

# **Cancer Patient Experience Survey**

2023 Results

**NHS North West London Integrated  
Care Board**

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## Executive summary

### Questions above expected range

	Case mix adjusted scores			England score
	2023 score	Lower expected range	Upper expected range	
Q58. Cancer research opportunities were discussed with patient	<b>54%</b>	36%	53%	<b>45%</b>

### Questions below expected range

	Case mix adjusted scores			England score
	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	<b>74%</b>	75%	81%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	<b>63%</b>	63%	70%	<b>67%</b>
Q5. Patient received all the information needed about the diagnostic test in advance	<b>91%</b>	91%	94%	<b>92%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	<b>75%</b>	76%	81%	<b>78%</b>
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	<b>77%</b>	78%	84%	<b>81%</b>
Q18. Patient found it very or quite easy to contact their main contact person	<b>80%</b>	81%	88%	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	<b>94%</b>	95%	97%	<b>96%</b>
Q20. Treatment options were explained in a way the patient could completely understand	<b>80%</b>	80%	85%	<b>82%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	<b>76%</b>	76%	82%	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	<b>71%</b>	71%	85%	<b>78%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	<b>67%</b>	67%	73%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	<b>83%</b>	84%	90%	<b>87%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	<b>46%</b>	46%	58%	<b>52%</b>
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	<b>27%</b>	28%	37%	<b>32%</b>

## 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

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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](mailto: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](http://www.ncpes.co.uk). For all other outputs at ICB level, please see the Excel tables and dashboards at [www.ncpes.co.uk](http://www.ncpes.co.uk).

## Response rate

### Overall response rate

1,587 patients responded out of a total of 4,006 patients, resulting in a response rate of 40%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	4,284	4,006	1,587	40%
National	129,231	121,121	63,438	52%

### Respondents by survey type

	Number of respondents
Paper	1,189
Online	397
Phone	1
Translation service	0
<b>Total</b>	<b>1,587</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	3
Breast	359
Colorectal / LGT	152
Gynaecological	107
Haematological	235
Head and neck	25
Lung	82
Prostate	202
Sarcoma	16
Skin	34
Upper gastro	72
Urological	123
Other	177
<b>Total</b>	<b>1,587</b>

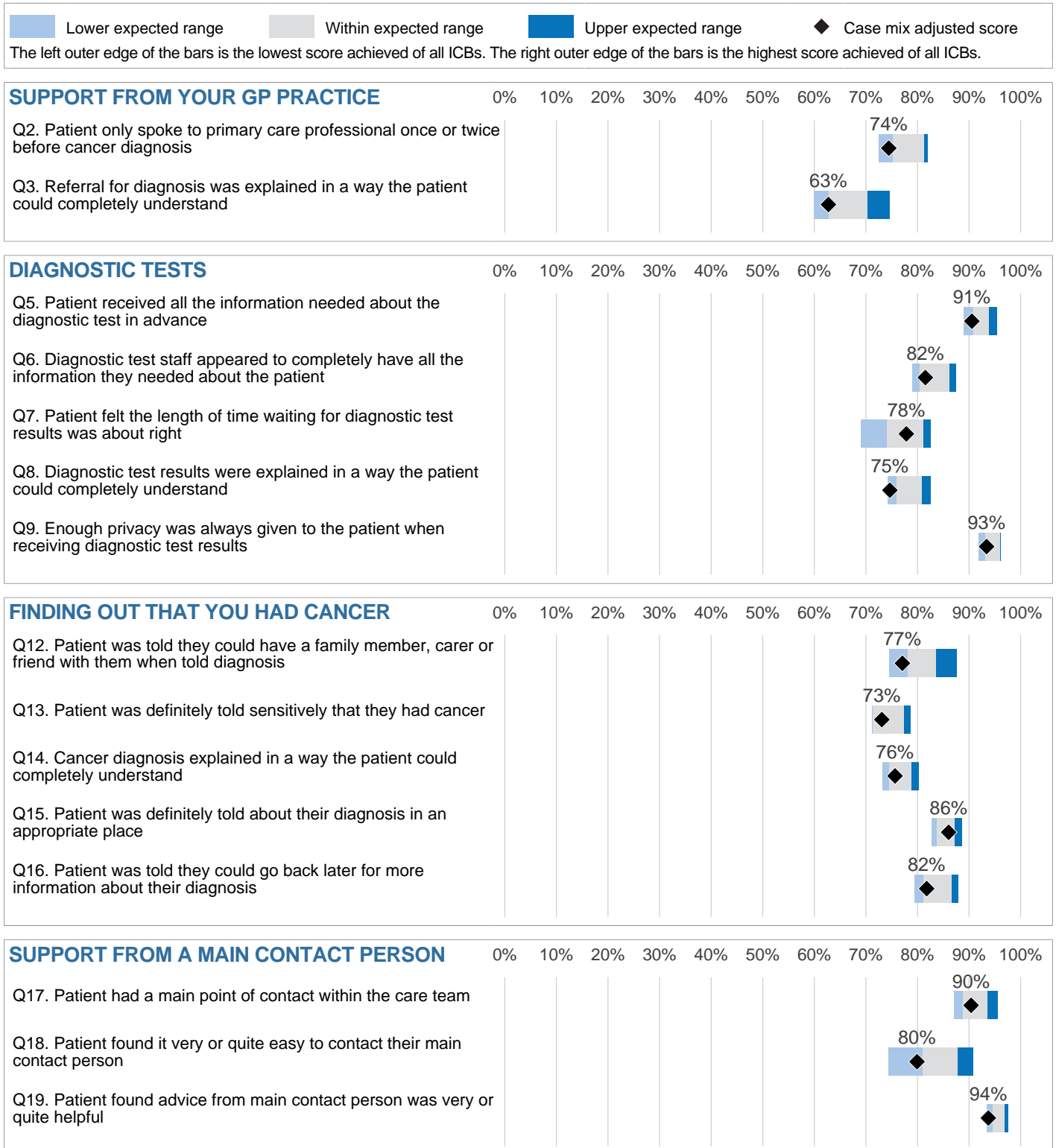


## Respondents by ethnicity

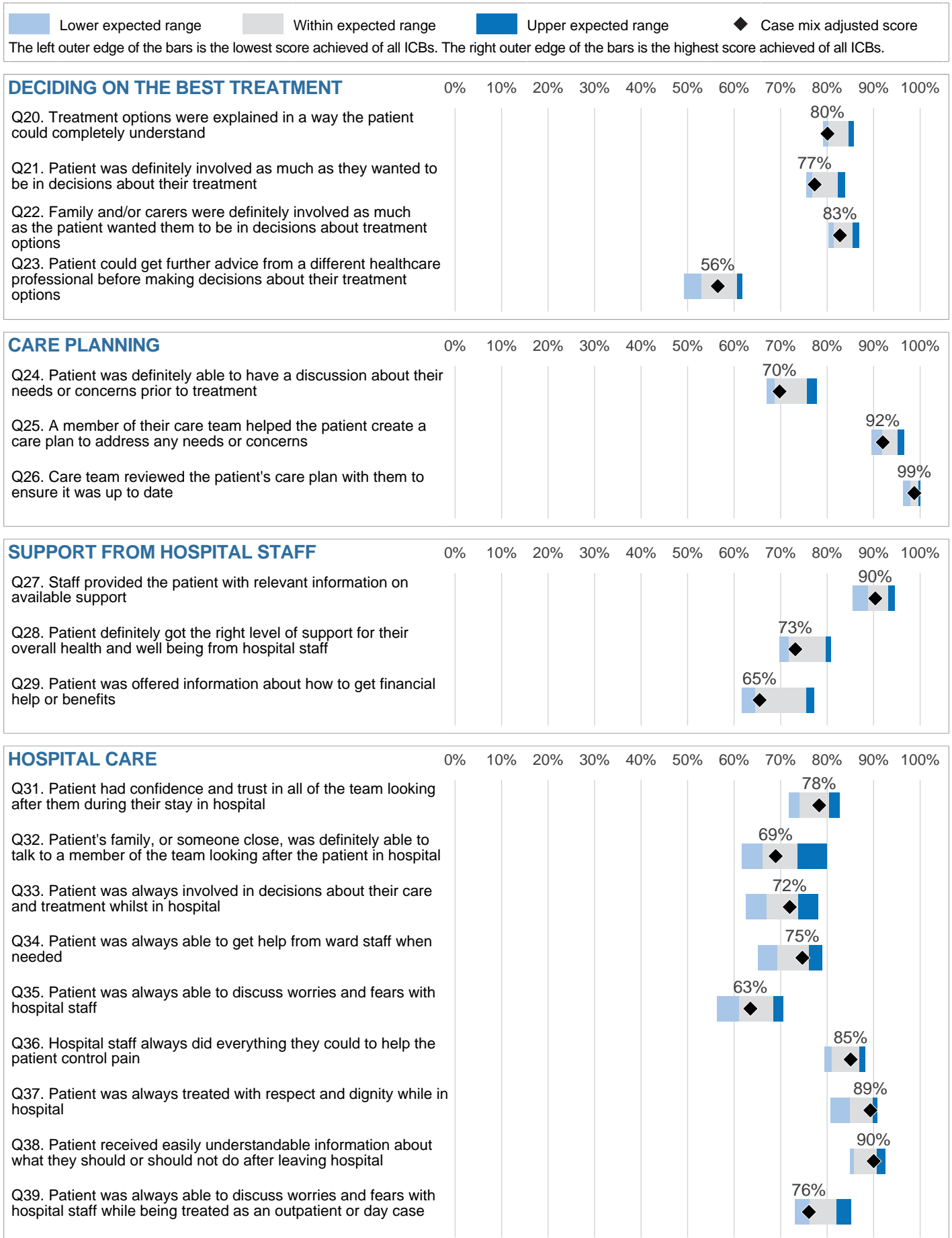
	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	734
Irish	61
Gypsy or Irish Traveller	*
Roma	*
Any other White background	175
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	7
White and Black African	6
White and Asian	18
Any other Mixed / multiple ethnic background	15
<b>Asian or Asian British</b>	
Indian	162
Pakistani	28
Bangladeshi	*
Chinese	17
Any other Asian background	62
<b>Black / African / Caribbean / Black British</b>	
African	39
Caribbean	57
Any other Black / African / Caribbean background	8
<b>Other Ethnicity</b>	
Arab	21
Any other ethnic group	12
<b>Not given</b>	
Not given	161
<b>Total</b>	<b>1,587</b>

\* indicates the count is not shown due to suppression

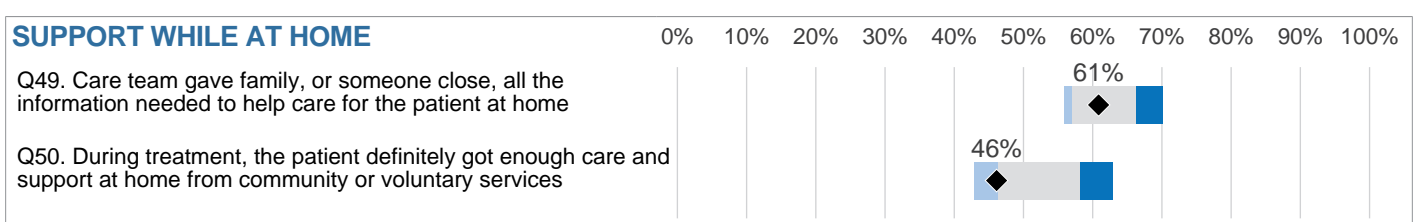
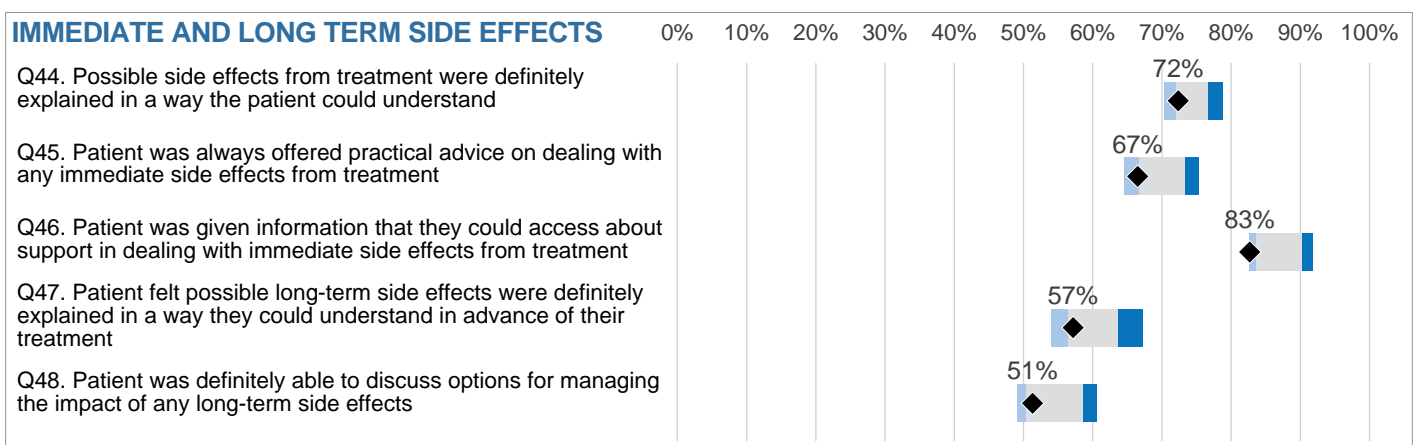
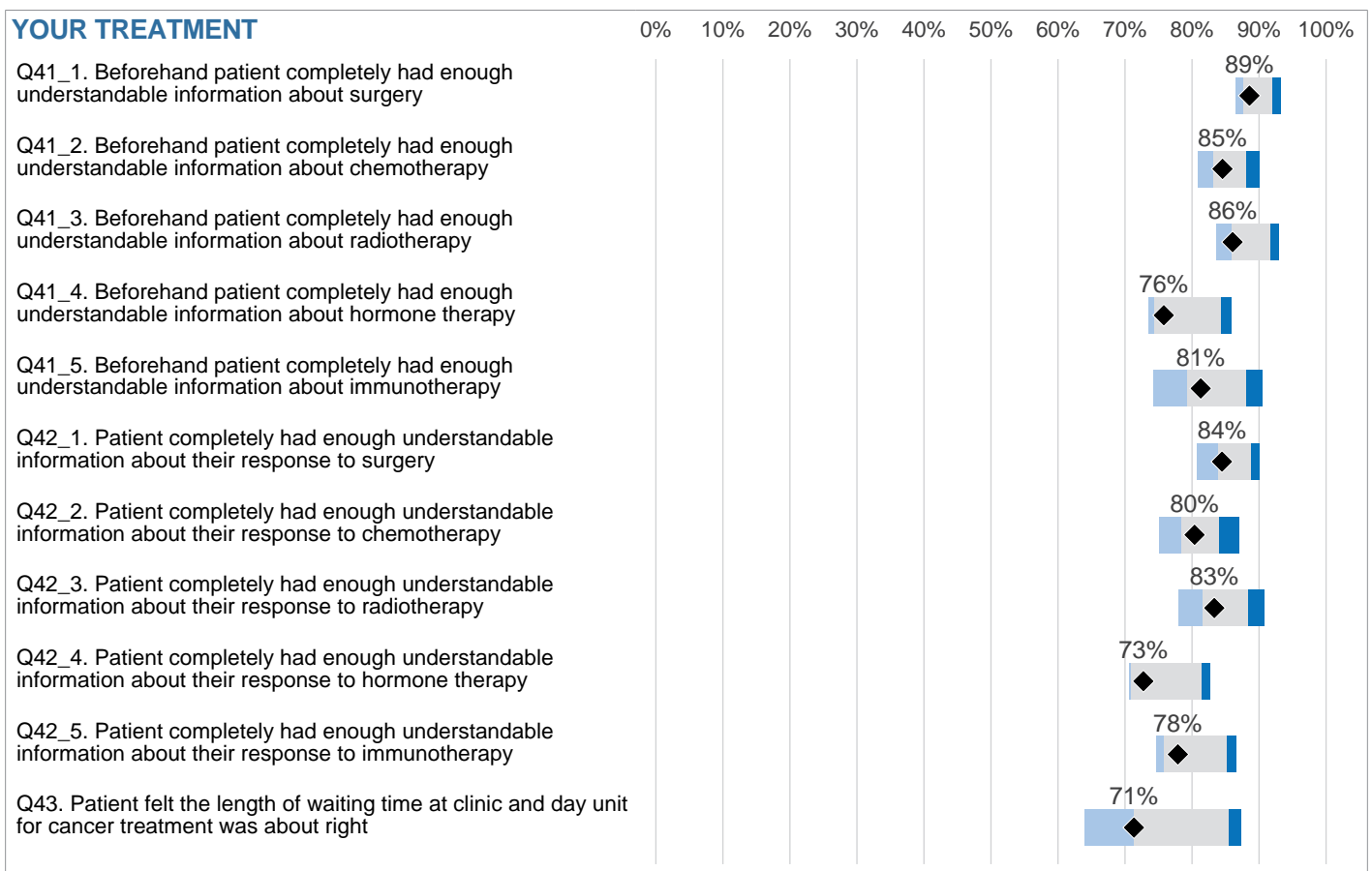
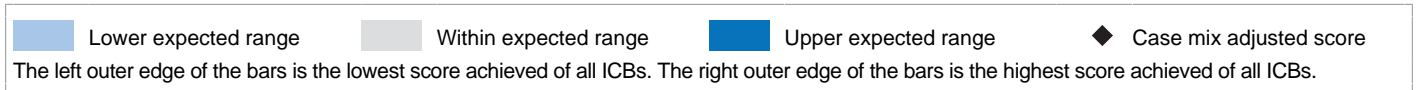
## Expected range charts



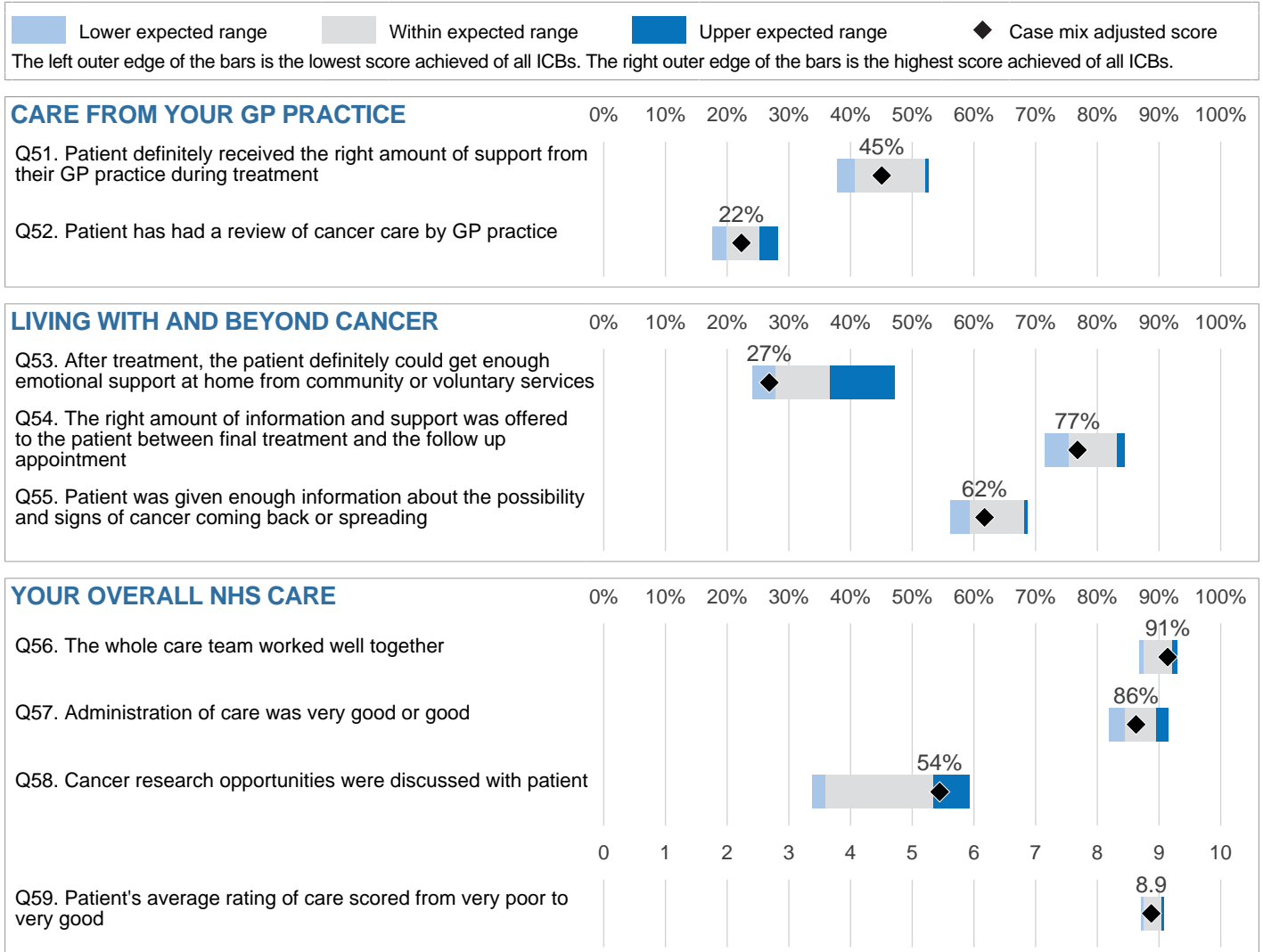
## Expected range charts



## Expected range charts



## Expected range charts



## Comparability tables

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

\*\* No score available for 2022.

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

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>	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	755	<b>67%</b>	708	<b>70%</b>			<b>74%</b>	75%	81%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	995	<b>62%</b>	986	<b>61%</b>			<b>63%</b>	63%	70%	<b>67%</b>

<b>DIAGNOSTIC TESTS</b>	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	1278	<b>90%</b>	1226	<b>90%</b>			<b>91%</b>	91%	94%	<b>92%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1354	<b>79%</b>	1269	<b>80%</b>			<b>82%</b>	81%	86%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1364	<b>78%</b>	1278	<b>77%</b>		▼	<b>78%</b>	74%	81%	<b>78%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	1371	<b>73%</b>	1276	<b>73%</b>			<b>75%</b>	76%	81%	<b>78%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1380	<b>93%</b>	1279	<b>93%</b>			<b>93%</b>	93%	96%	<b>95%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	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	1514	<b>75%</b>	1418	<b>77%</b>		▲	<b>77%</b>	78%	84%	<b>81%</b>
Q13. Patient was definitely told sensitively that they had cancer	1629	<b>73%</b>	1536	<b>73%</b>			<b>73%</b>	71%	77%	<b>74%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	1649	<b>75%</b>	1556	<b>74%</b>			<b>76%</b>	75%	79%	<b>77%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	1632	<b>86%</b>	1547	<b>86%</b>			<b>86%</b>	84%	87%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	1429	<b>82%</b>	1340	<b>82%</b>			<b>82%</b>	81%	87%	<b>84%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	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	1565	<b>90%</b>	1493	<b>91%</b>			<b>90%</b>	89%	94%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	1324	<b>79%</b>	1230	<b>79%</b>			<b>80%</b>	81%	88%	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	1360	<b>95%</b>	1287	<b>94%</b>			<b>94%</b>	95%	97%	<b>96%</b>

## Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2022.</p>	<p>▲ or ▼</p> <p>Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.</p> <p>Change overall: Indicates significant change overall (2021, 2022, and 2023).</p>	<p><span style="display: inline-block; width: 15px; height: 10px; background-color: #ADD8E6; border: 1px solid black;"></span> Adjusted score below lower expected range</p> <p><span style="display: inline-block; width: 15px; height: 10px; background-color: #D3D3D3; border: 1px solid black;"></span> Adjusted score between upper and lower expected ranges</p> <p><span style="display: inline-block; width: 15px; height: 10px; background-color: #008080; border: 1px solid black;"></span> Adjusted score above upper expected range</p>
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<b>DECIDING ON THE BEST TREATMENT</b>	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	1541	<b>77%</b>	1492	<b>79%</b>			<b>80%</b>	80%	85%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1613	<b>75%</b>	1547	<b>76%</b>			<b>77%</b>	77%	82%	<b>80%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	1282	<b>78%</b>	1263	<b>81%</b>		▲	<b>83%</b>	81%	86%	<b>83%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	935	<b>56%</b>			<b>56%</b>	53%	61%	<b>57%</b>

<b>CARE PLANNING</b>	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	1473	<b>71%</b>	1400	<b>69%</b>			<b>70%</b>	69%	76%	<b>72%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	932	<b>92%</b>	874	<b>92%</b>			<b>92%</b>	92%	95%	<b>94%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	734	<b>99%</b>	700	<b>99%</b>			<b>99%</b>	98%	100%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	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	1386	<b>90%</b>	1321	<b>90%</b>			<b>90%</b>	89%	93%	<b>91%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1625	<b>73%</b>	1549	<b>73%</b>			<b>73%</b>	72%	80%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	935	<b>61%</b>	901	<b>64%</b>			<b>65%</b>	65%	76%	<b>70%</b>

## Comparability tables

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

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

\*\* No score available for 2022.

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	760	<b>78%</b>	687	<b>78%</b>			<b>78%</b>	74%	80%	<b>77%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	586	<b>69%</b>	572	<b>69%</b>			<b>69%</b>	66%	74%	<b>70%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	739	<b>68%</b>	679	<b>72%</b>			<b>72%</b>	67%	74%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	750	<b>76%</b>	671	<b>76%</b>			<b>75%</b>	69%	76%	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	732	<b>63%</b>	663	<b>63%</b>			<b>63%</b>	61%	68%	<b>65%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	662	<b>85%</b>	613	<b>84%</b>			<b>85%</b>	81%	87%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	757	<b>87%</b>	688	<b>89%</b>			<b>89%</b>	85%	90%	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	743	<b>87%</b>	666	<b>90%</b>			<b>90%</b>	86%	91%	<b>88%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1462	<b>73%</b>	1390	<b>74%</b>			<b>76%</b>	76%	82%	<b>79%</b>

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	813	<b>87%</b>	750	<b>88%</b>			<b>89%</b>	88%	92%	<b>90%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	813	<b>83%</b>	742	<b>85%</b>			<b>85%</b>	83%	88%	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	494	<b>87%</b>	439	<b>86%</b>			<b>86%</b>	86%	92%	<b>89%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	278	<b>77%</b>	257	<b>77%</b>			<b>76%</b>	74%	84%	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	257	<b>81%</b>	269	<b>81%</b>			<b>81%</b>	79%	88%	<b>84%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	740	<b>84%</b>			<b>84%</b>	84%	89%	<b>86%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	741	<b>80%</b>			<b>80%</b>	78%	84%	<b>81%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	431	<b>83%</b>			<b>83%</b>	82%	88%	<b>85%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	252	<b>72%</b>			<b>73%</b>	71%	81%	<b>76%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	268	<b>77%</b>			<b>78%</b>	76%	85%	<b>81%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1608	<b>66%</b>	1471	<b>70%</b>			<b>71%</b>	71%	85%	<b>78%</b>



## Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2022.</p>	<p>▲ or ▼</p> <p>Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.</p> <p>Change overall: Indicates significant change overall (2021, 2022, and 2023).</p>	<p><span style="display: inline-block; width: 15px; height: 15px; background-color: #d9e1f2; border: 1px solid #000;"></span> Adjusted score below lower expected range</p> <p><span style="display: inline-block; width: 15px; height: 15px; background-color: #e6e6e6; border: 1px solid #000;"></span> Adjusted score between upper and lower expected ranges</p> <p><span style="display: inline-block; width: 15px; height: 15px; background-color: #0070c0; border: 1px solid #000;"></span> Adjusted score above upper expected range</p>
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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	1569	<b>71%</b>	1453	<b>72%</b>			<b>72%</b>	72%	77%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1496	<b>66%</b>	1349	<b>66%</b>			<b>67%</b>	67%	73%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1200	<b>82%</b>	1092	<b>82%</b>			<b>83%</b>	84%	90%	<b>87%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1493	<b>58%</b>	1400	<b>58%</b>			<b>57%</b>	57%	64%	<b>60%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1305	<b>51%</b>	1240	<b>51%</b>			<b>51%</b>	50%	59%	<b>55%</b>

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	1058	<b>58%</b>	1026	<b>61%</b>			<b>61%</b>	57%	66%	<b>62%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	711	<b>47%</b>	697	<b>45%</b>			<b>46%</b>	46%	58%	<b>52%</b>

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	962	<b>42%</b>	892	<b>45%</b>			<b>45%</b>	41%	52%	<b>46%</b>
Q52. Patient has had a review of cancer care by GP practice	1520	<b>21%</b>	1426	<b>24%</b>		▲	<b>22%</b>	20%	25%	<b>23%</b>

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	413	<b>26%</b>	447	<b>26%</b>			<b>27%</b>	28%	37%	<b>32%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	710	<b>75%</b>	702	<b>76%</b>			<b>77%</b>	75%	83%	<b>79%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1298	<b>59%</b>	1247	<b>60%</b>			<b>62%</b>	59%	68%	<b>64%</b>

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	1531	<b>89%</b>	1469	<b>92%</b>			<b>91%</b>	88%	92%	<b>90%</b>
Q57. Administration of care was very good or good	1602	<b>88%</b>	1531	<b>87%</b>			<b>86%</b>	84%	90%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	1009	<b>55%</b>	946	<b>56%</b>			<b>54%</b>	36%	53%	<b>45%</b>
Q59. Patient's average rating of care scored from very poor to very good	1566	<b>8.7</b>	1498	<b>8.8</b>			<b>8.9</b>	8.8	9.0	<b>8.9</b>

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	89%	68%	62%	49%	50%	57%	80%	*	70%	70%	70%	68%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	73%	57%	58%	54%	68%	44%	67%	*	65%	49%	55%	60%	<b>61%</b>

	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	*	93%	85%	87%	92%	91%	90%	92%	92%	80%	89%	83%	92%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	80%	77%	68%	82%	82%	79%	89%	83%	81%	77%	73%	80%	<b>80%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	78%	74%	78%	84%	68%	78%	80%	67%	69%	68%	71%	72%	<b>77%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	78%	74%	67%	68%	82%	76%	73%	58%	71%	59%	70%	76%	<b>73%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	95%	93%	91%	95%	86%	96%	92%	83%	94%	95%	85%	92%	<b>93%</b>

	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	*	82%	80%	78%	76%	73%	79%	70%	67%	68%	84%	69%	80%	<b>77%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	72%	75%	75%	77%	64%	77%	72%	50%	71%	71%	67%	70%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	76%	78%	76%	67%	76%	83%	76%	56%	73%	66%	77%	74%	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	87%	86%	84%	89%	84%	91%	91%	63%	76%	84%	78%	85%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	87%	80%	80%	78%	95%	87%	88%	57%	83%	87%	71%	77%	<b>82%</b>

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q17. Patient had a main point of contact within the care team	*	91%	93%	91%	96%	87%	92%	87%	81%	100%	80%	84%	92%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	73%	78%	80%	80%	88%	91%	78%	54%	63%	87%	81%	81%	<b>79%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	94%	95%	97%	91%	95%	96%	93%	92%	90%	100%	97%	89%	<b>94%</b>

	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	*	80%	80%	76%	78%	91%	81%	80%	64%	71%	74%	77%	83%	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	78%	80%	75%	76%	81%	80%	56%	67%	70%	74%	76%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	80%	79%	84%	84%	81%	86%	78%	69%	87%	79%	83%	80%	<b>81%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	56%	52%	53%	56%	71%	73%	60%	*	68%	61%	50%	53%	<b>56%</b>

	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	*	71%	71%	66%	71%	73%	72%	71%	60%	85%	57%	59%	70%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	88%	95%	98%	95%	100%	98%	91%	*	93%	90%	88%	90%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	98%	100%	100%	100%	100%	100%	96%	*	*	100%	98%	99%	<b>99%</b>

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q27. Staff provided the patient with relevant information on available support	*	92%	91%	90%	88%	96%	99%	92%	79%	79%	84%	80%	92%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	70%	75%	67%	78%	76%	85%	75%	50%	70%	67%	65%	73%	<b>73%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	61%	67%	66%	68%	82%	82%	61%	67%	50%	55%	42%	68%	<b>64%</b>

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	77%	74%	83%	83%	93%	74%	84%	60%	*	68%	76%	77%	<b>78%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	66%	69%	77%	71%	91%	70%	74%	*	*	72%	61%	67%	<b>69%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	72%	62%	77%	75%	80%	70%	80%	70%	*	68%	68%	73%	<b>72%</b>
Q34. Patient was always able to get help from ward staff when needed	*	73%	69%	85%	81%	86%	74%	83%	70%	*	73%	69%	75%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	66%	60%	67%	68%	60%	58%	70%	60%	*	52%	56%	66%	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	85%	84%	84%	87%	92%	77%	88%	80%	*	77%	81%	88%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	85%	91%	89%	91%	100%	87%	92%	80%	*	88%	90%	84%	<b>89%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	91%	88%	96%	95%	100%	81%	94%	80%	*	91%	84%	81%	<b>90%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	72%	75%	72%	77%	89%	82%	77%	67%	74%	73%	65%	73%	<b>74%</b>

	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	*	89%	85%	89%	76%	100%	86%	89%	*	90%	88%	86%	92%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	80%	85%	87%	87%	*	80%	95%	*	*	88%	78%	89%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	84%	97%	85%	87%	87%	76%	87%	*	*	92%	92%	85%	<b>86%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	74%	*	*	*	*	*	83%	*	*	*	*	77%	<b>77%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	71%	*	73%	88%	*	79%	*	*	85%	88%	84%	82%	<b>81%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	*	86%	84%	86%	85%	86%	75%	81%	*	86%	88%	81%	83%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	78%	83%	86%	82%	*	79%	82%	*	*	77%	71%	82%	<b>80%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	83%	86%	85%	95%	87%	78%	81%	*	*	85%	85%	80%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	68%	*	*	*	*	*	77%	*	*	*	*	79%	<b>72%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	65%	*	69%	84%	*	86%	*	*	69%	94%	80%	67%	<b>77%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	68%	74%	61%	74%	61%	70%	82%	50%	67%	67%	64%	64%	<b>70%</b>

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	73%	76%	72%	71%	81%	76%	70%	69%	80%	60%	65%	78%	<b>72%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	66%	77%	66%	63%	81%	75%	60%	63%	67%	55%	64%	67%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	82%	86%	78%	82%	88%	91%	82%	83%	71%	71%	78%	84%	<b>82%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	59%	66%	59%	55%	80%	58%	64%	63%	64%	44%	49%	53%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	51%	58%	49%	49%	70%	60%	52%	53%	57%	42%	43%	50%	<b>51%</b>

	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	*	58%	59%	61%	68%	63%	63%	54%	64%	80%	59%	60%	62%	<b>61%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	37%	50%	52%	39%	83%	58%	46%	*	*	37%	44%	52%	<b>45%</b>

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	43%	53%	46%	42%	44%	44%	48%	10%	60%	56%	36%	47%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	*	25%	23%	29%	23%	50%	15%	30%	19%	16%	25%	25%	21%	<b>24%</b>

## Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	23%	45%	27%	23%	*	35%	26%	*	*	5%	20%	24%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	75%	82%	83%	76%	88%	90%	74%	62%	83%	59%	70%	68%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	57%	62%	54%	74%	58%	59%	58%	62%	75%	47%	59%	61%	<b>60%</b>

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q56. The whole care team worked well together	*	92%	90%	92%	93%	100%	92%	91%	79%	90%	88%	94%	91%	<b>92%</b>
Q57. Administration of care was very good or good	*	87%	85%	88%	85%	96%	88%	87%	81%	81%	86%	86%	89%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	*	47%	53%	72%	57%	69%	65%	56%	71%	29%	64%	41%	62%	<b>56%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	8.8	8.8	9.0	9.0	8.8	8.7	7.8	8.8	8.4	8.7	8.8	<b>8.8</b>

## Age group tables

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>	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	*	*	71%	65%	65%	72%	79%	67%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	54%	66%	65%	58%	59%	68%	<b>61%</b>

<b>DIAGNOSTIC TESTS</b>	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	*	90%	87%	88%	93%	88%	91%	90%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	64%	70%	79%	81%	78%	84%	78%	<b>80%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	55%	56%	71%	77%	77%	82%	82%	<b>77%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	64%	67%	68%	72%	74%	75%	71%	<b>73%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	73%	89%	92%	91%	94%	95%	91%	<b>93%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	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	*	45%	72%	79%	73%	80%	78%	83%	<b>77%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	73%	60%	66%	72%	74%	75%	82%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	64%	62%	71%	71%	78%	77%	77%	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	73%	79%	82%	83%	87%	91%	91%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	90%	85%	88%	85%	83%	76%	75%	<b>82%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	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	*	90%	86%	93%	90%	91%	89%	95%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	*	70%	73%	77%	80%	82%	75%	<b>79%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	*	87%	94%	95%	94%	93%	91%	<b>94%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	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	*	80%	75%	76%	79%	79%	82%	83%	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	64%	62%	73%	77%	78%	76%	74%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	68%	77%	80%	82%	85%	87%	<b>81%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	57%	56%	63%	53%	52%	55%	<b>56%</b>

## 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	*	*	56%	62%	74%	70%	68%	72%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	87%	89%	92%	93%	91%	97%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	100%	98%	98%	99%	100%	<b>99%</b>

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	*	90%	91%	91%	95%	92%	81%	85%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	91%	52%	68%	74%	73%	75%	74%	<b>73%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	*	63%	70%	66%	65%	54%	48%	<b>64%</b>

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	*	*	64%	84%	69%	83%	81%	74%	<b>78%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	48%	75%	66%	73%	69%	64%	<b>69%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	55%	75%	72%	75%	67%	70%	<b>72%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	50%	74%	72%	80%	80%	66%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	41%	72%	58%	71%	61%	38%	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	71%	86%	78%	88%	90%	77%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	68%	87%	88%	92%	91%	90%	<b>89%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	81%	94%	89%	92%	90%	73%	<b>90%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	64%	61%	75%	73%	75%	76%	68%	<b>74%</b>



## 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	*	*	80%	88%	88%	91%	88%	78%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	81%	85%	87%	84%	87%	71%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	76%	88%	85%	89%	88%	64%	<b>86%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	60%	71%	84%	78%	76%	*	<b>77%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	69%	86%	85%	81%	77%	80%	<b>81%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	76%	81%	86%	84%	85%	87%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	76%	78%	82%	79%	82%	82%	<b>80%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	70%	81%	86%	84%	89%	58%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	55%	64%	73%	79%	73%	*	<b>72%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	73%	77%	81%	78%	74%	*	<b>77%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	55%	44%	60%	71%	72%	74%	76%	<b>70%</b>

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	*	64%	63%	71%	77%	73%	70%	67%	<b>72%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	45%	56%	67%	70%	67%	62%	62%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	80%	84%	82%	83%	78%	83%	<b>82%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	36%	55%	57%	65%	60%	49%	60%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	36%	50%	51%	54%	51%	47%	63%	<b>51%</b>

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	*	*	52%	57%	62%	60%	61%	71%	<b>61%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	29%	42%	52%	45%	40%	50%	<b>45%</b>

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	*	*	50%	43%	52%	44%	40%	47%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	*	30%	32%	24%	30%	21%	22%	33%	<b>24%</b>

## Age group tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	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	*	*	23%	20%	33%	19%	31%	29%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	70%	68%	75%	80%	76%	68%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	47%	55%	61%	62%	63%	63%	<b>60%</b>

<b>YOUR OVERALL NHS CARE</b>	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	*	91%	86%	94%	92%	93%	89%	90%	<b>92%</b>
Q57. Administration of care was very good or good	*	82%	81%	86%	87%	87%	86%	89%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	*	*	45%	50%	62%	60%	51%	46%	<b>56%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	8.6	8.1	8.6	8.8	8.9	8.9	8.8	<b>8.8</b>

## Male/Female/Non-binary/Other tables

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>							
	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	69%	70%	*	*	*	93%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	60%	*	*	*	64%	<b>61%</b>

<b>DIAGNOSTIC TESTS</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	90%	90%	*	*	*	86%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	83%	*	*	*	82%	<b>80%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	78%	*	*	*	79%	<b>77%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	73%	73%	*	*	*	63%	<b>73%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	92%	94%	*	*	*	94%	<b>93%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>							
	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	77%	78%	*	*	*	82%	<b>77%</b>
Q13. Patient was definitely told sensitively that they had cancer	72%	73%	*	*	*	73%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	77%	*	*	*	67%	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	88%	*	*	*	90%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	81%	84%	*	*	*	82%	<b>82%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
	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	91%	90%	*	*	*	90%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	77%	81%	*	*	*	78%	<b>79%</b>
Q19. Patient found advice from main contact person was very or quite helpful	93%	94%	*	*	*	93%	<b>94%</b>

## Male/Female/Non-binary/Other tables

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

<b>DECIDING ON THE BEST TREATMENT</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	78%	82%	*	*	*	64%	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	74%	78%	*	*	*	78%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	82%	*	*	*	76%	<b>81%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	54%	59%	*	*	*	65%	<b>56%</b>

<b>CARE PLANNING</b>							
	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	68%	71%	*	*	*	55%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	95%	*	*	*	88%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	99%	*	*	*	100%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	92%	*	*	*	83%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	77%	*	*	*	70%	<b>73%</b>
Q29. Patient was offered information about how to get financial help or benefits	63%	67%	*	*	*	56%	<b>64%</b>

## Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	80%	*	*	*	86%	<b>78%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	70%	*	*	*	82%	<b>69%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	72%	*	*	*	68%	<b>72%</b>
Q34. Patient was always able to get help from ward staff when needed	73%	79%	*	*	*	70%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	64%	*	*	*	64%	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	81%	89%	*	*	*	76%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	87%	92%	*	*	*	83%	<b>89%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	93%	*	*	*	73%	<b>90%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	78%	*	*	*	79%	<b>74%</b>

	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	90%	*	*	*	75%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	81%	91%	*	*	*	90%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	85%	*	*	*	88%	<b>86%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	83%	*	*	*	80%	<b>77%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	75%	90%	*	*	*	*	<b>81%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	86%	*	*	*	69%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	77%	85%	*	*	*	86%	<b>80%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	84%	*	*	*	93%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	69%	78%	*	*	*	*	<b>72%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	71%	85%	*	*	*	*	<b>77%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	66%	74%	*	*	*	70%	<b>70%</b>

## Male/Female/Non-binary/Other tables

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

<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	74%	*	*	*	71%	<b>72%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	68%	*	*	*	53%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	85%	*	*	*	80%	<b>82%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	62%	*	*	*	56%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	54%	*	*	*	47%	<b>51%</b>

<b>SUPPORT WHILE AT HOME</b>							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	65%	*	*	*	67%	<b>61%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	45%	*	*	*	48%	<b>45%</b>

<b>CARE FROM YOUR GP PRACTICE</b>							
	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	44%	48%	*	*	*	42%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	24%	26%	*	*	*	19%	<b>24%</b>

<b>LIVING WITH AND BEYOND CANCER</b>							
	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	23%	30%	*	*	*	36%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	79%	*	*	*	67%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	58%	64%	*	*	*	64%	<b>60%</b>

## Male/Female/Non-binary/Other tables

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

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q56. The whole care team worked well together	91%	93%	*	*	*	91%	<b>92%</b>
Q57. Administration of care was very good or good	87%	87%	*	*	*	84%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	54%	59%	*	*	*	54%	<b>56%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	*	*	*	9.1	<b>8.8</b>

## Ethnicity tables

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

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	61%	67%	49%	68%	63%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	59%	59%	51%	53%	58%	<b>61%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	91%	85%	90%	86%	92%	90%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	75%	76%	81%	81%	79%	<b>80%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	75%	76%	78%	89%	67%	76%	<b>77%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	69%	70%	65%	77%	72%	<b>73%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	85%	93%	91%	85%	93%	<b>93%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	75%	65%	83%	73%	89%	82%	<b>77%</b>
Q13. Patient was definitely told sensitively that they had cancer	73%	64%	73%	76%	75%	70%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	82%	74%	67%	78%	72%	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	87%	86%	92%	87%	89%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	82%	86%	83%	82%	74%	81%	<b>82%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	91%	86%	92%	91%	83%	86%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	79%	80%	80%	74%	80%	74%	<b>79%</b>
Q19. Patient found advice from main contact person was very or quite helpful	93%	97%	97%	92%	96%	93%	<b>94%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	80%	75%	78%	73%	78%	81%	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	70%	75%	65%	72%	77%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	74%	83%	78%	73%	75%	<b>81%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	61%	56%	44%	85%	62%	<b>56%</b>



## 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	70%	73%	66%	64%	69%	70%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	92%	93%	91%	95%	96%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	95%	99%	98%	94%	100%	<b>99%</b>

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	88%	92%	89%	93%	86%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	70%	78%	67%	70%	75%	<b>73%</b>
Q29. Patient was offered information about how to get financial help or benefits	66%	75%	62%	65%	69%	55%	<b>64%</b>

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	77%	71%	88%	67%	63%	80%	<b>78%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	50%	78%	71%	41%	75%	<b>69%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	62%	82%	58%	53%	80%	<b>72%</b>
Q34. Patient was always able to get help from ward staff when needed	74%	60%	84%	70%	71%	79%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	53%	69%	55%	50%	65%	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	86%	78%	90%	71%	63%	81%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	89%	67%	94%	83%	75%	92%	<b>89%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	90%	91%	92%	86%	89%	<b>90%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	68%	73%	71%	63%	75%	<b>74%</b>

## 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	89%	82%	88%	79%	94%	87%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	74%	83%	83%	84%	91%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	79%	83%	85%	92%	88%	<b>86%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	*	80%	84%	*	85%	<b>77%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	*	82%	80%	*	82%	<b>81%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	82%	82%	70%	88%	84%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	76%	83%	74%	79%	82%	<b>80%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	69%	81%	79%	92%	88%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	70%	*	73%	68%	*	89%	<b>72%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	75%	*	81%	93%	*	87%	<b>77%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	70%	71%	72%	71%	61%	65%	<b>70%</b>

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	71%	79%	76%	70%	72%	73%	<b>72%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	57%	65%	68%	70%	65%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	76%	84%	77%	78%	78%	<b>82%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	61%	59%	60%	60%	65%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	62%	51%	51%	60%	50%	<b>51%</b>

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	60%	61%	63%	47%	70%	68%	<b>61%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	56%	51%	40%	16%	38%	<b>45%</b>

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	43%	48%	52%	44%	59%	45%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	22%	36%	30%	26%	25%	28%	<b>24%</b>

## Ethnicity tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	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	27%	38%	32%	16%	8%	20%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	77%	63%	81%	63%	72%	68%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	51%	57%	59%	67%	63%	<b>60%</b>

<b>YOUR OVERALL NHS CARE</b>	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	92%	87%	94%	92%	84%	90%	<b>92%</b>
Q57. Administration of care was very good or good	86%	84%	91%	87%	85%	84%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	54%	43%	61%	67%	69%	54%	<b>56%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.4	8.7	8.5	8.4	8.6	<b>8.8</b>

## IMD quintile tables

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

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>						
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	60%	68%	72%	75%	76%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	57%	60%	64%	72%	<b>61%</b>

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>DIAGNOSTIC TESTS</b>						
Q5. Patient received all the information needed about the diagnostic test in advance	90%	89%	91%	90%	91%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	75%	81%	79%	79%	83%	<b>80%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	81%	74%	73%	74%	<b>77%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	65%	75%	76%	68%	73%	<b>73%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	88%	95%	93%	93%	90%	<b>93%</b>

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>FINDING OUT THAT YOU HAD CANCER</b>						
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	74%	81%	78%	73%	78%	<b>77%</b>
Q13. Patient was definitely told sensitively that they had cancer	65%	74%	75%	70%	75%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	70%	76%	75%	71%	78%	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	88%	85%	86%	84%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	83%	83%	82%	79%	85%	<b>82%</b>

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>						
Q17. Patient had a main point of contact within the care team	92%	91%	89%	91%	92%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	77%	76%	78%	81%	85%	<b>79%</b>
Q19. Patient found advice from main contact person was very or quite helpful	90%	94%	92%	94%	97%	<b>94%</b>

## IMD quintile tables

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

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>DECIDING ON THE BEST TREATMENT</b>						
Q20. Treatment options were explained in a way the patient could completely understand	75%	82%	79%	76%	83%	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	74%	78%	76%	72%	80%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	82%	79%	80%	87%	<b>81%</b>
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	51%	60%	57%	54%	53%	<b>56%</b>

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>CARE PLANNING</b>						
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	67%	72%	69%	65%	68%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	90%	93%	92%	96%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	99%	99%	99%	99%	<b>99%</b>

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>SUPPORT FROM HOSPITAL STAFF</b>						
Q27. Staff provided the patient with relevant information on available support	92%	91%	89%	88%	90%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	73%	73%	68%	75%	<b>73%</b>
Q29. Patient was offered information about how to get financial help or benefits	63%	65%	62%	61%	74%	<b>64%</b>

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>HOSPITAL CARE</b>						
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	74%	80%	76%	79%	78%	<b>78%</b>
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%	70%	70%	68%	64%	<b>69%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	75%	71%	66%	74%	<b>72%</b>
Q34. Patient was always able to get help from ward staff when needed	74%	79%	73%	76%	74%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	64%	61%	64%	60%	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	75%	84%	85%	85%	91%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	81%	88%	90%	89%	94%	<b>89%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	91%	91%	89%	89%	<b>90%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	76%	71%	73%	77%	<b>74%</b>

## 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	89%	91%	88%	88%	82%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	88%	81%	87%	81%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	95%	85%	83%	86%	84%	<b>86%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	87%	75%	81%	72%	68%	<b>77%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	74%	79%	81%	83%	85%	<b>81%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	78%	87%	85%	84%	78%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	84%	81%	79%	83%	75%	<b>80%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	95%	82%	83%	82%	76%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	87%	71%	71%	66%	76%	<b>72%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	77%	82%	73%	78%	71%	<b>77%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	67%	72%	68%	69%	<b>70%</b>

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	75%	76%	71%	68%	73%	<b>72%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	70%	71%	62%	64%	63%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	83%	82%	79%	85%	<b>82%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	61%	61%	57%	56%	56%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	53%	51%	49%	46%	<b>51%</b>

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	56%	65%	55%	63%	62%	<b>61%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	40%	45%	47%	46%	42%	<b>45%</b>

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	44%	47%	43%	49%	40%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	24%	27%	24%	24%	20%	<b>24%</b>

## IMD quintile tables

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

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>LIVING WITH AND BEYOND CANCER</b>						
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	20%	26%	25%	28%	35%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	76%	74%	76%	79%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	66%	58%	56%	60%	<b>60%</b>

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
<b>YOUR OVERALL NHS CARE</b>						
Q56. The whole care team worked well together	91%	91%	92%	91%	93%	<b>92%</b>
Q57. Administration of care was very good or good	85%	91%	84%	84%	88%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	52%	60%	54%	54%	56%	<b>56%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.8	8.7	8.8	9.1	<b>8.8</b>

## Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	67%	73%	82%	70%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	65%	63%	61%

	Long-term condition status			
	Yes	No	Not given	All
<b>DIAGNOSTIC TESTS</b>				
Q5. Patient received all the information needed about the diagnostic test in advance	88%	93%	89%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	83%	79%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	74%	76%	77%
Q8. Diagnostic test results were explained in a way the patient could completely understand	71%	76%	65%	73%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	93%	92%	93%

	Long-term condition status			
	Yes	No	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	79%	80%	77%
Q13. Patient was definitely told sensitively that they had cancer	71%	75%	74%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	77%	69%	74%
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	85%	89%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	79%	87%	83%	82%

	Long-term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>				
Q17. Patient had a main point of contact within the care team	89%	93%	88%	91%
Q18. Patient found it very or quite easy to contact their main contact person	76%	82%	77%	79%
Q19. Patient found advice from main contact person was very or quite helpful	93%	94%	94%	94%

	Long-term condition status			
	Yes	No	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>				
Q20. Treatment options were explained in a way the patient could completely understand	79%	81%	72%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	77%	78%	76%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	82%	80%	81%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	62%	59%	56%



## Long-term condition status tables

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

<b>CARE PLANNING</b>	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	72%	63%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	89%	96%	92%	<b>92%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	98%	98%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	94%	83%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	75%	73%	<b>73%</b>
Q29. Patient was offered information about how to get financial help or benefits	60%	72%	62%	<b>64%</b>

<b>HOSPITAL CARE</b>	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%	81%	83%	<b>78%</b>
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%	77%	71%	<b>69%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	78%	78%	<b>72%</b>
Q34. Patient was always able to get help from ward staff when needed	73%	80%	74%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	71%	62%	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	82%	89%	79%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	86%	93%	88%	<b>89%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	93%	79%	<b>90%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	71%	79%	78%	<b>74%</b>

## Long-term condition status tables

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

<b>YOUR TREATMENT</b>	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	89%	83%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	86%	91%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	88%	83%	<b>86%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	78%	75%	75%	<b>77%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	80%	82%	75%	<b>81%</b>
Q42_1. Patient completely had enough understandable information about their response to surgery	83%	86%	77%	<b>84%</b>
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	81%	83%	<b>80%</b>
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	81%	86%	89%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	70%	74%	80%	<b>72%</b>
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	79%	75%	60%	<b>77%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	70%	69%	69%	<b>70%</b>

<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	71%	75%	72%	<b>72%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	63%	71%	63%	<b>66%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	86%	74%	<b>82%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	61%	65%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	48%	56%	55%	<b>51%</b>

<b>SUPPORT WHILE AT HOME</b>	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	60%	61%	64%	<b>61%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	49%	47%	<b>45%</b>

<b>CARE FROM YOUR GP PRACTICE</b>	Long-term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	41%	53%	44%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	25%	25%	21%	<b>24%</b>

## Long-term condition status tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	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	22%	34%	30%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	82%	69%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	61%	59%	61%	<b>60%</b>

<b>YOUR OVERALL NHS CARE</b>	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	91%	93%	89%	<b>92%</b>
Q57. Administration of care was very good or good	85%	91%	83%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	55%	57%	54%	<b>56%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.9	8.8	<b>8.8</b>

## Year on year charts

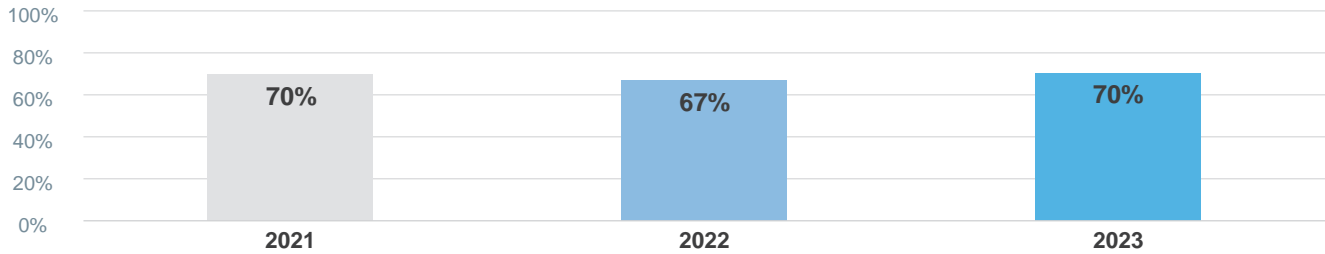
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

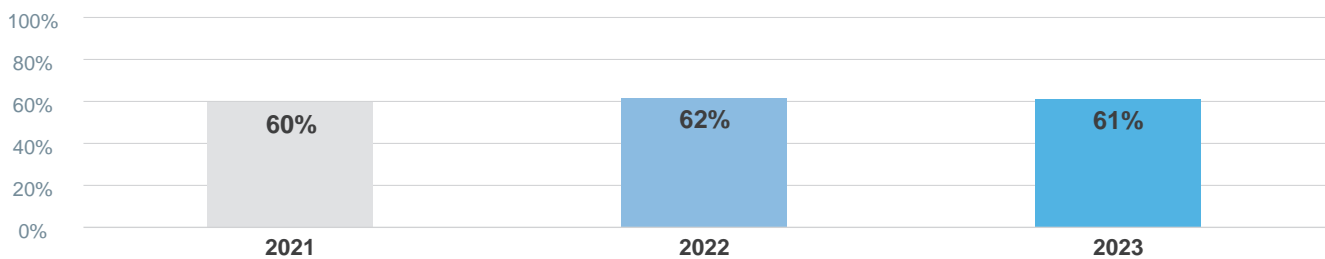
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

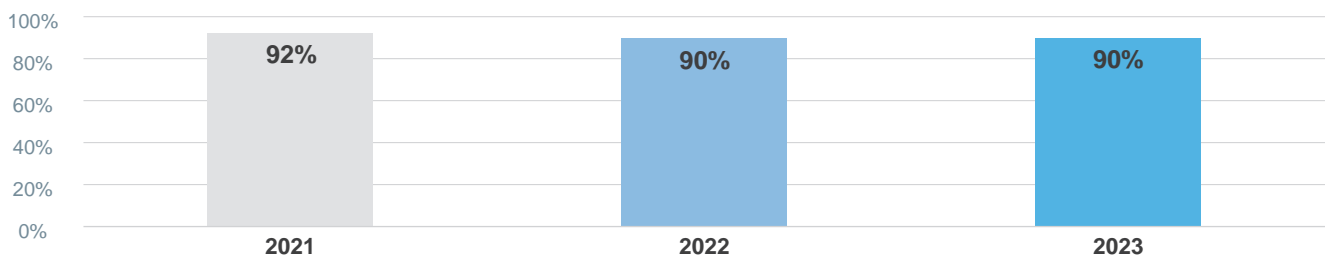


Q3. Referral for diagnosis was explained in a way the patient could completely understand

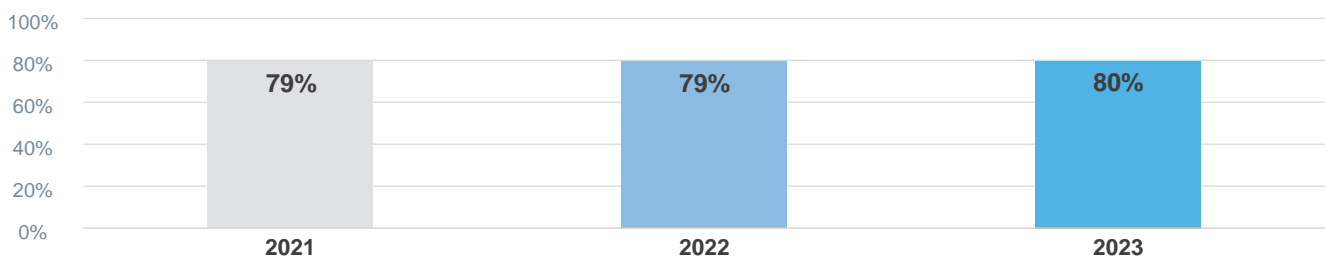


### DIAGNOSTIC TESTS

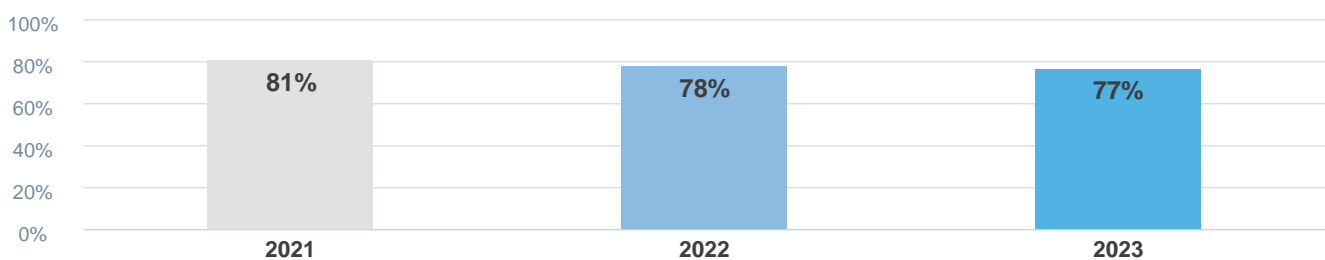
Q5. Patient received all the information needed about the diagnostic test in advance



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



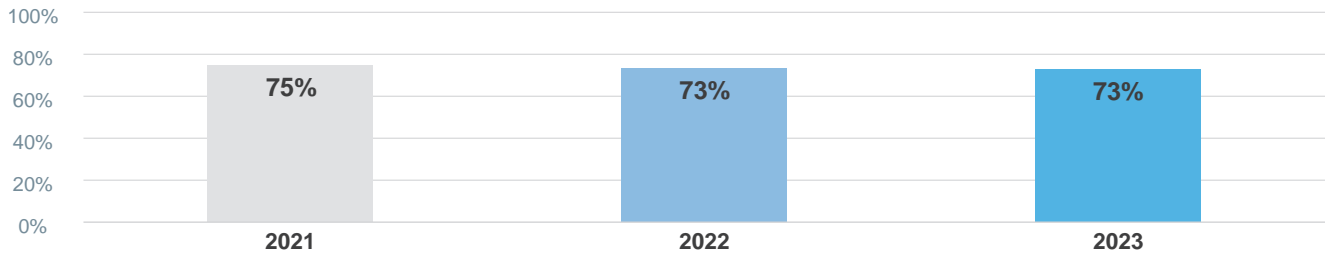
## Year on year charts

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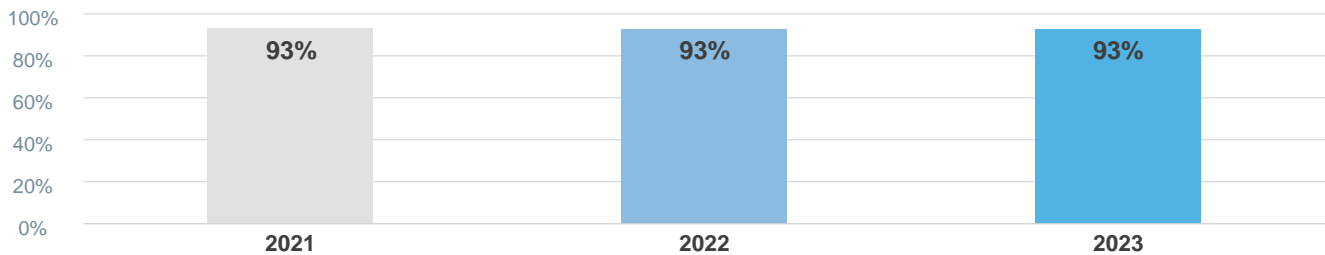
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

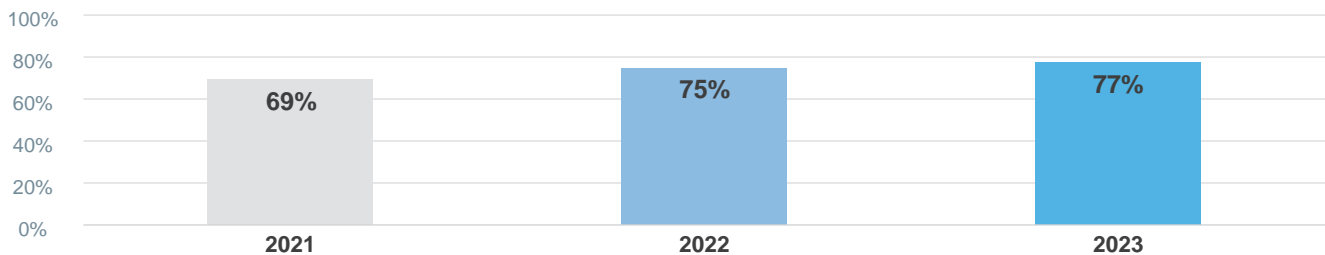


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

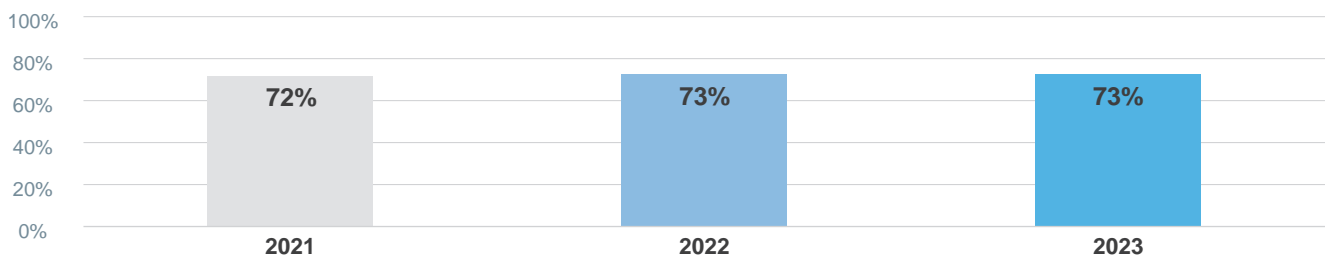


### FINDING OUT THAT YOU HAD CANCER

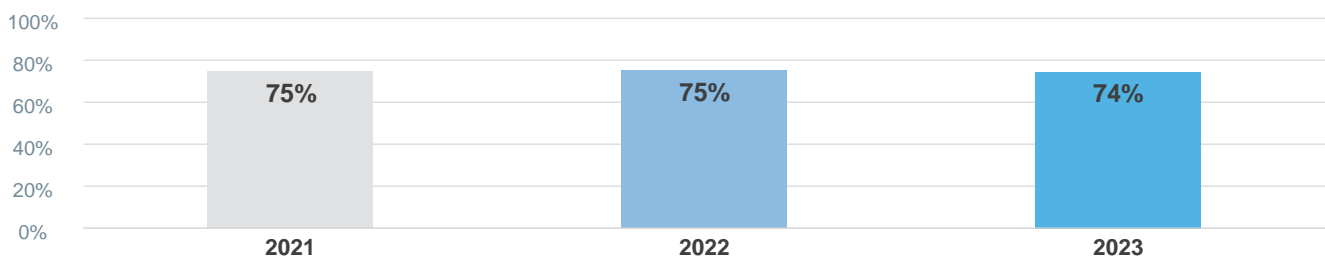
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



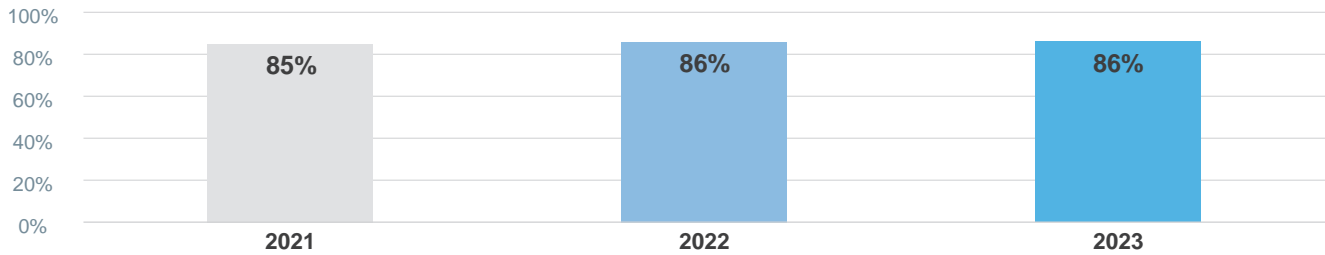
## Year on year charts

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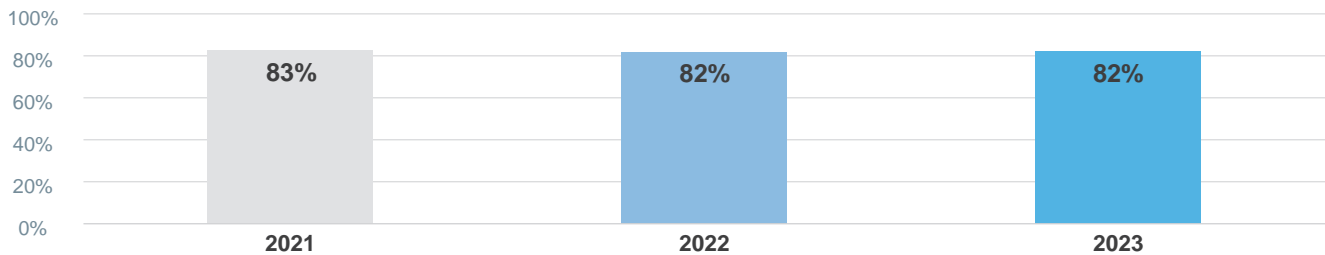
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

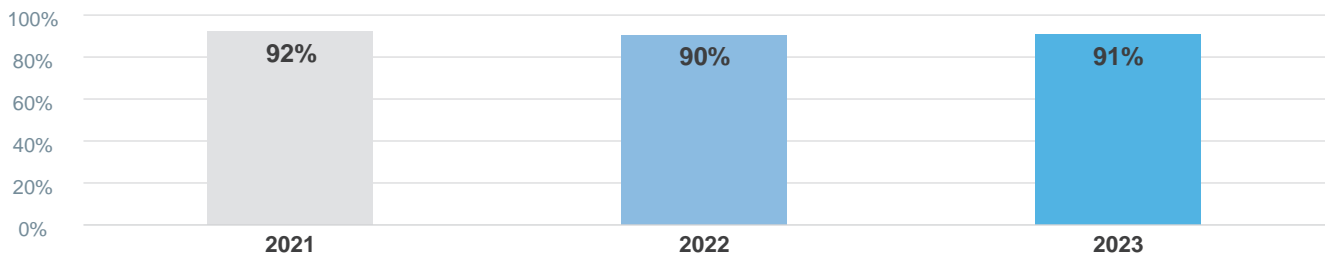


Q16. Patient was told they could go back later for more information about their diagnosis

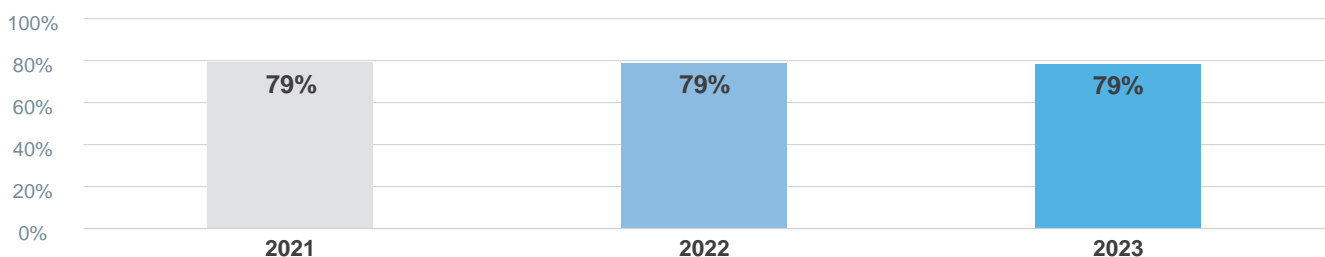


### SUPPORT FROM A MAIN CONTACT PERSON

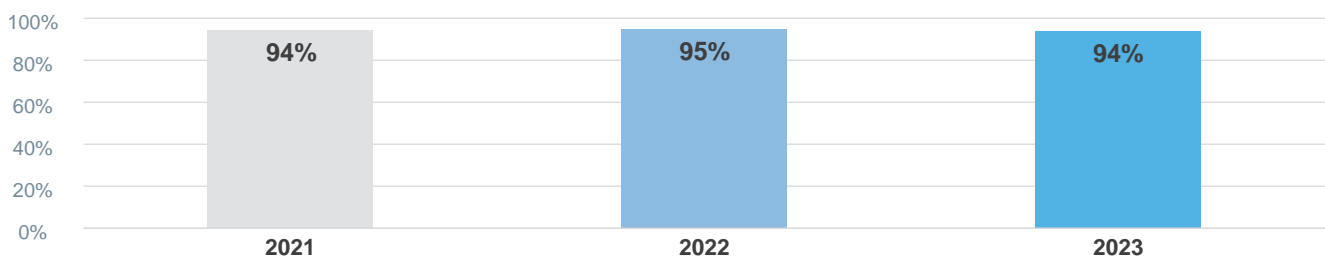
Q17. Patient had a main point of contact within the care team



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



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



## Year on year charts

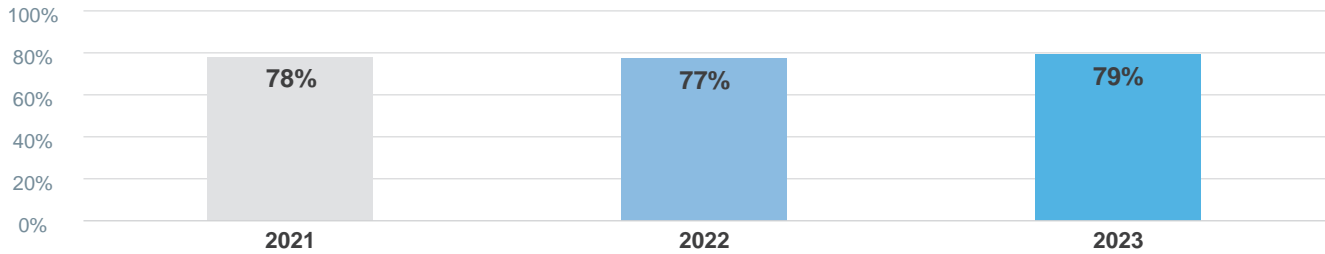
\* Indicates where a score is not available due to suppression or a low base size.

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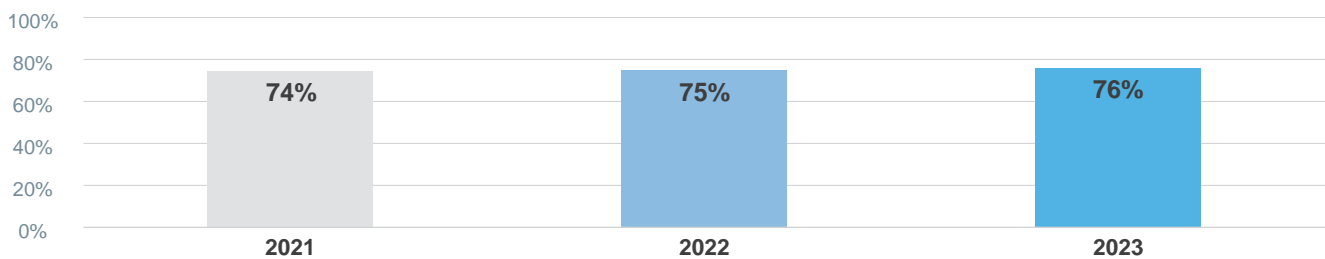
The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

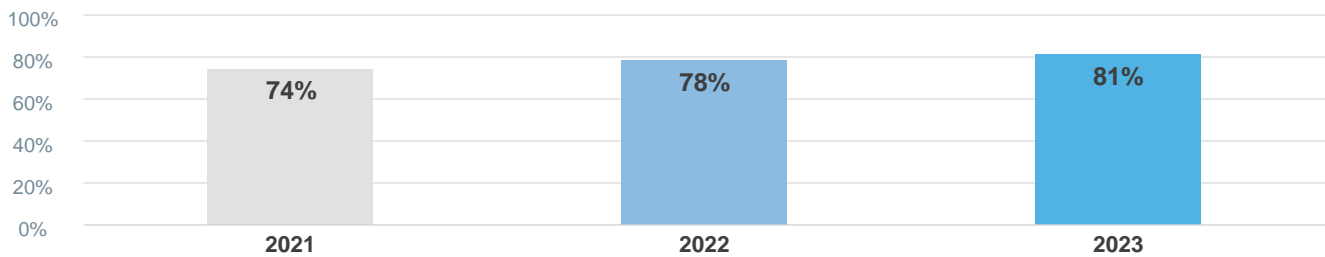
Q20. Treatment options were explained in a way the patient could completely understand



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

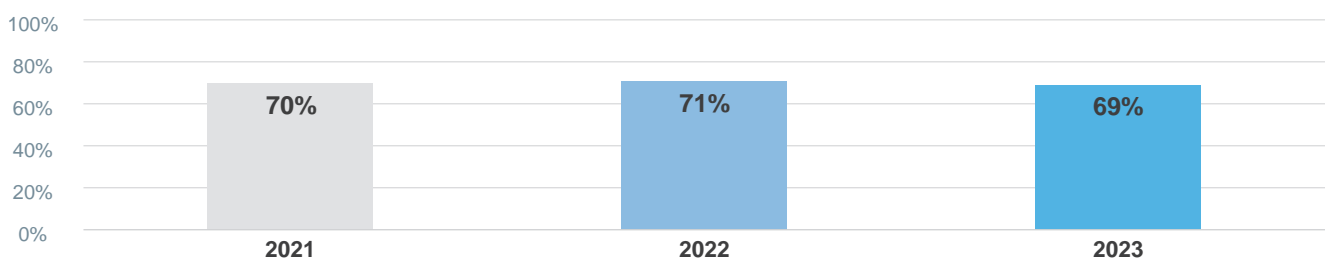


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



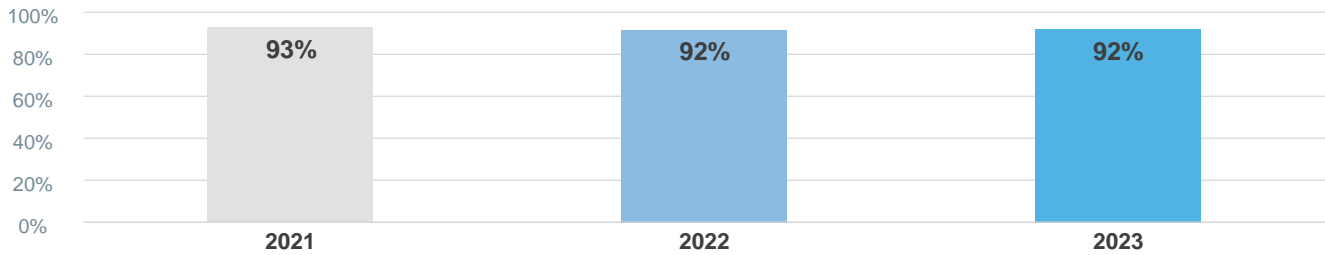
## Year on year charts

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

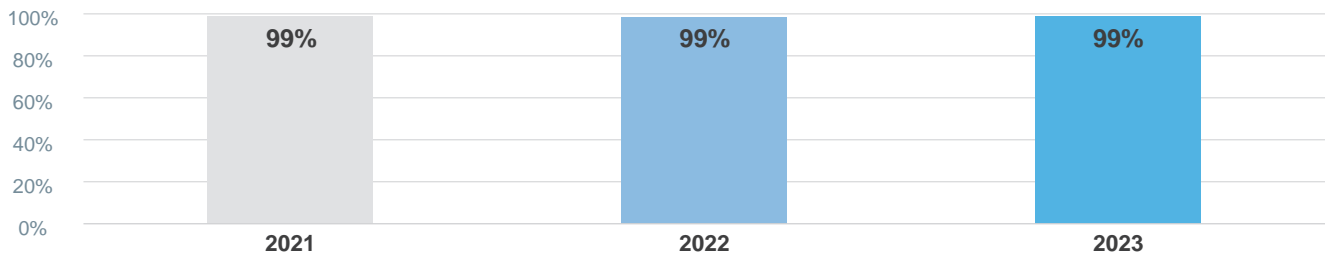
\*\* No score available for these years.

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

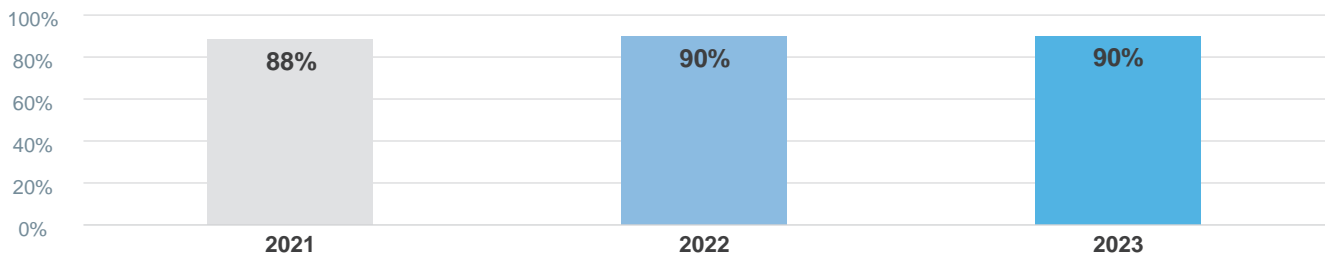


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

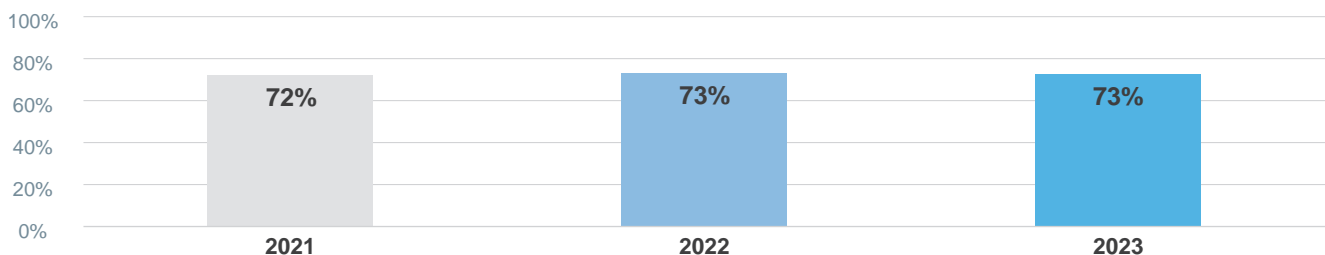


### SUPPORT FROM HOSPITAL STAFF

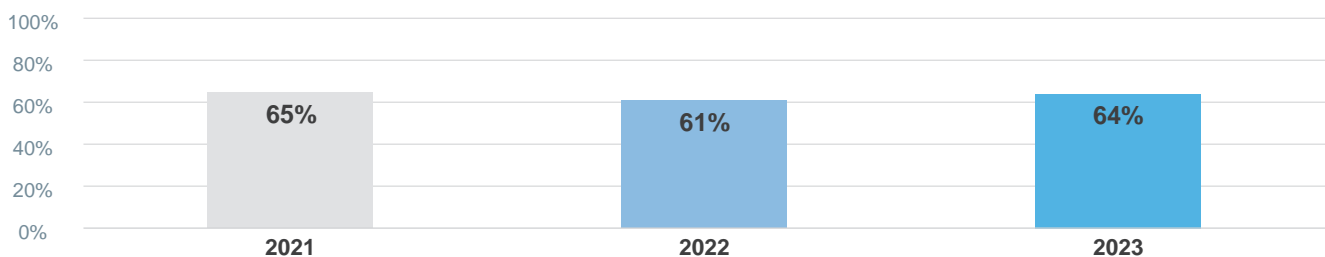
Q27. Staff provided the patient with relevant information on available support



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

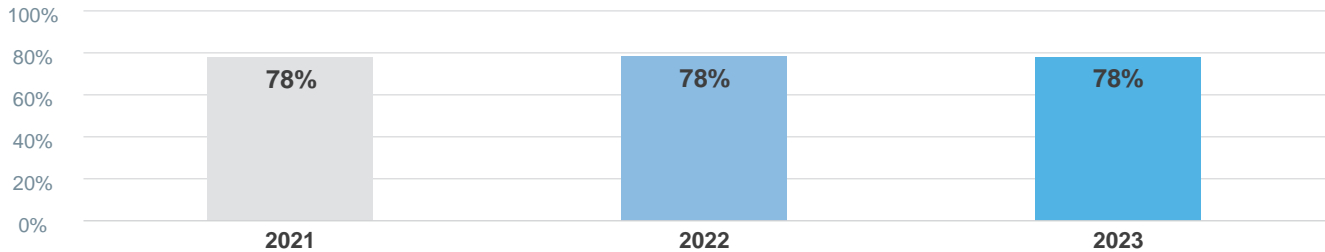
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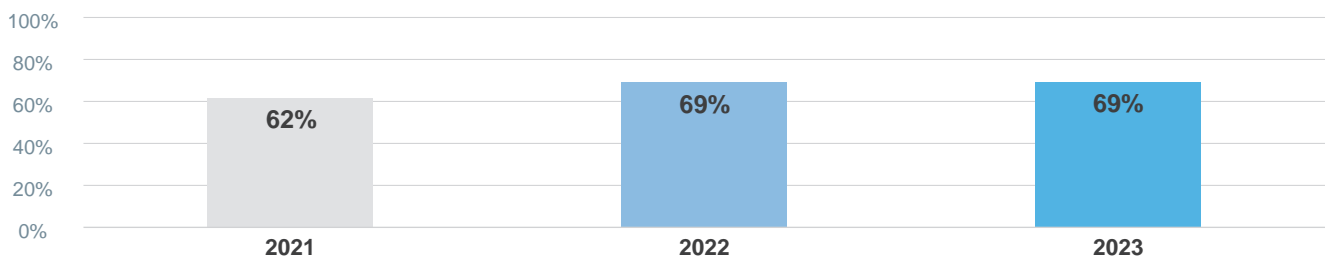
The scores are unadjusted and based on England scores only.

### HOSPITAL CARE

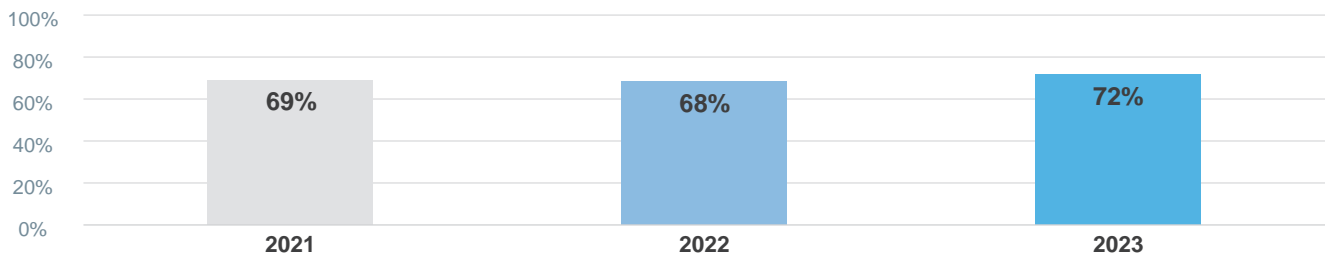
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



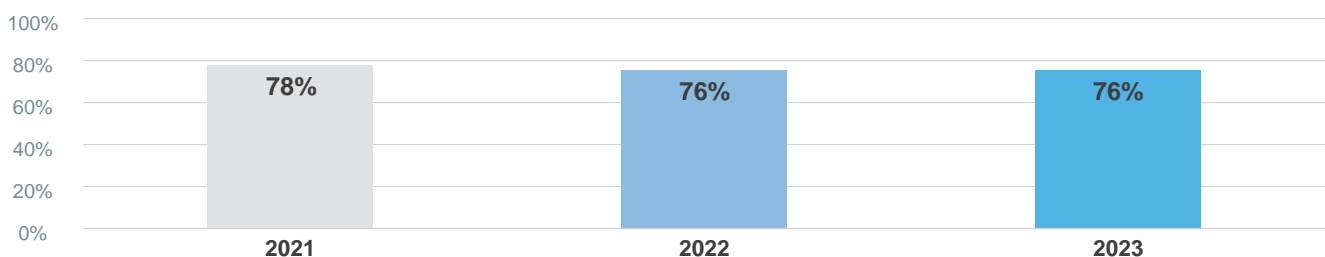
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



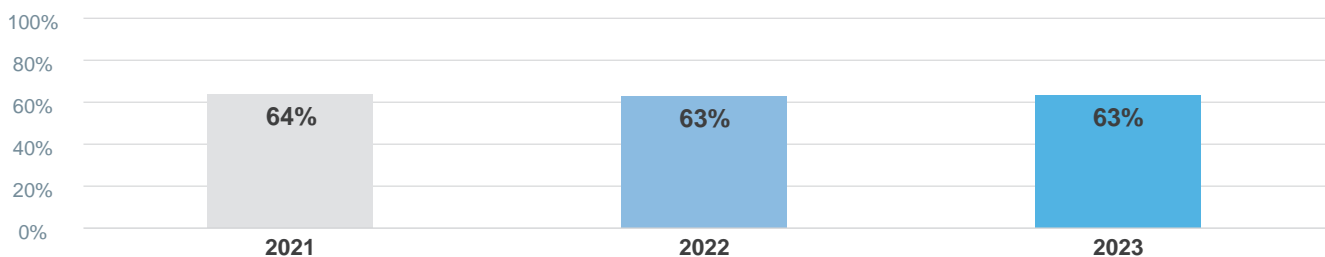
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



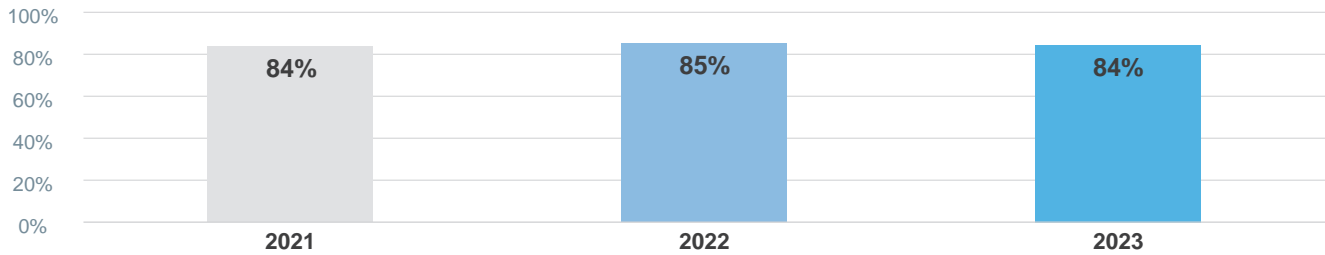
## Year on year charts

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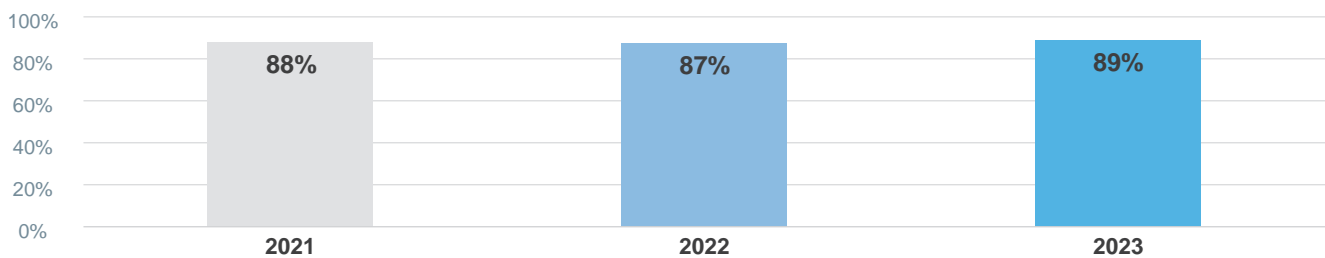
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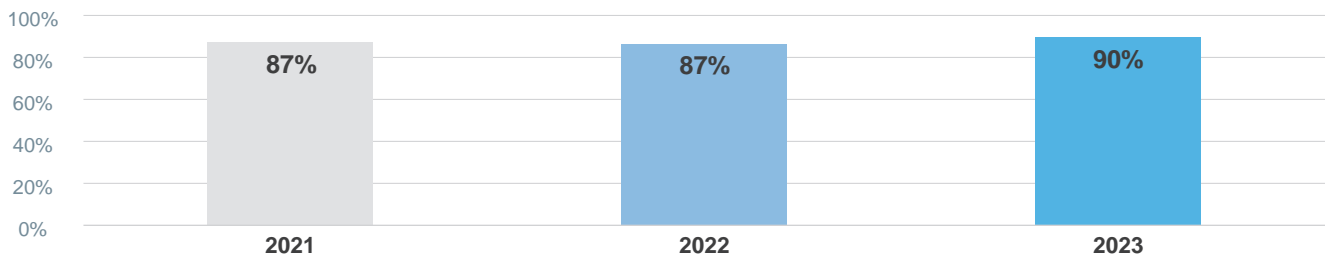
Q36. Hospital staff always did everything they could to help the patient control pain



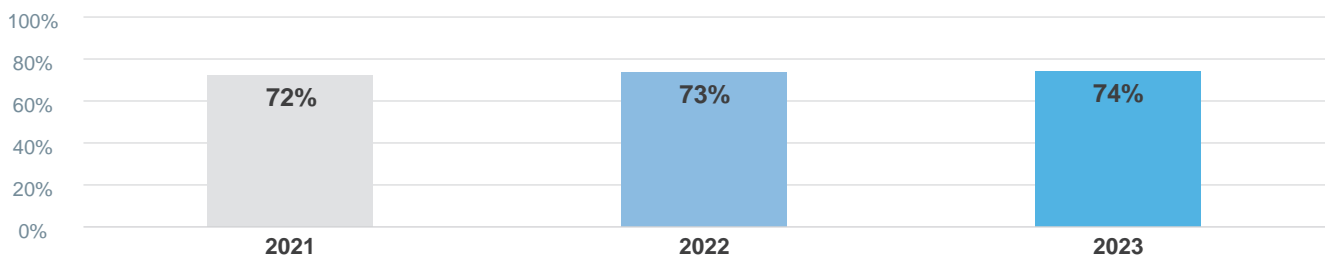
Q37. Patient was always treated with respect and dignity while in hospital



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

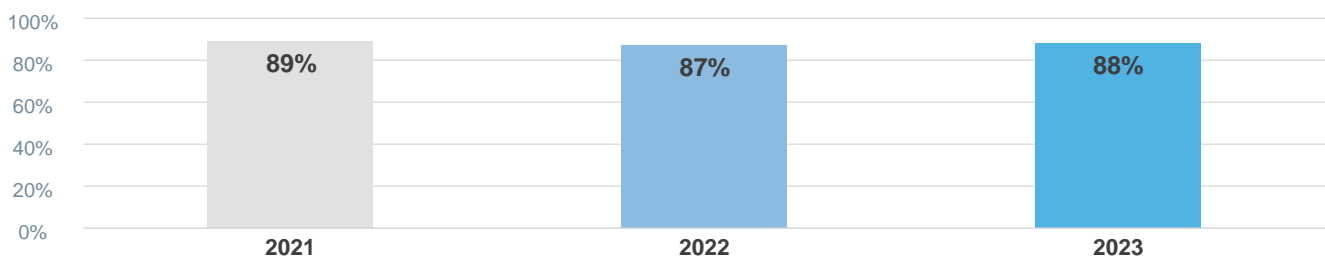


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



## YOUR TREATMENT

Q41\_1. Beforehand patient completely had enough understandable information about surgery



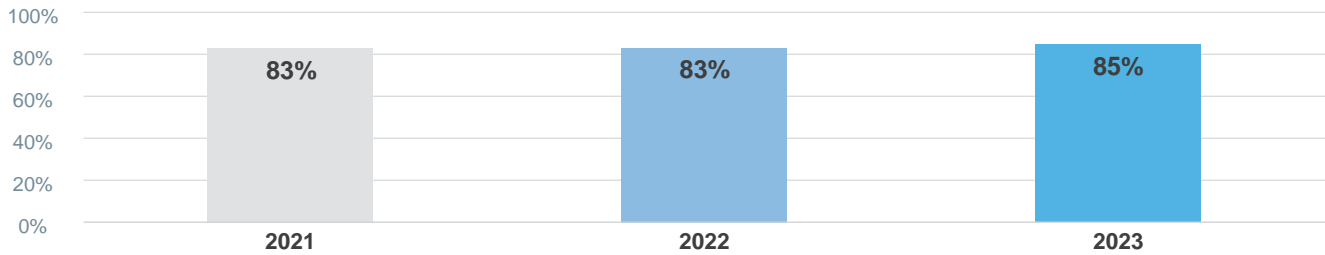
## Year on year charts

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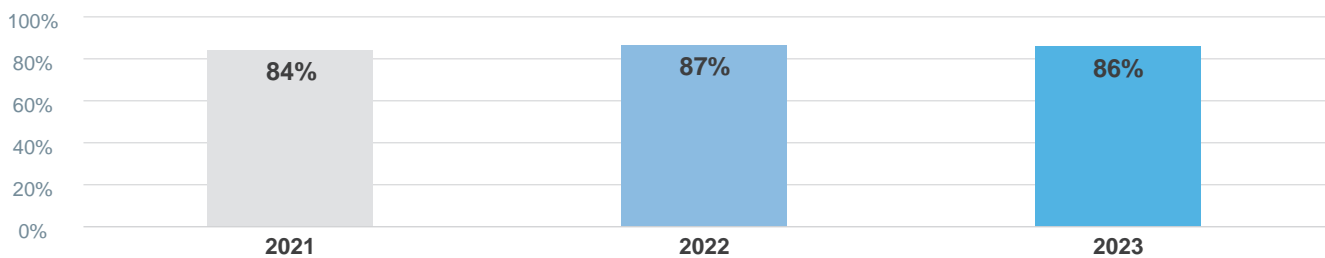
\*\* No score available for these years.

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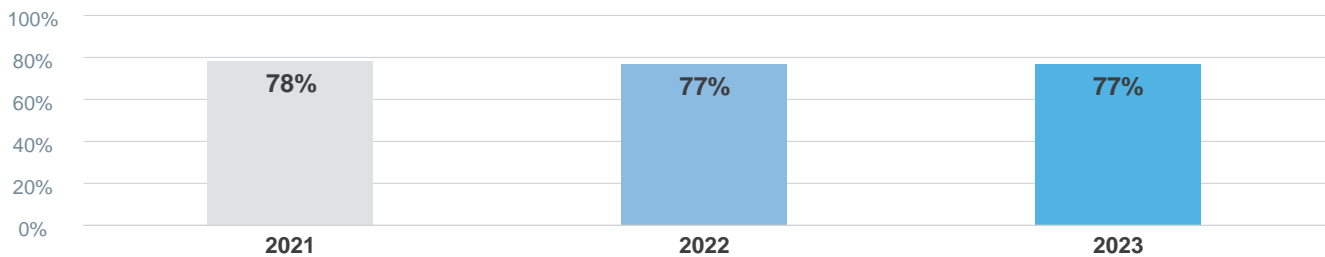
Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



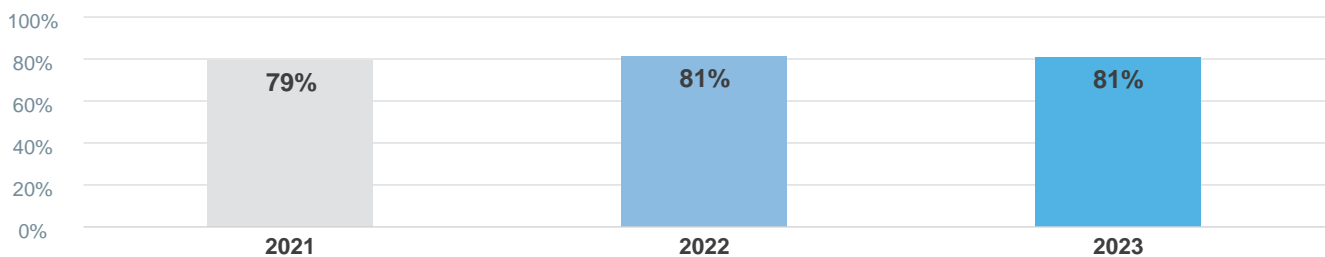
Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



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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\*\* No score available for these years.

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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



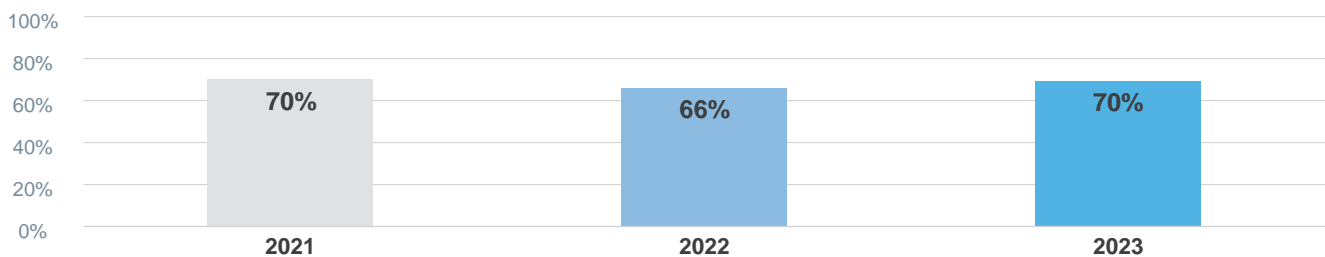
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



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

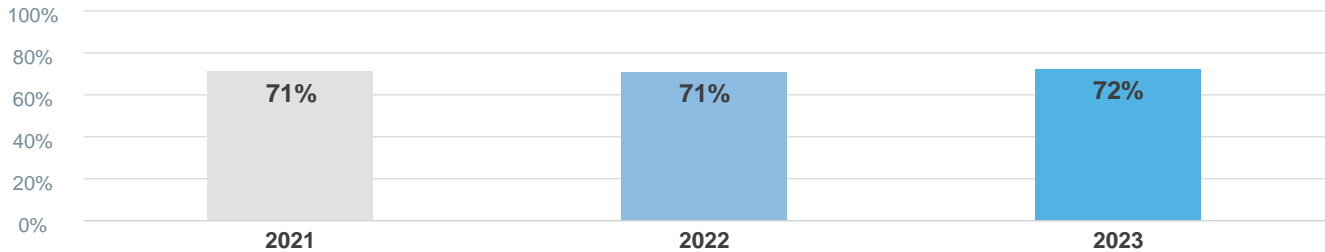
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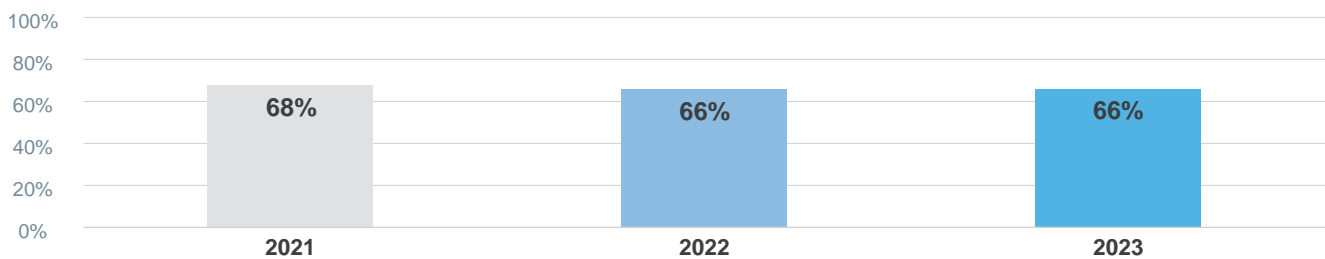
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG TERM SIDE EFFECTS

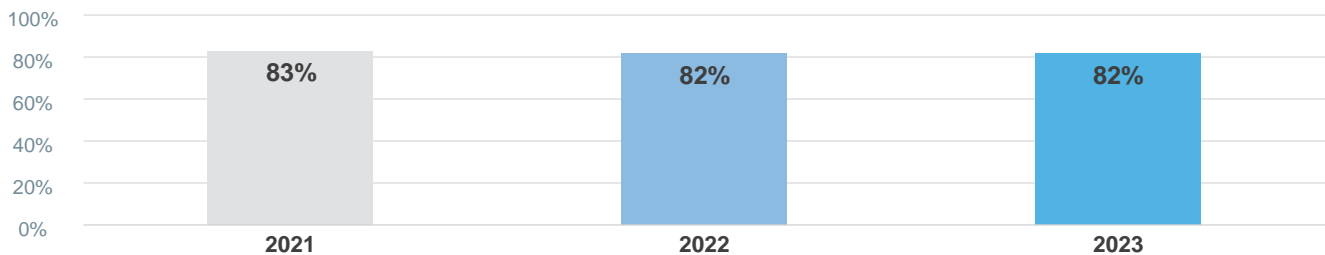
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



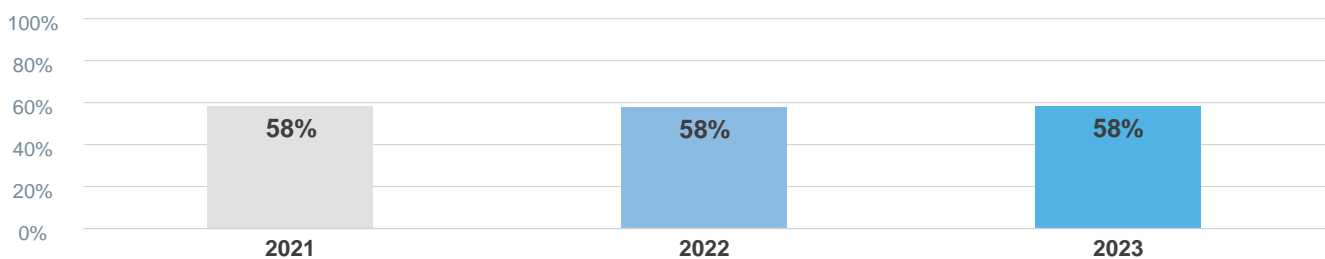
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



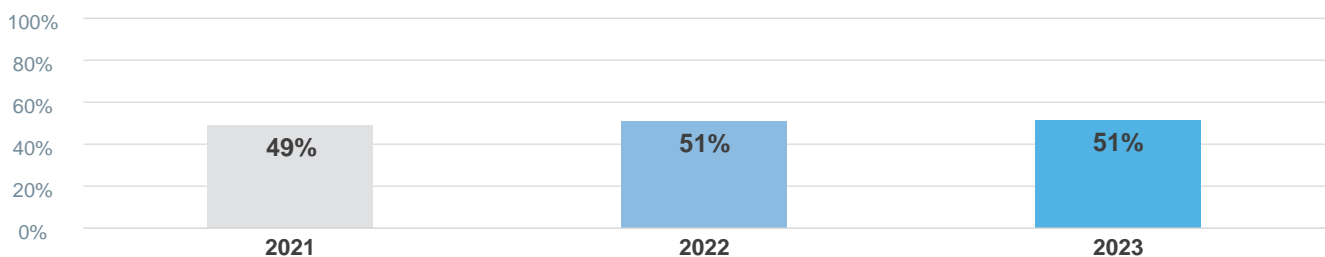
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



## Year on year charts

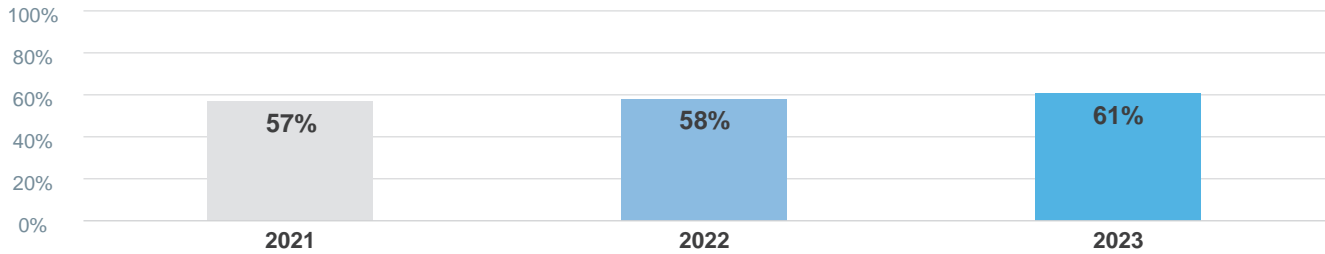
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

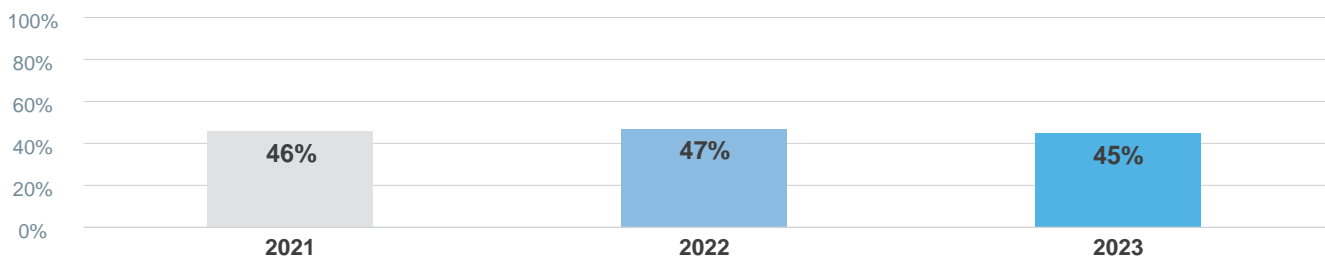
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

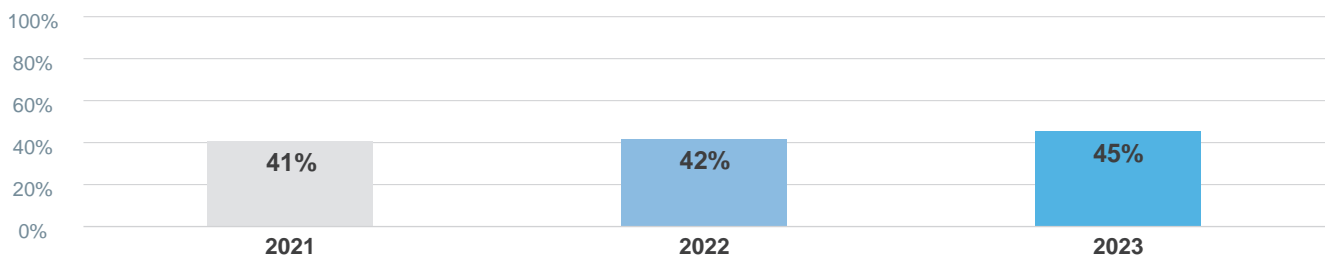


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

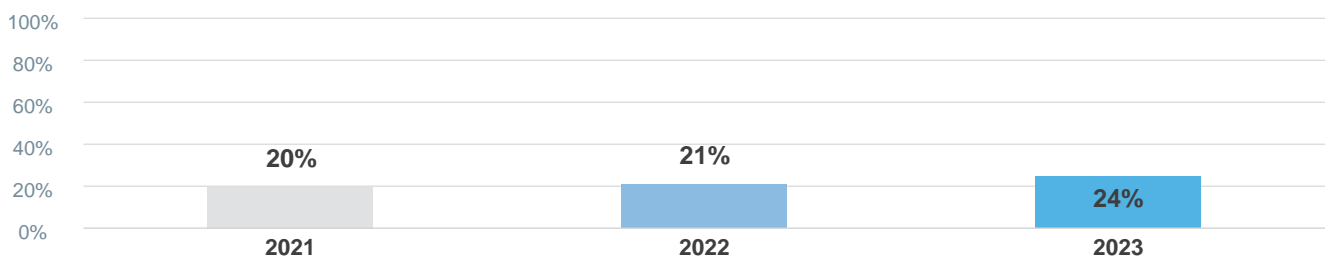


### CARE FROM YOUR GP PRACTICE

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

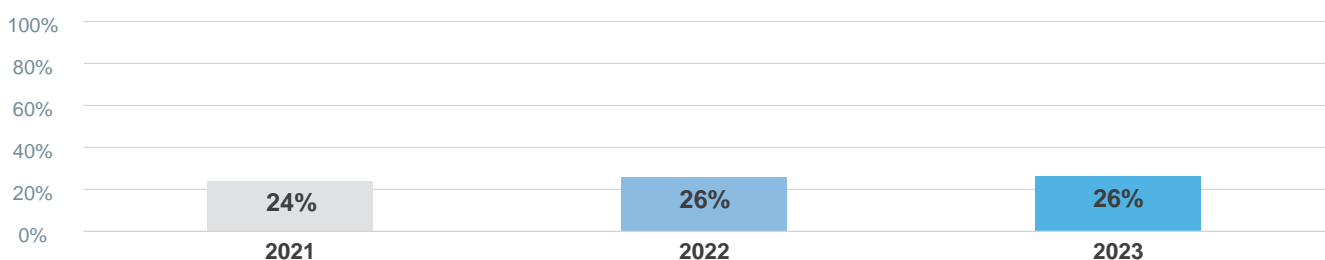


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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



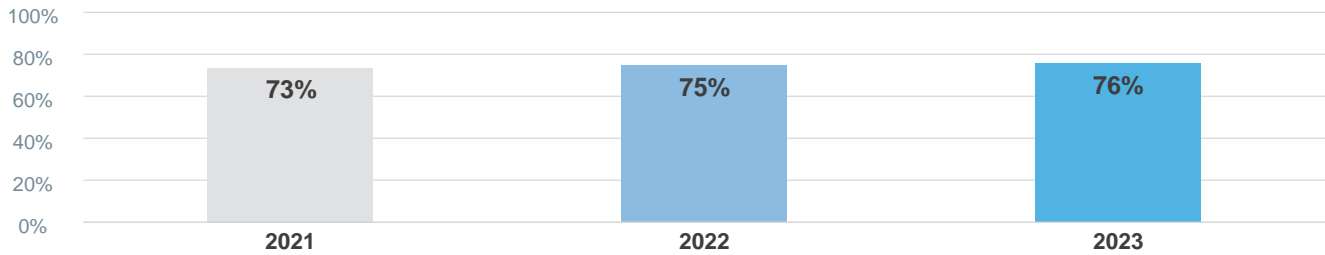
## Year on year charts

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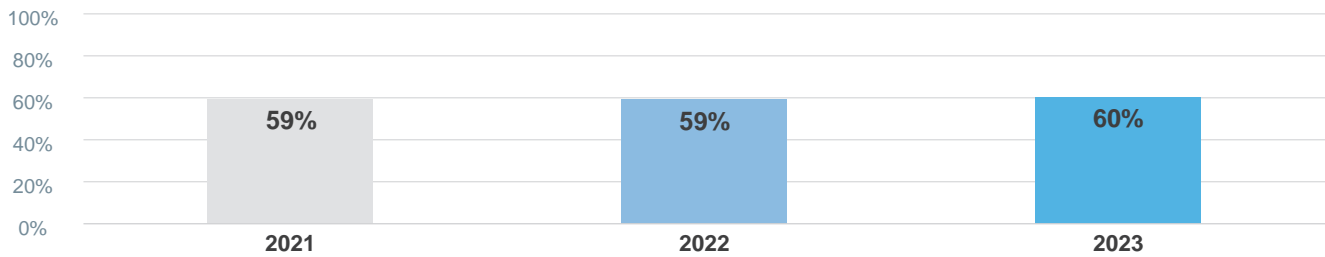
\*\* No score available for these years.

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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

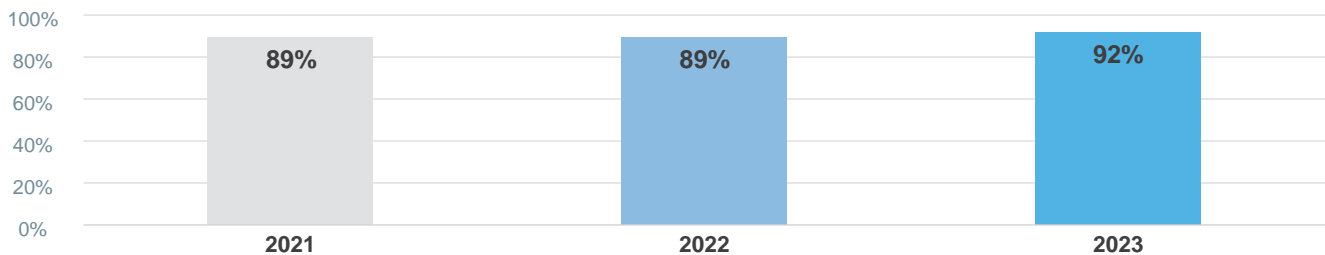


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

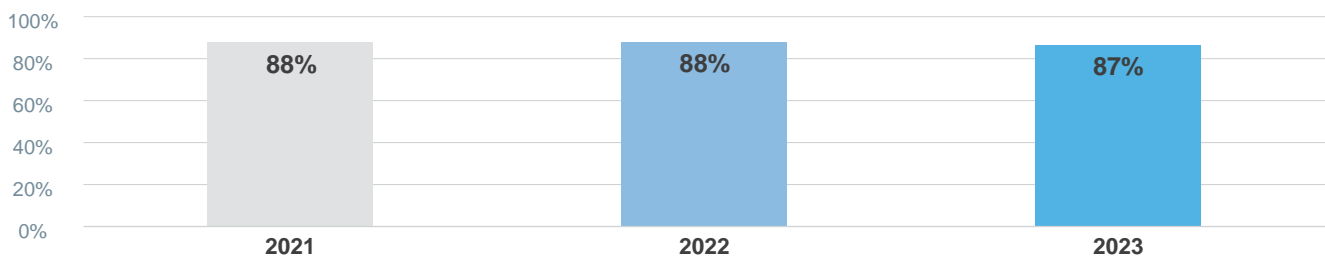


### YOUR OVERALL NHS CARE

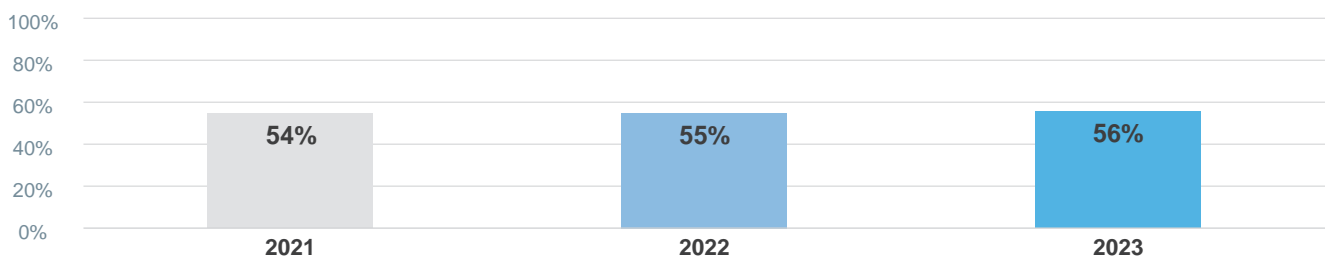
Q56. The whole care team worked well together



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

