

Cancer Patient Experience Survey

2022 Results

St Helens and Knowsley Teaching Hospitals NHS Trust

Published July 2023

Executive Summary

Questions Above Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q19. Patient found advice from main contact person was very or quite helpful	99%	93%	98%	95%
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	79%	65%	77%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	98%	89%	97%	93%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	83%	61%	78%	70%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	94%	65%	92%	79%
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	81%	69%	80%	74%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	66%	52%	66%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	65%	45%	61%	53%
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	70%	50%	66%	58%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	72%	56%	69%	62%

St Helens and Knowsley Teaching Hospitals NHS Trust has no scores below expected range

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

292 patients responded out of a total of 603 patients, resulting in a response rate of 48%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	635	603	292	48%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	238
Online	54
Phone	0
Translation Service	0
Total	292

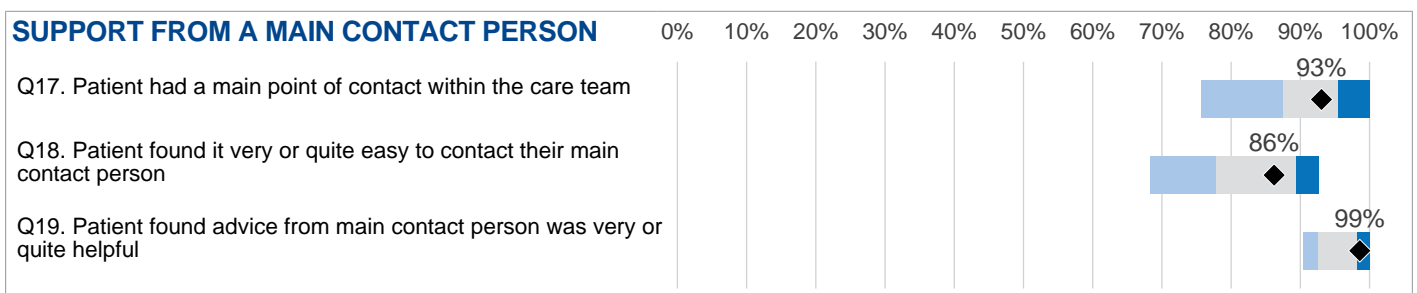
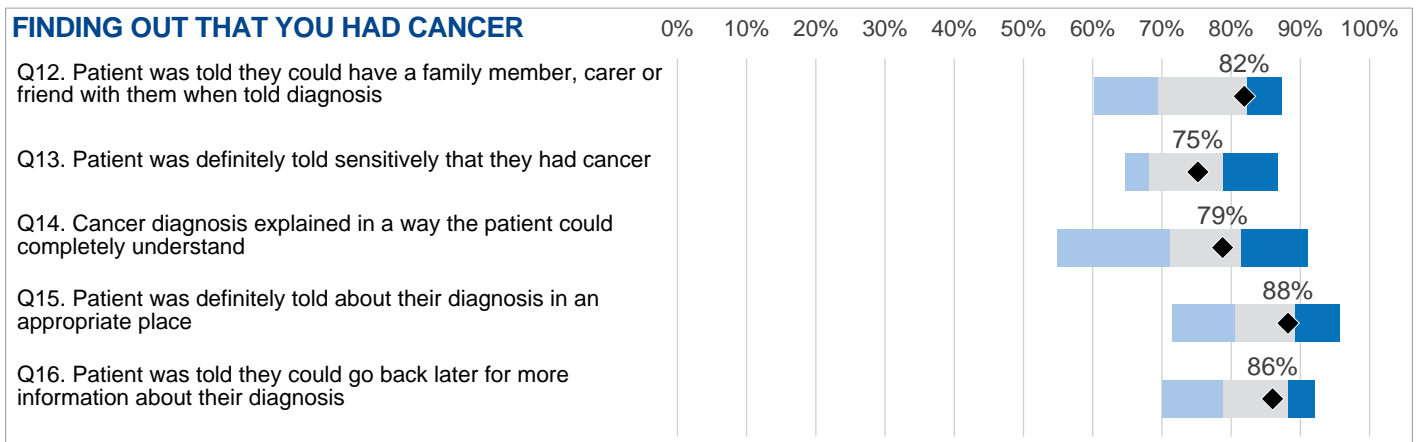
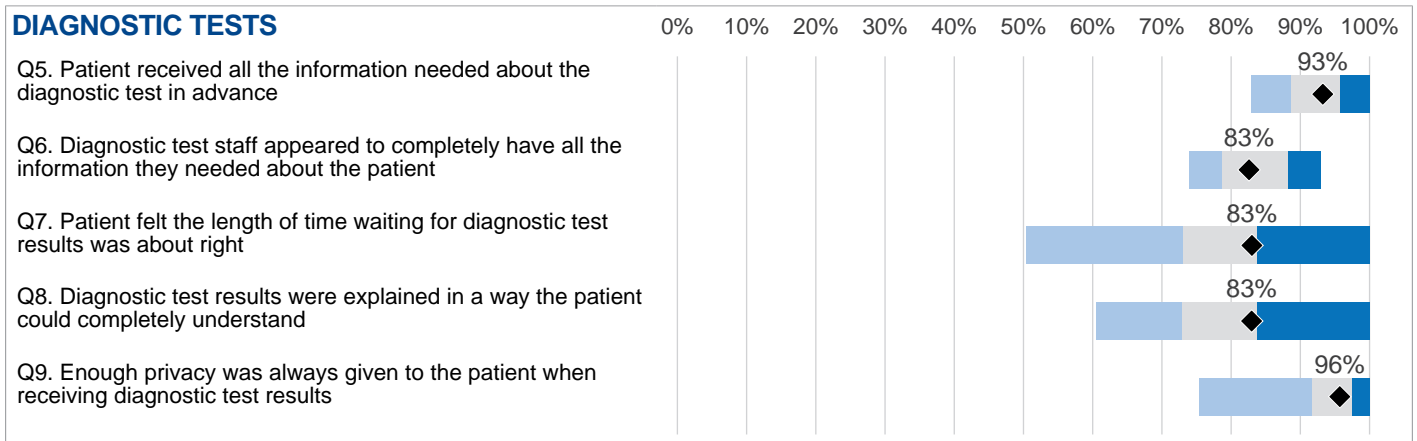
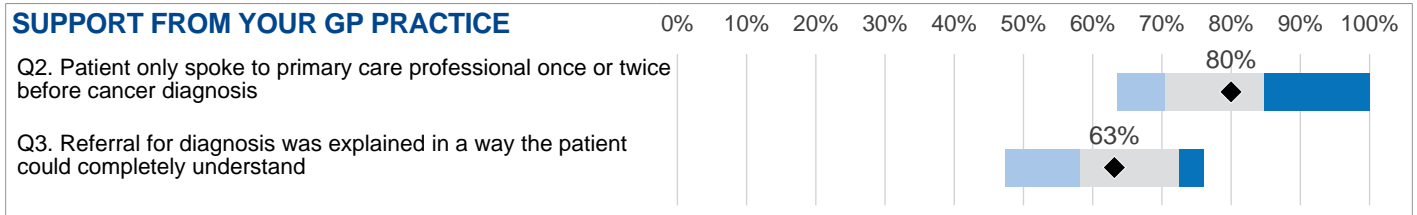
Respondents by Tumour Group

	Number of Respondents
Brain / CNS	0
Breast	46
Colorectal / LGT	30
Gynaecological	6
Haematological	21
Head and Neck	*
Lung	6
Prostate	*
Sarcoma	*
Skin	118
Upper Gastro	*
Urological	24
Other	31
Total	292

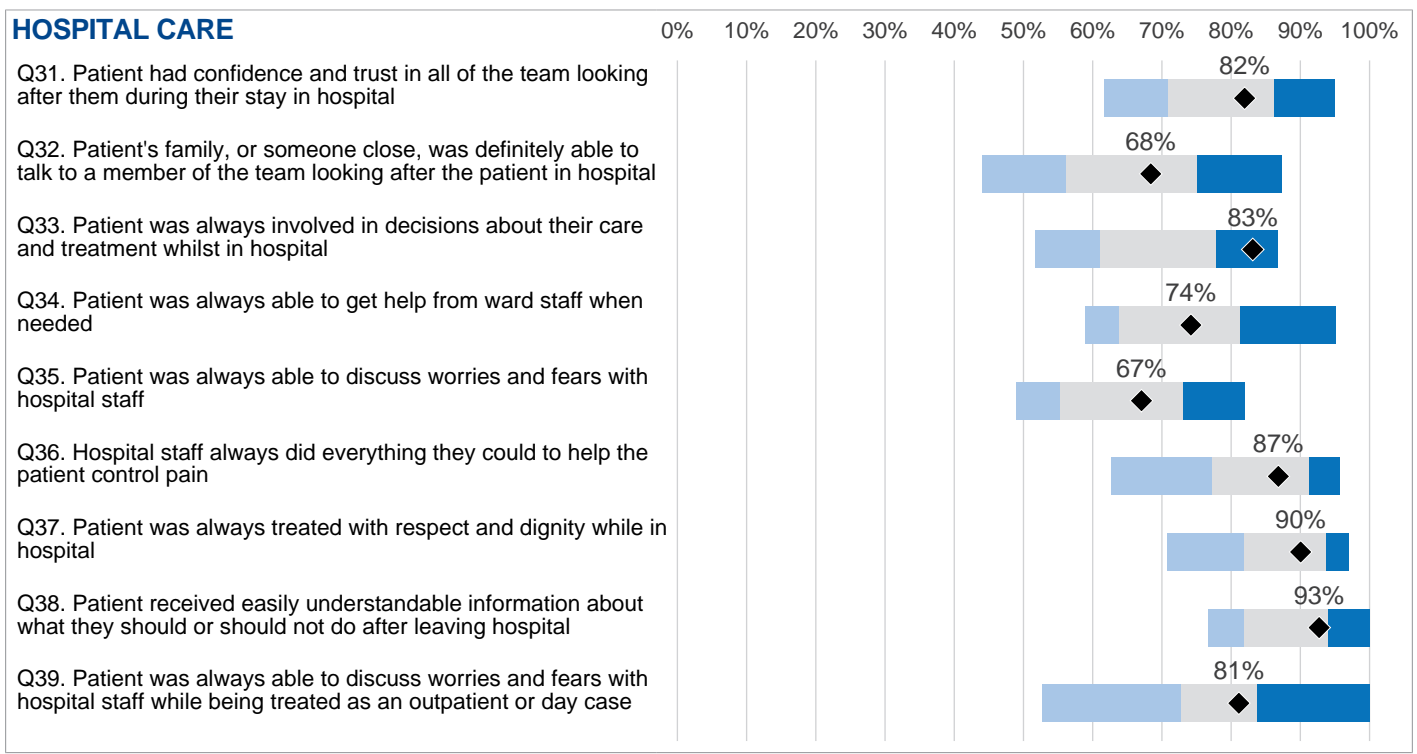
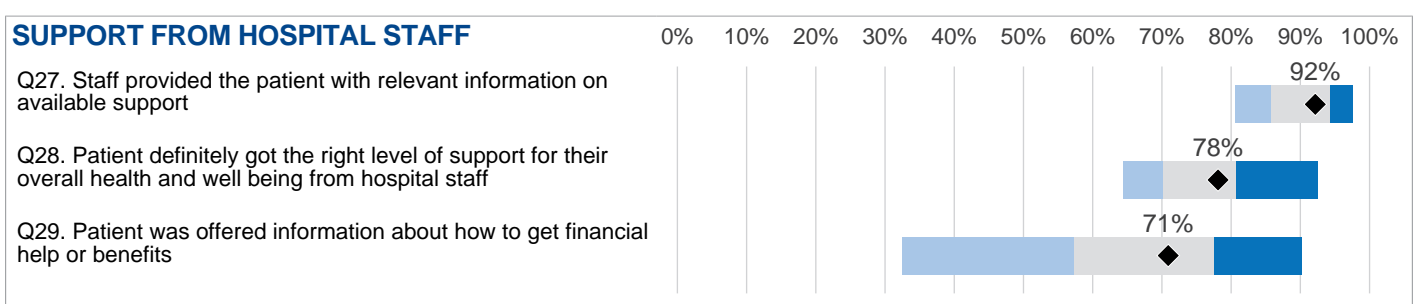
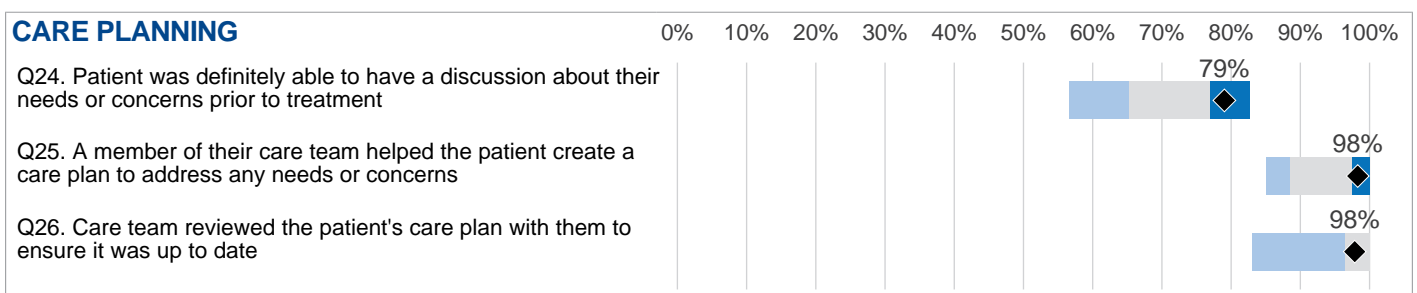
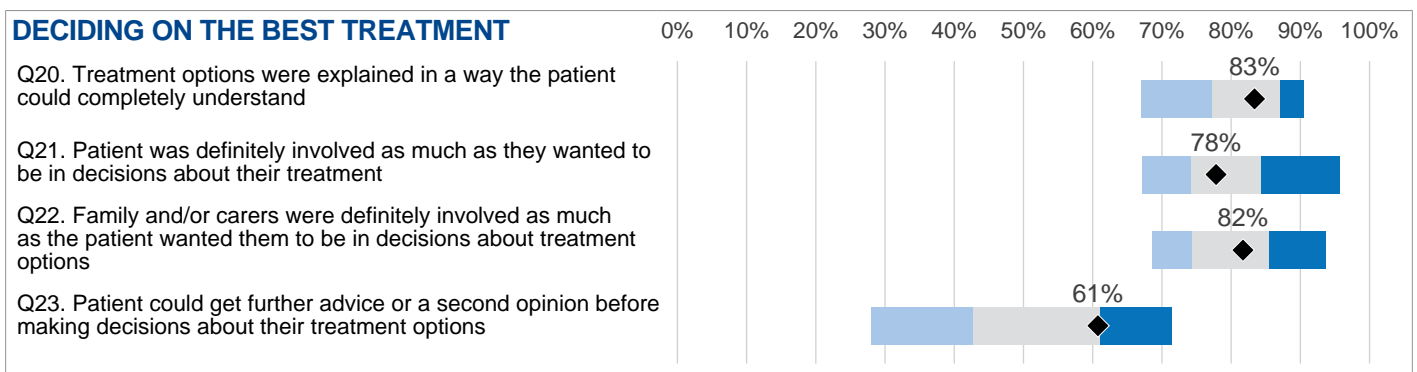
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	266
Irish	*
Gypsy or Irish Traveller	*
Any other White background	*
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	18
Total	292

Expected Range Charts



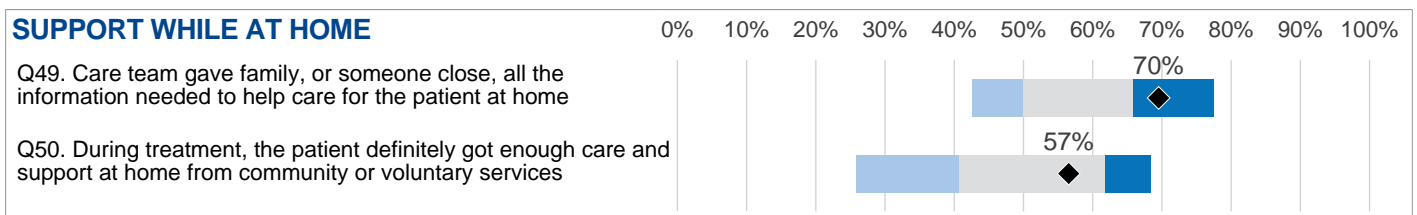
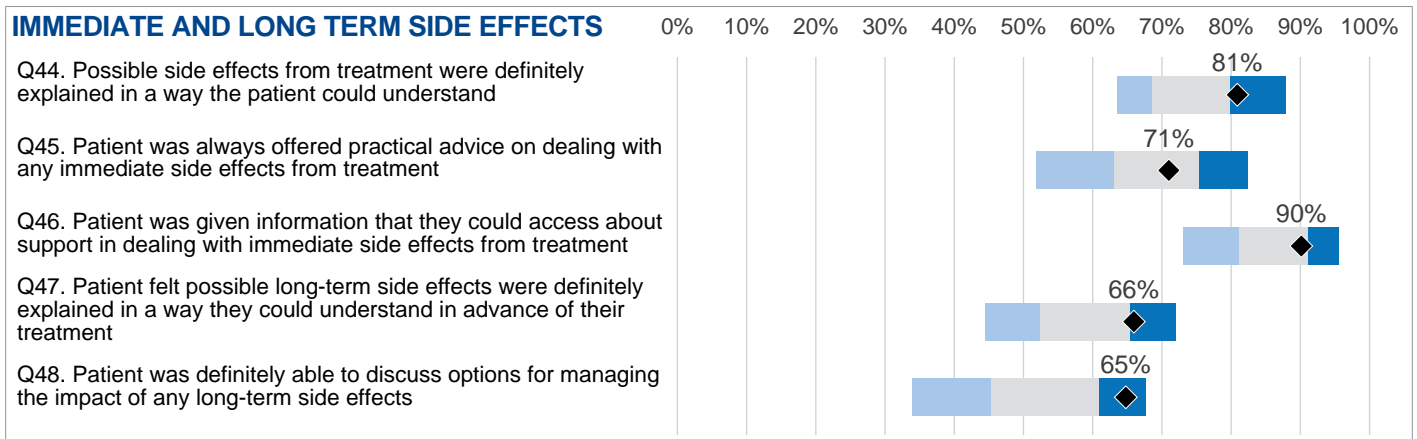
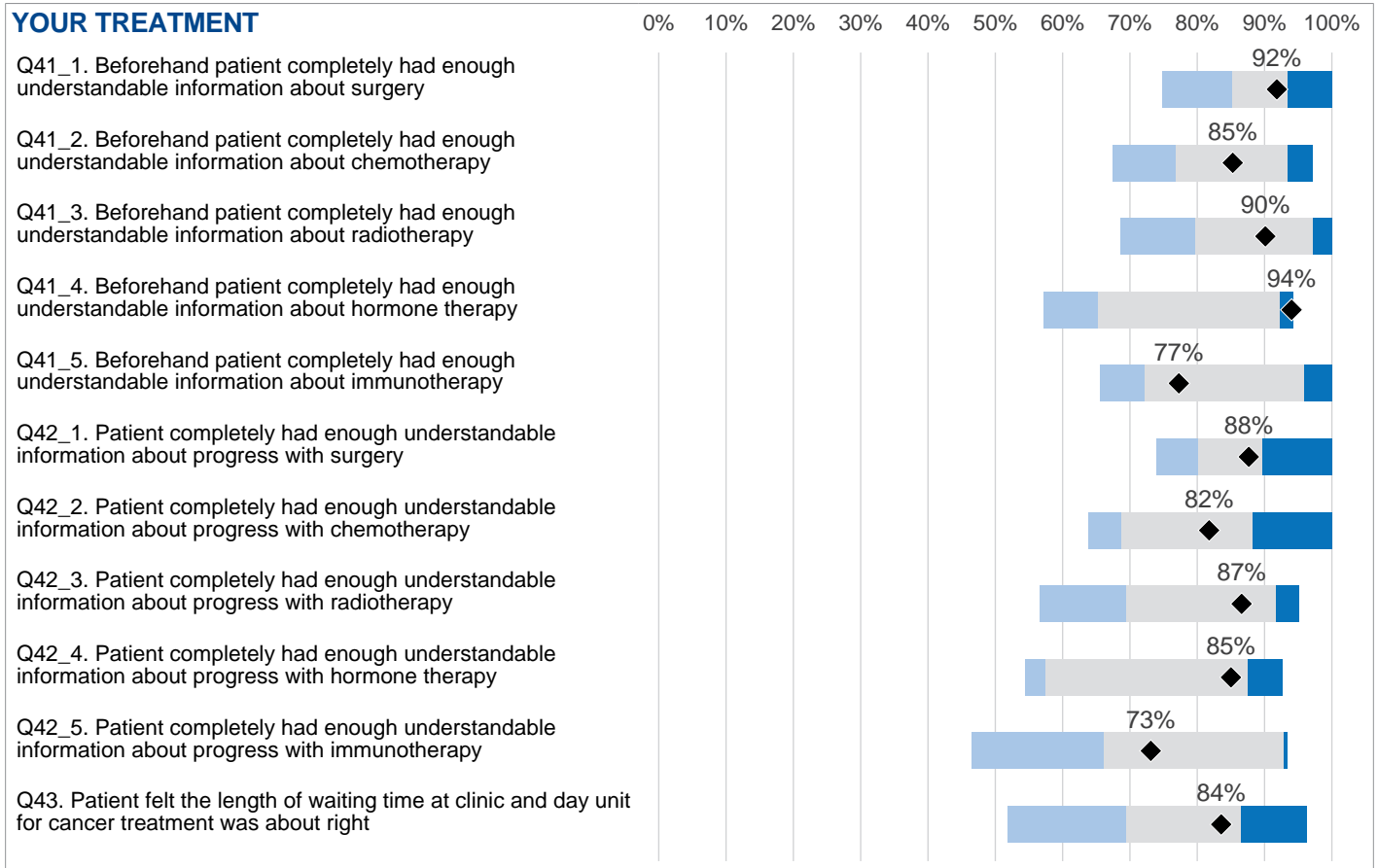
Expected Range Charts



Expected Range Charts

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

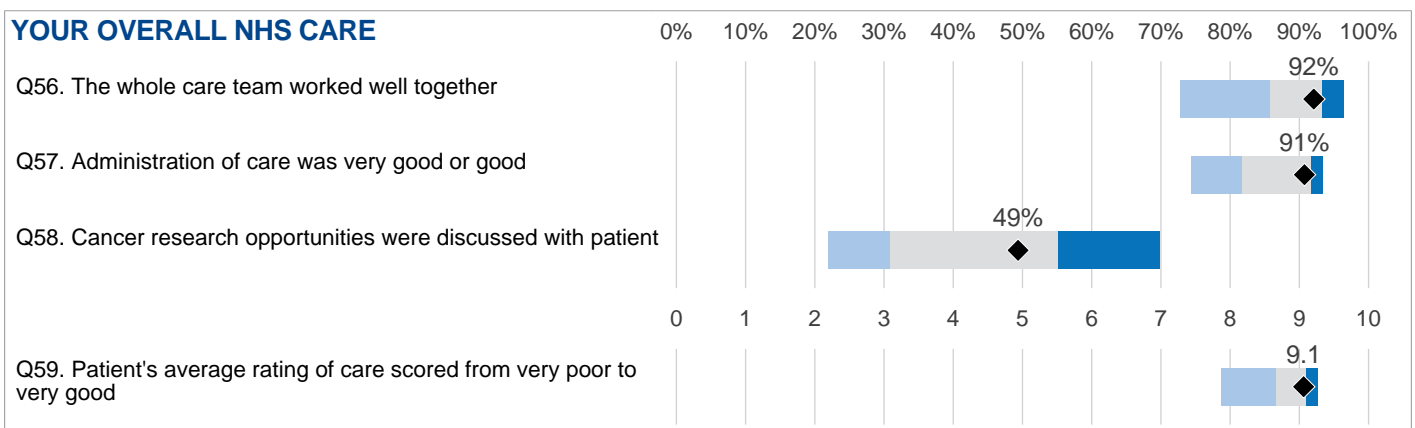
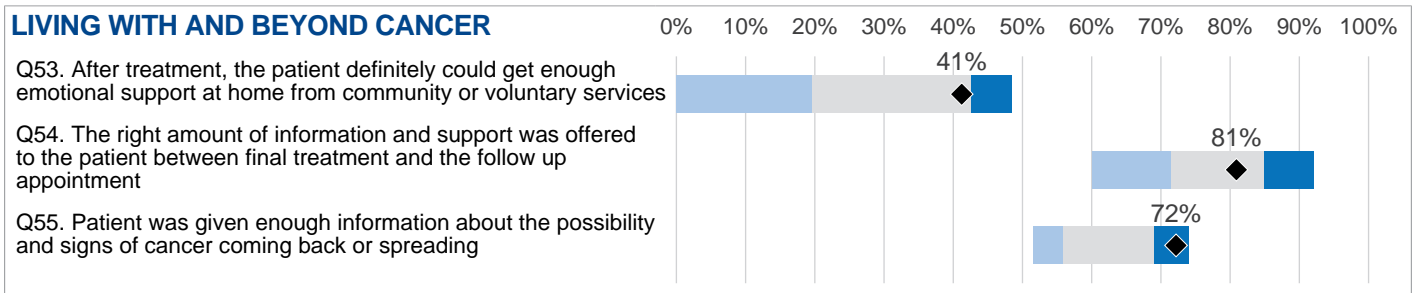
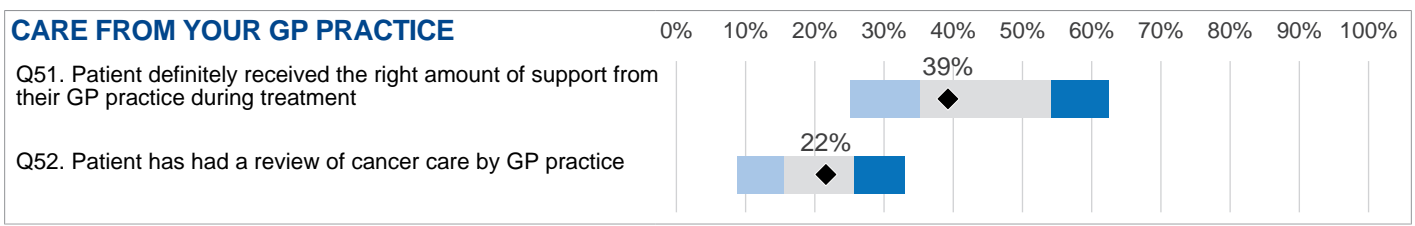
The left outer edge of the bars is the lowest score achieved of all Trusts. The right outer edge of the bars is the highest score achieved of all Trusts.



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.



Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	Adjusted Score below Lower Expected Range	Adjusted Score between Upper and Lower Expected Ranges	Adjusted Score above Upper Expected Range
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SUPPORT FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	137	88%	152	86%		80%	71%	85%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	171	58%	196	65%		63%	58%	73%	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	194	92%	241	94%		93%	89%	96%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	204	87%	253	83%		83%	79%	88%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	207	86%	255	81%		83%	73%	84%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	204	88%	256	84%		83%	73%	84%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	207	99%	254	96%		96%	92%	98%	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	230	68%	262	78%	▲	82%	69%	82%	76%
Q13. Patient was definitely told sensitively that they had cancer	241	82%	290	77%		75%	68%	79%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	243	85%	290	80%		79%	71%	82%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	241	91%	288	89%		88%	81%	89%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	220	87%	268	85%		86%	79%	88%	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	235	94%	279	92%		93%	88%	95%	91%
Q18. Patient found it very or quite easy to contact their main contact person	198	94%	225	88%		86%	78%	89%	84%
Q19. Patient found advice from main contact person was very or quite helpful	214	97%	235	99%		99%	93%	98%	95%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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DECIDING ON THE BEST TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q20. Treatment options were explained in a way the patient could completely understand	228	89%	268	84%		83%	77%	87%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	240	86%	283	80%		78%	74%	84%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	197	81%	231	81%		82%	74%	86%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	115	69%	130	62%		61%	43%	61%	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	219	76%	256	79%		79%	65%	77%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	141	98%	141	97%		98%	89%	97%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	121	99%	121	98%		98%	96%	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	199	93%	242	93%		92%	86%	94%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	235	84%	286	81%		78%	70%	81%	76%
Q29. Patient was offered information about how to get financial help or benefits	135	76%	148	68%		71%	57%	78%	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	109	91%	131	84%		82%	71%	86%	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	88	66%	105	70%		68%	56%	75%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	109	76%	132	84%		83%	61%	78%	70%
Q34. Patient was always able to get help from ward staff when needed	108	80%	131	77%		74%	64%	81%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	108	68%	126	70%		67%	55%	73%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	99	86%	112	88%		87%	77%	91%	84%
Q37. Patient was always treated with respect and dignity while in hospital	110	95%	132	92%		90%	82%	94%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	106	89%	129	93%		93%	82%	94%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	208	85%	253	82%		81%	73%	84%	78%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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YOUR TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	203	94%	248	90%		92%	85%	93%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	65	91%	71	85%		85%	77%	93%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	56	91%	51	90%		90%	80%	97%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	22	100%	36	92%		94%	65%	92%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	24	92%	42	83%		77%	72%	96%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	201	89%	244	87%		88%	80%	90%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	66	79%	69	81%		82%	69%	88%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	57	82%	49	88%		87%	70%	92%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	21	95%	35	83%		85%	57%	87%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	24	96%	40	80%		73%	66%	93%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	237	88%	280	83%		84%	69%	86%	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	220	82%	255	82%		81%	69%	80%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	210	78%	245	73%		71%	63%	75%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	177	92%	204	91%		90%	81%	91%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	202	72%	245	67%		66%	52%	66%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	173	65%	196	67%		65%	45%	61%	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	150	59%	176	69%		70%	50%	66%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	91	60%	103	58%		57%	41%	62%	51%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size. ▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p> <p>** No score available for 2021.</p>	<div style="display: flex; flex-direction: column; align-items: flex-start;"> <div style="display: flex; align-items: center; margin-bottom: 5px;"> <div style="width: 20px; height: 10px; background-color: #d9e1f2; border: 1px solid #000; margin-right: 5px;"></div> Adjusted Score below Lower Expected Range </div> <div style="display: flex; align-items: center; margin-bottom: 5px;"> <div style="width: 20px; height: 10px; background-color: #e6e6e6; border: 1px solid #000; margin-right: 5px;"></div> Adjusted Score between Upper and Lower Expected Ranges </div> <div style="display: flex; align-items: center;"> <div style="width: 20px; height: 10px; background-color: #0070c0; border: 1px solid #000; margin-right: 5px;"></div> Adjusted Score above Upper Expected Range </div> </div>
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CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	131	36%	143	40%		39%	35%	54%	45%
Q52. Patient has had a review of cancer care by GP practice	232	16%	278	20%		22%	16%	26%	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	67	36%	66	42%		41%	20%	43%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	137	82%	164	84%		81%	71%	85%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	199	78%	240	79%		72%	56%	69%	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	234	92%	277	93%		92%	86%	93%	90%
Q57. Administration of care was very good or good	241	93%	287	91%		91%	82%	92%	87%
Q58. Cancer research opportunities were discussed with patient	130	48%	140	47%		49%	31%	55%	43%
Q59. Patient's average rating of care scored from very poor to very good	236	9.2	283	9.1		9.1	8.7	9.1	8.9

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	96%	45%	*	*	*	*	*	*	90%	*	80%	72%	86%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	82%	44%	*	27%	*	*	*	*	67%	*	58%	75%	65%

	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	*	89%	93%	*	100%	*	*	*	*	96%	*	91%	96%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	87%	79%	*	83%	*	*	*	*	85%	*	83%	74%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	83%	90%	*	84%	*	*	*	*	78%	*	83%	74%	81%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	90%	90%	*	84%	*	*	*	*	84%	*	78%	70%	84%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	98%	100%	*	100%	*	*	*	*	96%	*	96%	96%	96%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	91%	89%	*	85%	*	*	*	*	70%	*	64%	82%	78%
Q13. Patient was definitely told sensitively that they had cancer	*	83%	83%	*	67%	*	*	*	*	74%	*	71%	80%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	87%	93%	*	76%	*	*	*	*	77%	*	75%	70%	80%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	93%	90%	*	90%	*	*	*	*	89%	*	83%	90%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	*	93%	89%	*	84%	*	*	*	*	83%	*	74%	93%	85%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q17. Patient had a main point of contact within the care team	*	100%	100%	*	95%	*	*	*	*	86%	*	83%	97%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	85%	89%	*	82%	*	*	*	*	86%	*	94%	92%	88%
Q19. Patient found advice from main contact person was very or quite helpful	*	100%	96%	*	100%	*	*	*	*	98%	*	100%	100%	99%

	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	*	88%	89%	*	89%	*	*	*	*	81%	*	86%	82%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	80%	83%	*	90%	*	*	*	*	83%	*	61%	77%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	90%	75%	*	94%	*	*	*	*	75%	*	71%	73%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	55%	73%	*	50%	*	*	*	*	57%	*	64%	75%	62%

	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	*	82%	82%	*	90%	*	*	*	*	78%	*	75%	78%	79%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	100%	100%	*	100%	*	*	*	*	92%	*	*	95%	97%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	92%	100%	*	100%	*	*	*	*	100%	*	*	100%	98%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	*	95%	96%	*	95%	*	*	*	*	92%	*	88%	86%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	80%	83%	*	86%	*	*	*	*	83%	*	78%	74%	81%
Q29. Patient was offered information about how to get financial help or benefits	*	96%	62%	*	95%	*	*	*	*	56%	*	40%	50%	68%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	71%	88%	*	92%	*	*	*	*	92%	*	83%	76%	84%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	58%	70%	*	75%	*	*	*	*	70%	*	*	80%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	88%	83%	*	92%	*	*	*	*	94%	*	58%	72%	84%
Q34. Patient was always able to get help from ward staff when needed	*	71%	71%	*	69%	*	*	*	*	83%	*	92%	83%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	71%	63%	*	77%	*	*	*	*	77%	*	64%	78%	70%
Q36. Hospital staff always did everything they could to help the patient control pain	*	79%	88%	*	92%	*	*	*	*	96%	*	*	88%	88%
Q37. Patient was always treated with respect and dignity while in hospital	*	82%	92%	*	92%	*	*	*	*	94%	*	100%	83%	92%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	100%	92%	*	83%	*	*	*	*	94%	*	90%	94%	93%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	82%	74%	*	90%	*	*	*	*	79%	*	90%	76%	82%

	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	*	93%	96%	*	*	*	*	*	*	87%	*	91%	83%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	76%	100%	*	89%	*	*	*	*	*	*	*	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	92%	*	*	*	*	*	*	*	*	*	*	*	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	96%	*	*	*	*	*	*	*	*	*	*	*	92%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	*	*	*	81%	*	*	92%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	87%	96%	*	*	*	*	*	*	86%	*	74%	88%	87%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	71%	92%	*	84%	*	*	*	*	*	*	*	*	81%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	91%	*	*	*	*	*	*	*	*	*	*	*	88%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	89%	*	*	*	*	*	*	*	*	*	*	*	83%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	*	*	*	*	*	*	80%	*	*	83%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	85%	92%	*	95%	*	*	*	*	82%	*	91%	73%	83%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	91%	88%	*	76%	*	*	*	*	76%	*	86%	79%	82%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	73%	80%	*	68%	*	*	*	*	73%	*	70%	75%	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	90%	95%	*	83%	*	*	*	*	92%	*	93%	83%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	66%	69%	*	67%	*	*	*	*	66%	*	68%	67%	67%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	72%	70%	*	57%	*	*	*	*	67%	*	73%	61%	67%

	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	*	70%	76%	*	86%	*	*	*	*	67%	*	56%	63%	69%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	36%	50%	*	*	*	*	*	*	64%	*	*	60%	58%

	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	*	43%	27%	*	31%	*	*	*	*	45%	*	33%	39%	40%
Q52. Patient has had a review of cancer care by GP practice	*	16%	20%	*	15%	*	*	*	*	19%	*	9%	25%	20%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	50%	20%	*	*	*	*	*	*	53%	*	*	40%	42%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	81%	79%	*	70%	*	*	*	*	88%	*	*	91%	84%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	86%	78%	*	71%	*	*	*	*	81%	*	77%	71%	79%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. The whole care team worked well together	*	96%	93%	*	95%	*	*	*	*	93%	*	83%	93%	93%
Q57. Administration of care was very good or good	*	93%	93%	*	95%	*	*	*	*	90%	*	88%	83%	91%
Q58. Cancer research opportunities were discussed with patient	*	56%	38%	*	54%	*	*	*	*	49%	*	36%	33%	47%
Q59. Patient's average rating of care scored from very poor to very good	*	9.3	9.1	*	9.4	*	*	*	*	9.0	*	9.0	8.7	9.1

Age group tables

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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	*	*	*	94%	88%	85%	84%	*	86%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	68%	75%	63%	63%	50%	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	*	*	*	100%	92%	98%	93%	85%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	85%	83%	80%	92%	71%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	65%	91%	79%	81%	92%	81%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	75%	89%	84%	90%	71%	84%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	85%	98%	97%	99%	93%	96%

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	*	*	*	68%	79%	77%	82%	88%	78%
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	70%	71%	78%	86%	74%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	70%	81%	80%	85%	84%	80%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	87%	85%	88%	96%	84%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	95%	85%	81%	93%	71%	85%

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%	97%	91%	92%	74%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	73%	94%	89%	88%	91%	88%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	91%	100%	100%	98%	100%	99%

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	*	*	*	74%	91%	83%	87%	73%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	78%	82%	79%	84%	83%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	79%	77%	81%	81%	88%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	*	55%	68%	58%	63%	*	62%

Age group tables

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CARE PLANNING	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	68%	81%	77%	91%	63%	79%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	*	100%	96%	100%	*	97%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	97%	98%	100%	*	98%

SUPPORT FROM HOSPITAL STAFF	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q27. Staff provided the patient with relevant information on available support	*	*	*	81%	93%	94%	98%	88%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	65%	80%	86%	84%	84%	81%
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	78%	76%	66%	64%	45%	68%

HOSPITAL CARE	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	*	45%	77%	98%	85%	*	84%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	*	83%	70%	72%	*	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	36%	81%	90%	95%	*	84%
Q34. Patient was always able to get help from ward staff when needed	*	*	*	27%	73%	90%	80%	*	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	36%	69%	78%	76%	*	70%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	70%	83%	97%	94%	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	73%	88%	98%	95%	*	92%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	64%	100%	100%	95%	*	93%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	75%	84%	80%	86%	87%	82%

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	*	*	*	95%	91%	92%	91%	77%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	94%	85%	100%	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	100%	73%	100%	*	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	100%	*	*	*	92%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	94%	*	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	*	71%	95%	89%	91%	62%	87%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	*	*	94%	84%	85%	*	81%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	*	*	100%	64%	100%	*	88%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	*	*	92%	*	*	*	83%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	*	*	89%	*	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	*	68%	83%	80%	92%	82%	83%

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	*	*	*	64%	88%	83%	88%	67%	82%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	50%	83%	72%	83%	36%	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	76%	94%	92%	96%	83%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	59%	77%	60%	75%	69%	67%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	42%	78%	66%	80%	40%	67%

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	*	*	*	53%	77%	63%	74%	80%	69%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	36%	83%	44%	62%	64%	58%

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	*	*	*	62%	53%	30%	31%	40%	40%
Q52. Patient has had a review of cancer care by GP practice	*	*	*	13%	27%	13%	21%	41%	20%

Age group tables

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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	*	*	*	50%	54%	21%	45%	*	42%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	62%	92%	81%	93%	*	84%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	76%	87%	77%	82%	82%	79%

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	*	*	*	78%	95%	92%	99%	100%	93%
Q57. Administration of care was very good or good	*	*	*	78%	94%	94%	95%	88%	91%
Q58. Cancer research opportunities were discussed with patient	*	*	*	57%	56%	38%	48%	*	47%
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	8.5	9.3	9.2	9.3	8.9	9.1

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	84%	90%	*	*	*	*	86%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	62%	*	*	*	*	65%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	92%	96%	*	*	*	90%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	86%	*	*	*	*	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	79%	*	*	*	80%	81%
Q8. Diagnostic test results were explained in a way the patient could completely understand	85%	85%	*	*	*	70%	84%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	97%	*	*	*	100%	96%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	78%	*	*	*	*	78%
Q13. Patient was definitely told sensitively that they had cancer	74%	80%	*	*	*	69%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	83%	*	*	*	77%	80%
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	90%	*	*	*	85%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	88%	84%	*	*	*	64%	85%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	96%	88%	*	*	*	75%	92%
Q18. Patient found it very or quite easy to contact their main contact person	87%	89%	*	*	*	*	88%
Q19. Patient found advice from main contact person was very or quite helpful	98%	99%	*	*	*	*	99%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	83%	86%	*	*	*	70%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	82%	*	*	*	75%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	76%	*	*	*	70%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	61%	63%	*	*	*	*	62%

	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	77%	81%	*	*	*	*	79%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	97%	98%	*	*	*	*	97%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	100%	*	*	*	*	98%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	93%	95%	*	*	*	80%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	82%	*	*	*	82%	81%
Q29. Patient was offered information about how to get financial help or benefits	75%	60%	*	*	*	*	68%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	92%	*	*	*	*	84%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	65%	76%	*	*	*	*	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	83%	84%	*	*	*	*	84%
Q34. Patient was always able to get help from ward staff when needed	69%	86%	*	*	*	*	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	75%	*	*	*	*	70%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	92%	*	*	*	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	88%	95%	*	*	*	*	92%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	98%	*	*	*	*	93%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	85%	*	*	*	82%	82%

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	90%	*	*	*	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	89%	*	*	*	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	80%	*	*	*	*	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	96%	*	*	*	*	*	92%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	85%	*	*	*	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	87%	88%	*	*	*	83%	87%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	78%	85%	*	*	*	*	81%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	92%	70%	*	*	*	*	88%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	92%	*	*	*	*	*	83%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	70%	89%	*	*	*	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	86%	*	*	*	100%	83%

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	83%	83%	*	*	*	58%	82%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	74%	*	*	*	73%	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	96%	*	*	*	80%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	66%	70%	*	*	*	45%	67%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	65%	72%	*	*	*	*	67%

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	66%	74%	*	*	*	*	69%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	55%	63%	*	*	*	*	58%

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	45%	35%	*	*	*	*	40%
Q52. Patient has had a review of cancer care by GP practice	21%	19%	*	*	*	17%	20%

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	47%	40%	*	*	*	*	42%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	85%	83%	*	*	*	*	84%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	80%	79%	*	*	*	64%	79%

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	91%	94%	*	*	*	92%	93%
Q57. Administration of care was very good or good	89%	93%	*	*	*	92%	91%
Q58. Cancer research opportunities were discussed with patient	41%	55%	*	*	*	*	47%
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.2	*	*	*	8.8	9.1

Ethnicity tables

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

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	87%	*	*	*	*	*	86%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	*	*	*	*	55%	65%

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	95%	*	*	*	*	86%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	*	*	*	*	62%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	*	*	*	*	71%	81%
Q8. Diagnostic test results were explained in a way the patient could completely understand	85%	*	*	*	*	71%	84%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	*	*	*	*	100%	96%

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	*	*	*	*	83%	78%
Q13. Patient was definitely told sensitively that they had cancer	77%	*	*	*	*	82%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	*	*	*	*	76%	80%
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	*	*	*	*	82%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	*	*	*	*	73%	85%

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	92%	*	*	*	*	81%	92%
Q18. Patient found it very or quite easy to contact their main contact person	89%	*	*	*	*	64%	88%
Q19. Patient found advice from main contact person was very or quite helpful	99%	*	*	*	*	92%	99%

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	85%	*	*	*	*	69%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	*	*	*	*	69%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	*	*	*	*	64%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	62%	*	*	*	*	*	62%

Ethnicity tables

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

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	79%	*	*	*	*	67%	79%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	98%	*	*	*	*	*	97%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	*	*	*	*	98%

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q27. Staff provided the patient with relevant information on available support	94%	*	*	*	*	80%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	81%	*	*	*	*	81%	81%
Q29. Patient was offered information about how to get financial help or benefits	70%	*	*	*	*	50%	68%

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	86%	*	*	*	*	*	84%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	72%	*	*	*	*	*	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	83%	*	*	*	*	*	84%
Q34. Patient was always able to get help from ward staff when needed	78%	*	*	*	*	*	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	71%	*	*	*	*	*	70%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	*	*	*	*	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	91%	*	*	*	*	*	92%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	95%	*	*	*	*	*	93%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	82%	*	*	*	*	80%	82%

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	91%	*	*	*	*	80%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	*	*	*	*	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	91%	*	*	*	*	*	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	97%	*	*	*	*	*	92%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	85%	*	*	*	*	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	87%	*	*	*	*	86%	87%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	82%	*	*	*	*	*	81%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	87%	*	*	*	*	*	88%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	90%	*	*	*	*	*	83%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	82%	*	*	*	*	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	*	*	*	*	94%	83%

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	83%	*	*	*	*	71%	82%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	73%	*	*	*	*	73%	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	91%	*	*	*	*	82%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	69%	*	*	*	*	50%	67%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	69%	*	*	*	*	45%	67%

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	70%	*	*	*	*	69%	69%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	59%	*	*	*	*	50%	58%

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	42%	*	*	*	*	15%	40%
Q52. Patient has had a review of cancer care by GP practice	20%	*	*	*	*	25%	20%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	44%	*	*	*	*	*	42%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	84%	*	*	*	*	*	84%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	79%	*	*	*	*	69%	79%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	93%	*	*	*	*	93%	93%
Q57. Administration of care was very good or good	91%	*	*	*	*	94%	91%
Q58. Cancer research opportunities were discussed with patient	47%	*	*	*	*	*	47%
Q59. Patient's average rating of care scored from very poor to very good	9.1	*	*	*	*	9.1	9.1

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	80%	95%	85%	86%	90%	86%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	70%	68%	63%	67%	62%	65%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	93%	91%	95%	93%	97%	96%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	78%	90%	87%	78%	83%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	91%	86%	82%	75%	75%	70%	81%
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	87%	82%	87%	83%	87%	84%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	98%	92%	97%	95%	97%	95%	96%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	83%	87%	85%	68%	79%	67%	78%
Q13. Patient was definitely told sensitively that they had cancer	74%	85%	64%	79%	81%	77%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	87%	80%	79%	79%	77%	80%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	85%	93%	93%	88%	87%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	88%	95%	84%	86%	73%	85%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	92%	95%	86%	94%	98%	81%	92%
Q18. Patient found it very or quite easy to contact their main contact person	83%	88%	97%	88%	82%	94%	88%
Q19. Patient found advice from main contact person was very or quite helpful	96%	100%	100%	100%	97%	100%	99%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	81%	89%	85%	85%	85%	80%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	71%	82%	88%	79%	81%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	79%	83%	76%	85%	74%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	56%	50%	79%	57%	67%	60%	62%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
CARE PLANNING							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	75%	78%	80%	81%	87%	69%	79%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	97%	94%	100%	100%	100%	86%	97%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	93%	100%	100%	100%	100%	100%	98%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM HOSPITAL STAFF							
Q27. Staff provided the patient with relevant information on available support	90%	91%	94%	95%	94%	96%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	87%	84%	86%	73%	88%	81%
Q29. Patient was offered information about how to get financial help or benefits	64%	74%	82%	67%	60%	58%	68%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
HOSPITAL CARE							
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	81%	74%	88%	91%	78%	88%	84%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	82%	65%	69%	61%	69%	*	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	85%	94%	86%	83%	88%	84%
Q34. Patient was always able to get help from ward staff when needed	69%	75%	75%	77%	83%	88%	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	55%	88%	65%	78%	85%	70%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	84%	79%	94%	93%	90%	88%
Q37. Patient was always treated with respect and dignity while in hospital	88%	95%	81%	94%	89%	100%	92%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	100%	90%	93%	91%	89%	94%	93%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	77%	90%	81%	84%	78%	82%

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	91%	97%	91%	92%	92%	77%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	94%	88%	86%	82%	70%	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	100%	*	*	82%	80%	*	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	100%	*	*	*	*	*	92%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	*	*	*	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	88%	82%	89%	88%	94%	80%	87%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	88%	94%	71%	82%	*	*	81%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	92%	*	*	82%	*	*	88%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	90%	*	*	*	*	*	83%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	64%	*	*	*	*	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	89%	84%	86%	77%	86%	78%	83%

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	78%	92%	80%	80%	86%	79%	82%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	77%	66%	76%	71%	74%	74%	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	89%	97%	90%	84%	95%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	68%	68%	78%	63%	66%	62%	67%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	60%	68%	74%	67%	69%	71%	67%

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	80%	71%	77%	65%	52%	50%	69%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	61%	47%	60%	47%	67%	67%	58%

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	39%	58%	32%	34%	42%	40%	40%
Q52. Patient has had a review of cancer care by GP practice	16%	31%	27%	23%	10%	10%	20%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	50%	*	30%	46%	*	42%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	81%	96%	84%	81%	86%	84%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	83%	83%	81%	72%	74%	83%	79%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	88%	94%	91%	97%	95%	93%	93%
Q57. Administration of care was very good or good	86%	95%	93%	94%	88%	94%	91%
Q58. Cancer research opportunities were discussed with patient	54%	61%	44%	43%	45%	25%	47%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.1	9.3	9.2	9.1	9.0	9.1

Long term condition status tables

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

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	85%	89%	*	86%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	74%	*	65%

	Long term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	93%	97%	88%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	90%	73%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	84%	74%	81%	81%
Q8. Diagnostic test results were explained in a way the patient could completely understand	86%	82%	75%	84%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	97%	100%	96%

	Long term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	80%	76%	73%	78%
Q13. Patient was definitely told sensitively that they had cancer	77%	76%	75%	77%
Q14. Cancer diagnosis explained in a way the patient could completely understand	81%	81%	75%	80%
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	92%	90%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	88%	82%	76%	85%

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	91%	96%	84%	92%
Q18. Patient found it very or quite easy to contact their main contact person	88%	88%	79%	88%
Q19. Patient found advice from main contact person was very or quite helpful	99%	99%	100%	99%

	Long term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	85%	85%	80%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	80%	79%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	83%	71%	81%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	62%	58%	73%	62%

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	80%	77%	80%	79%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	99%	95%	91%	97%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	100%	*	98%

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	94%	92%	83%	93%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	81%	89%	81%
Q29. Patient was offered information about how to get financial help or benefits	67%	74%	58%	68%

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	81%	94%	*	84%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	67%	80%	*	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	80%	91%	*	84%
Q34. Patient was always able to get help from ward staff when needed	74%	84%	*	77%
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	84%	*	70%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	96%	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	89%	97%	*	92%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	93%	97%	*	93%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	81%	89%	82%

Long term condition status tables

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

YOUR TREATMENT	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	92%	88%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	77%	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	93%	83%	*	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	100%	*	*	92%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	90%	64%	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	86%	89%	88%	87%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	83%	73%	*	81%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	89%	82%	*	88%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	95%	*	*	83%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	89%	55%	*	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	81%	90%	83%

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	82%	85%	75%	82%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	73%	73%	78%	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	90%	93%	87%	91%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	66%	72%	61%	67%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	66%	73%	57%	67%

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	70%	68%	64%	69%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	60%	52%	62%	58%

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	35%	55%	31%	40%
Q52. Patient has had a review of cancer care by GP practice	18%	21%	28%	20%

Long term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	47%	42%	*	42%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	88%	80%	84%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	75%	88%	75%	79%

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	91%	95%	94%	93%
Q57. Administration of care was very good or good	89%	96%	94%	91%
Q58. Cancer research opportunities were discussed with patient	48%	43%	*	47%
Q59. Patient's average rating of care scored from very poor to very good	9.1	9.2	9.2	9.1

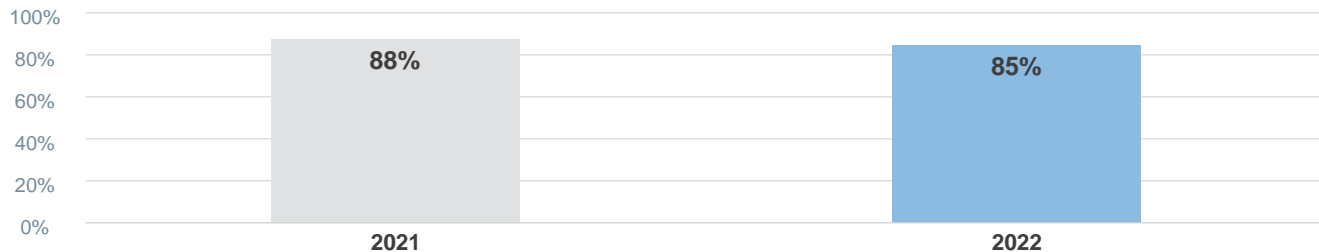
Year on Year Charts

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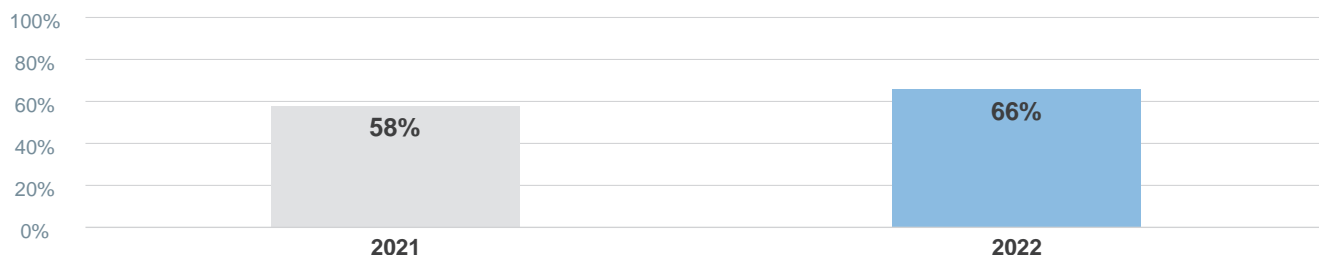
The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

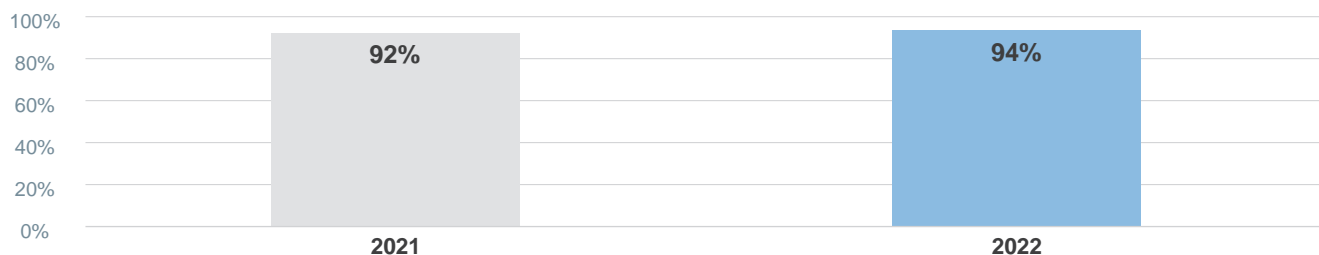


Q3. Referral for diagnosis was explained in a way the patient could completely understand

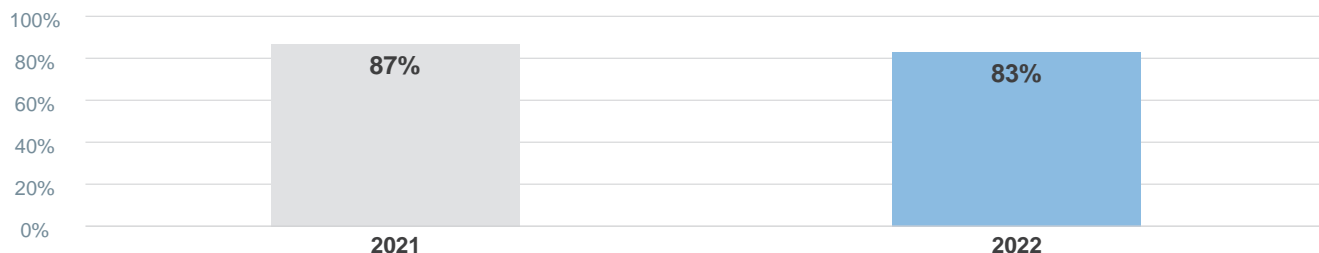


DIAGNOSTIC TESTS

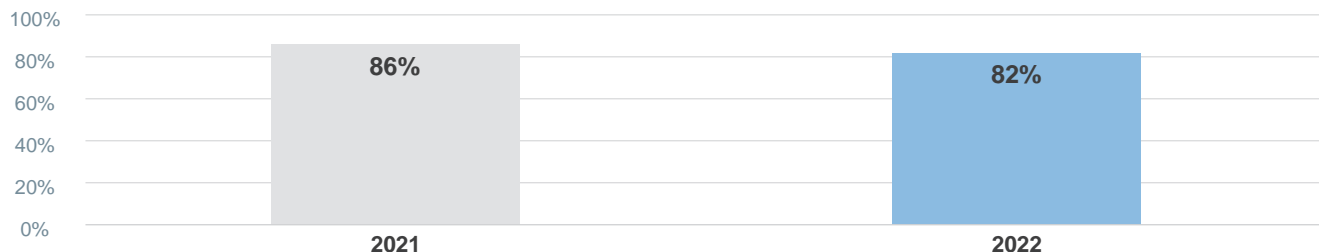
Q5. Patient received all the information needed about the diagnostic test in advance



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

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



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



FINDING OUT THAT YOU HAD CANCER

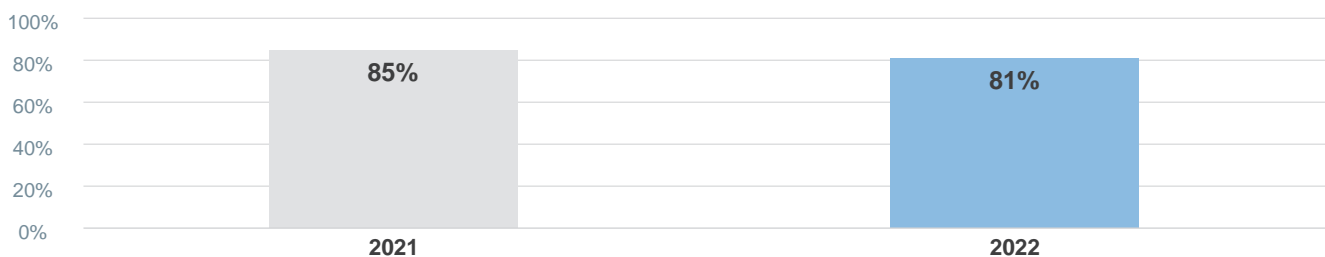
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



Year on Year Charts

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



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

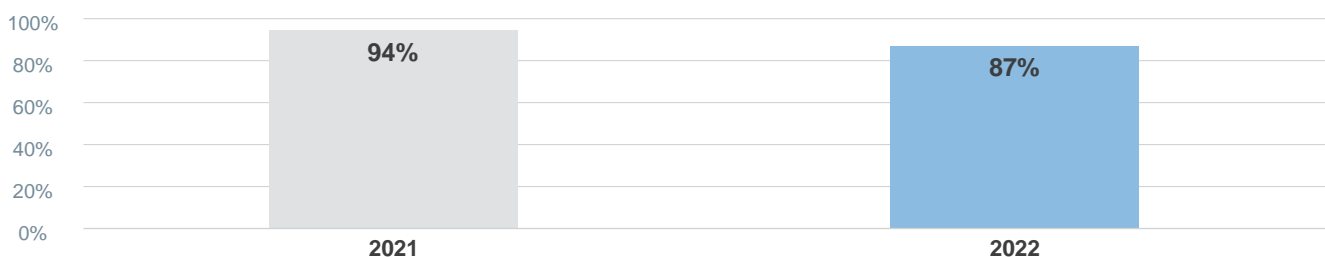


SUPPORT FROM A MAIN CONTACT PERSON

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



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



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



Year on Year Charts

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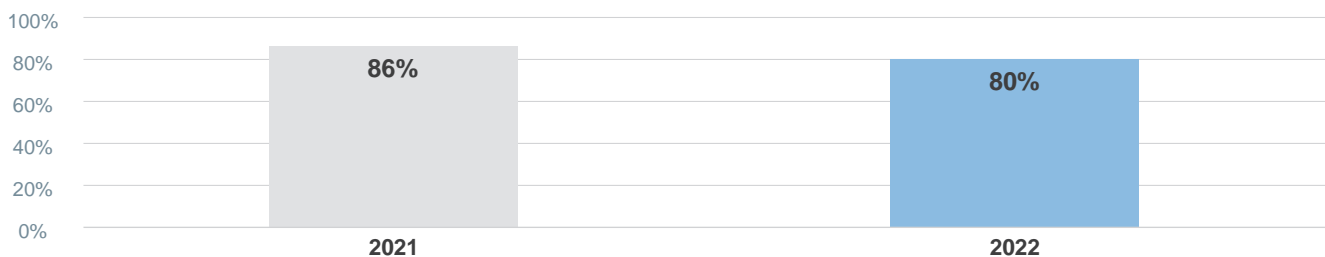
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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



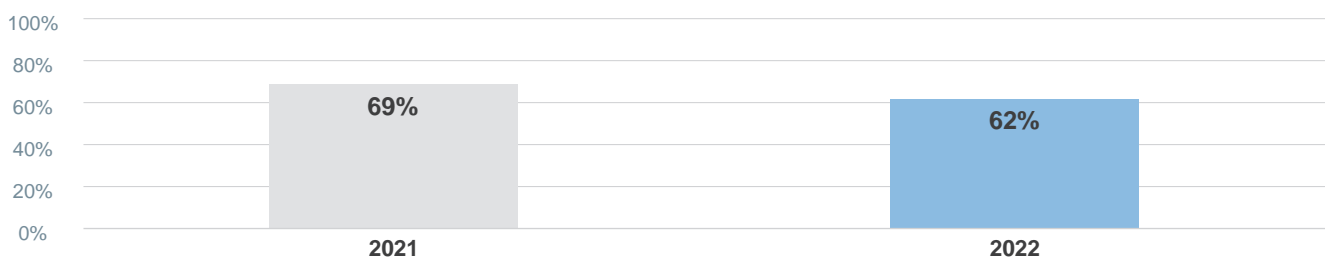
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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



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



CARE PLANNING

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

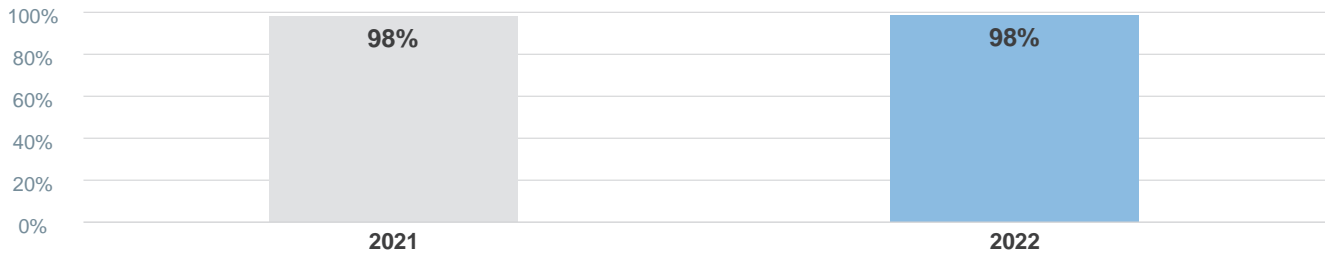


Year on Year Charts

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



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

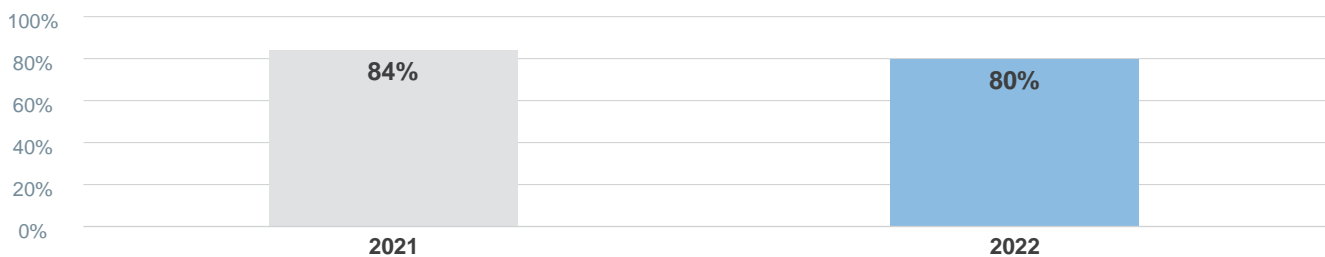


SUPPORT FROM HOSPITAL STAFF

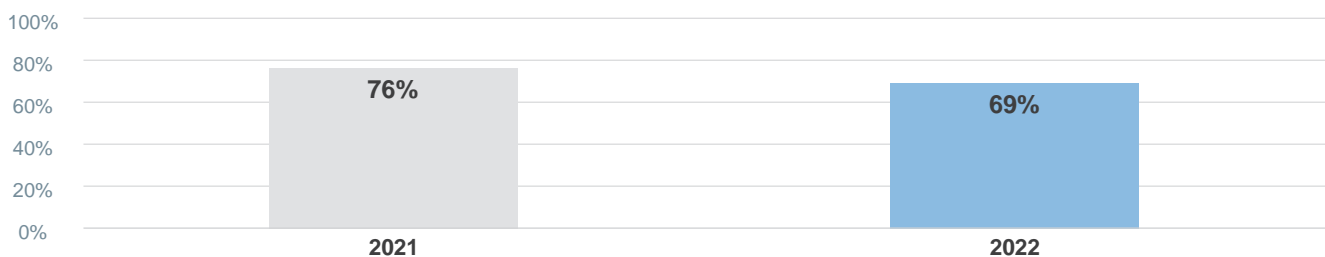
Q27. Staff provided the patient with relevant information on available support



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



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



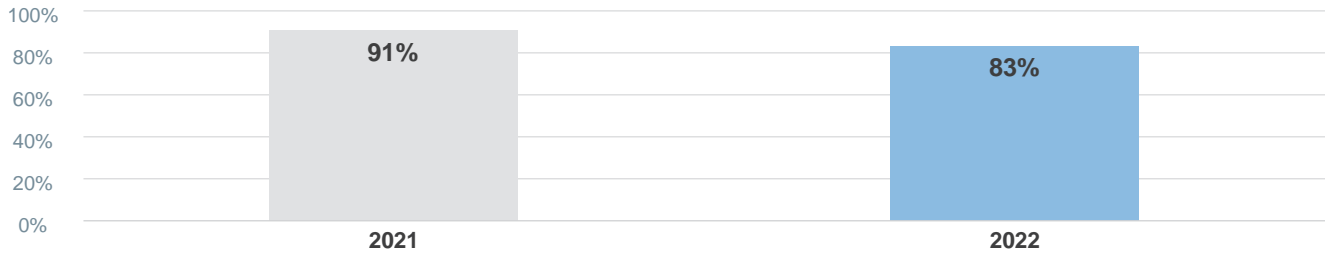
Year on Year Charts

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HOSPITAL CARE

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



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



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



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



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



Year on Year Charts

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



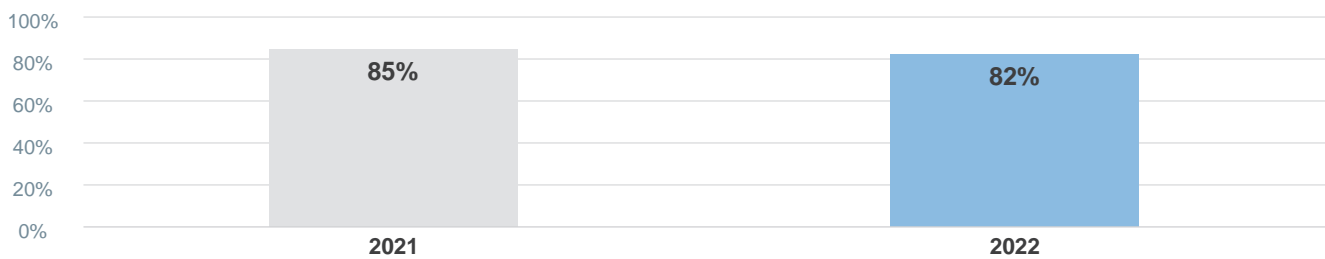
Q37. Patient was always treated with respect and dignity while in hospital



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



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



YOUR TREATMENT

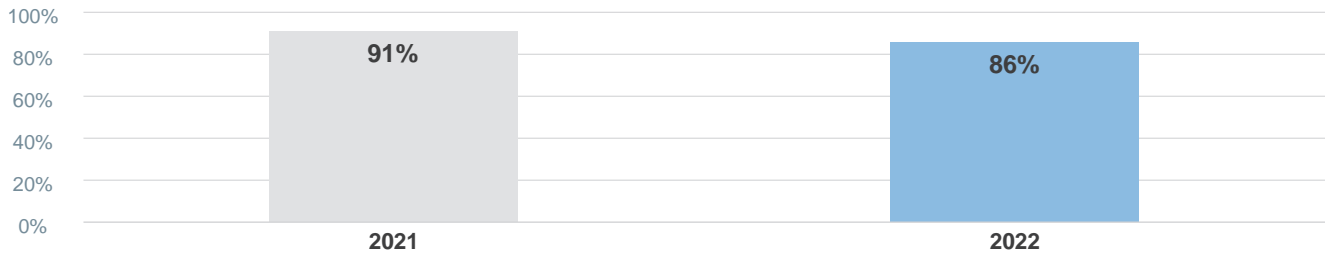
Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on Year Charts

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Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



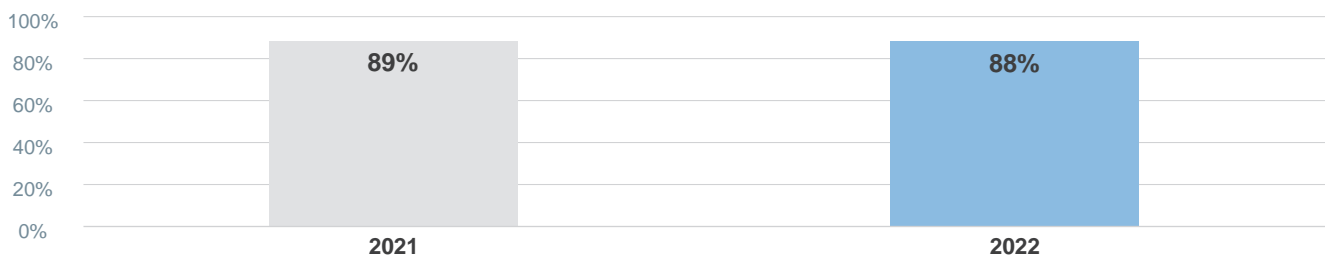
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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



Year on Year Charts

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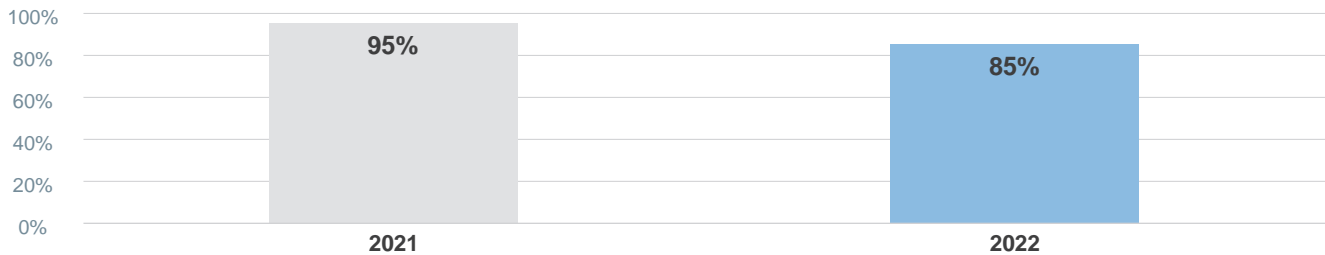
Q42_2. Patient completely had enough understandable information about progress with chemotherapy



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



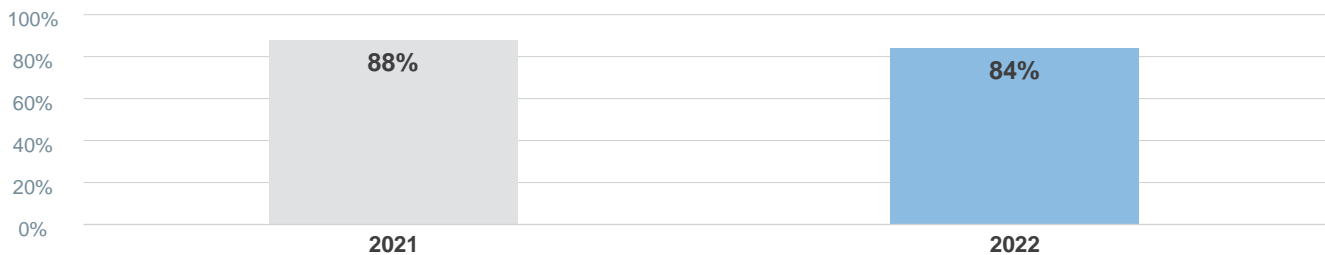
Q42_4. Patient completely had enough understandable information about progress with hormone therapy



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



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



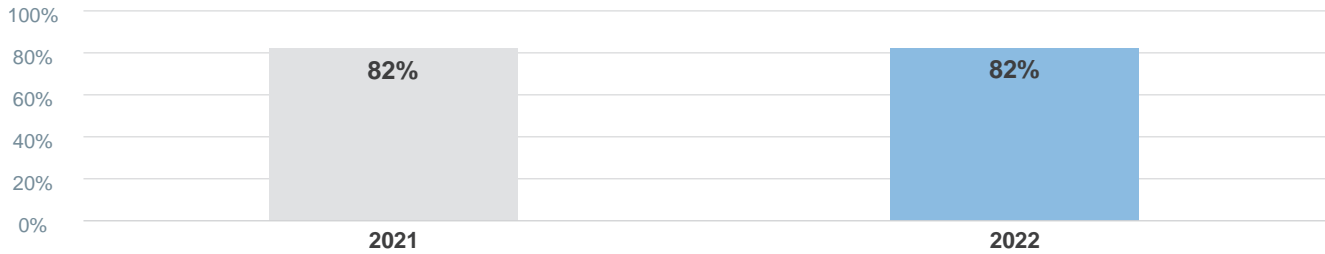
Year on Year Charts

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IMMEDIATE AND LONG TERM SIDE EFFECTS

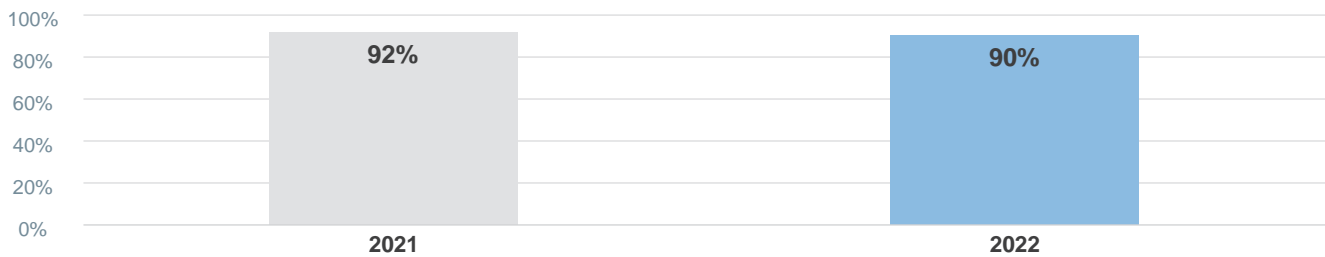
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



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



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



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



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



Year on Year Charts

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SUPPORT WHILE AT HOME

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



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



CARE FROM YOUR GP PRACTICE

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



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



LIVING WITH AND BEYOND CANCER

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



Year on Year Charts

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



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

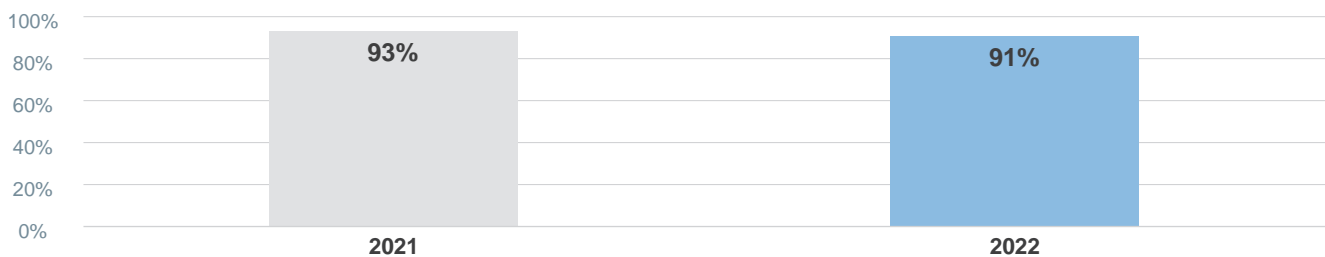


YOUR OVERALL NHS CARE

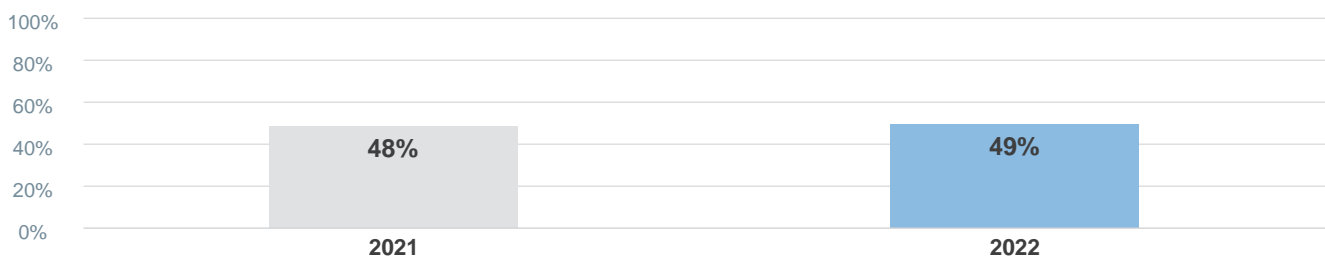
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on Year Charts

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

