

# **Cancer Patient Experience Survey**

2023 Results

**Croydon Health Services NHS Trust**

Published July 2024

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## Executive summary

### Questions above expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q15. Patient was definitely told about their diagnosis in an appropriate place	<b>95%</b>	80%	91%	<b>86%</b>

### Questions below expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q19. Patient found advice from main contact person was very or quite helpful	<b>91%</b>	92%	100%	<b>96%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	<b>95%</b>	96%	100%	<b>99%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	<b>52%</b>	59%	100%	<b>81%</b>

## 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](mailto: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](http://www.ncpes.co.uk). For all other outputs at Trust level, please see the Excel tables and dashboards at [www.ncpes.co.uk](http://www.ncpes.co.uk).

## Response rate

### Overall response rate

134 patients responded out of a total of 300 patients, resulting in a response rate of 45%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	308	300	134	45%
National	129,231	121,121	63,438	52%

### Respondents by survey type

	Number of respondents
Paper	109
Online	25
Phone	0
Translation service	0
<b>Total</b>	<b>134</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	0
Breast	22
Colorectal / LGT	16
Gynaecological	6
Haematological	33
Head and neck	*
Lung	*
Prostate	32
Sarcoma	0
Skin	*
Upper gastro	0
Urological	11
Other	*
<b>Total</b>	<b>134</b>

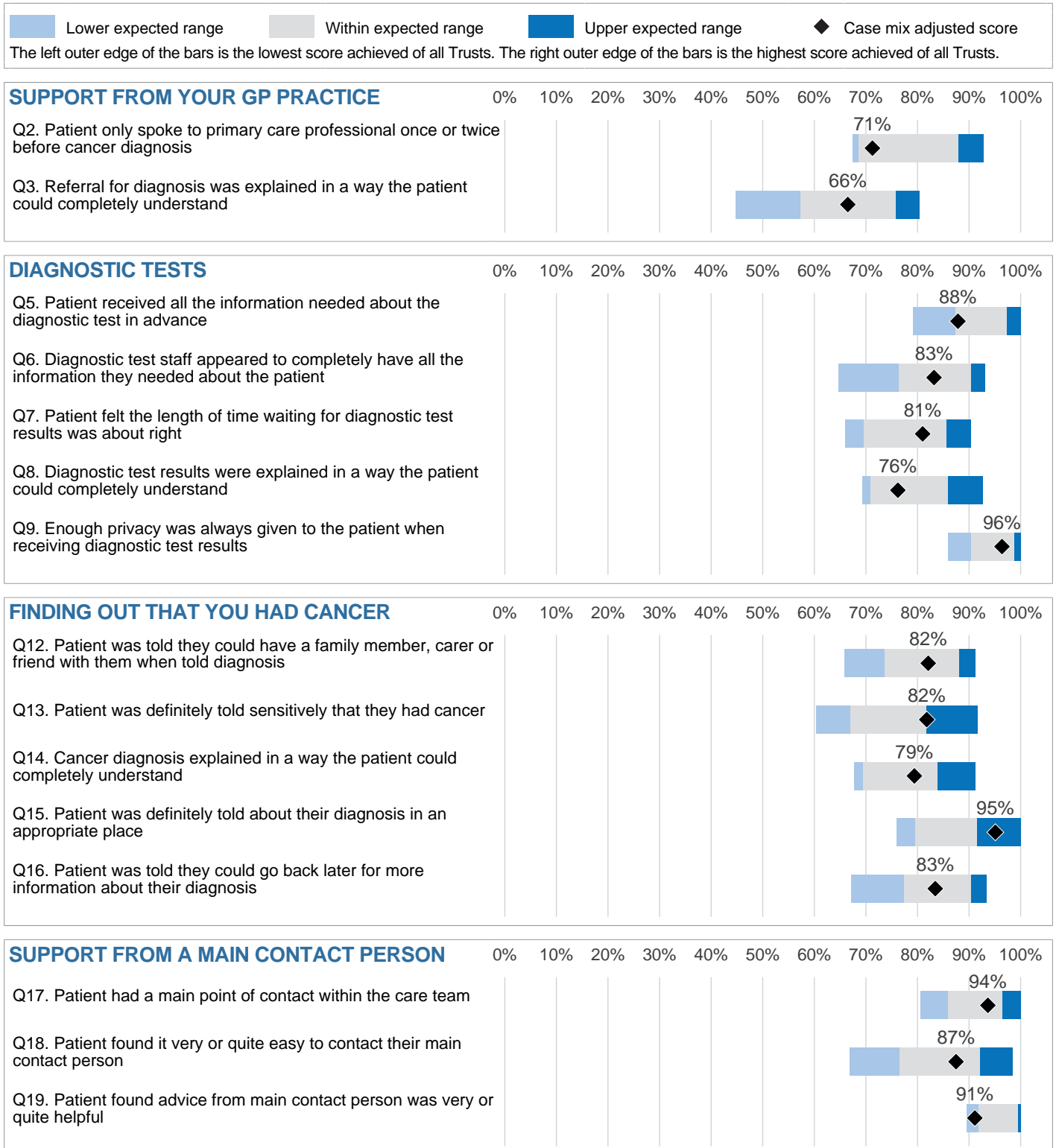


## Respondents by ethnicity

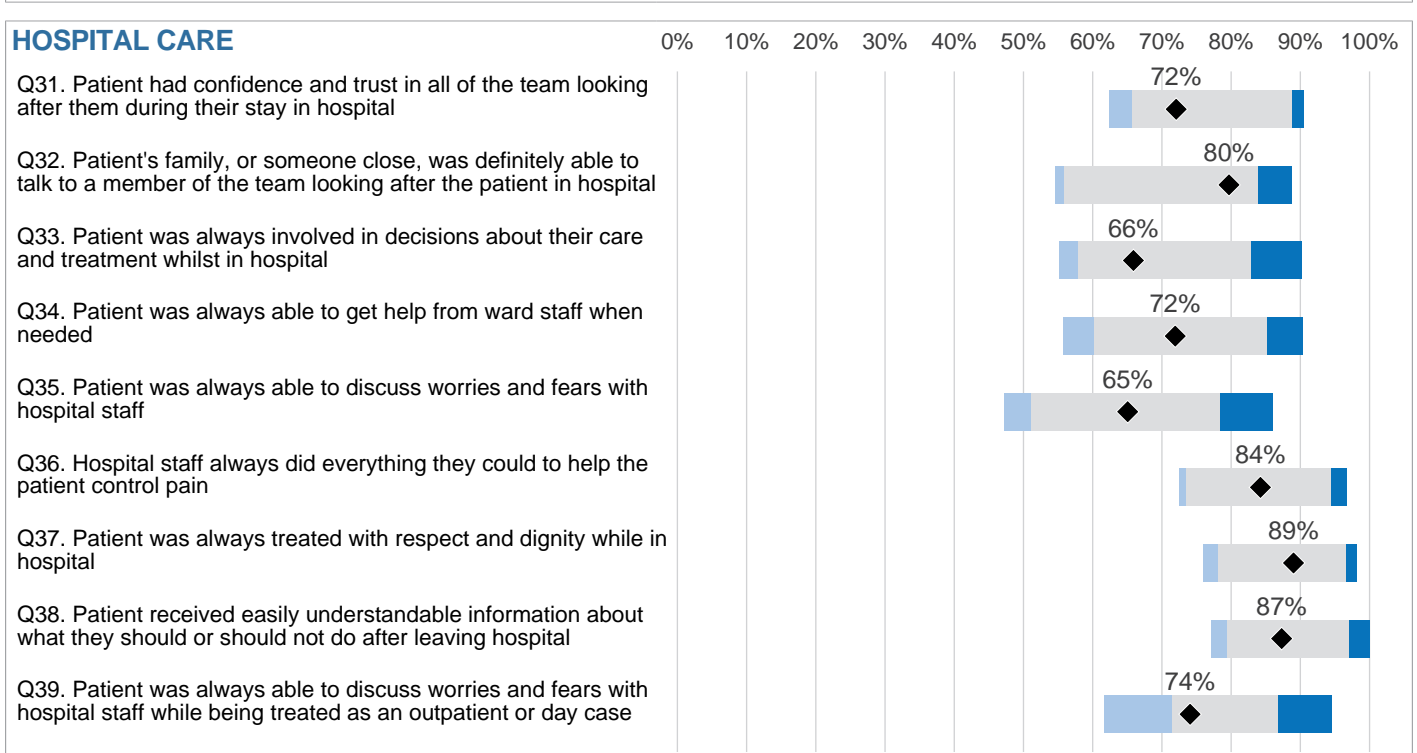
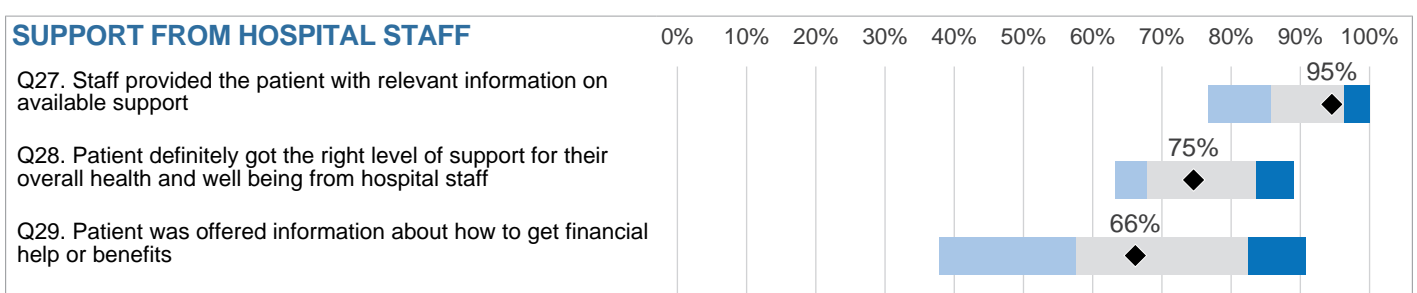
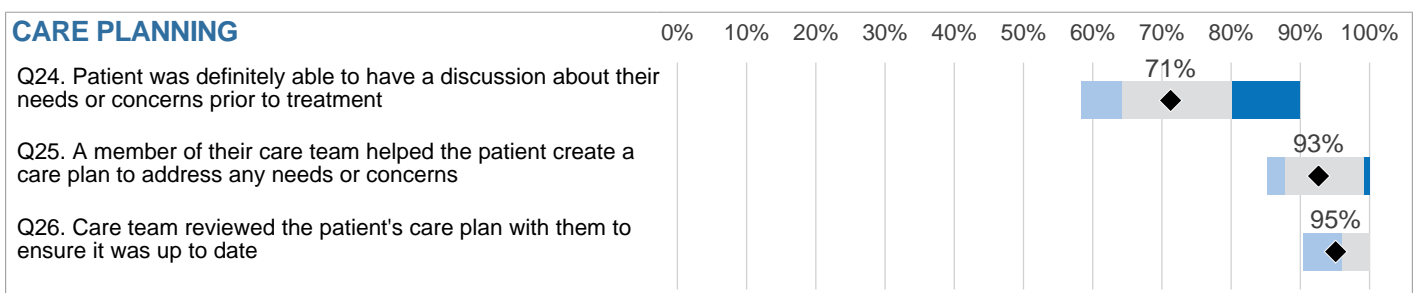
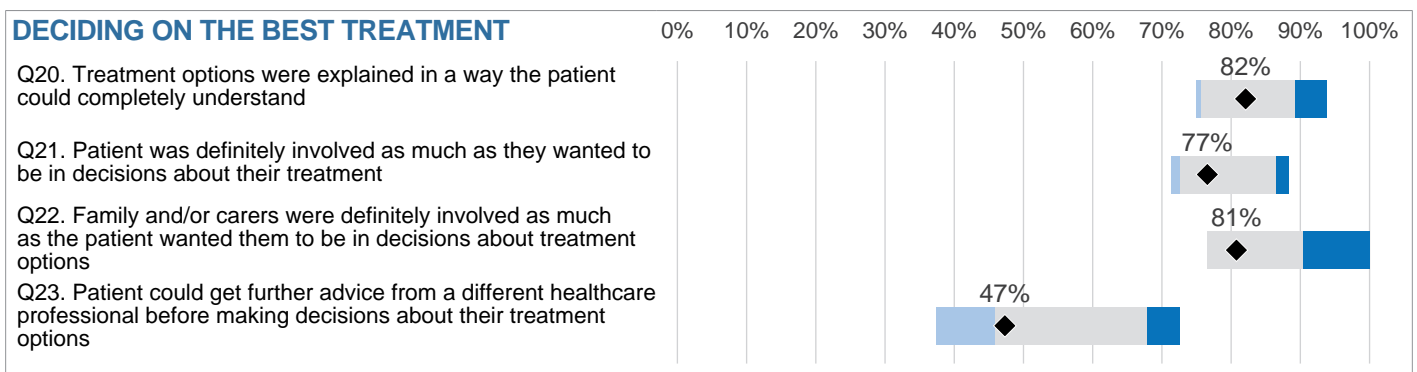
	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	80
Irish	*
Gypsy or Irish Traveller	*
Roma	*
Any other White background	*
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
<b>Asian or Asian British</b>	
Indian	6
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
<b>Black / African / Caribbean / Black British</b>	
African	*
Caribbean	9
Any other Black / African / Caribbean background	*
<b>Other Ethnicity</b>	
Arab	*
Any other ethnic group	*
<b>Not given</b>	
Not given	15
<b>Total</b>	<b>134</b>

\* indicates the count is not shown due to suppression

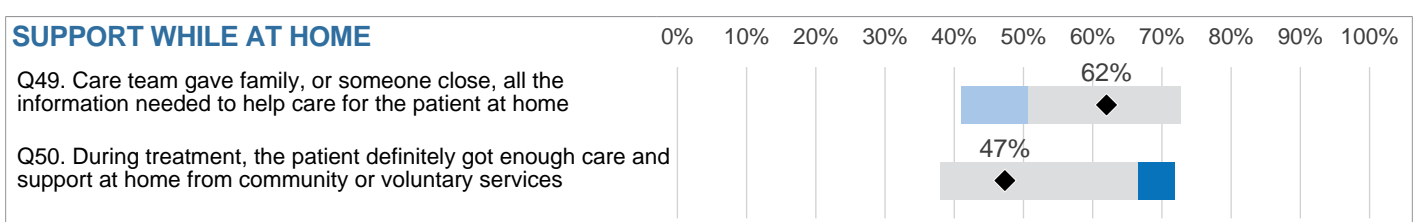
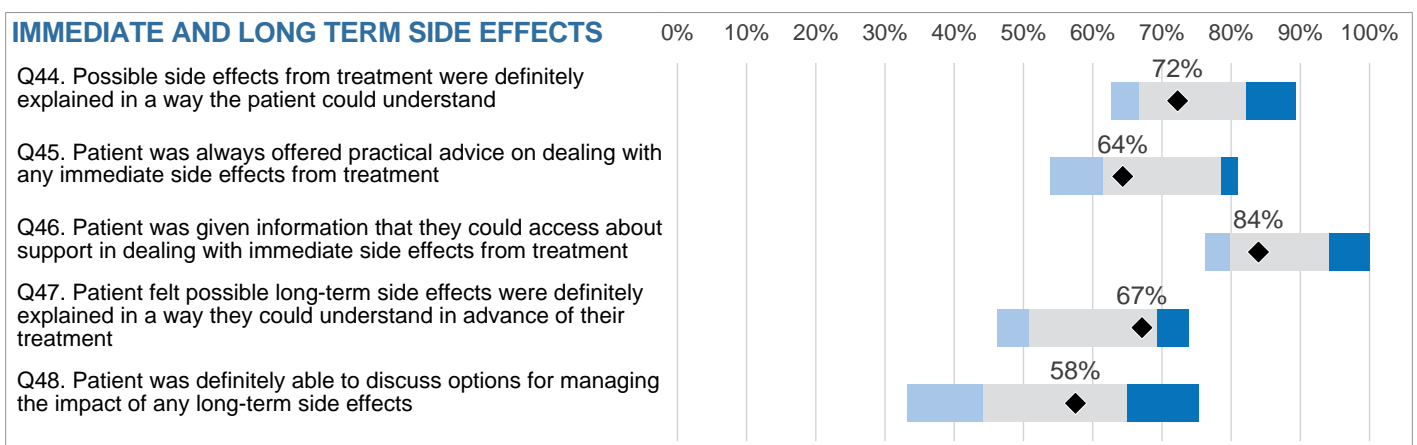
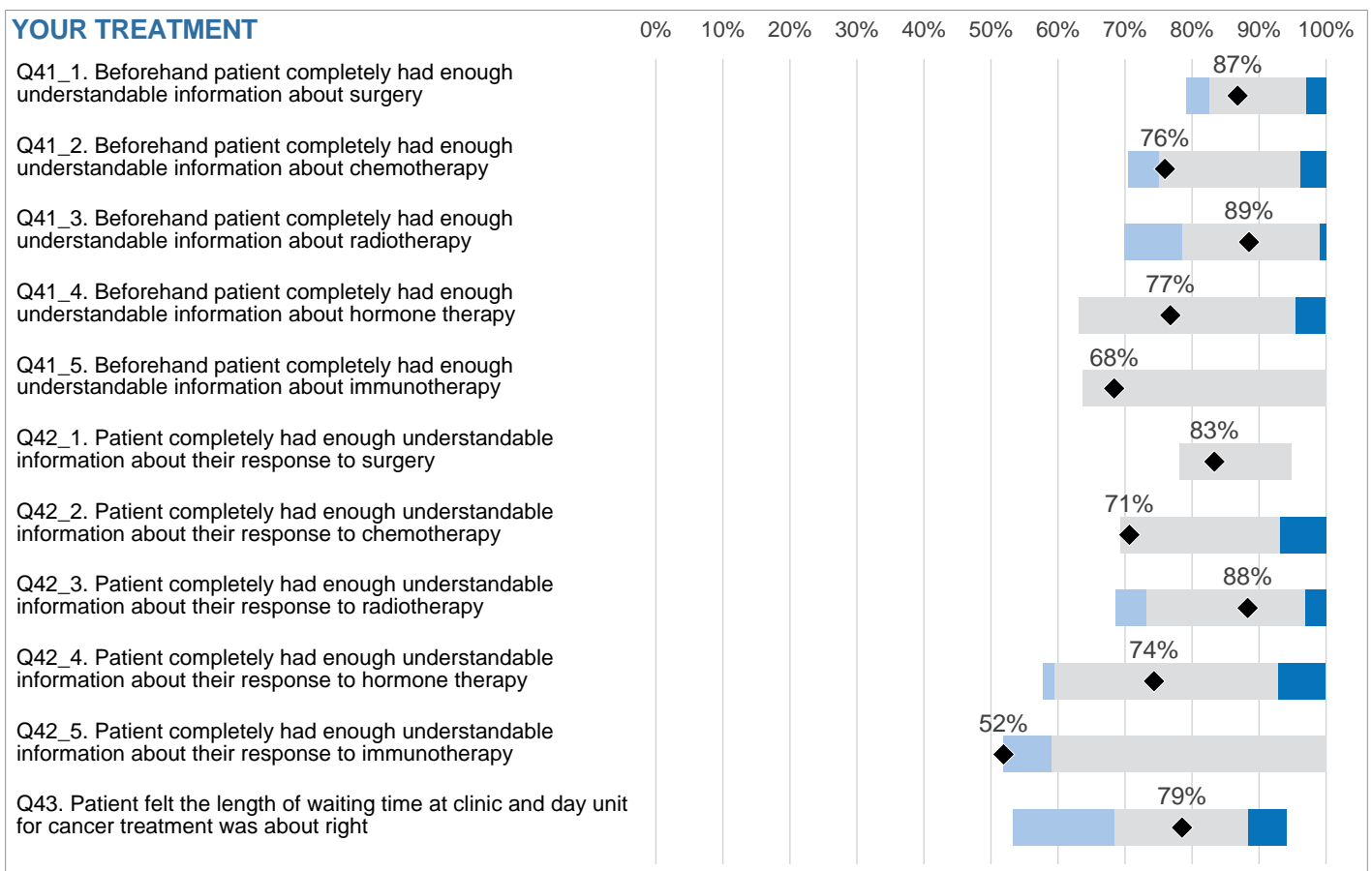
## Expected range charts



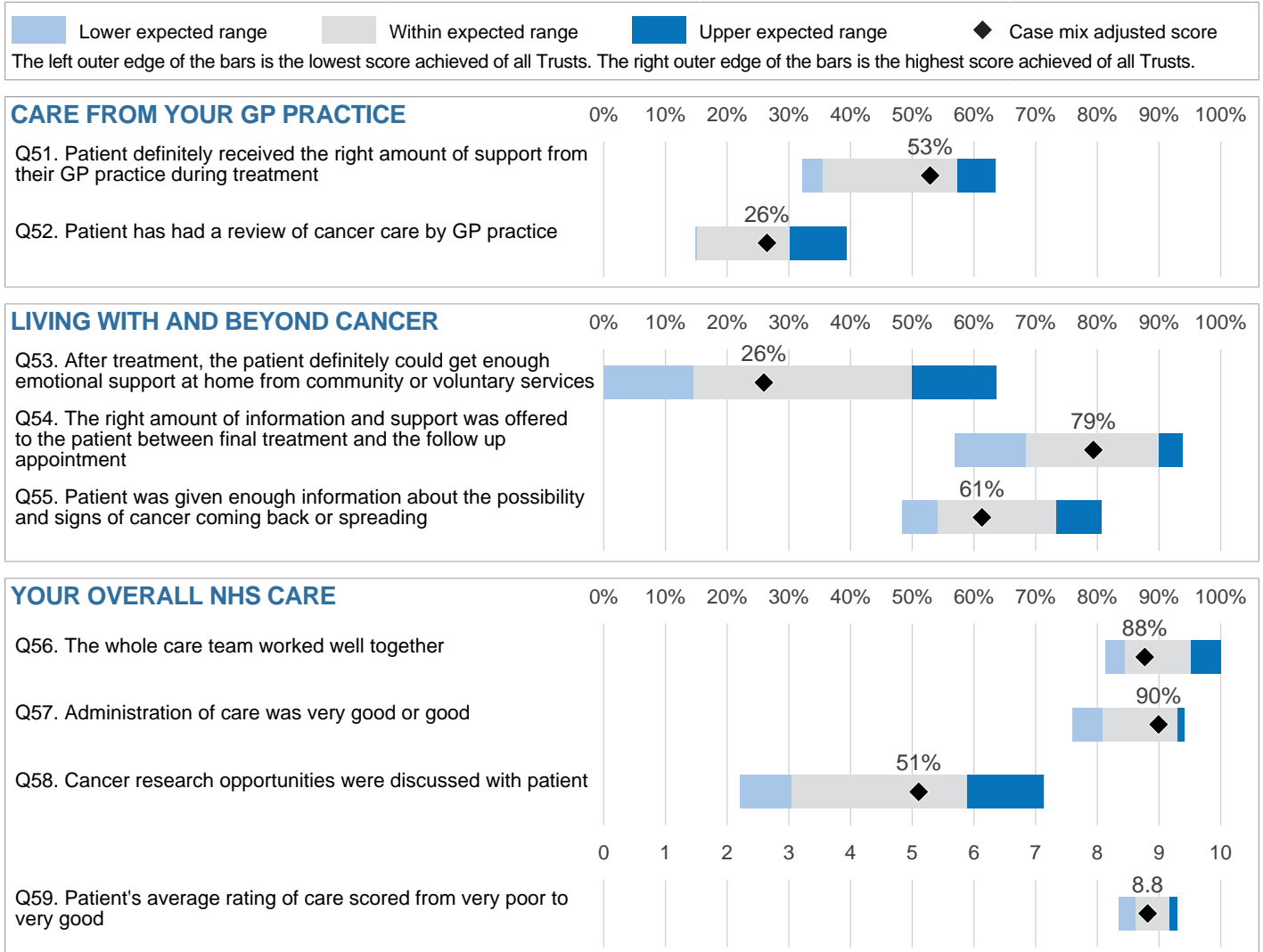
## Expected range charts



## Expected range charts



## Expected range charts



## Comparability tables

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

\*\* 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).

<span style="background-color: #d9e1f2; border: 1px solid #000; display: inline-block; width: 15px; height: 10px;"></span> Adjusted Score below Lower Expected Range
<span style="background-color: #e6e6e6; border: 1px solid #000; display: inline-block; width: 15px; height: 10px;"></span> Adjusted Score between Upper and Lower Expected Ranges
<span style="background-color: #0070c0; border: 1px solid #000; display: inline-block; width: 15px; height: 10px;"></span> 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	22	<b>82%</b>	70	<b>66%</b>			<b>71%</b>	69%	88%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	29	<b>52%</b>	101	<b>64%</b>			<b>66%</b>	57%	76%	<b>67%</b>

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	36	<b>86%</b>	110	<b>87%</b>			<b>88%</b>	87%	97%	<b>92%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	36	<b>75%</b>	109	<b>83%</b>			<b>83%</b>	76%	90%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	36	<b>86%</b>	112	<b>83%</b>			<b>81%</b>	70%	86%	<b>78%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	36	<b>67%</b>	114	<b>75%</b>			<b>76%</b>	71%	86%	<b>78%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	35	<b>94%</b>	114	<b>96%</b>			<b>96%</b>	90%	99%	<b>95%</b>

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	34	<b>79%</b>	122	<b>82%</b>			<b>82%</b>	74%	88%	<b>81%</b>
Q13. Patient was definitely told sensitively that they had cancer	36	<b>81%</b>	134	<b>82%</b>			<b>82%</b>	67%	82%	<b>74%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	37	<b>81%</b>	133	<b>79%</b>			<b>79%</b>	70%	84%	<b>77%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	35	<b>94%</b>	133	<b>95%</b>			<b>95%</b>	80%	91%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	34	<b>88%</b>	122	<b>84%</b>			<b>83%</b>	77%	90%	<b>84%</b>

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	38	<b>92%</b>	127	<b>94%</b>			<b>94%</b>	86%	97%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	32	<b>84%</b>	97	<b>87%</b>			<b>87%</b>	77%	92%	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	34	<b>91%</b>	107	<b>92%</b>			<b>91%</b>	92%	100%	<b>96%</b>




## 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	33	<b>79%</b>	122	<b>81%</b>			<b>82%</b>	76%	89%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	38	<b>68%</b>	133	<b>76%</b>			<b>77%</b>	73%	86%	<b>80%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	29	<b>72%</b>	111	<b>79%</b>			<b>81%</b>	77%	90%	<b>83%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	78	<b>47%</b>			<b>47%</b>	46%	68%	<b>57%</b>

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	35	<b>57%</b>	120	<b>71%</b>			<b>71%</b>	64%	80%	<b>72%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	20	<b>90%</b>	73	<b>93%</b>			<b>93%</b>	88%	99%	<b>94%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	16	<b>100%</b>	60	<b>95%</b>	▼	▼	<b>95%</b>	96%	100%	<b>99%</b>

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	28	<b>89%</b>	116	<b>95%</b>			<b>95%</b>	86%	96%	<b>91%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	36	<b>72%</b>	131	<b>76%</b>			<b>75%</b>	68%	84%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	22	<b>73%</b>	60	<b>62%</b>			<b>66%</b>	58%	82%	<b>70%</b>

## Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2022.</p>	▲ or ▼	<p>Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.</p> <p>Change overall: Indicates significant change overall (2021, 2022, and 2023).</p>	<div style="width: 15px; height: 15px; background-color: #ADD8E6; border: 1px solid black; margin-bottom: 5px;"></div> Adjusted Score below Lower Expected Range <div style="width: 15px; height: 15px; background-color: #D3D3D3; border: 1px solid black; margin-bottom: 5px;"></div> Adjusted Score between Upper and Lower Expected Ranges <div style="width: 15px; height: 15px; background-color: #008080; border: 1px solid black;"></div> Adjusted Score above Upper Expected Range
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<b>HOSPITAL CARE</b>	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	17	<b>59%</b>	51	<b>75%</b>			<b>72%</b>	66%	89%	<b>77%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	**	**	42	<b>81%</b>			<b>80%</b>	56%	84%	<b>70%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	15	<b>60%</b>	51	<b>67%</b>			<b>66%</b>	58%	83%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	17	<b>76%</b>	51	<b>75%</b>			<b>72%</b>	60%	85%	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	15	<b>47%</b>	47	<b>66%</b>			<b>65%</b>	51%	78%	<b>65%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	13	<b>62%</b>	47	<b>85%</b>			<b>84%</b>	74%	94%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	17	<b>82%</b>	50	<b>90%</b>			<b>89%</b>	78%	97%	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	16	<b>94%</b>	51	<b>88%</b>			<b>87%</b>	79%	97%	<b>88%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	28	<b>75%</b>	110	<b>74%</b>			<b>74%</b>	71%	87%	<b>79%</b>

<b>YOUR TREATMENT</b>	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	30	<b>90%</b>	67	<b>87%</b>			<b>87%</b>	83%	97%	<b>90%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	15	<b>67%</b>	42	<b>76%</b>			<b>76%</b>	75%	96%	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	13	<b>100%</b>	36	<b>89%</b>			<b>89%</b>	79%	99%	<b>89%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	**	**	24	<b>79%</b>			<b>77%</b>	63%	96%	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	**	**	13	<b>69%</b>			<b>68%</b>	64%	100%	<b>84%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	65	<b>83%</b>			<b>83%</b>	78%	95%	<b>86%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	41	<b>71%</b>			<b>71%</b>	69%	93%	<b>81%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	35	<b>89%</b>			<b>88%</b>	73%	97%	<b>85%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	25	<b>76%</b>			<b>74%</b>	60%	93%	<b>76%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	13	<b>54%</b>			<b>52%</b>	59%	100%	<b>81%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	37	<b>81%</b>	121	<b>79%</b>			<b>79%</b>	69%	88%	<b>78%</b>



## 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).

<span style="color: #4F81BD;">■</span>	Adjusted Score below Lower Expected Range
<span style="color: #A9A9A9;">■</span>	Adjusted Score between Upper and Lower Expected Ranges
<span style="color: #0070C0;">■</span>	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	35	<b>63%</b>	124	<b>71%</b>			<b>72%</b>	67%	82%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	30	<b>67%</b>	111	<b>63%</b>			<b>64%</b>	61%	79%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	26	<b>81%</b>	91	<b>82%</b>			<b>84%</b>	80%	94%	<b>87%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	35	<b>54%</b>	113	<b>68%</b>			<b>67%</b>	51%	69%	<b>60%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	28	<b>46%</b>	95	<b>58%</b>			<b>58%</b>	44%	65%	<b>55%</b>

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	20	<b>75%</b>	75	<b>63%</b>			<b>62%</b>	51%	73%	<b>62%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	16	<b>56%</b>	47	<b>45%</b>			<b>47%</b>	38%	67%	<b>52%</b>

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	16	<b>44%</b>	80	<b>54%</b>			<b>53%</b>	35%	57%	<b>46%</b>
Q52. Patient has had a review of cancer care by GP practice	34	<b>15%</b>	119	<b>28%</b>			<b>26%</b>	15%	30%	<b>23%</b>

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	**	**	27	<b>26%</b>			<b>26%</b>	15%	50%	<b>32%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	24	<b>71%</b>	58	<b>79%</b>			<b>79%</b>	68%	90%	<b>79%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	36	<b>56%</b>	104	<b>62%</b>			<b>61%</b>	54%	73%	<b>64%</b>

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	33	<b>91%</b>	125	<b>89%</b>			<b>88%</b>	85%	95%	<b>90%</b>
Q57. Administration of care was very good or good	36	<b>86%</b>	128	<b>91%</b>			<b>90%</b>	81%	93%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	19	<b>53%</b>	81	<b>52%</b>			<b>51%</b>	31%	59%	<b>45%</b>
Q59. Patient's average rating of care scored from very poor to very good	38	<b>8.3</b>	122	<b>8.8</b>			<b>8.8</b>	8.6	9.2	<b>8.9</b>

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	91%	73%	*	41%	*	*	69%	*	*	*	*	*	66%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	86%	73%	*	46%	*	*	73%	*	*	*	*	*	64%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	94%	93%	*	81%	*	*	83%	*	*	*	90%	*	87%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	89%	71%	*	83%	*	*	93%	*	*	*	80%	*	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	61%	93%	*	83%	*	*	93%	*	*	*	90%	*	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	72%	93%	*	65%	*	*	74%	*	*	*	80%	*	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	89%	100%	*	96%	*	*	100%	*	*	*	100%	*	96%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	82%	94%	*	87%	*	*	81%	*	*	*	*	*	82%
Q13. Patient was definitely told sensitively that they had cancer	*	82%	100%	*	76%	*	*	78%	*	*	*	82%	*	82%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	82%	94%	*	67%	*	*	78%	*	*	*	82%	*	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	95%	94%	*	91%	*	*	97%	*	*	*	100%	*	95%
Q16. Patient was told they could go back later for more information about their diagnosis	*	85%	94%	*	81%	*	*	76%	*	*	*	91%	*	84%

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q17. Patient had a main point of contact within the care team	*	95%	93%	*	94%	*	*	93%	*	*	*	80%	*	94%
Q18. Patient found it very or quite easy to contact their main contact person	*	75%	100%	*	82%	*	*	95%	*	*	*	*	*	87%
Q19. Patient found advice from main contact person was very or quite helpful	*	90%	100%	*	90%	*	*	95%	*	*	*	*	*	92%

	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	*	89%	81%	*	63%	*	*	90%	*	*	*	*	*	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	77%	81%	*	70%	*	*	78%	*	*	*	82%	*	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	82%	67%	*	72%	*	*	85%	*	*	*	*	*	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	55%	62%	*	50%	*	*	35%	*	*	*	*	*	47%

	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	*	76%	75%	*	67%	*	*	68%	*	*	*	*	*	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	92%	100%	*	83%	*	*	94%	*	*	*	*	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	*	100%	*	*	86%	*	*	*	*	*	95%

	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	*	95%	100%	*	93%	*	*	97%	*	*	*	*	*	95%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	73%	81%	*	67%	*	*	84%	*	*	*	73%	*	76%
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	*	56%	*	*	55%	*	*	*	*	*	62%

## Tumour group tables

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

	Tumour group													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	67%	77%	*	*	*	*	*	*	*	*	*	*	75%
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%	85%	*	*	*	*	*	*	*	*	*	*	81%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	67%	77%	*	*	*	*	*	*	*	*	*	*	67%
Q34. Patient was always able to get help from ward staff when needed	*	67%	77%	*	*	*	*	*	*	*	*	*	*	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	58%	75%	*	*	*	*	*	*	*	*	*	*	66%
Q36. Hospital staff always did everything they could to help the patient control pain	*	82%	92%	*	*	*	*	*	*	*	*	*	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	*	82%	92%	*	*	*	*	*	*	*	*	*	*	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	83%	92%	*	*	*	*	*	*	*	*	*	*	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	61%	85%	*	83%	*	*	69%	*	*	*	*	*	74%

	Tumour group													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	82%	92%	*	*	*	*	90%	*	*	*	*	*	87%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	67%	*	*	*	*	*	*	*	*	76%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	92%	*	*	*	*	*	93%	*	*	*	*	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	64%	*	*	*	*	*	92%	*	*	*	*	*	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	*	*	*	*	*	*	*	69%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	86%	85%	*	*	*	*	*	*	*	*	*	*	83%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	*	64%	*	*	*	*	*	*	*	*	71%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	92%	*	*	*	*	*	92%	*	*	*	*	*	89%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	64%	*	*	*	*	*	85%	*	*	*	*	*	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	*	*	*	*	*	*	*	54%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	64%	88%	*	81%	*	*	80%	*	*	*	91%	*	79%

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	86%	75%	*	63%	*	*	74%	*	*	*	55%	*	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	70%	79%	*	54%	*	*	61%	*	*	*	50%	*	63%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	88%	80%	*	75%	*	*	94%	*	*	*	*	*	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	77%	75%	*	53%	*	*	80%	*	*	*	*	*	68%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	60%	71%	*	35%	*	*	67%	*	*	*	*	*	58%

	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	*	62%	71%	*	61%	*	*	55%	*	*	*	*	*	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	19%	*	*	*	*	*	*	*	*	45%

	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	*	69%	67%	*	32%	*	*	52%	*	*	*	*	*	54%
Q52. Patient has had a review of cancer care by GP practice	*	32%	27%	*	18%	*	*	34%	*	*	*	*	*	28%

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	*	*	*	*	*	*	*	26%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	55%	90%	*	82%	*	*	*	*	*	*	*	*	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	45%	62%	*	52%	*	*	70%	*	*	*	*	*	62%

	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	*	95%	94%	*	88%	*	*	82%	*	*	*	80%	*	89%
Q57. Administration of care was very good or good	*	90%	88%	*	94%	*	*	86%	*	*	*	90%	*	91%
Q58. Cancer research opportunities were discussed with patient	*	29%	75%	*	53%	*	*	64%	*	*	*	*	*	52%
Q59. Patient's average rating of care scored from very poor to very good	*	8.5	8.7	*	8.7	*	*	9.1	*	*	*	9.3	*	8.8

## Age group tables

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>	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	*	*	*	*	*	59%	76%	*	<b>66%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	*	*	73%	63%	50%	<b>64%</b>

<b>DIAGNOSTIC TESTS</b>	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	*	*	*	*	91%	98%	79%	70%	<b>87%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	70%	67%	87%	88%	*	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	70%	67%	88%	85%	100%	<b>83%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	70%	82%	78%	77%	70%	<b>75%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	80%	100%	100%	97%	90%	<b>96%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	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	*	*	*	67%	79%	90%	83%	80%	<b>82%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	58%	80%	91%	84%	80%	<b>82%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	67%	93%	85%	79%	60%	<b>79%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	92%	100%	96%	98%	100%	<b>95%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	91%	83%	86%	78%	*	<b>84%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	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%	100%	90%	93%	100%	<b>94%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	90%	83%	88%	90%	*	<b>87%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	91%	93%	91%	94%	*	<b>92%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	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	*	*	*	55%	71%	86%	86%	*	<b>81%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	58%	67%	76%	86%	80%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	70%	75%	81%	80%	80%	<b>79%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	*	*	44%	48%	*	<b>47%</b>

## Age group tables

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

<b>CARE PLANNING</b>	Age								<b>All</b>
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	64%	77%	67%	76%	*	<b>71%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	*	*	89%	100%	*	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	*	100%	94%	*	<b>95%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Age								<b>All</b>
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q27. Staff provided the patient with relevant information on available support	*	*	*	92%	100%	98%	91%	*	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	50%	73%	77%	86%	80%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	*	*	67%	50%	*	<b>62%</b>

<b>HOSPITAL CARE</b>	Age								<b>All</b>
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	*	*	*	87%	86%	*	<b>75%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	*	*	91%	91%	*	<b>81%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	*	*	80%	71%	*	<b>67%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	*	*	*	80%	93%	*	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	*	*	83%	71%	*	<b>66%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	*	*	92%	92%	*	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	*	*	100%	100%	*	<b>90%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	*	*	100%	93%	*	<b>88%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	70%	50%	78%	81%	*	<b>74%</b>



## Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	*	*	83%	90%	94%	*	<b>87%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	*	75%	83%	*	<b>76%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	*	*	80%	*	<b>89%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	*	*	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	*	*	<b>69%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	*	*	92%	89%	83%	*	<b>83%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	*	*	67%	83%	*	<b>71%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	*	*	*	87%	*	<b>89%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	*	*	*	*	*	<b>76%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	*	*	<b>54%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	*	91%	64%	87%	78%	90%	<b>79%</b>

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	*	*	*	67%	86%	77%	64%	60%	<b>71%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	36%	71%	66%	66%	*	<b>63%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	*	85%	83%	83%	*	<b>82%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	55%	71%	78%	64%	*	<b>68%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	30%	62%	69%	55%	*	<b>58%</b>

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	*	*	*	20%	70%	65%	74%	*	<b>63%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	*	54%	44%	*	<b>45%</b>

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	*	*	*	40%	*	59%	52%	*	<b>54%</b>
Q52. Patient has had a review of cancer care by GP practice	*	*	*	25%	36%	27%	26%	*	<b>28%</b>

## Age group tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	*	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	*	62%	88%	83%	*	<b>79%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	64%	64%	68%	55%	*	<b>62%</b>

<b>YOUR OVERALL NHS CARE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	*	*	92%	92%	95%	80%	*	<b>89%</b>
Q57. Administration of care was very good or good	*	*	*	92%	79%	96%	88%	*	<b>91%</b>
Q58. Cancer research opportunities were discussed with patient	*	*	*	55%	60%	59%	46%	*	<b>52%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	7.7	8.6	9.1	8.9	*	<b>8.8</b>

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

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>							
	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	*	61%	*	*	*	*	<b>66%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	68%	*	*	*	*	<b>64%</b>

<b>DIAGNOSTIC TESTS</b>							
	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	*	86%	*	*	*	*	<b>87%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	85%	*	*	*	*	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	88%	*	*	*	*	<b>83%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	76%	*	*	*	*	<b>75%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	98%	*	*	*	*	<b>96%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>							
	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	*	83%	*	*	*	*	<b>82%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	83%	*	*	*	*	<b>82%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	81%	*	*	*	*	<b>79%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	94%	*	*	*	*	<b>95%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	81%	*	*	*	*	<b>84%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
	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	*	91%	*	*	*	*	<b>94%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	92%	*	*	*	*	<b>87%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	96%	*	*	*	*	<b>92%</b>

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

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

<b>DECIDING ON THE BEST TREATMENT</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	*	85%	*	*	*	*	<b>81%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	*	*	*	*	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	75%	*	*	*	*	<b>79%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	44%	*	*	*	*	<b>47%</b>

<b>CARE PLANNING</b>							
	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	*	71%	*	*	*	*	<b>71%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	95%	*	*	*	*	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	94%	*	*	*	*	<b>95%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>							
	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	*	95%	*	*	*	*	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	76%	*	*	*	*	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	59%	*	*	*	*	<b>62%</b>

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

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	84%	*	*	*	*	<b>75%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	84%	*	*	*	*	<b>81%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	60%	*	*	*	*	<b>67%</b>
Q34. Patient was always able to get help from ward staff when needed	*	76%	*	*	*	*	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	70%	*	*	*	*	<b>66%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	78%	*	*	*	*	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	88%	*	*	*	*	<b>90%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	92%	*	*	*	*	<b>88%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	74%	*	*	*	*	<b>74%</b>

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	86%	*	*	*	*	<b>87%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	77%	*	*	*	*	<b>76%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	90%	*	*	*	*	<b>89%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	92%	*	*	*	*	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	<b>69%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	*	78%	*	*	*	*	<b>83%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	76%	*	*	*	*	<b>71%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	85%	*	*	*	*	<b>89%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	85%	*	*	*	*	<b>76%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	<b>54%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	81%	*	*	*	*	<b>79%</b>

## 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		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	*	71%	*	*	*	*	71%								
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	61%	*	*	*	*	63%								
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	83%	*	*	*	*	82%								
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	69%	*	*	*	*	68%								
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	59%	*	*	*	*	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		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	*	54%	*	*	*	*	63%								
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	43%	*	*	*	*	45%								

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		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	*	50%	*	*	*	*	54%								
Q52. Patient has had a review of cancer care by GP practice	*	31%	*	*	*	*	28%								

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		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	*	18%	*	*	*	*	26%								
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	85%	*	*	*	*	79%								
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	63%	*	*	*	*	62%								

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

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q56. The whole care team worked well together	*	88%	*	*	*	*	<b>89%</b>
Q57. Administration of care was very good or good	*	90%	*	*	*	*	<b>91%</b>
Q58. Cancer research opportunities were discussed with patient	*	64%	*	*	*	*	<b>52%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	*	*	*	*	<b>8.8</b>

## Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	70%	*	*	*	*	*	<b>66%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	72%	*	36%	67%	*	50%	<b>64%</b>

DIAGNOSTIC TESTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q5. Patient received all the information needed about the diagnostic test in advance	90%	*	90%	85%	*	69%	<b>87%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	*	82%	67%	*	100%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	89%	*	80%	77%	*	77%	<b>83%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	*	60%	69%	*	64%	<b>75%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	97%	*	91%	100%	*	93%	<b>96%</b>

FINDING OUT THAT YOU HAD CANCER	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	82%	*	82%	79%	*	86%	<b>82%</b>
Q13. Patient was definitely told sensitively that they had cancer	85%	*	69%	79%	*	80%	<b>82%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	*	85%	92%	*	73%	<b>79%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	95%	*	100%	100%	*	93%	<b>95%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	83%	*	75%	100%	*	79%	<b>84%</b>

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q17. Patient had a main point of contact within the care team	94%	*	83%	100%	*	93%	<b>94%</b>
Q18. Patient found it very or quite easy to contact their main contact person	87%	*	*	83%	*	92%	<b>87%</b>
Q19. Patient found advice from main contact person was very or quite helpful	91%	*	90%	92%	*	92%	<b>92%</b>

DECIDING ON THE BEST TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q20. Treatment options were explained in a way the patient could completely understand	86%	*	82%	71%	*	73%	<b>81%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	*	77%	64%	*	67%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	*	75%	92%	*	83%	<b>79%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	46%	*	45%	*	*	50%	<b>47%</b>



## Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	81%	*	42%	50%	*	67%	<b>71%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	*	*	91%	*	*	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	95%	*	*	*	*	*	<b>95%</b>

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	96%	*	92%	100%	*	83%	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	81%	*	54%	69%	*	73%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	66%	*	50%	*	*	*	<b>62%</b>

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%	*	*	*	*	*	<b>75%</b>
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%	*	*	*	*	*	<b>81%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	74%	*	*	*	*	*	<b>67%</b>
Q34. Patient was always able to get help from ward staff when needed	84%	*	*	*	*	*	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	79%	*	*	*	*	*	<b>66%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	90%	*	*	*	*	*	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	94%	*	*	*	*	*	<b>90%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	*	*	*	*	*	<b>88%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	*	55%	82%	*	62%	<b>74%</b>

## 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	90%	*	*	*	*	*	<b>87%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	69%	*	*	*	*	*	<b>76%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	*	*	*	*	*	<b>89%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	85%	*	*	*	*	*	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	70%	*	*	*	*	*	<b>69%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	*	*	*	*	*	<b>83%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	76%	*	*	*	*	*	<b>71%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	90%	*	*	*	*	*	<b>89%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	79%	*	*	*	*	*	<b>76%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	60%	*	*	*	*	*	<b>54%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	*	55%	75%	*	79%	<b>79%</b>

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	69%	*	73%	79%	*	67%	<b>71%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	*	42%	50%	*	50%	<b>63%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	*	*	83%	*	85%	<b>82%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	74%	*	58%	46%	*	67%	<b>68%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	71%	*	30%	25%	*	60%	<b>58%</b>

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	70%	*	*	*	*	*	<b>63%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	*	*	*	*	*	<b>45%</b>

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	64%	*	*	33%	*	*	<b>54%</b>
Q52. Patient has had a review of cancer care by GP practice	27%	*	36%	38%	*	23%	<b>28%</b>

## Ethnicity tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	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	43%	*	*	*	*	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	86%	*	*	*	*	*	<b>79%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	*	50%	*	*	64%	<b>62%</b>

<b>YOUR OVERALL NHS CARE</b>	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	89%	*	92%	83%	*	92%	<b>89%</b>
Q57. Administration of care was very good or good	88%	*	83%	100%	*	100%	<b>91%</b>
Q58. Cancer research opportunities were discussed with patient	50%	*	*	60%	*	*	<b>52%</b>
Q59. Patient's average rating of care scored from very poor to very good	9.0	*	7.9	8.9	*	8.6	<b>8.8</b>

## IMD quintile tables

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

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	55%	67%	78%	*	64%	*	66%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	38%	68%	69%	56%	79%	*	64%

	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	75%	83%	96%	83%	95%	*	87%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	69%	81%	86%	82%	90%	*	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	88%	78%	80%	88%	86%	*	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	59%	76%	76%	78%	86%	*	75%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	88%	100%	97%	100%	95%	*	96%

	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	82%	71%	86%	95%	81%	*	82%
Q13. Patient was definitely told sensitively that they had cancer	82%	85%	71%	82%	93%	*	82%
Q14. Cancer diagnosis explained in a way the patient could completely understand	82%	76%	76%	77%	85%	*	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	94%	91%	100%	91%	100%	*	95%
Q16. Patient was told they could go back later for more information about their diagnosis	88%	76%	86%	94%	79%	*	84%

	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	94%	87%	97%	100%	92%	*	94%
Q18. Patient found it very or quite easy to contact their main contact person	93%	86%	90%	82%	81%	*	87%
Q19. Patient found advice from main contact person was very or quite helpful	93%	88%	93%	100%	84%	*	92%

## IMD quintile tables

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

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q20. Treatment options were explained in a way the patient could completely understand	67%	75%	84%	79%	96%	*	81%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	71%	68%	70%	86%	89%	*	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	81%	85%	65%	86%	*	79%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	45%	35%	55%	50%	53%	*	47%

	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%	59%	67%	81%	87%	*	71%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	88%	94%	100%	93%	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	82%	100%	100%	92%	*	*	95%

	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	94%	100%	92%	100%	88%	*	95%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	70%	70%	86%	85%	*	76%
Q29. Patient was offered information about how to get financial help or benefits	58%	58%	82%	*	*	*	62%

	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	70%	83%	50%	*	90%	*	75%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	80%	60%	*	*	*	81%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	67%	50%	*	80%	*	67%
Q34. Patient was always able to get help from ward staff when needed	60%	67%	75%	*	90%	*	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	70%	70%	64%	*	80%	*	66%
Q36. Hospital staff always did everything they could to help the patient control pain	80%	83%	70%	*	*	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	70%	83%	100%	*	100%	*	90%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	80%	83%	83%	*	100%	*	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	74%	73%	61%	80%	*	74%

## IMD quintile tables

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

YOUR TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	70%	80%	82%	*	100%	*	87%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	69%	*	*	*	*	76%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	100%	91%	*	*	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	69%
Q42_1. Patient completely had enough understandable information about their response to surgery	60%	79%	88%	*	100%	*	83%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	50%	*	*	*	*	71%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	90%	100%	*	*	*	89%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	70%	*	*	*	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	54%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	63%	72%	80%	90%	85%	*	79%

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	65%	67%	75%	60%	84%	*	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	53%	52%	57%	84%	71%	*	63%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	83%	76%	92%	83%	*	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	52%	76%	74%	83%	*	68%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	50%	59%	71%	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	54%	59%	50%	85%	69%	*	63%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	36%	54%	30%	*	*	*	45%

CARE FROM YOUR GP PRACTICE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	46%	64%	62%	29%	60%	*	54%
Q52. Patient has had a review of cancer care by GP practice	35%	20%	33%	24%	29%	*	28%

## IMD quintile tables

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

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	77%	83%	*	69%	*	<b>79%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	54%	60%	58%	67%	68%	*	<b>62%</b>

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	82%	87%	87%	95%	92%	*	<b>89%</b>
Q57. Administration of care was very good or good	82%	88%	94%	95%	92%	*	<b>91%</b>
Q58. Cancer research opportunities were discussed with patient	54%	50%	56%	73%	38%	*	<b>52%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.2	8.5	8.8	9.2	9.1	*	<b>8.8</b>

## Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	65%	67%	*	<b>66%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	72%	*	<b>64%</b>

	Long-term condition status			
	Yes	No	Not given	All
<b>DIAGNOSTIC TESTS</b>				
Q5. Patient received all the information needed about the diagnostic test in advance	88%	84%	*	<b>87%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	80%	*	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	84%	80%	*	<b>83%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	75%	*	<b>75%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	97%	*	<b>96%</b>

	Long-term condition status			
	Yes	No	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	83%	78%	*	<b>82%</b>
Q13. Patient was definitely told sensitively that they had cancer	83%	81%	*	<b>82%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	86%	*	<b>79%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	95%	95%	*	<b>95%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	80%	88%	*	<b>84%</b>

	Long-term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>				
Q17. Patient had a main point of contact within the care team	91%	97%	*	<b>94%</b>
Q18. Patient found it very or quite easy to contact their main contact person	85%	85%	*	<b>87%</b>
Q19. Patient found advice from main contact person was very or quite helpful	91%	90%	*	<b>92%</b>

	Long-term condition status			
	Yes	No	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>				
Q20. Treatment options were explained in a way the patient could completely understand	84%	73%	*	<b>81%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	76%	*	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	85%	*	<b>79%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	41%	55%	*	<b>47%</b>



## Long-term condition status tables

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

<b>CARE PLANNING</b>	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	74%	62%	*	<b>71%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	87%	*	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	88%	*	<b>95%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	95%	97%	*	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	72%	*	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	61%	63%	*	<b>62%</b>

<b>HOSPITAL CARE</b>	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	86%	71%	*	<b>75%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	91%	71%	*	<b>81%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	79%	53%	*	<b>67%</b>
Q34. Patient was always able to get help from ward staff when needed	89%	65%	*	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	75%	65%	*	<b>66%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	96%	75%	*	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	96%	76%	*	<b>90%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	82%	*	<b>88%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	71%	*	<b>74%</b>

## Long-term condition status tables

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

<b>YOUR TREATMENT</b>	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	86%	83%	*	<b>87%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	71%	81%	*	<b>76%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	90%	*	<b>89%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	*	*	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	60%	*	*	<b>69%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	83%	*	<b>83%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	72%	64%	*	<b>71%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	90%	80%	*	<b>89%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	75%	*	*	<b>76%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	40%	*	*	<b>54%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	78%	74%	*	<b>79%</b>

<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	71%	*	<b>71%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	62%	62%	*	<b>63%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	77%	88%	*	<b>82%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	70%	63%	*	<b>68%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	60%	53%	*	<b>58%</b>

<b>SUPPORT WHILE AT HOME</b>	Long-term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	64%	60%	*	<b>63%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	36%	67%	*	<b>45%</b>

<b>CARE FROM YOUR GP PRACTICE</b>	Long-term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	55%	50%	*	<b>54%</b>
Q52. Patient has had a review of cancer care by GP practice	23%	35%	*	<b>28%</b>

## Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
<b>LIVING WITH AND BEYOND CANCER</b>				
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	38%	10%	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	82%	*	<b>79%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	53%	*	<b>62%</b>

	Long-term condition status			
	Yes	No	Not given	All
<b>YOUR OVERALL NHS CARE</b>				
Q56. The whole care team worked well together	86%	94%	*	<b>89%</b>
Q57. Administration of care was very good or good	88%	95%	*	<b>91%</b>
Q58. Cancer research opportunities were discussed with patient	49%	56%	*	<b>52%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	*	<b>8.8</b>

## Year on year charts

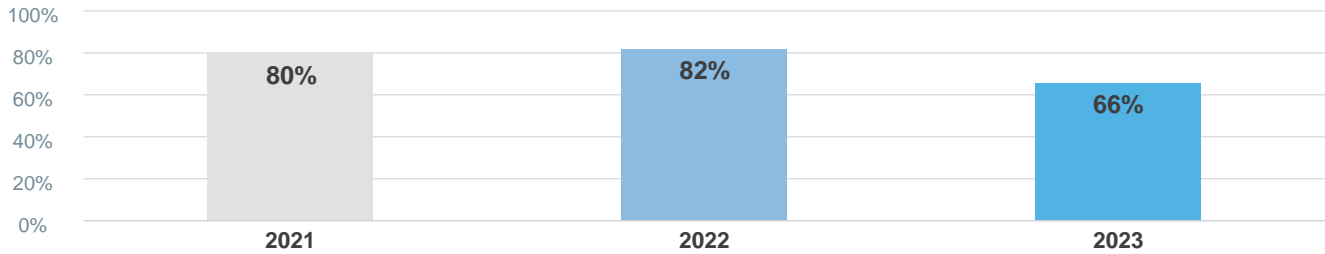
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

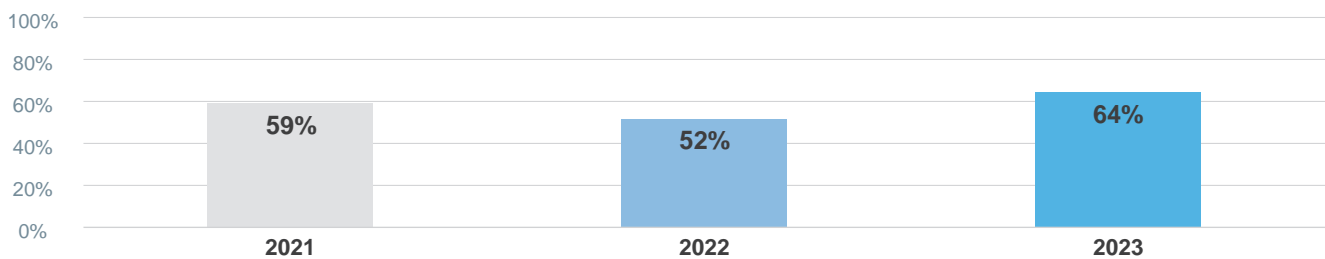
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

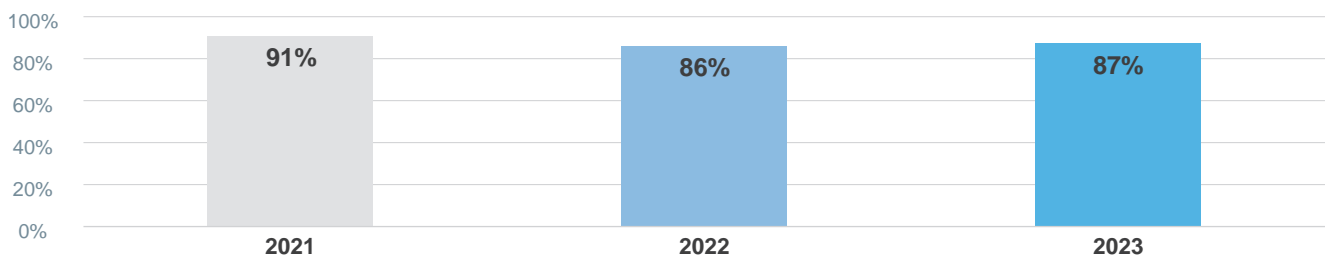


Q3. Referral for diagnosis was explained in a way the patient could completely understand

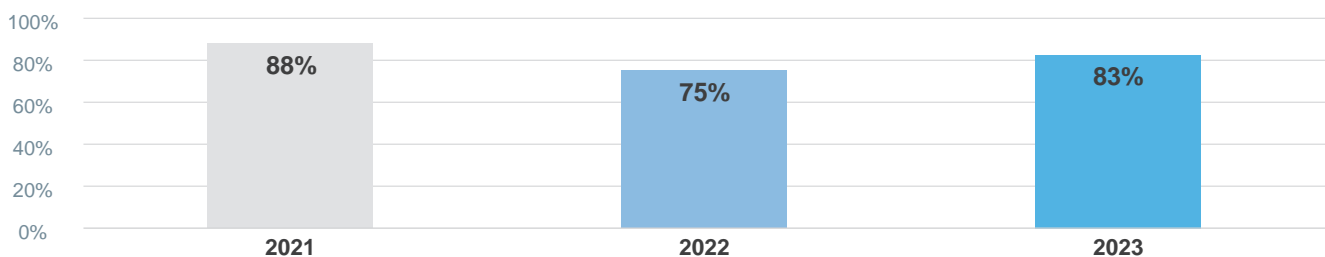


### DIAGNOSTIC TESTS

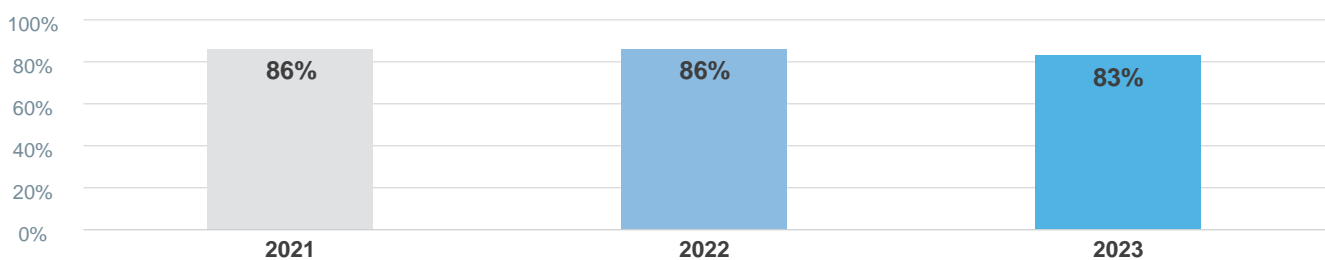
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



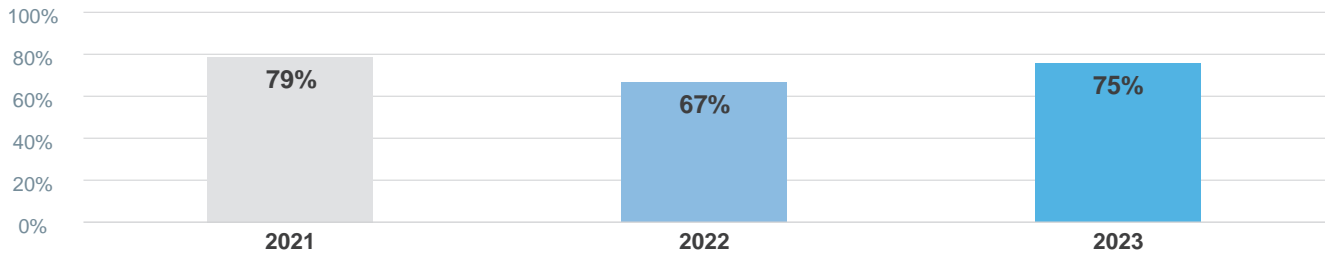
## Year on year charts

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

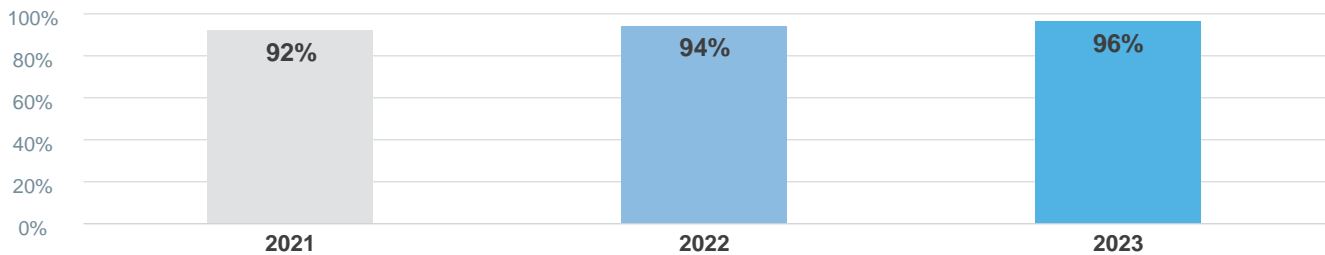
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

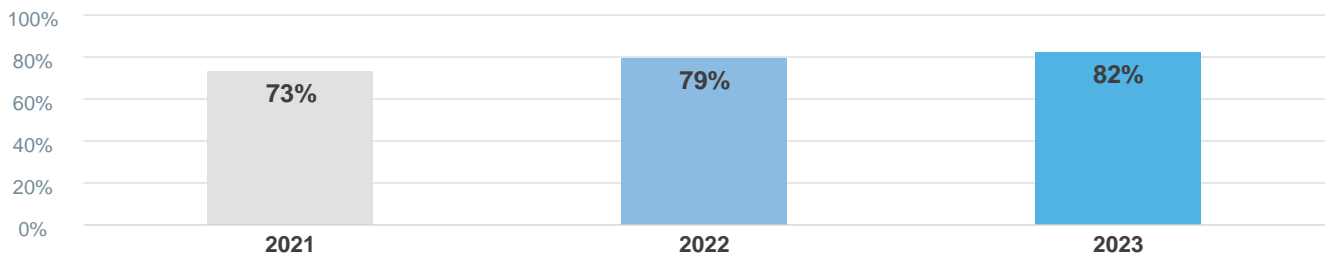


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

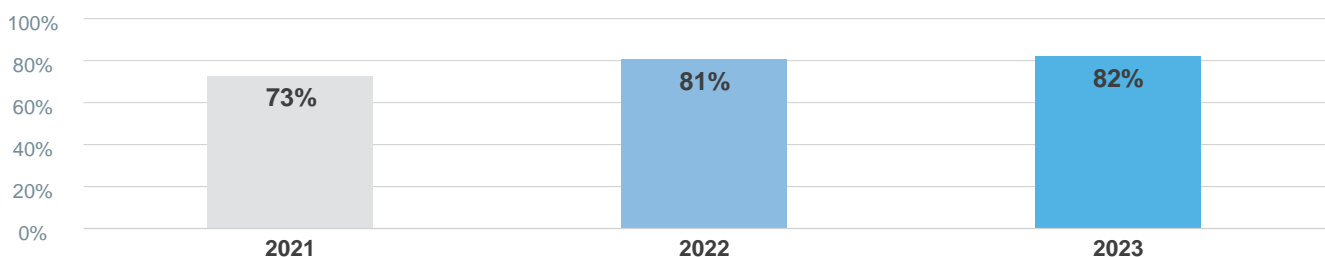


### FINDING OUT THAT YOU HAD CANCER

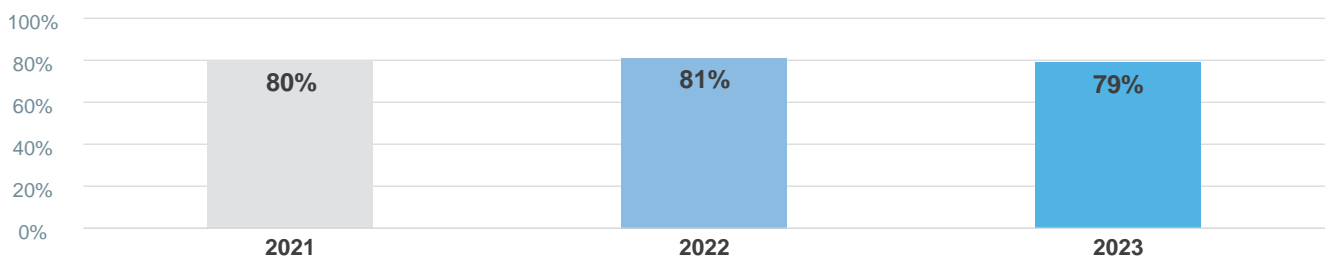
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



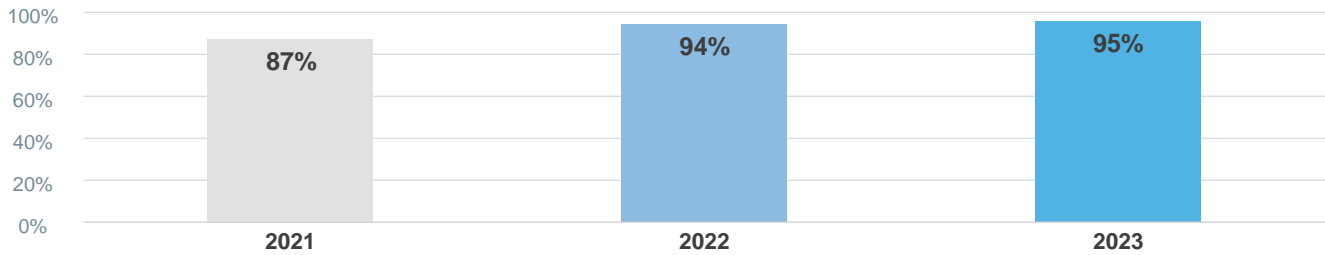
## Year on year charts

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

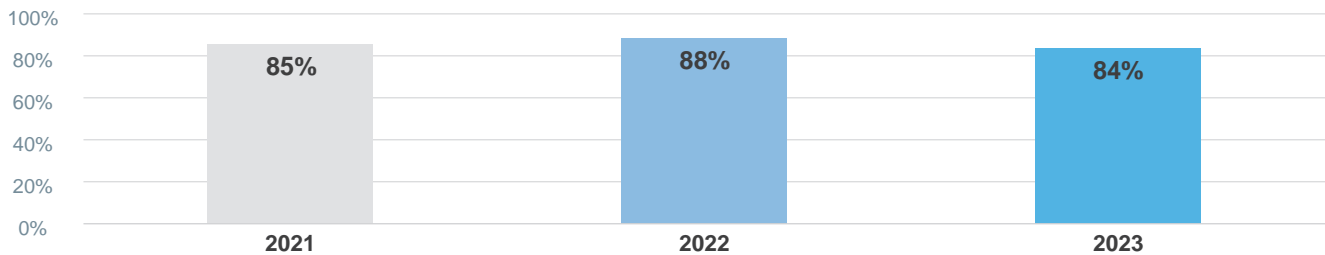
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

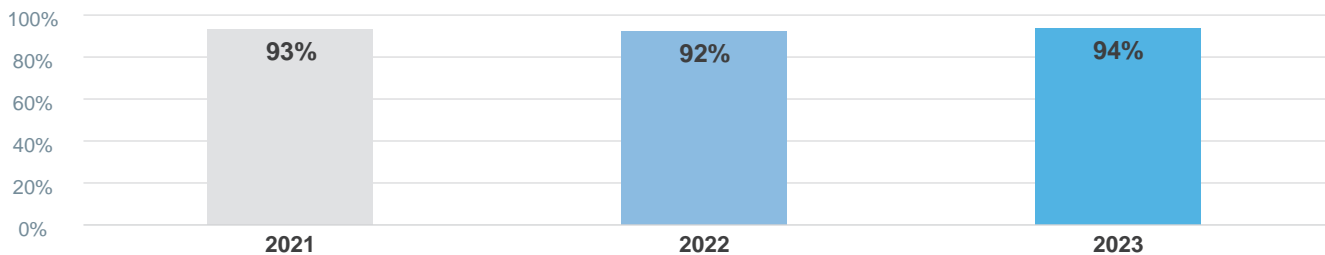


Q16. Patient was told they could go back later for more information about their diagnosis

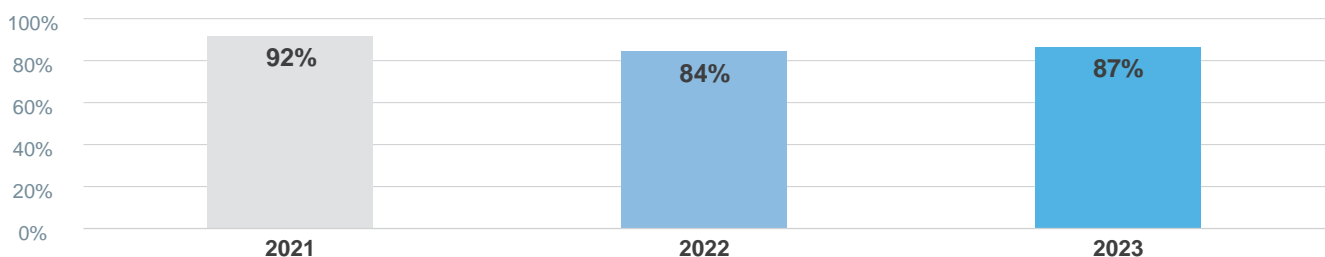


### SUPPORT FROM A MAIN CONTACT PERSON

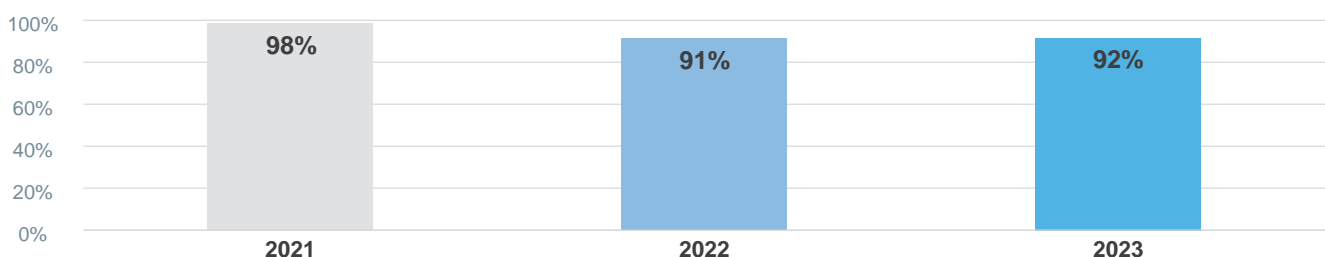
Q17. Patient had a main point of contact within the care team



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



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



## Year on year charts

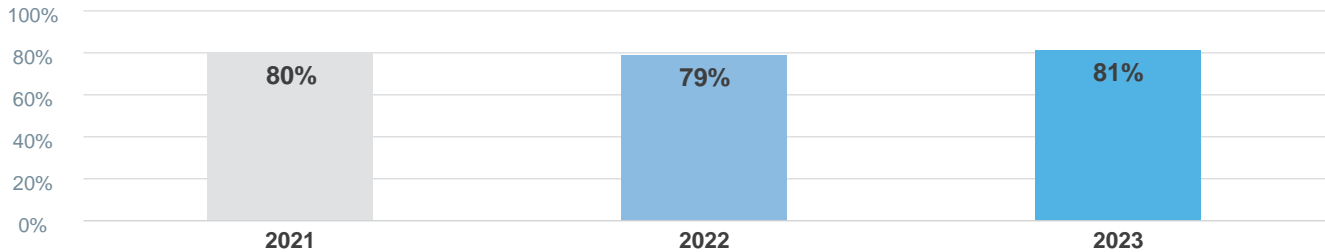
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

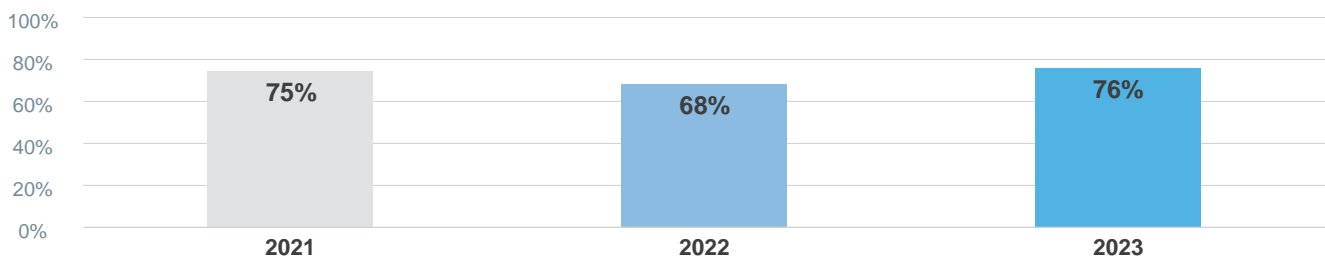
The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

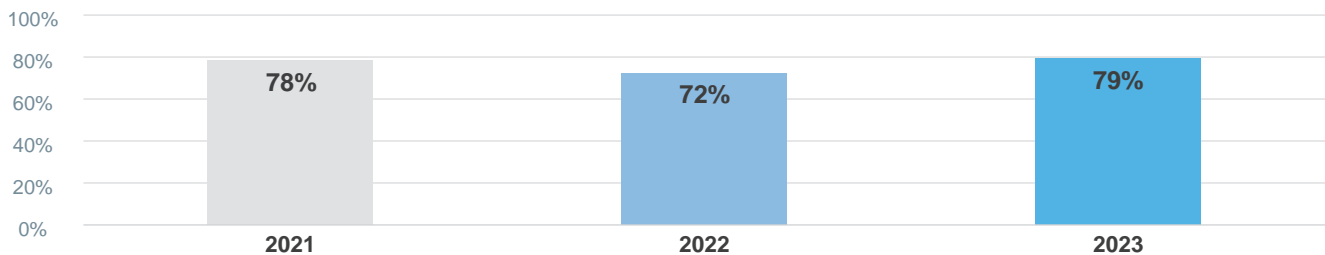
Q20. Treatment options were explained in a way the patient could completely understand



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



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

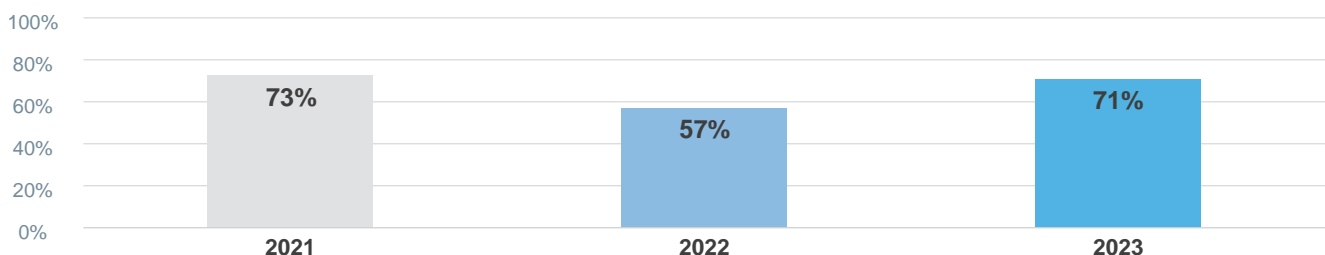


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



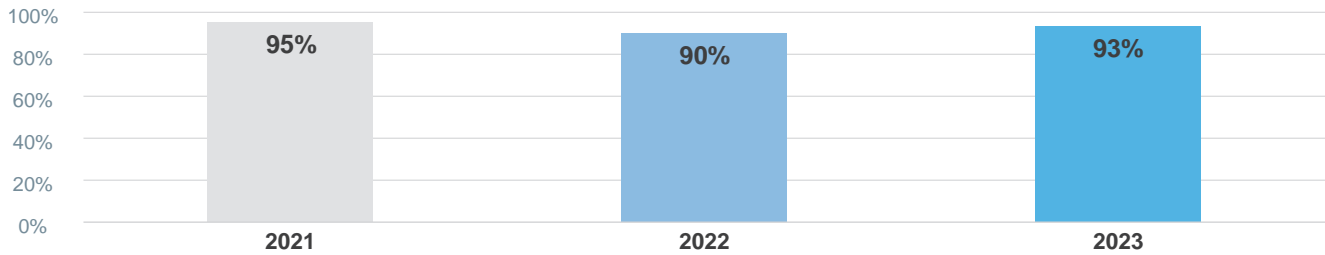
## Year on year charts

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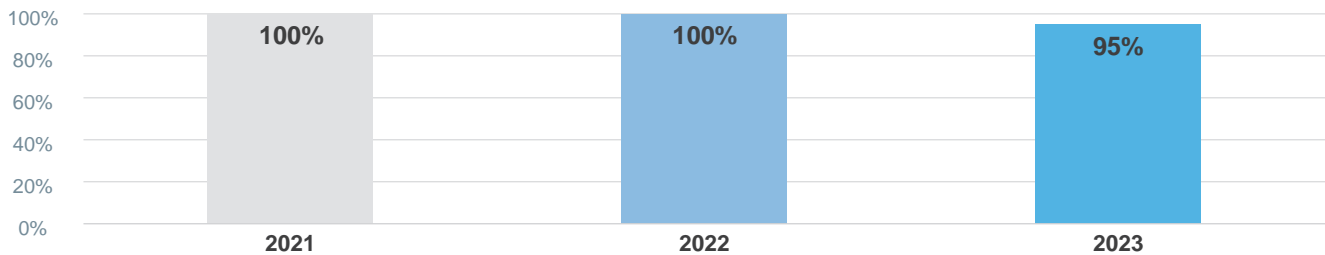
\*\* No score available for these years.

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

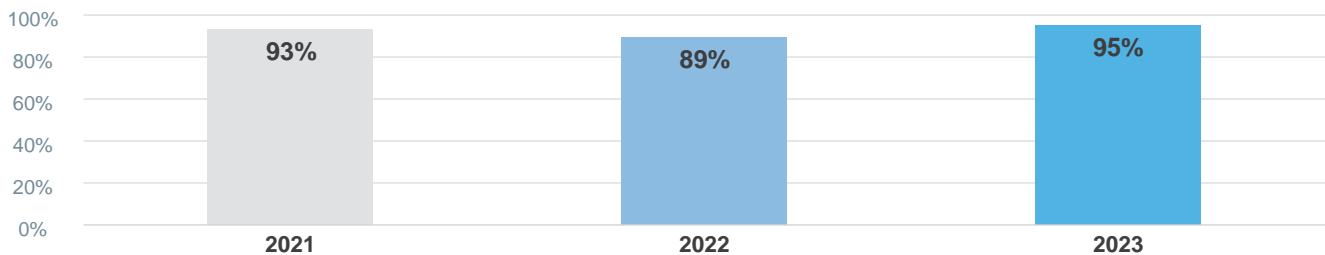


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

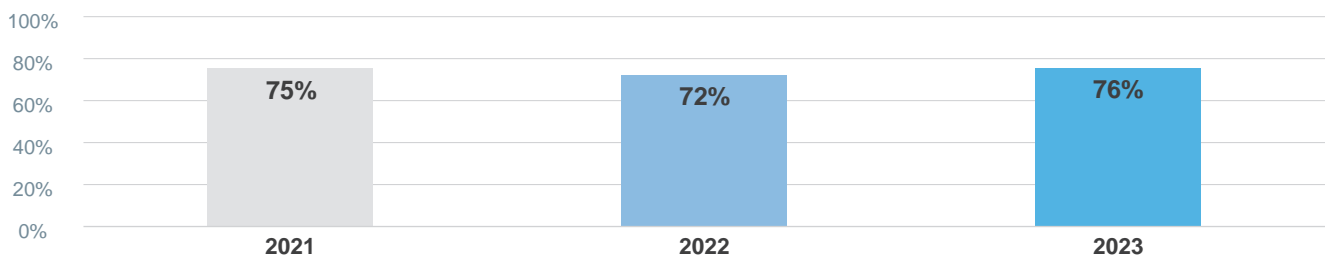


### SUPPORT FROM HOSPITAL STAFF

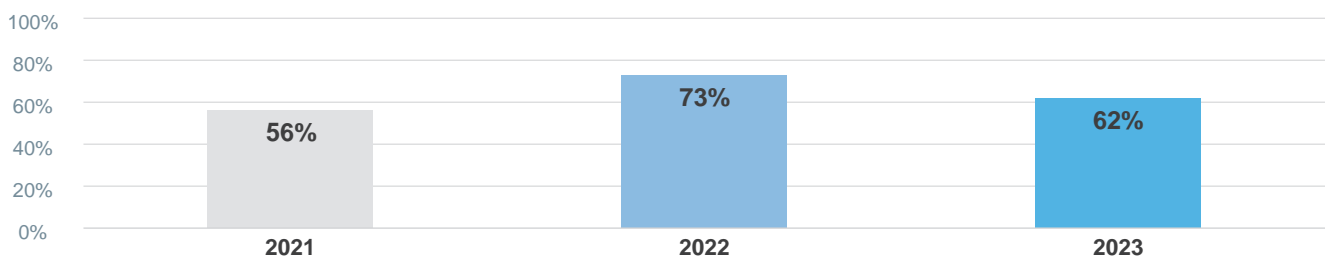
Q27. Staff provided the patient with relevant information on available support



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



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





## Year on year charts

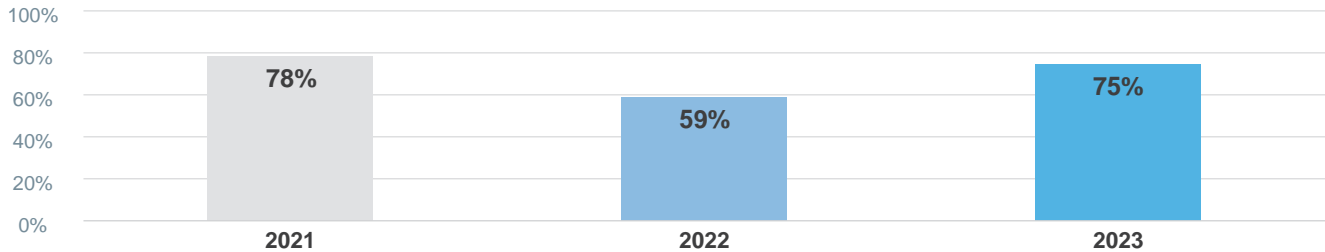
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### HOSPITAL CARE

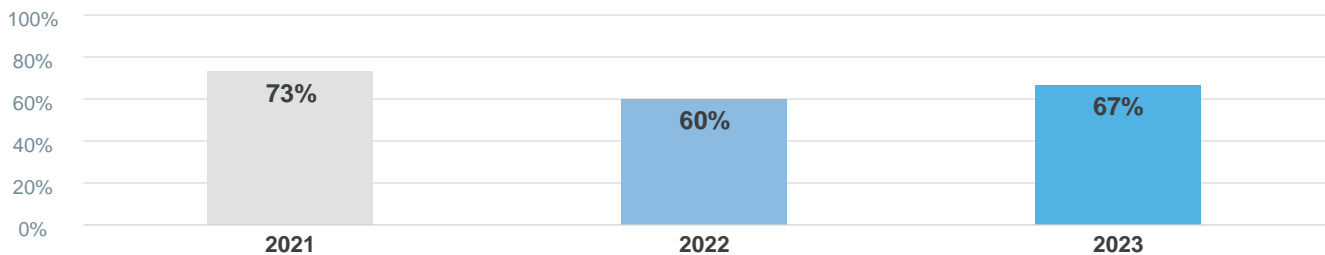
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



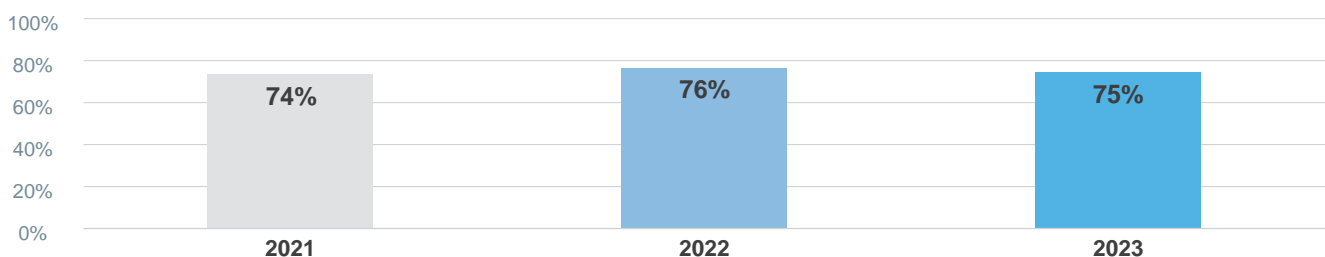
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



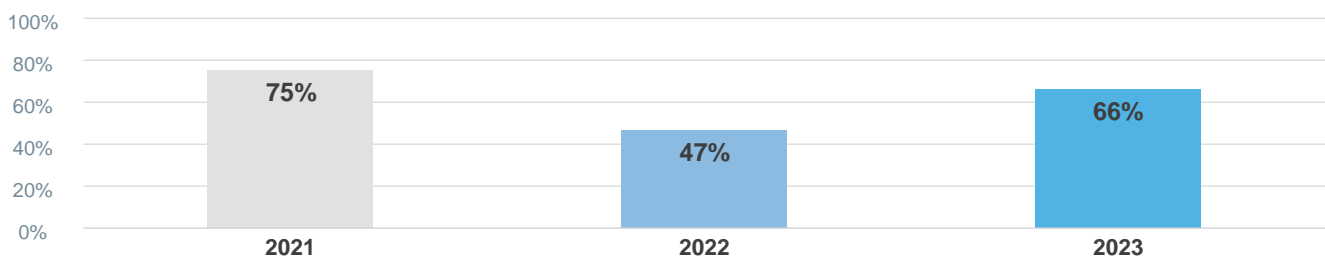
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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

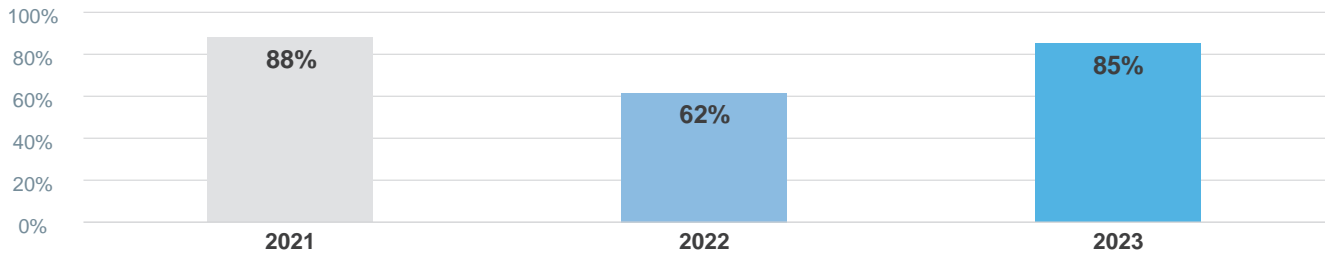


## Year on year charts

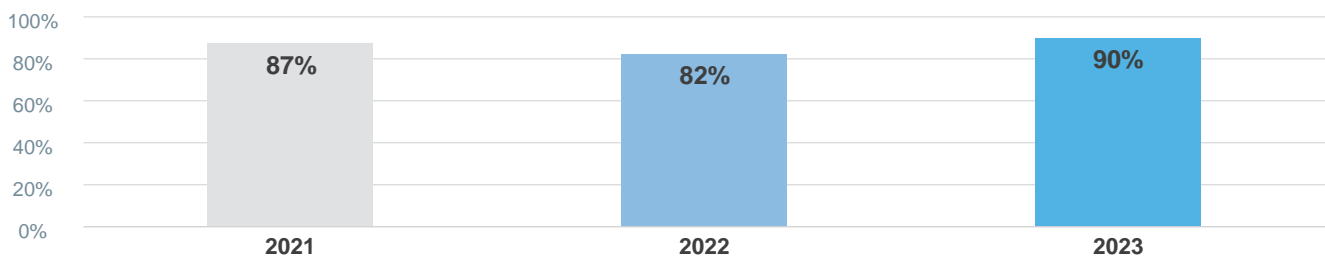
\* Indicates where a score is not available due to suppression or a low base size. \*\* No score available for these years.

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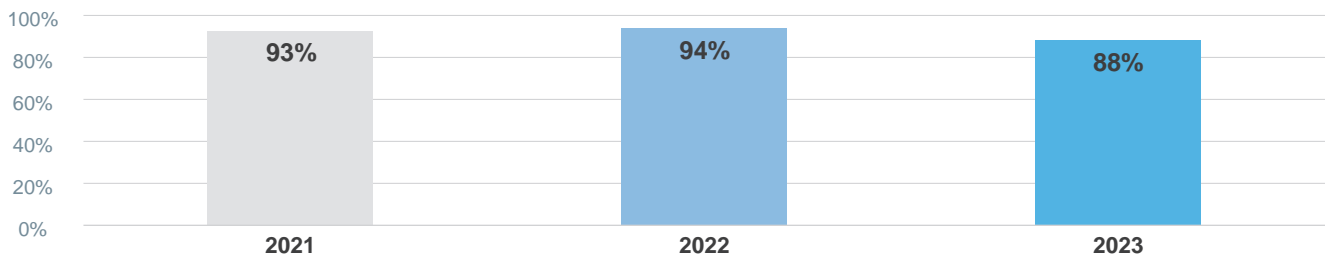
Q36. Hospital staff always did everything they could to help the patient control pain



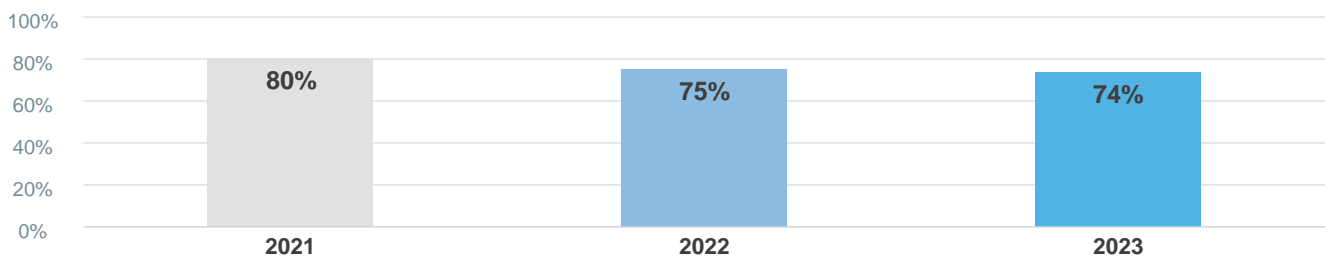
Q37. Patient was always treated with respect and dignity while in hospital



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

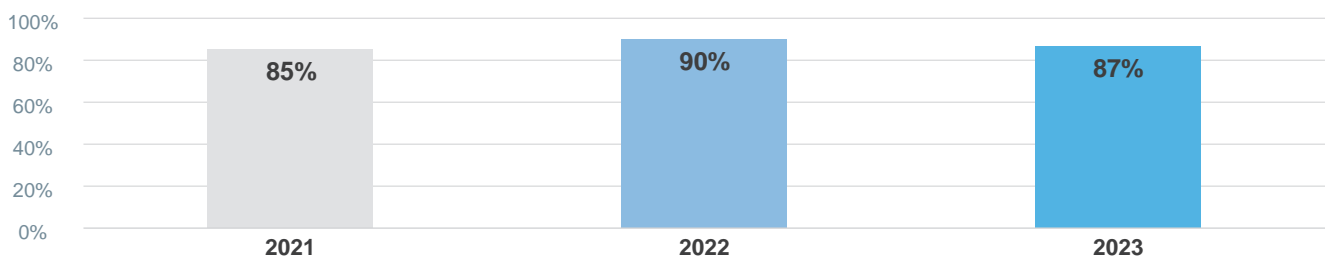


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



### YOUR TREATMENT

Q41\_1. Beforehand patient completely had enough understandable information about surgery



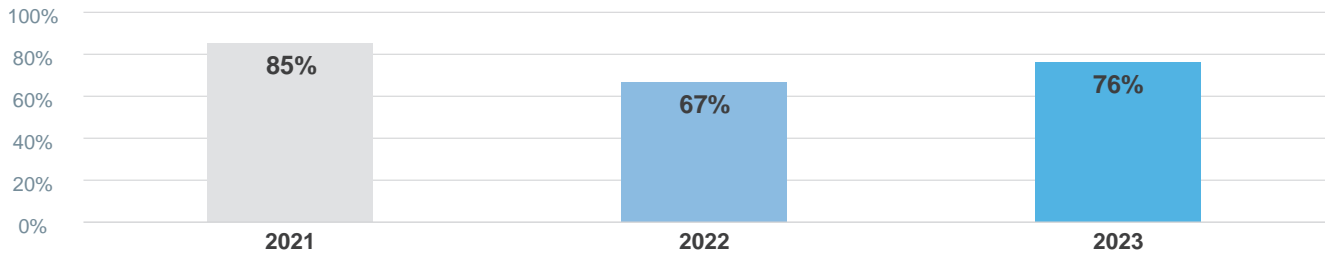
## Year on year charts

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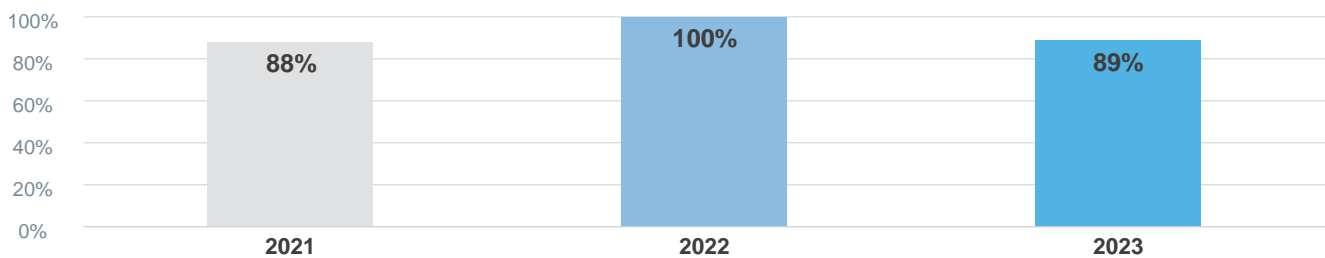
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy



Q41\_5. Beforehand patient completely had enough understandable information about immunotherapy



Q42\_1. Patient completely had enough understandable information about their response to surgery



## Year on year charts

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\*\* No score available for these years.

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Q42\_2. Patient completely had enough understandable information about their response to chemotherapy



Q42\_3. Patient completely had enough understandable information about their response to radiotherapy



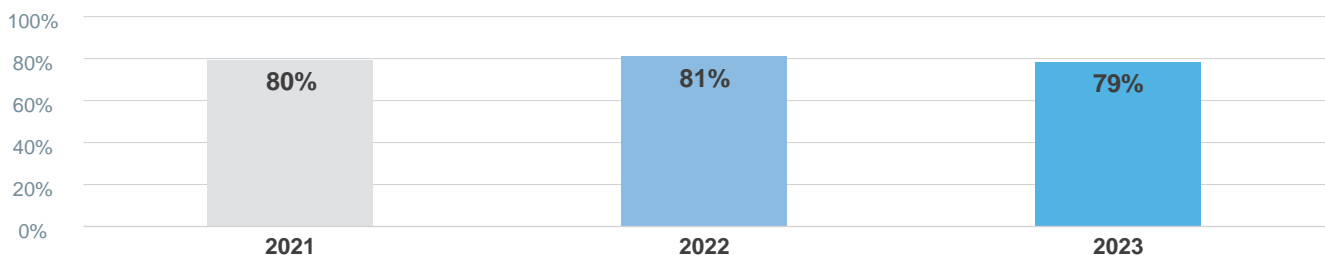
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



Q42\_5. Patient completely had enough understandable information about their response to immunotherapy



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



## Year on year charts

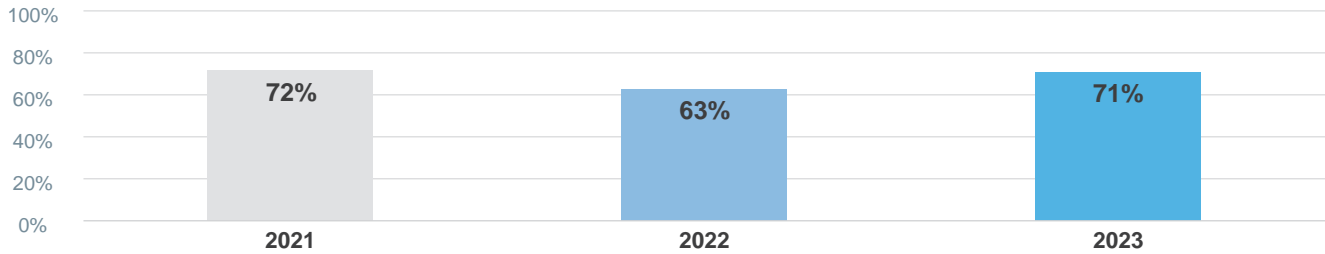
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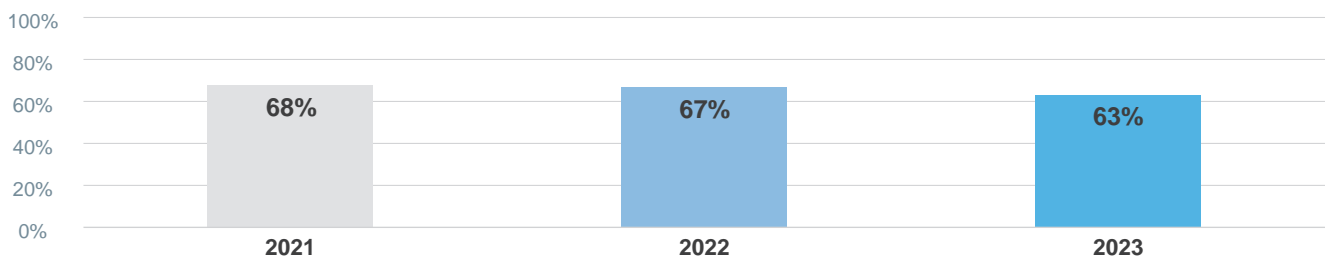
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG TERM SIDE EFFECTS

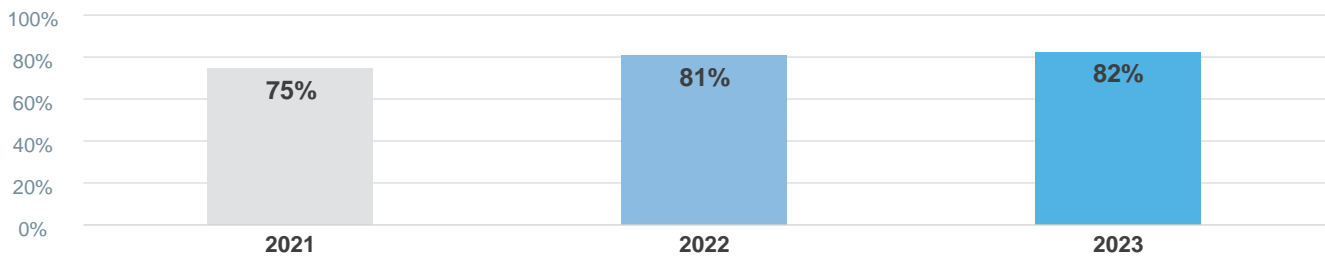
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



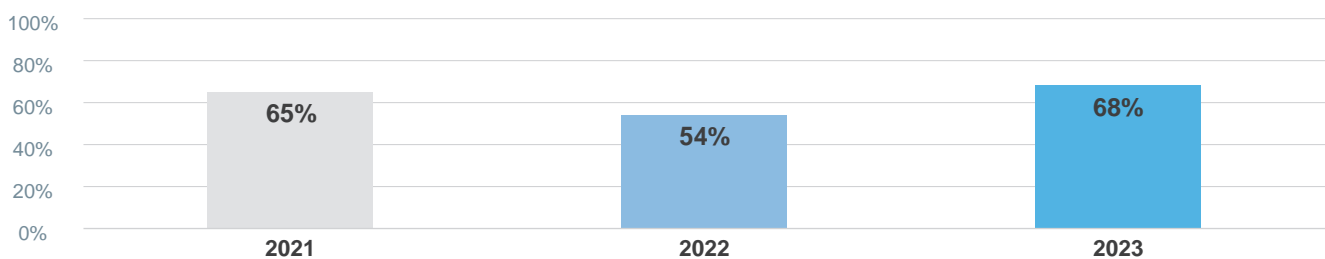
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



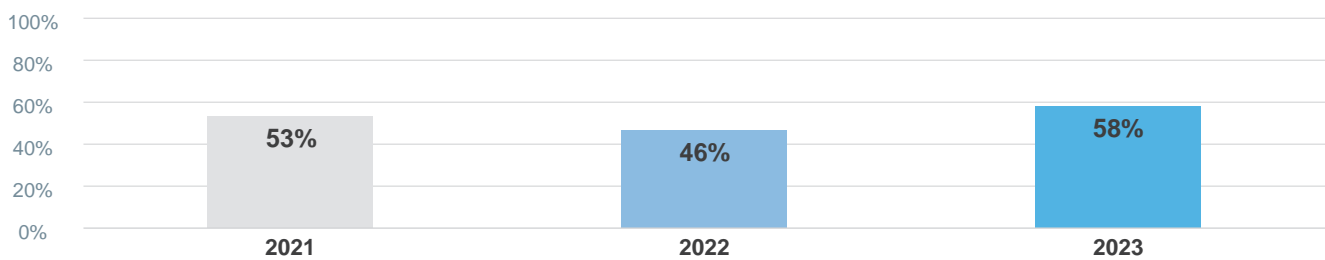
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



## Year on year charts

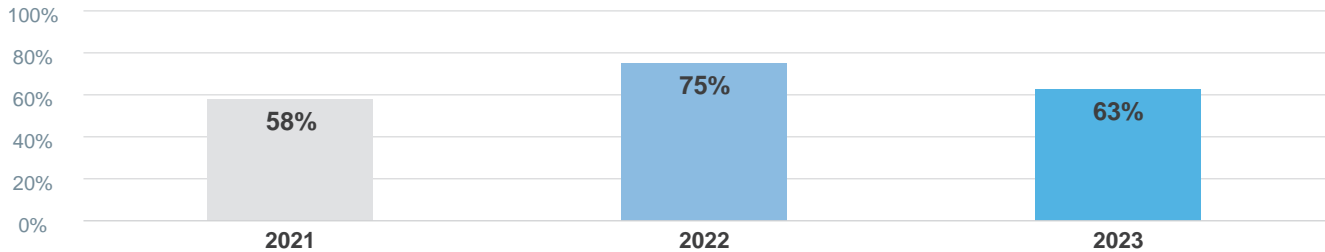
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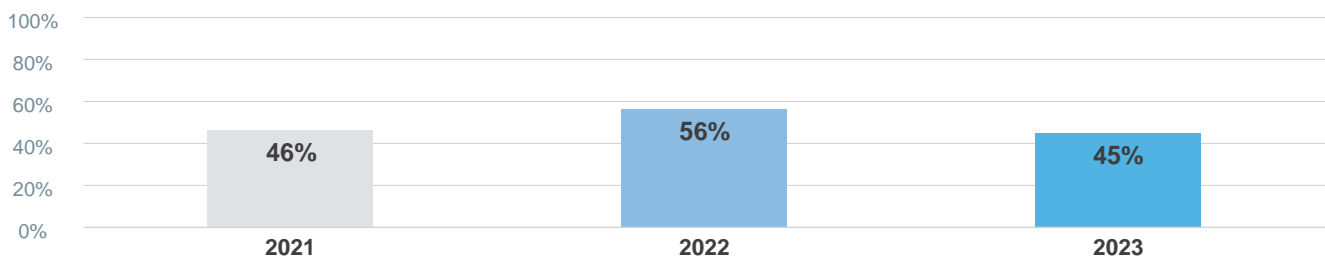
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

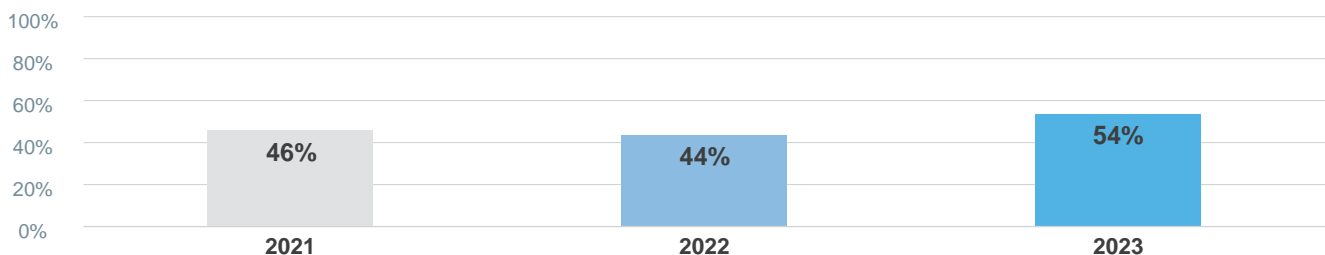


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

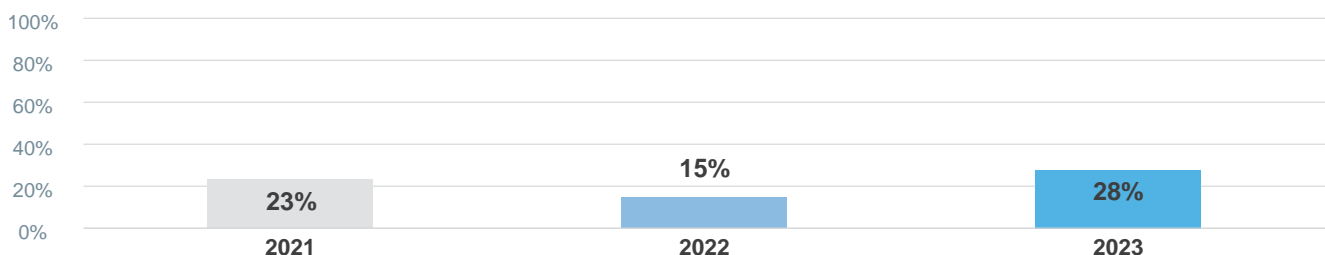


### CARE FROM YOUR GP PRACTICE

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



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



### LIVING WITH AND BEYOND CANCER

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



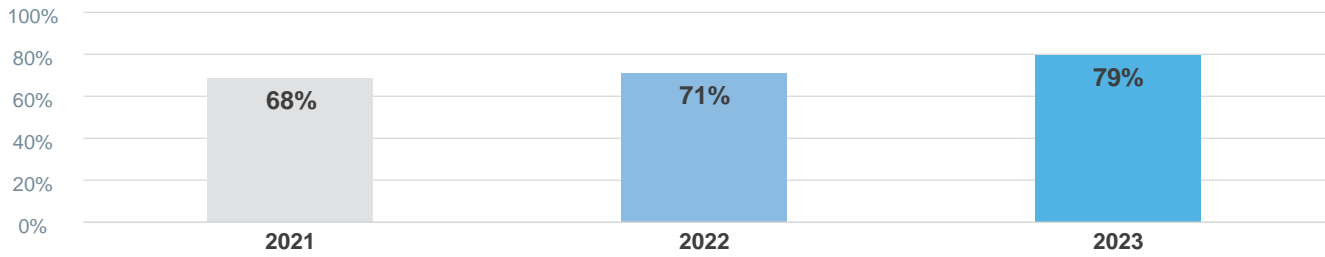
## Year on year charts

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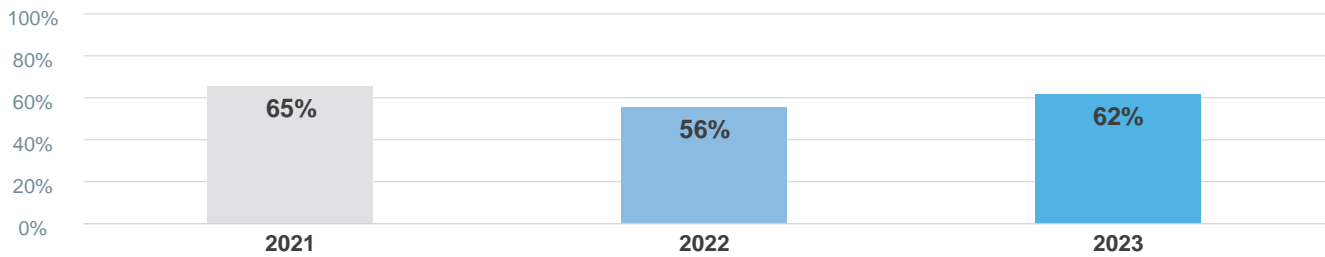
\*\* No score available for these years.

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

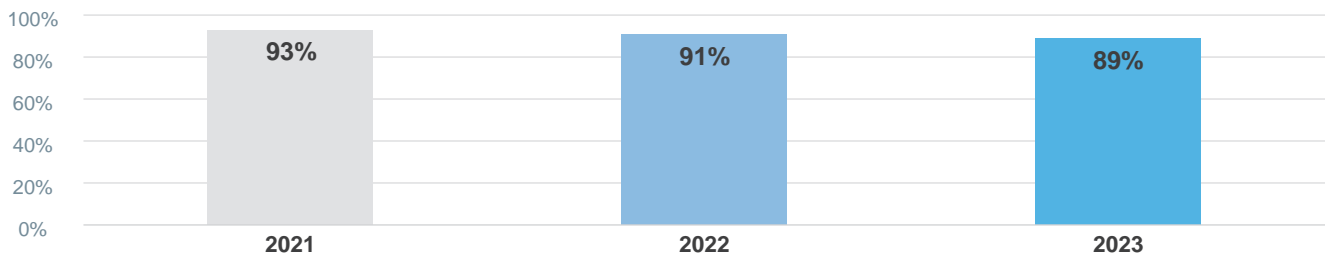


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

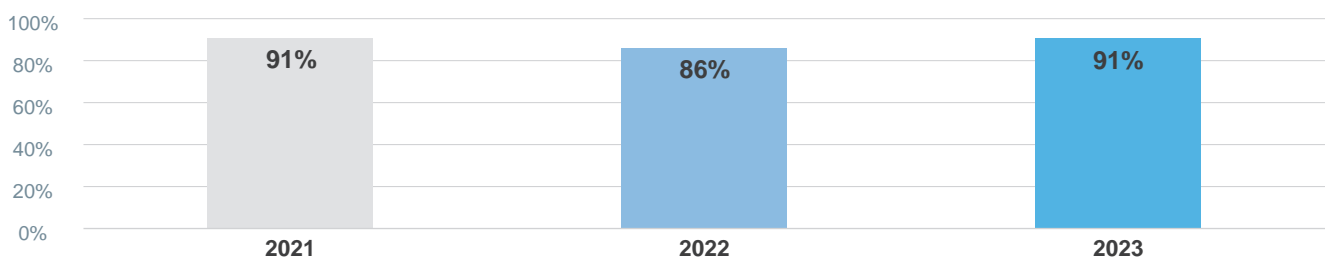


## YOUR OVERALL NHS CARE

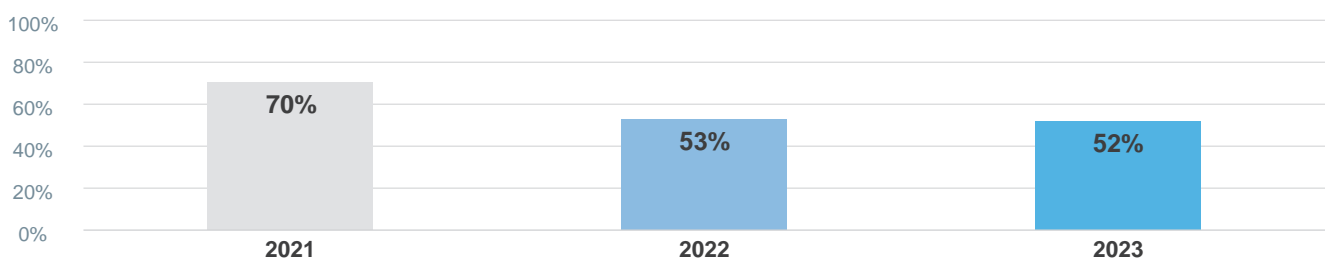
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



## Year on year charts

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

