NHS
England

Cancer Patient Experience Survey

2022 Results

Norfolk and Norwich University Hospitals NHS Foundation Trust

Published July 2023

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

Executive Summary

Questions Above Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	**94%**	90%	94%	**92%**
Q17. Patient had a main point of contact within the care team	**95%**	89%	94%	**91%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	**87%**	71%	85%	**78%**

Questions Below Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q7. Patient felt the length of time waiting for diagnostic test results was about right	**75%**	75%	81%	**78%**
Q20. Treatment options were explained in a way the patient could completely understand	**80%**	80%	85%	**82%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	**76%**	77%	83%	**80%**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	**73%**	74%	83%	**79%**
Q34. Patient was always able to get help from ward staff when needed	**63%**	67%	78%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	**58%**	60%	69%	**64%**
Q41_1. Beforehand patient completely had enough understandable information about surgery	**87%**	87%	92%	**89%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	**77%**	78%	90%	**84%**

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

1,024 patients responded out of a total of 1,727 patients, resulting in a response rate of 59%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	1,840	1,727	1,024	59%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	854
Online	168
Phone	2
Translation Service	0
Total	**1,024**

Respondents by Tumour Group

	Number of Respondents
Brain / CNS	4
Breast	168
Colorectal / LGT	122
Gynaecological	45
Haematological	135
Head and Neck	39
Lung	68
Prostate	96
Sarcoma	7
Skin	48
Upper Gastro	52
Urological	95
Other	145
Total	**1,024**

Respondents by Ethnicity

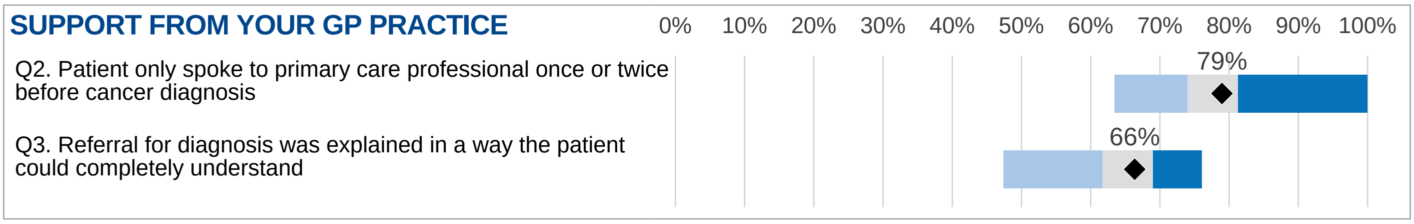
	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	908
Irish	10
Gypsy or Irish Traveller	*
Any other White background	20
Mixed / Multiple Ethnicity	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	*
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	67
Total	**1,024**

Expected Range Charts

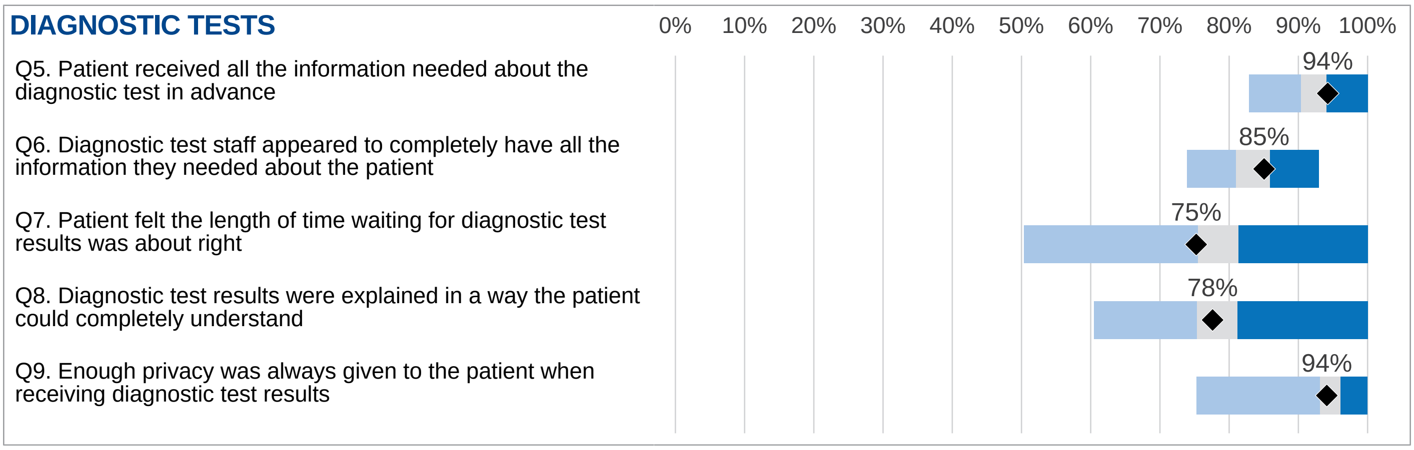
🟦 Lower Expected Range ⬜ Within Expected Range 🟦 Upper Expected Range ◆ Case Mix Adjusted Score

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

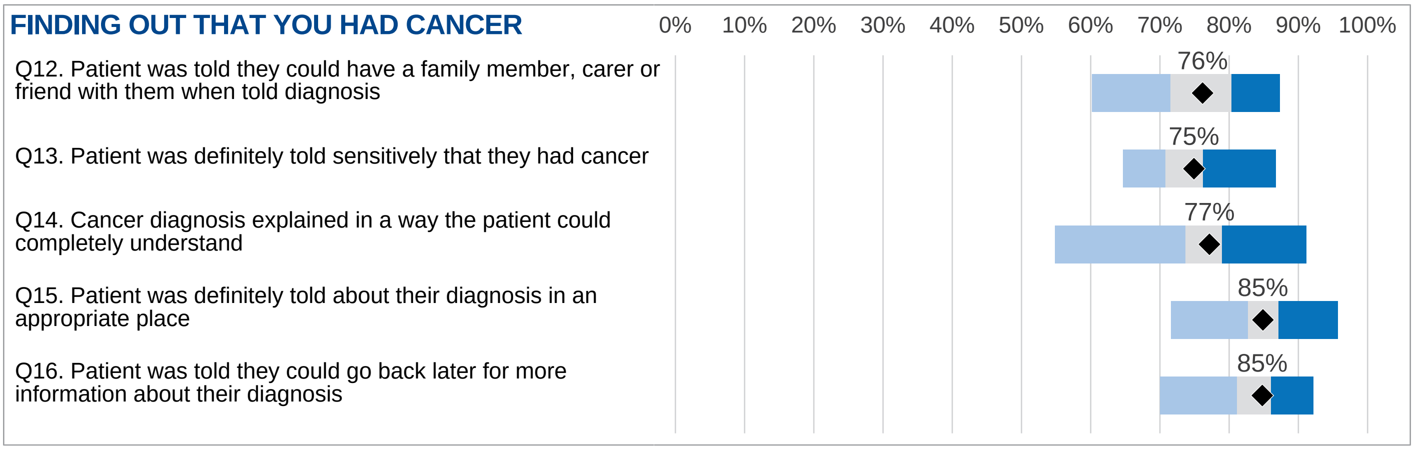
SUPPORT FROM YOUR GP PRACTICE



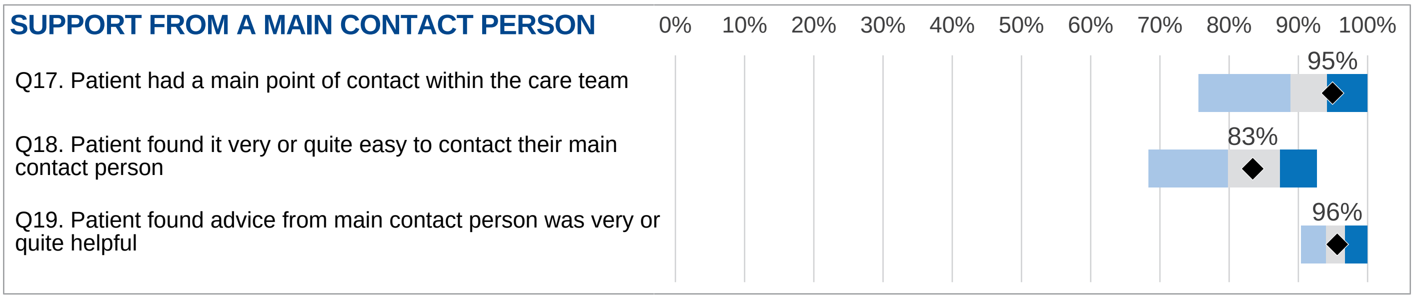
DIAGNOSTIC TESTS



FINDING OUT THAT YOU HAD CANCER



SUPPORT FROM A MAIN CONTACT PERSON

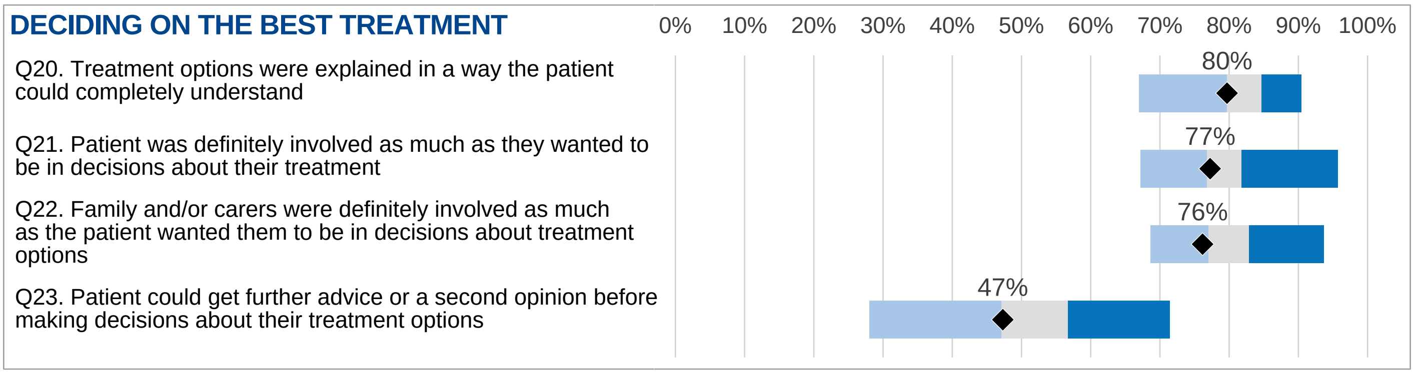


Expected Range Charts

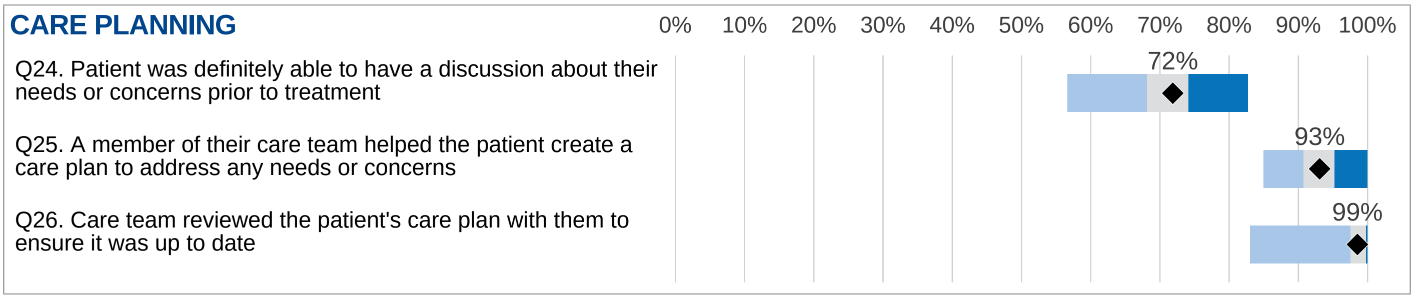
▨ Lower Expected Range ▨ Within Expected Range ▨ Upper Expected Range ◆ Case Mix Adjusted Score

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

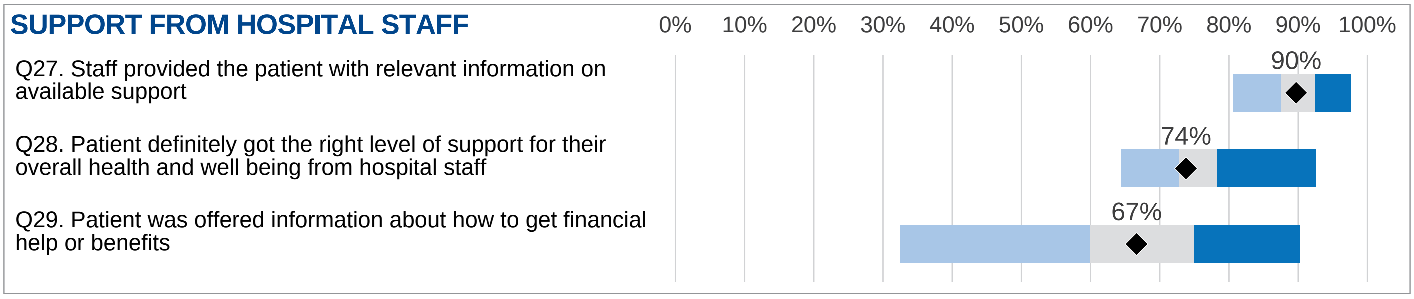
DECIDING ON THE BEST TREATMENT



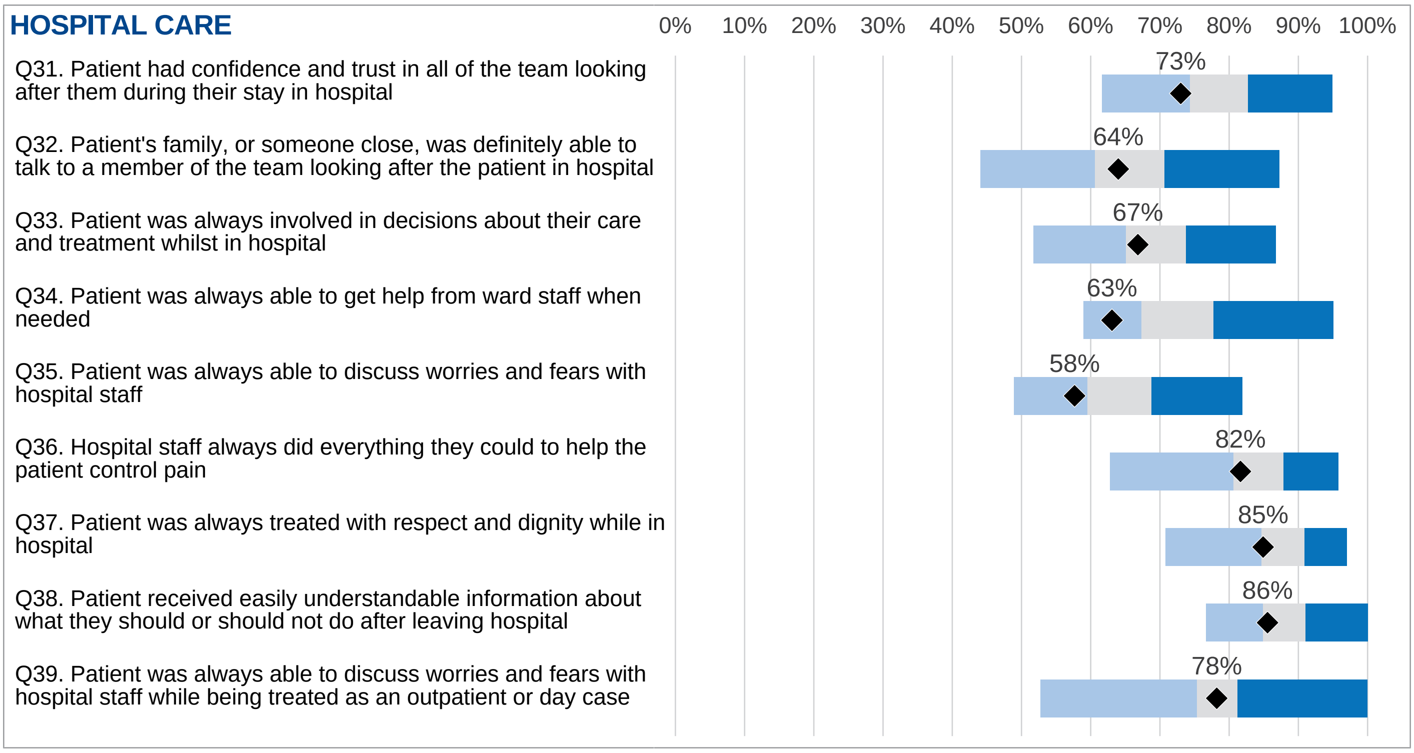
CARE PLANNING



SUPPORT FROM HOSPITAL STAFF



HOSPITAL CARE

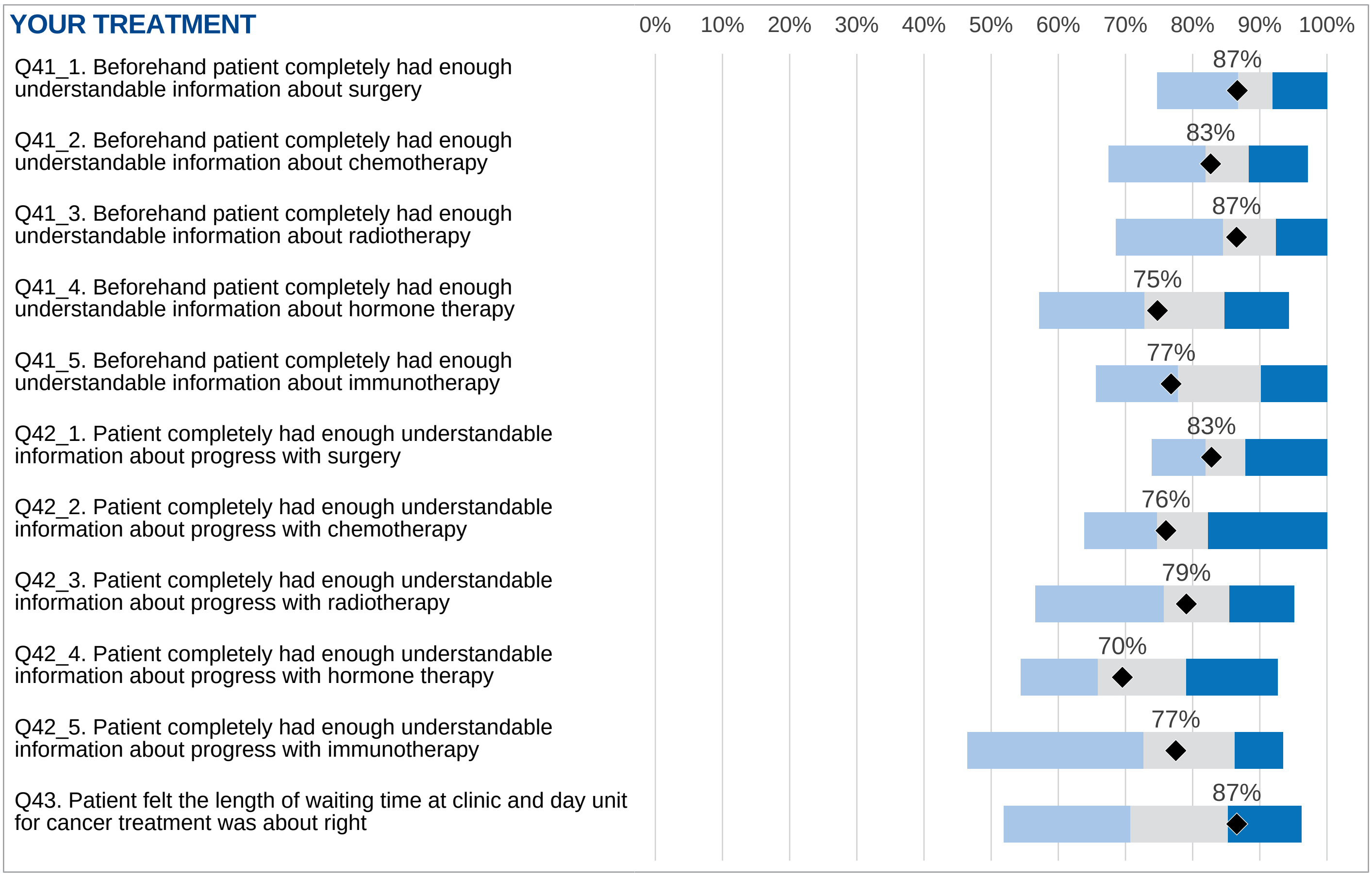


Expected Range Charts

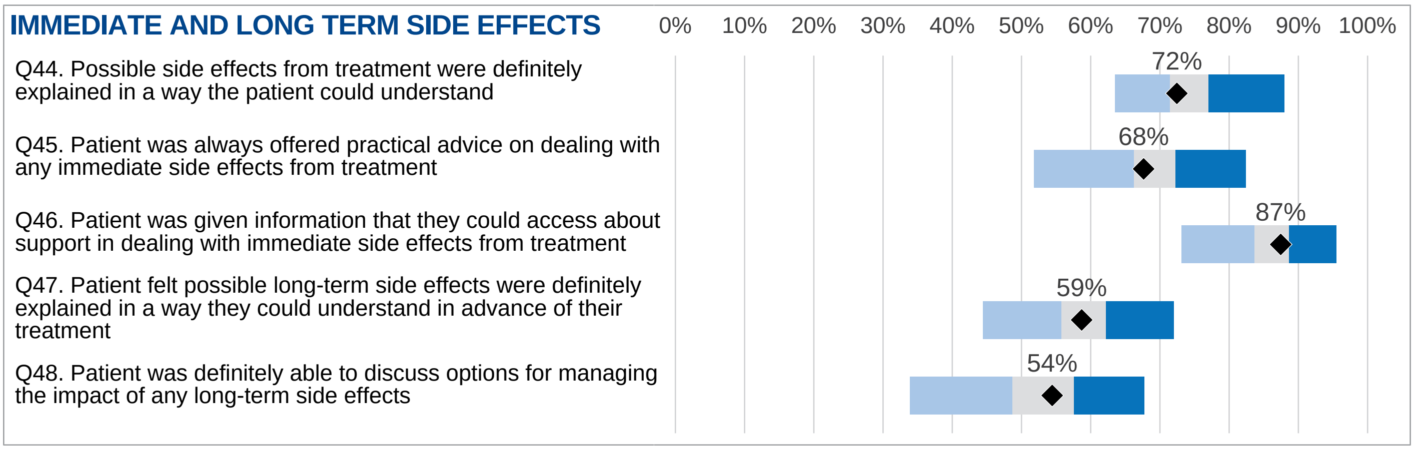
▨ Lower Expected Range ▨ Within Expected Range ▨ Upper Expected Range ◆ Case Mix Adjusted Score

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

YOUR TREATMENT



IMMEDIATE AND LONG TERM SIDE EFFECTS



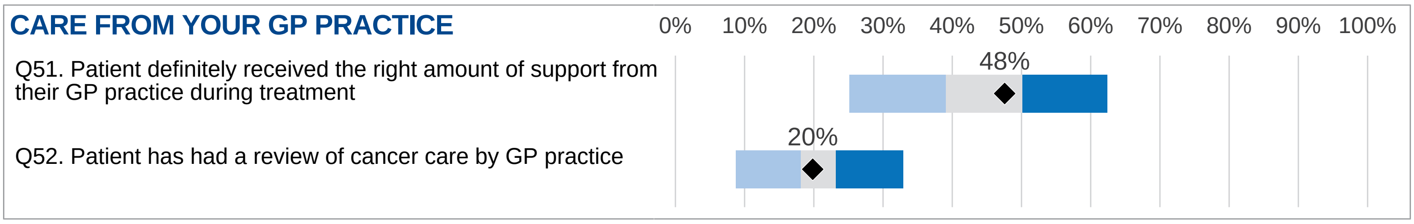
SUPPORT WHILE AT HOME

Expected Range Charts

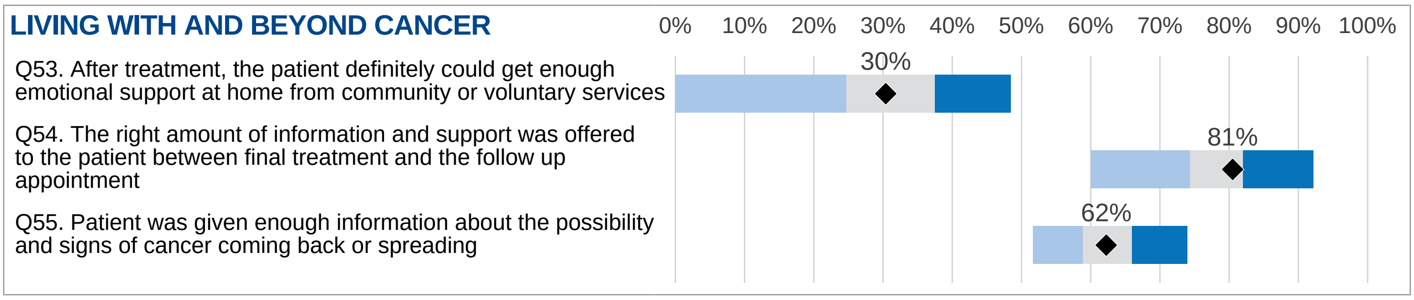
🟦 Lower Expected Range ⬜ Within Expected Range 🟦 Upper Expected Range ◆ Case Mix Adjusted Score

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

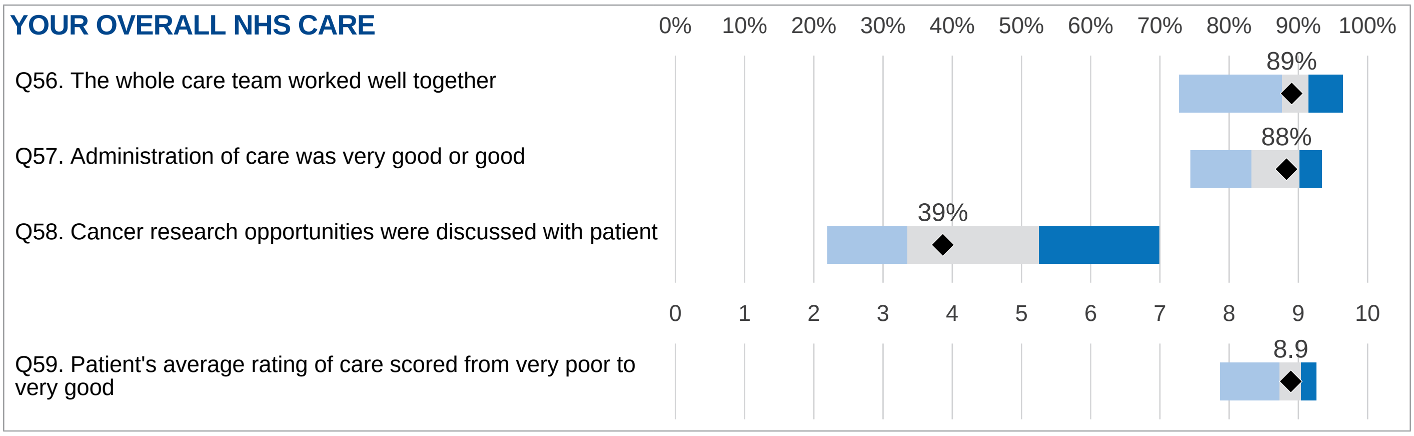
CARE FROM YOUR GP PRACTICE



LIVING WITH AND BEYOND CANCER



YOUR OVERALL NHS CARE



Comparability tables

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

** No score available for 2021.

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

▧	Adjusted Score below Lower Expected Range
⬜	Adjusted Score between Upper and Lower Expected Ranges
■	Adjusted Score above Upper Expected Range

SUPPORT FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			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	537	**77%**	495	**78%**		**79%**	74%	81%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	718	**60%**	662	**65%**		**66%**	62%	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	871	**92%**	838	**94%**		**94%**	90%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	913	**86%**	878	**85%**		**85%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	915	**79%**	875	**75%**		**75%**	75%	81%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	918	**80%**	877	**78%**		**78%**	75%	81%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	923	**94%**	882	**94%**		**94%**	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	1000	**74%**	946	**76%**		**76%**	72%	80%	**76%**
Q13. Patient was definitely told sensitively that they had cancer	1072	**74%**	1007	**75%**		**75%**	71%	76%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	1073	**79%**	1011	**77%**		**77%**	74%	79%	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	1065	**83%**	1010	**85%**		**85%**	83%	87%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	938	**81%**	877	**84%**		**85%**	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	1044	**93%**	981	**95%**		**95%**	89%	94%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	896	**84%**	864	**84%**		**83%**	80%	87%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	937	**95%**	889	**96%**		**96%**	94%	97%	**95%**

Comparability tables

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

** No score available for 2021.

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

░ Adjusted Score below Lower Expected Range

▒ Adjusted Score between Upper and Lower Expected Ranges

█ Adjusted Score above Upper Expected Range

DECIDING ON THE BEST TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			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	968	**85%**	924	**80%**	▼	**80%**	80%	85%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1045	**82%**	995	**77%**		**77%**	77%	82%	**79%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	866	**77%**	847	**77%**		**76%**	77%	83%	**80%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	490	**51%**	452	**47%**		**47%**	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	947	**69%**	895	**72%**		**72%**	68%	74%	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	522	**93%**	502	**93%**		**93%**	91%	95%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	419	**99%**	389	**99%**		**99%**	98%	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	884	**90%**	832	**89%**		**90%**	88%	92%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1051	**74%**	1007	**74%**		**74%**	73%	78%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	495	**73%**	516	**66%**		**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	472	**80%**	437	**73%**		**73%**	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	365	**58%**	342	**64%**		**64%**	61%	71%	**66%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	464	**69%**	432	**67%**		**67%**	65%	74%	**70%**
Q34. Patient was always able to get help from ward staff when needed	459	**71%**	432	**63%**	▼	**63%**	67%	78%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	446	**65%**	414	**58%**		**58%**	60%	69%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	425	**82%**	387	**82%**		**82%**	81%	88%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	470	**89%**	434	**85%**		**85%**	85%	91%	**88%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	458	**88%**	429	**85%**		**86%**	85%	91%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	901	**80%**	874	**78%**		**78%**	75%	81%	**78%**

Comparability tables

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

** No score available for 2021.

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

🟦 Adjusted Score below Lower Expected Range

▨ Adjusted Score between Upper and Lower Expected Ranges

🟦 Adjusted Score above Upper Expected Range

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	611	**88%**	566	**87%**		**87%**	87%	92%	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	499	**85%**	461	**83%**		**83%**	82%	88%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	260	**88%**	254	**87%**		**87%**	85%	92%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	164	**77%**	182	**76%**		**75%**	73%	85%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	162	**80%**	136	**77%**		**77%**	78%	90%	**84%**
Q42_1. Patient completely had enough understandable information about progress with surgery	609	**84%**	570	**83%**		**83%**	82%	88%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	497	**80%**	457	**76%**		**76%**	75%	82%	**79%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	260	**80%**	251	**78%**		**79%**	76%	85%	**81%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	161	**73%**	178	**70%**		**70%**	66%	79%	**72%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	158	**78%**	137	**78%**		**77%**	73%	86%	**80%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1047	**87%**	992	**87%**		**87%**	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	992	**73%**	957	**72%**		**72%**	71%	77%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	944	**69%**	905	**68%**		**68%**	66%	72%	**69%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	771	**83%**	730	**87%**		**87%**	84%	89%	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	946	**57%**	885	**58%**		**59%**	56%	62%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	806	**54%**	772	**54%**		**54%**	49%	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	694	**58%**	657	**57%**		**57%**	53%	63%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	378	**51%**	356	**51%**		**51%**	46%	57%	**51%**

Comparability tables

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

** No score available for 2021.

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

▨ Adjusted Score below Lower Expected Range

▢ Adjusted Score between Upper and Lower Expected Ranges

■ Adjusted Score above Upper Expected Range

CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			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	629	**47%**	596	**47%**		**48%**	39%	50%	**45%**
Q52. Patient has had a review of cancer care by GP practice	1026	**17%**	974	**19%**		**20%**	18%	23%	**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	221	**29%**	200	**31%**		**30%**	25%	38%	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	497	**76%**	450	**81%**		**81%**	74%	82%	**78%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	812	**64%**	768	**63%**		**62%**	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	1014	**91%**	968	**89%**		**89%**	88%	91%	**90%**
Q57. Administration of care was very good or good	1049	**89%**	1000	**88%**		**88%**	83%	90%	**87%**
Q58. Cancer research opportunities were discussed with patient	658	**40%**	614	**39%**		**39%**	34%	53%	**43%**
Q59. Patient's average rating of care scored from very poor to very good	1026	**8.9**	969	**8.9**		**8.9**	8.7	9.0	**8.9**

Tumour type tables

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

SUPPORT FROM YOUR GP PRACTICE	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	87%	74%	89%	63%	67%	84%	82%	*	88%	69%	85%	77%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	71%	68%	59%	55%	68%	54%	73%	*	81%	65%	56%	68%	**65%**

DIAGNOSTIC TESTS	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q5. Patient received all the information needed about the diagnostic test in advance	*	95%	97%	97%	89%	89%	93%	95%	*	98%	98%	93%	95%	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	90%	90%	79%	79%	84%	75%	91%	*	88%	88%	80%	86%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	77%	83%	67%	78%	75%	72%	78%	*	65%	81%	69%	74%	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	78%	83%	74%	73%	71%	78%	75%	*	84%	71%	79%	80%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	97%	95%	92%	95%	97%	90%	95%	*	93%	87%	92%	96%	**94%**

FINDING OUT THAT YOU HAD CANCER	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	83%	89%	80%	71%	81%	89%	64%	*	61%	76%	59%	74%	**76%**
Q13. Patient was definitely told sensitively that they had cancer	*	78%	75%	80%	73%	79%	66%	74%	*	63%	76%	75%	77%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	81%	80%	82%	63%	84%	72%	75%	*	89%	75%	75%	81%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	83%	84%	78%	82%	95%	85%	82%	*	84%	88%	82%	90%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	92%	88%	88%	78%	88%	79%	84%	*	93%	70%	75%	85%	**84%**

Tumour type tables

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

SUPPORT FROM A MAIN CONTACT PERSON

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q17. Patient had a main point of contact within the care team	*	98%	96%	100%	93%	92%	97%	96%	*	100%	94%	89%	92%	**95%**
Q18. Patient found it very or quite easy to contact their main contact person	*	81%	91%	87%	80%	82%	85%	91%	*	81%	68%	85%	83%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	*	93%	96%	92%	98%	94%	98%	100%	*	95%	87%	95%	98%	**96%**

DECIDING ON THE BEST TREATMENT

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q20. Treatment options were explained in a way the patient could completely understand	*	77%	89%	81%	76%	82%	76%	74%	*	89%	75%	80%	80%	**80%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	87%	83%	72%	84%	75%	77%	*	89%	78%	71%	74%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	73%	85%	71%	75%	83%	81%	75%	*	79%	79%	75%	73%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	43%	45%	62%	46%	54%	47%	44%	*	53%	36%	40%	53%	**47%**

CARE PLANNING

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	73%	76%	74%	67%	82%	58%	70%	*	76%	74%	70%	74%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	94%	90%	97%	100%	84%	98%	*	100%	89%	97%	91%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	97%	98%	100%	100%	100%	100%	98%	*	100%	100%	100%	98%	**99%**

SUPPORT FROM HOSPITAL STAFF

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q27. Staff provided the patient with relevant information on available support	*	91%	92%	87%	92%	93%	85%	92%	*	91%	77%	92%	84%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	69%	80%	75%	79%	73%	65%	78%	*	81%	67%	77%	70%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	*	78%	70%	73%	66%	65%	76%	56%	*	46%	56%	55%	58%	**66%**

Tumour type tables

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

HOSPITAL CARE	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	69%	84%	61%	76%	59%	71%	83%	*	*	71%	73%	61%	**73%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	44%	71%	60%	63%	47%	66%	72%	*	*	79%	60%	68%	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	68%	71%	69%	58%	63%	51%	70%	*	*	68%	69%	67%	**67%**
Q34. Patient was always able to get help from ward staff when needed	*	44%	84%	48%	62%	48%	54%	73%	*	*	46%	78%	53%	**63%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	49%	70%	66%	54%	42%	38%	68%	*	*	44%	71%	51%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	84%	90%	75%	84%	67%	77%	82%	*	*	70%	87%	77%	**82%**
Q37. Patient was always treated with respect and dignity while in hospital	*	80%	92%	79%	87%	85%	77%	87%	*	*	71%	92%	82%	**85%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	81%	90%	86%	86%	89%	74%	93%	*	*	79%	84%	84%	**85%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	70%	80%	87%	82%	77%	75%	87%	*	88%	86%	71%	79%	**78%**

YOUR TREATMENT	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	85%	87%	94%	77%	76%	91%	97%	*	91%	88%	83%	89%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	71%	86%	94%	84%	90%	83%	91%	*	*	78%	75%	89%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	84%	92%	82%	82%	91%	60%	93%	*	*	*	100%	95%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	66%	*	*	*	*	*	85%	*	*	*	*	70%	**76%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	65%	*	*	79%	*	64%	*	*	77%	*	100%	82%	**77%**
Q42_1. Patient completely had enough understandable information about progress with surgery	*	83%	88%	88%	75%	69%	76%	91%	*	86%	85%	81%	78%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	58%	80%	81%	82%	90%	72%	82%	*	*	78%	71%	80%	**76%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	80%	87%	70%	64%	87%	45%	93%	*	*	*	*	64%	**78%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	53%	*	*	*	*	*	83%	*	*	*	*	68%	**70%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	59%	*	*	85%	*	75%	*	*	85%	*	86%	81%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	82%	93%	86%	85%	81%	88%	93%	*	85%	90%	88%	86%	**87%**

Tumour type tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	67%	77%	74%	68%	76%	68%	78%	*	83%	64%	66%	77%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	62%	65%	69%	69%	85%	62%	71%	*	74%	65%	62%	74%	**68%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	85%	95%	93%	90%	89%	84%	89%	*	94%	76%	84%	86%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	55%	62%	62%	56%	68%	47%	67%	*	65%	54%	56%	57%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	50%	58%	57%	52%	69%	46%	59%	*	67%	51%	56%	51%	**54%**

SUPPORT WHILE AT HOME

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	51%	65%	58%	60%	71%	54%	66%	*	58%	47%	48%	60%	**57%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	44%	66%	50%	40%	*	43%	61%	*	50%	35%	62%	55%	**51%**

CARE FROM YOUR GP PRACTICE

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	49%	53%	45%	42%	67%	27%	55%	*	62%	35%	50%	44%	**47%**
Q52. Patient has had a review of cancer care by GP practice	*	18%	23%	21%	12%	22%	22%	28%	*	12%	24%	19%	18%	**19%**

Tumour type tables

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

LIVING WITH AND BEYOND CANCER

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	15%	61%	27%	31%	*	29%	20%	*	*	15%	47%	30%	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	79%	86%	70%	83%	95%	64%	86%	*	92%	73%	87%	78%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	58%	60%	51%	78%	52%	49%	62%	*	84%	53%	64%	68%	**63%**

YOUR OVERALL NHS CARE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	**All Cancers**
Q56. The whole care team worked well together	*	89%	95%	79%	84%	91%	88%	91%	*	96%	88%	91%	86%	**89%**
Q57. Administration of care was very good or good	*	90%	92%	74%	86%	92%	88%	90%	*	96%	87%	86%	87%	**88%**
Q58. Cancer research opportunities were discussed with patient	*	18%	40%	23%	55%	57%	30%	37%	*	57%	54%	38%	38%	**39%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	9.2	8.4	8.9	9.1	8.7	8.9	*	9.0	8.6	8.9	9.0	**8.9**

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	*	*	78%	75%	83%	77%	79%	68%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	76%	62%	75%	59%	66%	67%	**65%**

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	*	*	93%	93%	95%	94%	95%	91%	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	83%	77%	86%	86%	87%	81%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	69%	55%	71%	76%	80%	86%	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	69%	63%	77%	78%	82%	78%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	90%	89%	95%	95%	94%	86%	**94%**

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	63%	80%	75%	76%	76%	78%	**76%**
Q13. Patient was definitely told sensitively that they had cancer	*	*	73%	72%	76%	72%	78%	73%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	72%	69%	76%	75%	83%	75%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	70%	73%	83%	85%	89%	86%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	91%	84%	87%	86%	80%	72%	**84%**

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	*	*	100%	94%	97%	94%	94%	96%	**95%**
Q18. Patient found it very or quite easy to contact their main contact person	*	*	81%	69%	84%	83%	89%	83%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	*	*	97%	93%	94%	94%	98%	98%	**96%**

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	*	*	77%	64%	81%	79%	85%	68%	**80%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	73%	58%	77%	78%	82%	76%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	76%	62%	73%	77%	82%	69%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	71%	33%	41%	46%	50%	55%	**47%**

Age group tables

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

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	58%	64%	73%	72%	72%	72%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	94%	89%	91%	92%	97%	95%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	92%	99%	99%	99%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q27. Staff provided the patient with relevant information on available support	*	*	88%	79%	94%	90%	89%	76%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	55%	58%	73%	72%	82%	82%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	*	*	64%	62%	78%	63%	65%	50%	**66%**

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	63%	62%	71%	74%	77%	71%	**73%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	69%	54%	73%	57%	72%	*	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	69%	61%	64%	64%	72%	71%	**67%**
Q34. Patient was always able to get help from ward staff when needed	*	*	63%	45%	64%	56%	75%	57%	**63%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	69%	48%	51%	55%	67%	55%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	80%	75%	77%	80%	88%	91%	**82%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	69%	79%	84%	85%	89%	79%	**85%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	87%	85%	86%	85%	85%	79%	**85%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	66%	63%	74%	80%	85%	76%	**78%**

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	*	*	87%	74%	84%	85%	94%	83%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	78%	71%	83%	80%	88%	100%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	77%	81%	85%	94%	*	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	47%	73%	82%	88%	*	**76%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	87%	76%	80%	*	**77%**
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	79%	69%	77%	83%	90%	88%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	61%	60%	78%	75%	80%	*	**76%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	*	68%	75%	79%	82%	*	**78%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	*	29%	61%	77%	88%	*	**70%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	*	83%	80%	86%	*	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	85%	86%	92%	84%	88%	83%	**87%**

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	*	*	76%	66%	76%	71%	74%	63%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	59%	58%	65%	68%	72%	64%	**68%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	81%	81%	86%	89%	92%	66%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	55%	46%	63%	57%	60%	50%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	45%	42%	54%	53%	61%	45%	**54%**

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	*	*	42%	46%	57%	57%	66%	47%	**57%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	50%	43%	44%	50%	58%	60%	**51%**

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	*	*	55%	38%	55%	46%	46%	38%	**47%**
Q52. Patient has had a review of cancer care by GP practice	*	*	24%	18%	20%	20%	18%	18%	**19%**

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	17%	16%	36%	29%	40%	*	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	65%	62%	81%	84%	83%	91%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	57%	46%	62%	60%	72%	63%	**63%**

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q56. The whole care team worked well together	*	*	94%	80%	88%	90%	89%	91%	**89%**
Q57. Administration of care was very good or good	*	*	91%	85%	89%	88%	89%	84%	**88%**
Q58. Cancer research opportunities were discussed with patient	*	*	38%	21%	45%	38%	42%	24%	**39%**
Q59. Patient's average rating of care scored from very poor to very good	*	*	8.5	8.4	8.9	8.9	9.1	9.0	**8.9**

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%	77%	*	*	*	77%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	63%	*	*	*	65%	**65%**

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	95%	94%	*	*	*	86%	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	87%	*	*	*	76%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	73%	79%	*	*	*	66%	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	77%	*	*	*	83%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	95%	*	*	*	94%	**94%**

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	79%	73%	*	*	*	69%	**76%**
Q13. Patient was definitely told sensitively that they had cancer	74%	75%	*	*	*	78%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	77%	*	*	*	73%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	86%	*	*	*	85%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	85%	84%	*	*	*	71%	**84%**

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	96%	93%	*	*	*	100%	**95%**
Q18. Patient found it very or quite easy to contact their main contact person	83%	85%	*	*	*	80%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	97%	*	*	*	96%	**96%**

Male/Female/Non-binary/Other tables

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

DECIDING ON THE BEST TREATMENT	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	80%	80%	*	*	*	72%	**80%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	79%	*	*	*	71%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	74%	79%	*	*	*	75%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	46%	46%	*	*	*	59%	**47%**

CARE PLANNING	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	72%	*	*	*	65%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	94%	*	*	*	97%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	*	*	*	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	87%	92%	*	*	*	88%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	78%	*	*	*	78%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	65%	68%	*	*	*	66%	**66%**

Male/Female/Non-binary/Other tables

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

HOSPITAL CARE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	67%	78%	*	*	*	80%	**73%**
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%	72%	*	*	*	65%	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	65%	69%	*	*	*	63%	**67%**
Q34. Patient was always able to get help from ward staff when needed	55%	73%	*	*	*	42%	**63%**
Q35. Patient was always able to discuss worries and fears with hospital staff	55%	63%	*	*	*	39%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	84%	82%	*	*	*	67%	**82%**
Q37. Patient was always treated with respect and dignity while in hospital	80%	89%	*	*	*	95%	**85%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	86%	*	*	*	89%	**85%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	84%	*	*	*	82%	**78%**

YOUR TREATMENT	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	85%	89%	*	*	*	82%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	84%	*	*	*	76%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	83%	94%	*	*	*	86%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	65%	87%	*	*	*	*	**76%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	72%	83%	*	*	*	*	**77%**
Q42_1. Patient completely had enough understandable information about progress with surgery	81%	86%	*	*	*	66%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	73%	80%	*	*	*	71%	**76%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	73%	90%	*	*	*	71%	**78%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	57%	85%	*	*	*	*	**70%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	75%	83%	*	*	*	*	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	85%	89%	*	*	*	85%	**87%**

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	71%	75%	*	*	*	62%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	72%	*	*	*	58%	**68%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	89%	*	*	*	88%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	63%	*	*	*	55%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	56%	*	*	*	58%	**54%**

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	51%	63%	*	*	*	63%	**57%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	46%	57%	*	*	*	56%	**51%**

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	48%	47%	*	*	*	39%	**47%**
Q52. Patient has had a review of cancer care by GP practice	16%	24%	*	*	*	10%	**19%**

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	27%	38%	*	*	*	27%	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	85%	*	*	*	92%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	69%	*	*	*	49%	**63%**

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%	92%	*	*	*	89%	**89%**
Q57. Administration of care was very good or good	87%	89%	*	*	*	85%	**88%**
Q58. Cancer research opportunities were discussed with patient	28%	51%	*	*	*	31%	**39%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	*	*	*	8.9	**8.9**

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	*	*	*	*	76%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	*	*	*	*	67%	**65%**

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	95%	*	*	*	*	90%	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	86%	*	*	*	*	78%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	*	*	*	*	64%	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	*	*	*	*	81%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	*	*	*	*	94%	**94%**

FINDING OUT THAT YOU HAD CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	*	*	*	*	69%	**76%**
Q13. Patient was definitely told sensitively that they had cancer	74%	*	*	*	*	72%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	*	*	*	*	78%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	*	*	*	*	84%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	85%	*	*	*	*	72%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q17. Patient had a main point of contact within the care team	95%	*	*	*	*	98%	**95%**
Q18. Patient found it very or quite easy to contact their main contact person	84%	*	*	*	*	80%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	96%	*	*	*	*	98%	**96%**

DECIDING ON THE BEST TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	80%	*	*	*	*	74%	**80%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	*	*	*	*	71%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	*	*	*	*	71%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	46%	*	*	*	*	53%	**47%**

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	72%	*	*	*	*	63%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	*	*	*	*	94%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	*	*	*	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	90%	*	*	*	*	88%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	*	*	*	*	81%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	67%	*	*	*	*	65%	**66%**

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	*	*	*	*	88%	**73%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	*	*	*	*	67%	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	*	*	*	*	63%	**67%**
Q34. Patient was always able to get help from ward staff when needed	64%	*	*	*	*	42%	**63%**
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	*	*	*	*	45%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	83%	*	*	*	*	70%	**82%**
Q37. Patient was always treated with respect and dignity while in hospital	85%	*	*	*	*	96%	**85%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	*	*	*	*	92%	**85%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	*	*	*	*	83%	**78%**

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	*	*	*	*	82%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	*	*	*	*	77%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	*	*	*	*	93%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	*	*	*	*	*	**76%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	78%	*	*	*	*	70%	**77%**
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	*	*	*	*	76%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	76%	*	*	*	*	71%	**76%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	*	*	*	*	64%	**78%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	71%	*	*	*	*	*	**70%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	79%	*	*	*	*	*	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	87%	*	*	*	*	85%	**87%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	*	*	*	*	66%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	*	*	*	*	59%	**68%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	*	*	*	*	91%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	*	*	*	*	64%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	*	*	*	*	62%	**54%**

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	*	*	*	*	60%	**57%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	*	*	*	*	54%	**51%**

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	48%	*	*	*	*	49%	**47%**
Q52. Patient has had a review of cancer care by GP practice	20%	*	*	*	*	13%	**19%**

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	31%	*	*	*	*	33%	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	*	*	*	*	86%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	*	*	*	*	59%	**63%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	89%	*	*	*	*	89%	**89%**
Q57. Administration of care was very good or good	88%	*	*	*	*	88%	**88%**
Q58. Cancer research opportunities were discussed with patient	39%	*	*	*	*	36%	**39%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	*	*	*	*	9.0	**8.9**

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	67%	73%	78%	78%	87%	*	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	69%	60%	66%	67%	65%	*	**65%**

DIAGNOSTIC TESTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	94%	96%	93%	95%	95%	*	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	87%	86%	83%	87%	*	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	72%	78%	71%	78%	*	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	79%	77%	75%	81%	*	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	94%	94%	92%	95%	*	**94%**

FINDING OUT THAT YOU HAD CANCER	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	73%	77%	73%	78%	*	**76%**
Q13. Patient was definitely told sensitively that they had cancer	82%	74%	71%	76%	78%	*	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	82%	81%	72%	78%	81%	*	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	85%	84%	83%	87%	*	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	85%	86%	81%	85%	86%	*	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q17. Patient had a main point of contact within the care team	91%	91%	96%	94%	97%	*	**95%**
Q18. Patient found it very or quite easy to contact their main contact person	84%	84%	83%	84%	85%	*	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	98%	95%	97%	95%	94%	*	**96%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q20. Treatment options were explained in a way the patient could completely understand	80%	77%	80%	79%	83%	*	**80%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	87%	75%	77%	74%	82%	*	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	79%	77%	75%	76%	*	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	38%	54%	42%	50%	49%	*	**47%**

CARE PLANNING	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	76%	66%	71%	71%	78%	*	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	95%	91%	94%	94%	*	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	97%	99%	100%	99%	*	**99%**

SUPPORT FROM HOSPITAL STAFF	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q27. Staff provided the patient with relevant information on available support	83%	89%	90%	90%	89%	*	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	74%	72%	77%	73%	*	**74%**
Q29. Patient was offered information about how to get financial help or benefits	55%	66%	66%	68%	67%	*	**66%**

HOSPITAL CARE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	73%	80%	71%	73%	72%	*	**73%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	60%	68%	67%	63%	59%	*	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	60%	70%	69%	65%	63%	*	**67%**
Q34. Patient was always able to get help from ward staff when needed	67%	69%	60%	61%	66%	*	**63%**
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	62%	56%	57%	60%	*	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	70%	87%	83%	80%	82%	*	**82%**
Q37. Patient was always treated with respect and dignity while in hospital	77%	85%	84%	85%	91%	*	**85%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	86%	83%	84%	91%	*	**85%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	83%	76%	80%	79%	77%	*	**78%**

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	95%	88%	88%	83%	84%	*	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	78%	84%	81%	86%	81%	*	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	100%	95%	83%	84%	86%	*	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	70%	76%	77%	85%	*	**76%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	80%	77%	72%	81%	*	**77%**
Q42_1. Patient completely had enough understandable information about progress with surgery	82%	81%	85%	82%	81%	*	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	74%	76%	74%	79%	75%	*	**76%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	91%	81%	79%	75%	76%	*	**78%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	61%	75%	75%	69%	*	**70%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	84%	72%	78%	82%	*	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	91%	87%	86%	87%	88%	*	**87%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	77%	70%	71%	72%	74%	*	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	63%	67%	68%	71%	*	**68%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	78%	85%	87%	91%	87%	*	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	66%	55%	55%	62%	*	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	64%	51%	52%	56%	*	**54%**

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	46%	58%	60%	49%	67%	*	**57%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	54%	48%	50%	56%	*	**51%**

CARE FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	45%	52%	50%	45%	41%	*	**47%**
Q52. Patient has had a review of cancer care by GP practice	31%	20%	20%	18%	15%	*	**19%**

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	30%	38%	37%	22%	25%	*	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	62%	81%	81%	85%	79%	*	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	73%	59%	60%	65%	66%	*	**63%**

YOUR OVERALL NHS CARE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q56. The whole care team worked well together	88%	89%	88%	89%	90%	*	**89%**
Q57. Administration of care was very good or good	88%	86%	90%	86%	88%	*	**88%**
Q58. Cancer research opportunities were discussed with patient	39%	31%	39%	45%	38%	*	**39%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	8.9	8.9	9.0	*	**8.9**

Long term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE	Long term condition status			
	Yes	No	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	78%	76%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	70%	65%	**65%**

DIAGNOSTIC TESTS	Long term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	94%	96%	89%	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	88%	79%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	75%	67%	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	78%	80%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	93%	91%	**94%**

FINDING OUT THAT YOU HAD CANCER	Long term condition status			
	Yes	No	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	77%	76%	63%	**76%**
Q13. Patient was definitely told sensitively that they had cancer	75%	74%	75%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	78%	76%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	83%	78%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	85%	85%	74%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Long term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	95%	93%	100%	**95%**
Q18. Patient found it very or quite easy to contact their main contact person	84%	84%	81%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	96%	94%	97%	**96%**

DECIDING ON THE BEST TREATMENT	Long term condition status			
	Yes	No	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	80%	81%	72%	**80%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	77%	69%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	77%	69%	**77%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	47%	46%	45%	**47%**

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	73%	71%	67%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	92%	93%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	97%	**99%**

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	88%	92%	84%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	75%	75%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	66%	67%	66%	**66%**

HOSPITAL CARE	Long term condition status			
	Yes	No	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	71%	76%	73%	**73%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	68%	64%	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	73%	59%	**67%**
Q34. Patient was always able to get help from ward staff when needed	64%	64%	46%	**63%**
Q35. Patient was always able to discuss worries and fears with hospital staff	56%	64%	41%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	80%	86%	76%	**82%**
Q37. Patient was always treated with respect and dignity while in hospital	83%	88%	90%	**85%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	89%	86%	**85%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	78%	81%	**78%**

Long term condition status tables

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

YOUR TREATMENT	Long term condition status			
	Yes	No	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	88%	82%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	83%	76%	**83%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	85%	88%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	77%	*	**76%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	74%	85%	73%	**77%**
Q42_1. Patient completely had enough understandable information about progress with surgery	81%	89%	68%	**83%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	76%	67%	**76%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	78%	80%	75%	**78%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	71%	70%	*	**70%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	76%	84%	70%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	88%	86%	85%	**87%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long term condition status			
	Yes	No	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	75%	68%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	72%	60%	**68%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	91%	94%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	63%	52%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	59%	49%	**54%**

SUPPORT WHILE AT HOME	Long term condition status			
	Yes	No	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	57%	57%	**57%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	52%	51%	41%	**51%**

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	47%	50%	38%	**47%**
Q52. Patient has had a review of cancer care by GP practice	21%	19%	9%	**19%**

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	27%	44%	15%	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	84%	79%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	64%	54%	**63%**

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	88%	91%	86%	**89%**
Q57. Administration of care was very good or good	88%	88%	88%	**88%**
Q58. Cancer research opportunities were discussed with patient	38%	40%	37%	**39%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	8.9	**8.9**

Year on Year Charts

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The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

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

DIAGNOSTIC TESTS

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

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

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

Year on Year Charts

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

The scores are unadjusted and based on England scores only.

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

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

FINDING OUT THAT YOU HAD CANCER

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

Q13. Patient was definitely told sensitively that they had cancer

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

Year on Year Charts

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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

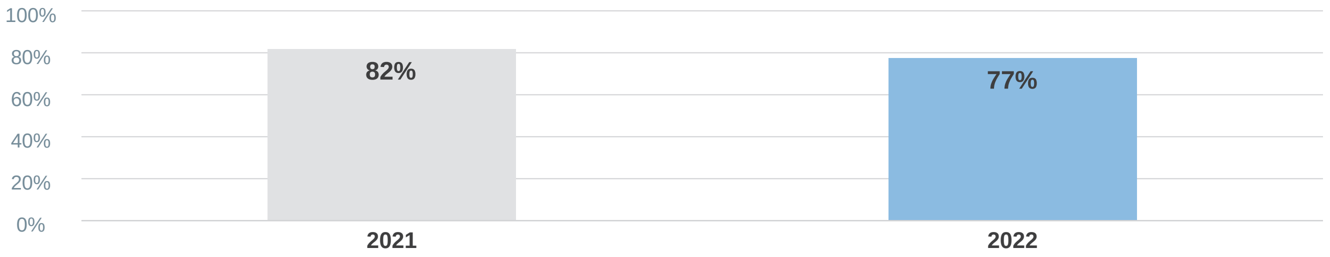
Year on Year Charts

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

DECIDING ON THE BEST TREATMENT

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

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



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

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

CARE PLANNING

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

Year on Year Charts

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

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

SUPPORT FROM HOSPITAL STAFF

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

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

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

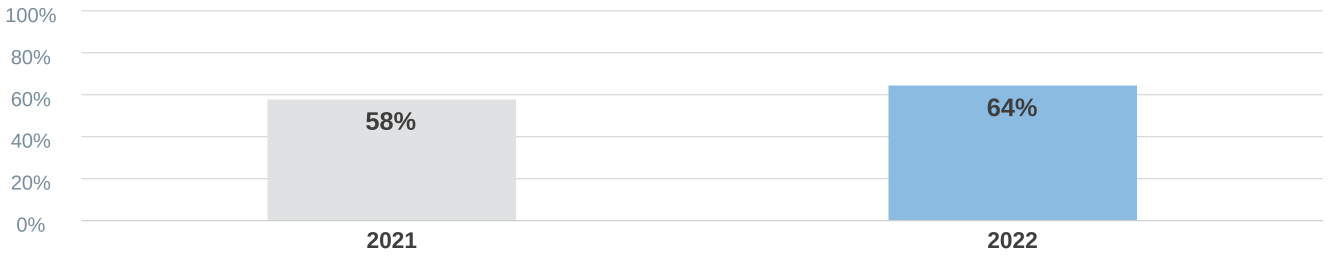
Year on Year Charts

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

HOSPITAL CARE

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

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



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

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

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

Year on Year Charts

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

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

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

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

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

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

Year on Year Charts

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

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

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

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

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

Year on Year Charts

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

The scores are unadjusted and based on England scores only.

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

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

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

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

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

Year on Year Charts

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

The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

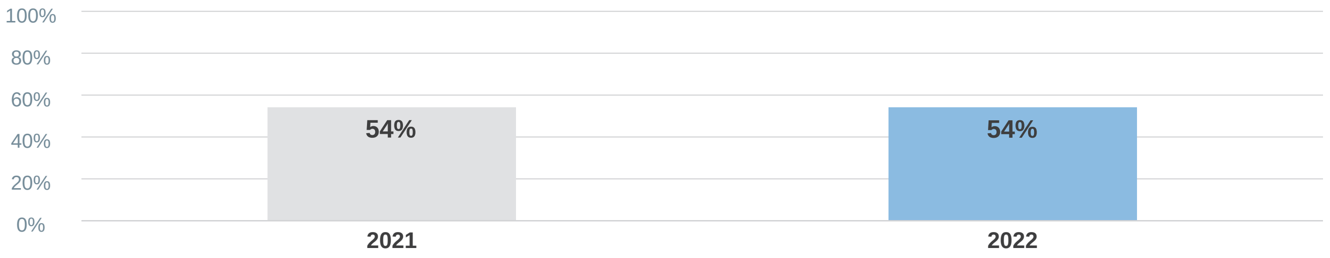
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand

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

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

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

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



Year on Year Charts

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

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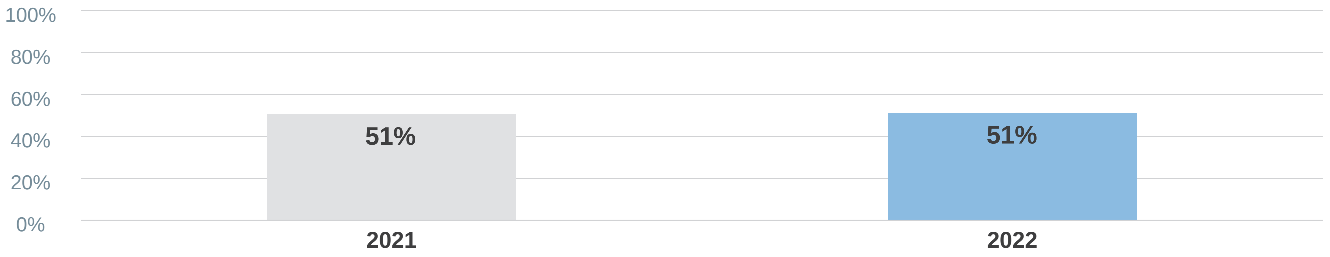
SUPPORT WHILE AT HOME

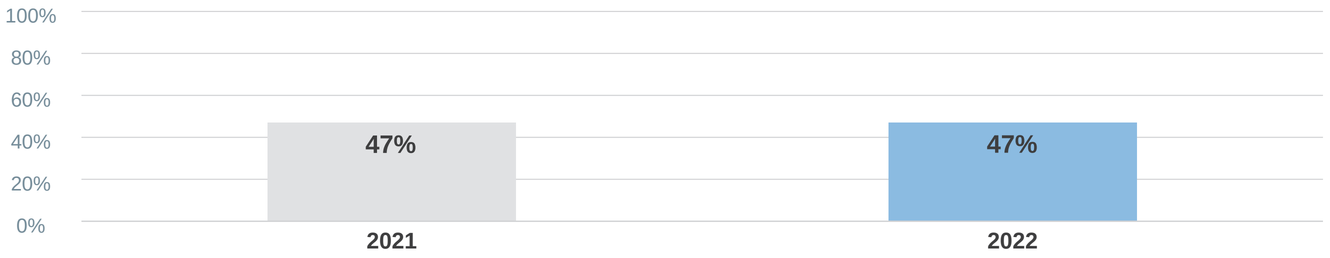
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home

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



CARE FROM YOUR GP PRACTICE

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



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

LIVING WITH AND BEYOND CANCER

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

Year on Year Charts

*	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