

Cancer Patient Experience Survey

2023 Results

West London Cancer Alliance

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Executive summary

Questions above expected range

	Case mix adjusted scores			England score
	2023 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	80%	75%	79%	77%
Q58. Cancer research opportunities were discussed with patient	54%	36%	53%	45%

Questions below expected range

	Case mix adjusted scores			England score
	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	76%	80%	78%
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	78%	84%	81%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	99%	99%

Introduction

The National Cancer Patient Experience Survey 2023 is the thirteenth 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 undertaken by Picker on behalf of NHS England and it 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 2023 survey involved 132 NHS Trusts. Out of 121,121 people, 63,428 people responded to the survey, yielding a response rate of 52%.

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 2023. The fieldwork for the survey was undertaken between November 2023 and February 2024.

As in the previous eight 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.

Note on question comparability

The questionnaire was redeveloped for the 2021 National Cancer Patient Experience Survey. Year on year comparisons between 2021, 2022 and 2023 are included in this report for most questions. A review of the questionnaire in 2023 saw four changes being made:

- The question text for Q23 and Q42 were amended. These questions are no longer deemed comparable to 2021 and 2022.
- The long-term condition question (Q67) was amended to include “Autism or autism spectrum condition” as a response option. And the “Neurological condition” answer option was updated to include an example condition changing it to “Neurological condition, such as epilepsy”. These changes see the answer option “Neurological condition, such as epilepsy” as no longer being deemed comparable to 2021 and 2022.
- The ethnic group question (Q71) was amended to include “Roma” as an answer option. The ethnic group question is still deemed comparable to 2021 and 2022.

How Alliance results are generated

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

Alliance 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%.

In 2022, 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 and is now scored as negative.

Statistical significance

In the reporting of 2023 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 sub-group 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 sub-group 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 England 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 2022 and 2023 unadjusted scores for this Alliance for each scored question. The Change 2022-2023 and Change overall columns show whether the scores show a

statistically significant variation between years. This is shown between 2022-2023 and as an overall between 2021-2023. An upwards arrow indicates a statistically significant increase, a downwards arrow indicates a statistically significant decrease and no arrow indicates no statistically significant change.

The adjusted 2023 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 group, 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 group tables

The tumour group 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 three columns representing the unadjusted scores of the last three years (2021, 2022 and 2023) 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.

National level and England level data

In some cases (343 respondents in 2023), patients from outside England (from Wales, Scotland, Northern Ireland, the Channel Islands or the Isle of Man) are referred to English NHS Trusts for treatment. These patients are described as 'Non-England' in other reports.

Overall response rate at response rate sections shows national level counts and response rate. For Cancer Alliances and its comparison at comparability tables section, all data is presented at the England level.

Further information

Integrated Care Board data is not included in this version of the report. Integrated Care Board results will be published at a later date. Contact: england.insight-queries@nhs.net.

Cancer Patient Experience Survey 2023 West London Cancer Alliance

This research was carried out in accordance with the international standard for organisations conducting market and social research (accreditation to ISO20252:2019; certificate number GB08/74322). Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality, and value in the Code of Practice for Statistics that all producers of official statistics should adhere to. You are welcome to contact us directly with any comments about how we meet these standards. Alternatively, you can contact OSR by emailing regulation@statistics.gov.uk or via the OSR website.

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2023 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

3,255 patients responded out of a total of 7,652 patients, resulting in a response rate of 43%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	8,140	7,652	3,255	43%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	2,453
Online	800
Phone	2
Translation service	0
Total	3,255

Respondents by tumour group

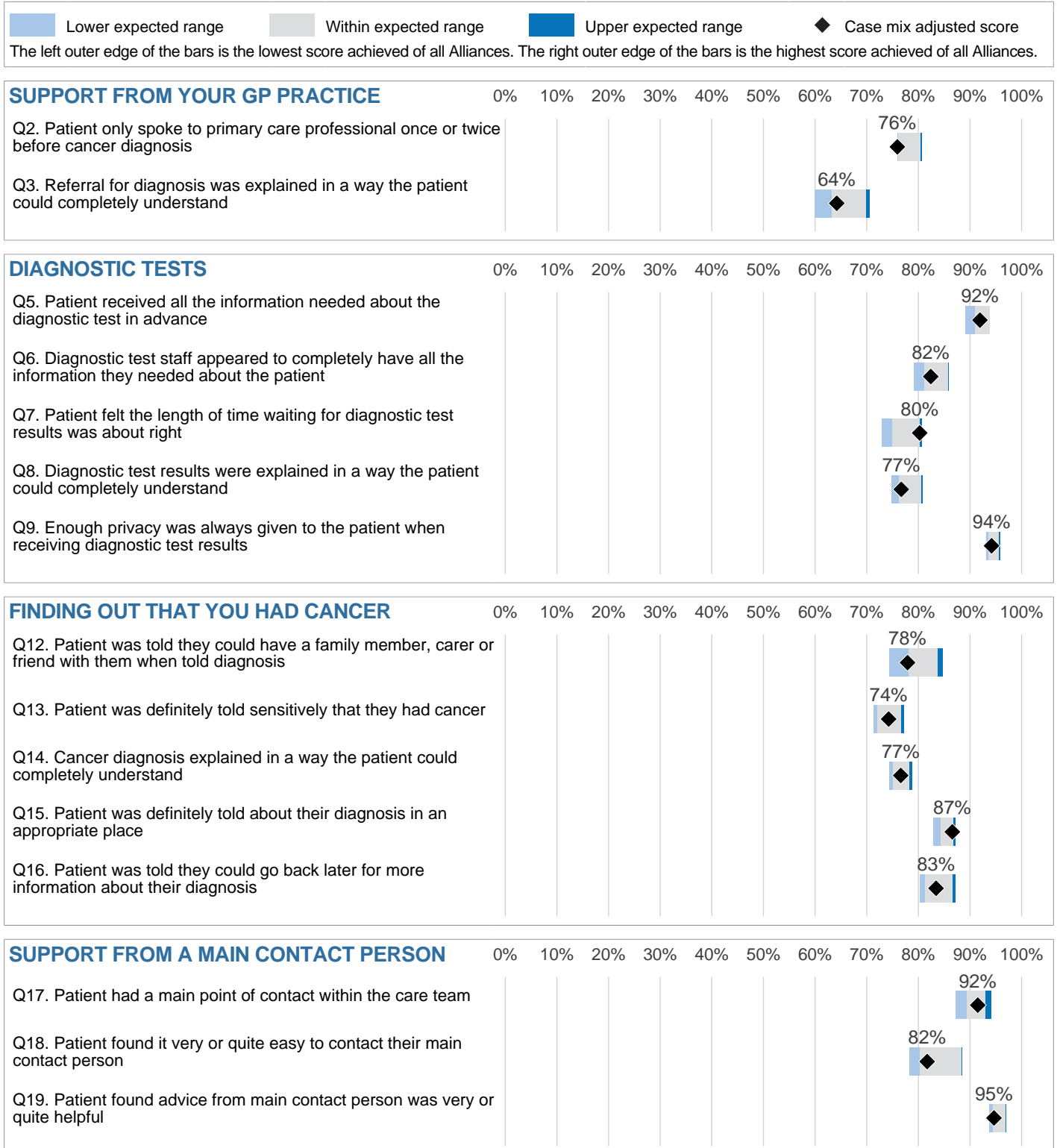
	Number of respondents
Brain / CNS	5
Breast	727
Colorectal / LGT	321
Gynaecological	188
Haematological	550
Head and neck	67
Lung	192
Prostate	382
Sarcoma	28
Skin	72
Upper gastro	125
Urological	252
Other	346
Total	3,255

Respondents by ethnicity

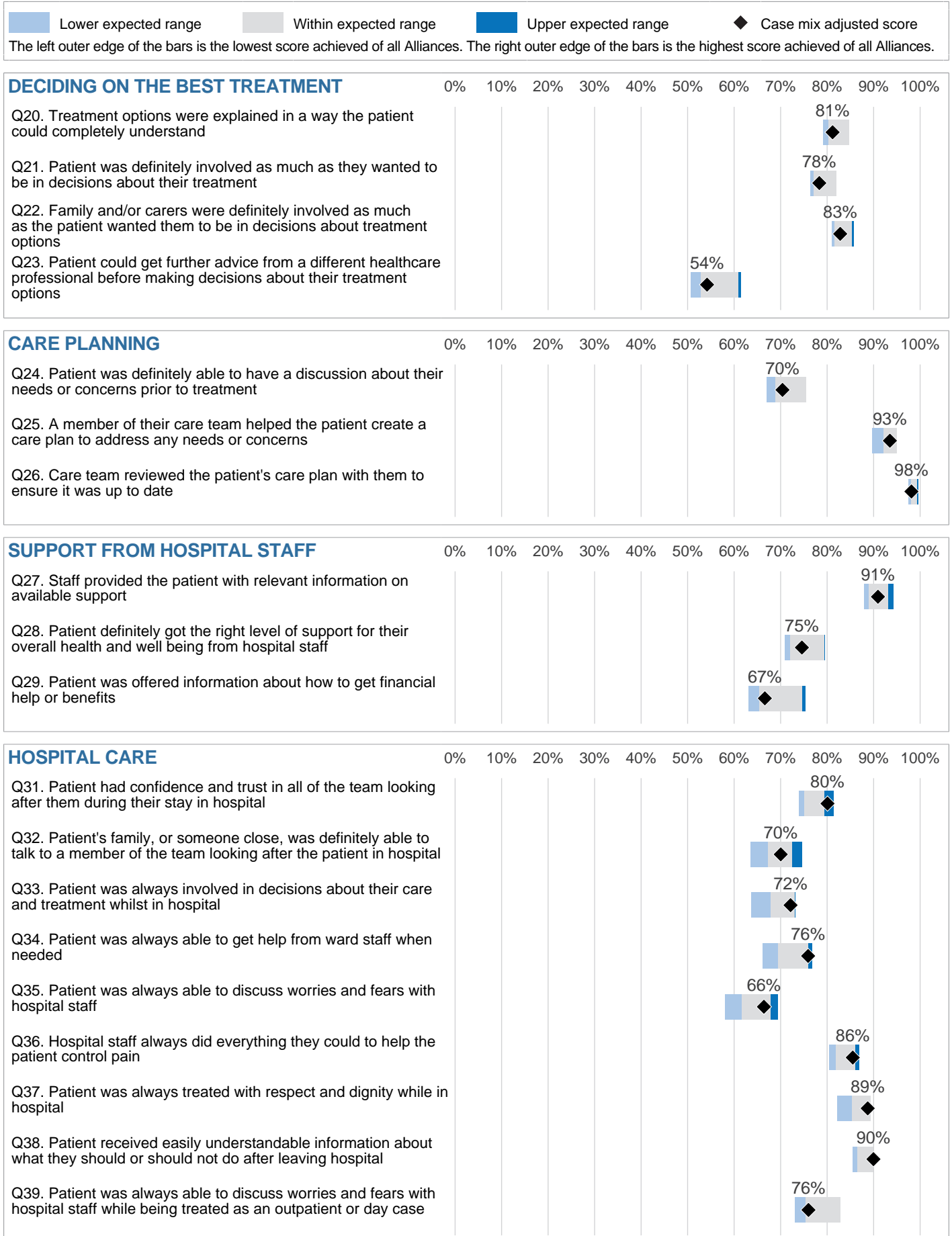
	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	1,801
Irish	88
Gypsy or Irish Traveller	*
Roma	*
Any other White background	302
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	14
White and Black African	12
White and Asian	29
Any other Mixed / multiple ethnic background	26
Asian or Asian British	
Indian	203
Pakistani	47
Bangladeshi	*
Chinese	49
Any other Asian background	106
Black / African / Caribbean / Black British	
African	86
Caribbean	112
Any other Black / African / Caribbean background	14
Other Ethnicity	
Arab	25
Any other ethnic group	16
Not given	
Not given	316
Total	3,255

* indicates the count is not shown due to suppression

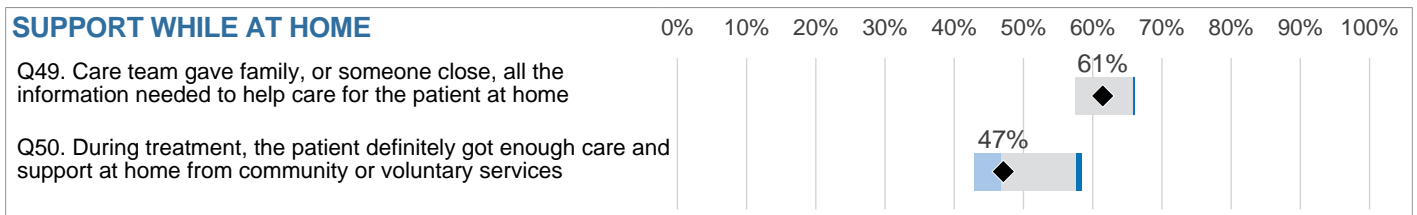
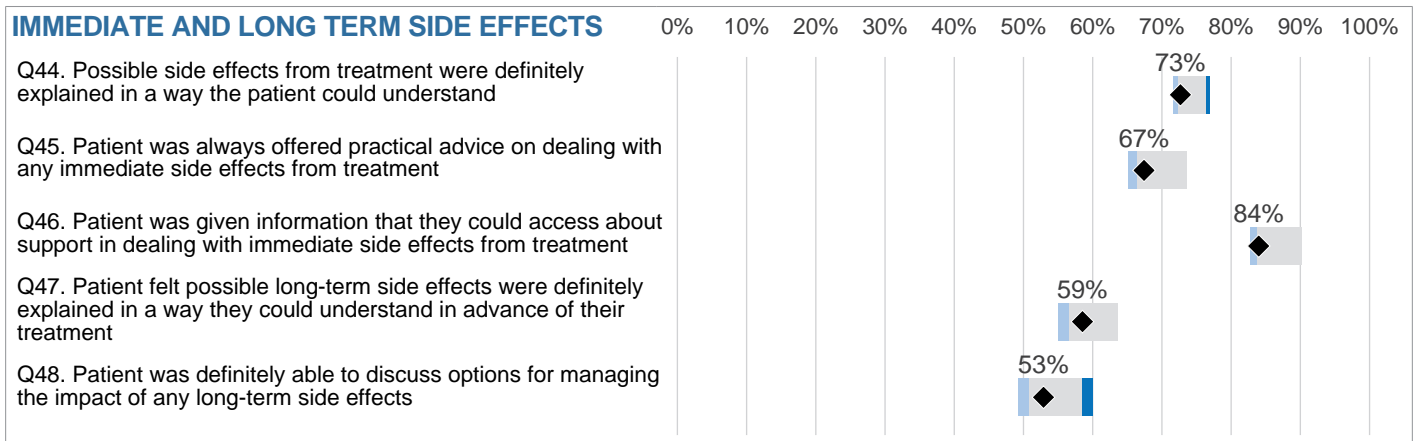
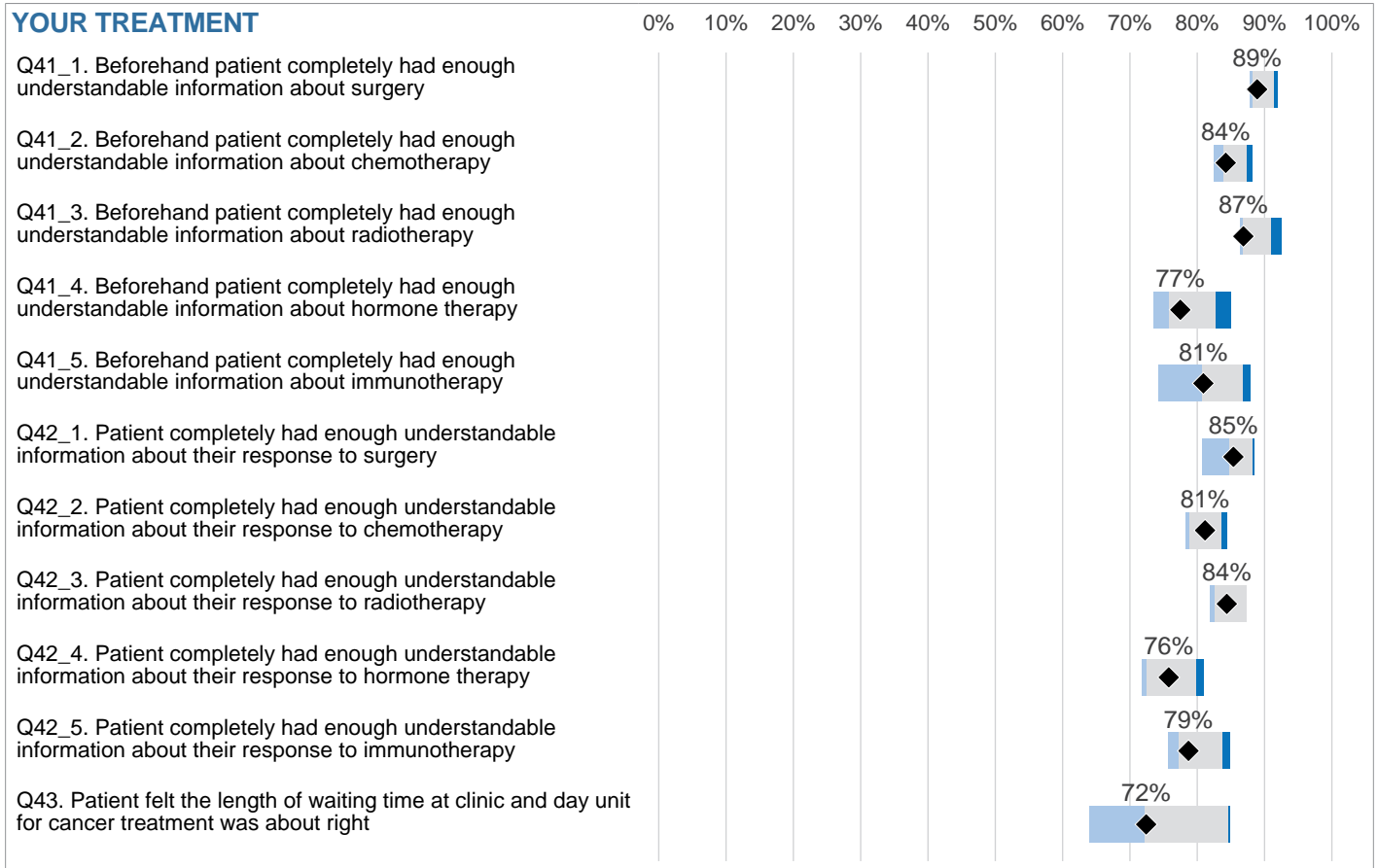
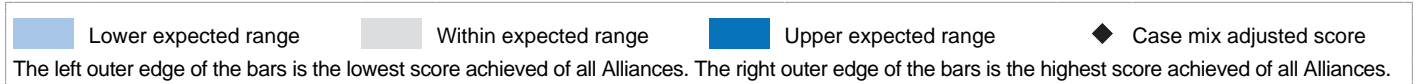
Expected range charts



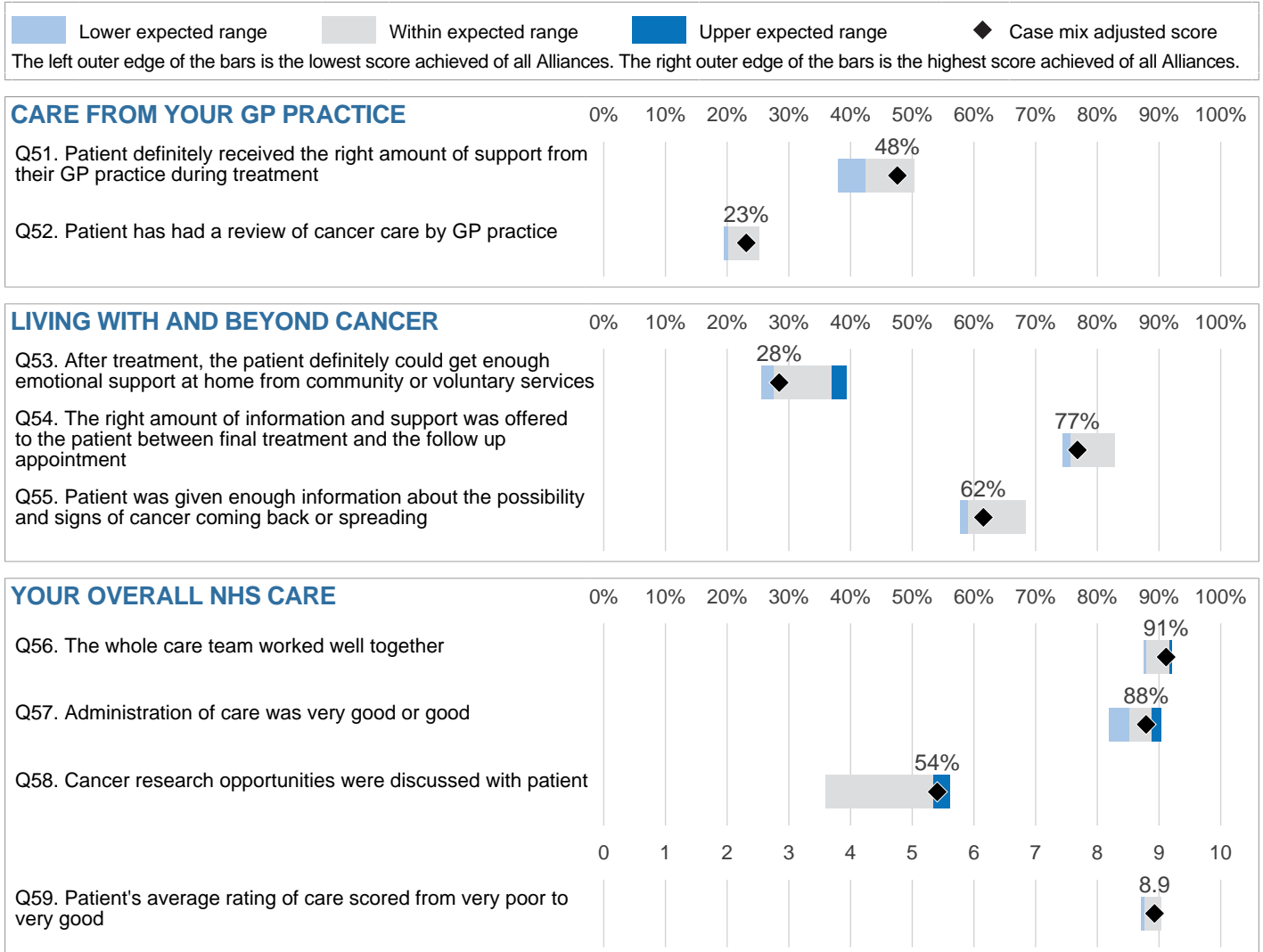
Expected range charts






Expected range charts



Expected range charts



Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	▲ or ▼	Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score. Change overall: Indicates significant change overall (2021, 2022, and 2023).		Adjusted Score below Lower Expected Range
** No score available for 2022.				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			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	1496	73%	1459	73%			76%	76%	80%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1999	63%	2009	63%			64%	63%	70%	67%

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	2495	91%	2519	92%			92%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	2621	81%	2616	81%			82%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	2634	80%	2635	80%		▼	80%	75%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	2636	75%	2638	75%			77%	76%	81%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	2645	94%	2650	94%			94%	94%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	2930	74%	2905	78%	▲	▲	78%	78%	84%	81%
Q13. Patient was definitely told sensitively that they had cancer	3168	74%	3149	74%			74%	72%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	3202	76%	3187	75%			77%	75%	78%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	3174	86%	3168	87%			87%	84%	87%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	2772	82%	2758	84%			83%	81%	87%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	3083	91%	3071	92%			92%	89%	93%	91%
Q18. Patient found it very or quite easy to contact their main contact person	2593	80%	2550	81%			82%	80%	88%	84%
Q19. Patient found advice from main contact person was very or quite helpful	2672	95%	2651	94%			95%	95%	97%	96%

Comparability tables

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

** No score available for 2022.

▲ or ▼

Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.
Change overall: Indicates significant change overall (2021, 2022, and 2023).

■	Adjusted Score below Lower Expected Range
■	Adjusted Score between Upper and Lower Expected Ranges
■	Adjusted Score above Upper Expected Range

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	3005	79%	3029	80%			81%	80%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	3155	76%	3163	77%			78%	77%	82%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	2522	79%	2623	82%	▲	▲	83%	82%	85%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	1822	54%			54%	53%	61%	57%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	2855	71%	2866	70%			70%	69%	76%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	1722	93%	1727	93%			93%	92%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1361	99%	1376	98%			98%	98%	99%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	2644	90%	2674	91%			91%	89%	93%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	3169	74%	3170	74%			75%	72%	79%	76%
Q29. Patient was offered information about how to get financial help or benefits	1690	64%	1697	66%			67%	65%	75%	70%

Comparability tables

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

** No score available for 2022.

▲ or ▼

Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.
Change overall: Indicates significant change overall (2021, 2022, and 2023).

■	Adjusted Score below Lower Expected Range
■	Adjusted Score between Upper and Lower Expected Ranges
■	Adjusted Score above Upper Expected Range

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 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	1370	79%	1408	79%			80%	75%	79%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	1052	69%	1169	70%		▲	70%	67%	73%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1339	70%	1385	72%			72%	68%	73%	70%
Q34. Patient was always able to get help from ward staff when needed	1345	77%	1374	76%			76%	70%	76%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	1307	65%	1343	66%			66%	62%	68%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	1188	85%	1233	85%			86%	82%	86%	84%
Q37. Patient was always treated with respect and dignity while in hospital	1365	89%	1401	88%			89%	85%	89%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1326	88%	1359	90%			90%	87%	90%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	2840	75%	2833	74%			76%	75%	83%	79%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	1572	88%	1509	88%			89%	88%	91%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1582	85%	1563	84%			84%	84%	87%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	975	88%	886	86%			87%	87%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	553	78%	509	77%			77%	76%	83%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	519	84%	582	80%			81%	81%	87%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	1500	85%			85%	85%	88%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	1558	81%			81%	79%	84%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	873	84%			84%	83%	87%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	503	74%			76%	72%	80%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	580	78%			79%	77%	84%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	3131	71%	3051	71%			72%	72%	85%	78%

Comparability tables

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

** No score available for 2022.

Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.
Change overall: Indicates significant change overall (2021, 2022, and 2023).

	Adjusted Score below Lower Expected Range
	Adjusted Score between Upper and Lower Expected Ranges
	Adjusted Score above Upper Expected Range

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	3053	73%	2993	72%			73%	72%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	2894	67%	2804	67%			67%	66%	74%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	2323	83%	2249	83%			84%	84%	90%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	2887	59%	2858	59%			59%	57%	64%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	2490	52%	2477	52%			53%	51%	58%	55%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	2009	58%	2067	61%		▲	61%	58%	66%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	1275	46%	1296	46%			47%	47%	58%	52%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	1805	43%	1801	48%	▲		48%	42%	50%	46%
Q52. Patient has had a review of cancer care by GP practice	3008	21%	2955	24%	▲	▲	23%	20%	25%	23%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	767	28%	781	28%			28%	28%	37%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1427	77%	1412	76%			77%	76%	83%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	2530	59%	2507	60%			62%	59%	68%	64%

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	3003	90%	3019	91%			91%	88%	92%	90%
Q57. Administration of care was very good or good	3142	89%	3132	88%			88%	85%	89%	87%
Q58. Cancer research opportunities were discussed with patient	2021	57%	1985	55%			54%	36%	53%	45%
Q59. Patient's average rating of care scored from very poor to very good	3062	8.8	3073	8.9			8.9	8.8	9.0	8.9

Tumour group tables

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

	Tumour group													
	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	*	91%	74%	67%	52%	58%	63%	80%	56%	78%	70%	71%	68%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	75%	61%	66%	50%	67%	50%	71%	81%	62%	51%	62%	59%	63%

	Tumour group													
	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	*	93%	90%	90%	90%	92%	94%	92%	87%	85%	92%	90%	93%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	81%	82%	73%	81%	79%	86%	87%	86%	79%	79%	78%	80%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	78%	79%	79%	85%	84%	83%	84%	70%	67%	76%	77%	74%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	77%	81%	73%	71%	81%	77%	76%	64%	76%	64%	76%	75%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	95%	94%	89%	94%	95%	94%	95%	87%	94%	96%	90%	94%	94%

	Tumour group													
	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	*	83%	83%	74%	75%	70%	77%	71%	78%	69%	85%	71%	80%	78%
Q13. Patient was definitely told sensitively that they had cancer	*	76%	78%	72%	76%	72%	72%	71%	54%	78%	67%	69%	72%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	78%	79%	76%	69%	82%	78%	78%	63%	77%	66%	78%	75%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	89%	87%	82%	86%	86%	86%	90%	73%	86%	77%	84%	86%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	*	87%	84%	84%	80%	88%	85%	90%	71%	85%	77%	78%	78%	84%

Tumour group tables

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

	Tumour group													
	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	*	92%	93%	89%	95%	90%	91%	89%	89%	97%	85%	88%	94%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	77%	78%	81%	82%	85%	88%	81%	67%	71%	78%	84%	85%	81%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	95%	94%	94%	94%	97%	95%	92%	92%	96%	97%	93%	94%

	Tumour group													
	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	*	81%	81%	79%	79%	90%	79%	83%	65%	76%	74%	78%	84%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	77%	81%	78%	75%	82%	76%	82%	61%	75%	72%	75%	79%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	81%	80%	82%	81%	90%	86%	81%	79%	79%	78%	82%	83%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	51%	53%	56%	53%	66%	56%	60%	59%	59%	57%	50%	52%	54%

	Tumour group													
	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	*	70%	73%	68%	69%	81%	70%	73%	67%	74%	62%	64%	68%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	90%	97%	97%	95%	95%	98%	93%	100%	90%	94%	92%	92%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	97%	99%	99%	100%	97%	99%	96%	92%	100%	100%	99%	97%	98%

	Tumour group													
	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	*	91%	94%	92%	89%	91%	96%	93%	88%	85%	89%	84%	91%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	71%	75%	71%	76%	75%	80%	77%	63%	74%	70%	70%	75%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	62%	74%	70%	67%	70%	75%	63%	79%	50%	66%	52%	66%	66%

Tumour group tables

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	Tumour group													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	77%	77%	84%	81%	80%	76%	84%	70%	83%	75%	81%	80%	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	*	62%	73%	78%	73%	79%	67%	74%	76%	27%	71%	67%	70%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	69%	70%	78%	73%	74%	69%	72%	84%	83%	70%	69%	75%	72%
Q34. Patient was always able to get help from ward staff when needed	*	70%	71%	81%	82%	83%	75%	82%	80%	83%	74%	75%	77%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	64%	64%	70%	71%	67%	57%	70%	75%	64%	62%	60%	67%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	*	85%	87%	87%	86%	86%	80%	86%	84%	*	81%	81%	84%	85%
Q37. Patient was always treated with respect and dignity while in hospital	*	84%	88%	91%	89%	98%	83%	90%	84%	100%	87%	92%	88%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	89%	89%	94%	91%	95%	87%	93%	89%	83%	87%	85%	87%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	70%	77%	74%	77%	75%	78%	79%	76%	73%	74%	71%	75%	74%

	Tumour group													
	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	*	89%	89%	86%	79%	90%	84%	90%	82%	93%	87%	89%	89%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	81%	86%	86%	85%	80%	83%	90%	93%	*	87%	78%	89%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	85%	93%	87%	81%	86%	85%	89%	91%	*	95%	97%	85%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	75%	*	*	50%	*	*	84%	*	*	*	*	76%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	75%	71%	70%	80%	80%	83%	*	*	88%	88%	84%	81%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	85%	84%	85%	71%	85%	79%	86%	82%	91%	89%	84%	87%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	81%	81%	85%	81%	69%	79%	85%	71%	*	81%	76%	84%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	84%	78%	86%	83%	88%	81%	87%	73%	*	90%	94%	83%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	71%	*	*	36%	*	*	82%	*	*	*	*	79%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	71%	77%	64%	78%	82%	84%	*	*	84%	91%	84%	73%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	67%	76%	68%	73%	72%	73%	82%	52%	62%	66%	72%	64%	71%

Tumour group tables

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	Tumour group													
	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	*	73%	74%	74%	68%	80%	75%	75%	65%	81%	66%	68%	73%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	64%	75%	69%	62%	77%	74%	66%	65%	69%	63%	66%	65%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	82%	87%	82%	81%	86%	92%	86%	89%	78%	77%	80%	84%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	57%	64%	63%	54%	77%	60%	67%	59%	65%	50%	53%	53%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	48%	55%	55%	49%	70%	59%	60%	52%	49%	52%	50%	50%	52%

	Tumour group													
	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	*	56%	64%	67%	66%	68%	63%	59%	65%	69%	59%	59%	60%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	37%	53%	53%	42%	70%	52%	52%	40%	47%	46%	44%	51%	46%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	47%	52%	50%	43%	42%	50%	50%	24%	48%	53%	44%	52%	48%
Q52. Patient has had a review of cancer care by GP practice	*	26%	20%	29%	24%	31%	20%	25%	26%	15%	29%	25%	23%	24%

Tumour group tables

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	Tumour group													
	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	*	19%	48%	26%	28%	43%	33%	29%	*	30%	13%	29%	30%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	70%	82%	81%	79%	82%	79%	78%	74%	86%	64%	73%	72%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	53%	63%	56%	70%	63%	59%	60%	78%	69%	52%	61%	61%	60%

	Tumour group													
	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	*	91%	91%	90%	93%	91%	93%	91%	84%	87%	91%	92%	91%	91%
Q57. Administration of care was very good or good	*	89%	85%	89%	88%	94%	88%	89%	89%	85%	84%	89%	90%	88%
Q58. Cancer research opportunities were discussed with patient	*	45%	58%	71%	53%	69%	63%	57%	70%	42%	63%	49%	62%	55%
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	8.9	8.9	8.9	9.2	8.8	8.8	8.4	8.8	8.7	8.9	8.9	8.9

Age group tables

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	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
SUPPORT FROM YOUR GP PRACTICE									
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	68%	73%	71%	71%	72%	79%	69%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	73%	61%	68%	65%	60%	64%	63%	63%

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
DIAGNOSTIC TESTS									
Q5. Patient received all the information needed about the diagnostic test in advance	80%	92%	88%	90%	93%	92%	92%	89%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	69%	74%	79%	81%	81%	84%	80%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	79%	61%	72%	80%	80%	83%	87%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	30%	66%	68%	71%	74%	78%	77%	74%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	80%	83%	91%	93%	92%	95%	95%	92%	94%

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
FINDING OUT THAT YOU HAD CANCER									
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	63%	72%	77%	74%	80%	79%	84%	78%
Q13. Patient was definitely told sensitively that they had cancer	62%	66%	65%	69%	72%	76%	75%	78%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	81%	66%	73%	72%	78%	77%	79%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	93%	75%	78%	83%	84%	88%	90%	90%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	77%	96%	83%	88%	86%	84%	80%	76%	84%

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
SUPPORT FROM A MAIN CONTACT PERSON									
Q17. Patient had a main point of contact within the care team	100%	93%	87%	94%	91%	92%	92%	92%	92%
Q18. Patient found it very or quite easy to contact their main contact person	100%	78%	74%	76%	79%	83%	83%	79%	81%
Q19. Patient found advice from main contact person was very or quite helpful	100%	93%	87%	93%	95%	95%	94%	95%	94%

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
DECIDING ON THE BEST TREATMENT									
Q20. Treatment options were explained in a way the patient could completely understand	54%	81%	77%	78%	79%	82%	82%	79%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	67%	75%	63%	75%	78%	80%	78%	73%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	78%	70%	79%	81%	83%	84%	82%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	64%	58%	52%	59%	54%	49%	47%	54%

Age group tables

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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	57%	75%	58%	64%	73%	72%	69%	66%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	100%	90%	92%	92%	95%	94%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	97%	97%	98%	99%	98%	100%	98%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	100%	90%	91%	90%	94%	92%	87%	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	74%	58%	67%	75%	75%	77%	73%	74%
Q29. Patient was offered information about how to get financial help or benefits	100%	77%	60%	68%	68%	70%	56%	47%	66%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	82%	62%	79%	74%	83%	83%	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	*	63%	56%	69%	65%	75%	73%	70%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	82%	53%	73%	69%	77%	70%	70%	72%
Q34. Patient was always able to get help from ward staff when needed	*	77%	57%	72%	71%	80%	81%	77%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	76%	47%	67%	62%	73%	65%	52%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	*	84%	75%	81%	81%	88%	89%	86%	85%
Q37. Patient was always treated with respect and dignity while in hospital	*	91%	69%	86%	86%	91%	91%	93%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	77%	84%	90%	89%	94%	88%	82%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	66%	63%	71%	73%	77%	78%	71%	74%

Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	83%	80%	84%	88%	92%	89%	85%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	84%	82%	82%	86%	84%	85%	77%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	69%	77%	86%	85%	90%	89%	75%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	61%	67%	81%	81%	81%	83%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	64%	88%	86%	78%	80%	81%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	82%	79%	82%	86%	86%	84%	87%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	73%	83%	83%	80%	83%	80%	81%	71%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	69%	74%	82%	85%	85%	88%	71%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	59%	68%	76%	81%	75%	73%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	70%	79%	81%	77%	79%	74%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	47%	48%	53%	63%	70%	74%	74%	76%	71%

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	54%	74%	66%	72%	76%	74%	70%	62%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	83%	61%	59%	63%	70%	69%	65%	62%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	85%	84%	83%	84%	85%	81%	80%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	80%	58%	51%	56%	63%	61%	54%	53%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	52%	40%	47%	55%	55%	51%	50%	52%

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	100%	59%	58%	54%	61%	62%	63%	63%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	44%	35%	36%	50%	48%	48%	45%	46%

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	*	50%	52%	43%	51%	49%	44%	45%	48%
Q52. Patient has had a review of cancer care by GP practice	36%	31%	31%	28%	27%	23%	22%	24%	24%

Age group tables

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	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	*	27%	29%	20%	30%	23%	36%	33%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	90%	89%	68%	66%	74%	82%	76%	73%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	67%	48%	47%	54%	61%	63%	62%	63%	60%

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	100%	94%	85%	91%	91%	93%	89%	94%	91%
Q57. Administration of care was very good or good	87%	90%	84%	88%	87%	89%	88%	89%	88%
Q58. Cancer research opportunities were discussed with patient	*	45%	38%	48%	59%	59%	55%	47%	55%
Q59. Patient's average rating of care scored from very poor to very good	8.5	8.5	8.4	8.7	8.8	9.0	8.9	8.9	8.9

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	74%	72%	*	*	*	77%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	61%	*	*	*	63%	63%

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%	92%	*	*	*	90%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	83%	*	*	*	84%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	81%	*	*	*	83%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	75%	*	*	*	70%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	94%	*	*	*	92%	94%

FINDING OUT THAT YOU HAD CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	76%	*	*	*	79%	78%
Q13. Patient was definitely told sensitively that they had cancer	75%	73%	*	*	*	73%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	77%	*	*	*	71%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	87%	*	*	*	90%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	84%	*	*	*	83%	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	92%	91%	*	*	*	88%	92%
Q18. Patient found it very or quite easy to contact their main contact person	79%	83%	*	*	*	78%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	95%	*	*	*	94%	94%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	80%	82%	*	*	*	71%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	79%	*	*	*	77%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	82%	*	*	*	80%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	57%	*	*	*	55%	54%

	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	69%	72%	*	*	*	57%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	95%	*	*	*	91%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	*	*	*	100%	98%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	93%	*	*	*	89%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	78%	*	*	*	71%	74%
Q29. Patient was offered information about how to get financial help or benefits	64%	68%	*	*	*	57%	66%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	78%	82%	*	*	*	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	68%	72%	*	*	*	70%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	72%	*	*	*	65%	72%
Q34. Patient was always able to get help from ward staff when needed	73%	80%	*	*	*	73%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	69%	*	*	*	57%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	87%	*	*	*	79%	85%
Q37. Patient was always treated with respect and dignity while in hospital	87%	90%	*	*	*	84%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	92%	*	*	*	84%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	78%	*	*	*	78%	74%

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	90%	*	*	*	83%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	88%	*	*	*	81%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	89%	*	*	*	86%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	81%	*	*	*	83%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	76%	85%	*	*	*	89%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	86%	*	*	*	79%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	85%	*	*	*	77%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	86%	*	*	*	86%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	72%	78%	*	*	*	82%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	73%	84%	*	*	*	80%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	67%	75%	*	*	*	72%	71%

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	72%	73%	*	*	*	69%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	68%	*	*	*	60%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	86%	*	*	*	82%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	62%	*	*	*	57%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	57%	*	*	*	51%	52%

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	58%	65%	*	*	*	60%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	49%	*	*	*	46%	46%

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	48%	48%	*	*	*	49%	48%
Q52. Patient has had a review of cancer care by GP practice	25%	24%	*	*	*	22%	24%

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	25%	32%	*	*	*	36%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	81%	*	*	*	74%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	56%	65%	*	*	*	67%	60%

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						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q56. The whole care team worked well together	90%	93%	*	*	*	92%	91%
Q57. Administration of care was very good or good	88%	89%	*	*	*	87%	88%
Q58. Cancer research opportunities were discussed with patient	52%	59%	*	*	*	57%	55%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	*	*	*	8.9	8.9

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	76%	69%	70%	59%	67%	64%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	54%	58%	57%	44%	57%	63%

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	89%	92%	85%	91%	89%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	78%	78%	77%	82%	79%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	74%	79%	82%	65%	80%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	68%	72%	70%	70%	74%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	88%	94%	92%	85%	92%	94%

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%	68%	83%	73%	89%	82%	78%
Q13. Patient was definitely told sensitively that they had cancer	74%	64%	74%	75%	78%	73%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	79%	74%	72%	75%	74%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	79%	89%	89%	86%	89%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	87%	86%	83%	76%	81%	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	92%	91%	93%	93%	87%	89%	92%
Q18. Patient found it very or quite easy to contact their main contact person	82%	80%	79%	79%	76%	75%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	94%	97%	92%	97%	93%	94%

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	82%	74%	80%	74%	74%	79%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	64%	77%	71%	70%	76%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	66%	81%	81%	76%	77%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	53%	52%	52%	77%	57%	54%

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	68%	66%	64%	68%	67%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	93%	95%	92%	96%	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	95%	100%	96%	91%	100%	98%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	85%	92%	92%	94%	89%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	67%	78%	70%	68%	74%	74%
Q29. Patient was offered information about how to get financial help or benefits	68%	74%	61%	65%	70%	58%	66%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	79%	72%	88%	78%	63%	77%	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	70%	56%	74%	76%	45%	68%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	63%	81%	66%	60%	70%	72%
Q34. Patient was always able to get help from ward staff when needed	76%	59%	82%	73%	74%	75%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	53%	69%	63%	53%	60%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	83%	88%	81%	63%	77%	85%
Q37. Patient was always treated with respect and dignity while in hospital	89%	69%	92%	87%	79%	83%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	92%	92%	90%	82%	84%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	65%	71%	70%	62%	75%	74%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	87%	90%	83%	94%	87%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	81%	85%	86%	78%	85%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	80%	85%	81%	86%	85%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	92%	81%	83%	*	81%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	*	78%	79%	*	84%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	87%	85%	73%	89%	83%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	85%	83%	78%	74%	77%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	78%	83%	81%	86%	82%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	83%	77%	73%	*	82%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	*	77%	83%	*	80%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	72%	65%	68%	68%	59%	70%	71%

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	72%	80%	76%	73%	67%	71%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	60%	64%	68%	68%	65%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	75%	84%	80%	76%	80%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	62%	60%	62%	59%	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	54%	53%	47%	54%	52%	52%

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	61%	59%	64%	53%	69%	64%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	47%	50%	36%	20%	42%	46%

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	48%	53%	49%	44%	48%	45%	48%
Q52. Patient has had a review of cancer care by GP practice	22%	36%	32%	30%	26%	28%	24%

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	30%	30%	28%	24%	6%	23%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	64%	77%	67%	65%	73%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	50%	57%	58%	57%	62%	60%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	91%	87%	94%	93%	85%	90%	91%
Q57. Administration of care was very good or good	88%	86%	92%	92%	85%	85%	88%
Q58. Cancer research opportunities were discussed with patient	53%	48%	60%	63%	62%	58%	55%
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.5	8.7	8.6	8.5	8.6	8.9

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)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	62%	68%	76%	74%	77%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	58%	57%	62%	64%	71%	63%

DIAGNOSTIC TESTS	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	90%	92%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	75%	81%	82%	81%	82%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	83%	77%	79%	79%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	67%	75%	78%	73%	76%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	89%	94%	94%	94%	93%	94%

FINDING OUT THAT YOU HAD CANCER	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	77%	80%	80%	76%	75%	78%
Q13. Patient was definitely told sensitively that they had cancer	69%	73%	76%	72%	75%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	74%	77%	75%	76%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	86%	88%	86%	86%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	85%	82%	85%	83%	83%	84%

SUPPORT FROM A MAIN CONTACT PERSON	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q17. Patient had a main point of contact within the care team	93%	91%	92%	92%	91%	92%
Q18. Patient found it very or quite easy to contact their main contact person	79%	78%	80%	81%	84%	81%
Q19. Patient found advice from main contact person was very or quite helpful	92%	94%	94%	96%	95%	94%

IMD quintile tables

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

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
DECIDING ON THE BEST TREATMENT						
Q20. Treatment options were explained in a way the patient could completely understand	75%	81%	82%	79%	82%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	77%	79%	75%	79%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	81%	81%	81%	84%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	56%	56%	53%	49%	54%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
CARE PLANNING						
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	71%	69%	69%	70%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	92%	94%	93%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	96%	98%	98%	98%	99%	98%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
SUPPORT FROM HOSPITAL STAFF						
Q27. Staff provided the patient with relevant information on available support	93%	92%	90%	90%	90%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	74%	74%	72%	75%	74%
Q29. Patient was offered information about how to get financial help or benefits	67%	65%	63%	64%	71%	66%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
HOSPITAL CARE						
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	79%	80%	78%	79%	81%	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	78%	70%	69%	70%	67%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	73%	71%	70%	72%	72%
Q34. Patient was always able to get help from ward staff when needed	75%	78%	76%	77%	74%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	69%	67%	63%	66%	65%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	83%	86%	86%	86%	85%
Q37. Patient was always treated with respect and dignity while in hospital	81%	88%	90%	87%	91%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	90%	91%	90%	88%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	76%	73%	75%	75%	74%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	90%	88%	89%	87%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	86%	84%	83%	83%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	85%	85%	87%	88%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	88%	77%	80%	76%	73%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	71%	79%	82%	80%	82%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	78%	88%	85%	85%	84%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	79%	81%	84%	80%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	89%	83%	82%	85%	85%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	85%	72%	74%	74%	73%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	79%	76%	79%	79%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	70%	73%	70%	70%	71%

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	76%	75%	74%	69%	71%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	69%	65%	66%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	84%	83%	84%	84%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	61%	59%	58%	56%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	54%	52%	52%	51%	52%

SUPPORT WHILE AT HOME	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	65%	59%	63%	60%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	37%	46%	48%	48%	47%	46%

CARE FROM YOUR GP PRACTICE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	46%	49%	46%	48%	49%	48%
Q52. Patient has had a review of cancer care by GP practice	27%	27%	25%	24%	21%	24%

IMD quintile tables

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

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
LIVING WITH AND BEYOND CANCER						
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	25%	24%	28%	34%	28%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	77%	75%	77%	74%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	66%	59%	58%	60%	60%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
YOUR OVERALL NHS CARE						
Q56. The whole care team worked well together	92%	92%	91%	91%	91%	91%
Q57. Administration of care was very good or good	87%	91%	87%	87%	89%	88%
Q58. Cancer research opportunities were discussed with patient	55%	56%	56%	54%	55%	55%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	8.8	8.9	8.9	8.9

Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	72%	75%	74%	73%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	65%	64%	63%

	Long-term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	91%	93%	91%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	84%	83%	81%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	78%	81%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	77%	70%	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	94%	92%	94%

	Long-term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	77%	78%	79%	78%
Q13. Patient was definitely told sensitively that they had cancer	73%	75%	74%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	77%	72%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	86%	88%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	86%	84%	84%

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	92%	92%	89%	92%
Q18. Patient found it very or quite easy to contact their main contact person	79%	84%	79%	81%
Q19. Patient found advice from main contact person was very or quite helpful	94%	95%	95%	94%

	Long-term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	80%	82%	75%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	79%	78%	77%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	83%	81%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	50%	60%	53%	54%

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	72%	65%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	96%	94%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	97%	99%	98%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	93%	86%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	77%	75%	74%
Q29. Patient was offered information about how to get financial help or benefits	63%	72%	63%	66%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	79%	80%	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	69%	71%	72%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	74%	73%	72%
Q34. Patient was always able to get help from ward staff when needed	76%	76%	76%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	70%	63%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	84%	80%	85%
Q37. Patient was always treated with respect and dignity while in hospital	87%	90%	88%	88%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	91%	88%	90%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	78%	75%	74%

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	88%	87%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	84%	86%	84%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	89%	82%	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	79%	75%	77%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	79%	82%	84%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	86%	82%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	83%	82%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	88%	83%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	73%	77%	78%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	79%	70%	78%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	71%	71%	72%	71%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	77%	71%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	71%	68%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	87%	82%	83%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	62%	62%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	57%	55%	52%

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	60%	64%	61%	61%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	52%	48%	46%

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	45%	52%	50%	48%
Q52. Patient has had a review of cancer care by GP practice	25%	24%	25%	24%

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	25%	33%	31%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	79%	73%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	62%	64%	60%

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	87%	91%	88%	88%
Q58. Cancer research opportunities were discussed with patient	55%	56%	58%	55%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	8.8	8.9

Year on year charts

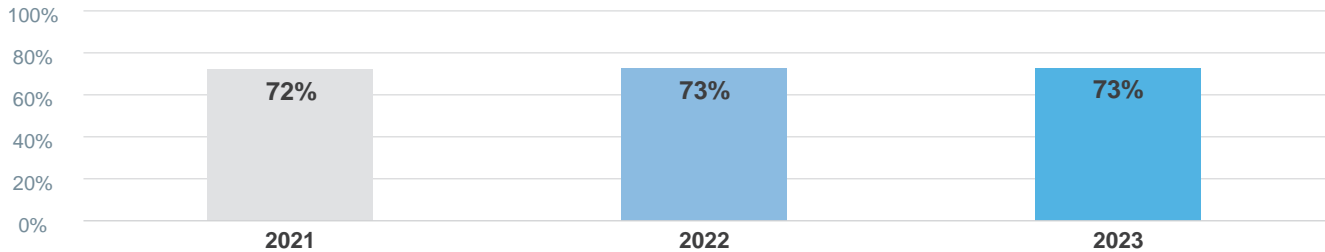
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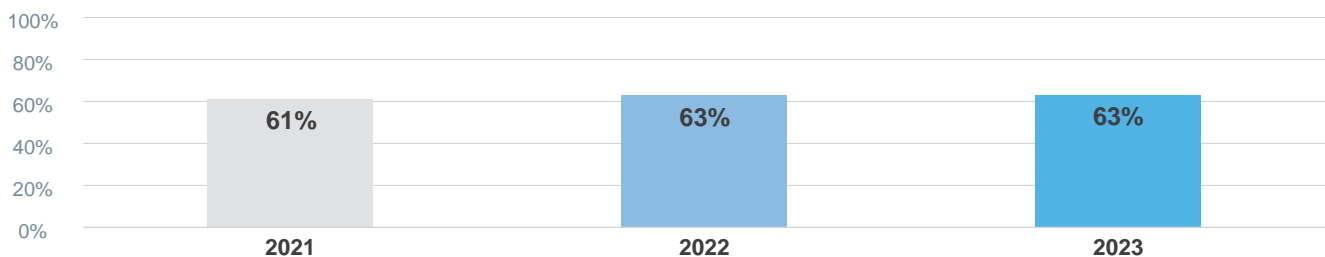
The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

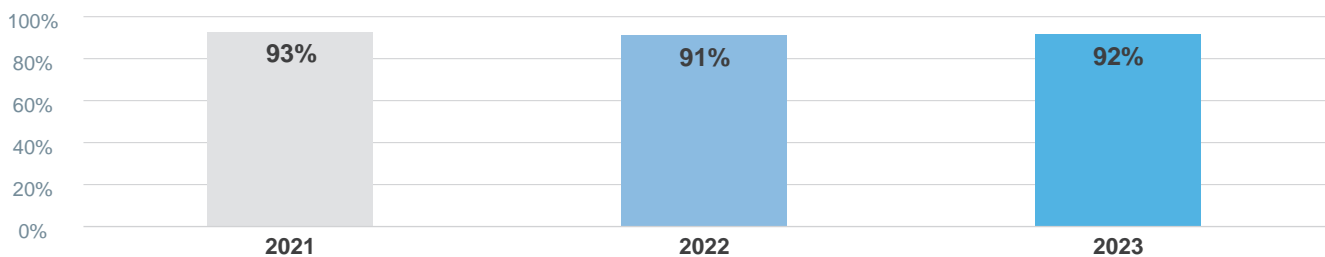


Q3. Referral for diagnosis was explained in a way the patient could completely understand

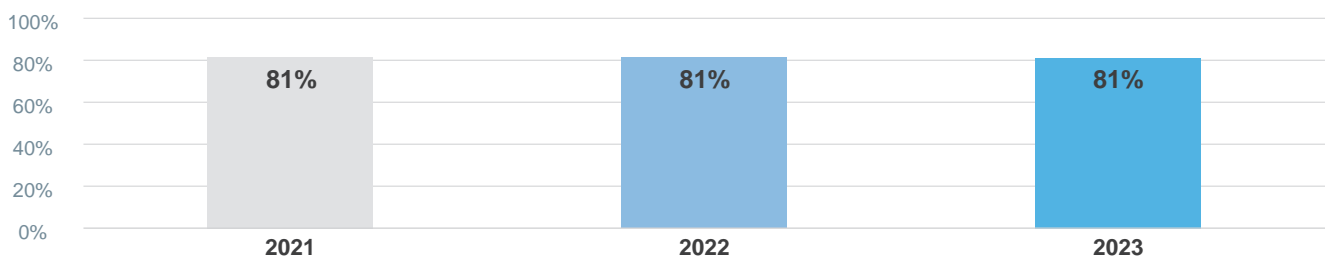


DIAGNOSTIC TESTS

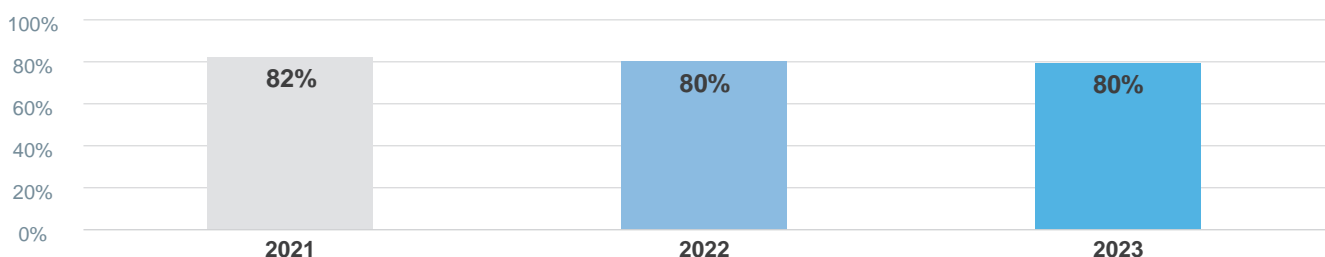
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



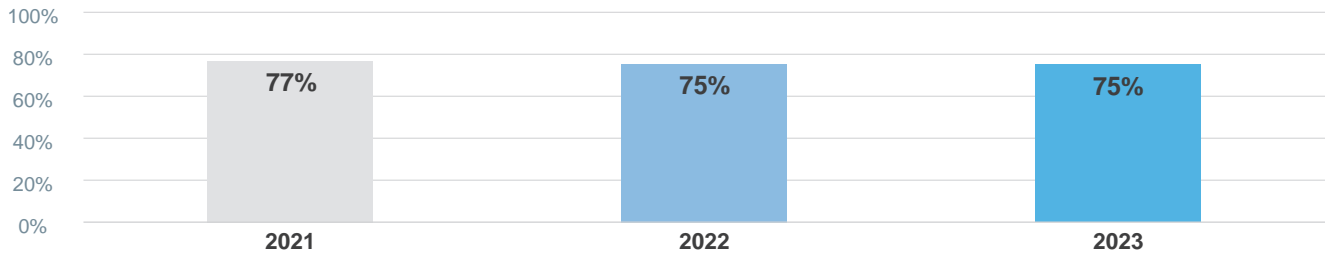
Year on year charts

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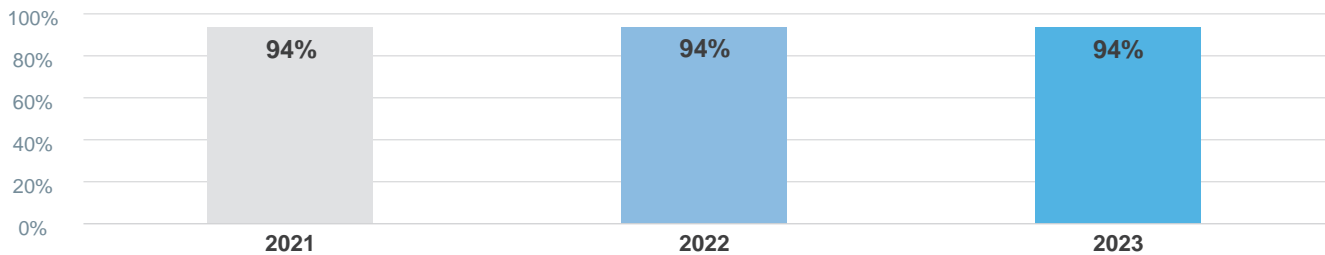
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

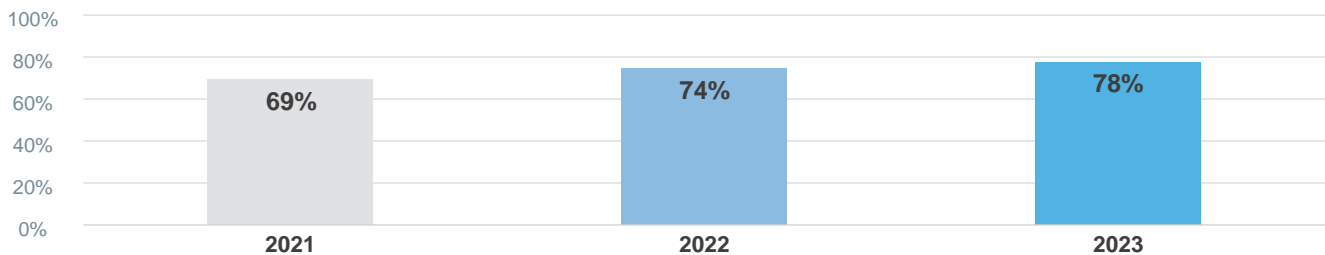


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

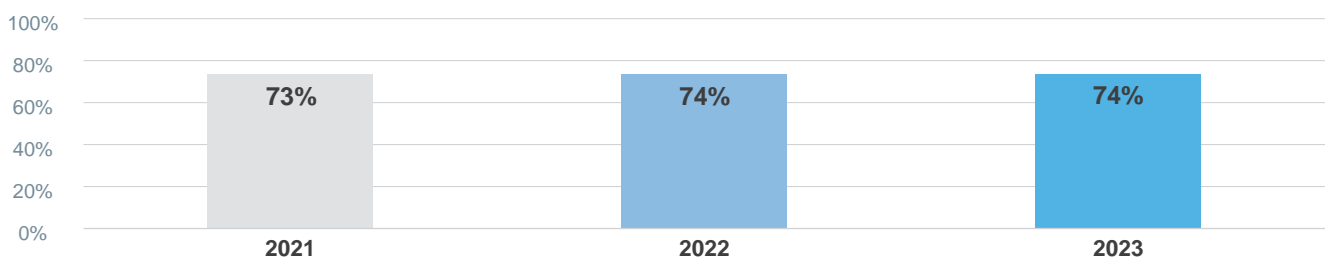


FINDING OUT THAT YOU HAD CANCER

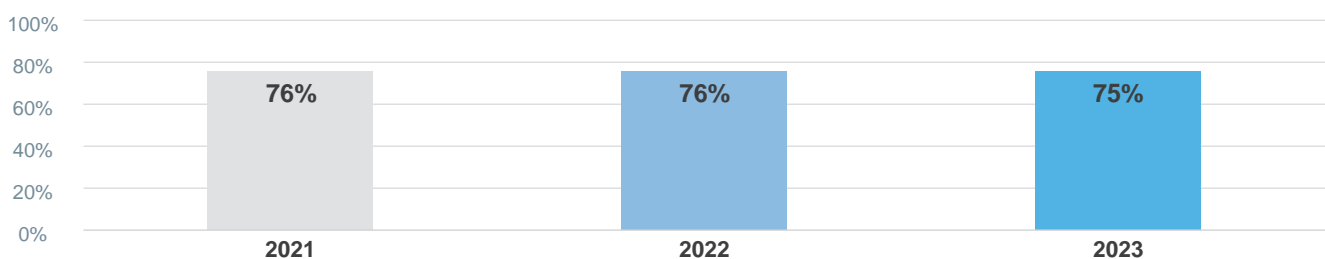
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



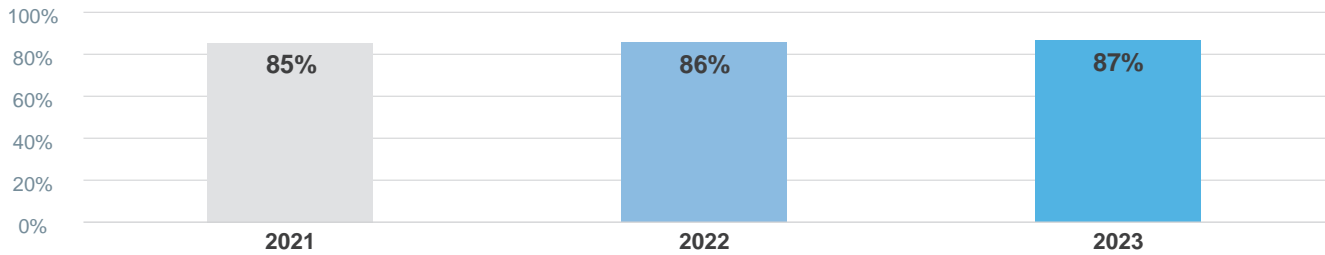
Year on year charts

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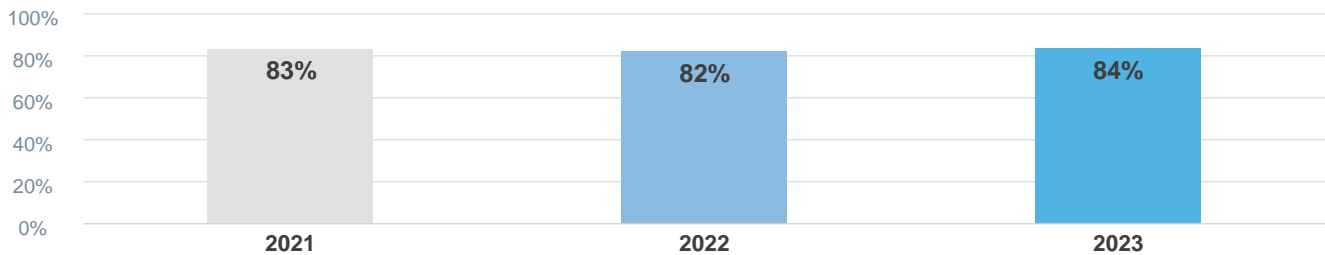
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

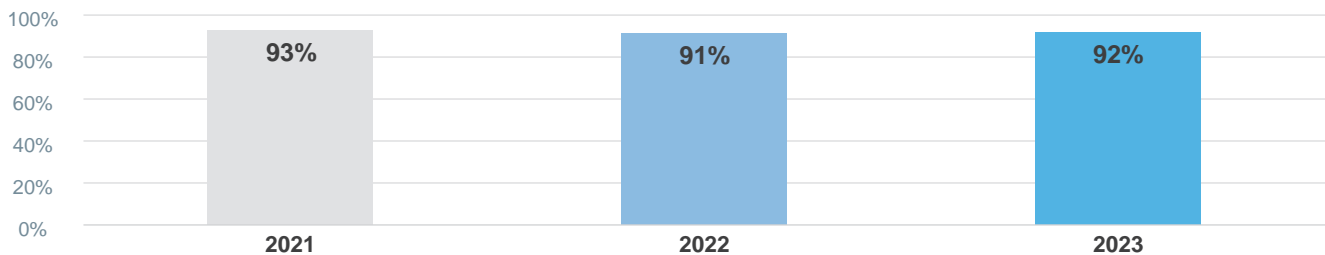


Q16. Patient was told they could go back later for more information about their diagnosis

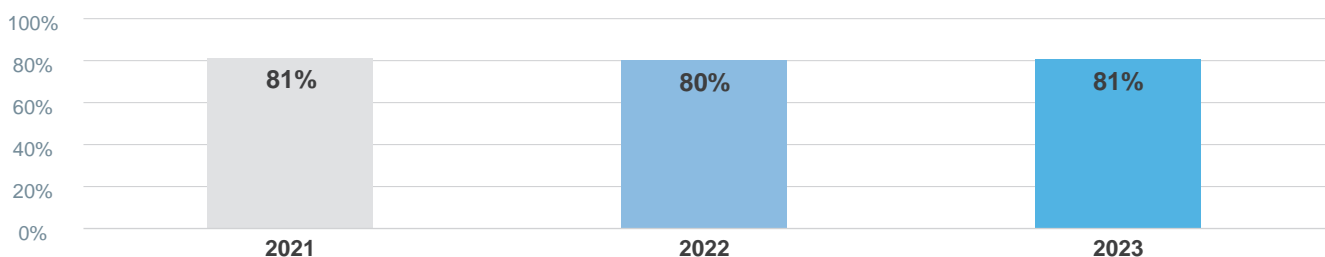


SUPPORT FROM A MAIN CONTACT PERSON

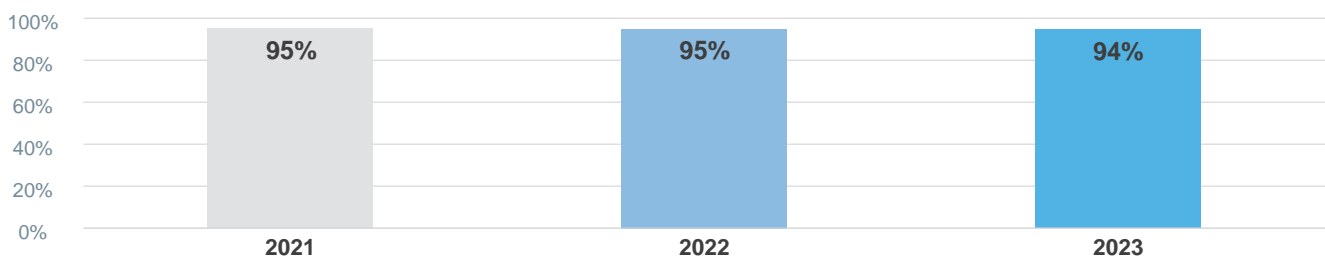
Q17. Patient had a main point of contact within the care team



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



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



Year on year charts

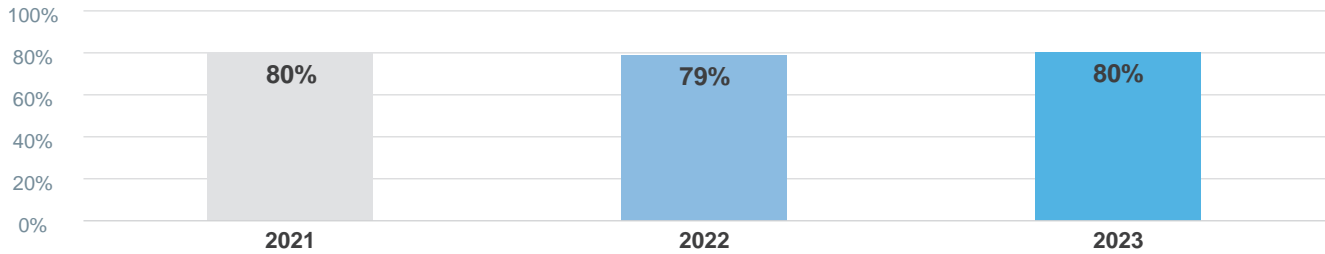
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** No score available for these years.

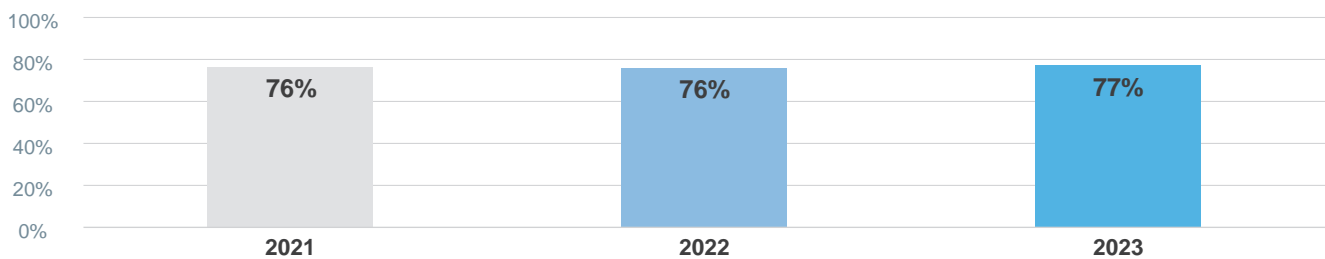
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DECIDING ON THE BEST TREATMENT

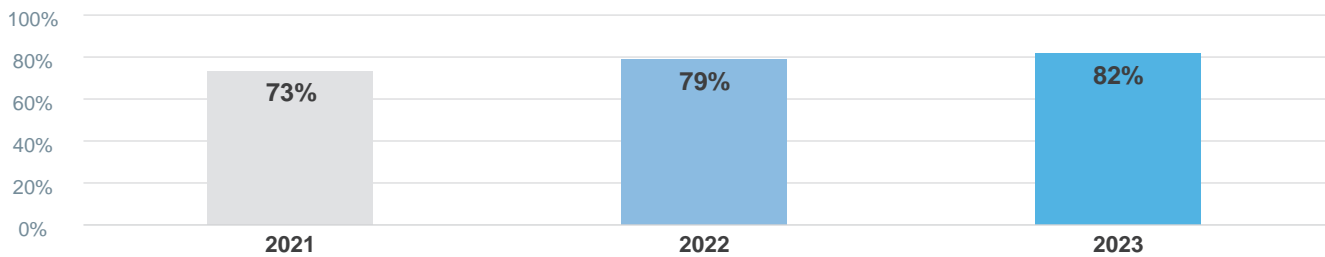
Q20. Treatment options were explained in a way the patient could completely understand



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



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

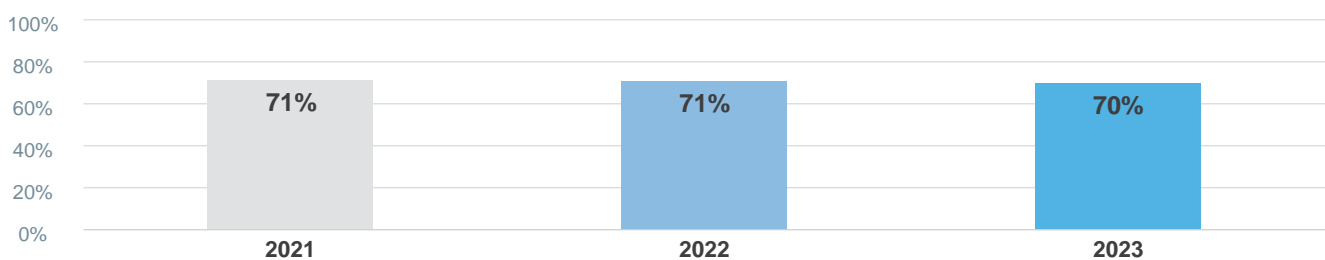


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



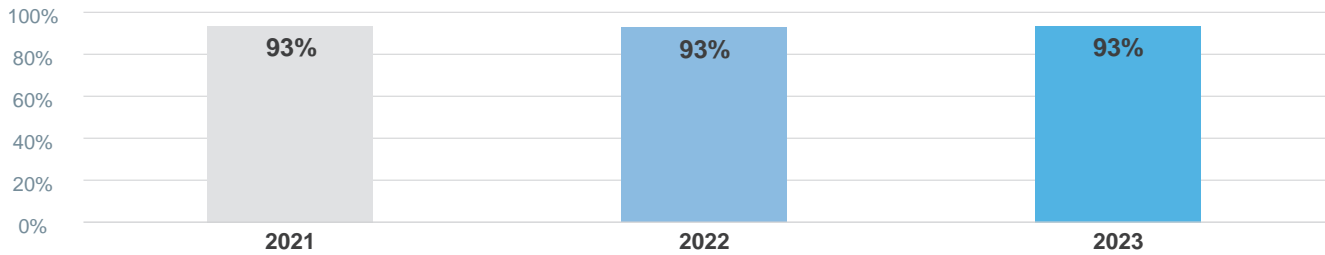
Year on year charts

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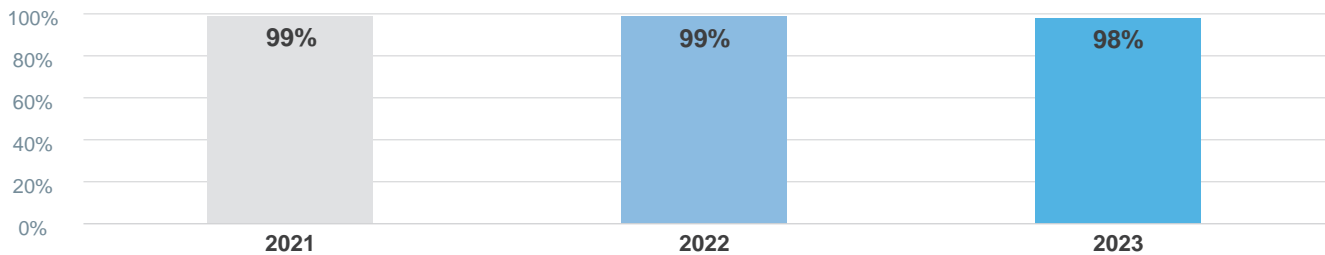
** No score available for these years.

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

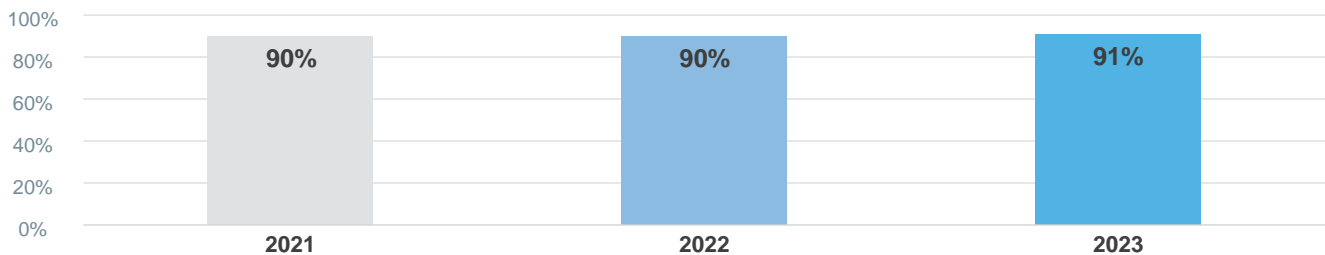


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

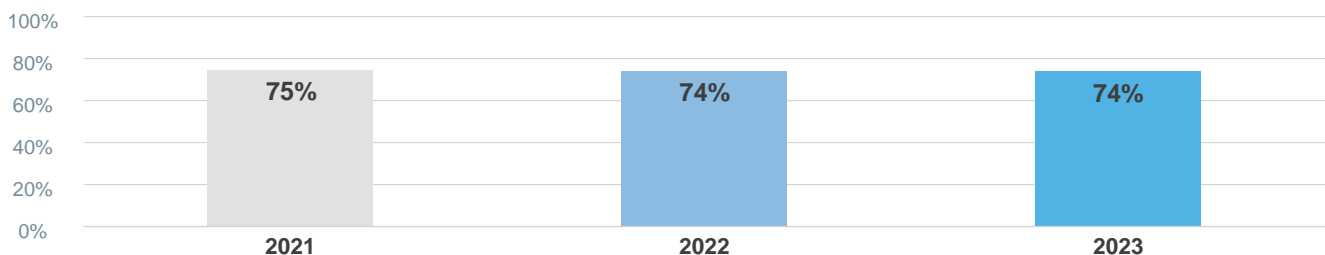


SUPPORT FROM HOSPITAL STAFF

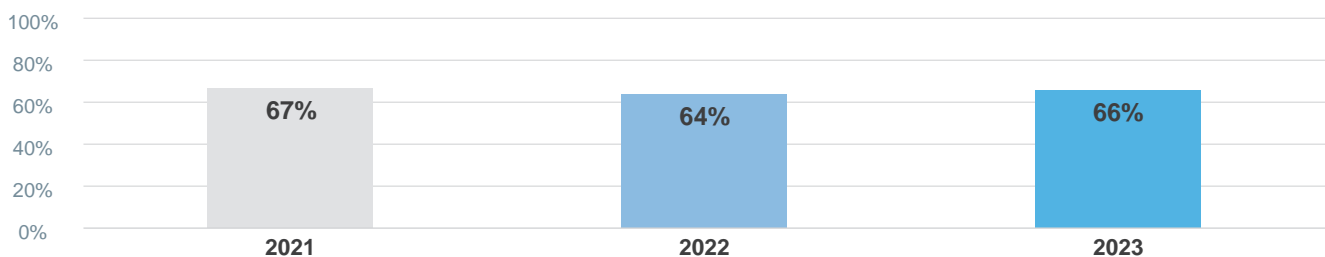
Q27. Staff provided the patient with relevant information on available support



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



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



Year on year charts

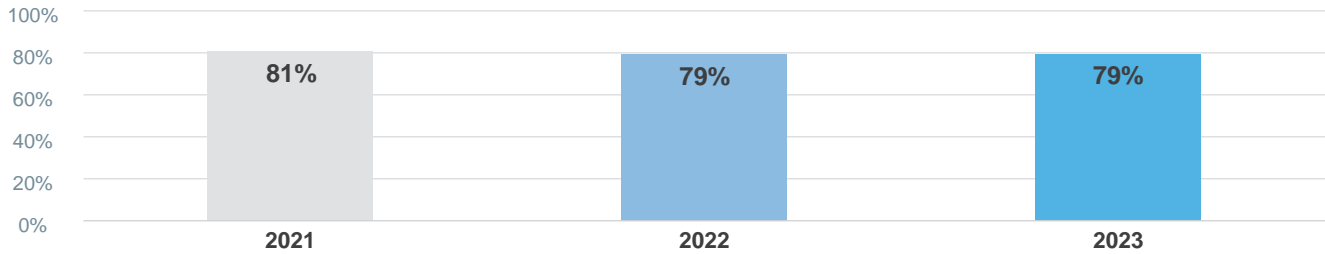
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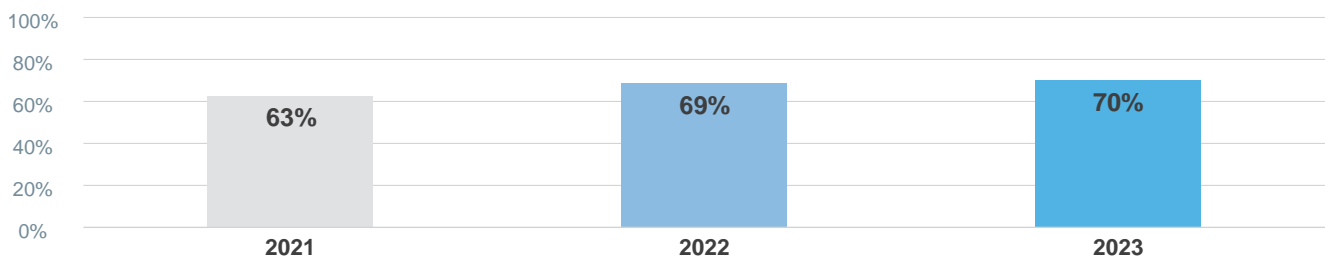
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HOSPITAL CARE

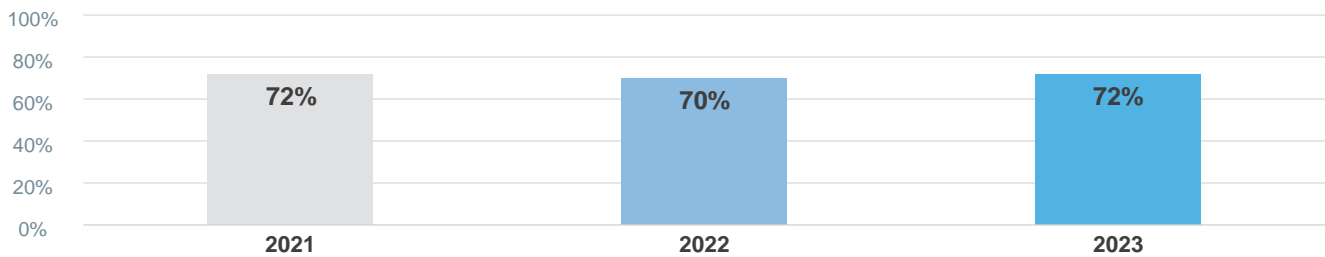
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



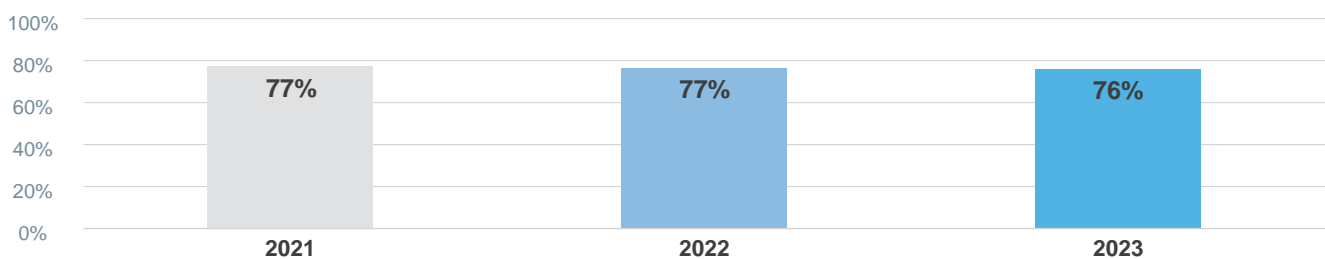
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



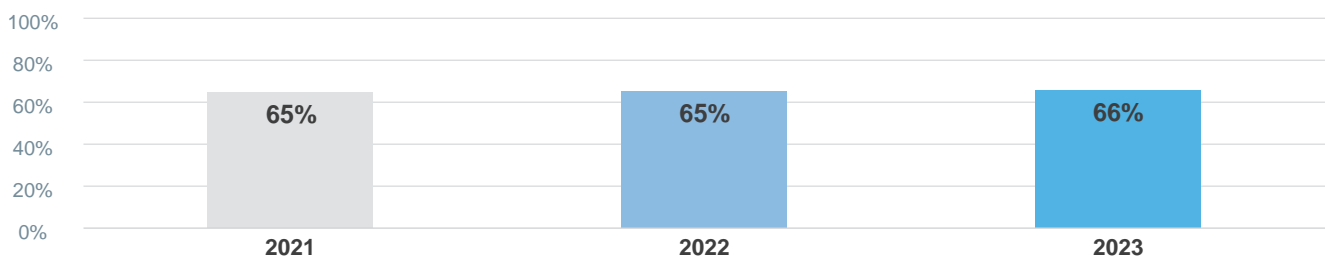
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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

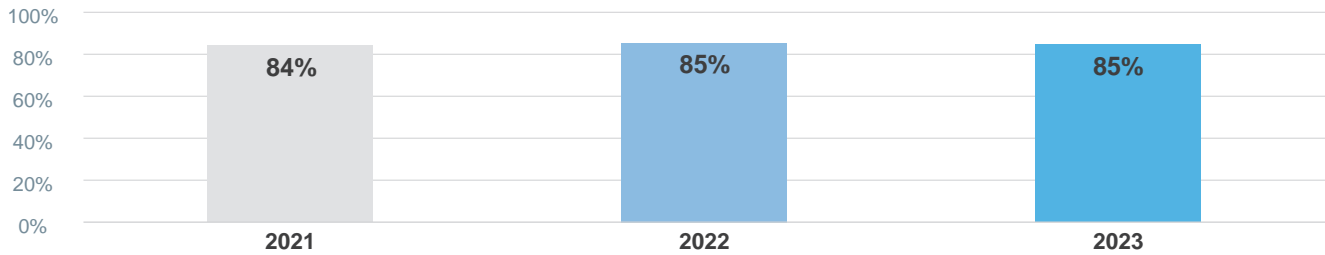


Year on year charts

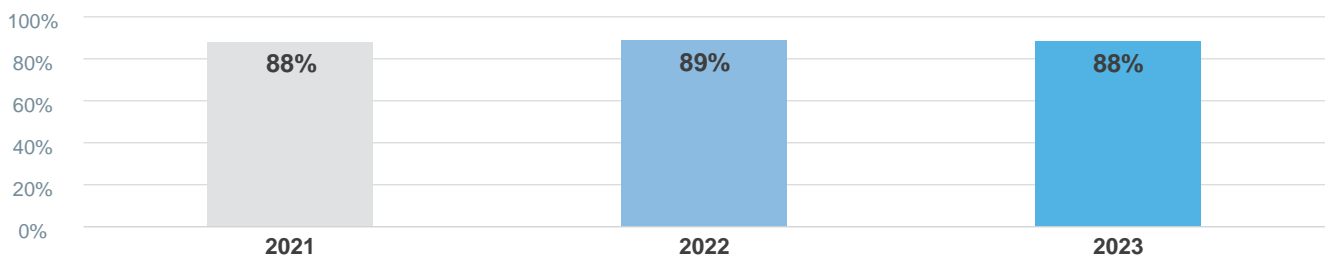
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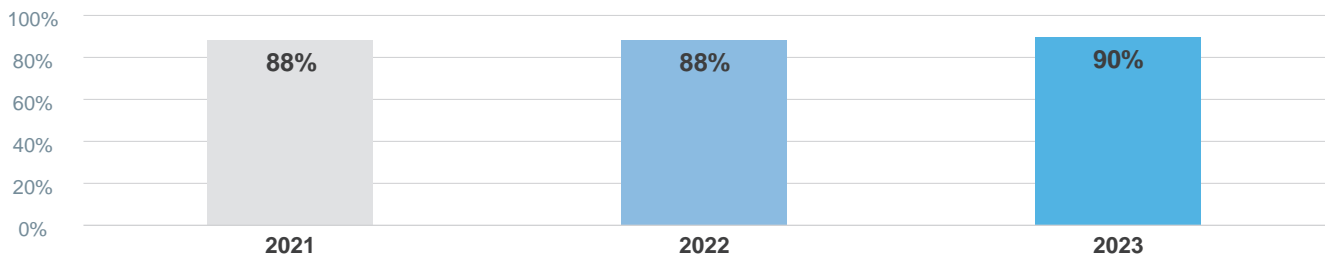
Q36. Hospital staff always did everything they could to help the patient control pain



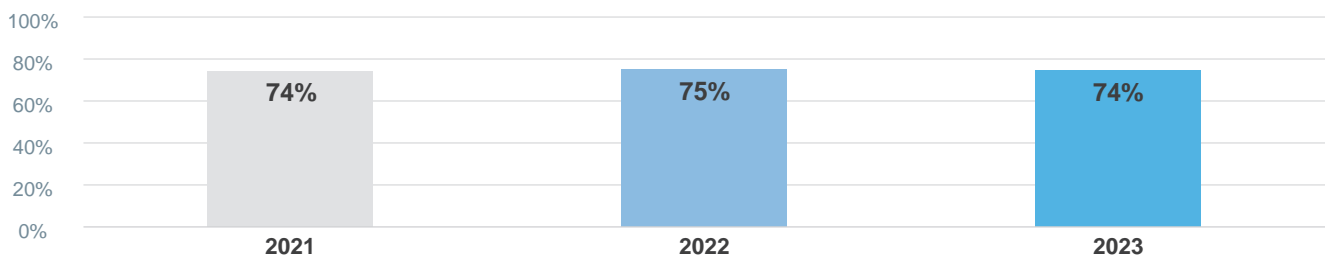
Q37. Patient was always treated with respect and dignity while in hospital



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

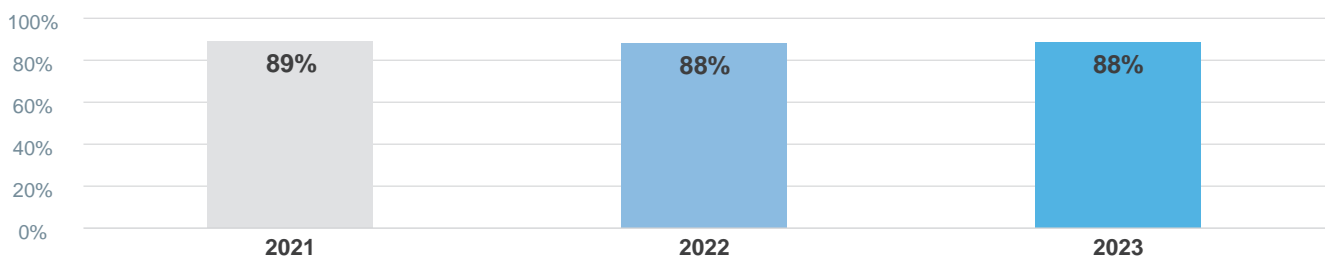


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



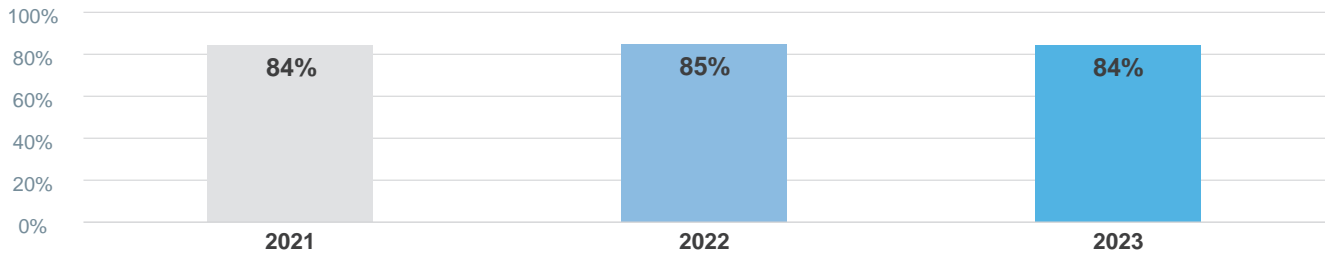
Year on year charts

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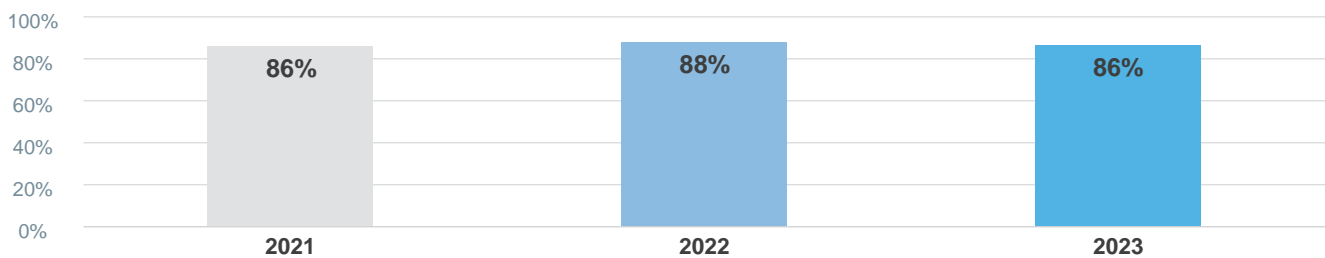
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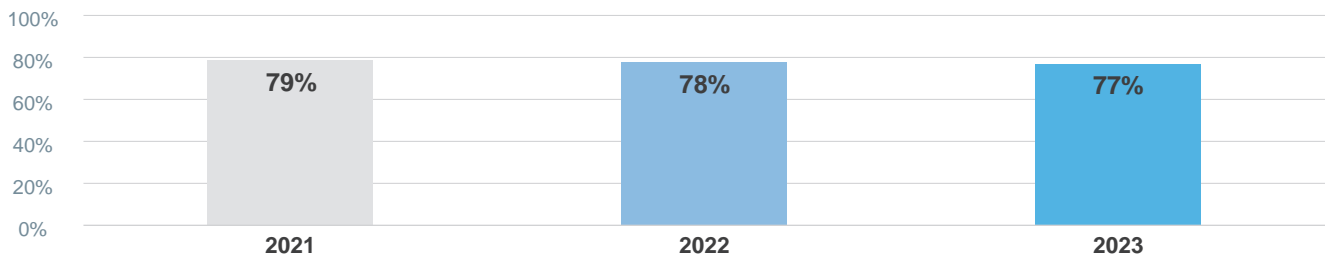
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



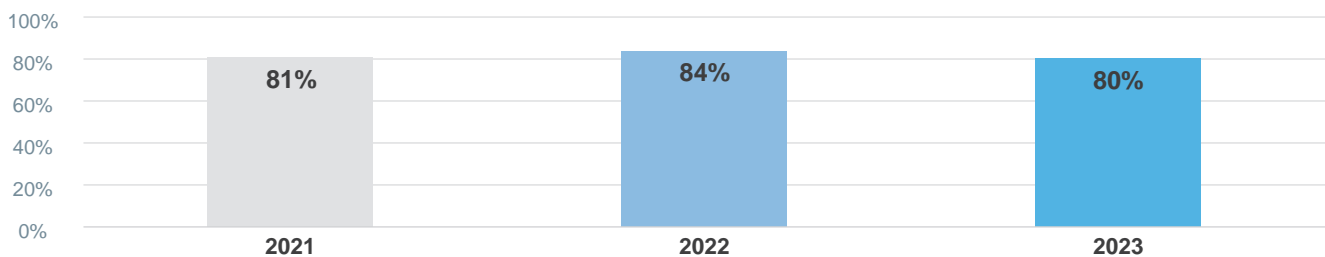
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



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



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



Q42_1. Patient completely had enough understandable information about their response to surgery



Year on year charts

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** No score available for these years.

The scores are unadjusted and based on England scores only.

Q42_2. Patient completely had enough understandable information about their response to chemotherapy



Q42_3. Patient completely had enough understandable information about their response to radiotherapy



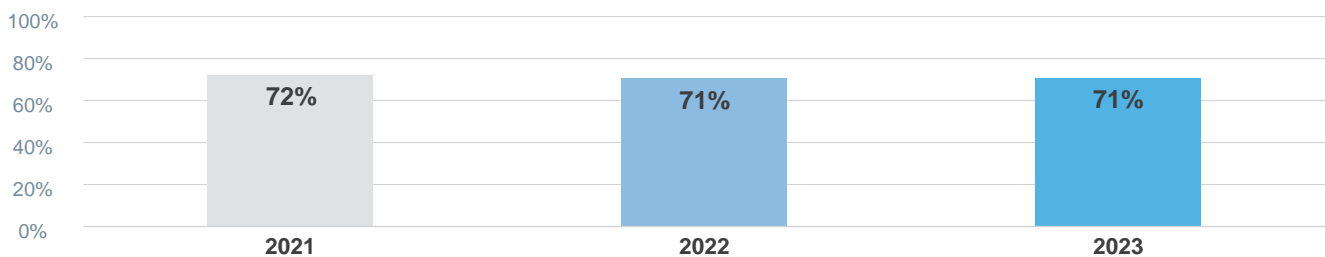
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



Q42_5. Patient completely had enough understandable information about their response to immunotherapy



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



Year on year charts

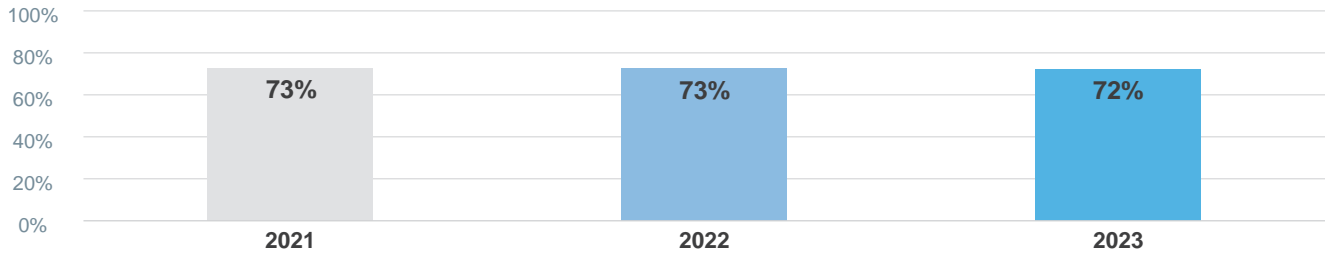
* Indicates where a score is not available due to suppression or a low base size.

** No score available for these years.

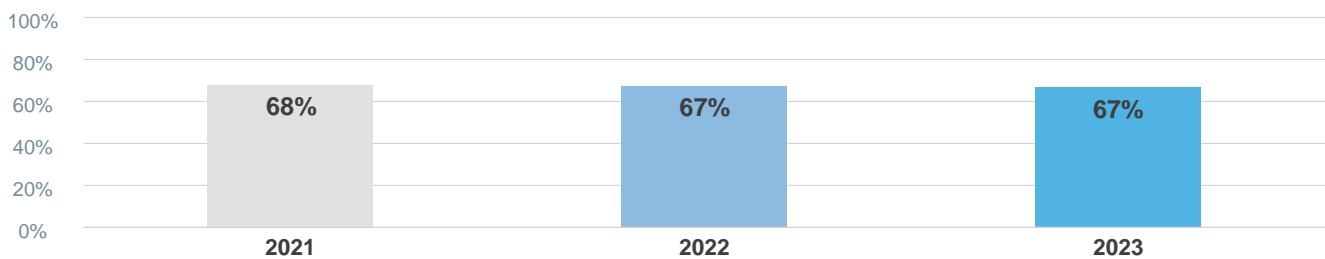
The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

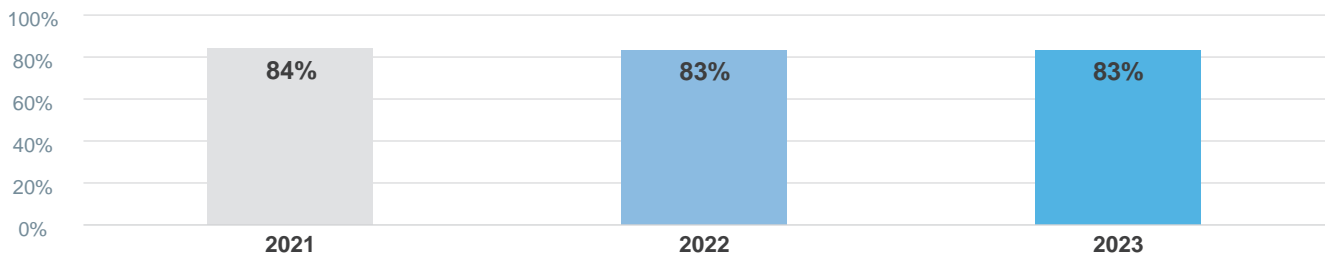
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



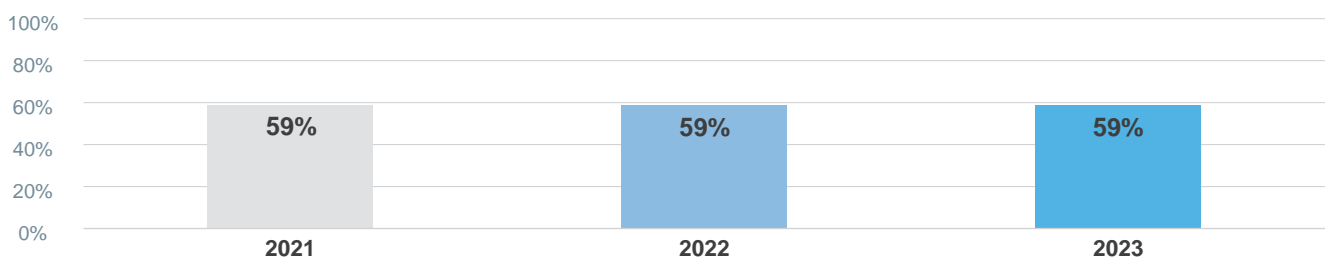
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



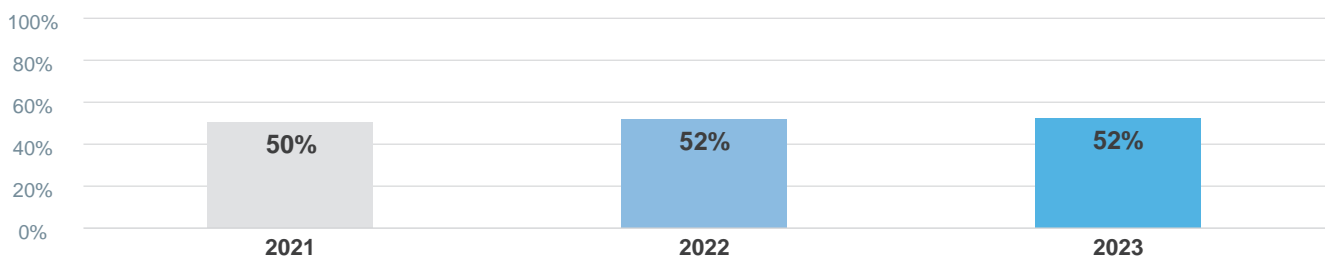
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

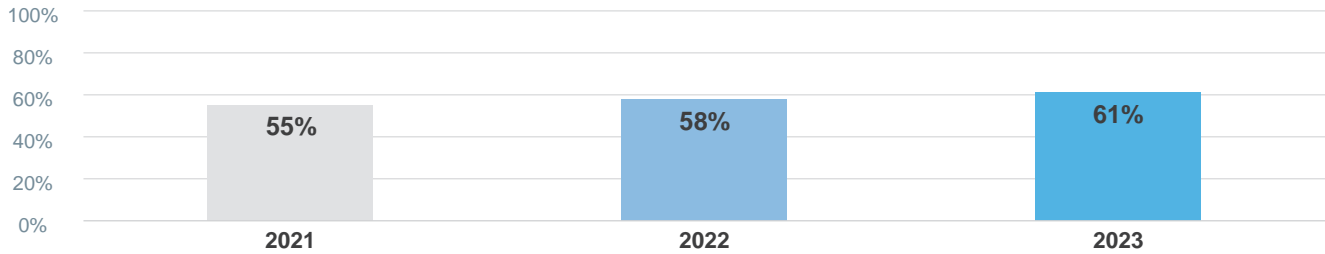
* Indicates where a score is not available due to suppression or a low base size.

** No score available for these years.

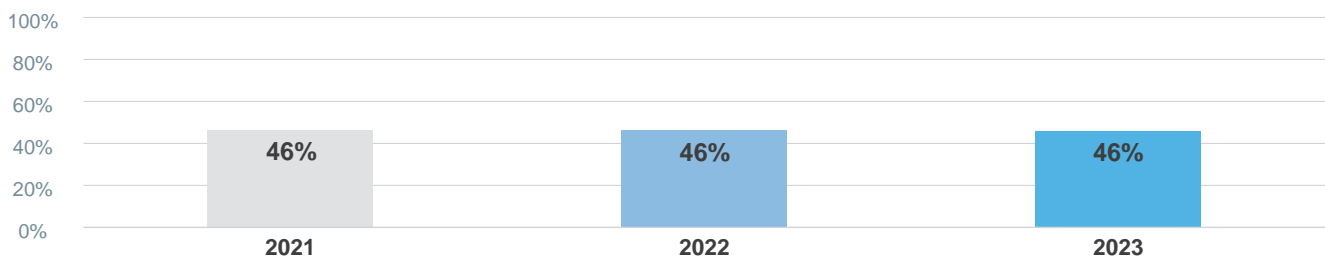
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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

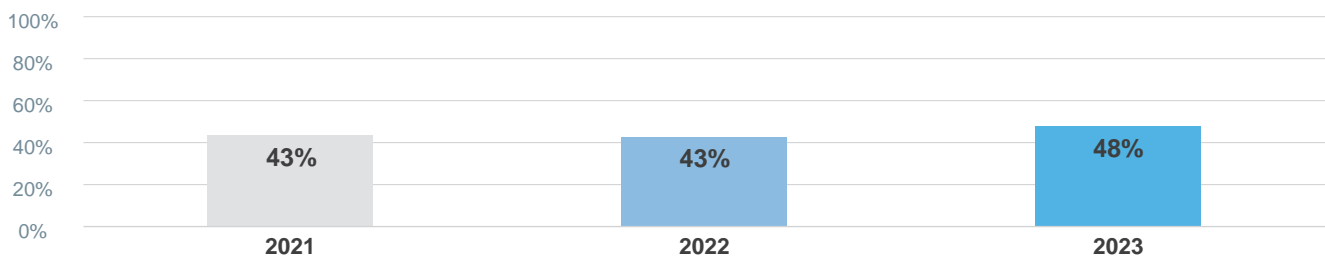


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

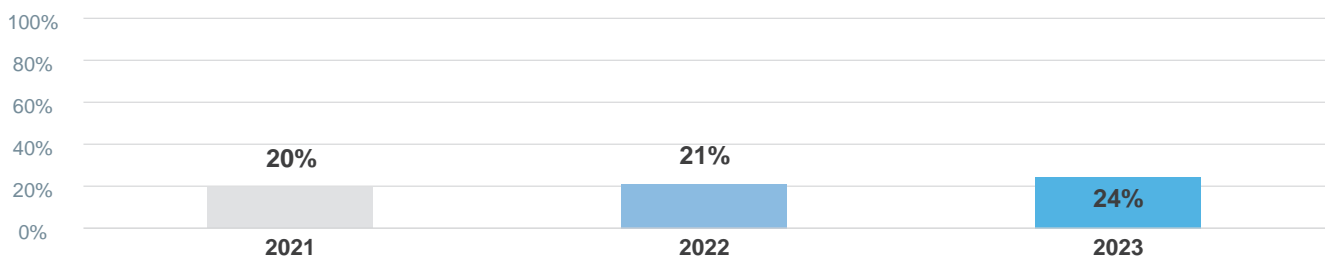


CARE FROM YOUR GP PRACTICE

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

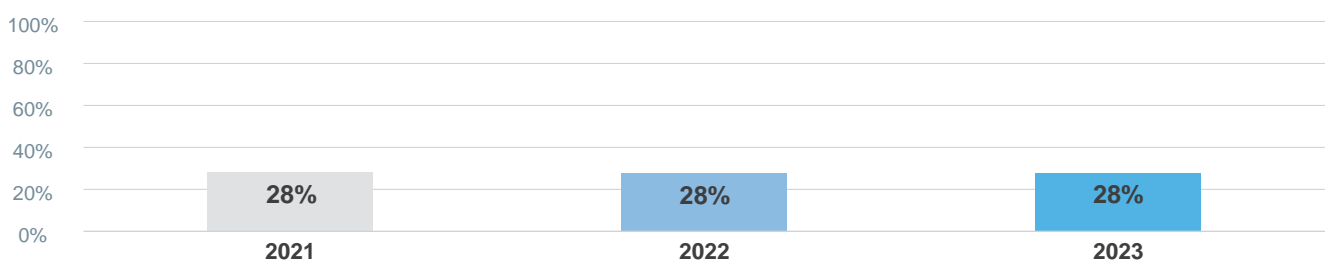


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



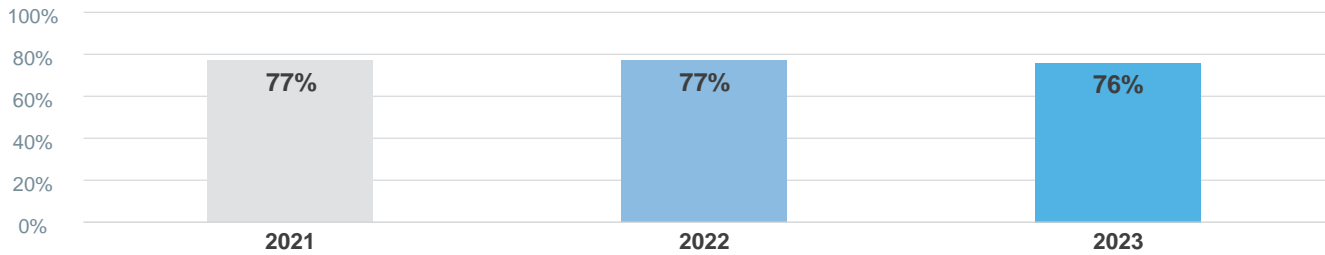
Year on year charts

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

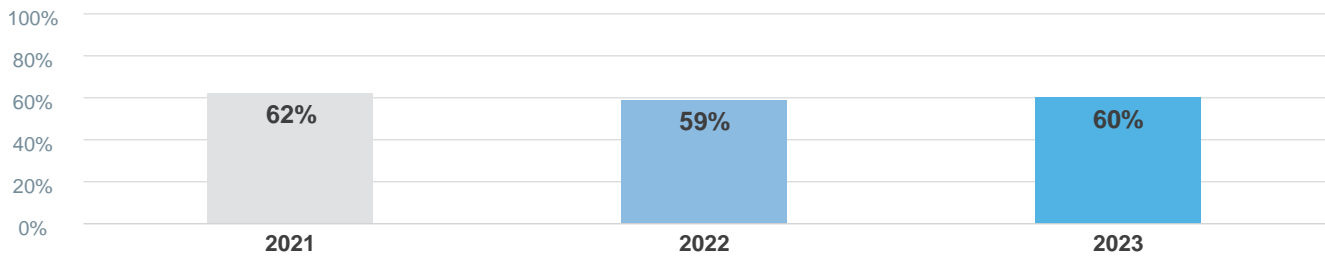
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

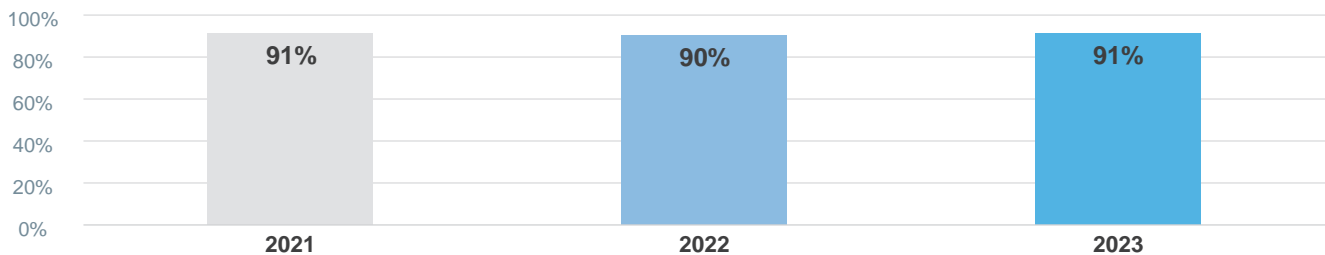


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

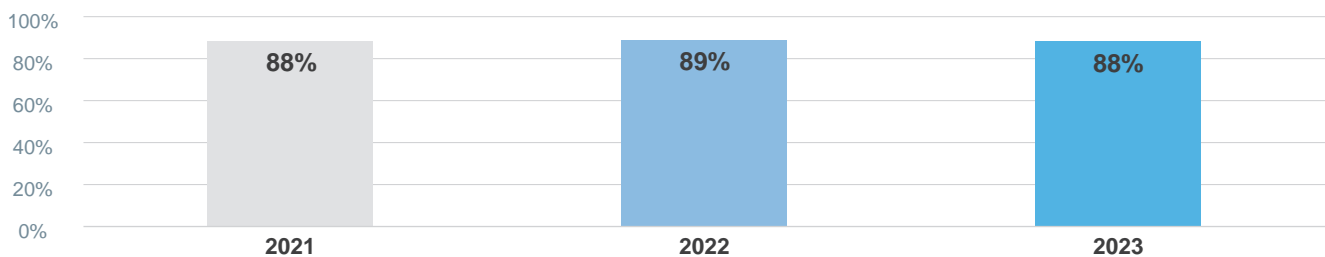


YOUR OVERALL NHS CARE

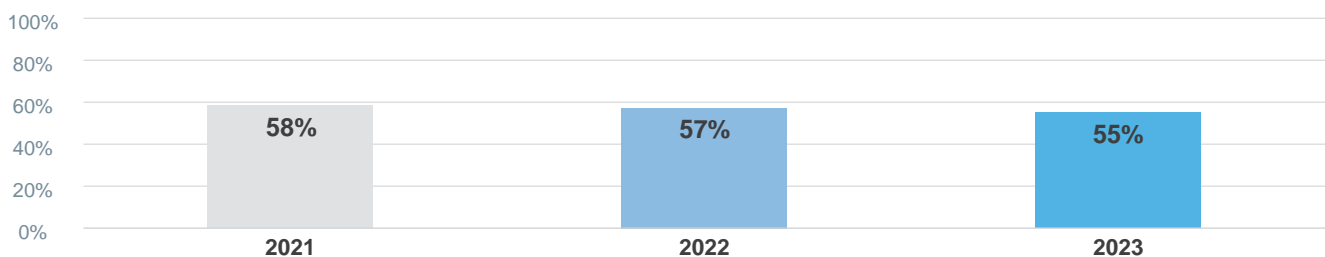
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



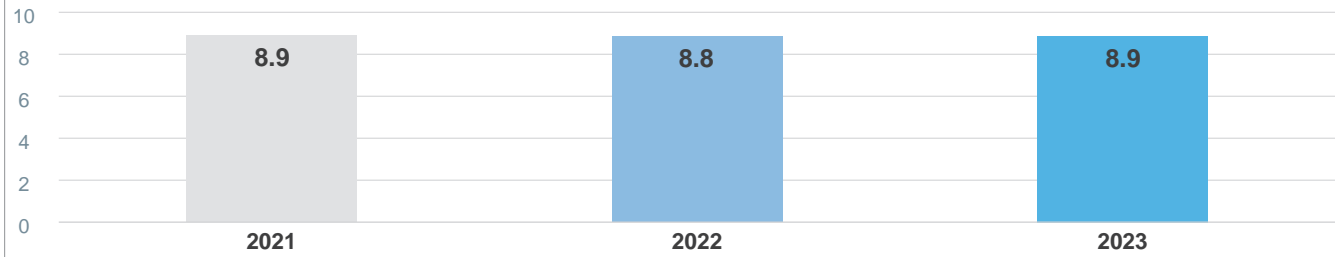
Year on year charts

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




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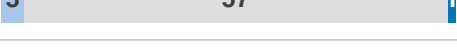
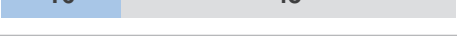
The scores are unadjusted and based on England scores only.

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



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
RAX	Kingston Hospital NHS Foundation Trust	
RPY	The Royal Marsden NHS Foundation Trust	
RJ7	St George's University Hospitals NHS Foundation Trust	
RAS	The Hillingdon Hospitals NHS Foundation Trust	
RVR	Epsom and St Helier University Hospitals NHS Trust	
RJ6	Croydon Health Services NHS Trust	
RQM	Chelsea and Westminster Hospital NHS Foundation Trust	
R1K	London North West University Healthcare NHS Trust	
RYJ	Imperial College Healthcare NHS Trust	