NHS

England

Cancer Patient Experience Survey

2023 Results

Ashford and St Peter's Hospitals NHS Foundation Trust

Published July 2024

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

Contents

Executive summary

Questions above expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q19. Patient found advice from main contact person was very or quite helpful	**99%**	93%	98%	**96%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	**91%**	70%	87%	**78%**

Questions below expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	**78%**	78%	88%	**83%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	**72%**	72%	82%	**77%**
Q16. Patient was told they could go back later for more information about their diagnosis	**79%**	79%	89%	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**48%**	49%	65%	**57%**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	**67%**	69%	80%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	**64%**	64%	76%	**70%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	**52%**	54%	67%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	**46%**	47%	62%	**55%**
Q58. Cancer research opportunities were discussed with patient	**29%**	32%	57%	**45%**

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.[1] 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.

Case-mix adjustment

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

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

Scoring methodology

Sixty-one questions from the questionnaire are scored as these questions relate directly to patient experience. For all but one question (Q59), the score shows the percentage of respondents who gave

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[1] Data is not available for Ashford and St Peter's Hospitals NHS Foundation Trust in 2022.

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 Trust, the results are not shown for that question for that Trust.

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

Additional suppression
Additional suppression happens if only **one** Trust has a score suppressed. If this happens, we will suppress another Trust's results (both the Trust level and 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 Trust.

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

Understanding the results

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

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

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

Comparability tables
The comparability tables show the 2022 and 2023 unadjusted scores for this Trust 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 Trusts 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.

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 the data.

National level data (England and Non-England) is used for:
- Response rate section
- National column in comparability tables section
- Sub-group tables section (Tumour group tables, Age group tables, Male/Female/Non-binary/Other tables, Ethnicity tables, IMD quintile tables and Long-term condition status tables)

England only level data is used for:
- Expected range charts section (as case-mix adjustment includes IMD data specific to England)
- Comparability tables section
- Year on year charts section.

Further information

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

Response rate

Overall response rate

271 patients responded out of a total of 521 patients, resulting in a response rate of 52%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	562	521	271	52%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	213
Online	58
Phone	0
Translation service	0
Total	**271**

Respondents by tumour group

	Number of respondents
Brain / CNS	0
Breast	90
Colorectal / LGT	35
Gynaecological	*
Haematological	64
Head and neck	*
Lung	24
Prostate	8
Sarcoma	0
Skin	*
Upper gastro	*
Urological	22
Other	23
Total	**271**

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	224
Irish	*
Gypsy or Irish Traveller	*
Roma	*
Any other White background	7
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	*
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	21
Total	**271**

* indicates the count is not shown due to suppression

Expected range charts

Lower expected range	Within expected range	Upper expected range	◆ Case mix adjusted score

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

SUPPORT FROM YOUR GP PRACTICE

Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis — 84%

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 65%

DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance — 92%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 78%

Q7. Patient felt the length of time waiting for diagnostic test results was about right — 74%

Q8. Diagnostic test results were explained in a way the patient could completely understand — 77%

Q9. Enough privacy was always given to the patient when receiving diagnostic test results — 96%

FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 81%

Q13. Patient was definitely told sensitively that they had cancer — 74%

Q14. Cancer diagnosis explained in a way the patient could completely understand — 72%

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

Q16. Patient was told they could go back later for more information about their diagnosis — 79%

SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team — 91%

Q18. Patient found it very or quite easy to contact their main contact person — 80%

Q19. Patient found advice from main contact person was very or quite helpful — 99%

Expected range charts

Lower expected range	Within expected range	Upper expected range	◆ Case mix adjusted score

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

DECIDING ON THE BEST TREATMENT

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

Q20. Treatment options were explained in a way the patient could completely understand — **81%**

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — **76%**

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

Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options — **48%**

CARE PLANNING

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

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment — **70%**

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — **95%**

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

SUPPORT FROM HOSPITAL STAFF

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

Q27. Staff provided the patient with relevant information on available support — **87%**

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — **74%**

Q29. Patient was offered information about how to get financial help or benefits — **61%**

HOSPITAL CARE

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

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital — **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 — **64%**

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — **69%**

Q34. Patient was always able to get help from ward staff when needed — **76%**

Q35. Patient was always able to discuss worries and fears with hospital staff — **66%**

Q36. Hospital staff always did everything they could to help the patient control pain — **84%**

Q37. Patient was always treated with respect and dignity while in hospital — **90%**

Q38. Patient received easily understandable information about what they should or should not do after leaving hospital — **90%**

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — **76%**

Expected range charts

▨ Lower expected range	▨ Within expected range	▮ Upper expected range	◆ Case mix adjusted score

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

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery — **85%**

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy — **86%**

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — **91%**

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — **75%**

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — **85%**

Q42_1. Patient completely had enough understandable information about their response to surgery — **84%**

Q42_2. Patient completely had enough understandable information about their response to chemotherapy — **77%**

Q42_3. Patient completely had enough understandable information about their response to radiotherapy — **84%**

Q42_4. Patient completely had enough understandable information about their response to hormone therapy — **71%**

Q42_5. Patient completely had enough understandable information about their response to immunotherapy — **86%**

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — **91%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

Q44. Possible side effects from treatment were definitely explained in a way the patient could understand — **67%**

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — **64%**

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — **88%**

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — **52%**

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — **46%**

SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home — **60%**

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — **44%**

Expected range charts

Lower expected range	Within expected range	Upper expected range	◆ Case mix adjusted score

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

CARE FROM YOUR GP PRACTICE

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

Q51. Patient definitely received the right amount of support from their GP practice during treatment — **45%**

Q52. Patient has had a review of cancer care by GP practice — **25%**

LIVING WITH AND BEYOND CANCER

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

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services — **34%**

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — **78%**

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — **60%**

YOUR OVERALL NHS CARE

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

Q56. The whole care team worked well together — **89%**

Q57. Administration of care was very good or good — **83%**

Q58. Cancer research opportunities were discussed with patient — **29%**

0 1 2 3 4 5 6 7 8 9 10

Q59. Patient's average rating of care scored from very poor to very good — **8.7**

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

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National 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	**	**	116	**85%**			**84%**	71%	86%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	**	**	157	**66%**			**65%**	59%	74%	**67%**

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			National 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	**	**	202	**92%**			**92%**	89%	96%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	**	**	216	**79%**			**78%**	78%	88%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	**	**	220	**74%**			**74%**	72%	84%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	**	**	219	**78%**			**77%**	73%	84%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	**	**	219	**96%**			**96%**	92%	98%	**95%**

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			National 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	**	**	245	**81%**			**81%**	76%	86%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	**	**	262	**74%**			**74%**	69%	80%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	**	**	266	**71%**			**72%**	72%	82%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	**	**	265	**87%**			**87%**	81%	90%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	**	**	225	**78%**			**79%**	79%	89%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			National 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	**	**	259	**91%**			**91%**	87%	95%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	**	**	222	**80%**			**80%**	79%	90%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	**	**	227	**99%**			**99%**	93%	98%	**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			National 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	**	**	238	**82%**			**81%**	78%	87%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	**	**	262	**76%**			**76%**	75%	84%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	**	**	231	**82%**			**82%**	79%	88%	**83%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	159	**47%**			**48%**	49%	65%	**57%**

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			National 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	**	**	243	**70%**			**70%**	67%	78%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	**	**	134	**95%**			**95%**	89%	98%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	**	**	108	**99%**			**99%**	97%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			National 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	**	**	211	**87%**			**87%**	87%	95%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	**	**	265	**74%**			**74%**	70%	82%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	**	**	127	**61%**			**61%**	61%	79%	**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			National 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	**	**	102	77%			77%	69%	85%	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	**	**	86	64%			64%	60%	80%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	**	**	100	69%			69%	61%	79%	70%
Q34. Patient was always able to get help from ward staff when needed	**	**	100	76%			76%	64%	82%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	**	**	96	66%			66%	55%	74%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	**	**	84	85%			84%	76%	92%	84%
Q37. Patient was always treated with respect and dignity while in hospital	**	**	100	90%			90%	81%	94%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	**	**	99	90%			90%	82%	95%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	**	**	228	76%			76%	74%	85%	79%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			National 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	**	**	140	86%			85%	85%	95%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	**	**	116	85%			86%	79%	92%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	**	**	90	91%			91%	82%	95%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	**	**	48	71%			75%	68%	91%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	**	**	44	84%			85%	73%	95%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	141	84%			84%	81%	92%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	116	77%			77%	74%	88%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	88	84%			84%	78%	92%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	49	67%			71%	64%	88%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	41	85%			86%	68%	93%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	**	**	253	90%			91%	70%	87%	78%

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

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			National 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	**	**	244	66%			67%	69%	80%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	**	**	236	63%			64%	64%	76%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	**	**	187	88%			88%	82%	92%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	**	**	235	50%			52%	54%	67%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	**	**	187	45%			46%	47%	62%	55%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			National 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	**	**	159	59%			60%	54%	69%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	**	**	81	43%			44%	41%	63%	52%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National 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	**	**	139	45%			45%	38%	55%	46%
Q52. Patient has had a review of cancer care by GP practice	**	**	255	24%			25%	18%	28%	23%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			National 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	**	**	55	33%			34%	20%	45%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	**	**	122	77%			78%	72%	87%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	**	**	218	59%			60%	57%	71%	64%

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			National 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	**	**	256	89%			89%	86%	94%	90%
Q57. Administration of care was very good or good	**	**	259	84%			83%	83%	91%	87%
Q58. Cancer research opportunities were discussed with patient	**	**	137	28%			29%	32%	57%	45%
Q59. Patient's average rating of care scored from very poor to very good	**	**	257	8.8			8.7	8.7	9.1	8.9

Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE — 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	*	98%	75%	*	80%	*	60%	*	*	*	*	*	80%	**85%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	74%	75%	*	47%	*	54%	*	*	*	*	43%	83%	**66%**

DIAGNOSTIC TESTS — 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	*	95%	94%	*	92%	*	94%	*	*	*	*	90%	83%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	80%	90%	*	79%	*	68%	*	*	*	*	68%	89%	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	63%	85%	*	77%	*	68%	*	*	*	*	73%	89%	**74%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	79%	88%	*	80%	*	79%	*	*	*	*	67%	58%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	100%	97%	*	91%	*	94%	*	*	*	*	90%	95%	**96%**

FINDING OUT THAT YOU HAD CANCER — 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	*	89%	91%	*	69%	*	79%	*	*	*	*	74%	70%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	*	83%	68%	*	69%	*	73%	*	*	*	*	67%	74%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	78%	77%	*	65%	*	63%	*	*	*	*	57%	70%	**71%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	91%	91%	*	85%	*	79%	*	*	*	*	71%	86%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	88%	75%	*	76%	*	68%	*	*	*	*	74%	65%	**78%**

Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON — 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	*	98%	91%	*	86%	*	96%	*	*	*	*	71%	86%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	*	87%	86%	*	71%	*	86%	*	*	*	*	71%	65%	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	*	99%	100%	*	98%	*	100%	*	*	*	*	100%	100%	**99%**

DECIDING ON THE BEST TREATMENT — 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	*	86%	90%	*	86%	*	77%	*	*	*	*	70%	57%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	82%	83%	*	71%	*	73%	*	*	*	*	64%	76%	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	87%	94%	*	75%	*	86%	*	*	*	*	68%	74%	**82%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	38%	52%	*	50%	*	50%	*	*	*	*	21%	55%	**47%**

CARE PLANNING — 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	*	72%	81%	*	70%	*	67%	*	*	*	*	44%	59%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	93%	100%	*	95%	*	100%	*	*	*	*	92%	*	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	100%	*	100%	*	100%	*	*	*	*	*	*	**99%**

SUPPORT FROM HOSPITAL STAFF — 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%	92%	*	79%	*	90%	*	*	*	*	69%	93%	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	73%	83%	*	71%	*	71%	*	*	*	*	68%	75%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	*	63%	67%	*	66%	*	64%	*	*	*	*	25%	*	**61%**

Tumour group tables

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

HOSPITAL CARE

	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	*	86%	76%	*	71%	*	*	*	*	*	*	88%	*	**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	*	63%	68%	*	77%	*	*	*	*	*	*	57%	*	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	76%	75%	*	57%	*	*	*	*	*	*	71%	*	**69%**
Q34. Patient was always able to get help from ward staff when needed	*	77%	79%	*	71%	*	*	*	*	*	*	76%	*	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	70%	61%	*	64%	*	*	*	*	*	*	76%	*	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	85%	88%	*	*	*	*	*	*	*	*	79%	*	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	*	95%	96%	*	77%	*	*	*	*	*	*	94%	*	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	86%	96%	*	86%	*	*	*	*	*	*	88%	*	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	77%	81%	*	74%	*	70%	*	*	*	*	72%	78%	**76%**

YOUR TREATMENT

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	87%	93%	*	*	*	*	*	*	*	*	78%	77%	**86%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	87%	*	*	83%	*	93%	*	*	*	*	*	*	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	92%	*	*	*	*	*	*	*	*	*	*	*	**91%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	69%	*	*	*	*	*	*	*	*	*	*	*	**71%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	73%	*	92%	*	*	*	*	*	*	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	84%	94%	*	*	*	*	*	*	*	*	74%	92%	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	77%	90%	*	76%	*	85%	*	*	*	*	*	*	**77%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	82%	*	*	*	*	*	*	*	*	*	*	*	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	64%	*	*	*	*	*	*	*	*	*	*	*	**67%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	79%	*	92%	*	*	*	*	*	*	**85%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	85%	94%	*	93%	*	95%	*	*	*	*	100%	82%	**90%**

Tumour group tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS — 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	*	72%	69%	*	58%	*	68%	*	*	*	*	59%	55%	**66%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	65%	80%	*	50%	*	65%	*	*	*	*	61%	56%	**63%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	93%	96%	*	74%	*	94%	*	*	*	*	73%	86%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	53%	47%	*	47%	*	45%	*	*	*	*	56%	50%	**50%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	47%	40%	*	45%	*	44%	*	*	*	*	47%	50%	**45%**

SUPPORT WHILE AT HOME — 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%	74%	*	65%	*	43%	*	*	*	*	46%	58%	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	41%	*	*	47%	*	*	*	*	*	*	*	*	**43%**

CARE FROM YOUR GP PRACTICE — 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	*	50%	*	*	38%	*	37%	*	*	*	*	33%	*	**45%**
Q52. Patient has had a review of cancer care by GP practice	*	26%	18%	*	26%	*	30%	*	*	*	*	24%	23%	**24%**

Tumour group tables

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

LIVING WITH AND BEYOND CANCER — 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	*	26%	*	*	*	*	*	*	*	*	*	*	*	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	76%	87%	*	71%	*	*	*	*	*	*	*	*	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	53%	70%	*	63%	*	50%	*	*	*	*	47%	71%	**59%**

YOUR OVERALL NHS CARE — 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	*	92%	94%	*	82%	*	83%	*	*	*	*	85%	95%	**89%**
Q57. Administration of care was very good or good	*	88%	91%	*	79%	*	79%	*	*	*	*	71%	81%	**84%**
Q58. Cancer research opportunities were discussed with patient	*	25%	31%	*	41%	*	43%	*	*	*	*	*	10%	**28%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	9.2	*	8.6	*	8.3	*	*	*	*	8.5	8.9	**8.8**

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	*	88%	84%	86%	88%	*	**85%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	70%	65%	72%	59%	54%	**66%**

DIAGNOSTIC TESTS

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	*	83%	95%	94%	93%	80%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	77%	80%	82%	79%	65%	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	65%	64%	72%	89%	76%	**74%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	65%	74%	85%	77%	82%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	100%	100%	94%	92%	100%	**96%**

FINDING OUT THAT YOU HAD CANCER

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	*	81%	84%	83%	76%	82%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	77%	75%	76%	72%	75%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	77%	67%	68%	77%	76%	**71%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	93%	84%	88%	87%	86%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	88%	79%	83%	72%	71%	**78%**

SUPPORT FROM A MAIN CONTACT PERSON

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q17. Patient had a main point of contact within the care team	*	*	*	93%	89%	92%	91%	89%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	89%	83%	80%	78%	71%	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	100%	98%	100%	98%	100%	**99%**

DECIDING ON THE BEST TREATMENT

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q20. Treatment options were explained in a way the patient could completely understand	*	*	*	71%	86%	84%	79%	89%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	77%	78%	73%	81%	70%	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	92%	73%	89%	80%	83%	**82%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	47%	35%	50%	48%	64%	**47%**

Age group tables

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

CARE PLANNING

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	79%	65%	69%	72%	61%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	95%	94%	100%	90%	*	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	100%	100%	100%	96%	*	**99%**

SUPPORT FROM HOSPITAL STAFF

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q27. Staff provided the patient with relevant information on available support	*	*	*	89%	89%	92%	81%	71%	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	73%	75%	79%	71%	70%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	74%	64%	71%	41%	*	**61%**

HOSPITAL CARE

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	*	64%	87%	79%	82%	*	**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	*	*	*	*	73%	74%	63%	*	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	64%	71%	70%	68%	*	**69%**
Q34. Patient was always able to get help from ward staff when needed	*	*	*	82%	79%	79%	76%	*	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	60%	64%	72%	63%	*	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	64%	92%	83%	87%	*	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	91%	100%	94%	82%	*	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	91%	93%	91%	91%	*	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	65%	74%	80%	73%	89%	**76%**

Age group tables

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

YOUR TREATMENT

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	*	68%	90%	86%	89%	*	**86%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	87%	77%	89%	88%	*	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	91%	100%	93%	86%	*	**91%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	91%	60%	80%	*	*	**71%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	81%	92%	*	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	*	74%	86%	82%	92%	*	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	80%	68%	76%	79%	*	**77%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	90%	86%	93%	76%	*	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	91%	56%	70%	*	*	**67%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	67%	92%	*	**85%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	*	90%	87%	91%	94%	84%	**90%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	*	70%	72%	69%	59%	58%	**66%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	70%	62%	68%	56%	63%	**63%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	92%	95%	88%	82%	83%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	45%	51%	52%	53%	44%	**50%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	35%	49%	53%	42%	36%	**45%**

SUPPORT WHILE AT HOME

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	*	53%	45%	64%	64%	64%	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	33%	50%	45%	*	**43%**

CARE FROM YOUR GP PRACTICE

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	*	67%	43%	36%	53%	38%	**45%**
Q52. Patient has had a review of cancer care by GP practice	*	*	*	23%	29%	20%	26%	26%	**24%**

Age group tables

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

LIVING WITH AND BEYOND CANCER

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	55%	21%	33%	30%	*	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	82%	79%	79%	73%	70%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	70%	55%	62%	59%	47%	**59%**

YOUR OVERALL NHS CARE

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q56. The whole care team worked well together	*	*	*	90%	90%	89%	87%	83%	**89%**
Q57. Administration of care was very good or good	*	*	*	83%	91%	78%	84%	80%	**84%**
Q58. Cancer research opportunities were discussed with patient	*	*	*	33%	27%	33%	24%	*	**28%**
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	8.8	8.6	8.8	8.9	8.7	**8.8**

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	90%	80%	*	*	*	*	**85%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	64%	*	*	*	*	**66%**

DIAGNOSTIC TESTS — Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	93%	91%	*	*	*	*	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	74%	*	*	*	*	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	71%	78%	*	*	*	*	**74%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	78%	*	*	*	*	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	97%	94%	*	*	*	*	**96%**

FINDING OUT THAT YOU HAD CANCER — Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	81%	81%	*	*	*	70%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	*	*	*	*	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	70%	73%	*	*	*	80%	**71%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	86%	*	*	*	91%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	79%	75%	*	*	*	*	**78%**

SUPPORT FROM A MAIN CONTACT PERSON — Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	95%	82%	*	*	*	100%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	80%	79%	*	*	*	*	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	99%	99%	*	*	*	100%	**99%**

Male/Female/Non-binary/Other tables

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

DECIDING ON THE BEST TREATMENT			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	81%	82%	*	*	*	*	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	73%	*	*	*	*	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	78%	*	*	*	*	**82%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	38%	60%	*	*	*	*	**47%**

CARE PLANNING			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	66%	76%	*	*	*	64%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	95%	*	*	*	*	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	97%	*	*	*	*	**99%**

SUPPORT FROM HOSPITAL STAFF			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	87%	86%	*	*	*	*	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	76%	*	*	*	91%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	64%	56%	*	*	*	*	**61%**

Male/Female/Non-binary/Other tables

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

HOSPITAL CARE

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	81%	*	*	*	*	**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	56%	70%	*	*	*	*	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	58%	81%	*	*	*	*	**69%**
Q34. Patient was always able to get help from ward staff when needed	74%	79%	*	*	*	*	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	72%	*	*	*	*	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	83%	86%	*	*	*	*	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	90%	91%	*	*	*	*	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	96%	*	*	*	*	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	74%	*	*	*	82%	**76%**

YOUR TREATMENT

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	82%	91%	*	*	*	*	**86%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	85%	*	*	*	*	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	95%	*	*	*	*	**91%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	67%	80%	*	*	*	*	**71%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	92%	80%	*	*	*	*	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	80%	91%	*	*	*	*	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	74%	87%	*	*	*	*	**77%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	81%	91%	*	*	*	*	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	62%	80%	*	*	*	*	**67%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	84%	93%	*	*	*	*	**85%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	87%	96%	*	*	*	*	**90%**

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	65%	68%	*	*	*	*	**66%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	61%	66%	*	*	*	*	**63%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	89%	*	*	*	*	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	47%	53%	*	*	*	*	**50%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	46%	42%	*	*	*	*	**45%**

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	51%	70%	*	*	*	*	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	29%	*	*	*	*	**43%**

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	42%	46%	*	*	*	*	**45%**
Q52. Patient has had a review of cancer care by GP practice	24%	24%	*	*	*	30%	**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	27%	44%	*	*	*	*	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	80%	*	*	*	*	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	67%	*	*	*	*	**59%**

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q56. The whole care team worked well together	90%	87%	*	*	*	90%	**89%**
Q57. Administration of care was very good or good	84%	81%	*	*	*	100%	**84%**
Q58. Cancer research opportunities were discussed with patient	27%	28%	*	*	*	*	**28%**
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	*	*	*	9.3	**8.8**

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE

	White	Mixed	Asian	Black	Other	Not given	**All**
				Ethnicity			
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	86%	*	*	*	*	*	**85%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	*	*	*	*	50%	**66%**

DIAGNOSTIC TESTS

	White	Mixed	Asian	Black	Other	Not given	**All**
				Ethnicity			
Q5. Patient received all the information needed about the diagnostic test in advance	92%	*	*	*	*	93%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	*	60%	*	*	80%	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	*	70%	*	*	63%	**74%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	*	60%	*	*	75%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	*	100%	*	*	88%	**96%**

FINDING OUT THAT YOU HAD CANCER

	White	Mixed	Asian	Black	Other	Not given	**All**
				Ethnicity			
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	81%	*	80%	*	*	74%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	75%	*	73%	*	*	65%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	*	73%	*	*	65%	**71%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	*	91%	*	*	85%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	77%	*	90%	*	*	88%	**78%**

SUPPORT FROM A MAIN CONTACT PERSON

	White	Mixed	Asian	Black	Other	Not given	**All**
				Ethnicity			
Q17. Patient had a main point of contact within the care team	90%	*	100%	*	*	90%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	81%	*	70%	*	*	81%	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	99%	*	100%	*	*	100%	**99%**

DECIDING ON THE BEST TREATMENT

	White	Mixed	Asian	Black	Other	Not given	**All**
				Ethnicity			
Q20. Treatment options were explained in a way the patient could completely understand	84%	*	64%	*	*	79%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	*	73%	*	*	80%	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	*	*	*	*	83%	**82%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	48%	*	*	*	*	42%	**47%**

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	72%	*	70%	*	*	53%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	*	*	*	*	*	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	*	*	*	*	**99%**

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	88%	*	80%	*	*	87%	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	*	82%	*	*	76%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	64%	*	*	*	*	38%	**61%**

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	*	*	*	*	*	**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	64%	*	*	*	*	*	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	*	*	*	*	*	**69%**
Q34. Patient was always able to get help from ward staff when needed	77%	*	*	*	*	*	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	*	*	*	*	*	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	85%	*	*	*	*	*	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	92%	*	*	*	*	*	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	*	*	*	*	*	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	*	*	*	*	67%	**76%**

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	85%	*	*	*	*	*	**86%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	*	*	*	*	*	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	*	*	*	*	*	**91%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	70%	*	*	*	*	*	**71%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	88%	*	*	*	*	*	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	*	*	*	*	*	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	*	*	*	*	*	**77%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	*	*	*	*	*	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	66%	*	*	*	*	*	**67%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	87%	*	*	*	*	*	**85%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	90%	*	91%	*	*	89%	**90%**

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	67%	*	73%	*	*	59%	**66%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	63%	*	73%	*	*	60%	**63%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	*	*	*	*	75%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	50%	*	64%	*	*	50%	**50%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	44%	*	*	*	*	50%	**45%**

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	58%	*	*	*	*	75%	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	*	*	*	*	*	**43%**

CARE FROM YOUR GP PRACTICE

		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	44%	*	*	*	*	*	**45%**
Q52. Patient has had a review of cancer care by GP practice	23%	*	20%	*	*	29%	**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	32%	*	*	*	*	*	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	*	*	*	*	*	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	*	50%	*	*	43%	**59%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	89%	*	91%	*	*	84%	**89%**
Q57. Administration of care was very good or good	83%	*	80%	*	*	90%	**84%**
Q58. Cancer research opportunities were discussed with patient	28%	*	*	*	*	*	**28%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	*	8.3	*	*	8.7	**8.8**

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE

SUPPORT FROM YOUR GP PRACTICE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	86%	85%	86%	*	**85%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	58%	67%	64%	67%	*	**66%**

DIAGNOSTIC TESTS

DIAGNOSTIC TESTS	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	100%	92%	91%	91%	*	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	76%	93%	70%	77%	*	**79%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	82%	86%	71%	69%	*	**74%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	71%	88%	69%	79%	*	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	100%	96%	95%	96%	*	**96%**

FINDING OUT THAT YOU HAD CANCER

FINDING OUT THAT YOU HAD CANCER	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	80%	86%	77%	81%	*	**81%**
Q13. Patient was definitely told sensitively that they had cancer	*	71%	75%	79%	72%	*	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	62%	75%	68%	73%	*	**71%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	95%	88%	83%	88%	*	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	59%	91%	75%	77%	*	**78%**

SUPPORT FROM A MAIN CONTACT PERSON

SUPPORT FROM A MAIN CONTACT PERSON	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q17. Patient had a main point of contact within the care team	*	84%	98%	87%	91%	*	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	*	81%	85%	69%	84%	*	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	*	100%	98%	100%	99%	*	**99%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT

DECIDING ON THE BEST TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q20. Treatment options were explained in a way the patient could completely understand	*	81%	78%	81%	84%	*	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	85%	76%	69%	79%	*	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	81%	77%	78%	88%	*	**82%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	33%	50%	45%	48%	*	**47%**

CARE PLANNING

CARE PLANNING	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	65%	67%	75%	69%	*	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	100%	86%	97%	98%	*	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	90%	100%	100%	100%	*	**99%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q27. Staff provided the patient with relevant information on available support	*	81%	91%	85%	87%	*	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	81%	69%	78%	73%	*	**74%**
Q29. Patient was offered information about how to get financial help or benefits	*	64%	55%	63%	64%	*	**61%**

HOSPITAL CARE

HOSPITAL CARE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	79%	85%	75%	*	**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	*	*	60%	65%	68%	*	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	79%	80%	62%	*	**69%**
Q34. Patient was always able to get help from ward staff when needed	*	*	86%	84%	69%	*	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	71%	84%	57%	*	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	88%	93%	79%	*	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	93%	90%	87%	*	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	96%	95%	83%	*	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	82%	70%	80%	75%	*	**76%**

IMD quintile tables

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

YOUR TREATMENT

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	94%	88%	81%	*	**86%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	83%	81%	89%	*	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	94%	90%	89%	*	**91%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	70%	67%	*	**71%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	86%	84%	*	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	91%	88%	78%	*	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	80%	74%	72%	80%	*	**77%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	93%	76%	82%	*	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	70%	59%	*	**67%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	85%	88%	*	**85%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	95%	91%	93%	87%	*	**90%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	74%	63%	63%	68%	*	**66%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	68%	68%	63%	59%	*	**63%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	75%	84%	94%	90%	*	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	67%	44%	45%	54%	*	**50%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	63%	43%	40%	46%	*	**45%**

SUPPORT WHILE AT HOME

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	67%	52%	61%	60%	*	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	53%	48%	35%	*	**43%**

CARE FROM YOUR GP PRACTICE

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	41%	49%	42%	*	**45%**
Q52. Patient has had a review of cancer care by GP practice	*	11%	29%	24%	24%	*	**24%**

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER — IMD quintile

	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	33%	31%	27%	*	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	90%	70%	77%	78%	*	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	68%	57%	53%	62%	*	**59%**

YOUR OVERALL NHS CARE — IMD quintile

	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	*	86%	88%	94%	87%	*	**89%**
Q57. Administration of care was very good or good	*	90%	82%	82%	84%	*	**84%**
Q58. Cancer research opportunities were discussed with patient	*	*	35%	21%	25%	*	**28%**
Q59. Patient's average rating of care scored from very poor to very good	*	9.0	8.9	8.7	8.7	*	**8.8**

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	83%	94%	*	85%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	77%	*	66%

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	94%	100%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	79%	85%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	72%	77%	74%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	84%	77%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	97%	100%	96%

FINDING OUT THAT YOU HAD CANCER	Long-term condition status			
	Yes	No	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	80%	83%	73%	81%
Q13. Patient was definitely told sensitively that they had cancer	75%	73%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	73%	73%	71%
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	86%	88%	87%
Q16. Patient was told they could go back later for more information about their diagnosis	76%	81%	100%	78%

SUPPORT FROM A MAIN CONTACT PERSON	Long-term condition status			
	Yes	No	Not given	All
Q17. Patient had a main point of contact within the care team	86%	99%	100%	91%
Q18. Patient found it very or quite easy to contact their main contact person	77%	85%	92%	80%
Q19. Patient found advice from main contact person was very or quite helpful	99%	99%	100%	99%

DECIDING ON THE BEST TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	78%	86%	93%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	71%	84%	93%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	82%	100%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	43%	52%	*	47%

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	68%	73%	69%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	98%	100%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	83%	94%	100%	**87%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	77%	88%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	52%	80%	*	**61%**

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%	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	60%	70%	*	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	64%	*	**69%**
Q34. Patient was always able to get help from ward staff when needed	72%	89%	*	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	56%	88%	*	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	84%	83%	*	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	90%	93%	*	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	93%	*	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	73%	86%	**76%**

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	82%	91%	*	86%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	85%	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	96%	*	91%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	67%	73%	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	94%	*	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	80%	90%	*	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	78%	*	77%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	86%	*	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	60%	75%	*	67%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	83%	93%	*	85%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	90%	90%	92%	90%

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	66%	64%	75%	66%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	62%	62%	80%	63%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	95%	80%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	42%	82%	50%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	43%	46%	*	45%

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	59%	52%	*	59%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	38%	50%	*	43%

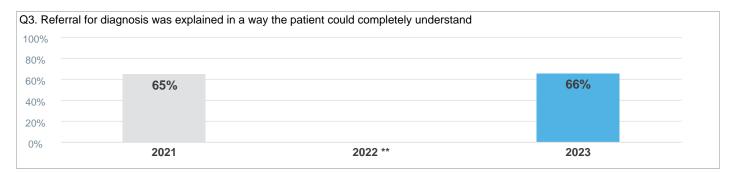| CARE FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	40%	50%	*	45%
Q52. Patient has had a review of cancer care by GP practice	22%	27%	40%	24%

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	32%	33%	*	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	85%	*	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	58%	62%	50%	**59%**

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	86%	94%	93%	**89%**
Q57. Administration of care was very good or good	79%	90%	100%	**84%**
Q58. Cancer research opportunities were discussed with patient	26%	28%	55%	**28%**
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	9.3	**8.8**

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 FROM YOUR GP PRACTICE

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

2021	2022 **	2023
80%		85%

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

2021	2022 **	2023
65%		66%

DIAGNOSTIC TESTS

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

2021	2022 **	2023
88%		92%

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

2021	2022 **	2023
82%		79%

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

2021	2022 **	2023
82%		74%

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.

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

- 2021: 76%
- 2022 **
- 2023: 78%

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

- 2021: 91%
- 2022 **
- 2023: 96%

FINDING OUT THAT YOU HAD CANCER

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

- 2021: 67%
- 2022 **
- 2023: 81%

Q13. Patient was definitely told sensitively that they had cancer

- 2021: 73%
- 2022 **
- 2023: 74%

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

- 2021: 73%
- 2022 **
- 2023: 71%

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.

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

2021	2022 **	2023
81%		87%

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

2021	2022 **	2023
77%		78%

SUPPORT FROM A MAIN CONTACT PERSON

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

2021	2022 **	2023
88%		91%

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

2021	2022 **	2023
83%		80%

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

2021	2022 **	2023
96%		99%

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.

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

| * | 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. |

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

- 2021: 91%
- 2022 **
- 2023: 95%

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

- 2021: 100%
- 2022 **
- 2023: 99%

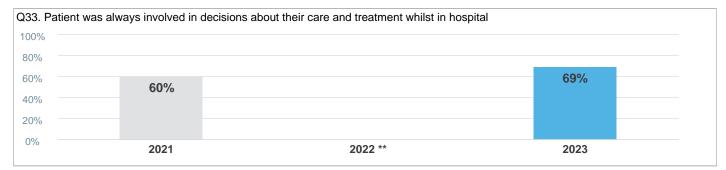## SUPPORT FROM HOSPITAL STAFF

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

- 2021: 85%
- 2022 **
- 2023: 87%

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

- 2021: 73%
- 2022 **
- 2023: 74%

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

- 2021: 51%
- 2022 **
- 2023: 61%

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.

HOSPITAL CARE

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

	2021	2022 **	2023
	75%		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

	2021	2022 **	2023
	57%		64%

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

	2021	2022 **	2023
	60%		69%

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

	2021	2022 **	2023
	77%		76%

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

	2021	2022 **	2023
	56%		66%

Year on year charts

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

2021	2022 **	2023
76%		85%

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

2021	2022 **	2023
88%		90%

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

2021	2022 **	2023
95%		90%

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case
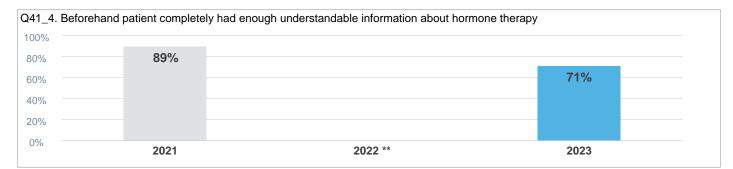
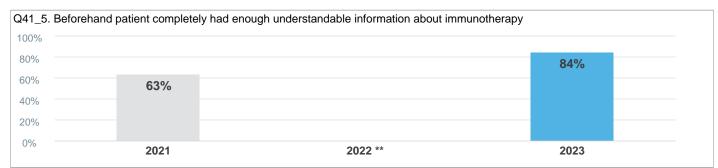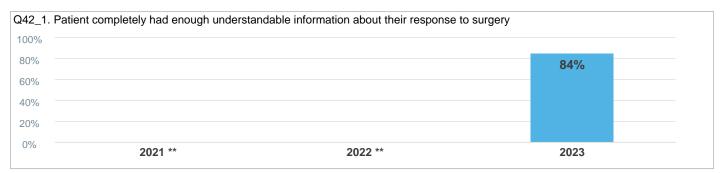| 2021	2022 **	2023
75%		76%

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

2021	2022 **	2023
84%		86%

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.

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

2021	2022 **	2023
74%		85%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

2021	2022 **	2023
94%		91%

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

2021	2022 **	2023
89%		71%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

2021	2022 **	2023
63%		84%

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

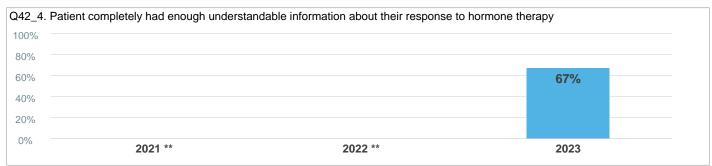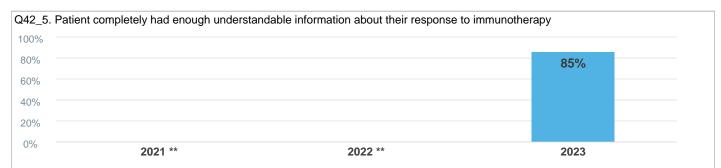| 2021 **	2022 **	2023
		84%

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. |

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

	2021 **	2022 **	2023
			77%

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

	2021 **	2022 **	2023
			84%

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

	2021 **	2022 **	2023
			67%

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

	2021 **	2022 **	2023
			85%

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

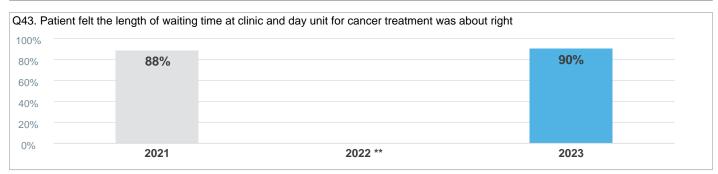|	2021	2022 **	2023
	88%		90%

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

2021	2022 **	2023
67%		66%

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

2021	2022 **	2023
61%		63%

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

2021	2022 **	2023
82%		88%

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

2021	2022 **	2023
57%		50%

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

2021	2022 **	2023
51%		45%

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

2021	2022 **	2023
63%		59%

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

2021	2022 **	2023
43%		43%

CARE FROM YOUR GP PRACTICE

Q51. Patient definitely received the right amount of support from their GP practice during treatment
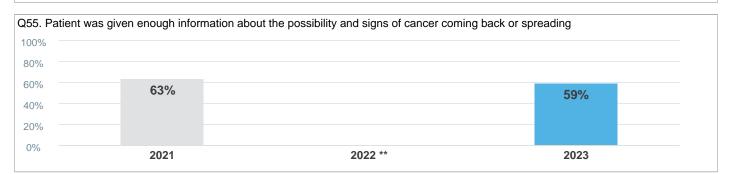
2021	2022 **	2023
47%		45%

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

2021	2022 **	2023
17%		24%

LIVING WITH AND BEYOND CANCER

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

2021	2022 **	2023
21%		33%

Year on year charts

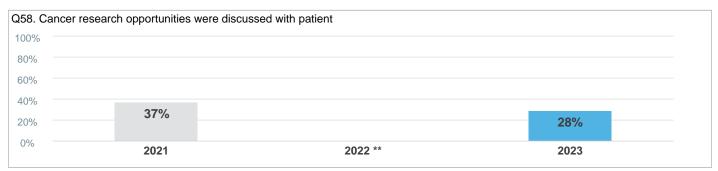|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

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

- 2021: 72%
- 2022 **: (no score)
- 2023: 77%

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

- 2021: 63%
- 2022 **: (no score)
- 2023: 59%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

- 2021: 88%
- 2022 **: (no score)
- 2023: 89%

Q57. Administration of care was very good or good

- 2021: 88%
- 2022 **: (no score)
- 2023: 84%

Q58. Cancer research opportunities were discussed with patient

- 2021: 37%
- 2022 **: (no score)
- 2023: 28%

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.

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

2021	2022 **	2023
8.8		8.8