

Cancer Patient Experience Survey

2022 Results

**University College London Hospitals
NHS Foundation Trust**

Published July 2023

Executive Summary

Questions Above Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q36. Hospital staff always did everything they could to help the patient control pain	88%	81%	87%	84%
Q58. Cancer research opportunities were discussed with patient	59%	34%	52%	43%

Questions Below Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	73%	74%	81%	78%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	81%	86%	83%
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	69%	72%	80%	76%
Q13. Patient was definitely told sensitively that they had cancer	68%	71%	76%	74%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	81%	86%	84%
Q19. Patient found advice from main contact person was very or quite helpful	94%	94%	97%	95%
Q20. Treatment options were explained in a way the patient could completely understand	80%	80%	85%	82%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	74%	77%	83%	80%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	75%	81%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	67%	71%	85%	78%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	46%	56%	51%
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	24%	26%	37%	31%

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores allow us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust is performing given their patient population. The factors taken into account in this case-mix adjustment are Male/Female/Non-binary/Other, age, ethnicity, deprivation, and cancer type.

Unadjusted data should be used to see the actual responses from patients relating to the Trust. Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results taking account of the patient mix.

Scoring methodology

Sixty-one questions from the questionnaire are scored as these questions relate directly to patient experience. For all but one question (Q59), the score shows the percentage of respondents who gave the most favourable response to a question. For Q59, respondents rate their overall care on a scale of 0 to 10, of which the average was calculated for this question's score. The percentages in this report have been rounded to the nearest percentage point. Therefore, in some cases the figures do not appear to add up to 100%.

Please note that following a review of the scoring methodology, a change was made to the scoring of Q12 such that the response option "No, I was told by letter or email" is no longer considered neutral.

Statistical significance

In the reporting of 2022 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'. A statistically significant difference means that the change in the result is very unlikely to have occurred by chance.

Suppression

Data is suppressed for two reasons: to ensure unreliable results based on very small numbers of respondents are not released, and to prevent individuals being identifiable in the data.

In cases where a result is based on fewer than 10 responses, the result has been suppressed. For example, where fewer than 10 people answered a question from a particular Trust, the results are not shown for that question for that Trust.

For Trusts with an eligible population of 1,000 or fewer, data relating to the respondent and their condition has been suppressed where 5 people or fewer were in a particular category. In instances where only one has been suppressed, the next lowest category has been suppressed to prevent back calculation from the total number of responses.

Additional suppression

Additional suppression happens if only **one** Trust has a score suppressed. If this happens, we will suppress another Trust's results (both the Trust level and subgroup results for the question) based on the next lowest number of respondents for the score. We do this so that the national score cannot be used to work out the score for the individual Trust.

The same rule applies to groups in each subgroup breakdown. For example, if only **one** Trust has the 85+ age group suppressed for Q25 we will need to suppress another Trust's results for the 85+ age group on Q25. This suppression is based on the 85+ age group with the next lowest number of respondents for Q25.

Understanding the results

This report shows how this Trust scored for each question in the survey compared with national results. It is aimed at helping individual Trusts to understand their performance and identify areas for local improvement. Below is a description of the type of results presented within this report and how to understand them.

Expected range charts

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

Trusts whose score is above the upper limit of the expected range (in the dark blue) are positive outliers, with a score statistically significantly higher than the national mean. This indicates that the Trust performs better than what Trusts of the same size and demographics are expected to perform. The opposite is true if the score is below the lower limit of the expected range (in the light blue); these are negative outliers. For scores within the expected range (in the grey), the score is what we would expect given the Trust's size and demographics.

Comparability tables

The comparability tables show the 2021 and 2022 unadjusted scores for this Trust for each scored question. If there is a statistically significant change from 2021 an arrow will be presented for the direction of change.

The adjusted 2022 score will also be presented for each scored question along with the lower and upper expected range and national score. Scores above the upper limit of the expected range will be highlighted dark blue, scores below the lower limit of the expected range will be highlighted light blue, and scores within the lower and upper limit of the expected ranges will be highlighted grey.

Sub-group breakdowns

Unadjusted scores are shown for tumour type, Male/Female/Non-binary/Other, age, IMD quintile, long-term condition status and ethnicity breakdowns. Unadjusted scores for the same sub-group across different Trusts may not be comparable, as they do not account for the impact that differing patient populations might have on results.

Tumour type tables

The tumour type tables show the unadjusted scores for each scored question for each of the 13 tumour groups. Central nervous system is abbreviated as 'CNS' and lower gastrointestinal tract is abbreviated as 'LGT' throughout this report.

Age group tables

The age group tables show the unadjusted scores for each scored question for each of the eight age groups.

Male/Female/Non-binary/Other tables

These tables show the unadjusted scores for the following groups male; female; non-binary; prefer to self-describe; and prefer not to say.

Ethnicity tables

The ethnicity tables show the unadjusted scores for six ethnicity groups.

Long-term condition status tables

The long-term condition status tables show the unadjusted scores for two groups: those who indicate they have one or more long term conditions and those who indicate that they have no long-term conditions.

IMD quintile tables

The IMD quintile tables show the unadjusted scores for five quintiles based on relative disadvantage, with quintile 1 being the most deprived and quintile 5 being the least deprived.

Year on year charts

The year on year charts show two columns representing the unadjusted scores of the last two years (2021 and 2022) for each scored question.

Further information

This research was carried out in accordance with the international standard for organisations conducting social research (accreditation to ISO20252:2012; certificate number GB08/74322). The 2022 survey data has been produced and published in line with the Code of Practice for Official Statistics.

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2022 questionnaire and survey guidance on the website at www.ncpes.co.uk. For all other outputs at Trust level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

1,124 patients responded out of a total of 2,670 patients, resulting in a response rate of 42%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	2,880	2,670	1,124	42%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	855
Online	265
Phone	4
Translation Service	0
Total	1,124

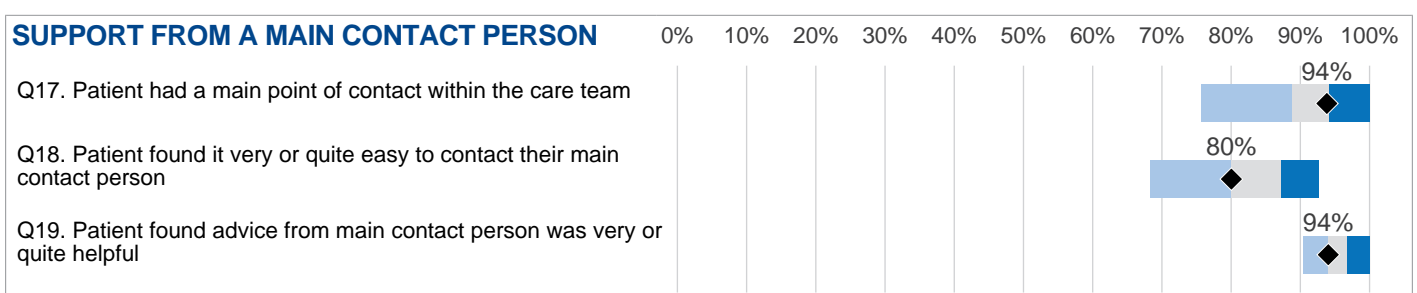
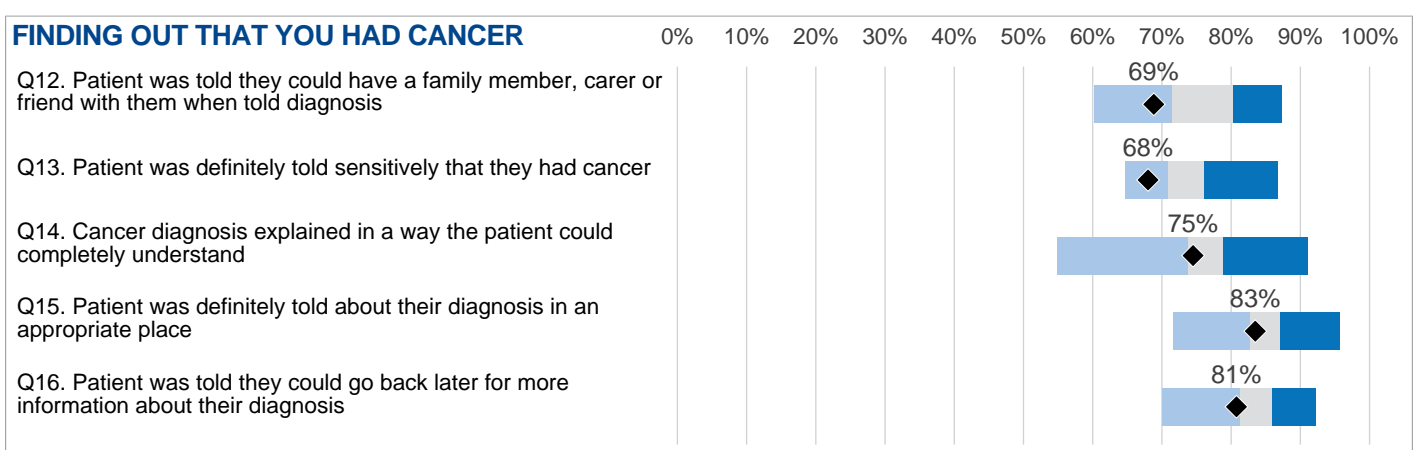
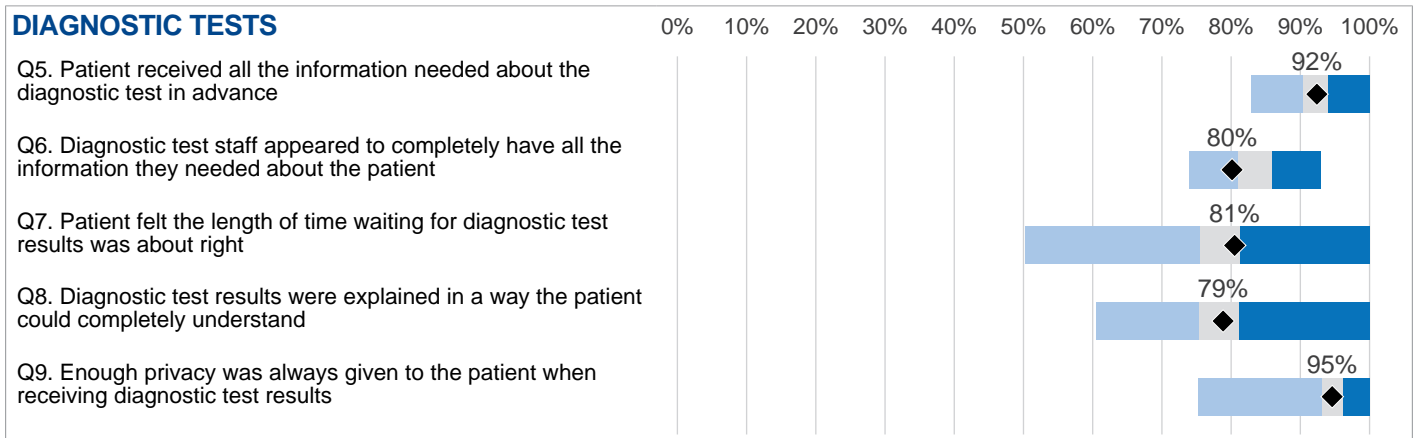
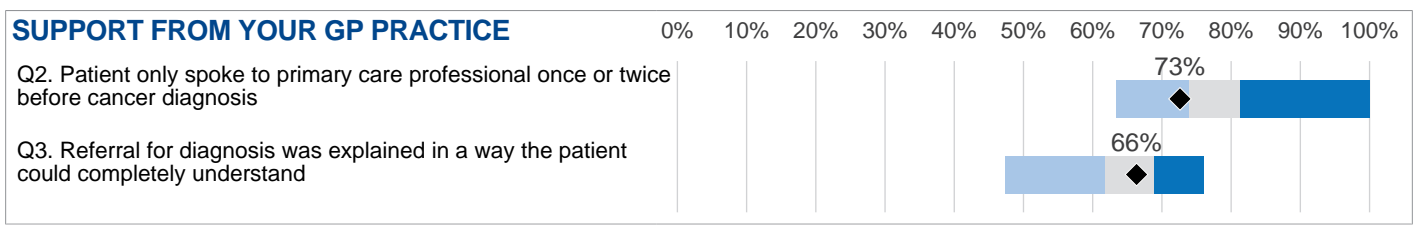
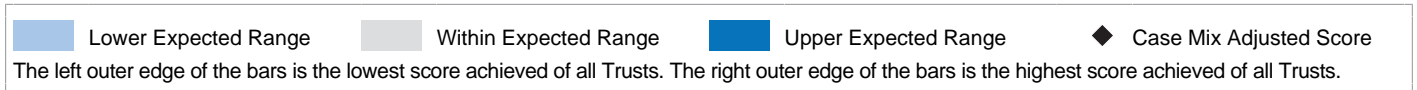
Respondents by Tumour Group

	Number of Respondents
Brain / CNS	18
Breast	92
Colorectal / LGT	60
Gynaecological	55
Haematological	293
Head and Neck	55
Lung	69
Prostate	203
Sarcoma	19
Skin	3
Upper Gastro	30
Urological	61
Other	166
Total	1,124

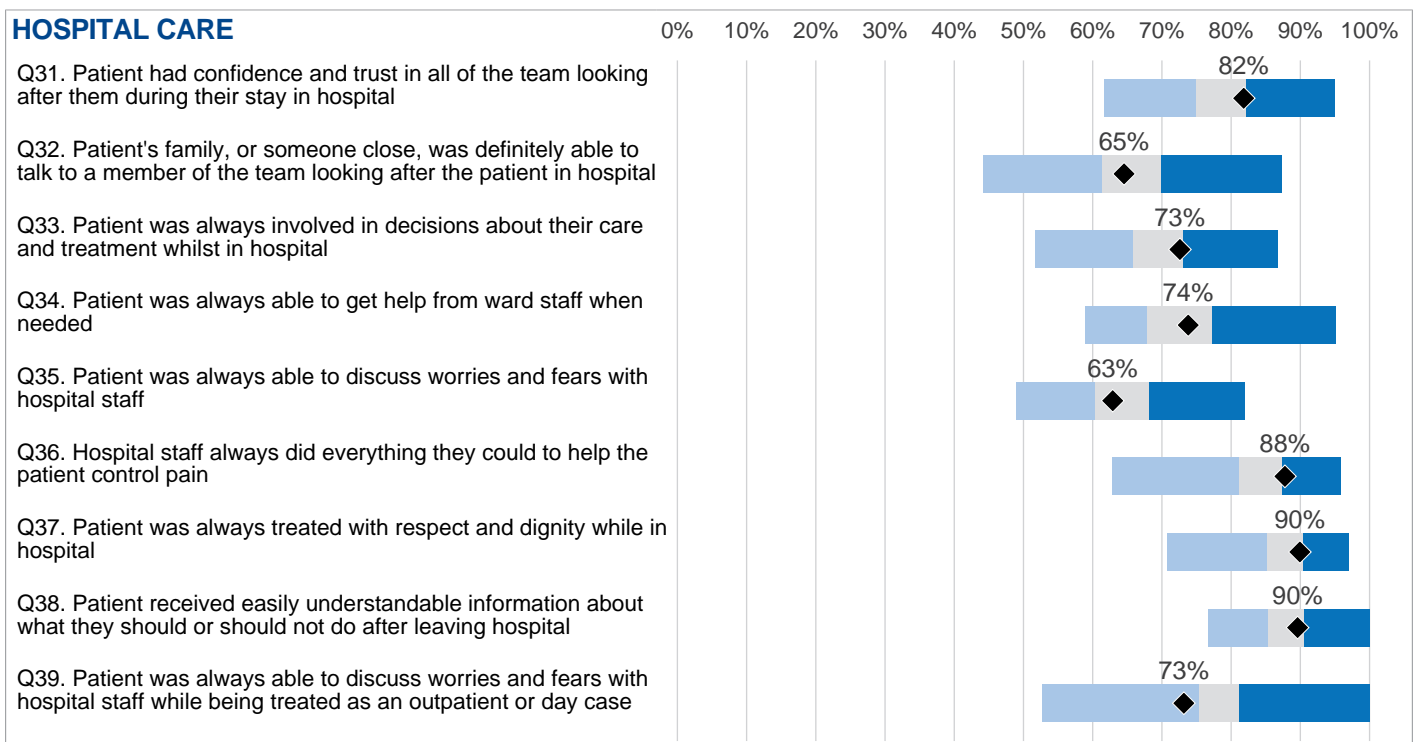
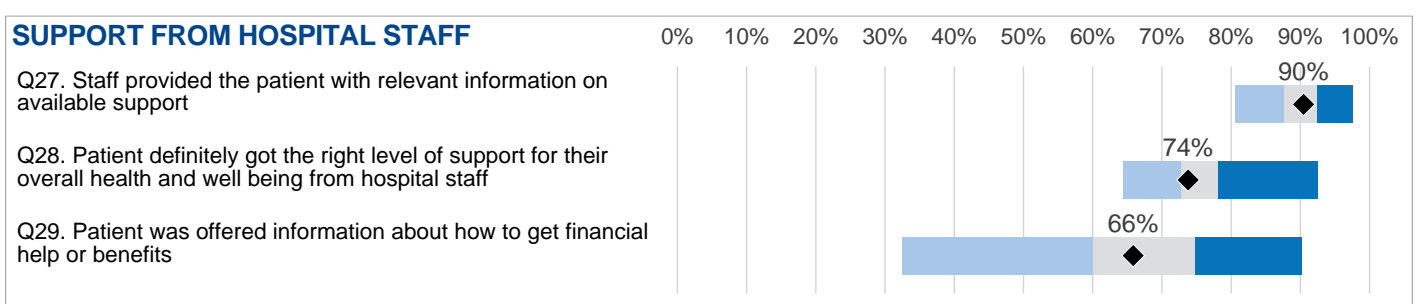
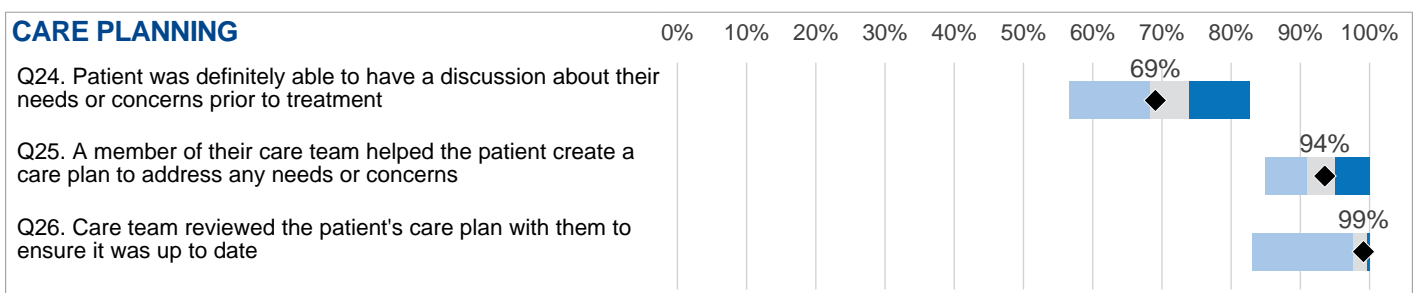
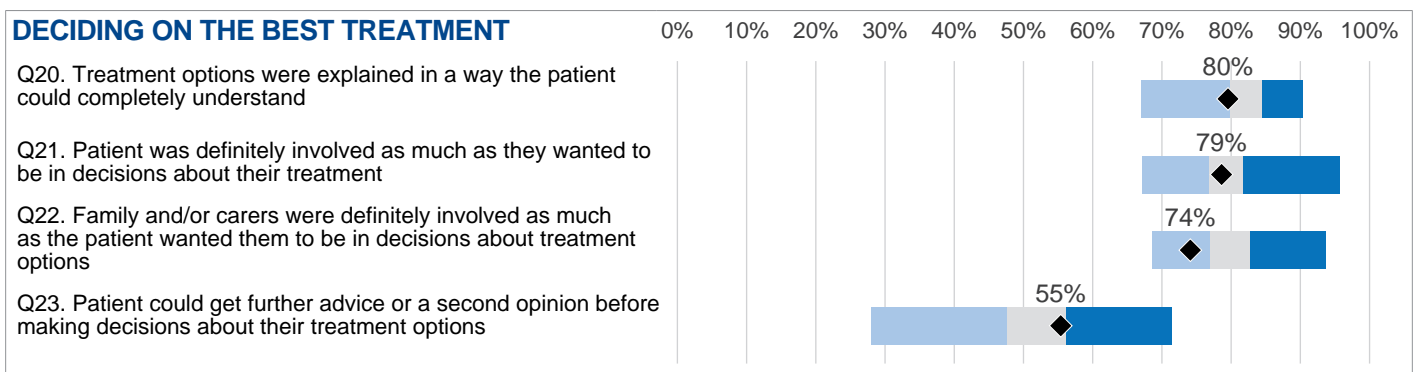
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	718
Irish	23
Gypsy or Irish Traveller	*
Any other White background	100
Mixed / Multiple Ethnicity	
White and Black Caribbean	6
White and Black African	6
White and Asian	6
Any other Mixed / multiple ethnic background	10
Asian or Asian British	
Indian	30
Pakistani	8
Bangladeshi	6
Chinese	12
Any other Asian background	11
Black / African / Caribbean / Black British	
African	42
Caribbean	30
Any other Black / African / Caribbean background	6
Other Ethnicity	
Arab	*
Any other ethnic group	10
Not given	
Not given	97
Total	1,124

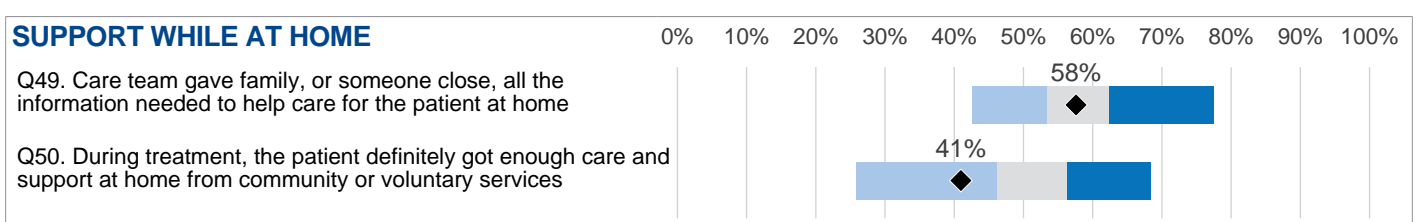
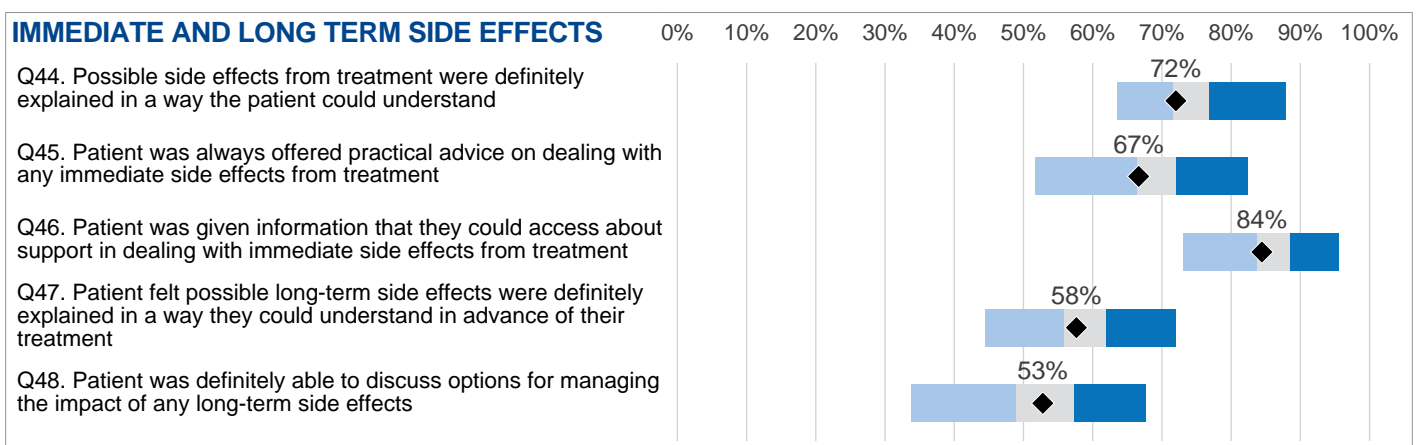
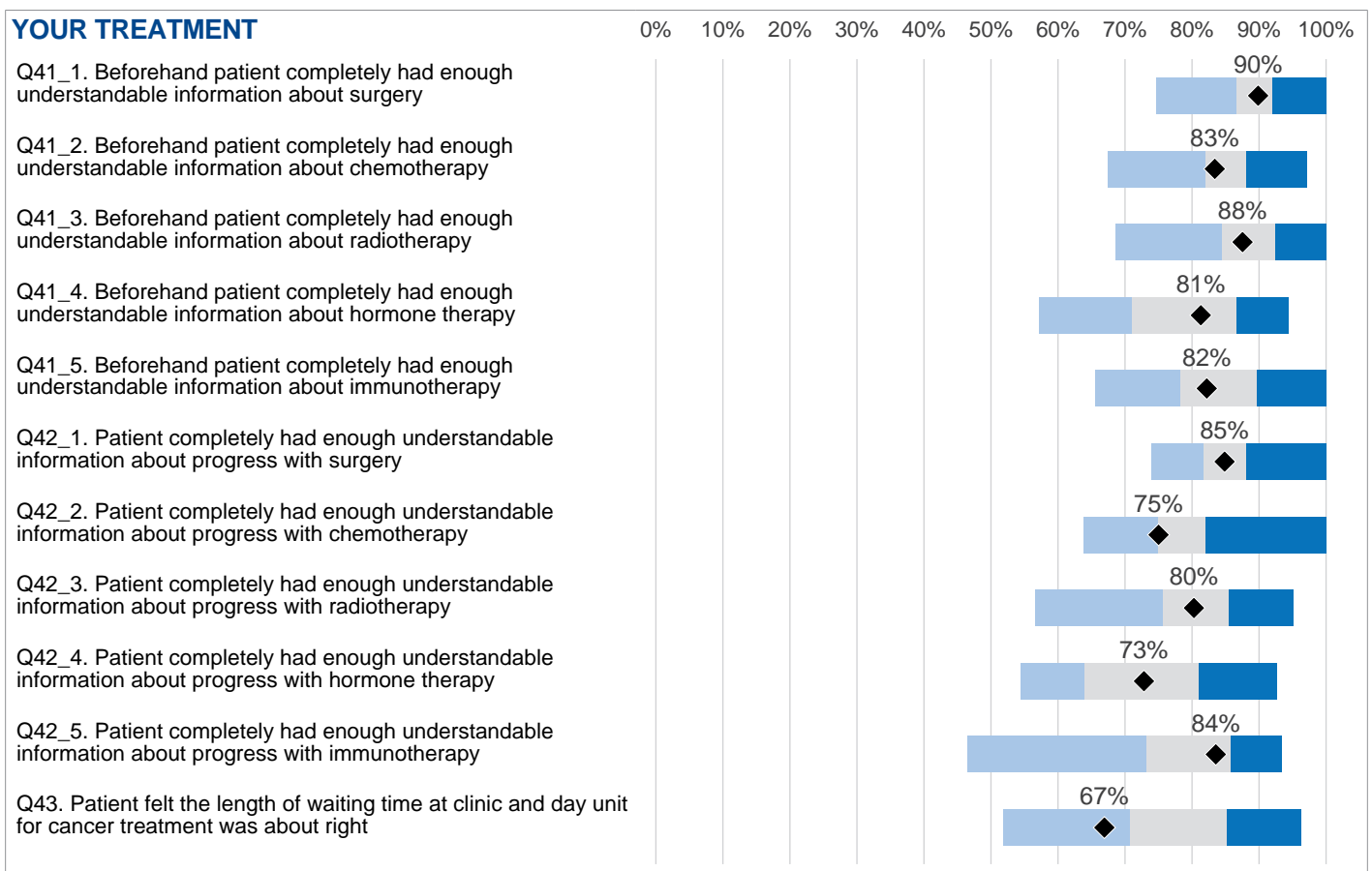
Expected Range Charts



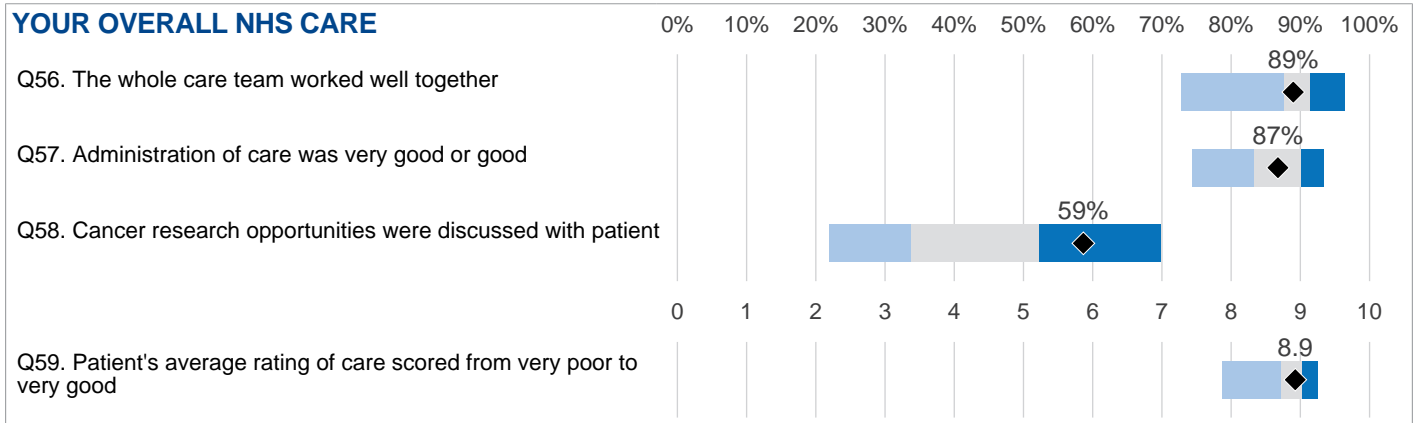
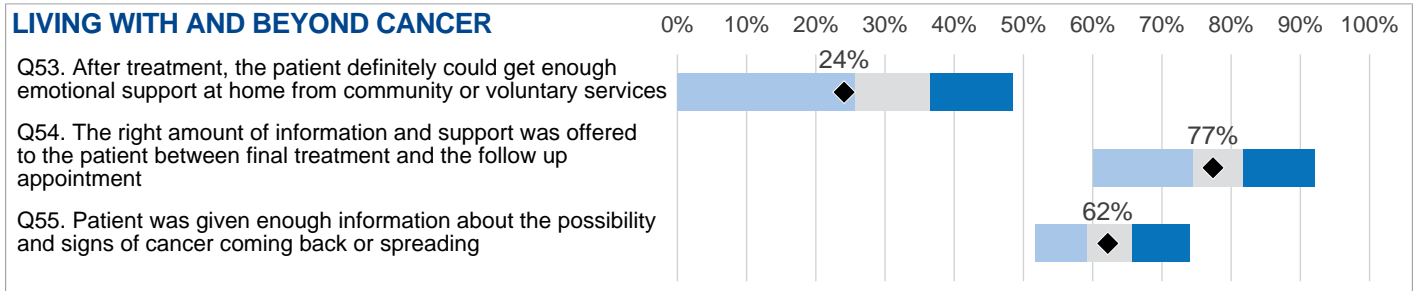
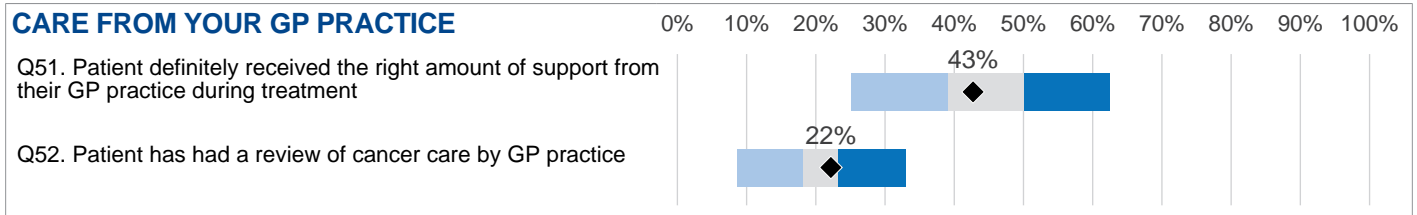
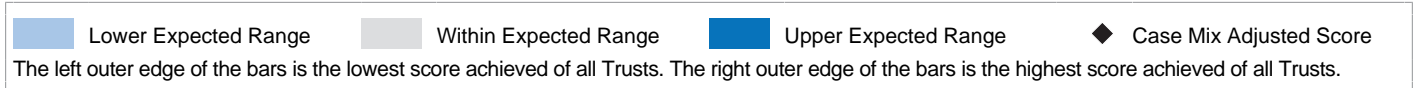
Expected Range Charts



Expected Range Charts



Expected Range Charts



Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size. ▲ 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; justify-content: space-around;"> <div style="text-align: center;"> Adjusted Score below Lower Expected Range </div> <div style="text-align: center;"> Adjusted Score between Upper and Lower Expected Ranges </div> <div style="text-align: center;"> Adjusted Score above Upper Expected Range </div> </div>
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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	543	66%	496	65%		73%	74%	81%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	733	56%	692	63%	▲	66%	62%	69%	65%

DIAGNOSTIC TESTS	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	914	92%	841	92%		92%	90%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	942	82%	886	78%		80%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	942	82%	889	80%		81%	75%	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	950	76%	894	76%		79%	75%	81%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	943	93%	900	94%		95%	93%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1039	64%	1023	68%		69%	72%	80%	76%
Q13. Patient was definitely told sensitively that they had cancer	1130	68%	1092	65%		68%	71%	76%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1150	71%	1110	71%		75%	74%	79%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1138	81%	1100	81%		83%	83%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	967	80%	958	80%		81%	81%	86%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q17. Patient had a main point of contact within the care team	1109	94%	1067	94%		94%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	995	80%	951	79%		80%	80%	87%	84%
Q19. Patient found advice from main contact person was very or quite helpful	1012	94%	976	94%		94%	94%	97%	95%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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DECIDING ON THE BEST TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q20. Treatment options were explained in a way the patient could completely understand	1081	79%	1041	77%		80%	80%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1134	76%	1095	76%		79%	77%	82%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	888	69%	893	73%		74%	77%	83%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	626	58%	589	57%		55%	48%	56%	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	1035	69%	991	68%		69%	68%	74%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	640	91%	629	93%		94%	91%	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	483	98%	502	99%		99%	98%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	937	88%	922	90%		90%	88%	92%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1132	71%	1095	73%		74%	73%	78%	76%
Q29. Patient was offered information about how to get financial help or benefits	619	66%	611	66%		66%	60%	75%	67%

HOSPITAL CARE	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	686	81%	633	81%		82%	75%	82%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	538	57%	501	64%		65%	61%	70%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	668	70%	623	72%		73%	66%	73%	70%
Q34. Patient was always able to get help from ward staff when needed	672	79%	623	74%		74%	68%	77%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	655	67%	593	63%		63%	60%	68%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	604	89%	556	87%		88%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	680	90%	633	90%		90%	85%	90%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	673	89%	620	89%		90%	85%	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	979	72%	962	73%		73%	75%	81%	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	595	87%	529	88%		90%	87%	92%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	567	86%	525	83%		83%	82%	88%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	228	90%	247	87%		88%	84%	92%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	96	79%	106	82%		81%	71%	87%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	177	85%	160	83%		82%	78%	90%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	593	81%	522	83%		85%	82%	88%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	570	80%	522	75%		75%	75%	82%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	224	81%	248	79%		80%	76%	86%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	97	74%	105	73%		73%	64%	81%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	174	84%	158	84%		84%	73%	86%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1106	66%	1081	65%		67%	71%	85%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	1083	73%	1045	72%		72%	72%	77%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1058	66%	1002	66%		67%	66%	72%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	810	84%	798	83%		84%	84%	89%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1042	59%	1014	58%		58%	56%	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	929	51%	889	53%		53%	49%	57%	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	749	54%	724	58%		58%	53%	62%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	497	43%	474	40%		41%	46%	56%	51%

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>	<div style="background-color: #d9e1f2; width: 20px; height: 10px; margin-bottom: 5px;"></div> Adjusted Score below Lower Expected Range	<div style="background-color: #d9d9d9; width: 20px; height: 10px; margin-bottom: 5px;"></div> Adjusted Score between Upper and Lower Expected Ranges	<div style="background-color: #0070c0; width: 20px; height: 10px; margin-bottom: 5px;"></div> Adjusted Score above Upper Expected Range
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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	638	40%	623	43%		43%	39%	50%	45%
Q52. Patient has had a review of cancer care by GP practice	1073	18%	1048	23%	▲	22%	18%	23%	21%

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	320	26%	280	24%		24%	26%	37%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	563	74%	508	76%		77%	75%	82%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	944	64%	893	62%		62%	59%	66%	62%

YOUR OVERALL NHS CARE	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q56. The whole care team worked well together	1093	88%	1045	89%		89%	88%	91%	90%
Q57. Administration of care was very good or good	1133	87%	1099	87%		87%	83%	90%	87%
Q58. Cancer research opportunities were discussed with patient	827	63%	816	62%		59%	34%	52%	43%
Q59. Patient's average rating of care scored from very poor to very good	1104	8.8	1073	8.9		8.9	8.7	9.0	8.9

Tumour type tables

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

	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	*	92%	56%	63%	53%	79%	68%	77%	36%	*	69%	77%	55%	65%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	75%	76%	67%	54%	60%	50%	69%	30%	*	50%	69%	64%	63%

	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	86%	89%	88%	83%	94%	88%	95%	95%	100%	*	88%	92%	95%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	75%	85%	69%	75%	79%	83%	85%	54%	*	69%	85%	78%	78%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	50%	70%	90%	65%	85%	86%	90%	77%	86%	*	64%	88%	75%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	57%	75%	86%	67%	71%	87%	78%	80%	86%	*	78%	79%	74%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	100%	94%	89%	93%	93%	93%	95%	93%	*	85%	90%	95%	94%

	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	69%	57%	68%	68%	66%	78%	78%	63%	61%	*	67%	69%	73%	68%
Q13. Patient was definitely told sensitively that they had cancer	67%	69%	60%	61%	65%	74%	87%	64%	68%	*	59%	72%	57%	65%
Q14. Cancer diagnosis explained in a way the patient could completely understand	56%	73%	75%	58%	67%	78%	82%	81%	63%	*	62%	77%	67%	71%
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	87%	77%	72%	78%	91%	91%	82%	68%	*	79%	87%	78%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	76%	81%	75%	80%	77%	88%	84%	89%	71%	*	60%	85%	74%	80%

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%	96%	90%	100%	97%	98%	97%	85%	95%	*	88%	97%	93%	94%
Q18. Patient found it very or quite easy to contact their main contact person	54%	79%	84%	78%	86%	83%	74%	70%	89%	*	52%	80%	81%	79%
Q19. Patient found advice from main contact person was very or quite helpful	92%	99%	92%	90%	95%	94%	93%	93%	100%	*	82%	94%	92%	94%

	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	78%	80%	83%	83%	76%	72%	91%	76%	63%	*	77%	82%	73%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	67%	74%	75%	73%	76%	83%	81%	82%	58%	*	83%	83%	70%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	62%	77%	73%	75%	78%	77%	71%	65%	*	58%	76%	74%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	40%	64%	42%	55%	56%	60%	68%	58%	*	63%	68%	51%	57%

	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	53%	67%	77%	78%	67%	72%	78%	70%	56%	*	60%	67%	64%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	92%	100%	91%	93%	94%	100%	94%	93%	*	94%	97%	90%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	96%	100%	100%	99%	100%	100%	98%	100%	*	100%	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
Q27. Staff provided the patient with relevant information on available support	73%	95%	89%	84%	90%	90%	94%	89%	94%	*	88%	95%	90%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	61%	67%	75%	67%	71%	84%	79%	69%	84%	*	64%	86%	76%	73%
Q29. Patient was offered information about how to get financial help or benefits	54%	87%	58%	62%	74%	57%	66%	38%	79%	*	67%	43%	76%	66%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	77%	77%	83%	76%	84%	90%	80%	87%	62%	*	75%	86%	71%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	50%	58%	58%	72%	72%	74%	67%	50%	*	46%	57%	59%	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	76%	70%	64%	70%	77%	70%	87%	54%	*	56%	76%	60%	72%
Q34. Patient was always able to get help from ward staff when needed	75%	63%	87%	73%	68%	72%	83%	85%	77%	*	56%	83%	62%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	49%	66%	62%	63%	76%	71%	74%	54%	*	31%	62%	54%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	90%	80%	86%	87%	89%	94%	91%	89%	82%	*	67%	91%	80%	87%
Q37. Patient was always treated with respect and dignity while in hospital	100%	80%	95%	96%	92%	90%	85%	93%	92%	*	88%	93%	79%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	92%	86%	87%	87%	88%	92%	93%	97%	85%	*	75%	93%	84%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	64%	76%	70%	75%	76%	79%	77%	76%	*	58%	78%	65%	73%

	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	81%	85%	90%	94%	89%	88%	89%	88%	*	*	93%	93%	90%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	73%	80%	89%	81%	85%	80%	91%	83%	82%	*	84%	78%	77%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	85%	*	95%	84%	87%	94%	79%	*	*	*	*	88%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	77%	*	*	*	*	*	87%	*	*	*	*	87%	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	80%	*	88%	*	*	*	*	82%	82%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	93%	85%	90%	85%	86%	80%	82%	84%	*	*	79%	77%	83%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	70%	69%	82%	79%	77%	70%	77%	67%	73%	*	68%	83%	73%	75%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	83%	*	76%	81%	77%	94%	64%	*	*	*	*	78%	79%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	70%	*	*	*	*	*	76%	*	*	*	*	80%	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	*	81%	*	82%	*	*	*	*	91%	78%	84%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	71%	48%	75%	53%	64%	85%	77%	77%	50%	*	62%	83%	48%	65%

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	82%	72%	77%	66%	73%	76%	80%	74%	72%	*	57%	64%	69%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	78%	71%	71%	59%	66%	69%	69%	64%	88%	*	56%	71%	63%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	82%	84%	80%	86%	85%	89%	82%	86%	*	78%	88%	80%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	67%	64%	64%	45%	54%	65%	53%	71%	50%	*	54%	49%	52%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	67%	58%	59%	31%	50%	65%	59%	57%	47%	*	42%	55%	50%	53%

	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	55%	46%	59%	49%	64%	74%	66%	53%	59%	*	67%	51%	56%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	30%	42%	57%	39%	38%	46%	41%	27%	*	25%	57%	35%	40%

	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%	60%	43%	34%	37%	56%	48%	42%	*	38%	59%	35%	43%
Q52. Patient has had a review of cancer care by GP practice	33%	20%	37%	25%	20%	28%	25%	22%	11%	*	12%	21%	26%	23%

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	*	14%	*	27%	21%	25%	32%	26%	*	*	*	17%	30%	24%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	74%	80%	63%	81%	92%	71%	78%	100%	*	40%	87%	66%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	50%	52%	57%	48%	70%	59%	60%	62%	71%	*	48%	78%	60%	62%

	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	69%	88%	91%	82%	91%	94%	92%	87%	100%	*	79%	87%	87%	89%
Q57. Administration of care was very good or good	73%	90%	92%	87%	90%	87%	92%	81%	84%	*	69%	82%	88%	87%
Q58. Cancer research opportunities were discussed with patient	27%	29%	49%	49%	76%	57%	77%	62%	65%	*	61%	53%	62%	62%
Q59. Patient's average rating of care scored from very poor to very good	8.1	8.8	9.2	8.7	9.0	9.1	9.0	8.8	8.7	*	8.4	8.9	8.7	8.9

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	33%	*	58%	69%	63%	64%	72%	*	65%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	38%	*	59%	63%	67%	62%	62%	*	63%

DIAGNOSTIC TESTS	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q5. Patient received all the information needed about the diagnostic test in advance	94%	91%	95%	90%	92%	94%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	72%	73%	68%	79%	75%	81%	81%	83%	78%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	62%	65%	71%	76%	83%	84%	76%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	88%	85%	67%	68%	72%	77%	80%	79%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	85%	93%	96%	90%	95%	94%	100%	94%

FINDING OUT THAT YOU HAD CANCER	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	81%	67%	64%	65%	61%	70%	71%	89%	68%
Q13. Patient was definitely told sensitively that they had cancer	48%	68%	62%	66%	60%	67%	70%	83%	65%
Q14. Cancer diagnosis explained in a way the patient could completely understand	52%	65%	63%	66%	71%	72%	78%	77%	71%
Q15. Patient was definitely told about their diagnosis in an appropriate place	52%	85%	69%	81%	79%	82%	87%	96%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	62%	82%	72%	82%	78%	82%	80%	83%	80%

SUPPORT FROM A MAIN CONTACT PERSON	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q17. Patient had a main point of contact within the care team	96%	100%	95%	95%	92%	94%	94%	95%	94%
Q18. Patient found it very or quite easy to contact their main contact person	96%	84%	71%	82%	78%	80%	77%	70%	79%
Q19. Patient found advice from main contact person was very or quite helpful	100%	89%	83%	91%	94%	95%	95%	90%	94%

DECIDING ON THE BEST TREATMENT	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q20. Treatment options were explained in a way the patient could completely understand	76%	63%	72%	78%	76%	76%	83%	95%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	62%	53%	68%	75%	73%	80%	82%	74%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	75%	51%	69%	67%	74%	82%	95%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	56%	50%	44%	49%	54%	66%	51%	60%	57%

Age group tables

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

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	65%	50%	57%	69%	68%	70%	69%	76%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	100%	89%	95%	91%	93%	95%	100%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	*	96%	98%	99%	99%	100%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	100%	78%	86%	91%	88%	91%	90%	93%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	65%	61%	70%	70%	75%	77%	88%	73%
Q29. Patient was offered information about how to get financial help or benefits	86%	63%	66%	78%	66%	63%	56%	70%	66%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	69%	80%	70%	75%	75%	89%	85%	67%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	93%	60%	45%	69%	49%	71%	71%	64%	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	60%	68%	68%	65%	79%	73%	*	72%
Q34. Patient was always able to get help from ward staff when needed	75%	70%	58%	74%	70%	80%	71%	64%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	75%	50%	56%	68%	56%	75%	53%	30%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	93%	*	68%	91%	81%	90%	90%	*	87%
Q37. Patient was always treated with respect and dignity while in hospital	81%	90%	64%	92%	88%	94%	91%	75%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	100%	100%	83%	91%	87%	91%	88%	80%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	88%	59%	63%	69%	73%	74%	75%	58%	73%

Age group tables

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

YOUR TREATMENT	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	80%	87%	92%	86%	90%	88%	80%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	91%	91%	78%	83%	83%	84%	*	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	89%	83%	83%	96%	*	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	70%	84%	70%	97%	*	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	82%	78%	79%	92%	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	92%	50%	80%	86%	82%	87%	82%	60%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	67%	83%	91%	81%	76%	75%	69%	*	75%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	*	82%	79%	79%	80%	*	79%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	*	70%	72%	70%	82%	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	100%	80%	77%	96%	*	84%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	48%	58%	55%	66%	65%	69%	65%	55%	65%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	78%	70%	76%	74%	75%	72%	66%	63%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	77%	70%	72%	67%	67%	67%	62%	40%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	100%	73%	87%	79%	81%	88%	83%	42%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	53%	61%	63%	61%	60%	51%	37%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	42%	50%	54%	55%	52%	54%	52%	44%	53%

SUPPORT WHILE AT HOME	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	87%	64%	68%	48%	49%	61%	64%	56%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	*	42%	37%	39%	41%	47%	18%	40%

CARE FROM YOUR GP PRACTICE	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	20%	48%	42%	40%	48%	41%	33%	43%
Q52. Patient has had a review of cancer care by GP practice	17%	11%	30%	23%	27%	20%	23%	26%	23%

Age group tables

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

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	55%	*	13%	37%	24%	21%	23%	*	24%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	100%	*	65%	78%	75%	77%	75%	70%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	33%	69%	48%	65%	63%	65%	53%	62%

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q56. The whole care team worked well together	100%	89%	79%	88%	88%	90%	88%	90%	89%
Q57. Administration of care was very good or good	85%	80%	78%	86%	87%	87%	88%	81%	87%
Q58. Cancer research opportunities were discussed with patient	55%	44%	62%	52%	61%	68%	63%	42%	62%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.6	8.3	8.8	8.8	8.9	9.0	8.6	8.9

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	63%	66%	*	*	*	63%	65%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	67%	*	*	*	61%	63%

	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	89%	95%	*	*	*	90%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	74%	82%	*	*	*	76%	78%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	83%	*	*	*	80%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	72%	79%	*	*	*	80%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	95%	*	*	*	98%	94%

	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	69%	67%	*	*	*	62%	68%
Q13. Patient was definitely told sensitively that they had cancer	64%	67%	*	*	*	54%	65%
Q14. Cancer diagnosis explained in a way the patient could completely understand	65%	76%	*	*	*	74%	71%
Q15. Patient was definitely told about their diagnosis in an appropriate place	78%	85%	*	*	*	76%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	75%	85%	*	*	*	71%	80%

	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%	92%	*	*	*	91%	94%
Q18. Patient found it very or quite easy to contact their main contact person	80%	78%	*	*	*	82%	79%
Q19. Patient found advice from main contact person was very or quite helpful	93%	94%	*	*	*	98%	94%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	75%	79%	*	*	*	80%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	72%	80%	*	*	*	74%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	71%	74%	*	*	*	72%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	48%	64%	*	*	*	63%	57%

	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	66%	70%	*	*	*	69%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	95%	*	*	*	90%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	*	*	*	96%	99%

	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	88%	91%	*	*	*	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	76%	*	*	*	71%	73%
Q29. Patient was offered information about how to get financial help or benefits	72%	62%	*	*	*	43%	66%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	77%	85%	*	*	*	81%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	60%	66%	*	*	*	88%	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	76%	*	*	*	75%	72%
Q34. Patient was always able to get help from ward staff when needed	66%	81%	*	*	*	68%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	56%	69%	*	*	*	67%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	89%	*	*	*	92%	87%
Q37. Patient was always treated with respect and dignity while in hospital	85%	93%	*	*	*	96%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	92%	*	*	*	89%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	66%	79%	*	*	*	72%	73%

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	88%	*	*	*	96%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	79%	87%	*	*	*	76%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	86%	*	*	*	79%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	89%	*	*	*	*	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	83%	*	*	*	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	83%	*	*	*	87%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	72%	80%	*	*	*	65%	75%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	79%	*	*	*	60%	79%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	72%	77%	*	*	*	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	86%	81%	*	*	*	*	84%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	53%	75%	*	*	*	76%	65%

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	69%	75%	*	*	*	66%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	61%	70%	*	*	*	68%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	86%	*	*	*	71%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	63%	*	*	*	55%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	56%	*	*	*	51%	53%

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	53%	62%	*	*	*	69%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	35%	44%	*	*	*	50%	40%

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	36%	49%	*	*	*	45%	43%
Q52. Patient has had a review of cancer care by GP practice	23%	23%	*	*	*	22%	23%

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	22%	26%	*	*	*	26%	24%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	70%	81%	*	*	*	70%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	56%	67%	*	*	*	68%	62%

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	86%	91%	*	*	*	84%	89%
Q57. Administration of care was very good or good	85%	88%	*	*	*	91%	87%
Q58. Cancer research opportunities were discussed with patient	58%	67%	*	*	*	49%	62%
Q59. Patient's average rating of care scored from very poor to very good	8.7	9.0	*	*	*	9.0	8.9

Ethnicity tables

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	69%	43%	50%	47%	*	63%	65%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	39%	54%	49%	*	55%	63%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	93%	82%	94%	96%	100%	84%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	78%	67%	77%	91%	61%	78%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	65%	71%	88%	64%	77%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	70%	67%	73%	82%	77%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	91%	92%	98%	91%	95%	94%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	67%	68%	70%	75%	69%	67%	68%
Q13. Patient was definitely told sensitively that they had cancer	66%	57%	70%	70%	69%	55%	65%
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	68%	70%	69%	85%	74%	71%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	75%	86%	86%	100%	77%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	68%	85%	87%	60%	71%	80%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	94%	88%	97%	97%	83%	94%	94%
Q18. Patient found it very or quite easy to contact their main contact person	80%	74%	70%	83%	60%	82%	79%
Q19. Patient found advice from main contact person was very or quite helpful	94%	91%	94%	92%	90%	96%	94%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	79%	77%	77%	70%	69%	73%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	70%	74%	65%	75%	76%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	74%	64%	70%	68%	82%	69%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	56%	44%	59%	70%	*	58%	57%

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	70%	65%	74%	83%	61%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	100%	94%	96%	100%	93%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	98%	100%	*	98%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	96%	90%	97%	92%	91%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	65%	70%	74%	58%	68%	73%
Q29. Patient was offered information about how to get financial help or benefits	68%	67%	58%	69%	30%	62%	66%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	82%	69%	78%	79%	*	82%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	54%	68%	60%	*	83%	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	62%	67%	77%	*	70%	72%
Q34. Patient was always able to get help from ward staff when needed	74%	69%	71%	80%	*	73%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	62%	52%	64%	*	67%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	89%	77%	85%	79%	*	80%	87%
Q37. Patient was always treated with respect and dignity while in hospital	90%	85%	89%	91%	*	93%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	83%	89%	93%	*	86%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	86%	62%	72%	85%	73%	73%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	100%	84%	88%	*	85%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	86%	79%	93%	*	80%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	*	71%	94%	*	78%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	81%	*	*	*	*	*	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	*	*	*	*	83%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	80%	90%	85%	*	78%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	75%	79%	77%	78%	*	74%	75%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	*	85%	94%	*	53%	79%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	74%	*	*	*	*	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	81%	*	*	*	*	92%	84%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	56%	51%	71%	54%	67%	65%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	72%	72%	71%	77%	65%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	62%	63%	64%	67%	63%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	73%	80%	86%	*	77%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	69%	69%	61%	58%	53%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	44%	51%	52%	33%	53%	53%

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	56%	63%	59%	53%	60%	73%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	36%	34%	38%	*	46%	40%

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	44%	22%	43%	45%	*	38%	43%
Q52. Patient has had a review of cancer care by GP practice	21%	21%	29%	34%	38%	24%	23%

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	23%	20%	16%	42%	*	24%	24%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	67%	79%	87%	*	61%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	39%	66%	70%	58%	61%	62%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	89%	84%	89%	93%	92%	87%	89%
Q57. Administration of care was very good or good	86%	88%	91%	93%	77%	83%	87%
Q58. Cancer research opportunities were discussed with patient	63%	48%	65%	67%	60%	55%	62%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.7	8.6	8.9	8.4	8.6	8.9

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	61%	61%	66%	67%	66%	*	65%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	54%	61%	66%	61%	68%	54%	63%

	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	92%	92%	93%	91%	92%	*	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	73%	79%	81%	77%	*	78%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	74%	80%	84%	78%	79%	*	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	75%	75%	73%	81%	*	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	89%	97%	93%	95%	92%	*	94%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	69%	71%	62%	64%	71%	71%	68%
Q13. Patient was definitely told sensitively that they had cancer	68%	66%	66%	63%	65%	75%	65%
Q14. Cancer diagnosis explained in a way the patient could completely understand	70%	75%	68%	68%	74%	88%	71%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	88%	77%	78%	79%	81%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	83%	79%	76%	79%	93%	80%

	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	98%	94%	92%	95%	92%	93%	94%
Q18. Patient found it very or quite easy to contact their main contact person	78%	74%	80%	81%	82%	93%	79%
Q19. Patient found advice from main contact person was very or quite helpful	97%	92%	94%	95%	93%	93%	94%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	76%	77%	75%	78%	81%	88%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	72%	76%	76%	76%	80%	94%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	70%	74%	74%	69%	75%	92%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	65%	50%	57%	51%	64%	*	57%

	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	68%	65%	67%	69%	72%	80%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	96%	94%	90%	94%	92%	100%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	100%	98%	98%	100%	90%	99%

	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%	90%	91%	89%	89%	82%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	73%	71%	71%	74%	94%	73%
Q29. Patient was offered information about how to get financial help or benefits	67%	60%	69%	63%	73%	*	66%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
HOSPITAL CARE							
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	74%	78%	83%	81%	85%	100%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	55%	66%	66%	62%	69%	*	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	71%	68%	71%	77%	77%	72%
Q34. Patient was always able to get help from ward staff when needed	71%	74%	73%	75%	73%	100%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	60%	63%	65%	64%	100%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	85%	88%	86%	92%	92%	87%
Q37. Patient was always treated with respect and dignity while in hospital	83%	90%	90%	90%	91%	100%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	89%	88%	94%	88%	92%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	69%	69%	77%	77%	*	73%

IMD quintile tables

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

YOUR TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	86%	88%	89%	88%	89%	93%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	86%	80%	80%	83%	*	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	83%	84%	88%	89%	93%	*	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	86%	84%	77%	75%	93%	*	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	91%	82%	84%	81%	79%	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	79%	86%	83%	86%	78%	92%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	76%	74%	78%	75%	73%	*	75%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	75%	84%	77%	76%	*	79%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	85%	76%	81%	63%	64%	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	82%	91%	86%	84%	72%	*	84%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	67%	64%	70%	66%	59%	80%	65%

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	71%	73%	70%	72%	72%	88%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	66%	67%	64%	67%	81%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	78%	87%	86%	85%	82%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	67%	57%	55%	57%	59%	73%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	65%	49%	52%	48%	55%	64%	53%

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	59%	59%	59%	53%	60%	*	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	43%	41%	33%	41%	*	40%

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	47%	47%	46%	32%	39%	*	43%
Q52. Patient has had a review of cancer care by GP practice	28%	25%	21%	21%	22%	33%	23%

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	19%	27%	26%	20%	23%	*	24%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	83%	77%	74%	74%	75%	92%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	62%	62%	58%	63%	80%	62%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	93%	88%	89%	91%	84%	100%	89%
Q57. Administration of care was very good or good	90%	85%	88%	87%	83%	88%	87%
Q58. Cancer research opportunities were discussed with patient	59%	64%	65%	57%	63%	50%	62%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	8.9	8.9	8.8	9.5	8.9

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	60%	69%	77%	65%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	64%	64%	63%

	Long term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	91%	94%	92%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	81%	74%	78%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	79%	78%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	77%	78%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	95%	99%	94%

	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	69%	66%	65%	68%
Q13. Patient was definitely told sensitively that they had cancer	69%	61%	56%	65%
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	71%	73%	71%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	80%	77%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	79%	83%	76%	80%

	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	94%	93%	94%	94%
Q18. Patient found it very or quite easy to contact their main contact person	78%	80%	80%	79%
Q19. Patient found advice from main contact person was very or quite helpful	93%	94%	97%	94%

	Long term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	77%	78%	77%	77%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	78%	73%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	74%	69%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	52%	63%	65%	57%

Long term condition status tables

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

CARE PLANNING	Long term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	70%	69%	68%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	95%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	98%	98%	99%

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	92%	91%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	74%	71%	73%
Q29. Patient was offered information about how to get financial help or benefits	66%	70%	50%	66%

HOSPITAL CARE	Long term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	78%	86%	86%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	61%	67%	79%	64%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	73%	78%	72%
Q34. Patient was always able to get help from ward staff when needed	72%	75%	82%	74%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	63%	70%	63%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	90%	92%	87%
Q37. Patient was always treated with respect and dignity while in hospital	89%	90%	90%	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	90%	92%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	76%	79%	73%

Long term condition status tables

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

YOUR TREATMENT	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	89%	89%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	89%	77%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	90%	78%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	83%	88%	*	82%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	78%	92%	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	80%	88%	84%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	74%	78%	73%	75%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	83%	56%	79%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	73%	79%	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	82%	84%	*	84%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	64%	67%	68%	65%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	77%	66%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	62%	72%	69%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	87%	82%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	62%	59%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	55%	58%	53%

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	56%	61%	65%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	38%	43%	50%	40%

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	41%	46%	46%	43%
Q52. Patient has had a review of cancer care by GP practice	24%	22%	23%	23%

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	22%	27%	26%	24%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	83%	76%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	58%	68%	68%	62%

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	88%	90%	89%	89%
Q57. Administration of care was very good or good	84%	91%	88%	87%
Q58. Cancer research opportunities were discussed with patient	60%	67%	57%	62%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	8.8	8.9

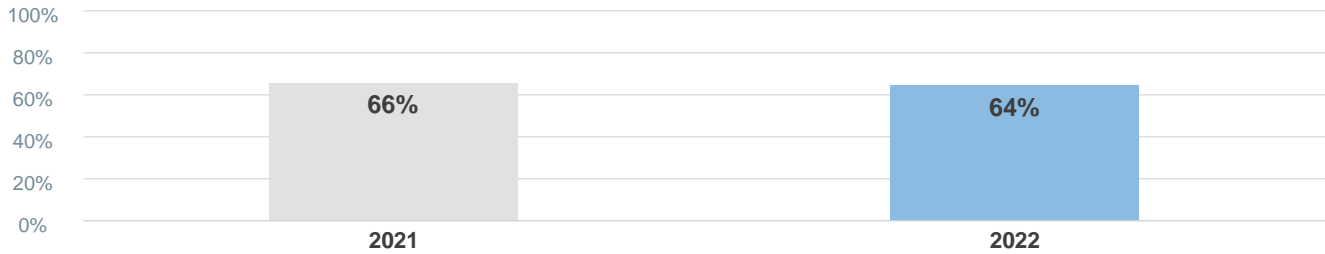
Year on Year Charts

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SUPPORT FROM YOUR GP PRACTICE

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



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



DIAGNOSTIC TESTS

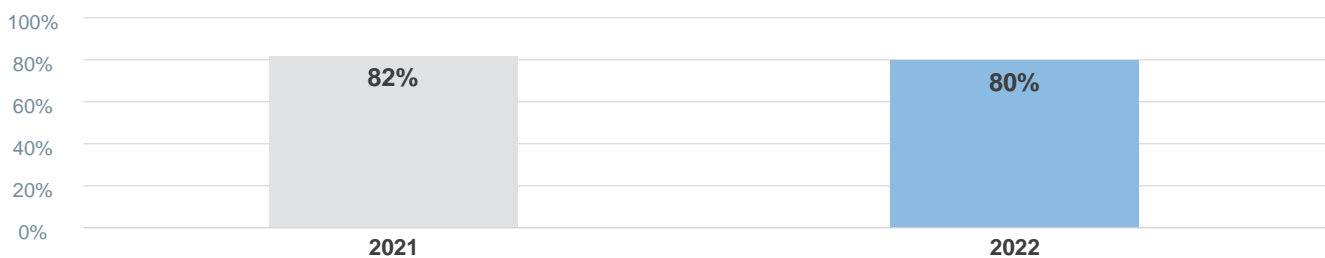
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



Year on Year Charts

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



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



FINDING OUT THAT YOU HAD CANCER

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



Q13. Patient was definitely told sensitively that they had cancer



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



Year on Year Charts

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



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



SUPPORT FROM A MAIN CONTACT PERSON

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



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



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



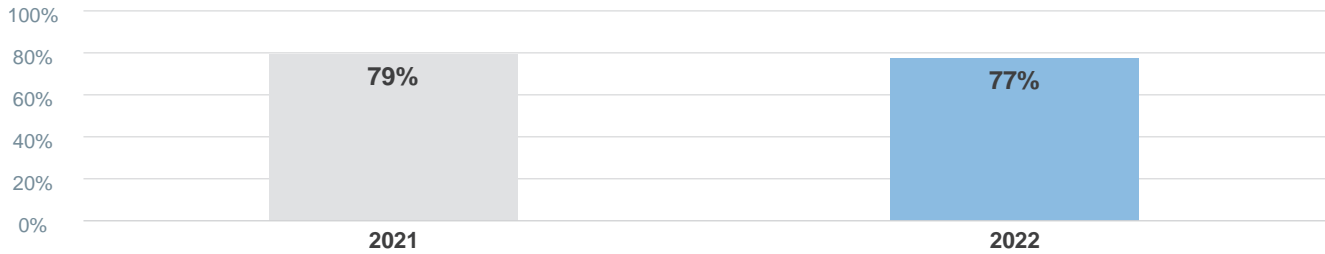
Year on Year Charts

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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

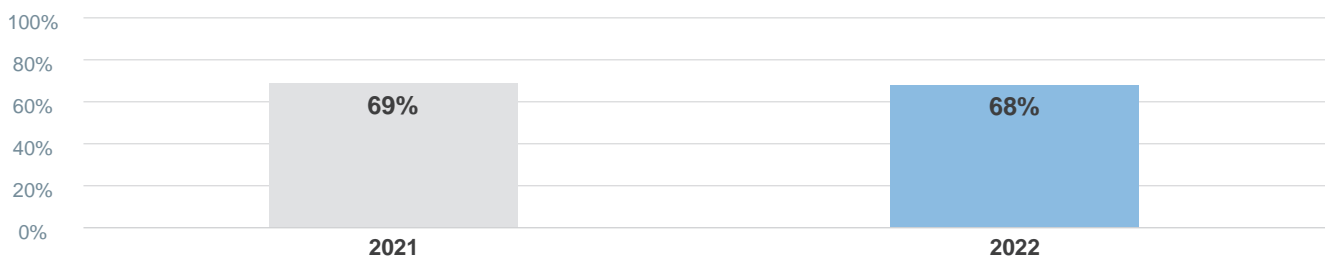


Q23. Patient could get further advice or a second opinion before making decisions about their treatment options



CARE PLANNING

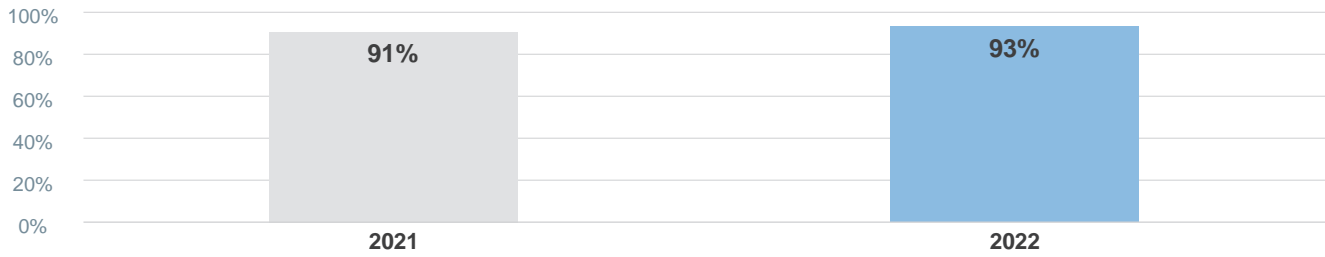
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment



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

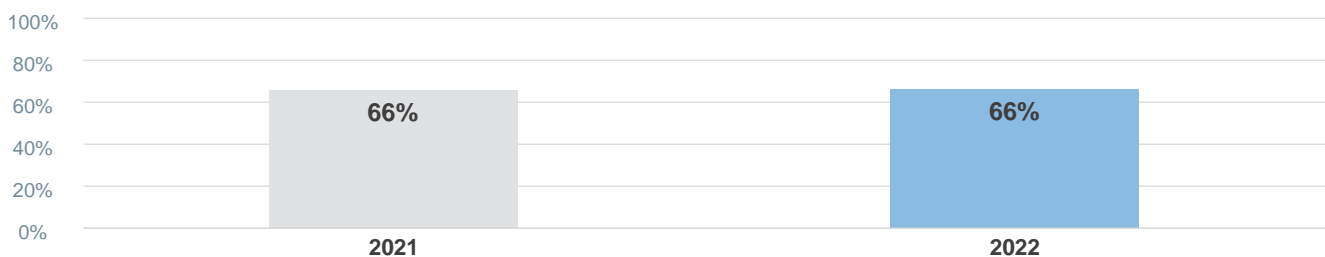
Q27. Staff provided the patient with relevant information on available support



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



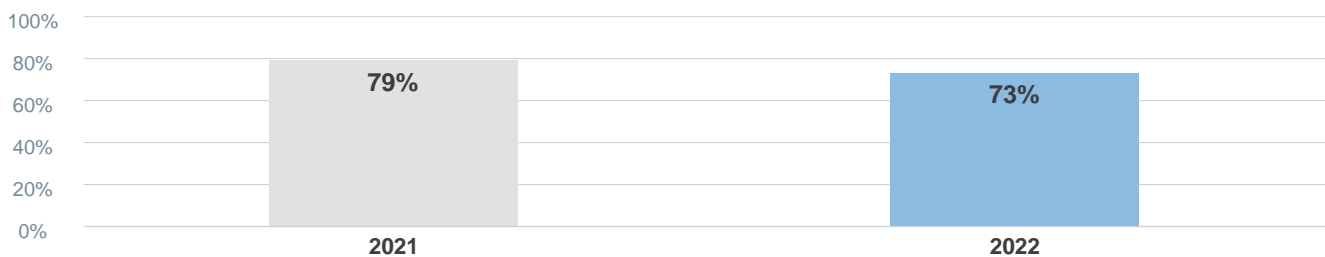
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



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



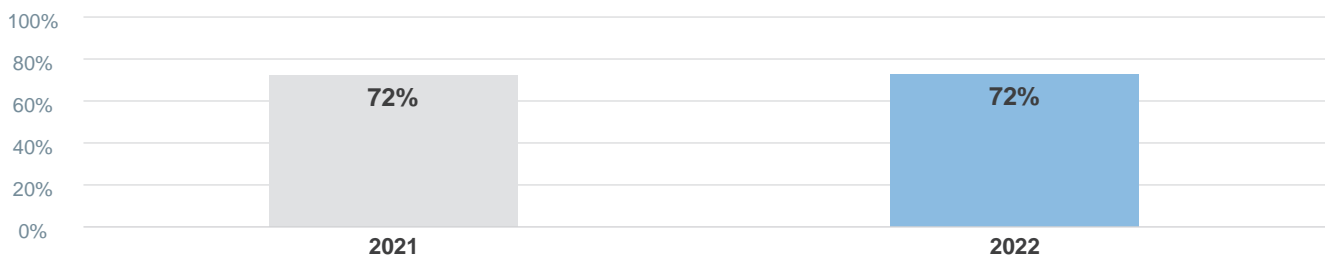
Q37. Patient was always treated with respect and dignity while in hospital



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

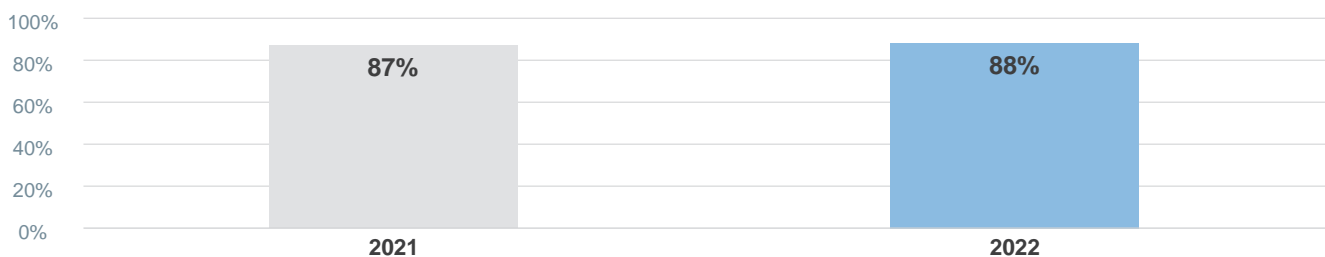


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

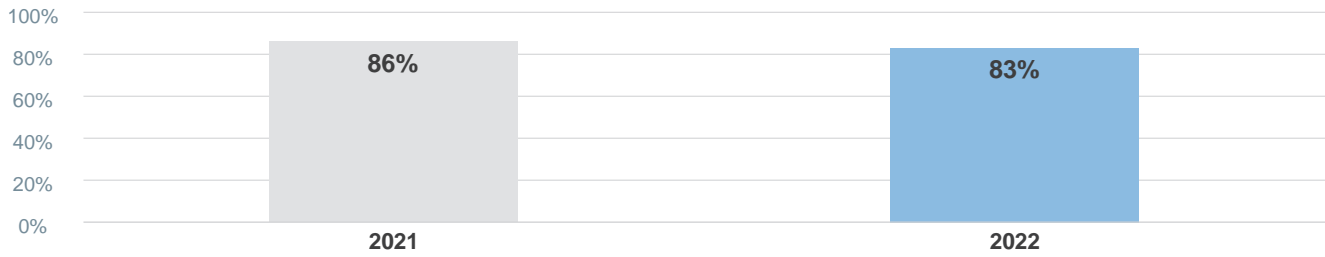
Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on Year Charts

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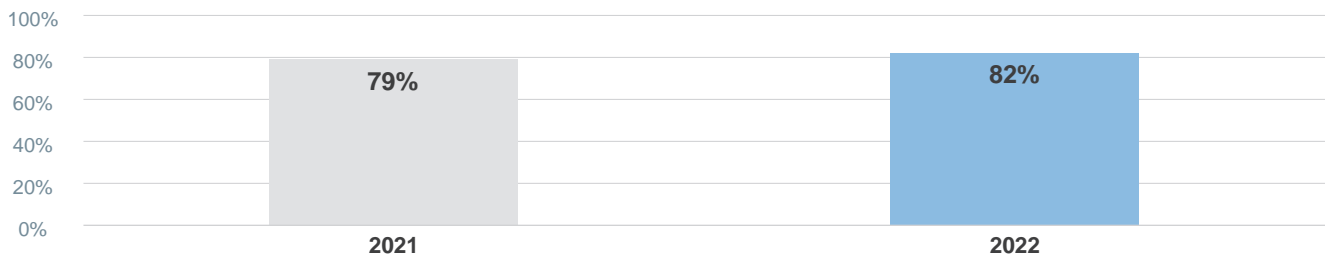
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



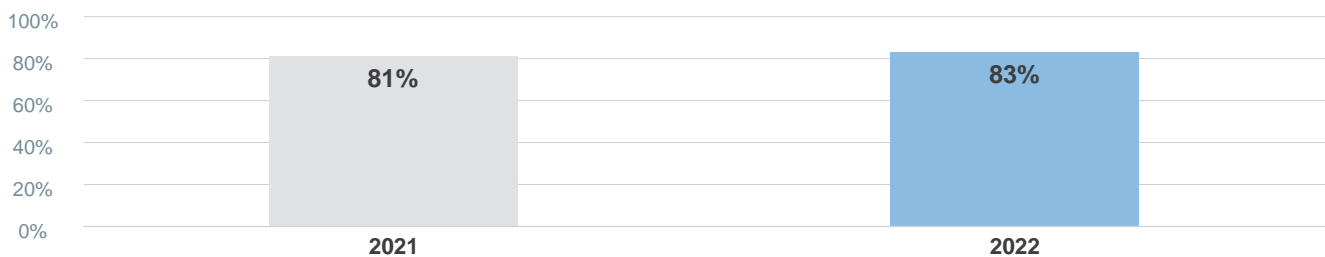
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



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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The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

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



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



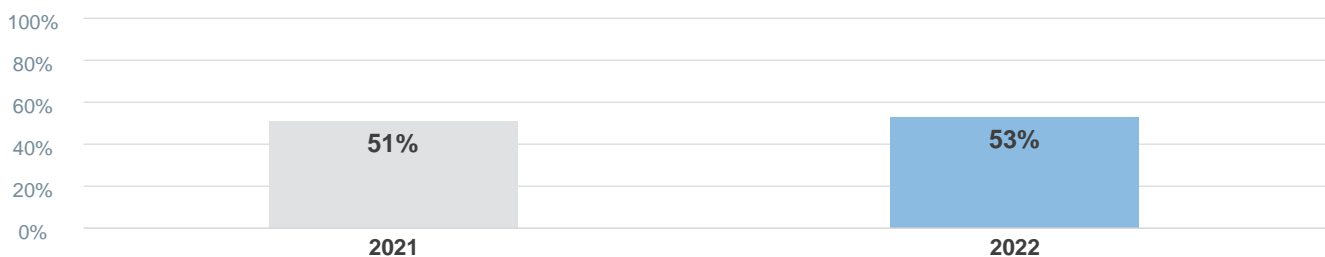
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on Year Charts

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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

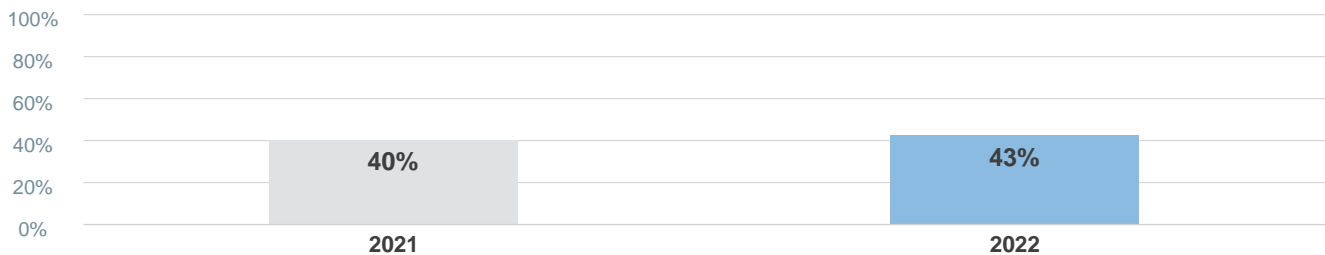


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



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

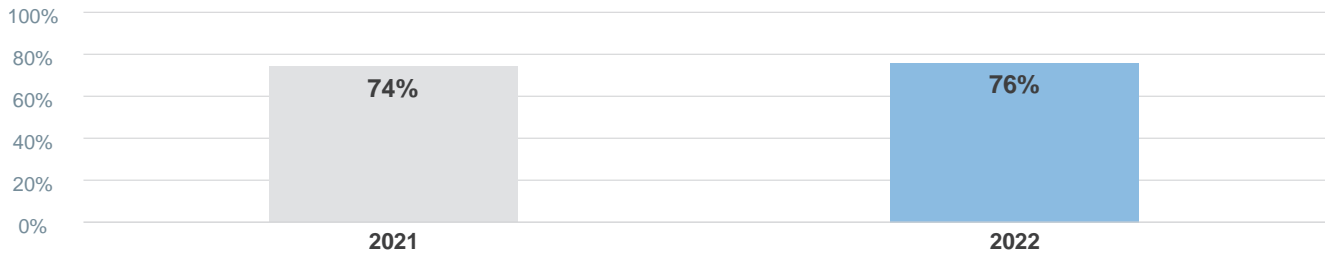
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services



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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