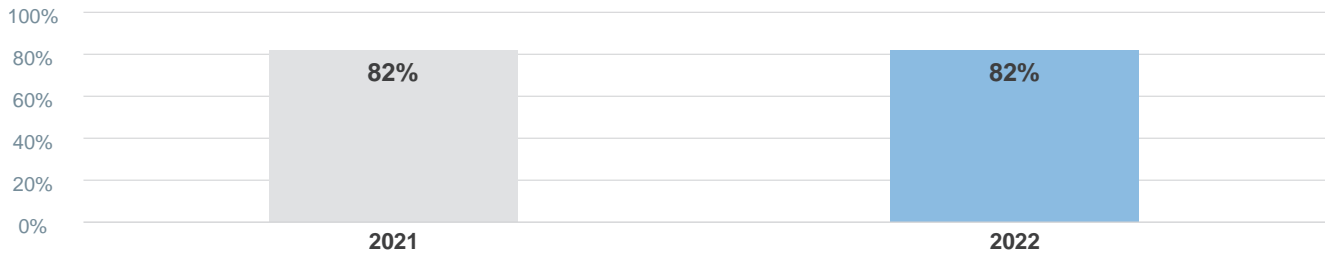
Q14. Cancer diagnosis explained in a way the patient could completely understand



Year on Year Charts

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Q15. Patient was definitely told about their diagnosis in an appropriate place

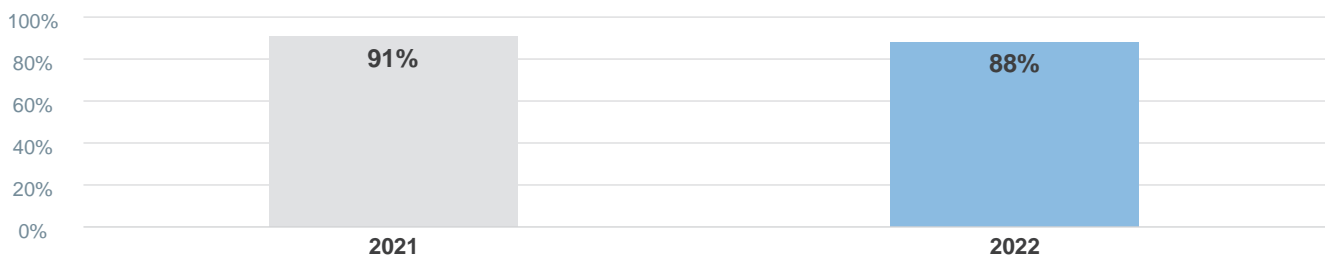


Q16. Patient was told they could go back later for more information about their diagnosis

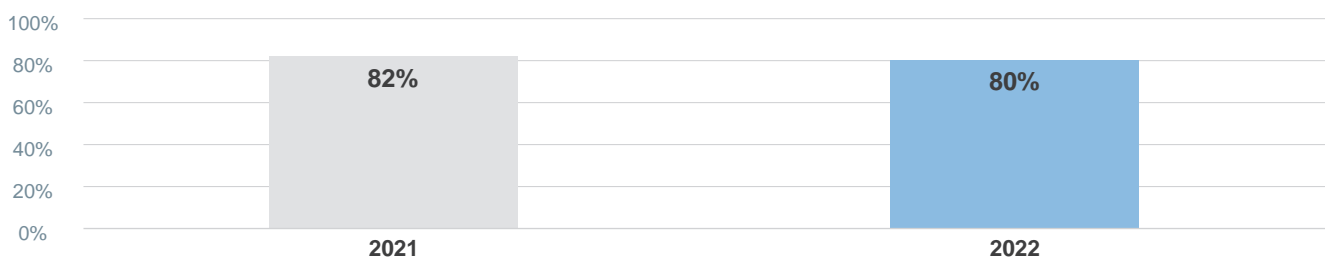


SUPPORT FROM A MAIN CONTACT PERSON

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



Q18. Patient found it very or quite easy to contact their main contact person



Q19. Patient found advice from main contact person was very or quite helpful



Year on Year Charts

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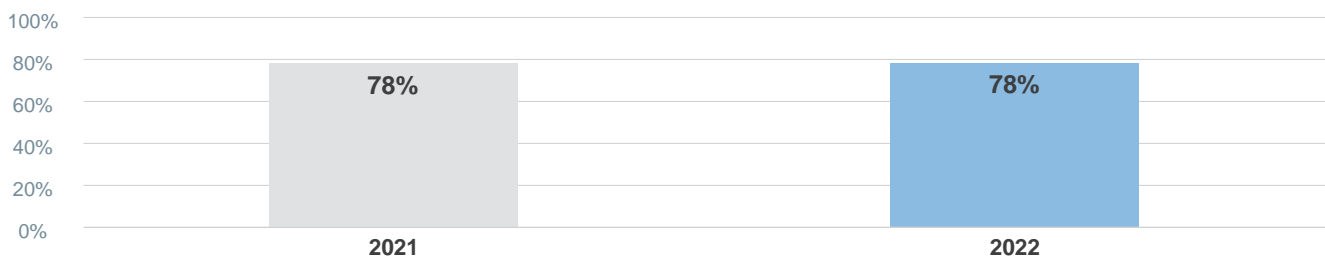
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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



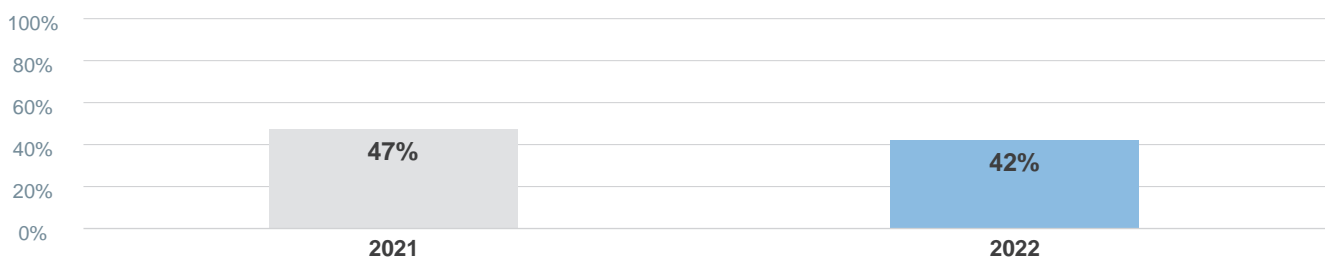
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options

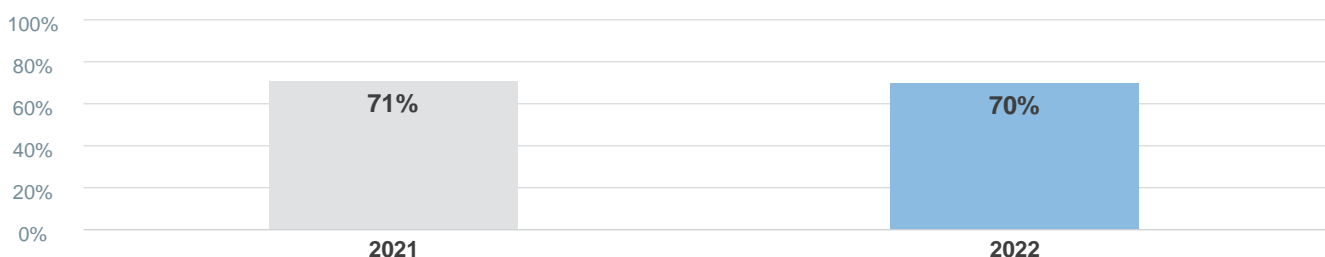


Q23. Patient could get further advice or a second opinion before making decisions about their treatment options



CARE PLANNING

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



Year on Year Charts

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



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



SUPPORT FROM HOSPITAL STAFF

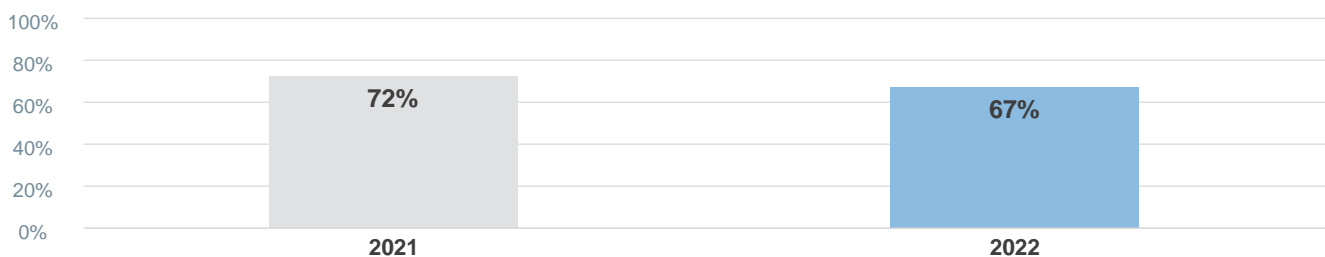
Q27. Staff provided the patient with relevant information on available support



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



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



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



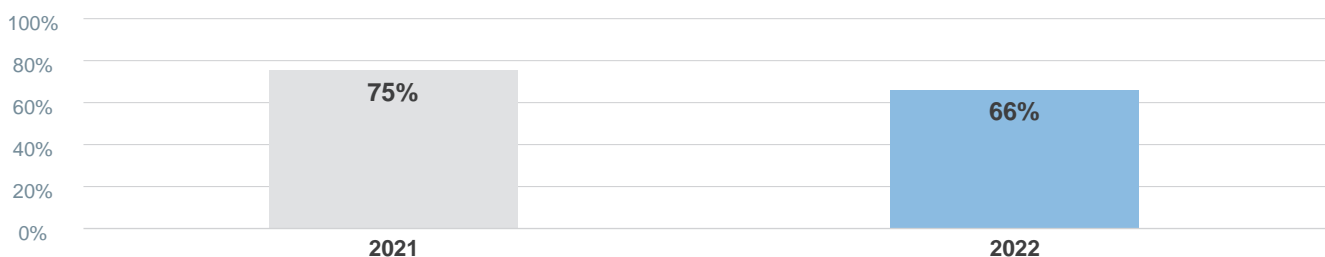
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



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

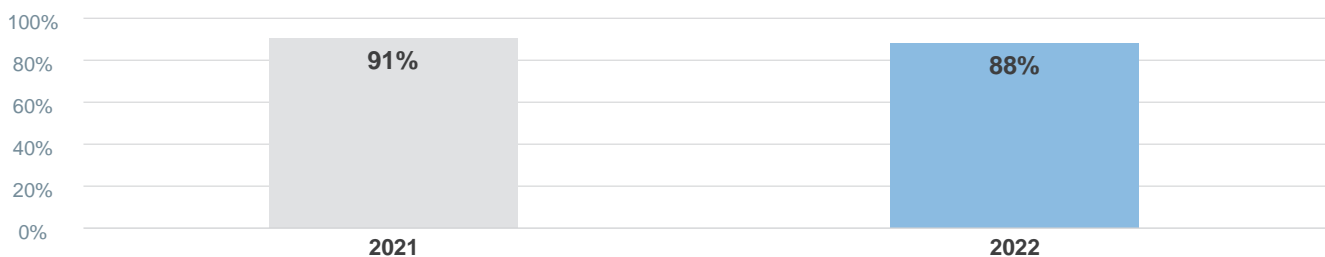


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on Year Charts

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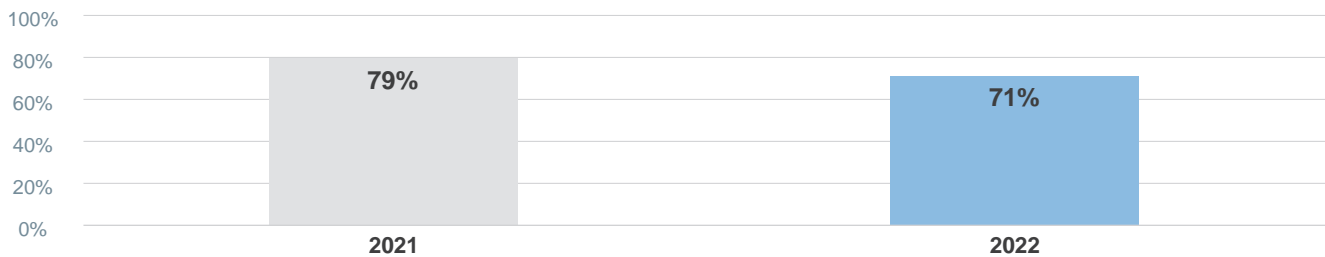
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



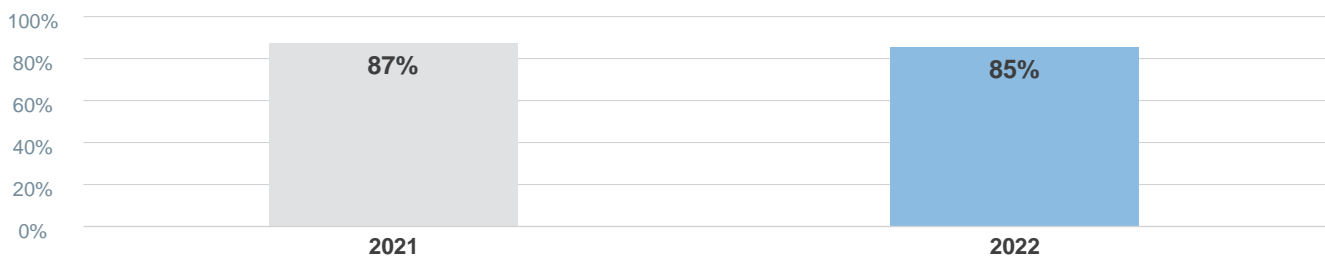
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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



Year on Year Charts

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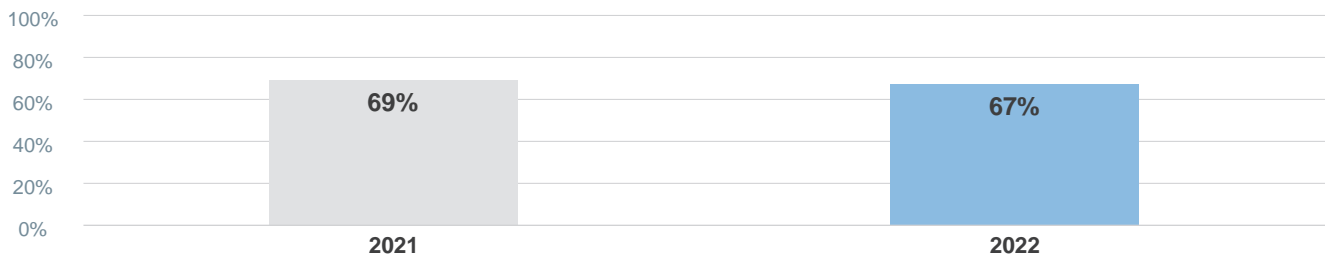
Q42_2. Patient completely had enough understandable information about progress with chemotherapy



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



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



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



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



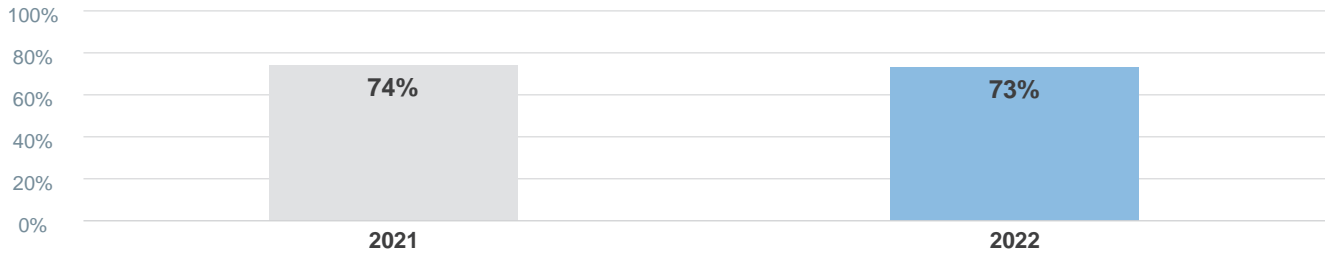
Year on Year Charts

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IMMEDIATE AND LONG TERM SIDE EFFECTS

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



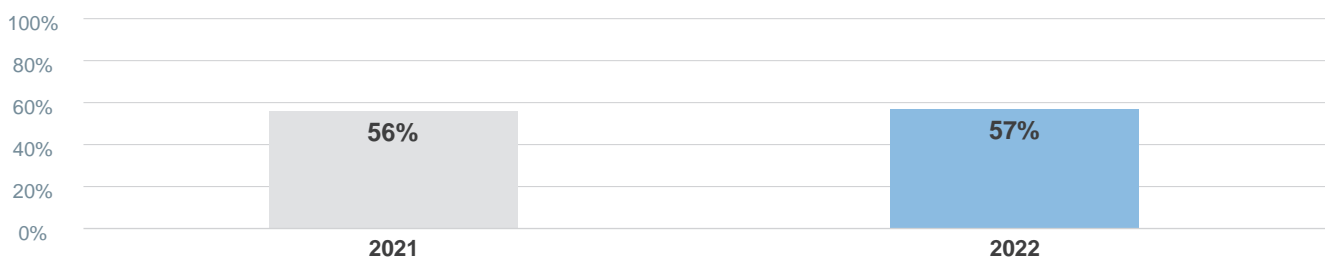
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



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



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



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



Year on Year Charts

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

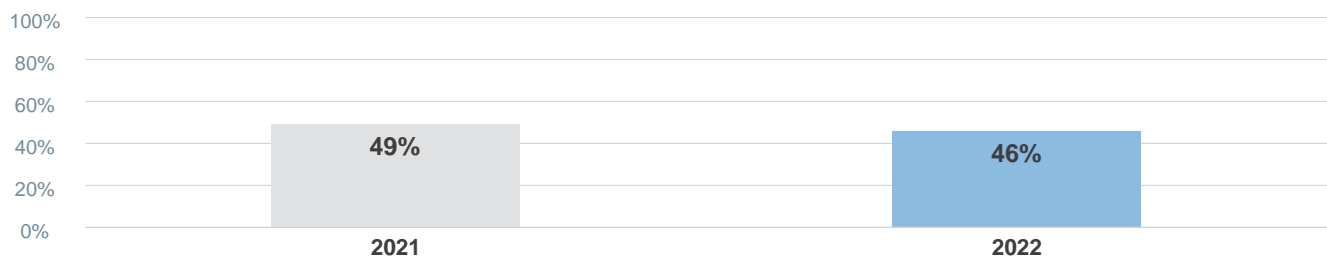
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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



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



CARE FROM YOUR GP PRACTICE

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

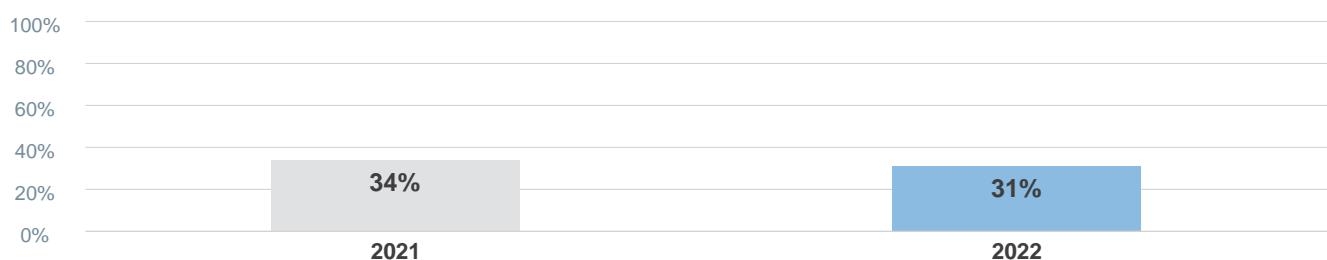


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



Year on Year Charts

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

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



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



YOUR OVERALL NHS CARE

Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on Year Charts

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

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

