NHS
England

Cancer Patient Experience Survey

2023 Results

Cambridge University Hospitals NHS Foundation Trust

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Contents

Executive summary

Questions above expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	**94%**	90%	94%	**92%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	**82%**	74%	82%	**78%**
Q19. Patient found advice from main contact person was very or quite helpful	**97%**	94%	97%	**96%**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	**77%**	69%	75%	**72%**
Q27. Staff provided the patient with relevant information on available support	**94%**	89%	93%	**91%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	**65%**	56%	64%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	**60%**	50%	59%	**55%**
Q57. Administration of care was very good or good	**93%**	84%	90%	**87%**
Q58. Cancer research opportunities were discussed with patient	**69%**	35%	55%	**45%**

Questions below expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q34. Patient was always able to get help from ward staff when needed	**67%**	68%	77%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	**59%**	60%	69%	**65%**
Q52. Patient has had a review of cancer care by GP practice	**20%**	20%	25%	**23%**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	**25%**	25%	39%	**32%**

Introduction

The National Cancer Patient Experience Survey 2023 is the thirteenth iteration of the survey first undertaken in 2010. It has been designed to monitor progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

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

The 2023 survey involved 132 NHS Trusts. Out of 121,121 people, 63,428 people responded to the survey, yielding a response rate of 52%.

Methodology

Eligibility, fieldwork and survey methods

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2023. The fieldwork for the survey was undertaken between November 2023 and February 2024.

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

Note on question comparability

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

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

Case-mix adjustment

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

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

Scoring methodology

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

the most favourable response to a question. For Q59, respondents rate their overall care on a scale of 0 to 10, of which the average was calculated for this question's score. The percentages in this report have been rounded to the nearest percentage point. Therefore, in some cases the figures do not appear to add up to 100%.

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

874 patients responded out of a total of 1,499 patients, resulting in a response rate of 58%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	1,592	1,499	874	58%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	670
Online	204
Phone	0
Translation service	0
Total	**874**

Respondents by tumour group

	Number of respondents
Brain / CNS	11
Breast	126
Colorectal / LGT	71
Gynaecological	53
Haematological	154
Head and neck	30
Lung	31
Prostate	50
Sarcoma	10
Skin	36
Upper gastro	54
Urological	68
Other	180
Total	**874**

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	758
Irish	9
Gypsy or Irish Traveller	*
Roma	*
Any other White background	31
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	6
Black / African / Caribbean / Black British	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	41
Total	**874**

* 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 — 78%

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 64%

DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance — 94%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 83%

Q7. Patient felt the length of time waiting for diagnostic test results was about right — 82%

Q8. Diagnostic test results were explained in a way the patient could completely understand — 81%

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

FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 80%

Q13. Patient was definitely told sensitively that they had cancer — 77%

Q14. Cancer diagnosis explained in a way the patient could completely understand — 77%

Q15. Patient was definitely told about their diagnosis in an appropriate place — 84%

Q16. Patient was told they could go back later for more information about their diagnosis — 85%

SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team — 94%

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

Q19. Patient found advice from main contact person was very or quite helpful — 97%

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

Q20. Treatment options were explained in a way the patient could completely understand — **83%**

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — **81%**

Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — **85%**

Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options — **57%**

CARE PLANNING

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment — **77%**

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 — **98%**

SUPPORT FROM HOSPITAL STAFF

Q27. Staff provided the patient with relevant information on available support — **94%**

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — **77%**

Q29. Patient was offered information about how to get financial help or benefits — **75%**

HOSPITAL CARE

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 — **66%**

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 — **67%**

Q35. Patient was always able to discuss worries and fears with hospital staff — **59%**

Q36. Hospital staff always did everything they could to help the patient control pain — **82%**

Q37. Patient was always treated with respect and dignity while in hospital — **86%**

Q38. Patient received easily understandable information about what they should or should not do after leaving hospital — **88%**

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — **79%**

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

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

Q41_1. Beforehand patient completely had enough understandable information about surgery — **89%**

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

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — **87%**

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — **78%**

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — **87%**

Q42_1. Patient completely had enough understandable information about their response to surgery — **88%**

Q42_2. Patient completely had enough understandable information about their response to chemotherapy — **82%**

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 — **76%**

Q42_5. Patient completely had enough understandable information about their response to immunotherapy — **84%**

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — **77%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

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

Q44. Possible side effects from treatment were definitely explained in a way the patient could understand — **77%**

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — **72%**

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — **87%**

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — **65%**

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — **60%**

SUPPORT WHILE AT HOME

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

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

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — **49%**

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

Q51. Patient definitely received the right amount of support from their GP practice during treatment — 43%

Q52. Patient has had a review of cancer care by GP practice — 20%

LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services — 25%

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — 83%

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — 65%

YOUR OVERALL NHS CARE

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

Q57. Administration of care was very good or good — 93%

Q58. Cancer research opportunities were discussed with patient — 69%

Q59. Patient's average rating of care scored from very poor to very good — 9.0

Comparability tables

*	Indicates where a score is not available due to suppression or a low base size.	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).
**	No score available for 2022.	

▲ or ▼

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

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	320	**77%**	443	**75%**			**78%**	74%	82%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	392	**62%**	575	**64%**			**64%**	63%	70%	**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	493	**92%**	677	**94%**			**94%**	90%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	517	**83%**	721	**82%**		▼	**83%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	521	**79%**	724	**80%**			**82%**	74%	82%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	520	**77%**	732	**80%**			**81%**	75%	81%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	523	**94%**	723	**95%**			**95%**	93%	96%	**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	583	**65%**	780	**78%**	▲	▲	**80%**	78%	84%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	636	**73%**	857	**75%**			**77%**	71%	77%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	639	**74%**	865	**75%**			**77%**	74%	80%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	636	**82%**	851	**82%**			**84%**	83%	88%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	576	**83%**	752	**84%**			**85%**	81%	87%	**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	617	**95%**	831	**94%**			**94%**	88%	94%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	542	**85%**	735	**86%**			**86%**	80%	88%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	560	**96%**	744	**97%**			**97%**	94%	97%	**96%**

Comparability tables

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

**   No score available for 2022.

▲ or ▼

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

Adjusted Score below Lower Expected Range

Adjusted Score between Upper and Lower Expected Ranges

Adjusted Score above Upper Expected Range

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			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	600	**82%**	797	**82%**			**83%**	80%	85%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	634	**79%**	853	**80%**			**81%**	77%	82%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	539	**76%**	753	**85%**	▲	▲	**85%**	81%	86%	**83%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	434	**56%**			**57%**	52%	62%	**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	565	**72%**	776	**76%**			**77%**	69%	75%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	353	**94%**	453	**95%**			**95%**	91%	96%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	285	**99%**	354	**98%**			**98%**	98%	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	519	**91%**	736	**93%**			**94%**	89%	93%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	635	**78%**	849	**75%**			**77%**	72%	80%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	306	**65%**	440	**75%**			**75%**	64%	76%	**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	317	**78%**	499	**76%**			**77%**	74%	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	259	**67%**	415	**64%**			**66%**	65%	75%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	315	**69%**	487	**68%**			**69%**	66%	74%	**70%**
Q34. Patient was always able to get help from ward staff when needed	311	**74%**	487	**65%**	▼		**67%**	68%	77%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	294	**66%**	476	**58%**	▼	▼	**59%**	60%	69%	**65%**
Q36. Hospital staff always did everything they could to help the patient control pain	266	**85%**	427	**81%**			**82%**	81%	87%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	318	**87%**	496	**85%**			**86%**	84%	90%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	311	**88%**	486	**87%**			**88%**	85%	91%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	588	**78%**	763	**78%**			**79%**	76%	82%	**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	343	**87%**	462	**89%**			**89%**	87%	93%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	370	**87%**	484	**86%**			**87%**	83%	89%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	189	**87%**	222	**86%**			**87%**	85%	93%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	81	**77%**	102	**75%**			**78%**	71%	87%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	115	**85%**	206	**87%**			**87%**	79%	89%	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	462	**87%**			**88%**	83%	90%	**86%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	485	**81%**			**82%**	78%	85%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	221	**83%**			**84%**	80%	90%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	103	**74%**			**76%**	68%	84%	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	202	**84%**			**84%**	75%	86%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	622	**77%**	838	**75%**		▼	**77%**	71%	86%	**78%**

Comparability tables

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

▲ or ▼

** No score available for 2022.

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

Adjusted Score below Lower Expected Range

Adjusted Score between Upper and Lower Expected Ranges

Adjusted Score above Upper Expected Range

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			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	615	**78%**	822	**77%**			**77%**	71%	77%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	598	**75%**	793	**71%**			**72%**	67%	73%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	464	**88%**	614	**87%**			**87%**	84%	90%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	582	**62%**	780	**63%**			**65%**	56%	64%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	504	**56%**	671	**58%**			**60%**	50%	59%	**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	420	**57%**	577	**62%**			**63%**	58%	66%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	226	**51%**	305	**49%**			**49%**	47%	58%	**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	336	**41%**	489	**43%**			**43%**	42%	51%	**46%**
Q52. Patient has had a review of cancer care by GP practice	608	**15%**	835	**19%**		▲	**20%**	20%	25%	**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	141	**33%**	172	**24%**			**25%**	25%	39%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	287	**80%**	373	**83%**			**83%**	74%	84%	**79%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	529	**68%**	681	**65%**			**65%**	59%	68%	**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	611	**89%**	814	**90%**			**91%**	88%	92%	**90%**
Q57. Administration of care was very good or good	627	**92%**	854	**92%**			**93%**	84%	90%	**87%**
Q58. Cancer research opportunities were discussed with patient	464	**69%**	665	**70%**			**69%**	35%	55%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	613	**9.0**	834	**9.0**			**9.0**	8.7	9.0	**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

	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	*	95%	82%	76%	60%	81%	71%	74%	*	93%	76%	58%	74%	**75%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	84%	70%	67%	55%	55%	50%	80%	*	65%	47%	55%	61%	**64%**

DIAGNOSTIC TESTS

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	90%	92%	96%	95%	96%	100%	94%	*	97%	98%	93%	95%	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	79%	90%	89%	81%	88%	71%	80%	*	88%	68%	90%	81%	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	81%	75%	84%	85%	88%	88%	80%	*	72%	73%	78%	75%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	81%	84%	78%	79%	85%	76%	83%	*	88%	76%	80%	76%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	95%	98%	94%	91%	96%	96%	95%	*	94%	96%	95%	95%	**95%**

FINDING OUT THAT YOU HAD CANCER

	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	90%	81%	81%	90%	69%	82%	72%	80%	70%	72%	88%	80%	76%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	55%	81%	77%	76%	72%	77%	65%	84%	80%	86%	74%	77%	69%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	84%	74%	77%	69%	90%	71%	82%	70%	81%	80%	81%	68%	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	89%	88%	76%	76%	87%	77%	88%	80%	89%	77%	82%	79%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	91%	88%	85%	76%	73%	76%	85%	90%	94%	86%	81%	86%	**84%**

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	91%	87%	95%	96%	96%	90%	100%	94%	100%	94%	94%	91%	94%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	80%	86%	91%	91%	80%	79%	87%	84%	90%	97%	85%	81%	89%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	*	98%	98%	100%	96%	100%	97%	93%	*	100%	96%	98%	96%	**97%**

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	82%	80%	83%	88%	83%	83%	79%	86%	*	94%	74%	87%	78%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	81%	86%	84%	76%	80%	69%	78%	90%	89%	81%	89%	75%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	78%	85%	88%	86%	96%	74%	80%	*	97%	83%	90%	85%	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	59%	57%	70%	54%	41%	50%	78%	*	63%	55%	45%	50%	**56%**

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	70%	70%	80%	73%	78%	68%	70%	83%	70%	79%	78%	85%	75%	**76%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	92%	90%	97%	96%	93%	85%	100%	*	100%	100%	97%	95%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	100%	96%	97%	100%	*	96%	*	100%	100%	100%	98%	**98%**

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	100%	96%	93%	98%	91%	100%	100%	98%	80%	93%	78%	91%	93%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	69%	85%	78%	78%	83%	64%	73%	80%	92%	63%	74%	74%	**75%**
Q29. Patient was offered information about how to get financial help or benefits	*	84%	88%	83%	64%	67%	90%	78%	*	83%	57%	76%	71%	**75%**

Tumour group tables

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

HOSPITAL CARE

HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	77%	67%	73%	79%	89%	62%	88%	*	100%	75%	77%	66%	**76%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	68%	57%	79%	68%	71%	*	58%	*	50%	70%	74%	49%	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	72%	70%	77%	61%	78%	69%	75%	*	82%	68%	65%	58%	**68%**
Q34. Patient was always able to get help from ward staff when needed	*	62%	57%	73%	79%	78%	62%	78%	*	90%	44%	59%	55%	**65%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	51%	62%	64%	60%	59%	54%	71%	*	64%	54%	54%	51%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	81%	86%	85%	87%	75%	*	81%	*	*	72%	77%	74%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	*	91%	88%	89%	91%	89%	85%	88%	*	91%	78%	81%	76%	**86%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	94%	93%	81%	82%	84%	92%	91%	*	100%	82%	91%	83%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	72%	81%	79%	77%	83%	82%	90%	*	89%	73%	82%	76%	**78%**

YOUR TREATMENT

YOUR TREATMENT	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	90%	88%	85%	92%	100%	*	91%	*	89%	85%	85%	85%	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	77%	84%	95%	88%	92%	85%	90%	*	*	88%	86%	86%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	88%	67%	*	100%	90%	60%	85%	*	*	100%	*	86%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	77%	*	*	*	*	*	79%	*	*	*	*	73%	**75%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	80%	*	100%	85%	*	81%	*	*	100%	*	100%	85%	**87%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	87%	88%	81%	85%	95%	*	88%	*	93%	85%	85%	85%	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	100%	73%	85%	86%	84%	69%	84%	80%	*	*	74%	87%	79%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	82%	64%	*	92%	80%	*	77%	*	*	100%	*	79%	**83%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	80%	*	*	*	*	*	86%	*	*	*	*	59%	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	87%	*	90%	79%	*	80%	*	*	92%	*	100%	80%	**84%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	64%	66%	77%	83%	71%	73%	82%	89%	40%	74%	79%	75%	78%	**75%**

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	82%	76%	78%	75%	75%	70%	76%	87%	90%	76%	74%	83%	74%	**77%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	73%	67%	76%	71%	67%	79%	67%	79%	80%	79%	67%	78%	69%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	90%	86%	93%	88%	79%	86%	86%	90%	95%	76%	91%	85%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	59%	73%	57%	53%	69%	61%	83%	70%	72%	60%	73%	62%	**63%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	51%	60%	61%	54%	56%	68%	81%	*	64%	53%	65%	52%	**58%**

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	*	50%	71%	70%	59%	59%	65%	73%	*	75%	61%	61%	62%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	49%	67%	53%	49%	55%	*	37%	*	*	22%	46%	55%	**49%**

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	*	49%	31%	61%	49%	35%	38%	37%	*	57%	34%	36%	38%	**43%**
Q52. Patient has had a review of cancer care by GP practice	27%	20%	22%	24%	19%	27%	10%	29%	40%	17%	17%	18%	14%	**19%**

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	*	16%	35%	31%	17%	20%	*	62%	*	*	8%	33%	17%	**24%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	83%	82%	73%	79%	85%	*	90%	*	95%	71%	83%	88%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	53%	51%	68%	71%	72%	62%	74%	*	89%	45%	71%	69%	**65%**

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	100%	89%	92%	91%	90%	93%	85%	89%	100%	94%	85%	92%	90%	**90%**
Q57. Administration of care was very good or good	100%	94%	94%	94%	92%	97%	90%	92%	100%	97%	87%	94%	89%	**92%**
Q58. Cancer research opportunities were discussed with patient	*	76%	42%	72%	62%	68%	76%	41%	80%	88%	82%	84%	74%	**70%**
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	9.1	9.0	9.1	9.0	9.0	8.8	*	9.5	8.6	9.0	8.9	**9.0**

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	71%	78%	70%	77%	79%	92%	**75%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	77%	59%	64%	63%	62%	78%	**64%**

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	*	75%	85%	93%	94%	97%	95%	91%	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	50%	75%	74%	81%	86%	82%	96%	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	75%	61%	75%	78%	82%	83%	88%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	75%	59%	72%	78%	83%	85%	81%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	83%	89%	91%	98%	95%	95%	96%	**95%**

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	100%	82%	66%	73%	76%	83%	78%	79%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	50%	75%	55%	64%	71%	79%	80%	90%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	60%	67%	66%	65%	72%	81%	78%	81%	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	75%	70%	72%	80%	85%	85%	93%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	91%	91%	86%	86%	76%	83%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q17. Patient had a main point of contact within the care team	100%	83%	89%	88%	91%	95%	97%	93%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	100%	80%	79%	84%	80%	88%	89%	96%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	90%	100%	94%	100%	97%	97%	97%	100%	**97%**

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q20. Treatment options were explained in a way the patient could completely understand	*	73%	67%	74%	79%	88%	84%	93%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	50%	67%	69%	75%	77%	83%	83%	94%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	70%	71%	81%	82%	87%	91%	83%	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	54%	63%	54%	58%	52%	*	**56%**

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	*	55%	69%	65%	74%	82%	76%	88%	**76%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	91%	86%	98%	98%	95%	93%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	94%	100%	98%	100%	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q27. Staff provided the patient with relevant information on available support	90%	92%	91%	95%	92%	95%	90%	95%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	60%	58%	57%	62%	71%	81%	81%	81%	**75%**
Q29. Patient was offered information about how to get financial help or benefits	*	82%	81%	84%	72%	79%	66%	60%	**75%**

HOSPITAL CARE

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	67%	70%	71%	80%	79%	82%	**76%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	58%	50%	65%	66%	63%	79%	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	48%	66%	67%	71%	75%	59%	**68%**
Q34. Patient was always able to get help from ward staff when needed	*	*	71%	50%	63%	64%	75%	65%	**65%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	57%	52%	59%	60%	56%	60%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	71%	65%	81%	80%	91%	92%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	76%	80%	83%	87%	93%	88%	**86%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	95%	75%	87%	88%	90%	94%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	58%	59%	66%	73%	84%	82%	91%	**78%**

Age group tables

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

YOUR TREATMENT

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	82%	77%	89%	93%	91%	88%	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	*	69%	86%	86%	86%	93%	86%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	76%	83%	87%	89%	87%	*	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	67%	89%	84%	59%	*	**75%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	90%	78%	90%	86%	87%	*	**87%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	82%	78%	89%	89%	90%	86%	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	54%	80%	83%	80%	89%	85%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	71%	73%	81%	85%	96%	*	**83%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	61%	86%	76%	78%	*	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	50%	67%	90%	85%	87%	*	**84%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	50%	42%	51%	74%	76%	78%	76%	86%	**75%**

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	*	58%	65%	71%	79%	79%	77%	71%	**77%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	50%	45%	53%	67%	75%	72%	73%	77%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	83%	83%	88%	91%	83%	100%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	36%	49%	51%	63%	72%	61%	68%	**63%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	60%	42%	41%	56%	68%	56%	72%	**58%**

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	*	*	41%	38%	59%	70%	67%	88%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	44%	38%	42%	52%	53%	70%	**49%**

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	*	*	44%	30%	38%	42%	50%	67%	**43%**
Q52. Patient has had a review of cancer care by GP practice	*	25%	27%	17%	20%	20%	16%	26%	**19%**

Age group tables

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

LIVING WITH AND BEYOND CANCER

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	18%	11%	24%	35%	21%	*	**24%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	84%	76%	79%	88%	87%	85%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	*	47%	56%	59%	76%	65%	68%	**65%**

YOUR OVERALL NHS CARE

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q56. The whole care team worked well together	90%	91%	91%	85%	87%	92%	93%	97%	**90%**
Q57. Administration of care was very good or good	80%	75%	84%	91%	91%	94%	95%	97%	**92%**
Q58. Cancer research opportunities were discussed with patient	*	70%	66%	81%	70%	68%	70%	68%	**70%**
Q59. Patient's average rating of care scored from very poor to very good	8.6	8.5	8.6	8.7	8.8	9.1	9.2	9.2	**9.0**

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	73%	*	*	*	75%	**75%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	61%	*	*	*	57%	**64%**

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

FINDING OUT THAT YOU HAD CANCER			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	79%	*	*	*	67%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	74%	76%	*	*	*	61%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	77%	*	*	*	73%	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	84%	*	*	*	84%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	83%	86%	*	*	*	86%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q17. Patient had a main point of contact within the care team	92%	95%	*	*	*	97%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	85%	86%	*	*	*	85%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	97%	97%	*	*	*	92%	**97%**

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%	84%	*	*	*	80%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	83%	*	*	*	77%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	87%	*	*	*	88%	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	57%	*	*	*	60%	**56%**

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	72%	81%	*	*	*	69%	**76%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	97%	*	*	*	100%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	*	*	*	100%	**98%**

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	91%	95%	*	*	*	86%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	81%	*	*	*	79%	**75%**
Q29. Patient was offered information about how to get financial help or benefits	76%	76%	*	*	*	64%	**75%**

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	68%	82%	*	*	*	88%	**76%**
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%	*	*	*	77%	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	73%	*	*	*	69%	**68%**
Q34. Patient was always able to get help from ward staff when needed	59%	69%	*	*	*	86%	**65%**
Q35. Patient was always able to discuss worries and fears with hospital staff	52%	63%	*	*	*	65%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	80%	80%	*	*	*	92%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	81%	90%	*	*	*	88%	**86%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	91%	*	*	*	94%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	84%	*	*	*	79%	**78%**

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	86%	92%	*	*	*	94%	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	89%	*	*	*	77%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	88%	*	*	*	*	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72%	82%	*	*	*	*	**75%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	91%	*	*	*	*	**87%**
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	90%	*	*	*	88%	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	76%	88%	*	*	*	75%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	83%	*	*	*	*	**83%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	71%	77%	*	*	*	*	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	90%	*	*	*	*	**84%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	69%	81%	*	*	*	78%	**75%**

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	74%	79%	*	*	*	72%	**77%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	77%	*	*	*	70%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	89%	*	*	*	71%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	72%	*	*	*	54%	**63%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	66%	*	*	*	47%	**58%**

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	55%	69%	*	*	*	62%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	52%	*	*	*	*	**49%**

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%	44%	*	*	*	33%	**43%**
Q52. Patient has had a review of cancer care by GP practice	19%	19%	*	*	*	15%	**19%**

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	20%	31%	*	*	*	*	**24%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	86%	*	*	*	100%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	71%	*	*	*	65%	**65%**

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q56. The whole care team worked well together	89%	92%	*	*	*	88%	**90%**
Q57. Administration of care was very good or good	93%	92%	*	*	*	93%	**92%**
Q58. Cancer research opportunities were discussed with patient	73%	66%	*	*	*	68%	**70%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	*	*	*	9.1	**9.0**

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE			Ethnicity				
	White	Mixed	Asian	Black	Other	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	*	*	*	*	82%	**75%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	*	*	*	*	60%	**64%**

DIAGNOSTIC TESTS			Ethnicity				
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	95%	90%	91%	*	*	93%	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	55%	67%	*	*	83%	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	82%	67%	*	*	73%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	73%	67%	*	*	86%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	100%	82%	*	*	97%	**95%**

FINDING OUT THAT YOU HAD CANCER			Ethnicity				
	White	Mixed	Asian	Black	Other	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	75%	83%	*	*	71%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	74%	77%	91%	*	*	77%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	54%	67%	*	*	78%	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	85%	83%	*	*	87%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	83%	100%	*	*	*	90%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON			Ethnicity				
	White	Mixed	Asian	Black	Other	Not given	**All**
Q17. Patient had a main point of contact within the care team	93%	92%	92%	*	*	97%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	87%	67%	64%	*	*	84%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	98%	91%	90%	*	*	87%	**97%**

DECIDING ON THE BEST TREATMENT			Ethnicity				
	White	Mixed	Asian	Black	Other	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	82%	69%	75%	*	*	84%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	77%	58%	*	*	80%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	73%	80%	*	*	84%	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	45%	30%	*	*	65%	**56%**

Ethnicity tables

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

CARE PLANNING

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	76%	69%	58%	*	*	75%	**76%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	*	*	*	*	100%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	*	*	*	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	94%	91%	75%	*	*	86%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	38%	50%	*	*	75%	**75%**
Q29. Patient was offered information about how to get financial help or benefits	76%	*	70%	*	*	72%	**75%**

HOSPITAL CARE

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	77%	30%	*	*	*	79%	**76%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	65%	*	*	*	*	75%	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	40%	*	*	*	61%	**68%**
Q34. Patient was always able to get help from ward staff when needed	65%	*	*	*	*	76%	**65%**
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	30%	*	*	*	63%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	81%	*	*	*	*	80%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	87%	60%	*	*	*	78%	**86%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	60%	*	*	*	83%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	55%	50%	*	*	79%	**78%**

Ethnicity tables

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

YOUR TREATMENT

				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	*	82%	*	*	95%	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	70%	*	*	*	69%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	*	*	*	*	*	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	*	*	*	*	*	**75%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	86%	*	*	*	*	*	**87%**
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	*	82%	*	*	86%	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	82%	*	*	*	75%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	*	*	*	*	80%	**83%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	*	*	*	*	*	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	83%	*	*	*	*	*	**84%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	67%	42%	*	*	71%	**75%**

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	77%	62%	67%	*	*	76%	**77%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	38%	55%	*	*	70%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	67%	75%	*	*	70%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	46%	45%	*	*	63%	**63%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	59%	50%	55%	*	*	50%	**58%**

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	63%	40%	*	*	*	59%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	*	*	*	*	42%	**49%**

CARE FROM YOUR GP PRACTICE

				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	42%	*	*	*	*	36%	**43%**
Q52. Patient has had a review of cancer care by GP practice	19%	33%	42%	*	*	15%	**19%**

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	26%	*	*	*	*	*	**24%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	84%	*	*	*	*	89%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	30%	67%	*	*	59%	**65%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	91%	69%	83%	*	*	91%	**90%**
Q57. Administration of care was very good or good	93%	77%	83%	*	*	94%	**92%**
Q58. Cancer research opportunities were discussed with patient	71%	33%	*	*	*	72%	**70%**
Q59. Patient's average rating of care scored from very poor to very good	9.0	7.7	8.4	*	*	9.1	**9.0**

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE		IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	73%	75%	74%	79%	*	**75%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	80%	50%	64%	60%	69%	*	**64%**

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	76%	92%	95%	94%	96%	*	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	86%	71%	85%	82%	82%	*	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	73%	71%	79%	83%	79%	*	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	85%	64%	86%	78%	79%	*	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	89%	96%	92%	97%	*	**95%**

FINDING OUT THAT YOU HAD CANCER		IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	86%	85%	83%	74%	77%	*	**78%**
Q13. Patient was definitely told sensitively that they had cancer	76%	68%	78%	71%	77%	*	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	64%	80%	75%	76%	*	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	82%	84%	80%	82%	*	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	83%	79%	89%	82%	84%	*	**84%**

SUPPORT FROM A MAIN CONTACT PERSON		IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q17. Patient had a main point of contact within the care team	96%	93%	95%	94%	92%	*	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	86%	78%	87%	86%	87%	*	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	92%	98%	99%	95%	98%	*	**97%**

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	77%	76%	85%	83%	82%	*	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	76%	85%	78%	79%	*	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	82%	89%	85%	84%	*	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	54%	65%	52%	55%	*	**56%**

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%	72%	79%	75%	77%	*	**76%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	93%	98%	95%	94%	*	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	97%	100%	97%	98%	*	**98%**

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	91%	92%	96%	90%	94%	*	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	68%	78%	73%	77%	*	**75%**
Q29. Patient was offered information about how to get financial help or benefits	56%	76%	76%	78%	75%	*	**75%**

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	80%	80%	77%	80%	69%	*	**76%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	88%	58%	71%	68%	56%	*	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	80%	72%	66%	75%	61%	*	**68%**
Q34. Patient was always able to get help from ward staff when needed	75%	71%	61%	70%	61%	*	**65%**
Q35. Patient was always able to discuss worries and fears with hospital staff	65%	60%	57%	64%	51%	*	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	78%	72%	86%	83%	78%	*	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	80%	76%	88%	89%	85%	*	**86%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	76%	91%	90%	86%	*	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	58%	70%	80%	78%	80%	*	**78%**

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	79%	80%	91%	88%	90%	*	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	81%	86%	85%	88%	*	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	75%	82%	87%	91%	*	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	65%	73%	78%	*	**75%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	93%	89%	85%	86%	*	**87%**
Q42_1. Patient completely had enough understandable information about their response to surgery	79%	71%	89%	88%	90%	*	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	81%	80%	82%	81%	*	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	67%	76%	89%	88%	*	**83%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	74%	76%	68%	*	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	87%	86%	85%	83%	*	**84%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	58%	85%	77%	76%	72%	*	**75%**

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	91%	73%	80%	73%	77%	*	**77%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	57%	73%	78%	70%	69%	*	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	78%	79%	90%	85%	91%	*	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	67%	56%	65%	64%	63%	*	**63%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	39%	58%	63%	55%	59%	*	**58%**

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	55%	55%	71%	62%	60%	*	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	47%	52%	52%	47%	*	**49%**

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	36%	45%	43%	38%	45%	*	**43%**
Q52. Patient has had a review of cancer care by GP practice	26%	18%	18%	21%	18%	*	**19%**

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	*	22%	24%	27%	23%	*	**24%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	69%	82%	81%	89%	*	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	53%	49%	67%	64%	70%	*	**65%**

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	95%	89%	88%	92%	90%	*	**90%**
Q57. Administration of care was very good or good	84%	88%	89%	93%	96%	*	**92%**
Q58. Cancer research opportunities were discussed with patient	74%	68%	70%	69%	71%	*	**70%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	9.0	9.0	9.0	*	**9.0**

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	74%	76%	83%	**75%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	65%	53%	**64%**

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	93%	96%	94%	**94%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	82%	86%	**82%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	80%	71%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	80%	73%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	96%	94%	**95%**

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	79%	79%	70%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	76%	75%	62%	**75%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	74%	73%	**76%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	82%	82%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	84%	85%	77%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Long-term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	94%	93%	93%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	86%	85%	89%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	97%	98%	92%	**97%**

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	82%	84%	72%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	80%	70%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	84%	79%	**85%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	59%	50%	**56%**

Long-term condition status tables

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

CARE PLANNING

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	78%	75%	65%	**76%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	96%	95%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	93%	94%	88%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	76%	70%	**75%**
Q29. Patient was offered information about how to get financial help or benefits	77%	75%	64%	**75%**

HOSPITAL CARE

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	74%	78%	76%	**76%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	65%	63%	63%	**64%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	70%	67%	**68%**
Q34. Patient was always able to get help from ward staff when needed	67%	62%	67%	**65%**
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	57%	52%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	82%	78%	85%	**81%**
Q37. Patient was always treated with respect and dignity while in hospital	86%	85%	83%	**86%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	91%	83%	**87%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	75%	72%	**78%**

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	88%	89%	90%	**89%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	86%	79%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	84%	90%	91%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	76%	*	**75%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	87%	87%	*	**87%**
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	88%	82%	**87%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	80%	75%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	79%	86%	92%	**83%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	68%	79%	*	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	83%	87%	*	**84%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	78%	70%	**75%**

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	79%	74%	72%	**77%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	74%	67%	74%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	91%	73%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	63%	63%	63%	**63%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	59%	58%	53%	**58%**

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	66%	57%	52%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	48%	38%	**49%**

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	43%	43%	33%	**43%**
Q52. Patient has had a review of cancer care by GP practice	20%	18%	14%	**19%**

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	26%	23%	*	**24%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	85%	95%	**83%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	66%	67%	**65%**

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	91%	89%	85%	**90%**
Q57. Administration of care was very good or good	93%	92%	87%	**92%**
Q58. Cancer research opportunities were discussed with patient	73%	67%	63%	**70%**
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.0	9.0	**9.0**

Year on year charts

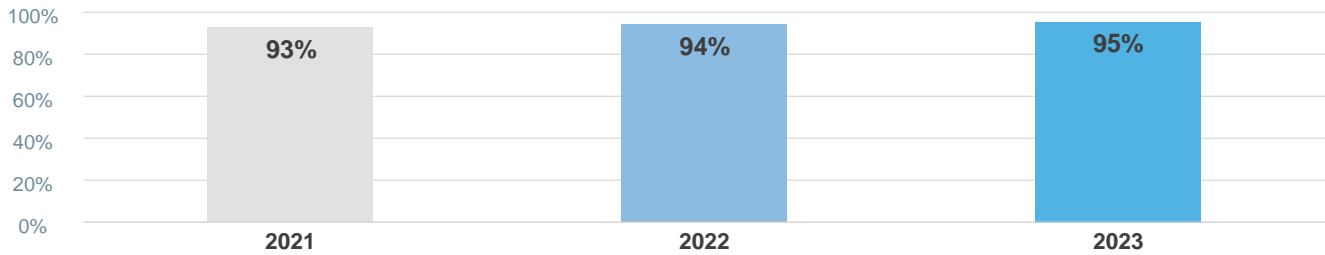|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

2021	2022	2023
77%	77%	75%

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

2021	2022	2023
63%	62%	64%

DIAGNOSTIC TESTS

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

2021	2022	2023
95%	92%	94%

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

2021	2022	2023
88%	83%	82%

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

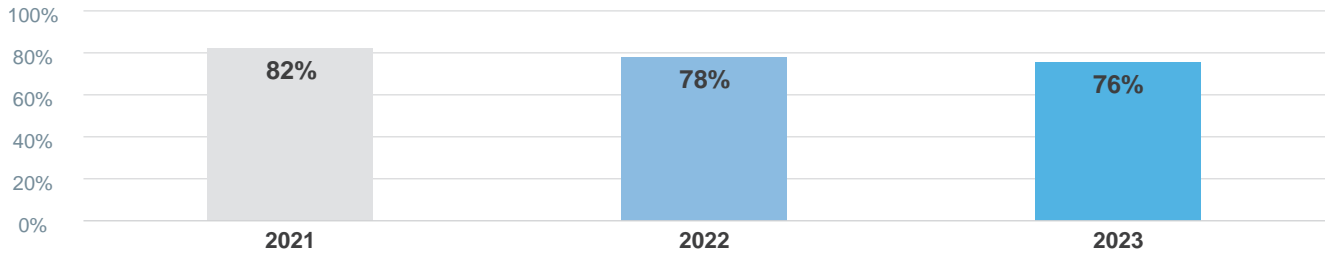| 2021	2022	2023
81%	79%	80%

Year on year charts

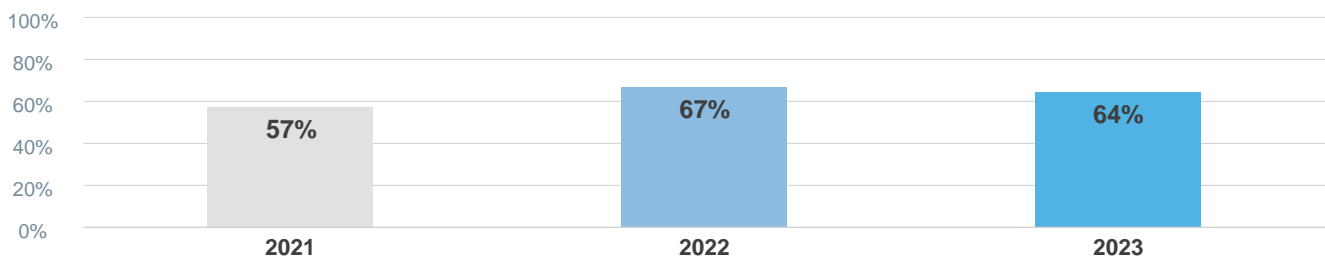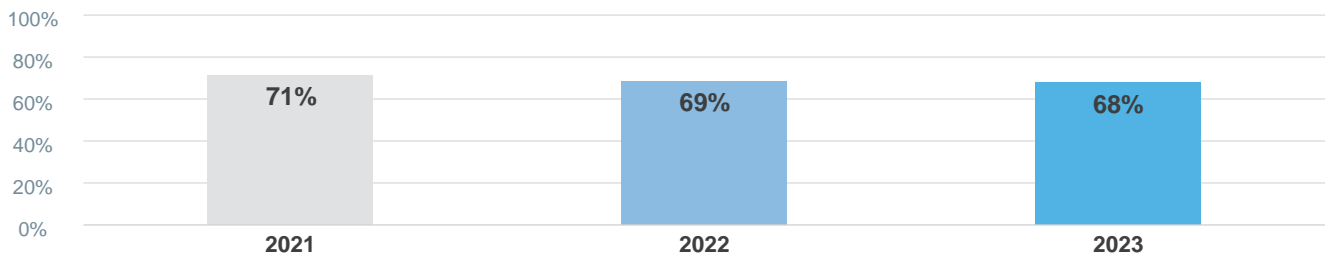| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

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

2021	2022	2023
76%	77%	80%

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

2021	2022	2023
94%	94%	95%

FINDING OUT THAT YOU HAD CANCER

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

2021	2022	2023
57%	65%	78%

Q13. Patient was definitely told sensitively that they had cancer

2021	2022	2023
71%	73%	75%

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

2021	2022	2023
74%	74%	75%
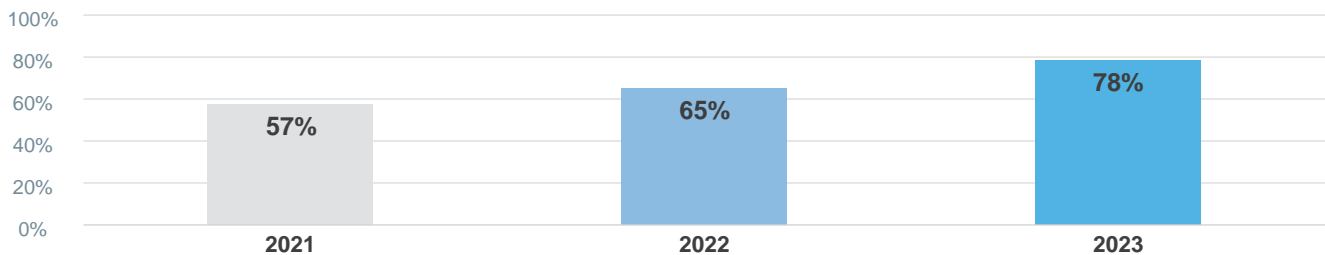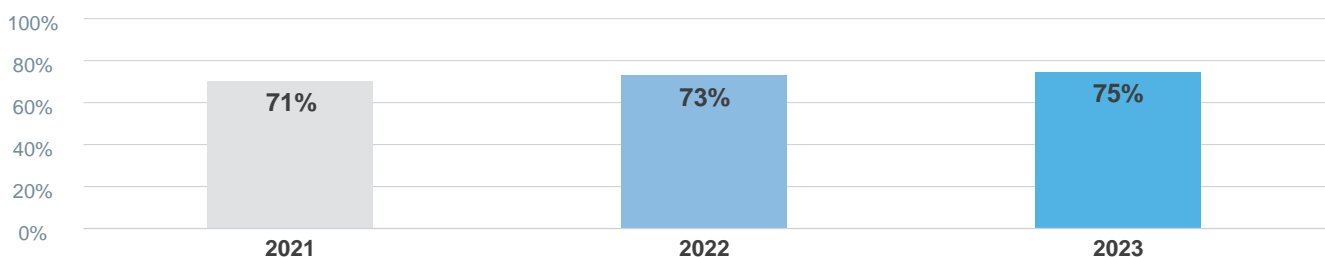
Year on year charts

* 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
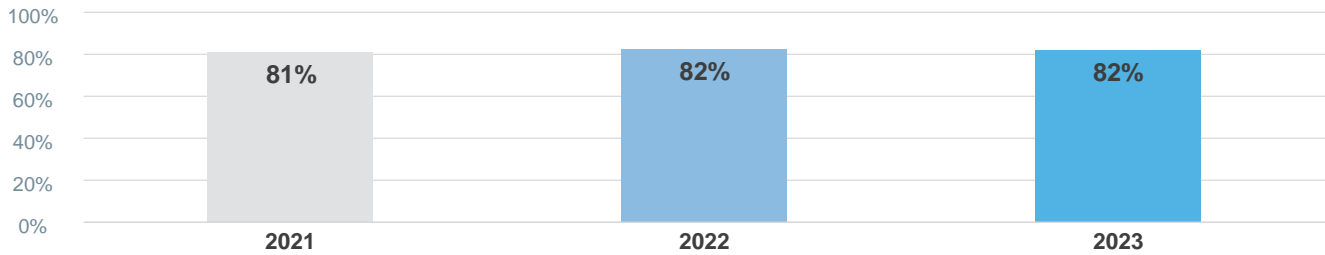
2021	2022	2023
81%	82%	82%

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

2021	2022	2023
84%	83%	84%

SUPPORT FROM A MAIN CONTACT PERSON

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

2021	2022	2023
96%	95%	94%

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

2021	2022	2023
85%	85%	86%

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

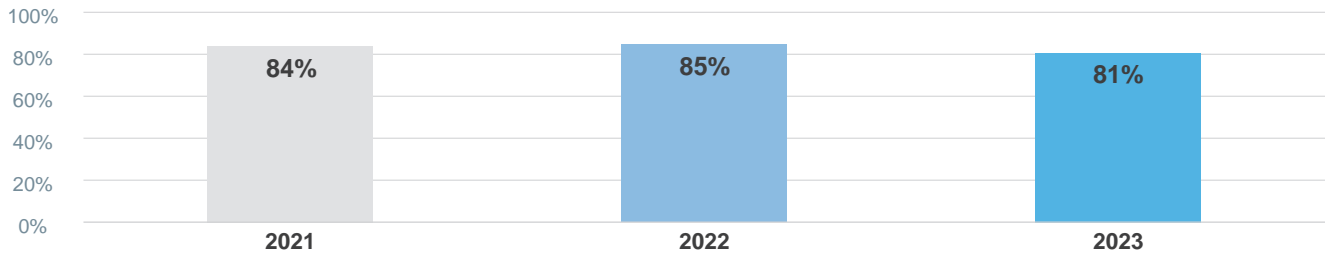| 2021	2022	2023
98%	96%	97%
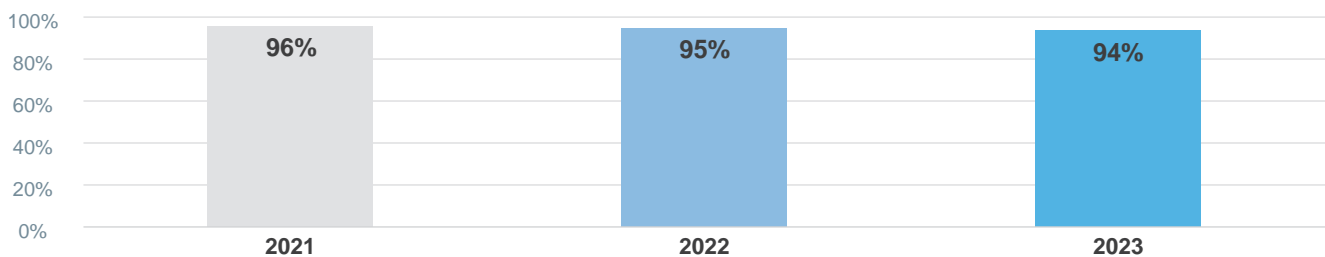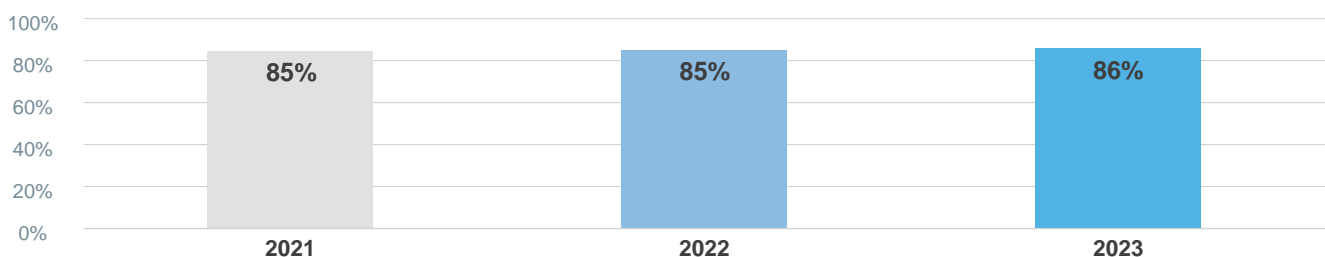
Year on year charts

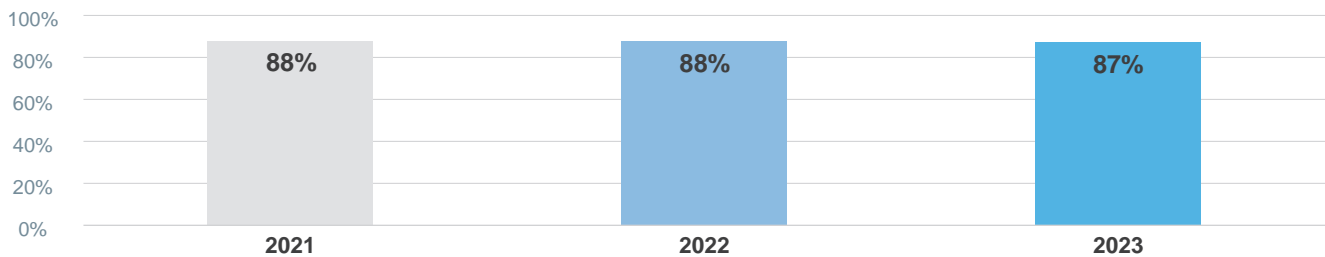|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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

2021	2022	2023
83%	82%	82%

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

2021	2022	2023
80%	79%	80%

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

2021	2022	2023
70%	76%	85%

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

2021 **	2022 **	2023
		56%

CARE PLANNING

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

2021	2022	2023
69%	72%	76%

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
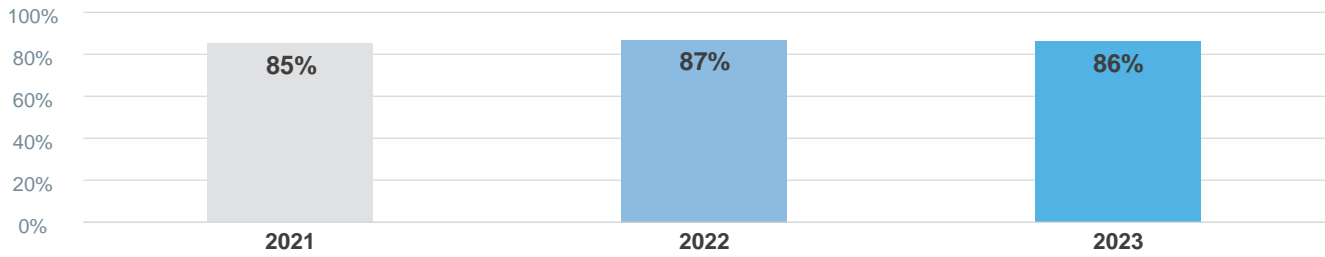
2021	2022	2023
93%	94%	95%

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

2021	2022	2023
98%	99%	98%

SUPPORT FROM HOSPITAL STAFF

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

2021	2022	2023
91%	91%	93%

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

2021	2022	2023
79%	78%	75%

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

2021	2022	2023
69%	65%	75%

Year on year charts

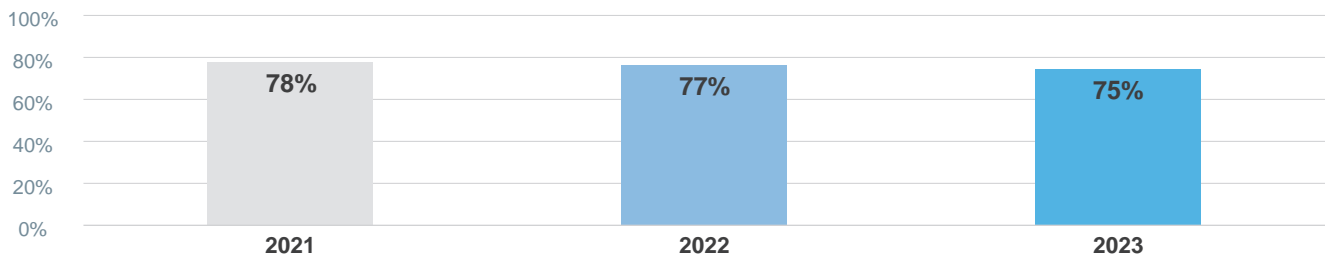|			
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

HOSPITAL CARE

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

2021	2022	2023
82%	78%	76%

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%	67%	64%

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

2021	2022	2023
71%	69%	68%

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

2021	2022	2023
73%	74%	65%

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

2021	2022	2023
67%	66%	58%

Year on year charts

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

2021	2022	2023
84%	85%	81%

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

2021	2022	2023
89%	87%	85%

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

2021	2022	2023
88%	88%	87%

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
81%	78%	78%
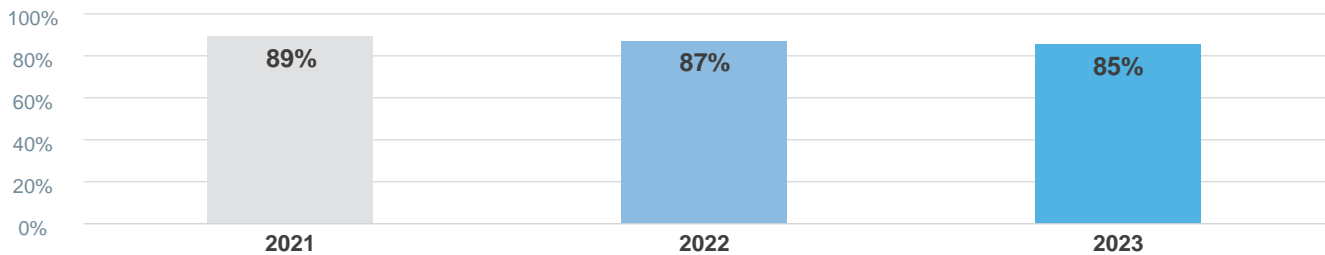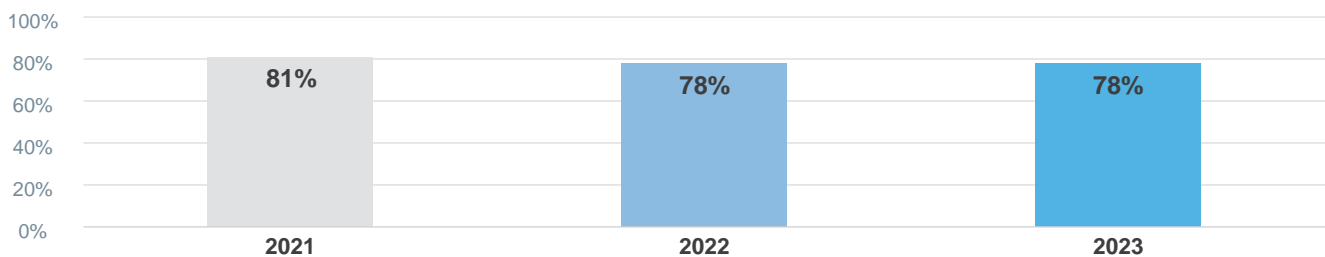
YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

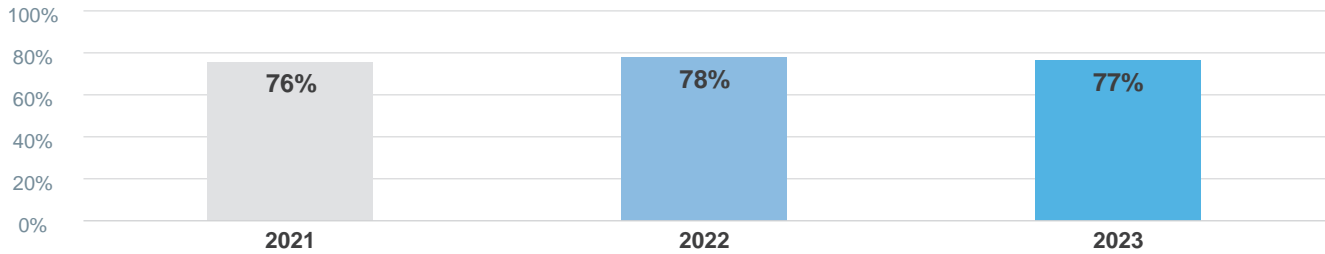| 2021	2022	2023
86%	87%	89%
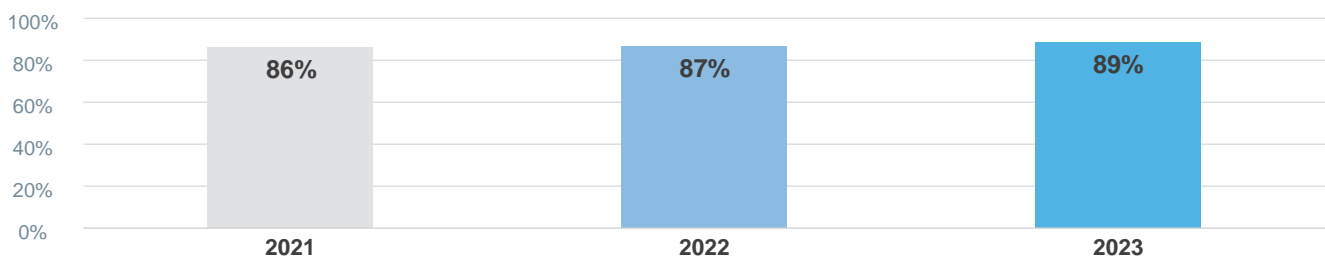
Year on year charts

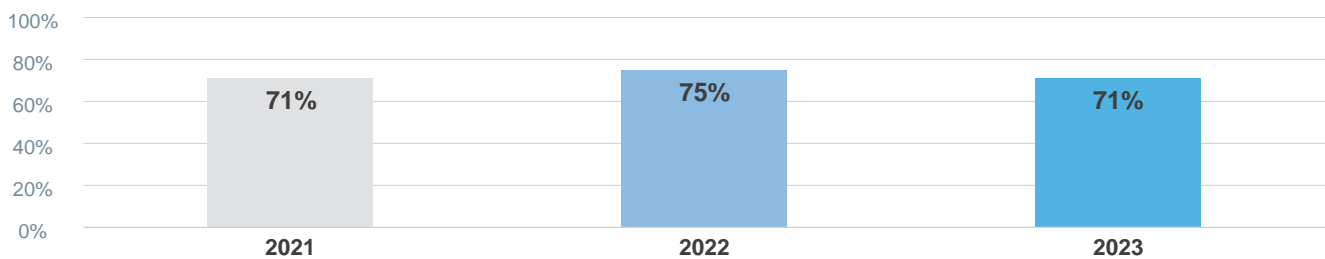| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

2021	2022	2023
85%	87%	86%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

2021	2022	2023
86%	87%	86%

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

2021	2022	2023
78%	77%	75%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

2021	2022	2023
86%	85%	87%

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

2021 **	2022 **	2023
		87%

Year on year charts

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

2021 **	2022 **	2023
		81%

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

2021 **	2022 **	2023
		83%

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

2021 **	2022 **	2023
		74%

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

2021 **	2022 **	2023
		84%

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

2021	2022	2023
80%	77%	75%

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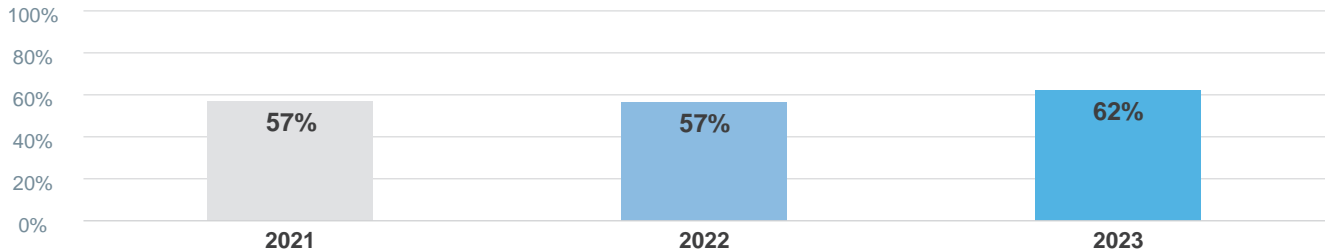
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

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
76%	78%	77%

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

2021	2022	2023
71%	75%	71%

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

2021	2022	2023
89%	88%	87%

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
59%	62%	63%

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

2021	2022	2023
53%	56%	58%

Year on year charts

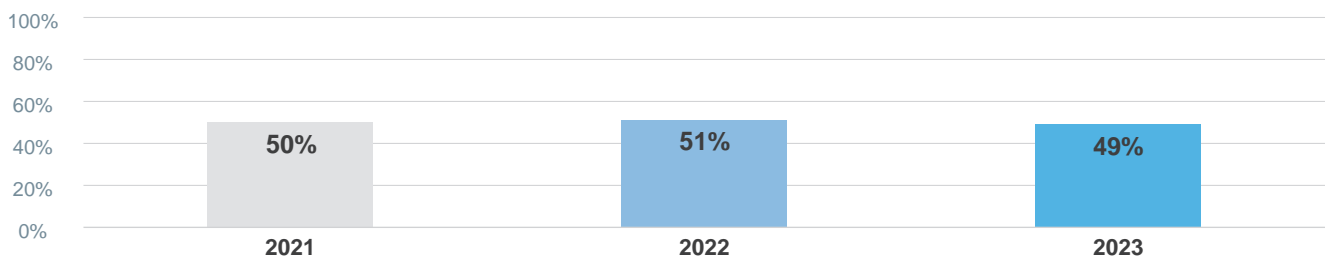|		
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SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home
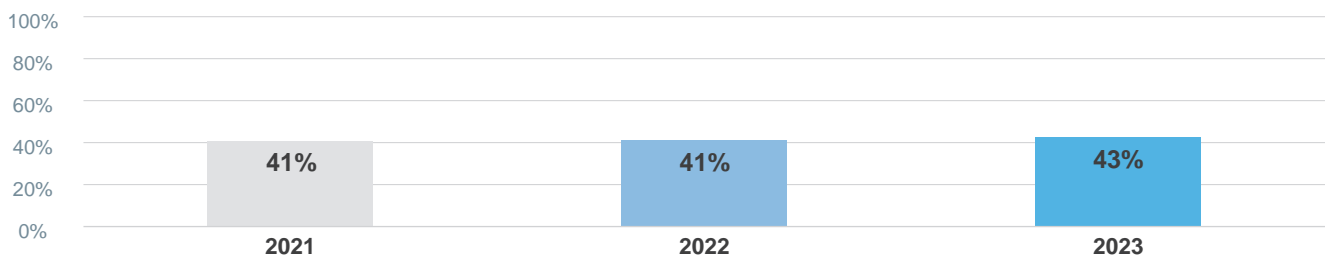
2021	2022	2023
57%	57%	62%

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

2021	2022	2023
50%	51%	49%

CARE FROM YOUR GP PRACTICE

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

2021	2022	2023
41%	41%	43%

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

2021	2022	2023
13%	15%	19%

LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services
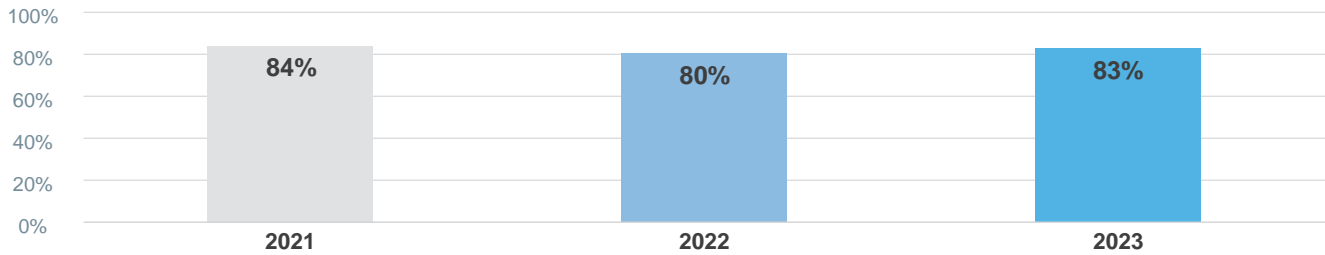
2021	2022	2023
27%	33%	24%

Year on year charts

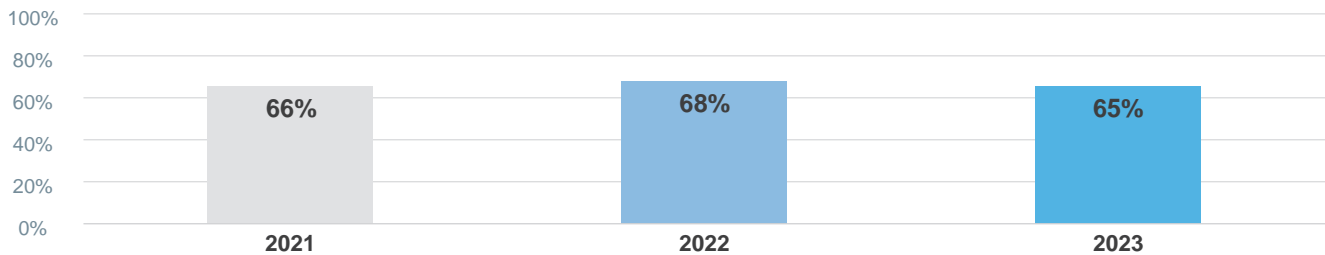|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment
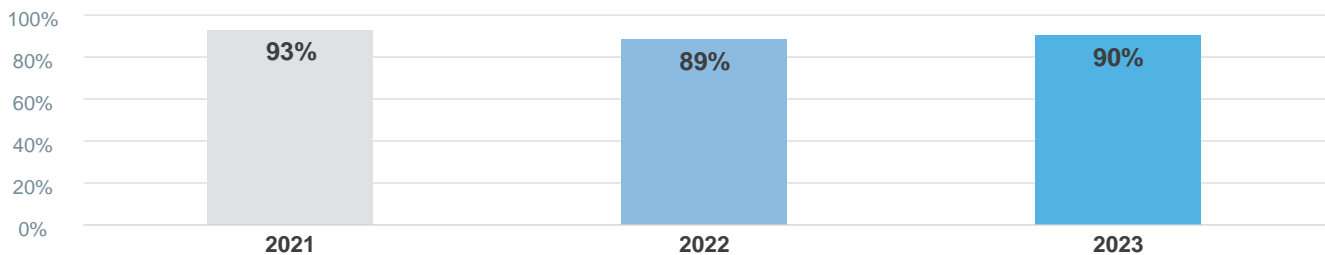
2021	2022	2023
84%	80%	83%

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

2021	2022	2023
66%	68%	65%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

2021	2022	2023
93%	89%	90%

Q57. Administration of care was very good or good

2021	2022	2023
92%	92%	92%

Q58. Cancer research opportunities were discussed with patient

2021	2022	2023
70%	69%	70%
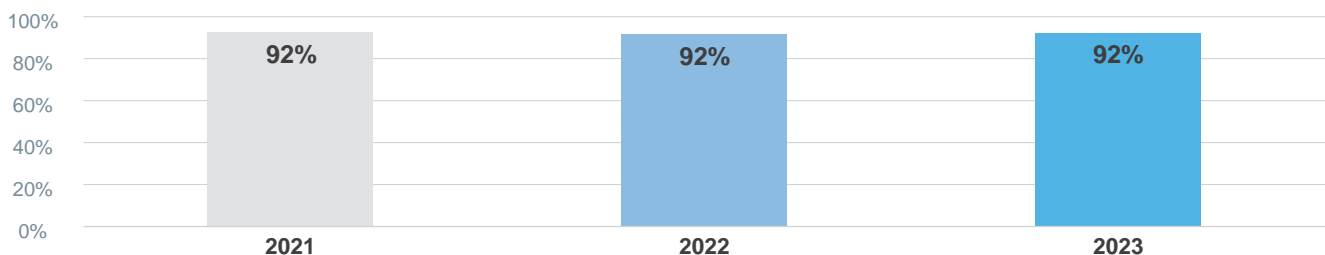
Year on year charts

*	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
9.1	9.0	9.0