

# **Cancer Patient Experience Survey**

2023 Results

## **Southport and Ormskirk Hospital NHS 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	
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	<b>99%</b>	90%	99%	<b>95%</b>
Q20. Treatment options were explained in a way the patient could completely understand	<b>90%</b>	76%	89%	<b>82%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	<b>86%</b>	68%	84%	<b>76%</b>
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	<b>90%</b>	66%	89%	<b>77%</b>
Q34. Patient was always able to get help from ward staff when needed	<b>86%</b>	60%	85%	<b>73%</b>

### Questions below expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	<b>75%</b>	77%	100%	<b>89%</b>

## Introduction

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

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

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

## Methodology

### Eligibility, fieldwork and survey methods

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

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

### Note on question comparability

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

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

### Case-mix adjustment

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

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

### Scoring methodology

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

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

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

### **Statistical significance**

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

### **Suppression**

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

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

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

### **Additional suppression**

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

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

## **Understanding the results**

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

### **Expected range charts**

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

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

### **Comparability tables**

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

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

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

### **Sub-group breakdowns**

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

### **Tumour group tables**

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

### **Age group tables**

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

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

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

### **Ethnicity tables**

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

### **Long-term condition status tables**

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

### **IMD quintile tables**

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

### **Year on year charts**

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

## **National level and England level data**

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

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

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

### **England only level data is used for:**

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

## Further information

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

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

## Response rate

### Overall response rate

129 patients responded out of a total of 216 patients, resulting in a response rate of 60%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	226	216	129	60%
National	129,231	121,121	63,438	52%

### Respondents by survey type

	Number of respondents
Paper	105
Online	24
Phone	0
Translation service	0
<b>Total</b>	<b>129</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	0
Breast	0
Colorectal / LGT	25
Gynaecological	*
Haematological	48
Head and neck	*
Lung	*
Prostate	29
Sarcoma	0
Skin	0
Upper gastro	0
Urological	14
Other	7
<b>Total</b>	<b>129</b>

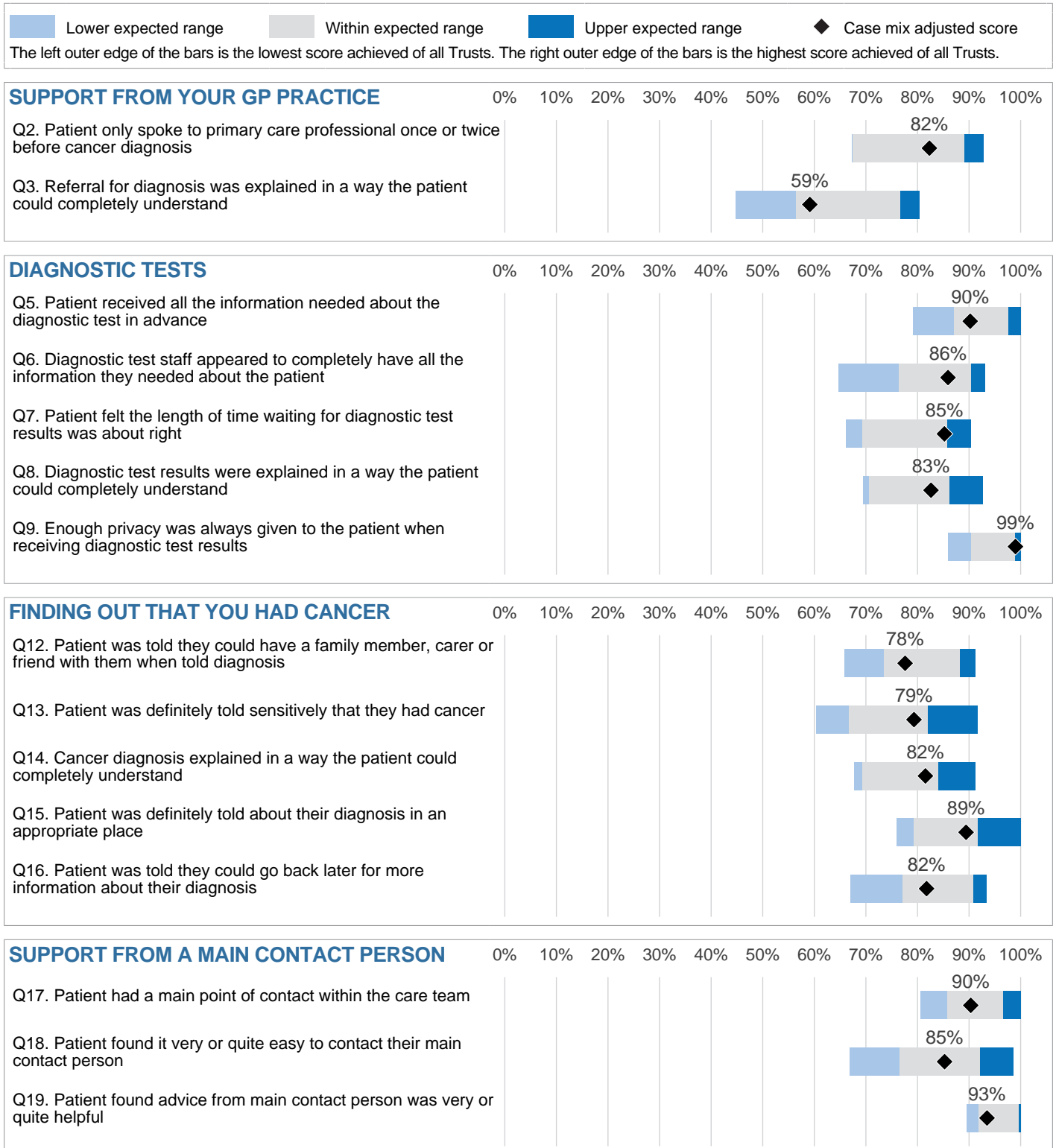


## Respondents by ethnicity

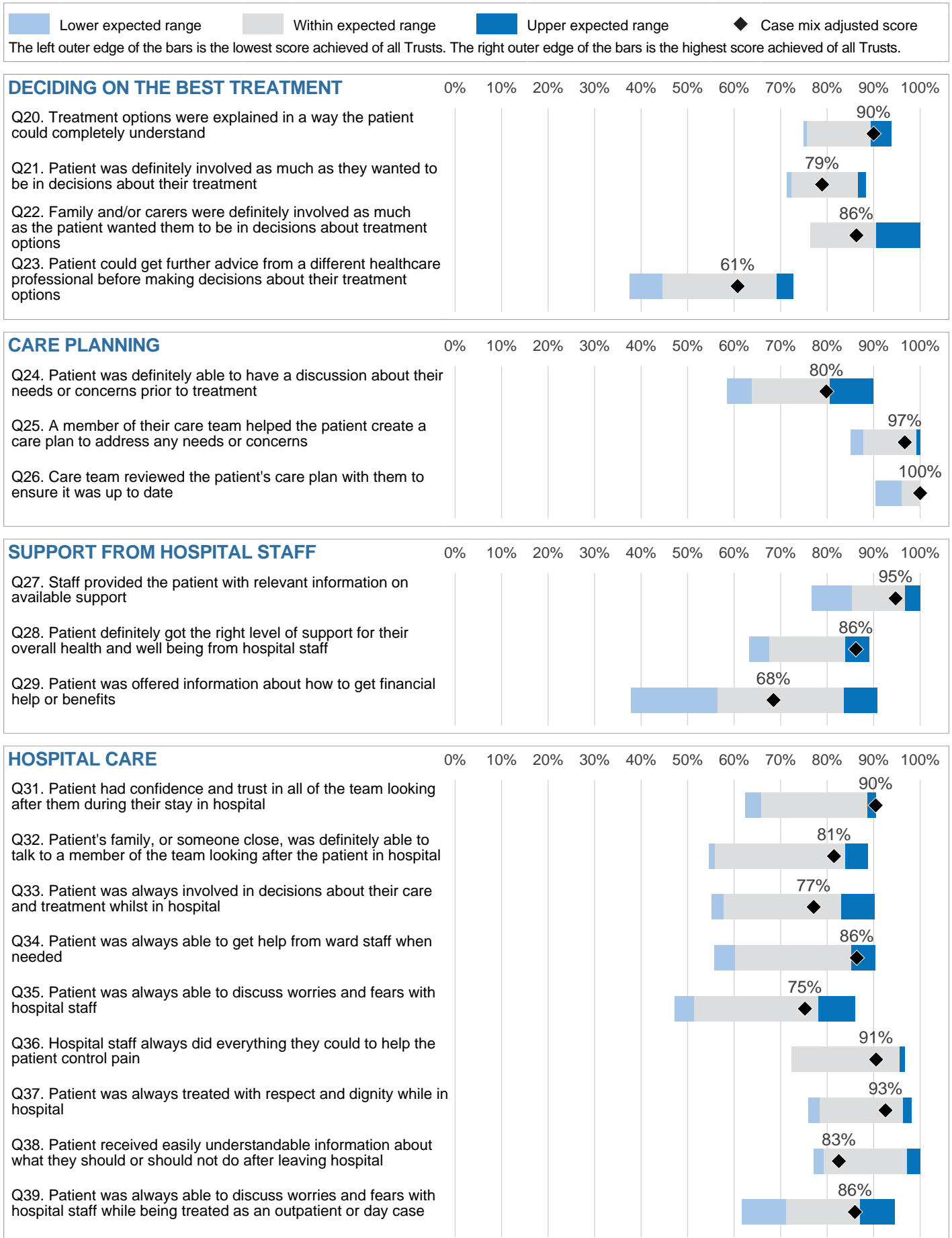
	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	118
Irish	*
Gypsy or Irish Traveller	*
Roma	*
Any other White background	*
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
<b>Asian or Asian British</b>	
Indian	*
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
<b>Black / African / Caribbean / Black British</b>	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
<b>Other Ethnicity</b>	
Arab	*
Any other ethnic group	*
<b>Not given</b>	
Not given	*
<b>Total</b>	<b>129</b>

\* indicates the count is not shown due to suppression

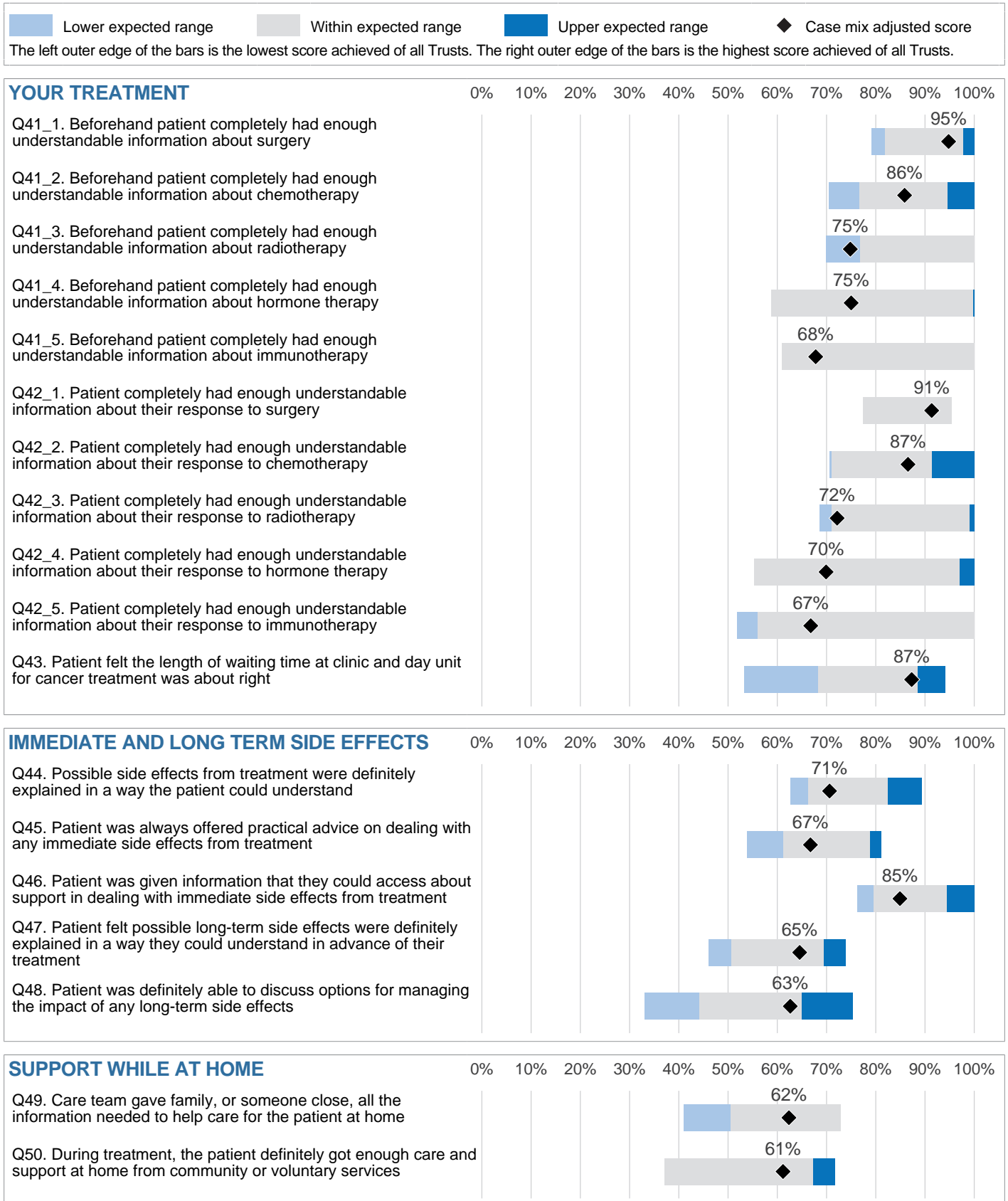
## Expected range charts



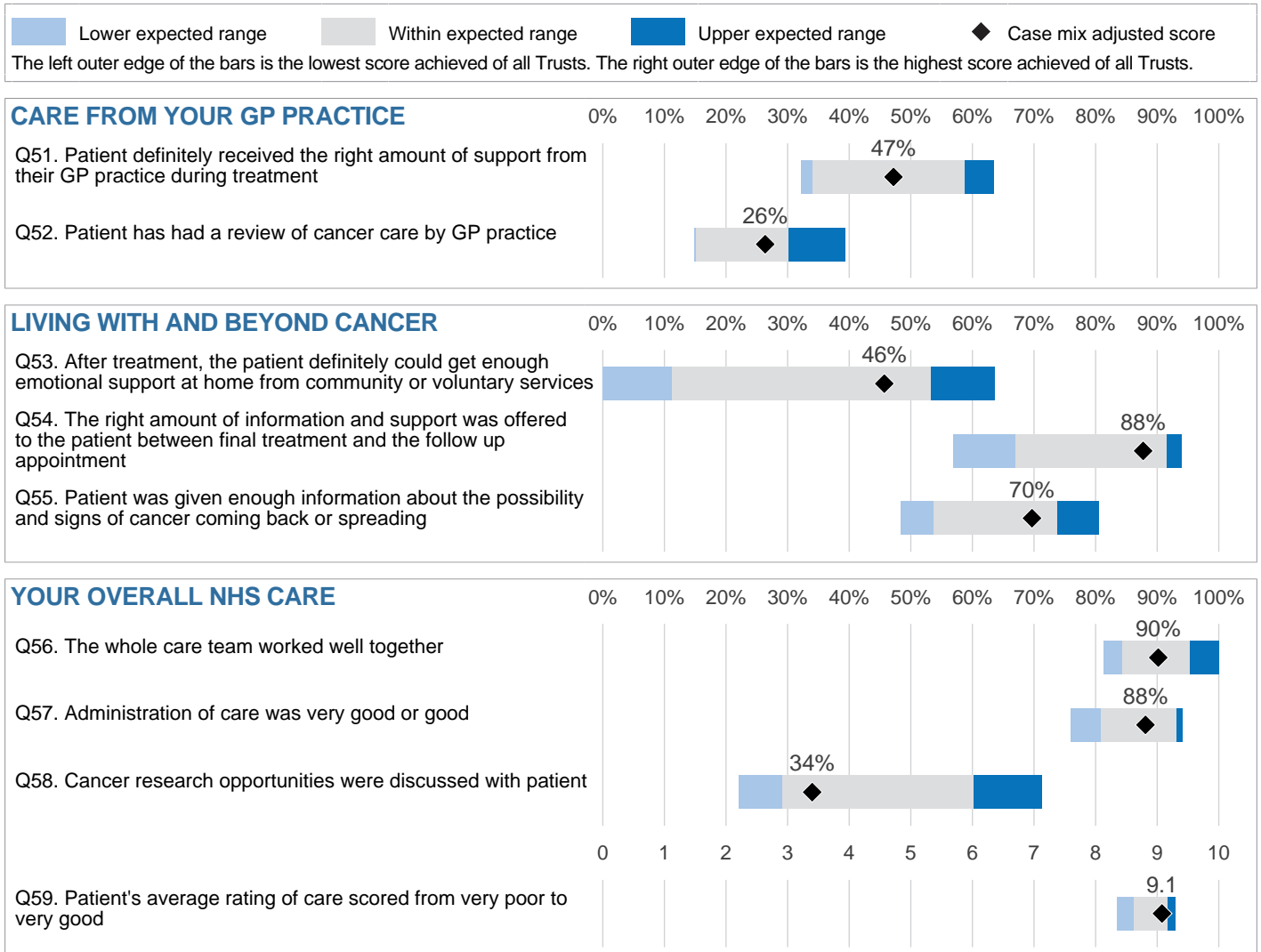
## Expected range charts



## Expected range charts



## Expected range charts



## Comparability tables

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

\*\* No score available for 2022.

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

	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	44	<b>80%</b>	55	<b>80%</b>			<b>82%</b>	67%	89%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64	<b>53%</b>	84	<b>56%</b>			<b>59%</b>	56%	77%	<b>67%</b>

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	68	<b>96%</b>	99	<b>91%</b>			<b>90%</b>	87%	98%	<b>92%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	70	<b>83%</b>	108	<b>87%</b>			<b>86%</b>	76%	90%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	71	<b>83%</b>	107	<b>88%</b>			<b>85%</b>	69%	86%	<b>78%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	71	<b>86%</b>	106	<b>83%</b>			<b>83%</b>	71%	86%	<b>78%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	71	<b>96%</b>	108	<b>99%</b>			<b>99%</b>	90%	99%	<b>95%</b>

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	84	<b>65%</b>	117	<b>76%</b>			<b>78%</b>	74%	88%	<b>81%</b>
Q13. Patient was definitely told sensitively that they had cancer	88	<b>78%</b>	126	<b>79%</b>			<b>79%</b>	67%	82%	<b>74%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	88	<b>78%</b>	125	<b>81%</b>			<b>82%</b>	69%	84%	<b>77%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	87	<b>82%</b>	126	<b>89%</b>			<b>89%</b>	79%	92%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	84	<b>85%</b>	110	<b>80%</b>			<b>82%</b>	77%	91%	<b>84%</b>

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	88	<b>92%</b>	121	<b>90%</b>			<b>90%</b>	86%	97%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	73	<b>89%</b>	98	<b>86%</b>			<b>85%</b>	77%	92%	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	76	<b>97%</b>	105	<b>94%</b>			<b>93%</b>	92%	100%	<b>96%</b>

## Comparability tables

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

\*\* No score available for 2022.

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

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

<b>DECIDING ON THE BEST TREATMENT</b>	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	80	<b>88%</b>	118	<b>90%</b>			<b>90%</b>	76%	89%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	86	<b>85%</b>	123	<b>80%</b>			<b>79%</b>	72%	87%	<b>80%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77	<b>84%</b>	107	<b>87%</b>			<b>86%</b>	76%	91%	<b>83%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	63	<b>60%</b>			<b>61%</b>	45%	69%	<b>57%</b>

<b>CARE PLANNING</b>	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	79	<b>71%</b>	110	<b>80%</b>			<b>80%</b>	64%	81%	<b>72%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	51	<b>92%</b>	71	<b>97%</b>			<b>97%</b>	88%	99%	<b>94%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	41	<b>100%</b>	60	<b>100%</b>			<b>100%</b>	96%	100%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	67	<b>82%</b>	99	<b>95%</b>			<b>95%</b>	85%	97%	<b>91%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	87	<b>85%</b>	121	<b>88%</b>			<b>86%</b>	68%	84%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	38	<b>53%</b>	49	<b>65%</b>			<b>68%</b>	57%	84%	<b>70%</b>

## Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2022.</p>	<p>▲ or ▼</p> <p>Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.</p> <p>Change overall: Indicates significant change overall (2021, 2022, and 2023).</p>	<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #ADD8E6; border: 1px solid black; margin-right: 5px;"></div> <span>Adjusted Score below Lower Expected Range</span> </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #D3D3D3; border: 1px solid black; margin-right: 5px;"></div> <span>Adjusted Score between Upper and Lower Expected Ranges</span> </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #008080; border: 1px solid black; margin-right: 5px;"></div> <span>Adjusted Score above Upper Expected Range</span> </div> </div>
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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	40	<b>83%</b>	52	<b>92%</b>			<b>90%</b>	66%	89%	<b>77%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	33	<b>79%</b>	42	<b>83%</b>			<b>81%</b>	56%	84%	<b>70%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	38	<b>76%</b>	50	<b>78%</b>			<b>77%</b>	58%	83%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	38	<b>82%</b>	51	<b>88%</b>			<b>86%</b>	60%	85%	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	37	<b>59%</b>	49	<b>78%</b>			<b>75%</b>	51%	78%	<b>65%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	35	<b>91%</b>	38	<b>92%</b>			<b>91%</b>	72%	96%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	38	<b>97%</b>	52	<b>94%</b>			<b>93%</b>	78%	96%	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	39	<b>90%</b>	50	<b>84%</b>			<b>83%</b>	79%	97%	<b>88%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81	<b>89%</b>	104	<b>88%</b>			<b>86%</b>	71%	87%	<b>79%</b>

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	37	<b>86%</b>	56	<b>95%</b>			<b>95%</b>	82%	98%	<b>90%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	44	<b>84%</b>	59	<b>86%</b>			<b>86%</b>	77%	95%	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	12	<b>67%</b>	26	<b>77%</b>			<b>75%</b>	77%	100%	<b>89%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	**	**	15	<b>80%</b>			<b>75%</b>	59%	100%	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	**	**	10	<b>70%</b>			<b>68%</b>	61%	100%	<b>84%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	56	<b>91%</b>			<b>91%</b>	78%	95%	<b>86%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	56	<b>88%</b>			<b>87%</b>	71%	91%	<b>81%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	25	<b>72%</b>			<b>72%</b>	71%	99%	<b>85%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	16	<b>75%</b>			<b>70%</b>	55%	97%	<b>76%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	10	<b>70%</b>			<b>67%</b>	56%	100%	<b>81%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84	<b>88%</b>	115	<b>89%</b>			<b>87%</b>	68%	89%	<b>78%</b>



## Comparability tables

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

\*\* No score available for 2022.

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

	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	77	<b>81%</b>	112	<b>70%</b>			<b>71%</b>	66%	82%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	78	<b>73%</b>	106	<b>66%</b>			<b>67%</b>	61%	79%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	60	<b>83%</b>	84	<b>85%</b>			<b>85%</b>	80%	94%	<b>87%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	73	<b>64%</b>	108	<b>64%</b>			<b>65%</b>	51%	70%	<b>60%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	67	<b>58%</b>	94	<b>63%</b>			<b>63%</b>	44%	65%	<b>55%</b>

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	54	<b>67%</b>	73	<b>64%</b>			<b>62%</b>	50%	73%	<b>62%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	32	<b>66%</b>	42	<b>62%</b>			<b>61%</b>	37%	67%	<b>52%</b>

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	48	<b>40%</b>	62	<b>47%</b>			<b>47%</b>	34%	59%	<b>46%</b>
Q52. Patient has had a review of cancer care by GP practice	84	<b>20%</b>	119	<b>24%</b>			<b>26%</b>	15%	30%	<b>23%</b>

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	16	<b>25%</b>	19	<b>47%</b>			<b>46%</b>	11%	53%	<b>32%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	33	<b>79%</b>	44	<b>89%</b>			<b>88%</b>	67%	92%	<b>79%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	72	<b>72%</b>	92	<b>73%</b>			<b>70%</b>	54%	74%	<b>64%</b>

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	84	<b>90%</b>	117	<b>91%</b>			<b>90%</b>	84%	95%	<b>90%</b>
Q57. Administration of care was very good or good	87	<b>93%</b>	122	<b>89%</b>			<b>88%</b>	81%	93%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	44	<b>34%</b>	61	<b>34%</b>			<b>34%</b>	29%	60%	<b>45%</b>
Q59. Patient's average rating of care scored from very poor to very good	85	<b>9.1</b>	119	<b>9.1</b>			<b>9.1</b>	8.6	9.2	<b>8.9</b>

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	100%	*	59%	*	*	73%	*	*	*	*	*	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	71%	*	25%	*	*	71%	*	*	*	82%	*	56%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	95%	*	86%	*	*	89%	*	*	*	92%	*	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	87%	*	82%	*	*	86%	*	*	*	92%	*	87%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	95%	*	88%	*	*	79%	*	*	*	92%	*	88%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	78%	*	88%	*	*	72%	*	*	*	100%	*	83%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	100%	*	100%	*	*	97%	*	*	*	100%	*	99%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	96%	*	61%	*	*	91%	*	*	*	54%	*	76%
Q13. Patient was definitely told sensitively that they had cancer	*	*	96%	*	70%	*	*	76%	*	*	*	69%	*	79%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	88%	*	72%	*	*	83%	*	*	*	85%	*	81%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	100%	*	74%	*	*	93%	*	*	*	100%	*	89%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	78%	*	82%	*	*	85%	*	*	*	73%	*	80%

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q17. Patient had a main point of contact within the care team	*	*	96%	*	91%	*	*	89%	*	*	*	69%	*	<b>90%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	*	79%	*	93%	*	*	75%	*	*	*	*	*	<b>86%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	*	95%	*	95%	*	*	92%	*	*	*	*	*	<b>94%</b>

	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	*	*	91%	*	88%	*	*	86%	*	*	*	92%	*	<b>90%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	92%	*	78%	*	*	72%	*	*	*	85%	*	<b>80%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	96%	*	89%	*	*	71%	*	*	*	90%	*	<b>87%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	91%	*	50%	*	*	53%	*	*	*	*	*	<b>60%</b>

	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	*	*	100%	*	75%	*	*	79%	*	*	*	50%	*	<b>80%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	92%	*	100%	*	*	93%	*	*	*	*	*	<b>97%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	*	100%	*	*	100%	*	*	*	*	*	<b>100%</b>

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q27. Staff provided the patient with relevant information on available support	*	*	100%	*	90%	*	*	100%	*	*	*	*	*	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	91%	*	89%	*	*	82%	*	*	*	77%	*	<b>88%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	*	64%	*	72%	*	*	*	*	*	*	*	*	<b>65%</b>

## Tumour group tables

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

	Tumour group													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	94%	*	*	*	*	*	*	*	*	92%	*	<b>92%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	80%	*	*	*	*	*	*	*	*	*	*	<b>83%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	94%	*	*	*	*	*	*	*	*	67%	*	<b>78%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	82%	*	*	*	*	*	*	*	*	92%	*	<b>88%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	69%	*	*	*	*	*	*	*	*	67%	*	<b>78%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	100%	*	*	*	*	*	*	*	*	*	*	<b>92%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	100%	*	*	*	*	*	*	*	*	92%	*	<b>94%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	88%	*	*	*	*	*	*	*	*	75%	*	<b>84%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	78%	*	90%	*	*	88%	*	*	*	83%	*	<b>88%</b>

	Tumour group													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	95%	*	*	*	*	100%	*	*	*	86%	*	<b>95%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	82%	*	*	*	*	*	*	*	*	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	*	*	*	73%	*	*	*	*	*	<b>77%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	*	79%	*	*	*	*	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	*	*	*	*	*	*	*	<b>70%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	95%	*	*	*	*	91%	*	*	*	77%	*	<b>91%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	*	84%	*	*	*	*	*	*	*	*	<b>88%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	*	*	*	*	64%	*	*	*	*	*	<b>72%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	*	*	*	*	73%	*	*	*	*	*	<b>75%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	*	*	*	*	*	*	*	<b>70%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	100%	*	78%	*	*	85%	*	*	*	100%	*	<b>89%</b>

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	86%	*	71%	*	*	60%	*	*	*	50%	*	<b>70%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	81%	*	67%	*	*	58%	*	*	*	42%	*	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	94%	*	84%	*	*	80%	*	*	*	70%	*	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	80%	*	64%	*	*	64%	*	*	*	36%	*	<b>64%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	78%	*	67%	*	*	59%	*	*	*	*	*	<b>63%</b>

	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	*	*	76%	*	64%	*	*	65%	*	*	*	*	*	<b>64%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	70%	*	69%	*	*	*	*	*	*	*	*	<b>62%</b>

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	50%	*	38%	*	*	50%	*	*	*	*	*	<b>47%</b>
Q52. Patient has had a review of cancer care by GP practice	*	*	36%	*	23%	*	*	18%	*	*	*	31%	*	<b>24%</b>

## Tumour group tables

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	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	*	*	*	*	*	*	*	47%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	100%	*	92%	*	*	82%	*	*	*	*	*	89%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	65%	*	77%	*	*	70%	*	*	*	82%	*	73%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q56. The whole care team worked well together	*	*	90%	*	91%	*	*	86%	*	*	*	92%	*	91%
Q57. Administration of care was very good or good	*	*	88%	*	93%	*	*	79%	*	*	*	85%	*	89%
Q58. Cancer research opportunities were discussed with patient	*	*	*	*	43%	*	*	29%	*	*	*	*	*	34%
Q59. Patient's average rating of care scored from very poor to very good	*	*	9.3	*	9.3	*	*	9.0	*	*	*	8.2	*	9.1

## Age group tables

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	*	*	*	76%	88%	*	<b>80%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	*	50%	59%	56%	*	<b>56%</b>

<b>DIAGNOSTIC TESTS</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	*	*	92%	89%	92%	*	<b>91%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	*	85%	91%	89%	80%	<b>87%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	*	77%	89%	91%	*	<b>88%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	*	83%	81%	88%	*	<b>83%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	*	100%	100%	98%	100%	<b>99%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	*	*	64%	70%	76%	92%	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	*	67%	76%	80%	100%	<b>79%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	*	60%	80%	88%	83%	<b>81%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	*	87%	83%	94%	100%	<b>89%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	*	86%	86%	78%	*	<b>80%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	*	*	100%	87%	88%	100%	<b>90%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	*	77%	80%	93%	*	<b>86%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	*	93%	97%	95%	90%	<b>94%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	*	*	100%	87%	91%	83%	<b>90%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	*	80%	68%	86%	83%	<b>80%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	*	85%	78%	89%	100%	<b>87%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	*	67%	29%	68%	*	<b>60%</b>

## Age group tables

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

<b>CARE PLANNING</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	*	79%	81%	77%	*	<b>80%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	*	*	100%	96%	*	<b>97%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	*	100%	100%	*	<b>100%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	*	*	100%	97%	89%	*	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	*	93%	82%	88%	100%	<b>88%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	*	*	73%	47%	*	<b>65%</b>

<b>HOSPITAL CARE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	*	*	*	83%	95%	*	<b>92%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	*	*	71%	88%	*	<b>83%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	*	*	67%	80%	*	<b>78%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	*	*	*	83%	90%	*	<b>88%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	*	*	71%	75%	*	<b>78%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	*	*	80%	100%	*	<b>92%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	*	*	89%	95%	*	<b>94%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	*	*	83%	80%	*	<b>84%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	*	*	92%	91%	86%	*	<b>88%</b>



## Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	*	*	*	95%	96%	*	<b>95%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	*	*	78%	92%	*	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	*	82%	*	*	<b>77%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	*	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	*	*	<b>70%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	*	*	*	94%	91%	*	<b>91%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	*	*	76%	96%	*	<b>88%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	*	*	64%	*	*	<b>72%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	*	*	70%	*	*	<b>75%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	*	*	<b>70%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	*	*	93%	88%	89%	91%	<b>89%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	*	*	64%	64%	71%	75%	<b>70%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	*	58%	62%	71%	70%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	*	92%	84%	79%	*	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	*	71%	64%	60%	*	<b>64%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	*	62%	58%	68%	*	<b>63%</b>

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	*	*	64%	60%	64%	*	<b>64%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	*	*	47%	73%	*	<b>62%</b>

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	*	*	64%	43%	35%	*	<b>47%</b>
Q52. Patient has had a review of cancer care by GP practice	*	*	*	*	31%	26%	26%	10%	<b>24%</b>

## Age group tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	*	*	<b>47%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	*	*	94%	92%	*	<b>89%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	*	55%	60%	84%	*	<b>73%</b>

<b>YOUR OVERALL NHS CARE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	*	*	*	88%	93%	93%	91%	<b>91%</b>
Q57. Administration of care was very good or good	*	*	*	*	81%	88%	92%	100%	<b>89%</b>
Q58. Cancer research opportunities were discussed with patient	*	*	*	*	*	32%	39%	*	<b>34%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	*	8.6	9.1	9.3	*	<b>9.1</b>

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

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	79%	*	*	*	*	<b>80%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	60%	*	*	*	*	<b>56%</b>

<b>DIAGNOSTIC TESTS</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	89%	*	*	*	*	<b>91%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	87%	*	*	*	*	<b>87%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	88%	*	*	*	*	<b>88%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	83%	*	*	*	*	<b>83%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	99%	*	*	*	*	<b>99%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	77%	*	*	*	*	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	76%	*	*	*	*	<b>79%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	83%	*	*	*	*	<b>81%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	90%	*	*	*	*	<b>89%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	82%	*	*	*	*	<b>80%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	*	87%	*	*	*	*	<b>90%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	84%	*	*	*	*	<b>86%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	97%	*	*	*	*	<b>94%</b>

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

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

	Male/Female/Non-binary/Other						
	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	*	91%	*	*	*	*	<b>90%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	80%	*	*	*	*	<b>80%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	85%	*	*	*	*	<b>87%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	50%	*	*	*	*	<b>60%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	79%	*	*	*	*	<b>80%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	98%	*	*	*	*	<b>97%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	*	*	*	*	<b>100%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	*	96%	*	*	*	*	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	85%	*	*	*	*	<b>88%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	65%	*	*	*	*	<b>65%</b>

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

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	92%	*	*	*	*	<b>92%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	83%	*	*	*	*	<b>83%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	74%	*	*	*	*	<b>78%</b>
Q34. Patient was always able to get help from ward staff when needed	*	86%	*	*	*	*	<b>88%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	77%	*	*	*	*	<b>78%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	89%	*	*	*	*	<b>92%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	94%	*	*	*	*	<b>94%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	83%	*	*	*	*	<b>84%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	89%	*	*	*	*	<b>88%</b>

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	93%	*	*	*	*	<b>95%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	91%	*	*	*	*	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	79%	*	*	*	*	<b>77%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	80%	*	*	*	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	<b>70%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	*	88%	*	*	*	*	<b>91%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	88%	*	*	*	*	<b>88%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	74%	*	*	*	*	<b>72%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	75%	*	*	*	*	<b>75%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	<b>70%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	87%	*	*	*	*	<b>89%</b>

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

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	68%	*	*	*	*	<b>70%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	64%	*	*	*	*	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	84%	*	*	*	*	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	61%	*	*	*	*	<b>64%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	60%	*	*	*	*	<b>63%</b>

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	62%	*	*	*	*	<b>64%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	60%	*	*	*	*	<b>62%</b>

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	48%	*	*	*	*	<b>47%</b>
Q52. Patient has had a review of cancer care by GP practice	*	25%	*	*	*	*	<b>24%</b>

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	45%	*	*	*	*	<b>47%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	88%	*	*	*	*	<b>89%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	71%	*	*	*	*	<b>73%</b>

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

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q56. The whole care team worked well together	*	93%	*	*	*	*	<b>91%</b>
Q57. Administration of care was very good or good	*	87%	*	*	*	*	<b>89%</b>
Q58. Cancer research opportunities were discussed with patient	*	32%	*	*	*	*	<b>34%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	9.0	*	*	*	*	<b>9.1</b>

## Ethnicity tables

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

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	*	*	*	*	*	<b>80%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	55%	*	*	*	*	*	<b>56%</b>

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	91%	*	*	*	*	*	<b>91%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	88%	*	*	*	*	*	<b>87%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	87%	*	*	*	*	*	<b>88%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	*	*	*	*	*	<b>83%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	99%	*	*	*	*	*	<b>99%</b>

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	*	*	*	*	*	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	78%	*	*	*	*	*	<b>79%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	*	*	*	*	*	<b>81%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	*	*	*	*	*	<b>89%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	80%	*	*	*	*	*	<b>80%</b>

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	91%	*	*	*	*	*	<b>90%</b>
Q18. Patient found it very or quite easy to contact their main contact person	86%	*	*	*	*	*	<b>86%</b>
Q19. Patient found advice from main contact person was very or quite helpful	95%	*	*	*	*	*	<b>94%</b>

	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	90%	*	*	*	*	*	<b>90%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	*	*	*	*	*	<b>80%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	*	*	*	*	*	<b>87%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	*	*	*	*	*	<b>60%</b>



## Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	79%	*	*	*	*	*	<b>80%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	97%	*	*	*	*	*	<b>97%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	*	*	*	*	*	<b>100%</b>

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	95%	*	*	*	*	*	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	87%	*	*	*	*	*	<b>88%</b>
Q29. Patient was offered information about how to get financial help or benefits	64%	*	*	*	*	*	<b>65%</b>

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	92%	*	*	*	*	*	<b>92%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	83%	*	*	*	*	*	<b>83%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	77%	*	*	*	*	*	<b>78%</b>
Q34. Patient was always able to get help from ward staff when needed	88%	*	*	*	*	*	<b>88%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	77%	*	*	*	*	*	<b>78%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	92%	*	*	*	*	*	<b>92%</b>
Q37. Patient was always treated with respect and dignity while in hospital	94%	*	*	*	*	*	<b>94%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	*	*	*	*	*	<b>84%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	88%	*	*	*	*	*	<b>88%</b>

## Ethnicity tables

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

YOUR TREATMENT	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	94%	*	*	*	*	*	<b>95%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	*	*	*	*	*	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	77%	*	*	*	*	*	<b>77%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	*	*	*	*	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	<b>70%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	90%	*	*	*	*	*	<b>91%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	87%	*	*	*	*	*	<b>88%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	72%	*	*	*	*	*	<b>72%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	75%	*	*	*	*	*	<b>75%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	<b>70%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	88%	*	*	*	*	*	<b>89%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	69%	*	*	*	*	*	<b>70%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	*	*	*	*	*	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	*	*	*	*	*	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	63%	*	*	*	*	*	<b>64%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	62%	*	*	*	*	*	<b>63%</b>

SUPPORT WHILE AT HOME	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	64%	*	*	*	*	*	<b>64%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	59%	*	*	*	*	*	<b>62%</b>

CARE FROM YOUR GP PRACTICE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	46%	*	*	*	*	*	<b>47%</b>
Q52. Patient has had a review of cancer care by GP practice	23%	*	*	*	*	*	<b>24%</b>

## Ethnicity tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	47%	*	*	*	*	*	<b>47%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	88%	*	*	*	*	*	<b>89%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	72%	*	*	*	*	*	<b>73%</b>

<b>YOUR OVERALL NHS CARE</b>	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	90%	*	*	*	*	*	<b>91%</b>
Q57. Administration of care was very good or good	89%	*	*	*	*	*	<b>89%</b>
Q58. Cancer research opportunities were discussed with patient	33%	*	*	*	*	*	<b>34%</b>
Q59. Patient's average rating of care scored from very poor to very good	9.1	*	*	*	*	*	<b>9.1</b>

## IMD quintile tables

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

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	85%	80%	74%	*	<b>80%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	61%	44%	67%	*	<b>56%</b>

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	89%	94%	94%	*	<b>91%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	*	87%	95%	86%	*	<b>87%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	91%	*	86%	85%	89%	*	<b>88%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	100%	*	78%	90%	83%	*	<b>83%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	*	100%	100%	97%	*	<b>99%</b>

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	80%	*	74%	73%	79%	*	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	91%	*	80%	81%	75%	*	<b>79%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	100%	*	80%	81%	79%	*	<b>81%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	91%	*	90%	88%	86%	*	<b>89%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	70%	83%	86%	*	<b>80%</b>

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	91%	*	90%	88%	93%	*	<b>90%</b>
Q18. Patient found it very or quite easy to contact their main contact person	80%	*	85%	90%	84%	*	<b>86%</b>
Q19. Patient found advice from main contact person was very or quite helpful	100%	*	91%	90%	97%	*	<b>94%</b>

## IMD quintile tables

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

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	*	92%	92%	88%	*	<b>90%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	*	82%	73%	81%	*	<b>80%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	85%	95%	81%	*	<b>87%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	70%	36%	55%	*	<b>60%</b>

	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	80%	*	86%	83%	71%	*	<b>80%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	100%	88%	100%	*	<b>97%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	100%	100%	*	<b>100%</b>

	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%	*	97%	95%	94%	*	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	82%	*	87%	92%	88%	*	<b>88%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	*	44%	64%	90%	*	<b>65%</b>

	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	*	*	94%	*	94%	*	<b>92%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	92%	*	79%	*	<b>83%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	86%	*	82%	*	<b>78%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	88%	*	94%	*	<b>88%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	87%	*	73%	*	<b>78%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	100%	*	90%	*	<b>92%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	94%	*	94%	*	<b>94%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	88%	*	81%	*	<b>84%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	87%	85%	86%	*	<b>88%</b>

## IMD quintile tables

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

YOUR TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	100%	100%	95%	*	<b>95%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	84%	82%	86%	*	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	*	*	<b>77%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	<b>70%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	100%	90%	90%	*	<b>91%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	83%	90%	86%	*	<b>88%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	*	*	*	<b>72%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	*	*	*	<b>75%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	<b>70%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	89%	83%	88%	*	<b>89%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	65%	70%	71%	*	<b>70%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	60%	*	64%	65%	68%	*	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	89%	94%	73%	*	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	66%	57%	64%	*	<b>64%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	62%	58%	65%	*	<b>63%</b>

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	*	*	46%	69%	71%	*	<b>64%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	42%	70%	64%	*	<b>62%</b>

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	50%	*	28%	50%	56%	*	<b>47%</b>
Q52. Patient has had a review of cancer care by GP practice	50%	*	19%	35%	16%	*	<b>24%</b>

## IMD quintile tables

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

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	<b>47%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	100%	92%	88%	*	<b>89%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	70%	69%	76%	*	<b>73%</b>

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	90%	*	100%	91%	84%	*	<b>91%</b>
Q57. Administration of care was very good or good	100%	*	95%	79%	89%	*	<b>89%</b>
Q58. Cancer research opportunities were discussed with patient	*	*	31%	27%	43%	*	<b>34%</b>
Q59. Patient's average rating of care scored from very poor to very good	9.5	*	9.3	9.0	9.3	*	<b>9.1</b>

## Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	83%	79%	*	80%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	53%	68%	*	56%

	Long-term condition status			
	Yes	No	Not given	All
<b>DIAGNOSTIC TESTS</b>				
Q5. Patient received all the information needed about the diagnostic test in advance	87%	100%	*	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	97%	*	87%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	86%	93%	*	88%
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	93%	*	83%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	99%	100%	*	99%

	Long-term condition status			
	Yes	No	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	74%	85%	*	76%
Q13. Patient was definitely told sensitively that they had cancer	76%	81%	*	79%
Q14. Cancer diagnosis explained in a way the patient could completely understand	81%	81%	*	81%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	92%	*	89%
Q16. Patient was told they could go back later for more information about their diagnosis	79%	81%	*	80%

	Long-term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>				
Q17. Patient had a main point of contact within the care team	91%	89%	*	90%
Q18. Patient found it very or quite easy to contact their main contact person	86%	86%	*	86%
Q19. Patient found advice from main contact person was very or quite helpful	94%	100%	*	94%

	Long-term condition status			
	Yes	No	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>				
Q20. Treatment options were explained in a way the patient could completely understand	89%	92%	*	90%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	89%	*	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	94%	*	87%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	67%	*	60%



## Long-term condition status tables

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

<b>CARE PLANNING</b>	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	76%	87%	*	<b>80%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	100%	*	<b>97%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	100%	*	<b>100%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	93%	100%	*	<b>95%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	84%	94%	*	<b>88%</b>
Q29. Patient was offered information about how to get financial help or benefits	60%	83%	*	<b>65%</b>

<b>HOSPITAL CARE</b>	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	89%	100%	*	<b>92%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	81%	90%	*	<b>83%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	74%	86%	*	<b>78%</b>
Q34. Patient was always able to get help from ward staff when needed	83%	100%	*	<b>88%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	71%	92%	*	<b>78%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	88%	100%	*	<b>92%</b>
Q37. Patient was always treated with respect and dignity while in hospital	92%	100%	*	<b>94%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	80%	93%	*	<b>84%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	84%	97%	*	<b>88%</b>

## 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	94%	95%	*	<b>95%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	94%	*	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	68%	*	*	<b>77%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	*	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	<b>70%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	89%	94%	*	<b>91%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	84%	94%	*	<b>88%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	67%	*	*	<b>72%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	64%	*	*	<b>75%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	<b>70%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	91%	82%	*	<b>89%</b>

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%	79%	*	<b>70%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	60%	76%	*	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	89%	*	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	77%	*	<b>64%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	71%	*	<b>63%</b>

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	60%	68%	*	<b>64%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	*	*	<b>62%</b>

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	42%	56%	*	<b>47%</b>
Q52. Patient has had a review of cancer care by GP practice	23%	26%	*	<b>24%</b>

## Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	50%	*	*	<b>47%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	90%	90%	*	<b>89%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	72%	69%	*	<b>73%</b>

	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	91%	89%	*	<b>91%</b>
Q57. Administration of care was very good or good	86%	92%	*	<b>89%</b>
Q58. Cancer research opportunities were discussed with patient	32%	32%	*	<b>34%</b>
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.3	*	<b>9.1</b>

## Year on year charts

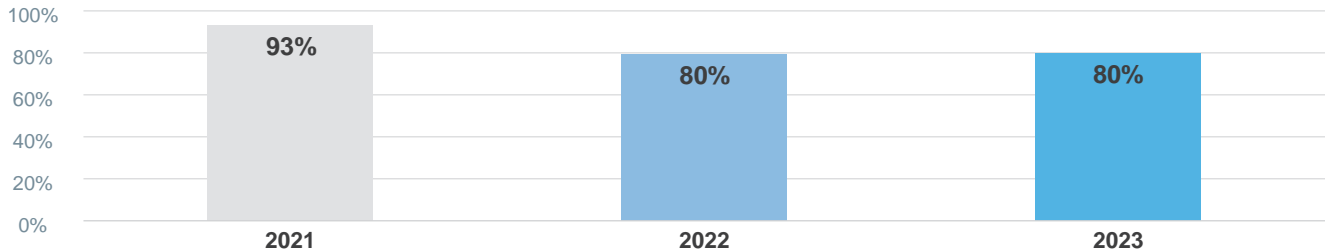
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

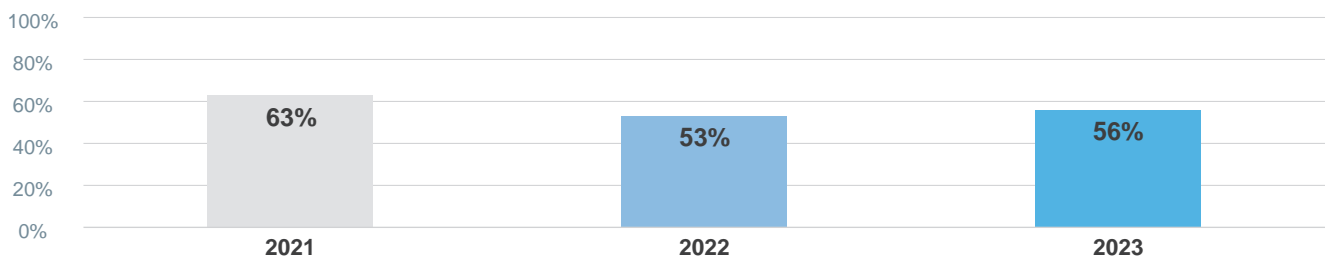
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

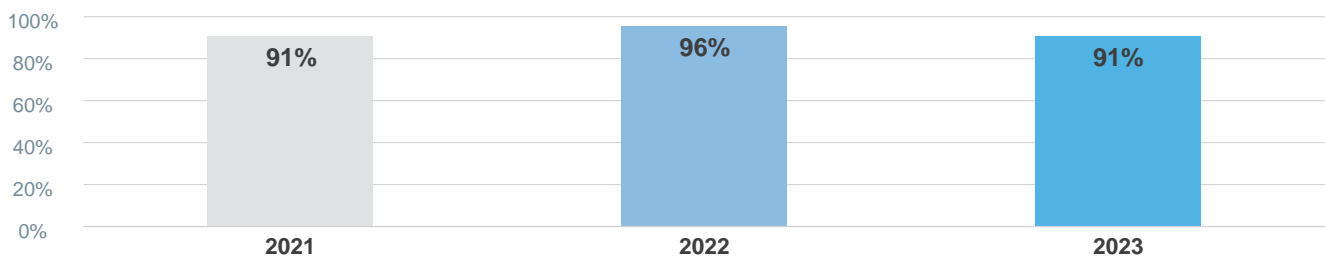


Q3. Referral for diagnosis was explained in a way the patient could completely understand

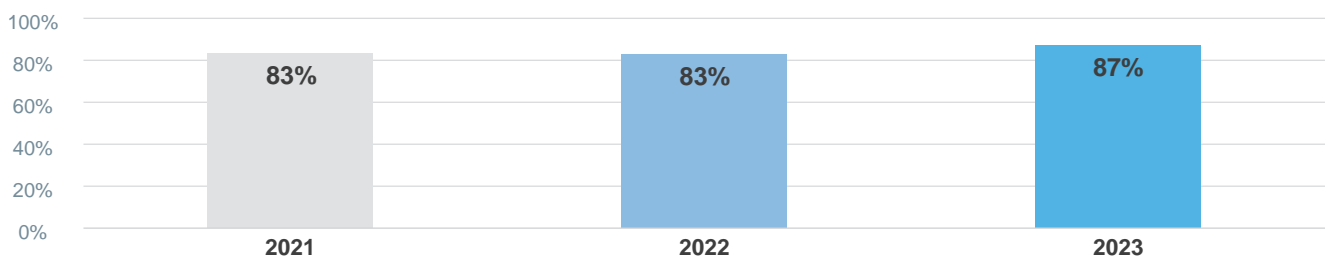


### DIAGNOSTIC TESTS

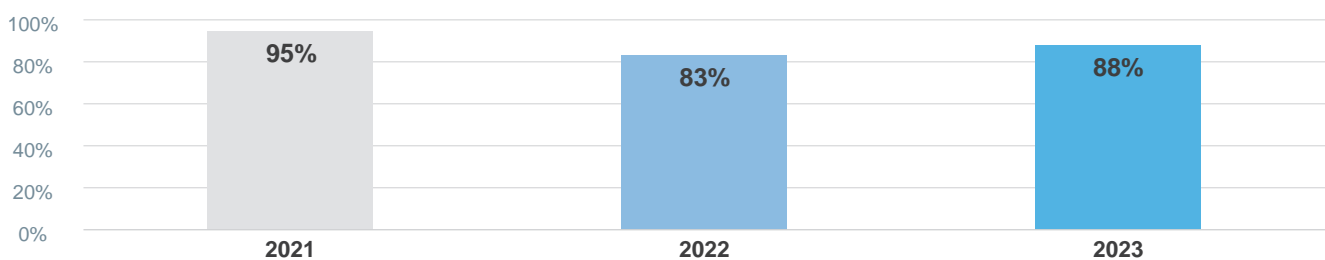
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



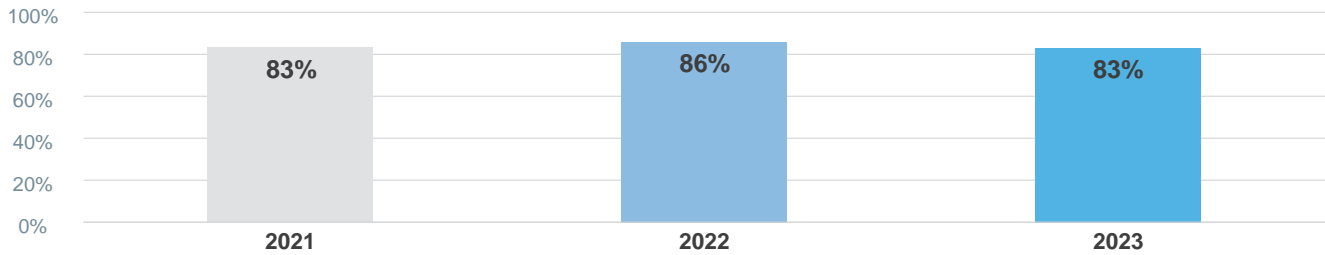
## Year on year charts

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

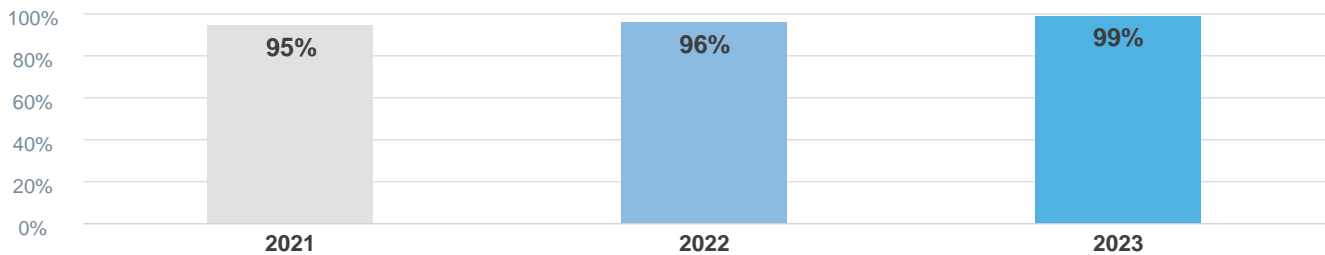
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

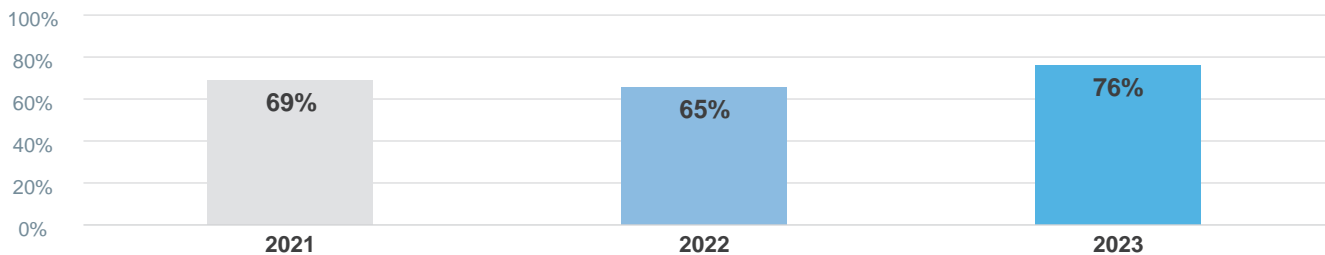


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

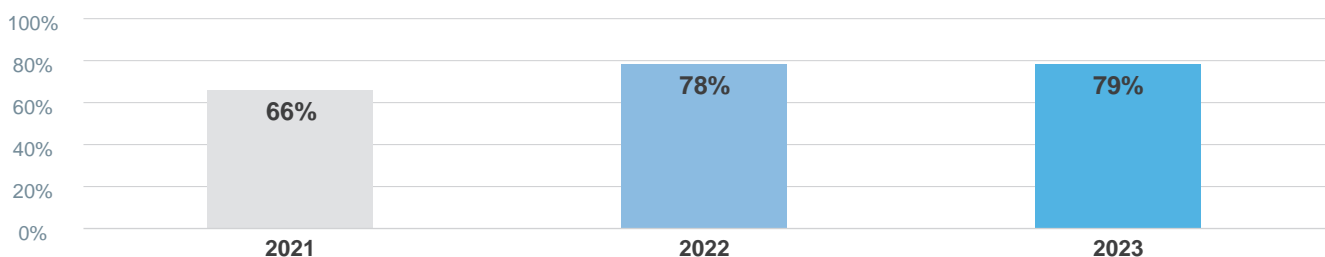


## FINDING OUT THAT YOU HAD CANCER

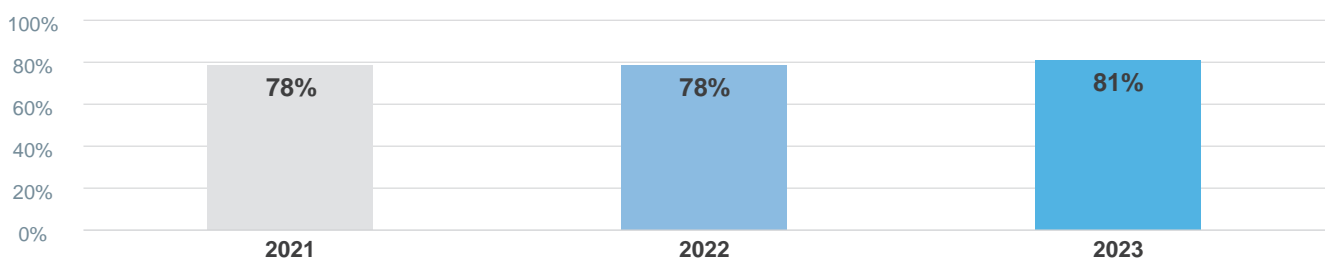
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



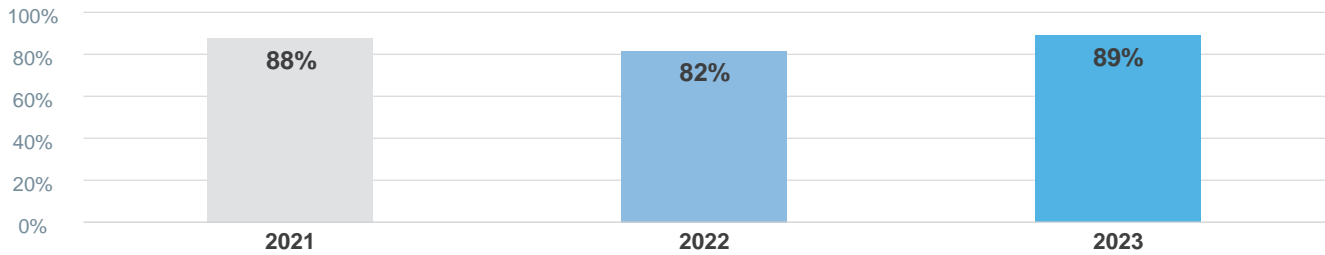
## Year on year charts

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

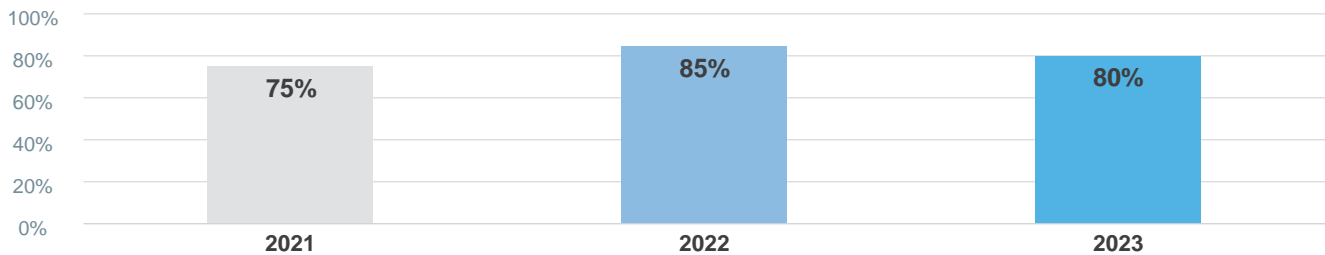
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

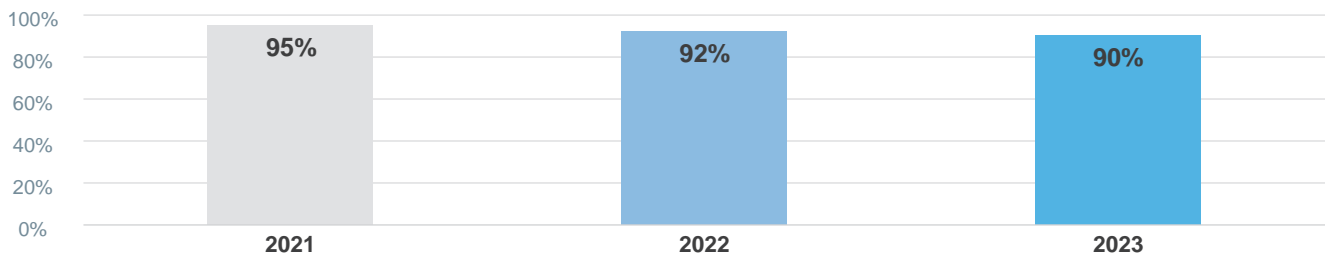


Q16. Patient was told they could go back later for more information about their diagnosis

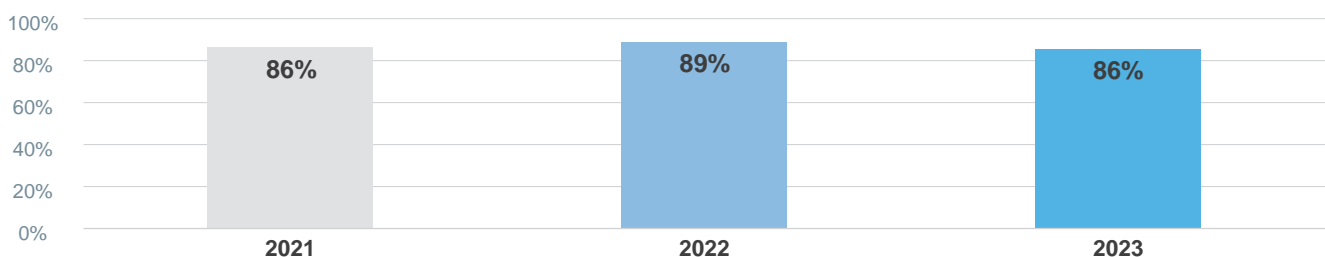


### SUPPORT FROM A MAIN CONTACT PERSON

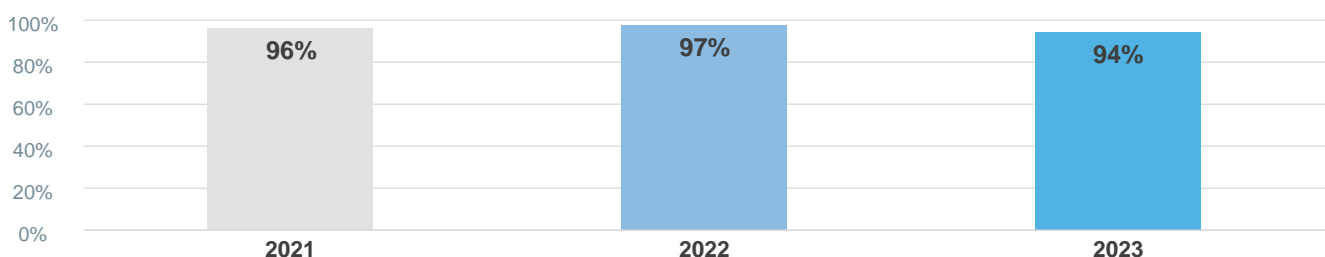
Q17. Patient had a main point of contact within the care team



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



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



## Year on year charts

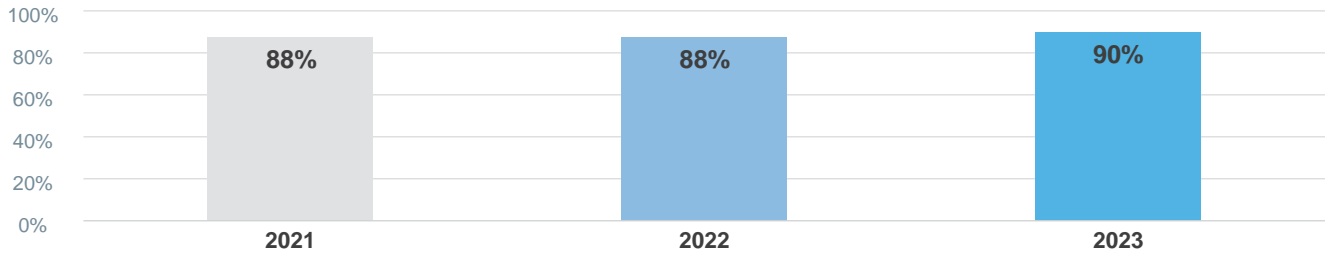
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

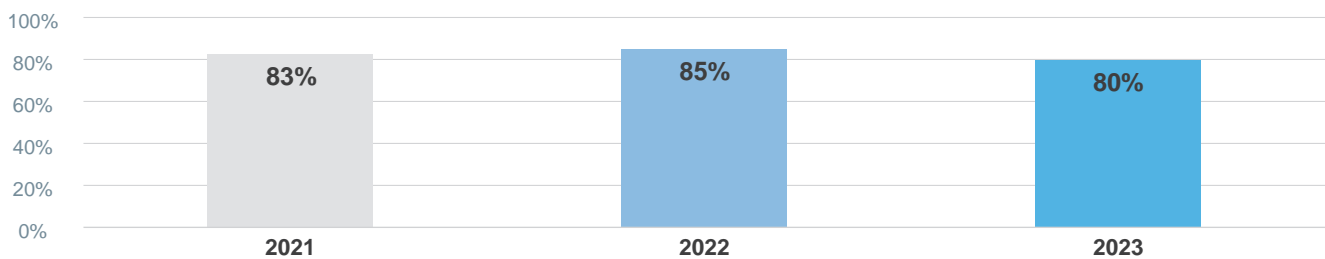
The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

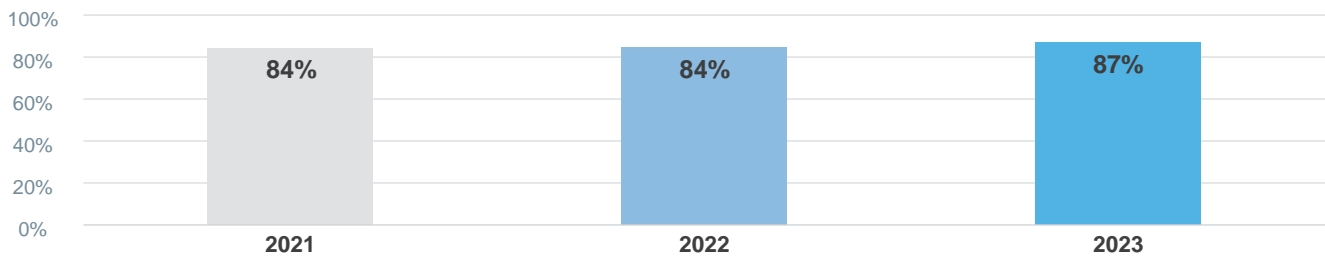
Q20. Treatment options were explained in a way the patient could completely understand



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



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

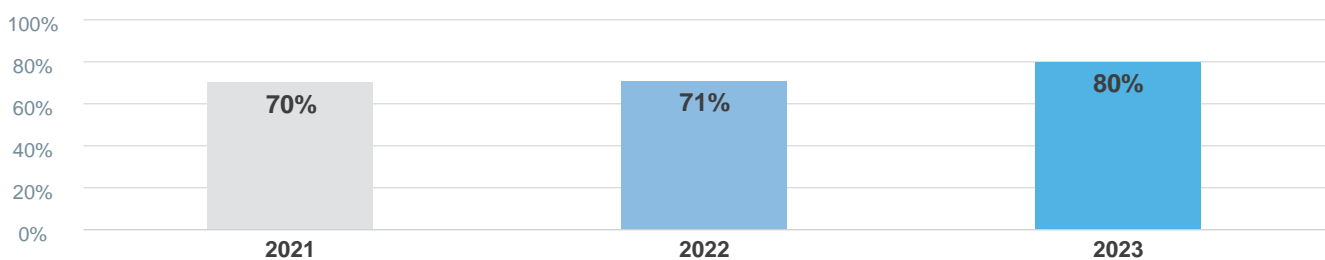


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



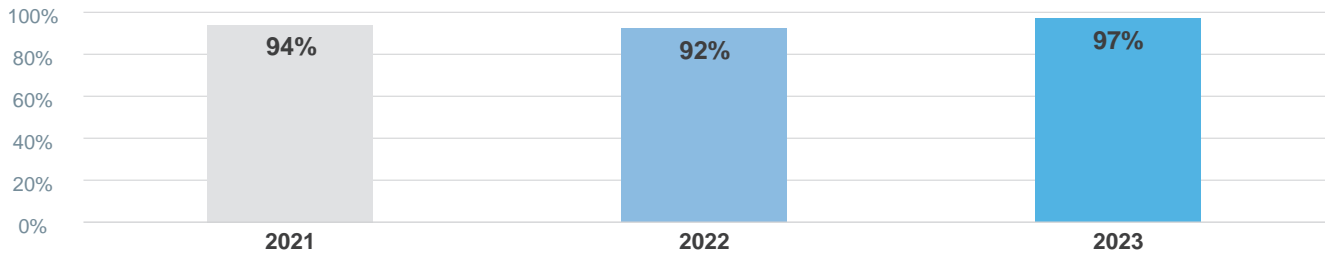
## Year on year charts

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

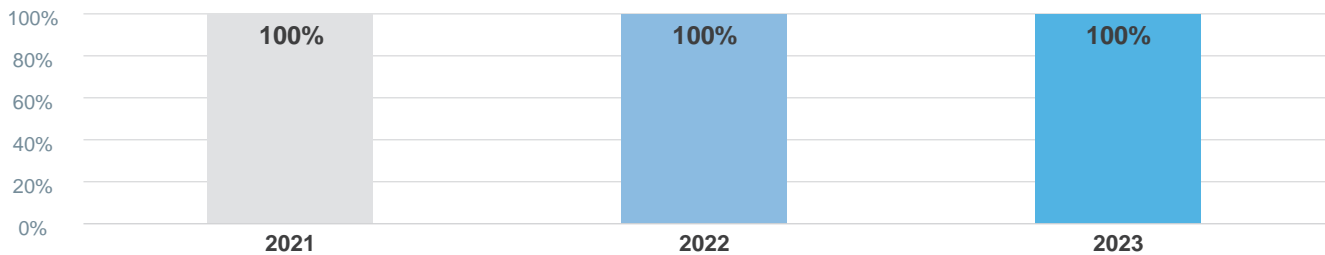
\*\* No score available for these years.

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

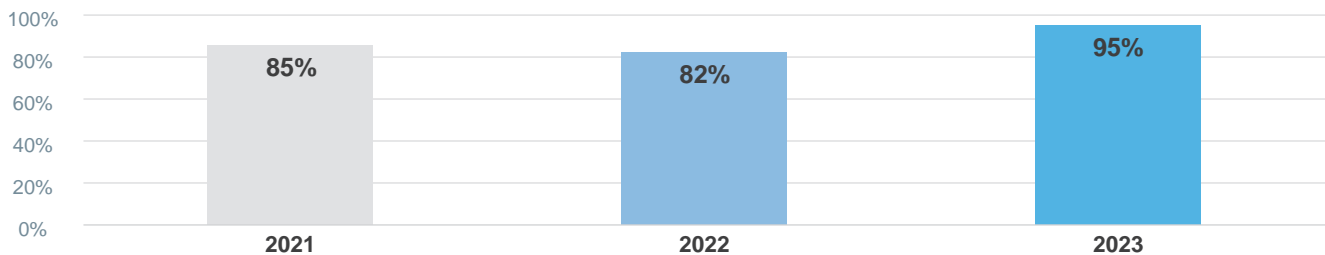


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

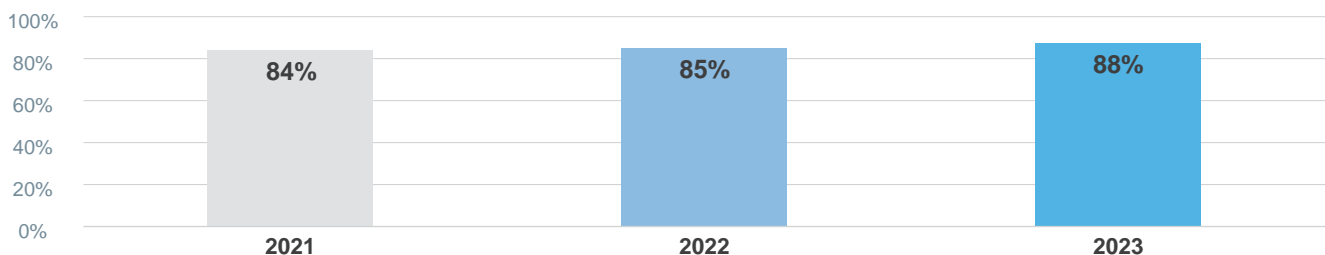


### SUPPORT FROM HOSPITAL STAFF

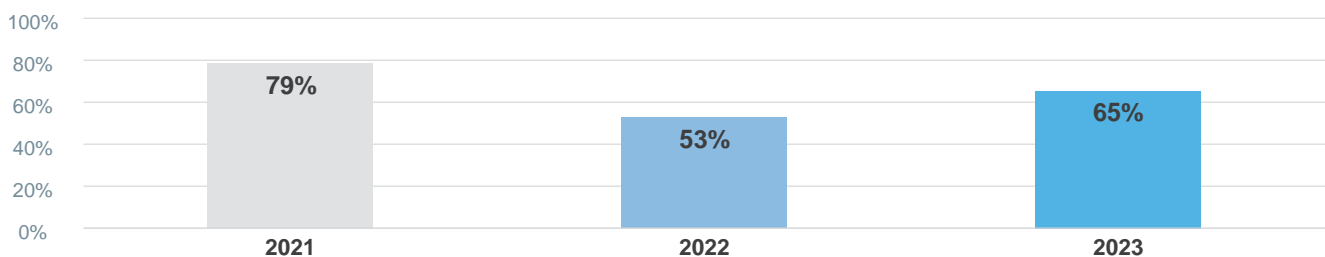
Q27. Staff provided the patient with relevant information on available support



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



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





## Year on year charts

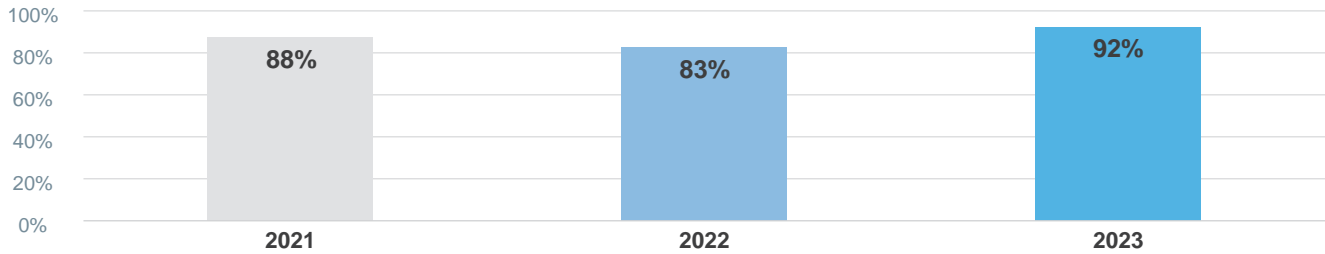
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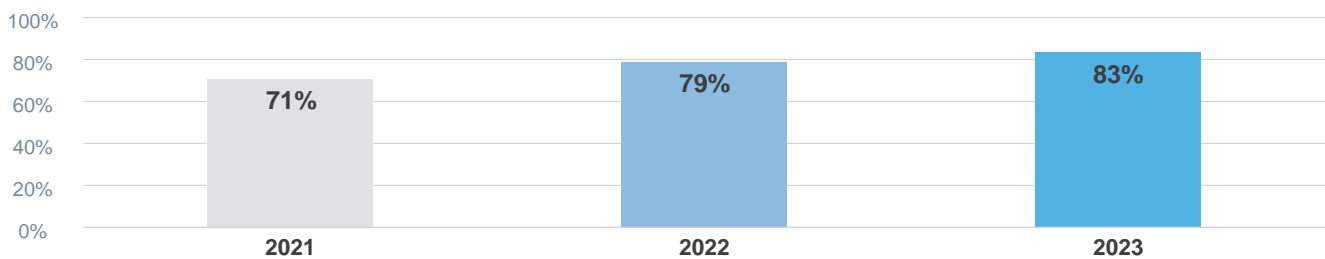
The scores are unadjusted and based on England scores only.

### HOSPITAL CARE

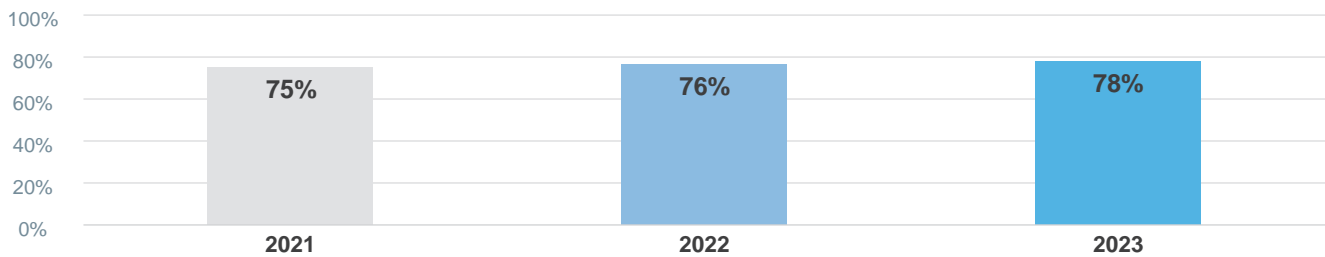
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



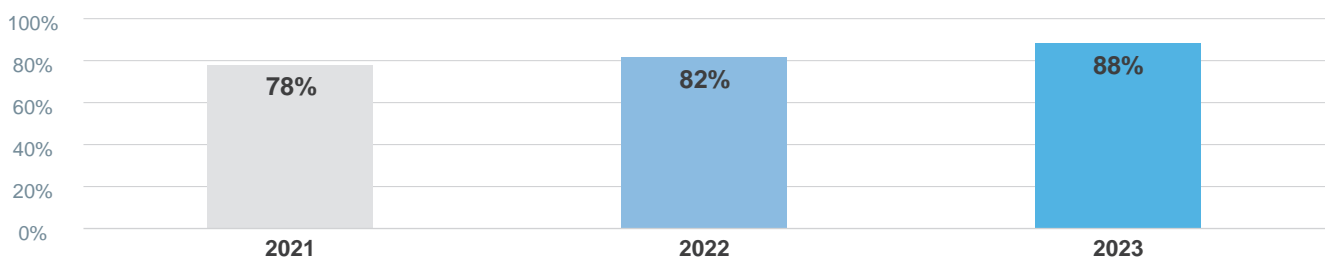
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



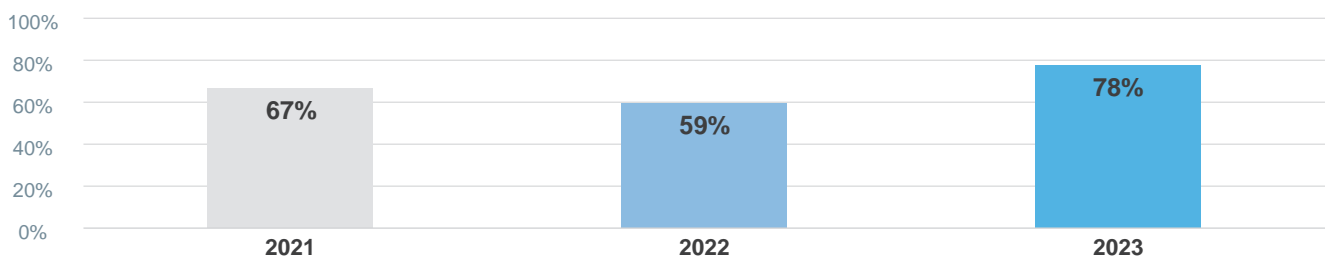
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



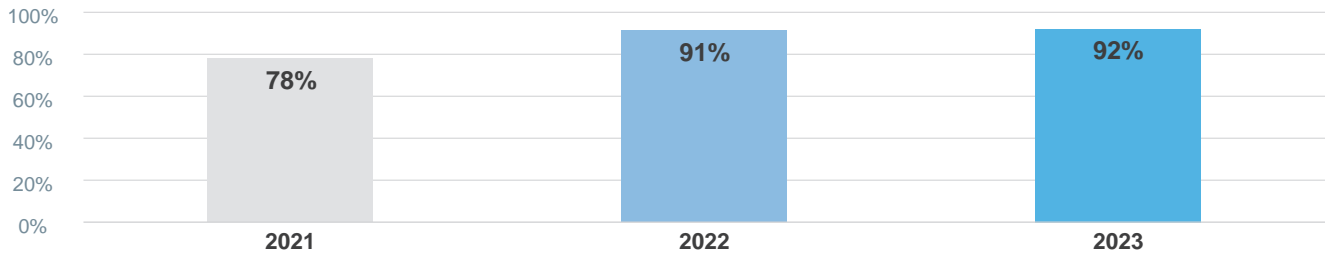
## Year on year charts

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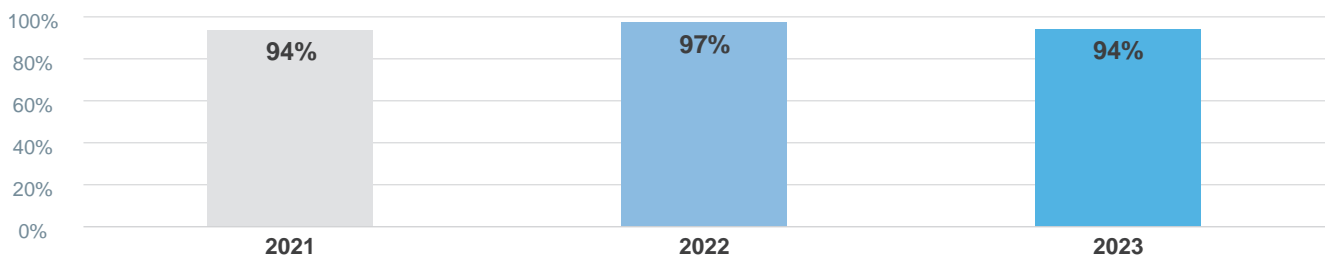
\*\* No score available for these years.

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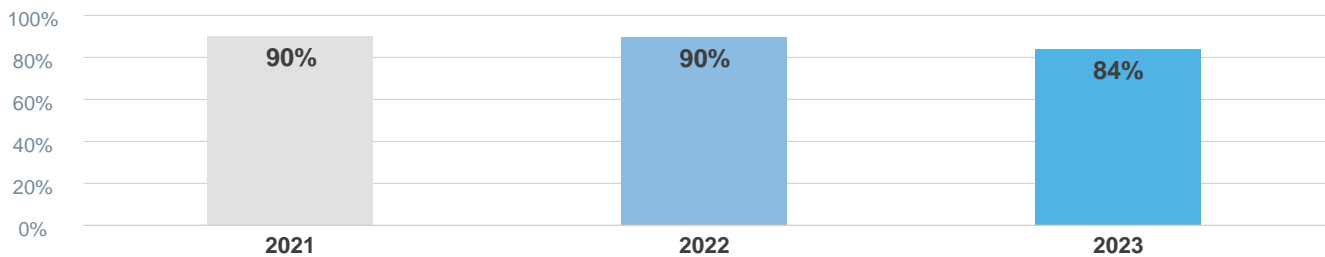
Q36. Hospital staff always did everything they could to help the patient control pain



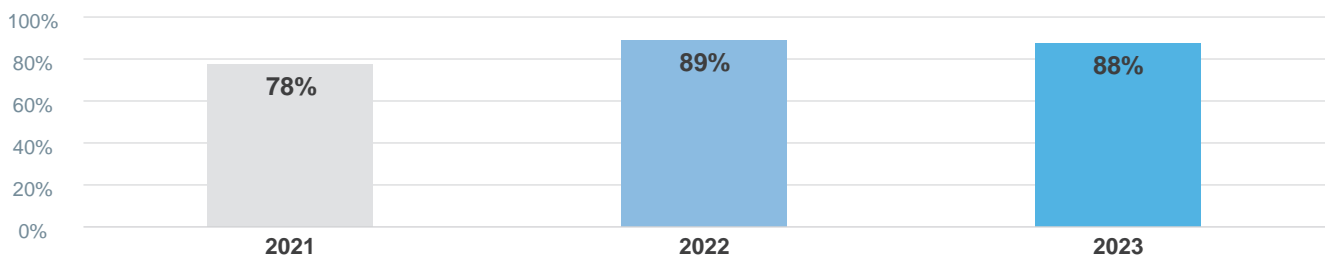
Q37. Patient was always treated with respect and dignity while in hospital



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

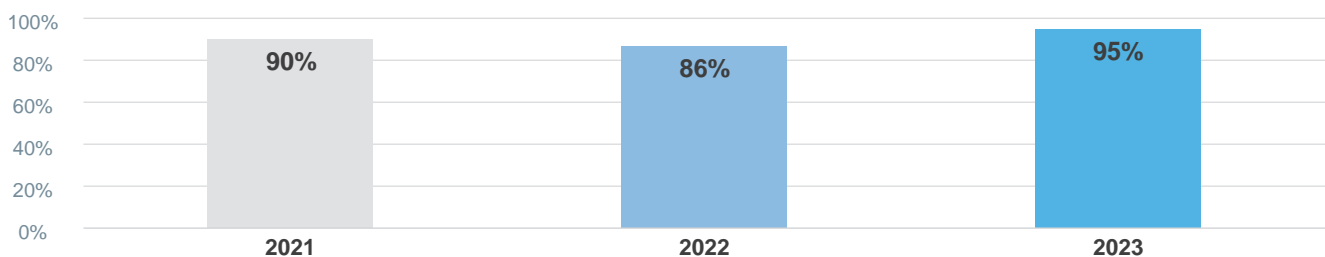


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



### YOUR TREATMENT

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



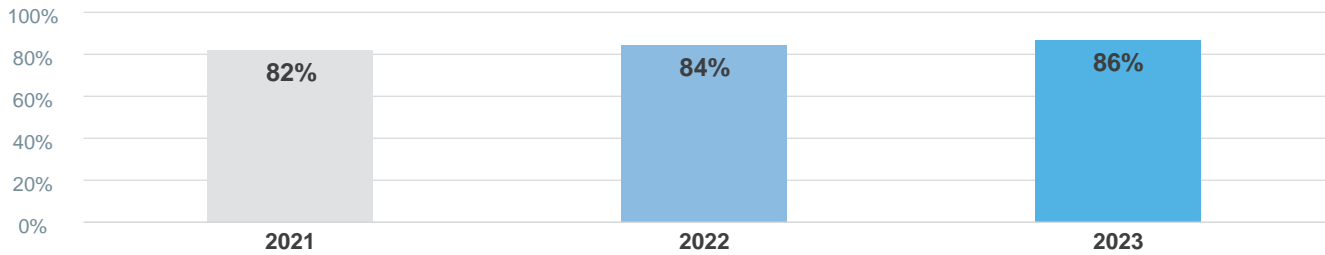
## Year on year charts

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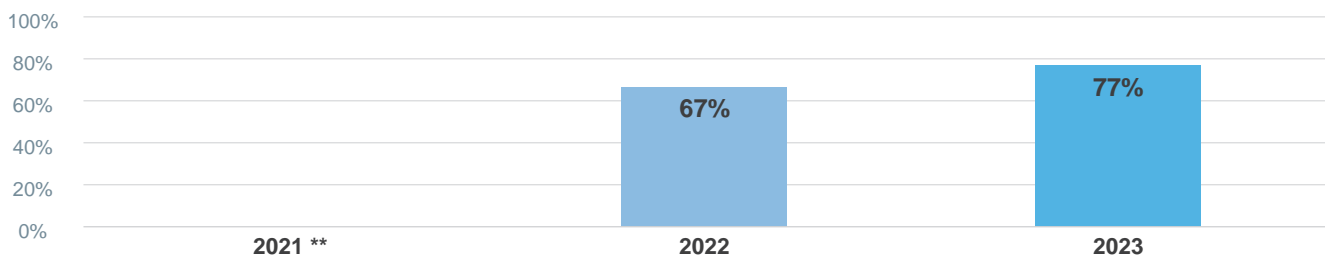
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



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



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



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



## Year on year charts

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\*\* No score available for these years.

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



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



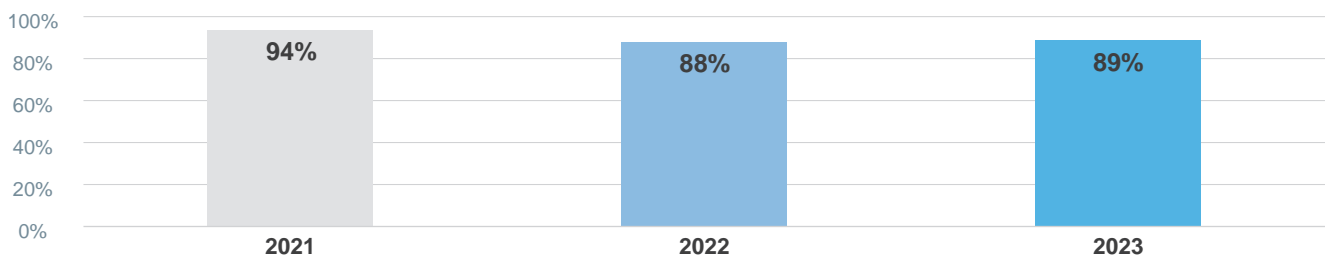
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



## Year on year charts

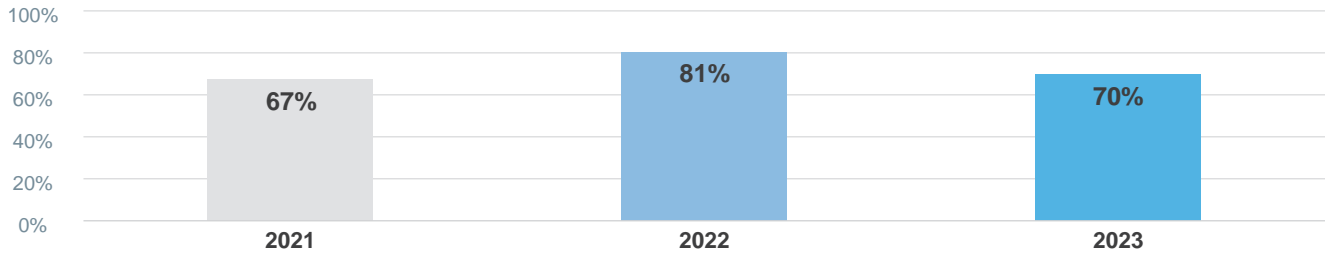
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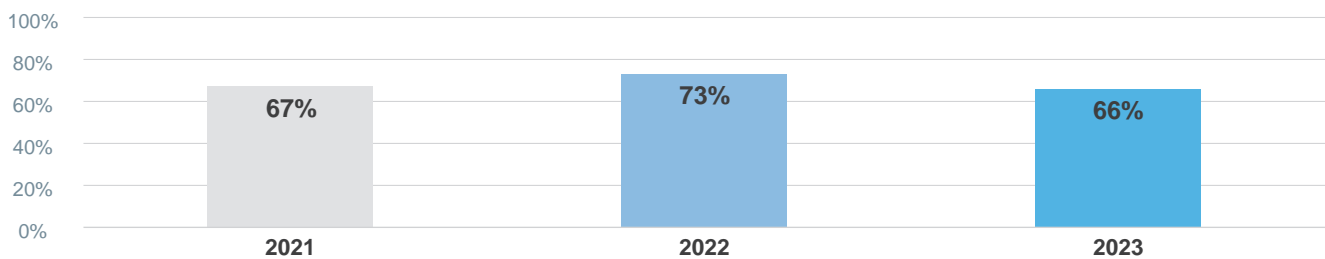
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG TERM SIDE EFFECTS

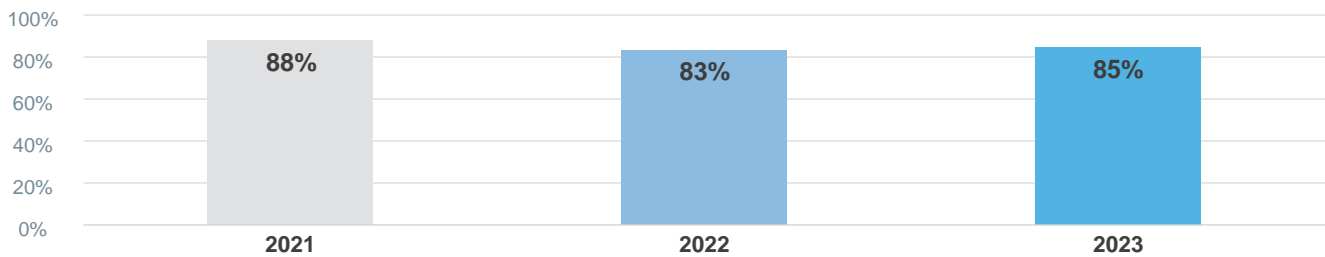
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



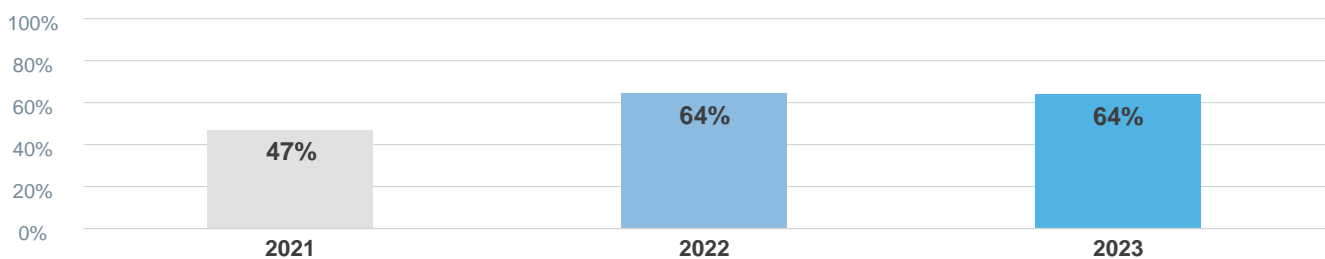
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



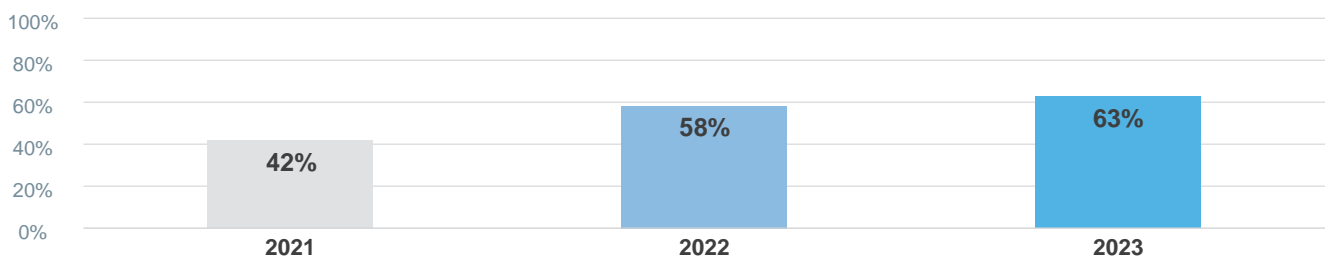
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



## Year on year charts

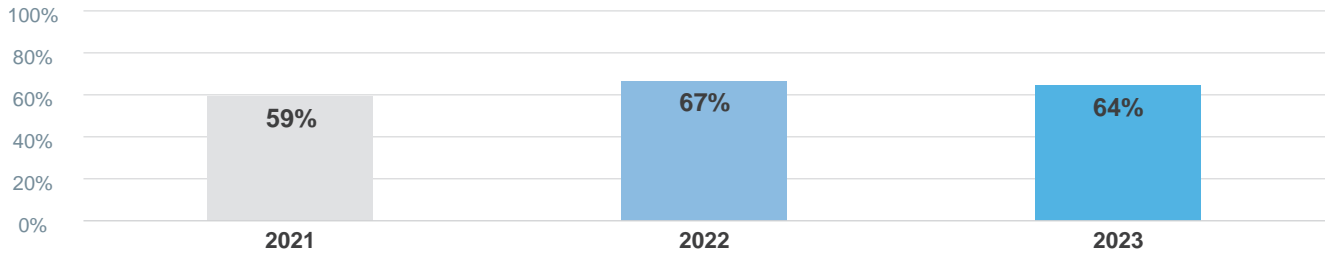
\* Indicates where a score is not available due to suppression or a low base size.

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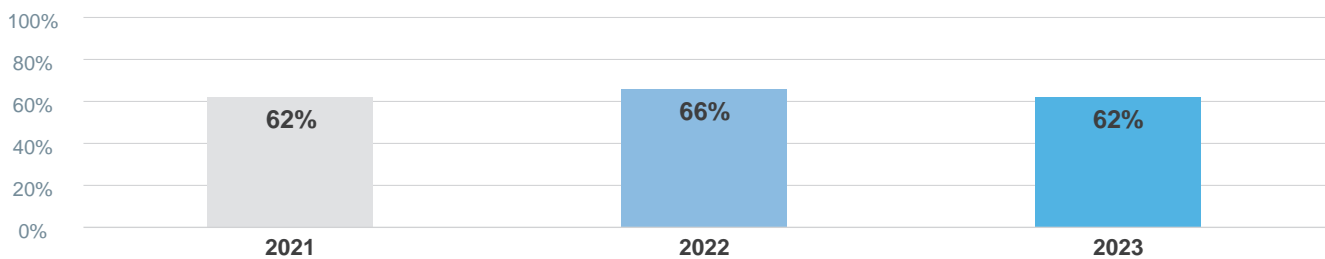
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

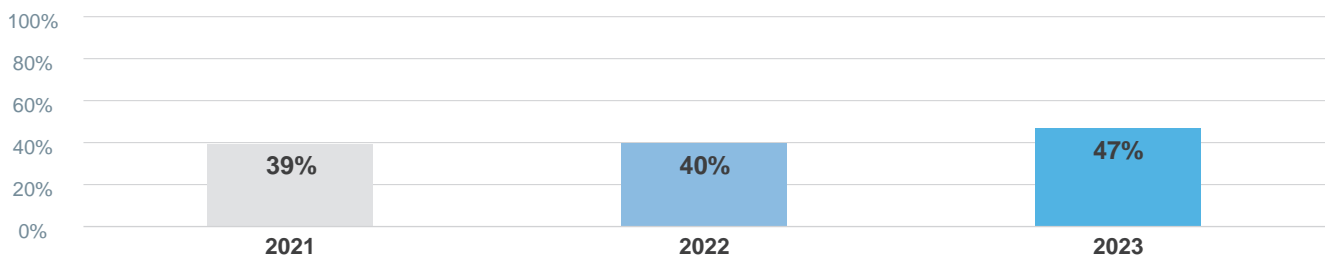


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

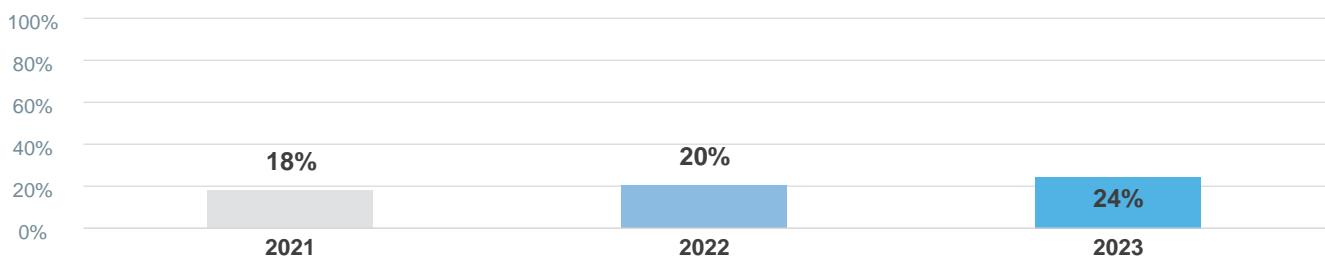


### CARE FROM YOUR GP PRACTICE

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

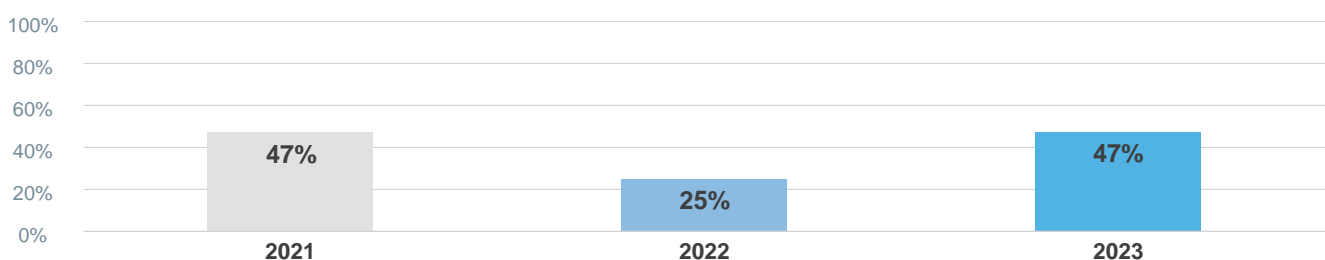


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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



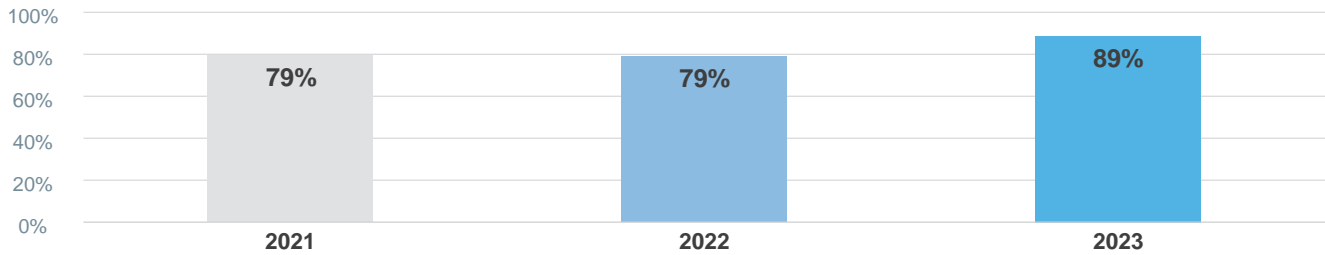
## Year on year charts

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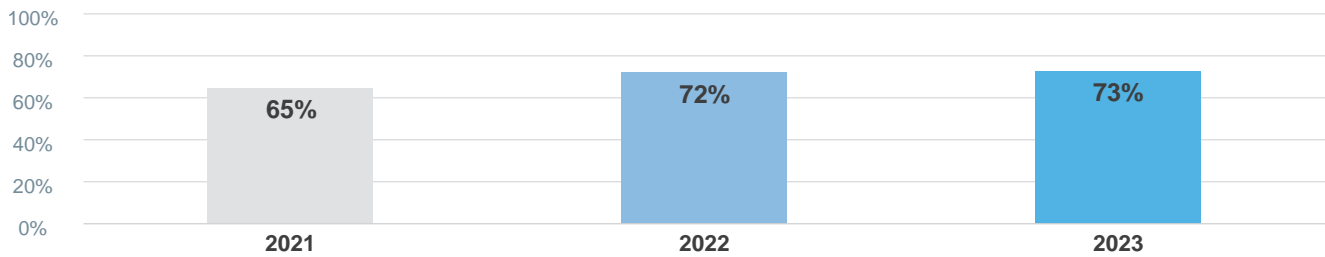
\*\* No score available for these years.

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

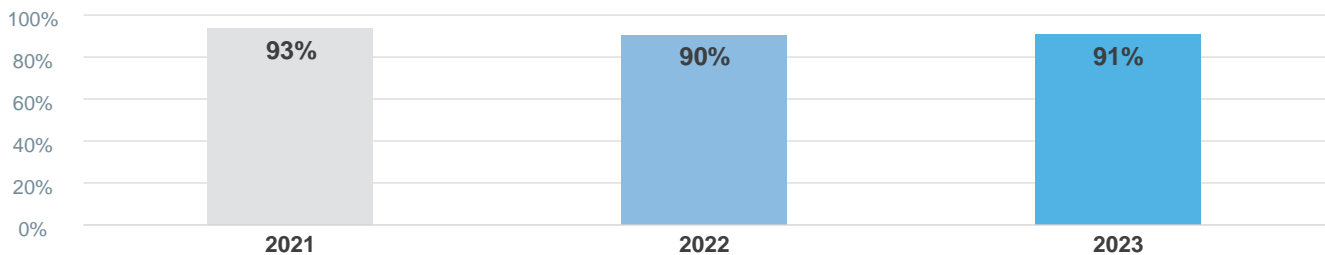


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

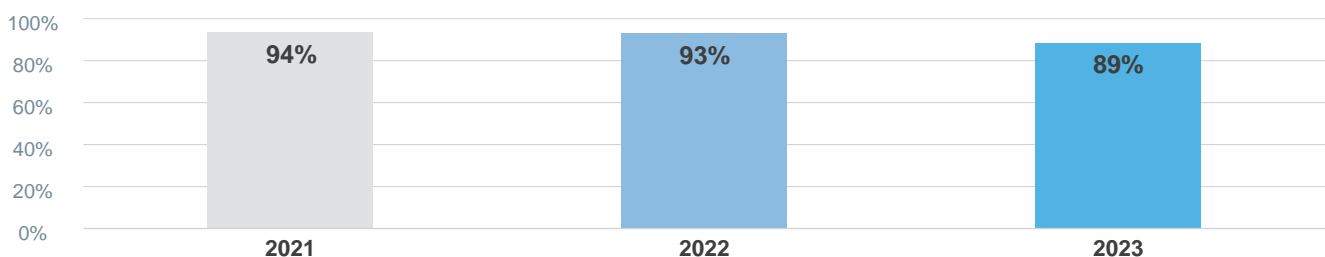


## YOUR OVERALL NHS CARE

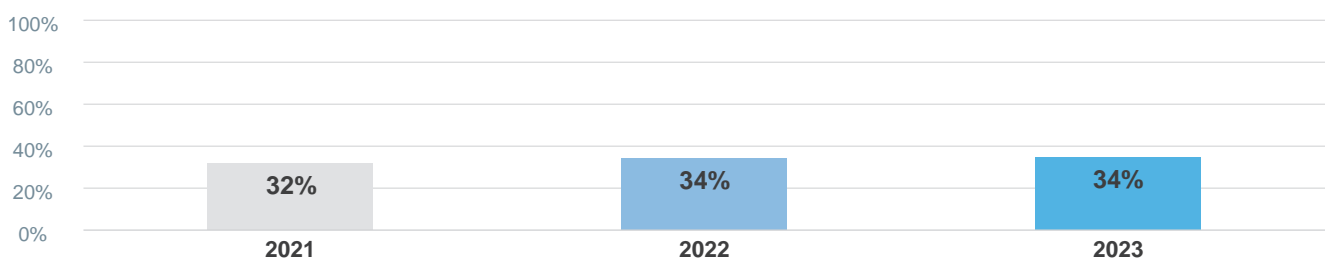
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



## Year on year charts

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

