

Cancer Patient Experience Survey

2020 Results

East and North Hertfordshire NHS Trust

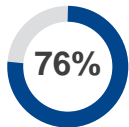
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Executive Summary

Cancer Dashboard Questions

The following seven questions are included in phase 1 of the Cancer Dashboard developed by Public Health England and NHS England:

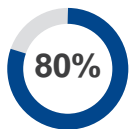
Q61. Patient's average rating of care scored from very poor to very good



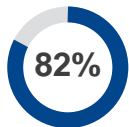
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



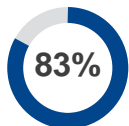
Q19. Patient given the name of a CNS who would support them through their treatment



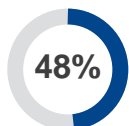
Q20. Patient found it very or quite easy to contact their CNS



Q39. Patient always felt they were treated with respect and dignity while in hospital



Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital



Q55. General practice staff definitely did everything they could to support patient during treatment

Introduction

The Cancer Patient Experience Survey 2020 is the 10th 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 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 Cancer Patient Experience Survey 2020 differs from all previous years in that the survey was run on a voluntary basis due to unprecedented pressures on cancer services in 2020.

The 2020 survey involved 55 NHS Trusts. As not all NHS Trusts participated in the survey no comparisons to scores nationally are shown.

Out of 33,266 people, 19,610 people responded to the survey, yielding a response rate of 59%.

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 2020. The fieldwork for the survey was undertaken between April 2021 and June 2021.

As in the previous five 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.

Scoring methodology

Only unadjusted scores are presented in this report as no comparisons are made to scores nationally (where it would be more appropriate to use adjusted scores).

Fifty-two questions from the questionnaire are scored as these questions relate directly to patient experience. For all but one question (Q61), scores are presented as the percentage of positive responses out of all scored responses. For Q61, respondents rate their overall care on a scale of 0 to 10, of which the average was calculated for this question's presented 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%.

Statistical significance

In the reporting of 2020 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'. Forty-eight scored questions in 2020 have been compared with those of 2019 and a statistically significant change between the two years has been reported where identified.

For the scored questions that are comparable beyond 2019, statistically significant change over the multiple years has also been reported where identified. A statistically significant difference means that the change in the result is very unlikely to have occurred by sampling variation.

Suppression

Question-level suppression

For 2020 scores where the base size per question is <11, the score will be suppressed and replaced with an asterisk (*).

For 2016 to 2019 scores where the base size per question is <21, the score will be suppressed and replaced with an asterisk (*).

The base size does not include non-scored response options.

Double suppression

If any group within a particular sub-group breakdown (such as the tumour group breakdown) has <11 respondents, then the figure for this particular group is suppressed and replaced with an asterisk (*). If there is only one group within the sub-group breakdown that has <11 respondents, and is therefore suppressed, the group with the next lowest number of respondents is also suppressed and replaced with an asterisk (*) (regardless if it is greater than or less than 11).

Understanding the results

This report shows how this Trust scored for each question in the survey compared with previous year's results. It is aimed at helping individual Trusts to understand their performance and identify areas for local improvement. Below is a description of the type of results presented within this report and how to understand them.

Comparability tables

The comparability tables show the 2019 and 2020 unadjusted scores for this Trust for each scored question. If there is a significant change from 2019 and 2020 or overall from 2016 to 2020, an arrow will be presented for the direction of change.

Sub-group breakdowns

Unadjusted scores are shown for tumour type, sex, age and ethnicity breakdowns. Unadjusted scores for the same sub-group across different Trusts may not be comparable, as they do not account for the impact that differing patient populations might have on results.

Tumour type tables

The tumour type 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 seven age groups.

Sex and ethnicity tables

The sex and ethnicity tables show the unadjusted scores for male and female and for six ethnicity groups.

Year on year charts

The year on year charts show five columns representing the unadjusted scores of the last five years (2016, 2017, 2018, 2019 and 2020) for each scored question.

Notes on specific questions

The questionnaire for the 2020 survey is based on the 2019 CPES questionnaire. There were some minor amendments made to reflect current practice, to ensure that survey respondents could select the answers that were most relevant to them. As part of this process, four scored questions were amended (Q3, Q10, Q32 and Q51) and two non-scored questions (Q1 and Q8) were amended. These questions are no longer comparable with previous historical data.

Further information

This research was carried out in accordance with the international standard for organisations conducting social research (accreditation to ISO20252:2012; certificate number GB08/74322). The 2020 survey data has been produced and published in line with the Code of Practice for Official Statistics.

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2020 questionnaire and survey guidance on the website at www.ncpes.co.uk. For all other outputs at Trust level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

320 patients responded out of a total of 524 patients, resulting in a response rate of 61%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Trust	536	524	320	61%
All Trusts	34,061	33,266	19,610	59%

Respondents by Survey Type

	Number of Respondents
Online	74
Paper	246
Phone	0
Translation Service	0

Respondents by Tumour Group

	Number of Respondents
Brain / CNS	0
Breast	90
Colorectal / LGT	44
Gynaecological	41
Haematological	7
Head and Neck	16
Lung	2
Prostate	34
Sarcoma	3
Skin	22
Upper Gastro	12
Urological	30
Other	19

Respondents by Age and Sex

Respondents year of birth has been used to determine age. This information has been amalgamated into 7 age bands. The age and sex distribution for the Trust was as follows:

	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75+	Total
Male	1	1	4	15	31	46	26	124
Female	0	3	17	37	48	52	30	187
Not given	0	0	1	2	2	2	2	9
Total	1	4	22	54	81	100	58	320

Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	265
Irish	5
Gypsy or Irish Traveller	0
Any other White background	11
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	0
White and Black African	0
White and Asian	2
Any other Mixed / multiple ethnic background	1
Asian or Asian British	
Indian	8
Pakistani	0
Bangladeshi	0
Chinese	2
Any other Asian background	4
Black / African / Caribbean / Black British	
African	8
Caribbean	1
Any other Black / African / Caribbean background	1
Other Ethnic Group	
Arab	1
Any other ethnic background	1
Not given	
Not given	10

Comparability Tables

* Indicates where a score has been suppressed because there are less than 11 responses (2020) or less than 21 responses (2019).

** No score available for 2019.

▲ or ▼

Change 2019-2020: Indicates where 2020 score is significantly higher or lower than 2019 score
Change Overall: Indicates significant change overall (2016, 2017, 2018, 2019 and 2020).

	Unadjusted Scores					
	2019 n	2019 Score	2020 n	2020 Score	Change 2019-2020	Change Overall
SEEING YOUR GP						
Q2. Patient thought they were seen as soon as necessary	1043	80%	233	83%		
Q3. Saw healthcare professional once or twice before being told they needed to go to hospital	**	**	221	81%		
DIAGNOSTIC TESTS						
Q5. Received all the information needed about the test	894	95%	239	95%		
Q6. The length of time waiting for the test to be done was about right	919	86%	241	90%		
Q7. Test results explained in completely understandable way	907	75%	241	76%		
FINDING OUT WHAT WAS WRONG WITH YOU						
Q10. Patient told they could have a family member or friend present when first told they had cancer	**	**	294	69%		
Q11. Patient felt they were told sensitively that they had cancer	1058	81%	314	82%		
Q12. Patient completely understood the explanation of what was wrong	1059	71%	315	76%		
Q13. Patient received easy to understand written information about the type of cancer they had	954	68%	275	75%		
DECIDING THE BEST TREATMENT FOR YOU						
Q14. Patient felt that treatment options were completely explained	921	77%	282	81%		
Q15. Patient felt possible side effects were definitely explained in an understandable way	1014	68%	302	66%		
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	1014	63%	300	60%		
Q17. Patient definitely told about side effects that could affect them in the future	976	49%	287	48%		
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	1043	78%	315	76%		
CLINICAL NURSE SPECIALIST (CNS)						
Q19. Patient given the name of a CNS who would support them through their treatment	1006	90%	304	89%		
Q20. Patient found it very or quite easy to contact their CNS	844	79%	260	80%		
Q21. Patient got understandable answers to important questions all or most of the time	790	84%	247	81%		

Comparability Tables

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** No score available for 2019.

▲ or ▼

Change 2019-2020: Indicates where 2020 score is significantly higher or lower than 2019 score

Change Overall: Indicates significant change overall (2016, 2017, 2018, 2019 and 2020).

	Unadjusted Scores					
	2019 n	2019 Score	2020 n	2020 Score	Change 2019-2020	Change Overall
SUPPORT FOR PEOPLE WITH CANCER						
Q22. Hospital staff gave information about support or self-help groups for people with cancer	820	84%	244	84%		
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	703	81%	209	74%		
Q24. Hospital staff gave information on getting financial help or possible benefits	534	63%	138	54%		
Q25. Hospital staff told patient they could get free prescriptions	555	83%	169	80%		
OPERATIONS						
Q27. Beforehand, patient had all the information needed about the operation	428	96%	153	95%		
Q28. Afterwards, staff completely explained how operation had gone in understandable way	426	76%	152	71%		
HOSPITAL CARE AS AN INPATIENT						
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	433	78%	129	88%	▲	
Q31. Patient had confidence and trust in all doctors treating them	434	84%	129	86%		
Q32. Patient's family or someone close definitely felt able to talk to member of team looking after patient	**	**	87	40%		
Q33. Patient had confidence and trust in all the ward nurses treating them	436	69%	129	64%		
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	436	58%	127	79%	▲	
Q35. All hospital staff asked patient what name they prefer to be called by	430	63%	126	62%		
Q36. Patient always given enough privacy when discussing condition or treatment	435	81%	126	88%		
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	327	43%	88	35%		
Q38. Hospital staff definitely did everything they could to help control pain	394	80%	118	76%		
Q39. Patient always felt they were treated with respect and dignity while in hospital	440	85%	129	82%		
Q40. Patient received clear written information about what they should or should not do after leaving hospital	399	83%	120	79%		
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	416	91%	122	83%		

Comparability Tables

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** No score available for 2019.

▲ or ▼

Change 2019-2020: Indicates where 2020 score is significantly higher or lower than 2019 score

Change Overall: Indicates significant change overall (2016, 2017, 2018, 2019 and 2020).

	Unadjusted Scores					
	2019 n	2019 Score	2020 n	2020 Score	Change 2019-2020	Change Overall
HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT						
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	803	61%	227	56%		
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	952	94%	231	94%		
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment	309	79%	107	79%		
Q47. Patient completely felt they were given enough understandable information about whether radiotherapy was working	274	50%	99	57%		
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment	582	77%	173	79%		
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	526	59%	155	57%		
HOME CARE AND SUPPORT						
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	**	**	203	49%		
Q52. Patient definitely given enough support from health or social services during treatment	489	44%	161	42%		
Q53. Patient definitely given enough support from health or social services after treatment	308	35%	128	33%		
CARE FROM YOUR GENERAL PRACTICE						
Q54. GP given enough information about patient's condition and treatment	863	94%	267	93%		
Q55. General practice staff definitely did everything they could to support patient during treatment	665	53%	186	48%		▼
YOUR OVERALL NHS CARE						
Q56. Different people treating and caring for patient always work well together to give best possible care	1011	65%	307	67%		
Q57. Patient given a care plan	849	27%	244	34%		
Q58. Overall the administration of care was good or very good	1054	81%	316	85%		
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	1051	45%	308	68%	▲	▲
Q60. Someone discussed with patient whether they would like to take part in cancer research	1009	31%	304	21%	▼	
Q61. Patient's average rating of care scored from very poor to very good	1031	8.5	310	8.6		

Tumour Type Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that tumour group.

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient thought they were seen as soon as necessary	n.a.	85%	79%	89%	*	93%	*	81%	*	70%	75%	86%	77%	83%
Q3. Saw healthcare professional once or twice before being told they needed to go to hospital	n.a.	92%	89%	87%	*	71%	*	68%	*	72%	*	81%	45%	81%

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Received all the information needed about the test	n.a.	95%	95%	96%	*	100%	*	89%	*	95%	100%	88%	93%	95%
Q6. The length of time waiting for the test to be done was about right	n.a.	87%	92%	100%	*	92%	*	89%	*	89%	100%	79%	87%	90%
Q7. Test results explained in completely understandable way	n.a.	77%	74%	74%	*	92%	*	72%	*	68%	64%	85%	75%	76%

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q10. Patient told they could have a family member or friend present when first told they had cancer	n.a.	72%	74%	63%	*	57%	*	83%	*	62%	82%	54%	71%	70%
Q11. Patient felt they were told sensitively that they had cancer	n.a.	83%	86%	78%	*	75%	*	94%	*	71%	83%	83%	74%	82%
Q12. Patient completely understood the explanation of what was wrong	n.a.	71%	75%	73%	*	94%	*	85%	*	90%	58%	83%	68%	76%
Q13. Patient received easy to understand written information about the type of cancer they had	n.a.	75%	68%	83%	*	86%	*	81%	*	82%	67%	72%	60%	75%

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q14. Patient felt that treatment options were completely explained	n.a.	74%	83%	87%	*	100%	*	87%	*	81%	*	91%	76%	81%
Q15. Patient felt possible side effects were definitely explained in an understandable way	n.a.	71%	64%	71%	*	56%	*	65%	*	67%	58%	68%	53%	66%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	n.a.	55%	56%	57%	*	80%	*	75%	*	68%	42%	62%	53%	60%
Q17. Patient definitely told about side effects that could affect them in the future	n.a.	39%	41%	58%	*	40%	*	65%	*	59%	42%	58%	41%	48%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	n.a.	76%	76%	88%	*	75%	*	79%	*	75%	67%	70%	74%	76%

Tumour Type Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that tumour group.

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q19. Patient given the name of a CNS who would support them through their treatment	n.a.	93%	90%	92%	*	86%	*	100%	*	81%	100%	70%	79%	90%
Q20. Patient found it very or quite easy to contact their CNS	n.a.	81%	94%	69%	*	100%	*	70%	*	56%	82%	89%	86%	80%
Q21. Patient got understandable answers to important questions all or most of the time	n.a.	87%	97%	71%	*	82%	*	81%	*	55%	64%	78%	86%	81%

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q22. Hospital staff gave information about support or self-help groups for people with cancer	n.a.	84%	88%	94%	*	77%	*	96%	*	82%	91%	75%	60%	84%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	n.a.	72%	76%	86%	*	62%	*	96%	*	67%	67%	77%	62%	74%
Q24. Hospital staff gave information on getting financial help or possible benefits	n.a.	50%	56%	47%	*	*	*	55%	*	*	*	50%	*	54%
Q25. Hospital staff told patient they could get free prescriptions	n.a.	78%	100%	79%	*	92%	*	74%	*	*	*	*	*	81%

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Beforehand, patient had all the information needed about the operation	n.a.	98%	95%	100%	n.a.	*	n.a.	95%	*	85%	*	95%	*	95%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	n.a.	68%	83%	83%	n.a.	*	n.a.	79%	*	64%	*	70%	*	71%

Tumour Type Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that tumour group.

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	n.a.	95%	75%	100%	*	*	n.a.	96%	n.a.	*	*	85%	*	88%
Q31. Patient had confidence and trust in all doctors treating them	n.a.	82%	88%	79%	*	*	n.a.	96%	n.a.	*	*	85%	*	86%
Q32. Patient's family or someone close definitely felt able to talk to member of team looking after patient	n.a.	27%	25%	46%	*	*	n.a.	40%	n.a.	*	*	55%	*	40%
Q33. Patient had confidence and trust in all the ward nurses treating them	n.a.	50%	44%	58%	*	*	n.a.	64%	n.a.	*	*	85%	*	64%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	n.a.	71%	56%	89%	*	*	n.a.	84%	n.a.	*	*	85%	*	79%
Q35. All hospital staff asked patient what name they prefer to be called by	n.a.	45%	53%	68%	*	*	n.a.	70%	n.a.	*	*	65%	*	62%
Q36. Patient always given enough privacy when discussing condition or treatment	n.a.	81%	87%	100%	*	*	n.a.	80%	n.a.	*	*	90%	*	88%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	n.a.	35%	0%	29%	*	*	n.a.	38%	n.a.	*	*	*	*	35%
Q38. Hospital staff definitely did everything they could to help control pain	n.a.	70%	75%	56%	*	*	n.a.	76%	n.a.	*	*	89%	*	76%
Q39. Patient always felt they were treated with respect and dignity while in hospital	n.a.	77%	63%	79%	*	*	n.a.	88%	n.a.	*	*	85%	*	82%
Q40. Patient received clear written information about what they should or should not do after leaving hospital	n.a.	74%	69%	88%	*	*	n.a.	83%	n.a.	*	*	72%	*	79%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	n.a.	90%	79%	89%	*	*	n.a.	83%	n.a.	*	*	70%	*	83%

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	n.a.	54%	52%	70%	*	*	*	65%	*	38%	*	55%	50%	56%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	n.a.	96%	97%	93%	*	91%	*	90%	*	90%	*	95%	100%	94%
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment	n.a.	68%	*	100%	*	*	*	*	*	*	*	*	*	79%
Q47. Patient completely felt they were given enough understandable information about whether radiotherapy was working	n.a.	43%	*	*	*	*	*	*	*	*	*	*	*	56%
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment	n.a.	70%	80%	84%	*	*	*	*	*	*	100%	80%	73%	79%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	n.a.	40%	56%	63%	*	*	*	*	*	*	45%	75%	*	57%

Tumour Type Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that tumour group.

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	n.a.	36%	52%	61%	*	62%	*	58%	*	*	*	61%	*	49%
Q52. Patient definitely given enough support from health or social services during treatment	n.a.	31%	58%	56%	*	*	*	44%	*	*	*	38%	*	42%
Q53. Patient definitely given enough support from health or social services after treatment	n.a.	15%	56%	50%	*	*	*	25%	*	*	*	*	*	33%

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q54. GP given enough information about patient's condition and treatment	n.a.	92%	90%	94%	*	100%	*	90%	*	100%	83%	96%	100%	93%
Q55. General practice staff definitely did everything they could to support patient during treatment	n.a.	42%	44%	38%	*	*	*	71%	*	75%	*	47%	*	48%

	Tumour Group													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. Different people treating and caring for patient always work well together to give best possible care	n.a.	63%	63%	71%	*	67%	*	82%	*	73%	50%	74%	61%	67%
Q57. Patient given a care plan	n.a.	36%	39%	39%	*	55%	*	44%	*	19%	*	15%	12%	34%
Q58. Overall the administration of care was good or very good	n.a.	87%	81%	85%	*	81%	*	85%	*	91%	75%	87%	89%	85%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	n.a.	55%	85%	62%	*	94%	*	84%	*	73%	58%	86%	42%	68%
Q60. Someone discussed with patient whether they would like to take part in cancer research	n.a.	19%	10%	32%	*	0%	*	21%	*	18%	*	30%	17%	21%
Q61. Patient's average rating of care scored from very poor to very good	n.a.	8.5	8.5	8.3	*	8.6	*	8.8	*	8.7	7.8	9.0	8.8	8.6

Age Group Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that age group.

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
SEEING YOUR GP								
Q2. Patient thought they were seen as soon as necessary	*	*	79%	80%	82%	87%	82%	83%
Q3. Saw healthcare professional once or twice before being told they needed to go to hospital	*	*	89%	84%	79%	82%	76%	81%

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
DIAGNOSTIC TESTS								
Q5. Received all the information needed about the test	*	*	88%	97%	94%	94%	98%	95%
Q6. The length of time waiting for the test to be done was about right	*	*	75%	97%	88%	87%	95%	90%
Q7. Test results explained in completely understandable way	*	*	63%	77%	77%	77%	79%	76%

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
FINDING OUT WHAT WAS WRONG WITH YOU								
Q10. Patient told they could have a family member or friend present when first told they had cancer	*	*	65%	75%	66%	69%	74%	70%
Q11. Patient felt they were told sensitively that they had cancer	*	*	76%	85%	83%	80%	84%	82%
Q12. Patient completely understood the explanation of what was wrong	*	*	68%	67%	80%	79%	78%	76%
Q13. Patient received easy to understand written information about the type of cancer they had	*	*	60%	75%	75%	75%	76%	75%

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
DECIDING THE BEST TREATMENT FOR YOU								
Q14. Patient felt that treatment options were completely explained	*	*	*	74%	84%	81%	83%	81%
Q15. Patient felt possible side effects were definitely explained in an understandable way	*	*	82%	69%	65%	64%	59%	66%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	*	*	64%	63%	61%	56%	58%	60%
Q17. Patient definitely told about side effects that could affect them in the future	*	*	45%	44%	53%	48%	42%	48%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	*	*	68%	70%	86%	76%	68%	76%

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
CLINICAL NURSE SPECIALIST (CNS)								
Q19. Patient given the name of a CNS who would support them through their treatment	*	*	100%	92%	87%	88%	87%	90%
Q20. Patient found it very or quite easy to contact their CNS	*	*	86%	76%	85%	76%	81%	80%
Q21. Patient got understandable answers to important questions all or most of the time	*	*	80%	81%	83%	83%	76%	81%

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
SUPPORT FOR PEOPLE WITH CANCER								
Q22. Hospital staff gave information about support or self-help groups for people with cancer	*	*	*	86%	86%	82%	77%	84%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	*	*	61%	72%	73%	75%	83%	74%
Q24. Hospital staff gave information on getting financial help or possible benefits	*	*	67%	54%	43%	57%	53%	54%
Q25. Hospital staff told patient they could get free prescriptions	*	*	68%	84%	67%	97%	89%	81%

Age Group Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that age group.

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
OPERATIONS								
Q27. Beforehand, patient had all the information needed about the operation	n.a.	*	*	97%	95%	90%	100%	95%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	n.a.	*	*	73%	74%	69%	67%	71%

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
HOSPITAL CARE AS AN INPATIENT								
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	n.a.	*	*	79%	97%	84%	91%	88%
Q31. Patient had confidence and trust in all doctors treating them	n.a.	*	*	84%	83%	89%	91%	86%
Q32. Patient's family or someone close definitely felt able to talk to member of team looking after patient	n.a.	*	*	46%	26%	70%	7%	40%
Q33. Patient had confidence and trust in all the ward nurses treating them	n.a.	*	*	63%	50%	74%	82%	64%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	n.a.	*	*	74%	76%	79%	91%	79%
Q35. All hospital staff asked patient what name they prefer to be called by	n.a.	*	*	59%	50%	76%	73%	62%
Q36. Patient always given enough privacy when discussing condition or treatment	n.a.	*	*	84%	83%	92%	95%	88%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	n.a.	*	*	46%	26%	43%	21%	35%
Q38. Hospital staff definitely did everything they could to help control pain	n.a.	*	*	67%	72%	85%	90%	76%
Q39. Patient always felt they were treated with respect and dignity while in hospital	n.a.	*	*	79%	81%	87%	77%	82%
Q40. Patient received clear written information about what they should or should not do after leaving hospital	n.a.	*	*	78%	73%	89%	67%	79%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	n.a.	*	*	88%	76%	86%	77%	83%

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT								
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	*	*	71%	46%	51%	60%	54%	56%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	*	*	82%	97%	95%	96%	92%	94%
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment	n.a.	*	*	60%	80%	91%	80%	79%
Q47. Patient completely felt they were given enough understandable information about whether radiotherapy was working	n.a.	*	*	60%	52%	64%	38%	56%
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment	*	*	85%	70%	74%	81%	87%	79%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	*	*	54%	56%	51%	61%	61%	57%

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
HOME CARE AND SUPPORT								
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	*	*	29%	48%	47%	50%	58%	49%
Q52. Patient definitely given enough support from health or social services during treatment	*	*	*	48%	38%	36%	52%	42%
Q53. Patient definitely given enough support from health or social services after treatment	*	*	*	41%	32%	35%	29%	33%

Age Group Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that age group.

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
CARE FROM YOUR GENERAL PRACTICE								
Q54. GP given enough information about patient's condition and treatment	*	*	84%	95%	93%	95%	87%	93%
Q55. General practice staff definitely did everything they could to support patient during treatment	*	*	44%	50%	48%	52%	36%	48%

	Age							
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75+	All Ages
YOUR OVERALL NHS CARE								
Q56. Different people treating and caring for patient always work well together to give best possible care	*	*	57%	62%	67%	68%	75%	67%
Q57. Patient given a care plan	*	*	33%	34%	35%	33%	29%	34%
Q58. Overall the administration of care was good or very good	*	*	77%	79%	89%	88%	79%	85%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	*	*	57%	64%	68%	69%	75%	68%
Q60. Someone discussed with patient whether they would like to take part in cancer research	*	*	0%	20%	24%	20%	28%	21%
Q61. Patient's average rating of care scored from very poor to very good	*	*	7.9	8.5	8.6	8.8	8.5	8.6

Sex and ethnicity Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that sex or ethnicity group.

SEEING YOUR GP	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient thought they were seen as soon as necessary	81%	84%	82%	*	*	*	*	*	83%
Q3. Saw healthcare professional once or twice before being told they needed to go to hospital	79%	82%	83%	*	*	*	*	*	81%

DIAGNOSTIC TESTS	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q5. Received all the information needed about the test	96%	93%	95%	*	91%	*	*	*	95%
Q6. The length of time waiting for the test to be done was about right	88%	91%	90%	*	92%	*	*	*	90%
Q7. Test results explained in completely understandable way	77%	76%	76%	*	83%	*	*	*	76%

FINDING OUT WHAT WAS WRONG WITH YOU	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q10. Patient told they could have a family member or friend present when first told they had cancer	71%	68%	68%	*	92%	*	*	*	70%
Q11. Patient felt they were told sensitively that they had cancer	87%	78%	81%	*	86%	*	*	*	82%
Q12. Patient completely understood the explanation of what was wrong	80%	74%	77%	*	71%	*	*	*	76%
Q13. Patient received easy to understand written information about the type of cancer they had	74%	76%	75%	*	75%	*	*	*	75%

DECIDING THE BEST TREATMENT FOR YOU	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q14. Patient felt that treatment options were completely explained	85%	79%	81%	*	92%	*	*	*	81%
Q15. Patient felt possible side effects were definitely explained in an understandable way	64%	67%	66%	*	85%	*	*	*	66%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	65%	56%	59%	*	79%	*	*	*	60%
Q17. Patient definitely told about side effects that could affect them in the future	55%	42%	48%	*	50%	*	*	*	48%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	75%	77%	76%	*	86%	*	*	*	76%

CLINICAL NURSE SPECIALIST (CNS)	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q19. Patient given the name of a CNS who would support them through their treatment	89%	90%	89%	*	86%	*	*	*	90%
Q20. Patient found it very or quite easy to contact their CNS	80%	81%	80%	*	92%	*	*	*	80%
Q21. Patient got understandable answers to important questions all or most of the time	82%	81%	81%	*	91%	*	*	*	81%

Sex and ethnicity Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that sex or ethnicity group.

SUPPORT FOR PEOPLE WITH CANCER	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q22. Hospital staff gave information about support or self-help groups for people with cancer	90%	80%	84%	*	75%	*	*	*	84%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	81%	70%	74%	*	64%	*	*	*	74%
Q24. Hospital staff gave information on getting financial help or possible benefits	63%	49%	55%	*	*	*	*	*	54%
Q25. Hospital staff told patient they could get free prescriptions	80%	81%	82%	*	73%	*	*	*	81%

OPERATIONS	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q27. Beforehand, patient had all the information needed about the operation	97%	95%	97%	*	*	*	n.a.	*	95%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	83%	64%	71%	*	*	*	n.a.	*	71%

HOSPITAL CARE AS AN INPATIENT	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	87%	92%	89%	*	*	*	n.a.	*	88%
Q31. Patient had confidence and trust in all doctors treating them	93%	81%	87%	*	*	*	n.a.	*	86%
Q32. Patient's family or someone close definitely felt able to talk to member of team looking after patient	44%	38%	39%	*	*	*	n.a.	*	40%
Q33. Patient had confidence and trust in all the ward nurses treating them	69%	63%	68%	*	*	*	n.a.	*	64%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	79%	79%	79%	*	*	*	n.a.	*	79%
Q35. All hospital staff asked patient what name they prefer to be called by	68%	57%	63%	*	*	*	n.a.	*	62%
Q36. Patient always given enough privacy when discussing condition or treatment	90%	88%	88%	*	*	*	n.a.	*	88%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	37%	36%	36%	*	*	*	n.a.	*	35%
Q38. Hospital staff definitely did everything they could to help control pain	83%	71%	77%	*	*	*	n.a.	*	76%
Q39. Patient always felt they were treated with respect and dignity while in hospital	87%	76%	82%	*	*	*	n.a.	*	82%
Q40. Patient received clear written information about what they should or should not do after leaving hospital	86%	70%	79%	*	*	*	n.a.	*	79%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	86%	79%	81%	*	*	*	n.a.	*	83%

Sex and ethnicity Tables

* Indicates where a score has been suppressed because there are less than 11 responses. n.a. Indicates that there were no respondents for that sex or ethnicity group.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit	56%	54%	55%	*	*	*	*	*	56%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	93%	95%	94%	*	*	*	*	*	94%
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment	86%	75%	83%	n.a.	*	*	*	*	79%
Q47. Patient completely felt they were given enough understandable information about whether radiotherapy was working	71%	49%	56%	n.a.	*	*	*	*	56%
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment	83%	76%	81%	*	*	*	*	*	79%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	66%	52%	59%	*	*	*	*	*	57%

HOME CARE AND SUPPORT	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	57%	43%	49%	*	*	*	*	*	49%
Q52. Patient definitely given enough support from health or social services during treatment	48%	36%	41%	*	*	*	*	*	42%
Q53. Patient definitely given enough support from health or social services after treatment	46%	26%	35%	*	*	*	*	*	33%

CARE FROM YOUR GENERAL PRACTICE	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q54. GP given enough information about patient's condition and treatment	92%	93%	94%	*	82%	*	*	*	93%
Q55. General practice staff definitely did everything they could to support patient during treatment	58%	42%	47%	*	45%	*	*	*	48%

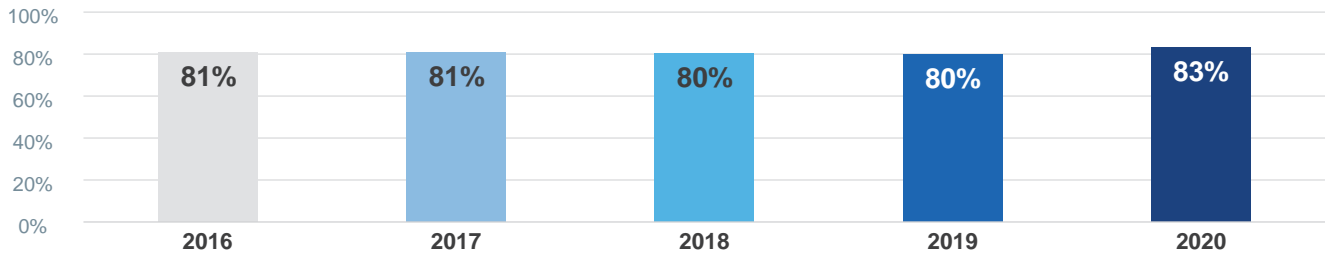
YOUR OVERALL NHS CARE	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q56. Different people treating and caring for patient always work well together to give best possible care	73%	63%	67%	*	64%	*	*	*	67%
Q57. Patient given a care plan	34%	33%	32%	*	36%	*	*	*	34%
Q58. Overall the administration of care was good or very good	86%	84%	83%	*	100%	*	*	*	85%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	79%	61%	68%	*	64%	*	*	*	68%
Q60. Someone discussed with patient whether they would like to take part in cancer research	20%	21%	21%	*	14%	*	*	*	21%
Q61. Patient's average rating of care scored from very poor to very good	8.7	8.5	8.6	*	8.5	*	*	*	8.6

Year on Year Charts

Indicates where a score has been suppressed
 * because there are less than 11 responses (2020) or less than 21 responses (2016 to 2019).
 ** No score available for these years.
 The scores are unadjusted and based on England scores only.

SEEING YOUR GP

Q2. Patient thought they were seen as soon as necessary



Q3. Saw healthcare professional once or twice before being told they needed to go to hospital

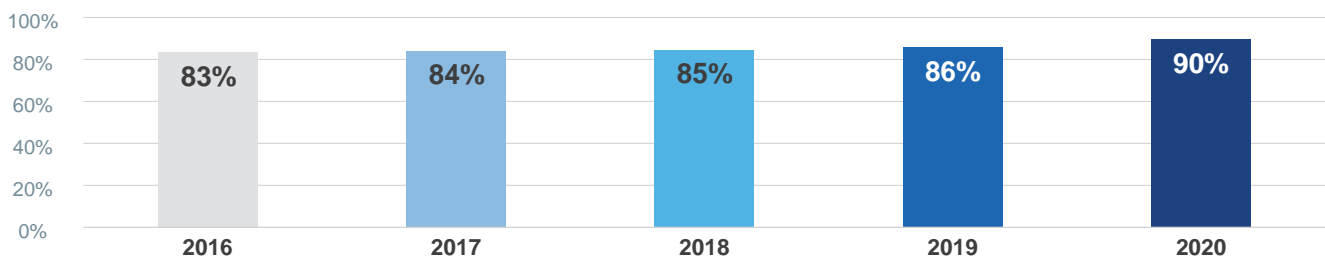


DIAGNOSTIC TESTS

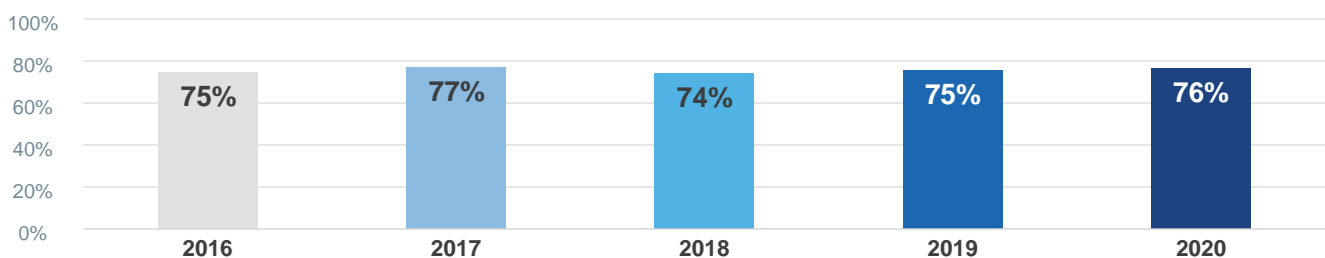
Q5. Received all the information needed about the test



Q6. The length of time waiting for the test to be done was about right



Q7. Test results explained in completely understandable way



Year on Year Charts

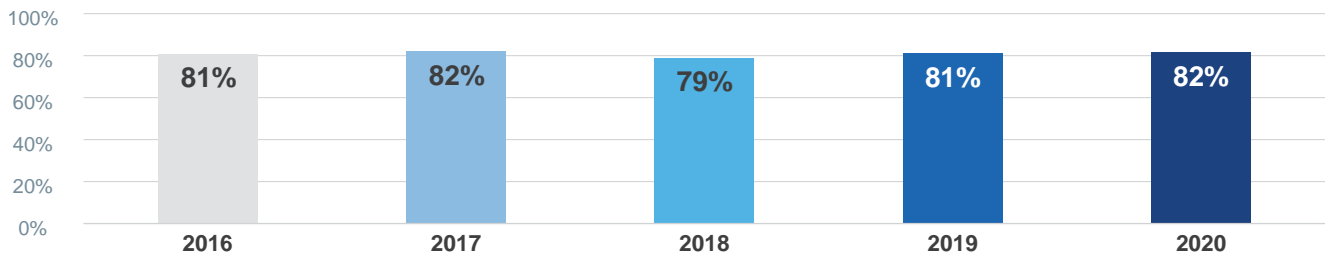
Indicates where a score has been suppressed
 * because there are less than 11 responses (2020) or less than 21 responses (2016 to 2019). ** No score available for these years. The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

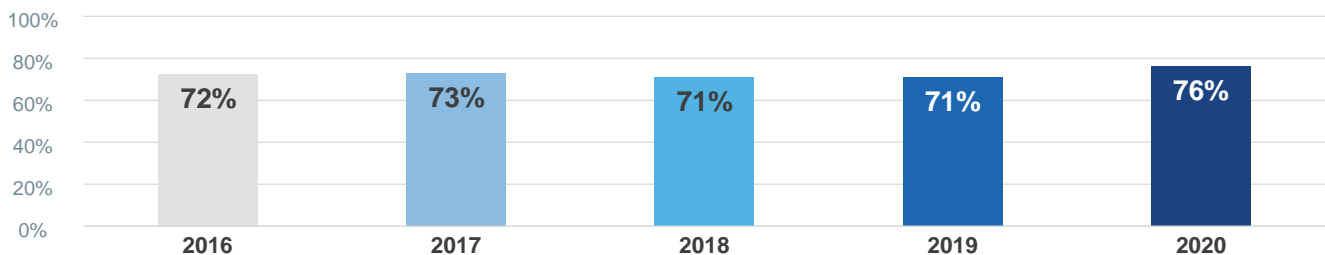
Q10. Patient told they could have a family member or friend present when first told they had cancer



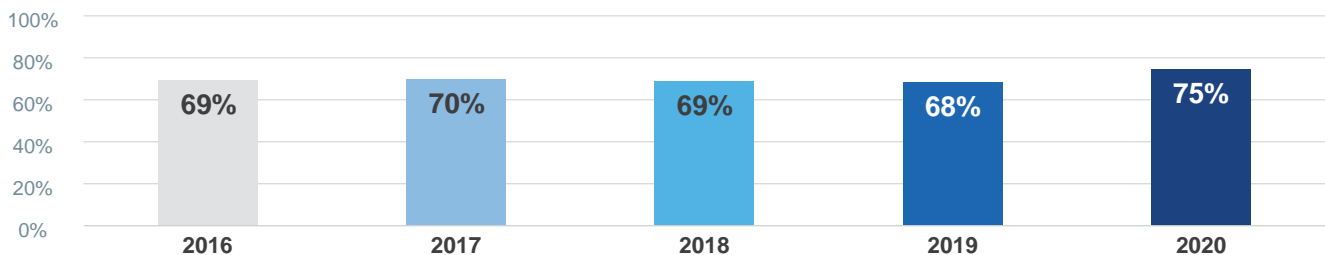
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

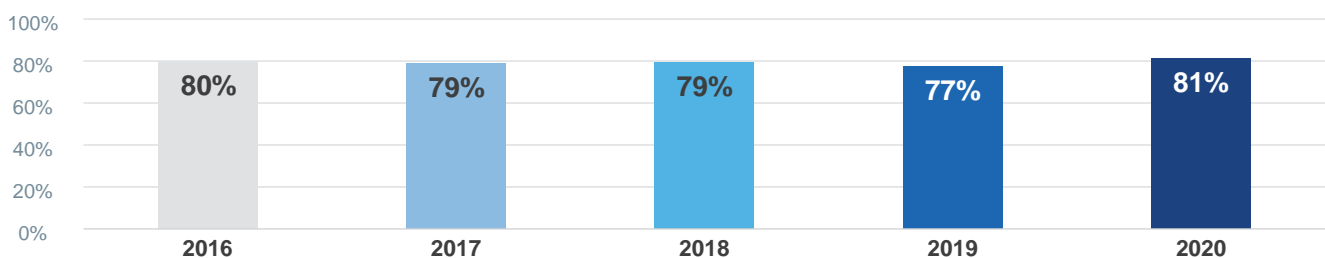


Q13. Patient received easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

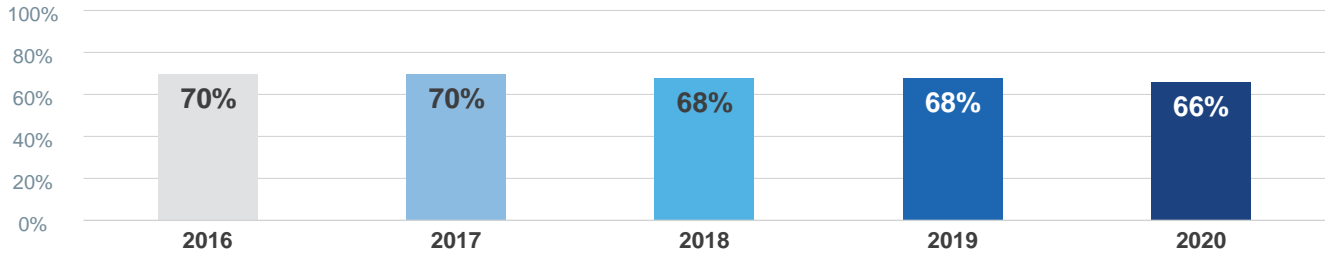
Q14. Patient felt that treatment options were completely explained



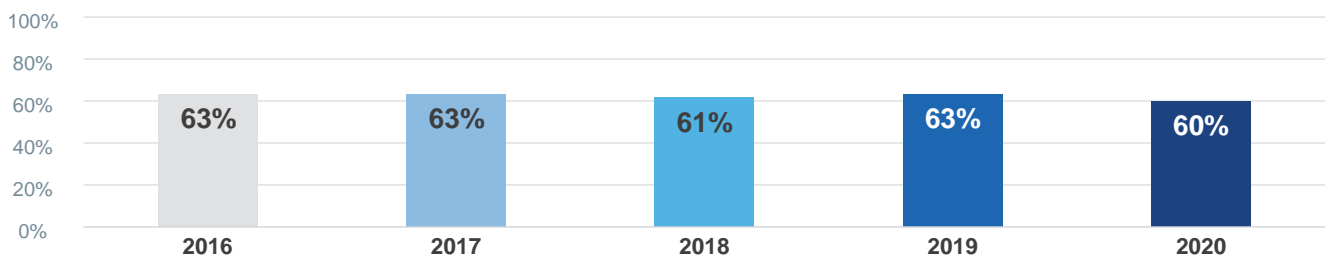
Year on Year Charts

Indicates where a score has been suppressed
* because there are less than 11 responses (2020) or less than 21 responses (2016 to 2019). ** No score available for these years. The scores are unadjusted and based on England scores only.

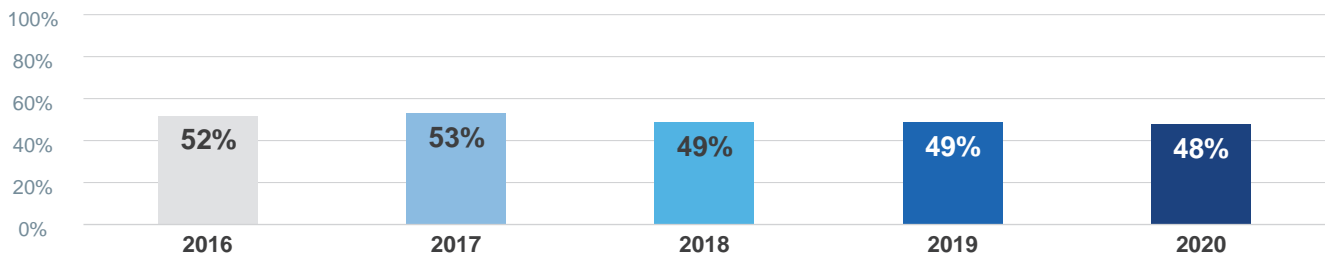
Q15. Patient felt possible side effects were definitely explained in an understandable way



Q16. Patient definitely given practical advice and support in dealing with side effects of treatment



Q17. Patient definitely told about side effects that could affect them in the future

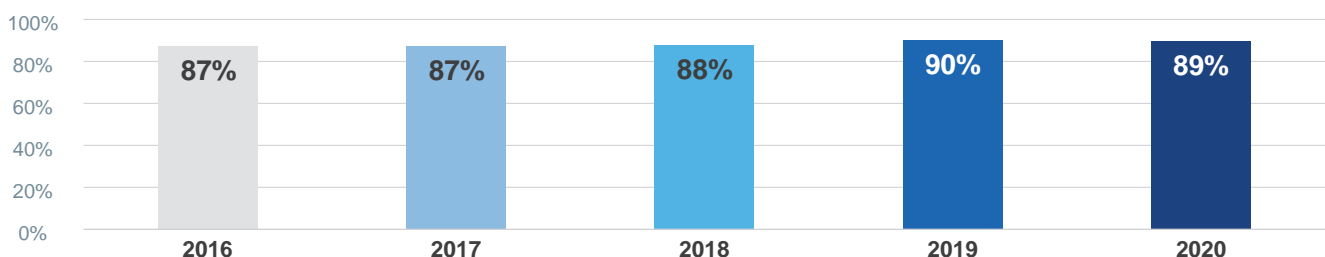


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

Q19. Patient given the name of a CNS who would support them through their treatment



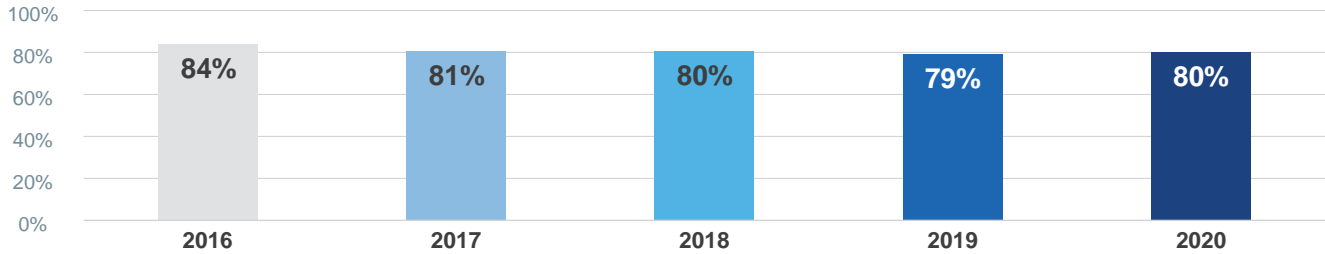
Year on Year Charts

Indicates where a score has been suppressed
* because there are less than 11 responses (2020) or less than 21 responses (2016 to 2019).

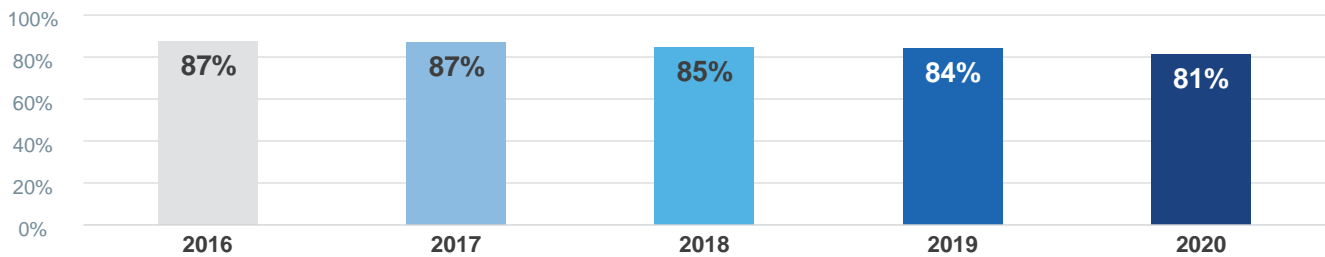
** No score available for these years.

The scores are unadjusted and based on England scores only.

Q20. Patient found it very or quite easy to contact their CNS

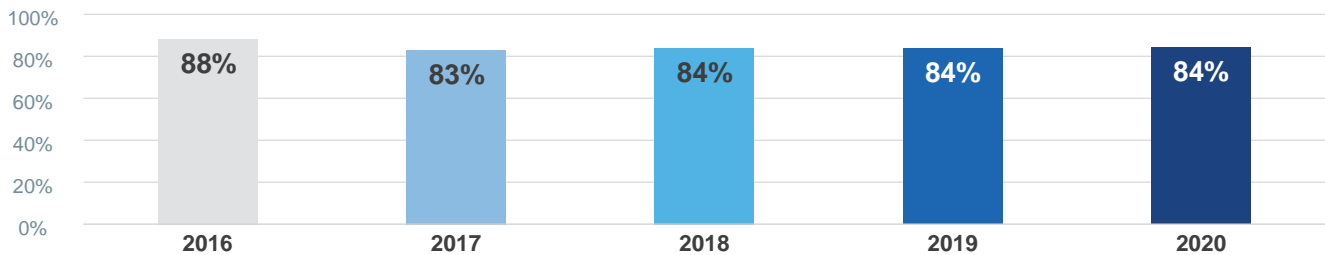


Q21. Patient got understandable answers to important questions all or most of the time

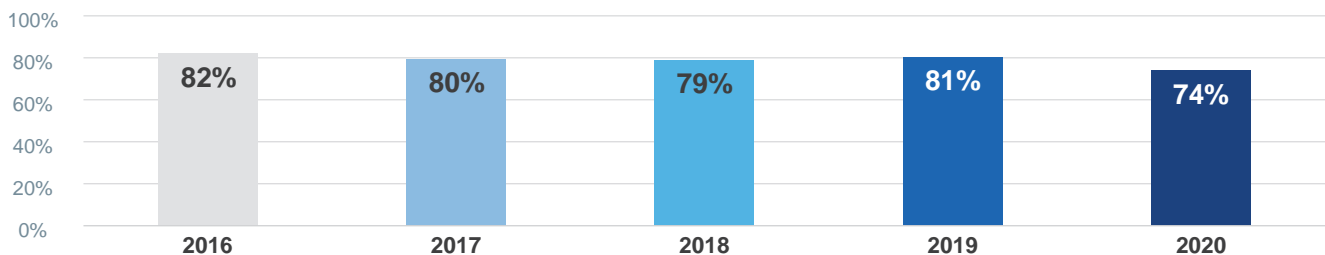


SUPPORT FOR PEOPLE WITH CANCER

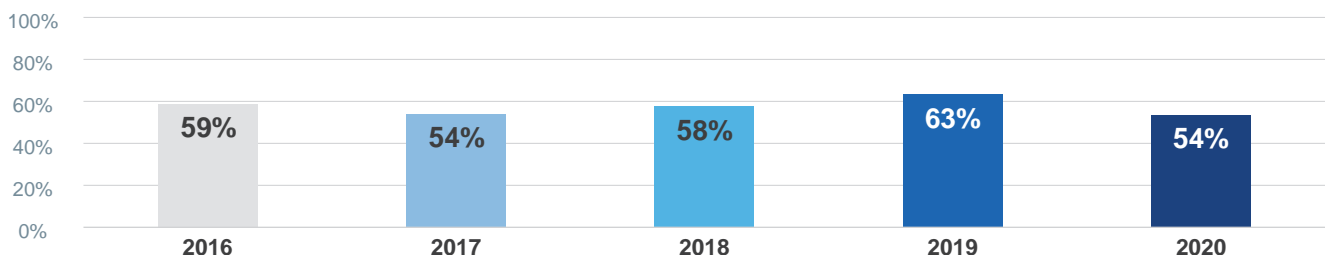
Q22. Hospital staff gave information about support or self-help groups for people with cancer



Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities



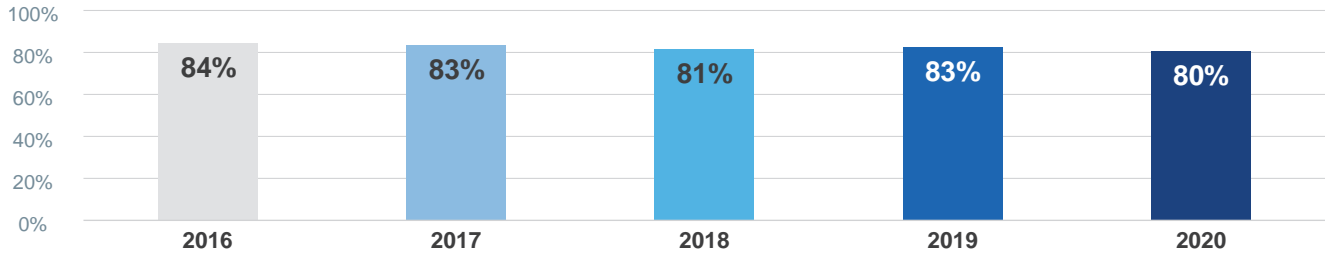
Q24. Hospital staff gave information on getting financial help or possible benefits



Year on Year Charts

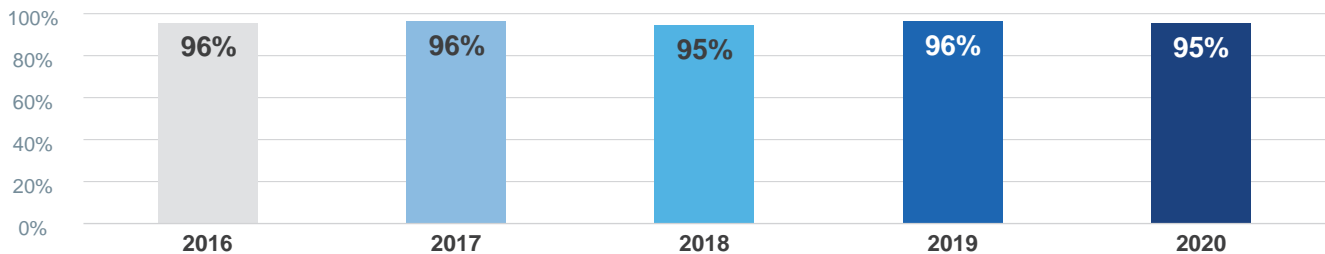
Indicates where a score has been suppressed
 * because there are less than 11 responses (2020) or less than 21 responses (2016 to 2019). ** No score available for these years. The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

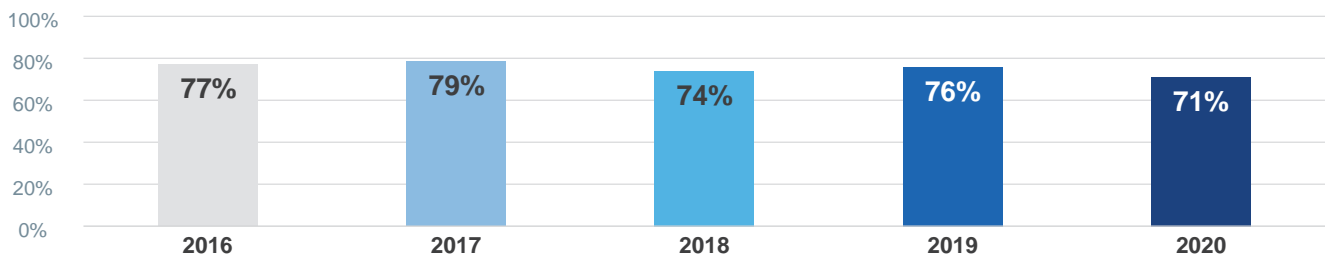


OPERATIONS

Q27. Beforehand, patient had all the information needed about the operation



Q28. Afterwards, staff completely explained how operation had gone in understandable way



HOSPITAL CARE AS AN INPATIENT

Q30. Hospital staff didn't talk in front of patient as if patient wasn't there



Q31. Patient had confidence and trust in all doctors treating them



Year on Year Charts

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Q32. Patient's family or someone close definitely felt able to talk to member of team looking after patient



Q33. Patient had confidence and trust in all the ward nurses treating them



Q34. Patient thought there were always or nearly always enough nurses on duty to care for them



Q35. All hospital staff asked patient what name they prefer to be called by



Q36. Patient always given enough privacy when discussing condition or treatment



Year on Year Charts

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Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit



Q38. Hospital staff definitely did everything they could to help control pain



Q39. Patient always felt they were treated with respect and dignity while in hospital



Q40. Patient received clear written information about what they should or should not do after leaving hospital



Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital

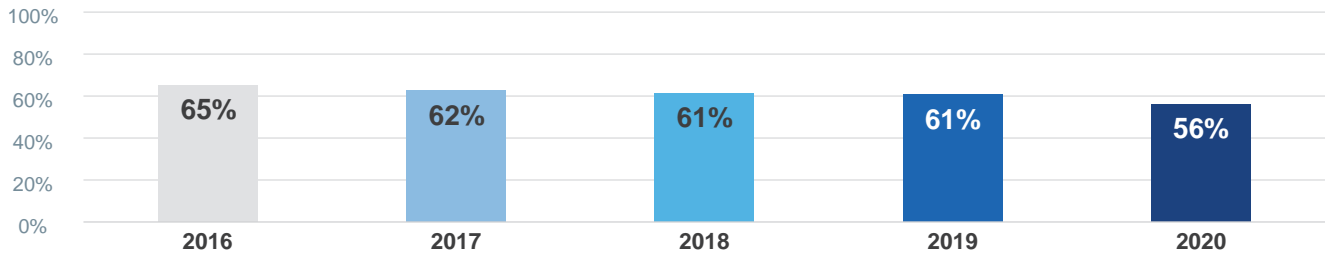


Year on Year Charts

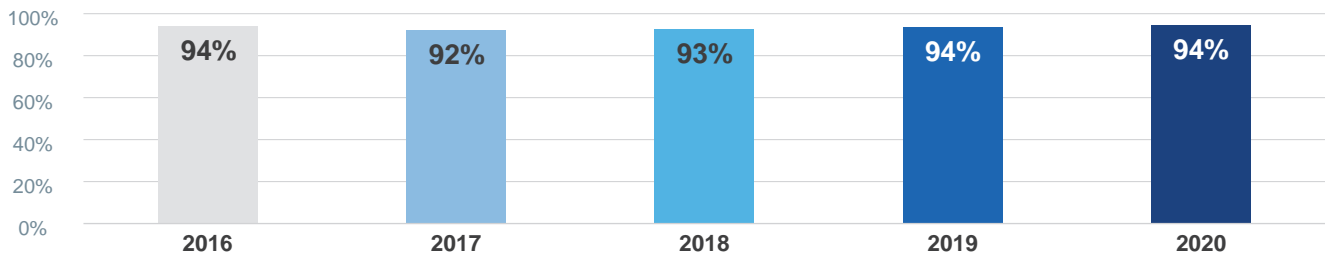
Indicates where a score has been suppressed
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HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

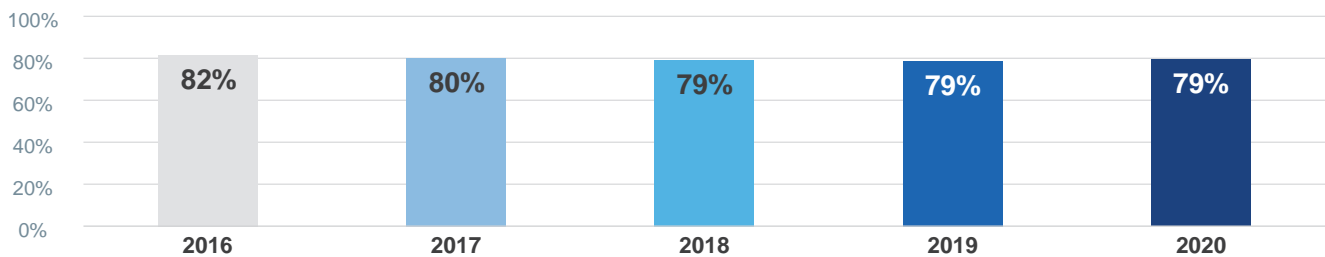
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



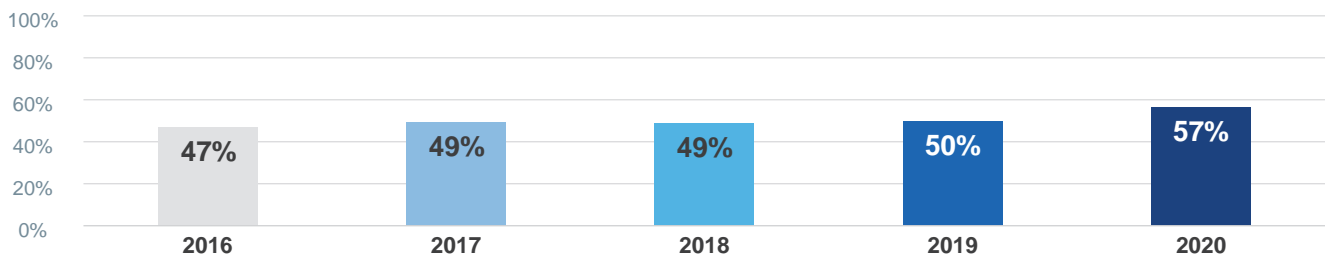
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



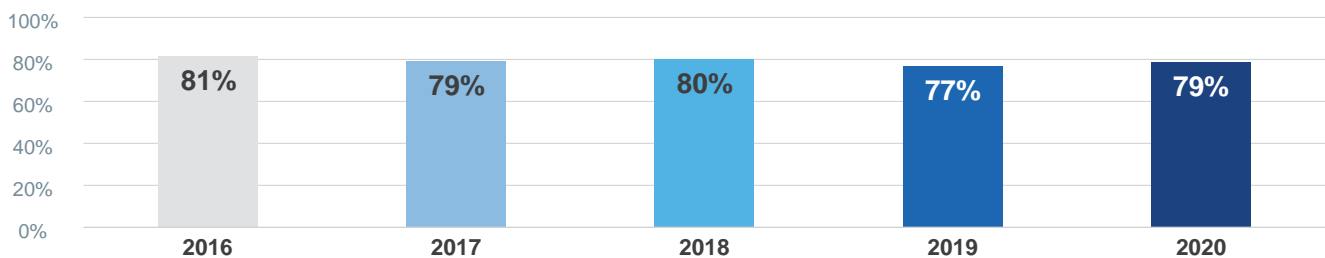
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment



Q47. Patient completely felt they were given enough understandable information about whether radiotherapy was working



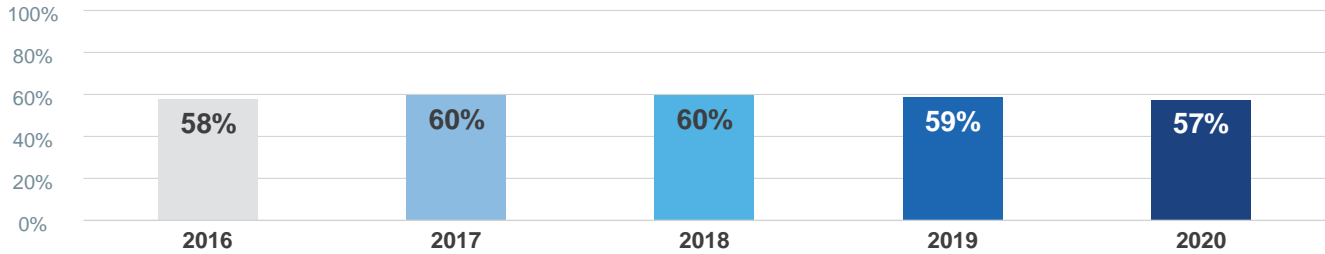
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment



Year on Year Charts

Indicates where a score has been suppressed
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Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way

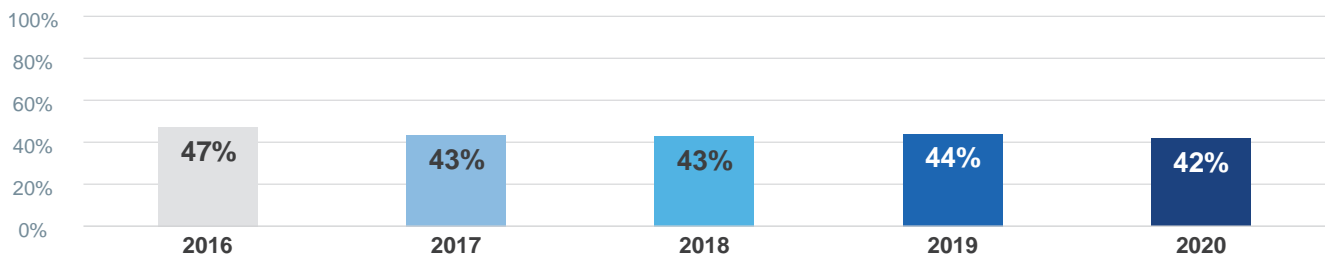


HOME CARE AND SUPPORT

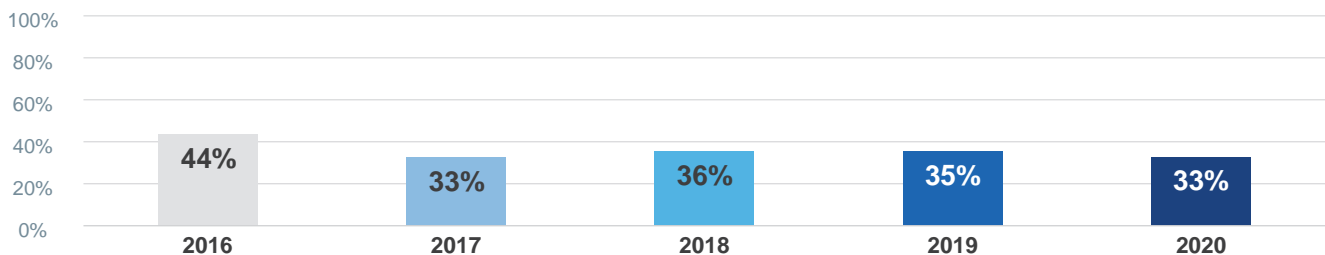
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



Q52. Patient definitely given enough support from health or social services during treatment

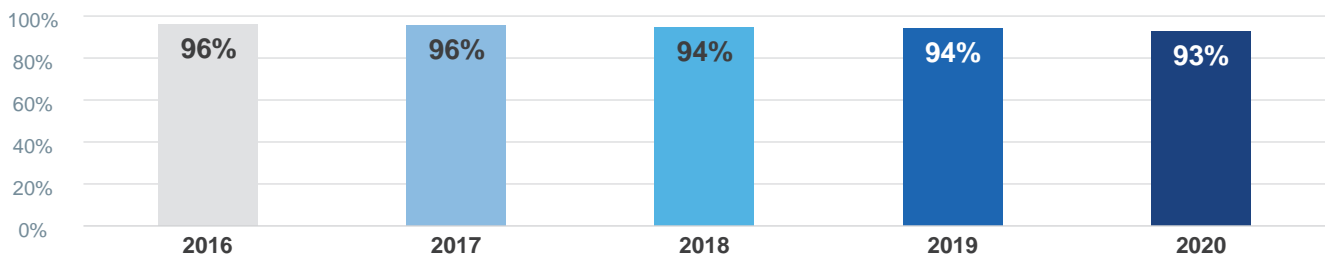


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

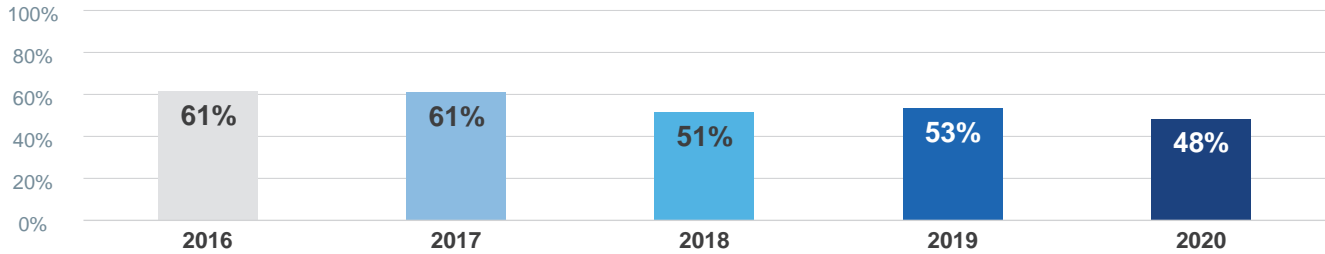
Q54. GP given enough information about patient's condition and treatment



Year on Year Charts

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Q55. General practice staff definitely did everything they could to support patient during treatment

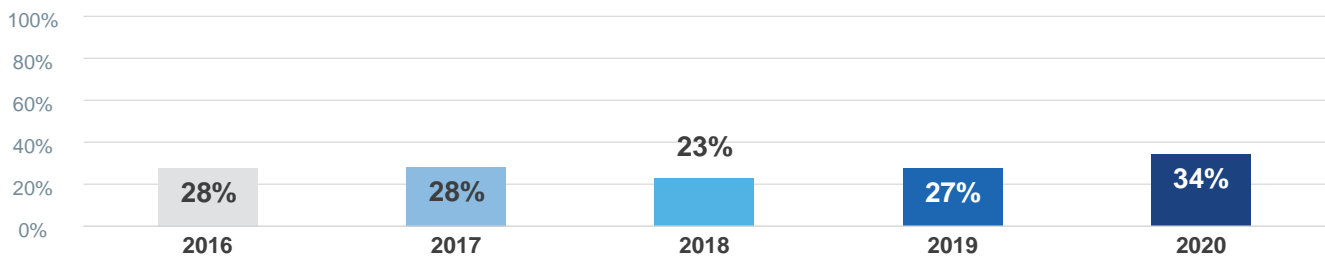


YOUR OVERALL NHS CARE

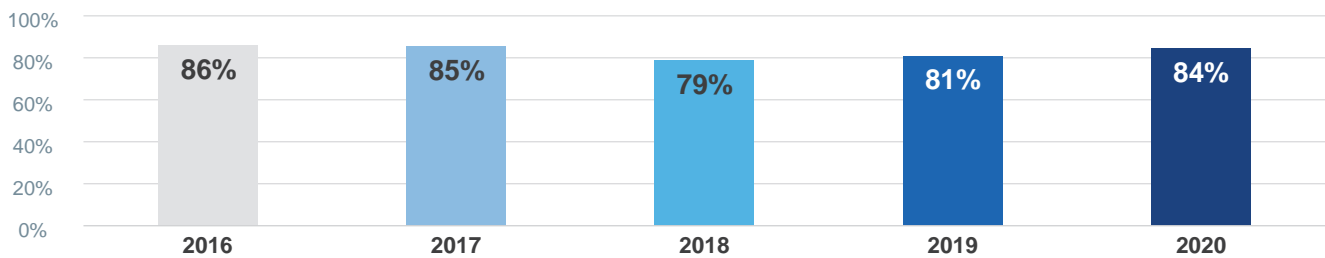
Q56. Different people treating and caring for patient always work well together to give best possible care



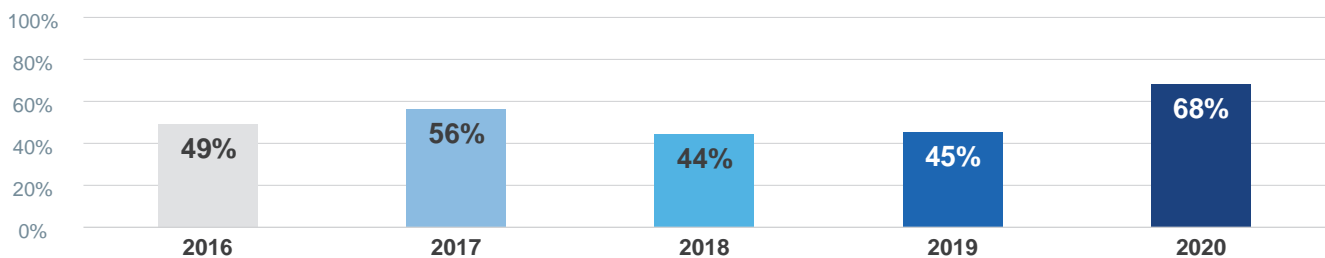
Q57. Patient given a care plan



Q58. Overall the administration of care was good or very good



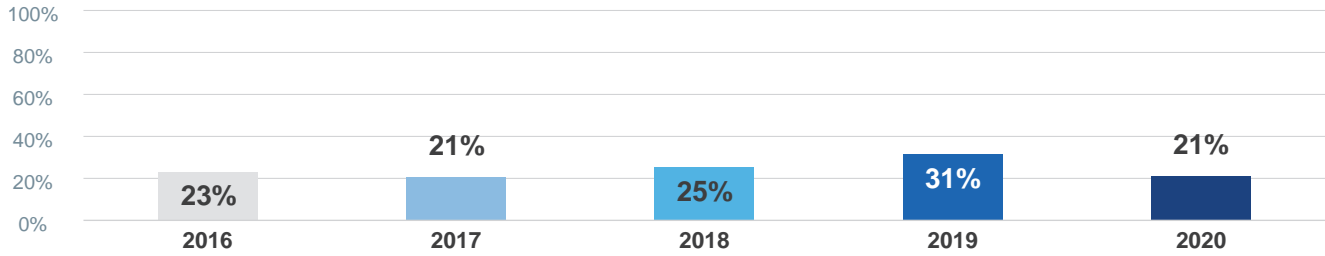
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right



Year on Year Charts

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Q60. Someone discussed with patient whether they would like to take part in cancer research



Q61. Patient's average rating of care scored from very poor to very good

