

Cancer Patient Experience Survey

2022 Results

University Hospitals Coventry and Warwickshire NHS Trust

Published July 2023

Executive Summary

Questions Above Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q17. Patient had a main point of contact within the care team	96%	89%	94%	91%
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	77%	68%	75%	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	94%	76%	92%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	83%	74%	83%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	70%	58%	67%	62%

Questions Below Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	73%	73%	82%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	61%	70%	65%

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

718 patients responded out of a total of 1,398 patients, resulting in a response rate of 51%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	1,493	1,398	718	51%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	558
Online	160
Phone	0
Translation Service	0
Total	718

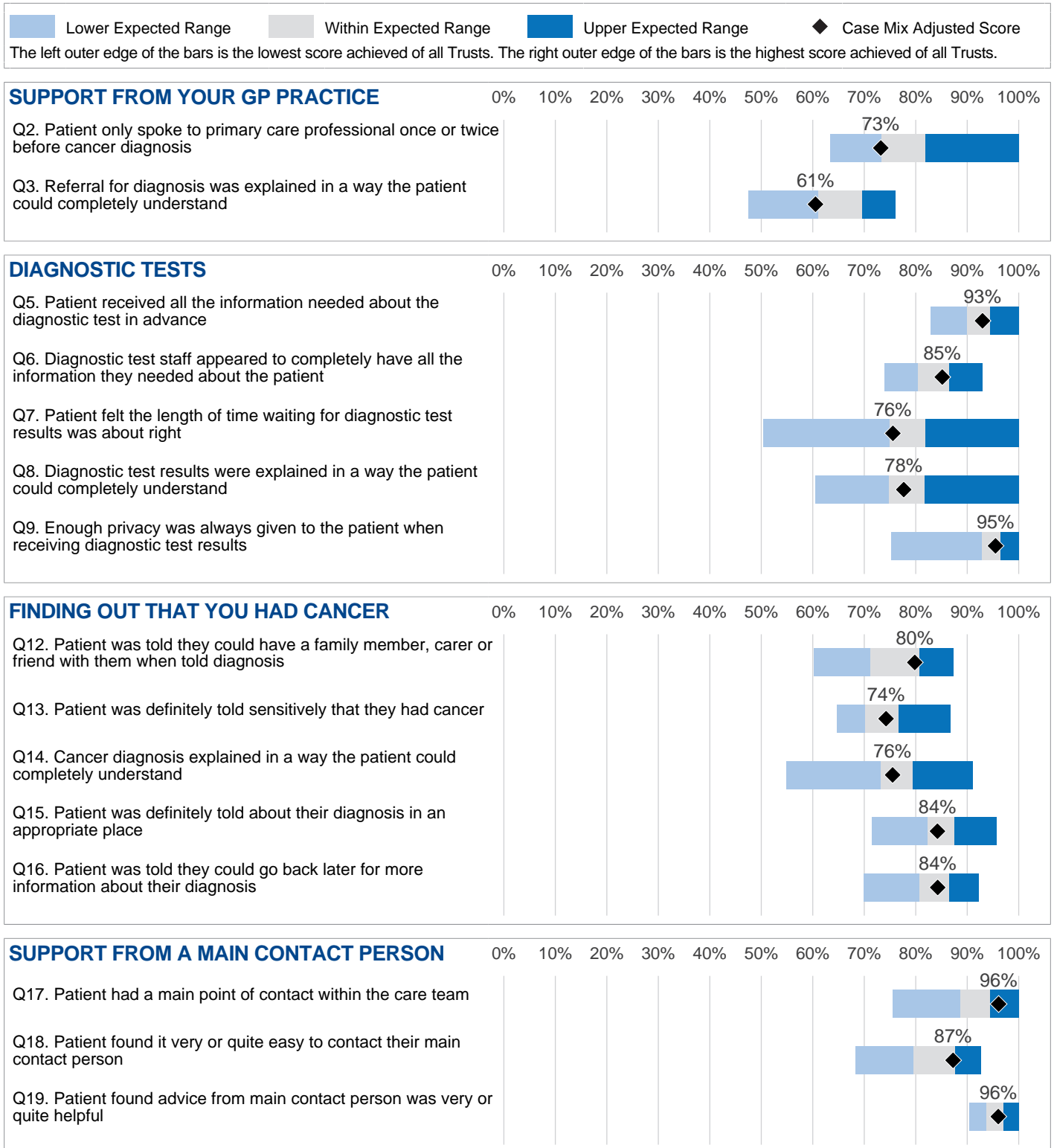
Respondents by Tumour Group

	Number of Respondents
Brain / CNS	4
Breast	150
Colorectal / LGT	78
Gynaecological	44
Haematological	92
Head and Neck	39
Lung	43
Prostate	57
Sarcoma	4
Skin	34
Upper Gastro	42
Urological	50
Other	81
Total	718

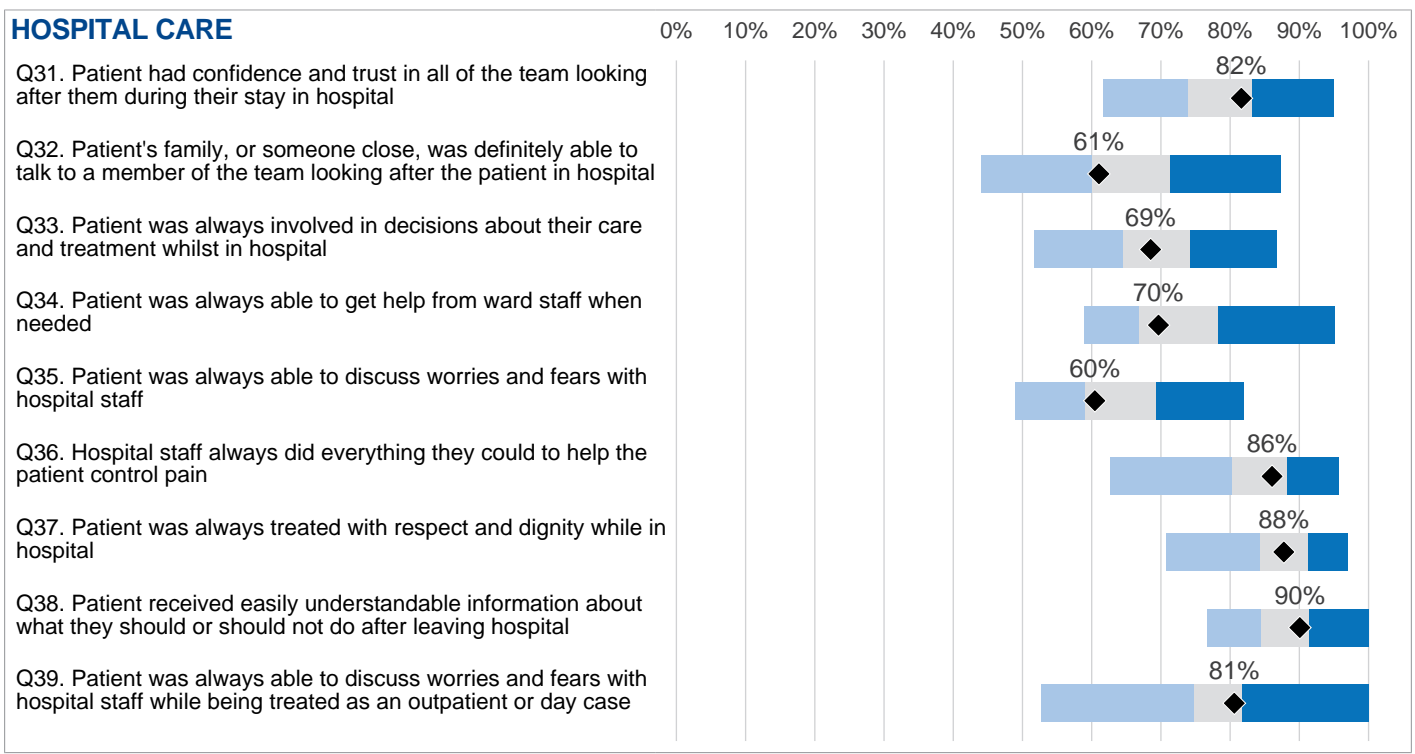
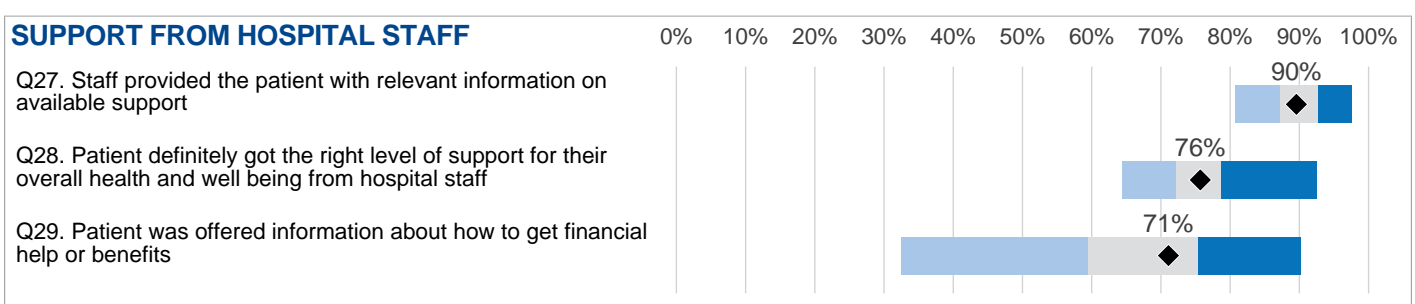
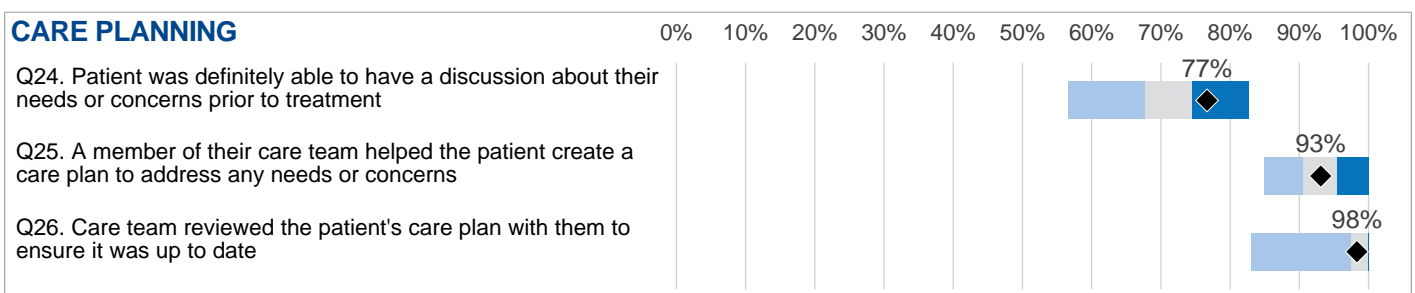
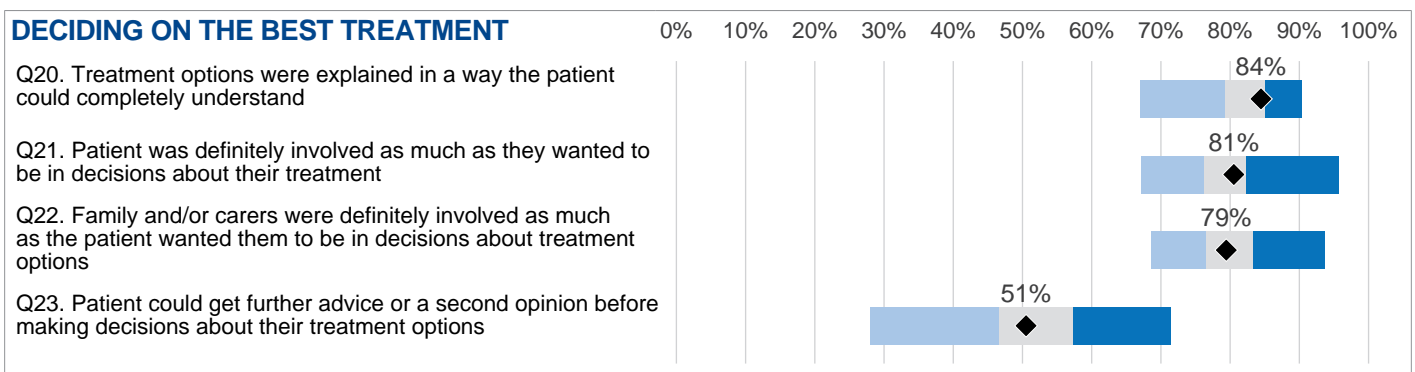
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	593
Irish	12
Gypsy or Irish Traveller	*
Any other White background	21
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	18
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	7
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	42
Total	718

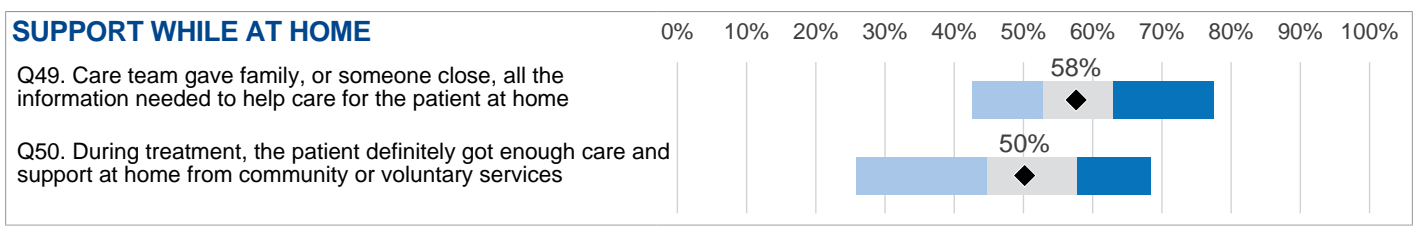
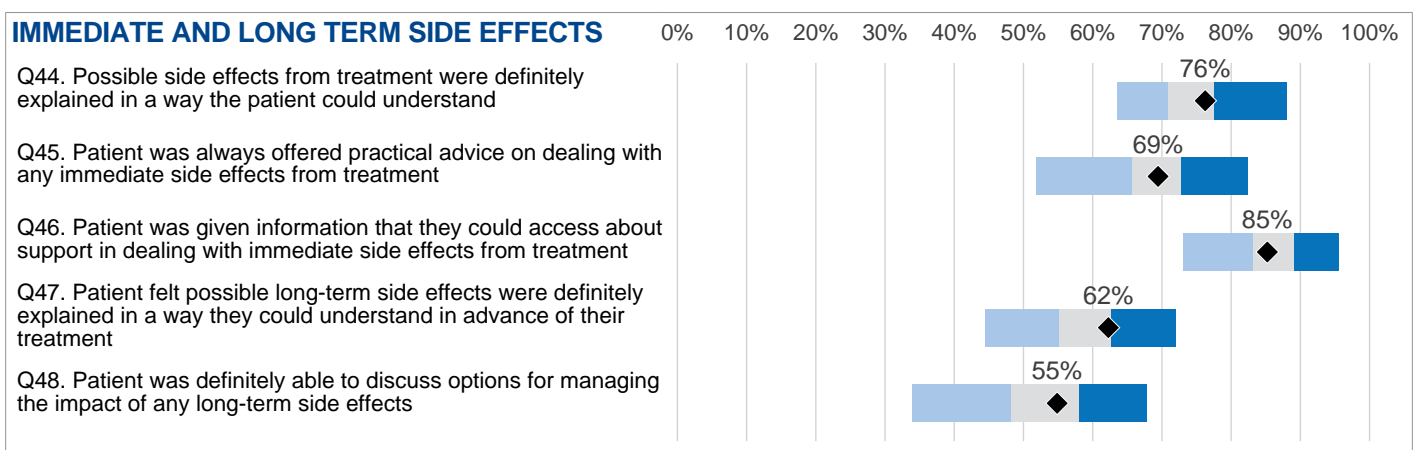
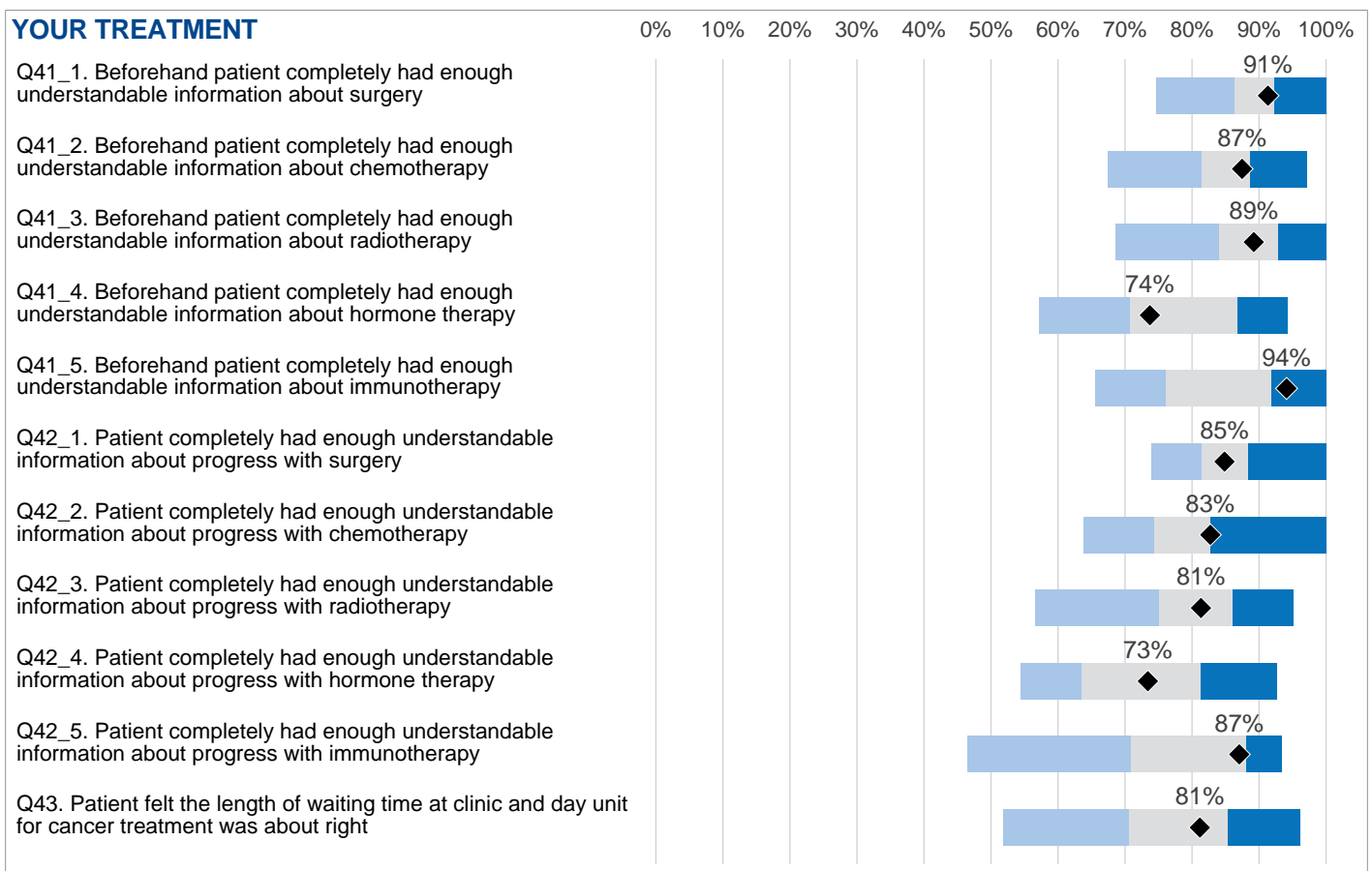
Expected Range Charts



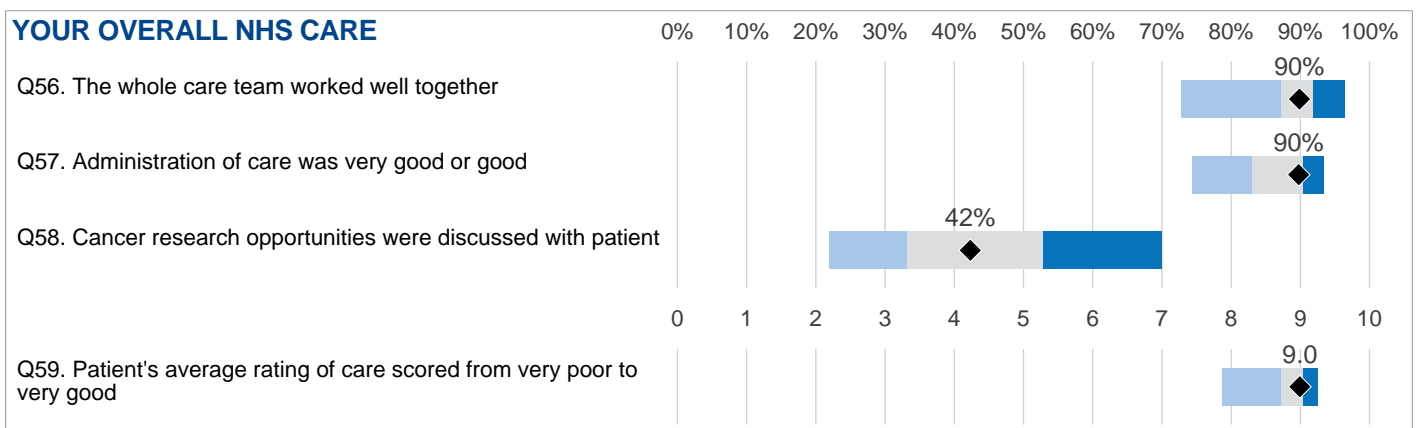
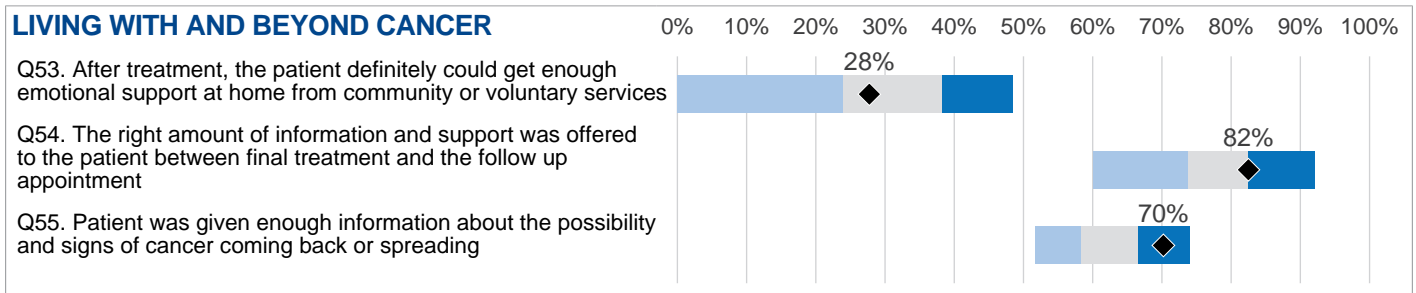
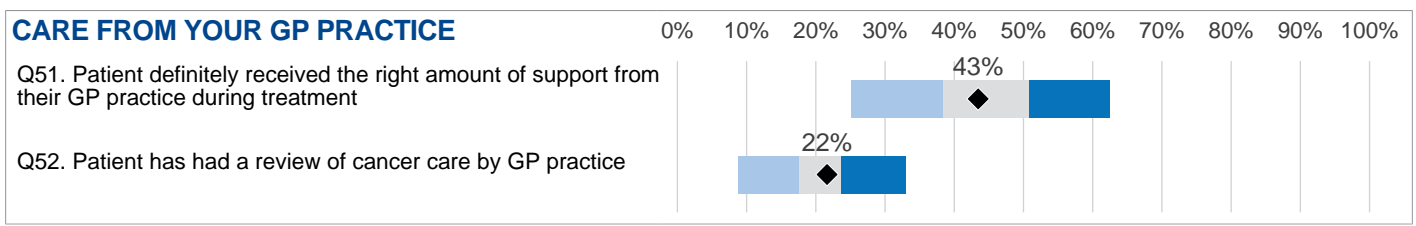
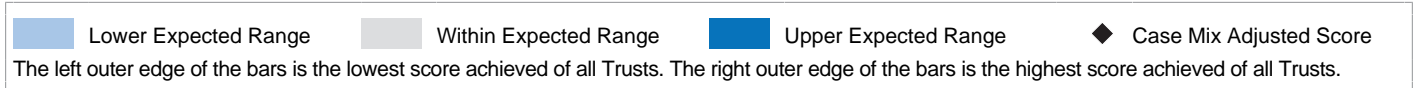
Expected Range Charts



Expected Range Charts



Expected Range Charts



Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size. ▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p> <p>** No score available for 2021.</p>	<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; 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: 15px; height: 15px; 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: 15px; height: 15px; background-color: #0070c0; border: 1px solid #000; margin-right: 5px;"></div> Adjusted Score above Upper Expected Range </div> </div>
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SUPPORT FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	363	76%	364	72%		73%	73%	82%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	469	61%	484	61%		61%	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	563	93%	570	93%		93%	90%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	584	83%	595	85%		85%	80%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	585	72%	599	74%		76%	75%	82%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	591	77%	594	77%		78%	75%	82%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	587	93%	599	95%		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	651	73%	666	79%	▲	80%	71%	81%	76%
Q13. Patient was definitely told sensitively that they had cancer	684	70%	706	74%		74%	70%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	692	75%	710	75%		76%	73%	79%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	681	85%	710	83%		84%	82%	88%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	617	80%	641	84%		84%	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	671	95%	690	96%		96%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	606	88%	626	87%		87%	80%	88%	84%
Q19. Patient found advice from main contact person was very or quite helpful	621	96%	641	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	651	80%	669	84%		84%	79%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	677	78%	707	80%		81%	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	565	76%	612	79%		79%	77%	83%	80%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	330	51%	357	50%		51%	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	631	71%	660	77%		77%	68%	75%	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	408	95%	426	93%		93%	91%	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	327	98%	350	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	579	88%	598	89%		90%	87%	93%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	681	75%	707	75%		76%	72%	79%	76%
Q29. Patient was offered information about how to get financial help or benefits	380	71%	396	72%		71%	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	361	76%	347	81%		82%	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	284	56%	274	60%		61%	60%	71%	66%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	354	70%	343	68%		69%	65%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	355	69%	339	69%		70%	67%	78%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	350	62%	330	60%		60%	59%	69%	64%
Q36. Hospital staff always did everything they could to help the patient control pain	316	81%	315	85%		86%	80%	88%	84%
Q37. Patient was always treated with respect and dignity while in hospital	362	85%	344	87%		88%	84%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	353	84%	335	90%		90%	84%	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	598	74%	622	80%		81%	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	399	88%	407	91%		91%	86%	92%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	324	87%	371	88%		87%	82%	89%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	205	90%	200	89%		89%	84%	93%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	97	86%	99	73%	▼	74%	71%	87%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	78	83%	84	94%		94%	76%	92%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	392	82%	406	84%		85%	81%	88%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	326	80%	370	83%		83%	74%	83%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	207	76%	197	81%		81%	75%	86%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	95	75%	97	72%		73%	64%	81%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77	83%	84	87%		87%	71%	88%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	668	83%	696	81%		81%	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	642	76%	674	77%		76%	71%	78%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	633	71%	657	70%		69%	66%	73%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	515	85%	534	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	623	63%	647	62%		62%	55%	63%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	551	55%	573	55%		55%	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	464	58%	500	57%		58%	53%	63%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	278	49%	265	50%		50%	45%	58%	51%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size. ▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p> <p>** No score available for 2021.</p>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	360	40%	396	43%		43%	38%	51%	45%
Q52. Patient has had a review of cancer care by GP practice	664	18%	684	22%		22%	18%	24%	21%

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	147	27%	163	28%		28%	24%	38%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	345	78%	345	82%		82%	74%	83%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	584	64%	567	69%		70%	58%	67%	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	663	91%	673	90%		90%	87%	92%	90%
Q57. Administration of care was very good or good	684	90%	700	89%		90%	83%	90%	87%
Q58. Cancer research opportunities were discussed with patient	434	48%	448	42%		42%	33%	53%	43%
Q59. Patient's average rating of care scored from very poor to very good	671	8.9	680	9.0		9.0	8.7	9.0	8.9

Tumour type tables

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

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	85%	69%	73%	52%	84%	47%	87%	*	90%	70%	69%	63%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	69%	57%	69%	48%	52%	74%	63%	*	68%	63%	47%	59%	61%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q5. Patient received all the information needed about the diagnostic test in advance	*	97%	94%	81%	90%	89%	94%	91%	*	100%	97%	83%	98%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	83%	85%	78%	86%	89%	86%	85%	*	89%	94%	83%	81%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	74%	81%	59%	75%	72%	84%	65%	*	79%	76%	81%	69%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	71%	85%	68%	72%	80%	86%	75%	*	90%	94%	67%	78%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	98%	97%	95%	96%	94%	95%	94%	*	100%	100%	86%	94%	95%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	89%	88%	83%	71%	81%	80%	75%	*	77%	85%	61%	74%	79%
Q13. Patient was definitely told sensitively that they had cancer	*	78%	83%	61%	72%	79%	72%	63%	*	82%	74%	67%	73%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	75%	84%	70%	67%	82%	79%	71%	*	88%	79%	71%	70%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	93%	87%	80%	85%	90%	83%	79%	*	82%	79%	78%	73%	83%
Q16. Patient was told they could go back later for more information about their diagnosis	*	90%	80%	80%	83%	94%	84%	88%	*	91%	83%	71%	84%	84%

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	*	99%	97%	100%	99%	97%	98%	94%	*	94%	98%	74%	96%	96%
Q18. Patient found it very or quite easy to contact their main contact person	*	88%	89%	86%	89%	79%	97%	80%	*	92%	87%	87%	82%	87%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	96%	98%	98%	97%	100%	89%	*	100%	95%	97%	94%	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%	91%	90%	86%	81%	86%	80%	*	97%	97%	82%	77%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	73%	82%	80%	78%	76%	90%	86%	*	94%	90%	80%	73%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	73%	73%	87%	77%	90%	86%	85%	*	87%	95%	69%	75%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	37%	53%	70%	55%	53%	59%	61%	*	69%	55%	42%	40%	50%

	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	*	78%	74%	74%	71%	78%	89%	76%	*	93%	76%	63%	81%	77%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	96%	91%	88%	98%	92%	100%	88%	*	94%	97%	87%	90%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	96%	100%	100%	100%	95%	100%	97%	*	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	*	92%	89%	92%	84%	91%	88%	93%	*	92%	95%	77%	89%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	72%	74%	77%	83%	74%	78%	71%	*	88%	79%	66%	73%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	82%	60%	79%	61%	76%	75%	55%	*	73%	90%	53%	70%	72%

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	*	88%	83%	75%	85%	83%	78%	74%	*	*	71%	77%	83%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	61%	55%	69%	68%	75%	61%	56%	*	*	57%	60%	50%	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	69%	69%	72%	70%	64%	70%	77%	*	*	81%	56%	56%	68%
Q34. Patient was always able to get help from ward staff when needed	*	77%	71%	69%	76%	63%	74%	74%	*	*	67%	70%	44%	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	56%	67%	63%	80%	64%	61%	66%	*	*	52%	47%	38%	60%
Q36. Hospital staff always did everything they could to help the patient control pain	*	85%	95%	83%	87%	77%	86%	84%	*	*	84%	81%	88%	85%
Q37. Patient was always treated with respect and dignity while in hospital	*	90%	98%	84%	94%	79%	83%	82%	*	*	86%	82%	86%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	92%	82%	91%	88%	88%	81%	95%	*	*	95%	85%	97%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	75%	75%	74%	82%	72%	86%	83%	*	94%	95%	84%	79%	80%

	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	*	90%	91%	87%	86%	97%	90%	93%	*	96%	90%	87%	90%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	85%	91%	93%	85%	94%	78%	80%	*	*	97%	86%	88%	88%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	93%	87%	92%	80%	89%	77%	93%	*	*	*	*	80%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	67%	*	*	*	*	*	92%	*	*	*	*	72%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	82%	*	*	100%	*	100%	*	*	100%	*	*	86%	94%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	82%	80%	87%	77%	83%	71%	88%	*	93%	95%	89%	84%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	77%	79%	83%	86%	78%	74%	80%	*	*	100%	85%	88%	83%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	89%	80%	83%	*	70%	57%	86%	*	*	*	*	84%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	69%	*	*	*	*	*	92%	*	*	*	*	76%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	82%	*	*	93%	*	82%	*	*	100%	*	*	79%	87%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	75%	85%	70%	84%	90%	88%	76%	*	82%	80%	79%	86%	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
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	76%	77%	83%	74%	65%	75%	77%	*	87%	85%	81%	73%	77%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	71%	65%	74%	67%	69%	73%	65%	*	81%	78%	66%	66%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	87%	84%	83%	84%	88%	88%	77%	*	88%	91%	81%	85%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	64%	58%	68%	56%	66%	58%	65%	*	68%	80%	50%	59%	62%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	52%	49%	64%	47%	48%	59%	55%	*	68%	73%	39%	60%	55%

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	55%	55%	63%	51%	54%	55%	52%	*	74%	86%	41%	59%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	47%	52%	64%	53%	60%	50%	41%	*	*	39%	43%	49%	50%

	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	*	47%	36%	50%	47%	48%	40%	43%	*	67%	26%	38%	43%	43%
Q52. Patient has had a review of cancer care by GP practice	*	17%	29%	15%	21%	19%	35%	31%	*	36%	24%	19%	11%	22%

Tumour type tables

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

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	29%	30%	36%	38%	20%	14%	18%	*	*	*	*	21%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	80%	82%	83%	85%	74%	77%	81%	*	100%	94%	95%	72%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	68%	66%	62%	79%	61%	62%	63%	*	87%	77%	68%	71%	69%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q56. The whole care team worked well together	*	88%	95%	93%	92%	84%	95%	86%	*	94%	85%	89%	88%	90%
Q57. Administration of care was very good or good	*	90%	92%	91%	91%	87%	88%	89%	*	94%	88%	87%	86%	89%
Q58. Cancer research opportunities were discussed with patient	*	45%	51%	40%	47%	17%	23%	41%	*	18%	61%	34%	48%	42%
Q59. Patient's average rating of care scored from very poor to very good	*	9.0	9.0	8.7	9.3	8.8	8.9	8.7	*	9.5	9.3	8.6	8.9	9.0

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	78%	72%	78%	61%	78%	85%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	63%	76%	62%	54%	61%	55%	61%

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	*	*	96%	94%	87%	95%	94%	92%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	79%	72%	84%	88%	84%	96%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	79%	63%	64%	78%	82%	79%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	65%	78%	70%	77%	83%	83%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	88%	93%	93%	98%	96%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	70%	77%	77%	82%	80%	83%	79%
Q13. Patient was definitely told sensitively that they had cancer	*	*	58%	71%	71%	72%	82%	78%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	69%	68%	72%	73%	84%	85%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	76%	81%	83%	84%	86%	89%	83%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	87%	90%	85%	85%	79%	83%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	92%	100%	94%	98%	94%	92%	96%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	73%	84%	85%	87%	92%	100%	87%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	87%	93%	95%	97%	99%	95%	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	*	*	78%	75%	87%	82%	89%	92%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	71%	73%	79%	80%	86%	85%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	36%	76%	80%	83%	80%	76%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	58%	38%	54%	48%	57%	40%	50%

Age group tables

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

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	62%	71%	77%	77%	81%	80%	77%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	93%	90%	93%	94%	93%	93%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	91%	99%	99%	100%	100%	98%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	90%	88%	92%	89%	88%	89%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	52%	60%	74%	79%	79%	81%	75%
Q29. Patient was offered information about how to get financial help or benefits	*	*	79%	72%	78%	75%	60%	58%	72%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	64%	77%	79%	80%	89%	100%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	67%	58%	55%	59%	69%	*	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	73%	61%	65%	72%	74%	40%	68%
Q34. Patient was always able to get help from ward staff when needed	*	*	57%	63%	67%	70%	75%	*	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	40%	61%	58%	58%	74%	*	60%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	75%	85%	84%	86%	88%	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	100%	88%	84%	85%	93%	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	93%	80%	93%	93%	86%	80%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	67%	75%	78%	83%	86%	77%	80%

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	*	*	94%	87%	90%	92%	94%	85%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	88%	86%	86%	89%	87%	*	88%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	81%	88%	91%	90%	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	65%	71%	81%	80%	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	92%	100%	91%	93%	*	94%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	79%	82%	80%	87%	87%	85%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	71%	74%	82%	84%	88%	*	83%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	*	71%	88%	81%	89%	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	*	73%	68%	75%	75%	*	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	92%	92%	78%	93%	*	87%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	73%	76%	80%	83%	84%	79%	81%

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	*	*	81%	77%	78%	76%	75%	67%	77%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	61%	68%	69%	68%	74%	71%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	89%	85%	83%	88%	83%	78%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	71%	53%	66%	60%	66%	58%	62%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	57%	43%	55%	55%	62%	41%	55%

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	*	*	38%	50%	62%	59%	54%	58%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	40%	46%	52%	44%	54%	*	50%

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	*	*	67%	48%	36%	43%	45%	33%	43%
Q52. Patient has had a review of cancer care by GP practice	*	*	28%	17%	23%	24%	19%	21%	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	*	*	30%	17%	23%	24%	38%	*	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	74%	67%	81%	87%	89%	75%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	64%	59%	73%	69%	76%	53%	69%

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	*	*	83%	88%	88%	88%	94%	92%	90%
Q57. Administration of care was very good or good	*	*	88%	87%	87%	91%	89%	96%	89%
Q58. Cancer research opportunities were discussed with patient	*	*	39%	44%	42%	43%	42%	*	42%
Q59. Patient's average rating of care scored from very poor to very good	*	*	8.8	8.8	8.9	9.0	9.1	9.1	9.0

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	71%	73%	*	*	*	71%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	57%	*	*	*	71%	61%

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	93%	92%	*	*	*	89%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	87%	*	*	*	87%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	71%	77%	*	*	*	76%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	76%	*	*	*	80%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	94%	*	*	*	97%	95%

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	81%	76%	*	*	*	86%	79%
Q13. Patient was definitely told sensitively that they had cancer	74%	73%	*	*	*	72%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	74%	*	*	*	76%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	80%	*	*	*	82%	83%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	83%	*	*	*	88%	84%

SUPPORT FROM A MAIN CONTACT PERSON							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	98%	93%	*	*	*	97%	96%
Q18. Patient found it very or quite easy to contact their main contact person	87%	87%	*	*	*	90%	87%
Q19. Patient found advice from main contact person was very or quite helpful	97%	95%	*	*	*	90%	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	83%	87%	*	*	*	78%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	84%	*	*	*	75%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	81%	*	*	*	81%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	42%	61%	*	*	*	56%	50%

	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	76%	78%	*	*	*	70%	77%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	*	*	*	83%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	99%	*	*	*	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	87%	93%	*	*	*	85%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	79%	*	*	*	71%	75%
Q29. Patient was offered information about how to get financial help or benefits	73%	69%	*	*	*	76%	72%

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	80%	82%	*	*	*	79%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	62%	59%	*	*	*	60%	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	71%	*	*	*	50%	68%
Q34. Patient was always able to get help from ward staff when needed	64%	73%	*	*	*	69%	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	53%	67%	*	*	*	58%	60%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	86%	*	*	*	82%	85%
Q37. Patient was always treated with respect and dignity while in hospital	86%	88%	*	*	*	93%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	91%	*	*	*	92%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	87%	*	*	*	71%	80%

	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	90%	93%	*	*	*	94%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	87%	*	*	*	95%	88%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	89%	*	*	*	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	69%	88%	*	*	*	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	94%	97%	*	*	*	*	94%
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	88%	*	*	*	69%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	84%	81%	*	*	*	80%	83%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	83%	80%	*	*	*	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	74%	78%	*	*	*	*	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	92%	84%	*	*	*	*	87%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	85%	*	*	*	72%	81%

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
IMMEDIATE AND LONG TERM SIDE EFFECTS							
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	81%	*	*	*	73%	77%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	72%	*	*	*	67%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	85%	*	*	*	83%	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%	*	*	*	59%	62%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	61%	*	*	*	58%	55%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
SUPPORT WHILE AT HOME							
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	54%	62%	*	*	*	52%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	55%	*	*	*	38%	50%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
CARE FROM YOUR GP PRACTICE							
Q51. Patient definitely received the right amount of support from their GP practice during treatment	42%	45%	*	*	*	42%	43%
Q52. Patient has had a review of cancer care by GP practice	20%	24%	*	*	*	23%	22%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
LIVING WITH AND BEYOND CANCER							
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	25%	33%	*	*	*	*	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	85%	*	*	*	*	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	75%	*	*	*	72%	69%

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	90%	89%	*	*	*	94%	90%
Q57. Administration of care was very good or good	90%	88%	*	*	*	94%	89%
Q58. Cancer research opportunities were discussed with patient	42%	45%	*	*	*	26%	42%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	*	*	*	8.9	9.0

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	73%	*	73%	*	*	79%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	*	62%	*	*	70%	61%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	93%	*	100%	*	*	88%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	*	87%	80%	*	82%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	73%	*	78%	70%	*	79%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	*	74%	80%	*	82%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	*	87%	*	*	100%	95%

	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	79%	*	72%	83%	*	86%	79%
Q13. Patient was definitely told sensitively that they had cancer	74%	*	69%	75%	*	74%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	*	70%	75%	*	80%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	*	77%	92%	*	80%	83%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	*	71%	100%	*	88%	84%

	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	96%	*	96%	100%	*	97%	96%
Q18. Patient found it very or quite easy to contact their main contact person	87%	*	83%	92%	*	91%	87%
Q19. Patient found advice from main contact person was very or quite helpful	96%	*	100%	100%	*	94%	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	84%	*	85%	92%	*	82%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	*	76%	82%	*	80%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	*	75%	*	*	85%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	48%	*	56%	80%	*	59%	50%

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	76%	*	83%	83%	*	77%	77%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	*	100%	100%	*	92%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	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	90%	*	82%	91%	*	90%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	*	73%	75%	*	80%	75%
Q29. Patient was offered information about how to get financial help or benefits	73%	*	60%	82%	*	70%	72%

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	80%	*	77%	*	*	89%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	58%	*	83%	*	*	64%	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	*	71%	*	*	69%	68%
Q34. Patient was always able to get help from ward staff when needed	68%	*	77%	*	*	76%	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	*	71%	*	*	69%	60%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	*	83%	*	*	87%	85%
Q37. Patient was always treated with respect and dignity while in hospital	86%	*	85%	*	*	94%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	*	93%	*	*	94%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	*	75%	67%	*	76%	80%

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	90%	*	92%	*	*	95%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	*	95%	*	*	91%	88%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	*	*	*	*	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	71%	*	*	*	*	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	95%	*	*	*	*	*	94%
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	*	85%	*	*	85%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	82%	*	95%	*	*	83%	83%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	*	*	*	*	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	72%	*	*	*	*	*	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	88%	*	*	*	*	*	87%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	*	72%	55%	*	78%	81%

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	76%	*	85%	100%	*	71%	77%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	*	72%	100%	*	68%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	*	86%	90%	*	80%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	*	71%	73%	*	71%	62%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	*	70%	55%	*	63%	55%

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	*	65%	*	*	56%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	*	50%	*	*	50%	50%

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	42%	*	40%	*	*	54%	43%
Q52. Patient has had a review of cancer care by GP practice	20%	*	32%	64%	*	32%	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	25%	*	*	*	*	50%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	*	*	*	*	93%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	69%	*	76%	70%	*	73%	69%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	89%	*	91%	91%	*	97%	90%
Q57. Administration of care was very good or good	88%	*	96%	100%	*	95%	89%
Q58. Cancer research opportunities were discussed with patient	41%	*	44%	*	*	37%	42%
Q59. Patient's average rating of care scored from very poor to very good	9.0	*	8.8	9.2	*	8.8	9.0

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	59%	70%	70%	75%	76%	*	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	48%	57%	54%	68%	66%	*	61%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	93%	90%	95%	93%	93%	*	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	80%	87%	86%	84%	*	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	76%	73%	73%	71%	*	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	77%	77%	76%	75%	*	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	97%	94%	92%	96%	97%	*	95%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	83%	82%	79%	79%	77%	*	79%
Q13. Patient was definitely told sensitively that they had cancer	82%	73%	73%	70%	75%	*	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	76%	74%	72%	79%	*	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	84%	82%	83%	84%	*	83%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	83%	84%	85%	85%	*	84%

	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	95%	97%	97%	96%	95%	*	96%
Q18. Patient found it very or quite easy to contact their main contact person	88%	84%	85%	87%	90%	*	87%
Q19. Patient found advice from main contact person was very or quite helpful	98%	93%	97%	95%	97%	*	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	88%	87%	83%	81%	85%	*	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	88%	77%	85%	79%	77%	*	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	89%	74%	78%	83%	76%	*	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	62%	51%	48%	48%	48%	*	50%

	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	84%	77%	75%	76%	76%	*	77%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	91%	94%	93%	94%	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	100%	99%	97%	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	95%	90%	86%	88%	93%	*	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	85%	77%	72%	74%	74%	*	75%
Q29. Patient was offered information about how to get financial help or benefits	83%	73%	60%	72%	76%	*	72%

	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	79%	85%	82%	87%	71%	*	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	65%	54%	66%	55%	*	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	71%	69%	75%	57%	*	68%
Q34. Patient was always able to get help from ward staff when needed	79%	66%	68%	81%	57%	*	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	71%	57%	61%	64%	53%	*	60%
Q36. Hospital staff always did everything they could to help the patient control pain	93%	84%	85%	93%	77%	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	93%	90%	83%	92%	83%	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	88%	81%	98%	92%	*	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	85%	77%	78%	81%	83%	*	80%

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	97%	88%	88%	93%	93%	*	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	88%	84%	92%	88%	*	88%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	78%	98%	93%	85%	87%	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	74%	61%	85%	68%	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	88%	100%	96%	92%	*	94%
Q42_1. Patient completely had enough understandable information about progress with surgery	94%	91%	74%	83%	85%	*	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	89%	91%	68%	89%	82%	*	83%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	70%	85%	79%	88%	80%	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	78%	61%	86%	63%	*	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	88%	83%	92%	81%	*	87%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	81%	80%	79%	84%	*	81%

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	81%	78%	74%	79%	74%	*	77%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	81%	77%	66%	71%	63%	*	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	90%	81%	84%	87%	*	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	76%	68%	60%	61%	57%	*	62%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	74%	54%	50%	55%	52%	*	55%

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	63%	63%	51%	56%	58%	*	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	65%	44%	48%	57%	44%	*	50%

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	55%	51%	36%	46%	37%	*	43%
Q52. Patient has had a review of cancer care by GP practice	25%	33%	21%	22%	15%	*	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	27%	17%	29%	32%	29%	*	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	86%	70%	82%	82%	87%	*	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	75%	63%	69%	73%	69%	*	69%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	94%	86%	88%	90%	92%	*	90%
Q57. Administration of care was very good or good	92%	89%	86%	92%	89%	*	89%
Q58. Cancer research opportunities were discussed with patient	47%	51%	43%	35%	40%	*	42%
Q59. Patient's average rating of care scored from very poor to very good	9.1	8.9	9.0	9.1	8.9	*	9.0

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	67%	80%	77%	72%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	61%	71%	61%

	Long term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	92%	94%	93%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	89%	89%	85%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	73%	75%	75%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	78%	76%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	96%	96%	95%

	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	78%	80%	89%	79%
Q13. Patient was definitely told sensitively that they had cancer	72%	76%	80%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	77%	80%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	84%	84%	83%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	88%	93%	84%

	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	96%	97%	96%	96%
Q18. Patient found it very or quite easy to contact their main contact person	85%	89%	90%	87%
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	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	84%	86%	77%	84%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	82%	71%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	80%	83%	79%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	50%	51%	50%	50%

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	76%	77%	80%	77%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	93%	90%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	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	88%	92%	89%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	76%	68%	75%
Q29. Patient was offered information about how to get financial help or benefits	70%	73%	85%	72%

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	84%	75%	81%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	56%	40%	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	67%	48%	68%
Q34. Patient was always able to get help from ward staff when needed	70%	70%	56%	69%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	61%	38%	60%
Q36. Hospital staff always did everything they could to help the patient control pain	87%	84%	78%	85%
Q37. Patient was always treated with respect and dignity while in hospital	86%	89%	85%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	94%	81%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	80%	73%	80%

Long term condition status tables

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

YOUR TREATMENT	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	91%	96%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	89%	93%	88%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	84%	95%	94%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	73%	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	92%	100%	*	94%
Q42_1. Patient completely had enough understandable information about progress with surgery	87%	80%	81%	84%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	82%	84%	80%	83%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	78%	86%	82%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	75%	72%	*	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	84%	97%	*	87%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	81%	82%	78%	81%

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	76%	79%	70%	77%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	75%	70%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	90%	85%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	63%	62%	62%	62%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	60%	64%	55%

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%	60%	51%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	51%	45%	50%

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	42%	44%	57%	43%
Q52. Patient has had a review of cancer care by GP practice	20%	24%	31%	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	23%	40%	25%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	87%	84%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	76%	65%	69%

YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	87%	93%	94%	90%
Q57. Administration of care was very good or good	88%	92%	90%	89%
Q58. Cancer research opportunities were discussed with patient	42%	45%	28%	42%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	9.0	9.0

Year on Year Charts

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SUPPORT FROM YOUR GP PRACTICE

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



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

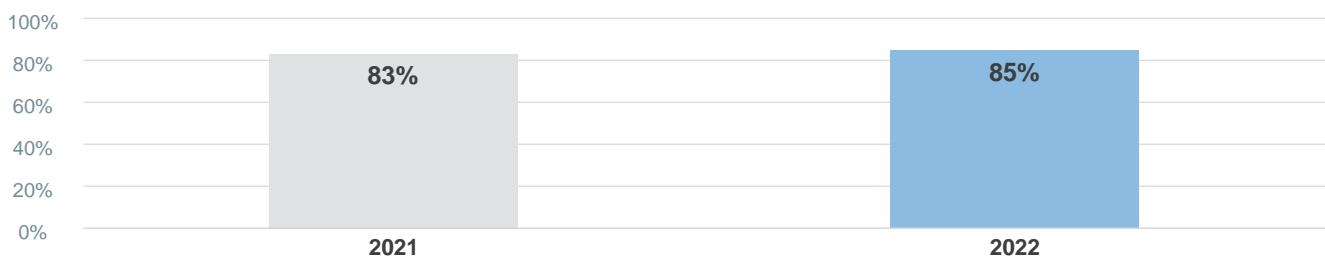


DIAGNOSTIC TESTS

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



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



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



Year on Year Charts

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



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



FINDING OUT THAT YOU HAD CANCER

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



Q13. Patient was definitely told sensitively that they had cancer



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



Year on Year Charts

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



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

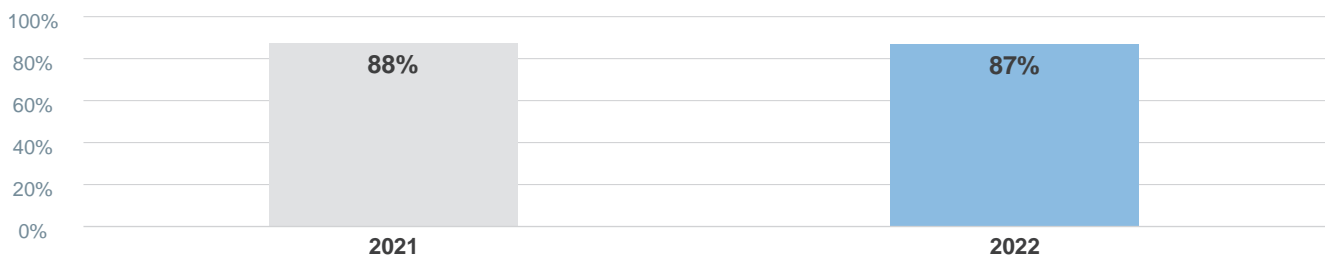


SUPPORT FROM A MAIN CONTACT PERSON

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



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



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



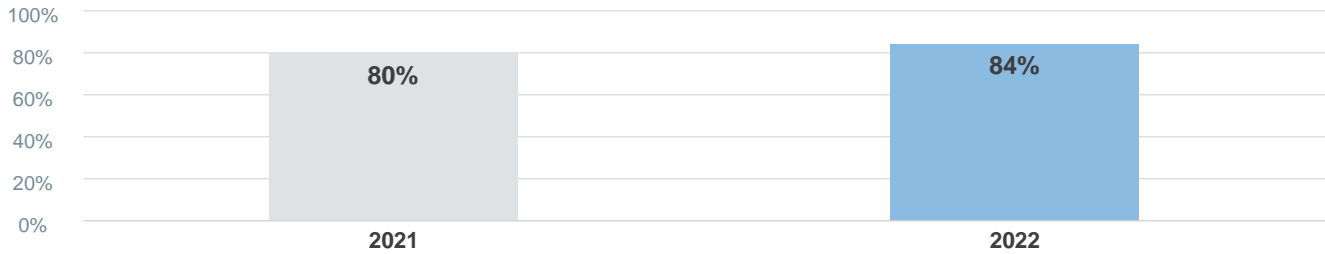
Year on Year Charts

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DECIDING ON THE BEST TREATMENT

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



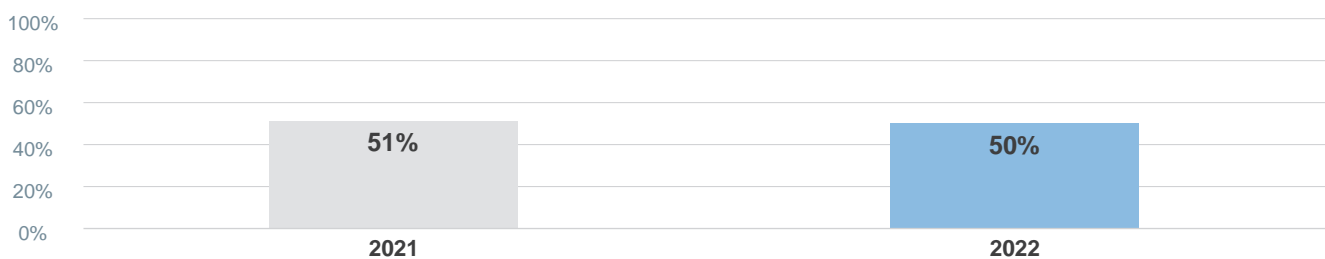
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



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



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



CARE PLANNING

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



Year on Year Charts

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



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



SUPPORT FROM HOSPITAL STAFF

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



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



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



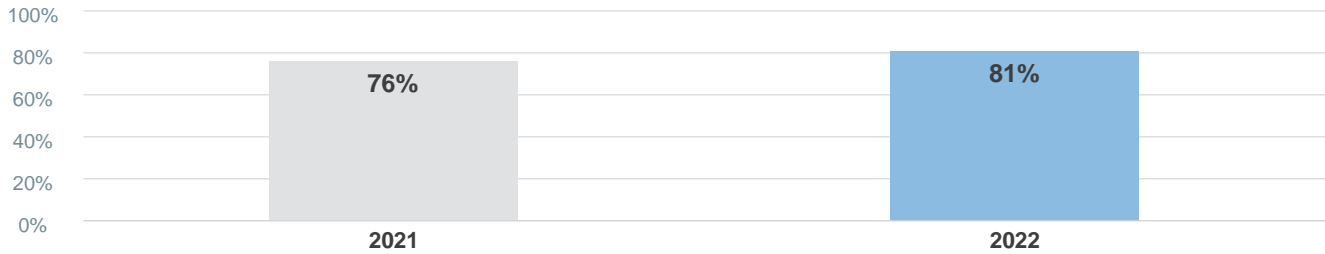
Year on Year Charts

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HOSPITAL CARE

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



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



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



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



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



Year on Year Charts

* 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

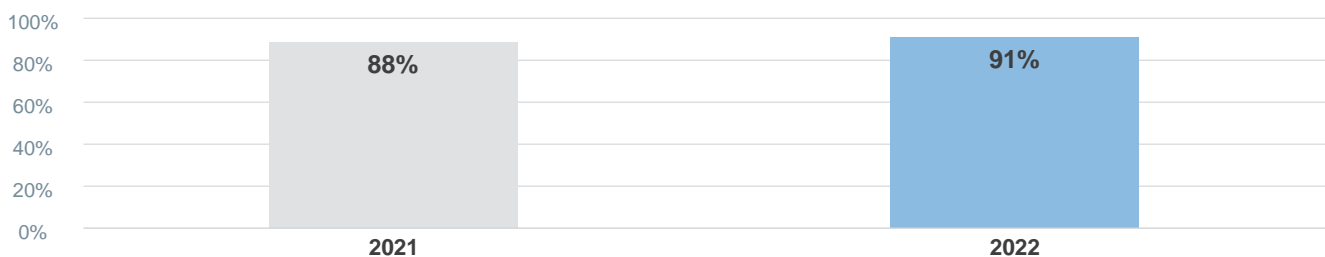


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on Year Charts

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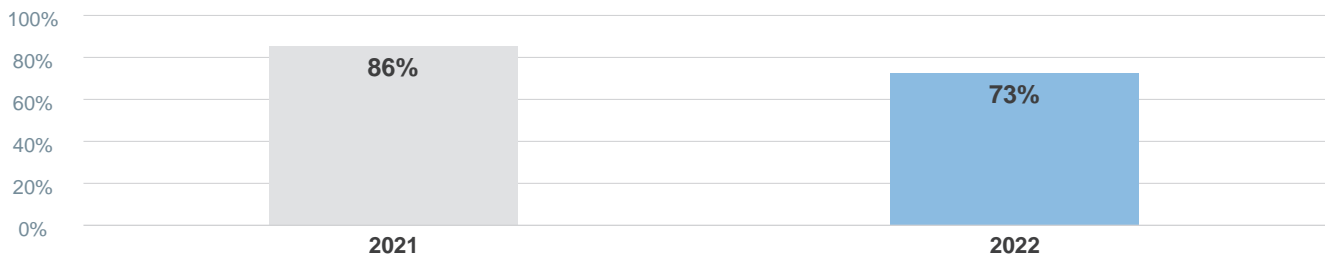
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



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



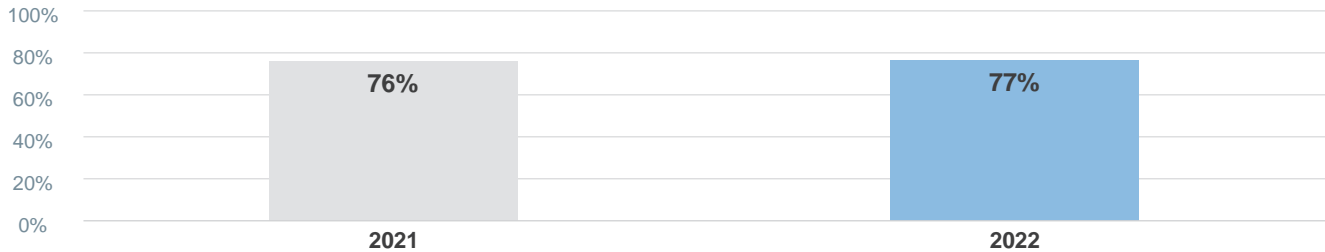
Year on Year Charts

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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

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SUPPORT WHILE AT HOME

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

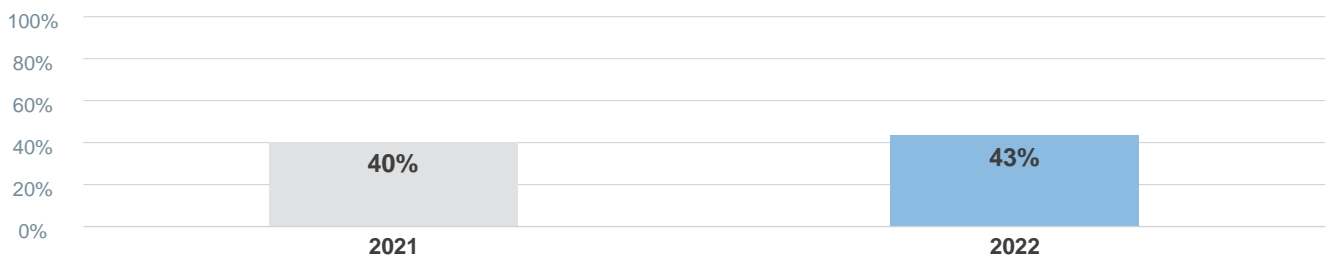


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



CARE FROM YOUR GP PRACTICE

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

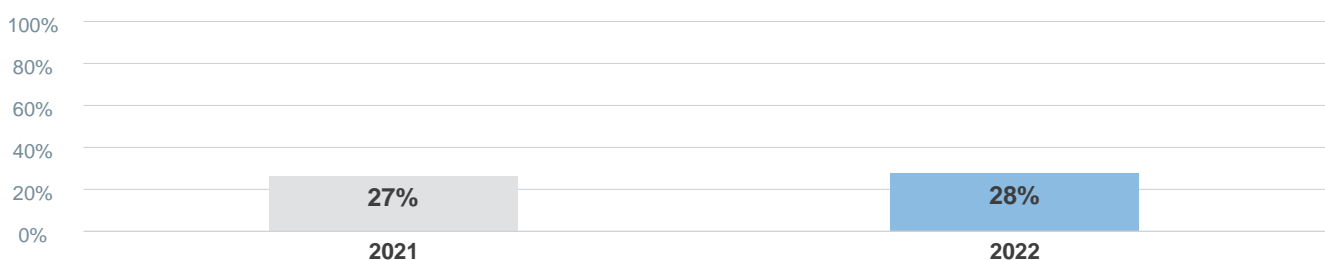


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

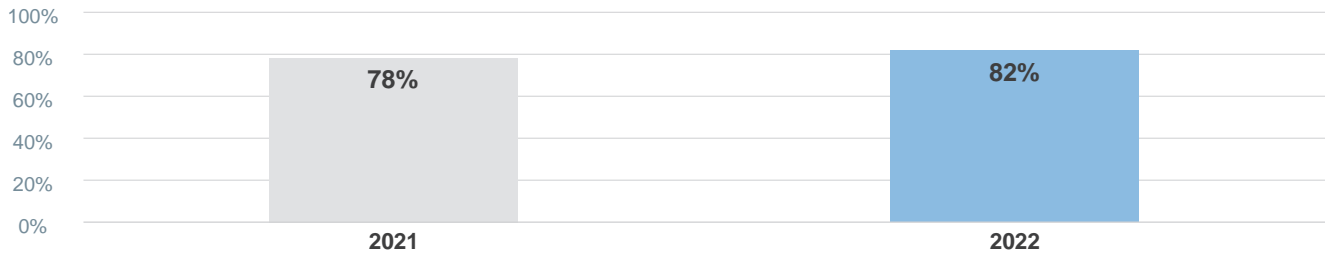
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services



Year on Year Charts

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



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



YOUR OVERALL NHS CARE

Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on Year Charts

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

