NHS

England

Cancer Patient Experience Survey

2022 Results

Cheshire and Merseyside Cancer Alliance

Published July 2023

Executive Summary

Questions Above Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q8. Diagnostic test results were explained in a way the patient could completely understand	**82%**	76%	80%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	**76%**	71%	76%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	**80%**	74%	78%	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	**87%**	83%	87%	**85%**
Q20. Treatment options were explained in a way the patient could completely understand	**85%**	80%	85%	**82%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	**82%**	78%	82%	**80%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	**60%**	48%	56%	**52%**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	**74%**	68%	74%	**71%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	**72%**	62%	69%	**66%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	**78%**	66%	73%	**69%**
Q35. Patient was always able to discuss worries and fears with hospital staff	**70%**	60%	68%	**64%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	**91%**	86%	90%	**88%**
Q41_1. Beforehand patient completely had enough understandable information about surgery	**92%**	87%	91%	**89%**
Q42_1. Patient completely had enough understandable information about progress with surgery	**88%**	83%	87%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	**84%**	75%	82%	**79%**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	**78%**	72%	77%	**74%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	**64%**	56%	62%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	**58%**	49%	57%	**53%**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	**63%**	54%	62%	**58%**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	**39%**	24%	38%	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	**83%**	75%	81%	**78%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	**67%**	59%	66%	**62%**
Q59. Patient's average rating of care scored from very poor to very good	**9.1**	8.8	9.0	**8.9**

Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q29. Patient was offered information about how to get financial help or benefits	**60%**	64%	71%	**67%**

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.

How Alliance and ICB results are generated

Alliance and ICB results are derived using the post code of each patient, rather than by mapping trust results to ICBs or Alliances. This mapping is achieved using lookup files released by the Office for National Statistics.

Alliance and ICB results therefore reflect the experience of people referred from within the geographical footprint.

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 an Alliance 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 Alliance. 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 Alliance, the results are not shown for that question for that Alliance.

For Alliances 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** Alliance has a score suppressed. If this happens, we will suppress another Alliance's results (both the Alliance 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 Alliance.

The same rule applies to groups in each subgroup breakdown. For example, if only **one** Alliance has the 85+ age group suppressed for Q25 we will need to suppress another Alliance'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 Alliance scored for each question in the survey compared with national results. It is aimed at helping individual Alliances 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 Alliance.

Alliances 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 Alliance performs better than what Alliances 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 Alliance's size and demographics.

Comparability tables

The comparability tables show the 2021 and 2022 unadjusted scores for this Alliance 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 Alliances 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.

Trust Expected Range Summary

The number of scored questions that fell below, within and above the expected range for each Trust within the Alliance.

ICB Expected Range Summary

The number of scored questions that fell below, within and above the expected range for each ICB within the Alliance.

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 Alliance level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

1,769 patients responded out of a total of 3,374 patients, resulting in a response rate of 52%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	3,594	3,374	1,769	52%
National	123,632	115,662	61,268	53%

Respondents by Survey Type

	Number of Respondents
Paper	1,471
Online	297
Phone	1
Translation Service	0
Total	**1,769**

Respondents by Tumour Group

	Number of Respondents
Brain / CNS	7
Breast	372
Colorectal / LGT	217
Gynaecological	74
Haematological	260
Head and Neck	43
Lung	130
Prostate	112
Sarcoma	13
Skin	129
Upper Gastro	87
Urological	178
Other	147
Total	**1,769**

Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	1,609
Irish	9
Gypsy or Irish Traveller	*
Any other White background	16
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	7
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	97
Total	**1,769**

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 Alliances. The right outer edge of the bars is the highest score achieved of all Alliances.

SUPPORT FROM YOUR GP PRACTICE

Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis — 78%

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 67%

DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance — 93%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 85%

Q7. Patient felt the length of time waiting for diagnostic test results was about right — 80%

Q8. Diagnostic test results were explained in a way the patient could completely understand — 82%

Q9. Enough privacy was always given to the patient when receiving diagnostic test results — 95%

FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 78%

Q13. Patient was definitely told sensitively that they had cancer — 76%

Q14. Cancer diagnosis explained in a way the patient could completely understand — 80%

Q15. Patient was definitely told about their diagnosis in an appropriate place — 87%

Q16. Patient was told they could go back later for more information about their diagnosis — 84%

SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team — 93%

Q18. Patient found it very or quite easy to contact their main contact person — 86%

Q19. Patient found advice from main contact person was very or quite helpful — 96%

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 Alliances. The right outer edge of the bars is the highest score achieved of all Alliances.

DECIDING ON THE BEST TREATMENT

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q20. Treatment options were explained in a way the patient could completely understand — 85%

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — 82%

Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — 82%

Q23. Patient could get further advice or a second opinion before making decisions about their treatment options — 60%

CARE PLANNING

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment — 74%

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — 93%

Q26. Care team reviewed the patient's care plan with them to ensure it was up to date — 99%

SUPPORT FROM HOSPITAL STAFF

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q27. Staff provided the patient with relevant information on available support — 88%

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — 78%

Q29. Patient was offered information about how to get financial help or benefits — 60%

HOSPITAL CARE

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital — 82%

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — 72%

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — 78%

Q34. Patient was always able to get help from ward staff when needed — 78%

Q35. Patient was always able to discuss worries and fears with hospital staff — 70%

Q36. Hospital staff always did everything they could to help the patient control pain — 87%

Q37. Patient was always treated with respect and dignity while in hospital — 91%

Q38. Patient received easily understandable information about what they should or should not do after leaving hospital — 91%

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — 82%

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 Alliances. The right outer edge of the bars is the highest score achieved of all Alliances.

YOUR TREATMENT

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q41_1. Beforehand patient completely had enough understandable information about surgery — 92%

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy — 87%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — 89%

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — 81%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — 80%

Q42_1. Patient completely had enough understandable information about progress with surgery — 88%

Q42_2. Patient completely had enough understandable information about progress with chemotherapy — 84%

Q42_3. Patient completely had enough understandable information about progress with radiotherapy — 84%

Q42_4. Patient completely had enough understandable information about progress with hormone therapy — 78%

Q42_5. Patient completely had enough understandable information about progress with immunotherapy — 80%

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — 84%

IMMEDIATE AND LONG TERM SIDE EFFECTS

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q44. Possible side effects from treatment were definitely explained in a way the patient could understand — 78%

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — 71%

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — 86%

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — 64%

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — 58%

SUPPORT WHILE AT HOME

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home — 63%

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — 55%

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 Alliances. The right outer edge of the bars is the highest score achieved of all Alliances.

CARE FROM YOUR GP PRACTICE

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q51. Patient definitely received the right amount of support from their GP practice during treatment — **47%**

Q52. Patient has had a review of cancer care by GP practice — **22%**

LIVING WITH AND BEYOND CANCER

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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 — **83%**

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — **67%**

YOUR OVERALL NHS CARE

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q56. The whole care team worked well together — **91%**

Q57. Administration of care was very good or good — **88%**

Q58. Cancer research opportunities were discussed with patient — **46%**

0 1 2 3 4 5 6 7 8 9 10

Q59. Patient's average rating of care scored from very poor to very good — **9.1**

Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.
** No score available for 2021.	

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			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	777	**80%**	801	**79%**		**78%**	75%	81%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1034	**63%**	1058	**67%**		**67%**	61%	69%	**65%**

DIAGNOSTIC TESTS	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q5. Patient received all the information needed about the diagnostic test in advance	1315	**92%**	1448	**93%**		**93%**	91%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1389	**85%**	1525	**85%**		**85%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1395	**83%**	1531	**80%**		**80%**	76%	81%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	1402	**83%**	1533	**83%**		**82%**	76%	80%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1404	**96%**	1532	**96%**		**95%**	93%	96%	**95%**

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1520	**69%**	1649	**78%**	▲	**78%**	73%	78%	**76%**
Q13. Patient was definitely told sensitively that they had cancer	1590	**77%**	1745	**76%**		**76%**	71%	76%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	1599	**79%**	1748	**80%**		**80%**	74%	78%	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	1586	**85%**	1739	**87%**		**87%**	83%	87%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	1427	**84%**	1569	**84%**		**84%**	82%	85%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q17. Patient had a main point of contact within the care team	1532	**94%**	1709	**93%**		**93%**	89%	94%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	1317	**90%**	1463	**87%**		**86%**	80%	87%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	1388	**97%**	1513	**96%**		**96%**	94%	97%	**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				Change 2021-2022	Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score		2022 Score	Lower Expected Range	Upper Expected Range	
Q20. Treatment options were explained in a way the patient could completely understand	1483	**84%**	1629	**85%**		**85%**	80%	85%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1563	**82%**	1722	**82%**		**82%**	76%	82%	**79%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	1280	**74%**	1458	**83%**	▲	**82%**	78%	82%	**80%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	724	**57%**	798	**61%**		**60%**	48%	56%	**52%**

CARE PLANNING	Unadjusted Scores				Change 2021-2022	Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score		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	1440	**74%**	1570	**75%**		**74%**	68%	74%	**71%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	861	**93%**	960	**93%**		**93%**	91%	95%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	707	**100%**	773	**99%**		**99%**	98%	99%	**99%**

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores				Change 2021-2022	Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score		2022 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	1250	**90%**	1400	**89%**		**88%**	88%	92%	**90%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1567	**79%**	1729	**79%**		**78%**	72%	79%	**75%**
Q29. Patient was offered information about how to get financial help or benefits	742	**66%**	877	**61%**		**60%**	64%	71%	**67%**

HOSPITAL CARE	Unadjusted Scores				Change 2021-2022	Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score		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	868	**84%**	907	**83%**		**82%**	75%	82%	**79%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	704	**62%**	723	**73%**	▲	**72%**	62%	69%	**66%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	858	**76%**	893	**78%**		**78%**	66%	73%	**69%**
Q34. Patient was always able to get help from ward staff when needed	857	**81%**	892	**79%**		**78%**	67%	78%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	832	**73%**	867	**71%**		**70%**	60%	68%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	776	**88%**	799	**87%**		**87%**	81%	88%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	867	**91%**	904	**91%**		**91%**	84%	91%	**88%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	848	**90%**	888	**91%**		**91%**	86%	90%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1304	**81%**	1483	**83%**		**82%**	75%	82%	**78%**

Comparability tables

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

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

** No score available for 2021.

	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			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q41_1. Beforehand patient completely had enough understandable information about surgery	1147	**92%**	1232	**92%**		**92%**	87%	91%	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	615	**87%**	676	**87%**		**87%**	82%	88%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	464	**91%**	499	**89%**		**89%**	86%	91%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	185	**83%**	265	**80%**		**81%**	73%	84%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	134	**84%**	158	**82%**		**80%**	78%	90%	**84%**
Q42_1. Patient completely had enough understandable information about progress with surgery	1141	**87%**	1217	**88%**		**88%**	83%	87%	**85%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	611	**79%**	678	**84%**		**84%**	75%	82%	**79%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	465	**78%**	493	**85%**	▲	**84%**	77%	84%	**81%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	186	**75%**	259	**77%**		**78%**	67%	78%	**72%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	135	**81%**	152	**82%**		**80%**	73%	86%	**79%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1527	**84%**	1696	**84%**		**84%**	71%	85%	**78%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	1449	**75%**	1614	**78%**		**78%**	72%	77%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1391	**73%**	1549	**72%**		**71%**	66%	73%	**69%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1123	**88%**	1232	**86%**		**86%**	83%	89%	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1374	**63%**	1536	**64%**		**64%**	56%	62%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1159	**58%**	1306	**59%**		**58%**	49%	57%	**53%**

SUPPORT WHILE AT HOME	Unadjusted Scores					Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	1017	**57%**	1150	**64%**	▲	**63%**	54%	62%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	640	**55%**	679	**55%**		**55%**	45%	58%	**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.

- [light blue] Adjusted Score below Lower Expected Range
- [grey] Adjusted Score between Upper and Lower Expected Ranges
- [dark blue] Adjusted Score above Upper Expected Range

CARE FROM YOUR GP PRACTICE	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q51. Patient definitely received the right amount of support from their GP practice during treatment	854	**40%**	949	**46%**		**47%**	41%	49%	**45%**
Q52. Patient has had a review of cancer care by GP practice	1517	**20%**	1662	**22%**		**22%**	18%	23%	**21%**

LIVING WITH AND BEYOND CANCER	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	406	**38%**	422	**40%**		**39%**	24%	38%	**31%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	840	**80%**	920	**83%**		**83%**	75%	81%	**78%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1268	**67%**	1402	**69%**		**67%**	59%	66%	**62%**

YOUR OVERALL NHS CARE	Unadjusted Scores					Case Mix Adjusted Scores			
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	England Score
Q56. The whole care team worked well together	1517	**91%**	1662	**91%**		**91%**	88%	91%	**90%**
Q57. Administration of care was very good or good	1559	**90%**	1731	**88%**		**88%**	84%	89%	**87%**
Q58. Cancer research opportunities were discussed with patient	864	**44%**	1016	**46%**		**46%**	35%	51%	**43%**
Q59. Patient's average rating of care scored from very poor to very good	1532	**9.1**	1687	**9.1**		**9.1**	8.8	9.0	**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	*	94%	73%	86%	62%	83%	71%	84%	50%	85%	78%	76%	71%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	80%	67%	67%	50%	67%	54%	81%	*	74%	46%	60%	73%	**67%**

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	*	90%	92%	97%	94%	91%	93%	93%	*	96%	96%	94%	89%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	84%	85%	79%	83%	89%	87%	90%	100%	86%	81%	87%	82%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	78%	84%	81%	78%	95%	80%	81%	55%	77%	85%	82%	80%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	87%	88%	92%	77%	82%	84%	79%	100%	80%	81%	81%	74%	**83%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	96%	97%	92%	95%	97%	94%	95%	91%	96%	96%	96%	96%	**96%**

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	*	87%	79%	71%	70%	90%	88%	82%	82%	67%	76%	64%	78%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	*	85%	79%	75%	70%	88%	83%	73%	92%	74%	67%	69%	74%	**76%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	83%	89%	86%	69%	81%	80%	79%	92%	82%	72%	81%	77%	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	92%	84%	85%	81%	86%	92%	88%	92%	90%	80%	86%	86%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	93%	83%	79%	77%	89%	84%	87%	82%	85%	77%	79%	87%	**84%**

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%	97%	96%	90%	90%	92%	90%	77%	91%	95%	92%	91%	**93%**
Q18. Patient found it very or quite easy to contact their main contact person	*	87%	89%	87%	88%	84%	90%	83%	90%	81%	91%	82%	85%	**87%**
Q19. Patient found advice from main contact person was very or quite helpful	*	96%	96%	95%	98%	94%	98%	96%	*	97%	96%	93%	96%	**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	*	85%	92%	85%	80%	87%	89%	86%	100%	83%	80%	90%	80%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	83%	87%	82%	78%	85%	81%	87%	92%	84%	83%	81%	77%	**82%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	85%	84%	73%	83%	93%	85%	87%	90%	78%	84%	77%	75%	**83%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	58%	65%	63%	56%	68%	70%	71%	*	52%	64%	56%	60%	**61%**

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	*	78%	79%	76%	72%	79%	72%	69%	83%	75%	80%	70%	71%	**75%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	96%	96%	95%	91%	88%	91%	92%	*	92%	98%	86%	91%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	97%	100%	100%	100%	95%	100%	97%	*	100%	100%	100%	100%	**99%**

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	*	92%	91%	85%	86%	86%	86%	89%	82%	89%	93%	87%	84%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	78%	83%	79%	79%	84%	80%	79%	77%	79%	81%	77%	72%	**79%**
Q29. Patient was offered information about how to get financial help or benefits	*	71%	55%	69%	60%	67%	61%	45%	*	60%	65%	47%	54%	**61%**

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	*	80%	81%	88%	79%	78%	92%	84%	*	82%	89%	81%	81%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	72%	70%	79%	73%	82%	80%	57%	*	48%	88%	65%	78%	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	84%	77%	88%	72%	71%	87%	88%	*	71%	84%	74%	66%	**78%**
Q34. Patient was always able to get help from ward staff when needed	*	77%	79%	85%	75%	83%	81%	77%	*	82%	79%	77%	78%	**79%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	72%	68%	72%	70%	80%	77%	70%	*	60%	67%	68%	71%	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	88%	86%	86%	88%	85%	93%	85%	*	92%	81%	86%	87%	**87%**
Q37. Patient was always treated with respect and dignity while in hospital	*	87%	90%	98%	91%	86%	96%	92%	*	89%	93%	91%	90%	**91%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	95%	93%	95%	86%	81%	95%	90%	*	89%	93%	86%	94%	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	79%	86%	91%	85%	91%	83%	77%	82%	79%	81%	88%	78%	**83%**

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%	93%	95%	79%	92%	98%	90%	92%	89%	94%	93%	85%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	83%	91%	84%	88%	*	81%	*	*	*	93%	83%	85%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	92%	84%	93%	89%	91%	100%	75%	*	*	89%	*	81%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	82%	*	*	*	*	*	75%	*	*	*	*	75%	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	71%	*	*	74%	*	74%	*	*	88%	*	86%	84%	**82%**
Q42_1. Patient completely had enough understandable information about progress with surgery	*	89%	90%	91%	78%	89%	91%	88%	91%	88%	94%	84%	85%	**88%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	81%	87%	76%	85%	*	78%	*	*	*	85%	88%	84%	**84%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	88%	78%	82%	83%	91%	92%	71%	*	*	83%	*	77%	**85%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	80%	*	*	*	*	*	70%	*	*	*	*	83%	**77%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	64%	*	*	77%	*	67%	*	*	83%	*	90%	87%	**82%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	82%	91%	78%	82%	91%	92%	88%	85%	82%	84%	84%	77%	**84%**

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	*	79%	81%	83%	77%	66%	80%	78%	92%	72%	79%	78%	74%	**78%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	74%	78%	73%	67%	71%	71%	71%	80%	64%	73%	73%	67%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	88%	90%	92%	83%	81%	81%	88%	*	86%	86%	85%	83%	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	66%	69%	68%	56%	61%	66%	72%	82%	57%	64%	63%	62%	**64%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	62%	62%	62%	50%	67%	60%	63%	*	55%	60%	59%	58%	**59%**

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	*	62%	73%	52%	60%	64%	64%	68%	*	64%	77%	57%	62%	**64%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	55%	55%	45%	45%	63%	60%	55%	*	56%	65%	56%	57%	**55%**

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	*	45%	44%	45%	44%	64%	41%	55%	*	45%	55%	47%	43%	**46%**
Q52. Patient has had a review of cancer care by GP practice	*	22%	20%	24%	17%	21%	24%	21%	25%	20%	36%	21%	24%	**22%**

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	*	43%	33%	52%	34%	43%	43%	39%	*	42%	41%	34%	47%	**40%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	83%	86%	79%	84%	84%	77%	86%	90%	90%	91%	81%	79%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	65%	71%	60%	72%	78%	64%	56%	82%	79%	69%	75%	67%	**69%**

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	*	92%	89%	87%	89%	95%	92%	94%	100%	91%	94%	92%	89%	**91%**
Q57. Administration of care was very good or good	*	90%	89%	88%	90%	86%	87%	88%	100%	90%	89%	86%	83%	**88%**
Q58. Cancer research opportunities were discussed with patient	*	39%	47%	41%	53%	68%	62%	54%	*	45%	49%	37%	39%	**46%**
Q59. Patient's average rating of care scored from very poor to very good	*	9.2	9.2	9.0	9.2	9.2	9.2	9.0	8.9	9.0	9.2	9.0	8.8	**9.1**

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	*	*	81%	84%	72%	75%	85%	92%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	67%	70%	70%	63%	67%	72%	**67%**

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	*	77%	83%	91%	92%	94%	93%	92%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	73%	78%	84%	83%	85%	88%	80%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	63%	76%	67%	78%	82%	83%	93%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	69%	70%	80%	84%	83%	84%	84%	**83%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	81%	88%	94%	96%	96%	97%	95%	**96%**

FINDING OUT THAT YOU HAD CANCER

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	85%	70%	72%	76%	78%	79%	81%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	*	63%	65%	70%	73%	76%	82%	85%	**76%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	56%	69%	72%	79%	81%	83%	86%	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	69%	73%	81%	87%	86%	92%	90%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	77%	80%	86%	86%	83%	85%	85%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q17. Patient had a main point of contact within the care team	*	75%	91%	96%	95%	94%	92%	88%	**93%**
Q18. Patient found it very or quite easy to contact their main contact person	*	73%	78%	78%	90%	87%	88%	90%	**87%**
Q19. Patient found advice from main contact person was very or quite helpful	*	100%	93%	88%	96%	97%	98%	100%	**96%**

DECIDING ON THE BEST TREATMENT

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q20. Treatment options were explained in a way the patient could completely understand	*	85%	76%	79%	88%	87%	84%	84%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	63%	67%	66%	85%	84%	84%	88%	**82%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	69%	65%	73%	83%	84%	85%	87%	**83%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	52%	47%	60%	62%	62%	75%	**61%**

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	*	53%	67%	66%	74%	76%	78%	75%	**75%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	92%	93%	93%	92%	95%	98%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	95%	98%	98%	100%	99%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF

					Age				
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q27. Staff provided the patient with relevant information on available support	*	79%	79%	82%	90%	90%	89%	90%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	50%	59%	71%	79%	81%	82%	83%	**79%**
Q29. Patient was offered information about how to get financial help or benefits	*	82%	60%	68%	67%	58%	52%	56%	**61%**

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	*	*	67%	70%	79%	87%	85%	84%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	69%	60%	70%	75%	76%	80%	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	75%	68%	78%	78%	83%	76%	**78%**
Q34. Patient was always able to get help from ward staff when needed	*	*	70%	66%	75%	82%	83%	83%	**79%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	61%	57%	68%	75%	73%	65%	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	77%	77%	82%	92%	91%	89%	**87%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	83%	81%	88%	94%	94%	92%	**91%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	80%	84%	91%	94%	91%	86%	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	67%	84%	77%	83%	83%	84%	84%	**83%**

Age group tables

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

YOUR TREATMENT

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	*	*	83%	86%	93%	94%	93%	93%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	90%	77%	78%	90%	87%	88%	93%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	81%	85%	92%	90%	89%	91%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	77%	78%	82%	77%	79%	82%	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	60%	84%	83%	82%	*	**82%**
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	85%	79%	89%	89%	90%	89%	**88%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	80%	84%	71%	88%	85%	83%	100%	**84%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	90%	76%	88%	84%	84%	87%	**85%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	85%	72%	80%	74%	84%	64%	**77%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	90%	60%	85%	80%	85%	*	**82%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	75%	81%	77%	84%	86%	87%	82%	**84%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

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	*	80%	71%	70%	80%	80%	78%	75%	**78%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	71%	61%	66%	75%	74%	70%	67%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	75%	79%	84%	88%	87%	87%	81%	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	63%	49%	56%	68%	67%	63%	53%	**64%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	46%	45%	51%	62%	61%	60%	56%	**59%**

SUPPORT WHILE AT HOME

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	*	50%	49%	53%	66%	65%	66%	75%	**64%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	42%	42%	60%	51%	62%	64%	**55%**

CARE FROM YOUR GP PRACTICE

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	*	*	33%	48%	52%	45%	44%	46%	**46%**
Q52. Patient has had a review of cancer care by GP practice	*	19%	15%	24%	26%	19%	20%	30%	**22%**

Age group tables

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

LIVING WITH AND BEYOND CANCER

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	44%	40%	42%	32%	48%	46%	**40%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	70%	63%	78%	83%	85%	85%	89%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	67%	47%	61%	70%	70%	72%	77%	**69%**

YOUR OVERALL NHS CARE

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q56. The whole care team worked well together	*	94%	85%	84%	91%	90%	94%	95%	**91%**
Q57. Administration of care was very good or good	*	75%	80%	80%	88%	89%	90%	97%	**88%**
Q58. Cancer research opportunities were discussed with patient	*	54%	26%	45%	47%	47%	48%	50%	**46%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.1	8.6	8.8	9.1	9.2	9.2	9.3	**9.1**

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	79%	78%	*	*	*	76%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	66%	*	*	*	73%	**67%**

DIAGNOSTIC TESTS

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	93%	*	*	*	95%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	86%	*	*	*	90%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	83%	*	*	*	78%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	84%	81%	*	*	*	84%	**83%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	95%	*	*	*	98%	**96%**

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%	*	*	*	82%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	77%	75%	*	*	*	81%	**76%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	80%	*	*	*	83%	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	86%	*	*	*	89%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	85%	84%	*	*	*	88%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	95%	92%	*	*	*	91%	**93%**
Q18. Patient found it very or quite easy to contact their main contact person	87%	87%	*	*	*	84%	**87%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	97%	*	*	*	96%	**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	85%	86%	*	*	*	87%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	84%	*	*	*	88%	**82%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	82%	*	*	*	82%	**83%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	58%	64%	*	*	*	73%	**61%**

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	74%	76%	*	*	*	78%	**75%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	92%	*	*	*	92%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	*	*	*	100%	**99%**

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	88%	90%	*	*	*	81%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	82%	*	*	*	81%	**79%**
Q29. Patient was offered information about how to get financial help or benefits	63%	59%	*	*	*	52%	**61%**

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	78%	86%	*	*	*	94%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	72%	74%	*	*	*	75%	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	77%	79%	*	*	*	86%	**78%**
Q34. Patient was always able to get help from ward staff when needed	74%	83%	*	*	*	80%	**79%**
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	75%	*	*	*	66%	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	86%	88%	*	*	*	91%	**87%**
Q37. Patient was always treated with respect and dignity while in hospital	89%	92%	*	*	*	94%	**91%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	91%	*	*	*	91%	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	85%	*	*	*	79%	**83%**

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	92%	91%	*	*	*	98%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	88%	*	*	*	91%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	86%	*	*	*	92%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	81%	75%	*	*	*	80%	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	81%	*	*	*	*	**82%**
Q42_1. Patient completely had enough understandable information about progress with surgery	88%	88%	*	*	*	90%	**88%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	83%	86%	*	*	*	91%	**84%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	86%	81%	*	*	*	92%	**85%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	79%	74%	*	*	*	70%	**77%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77%	84%	*	*	*	*	**82%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	87%	*	*	*	85%	**84%**

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	77%	79%	*	*	*	78%	**78%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	72%	*	*	*	78%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	87%	*	*	*	81%	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	62%	67%	*	*	*	66%	**64%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	56%	62%	*	*	*	63%	**59%**

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	60%	69%	*	*	*	65%	**64%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	58%	*	*	*	58%	**55%**

CARE FROM YOUR GP PRACTICE

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	45%	48%	*	*	*	45%	**46%**
Q52. Patient has had a review of cancer care by GP practice	22%	21%	*	*	*	26%	**22%**

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	39%	41%	*	*	*	35%	**40%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	87%	*	*	*	84%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	74%	*	*	*	69%	**69%**

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE   Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q56. The whole care team worked well together	89%	93%	*	*	*	92%	**91%**
Q57. Administration of care was very good or good	87%	90%	*	*	*	88%	**88%**
Q58. Cancer research opportunities were discussed with patient	42%	51%	*	*	*	52%	**46%**
Q59. Patient's average rating of care scored from very poor to very good	9.1	9.2	*	*	*	9.0	**9.1**

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	79%	*	*	*	*	83%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	*	*	*	*	67%	**67%**

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	93%	*	91%	*	*	95%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	*	91%	*	*	87%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	*	91%	*	*	80%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	83%	*	91%	*	*	83%	**83%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	*	100%	*	*	98%	**96%**

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	77%	*	87%	*	*	82%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	76%	*	88%	*	*	83%	**76%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	*	71%	*	*	84%	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	*	100%	*	*	88%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	84%	*	93%	*	*	87%	**84%**

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%	*	88%	*	*	92%	**93%**
Q18. Patient found it very or quite easy to contact their main contact person	87%	*	86%	*	*	84%	**87%**
Q19. Patient found advice from main contact person was very or quite helpful	96%	*	93%	*	*	96%	**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	85%	*	93%	*	*	85%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	*	87%	*	*	83%	**82%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	*	86%	*	*	82%	**83%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	60%	*	92%	*	*	69%	**61%**

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	75%	*	69%	*	*	71%	**75%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	*	100%	*	*	88%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	100%	*	*	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	89%	*	100%	*	*	80%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	*	94%	*	*	81%	**79%**
Q29. Patient was offered information about how to get financial help or benefits	62%	*	80%	*	*	45%	**61%**

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	83%	*	*	*	*	89%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	*	*	*	*	70%	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	78%	*	*	*	*	83%	**78%**
Q34. Patient was always able to get help from ward staff when needed	79%	*	*	*	*	80%	**79%**
Q35. Patient was always able to discuss worries and fears with hospital staff	71%	*	*	*	*	61%	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	87%	*	*	*	*	90%	**87%**
Q37. Patient was always treated with respect and dignity while in hospital	91%	*	*	*	*	94%	**91%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	*	*	*	*	87%	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	83%	*	79%	*	*	79%	**83%**

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	92%	*	100%	*	*	94%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	*	*	*	*	93%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	*	*	*	*	86%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	*	*	*	*	70%	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	*	*	*	*	*	**82%**
Q42_1. Patient completely had enough understandable information about progress with surgery	88%	*	100%	*	*	88%	**88%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	84%	*	*	*	*	94%	**84%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	84%	*	*	*	*	93%	**85%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	78%	*	*	*	*	70%	**77%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	82%	*	*	*	*	*	**82%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	*	80%	*	*	87%	**84%**

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%	*	93%	*	*	77%	**78%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	*	73%	*	*	74%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	*	100%	*	*	76%	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	*	67%	*	*	62%	**64%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	59%	*	54%	*	*	60%	**59%**

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	64%	*	58%	*	*	70%	**64%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	55%	*	60%	*	*	53%	**55%**

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	47%	*	*	*	*	38%	**46%**
Q52. Patient has had a review of cancer care by GP practice	21%	*	36%	*	*	26%	**22%**

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	40%	*	*	*	*	34%	**40%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	83%	*	64%	*	*	91%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	69%	*	67%	*	*	75%	**69%**

YOUR OVERALL NHS CARE				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	91%	*	88%	*	*	95%	**91%**
Q57. Administration of care was very good or good	88%	*	88%	*	*	91%	**88%**
Q58. Cancer research opportunities were discussed with patient	45%	*	70%	*	*	53%	**46%**
Q59. Patient's average rating of care scored from very poor to very good	9.1	*	8.6	*	*	9.2	**9.1**

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	75%	75%	80%	81%	80%	*	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	65%	65%	69%	69%	*	**67%**

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%	91%	91%	94%	93%	*	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	85%	86%	84%	85%	*	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	83%	80%	83%	83%	74%	*	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	84%	81%	82%	85%	*	**83%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	97%	94%	95%	96%	96%	*	**96%**

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	84%	80%	75%	76%	74%	*	**78%**
Q13. Patient was definitely told sensitively that they had cancer	79%	76%	76%	77%	75%	*	**76%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	81%	76%	78%	82%	80%	*	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	82%	87%	89%	85%	*	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	84%	86%	85%	82%	86%	*	**84%**

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	95%	91%	92%	93%	94%	*	**93%**
Q18. Patient found it very or quite easy to contact their main contact person	86%	90%	89%	85%	86%	*	**87%**
Q19. Patient found advice from main contact person was very or quite helpful	98%	97%	98%	97%	94%	*	**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	86%	85%	82%	87%	86%	*	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	83%	74%	81%	86%	84%	*	**82%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	79%	84%	84%	84%	*	**83%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	68%	62%	67%	57%	52%	*	**61%**

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	75%	71%	75%	76%	76%	*	**75%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	91%	93%	93%	94%	*	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	98%	99%	99%	*	**99%**

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	88%	87%	87%	89%	90%	*	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	79%	78%	81%	77%	*	**79%**
Q29. Patient was offered information about how to get financial help or benefits	57%	65%	57%	61%	64%	*	**61%**

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	87%	85%	84%	77%	81%	*	**83%**
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%	75%	73%	68%	73%	*	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	80%	80%	75%	75%	80%	*	**78%**
Q34. Patient was always able to get help from ward staff when needed	81%	81%	77%	76%	79%	*	**79%**
Q35. Patient was always able to discuss worries and fears with hospital staff	77%	67%	74%	65%	71%	*	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	89%	78%	85%	88%	91%	*	**87%**
Q37. Patient was always treated with respect and dignity while in hospital	96%	92%	86%	89%	90%	*	**91%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	92%	90%	91%	91%	90%	*	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	85%	81%	84%	82%	81%	*	**83%**

IMD quintile tables

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

YOUR TREATMENT

	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	94%	92%	89%	92%	92%	*	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	91%	90%	84%	88%	83%	*	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	95%	91%	90%	89%	84%	*	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	94%	90%	61%	77%	77%	*	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	88%	88%	84%	91%	63%	*	**82%**
Q42_1. Patient completely had enough understandable information about progress with surgery	91%	86%	86%	87%	89%	*	**88%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	85%	88%	81%	86%	82%	*	**84%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	85%	85%	87%	84%	84%	*	**85%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	85%	84%	72%	77%	72%	*	**77%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	79%	88%	86%	89%	69%	*	**82%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	85%	87%	84%	85%	81%	*	**84%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

	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	83%	78%	70%	79%	78%	*	**78%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	74%	70%	66%	73%	73%	*	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	87%	84%	87%	88%	*	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	71%	65%	59%	62%	62%	*	**64%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	63%	61%	59%	59%	55%	*	**59%**

SUPPORT WHILE AT HOME

	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	67%	64%	63%	65%	62%	*	**64%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	57%	50%	58%	55%	*	**55%**

CARE FROM YOUR GP PRACTICE

	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	44%	48%	45%	48%	46%	*	**46%**
Q52. Patient has had a review of cancer care by GP practice	22%	24%	26%	21%	18%	*	**22%**

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	42%	43%	46%	31%	39%	*	**40%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	80%	85%	84%	85%	*	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	73%	72%	70%	67%	66%	*	**69%**

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	92%	92%	92%	94%	88%	*	**91%**
Q57. Administration of care was very good or good	88%	90%	92%	89%	86%	*	**88%**
Q58. Cancer research opportunities were discussed with patient	53%	48%	44%	45%	43%	*	**46%**
Q59. Patient's average rating of care scored from very poor to very good	9.2	9.2	9.2	9.1	9.0	*	**9.1**

Long term condition status tables

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

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	79%	78%	78%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	71%	65%	**67%**

DIAGNOSTIC TESTS

	Long term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	93%	92%	96%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	89%	86%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	78%	76%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	85%	86%	**83%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	95%	97%	**96%**

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%	78%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	76%	76%	78%	**76%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	81%	81%	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	87%	88%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	83%	87%	83%	**84%**

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	94%	93%	92%	**93%**
Q18. Patient found it very or quite easy to contact their main contact person	88%	85%	85%	**87%**
Q19. Patient found advice from main contact person was very or quite helpful	96%	96%	95%	**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	84%	88%	85%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	82%	84%	**82%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	83%	81%	**83%**
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	61%	57%	69%	**61%**

Long term condition status tables

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

CARE PLANNING

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	74%	77%	78%	**75%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	94%	89%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	Long term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	88%	91%	78%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	79%	82%	**79%**
Q29. Patient was offered information about how to get financial help or benefits	58%	68%	52%	**61%**

HOSPITAL CARE

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	82%	82%	88%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	76%	67%	75%	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	77%	80%	83%	**78%**
Q34. Patient was always able to get help from ward staff when needed	78%	79%	85%	**79%**
Q35. Patient was always able to discuss worries and fears with hospital staff	72%	69%	67%	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	87%	86%	91%	**87%**
Q37. Patient was always treated with respect and dignity while in hospital	91%	92%	92%	**91%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	94%	89%	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	85%	83%	**83%**

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	92%	92%	96%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	86%	93%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	89%	96%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	76%	83%	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	79%	70%	**82%**
Q42_1. Patient completely had enough understandable information about progress with surgery	88%	89%	92%	**88%**
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	85%	83%	88%	**84%**
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	85%	83%	88%	**85%**
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	80%	74%	72%	**77%**
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	83%	76%	90%	**82%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	85%	84%	**84%**

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	77%	79%	80%	**78%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	71%	73%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	89%	81%	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	63%	67%	65%	**64%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	62%	64%	**59%**

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	64%	63%	68%	**64%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	54%	55%	58%	**55%**

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	47%	46%	43%	**46%**
Q52. Patient has had a review of cancer care by GP practice	22%	20%	24%	**22%**

Long term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long term condition status			
	Yes	No	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	41%	38%	36%	**40%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	83%	83%	94%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	69%	68%	70%	**69%**

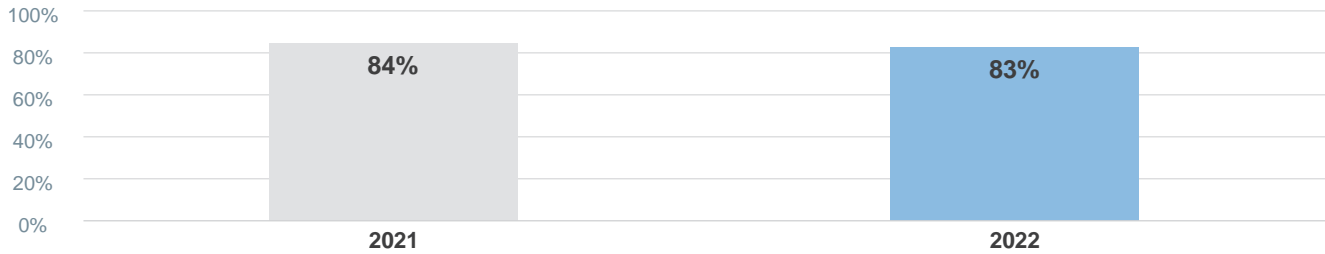| YOUR OVERALL NHS CARE	Long term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	91%	92%	91%	**91%**
Q57. Administration of care was very good or good	88%	89%	93%	**88%**
Q58. Cancer research opportunities were discussed with patient	49%	41%	49%	**46%**
Q59. Patient's average rating of care scored from very poor to very good	9.1	9.1	9.1	**9.1**

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

2021	2022
80%	79%

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

2021	2022
63%	67%

DIAGNOSTIC TESTS

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

2021	2022
92%	93%

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

2021	2022
85%	85%

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

2021	2022
83%	80%

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

	2021	2022
	83%	83%

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

	2021	2022
	96%	96%

FINDING OUT THAT YOU HAD CANCER

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

	2021	2022
	69%	78%

Q13. Patient was definitely told sensitively that they had cancer

	2021	2022
	77%	76%

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

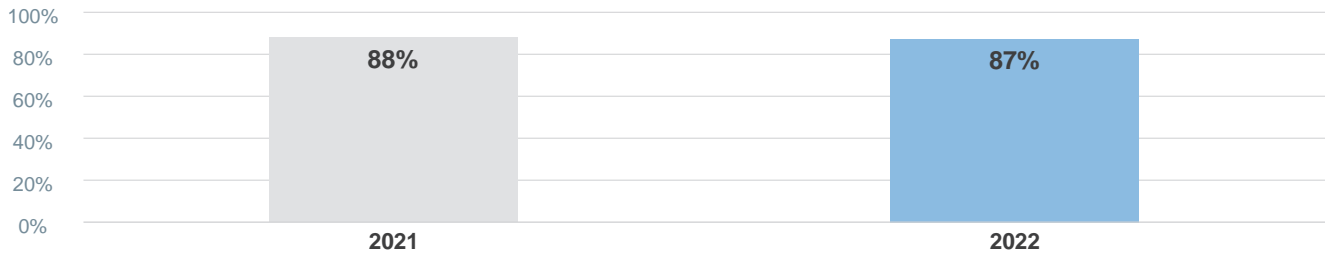|	2021	2022
	79%	80%
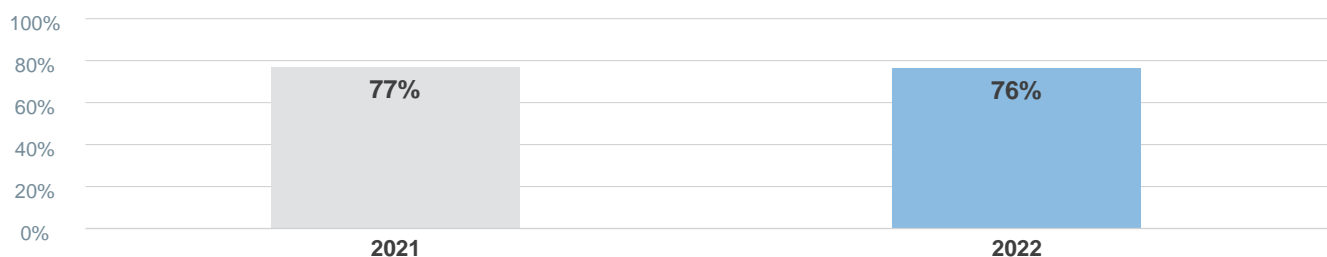
Year on Year Charts

| * | 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

	2021	2022
	85%	87%

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

	2021	2022
	84%	84%

SUPPORT FROM A MAIN CONTACT PERSON

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

	2021	2022
	94%	93%

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

	2021	2022
	90%	87%

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

	2021	2022
	97%	96%
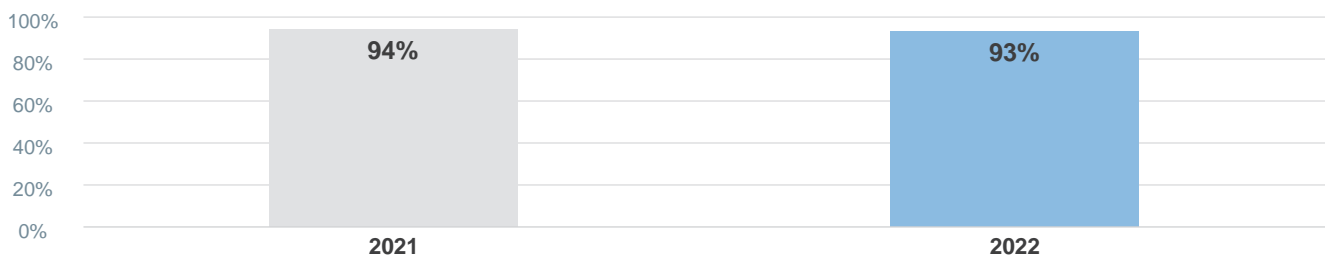
Year on Year Charts

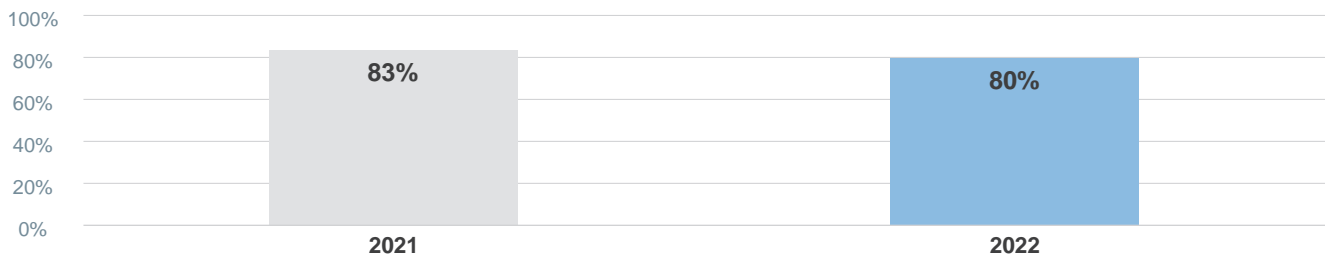|	
* Indicates where a score is not available due to suppression or a low base size.	The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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

2021	2022
84%	85%

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

2021	2022
82%	82%

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

2021	2022
74%	83%

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

2021	2022
57%	61%
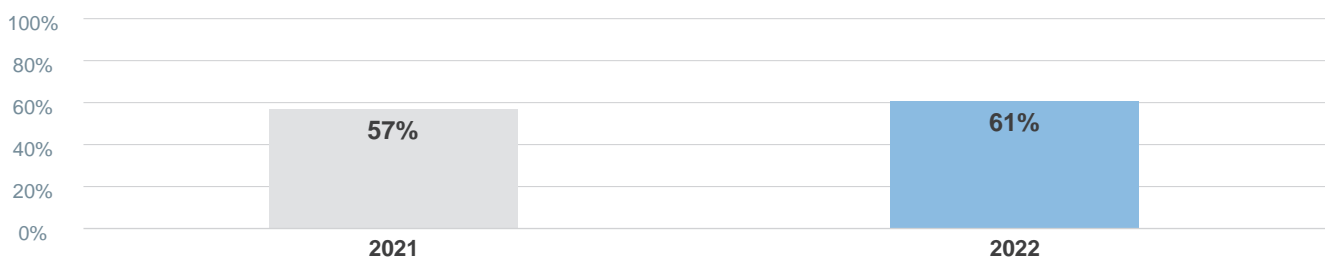
CARE PLANNING

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

2021	2022
74%	75%
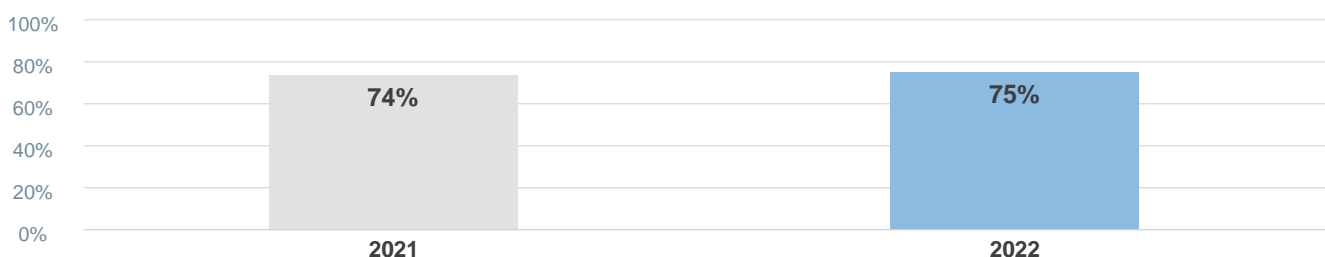
Year on Year Charts

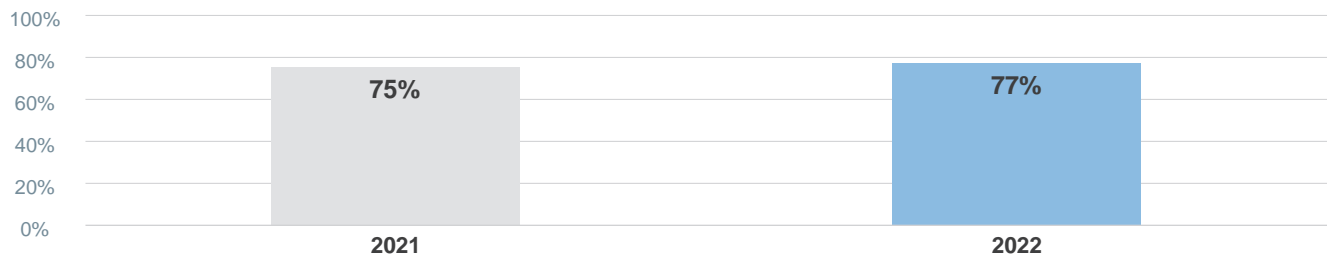|	
* Indicates where a score is not available due to suppression or a low base size.	The scores are unadjusted and based on England scores only.

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

2021	2022
93%	93%

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

2021	2022
100%	99%

SUPPORT FROM HOSPITAL STAFF

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

2021	2022
90%	89%

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

2021	2022
79%	79%

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

2021	2022
66%	61%
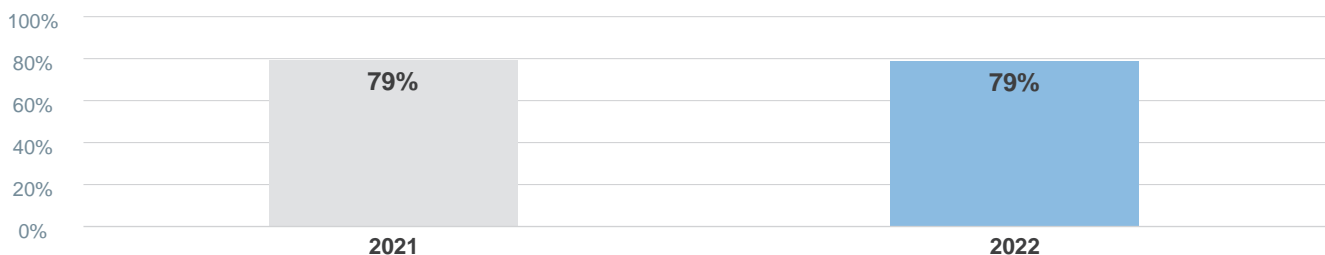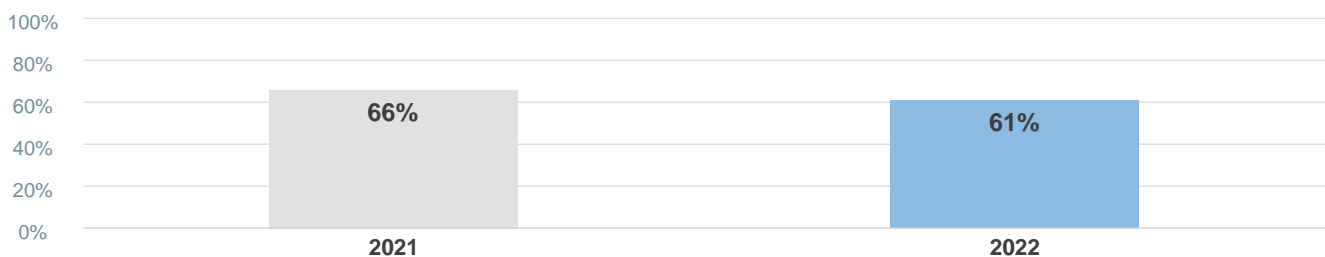
Year on Year Charts

* 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

2021	2022
84%	83%

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

2021	2022
62%	73%

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

2021	2022
76%	78%

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

2021	2022
81%	79%

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

2021	2022
73%	71%

Year on Year Charts

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

- 2021: 88%
- 2022: 87%

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

- 2021: 91%
- 2022: 91%

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

- 2021: 90%
- 2022: 91%

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

- 2021: 81%
- 2022: 83%

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery
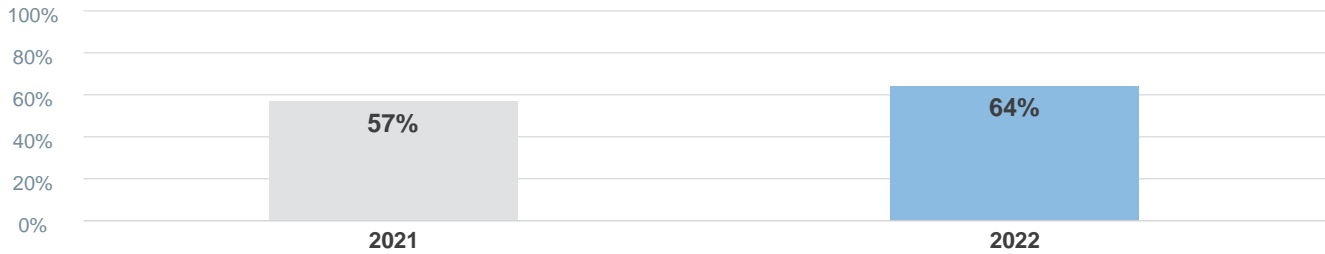
- 2021: 92%
- 2022: 92%

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

2021	2022
87%	87%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

2021	2022
91%	89%

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

2021	2022
83%	80%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

2021	2022
84%	82%

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

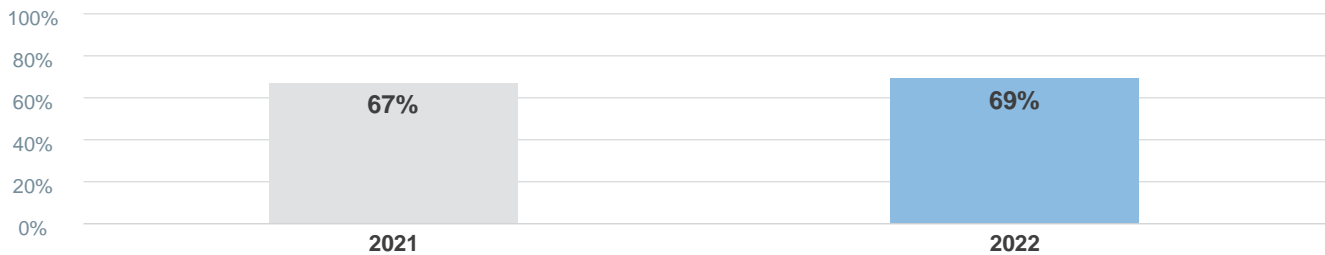| 2021	2022
87%	88%

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

2021	2022
79%	84%

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

2021	2022
78%	85%

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

2021	2022
75%	77%

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

2021	2022
81%	82%

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

2021	2022
84%	84%

Year on Year Charts

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IMMEDIATE AND LONG TERM SIDE EFFECTS

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

2021	2022
75%	78%

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

2021	2022
73%	72%

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

2021	2022
88%	86%

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

2021	2022
63%	64%

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

| 2021	2022
58%	59%

Year on Year Charts

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SUPPORT WHILE AT HOME

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

2021	2022
57%	64%

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

2021	2022
55%	55%

CARE FROM YOUR GP PRACTICE

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

2021	2022
40%	46%

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

2021	2022
20%	22%

LIVING WITH AND BEYOND CANCER

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

2021	2022
38%	40%

Year on Year Charts

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

- 2021: 80%
- 2022: 83%

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

- 2021: 67%
- 2022: 69%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

- 2021: 91%
- 2022: 91%

Q57. Administration of care was very good or good

- 2021: 90%
- 2022: 88%

Q58. Cancer research opportunities were discussed with patient

- 2021: 44%
- 2022: 46%
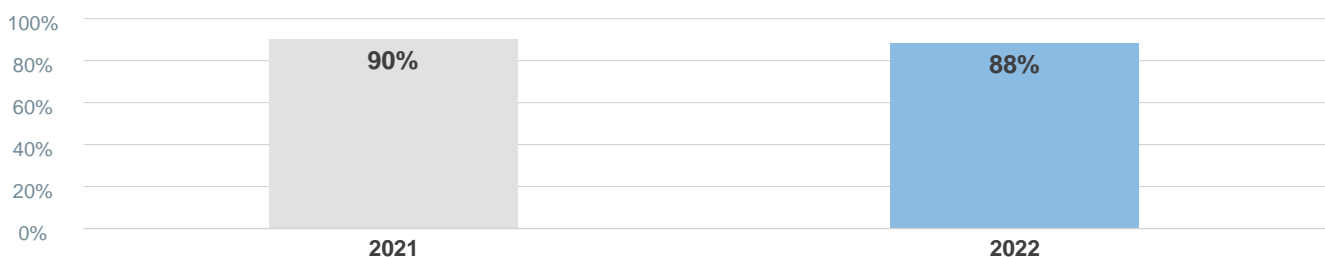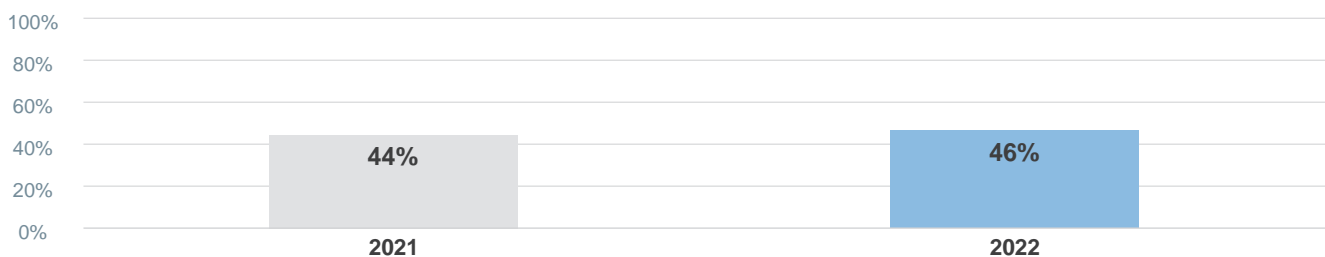
Year on Year Charts

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

	2021	2022
	9.1	9.1

Trust Expected Range Summary

	Data labels relate to the number of scores that fell below, within and above the expected range	

Number of scores below the Lower Expected Range

Number of scores between the Upper and Lower Expected Ranges

Number of scores above the Upper Expected Range

	Trust	Expected Range Classification
REM	Liverpool University Hospitals NHS Foundation Trust	1 — 39 — 19
RBL	Wirral University Teaching Hospital NHS Foundation Trust	46 — 14
RBQ	Liverpool Heart and Chest Hospital NHS Foundation Trust	1 — 43 — 13
RBN	St Helens and Knowsley Teaching Hospitals NHS Trust	51 — 10
REP	Liverpool Women's NHS Foundation Trust	46 — 7
RJR	Countess of Chester Hospital NHS Foundation Trust	58 — 3
RBT	Mid Cheshire Hospitals NHS Foundation Trust	59
RJN	East Cheshire NHS Trust	3 — 53 — 3
RVY	Southport and Ormskirk Hospital NHS Trust	2 — 53 — 2
RWW	Warrington and Halton Teaching Hospitals NHS Foundation Trust	2 — 57 — 2
REN	The Clatterbridge Cancer Centre NHS Foundation Trust	3 — 54 — 2
RET	The Walton Centre NHS Foundation Trust	

ICB Expected Range Summary

Data labels relate to the number of scores that fell below, within and above the expected range	▨ Number of scores below the Lower Expected Range
	▨ Number of scores between the Upper and Lower Expected Ranges
	▨ Number of scores above the Upper Expected Range

	ICB	Expected Range Classification
QYG	NHS Cheshire and Merseyside Integrated Care Board	1 35 25