NHS

England

Cancer Patient Experience Survey

2023 Results

Whittington Health NHS Trust

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Executive summary

Questions above expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	**96%**	76%	96%	**86%**
Q57. Administration of care was very good or good	**93%**	81%	93%	**87%**
Q58. Cancer research opportunities were discussed with patient	**65%**	30%	60%	**45%**

Questions below expected range

	Case mix adjusted scores			National score
	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	**71%**	73%	89%	**81%**

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

119 patients responded out of a total of 252 patients, resulting in a response rate of 47%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	266	252	119	47%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	92
Online	27
Phone	0
Translation service	0
Total	**119**

Respondents by tumour group

	Number of respondents
Brain / CNS	0
Breast	72
Colorectal / LGT	11
Gynaecological	*
Haematological	9
Head and neck	0
Lung	*
Prostate	*
Sarcoma	0
Skin	*
Upper gastro	*
Urological	11
Other	*
Total	**119**

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	69
Irish	*
Gypsy or Irish Traveller	*
Roma	*
Any other White background	13
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	*
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
Black / African / Caribbean / Black British	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	13
Total	**119**

* 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 — 82%

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 73%

DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance — 89%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 84%

Q7. Patient felt the length of time waiting for diagnostic test results was about right — 75%

Q8. Diagnostic test results were explained in a way the patient could completely understand — 76%

Q9. Enough privacy was always given to the patient when receiving diagnostic test results — 95%

FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 71%

Q13. Patient was definitely told sensitively that they had cancer — 75%

Q14. Cancer diagnosis explained in a way the patient could completely understand — 79%

Q15. Patient was definitely told about their diagnosis in an appropriate place — 90%

Q16. Patient was told they could go back later for more information about their diagnosis — 86%

SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team — 94%

Q18. Patient found it very or quite easy to contact their main contact person — 78%

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

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 — **85%**

Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — **80%**

Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options — **63%**

CARE PLANNING

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment — **74%**

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — **97%**

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

SUPPORT FROM HOSPITAL STAFF

Q27. Staff provided the patient with relevant information on available support — **92%**

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — **75%**

Q29. Patient was offered information about how to get financial help or benefits — **76%**

HOSPITAL CARE

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

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — **82%**

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — **81%**

Q34. Patient was always able to get help from ward staff when needed — **70%**

Q35. Patient was always able to discuss worries and fears with hospital staff — **72%**

Q36. Hospital staff always did everything they could to help the patient control pain — **83%**

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 — **79%**

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 — 91%

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy — 96%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — 87%

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — 84%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — 100%

Q42_1. Patient completely had enough understandable information about their response to surgery — 90%

Q42_2. Patient completely had enough understandable information about their response to chemotherapy — 88%

Q42_3. Patient completely had enough understandable information about their response to radiotherapy — 77%

Q42_4. Patient completely had enough understandable information about their response to hormone therapy — 79%

Q42_5. Patient completely had enough understandable information about their response to immunotherapy — 100%

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — 80%

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 — 72%

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 — 86%

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — 67%

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — 55%

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 — 58%

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — 44%

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 — 51%

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

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 — 29%

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — 84%

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

YOUR OVERALL NHS CARE

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

Q56. The whole care team worked well together — 95%

Q57. Administration of care was very good or good — 93%

Q58. Cancer research opportunities were discussed with patient — 65%

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 — 9.0

# Comparability tables

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

** No score available for 2022.

▲ or ▼

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

Adjusted Score below Lower Expected Range

Adjusted Score between Upper and Lower Expected Ranges

Adjusted Score above Upper Expected Range

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	65	77%	50	88%			82%	67%	90%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	72	72%	76	79%			73%	56%	77%	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	67	93%	82	89%			89%	87%	98%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	72	85%	85	84%			84%	75%	91%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72	89%	88	75%			75%	69%	87%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	72	90%	87	76%			76%	70%	87%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	71	89%	88	95%			95%	90%	99%	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	94	73%	100	74%			71%	73%	89%	81%
Q13. Patient was definitely told sensitively that they had cancer	100	74%	117	78%			75%	66%	82%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	99	81%	115	80%			79%	69%	84%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	102	85%	119	92%			90%	79%	92%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	93	85%	101	88%			86%	77%	91%	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	100	91%	115	94%			94%	86%	97%	91%
Q18. Patient found it very or quite easy to contact their main contact person	87	78%	104	77%			78%	77%	92%	84%
Q19. Patient found advice from main contact person was very or quite helpful	88	90%	105	96%			96%	92%	100%	96%

Cancer Patient Experience Survey 2023
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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	98	**86%**	112	**79%**			**80%**	75%	90%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	97	**76%**	116	**84%**			**85%**	72%	87%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78	**83%**	94	**78%**			**80%**	76%	91%	**83%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	73	**63%**			**63%**	45%	68%	**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	92	**72%**	105	**74%**			**74%**	64%	81%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	50	**94%**	59	**97%**			**97%**	87%	100%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	44	**95%**	53	**98%**			**98%**	96%	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	92	**88%**	101	**93%**			**92%**	85%	97%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	101	**74%**	115	**74%**			**75%**	67%	84%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	62	**73%**	66	**79%**			**76%**	58%	82%	**70%**

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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	29	**66%**	37	**86%**			**87%**	64%	91%	**77%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	22	**59%**	29	**83%**			**82%**	53%	87%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	29	**52%**	36	**81%**			**81%**	55%	85%	**70%**
Q34. Patient was always able to get help from ward staff when needed	27	**63%**	37	**70%**			**70%**	58%	87%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	29	**55%**	34	**71%**			**72%**	49%	81%	**65%**
Q36. Hospital staff always did everything they could to help the patient control pain	26	**73%**	35	**83%**			**83%**	72%	96%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	29	**72%**	37	**89%**			**89%**	77%	98%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	27	**89%**	35	**91%**			**91%**	78%	99%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	88	**72%**	108	**77%**			**79%**	71%	87%	**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	42	**81%**	61	**92%**			**91%**	82%	97%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	52	**81%**	47	**96%**			**96%**	76%	96%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	22	**77%**	40	**88%**			**87%**	79%	99%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	27	**78%**	33	**82%**			**84%**	65%	93%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	13	**100%**	12	**100%**		▲	**100%**	63%	100%	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	62	**90%**			**90%**	78%	95%	**86%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	47	**87%**			**88%**	70%	92%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	41	**78%**			**77%**	74%	96%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	34	**76%**			**79%**	62%	91%	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	12	**100%**			**100%**	58%	100%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	99	**76%**	112	**77%**			**80%**	68%	89%	**78%**

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

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

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	97	**79%**	108	**72%**			**72%**	66%	83%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	91	**66%**	101	**70%**			**70%**	61%	79%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	72	**78%**	78	**86%**			**86%**	79%	95%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	89	**60%**	97	**67%**			**67%**	50%	70%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	76	**53%**	90	**54%**			**55%**	44%	65%	**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	65	**48%**	70	**56%**			**58%**	50%	73%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44	**36%**	50	**42%**			**44%**	38%	66%	**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	67	**37%**	59	**51%**			**51%**	34%	59%	**46%**
Q52. Patient has had a review of cancer care by GP practice	94	**16%**	105	**23%**			**22%**	15%	31%	**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	27	**19%**	31	**26%**			**29%**	16%	49%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	42	**71%**	55	**82%**			**84%**	68%	90%	**79%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	80	**63%**	90	**69%**			**71%**	54%	74%	**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	90	**88%**	103	**95%**			**95%**	84%	96%	**90%**
Q57. Administration of care was very good or good	98	**92%**	114	**94%**			**93%**	81%	93%	**87%**
Q58. Cancer research opportunities were discussed with patient	58	**50%**	68	**62%**			**65%**	30%	60%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	95	**8.9**	112	**8.9**			**9.0**	8.6	9.2	**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	*	94%	*	*	*	*	*	*	*	*	*	*	*	**88%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	83%	*	*	*	*	*	*	*	*	*	*	*	**79%**

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	*	83%	*	*	*	*	*	*	*	*	*	*	*	**89%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	84%	*	*	*	*	*	*	*	*	*	*	*	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	69%	*	*	*	*	*	*	*	*	*	*	*	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	76%	*	*	*	*	*	*	*	*	*	*	*	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	92%	*	*	*	*	*	*	*	*	*	*	*	**95%**

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	*	75%	100%	*	*	*	*	*	*	*	*	*	*	**74%**
Q13. Patient was definitely told sensitively that they had cancer	*	73%	73%	*	*	*	*	*	*	*	*	91%	*	**78%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	79%	73%	*	*	*	*	*	*	*	*	91%	*	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	93%	100%	*	*	*	*	*	*	*	*	82%	*	**92%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	85%	*	*	*	*	*	*	*	*	*	100%	*	**88%**

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	*	97%	100%	*	*	*	*	*	*	*	*	82%	*	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	*	74%	80%	*	*	*	*	*	*	*	*	*	*	**77%**
Q19. Patient found advice from main contact person was very or quite helpful	*	94%	100%	*	*	*	*	*	*	*	*	*	*	**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	*	83%	80%	*	*	*	*	*	*	*	*	73%	*	**79%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	88%	100%	*	*	*	*	*	*	*	*	73%	*	**84%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	81%	80%	*	*	*	*	*	*	*	*	*	*	**78%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	67%	*	*	*	*	*	*	*	*	*	*	*	**63%**

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	*	78%	82%	*	*	*	*	*	*	*	*	70%	*	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	94%	*	*	*	*	*	*	*	*	*	*	*	**97%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	97%	*	*	*	*	*	*	*	*	*	*	*	**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	*	94%	100%	*	*	*	*	*	*	*	*	*	*	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	73%	73%	*	*	*	*	*	*	*	*	90%	*	**74%**
Q29. Patient was offered information about how to get financial help or benefits	*	81%	*	*	*	*	*	*	*	*	*	*	*	**79%**

Tumour group tables

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

HOSPITAL CARE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	88%	*	*	*	*	*	*	*	*	*	*	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	77%	*	*	*	*	*	*	*	*	*	*	*	**83%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	81%	*	*	*	*	*	*	*	*	*	*	*	**81%**
Q34. Patient was always able to get help from ward staff when needed	*	56%	*	*	*	*	*	*	*	*	*	*	*	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	56%	*	*	*	*	*	*	*	*	*	*	*	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	71%	*	*	*	*	*	*	*	*	*	*	*	**83%**
Q37. Patient was always treated with respect and dignity while in hospital	*	75%	*	*	*	*	*	*	*	*	*	*	*	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	94%	*	*	*	*	*	*	*	*	*	*	*	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	73%	*	*	*	*	*	*	*	*	*	82%	*	**77%**

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	*	90%	*	*	*	*	*	*	*	*	*	*	*	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	96%	*	*	*	*	*	*	*	*	*	*	*	**96%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	85%	*	*	*	*	*	*	*	*	*	*	*	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	83%	*	*	*	*	*	*	*	*	*	*	*	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	*	*	*	*	*	*	*	**100%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	93%	*	*	*	*	*	*	*	*	*	*	*	**90%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	89%	*	*	*	*	*	*	*	*	*	*	*	**87%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	77%	*	*	*	*	*	*	*	*	*	*	*	**78%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	77%	*	*	*	*	*	*	*	*	*	*	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	*	*	*	*	*	*	*	**100%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	76%	82%	*	*	*	*	*	*	*	*	64%	*	**77%**

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	*	76%	82%	*	*	*	*	*	*	*	*	50%	*	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	68%	*	*	*	*	*	*	*	*	*	60%	*	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	81%	100%	*	*	*	*	*	*	*	*	*	*	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	69%	80%	*	*	*	*	*	*	*	*	*	*	**67%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	55%	*	*	*	*	*	*	*	*	*	*	*	**54%**

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	*	57%	*	*	*	*	*	*	*	*	*	*	*	**56%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	38%	*	*	*	*	*	*	*	*	*	*	*	**42%**

CARE FROM YOUR GP PRACTICE — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	44%	*	*	*	*	*	*	*	*	*	*	*	**51%**
Q52. Patient has had a review of cancer care by GP practice	*	25%	*	*	*	*	*	*	*	*	*	30%	*	**23%**

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	*	32%	*	*	*	*	*	*	*	*	*	*	*	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	77%	*	*	*	*	*	*	*	*	*	*	*	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	63%	100%	*	*	*	*	*	*	*	*	60%	*	**69%**

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	*	95%	100%	*	*	*	*	*	*	*	*	*	*	**95%**
Q57. Administration of care was very good or good	*	97%	90%	*	*	*	*	*	*	*	*	100%	*	**94%**
Q58. Cancer research opportunities were discussed with patient	*	70%	*	*	*	*	*	*	*	*	*	*	*	**62%**
Q59. Patient's average rating of care scored from very poor to very good	*	9.0	9.0	*	*	*	*	*	*	*	*	8.8	*	**8.9**

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	*	*	*	85%	*	80%	*	*	**88%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	84%	73%	79%	75%	*	**79%**

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	*	*	*	76%	85%	96%	94%	*	**89%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	*	76%	92%	80%	84%	*	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	*	61%	79%	80%	80%	*	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	*	72%	73%	79%	68%	*	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	*	89%	100%	96%	95%	*	**95%**

FINDING OUT THAT YOU HAD CANCER

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	*	62%	83%	77%	73%	*	**74%**
Q13. Patient was definitely told sensitively that they had cancer	*	*	*	70%	74%	81%	81%	*	**78%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	*	70%	86%	81%	85%	*	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	91%	96%	90%	89%	*	**92%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	*	86%	85%	88%	91%	*	**88%**

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%	100%	93%	89%	*	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	73%	77%	85%	79%	*	**77%**
Q19. Patient found advice from main contact person was very or quite helpful	*	*	*	96%	96%	100%	91%	*	**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	*	*	*	73%	77%	74%	92%	*	**79%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	*	78%	83%	83%	81%	*	**84%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	72%	81%	82%	81%	*	**78%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	53%	50%	72%	67%	*	**63%**

Age group tables

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

CARE PLANNING

						Age			
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	*	76%	85%	71%	70%	*	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	92%	100%	100%	93%	*	**97%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	100%	100%	100%	100%	*	**98%**

SUPPORT FROM HOSPITAL STAFF

						Age			
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q27. Staff provided the patient with relevant information on available support	*	*	*	95%	95%	100%	86%	*	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	*	70%	78%	70%	81%	*	**74%**
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	83%	87%	87%	50%	*	**79%**

HOSPITAL CARE

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

Age group tables

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

YOUR TREATMENT

	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	*	*	*	77%	91%	100%	90%	*	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	83%	100%	100%	*	*	**96%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	*	*	100%	*	*	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	83%	*	*	*	*	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	*	*	**100%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	*	77%	91%	100%	91%	*	**90%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	83%	100%	85%	*	*	**87%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	*	*	92%	*	*	**78%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	83%	*	*	*	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	*	*	**100%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	*	70%	86%	75%	81%	*	**77%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

	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	*	*	*	73%	70%	68%	76%	*	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	73%	73%	62%	70%	*	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	94%	76%	80%	88%	*	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	*	55%	67%	67%	78%	*	**67%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	45%	58%	52%	61%	*	**54%**

SUPPORT WHILE AT HOME

	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	*	*	*	40%	87%	56%	38%	*	**56%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	27%	55%	*	55%	*	**42%**

CARE FROM YOUR GP PRACTICE

	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%	50%	56%	50%	*	**51%**
Q52. Patient has had a review of cancer care by GP practice	*	*	*	33%	10%	30%	20%	*	**23%**

Age group tables

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

LIVING WITH AND BEYOND CANCER

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	50%	*	*	*	*	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	73%	*	83%	86%	*	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	*	53%	63%	75%	71%	*	**69%**

YOUR OVERALL NHS CARE

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q56. The whole care team worked well together	*	*	*	90%	100%	93%	95%	*	**95%**
Q57. Administration of care was very good or good	*	*	*	91%	95%	93%	92%	*	**94%**
Q58. Cancer research opportunities were discussed with patient	*	*	*	53%	65%	67%	*	*	**62%**
Q59. Patient's average rating of care scored from very poor to very good	*	*	*	8.6	9.4	9.0	8.8	*	**8.9**

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	92%	77%	*	*	*	*	**88%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	83%	69%	*	*	*	*	**79%**

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	85%	100%	*	*	*	*	**89%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	84%	*	*	*	*	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	86%	*	*	*	*	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	81%	*	*	*	*	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	100%	*	*	*	*	**95%**

FINDING OUT THAT YOU HAD CANCER   Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	75%	71%	*	*	*	*	**74%**
Q13. Patient was definitely told sensitively that they had cancer	75%	89%	*	*	*	*	**78%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	81%	*	*	*	*	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	93%	89%	*	*	*	*	**92%**
Q16. Patient was told they could go back later for more information about their diagnosis	85%	100%	*	*	*	*	**88%**

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%	88%	*	*	*	*	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	76%	82%	*	*	*	*	**77%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	100%	*	*	*	*	**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	80%	77%	*	*	*	*	**79%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	87%	74%	*	*	*	*	**84%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	76%	*	*	*	*	**78%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	66%	54%	*	*	*	*	**63%**

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	74%	72%	*	*	*	*	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	100%	*	*	*	*	**97%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	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	93%	91%	*	*	*	*	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	81%	*	*	*	*	**74%**
Q29. Patient was offered information about how to get financial help or benefits	79%	83%	*	*	*	*	**79%**

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	91%	75%	*	*	*	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	83%	*	*	*	*	*	**83%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	86%	67%	*	*	*	*	**81%**
Q34. Patient was always able to get help from ward staff when needed	61%	83%	*	*	*	*	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	80%	*	*	*	*	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	81%	83%	*	*	*	*	**83%**
Q37. Patient was always treated with respect and dignity while in hospital	83%	100%	*	*	*	*	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	92%	*	*	*	*	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	88%	*	*	*	*	**77%**

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	89%	100%	*	*	*	*	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	94%	100%	*	*	*	*	**96%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	*	*	*	*	*	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	81%	*	*	*	*	*	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	100%	*	*	*	*	*	**100%**
Q42_1. Patient completely had enough understandable information about their response to surgery	91%	88%	*	*	*	*	**90%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	85%	93%	*	*	*	*	**87%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	80%	*	*	*	*	*	**78%**
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	100%	*	*	*	*	*	**100%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	77%	*	*	*	*	**77%**

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	75%	64%	*	*	*	*	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	75%	*	*	*	*	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	89%	*	*	*	*	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	66%	68%	*	*	*	*	**67%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	57%	*	*	*	*	**54%**

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	56%	62%	*	*	*	*	**56%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	37%	55%	*	*	*	*	**42%**

CARE FROM YOUR GP PRACTICE · Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	41%	71%	*	*	*	*	**51%**
Q52. Patient has had a review of cancer care by GP practice	23%	24%	*	*	*	*	**23%**

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	29%	*	*	*	*	*	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	93%	*	*	*	*	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	77%	*	*	*	*	**69%**

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	96%	95%	*	*	*	*	**95%**
Q57. Administration of care was very good or good	95%	89%	*	*	*	*	**94%**
Q58. Cancer research opportunities were discussed with patient	67%	27%	*	*	*	*	**62%**
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.6	*	*	*	*	**8.9**

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	88%	*	*	*	*	*	**88%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	76%	*	*	*	*	*	**79%**

DIAGNOSTIC TESTS

		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	86%	*	*	*	*	*	**89%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	*	*	*	*	*	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	73%	*	*	*	*	*	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	73%	*	*	*	*	*	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	97%	*	*	*	*	*	**95%**

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	74%	*	*	*	*	60%	**74%**
Q13. Patient was definitely told sensitively that they had cancer	78%	*	*	*	*	75%	**78%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	*	*	*	*	82%	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	93%	*	*	*	*	85%	**92%**
Q16. Patient was told they could go back later for more information about their diagnosis	89%	*	*	*	*	73%	**88%**

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	98%	*	*	*	*	75%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	76%	*	*	*	*	*	**77%**
Q19. Patient found advice from main contact person was very or quite helpful	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	77%	*	*	*	*	83%	**79%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	86%	*	*	*	*	58%	**84%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	*	*	*	*	75%	**78%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	62%	*	*	*	*	*	**63%**

Ethnicity tables

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

CARE PLANNING

	White	Mixed	Asian	Black	Other	Not given	All
				Ethnicity			
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	73%	*	*	*	*	70%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	*	*	*	*	*	**97%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	*	*	*	*	*	**98%**

SUPPORT FROM HOSPITAL STAFF

	White	Mixed	Asian	Black	Other	Not given	All
				Ethnicity			
Q27. Staff provided the patient with relevant information on available support	95%	*	*	*	*	*	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	*	*	*	*	73%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	78%	*	*	*	*	*	**79%**

HOSPITAL CARE

	White	Mixed	Asian	Black	Other	Not given	All
				Ethnicity			
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	87%	*	*	*	*	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	*	*	*	*	*	**83%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	83%	*	*	*	*	*	**81%**
Q34. Patient was always able to get help from ward staff when needed	70%	*	*	*	*	*	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	*	*	*	*	*	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	78%	*	*	*	*	*	**83%**
Q37. Patient was always treated with respect and dignity while in hospital	83%	*	*	*	*	*	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	*	*	*	*	*	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	*	*	*	*	80%	**77%**

Ethnicity tables

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

YOUR TREATMENT

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	*	*	*	*	*	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	97%	*	*	*	*	*	**96%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	83%	*	*	*	*	*	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	*	*	*	*	*	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	100%	*	*	*	*	*	**100%**
Q42_1. Patient completely had enough understandable information about their response to surgery	92%	*	*	*	*	*	**90%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	89%	*	*	*	*	*	**87%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	74%	*	*	*	*	*	**78%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	72%	*	*	*	*	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	100%	*	*	*	*	*	**100%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	*	*	*	*	73%	**77%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

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	72%	*	*	*	*	*	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	*	*	*	*	*	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	*	*	*	*	*	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	65%	*	*	*	*	*	**67%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	*	*	*	*	*	**54%**

SUPPORT WHILE AT HOME

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	60%	*	*	*	*	*	**56%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	38%	*	*	*	*	*	**42%**

CARE FROM YOUR GP PRACTICE

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%	*	*	*	*	*	**51%**
Q52. Patient has had a review of cancer care by GP practice	19%	*	*	*	*	30%	**23%**

Ethnicity 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	Ethnicity						All
	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	29%	*	*	*	*	*	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	84%	*	*	*	*	*	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	67%	*	*	*	*	*	**69%**

YOUR OVERALL NHS CARE

YOUR OVERALL NHS CARE	Ethnicity						All
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	96%	*	*	*	*	*	**95%**
Q57. Administration of care was very good or good	93%	*	*	*	*	100%	**94%**
Q58. Cancer research opportunities were discussed with patient	60%	*	*	*	*	*	**62%**
Q59. Patient's average rating of care scored from very poor to very good	9.0	*	*	*	*	8.6	**8.9**

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	80%	100%	*	91%	*	*	**88%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	85%	76%	75%	85%	77%	*	**79%**

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	92%	89%	88%	100%	79%	*	**89%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	69%	86%	79%	90%	93%	*	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	86%	73%	60%	90%	79%	*	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	86%	79%	55%	90%	79%	*	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	97%	90%	100%	100%	*	**95%**

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	75%	75%	68%	69%	86%	*	**74%**
Q13. Patient was definitely told sensitively that they had cancer	70%	76%	72%	88%	88%	*	**78%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	81%	67%	94%	82%	*	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	92%	85%	94%	100%	*	**92%**
Q16. Patient was told they could go back later for more information about their diagnosis	94%	78%	88%	93%	100%	*	**88%**

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	90%	94%	93%	100%	94%	*	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	76%	79%	78%	71%	79%	*	**77%**
Q19. Patient found advice from main contact person was very or quite helpful	100%	94%	96%	94%	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 — 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	75%	84%	80%	87%	67%	*	**79%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	83%	77%	94%	94%	*	**84%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	67%	84%	74%	71%	87%	*	**78%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	75%	56%	73%	50%	*	*	**63%**

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	71%	76%	78%	73%	71%	*	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	100%	100%	100%	*	**97%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	94%	100%	*	*	*	**98%**

SUPPORT FROM HOSPITAL STAFF — IMD quintile

	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q27. Staff provided the patient with relevant information on available support	90%	90%	95%	93%	100%	*	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	64%	81%	71%	82%	*	**74%**
Q29. Patient was offered information about how to get financial help or benefits	92%	71%	79%	70%	*	*	**79%**

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	*	92%	80%	*	*	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	*	*	*	**83%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	100%	60%	*	*	*	**81%**
Q34. Patient was always able to get help from ward staff when needed	*	75%	60%	*	*	*	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	73%	*	*	*	*	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	92%	*	*	*	*	**83%**
Q37. Patient was always treated with respect and dignity while in hospital	*	92%	80%	*	*	*	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	91%	80%	*	*	*	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	74%	72%	87%	76%	*	**77%**

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	*	79%	100%	*	100%	*	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	94%	100%	*	*	*	**96%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	92%	*	*	*	*	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	**100%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	80%	100%	*	100%	*	**90%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	80%	83%	*	*	*	**87%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	79%	*	*	*	*	**78%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	90%	*	*	*	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	**100%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	72%	79%	69%	82%	82%	*	**77%**

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	61%	82%	64%	69%	81%	*	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	72%	74%	80%	53%	*	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	100%	75%	86%	100%	*	*	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	71%	67%	64%	69%	*	**67%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	39%	48%	65%	64%	67%	*	**54%**

SUPPORT WHILE AT HOME

IMD quintile

	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	46%	38%	64%	70%	*	*	**56%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	56%	33%	*	*	*	**42%**

CARE FROM YOUR GP PRACTICE

IMD quintile

	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	50%	56%	62%	*	*	*	**51%**
Q52. Patient has had a review of cancer care by GP practice	38%	19%	21%	18%	24%	*	**23%**

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER — IMD quintile

	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	*	*	*	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	70%	71%	90%	100%	80%	*	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	71%	81%	58%	59%	71%	*	**69%**

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	93%	94%	95%	94%	100%	*	**95%**
Q57. Administration of care was very good or good	89%	92%	100%	94%	94%	*	**94%**
Q58. Cancer research opportunities were discussed with patient	80%	50%	77%	55%	58%	*	**62%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.9	8.9	8.8	9.4	*	**8.9**

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	86%	95%	*	**88%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	88%	70%	*	**79%**

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	98%	70%	*	**89%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	83%	*	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	72%	*	**75%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	68%	*	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	98%	90%	*	**95%**

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	80%	65%	*	**74%**
Q13. Patient was definitely told sensitively that they had cancer	80%	77%	*	**78%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	77%	*	**80%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	91%	93%	*	**92%**
Q16. Patient was told they could go back later for more information about their diagnosis	90%	89%	*	**88%**

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	94%	95%	*	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	74%	80%	*	**77%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	98%	*	**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	81%	78%	*	**79%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	86%	*	**84%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	71%	88%	*	**78%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	68%	57%	*	**63%**

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	72%	76%	*	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	97%	96%	*	**97%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	96%	*	**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	91%	95%	*	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	64%	*	**74%**
Q29. Patient was offered information about how to get financial help or benefits	76%	88%	*	**79%**

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%	88%	*	**86%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	73%	91%	*	**83%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	82%	*	**81%**
Q34. Patient was always able to get help from ward staff when needed	76%	65%	*	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	69%	*	**71%**
Q36. Hospital staff always did everything they could to help the patient control pain	82%	80%	*	**83%**
Q37. Patient was always treated with respect and dignity while in hospital	82%	94%	*	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	94%	*	**91%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	76%	*	**77%**

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	94%	88%	*	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	96%	94%	*	**96%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	82%	94%	*	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	84%	79%	*	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	**100%**
Q42_1. Patient completely had enough understandable information about their response to surgery	91%	89%	*	**90%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	93%	78%	*	**87%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	73%	88%	*	**78%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	75%	79%	*	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	**100%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	78%	77%	*	**77%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	74%	*	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	69%	*	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	86%	*	**86%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	67%	70%	*	**67%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	53%	*	**54%**

SUPPORT WHILE AT HOME	Long-term condition status			
	Yes	No	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	54%	63%	*	**56%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	31%	56%	*	**42%**

CARE FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	50%	53%	*	**51%**
Q52. Patient has had a review of cancer care by GP practice	20%	31%	*	**23%**

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	10%	*	*	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	87%	74%	*	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	75%	58%	*	**69%**

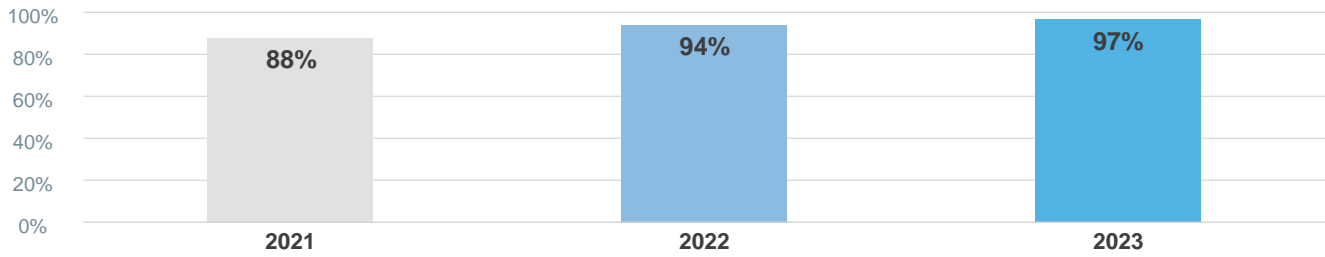| YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	97%	95%	*	**95%**
Q57. Administration of care was very good or good	94%	95%	*	**94%**
Q58. Cancer research opportunities were discussed with patient	59%	67%	*	**62%**
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.7	*	**8.9**

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
79%	77%	88%

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

2021	2022	2023
58%	72%	79%

DIAGNOSTIC TESTS

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

2021	2022	2023
89%	93%	89%

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

2021	2022	2023
69%	85%	84%

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

2021	2022	2023
75%	89%	75%

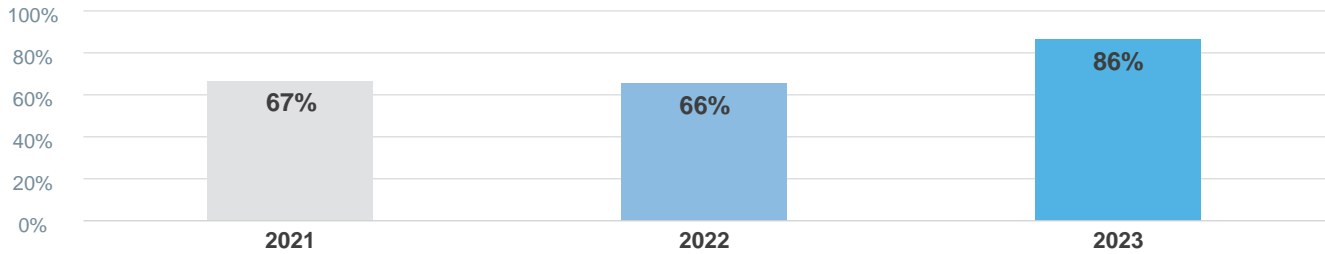# Year on year charts

* 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

73% **2021**
90% **2022**
76% **2023**

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

92% **2021**
89% **2022**
95% **2023**

FINDING OUT THAT YOU HAD CANCER

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

68% **2021**
73% **2022**
74% **2023**

Q13. Patient was definitely told sensitively that they had cancer

74% **2021**
74% **2022**
78% **2023**

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

74% **2021**
81% **2022**
80% **2023**
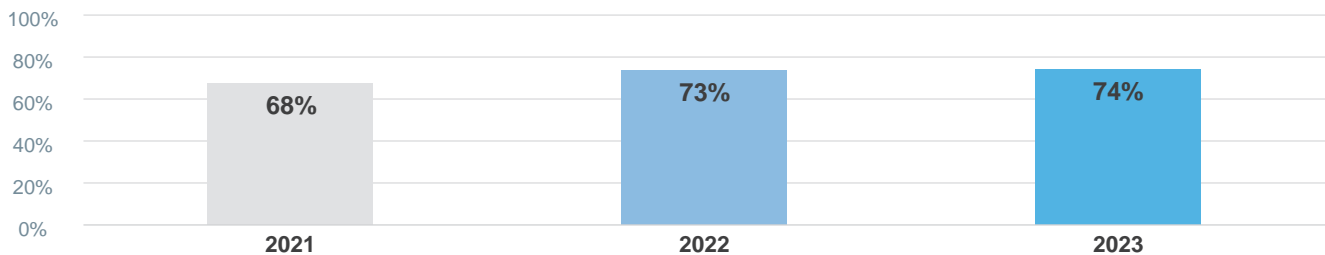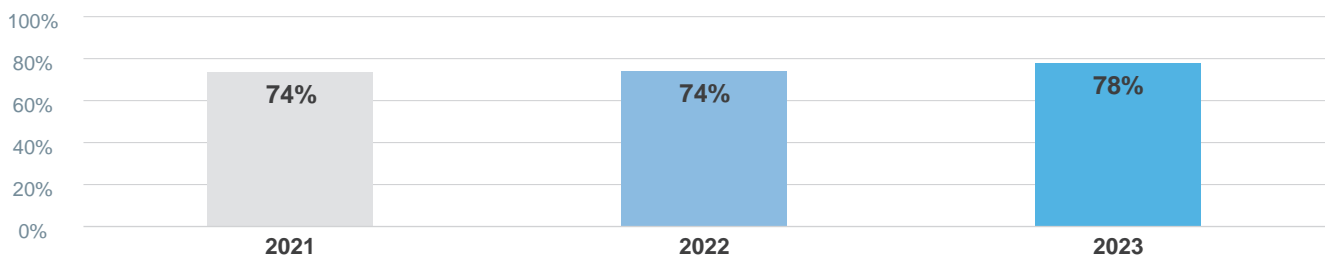
Year on year charts

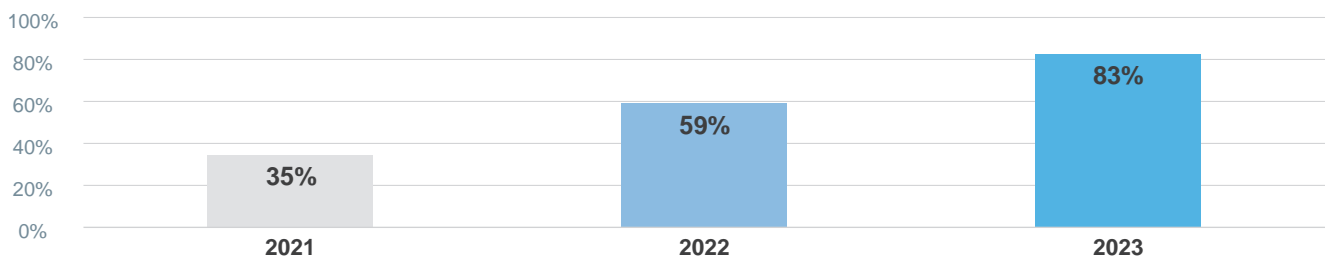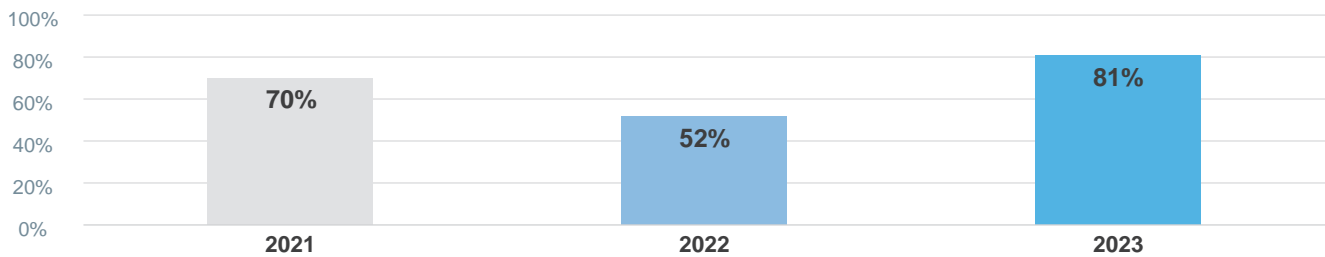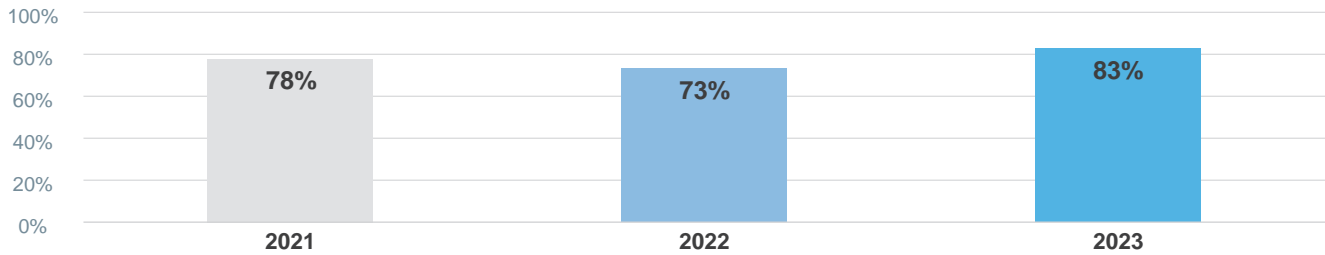| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

Q15. Patient was definitely told about their diagnosis in an appropriate place
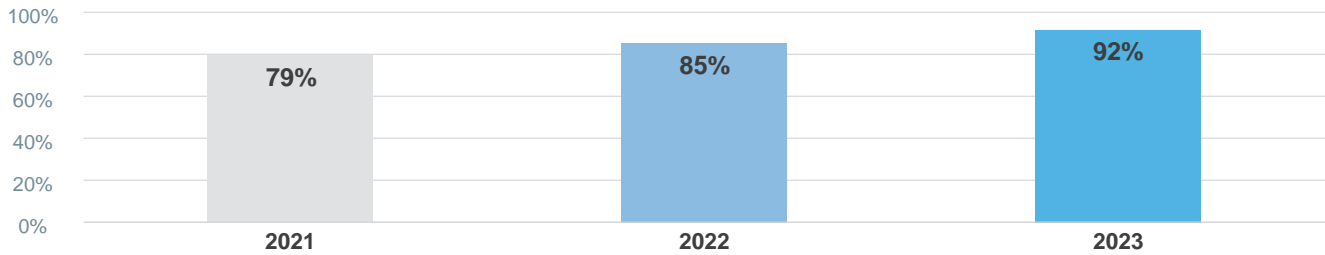
Year	Score
2021	79%
2022	85%
2023	92%

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

Year	Score
2021	81%
2022	85%
2023	88%

SUPPORT FROM A MAIN CONTACT PERSON

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

Year	Score
2021	98%
2022	91%
2023	94%

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

Year	Score
2021	73%
2022	78%
2023	77%

Q19. Patient found advice from main contact person was very or quite helpful
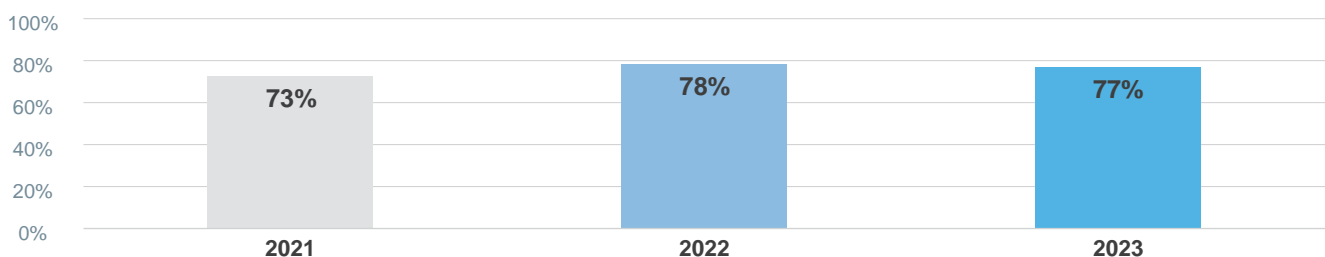
Year	Score
2021	89%
2022	90%
2023	96%

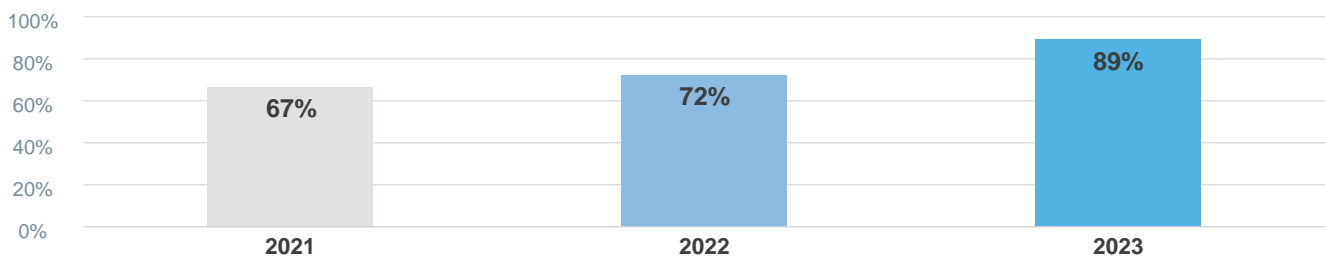# Year on year charts

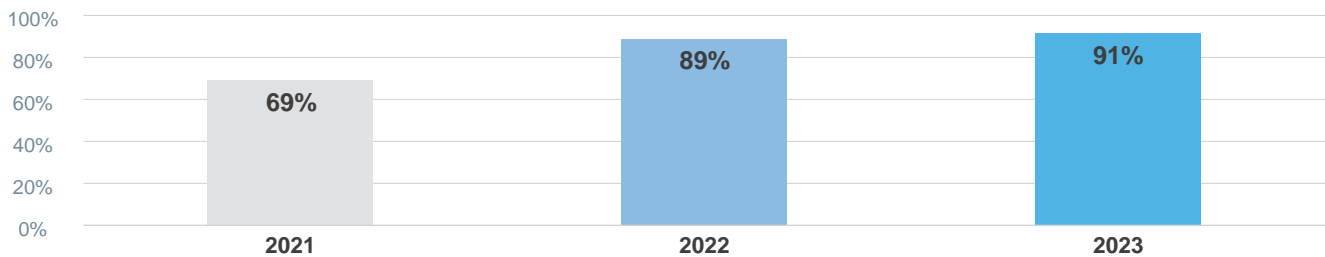|		
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

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

2021	2022	2023
78%	86%	79%

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

2021	2022	2023
75%	76%	84%

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
84%	83%	78%

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

2021 **	2022 **	2023
		63%

CARE PLANNING

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

2021	2022	2023
72%	72%	74%

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
88%	94%	97%

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

2021	2022	2023
94%	95%	98%

SUPPORT FROM HOSPITAL STAFF

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

2021	2022	2023
92%	88%	93%

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

2021	2022	2023
68%	74%	74%

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

2021	2022	2023
79%	73%	79%

Year on year charts

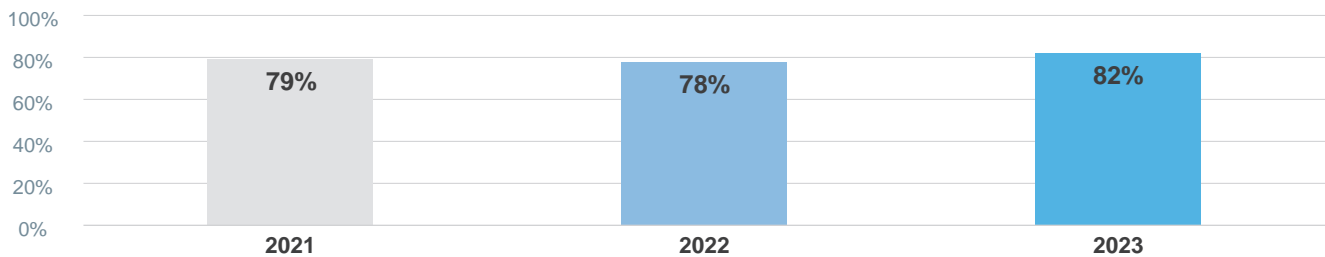| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

HOSPITAL CARE

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

2021	2022	2023
67%	66%	86%

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

2021	2022	2023
35%	59%	83%

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

2021	2022	2023
70%	52%	81%

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

2021	2022	2023
55%	63%	70%

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

2021	2022	2023
43%	55%	71%

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

Year	Score
2021	78%
2022	73%
2023	83%

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

Year	Score
2021	67%
2022	72%
2023	89%

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

Year	Score
2021	69%
2022	89%
2023	91%

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

Year	Score
2021	68%
2022	72%
2023	77%
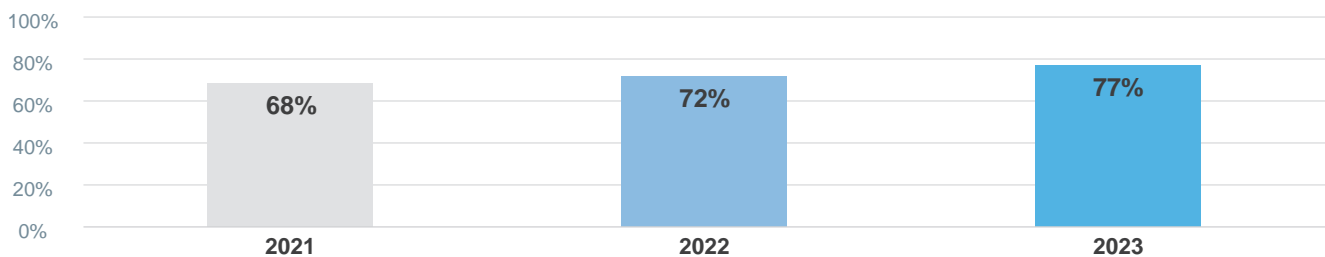
YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

Year	Score
2021	77%
2022	81%
2023	92%
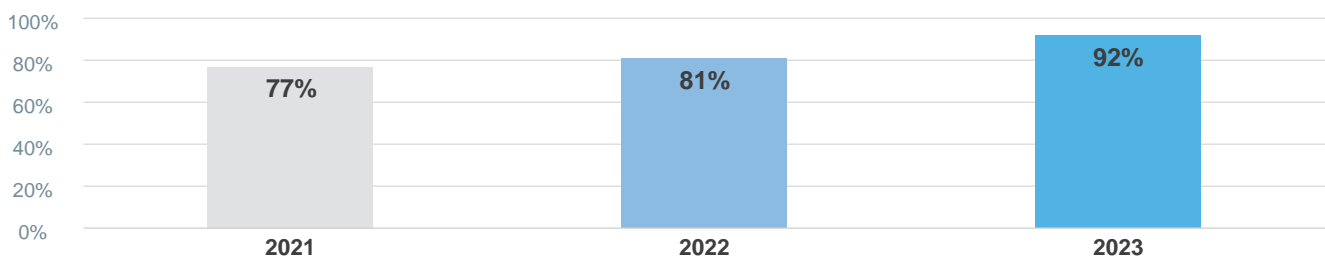
Year on year charts

*	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.

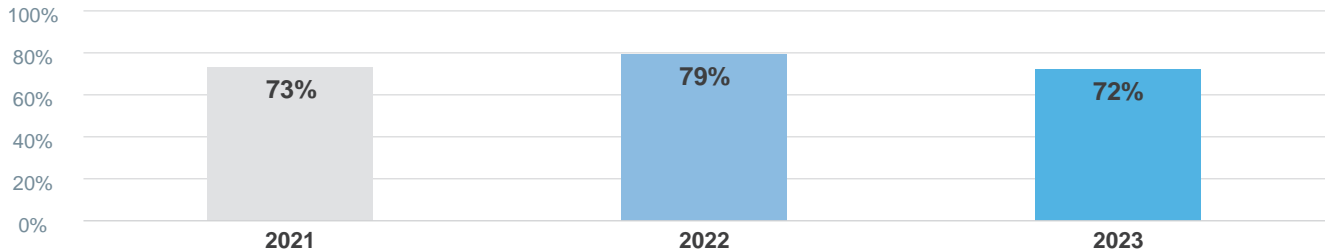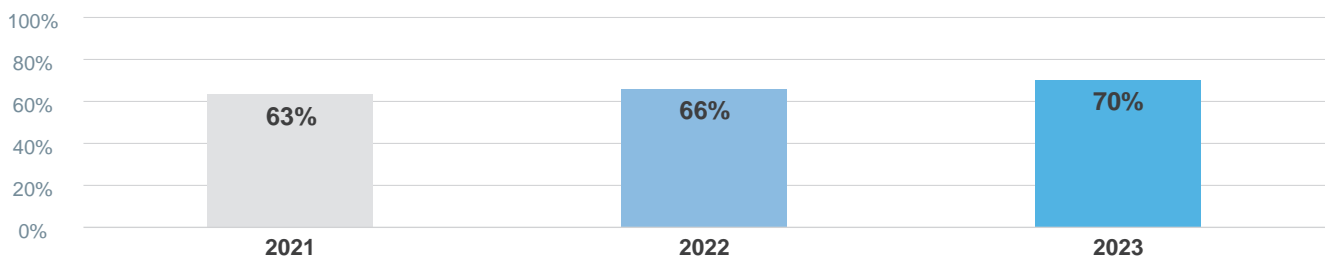Q41_2. Beforehand patient completely had enough understandable information about chemotherapy
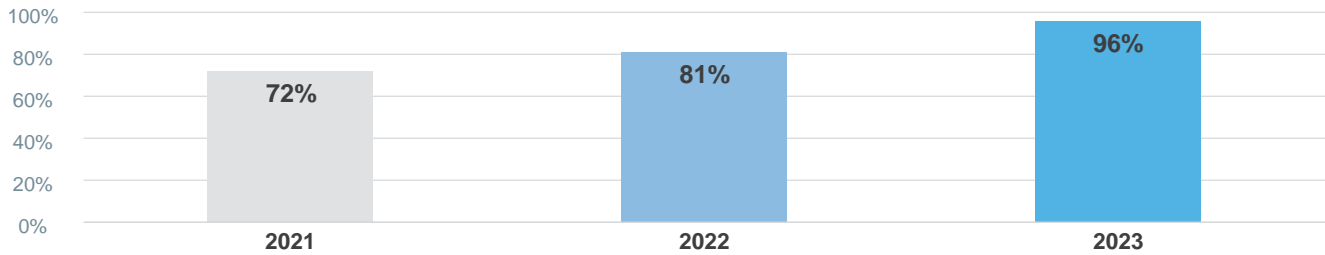
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy
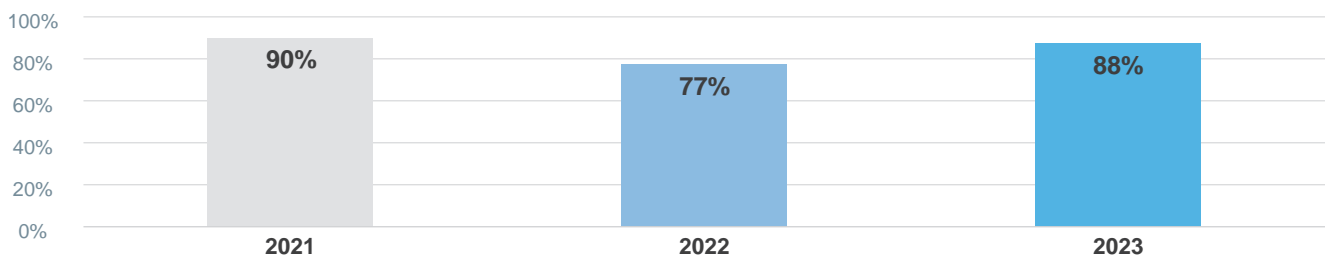
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy
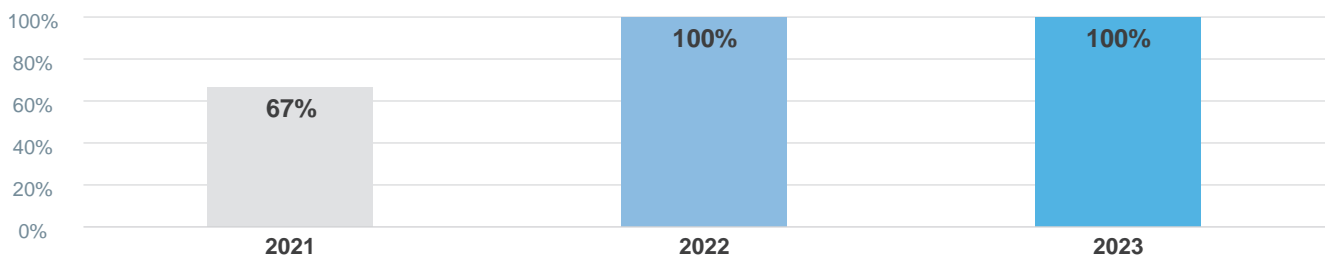
Q42_1. Patient completely had enough understandable information about their response to surgery

Year on year charts

| * | 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
			87%

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

	2021 **	2022 **	2023
			78%

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
			100%

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

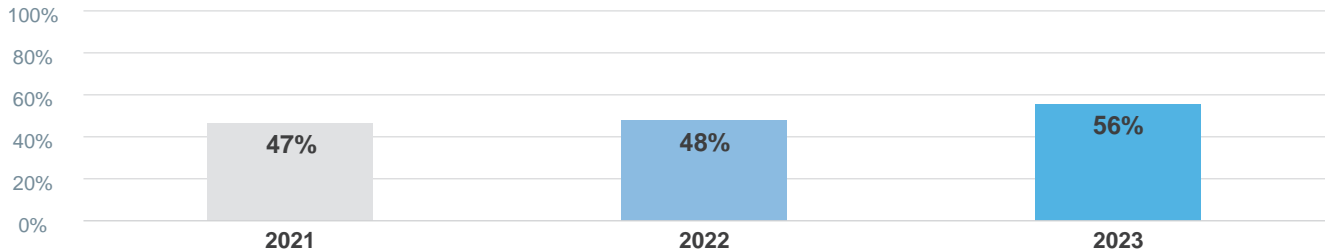|	2021	2022	2023
	69%	76%	77%

Year on year charts

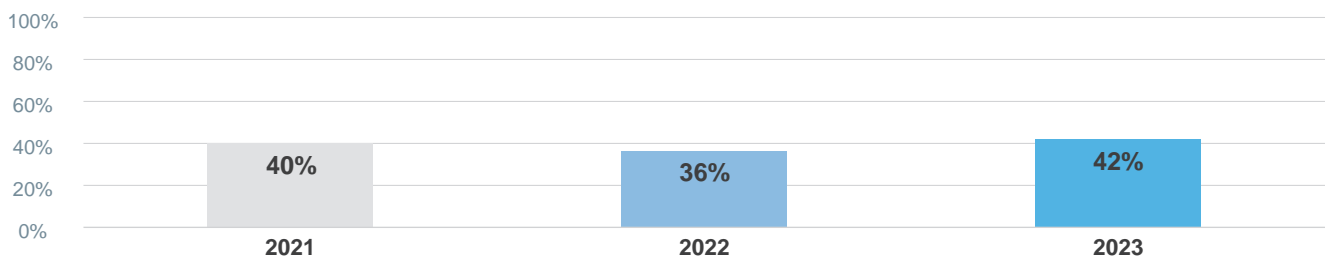| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

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%	79%	72%

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

2021	2022	2023
63%	66%	70%

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

2021	2022	2023
79%	78%	86%

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
53%	60%	67%

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

2021	2022	2023
47%	53%	54%

Year on year charts

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SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home
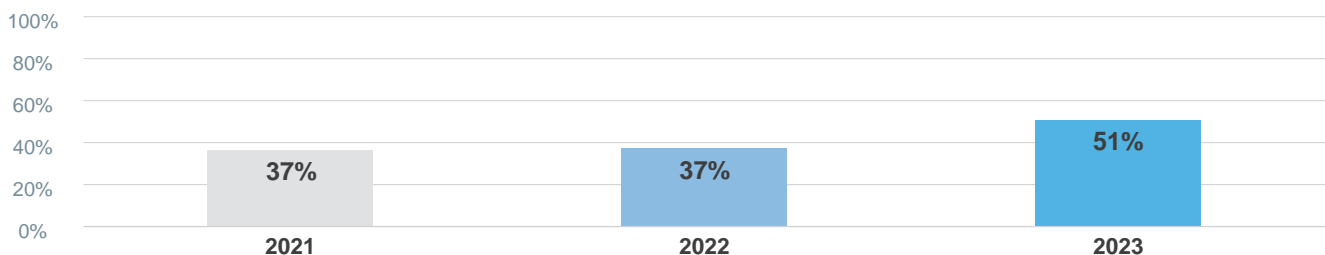
2021	2022	2023
47%	48%	56%

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

2021	2022	2023
40%	36%	42%

CARE FROM YOUR GP PRACTICE

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

2021	2022	2023
37%	37%	51%

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

2021	2022	2023
14%	16%	23%
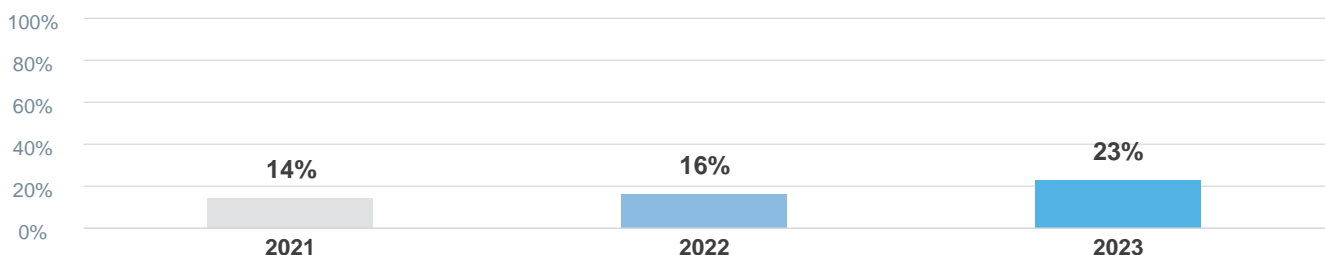
LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services
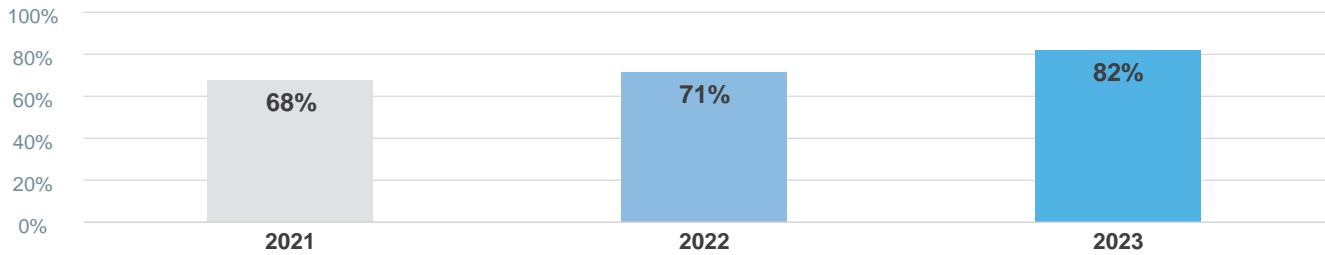
2021	2022	2023
35%	19%	26%

Year on year charts

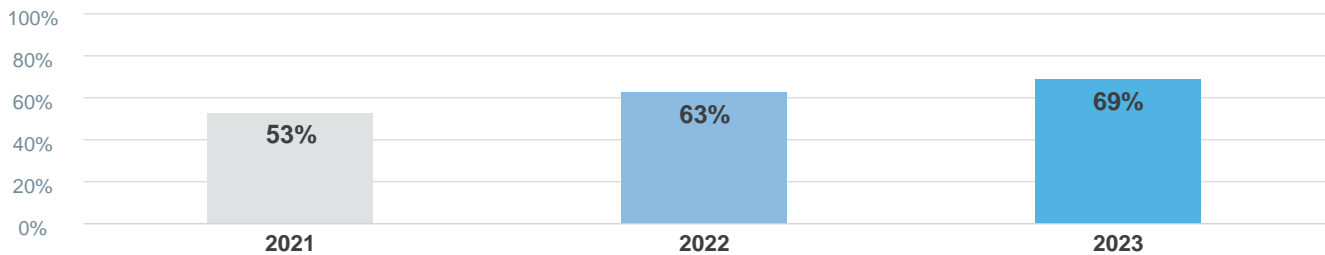|		
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.
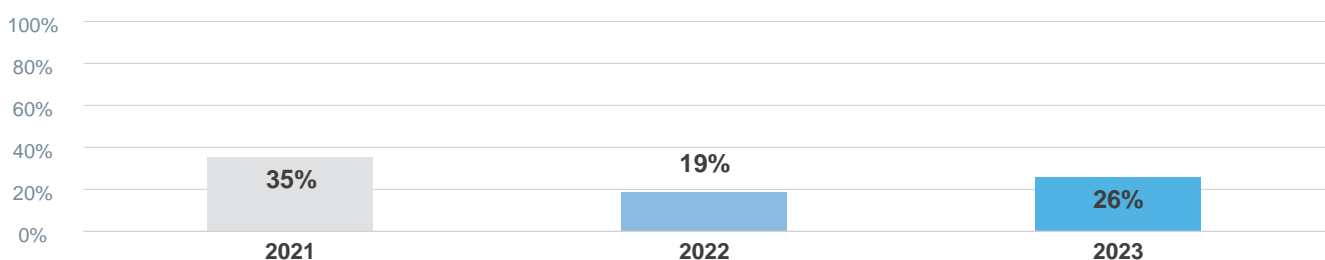
The scores are unadjusted and based on England scores only.

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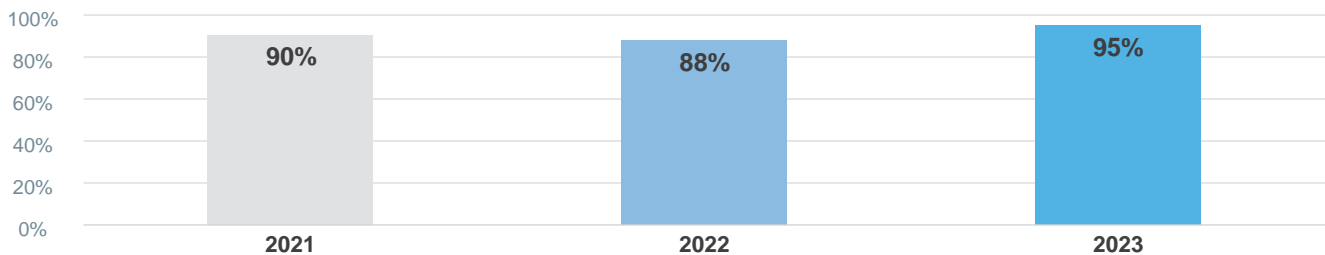

- 2021: 68%
- 2022: 71%
- 2023: 82%

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

- 2021: 53%
- 2022: 63%
- 2023: 69%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

- 2021: 90%
- 2022: 88%
- 2023: 95%

Q57. Administration of care was very good or good

- 2021: 88%
- 2022: 92%
- 2023: 94%

Q58. Cancer research opportunities were discussed with patient

- 2021: 46%
- 2022: 50%
- 2023: 62%
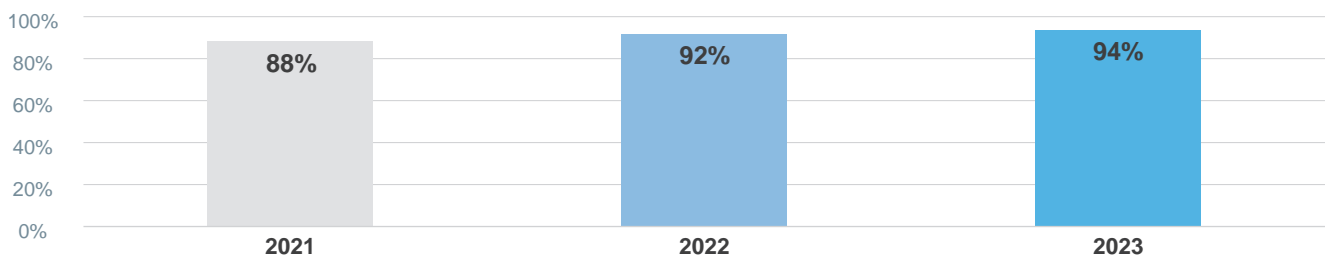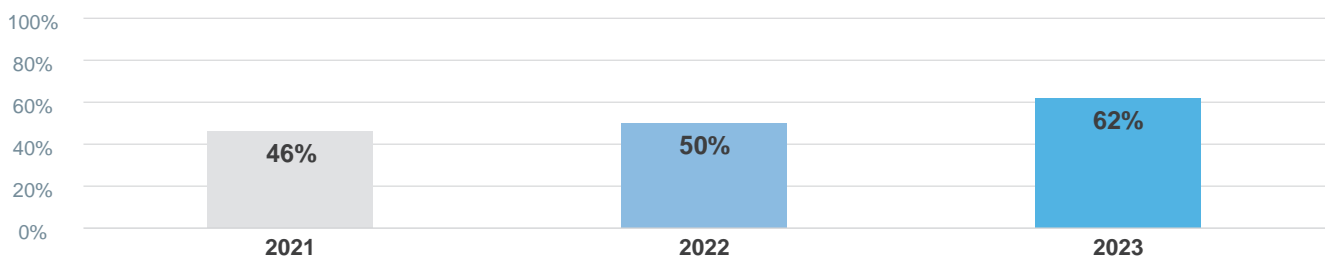
Year on year charts

*	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