

Cancer Patient Experience Survey

2020 Results

University Hospitals Plymouth NHS Trust

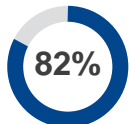
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Executive Summary

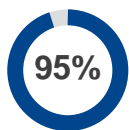
Cancer Dashboard Questions

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

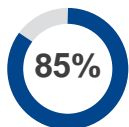
Q61. Patient's average rating of care scored from very poor to very good



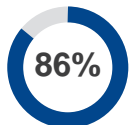
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



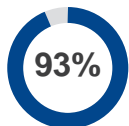
Q19. Patient given the name of a CNS who would support them through their treatment



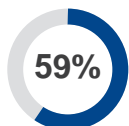
Q20. Patient found it very or quite easy to contact their CNS



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

665 patients responded out of a total of 990 patients, resulting in a response rate of 67%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Trust	1,012	990	665	67%
All Trusts	34,061	33,266	19,610	59%

Respondents by Survey Type

	Number of Respondents
Online	91
Paper	574
Phone	0
Translation Service	0

Respondents by Tumour Group

	Number of Respondents
Brain / CNS	7
Breast	74
Colorectal / LGT	48
Gynaecological	32
Haematological	91
Head and Neck	23
Lung	60
Prostate	101
Sarcoma	12
Skin	25
Upper Gastro	43
Urological	56
Other	93

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	3	4	19	64	165	104	360
Female	2	5	11	37	64	103	60	282
Not given	0	0	0	2	2	6	13	23
Total	3	8	15	58	130	274	177	665

Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	619
Irish	2
Gypsy or Irish Traveller	0
Any other White background	12
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	2
White and Black African	0
White and Asian	1
Any other Mixed / multiple ethnic background	0
Asian or Asian British	
Indian	0
Pakistani	0
Bangladeshi	0
Chinese	2
Any other Asian background	0
Black / African / Caribbean / Black British	
African	1
Caribbean	0
Any other Black / African / Caribbean background	1
Other Ethnic Group	
Arab	0
Any other ethnic background	0
Not given	
Not given	25

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	847	85%	421	84%		
Q3. Saw healthcare professional once or twice before being told they needed to go to hospital	**	**	388	76%		
DIAGNOSTIC TESTS						
Q5. Received all the information needed about the test	716	95%	532	94%		
Q6. The length of time waiting for the test to be done was about right	740	85%	535	89%		
Q7. Test results explained in completely understandable way	735	81%	535	80%		
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	**	**	586	72%		
Q11. Patient felt they were told sensitively that they had cancer	853	89%	657	88%		
Q12. Patient completely understood the explanation of what was wrong	854	75%	657	75%		
Q13. Patient received easy to understand written information about the type of cancer they had	775	77%	563	79%		
DECIDING THE BEST TREATMENT FOR YOU						
Q14. Patient felt that treatment options were completely explained	772	84%	573	86%		
Q15. Patient felt possible side effects were definitely explained in an understandable way	810	76%	610	74%		
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	812	75%	614	69%		
Q17. Patient definitely told about side effects that could affect them in the future	752	62%	571	61%		▲
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	835	83%	651	82%		
CLINICAL NURSE SPECIALIST (CNS)						
Q19. Patient given the name of a CNS who would support them through their treatment	818	95%	636	95%		▲
Q20. Patient found it very or quite easy to contact their CNS	708	89%	534	85%		
Q21. Patient got understandable answers to important questions all or most of the time	660	90%	506	88%		

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	717	94%	497	90%	▼	
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	607	88%	410	87%		
Q24. Hospital staff gave information on getting financial help or possible benefits	399	63%	262	60%		
Q25. Hospital staff told patient they could get free prescriptions	403	85%	278	81%		▲
OPERATIONS						
Q27. Beforehand, patient had all the information needed about the operation	485	97%	329	98%		
Q28. Afterwards, staff completely explained how operation had gone in understandable way	482	77%	325	80%		
HOSPITAL CARE AS AN INPATIENT						
Q30. Hospital staff didn't talk in front of patient as if patient wasn't there	396	89%	287	85%		
Q31. Patient had confidence and trust in all doctors treating them	402	84%	288	87%		
Q32. Patient's family or someone close definitely felt able to talk to member of team looking after patient	**	**	226	62%		
Q33. Patient had confidence and trust in all the ward nurses treating them	403	75%	287	78%		
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	401	58%	286	67%		
Q35. All hospital staff asked patient what name they prefer to be called by	396	75%	285	73%		
Q36. Patient always given enough privacy when discussing condition or treatment	400	83%	289	82%		
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	277	54%	213	50%		
Q38. Hospital staff definitely did everything they could to help control pain	368	82%	263	85%		
Q39. Patient always felt they were treated with respect and dignity while in hospital	404	88%	287	86%		
Q40. Patient received clear written information about what they should or should not do after leaving hospital	378	84%	261	86%		
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	387	95%	272	93%		

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	611	74%	433	73%		
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	736	95%	492	98%		
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment	238	87%	166	81%		
Q47. Patient completely felt they were given enough understandable information about whether radiotherapy was working	209	57%	140	54%		
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment	404	84%	276	84%		
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	367	66%	250	72%		
HOME CARE AND SUPPORT						
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home	**	**	408	62%		
Q52. Patient definitely given enough support from health or social services during treatment	321	50%	255	51%		
Q53. Patient definitely given enough support from health or social services after treatment	192	43%	168	40%		
CARE FROM YOUR GENERAL PRACTICE						
Q54. GP given enough information about patient's condition and treatment	644	94%	536	97%	▲	
Q55. General practice staff definitely did everything they could to support patient during treatment	562	61%	388	59%		▼
YOUR OVERALL NHS CARE						
Q56. Different people treating and caring for patient always work well together to give best possible care	807	77%	633	76%		
Q57. Patient given a care plan	673	41%	514	40%		▲
Q58. Overall the administration of care was good or very good	846	88%	648	91%		
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	840	69%	640	81%	▲	▲
Q60. Someone discussed with patient whether they would like to take part in cancer research	802	32%	609	21%	▼	
Q61. Patient's average rating of care scored from very poor to very good	829	8.9	643	8.9		▲

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	*	90%	77%	81%	77%	100%	75%	88%	*	95%	83%	83%	84%	84%
Q3. Saw healthcare professional once or twice before being told they needed to go to hospital	*	84%	64%	73%	67%	92%	70%	88%	*	86%	70%	69%	67%	76%

	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	*	94%	92%	96%	94%	95%	90%	97%	*	95%	100%	94%	93%	94%
Q6. The length of time waiting for the test to be done was about right	*	88%	89%	97%	90%	95%	87%	86%	*	90%	93%	89%	84%	89%
Q7. Test results explained in completely understandable way	*	73%	82%	79%	76%	84%	67%	84%	*	81%	83%	89%	81%	80%

	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	*	77%	87%	50%	75%	43%	80%	70%	*	57%	70%	65%	79%	72%
Q11. Patient felt they were told sensitively that they had cancer	*	95%	83%	94%	88%	91%	85%	92%	*	100%	86%	75%	87%	88%
Q12. Patient completely understood the explanation of what was wrong	*	72%	83%	84%	52%	83%	70%	90%	*	88%	81%	74%	72%	75%
Q13. Patient received easy to understand written information about the type of cancer they had	*	77%	76%	83%	77%	68%	73%	88%	*	77%	80%	79%	73%	79%

	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	*	90%	86%	79%	88%	89%	75%	90%	*	94%	92%	78%	84%	86%
Q15. Patient felt possible side effects were definitely explained in an understandable way	*	73%	72%	59%	70%	73%	67%	79%	*	79%	83%	77%	76%	74%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	*	65%	73%	64%	72%	77%	63%	65%	*	65%	93%	67%	70%	69%
Q17. Patient definitely told about side effects that could affect them in the future	*	48%	65%	44%	61%	52%	51%	73%	*	57%	82%	57%	65%	61%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	*	75%	87%	76%	85%	87%	70%	87%	*	92%	95%	80%	79%	82%

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	*	96%	98%	93%	88%	95%	98%	98%	*	79%	95%	98%	94%	95%
Q20. Patient found it very or quite easy to contact their CNS	*	84%	81%	81%	79%	88%	90%	85%	*	100%	100%	73%	86%	85%
Q21. Patient got understandable answers to important questions all or most of the time	*	86%	84%	87%	83%	86%	89%	93%	*	100%	92%	78%	87%	88%

	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	*	85%	88%	92%	97%	67%	80%	93%	*	*	97%	87%	90%	90%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	*	82%	84%	79%	92%	62%	76%	99%	*	*	97%	75%	91%	87%
Q24. Hospital staff gave information on getting financial help or possible benefits	*	55%	41%	*	68%	*	61%	50%	*	*	74%	45%	63%	60%
Q25. Hospital staff told patient they could get free prescriptions	*	73%	75%	62%	89%	*	84%	89%	*	*	93%	56%	81%	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	*	100%	100%	95%	100%	100%	96%	100%	*	89%	100%	93%	97%	98%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	*	81%	83%	68%	100%	81%	61%	75%	*	83%	81%	78%	84%	80%

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	*	100%	73%	100%	87%	85%	86%	89%	*	*	89%	79%	85%	85%
Q31. Patient had confidence and trust in all doctors treating them	*	92%	83%	95%	93%	69%	74%	94%	*	*	93%	83%	82%	87%
Q32. Patient's family or someone close definitely felt able to talk to member of team looking after patient	*	*	56%	73%	80%	*	57%	63%	*	*	57%	52%	63%	62%
Q33. Patient had confidence and trust in all the ward nurses treating them	*	75%	73%	63%	90%	69%	78%	92%	*	*	82%	76%	68%	78%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	*	58%	60%	50%	64%	77%	70%	75%	*	*	68%	72%	69%	67%
Q35. All hospital staff asked patient what name they prefer to be called by	*	58%	67%	79%	82%	69%	71%	66%	*	*	89%	83%	61%	73%
Q36. Patient always given enough privacy when discussing condition or treatment	*	83%	80%	89%	93%	69%	75%	89%	*	*	89%	79%	72%	82%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	*	*	38%	40%	75%	*	50%	53%	*	*	68%	44%	35%	50%
Q38. Hospital staff definitely did everything they could to help control pain	*	67%	83%	88%	89%	82%	85%	88%	*	*	85%	85%	79%	85%
Q39. Patient always felt they were treated with respect and dignity while in hospital	*	92%	83%	84%	95%	77%	71%	92%	*	*	96%	86%	76%	86%
Q40. Patient received clear written information about what they should or should not do after leaving hospital	*	*	83%	68%	94%	67%	88%	88%	*	*	88%	93%	88%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	*	100%	86%	83%	100%	73%	100%	100%	*	*	93%	93%	91%	93%

	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	*	69%	81%	62%	86%	67%	77%	66%	*	69%	81%	62%	74%	73%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	*	98%	100%	100%	98%	100%	98%	95%	*	100%	100%	100%	96%	98%
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment	*	76%	82%	*	*	*	80%	86%	*	n.a.	*	*	85%	81%
Q47. Patient completely felt they were given enough understandable information about whether radiotherapy was working	*	38%	55%	*	*	*	53%	58%	*	n.a.	*	*	60%	54%
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment	*	78%	95%	63%	87%	*	83%	91%	*	*	90%	76%	89%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	*	58%	84%	69%	79%	*	63%	*	*	*	76%	64%	73%	72%

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	*	49%	59%	64%	72%	71%	50%	63%	*	*	72%	58%	58%	62%
Q52. Patient definitely given enough support from health or social services during treatment	*	42%	55%	38%	46%	58%	47%	61%	*	*	70%	50%	50%	51%
Q53. Patient definitely given enough support from health or social services after treatment	*	20%	41%	*	29%	*	27%	56%	*	*	56%	43%	48%	40%

	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	*	98%	97%	96%	99%	100%	94%	95%	*	100%	100%	100%	95%	97%
Q55. General practice staff definitely did everything they could to support patient during treatment	*	63%	48%	50%	61%	64%	38%	61%	*	85%	65%	67%	67%	59%

	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	*	72%	69%	89%	80%	83%	67%	80%	*	83%	79%	78%	69%	76%
Q57. Patient given a care plan	*	50%	29%	35%	48%	17%	23%	46%	*	39%	50%	41%	34%	40%
Q58. Overall the administration of care was good or very good	*	96%	89%	90%	98%	96%	86%	90%	*	96%	93%	81%	88%	91%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	*	81%	80%	83%	69%	83%	72%	88%	*	96%	88%	89%	78%	81%
Q60. Someone discussed with patient whether they would like to take part in cancer research	*	13%	16%	15%	40%	10%	18%	14%	*	4%	24%	24%	27%	21%
Q61. Patient's average rating of care scored from very poor to very good	*	9.0	8.6	8.7	9.4	9.2	8.3	9.0	*	9.2	9.4	8.9	8.7	8.9

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	*	*	73%	77%	90%	86%	81%	84%
Q3. Saw healthcare professional once or twice before being told they needed to go to hospital	*	*	64%	67%	78%	74%	84%	76%

	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	*	*	93%	91%	96%	95%	93%	94%
Q6. The length of time waiting for the test to be done was about right	*	*	93%	87%	92%	89%	87%	89%
Q7. Test results explained in completely understandable way	*	*	57%	70%	78%	84%	81%	80%

	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	*	*	64%	63%	75%	68%	81%	72%
Q11. Patient felt they were told sensitively that they had cancer	*	*	67%	81%	91%	89%	90%	88%
Q12. Patient completely understood the explanation of what was wrong	*	*	40%	62%	78%	77%	79%	75%
Q13. Patient received easy to understand written information about the type of cancer they had	*	*	69%	71%	79%	78%	81%	79%

	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	*	*	83%	84%	83%	89%	87%	86%
Q15. Patient felt possible side effects were definitely explained in an understandable way	*	*	73%	65%	75%	76%	72%	74%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	*	*	73%	62%	66%	71%	72%	69%
Q17. Patient definitely told about side effects that could affect them in the future	*	*	64%	52%	60%	64%	61%	61%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	*	*	87%	75%	76%	84%	87%	82%

	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	*	*	93%	100%	95%	95%	92%	95%
Q20. Patient found it very or quite easy to contact their CNS	*	*	75%	80%	87%	86%	83%	85%
Q21. Patient got understandable answers to important questions all or most of the time	*	*	91%	84%	88%	87%	88%	88%

	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%	85%	87%	89%	95%	90%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	*	*	62%	86%	85%	88%	94%	87%
Q24. Hospital staff gave information on getting financial help or possible benefits	*	*	*	63%	61%	65%	50%	60%
Q25. Hospital staff told patient they could get free prescriptions	*	*	64%	66%	76%	89%	91%	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.	*	*	94%	100%	98%	97%	98%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	n.a.	*	*	71%	81%	82%	82%	80%

	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	*	*	*	81%	87%	82%	90%	85%
Q31. Patient had confidence and trust in all doctors treating them	*	*	*	88%	84%	87%	90%	87%
Q32. Patient's family or someone close definitely felt able to talk to member of team looking after patient	*	*	*	39%	59%	62%	66%	62%
Q33. Patient had confidence and trust in all the ward nurses treating them	*	*	*	58%	72%	81%	86%	78%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	*	*	*	62%	66%	67%	75%	67%
Q35. All hospital staff asked patient what name they prefer to be called by	*	*	*	58%	71%	72%	83%	73%
Q36. Patient always given enough privacy when discussing condition or treatment	*	*	*	77%	78%	82%	90%	82%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	*	*	*	35%	54%	49%	50%	50%
Q38. Hospital staff definitely did everything they could to help control pain	*	*	*	76%	80%	84%	95%	85%
Q39. Patient always felt they were treated with respect and dignity while in hospital	*	*	*	77%	86%	85%	90%	86%
Q40. Patient received clear written information about what they should or should not do after leaving hospital	*	*	*	86%	84%	84%	92%	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	*	*	*	88%	92%	95%	95%	93%

	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	*	*	55%	65%	69%	80%	73%	73%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	*	*	92%	100%	98%	98%	98%	98%
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment	n.a.	*	*	87%	66%	88%	86%	81%
Q47. Patient completely felt they were given enough understandable information about whether radiotherapy was working	n.a.	*	*	31%	50%	64%	53%	54%
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment	*	*	*	79%	81%	90%	79%	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	*	*	*	50%	71%	78%	72%	72%

	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	*	*	67%	59%	51%	64%	68%	62%
Q52. Patient definitely given enough support from health or social services during treatment	*	*	*	36%	36%	53%	65%	51%
Q53. Patient definitely given enough support from health or social services after treatment	*	*	*	30%	26%	48%	52%	40%

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	*	*	91%	100%	96%	97%	98%	97%
Q55. General practice staff definitely did everything they could to support patient during treatment	*	*	*	56%	57%	62%	58%	59%

	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	*	*	73%	70%	66%	80%	79%	76%
Q57. Patient given a care plan	*	*	27%	33%	51%	38%	37%	40%
Q58. Overall the administration of care was good or very good	*	*	93%	88%	90%	93%	90%	91%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	*	*	87%	82%	83%	81%	79%	81%
Q60. Someone discussed with patient whether they would like to take part in cancer research	*	*	23%	24%	25%	21%	17%	21%
Q61. Patient's average rating of care scored from very poor to very good	*	*	8.8	8.9	8.9	9.0	8.9	8.9

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	87%	82%	85%	*	*	*	n.a.	76%	84%
Q3. Saw healthcare professional once or twice before being told they needed to go to hospital	79%	72%	76%	*	*	*	n.a.	67%	76%

DIAGNOSTIC TESTS	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q5. Received all the information needed about the test	95%	93%	94%	*	*	*	n.a.	100%	94%
Q6. The length of time waiting for the test to be done was about right	87%	91%	89%	*	*	*	n.a.	87%	89%
Q7. Test results explained in completely understandable way	80%	80%	80%	*	*	*	n.a.	96%	80%

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%	73%	73%	*	*	*	n.a.	67%	72%
Q11. Patient felt they were told sensitively that they had cancer	88%	89%	88%	*	*	*	n.a.	91%	88%
Q12. Patient completely understood the explanation of what was wrong	76%	73%	75%	*	*	*	n.a.	86%	75%
Q13. Patient received easy to understand written information about the type of cancer they had	80%	76%	79%	*	*	*	n.a.	81%	79%

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%	87%	86%	*	*	*	n.a.	100%	86%
Q15. Patient felt possible side effects were definitely explained in an understandable way	76%	71%	74%	*	*	*	n.a.	78%	74%
Q16. Patient definitely given practical advice and support in dealing with side effects of treatment	71%	68%	69%	*	*	*	n.a.	79%	69%
Q17. Patient definitely told about side effects that could affect them in the future	63%	59%	61%	*	*	*	n.a.	69%	61%
Q18. Patient definitely involved as much as they wanted in decisions about care and treatment	86%	77%	82%	*	*	*	n.a.	100%	82%

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	94%	96%	94%	*	*	*	n.a.	100%	95%
Q20. Patient found it very or quite easy to contact their CNS	86%	83%	85%	*	*	*	n.a.	93%	85%
Q21. Patient got understandable answers to important questions all or most of the time	88%	86%	87%	*	*	*	n.a.	94%	88%

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	93%	86%	89%	*	*	*	n.a.	100%	90%
Q23. Hospital staff discussed or gave information about the impact cancer could have on day to day activities	88%	85%	87%	*	*	*	n.a.	100%	87%
Q24. Hospital staff gave information on getting financial help or possible benefits	59%	62%	59%	*	*	*	n.a.	*	60%
Q25. Hospital staff told patient they could get free prescriptions	86%	74%	80%	*	*	*	n.a.	*	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	98%	97%	98%	*	*	*	n.a.	93%	98%
Q28. Afterwards, staff completely explained how operation had gone in understandable way	83%	75%	80%	*	*	*	n.a.	92%	80%

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	85%	87%	85%	*	*	n.a.	n.a.	82%	85%
Q31. Patient had confidence and trust in all doctors treating them	89%	84%	88%	*	*	n.a.	n.a.	91%	87%
Q32. Patient's family or someone close definitely felt able to talk to member of team looking after patient	63%	58%	61%	*	*	n.a.	n.a.	73%	62%
Q33. Patient had confidence and trust in all the ward nurses treating them	85%	67%	78%	*	*	n.a.	n.a.	91%	78%
Q34. Patient thought there were always or nearly always enough nurses on duty to care for them	71%	62%	68%	*	*	n.a.	n.a.	*	67%
Q35. All hospital staff asked patient what name they prefer to be called by	79%	67%	73%	*	*	n.a.	n.a.	82%	73%
Q36. Patient always given enough privacy when discussing condition or treatment	86%	77%	82%	*	*	n.a.	n.a.	91%	82%
Q37. Patient definitely found hospital staff to discuss worries or fears during their inpatient visit	53%	45%	50%	*	*	n.a.	n.a.	*	50%
Q38. Hospital staff definitely did everything they could to help control pain	88%	79%	85%	*	*	n.a.	n.a.	*	85%
Q39. Patient always felt they were treated with respect and dignity while in hospital	88%	83%	86%	*	*	n.a.	n.a.	82%	86%
Q40. Patient received clear written information about what they should or should not do after leaving hospital	88%	85%	87%	*	*	n.a.	n.a.	*	86%
Q41. Hospital staff told patient who to contact if worried about condition or treatment after leaving hospital	95%	90%	93%	*	n.a.	n.a.	n.a.	*	93%

Sex and ethnicity Tables

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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	76%	71%	73%	*	*	*	n.a.	*	73%
Q44. Cancer doctor had the right documents at patient's last outpatient appointment	97%	99%	98%	*	*	*	n.a.	100%	98%
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment	83%	79%	81%	*	*	*	n.a.	*	81%
Q47. Patient completely felt they were given enough understandable information about whether radiotherapy was working	65%	42%	54%	*	*	*	n.a.	*	54%
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment	85%	84%	85%	*	*	*	n.a.	*	84%
Q50. Patient given enough information about whether chemotherapy was working in a completely understandable way	77%	67%	72%	*	*	*	n.a.	*	72%

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	65%	56%	61%	*	*	*	n.a.	93%	62%
Q52. Patient definitely given enough support from health or social services during treatment	56%	45%	50%	*	*	*	n.a.	*	51%
Q53. Patient definitely given enough support from health or social services after treatment	49%	28%	39%	*	*	*	n.a.	*	40%

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	98%	97%	98%	*	*	*	n.a.	94%	97%
Q55. General practice staff definitely did everything they could to support patient during treatment	62%	56%	59%	*	*	*	n.a.	53%	59%

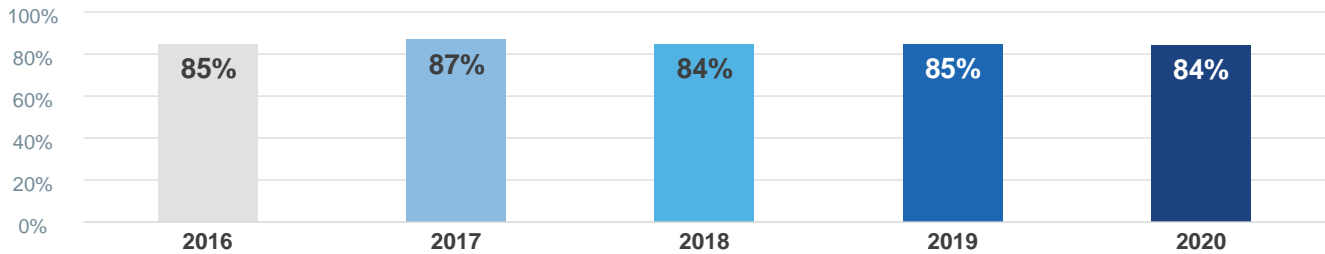
YOUR OVERALL NHS CARE	Sex		Ethnicity group						
	Male	Female	White	Mixed	Asian	Black	Other	Not given	All
Q56. Different people treating and caring for patient always work well together to give best possible care	79%	71%	76%	*	*	*	n.a.	76%	76%
Q57. Patient given a care plan	39%	40%	39%	*	*	*	n.a.	58%	40%
Q58. Overall the administration of care was good or very good	90%	92%	91%	*	*	*	n.a.	95%	91%
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right	83%	78%	81%	*	*	*	n.a.	83%	81%
Q60. Someone discussed with patient whether they would like to take part in cancer research	22%	20%	21%	*	*	*	n.a.	7%	21%
Q61. Patient's average rating of care scored from very poor to very good	9.0	8.8	8.9	*	*	*	n.a.	9.2	8.9

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

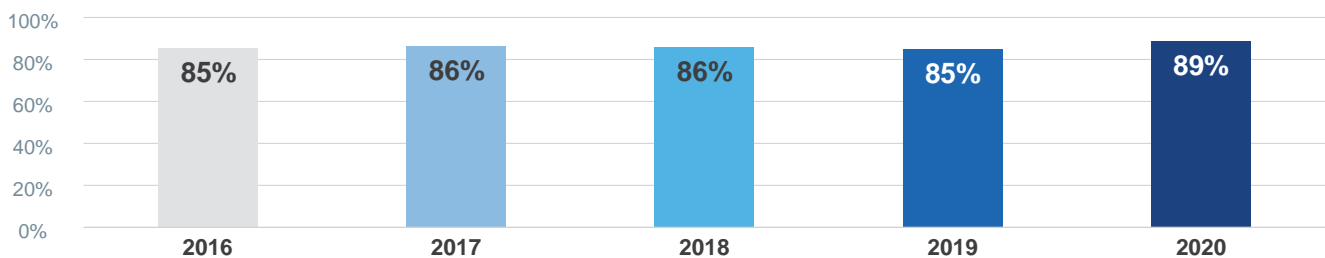


DIAGNOSTIC TESTS

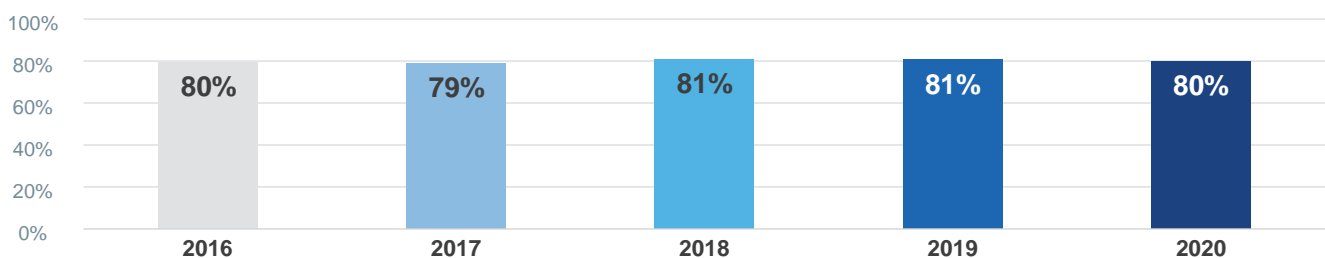
Q5. Received all the information needed about the test



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

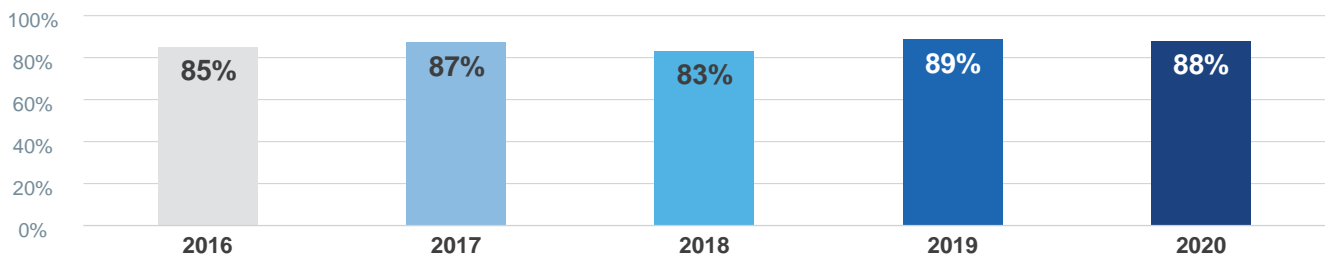
Indicates where a score has been suppressed
 * because there are less than 11 responses (2020) or less than 21 responses (2016 to 2019).
 ** No score available for these years.
 The scores are unadjusted and based on England scores only.

FINDING OUT WHAT WAS WRONG WITH YOU

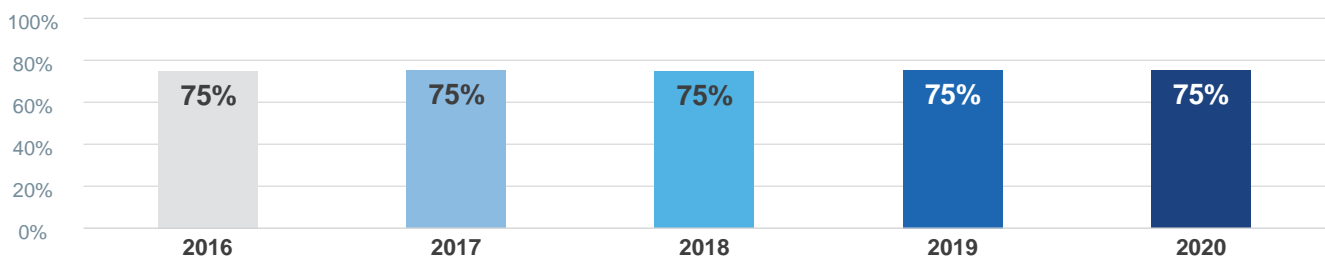
Q10. Patient told they could have a family member or friend present when first told they had cancer



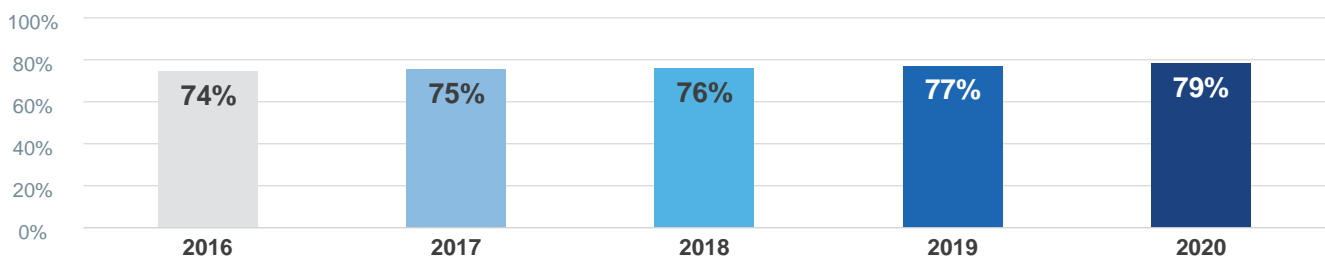
Q11. Patient felt they were told sensitively that they had cancer



Q12. Patient completely understood the explanation of what was wrong

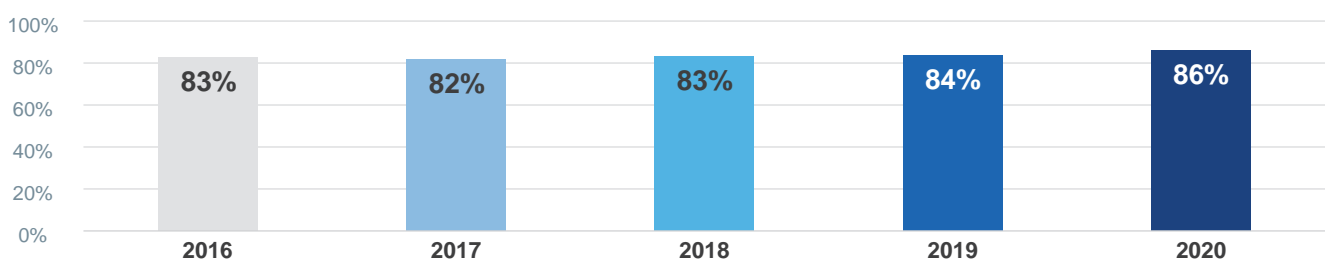


Q13. Patient received easy to understand written information about the type of cancer they had



DECIDING THE BEST TREATMENT FOR YOU

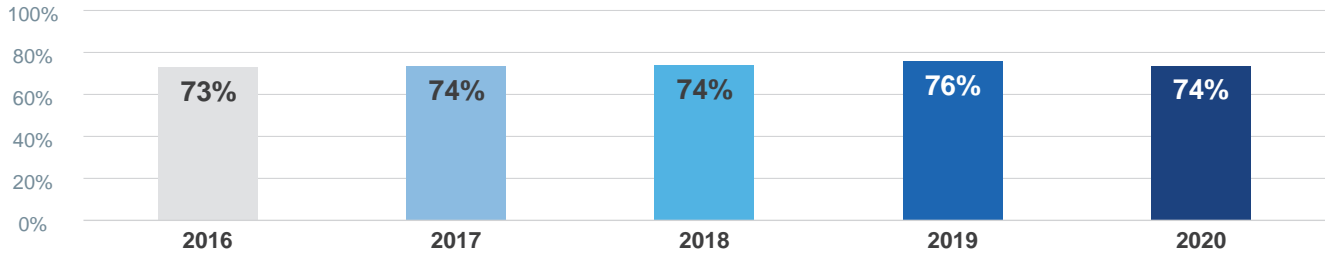
Q14. Patient felt that treatment options were completely explained



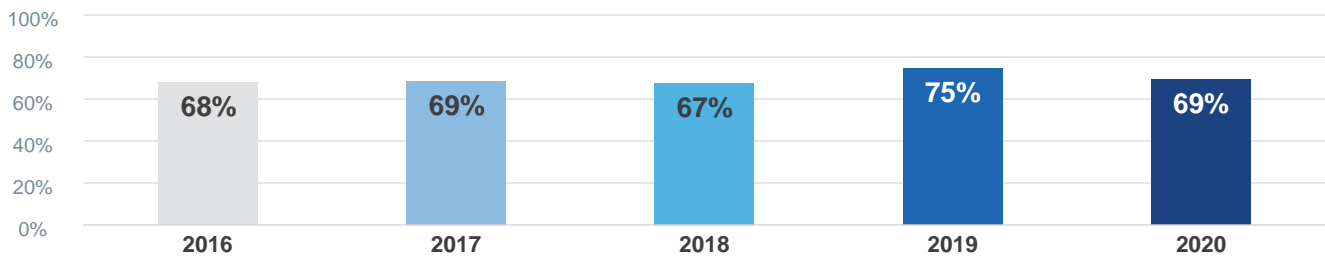
Year on Year Charts

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.

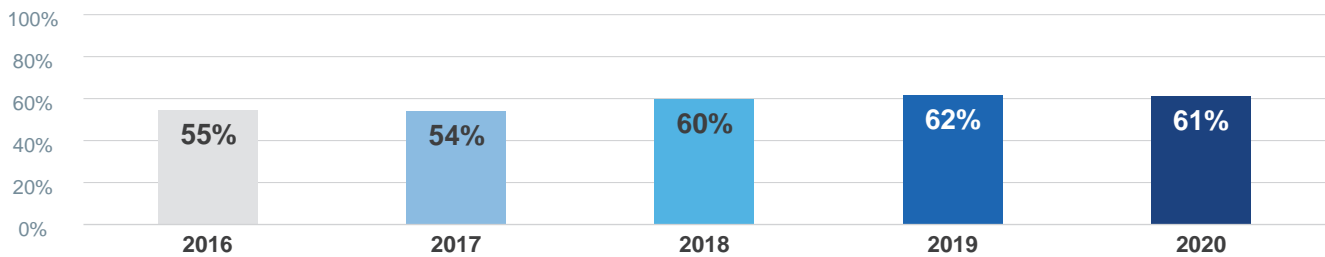
Q15. Patient felt possible side effects were definitely explained in an understandable way



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

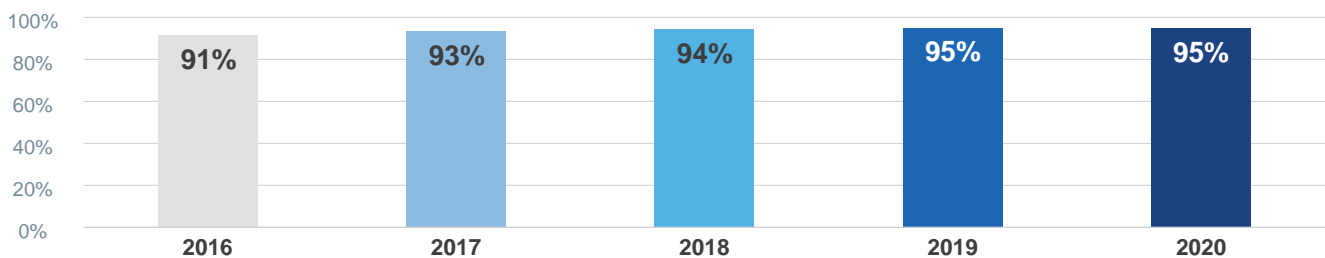


Q18. Patient definitely involved as much as they wanted in decisions about care and treatment



CLINICAL NURSE SPECIALIST (CNS)

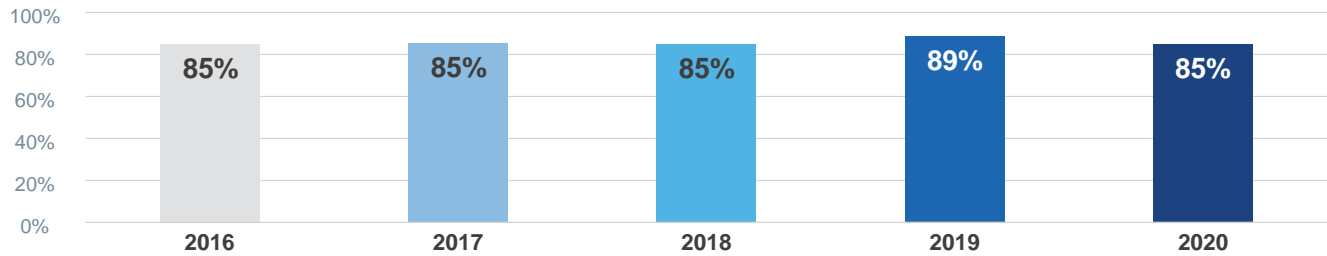
Q19. Patient given the name of a CNS who would support them through their treatment



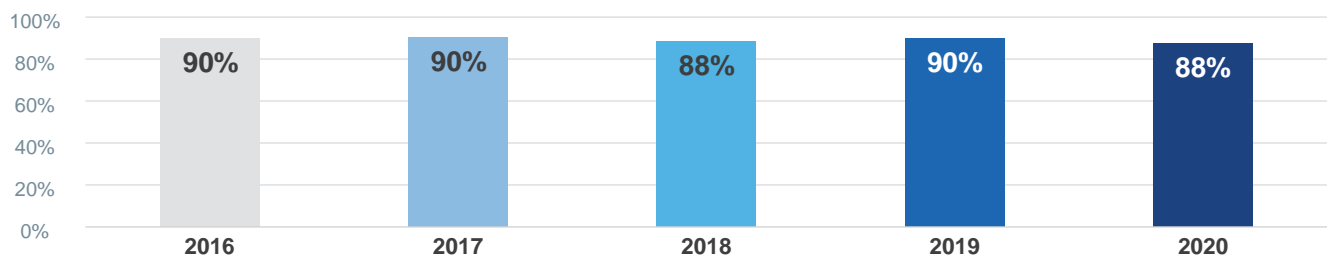
Year on Year Charts

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

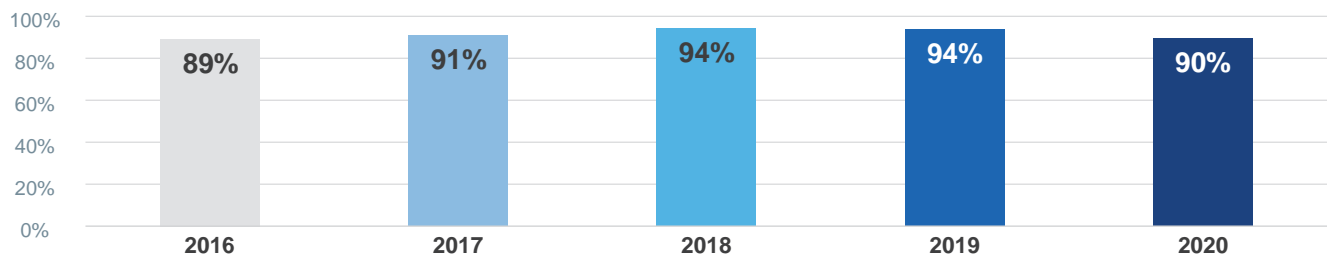


Q21. Patient got understandable answers to important questions all or most of the time

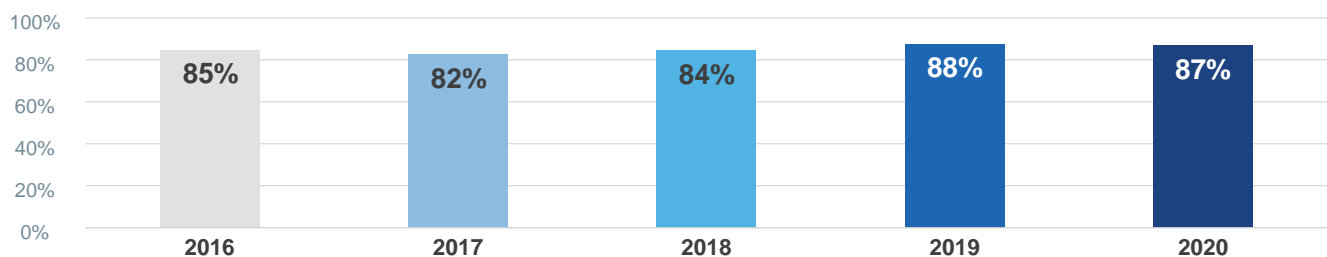


SUPPORT FOR PEOPLE WITH CANCER

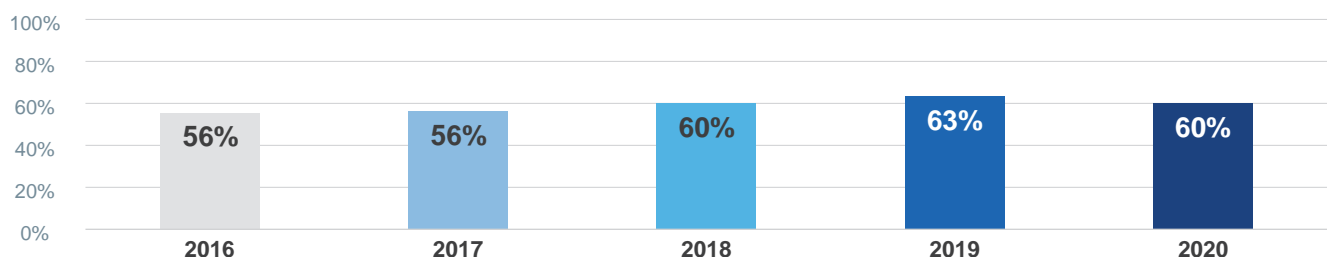
Q22. Hospital staff gave information about support or self-help groups for people with cancer



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



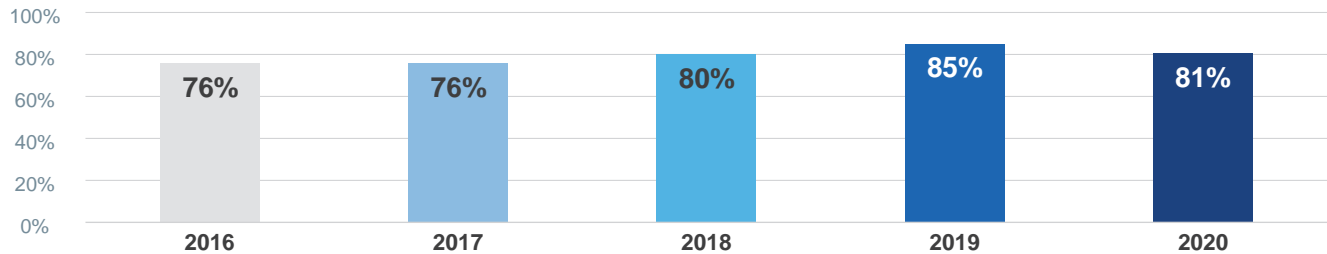
Q24. Hospital staff gave information on getting financial help or possible benefits



Year on Year Charts

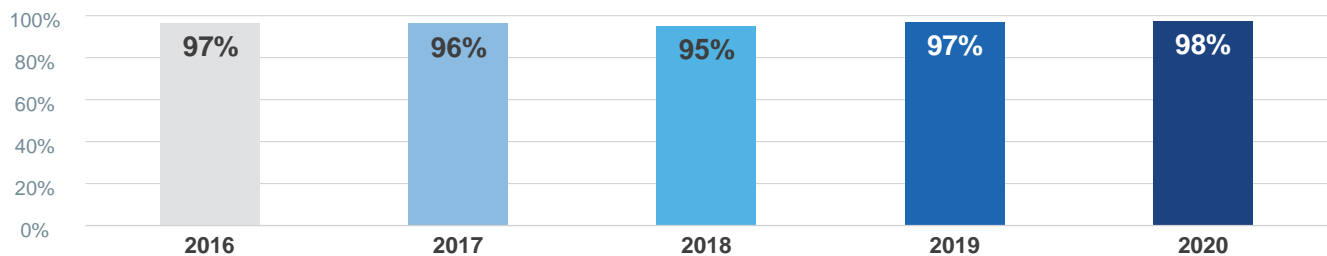
Indicates where a score has been suppressed
 * because there are less than 11 responses (2020) or less than 21 responses (2016 to 2019). ** No score available for these years. The scores are unadjusted and based on England scores only.

Q25. Hospital staff told patient they could get free prescriptions

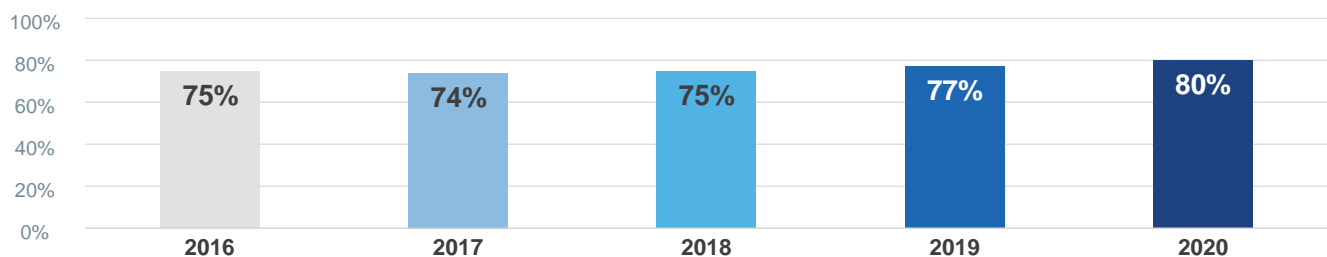


OPERATIONS

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

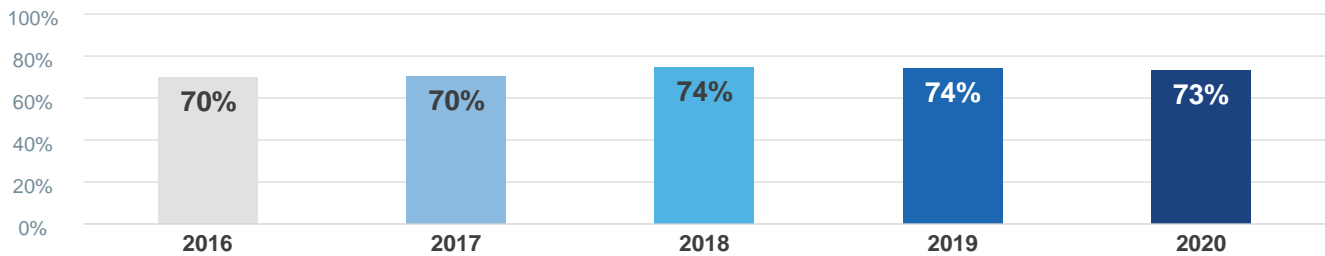


Year on Year Charts

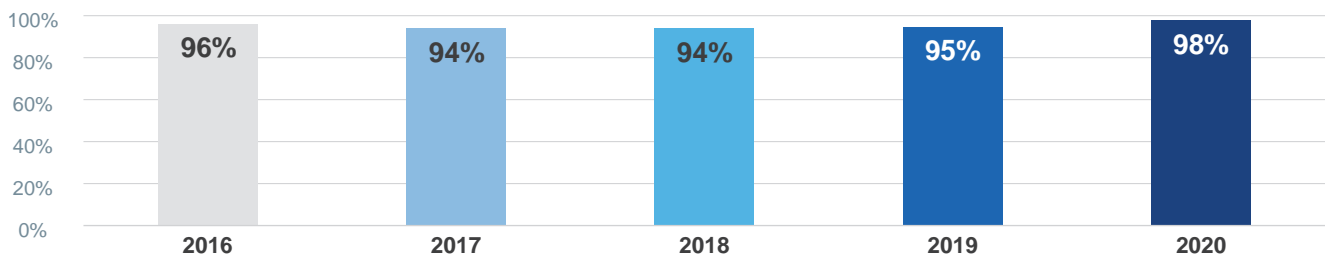
Indicates where a score has been suppressed
 * because there are less than 11 responses (2020) or less than 21 responses (2016 to 2019). ** No score available for these years. The scores are unadjusted and based on England scores only.

HOSPITAL CARE AS A DAY PATIENT / OUTPATIENT

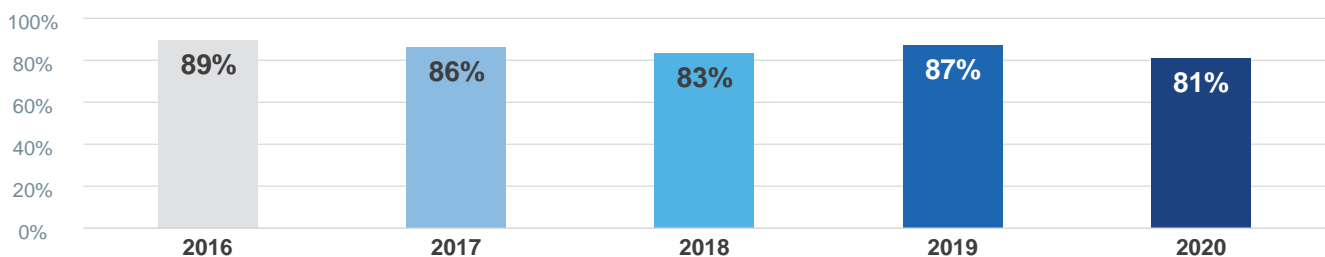
Q43. Patient definitely found hospital staff to discuss worries or fears during their outpatient or day case visit



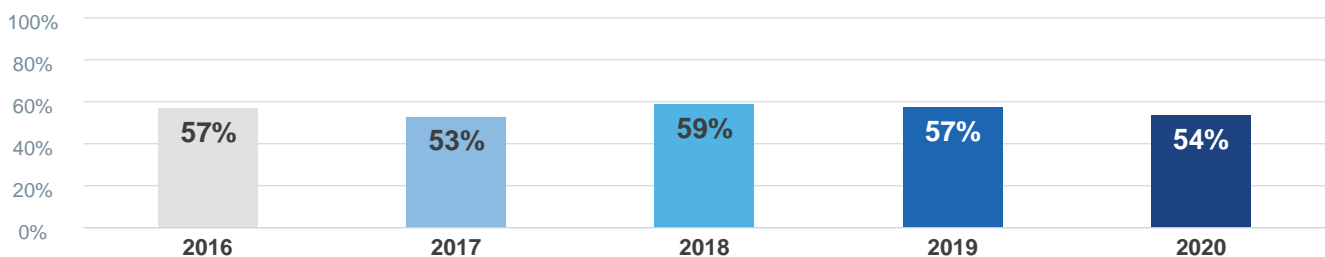
Q44. Cancer doctor had the right documents at patient's last outpatient appointment



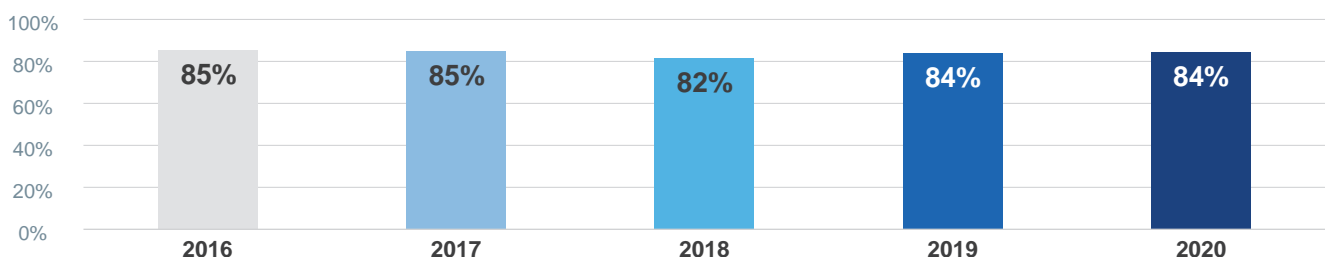
Q46. Beforehand patient completely felt they had all information needed about radiotherapy treatment



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



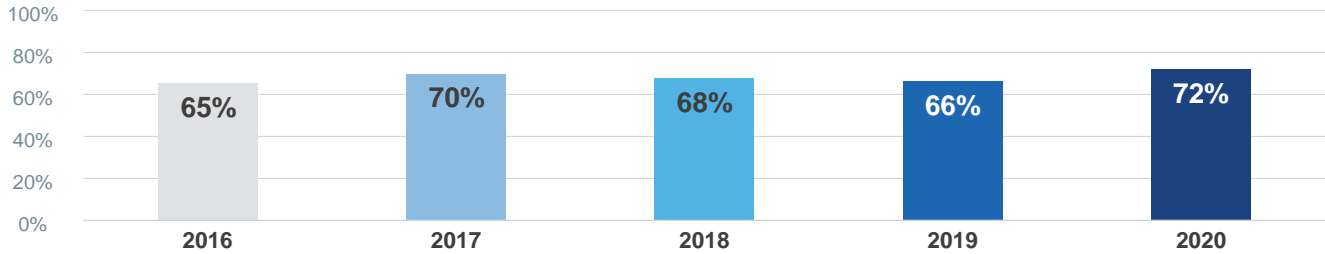
Q49. Beforehand patient completely felt they had all information needed about chemotherapy treatment



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

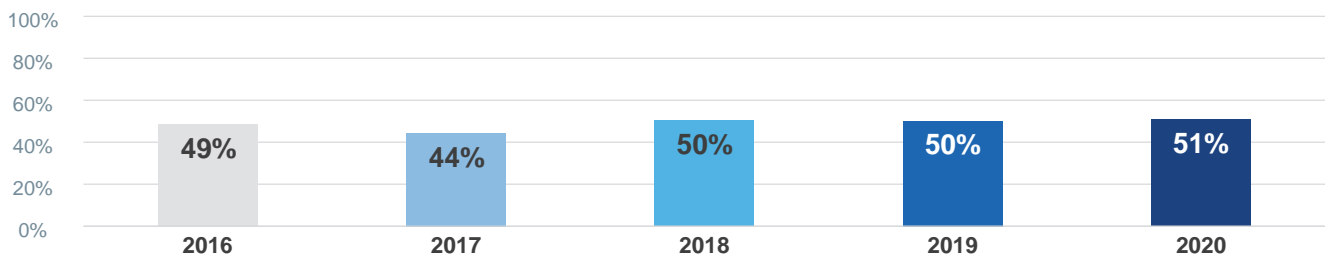


HOME CARE AND SUPPORT

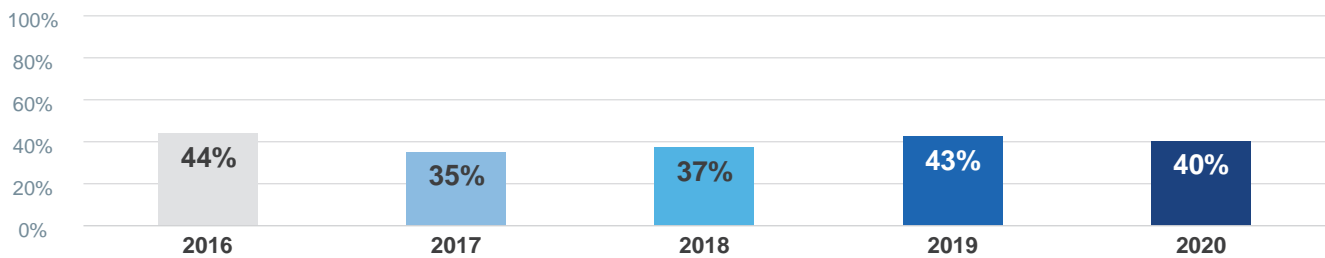
Q51. Hospital staff definitely gave family or someone close all the information needed to help care at home



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

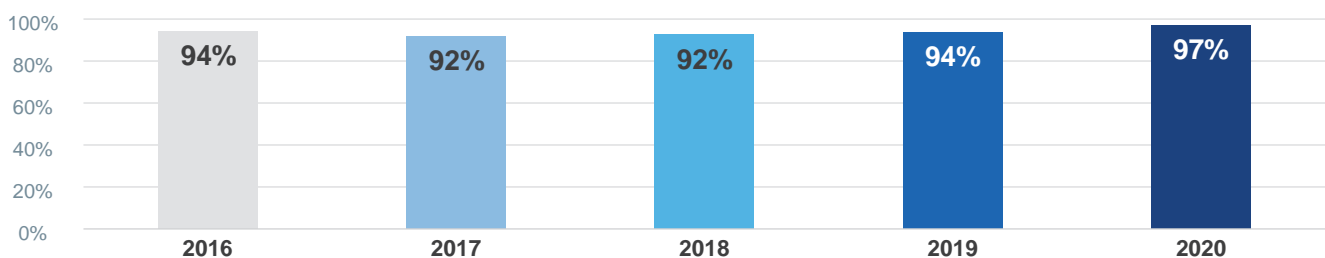


Q53. Patient definitely given enough support from health or social services after treatment



CARE FROM YOUR GENERAL PRACTICE

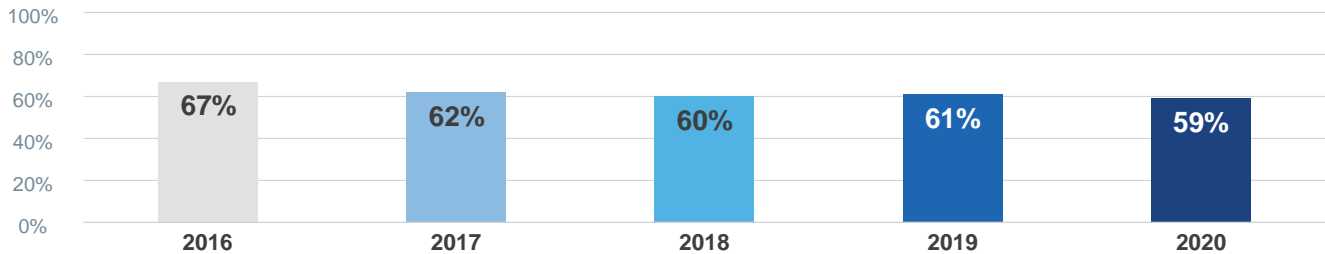
Q54. GP given enough information about patient's condition and treatment



Year on Year Charts

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

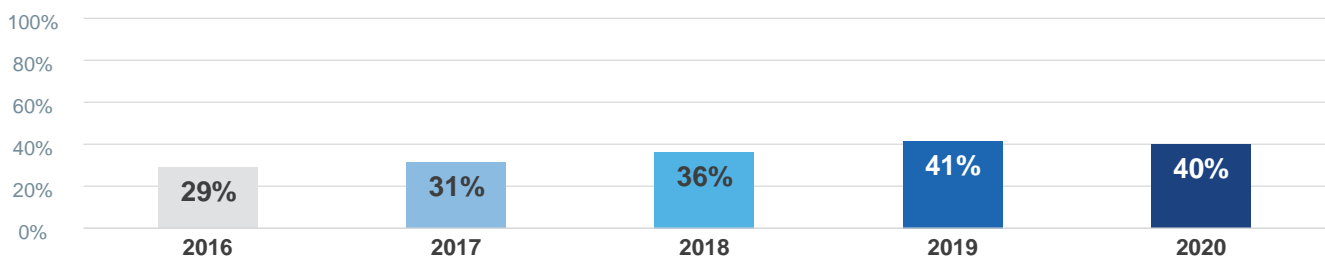


YOUR OVERALL NHS CARE

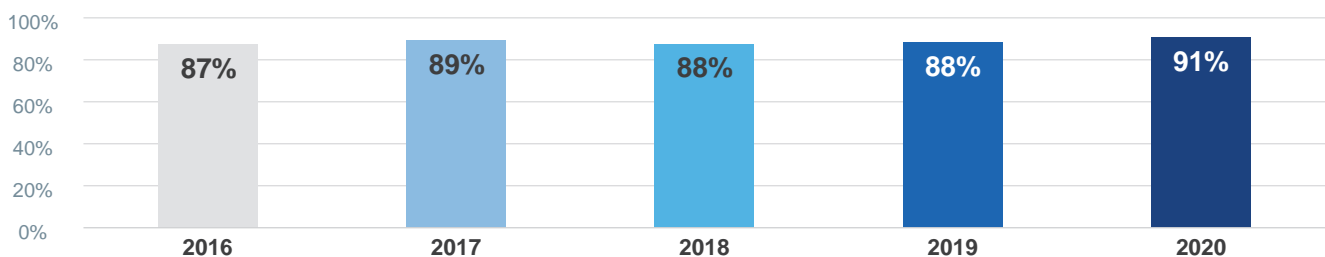
Q56. Different people treating and caring for patient always work well together to give best possible care



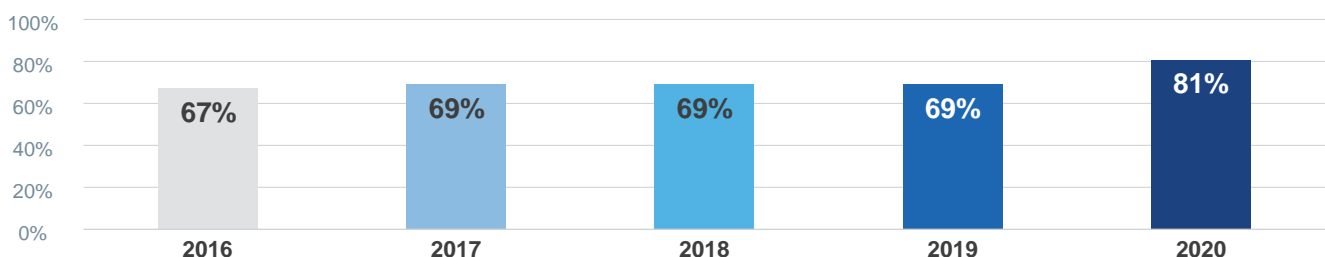
Q57. Patient given a care plan



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



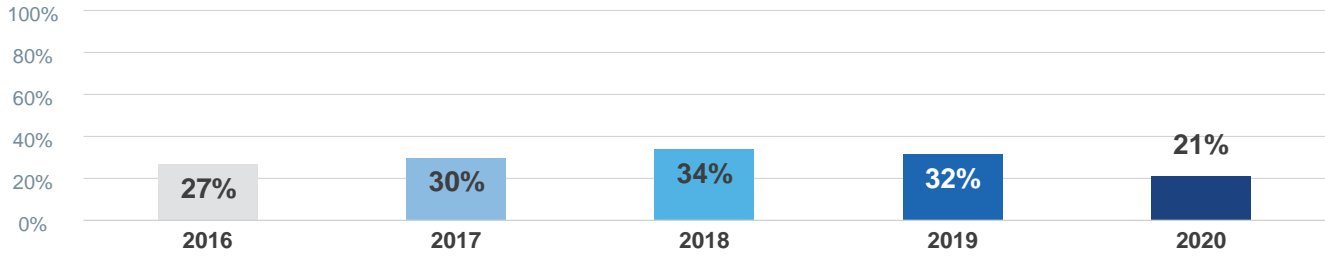
Q59. Patient felt length of time for attending clinics and appointments for cancer was about right



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

