

# **Cancer Patient Experience Survey**

2021 Results

## **Hertfordshire and West Essex**

Published July 2022

## Executive Summary

Hertfordshire and West Essex has no scores above expected range

### Questions Below Expected Range

	Case Mix Adjusted Scores			England 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	<b>68%</b>	69%	74%	<b>72%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	<b>91%</b>	91%	95%	<b>93%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	<b>72%</b>	73%	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>	78%	84%	<b>81%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	<b>66%</b>	67%	74%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	<b>72%</b>	73%	80%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	<b>60%</b>	63%	71%	<b>67%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	<b>86%</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	<b>74%</b>	75%	81%	<b>78%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	<b>84%</b>	85%	91%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	<b>73%</b>	73%	84%	<b>78%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	<b>82%</b>	82%	87%	<b>85%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	<b>76%</b>	76%	83%	<b>80%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	<b>65%</b>	66%	78%	<b>72%</b>
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	<b>71%</b>	72%	77%	<b>74%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	<b>55%</b>	56%	63%	<b>60%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	<b>48%</b>	50%	57%	<b>54%</b>
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	<b>51%</b>	52%	59%	<b>55%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	<b>43%</b>	46%	57%	<b>51%</b>
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	<b>26%</b>	27%	37%	<b>32%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	<b>58%</b>	60%	65%	<b>63%</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>85%</b>	86%	91%	<b>88%</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

1,458 patients responded out of a total of 2,670 patients, resulting in a response rate of 55%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	2,852	2,670	1,458	55%
National	113,516	107,412	59,352	55%

### Respondents by Survey Type

	Number of Respondents
Paper	1,184
Online	272
Phone	2
Translation Service	0
<b>Total</b>	<b>1,458</b>

### Respondents by Tumour Group

	Number of Respondents
Brain / CNS	3
Breast	342
Colorectal / LGT	177
Gynaecological	93
Haematological	193
Head and Neck	44
Lung	74
Prostate	125
Sarcoma	17
Skin	45
Upper Gastro	65
Urological	102
Other	178
<b>Total</b>	<b>1,458</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:

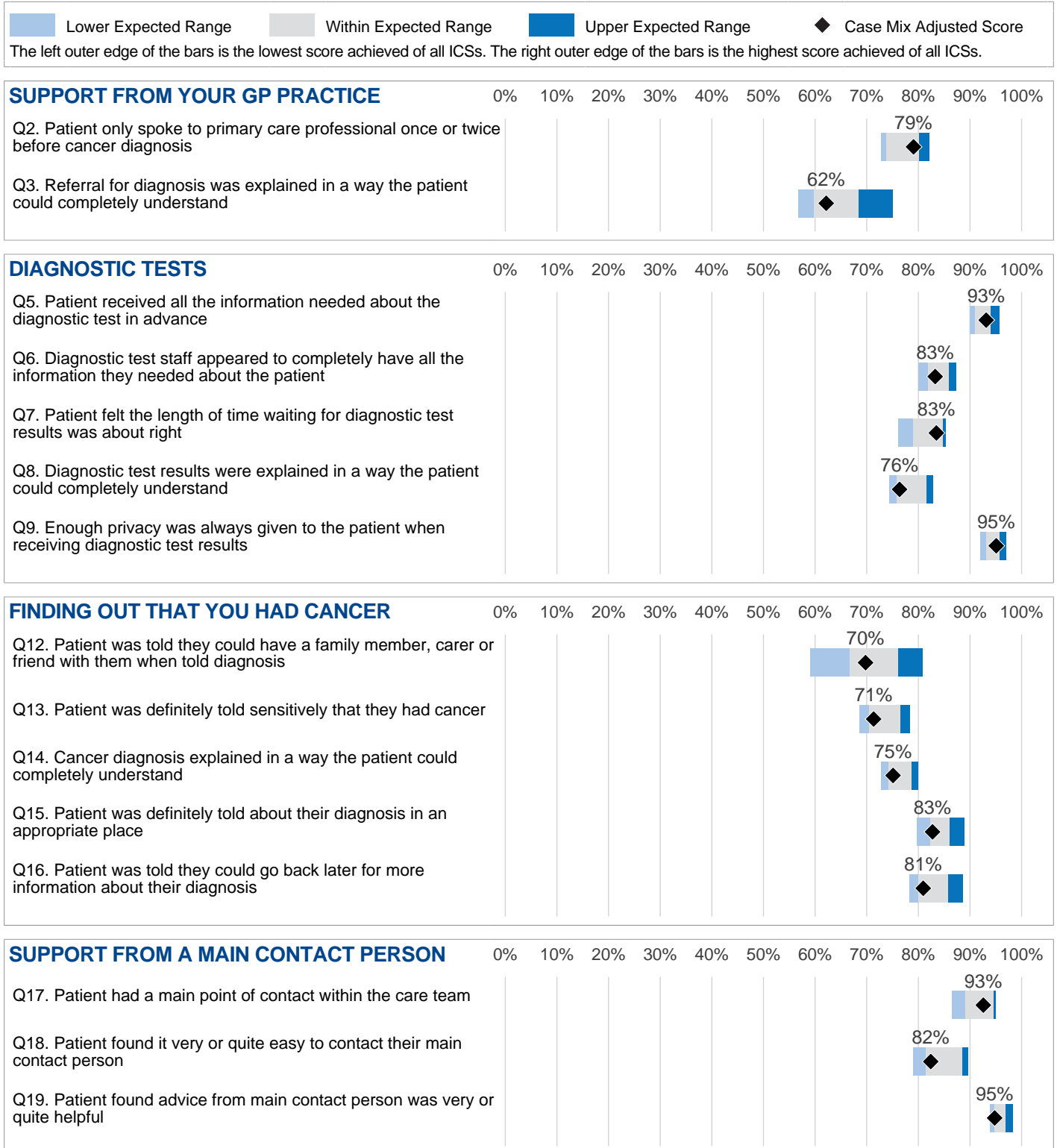
	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75-84	Age 85+	Total
Female	5	14	32	103	210	252	148	35	799
Male	5	4	12	38	118	232	155	28	592
Non-binary	0	0	0	0	0	0	0	1	1
Prefer to self-describe	0	0	0	0	1	0	0	0	1
Prefer not to say	0	0	0	0	0	0	0	1	1
Not given	0	1	5	8	11	15	21	3	64
<b>Total</b>	<b>10</b>	<b>19</b>	<b>49</b>	<b>149</b>	<b>340</b>	<b>499</b>	<b>324</b>	<b>68</b>	<b>1,458</b>

## Respondents by Ethnicity

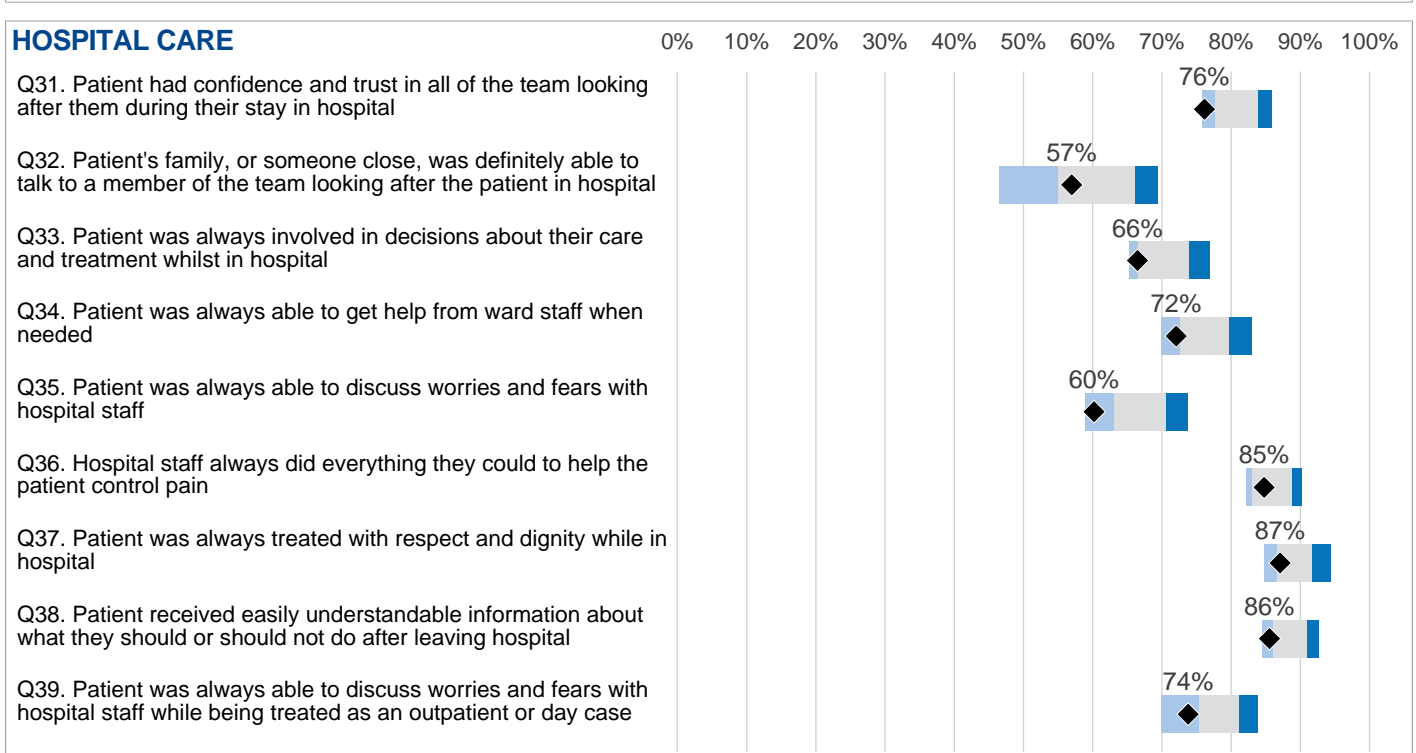
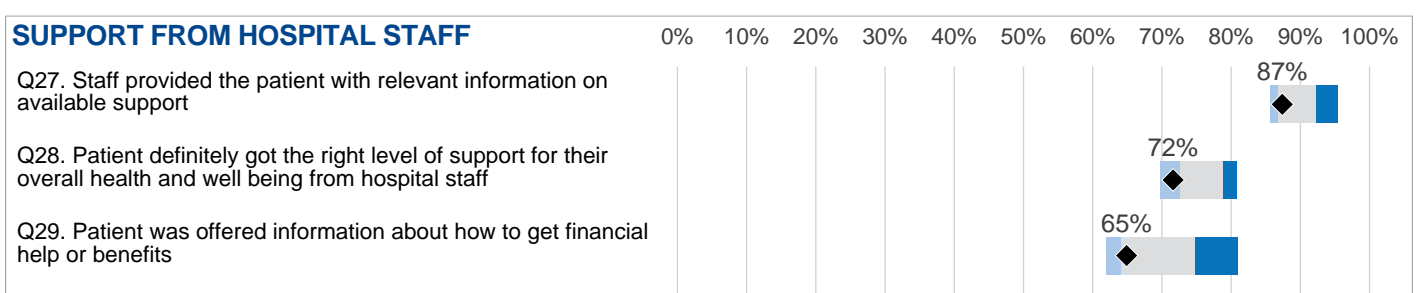
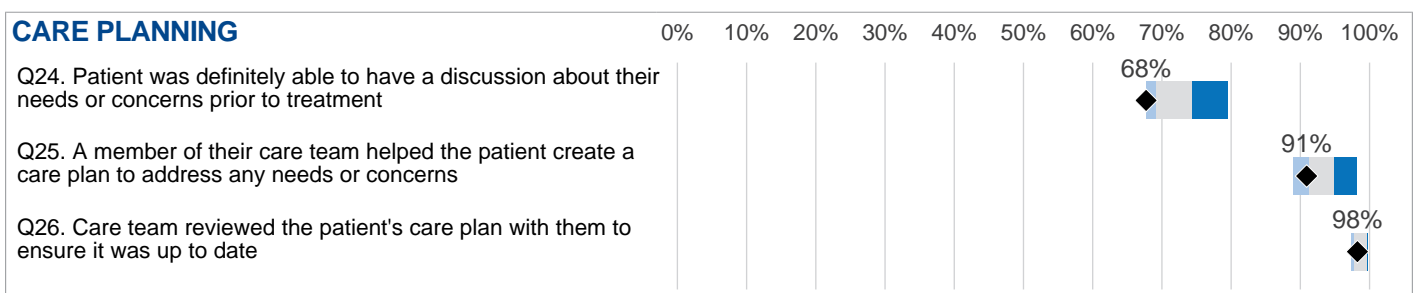
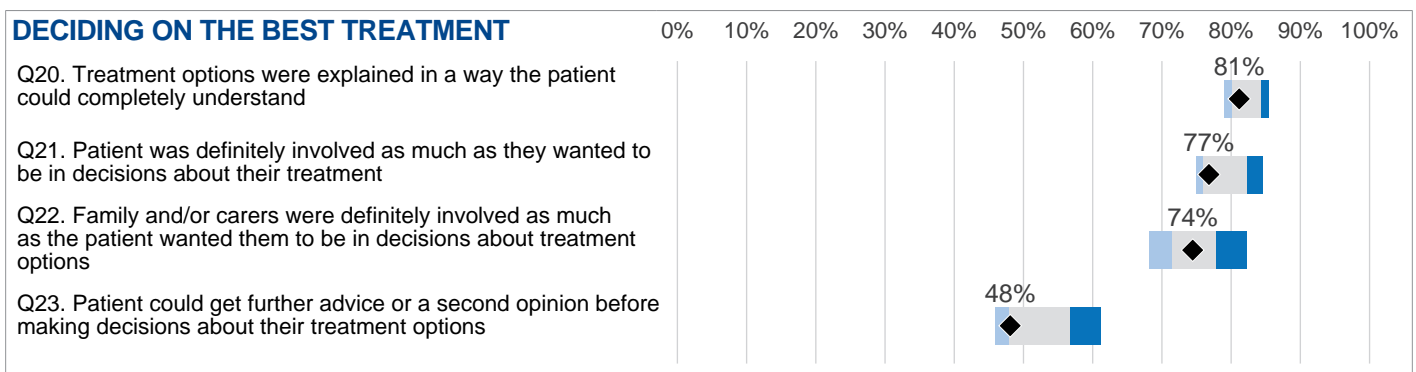
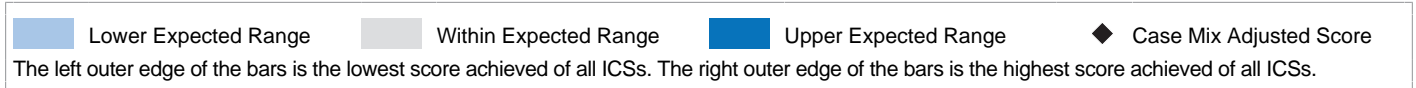
	Number of Respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	1,211
Irish	14
Gypsy or Irish Traveller	0
Any other White background	57
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	1
White and Black African	1
White and Asian	6
Any other Mixed / multiple ethnic background	2
<b>Asian or Asian British</b>	
Indian	18
Pakistani	3
Bangladeshi	0
Chinese	12
Any other Asian background	6
<b>Black / African / Caribbean / Black British</b>	
African	11
Caribbean	12
Any other Black / African / Caribbean background	3
<b>Other Ethnic Group</b>	
Arab	3
Any other ethnic background	3
<b>Not given</b>	
Not given	95
<b>Total</b>	<b>1,458</b>



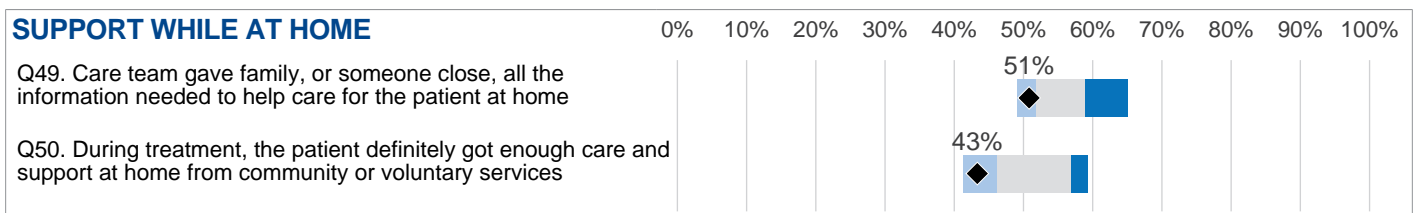
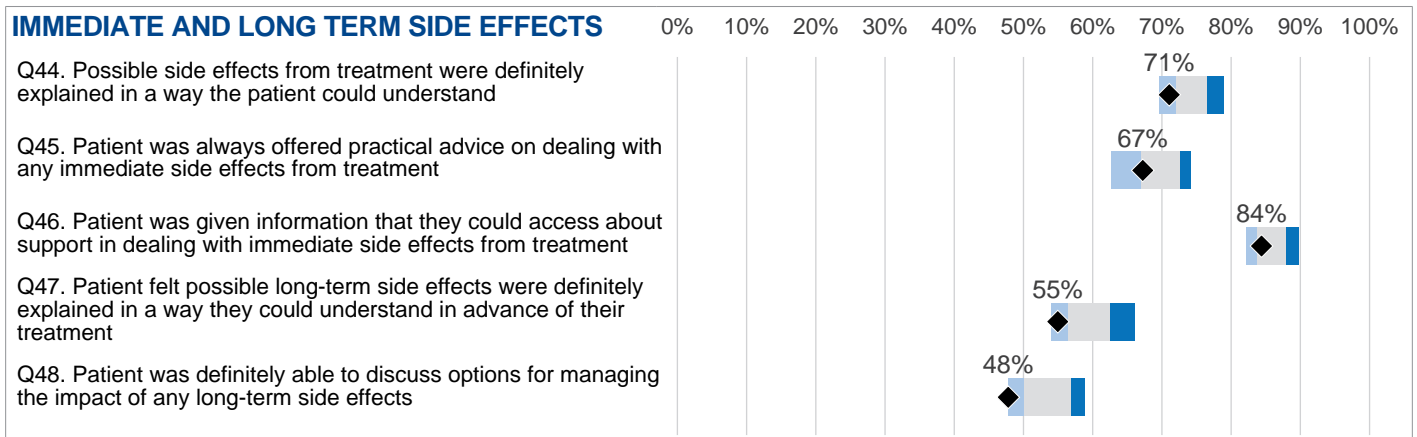
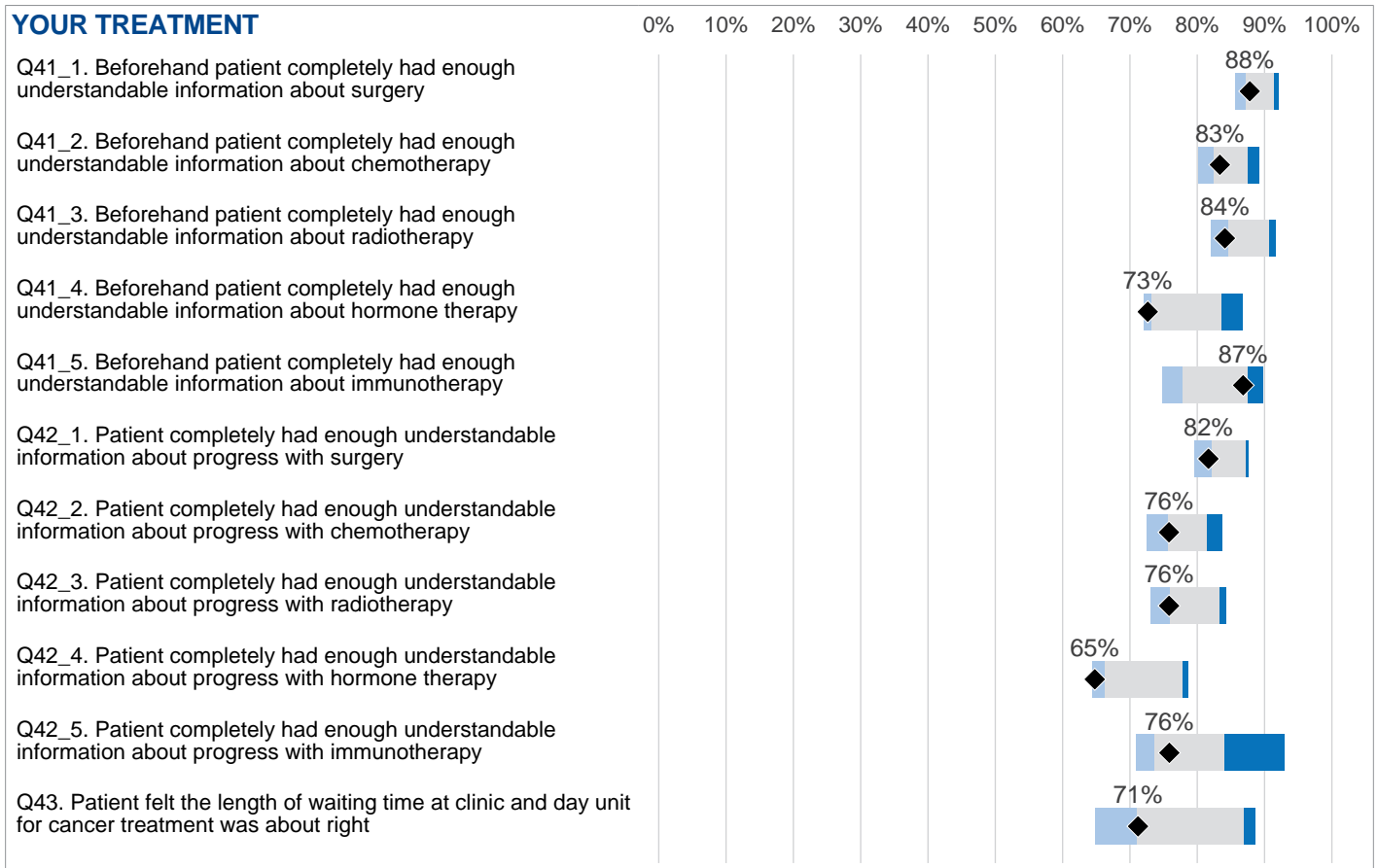
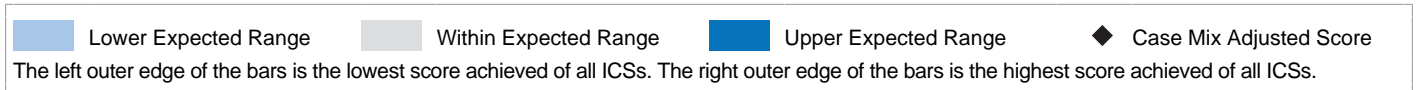
## Expected Range Charts



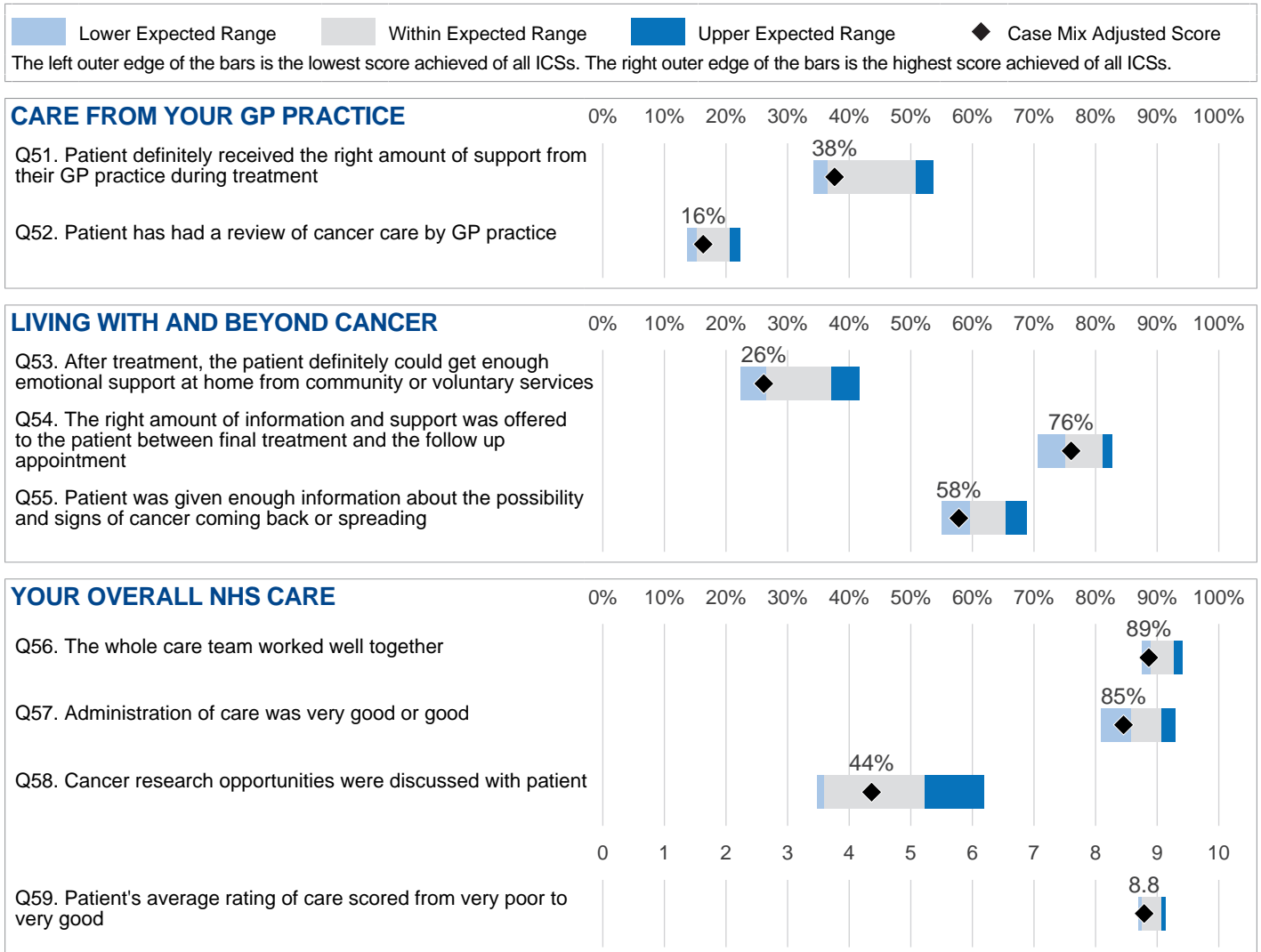
## Expected Range Charts



## 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	700	<b>80%</b>	<b>79%</b>	74%	80%	<b>77%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	942	<b>64%</b>	<b>62%</b>	60%	68%	<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	1120	<b>93%</b>	<b>93%</b>	91%	94%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	1190	<b>83%</b>	<b>83%</b>	82%	86%	<b>84%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	1190	<b>83%</b>	<b>83%</b>	79%	85%	<b>82%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	1196	<b>76%</b>	<b>76%</b>	76%	82%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	1186	<b>95%</b>	<b>95%</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	1340	<b>69%</b>	<b>70%</b>	67%	76%	<b>71%</b>
Q13. Patient was definitely told sensitively that they had cancer	1435	<b>71%</b>	<b>71%</b>	70%	77%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	1433	<b>75%</b>	<b>75%</b>	74%	79%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	1428	<b>82%</b>	<b>83%</b>	82%	86%	<b>84%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	1253	<b>81%</b>	<b>81%</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	1385	<b>92%</b>	<b>93%</b>	89%	95%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	1196	<b>82%</b>	<b>82%</b>	81%	89%	<b>85%</b>
Q19. Patient found advice from main contact person was very or quite helpful	1221	<b>95%</b>	<b>95%</b>	95%	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	1328	<b>81%</b>	<b>81%</b>	80%	84%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	1420	<b>76%</b>	<b>77%</b>	76%	82%	<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	1176	<b>74%</b>	<b>74%</b>	72%	78%	<b>75%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	639	<b>46%</b>	<b>48%</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	1275	<b>67%</b>	<b>68%</b>	69%	74%	<b>72%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	726	<b>90%</b>	<b>91%</b>	91%	95%	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	545	<b>98%</b>	<b>98%</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	1145	<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	1427	<b>70%</b>	<b>72%</b>	73%	79%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	681	<b>66%</b>	<b>65%</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	638	<b>76%</b>	<b>76%</b>	78%	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	496	<b>55%</b>	<b>57%</b>	55%	66%	<b>61%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	631	<b>67%</b>	<b>66%</b>	67%	74%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	625	<b>71%</b>	<b>72%</b>	73%	80%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	610	<b>60%</b>	<b>60%</b>	63%	71%	<b>67%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	560	<b>85%</b>	<b>85%</b>	83%	89%	<b>86%</b>
Q37. Patient was always treated with respect and dignity while in hospital	638	<b>87%</b>	<b>87%</b>	87%	92%	<b>89%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	627	<b>86%</b>	<b>86%</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	1236	<b>73%</b>	<b>74%</b>	75%	81%	<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	809	<b>88%</b>	<b>88%</b>	87%	92%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	785	<b>83%</b>	<b>83%</b>	82%	87%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	454	<b>84%</b>	<b>84%</b>	85%	91%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	238	<b>71%</b>	<b>73%</b>	73%	84%	<b>78%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	240	<b>87%</b>	<b>87%</b>	78%	87%	<b>83%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	804	<b>81%</b>	<b>82%</b>	82%	87%	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	779	<b>75%</b>	<b>76%</b>	76%	81%	<b>79%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	447	<b>76%</b>	<b>76%</b>	76%	83%	<b>80%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	236	<b>64%</b>	<b>65%</b>	66%	78%	<b>72%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	240	<b>76%</b>	<b>76%</b>	74%	84%	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	1406	<b>71%</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	1387	<b>71%</b>	<b>71%</b>	72%	77%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	1317	<b>67%</b>	<b>67%</b>	67%	73%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	1041	<b>85%</b>	<b>84%</b>	84%	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	1299	<b>54%</b>	<b>55%</b>	56%	63%	<b>60%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	1108	<b>47%</b>	<b>48%</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	945	<b>50%</b>	<b>51%</b>	52%	59%	<b>55%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	515	<b>43%</b>	<b>43%</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	756	<b>38%</b>	<b>38%</b>	36%	51%	<b>44%</b>
Q52. Patient has had a review of cancer care by GP practice	1387	<b>16%</b>	<b>16%</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	301	<b>26%</b>	<b>26%</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	695	<b>76%</b>	<b>76%</b>	75%	81%	<b>78%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	1113	<b>57%</b>	<b>58%</b>	60%	65%	<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	1374	<b>88%</b>	<b>89%</b>	89%	93%	<b>91%</b>
Q57. Administration of care was very good or good	1426	<b>84%</b>	<b>85%</b>	86%	91%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	882	<b>43%</b>	<b>44%</b>	36%	52%	<b>44%</b>
Q59. Patient's average rating of care scored from very poor to very good	1396	<b>8.8</b>	<b>8.8</b>	8.8	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	*	97%	76%	71%	69%	75%	70%	83%	*	88%	72%	80%	68%	<b>80%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	81%	62%	47%	56%	63%	48%	60%	*	77%	59%	53%	63%	<b>64%</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	*	92%	93%	90%	94%	92%	94%	94%	*	97%	91%	96%	94%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	84%	85%	80%	82%	88%	83%	83%	*	89%	85%	79%	83%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	82%	86%	78%	84%	92%	83%	88%	*	81%	82%	82%	77%	<b>83%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	79%	81%	65%	76%	69%	83%	81%	*	84%	72%	74%	70%	<b>76%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	97%	95%	84%	96%	97%	94%	99%	*	92%	93%	94%	94%	<b>95%</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	*	67%	86%	58%	69%	62%	78%	59%	*	63%	81%	55%	70%	<b>69%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	78%	72%	70%	68%	77%	63%	64%	*	78%	71%	58%	68%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	79%	85%	71%	66%	83%	61%	74%	*	82%	70%	76%	75%	<b>75%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	88%	84%	66%	80%	86%	80%	85%	*	84%	77%	76%	82%	<b>82%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	89%	85%	76%	78%	79%	74%	83%	*	87%	73%	69%	77%	<b>81%</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	*	93%	95%	95%	95%	83%	94%	88%	*	95%	95%	82%	92%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	85%	88%	79%	83%	80%	84%	65%	*	85%	87%	78%	81%	<b>82%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	94%	97%	90%	96%	97%	97%	95%	*	94%	97%	94%	93%	<b>95%</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	*	82%	90%	78%	76%	81%	82%	72%	*	88%	87%	81%	79%	<b>81%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	75%	80%	75%	79%	77%	79%	77%	*	77%	76%	71%	74%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	73%	84%	64%	72%	83%	72%	78%	*	74%	74%	68%	74%	<b>74%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	49%	35%	41%	48%	53%	35%	45%	*	43%	54%	45%	49%	<b>46%</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	*	68%	64%	69%	71%	81%	66%	60%	*	67%	76%	60%	65%	<b>67%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	87%	96%	93%	93%	100%	95%	83%	*	85%	96%	90%	89%	<b>90%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	n.a.	97%	97%	100%	100%	100%	96%	97%	*	*	97%	100%	98%	<b>98%</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	*	90%	91%	82%	92%	82%	83%	85%	*	84%	92%	78%	81%	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	66%	73%	64%	83%	65%	72%	67%	*	82%	69%	67%	68%	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	69%	68%	64%	76%	64%	82%	36%	*	47%	82%	46%	57%	<b>66%</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	*	73%	77%	80%	87%	62%	70%	82%	69%	*	68%	62%	76%	<b>76%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	48%	66%	51%	67%	53%	50%	46%	36%	*	67%	49%	52%	<b>55%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	62%	67%	67%	79%	50%	59%	71%	85%	*	69%	56%	75%	<b>67%</b>
Q34. Patient was always able to get help from ward staff when needed	*	69%	65%	69%	89%	69%	65%	82%	69%	*	65%	62%	73%	<b>71%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	51%	58%	60%	78%	60%	42%	68%	62%	*	56%	54%	60%	<b>60%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	84%	86%	87%	91%	96%	83%	83%	100%	*	87%	78%	77%	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	83%	86%	80%	97%	77%	81%	94%	100%	*	88%	83%	91%	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	87%	85%	84%	91%	85%	92%	88%	83%	*	92%	80%	81%	<b>86%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	69%	74%	79%	80%	75%	75%	67%	*	76%	73%	68%	76%	<b>73%</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	*	90%	91%	88%	95%	86%	84%	84%	*	84%	79%	80%	92%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	78%	89%	82%	82%	100%	78%	75%	*	*	86%	86%	89%	<b>83%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	83%	85%	74%	87%	100%	88%	82%	*	*	92%	67%	87%	<b>84%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	69%	*	*	*	*	*	72%	n.a.	n.a.	n.a.	*	88%	<b>71%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	n.a.	81%	*	*	89%	*	83%	*	*	96%	*	88%	84%	<b>87%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	81%	85%	85%	95%	75%	68%	76%	*	81%	76%	77%	86%	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	73%	76%	74%	80%	85%	76%	62%	*	*	78%	76%	76%	<b>75%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	80%	75%	61%	79%	64%	76%	68%	*	*	75%	67%	80%	<b>76%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	65%	*	*	*	*	*	56%	n.a.	n.a.	n.a.	*	69%	<b>64%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	n.a.	71%	*	*	79%	*	80%	*	*	79%	*	79%	72%	<b>76%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	65%	76%	56%	72%	86%	79%	79%	*	70%	79%	74%	64%	<b>71%</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
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	67%	73%	66%	73%	73%	72%	67%	*	76%	74%	75%	71%	<b>71%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	66%	69%	61%	68%	72%	71%	55%	*	75%	72%	68%	65%	<b>67%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	85%	88%	75%	86%	81%	88%	78%	*	86%	92%	82%	85%	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	48%	63%	50%	55%	68%	54%	55%	*	64%	56%	54%	51%	<b>54%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	44%	56%	38%	47%	61%	47%	42%	*	62%	48%	44%	44%	<b>47%</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	*	43%	58%	39%	60%	67%	41%	43%	*	67%	60%	42%	46%	<b>50%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	41%	58%	26%	48%	57%	44%	37%	*	75%	50%	26%	37%	<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	*	39%	46%	38%	35%	50%	22%	44%	*	39%	30%	34%	36%	<b>38%</b>
Q52. Patient has had a review of cancer care by GP practice	*	17%	20%	20%	13%	15%	15%	17%	*	12%	18%	15%	13%	<b>16%</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
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	24%	42%	19%	24%	*	*	22%	*	*	36%	9%	28%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	75%	82%	73%	81%	81%	62%	73%	*	95%	78%	73%	67%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	52%	61%	50%	68%	60%	53%	47%	*	79%	71%	56%	53%	<b>57%</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	*	91%	86%	84%	92%	84%	81%	91%	*	95%	88%	84%	86%	<b>88%</b>
Q57. Administration of care was very good or good	*	86%	85%	82%	86%	89%	87%	82%	*	79%	83%	78%	84%	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	*	27%	32%	56%	53%	41%	52%	49%	*	45%	65%	43%	46%	<b>43%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	8.8	8.6	9.0	8.7	8.8	8.7	*	8.9	8.8	8.4	8.7	<b>8.8</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	*	*	69%	80%	83%	79%	83%	83%	<b>80%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	59%	69%	67%	65%	56%	60%	<b>64%</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	*	*	79%	95%	93%	94%	92%	98%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	72%	79%	83%	85%	84%	81%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	79%	74%	79%	84%	88%	88%	<b>83%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	67%	74%	78%	76%	79%	83%	<b>76%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	91%	96%	93%	96%	96%	98%	<b>95%</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	*	*	76%	63%	64%	69%	74%	76%	<b>69%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	*	69%	69%	68%	72%	75%	69%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	77%	69%	74%	77%	78%	73%	<b>75%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	81%	76%	80%	82%	88%	86%	<b>82%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	84%	86%	80%	83%	77%	70%	<b>81%</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	*	*	87%	93%	93%	94%	91%	82%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	*	74%	84%	80%	84%	82%	79%	<b>82%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	*	85%	95%	92%	95%	97%	98%	<b>95%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	80%	78%	82%	83%	80%	81%	<b>81%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	76%	70%	73%	80%	78%	76%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	65%	70%	68%	79%	76%	81%	<b>74%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	33%	54%	45%	50%	39%	47%	<b>46%</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.

CARE PLANNING	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	59%	61%	67%	71%	67%	66%	<b>67%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	92%	90%	87%	91%	93%	96%	<b>90%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	85%	98%	98%	99%	99%	100%	<b>98%</b>

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	77%	93%	83%	91%	86%	78%	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	59%	66%	69%	74%	70%	78%	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	*	67%	70%	62%	72%	64%	44%	<b>66%</b>

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	50%	75%	75%	81%	79%	68%	<b>76%</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	*	*	20%	42%	51%	65%	57%	64%	<b>55%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	59%	58%	68%	70%	67%	63%	<b>67%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	45%	73%	68%	77%	68%	77%	<b>71%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	52%	59%	55%	65%	57%	61%	<b>60%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	82%	85%	80%	88%	87%	82%	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	73%	93%	85%	90%	86%	77%	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	64%	88%	86%	88%	88%	81%	<b>86%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	63%	68%	70%	78%	72%	70%	<b>73%</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	*	*	82%	86%	85%	91%	88%	89%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	84%	80%	83%	86%	81%	86%	<b>83%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	77%	78%	83%	91%	84%	67%	<b>84%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	*	*	61%	72%	78%	73%	*	<b>71%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	n.a.	*	82%	84%	87%	96%	85%	<b>87%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	76%	78%	80%	85%	81%	79%	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	81%	76%	73%	75%	78%	86%	<b>75%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	77%	75%	77%	77%	78%	62%	<b>76%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	*	50%	61%	65%	69%	61%	*	<b>64%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	n.a.	*	67%	70%	79%	89%	71%	<b>76%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	65%	70%	70%	72%	73%	66%	<b>71%</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	*	*	74%	65%	74%	74%	66%	71%	<b>71%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	63%	66%	64%	71%	66%	61%	<b>67%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	83%	81%	83%	87%	84%	82%	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	61%	46%	56%	57%	52%	55%	<b>54%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	38%	41%	50%	48%	47%	51%	<b>47%</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	*	*	36%	41%	45%	53%	55%	63%	<b>50%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	38%	30%	41%	42%	51%	45%	<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	*	*	38%	46%	38%	37%	36%	44%	<b>38%</b>
Q52. Patient has had a review of cancer care by GP practice	*	*	18%	16%	15%	20%	13%	18%	<b>16%</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>LIVING WITH AND BEYOND CANCER</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	13%	22%	23%	34%	26%	24%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	68%	68%	77%	79%	75%	79%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	38%	51%	59%	58%	59%	67%	<b>57%</b>

<b>YOUR OVERALL NHS CARE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	*	83%	90%	87%	91%	87%	83%	<b>88%</b>
Q57. Administration of care was very good or good	*	*	85%	87%	83%	85%	82%	82%	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	*	*	26%	39%	41%	47%	46%	38%	<b>43%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	*	8.0	8.7	8.8	8.9	8.8	8.6	<b>8.8</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	81%	77%	n.a.	*	*	86%	<b>80%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	68%	58%	*	*	*	*	<b>64%</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	92%	95%	*	*	*	96%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	83%	*	*	*	86%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	81%	84%	*	*	*	86%	<b>83%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	76%	77%	*	*	*	73%	<b>76%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	94%	96%	*	*	*	98%	<b>95%</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	68%	70%	*	*	*	76%	<b>69%</b>
Q13. Patient was definitely told sensitively that they had cancer	71%	69%	*	*	*	80%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	74%	*	*	*	82%	<b>75%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	81%	83%	*	*	*	82%	<b>82%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	81%	81%	*	*	*	84%	<b>81%</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	93%	92%	*	*	*	90%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	84%	79%	*	*	*	85%	<b>82%</b>
Q19. Patient found advice from main contact person was very or quite helpful	94%	96%	*	*	*	96%	<b>95%</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	
Q20. Treatment options were explained in a way the patient could completely understand	82%	80%	*	*	*	*	<b>81%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	76%	78%	*	*	*	76%	<b>76%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	72%	76%	*	*	*	*	<b>74%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	48%	46%	n.a.	*	*	*	<b>46%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	68%	*	*	*	*	<b>67%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	91%	*	n.a.	n.a.	*	<b>90%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	*	n.a.	n.a.	*	<b>98%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q27. Staff provided the patient with relevant information on available support	87%	88%	*	*	*	*	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	68%	74%	*	*	*	67%	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	68%	61%	*	*	*	78%	<b>66%</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	74%	77%	n.a.	n.a.	*	*	<b>76%</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%	58%	n.a.	n.a.	*	48%	<b>55%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	65%	70%	n.a.	n.a.	*	*	<b>67%</b>
Q34. Patient was always able to get help from ward staff when needed	68%	74%	n.a.	n.a.	*	*	<b>71%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	55%	66%	n.a.	n.a.	*	*	<b>60%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	85%	84%	n.a.	n.a.	*	*	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	84%	89%	n.a.	n.a.	*	*	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	88%	n.a.	n.a.	*	*	<b>86%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	74%	*	*	*	76%	<b>73%</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	90%	85%	n.a.	*	n.a.	*	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	84%	n.a.	*	n.a.	*	<b>83%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	83%	87%	n.a.	*	n.a.	*	<b>84%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72%	73%	n.a.	n.a.	*	*	<b>71%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	89%	85%	*	n.a.	n.a.	*	<b>87%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	80%	n.a.	*	n.a.	*	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	75%	76%	n.a.	*	n.a.	*	<b>75%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	71%	n.a.	*	n.a.	*	<b>76%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	65%	62%	n.a.	n.a.	*	*	<b>64%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77%	76%	*	n.a.	n.a.	*	<b>76%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	65%	78%	*	*	*	70%	<b>71%</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	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	69%	74%	*	*	*	*	<b>71%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	66%	69%	*	*	*	*	<b>67%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	85%	*	*	*	*	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	52%	58%	*	*	*	45%	<b>54%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	45%	50%	*	*	*	*	<b>47%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	47%	55%	*	*	*	*	<b>50%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	40%	46%	*	*	*	*	<b>43%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	37%	39%	*	*	*	50%	<b>38%</b>
Q52. Patient has had a review of cancer care by GP practice	16%	16%	*	*	*	19%	<b>16%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	26%	25%	*	*	*	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	71%	81%	*	*	*	*	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	53%	61%	*	*	*	*	<b>57%</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	87%	89%	*	*	*	91%	<b>88%</b>
Q57. Administration of care was very good or good	84%	84%	*	*	*	89%	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	40%	48%	*	*	*	*	<b>43%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.8	8.8	*	*	*	8.8	<b>8.8</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	80%	*	83%	55%	*	85%	<b>80%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	65%	*	64%	50%	*	55%	<b>64%</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	93%	*	100%	100%	*	90%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	83%	*	91%	94%	*	80%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	84%	*	68%	68%	*	79%	<b>83%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	*	71%	63%	*	64%	<b>76%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	*	88%	100%	*	96%	<b>95%</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	68%	*	86%	65%	*	75%	<b>69%</b>
Q13. Patient was definitely told sensitively that they had cancer	71%	*	77%	56%	*	72%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	*	75%	77%	*	80%	<b>75%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	*	86%	81%	*	82%	<b>82%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	81%	*	91%	79%	*	84%	<b>81%</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	93%	*	97%	92%	*	88%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	82%	*	86%	78%	*	82%	<b>82%</b>
Q19. Patient found advice from main contact person was very or quite helpful	95%	*	94%	96%	*	93%	<b>95%</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	82%	*	78%	73%	*	70%	<b>81%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	77%	*	81%	68%	*	69%	<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	74%	*	78%	71%	*	70%	<b>74%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	47%	*	57%	47%	*	38%	<b>46%</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.

CARE PLANNING	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	68%	*	75%	58%	*	53%	<b>67%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	*	93%	79%	*	90%	<b>90%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	96%	100%	*	100%	<b>98%</b>

SUPPORT FROM HOSPITAL STAFF	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	*	94%	91%	*	80%	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	71%	*	74%	65%	*	59%	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	66%	*	65%	63%	*	64%	<b>66%</b>

HOSPITAL CARE	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	76%	*	77%	*	*	74%	<b>76%</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	56%	*	*	*	*	40%	<b>55%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	*	69%	*	*	58%	<b>67%</b>
Q34. Patient was always able to get help from ward staff when needed	71%	*	85%	*	*	76%	<b>71%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	*	58%	*	*	58%	<b>60%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	85%	*	85%	*	*	83%	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	87%	*	85%	*	*	84%	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	86%	*	85%	*	*	86%	<b>86%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	*	67%	72%	*	64%	<b>73%</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	88%	*	96%	82%	*	80%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	84%	*	92%	72%	*	72%	<b>83%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	*	95%	91%	*	63%	<b>84%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72%	*	*	*	n.a.	50%	<b>71%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	87%	n.a.	*	*	*	*	<b>87%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	82%	*	88%	73%	*	66%	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	76%	*	79%	83%	*	56%	<b>75%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	77%	*	84%	100%	*	48%	<b>76%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	64%	*	*	*	n.a.	42%	<b>64%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	77%	n.a.	*	*	*	*	<b>76%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	71%	*	61%	81%	*	69%	<b>71%</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	71%	*	72%	64%	*	65%	<b>71%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	*	59%	67%	*	52%	<b>67%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	*	81%	81%	*	76%	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	54%	*	60%	54%	*	45%	<b>54%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	47%	*	53%	32%	*	40%	<b>47%</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	50%	*	68%	53%	*	41%	<b>50%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	*	29%	47%	*	42%	<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%	*	50%	23%	*	36%	<b>38%</b>
Q52. Patient has had a review of cancer care by GP practice	16%	*	25%	8%	*	18%	<b>16%</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>LIVING WITH AND BEYOND CANCER</b>							
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	27%	*	18%	*	*	27%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	76%	*	83%	*	*	76%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	*	59%	50%	*	58%	<b>57%</b>

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
<b>YOUR OVERALL NHS CARE</b>							
Q56. The whole care team worked well together	89%	*	91%	81%	*	83%	<b>88%</b>
Q57. Administration of care was very good or good	84%	*	86%	81%	*	80%	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	44%	*	44%	43%	*	38%	<b>43%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.8	*	8.8	8.3	*	8.3	<b>8.8</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	75%	66%	80%	83%	83%	n.a.	<b>80%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	62%	59%	65%	66%	n.a.	<b>64%</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	78%	95%	94%	93%	93%	n.a.	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	70%	85%	81%	86%	83%	n.a.	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	84%	81%	84%	84%	82%	n.a.	<b>83%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	78%	77%	78%	74%	n.a.	<b>76%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	95%	96%	94%	95%	n.a.	<b>95%</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	75%	75%	69%	68%	67%	n.a.	<b>69%</b>
Q13. Patient was definitely told sensitively that they had cancer	67%	74%	71%	70%	69%	n.a.	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	77%	77%	75%	74%	n.a.	<b>75%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	74%	84%	81%	83%	82%	n.a.	<b>82%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	72%	84%	82%	79%	81%	n.a.	<b>81%</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	91%	95%	93%	94%	90%	n.a.	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	89%	80%	81%	82%	84%	n.a.	<b>82%</b>
Q19. Patient found advice from main contact person was very or quite helpful	95%	95%	95%	96%	93%	n.a.	<b>95%</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	86%	82%	81%	84%	79%	n.a.	<b>81%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	78%	79%	75%	78%	75%	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	57%	76%	73%	75%	74%	n.a.	<b>74%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	46%	47%	42%	n.a.	<b>46%</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	67%	73%	67%	69%	64%	n.a.	<b>67%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	87%	92%	90%	91%	n.a.	<b>90%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	100%	96%	99%	98%	n.a.	<b>98%</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	95%	89%	86%	91%	85%	n.a.	<b>87%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	75%	70%	73%	68%	n.a.	<b>70%</b>
Q29. Patient was offered information about how to get financial help or benefits	86%	68%	67%	64%	63%	n.a.	<b>66%</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	*	*	75%	74%	78%	n.a.	<b>76%</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%	56%	54%	n.a.	<b>55%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	66%	68%	64%	n.a.	<b>67%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	75%	71%	73%	n.a.	<b>71%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	65%	62%	57%	n.a.	<b>60%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	87%	85%	83%	n.a.	<b>85%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	87%	87%	88%	n.a.	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	87%	85%	85%	n.a.	<b>86%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	88%	78%	74%	74%	70%	n.a.	<b>73%</b>

## IMD quintile tables

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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	*	*	89%	92%	84%	n.a.	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	82%	86%	81%	n.a.	<b>83%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	81%	88%	83%	n.a.	<b>84%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	64%	75%	72%	n.a.	<b>71%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	85%	96%	85%	n.a.	<b>87%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	82%	80%	81%	n.a.	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	77%	76%	73%	n.a.	<b>75%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	74%	79%	76%	n.a.	<b>76%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	67%	59%	63%	n.a.	<b>64%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	76%	82%	73%	n.a.	<b>76%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	77%	74%	73%	71%	68%	n.a.	<b>71%</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	77%	74%	68%	74%	69%	n.a.	<b>71%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	75%	70%	64%	71%	64%	n.a.	<b>67%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	100%	81%	85%	89%	82%	n.a.	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	68%	56%	57%	46%	n.a.	<b>54%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	44%	60%	47%	51%	39%	n.a.	<b>47%</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	50%	50%	51%	55%	46%	n.a.	<b>50%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	40%	47%	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	33%	37%	38%	45%	35%	n.a.	<b>38%</b>
Q52. Patient has had a review of cancer care by GP practice	21%	15%	13%	18%	18%	n.a.	<b>16%</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	*	*	26%	26%	27%	n.a.	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	79%	79%	74%	n.a.	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	53%	59%	59%	60%	53%	n.a.	<b>57%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	96%	86%	88%	91%	87%	n.a.	<b>88%</b>
Q57. Administration of care was very good or good	96%	84%	86%	86%	81%	n.a.	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	64%	41%	41%	47%	43%	n.a.	<b>43%</b>
Q59. Patient's average rating of care scored from very poor to very good	9.1	8.7	8.9	8.9	8.6	n.a.	<b>8.8</b>