Cancer Patient Experience Survey

2023 Results

Moorfields Eye Hospital NHS Foundation Trust

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Executive summary

Questions above expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	**90%**	53%	88%	**70%**
Q34. Patient was always able to get help from ward staff when needed	**90%**	56%	89%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	**86%**	46%	83%	**65%**

Questions below expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	**79%**	83%	100%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	**65%**	71%	96%	**83%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	**86%**	87%	100%	**95%**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	**66%**	68%	94%	**81%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	**90%**	93%	100%	**99%**
Q29. Patient was offered information about how to get financial help or benefits	**45%**	46%	94%	**70%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	**74%**	77%	100%	**89%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	**33%**	35%	74%	**55%**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	**41%**	43%	80%	**62%**

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

44 patients responded out of a total of 82 patients, resulting in a response rate of 54%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	83	82	44	54%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	35
Online	9
Phone	0
Translation service	0
Total	**44**

Respondents by tumour group

	Number of respondents
Brain / CNS	0
Breast	0
Colorectal / LGT	0
Gynaecological	0
Haematological	0
Head and neck	0
Lung	0
Prostate	0
Sarcoma	0
Skin	0
Upper gastro	0
Urological	0
Other	44
Total	**44**

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	42
Irish	*
Gypsy or Irish Traveller	*
Roma	*
Any other White background	*
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	*
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	0
Total	**44**

* indicates the count is not shown due to suppression

Expected range charts

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

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

SUPPORT FROM YOUR GP PRACTICE

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

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

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

Q5. Patient received all the information needed about the diagnostic test in advance — 79%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 65%

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

Q8. Diagnostic test results were explained in a way the patient could completely understand — 69%

Q9. Enough privacy was always given to the patient when receiving diagnostic test results — 86%

FINDING OUT THAT YOU HAD CANCER

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

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 66%

Q13. Patient was definitely told sensitively that they had cancer — 67%

Q14. Cancer diagnosis explained in a way the patient could completely understand — 75%

Q15. Patient was definitely told about their diagnosis in an appropriate place — 80%

Q16. Patient was told they could go back later for more information about their diagnosis — 88%

SUPPORT FROM A MAIN CONTACT PERSON

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

Q17. Patient had a main point of contact within the care team — 92%

Q18. Patient found it very or quite easy to contact their main contact person — 85%

Q19. Patient found advice from main contact person was very or quite helpful — 91%

Expected range charts

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

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

DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand — 75%

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — 83%

Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — 83%

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

CARE PLANNING

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment — 67%

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — 89%

Q26. Care team reviewed the patient's care plan with them to ensure it was up to date — 90%

SUPPORT FROM HOSPITAL STAFF

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

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — 66%

Q29. Patient was offered information about how to get financial help or benefits — 45%

HOSPITAL CARE

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital — 87%

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — 73%

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — 90%

Q34. Patient was always able to get help from ward staff when needed — 90%

Q35. Patient was always able to discuss worries and fears with hospital staff — 86%

Q36. Hospital staff always did everything they could to help the patient control pain — 96%

Q37. Patient was always treated with respect and dignity while in hospital — 97%

Q38. Patient received easily understandable information about what they should or should not do after leaving hospital — 89%

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — 69%

Expected range charts

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

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

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery — **80%**

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — **74%**

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 — **80%**

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 — **83%**

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 — **67%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

Q44. Possible side effects from treatment were definitely explained in a way the patient could understand — **63%**

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — **62%**

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — **76%**

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — **60%**

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — **33%**

SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home — **41%**

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — **41%**

Expected range charts

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

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

CARE FROM YOUR GP PRACTICE

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

Q52. Patient has had a review of cancer care by GP practice — 22%

LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services — 43%

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — 70%

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — 71%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together — 83%

Q57. Administration of care was very good or good — 81%

Q58. Cancer research opportunities were discussed with patient — 50%

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

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

Adjusted Score below Lower Expected Range

Adjusted Score between Upper and Lower Expected Ranges

Adjusted Score above Upper Expected Range

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	**	**	*	*			*			**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	**	**	*	*			*			**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	35	**83%**	28	**79%**			**79%**	83%	100%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	39	**90%**	33	**61%**			**65%**	71%	96%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	38	**82%**	34	**79%**			**82%**	63%	92%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	39	**79%**	34	**68%**			**69%**	65%	92%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	39	**92%**	34	**85%**			**86%**	87%	100%	**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	41	**73%**	35	**60%**			**66%**	68%	94%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	46	**65%**	41	**63%**			**67%**	61%	88%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	46	**76%**	43	**72%**			**75%**	64%	89%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	46	**85%**	43	**79%**			**80%**	75%	96%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	39	**90%**	40	**85%**			**88%**	73%	95%	**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	44	**93%**	41	**88%**			**92%**	82%	100%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	32	**91%**	32	**84%**			**85%**	71%	97%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	37	**100%**	32	**91%**			**91%**	89%	100%	**96%**

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

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	43	**79%**	41	**76%**			**75%**	71%	94%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	46	**89%**	40	**83%**			**83%**	67%	92%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	41	**85%**	31	**84%**			**83%**	70%	97%	**83%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	18	**44%**			**48%**	34%	80%	**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	39	**72%**	36	**67%**			**67%**	58%	87%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	20	**95%**	18	**89%**			**89%**	82%	100%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	12	**100%**	12	**92%**		▼	**90%**	93%	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	37	**84%**	32	**84%**			**87%**	81%	100%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	45	**73%**	41	**66%**			**66%**	62%	89%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	15	**33%**	14	**43%**			**45%**	46%	94%	**70%**

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	30	**80%**	28	**86%**			**87%**	62%	93%	**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	22	**82%**	21	**71%**			**73%**	50%	90%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	29	**76%**	27	**89%**			**90%**	53%	88%	**70%**
Q34. Patient was always able to get help from ward staff when needed	28	**86%**	28	**89%**			**90%**	56%	89%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	29	**69%**	26	**85%**			**86%**	46%	83%	**65%**
Q36. Hospital staff always did everything they could to help the patient control pain	25	**92%**	22	**95%**			**96%**	69%	99%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	30	**87%**	28	**96%**			**97%**	75%	100%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	30	**100%**	28	**86%**			**89%**	76%	100%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	35	**74%**	32	**69%**			**69%**	65%	93%	**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	36	**86%**	33	**79%**			**80%**	80%	100%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	**	**	*	*			*			**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	32	**91%**	27	**74%**			**74%**	77%	100%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	**	**	*	*			*			**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	**	**	*	*			*			**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	33	**79%**			**80%**	75%	98%	**86%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	*	*			*			**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	27	**81%**			**83%**	72%	98%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	*	*			*			**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	*	*			*			**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	46	**74%**	40	**68%**			**67%**	64%	93%	**78%**

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

Adjusted Score below Lower Expected Range

Adjusted Score between Upper and Lower Expected Ranges

Adjusted Score above Upper Expected Range

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	43	**70%**	39	**64%**			**63%**	61%	88%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	39	**51%**	37	**65%**			**62%**	55%	85%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	29	**79%**	26	**77%**			**76%**	74%	100%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	39	**62%**	40	**58%**			**60%**	45%	75%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	33	**39%**	25	**32%**			**33%**	35%	74%	**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	31	**71%**	27	**41%**			**41%**	43%	80%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	**	**	12	**42%**			**41%**	24%	81%	**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	17	**53%**	18	**44%**			**45%**	23%	69%	**46%**
Q52. Patient has had a review of cancer care by GP practice	44	**20%**	41	**22%**			**22%**	10%	35%	**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	11	**18%**	14	**43%**			**43%**	8%	57%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	26	**77%**	32	**72%**			**70%**	65%	94%	**79%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	43	**74%**	38	**71%**			**71%**	48%	79%	**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	43	**86%**	40	**83%**			**83%**	81%	99%	**90%**
Q57. Administration of care was very good or good	44	**86%**	41	**80%**			**81%**	77%	97%	**87%**
Q58. Cancer research opportunities were discussed with patient	19	**26%**	19	**47%**			**50%**	21%	69%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	44	**8.9**	42	**8.7**			**8.7**	8.4	9.3	**8.9**

Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE

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

DIAGNOSTIC TESTS

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	*	*	*	*	*	*	*	*	*	*	79%	**79%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	*	*	*	*	*	*	*	*	*	62%	**62%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	*	*	*	*	*	*	*	*	*	80%	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	*	*	*	*	*	*	*	*	*	69%	**69%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	*	*	*	*	*	*	*	*	*	86%	**86%**

FINDING OUT THAT YOU HAD CANCER

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	*	*	*	*	*	*	*	*	*	*	58%	**58%**
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	*	*	*	*	*	*	*	*	*	64%	**64%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	*	*	*	*	*	*	*	*	*	73%	**73%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	*	*	*	*	*	*	*	*	*	80%	**80%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	*	*	*	*	*	*	*	*	*	85%	**85%**

Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q17. Patient had a main point of contact within the care team	*	*	*	*	*	*	*	*	*	*	*	*	88%	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	*	*	*	*	*	*	*	*	*	85%	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	*	*	*	*	*	*	*	*	*	91%	**91%**

DECIDING ON THE BEST TREATMENT — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	*	*	*	*	*	*	*	*	*	*	*	76%	**76%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	*	*	*	*	*	*	*	*	*	83%	**83%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	*	*	*	*	*	*	*	*	*	84%	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	*	*	*	*	*	*	*	*	*	47%	**47%**

CARE PLANNING — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	*	*	*	*	*	*	*	*	*	68%	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	*	*	*	*	*	*	*	*	*	89%	**89%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	*	*	*	*	*	*	*	*	92%	**92%**

SUPPORT FROM HOSPITAL STAFF — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q27. Staff provided the patient with relevant information on available support	*	*	*	*	*	*	*	*	*	*	*	*	85%	**85%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	*	*	*	*	*	*	*	*	*	67%	**67%**
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	*	*	*	*	*	*	*	*	*	43%	**43%**

Tumour group tables

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

HOSPITAL CARE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	*	*	*	*	*	*	*	*	*	*	86%	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	*	*	*	*	*	*	*	*	*	73%	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	*	*	*	*	*	*	*	*	*	89%	**89%**
Q34. Patient was always able to get help from ward staff when needed	*	*	*	*	*	*	*	*	*	*	*	*	90%	**90%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	*	*	*	*	*	*	*	*	*	85%	**85%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	*	*	*	*	*	*	*	*	*	96%	**96%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	*	*	*	*	*	*	*	*	*	97%	**97%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	*	*	*	*	*	*	*	*	*	86%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	*	*	*	*	*	*	*	*	*	70%	**70%**

YOUR TREATMENT

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	*	*	*	*	*	*	*	*	*	*	79%	**79%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	*	*	*	*	*	*	*	*	75%	**75%**
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	*	*	*	*	*	*	*	*	*	*	*	*	79%	**79%**
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	*	*	*	*	*	*	*	*	*	*	*	*	82%	**82%**
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	*	*	*	*	*	*	*	*	*	*	*	*	68%	**68%**

Tumour group tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	*	*	*	*	*	*	*	*	*	*	65%	**65%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	*	*	*	*	*	*	*	*	*	66%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	*	*	*	*	*	*	*	*	*	77%	**77%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	*	*	*	*	*	*	*	*	*	59%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	*	*	*	*	*	*	*	*	*	35%	**35%**

SUPPORT WHILE AT HOME — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	*	*	*	*	*	*	*	*	*	*	41%	**41%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	*	*	*	*	*	*	*	*	42%	**42%**

CARE FROM YOUR GP PRACTICE — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	*	*	*	*	*	*	*	*	*	*	47%	**47%**
Q52. Patient has had a review of cancer care by GP practice	*	*	*	*	*	*	*	*	*	*	*	*	24%	**24%**

Tumour group tables

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

LIVING WITH AND BEYOND CANCER

	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	*	*	*	*	*	*	*	*	*	*	*	*	47%	**47%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	*	*	*	*	*	*	*	*	*	73%	**73%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	*	*	*	*	*	*	*	*	*	72%	**72%**

YOUR OVERALL NHS CARE

	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	*	*	*	*	*	*	*	*	*	*	*	*	83%	**83%**
Q57. Administration of care was very good or good	*	*	*	*	*	*	*	*	*	*	*	*	81%	**81%**
Q58. Cancer research opportunities were discussed with patient	*	*	*	*	*	*	*	*	*	*	*	*	45%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	*	*	*	*	*	*	*	*	*	8.8	**8.8**

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE

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

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	*	*	*	*	*	*	*	*	**79%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	*	*	70%	60%	*	**62%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	*	*	82%	80%	*	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	*	*	64%	90%	*	**69%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	*	*	73%	100%	*	**86%**

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	*	*	*	*	*	55%	70%	*	**58%**
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	*	*	50%	90%	*	**64%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	*	*	79%	75%	*	**73%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	*	*	64%	100%	*	**80%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	*	*	77%	92%	*	**85%**

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	*	*	*	*	*	86%	100%	*	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	*	*	82%	100%	*	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	*	*	90%	*	*	**91%**

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	*	*	*	*	*	75%	75%	*	**76%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	*	*	77%	91%	*	**83%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	*	*	82%	*	*	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	*	*	*	*	*	**47%**

Age group tables

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

CARE PLANNING

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	*	*	55%	90%	*	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	*	*	*	*	*	**89%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	*	*	*	*	**92%**

Age

SUPPORT FROM HOSPITAL STAFF

	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	*	*	*	*	*	73%	*	*	**85%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	*	*	62%	83%	*	**67%**
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	*	*	*	*	*	**43%**

Age

HOSPITAL CARE

	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	*	*	*	*	*	*	*	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	*	*	*	*	*	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	*	*	*	*	*	**89%**
Q34. Patient was always able to get help from ward staff when needed	*	*	*	*	*	*	*	*	**90%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	*	*	*	*	*	**85%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	*	*	*	*	*	**96%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	*	*	*	*	*	**97%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	*	*	*	*	*	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	*	*	50%	*	*	**70%**

Age

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	*	*	*	*	*	75%	*	*	**79%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	*	*	*	*	*
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	*	64%	*	*	**75%**
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	*	*	*	*	*	75%	*	*	**79%**
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	*	*	*	*	*	82%	*	*	**82%**
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	*	*	*	*	*	71%	58%	*	**68%**

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	*	*	*	*	*	57%	82%	*	**65%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	*	*	62%	83%	*	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	*	*	*	*	*	**77%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	*	*	57%	73%	*	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	*	*	*	*	*	**35%**

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	*	*	*	*	*	30%	*	*	**41%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	*	*	*	*	**42%**

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	*	*	*	*	*	*	*	*	**47%**
Q52. Patient has had a review of cancer care by GP practice	*	*	*	*	*	14%	27%	*	**24%**

Age group tables

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

LIVING WITH AND BEYOND CANCER

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	*	*	**47%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	*	*	67%	*	*	**73%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	*	*	77%	*	*	**72%**

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	*	*	*	*	*	64%	90%	*	**83%**
Q57. Administration of care was very good or good	*	*	*	*	*	64%	82%	*	**81%**
Q58. Cancer research opportunities were discussed with patient	*	*	*	*	*	*	*	*	**45%**
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	*	*	9.1	9.0	*	**8.8**

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE — Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	*	*	*	*	*
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	*	*	*	*

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	69%	92%	*	*	*	*	**79%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	55%	71%	*	*	*	*	**62%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	70%	93%	*	*	*	*	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	55%	87%	*	*	*	*	**69%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	85%	87%	*	*	*	*	**86%**

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	60%	56%	*	*	*	*	**58%**
Q13. Patient was definitely told sensitively that they had cancer	57%	74%	*	*	*	*	**64%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	65%	81%	*	*	*	*	**73%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	78%	81%	*	*	*	*	**80%**
Q16. Patient was told they could go back later for more information about their diagnosis	86%	85%	*	*	*	*	**85%**

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

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q17. Patient had a main point of contact within the care team	95%	81%	*	*	*	*	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	72%	100%	*	*	*	*	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	82%	100%	*	*	*	*	**91%**

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	68%	85%	*	*	*	*	**76%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	95%	*	*	*	*	**83%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	88%	*	*	*	*	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	36%	*	*	*	*	*	**47%**

CARE PLANNING

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	55%	82%	*	*	*	*	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	80%	*	*	*	*	*	**89%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	*	*	**92%**

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	78%	93%	*	*	*	*	**85%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	43%	90%	*	*	*	*	**67%**
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	*	*	*	**43%**

Male/Female/Non-binary/Other tables

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

HOSPITAL CARE

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	79%	100%	*	*	*	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	*	*	*	*	*	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	83%	100%	*	*	*	*	**89%**
Q34. Patient was always able to get help from ward staff when needed	84%	100%	*	*	*	*	**90%**
Q35. Patient was always able to discuss worries and fears with hospital staff	76%	100%	*	*	*	*	**85%**
Q36. Hospital staff always did everything they could to help the patient control pain	93%	*	*	*	*	*	**96%**
Q37. Patient was always treated with respect and dignity while in hospital	95%	100%	*	*	*	*	**97%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	79%	100%	*	*	*	*	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	59%	81%	*	*	*	*	**70%**

YOUR TREATMENT

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	76%	82%	*	*	*	*	**79%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	*	*	*
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	69%	83%	*	*	*	*	**75%**
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	76%	82%	*	*	*	*	**79%**
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	75%	92%	*	*	*	*	**82%**
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	50%	86%	*	*	*	*	**68%**

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	45%	85%	*	*	*	*	**65%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	50%	80%	*	*	*	*	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	55%	93%	*	*	*	*	**77%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	65%	*	*	*	*	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	14%	58%	*	*	*	*	**35%**

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	17%	60%	*	*	*	*	**41%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	*	*	**42%**

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	60%	*	*	*	*	*	**47%**
Q52. Patient has had a review of cancer care by GP practice	32%	15%	*	*	*	*	**24%**

LIVING WITH AND BEYOND CANCER — Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	**47%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	63%	86%	*	*	*	*	**73%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	74%	70%	*	*	*	*	**72%**

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q56. The whole care team worked well together	82%	84%	*	*	*	*	**83%**
Q57. Administration of care was very good or good	73%	90%	*	*	*	*	**81%**
Q58. Cancer research opportunities were discussed with patient	31%	*	*	*	*	*	**45%**
Q59. Patient's average rating of care scored from very poor to very good	8.3	9.3	*	*	*	*	**8.8**

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	79%	*	*	*	*	*	**79%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	62%	*	*	*	*	*	**62%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	*	*	*	*	*	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	69%	*	*	*	*	*	**69%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	86%	*	*	*	*	*	**86%**

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	58%	*	*	*	*	*	**58%**
Q13. Patient was definitely told sensitively that they had cancer	64%	*	*	*	*	*	**64%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	*	*	*	*	*	**73%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	80%	*	*	*	*	*	**80%**
Q16. Patient was told they could go back later for more information about their diagnosis	85%	*	*	*	*	*	**85%**

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%	*	*	*	*	*	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	85%	*	*	*	*	*	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	91%	*	*	*	*	*	**91%**

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	76%	*	*	*	*	*	**76%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	83%	*	*	*	*	*	**83%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	*	*	*	*	*	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	47%	*	*	*	*	*	**47%**

Ethnicity tables

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

CARE PLANNING

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	*	*	*	*	*	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	89%	*	*	*	*	*	**89%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	92%	*	*	*	*	*	**92%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	85%	*	*	*	*	*	**85%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	67%	*	*	*	*	*	**67%**
Q29. Patient was offered information about how to get financial help or benefits	43%	*	*	*	*	*	**43%**

HOSPITAL CARE

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	86%	*	*	*	*	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	*	*	*	*	*	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	89%	*	*	*	*	*	**89%**
Q34. Patient was always able to get help from ward staff when needed	90%	*	*	*	*	*	**90%**
Q35. Patient was always able to discuss worries and fears with hospital staff	85%	*	*	*	*	*	**85%**
Q36. Hospital staff always did everything they could to help the patient control pain	96%	*	*	*	*	*	**96%**
Q37. Patient was always treated with respect and dignity while in hospital	97%	*	*	*	*	*	**97%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	*	*	*	*	*	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	*	*	*	*	*	**70%**

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	79%	*	*	*	*	*	**79%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	*	*	*
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	75%	*	*	*	*	*	**75%**
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	79%	*	*	*	*	*	**79%**
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	82%	*	*	*	*	*	**82%**
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	68%	*	*	*	*	*	**68%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	65%	*	*	*	*	*	**65%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	*	*	*	*	*	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	77%	*	*	*	*	*	**77%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	*	*	*	*	*	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	35%	*	*	*	*	*	**35%**

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	41%	*	*	*	*	*	**41%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	*	*	*	*	*	**42%**

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	*	*	*	*	*	**47%**
Q52. Patient has had a review of cancer care by GP practice	24%	*	*	*	*	*	**24%**

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	47%	*	*	*	*	*	**47%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	*	*	*	*	*	**73%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	72%	*	*	*	*	*	**72%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	83%	*	*	*	*	*	**83%**
Q57. Administration of care was very good or good	81%	*	*	*	*	*	**81%**
Q58. Cancer research opportunities were discussed with patient	45%	*	*	*	*	*	**45%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	*	*	*	*	*	**8.8**

IMD quintile tables

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

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

DIAGNOSTIC TESTS	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	*	*	*	*	**79%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	60%	*	*	**62%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	80%	100%	*	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	90%	70%	*	**69%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	80%	90%	*	**86%**

FINDING OUT THAT YOU HAD CANCER	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	*	50%	*	*	**58%**
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	83%	75%	*	**64%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	92%	75%	*	**73%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	83%	92%	*	**80%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	91%	75%	*	**85%**

SUPPORT FROM A MAIN CONTACT PERSON	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q17. Patient had a main point of contact within the care team	*	*	*	92%	82%	*	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	80%	*	*	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	91%	*	*	**91%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q20. Treatment options were explained in a way the patient could completely understand	*	*	*	82%	75%	*	**76%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	92%	100%	*	**83%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	*	*	*	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	*	*	*	**47%**

CARE PLANNING

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	*	73%	*	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	*	*	*	**89%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	*	*	**92%**

SUPPORT FROM HOSPITAL STAFF

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q27. Staff provided the patient with relevant information on available support	*	*	*	*	90%	*	**85%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	82%	64%	*	**67%**
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	*	*	*	**43%**

HOSPITAL CARE

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	*	*	*	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	*	*	*	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	*	*	*	**89%**
Q34. Patient was always able to get help from ward staff when needed	*	*	*	*	*	*	**90%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	*	*	*	**85%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	*	*	*	**96%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	*	*	*	**97%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	*	*	*	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	*	*	*	**70%**

IMD quintile tables

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

YOUR TREATMENT

YOUR TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	*	*	*	*	**79%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	*	*	*
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	70%	*	**75%**
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	*	*	*	*	*	*	**79%**
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	*	*	*	*	80%	*	**82%**
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	*	*	*	70%	55%	*	**68%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

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	*	*	*	73%	82%	*	**65%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	*	80%	*	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	*	*	*	**77%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	82%	55%	*	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	*	*	*	**35%**

SUPPORT WHILE AT HOME

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	*	*	*	*	*	*	**41%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	*	*	**42%**

CARE FROM YOUR GP PRACTICE

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	*	*	*	*	*	*	**47%**
Q52. Patient has had a review of cancer care by GP practice	*	*	*	42%	25%	*	**24%**

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	**47%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	*	*	*	**73%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	82%	91%	*	**72%**

YOUR OVERALL NHS CARE

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q56. The whole care team worked well together	*	*	*	100%	83%	*	**83%**
Q57. Administration of care was very good or good	*	*	*	100%	83%	*	**81%**
Q58. Cancer research opportunities were discussed with patient	*	*	*	*	*	*	**45%**
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	9.2	9.4	*	**8.8**

Long-term condition status tables

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

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

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	76%	*	*	**79%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	63%	*	*	**62%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	*	*	**80%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	*	*	**69%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	84%	*	*	**86%**

FINDING OUT THAT YOU HAD CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	59%	*	*	**58%**
Q13. Patient was definitely told sensitively that they had cancer	67%	*	*	**64%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	*	*	**73%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	77%	*	*	**80%**
Q16. Patient was told they could go back later for more information about their diagnosis	90%	*	*	**85%**

SUPPORT FROM A MAIN CONTACT PERSON	Long-term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	86%	*	*	**88%**
Q18. Patient found it very or quite easy to contact their main contact person	87%	*	*	**85%**
Q19. Patient found advice from main contact person was very or quite helpful	90%	*	*	**91%**

DECIDING ON THE BEST TREATMENT	Long-term condition status			
	Yes	No	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	73%	*	*	**76%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	*	*	**83%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	*	*	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	50%	*	*	**47%**

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	59%	*	*	**68%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	87%	*	*	**89%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	90%	*	*	**92%**

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	88%	*	*	**85%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	68%	*	*	**67%**
Q29. Patient was offered information about how to get financial help or benefits	40%	*	*	**43%**

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	90%	*	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	*	*	**73%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	89%	*	*	**89%**
Q34. Patient was always able to get help from ward staff when needed	90%	*	*	**90%**
Q35. Patient was always able to discuss worries and fears with hospital staff	89%	*	*	**85%**
Q36. Hospital staff always did everything they could to help the patient control pain	94%	*	*	**96%**
Q37. Patient was always treated with respect and dignity while in hospital	95%	*	*	**97%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	*	*	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	62%	*	*	**70%**

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	79%	*	*	**79%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	72%	*	*	**75%**
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	74%	*	*	**79%**
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	78%	*	*	**82%**
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	55%	*	*	**68%**

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	64%	*	*	**65%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	*	*	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	73%	*	*	**77%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	*	*	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	38%	*	*	**35%**

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	39%	*	*	**41%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	**42%**

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	38%	*	*	**47%**
Q52. Patient has had a review of cancer care by GP practice	23%	*	*	**24%**

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	60%	*	*	**47%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	70%	*	*	**73%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	71%	*	*	**72%**

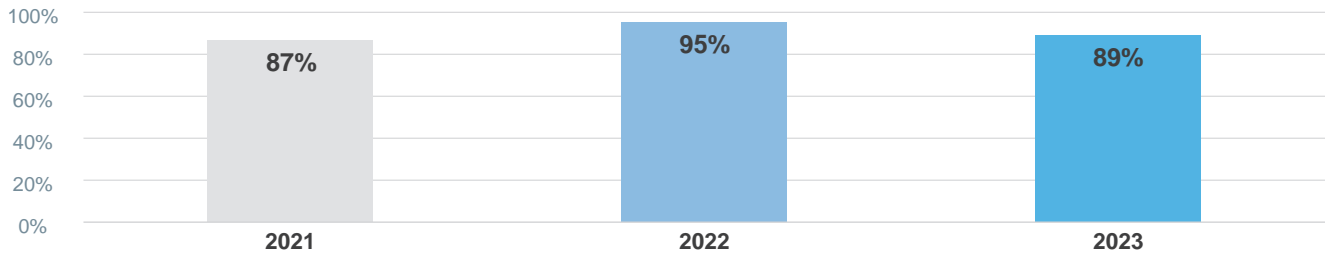| YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	83%	*	*	**83%**
Q57. Administration of care was very good or good	83%	*	*	**81%**
Q58. Cancer research opportunities were discussed with patient	40%	*	*	**45%**
Q59. Patient's average rating of care scored from very poor to very good	8.7	*	*	**8.8**

Year on year charts

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

SUPPORT FROM YOUR GP PRACTICE

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

2021 **	2022 **	2023 *

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

2021 **	2022 **	2023 *

DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance
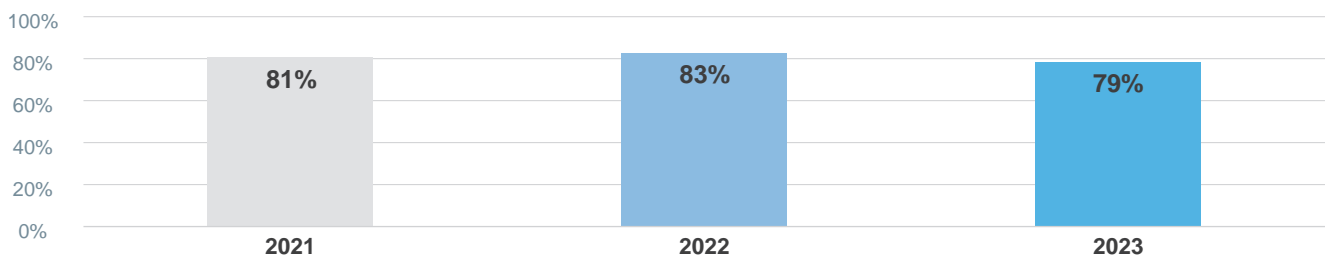
2021	2022	2023
81%	83%	79%

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

2021	2022	2023
71%	90%	61%

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

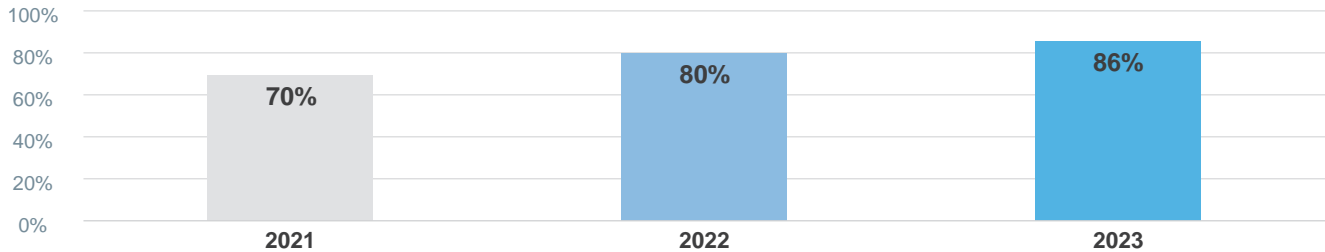| 2021	2022	2023
82%	82%	79%
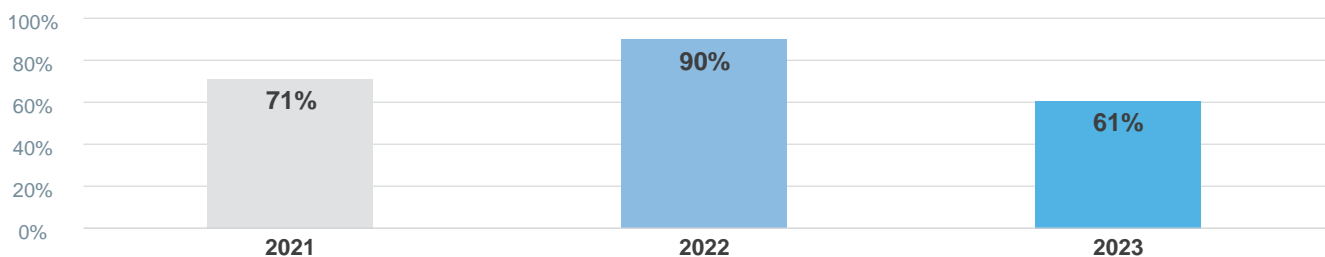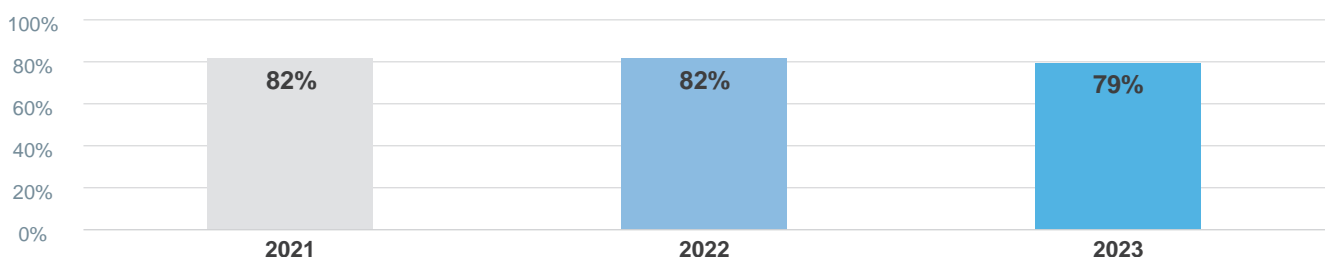
Year on year charts

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

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

Year	Score
2021	74%
2022	79%
2023	68%

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

Year	Score
2021	89%
2022	92%
2023	85%
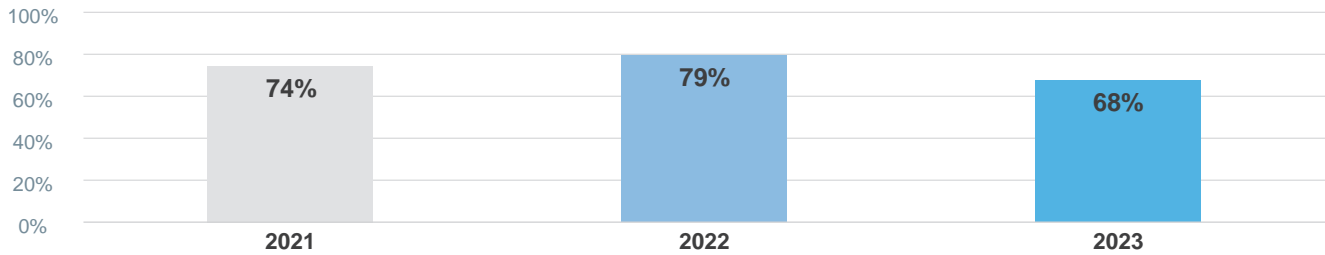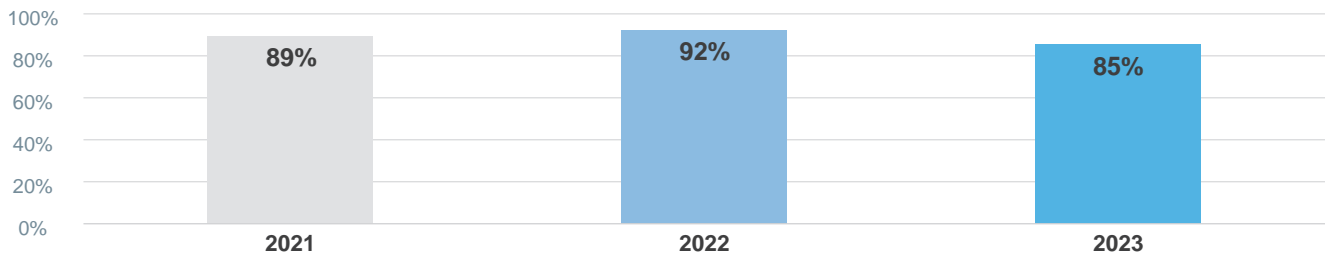
FINDING OUT THAT YOU HAD CANCER

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

Year	Score
2021	55%
2022	73%
2023	60%

Q13. Patient was definitely told sensitively that they had cancer

Year	Score
2021	67%
2022	65%
2023	63%

Q14. Cancer diagnosis explained in a way the patient could completely understand
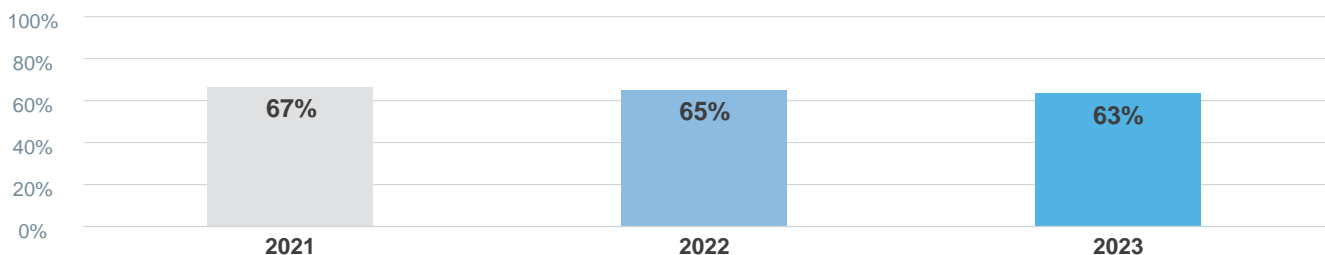
Year	Score
2021	71%
2022	76%
2023	72%
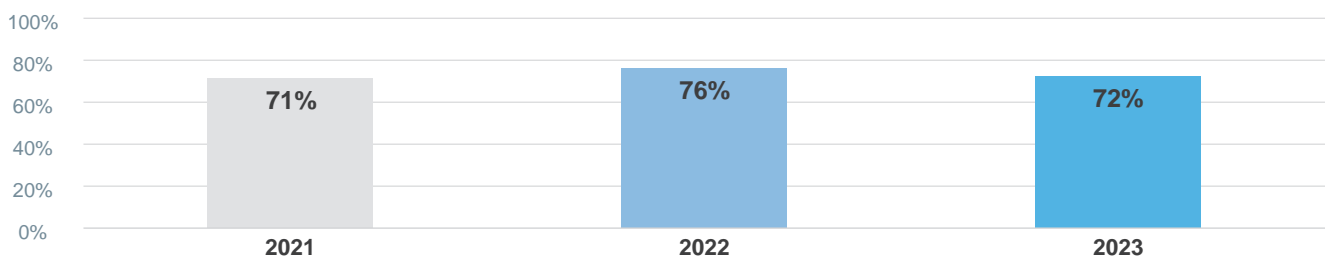
Year on year charts

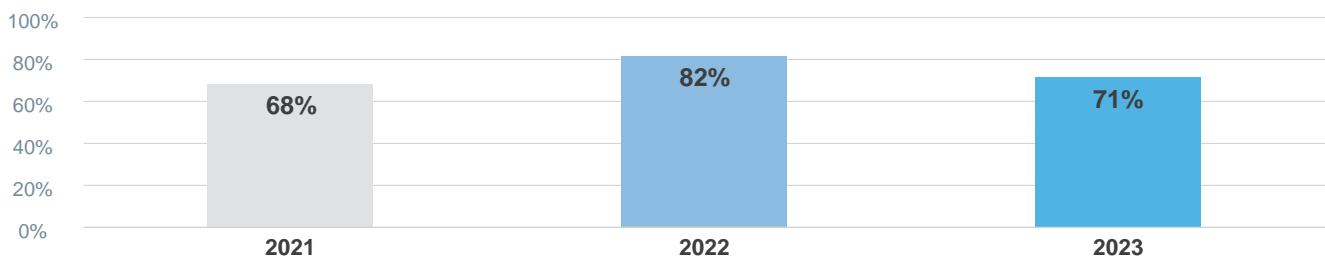|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

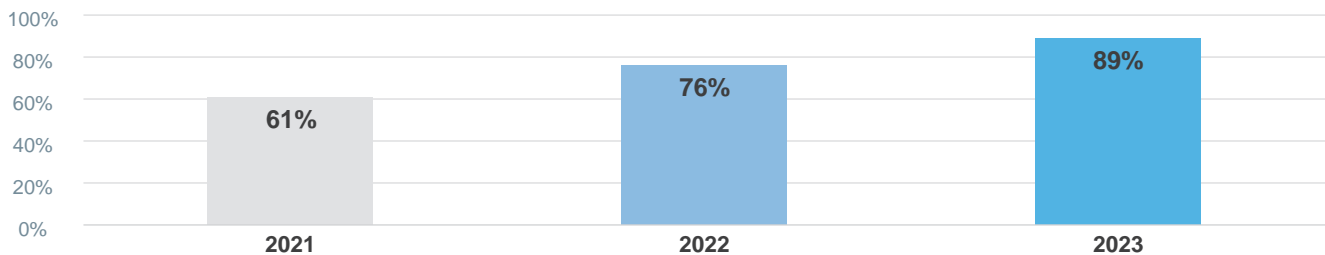**Q15. Patient was definitely told about their diagnosis in an appropriate place**
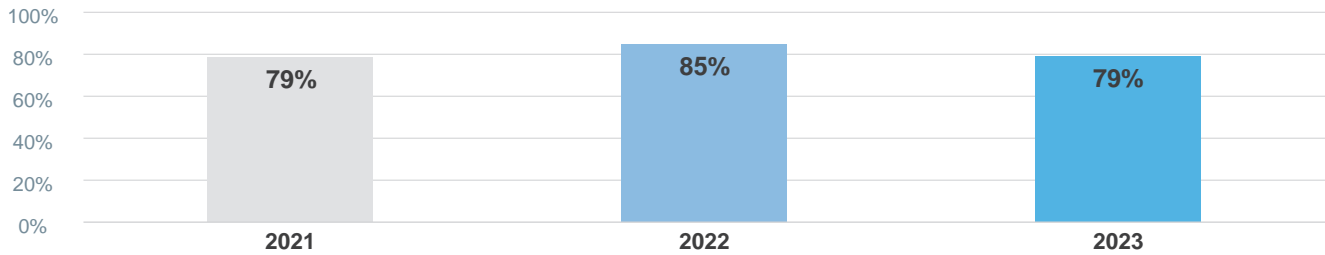
2021	2022	2023
79%	85%	79%

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

2021	2022	2023
74%	90%	85%
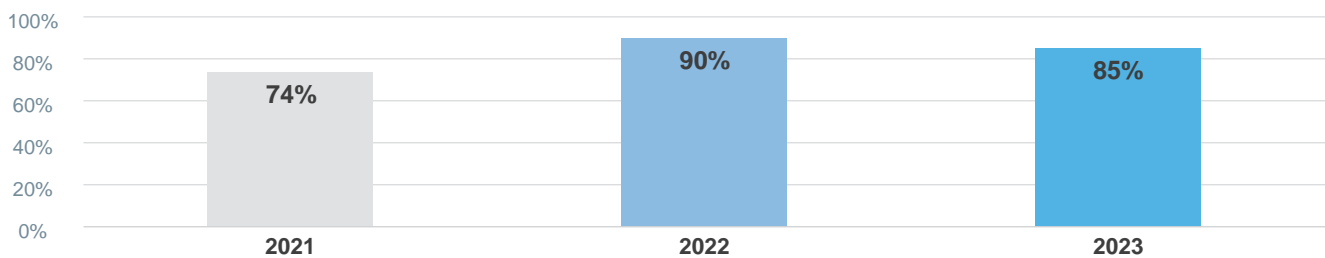
SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team
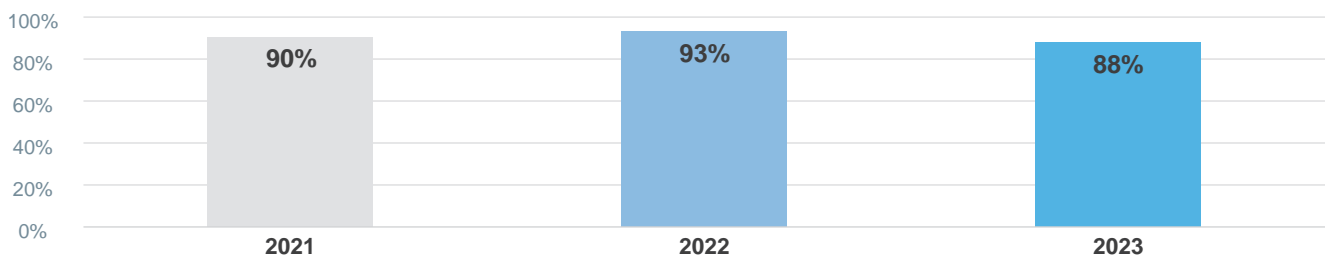
2021	2022	2023
90%	93%	88%

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

2021	2022	2023
76%	91%	84%

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

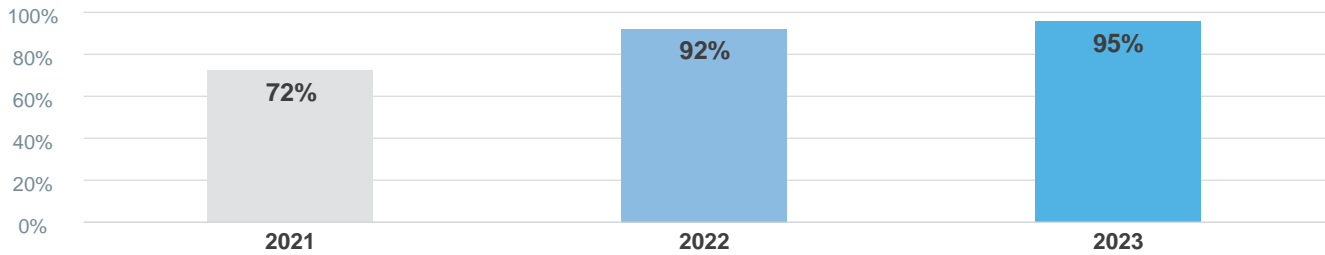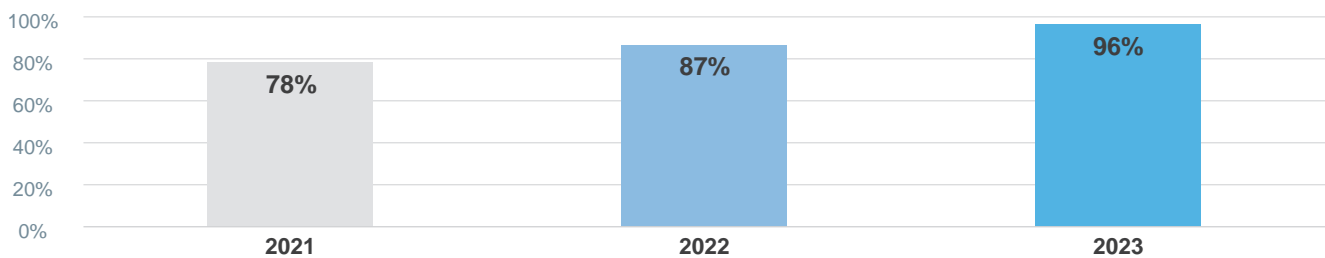| 2021	2022	2023
89%	100%	91%
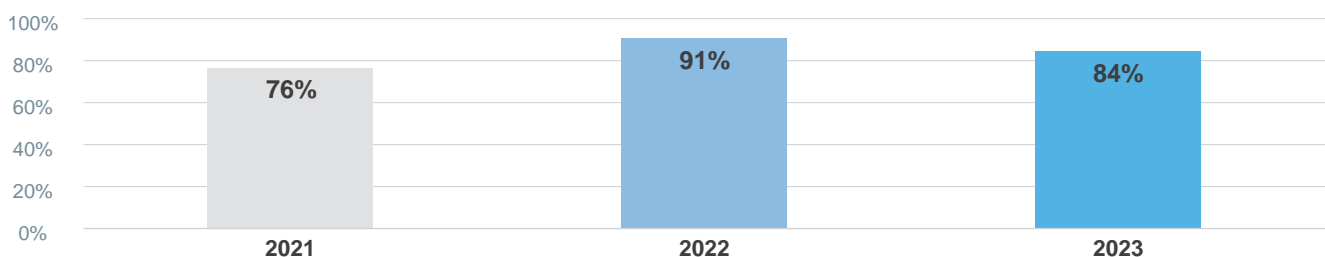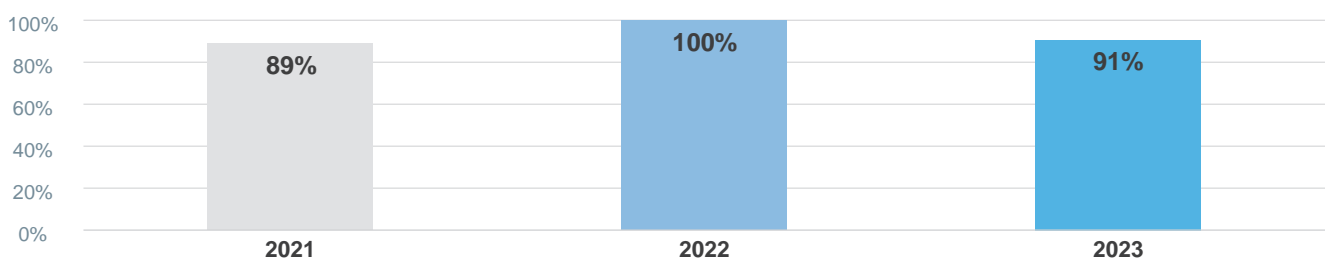
Year on year charts

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

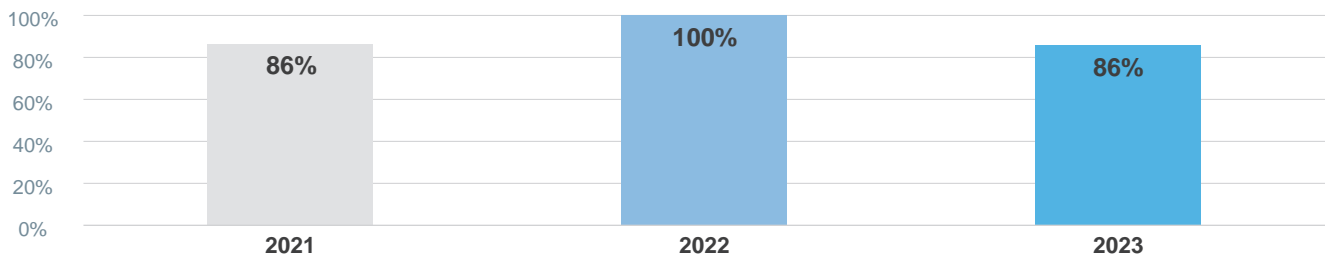The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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

2021	2022	2023
75%	79%	76%

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

2021	2022	2023
76%	89%	83%

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

2021	2022	2023
75%	85%	84%

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

2021 **	2022 **	2023
		44%

CARE PLANNING

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

2021	2022	2023
53%	72%	67%

Year on year charts

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

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

2021	2022	2023
87%	95%	89%

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

2021	2022	2023
100%	100%	92%

SUPPORT FROM HOSPITAL STAFF

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

2021	2022	2023
80%	84%	84%

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

2021	2022	2023
51%	73%	66%

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

2021	2022	2023
44%	33%	43%

Year on year charts

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

HOSPITAL CARE

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

2021	2022	2023
70%	80%	86%

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

2021	2022	2023
68%	82%	71%

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

2021	2022	2023
61%	76%	89%

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

2021	2022	2023
70%	86%	89%

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

2021	2022	2023
48%	69%	85%

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. |

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

- 2021: 72%
- 2022: 92%
- 2023: 95%

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

- 2021: 78%
- 2022: 87%
- 2023: 96%

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

- 2021: 86%
- 2022: 100%
- 2023: 86%

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

- 2021: 61%
- 2022: 74%
- 2023: 69%

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

- 2021: 79%
- 2022: 86%
- 2023: 79%

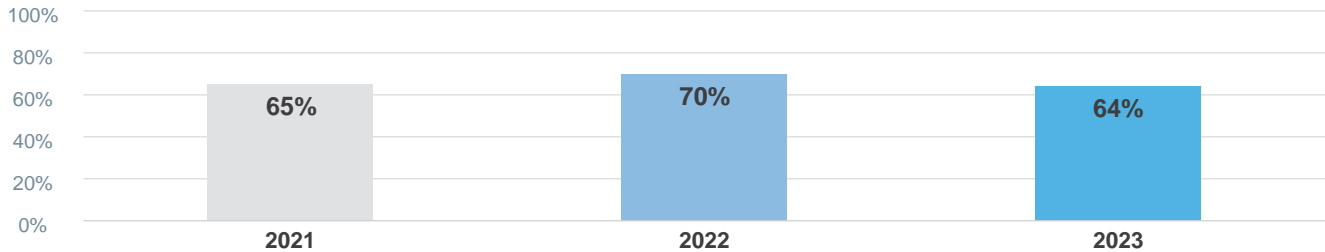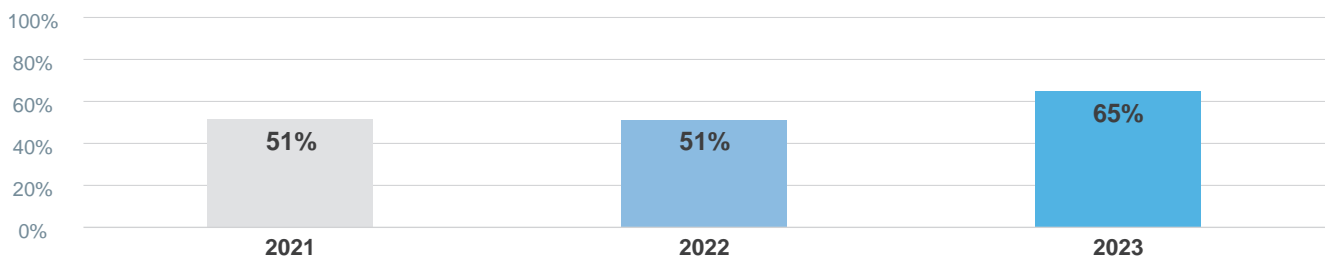# Year on year charts

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

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

2021 **   2022 **   2023 *

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

- 2021: 79%
- 2022: 91%
- 2023: 74%

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

2021 **   2022 **   2023 *

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

2021 **   2022 **   2023 *

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

- 2021 **
- 2022 **
- 2023: 79%

Year on year charts

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

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

| 2021 ** | 2022 ** | 2023 * |

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

81%

| 2021 ** | 2022 ** | 2023 |

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

| 2021 ** | 2022 ** | 2023 * |

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

| 2021 ** | 2022 ** | 2023 * |

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

73%   74%   68%

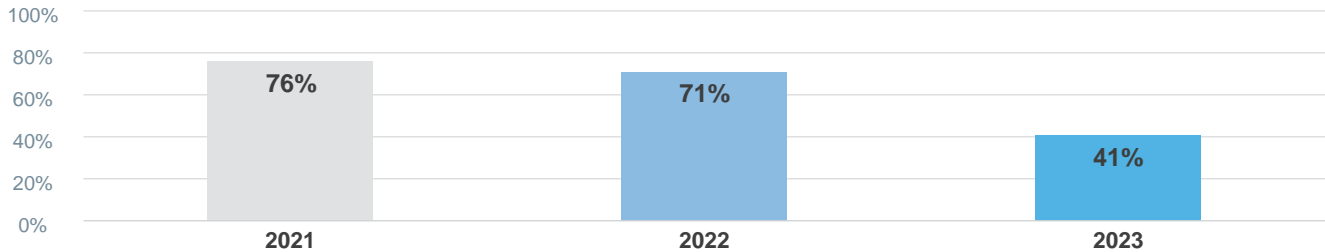| 2021 | 2022 | 2023 |

Year on year charts

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IMMEDIATE AND LONG TERM SIDE EFFECTS

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

2021	2022	2023
65%	70%	64%

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

2021	2022	2023
51%	51%	65%

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

2021	2022	2023
67%	79%	77%

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

2021	2022	2023
54%	62%	58%

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

2021	2022	2023
43%	39%	32%

Year on year charts

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

SUPPORT WHILE AT HOME

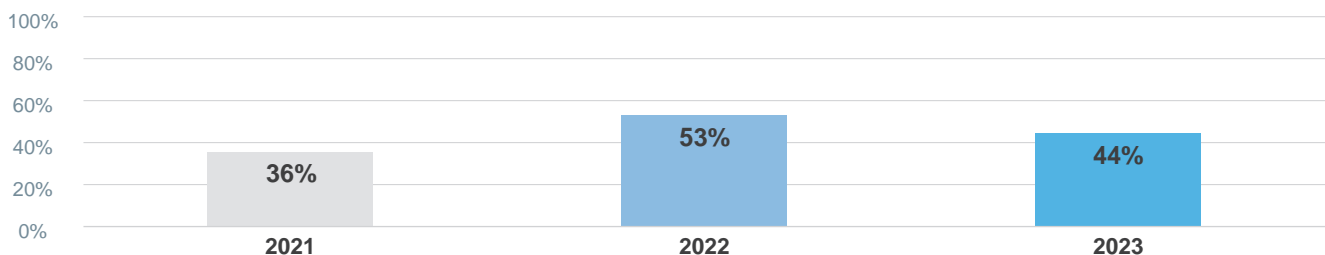**Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home**

- 2021: 76%
- 2022: 71%
- 2023: 41%

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

- 2021: 36%
- 2022 **
- 2023: 42%

CARE FROM YOUR GP PRACTICE

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

- 2021: 36%
- 2022: 53%
- 2023: 44%

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

- 2021: 18%
- 2022: 20%
- 2023: 22%

LIVING WITH AND BEYOND CANCER

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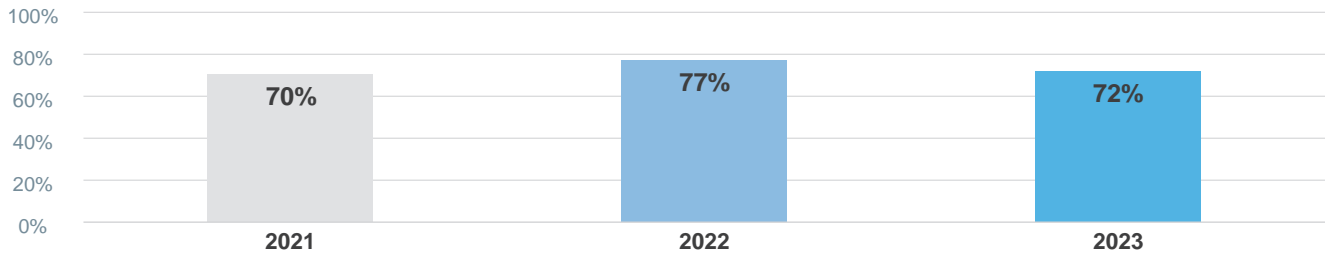

- 2021 **
- 2022: 18%
- 2023: 43%

Year on year charts

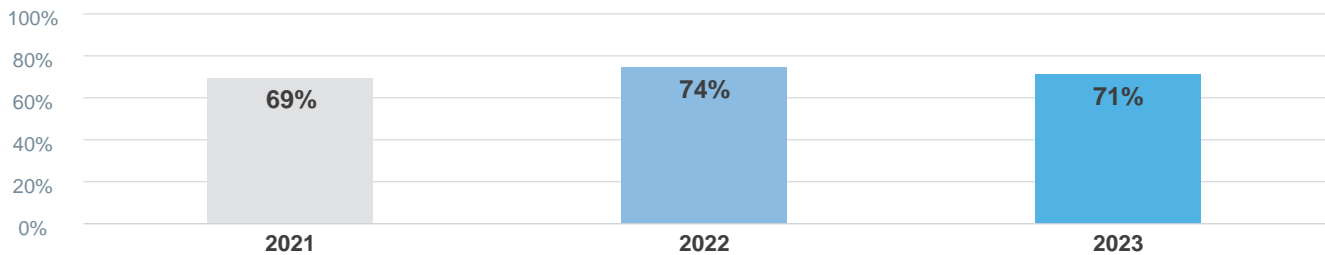|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment
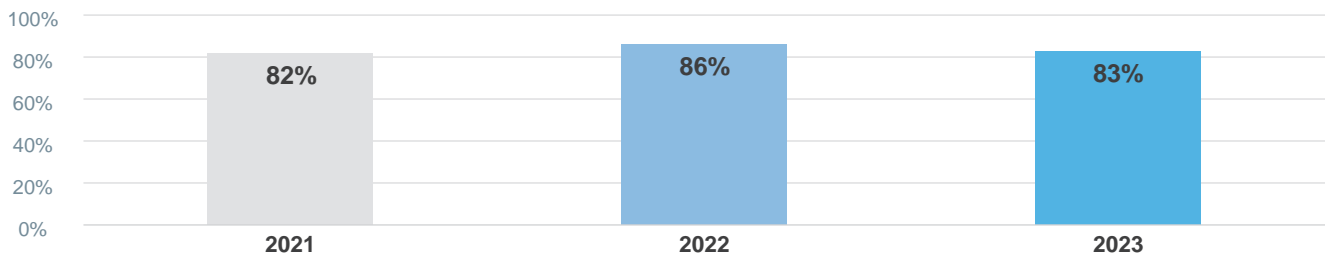
- 2021: **70%**
- 2022: **77%**
- 2023: **72%**

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

- 2021: **69%**
- 2022: **74%**
- 2023: **71%**

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

- 2021: **82%**
- 2022: **86%**
- 2023: **83%**

Q57. Administration of care was very good or good

- 2021: **76%**
- 2022: **86%**
- 2023: **80%**

Q58. Cancer research opportunities were discussed with patient

- 2021: **35%**
- 2022: **26%**
- 2023: **47%**
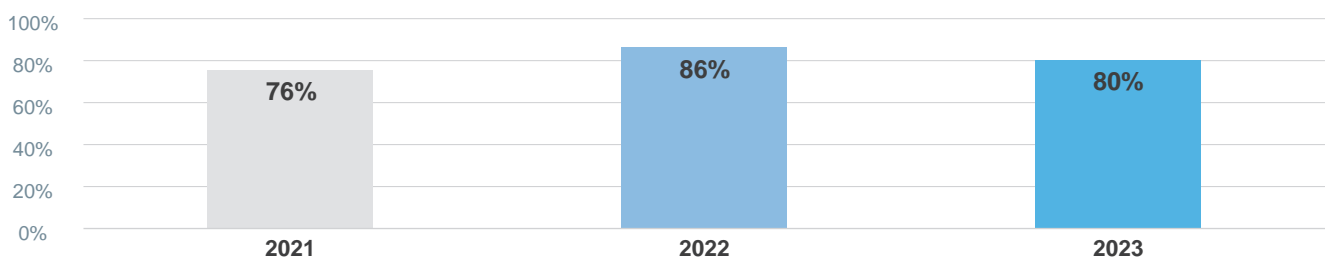
Year on year charts

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

The scores are unadjusted and based on England scores only.

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

2021	2022	2023
8.5	8.9	8.7