NHS England

Cancer Patient Experience Survey

2023 Results

NHS Cheshire and Merseyside Integrated Care Board

Published November 2024

The Cancer Patient Experience Survey is undertaken by Picker on behalf of NHS England

Contents

Executive summary

Questions above expected range

	Case mix adjusted scores			England score
	2023 score	Lower expected range	Upper expected range	
Q34. Patient was always able to get help from ward staff when needed	**77%**	70%	76%	**73%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	**82%**	76%	82%	**79%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	**85%**	74%	85%	**79%**

Questions below expected range

	Case mix adjusted scores			England score
	2023 score	Lower expected range	Upper expected range	
Q29. Patient was offered information about how to get financial help or benefits	**63%**	65%	76%	**70%**

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

1,818 patients responded out of a total of 3,521 patients, resulting in a response rate of 52%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	3,764	3,521	1,818	52%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	1,453
Online	364
Phone	1
Translation service	0
Total	**1,818**

Respondents by tumour group

	Number of respondents
Brain / CNS	11
Breast	261
Colorectal / LGT	217
Gynaecological	79
Haematological	314
Head and neck	46
Lung	124
Prostate	187
Sarcoma	10
Skin	127
Upper gastro	76
Urological	162
Other	204
Total	**1,818**

Respondents by ethnicity

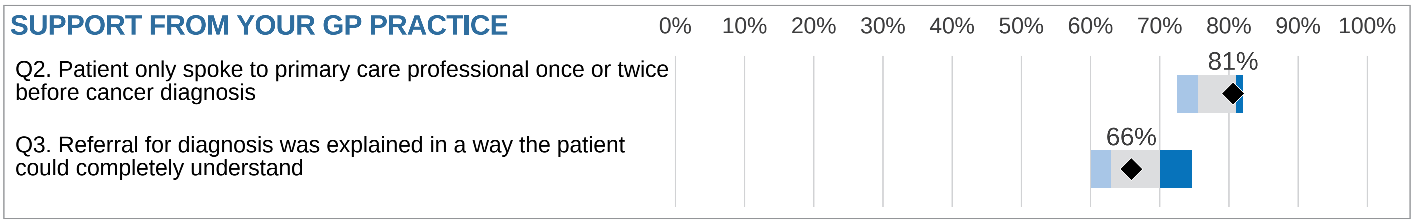
	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	1,620
Irish	12
Gypsy or Irish Traveller	*
Roma	*
Any other White background	22
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	6
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
Asian or Asian British	
Indian	6
Pakistani	*
Bangladeshi	*
Chinese	7
Any other Asian background	*
Black / African / Caribbean / Black British	
African	*
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	123
Total	**1,818**

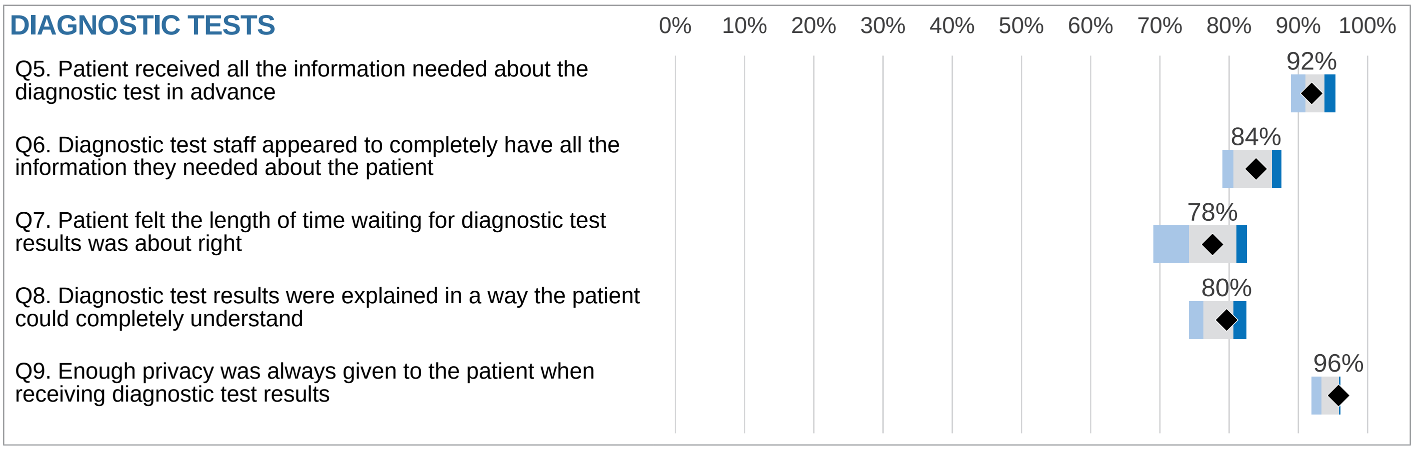
* indicates the count is not shown due to suppression

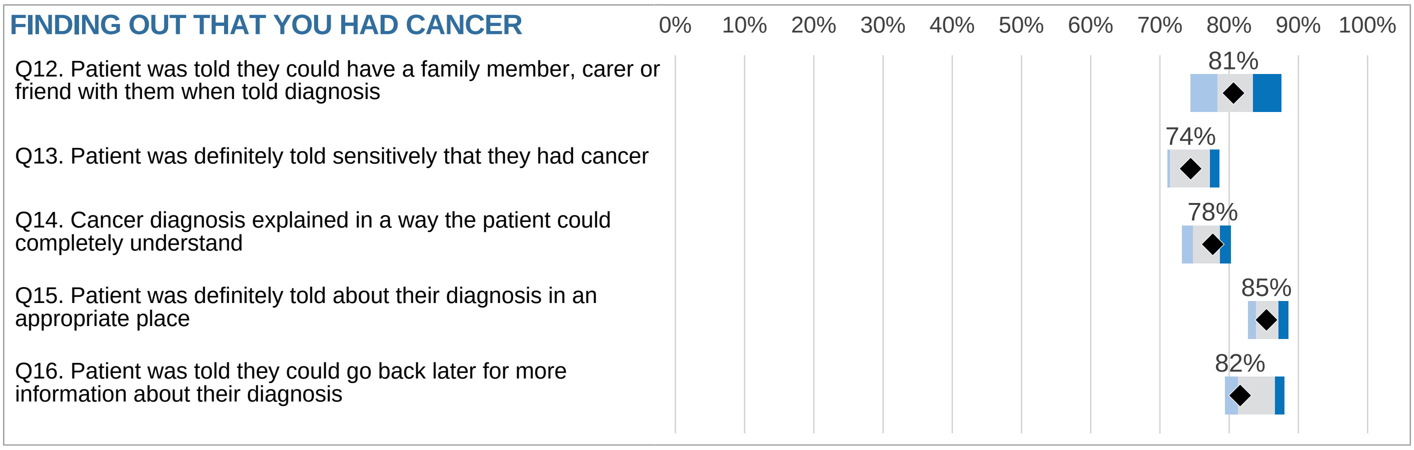
Expected range charts

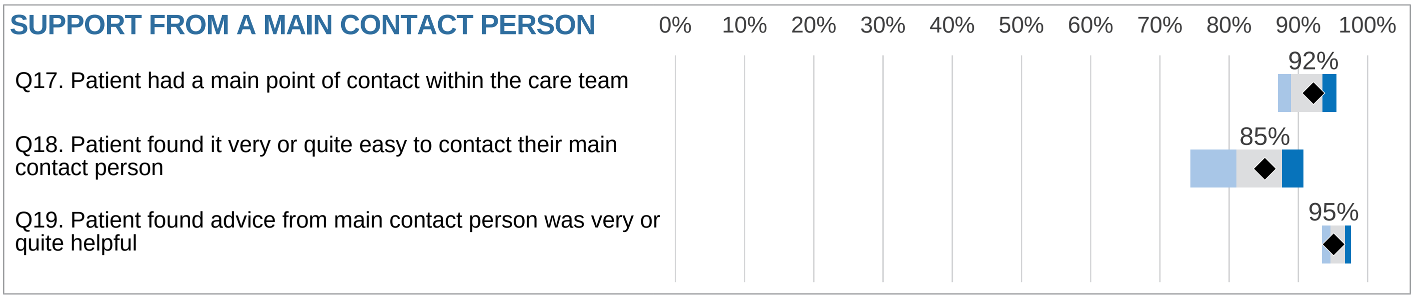
▨ Lower expected range ░ Within expected range ■ Upper expected range ◆ Case mix adjusted score

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.







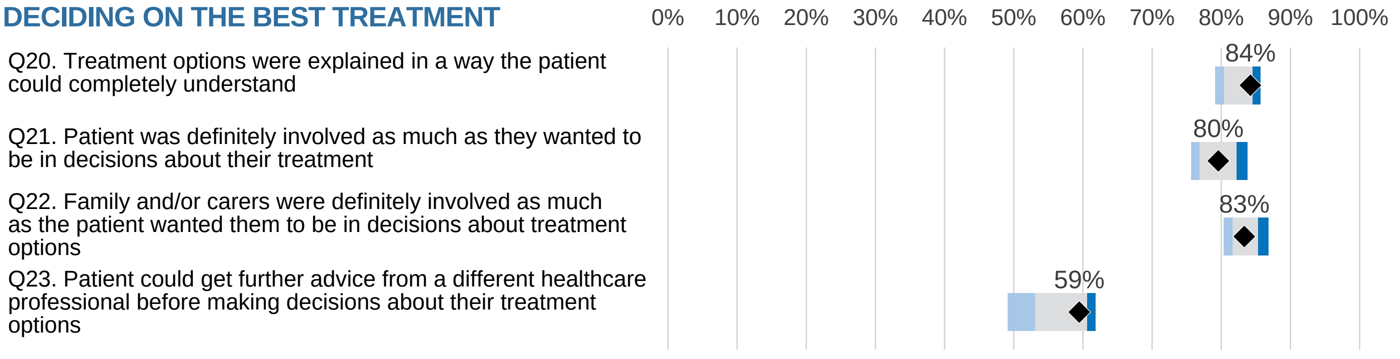


Expected range charts

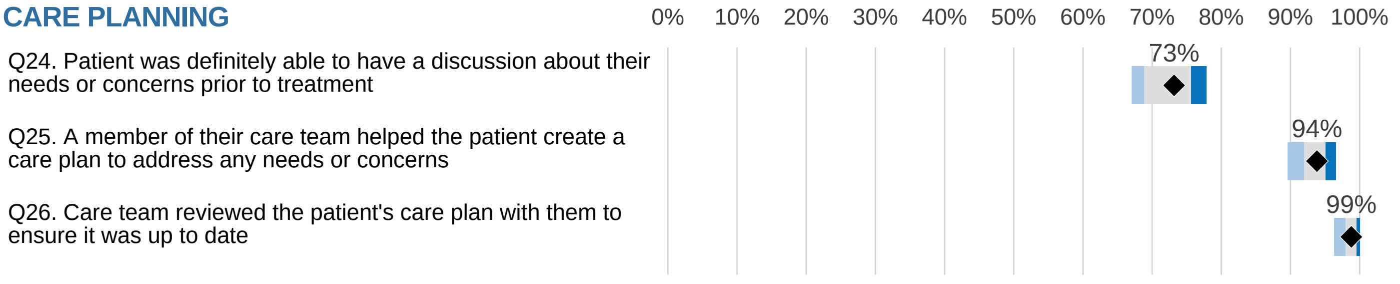
▨ Lower expected range ▨ Within expected range ■ Upper expected range ◆ Case mix adjusted score

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.

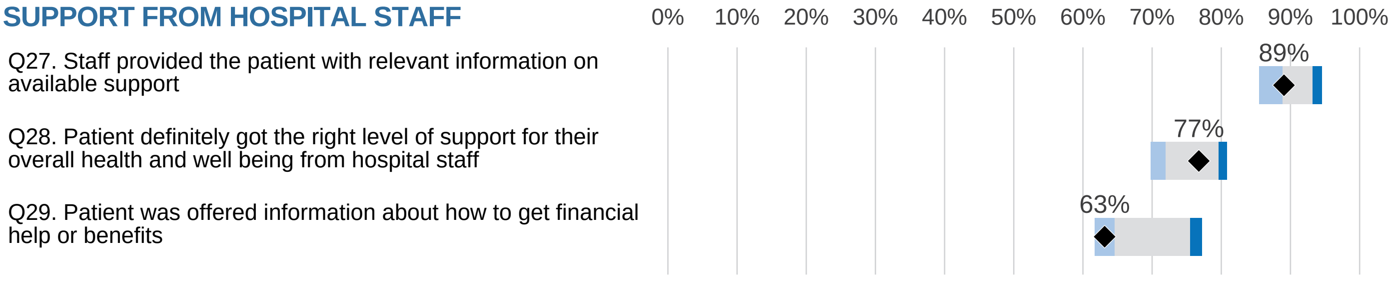
DECIDING ON THE BEST TREATMENT



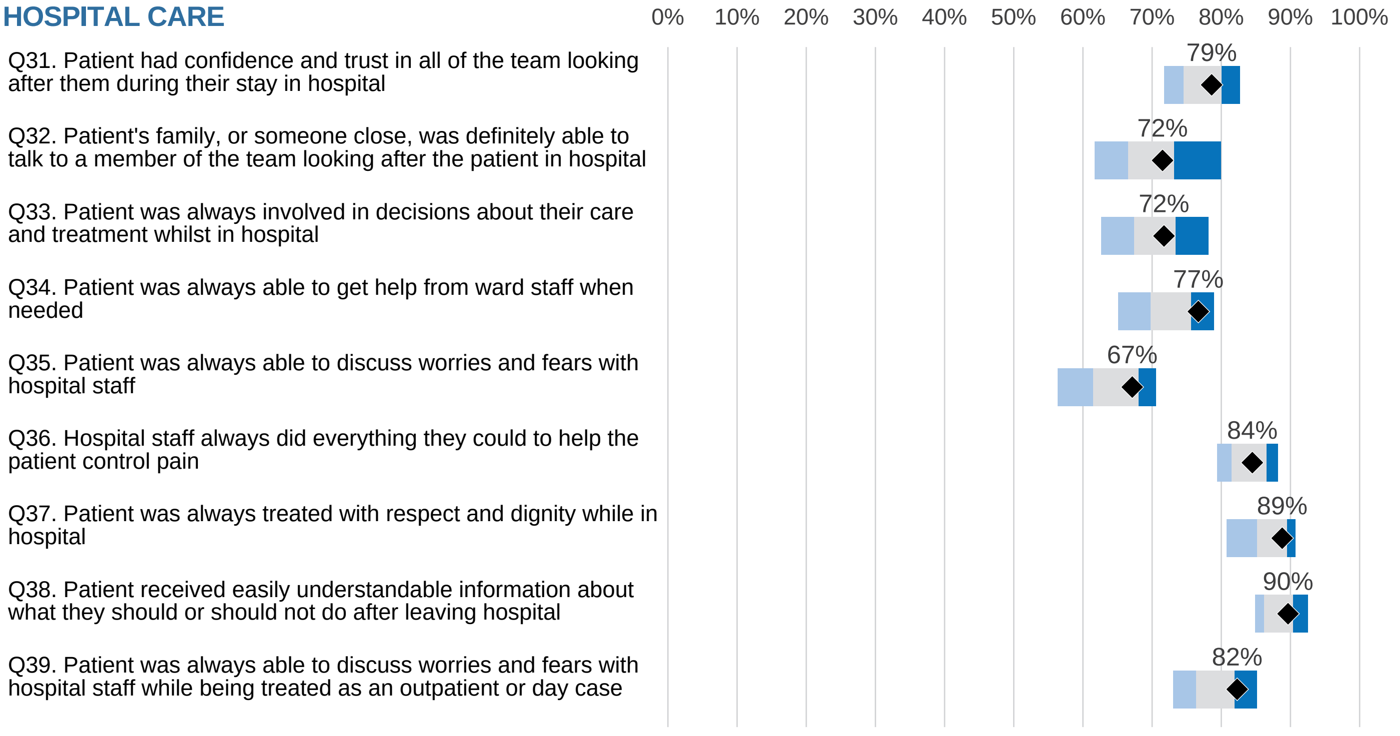
CARE PLANNING



SUPPORT FROM HOSPITAL STAFF



HOSPITAL CARE

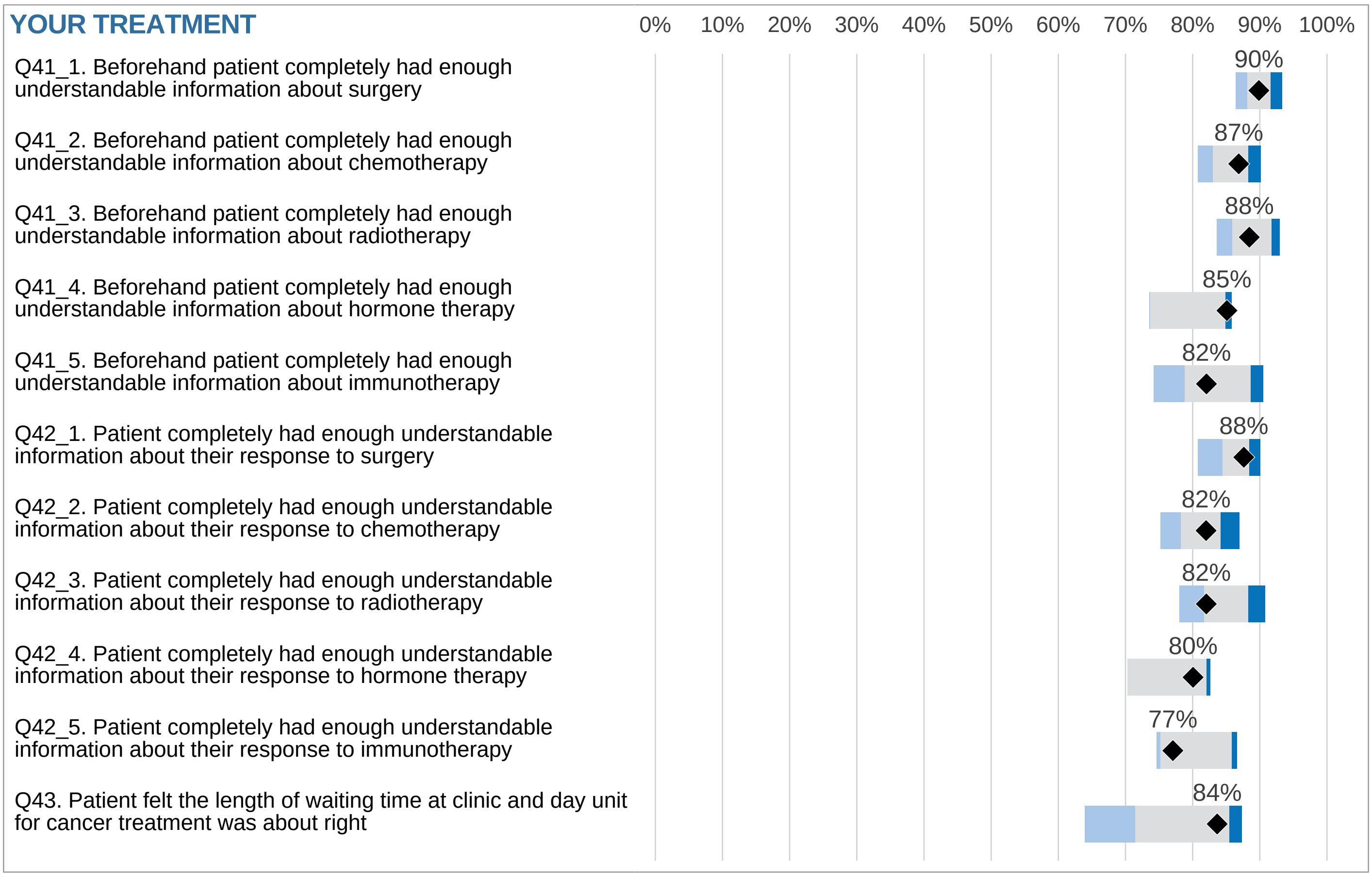


Expected range charts

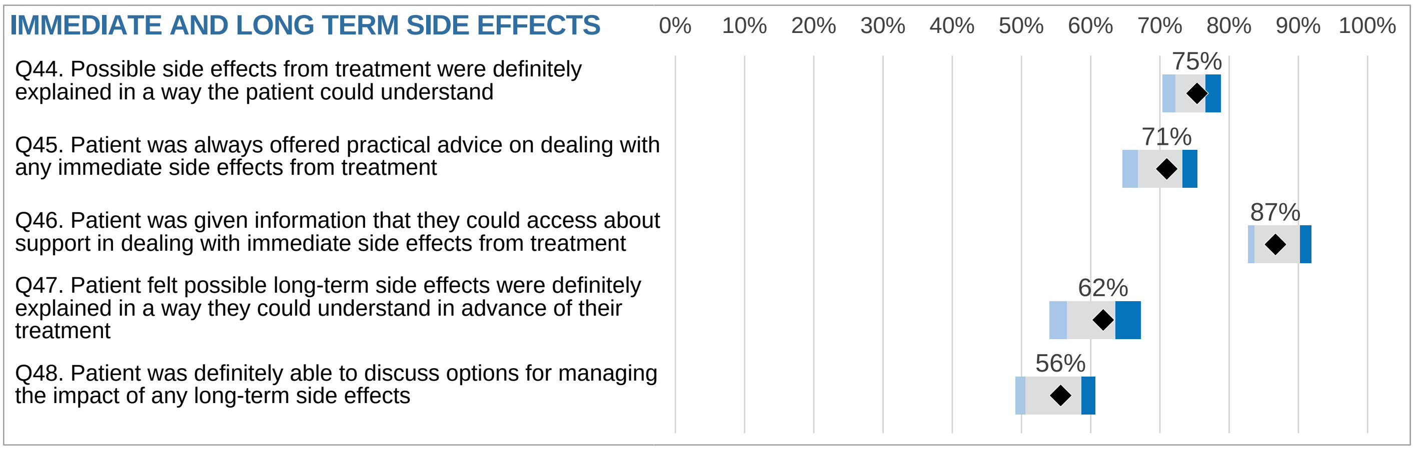
▨ Lower expected range ▨ Within expected range ■ Upper expected range ◆ Case mix adjusted score

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



IMMEDIATE AND LONG TERM SIDE EFFECTS



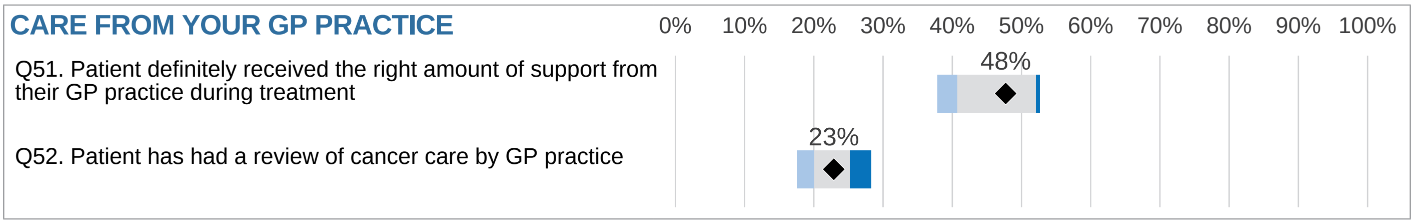
SUPPORT WHILE AT HOME

Expected range charts

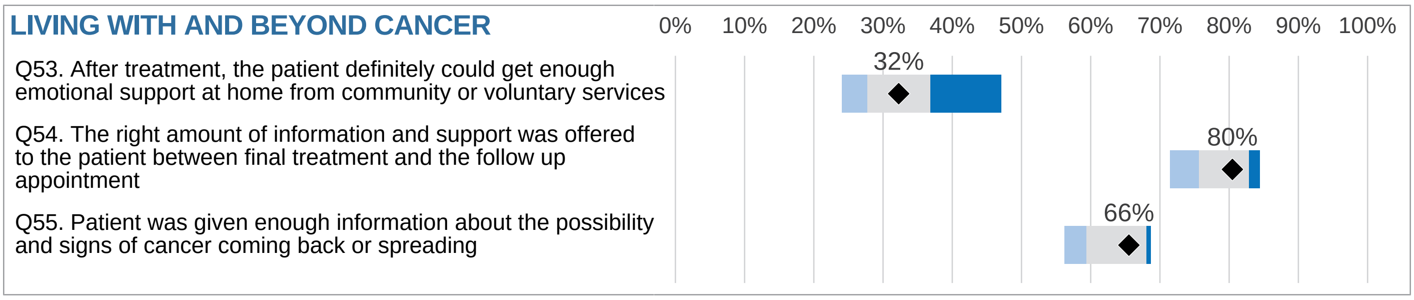
▨ Lower expected range ▨ Within expected range ■ Upper expected range ◆ Case mix adjusted score

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.

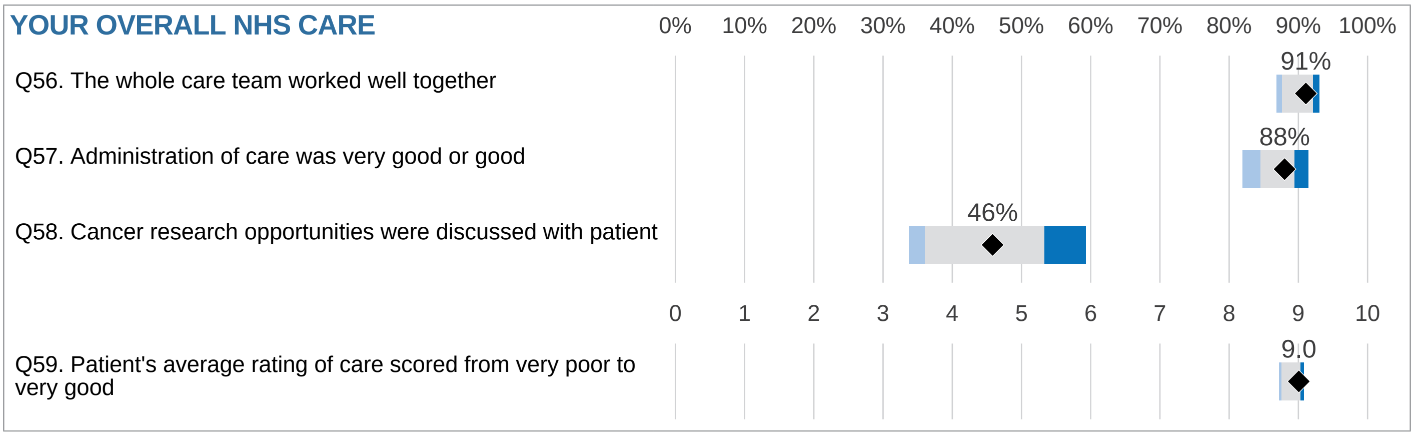
CARE FROM YOUR GP PRACTICE



LIVING WITH AND BEYOND CANCER



YOUR OVERALL NHS CARE



Comparability tables

*	Indicates where a score is not available due to suppression or a low base size.	░	Adjusted score below lower expected range
**	No score available for 2022.	▒	Adjusted score between upper and lower expected ranges
▲ 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 above upper expected range

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	801	**79%**	842	**80%**			**81%**	76%	81%	**78%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	1058	**67%**	1155	**64%**			**66%**	63%	70%	**67%**

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	1448	**93%**	1487	**92%**			**92%**	91%	94%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1525	**85%**	1559	**84%**			**84%**	81%	86%	**83%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1531	**80%**	1565	**78%**		▼	**78%**	74%	81%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	1533	**83%**	1564	**80%**			**80%**	76%	81%	**78%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1532	**96%**	1571	**96%**			**96%**	93%	96%	**95%**

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1649	**78%**	1659	**80%**		▲	**81%**	78%	83%	**81%**
Q13. Patient was definitely told sensitively that they had cancer	1745	**76%**	1776	**74%**			**74%**	71%	77%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	1748	**80%**	1784	**78%**			**78%**	75%	79%	**77%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	1739	**87%**	1786	**85%**			**85%**	84%	87%	**86%**
Q16. Patient was told they could go back later for more information about their diagnosis	1569	**84%**	1575	**81%**			**82%**	81%	87%	**84%**

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	1709	**93%**	1711	**92%**			**92%**	89%	94%	**91%**
Q18. Patient found it very or quite easy to contact their main contact person	1463	**87%**	1420	**86%**		▼	**85%**	81%	88%	**84%**
Q19. Patient found advice from main contact person was very or quite helpful	1513	**96%**	1504	**95%**			**95%**	95%	97%	**96%**

Comparability tables

*	Indicates where a score is not available due to suppression or a low base size.	▲ or ▼	Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score. Change overall: Indicates significant change overall (2021, 2022, and 2023).
**	No score available for 2022.		

🟦	Adjusted score below lower expected range
⬜	Adjusted score between upper and lower expected ranges
■	Adjusted score above upper expected range

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1629	**85%**	1659	**85%**			**84%**	80%	85%	**82%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1722	**82%**	1758	**80%**			**80%**	77%	82%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	1458	**83%**	1526	**84%**		▲	**83%**	82%	85%	**83%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	988	**60%**			**59%**	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	1570	**75%**	1600	**74%**			**73%**	69%	76%	**72%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	960	**93%**	966	**94%**			**94%**	92%	95%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	773	**99%**	768	**99%**			**99%**	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	1400	**89%**	1431	**89%**			**89%**	89%	93%	**91%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1729	**79%**	1771	**78%**			**77%**	72%	80%	**76%**
Q29. Patient was offered information about how to get financial help or benefits	877	**61%**	925	**63%**			**63%**	65%	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	907	**83%**	900	**80%**		▼	**79%**	75%	80%	**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	723	**73%**	741	**72%**		▲	**72%**	67%	73%	**70%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	893	**78%**	883	**72%**	▼		**72%**	67%	73%	**70%**
Q34. Patient was always able to get help from ward staff when needed	892	**79%**	892	**77%**			**77%**	70%	76%	**73%**
Q35. Patient was always able to discuss worries and fears with hospital staff	867	**71%**	860	**68%**			**67%**	61%	68%	**65%**
Q36. Hospital staff always did everything they could to help the patient control pain	799	**87%**	793	**85%**			**84%**	81%	87%	**84%**
Q37. Patient was always treated with respect and dignity while in hospital	904	**91%**	896	**89%**			**89%**	85%	90%	**87%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	888	**91%**	878	**90%**			**90%**	86%	90%	**88%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1483	**83%**	1542	**83%**			**82%**	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	1232	**92%**	1126	**90%**			**90%**	88%	92%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	676	**87%**	681	**87%**			**87%**	83%	88%	**86%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	499	**89%**	453	**89%**			**88%**	86%	92%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	265	**80%**	201	**86%**			**85%**	74%	85%	**79%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	158	**82%**	217	**82%**			**82%**	79%	89%	**84%**
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	1114	**88%**			**88%**	84%	88%	**86%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	679	**82%**			**82%**	78%	84%	**81%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	449	**82%**			**82%**	82%	88%	**85%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	200	**81%**			**80%**	70%	82%	**76%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	214	**78%**			**77%**	75%	86%	**81%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1696	**84%**	1695	**84%**			**84%**	71%	85%	**78%**

Comparability tables

*	Indicates where a score is not available due to suppression or a low base size.	▲ or ▼	Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score. Change overall: Indicates significant change overall (2021, 2022, and 2023).	▧ Adjusted score below lower expected range ⬜ Adjusted score between upper and lower expected ranges 🟦 Adjusted score above upper expected range
**	No score available for 2022.			

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	1614	**78%**	1625	**76%**			**75%**	72%	77%	**74%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1549	**72%**	1547	**72%**			**71%**	67%	73%	**70%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1232	**86%**	1252	**87%**			**87%**	84%	90%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1536	**64%**	1543	**62%**			**62%**	57%	64%	**60%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1306	**59%**	1346	**56%**			**56%**	51%	59%	**55%**

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	1150	**64%**	1168	**66%**		▲	**65%**	57%	66%	**62%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	679	**55%**	660	**53%**			**52%**	46%	58%	**52%**

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	949	**46%**	981	**48%**		▲	**48%**	41%	52%	**46%**
Q52. Patient has had a review of cancer care by GP practice	1662	**22%**	1691	**23%**			**23%**	20%	25%	**23%**

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	422	**40%**	404	**32%**			**32%**	28%	37%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	920	**83%**	917	**81%**			**80%**	76%	83%	**79%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1402	**69%**	1424	**68%**			**66%**	59%	68%	**64%**

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	1662	**91%**	1693	**91%**			**91%**	88%	92%	**90%**
Q57. Administration of care was very good or good	1731	**88%**	1740	**88%**			**88%**	85%	89%	**87%**
Q58. Cancer research opportunities were discussed with patient	1016	**46%**	1002	**47%**			**46%**	36%	53%	**45%**
Q59. Patient's average rating of care scored from very poor to very good	1687	**9.1**	1707	**9.0**			**9.0**	8.8	9.0	**8.9**

Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE	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	*	97%	77%	75%	61%	77%	76%	80%	*	95%	81%	81%	82%	**80%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	80%	61%	71%	50%	67%	49%	75%	*	74%	47%	69%	61%	**64%**

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	100%	94%	94%	85%	92%	92%	89%	95%	*	92%	87%	90%	92%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	90%	89%	84%	80%	82%	89%	85%	81%	*	88%	83%	79%	84%	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	90%	75%	81%	75%	81%	79%	83%	77%	*	70%	72%	81%	76%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	90%	84%	83%	78%	72%	84%	85%	78%	*	85%	72%	76%	80%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	97%	95%	91%	95%	100%	97%	97%	*	98%	98%	93%	95%	**96%**

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	100%	90%	88%	71%	70%	88%	84%	86%	80%	67%	80%	75%	76%	**80%**
Q13. Patient was definitely told sensitively that they had cancer	82%	86%	77%	65%	72%	74%	77%	71%	*	80%	57%	66%	73%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	82%	86%	84%	79%	69%	82%	79%	73%	80%	82%	64%	74%	80%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	91%	93%	87%	71%	78%	91%	89%	89%	90%	90%	73%	82%	84%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	93%	86%	76%	74%	86%	77%	89%	*	86%	72%	78%	72%	**81%**

Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All cancers**
Q17. Patient had a main point of contact within the care team	*	97%	94%	97%	91%	89%	97%	95%	90%	85%	96%	87%	86%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	*	89%	88%	87%	86%	87%	92%	77%	*	89%	86%	78%	83%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	96%	96%	95%	90%	94%	95%	*	94%	100%	95%	95%	**95%**

DECIDING ON THE BEST TREATMENT	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All cancers**
Q20. Treatment options were explained in a way the patient could completely understand	*	87%	86%	83%	83%	92%	88%	82%	*	89%	81%	81%	81%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	80%	84%	74%	77%	78%	88%	80%	60%	84%	80%	74%	81%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	85%	80%	79%	80%	85%	91%	85%	*	81%	82%	83%	86%	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	64%	61%	56%	58%	66%	69%	71%	*	57%	58%	47%	55%	**60%**

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	*	75%	77%	74%	71%	76%	75%	75%	*	81%	73%	67%	69%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	93%	92%	92%	99%	86%	97%	92%	*	96%	98%	92%	90%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	99%	100%	99%	100%	100%	99%	*	100%	100%	98%	96%	**99%**

SUPPORT FROM HOSPITAL STAFF	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All cancers**
Q27. Staff provided the patient with relevant information on available support	*	93%	91%	89%	89%	92%	83%	92%	*	91%	96%	81%	84%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	76%	78%	75%	76%	80%	78%	76%	90%	84%	84%	75%	78%	**78%**
Q29. Patient was offered information about how to get financial help or benefits	*	68%	61%	81%	67%	57%	67%	47%	*	63%	65%	47%	63%	**63%**

Tumour group tables

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

HOSPITAL CARE	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All cancers**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	79%	77%	77%	83%	67%	82%	85%	*	100%	76%	81%	76%	**80%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	65%	73%	58%	73%	72%	75%	72%	*	*	75%	73%	74%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	75%	74%	73%	70%	65%	77%	77%	*	92%	76%	61%	72%	**72%**
Q34. Patient was always able to get help from ward staff when needed	*	74%	73%	73%	82%	76%	82%	80%	*	86%	74%	79%	79%	**77%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	62%	67%	65%	77%	56%	69%	76%	*	85%	66%	63%	68%	**68%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	84%	82%	82%	87%	88%	85%	88%	*	100%	79%	81%	89%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	*	88%	89%	88%	93%	88%	85%	90%	*	100%	82%	94%	87%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	92%	87%	89%	92%	88%	88%	89%	*	93%	94%	88%	91%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	83%	86%	80%	84%	76%	78%	83%	*	85%	84%	78%	85%	**83%**

YOUR TREATMENT	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All cancers**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	93%	89%	86%	89%	93%	90%	89%	*	88%	90%	88%	94%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	88%	84%	86%	87%	93%	89%	*	*	*	88%	84%	88%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	90%	85%	88%	85%	96%	85%	89%	*	*	90%	*	89%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	82%	*	*	*	*	*	91%	*	*	*	*	90%	**86%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	71%	*	*	81%	*	84%	*	*	71%	90%	91%	96%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	92%	84%	87%	81%	88%	88%	82%	*	93%	93%	81%	90%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	80%	77%	88%	82%	79%	80%	*	*	*	83%	84%	91%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	85%	76%	81%	78%	79%	73%	83%	*	*	90%	*	80%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	76%	*	*	*	*	*	86%	*	*	*	*	89%	**81%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	57%	*	*	82%	*	81%	*	*	64%	*	84%	86%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	91%	83%	86%	88%	79%	86%	90%	86%	80%	88%	78%	88%	82%	**84%**

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	73%	76%	78%	81%	71%	65%	78%	77%	*	78%	79%	76%	76%	**76%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	73%	75%	72%	69%	71%	67%	69%	69%	*	76%	74%	71%	72%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	90%	87%	86%	85%	81%	86%	84%	*	89%	96%	78%	89%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	65%	65%	69%	55%	58%	63%	70%	*	61%	65%	59%	60%	**62%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	57%	58%	60%	54%	50%	64%	59%	*	64%	49%	51%	54%	**56%**

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	*	63%	67%	67%	63%	71%	72%	68%	*	69%	76%	58%	65%	**66%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	57%	57%	42%	54%	63%	57%	41%	*	53%	60%	42%	54%	**53%**

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	*	49%	48%	45%	43%	39%	46%	54%	*	56%	47%	48%	44%	**48%**
Q52. Patient has had a review of cancer care by GP practice	40%	23%	25%	27%	21%	32%	24%	22%	*	16%	30%	20%	21%	**23%**

Tumour group tables

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

LIVING WITH AND BEYOND CANCER	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	**All cancers**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	36%	32%	29%	33%	47%	32%	32%	*	*	22%	36%	30%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	81%	86%	80%	84%	72%	76%	77%	*	85%	85%	75%	84%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	67%	69%	58%	74%	61%	55%	58%	*	86%	60%	66%	67%	**68%**

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	82%	93%	87%	85%	90%	91%	94%	90%	90%	94%	94%	91%	94%	**91%**
Q57. Administration of care was very good or good	64%	90%	89%	84%	89%	93%	89%	84%	80%	92%	91%	85%	87%	**88%**
Q58. Cancer research opportunities were discussed with patient	*	38%	47%	27%	54%	54%	67%	33%	*	45%	55%	37%	50%	**47%**
Q59. Patient's average rating of care scored from very poor to very good	9.1	9.1	9.0	8.8	9.1	8.8	9.2	9.0	9.5	9.3	9.0	8.8	8.8	**9.0**

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	67%	81%	74%	77%	81%	82%	95%	**80%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	47%	65%	66%	71%	62%	62%	70%	**64%**

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	*	89%	92%	89%	94%	91%	92%	97%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	90%	84%	84%	84%	83%	84%	84%	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	50%	67%	67%	74%	78%	83%	88%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	75%	75%	67%	81%	80%	84%	75%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	95%	86%	94%	94%	97%	97%	98%	**96%**

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	*	74%	74%	77%	77%	81%	80%	85%	**80%**
Q13. Patient was definitely told sensitively that they had cancer	*	62%	83%	72%	72%	75%	75%	83%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	67%	72%	72%	76%	79%	80%	78%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	71%	72%	82%	82%	86%	88%	90%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	*	86%	77%	83%	84%	84%	77%	73%	**81%**

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	*	86%	100%	93%	93%	92%	91%	89%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	*	94%	81%	83%	83%	86%	89%	81%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	*	100%	93%	94%	95%	95%	96%	93%	**95%**

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q20. Treatment options were explained in a way the patient could completely understand	*	65%	86%	82%	85%	86%	85%	82%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	57%	79%	73%	82%	80%	83%	77%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	67%	85%	83%	82%	85%	83%	89%	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	53%	75%	58%	66%	59%	58%	50%	**60%**

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	*	71%	69%	69%	75%	74%	73%	73%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	100%	100%	92%	97%	92%	94%	93%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	90%	100%	95%	99%	100%	99%	100%	**99%**

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	*	79%	91%	89%	92%	90%	88%	84%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	71%	68%	73%	77%	77%	78%	91%	**78%**
Q29. Patient was offered information about how to get financial help or benefits	*	50%	67%	76%	64%	63%	56%	61%	**63%**

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	*	*	58%	76%	76%	79%	84%	85%	**80%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	73%	63%	65%	73%	77%	84%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	83%	68%	75%	70%	72%	71%	**72%**
Q34. Patient was always able to get help from ward staff when needed	*	*	77%	72%	77%	75%	82%	81%	**77%**
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	91%	64%	67%	68%	70%	68%	**68%**
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	67%	79%	86%	84%	88%	96%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	*	*	92%	81%	89%	89%	92%	98%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	92%	89%	87%	91%	92%	82%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	70%	81%	73%	85%	83%	85%	82%	**83%**

Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	75%	94%	86%	91%	89%	92%	89%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	82%	85%	88%	85%	89%	100%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	85%	89%	91%	88%	88%	92%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	74%	90%	86%	86%	*	**86%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	63%	85%	80%	88%	*	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	*	83%	93%	83%	89%	86%	90%	91%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	82%	76%	87%	79%	86%	95%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	75%	75%	87%	83%	83%	79%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	65%	76%	84%	86%	*	**81%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	63%	81%	75%	82%	*	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	68%	75%	79%	85%	85%	85%	88%	**84%**

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	*	94%	90%	72%	79%	74%	76%	68%	**76%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	75%	71%	65%	72%	72%	73%	70%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	100%	85%	86%	87%	89%	83%	84%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	80%	61%	60%	64%	63%	60%	64%	**62%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	68%	63%	49%	56%	55%	59%	62%	**56%**

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	*	73%	57%	56%	65%	67%	68%	71%	**66%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	36%	50%	52%	58%	49%	56%	52%	**53%**

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	*	42%	55%	54%	49%	46%	44%	57%	**48%**
Q52. Patient has had a review of cancer care by GP practice	*	21%	31%	28%	23%	22%	21%	23%	**23%**

Age group tables

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

LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	20%	18%	22%	33%	33%	40%	*	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	80%	71%	77%	77%	84%	82%	87%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	61%	55%	65%	64%	67%	71%	80%	**68%**

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%	90%	85%	91%	91%	93%	96%	**91%**
Q57. Administration of care was very good or good	*	85%	86%	84%	85%	88%	91%	93%	**88%**
Q58. Cancer research opportunities were discussed with patient	*	20%	45%	32%	44%	52%	48%	47%	**47%**
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	8.7	8.8	9.0	9.0	9.1	9.1	**9.0**

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	82%	79%	*	*	*	78%	**80%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	62%	*	*	*	67%	**64%**

DIAGNOSTIC TESTS	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	92%	92%	*	*	*	91%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	83%	*	*	*	85%	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	80%	*	*	*	76%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	80%	*	*	*	77%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	96%	*	*	*	98%	**96%**

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	81%	79%	*	*	*	77%	**80%**
Q13. Patient was definitely told sensitively that they had cancer	77%	72%	*	*	*	74%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	76%	*	*	*	81%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	85%	*	*	*	88%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	81%	81%	*	*	*	81%	**81%**

SUPPORT FROM A MAIN CONTACT PERSON	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q17. Patient had a main point of contact within the care team	94%	91%	*	*	*	91%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	87%	85%	*	*	*	81%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	*	*	*	96%	**95%**

Male/Female/Non-binary/Other tables

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

DECIDING ON THE BEST TREATMENT	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	85%	85%	*	*	*	81%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	81%	*	*	*	80%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	84%	*	*	*	83%	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	58%	62%	*	*	*	59%	**60%**

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%	75%	*	*	*	72%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	94%	*	*	*	89%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	*	*	*	97%	**99%**

SUPPORT FROM HOSPITAL STAFF	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	88%	90%	*	*	*	92%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	81%	*	*	*	84%	**78%**
Q29. Patient was offered information about how to get financial help or benefits	65%	61%	*	*	*	59%	**63%**

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	74%	84%	*	*	*	85%	**80%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	70%	74%	*	*	*	71%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	73%	*	*	*	84%	**72%**
Q34. Patient was always able to get help from ward staff when needed	73%	80%	*	*	*	84%	**77%**
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	72%	*	*	*	67%	**68%**
Q36. Hospital staff always did everything they could to help the patient control pain	83%	86%	*	*	*	89%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	87%	91%	*	*	*	89%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	90%	*	*	*	86%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	85%	*	*	*	84%	**83%**

YOUR TREATMENT	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q41_1. Beforehand patient completely had enough understandable information about surgery	90%	90%	*	*	*	96%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	88%	*	*	*	87%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	88%	*	*	*	88%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	89%	*	*	*	*	**86%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	81%	*	*	*	*	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	87%	*	*	*	86%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	81%	83%	*	*	*	90%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	81%	*	*	*	77%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	76%	86%	*	*	*	*	**81%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	78%	*	*	*	*	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	85%	*	*	*	84%	**84%**

Male/Female/Non-binary/Other tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75%	78%	*	*	*	66%	**76%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	73%	*	*	*	57%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	87%	*	*	*	81%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	64%	*	*	*	53%	**62%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	58%	*	*	*	48%	**56%**

SUPPORT WHILE AT HOME	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	62%	69%	*	*	*	72%	**66%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	55%	*	*	*	52%	**53%**

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	47%	49%	*	*	*	44%	**48%**
Q52. Patient has had a review of cancer care by GP practice	22%	23%	*	*	*	21%	**23%**

LIVING WITH AND BEYOND CANCER	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	31%	34%	*	*	*	30%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	82%	*	*	*	84%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	69%	*	*	*	74%	**68%**

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	91%	91%	*	*	*	98%	**91%**
Q57. Administration of care was very good or good	88%	87%	*	*	*	93%	**88%**
Q58. Cancer research opportunities were discussed with patient	44%	49%	*	*	*	48%	**47%**
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.1	*	*	*	9.1	**9.0**

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	80%	*	*	*	*	78%	**80%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	*	56%	*	*	67%	**64%**

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%	*	93%	*	*	91%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	*	94%	*	*	85%	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	*	63%	*	*	81%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	*	81%	*	*	81%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	*	100%	*	*	97%	**96%**

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	80%	86%	85%	*	*	77%	**80%**
Q13. Patient was definitely told sensitively that they had cancer	74%	71%	60%	*	*	76%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	54%	80%	*	*	82%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	86%	95%	*	*	86%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	81%	77%	95%	*	*	81%	**81%**

SUPPORT FROM A MAIN CONTACT PERSON	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q17. Patient had a main point of contact within the care team	92%	100%	95%	*	*	92%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	86%	77%	94%	*	*	83%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	93%	100%	*	*	97%	**95%**

DECIDING ON THE BEST TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	85%	80%	95%	*	*	82%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	85%	85%	*	*	82%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	84%	87%	84%	*	*	83%	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	60%	50%	76%	*	*	57%	**60%**

Ethnicity tables

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

CARE PLANNING	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	73%	80%	82%	*	*	74%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	100%	100%	*	*	89%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	93%	*	*	96%	**99%**

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	89%	83%	100%	*	*	91%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	77%	71%	70%	*	*	84%	**78%**
Q29. Patient was offered information about how to get financial help or benefits	63%	*	75%	*	*	62%	**63%**

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	80%	50%	82%	*	*	85%	**80%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	72%	60%	64%	*	*	79%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	70%	82%	*	*	81%	**72%**
Q34. Patient was always able to get help from ward staff when needed	77%	*	82%	*	*	84%	**77%**
Q35. Patient was always able to discuss worries and fears with hospital staff	69%	60%	64%	*	*	69%	**68%**
Q36. Hospital staff always did everything they could to help the patient control pain	85%	*	82%	*	*	90%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	89%	*	91%	*	*	89%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	80%	100%	*	*	89%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	83%	75%	67%	*	*	84%	**83%**

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	90%	73%	100%	*	*	91%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	*	*	*	*	90%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	*	*	*	*	85%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	86%	*	*	*	*	90%	**86%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	*	*	*	*	100%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	88%	80%	92%	*	*	82%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	*	*	*	*	90%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	*	*	*	*	81%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	81%	*	*	*	*	82%	**81%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	76%	*	*	*	*	100%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	79%	71%	*	*	87%	**84%**

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	76%	67%	76%	*	*	71%	**76%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	62%	72%	*	*	64%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	73%	94%	*	*	81%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	63%	47%	72%	*	*	57%	**62%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	54%	61%	*	*	56%	**56%**

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	65%	80%	67%	*	*	73%	**66%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	50%	55%	*	*	55%	**53%**

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	47%	*	43%	*	*	49%	**48%**
Q52. Patient has had a review of cancer care by GP practice	22%	7%	37%	*	*	22%	**23%**

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	33%	*	30%	*	*	32%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	*	90%	*	*	80%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	68%	43%	76%	*	*	69%	**68%**

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	**All**
Q56. The whole care team worked well together	91%	92%	100%	*	*	97%	**91%**
Q57. Administration of care was very good or good	88%	93%	100%	*	*	92%	**88%**
Q58. Cancer research opportunities were discussed with patient	46%	30%	67%	*	*	55%	**47%**
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.8	9.1	*	*	9.2	**9.0**

IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	77%	81%	81%	82%	79%	**80%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	61%	64%	69%	67%	**64%**

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	92%	91%	90%	94%	92%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	82%	83%	87%	84%	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	80%	76%	77%	76%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	81%	80%	80%	79%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	96%	97%	95%	96%	**96%**

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	83%	85%	79%	77%	77%	**80%**
Q13. Patient was definitely told sensitively that they had cancer	77%	75%	76%	72%	73%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	79%	81%	76%	77%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	86%	85%	82%	85%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	80%	81%	79%	85%	81%	**81%**

SUPPORT FROM A MAIN CONTACT PERSON	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q17. Patient had a main point of contact within the care team	95%	94%	91%	91%	91%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	88%	86%	85%	87%	83%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	95%	96%	95%	**95%**

IMD quintile tables

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

DECIDING ON THE BEST TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q20. Treatment options were explained in a way the patient could completely understand	86%	88%	85%	84%	82%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	83%	86%	75%	80%	78%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	86%	82%	86%	83%	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	68%	66%	55%	61%	51%	**60%**

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	76%	80%	73%	74%	68%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	96%	94%	94%	93%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	100%	98%	98%	**99%**

SUPPORT FROM HOSPITAL STAFF	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q27. Staff provided the patient with relevant information on available support	89%	89%	89%	90%	89%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	80%	79%	77%	75%	**78%**
Q29. Patient was offered information about how to get financial help or benefits	63%	62%	60%	68%	62%	**63%**

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	84%	80%	82%	80%	72%	**80%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	77%	73%	71%	71%	69%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	76%	78%	67%	73%	68%	**72%**
Q34. Patient was always able to get help from ward staff when needed	78%	82%	79%	73%	78%	**77%**
Q35. Patient was always able to discuss worries and fears with hospital staff	72%	74%	68%	69%	60%	**68%**
Q36. Hospital staff always did everything they could to help the patient control pain	87%	84%	84%	86%	83%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	89%	90%	89%	88%	90%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	91%	88%	89%	89%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	88%	83%	85%	81%	**83%**

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	90%	87%	91%	91%	91%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	89%	90%	89%	87%	83%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	91%	91%	86%	88%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	93%	100%	81%	90%	77%	**86%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	92%	75%	84%	82%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	89%	88%	87%	90%	85%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	88%	84%	83%	78%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	88%	88%	80%	76%	83%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	90%	84%	72%	78%	80%	**81%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	73%	92%	71%	75%	82%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	86%	91%	81%	83%	82%	**84%**

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	79%	76%	70%	77%	75%	**76%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	73%	75%	70%	77%	65%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	89%	88%	89%	86%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	65%	63%	62%	59%	**62%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	60%	61%	55%	60%	49%	**56%**

SUPPORT WHILE AT HOME	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	71%	69%	63%	69%	58%	**66%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	54%	62%	49%	56%	45%	**53%**

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%	49%	39%	49%	49%	**48%**
Q52. Patient has had a review of cancer care by GP practice	30%	21%	20%	21%	21%	**23%**

IMD quintile tables

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

LIVING WITH AND BEYOND CANCER	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	36%	34%	28%	29%	32%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	74%	85%	86%	79%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	68%	65%	69%	70%	66%	**68%**

YOUR OVERALL NHS CARE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	**All**
Q56. The whole care team worked well together	94%	90%	92%	92%	88%	**91%**
Q57. Administration of care was very good or good	89%	89%	91%	88%	85%	**88%**
Q58. Cancer research opportunities were discussed with patient	50%	53%	48%	46%	41%	**47%**
Q59. Patient's average rating of care scored from very poor to very good	9.2	9.0	9.0	9.0	8.9	**9.0**

Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	**All**
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	85%	74%	**80%**
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	68%	68%	**64%**

DIAGNOSTIC TESTS	Long-term condition status			
	Yes	No	Not given	**All**
Q5. Patient received all the information needed about the diagnostic test in advance	91%	94%	92%	**92%**
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	88%	85%	**84%**
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	77%	79%	**78%**
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	83%	83%	**80%**
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	96%	98%	**96%**

FINDING OUT THAT YOU HAD CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	81%	80%	**80%**
Q13. Patient was definitely told sensitively that they had cancer	73%	76%	75%	**74%**
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	81%	81%	**78%**
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	85%	88%	**85%**
Q16. Patient was told they could go back later for more information about their diagnosis	79%	85%	85%	**81%**

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%	93%	95%	**92%**
Q18. Patient found it very or quite easy to contact their main contact person	84%	89%	82%	**86%**
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	96%	**95%**

DECIDING ON THE BEST TREATMENT	Long-term condition status			
	Yes	No	Not given	**All**
Q20. Treatment options were explained in a way the patient could completely understand	83%	87%	83%	**85%**
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	82%	78%	**80%**
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	86%	84%	**84%**
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	67%	64%	**60%**

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	**All**
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	79%	73%	**74%**
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	97%	88%	**94%**
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	98%	**99%**

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	**All**
Q27. Staff provided the patient with relevant information on available support	87%	93%	91%	**89%**
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	80%	82%	**78%**
Q29. Patient was offered information about how to get financial help or benefits	61%	68%	65%	**63%**

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	76%	86%	85%	**80%**
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	80%	68%	**72%**
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	80%	75%	**72%**
Q34. Patient was always able to get help from ward staff when needed	75%	82%	83%	**77%**
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	76%	69%	**68%**
Q36. Hospital staff always did everything they could to help the patient control pain	82%	90%	85%	**85%**
Q37. Patient was always treated with respect and dignity while in hospital	87%	94%	89%	**89%**
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	93%	89%	**90%**
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	81%	86%	85%	**83%**

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	88%	93%	96%	**90%**
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	87%	90%	**87%**
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	91%	87%	**89%**
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	83%	89%	93%	**86%**
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	80%	100%	**82%**
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	91%	91%	**88%**
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	86%	90%	**82%**
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	80%	88%	81%	**82%**
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	79%	83%	80%	**81%**
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	74%	82%	100%	**78%**
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	84%	84%	**84%**

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	**All**
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	82%	72%	**76%**
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	77%	65%	**72%**
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	91%	79%	**87%**
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	70%	55%	**62%**
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	66%	53%	**56%**

SUPPORT WHILE AT HOME	Long-term condition status			
	Yes	No	Not given	**All**
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	64%	70%	71%	**66%**
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	49%	60%	64%	**53%**

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	43%	57%	47%	**48%**
Q52. Patient has had a review of cancer care by GP practice	22%	24%	24%	**23%**

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	**All**
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	31%	36%	36%	**32%**
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	90%	80%	**81%**
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	65%	72%	74%	**68%**

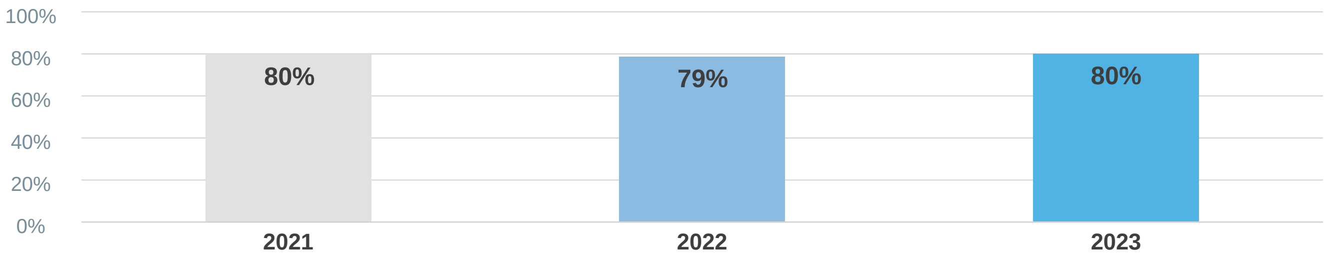
YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	**All**
Q56. The whole care team worked well together	90%	92%	97%	**91%**
Q57. Administration of care was very good or good	87%	89%	92%	**88%**
Q58. Cancer research opportunities were discussed with patient	48%	42%	56%	**47%**
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.2	9.3	**9.0**

Year on year charts

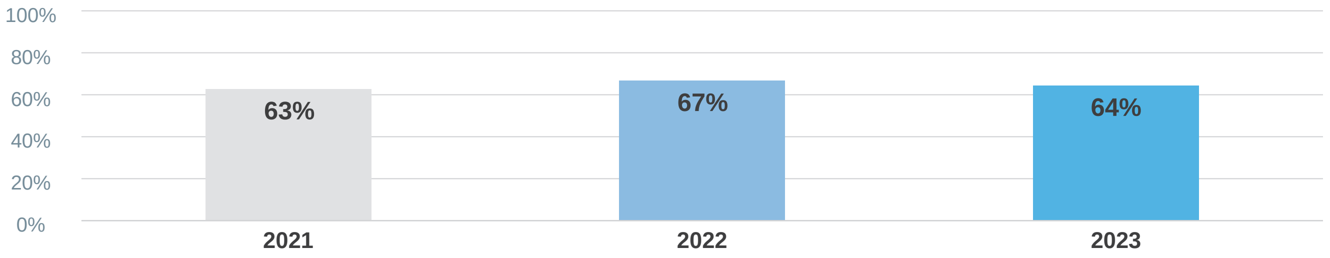
* Indicates where a score is not available due to suppression or a low base size.	** No score available for these years.	The scores are unadjusted and based on England scores only.

SUPPORT FROM YOUR GP PRACTICE

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

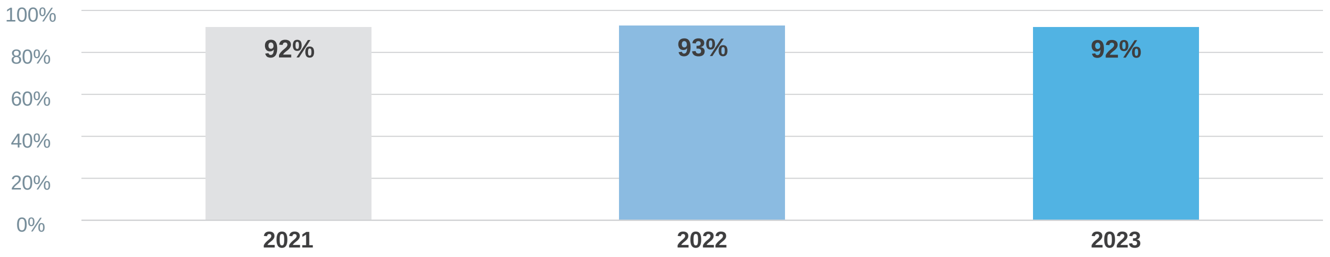


Q3. Referral for diagnosis was explained in a way the patient could completely understand

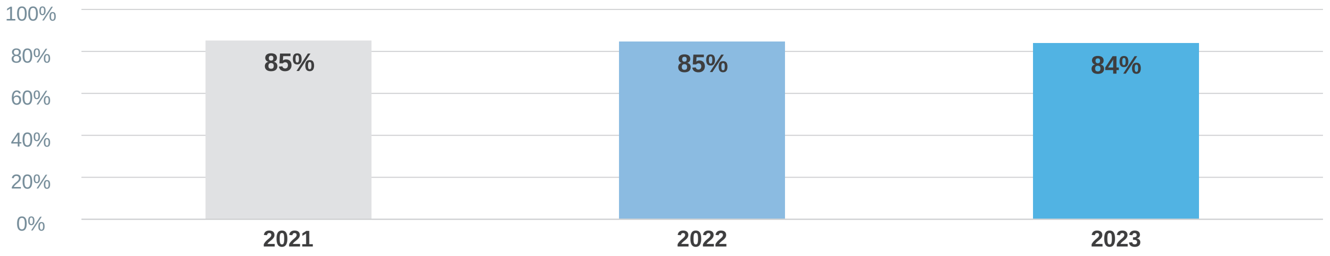


DIAGNOSTIC TESTS

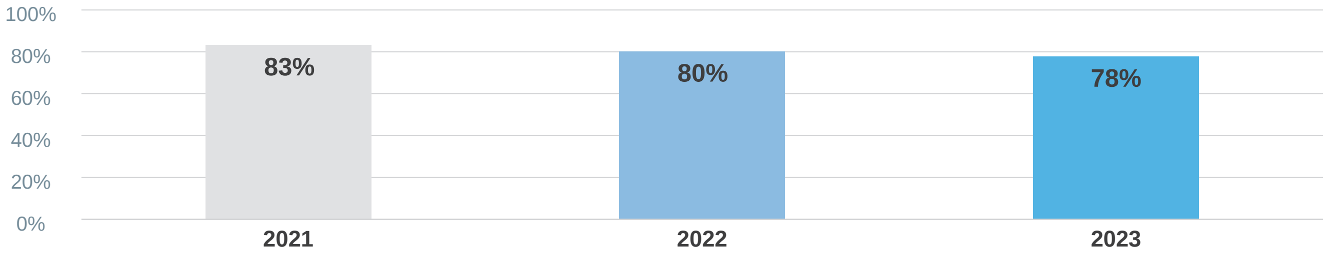
Q5. Patient received all the information needed about the diagnostic test in advance



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



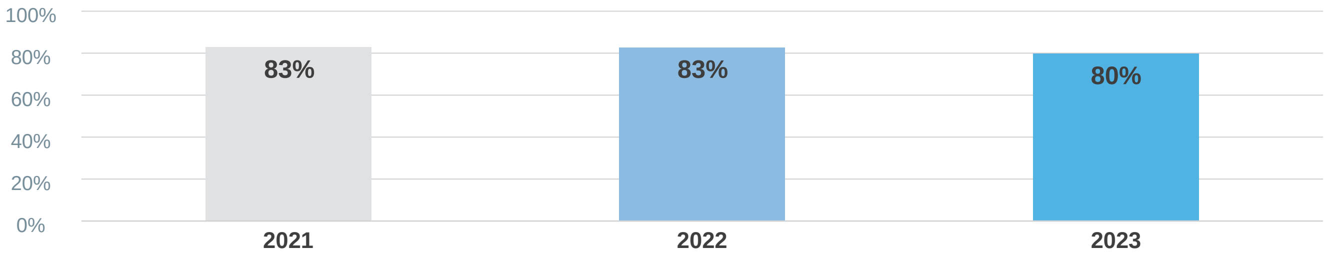
Q7. Patient felt the length of time waiting for diagnostic test results was about right



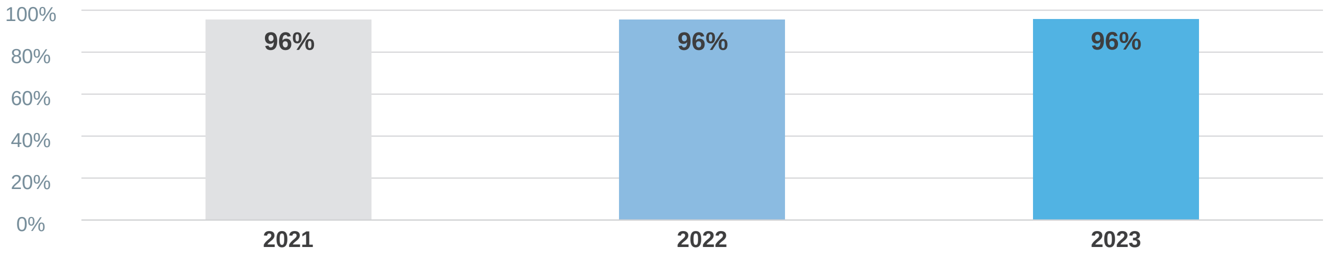
Year on year charts

*	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

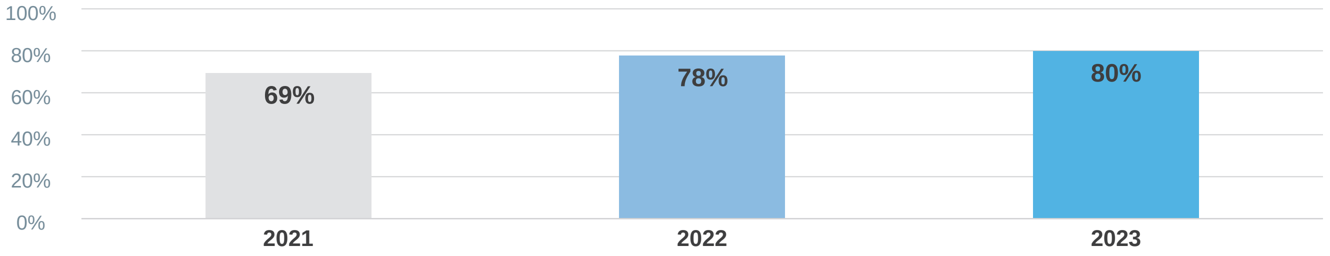


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

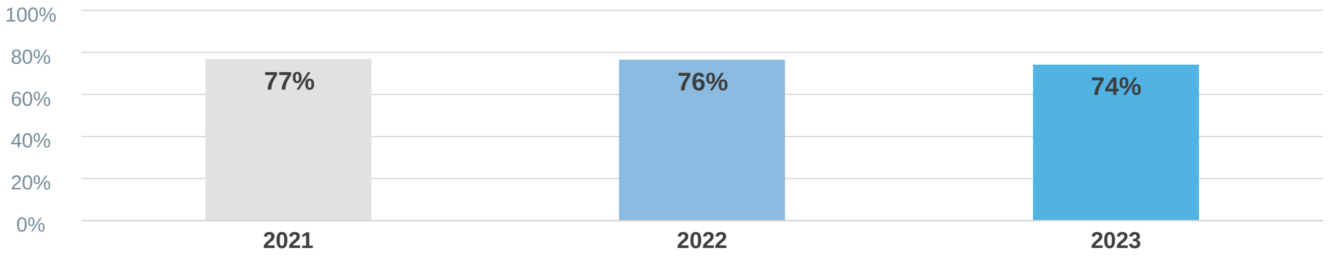


FINDING OUT THAT YOU HAD CANCER

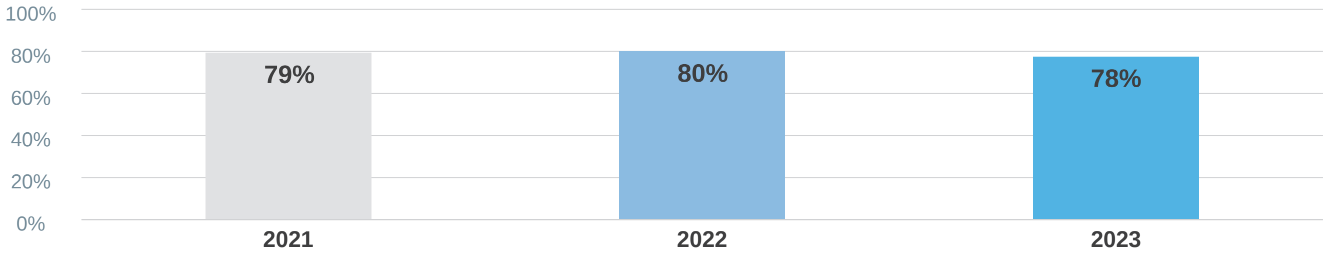
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



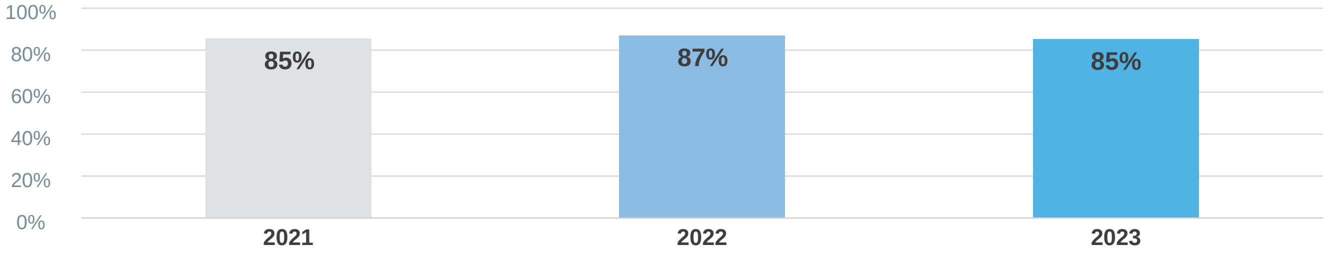
Year on year charts

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

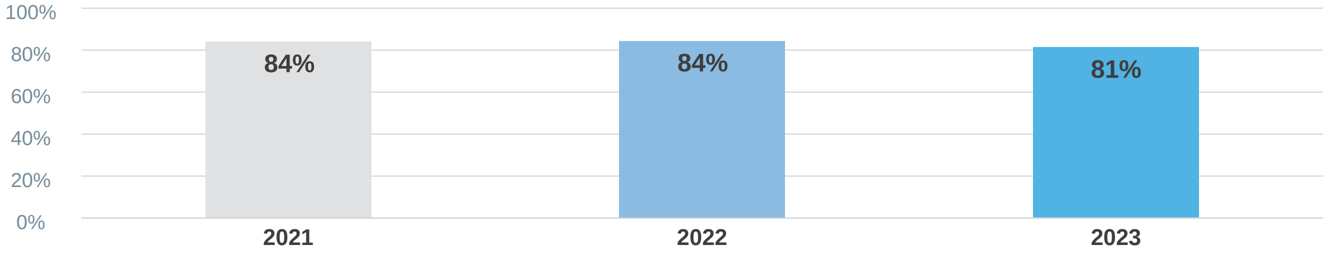
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

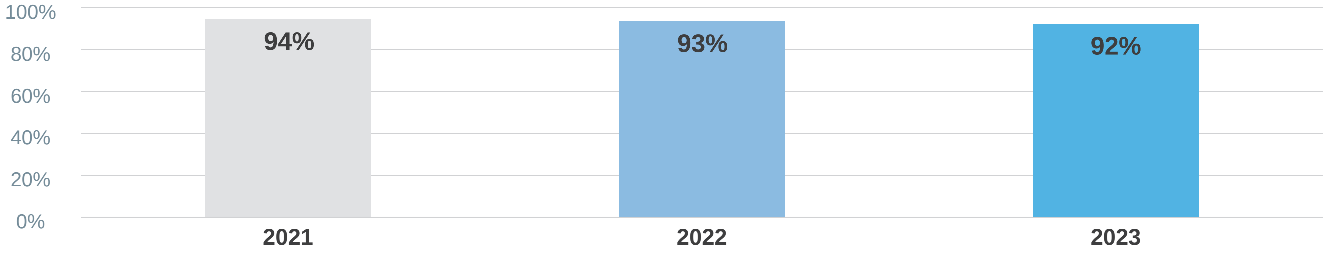


Q16. Patient was told they could go back later for more information about their diagnosis

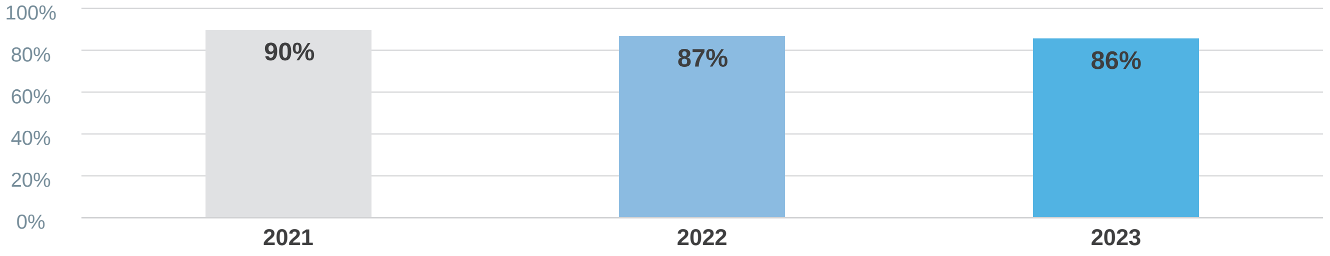


SUPPORT FROM A MAIN CONTACT PERSON

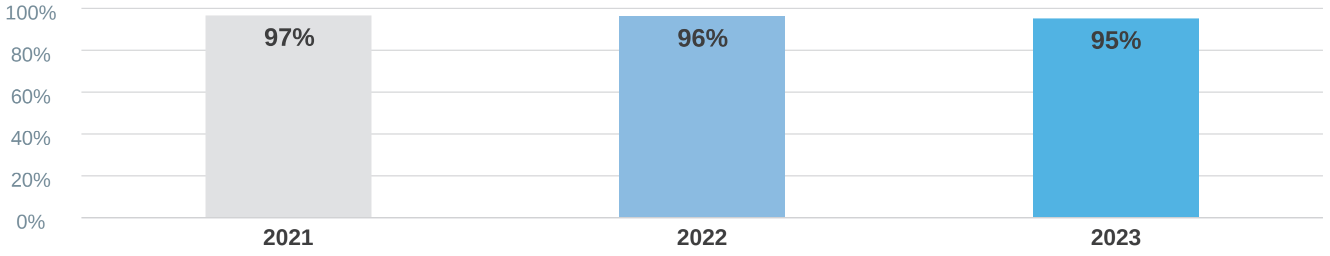
Q17. Patient had a main point of contact within the care team



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



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

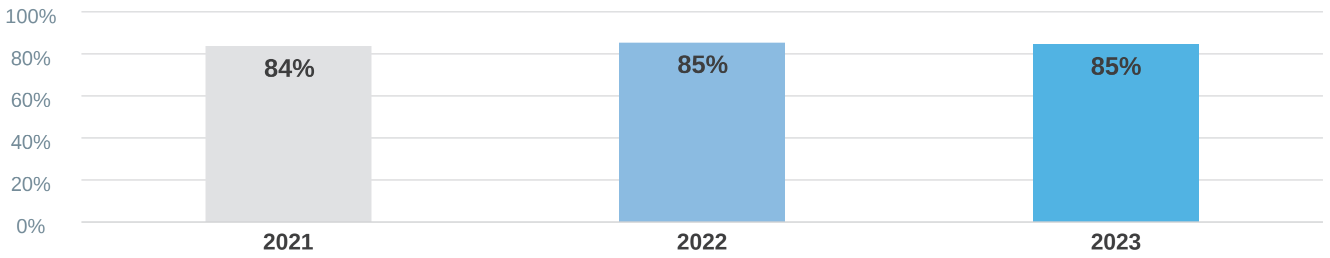


Year on year charts

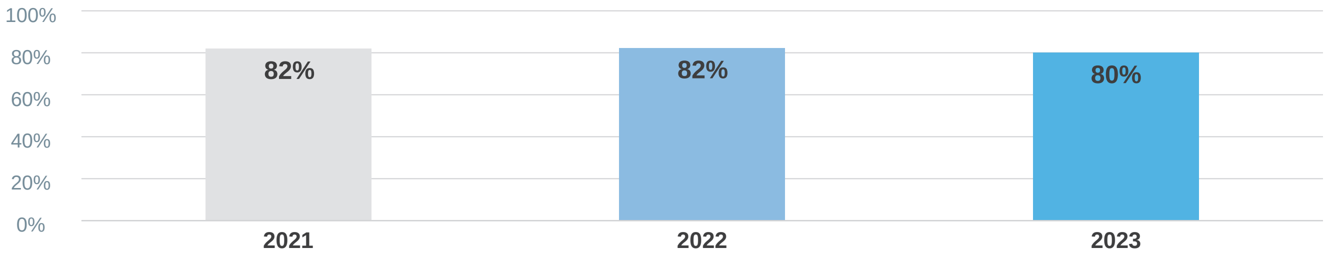
*	Indicates where a score is not available due to suppression or a low base size.	**	No score available for these years.	The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

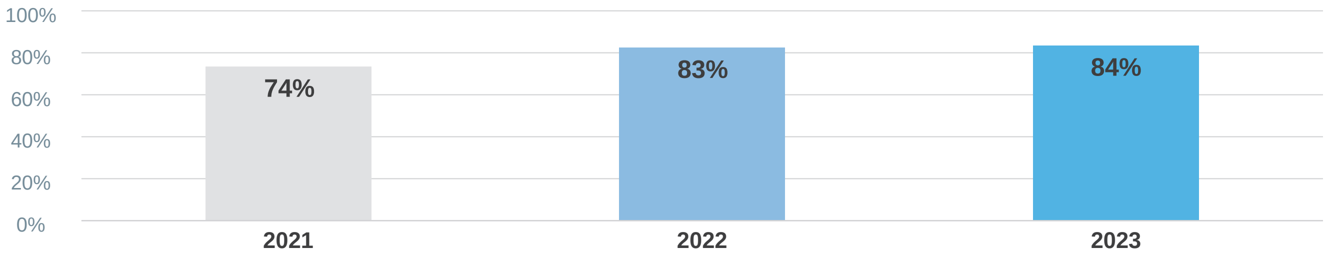
Q20. Treatment options were explained in a way the patient could completely understand



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



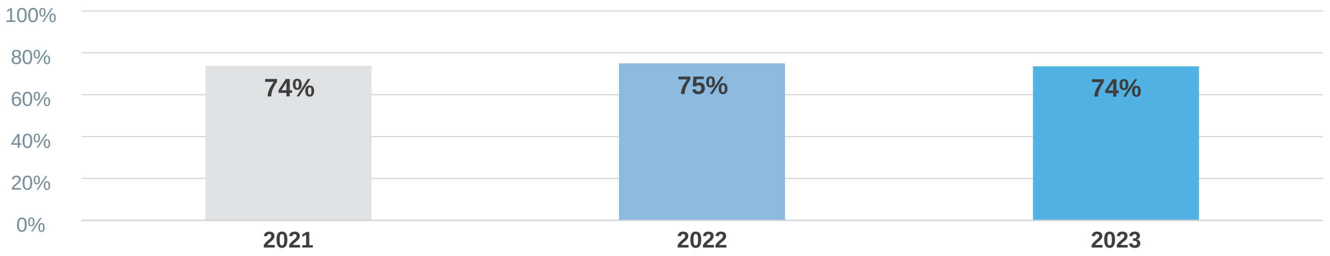
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options



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

CARE PLANNING

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



Year on year charts

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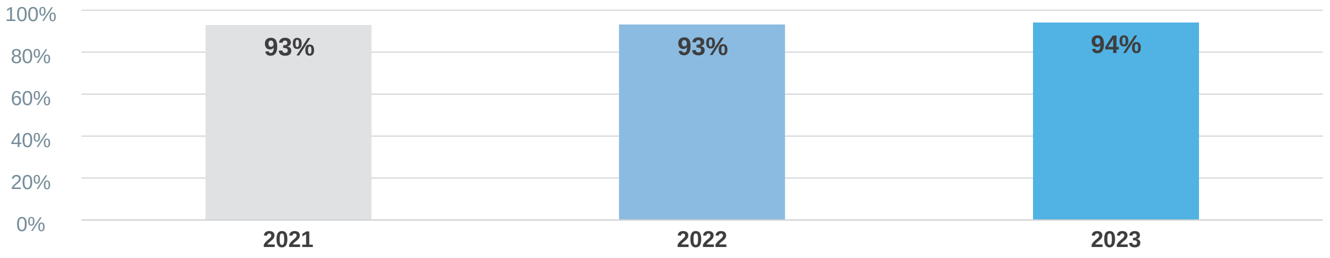
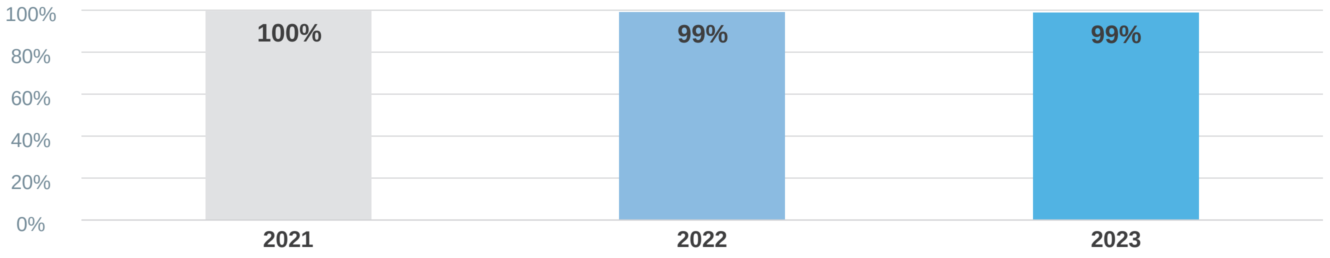
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns

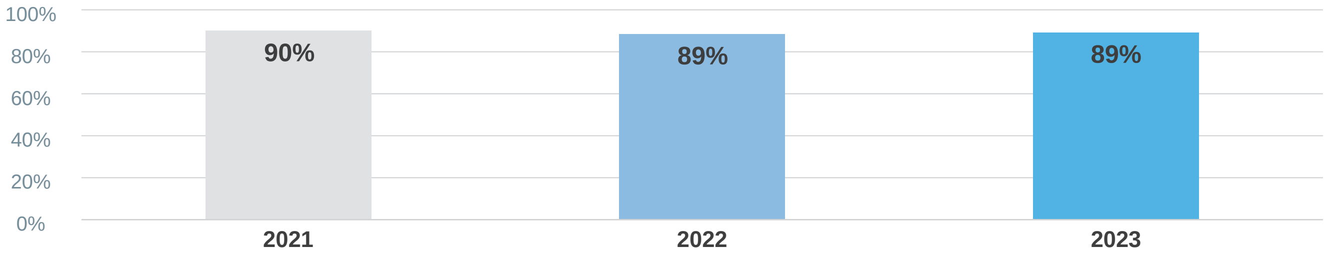


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

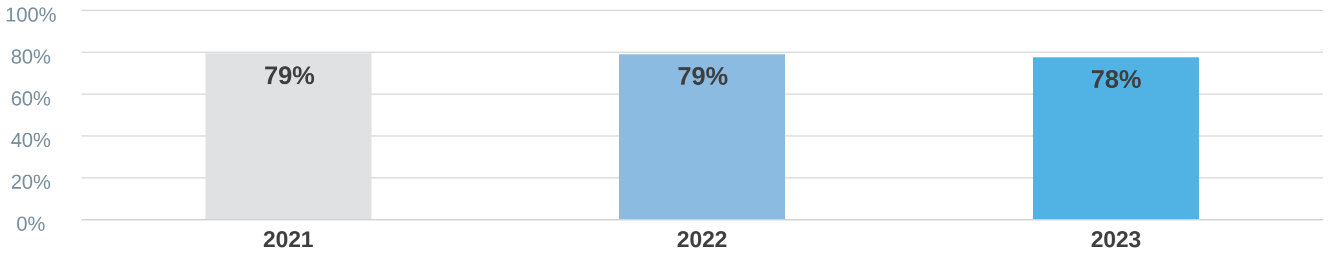


SUPPORT FROM HOSPITAL STAFF

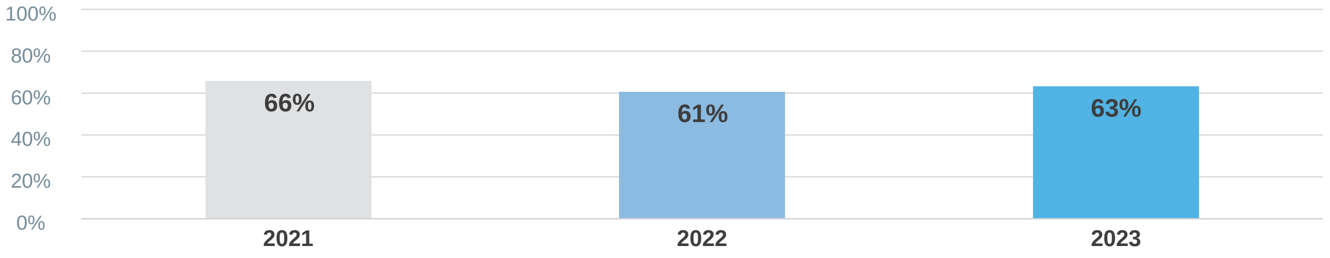
Q27. Staff provided the patient with relevant information on available support



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



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



Year on year charts

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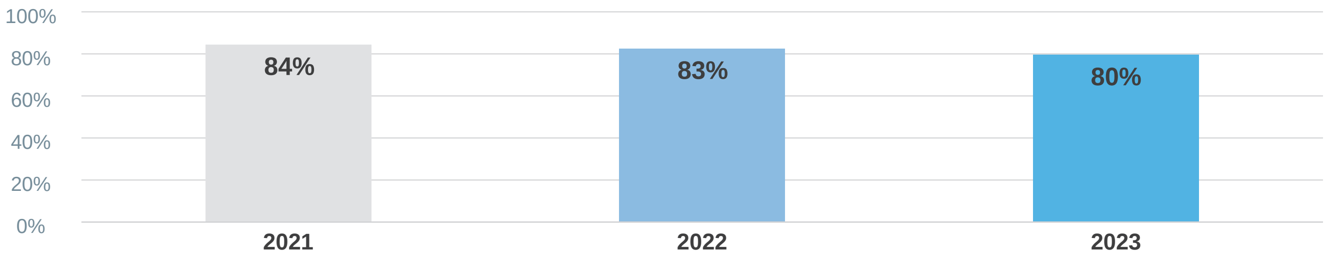
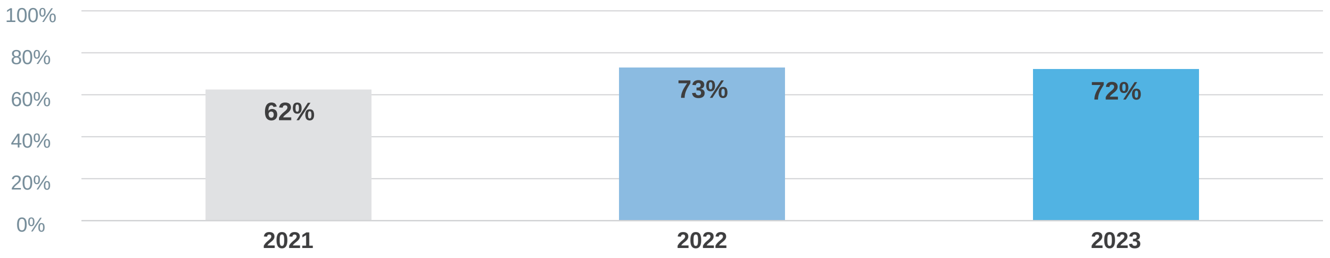
HOSPITAL CARE

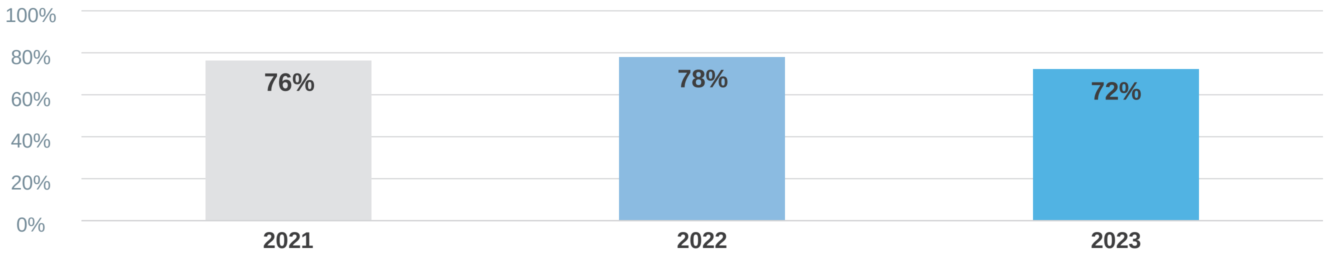
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



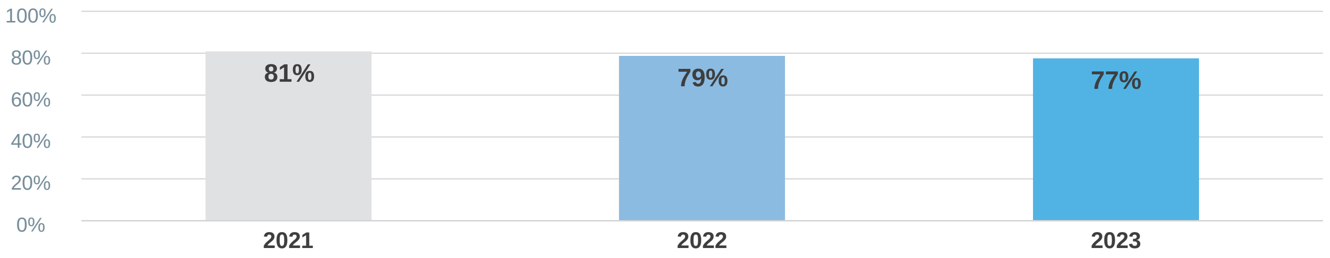
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



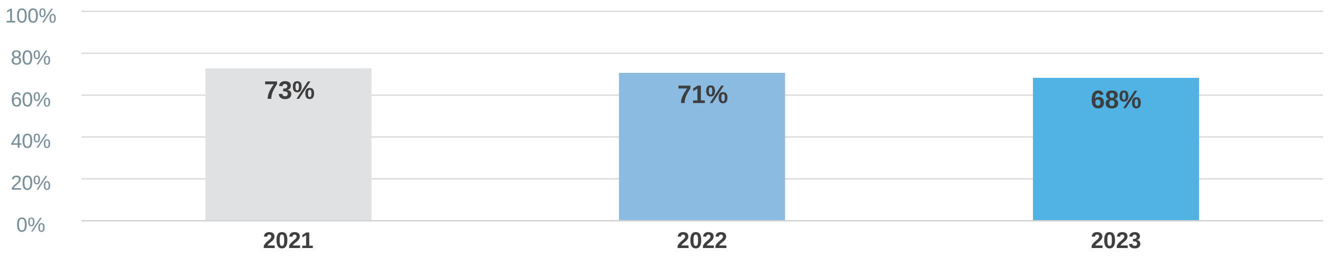
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



Year on year charts

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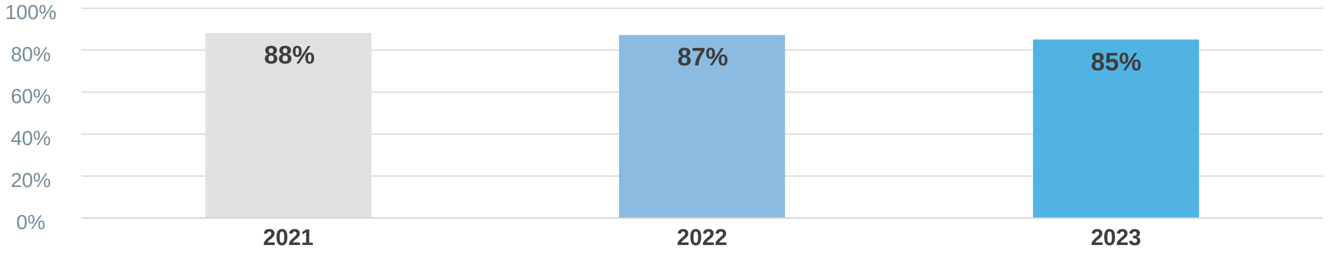
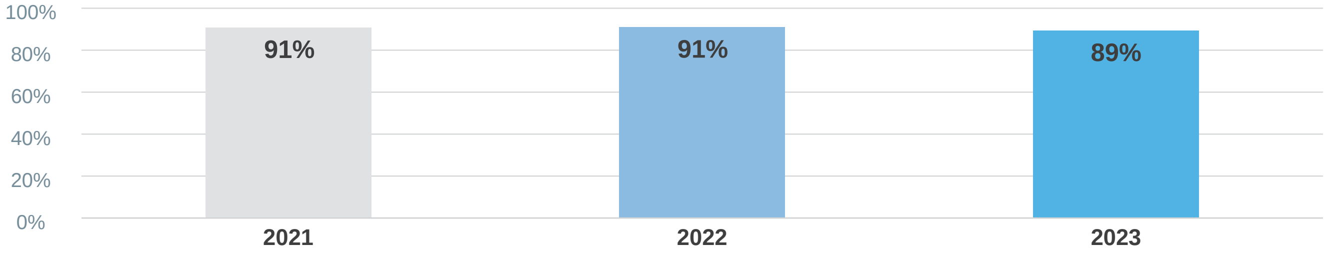
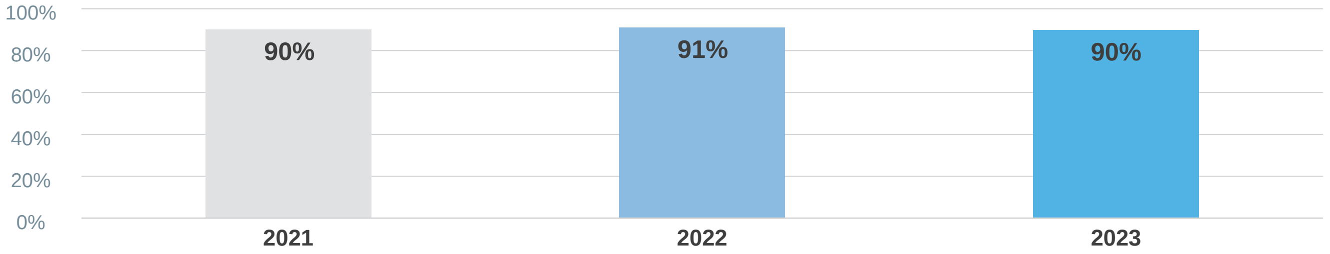
Q36. Hospital staff always did everything they could to help the patient control pain



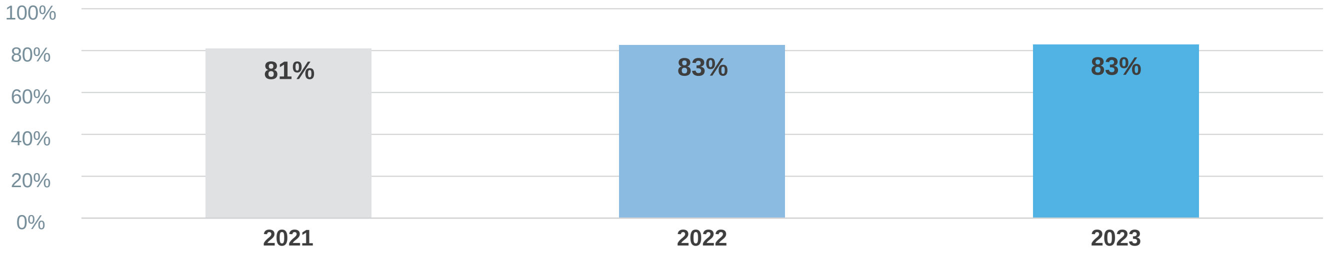
Q37. Patient was always treated with respect and dignity while in hospital



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

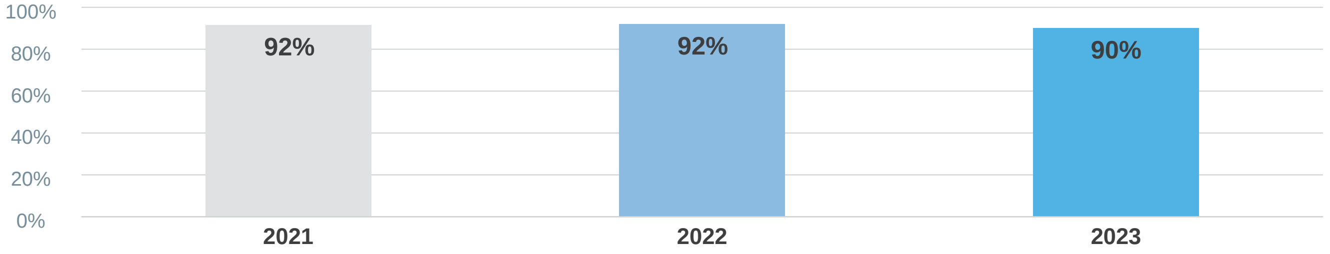


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



Year on year charts

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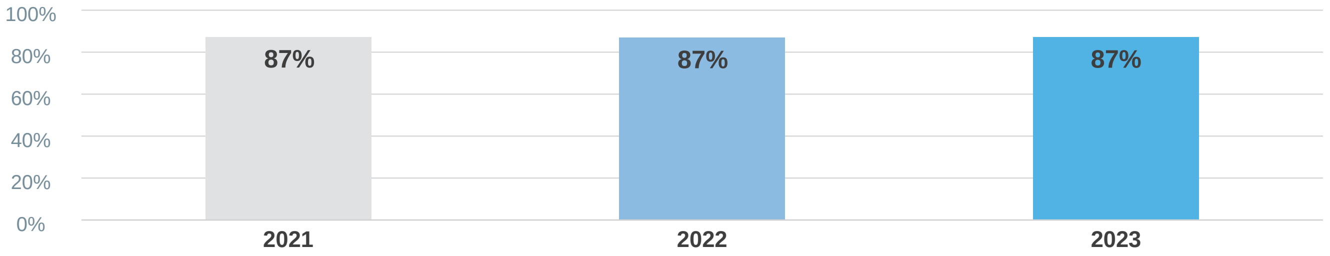
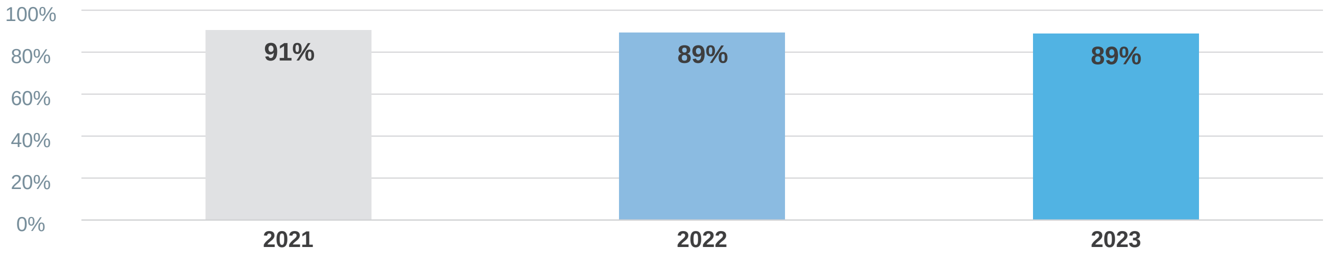
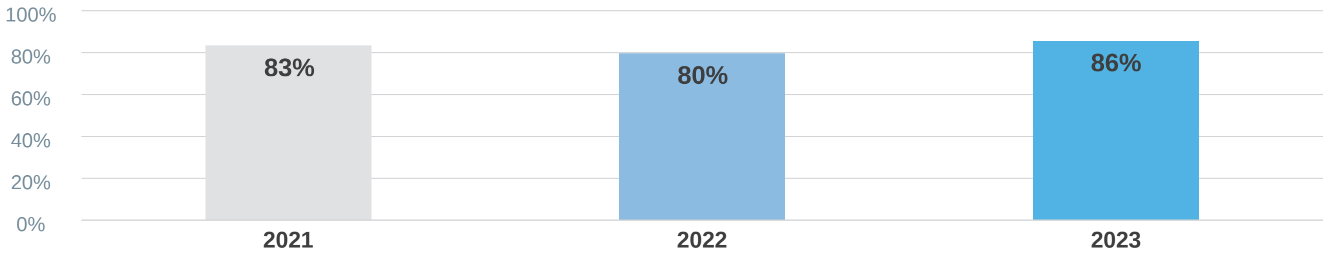
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



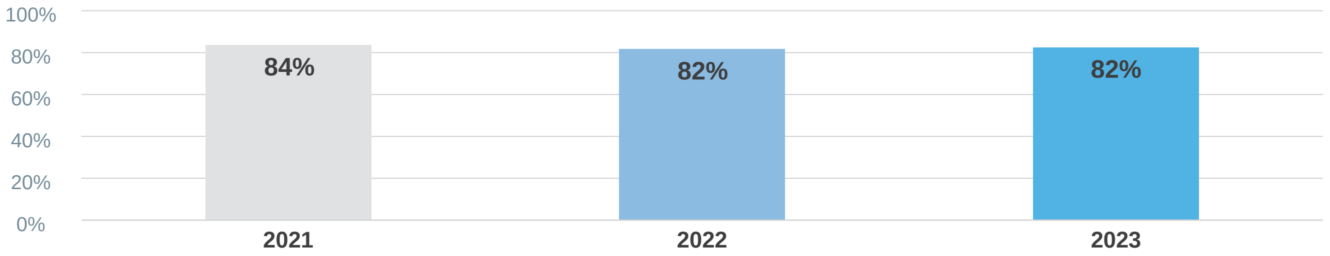
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



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



Q41_5. Beforehand patient completely had enough understandable information about immunotherapy



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

Year on year charts

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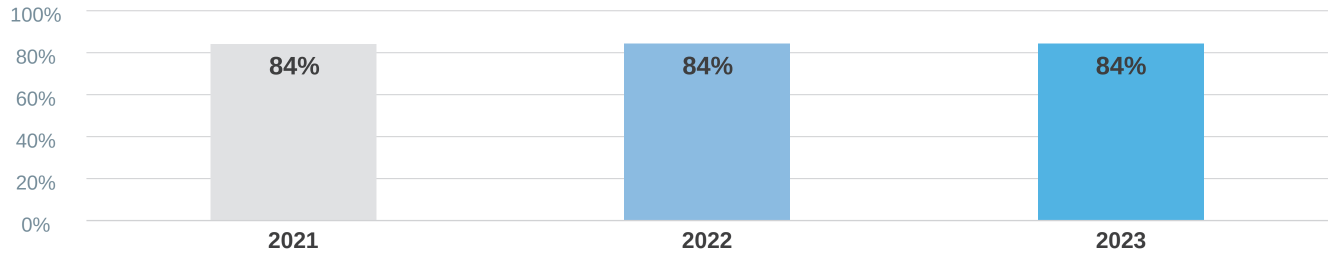
Q42_2. Patient completely had enough understandable information about their response to chemotherapy

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

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

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

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



Year on year charts

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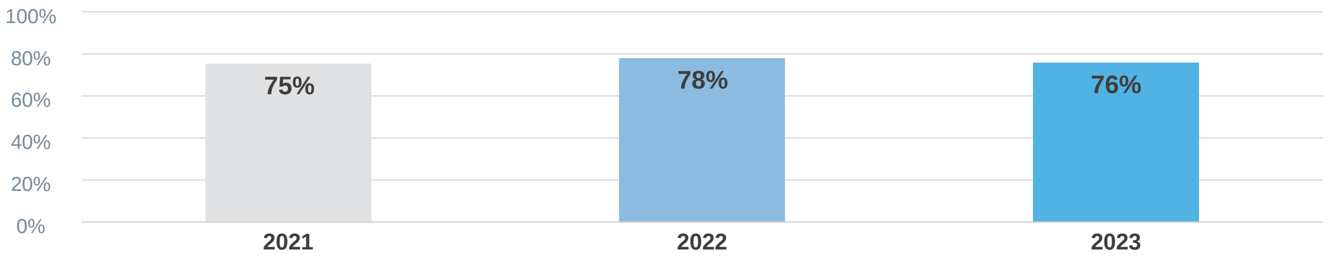
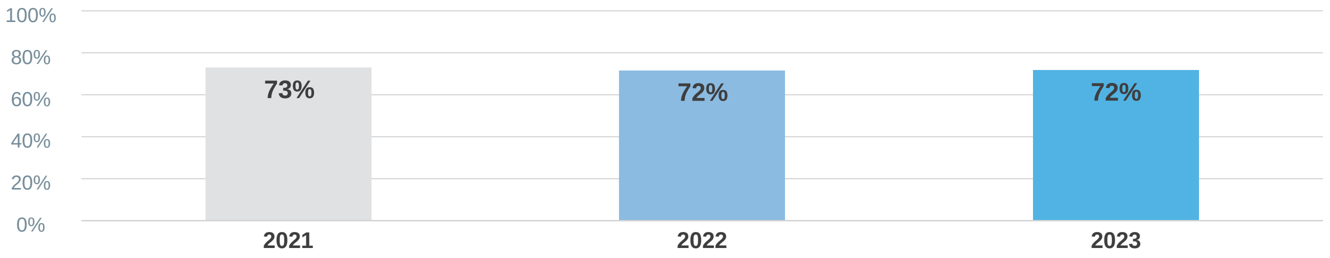
IMMEDIATE AND LONG TERM SIDE EFFECTS

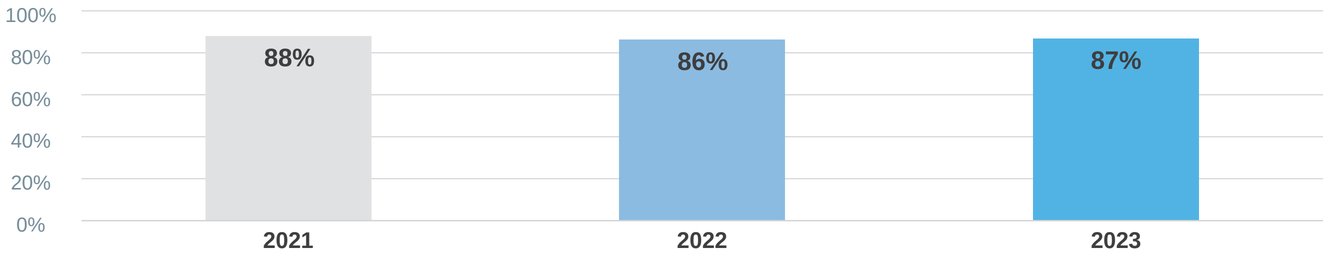
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



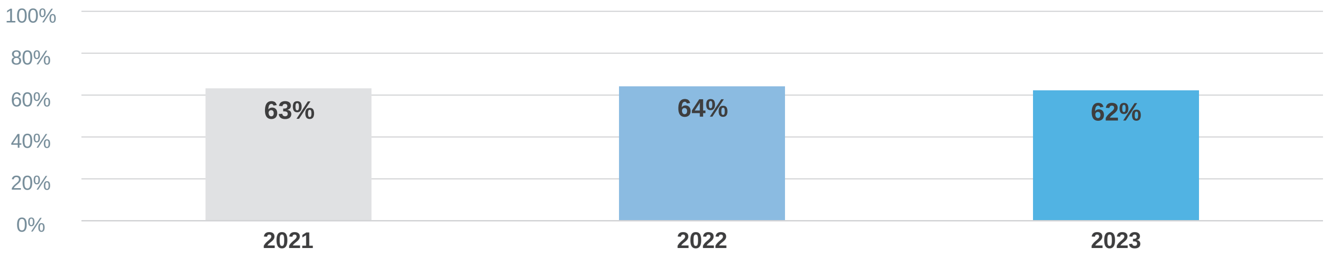
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



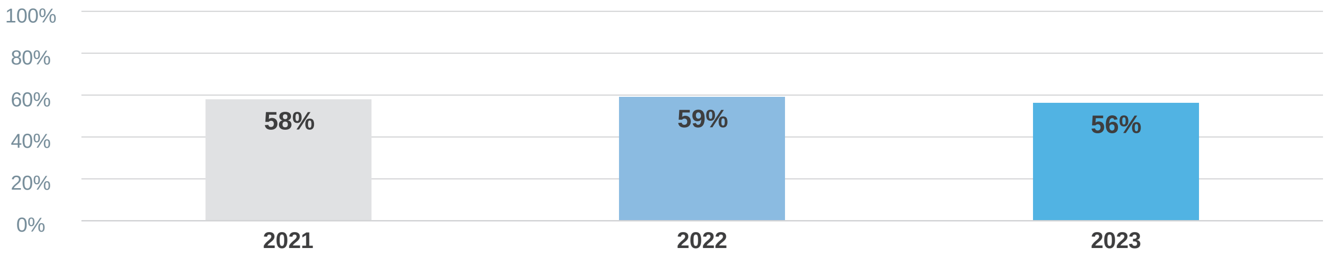
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

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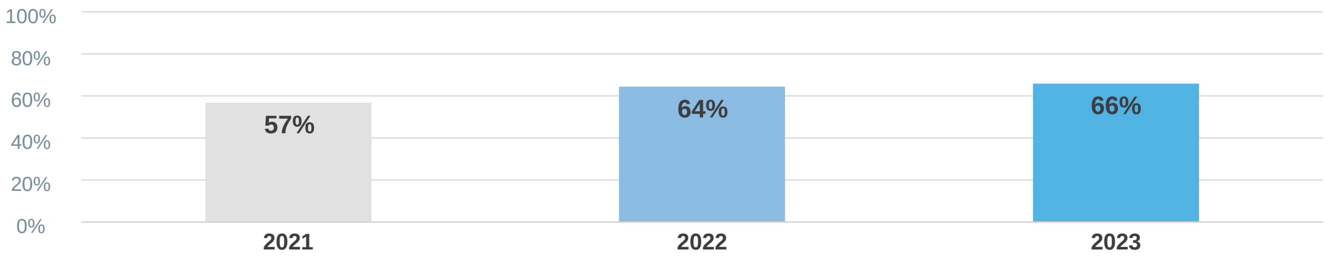
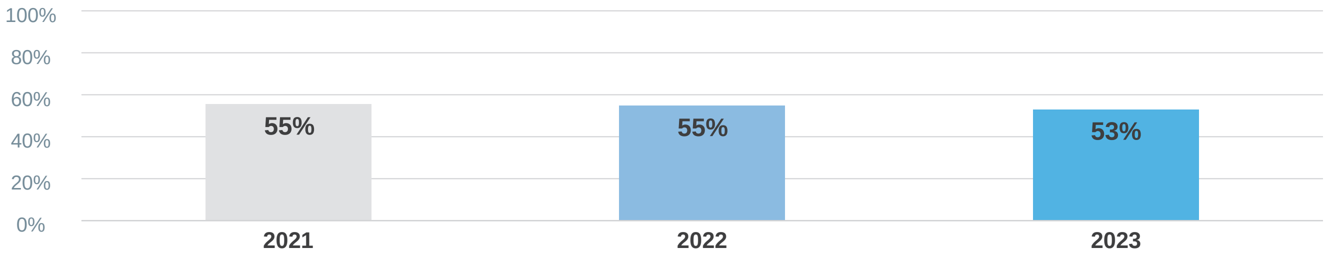
SUPPORT WHILE AT HOME

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

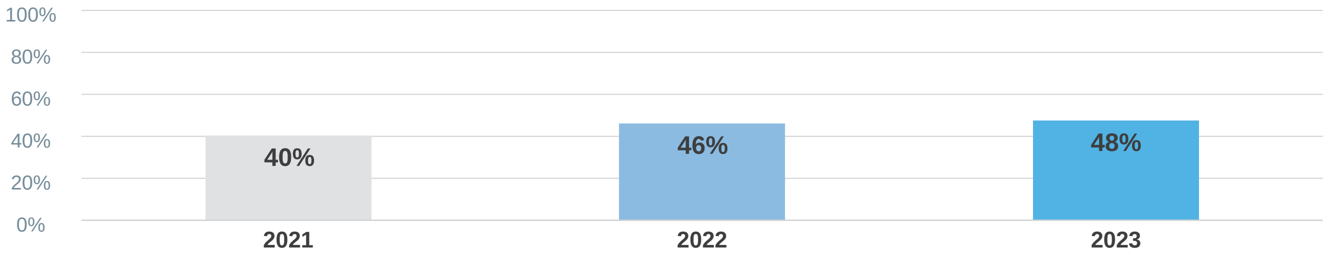


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

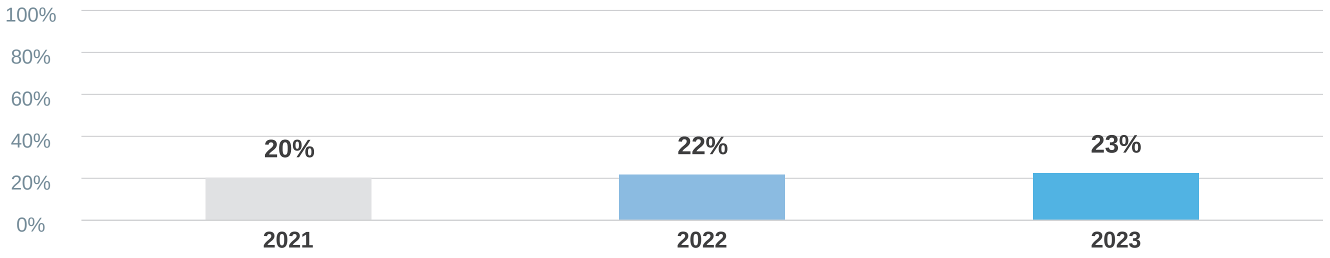


CARE FROM YOUR GP PRACTICE

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

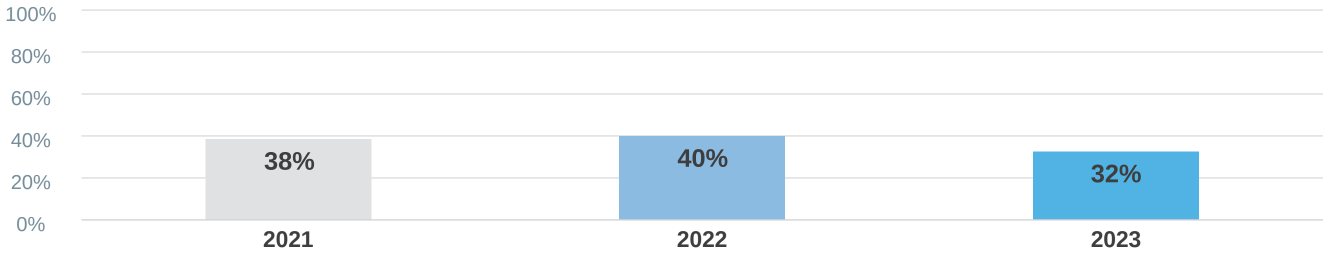


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



Year on year charts

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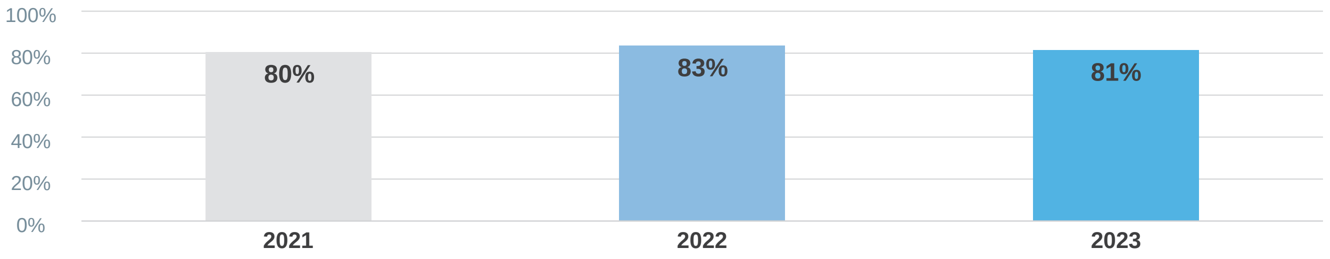
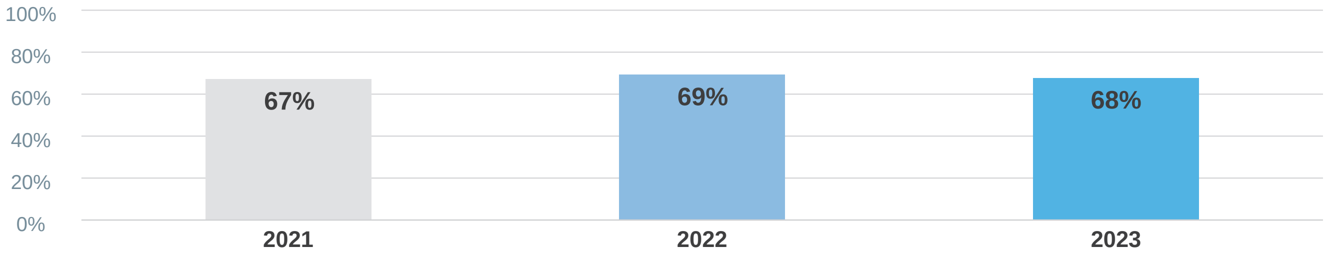
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment

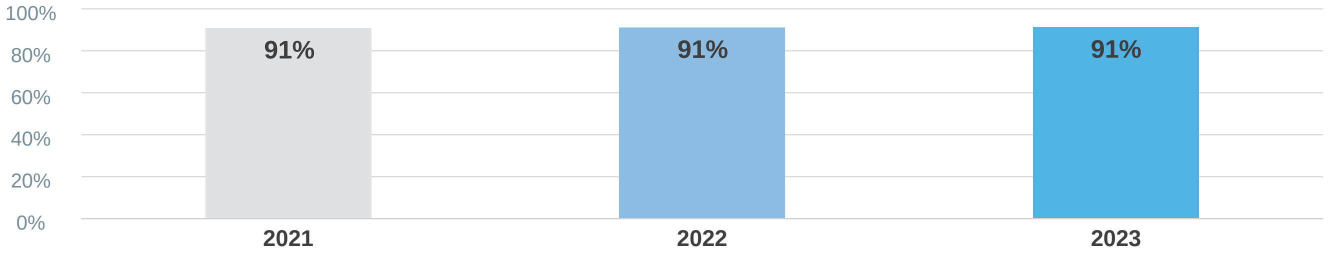


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

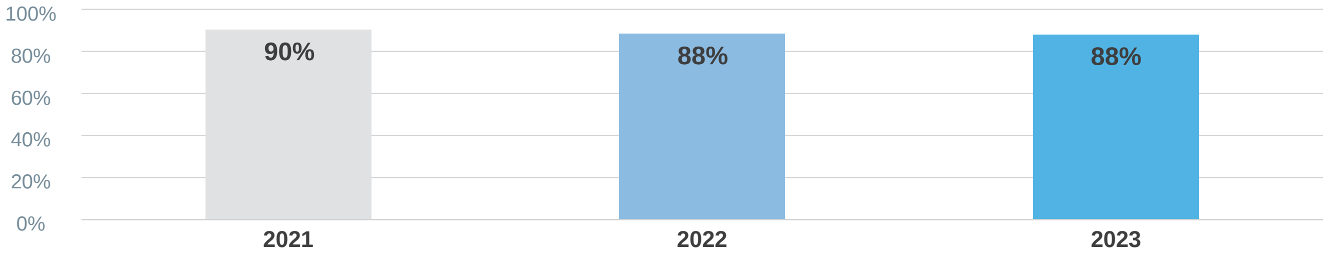


YOUR OVERALL NHS CARE

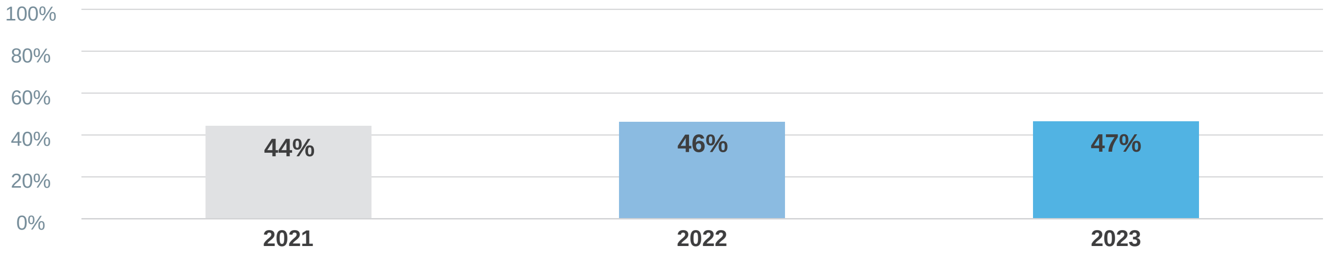
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on year charts

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