NHS England

Cancer Patient Experience Survey

2023 Results

NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board

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Contents

Executive summary

Questions above expected range

NHS Bedfordshire, Luton and Milton Keynes Integrated Care Board 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	**61%**	63%	71%	**67%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	**73%**	74%	79%	**77%**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	**72%**	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	**63%**	65%	74%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	**65%**	66%	75%	**70%**
Q34. Patient was always able to get help from ward staff when needed	**68%**	69%	77%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	**59%**	60%	69%	**65%**
Q36. Hospital staff always did everything they could to help the patient control pain	**79%**	81%	87%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	**81%**	84%	90%	**87%**
Q51. Patient definitely received the right amount of support from their GP practice during treatment	**39%**	40%	52%	**46%**

Introduction

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

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

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

Methodology

Eligibility, fieldwork and survey methods
The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2023. The fieldwork for the survey was undertaken between November 2023 and February 2024.

As in the previous eight years, the survey used a mixed mode methodology. Questionnaires were sent by post, with two reminders where necessary, but also included an option to complete the questionnaire online. A Freephone helpline and email was available for respondents to opt out, ask questions about the survey, enable them to complete their questionnaire over the phone and provide access to a translation and interpreting facility for those whose first language was not English.

Note on question comparability
The questionnaire was redeveloped for the 2021 National Cancer Patient Experience Survey. Year on year comparisons between 2021, 2022 and 2023 are included in this report for most questions. A review of the questionnaire in 2023 saw four changes being made:

- The question text for Q23 and Q42 were amended. These questions are no longer deemed comparable to 2021 and 2022.
- The long-term condition question (Q67) was amended to include "Autism or autism spectrum condition" as a response option. And the "Neurological condition" answer option was updated to include an example condition changing it to "Neurological condition, such as epilepsy". These changes see the answer option "Neurological condition, such as epilepsy" as no longer being deemed comparable to 2021 and 2022.
- The ethnic group question (Q71) was amended to include "Roma" as an answer option. The ethnic group question is still deemed comparable to 2021 and 2022.

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 ICB 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 ICB. 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 ICB, the results are not shown for that question for that ICB.

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

The same rule applies to groups in each sub-group breakdown. For example, if only one ICB has the 85+ age group suppressed for Q25 we will need to suppress another ICB'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 ICB scored for each question in the survey compared with England results. It is aimed at helping individual ICBs to understand their performance and identify areas for local and regional 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 ICB.

ICBs 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 ICB performs better than what ICBs 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 ICB's size and demographics.

Comparability tables

The comparability tables show the 2022 and 2023 unadjusted scores for this ICB 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 ICBs may not be comparable, as they do not account for the impact that differing patient populations might have on results.

Tumour group tables

The tumour group tables show the unadjusted scores for each scored question for each of the 13 tumour groups. Central nervous system is abbreviated as 'CNS' and lower gastrointestinal tract is abbreviated as 'LGT' throughout this report.

Age group tables

The age group tables show the unadjusted scores for each scored question for each of the eight age groups.

Male/Female/Non-binary/Other tables

These tables show the unadjusted scores for the following groups male; female; non-binary; prefer to self-describe; and prefer not to say.

Ethnicity tables

The ethnicity tables show the unadjusted scores for six ethnicity groups.

Long-term condition status tables

The long-term condition status tables show the unadjusted scores for two groups: those who indicate they have one or more long-term conditions and those who indicate that they have no long-term conditions.

IMD quintile tables

The IMD quintile tables show the unadjusted scores for five quintiles based on relative disadvantage, with quintile 1 being the most deprived and quintile 5 being the least deprived.

Year on year charts

The year on year charts show three columns representing the unadjusted scores of the last three years (2021, 2022 and 2023) for each scored question.

National level and England level data

In some cases (343 respondents in 2023), patients from outside England (from Wales, Scotland, Northern Ireland, the Channel Islands or the Isle of Man) are referred to English NHS trusts for treatment. These patients are described as 'Non-England' in other reports.

Overall response rate at response rate sections shows national level counts and response rate. For ICBs 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 ICB level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response rate

Overall response rate

1,288 patients responded out of a total of 2,584 patients, resulting in a response rate of 50%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	2,739	2,584	1,288	50%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	1,001
Online	287
Phone	0
Translation service	0
Total	**1,288**

Respondents by tumour group

	Number of respondents
Brain / CNS	4
Breast	222
Colorectal / LGT	139
Gynaecological	56
Haematological	192
Head and neck	31
Lung	81
Prostate	213
Sarcoma	11
Skin	35
Upper gastro	49
Urological	105
Other	150
Total	**1,288**

Respondents by ethnicity

	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	1,034
Irish	24
Gypsy or Irish Traveller	*
Roma	*
Any other White background	34
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	8
White and Black African	*
White and Asian	7
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	22
Pakistani	8
Bangladeshi	*
Chinese	7
Any other Asian background	*
Black / African / Caribbean / Black British	
African	21
Caribbean	19
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	85
Total	**1,288**

* indicates the count is not shown due to suppression

Expected range charts

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

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

SUPPORT FROM YOUR GP PRACTICE

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

Q3. Referral for diagnosis was explained in a way the patient could completely understand — 61%

DIAGNOSTIC TESTS

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

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

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

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

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

FINDING OUT THAT YOU HAD CANCER

Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis — 82%

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

Q14. Cancer diagnosis explained in a way the patient could completely understand — 73%

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

Q16. Patient was told they could go back later for more information about their diagnosis — 84%

SUPPORT FROM A MAIN CONTACT PERSON

Q17. Patient had a main point of contact within the care team — 91%

Q18. Patient found it very or quite easy to contact their main contact person — 84%

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

Expected range charts

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

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

DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand — 82%

Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment — 78%

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

Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options — 56%

CARE PLANNING

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

Q25. A member of their care team helped the patient create a care plan to address any needs or concerns — 94%

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

SUPPORT FROM HOSPITAL STAFF

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

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

Q29. Patient was offered information about how to get financial help or benefits — 75%

HOSPITAL CARE

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital — 72%

Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital — 63%

Q33. Patient was always involved in decisions about their care and treatment whilst in hospital — 65%

Q34. Patient was always able to get help from ward staff when needed — 68%

Q35. Patient was always able to discuss worries and fears with hospital staff — 59%

Q36. Hospital staff always did everything they could to help the patient control pain — 79%

Q37. Patient was always treated with respect and dignity while in hospital — 81%

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

Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case — 78%

Expected range charts

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

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

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery — 87%

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

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

Q41_4. Beforehand patient completely had enough understandable information about hormone therapy — 78%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy — 85%

Q42_1. Patient completely had enough understandable information about their response to surgery — 85%

Q42_2. Patient completely had enough understandable information about their response to chemotherapy — 79%

Q42_3. Patient completely had enough understandable information about their response to radiotherapy — 84%

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

Q42_5. Patient completely had enough understandable information about their response to immunotherapy — 80%

Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right — 77%

IMMEDIATE AND LONG TERM SIDE EFFECTS

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

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

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

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

Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects — 53%

SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home — 60%

Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services — 47%

Expected range charts

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

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

CARE FROM YOUR GP PRACTICE

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

Q51. Patient definitely received the right amount of support from their GP practice during treatment
39%

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

LIVING WITH AND BEYOND CANCER

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

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services
27%

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

Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading
63%

YOUR OVERALL NHS CARE

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

Q56. The whole care team worked well together
88%

Q57. Administration of care was very good or good
85%

Q58. Cancer research opportunities were discussed with patient
41%

0   1   2   3   4   5   6   7   8   9   10

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

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	592	**72%**	613	**77%**	▲		**78%**	75%	82%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	816	**63%**	833	**62%**			**61%**	63%	71%	**67%**

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q5. Patient received all the information needed about the diagnostic test in advance	1000	**92%**	970	**93%**			**93%**	91%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1040	**83%**	1025	**85%**			**85%**	80%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1045	**78%**	1029	**77%**			**77%**	74%	81%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	1040	**73%**	1035	**75%**			**76%**	76%	81%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1046	**93%**	1039	**94%**			**95%**	93%	96%	**95%**

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1161	**77%**	1187	**82%**	▲	▲	**82%**	78%	84%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	1243	**69%**	1256	**71%**			**72%**	71%	78%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	1246	**73%**	1269	**72%**			**73%**	74%	79%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	1244	**86%**	1265	**85%**			**86%**	84%	87%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	1093	**81%**	1105	**83%**			**84%**	81%	87%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q17. Patient had a main point of contact within the care team	1209	**91%**	1221	**91%**			**91%**	89%	94%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	1006	**81%**	996	**83%**			**84%**	81%	88%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	1060	**95%**	1049	**96%**			**96%**	94%	97%	**96%**

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			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	1159	**78%**	1157	**82%**			**82%**	80%	85%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1234	**77%**	1239	**77%**			**78%**	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	1042	**78%**	1085	**81%**		▲	**81%**	81%	86%	**83%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	688	**55%**			**56%**	53%	61%	**57%**

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	1129	**69%**	1136	**70%**			**71%**	69%	76%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	653	**93%**	659	**94%**			**94%**	92%	95%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	516	**98%**	527	**98%**			**98%**	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	1064	**91%**	1079	**92%**		▲	**92%**	89%	93%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1237	**72%**	1258	**74%**			**75%**	72%	80%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	639	**69%**	708	**75%**			**75%**	64%	76%	**70%**

Comparability tables

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

** No score available for 2022.

▲ or ▼

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

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			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	455	76%	488	71%		▼	72%	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	373	60%	413	63%			63%	65%	74%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	447	68%	475	64%			65%	66%	75%	70%
Q34. Patient was always able to get help from ward staff when needed	446	70%	475	67%		▼	68%	69%	77%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	440	61%	466	58%			59%	60%	69%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	392	80%	427	79%			79%	81%	87%	84%
Q37. Patient was always treated with respect and dignity while in hospital	455	88%	485	80%	▼	▼	81%	84%	90%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	444	87%	475	86%			86%	85%	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1083	75%	1097	78%			78%	76%	82%	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	615	87%	603	87%			87%	87%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	614	82%	605	85%			85%	83%	88%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	347	85%	339	88%			89%	85%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	238	71%	226	77%			78%	74%	85%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	170	82%	210	85%			85%	79%	89%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	601	84%			85%	84%	89%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	605	79%			79%	78%	84%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	340	84%			84%	81%	89%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	223	74%			75%	71%	82%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	208	79%			80%	75%	86%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1208	75%	1222	77%			77%	71%	86%	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).

** No score available for 2022.

Adjusted score below lower expected range

Adjusted score between upper and lower expected ranges

Adjusted score above upper expected range

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	1173	**71%**	1180	**73%**			**74%**	72%	77%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1104	**66%**	1117	**66%**			**67%**	67%	74%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	887	**84%**	896	**84%**			**85%**	83%	90%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1088	**57%**	1133	**58%**			**59%**	56%	64%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	941	**48%**	992	**52%**			**53%**	50%	59%	**55%**

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	789	**54%**	821	**59%**		▲	**60%**	57%	66%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	467	**47%**	471	**47%**			**47%**	46%	59%	**52%**

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q51. Patient definitely received the right amount of support from their GP practice during treatment	688	**36%**	699	**39%**			**39%**	40%	52%	**46%**
Q52. Patient has had a review of cancer care by GP practice	1173	**19%**	1208	**20%**			**20%**	20%	26%	**23%**

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	236	**29%**	254	**26%**			**27%**	27%	38%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	521	**73%**	497	**76%**			**77%**	75%	84%	**79%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	954	**60%**	964	**62%**			**63%**	59%	68%	**64%**

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	England score
Q56. The whole care team worked well together	1171	**87%**	1193	**87%**			**88%**	87%	92%	**90%**
Q57. Administration of care was very good or good	1212	**85%**	1242	**85%**			**85%**	84%	90%	**87%**
Q58. Cancer research opportunities were discussed with patient	749	**41%**	760	**41%**			**41%**	36%	54%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	1190	**8.7**	1223	**8.8**			**8.8**	8.7	9.0	**8.9**

Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	88%	78%	61%	63%	67%	72%	77%	*	88%	70%	87%	78%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	76%	64%	43%	55%	67%	36%	70%	*	61%	50%	53%	64%	**62%**

DIAGNOSTIC TESTS

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	91%	96%	91%	90%	95%	97%	94%	*	86%	95%	92%	92%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	89%	87%	78%	83%	90%	86%	88%	*	72%	81%	88%	83%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	79%	81%	62%	80%	71%	77%	78%	*	76%	77%	69%	81%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	79%	81%	72%	65%	90%	83%	72%	*	76%	79%	73%	76%	**75%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	95%	92%	98%	95%	90%	100%	94%	*	100%	86%	94%	94%	**94%**

FINDING OUT THAT YOU HAD CANCER

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	84%	89%	82%	75%	77%	84%	89%	*	71%	82%	73%	76%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	*	79%	75%	71%	62%	74%	73%	69%	70%	76%	70%	67%	71%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	77%	85%	61%	63%	87%	73%	72%	70%	76%	70%	75%	67%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	88%	87%	89%	78%	94%	84%	90%	80%	85%	73%	83%	81%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	89%	87%	86%	77%	93%	75%	90%	*	77%	85%	77%	74%	**83%**

Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q17. Patient had a main point of contact within the care team	*	94%	94%	91%	87%	100%	95%	90%	*	88%	96%	87%	92%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	*	81%	87%	84%	77%	96%	90%	86%	*	93%	84%	76%	84%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	*	94%	97%	98%	94%	100%	97%	97%	*	100%	95%	91%	95%	**96%**

DECIDING ON THE BEST TREATMENT

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	83%	88%	81%	74%	96%	75%	80%	*	90%	79%	82%	83%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	83%	75%	72%	87%	77%	79%	70%	88%	83%	74%	78%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	78%	83%	86%	78%	97%	82%	81%	*	90%	83%	85%	76%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	51%	48%	41%	55%	81%	65%	62%	*	63%	59%	55%	49%	**55%**

CARE PLANNING

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	73%	74%	80%	65%	77%	68%	69%	*	72%	74%	70%	66%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	93%	92%	97%	95%	100%	90%	95%	*	100%	100%	93%	89%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	96%	100%	99%	94%	100%	98%	*	100%	100%	98%	98%	**98%**

SUPPORT FROM HOSPITAL STAFF

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q27. Staff provided the patient with relevant information on available support	*	96%	86%	85%	91%	100%	95%	95%	80%	86%	90%	94%	89%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	74%	80%	66%	71%	81%	71%	74%	80%	77%	82%	73%	75%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	*	79%	66%	63%	72%	95%	89%	68%	*	65%	89%	68%	74%	**75%**

Tumour group tables

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

HOSPITAL CARE

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	56%	73%	69%	69%	71%	87%	71%	*	*	76%	79%	68%	**71%**
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%	65%	73%	63%	73%	70%	68%	*	*	65%	60%	58%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	57%	70%	61%	67%	65%	67%	66%	*	*	65%	63%	58%	**64%**
Q34. Patient was always able to get help from ward staff when needed	*	58%	66%	60%	73%	76%	72%	84%	*	*	62%	65%	59%	**67%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	41%	63%	63%	69%	63%	67%	63%	*	*	45%	54%	58%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	73%	80%	78%	83%	87%	86%	79%	*	*	65%	80%	73%	**79%**
Q37. Patient was always treated with respect and dignity while in hospital	*	68%	81%	87%	80%	82%	87%	87%	*	*	86%	84%	77%	**80%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	80%	94%	90%	84%	81%	86%	88%	*	*	85%	88%	79%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	74%	83%	70%	71%	96%	79%	81%	*	85%	77%	78%	82%	**78%**

YOUR TREATMENT

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

Tumour group tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	75%	78%	73%	65%	90%	74%	74%	60%	83%	81%	73%	68%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	70%	69%	58%	57%	81%	64%	65%	*	81%	69%	64%	70%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	84%	82%	95%	88%	81%	81%	88%	*	100%	82%	78%	80%	**84%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	51%	69%	56%	46%	67%	51%	68%	*	72%	53%	60%	56%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	52%	60%	36%	42%	64%	48%	55%	*	50%	46%	55%	57%	**52%**

SUPPORT WHILE AT HOME — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	54%	65%	65%	53%	65%	68%	63%	*	93%	61%	55%	52%	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	61%	44%	43%	43%	50%	60%	47%	*	45%	33%	22%	37%	**47%**

CARE FROM YOUR GP PRACTICE — Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	43%	45%	36%	32%	39%	33%	45%	*	50%	34%	37%	38%	**39%**
Q52. Patient has had a review of cancer care by GP practice	*	17%	24%	20%	15%	16%	27%	25%	*	18%	26%	23%	17%	**20%**

Tumour group tables

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

LIVING WITH AND BEYOND CANCER

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	22%	32%	32%	10%	31%	43%	32%	*	*	27%	41%	15%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	75%	74%	75%	78%	73%	87%	82%	*	81%	67%	61%	79%	**76%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	57%	60%	47%	67%	56%	61%	64%	*	74%	64%	66%	66%	**62%**

YOUR OVERALL NHS CARE

Tumour group

	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q56. The whole care team worked well together	*	88%	86%	78%	85%	93%	92%	92%	*	94%	82%	84%	86%	**87%**
Q57. Administration of care was very good or good	*	84%	88%	83%	81%	84%	93%	85%	60%	89%	83%	85%	86%	**85%**
Q58. Cancer research opportunities were discussed with patient	*	29%	38%	42%	47%	21%	47%	38%	*	67%	70%	38%	45%	**41%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	9.0	8.8	8.7	9.0	8.9	8.6	8.9	9.1	8.7	8.7	8.8	**8.8**

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	77%	66%	77%	76%	81%	100%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	64%	65%	61%	61%	61%	59%	**62%**

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	93%	86%	92%	95%	92%	87%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	80%	82%	87%	88%	85%	78%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	67%	73%	76%	78%	80%	71%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	70%	73%	72%	77%	78%	72%	**75%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	92%	92%	93%	95%	95%	98%	**94%**

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	70%	76%	74%	81%	81%	86%	86%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	*	90%	70%	68%	74%	67%	74%	74%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	50%	65%	75%	71%	73%	75%	65%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	80%	68%	76%	86%	86%	88%	85%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	80%	90%	83%	87%	86%	78%	71%	**83%**

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q17. Patient had a main point of contact within the care team	*	100%	98%	86%	89%	93%	91%	86%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	*	80%	75%	81%	84%	82%	86%	83%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	*	100%	95%	94%	96%	94%	97%	100%	**96%**

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q20. Treatment options were explained in a way the patient could completely understand	*	100%	81%	81%	80%	81%	84%	77%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	70%	74%	73%	76%	78%	81%	68%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	74%	74%	81%	82%	84%	69%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	69%	51%	54%	55%	57%	44%	**55%**

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	*	90%	74%	61%	66%	72%	74%	69%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	84%	97%	93%	93%	96%	100%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	96%	98%	96%	99%	99%	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

					Age				
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q27. Staff provided the patient with relevant information on available support	*	*	93%	95%	90%	91%	95%	91%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	90%	63%	62%	68%	76%	82%	78%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	*	*	81%	76%	82%	71%	72%	47%	**75%**

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	*	*	45%	64%	65%	77%	77%	67%	**71%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	56%	63%	53%	64%	72%	63%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	65%	67%	61%	65%	68%	59%	**64%**
Q34. Patient was always able to get help from ward staff when needed	*	*	50%	70%	61%	73%	68%	61%	**67%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	40%	51%	51%	64%	63%	56%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	67%	73%	75%	81%	86%	86%	**79%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	70%	71%	73%	85%	89%	72%	**80%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	79%	90%	85%	86%	91%	82%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	74%	74%	73%	78%	83%	77%	**78%**

Age group tables

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

YOUR TREATMENT

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	86%	83%	88%	89%	86%	83%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	83%	83%	84%	85%	86%	88%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	100%	85%	81%	92%	91%	*	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	83%	60%	75%	79%	83%	*	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	79%	76%	89%	86%	*	**85%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	89%	87%	83%	85%	87%	71%	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	75%	75%	77%	79%	81%	81%	**79%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	82%	86%	81%	87%	83%	*	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	83%	60%	71%	70%	85%	*	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	79%	74%	77%	83%	*	**79%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	66%	79%	75%	77%	80%	88%	**77%**

IMMEDIATE AND LONG TERM SIDE EFFECTS

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	79%	73%	73%	73%	74%	65%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	64%	62%	64%	68%	68%	57%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	89%	76%	87%	87%	82%	78%	**84%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	56%	59%	55%	58%	61%	59%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	45%	52%	49%	52%	56%	48%	**52%**

SUPPORT WHILE AT HOME

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	44%	47%	59%	61%	64%	62%	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	61%	43%	48%	46%	46%	39%	**47%**

CARE FROM YOUR GP PRACTICE

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	31%	38%	45%	36%	42%	40%	**39%**
Q52. Patient has had a review of cancer care by GP practice	*	30%	34%	13%	23%	20%	19%	17%	**20%**

Age group tables

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

LIVING WITH AND BEYOND CANCER

	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	33%	17%	33%	23%	28%	20%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	67%	56%	66%	84%	83%	71%	**76%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	46%	56%	62%	64%	66%	61%	**62%**

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	*	90%	83%	80%	87%	87%	91%	85%	**87%**
Q57. Administration of care was very good or good	*	100%	86%	81%	84%	85%	87%	81%	**85%**
Q58. Cancer research opportunities were discussed with patient	*	*	53%	44%	41%	40%	37%	60%	**41%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.6	8.4	8.5	8.6	8.8	9.0	8.8	**8.8**

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	79%	*	*	*	69%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	63%	*	*	*	64%	**62%**

DIAGNOSTIC TESTS

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	91%	94%	*	*	*	94%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	88%	*	*	*	78%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	78%	*	*	*	73%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	76%	*	*	*	68%	**75%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	95%	*	*	*	96%	**94%**

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	79%	84%	*	*	*	82%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	73%	70%	*	*	*	73%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	75%	*	*	*	62%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	88%	*	*	*	80%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	82%	85%	*	*	*	85%	**83%**

SUPPORT FROM A MAIN CONTACT PERSON

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q17. Patient had a main point of contact within the care team	93%	90%	*	*	*	90%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	81%	86%	*	*	*	78%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	*	*	*	94%	**96%**

Male/Female/Non-binary/Other tables

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

DECIDING ON THE BEST TREATMENT

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	81%	*	*	*	81%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	80%	*	*	*	68%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	83%	*	*	*	72%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	60%	*	*	*	46%	**55%**

CARE PLANNING

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	70%	*	*	*	67%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	95%	*	*	*	82%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	98%	*	*	*	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	94%	*	*	*	84%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	77%	*	*	*	65%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	75%	74%	*	*	*	70%	**75%**

Male/Female/Non-binary/Other tables

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

HOSPITAL CARE

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	67%	76%	*	*	*	64%	**71%**
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%	67%	*	*	*	57%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	61%	70%	*	*	*	45%	**64%**
Q34. Patient was always able to get help from ward staff when needed	63%	72%	*	*	*	57%	**67%**
Q35. Patient was always able to discuss worries and fears with hospital staff	53%	65%	*	*	*	48%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	78%	81%	*	*	*	70%	**79%**
Q37. Patient was always treated with respect and dignity while in hospital	78%	85%	*	*	*	71%	**80%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	91%	*	*	*	77%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	81%	*	*	*	65%	**78%**

YOUR TREATMENT

Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	87%	*	*	*	89%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	86%	*	*	*	83%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	90%	*	*	*	67%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	81%	*	*	*	60%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	86%	*	*	*	*	**85%**
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	84%	*	*	*	89%	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	80%	*	*	*	71%	**79%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	85%	*	*	*	69%	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	68%	84%	*	*	*	*	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	81%	*	*	*	*	**79%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	82%	*	*	*	70%	**77%**

Male/Female/Non-binary/Other tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS — Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	75%	*	*	*	67%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	66%	*	*	*	59%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	85%	*	*	*	76%	**84%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	63%	*	*	*	45%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	55%	*	*	*	32%	**52%**

SUPPORT WHILE AT HOME — Male/Female/Non-binary/Other

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	63%	*	*	*	43%	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	44%	*	*	*	38%	**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	39%	42%	*	*	*	24%	**39%**
Q52. Patient has had a review of cancer care by GP practice	21%	20%	*	*	*	18%	**20%**

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

	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	27%	*	*	*	23%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	76%	*	*	*	75%	**76%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	66%	*	*	*	56%	**62%**

Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE				Male/Female/Non-binary/Other			
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q56. The whole care team worked well together	86%	89%	*	*	*	89%	**87%**
Q57. Administration of care was very good or good	85%	86%	*	*	*	76%	**85%**
Q58. Cancer research opportunities were discussed with patient	38%	45%	*	*	*	28%	**41%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	*	*	*	8.3	**8.8**

Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE — Ethnicity

	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	*	82%	67%	*	68%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	70%	52%	81%	*	59%	**62%**

DIAGNOSTIC TESTS — Ethnicity

	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	87%	97%	100%	*	94%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	86%	93%	82%	95%	*	76%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	77%	79%	77%	79%	*	75%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	57%	68%	77%	*	74%	**75%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	100%	100%	90%	*	94%	**94%**

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	81%	86%	90%	86%	*	83%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	71%	67%	79%	80%	*	68%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	72%	69%	79%	80%	*	66%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	88%	91%	95%	*	82%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	83%	77%	92%	87%	*	84%	**83%**

SUPPORT FROM A MAIN CONTACT PERSON — Ethnicity

	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	91%	86%	95%	93%	*	90%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	84%	92%	84%	85%	*	76%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	96%	100%	95%	100%	*	91%	**96%**

DECIDING ON THE BEST TREATMENT — Ethnicity

	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	81%	80%	88%	89%	*	84%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	87%	90%	74%	*	71%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	86%	88%	70%	*	76%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	55%	45%	59%	69%	*	50%	**55%**

Ethnicity tables

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

CARE PLANNING

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	47%	75%	70%	*	72%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	80%	94%	100%	*	85%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	100%	100%	*	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	92%	93%	97%	97%	*	83%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	60%	81%	72%	*	65%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	76%	31%	76%	70%	*	71%	**75%**

HOSPITAL CARE

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	70%	*	89%	75%	*	61%	**71%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	61%	*	83%	79%	*	59%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	64%	*	79%	81%	*	54%	**64%**
Q34. Patient was always able to get help from ward staff when needed	65%	*	83%	100%	*	63%	**67%**
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	*	76%	63%	*	48%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	78%	*	89%	94%	*	78%	**79%**
Q37. Patient was always treated with respect and dignity while in hospital	80%	*	84%	93%	*	73%	**80%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	*	89%	100%	*	83%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	85%	75%	70%	*	71%	**78%**

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	86%	*	100%	89%	*	89%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	90%	81%	87%	*	86%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	*	93%	*	*	88%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	*	77%	73%	*	77%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	86%	*	*	*	*	*	**85%**
Q42_1. Patient completely had enough understandable information about their response to surgery	84%	*	96%	84%	*	89%	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	78%	*	86%	87%	*	77%	**79%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	*	80%	70%	*	88%	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	76%	*	58%	90%	*	69%	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	*	*	*	*	*	**79%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	78%	58%	81%	76%	*	70%	**77%**

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%	63%	81%	74%	*	75%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	60%	68%	67%	*	64%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	70%	100%	80%	*	72%	**84%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	58%	27%	70%	67%	*	49%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	33%	57%	63%	*	43%	**52%**

SUPPORT WHILE AT HOME

				Ethnicity			
	White	Mixed	Asian	Black	Other	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	59%	50%	82%	52%	*	50%	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	*	63%	38%	*	39%	**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	38%	27%	52%	63%	*	33%	**39%**
Q52. Patient has had a review of cancer care by GP practice	19%	27%	38%	36%	*	19%	**20%**

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	25%	*	48%	30%	*	17%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	*	93%	71%	*	75%	**76%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	*	75%	66%	*	55%	**62%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	87%	86%	95%	93%	*	86%	**87%**
Q57. Administration of care was very good or good	85%	88%	93%	100%	*	75%	**85%**
Q58. Cancer research opportunities were discussed with patient	40%	50%	54%	62%	*	36%	**41%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.5	8.7	8.6	*	8.3	**8.8**

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	79%	75%	75%	80%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	61%	62%	60%	65%	**62%**

DIAGNOSTIC TESTS	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q5. Patient received all the information needed about the diagnostic test in advance	98%	92%	92%	93%	92%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	76%	86%	89%	85%	85%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	78%	86%	75%	73%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	70%	77%	76%	76%	74%	**75%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	93%	94%	96%	93%	**94%**

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%	84%	82%	80%	83%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	81%	66%	71%	71%	72%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	66%	73%	75%	71%	73%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	84%	84%	87%	84%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	89%	85%	82%	83%	83%	**83%**

SUPPORT FROM A MAIN CONTACT PERSON	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q17. Patient had a main point of contact within the care team	92%	91%	89%	92%	92%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	83%	84%	88%	81%	82%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	96%	95%	95%	97%	95%	**96%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q20. Treatment options were explained in a way the patient could completely understand	83%	81%	81%	81%	82%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	76%	76%	78%	78%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	74%	81%	79%	85%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	62%	51%	56%	58%	53%	**55%**

CARE PLANNING

CARE PLANNING	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	66%	74%	73%	68%	70%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	89%	96%	95%	92%	94%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	98%	100%	97%	98%	**98%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q27. Staff provided the patient with relevant information on available support	93%	92%	92%	91%	92%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	77%	77%	74%	72%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	74%	73%	73%	73%	78%	**75%**

HOSPITAL CARE

HOSPITAL CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	65%	73%	73%	71%	69%	**71%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	57%	66%	63%	65%	60%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	62%	65%	69%	68%	59%	**64%**
Q34. Patient was always able to get help from ward staff when needed	68%	80%	69%	69%	59%	**67%**
Q35. Patient was always able to discuss worries and fears with hospital staff	38%	60%	68%	65%	49%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	77%	88%	80%	78%	76%	**79%**
Q37. Patient was always treated with respect and dignity while in hospital	58%	83%	82%	84%	78%	**80%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	81%	86%	90%	86%	86%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	62%	79%	83%	79%	76%	**78%**

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	63%	91%	89%	89%	85%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	86%	83%	84%	85%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	80%	95%	89%	87%	89%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	79%	81%	73%	77%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	70%	87%	89%	84%	**85%**
Q42_1. Patient completely had enough understandable information about their response to surgery	72%	90%	87%	84%	83%	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	78%	81%	77%	78%	**79%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	80%	83%	82%	81%	88%	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	68%	81%	75%	74%	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	67%	86%	75%	83%	**79%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	75%	77%	80%	79%	76%	**77%**

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	77%	75%	80%	72%	70%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	60%	66%	73%	66%	64%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	77%	88%	85%	84%	83%	**84%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	47%	59%	65%	58%	55%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	42%	53%	62%	52%	48%	**52%**

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	52%	58%	70%	56%	58%	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	28%	43%	54%	45%	51%	**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	49%	42%	45%	40%	33%	**39%**
Q52. Patient has had a review of cancer care by GP practice	23%	28%	24%	18%	17%	**20%**

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	33%	29%	40%	19%	22%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	70%	75%	79%	76%	77%	**76%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	61%	69%	63%	59%	**62%**

YOUR OVERALL NHS CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q56. The whole care team worked well together	89%	89%	89%	88%	85%	**87%**
Q57. Administration of care was very good or good	90%	81%	86%	87%	84%	**85%**
Q58. Cancer research opportunities were discussed with patient	43%	41%	46%	42%	38%	**41%**
Q59. Patient's average rating of care scored from very poor to very good	8.5	8.6	9.0	8.8	8.8	**8.8**

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	79%	74%	**77%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	65%	65%	**62%**

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	92%	93%	91%	**93%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	89%	82%	**85%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	75%	68%	**77%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	76%	66%	**75%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	95%	96%	**94%**

FINDING OUT THAT YOU HAD CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	83%	80%	82%	**82%**
Q13. Patient was definitely told sensitively that they had cancer	71%	72%	72%	**71%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	74%	65%	**72%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	85%	84%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	82%	86%	84%	**83%**

SUPPORT FROM A MAIN CONTACT PERSON	Long-term condition status			
	Yes	No	Not given	**All**
Q17. Patient had a main point of contact within the care team	91%	91%	90%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	84%	83%	77%	**83%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	97%	93%	**96%**

DECIDING ON THE BEST TREATMENT	Long-term condition status			
	Yes	No	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	80%	86%	75%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	81%	64%	**77%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	87%	68%	**81%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	58%	53%	46%	**55%**

Long-term condition status tables

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

CARE PLANNING

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	75%	66%	**70%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	95%	87%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	96%	100%	**98%**

SUPPORT FROM HOSPITAL STAFF

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	93%	92%	86%	**92%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	76%	64%	**74%**
Q29. Patient was offered information about how to get financial help or benefits	73%	80%	67%	**75%**

HOSPITAL CARE

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	71%	72%	64%	**71%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	62%	63%	63%	**63%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	67%	56%	**64%**
Q34. Patient was always able to get help from ward staff when needed	67%	69%	59%	**67%**
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	54%	46%	**58%**
Q36. Hospital staff always did everything they could to help the patient control pain	78%	81%	74%	**79%**
Q37. Patient was always treated with respect and dignity while in hospital	81%	81%	74%	**80%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	83%	92%	83%	**86%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	80%	68%	**78%**

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%	86%	**87%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	87%	80%	**85%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	89%	81%	**88%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	75%	75%	**77%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	84%	91%	64%	**85%**
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	87%	82%	**84%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	77%	82%	74%	**79%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	83%	85%	76%	**84%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	74%	78%	64%	**74%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	78%	85%	55%	**79%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	78%	78%	72%	**77%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	78%	65%	**73%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	70%	59%	**66%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	85%	78%	**84%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	62%	48%	**58%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	56%	38%	**52%**

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	58%	65%	47%	**59%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	53%	37%	**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	40%	40%	35%	**39%**
Q52. Patient has had a review of cancer care by GP practice	21%	19%	21%	**20%**

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	24%	29%	38%	**26%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	74%	77%	**76%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	62%	64%	58%	**62%**

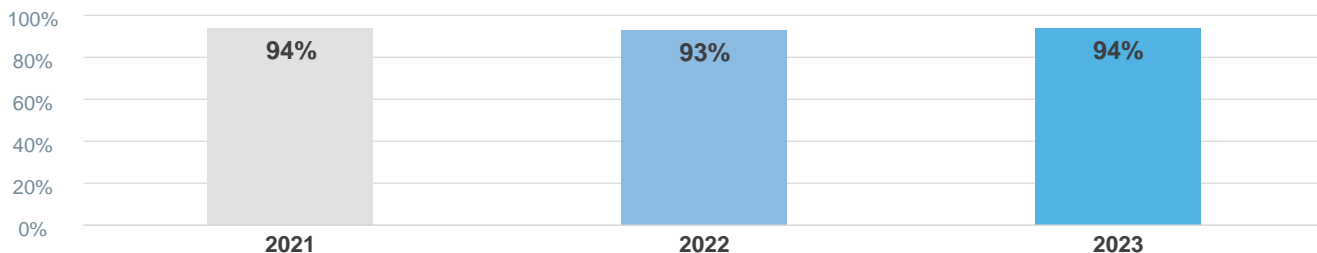| YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	86%	90%	89%	**87%**
Q57. Administration of care was very good or good	85%	86%	81%	**85%**
Q58. Cancer research opportunities were discussed with patient	42%	41%	27%	**41%**
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.9	8.5	**8.8**

Year on year charts

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

SUPPORT FROM YOUR GP PRACTICE

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

2021	2022	2023
76%	72%	77%

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

2021	2022	2023
63%	63%	62%

DIAGNOSTIC TESTS

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

2021	2022	2023
92%	92%	93%

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

2021	2022	2023
81%	83%	85%

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

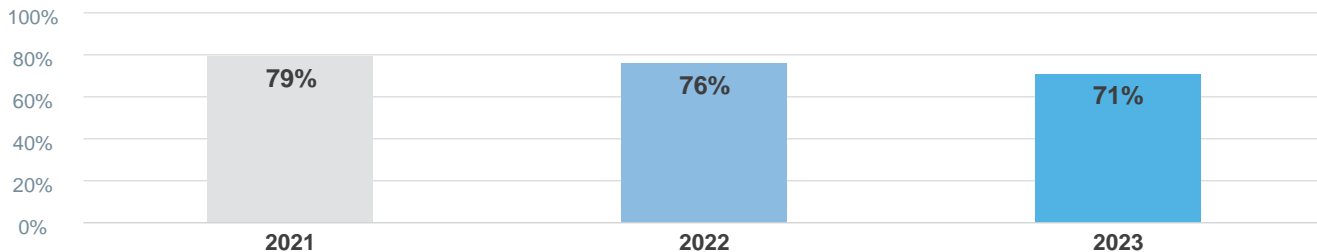| 2021	2022	2023
81%	78%	77%

Year on year charts

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

The scores are unadjusted and based on England scores only.

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

2021	2022	2023
76%	73%	75%

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

2021	2022	2023
95%	93%	94%

FINDING OUT THAT YOU HAD CANCER

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

2021	2022	2023
70%	77%	82%

Q13. Patient was definitely told sensitively that they had cancer

2021	2022	2023
69%	69%	71%

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

2021	2022	2023
73%	73%	72%
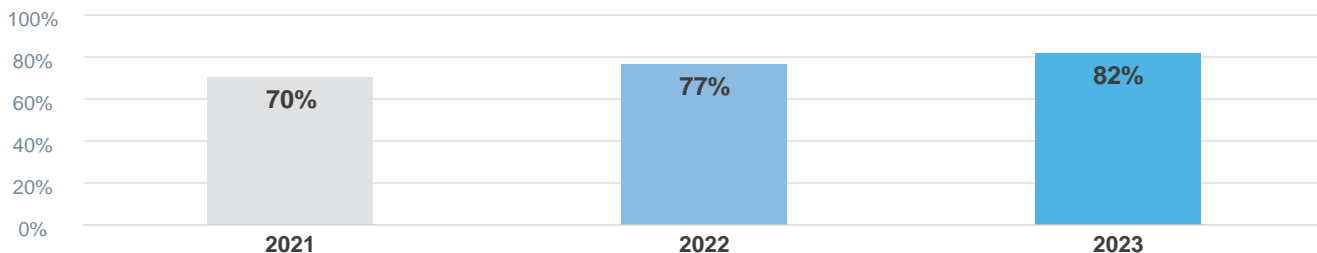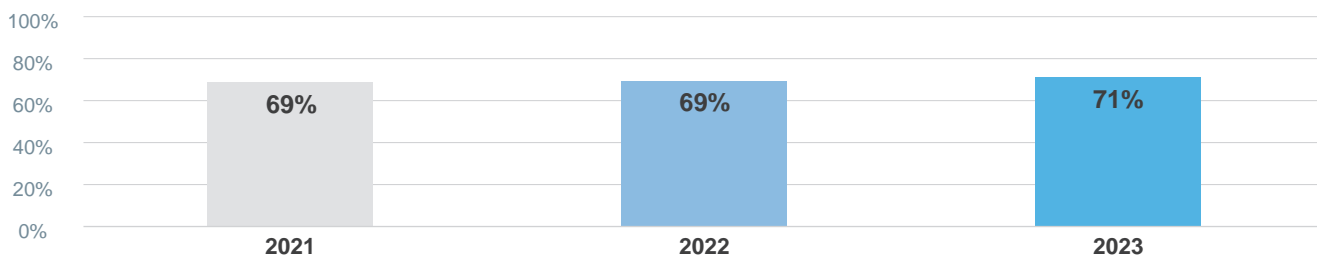
Year on year charts

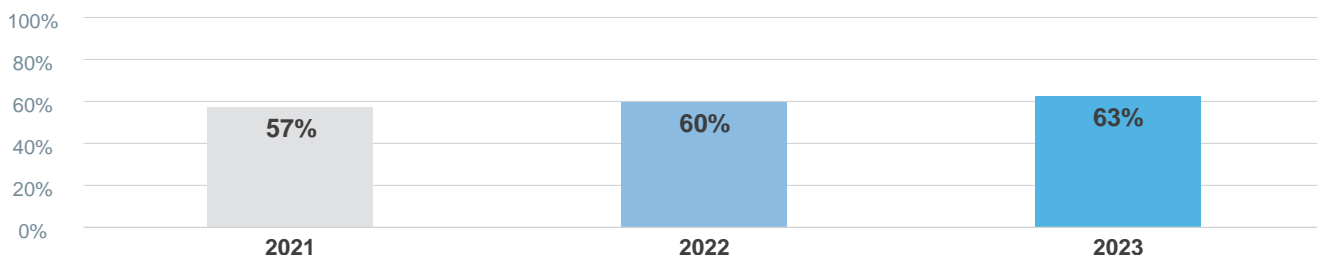|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

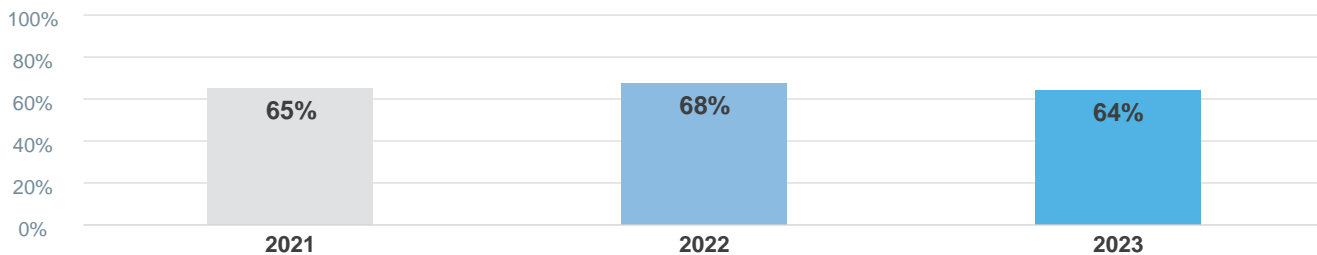## Q15. Patient was definitely told about their diagnosis in an appropriate place
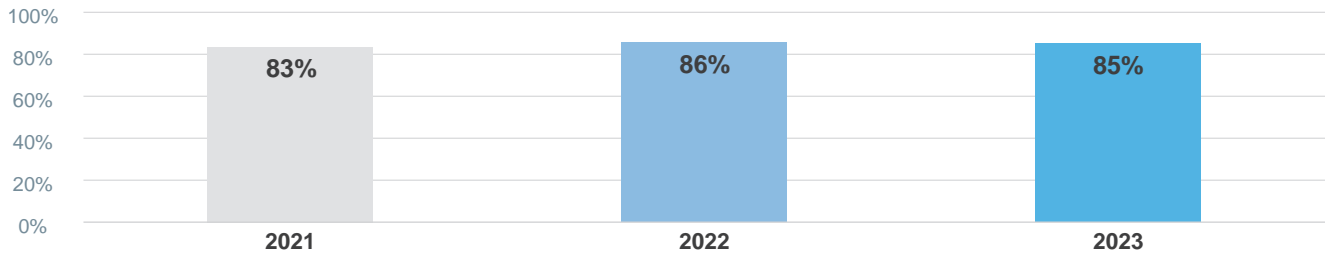
2021	2022	2023
83%	86%	85%

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

2021	2022	2023
83%	81%	83%

SUPPORT FROM A MAIN CONTACT PERSON

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

2021	2022	2023
92%	91%	91%

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

2021	2022	2023
82%	81%	83%

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

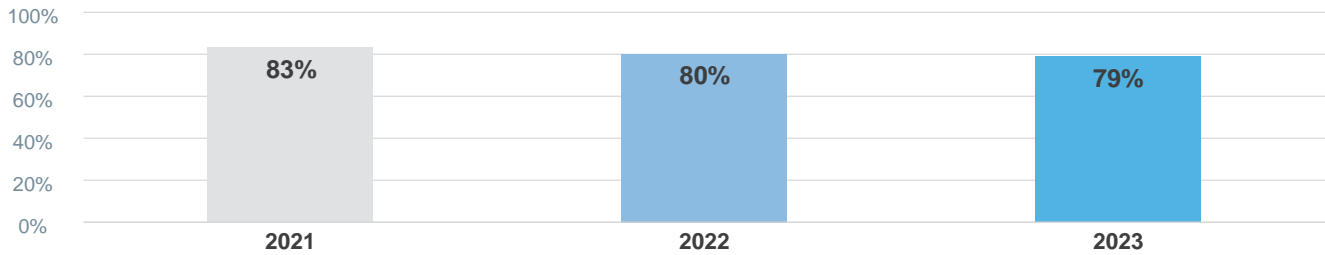| 2021	2022	2023
94%	95%	96%
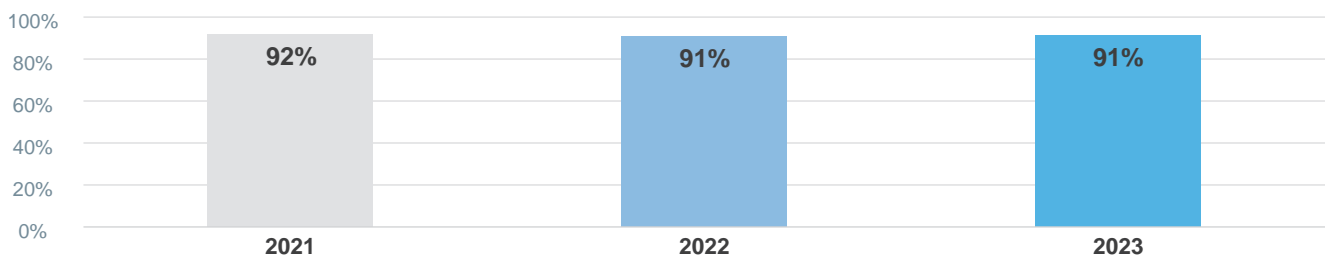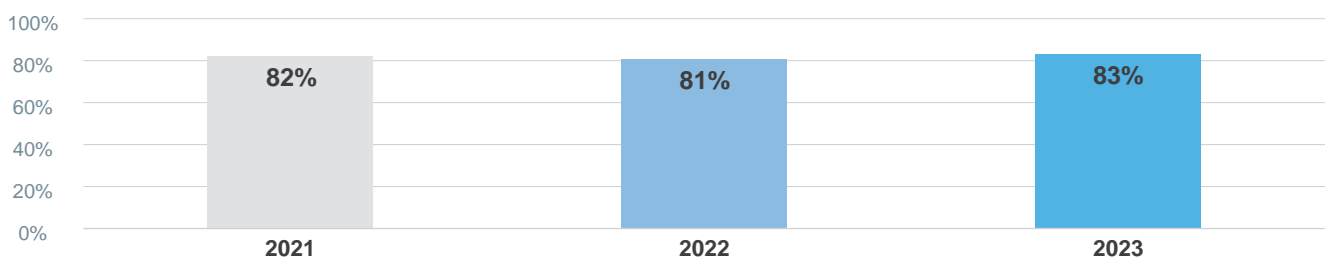
Year on year charts

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

DECIDING ON THE BEST TREATMENT

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

2021	2022	2023
81%	78%	82%

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

2021	2022	2023
77%	77%	77%

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

2021	2022	2023
73%	78%	81%

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

2021 **	2022 **	2023
		55%

CARE PLANNING

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

2021	2022	2023
70%	69%	70%

Year on year charts

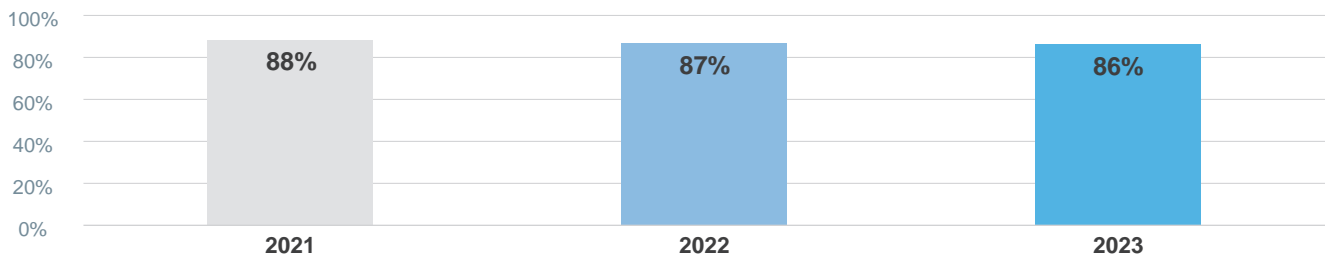|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

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

2021	2022	2023
94%	93%	94%

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

2021	2022	2023
98%	98%	98%

SUPPORT FROM HOSPITAL STAFF

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

2021	2022	2023
87%	91%	92%

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

2021	2022	2023
73%	72%	74%

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

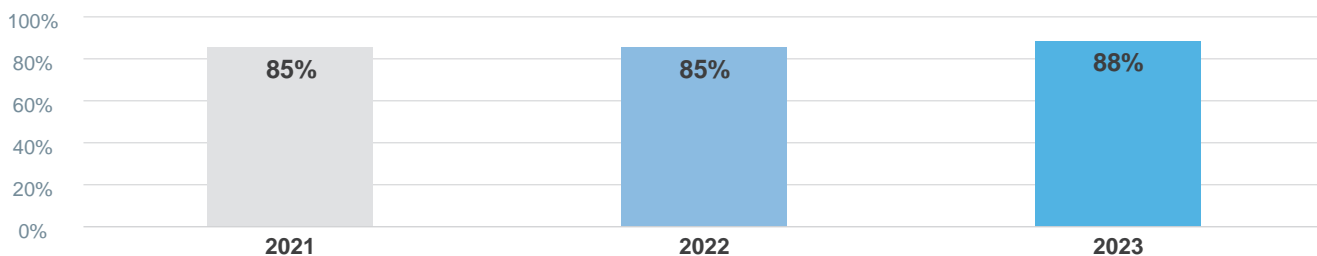| 2021	2022	2023
72%	69%	75%

Year on year charts

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

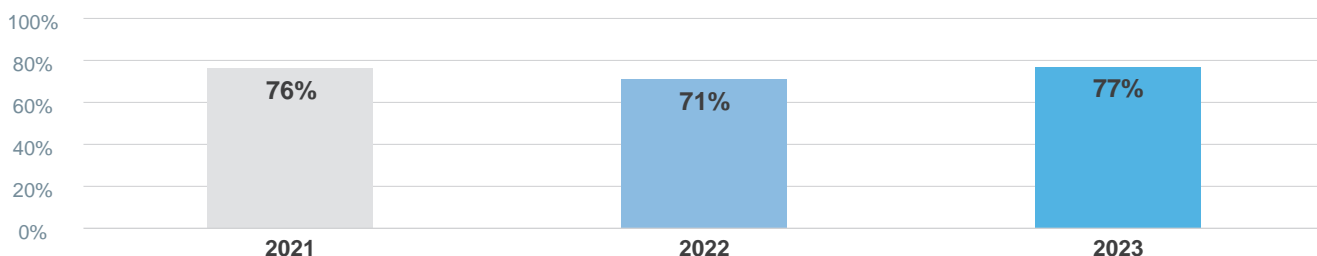The scores are unadjusted and based on England scores only.

HOSPITAL CARE

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

2021	2022	2023
79%	76%	71%

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

2021	2022	2023
57%	60%	63%

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

2021	2022	2023
65%	68%	64%

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

2021	2022	2023
76%	70%	67%

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

2021	2022	2023
64%	61%	58%

Year on year charts

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

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

2021	2022	2023
83%	80%	79%

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

2021	2022	2023
88%	88%	80%

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

2021	2022	2023
88%	87%	86%

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

2021	2022	2023
73%	75%	78%

YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery

2021	2022	2023
88%	87%	87%

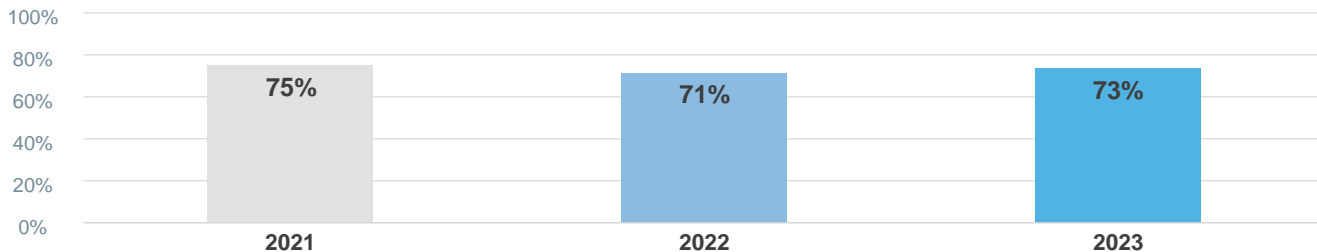# Year on year charts

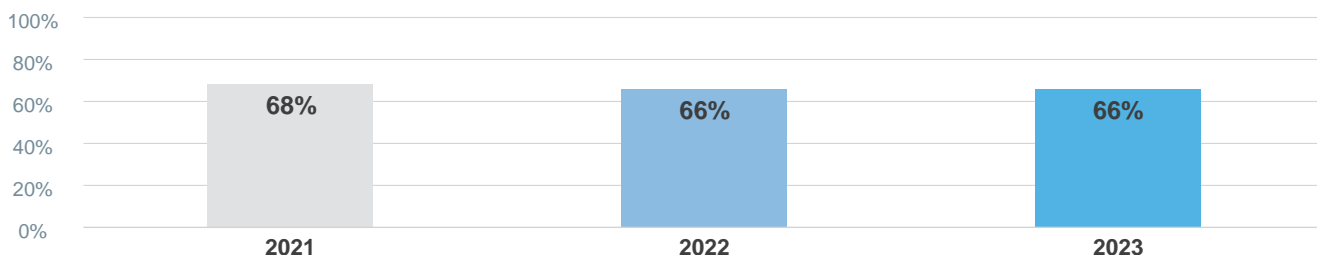|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

Q41_2. Beforehand patient completely had enough understandable information about chemotherapy

2021	2022	2023
85%	82%	85%

Q41_3. Beforehand patient completely had enough understandable information about radiotherapy

2021	2022	2023
85%	85%	88%

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

2021	2022	2023
76%	71%	77%

Q41_5. Beforehand patient completely had enough understandable information about immunotherapy

2021	2022	2023
80%	82%	85%

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

2021 **	2022 **	2023
		84%

Year on year charts

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

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

2021 **   2022 **   2023: 79%

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

2021 **   2022 **   2023: 84%

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

2021 **   2022 **   2023: 74%

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

2021 **   2022 **   2023: 79%

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

2021: 76%   2022: 75%   2023: 77%
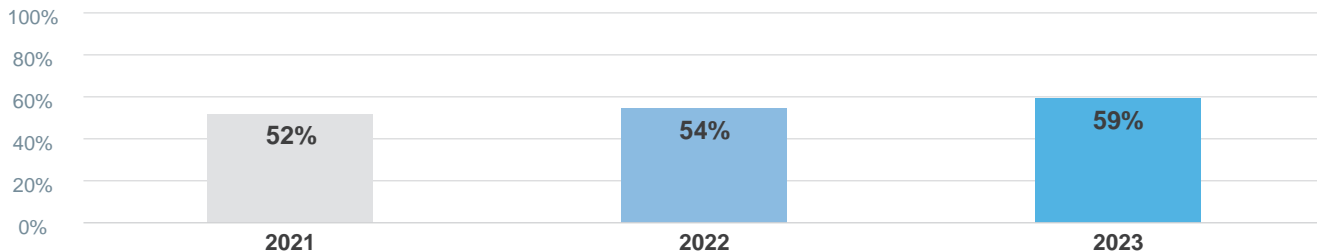
Year on year charts

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

IMMEDIATE AND LONG TERM SIDE EFFECTS

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

2021	2022	2023
75%	71%	73%

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

2021	2022	2023
68%	66%	66%

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

2021	2022	2023
85%	84%	84%

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

2021	2022	2023
58%	57%	58%

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

2021	2022	2023
51%	48%	52%

Year on year charts

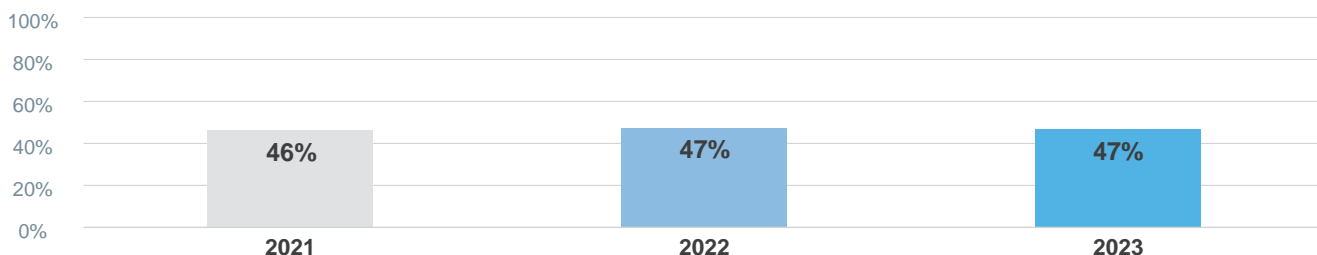|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home
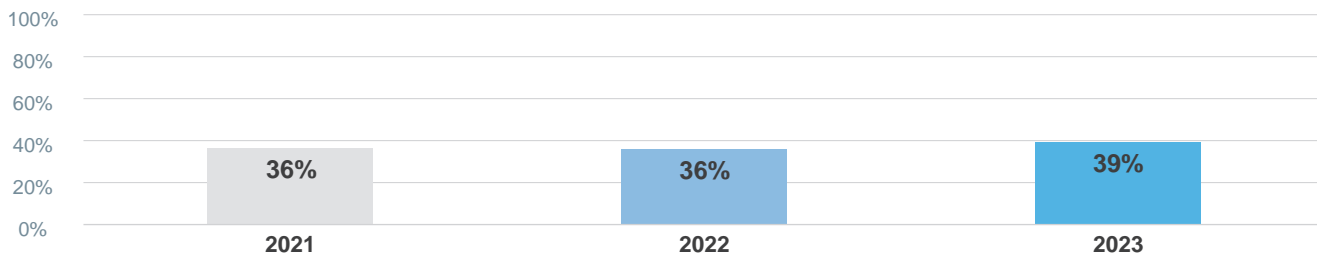
2021	2022	2023
52%	54%	59%

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

2021	2022	2023
46%	47%	47%

CARE FROM YOUR GP PRACTICE

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

2021	2022	2023
36%	36%	39%

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

2021	2022	2023
17%	19%	20%
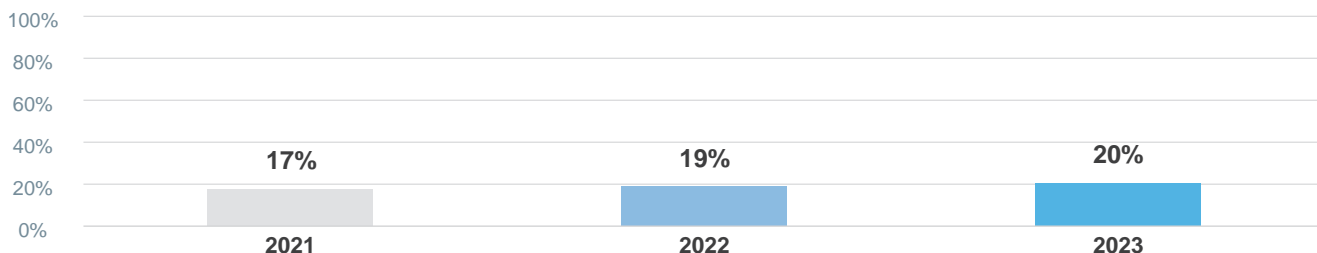
LIVING WITH AND BEYOND CANCER

Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services
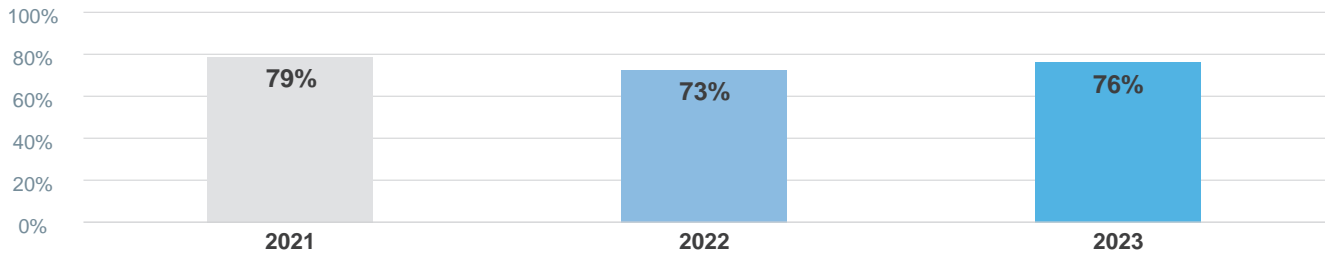
2021	2022	2023
30%	29%	26%
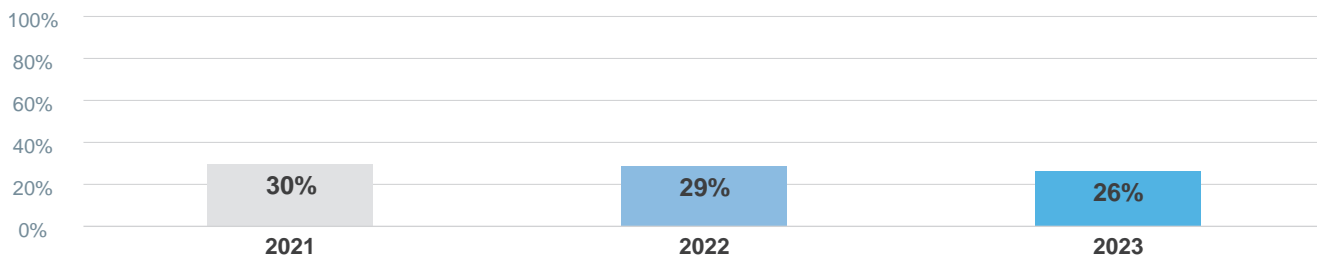
Year on year charts

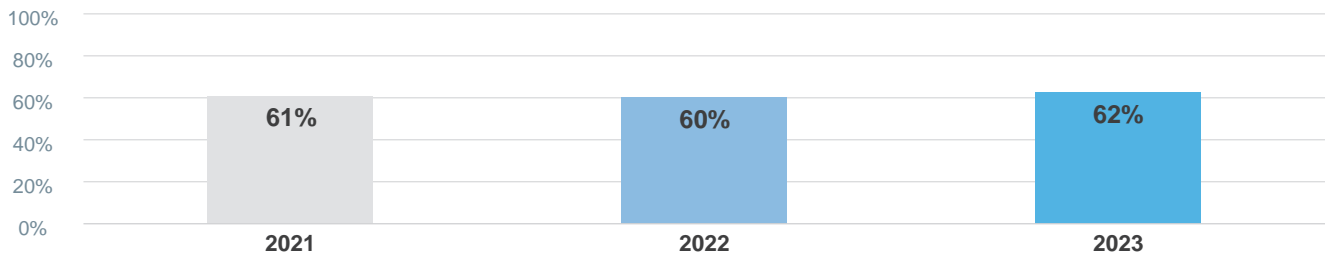|		
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment
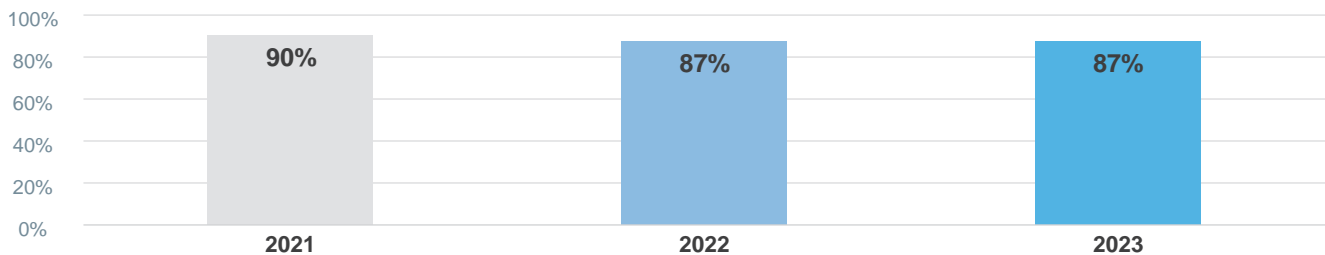
2021	2022	2023
79%	73%	76%

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

2021	2022	2023
61%	60%	62%

YOUR OVERALL NHS CARE

Q56. The whole care team worked well together

2021	2022	2023
90%	87%	87%

Q57. Administration of care was very good or good

2021	2022	2023
86%	85%	85%

Q58. Cancer research opportunities were discussed with patient

2021	2022	2023
46%	41%	41%
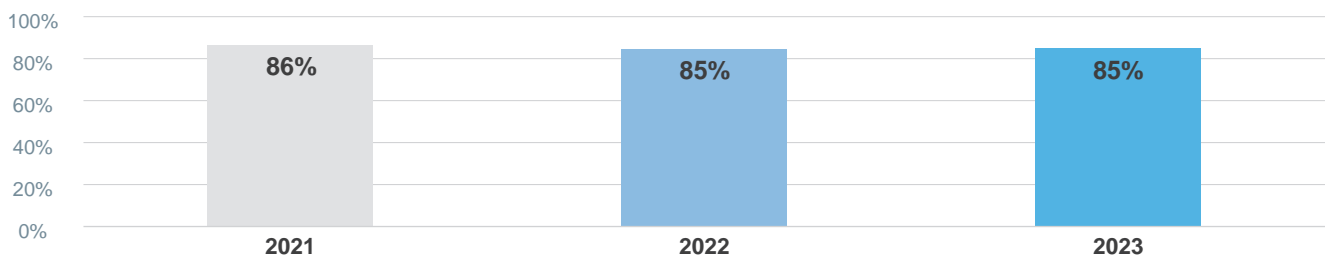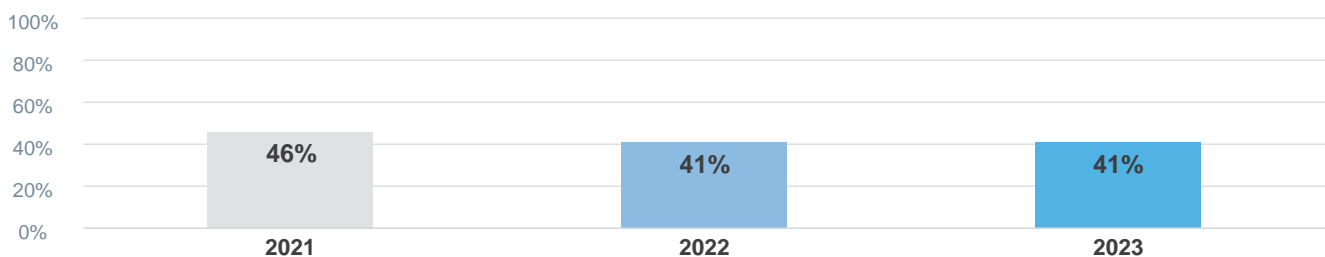
Year on year charts

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

2021	2022	2023
8.8	8.7	8.8