# Cancer Patient Experience Survey

2022 Results

# Wirral University Teaching Hospital NHS Foundation Trust

Published July 2023

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

# Executive Summary

## Questions Above Expected Range

| | Case Mix Adjusted Scores | | | National Score |
|---|---|---|---|---|
| | 2022 Score | Lower Expected Range | Upper Expected Range | |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | **89%** | 78% | 89% | **83%** |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | **86%** | 72% | 85% | **78%** |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | **99%** | 91% | 98% | **95%** |
| Q13. Patient was definitely told sensitively that they had cancer | **83%** | 67% | 80% | **74%** |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | **84%** | 70% | 82% | **76%** |
| Q16. Patient was told they could go back later for more information about their diagnosis | **91%** | 78% | 89% | **84%** |
| Q20. Treatment options were explained in a way the patient could completely understand | **90%** | 76% | 88% | **82%** |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | **88%** | 73% | 85% | **79%** |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | **95%** | 76% | 94% | **85%** |
| Q42_1. Patient completely had enough understandable information about progress with surgery | **92%** | 79% | 91% | **85%** |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | **92%** | 69% | 87% | **78%** |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | **77%** | 62% | 77% | **69%** |
| Q57. Administration of care was very good or good | **93%** | 81% | 92% | **87%** |
| Q59. Patient's average rating of care scored from very poor to very good | **9.2** | 8.6 | 9.1 | **8.9** |

Wirral University Teaching Hospital NHS Foundation Trust has no scores below expected range

# Introduction

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

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

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

# Methodology

## Eligibility, fieldwork and survey methods

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

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

## Case-mix adjustment

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

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

## Scoring methodology

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

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

## Statistical significance

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

## Suppression

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

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

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

### Additional suppression

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

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

## Understanding the results

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

### Expected range charts

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

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

### Comparability tables

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

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

### Sub-group breakdowns

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

### Tumour type tables

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

### Age group tables

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

### Male/Female/Non-binary/Other tables

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

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

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

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

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

## Further information

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

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

# Response Rate

## Overall Response Rate

198 patients responded out of a total of 354 patients, resulting in a response rate of 56%.

| | Sample Size | Adjusted Sample | Completed | Response Rate |
|---|---|---|---|---|
| Overall response rate | 368 | 354 | 198 | 56% |
| National | 123,632 | 115,662 | 61,268 | 53% |

## Respondents by Survey Type

| | Number of Respondents |
|---|---|
| Paper | 167 |
| Online | 31 |
| Phone | 0 |
| Translation Service | 0 |
| **Total** | **198** |

## Respondents by Tumour Group

| | Number of Respondents |
|---|---|
| Brain / CNS | 0 |
| Breast | 44 |
| Colorectal / LGT | 18 |
| Gynaecological | * |
| Haematological | 43 |
| Head and Neck | * |
| Lung | 0 |
| Prostate | 17 |
| Sarcoma | 0 |
| Skin | 21 |
| Upper Gastro | * |
| Urological | 38 |
| Other | 7 |
| **Total** | **198** |

## Respondents by Ethnicity

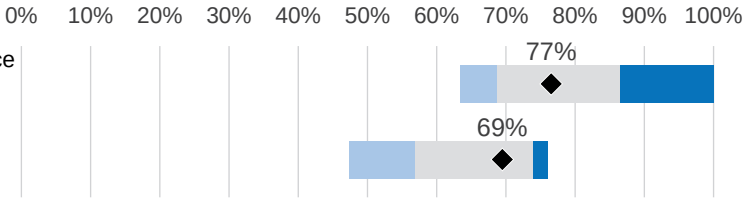
| | Number of Respondents |
|---|---|
| **White** | |
| English / Welsh / Scottish / Northern Irish / British | 179 |
| Irish | * |
| Gypsy or Irish Traveller | * |
| Any other White background | * |
| **Mixed / Multiple Ethnicity** | |
| White and Black Caribbean | * |
| White and Black African | * |
| White and Asian | * |
| Any other Mixed / multiple ethnic background | * |
| **Asian or Asian British** | |
| Indian | * |
| Pakistani | * |
| Bangladeshi | * |
| Chinese | * |
| Any other Asian background | * |
| **Black / African / Caribbean / Black British** | |
| African | * |
| Caribbean | * |
| Any other Black / African / Caribbean background | * |
| **Other Ethnicity** | |
| Arab | * |
| Any other ethnic group | * |
| **Not given** | |
| Not given | 13 |
| **Total** | **198** |

# Expected Range Charts

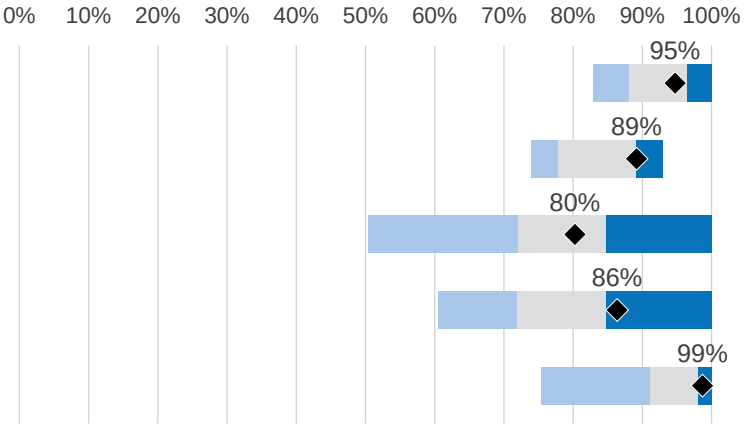
Lower Expected Range | Within Expected Range | Upper Expected Range | Case Mix Adjusted Score

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

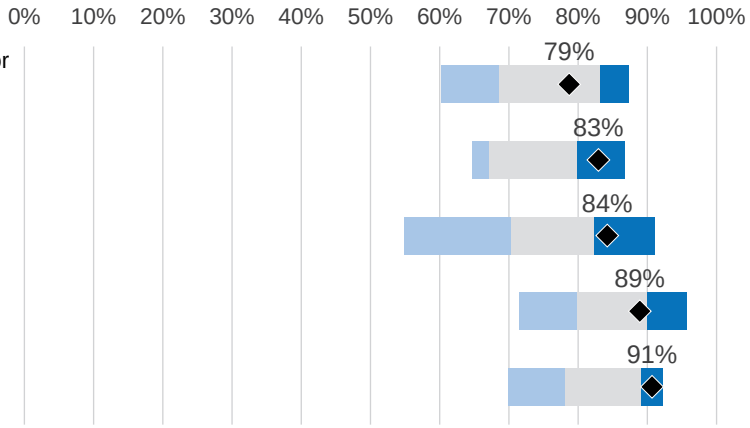
## SUPPORT FROM YOUR GP PRACTICE



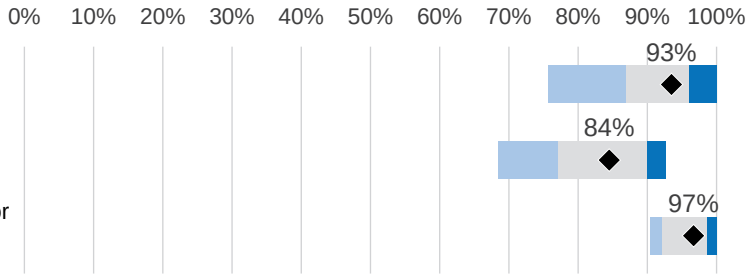

## DIAGNOSTIC TESTS




## FINDING OUT THAT YOU HAD CANCER




## SUPPORT FROM A MAIN CONTACT PERSON

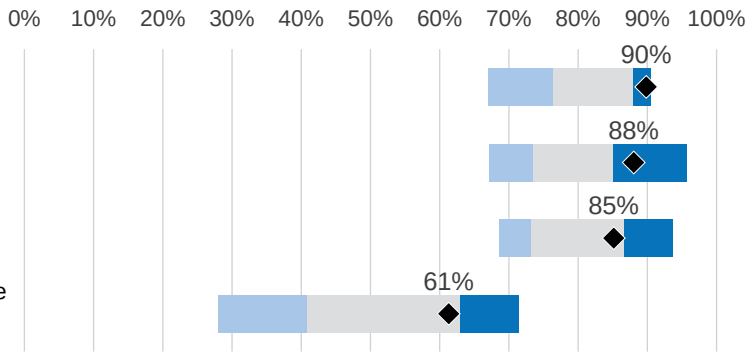


# Expected Range Charts

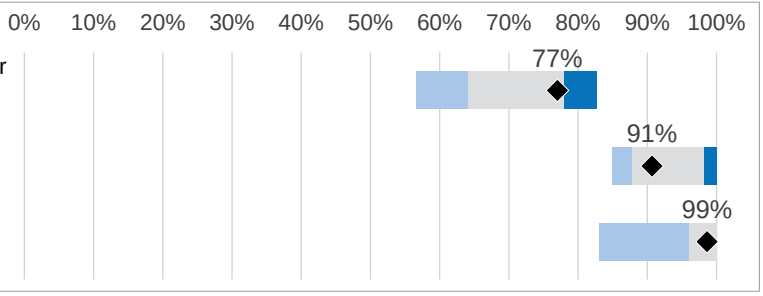
Lower Expected Range | Within Expected Range | Upper Expected Range | Case Mix Adjusted Score

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

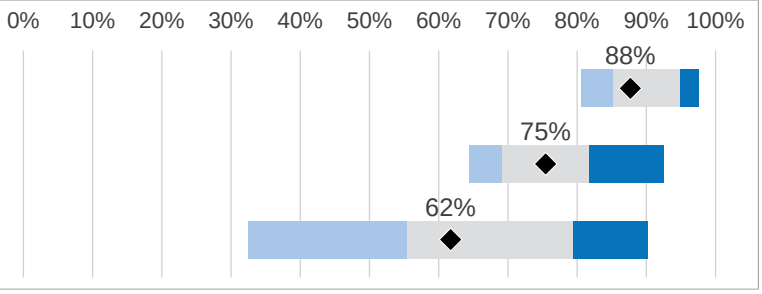
## DECIDING ON THE BEST TREATMENT



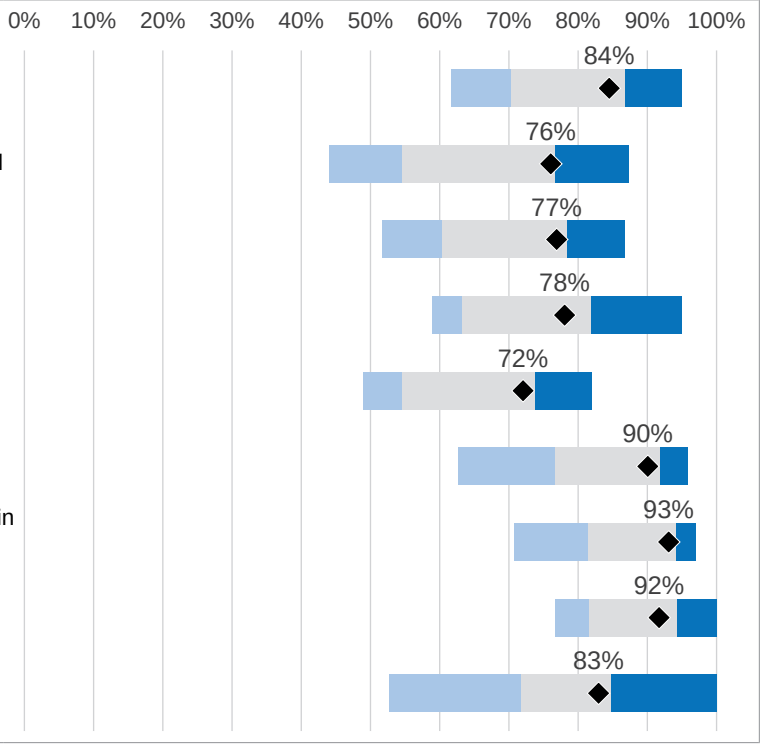

## CARE PLANNING




## SUPPORT FROM HOSPITAL STAFF




## HOSPITAL CARE

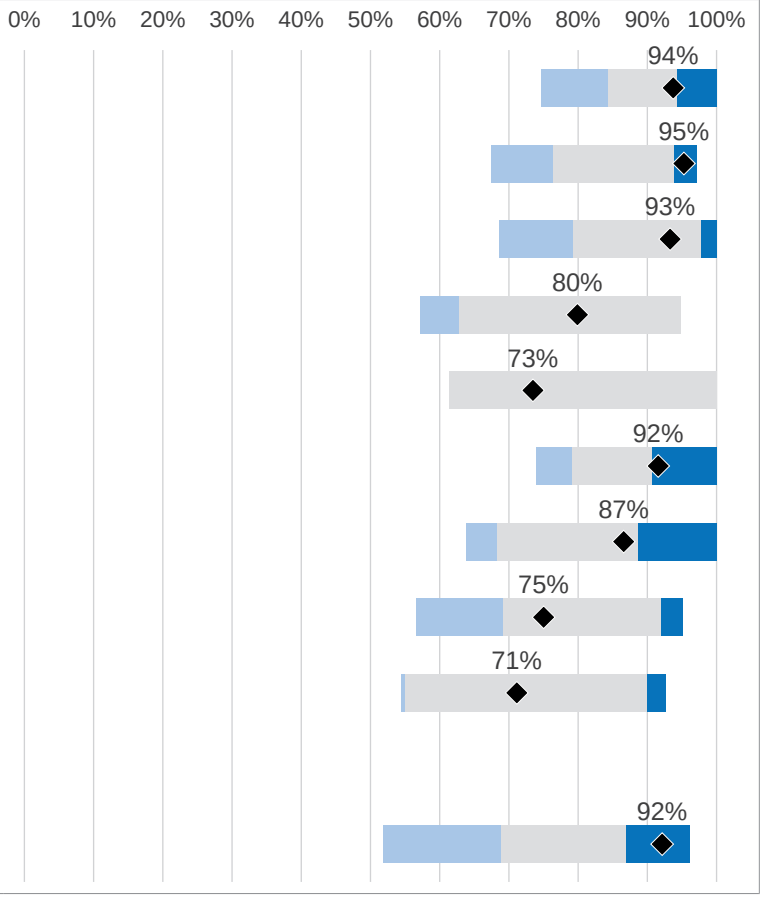


# Expected Range Charts

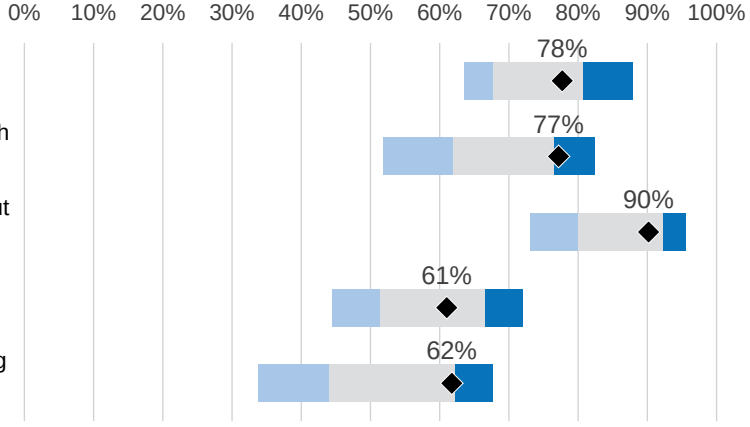
Lower Expected Range | Within Expected Range | Upper Expected Range | Case Mix Adjusted Score

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

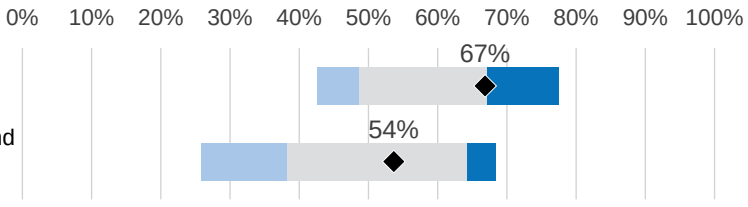
## YOUR TREATMENT



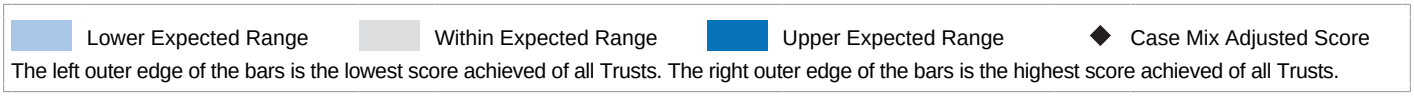

## IMMEDIATE AND LONG TERM SIDE EFFECTS




## SUPPORT WHILE AT HOME

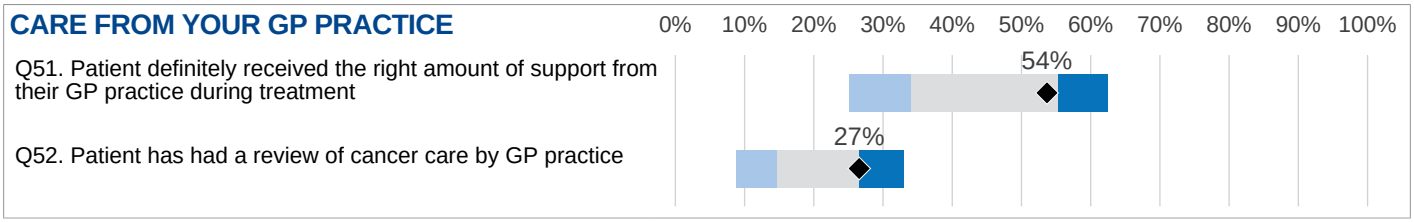


# Expected Range Charts

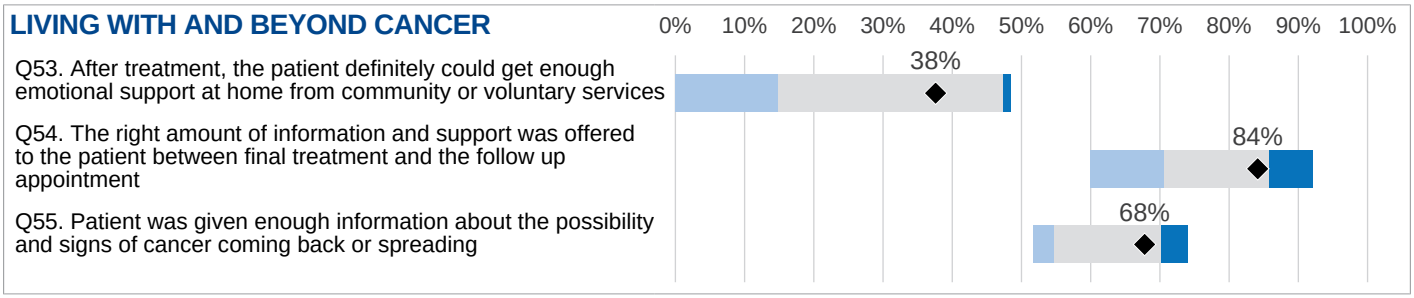



The left outer edge of the bars is the lowest score achieved of all Trusts. The right outer edge of the bars is the highest score achieved of all Trusts.

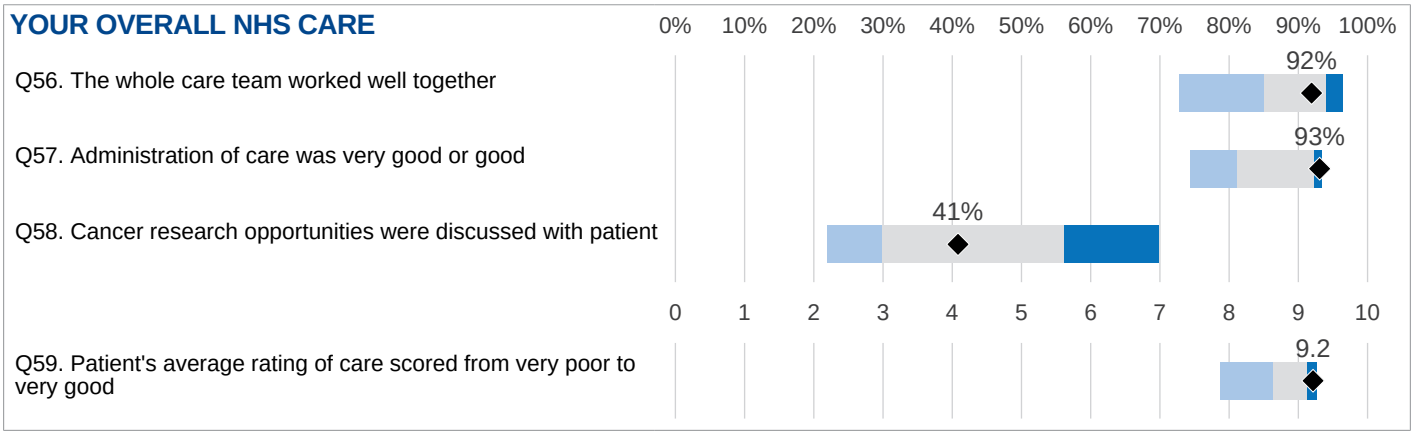
## CARE FROM YOUR GP PRACTICE




## LIVING WITH AND BEYOND CANCER




## YOUR OVERALL NHS CARE



# Comparability tables

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

** No score available for 2021.

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

Adjusted Score below Lower Expected Range

Adjusted Score between Upper and Lower Expected Ranges

Adjusted Score above Upper Expected Range

| SUPPORT FROM YOUR GP PRACTICE | Unadjusted Scores | | | | | Case Mix Adjusted Scores | | | National Score |
|---|---|---|---|---|---|---|---|---|---|
| | 2021 n | 2021 Score | 2022 n | 2022 Score | Change 2021-2022 | 2022 Score | Lower Expected Range | Upper Expected Range | |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | 108 | **83%** | 85 | **76%** | | **77%** | 69% | 87% | **78%** |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 135 | **67%** | 123 | **68%** | | **69%** | 57% | 74% | **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 | 172 | **94%** | 162 | **94%** | | **95%** | 88% | 96% | **92%** |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 183 | **87%** | 171 | **89%** | | **89%** | 78% | 89% | **83%** |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 183 | **84%** | 172 | **81%** | | **80%** | 72% | 85% | **78%** |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 182 | **85%** | 167 | **87%** | | **86%** | 72% | 85% | **78%** |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 185 | **95%** | 170 | **99%** | | **99%** | 91% | 98% | **95%** |

| FINDING OUT THAT YOU HAD CANCER | Unadjusted Scores | | | | | Case Mix Adjusted Scores | | | National Score |
|---|---|---|---|---|---|---|---|---|---|
| | 2021 n | 2021 Score | 2022 n | 2022 Score | Change 2021-2022 | 2022 Score | Lower Expected Range | Upper Expected Range | |
| Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis | 190 | **68%** | 178 | **77%** | | **79%** | 69% | 83% | **76%** |
| Q13. Patient was definitely told sensitively that they had cancer | 207 | **76%** | 194 | **82%** | | **83%** | 67% | 80% | **74%** |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 208 | **79%** | 197 | **84%** | | **84%** | 70% | 82% | **76%** |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 206 | **85%** | 196 | **89%** | | **89%** | 80% | 90% | **85%** |
| Q16. Patient was told they could go back later for more information about their diagnosis | 188 | **89%** | 182 | **90%** | | **91%** | 78% | 89% | **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 | 195 | **93%** | 192 | **93%** | | **93%** | 87% | 96% | **91%** |
| Q18. Patient found it very or quite easy to contact their main contact person | 162 | **90%** | 161 | **84%** | | **84%** | 77% | 90% | **84%** |
| Q19. Patient found advice from main contact person was very or quite helpful | 174 | **98%** | 170 | **96%** | | **97%** | 92% | 99% | **95%** |

# Comparability tables

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

** No score available for 2021.

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

Adjusted Score below Lower Expected Range

Adjusted Score between Upper and Lower Expected Ranges

Adjusted Score above Upper Expected Range

| DECIDING ON THE BEST TREATMENT | Unadjusted Scores | | | | | Case Mix Adjusted Scores | | | National Score |
|---|---|---|---|---|---|---|---|---|---|
| | 2021 n | 2021 Score | 2022 n | 2022 Score | Change 2021-2022 | 2022 Score | Lower Expected Range | Upper Expected Range | |
| Q20. Treatment options were explained in a way the patient could completely understand | 192 | **85%** | 179 | **89%** | | **90%** | 76% | 88% | **82%** |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 203 | **81%** | 193 | **88%** | | **88%** | 73% | 85% | **79%** |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 160 | **72%** | 146 | **85%** | | **85%** | 73% | 87% | **80%** |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | 85 | **60%** | 82 | **63%** | | **61%** | 41% | 63% | **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 | 184 | **72%** | 170 | **76%** | | **77%** | 64% | 78% | **71%** |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 104 | **88%** | 96 | **92%** | | **91%** | 88% | 98% | **93%** |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 76 | **99%** | 76 | **97%** | ▼ | **99%** | 96% | 100% | **99%** |

| SUPPORT FROM HOSPITAL STAFF | Unadjusted Scores | | | | | Case Mix Adjusted Scores | | | National Score |
|---|---|---|---|---|---|---|---|---|---|
| | 2021 n | 2021 Score | 2022 n | 2022 Score | Change 2021-2022 | 2022 Score | Lower Expected Range | Upper Expected Range | |
| Q27. Staff provided the patient with relevant information on available support | 170 | **91%** | 164 | **87%** | | **88%** | 85% | 95% | **90%** |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 201 | **78%** | 191 | **76%** | | **75%** | 69% | 82% | **76%** |
| Q29. Patient was offered information about how to get financial help or benefits | 89 | **63%** | 84 | **58%** | | **62%** | 55% | 80% | **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 | 117 | **85%** | 107 | **87%** | | **84%** | 70% | 87% | **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 | 87 | **60%** | 75 | **77%** | | **76%** | 55% | 77% | **66%** |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 114 | **71%** | 105 | **79%** | | **77%** | 60% | 79% | **70%** |
| Q34. Patient was always able to get help from ward staff when needed | 114 | **85%** | 104 | **81%** | | **78%** | 63% | 82% | **73%** |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 106 | **80%** | 102 | **74%** | | **72%** | 55% | 74% | **64%** |
| Q36. Hospital staff always did everything they could to help the patient control pain | 101 | **92%** | 93 | **91%** | | **90%** | 77% | 92% | **84%** |
| Q37. Patient was always treated with respect and dignity while in hospital | 116 | **93%** | 107 | **94%** | | **93%** | 81% | 94% | **88%** |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 111 | **92%** | 106 | **92%** | | **92%** | 82% | 94% | **88%** |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 168 | **82%** | 165 | **84%** | | **83%** | 72% | 85% | **78%** |

# Comparability tables

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

** No score available for 2021.

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

Adjusted Score below Lower Expected Range

Adjusted Score between Upper and Lower Expected Ranges

Adjusted Score above Upper Expected Range

| YOUR TREATMENT | Unadjusted Scores | | | | | Case Mix Adjusted Scores | | | National Score |
|---|---|---|---|---|---|---|---|---|---|
| | 2021 n | 2021 Score | 2022 n | 2022 Score | Change 2021-2022 | 2022 Score | Lower Expected Range | Upper Expected Range | |
| Q41_1. Beforehand patient completely had enough understandable information about surgery | 159 | **91%** | 153 | **93%** | | **94%** | 84% | 94% | **89%** |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 62 | **85%** | 65 | **95%** | | **95%** | 76% | 94% | **85%** |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 46 | **93%** | 46 | **93%** | | **93%** | 79% | 98% | **88%** |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 19 | **79%** | 25 | **80%** | | **80%** | 63% | 95% | **79%** |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | 11 | **91%** | 10 | **80%** | | **73%** | 61% | 100% | **84%** |
| Q42_1. Patient completely had enough understandable information about progress with surgery | 159 | **84%** | 151 | **92%** | | **92%** | 79% | 91% | **85%** |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | 61 | **70%** | 65 | **88%** | | **87%** | 68% | 89% | **79%** |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | 46 | **76%** | 46 | **76%** | | **75%** | 69% | 92% | **81%** |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | 22 | **77%** | 25 | **72%** | | **71%** | 55% | 90% | **72%** |
| Q42_5. Patient completely had enough understandable information about progress with immunotherapy | 10 | **100%** | | * | | * | | | **80%** |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | 196 | **89%** | 190 | **92%** | | **92%** | 69% | 87% | **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 | 185 | **77%** | 179 | **79%** | | **78%** | 68% | 81% | **74%** |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 184 | **71%** | 160 | **78%** | | **77%** | 62% | 77% | **69%** |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 153 | **92%** | 126 | **90%** | | **90%** | 80% | 92% | **86%** |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 175 | **66%** | 165 | **62%** | | **61%** | 51% | 67% | **59%** |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 158 | **59%** | 130 | **63%** | | **62%** | 44% | 62% | **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 | 124 | **55%** | 123 | **67%** | | **67%** | 49% | 67% | **58%** |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 77 | **55%** | 61 | **54%** | | **54%** | 38% | 64% | **51%** |

# Comparability tables

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

** No score available for 2021.

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

Adjusted Score below Lower Expected Range

Adjusted Score between Upper and Lower Expected Ranges

Adjusted Score above Upper Expected Range

| CARE FROM YOUR GP PRACTICE | Unadjusted Scores | | | | | Case Mix Adjusted Scores | | | National Score |
|---|---|---|---|---|---|---|---|---|---|
| | 2021 n | 2021 Score | 2022 n | 2022 Score | Change 2021-2022 | 2022 Score | Lower Expected Range | Upper Expected Range | |
| Q51. Patient definitely received the right amount of support from their GP practice during treatment | 119 | **40%** | 101 | **54%** | | **54%** | 34% | 55% | **45%** |
| Q52. Patient has had a review of cancer care by GP practice | 198 | **25%** | 187 | **25%** | | **27%** | 15% | 27% | **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 | 49 | **53%** | 33 | **39%** | | **38%** | 15% | 47% | **31%** |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 111 | **85%** | 119 | **84%** | | **84%** | 71% | 86% | **78%** |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 169 | **67%** | 160 | **70%** | | **68%** | 55% | 70% | **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 | 195 | **93%** | 188 | **92%** | | **92%** | 85% | 94% | **90%** |
| Q57. Administration of care was very good or good | 203 | **92%** | 197 | **92%** | | **93%** | 81% | 92% | **87%** |
| Q58. Cancer research opportunities were discussed with patient | 115 | **33%** | 99 | **39%** | | **41%** | 30% | 56% | **43%** |
| Q59. Patient's average rating of care scored from very poor to very good | 197 | **9.1** | 191 | **9.2** | | **9.2** | 8.6 | 9.1 | **8.9** |

# Tumour type tables

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

| SUPPORT FROM YOUR GP PRACTICE | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | * | 100% | * | * | 50% | * | * | * | * | 92% | * | 70% | * | **76%** |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | * | 85% | * | * | 44% | * | * | 92% | * | 90% | * | 65% | * | **68%** |

| DIAGNOSTIC TESTS | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q5. Patient received all the information needed about the diagnostic test in advance | * | 92% | 93% | * | 100% | * | * | 100% | * | 94% | * | 97% | * | **94%** |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | * | 90% | 94% | * | 90% | * | * | 94% | * | 94% | * | 85% | * | **89%** |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | * | 85% | 94% | * | 75% | * | * | 94% | * | 78% | * | 68% | * | **81%** |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | * | 90% | 94% | * | 77% | * | * | 100% | * | 94% | * | 78% | * | **87%** |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | * | 100% | 100% | * | 100% | * | * | 100% | * | 100% | * | 97% | * | **99%** |

| FINDING OUT THAT YOU HAD CANCER | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis | * | 76% | 72% | * | 84% | * | * | 85% | * | 56% | * | 71% | * | **77%** |
| Q13. Patient was definitely told sensitively that they had cancer | * | 91% | 83% | * | 83% | * | * | 82% | * | 95% | * | 62% | * | **82%** |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | * | 89% | 100% | * | 74% | * | * | 88% | * | 95% | * | 74% | * | **84%** |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | * | 93% | 89% | * | 86% | * | * | 88% | * | 95% | * | 84% | * | **89%** |
| Q16. Patient was told they could go back later for more information about their diagnosis | * | 98% | 100% | * | 82% | * | * | 94% | * | 89% | * | 82% | * | **90%** |

# Tumour type tables

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

## SUPPORT FROM A MAIN CONTACT PERSON

| | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q17. Patient had a main point of contact within the care team | * | 98% | 100% | * | 88% | * | * | 88% | * | 100% | * | 92% | * | **93%** |
| Q18. Patient found it very or quite easy to contact their main contact person | * | 92% | 94% | * | 79% | * | * | 80% | * | 93% | * | 68% | * | **84%** |
| Q19. Patient found advice from main contact person was very or quite helpful | * | 97% | 94% | * | 100% | * | * | 93% | * | 100% | * | 91% | * | **96%** |

## DECIDING ON THE BEST TREATMENT

| | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q20. Treatment options were explained in a way the patient could completely understand | * | 93% | 100% | * | 86% | * | * | 80% | * | 94% | * | 86% | * | **89%** |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | * | 88% | 94% | * | 78% | * | * | 100% | * | 90% | * | 86% | * | **88%** |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | * | 94% | 86% | * | 91% | * | * | 73% | * | 69% | * | 84% | * | **85%** |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | * | 56% | 55% | * | 70% | * | * | * | * | * | * | 73% | * | **63%** |

## CARE PLANNING

| | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment | * | 90% | 75% | * | 80% | * | * | 71% | * | 80% | * | 58% | * | **76%** |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | * | 100% | 93% | * | 86% | * | * | * | * | * | * | 88% | * | **92%** |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | * | 96% | 100% | * | * | * | * | * | * | * | * | 93% | * | **97%** |

## SUPPORT FROM HOSPITAL STAFF

| | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q27. Staff provided the patient with relevant information on available support | * | 90% | 100% | * | 86% | * | * | 81% | * | 91% | * | 83% | * | **87%** |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | * | 79% | 94% | * | 80% | * | * | 82% | * | 89% | * | 54% | * | **76%** |
| Q29. Patient was offered information about how to get financial help or benefits | * | 73% | 60% | * | 56% | * | * | * | * | * | * | 40% | * | **58%** |

# Tumour type tables

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

| HOSPITAL CARE | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital | * | 95% | 85% | * | 94% | * | * | 93% | * | * | * | 76% | * | **87%** |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | * | 85% | 67% | * | 87% | * | * | * | * | * | * | 63% | * | **77%** |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | * | 95% | 69% | * | 71% | * | * | 77% | * | * | * | 79% | * | **79%** |
| Q34. Patient was always able to get help from ward staff when needed | * | 95% | 85% | * | 78% | * | * | 83% | * | * | * | 72% | * | **81%** |
| Q35. Patient was always able to discuss worries and fears with hospital staff | * | 95% | 69% | * | 61% | * | * | 85% | * | * | * | 58% | * | **74%** |
| Q36. Hospital staff always did everything they could to help the patient control pain | * | 100% | 92% | * | 73% | * | * | 100% | * | * | * | 88% | * | **91%** |
| Q37. Patient was always treated with respect and dignity while in hospital | * | 100% | 92% | * | 94% | * | * | 93% | * | * | * | 90% | * | **94%** |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | * | 100% | 92% | * | 89% | * | * | 100% | * | * | * | 89% | * | **92%** |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | * | 90% | 92% | * | 83% | * | * | 71% | * | 85% | * | 73% | * | **84%** |

| YOUR TREATMENT | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q41_1. Beforehand patient completely had enough understandable information about surgery | * | 93% | 100% | * | * | * | * | 93% | * | 100% | * | 92% | * | **93%** |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | * | 100% | * | * | 97% | * | * | * | * | * | * | * | * | **95%** |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | * | 96% | * | * | * | * | * | * | * | * | * | * | * | **93%** |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | * | 89% | * | * | * | * | * | * | * | * | * | * | * | **80%** |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | * | * | * | * | * | * | * | * | * | * | * | * | * | **80%** |
| Q42_1. Patient completely had enough understandable information about progress with surgery | * | 95% | 82% | * | * | * | * | 93% | * | 100% | * | 86% | * | **92%** |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | * | 100% | * | * | 95% | * | * | * | * | * | * | * | * | **88%** |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | * | 75% | * | * | * | * | * | * | * | * | * | * | * | **76%** |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | * | 79% | * | * | * | * | * | * | * | * | * | * | * | **72%** |
| 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 | * | 93% | 100% | * | 98% | * | * | 94% | * | 100% | * | 80% | * | **92%** |

# Tumour type tables

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

| IMMEDIATE AND LONG TERM SIDE EFFECTS | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q44. Possible side effects from treatment were definitely explained in a way the patient could understand | * | 86% | 71% | * | 87% | * | * | 67% | * | 81% | * | 78% | * | **79%** |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | * | 88% | 76% | * | 81% | * | * | 73% | * | 75% | * | 71% | * | **78%** |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | * | 94% | 87% | * | 83% | * | * | 80% | * | * | * | 92% | * | **90%** |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | * | 71% | 53% | * | 54% | * | * | 75% | * | 75% | * | 61% | * | **62%** |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | * | 65% | 50% | * | 63% | * | * | 81% | * | * | * | 57% | * | **63%** |

| SUPPORT WHILE AT HOME | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home | * | 83% | 73% | * | 64% | * | * | 69% | * | * | * | 57% | * | **67%** |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | * | * | 67% | * | 36% | * | * | * | * | * | * | 47% | * | **54%** |

| CARE FROM YOUR GP PRACTICE | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q51. Patient definitely received the right amount of support from their GP practice during treatment | * | 62% | * | * | 67% | * | * | 60% | * | 67% | * | 48% | * | **54%** |
| Q52. Patient has had a review of cancer care by GP practice | * | 33% | 25% | * | 23% | * | * | 35% | * | 20% | * | 14% | * | **25%** |

# Tumour type tables

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

| LIVING WITH AND BEYOND CANCER | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services | * | * | * | * | * | * | * | * | * | * | * | * | * | **39%** |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | * | 87% | 93% | * | 85% | * | * | 87% | * | 94% | * | 68% | * | **84%** |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | * | 64% | 73% | * | 90% | * | * | 64% | * | 95% | * | 48% | * | **70%** |

| YOUR OVERALL NHS CARE | Tumour Type | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | **All Cancers** |
| Q56. The whole care team worked well together | * | 90% | 100% | * | 95% | * | * | 88% | * | 100% | * | 84% | * | **92%** |
| Q57. Administration of care was very good or good | * | 98% | 100% | * | 100% | * | * | 82% | * | 100% | * | 71% | * | **92%** |
| Q58. Cancer research opportunities were discussed with patient | * | 24% | * | * | 50% | * | * | * | * | * | * | 39% | * | **39%** |
| Q59. Patient's average rating of care scored from very poor to very good | * | 9.5 | 9.6 | * | 9.3 | * | * | 9.1 | * | 9.7 | * | 8.7 | * | **9.2** |

# 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 | * | * | * | * | 63% | 68% | 91% | * | **76%** |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | * | * | * | * | 58% | 58% | 79% | * | **68%** |

| 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 | * | * | * | 90% | 97% | 98% | 93% | * | **94%** |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | * | * | * | 100% | 92% | 87% | 91% | * | **89%** |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | * | * | * | 80% | 73% | 79% | 87% | * | **81%** |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | * | * | * | 100% | 86% | 85% | 89% | * | **87%** |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | * | * | * | 100% | 97% | 99% | 100% | * | **99%** |

| 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 | * | * | * | 60% | 70% | 77% | 84% | * | **77%** |
| Q13. Patient was definitely told sensitively that they had cancer | * | * | * | 82% | 85% | 81% | 81% | * | **82%** |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | * | * | * | 100% | 78% | 82% | 85% | * | **84%** |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | * | * | * | 91% | 90% | 87% | 93% | * | **89%** |
| Q16. Patient was told they could go back later for more information about their diagnosis | * | * | * | 100% | 92% | 90% | 84% | * | **90%** |

| 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 | * | * | * | 91% | 95% | 96% | 91% | * | **93%** |
| Q18. Patient found it very or quite easy to contact their main contact person | * | * | * | 70% | 80% | 87% | 84% | * | **84%** |
| Q19. Patient found advice from main contact person was very or quite helpful | * | * | * | 90% | 97% | 96% | 98% | * | **96%** |

| DECIDING ON THE BEST TREATMENT | Age | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | 16 - 24 | 25 - 34 | 35 - 44 | 45 - 54 | 55 - 64 | 65 - 74 | 75 - 84 | 85+ | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | * | * | * | 100% | 81% | 90% | 89% | * | **89%** |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | * | * | * | 73% | 90% | 88% | 91% | * | **88%** |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | * | * | * | * | 86% | 81% | 86% | * | **85%** |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | * | * | * | * | 67% | 63% | 71% | * | **63%** |

# 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 | * | * | * | * | 78% | 74% | 79% | * | **76%** |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | * | * | * | * | 93% | 88% | 93% | * | **92%** |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | * | * | * | * | 100% | 100% | 96% | * | **97%** |

| 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 | * | * | * | 80% | 87% | 89% | 87% | * | **87%** |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | * | * | * | 70% | 64% | 85% | 75% | * | **76%** |
| Q29. Patient was offered information about how to get financial help or benefits | * | * | * | * | 61% | 61% | 58% | * | **58%** |

| 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 | * | * | * | * | 78% | 90% | 86% | * | **87%** |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | * | * | * | * | 77% | 67% | 86% | * | **77%** |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | * | * | * | * | 82% | 73% | 82% | * | **79%** |
| Q34. Patient was always able to get help from ward staff when needed | * | * | * | * | 72% | 79% | 82% | * | **81%** |
| Q35. Patient was always able to discuss worries and fears with hospital staff | * | * | * | * | 71% | 70% | 71% | * | **74%** |
| Q36. Hospital staff always did everything they could to help the patient control pain | * | * | * | * | 94% | 90% | 88% | * | **91%** |
| Q37. Patient was always treated with respect and dignity while in hospital | * | * | * | * | 94% | 96% | 90% | * | **94%** |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | * | * | * | * | 89% | 96% | 93% | * | **92%** |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | * | * | * | 80% | 83% | 84% | 83% | * | **84%** |

# 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 | * | * | * | 100% | 92% | 93% | 94% | * | **93%** |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | * | * | * | * | 93% | 96% | 95% | * | **95%** |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | * | * | * | * | 100% | 89% | 90% | * | **93%** |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | * | * | * | * | * | 77% | * | * | **80%** |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | * | * | * | * | * | * | * | * | **80%** |
| Q42_1. Patient completely had enough understandable information about progress with surgery | * | * | * | 100% | 89% | 90% | 94% | * | **92%** |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | * | * | * | * | 93% | 83% | 86% | * | **88%** |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | * | * | * | * | 73% | 72% | 90% | * | **76%** |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | * | * | * | * | * | 75% | * | * | **72%** |
| 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 | * | * | * | 91% | 92% | 92% | 92% | * | **92%** |

| 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 | * | * | * | 82% | 72% | 78% | 83% | * | **79%** |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | * | * | * | * | 73% | 76% | 83% | * | **78%** |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | * | * | * | * | 90% | 88% | 94% | * | **90%** |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | * | * | * | 50% | 60% | 62% | 75% | * | **62%** |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | * | * | * | * | 67% | 64% | 65% | * | **63%** |

| 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 | * | * | * | * | 59% | 69% | 74% | * | **67%** |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | * | * | * | * | 55% | 39% | 79% | * | **54%** |

| 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 | * | * | * | * | 65% | 46% | 54% | * | **54%** |
| Q52. Patient has had a review of cancer care by GP practice | * | * | * | 9% | 36% | 21% | 20% | * | **25%** |

# 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 | * | * | * | * | * | 40% | * | * | **39%** |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | * | * | * | * | 85% | 90% | 82% | * | **84%** |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | * | * | * | 60% | 71% | 71% | 72% | * | **70%** |

| 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 | * | * | * | 100% | 85% | 90% | 98% | * | **92%** |
| Q57. Administration of care was very good or good | * | * | * | 91% | 90% | 91% | 93% | * | **92%** |
| Q58. Cancer research opportunities were discussed with patient | * | * | * | * | 30% | 36% | 56% | * | **39%** |
| Q59. Patient's average rating of care scored from very poor to very good | * | * | * | 9.3 | 9.2 | 9.3 | 9.2 | * | **9.2** |

# 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 | 84% | 69% | * | * | * | * | **76%** |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 66% | 69% | * | * | * | * | **68%** |

| 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 | 91% | 98% | * | * | * | 91% | **94%** |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 89% | 89% | * | * | * | 91% | **89%** |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 81% | 83% | * | * | * | 64% | **81%** |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 85% | 89% | * | * | * | 82% | **87%** |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 99% | 99% | * | * | * | 100% | **99%** |

| FINDING OUT THAT YOU HAD CANCER | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis | 79% | 76% | * | * | * | 70% | **77%** |
| Q13. Patient was definitely told sensitively that they had cancer | 85% | 79% | * | * | * | 92% | **82%** |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 80% | 85% | * | * | * | 93% | **84%** |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 89% | 89% | * | * | * | 100% | **89%** |
| Q16. Patient was told they could go back later for more information about their diagnosis | 89% | 92% | * | * | * | 83% | **90%** |

| 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 | 93% | 94% | * | * | * | 83% | **93%** |
| Q18. Patient found it very or quite easy to contact their main contact person | 88% | 83% | * | * | * | 70% | **84%** |
| Q19. Patient found advice from main contact person was very or quite helpful | 97% | 97% | * | * | * | 90% | **96%** |

# Male/Female/Non-binary/Other tables

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

| DECIDING ON THE BEST TREATMENT | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | 89% | 89% | * | * | * | 83% | **89%** |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 86% | 90% | * | * | * | 83% | **88%** |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 86% | 86% | * | * | * | 73% | **85%** |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | 56% | 72% | * | * | * | * | **63%** |

| CARE PLANNING | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment | 78% | 77% | * | * | * | 67% | **76%** |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 95% | 87% | * | * | * | * | **92%** |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 97% | 100% | * | * | * | * | **97%** |

| SUPPORT FROM HOSPITAL STAFF | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q27. Staff provided the patient with relevant information on available support | 83% | 94% | * | * | * | 70% | **87%** |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 73% | 80% | * | * | * | 75% | **76%** |
| Q29. Patient was offered information about how to get financial help or benefits | 59% | 61% | * | * | * | * | **58%** |

# Male/Female/Non-binary/Other tables

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

| HOSPITAL CARE | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital | 88% | 84% | * | * | * | 100% | **87%** |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | 84% | 74% | * | * | * | * | **77%** |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 82% | 73% | * | * | * | 100% | **79%** |
| Q34. Patient was always able to get help from ward staff when needed | 82% | 80% | * | * | * | 80% | **81%** |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 81% | 67% | * | * | * | 80% | **74%** |
| Q36. Hospital staff always did everything they could to help the patient control pain | 92% | 89% | * | * | * | 100% | **91%** |
| Q37. Patient was always treated with respect and dignity while in hospital | 98% | 91% | * | * | * | 100% | **94%** |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 95% | 91% | * | * | * | 90% | **92%** |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 85% | 81% | * | * | * | 91% | **84%** |

| YOUR TREATMENT | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q41_1. Beforehand patient completely had enough understandable information about surgery | 90% | 96% | * | * | * | 100% | **93%** |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 97% | 94% | * | * | * | * | **95%** |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 94% | 92% | * | * | * | * | **93%** |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 82% | * | * | * | * | * | **80%** |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | * | * | * | * | * | * | **80%** |
| Q42_1. Patient completely had enough understandable information about progress with surgery | 93% | 90% | * | * | * | 100% | **92%** |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | 86% | 91% | * | * | * | * | **88%** |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | 72% | 82% | * | * | * | * | **76%** |
| 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 | * | * | * | * | * | * | * |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | 92% | 93% | * | * | * | 77% | **92%** |

# Male/Female/Non-binary/Other tables

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

| IMMEDIATE AND LONG TERM SIDE EFFECTS | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q44. Possible side effects from treatment were definitely explained in a way the patient could understand | 83% | 75% | * | * | * | 80% | **79%** |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 77% | 79% | * | * | * | 73% | **78%** |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 91% | 90% | * | * | * | 82% | **90%** |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 61% | 63% | * | * | * | 60% | **62%** |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 58% | 70% | * | * | * | 50% | **63%** |

| SUPPORT WHILE AT HOME | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home | 70% | 63% | * | * | * | 80% | **67%** |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 63% | 47% | * | * | * | * | **54%** |

| CARE FROM YOUR GP PRACTICE | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q51. Patient definitely received the right amount of support from their GP practice during treatment | 58% | 57% | * | * | * | 30% | **54%** |
| Q52. Patient has had a review of cancer care by GP practice | 30% | 21% | * | * | * | 15% | **25%** |

| LIVING WITH AND BEYOND CANCER | Male/Female/Non-binary/Other | | | | | | |
|---|---|---|---|---|---|---|---|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | **All** |
| Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services | 23% | 56% | * | * | * | * | **39%** |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 78% | 91% | * | * | * | 80% | **84%** |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 61% | 79% | * | * | * | 64% | **70%** |

# 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 | 88% | 96% | * | * | * | 92% | **92%** |
| Q57. Administration of care was very good or good | 94% | 91% | * | * | * | 85% | **92%** |
| Q58. Cancer research opportunities were discussed with patient | 29% | 49% | * | * | * | * | **39%** |
| Q59. Patient's average rating of care scored from very poor to very good | 9.3 | 9.2 | * | * | * | 9.0 | **9.2** |

# Ethnicity tables

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

| SUPPORT FROM YOUR GP PRACTICE | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | 75% | * | * | * | * | * | **76%** |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 68% | * | * | * | * | * | **68%** |

| DIAGNOSTIC TESTS | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q5. Patient received all the information needed about the diagnostic test in advance | 95% | * | * | * | * | 100% | **94%** |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 89% | * | * | * | * | 100% | **89%** |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 82% | * | * | * | * | 64% | **81%** |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 87% | * | * | * | * | 91% | **87%** |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 99% | * | * | * | * | 100% | **99%** |

| FINDING OUT THAT YOU HAD CANCER | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis | 78% | * | * | * | * | 70% | **77%** |
| Q13. Patient was definitely told sensitively that they had cancer | 82% | * | * | * | * | 92% | **82%** |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 83% | * | * | * | * | 100% | **84%** |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 89% | * | * | * | * | 100% | **89%** |
| Q16. Patient was told they could go back later for more information about their diagnosis | 91% | * | * | * | * | 92% | **90%** |

| SUPPORT FROM A MAIN CONTACT PERSON | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q17. Patient had a main point of contact within the care team | 93% | * | * | * | * | 92% | **93%** |
| Q18. Patient found it very or quite easy to contact their main contact person | 85% | * | * | * | * | 73% | **84%** |
| Q19. Patient found advice from main contact person was very or quite helpful | 97% | * | * | * | * | 91% | **96%** |

| DECIDING ON THE BEST TREATMENT | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | 90% | * | * | * | * | 92% | **89%** |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 89% | * | * | * | * | 92% | **88%** |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 86% | * | * | * | * | 82% | **85%** |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | 63% | * | * | * | * | * | **63%** |

# 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 | 77% | * | * | * | * | 67% | **76%** |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 92% | * | * | * | * | * | **92%** |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 98% | * | * | * | * | * | **97%** |

| SUPPORT FROM HOSPITAL STAFF | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q27. Staff provided the patient with relevant information on available support | 88% | * | * | * | * | 80% | **87%** |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 76% | * | * | * | * | 75% | **76%** |
| Q29. Patient was offered information about how to get financial help or benefits | 59% | * | * | * | * | * | **58%** |

| 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 | 85% | * | * | * | * | * | **87%** |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | 78% | * | * | * | * | * | **77%** |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 76% | * | * | * | * | * | **79%** |
| Q34. Patient was always able to get help from ward staff when needed | 80% | * | * | * | * | * | **81%** |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 73% | * | * | * | * | * | **74%** |
| Q36. Hospital staff always did everything they could to help the patient control pain | 90% | * | * | * | * | * | **91%** |
| Q37. Patient was always treated with respect and dignity while in hospital | 94% | * | * | * | * | * | **94%** |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 93% | * | * | * | * | * | **92%** |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 83% | * | * | * | * | 92% | **84%** |

# 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 | 93% | * | * | * | * | 100% | **93%** |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 95% | * | * | * | * | * | **95%** |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 93% | * | * | * | * | * | **93%** |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 77% | * | * | * | * | * | **80%** |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | 80% | * | * | * | * | * | **80%** |
| Q42_1. Patient completely had enough understandable information about progress with surgery | 91% | * | * | * | * | 100% | **92%** |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | 89% | * | * | * | * | * | **88%** |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | 74% | * | * | * | * | * | **76%** |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | 68% | * | * | * | * | * | **72%** |
| 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 | 93% | * | * | * | * | 85% | **92%** |

| 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 | 78% | * | * | * | * | 80% | **79%** |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 77% | * | * | * | * | 82% | **78%** |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 90% | * | * | * | * | 91% | **90%** |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 62% | * | * | * | * | 60% | **62%** |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 63% | * | * | * | * | 60% | **63%** |

| 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 | 66% | * | * | * | * | 80% | **67%** |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 52% | * | * | * | * | * | **54%** |

| 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 | 58% | * | * | * | * | 27% | **54%** |
| Q52. Patient has had a review of cancer care by GP practice | 26% | * | * | * | * | 15% | **25%** |

# 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 | 41% | * | * | * | * | * | **39%** |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 84% | * | * | * | * | * | **84%** |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 71% | * | * | * | * | 70% | **70%** |

| YOUR OVERALL NHS CARE | Ethnicity | | | | | | |
|---|---|---|---|---|---|---|---|
| | White | Mixed | Asian | Black | Other | Not given | **All** |
| Q56. The whole care team worked well together | 92% | * | * | * | * | 92% | **92%** |
| Q57. Administration of care was very good or good | 92% | * | * | * | * | 92% | **92%** |
| Q58. Cancer research opportunities were discussed with patient | 38% | * | * | * | * | * | **39%** |
| Q59. Patient's average rating of care scored from very poor to very good | 9.3 | * | * | * | * | 9.3 | **9.2** |

# IMD quintile tables

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

| SUPPORT FROM YOUR GP PRACTICE | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | 73% | 58% | 79% | 71% | 88% | * | **76%** |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 65% | 73% | 62% | 79% | 66% | * | **68%** |

| DIAGNOSTIC TESTS | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q5. Patient received all the information needed about the diagnostic test in advance | 93% | 100% | 80% | 100% | 98% | * | **94%** |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 79% | 90% | 96% | 84% | 95% | * | **89%** |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 79% | 75% | 92% | 88% | 76% | * | **81%** |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 75% | 85% | 88% | 87% | 93% | * | **87%** |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 96% | 100% | 100% | 100% | 98% | * | **99%** |

| FINDING OUT THAT YOU HAD CANCER | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis | 86% | 50% | 67% | 80% | 83% | * | **77%** |
| Q13. Patient was definitely told sensitively that they had cancer | 94% | 87% | 87% | 82% | 75% | * | **82%** |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 84% | 78% | 78% | 86% | 90% | * | **84%** |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 94% | 87% | 90% | 89% | 88% | * | **89%** |
| Q16. Patient was told they could go back later for more information about their diagnosis | 97% | 86% | 79% | 88% | 97% | * | **90%** |

| SUPPORT FROM A MAIN CONTACT PERSON | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q17. Patient had a main point of contact within the care team | 97% | 83% | 90% | 94% | 96% | * | **93%** |
| Q18. Patient found it very or quite easy to contact their main contact person | 89% | 83% | 91% | 78% | 84% | * | **84%** |
| Q19. Patient found advice from main contact person was very or quite helpful | 97% | 100% | 100% | 93% | 97% | * | **96%** |

# IMD quintile tables

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

| DECIDING ON THE BEST TREATMENT | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | 88% | 90% | 70% | 100% | 95% | * | **89%** |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 84% | 70% | 84% | 91% | 99% | * | **88%** |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 84% | 67% | 81% | 88% | 91% | * | **85%** |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | 68% | 40% | 53% | 82% | 64% | * | **63%** |

| CARE PLANNING | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment | 80% | 61% | 68% | 83% | 82% | * | **76%** |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 95% | * | 93% | 94% | 91% | * | **92%** |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 100% | * | 92% | 100% | 100% | * | **97%** |

| SUPPORT FROM HOSPITAL STAFF | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q27. Staff provided the patient with relevant information on available support | 84% | 88% | 75% | 93% | 93% | * | **87%** |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 78% | 74% | 70% | 78% | 79% | * | **76%** |
| Q29. Patient was offered information about how to get financial help or benefits | 62% | 58% | 46% | 56% | 68% | * | **58%** |

| HOSPITAL CARE | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital | 90% | 83% | 87% | 83% | 86% | * | **87%** |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | 71% | * | * | 77% | 80% | * | **77%** |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 81% | 67% | 80% | 65% | 85% | * | **79%** |
| Q34. Patient was always able to get help from ward staff when needed | 80% | 75% | 80% | 82% | 79% | * | **81%** |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 76% | 50% | 92% | 72% | 73% | * | **74%** |
| Q36. Hospital staff always did everything they could to help the patient control pain | 94% | 67% | 100% | 93% | 93% | * | **91%** |
| Q37. Patient was always treated with respect and dignity while in hospital | 100% | 83% | 100% | 89% | 94% | * | **94%** |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 100% | 83% | 87% | 94% | 91% | * | **92%** |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 90% | 89% | 77% | 87% | 80% | * | **84%** |

# 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 | 88% | 93% | 83% | 100% | 98% | * | **93%** |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 100% | * | * | 100% | 91% | * | **95%** |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | * | * | * | * | 89% | * | **93%** |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | * | * | * | * | * | * | **80%** |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | * | * | * | * | * | * | **80%** |
| Q42_1. Patient completely had enough understandable information about progress with surgery | 80% | 93% | 88% | 92% | 98% | * | **92%** |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | 85% | 82% | * | 85% | 95% | * | **88%** |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | * | * | * | 70% | 79% | * | **76%** |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | * | * | * | * | * | * | **72%** |
| 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 | 81% | 96% | 96% | 97% | 92% | * | **92%** |

| 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% | 81% | 57% | 87% | 80% | * | **79%** |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 63% | 75% | 63% | 88% | 86% | * | **78%** |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 91% | 87% | 85% | 84% | 95% | * | **90%** |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 59% | 68% | 50% | 62% | 66% | * | **62%** |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 61% | 67% | 59% | 65% | 63% | * | **63%** |

| 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 | 71% | 55% | 55% | 65% | 76% | * | **67%** |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 48% | * | * | * | 44% | * | **54%** |

| 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 | 46% | 50% | 60% | 77% | 48% | * | **54%** |
| Q52. Patient has had a review of cancer care by GP practice | 34% | 29% | 26% | 21% | 22% | * | **25%** |

# IMD quintile tables

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

| LIVING WITH AND BEYOND CANCER | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services | 30% | * | * | * | 50% | * | **39%** |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 90% | 77% | 75% | 95% | 89% | * | **84%** |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 74% | 67% | 65% | 82% | 71% | * | **70%** |

| YOUR OVERALL NHS CARE | IMD Quintile | | | | | | |
|---|---|---|---|---|---|---|---|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | **All** |
| Q56. The whole care team worked well together | 94% | 91% | 90% | 94% | 92% | * | **92%** |
| Q57. Administration of care was very good or good | 91% | 96% | 94% | 100% | 90% | * | **92%** |
| Q58. Cancer research opportunities were discussed with patient | 53% | 31% | 38% | 29% | 46% | * | **39%** |
| Q59. Patient's average rating of care scored from very poor to very good | 9.0 | 9.1 | 9.4 | 9.4 | 9.3 | * | **9.2** |

# Long term condition status tables

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

| SUPPORT FROM YOUR GP PRACTICE | Long term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis | 80% | 70% | * | **76%** |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 65% | 71% | * | **68%** |

| DIAGNOSTIC TESTS | Long term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q5. Patient received all the information needed about the diagnostic test in advance | 95% | 94% | 93% | **94%** |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 88% | 92% | 86% | **89%** |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 85% | 74% | 79% | **81%** |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 85% | 89% | 93% | **87%** |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 99% | 98% | 100% | **99%** |

| FINDING OUT THAT YOU HAD CANCER | Long term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis | 78% | 76% | 71% | **77%** |
| Q13. Patient was definitely told sensitively that they had cancer | 83% | 79% | 94% | **82%** |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 81% | 88% | 88% | **84%** |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 87% | 91% | 100% | **89%** |
| Q16. Patient was told they could go back later for more information about their diagnosis | 88% | 96% | 88% | **90%** |

| SUPPORT FROM A MAIN CONTACT PERSON | Long term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q17. Patient had a main point of contact within the care team | 95% | 89% | 88% | **93%** |
| Q18. Patient found it very or quite easy to contact their main contact person | 86% | 84% | 77% | **84%** |
| Q19. Patient found advice from main contact person was very or quite helpful | 96% | 98% | 92% | **96%** |

| DECIDING ON THE BEST TREATMENT | Long term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q20. Treatment options were explained in a way the patient could completely understand | 89% | 91% | 81% | **89%** |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 87% | 91% | 88% | **88%** |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 86% | 88% | 73% | **85%** |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | 62% | 70% | 60% | **63%** |

# 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% | 78% | 75% | **76%** |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 91% | 96% | 83% | **92%** |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 100% | 95% | 90% | **97%** |

| SUPPORT FROM HOSPITAL STAFF | Long term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q27. Staff provided the patient with relevant information on available support | 87% | 94% | 62% | **87%** |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 80% | 70% | 75% | **76%** |
| Q29. Patient was offered information about how to get financial help or benefits | 59% | 60% | * | **58%** |

| 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 | 86% | 84% | 100% | **87%** |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | 79% | 71% | * | **77%** |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 81% | 68% | 100% | **79%** |
| Q34. Patient was always able to get help from ward staff when needed | 78% | 87% | 80% | **81%** |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 75% | 68% | 80% | **74%** |
| Q36. Hospital staff always did everything they could to help the patient control pain | 88% | 96% | 100% | **91%** |
| Q37. Patient was always treated with respect and dignity while in hospital | 94% | 94% | 100% | **94%** |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 92% | 94% | 90% | **92%** |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 83% | 82% | 93% | **84%** |

# 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 | 95% | 89% | 100% | **93%** |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 98% | 90% | * | **95%** |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 93% | 94% | * | **93%** |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 93% | * | * | **80%** |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | * | * | * | **80%** |
| Q42_1. Patient completely had enough understandable information about progress with surgery | 91% | 91% | 100% | **92%** |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | 90% | 85% | * | **88%** |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | 85% | 56% | * | **76%** |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | 79% | * | * | **72%** |
| 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 | 93% | 93% | 76% | **92%** |

| 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 | 80% | 78% | 73% | **79%** |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 80% | 76% | 64% | **78%** |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 93% | 88% | 79% | **90%** |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 64% | 57% | 64% | **62%** |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 67% | 59% | 54% | **63%** |

| 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 | 68% | 63% | 79% | **67%** |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 54% | 53% | * | **54%** |

| 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 | 56% | 64% | 31% | **54%** |
| Q52. Patient has had a review of cancer care by GP practice | 25% | 28% | 13% | **25%** |

# 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 | 38% | * | * | **39%** |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 81% | 89% | 91% | **84%** |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 72% | 67% | 69% | **70%** |

| YOUR OVERALL NHS CARE | Long term condition status | | | |
|---|---|---|---|---|
| | Yes | No | Not given | **All** |
| Q56. The whole care team worked well together | 92% | 93% | 88% | **92%** |
| Q57. Administration of care was very good or good | 90% | 96% | 88% | **92%** |
| Q58. Cancer research opportunities were discussed with patient | 38% | 39% | 45% | **39%** |
| Q59. Patient's average rating of care scored from very poor to very good | 9.2 | 9.3 | 9.0 | **9.2** |

# Year on Year Charts

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

## SUPPORT FROM YOUR GP PRACTICE

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

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

## DIAGNOSTIC TESTS

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

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

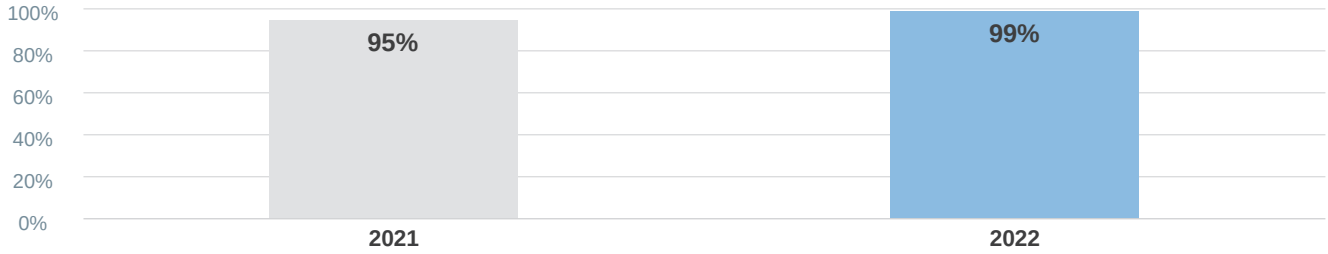
Q7. Patient felt the length of time waiting for diagnostic test results was about right

# Year on Year Charts

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

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

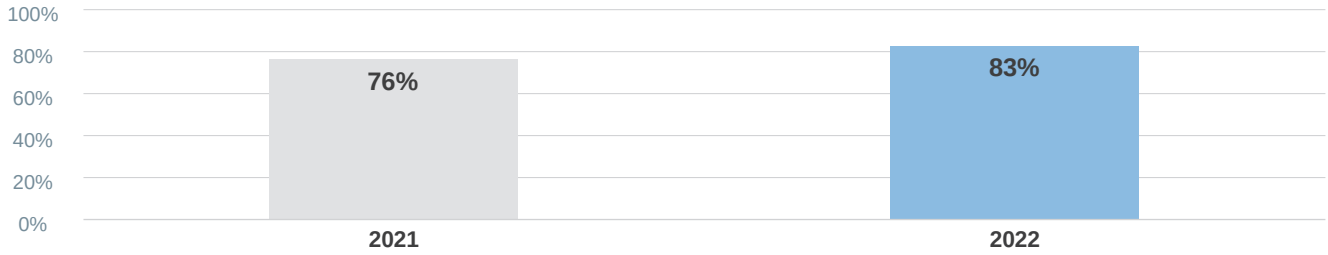
Q9. Enough privacy was always given to the patient when receiving diagnostic test results



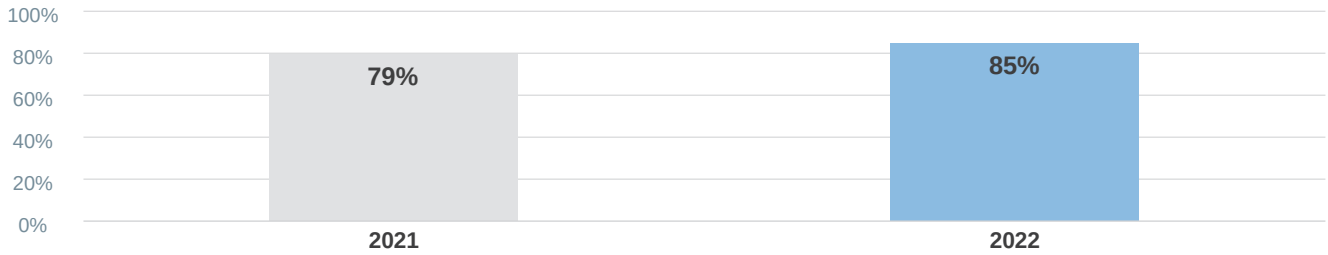

## FINDING OUT THAT YOU HAD CANCER

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

Q13. Patient was definitely told sensitively that they had cancer




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



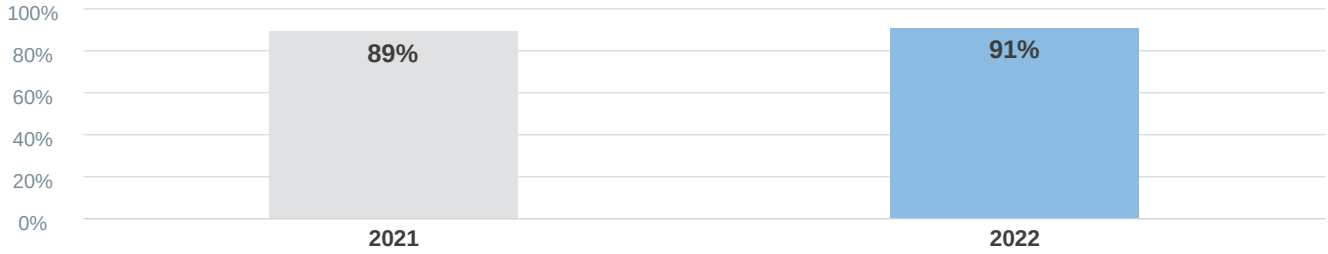
# Year on Year Charts

* 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.

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

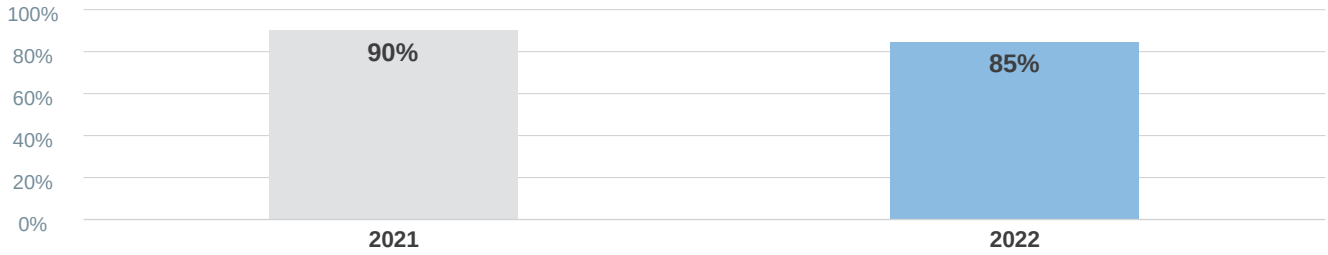
Q16. Patient was told they could go back later for more information about their diagnosis



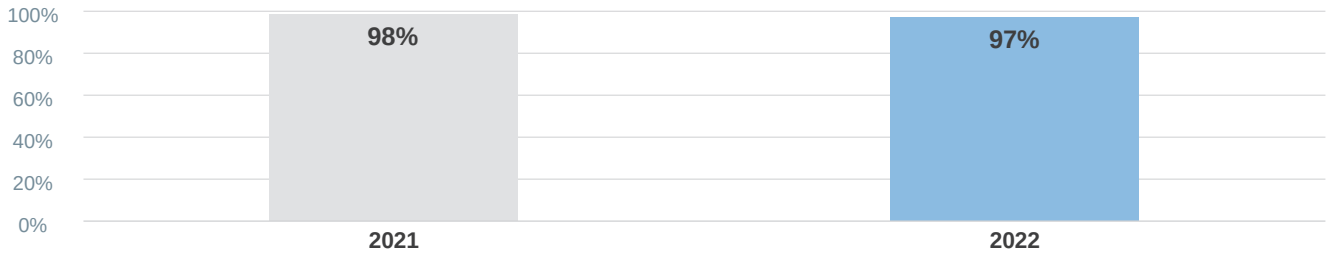

## SUPPORT FROM A MAIN CONTACT PERSON

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

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




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



# Year on Year Charts

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

## DECIDING ON THE BEST TREATMENT

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

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

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

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

## CARE PLANNING

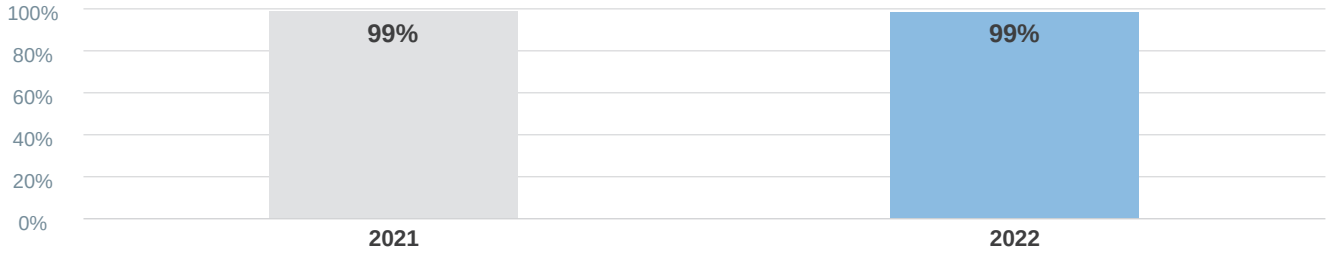
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment

# Year on Year Charts

| | |
|---|---|
| * 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. |

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

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




## SUPPORT FROM HOSPITAL STAFF

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

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

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

# Year on Year Charts

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

## HOSPITAL CARE

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

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

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

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

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

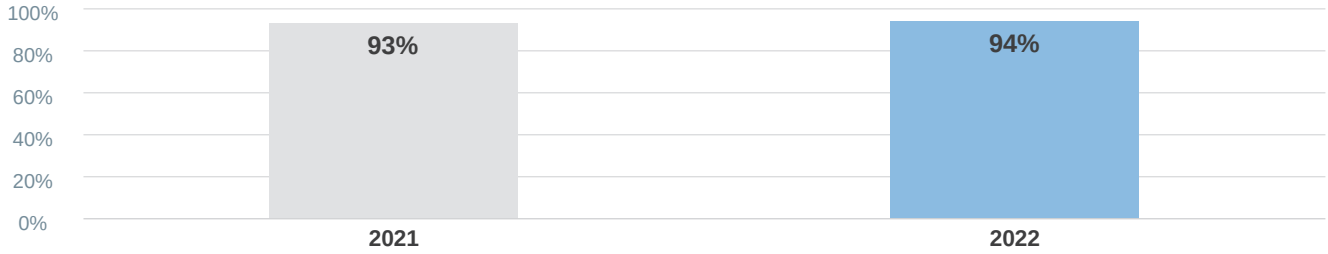
# Year on Year Charts

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

The scores are unadjusted and based on England scores only.

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

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




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

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

## YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

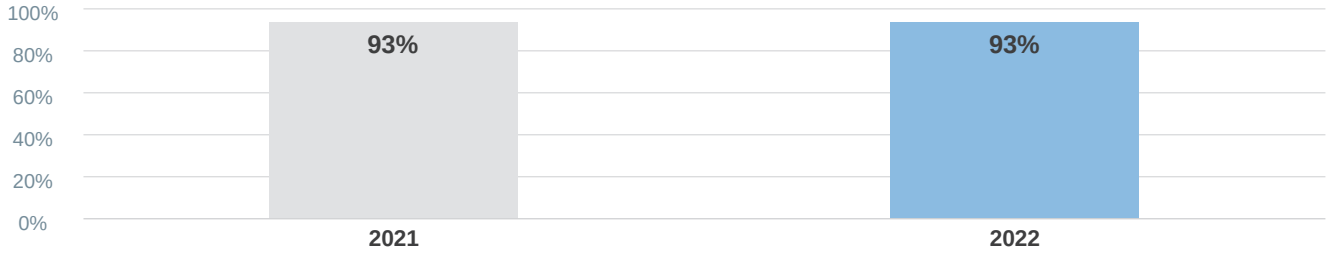
# Year on Year Charts

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

The scores are unadjusted and based on England scores only.

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

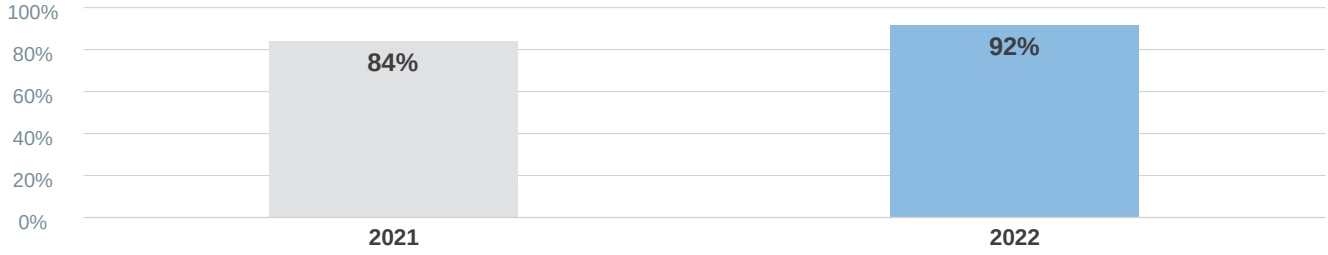
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy




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

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

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

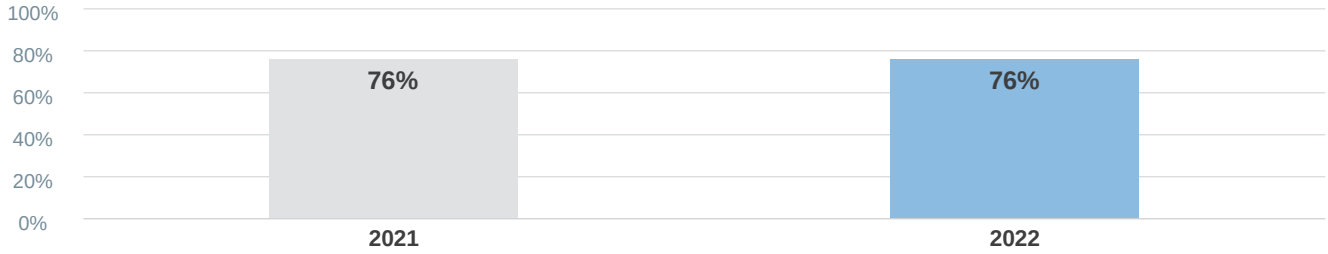


# Year on Year Charts

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

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

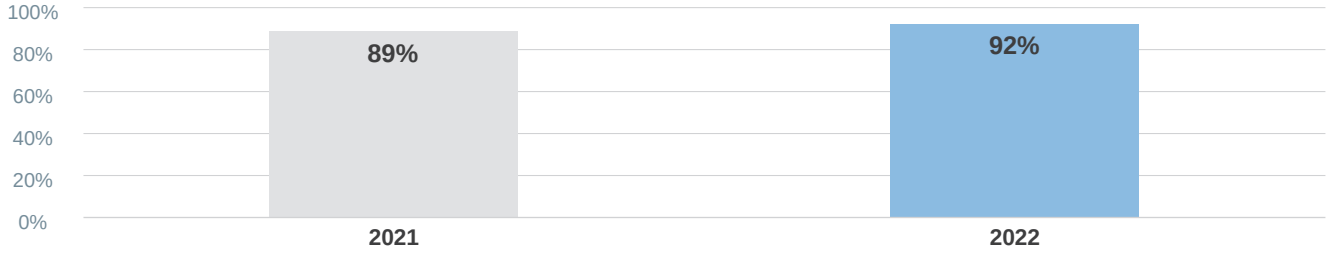
Q42_3. Patient completely had enough understandable information about progress with radiotherapy




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

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

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



# Year on Year Charts

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

## IMMEDIATE AND LONG TERM SIDE EFFECTS

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

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

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

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

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

# Year on Year Charts

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

## SUPPORT WHILE AT HOME

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

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

## CARE FROM YOUR GP PRACTICE

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

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

## LIVING WITH AND BEYOND CANCER

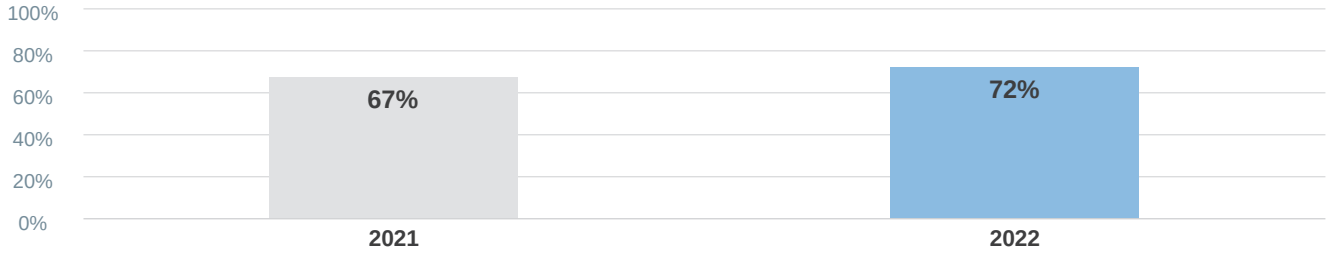
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services

# Year on Year Charts

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

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

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




## YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

Q57. Administration of care was very good or good

Q58. Cancer research opportunities were discussed with patient

# Year on Year Charts

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

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