

Cancer Patient Experience Survey

2023 Results

**The Royal Marsden NHS Foundation
Trust**

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Executive summary

Questions above expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	94%	91%	94%	92%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	74%	81%	78%
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	87%	74%	81%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	75%	65%	74%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	79%	67%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	83%	68%	77%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	76%	61%	69%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	89%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	92%	85%	90%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	93%	86%	91%	88%
Q58. Cancer research opportunities were discussed with patient	65%	35%	54%	45%

Questions below expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	73%	75%	81%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	63%	70%	67%
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	77%	78%	84%	81%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	84%	87%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	82%	86%	84%
Q18. Patient found it very or quite easy to contact their main contact person	80%	81%	88%	84%
Q20. Treatment options were explained in a way the patient could completely understand	80%	80%	85%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	67%	71%	86%	78%
Q52. Patient has had a review of cancer care by GP practice	19%	20%	25%	23%

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods

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

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

Note on question comparability

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

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

Case-mix adjustment

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

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

Scoring methodology

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

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

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

Statistical significance

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

Suppression

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

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

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

Additional suppression

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

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

Understanding the results

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

Expected range charts

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

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

Comparability tables

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

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

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

Sub-group breakdowns

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

Tumour group tables

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

Age group tables

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

Male/Female/Non-binary/Other tables

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

Ethnicity tables

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

Long-term condition status tables

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

IMD quintile tables

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

Year on year charts

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

National level and England level data

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

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

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

England only level data is used for:

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

Further information

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

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

Response rate

Overall response rate

1,337 patients responded out of a total of 2,756 patients, resulting in a response rate of 49%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	2,964	2,756	1,337	49%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	974
Online	363
Phone	0
Translation service	0
Total	1,337

Respondents by tumour group

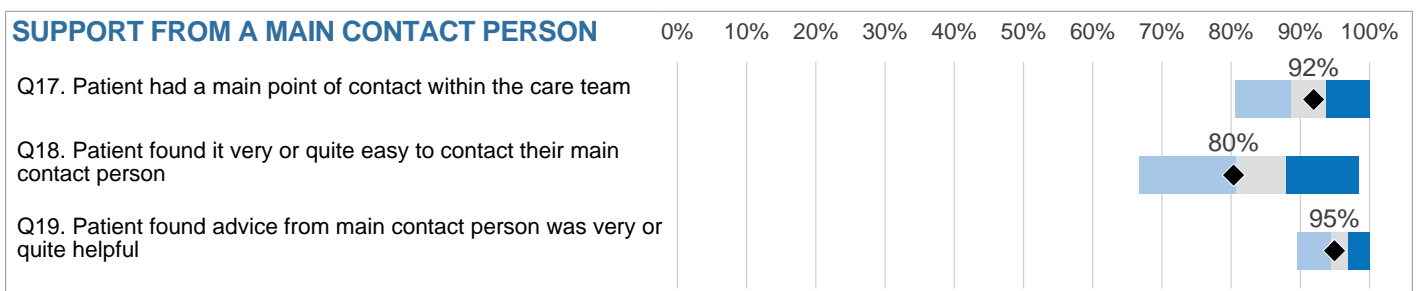
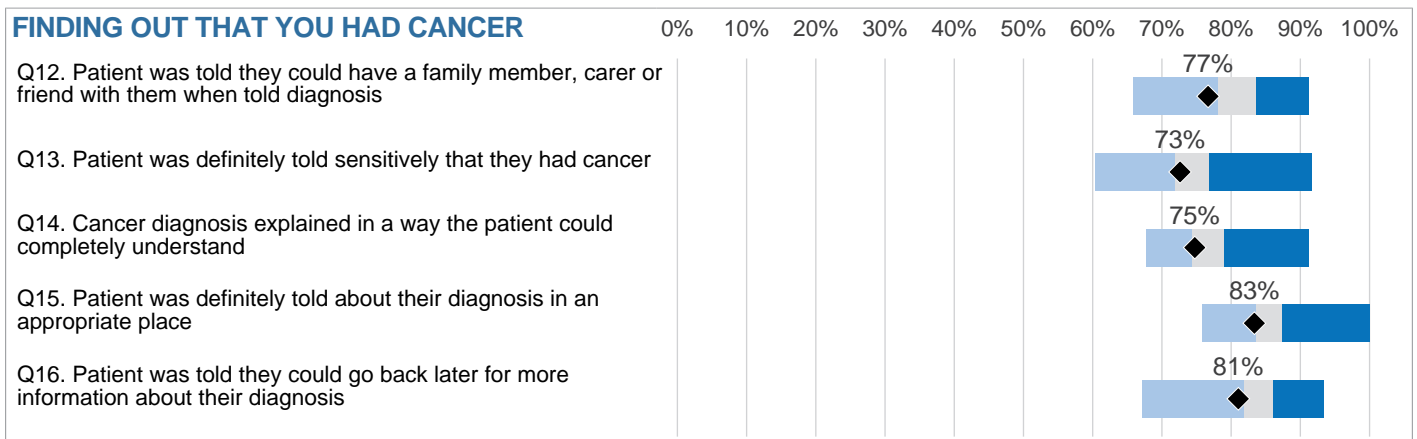
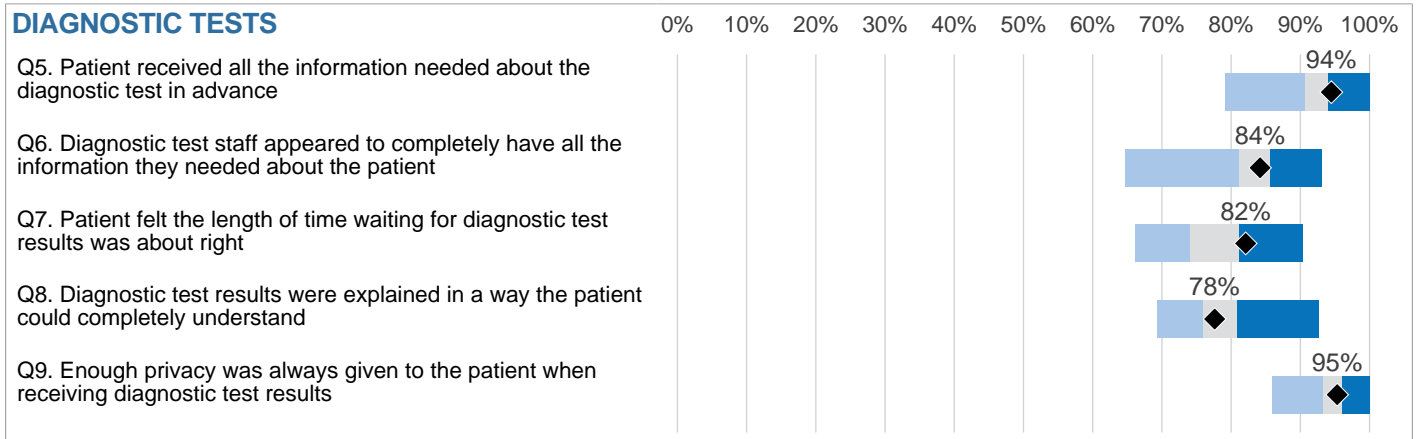
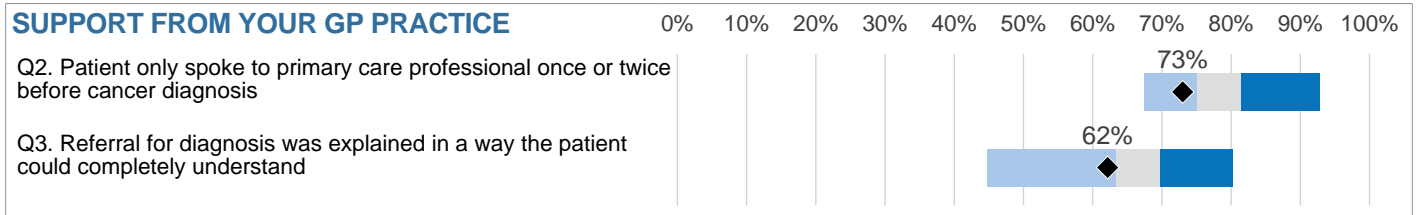
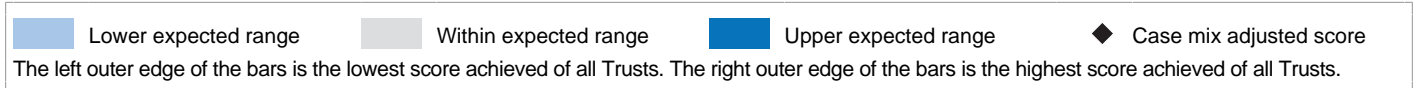
	Number of respondents
Brain / CNS	3
Breast	316
Colorectal / LGT	105
Gynaecological	103
Haematological	187
Head and neck	34
Lung	108
Prostate	97
Sarcoma	64
Skin	20
Upper gastro	79
Urological	71
Other	150
Total	1,337

Respondents by ethnicity

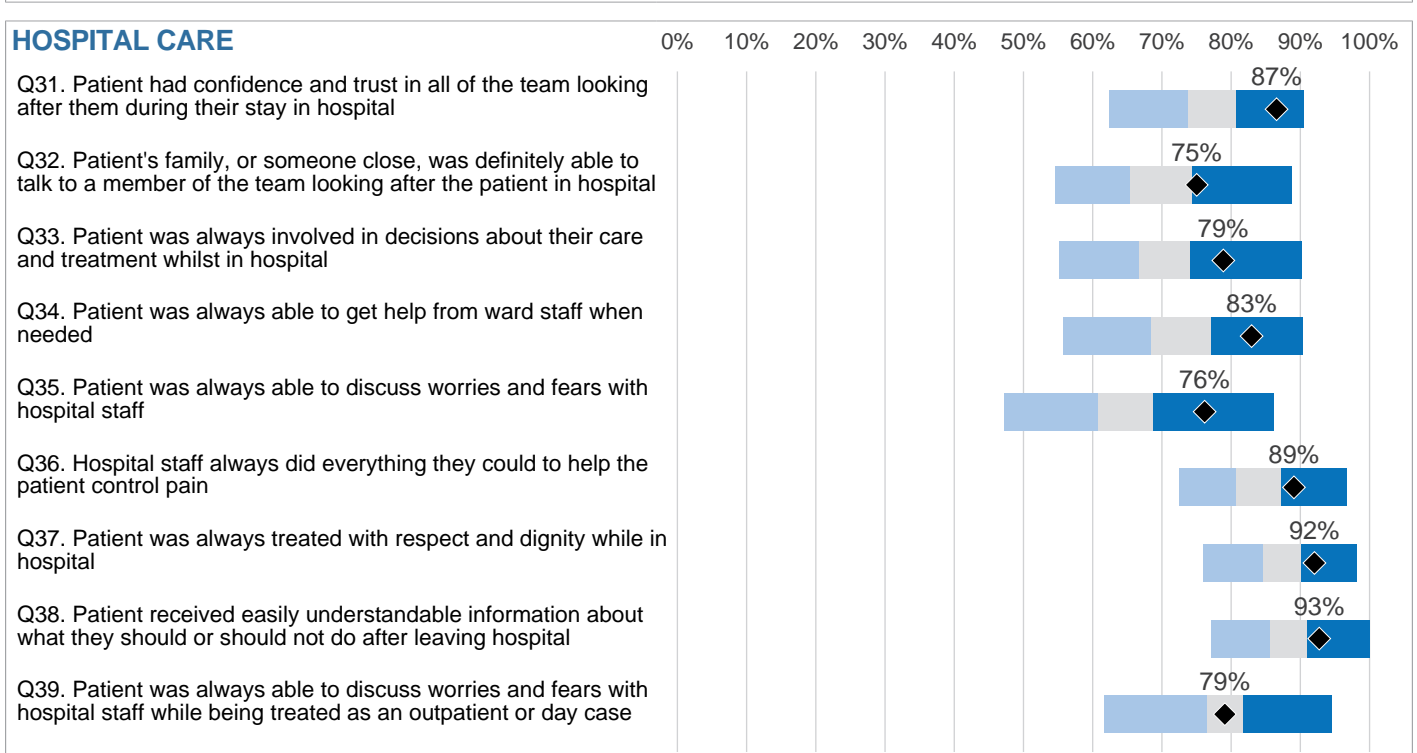
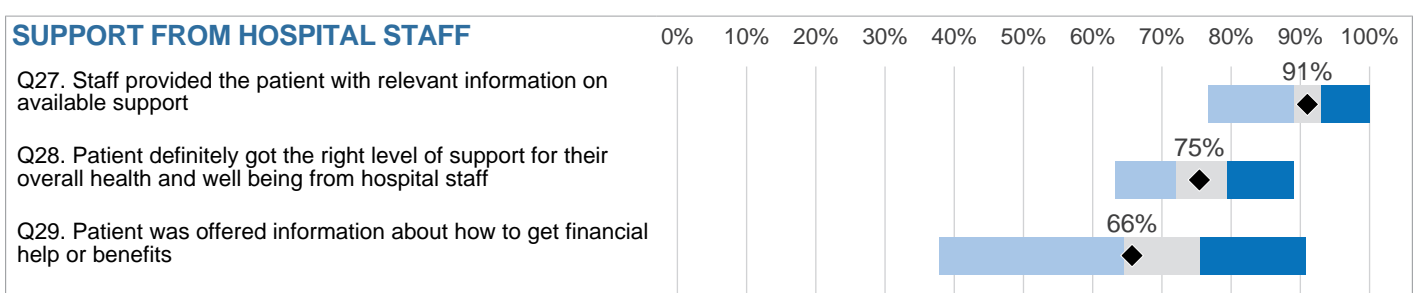
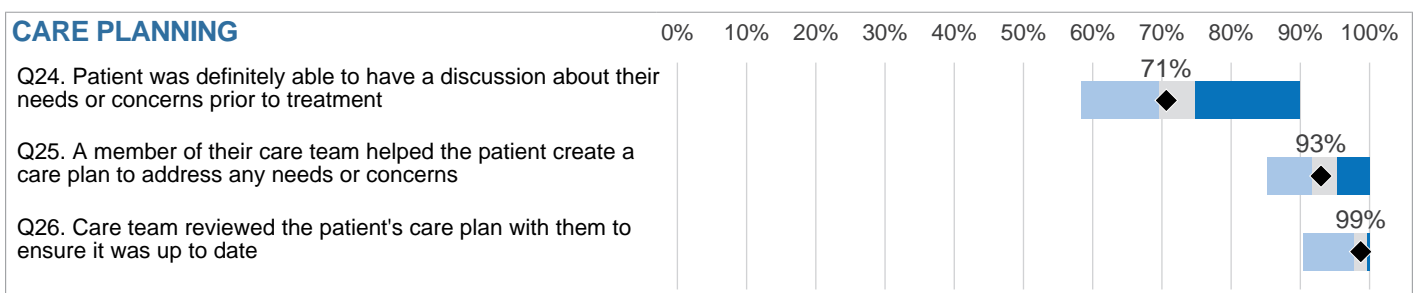
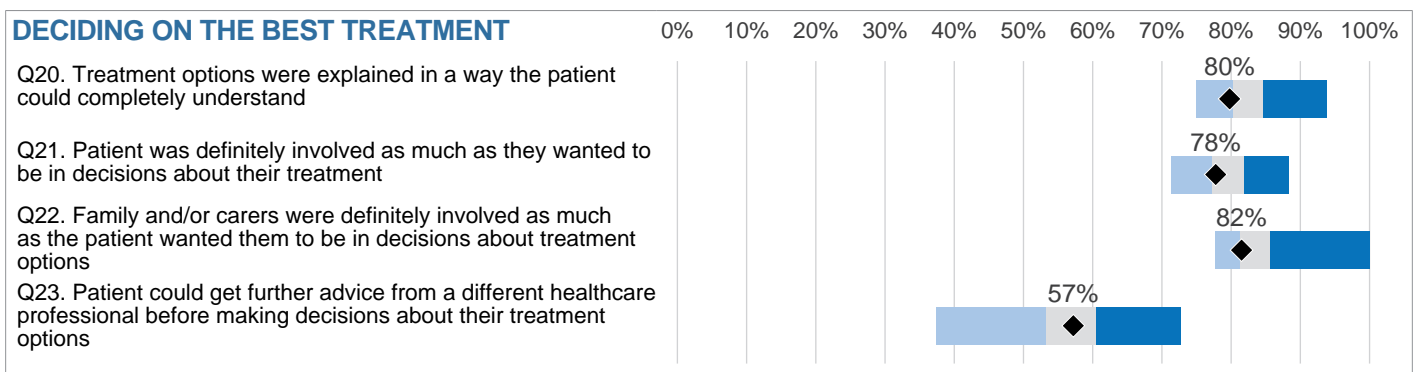
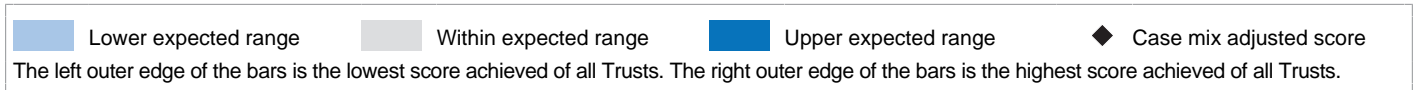
	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	952
Irish	21
Gypsy or Irish Traveller	*
Roma	*
Any other White background	98
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	11
Asian or Asian British	
Indian	21
Pakistani	14
Bangladeshi	*
Chinese	18
Any other Asian background	27
Black / African / Caribbean / Black British	
African	26
Caribbean	17
Any other Black / African / Caribbean background	7
Other Ethnicity	
Arab	*
Any other ethnic group	7
Not given	
Not given	108
Total	1,337

* indicates the count is not shown due to suppression

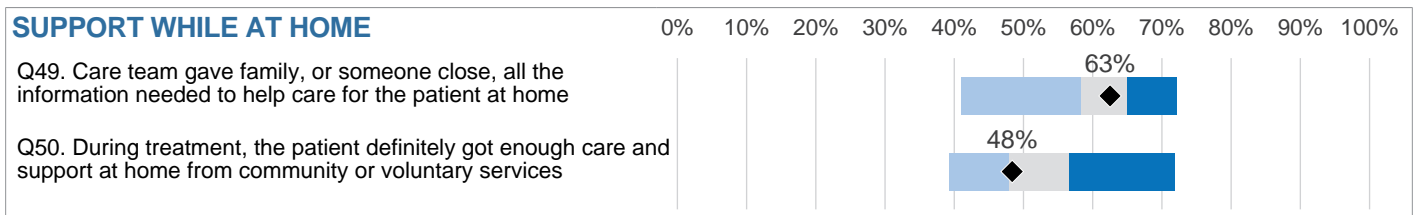
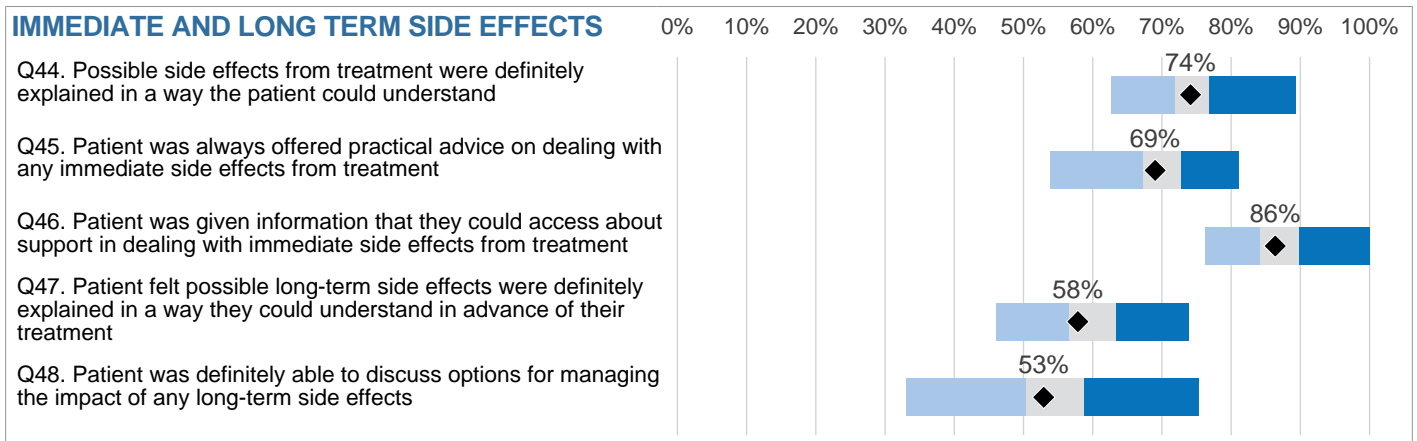
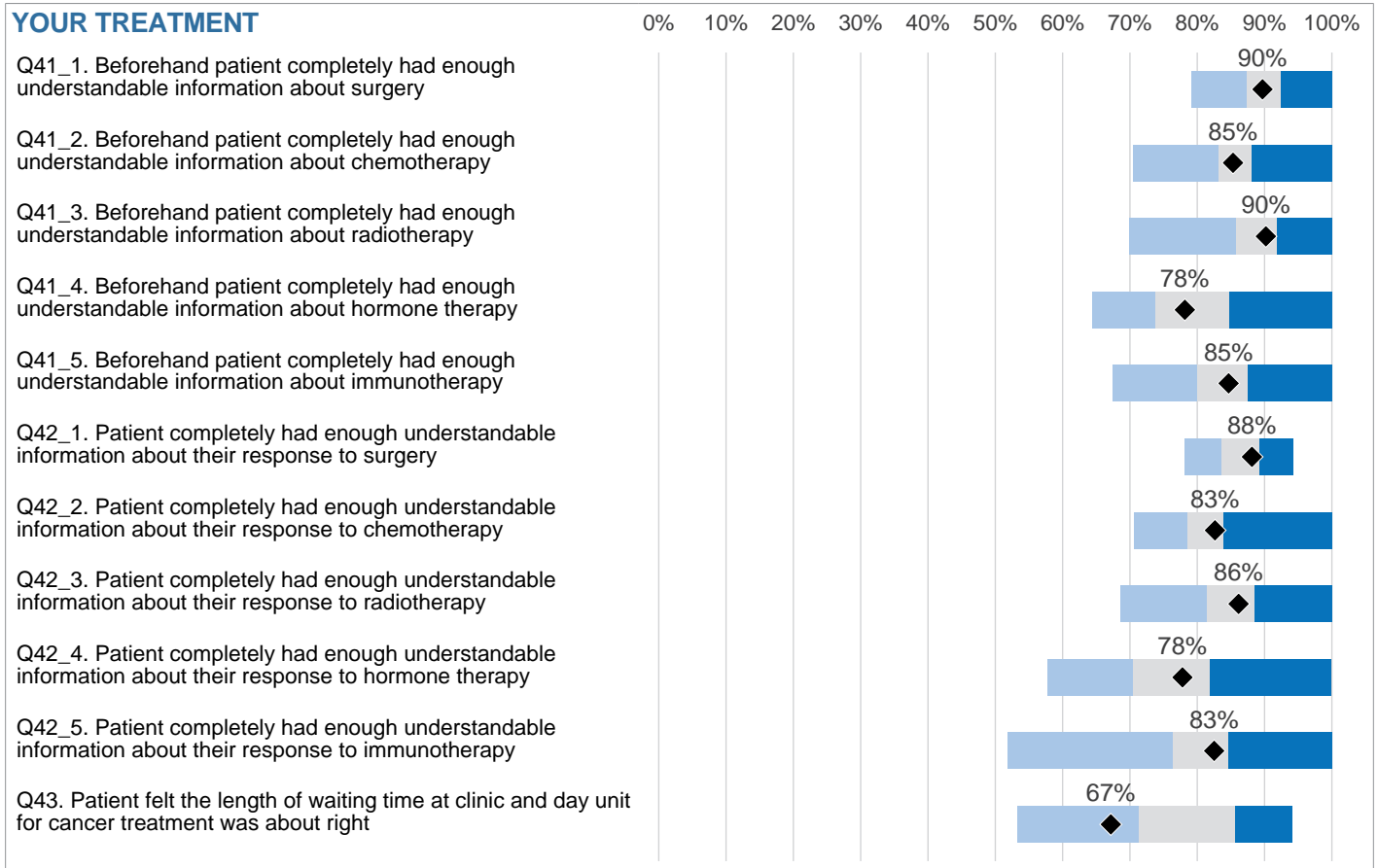
Expected range charts



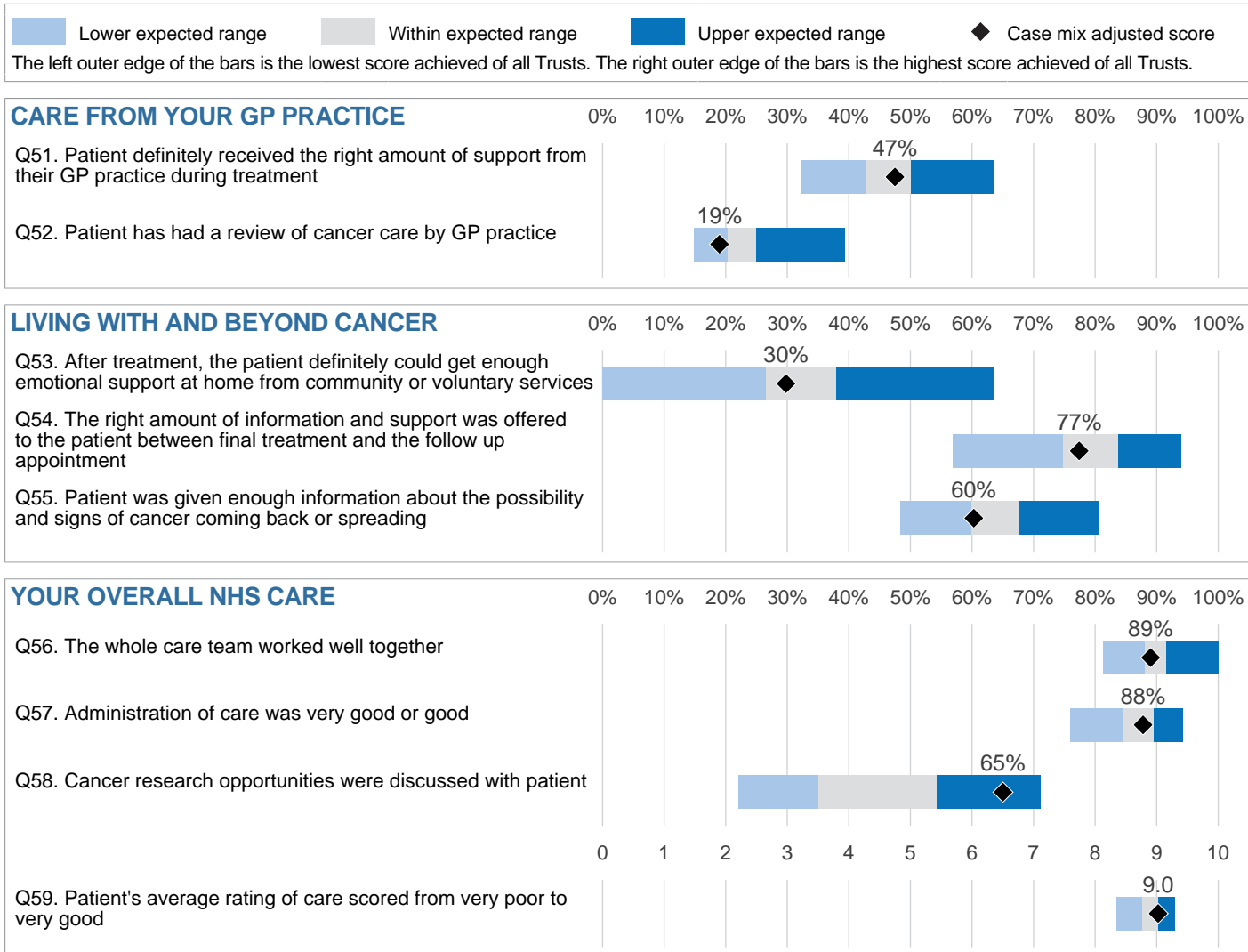
Expected range charts



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	760	74%	660	70%			73%	75%	81%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	960	63%	823	62%			62%	63%	70%	67%

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	1118	94%	1002	94%			94%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1171	84%	1041	83%		▼	84%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1160	84%	1040	80%		▼	82%	74%	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1164	81%	1045	76%	▼		78%	76%	81%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1174	94%	1046	95%			95%	93%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1354	74%	1195	76%		▲	77%	78%	84%	81%
Q13. Patient was definitely told sensitively that they had cancer	1458	73%	1294	71%			73%	72%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1479	75%	1311	73%			75%	74%	79%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1473	83%	1300	82%			83%	84%	87%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	1281	83%	1129	81%			81%	82%	86%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	1444	93%	1253	92%			92%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1238	81%	1076	80%			80%	81%	88%	84%
Q19. Patient found advice from main contact person was very or quite helpful	1281	95%	1099	95%			95%	94%	97%	96%

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>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1402	80%	1252	79%			80%	80%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1477	78%	1295	76%			78%	77%	82%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	1221	76%	1117	81%		▲	82%	81%	86%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	741	56%			57%	53%	60%	57%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	1344	71%	1194	70%			71%	70%	75%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	778	93%	717	93%			93%	92%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	622	99%	563	99%			99%	98%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	1236	89%	1112	91%			91%	89%	93%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1482	75%	1304	74%			75%	72%	79%	76%
Q29. Patient was offered information about how to get financial help or benefits	768	68%	700	67%		▼	66%	65%	76%	70%

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>	<p> Adjusted Score below Lower Expected Range</p> <p> Adjusted Score between Upper and Lower Expected Ranges</p> <p> Adjusted Score above Upper Expected Range</p>
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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	584	85%	583	85%			87%	74%	81%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	452	70%	485	74%		▲	75%	65%	74%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	575	74%	579	78%			79%	67%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	571	84%	576	81%			83%	68%	77%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	564	73%	563	74%			76%	61%	69%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	501	90%	497	88%			89%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	579	93%	580	91%			92%	85%	90%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	570	92%	573	92%			93%	86%	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1374	79%	1232	78%			79%	77%	82%	79%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	624	88%	566	89%			90%	87%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	834	87%	786	85%			85%	83%	88%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	483	89%	418	89%			90%	86%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	252	78%	210	75%			78%	74%	85%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	388	86%	369	84%			85%	80%	88%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	574	87%			88%	84%	89%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	783	82%			83%	78%	84%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	406	86%			86%	82%	88%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	213	74%			78%	70%	82%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	367	82%			83%	76%	85%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1470	73%	1277	65%	▼	▼	67%	71%	86%	78%

Comparability tables

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

** No score available for 2022.

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

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

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	1444	74%	1269	74%			74%	72%	77%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1389	68%	1201	68%			69%	67%	73%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1126	86%	966	86%			86%	84%	90%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1346	58%	1192	57%			58%	57%	63%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1166	54%	1043	51%			53%	50%	59%	55%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	925	56%	844	62%		▲	63%	58%	65%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	574	45%	508	49%			48%	48%	57%	52%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	789	44%	722	47%			47%	43%	50%	46%
Q52. Patient has had a review of cancer care by GP practice	1423	18%	1235	20%		▲	19%	20%	25%	23%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	336	29%	260	30%			30%	27%	38%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	610	80%	488	76%			77%	75%	84%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1140	61%	994	58%		▼	60%	60%	68%	64%

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	1410	89%	1227	88%		▼	89%	88%	92%	90%
Q57. Administration of care was very good or good	1473	90%	1279	87%		▼	88%	84%	90%	87%
Q58. Cancer research opportunities were discussed with patient	1136	71%	1002	65%		▼	65%	35%	54%	45%
Q59. Patient's average rating of care scored from very poor to very good	1438	9.0	1265	9.0		▼	9.0	8.8	9.0	8.9

Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	90%	75%	62%	58%	42%	52%	85%	61%	64%	71%	71%	64%	70%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	72%	56%	64%	55%	54%	46%	74%	66%	39%	53%	67%	58%	62%

	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	*	93%	95%	96%	95%	96%	94%	98%	89%	93%	92%	93%	95%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	83%	81%	83%	84%	87%	84%	84%	83%	69%	78%	85%	85%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	78%	73%	82%	86%	87%	81%	88%	72%	79%	81%	85%	77%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	76%	80%	80%	70%	78%	71%	82%	65%	75%	76%	78%	77%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	96%	92%	94%	94%	96%	90%	99%	91%	94%	100%	97%	93%	95%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	82%	83%	70%	74%	62%	67%	76%	64%	65%	77%	76%	76%	76%
Q13. Patient was definitely told sensitively that they had cancer	*	78%	74%	67%	69%	64%	61%	79%	66%	65%	66%	64%	73%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	76%	68%	69%	66%	76%	70%	84%	65%	70%	71%	77%	76%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	88%	85%	79%	80%	85%	68%	83%	81%	95%	73%	87%	83%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	*	85%	79%	82%	79%	72%	73%	91%	78%	76%	74%	85%	81%	81%

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
Q17. Patient had a main point of contact within the care team	*	90%	93%	89%	96%	94%	93%	92%	89%	89%	90%	94%	94%	92%
Q18. Patient found it very or quite easy to contact their main contact person	*	77%	75%	86%	82%	86%	84%	84%	66%	69%	64%	87%	87%	80%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	91%	94%	92%	97%	98%	94%	98%	88%	94%	96%	97%	95%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	79%	70%	87%	78%	81%	71%	84%	85%	68%	78%	74%	83%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	77%	73%	79%	76%	74%	68%	82%	76%	85%	77%	76%	78%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	81%	71%	77%	82%	81%	81%	79%	92%	59%	78%	88%	87%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	53%	44%	63%	52%	76%	52%	65%	65%	36%	61%	56%	63%	56%

	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	*	66%	70%	76%	66%	76%	61%	82%	67%	61%	75%	65%	74%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	88%	92%	95%	95%	96%	97%	89%	85%	90%	93%	100%	97%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	99%	98%	98%	100%	100%	98%	98%	100%	*	100%	100%	96%	99%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q27. Staff provided the patient with relevant information on available support	*	89%	89%	91%	91%	88%	92%	94%	92%	83%	94%	90%	91%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	70%	71%	78%	77%	75%	69%	80%	68%	70%	71%	77%	79%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	58%	72%	79%	64%	72%	74%	68%	81%	42%	76%	60%	69%	67%

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
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	80%	78%	91%	81%	85%	88%	83%	90%	80%	86%	88%	88%	85%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	60%	78%	79%	74%	93%	80%	62%	71%	30%	83%	67%	88%	74%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	73%	78%	83%	75%	80%	69%	76%	77%	80%	79%	92%	82%	78%
Q34. Patient was always able to get help from ward staff when needed	*	71%	83%	82%	88%	84%	85%	82%	77%	80%	80%	80%	87%	81%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	70%	80%	75%	80%	80%	73%	69%	79%	60%	78%	64%	71%	74%
Q36. Hospital staff always did everything they could to help the patient control pain	*	86%	89%	91%	89%	87%	86%	80%	89%	*	88%	88%	91%	88%
Q37. Patient was always treated with respect and dignity while in hospital	*	84%	93%	92%	92%	90%	81%	93%	87%	100%	94%	100%	95%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	89%	95%	94%	94%	100%	92%	83%	89%	80%	92%	100%	94%	92%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	71%	73%	84%	79%	85%	76%	86%	88%	74%	78%	84%	81%	78%

	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	*	89%	88%	79%	81%	85%	87%	90%	85%	91%	91%	100%	89%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	83%	83%	88%	82%	94%	88%	94%	83%	*	89%	81%	88%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	88%	93%	85%	85%	89%	90%	91%	94%	*	94%	100%	94%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	72%	*	*	*	*	*	82%	*	*	*	*	80%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	79%	76%	86%	83%	90%	86%	*	*	85%	89%	80%	90%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	89%	85%	85%	53%	85%	80%	86%	83%	100%	91%	94%	92%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	83%	75%	86%	85%	88%	79%	94%	65%	*	85%	85%	82%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	84%	80%	84%	80%	94%	82%	91%	81%	*	93%	100%	91%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	74%	*	*	*	*	*	76%	*	*	*	*	80%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	74%	84%	73%	83%	90%	81%	*	*	92%	80%	90%	84%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	60%	66%	78%	48%	84%	69%	85%	64%	55%	67%	71%	62%	65%

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
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	71%	73%	79%	73%	74%	65%	77%	79%	70%	77%	79%	76%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	63%	70%	77%	65%	76%	66%	71%	69%	60%	70%	73%	73%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	84%	85%	90%	82%	97%	88%	82%	88%	92%	88%	87%	89%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	48%	61%	71%	51%	66%	53%	72%	71%	50%	53%	59%	56%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	42%	54%	67%	48%	61%	60%	56%	58%	25%	51%	55%	54%	51%

	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	*	52%	67%	77%	65%	70%	58%	60%	70%	55%	60%	61%	63%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	32%	56%	60%	55%	50%	51%	54%	48%	*	46%	47%	55%	49%

	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	*	52%	55%	58%	40%	38%	44%	44%	35%	40%	46%	38%	52%	47%
Q52. Patient has had a review of cancer care by GP practice	*	21%	18%	27%	19%	17%	12%	15%	25%	11%	26%	14%	21%	19%

Tumour group tables

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	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	12%	57%	30%	30%	*	40%	38%	21%	*	33%	*	39%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	65%	65%	76%	81%	88%	63%	85%	83%	*	76%	89%	83%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	44%	63%	58%	70%	59%	53%	64%	67%	69%	56%	66%	65%	58%

	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	*	87%	89%	91%	87%	78%	88%	89%	89%	80%	89%	95%	90%	88%
Q57. Administration of care was very good or good	*	89%	84%	88%	83%	91%	85%	92%	87%	75%	86%	92%	92%	87%
Q58. Cancer research opportunities were discussed with patient	*	51%	61%	73%	65%	79%	81%	66%	57%	79%	63%	77%	76%	66%
Q59. Patient's average rating of care scored from very poor to very good	*	9.0	8.7	9.1	8.9	9.0	8.7	9.1	8.9	8.8	8.9	9.4	9.0	9.0

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	35%	58%	74%	77%	63%	70%	76%	92%	70%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	25%	83%	66%	73%	61%	57%	62%	79%	62%

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	93%	95%	90%	94%	95%	95%	94%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	92%	79%	86%	78%	84%	83%	84%	78%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	92%	100%	66%	74%	76%	84%	83%	83%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	46%	71%	70%	70%	77%	80%	74%	73%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	93%	91%	97%	93%	96%	95%	97%	95%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	89%	81%	74%	70%	70%	76%	82%	86%	76%
Q13. Patient was definitely told sensitively that they had cancer	67%	68%	70%	70%	69%	69%	77%	73%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	65%	84%	67%	70%	71%	71%	78%	83%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	89%	80%	80%	79%	82%	86%	88%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	95%	82%	81%	81%	79%	84%	78%	81%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	95%	94%	91%	92%	90%	93%	94%	82%	92%
Q18. Patient found it very or quite easy to contact their main contact person	86%	88%	77%	72%	79%	81%	82%	78%	80%
Q19. Patient found advice from main contact person was very or quite helpful	95%	94%	89%	92%	93%	96%	96%	96%	95%

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	78%	89%	65%	75%	80%	80%	80%	81%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	54%	79%	65%	70%	76%	79%	80%	70%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	88%	71%	75%	82%	83%	82%	74%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	50%	79%	56%	51%	55%	58%	55%	72%	56%

Age group tables

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CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	78%	64%	65%	70%	74%	66%	64%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	100%	94%	90%	89%	95%	95%	85%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	*	100%	98%	98%	98%	99%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	96%	94%	92%	87%	91%	90%	92%	97%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	88%	72%	70%	63%	72%	75%	79%	74%	74%
Q29. Patient was offered information about how to get financial help or benefits	89%	75%	71%	64%	64%	70%	65%	75%	67%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	73%	93%	63%	75%	79%	92%	90%	89%	85%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	77%	72%	60%	65%	83%	80%	60%	74%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	80%	63%	73%	74%	86%	78%	78%	78%
Q34. Patient was always able to get help from ward staff when needed	86%	80%	58%	73%	76%	90%	85%	82%	81%
Q35. Patient was always able to discuss worries and fears with hospital staff	79%	87%	65%	68%	66%	84%	73%	75%	74%
Q36. Hospital staff always did everything they could to help the patient control pain	71%	100%	79%	76%	87%	92%	93%	80%	88%
Q37. Patient was always treated with respect and dignity while in hospital	79%	87%	71%	86%	90%	94%	94%	100%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	93%	80%	96%	90%	93%	93%	90%	94%	92%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	86%	89%	75%	70%	76%	78%	82%	81%	78%

Age group tables

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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	*	100%	81%	79%	90%	95%	88%	79%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	93%	87%	78%	88%	85%	85%	77%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	77%	83%	90%	90%	97%	90%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	60%	58%	74%	81%	92%	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	67%	84%	90%	84%	82%	80%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	80%	84%	84%	89%	89%	90%	73%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	93%	97%	78%	83%	83%	79%	73%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	76%	82%	85%	87%	90%	*	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	69%	65%	78%	78%	77%	*	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	73%	75%	83%	83%	82%	90%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	39%	39%	60%	63%	65%	70%	63%	60%	65%

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	82%	83%	63%	74%	75%	75%	72%	63%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	77%	89%	57%	64%	68%	71%	67%	61%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	93%	89%	84%	87%	85%	87%	88%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	81%	72%	40%	52%	57%	58%	56%	55%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	62%	50%	39%	42%	52%	54%	53%	57%	51%

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	95%	67%	63%	50%	62%	62%	63%	70%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	94%	*	38%	37%	43%	50%	55%	62%	49%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	50%	*	58%	51%	49%	48%	40%	32%	47%
Q52. Patient has had a review of cancer care by GP practice	27%	35%	28%	23%	18%	19%	18%	14%	19%

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	29%	20%	21%	33%	38%	40%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	100%	100%	60%	60%	74%	80%	81%	76%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	50%	37%	54%	61%	63%	56%	62%	58%

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	95%	100%	86%	88%	85%	88%	91%	95%	88%
Q57. Administration of care was very good or good	83%	100%	85%	89%	85%	88%	87%	95%	87%
Q58. Cancer research opportunities were discussed with patient	83%	69%	41%	58%	66%	66%	71%	64%	66%
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	8.6	8.8	8.9	9.1	9.1	9.2	9.0

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	71%	69%	*	*	*	68%	70%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	62%	*	*	*	54%	62%

DIAGNOSTIC TESTS							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	93%	96%	*	*	*	89%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	86%	*	*	*	79%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	83%	*	*	*	84%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	76%	*	*	*	75%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	96%	*	*	*	91%	95%

FINDING OUT THAT YOU HAD CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	76%	*	*	*	68%	76%
Q13. Patient was definitely told sensitively that they had cancer	72%	70%	*	*	*	72%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	74%	*	*	*	69%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	83%	*	*	*	81%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	82%	*	*	*	89%	81%

SUPPORT FROM A MAIN CONTACT PERSON							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	91%	94%	*	*	*	92%	92%
Q18. Patient found it very or quite easy to contact their main contact person	78%	83%	*	*	*	73%	80%
Q19. Patient found advice from main contact person was very or quite helpful	94%	95%	*	*	*	91%	95%

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	78%	80%	*	*	*	78%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	79%	*	*	*	72%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	81%	*	*	*	81%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	62%	*	*	*	46%	56%

	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	67%	75%	*	*	*	57%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	95%	*	*	*	97%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	*	*	*	96%	99%

	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	89%	94%	*	*	*	88%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	78%	*	*	*	66%	74%
Q29. Patient was offered information about how to get financial help or benefits	67%	72%	*	*	*	42%	67%

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	83%	87%	*	*	*	81%	85%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	72%	76%	*	*	*	78%	74%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	77%	80%	*	*	*	66%	78%
Q34. Patient was always able to get help from ward staff when needed	77%	89%	*	*	*	77%	81%
Q35. Patient was always able to discuss worries and fears with hospital staff	72%	79%	*	*	*	66%	74%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	91%	*	*	*	81%	88%
Q37. Patient was always treated with respect and dignity while in hospital	89%	94%	*	*	*	94%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	93%	92%	*	*	*	88%	92%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	84%	*	*	*	67%	78%

	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	89%	91%	*	*	*	70%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	86%	*	*	*	80%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	92%	*	*	*	81%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	82%	*	*	*	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	87%	*	*	*	87%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	89%	*	*	*	71%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	84%	*	*	*	77%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	86%	87%	*	*	*	75%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	76%	74%	*	*	*	*	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	87%	*	*	*	79%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	61%	70%	*	*	*	64%	65%

Male/Female/Non-binary/Other tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	75%	*	*	*	65%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	70%	*	*	*	63%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	88%	*	*	*	82%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	62%	*	*	*	42%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	57%	*	*	*	44%	51%

SUPPORT WHILE AT HOME							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	66%	*	*	*	50%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	56%	*	*	*	33%	49%

CARE FROM YOUR GP PRACTICE							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	48%	47%	*	*	*	33%	47%
Q52. Patient has had a review of cancer care by GP practice	21%	19%	*	*	*	13%	19%

LIVING WITH AND BEYOND CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	36%	*	*	*	29%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	69%	85%	*	*	*	80%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	52%	67%	*	*	*	54%	58%

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q56. The whole care team worked well together	87%	92%	*	*	*	80%	88%
Q57. Administration of care was very good or good	86%	90%	*	*	*	83%	87%
Q58. Cancer research opportunities were discussed with patient	61%	71%	*	*	*	70%	66%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.1	*	*	*	8.4	9.0

Ethnicity tables

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	70%	50%	81%	74%	*	61%	70%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	*	55%	55%	*	54%	62%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	95%	100%	95%	87%	*	85%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	76%	84%	70%	*	75%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	82%	75%	73%	*	85%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	59%	72%	71%	*	72%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	100%	95%	88%	*	91%	95%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	89%	72%	66%	*	74%	76%
Q13. Patient was definitely told sensitively that they had cancer	71%	89%	68%	75%	*	64%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	78%	64%	78%	*	73%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	83%	90%	92%	*	86%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	100%	89%	72%	*	83%	81%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	92%	100%	93%	87%	*	92%	92%
Q18. Patient found it very or quite easy to contact their main contact person	81%	89%	74%	75%	*	70%	80%
Q19. Patient found advice from main contact person was very or quite helpful	95%	94%	96%	89%	*	92%	95%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	80%	71%	75%	74%	*	73%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	67%	71%	73%	*	75%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	69%	66%	80%	*	73%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	56%	55%	50%	*	49%	56%

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	71%	59%	67%	76%	*	59%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	100%	96%	87%	*	93%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	100%	100%	*	98%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	94%	89%	98%	*	92%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	67%	77%	75%	*	71%	74%
Q29. Patient was offered information about how to get financial help or benefits	68%	79%	54%	72%	*	63%	67%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	86%	69%	92%	79%	*	75%	85%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	75%	*	65%	82%	*	75%	74%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	79%	54%	83%	78%	*	69%	78%
Q34. Patient was always able to get help from ward staff when needed	83%	62%	85%	65%	*	76%	81%
Q35. Patient was always able to discuss worries and fears with hospital staff	76%	54%	72%	70%	*	66%	74%
Q36. Hospital staff always did everything they could to help the patient control pain	89%	92%	89%	78%	*	78%	88%
Q37. Patient was always treated with respect and dignity while in hospital	92%	77%	89%	75%	*	92%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	93%	100%	91%	86%	*	84%	92%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	72%	66%	64%	*	72%	78%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	100%	91%	91%	*	76%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	100%	88%	84%	*	86%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	*	86%	90%	*	81%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	*	65%	*	*	64%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	*	73%	*	*	84%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	100%	85%	91%	*	76%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	92%	83%	87%	*	80%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	88%	*	85%	80%	*	72%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	75%	*	72%	*	*	60%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	82%	*	82%	*	*	83%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	44%	58%	64%	*	65%	65%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	89%	73%	72%	*	66%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	82%	57%	67%	*	62%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	93%	83%	87%	*	82%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	72%	61%	67%	*	47%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	50%	53%	52%	*	41%	51%

SUPPORT WHILE AT HOME	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	62%	69%	59%	70%	*	57%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	*	46%	34%	*	41%	49%

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	49%	40%	44%	47%	*	36%	47%
Q52. Patient has had a review of cancer care by GP practice	18%	41%	34%	30%	*	19%	19%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	30%	*	27%	37%	*	23%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	*	69%	71%	*	77%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	47%	48%	48%	*	58%	58%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	88%	100%	95%	98%	*	81%	88%
Q57. Administration of care was very good or good	87%	100%	96%	94%	*	84%	87%
Q58. Cancer research opportunities were discussed with patient	65%	92%	60%	74%	*	67%	66%
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.1	8.8	8.6	*	8.4	9.0

IMD quintile tables

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

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	59%	67%	71%	71%	72%	*	70%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	50%	55%	66%	58%	66%	*	62%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	98%	91%	93%	92%	96%	*	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	80%	81%	85%	84%	*	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	89%	77%	79%	75%	83%	*	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	72%	70%	74%	75%	79%	*	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	94%	96%	95%	94%	*	95%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	81%	77%	79%	72%	76%	*	76%
Q13. Patient was definitely told sensitively that they had cancer	75%	70%	73%	69%	72%	*	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	68%	71%	76%	73%	*	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	80%	82%	83%	82%	*	82%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	81%	81%	81%	81%	*	81%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	88%	90%	96%	91%	92%	*	92%
Q18. Patient found it very or quite easy to contact their main contact person	77%	83%	80%	79%	79%	*	80%
Q19. Patient found advice from main contact person was very or quite helpful	98%	96%	95%	96%	93%	*	95%

IMD quintile tables

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

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	72%	77%	81%	81%	78%	*	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	74%	72%	78%	77%	76%	*	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	78%	82%	81%	81%	*	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	59%	61%	59%	55%	54%	*	56%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
CARE PLANNING							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	79%	75%	68%	68%	69%	*	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	97%	89%	94%	93%	93%	*	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	97%	98%	99%	99%	*	99%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM HOSPITAL STAFF							
Q27. Staff provided the patient with relevant information on available support	94%	93%	91%	89%	91%	*	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	79%	72%	70%	75%	*	74%
Q29. Patient was offered information about how to get financial help or benefits	76%	71%	64%	64%	69%	*	67%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
HOSPITAL CARE							
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	100%	83%	90%	82%	83%	*	85%
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%	71%	73%	71%	75%	*	74%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	81%	78%	78%	80%	76%	*	78%
Q34. Patient was always able to get help from ward staff when needed	77%	80%	84%	83%	80%	*	81%
Q35. Patient was always able to discuss worries and fears with hospital staff	76%	68%	75%	75%	75%	*	74%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	87%	86%	89%	87%	*	88%
Q37. Patient was always treated with respect and dignity while in hospital	78%	91%	92%	90%	93%	*	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	92%	93%	93%	91%	*	92%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	74%	79%	80%	78%	*	78%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	92%	88%	86%	89%	89%	*	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	90%	85%	82%	86%	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	84%	89%	91%	88%	90%	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	65%	76%	78%	72%	*	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	84%	84%	78%	88%	*	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	78%	92%	87%	86%	87%	*	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	84%	78%	84%	83%	*	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	84%	80%	88%	87%	*	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	72%	73%	80%	71%	*	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	78%	84%	81%	83%	*	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	60%	75%	66%	64%	62%	*	65%

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	80%	75%	72%	72%	74%	*	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	67%	65%	66%	71%	*	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	88%	80%	88%	87%	*	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	72%	62%	58%	53%	55%	*	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	56%	53%	53%	51%	51%	*	51%

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	68%	61%	63%	58%	63%	*	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	57%	49%	47%	47%	*	49%

CARE FROM YOUR GP PRACTICE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	54%	52%	45%	44%	48%	*	47%
Q52. Patient has had a review of cancer care by GP practice	25%	25%	17%	17%	20%	*	19%

IMD quintile tables

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

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	35%	29%	38%	36%	19%	*	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	89%	77%	74%	76%	75%	*	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	64%	59%	54%	59%	*	58%

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	93%	92%	90%	87%	87%	*	88%
Q57. Administration of care was very good or good	95%	88%	90%	86%	86%	*	87%
Q58. Cancer research opportunities were discussed with patient	65%	62%	71%	62%	67%	*	66%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	9.0	9.0	8.9	*	9.0

Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	74%	65%	67%	70%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	63%	61%	57%	62%

	Long-term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	96%	92%	91%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	86%	79%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	82%	83%	80%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	75%	71%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	97%	91%	95%

	Long-term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	75%	72%	76%
Q13. Patient was definitely told sensitively that they had cancer	71%	71%	75%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	71%	73%	73%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	81%	82%	82%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	81%	87%	81%

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	91%	93%	92%	92%
Q18. Patient found it very or quite easy to contact their main contact person	79%	82%	74%	80%
Q19. Patient found advice from main contact person was very or quite helpful	95%	94%	94%	95%

	Long-term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	79%	80%	77%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	76%	75%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	82%	80%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	53%	62%	53%	56%

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	73%	68%	70%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	93%	93%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	98%	99%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	92%	87%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	75%	73%	74%
Q29. Patient was offered information about how to get financial help or benefits	64%	74%	61%	67%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	86%	84%	79%	85%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	75%	71%	78%	74%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	77%	79%	78%	78%
Q34. Patient was always able to get help from ward staff when needed	83%	81%	75%	81%
Q35. Patient was always able to discuss worries and fears with hospital staff	76%	74%	67%	74%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	89%	80%	88%
Q37. Patient was always treated with respect and dignity while in hospital	91%	91%	91%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	93%	92%	92%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	82%	68%	78%

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	89%	78%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	86%	84%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	96%	85%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	71%	85%	36%	75%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	84%	86%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	87%	78%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	86%	81%	82%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	81%	93%	81%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	71%	83%	50%	74%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	82%	83%	76%	82%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	61%	70%	64%	65%

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	70%	79%	69%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	73%	69%	68%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	90%	88%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	62%	48%	57%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	55%	44%	51%

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	59%	68%	55%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	57%	45%	49%

CARE FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	51%	30%	47%
Q52. Patient has had a review of cancer care by GP practice	19%	21%	16%	19%

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	30%	30%	22%	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	77%	80%	76%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	61%	60%	58%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	88%	90%	82%	88%
Q57. Administration of care was very good or good	87%	89%	85%	87%
Q58. Cancer research opportunities were discussed with patient	65%	66%	66%	66%
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.0	8.5	9.0

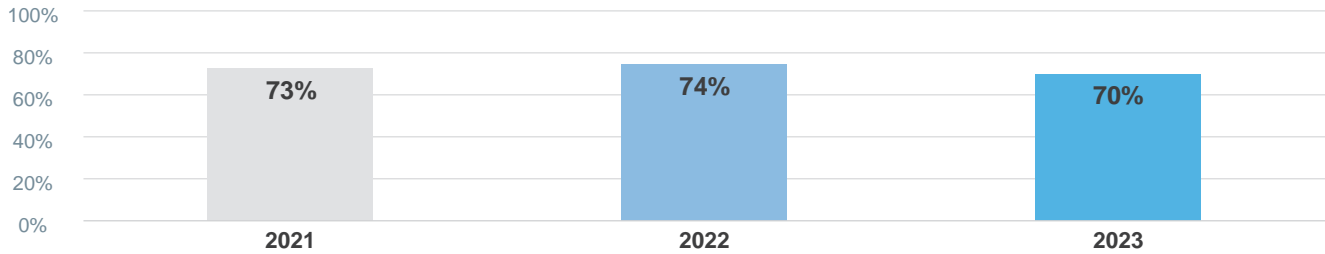
Year on year charts

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

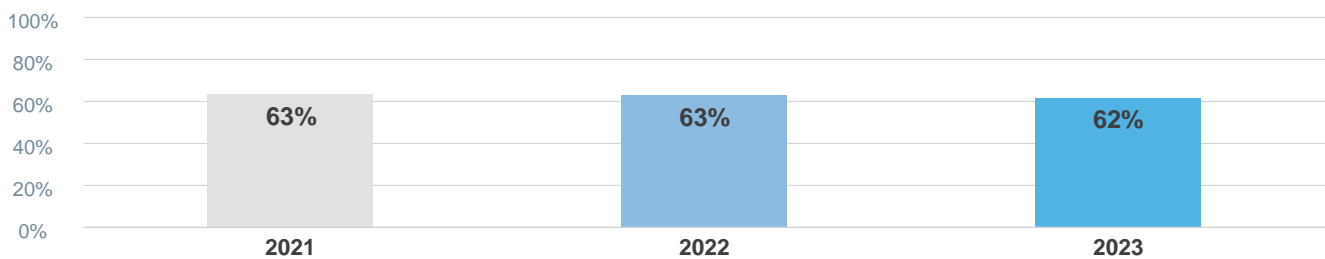
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SUPPORT FROM YOUR GP PRACTICE

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

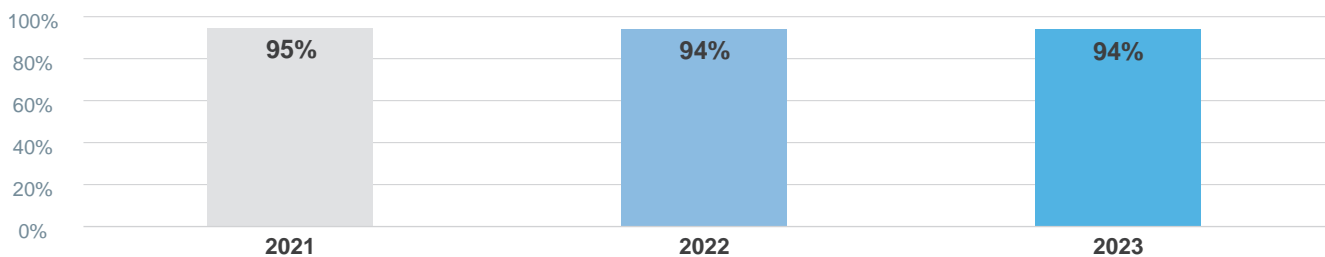


Q3. Referral for diagnosis was explained in a way the patient could completely understand

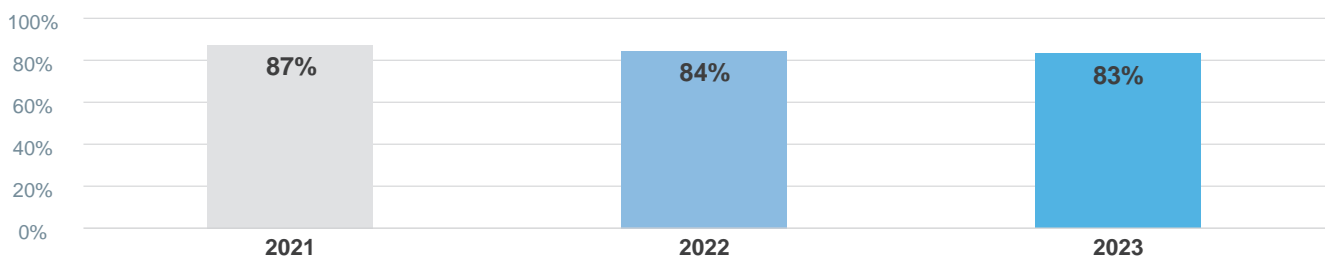


DIAGNOSTIC TESTS

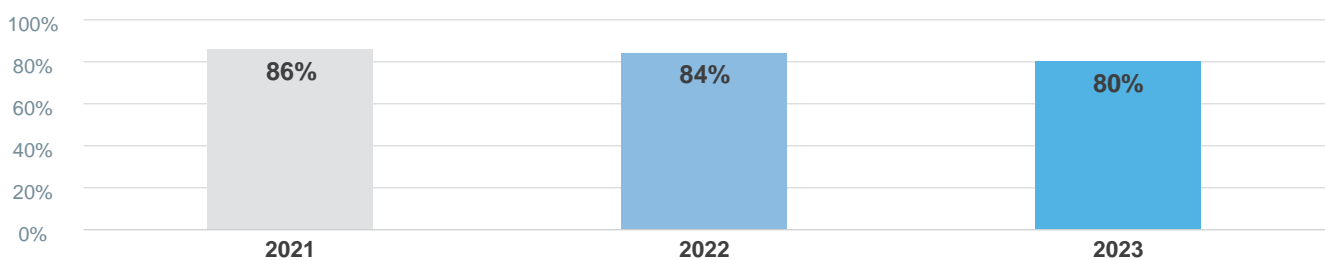
Q5. Patient received all the information needed about the diagnostic test in advance



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



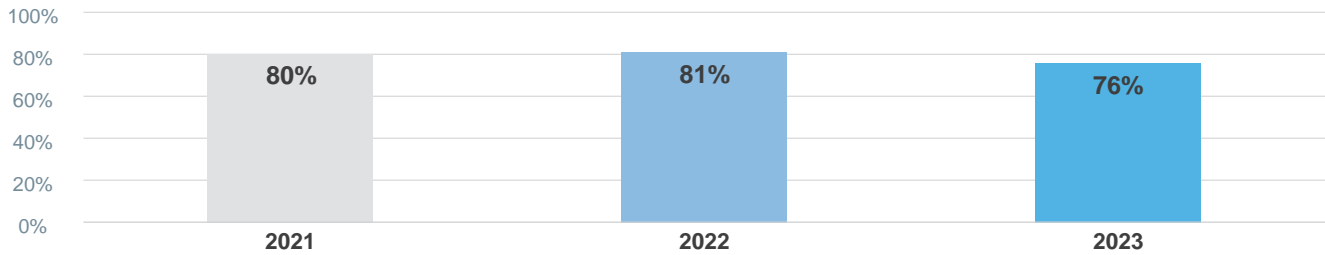
Year on year charts

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

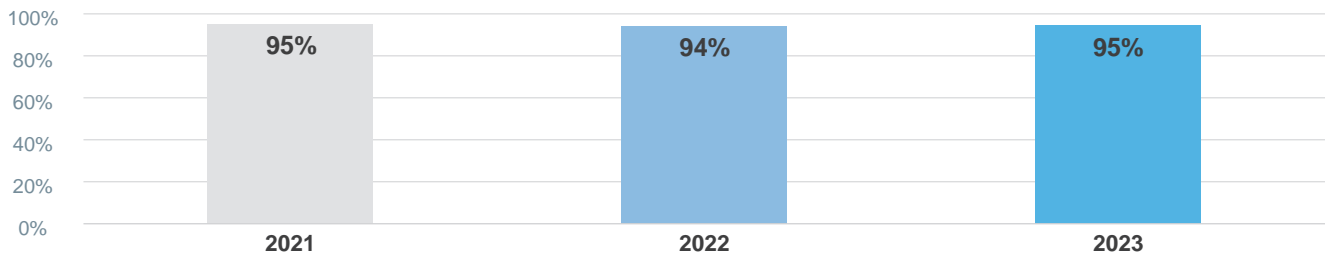
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

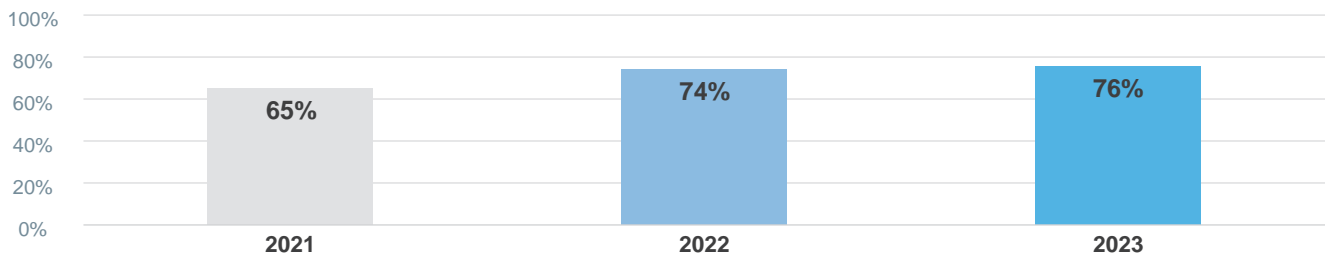


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

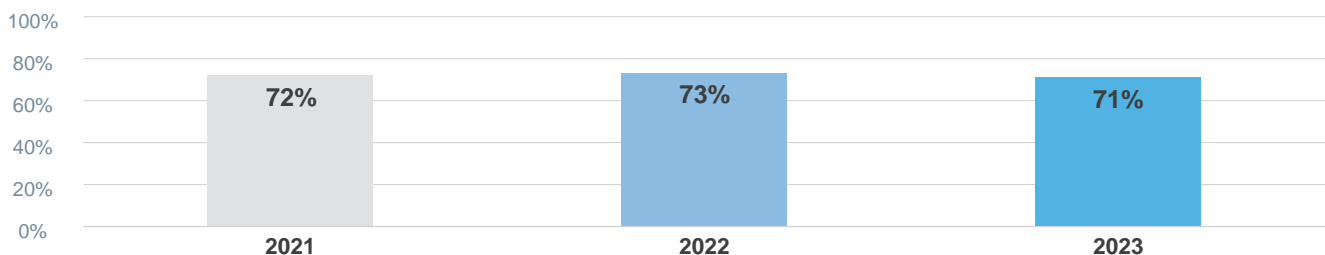


FINDING OUT THAT YOU HAD CANCER

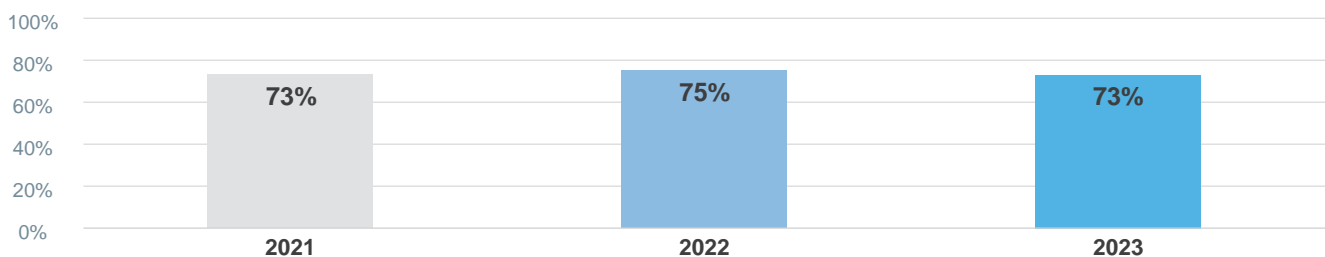
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



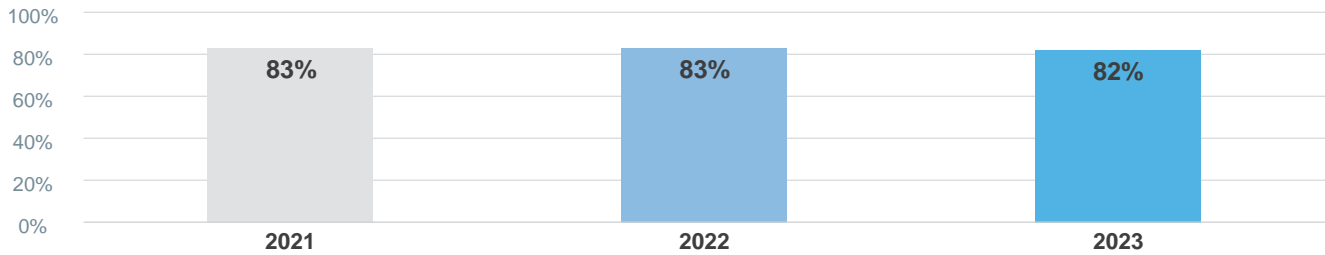
Year on year charts

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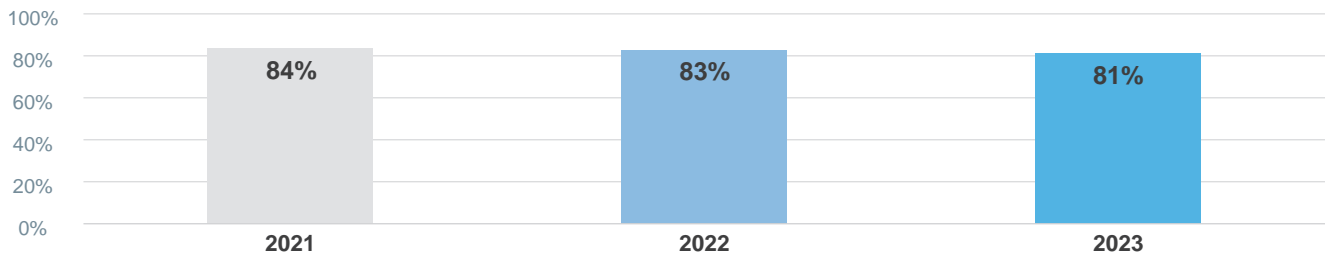
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

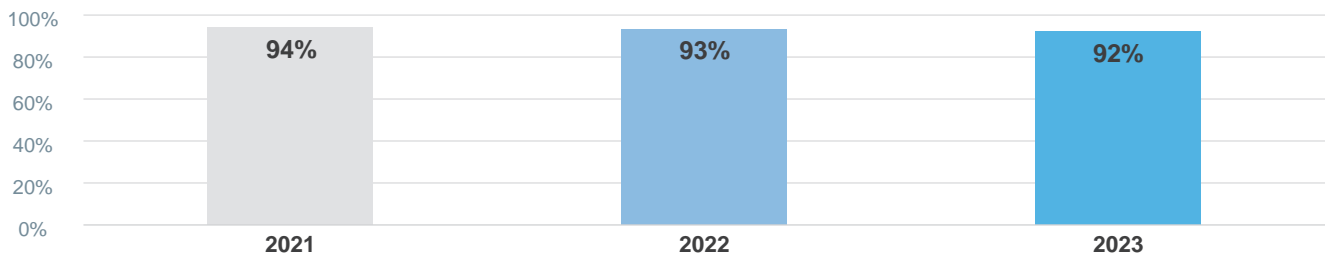


Q16. Patient was told they could go back later for more information about their diagnosis

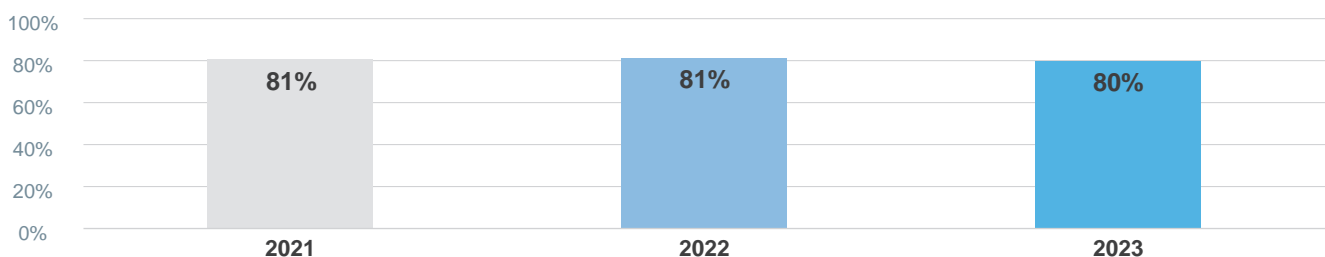


SUPPORT FROM A MAIN CONTACT PERSON

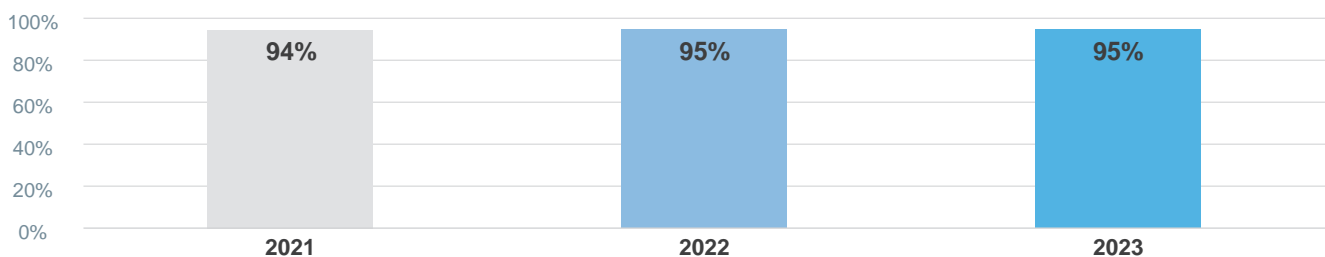
Q17. Patient had a main point of contact within the care team



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



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



Year on year charts

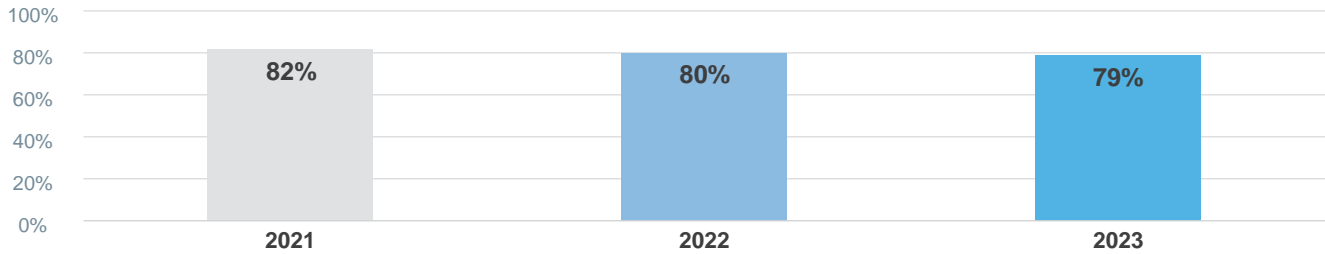
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** No score available for these years.

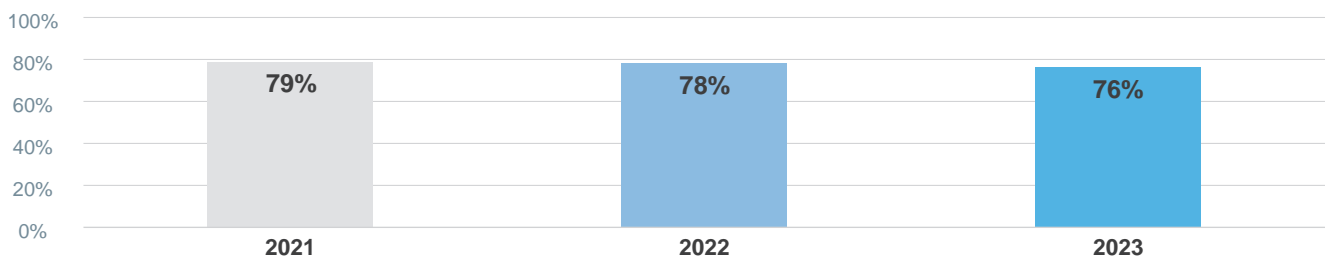
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

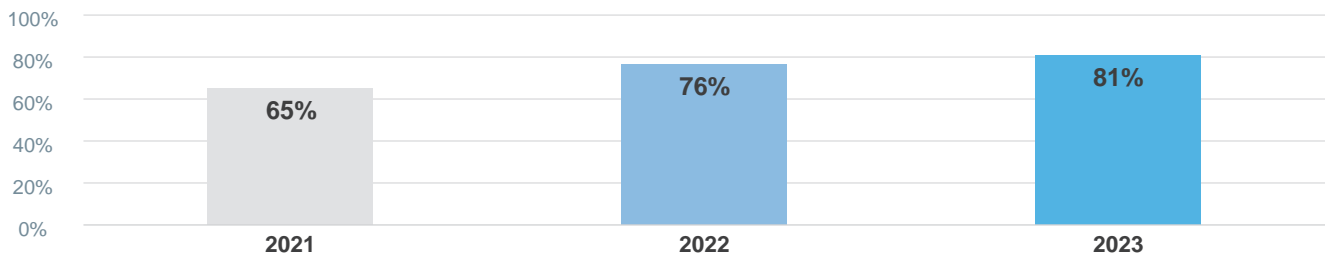
Q20. Treatment options were explained in a way the patient could completely understand



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

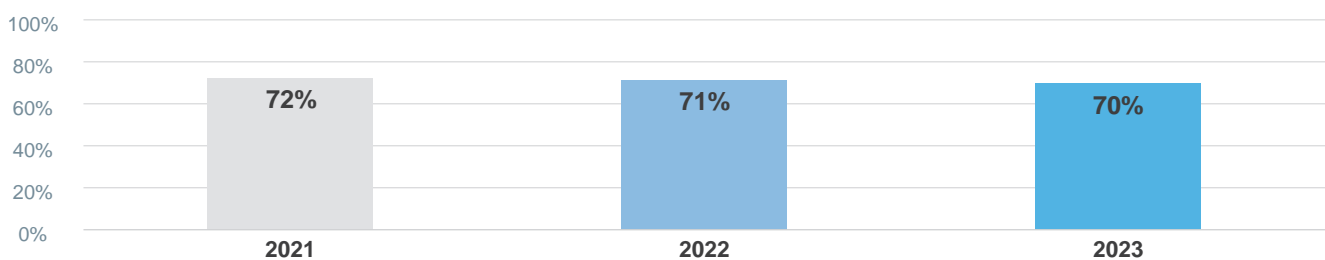


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



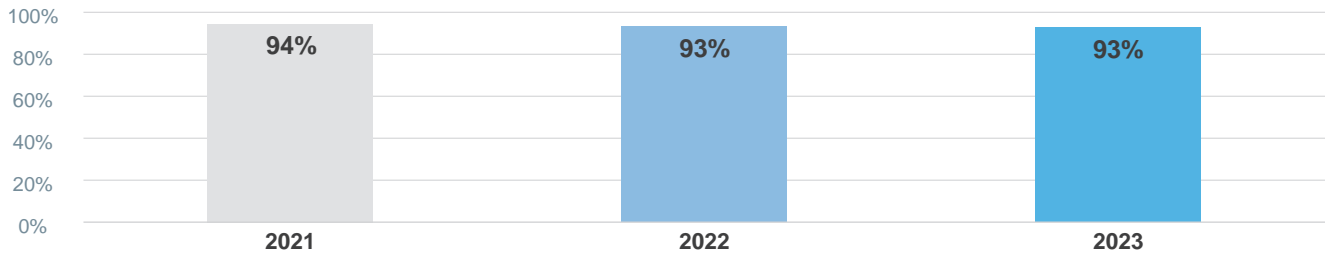
Year on year charts

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

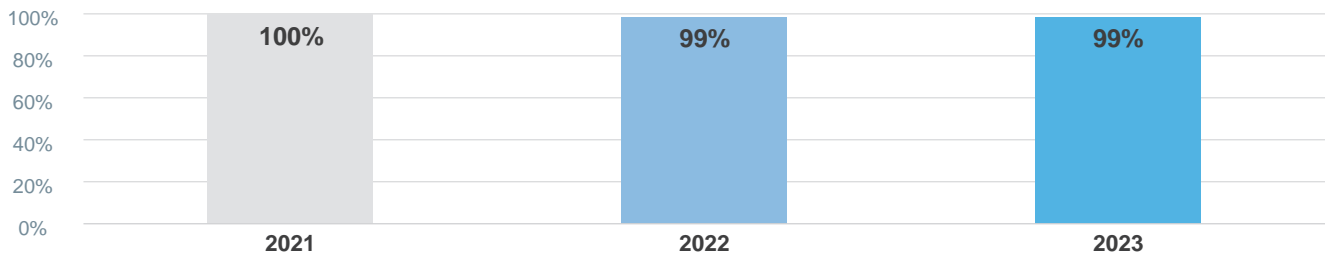
** No score available for these years.

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

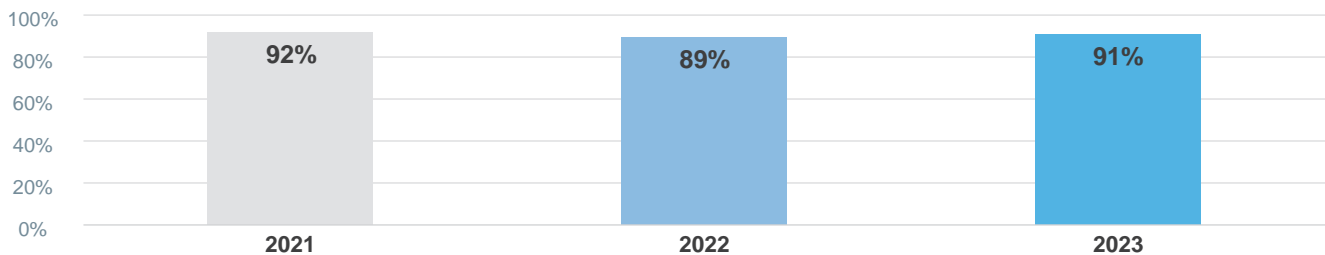


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

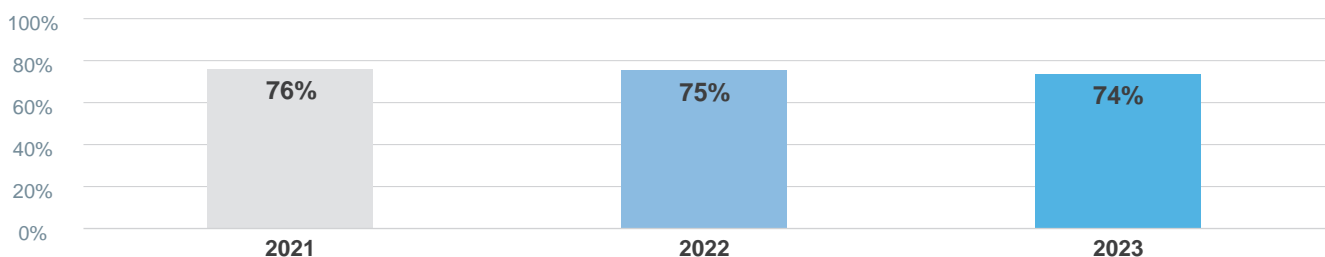


SUPPORT FROM HOSPITAL STAFF

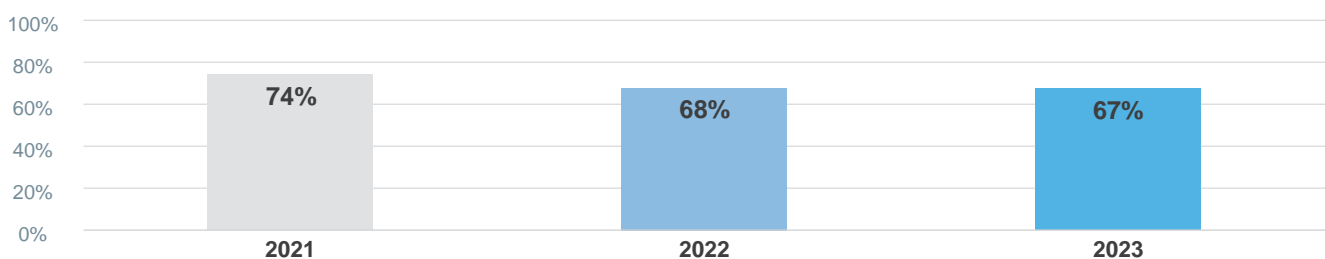
Q27. Staff provided the patient with relevant information on available support



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

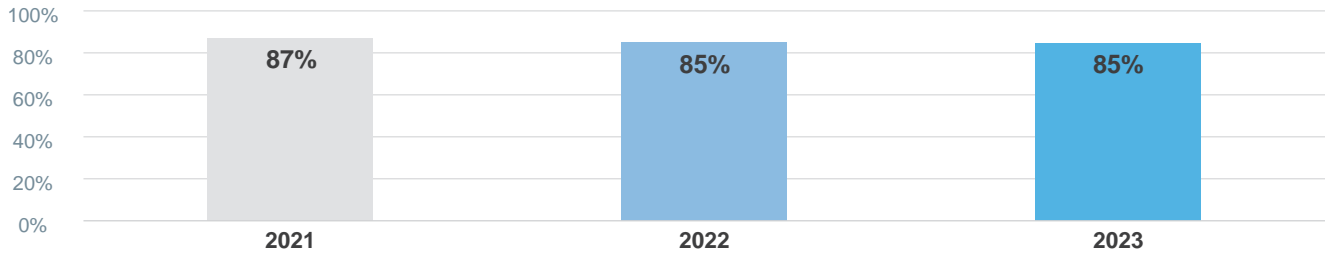
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** No score available for these years.

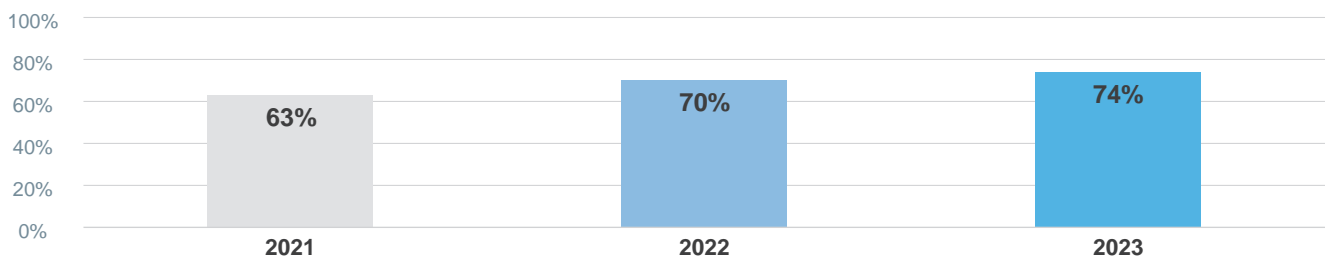
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HOSPITAL CARE

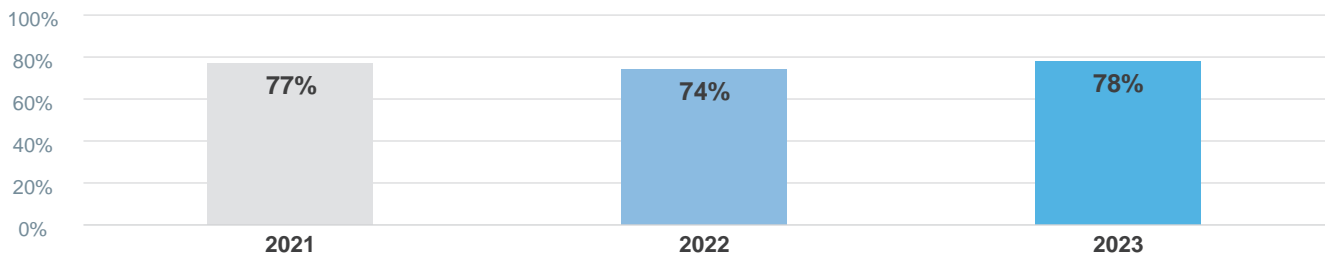
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



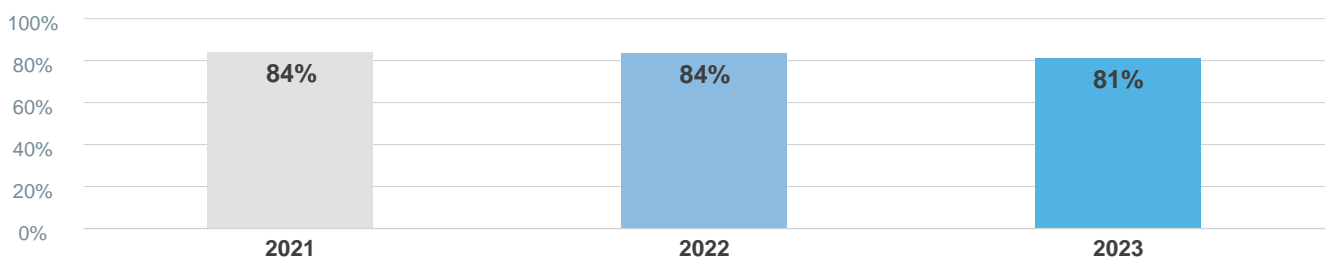
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



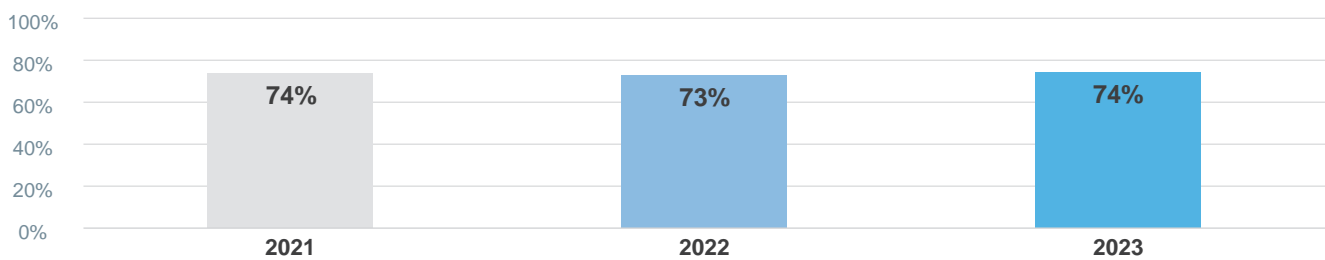
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



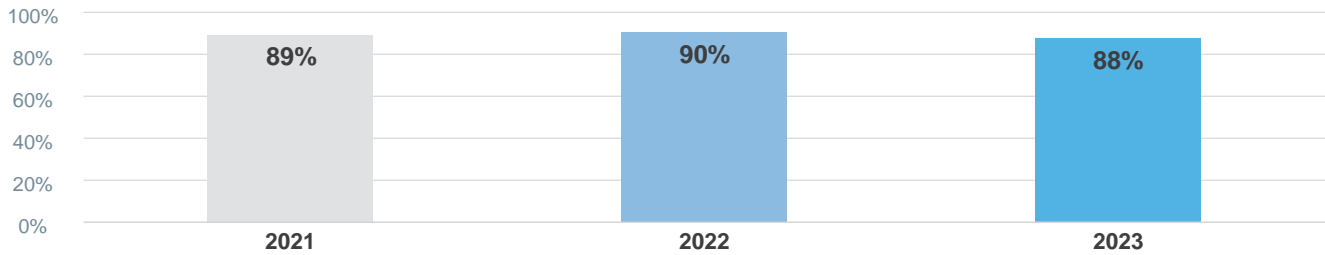
Year on year charts

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

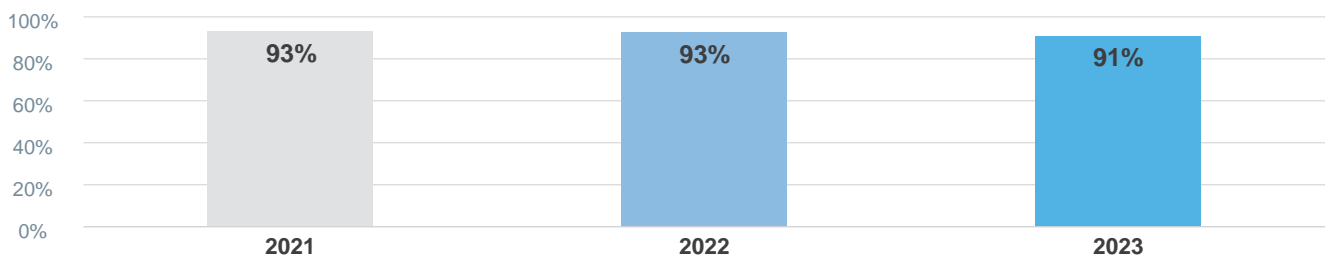
** No score available for these years.

The scores are unadjusted and based on England scores only.

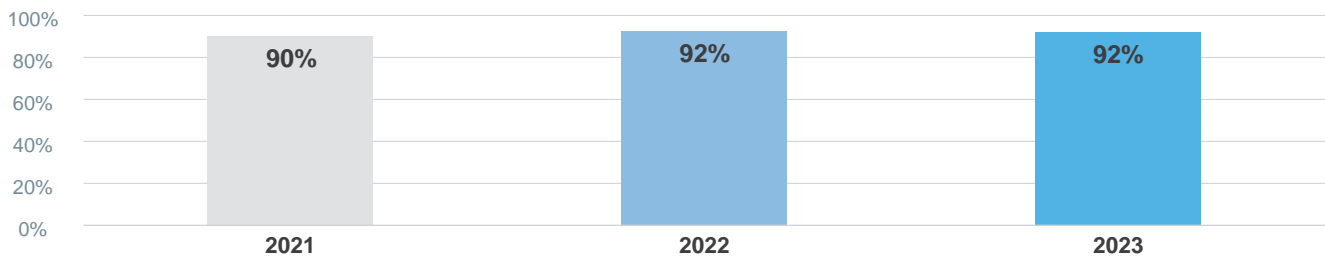
Q36. Hospital staff always did everything they could to help the patient control pain



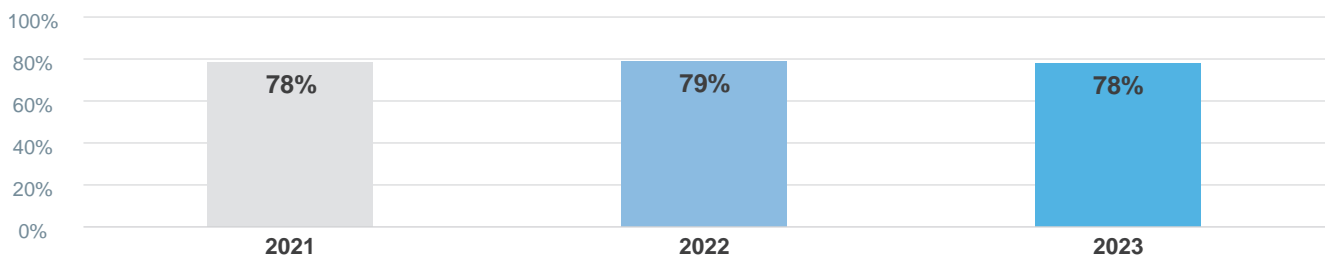
Q37. Patient was always treated with respect and dignity while in hospital



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

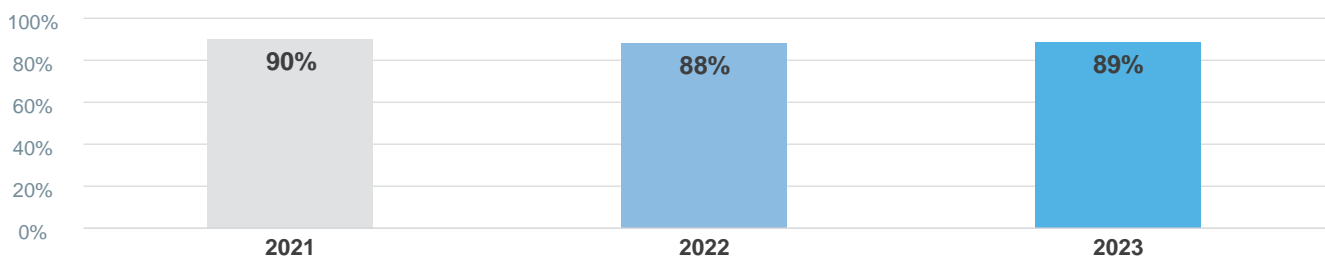


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



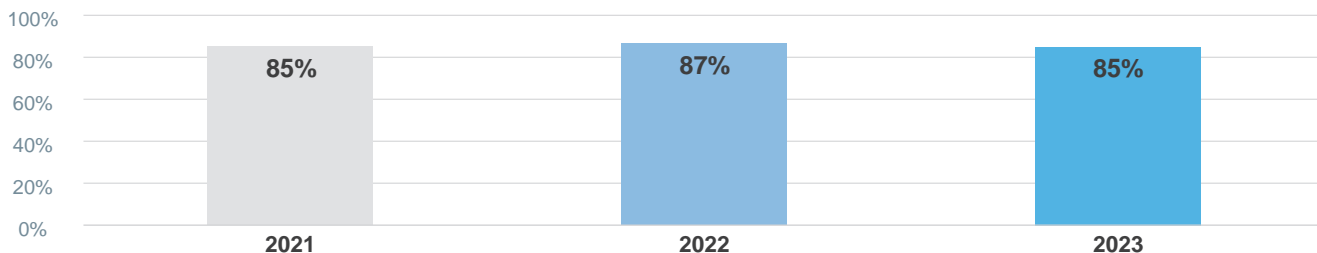
Year on year charts

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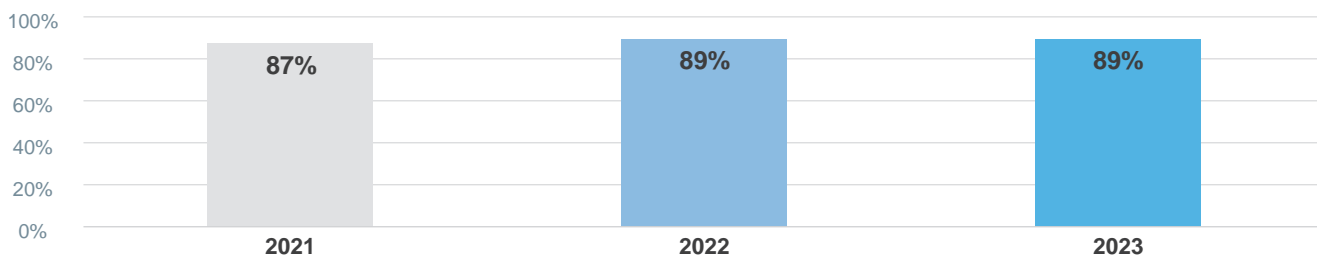
** No score available for these years.

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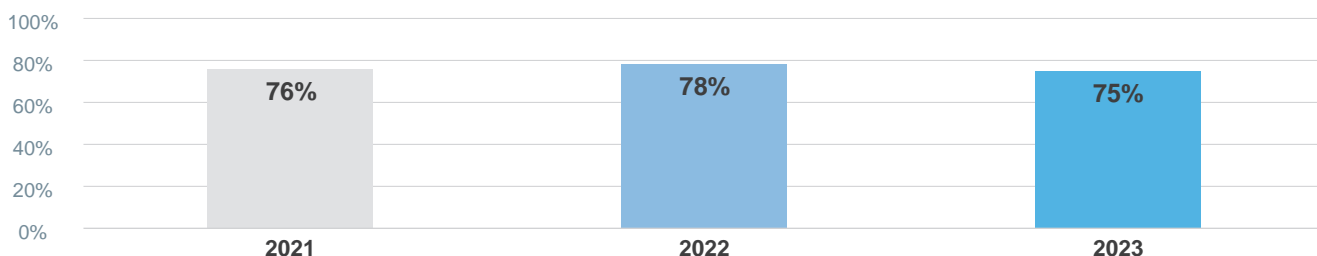
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



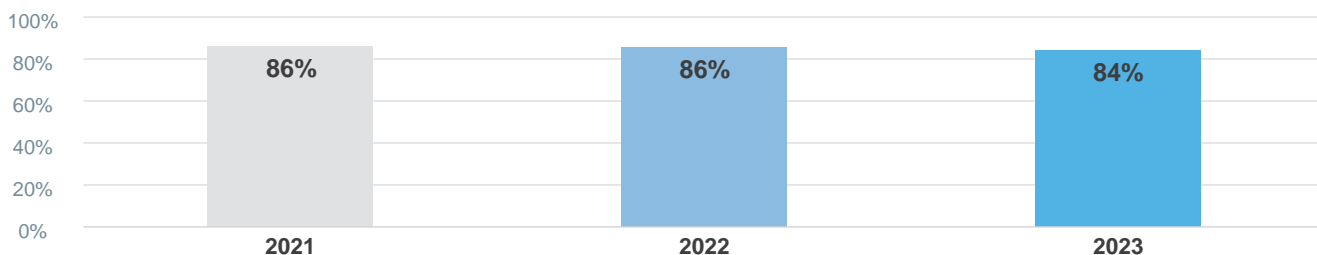
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



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



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



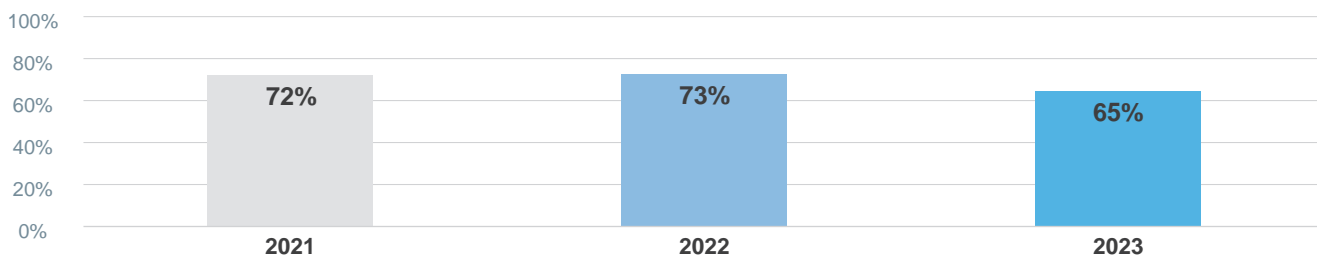
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



Year on year charts

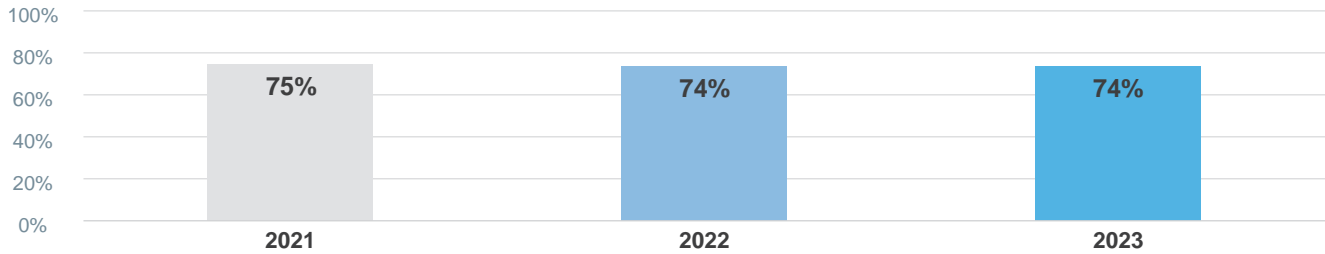
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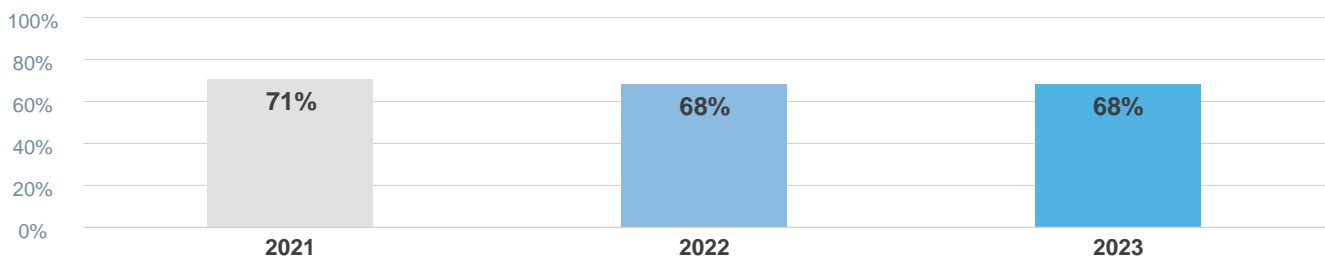
The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

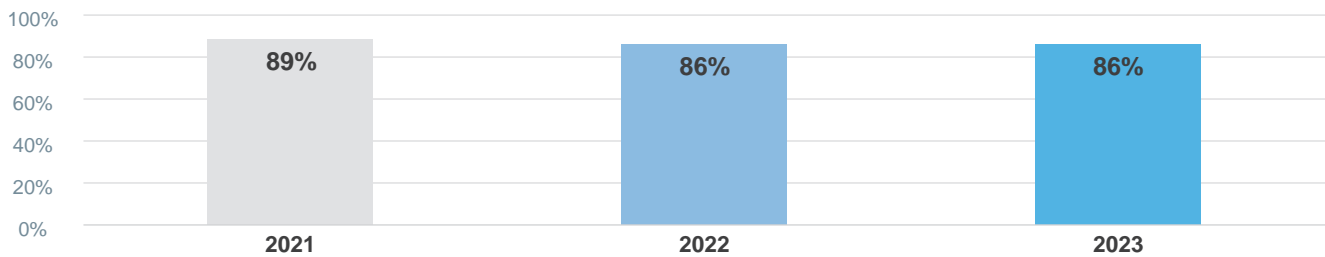
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



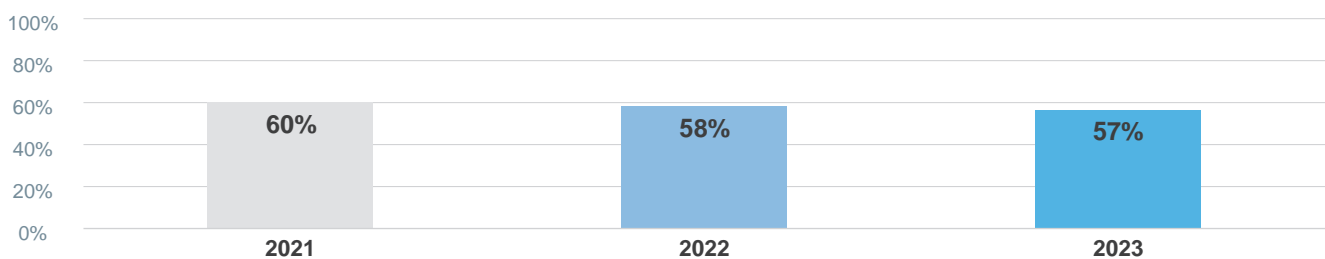
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



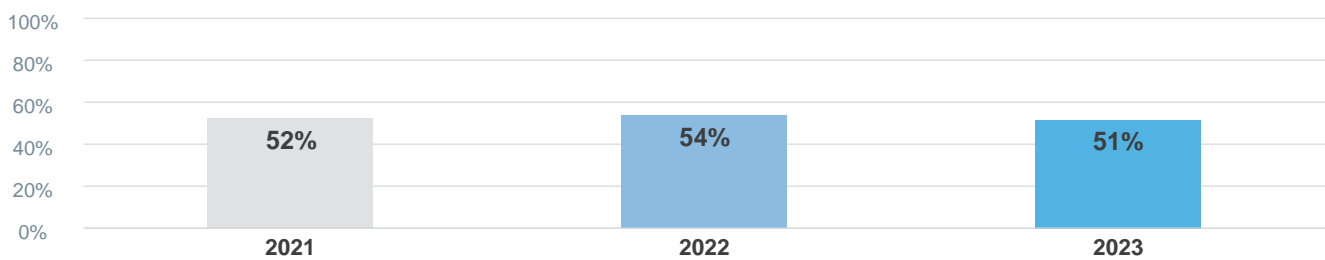
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

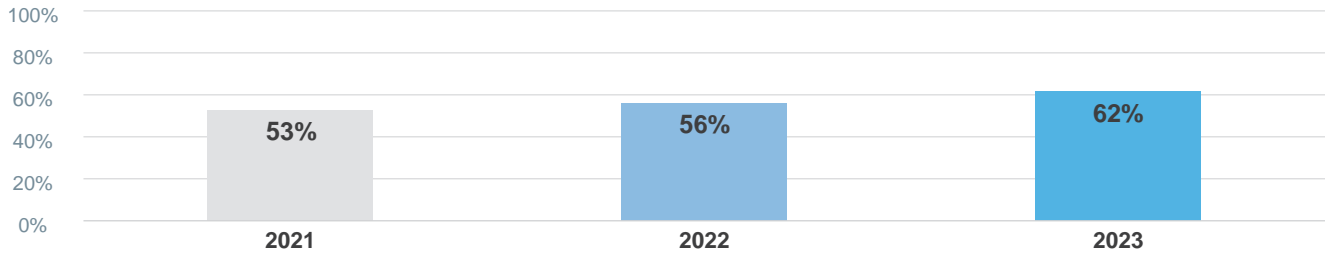
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** No score available for these years.

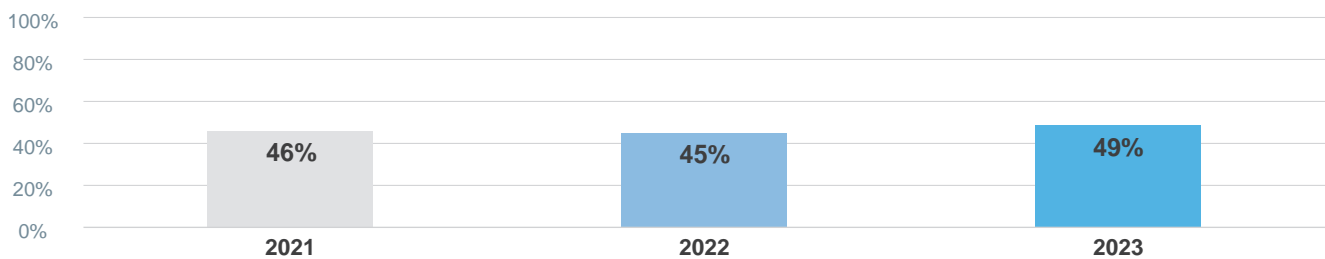
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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

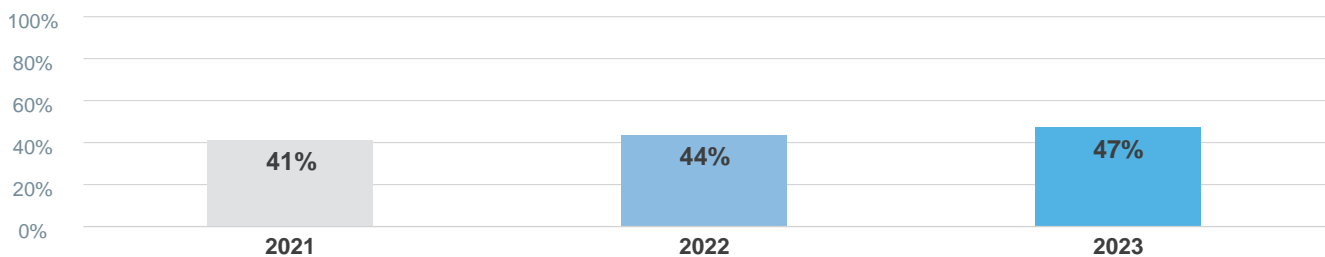


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

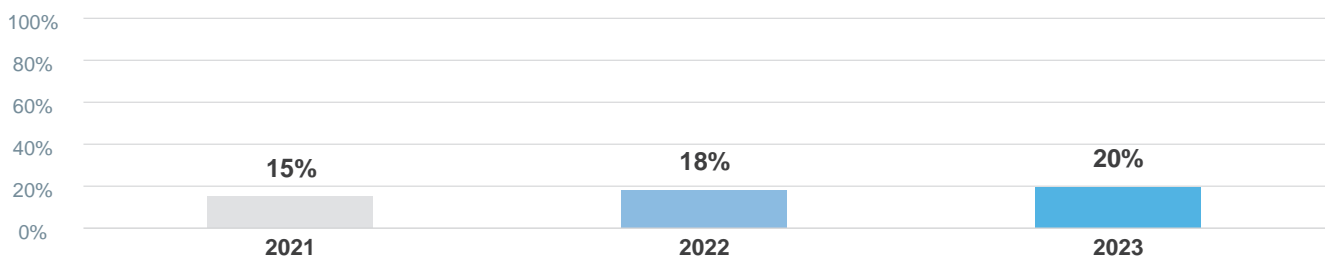


CARE FROM YOUR GP PRACTICE

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

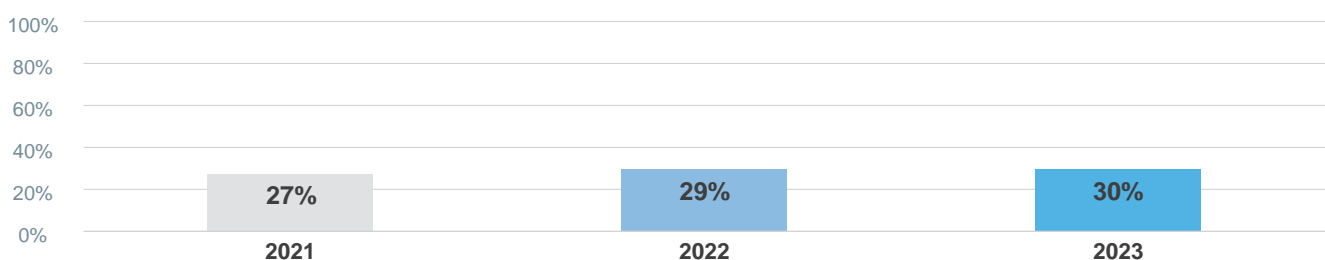


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



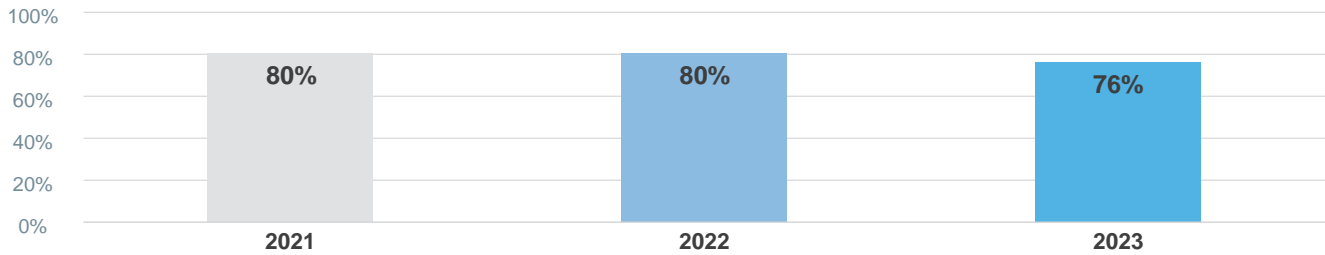
Year on year charts

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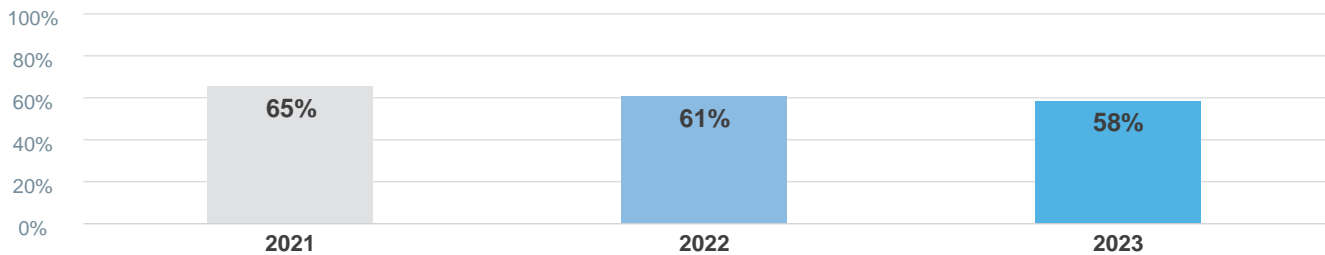
** No score available for these years.

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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

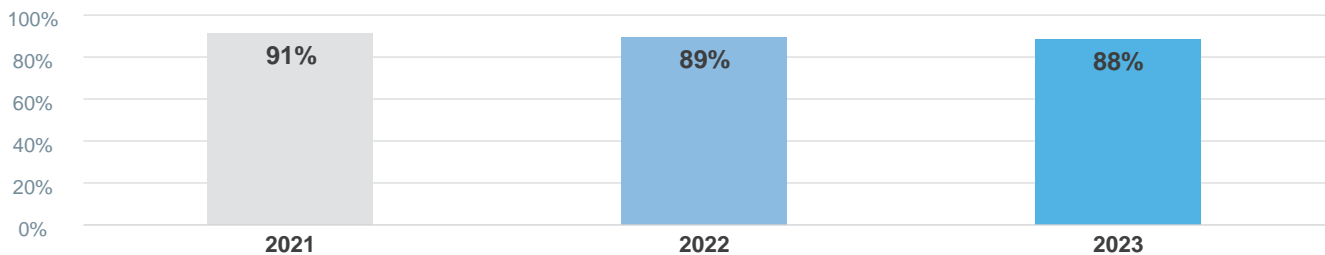


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

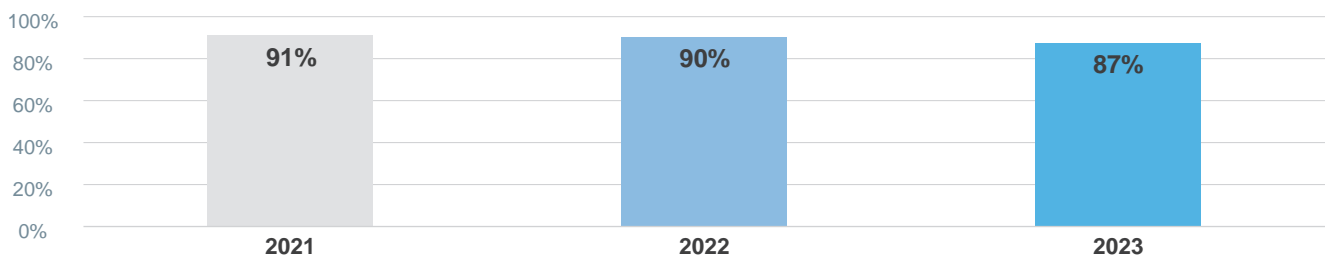


YOUR OVERALL NHS CARE

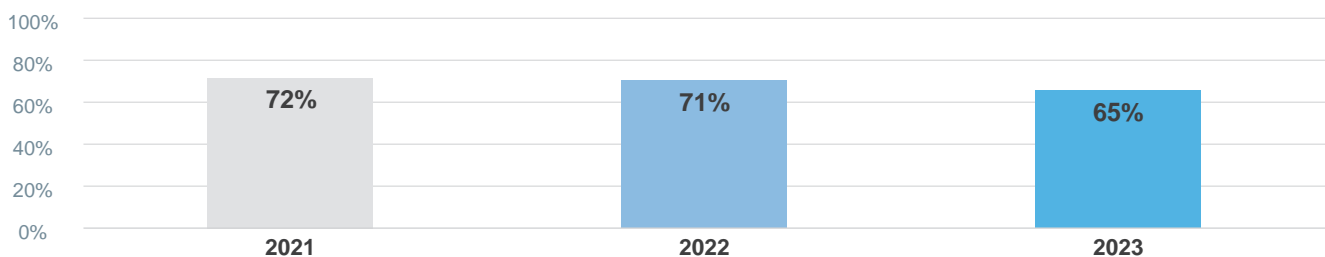
Q56. The whole care team worked well together



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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