Cancer Patient Experience Survey

2023 Results

East of England - South Cancer Alliance

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

Contents

Executive summary

Questions above expected range

East of England - South Cancer Alliance has no scores above expected range.

Questions below expected range

	Case mix adjusted scores			England score
	2023 score	Lower expected range	Upper expected range	
Q3. Referral for diagnosis was explained in a way the patient could completely understand	**63%**	63%	70%	**67%**
Q13. Patient was definitely told sensitively that they had cancer	**72%**	72%	77%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	**75%**	75%	78%	**77%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	**77%**	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	**81%**	82%	85%	**83%**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	**74%**	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	**64%**	67%	72%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	**64%**	68%	73%	**70%**
Q34. Patient was always able to get help from ward staff when needed	**66%**	70%	76%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	**58%**	62%	68%	**65%**
Q36. Hospital staff always did everything they could to help the patient control pain	**80%**	82%	86%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	**82%**	85%	89%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	**86%**	87%	90%	**88%**
Q41_1. Beforehand patient completely had enough understandable information about surgery	**88%**	88%	91%	**90%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**84%**	85%	88%	**86%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**78%**	79%	84%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**82%**	83%	87%	**85%**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	**72%**	72%	76%	**74%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	**56%**	57%	64%	**60%**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	**41%**	43%	50%	**46%**
Q56. The whole care team worked well together	**88%**	88%	92%	**90%**
Q57. Administration of care was very good or good	**84%**	85%	89%	**87%**

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

3,573 patients responded out of a total of 7,058 patients, resulting in a response rate of 51%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	7,520	7,058	3,573	51%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	2,757
Online	815
Phone	1
Translation service	0
Total	**3,573**

Respondents by tumour group

	Number of respondents
Brain / CNS	14
Breast	762
Colorectal / LGT	341
Gynaecological	183
Haematological	493
Head and neck	102
Lung	245
Prostate	436
Sarcoma	32
Skin	127
Upper gastro	168
Urological	234
Other	436
Total	**3,573**

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	2,943
Irish	41
Gypsy or Irish Traveller	*
Roma	*
Any other White background	115
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	12
White and Black African	*
White and Asian	13
Any other Mixed / multiple ethnic background	6
Asian or Asian British	
Indian	52
Pakistani	14
Bangladeshi	6
Chinese	14
Any other Asian background	15
Black / African / Caribbean / Black British	
African	46
Caribbean	31
Any other Black / African / Caribbean background	7
Other Ethnicity	
Arab	*
Any other ethnic group	8
Not given	
Not given	238
Total	**3,573**

* 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 — **78%**

Q3. Referral for diagnosis was explained in a way the patient could completely understand — **63%**

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 — **92%**

Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient — **83%**

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

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

Q9. Enough privacy was always given to the patient when receiving diagnostic test results — **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 — **80%**

Q13. Patient was definitely told sensitively that they had cancer — **72%**

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

Q15. Patient was definitely told about their diagnosis in an appropriate place — **86%**

Q16. Patient was told they could go back later for more information about their diagnosis — **83%**

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 — **92%**

Q18. Patient found it very or quite easy to contact their main contact person — **83%**

Q19. Patient found advice from main contact person was very or quite helpful — **95%**

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 — 81%

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — 77%

Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options — 81%

Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options — 54%

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 — 70%

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — 93%

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 — 91%

Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff — 74%

Q29. Patient was offered information about how to get financial help or benefits — 71%

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 — 74%

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — 64%

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — 64%

Q34. Patient was always able to get help from ward staff when needed — 66%

Q35. Patient was always able to discuss worries and fears with hospital staff — 58%

Q36. Hospital staff always did everything they could to help the patient control pain — 80%

Q37. Patient was always treated with respect and dignity while in hospital — 82%

Q38. Patient received easily understandable information about what they should or should not do after leaving hospital — 86%

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — 77%

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 — 88%

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

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

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — 79%

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 — 84%

Q42_2. Patient completely had enough understandable information about their response to chemotherapy — 78%

Q42_3. Patient completely had enough understandable information about their response to radiotherapy — 82%

Q42_4. Patient completely had enough understandable information about their response to hormone therapy — 75%

Q42_5. Patient completely had enough understandable information about their response to immunotherapy — 78%

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — 75%

IMMEDIATE AND LONG TERM SIDE EFFECTS

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

Q44. Possible side effects from treatment were definitely explained in a way the patient could understand — 72%

Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment — 67%

Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment — 85%

Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment — 56%

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — 51%

SUPPORT WHILE AT HOME

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

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home — 58%

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — 49%

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 — **41%**

Q52. Patient has had a review of cancer care by GP practice — **21%**

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 — **28%**

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment — **77%**

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading — **60%**

YOUR OVERALL NHS CARE

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

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

Q57. Administration of care was very good or good — **84%**

Q58. Cancer research opportunities were discussed with patient — **42%**

0 1 2 3 4 5 6 7 8 9 10

Q59. Patient's average rating of care scored from very poor to very good — **8.8**

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			
	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	1958	**77%**	1692	**77%**			**78%**	76%	80%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	2641	**61%**	2296	**63%**			**63%**	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	3234	**91%**	2747	**92%**			**92%**	91%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	3391	**82%**	2888	**83%**			**83%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	3390	**78%**	2908	**77%**	▼		**77%**	75%	80%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	3391	**75%**	2914	**76%**			**77%**	76%	81%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	3414	**93%**	2922	**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	3819	**75%**	3282	**79%**	▲	▲	**80%**	78%	84%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	4046	**69%**	3509	**71%**	▲		**72%**	72%	77%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	4066	**74%**	3518	**75%**			**75%**	75%	78%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	4051	**84%**	3508	**86%**		▲	**86%**	84%	87%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	3588	**81%**	3106	**83%**			**83%**	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	3943	**91%**	3406	**92%**			**92%**	89%	93%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	3346	**81%**	2849	**83%**			**83%**	80%	88%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	3475	**94%**	2983	**95%**			**95%**	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).		Adjusted score below lower expected range
**	No score available for 2022.				Adjusted score between upper and lower expected ranges
					Adjusted score above upper expected range

DECIDING ON THE BEST TREATMENT	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
Q20. Treatment options were explained in a way the patient could completely understand	3772	**80%**	3247	**81%**			**81%**	80%	85%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	4021	**76%**	3453	**76%**			**77%**	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	3405	**79%**	3013	**81%**		▲	**81%**	82%	85%	**83%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	1962	**54%**			**54%**	53%	61%	**57%**

CARE PLANNING	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
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	3649	**69%**	3155	**70%**			**70%**	69%	75%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	2055	**91%**	1836	**93%**			**93%**	92%	95%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	1585	**98%**	1432	**99%**			**99%**	98%	99%	**99%**

SUPPORT FROM HOSPITAL STAFF	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
Q27. Staff provided the patient with relevant information on available support	3384	**90%**	2943	**91%**		▲	**91%**	89%	93%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	4040	**73%**	3484	**73%**			**74%**	72%	79%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	2051	**64%**	1883	**71%**	▲	▲	**71%**	66%	75%	**70%**

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			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	1731	**76%**	1516	**74%**		▼	**74%**	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	1384	**61%**	1244	**63%**		▲	**64%**	67%	72%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	1699	**66%**	1491	**64%**			**64%**	68%	73%	**70%**
Q34. Patient was always able to get help from ward staff when needed	1694	**67%**	1471	**66%**		▼	**66%**	70%	76%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	1645	**59%**	1450	**58%**		▼	**58%**	62%	68%	**65%**
Q36. Hospital staff always did everything they could to help the patient control pain	1482	**79%**	1319	**80%**		▼	**80%**	82%	86%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	1723	**85%**	1515	**82%**		▼	**82%**	85%	89%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	1685	**86%**	1483	**86%**			**86%**	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	3505	**75%**	3029	**77%**		▲	**77%**	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	2193	**88%**	1843	**88%**			**88%**	88%	91%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	2119	**83%**	1746	**85%**			**85%**	84%	87%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	1181	**84%**	989	**87%**			**87%**	87%	91%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	700	**72%**	583	**79%**	▲		**79%**	76%	83%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	585	**82%**	640	**82%**			**82%**	81%	87%	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	1819	**83%**			**84%**	85%	88%	**86%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	1744	**78%**			**78%**	79%	84%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	984	**82%**			**82%**	83%	87%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	573	**74%**			**75%**	73%	80%	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	629	**77%**			**78%**	77%	84%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	3959	**73%**	3369	**75%**			**75%**	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	3843	**71%**	3289	**72%**			**72%**	72%	76%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	3665	**66%**	3135	**67%**			**67%**	67%	74%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	2961	**84%**	2543	**85%**			**85%**	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	3607	**55%**	3150	**56%**			**56%**	57%	64%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	3094	**49%**	2715	**51%**			**51%**	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	2669	**53%**	2324	**58%**	▲	▲	**58%**	58%	66%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	1541	**46%**	1311	**49%**			**49%**	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	2163	**39%**	1935	**41%**			**41%**	43%	50%	**46%**
Q52. Patient has had a review of cancer care by GP practice	3867	**18%**	3362	**21%**	▲	▲	**21%**	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	862	**27%**	734	**28%**			**28%**	27%	37%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	1838	**74%**	1494	**77%**			**77%**	76%	83%	**79%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	3180	**58%**	2699	**59%**			**60%**	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	3851	**88%**	3323	**88%**			**88%**	88%	92%	**90%**
Q57. Administration of care was very good or good	3995	**84%**	3461	**84%**			**84%**	85%	89%	**87%**
Q58. Cancer research opportunities were discussed with patient	2426	**39%**	2128	**42%**			**42%**	36%	53%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	3915	**8.7**	3412	**8.8**			**8.8**	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	*	92%	81%	75%	63%	71%	66%	80%	61%	88%	72%	76%	72%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	77%	67%	59%	51%	61%	48%	69%	50%	63%	54%	56%	66%	**63%**

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%	96%	91%	90%	96%	93%	93%	88%	93%	91%	92%	92%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	90%	85%	85%	80%	81%	79%	82%	86%	79%	81%	79%	83%	80%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	70%	78%	84%	71%	78%	65%	76%	76%	68%	74%	77%	74%	75%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	79%	83%	76%	68%	79%	77%	73%	80%	76%	74%	75%	77%	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	95%	95%	97%	93%	92%	96%	96%	100%	99%	89%	91%	95%	**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	92%	85%	89%	81%	69%	80%	83%	78%	64%	68%	80%	72%	78%	**79%**
Q13. Patient was definitely told sensitively that they had cancer	79%	77%	79%	72%	63%	75%	71%	68%	68%	75%	71%	68%	70%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	80%	86%	69%	63%	79%	71%	74%	68%	78%	73%	78%	74%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	71%	91%	90%	86%	77%	93%	84%	87%	80%	89%	77%	86%	83%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	82%	89%	87%	83%	74%	89%	81%	85%	88%	84%	80%	78%	78%	**83%**

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	100%	93%	95%	93%	90%	90%	95%	88%	90%	87%	94%	87%	93%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	82%	84%	90%	87%	77%	87%	87%	73%	92%	85%	85%	79%	85%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	82%	95%	98%	97%	94%	93%	97%	95%	100%	97%	97%	94%	96%	**95%**

DECIDING ON THE BEST TREATMENT

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q20. Treatment options were explained in a way the patient could completely understand	83%	82%	88%	85%	77%	86%	79%	78%	72%	86%	81%	80%	79%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	75%	81%	75%	74%	81%	72%	78%	74%	83%	77%	75%	77%	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	85%	80%	87%	83%	78%	82%	82%	81%	69%	86%	83%	81%	77%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	91%	50%	54%	49%	49%	64%	57%	59%	55%	54%	54%	55%	54%	**54%**

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	80%	73%	77%	73%	63%	73%	67%	66%	68%	70%	74%	66%	72%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	92%	93%	98%	93%	97%	91%	92%	89%	96%	96%	89%	94%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	99%	99%	98%	96%	100%	99%	100%	100%	100%	99%	99%	**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%	93%	90%	92%	89%	91%	93%	93%	83%	88%	86%	87%	90%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	70%	79%	71%	74%	74%	74%	71%	72%	79%	77%	74%	71%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	73%	72%	70%	72%	68%	81%	83%	67%	75%	61%	76%	66%	70%	**71%**

Tumour group tables

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

HOSPITAL CARE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	90%	67%	74%	74%	71%	76%	76%	80%	80%	90%	71%	78%	68%	**74%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	90%	57%	65%	62%	65%	62%	69%	70%	63%	71%	66%	58%	56%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	59%	66%	63%	65%	70%	58%	66%	67%	83%	67%	62%	57%	**64%**
Q34. Patient was always able to get help from ward staff when needed	*	63%	65%	62%	73%	67%	66%	70%	72%	81%	64%	65%	55%	**66%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	48%	64%	60%	65%	62%	54%	60%	48%	62%	57%	56%	51%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	80%	81%	74%	89%	84%	83%	80%	77%	95%	71%	77%	75%	**80%**
Q37. Patient was always treated with respect and dignity while in hospital	*	76%	84%	83%	83%	83%	79%	87%	84%	90%	84%	85%	78%	**82%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	82%	87%	86%	85%	86%	87%	88%	71%	97%	87%	89%	82%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	90%	73%	81%	77%	77%	86%	78%	76%	73%	77%	75%	79%	76%	**77%**

YOUR TREATMENT

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

Tumour group tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	80%	72%	80%	70%	66%	76%	68%	72%	68%	75%	76%	71%	73%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	67%	70%	64%	64%	71%	66%	60%	67%	72%	68%	67%	70%	**67%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	86%	85%	88%	82%	78%	88%	86%	83%	92%	85%	80%	84%	**85%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	80%	54%	64%	51%	47%	55%	50%	62%	65%	62%	56%	58%	56%	**56%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	51%	58%	45%	47%	55%	46%	53%	67%	51%	48%	52%	50%	**51%**

SUPPORT WHILE AT HOME — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	80%	55%	66%	57%	54%	63%	57%	56%	64%	73%	61%	55%	56%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	55%	54%	34%	44%	48%	60%	45%	59%	53%	42%	40%	46%	**49%**

CARE FROM YOUR GP PRACTICE — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	60%	44%	51%	43%	35%	37%	39%	43%	48%	49%	37%	40%	34%	**41%**
Q52. Patient has had a review of cancer care by GP practice	42%	22%	24%	22%	16%	21%	23%	24%	29%	20%	19%	22%	19%	**21%**

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	*	26%	41%	25%	15%	32%	45%	26%	30%	73%	19%	31%	23%	**28%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	74%	78%	74%	79%	81%	81%	77%	83%	86%	77%	70%	80%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	82%	56%	60%	51%	65%	46%	52%	57%	69%	77%	57%	63%	61%	**59%**

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	92%	89%	87%	85%	86%	91%	88%	90%	82%	93%	81%	86%	87%	**88%**
Q57. Administration of care was very good or good	75%	85%	87%	86%	81%	81%	86%	83%	80%	87%	82%	83%	84%	**84%**
Q58. Cancer research opportunities were discussed with patient	38%	30%	42%	50%	50%	37%	43%	36%	62%	53%	57%	40%	49%	**42%**
Q59. Patient's average rating of care scored from very poor to very good	8.5	8.8	8.9	8.9	8.7	8.7	8.8	8.7	8.8	8.9	8.7	8.8	8.8	**8.8**

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	59%	79%	72%	73%	79%	81%	82%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	68%	67%	70%	64%	63%	60%	66%	**63%**

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	*	88%	88%	90%	92%	94%	92%	90%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	71%	80%	81%	84%	85%	82%	81%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	60%	72%	70%	72%	79%	81%	80%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	60%	71%	70%	72%	79%	79%	77%	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	91%	92%	94%	93%	95%	95%	98%	**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	*	78%	78%	75%	77%	79%	82%	80%	**79%**
Q13. Patient was definitely told sensitively that they had cancer	*	72%	69%	66%	70%	69%	76%	79%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	67%	66%	72%	72%	75%	78%	75%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	84%	79%	79%	84%	86%	88%	94%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	81%	90%	85%	87%	83%	80%	72%	**83%**

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	*	93%	97%	88%	91%	92%	92%	93%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	*	79%	80%	81%	81%	83%	84%	84%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	*	92%	97%	94%	94%	95%	96%	98%	**95%**

DECIDING ON THE BEST TREATMENT

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q20. Treatment options were explained in a way the patient could completely understand	*	95%	74%	76%	79%	81%	84%	79%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	63%	72%	72%	73%	77%	81%	79%	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	76%	71%	76%	80%	81%	85%	79%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	55%	70%	52%	52%	53%	55%	44%	**54%**

Age group tables

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

CARE PLANNING

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	66%	69%	64%	69%	70%	73%	69%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	93%	87%	90%	92%	94%	95%	94%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	100%	96%	99%	97%	99%	99%	100%	**99%**

SUPPORT FROM HOSPITAL STAFF

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q27. Staff provided the patient with relevant information on available support	*	93%	89%	92%	90%	91%	92%	86%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	63%	65%	60%	69%	75%	78%	82%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	*	71%	74%	72%	77%	69%	70%	59%	**71%**

HOSPITAL CARE

	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	52%	67%	65%	69%	76%	79%	78%	**74%**
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%	58%	54%	59%	63%	69%	65%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	50%	60%	63%	61%	62%	69%	63%	**64%**
Q34. Patient was always able to get help from ward staff when needed	*	55%	51%	64%	61%	70%	67%	69%	**66%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	39%	46%	50%	54%	62%	61%	58%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	71%	68%	77%	78%	81%	85%	84%	**80%**
Q37. Patient was always treated with respect and dignity while in hospital	*	76%	71%	77%	81%	84%	85%	81%	**82%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	72%	85%	85%	85%	87%	86%	82%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	70%	71%	70%	75%	78%	79%	77%	**77%**

Age group tables

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

YOUR TREATMENT

					Age				
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	79%	81%	85%	87%	89%	89%	92%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	87%	82%	84%	84%	85%	85%	86%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	79%	79%	82%	88%	88%	88%	85%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	69%	61%	76%	84%	85%	67%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	83%	68%	83%	78%	83%	85%	88%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	69%	81%	82%	82%	83%	87%	84%	**83%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	79%	75%	77%	78%	79%	79%	78%	**78%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	79%	74%	82%	83%	81%	83%	79%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	69%	61%	74%	75%	80%	92%	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	75%	70%	75%	80%	74%	80%	89%	**77%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	68%	62%	75%	72%	76%	77%	85%	**75%**

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	*	78%	74%	71%	73%	72%	71%	70%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	73%	57%	64%	67%	67%	67%	68%	**67%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	82%	90%	82%	86%	86%	85%	84%	**85%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	58%	54%	54%	56%	56%	57%	51%	**56%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	41%	42%	47%	51%	51%	52%	51%	**51%**

SUPPORT WHILE AT HOME

					Age				
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	63%	41%	52%	56%	58%	62%	66%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	41%	49%	48%	49%	47%	51%	52%	**49%**

CARE FROM YOUR GP PRACTICE

					Age				
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	33%	35%	44%	44%	38%	43%	37%	**41%**
Q52. Patient has had a review of cancer care by GP practice	*	23%	33%	21%	25%	20%	18%	18%	**21%**

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	*	31%	28%	24%	28%	27%	30%	32%	**28%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	83%	72%	59%	71%	81%	83%	83%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	54%	41%	52%	56%	62%	62%	65%	**59%**

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	*	86%	87%	85%	86%	88%	90%	92%	**88%**
Q57. Administration of care was very good or good	*	84%	89%	81%	83%	83%	85%	90%	**84%**
Q58. Cancer research opportunities were discussed with patient	*	32%	40%	45%	43%	42%	41%	52%	**42%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.3	8.4	8.5	8.7	8.8	8.9	8.9	**8.8**

Male/Female/Non-binary/Other tables

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

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

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	80%	76%	*	*	*	73%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	61%	*	*	*	65%	**63%**

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	91%	93%	*	*	*	92%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	83%	*	*	*	82%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	77%	*	*	*	75%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	76%	*	*	*	76%	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	94%	*	*	*	96%	**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	80%	79%	*	*	*	81%	**79%**
Q13. Patient was definitely told sensitively that they had cancer	73%	70%	*	*	*	71%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	75%	*	*	*	68%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	87%	*	*	*	83%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	82%	84%	*	*	*	86%	**83%**

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	93%	90%	*	*	*	92%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	83%	82%	*	*	*	84%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	*	*	*	95%	**95%**

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	82%	80%	*	*	*	82%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	78%	*	*	*	73%	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	81%	*	*	*	80%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	58%	*	*	*	47%	**54%**

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%	69%	*	*	*	72%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	94%	*	*	*	91%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	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	90%	93%	*	*	*	87%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	76%	*	*	*	67%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	71%	72%	*	*	*	70%	**71%**

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	70%	77%	*	*	*	68%	**74%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	60%	66%	*	*	*	62%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	61%	66%	*	*	*	60%	**64%**
Q34. Patient was always able to get help from ward staff when needed	63%	69%	*	*	*	56%	**66%**
Q35. Patient was always able to discuss worries and fears with hospital staff	52%	63%	*	*	*	53%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	80%	81%	*	*	*	75%	**80%**
Q37. Patient was always treated with respect and dignity while in hospital	79%	86%	*	*	*	79%	**82%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	88%	*	*	*	82%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	80%	*	*	*	72%	**77%**

YOUR TREATMENT

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	88%	*	*	*	89%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	85%	*	*	*	83%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	88%	*	*	*	75%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	83%	*	*	*	73%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	82%	*	*	*	83%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	83%	*	*	*	84%	**83%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	79%	*	*	*	75%	**78%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	82%	*	*	*	83%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	69%	83%	*	*	*	72%	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	75%	78%	*	*	*	88%	**77%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	71%	80%	*	*	*	70%	**75%**

Male/Female/Non-binary/Other tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	74%	*	*	*	70%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	67%	*	*	*	65%	**67%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	86%	*	*	*	79%	**85%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	53%	60%	*	*	*	48%	**56%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	54%	*	*	*	41%	**51%**

SUPPORT WHILE AT HOME

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	55%	61%	*	*	*	52%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	48%	*	*	*	45%	**49%**

CARE FROM YOUR GP PRACTICE

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	42%	42%	*	*	*	32%	**41%**
Q52. Patient has had a review of cancer care by GP practice	22%	21%	*	*	*	19%	**21%**

LIVING WITH AND BEYOND CANCER

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	28%	*	*	*	19%	**28%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	79%	*	*	*	81%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	56%	64%	*	*	*	52%	**59%**

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE				Male/Female/Non-binary/Other			
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q56. The whole care team worked well together	88%	88%	*	*	*	86%	**88%**
Q57. Administration of care was very good or good	84%	84%	*	*	*	84%	**84%**
Q58. Cancer research opportunities were discussed with patient	40%	45%	*	*	*	42%	**42%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	*	*	*	8.5	**8.8**

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	65%	68%	60%	*	72%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	60%	52%	63%	*	60%	**63%**

DIAGNOSTIC TESTS				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	92%	84%	92%	94%	90%	92%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	80%	80%	87%	*	78%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	67%	77%	77%	*	76%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	70%	65%	70%	*	78%	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	100%	95%	92%	70%	94%	**95%**

FINDING OUT THAT YOU HAD CANCER				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	79%	88%	87%	62%	81%	**79%**
Q13. Patient was definitely told sensitively that they had cancer	71%	71%	80%	76%	62%	70%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	77%	79%	73%	54%	71%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	92%	90%	91%	82%	83%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	83%	86%	92%	89%	64%	83%	**83%**

SUPPORT FROM A MAIN CONTACT PERSON				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q17. Patient had a main point of contact within the care team	92%	88%	95%	95%	91%	90%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	83%	83%	79%	78%	*	82%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	97%	92%	100%	*	93%	**95%**

DECIDING ON THE BEST TREATMENT				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	81%	83%	80%	83%	85%	82%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	83%	80%	72%	77%	73%	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	76%	84%	71%	50%	80%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	52%	61%	64%	40%	49%	**54%**

Ethnicity tables

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

CARE PLANNING

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	66%	68%	66%	31%	71%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	92%	93%	98%	*	92%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	95%	100%	100%	*	100%	**99%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	91%	91%	93%	96%	92%	83%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	77%	70%	73%	54%	67%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	72%	61%	64%	74%	50%	71%	**71%**

HOSPITAL CARE

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	73%	89%	74%	83%	*	72%	**74%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	62%	85%	68%	73%	*	65%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	67%	69%	68%	*	67%	**64%**
Q34. Patient was always able to get help from ward staff when needed	65%	71%	73%	85%	*	65%	**66%**
Q35. Patient was always able to discuss worries and fears with hospital staff	57%	72%	63%	68%	*	55%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	80%	78%	84%	86%	*	76%	**80%**
Q37. Patient was always treated with respect and dignity while in hospital	82%	83%	79%	89%	*	80%	**82%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	94%	87%	94%	*	83%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	77%	88%	71%	70%	42%	73%	**77%**

Ethnicity tables

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

YOUR TREATMENT

				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	90%	90%	89%	60%	88%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	92%	82%	87%	*	84%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	*	82%	82%	*	82%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	*	75%	71%	*	79%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	*	82%	*	*	90%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	90%	87%	85%	*	81%	**83%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	74%	77%	80%	*	75%	**78%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	*	72%	72%	*	88%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	75%	60%	58%	80%	*	78%	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	*	*	*	*	86%	**77%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	75%	69%	73%	68%	45%	74%	**75%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	75%	79%	76%	67%	72%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	74%	68%	70%	55%	65%	**67%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	88%	93%	83%	64%	78%	**85%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	53%	61%	69%	62%	51%	**56%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	49%	47%	53%	33%	46%	**51%**

SUPPORT WHILE AT HOME

				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	58%	60%	70%	55%	40%	55%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	33%	59%	37%	20%	41%	**49%**

CARE FROM YOUR GP PRACTICE

				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	41%	39%	52%	50%	36%	37%	**41%**
Q52. Patient has had a review of cancer care by GP practice	20%	31%	34%	35%	36%	20%	**21%**

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER

	Ethnicity						**All**
	White	Mixed	Asian	Black	Other	Not given	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	42%	38%	25%	*	13%	**28%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	84%	86%	73%	*	80%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	50%	63%	64%	30%	51%	**59%**

YOUR OVERALL NHS CARE

	Ethnicity						**All**
	White	Mixed	Asian	Black	Other	Not given	
Q56. The whole care team worked well together	87%	88%	94%	95%	82%	86%	**88%**
Q57. Administration of care was very good or good	84%	83%	86%	95%	77%	84%	**84%**
Q58. Cancer research opportunities were discussed with patient	41%	45%	54%	54%	30%	47%	**42%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	8.6	8.6	6.9	8.6	**8.8**

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE	IMD quintile				
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	79%	76%	78%	78%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	61%	62%	62%	66%	**63%**

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	98%	90%	92%	93%	92%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	84%	84%	82%	83%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	78%	82%	73%	76%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	78%	76%	77%	76%	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	92%	94%	96%	95%	**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	82%	82%	79%	80%	77%	**79%**
Q13. Patient was definitely told sensitively that they had cancer	79%	72%	70%	72%	72%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	70%	76%	75%	75%	74%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	90%	86%	85%	87%	85%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	89%	85%	81%	83%	82%	**83%**

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%	92%	90%	92%	92%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	85%	82%	84%	82%	83%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	98%	94%	96%	95%	95%	**95%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	81%	81%	82%	81%	81%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	78%	75%	77%	76%	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	80%	82%	81%	82%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	66%	59%	52%	52%	52%	**54%**

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	75%	73%	72%	69%	69%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	93%	95%	92%	93%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	99%	99%	99%	**99%**

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%	89%	93%	90%	91%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	77%	75%	71%	72%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	76%	68%	71%	72%	72%	**71%**

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	81%	78%	74%	74%	70%	**74%**
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%	69%	63%	66%	57%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	66%	64%	69%	58%	**64%**
Q34. Patient was always able to get help from ward staff when needed	74%	73%	64%	69%	61%	**66%**
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	64%	57%	63%	52%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	87%	82%	84%	82%	75%	**80%**
Q37. Patient was always treated with respect and dignity while in hospital	81%	84%	81%	85%	80%	**82%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	86%	88%	86%	84%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	79%	76%	77%	76%	**77%**

IMD quintile tables

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

YOUR TREATMENT

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	78%	85%	91%	89%	87%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	91%	87%	82%	84%	84%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	84%	88%	86%	88%	86%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	100%	76%	83%	77%	77%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	88%	76%	86%	87%	78%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	80%	84%	85%	84%	82%	**83%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	84%	78%	79%	78%	77%	**78%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	80%	82%	81%	84%	80%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	86%	68%	83%	76%	71%	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	91%	71%	83%	80%	73%	**77%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	78%	75%	74%	76%	73%	**75%**

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	76%	72%	74%	72%	70%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	68%	71%	66%	64%	**67%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	85%	87%	84%	85%	**85%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	57%	59%	56%	53%	**56%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	52%	54%	51%	48%	**51%**

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	58%	55%	64%	57%	56%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	43%	54%	46%	52%	**49%**

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	53%	39%	42%	45%	38%	**41%**
Q52. Patient has had a review of cancer care by GP practice	21%	26%	23%	20%	20%	**21%**

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	34%	25%	38%	24%	26%	**28%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	75%	77%	80%	76%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	68%	57%	62%	61%	57%	**59%**

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%	88%	87%	89%	87%	**88%**
Q57. Administration of care was very good or good	88%	82%	84%	84%	84%	**84%**
Q58. Cancer research opportunities were discussed with patient	43%	41%	47%	42%	41%	**42%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.7	8.8	8.8	8.8	**8.8**

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	80%	77%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	68%	61%	**63%**

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	92%	93%	91%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	86%	81%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	76%	75%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	78%	72%	**76%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	95%	94%	**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	79%	79%	81%	**79%**
Q13. Patient was definitely told sensitively that they had cancer	72%	71%	69%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	77%	69%	**75%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	86%	85%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	82%	85%	83%	**83%**

SUPPORT FROM A MAIN CONTACT PERSON	Long-term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	92%	91%	92%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	82%	84%	82%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	95%	**95%**

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	80%	83%	78%	**81%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	78%	70%	**76%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	84%	78%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	53%	49%	**54%**

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	73%	71%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	93%	93%	**93%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	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	91%	91%	88%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	73%	67%	**73%**
Q29. Patient was offered information about how to get financial help or benefits	70%	75%	71%	**71%**

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	75%	72%	71%	**74%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	63%	66%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	64%	65%	**64%**
Q34. Patient was always able to get help from ward staff when needed	66%	66%	61%	**66%**
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	58%	53%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	80%	81%	78%	**80%**
Q37. Patient was always treated with respect and dignity while in hospital	83%	82%	81%	**82%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	85%	88%	85%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	80%	74%	**77%**

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	88%	87%	**88%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	85%	81%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	86%	83%	**87%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	80%	76%	82%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	84%	76%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	82%	85%	83%	**83%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	76%	81%	76%	**78%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	81%	82%	86%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	73%	82%	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	78%	72%	**77%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	76%	73%	**75%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	76%	70%	**72%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	69%	63%	**67%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	85%	81%	**85%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	60%	52%	**56%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	55%	44%	**51%**

SUPPORT WHILE AT HOME	Long-term condition status			
	Yes	No	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	60%	55%	**58%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	53%	43%	**49%**

CARE FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	**All**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	41%	43%	34%	**41%**
Q52. Patient has had a review of cancer care by GP practice	22%	20%	21%	**21%**

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	27%	30%	30%	**28%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	78%	77%	**77%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	61%	56%	**59%**

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	87%	89%	88%	**88%**
Q57. Administration of care was very good or good	83%	85%	87%	**84%**
Q58. Cancer research opportunities were discussed with patient	43%	43%	37%	**42%**
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	8.7	**8.8**

Year on year charts

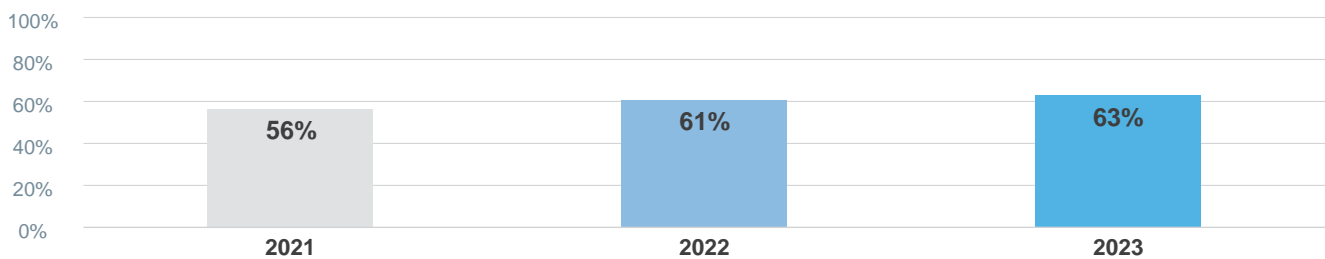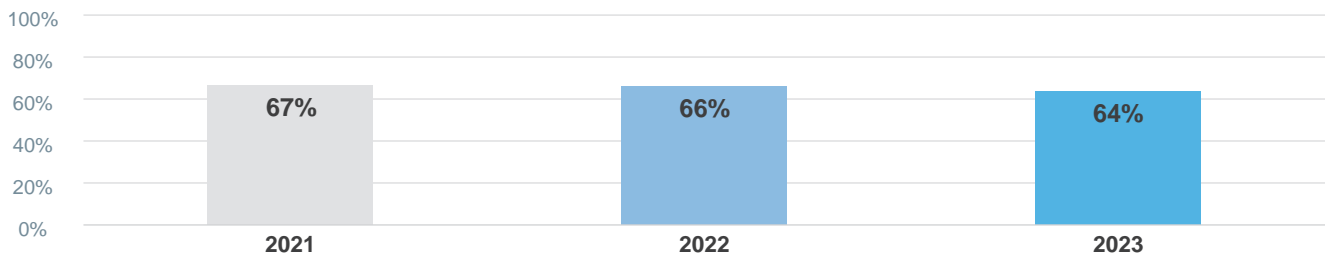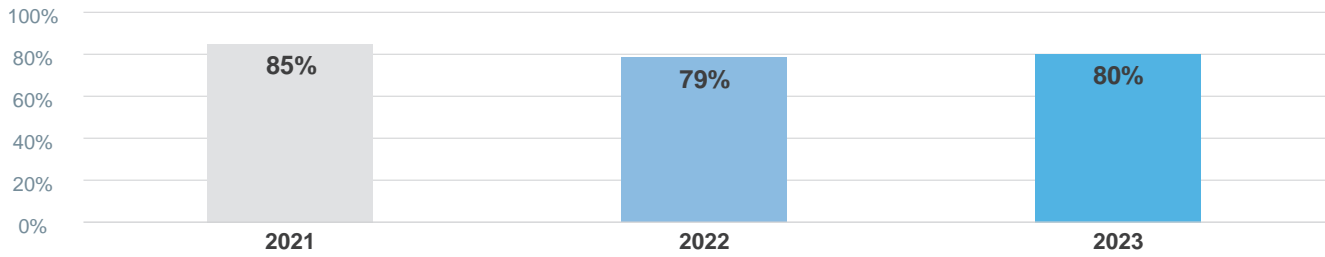| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

SUPPORT FROM YOUR GP PRACTICE

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

	2021	2022	2023
	78%	77%	77%

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

	2021	2022	2023
	63%	61%	63%
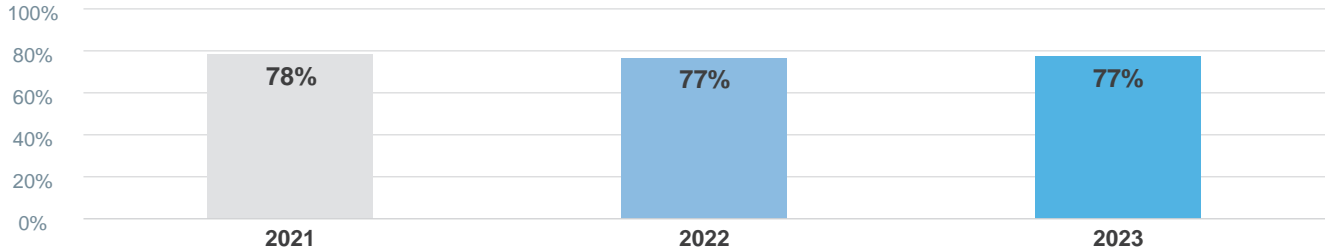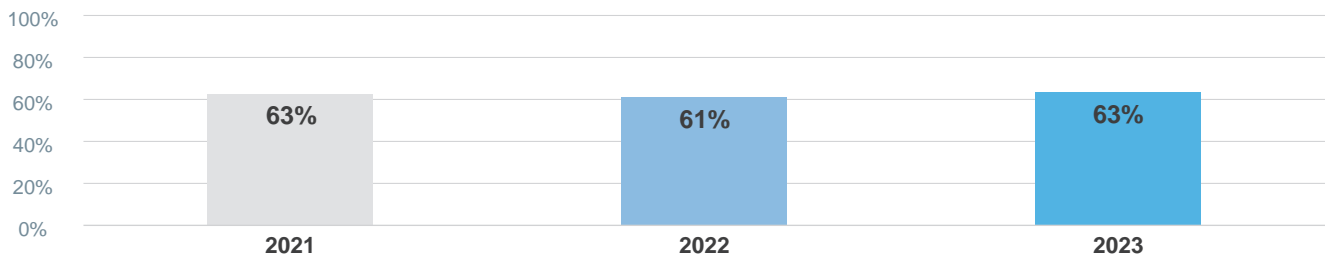
DIAGNOSTIC TESTS

Q5. Patient received all the information needed about the diagnostic test in advance
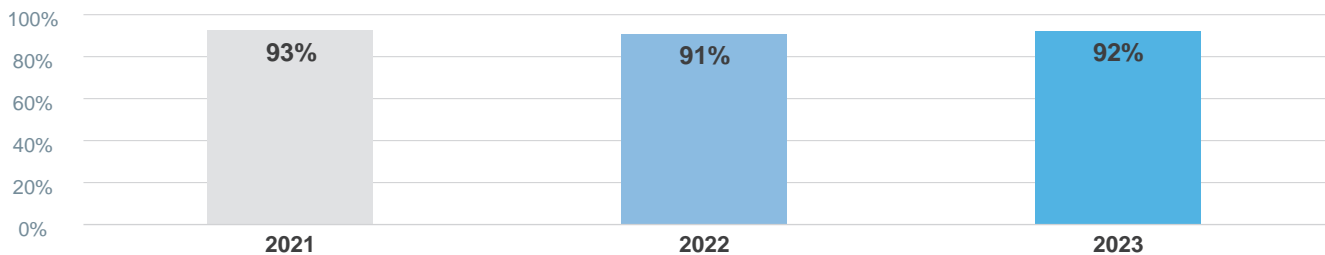
	2021	2022	2023
	93%	91%	92%

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

	2021	2022	2023
	82%	82%	83%

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

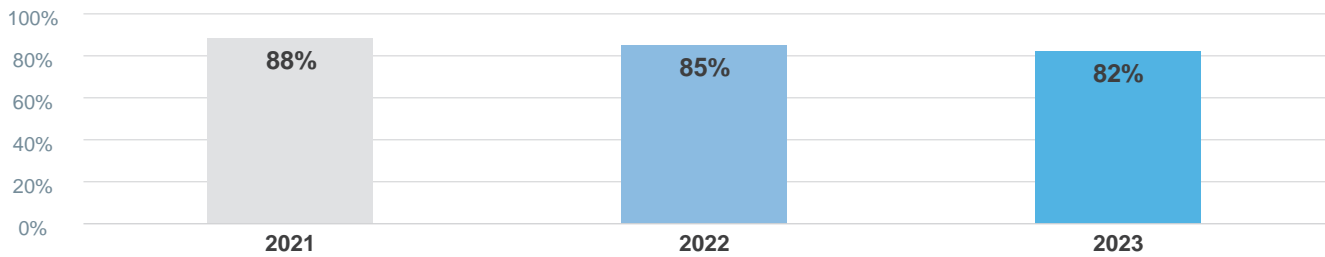|	2021	2022	2023
	82%	78%	77%
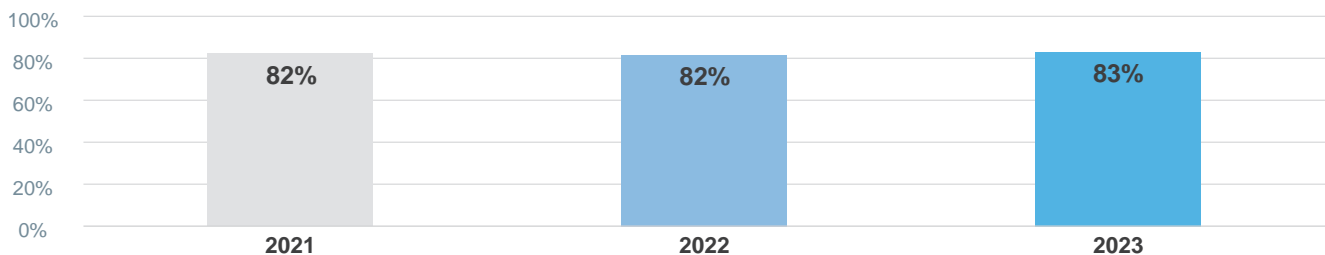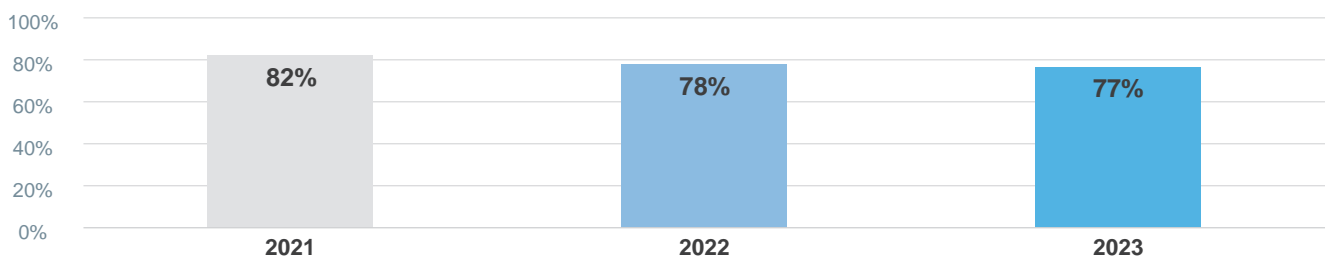
Year on year charts

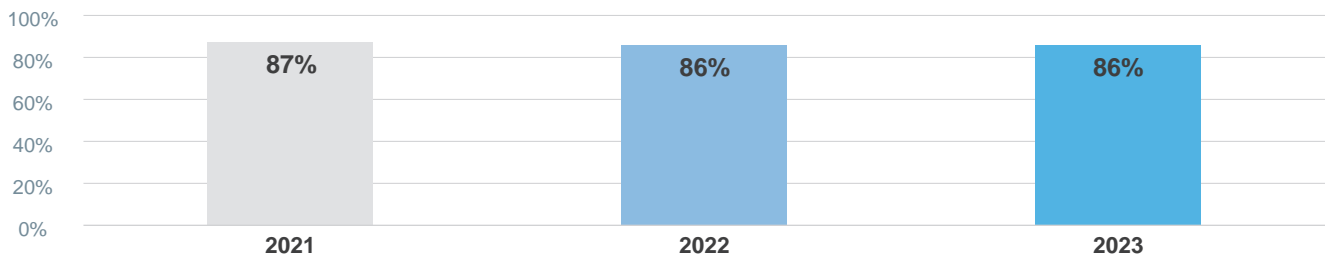| * | Indicates where a score is not available due to suppression or a low base size. | ** | No score available for these years. | The scores are unadjusted and based on England scores only. |

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

2021	2022	2023
76%	75%	76%

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

2021	2022	2023
95%	93%	95%
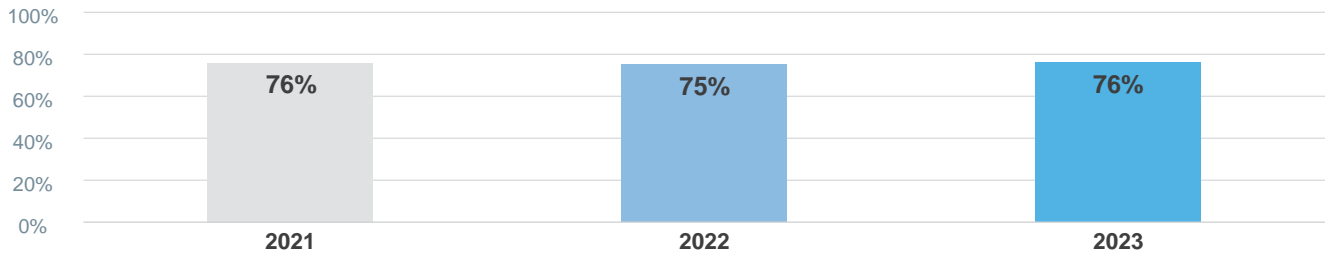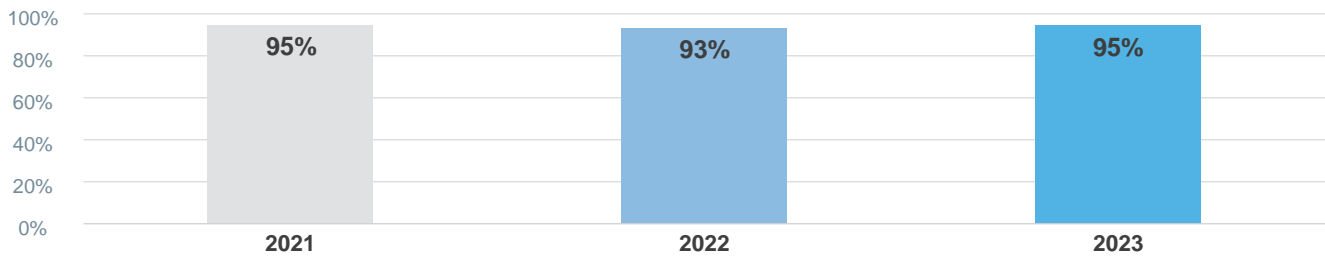
FINDING OUT THAT YOU HAD CANCER

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

2021	2022	2023
69%	75%	79%

Q13. Patient was definitely told sensitively that they had cancer

2021	2022	2023
70%	69%	71%

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

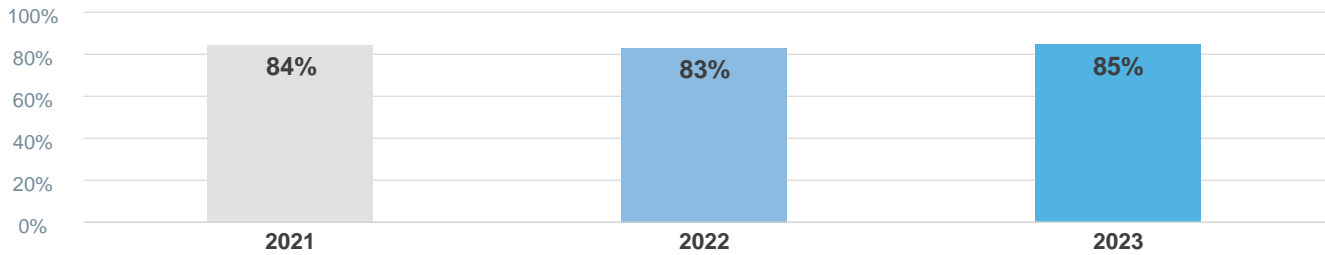| 2021	2022	2023
74%	74%	75%
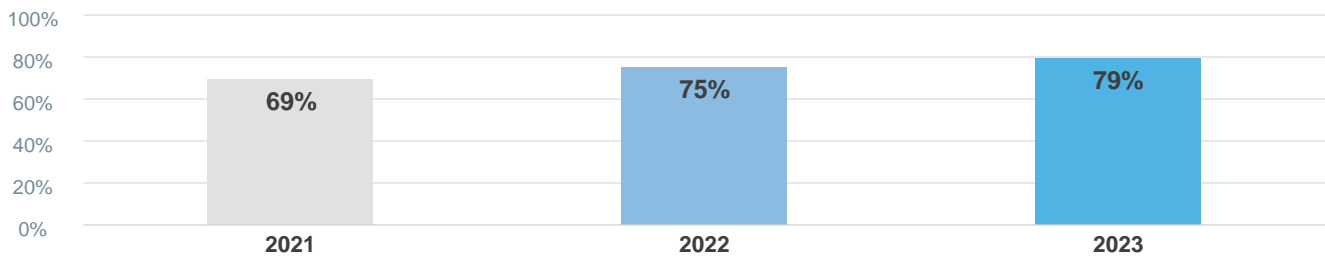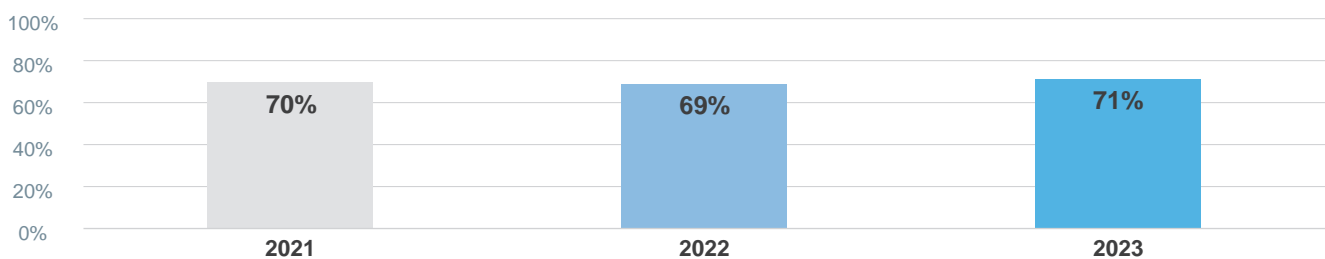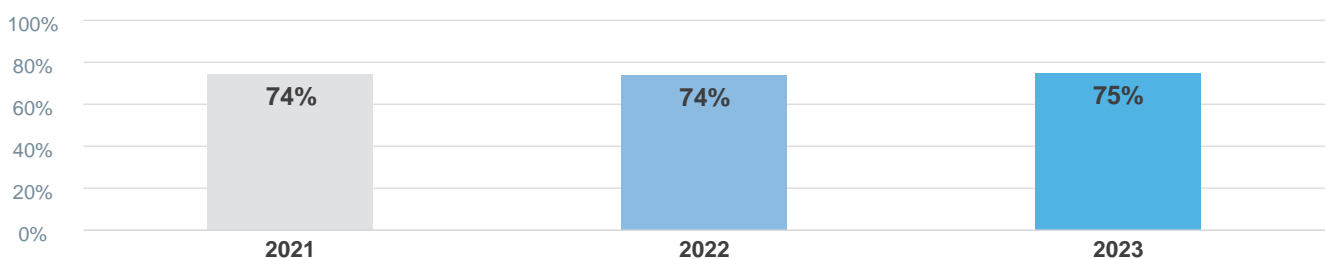
Year on year charts

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

Q15. Patient was definitely told about their diagnosis in an appropriate place
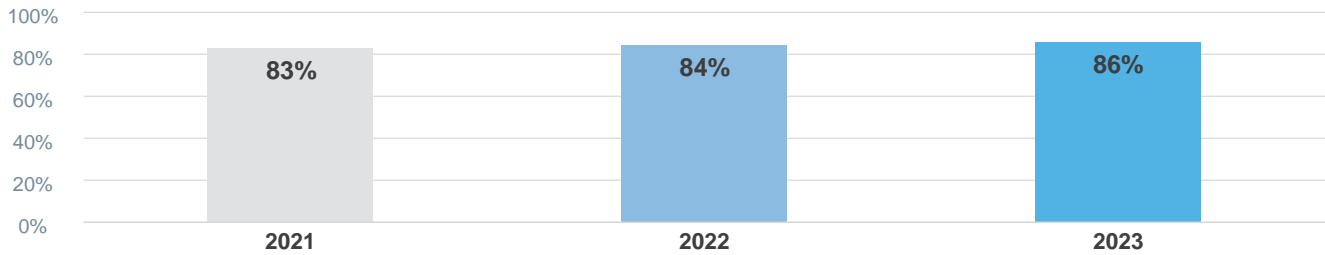
2021	2022	2023
83%	84%	86%

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

2021	2022	2023
82%	81%	83%
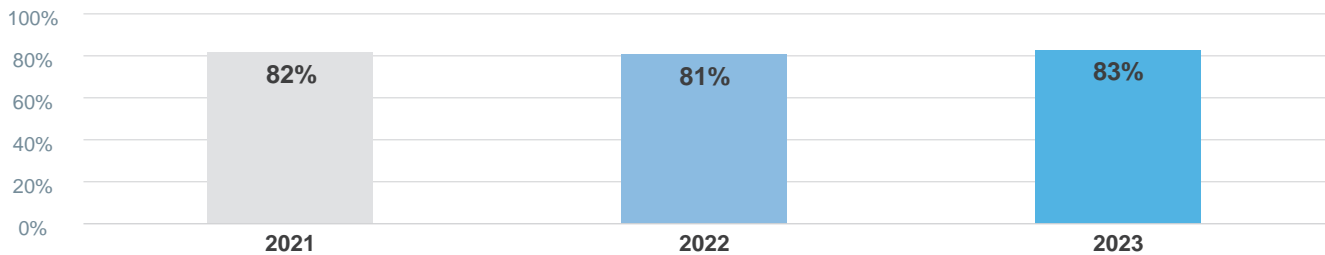
SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team
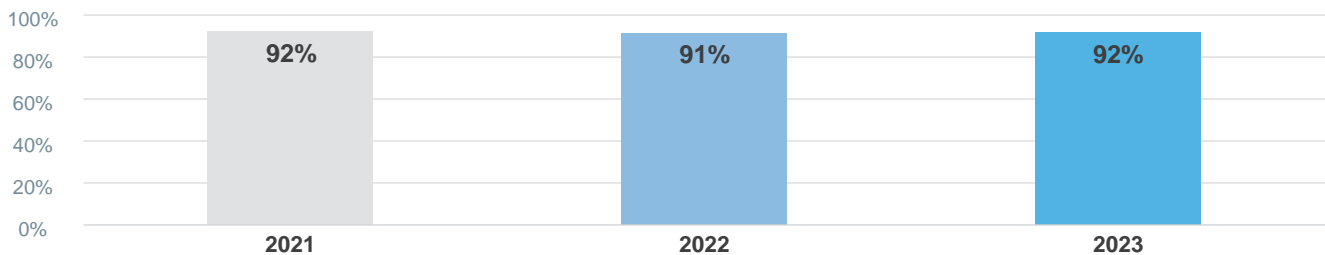
2021	2022	2023
92%	91%	92%

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

2021	2022	2023
82%	81%	83%

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

2021	2022	2023
94%	94%	95%

Year on year charts

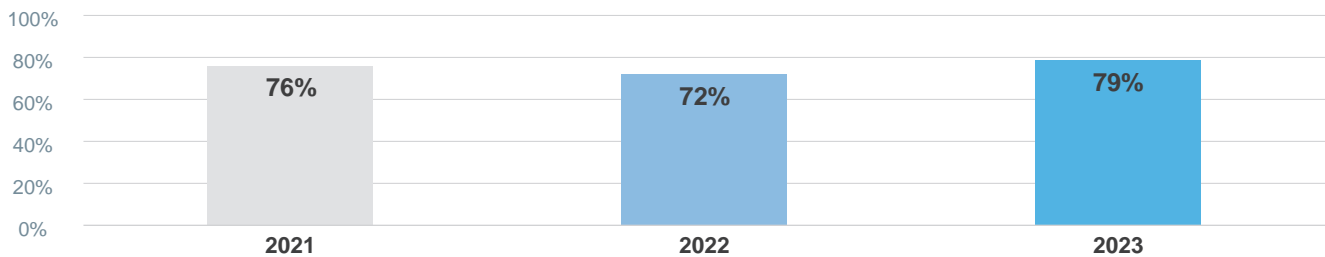|		
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.
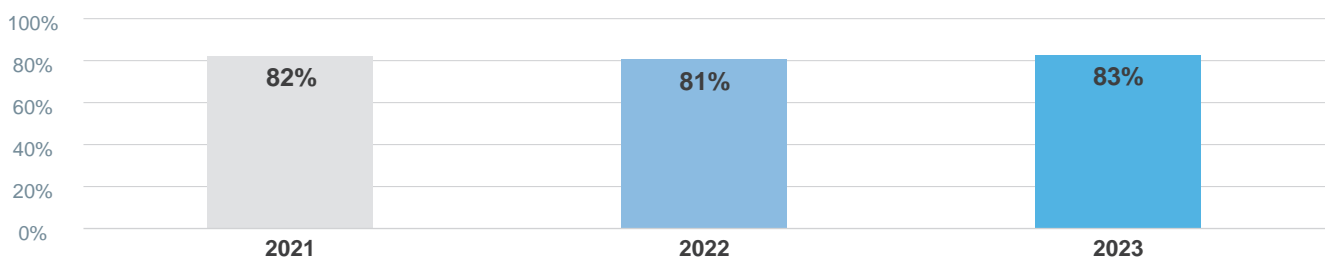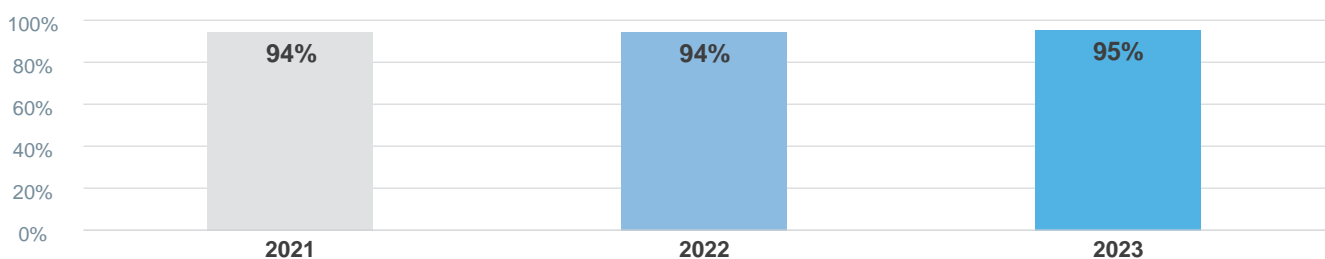
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand
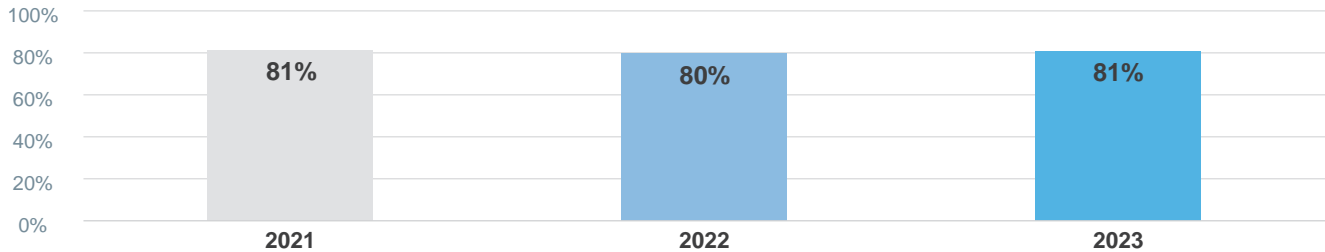
2021	2022	2023
81%	80%	81%

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

2021	2022	2023
77%	76%	76%

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

2021	2022	2023
74%	79%	81%

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

2021 **	2022 **	2023
		54%
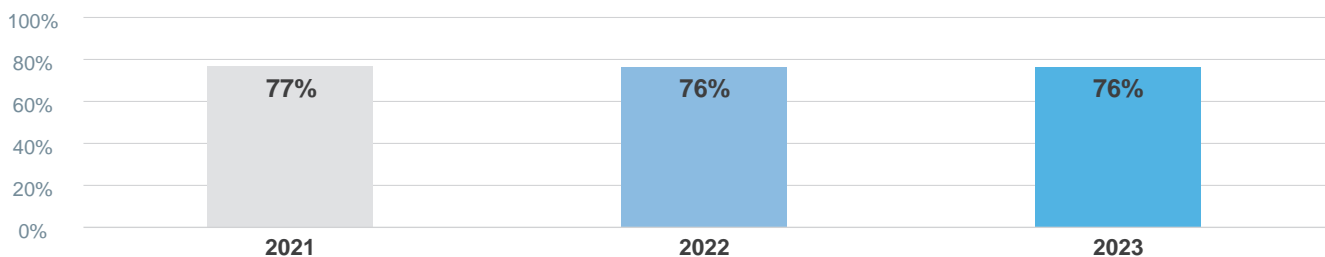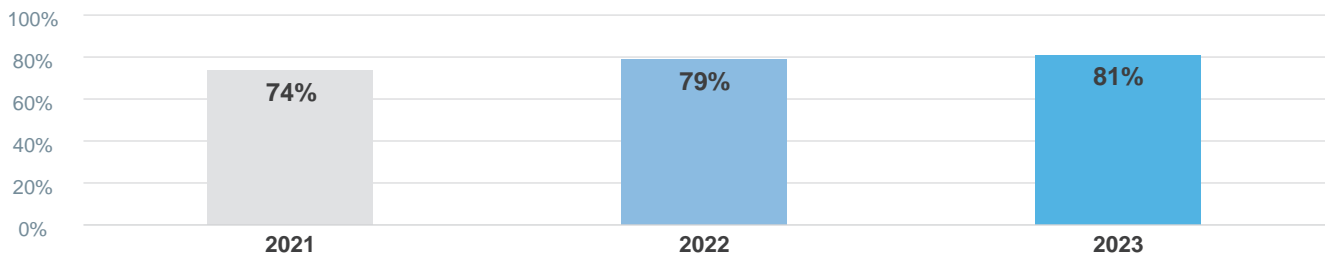
CARE PLANNING

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

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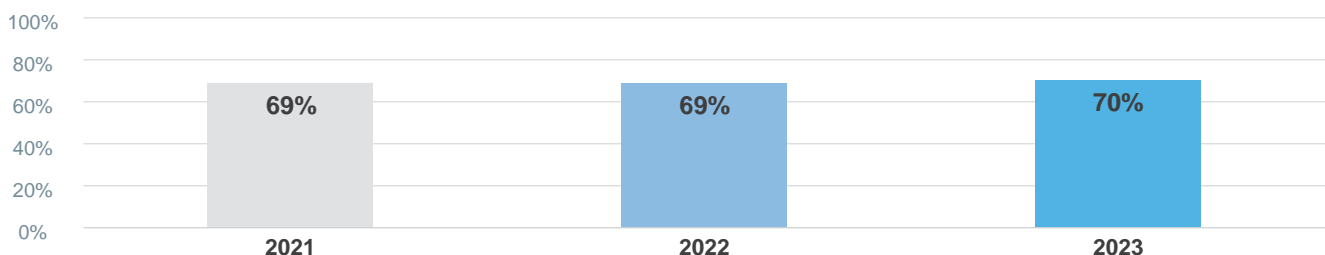
Year on year charts

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

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

2021	2022	2023
92%	91%	93%

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

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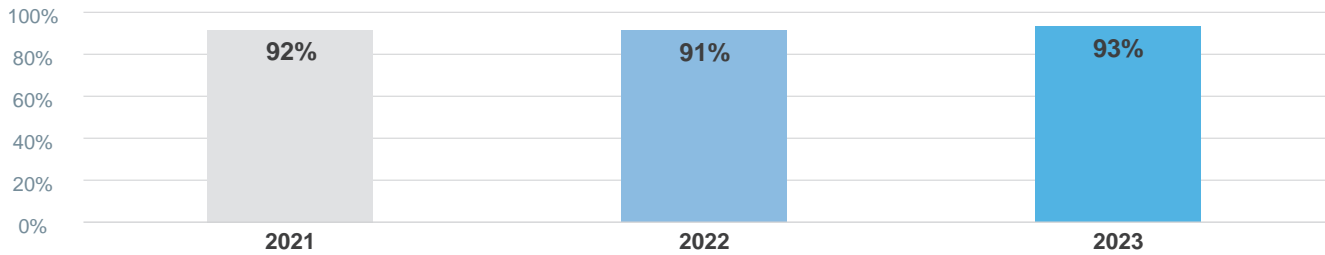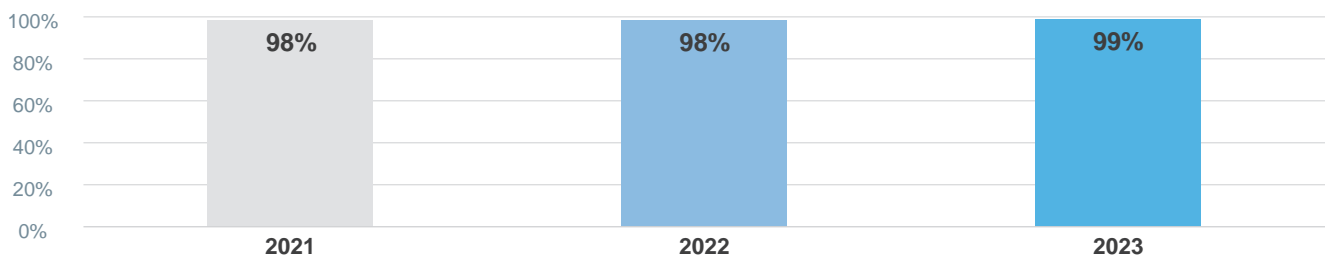
SUPPORT FROM HOSPITAL STAFF

Q27. Staff provided the patient with relevant information on available support
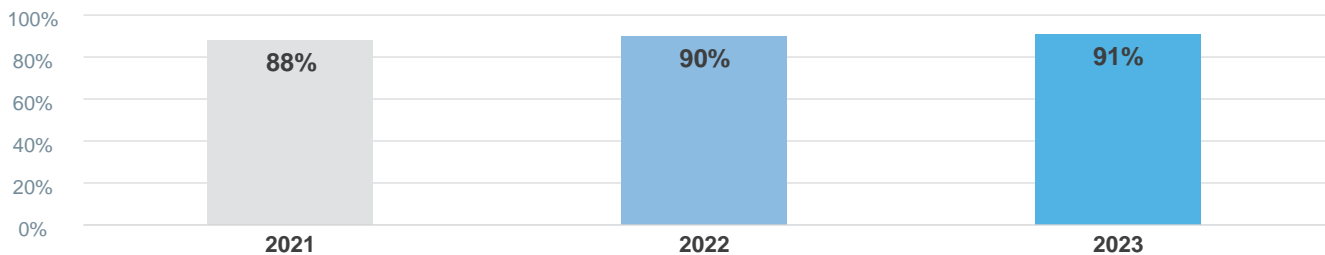
2021	2022	2023
88%	90%	91%

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

2021	2022	2023
72%	73%	73%

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

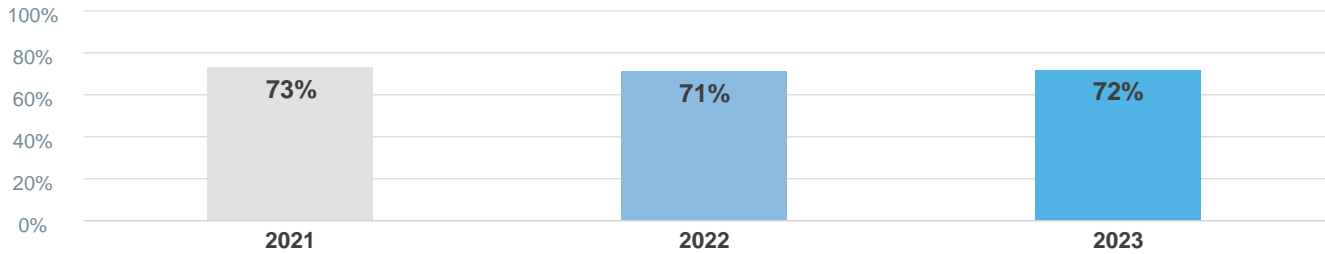| 2021	2022	2023
67%	64%	71%

Year on year charts

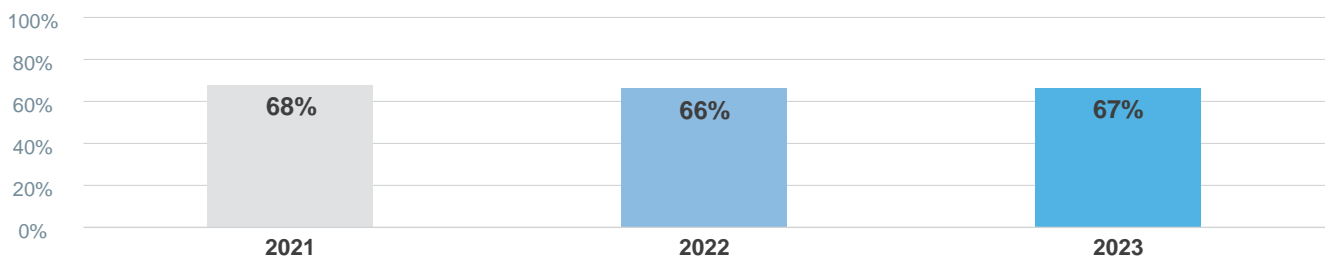|	
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.
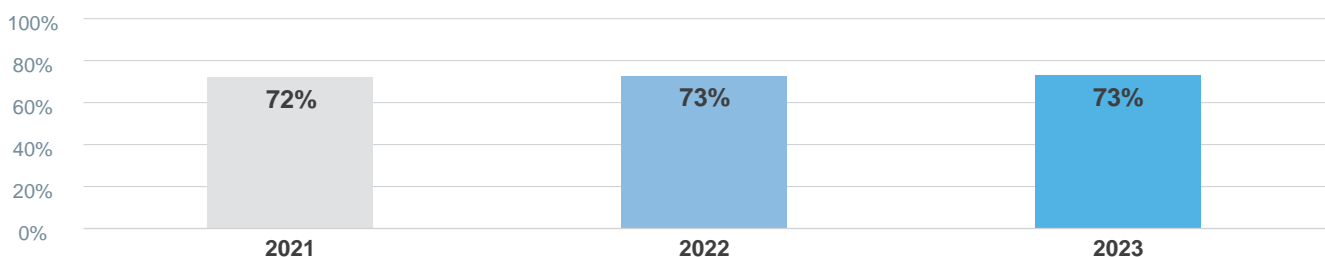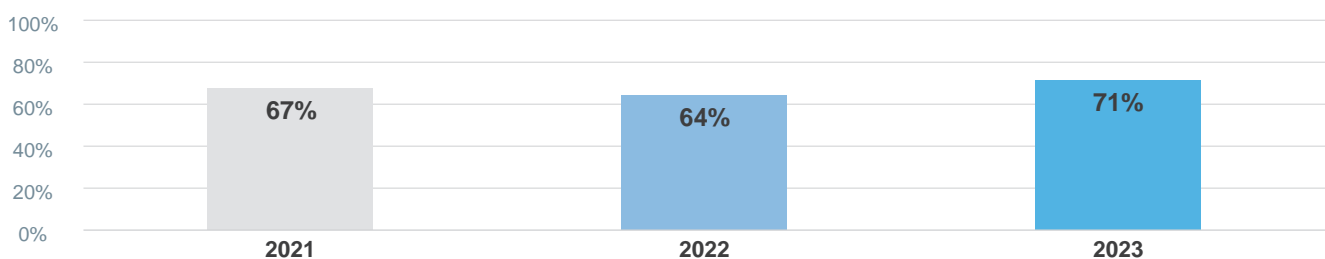
The scores are unadjusted and based on England scores only.

HOSPITAL CARE

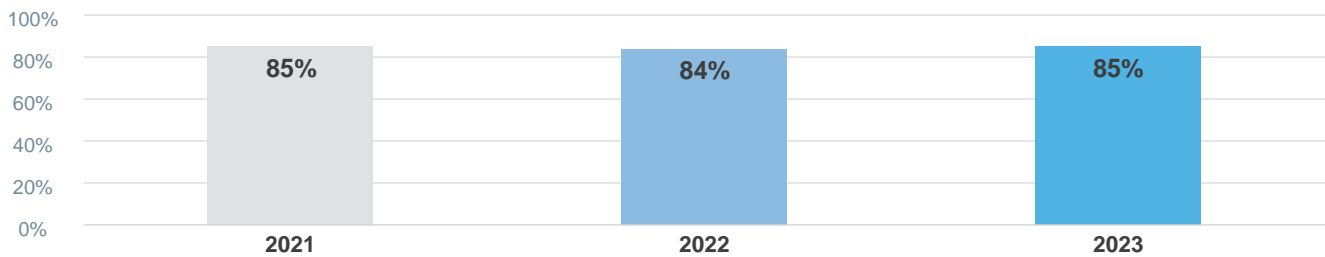### Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital

- 2021: 78%
- 2022: 76%
- 2023: 74%

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: 56%
- 2022: 61%
- 2023: 63%

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

- 2021: 67%
- 2022: 66%
- 2023: 64%

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

- 2021: 74%
- 2022: 67%
- 2023: 66%

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

- 2021: 63%
- 2022: 59%
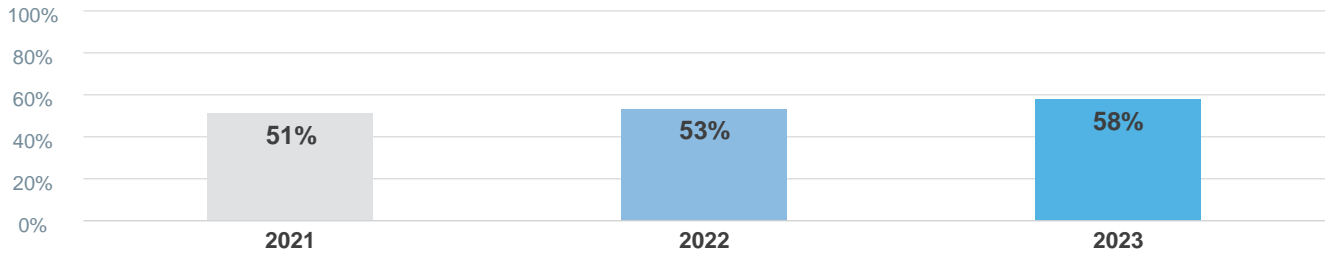- 2023: 58%

Year on year charts

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

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

2021	2022	2023
85%	79%	80%

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

2021	2022	2023
88%	85%	82%

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

2021	2022	2023
87%	86%	86%

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

2021	2022	2023
74%	75%	77%
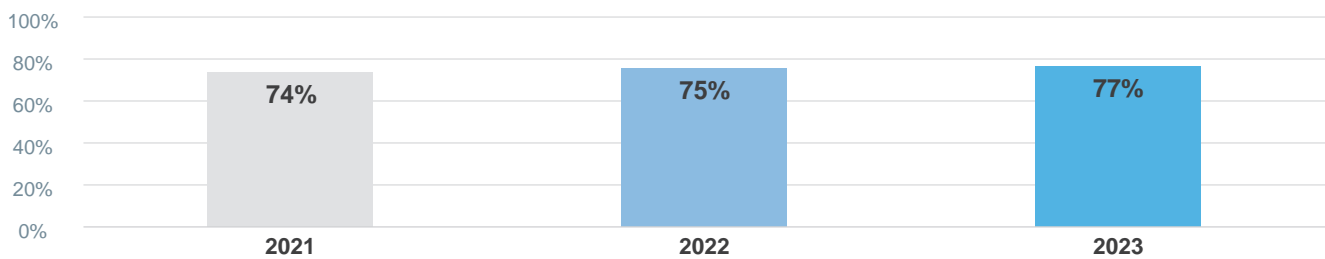
YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

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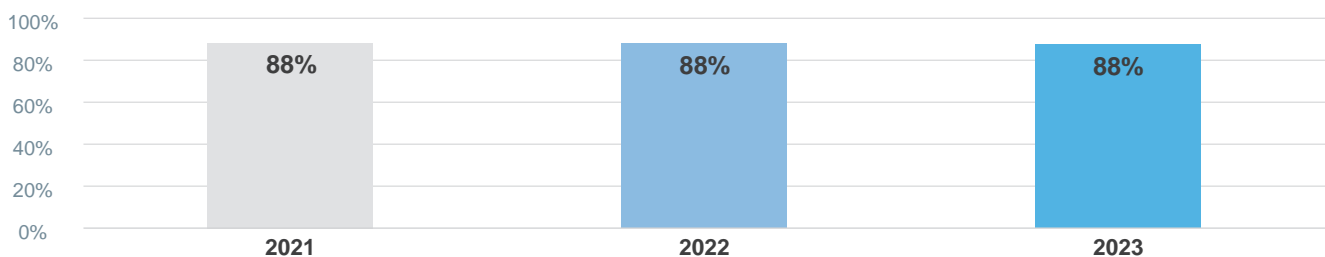
Year on year charts

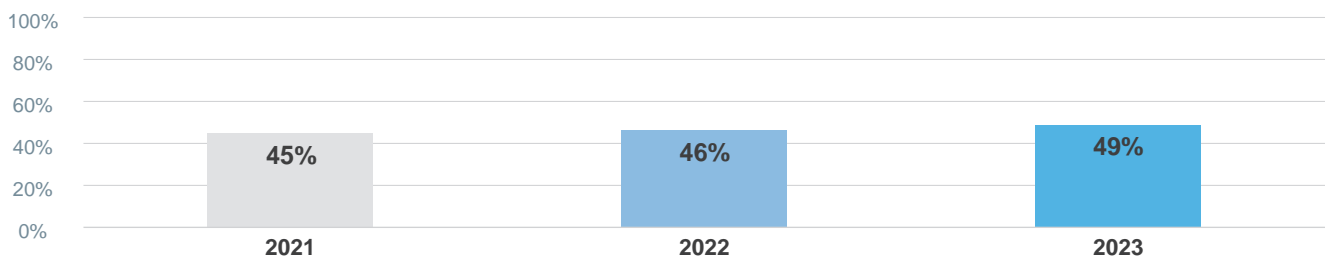| *	Indicates where a score is not available due to suppression or a low base size.	**	No score available for these years.	The scores are unadjusted and based on England scores only.

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

2021	2022	2023
84%	83%	85%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

2021	2022	2023
85%	84%	87%

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

2021	2022	2023
76%	72%	79%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

2021	2022	2023
84%	82%	82%

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

2021 **	2022 **	2023
		83%

Year on year charts

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

2021 **	2022 **	2023
		78%

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

2021 **	2022 **	2023
		82%

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

2021 **	2022 **	2023
		74%

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

2021 **	2022 **	2023
		77%

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

2021	2022	2023
73%	73%	75%

Year on year charts

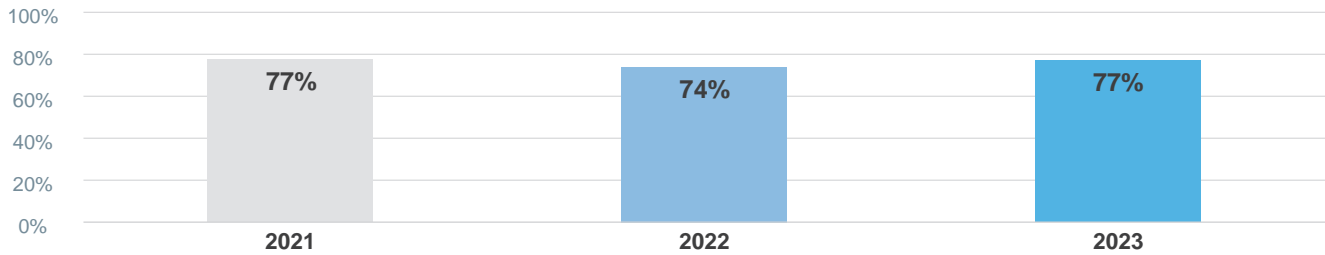|		
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.

The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

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

2021	2022	2023
73%	71%	72%

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

2021	2022	2023
68%	66%	67%

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

2021	2022	2023
85%	84%	85%

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
56%	55%	56%

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

2021	2022	2023
49%	49%	51%

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
51%	53%	58%

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

2021	2022	2023
45%	46%	49%

CARE FROM YOUR GP PRACTICE

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

2021	2022	2023
38%	39%	41%

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

2021	2022	2023
17%	18%	21%
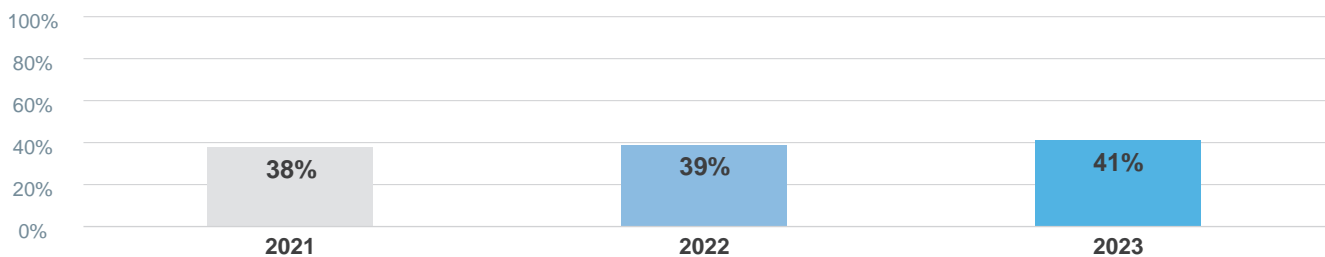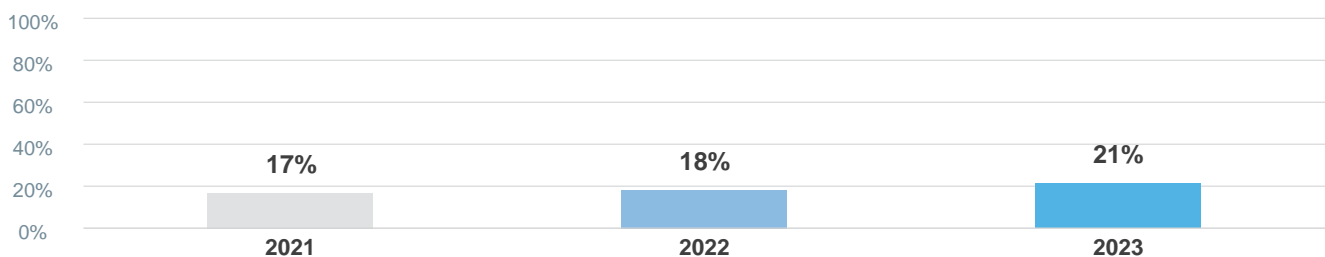
LIVING WITH AND BEYOND CANCER

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

2021	2022	2023
29%	27%	28%

Year on year charts

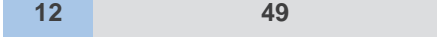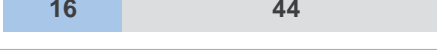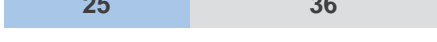|		
*	Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.
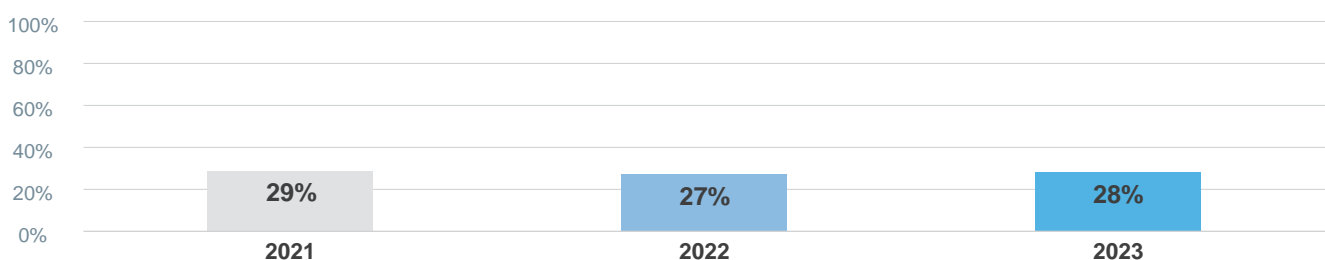
The scores are unadjusted and based on England scores only.

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

2021	2022	2023
77%	74%	77%

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

2021	2022	2023
58%	58%	59%
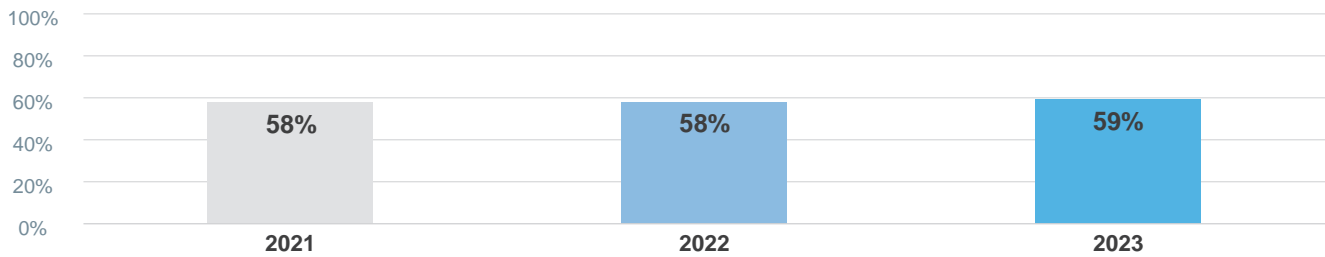
YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

2021	2022	2023
89%	88%	88%

Q57. Administration of care was very good or good

2021	2022	2023
86%	84%	84%

Q58. Cancer research opportunities were discussed with patient

2021	2022	2023
43%	39%	42%

Year on year charts

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

The scores are unadjusted and based on England scores only.

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

2021	2022	2023
8.8	8.7	8.8

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
RQW	The Princess Alexandra Hospital NHS Trust	51 7
RD8	Milton Keynes University Hospital NHS Foundation Trust	3 56 2
RC9	Bedfordshire Hospitals NHS Foundation Trust	12 46 3
RWG	West Hertfordshire Teaching Hospitals NHS Trust	12 49
RAJ	Mid and South Essex NHS Foundation Trust	16 44 1
RWH	East and North Hertfordshire NHS Trust	25 36

ICB 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

	ICB	Expected range classification
QHG	NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board	10 — 51
QH8	NHS Mid and South Essex Integrated Care Board	12 — 48 — 1
QM7	NHS Hertfordshire and West Essex Integrated Care Board	24 — 37