

Cancer Patient Experience Survey

2023 Results

Medway NHS Foundation Trust

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Executive summary

Medway NHS Foundation Trust has no scores above expected range

Questions below expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q3. Referral for diagnosis was explained in a way the patient could completely understand	54%	61%	72%	67%
Q5. Patient received all the information needed about the diagnostic test in advance	89%	90%	95%	92%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	76%	83%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	80%	87%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	50%	51%	63%	57%
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	68%	77%	72%
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	70%	71%	83%	77%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	64%	77%	70%
Q34. Patient was always able to get help from ward staff when needed	65%	66%	79%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	53%	58%	72%	65%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	84%	93%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	75%	83%	79%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	79%	81%	90%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	74%	76%	87%	81%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	67%	70%	91%	81%
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	69%	70%	79%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	65%	75%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	83%	91%	87%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	44%	49%	61%	55%
Q51. Patient definitely received the right amount of support from their GP practice during treatment	40%	40%	53%	46%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	50%	58%	69%	64%
Q56. The whole care team worked well together	87%	87%	93%	90%
Q58. Cancer research opportunities were discussed with patient	31%	34%	56%	45%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.7	9.1	8.9

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

Note on question comparability

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

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

Case-mix adjustment

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

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

Scoring methodology

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

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

In 2022, following a review of the scoring methodology, a change was made to the scoring of Q12 such that the response option "No, I was told by letter or email" is no longer considered neutral and is now scored as negative.

Statistical significance

In the reporting of 2023 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'. A statistically significant difference means that the change in the result is very unlikely to have occurred by chance.

Suppression

Data is suppressed for two reasons: to ensure unreliable results based on very small numbers of respondents are not released, and to prevent individuals being identifiable in the data.

In cases where a result is based on fewer than 10 responses, the result has been suppressed. For example, where fewer than 10 people answered a question from a particular Trust, the results are not shown for that question for that Trust.

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

Additional suppression

Additional suppression happens if only **one** Trust has a score suppressed. If this happens, we will suppress another Trust's results (both the Trust level and sub-group results for the question) based on the next lowest number of respondents for the score. We do this so that the national score cannot be used to work out the score for the individual Trust.

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

Understanding the results

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

Expected range charts

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

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

Comparability tables

The comparability tables show the 2022 and 2023 unadjusted scores for this Trust for each scored question. The Change 2022-2023 and Change overall columns show whether the scores show a statistically significant variation between years. This is shown between 2022-2023 and as an overall

between 2021-2023. An upwards arrow indicates a statistically significant increase, a downwards arrow indicates a statistically significant decrease and no arrow indicates no statistically significant change.

The adjusted 2023 score will also be presented for each scored question along with the lower and upper expected range and national score. Scores above the upper limit of the expected range will be highlighted dark blue, scores below the lower limit of the expected range will be highlighted light blue, and scores within the lower and upper limit of the expected ranges will be highlighted grey.

Sub-group breakdowns

Unadjusted scores are shown for tumour group, Male/Female/Non-binary/Other, age, IMD quintile, long-term condition status and ethnicity breakdowns. Unadjusted scores for the same sub-group across different Trusts may not be comparable, as they do not account for the impact that differing patient populations might have on results.

Tumour group tables

The tumour group tables show the unadjusted scores for each scored question for each of the 13 tumour groups. Central nervous system is abbreviated as 'CNS' and lower gastrointestinal tract is abbreviated as 'LGT' throughout this report.

Age group tables

The age group tables show the unadjusted scores for each scored question for each of the eight age groups.

Male/Female/Non-binary/Other tables

These tables show the unadjusted scores for the following groups male; female; non-binary; prefer to self-describe; and prefer not to say.

Ethnicity tables

The ethnicity tables show the unadjusted scores for six ethnicity groups.

Long-term condition status tables

The long-term condition status tables show the unadjusted scores for two groups: those who indicate they have one or more long-term conditions and those who indicate that they have no long-term conditions.

IMD quintile tables

The IMD quintile tables show the unadjusted scores for five quintiles based on relative disadvantage, with quintile 1 being the most deprived and quintile 5 being the least deprived.

Year on year charts

The year on year charts show three columns representing the unadjusted scores of the last three years (2021, 2022 and 2023) for each scored question.

National level and England level data

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

National level data (England and Non-England) is used for:

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

England only level data is used for:

- Expected range charts section (as case-mix adjustment includes IMD data specific to England)
- Comparability tables section
- Year on year charts section.

Further information

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

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2023 questionnaire and survey guidance on the website at www.ncpes.co.uk. For all other outputs at Trust level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response rate

Overall response rate

445 patients responded out of a total of 965 patients, resulting in a response rate of 46%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	1,021	965	445	46%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	362
Online	83
Phone	0
Translation service	0
Total	445

Respondents by tumour group

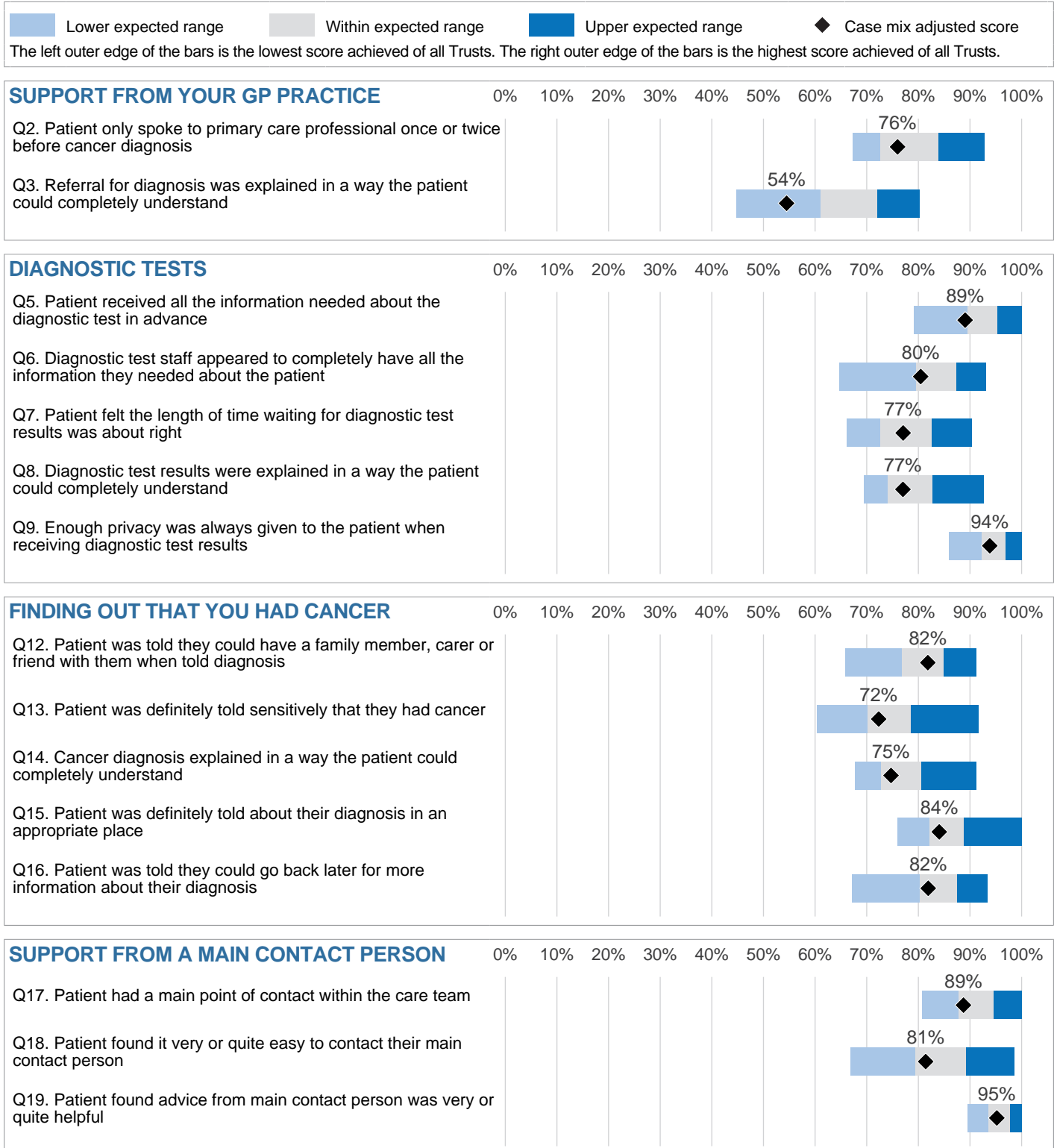
	Number of respondents
Brain / CNS	0
Breast	111
Colorectal / LGT	45
Gynaecological	*
Haematological	52
Head and neck	9
Lung	33
Prostate	60
Sarcoma	0
Skin	0
Upper gastro	*
Urological	74
Other	53
Total	445

Respondents by ethnicity

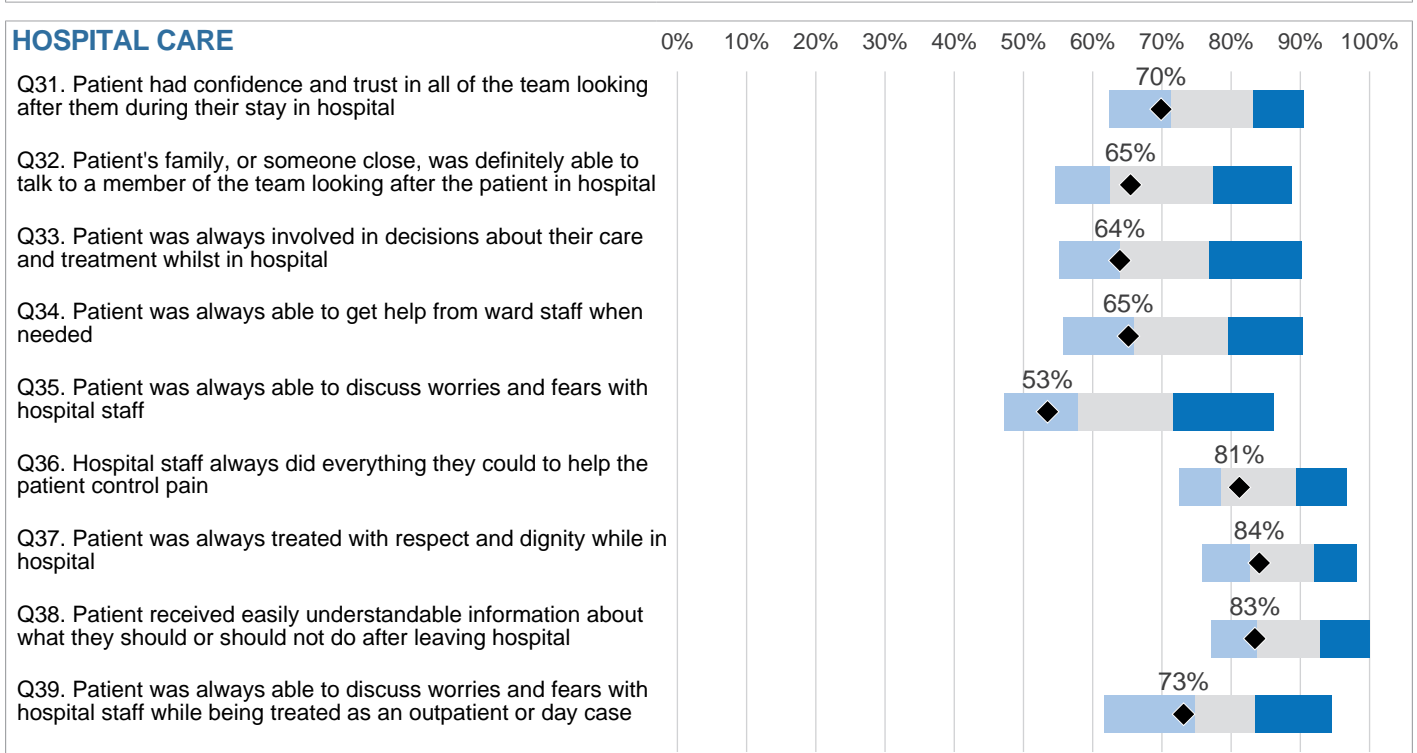
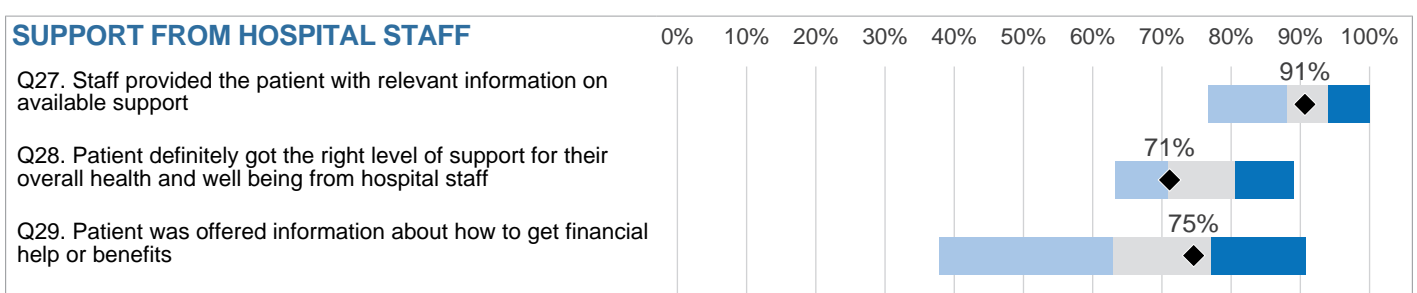
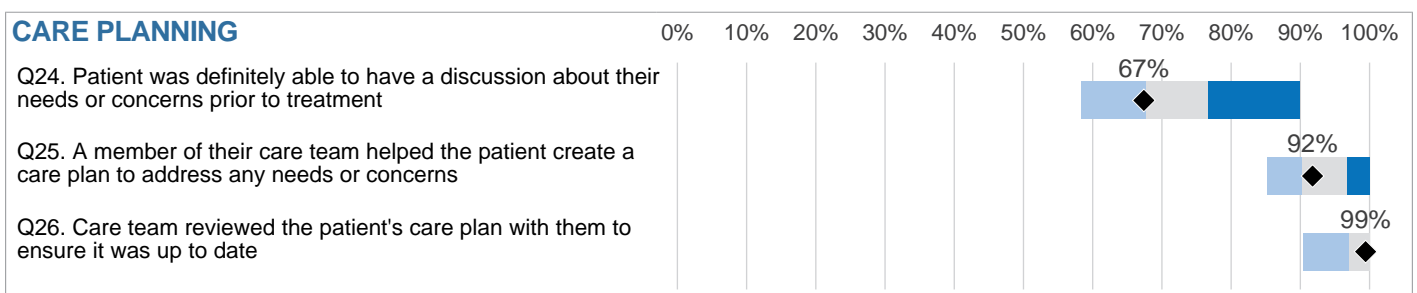
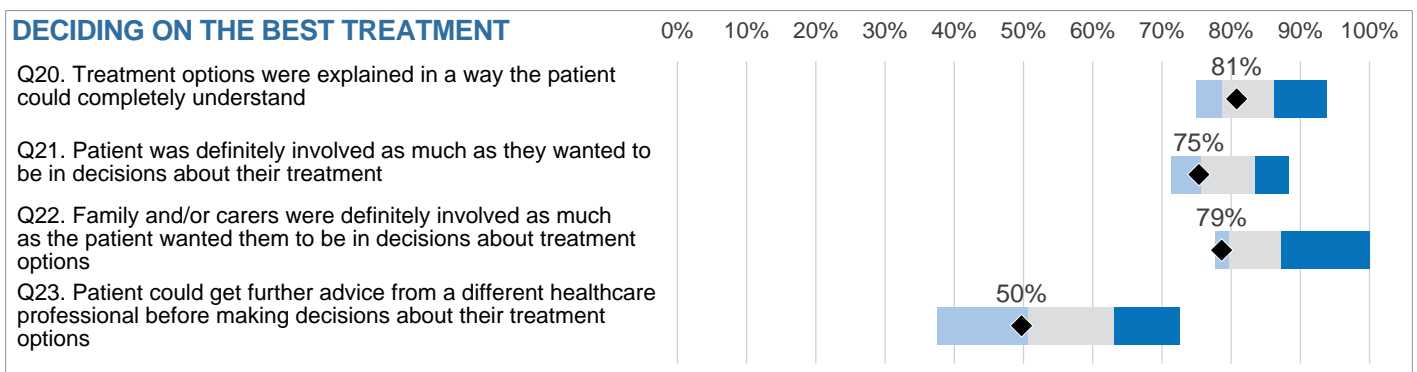
	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	367
Irish	8
Gypsy or Irish Traveller	*
Roma	*
Any other White background	7
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	*
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	8
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	40
Total	445

* indicates the count is not shown due to suppression

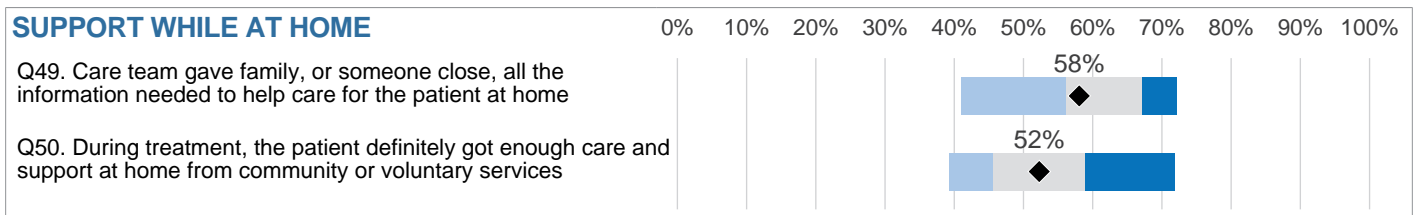
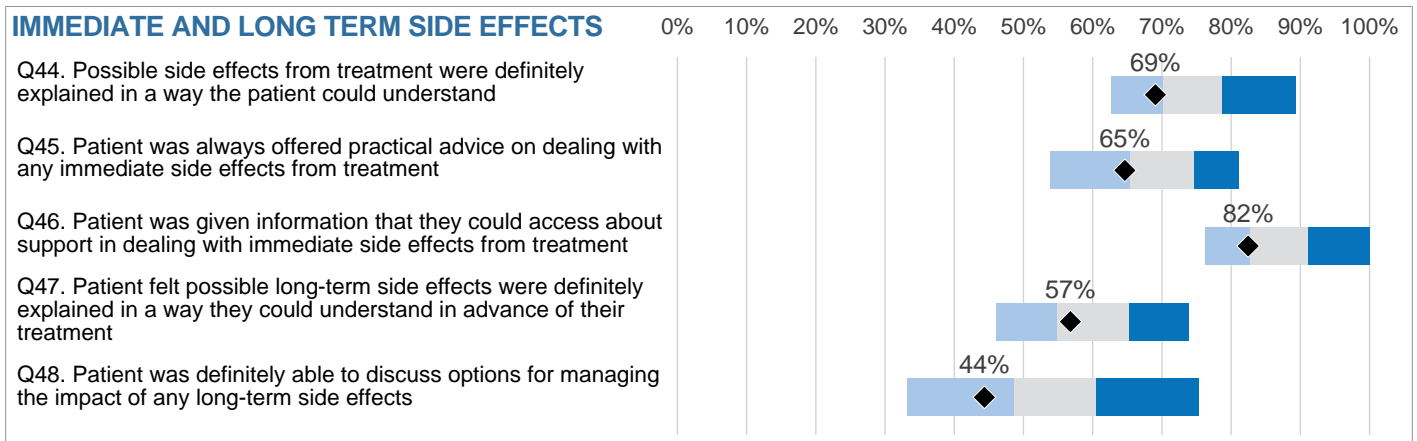
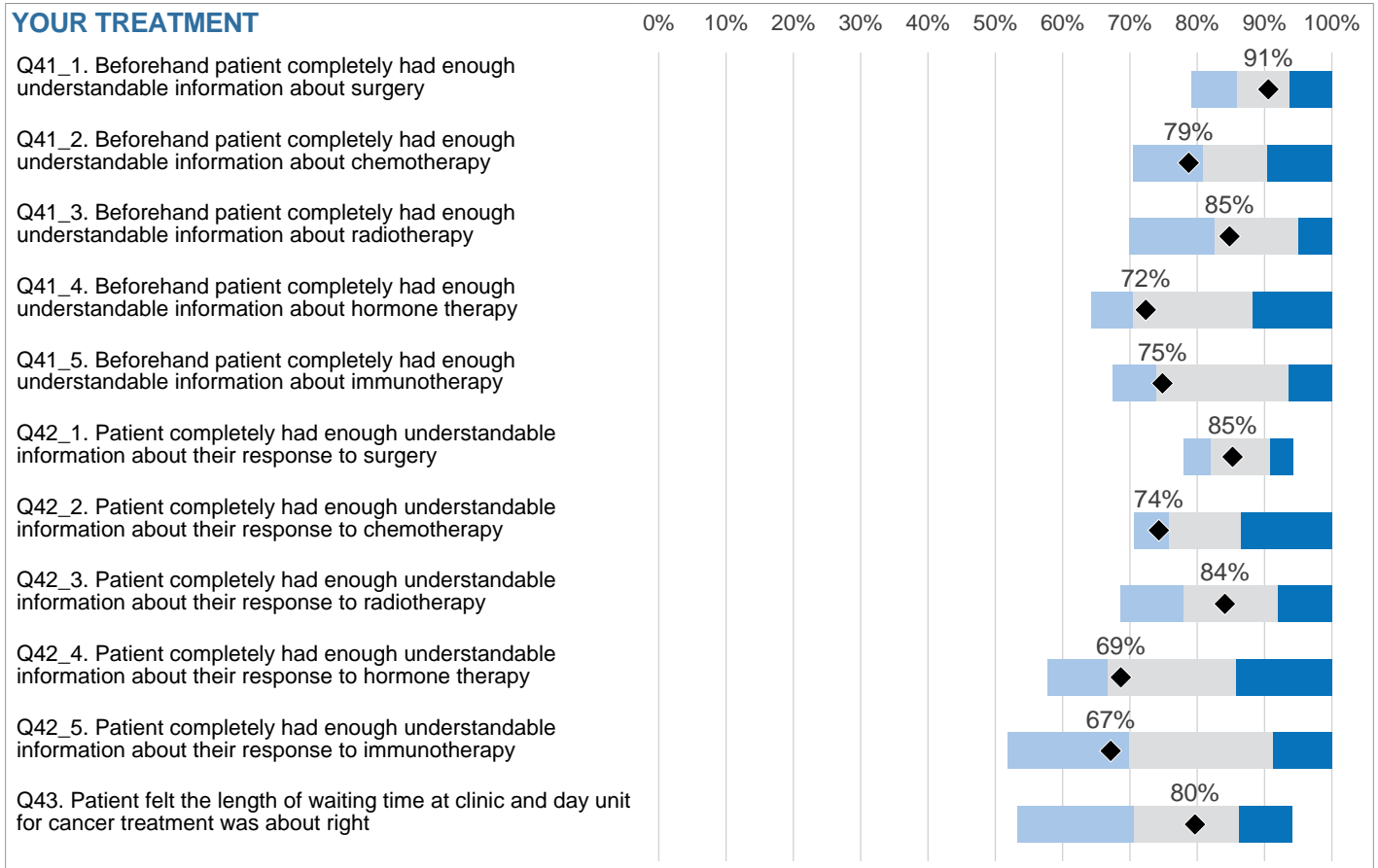
Expected range charts



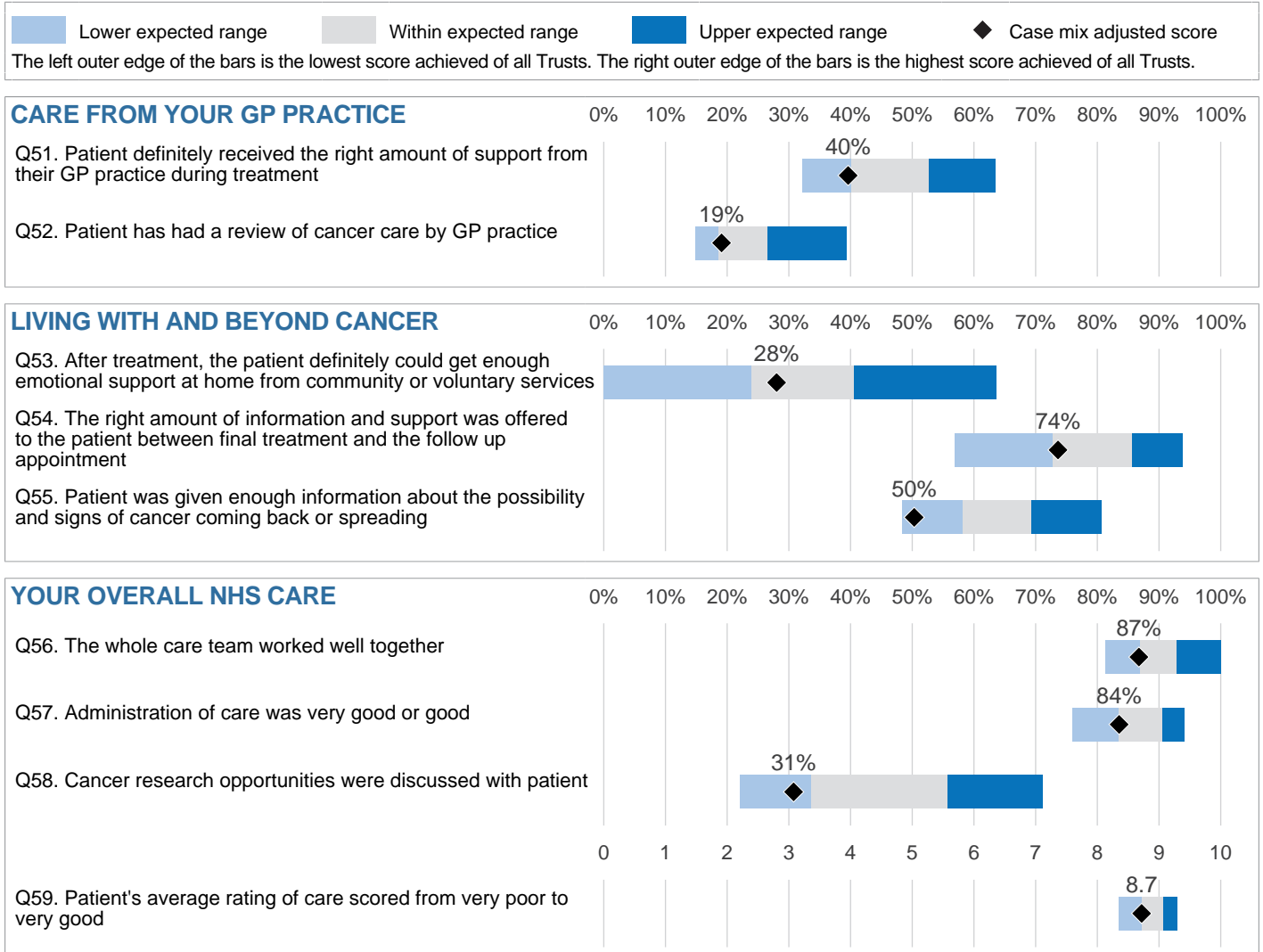
Expected range charts



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).

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

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	193	75%	206	76%			76%	73%	84%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	270	57%	279	55%			54%	61%	72%	67%

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	359	91%	334	89%			89%	90%	95%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	378	81%	350	80%			80%	80%	87%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	383	80%	355	77%			77%	73%	83%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	382	77%	350	77%			77%	74%	83%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	384	92%	357	94%			94%	92%	97%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	435	73%	421	81%	▲	▲	82%	77%	85%	81%
Q13. Patient was definitely told sensitively that they had cancer	459	70%	440	72%			72%	70%	79%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	459	76%	440	75%			75%	73%	81%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	464	82%	439	84%			84%	82%	89%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	403	81%	395	82%			82%	80%	88%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	437	86%	416	88%			89%	88%	95%	91%
Q18. Patient found it very or quite easy to contact their main contact person	325	82%	332	80%			81%	79%	89%	84%
Q19. Patient found advice from main contact person was very or quite helpful	352	95%	350	95%			95%	94%	98%	96%

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	427	81%	403	80%			81%	79%	86%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	457	75%	436	75%			75%	76%	83%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	375	77%	371	78%			79%	80%	87%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	242	50%			50%	51%	63%	57%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	412	65%	390	67%			67%	68%	77%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	213	89%	220	91%			92%	90%	97%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	160	97%	172	99%			99%	97%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	364	85%	381	90%			91%	88%	94%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	460	68%	439	71%			71%	71%	81%	76%
Q29. Patient was offered information about how to get financial help or benefits	276	66%	269	73%			75%	63%	77%	70%

Comparability tables

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

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	195	73%	195	71%			70%	71%	83%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	157	60%	155	65%		▲	65%	62%	77%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	195	61%	194	64%			64%	64%	77%	70%
Q34. Patient was always able to get help from ward staff when needed	193	68%	189	66%			65%	66%	79%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	189	59%	188	53%			53%	58%	72%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	173	80%	177	81%			81%	79%	89%	84%
Q37. Patient was always treated with respect and dignity while in hospital	195	81%	196	85%			84%	83%	92%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	190	87%	192	83%			83%	84%	93%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	405	68%	372	73%			73%	75%	83%	79%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	237	85%	233	91%			91%	86%	94%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	227	83%	209	79%			79%	81%	90%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	119	84%	100	85%			85%	83%	95%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	92	78%	80	73%			72%	70%	88%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	58	74%	54	76%			75%	74%	94%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	229	85%			85%	82%	91%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	205	74%			74%	76%	87%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	101	84%			84%	78%	92%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	77	69%			69%	67%	86%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	53	68%			67%	70%	91%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	449	71%	423	80%	▲	▲	80%	71%	86%	78%

Comparability tables

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

** No score available for 2022.

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

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

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	443	72%	409	69%			69%	70%	79%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	423	62%	393	64%			65%	65%	75%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	342	81%	308	81%			82%	83%	91%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	409	56%	391	57%			57%	55%	65%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	344	50%	353	44%			44%	49%	61%	55%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	301	51%	300	57%			58%	56%	67%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	183	45%	218	50%			52%	46%	59%	52%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	239	37%	247	39%			40%	40%	53%	46%
Q52. Patient has had a review of cancer care by GP practice	443	18%	419	19%			19%	19%	27%	23%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	104	27%	120	27%			28%	24%	41%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	206	69%	184	72%			74%	73%	86%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	366	57%	342	49%			50%	58%	69%	64%

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	431	86%	414	87%			87%	87%	93%	90%
Q57. Administration of care was very good or good	458	84%	431	83%			84%	83%	91%	87%
Q58. Cancer research opportunities were discussed with patient	275	33%	239	30%		▼	31%	34%	56%	45%
Q59. Patient's average rating of care scored from very poor to very good	443	8.7	423	8.7			8.7	8.7	9.1	8.9

Tumour group tables

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

	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	*	96%	62%	*	33%	*	92%	69%	*	*	*	84%	70%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	67%	59%	*	47%	*	31%	44%	*	*	*	63%	45%	55%

	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	*	90%	79%	*	91%	*	100%	84%	*	*	*	84%	97%	89%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	79%	80%	*	76%	*	79%	92%	*	*	*	81%	70%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	74%	78%	*	89%	*	83%	75%	*	*	*	81%	69%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	81%	80%	*	58%	*	79%	82%	*	*	*	81%	68%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	98%	93%	*	82%	*	97%	92%	*	*	*	94%	97%	94%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	81%	91%	*	77%	*	84%	88%	*	*	*	77%	79%	81%
Q13. Patient was definitely told sensitively that they had cancer	*	75%	77%	*	76%	*	75%	63%	*	*	*	73%	63%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	78%	76%	*	69%	*	65%	83%	*	*	*	78%	58%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	83%	98%	*	75%	*	78%	87%	*	*	*	82%	84%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	85%	73%	*	76%	*	76%	87%	*	*	*	81%	89%	82%

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	*	88%	98%	*	80%	*	90%	90%	*	*	*	84%	87%	88%
Q18. Patient found it very or quite easy to contact their main contact person	*	79%	83%	*	82%	*	77%	84%	*	*	*	80%	76%	80%
Q19. Patient found advice from main contact person was very or quite helpful	*	94%	95%	*	100%	*	96%	96%	*	*	*	89%	100%	95%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	81%	87%	*	73%	*	81%	88%	*	*	*	80%	67%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	76%	*	66%	*	75%	80%	*	*	*	77%	71%	75%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	80%	73%	*	75%	*	73%	80%	*	*	*	82%	73%	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	47%	60%	*	63%	*	42%	49%	*	*	*	38%	56%	50%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	72%	74%	*	60%	*	67%	77%	*	*	*	49%	63%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	100%	*	92%	*	94%	97%	*	*	*	85%	86%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	100%	*	100%	*	100%	100%	*	*	*	100%	100%	99%

	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	*	87%	88%	*	90%	*	100%	91%	*	*	*	92%	87%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	61%	71%	*	75%	*	80%	78%	*	*	*	73%	74%	71%
Q29. Patient was offered information about how to get financial help or benefits	*	70%	72%	*	82%	*	93%	73%	*	*	*	57%	71%	73%

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	*	56%	83%	*	75%	*	55%	76%	*	*	*	78%	64%	71%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	55%	77%	*	65%	*	50%	54%	*	*	*	79%	60%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	57%	72%	*	70%	*	55%	68%	*	*	*	65%	40%	64%
Q34. Patient was always able to get help from ward staff when needed	*	65%	68%	*	79%	*	55%	65%	*	*	*	77%	45%	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	47%	52%	*	63%	*	36%	64%	*	*	*	49%	55%	53%
Q36. Hospital staff always did everything they could to help the patient control pain	*	85%	81%	*	78%	*	*	85%	*	*	*	87%	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	*	78%	90%	*	80%	*	82%	86%	*	*	*	93%	82%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	83%	90%	*	65%	*	73%	84%	*	*	*	90%	90%	83%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	62%	81%	*	81%	*	76%	77%	*	*	*	76%	71%	73%

	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	*	91%	92%	*	*	*	*	93%	*	*	*	92%	75%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	80%	77%	*	68%	*	84%	*	*	*	*	83%	77%	79%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	82%	*	*	*	*	*	*	*	*	*	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	70%	*	*	*	*	*	83%	*	*	*	*	62%	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	79%	*	*	*	*	82%	75%	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	85%	82%	*	*	*	*	89%	*	*	*	88%	83%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	73%	74%	*	71%	*	72%	*	*	*	*	73%	77%	74%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	82%	*	*	*	*	*	*	*	*	*	*	*	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	66%	*	*	*	*	*	83%	*	*	*	*	64%	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	60%	*	*	*	*	*	73%	68%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	72%	80%	*	83%	*	84%	87%	*	*	*	81%	80%	80%

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	*	65%	74%	*	58%	*	72%	78%	*	*	*	71%	63%	69%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	59%	68%	*	52%	*	77%	71%	*	*	*	63%	65%	64%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	80%	83%	*	76%	*	85%	81%	*	*	*	84%	80%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	50%	67%	*	56%	*	58%	71%	*	*	*	57%	52%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	32%	54%	*	46%	*	50%	60%	*	*	*	44%	48%	44%

	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	*	46%	65%	*	67%	*	58%	61%	*	*	*	60%	53%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	34%	50%	*	43%	*	67%	62%	*	*	*	50%	61%	50%

	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	*	40%	24%	*	47%	*	27%	49%	*	*	*	41%	37%	39%
Q52. Patient has had a review of cancer care by GP practice	*	20%	21%	*	26%	*	16%	23%	*	*	*	14%	14%	19%

Tumour group tables

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	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	12%	45%	*	25%	*	*	38%	*	*	*	50%	25%	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	60%	69%	*	88%	*	64%	86%	*	*	*	80%	60%	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	35%	54%	*	68%	*	38%	57%	*	*	*	58%	47%	49%

	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	*	89%	90%	*	82%	*	88%	84%	*	*	*	87%	85%	87%
Q57. Administration of care was very good or good	*	80%	75%	*	82%	*	91%	90%	*	*	*	90%	75%	83%
Q58. Cancer research opportunities were discussed with patient	*	27%	22%	*	52%	*	39%	29%	*	*	*	21%	27%	30%
Q59. Patient's average rating of care scored from very poor to very good	*	8.5	8.8	*	8.6	*	9.3	9.0	*	*	*	8.8	8.4	8.7

Age group tables

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SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	*	80%	75%	65%	88%	100%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	59%	63%	51%	53%	46%	55%

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	*	83%	90%	85%	92%	88%	89%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	81%	85%	77%	82%	79%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	64%	73%	76%	88%	78%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	75%	84%	69%	80%	79%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	94%	96%	90%	96%	89%	94%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	*	83%	73%	82%	85%	89%	81%
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	73%	69%	71%	75%	73%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	73%	77%	76%	76%	64%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	83%	85%	80%	88%	91%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	87%	85%	86%	75%	60%	82%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	*	82%	88%	88%	89%	80%	88%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	69%	83%	79%	84%	79%	80%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	90%	94%	96%	96%	93%	95%

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	*	77%	81%	81%	82%	78%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	63%	77%	73%	81%	67%	75%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	77%	78%	79%	81%	57%	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	39%	53%	57%	50%	0%	50%

Age group tables

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

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	59%	73%	69%	64%	56%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	79%	94%	92%	96%	*	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	92%	100%	100%	100%	*	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	*	85%	92%	90%	93%	85%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	59%	74%	71%	77%	50%	71%
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	74%	71%	78%	69%	73%	73%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	*	48%	69%	69%	83%	*	71%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	47%	76%	58%	69%	*	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	71%	56%	62%	69%	*	64%
Q34. Patient was always able to get help from ward staff when needed	*	*	*	57%	67%	65%	71%	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	45%	57%	58%	51%	*	53%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	70%	82%	81%	88%	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	86%	81%	79%	90%	*	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	85%	81%	82%	84%	*	83%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	53%	74%	77%	76%	53%	73%

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	*	*	*	86%	94%	85%	96%	85%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	83%	82%	76%	79%	*	79%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	74%	84%	93%	88%	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	56%	75%	70%	87%	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	87%	89%	*	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	*	73%	89%	82%	91%	73%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	69%	77%	74%	75%	*	74%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	79%	75%	90%	88%	*	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	67%	67%	67%	79%	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	73%	94%	40%	*	68%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	*	61%	87%	81%	80%	88%	80%

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	*	*	*	76%	80%	69%	62%	60%	69%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	70%	71%	59%	61%	64%	64%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	70%	81%	80%	88%	91%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	51%	53%	63%	62%	35%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	27%	45%	52%	45%	*	44%

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	*	41%	54%	62%	60%	*	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	35%	52%	52%	52%	*	50%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	*	33%	42%	39%	39%	*	39%
Q52. Patient has had a review of cancer care by GP practice	*	*	*	27%	22%	19%	17%	16%	19%

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	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	*	*	*	0%	39%	26%	29%	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	53%	69%	82%	74%	*	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	39%	44%	53%	54%	67%	49%

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	*	*	87%	82%	83%	95%	86%	87%
Q57. Administration of care was very good or good	*	*	*	71%	88%	87%	83%	75%	83%
Q58. Cancer research opportunities were discussed with patient	*	*	*	4%	28%	42%	24%	*	30%
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	8.0	9.0	8.7	8.9	8.4	8.7

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	83%	71%	*	*	*	59%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	52%	*	*	*	59%	55%

DIAGNOSTIC TESTS							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	87%	*	*	*	91%	89%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	83%	*	*	*	80%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	80%	*	*	*	76%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	79%	*	*	*	71%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	92%	*	*	*	96%	94%

FINDING OUT THAT YOU HAD CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	85%	*	*	*	79%	81%
Q13. Patient was definitely told sensitively that they had cancer	74%	71%	*	*	*	66%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	76%	*	*	*	69%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	87%	*	*	*	86%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	80%	*	*	*	71%	82%

SUPPORT FROM A MAIN CONTACT PERSON							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	87%	90%	*	*	*	82%	88%
Q18. Patient found it very or quite easy to contact their main contact person	78%	81%	*	*	*	89%	80%
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	*	*	*	95%	95%

Male/Female/Non-binary/Other tables

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

DECIDING ON THE BEST TREATMENT							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	81%	79%	*	*	*	83%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	75%	*	*	*	71%	75%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	77%	*	*	*	86%	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	51%	*	*	*	13%	50%

CARE PLANNING							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	66%	*	*	*	68%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	92%	*	*	*	82%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	*	*	*	*	99%

SUPPORT FROM HOSPITAL STAFF							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	86%	94%	*	*	*	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	62%	78%	*	*	*	83%	71%
Q29. Patient was offered information about how to get financial help or benefits	72%	74%	*	*	*	74%	73%

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	63%	80%	*	*	*	62%	71%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	67%	64%	*	*	*	*	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	65%	*	*	*	38%	64%
Q34. Patient was always able to get help from ward staff when needed	63%	69%	*	*	*	67%	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	48%	61%	*	*	*	33%	53%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	81%	*	*	*	82%	81%
Q37. Patient was always treated with respect and dignity while in hospital	78%	91%	*	*	*	85%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	82%	*	*	*	92%	83%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	67%	78%	*	*	*	76%	73%

	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	90%	91%	*	*	*	92%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	75%	85%	*	*	*	76%	79%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	82%	92%	*	*	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	67%	81%	*	*	*	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	76%	76%	*	*	*	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	87%	*	*	*	86%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	69%	82%	*	*	*	71%	74%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	88%	*	*	*	*	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	64%	75%	*	*	*	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	70%	68%	*	*	*	*	68%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	82%	*	*	*	89%	80%

Male/Female/Non-binary/Other tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	65%	74%	*	*	*	65%	69%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	60%	70%	*	*	*	59%	64%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	84%	*	*	*	67%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	65%	*	*	*	39%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	37%	54%	*	*	*	40%	44%

SUPPORT WHILE AT HOME							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	52%	65%	*	*	*	38%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	47%	56%	*	*	*	36%	50%

CARE FROM YOUR GP PRACTICE							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	37%	40%	*	*	*	50%	39%
Q52. Patient has had a review of cancer care by GP practice	20%	17%	*	*	*	35%	19%

LIVING WITH AND BEYOND CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	25%	31%	*	*	*	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	63%	86%	*	*	*	54%	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	44%	55%	*	*	*	48%	49%

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	87%	86%	*	*	*	88%	87%
Q57. Administration of care was very good or good	81%	86%	*	*	*	85%	83%
Q58. Cancer research opportunities were discussed with patient	32%	29%	*	*	*	18%	30%
Q59. Patient's average rating of care scored from very poor to very good	8.5	8.9	*	*	*	8.6	8.7

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	*	*	*	*	59%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	54%	*	*	*	*	63%	55%

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	89%	*	*	*	*	90%	89%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	*	*	*	*	85%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	*	*	*	*	85%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	*	*	*	*	77%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	*	*	*	*	88%	94%

FINDING OUT THAT YOU HAD CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	81%	*	*	80%	*	82%	81%
Q13. Patient was definitely told sensitively that they had cancer	73%	*	*	60%	*	67%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	*	*	60%	*	68%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	*	*	90%	*	85%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	*	*	*	*	78%	82%

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	88%	*	*	100%	*	87%	88%
Q18. Patient found it very or quite easy to contact their main contact person	82%	*	*	60%	*	77%	80%
Q19. Patient found advice from main contact person was very or quite helpful	94%	*	*	100%	*	97%	95%

DECIDING ON THE BEST TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	80%	*	*	60%	*	86%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	*	*	60%	*	77%	75%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	*	*	60%	*	78%	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	*	*	*	*	23%	50%

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	67%	*	*	40%	*	72%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	*	*	*	*	81%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	*	*	*	100%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	*	*	100%	*	92%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	*	*	60%	*	85%	71%
Q29. Patient was offered information about how to get financial help or benefits	73%	*	*	*	*	79%	73%

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	73%	*	*	*	*	72%	71%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	*	*	*	*	71%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	*	*	*	*	56%	64%
Q34. Patient was always able to get help from ward staff when needed	65%	*	*	*	*	82%	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	*	*	*	*	41%	53%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	*	*	*	*	94%	81%
Q37. Patient was always treated with respect and dignity while in hospital	84%	*	*	*	*	94%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	81%	*	*	*	*	89%	83%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	*	*	*	*	80%	73%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	*	*	*	*	86%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	*	*	*	*	76%	79%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	84%	*	*	*	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72%	*	*	*	*	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	76%	*	*	*	*	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	*	*	*	*	85%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	74%	*	*	*	*	70%	74%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	*	*	*	*	*	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	67%	*	*	*	*	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	69%	*	*	*	*	*	68%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	*	*	80%	*	84%	80%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	*	*	70%	*	61%	69%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	*	*	*	*	64%	64%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	*	*	*	*	73%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	*	*	*	*	48%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	44%	*	*	*	*	48%	44%

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	*	*	*	*	50%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	*	*	*	*	52%	50%

CARE FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	38%	*	*	*	*	54%	39%
Q52. Patient has had a review of cancer care by GP practice	17%	*	*	*	*	33%	19%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	*	*	*	*	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	*	*	*	*	80%	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	50%	*	*	50%	*	47%	49%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	86%	*	*	*	*	97%	87%
Q57. Administration of care was very good or good	83%	*	*	70%	*	86%	83%
Q58. Cancer research opportunities were discussed with patient	31%	*	*	*	*	19%	30%
Q59. Patient's average rating of care scored from very poor to very good	8.7	*	*	*	*	8.9	8.7

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
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	80%	60%	79%	87%	*	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	48%	57%	59%	52%	57%	*	55%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	96%	88%	87%	87%	88%	*	89%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	76%	78%	86%	78%	*	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	81%	77%	78%	78%	*	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	74%	82%	83%	70%	*	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	93%	93%	93%	97%	*	94%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	73%	82%	89%	90%	*	81%
Q13. Patient was definitely told sensitively that they had cancer	76%	68%	76%	68%	72%	*	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	67%	78%	76%	78%	*	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	91%	82%	80%	85%	84%	*	84%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	81%	82%	82%	79%	*	82%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	94%	86%	90%	82%	88%	*	88%
Q18. Patient found it very or quite easy to contact their main contact person	81%	76%	80%	79%	86%	*	80%
Q19. Patient found advice from main contact person was very or quite helpful	93%	94%	92%	100%	96%	*	95%

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	85%	79%	81%	86%	70%	*	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	84%	71%	74%	75%	72%	*	75%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	77%	80%	76%	76%	*	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	43%	51%	54%	48%	*	50%

	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	73%	61%	72%	68%	61%	*	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	93%	97%	84%	94%	*	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	98%	100%	100%	100%	*	99%

	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	92%	90%	89%	86%	92%	*	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	78%	66%	76%	69%	64%	*	71%
Q29. Patient was offered information about how to get financial help or benefits	85%	67%	72%	69%	70%	*	73%

	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	69%	61%	81%	74%	73%	*	71%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	61%	66%	79%	50%	74%	*	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	49%	71%	73%	53%	*	64%
Q34. Patient was always able to get help from ward staff when needed	73%	51%	70%	67%	72%	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	57%	40%	60%	56%	53%	*	53%
Q36. Hospital staff always did everything they could to help the patient control pain	76%	78%	84%	87%	83%	*	81%
Q37. Patient was always treated with respect and dignity while in hospital	86%	78%	86%	89%	85%	*	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	78%	86%	80%	94%	*	83%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	71%	79%	67%	73%	*	73%

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	93%	92%	88%	90%	89%	*	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	75%	76%	81%	83%	*	79%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	80%	83%	81%	90%	93%	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	71%	80%	59%	82%	72%	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	100%	60%	75%	*	*	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	86%	91%	80%	84%	*	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	72%	72%	71%	77%	*	74%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	79%	87%	82%	91%	80%	*	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	50%	78%	75%	80%	63%	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	60%	67%	*	*	*	68%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	81%	79%	83%	76%	81%	*	80%

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	70%	71%	69%	73%	62%	*	69%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	63%	66%	57%	64%	*	64%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	75%	87%	80%	85%	*	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	52%	55%	62%	58%	*	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	38%	47%	44%	48%	45%	*	44%

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	66%	47%	58%	57%	63%	*	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	52%	48%	53%	51%	48%	*	50%

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	42%	33%	44%	43%	36%	*	39%
Q52. Patient has had a review of cancer care by GP practice	33%	16%	22%	18%	10%	*	19%

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	26%	27%	31%	23%	27%	*	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	68%	58%	84%	80%	74%	*	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	46%	43%	56%	58%	43%	*	49%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	91%	84%	88%	85%	88%	*	87%
Q57. Administration of care was very good or good	89%	79%	84%	85%	81%	*	83%
Q58. Cancer research opportunities were discussed with patient	41%	27%	38%	28%	15%	*	30%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.5	8.8	8.5	8.8	*	8.7

Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	81%	71%	63%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	53%	60%	55%	55%

	Long-term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	87%	92%	96%	89%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	84%	87%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	73%	78%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	79%	77%	77%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	95%	94%	94%

	Long-term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	80%	84%	83%	81%
Q13. Patient was definitely told sensitively that they had cancer	72%	72%	70%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	74%	76%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	83%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	82%	76%	82%

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	88%	89%	83%	88%
Q18. Patient found it very or quite easy to contact their main contact person	79%	79%	96%	80%
Q19. Patient found advice from main contact person was very or quite helpful	95%	94%	100%	95%

	Long-term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	79%	80%	91%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	74%	75%	75%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	83%	90%	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	48%	30%	50%

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	64%	61%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	89%	94%	91%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	100%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	88%	84%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	70%	83%	71%
Q29. Patient was offered information about how to get financial help or benefits	76%	68%	63%	73%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	71%	71%	71%	71%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	62%	69%	77%	65%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	67%	53%	64%
Q34. Patient was always able to get help from ward staff when needed	67%	64%	69%	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	54%	44%	53%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	80%	93%	81%
Q37. Patient was always treated with respect and dignity while in hospital	84%	86%	88%	85%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	82%	85%	88%	83%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	76%	81%	73%

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	92%	94%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	78%	80%	84%	79%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	74%	90%	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	69%	71%	*	73%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	78%	69%	*	76%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	83%	88%	85%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	71%	80%	78%	74%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	83%	80%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	64%	79%	*	69%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	71%	63%	*	68%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	80%	77%	83%	80%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	67%	74%	69%	69%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	61%	70%	69%	64%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	85%	75%	81%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	65%	39%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	44%	47%	42%	44%

SUPPORT WHILE AT HOME	Long-term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	62%	44%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	55%	32%	50%

CARE FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	36%	48%	47%	39%
Q52. Patient has had a review of cancer care by GP practice	17%	22%	28%	19%

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	20%	30%	27%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	74%	63%	72%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	48%	53%	44%	49%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	87%	85%	91%	87%
Q57. Administration of care was very good or good	83%	82%	86%	83%
Q58. Cancer research opportunities were discussed with patient	32%	25%	23%	30%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.7	8.8	8.7

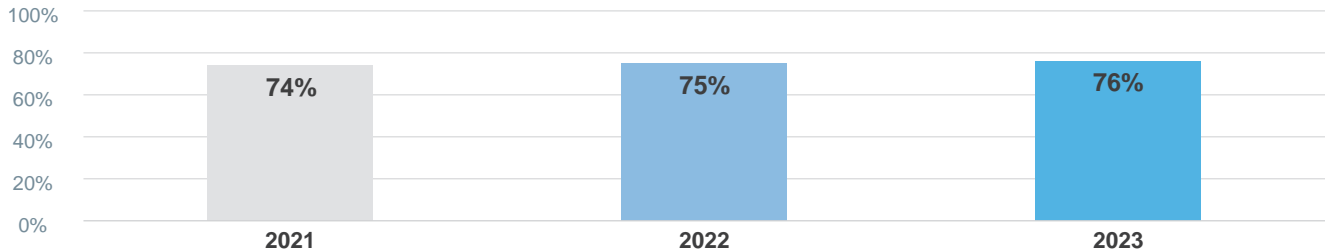
Year on year charts

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

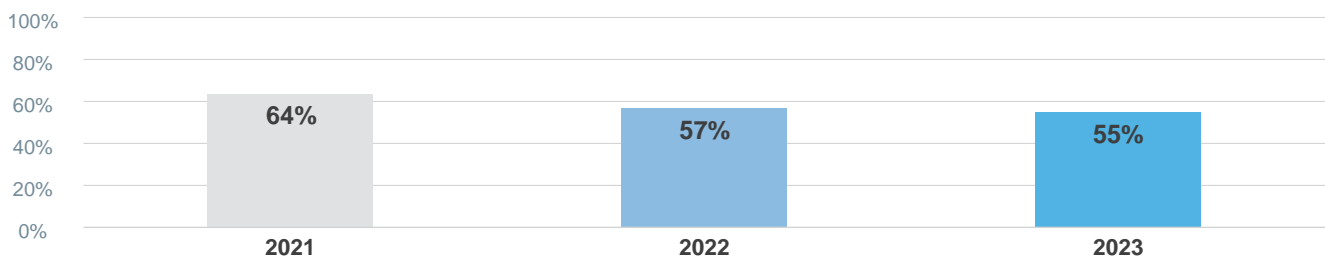
The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

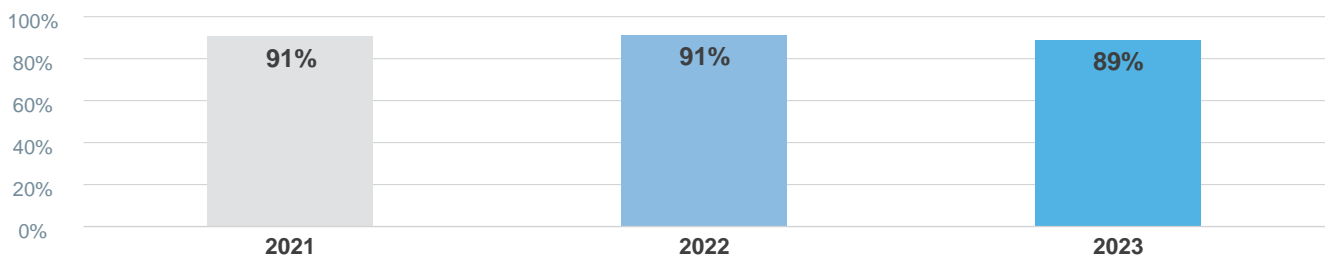


Q3. Referral for diagnosis was explained in a way the patient could completely understand

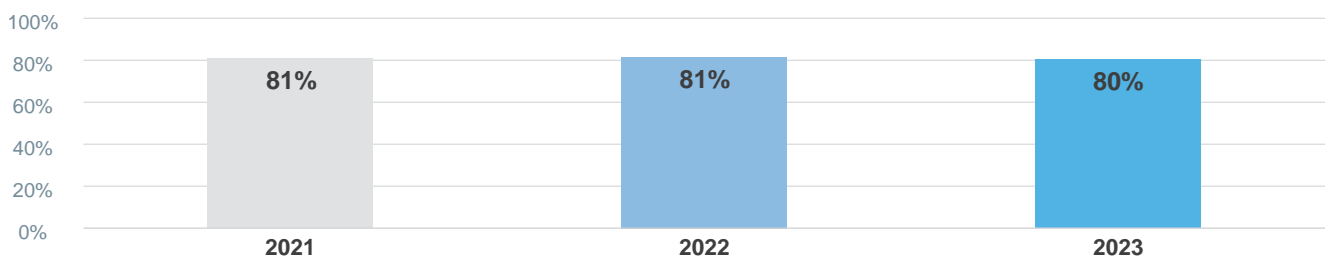


DIAGNOSTIC TESTS

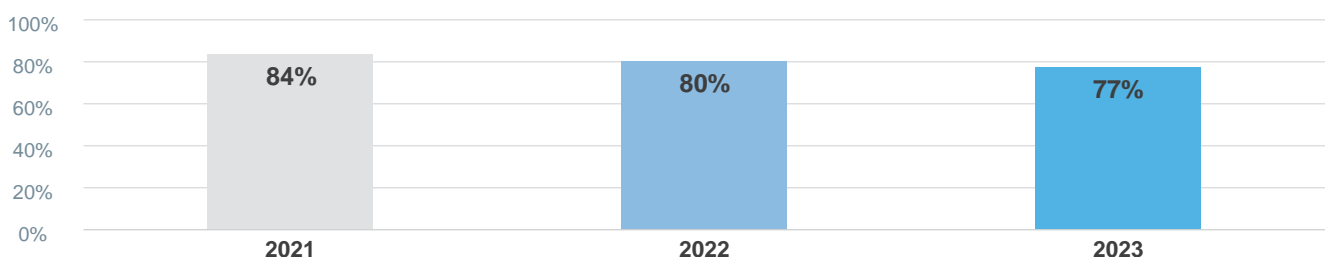
Q5. Patient received all the information needed about the diagnostic test in advance



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



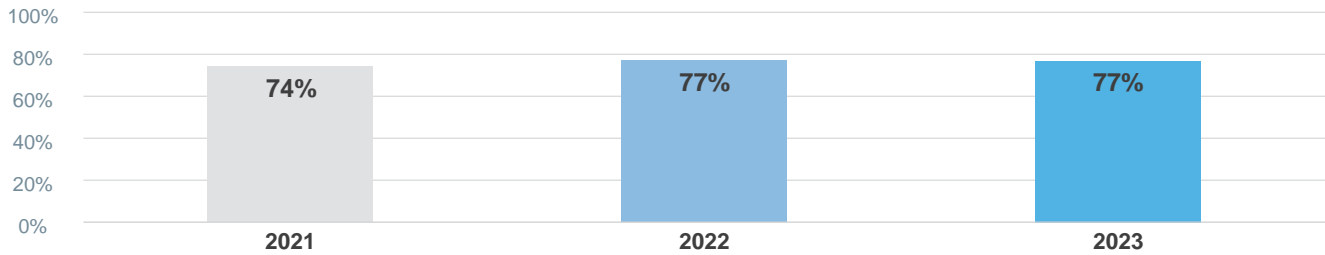
Year on year charts

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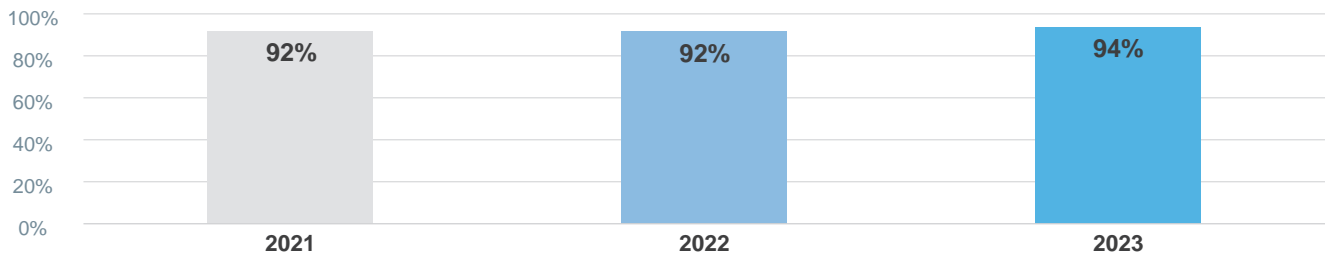
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

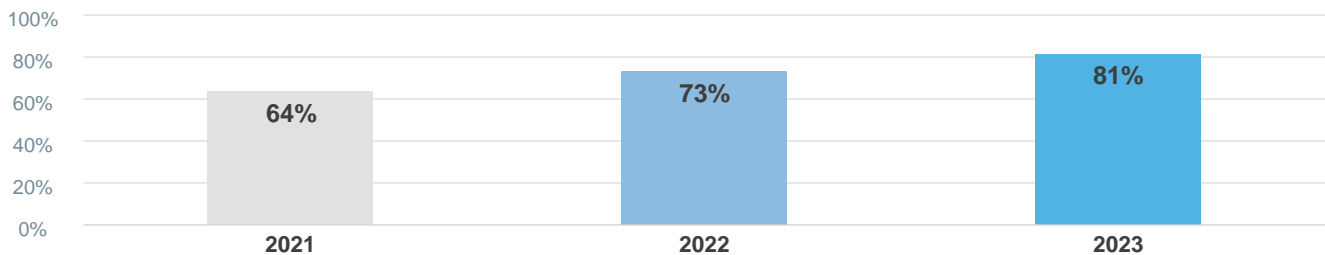


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

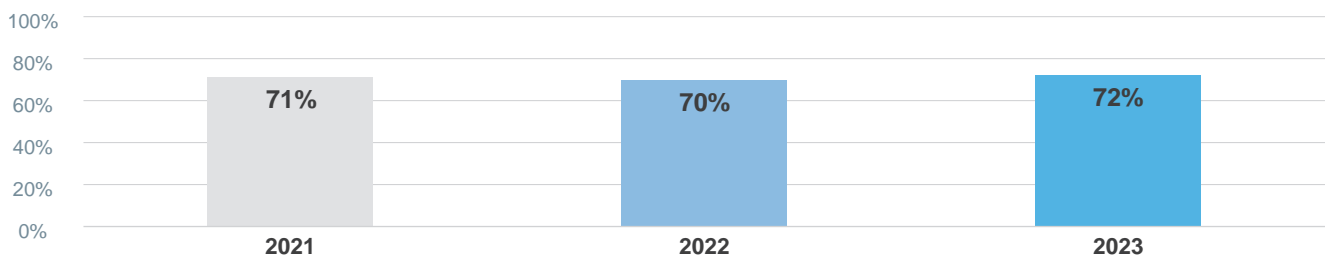


FINDING OUT THAT YOU HAD CANCER

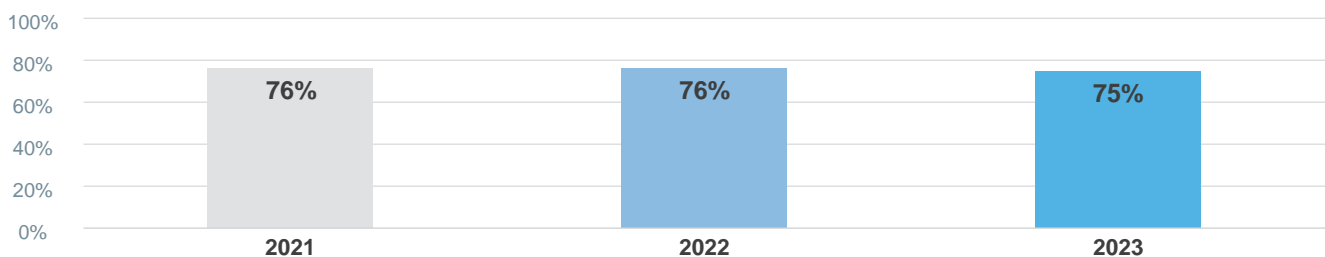
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



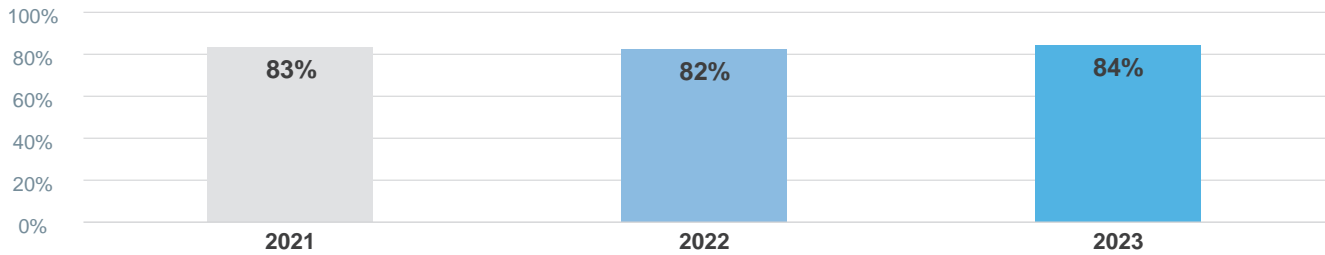
Year on year charts

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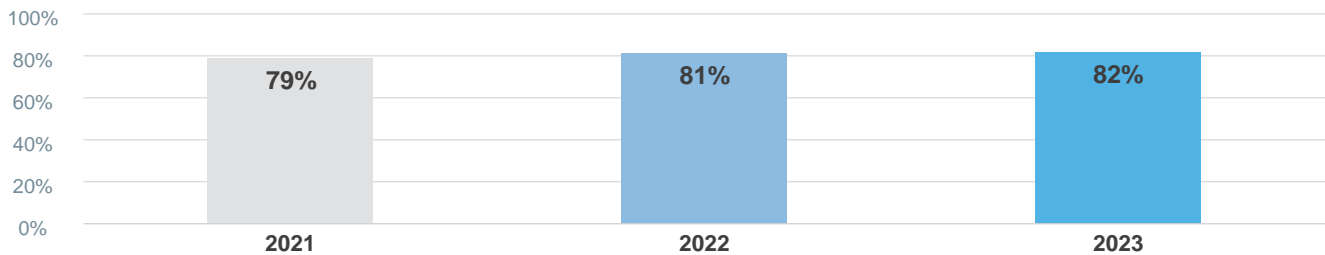
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

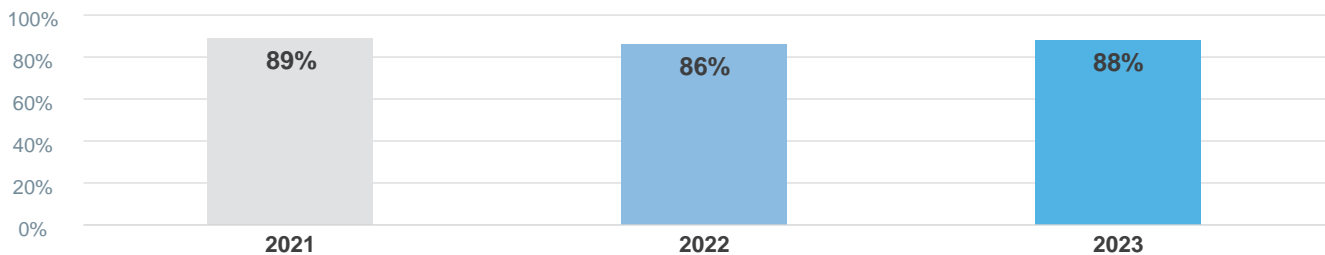


Q16. Patient was told they could go back later for more information about their diagnosis

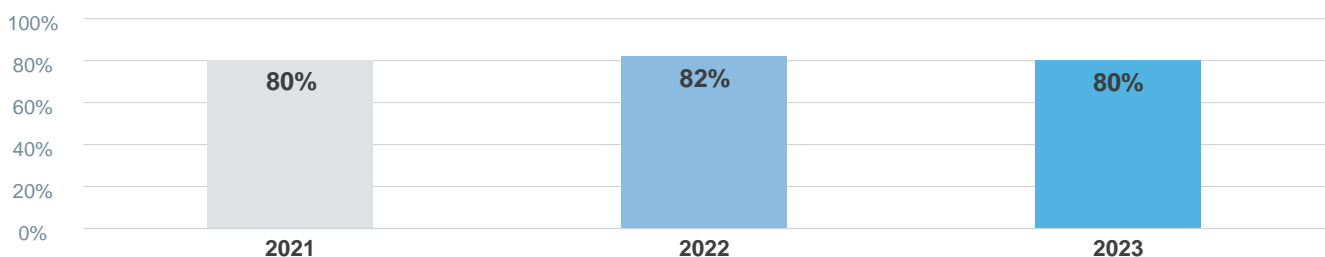


SUPPORT FROM A MAIN CONTACT PERSON

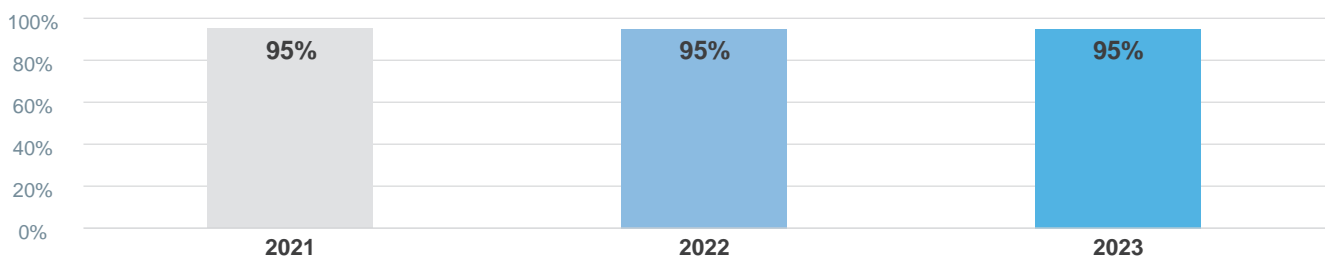
Q17. Patient had a main point of contact within the care team



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



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



Year on year charts

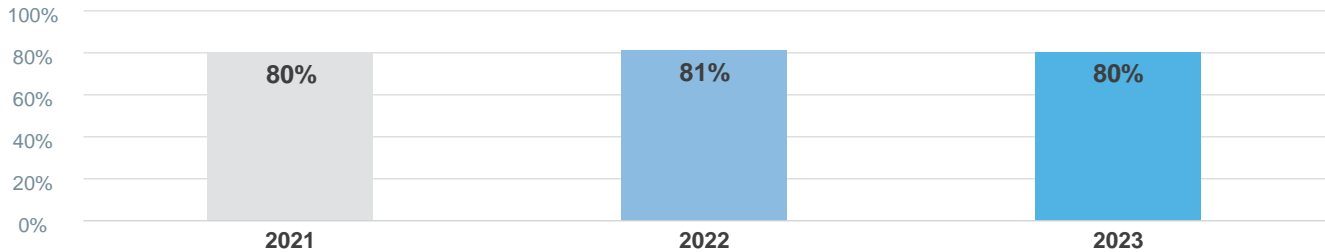
* Indicates where a score is not available due to suppression or a low base size.

** No score available for these years.

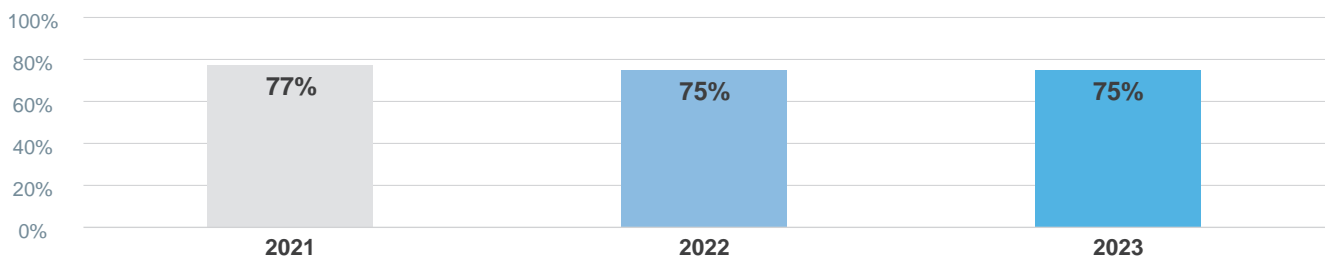
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

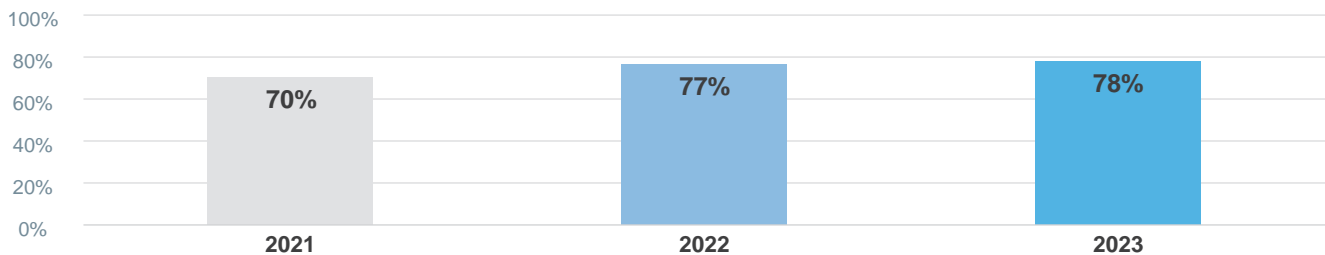
Q20. Treatment options were explained in a way the patient could completely understand



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

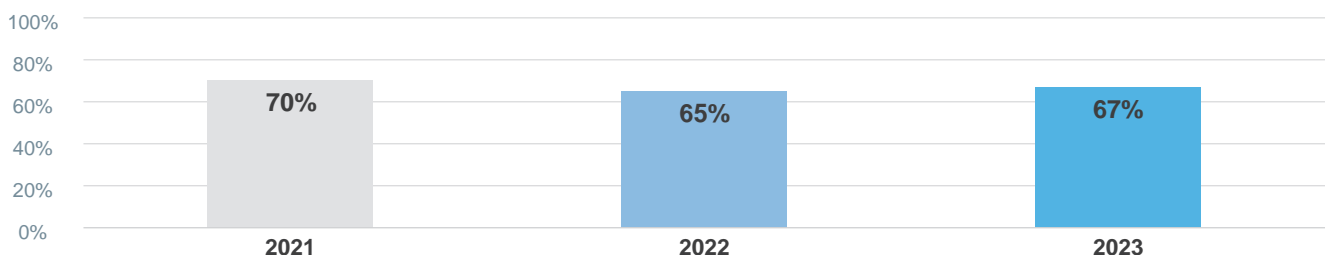


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



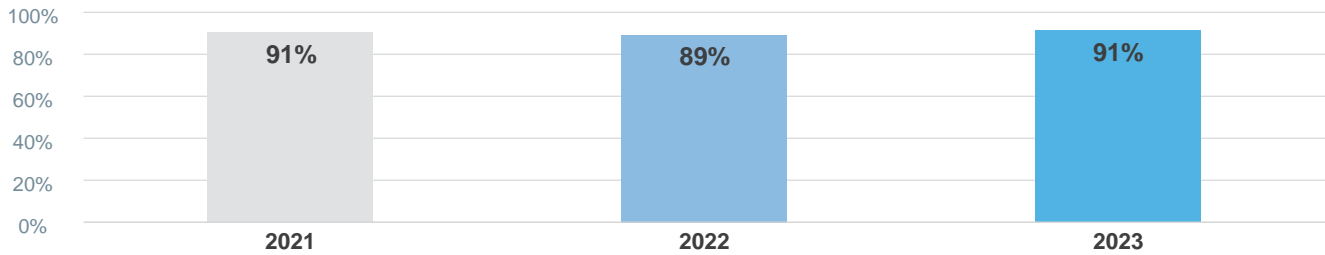
Year on year charts

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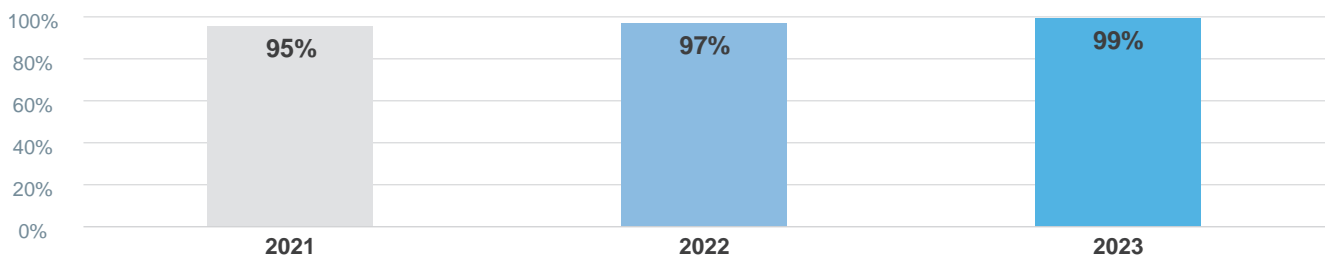
** No score available for these years.

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

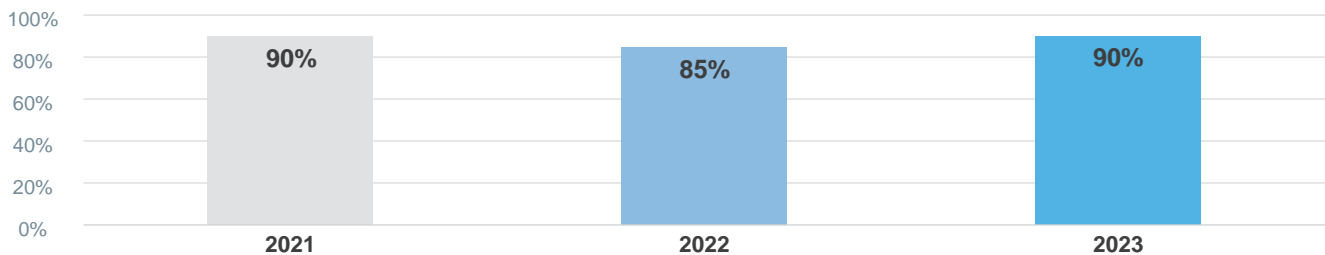


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

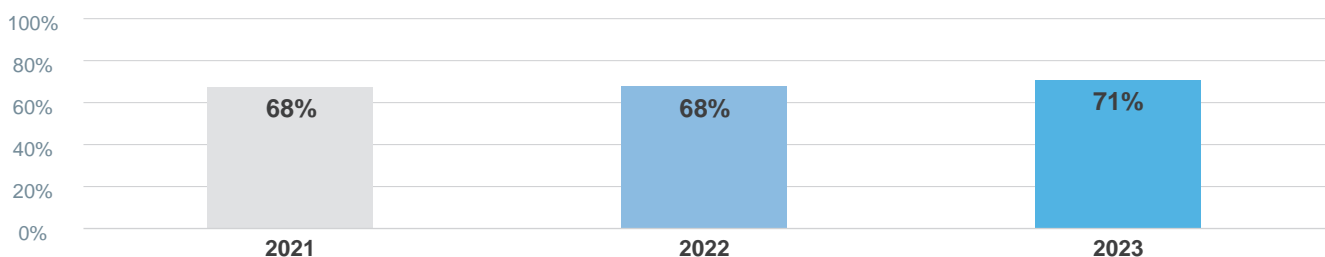


SUPPORT FROM HOSPITAL STAFF

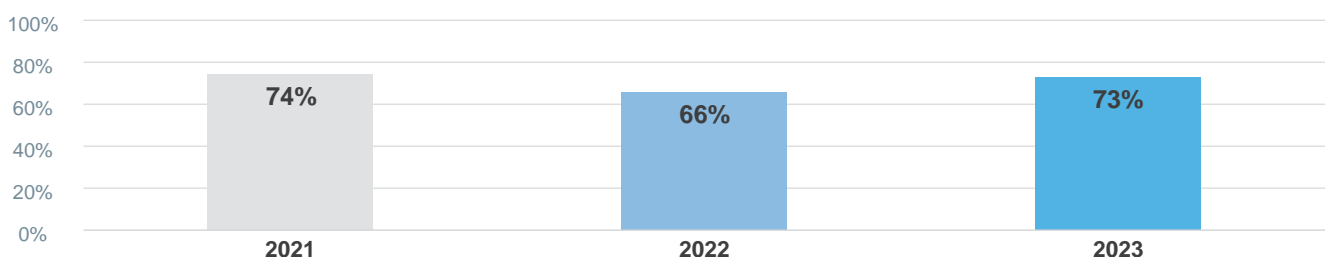
Q27. Staff provided the patient with relevant information on available support



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

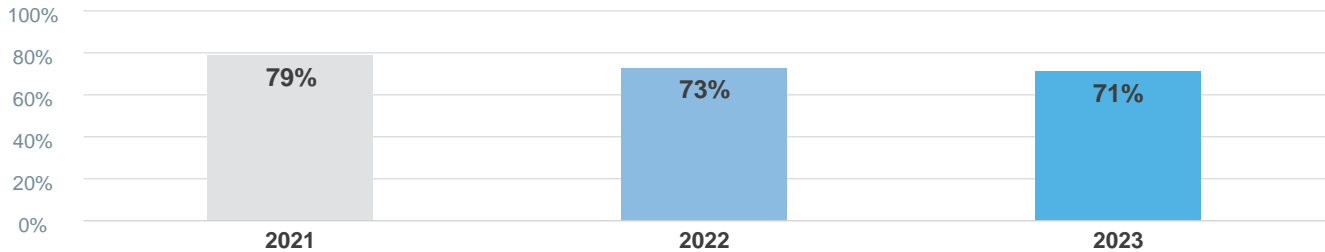
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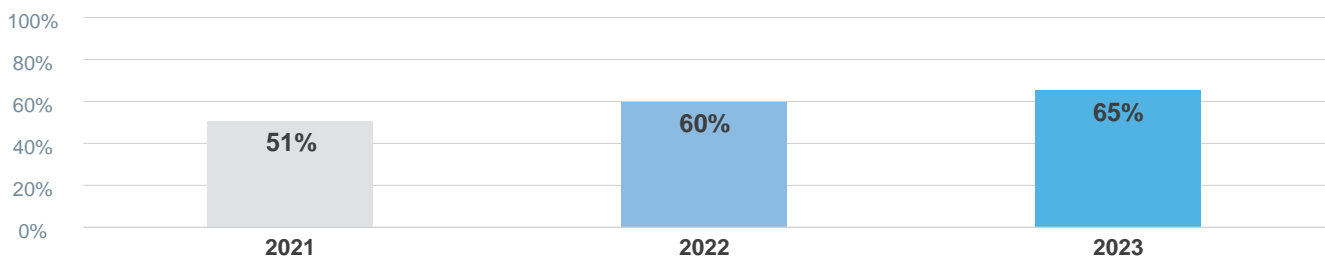
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HOSPITAL CARE

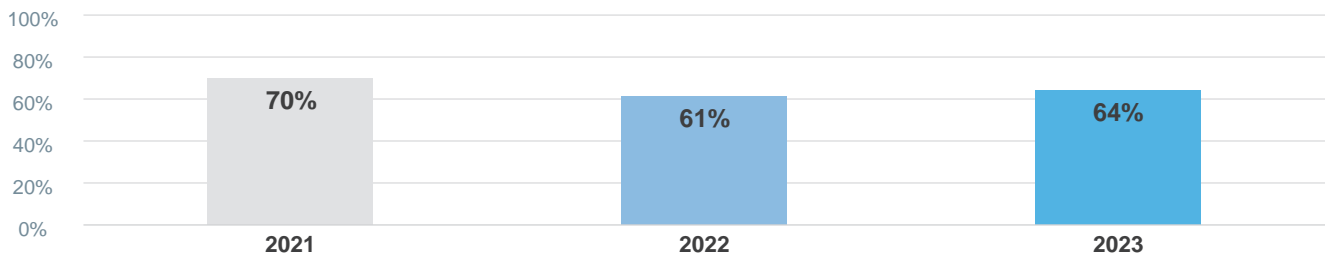
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



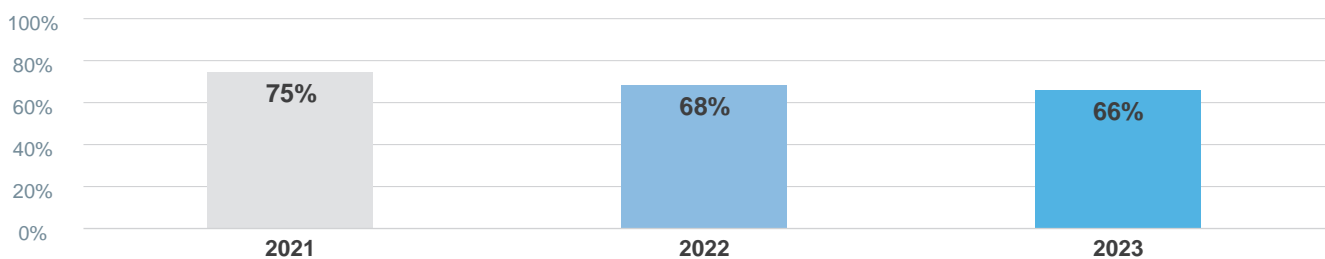
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



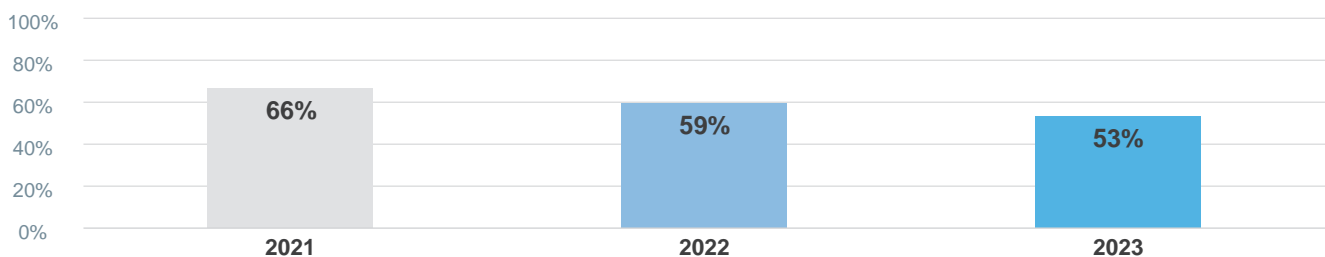
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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

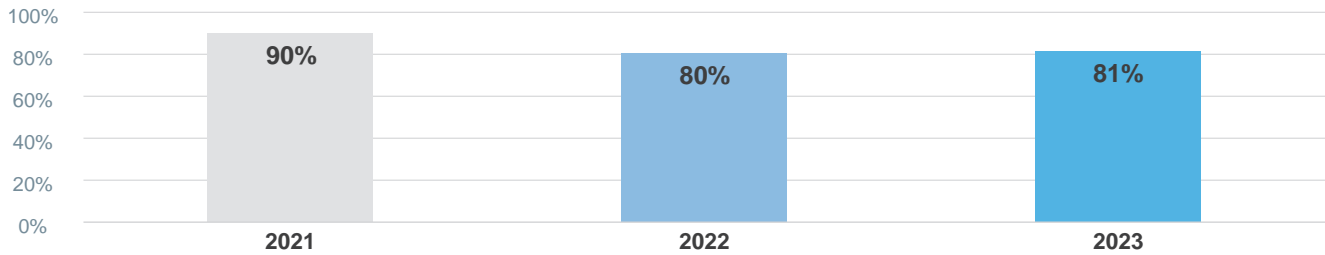


Year on year charts

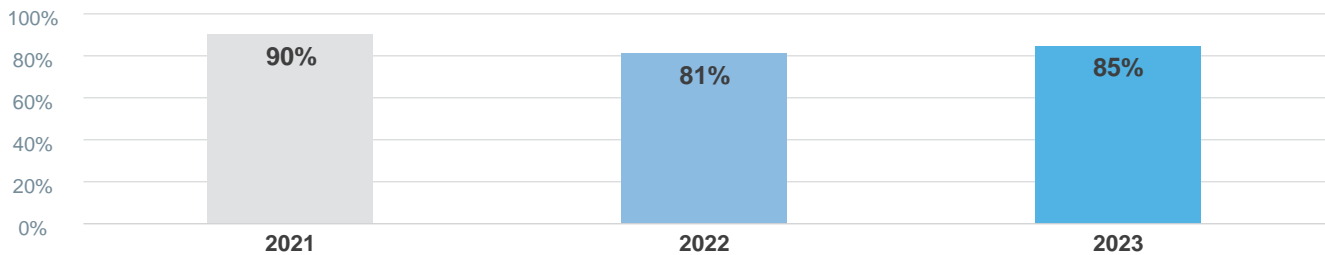
* Indicates where a score is not available due to suppression or a low base size. ** No score available for these years.

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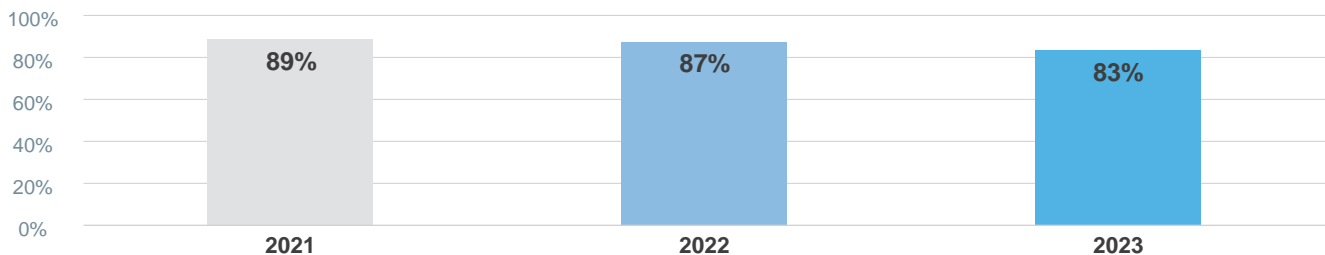
Q36. Hospital staff always did everything they could to help the patient control pain



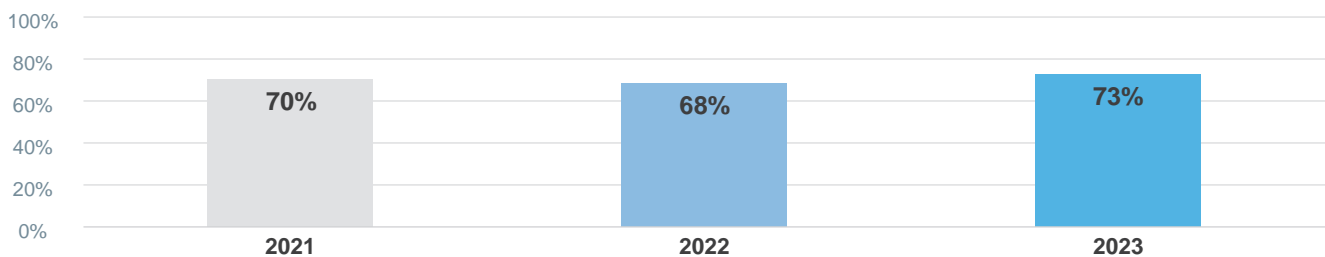
Q37. Patient was always treated with respect and dignity while in hospital



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

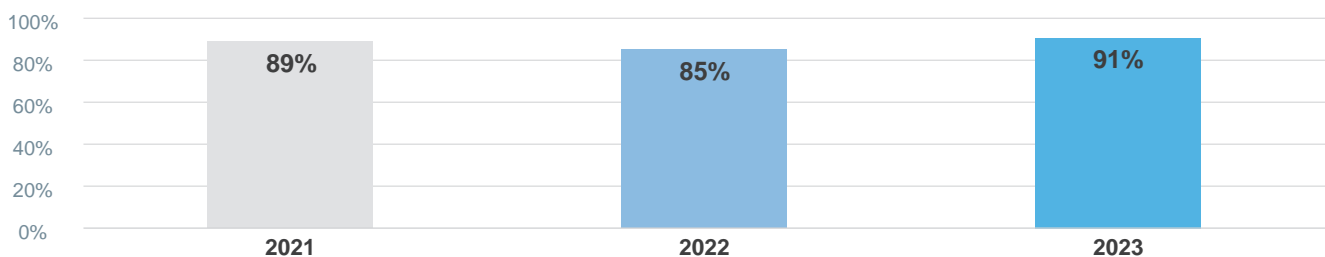


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



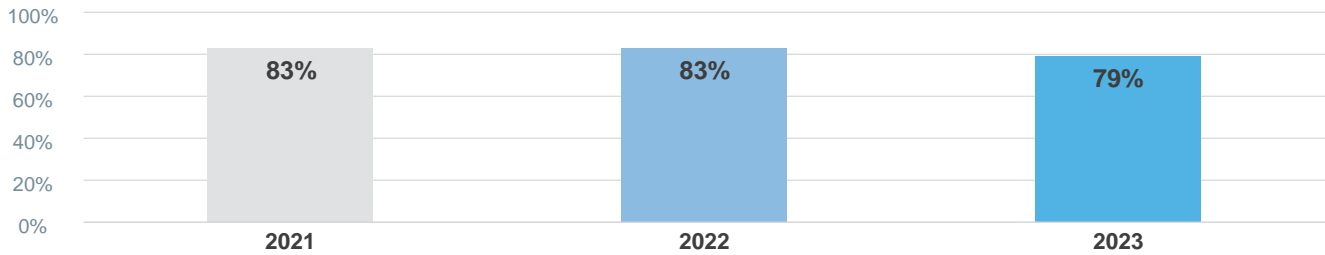
Year on year charts

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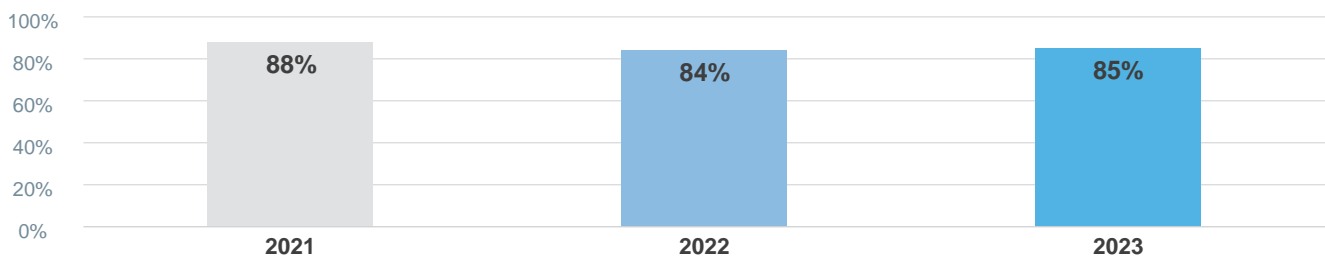
** No score available for these years.

The scores are unadjusted and based on England scores only.

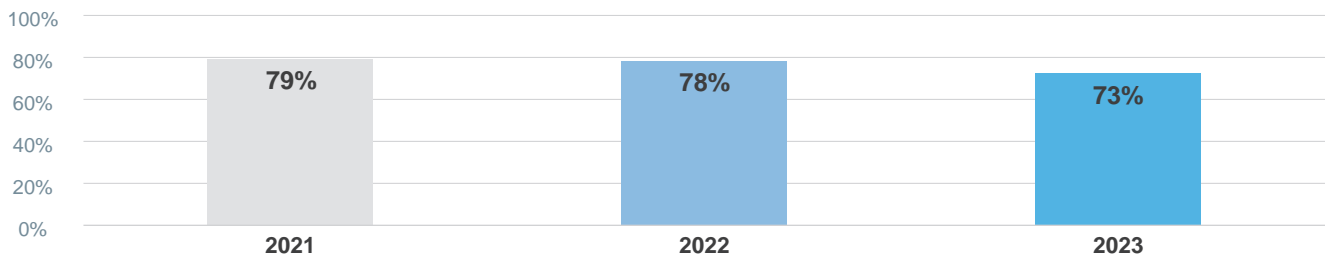
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



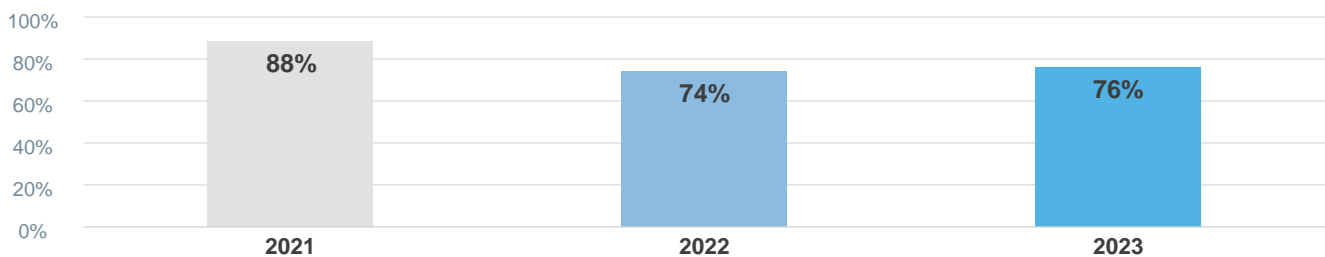
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



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.

The scores are unadjusted and based on England scores only.

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



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



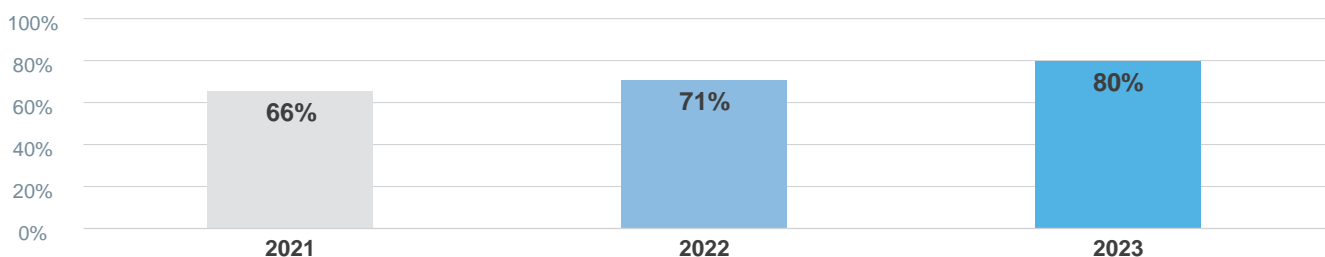
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



Year on year charts

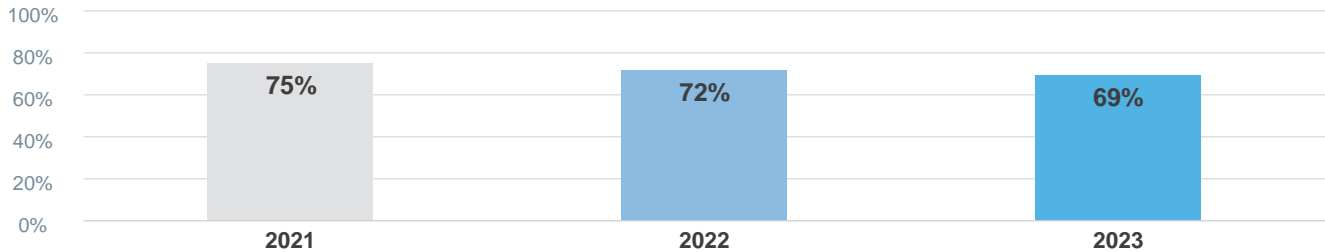
* Indicates where a score is not available due to suppression or a low base size.

** No score available for these years.

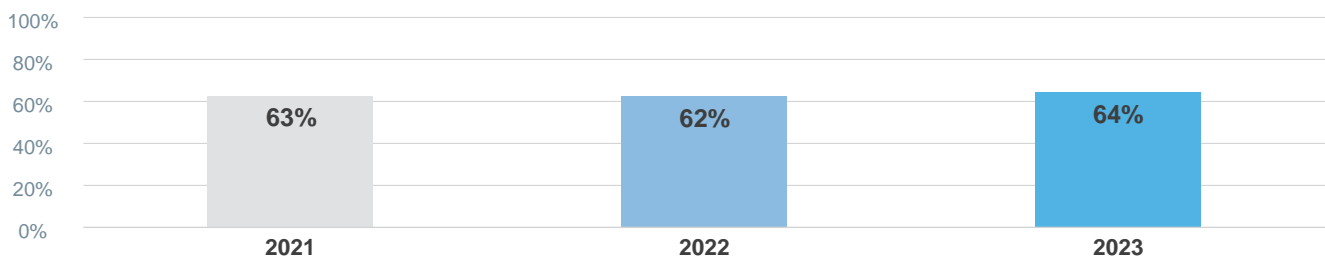
The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

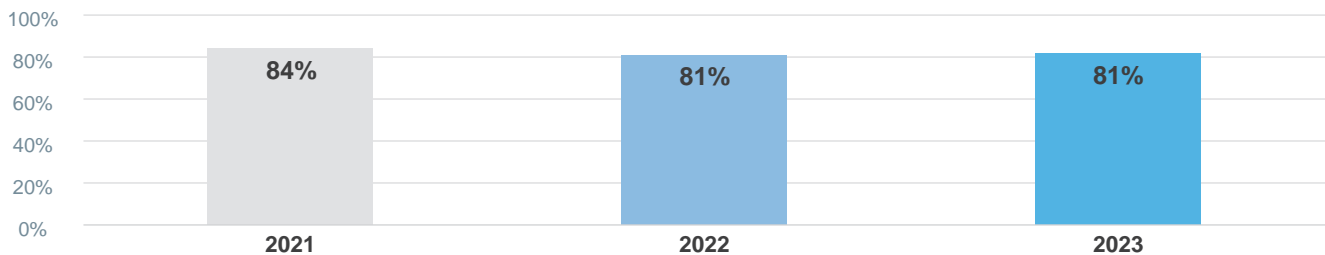
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



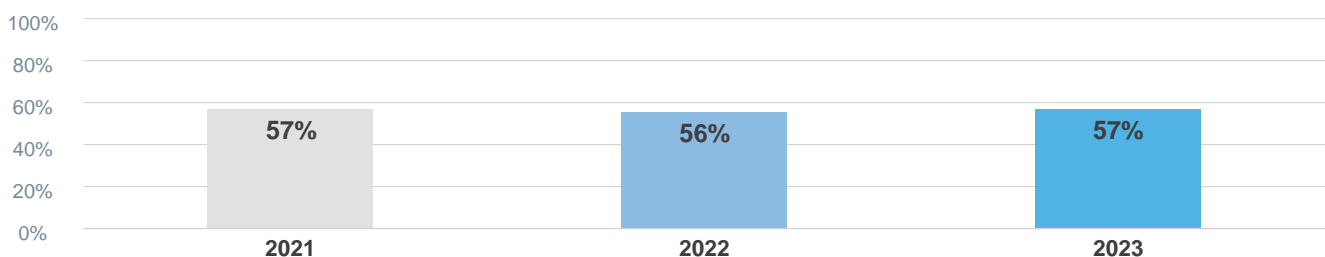
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



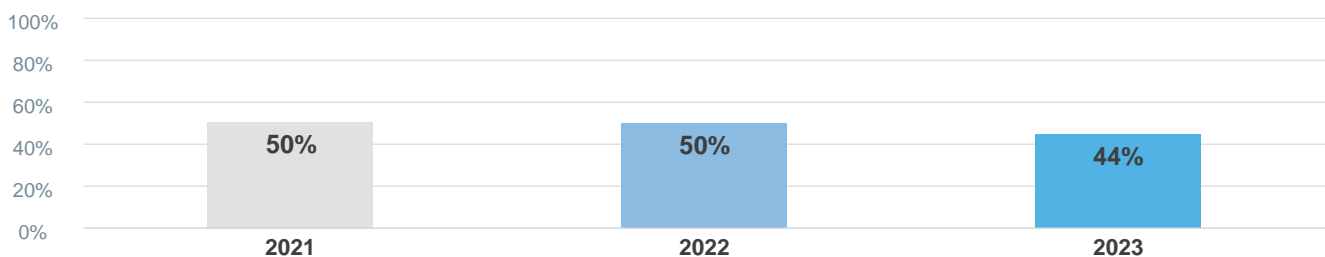
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

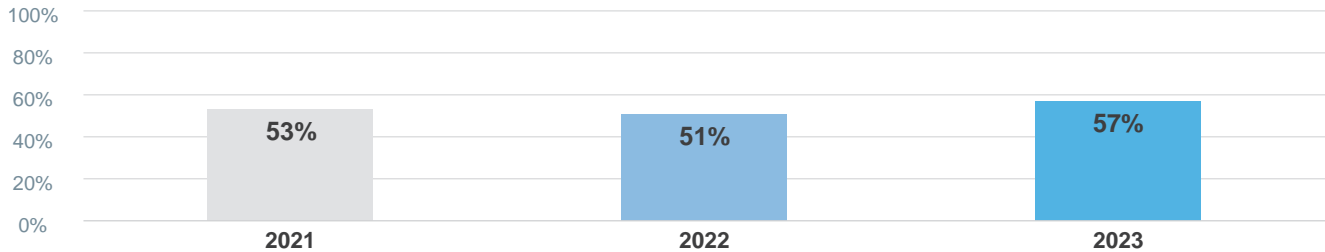
* Indicates where a score is not available due to suppression or a low base size.

** No score available for these years.

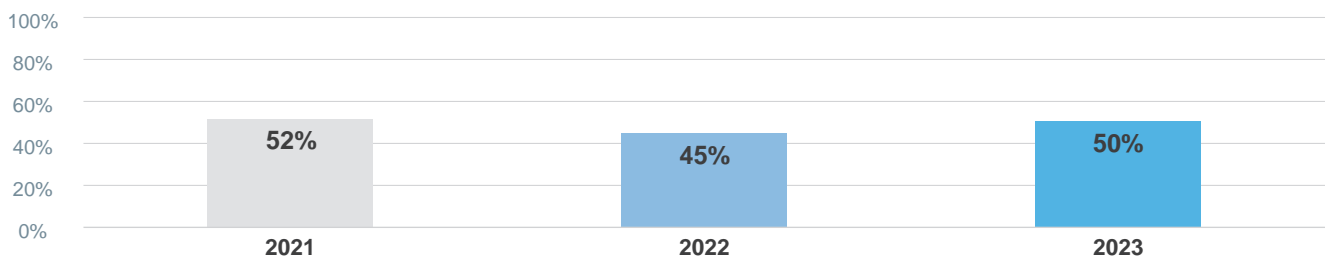
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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

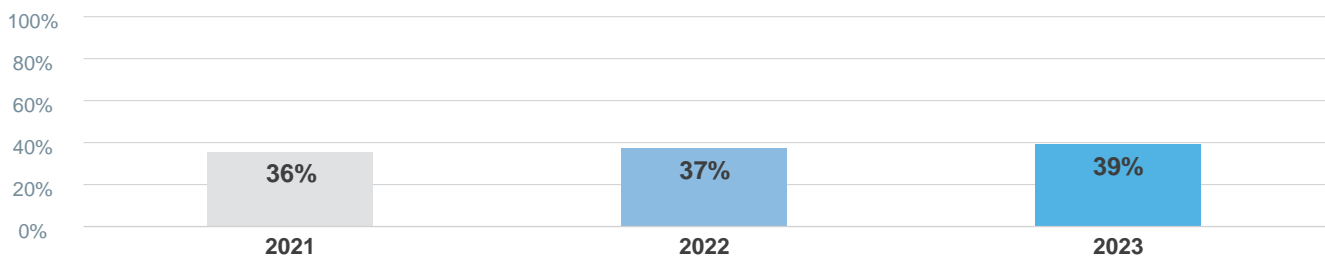


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

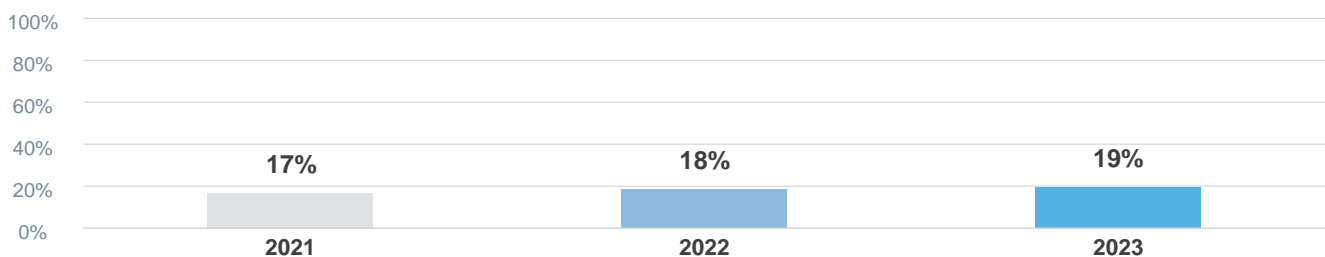


CARE FROM YOUR GP PRACTICE

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

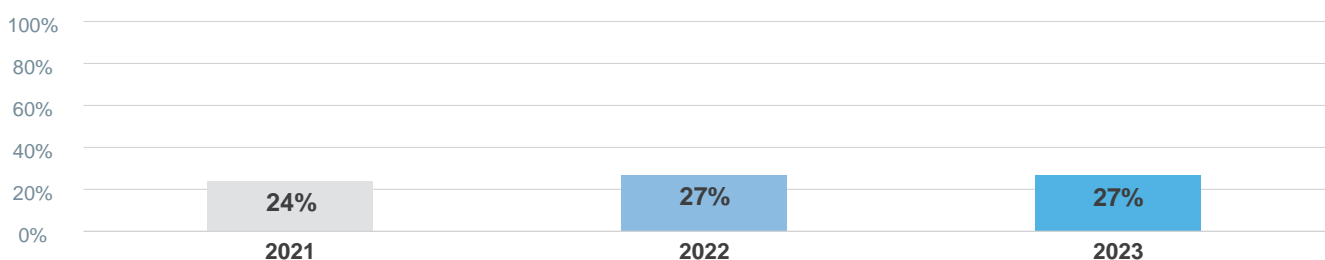


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



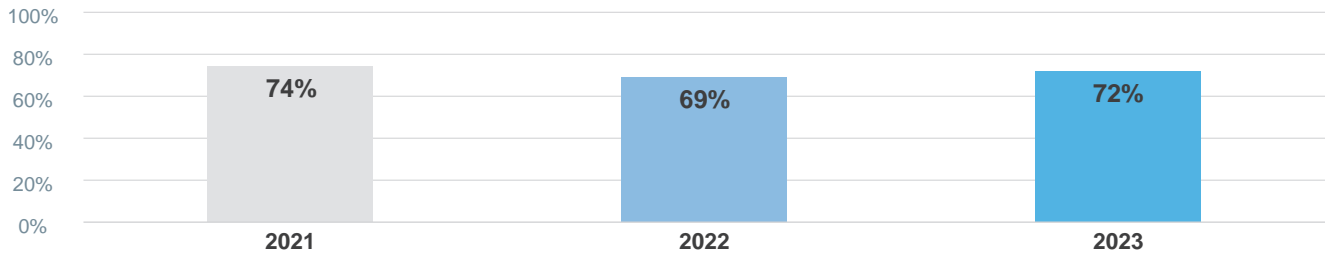
Year on year charts

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

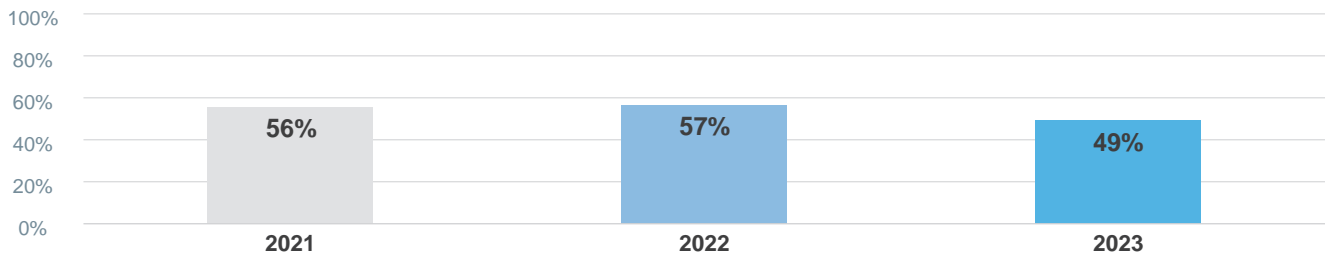
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

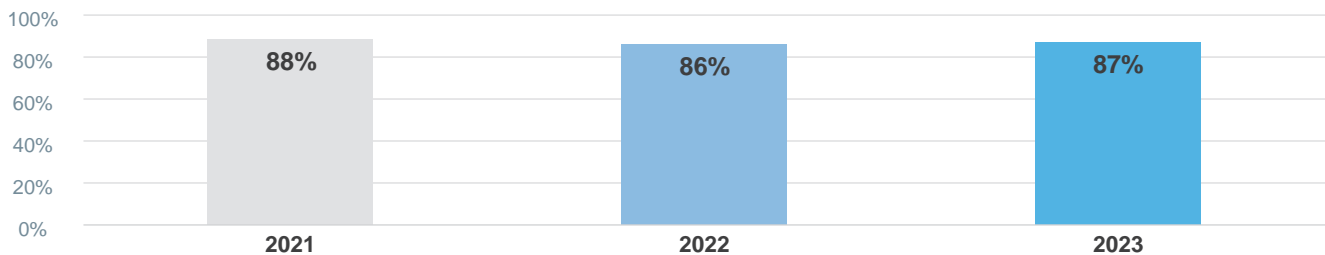


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

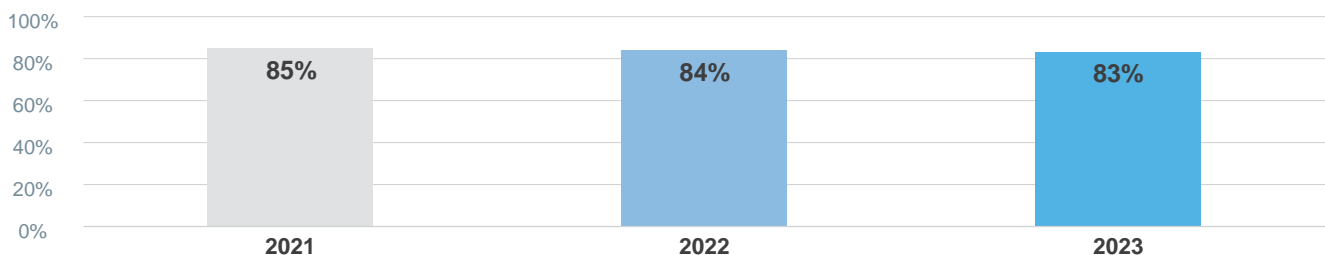


YOUR OVERALL NHS CARE

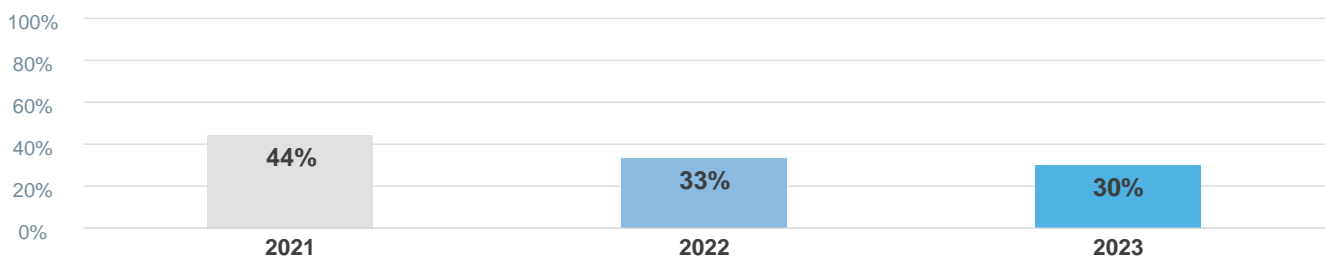
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on year charts

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** No score available for these years.

The scores are unadjusted and based on England scores only.

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

