

Cancer Patient Experience Survey

2022 Results

**University Hospitals Birmingham NHS
Foundation Trust**

Published July 2023

Executive Summary

University Hospitals Birmingham NHS Foundation Trust has no scores above expected range

Questions Below Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	61%	70%	65%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	73%	75%	82%	78%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	82%	88%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	81%	86%	84%
Q27. Staff provided the patient with relevant information on available support	85%	87%	93%	90%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	57%	61%	71%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	65%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	63%	67%	78%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	60%	69%	64%
Q37. Patient was always treated with respect and dignity while in hospital	85%	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	73%	75%	82%	78%
Q42_1. Patient completely had enough understandable information about progress with surgery	80%	82%	88%	85%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	66%	73%	69%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	45%	57%	51%
Q51. Patient definitely received the right amount of support from their GP practice during treatment	37%	38%	51%	45%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	74%	82%	78%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.7	9.0	8.9

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

Case-mix adjustment

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

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

Scoring methodology

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

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

Statistical significance

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

Suppression

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

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

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

Additional suppression

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

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

Understanding the results

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

Expected range charts

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

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

Comparability tables

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

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

Sub-group breakdowns

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

Tumour type tables

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

Age group tables

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

Male/Female/Non-binary/Other tables

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

Ethnicity tables

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

Long-term condition status tables

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

IMD quintile tables

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

Year on year charts

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

Further information

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

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

Response Rate

Overall Response Rate

736 patients responded out of a total of 1,507 patients, resulting in a response rate of 49%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	1,632	1,507	736	49%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	616
Online	120
Phone	0
Translation Service	0
Total	736

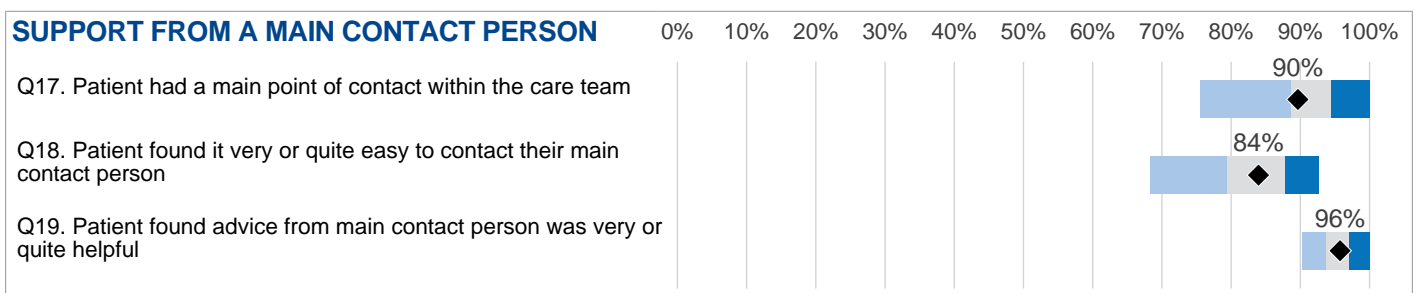
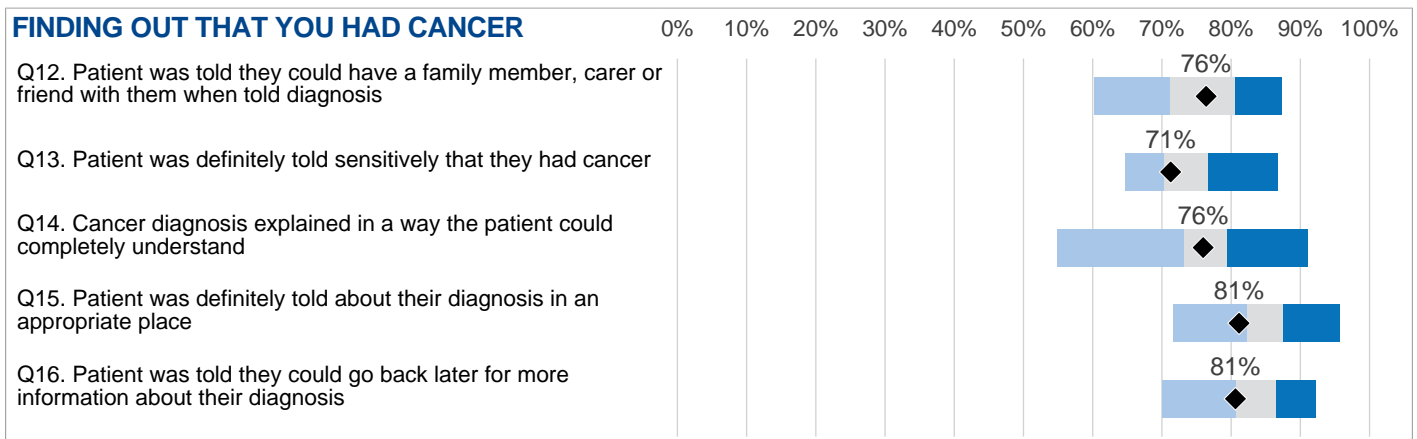
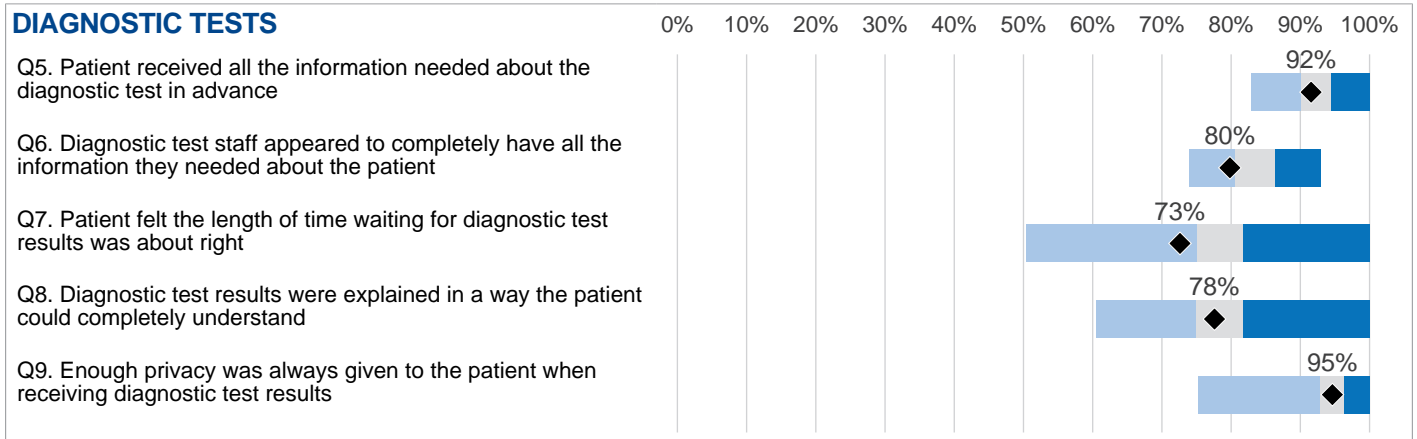
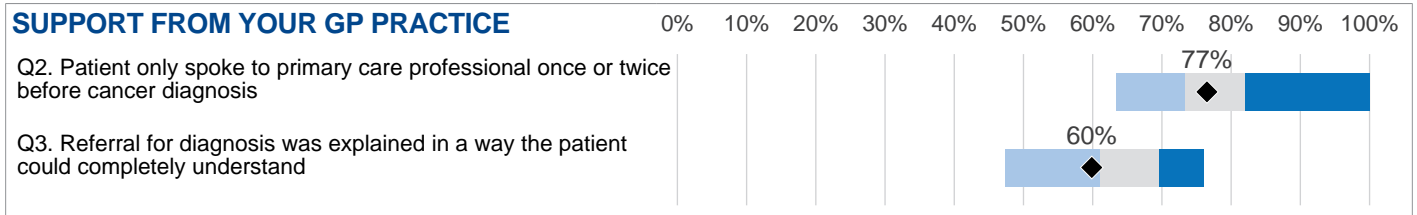
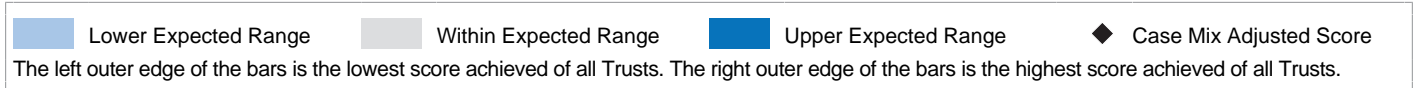
Respondents by Tumour Group

	Number of Respondents
Brain / CNS	5
Breast	121
Colorectal / LGT	134
Gynaecological	17
Haematological	54
Head and Neck	32
Lung	42
Prostate	66
Sarcoma	6
Skin	57
Upper Gastro	68
Urological	56
Other	78
Total	736

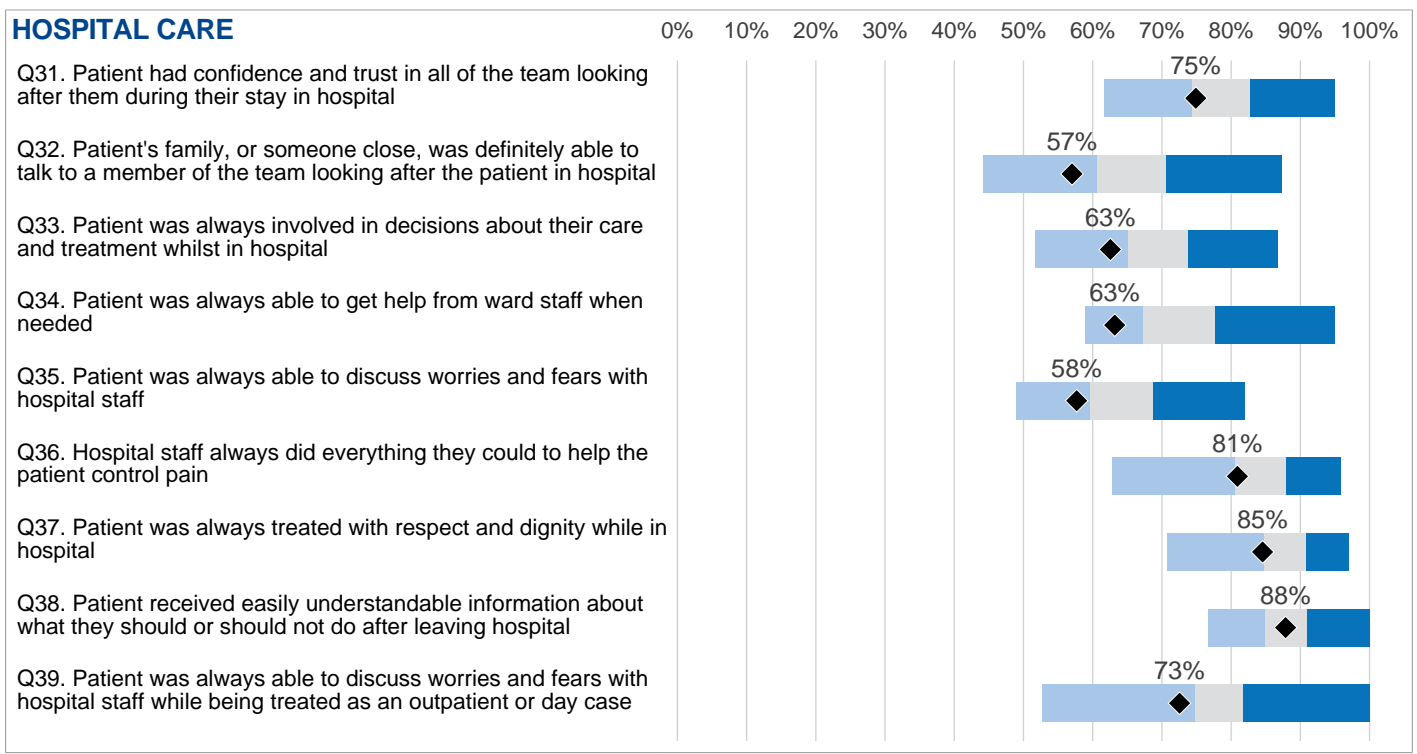
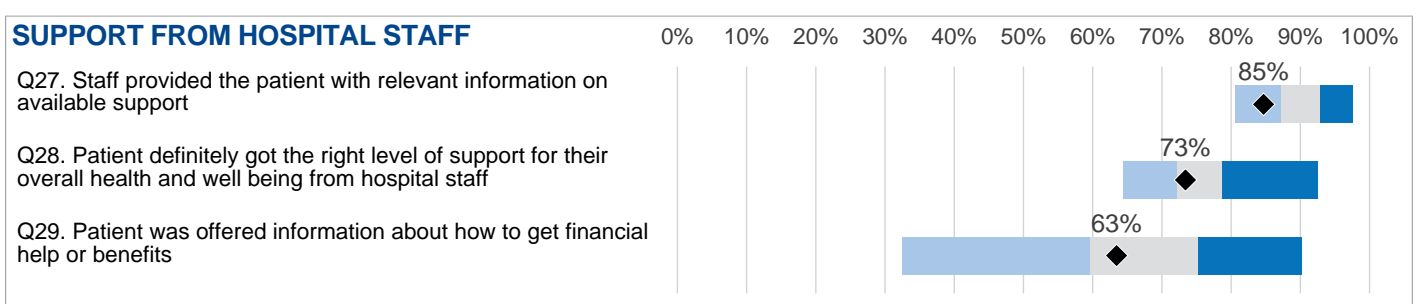
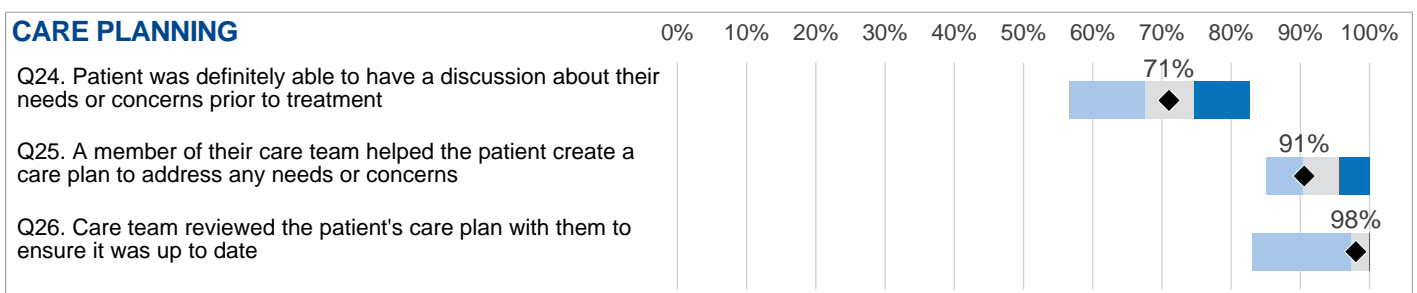
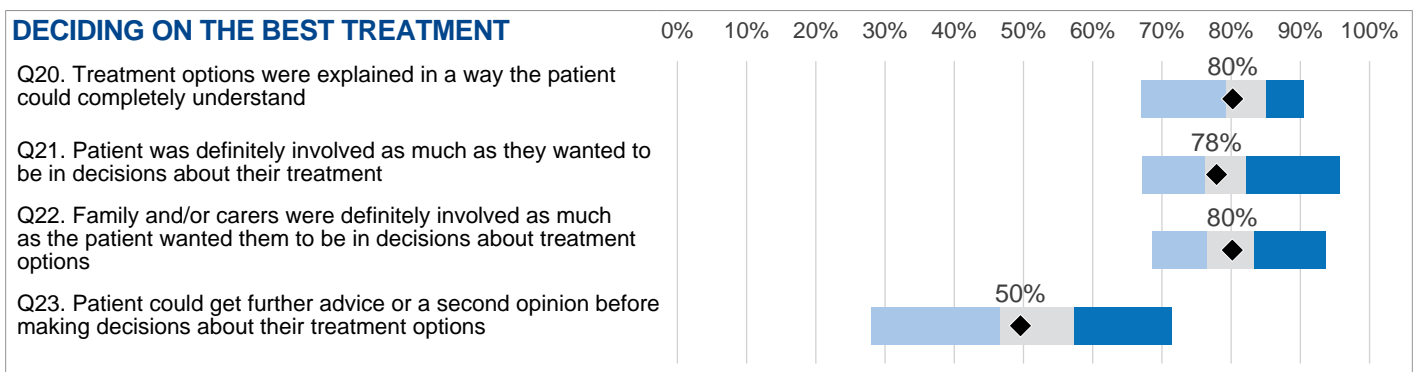
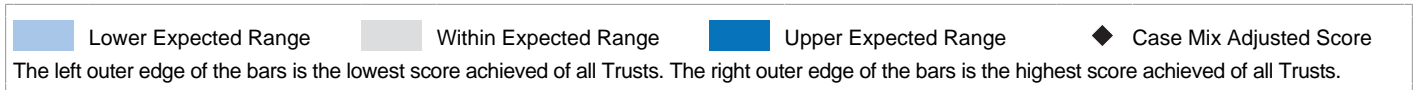
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	589
Irish	16
Gypsy or Irish Traveller	*
Any other White background	10
Mixed / Multiple Ethnicity	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	20
Pakistani	16
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	*
Caribbean	13
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	47
Total	736

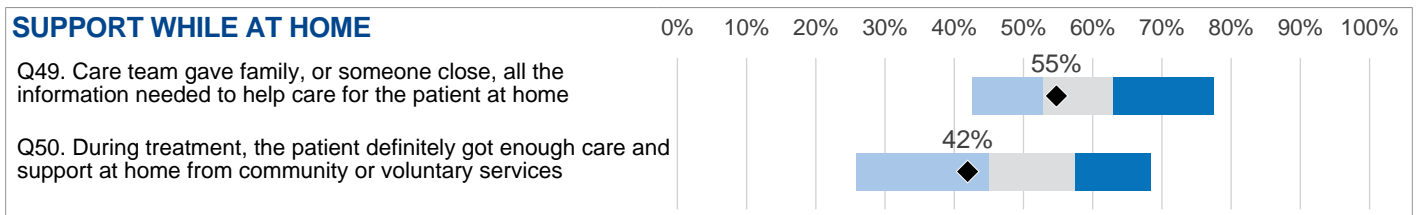
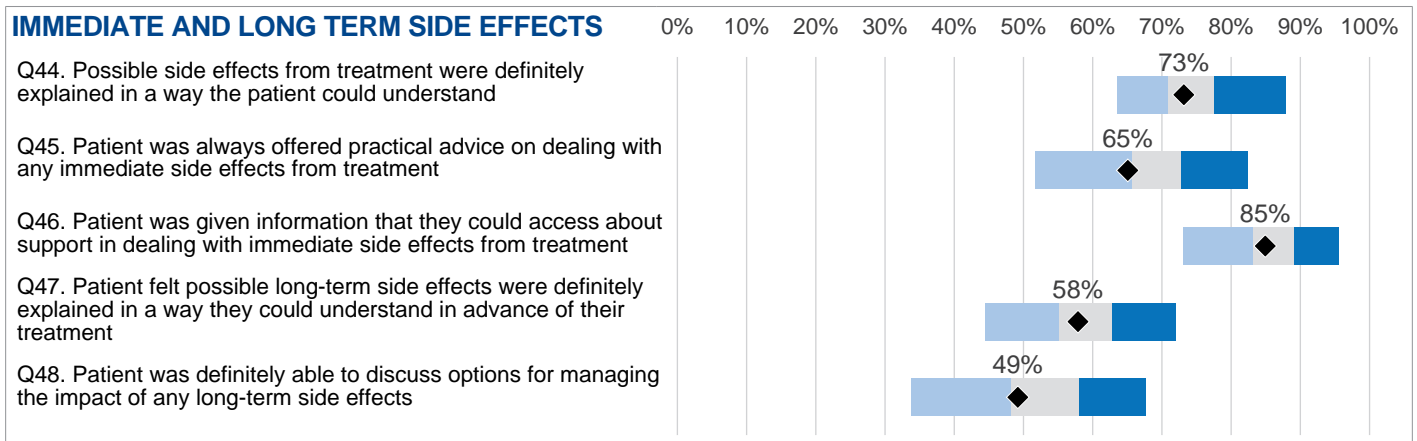
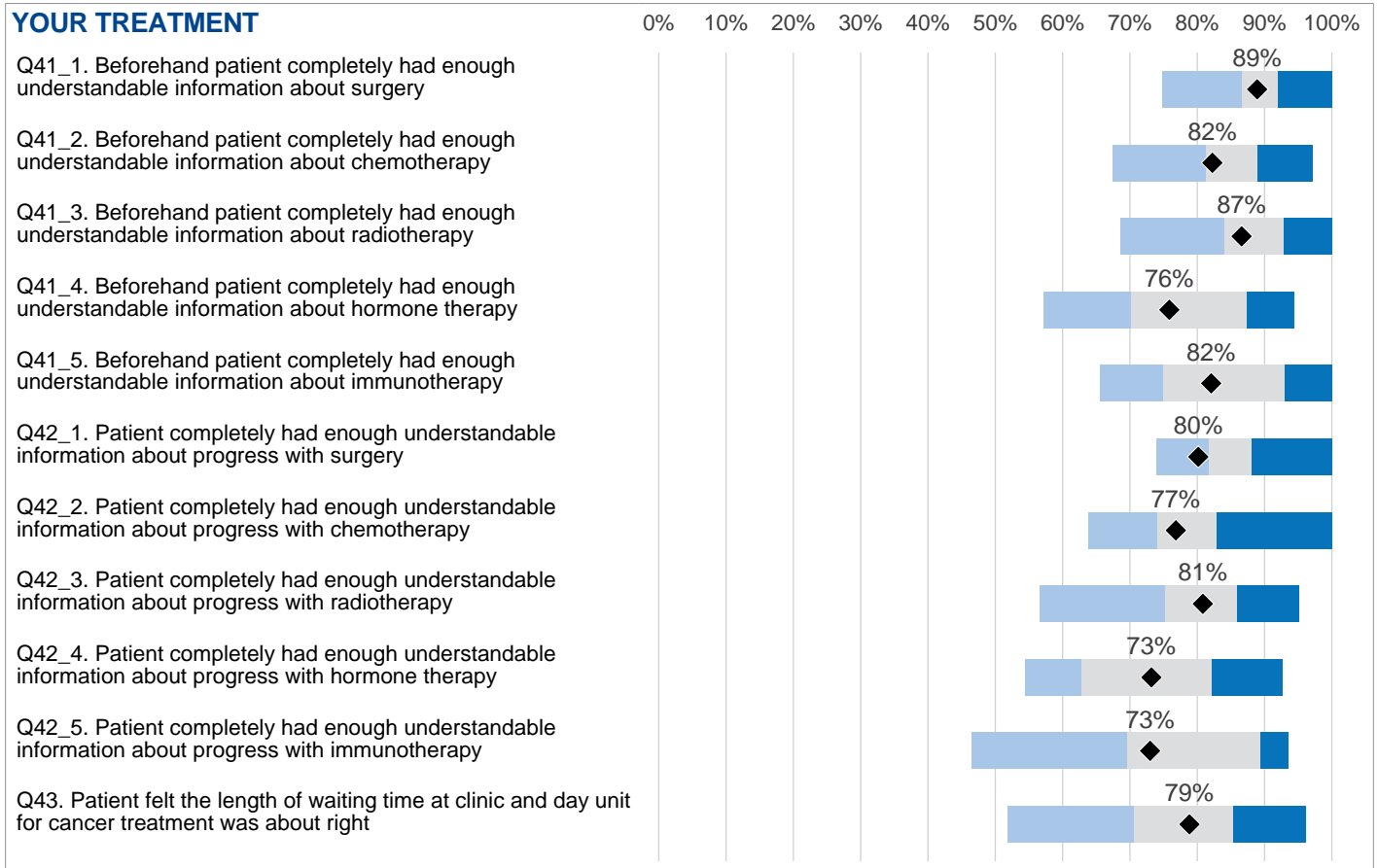
Expected Range Charts



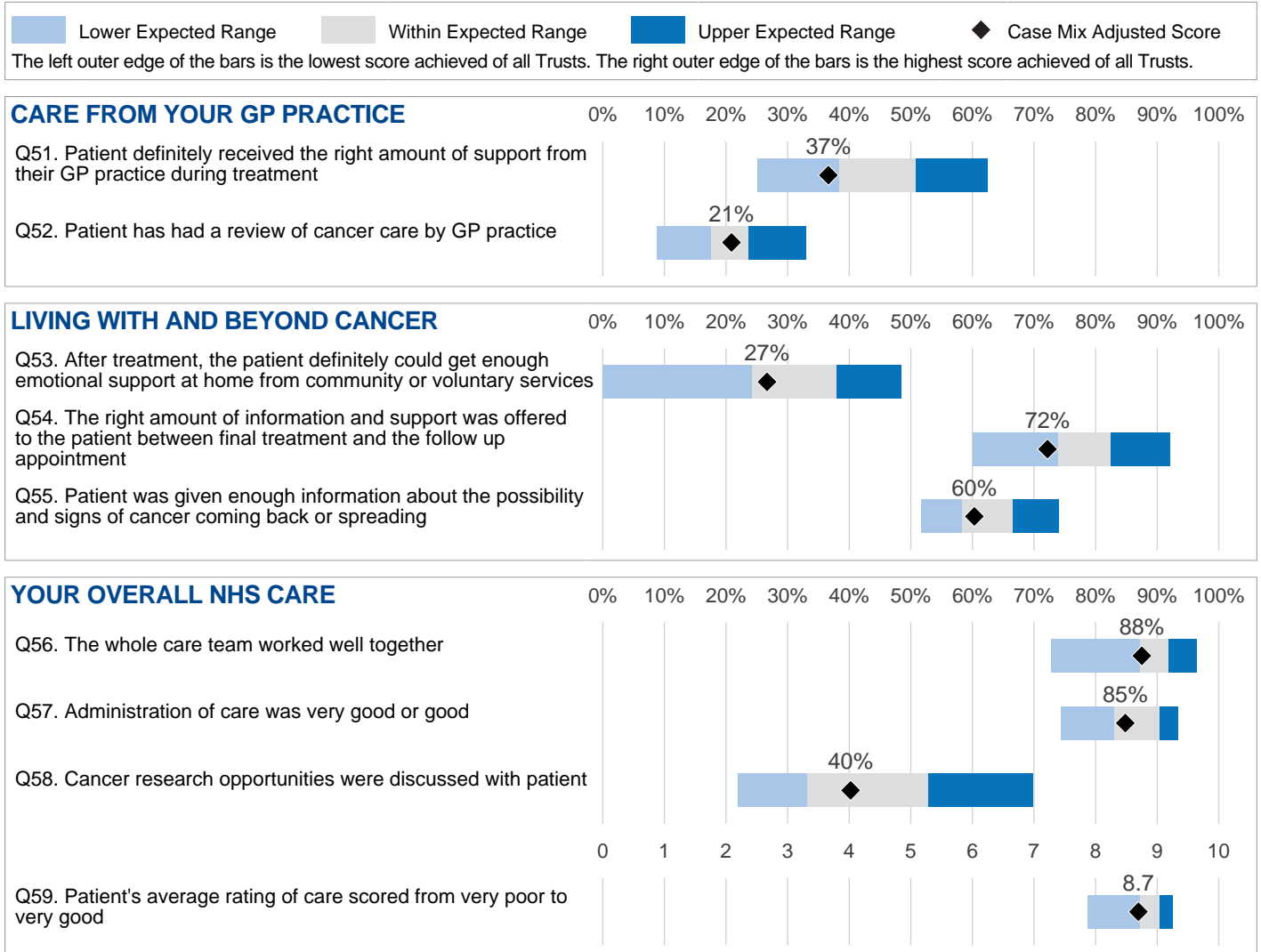
Expected Range Charts



Expected Range Charts



Expected Range Charts



Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	Adjusted Score below Lower Expected Range	Adjusted Score between Upper and Lower Expected Ranges	Adjusted Score above Upper Expected Range
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SUPPORT FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	463	75%	363	75%		77%	73%	82%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	582	55%	484	59%		60%	61%	70%	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	749	91%	607	92%		92%	90%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	796	84%	644	80%		80%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	791	79%	641	72%	▼	73%	75%	82%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	793	77%	641	77%		78%	75%	82%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	794	93%	641	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	876	71%	693	77%		76%	71%	81%	76%
Q13. Patient was definitely told sensitively that they had cancer	923	71%	724	71%		71%	70%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	925	76%	730	77%		76%	73%	79%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	914	79%	730	81%		81%	82%	88%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	831	78%	664	81%		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	888	86%	704	90%		90%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	701	81%	565	84%		84%	79%	88%	84%
Q19. Patient found advice from main contact person was very or quite helpful	733	96%	598	96%		96%	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	878	82%	687	81%		80%	79%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	914	76%	729	78%		78%	76%	82%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	770	73%	619	80%	▲	80%	77%	83%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	467	49%	362	52%		50%	47%	57%	52%

CARE PLANNING	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	824	69%	652	71%		71%	68%	75%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	457	90%	390	91%		91%	90%	96%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	357	99%	312	98%		98%	97%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	702	84%	572	84%		85%	87%	93%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	917	72%	725	73%		73%	72%	79%	76%
Q29. Patient was offered information about how to get financial help or benefits	514	64%	413	63%		63%	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	560	78%	451	75%		75%	74%	83%	79%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	445	49%	358	58%		57%	61%	71%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	544	65%	440	63%		63%	65%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	549	70%	444	63%		63%	67%	78%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	542	61%	428	58%		58%	60%	69%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	480	87%	391	81%	▼	81%	81%	88%	84%
Q37. Patient was always treated with respect and dignity while in hospital	555	87%	447	85%		85%	85%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	543	87%	437	88%		88%	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	733	76%	610	73%		73%	75%	82%	78%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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YOUR TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	596	86%	527	89%		89%	87%	92%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	483	86%	339	83%		82%	81%	89%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	253	86%	208	87%		87%	84%	93%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	128	77%	87	76%		76%	70%	87%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82	87%	66	83%		82%	75%	93%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	588	81%	518	81%		80%	82%	88%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	479	78%	341	77%		77%	74%	83%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	248	80%	210	81%		81%	75%	86%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	124	71%	82	73%		73%	63%	82%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	84	74%	66	74%		73%	70%	89%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	886	84%	703	79%		79%	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	869	75%	680	74%		73%	71%	78%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	827	69%	657	66%		65%	66%	73%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	639	83%	540	85%		85%	83%	89%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	814	56%	649	60%		58%	55%	63%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	688	50%	559	51%		49%	48%	58%	53%

SUPPORT WHILE AT HOME	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	610	47%	516	56%	▲	55%	53%	63%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	383	48%	298	43%		42%	45%	57%	51%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size. ▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p> <p>** No score available for 2021.</p>	<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"> <div style="width: 20px; height: 10px; background-color: #d9e1f2; border: 1px solid #000; margin-right: 5px;"></div> Adjusted Score below Lower Expected Range </div> <div style="display: flex; align-items: center;"> <div style="width: 20px; height: 10px; background-color: #e6e6e6; border: 1px solid #000; margin-right: 5px;"></div> Adjusted Score between Upper and Lower Expected Ranges </div> <div style="display: flex; align-items: center;"> <div style="width: 20px; height: 10px; background-color: #0070c0; border: 1px solid #000; margin-right: 5px;"></div> Adjusted Score above Upper Expected Range </div> </div>
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CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	490	33%	405	37%		37%	38%	51%	45%
Q52. Patient has had a review of cancer care by GP practice	878	15%	703	22%	▲	21%	18%	24%	21%

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	214	26%	180	29%		27%	24%	38%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	404	71%	360	72%		72%	74%	82%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	718	57%	579	62%		60%	58%	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	883	88%	691	87%		88%	87%	92%	90%
Q57. Administration of care was very good or good	913	87%	718	84%		85%	83%	90%	87%
Q58. Cancer research opportunities were discussed with patient	507	43%	438	42%		40%	33%	53%	43%
Q59. Patient's average rating of care scored from very poor to very good	894	8.7	698	8.7		8.7	8.7	9.0	8.9

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	85%	67%	90%	78%	67%	94%	78%	*	93%	63%	62%	66%	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	63%	56%	73%	63%	55%	53%	68%	*	74%	46%	42%	56%	59%

	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	*	87%	94%	93%	95%	83%	100%	89%	*	96%	87%	98%	96%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	82%	74%	93%	80%	77%	86%	78%	*	86%	81%	86%	74%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	74%	75%	67%	72%	77%	69%	60%	*	67%	76%	73%	75%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	80%	80%	60%	68%	73%	89%	67%	*	81%	80%	83%	78%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	97%	92%	93%	98%	97%	91%	97%	*	100%	95%	89%	91%	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	*	86%	83%	65%	80%	80%	71%	70%	*	67%	74%	66%	77%	77%
Q13. Patient was definitely told sensitively that they had cancer	*	82%	75%	69%	62%	81%	71%	71%	*	75%	63%	59%	63%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	82%	76%	76%	65%	77%	76%	77%	*	82%	74%	82%	72%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	93%	82%	88%	78%	94%	78%	74%	*	84%	73%	71%	79%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	*	86%	79%	81%	77%	90%	81%	88%	*	91%	72%	68%	75%	81%

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	*	85%	89%	94%	94%	100%	95%	92%	*	87%	91%	85%	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	80%	83%	79%	88%	78%	84%	78%	*	95%	93%	85%	80%	84%
Q19. Patient found advice from main contact person was very or quite helpful	*	98%	95%	93%	92%	100%	97%	95%	*	100%	98%	91%	93%	96%

	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	*	79%	80%	85%	73%	87%	87%	75%	*	87%	81%	80%	85%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	76%	74%	71%	80%	77%	83%	80%	*	84%	78%	73%	86%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	78%	81%	71%	80%	83%	84%	80%	*	81%	88%	67%	80%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	47%	46%	*	67%	61%	58%	65%	*	29%	39%	54%	53%	52%

	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	*	72%	70%	88%	77%	76%	74%	66%	*	67%	73%	72%	69%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	86%	95%	*	94%	100%	75%	81%	*	92%	97%	89%	95%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	94%	*	97%	100%	100%	96%	*	100%	100%	100%	97%	98%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	*	88%	82%	80%	92%	85%	64%	94%	*	92%	86%	71%	83%	84%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	77%	73%	71%	70%	87%	78%	65%	*	70%	79%	71%	70%	73%
Q29. Patient was offered information about how to get financial help or benefits	*	80%	62%	*	72%	47%	43%	69%	*	50%	64%	46%	59%	63%

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	*	80%	67%	92%	75%	77%	81%	71%	*	*	69%	83%	75%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	59%	55%	73%	55%	76%	71%	52%	*	*	57%	46%	57%	58%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	65%	61%	62%	69%	57%	52%	56%	*	*	69%	71%	62%	63%
Q34. Patient was always able to get help from ward staff when needed	*	71%	60%	67%	50%	68%	81%	74%	*	*	50%	66%	60%	63%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	61%	53%	69%	52%	59%	64%	67%	*	*	54%	64%	54%	58%
Q36. Hospital staff always did everything they could to help the patient control pain	*	81%	83%	80%	84%	74%	92%	83%	*	*	66%	85%	80%	81%
Q37. Patient was always treated with respect and dignity while in hospital	*	87%	82%	92%	88%	86%	93%	97%	*	*	81%	83%	76%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	93%	90%	77%	84%	95%	88%	88%	*	*	83%	85%	86%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	75%	64%	81%	80%	75%	69%	69%	*	70%	74%	88%	74%	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	*	87%	90%	93%	85%	100%	90%	85%	*	91%	94%	86%	87%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	84%	84%	*	79%	*	69%	*	*	*	91%	76%	86%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	89%	93%	*	*	86%	90%	80%	*	*	*	90%	79%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	81%	*	*	*	*	*	65%	*	*	*	*	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	90%	*	*	*	*	*	*	91%	80%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	79%	79%	86%	83%	80%	78%	71%	*	87%	88%	80%	83%	81%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	79%	77%	*	75%	*	63%	*	*	*	91%	76%	73%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	85%	81%	*	*	84%	91%	57%	*	*	*	100%	75%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	82%	*	*	*	*	*	61%	*	*	*	*	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	*	*	*	*	*	*	*	*	80%	80%	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	74%	86%	73%	65%	84%	79%	80%	*	79%	81%	81%	84%	79%

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	*	76%	71%	57%	73%	68%	81%	68%	*	75%	81%	77%	78%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	68%	64%	58%	65%	69%	78%	56%	*	62%	74%	69%	65%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	82%	82%	73%	90%	91%	90%	92%	*	82%	90%	82%	79%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	62%	60%	43%	55%	74%	57%	65%	*	50%	55%	62%	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	50%	52%	29%	50%	64%	50%	52%	*	50%	48%	53%	49%	51%

	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	*	45%	51%	42%	55%	81%	58%	56%	*	66%	61%	54%	63%	56%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	41%	48%	*	50%	42%	31%	43%	*	36%	55%	38%	39%	43%

	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	*	34%	29%	*	38%	56%	41%	42%	*	44%	36%	33%	39%	37%
Q52. Patient has had a review of cancer care by GP practice	*	22%	18%	13%	18%	23%	15%	29%	*	24%	29%	23%	21%	22%

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	*	23%	32%	*	*	17%	*	26%	*	38%	35%	14%	27%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	68%	64%	*	73%	80%	75%	67%	*	87%	70%	87%	64%	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	59%	53%	57%	83%	59%	50%	60%	*	84%	59%	53%	62%	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	*	88%	87%	94%	85%	91%	82%	89%	*	91%	89%	86%	85%	87%
Q57. Administration of care was very good or good	*	85%	89%	88%	87%	91%	86%	78%	*	89%	88%	70%	81%	84%
Q58. Cancer research opportunities were discussed with patient	*	35%	33%	30%	67%	14%	33%	43%	*	27%	58%	61%	38%	42%
Q59. Patient's average rating of care scored from very poor to very good	*	8.7	8.6	8.9	8.6	8.9	8.8	8.6	*	8.9	8.8	8.6	8.3	8.7

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	69%	74%	79%	75%	77%	*	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	52%	67%	66%	59%	52%	*	59%

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	84%	90%	89%	94%	94%	92%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	67%	81%	78%	81%	83%	64%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	52%	60%	67%	73%	80%	79%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	52%	79%	71%	82%	81%	86%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	86%	96%	93%	94%	96%	100%	94%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	64%	75%	72%	80%	79%	87%	77%
Q13. Patient was definitely told sensitively that they had cancer	*	*	71%	69%	63%	73%	76%	81%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	65%	75%	73%	77%	81%	88%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	79%	84%	76%	80%	86%	88%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	89%	89%	75%	80%	82%	86%	81%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	83%	91%	87%	92%	90%	93%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	74%	88%	78%	86%	87%	93%	84%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	100%	100%	91%	96%	98%	100%	96%

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	71%	88%	76%	82%	82%	92%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	67%	73%	73%	81%	82%	88%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	82%	77%	73%	82%	86%	93%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	57%	47%	48%	55%	51%	*	52%

Age group tables

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

CARE PLANNING	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	70%	72%	69%	71%	75%	69%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	86%	94%	87%	93%	93%	*	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	100%	97%	98%	98%	*	98%

SUPPORT FROM HOSPITAL STAFF	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q27. Staff provided the patient with relevant information on available support	*	*	90%	94%	83%	83%	82%	100%	84%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	63%	68%	66%	77%	78%	81%	73%
Q29. Patient was offered information about how to get financial help or benefits	*	*	47%	82%	68%	59%	55%	*	63%

HOSPITAL CARE	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	47%	64%	68%	83%	80%	85%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	38%	62%	48%	63%	63%	42%	58%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	65%	58%	58%	69%	61%	83%	63%
Q34. Patient was always able to get help from ward staff when needed	*	*	59%	56%	57%	68%	66%	62%	63%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	53%	62%	52%	63%	59%	55%	58%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	75%	69%	76%	86%	84%	90%	81%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	82%	69%	81%	91%	87%	85%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	76%	83%	89%	90%	86%	100%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	64%	70%	66%	76%	79%	82%	73%

Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	82%	87%	91%	87%	90%	100%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	77%	89%	81%	83%	82%	*	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	80%	86%	86%	85%	89%	*	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	92%	86%	76%	61%	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	75%	96%	83%	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	73%	79%	76%	82%	84%	85%	81%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	77%	81%	75%	78%	77%	*	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	80%	82%	78%	87%	76%	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	*	83%	81%	71%	63%	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	*	68%	85%	58%	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	63%	73%	80%	79%	84%	71%	79%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	83%	83%	71%	78%	70%	57%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	54%	60%	66%	72%	62%	67%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	84%	86%	75%	88%	91%	90%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	70%	56%	55%	63%	59%	73%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	62%	42%	45%	53%	55%	*	51%

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	53%	50%	47%	62%	59%	*	56%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	36%	34%	43%	45%	43%	*	43%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	25%	39%	36%	37%	40%	*	37%
Q52. Patient has had a review of cancer care by GP practice	*	*	10%	24%	21%	24%	22%	14%	22%

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	41%	20%	27%	31%	*	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	82%	74%	71%	70%	74%	75%	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	44%	66%	55%	61%	68%	*	62%

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	*	79%	86%	83%	91%	88%	100%	87%
Q57. Administration of care was very good or good	*	*	71%	85%	79%	88%	87%	92%	84%
Q58. Cancer research opportunities were discussed with patient	*	*	36%	50%	31%	44%	50%	*	42%
Q59. Patient's average rating of care scored from very poor to very good	*	*	7.8	8.6	8.5	8.8	8.8	8.7	8.7

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	75%	*	*	*	75%	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	59%	*	*	*	67%	59%

DIAGNOSTIC TESTS							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	91%	*	*	*	100%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	80%	*	*	*	75%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	69%	73%	*	*	*	81%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	76%	*	*	*	84%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	94%	*	*	*	97%	94%

FINDING OUT THAT YOU HAD CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	74%	*	*	*	82%	77%
Q13. Patient was definitely told sensitively that they had cancer	71%	71%	*	*	*	74%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	77%	*	*	*	84%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	80%	80%	*	*	*	97%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	82%	*	*	*	84%	81%

SUPPORT FROM A MAIN CONTACT PERSON							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	87%	93%	*	*	*	94%	90%
Q18. Patient found it very or quite easy to contact their main contact person	85%	82%	*	*	*	96%	84%
Q19. Patient found advice from main contact person was very or quite helpful	97%	95%	*	*	*	100%	96%

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	80%	82%	*	*	*	81%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	80%	*	*	*	81%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	81%	*	*	*	82%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	48%	53%	*	*	*	71%	52%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	72%	*	*	*	71%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	91%	*	*	*	100%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	97%	*	*	*	100%	98%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	83%	86%	*	*	*	85%	84%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	76%	*	*	*	86%	73%
Q29. Patient was offered information about how to get financial help or benefits	66%	61%	*	*	*	56%	63%

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	72%	76%	*	*	*	94%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	57%	59%	*	*	*	45%	58%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	62%	64%	*	*	*	69%	63%
Q34. Patient was always able to get help from ward staff when needed	61%	63%	*	*	*	94%	63%
Q35. Patient was always able to discuss worries and fears with hospital staff	56%	59%	*	*	*	80%	58%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	81%	*	*	*	93%	81%
Q37. Patient was always treated with respect and dignity while in hospital	81%	88%	*	*	*	88%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	87%	*	*	*	82%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	73%	*	*	*	74%	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	89%	88%	*	*	*	100%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	81%	*	*	*	83%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	85%	*	*	*	*	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	63%	*	*	*	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	84%	*	*	*	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	79%	81%	*	*	*	92%	81%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	77%	78%	*	*	*	83%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	81%	*	*	*	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	78%	60%	*	*	*	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	82%	65%	*	*	*	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	81%	*	*	*	90%	79%

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
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75%	73%	*	*	*	77%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	64%	*	*	*	72%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	87%	*	*	*	84%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	62%	*	*	*	48%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	54%	*	*	*	36%	51%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	51%	61%	*	*	*	62%	56%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	42%	*	*	*	54%	43%

	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	38%	35%	*	*	*	62%	37%
Q52. Patient has had a review of cancer care by GP practice	20%	24%	*	*	*	24%	22%

	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	31%	28%	*	*	*	*	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	68%	75%	*	*	*	76%	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	62%	*	*	*	64%	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%	88%	*	*	*	97%	87%
Q57. Administration of care was very good or good	86%	82%	*	*	*	89%	84%
Q58. Cancer research opportunities were discussed with patient	37%	46%	*	*	*	50%	42%
Q59. Patient's average rating of care scored from very poor to very good	8.6	8.7	*	*	*	8.8	8.7

Ethnicity tables

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	*	52%	*	*	73%	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	*	50%	58%	*	55%	59%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	91%	*	100%	93%	*	92%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	*	85%	76%	*	69%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	*	70%	75%	*	67%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	*	70%	76%	*	69%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	*	91%	76%	*	93%	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	76%	*	85%	72%	*	79%	77%
Q13. Patient was definitely told sensitively that they had cancer	71%	*	75%	79%	*	66%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	*	78%	79%	*	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	80%	*	85%	89%	*	89%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	*	86%	94%	*	78%	81%

	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	89%	*	93%	100%	*	93%	90%
Q18. Patient found it very or quite easy to contact their main contact person	85%	*	74%	69%	*	89%	84%
Q19. Patient found advice from main contact person was very or quite helpful	96%	*	94%	94%	*	92%	96%

	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	81%	*	78%	84%	*	73%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	*	75%	84%	*	67%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	*	87%	82%	*	72%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	50%	*	55%	80%	*	56%	52%

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	71%	*	82%	82%	*	58%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	*	94%	87%	*	90%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	100%	100%	*	100%	98%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	85%	*	78%	75%	*	81%	84%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	*	71%	79%	*	83%	73%
Q29. Patient was offered information about how to get financial help or benefits	62%	*	69%	77%	*	52%	63%

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	75%	*	68%	67%	*	74%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	59%	*	67%	50%	*	29%	58%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	*	44%	60%	*	60%	63%
Q34. Patient was always able to get help from ward staff when needed	61%	*	64%	87%	*	74%	63%
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	*	35%	86%	*	63%	58%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	*	73%	85%	*	91%	81%
Q37. Patient was always treated with respect and dignity while in hospital	85%	*	72%	93%	*	81%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	*	78%	80%	*	81%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	*	70%	71%	*	68%	73%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	*	86%	77%	*	92%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	*	82%	73%	*	81%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	*	95%	*	*	91%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	*	*	*	*	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	*	*	*	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	80%	*	79%	75%	*	83%	81%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	78%	*	83%	64%	*	62%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	*	86%	*	*	80%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	71%	*	*	*	*	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	72%	*	*	*	*	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	*	72%	84%	*	80%	79%

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	74%	*	73%	68%	*	81%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	*	69%	67%	*	58%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	*	86%	87%	*	73%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	*	67%	61%	*	51%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	*	59%	53%	*	30%	51%

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	55%	*	65%	58%	*	42%	56%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	*	36%	*	*	47%	43%

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	37%	*	34%	46%	*	33%	37%
Q52. Patient has had a review of cancer care by GP practice	21%	*	33%	41%	*	22%	22%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	32%	*	12%	*	*	9%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	*	78%	*	*	65%	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	*	62%	67%	*	63%	62%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	87%	*	90%	94%	*	90%	87%
Q57. Administration of care was very good or good	84%	*	83%	94%	*	80%	84%
Q58. Cancer research opportunities were discussed with patient	40%	*	52%	50%	*	50%	42%
Q59. Patient's average rating of care scored from very poor to very good	8.7	*	8.5	8.7	*	8.3	8.7

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	64%	73%	85%	79%	*	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	63%	58%	61%	59%	*	59%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	92%	97%	90%	89%	91%	*	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	81%	79%	79%	80%	*	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	77%	68%	69%	70%	*	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	71%	83%	78%	79%	79%	*	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	94%	93%	95%	*	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	77%	81%	77%	71%	77%	70%	77%
Q13. Patient was definitely told sensitively that they had cancer	72%	74%	72%	71%	69%	50%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	81%	78%	72%	77%	90%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	83%	80%	80%	82%	90%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	86%	80%	74%	80%	*	81%

	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	89%	93%	91%	88%	89%	90%	90%
Q18. Patient found it very or quite easy to contact their main contact person	85%	77%	85%	92%	81%	*	84%
Q19. Patient found advice from main contact person was very or quite helpful	97%	96%	94%	97%	96%	*	96%

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	75%	86%	77%	80%	86%	*	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	84%	81%	79%	77%	90%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	82%	80%	79%	84%	*	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	54%	57%	51%	40%	53%	*	52%

	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	70%	67%	73%	72%	72%	*	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	86%	94%	91%	93%	*	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	100%	98%	96%	97%	*	98%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM HOSPITAL STAFF							
Q27. Staff provided the patient with relevant information on available support	79%	90%	88%	86%	84%	*	84%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	74%	78%	73%	70%	*	73%
Q29. Patient was offered information about how to get financial help or benefits	62%	67%	65%	62%	59%	*	63%

	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	75%	79%	72%	74%	77%	*	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	56%	68%	57%	54%	57%	*	58%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	57%	65%	68%	67%	61%	*	63%
Q34. Patient was always able to get help from ward staff when needed	63%	69%	66%	57%	63%	*	63%
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	55%	64%	67%	52%	*	58%
Q36. Hospital staff always did everything they could to help the patient control pain	79%	88%	84%	80%	76%	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	85%	87%	84%	85%	83%	*	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	89%	90%	87%	90%	*	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	69%	76%	73%	73%	75%	*	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	87%	90%	87%	88%	93%	*	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	77%	89%	80%	87%	84%	*	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	90%	86%	83%	86%	*	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72%	*	83%	69%	76%	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	64%	100%	*	86%	82%	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	80%	84%	78%	80%	80%	*	81%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	73%	81%	74%	77%	82%	*	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	84%	81%	76%	83%	82%	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	63%	*	91%	67%	70%	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	67%	87%	*	77%	71%	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	78%	77%	81%	80%	*	79%

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	70%	79%	80%	72%	73%	80%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	61%	73%	69%	66%	64%	80%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	88%	85%	82%	85%	*	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	60%	60%	66%	55%	*	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	54%	53%	53%	43%	*	51%

SUPPORT WHILE AT HOME	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	64%	54%	52%	54%	*	56%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	43%	42%	45%	40%	*	43%

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	40%	42%	30%	36%	35%	*	37%
Q52. Patient has had a review of cancer care by GP practice	25%	27%	18%	20%	20%	30%	22%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	21%	21%	37%	34%	*	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	69%	81%	73%	62%	78%	*	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	62%	61%	61%	59%	*	62%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	88%	90%	87%	87%	86%	80%	87%
Q57. Administration of care was very good or good	85%	86%	86%	83%	83%	70%	84%
Q58. Cancer research opportunities were discussed with patient	40%	38%	40%	44%	46%	*	42%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	8.5	8.7	8.7	8.4	8.7

Long term condition status tables

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

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	74%	72%	75%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	63%	59%	59%

	Long term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	93%	89%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	80%	77%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	70%	77%	72%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	77%	71%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	94%	95%	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	77%	74%	79%	77%
Q13. Patient was definitely told sensitively that they had cancer	73%	67%	71%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	76%	83%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	81%	81%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	79%	82%	87%	81%

	Long term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	91%	88%	92%	90%
Q18. Patient found it very or quite easy to contact their main contact person	84%	84%	86%	84%
Q19. Patient found advice from main contact person was very or quite helpful	95%	97%	95%	96%

	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	81%	82%	77%	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	77%	81%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	81%	82%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	49%	53%	66%	52%

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

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	82%	88%	88%	84%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	74%	75%	73%
Q29. Patient was offered information about how to get financial help or benefits	59%	72%	62%	63%

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	76%	71%	86%	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	59%	55%	57%	58%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	64%	56%	63%
Q34. Patient was always able to get help from ward staff when needed	65%	58%	74%	63%
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	57%	66%	58%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	80%	90%	81%
Q37. Patient was always treated with respect and dignity while in hospital	87%	80%	89%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	86%	88%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	74%	69%	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	89%	89%	90%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	86%	76%	83%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	84%	89%	94%	87%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	76%	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	87%	*	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	81%	79%	80%	81%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	76%	81%	76%	77%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	84%	87%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	74%	73%	*	73%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	69%	85%	*	74%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	79%	81%	79%

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	73%	76%	73%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	67%	66%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	89%	84%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	62%	60%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	56%	52%	51%

SUPPORT WHILE AT HOME	Long term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	54%	62%	56%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	40%	48%	52%	43%

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	36%	37%	46%	37%
Q52. Patient has had a review of cancer care by GP practice	22%	22%	26%	22%

Long term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	34%	33%	29%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	68%	77%	75%	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	59%	66%	62%

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	86%	88%	95%	87%
Q57. Administration of care was very good or good	84%	85%	85%	84%
Q58. Cancer research opportunities were discussed with patient	43%	39%	46%	42%
Q59. Patient's average rating of care scored from very poor to very good	8.6	8.7	8.7	8.7

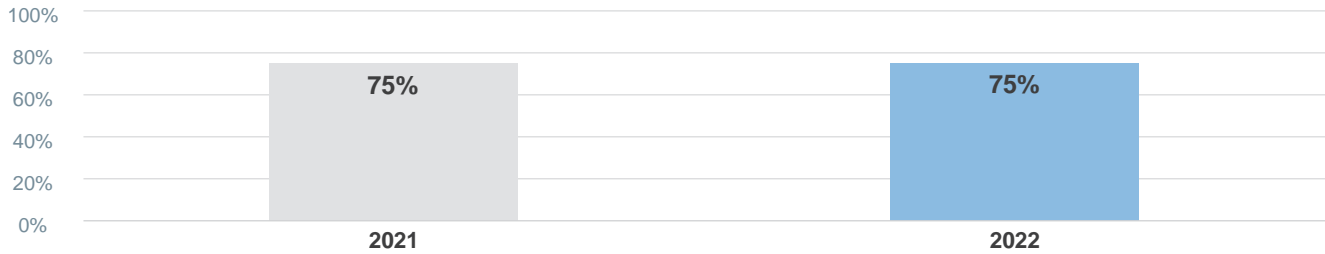
Year on Year Charts

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SUPPORT FROM YOUR GP PRACTICE

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



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



DIAGNOSTIC TESTS

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



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



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



Year on Year Charts

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



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



FINDING OUT THAT YOU HAD CANCER

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



Q13. Patient was definitely told sensitively that they had cancer



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



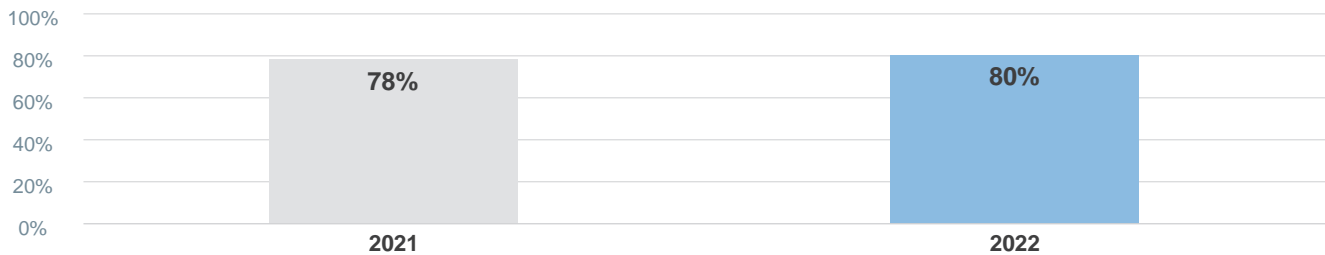
Year on Year Charts

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



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

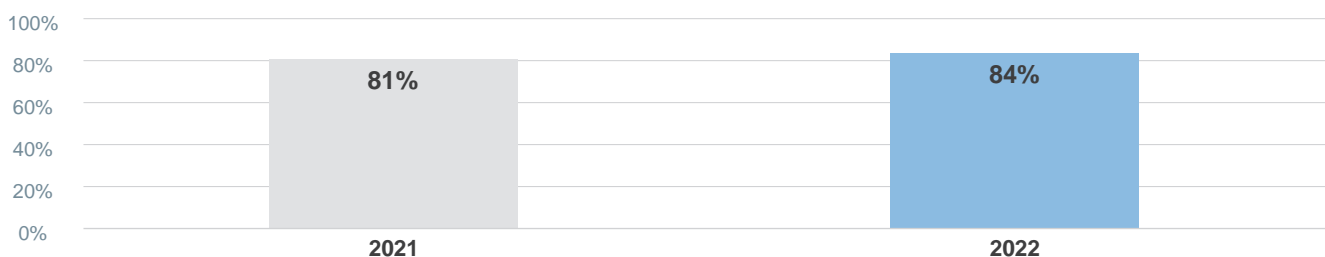


SUPPORT FROM A MAIN CONTACT PERSON

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



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



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



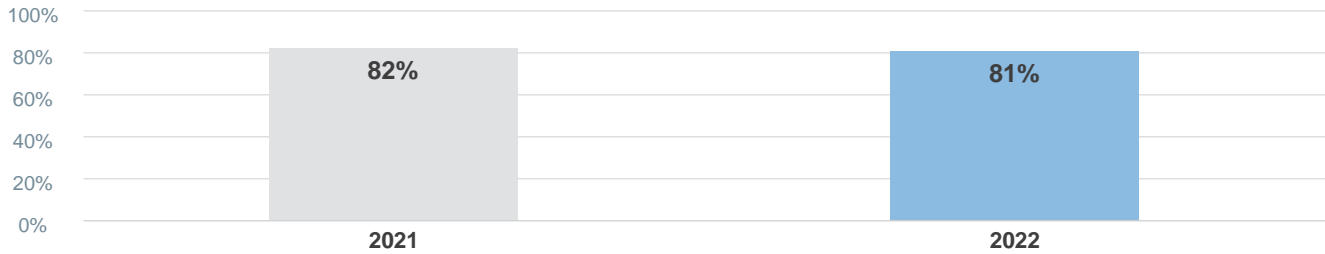
Year on Year Charts

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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

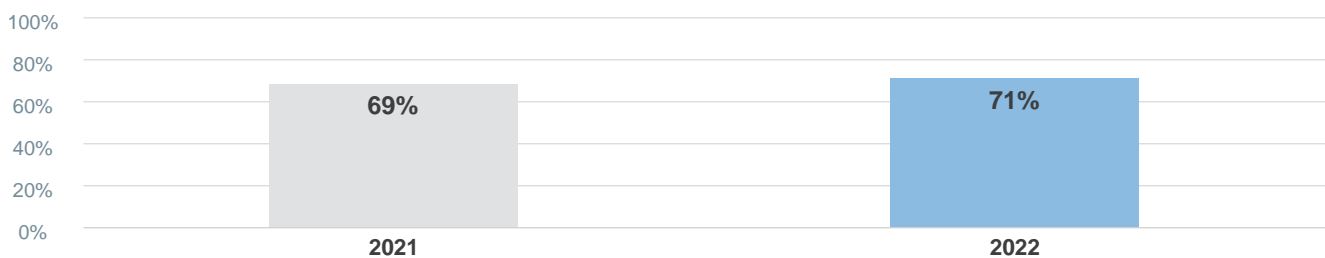


Q23. Patient could get further advice or a second opinion before making decisions about their treatment options



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



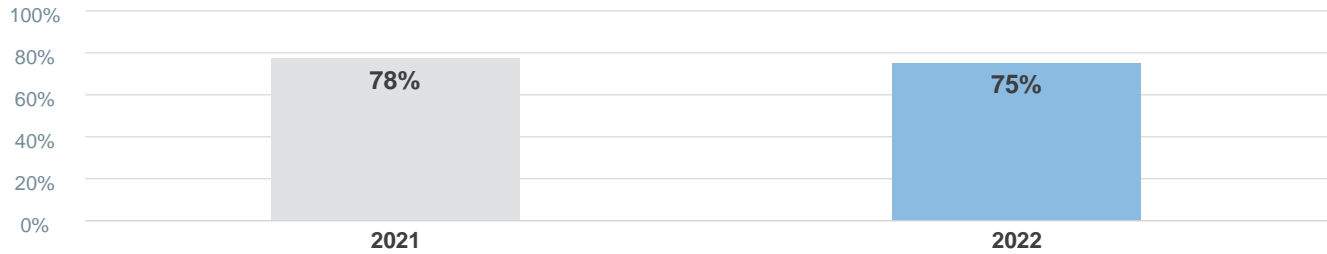
Year on Year Charts

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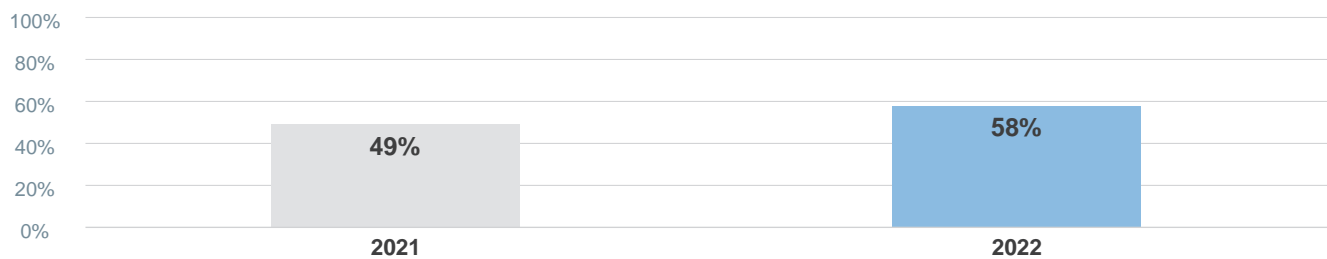
The scores are unadjusted and based on England scores only.

HOSPITAL CARE

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



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



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



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



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



Year on Year Charts

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

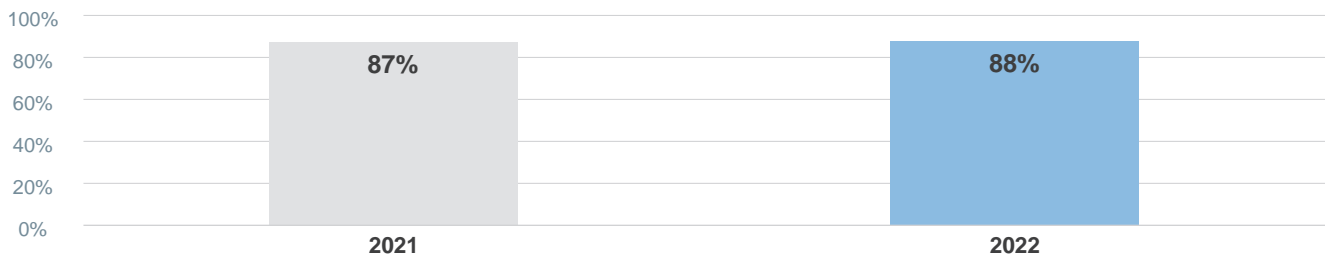
Q36. Hospital staff always did everything they could to help the patient control pain



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



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



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



YOUR TREATMENT

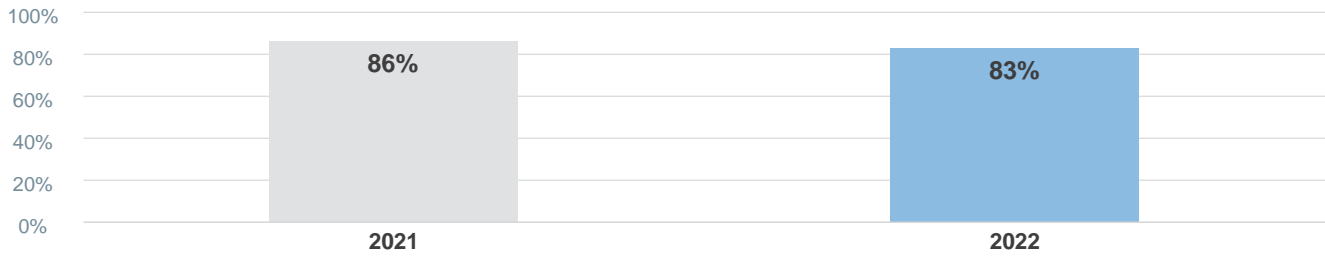
Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on Year Charts

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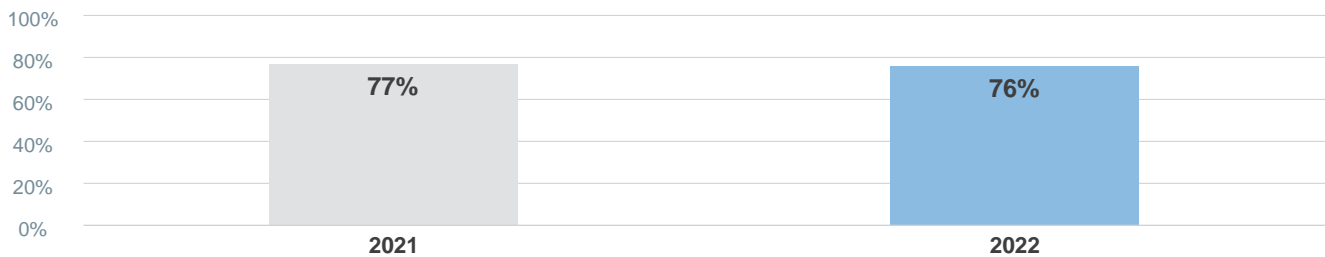
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



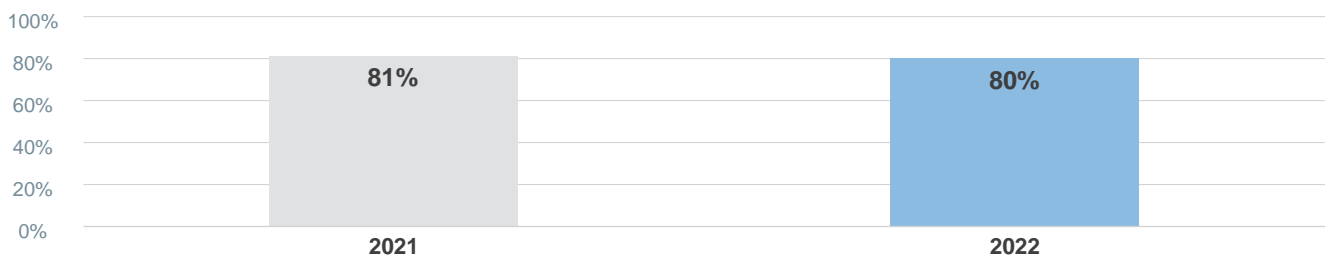
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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



Year on Year Charts

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



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



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



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



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



Year on Year Charts

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IMMEDIATE AND LONG TERM SIDE EFFECTS

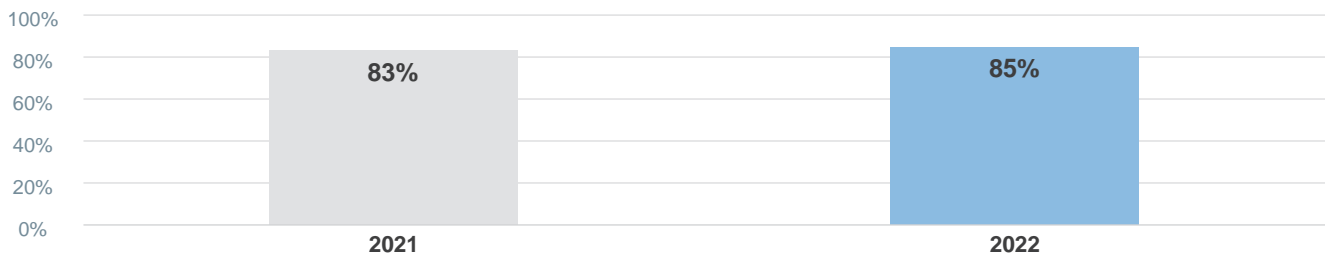
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



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



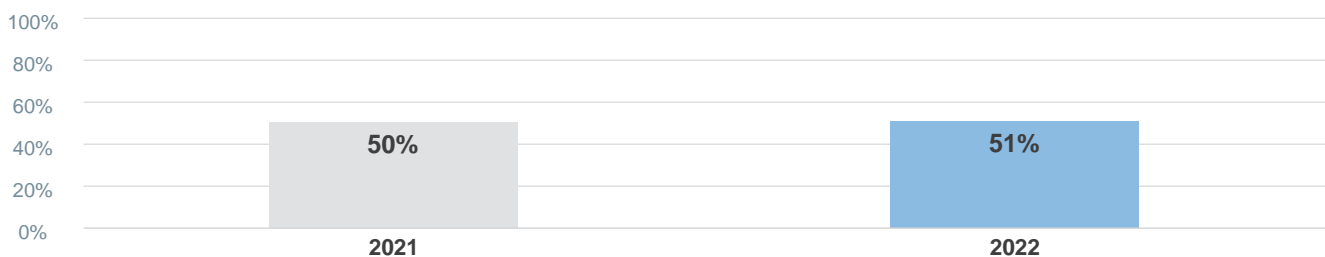
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on Year Charts

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

The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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



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

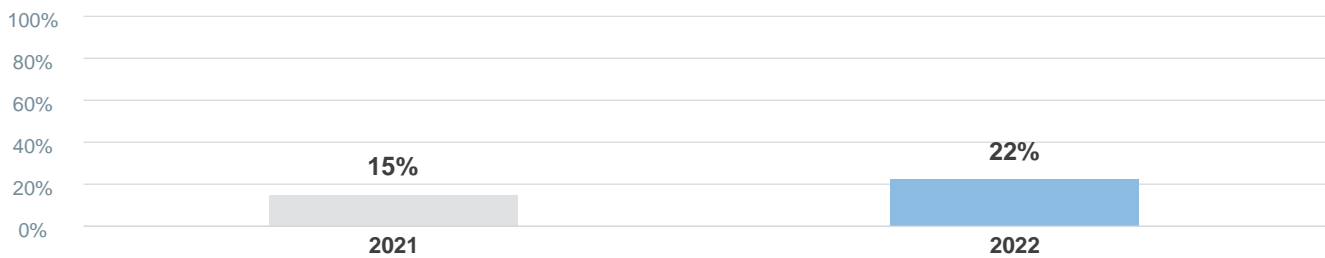


CARE FROM YOUR GP PRACTICE

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



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



LIVING WITH AND BEYOND CANCER

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



Year on Year Charts

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



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

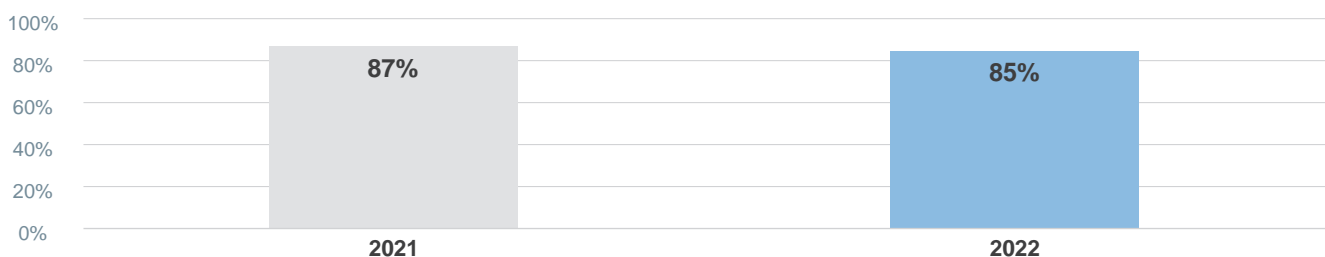


YOUR OVERALL NHS CARE

Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on Year Charts

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

