

Cancer Patient Experience Survey

2023 Results

**NHS Surrey Heartlands 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	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	82%	75%	82%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	76%	81%	78%
Q37. Patient was always treated with respect and dignity while in hospital	91%	84%	90%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	92%	85%	91%	88%

Questions below expected range

	Case mix adjusted scores			England score
	2023 score	Lower expected range	Upper expected range	
Q29. Patient was offered information about how to get financial help or benefits	62%	64%	76%	70%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	56%	64%	60%

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 or via the OSR website.

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2023 questionnaire and survey guidance on the website at www.ncpes.co.uk. For all other outputs at ICB level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response rate

Overall response rate

1,169 patients responded out of a total of 2,127 patients, resulting in a response rate of 55%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	2,252	2,127	1,169	55%
National	129,231	121,121	63,438	52%

Respondents by survey type

	Number of respondents
Paper	891
Online	278
Phone	0
Translation service	0
Total	1,169

Respondents by tumour group

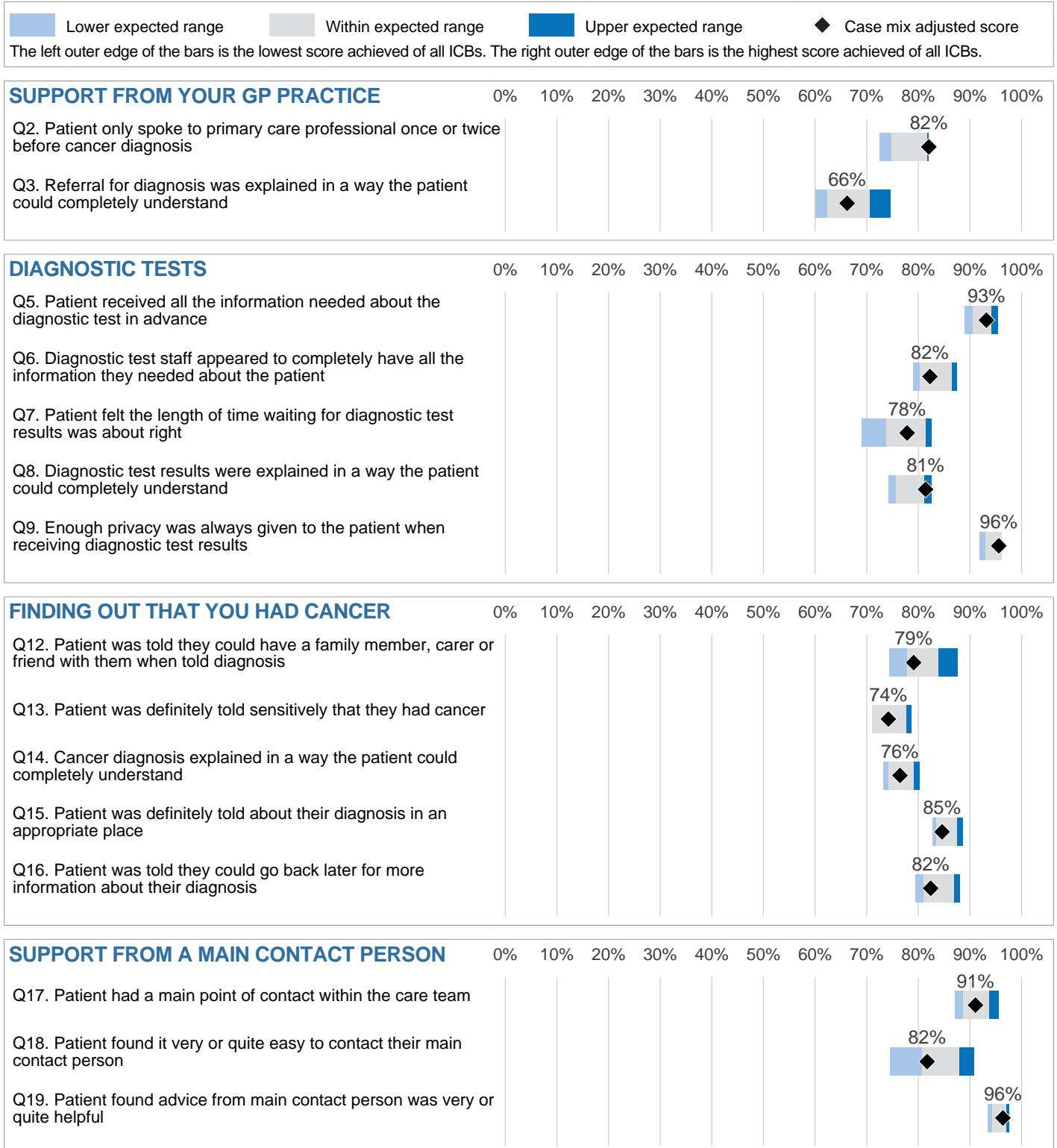
	Number of respondents
Brain / CNS	6
Breast	264
Colorectal / LGT	120
Gynaecological	36
Haematological	229
Head and neck	35
Lung	88
Prostate	113
Sarcoma	10
Skin	25
Upper gastro	34
Urological	106
Other	103
Total	1,169

Respondents by ethnicity

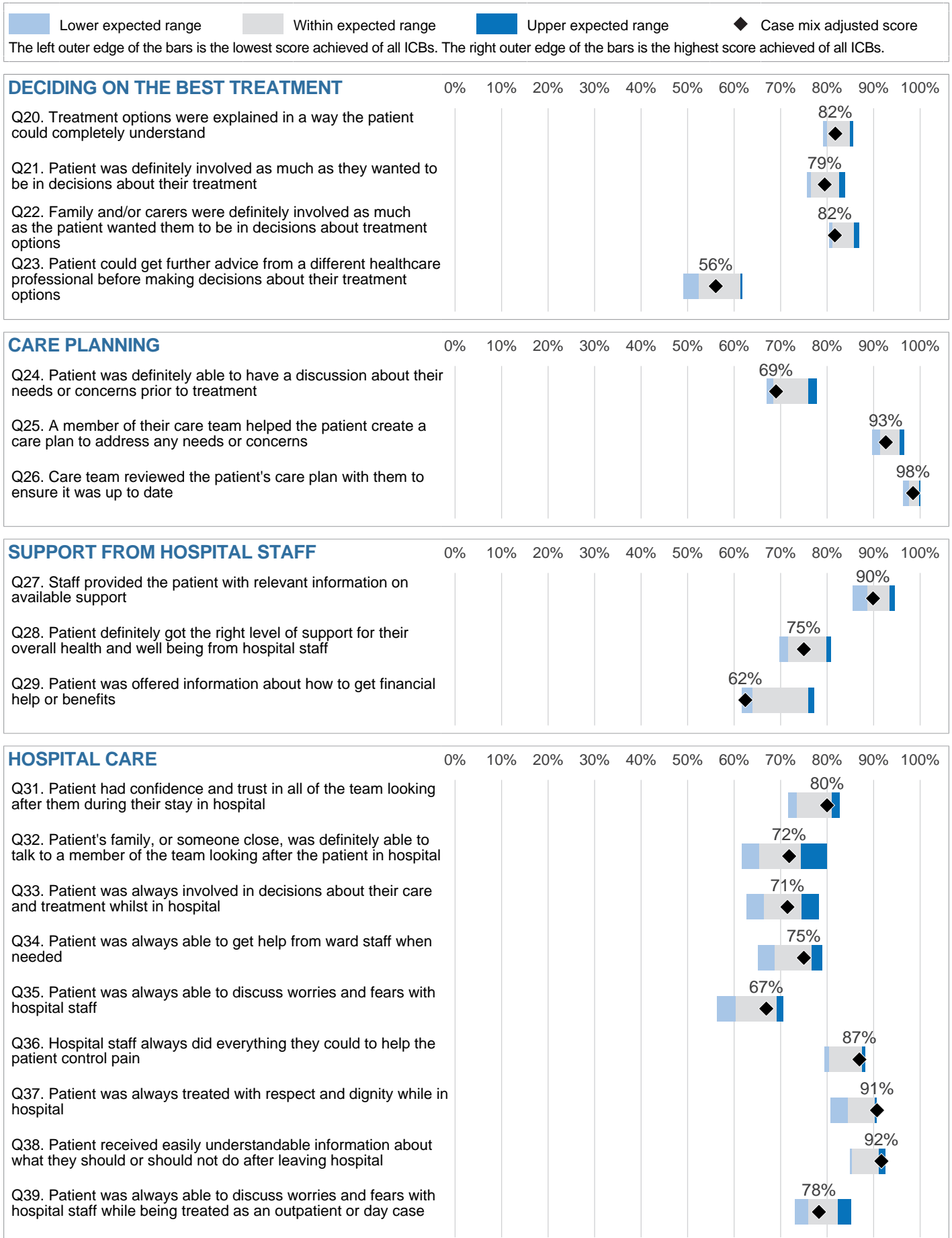
	Number of respondents
White	
English / Welsh / Scottish / Northern Irish / British	967
Irish	13
Gypsy or Irish Traveller	*
Roma	*
Any other White background	45
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	6
Asian or Asian British	
Indian	11
Pakistani	*
Bangladeshi	*
Chinese	7
Any other Asian background	6
Black / African / Caribbean / Black British	
African	9
Caribbean	*
Any other Black / African / Caribbean background	*
Other Ethnicity	
Arab	*
Any other ethnic group	*
Not given	
Not given	86
Total	1,169

* indicates the count is not shown due to suppression

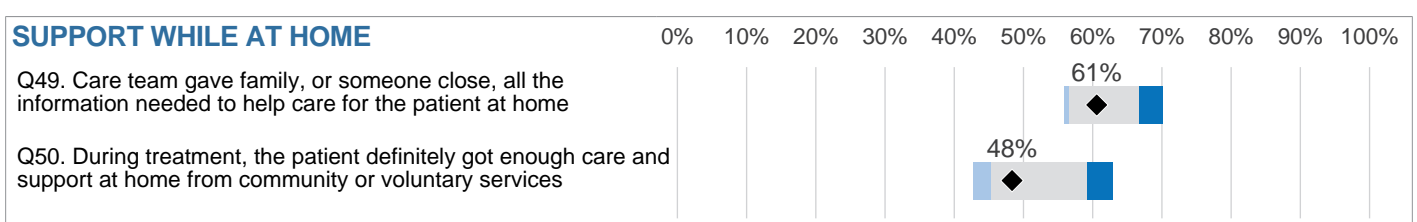
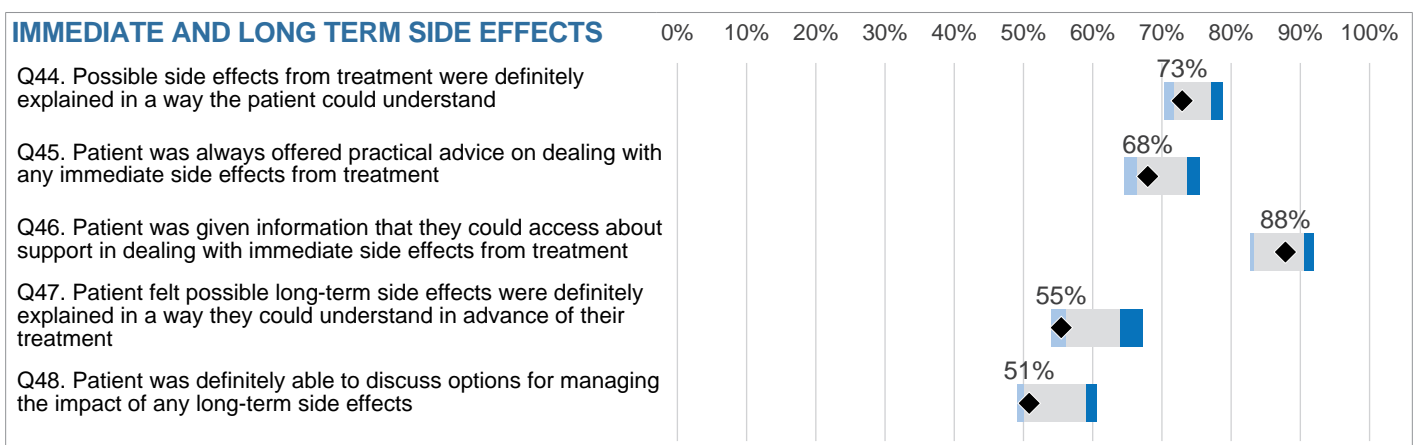
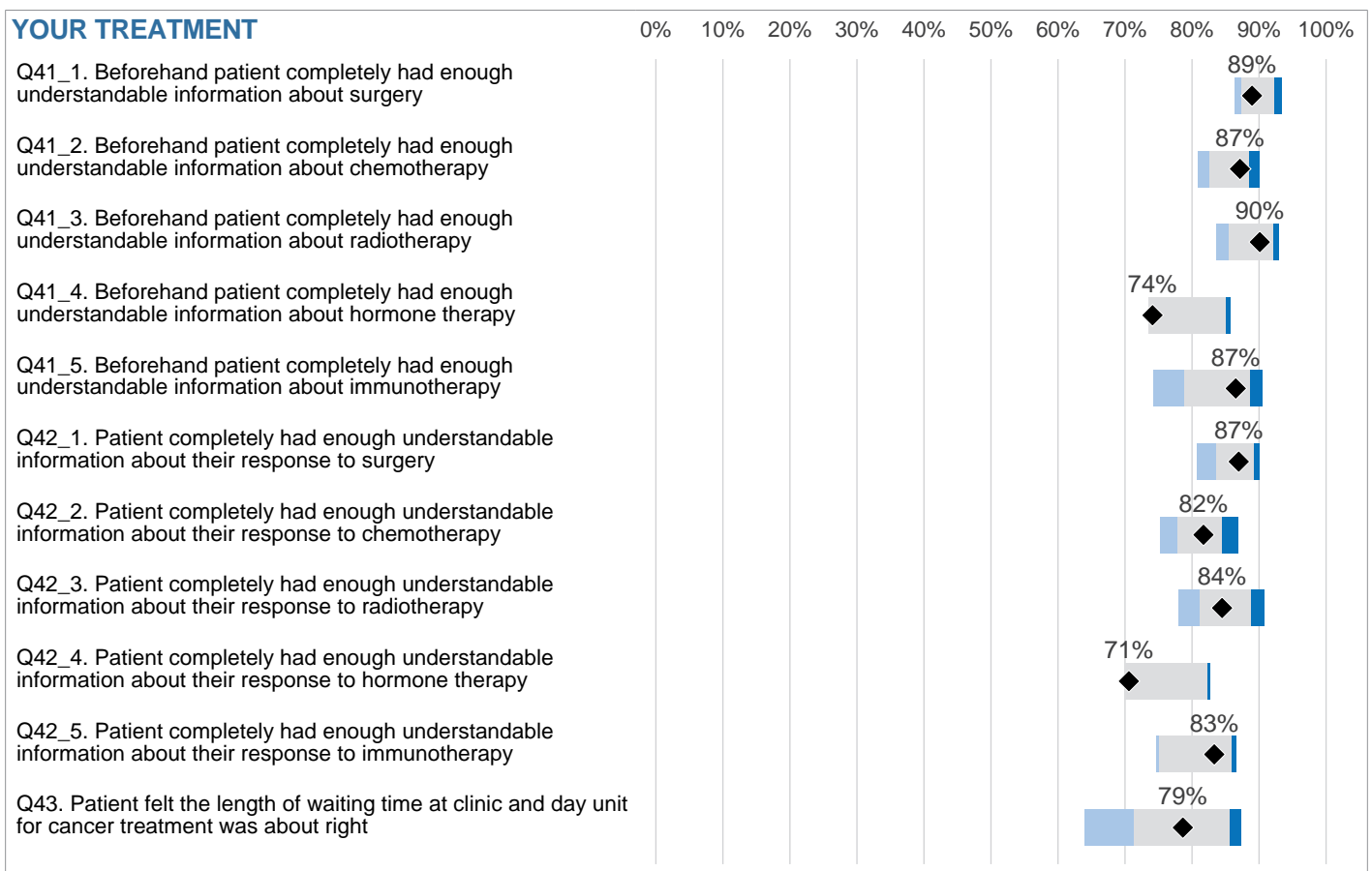
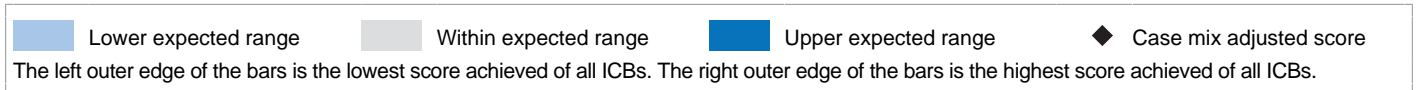
Expected range charts



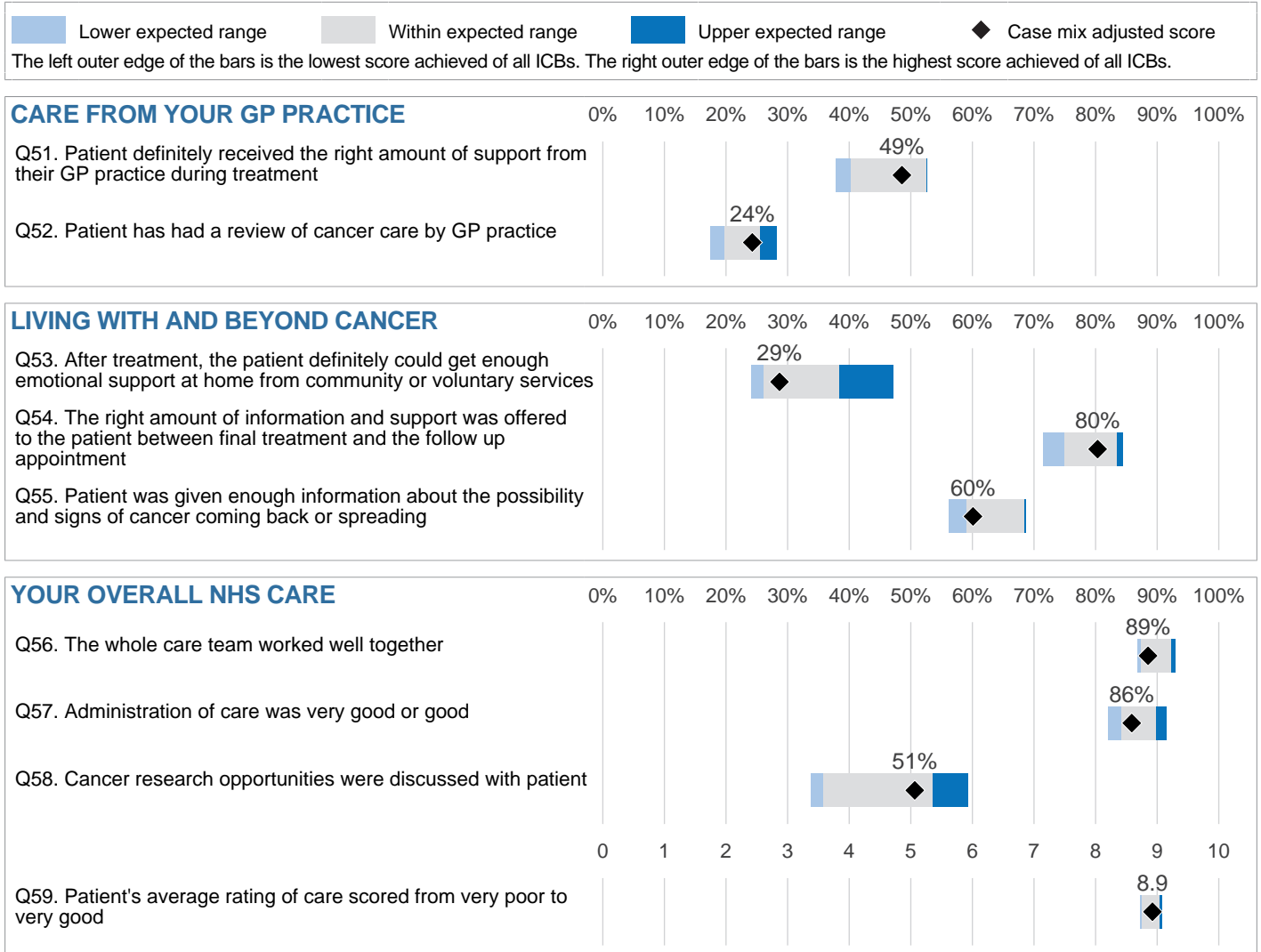
Expected range charts



Expected range charts



Expected range charts



Comparability tables

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

** No score available for 2022.

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

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

SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	586	79%	547	82%			82%	75%	82%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	774	68%	736	67%			66%	62%	71%	67%

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	965	93%	895	93%			93%	91%	94%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1023	83%	942	82%			82%	80%	87%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1013	82%	946	78%		▼	78%	74%	81%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	1019	81%	942	81%			81%	76%	81%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1024	96%	944	95%			96%	93%	96%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	1149	74%	1045	78%		▲	79%	78%	84%	81%
Q13. Patient was definitely told sensitively that they had cancer	1238	74%	1136	74%			74%	71%	78%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	1248	77%	1150	76%			76%	74%	79%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	1242	85%	1141	84%			85%	83%	88%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	1081	84%	981	82%			82%	81%	87%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	1205	91%	1109	91%			91%	89%	94%	91%
Q18. Patient found it very or quite easy to contact their main contact person	1018	83%	928	82%			82%	81%	88%	84%
Q19. Patient found advice from main contact person was very or quite helpful	1055	96%	963	96%			96%	94%	97%	96%

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	1159	82%	1063	82%			82%	80%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1240	77%	1135	79%			79%	77%	83%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	993	78%	984	82%		▲	82%	81%	86%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	607	55%			56%	52%	61%	57%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	1098	69%	1035	69%			69%	69%	76%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	611	93%	561	93%			93%	91%	96%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	471	99%	421	99%			98%	98%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	993	90%	944	90%			90%	89%	93%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	1234	75%	1143	74%			75%	72%	80%	76%
Q29. Patient was offered information about how to get financial help or benefits	514	62%	534	63%			62%	64%	76%	70%

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>	<div style="display: flex; flex-direction: column; gap: 5px;"> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #d9e1f2; border: 1px solid #000; margin-right: 5px;"></div> Adjusted score below lower expected range </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #e6e6e6; border: 1px solid #000; margin-right: 5px;"></div> Adjusted score between upper and lower expected ranges </div> <div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: #0070c0; border: 1px solid #000; margin-right: 5px;"></div> Adjusted score above upper expected range </div> </div>
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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	524	83%	496	80%			80%	74%	81%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	397	66%	401	72%			72%	65%	74%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	515	71%	490	71%			71%	66%	74%	70%
Q34. Patient was always able to get help from ward staff when needed	505	77%	487	75%		▼	75%	69%	77%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	484	65%	464	67%			67%	60%	69%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	443	87%	412	87%			87%	80%	88%	84%
Q37. Patient was always treated with respect and dignity while in hospital	520	89%	495	91%			91%	84%	90%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	507	90%	482	91%			92%	85%	91%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	1096	76%	1008	78%			78%	76%	82%	79%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	691	90%	600	89%			89%	87%	92%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	578	85%	533	87%			87%	83%	89%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	352	87%	345	90%			90%	86%	92%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	206	76%	187	71%			74%	73%	85%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	188	84%	211	86%			87%	79%	89%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	591	87%			87%	84%	89%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	528	81%			82%	78%	85%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	337	84%			84%	81%	89%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	185	68%			71%	70%	82%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	208	83%			83%	75%	86%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1225	80%	1104	78%		▼	79%	71%	86%	78%

Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2022.</p>	<p>▲ or ▼</p> <p>Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.</p> <p>Change overall: Indicates significant change overall (2021, 2022, and 2023).</p>	<p> Adjusted score below lower expected range</p> <p> Adjusted score between upper and lower expected ranges</p> <p> Adjusted score above upper expected range</p>
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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	1178	73%	1076	72%			73%	72%	77%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1123	65%	1021	67%			68%	66%	74%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	865	87%	788	88%			88%	83%	91%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	1102	56%	1013	54%		▼	55%	56%	64%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	926	52%	848	50%			51%	50%	59%	55%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	757	58%	716	60%			61%	57%	67%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	374	47%	364	49%			48%	45%	59%	52%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	619	44%	604	49%			49%	40%	53%	46%
Q52. Patient has had a review of cancer care by GP practice	1199	19%	1085	23%		▲	24%	20%	26%	23%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	250	25%	226	28%			29%	26%	38%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	575	80%	529	80%			80%	75%	84%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	966	63%	906	60%			60%	59%	68%	64%

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			England score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	1189	90%	1082	88%		▼	89%	87%	92%	90%
Q57. Administration of care was very good or good	1238	87%	1113	86%		▼	86%	84%	90%	87%
Q58. Cancer research opportunities were discussed with patient	773	51%	722	51%			51%	36%	54%	45%
Q59. Patient's average rating of care scored from very poor to very good	1207	8.9	1101	8.9			8.9	8.7	9.0	8.9

Tumour group tables

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

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	97%	80%	70%	74%	71%	61%	88%	*	84%	82%	84%	83%	82%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	78%	76%	61%	53%	64%	52%	76%	*	83%	46%	68%	67%	67%

	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	*	94%	97%	83%	93%	97%	95%	92%	*	95%	85%	95%	96%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	81%	87%	77%	82%	90%	81%	87%	*	83%	72%	84%	83%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	71%	79%	70%	82%	68%	69%	92%	*	79%	71%	83%	76%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	83%	89%	73%	76%	87%	73%	87%	*	87%	71%	85%	79%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	99%	98%	93%	93%	90%	91%	96%	*	96%	96%	95%	95%	95%

	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	*	88%	87%	80%	71%	76%	74%	76%	*	89%	68%	73%	69%	78%
Q13. Patient was definitely told sensitively that they had cancer	*	84%	70%	75%	70%	72%	59%	77%	*	84%	59%	72%	74%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	82%	81%	71%	64%	85%	67%	81%	60%	88%	71%	82%	75%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	90%	85%	82%	82%	82%	71%	89%	70%	88%	79%	87%	80%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	87%	82%	82%	79%	89%	65%	91%	*	100%	77%	83%	78%	82%

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	*	93%	91%	90%	89%	97%	91%	91%	*	96%	91%	88%	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	*	80%	81%	88%	77%	77%	85%	89%	*	90%	62%	86%	86%	82%
Q19. Patient found advice from main contact person was very or quite helpful	*	96%	95%	92%	95%	97%	100%	96%	*	100%	93%	99%	99%	96%

	Tumour group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	83%	85%	81%	79%	73%	80%	82%	*	96%	80%	81%	80%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	79%	82%	78%	74%	73%	78%	87%	*	96%	73%	83%	80%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	82%	83%	77%	77%	90%	80%	85%	*	95%	76%	83%	87%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	51%	61%	48%	53%	67%	47%	75%	*	71%	45%	46%	54%	55%

	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	*	72%	75%	58%	65%	71%	65%	68%	*	68%	75%	68%	67%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	94%	88%	95%	100%	93%	91%	*	100%	83%	98%	92%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	99%	100%	100%	100%	100%	97%	100%	*	*	100%	98%	93%	99%

	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	*	94%	89%	85%	86%	83%	88%	95%	80%	100%	88%	87%	89%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	71%	78%	77%	73%	82%	72%	77%	40%	84%	66%	83%	72%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	62%	68%	75%	63%	65%	65%	61%	*	*	46%	48%	70%	63%

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	*	82%	83%	63%	79%	93%	72%	80%	*	*	73%	79%	83%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	66%	76%	68%	76%	81%	74%	70%	*	*	63%	66%	70%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	69%	79%	41%	69%	59%	79%	80%	*	*	64%	76%	74%	71%
Q34. Patient was always able to get help from ward staff when needed	*	73%	81%	58%	84%	60%	73%	76%	*	*	71%	77%	69%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	65%	74%	48%	71%	77%	69%	70%	*	*	58%	67%	54%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	*	89%	90%	63%	90%	92%	96%	84%	*	*	100%	86%	79%	87%
Q37. Patient was always treated with respect and dignity while in hospital	*	93%	98%	81%	86%	93%	87%	93%	*	*	91%	91%	91%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	89%	96%	85%	88%	96%	85%	96%	*	*	90%	93%	92%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	75%	81%	81%	78%	80%	70%	83%	*	87%	63%	86%	81%	78%

	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	*	90%	92%	76%	88%	92%	75%	92%	*	95%	86%	89%	88%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	89%	82%	88%	85%	82%	88%	*	*	*	86%	93%	88%	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	91%	89%	67%	91%	93%	92%	93%	*	*	80%	86%	87%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	69%	*	*	*	*	*	73%	*	*	*	*	70%	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	88%	*	*	85%	*	90%	*	*	*	73%	90%	82%	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	89%	93%	77%	76%	83%	68%	89%	*	95%	77%	86%	90%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	82%	78%	88%	83%	73%	78%	*	*	*	78%	89%	79%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	86%	83%	58%	78%	87%	88%	91%	*	*	*	79%	80%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	66%	*	*	*	*	*	70%	*	*	*	*	70%	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	82%	*	*	84%	*	82%	*	*	*	64%	90%	81%	83%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	75%	85%	86%	76%	76%	79%	84%	*	83%	66%	84%	69%	78%

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	*	74%	75%	67%	66%	63%	63%	77%	*	82%	71%	82%	77%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	68%	77%	69%	60%	73%	60%	67%	*	86%	50%	77%	68%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	92%	93%	89%	83%	91%	88%	93%	*	80%	87%	81%	83%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	51%	58%	62%	47%	50%	47%	65%	60%	74%	38%	62%	53%	54%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	47%	56%	68%	42%	54%	51%	53%	*	73%	32%	62%	45%	50%

	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	*	55%	73%	71%	57%	62%	52%	61%	*	82%	67%	66%	51%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	43%	48%	*	45%	47%	59%	53%	*	*	31%	55%	56%	49%

	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	*	54%	59%	56%	46%	41%	32%	50%	*	65%	41%	40%	52%	49%
Q52. Patient has had a review of cancer care by GP practice	*	27%	26%	27%	21%	25%	22%	19%	*	9%	22%	26%	18%	23%

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	*	22%	48%	15%	32%	*	27%	14%	*	*	*	38%	35%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	79%	82%	63%	78%	79%	71%	87%	*	92%	*	88%	93%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	51%	68%	38%	67%	48%	48%	59%	*	83%	48%	65%	71%	60%

	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	*	90%	89%	90%	84%	91%	84%	92%	80%	88%	80%	94%	91%	88%
Q57. Administration of care was very good or good	*	85%	89%	94%	82%	82%	85%	88%	80%	88%	80%	89%	86%	86%
Q58. Cancer research opportunities were discussed with patient	*	37%	57%	35%	54%	56%	67%	52%	*	33%	54%	50%	56%	51%
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	9.0	8.6	8.8	9.1	8.5	9.1	8.3	9.2	8.6	9.3	8.9	8.9

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	83%	93%	79%	78%	86%	82%	82%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	77%	79%	67%	66%	63%	68%	67%

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	95%	89%	94%	94%	94%	90%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	86%	74%	82%	82%	86%	76%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	52%	65%	74%	78%	84%	80%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	70%	72%	84%	84%	80%	83%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	82%	97%	96%	95%	95%	100%	95%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	79%	76%	74%	78%	80%	86%	78%
Q13. Patient was definitely told sensitively that they had cancer	*	*	68%	76%	74%	70%	76%	79%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	71%	75%	77%	72%	80%	77%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	81%	84%	81%	83%	86%	92%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	89%	87%	80%	82%	81%	82%	82%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	93%	90%	90%	91%	91%	86%	91%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	68%	78%	86%	81%	80%	84%	82%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	96%	92%	96%	98%	96%	100%	96%

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	63%	73%	84%	81%	85%	87%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	71%	72%	80%	78%	83%	83%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	68%	75%	81%	83%	86%	78%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	50%	36%	57%	59%	55%	65%	55%

Age group tables

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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	*	*	75%	67%	67%	68%	72%	63%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	93%	94%	90%	92%	97%	87%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	100%	98%	98%	99%	98%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	93%	89%	89%	93%	87%	87%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	55%	67%	71%	75%	81%	74%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	*	70%	69%	61%	65%	58%	55%	63%

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	44%	68%	77%	84%	83%	91%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	64%	57%	65%	72%	81%	63%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	56%	55%	66%	76%	76%	71%	71%
Q34. Patient was always able to get help from ward staff when needed	*	*	31%	70%	71%	77%	80%	86%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	56%	64%	63%	67%	69%	74%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	63%	76%	87%	89%	90%	92%	87%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	88%	87%	91%	91%	92%	95%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	94%	89%	95%	92%	90%	86%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	65%	70%	78%	77%	81%	87%	78%

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	*	*	86%	80%	91%	91%	90%	85%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	80%	85%	88%	86%	88%	88%	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	82%	85%	91%	92%	88%	93%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	45%	63%	72%	79%	78%	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	85%	88%	89%	86%	*	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	77%	83%	88%	86%	90%	81%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	87%	72%	82%	84%	83%	80%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	45%	81%	89%	88%	84%	71%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	45%	69%	69%	72%	67%	*	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	68%	94%	82%	83%	*	83%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	76%	75%	76%	80%	80%	76%	78%

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	*	*	70%	65%	77%	72%	72%	67%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	65%	60%	67%	69%	67%	64%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	81%	87%	89%	91%	83%	89%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	41%	45%	53%	55%	58%	50%	54%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	39%	40%	52%	50%	51%	45%	50%

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	*	*	64%	47%	52%	62%	69%	63%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	53%	45%	42%	49%	56%	38%	49%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	65%	58%	51%	46%	46%	44%	49%
Q52. Patient has had a review of cancer care by GP practice	*	*	32%	22%	24%	21%	26%	19%	23%

Age group tables

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LIVING WITH AND BEYOND CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	31%	14%	28%	43%	33%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	58%	67%	82%	80%	87%	85%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	39%	51%	61%	56%	68%	56%	60%

YOUR OVERALL NHS CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	*	89%	90%	88%	88%	88%	90%	88%
Q57. Administration of care was very good or good	*	*	93%	86%	88%	84%	85%	84%	86%
Q58. Cancer research opportunities were discussed with patient	*	*	50%	42%	53%	49%	54%	46%	51%
Q59. Patient's average rating of care scored from very poor to very good	*	*	8.4	8.7	8.8	9.0	9.1	8.9	8.9

Male/Female/Non-binary/Other tables

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

SUPPORT FROM YOUR GP PRACTICE							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	81%	82%	*	*	*	95%	82%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	66%	70%	*	*	*	54%	67%

DIAGNOSTIC TESTS							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	95%	*	*	*	89%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	84%	*	*	*	80%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	73%	83%	*	*	*	72%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	82%	*	*	*	74%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	97%	*	*	*	100%	95%

FINDING OUT THAT YOU HAD CANCER							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	78%	*	*	*	66%	78%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	*	*	*	67%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	77%	*	*	*	67%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	86%	*	*	*	81%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	80%	85%	*	*	*	80%	82%

SUPPORT FROM A MAIN CONTACT PERSON							
	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q17. Patient had a main point of contact within the care team	91%	90%	*	*	*	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	80%	84%	*	*	*	81%	82%
Q19. Patient found advice from main contact person was very or quite helpful	96%	97%	*	*	*	93%	96%

Male/Female/Non-binary/Other tables

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

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	81%	83%	*	*	*	80%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	83%	*	*	*	75%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	84%	*	*	*	77%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	48%	64%	*	*	*	46%	55%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	65%	74%	*	*	*	57%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	95%	*	*	*	96%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	*	*	*	95%	99%

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	92%	*	*	*	88%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	78%	*	*	*	75%	74%
Q29. Patient was offered information about how to get financial help or benefits	61%	67%	*	*	*	48%	63%

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	81%	81%	*	*	*	59%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	71%	71%	*	*	*	86%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	76%	*	*	*	65%	71%
Q34. Patient was always able to get help from ward staff when needed	72%	78%	*	*	*	69%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	69%	*	*	*	69%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	83%	90%	*	*	*	85%	87%
Q37. Patient was always treated with respect and dignity while in hospital	91%	91%	*	*	*	88%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	94%	*	*	*	94%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	83%	*	*	*	77%	78%

	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%	91%	*	*	*	86%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	88%	86%	*	*	*	81%	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	93%	*	*	*	70%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	70%	75%	*	*	*	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	88%	86%	*	*	*	73%	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	87%	*	*	*	83%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	82%	*	*	*	78%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	86%	*	*	*	*	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	67%	71%	*	*	*	*	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	83%	85%	*	*	*	70%	83%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	82%	*	*	*	82%	78%

Male/Female/Non-binary/Other tables

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

IMMEDIATE AND LONG TERM SIDE EFFECTS								Male/Female/Non-binary/Other	
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All		
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	75%	*	*	*	66%	72%		
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	71%	*	*	*	58%	67%		
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	88%	89%	*	*	*	78%	88%		
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	56%	*	*	*	49%	54%		
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	51%	*	*	*	42%	50%		

SUPPORT WHILE AT HOME								Male/Female/Non-binary/Other	
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All		
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	53%	68%	*	*	*	69%	60%		
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	53%	*	*	*	48%	49%		

CARE FROM YOUR GP PRACTICE								Male/Female/Non-binary/Other	
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All		
Q51. Patient definitely received the right amount of support from their GP practice during treatment	49%	48%	*	*	*	52%	49%		
Q52. Patient has had a review of cancer care by GP practice	25%	21%	*	*	*	28%	23%		

LIVING WITH AND BEYOND CANCER								Male/Female/Non-binary/Other	
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All		
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	25%	32%	*	*	*	36%	28%		
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	84%	*	*	*	77%	80%		
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	65%	*	*	*	60%	60%		

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	86%	91%	*	*	*	88%	88%
Q57. Administration of care was very good or good	85%	87%	*	*	*	86%	86%
Q58. Cancer research opportunities were discussed with patient	45%	57%	*	*	*	53%	51%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.0	*	*	*	8.9	8.9

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
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	82%	*	92%	*	*	79%	82%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	69%	*	47%	*	*	53%	67%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	93%	*	95%	92%	*	91%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	60%	82%	69%	*	79%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	90%	81%	92%	*	70%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	70%	68%	77%	*	75%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	100%	95%	85%	*	95%	95%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	79%	83%	69%	71%	*	73%	78%
Q13. Patient was definitely told sensitively that they had cancer	74%	85%	65%	86%	*	63%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	69%	73%	73%	*	69%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	92%	85%	86%	*	86%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	82%	100%	77%	85%	*	79%	82%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	91%	100%	92%	100%	*	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	82%	83%	74%	67%	*	78%	82%
Q19. Patient found advice from main contact person was very or quite helpful	97%	92%	92%	83%	*	94%	96%

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	83%	58%	85%	64%	*	77%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	69%	70%	80%	*	73%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	*	79%	80%	*	74%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	56%	*	53%	50%	*	47%	55%

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%	58%	69%	62%	*	56%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	*	95%	*	*	97%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	100%	*	*	97%	99%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	90%	92%	83%	100%	*	87%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	54%	85%	73%	*	79%	74%
Q29. Patient was offered information about how to get financial help or benefits	65%	*	50%	50%	*	48%	63%

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	81%	*	79%	75%	*	76%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	71%	*	70%	*	*	77%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	*	71%	58%	*	67%	71%
Q34. Patient was always able to get help from ward staff when needed	75%	*	79%	67%	*	78%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	*	79%	67%	*	69%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	*	77%	80%	*	87%	87%
Q37. Patient was always treated with respect and dignity while in hospital	91%	*	93%	75%	*	91%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	*	93%	90%	*	94%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	75%	76%	67%	*	73%	78%

Ethnicity tables

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

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	*	85%	90%	*	91%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	*	100%	75%	*	89%	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	*	*	*	*	84%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	70%	*	*	*	*	*	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	87%	*	*	*	*	75%	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	*	77%	100%	*	88%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	*	80%	75%	*	79%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	*	*	*	*	83%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	68%	*	*	*	*	*	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	84%	*	*	*	*	73%	83%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	78%	67%	92%	93%	*	74%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	85%	76%	53%	*	63%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	69%	68%	53%	*	57%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	*	80%	90%	*	78%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	62%	68%	50%	*	47%	54%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	38%	62%	50%	*	45%	50%

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	61%	*	68%	30%	*	62%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	51%	*	50%	*	*	37%	49%

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	49%	*	60%	60%	*	40%	49%
Q52. Patient has had a review of cancer care by GP practice	23%	23%	28%	33%	*	28%	23%

Ethnicity tables

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

LIVING WITH AND BEYOND CANCER	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	28%	*	*	*	*	33%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	*	86%	*	*	67%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	67%	57%	*	*	58%	60%

YOUR OVERALL NHS CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	89%	83%	92%	80%	*	84%	88%
Q57. Administration of care was very good or good	86%	92%	88%	93%	*	86%	86%
Q58. Cancer research opportunities were discussed with patient	51%	*	37%	58%	*	59%	51%
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.9	8.7	7.8	*	8.8	8.9

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
SUPPORT FROM YOUR GP PRACTICE						
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	80%	84%	83%	81%	82%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	56%	63%	67%	69%	67%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
DIAGNOSTIC TESTS						
Q5. Patient received all the information needed about the diagnostic test in advance	*	93%	94%	90%	95%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	78%	85%	76%	85%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	73%	81%	73%	79%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	74%	82%	77%	84%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	93%	93%	96%	96%	95%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
FINDING OUT THAT YOU HAD CANCER						
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	75%	80%	74%	80%	78%
Q13. Patient was definitely told sensitively that they had cancer	*	74%	73%	71%	75%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	71%	77%	73%	78%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	88%	84%	82%	84%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	78%	84%	80%	83%	82%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
SUPPORT FROM A MAIN CONTACT PERSON						
Q17. Patient had a main point of contact within the care team	*	84%	94%	89%	91%	91%
Q18. Patient found it very or quite easy to contact their main contact person	*	82%	83%	79%	82%	82%
Q19. Patient found advice from main contact person was very or quite helpful	*	95%	96%	97%	96%	96%

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
DECIDING ON THE BEST TREATMENT						
Q20. Treatment options were explained in a way the patient could completely understand	*	79%	80%	80%	83%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	80%	72%	78%	82%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	77%	78%	82%	84%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	45%	51%	54%	58%	55%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
CARE PLANNING						
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	65%	67%	68%	70%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	94%	88%	95%	92%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	96%	96%	99%	99%	99%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
SUPPORT FROM HOSPITAL STAFF						
Q27. Staff provided the patient with relevant information on available support	*	89%	93%	89%	89%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	79%	73%	74%	75%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	70%	59%	59%	65%	63%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
HOSPITAL CARE						
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	68%	86%	76%	81%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	55%	69%	70%	75%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	56%	75%	70%	72%	71%
Q34. Patient was always able to get help from ward staff when needed	*	56%	78%	74%	76%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	62%	74%	61%	68%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	*	75%	89%	88%	87%	87%
Q37. Patient was always treated with respect and dignity while in hospital	*	85%	96%	90%	91%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	92%	93%	91%	91%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	83%	70%	82%	77%	78%

IMD quintile tables

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

YOUR TREATMENT	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	83%	91%	87%	90%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	94%	79%	84%	89%	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	95%	85%	84%	92%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	77%	71%	69%	70%	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	70%	88%	89%	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	85%	90%	83%	88%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	76%	75%	78%	85%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	86%	84%	78%	86%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	75%	68%	69%	66%	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	70%	87%	85%	83%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	88%	83%	80%	75%	78%

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	*	69%	70%	68%	75%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	68%	68%	61%	69%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	82%	81%	87%	91%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	58%	49%	48%	57%	54%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	51%	45%	47%	52%	50%

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	*	57%	56%	58%	62%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	36%	52%	47%	51%	49%

CARE FROM YOUR GP PRACTICE	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	52%	40%	46%	52%	49%
Q52. Patient has had a review of cancer care by GP practice	*	22%	25%	22%	24%	23%

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
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	33%	29%	21%	31%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	68%	83%	76%	83%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	58%	61%	53%	63%	60%

	IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	All
Q56. The whole care team worked well together	*	88%	88%	88%	89%	88%
Q57. Administration of care was very good or good	*	78%	90%	85%	86%	86%
Q58. Cancer research opportunities were discussed with patient	*	46%	50%	44%	54%	51%
Q59. Patient's average rating of care scored from very poor to very good	*	8.7	9.0	8.9	9.0	8.9

Long-term condition status tables

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

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM YOUR GP PRACTICE				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	82%	82%	85%	82%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	74%	62%	67%

	Long-term condition status			
	Yes	No	Not given	All
DIAGNOSTIC TESTS				
Q5. Patient received all the information needed about the diagnostic test in advance	93%	94%	95%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	82%	82%	88%	82%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	78%	77%	75%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	84%	76%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	96%	97%	95%

	Long-term condition status			
	Yes	No	Not given	All
FINDING OUT THAT YOU HAD CANCER				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	80%	70%	78%
Q13. Patient was definitely told sensitively that they had cancer	74%	74%	67%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	77%	71%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	85%	83%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	79%	87%	82%	82%

	Long-term condition status			
	Yes	No	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON				
Q17. Patient had a main point of contact within the care team	88%	95%	89%	91%
Q18. Patient found it very or quite easy to contact their main contact person	81%	83%	82%	82%
Q19. Patient found advice from main contact person was very or quite helpful	96%	97%	96%	96%

	Long-term condition status			
	Yes	No	Not given	All
DECIDING ON THE BEST TREATMENT				
Q20. Treatment options were explained in a way the patient could completely understand	81%	82%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	82%	79%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	82%	79%	82%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	52%	58%	60%	55%

Long-term condition status tables

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

CARE PLANNING	Long-term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	68%	65%	69%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	92%	100%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	97%	99%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	93%	86%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	73%	76%	77%	74%
Q29. Patient was offered information about how to get financial help or benefits	58%	73%	55%	63%

HOSPITAL CARE	Long-term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	78%	84%	74%	80%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	69%	73%	86%	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	70%	73%	73%	71%
Q34. Patient was always able to get help from ward staff when needed	74%	77%	70%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	72%	74%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	86%	88%	84%	87%
Q37. Patient was always treated with respect and dignity while in hospital	90%	92%	94%	91%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	94%	100%	91%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	78%	78%	82%	78%

Long-term condition status tables

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

YOUR TREATMENT	Long-term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	87%	90%	92%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	88%	87%	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	94%	79%	90%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	70%	71%	73%	71%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	89%	84%	80%	86%
Q42_1. Patient completely had enough understandable information about their response to surgery	87%	86%	87%	87%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	80%	84%	81%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	87%	72%	84%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	67%	68%	70%	68%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	85%	81%	77%	83%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	78%	86%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Long-term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	70%	75%	73%	72%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	69%	66%	67%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	91%	84%	88%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	56%	52%	54%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	54%	45%	50%

SUPPORT WHILE AT HOME	Long-term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	59%	60%	70%	60%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	55%	50%	49%

CARE FROM YOUR GP PRACTICE	Long-term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	47%	50%	54%	49%
Q52. Patient has had a review of cancer care by GP practice	21%	27%	29%	23%

Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER	Long-term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	26%	33%	28%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	82%	83%	80%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	60%	61%	60%

YOUR OVERALL NHS CARE	Long-term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	86%	92%	89%	88%
Q57. Administration of care was very good or good	84%	89%	88%	86%
Q58. Cancer research opportunities were discussed with patient	49%	53%	52%	51%
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	9.0	8.9

Year on year charts

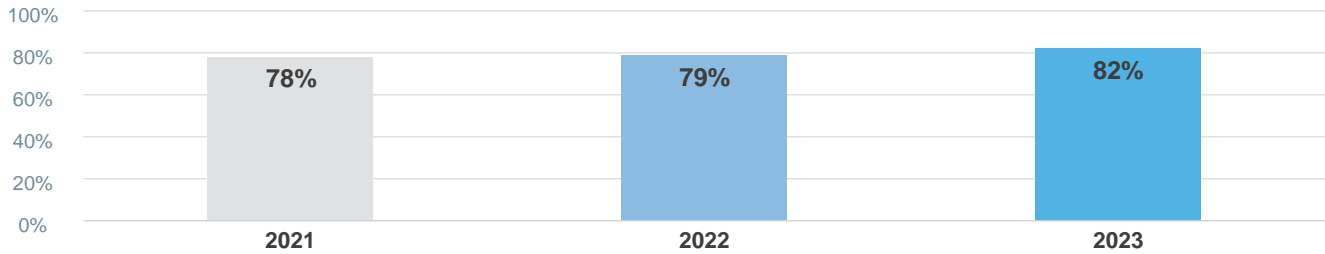
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** No score available for these years.

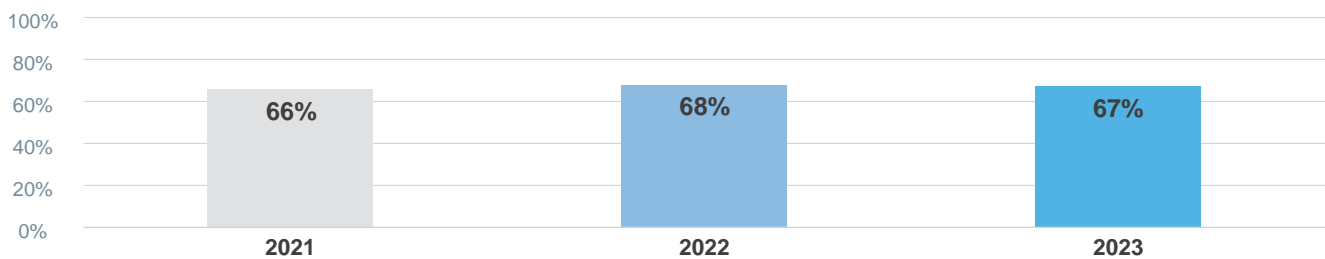
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SUPPORT FROM YOUR GP PRACTICE

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

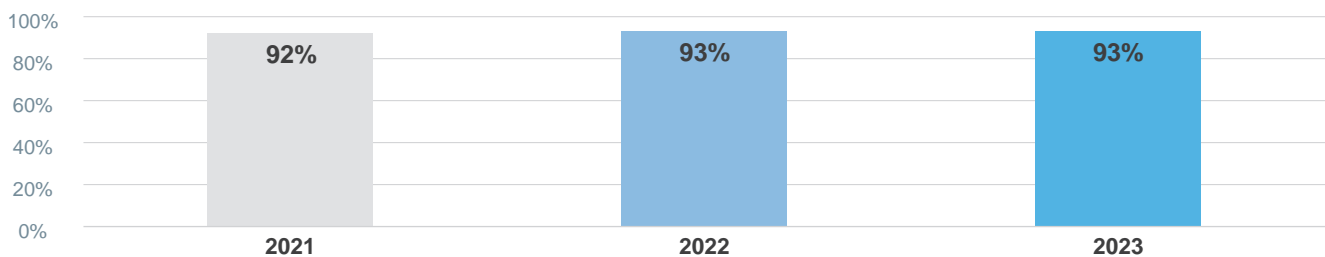


Q3. Referral for diagnosis was explained in a way the patient could completely understand

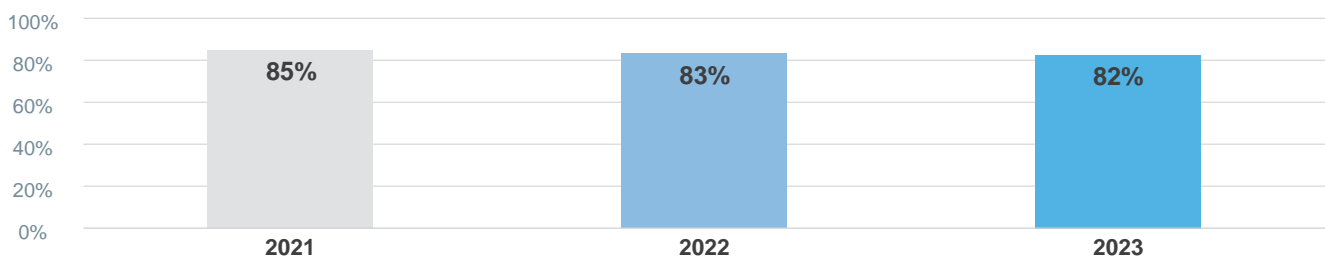


DIAGNOSTIC TESTS

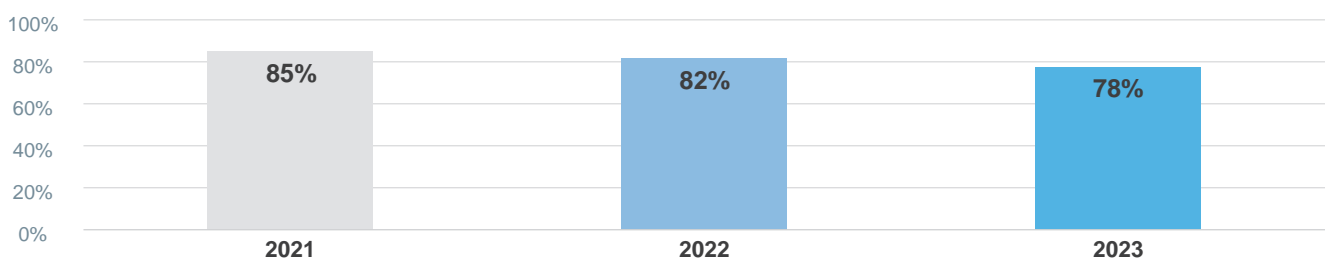
Q5. Patient received all the information needed about the diagnostic test in advance



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



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



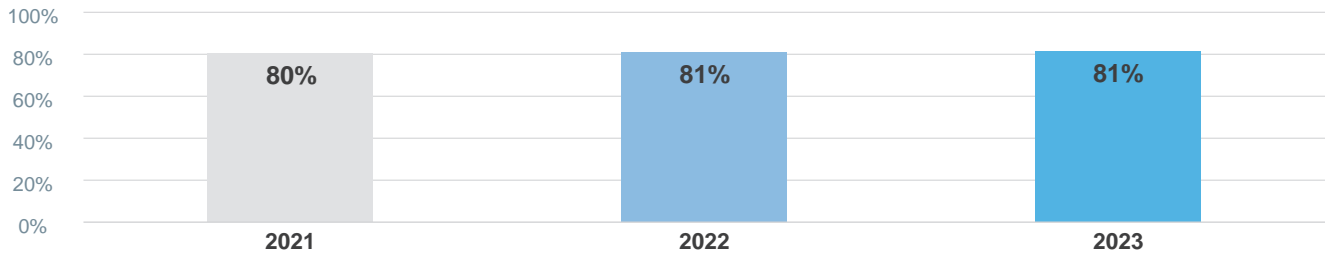
Year on year charts

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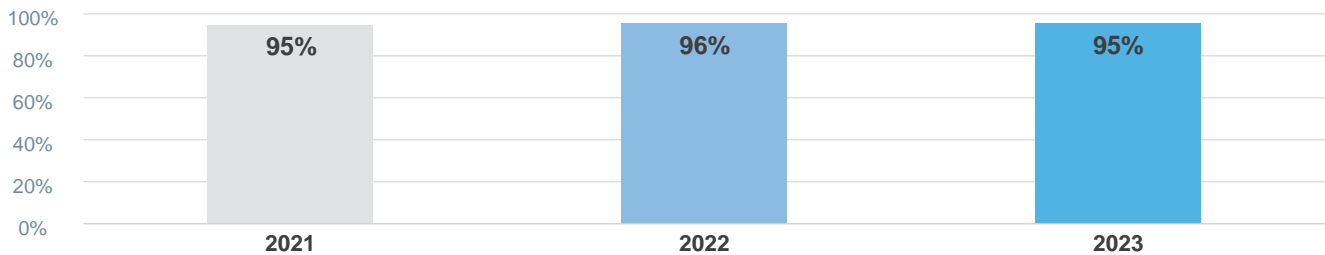
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

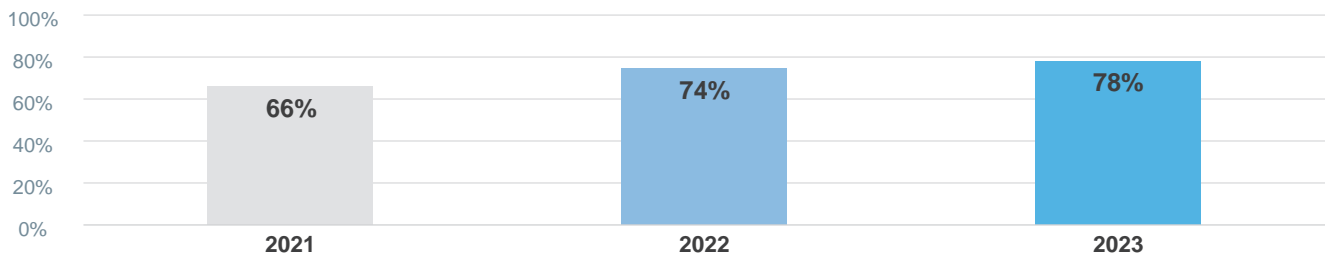


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

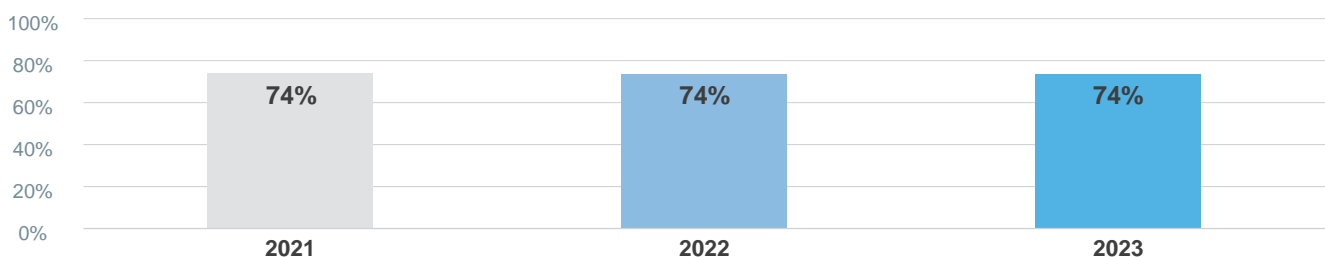


FINDING OUT THAT YOU HAD CANCER

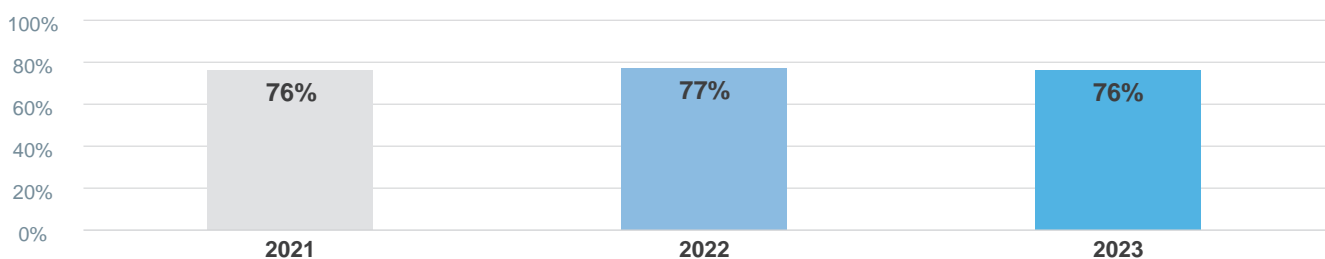
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



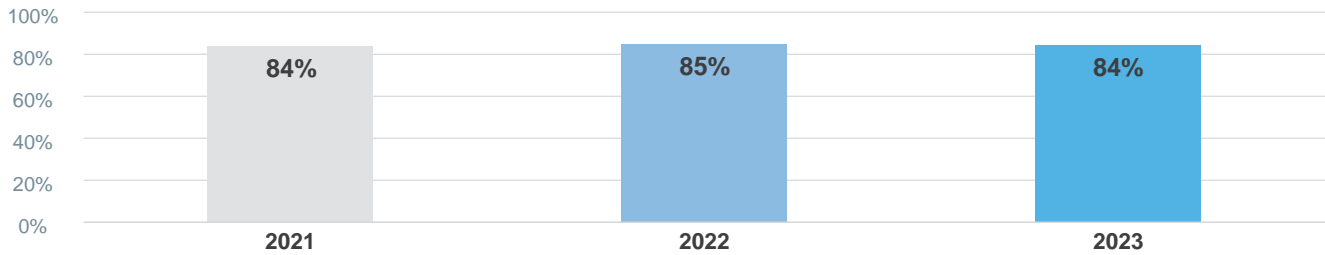
Year on year charts

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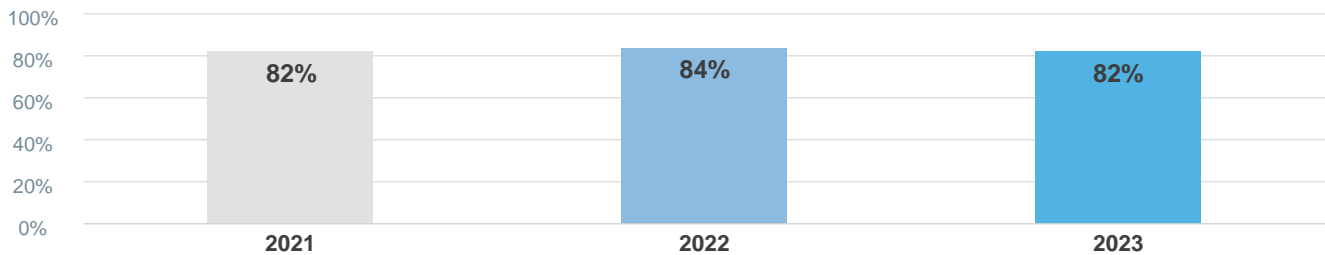
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

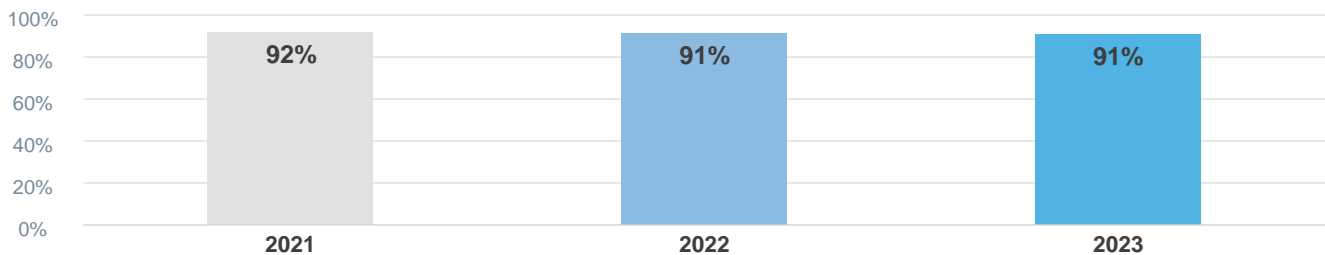


Q16. Patient was told they could go back later for more information about their diagnosis

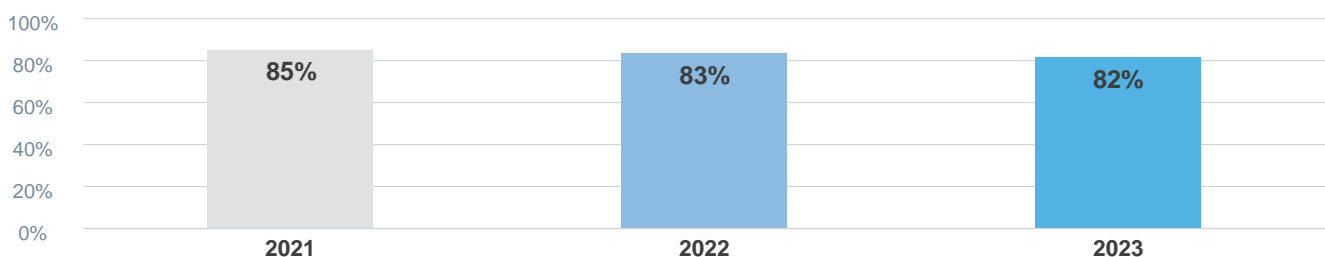


SUPPORT FROM A MAIN CONTACT PERSON

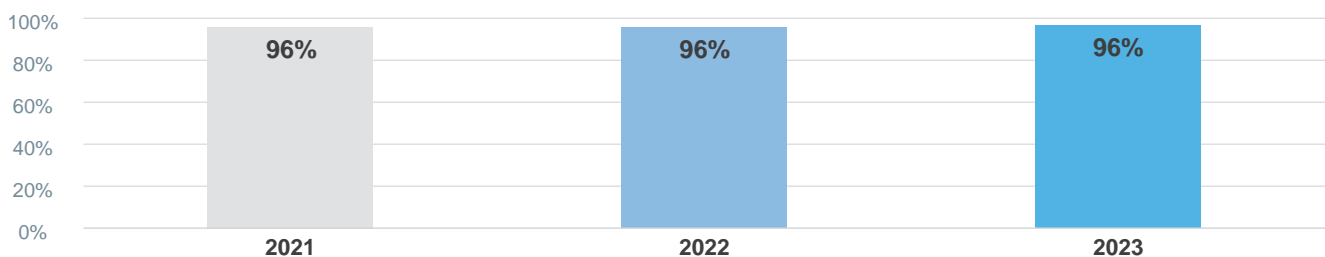
Q17. Patient had a main point of contact within the care team



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

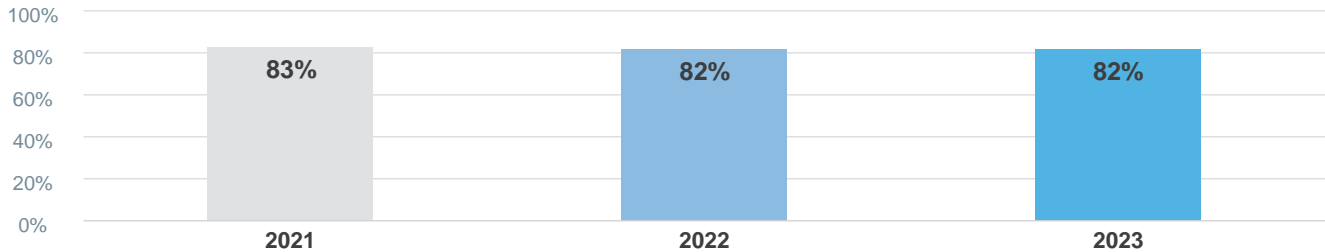
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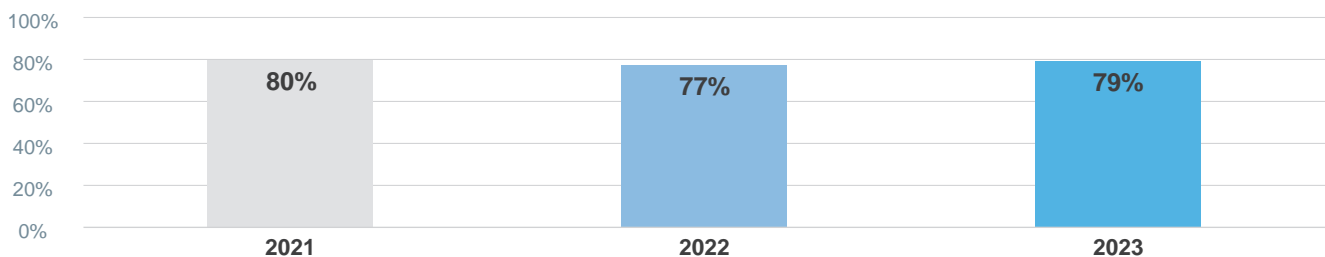
The scores are unadjusted and based on England scores only.

DECIDING ON THE BEST TREATMENT

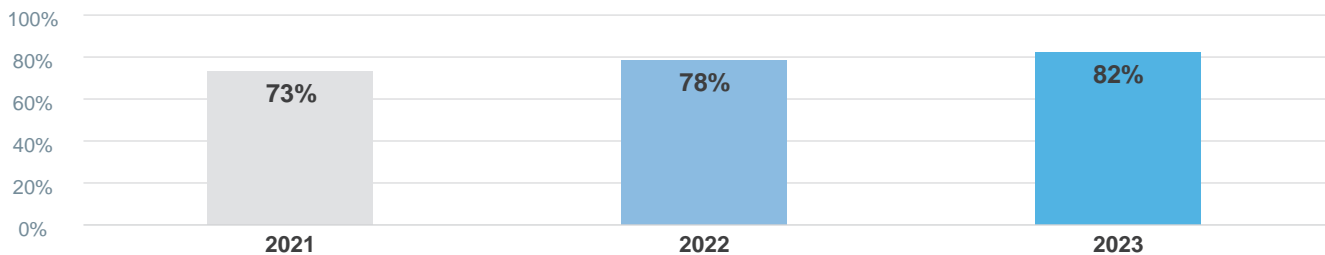
Q20. Treatment options were explained in a way the patient could completely understand



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

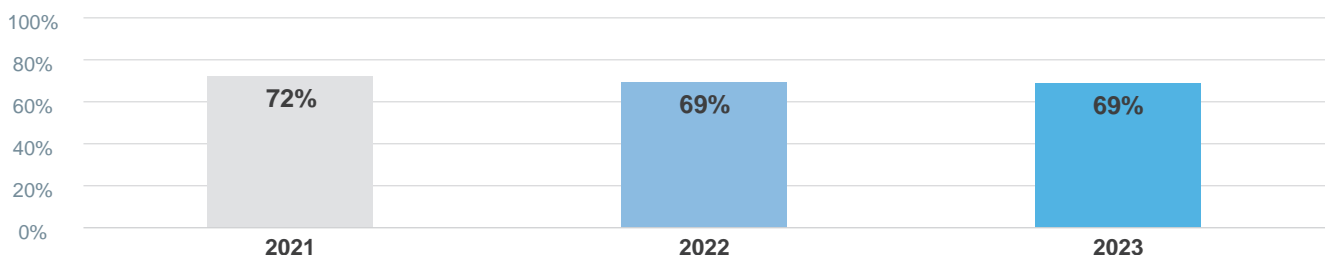


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



CARE PLANNING

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



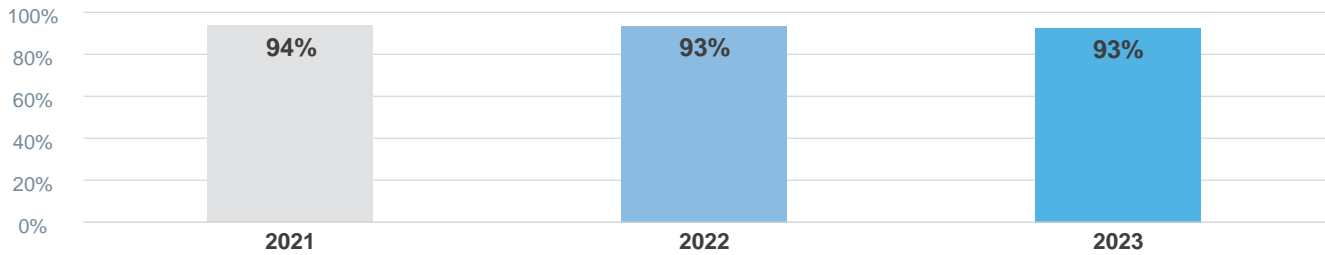
Year on year charts

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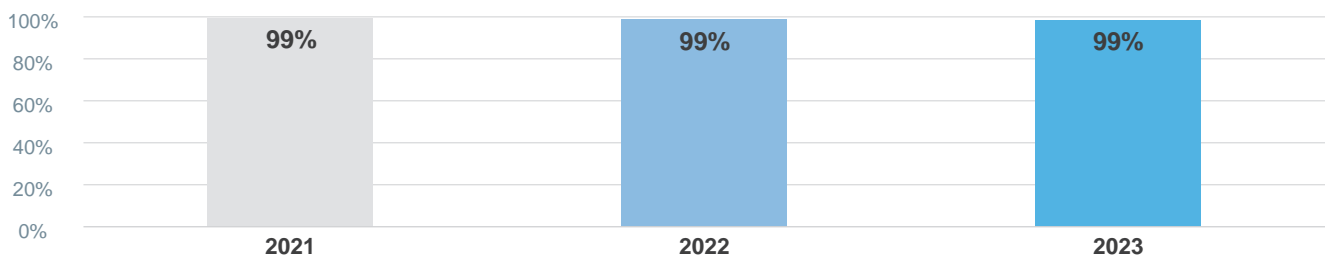
** No score available for these years.

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

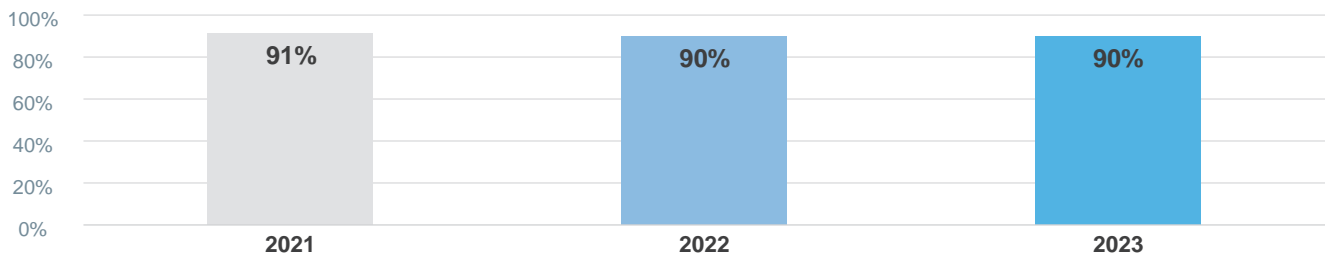


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

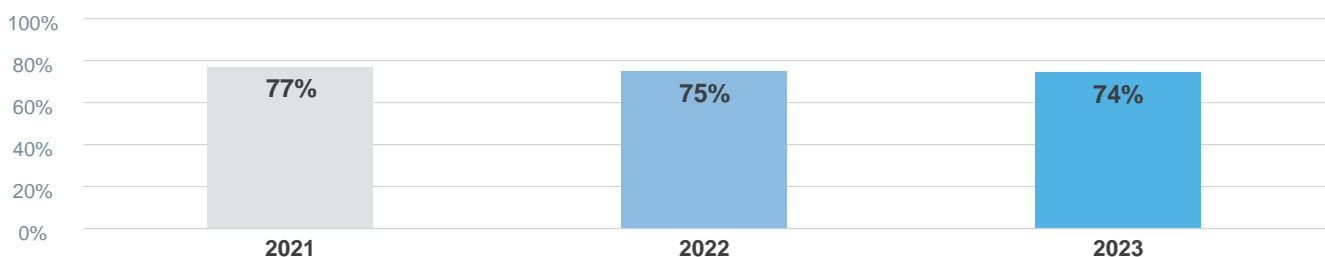


SUPPORT FROM HOSPITAL STAFF

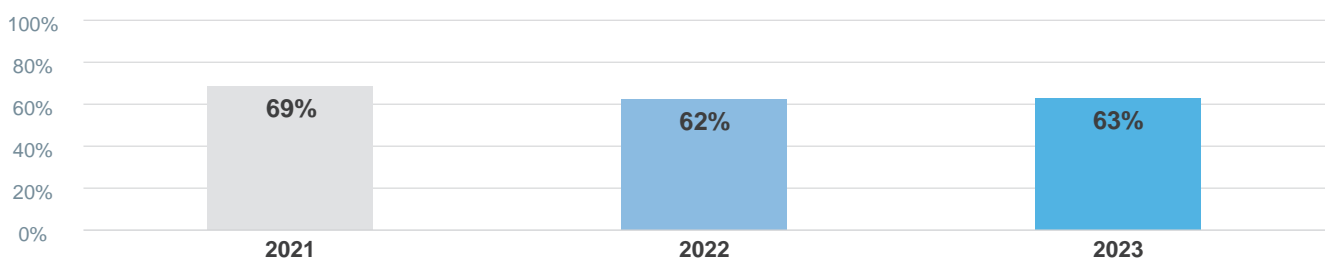
Q27. Staff provided the patient with relevant information on available support



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

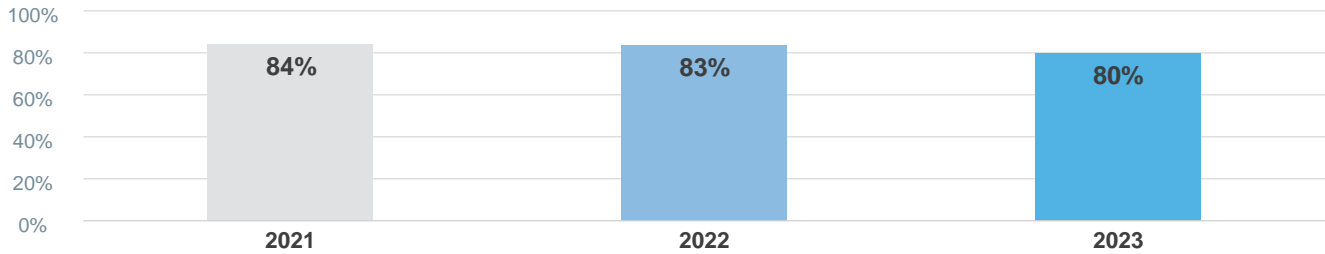
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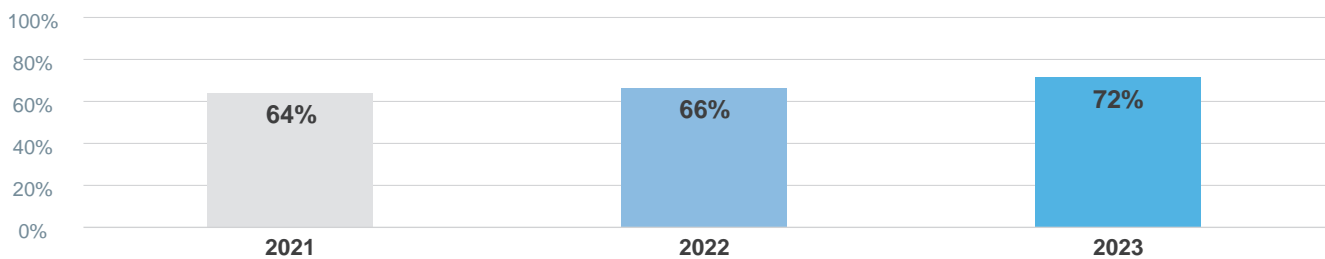
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HOSPITAL CARE

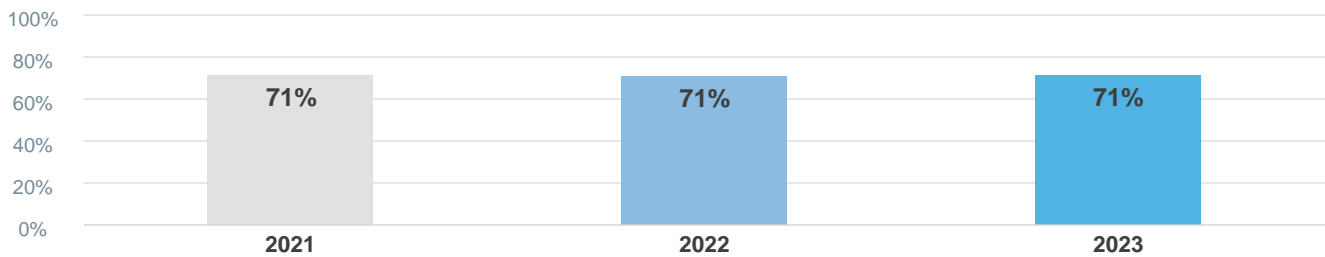
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



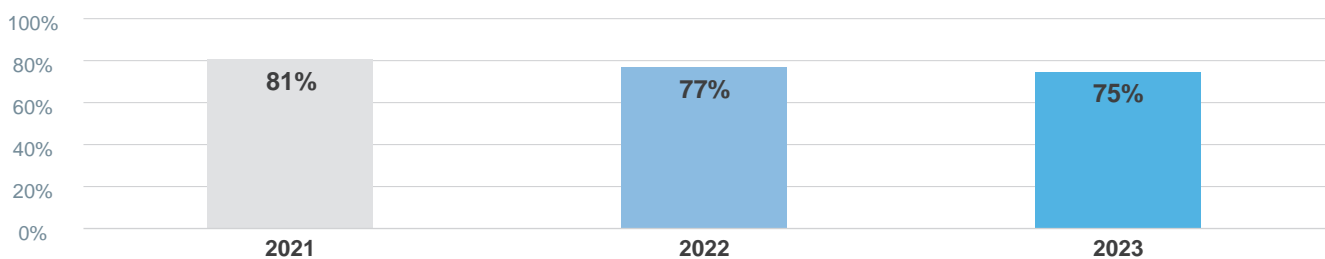
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



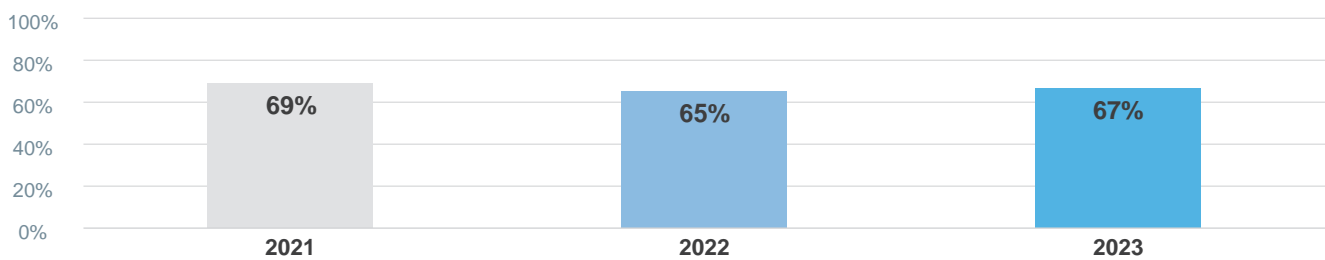
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



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



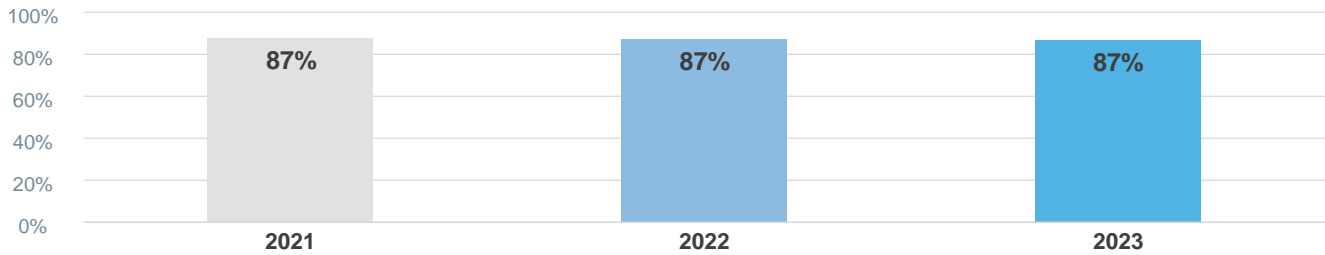
Year on year charts

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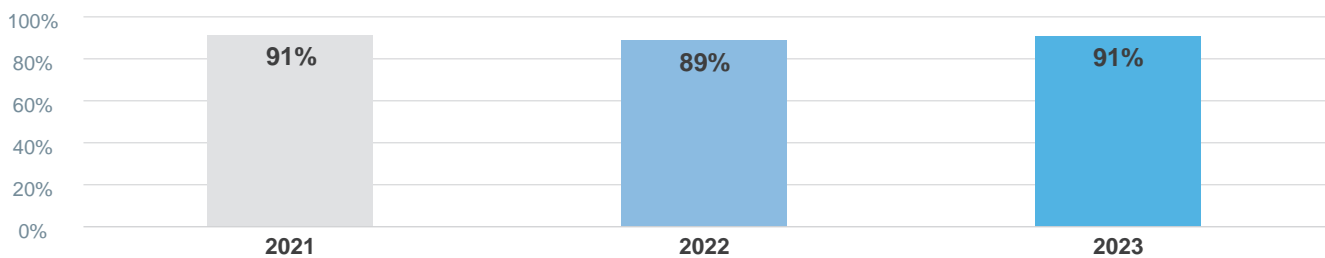
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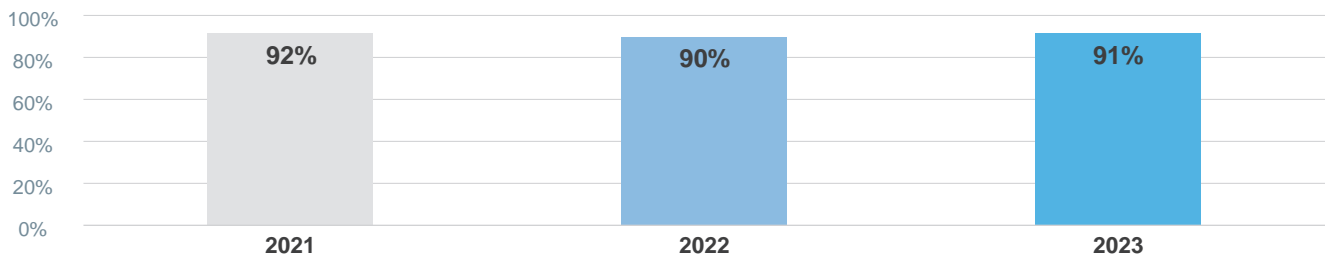
Q36. Hospital staff always did everything they could to help the patient control pain



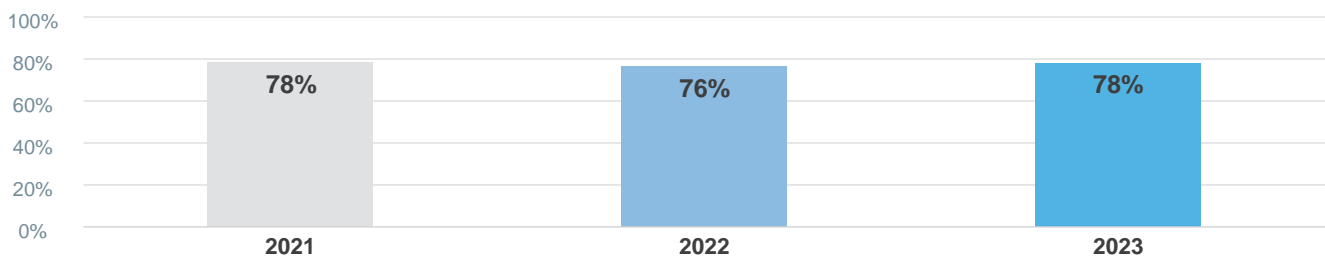
Q37. Patient was always treated with respect and dignity while in hospital



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

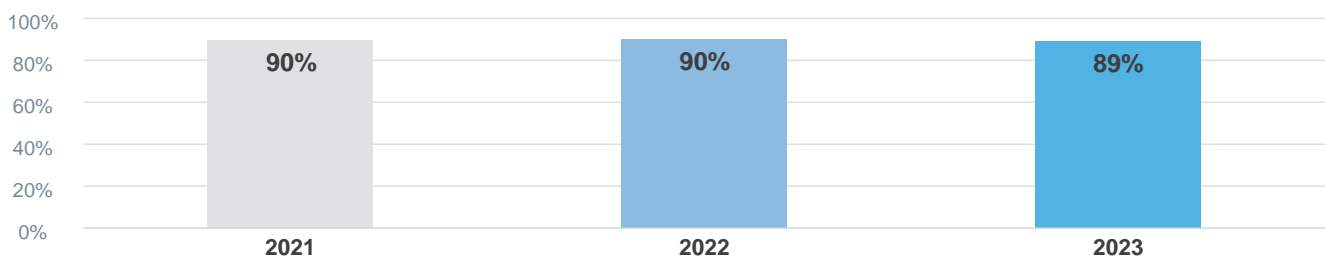


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



YOUR TREATMENT

Q41_1. Beforehand patient completely had enough understandable information about surgery



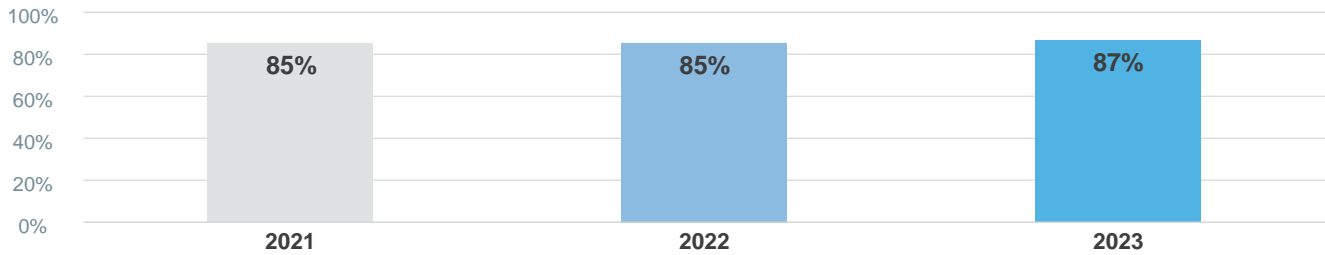
Year on year charts

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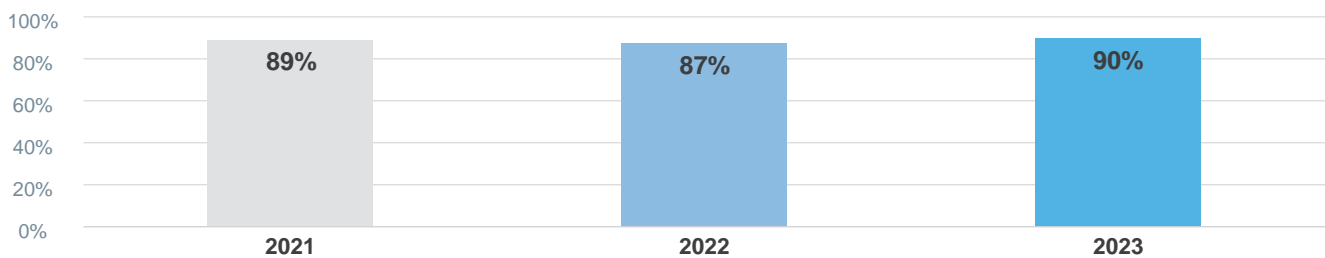
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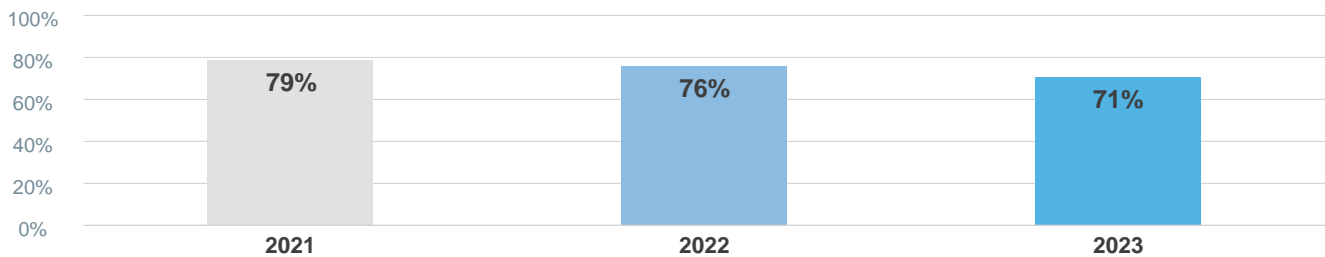
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy



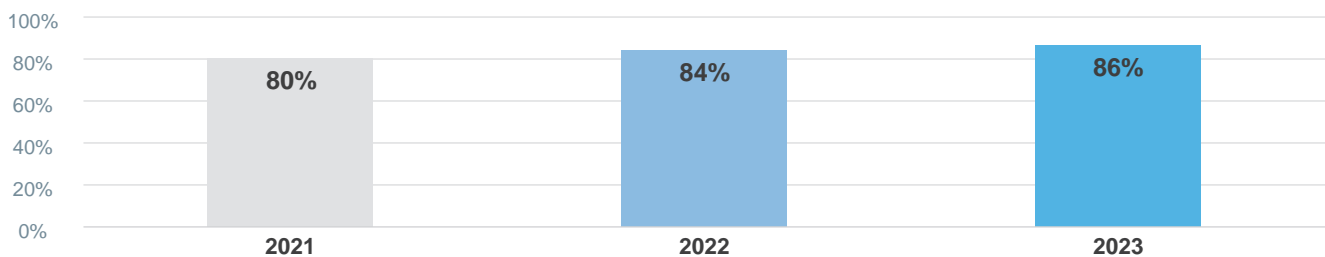
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy



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

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

** No score available for these years.

The scores are unadjusted and based on England scores only.

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



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



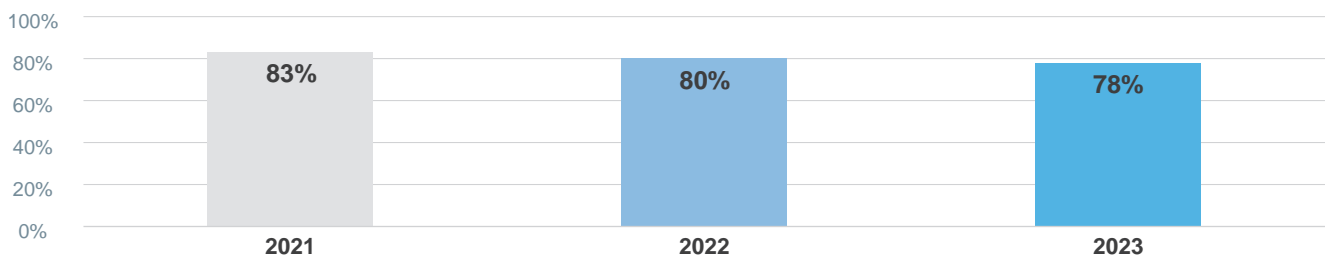
Q42_4. Patient completely had enough understandable information about their response to hormone therapy



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



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



Year on year charts

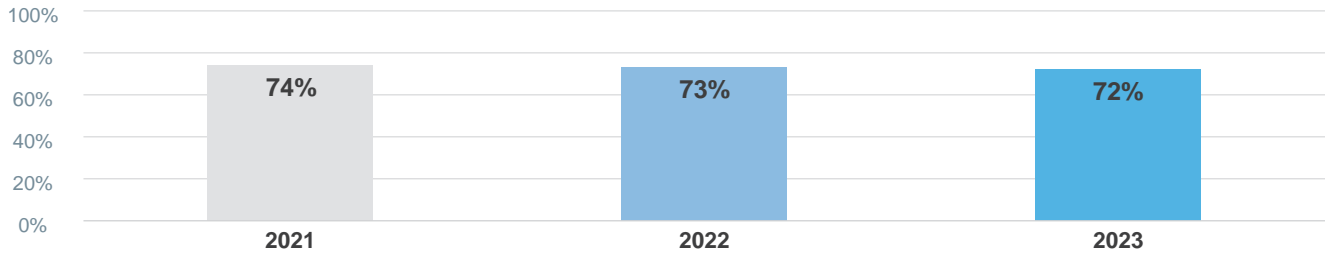
* Indicates where a score is not available due to suppression or a low base size.

** No score available for these years.

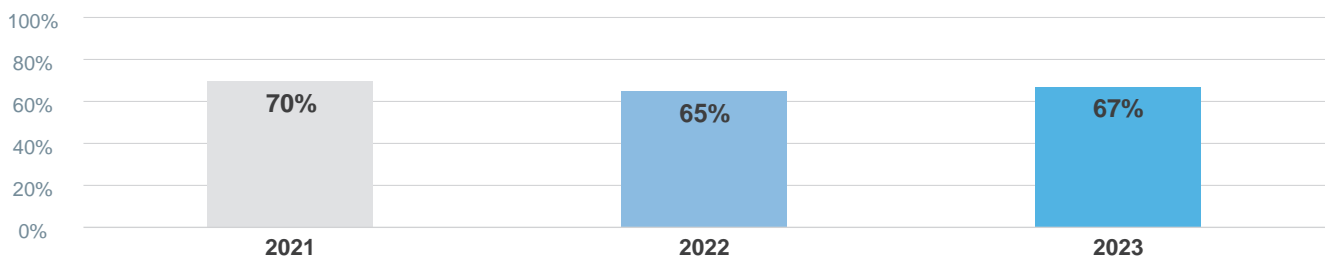
The scores are unadjusted and based on England scores only.

IMMEDIATE AND LONG TERM SIDE EFFECTS

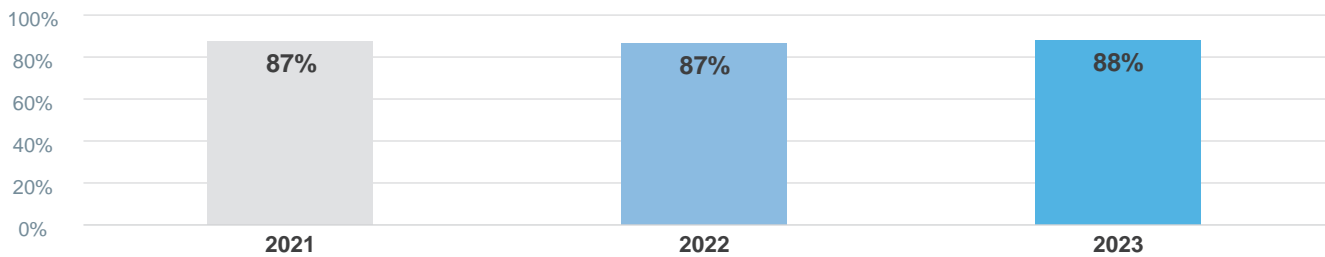
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



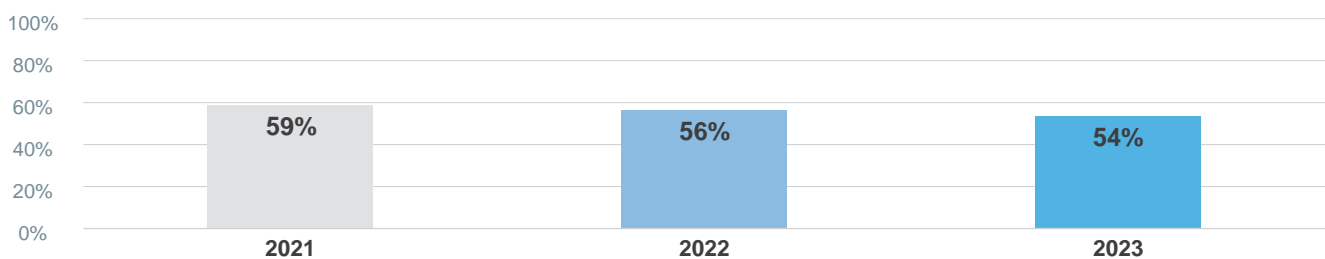
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



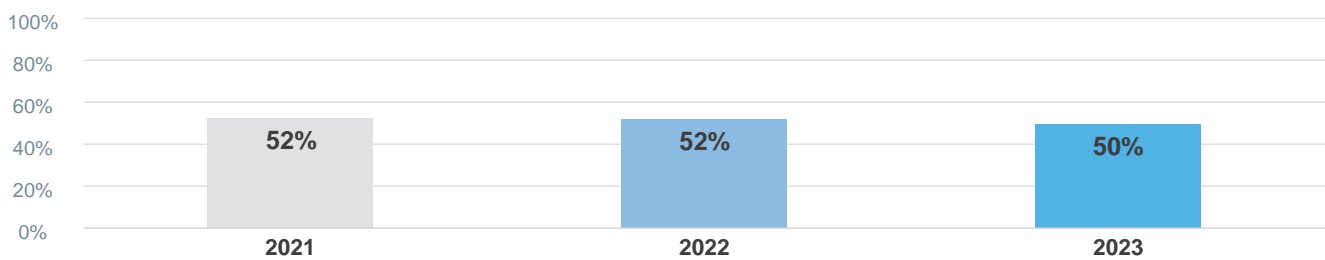
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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



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



Year on year charts

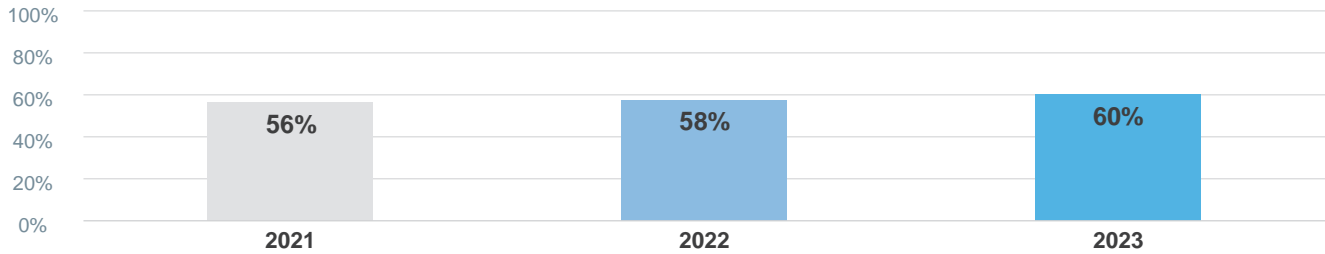
* Indicates where a score is not available due to suppression or a low base size.

** No score available for these years.

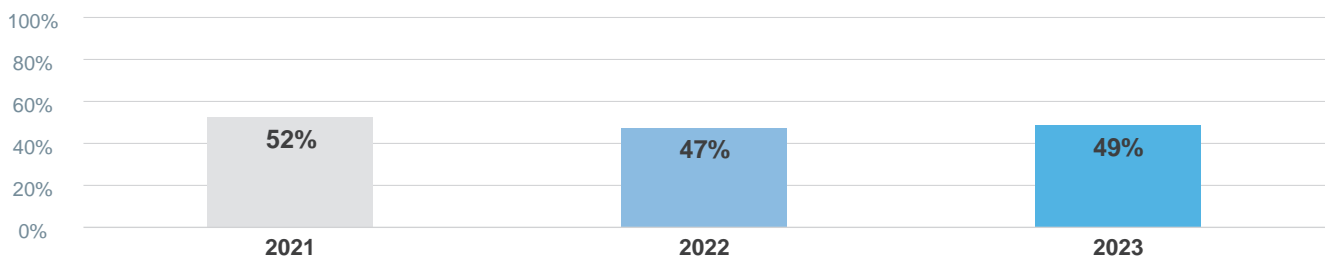
The scores are unadjusted and based on England scores only.

SUPPORT WHILE AT HOME

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

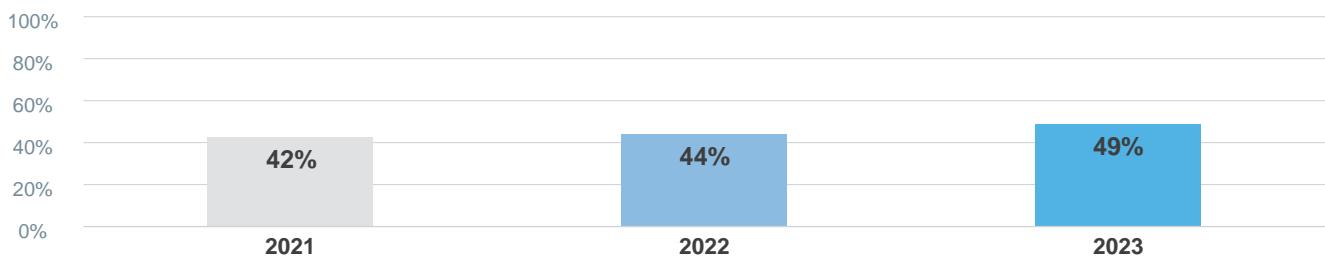


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

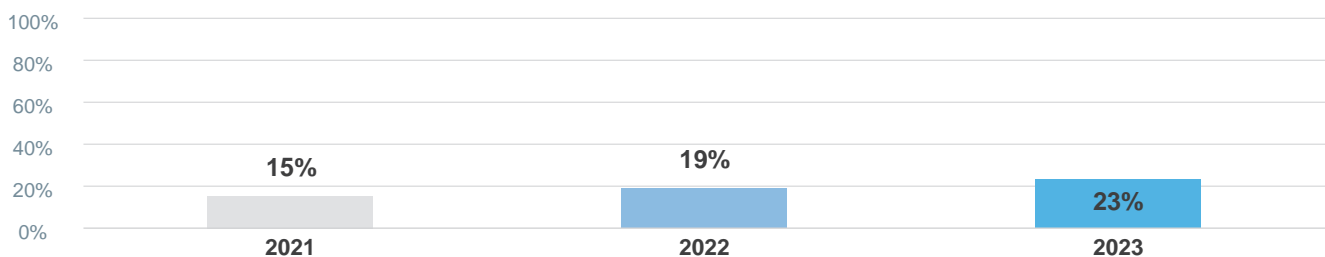


CARE FROM YOUR GP PRACTICE

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

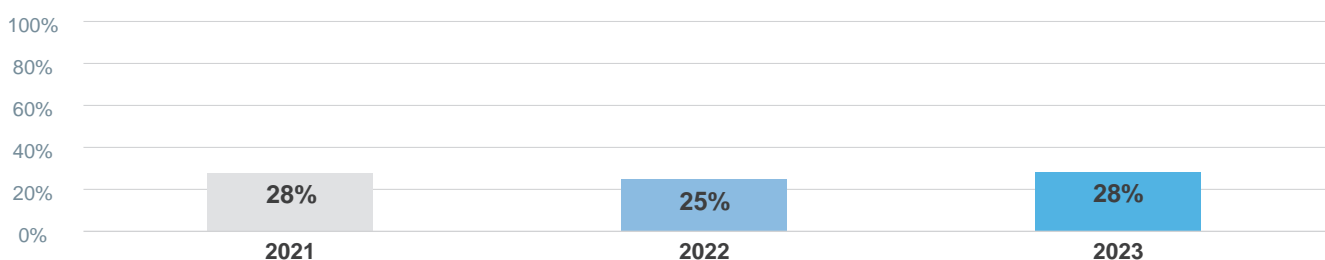


Q52. Patient has had a review of cancer care by GP practice



LIVING WITH AND BEYOND CANCER

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



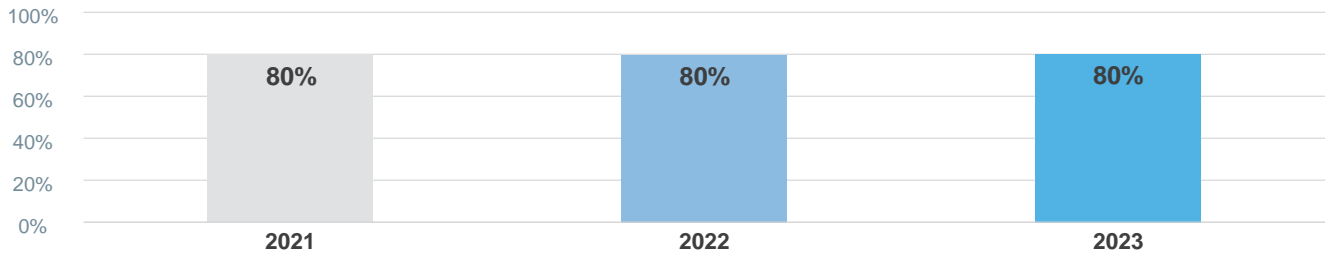
Year on year charts

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

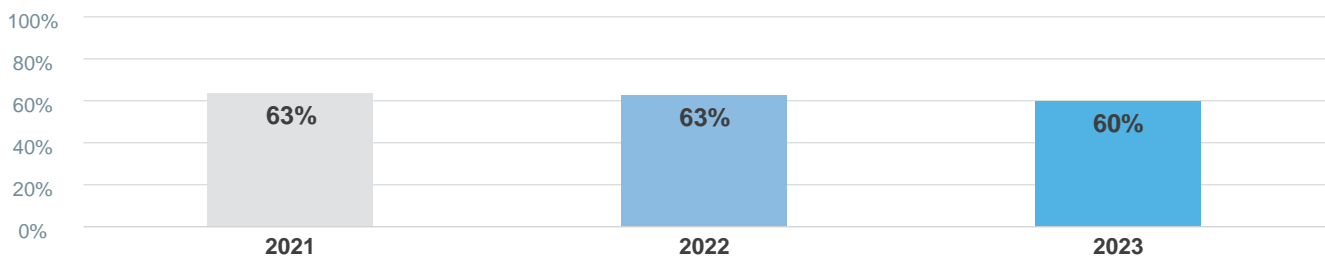
** No score available for these years.

The scores are unadjusted and based on England scores only.

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

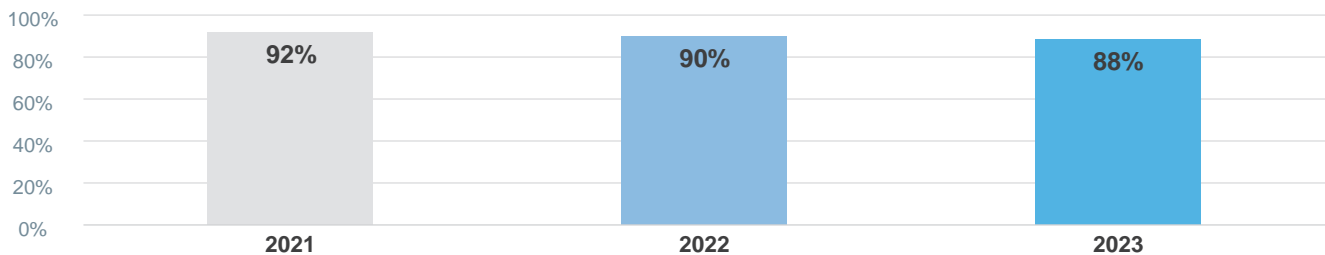


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

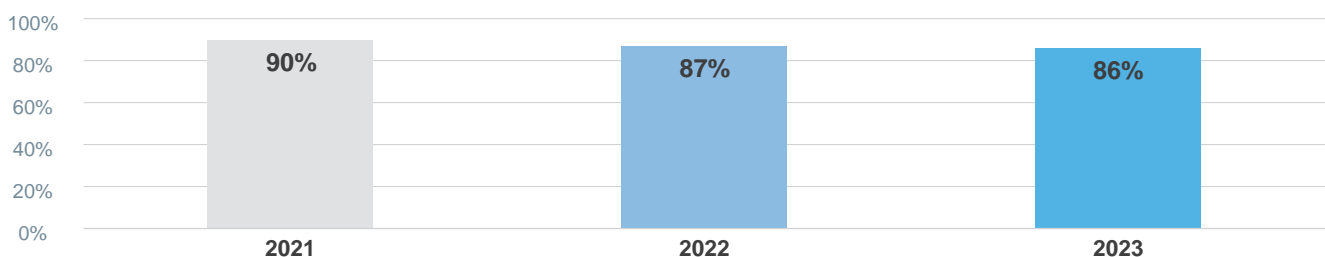


YOUR OVERALL NHS CARE

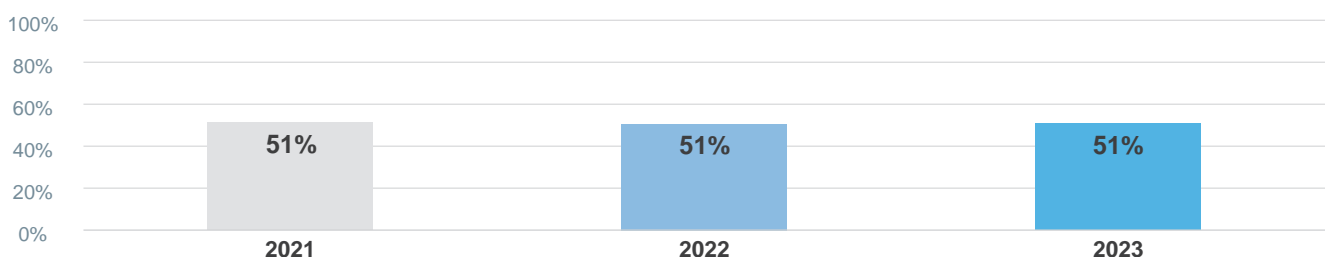
Q56. The whole care team worked well together



Q57. Administration of care was very good or good



Q58. Cancer research opportunities were discussed with patient



Year on year charts

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** No score available for these years.

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

