

Cancer Patient Experience Survey

2023 Results

South East London Cancer Alliance

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

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Executive summary

Questions above expected range

South East London 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	62%	62%	71%	67%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	81%	86%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	76%	81%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	93%	96%	95%
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	78%	84%	81%
Q13. Patient was definitely told sensitively that they had cancer	71%	71%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	74%	79%	77%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	81%	87%	84%
Q18. Patient found it very or quite easy to contact their main contact person	78%	80%	89%	84%
Q19. Patient found advice from main contact person was very or quite helpful	94%	94%	97%	96%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	77%	82%	80%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	52%	62%	57%
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	68%	76%	72%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	98%	100%	99%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	75%	83%	79%
Q42_1. Patient completely had enough understandable information about their response to surgery	81%	84%	89%	86%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	69%	72%	85%	78%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	66%	74%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	83%	91%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	56%	64%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	50%	59%	55%
Q51. Patient definitely received the right amount of support from their GP practice during treatment	39%	42%	51%	46%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	75%	83%	79%
Q56. The whole care team worked well together	88%	88%	92%	90%
Q57. Administration of care was very good or good	82%	85%	89%	87%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	9.0	8.9

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

1,456 patients responded out of a total of 3,354 patients, resulting in a response rate of 43%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	3,594	3,354	1,456	43%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	1,096
Online	359
Phone	0
Translation service	1
Total	1,456

Respondents by tumour group

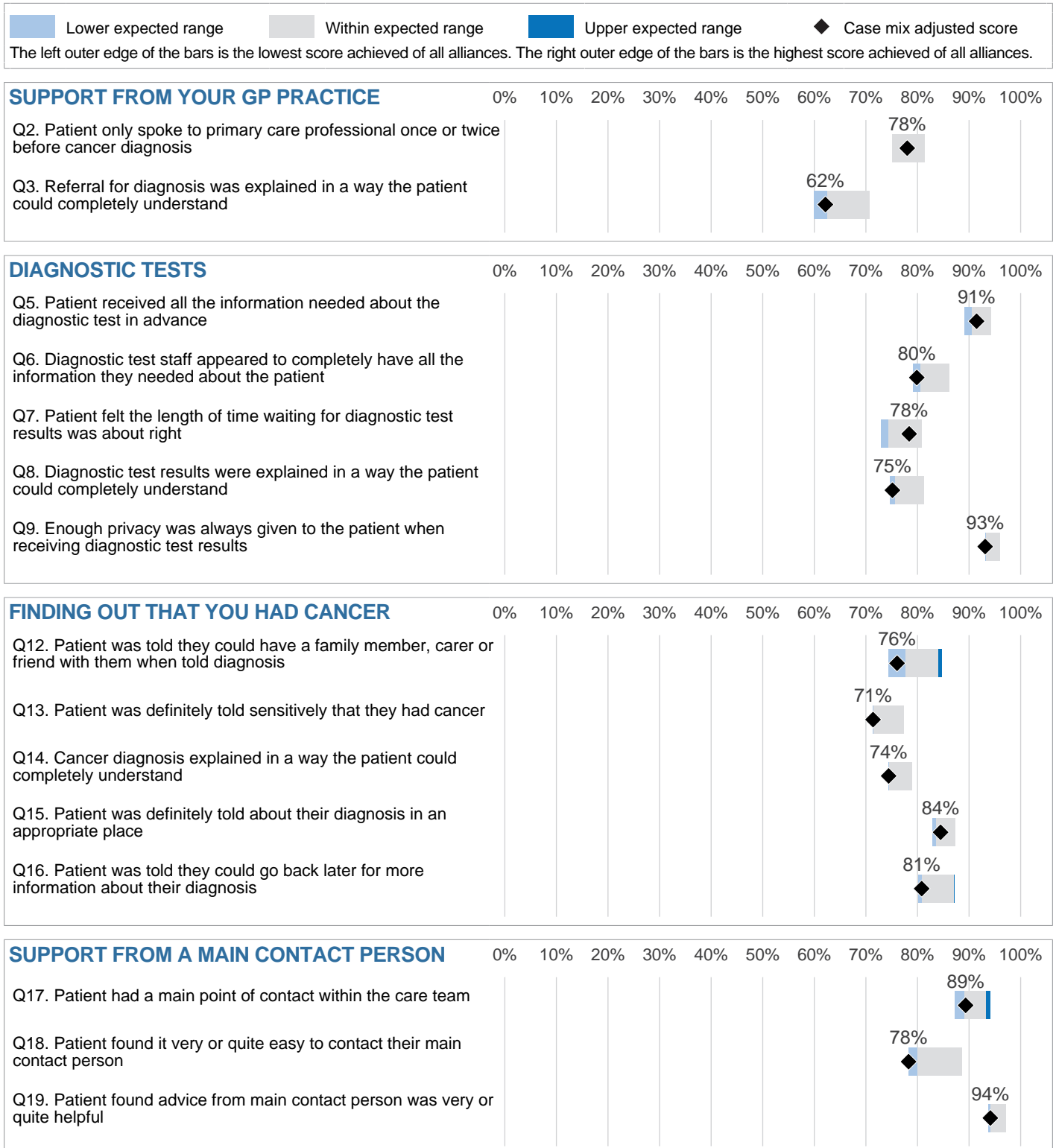
	Number of respondents
Brain / CNS	4
Breast	366
Colorectal / LGT	205
Gynaecological	79
Haematological	192
Head and neck	40
Lung	133
Prostate	157
Sarcoma	13
Skin	54
Upper gastro	77
Urological	79
Other	57
Total	1,456

Respondents by ethnicity

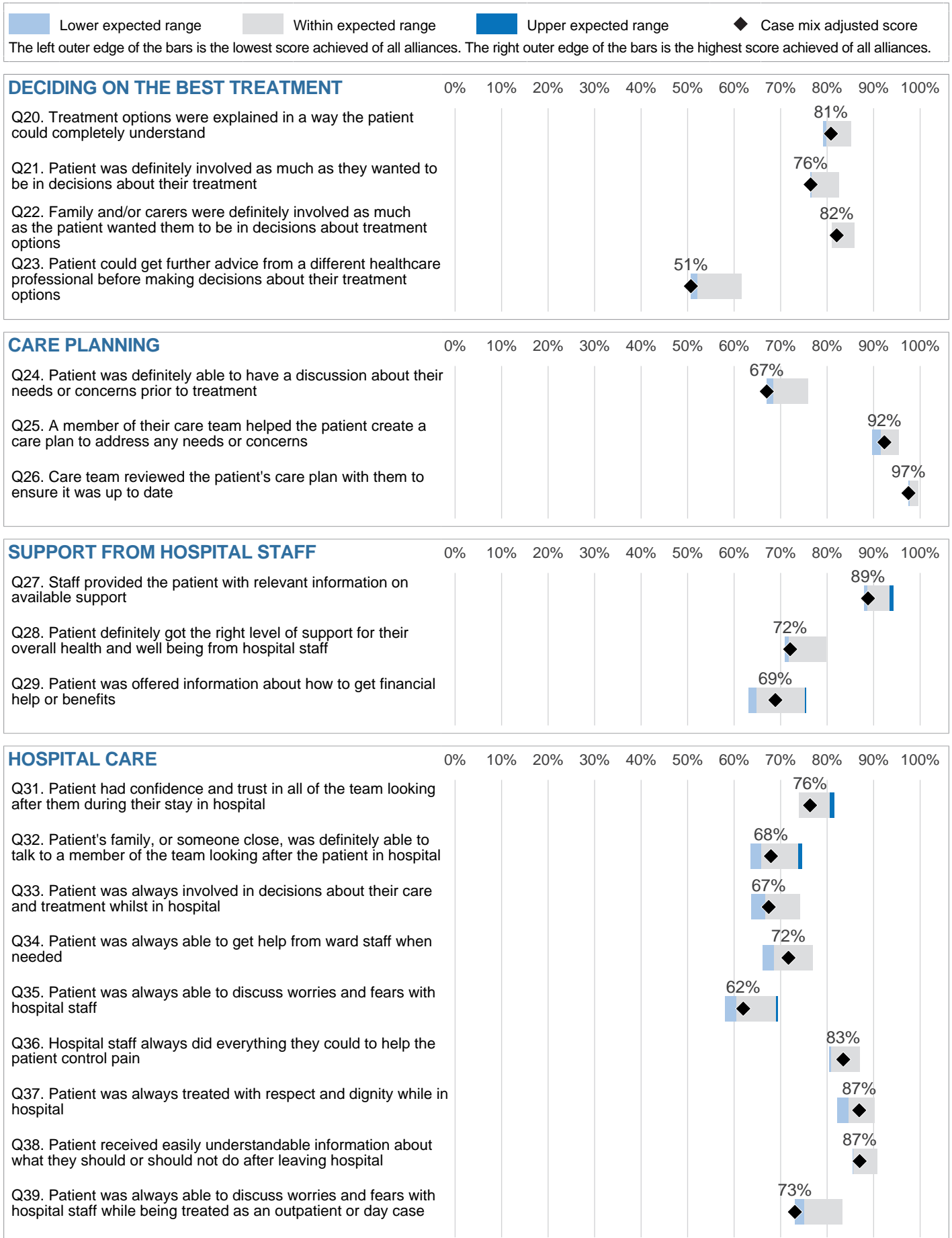
	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	920
Irish	24
Gypsy or Irish Traveller	*
Roma	*
Any other White background	107
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	8
White and Black African	*
White and Asian	12
Any other Mixed / multiple ethnic background	11
Asian or Asian British	
Indian	20
Pakistani	*
Bangladeshi	*
Chinese	18
Any other Asian background	15
Black / African / Caribbean / Black British	
African	90
Caribbean	65
Any other Black / African / Caribbean background	8
Other Ethnicity	
Arab	*
Any other ethnic group	8
Not given	
Not given	137
Total	1,456

* indicates the count is not shown due to suppression

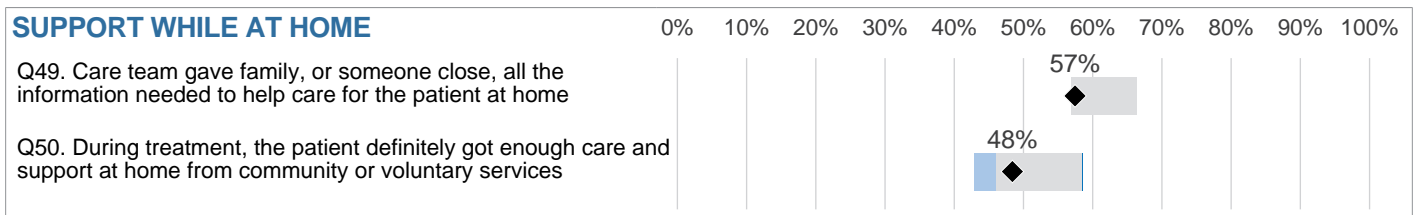
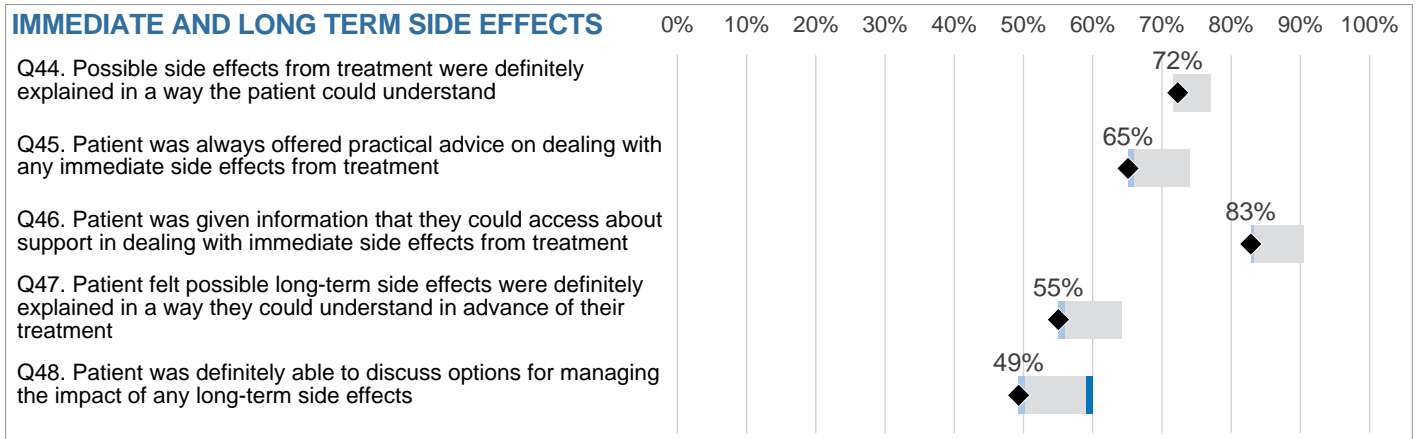
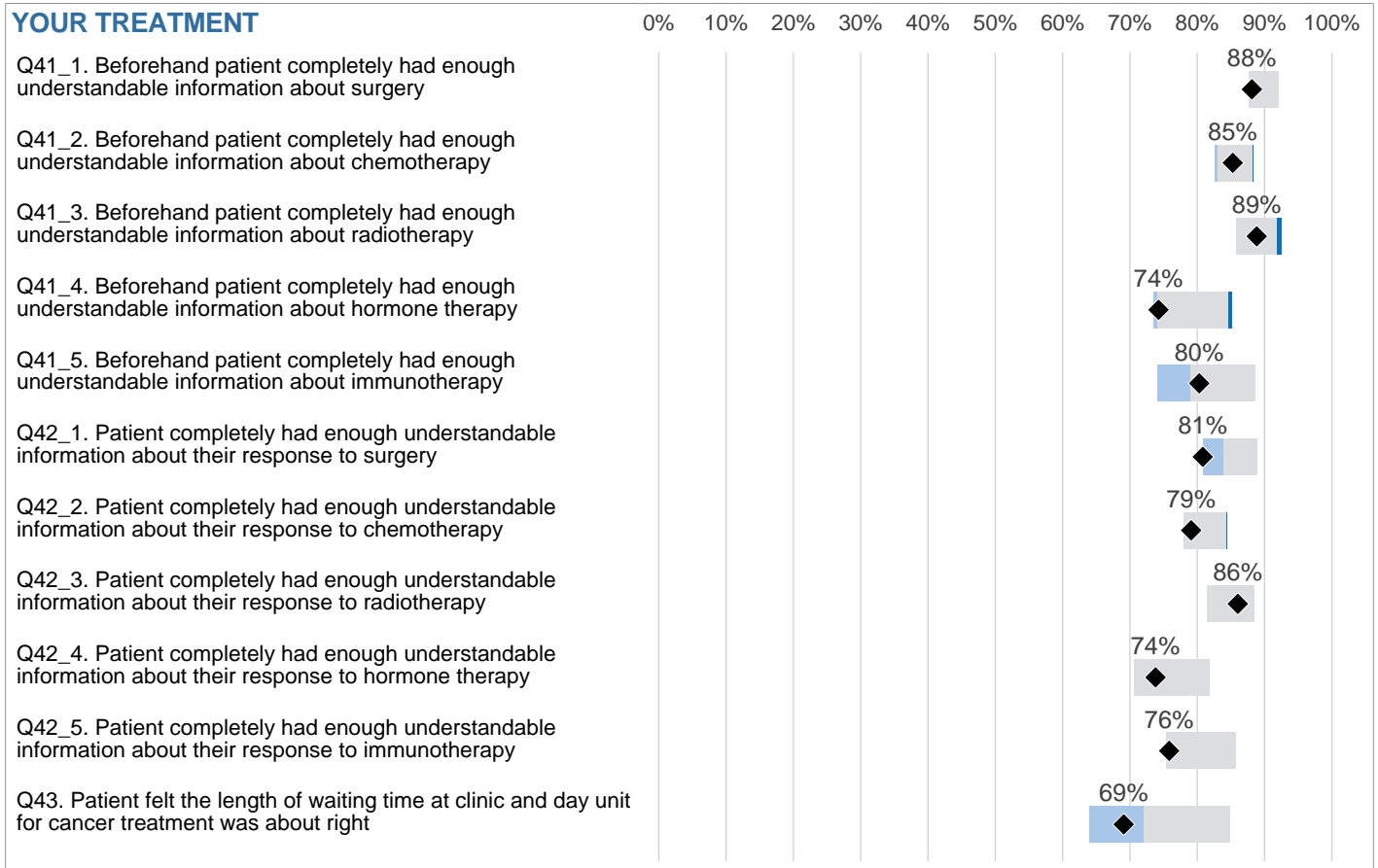
Expected range charts



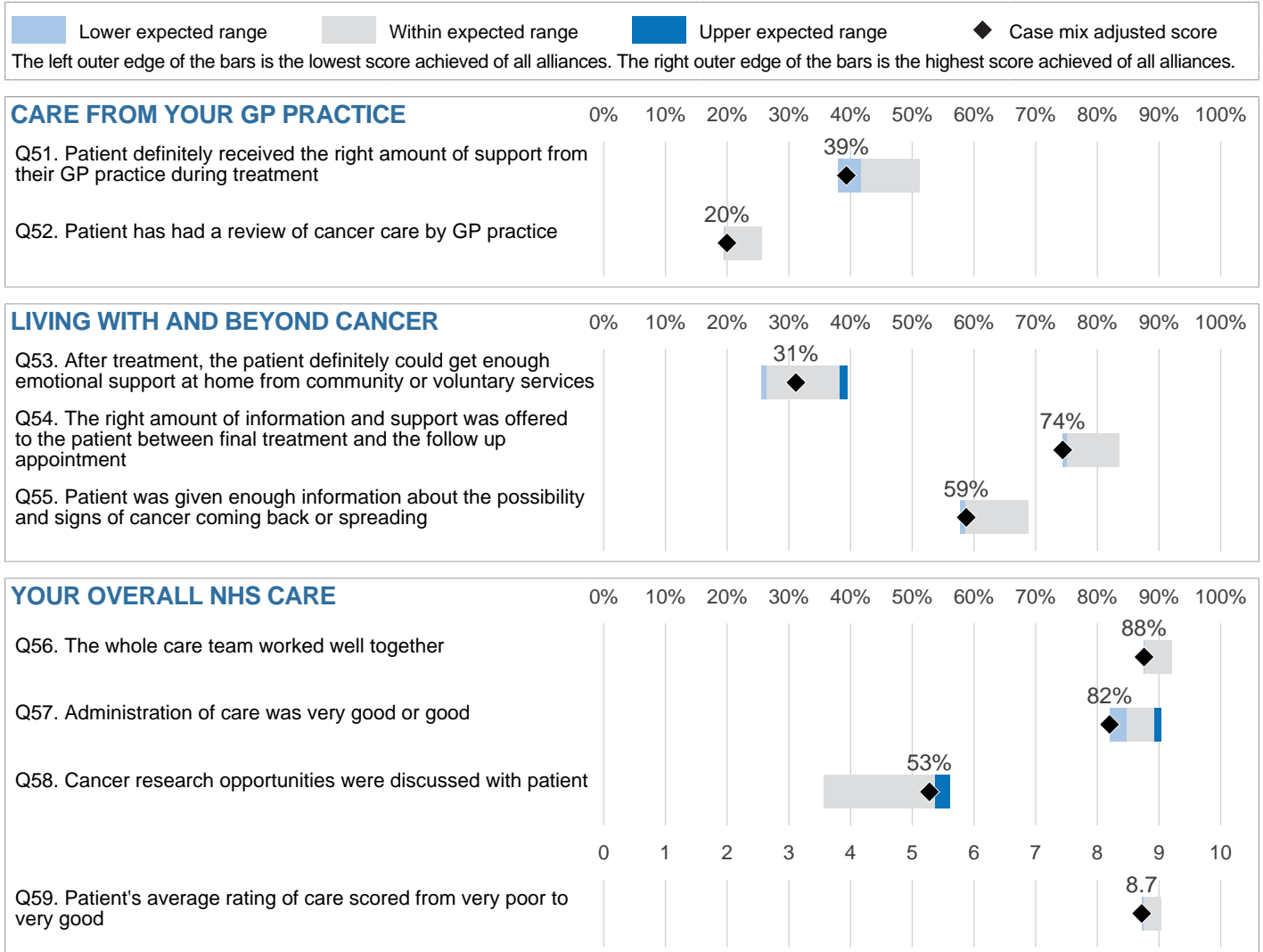
Expected range charts



Expected range charts



Expected range charts






Comparability tables

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

** No score available for 2022.

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

	Adjusted score below lower expected range
	Adjusted score between upper and lower expected ranges
	Adjusted score above upper expected range

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	631	76%	666	76%			78%	75%	81%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	816	59%	879	61%			62%	62%	71%	67%

DIAGNOSTIC TESTS	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	
Q5. Patient received all the information needed about the diagnostic test in advance	1072	91%	1118	91%			91%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1135	79%	1184	79%			80%	81%	86%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1141	80%	1191	78%			78%	74%	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1146	74%	1193	74%			75%	76%	81%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1144	94%	1192	93%			93%	93%	96%	95%

FINDING OUT THAT YOU HAD 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	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1252	76%	1300	76%		▲	76%	78%	84%	81%
Q13. Patient was definitely told sensitively that they had cancer	1369	72%	1411	72%			71%	71%	77%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1383	75%	1432	74%			74%	74%	79%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1379	85%	1422	85%			84%	84%	87%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	1182	82%	1247	81%			81%	81%	87%	84%

SUPPORT FROM A MAIN CONTACT PERSON	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	
Q17. Patient had a main point of contact within the care team	1329	91%	1390	90%		▼	89%	89%	93%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1126	75%	1144	78%			78%	80%	89%	84%
Q19. Patient found advice from main contact person was very or quite helpful	1153	94%	1187	94%			94%	94%	97%	96%

Comparability tables




<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2022.</p>	<p>▲ or ▼</p> <p>Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.</p> <p>Change overall: Indicates significant change overall (2021, 2022, and 2023).</p>	<p> Adjusted score below lower expected range</p> <p> Adjusted score between upper and lower expected ranges</p> <p> Adjusted score above upper expected range</p>
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DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1304	80%	1351	80%			81%	80%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1353	76%	1408	76%			76%	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	1130	78%	1172	81%		▲	82%	81%	86%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	823	51%			51%	52%	62%	57%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	1235	68%	1299	67%			67%	68%	76%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	743	91%	775	93%			92%	92%	95%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	564	98%	599	97%			97%	98%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	1130	88%	1210	89%			89%	89%	93%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1365	72%	1416	72%			72%	72%	80%	76%
Q29. Patient was offered information about how to get financial help or benefits	774	68%	824	69%			69%	65%	75%	70%




Comparability tables

* Indicates where a score is not available due to suppression or a low base size.	▲ or ▼	Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score. Change overall: Indicates significant change overall (2021, 2022, and 2023).		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

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	561	74%	629	76%			76%	74%	81%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	448	66%	507	68%		▲	68%	66%	74%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	545	69%	616	67%			67%	67%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	548	69%	614	71%			72%	69%	77%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	532	63%	599	61%			62%	61%	69%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	483	81%	538	83%			83%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	556	83%	629	86%			87%	85%	90%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	540	87%	605	87%			87%	86%	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1211	73%	1258	72%			73%	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	710	87%	739	88%			88%	88%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	708	85%	716	86%			85%	83%	88%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	424	89%	401	89%			89%	86%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	212	78%	227	74%			74%	74%	85%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	206	88%	229	80%			80%	79%	89%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	730	80%			81%	84%	89%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	715	79%			79%	78%	84%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	400	86%			86%	82%	89%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	225	73%			74%	71%	82%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	224	76%			76%	75%	86%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1358	71%	1356	68%			69%	72%	85%	78%

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

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	1329	73%	1346	72%			72%	72%	77%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1249	67%	1268	65%		▼	65%	66%	74%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1002	84%	1010	82%			83%	83%	91%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1243	56%	1274	56%			55%	56%	64%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1072	50%	1110	49%			49%	50%	59%	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	884	58%	910	57%			57%	57%	66%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	596	46%	600	47%			48%	46%	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	729	38%	759	39%			39%	42%	51%	46%
Q52. Patient has had a review of cancer care by GP practice	1294	18%	1334	21%		▲	20%	20%	26%	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	345	33%	359	31%			31%	26%	38%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	596	76%	666	73%			74%	75%	83%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1055	57%	1087	58%			59%	59%	69%	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	1300	88%	1317	88%		▼	88%	88%	92%	90%
Q57. Administration of care was very good or good	1361	83%	1404	82%			82%	85%	89%	87%
Q58. Cancer research opportunities were discussed with patient	886	53%	900	54%			53%	36%	54%	45%
Q59. Patient's average rating of care scored from very poor to very good	1316	8.8	1374	8.7			8.7	8.8	9.0	8.9

Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	89%	81%	76%	48%	65%	67%	82%	*	96%	69%	72%	73%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	73%	69%	64%	49%	42%	61%	54%	*	65%	50%	62%	63%	61%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	89%	94%	95%	86%	91%	94%	91%	91%	98%	90%	90%	88%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	80%	82%	73%	78%	76%	85%	79%	82%	82%	68%	72%	81%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	78%	88%	73%	81%	80%	82%	75%	73%	83%	63%	74%	67%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	71%	82%	70%	70%	72%	82%	77%	60%	85%	70%	66%	69%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	92%	95%	92%	87%	91%	98%	96%	90%	98%	90%	93%	85%	93%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	80%	82%	75%	66%	68%	85%	78%	*	79%	71%	65%	72%	76%
Q13. Patient was definitely told sensitively that they had cancer	*	69%	78%	69%	73%	66%	82%	73%	67%	82%	63%	61%	62%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	71%	80%	69%	72%	74%	80%	78%	69%	83%	76%	66%	68%	74%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	87%	86%	80%	82%	92%	91%	86%	69%	88%	74%	79%	82%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	*	83%	80%	77%	81%	76%	90%	85%	73%	82%	79%	77%	67%	81%

Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q17. Patient had a main point of contact within the care team	*	90%	90%	88%	92%	89%	88%	88%	92%	98%	93%	81%	89%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	72%	81%	82%	81%	67%	83%	75%	91%	88%	76%	78%	80%	78%
Q19. Patient found advice from main contact person was very or quite helpful	*	91%	94%	95%	95%	85%	96%	99%	100%	96%	95%	96%	96%	94%

	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	*	76%	85%	81%	80%	77%	91%	81%	77%	94%	72%	80%	70%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	70%	82%	70%	79%	74%	82%	81%	54%	78%	73%	78%	69%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	76%	84%	72%	81%	81%	88%	85%	80%	85%	92%	78%	78%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	50%	49%	39%	43%	50%	64%	55%	*	52%	65%	44%	52%	51%

	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	*	65%	75%	59%	68%	71%	70%	70%	40%	71%	68%	58%	50%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	90%	95%	95%	95%	96%	93%	91%	*	96%	94%	97%	87%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	93%	100%	94%	99%	100%	99%	100%	*	100%	97%	100%	96%	97%

	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	*	90%	84%	88%	86%	84%	95%	95%	80%	93%	91%	88%	82%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	61%	72%	64%	78%	74%	85%	75%	69%	77%	74%	74%	67%	72%
Q29. Patient was offered information about how to get financial help or benefits	*	70%	74%	66%	67%	62%	80%	70%	*	57%	70%	56%	59%	69%

Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	66%	72%	64%	82%	76%	90%	81%	*	100%	68%	77%	82%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	48%	71%	58%	76%	58%	80%	78%	*	82%	78%	63%	72%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	52%	63%	62%	74%	56%	78%	82%	*	85%	67%	64%	82%	67%
Q34. Patient was always able to get help from ward staff when needed	*	61%	65%	64%	85%	72%	77%	81%	*	100%	65%	70%	86%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	50%	58%	54%	69%	41%	74%	77%	*	83%	58%	59%	62%	61%
Q36. Hospital staff always did everything they could to help the patient control pain	*	73%	89%	75%	85%	71%	98%	85%	*	100%	75%	79%	94%	83%
Q37. Patient was always treated with respect and dignity while in hospital	*	79%	86%	74%	92%	89%	96%	91%	*	92%	83%	85%	91%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	83%	85%	88%	83%	78%	96%	96%	*	100%	83%	85%	95%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	68%	69%	68%	75%	74%	75%	75%	73%	83%	75%	73%	70%	72%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	86%	91%	90%	88%	84%	91%	88%	80%	89%	85%	87%	85%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	81%	89%	85%	85%	*	91%	83%	*	*	89%	87%	91%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	85%	90%	95%	96%	94%	98%	85%	*	*	100%	*	83%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	68%	*	*	*	*	*	83%	*	*	*	*	*	74%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	70%	*	60%	69%	*	95%	*	*	92%	*	82%	*	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	79%	86%	80%	83%	80%	82%	78%	80%	81%	83%	72%	85%	80%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	73%	80%	77%	82%	*	89%	83%	*	*	81%	78%	78%	79%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	83%	83%	89%	84%	94%	93%	85%	*	*	94%	*	85%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	65%	*	*	*	*	*	88%	*	*	*	*	90%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	63%	*	69%	69%	*	89%	*	*	83%	*	70%	*	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	65%	74%	66%	60%	75%	64%	81%	64%	74%	63%	72%	71%	68%

Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	71%	79%	70%	69%	83%	80%	67%	58%	76%	69%	72%	65%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	59%	66%	58%	67%	70%	74%	69%	50%	78%	68%	58%	60%	65%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	82%	85%	79%	81%	86%	89%	78%	*	94%	77%	81%	80%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	46%	58%	54%	50%	78%	66%	72%	*	68%	53%	53%	49%	56%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	40%	48%	35%	50%	62%	59%	60%	*	76%	52%	49%	44%	49%

	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	*	48%	61%	53%	57%	61%	63%	69%	*	67%	54%	60%	55%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	40%	52%	32%	53%	45%	48%	59%	*	57%	51%	41%	61%	47%

	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	*	41%	40%	40%	35%	48%	35%	49%	*	42%	34%	26%	38%	39%
Q52. Patient has had a review of cancer care by GP practice	*	20%	21%	18%	18%	24%	28%	28%	*	23%	17%	20%	20%	21%

Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	20%	36%	24%	41%	43%	38%	37%	*	38%	38%	33%	23%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	66%	79%	67%	72%	78%	67%	78%	*	93%	73%	75%	64%	73%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	46%	57%	49%	66%	53%	73%	60%	*	78%	68%	55%	54%	58%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q56. The whole care team worked well together	*	85%	88%	79%	87%	91%	91%	94%	90%	90%	85%	89%	88%	88%
Q57. Administration of care was very good or good	*	80%	81%	76%	89%	95%	87%	83%	73%	83%	76%	80%	88%	82%
Q58. Cancer research opportunities were discussed with patient	*	51%	42%	44%	62%	42%	65%	63%	*	59%	67%	45%	48%	54%
Q59. Patient's average rating of care scored from very poor to very good	*	8.6	8.6	8.4	8.8	8.9	8.8	8.6	8.6	9.1	8.5	8.7	8.7	8.7

Age group tables

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

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
SUPPORT FROM YOUR GP PRACTICE									
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	75%	73%	82%	71%	79%	76%	77%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	47%	61%	68%	61%	63%	60%	57%	61%

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
DIAGNOSTIC TESTS									
Q5. Patient received all the information needed about the diagnostic test in advance	*	89%	87%	93%	87%	92%	94%	86%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	74%	59%	76%	76%	81%	82%	82%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	74%	53%	72%	75%	82%	83%	79%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	60%	61%	64%	73%	78%	79%	78%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	89%	88%	89%	91%	94%	95%	94%	93%

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
FINDING OUT THAT YOU HAD CANCER									
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	57%	67%	77%	74%	78%	79%	79%	76%
Q13. Patient was definitely told sensitively that they had cancer	*	62%	48%	65%	67%	74%	77%	85%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	70%	68%	68%	69%	78%	79%	73%	74%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	76%	78%	81%	82%	86%	90%	87%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	*	86%	84%	82%	81%	83%	79%	75%	81%

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
SUPPORT FROM A MAIN CONTACT PERSON									
Q17. Patient had a main point of contact within the care team	*	91%	94%	86%	87%	92%	92%	84%	90%
Q18. Patient found it very or quite easy to contact their main contact person	*	95%	71%	72%	78%	78%	79%	80%	78%
Q19. Patient found advice from main contact person was very or quite helpful	*	100%	87%	91%	94%	96%	94%	96%	94%

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
DECIDING ON THE BEST TREATMENT									
Q20. Treatment options were explained in a way the patient could completely understand	*	81%	70%	73%	78%	83%	85%	83%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	74%	65%	69%	74%	79%	78%	78%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	94%	75%	69%	77%	84%	87%	86%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	43%	47%	52%	49%	49%	58%	41%	51%

Age group tables

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

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	70%	56%	60%	69%	68%	68%	68%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	100%	73%	93%	90%	94%	95%	100%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	93%	97%	98%	99%	100%	97%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	85%	89%	87%	88%	92%	89%	85%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	70%	55%	58%	69%	73%	80%	78%	72%
Q29. Patient was offered information about how to get financial help or benefits	*	76%	65%	72%	73%	70%	60%	59%	69%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	82%	67%	63%	76%	76%	82%	82%	76%
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%	63%	60%	67%	69%	74%	83%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	73%	68%	54%	72%	67%	68%	71%	67%
Q34. Patient was always able to get help from ward staff when needed	*	91%	72%	66%	74%	69%	71%	81%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	64%	56%	54%	60%	64%	64%	71%	61%
Q36. Hospital staff always did everything they could to help the patient control pain	*	70%	76%	69%	86%	84%	89%	84%	83%
Q37. Patient was always treated with respect and dignity while in hospital	*	73%	92%	78%	88%	85%	90%	91%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	73%	80%	80%	94%	87%	86%	81%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	71%	54%	68%	70%	71%	80%	75%	72%

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	*	94%	77%	88%	87%	86%	92%	84%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	93%	81%	81%	85%	89%	87%	74%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	75%	87%	86%	93%	90%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	67%	63%	73%	77%	81%	*	74%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	86%	79%	82%	84%	*	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	75%	74%	80%	81%	80%	85%	62%	80%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	87%	66%	69%	82%	82%	83%	69%	79%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	71%	79%	87%	89%	89%	85%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	60%	60%	70%	78%	82%	*	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	75%	75%	79%	77%	*	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	50%	49%	66%	70%	70%	70%	68%	68%

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	*	76%	65%	72%	76%	74%	69%	69%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	64%	48%	65%	64%	68%	67%	60%	65%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	94%	70%	83%	81%	85%	83%	74%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	70%	43%	51%	56%	60%	56%	45%	56%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	45%	41%	46%	50%	50%	53%	50%	49%

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	*	56%	43%	47%	57%	59%	62%	58%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	37%	34%	45%	49%	53%	62%	47%

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	*	25%	33%	49%	36%	42%	35%	39%	39%
Q52. Patient has had a review of cancer care by GP practice	*	40%	20%	28%	21%	21%	19%	17%	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	*	20%	25%	29%	32%	29%	34%	29%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	75%	35%	66%	75%	74%	79%	67%	73%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	60%	29%	48%	53%	67%	60%	58%	58%

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	86%	83%	84%	86%	90%	90%	85%	88%
Q57. Administration of care was very good or good	*	82%	64%	78%	80%	85%	85%	91%	82%
Q58. Cancer research opportunities were discussed with patient	*	56%	60%	52%	52%	53%	57%	62%	54%
Q59. Patient's average rating of care scored from very poor to very good	*	8.3	8.0	8.4	8.6	8.8	8.9	8.5	8.7

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	75%	78%	*	*	*	70%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	59%	*	*	*	53%	61%

DIAGNOSTIC TESTS							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	91%	*	*	*	98%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	79%	*	*	*	79%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	80%	*	*	*	83%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	72%	78%	*	*	*	65%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	95%	*	*	*	90%	93%

FINDING OUT THAT YOU HAD CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	76%	*	*	*	78%	76%
Q13. Patient was definitely told sensitively that they had cancer	69%	74%	*	*	*	77%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	77%	*	*	*	68%	74%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	87%	*	*	*	84%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	83%	*	*	*	71%	81%

SUPPORT FROM A MAIN CONTACT PERSON							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	89%	91%	*	*	*	94%	90%
Q18. Patient found it very or quite easy to contact their main contact person	77%	79%	*	*	*	74%	78%
Q19. Patient found advice from main contact person was very or quite helpful	92%	97%	*	*	*	98%	94%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	78%	83%	*	*	*	82%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	80%	*	*	*	72%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	85%	*	*	*	75%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	49%	53%	*	*	*	51%	51%

	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	65%	70%	*	*	*	66%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	94%	*	*	*	98%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	96%	99%	*	*	*	100%	97%

	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	87%	91%	*	*	*	91%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	67%	78%	*	*	*	65%	72%
Q29. Patient was offered information about how to get financial help or benefits	68%	71%	*	*	*	72%	69%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	80%	*	*	*	79%	76%
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%	74%	*	*	*	57%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	72%	*	*	*	59%	67%
Q34. Patient was always able to get help from ward staff when needed	67%	78%	*	*	*	64%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	70%	*	*	*	56%	61%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	86%	*	*	*	75%	83%
Q37. Patient was always treated with respect and dignity while in hospital	83%	90%	*	*	*	82%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	87%	*	*	*	85%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	68%	78%	*	*	*	65%	72%

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	87%	*	*	*	93%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	89%	*	*	*	92%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	91%	*	*	*	81%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	69%	82%	*	*	*	82%	74%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	75%	88%	*	*	*	75%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	79%	82%	*	*	*	81%	80%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	74%	85%	*	*	*	86%	79%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	85%	85%	*	*	*	94%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	66%	87%	*	*	*	83%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	70%	86%	*	*	*	58%	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	65%	74%	*	*	*	58%	68%

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	72%	73%	*	*	*	70%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	62%	71%	*	*	*	55%	65%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	82%	83%	*	*	*	88%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	50%	63%	*	*	*	57%	56%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	44%	57%	*	*	*	46%	49%

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	54%	62%	*	*	*	48%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	42%	54%	*	*	*	52%	47%

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	35%	43%	*	*	*	46%	39%
Q52. Patient has had a review of cancer care by GP practice	19%	25%	*	*	*	17%	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	25%	43%	*	*	*	13%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	65%	83%	*	*	*	64%	73%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	51%	66%	*	*	*	50%	58%

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q56. The whole care team worked well together	84%	92%	*	*	*	93%	88%
Q57. Administration of care was very good or good	80%	85%	*	*	*	86%	82%
Q58. Cancer research opportunities were discussed with patient	51%	58%	*	*	*	53%	54%
Q59. Patient's average rating of care scored from very poor to very good	8.6	8.8	*	*	*	8.5	8.7

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	78%	80%	76%	68%	*	69%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	38%	53%	51%	*	46%	61%

DIAGNOSTIC TESTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	91%	94%	87%	92%	*	92%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	72%	60%	72%	*	77%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	72%	69%	81%	*	73%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	70%	67%	65%	*	69%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	97%	95%	92%	*	86%	93%

FINDING OUT THAT YOU HAD CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	64%	80%	75%	100%	80%	76%
Q13. Patient was definitely told sensitively that they had cancer	74%	57%	66%	61%	*	72%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	67%	68%	66%	70%	69%	74%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	83%	86%	85%	70%	81%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	91%	76%	78%	100%	76%	81%

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	90%	89%	93%	90%	*	90%	90%
Q18. Patient found it very or quite easy to contact their main contact person	79%	81%	80%	75%	*	67%	78%
Q19. Patient found advice from main contact person was very or quite helpful	94%	97%	92%	96%	*	95%	94%

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%	77%	80%	76%	*	81%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	81%	68%	70%	*	73%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	83%	71%	71%	*	71%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	50%	36%	70%	50%	*	51%	51%

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	68%	71%	61%	70%	63%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	86%	93%	91%	*	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	100%	100%	97%	*	98%	97%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	88%	91%	90%	*	87%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	67%	74%	69%	*	64%	72%
Q29. Patient was offered information about how to get financial help or benefits	69%	52%	77%	79%	*	64%	69%

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	78%	67%	66%	70%	*	77%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	75%	64%	73%	*	63%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	71%	73%	62%	*	62%	67%
Q34. Patient was always able to get help from ward staff when needed	71%	75%	74%	75%	*	68%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	60%	57%	62%	*	55%	61%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	91%	69%	78%	*	77%	83%
Q37. Patient was always treated with respect and dignity while in hospital	88%	83%	81%	81%	*	83%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	88%	81%	94%	*	83%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	64%	63%	66%	70%	59%	72%

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%	96%	97%	84%	*	88%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	94%	77%	88%	*	90%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	100%	88%	84%	*	84%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72%	*	82%	86%	*	75%	74%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	*	*	68%	*	81%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	82%	81%	76%	77%	*	75%	80%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	83%	67%	82%	*	83%	79%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	87%	83%	87%	78%	*	89%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	71%	*	*	76%	*	76%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	*	*	59%	*	67%	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	70%	64%	62%	67%	*	61%	68%

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	73%	67%	72%	67%	*	72%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	62%	69%	58%	70%	63%	65%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	87%	82%	80%	*	84%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	60%	60%	54%	*	64%	56%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	48%	52%	44%	*	49%	49%

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%	75%	51%	55%	*	52%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	45%	54%	35%	*	47%	47%

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	40%	47%	44%	33%	*	39%	39%
Q52. Patient has had a review of cancer care by GP practice	21%	31%	32%	22%	*	18%	21%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	31%	38%	50%	35%	*	15%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	73%	76%	65%	*	61%	73%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	57%	56%	50%	*	51%	58%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	87%	88%	90%	93%	*	93%	88%
Q57. Administration of care was very good or good	81%	89%	93%	86%	*	85%	82%
Q58. Cancer research opportunities were discussed with patient	51%	42%	71%	68%	*	55%	54%
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	8.6	8.4	*	8.4	8.7

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	74%	73%	77%	74%	82%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	58%	59%	67%	65%	61%

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	88%	92%	88%	93%	93%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	79%	77%	75%	83%	79%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	78%	77%	80%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	71%	74%	71%	76%	79%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	91%	92%	95%	92%	93%

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	79%	78%	71%	74%	80%	76%
Q13. Patient was definitely told sensitively that they had cancer	74%	71%	65%	72%	76%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	73%	68%	73%	82%	74%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	87%	78%	85%	88%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	83%	79%	79%	83%	81%

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	86%	91%	88%	90%	92%	90%
Q18. Patient found it very or quite easy to contact their main contact person	76%	79%	74%	78%	81%	78%
Q19. Patient found advice from main contact person was very or quite helpful	97%	94%	95%	93%	94%	94%

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	80%	78%	75%	81%	88%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	72%	74%	79%	79%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	78%	82%	81%	89%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	52%	46%	54%	52%	51%

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	68%	62%	69%	67%	71%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	89%	93%	91%	95%	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	96%	96%	99%	97%

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	90%	87%	90%	88%	92%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	70%	71%	70%	71%	76%	72%
Q29. Patient was offered information about how to get financial help or benefits	71%	71%	67%	67%	69%	69%

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	70%	74%	71%	76%	88%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	65%	70%	64%	75%	66%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	55%	72%	63%	67%	72%	67%
Q34. Patient was always able to get help from ward staff when needed	67%	71%	67%	76%	76%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	61%	48%	69%	72%	61%
Q36. Hospital staff always did everything they could to help the patient control pain	73%	82%	83%	86%	88%	83%
Q37. Patient was always treated with respect and dignity while in hospital	79%	87%	85%	86%	90%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	90%	83%	79%	93%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	68%	70%	71%	74%	78%	72%

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	85%	91%	84%	86%	90%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	88%	86%	83%	87%	85%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	91%	85%	88%	91%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	79%	67%	70%	74%	74%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	82%	78%	77%	82%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	75%	84%	76%	79%	84%	80%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	78%	76%	81%	84%	79%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	76%	87%	82%	90%	90%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	74%	68%	69%	80%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	75%	81%	75%	71%	76%	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	65%	66%	64%	72%	76%	68%

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	74%	71%	70%	74%	75%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	63%	61%	67%	69%	65%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	80%	85%	84%	85%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	60%	49%	55%	54%	56%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	53%	40%	52%	50%	49%

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	62%	57%	51%	59%	58%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	38%	42%	44%	56%	61%	47%

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	33%	41%	39%	40%	42%	39%
Q52. Patient has had a review of cancer care by GP practice	20%	24%	23%	19%	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	21%	30%	34%	30%	41%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	65%	70%	77%	84%	73%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	55%	50%	56%	65%	58%

YOUR OVERALL NHS CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	85%	89%	86%	87%	92%	88%
Q57. Administration of care was very good or good	80%	83%	79%	85%	85%	82%
Q58. Cancer research opportunities were discussed with patient	58%	59%	56%	51%	45%	54%
Q59. Patient's average rating of care scored from very poor to very good	8.6	8.6	8.5	8.8	9.0	8.7

Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	73%	79%	77%	76%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	63%	51%	61%

	Long-term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	91%	91%	94%	91%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	76%	82%	84%	79%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	76%	86%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	74%	74%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	93%	93%	93%

	Long-term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	74%	74%	76%
Q13. Patient was definitely told sensitively that they had cancer	72%	70%	74%	72%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	73%	77%	74%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	83%	86%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	83%	77%	81%

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	89%	90%	93%	90%
Q18. Patient found it very or quite easy to contact their main contact person	75%	82%	77%	78%
Q19. Patient found advice from main contact person was very or quite helpful	93%	96%	96%	94%

	Long-term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	80%	81%	82%	80%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	77%	74%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	83%	79%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	50%	55%	51%

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	65%	69%	72%	67%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	93%	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	96%	98%	100%	97%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	92%	89%	89%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	73%	73%	72%
Q29. Patient was offered information about how to get financial help or benefits	67%	72%	73%	69%

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%	75%	78%	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	71%	64%	69%	68%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	65%	69%	69%	67%
Q34. Patient was always able to get help from ward staff when needed	69%	77%	65%	71%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	63%	61%	61%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	85%	81%	83%
Q37. Patient was always treated with respect and dignity while in hospital	86%	87%	84%	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	87%	87%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	74%	72%	72%

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	86%	89%	96%	88%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	86%	90%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	90%	85%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72%	73%	87%	74%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	85%	72%	81%	80%
Q42_1. Patient completely had enough understandable information about their response to surgery	80%	80%	86%	80%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	80%	85%	79%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	87%	91%	86%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	72%	72%	80%	73%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	83%	67%	63%	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	69%	69%	64%	68%

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	71%	75%	72%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	66%	62%	65%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	85%	85%	82%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	53%	59%	61%	56%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	52%	52%	49%

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	56%	60%	55%	57%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	52%	55%	47%

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	33%	49%	40%	39%
Q52. Patient has had a review of cancer care by GP practice	19%	24%	28%	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	32%	32%	19%	31%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	70%	78%	69%	73%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	56%	60%	59%	58%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	87%	88%	92%	88%
Q57. Administration of care was very good or good	82%	82%	87%	82%
Q58. Cancer research opportunities were discussed with patient	55%	52%	56%	54%
Q59. Patient's average rating of care scored from very poor to very good	8.6	8.7	8.7	8.7

Year on year charts

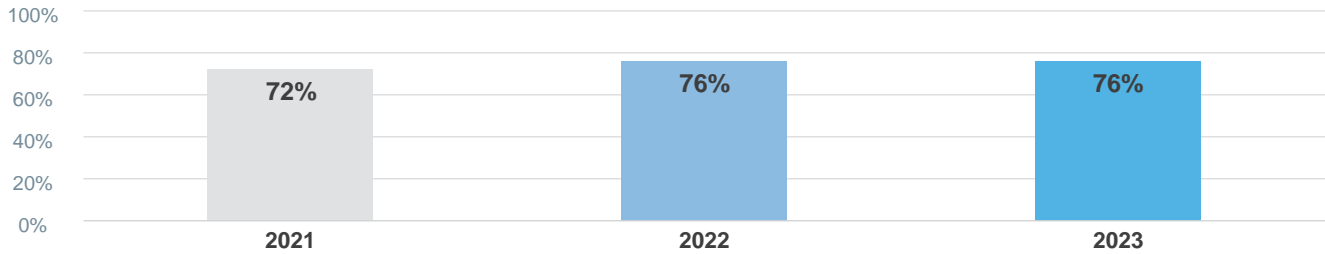
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** No score available for these years.

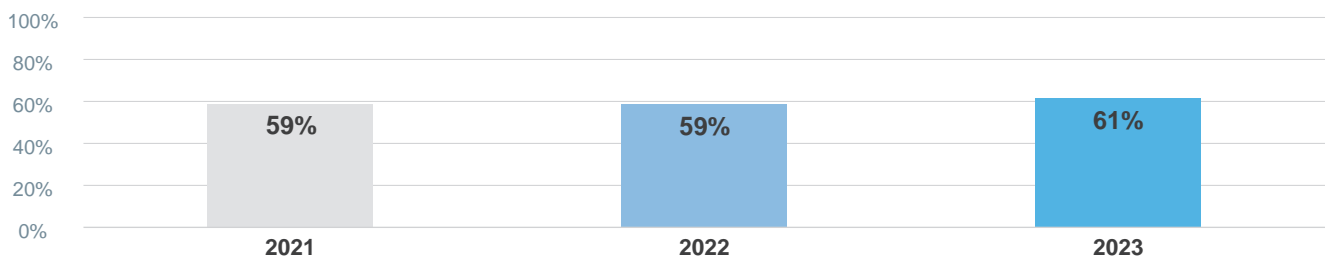
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SUPPORT FROM YOUR GP PRACTICE

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

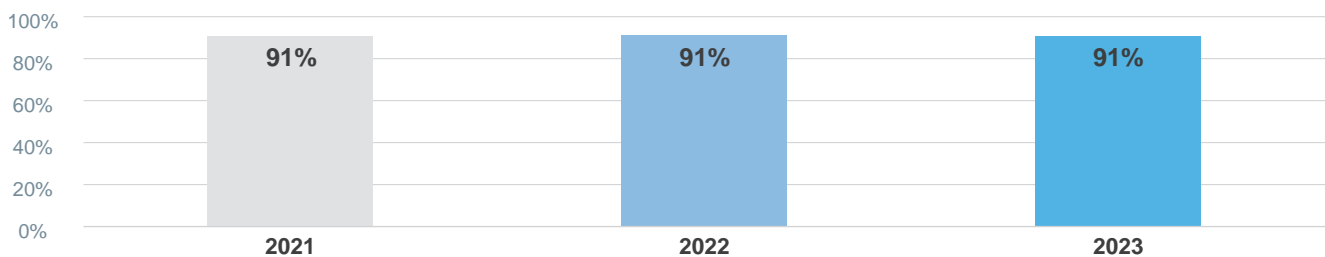


Q3. Referral for diagnosis was explained in a way the patient could completely understand

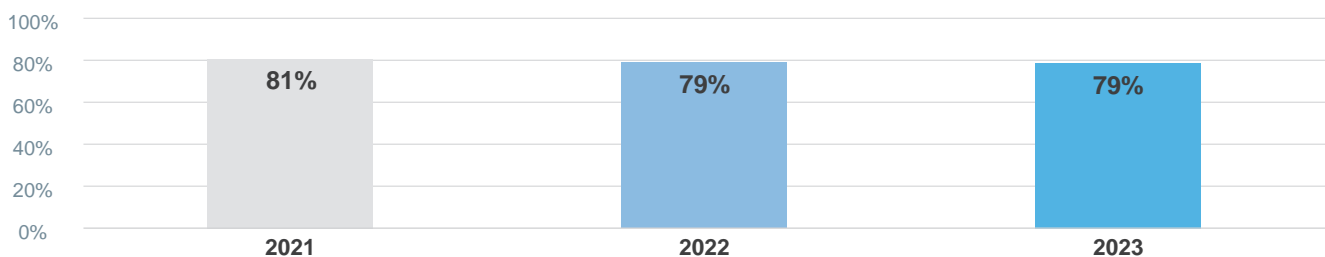


DIAGNOSTIC TESTS

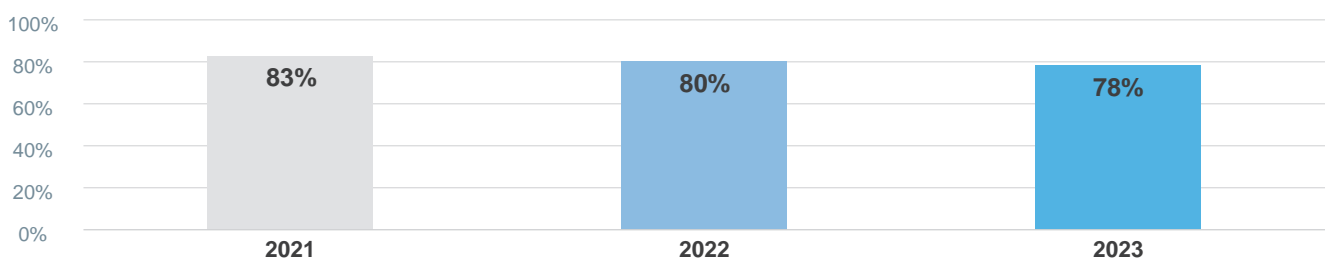
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



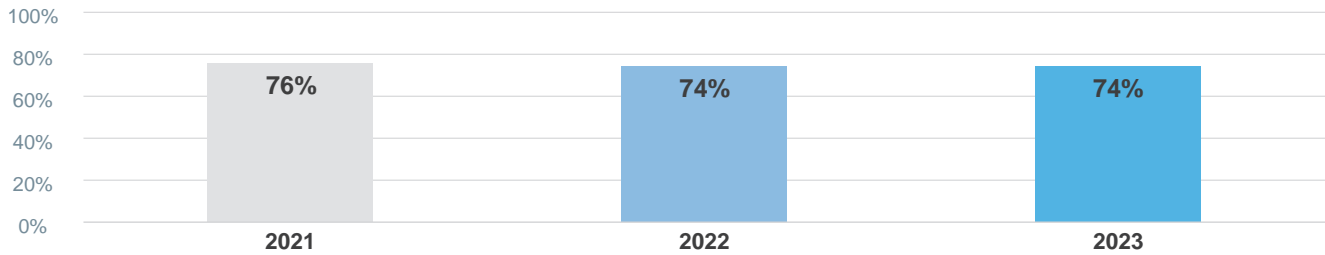
Year on year charts

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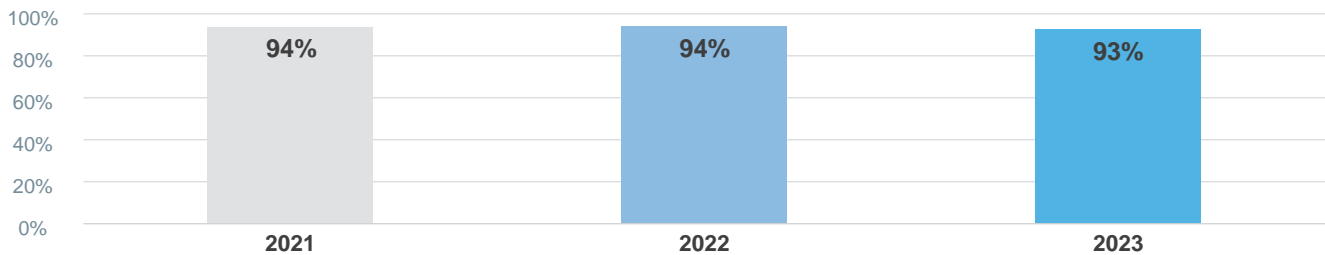
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The scores are unadjusted and based on England scores only.

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

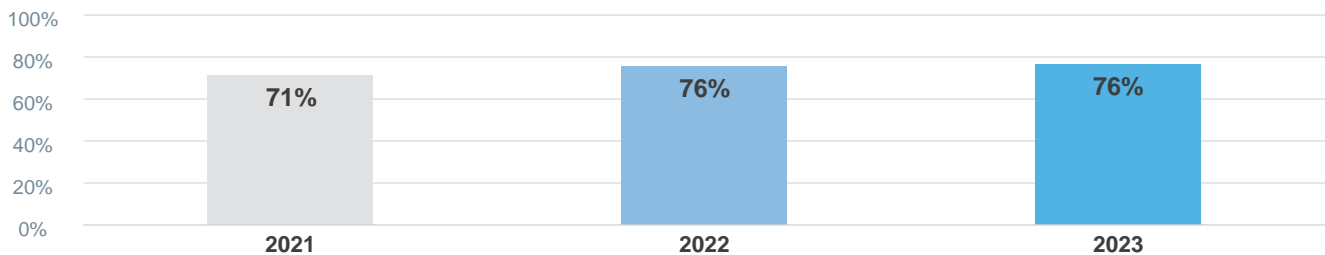


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

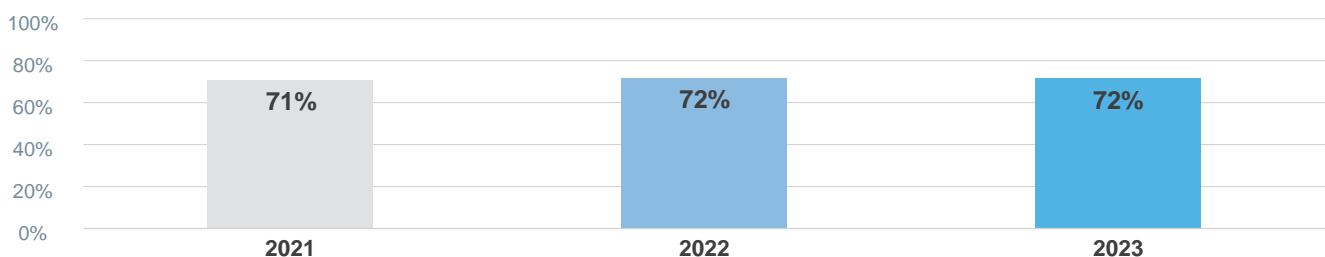


FINDING OUT THAT YOU HAD CANCER

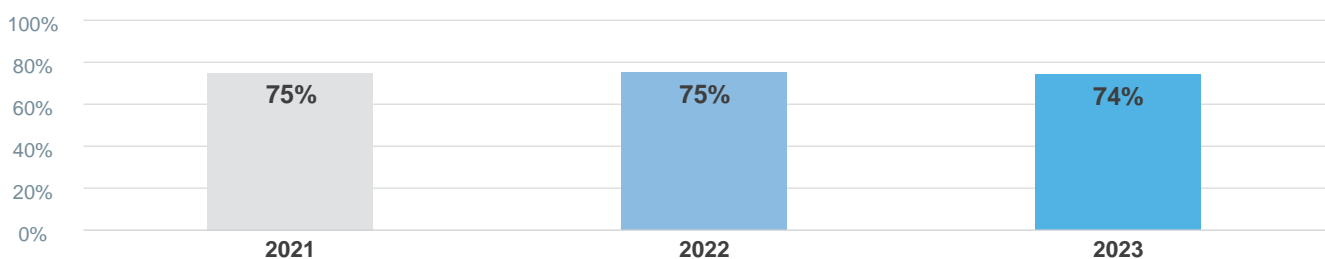
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



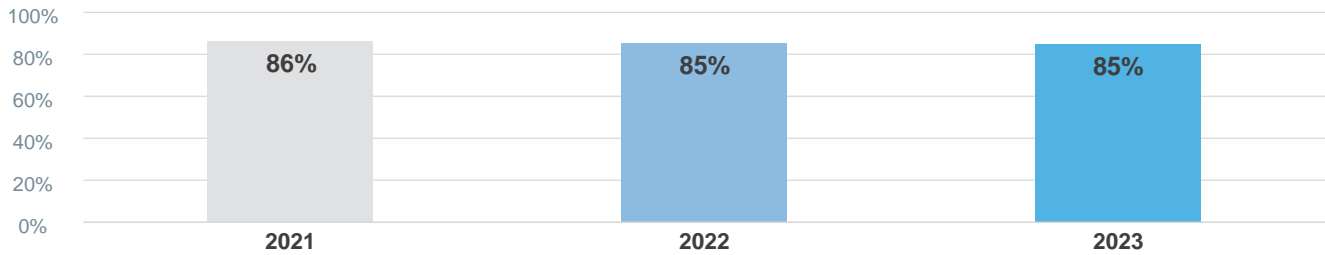
Year on year charts

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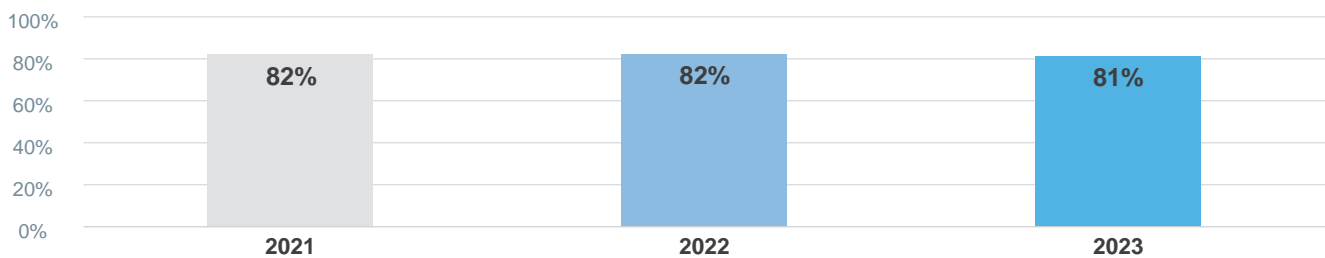
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

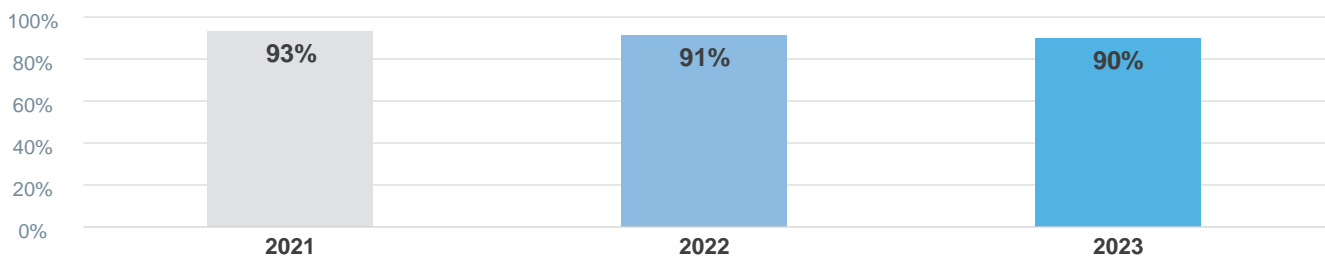


Q16. Patient was told they could go back later for more information about their diagnosis

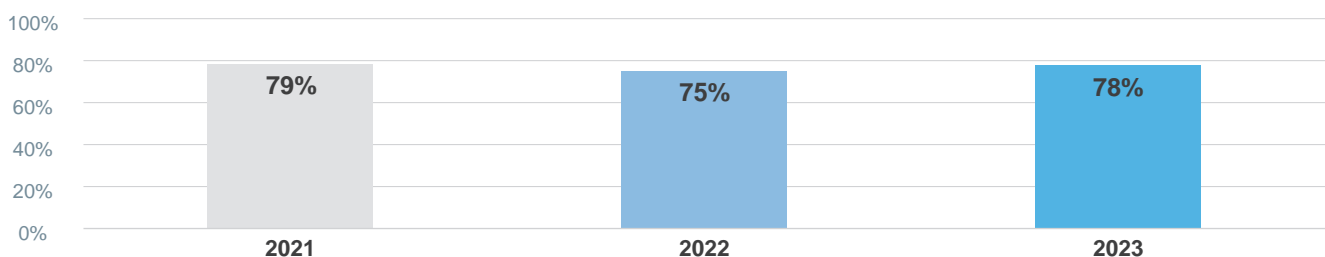


SUPPORT FROM A MAIN CONTACT PERSON

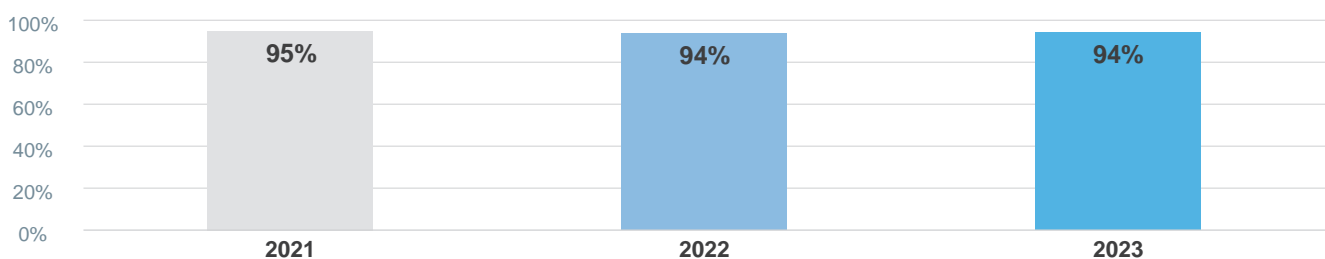
Q17. Patient had a main point of contact within the care team



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



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



Year on year charts

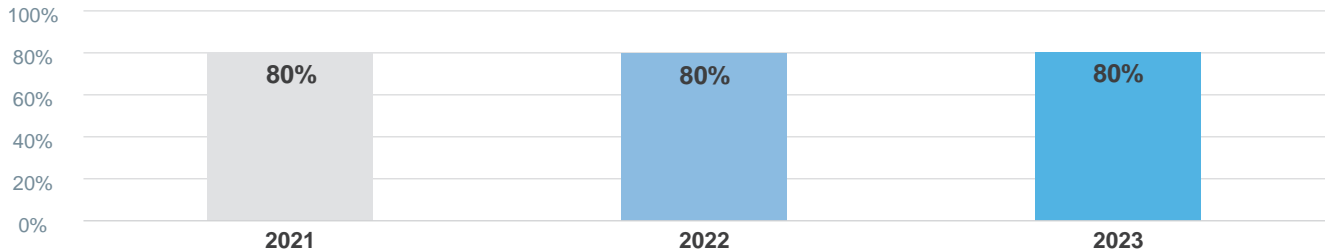
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** No score available for these years.

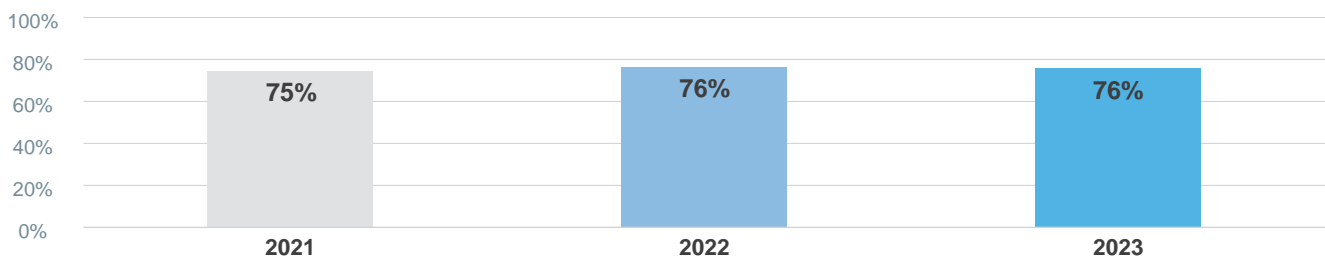
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

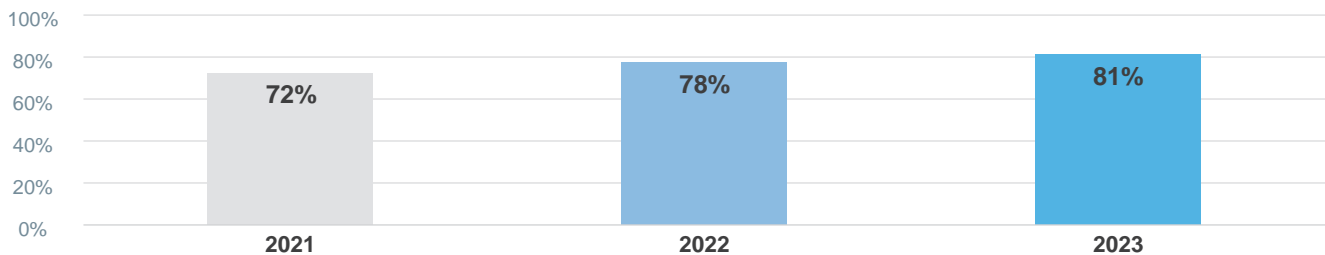
Q20. Treatment options were explained in a way the patient could completely understand



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



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

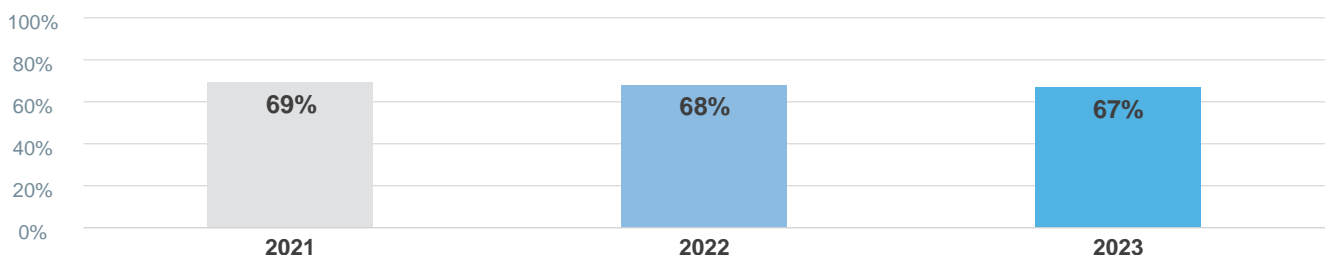


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



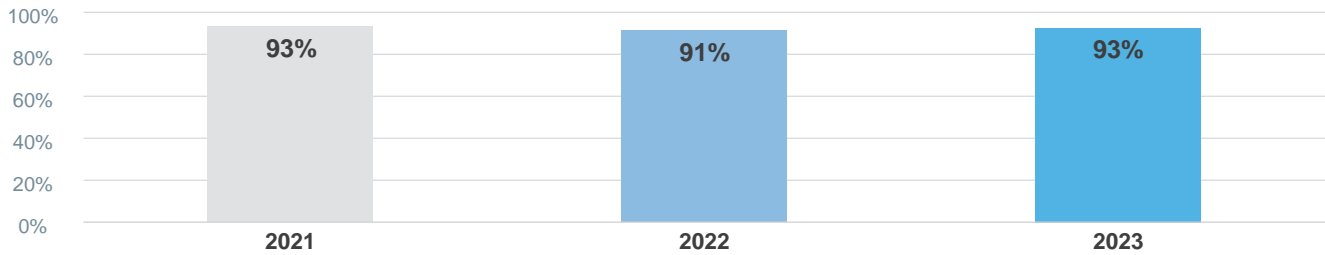
Year on year charts

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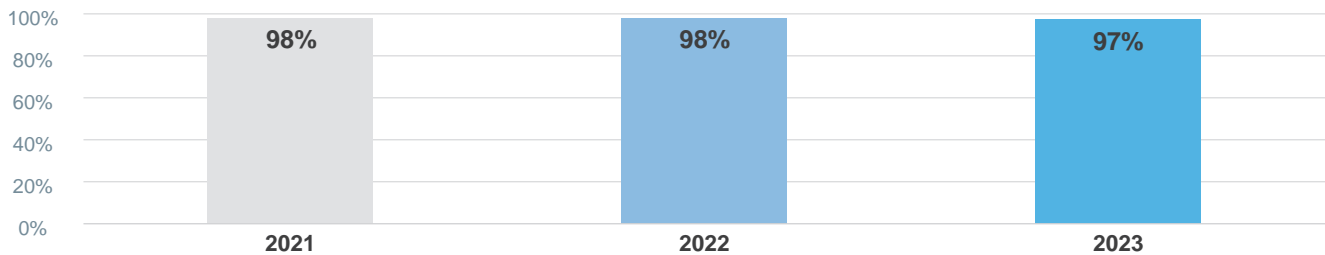
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

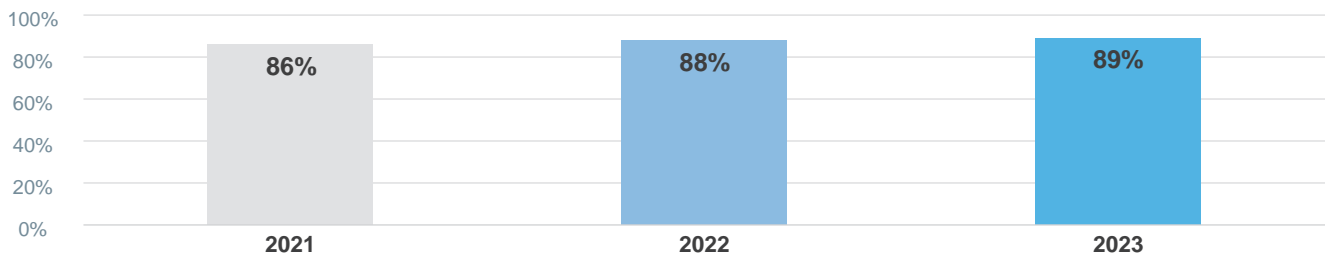


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

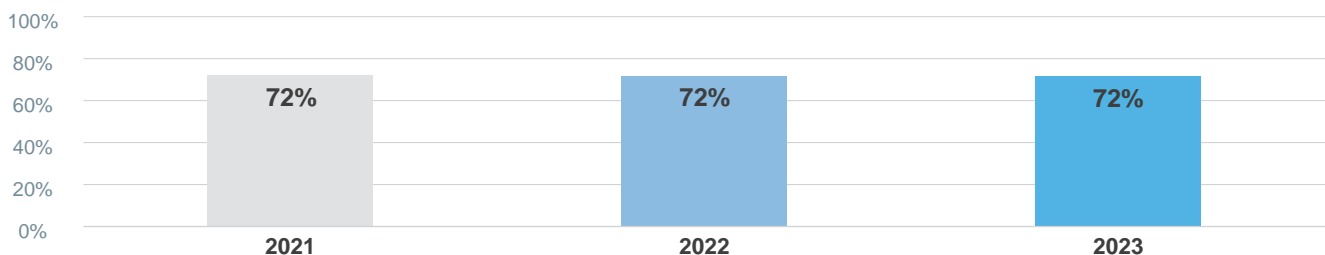


SUPPORT FROM HOSPITAL STAFF

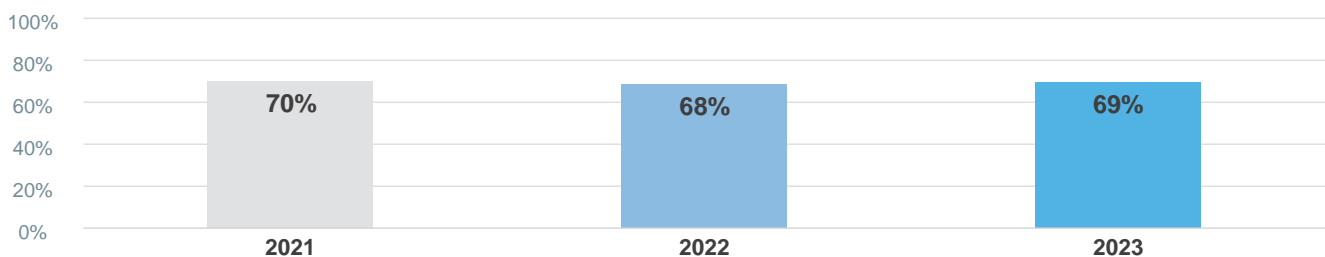
Q27. Staff provided the patient with relevant information on available support



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



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



Year on year charts

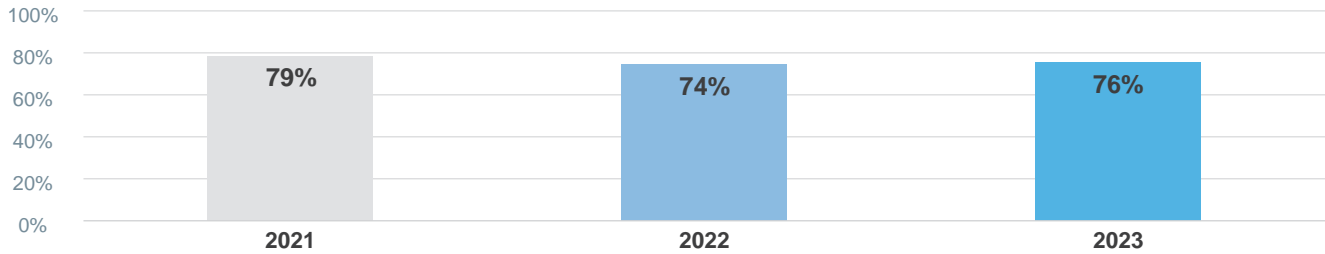
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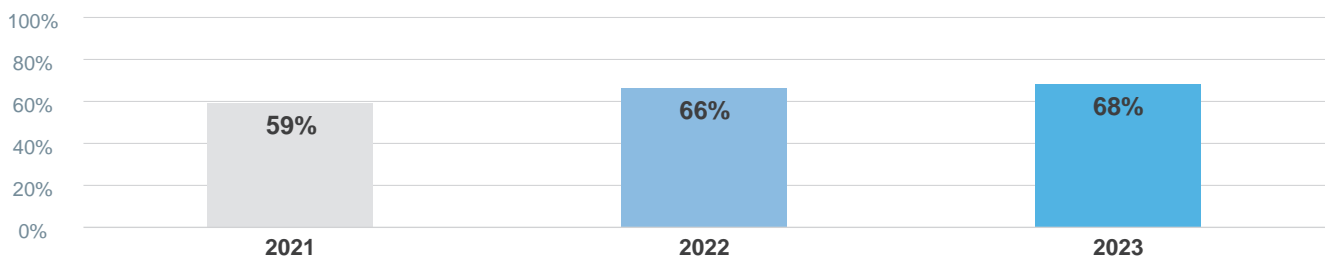
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HOSPITAL CARE

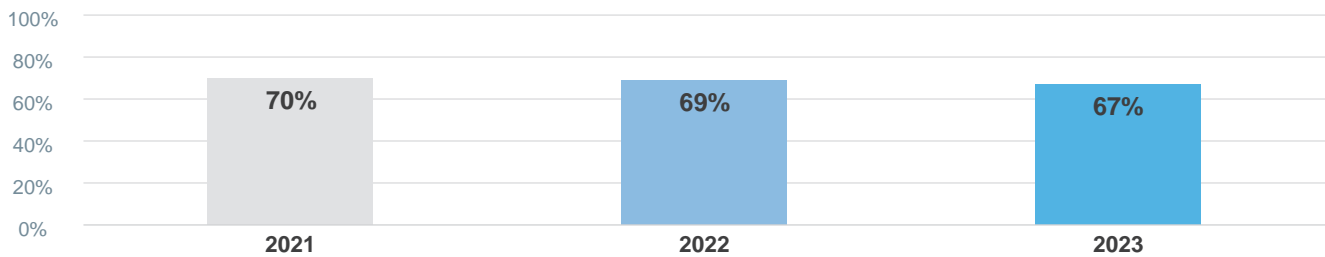
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



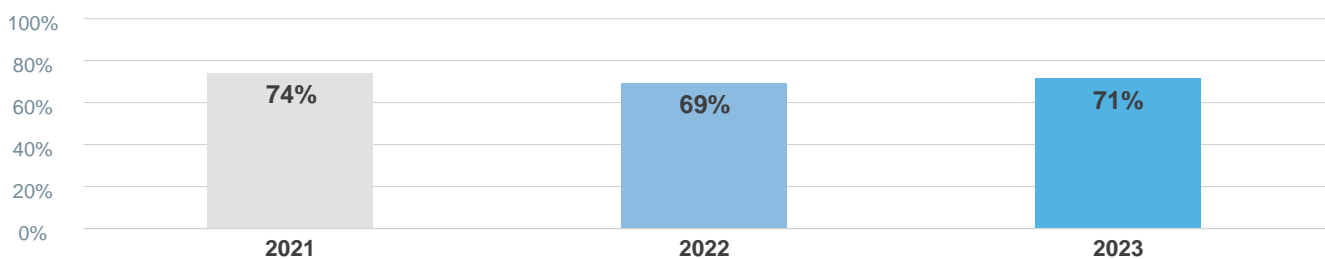
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



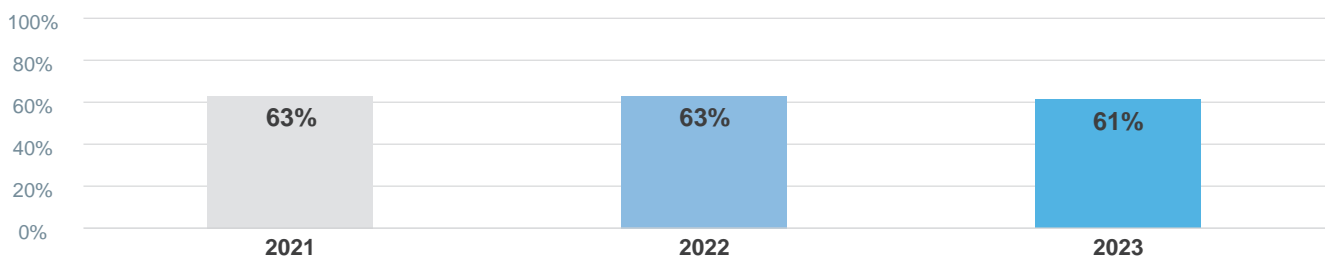
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



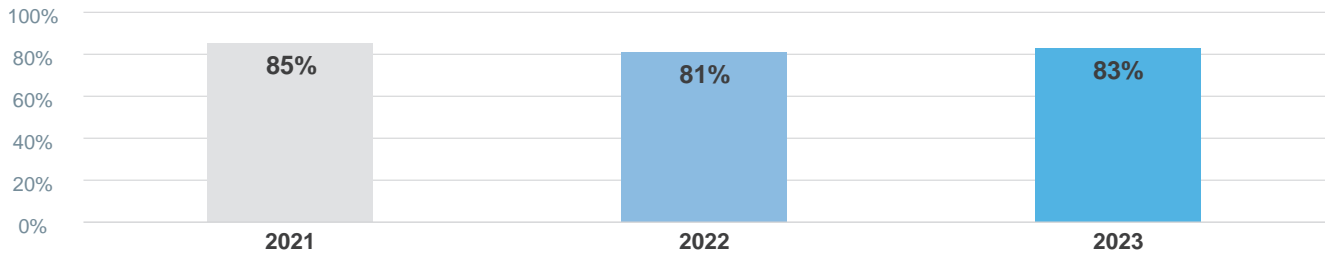
Year on year charts

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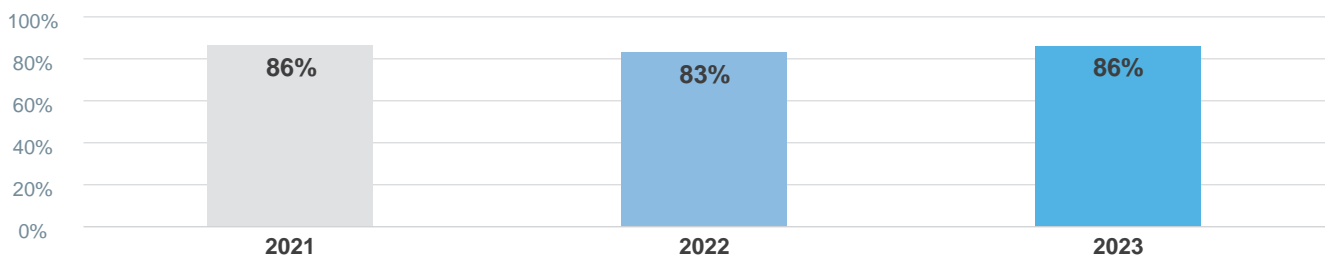
** No score available for these years.

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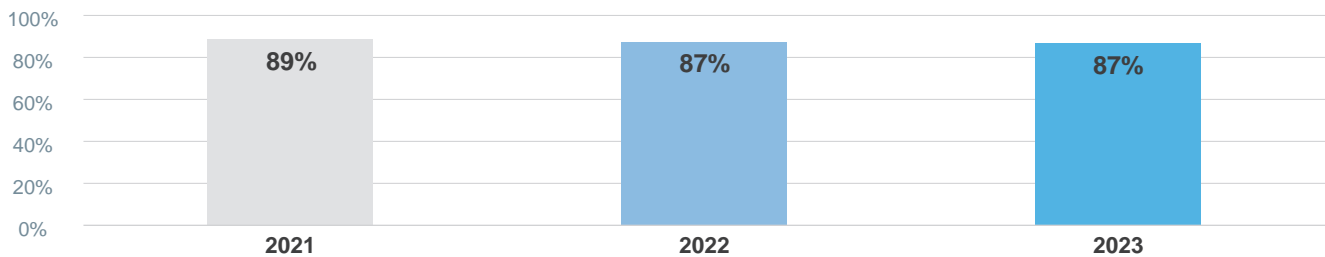
Q36. Hospital staff always did everything they could to help the patient control pain



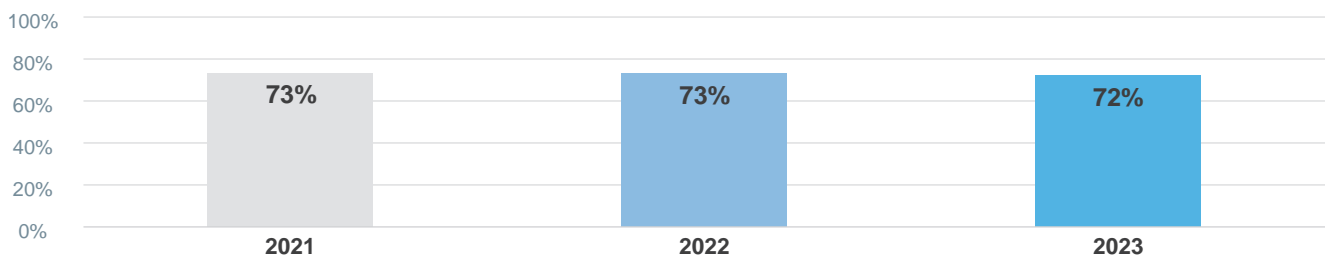
Q37. Patient was always treated with respect and dignity while in hospital



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

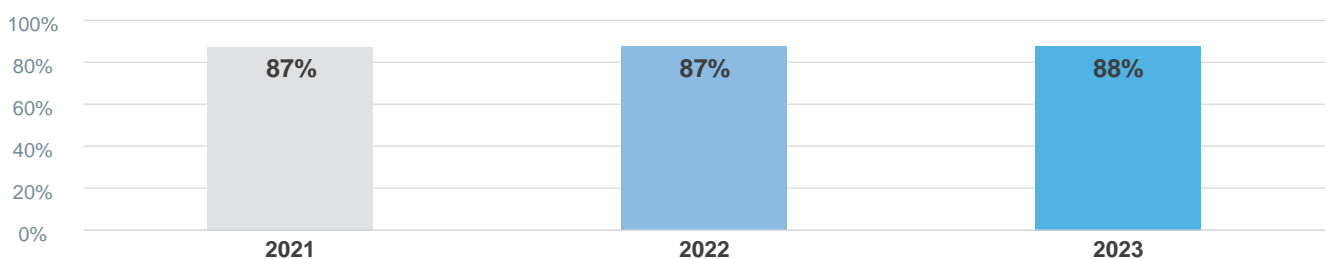


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



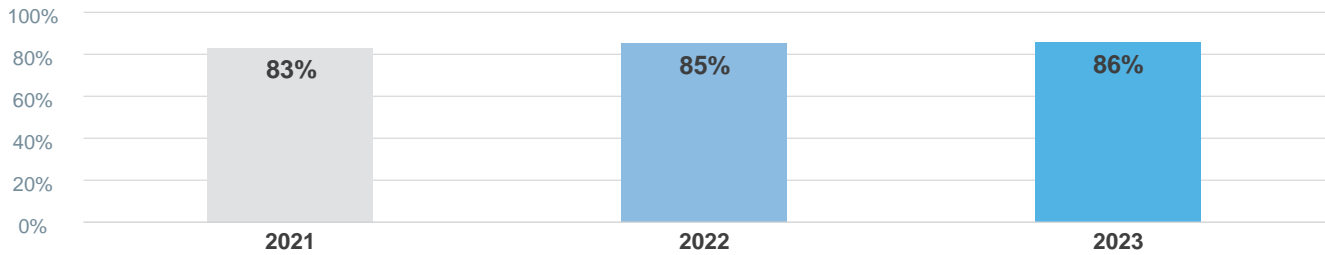
Year on year charts

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

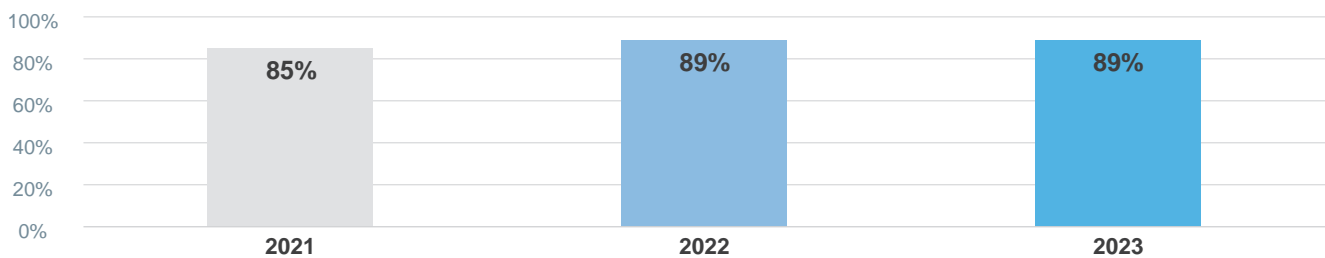
** No score available for these years.

The scores are unadjusted and based on England scores only.

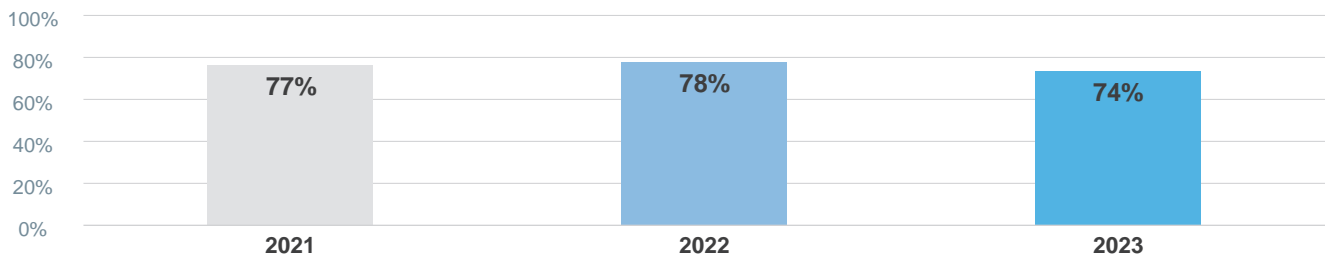
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



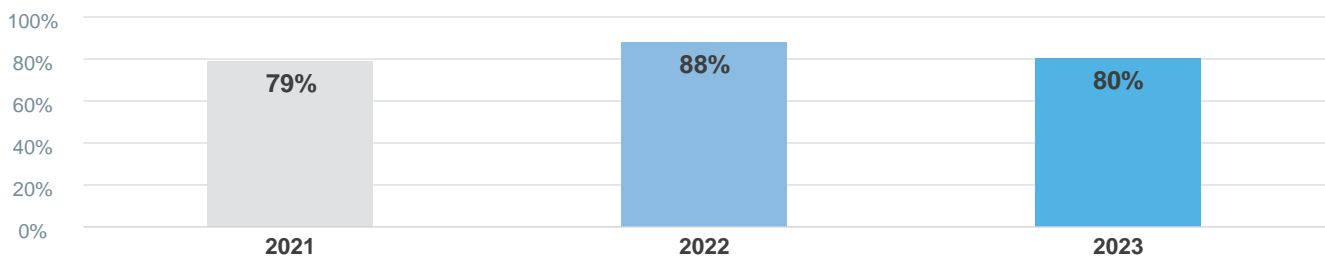
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



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



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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



Year on year charts

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** No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



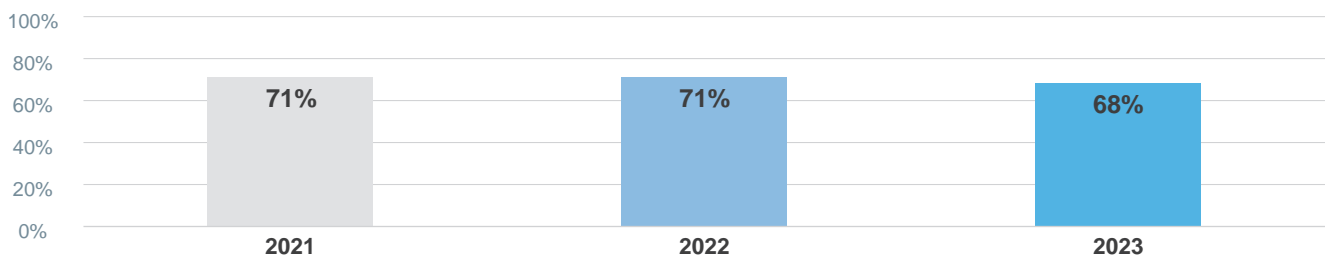
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



Year on year charts

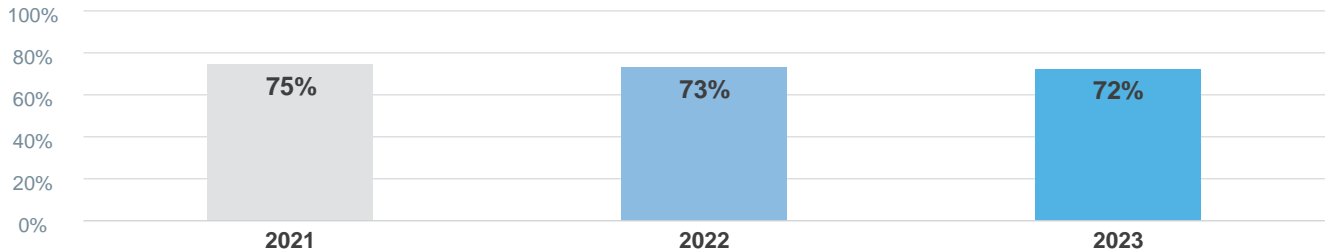
* Indicates where a score is not available due to suppression or a low base size.

** No score available for these years.

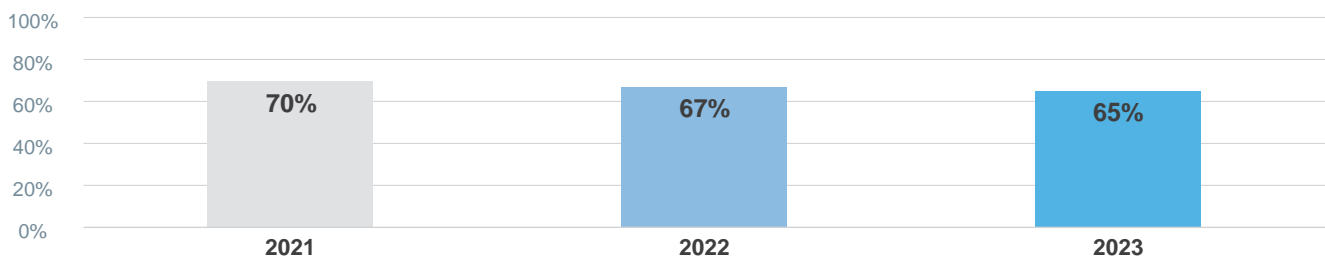
The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

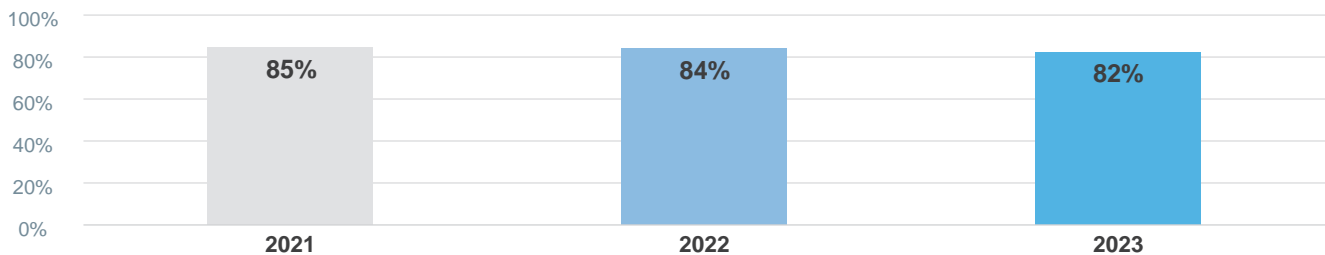
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



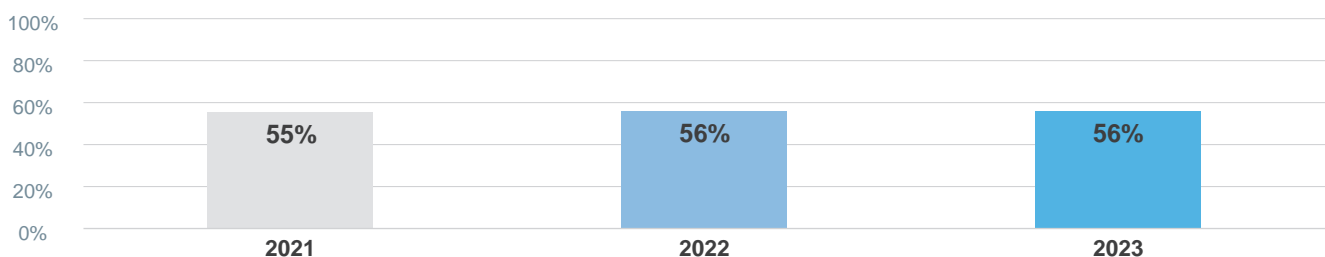
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



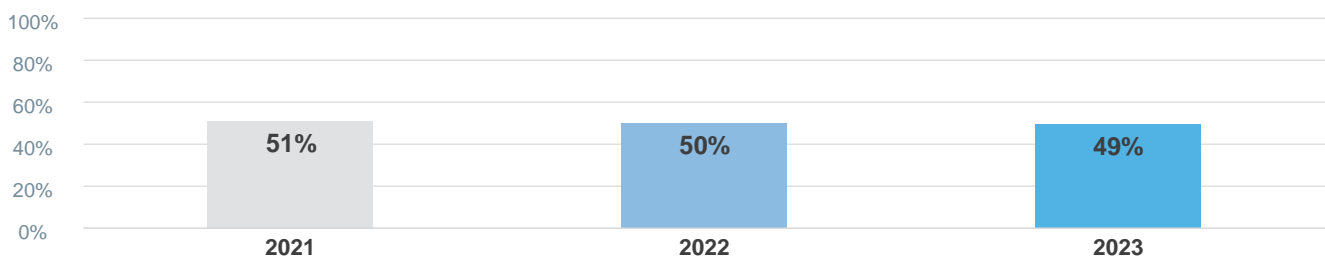
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

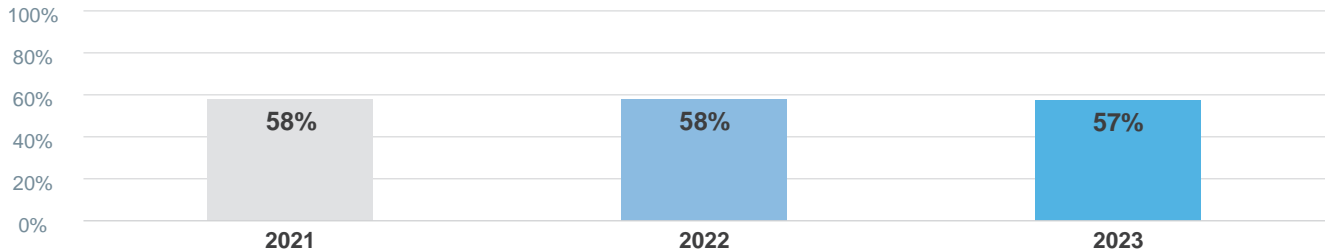
* Indicates where a score is not available due to suppression or a low base size.

** No score available for these years.

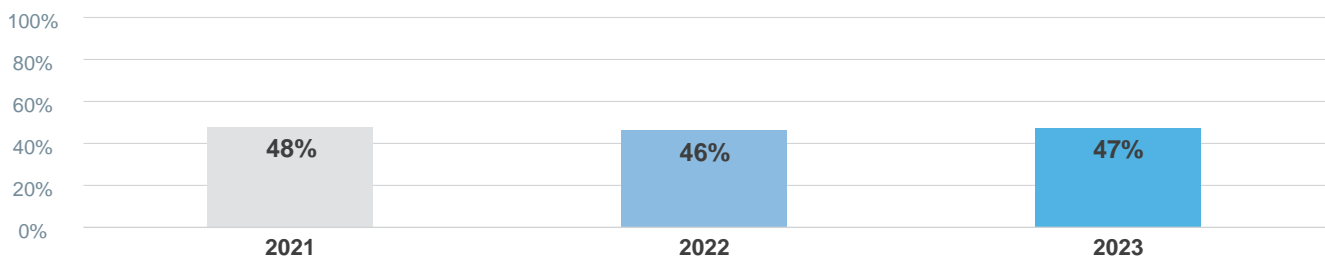
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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

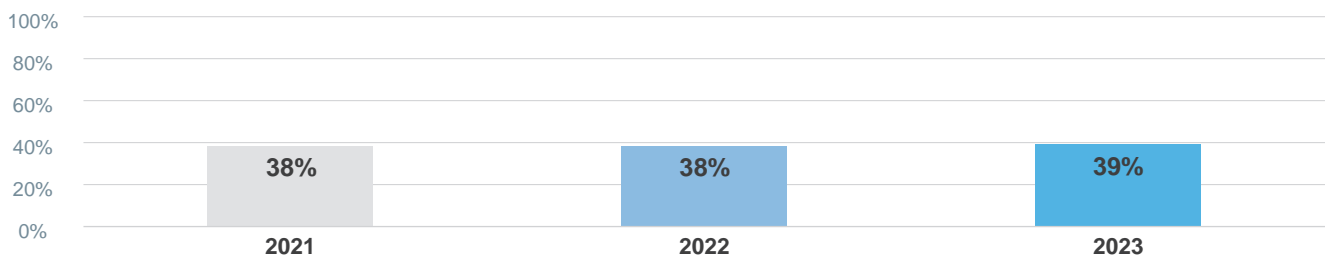


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

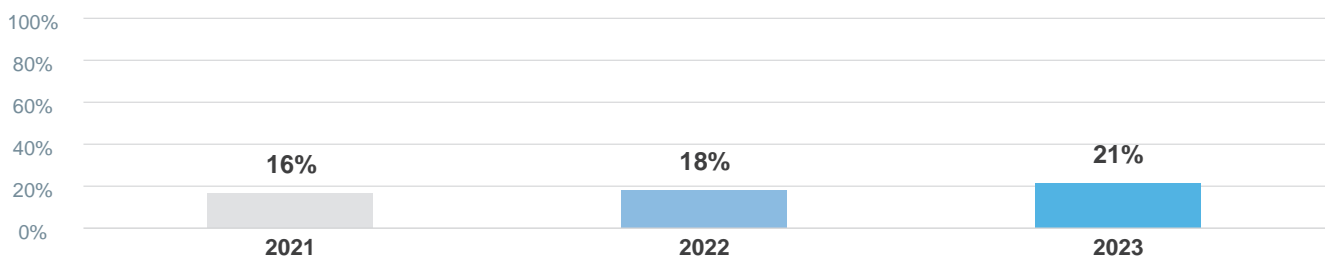


CARE FROM YOUR GP PRACTICE

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

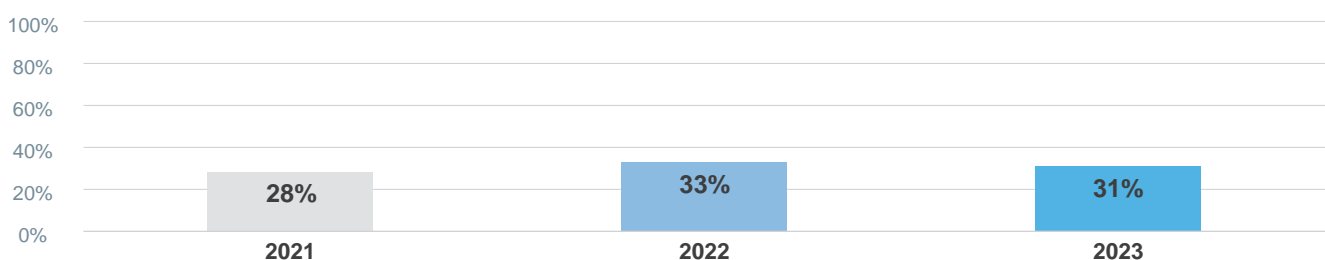


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



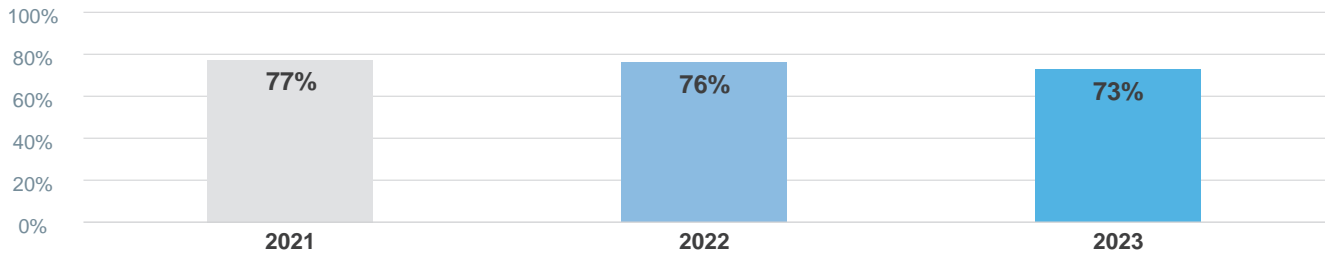
Year on year charts

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

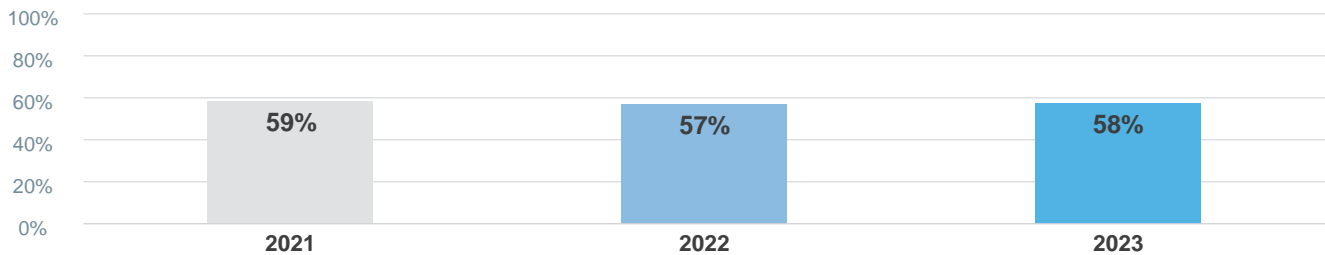
** No score available for these years.

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

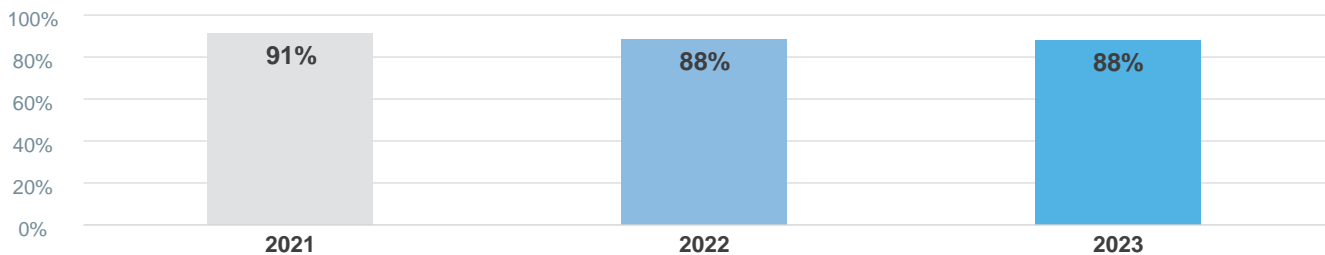


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

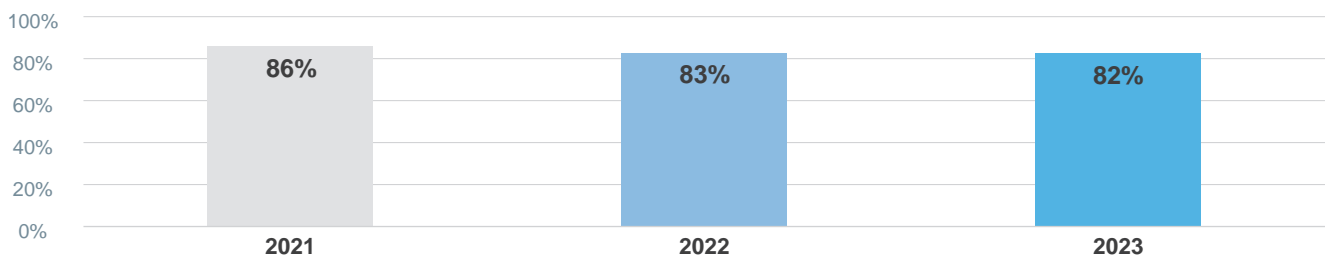


YOUR OVERALL NHS CARE

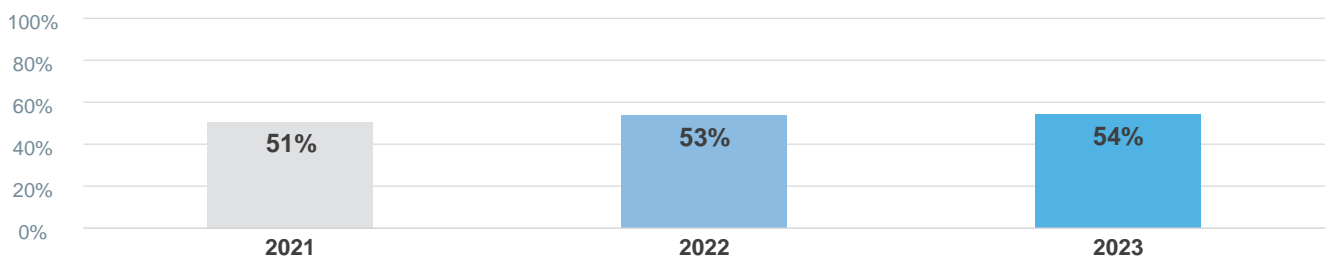
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



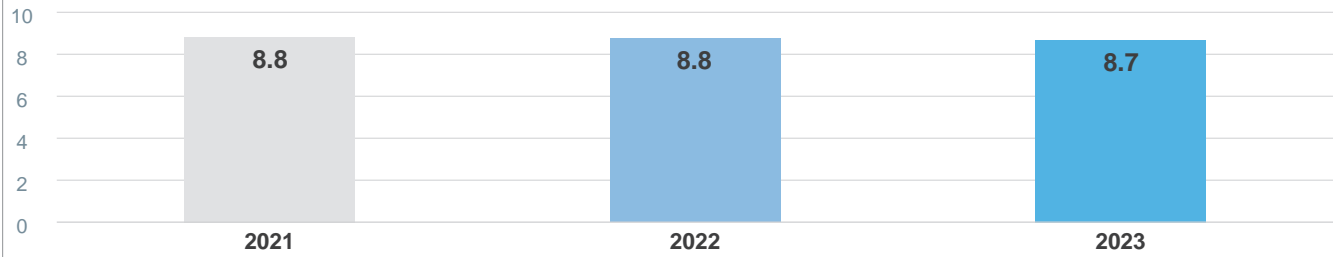
Year on year charts

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




** No score available for these years.

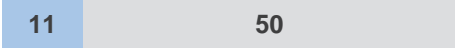
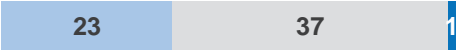

The scores are unadjusted and based on England scores only.

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



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	
RJZ	King's College Hospital NHS Foundation Trust		
RJ1	Guy's and St Thomas' NHS Foundation Trust		
RJ2	Lewisham and Greenwich NHS Trust		

ICB expected range summary

<p>Data labels relate to the number of scores that fell below, within and above the expected range</p>	<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #add8e6; margin-right: 5px;"></div> Number of scores below the lower expected range </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #d3d3d3; margin-right: 5px;"></div> Number of scores between the upper and lower expected ranges </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #00008b; margin-right: 5px;"></div> Number of scores above the upper expected range </div> </div>
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ICB		Expected range classification	
QKK	NHS South East London Integrated Care Board	26	35