NHS

England

Cancer Patient Experience Survey

2023 Results

University College London Hospitals NHS Foundation Trust

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Contents

Executive summary

Questions above expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**61%**	53%	61%	**57%**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	**82%**	74%	81%	**77%**
Q36. Hospital staff always did everything they could to help the patient control pain	**88%**	81%	87%	**84%**
Q58. Cancer research opportunities were discussed with patient	**61%**	35%	54%	**45%**

Questions below expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	**80%**	81%	86%	**83%**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	**74%**	78%	84%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	**71%**	72%	77%	**74%**
Q16. Patient was told they could go back later for more information about their diagnosis	**81%**	82%	86%	**84%**
Q20. Treatment options were explained in a way the patient could completely understand	**80%**	80%	85%	**82%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	**72%**	72%	80%	**76%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	**74%**	76%	82%	**79%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	**82%**	85%	93%	**89%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	**76%**	79%	89%	**84%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	**70%**	71%	86%	**78%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	**84%**	84%	90%	**87%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	**43%**	48%	57%	**52%**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	**40%**	42%	50%	**46%**
Q52. Patient has had a review of cancer care by GP practice	**20%**	20%	25%	**23%**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	**24%**	27%	38%	**32%**

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

1,144 patients responded out of a total of 2,685 patients, resulting in a response rate of 43%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	2,849	2,685	1,144	43%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	817
Online	327
Phone	0
Translation service	0
Total	**1,144**

Respondents by tumour group

	Number of respondents
Brain / CNS	9
Breast	90
Colorectal / LGT	48
Gynaecological	57
Haematological	283
Head and neck	41
Lung	60
Prostate	228
Sarcoma	16
Skin	2
Upper gastro	33
Urological	77
Other	200
Total	**1,144**

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	688
Irish	25
Gypsy or Irish Traveller	*
Roma	*
Any other White background	110
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	6
White and Black African	7
White and Asian	11
Any other Mixed / multiple ethnic background	7
Asian or Asian British	
Indian	30
Pakistani	13
Bangladeshi	7
Chinese	16
Any other Asian background	23
Black / African / Caribbean / Black British	
African	39
Caribbean	26
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	17
Not given	
Not given	111
Total	**1,144**

* indicates the count is not shown due to suppression

Expected range charts

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

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

SUPPORT FROM YOUR GP PRACTICE

Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis — 78%

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 65%

DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance — 92%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 80%

Q7. Patient felt the length of time waiting for diagnostic test results was about right — 77%

Q8. Diagnostic test results were explained in a way the patient could completely understand — 77%

Q9. Enough privacy was always given to the patient when receiving diagnostic test results — 94%

FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 74%

Q13. Patient was definitely told sensitively that they had cancer — 71%

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

Q15. Patient was definitely told about their diagnosis in an appropriate place — 83%

Q16. Patient was told they could go back later for more information about their diagnosis — 81%

SUPPORT FROM A MAIN CONTACT PERSON

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

Q18. Patient found it very or quite easy to contact their main contact person — 81%

Q19. Patient found advice from main contact person was very or quite helpful — 96%

Expected range charts

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

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

DECIDING ON THE BEST TREATMENT

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

Q20. Treatment options were explained in a way the patient could completely understand — **80%**

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — **79%**

Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — **82%**

Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options — **61%**

CARE PLANNING

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

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment — **71%**

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — **92%**

Q26. Care team reviewed the patient's care plan with them to ensure it was up to date — **98%**

SUPPORT FROM HOSPITAL STAFF

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

Q27. Staff provided the patient with relevant information on available support — **89%**

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — **72%**

Q29. Patient was offered information about how to get financial help or benefits — **69%**

HOSPITAL CARE

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

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital — **82%**

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — **71%**

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — **73%**

Q34. Patient was always able to get help from ward staff when needed — **74%**

Q35. Patient was always able to discuss worries and fears with hospital staff — **65%**

Q36. Hospital staff always did everything they could to help the patient control pain — **88%**

Q37. Patient was always treated with respect and dignity while in hospital — **89%**

Q38. Patient received easily understandable information about what they should or should not do after leaving hospital — **91%**

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — **74%**

Expected range charts

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

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

YOUR TREATMENT

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

Q41_1. Beforehand patient completely had enough understandable information about surgery — 89%

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy — 85%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — 82%

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — 81%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — 76%

Q42_1. Patient completely had enough understandable information about their response to surgery — 84%

Q42_2. Patient completely had enough understandable information about their response to chemotherapy — 82%

Q42_3. Patient completely had enough understandable information about their response to radiotherapy — 83%

Q42_4. Patient completely had enough understandable information about their response to hormone therapy — 76%

Q42_5. Patient completely had enough understandable information about their response to immunotherapy — 81%

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — 70%

IMMEDIATE AND LONG TERM SIDE EFFECTS

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

Q44. Possible side effects from treatment were definitely explained in a way the patient could understand — 74%

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — 70%

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — 84%

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — 59%

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — 52%

SUPPORT WHILE AT HOME

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

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home — 62%

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — 43%

Expected range charts

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

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

CARE FROM YOUR GP PRACTICE

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

Q51. Patient definitely received the right amount of support from their GP practice during treatment — **40%**

Q52. Patient has had a review of cancer care by GP practice — **20%**

LIVING WITH AND BEYOND CANCER

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

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services — **24%**

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — **79%**

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — **64%**

YOUR OVERALL NHS CARE

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

Q56. The whole care team worked well together — **88%**

Q57. Administration of care was very good or good — **87%**

Q58. Cancer research opportunities were discussed with patient — **61%**

0 1 2 3 4 5 6 7 8 9 10

Q59. Patient's average rating of care scored from very poor to very good — **8.9**

Comparability tables

*	Indicates where a score is not available due to suppression or a low base size.	▲ or ▼	Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score. Change overall: Indicates significant change overall (2021, 2022, and 2023).		Adjusted Score below Lower Expected Range
**	No score available for 2022.				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	491	**64%**	531	**71%**			**78%**	75%	82%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	679	**63%**	689	**62%**			**65%**	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	834	**92%**	855	**92%**			**92%**	91%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	879	**78%**	899	**79%**			**80%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	882	**80%**	906	**76%**	▼		**77%**	74%	81%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	887	**76%**	899	**74%**			**77%**	76%	81%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	893	**94%**	904	**93%**			**94%**	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	1009	**67%**	988	**71%**		▲	**74%**	78%	84%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	1076	**65%**	1085	**68%**			**71%**	72%	77%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	1094	**71%**	1091	**72%**			**75%**	74%	79%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	1084	**81%**	1091	**82%**			**83%**	83%	88%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	943	**80%**	936	**80%**			**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	1052	**94%**	1059	**92%**			**92%**	89%	94%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	937	**79%**	928	**81%**			**81%**	81%	88%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	962	**94%**	948	**96%**			**96%**	94%	97%	**96%**

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1025	**77%**	1035	**78%**			**80%**	80%	85%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1079	**76%**	1076	**78%**			**79%**	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	880	**73%**	910	**81%**	▲	▲	**82%**	81%	86%	**83%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	672	**61%**			**61%**	53%	61%	**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	976	**68%**	978	**70%**			**71%**	69%	75%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	617	**93%**	588	**92%**			**92%**	92%	96%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	492	**99%**	448	**98%**			**98%**	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	911	**90%**	917	**89%**			**89%**	89%	93%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1079	**73%**	1087	**71%**			**72%**	72%	80%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	605	**66%**	620	**68%**			**69%**	64%	76%	**70%**

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	620	**81%**	604	**82%**			**82%**	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	492	**64%**	491	**72%**		▲	**71%**	65%	74%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	610	**71%**	594	**73%**			**73%**	67%	74%	**70%**
Q34. Patient was always able to get help from ward staff when needed	610	**73%**	587	**75%**			**74%**	68%	77%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	581	**62%**	577	**66%**			**65%**	61%	69%	**65%**
Q36. Hospital staff always did everything they could to help the patient control pain	544	**87%**	543	**87%**			**88%**	81%	87%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	620	**90%**	601	**89%**			**89%**	85%	90%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	607	**89%**	591	**90%**			**91%**	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	954	**72%**	980	**73%**			**74%**	76%	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	515	**88%**	512	**87%**			**89%**	87%	92%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	522	**83%**	495	**85%**			**85%**	83%	89%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	245	**87%**	211	**82%**		▼	**82%**	85%	93%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	106	**82%**	108	**80%**			**81%**	72%	87%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	158	**82%**	193	**77%**			**76%**	79%	89%	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	502	**82%**			**84%**	83%	89%	**86%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	490	**82%**			**82%**	78%	85%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	213	**82%**			**83%**	80%	90%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	107	**76%**			**76%**	68%	84%	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	190	**81%**			**81%**	75%	86%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1066	**65%**	1031	**68%**			**70%**	71%	86%	**78%**

Comparabilty 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	1029	**72%**	1030	**74%**			**74%**	72%	77%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	986	**66%**	988	**69%**			**70%**	67%	73%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	787	**83%**	772	**83%**			**84%**	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	999	**58%**	1002	**59%**			**59%**	56%	64%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	875	**53%**	887	**52%**			**52%**	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	717	**58%**	726	**62%**		▲	**62%**	58%	65%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	470	**40%**	464	**41%**			**43%**	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	616	**43%**	613	**40%**			**40%**	42%	50%	**46%**
Q52. Patient has had a review of cancer care by GP practice	1033	**23%**	1022	**20%**			**20%**	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	276	**24%**	279	**24%**			**24%**	27%	38%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	496	**76%**	516	**78%**			**79%**	75%	84%	**79%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	883	**62%**	886	**64%**			**64%**	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	1031	**88%**	1040	**88%**			**88%**	88%	92%	**90%**
Q57. Administration of care was very good or good	1083	**87%**	1079	**86%**			**87%**	84%	90%	**87%**
Q58. Cancer research opportunities were discussed with patient	804	**62%**	794	**64%**			**61%**	35%	54%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	1058	**8.9**	1064	**8.8**			**8.9**	8.8	9.0	**8.9**

Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE

										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%	72%	67%	60%	83%	50%	76%	64%	*	58%	76%	74%	**71%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	91%	64%	49%	52%	63%	50%	68%	60%	*	52%	62%	62%	**62%**

DIAGNOSTIC TESTS

										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	*	91%	90%	88%	92%	82%	94%	91%	83%	*	88%	91%	96%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	69%	84%	70%	80%	65%	79%	85%	54%	*	65%	90%	75%	**78%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	68%	70%	85%	85%	68%	76%	70%	62%	*	84%	77%	76%	**76%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	71%	86%	62%	77%	76%	72%	74%	46%	*	73%	83%	72%	**74%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	94%	93%	87%	92%	91%	94%	95%	92%	*	92%	94%	94%	**93%**

FINDING OUT THAT YOU HAD CANCER

										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	*	68%	78%	76%	70%	72%	81%	61%	62%	*	93%	68%	78%	**71%**
Q13. Patient was definitely told sensitively that they had cancer	*	80%	70%	78%	65%	75%	70%	68%	56%	*	59%	65%	66%	**68%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	78%	81%	77%	66%	78%	71%	80%	31%	*	67%	76%	68%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	90%	90%	84%	77%	83%	84%	82%	81%	*	84%	77%	82%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	87%	72%	83%	74%	89%	91%	85%	62%	*	79%	83%	78%	**81%**

Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q17. Patient had a main point of contact within the care team	*	93%	96%	96%	98%	97%	93%	80%	88%	*	90%	92%	95%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	*	80%	74%	83%	84%	71%	88%	71%	79%	*	88%	89%	79%	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	*	96%	95%	96%	97%	89%	98%	95%	100%	*	100%	97%	94%	**96%**

DECIDING ON THE BEST TREATMENT

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	78%	83%	80%	79%	74%	86%	72%	36%	*	84%	89%	76%	**78%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	77%	72%	79%	75%	79%	83%	83%	60%	*	82%	76%	75%	**78%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	84%	79%	79%	79%	90%	84%	80%	57%	*	82%	78%	82%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	63%	48%	60%	63%	50%	59%	65%	*	*	63%	66%	60%	**61%**

CARE PLANNING

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	76%	72%	67%	70%	50%	70%	71%	56%	*	75%	70%	71%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	90%	91%	94%	97%	82%	94%	87%	85%	*	94%	97%	92%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	95%	100%	100%	100%	94%	100%	95%	*	*	100%	100%	99%	**98%**

SUPPORT FROM HOSPITAL STAFF

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q27. Staff provided the patient with relevant information on available support	*	93%	66%	92%	92%	74%	91%	88%	75%	*	78%	93%	90%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	69%	60%	78%	78%	58%	76%	68%	44%	*	77%	77%	66%	**71%**
Q29. Patient was offered information about how to get financial help or benefits	*	80%	43%	74%	80%	62%	71%	48%	50%	*	59%	48%	69%	**68%**

Tumour group tables

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HOSPITAL CARE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	83%	69%	88%	84%	74%	88%	92%	57%	*	79%	83%	77%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	57%	52%	70%	83%	48%	61%	80%	54%	*	80%	73%	67%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	67%	53%	71%	78%	74%	58%	78%	64%	*	84%	79%	68%	**73%**
Q34. Patient was always able to get help from ward staff when needed	*	69%	66%	73%	87%	58%	74%	84%	43%	*	74%	81%	63%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	50%	57%	68%	72%	52%	68%	79%	50%	*	83%	69%	51%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	87%	84%	89%	88%	84%	93%	92%	50%	*	88%	92%	87%	**88%**
Q37. Patient was always treated with respect and dignity while in hospital	*	87%	94%	81%	89%	84%	91%	97%	79%	*	100%	90%	87%	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	87%	91%	88%	90%	77%	88%	95%	92%	*	100%	96%	87%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	67%	63%	76%	75%	73%	71%	79%	63%	*	70%	76%	71%	**74%**

YOUR TREATMENT

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	86%	87%	88%	82%	76%	93%	92%	36%	*	94%	92%	90%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	78%	89%	84%	87%	*	80%	80%	50%	*	94%	100%	87%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	75%	*	81%	85%	70%	82%	76%	*	*	*	*	89%	**82%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	82%	*	*	*	*	*	73%	*	*	*	*	88%	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	45%	*	*	77%	*	85%	*	*	*	*	78%	84%	**77%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	86%	89%	78%	85%	71%	83%	80%	50%	*	87%	90%	87%	**82%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	72%	85%	81%	86%	*	80%	60%	40%	*	88%	93%	83%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	79%	*	81%	88%	84%	89%	76%	*	*	*	*	80%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	79%	*	*	*	*	*	71%	*	*	*	*	72%	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	60%	*	*	86%	*	90%	*	*	*	*	87%	79%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	61%	73%	72%	64%	79%	69%	80%	60%	*	72%	75%	61%	**69%**

Tumour group tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All cancers**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	70%	66%	75%	74%	68%	70%	79%	47%	*	62%	82%	74%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	65%	57%	76%	72%	53%	69%	70%	50%	*	64%	78%	71%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	87%	67%	81%	84%	68%	93%	81%	92%	*	83%	84%	83%	**83%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	59%	48%	45%	59%	67%	46%	71%	38%	*	57%	69%	54%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	46%	39%	41%	54%	59%	47%	62%	31%	*	57%	63%	46%	**52%**

SUPPORT WHILE AT HOME	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All cancers**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	54%	44%	57%	70%	61%	55%	60%	46%	*	74%	72%	61%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	24%	33%	33%	39%	38%	61%	38%	33%	*	58%	57%	44%	**41%**

CARE FROM YOUR GP PRACTICE	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All cancers**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	40%	46%	25%	35%	43%	34%	44%	40%	*	50%	41%	43%	**40%**
Q52. Patient has had a review of cancer care by GP practice	*	29%	19%	13%	18%	32%	18%	22%	20%	*	26%	21%	17%	**20%**

Tumour group tables

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

LIVING WITH AND BEYOND CANCER

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	*	27%	7%	25%	29%	9%	24%	18%	*	*	*	*	23%	**25%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	77%	75%	75%	85%	62%	75%	72%	*	*	89%	88%	82%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	59%	44%	57%	73%	50%	63%	62%	54%	*	71%	74%	65%	**65%**

YOUR OVERALL NHS CARE

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%	90%	87%	87%	87%	81%	*	90%	87%	86%	**88%**
Q57. Administration of care was very good or good	*	89%	87%	94%	89%	78%	82%	80%	81%	*	94%	92%	87%	**86%**
Q58. Cancer research opportunities were discussed with patient	*	46%	59%	41%	75%	56%	69%	61%	85%	*	65%	56%	66%	**63%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.7	8.4	9.1	9.1	8.5	8.7	8.8	8.5	*	9.0	9.1	8.8	**8.8**

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	50%	45%	65%	63%	70%	76%	74%	50%	**71%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	46%	*	68%	61%	60%	65%	61%	63%	**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	87%	92%	94%	90%	91%	93%	90%	89%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	67%	46%	78%	71%	80%	80%	80%	72%	**78%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	60%	77%	53%	71%	74%	80%	79%	79%	**76%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	73%	69%	74%	66%	71%	76%	79%	74%	**74%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	62%	97%	89%	92%	94%	95%	95%	**93%**

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	71%	50%	76%	58%	68%	74%	76%	77%	**71%**
Q13. Patient was definitely told sensitively that they had cancer	52%	67%	76%	58%	67%	69%	72%	70%	**68%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	57%	60%	82%	62%	68%	77%	76%	70%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	76%	60%	85%	66%	79%	86%	84%	86%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	63%	79%	83%	77%	80%	82%	83%	73%	**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	100%	93%	89%	96%	91%	93%	92%	85%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	96%	77%	84%	78%	77%	81%	82%	85%	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	96%	85%	97%	96%	95%	95%	99%	94%	**96%**

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	71%	92%	72%	69%	77%	81%	78%	76%	**78%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	83%	60%	78%	69%	75%	81%	80%	70%	**78%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	87%	64%	68%	78%	78%	82%	84%	88%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	45%	69%	50%	58%	66%	64%	42%	**61%**

Age group tables

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

CARE PLANNING

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	64%	62%	67%	69%	71%	74%	68%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	90%	86%	85%	91%	92%	94%	100%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	91%	*	100%	98%	98%	99%	98%	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	84%	93%	83%	87%	88%	93%	86%	67%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	68%	60%	67%	61%	68%	75%	74%	77%	**71%**
Q29. Patient was offered information about how to get financial help or benefits	64%	69%	57%	84%	64%	69%	69%	57%	**68%**

HOSPITAL CARE

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	86%	50%	63%	72%	82%	87%	88%	82%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	85%	62%	68%	53%	69%	74%	81%	80%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	79%	62%	68%	65%	74%	74%	74%	77%	**73%**
Q34. Patient was always able to get help from ward staff when needed	85%	57%	71%	69%	74%	79%	77%	73%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	42%	52%	68%	64%	71%	67%	62%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	64%	57%	79%	86%	86%	91%	95%	79%	**88%**
Q37. Patient was always treated with respect and dignity while in hospital	93%	71%	88%	75%	90%	91%	93%	91%	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	71%	88%	83%	94%	91%	90%	86%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	91%	67%	73%	62%	74%	74%	77%	64%	**74%**

Age group tables

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

YOUR TREATMENT

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	67%	*	59%	77%	89%	91%	92%	85%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	91%	77%	81%	85%	88%	85%	92%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	64%	90%	75%	86%	83%	*	**82%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	85%	76%	75%	92%	*	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	60%	81%	78%	78%	*	**77%**
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	*	78%	73%	84%	86%	84%	65%	**82%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	76%	82%	76%	78%	83%	84%	82%	80%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	85%	76%	78%	83%	89%	*	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	92%	71%	69%	83%	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	79%	83%	80%	84%	*	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	45%	57%	67%	64%	69%	71%	73%	68%	**69%**

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	70%	57%	69%	71%	77%	75%	72%	73%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	78%	54%	75%	63%	69%	73%	69%	54%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	75%	54%	79%	83%	81%	86%	81%	86%	**83%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	65%	50%	53%	60%	61%	61%	58%	47%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	46%	50%	46%	49%	57%	52%	48%	**52%**

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	86%	70%	54%	52%	57%	67%	65%	56%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	63%	*	39%	26%	39%	40%	50%	38%	**41%**

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	46%	*	32%	47%	38%	37%	49%	38%	**40%**
Q52. Patient has had a review of cancer care by GP practice	10%	15%	39%	14%	20%	21%	20%	20%	**20%**

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	82%	*	14%	27%	21%	19%	34%	10%	**25%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	94%	58%	75%	60%	75%	83%	77%	88%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	90%	38%	45%	58%	64%	66%	70%	59%	**65%**

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	92%	86%	68%	86%	85%	91%	90%	92%	**88%**
Q57. Administration of care was very good or good	100%	80%	84%	81%	84%	87%	90%	92%	**86%**
Q58. Cancer research opportunities were discussed with patient	56%	27%	57%	63%	65%	68%	58%	48%	**63%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	7.9	8.1	8.6	8.7	9.0	9.0	8.9	**8.8**

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	70%	72%	*	*	*	68%	**71%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	64%	*	*	*	55%	**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	90%	93%	*	*	*	91%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	75%	81%	*	*	*	75%	**78%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	77%	*	*	*	79%	**76%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	72%	76%	*	*	*	74%	**74%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	95%	*	*	*	93%	**93%**

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	75%	69%	*	*	*	67%	**71%**
Q13. Patient was definitely told sensitively that they had cancer	68%	68%	*	*	*	69%	**68%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	70%	74%	*	*	*	80%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	80%	82%	*	*	*	87%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	78%	83%	*	*	*	79%	**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	96%	89%	*	*	*	91%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	79%	82%	*	*	*	79%	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	97%	*	*	*	96%	**96%**

Male/Female/Non-binary/Other tables

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

DECIDING ON THE BEST TREATMENT

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	77%	79%	*	*	*	75%	**78%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	74%	81%	*	*	*	75%	**78%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	82%	*	*	*	76%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	59%	63%	*	*	*	52%	**61%**

CARE PLANNING

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	73%	*	*	*	60%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	91%	*	*	*	91%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	*	*	*	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	90%	*	*	*	79%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	68%	75%	*	*	*	62%	**71%**
Q29. Patient was offered information about how to get financial help or benefits	70%	65%	*	*	*	69%	**68%**

Male/Female/Non-binary/Other tables

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

HOSPITAL CARE

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	77%	88%	*	*	*	72%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	77%	*	*	*	73%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	77%	*	*	*	64%	**73%**
Q34. Patient was always able to get help from ward staff when needed	71%	81%	*	*	*	58%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	75%	*	*	*	46%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	85%	91%	*	*	*	80%	**88%**
Q37. Patient was always treated with respect and dignity while in hospital	85%	93%	*	*	*	85%	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	93%	*	*	*	84%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	68%	78%	*	*	*	78%	**74%**

YOUR TREATMENT

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	85%	89%	*	*	*	95%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	89%	*	*	*	90%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	82%	84%	*	*	*	*	**82%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	75%	*	*	*	*	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	70%	84%	*	*	*	*	**77%**
Q42_1. Patient completely had enough understandable information about their response to surgery	81%	84%	*	*	*	74%	**82%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	86%	*	*	*	79%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	83%	*	*	*	*	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	78%	71%	*	*	*	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	85%	*	*	*	*	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	62%	75%	*	*	*	63%	**69%**

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	71%	77%	*	*	*	64%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	73%	*	*	*	54%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	84%	*	*	*	68%	**83%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	53%	67%	*	*	*	46%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	45%	60%	*	*	*	38%	**52%**

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	55%	69%	*	*	*	55%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	37%	44%	*	*	*	55%	**41%**

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	38%	43%	*	*	*	23%	**40%**
Q52. Patient has had a review of cancer care by GP practice	19%	21%	*	*	*	19%	**20%**

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	24%	26%	*	*	*	17%	**25%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	80%	*	*	*	63%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	69%	*	*	*	56%	**65%**

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE			Male/Female/Non-binary/Other				
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q56. The whole care team worked well together	88%	89%	*	*	*	80%	**88%**
Q57. Administration of care was very good or good	87%	86%	*	*	*	80%	**86%**
Q58. Cancer research opportunities were discussed with patient	61%	65%	*	*	*	67%	**63%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	*	*	*	8.4	**8.8**

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE — Ethnicity

	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	74%	57%	62%	35%	*	68%	**71%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	47%	52%	47%	64%	51%	**62%**

DIAGNOSTIC TESTS — Ethnicity

	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	83%	95%	83%	93%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	62%	82%	70%	75%	73%	**78%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	76%	69%	75%	81%	74%	**76%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	75%	72%	71%	75%	68%	**74%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	81%	94%	96%	100%	95%	**93%**

FINDING OUT THAT YOU HAD CANCER — Ethnicity

	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	70%	50%	77%	79%	89%	69%	**71%**
Q13. Patient was definitely told sensitively that they had cancer	66%	67%	72%	80%	73%	70%	**68%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	74%	76%	73%	82%	75%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	80%	84%	87%	81%	86%	85%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	81%	71%	82%	82%	84%	80%	**81%**

SUPPORT FROM A MAIN CONTACT PERSON — Ethnicity

	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	92%	86%	100%	88%	84%	91%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	80%	87%	84%	82%	81%	76%	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	96%	100%	93%	95%	**96%**

DECIDING ON THE BEST TREATMENT — Ethnicity

	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	78%	75%	79%	78%	85%	78%	**78%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	65%	80%	70%	95%	68%	**78%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	70%	82%	75%	86%	77%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	63%	50%	60%	57%	44%	56%	**61%**

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	72%	57%	77%	60%	68%	59%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	88%	98%	88%	79%	92%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	100%	98%	100%	*	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	88%	85%	96%	92%	81%	83%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	67%	80%	73%	64%	65%	**71%**
Q29. Patient was offered information about how to get financial help or benefits	68%	59%	70%	75%	54%	63%	**68%**

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	83%	72%	79%	89%	100%	79%	**83%**
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%	60%	70%	88%	*	75%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	71%	83%	72%	60%	72%	**73%**
Q34. Patient was always able to get help from ward staff when needed	76%	71%	83%	79%	100%	66%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	68%	35%	66%	76%	60%	60%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	89%	78%	93%	79%	90%	85%	**88%**
Q37. Patient was always treated with respect and dignity while in hospital	90%	78%	88%	90%	100%	92%	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	72%	93%	92%	90%	85%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	72%	75%	68%	60%	62%	**74%**

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	87%	73%	94%	91%	80%	95%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	94%	89%	89%	*	88%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	81%	82%	94%	*	*	74%	**82%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	*	*	*	*	*	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	77%	*	67%	*	*	*	**77%**
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	64%	85%	77%	*	76%	**82%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	93%	81%	85%	*	73%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	80%	88%	*	*	74%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	76%	*	*	*	*	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	81%	*	75%	*	*	*	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	70%	67%	71%	72%	55%	64%	**69%**

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	75%	67%	78%	69%	68%	67%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	56%	70%	69%	50%	64%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	78%	83%	75%	79%	74%	**83%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	52%	72%	72%	63%	50%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	37%	62%	55%	35%	40%	**52%**

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	63%	57%	65%	70%	56%	55%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	25%	37%	35%	33%	40%	**41%**

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	42%	26%	38%	46%	17%	33%	**40%**
Q52. Patient has had a review of cancer care by GP practice	18%	20%	26%	28%	30%	29%	**20%**

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	*	32%	19%	*	24%	**25%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	58%	95%	74%	50%	75%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	54%	68%	60%	65%	59%	**65%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	87%	87%	94%	93%	90%	82%	**88%**
Q57. Administration of care was very good or good	86%	77%	91%	88%	95%	82%	**86%**
Q58. Cancer research opportunities were discussed with patient	63%	55%	65%	64%	75%	67%	**63%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.5	8.8	8.8	8.5	8.6	**8.8**

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE		IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	66%	65%	74%	68%	78%	70%	**71%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	56%	61%	60%	67%	64%	81%	**62%**

DIAGNOSTIC TESTS		IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	90%	89%	91%	91%	97%	83%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	74%	76%	78%	80%	85%	75%	**78%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	77%	74%	75%	80%	83%	**76%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	71%	72%	75%	77%	77%	75%	**74%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	95%	93%	93%	93%	83%	**93%**

FINDING OUT THAT YOU HAD CANCER		IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	71%	73%	66%	73%	73%	81%	**71%**
Q13. Patient was definitely told sensitively that they had cancer	71%	66%	73%	63%	67%	76%	**68%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	75%	74%	68%	71%	85%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	79%	81%	81%	85%	81%	81%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	83%	79%	79%	81%	82%	95%	**81%**

SUPPORT FROM A MAIN CONTACT PERSON		IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q17. Patient had a main point of contact within the care team	91%	91%	91%	93%	95%	95%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	83%	81%	79%	79%	82%	74%	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	98%	94%	95%	98%	100%	**96%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT

DECIDING ON THE BEST TREATMENT	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q20. Treatment options were explained in a way the patient could completely understand	79%	79%	77%	75%	79%	76%	**78%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	76%	77%	80%	80%	81%	**78%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	80%	79%	83%	80%	89%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	55%	63%	64%	68%	67%	**61%**

CARE PLANNING

CARE PLANNING	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	70%	70%	67%	74%	76%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	88%	91%	98%	92%	93%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	98%	99%	96%	97%	92%	**98%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q27. Staff provided the patient with relevant information on available support	92%	86%	91%	90%	86%	89%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	72%	68%	70%	72%	76%	**71%**
Q29. Patient was offered information about how to get financial help or benefits	66%	66%	75%	67%	67%	*	**68%**

HOSPITAL CARE

HOSPITAL CARE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	82%	79%	82%	84%	85%	95%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	75%	74%	76%	66%	82%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	71%	71%	79%	69%	80%	**73%**
Q34. Patient was always able to get help from ward staff when needed	72%	75%	75%	78%	77%	85%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	63%	66%	71%	65%	90%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	84%	82%	93%	92%	87%	95%	**88%**
Q37. Patient was always treated with respect and dignity while in hospital	87%	88%	91%	92%	88%	95%	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	91%	91%	94%	86%	89%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	65%	75%	73%	72%	79%	90%	**74%**

IMD quintile tables

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

YOUR TREATMENT

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	87%	85%	89%	88%	94%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	95%	83%	80%	89%	86%	*	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	91%	82%	74%	93%	81%	*	**82%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	79%	73%	80%	100%	*	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	90%	74%	69%	86%	73%	*	**77%**
Q42_1. Patient completely had enough understandable information about their response to surgery	82%	88%	79%	81%	78%	89%	**82%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	95%	77%	82%	84%	81%	*	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	96%	74%	86%	86%	73%	*	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	76%	79%	85%	58%	71%	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	95%	73%	77%	88%	78%	*	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	69%	62%	70%	69%	100%	**69%**

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%	73%	74%	70%	74%	90%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	79%	67%	69%	66%	69%	89%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	76%	81%	85%	82%	85%	88%	**83%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	70%	59%	59%	53%	59%	80%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	50%	52%	50%	53%	84%	**52%**

SUPPORT WHILE AT HOME

	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	66%	61%	61%	62%	62%	77%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	46%	41%	38%	43%	38%	*	**41%**

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	36%	38%	42%	38%	43%	50%	**40%**
Q52. Patient has had a review of cancer care by GP practice	25%	22%	22%	21%	12%	15%	**20%**

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER

LIVING WITH AND BEYOND CANCER	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	17%	26%	31%	30%	10%	*	**25%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	71%	78%	81%	84%	75%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	61%	64%	72%	66%	75%	**65%**

YOUR OVERALL NHS CARE

YOUR OVERALL NHS CARE	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	**All**
Q56. The whole care team worked well together	89%	86%	89%	89%	88%	79%	**88%**
Q57. Administration of care was very good or good	86%	87%	84%	87%	88%	84%	**86%**
Q58. Cancer research opportunities were discussed with patient	62%	66%	64%	61%	65%	43%	**63%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.7	8.9	8.9	9.0	8.8	**8.8**

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	69%	74%	68%	**71%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	69%	48%	**62%**

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	90%	93%	93%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	81%	73%	**78%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	77%	76%	**76%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	70%	81%	73%	**74%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	93%	92%	**93%**

FINDING OUT THAT YOU HAD CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	71%	71%	70%	**71%**
Q13. Patient was definitely told sensitively that they had cancer	67%	70%	67%	**68%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	69%	78%	70%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	83%	81%	**82%**
Q16. Patient was told they could go back later for more information about their diagnosis	81%	81%	77%	**81%**

SUPPORT FROM A MAIN CONTACT PERSON	Long-term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	92%	93%	93%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	80%	81%	80%	**80%**
Q19. Patient found advice from main contact person was very or quite helpful	97%	95%	96%	**96%**

DECIDING ON THE BEST TREATMENT	Long-term condition status			
	Yes	No	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	75%	82%	78%	**78%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	82%	75%	**78%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	82%	79%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	63%	61%	**61%**

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	68%	74%	64%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	94%	94%	**92%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	99%	100%	**98%**

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	88%	90%	88%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	75%	67%	**71%**
Q29. Patient was offered information about how to get financial help or benefits	66%	72%	70%	**68%**

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	82%	84%	80%	**83%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	80%	72%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	77%	74%	**73%**
Q34. Patient was always able to get help from ward staff when needed	72%	81%	78%	**76%**
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	73%	69%	**66%**
Q36. Hospital staff always did everything they could to help the patient control pain	86%	90%	91%	**88%**
Q37. Patient was always treated with respect and dignity while in hospital	87%	92%	92%	**90%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	94%	89%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	79%	74%	**74%**

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

YOUR TREATMENT	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	87%	90%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	88%	89%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	82%	82%	71%	**82%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	88%	*	**80%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	76%	79%	69%	**77%**
Q42_1. Patient completely had enough understandable information about their response to surgery	80%	86%	82%	**82%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	83%	81%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	81%	69%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	79%	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	82%	81%	75%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	65%	76%	72%	**69%**

IMMEDIATE AND LONG TERM SIDE EFFECTS — Long-term condition status

IMMEDIATE AND LONG TERM SIDE EFFECTS	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	79%	73%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	74%	66%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	84%	80%	**83%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	69%	55%	**59%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	58%	52%	**52%**

SUPPORT WHILE AT HOME — Long-term condition status

SUPPORT WHILE AT HOME	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	58%	68%	71%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	38%	43%	56%	**41%**

CARE FROM YOUR GP PRACTICE — Long-term condition status

CARE FROM YOUR GP PRACTICE	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	36%	46%	40%	**40%**
Q52. Patient has had a review of cancer care by GP practice	18%	24%	26%	**20%**

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	22%	26%	36%	**25%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	80%	80%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	66%	69%	**65%**

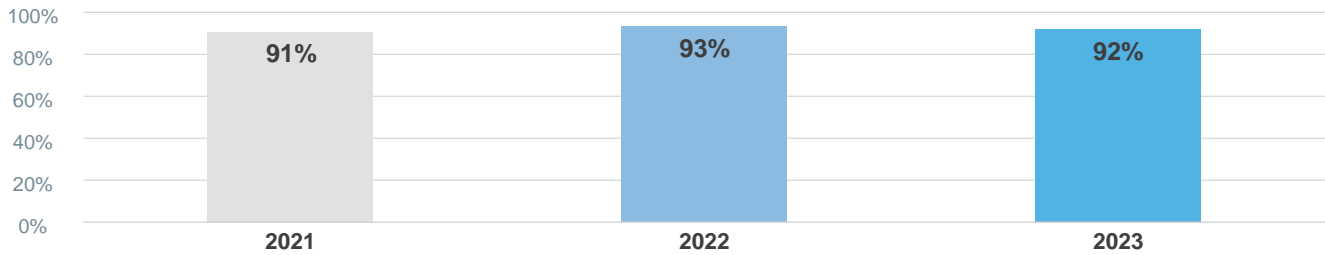| YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	86%	91%	83%	**88%**
Q57. Administration of care was very good or good	85%	89%	86%	**86%**
Q58. Cancer research opportunities were discussed with patient	61%	66%	69%	**63%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	8.7	**8.8**

Year on year charts

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

The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

2021	2022	2023
66%	64%	71%

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

2021	2022	2023
56%	63%	62%

DIAGNOSTIC TESTS

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

2021	2022	2023
92%	92%	92%

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

2021	2022	2023
82%	78%	79%

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

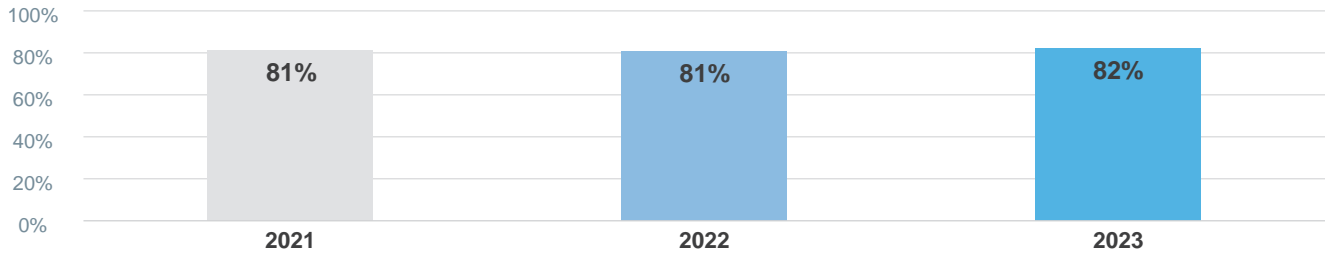| 2021	2022	2023
82%	80%	76%

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

2021	2022	2023
76%	76%	74%

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

2021	2022	2023
93%	94%	93%

FINDING OUT THAT YOU HAD CANCER

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

2021	2022	2023
64%	67%	71%

Q13. Patient was definitely told sensitively that they had cancer

2021	2022	2023
68%	65%	68%

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

2021	2022	2023
71%	71%	72%
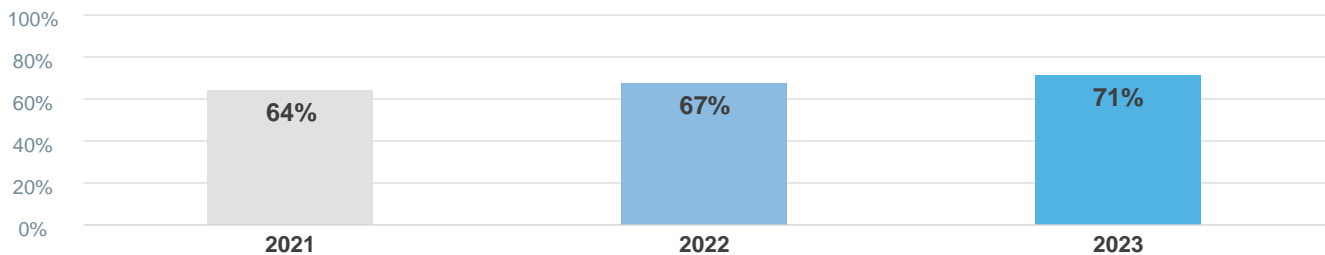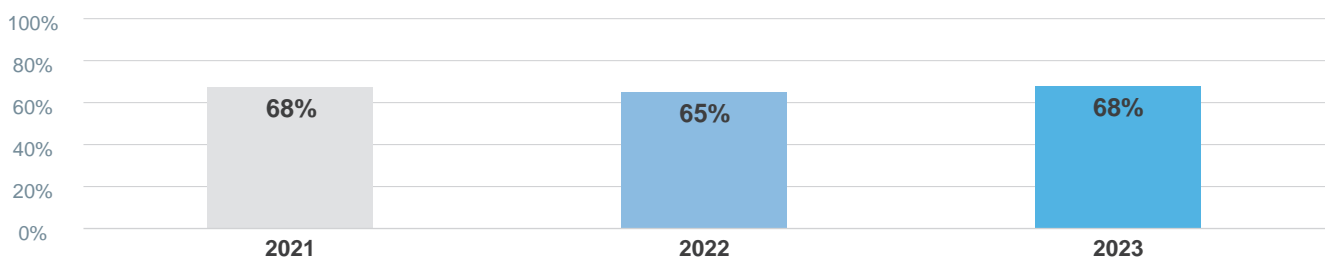
Year on year charts

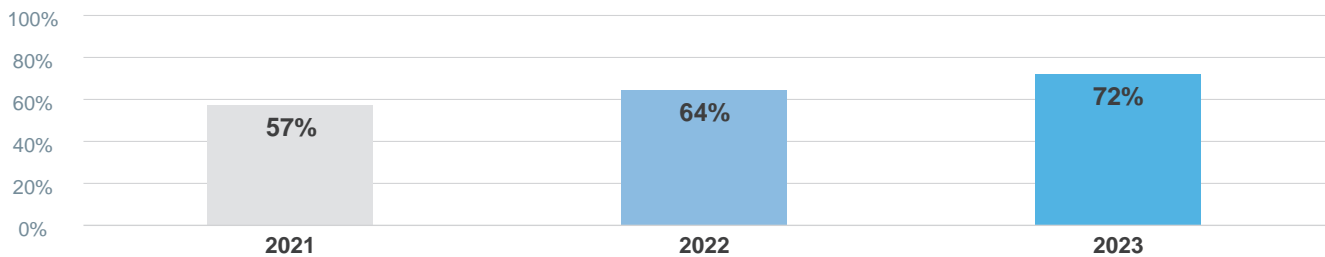| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

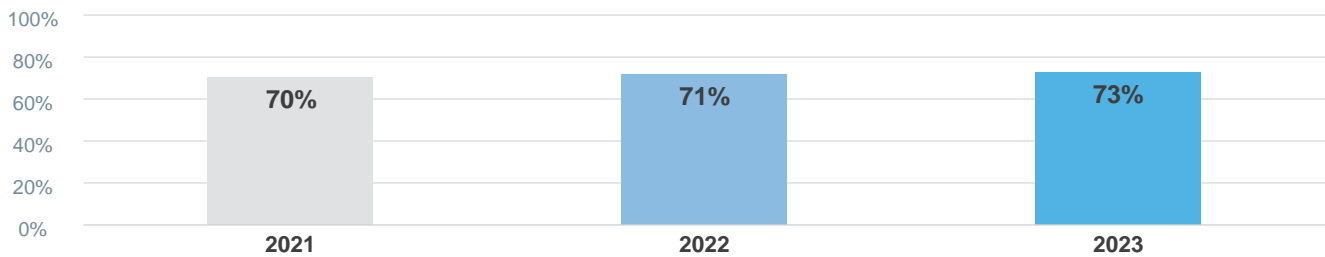## Q15. Patient was definitely told about their diagnosis in an appropriate place
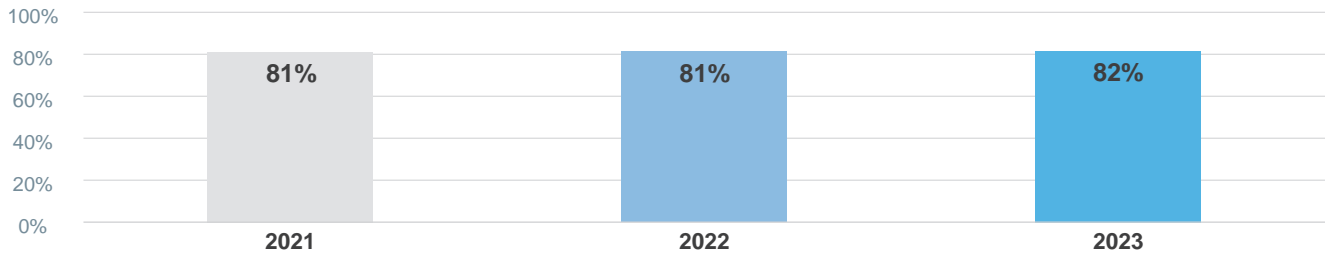
	2021	2022	2023
	81%	81%	82%

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

	2021	2022	2023
	80%	80%	80%

SUPPORT FROM A MAIN CONTACT PERSON

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

	2021	2022	2023
	94%	94%	92%

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

	2021	2022	2023
	80%	79%	81%

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

	2021	2022	2023
	94%	94%	96%
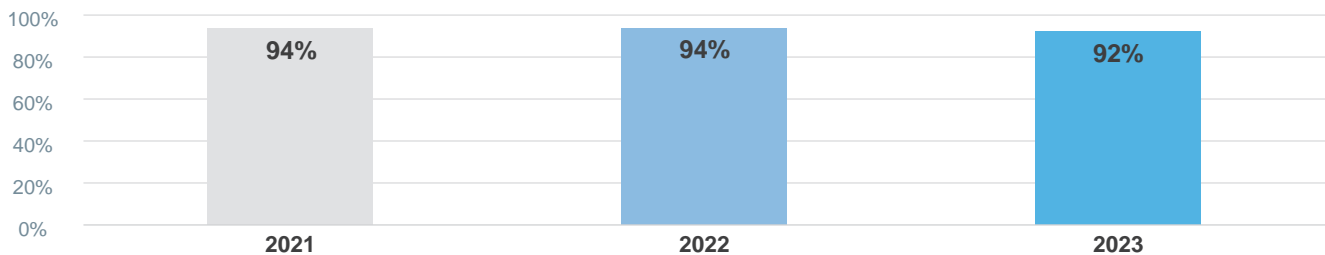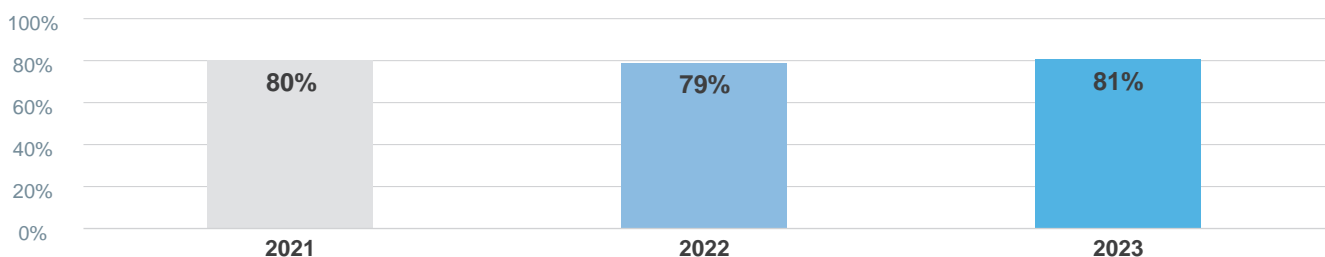
Year on year charts

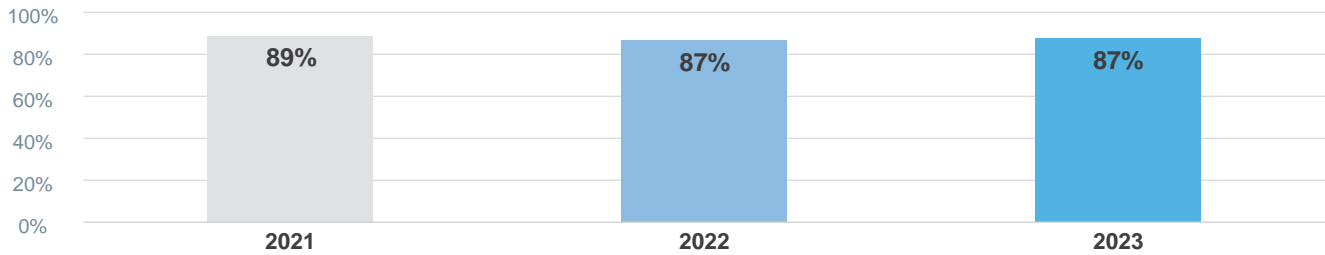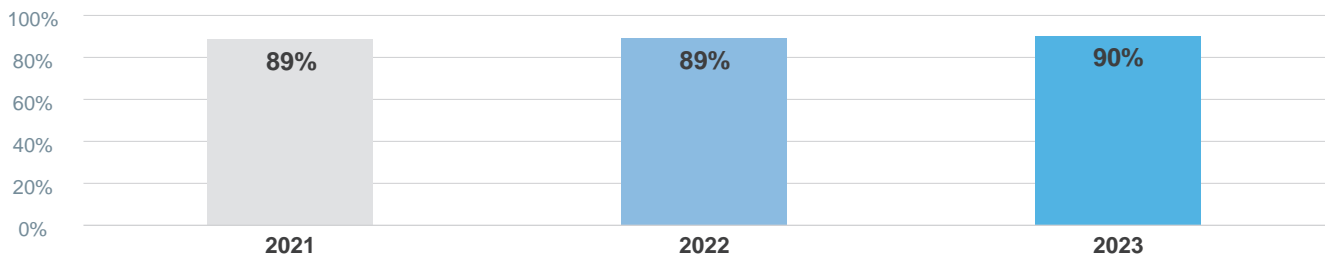|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand
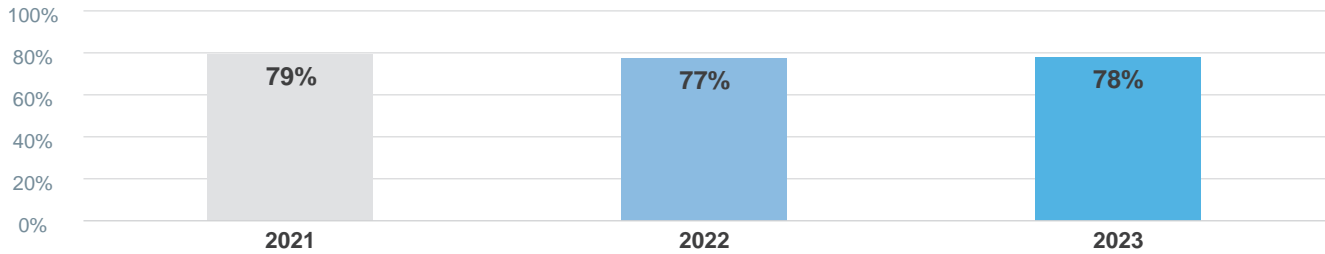
2021	2022	2023
79%	77%	78%

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

2021	2022	2023
76%	76%	78%

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

2021	2022	2023
69%	73%	81%

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

2021 **	2022 **	2023
		61%
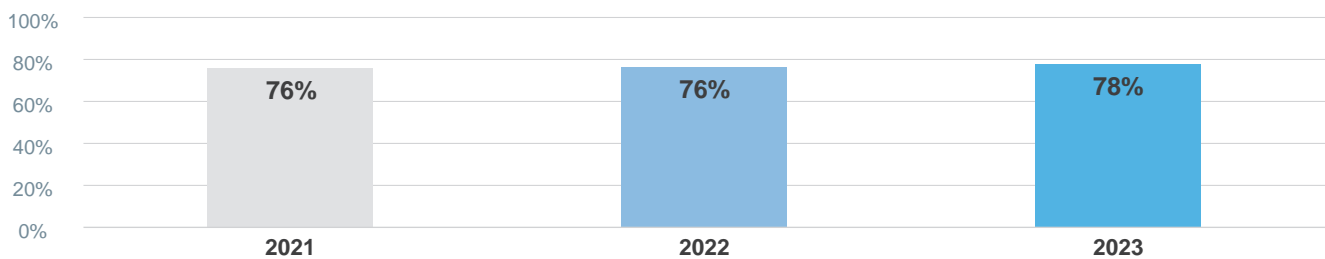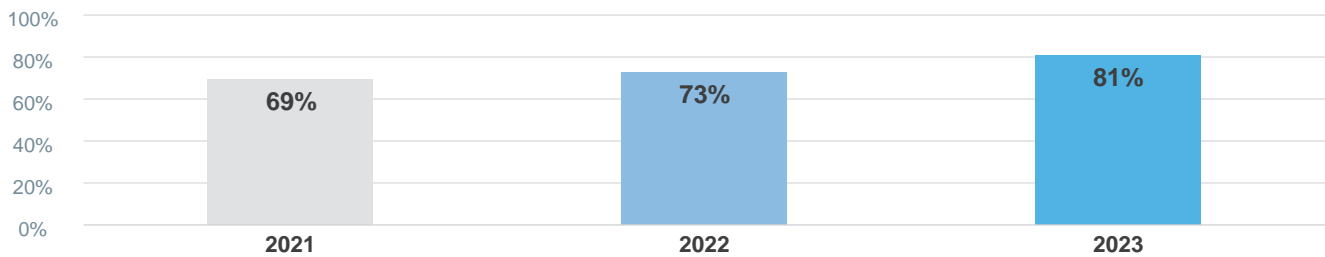
CARE PLANNING

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

2021	2022	2023
69%	68%	70%
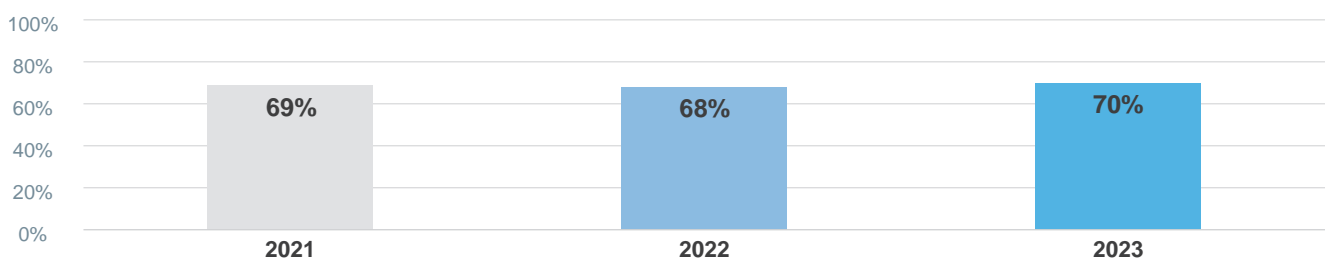
Year on year charts

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

The scores are unadjusted and based on England scores only.

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

2021	2022	2023
91%	93%	92%

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

2021	2022	2023
98%	99%	98%
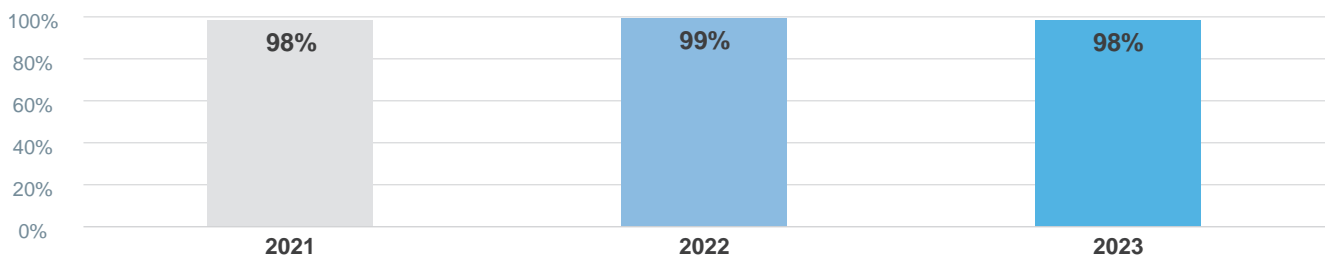
SUPPORT FROM HOSPITAL STAFF

Q27. Staff provided the patient with relevant information on available support
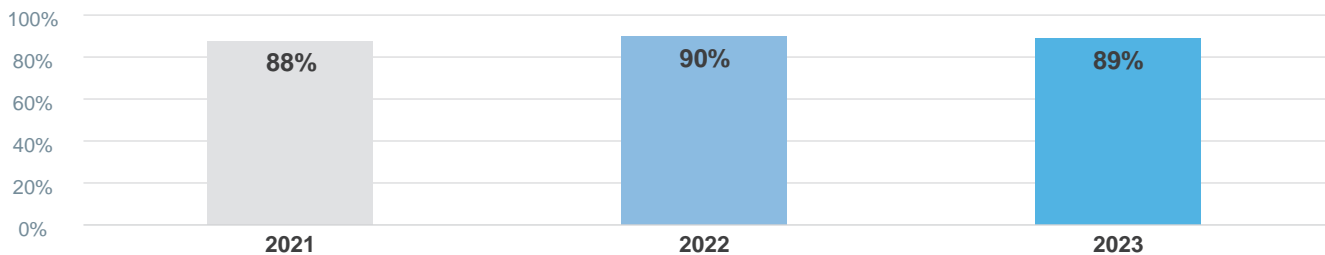
2021	2022	2023
88%	90%	89%

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

2021	2022	2023
71%	73%	71%

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

2021	2022	2023
66%	66%	68%
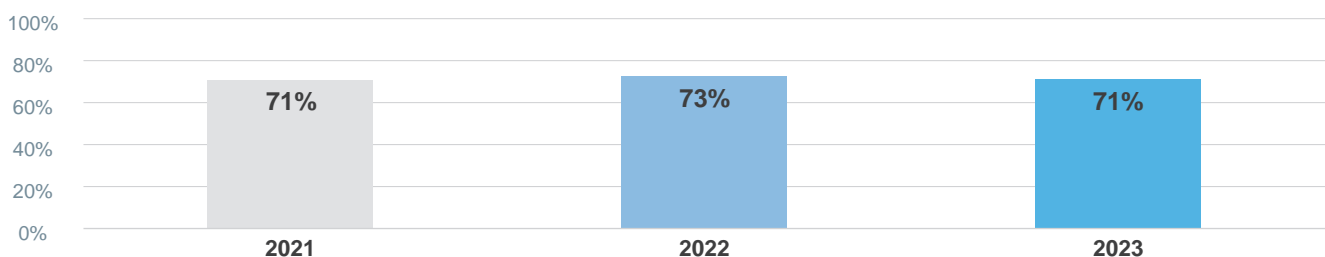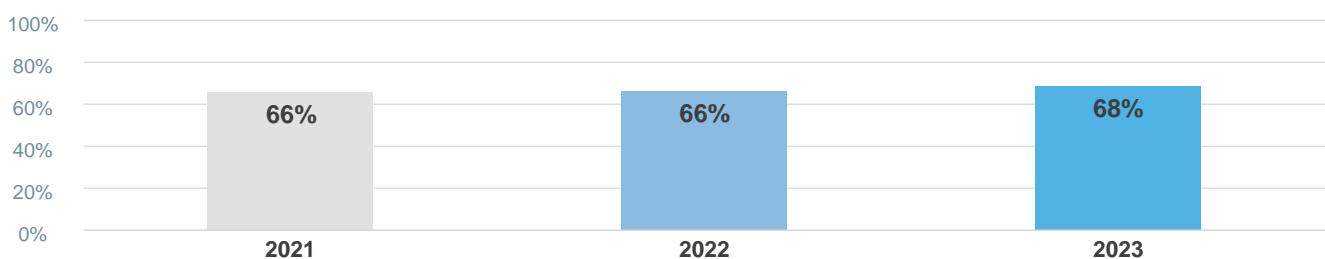
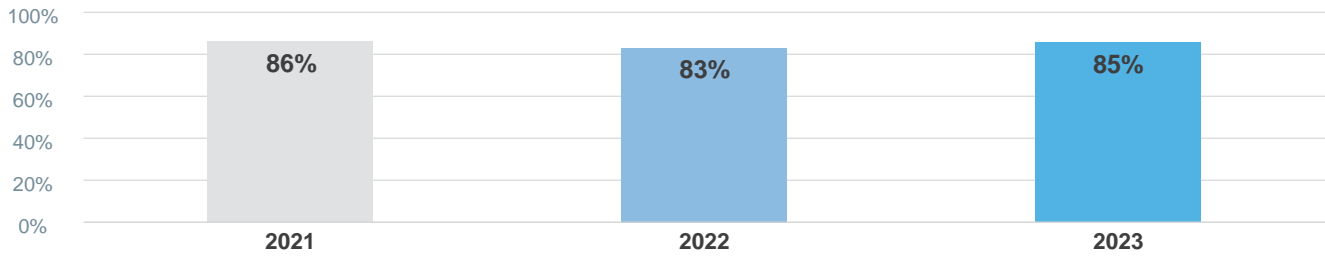# Year on year charts

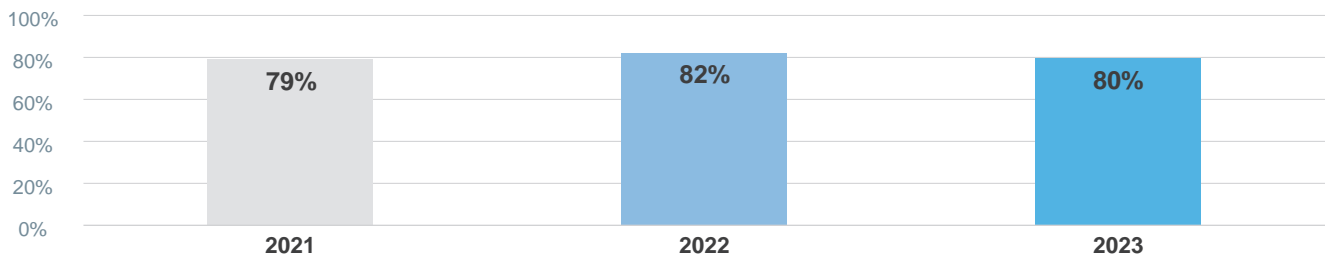| *	Indicates where a score is not available due to suppression or a low base size.	**	No score available for these years.	The scores are unadjusted and based on England scores only.

HOSPITAL CARE

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

2021	2022	2023
81%	81%	82%

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

2021	2022	2023
57%	64%	72%

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

2021	2022	2023
70%	71%	73%

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

2021	2022	2023
79%	73%	75%

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

2021	2022	2023
67%	62%	66%

Year on year charts

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

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

2021	2022	2023
89%	87%	87%

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

2021	2022	2023
90%	90%	89%

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

2021	2022	2023
89%	89%	90%

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

2021	2022	2023
72%	72%	73%
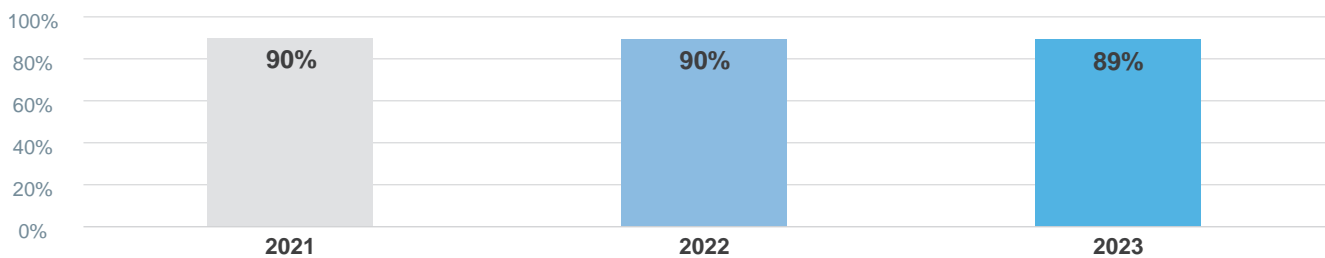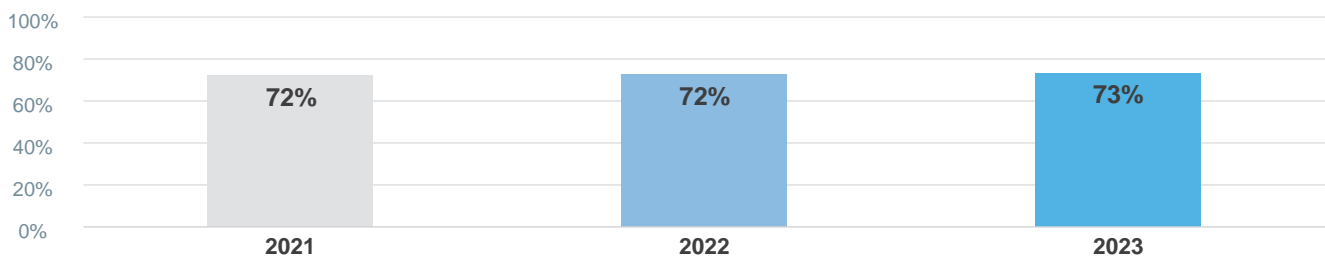
YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

2021	2022	2023
87%	88%	87%
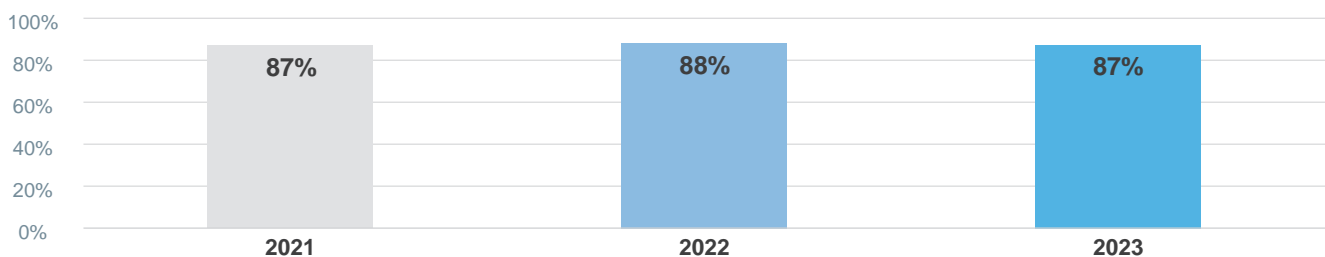
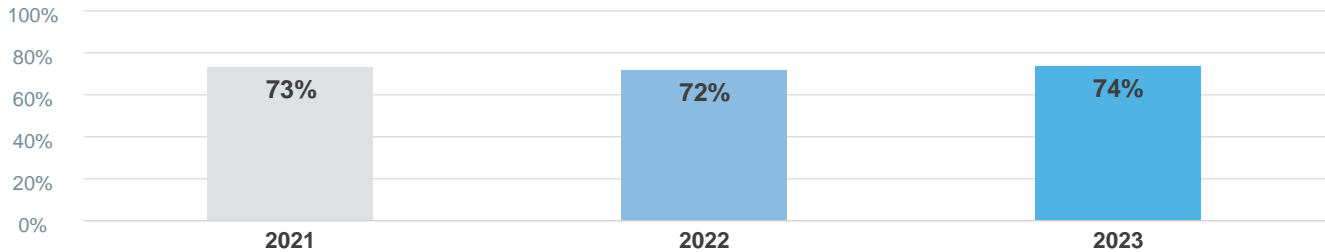# Year on year charts

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

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

2021	2022	2023
86%	83%	85%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

2021	2022	2023
90%	87%	82%

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

2021	2022	2023
79%	82%	80%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

2021	2022	2023
85%	82%	77%

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

2021 **	2022 **	2023
		82%

Year on year charts

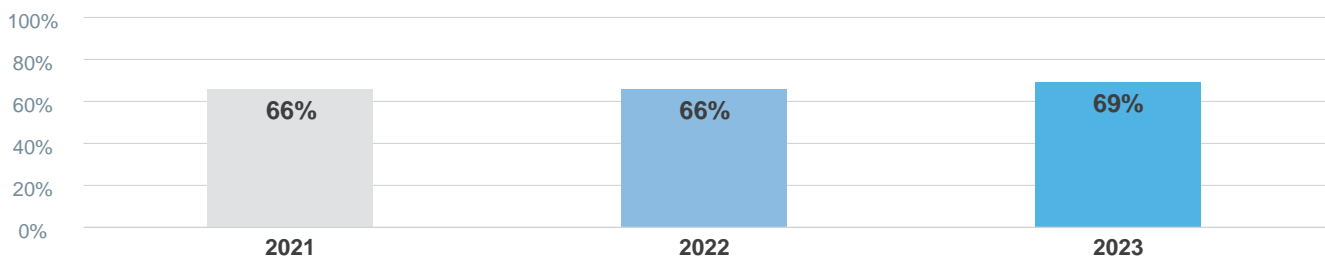| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

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

| 2021 ** | 2022 ** | 2023: 82% |

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

| 2021 ** | 2022 ** | 2023: 82% |

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

| 2021 ** | 2022 ** | 2023: 76% |

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

| 2021 ** | 2022 ** | 2023: 81% |

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

| 2021: 66% | 2022: 65% | 2023: 68% |

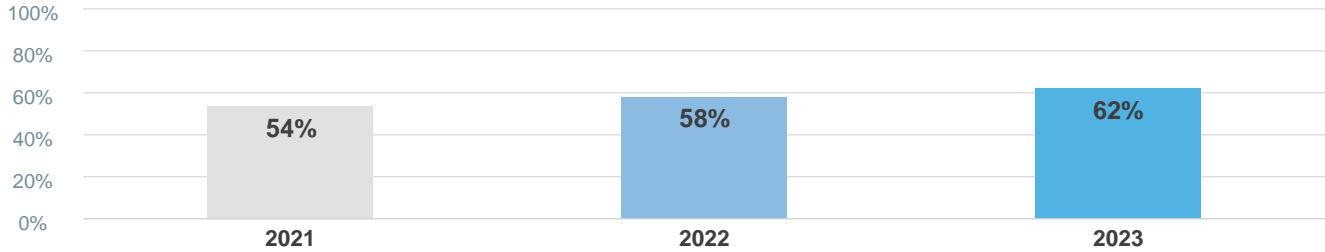# Year on year charts

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

IMMEDIATE AND LONG TERM SIDE EFFECTS

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

2021	2022	2023
73%	72%	74%

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

2021	2022	2023
66%	66%	69%

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

2021	2022	2023
84%	83%	83%

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

2021	2022	2023
59%	58%	59%

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

2021	2022	2023
51%	53%	52%

Year on year charts

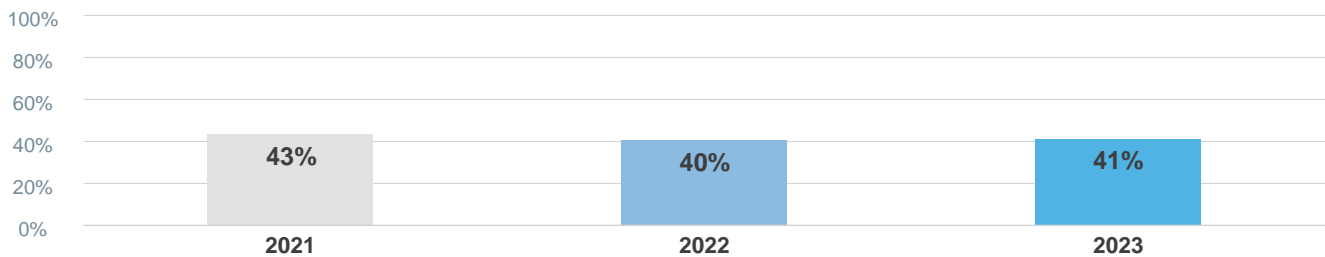|			
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

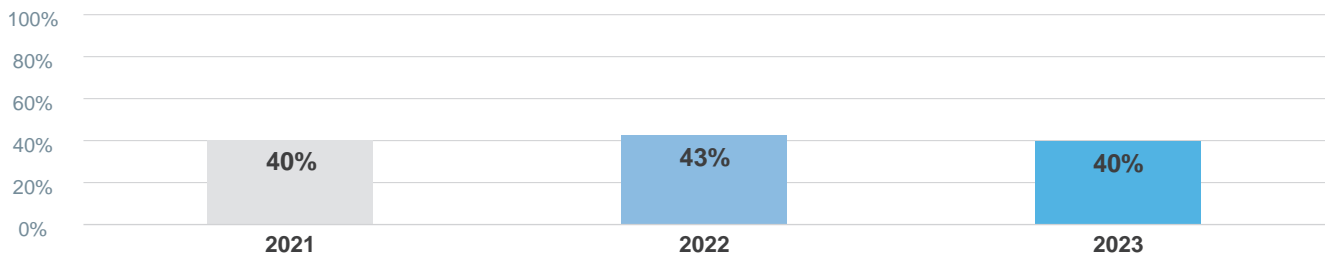Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home

2021	2022	2023
54%	58%	62%

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

2021	2022	2023
43%	40%	41%

CARE FROM YOUR GP PRACTICE

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

2021	2022	2023
40%	43%	40%

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

2021	2022	2023
18%	23%	20%
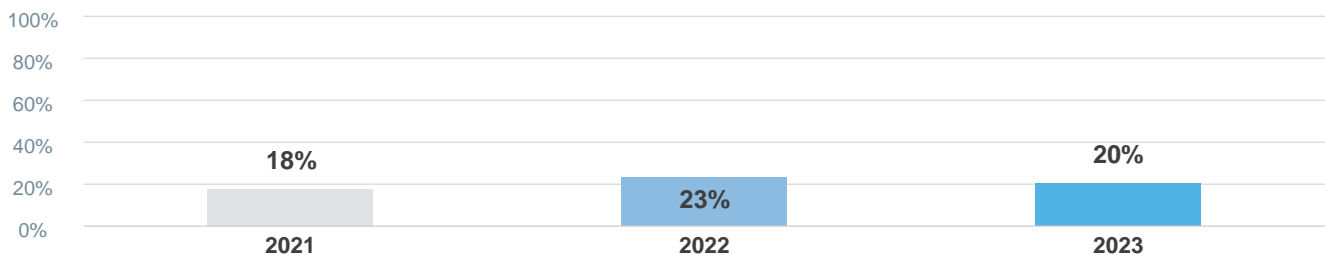
LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services
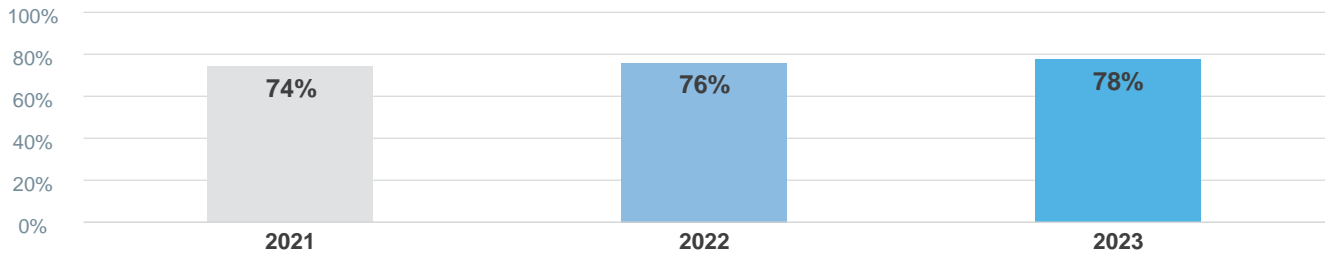
2021	2022	2023
26%	24%	24%
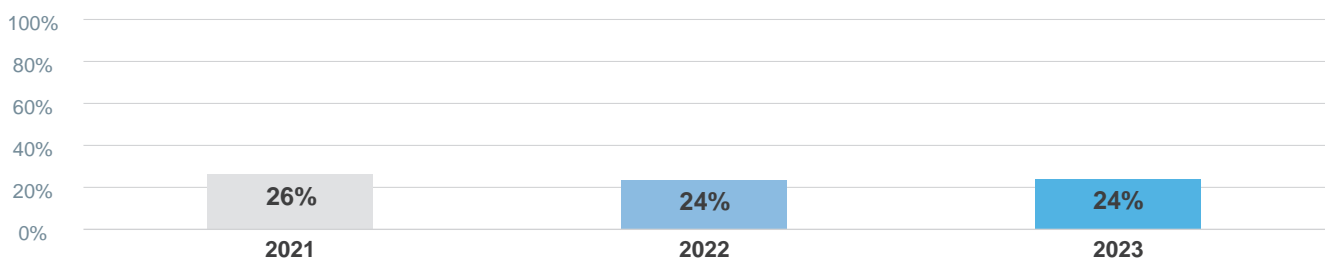
Year on year charts

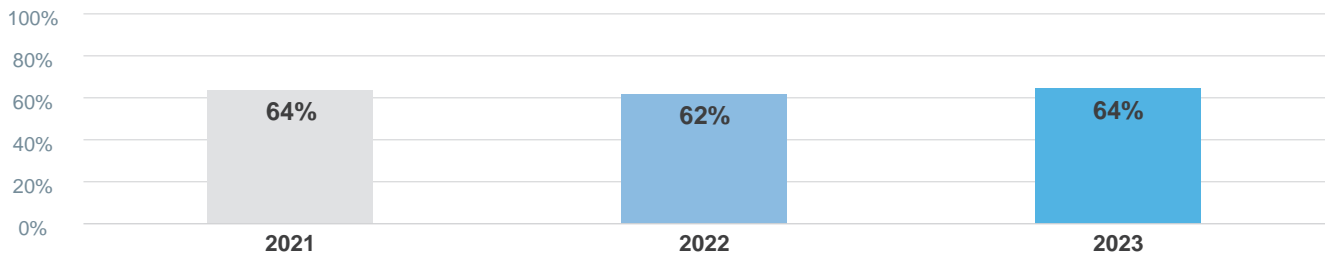| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment
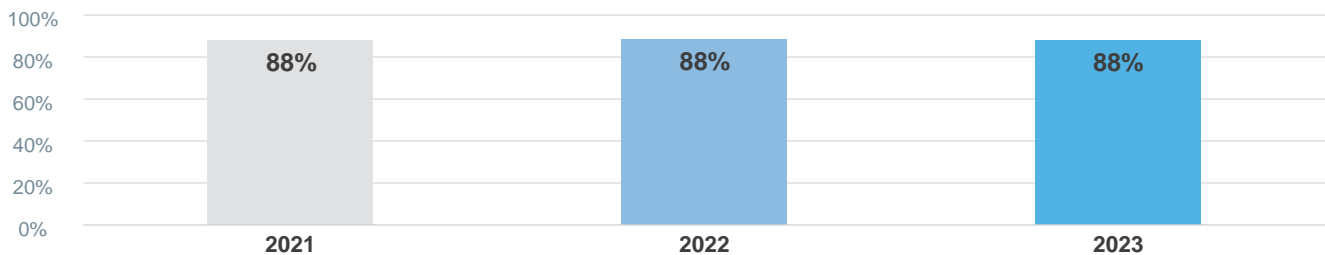
Year	Score
2021	74%
2022	76%
2023	78%

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

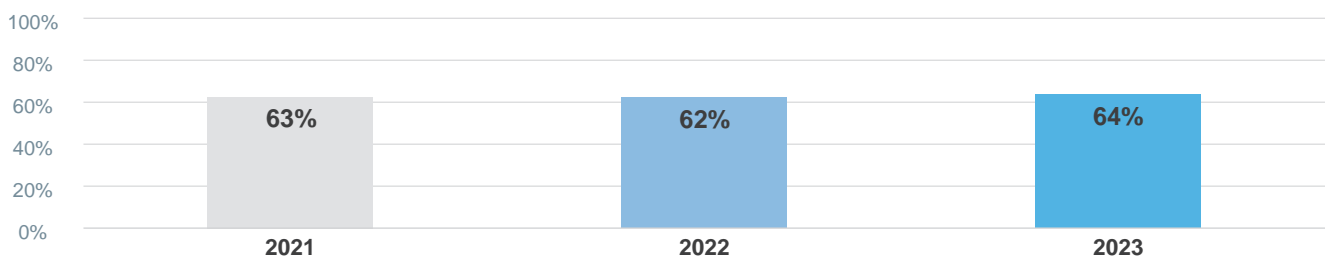| Year	Score
2021	64%
2022	62%
2023	64%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

Year	Score
2021	88%
2022	88%
2023	88%

Q57. Administration of care was very good or good

Year	Score
2021	87%
2022	87%
2023	86%

Q58. Cancer research opportunities were discussed with patient
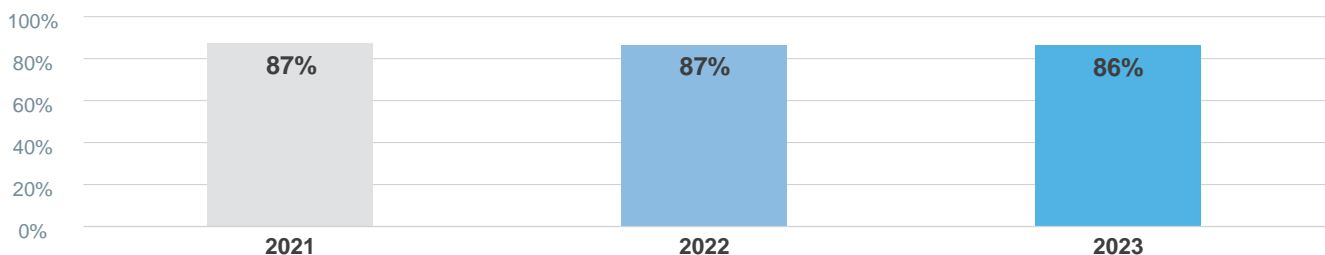
Year	Score
2021	63%
2022	62%
2023	64%

Year on year charts

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

The scores are unadjusted and based on England scores only.

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

2021	2022	2023
8.8	8.9	8.8