NHS England

Cancer Patient Experience Survey

2023 Results

East of England - North Cancer Alliance

First published July 2024; updated November 2024 to include Integrated Care Board data

Contents

Executive summary

Questions above expected range

	Case mix adjusted scores			England score
	2023 score	Lower expected range	Upper expected range	
Q8. Diagnostic test results were explained in a way the patient could completely understand	**81%**	76%	81%	**78%**
Q13. Patient was definitely told sensitively that they had cancer	**77%**	72%	77%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	**78%**	75%	78%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	**87%**	84%	87%	**86%**
Q17. Patient had a main point of contact within the care team	**94%**	89%	93%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	**88%**	80%	88%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	**97%**	95%	97%	**96%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	**86%**	82%	85%	**83%**
Q27. Staff provided the patient with relevant information on available support	**93%**	89%	93%	**91%**
Q41_1. Beforehand patient completely had enough understandable information about surgery	**92%**	88%	91%	**90%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**88%**	85%	88%	**86%**
Q57. Administration of care was very good or good	**90%**	85%	89%	**87%**

Questions below expected range

	Case mix adjusted scores			England score
	2023 score	Lower expected range	Upper expected range	
Q52. Patient has had a review of cancer care by GP practice	**19%**	20%	25%	**23%**

Introduction

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

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

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

This document was reissued in November 2024 to include an Integrated Care Board expected range summary section.

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.

How alliance and ICB results are generated
Alliance and ICB results are derived using the post code of each patient, rather than by mapping trust results to ICBs or alliances. This mapping is achieved using lookup files released by the Office for National Statistics.

Alliance and ICB results therefore reflect the experience of people referred from within the geographical footprint.

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 an alliance 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 alliance. 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 alliance, the results are not shown for that question for that alliance.

For alliances 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** alliance has a score suppressed. If this happens, we will suppress another alliance's results (both the alliance 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 alliance.

The same rule applies to groups in each sub-group breakdown. For example, if only one alliance has the 85+ age group suppressed for Q25 we will need to suppress another alliance'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 alliance scored for each question in the survey compared with England results. It is aimed at helping individual alliances 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 alliance.

Alliances 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 alliance performs better than what alliances 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 alliance's size and demographics.

Comparability tables

The comparability tables show the 2022 and 2023 unadjusted scores for this alliance 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 alliances 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.

Trust expected range summary

The number of scored questions that fell below, within and above the expected range for each trust within the alliance.

ICB expected range summary

The number of scored questions that fell below, within and above the expected range for each ICB within the alliance.

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 other reports.

Overall response rate at response rate sections shows national level counts and response rate. For cancer alliances and its comparison at comparability tables section, all data is presented at the England level.

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 alliance level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response rate

Overall response rate

3,598 patients responded out of a total of 6,190 patients, resulting in a response rate of 58%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	6,560	6,190	3,598	58%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	2,950
Online	648
Phone	0
Translation service	0
Total	**3,598**

Respondents by tumour group

	Number of respondents
Brain / CNS	14
Breast	730
Colorectal / LGT	376
Gynaecological	176
Haematological	528
Head and neck	69
Lung	204
Prostate	429
Sarcoma	25
Skin	103
Upper gastro	191
Urological	297
Other	456
Total	**3,598**

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	3,225
Irish	17
Gypsy or Irish Traveller	*
Roma	*
Any other White background	77
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	10
White and Black African	*
White and Asian	6
Any other Mixed / multiple ethnic background	9
Asian or Asian British	
Indian	6
Pakistani	*
Bangladeshi	*
Chinese	7
Any other Asian background	10
Black / African / Caribbean / Black British	
African	7
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	204
Total	**3,598**

* 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 alliances. The right outer edge of the bars is the highest score achieved of all alliances.

SUPPORT FROM YOUR GP PRACTICE
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis — 79%

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 66%

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

Q5. Patient received all the information needed about the diagnostic test in advance — 93%

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — 85%

Q7. Patient felt the length of time waiting for diagnostic test results was about right — 79%

Q8. Diagnostic test results were explained in a way the patient could completely understand — 81%

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

FINDING OUT THAT YOU HAD CANCER
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 83%

Q13. Patient was definitely told sensitively that they had cancer — 77%

Q14. Cancer diagnosis explained in a way the patient could completely understand — 78%

Q15. Patient was definitely told about their diagnosis in an appropriate place — 87%

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

SUPPORT FROM A MAIN CONTACT PERSON
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

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

Q18. Patient found it very or quite easy to contact their main contact person — 88%

Q19. Patient found advice from main contact person was very or quite helpful — 97%

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 alliances. The right outer edge of the bars is the highest score achieved of all alliances.

DECIDING ON THE BEST TREATMENT

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

Q20. Treatment options were explained in a way the patient could completely understand — 84%

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — 80%

Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — 86%

Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options — 58%

CARE PLANNING

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

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

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — 95%

Q26. Care team reviewed the patient's care plan with them to ensure it was up to date — 99%

SUPPORT FROM HOSPITAL STAFF

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

Q27. Staff provided the patient with relevant information on available support — 93%

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — 77%

Q29. Patient was offered information about how to get financial help or benefits — 73%

HOSPITAL CARE

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

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital — 79%

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — 70%

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — 72%

Q34. Patient was always able to get help from ward staff when needed — 71%

Q35. Patient was always able to discuss worries and fears with hospital staff — 64%

Q36. Hospital staff always did everything they could to help the patient control pain — 84%

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 — 88%

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — 80%

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 alliances. The right outer edge of the bars is the highest score achieved of all alliances.

YOUR TREATMENT

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

Q41_1. Beforehand patient completely had enough understandable information about surgery — 92%

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

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy — 89%

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — 82%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — 82%

Q42_1. Patient completely had enough understandable information about their response to surgery — 88%

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

Q42_3. Patient completely had enough understandable information about their response to radiotherapy — 86%

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 — 80%

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — 82%

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 — 75%

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — 71%

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — 88%

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — 62%

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — 56%

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 — 65%

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — 55%

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 alliances. The right outer edge of the bars is the highest score achieved of all alliances.

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 — **47%**

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

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 — **33%**

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — **82%**

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — **66%**

YOUR OVERALL NHS CARE

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

Q56. The whole care team worked well together — **91%**

Q57. Administration of care was very good or good — **90%**

Q58. Cancer research opportunities were discussed with patient — **48%**

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.	**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).
▲ or ▼	
** No score available for 2022.	

Colour	Meaning
Light blue	Adjusted score below lower expected range
Grey	Adjusted score between upper and lower expected ranges
Dark blue	Adjusted score above upper expected range

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	1701	**79%**	1715	**79%**			**79%**	76%	80%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	2246	**64%**	2390	**66%**			**66%**	63%	70%	**67%**

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q5. Patient received all the information needed about the diagnostic test in advance	2848	**94%**	2859	**93%**			**93%**	91%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	2984	**85%**	3013	**85%**			**85%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	2987	**78%**	3000	**79%**		▼	**79%**	75%	80%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	2984	**79%**	3023	**81%**			**81%**	76%	81%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	2994	**95%**	3030	**95%**			**95%**	94%	96%	**95%**

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	3236	**76%**	3304	**82%**	▲	▲	**83%**	78%	84%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	3454	**74%**	3528	**77%**	▲		**77%**	72%	77%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	3463	**76%**	3547	**78%**			**78%**	75%	78%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	3455	**85%**	3522	**87%**			**87%**	84%	87%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	3073	**84%**	3099	**86%**			**86%**	81%	87%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q17. Patient had a main point of contact within the care team	3350	**94%**	3432	**94%**			**94%**	89%	93%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	2903	**85%**	2921	**89%**	▲	▲	**88%**	80%	88%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	2998	**96%**	3062	**97%**			**97%**	95%	97%	**96%**

Comparability tables

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

▲ or ▼

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

** No score available for 2022.

- 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			England 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	3185	**82%**	3313	**84%**	▲		**84%**	80%	85%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	3409	**80%**	3501	**80%**			**80%**	77%	82%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	2891	**79%**	3041	**86%**	▲	▲	**86%**	82%	85%	**83%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	1841	**57%**			**58%**	53%	61%	**57%**

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England 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	3077	**71%**	3152	**74%**			**74%**	69%	75%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	1782	**94%**	1868	**95%**			**95%**	92%	95%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1436	**99%**	1491	**99%**			**99%**	98%	99%	**99%**

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England 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	2826	**91%**	2994	**93%**	▲	▲	**93%**	89%	93%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	3428	**76%**	3506	**77%**			**77%**	72%	79%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	1766	**68%**	1812	**72%**	▲		**73%**	65%	75%	**70%**

Comparability tables

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

▲ or ▼

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

** No score available for 2022.

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			England 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	1457	**76%**	1532	**79%**			**79%**	75%	79%	**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	1149	**66%**	1269	**70%**		▲	**70%**	67%	72%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1433	**67%**	1499	**71%**			**72%**	68%	73%	**70%**
Q34. Patient was always able to get help from ward staff when needed	1433	**70%**	1483	**70%**		▼	**71%**	70%	76%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	1384	**62%**	1439	**64%**			**64%**	62%	68%	**65%**
Q36. Hospital staff always did everything they could to help the patient control pain	1249	**84%**	1301	**84%**			**84%**	82%	86%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	1453	**87%**	1516	**89%**			**89%**	85%	89%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1417	**88%**	1483	**88%**			**88%**	87%	90%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	3055	**79%**	3083	**80%**			**80%**	75%	83%	**79%**

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			England 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	1889	**88%**	1823	**92%**	▲	▲	**92%**	88%	91%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	1745	**84%**	1770	**85%**			**85%**	84%	87%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	994	**89%**	928	**89%**			**89%**	87%	91%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	623	**80%**	662	**82%**			**82%**	76%	82%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	457	**83%**	548	**82%**			**82%**	81%	87%	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	1804	**88%**			**88%**	85%	88%	**86%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	1746	**82%**			**82%**	79%	84%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	923	**86%**			**86%**	83%	87%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	661	**80%**			**79%**	73%	79%	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	540	**80%**			**80%**	77%	84%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	3383	**83%**	3411	**82%**			**82%**	72%	85%	**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			England 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	3280	**74%**	3325	**75%**			**75%**	72%	76%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	3103	**71%**	3164	**71%**			**71%**	67%	74%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	2505	**88%**	2482	**88%**			**88%**	84%	90%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	3064	**60%**	3120	**61%**			**62%**	57%	64%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	2616	**55%**	2706	**56%**			**56%**	51%	58%	**55%**

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			England 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	2286	**58%**	2315	**65%**	▲	▲	**65%**	58%	66%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	1271	**54%**	1301	**55%**			**55%**	47%	58%	**52%**

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England 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	1862	**45%**	1964	**47%**			**47%**	43%	50%	**46%**
Q52. Patient has had a review of cancer care by GP practice	3318	**17%**	3404	**19%**		▲	**19%**	20%	25%	**23%**

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			England 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	702	**32%**	691	**33%**			**33%**	27%	37%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1508	**81%**	1528	**82%**			**82%**	76%	83%	**79%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	2652	**64%**	2731	**66%**			**66%**	59%	68%	**64%**

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			England 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	3300	**90%**	3370	**91%**			**91%**	88%	92%	**90%**
Q57. Administration of care was very good or good	3407	**88%**	3504	**90%**			**90%**	85%	89%	**87%**
Q58. Cancer research opportunities were discussed with patient	2084	**45%**	2196	**48%**	▲		**48%**	36%	53%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	3320	**8.9**	3450	**9.0**			**9.0**	8.8	9.0	**8.9**

Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	96%	85%	72%	64%	86%	75%	78%	39%	94%	67%	77%	71%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	80%	64%	69%	54%	67%	59%	74%	44%	74%	55%	58%	64%	**66%**

DIAGNOSTIC TESTS

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q5. Patient received all the information needed about the diagnostic test in advance	91%	92%	93%	91%	92%	95%	96%	95%	90%	95%	93%	93%	93%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	75%	86%	85%	86%	80%	88%	84%	91%	71%	92%	80%	87%	82%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	92%	80%	77%	79%	86%	80%	79%	76%	81%	78%	76%	80%	72%	**79%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	58%	84%	85%	76%	78%	84%	77%	79%	76%	88%	83%	83%	77%	**81%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	97%	96%	94%	95%	97%	94%	98%	81%	94%	94%	95%	93%	**95%**

FINDING OUT THAT YOU HAD CANCER

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	85%	90%	87%	83%	77%	78%	82%	81%	68%	67%	88%	74%	80%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	50%	85%	80%	77%	74%	72%	73%	76%	65%	84%	76%	72%	73%	**77%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	64%	84%	79%	80%	69%	85%	76%	80%	58%	88%	77%	80%	75%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	94%	88%	81%	81%	86%	85%	89%	74%	88%	84%	86%	83%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	67%	92%	85%	83%	82%	81%	79%	87%	64%	87%	86%	83%	84%	**86%**

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	92%	95%	96%	96%	95%	88%	96%	91%	91%	93%	95%	87%	92%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	83%	88%	91%	94%	89%	89%	89%	87%	90%	90%	88%	84%	88%	**89%**
Q19. Patient found advice from main contact person was very or quite helpful	100%	97%	98%	99%	98%	100%	96%	97%	100%	99%	95%	97%	95%	**97%**

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	85%	85%	84%	88%	83%	89%	83%	81%	85%	92%	81%	85%	82%	**84%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	85%	81%	82%	84%	81%	80%	80%	77%	75%	88%	76%	79%	76%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	85%	88%	87%	85%	91%	84%	87%	81%	91%	86%	82%	83%	**86%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	60%	59%	61%	58%	53%	56%	59%	57%	49%	63%	51%	53%	**57%**

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	67%	77%	74%	74%	71%	73%	73%	78%	57%	80%	75%	70%	73%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	94%	95%	94%	95%	94%	95%	96%	88%	92%	95%	93%	96%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	100%	96%	100%	100%	98%	98%	100%	97%	100%	100%	98%	**99%**

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	92%	97%	94%	95%	93%	89%	94%	94%	78%	99%	89%	89%	91%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	77%	80%	78%	77%	82%	79%	80%	54%	85%	71%	75%	74%	**77%**
Q29. Patient was offered information about how to get financial help or benefits	80%	82%	77%	78%	68%	76%	77%	59%	71%	72%	71%	64%	65%	**72%**

Tumour group tables

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HOSPITAL CARE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
									Tumour group					
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	76%	78%	75%	80%	84%	80%	89%	86%	85%	76%	83%	72%	**79%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	65%	70%	74%	73%	65%	69%	74%	58%	58%	75%	74%	62%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	77%	72%	74%	65%	71%	71%	83%	77%	73%	67%	71%	65%	**71%**
Q34. Patient was always able to get help from ward staff when needed	*	69%	67%	72%	76%	69%	79%	83%	54%	79%	59%	68%	65%	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	63%	65%	68%	67%	65%	66%	69%	58%	58%	60%	64%	56%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	84%	88%	86%	85%	79%	81%	91%	75%	83%	80%	79%	80%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	*	89%	88%	88%	88%	90%	88%	93%	100%	96%	83%	93%	86%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	91%	93%	91%	83%	90%	87%	92%	69%	96%	85%	91%	82%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	67%	80%	81%	79%	81%	87%	82%	85%	80%	87%	81%	77%	76%	**80%**

YOUR TREATMENT

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
									Tumour group					
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	93%	92%	89%	80%	98%	96%	95%	83%	97%	90%	90%	89%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	82%	85%	92%	85%	91%	84%	95%	100%	*	80%	88%	86%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	80%	91%	81%	92%	95%	97%	79%	92%	*	*	95%	85%	85%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	78%	*	73%	70%	*	*	87%	*	*	*	*	84%	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	73%	73%	80%	82%	*	83%	*	*	85%	72%	90%	84%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	100%	90%	88%	87%	79%	94%	88%	87%	75%	96%	85%	89%	85%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	92%	77%	82%	86%	84%	83%	83%	89%	100%	*	76%	82%	80%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	91%	87%	78%	85%	90%	92%	71%	89%	*	*	95%	74%	86%	**86%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	77%	*	73%	60%	*	*	84%	*	*	*	*	81%	**80%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	74%	85%	*	80%	*	77%	*	*	81%	68%	89%	82%	**80%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	64%	81%	84%	85%	76%	88%	87%	88%	75%	86%	85%	82%	79%	**82%**

Tumour group tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS

	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	79%	76%	77%	78%	73%	78%	74%	75%	75%	79%	73%	75%	75%	**75%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	74%	72%	73%	68%	80%	73%	68%	64%	78%	69%	72%	70%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	93%	90%	91%	88%	85%	87%	86%	80%	92%	86%	83%	86%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	42%	63%	64%	62%	54%	70%	54%	66%	65%	73%	59%	61%	61%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	60%	58%	57%	55%	50%	61%	56%	61%	64%	66%	50%	55%	56%	**56%**

SUPPORT WHILE AT HOME

	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	64%	65%	71%	70%	63%	74%	64%	64%	56%	74%	68%	55%	61%	**65%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	56%	63%	61%	49%	69%	56%	52%	*	59%	49%	49%	56%	**55%**

CARE FROM YOUR GP PRACTICE

	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	*	51%	48%	43%	44%	54%	47%	50%	31%	58%	44%	35%	45%	**47%**
Q52. Patient has had a review of cancer care by GP practice	29%	21%	23%	19%	14%	23%	21%	21%	17%	20%	21%	16%	17%	**19%**

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	*	33%	45%	20%	24%	35%	39%	46%	*	40%	36%	19%	26%	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	84%	86%	79%	79%	81%	73%	85%	*	95%	80%	78%	79%	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	62%	61%	67%	72%	67%	61%	64%	83%	88%	59%	69%	69%	**66%**

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	93%	92%	88%	89%	89%	94%	92%	93%	79%	95%	90%	88%	91%	**91%**
Q57. Administration of care was very good or good	93%	91%	89%	89%	91%	96%	91%	88%	87%	94%	87%	87%	89%	**90%**
Q58. Cancer research opportunities were discussed with patient	100%	46%	42%	50%	53%	64%	52%	31%	58%	60%	53%	47%	51%	**48%**
Q59. Patient's average rating of care scored from very poor to very good	8.4	9.1	9.0	9.0	9.1	9.1	8.9	8.9	8.4	9.2	8.8	8.8	8.9	**9.0**

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	79%	82%	79%	76%	77%	82%	84%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	68%	76%	67%	67%	67%	63%	69%	**66%**

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

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	92%	76%	81%	83%	81%	83%	83%	84%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	46%	65%	77%	73%	73%	79%	79%	82%	**77%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	42%	65%	74%	72%	75%	80%	81%	81%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	73%	88%	82%	83%	88%	88%	92%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	64%	75%	91%	91%	88%	86%	83%	79%	**86%**

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	92%	92%	93%	93%	93%	94%	93%	92%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	100%	63%	79%	87%	87%	89%	90%	94%	**89%**
Q19. Patient found advice from main contact person was very or quite helpful	92%	75%	96%	96%	97%	97%	98%	99%	**97%**

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	*	68%	76%	80%	83%	86%	83%	88%	**84%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	69%	62%	68%	78%	77%	81%	83%	81%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	65%	76%	82%	84%	86%	88%	87%	**86%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	42%	55%	66%	59%	57%	52%	68%	**57%**

Age group tables

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

CARE PLANNING

	Age								**All**
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	50%	52%	76%	72%	74%	76%	73%	76%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	93%	94%	92%	94%	95%	96%	95%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	90%	97%	99%	99%	99%	99%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF

	Age								**All**
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q27. Staff provided the patient with relevant information on available support	85%	92%	95%	95%	94%	94%	92%	91%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	54%	56%	61%	71%	73%	80%	80%	82%	**77%**
Q29. Patient was offered information about how to get financial help or benefits	75%	77%	84%	83%	72%	72%	66%	66%	**72%**

HOSPITAL CARE

	Age								**All**
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	73%	68%	70%	75%	82%	83%	84%	**79%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	71%	57%	62%	65%	72%	74%	82%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	47%	60%	66%	69%	74%	75%	69%	**71%**
Q34. Patient was always able to get help from ward staff when needed	*	47%	68%	60%	67%	71%	77%	72%	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	40%	57%	60%	63%	65%	67%	59%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	79%	78%	72%	82%	85%	90%	83%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	*	73%	80%	82%	86%	90%	92%	94%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	73%	88%	84%	87%	90%	90%	89%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	58%	68%	65%	73%	79%	83%	81%	84%	**80%**

Age group tables

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

YOUR TREATMENT

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	68%	92%	87%	91%	94%	93%	92%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	75%	79%	78%	81%	86%	86%	88%	85%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	72%	88%	89%	91%	92%	79%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	67%	72%	85%	84%	82%	95%	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	81%	75%	82%	84%	81%	76%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	67%	90%	84%	87%	89%	91%	92%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	79%	74%	76%	84%	81%	83%	85%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	66%	83%	86%	86%	90%	93%	**86%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	59%	67%	83%	83%	81%	84%	**80%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	71%	67%	84%	82%	80%	67%	**80%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	42%	57%	83%	81%	79%	82%	85%	83%	**82%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	83%	71%	76%	74%	78%	77%	72%	74%	**75%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	54%	57%	71%	68%	74%	72%	71%	69%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	80%	93%	88%	90%	88%	87%	85%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	30%	41%	55%	56%	62%	65%	59%	59%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	45%	51%	49%	55%	60%	55%	55%	**56%**

SUPPORT WHILE AT HOME

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	67%	53%	56%	55%	63%	66%	68%	73%	**65%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	64%	57%	50%	50%	57%	56%	58%	**55%**

CARE FROM YOUR GP PRACTICE

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	47%	48%	41%	44%	47%	48%	56%	**47%**
Q52. Patient has had a review of cancer care by GP practice	0%	15%	20%	21%	19%	19%	18%	23%	**19%**

Age group tables

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

LIVING WITH AND BEYOND CANCER					Age				
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	21%	27%	29%	37%	36%	32%	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	73%	76%	81%	85%	85%	79%	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	45%	50%	56%	64%	70%	68%	69%	**66%**

YOUR OVERALL NHS CARE					Age				
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q56. The whole care team worked well together	77%	92%	93%	88%	89%	91%	92%	94%	**91%**
Q57. Administration of care was very good or good	75%	80%	91%	89%	88%	90%	90%	92%	**90%**
Q58. Cancer research opportunities were discussed with patient	*	62%	51%	49%	50%	49%	44%	40%	**48%**
Q59. Patient's average rating of care scored from very poor to very good	8.1	8.6	8.8	8.8	8.9	9.1	9.0	9.0	**9.0**

Male/Female/Non-binary/Other tables

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

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

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	81%	76%	*	*	*	79%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	64%	*	*	*	71%	**66%**

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	92%	94%	*	*	*	91%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	86%	*	*	*	88%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	80%	*	*	*	84%	**79%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	82%	*	*	*	79%	**81%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	96%	*	*	*	97%	**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	84%	80%	*	*	*	83%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	78%	76%	*	*	*	74%	**77%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	78%	*	*	*	79%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	87%	*	*	*	86%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	86%	85%	*	*	*	87%	**86%**

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	94%	93%	*	*	*	91%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	89%	88%	*	*	*	89%	**89%**
Q19. Patient found advice from main contact person was very or quite helpful	97%	97%	*	*	*	95%	**97%**

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	84%	84%	*	*	*	85%	**84%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	81%	*	*	*	79%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	87%	*	*	*	85%	**86%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	59%	*	*	*	58%	**57%**

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	72%	77%	*	*	*	74%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	95%	*	*	*	97%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	*	*	*	100%	**99%**

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	92%	94%	*	*	*	95%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	81%	*	*	*	84%	**77%**
Q29. Patient was offered information about how to get financial help or benefits	73%	71%	*	*	*	77%	**72%**

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	75%	83%	*	*	*	77%	**79%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	65%	74%	*	*	*	81%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	73%	*	*	*	73%	**71%**
Q34. Patient was always able to get help from ward staff when needed	66%	74%	*	*	*	73%	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	68%	*	*	*	72%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	83%	85%	*	*	*	85%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	86%	91%	*	*	*	87%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	91%	*	*	*	92%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	84%	*	*	*	86%	**80%**

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	90%	94%	*	*	*	96%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	88%	*	*	*	85%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	90%	*	*	*	95%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	87%	*	*	*	85%	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	76%	87%	*	*	*	88%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	91%	*	*	*	87%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	86%	*	*	*	80%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	86%	*	*	*	89%	**86%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	76%	84%	*	*	*	79%	**80%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	72%	86%	*	*	*	96%	**80%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	79%	85%	*	*	*	82%	**82%**

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%	76%	*	*	*	70%	**75%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	73%	*	*	*	71%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	88%	*	*	*	89%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	65%	*	*	*	60%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	60%	*	*	*	59%	**56%**

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	61%	68%	*	*	*	72%	**65%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	57%	*	*	*	57%	**55%**

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	45%	48%	*	*	*	49%	**47%**
Q52. Patient has had a review of cancer care by GP practice	19%	18%	*	*	*	24%	**19%**

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

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	30%	36%	*	*	*	41%	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	84%	*	*	*	95%	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	70%	*	*	*	71%	**66%**

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	89%	92%	*	*	*	92%	**91%**
Q57. Administration of care was very good or good	89%	90%	*	*	*	90%	**90%**
Q58. Cancer research opportunities were discussed with patient	47%	48%	*	*	*	50%	**48%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	*	*	*	9.0	**9.0**

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE

	White	Mixed	Asian	Black	Other	Not given	All
				Ethnicity			
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	67%	57%	*	*	76%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	67%	62%	*	*	68%	**66%**

DIAGNOSTIC TESTS

	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	93%	96%	91%	*	*	90%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	79%	68%	*	*	83%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	83%	64%	*	*	81%	**79%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	88%	79%	*	*	80%	**81%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	100%	80%	*	*	97%	**95%**

FINDING OUT THAT YOU HAD CANCER

	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	82%	81%	82%	80%	*	83%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	77%	79%	81%	80%	*	77%	**77%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	72%	75%	60%	*	80%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	90%	82%	100%	*	88%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	85%	96%	87%	*	*	86%	**86%**

SUPPORT FROM A MAIN CONTACT PERSON

	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	94%	93%	96%	100%	*	91%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	89%	88%	72%	80%	*	88%	**89%**
Q19. Patient found advice from main contact person was very or quite helpful	97%	100%	92%	90%	*	94%	**97%**

DECIDING ON THE BEST TREATMENT

	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	84%	86%	81%	*	*	86%	**84%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	86%	70%	64%	*	78%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	85%	78%	*	*	86%	**86%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	57%	64%	48%	*	*	62%	**57%**

Ethnicity tables

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

CARE PLANNING			Ethnicity				
	White	Mixed	Asian	Black	Other	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	74%	82%	70%	*	*	75%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	89%	100%	*	*	98%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	92%	100%	*	*	99%	**99%**

SUPPORT FROM HOSPITAL STAFF			Ethnicity				
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	93%	96%	89%	100%	*	96%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	62%	63%	70%	*	81%	**77%**
Q29. Patient was offered information about how to get financial help or benefits	72%	71%	65%	80%	*	74%	**72%**

HOSPITAL CARE			Ethnicity				
	White	Mixed	Asian	Black	Other	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	80%	42%	64%	*	*	72%	**79%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	73%	40%	*	*	74%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	42%	55%	*	*	76%	**71%**
Q34. Patient was always able to get help from ward staff when needed	70%	45%	45%	*	*	74%	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	33%	60%	*	*	65%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	84%	91%	73%	*	*	84%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	89%	75%	55%	*	*	87%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	73%	73%	*	*	91%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	81%	74%	*	*	83%	**80%**

Ethnicity tables

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

YOUR TREATMENT

	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	92%	77%	89%	*	*	95%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	89%	80%	*	*	85%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	*	100%	*	*	96%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	*	*	*	*	90%	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	*	*	*	*	88%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	89%	67%	83%	*	*	85%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	85%	67%	*	*	83%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	86%	*	*	*	*	90%	**86%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	80%	*	*	*	*	87%	**80%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	*	*	*	*	92%	**80%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	70%	70%	91%	*	82%	**82%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	76%	81%	74%	*	*	69%	**75%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	69%	64%	55%	*	72%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	84%	81%	*	*	87%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	55%	56%	*	*	63%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	56%	60%	61%	30%	*	59%	**56%**

SUPPORT WHILE AT HOME

	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	65%	62%	53%	*	*	70%	**65%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	55%	47%	54%	*	*	56%	**55%**

CARE FROM YOUR GP PRACTICE

	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	46%	60%	57%	50%	*	48%	**47%**
Q52. Patient has had a review of cancer care by GP practice	19%	29%	26%	50%	*	21%	**19%**

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	33%	*	*	*	*	34%	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	79%	73%	*	*	91%	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	57%	65%	*	*	69%	**66%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	90%	86%	93%	82%	*	93%	**91%**
Q57. Administration of care was very good or good	90%	90%	93%	100%	*	90%	**90%**
Q58. Cancer research opportunities were discussed with patient	47%	38%	81%	*	*	50%	**48%**
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.7	8.8	8.9	*	9.0	**9.0**

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)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	80%	78%	80%	80%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	65%	65%	67%	67%	**66%**

DIAGNOSTIC TESTS	IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	92%	93%	94%	93%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	85%	86%	85%	84%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	79%	79%	78%	78%	**79%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	84%	80%	82%	80%	79%	**81%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	93%	97%	94%	97%	**95%**

FINDING OUT THAT YOU HAD CANCER	IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	85%	84%	83%	81%	82%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	79%	76%	78%	76%	76%	**77%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	84%	78%	79%	76%	77%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	88%	87%	84%	87%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	88%	84%	86%	86%	85%	**86%**

SUPPORT FROM A MAIN CONTACT PERSON	IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q17. Patient had a main point of contact within the care team	94%	95%	93%	94%	93%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	90%	87%	91%	88%	87%	**89%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	97%	97%	97%	98%	**97%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	87%	81%	84%	84%	84%	**84%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	88%	79%	80%	80%	79%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	89%	86%	85%	86%	85%	**86%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	59%	59%	53%	57%	**57%**

CARE PLANNING

CARE PLANNING	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	77%	71%	75%	74%	75%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	95%	95%	96%	92%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	99%	98%	99%	**99%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q27. Staff provided the patient with relevant information on available support	95%	91%	94%	94%	93%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	80%	76%	78%	77%	76%	**77%**
Q29. Patient was offered information about how to get financial help or benefits	79%	67%	72%	76%	71%	**72%**

HOSPITAL CARE

HOSPITAL CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	87%	80%	82%	77%	73%	**79%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	74%	69%	74%	70%	63%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	80%	71%	69%	72%	69%	**71%**
Q34. Patient was always able to get help from ward staff when needed	78%	74%	70%	71%	63%	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	72%	67%	63%	65%	58%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	88%	85%	84%	84%	80%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	91%	90%	89%	86%	88%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	86%	90%	89%	87%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	82%	81%	80%	79%	81%	**80%**

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)	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	97%	90%	92%	91%	92%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	90%	84%	85%	85%	85%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	92%	88%	90%	90%	87%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	86%	79%	82%	84%	80%	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	93%	78%	81%	78%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	89%	90%	88%	88%	88%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	86%	82%	83%	82%	77%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	82%	87%	88%	85%	**86%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	88%	80%	80%	83%	70%	**80%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	72%	87%	78%	81%	77%	**80%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	83%	82%	82%	81%	**82%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	82%	73%	76%	75%	75%	**75%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	78%	71%	73%	70%	68%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	91%	86%	88%	89%	90%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	67%	61%	61%	60%	60%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	61%	55%	56%	56%	55%	**56%**

SUPPORT WHILE AT HOME	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	74%	64%	65%	64%	62%	**65%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	55%	53%	54%	59%	52%	**55%**

CARE FROM YOUR GP PRACTICE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	43%	46%	46%	46%	50%	**47%**
Q52. Patient has had a review of cancer care by GP practice	26%	18%	19%	19%	18%	**19%**

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)	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	35%	34%	33%	40%	24%	**33%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	86%	78%	83%	82%	82%	**82%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	70%	64%	67%	65%	67%	**66%**

YOUR OVERALL NHS CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	92%	90%	91%	91%	89%	**91%**
Q57. Administration of care was very good or good	90%	88%	89%	90%	91%	**90%**
Q58. Cancer research opportunities were discussed with patient	53%	42%	44%	50%	53%	**48%**
Q59. Patient's average rating of care scored from very poor to very good	9.1	9.0	9.0	9.0	8.9	**9.0**

Long-term condition status tables

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

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	77%	82%	80%	**79%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	69%	68%	**66%**

DIAGNOSTIC TESTS

	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	93%	94%	92%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	86%	89%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	79%	77%	**79%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	81%	78%	**81%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	96%	95%	**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	83%	81%	83%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	77%	76%	76%	**77%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	79%	78%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	87%	85%	**87%**
Q16. Patient was told they could go back later for more information about their diagnosis	85%	86%	86%	**86%**

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	93%	94%	92%	**94%**
Q18. Patient found it very or quite easy to contact their main contact person	89%	87%	91%	**89%**
Q19. Patient found advice from main contact person was very or quite helpful	97%	96%	96%	**97%**

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	83%	85%	85%	**84%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	81%	77%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	86%	85%	84%	**86%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	59%	59%	**57%**

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	74%	75%	73%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	95%	96%	**95%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	99%	**99%**

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	93%	94%	95%	**93%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	78%	79%	**77%**
Q29. Patient was offered information about how to get financial help or benefits	70%	77%	76%	**72%**

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	77%	83%	75%	**79%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	70%	73%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	73%	70%	**71%**
Q34. Patient was always able to get help from ward staff when needed	71%	69%	69%	**70%**
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	64%	67%	**64%**
Q36. Hospital staff always did everything they could to help the patient control pain	83%	85%	87%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	89%	90%	84%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	92%	88%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	80%	83%	**80%**

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	91%	93%	92%	**92%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	86%	89%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	91%	94%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	82%	84%	**82%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	79%	86%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	89%	85%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	82%	78%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	87%	92%	**86%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	79%	81%	81%	**80%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	80%	76%	88%	**80%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	82%	79%	**82%**

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	75%	77%	72%	**75%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	71%	71%	**71%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	91%	86%	**88%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	64%	60%	**61%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	58%	57%	**56%**

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	64%	66%	68%	**65%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	57%	63%	**55%**

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	46%	48%	50%	**47%**
Q52. Patient has had a review of cancer care by GP practice	19%	19%	20%	**19%**

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	34%	31%	34%	33%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	85%	89%	82%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	66%	69%	66%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	90%	91%	90%	91%
Q57. Administration of care was very good or good	88%	92%	90%	90%
Q58. Cancer research opportunities were discussed with patient	46%	49%	56%	48%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	9.0	9.0

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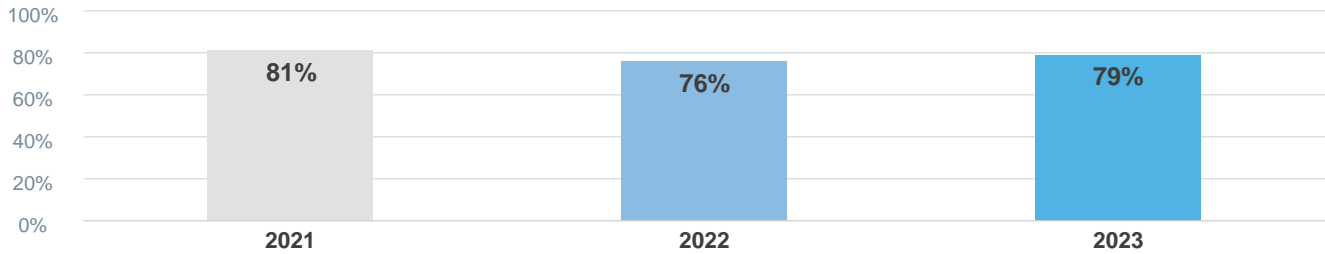
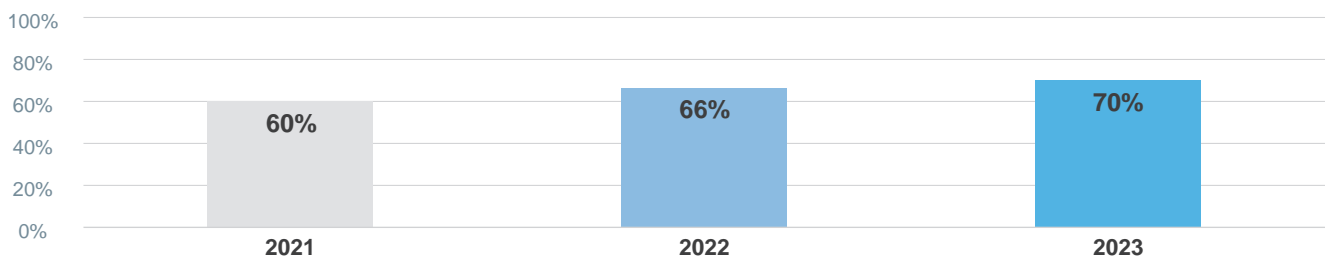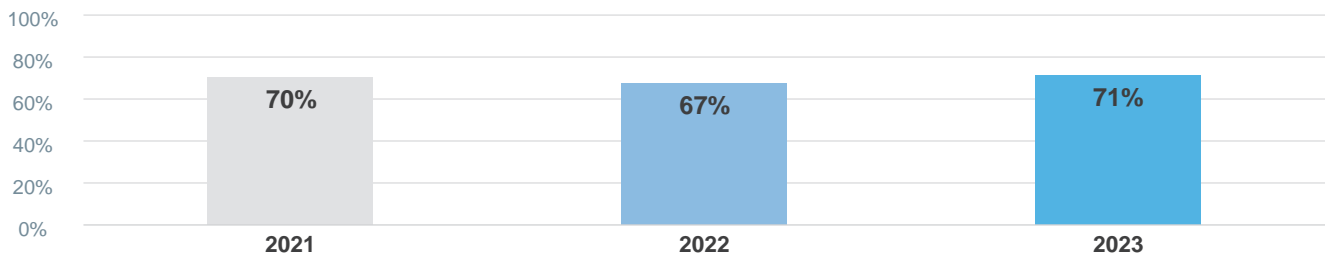|			
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

2021	2022	2023
77%	79%	79%

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

2021	2022	2023
62%	64%	66%
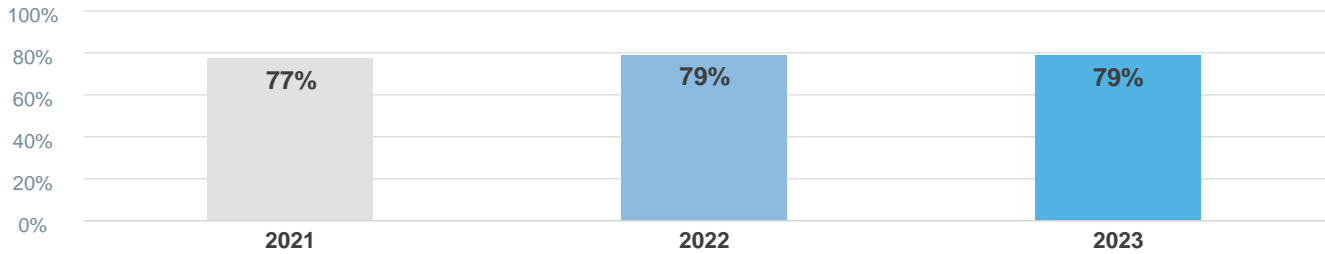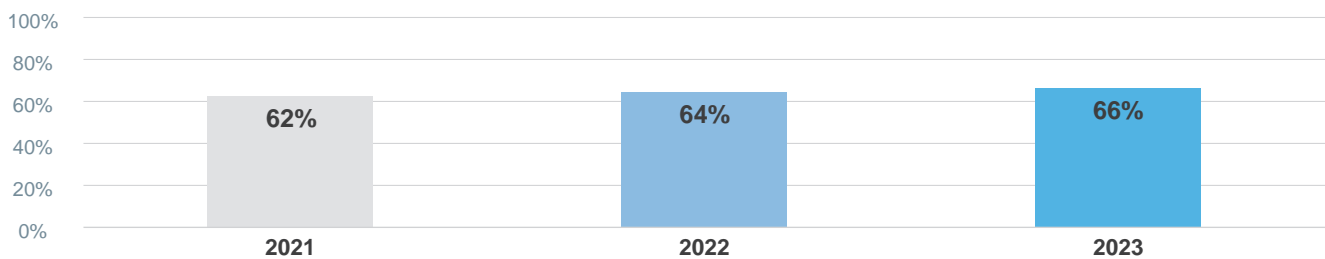
DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance
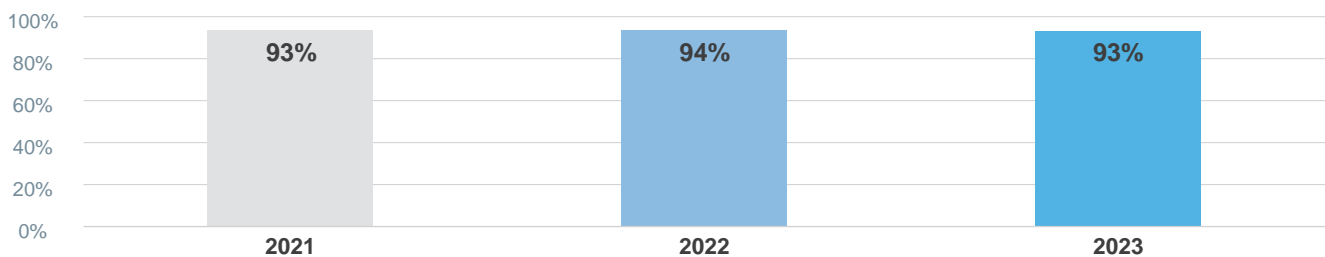
2021	2022	2023
93%	94%	93%

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

2021	2022	2023
85%	85%	85%

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

2021	2022	2023
83%	78%	79%

Year on year charts

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

Year	Score
2021	81%
2022	79%
2023	81%

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

Year	Score
2021	94%
2022	95%
2023	95%
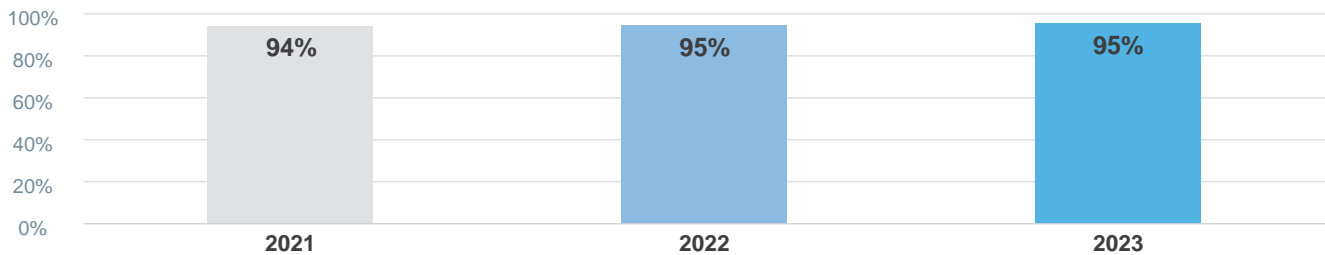
FINDING OUT THAT YOU HAD CANCER

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

Year	Score
2021	72%
2022	76%
2023	82%

Q13. Patient was definitely told sensitively that they had cancer

Year	Score
2021	75%
2022	74%
2023	77%

Q14. Cancer diagnosis explained in a way the patient could completely understand
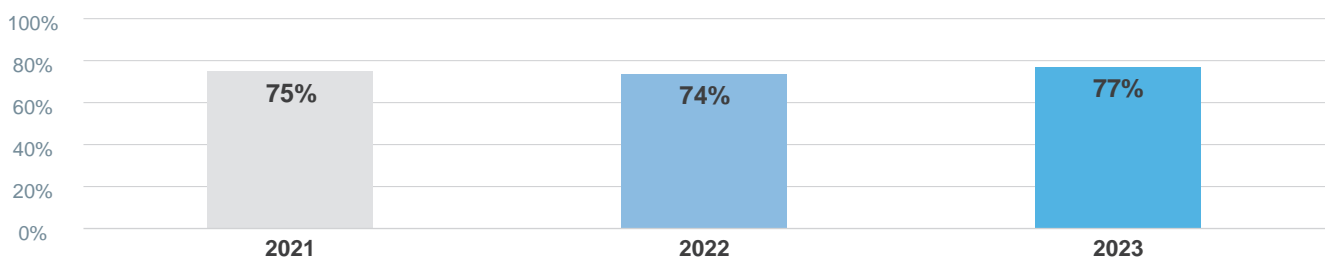
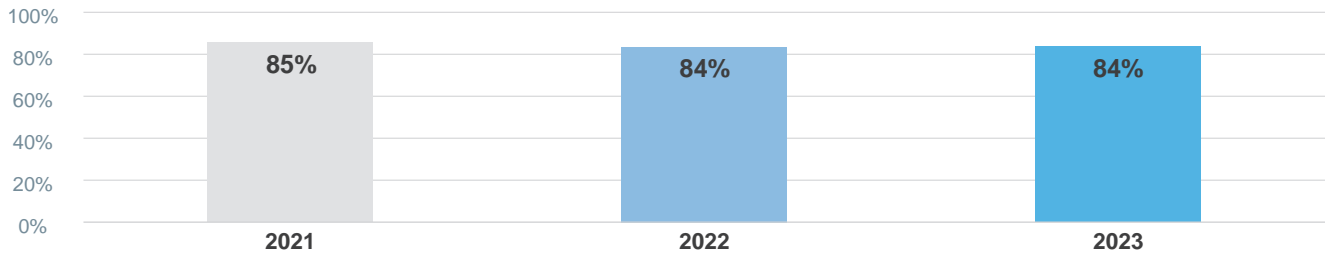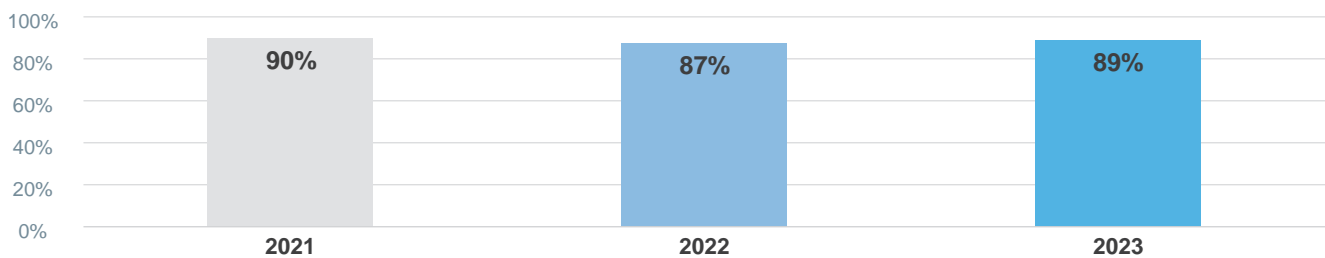| Year	Score
2021	78%
2022	76%
2023	78%
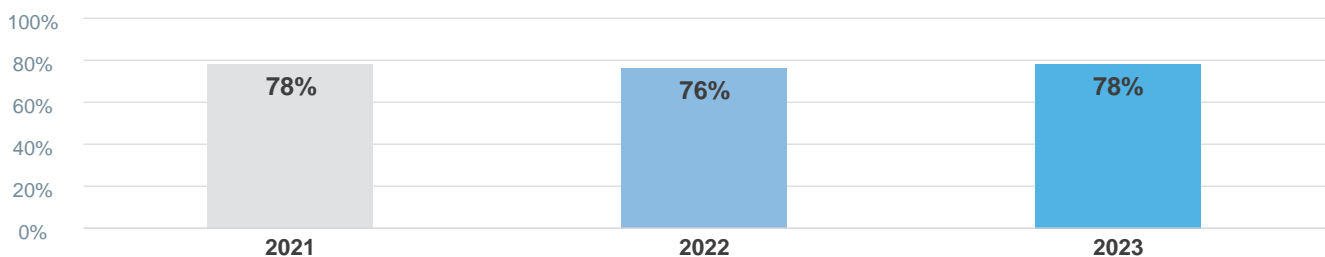
Year on year charts

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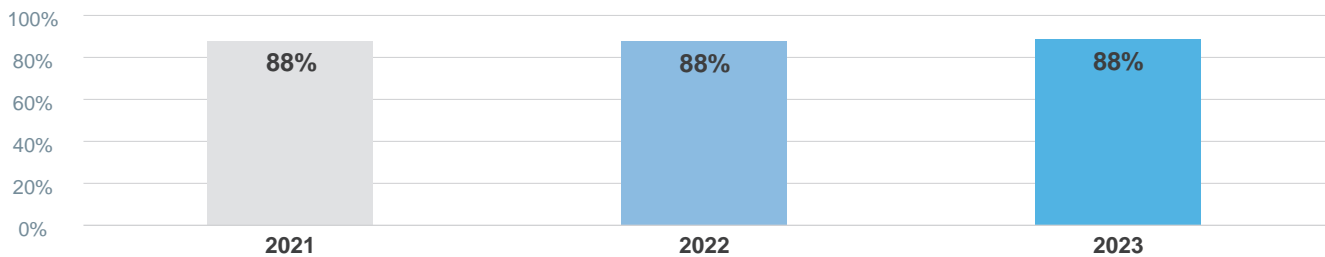The scores are unadjusted and based on England scores only.

Q15. Patient was definitely told about their diagnosis in an appropriate place
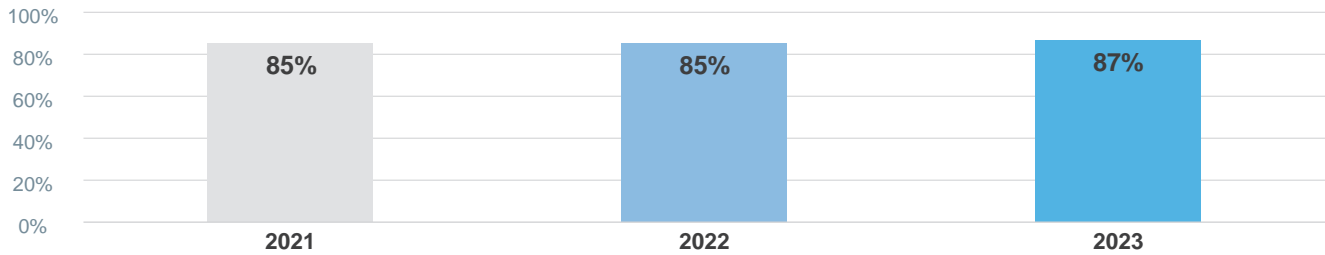
2021	2022	2023
85%	85%	87%

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

2021	2022	2023
84%	84%	86%
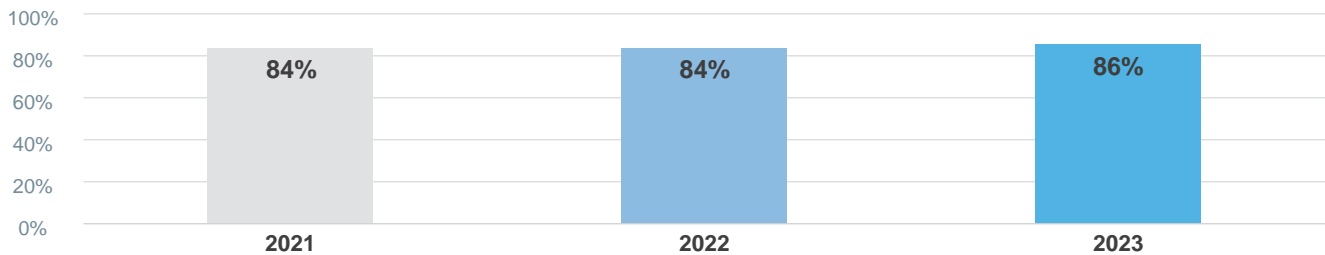
SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team
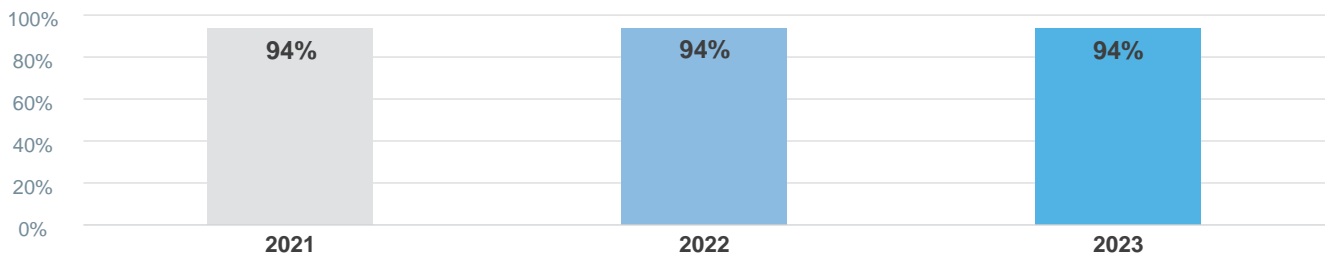
2021	2022	2023
94%	94%	94%

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

2021	2022	2023
86%	85%	89%

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

2021	2022	2023
96%	96%	97%
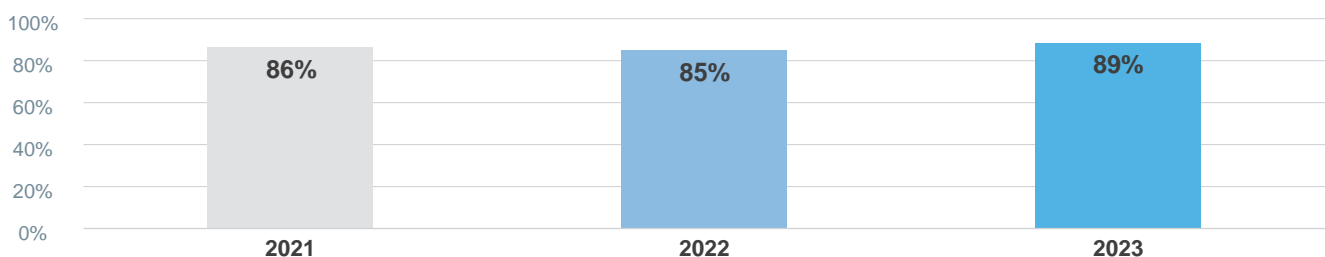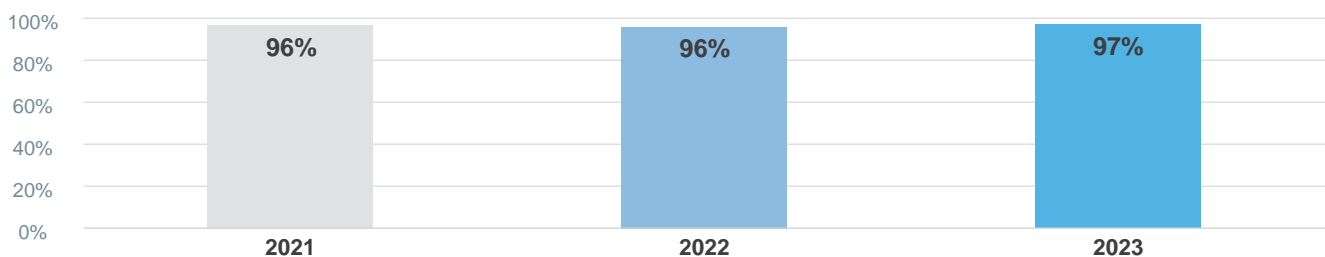
Year on year charts

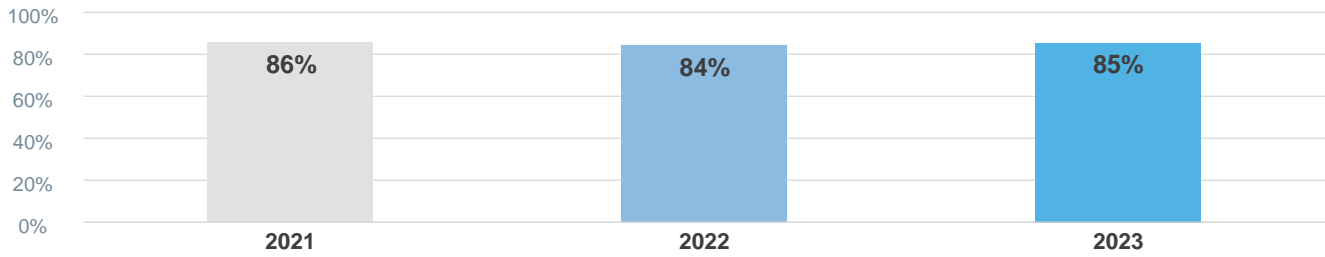|		
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand
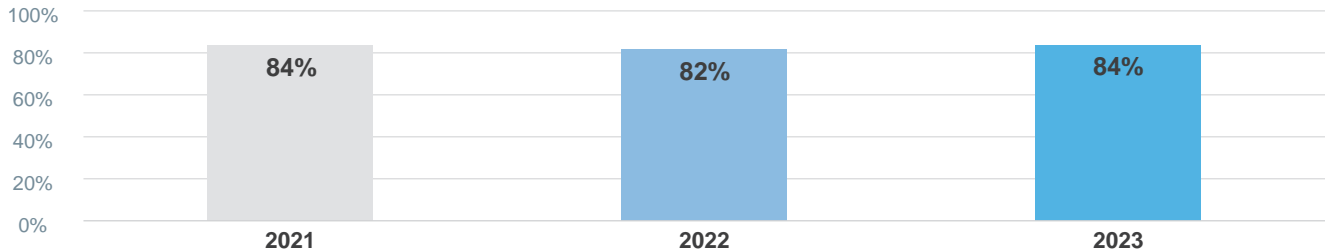
- 2021: 84%
- 2022: 82%
- 2023: 84%

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

- 2021: 80%
- 2022: 80%
- 2023: 80%

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

- 2021: 76%
- 2022: 79%
- 2023: 86%

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

- 2021 **
- 2022 **
- 2023: 57%
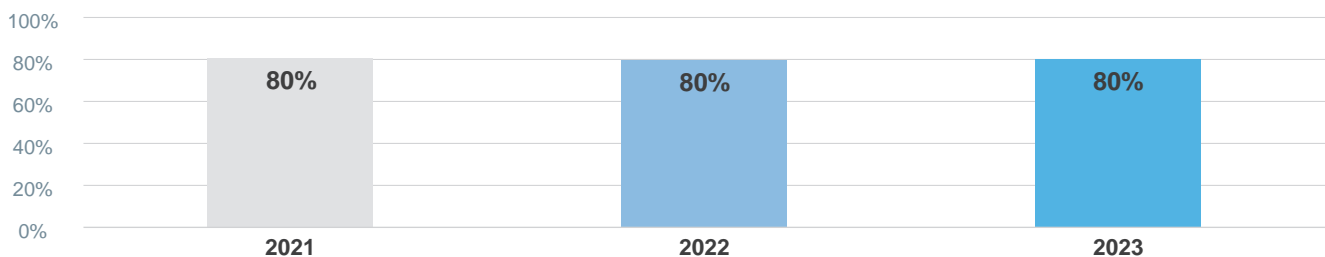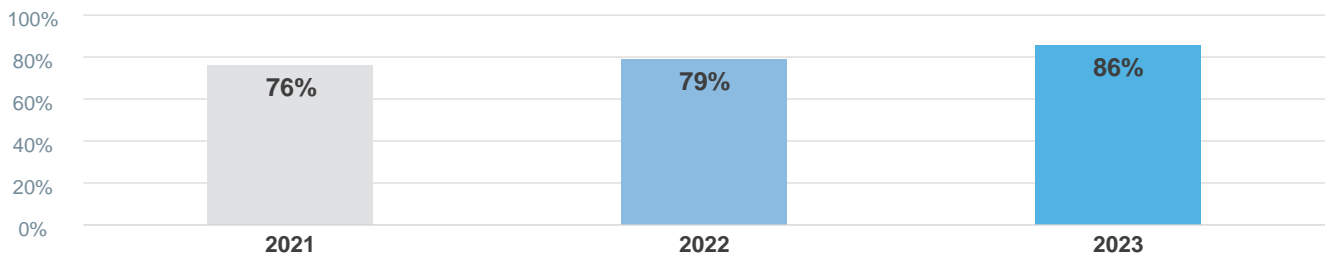
CARE PLANNING

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

- 2021: 72%
- 2022: 71%
- 2023: 74%
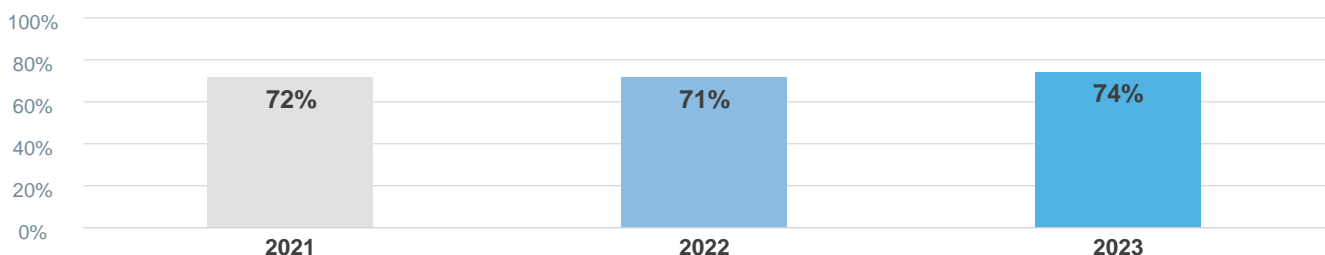
Year on year charts

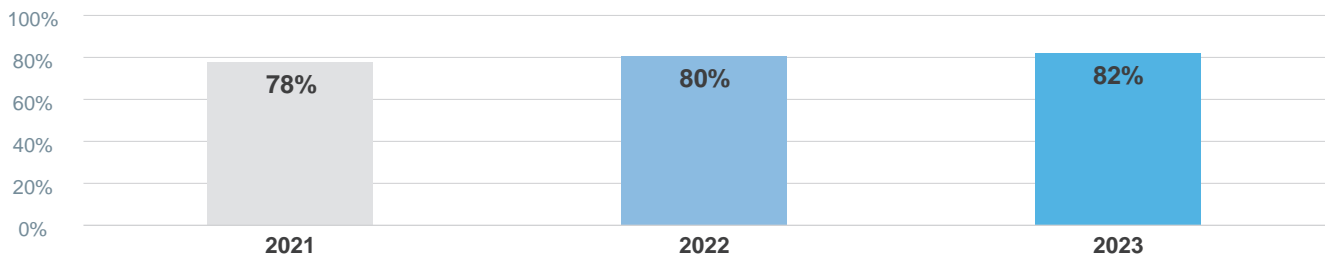|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

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

2021	2022	2023
94%	94%	95%

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

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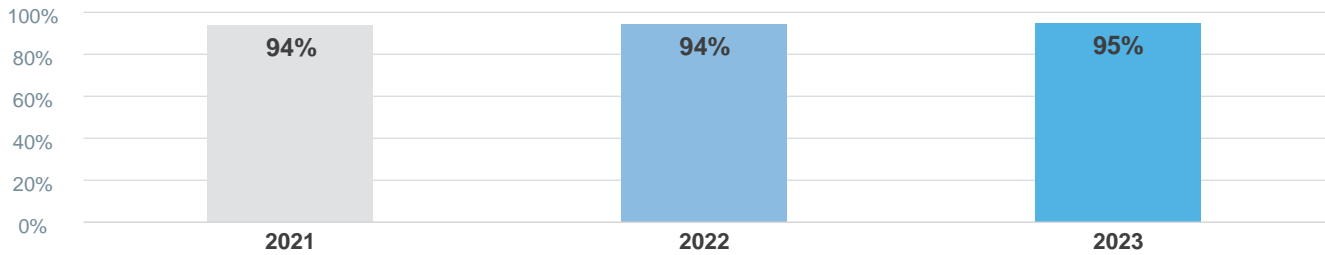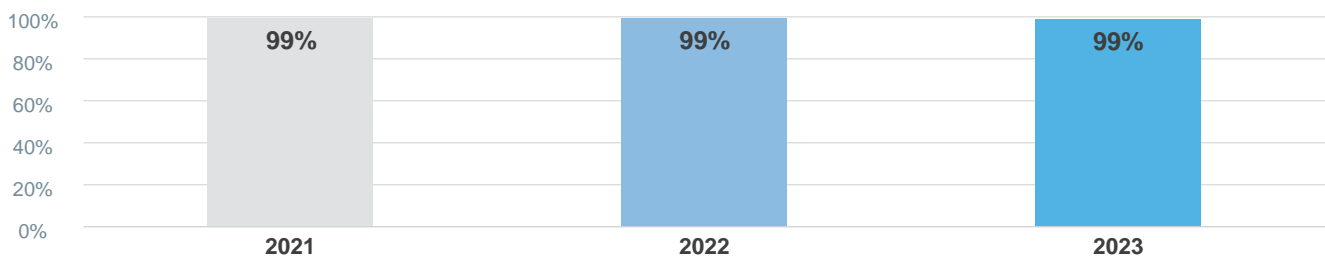
SUPPORT FROM HOSPITAL STAFF

Q27. Staff provided the patient with relevant information on available support
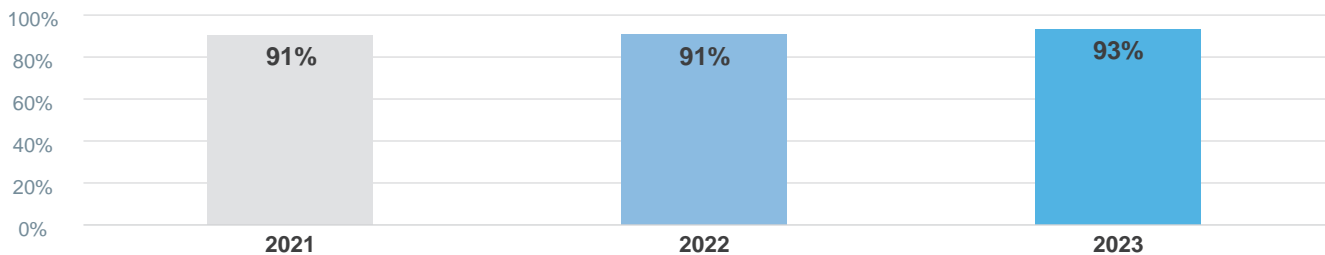
2021	2022	2023
91%	91%	93%

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

2021	2022	2023
77%	76%	77%

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

2021	2022	2023
72%	68%	72%
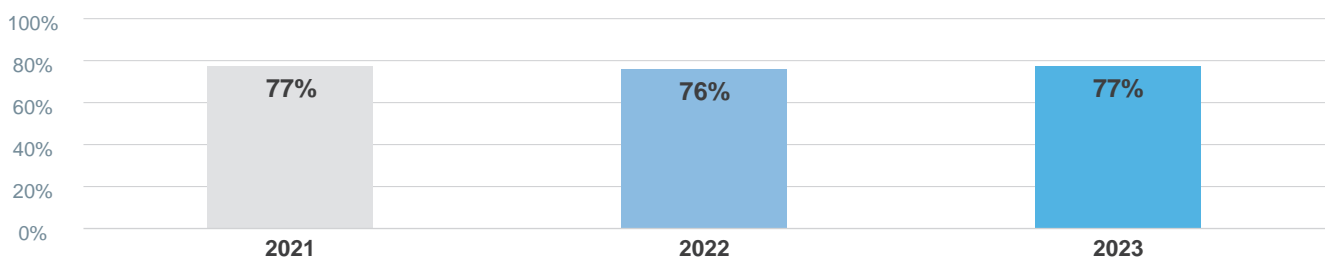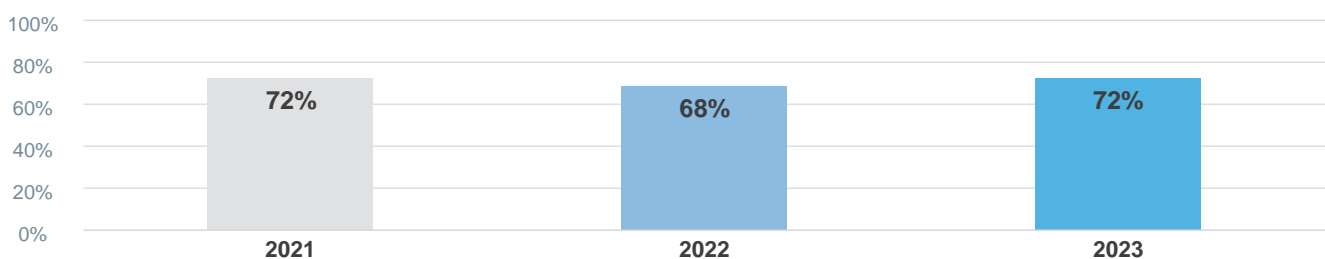
Year on year charts

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

The scores are unadjusted and based on England scores only.

HOSPITAL CARE

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

2021	2022	2023
81%	76%	79%

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
60%	66%	70%

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

2021	2022	2023
70%	67%	71%

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

2021	2022	2023
75%	70%	70%

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

2021	2022	2023
67%	62%	64%

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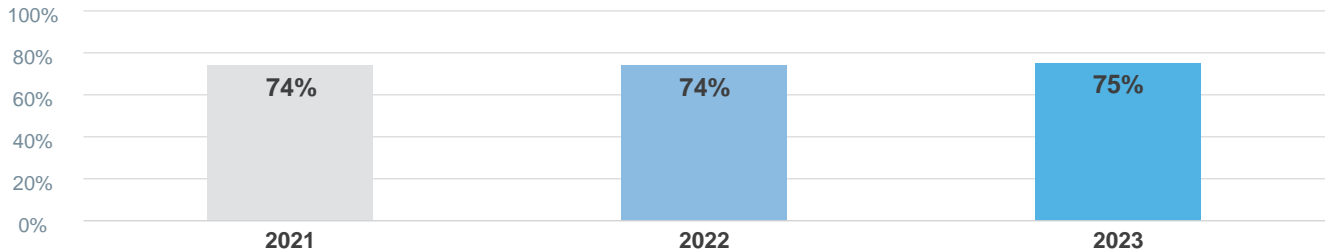
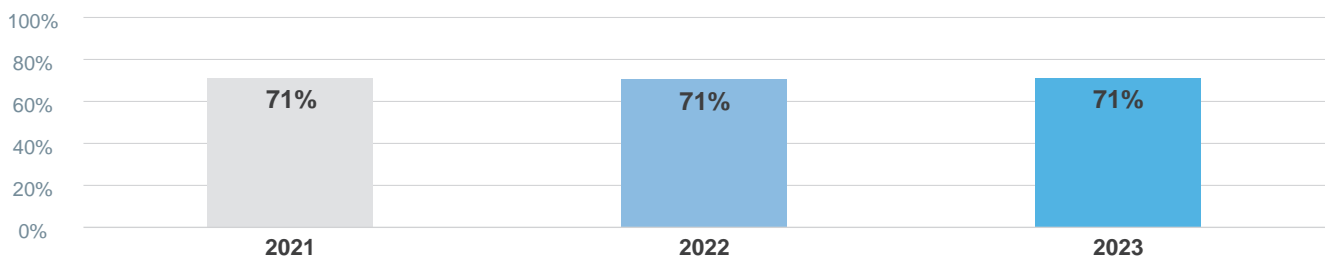|		
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.

The scores are unadjusted and based on England scores only.

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

Year	Score
2021	85%
2022	84%
2023	84%

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

Year	Score
2021	90%
2022	87%
2023	89%

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

Year	Score
2021	88%
2022	88%
2023	88%

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	81%
2022	79%
2023	80%
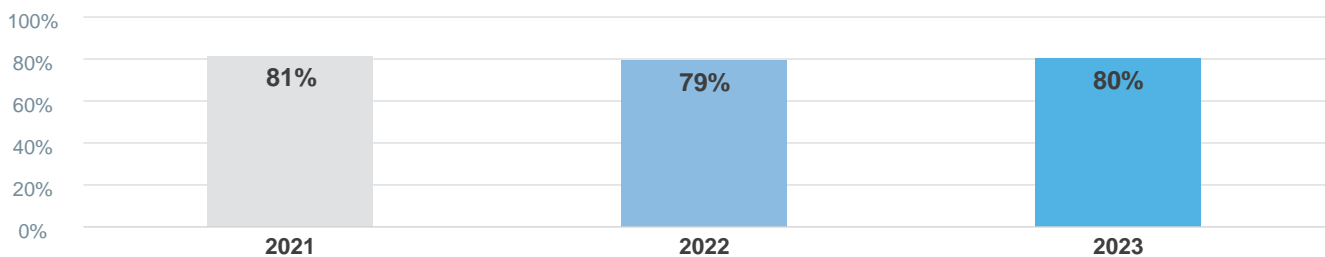
YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

Year	Score
2021	89%
2022	88%
2023	92%
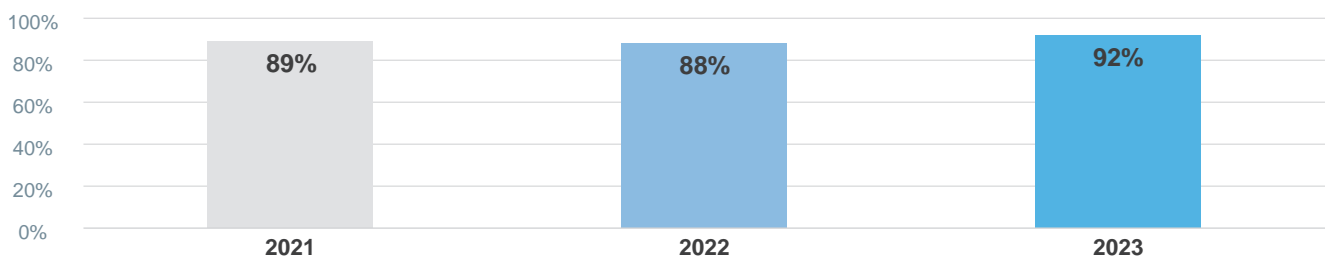
Year on year charts

*	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

- 2021: 86%
- 2022: 84%
- 2023: 85%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

- 2021: 87%
- 2022: 89%
- 2023: 89%

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

- 2021: 78%
- 2022: 80%
- 2023: 82%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

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

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

- 2021 **
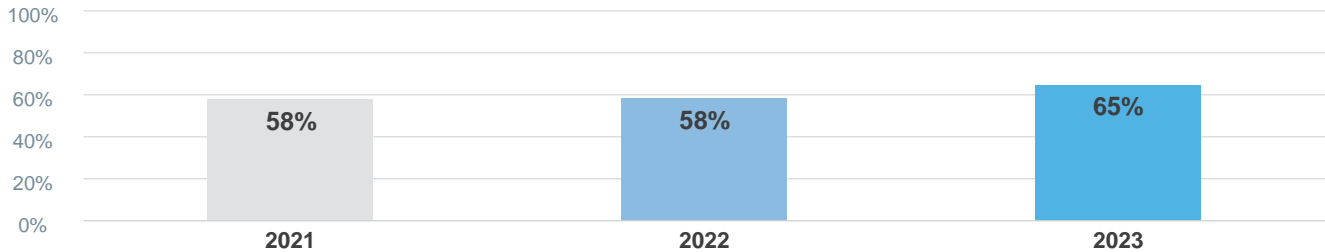- 2022 **
- 2023: 88%

Year on year charts

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

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

2021 **	2022 **	2023
		82%

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

2021 **	2022 **	2023
		86%

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

2021 **	2022 **	2023
		80%

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

2021 **	2022 **	2023
		80%

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

2021	2022	2023
84%	83%	82%

Year on year charts

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

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
74%	74%	75%

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

2021	2022	2023
71%	71%	71%

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

2021	2022	2023
87%	88%	88%

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
60%	60%	61%

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

2021	2022	2023
54%	55%	56%

Year on year charts

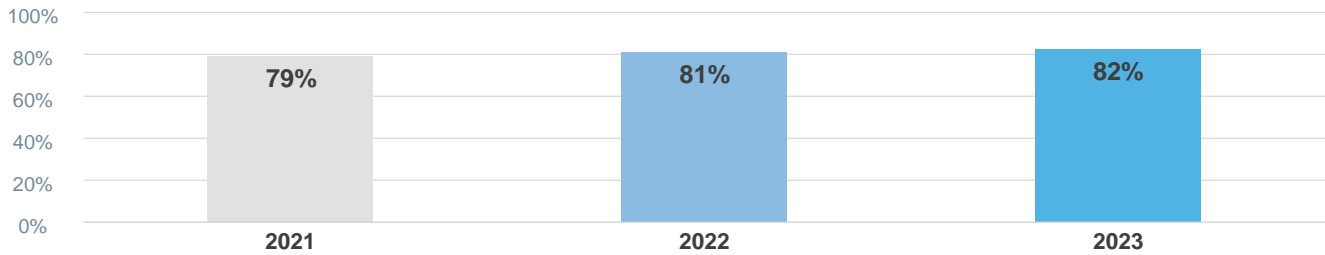|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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

2021	2022	2023
58%	58%	65%

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

2021	2022	2023
53%	54%	55%
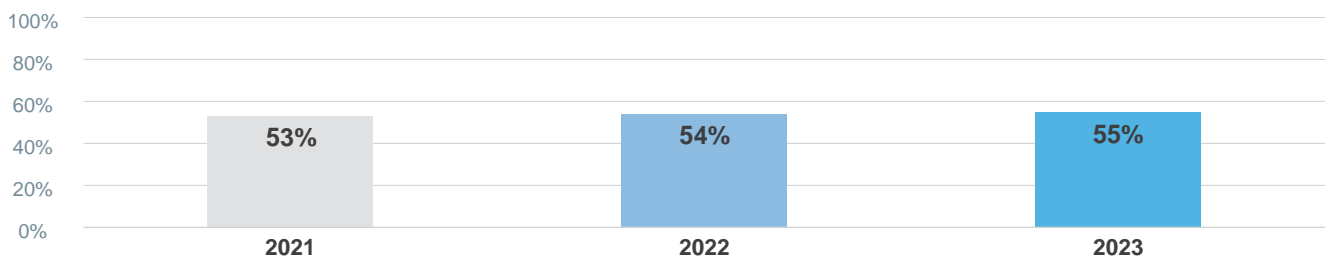
CARE FROM YOUR GP PRACTICE

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

2021	2022	2023
46%	45%	47%

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

2021	2022	2023
16%	17%	19%
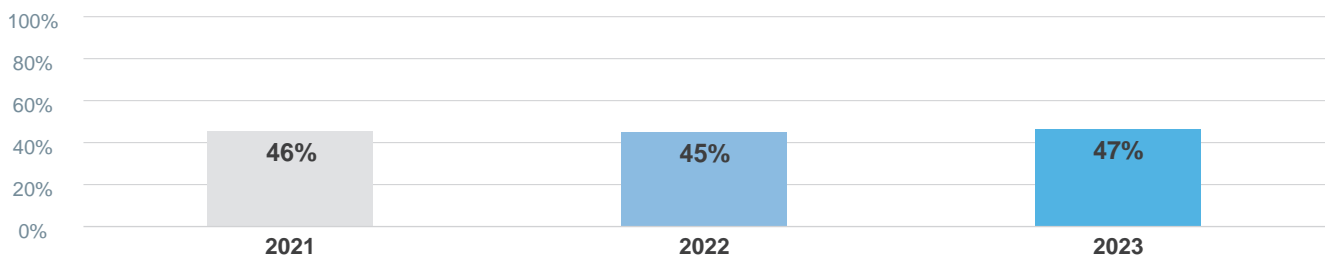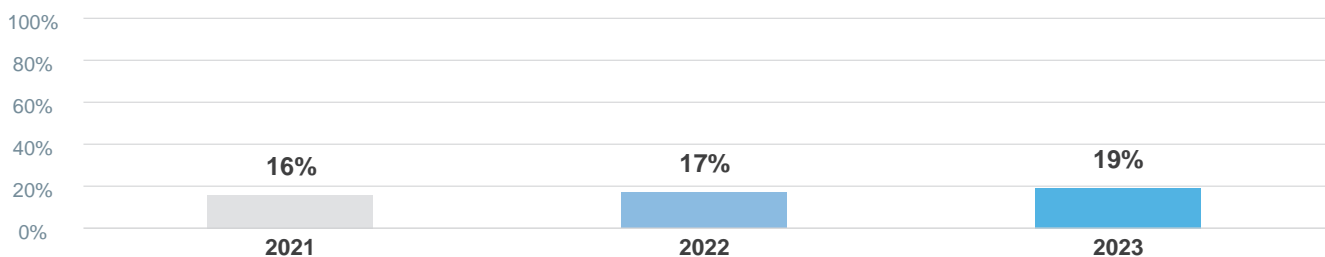
LIVING WITH AND BEYOND CANCER

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

2021	2022	2023
33%	32%	33%
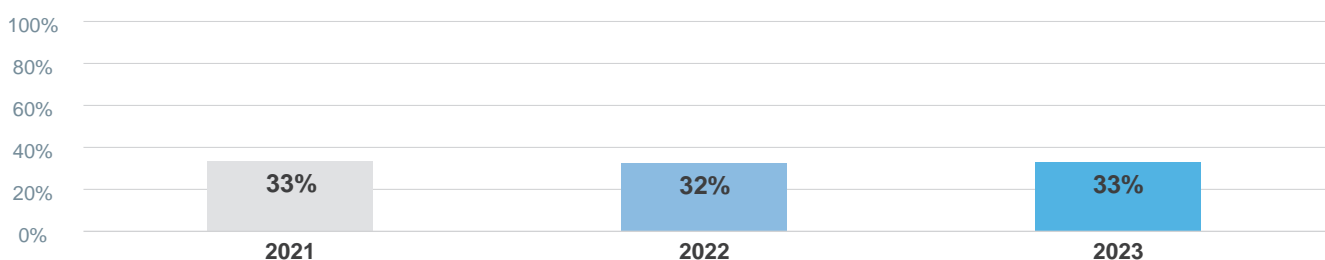
Year on year charts

* 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
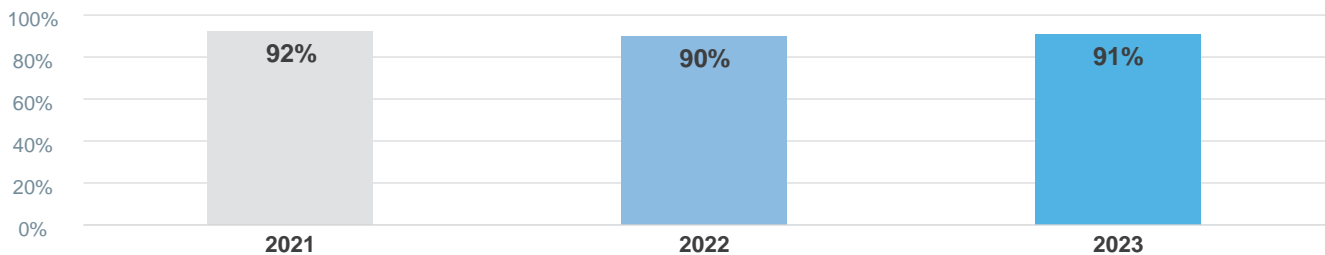
2021	2022	2023
79%	81%	82%

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

2021	2022	2023
64%	64%	66%
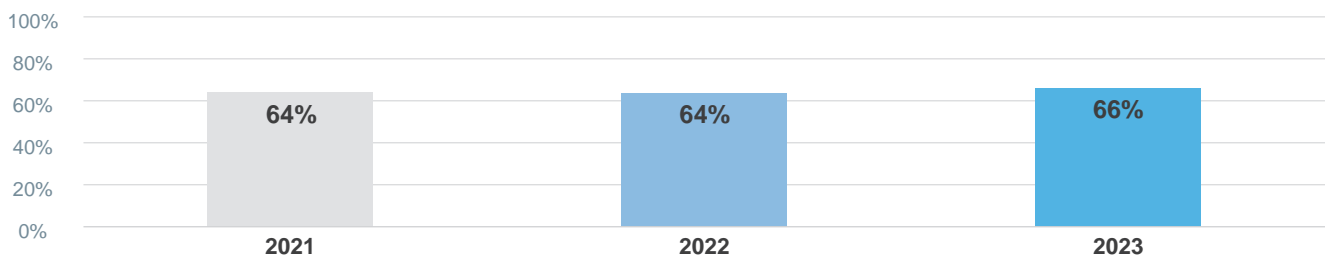
YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

2021	2022	2023
92%	90%	91%

Q57. Administration of care was very good or good

2021	2022	2023
91%	88%	90%

Q58. Cancer research opportunities were discussed with patient

2021	2022	2023
46%	45%	48%
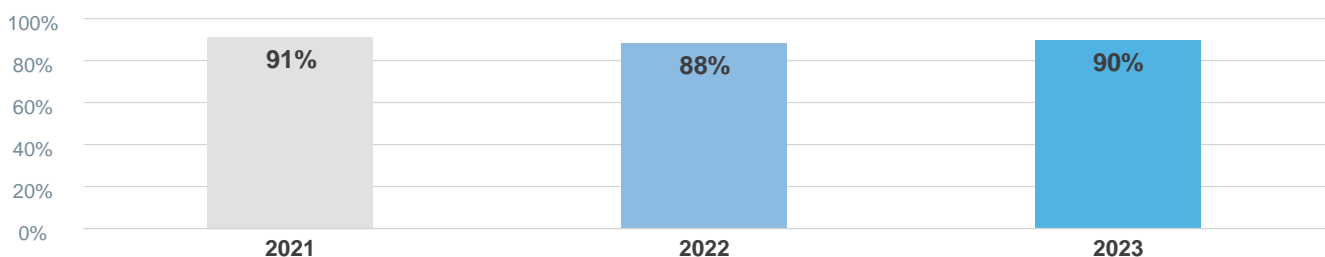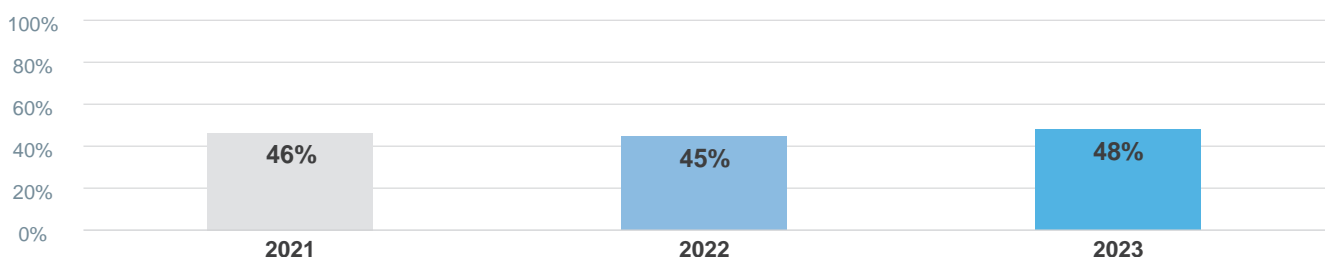
Year on year charts

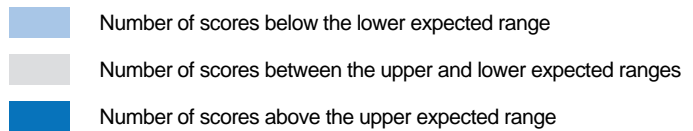|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

Q59. Patient's average rating of care scored from very poor to very good
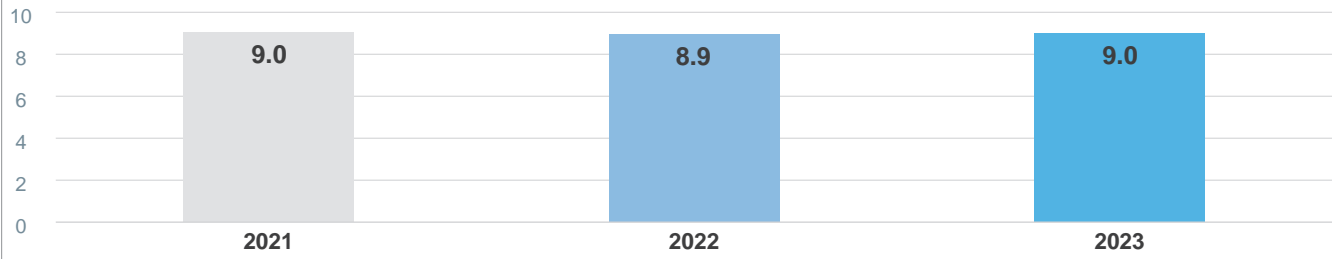
9.0		**8.9**	**9.0**
2021		**2022**	**2023**

Trust expected range summary

Data labels relate to the number of scores that fell below, within and above the expected range	� Number of scores below the lower expected range
	Number of scores between the upper and lower expected ranges
	Number of scores above the upper expected range

Trust		Expected range classification
RDE	East Suffolk and North Essex NHS Foundation Trust	51 · 10
RGR	West Suffolk NHS Foundation Trust	51 · 10
RCX	The Queen Elizabeth Hospital, King's Lynn, NHS Foundation Trust	55 · 6
RGM	Royal Papworth Hospital NHS Foundation Trust	52 · 5
RGP	James Paget University Hospitals NHS Foundation Trust	1 · 54 · 6
RGT	Cambridge University Hospitals NHS Foundation Trust	4 · 48 · 9
RGN	North West Anglia NHS Foundation Trust	6 · 47 · 8
RM1	Norfolk and Norwich University Hospitals NHS Foundation Trust	5 · 54 · 2

ICB expected range summary

Data labels relate to the number of scores that fell below, within and above the expected range	▇ (light blue) Number of scores below the lower expected range
	▇ (grey) Number of scores between the upper and lower expected ranges
	▇ (blue) Number of scores above the upper expected range

	ICB	Expected range classification
QJG	NHS Suffolk and North East Essex Integrated Care Board	48 13
QUE	NHS Cambridgeshire and Peterborough Integrated Care Board	1 54 6
QMM	NHS Norfolk and Waveney Integrated Care Board	2 53 6