

# **Cancer Patient Experience Survey**

2021 Results

## **East London Health and Care Partnership**

Published July 2022

## Executive Summary

East London Health and Care Partnership has no scores above expected range

### Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2021 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	<b>73%</b>	73%	81%	<b>77%</b>
Q5. Patient received all the information needed about the diagnostic test in advance	<b>90%</b>	91%	94%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	<b>81%</b>	81%	86%	<b>84%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	<b>77%</b>	79%	85%	<b>82%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	<b>93%</b>	93%	96%	<b>94%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	<b>79%</b>	80%	86%	<b>83%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	<b>47%</b>	48%	57%	<b>52%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	<b>97%</b>	98%	100%	<b>99%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	<b>72%</b>	72%	79%	<b>76%</b>
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	<b>76%</b>	77%	84%	<b>81%</b>
Q34. Patient was always able to get help from ward staff when needed	<b>71%</b>	72%	80%	<b>76%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	<b>82%</b>	83%	89%	<b>86%</b>
Q37. Patient was always treated with respect and dignity while in hospital	<b>86%</b>	86%	92%	<b>89%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	<b>73%</b>	75%	82%	<b>78%</b>
Q41_1. Beforehand patient completely had enough understandable information about surgery	<b>87%</b>	87%	92%	<b>89%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	<b>65%</b>	67%	73%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	<b>83%</b>	83%	88%	<b>86%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	<b>56%</b>	56%	63%	<b>60%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	<b>45%</b>	46%	57%	<b>51%</b>
Q56. The whole care team worked well together	<b>89%</b>	89%	93%	<b>91%</b>
Q57. Administration of care was very good or good	<b>82%</b>	86%	91%	<b>88%</b>
Q59. Patient's average rating of care scored from very poor to very good	<b>8.7</b>	8.7	9.1	<b>8.9</b>

## Introduction

The National Cancer Patient Experience Survey 2021 is the 11th 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 2021 survey involved 134 NHS Trusts. Out of 107,412 people, 59,352 people responded to the survey, yielding a response rate of 55%.

## 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 2021. The fieldwork for the survey was undertaken between October 2021 and February 2022.

As in the previous six years, the survey used a mixed mode methodology. Questionnaires were sent by post, with two reminders where necessary, but also included an option to complete the questionnaire online. A Freephone helpline and email was available for respondents to opt out, ask questions about the survey, enable them to complete their questionnaire over the phone and provide access to a translation and interpreting facility for those whose first language was not English.

### Note on question comparability

The questionnaire was redeveloped for the 2021 National Cancer Patient Experience Survey. Due to the significant changes made to the questionnaire no trend data or year on year comparisons are presented in results, and comparisons to previous years' results should not be made.

### Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how an ICS is performing given their patient population. The factors taken into account in this case-mix adjustment are gender, age, ethnic group, deprivation, and cancer type.

Unadjusted data should be used to see the actual responses from patients relating to the ICS. Case-mix adjusted data, together with expected ranges, should be used to understand whether the results are significantly higher or lower than national results taking account of the patient mix.

### Scoring methodology

Sixty-one questions from the questionnaire are scored as these questions relate directly to patient experience. For all but one question (Q59), the score shows the percentage of respondents who gave the most favourable response to a question. For Q59, respondents rate their overall care on a scale of 0 to 10, of which the average was calculated for this question's 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%.

## Suppression

### Question-level suppression

For scores where the base size per question is <11, 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).

### **Additional suppression**

Additional suppression happens if only **one** ICS has a score suppressed. If this happens, we will suppress another ICS's results (both the ICS level and subgroup results for the question) based on the next lowest number of respondents for the score. We do this so that the national score cannot be used to work out the score for the individual ICS.

The same rule applies to groups in each subgroup breakdown. For example, if only **one** ICS has the 85+ age group suppressed for Q25 we will need to suppress another ICS's results for the 85+ age group on Q25. This suppression is based on the 85+ age group with the next lowest number of respondents for Q25.

## **Understanding the results**

This report shows how this ICS scored for each question in the survey compared with national results. It is aimed at helping individual ICSs to understand their performance and identify areas for local and regional improvement. Below is a description of the type of results presented within this report and how to understand them.

### **Expected range charts**

The expected range charts in this report show a bar with the lowest and highest score received for each question nationally. Within this bar, an expected range is given (in grey) and a black diamond represents the actual score for this ICS.

ICSs whose score is above the upper limit of the expected range (in the dark blue) are positive outliers, with a score statistically significantly higher than the national mean. This indicates that the ICS performs better than what ICSs of the same size and demographics are expected to perform. The opposite is true if the score is below the lower limit of the expected range (in the light blue); these are negative outliers. For scores within the expected range (in the grey), the score is what we would expect given the ICS's size and demographics.

### **Comparability tables**

The comparability tables show the 2021 unadjusted scores for this ICS for each scored question. The adjusted 2021 score will also be presented for each scored question along with the lower and upper expected range and national score. Scores above the upper limit of the expected range will be highlighted dark blue, scores below the lower limit of the expected range will be highlighted light blue, and scores within the lower and upper limit of the expected ranges will be highlighted grey.

### **Sub-group breakdowns**

Unadjusted scores are shown for tumour type, gender, age, IMD quintile and ethnicity breakdowns. Unadjusted scores for the same sub-group across different ICSs 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 eight age groups.

### **Gender tables**

The gender tables show the unadjusted scores for the following groups male; female; non-binary; prefer to self-describe; and prefer not to say.

### **Ethnicity tables**

The ethnicity tables show the unadjusted scores for six ethnicity groups.

### **IMD quintile tables**

The IMD quintile tables show the unadjusted scores for five quintiles based on relative disadvantage, with quintile 1 being the most deprived and quintile 5 being the least deprived.

### **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 2021 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 2021 questionnaire and survey guidance on the website at [www.ncpes.co.uk](http://www.ncpes.co.uk). For all other outputs at ICS level, please see the Excel tables and dashboards at [www.ncpes.co.uk](http://www.ncpes.co.uk).

## Response Rate

### Overall Response Rate

1,030 patients responded out of a total of 2,428 patients, resulting in a response rate of 42%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	2,589	2,428	1,030	42%
National	113,516	107,412	59,352	55%

### Respondents by Survey Type

	Number of Respondents
Paper	793
Online	236
Phone	1
Translation Service	0
<b>Total</b>	<b>1,030</b>

### Respondents by Tumour Group

	Number of Respondents
Brain / CNS	6
Breast	264
Colorectal / LGT	128
Gynaecological	43
Haematological	109
Head and Neck	39
Lung	85
Prostate	95
Sarcoma	10
Skin	27
Upper Gastro	37
Urological	69
Other	120
<b>Total</b>	<b>1,032</b>

## Respondents by Age and Gender

Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the ICS was as follows:

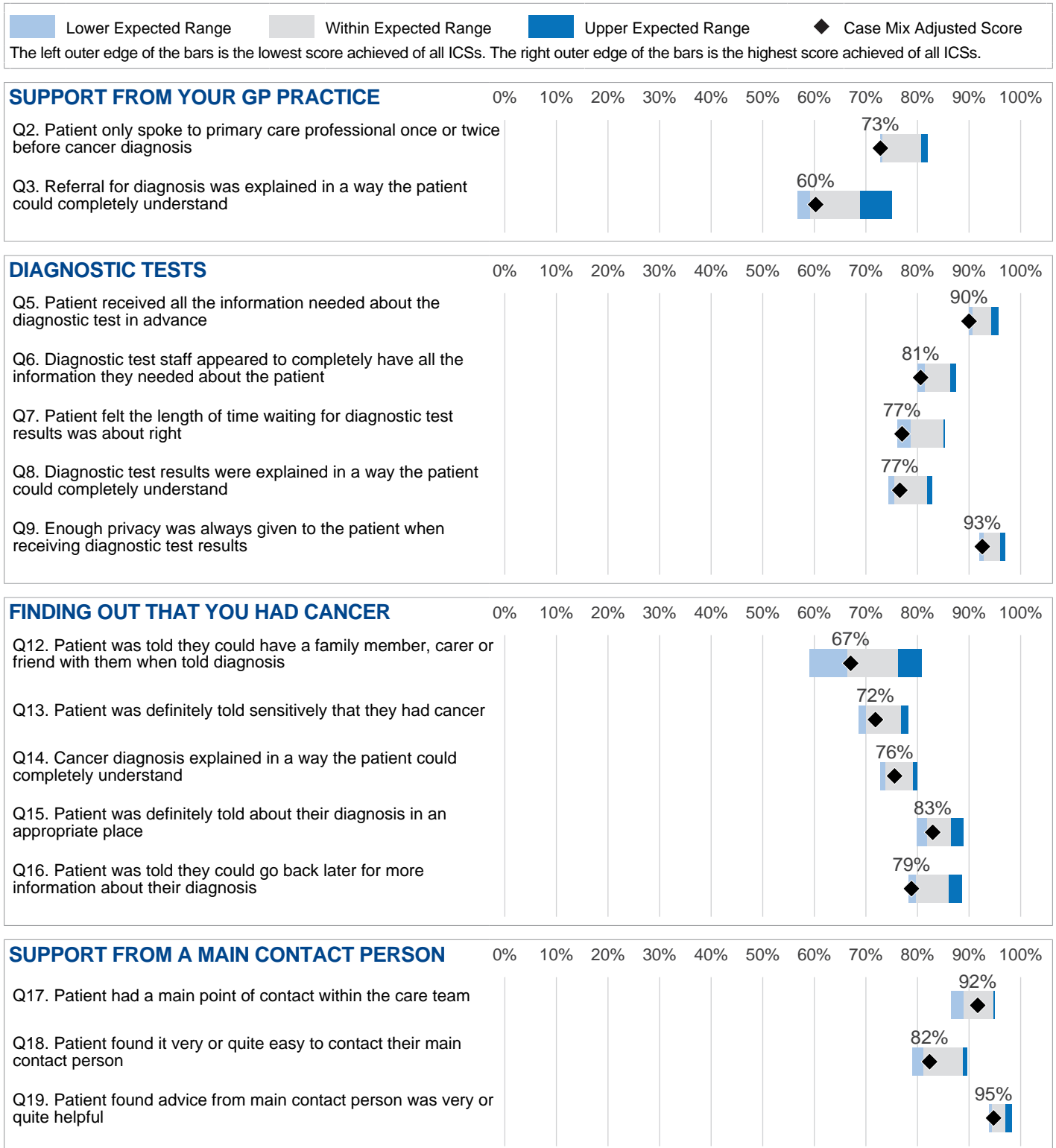
	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75-84	Age 85+	Total
Female	4	13	50	125	137	136	80	17	562
Male	2	3	13	40	100	172	69	22	421
Non-binary	0	0	0	0	0	1	0	0	1
Prefer to self-describe	0	0	0	0	1	0	0	1	2
Prefer not to say	0	0	1	0	1	0	0	0	2
Not given	0	0	0	3	10	16	14	1	44
<b>Total</b>	<b>6</b>	<b>16</b>	<b>64</b>	<b>168</b>	<b>249</b>	<b>325</b>	<b>163</b>	<b>41</b>	<b>1,032</b>

## Respondents by Ethnicity

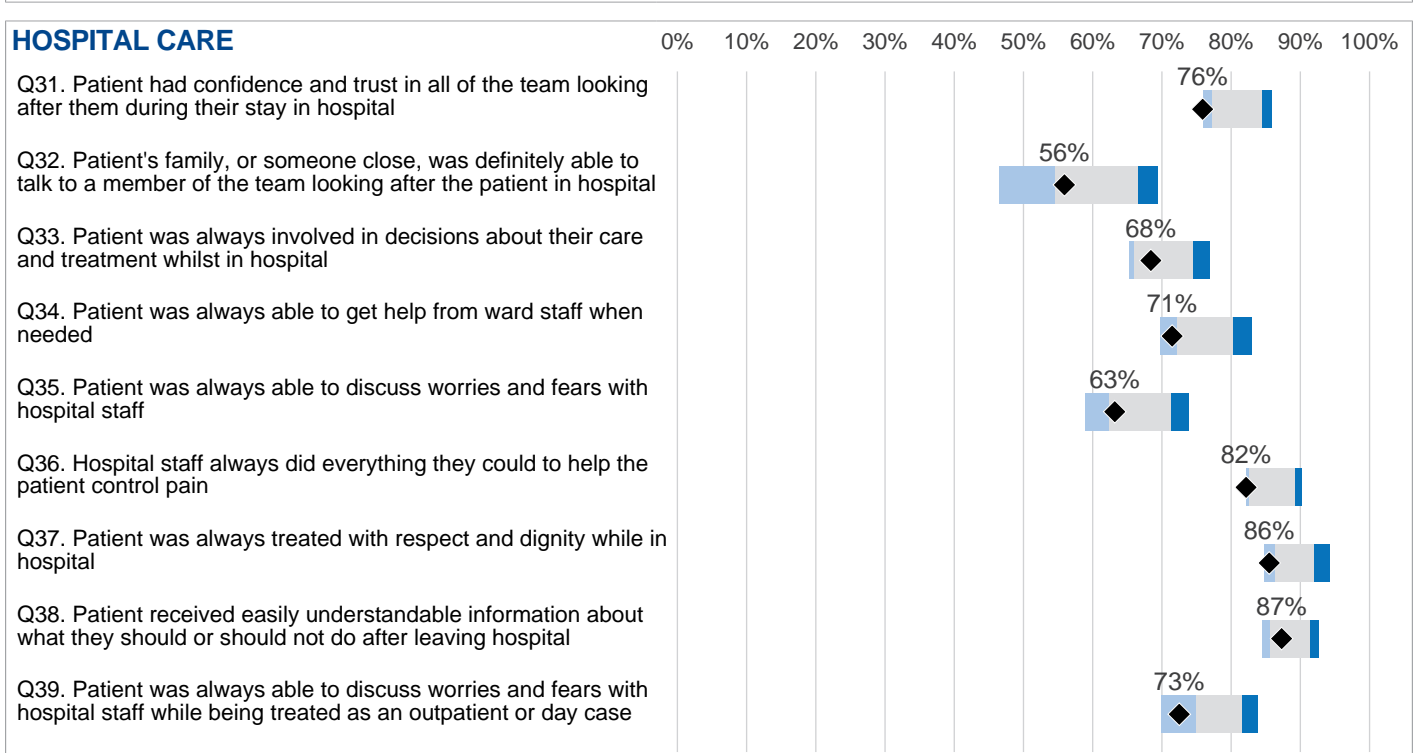
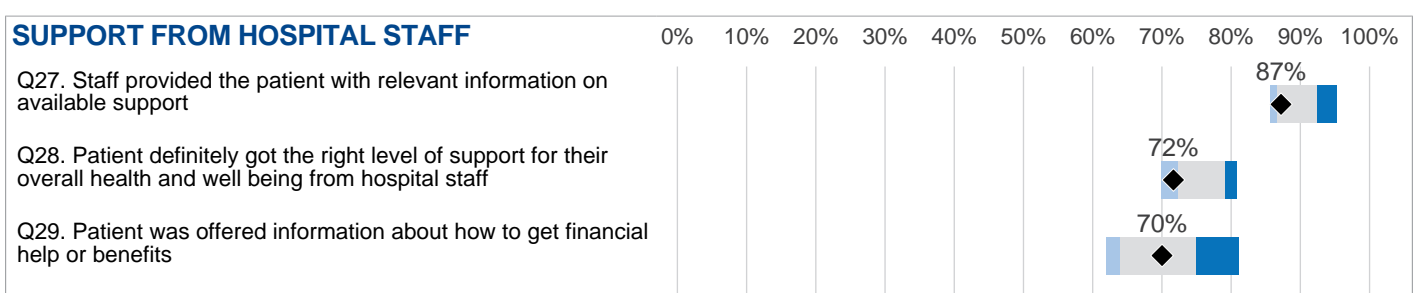
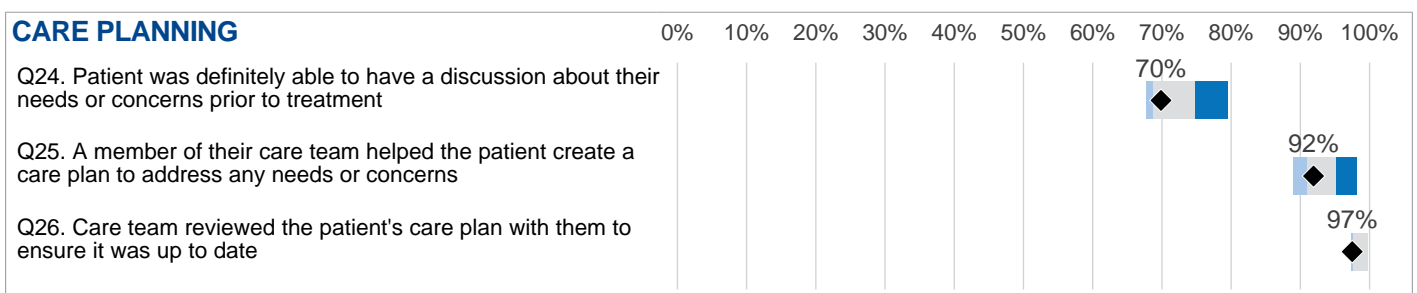
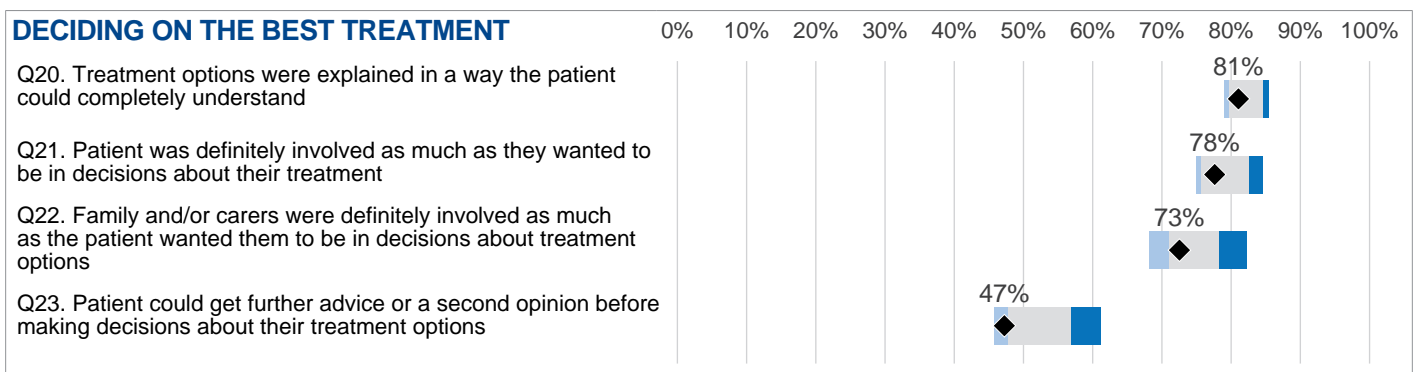
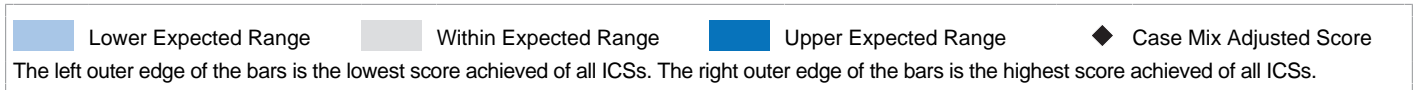
	Number of Respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	587
Irish	24
Gypsy or Irish Traveller	0
Any other White background	78
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	2
White and Black African	3
White and Asian	6
Any other Mixed / multiple ethnic background	6
<b>Asian or Asian British</b>	
Indian	46
Pakistani	24
Bangladeshi	25
Chinese	12
Any other Asian background	22
<b>Black / African / Caribbean / Black British</b>	
African	56
Caribbean	40
Any other Black / African / Caribbean background	4
<b>Other Ethnic Group</b>	
Arab	3
Any other ethnic background	9
<b>Not given</b>	
Not given	85
<b>Total</b>	<b>1,032</b>



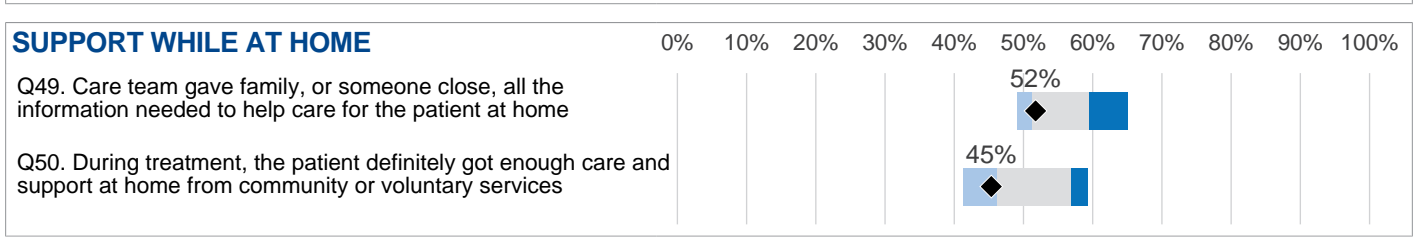
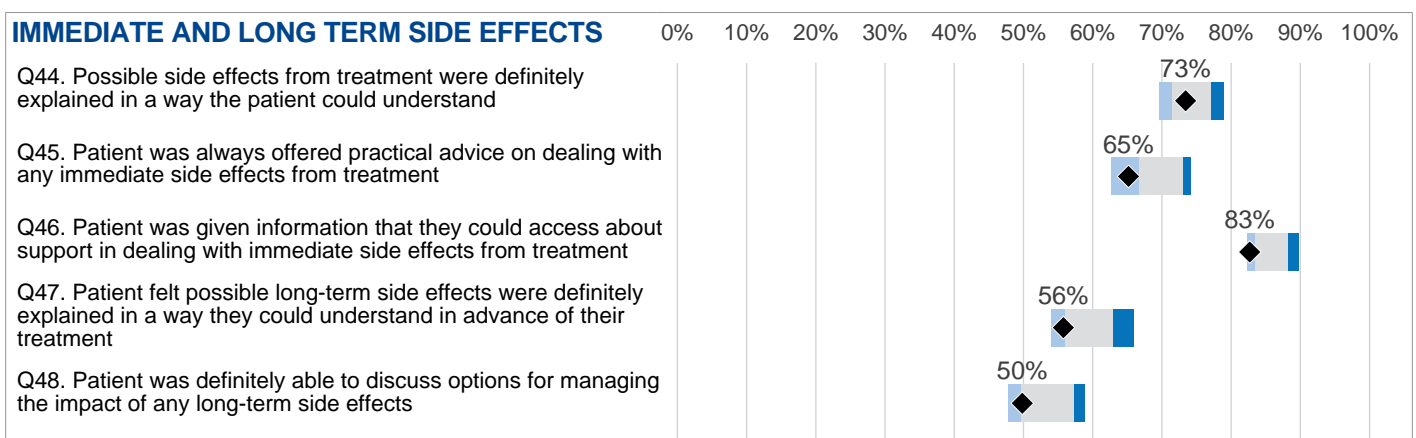
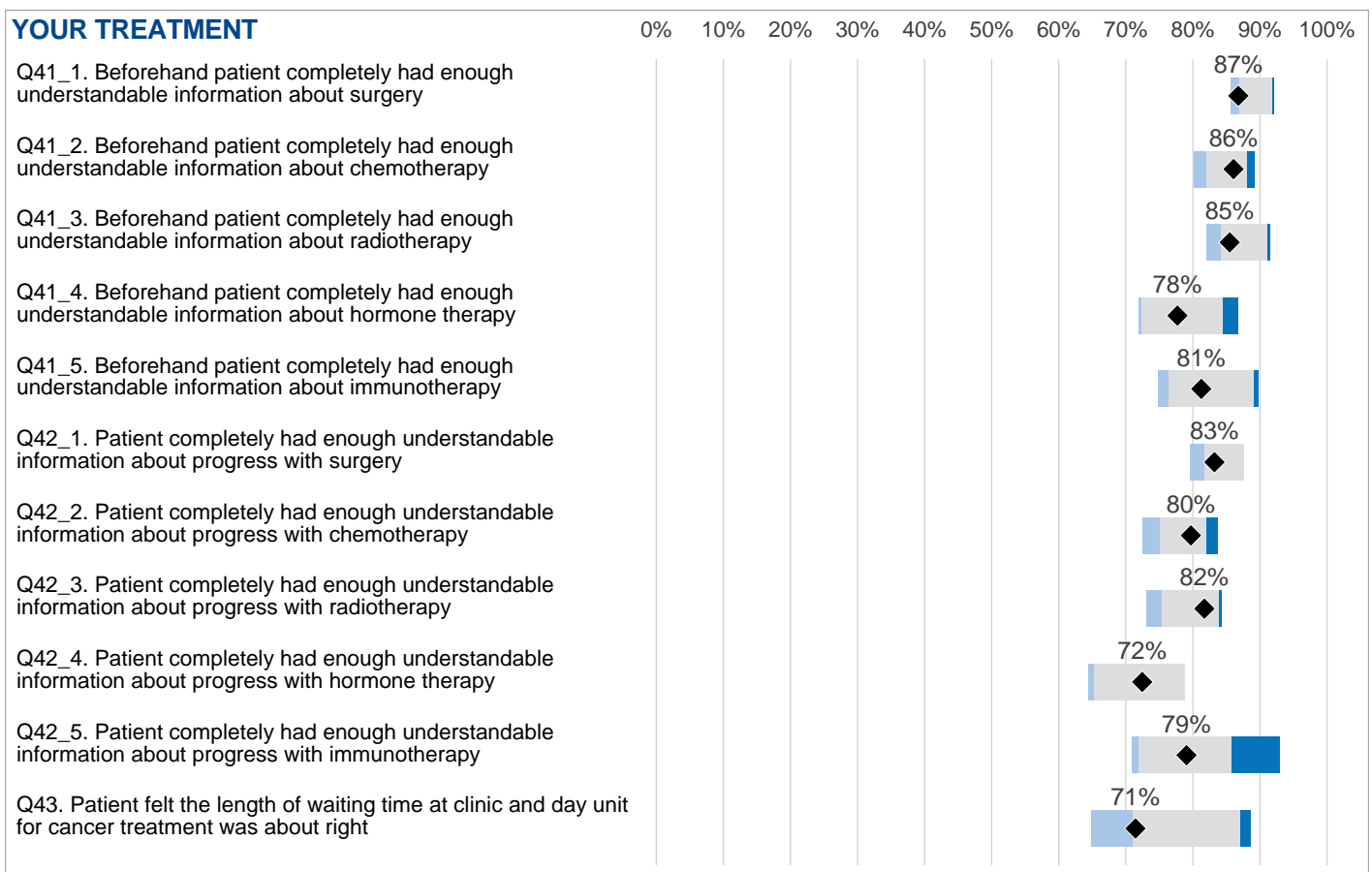
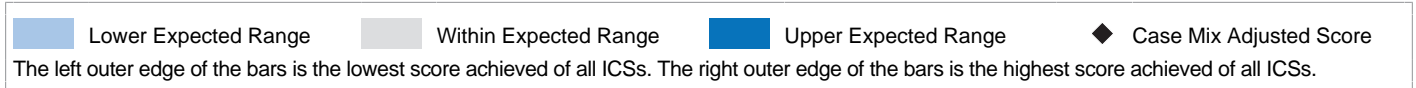
## Expected Range Charts



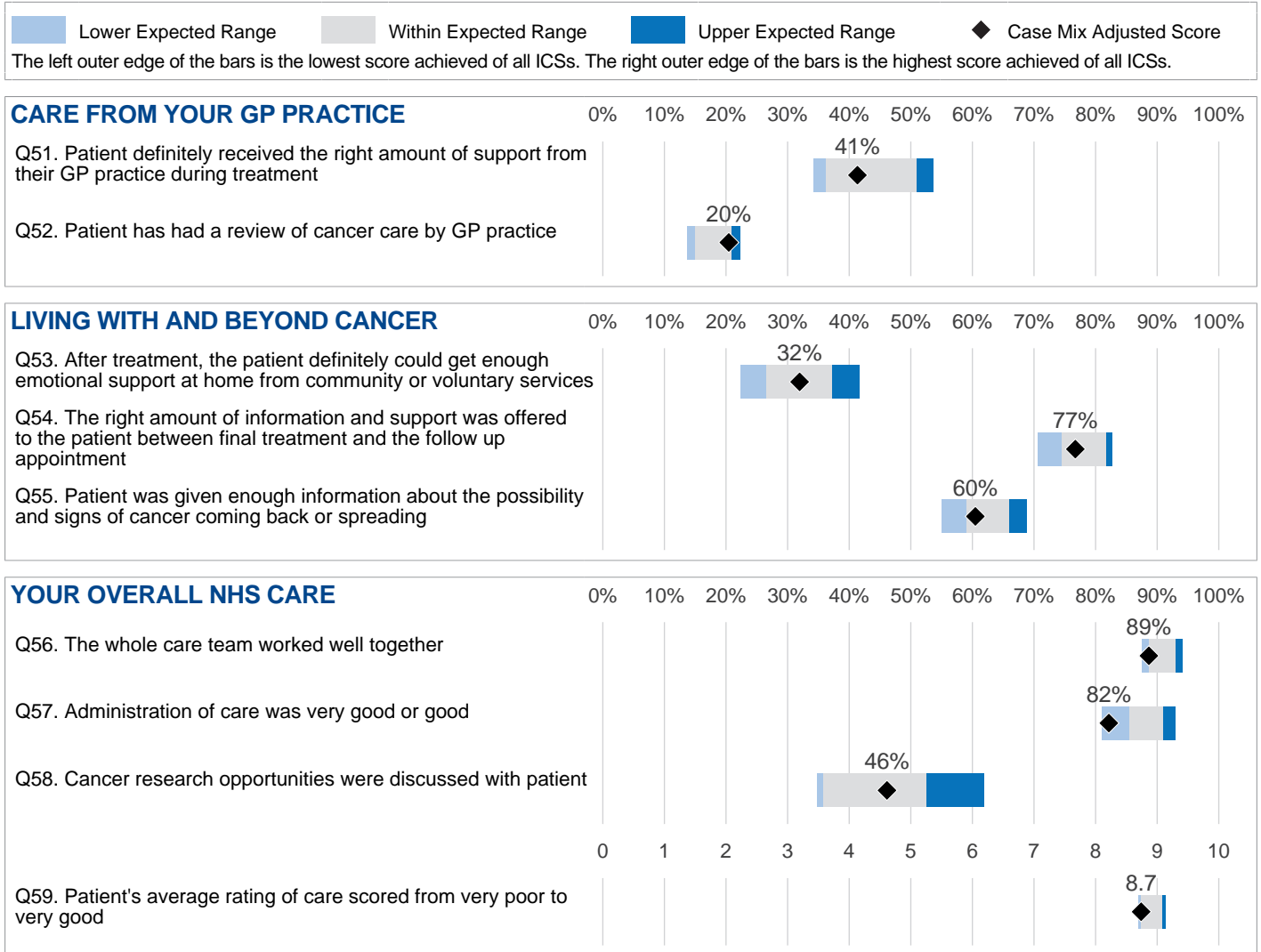
## Expected Range Charts



## Expected Range Charts



## Expected Range Charts



## Comparability tables

\* Indicates where a score has been suppressed to prevent individuals and their responses being identifiable in the data.

	Adjusted Score below Lower Expected Range
	Adjusted Score between Upper and Lower Expected Ranges
	Adjusted Score above Upper Expected Range

<b>SUPPORT FROM YOUR GP PRACTICE</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	474	<b>70%</b>	<b>73%</b>	73%	81%	<b>77%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	620	<b>59%</b>	<b>60%</b>	59%	69%	<b>64%</b>

<b>DIAGNOSTIC TESTS</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	810	<b>90%</b>	<b>90%</b>	91%	94%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	843	<b>79%</b>	<b>81%</b>	81%	86%	<b>84%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	850	<b>75%</b>	<b>77%</b>	79%	85%	<b>82%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	854	<b>74%</b>	<b>77%</b>	76%	82%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	850	<b>92%</b>	<b>93%</b>	93%	96%	<b>94%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	926	<b>68%</b>	<b>67%</b>	66%	76%	<b>71%</b>
Q13. Patient was definitely told sensitively that they had cancer	995	<b>71%</b>	<b>72%</b>	70%	77%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	1011	<b>74%</b>	<b>76%</b>	74%	79%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	992	<b>83%</b>	<b>83%</b>	82%	86%	<b>84%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	892	<b>79%</b>	<b>79%</b>	80%	86%	<b>83%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q17. Patient had a main point of contact within the care team	985	<b>92%</b>	<b>92%</b>	89%	95%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	865	<b>81%</b>	<b>82%</b>	81%	89%	<b>85%</b>
Q19. Patient found advice from main contact person was very or quite helpful	883	<b>94%</b>	<b>95%</b>	94%	97%	<b>96%</b>

## Comparability tables

\* Indicates where a score has been suppressed to prevent individuals and their responses being identifiable in the data.

	Adjusted Score below Lower Expected Range
	Adjusted Score between Upper and Lower Expected Ranges
	Adjusted Score above Upper Expected Range

<b>DECIDING ON THE BEST TREATMENT</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q20. Treatment options were explained in a way the patient could completely understand	961	<b>80%</b>	<b>81%</b>	80%	85%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	996	<b>76%</b>	<b>78%</b>	76%	83%	<b>79%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	796	<b>71%</b>	<b>73%</b>	71%	78%	<b>75%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	593	<b>50%</b>	<b>47%</b>	48%	57%	<b>52%</b>

<b>CARE PLANNING</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	913	<b>69%</b>	<b>70%</b>	69%	75%	<b>72%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	573	<b>91%</b>	<b>92%</b>	91%	95%	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	432	<b>97%</b>	<b>97%</b>	98%	100%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	865	<b>87%</b>	<b>87%</b>	87%	92%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	998	<b>70%</b>	<b>72%</b>	72%	79%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	613	<b>69%</b>	<b>70%</b>	64%	75%	<b>69%</b>

<b>HOSPITAL CARE</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	476	<b>74%</b>	<b>76%</b>	77%	84%	<b>81%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	390	<b>56%</b>	<b>56%</b>	55%	67%	<b>61%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	465	<b>68%</b>	<b>68%</b>	66%	75%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	467	<b>72%</b>	<b>71%</b>	72%	80%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	451	<b>62%</b>	<b>63%</b>	62%	71%	<b>67%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	422	<b>81%</b>	<b>82%</b>	83%	89%	<b>86%</b>
Q37. Patient was always treated with respect and dignity while in hospital	474	<b>85%</b>	<b>86%</b>	86%	92%	<b>89%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	452	<b>87%</b>	<b>87%</b>	86%	91%	<b>89%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	865	<b>71%</b>	<b>73%</b>	75%	82%	<b>78%</b>

## Comparability tables

\* Indicates where a score has been suppressed to prevent individuals and their responses being identifiable in the data.

	Adjusted Score below Lower Expected Range
	Adjusted Score between Upper and Lower Expected Ranges
	Adjusted Score above Upper Expected Range

YOUR TREATMENT	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	578	<b>86%</b>	<b>87%</b>	87%	92%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	533	<b>86%</b>	<b>86%</b>	82%	88%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	340	<b>85%</b>	<b>85%</b>	84%	91%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	173	<b>76%</b>	<b>78%</b>	72%	85%	<b>78%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	136	<b>80%</b>	<b>81%</b>	76%	89%	<b>83%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	577	<b>82%</b>	<b>83%</b>	82%	88%	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	533	<b>79%</b>	<b>80%</b>	75%	82%	<b>79%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	336	<b>81%</b>	<b>82%</b>	75%	84%	<b>80%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	171	<b>71%</b>	<b>72%</b>	65%	79%	<b>72%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	135	<b>79%</b>	<b>79%</b>	72%	86%	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	980	<b>70%</b>	<b>71%</b>	71%	87%	<b>79%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	958	<b>74%</b>	<b>73%</b>	72%	77%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	939	<b>65%</b>	<b>65%</b>	67%	73%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	776	<b>81%</b>	<b>83%</b>	83%	88%	<b>86%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	922	<b>57%</b>	<b>56%</b>	56%	63%	<b>60%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	800	<b>50%</b>	<b>50%</b>	50%	57%	<b>54%</b>

SUPPORT WHILE AT HOME	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	658	<b>51%</b>	<b>52%</b>	51%	60%	<b>55%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	509	<b>43%</b>	<b>45%</b>	46%	57%	<b>51%</b>

CARE FROM YOUR GP PRACTICE	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	599	<b>42%</b>	<b>41%</b>	36%	51%	<b>44%</b>
Q52. Patient has had a review of cancer care by GP practice	945	<b>23%</b>	<b>20%</b>	15%	21%	<b>18%</b>

## Comparability tables

\* Indicates where a score has been suppressed to prevent individuals and their responses being identifiable in the data.

	Adjusted Score below Lower Expected Range
	Adjusted Score between Upper and Lower Expected Ranges
	Adjusted Score above Upper Expected Range

<b>LIVING WITH AND BEYOND CANCER</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	292	<b>30%</b>	<b>32%</b>	27%	37%	<b>32%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	492	<b>74%</b>	<b>77%</b>	75%	82%	<b>78%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	778	<b>58%</b>	<b>60%</b>	59%	66%	<b>63%</b>

<b>YOUR OVERALL NHS CARE</b>	Unadjusted Scores		Case Mix Adjusted Scores			England Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q56. The whole care team worked well together	957	<b>88%</b>	<b>89%</b>	89%	93%	<b>91%</b>
Q57. Administration of care was very good or good	991	<b>82%</b>	<b>82%</b>	86%	91%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	612	<b>47%</b>	<b>46%</b>	36%	53%	<b>44%</b>
Q59. Patient's average rating of care scored from very poor to very good	979	<b>8.6</b>	<b>8.7</b>	8.7	9.1	<b>8.9</b>



## 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 Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	88%	70%	70%	47%	77%	64%	84%	*	87%	39%	65%	50%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	66%	56%	50%	42%	78%	53%	67%	*	*	42%	70%	47%	<b>59%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	85%	89%	89%	87%	96%	94%	95%	*	95%	82%	95%	92%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	77%	78%	69%	73%	87%	90%	82%	*	87%	73%	81%	78%	<b>79%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	73%	73%	58%	78%	82%	82%	83%	*	87%	71%	75%	67%	<b>75%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	73%	70%	74%	67%	87%	84%	73%	*	87%	77%	75%	73%	<b>74%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	95%	90%	86%	92%	90%	96%	86%	*	91%	88%	89%	91%	<b>92%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	71%	73%	56%	73%	53%	73%	59%	*	36%	61%	67%	71%	<b>68%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	74%	67%	65%	75%	67%	68%	63%	*	73%	72%	78%	74%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	76%	71%	74%	70%	74%	77%	75%	*	85%	72%	76%	74%	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	89%	78%	88%	83%	77%	88%	73%	*	88%	74%	83%	78%	<b>83%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	82%	74%	76%	83%	85%	76%	83%	*	85%	75%	67%	79%	<b>79%</b>

## 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 Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q17. Patient had a main point of contact within the care team	*	95%	91%	90%	96%	97%	87%	87%	*	92%	91%	83%	93%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	78%	79%	86%	84%	89%	81%	77%	*	89%	87%	80%	80%	<b>81%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	94%	92%	94%	92%	97%	100%	95%	*	100%	97%	90%	94%	<b>94%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	77%	79%	73%	83%	85%	85%	83%	*	96%	74%	76%	76%	<b>80%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	76%	78%	73%	71%	78%	77%	83%	*	88%	72%	78%	70%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	68%	78%	60%	79%	65%	79%	74%	*	56%	59%	70%	72%	<b>71%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	52%	49%	33%	56%	56%	49%	53%	*	*	50%	53%	47%	<b>50%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	67%	68%	67%	72%	85%	69%	69%	*	73%	61%	78%	69%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	90%	89%	100%	92%	96%	90%	91%	*	100%	85%	92%	93%	<b>91%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	96%	98%	81%	95%	100%	100%	98%	*	*	100%	100%	98%	<b>97%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	*	88%	88%	83%	84%	97%	82%	87%	*	88%	84%	82%	88%	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	64%	65%	67%	75%	76%	78%	75%	*	88%	77%	75%	67%	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	70%	71%	67%	73%	64%	63%	56%	*	*	71%	71%	75%	<b>69%</b>

## Tumour type tables

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	Tumour Type													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	71%	72%	86%	73%	77%	82%	79%	*	*	77%	87%	60%	<b>74%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	49%	59%	69%	57%	67%	54%	52%	*	*	52%	55%	53%	<b>56%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	67%	64%	75%	63%	82%	61%	76%	*	*	68%	78%	58%	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	*	70%	66%	65%	76%	82%	81%	79%	*	*	64%	72%	66%	<b>72%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	60%	52%	74%	71%	73%	63%	79%	*	*	48%	64%	60%	<b>62%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	80%	77%	89%	85%	81%	81%	87%	*	*	76%	85%	80%	<b>81%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	81%	82%	85%	90%	86%	88%	82%	*	*	86%	95%	77%	<b>85%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	87%	84%	100%	91%	95%	84%	91%	*	*	77%	86%	84%	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	66%	74%	65%	75%	81%	78%	71%	*	64%	61%	80%	68%	<b>71%</b>

	Tumour Type													
	Brain/ CNS	Breast	Colorectal/ LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	85%	83%	86%	83%	92%	86%	89%	*	95%	90%	96%	82%	<b>86%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	82%	86%	94%	88%	*	81%	93%	*	*	96%	93%	81%	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	84%	86%	93%	64%	96%	81%	95%	*	n.a.	*	*	76%	<b>85%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	72%	n.a.	*	*	*	*	88%	n.a.	n.a.	n.a.	*	70%	<b>76%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	n.a.	72%	*	*	76%	*	85%	*	n.a.	85%	*	*	85%	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	81%	80%	86%	83%	78%	84%	87%	*	90%	76%	89%	80%	<b>82%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	77%	77%	85%	82%	*	78%	80%	*	*	85%	86%	75%	<b>79%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	82%	71%	88%	73%	96%	83%	84%	*	n.a.	*	*	70%	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	71%	n.a.	*	*	*	*	79%	n.a.	n.a.	n.a.	*	59%	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	n.a.	79%	*	*	71%	*	84%	*	n.a.	85%	*	*	76%	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	61%	73%	52%	73%	86%	80%	81%	*	77%	74%	76%	63%	<b>70%</b>

## 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 Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	69%	74%	72%	74%	89%	76%	78%	*	87%	64%	78%	72%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	62%	63%	65%	72%	78%	72%	65%	*	73%	67%	59%	62%	<b>65%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	81%	87%	76%	82%	83%	82%	82%	*	100%	82%	77%	79%	<b>81%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	55%	59%	71%	55%	65%	59%	58%	*	57%	68%	61%	50%	<b>57%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	45%	53%	52%	49%	71%	54%	48%	*	53%	48%	63%	46%	<b>50%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	44%	57%	48%	57%	73%	55%	37%	*	*	54%	52%	55%	<b>51%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	41%	54%	38%	49%	50%	39%	30%	*	*	35%	53%	42%	<b>43%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	44%	40%	37%	29%	36%	45%	46%	*	*	54%	44%	40%	<b>42%</b>
Q52. Patient has had a review of cancer care by GP practice	*	23%	24%	15%	20%	26%	23%	24%	*	13%	19%	26%	26%	<b>23%</b>

## 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 Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	28%	45%	15%	23%	36%	29%	14%	*	*	46%	41%	23%	<b>30%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	68%	78%	76%	78%	95%	77%	77%	*	67%	89%	74%	63%	<b>74%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	49%	57%	41%	70%	64%	61%	51%	*	81%	67%	67%	62%	<b>58%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. The whole care team worked well together	*	89%	87%	84%	90%	91%	91%	87%	*	92%	82%	89%	89%	<b>88%</b>
Q57. Administration of care was very good or good	*	83%	82%	81%	87%	80%	89%	83%	*	92%	71%	75%	83%	<b>82%</b>
Q58. Cancer research opportunities were discussed with patient	*	36%	47%	42%	58%	33%	52%	58%	*	33%	48%	60%	48%	<b>47%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	8.6	8.6	8.3	8.8	8.5	8.9	8.8	*	9.3	8.6	8.5	8.6	<b>8.6</b>

## 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.

<b>SUPPORT FROM YOUR GP PRACTICE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	54%	79%	62%	73%	69%	76%	*	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	61%	57%	65%	58%	56%	47%	<b>59%</b>

<b>DIAGNOSTIC TESTS</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	78%	84%	93%	92%	88%	97%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	61%	74%	83%	81%	81%	82%	<b>79%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	45%	67%	77%	80%	79%	85%	<b>75%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	52%	67%	75%	79%	80%	77%	<b>74%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	84%	86%	95%	91%	96%	94%	<b>92%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	72%	59%	71%	66%	70%	81%	<b>68%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	*	58%	67%	72%	72%	78%	74%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	61%	66%	74%	81%	78%	75%	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	81%	74%	83%	84%	87%	95%	<b>83%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	75%	80%	86%	78%	75%	68%	<b>79%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	88%	94%	96%	92%	87%	83%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	*	72%	75%	81%	82%	88%	83%	<b>81%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	*	90%	91%	96%	95%	95%	100%	<b>94%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	63%	76%	80%	84%	78%	83%	<b>80%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	63%	72%	79%	75%	82%	80%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	48%	61%	74%	75%	78%	75%	<b>71%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	54%	46%	54%	44%	54%	48%	<b>50%</b>

## 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.

<b>CARE PLANNING</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	63%	62%	70%	72%	72%	77%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	91%	88%	95%	91%	88%	100%	<b>91%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	96%	94%	98%	98%	95%	100%	<b>97%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	89%	83%	92%	88%	78%	81%	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	48%	55%	77%	74%	80%	68%	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	69%	71%	67%	77%	66%	59%	*	<b>69%</b>

<b>HOSPITAL CARE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	51%	61%	79%	80%	79%	83%	<b>74%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	39%	44%	57%	61%	64%	69%	<b>56%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	49%	65%	71%	70%	76%	60%	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	43%	65%	75%	75%	81%	65%	<b>72%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	42%	53%	68%	67%	62%	62%	<b>62%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	59%	75%	87%	84%	92%	55%	<b>81%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	68%	78%	90%	87%	93%	65%	<b>85%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	60%	86%	96%	87%	90%	81%	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	53%	59%	75%	75%	74%	73%	<b>71%</b>

## 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.

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	63%	82%	87%	91%	95%	90%	<b>86%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	79%	82%	91%	83%	92%	*	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	69%	84%	90%	84%	93%	77%	<b>85%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	*	47%	65%	89%	83%	88%	*	<b>76%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	71%	77%	88%	93%	*	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	70%	75%	81%	87%	91%	82%	<b>82%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	70%	75%	85%	77%	82%	*	<b>79%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	74%	77%	81%	85%	91%	69%	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	*	53%	59%	84%	74%	75%	*	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	75%	73%	82%	88%	*	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	44%	61%	72%	73%	78%	83%	<b>70%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	69%	73%	75%	73%	77%	63%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	52%	56%	71%	67%	69%	56%	<b>65%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	69%	79%	86%	85%	75%	76%	<b>81%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	51%	54%	61%	59%	57%	45%	<b>57%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	37%	45%	51%	53%	54%	50%	<b>50%</b>

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	43%	40%	55%	52%	61%	54%	<b>51%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	27%	33%	46%	48%	50%	43%	<b>43%</b>

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	33%	37%	48%	38%	47%	28%	<b>42%</b>
Q52. Patient has had a review of cancer care by GP practice	*	*	27%	16%	22%	25%	25%	17%	<b>23%</b>



## 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								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	42%	23%	24%	30%	38%	*	<b>30%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	62%	63%	80%	78%	75%	72%	<b>74%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	52%	49%	61%	59%	63%	68%	<b>58%</b>

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q56. The whole care team worked well together	*	*	84%	89%	92%	86%	88%	94%	<b>88%</b>
Q57. Administration of care was very good or good	*	*	75%	77%	85%	83%	83%	91%	<b>82%</b>
Q58. Cancer research opportunities were discussed with patient	*	*	36%	43%	51%	50%	48%	29%	<b>47%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	*	8.0	8.2	8.9	8.8	8.8	8.4	<b>8.6</b>

## Gender 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 gender group.

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	70%	68%	*	*	*	79%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	58%	*	*	*	54%	<b>59%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	87%	92%	*	*	*	87%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	76%	82%	*	*	*	81%	<b>79%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	77%	*	*	*	82%	<b>75%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	71%	77%	*	*	*	81%	<b>74%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	90%	*	*	*	97%	<b>92%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	70%	67%	*	*	*	53%	<b>68%</b>
Q13. Patient was definitely told sensitively that they had cancer	72%	71%	*	*	*	64%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	76%	*	*	*	71%	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	81%	*	*	*	82%	<b>83%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	80%	79%	*	*	*	65%	<b>79%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	94%	90%	*	*	*	87%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	81%	81%	*	*	*	70%	<b>81%</b>
Q19. Patient found advice from main contact person was very or quite helpful	93%	97%	*	*	*	85%	<b>94%</b>

## Gender 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 gender group.

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	78%	82%	*	*	*	78%	<b>80%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	80%	*	*	*	68%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	70%	74%	*	*	*	*	<b>71%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	48%	54%	*	*	*	39%	<b>50%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>CARE PLANNING</b>							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	66%	73%	*	*	*	74%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	93%	*	*	*	*	<b>91%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	96%	98%	n.a.	n.a.	*	*	<b>97%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>SUPPORT FROM HOSPITAL STAFF</b>							
Q27. Staff provided the patient with relevant information on available support	86%	88%	*	*	*	81%	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	66%	77%	*	*	*	68%	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	70%	67%	*	*	*	68%	<b>69%</b>

## Gender 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 gender group.

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	72%	78%	n.a.	*	*	74%	<b>74%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	53%	62%	n.a.	*	*	31%	<b>56%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	73%	n.a.	*	*	61%	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	68%	76%	n.a.	*	*	74%	<b>72%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	59%	68%	n.a.	*	*	67%	<b>62%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	79%	83%	n.a.	*	*	*	<b>81%</b>
Q37. Patient was always treated with respect and dignity while in hospital	82%	88%	n.a.	*	*	87%	<b>85%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	89%	n.a.	*	*	82%	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	73%	*	*	*	64%	<b>71%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	85%	88%	*	*	*	94%	<b>86%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	89%	*	*	*	78%	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	84%	88%	*	n.a.	*	*	<b>85%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	73%	88%	*	*	*	*	<b>76%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	76%	88%	*	n.a.	n.a.	*	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	81%	83%	*	*	*	94%	<b>82%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	79%	81%	*	*	*	79%	<b>79%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	80%	*	n.a.	*	*	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	68%	80%	*	*	*	*	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77%	82%	*	n.a.	n.a.	*	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	65%	78%	*	*	*	57%	<b>70%</b>

## Gender 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 gender group.

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>							
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	76%	*	*	*	69%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	66%	*	*	*	54%	<b>65%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	84%	*	*	*	74%	<b>81%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	60%	*	*	*	58%	<b>57%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	55%	*	*	*	43%	<b>50%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>SUPPORT WHILE AT HOME</b>							
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	48%	58%	*	*	*	26%	<b>51%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	43%	*	*	*	43%	<b>43%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>CARE FROM YOUR GP PRACTICE</b>							
Q51. Patient definitely received the right amount of support from their GP practice during treatment	44%	39%	*	*	*	48%	<b>42%</b>
Q52. Patient has had a review of cancer care by GP practice	21%	24%	*	*	*	31%	<b>23%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>LIVING WITH AND BEYOND CANCER</b>							
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	34%	*	*	*	23%	<b>30%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	69%	80%	*	*	*	80%	<b>74%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	61%	*	*	*	67%	<b>58%</b>

## Gender 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 gender group.

YOUR OVERALL NHS CARE	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q56. The whole care team worked well together	88%	89%	*	*	*	88%	<b>88%</b>
Q57. Administration of care was very good or good	82%	84%	*	*	*	81%	<b>82%</b>
Q58. Cancer research opportunities were discussed with patient	43%	52%	*	*	*	52%	<b>47%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.6	8.7	*	*	*	8.8	<b>8.6</b>

## 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 ethnicity group.

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	73%	*	62%	57%	*	70%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	*	63%	47%	*	47%	<b>59%</b>

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	91%	*	87%	88%	*	82%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	*	73%	76%	*	75%	<b>79%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	*	67%	76%	*	73%	<b>75%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	*	64%	61%	*	73%	<b>74%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	*	84%	92%	*	92%	<b>92%</b>

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	67%	*	80%	58%	*	62%	<b>68%</b>
Q13. Patient was definitely told sensitively that they had cancer	72%	81%	73%	63%	67%	66%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	71%	77%	66%	58%	71%	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	71%	88%	79%	58%	83%	<b>83%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	80%	*	83%	76%	*	67%	<b>79%</b>

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	92%	100%	92%	90%	92%	90%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	84%	76%	67%	79%	73%	76%	<b>81%</b>
Q19. Patient found advice from main contact person was very or quite helpful	95%	100%	94%	94%	82%	90%	<b>94%</b>

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	81%	67%	79%	71%	67%	81%	<b>80%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	82%	75%	68%	75%	66%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	77%	82%	56%	67%	61%	<b>71%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	48%	*	59%	51%	*	48%	<b>50%</b>

## 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 ethnicity group.

<b>CARE PLANNING</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	70%	*	72%	64%	*	66%	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	*	96%	90%	*	86%	<b>91%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	*	100%	92%	*	97%	<b>97%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	80%	90%	82%	75%	83%	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	72%	63%	70%	66%	42%	69%	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	70%	*	67%	67%	*	64%	<b>69%</b>

<b>HOSPITAL CARE</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	*	76%	78%	*	62%	<b>74%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	55%	*	66%	53%	*	43%	<b>56%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	*	73%	69%	*	63%	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	71%	*	77%	71%	*	68%	<b>72%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	*	62%	63%	*	61%	<b>62%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	83%	*	79%	80%	*	74%	<b>81%</b>
Q37. Patient was always treated with respect and dignity while in hospital	86%	*	83%	84%	*	83%	<b>85%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	*	83%	88%	*	85%	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	73%	75%	73%	64%	45%	57%	<b>71%</b>



## 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 ethnicity group.

YOUR TREATMENT	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	86%	*	83%	87%	*	94%	<b>86%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	*	93%	87%	*	74%	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	82%	*	96%	79%	*	95%	<b>85%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	*	96%	77%	*	65%	<b>76%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	81%	*	92%	*	*	*	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	82%	*	82%	81%	*	91%	<b>82%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	81%	*	80%	79%	*	65%	<b>79%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	*	91%	69%	*	89%	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	69%	*	83%	69%	*	69%	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	80%	*	92%	*	*	*	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	63%	60%	69%	73%	63%	<b>70%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75%	73%	73%	68%	73%	69%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	75%	69%	64%	55%	54%	<b>65%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	*	77%	80%	*	71%	<b>81%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	*	66%	58%	*	59%	<b>57%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	51%	*	50%	48%	*	48%	<b>50%</b>

SUPPORT WHILE AT HOME	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	52%	*	61%	43%	*	39%	<b>51%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	*	45%	35%	*	39%	<b>43%</b>

CARE FROM YOUR GP PRACTICE	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	39%	*	49%	49%	*	39%	<b>42%</b>
Q52. Patient has had a review of cancer care by GP practice	19%	19%	35%	30%	25%	26%	<b>23%</b>

## 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 ethnicity group.

<b>LIVING WITH AND BEYOND CANCER</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	30%	*	40%	24%	*	28%	<b>30%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	*	77%	59%	*	77%	<b>74%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	58%	71%	56%	50%	55%	64%	<b>58%</b>

<b>YOUR OVERALL NHS CARE</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	87%	88%	95%	87%	100%	91%	<b>88%</b>
Q57. Administration of care was very good or good	81%	82%	87%	87%	75%	79%	<b>82%</b>
Q58. Cancer research opportunities were discussed with patient	44%	*	59%	48%	*	56%	<b>47%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.4	8.4	8.4	8.2	8.6	<b>8.6</b>

## IMD quintile 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 quintile group.

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	69%	71%	70%	71%	64%	n.a.	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	58%	59%	59%	53%	70%	n.a.	<b>59%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	91%	88%	89%	92%	92%	n.a.	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	76%	80%	83%	79%	n.a.	<b>79%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	76%	71%	76%	78%	78%	n.a.	<b>75%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	72%	71%	78%	77%	n.a.	<b>74%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	93%	90%	90%	94%	94%	n.a.	<b>92%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	69%	70%	65%	65%	71%	n.a.	<b>68%</b>
Q13. Patient was definitely told sensitively that they had cancer	70%	75%	65%	66%	76%	n.a.	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	74%	72%	73%	77%	n.a.	<b>74%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	86%	77%	80%	84%	n.a.	<b>83%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	83%	81%	70%	79%	82%	n.a.	<b>79%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	96%	91%	91%	92%	92%	n.a.	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	80%	83%	79%	80%	77%	n.a.	<b>81%</b>
Q19. Patient found advice from main contact person was very or quite helpful	95%	94%	94%	95%	92%	n.a.	<b>94%</b>

## IMD quintile 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 quintile group.

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	77%	79%	78%	85%	82%	n.a.	<b>80%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	75%	78%	68%	78%	82%	n.a.	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	69%	67%	72%	76%	n.a.	<b>71%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	52%	54%	43%	47%	47%	n.a.	<b>50%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>CARE PLANNING</b>							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	69%	69%	65%	73%	76%	n.a.	<b>69%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	90%	91%	90%	96%	n.a.	<b>91%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	95%	98%	97%	94%	97%	n.a.	<b>97%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM HOSPITAL STAFF</b>							
Q27. Staff provided the patient with relevant information on available support	88%	85%	83%	90%	92%	n.a.	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	68%	69%	77%	78%	n.a.	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	71%	66%	68%	*	*	n.a.	<b>69%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>HOSPITAL CARE</b>							
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	77%	79%	70%	71%	67%	n.a.	<b>74%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	58%	59%	53%	48%	53%	n.a.	<b>56%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	71%	71%	60%	78%	60%	n.a.	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	73%	72%	72%	67%	72%	n.a.	<b>72%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	66%	64%	58%	67%	55%	n.a.	<b>62%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	79%	81%	82%	88%	77%	n.a.	<b>81%</b>
Q37. Patient was always treated with respect and dignity while in hospital	87%	86%	81%	78%	89%	n.a.	<b>85%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	89%	89%	82%	87%	88%	n.a.	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	67%	72%	76%	74%	n.a.	<b>71%</b>

## IMD quintile tables

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n.a. Indicates that there were no respondents for that quintile group.

YOUR TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	82%	86%	85%	90%	90%	n.a.	<b>86%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	85%	86%	83%	89%	n.a.	<b>86%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	82%	89%	85%	87%	n.a.	<b>85%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	75%	78%	78%	73%	73%	n.a.	<b>76%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	82%	74%	83%	94%	80%	n.a.	<b>80%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	82%	81%	82%	88%	78%	n.a.	<b>82%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	80%	79%	77%	79%	84%	n.a.	<b>79%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	82%	81%	80%	81%	n.a.	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	75%	75%	59%	74%	60%	n.a.	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	82%	79%	70%	94%	73%	n.a.	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	65%	69%	68%	75%	80%	n.a.	<b>70%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	72%	75%	70%	75%	78%	n.a.	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	65%	65%	62%	66%	71%	n.a.	<b>65%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	82%	76%	86%	82%	n.a.	<b>81%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	59%	58%	51%	55%	64%	n.a.	<b>57%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	58%	48%	41%	53%	52%	n.a.	<b>50%</b>

SUPPORT WHILE AT HOME	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	44%	53%	53%	53%	56%	n.a.	<b>51%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	35%	42%	46%	58%	43%	n.a.	<b>43%</b>

CARE FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	36%	42%	37%	43%	57%	n.a.	<b>42%</b>
Q52. Patient has had a review of cancer care by GP practice	23%	25%	20%	14%	29%	n.a.	<b>23%</b>

## IMD quintile 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 quintile group.

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	31%	31%	28%	27%	40%	n.a.	<b>30%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	72%	69%	74%	*	*	n.a.	<b>74%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	63%	53%	58%	58%	67%	n.a.	<b>58%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	90%	87%	87%	93%	88%	n.a.	<b>88%</b>
Q57. Administration of care was very good or good	86%	81%	80%	87%	80%	n.a.	<b>82%</b>
Q58. Cancer research opportunities were discussed with patient	50%	46%	46%	46%	49%	n.a.	<b>47%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.6	8.5	8.8	8.9	n.a.	<b>8.6</b>