

Cancer Patient Experience Survey

2021 Results

Nottingham and Nottinghamshire Health and Care

Published July 2022

Executive Summary

Questions Above 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	82%	72%	82%	77%

Questions Below Expected Range

	Case Mix Adjusted Scores			England Score
	2021 Score	Lower Expected Range	Upper Expected Range	
Q29. Patient was offered information about how to get financial help or benefits	62%	63%	76%	69%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	73%	74%	83%	79%

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. For all other outputs at ICS level, please see the Excel tables and dashboards at www.ncpes.co.uk.

Response Rate

Overall Response Rate

638 patients responded out of a total of 1,124 patients, resulting in a response rate of 57%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	1,155	1,124	638	57%
National	113,516	107,412	59,352	55%

Respondents by Survey Type

	Number of Respondents
Paper	544
Online	94
Phone	0
Translation Service	0
Total	638

Respondents by Tumour Group

	Number of Respondents
Brain / CNS	1
Breast	154
Colorectal / LGT	100
Gynaecological	37
Haematological	76
Head and Neck	34
Lung	43
Prostate	42
Sarcoma	6
Skin	41
Upper Gastro	29
Urological	58
Other	17
Total	638

Respondents by Age and Gender

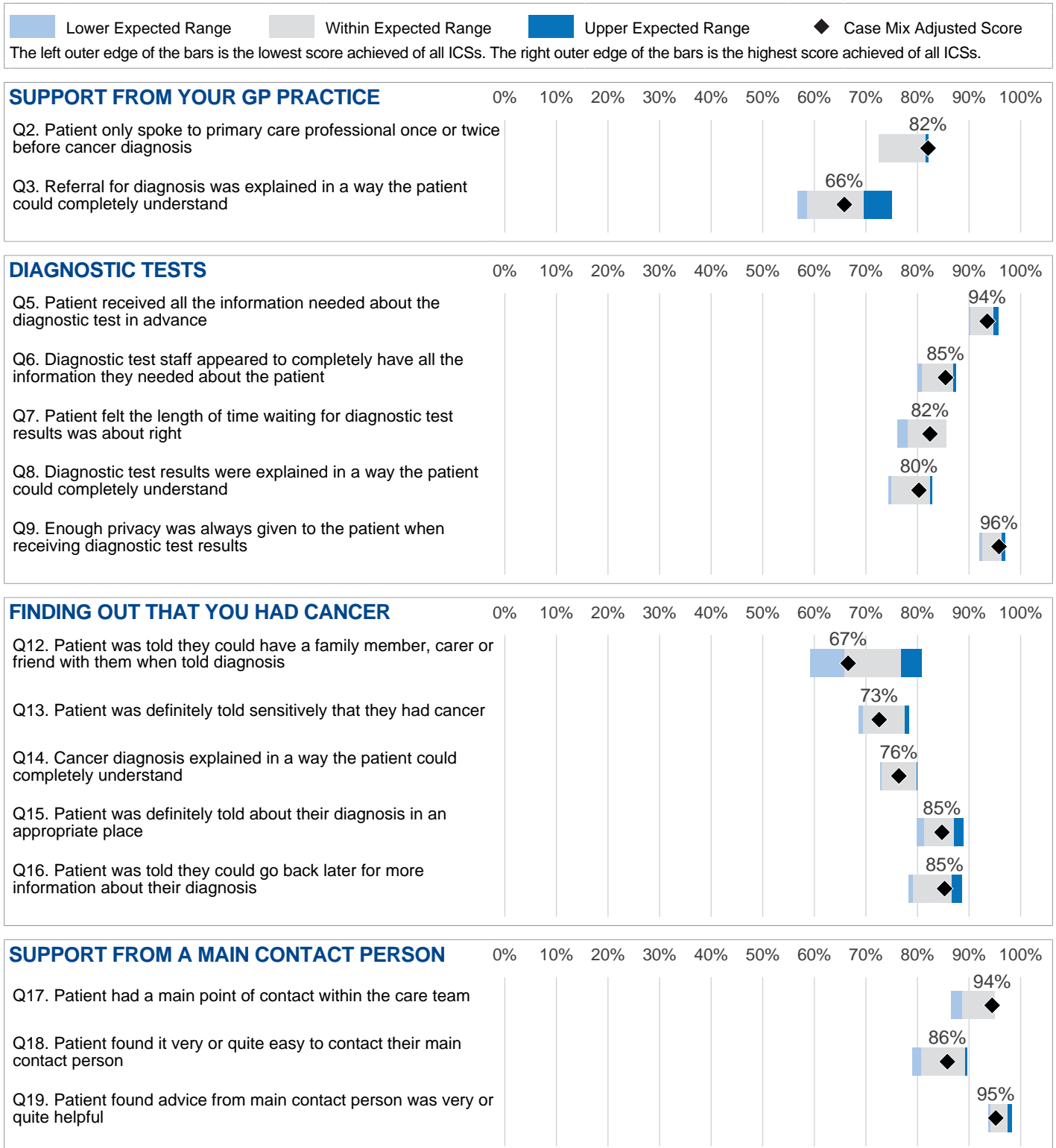
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the ICS was as follows:

	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	1	8	14	64	70	103	63	13	336
Male	0	0	4	14	61	96	79	15	269
Non-binary	0	0	0	0	0	0	0	0	0
Prefer to self-describe	0	0	0	0	0	0	0	0	0
Prefer not to say	0	0	0	0	0	0	0	0	0
Not given	0	1	0	4	10	5	10	3	33
Total	1	9	18	82	141	204	152	31	638

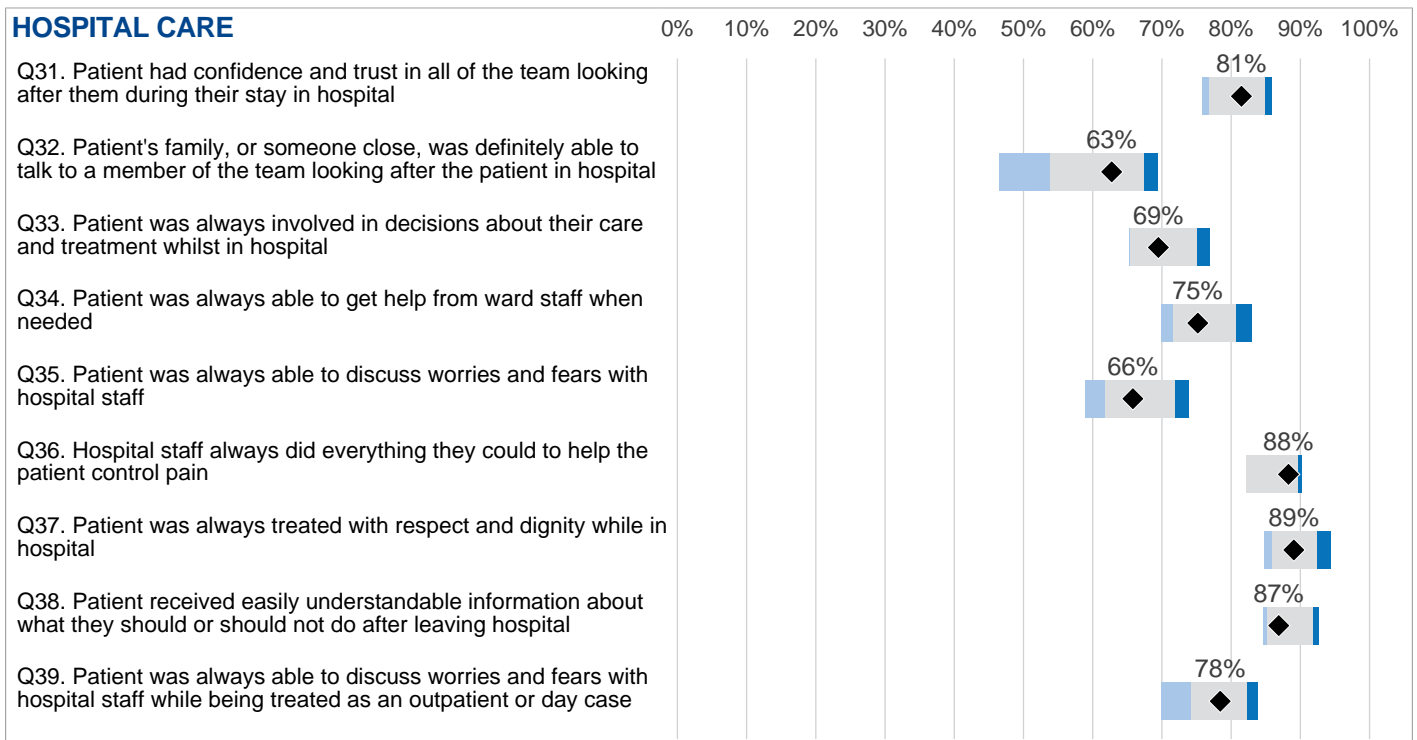
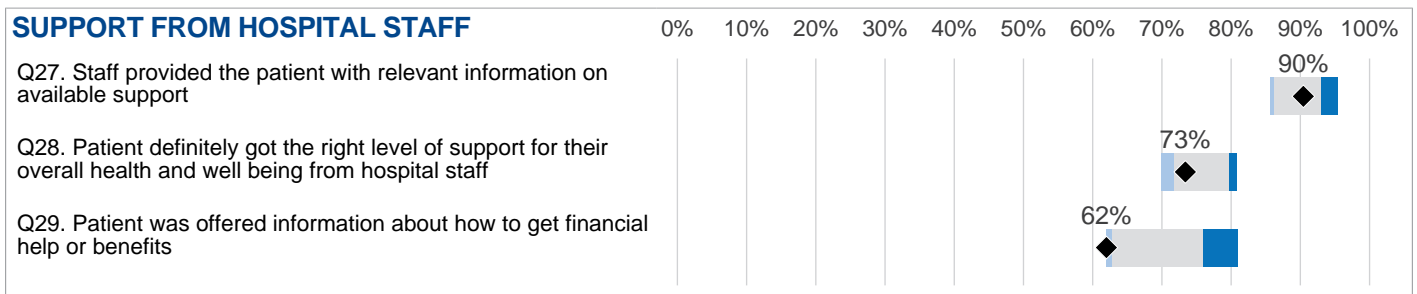
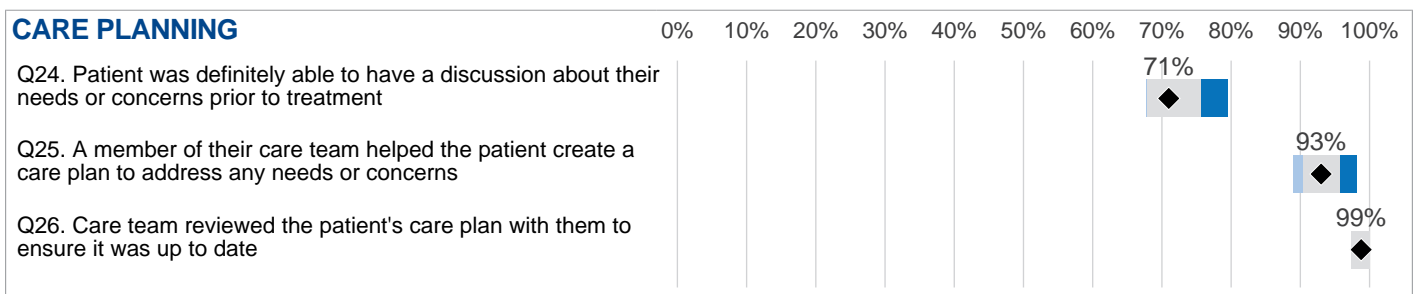
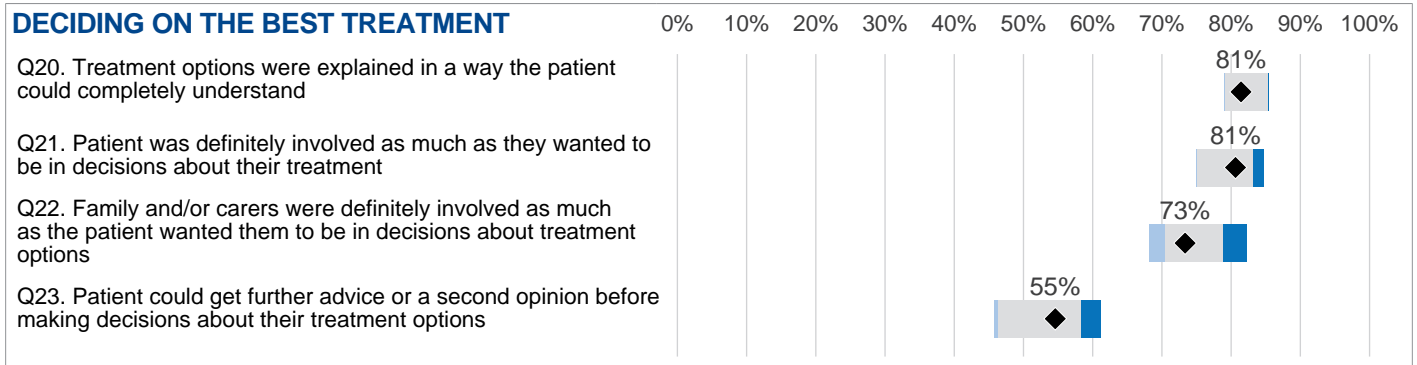
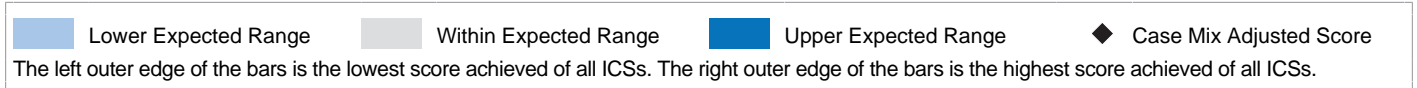
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	570
Irish	4
Gypsy or Irish Traveller	1
Any other White background	3
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	2
White and Black African	1
White and Asian	1
Any other Mixed / multiple ethnic background	0
Asian or Asian British	
Indian	3
Pakistani	3
Bangladeshi	1
Chinese	0
Any other Asian background	2
Black / African / Caribbean / Black British	
African	0
Caribbean	3
Any other Black / African / Caribbean background	1
Other Ethnic Group	
Arab	1
Any other ethnic background	0
Not given	
Not given	42
Total	638

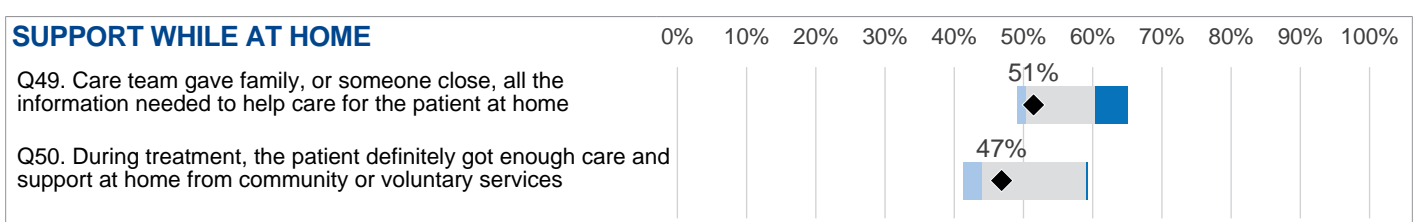
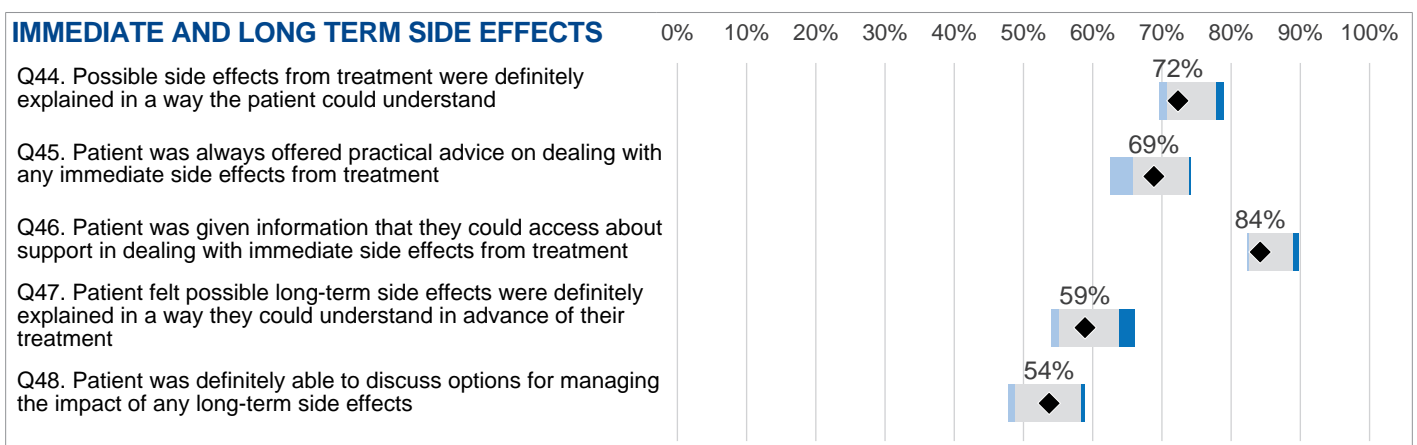
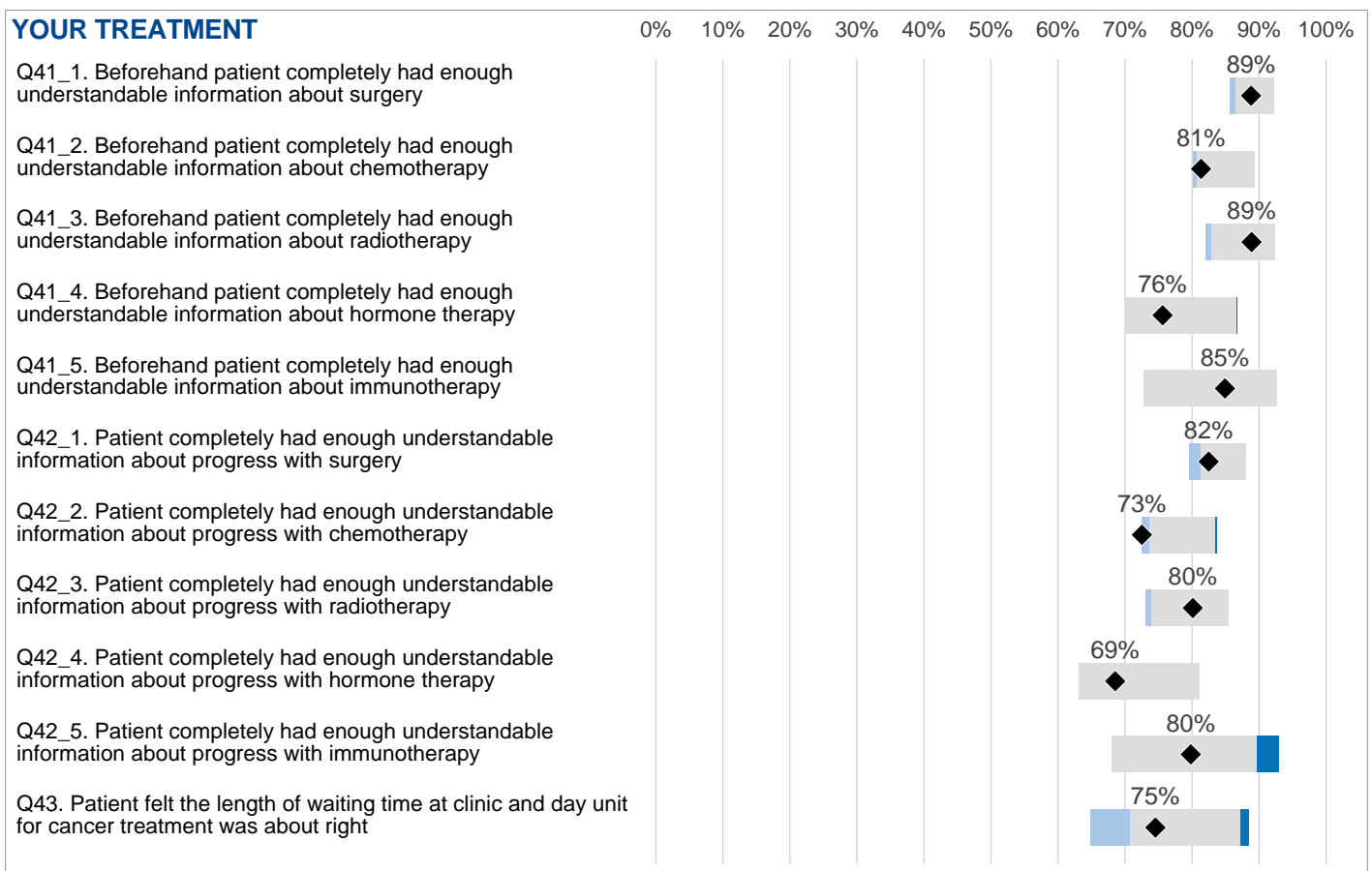
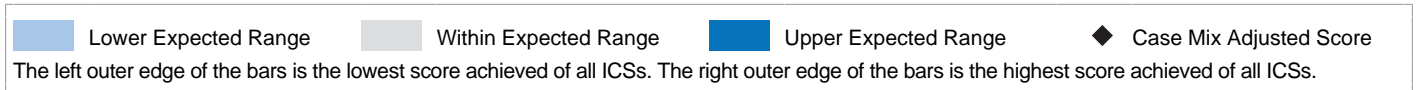
Expected Range Charts



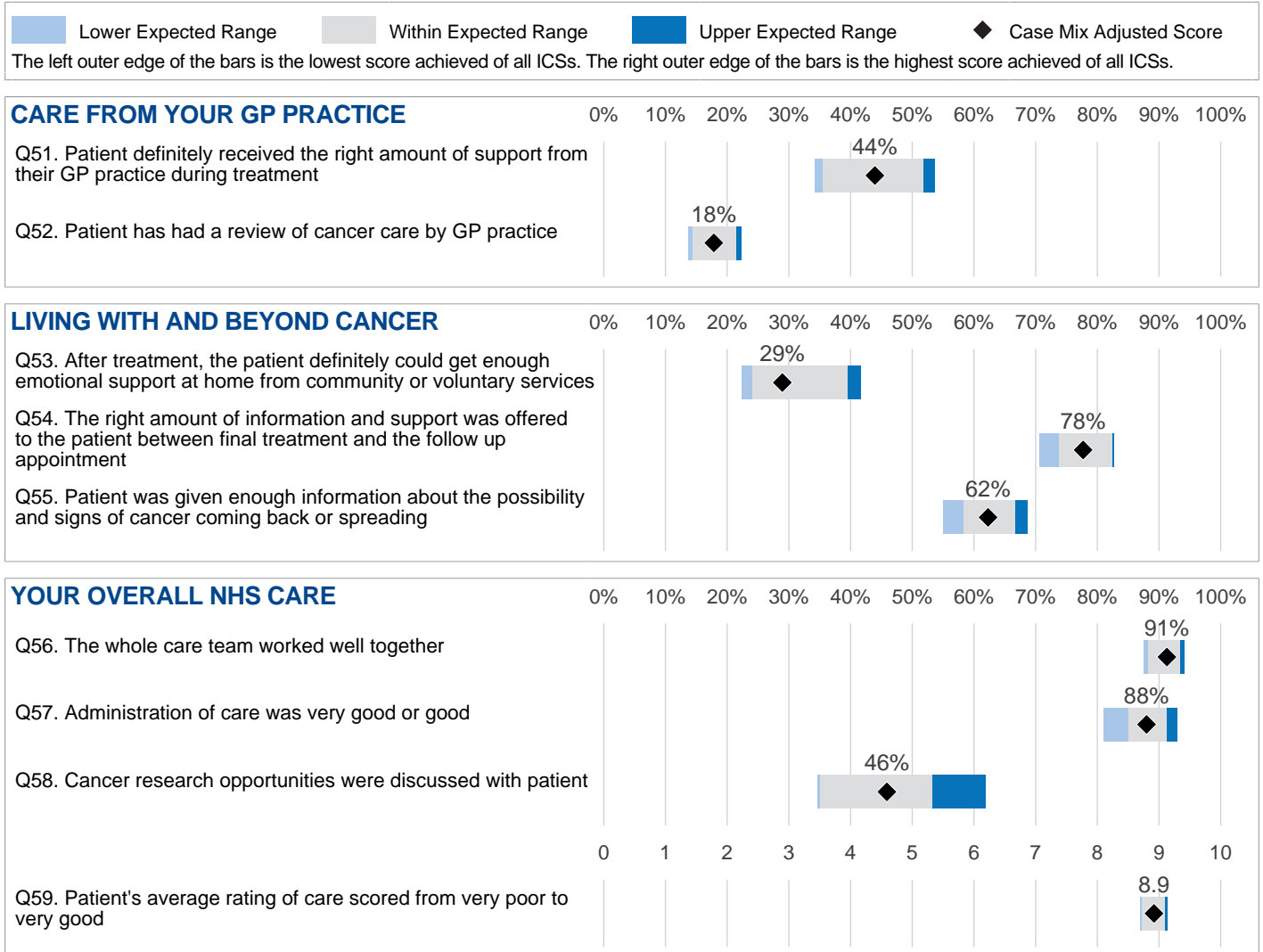
Expected Range Charts



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

SUPPORT FROM YOUR GP PRACTICE	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	331	83%	82%	72%	82%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	425	67%	66%	59%	70%	64%

DIAGNOSTIC TESTS	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	537	93%	94%	90%	95%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	566	86%	85%	81%	87%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	563	82%	82%	78%	86%	82%
Q8. Diagnostic test results were explained in a way the patient could completely understand	569	81%	80%	75%	82%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	568	96%	96%	93%	96%	94%

FINDING OUT THAT YOU HAD CANCER	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	579	65%	67%	66%	77%	71%
Q13. Patient was definitely told sensitively that they had cancer	624	73%	73%	69%	77%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	627	77%	76%	73%	80%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	627	85%	85%	81%	87%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	558	86%	85%	79%	87%	83%

SUPPORT FROM A MAIN CONTACT PERSON	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	618	94%	94%	89%	95%	92%
Q18. Patient found it very or quite easy to contact their main contact person	526	86%	86%	81%	89%	85%
Q19. Patient found advice from main contact person was very or quite helpful	552	95%	95%	94%	97%	96%

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

DECIDING ON THE BEST TREATMENT	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	595	82%	81%	79%	85%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	625	81%	81%	75%	83%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	509	73%	73%	70%	79%	75%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	307	54%	55%	46%	58%	52%

CARE PLANNING	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	564	72%	71%	68%	76%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	342	93%	93%	90%	96%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	259	99%	99%	97%	100%	99%

SUPPORT FROM HOSPITAL STAFF	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	512	91%	90%	86%	93%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	629	74%	73%	72%	80%	76%
Q29. Patient was offered information about how to get financial help or benefits	304	62%	62%	63%	76%	69%

HOSPITAL CARE	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	372	82%	81%	77%	85%	81%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	272	62%	63%	54%	67%	61%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	364	70%	69%	66%	75%	70%
Q34. Patient was always able to get help from ward staff when needed	359	75%	75%	72%	81%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	351	66%	66%	62%	72%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	327	88%	88%	82%	90%	86%
Q37. Patient was always treated with respect and dignity while in hospital	370	89%	89%	86%	92%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	365	87%	87%	85%	92%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	516	79%	78%	74%	82%	78%

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	455	89%	89%	87%	92%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	269	81%	81%	81%	89%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	188	89%	89%	83%	92%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	94	76%	76%	70%	87%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	56	86%	85%	73%	93%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	448	83%	82%	81%	88%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	273	73%	73%	74%	83%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	188	81%	80%	74%	85%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	95	68%	69%	63%	81%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	54	81%	80%	68%	90%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	614	76%	75%	71%	87%	79%

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	583	73%	72%	71%	78%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	550	70%	69%	66%	74%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	453	85%	84%	83%	89%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	566	60%	59%	55%	64%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	473	55%	54%	49%	58%	54%

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	433	52%	51%	50%	60%	55%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	207	47%	47%	44%	59%	51%

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	333	44%	44%	35%	52%	44%
Q52. Patient has had a review of cancer care by GP practice	611	18%	18%	14%	21%	18%

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

LIVING WITH AND BEYOND CANCER	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	138	30%	29%	24%	40%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	342	79%	78%	74%	83%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	514	63%	62%	58%	67%	63%

YOUR OVERALL NHS CARE	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	614	92%	91%	88%	93%	91%
Q57. Administration of care was very good or good	627	88%	88%	85%	91%	88%
Q58. Cancer research opportunities were discussed with patient	341	44%	46%	35%	53%	44%
Q59. Patient's average rating of care scored from very poor to very good	617	8.9	8.9	8.7	9.1	8.9

Tumour type tables

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

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	92%	86%	75%	71%	84%	73%	79%	*	97%	85%	81%	64%	83%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	78%	62%	72%	58%	41%	55%	77%	*	79%	68%	61%	33%	67%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q5. Patient received all the information needed about the diagnostic test in advance	*	89%	97%	91%	98%	93%	97%	95%	*	90%	96%	95%	83%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	84%	82%	89%	93%	75%	87%	93%	*	90%	89%	82%	77%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	76%	90%	80%	92%	79%	79%	85%	*	77%	88%	86%	62%	82%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	79%	81%	71%	88%	89%	77%	80%	*	74%	77%	89%	69%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	95%	94%	100%	95%	96%	97%	95%	*	97%	92%	100%	92%	96%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	58%	77%	54%	70%	45%	78%	74%	*	39%	79%	67%	69%	65%
Q13. Patient was definitely told sensitively that they had cancer	*	71%	76%	76%	65%	63%	73%	79%	*	76%	68%	83%	76%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	75%	78%	76%	70%	73%	78%	81%	*	80%	81%	88%	76%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	80%	82%	86%	81%	85%	83%	98%	*	90%	81%	98%	88%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	*	87%	88%	82%	84%	77%	83%	90%	*	88%	87%	91%	69%	86%

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	*	99%	96%	86%	97%	90%	100%	93%	*	90%	89%	89%	94%	94%
Q18. Patient found it very or quite easy to contact their main contact person	*	81%	93%	89%	92%	70%	86%	85%	*	88%	96%	80%	86%	86%
Q19. Patient found advice from main contact person was very or quite helpful	*	93%	94%	93%	99%	96%	92%	94%	*	100%	96%	98%	100%	95%

	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	*	78%	87%	88%	84%	71%	76%	85%	*	79%	89%	90%	65%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	81%	83%	78%	77%	70%	78%	85%	*	85%	82%	91%	71%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	58%	80%	67%	79%	73%	78%	82%	*	57%	91%	85%	79%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	54%	53%	47%	43%	53%	42%	64%	*	58%	81%	63%	*	54%

	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	*	71%	71%	63%	73%	61%	67%	85%	*	64%	85%	79%	71%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	94%	91%	89%	97%	93%	93%	100%	*	86%	95%	93%	82%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	97%	100%	100%	100%	100%	100%	100%	*	*	93%	100%	*	99%

	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	*	94%	89%	81%	87%	96%	92%	91%	*	91%	87%	95%	79%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	67%	79%	57%	80%	62%	77%	86%	*	71%	89%	84%	56%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	65%	60%	53%	55%	59%	78%	60%	*	62%	*	54%	55%	62%

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													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	78%	81%	83%	80%	83%	64%	88%	*	82%	95%	93%	77%	82%
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%	69%	57%	65%	60%	50%	83%	*	*	94%	68%	*	62%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	70%	70%	66%	61%	70%	44%	83%	*	64%	74%	91%	54%	70%
Q34. Patient was always able to get help from ward staff when needed	*	76%	74%	69%	61%	70%	68%	88%	*	*	84%	93%	64%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	67%	70%	61%	59%	61%	42%	71%	*	*	84%	75%	62%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	*	89%	89%	89%	85%	85%	86%	96%	*	*	88%	90%	83%	88%
Q37. Patient was always treated with respect and dignity while in hospital	*	87%	90%	93%	90%	88%	76%	100%	*	73%	100%	96%	85%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	85%	90%	86%	86%	91%	68%	96%	*	*	89%	91%	92%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	76%	83%	70%	83%	67%	70%	79%	*	91%	85%	83%	67%	79%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	88%	94%	89%	83%	86%	89%	93%	*	79%	94%	96%	*	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	68%	83%	93%	90%	*	83%	*	*	*	87%	94%	*	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	86%	94%	*	*	85%	100%	*	*	n.a.	*	*	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	74%	*	*	*	n.a.	*	*	n.a.	*	*	*	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	n.a.	*	n.a.	n.a.	100%	*	81%	n.a.	n.a.	*	*	100%	*	86%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	75%	88%	75%	83%	85%	83%	92%	*	88%	93%	88%	*	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	63%	73%	80%	82%	*	66%	*	*	*	78%	81%	*	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	78%	76%	*	*	75%	80%	*	*	n.a.	*	*	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	69%	*	*	*	n.a.	*	*	n.a.	*	*	*	*	68%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	n.a.	*	n.a.	n.a.	100%	*	80%	n.a.	n.a.	*	*	100%	*	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	71%	84%	63%	59%	81%	76%	85%	*	85%	71%	88%	76%	76%

Tumour type tables

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

	Tumour 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	*	65%	74%	88%	75%	74%	72%	87%	*	62%	68%	82%	65%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	65%	73%	70%	73%	67%	66%	76%	*	63%	74%	80%	56%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	87%	80%	86%	81%	70%	85%	90%	*	90%	88%	91%	82%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	53%	66%	65%	50%	57%	61%	78%	*	71%	59%	68%	44%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	46%	57%	53%	51%	57%	61%	75%	*	57%	58%	63%	53%	55%

	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	*	35%	58%	53%	68%	58%	49%	71%	*	56%	68%	51%	17%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	27%	46%	45%	67%	*	47%	69%	*	*	64%	55%	*	47%

	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	*	42%	44%	40%	44%	29%	29%	63%	*	53%	43%	52%	45%	44%
Q52. Patient has had a review of cancer care by GP practice	*	17%	17%	17%	15%	23%	17%	20%	*	13%	27%	20%	24%	18%

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													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	27%	22%	23%	25%	*	*	*	*	*	*	18%	*	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	68%	81%	69%	84%	83%	83%	85%	*	92%	87%	80%	*	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	51%	72%	56%	70%	38%	63%	79%	*	78%	72%	67%	43%	63%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q56. The whole care team worked well together	*	89%	92%	86%	97%	90%	88%	93%	*	97%	93%	96%	94%	92%
Q57. Administration of care was very good or good	*	86%	88%	84%	93%	94%	91%	86%	*	90%	86%	95%	71%	88%
Q58. Cancer research opportunities were discussed with patient	*	43%	33%	14%	53%	44%	60%	53%	*	50%	50%	58%	*	44%
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	8.9	8.7	9.3	9.0	8.9	9.1	*	9.1	9.0	9.1	8.5	8.9

Age group tables

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

SUPPORT FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	57%	85%	88%	82%	83%	100%	83%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	*	77%	72%	60%	61%	75%	67%

DIAGNOSTIC TESTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	86%	93%	96%	92%	93%	96%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	82%	89%	90%	85%	81%	83%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	47%	73%	82%	86%	88%	96%	82%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	65%	82%	84%	80%	81%	88%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	94%	96%	95%	96%	97%	100%	96%

FINDING OUT THAT YOU HAD CANCER	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	53%	52%	54%	72%	72%	78%	65%
Q13. Patient was definitely told sensitively that they had cancer	*	*	44%	63%	71%	80%	74%	86%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	61%	74%	76%	78%	80%	87%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	61%	78%	82%	89%	87%	100%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	75%	90%	87%	87%	82%	87%	86%

SUPPORT FROM A MAIN CONTACT PERSON	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	94%	99%	98%	94%	91%	90%	94%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	69%	85%	84%	86%	89%	96%	86%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	94%	93%	94%	95%	97%	100%	95%

DECIDING ON THE BEST TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	59%	82%	81%	85%	82%	82%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	56%	84%	79%	85%	81%	87%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	33%	63%	63%	79%	80%	86%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	*	48%	55%	55%	59%	57%	54%

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%	70%	71%	74%	71%	79%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	93%	91%	96%	93%	100%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	97%	98%	100%	99%	*	99%

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	83%	95%	89%	92%	89%	89%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	50%	62%	71%	78%	80%	79%	74%
Q29. Patient was offered information about how to get financial help or benefits	*	*	60%	68%	61%	66%	55%	67%	62%

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	*	*	*	76%	78%	87%	83%	93%	82%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	50%	61%	62%	72%	*	62%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	65%	67%	76%	67%	93%	70%
Q34. Patient was always able to get help from ward staff when needed	*	*	*	60%	67%	83%	78%	93%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	56%	63%	71%	67%	73%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	79%	86%	93%	88%	100%	88%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	91%	85%	93%	87%	100%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	83%	84%	92%	86%	87%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	57%	74%	78%	82%	81%	85%	79%

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	*	*	87%	86%	90%	90%	87%	95%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	50%	76%	81%	90%	81%	*	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	n.a.	*	*	84%	93%	92%	85%	*	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	*	*	74%	80%	67%	90%	n.a.	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	n.a.	*	*	*	93%	82%	100%	*	86%
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	60%	81%	81%	86%	84%	89%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	42%	67%	75%	74%	75%	*	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	n.a.	*	*	84%	84%	82%	74%	*	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	*	*	71%	70%	67%	70%	n.a.	68%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	n.a.	*	*	*	80%	88%	*	*	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	56%	74%	75%	77%	78%	87%	76%

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	*	*	59%	76%	74%	74%	68%	78%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	47%	63%	72%	73%	69%	76%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	67%	82%	85%	90%	78%	89%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	33%	58%	63%	61%	61%	61%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	33%	48%	56%	63%	54%	38%	55%

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	*	*	15%	37%	43%	60%	62%	60%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	40%	44%	49%	55%	50%	47%

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	*	*	42%	47%	47%	39%	42%	50%	44%
Q52. Patient has had a review of cancer care by GP practice	*	*	22%	23%	19%	18%	12%	23%	18%

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	*	*	*	32%	16%	37%	36%	*	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	76%	85%	82%	75%	64%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	38%	61%	60%	65%	67%	67%	63%

	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	*	*	94%	88%	92%	91%	93%	97%	92%
Q57. Administration of care was very good or good	*	*	76%	87%	88%	90%	87%	93%	88%
Q58. Cancer research opportunities were discussed with patient	*	*	33%	41%	40%	44%	54%	*	44%
Q59. Patient's average rating of care scored from very poor to very good	*	*	8.0	8.9	8.9	9.1	8.9	9.2	8.9

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	
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	84%	*	n.a.	n.a.	n.a.	*	83%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	70%	63%	n.a.	n.a.	n.a.	63%	67%

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	91%	97%	n.a.	n.a.	n.a.	88%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	86%	n.a.	n.a.	n.a.	90%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	79%	88%	n.a.	n.a.	n.a.	75%	82%
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	84%	n.a.	n.a.	n.a.	86%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	96%	n.a.	n.a.	n.a.	100%	96%

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	61%	72%	n.a.	n.a.	n.a.	54%	65%
Q13. Patient was definitely told sensitively that they had cancer	72%	76%	n.a.	n.a.	n.a.	68%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	73%	82%	n.a.	n.a.	n.a.	84%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	80%	90%	n.a.	n.a.	n.a.	90%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	89%	n.a.	n.a.	n.a.	82%	86%

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	95%	94%	n.a.	n.a.	n.a.	90%	94%
Q18. Patient found it very or quite easy to contact their main contact person	86%	87%	n.a.	n.a.	n.a.	88%	86%
Q19. Patient found advice from main contact person was very or quite helpful	94%	97%	n.a.	n.a.	n.a.	95%	95%

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						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	79%	86%	n.a.	n.a.	n.a.	79%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	83%	81%	n.a.	n.a.	n.a.	67%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	69%	80%	n.a.	n.a.	n.a.	64%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	50%	61%	n.a.	n.a.	n.a.	37%	54%

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
CARE PLANNING							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	68%	76%	n.a.	n.a.	n.a.	71%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	91%	95%	n.a.	n.a.	n.a.	93%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	99%	n.a.	n.a.	n.a.	100%	99%

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
SUPPORT FROM HOSPITAL STAFF							
Q27. Staff provided the patient with relevant information on available support	91%	91%	n.a.	n.a.	n.a.	76%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	67%	84%	n.a.	n.a.	n.a.	66%	74%
Q29. Patient was offered information about how to get financial help or benefits	60%	64%	n.a.	n.a.	n.a.	64%	62%

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	76%	91%	n.a.	n.a.	n.a.	65%	82%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	52%	76%	n.a.	n.a.	n.a.	47%	62%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	79%	n.a.	n.a.	n.a.	75%	70%
Q34. Patient was always able to get help from ward staff when needed	66%	88%	n.a.	n.a.	n.a.	75%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	73%	n.a.	n.a.	n.a.	68%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	94%	n.a.	n.a.	n.a.	82%	88%
Q37. Patient was always treated with respect and dignity while in hospital	85%	97%	n.a.	n.a.	n.a.	75%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	92%	n.a.	n.a.	n.a.	89%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	76%	82%	n.a.	n.a.	n.a.	85%	79%

	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	86%	94%	n.a.	n.a.	n.a.	88%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	75%	*	n.a.	n.a.	n.a.	*	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	91%	n.a.	n.a.	n.a.	88%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72%	*	n.a.	n.a.	n.a.	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	87%	n.a.	n.a.	n.a.	*	86%
Q42_1. Patient completely had enough understandable information about progress with surgery	77%	91%	n.a.	n.a.	n.a.	87%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	67%	*	n.a.	n.a.	n.a.	*	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	84%	n.a.	n.a.	n.a.	82%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	67%	*	n.a.	n.a.	n.a.	*	68%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	86%	n.a.	n.a.	n.a.	*	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	78%	n.a.	n.a.	n.a.	86%	76%

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						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
IMMEDIATE AND LONG TERM SIDE EFFECTS							
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	69%	77%	n.a.	n.a.	n.a.	79%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	64%	75%	n.a.	n.a.	n.a.	88%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	86%	n.a.	n.a.	n.a.	87%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	55%	67%	n.a.	n.a.	n.a.	55%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	49%	63%	n.a.	n.a.	n.a.	54%	55%

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
SUPPORT WHILE AT HOME							
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	44%	63%	n.a.	n.a.	n.a.	37%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	37%	*	n.a.	n.a.	n.a.	*	47%

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
CARE FROM YOUR GP PRACTICE							
Q51. Patient definitely received the right amount of support from their GP practice during treatment	44%	47%	n.a.	n.a.	n.a.	25%	44%
Q52. Patient has had a review of cancer care by GP practice	18%	18%	n.a.	n.a.	n.a.	13%	18%

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
LIVING WITH AND BEYOND CANCER							
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	29%	*	n.a.	n.a.	n.a.	*	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	86%	n.a.	n.a.	n.a.	76%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	57%	71%	n.a.	n.a.	n.a.	64%	63%

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	90%	95%	n.a.	n.a.	n.a.	90%	92%
Q57. Administration of care was very good or good	87%	91%	n.a.	n.a.	n.a.	83%	88%
Q58. Cancer research opportunities were discussed with patient	39%	52%	n.a.	n.a.	n.a.	25%	44%
Q59. Patient's average rating of care scored from very poor to very good	8.8	9.1	n.a.	n.a.	n.a.	8.9	8.9

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
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	84%	*	*	*	n.a.	88%	83%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	*	*	*	n.a.	62%	67%

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	94%	*	*	*	*	85%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	*	*	*	*	86%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	84%	*	*	*	*	83%	82%
Q8. Diagnostic test results were explained in a way the patient could completely understand	81%	*	*	*	*	78%	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	*	*	*	*	100%	96%

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	65%	*	*	*	*	61%	65%
Q13. Patient was definitely told sensitively that they had cancer	73%	*	*	*	*	75%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	77%	*	*	*	*	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	*	*	*	*	88%	85%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	*	*	*	*	81%	86%

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	95%	*	*	*	*	92%	94%
Q18. Patient found it very or quite easy to contact their main contact person	86%	*	*	*	*	88%	86%
Q19. Patient found advice from main contact person was very or quite helpful	95%	*	*	*	*	100%	95%

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	83%	*	*	*	*	82%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	*	*	*	*	74%	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	73%	*	*	*	*	69%	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	55%	*	*	*	*	41%	54%

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	72%	*	*	*	*	72%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	*	*	*	*	95%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	*	*	*	*	99%

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	91%	*	*	*	*	81%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	75%	*	*	*	*	71%	74%
Q29. Patient was offered information about how to get financial help or benefits	62%	*	*	*	*	60%	62%

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	83%	*	*	*	*	71%	82%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	64%	*	*	*	*	40%	62%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	*	*	*	*	75%	70%
Q34. Patient was always able to get help from ward staff when needed	75%	*	*	*	*	75%	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	67%	*	*	*	*	65%	66%
Q36. Hospital staff always did everything they could to help the patient control pain	89%	*	*	*	*	85%	88%
Q37. Patient was always treated with respect and dignity while in hospital	90%	*	*	*	*	71%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	*	*	*	*	83%	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	*	*	*	*	76%	79%

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						All
	White	Mixed	Asian	Black	Other	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	89%	*	*	*	*	87%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	82%	n.a.	*	*	n.a.	88%	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	89%	*	*	*	n.a.	94%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	74%	*	*	*	n.a.	*	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	n.a.	n.a.	n.a.	n.a.	*	86%
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	*	*	*	*	86%	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	73%	n.a.	*	*	n.a.	76%	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	*	*	*	n.a.	81%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	67%	*	*	*	n.a.	*	68%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	n.a.	n.a.	n.a.	n.a.	*	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	76%	*	*	*	*	79%	76%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnic group						All
	White	Mixed	Asian	Black	Other	Not given	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	73%	*	*	*	*	78%	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	*	*	*	n.a.	87%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	*	*	*	*	82%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	*	*	*	*	54%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	55%	*	*	*	*	53%	55%

SUPPORT WHILE AT HOME	Ethnic group						All
	White	Mixed	Asian	Black	Other	Not given	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	52%	*	*	*	*	52%	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	*	*	*	*	36%	47%

CARE FROM YOUR GP PRACTICE	Ethnic group						All
	White	Mixed	Asian	Black	Other	Not given	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	44%	*	*	*	*	39%	44%
Q52. Patient has had a review of cancer care by GP practice	18%	*	*	*	*	13%	18%

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.

LIVING WITH AND BEYOND CANCER	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	31%	*	*	*	*	*	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	79%	*	*	*	*	77%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	*	*	*	*	55%	63%

YOUR OVERALL NHS CARE	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	92%	*	*	*	*	92%	92%
Q57. Administration of care was very good or good	88%	*	*	*	*	84%	88%
Q58. Cancer research opportunities were discussed with patient	44%	*	*	*	*	45%	44%
Q59. Patient's average rating of care scored from very poor to very good	8.9	*	*	*	*	9.0	8.9

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
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	79%	83%	85%	83%	85%	n.a.	83%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	53%	68%	66%	73%	68%	n.a.	67%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	93%	97%	93%	91%	95%	n.a.	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	86%	78%	83%	87%	91%	n.a.	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	83%	91%	83%	76%	82%	n.a.	82%
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	84%	83%	78%	81%	n.a.	81%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	99%	97%	96%	93%	96%	n.a.	96%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	64%	73%	64%	65%	60%	n.a.	65%
Q13. Patient was definitely told sensitively that they had cancer	77%	83%	72%	66%	71%	n.a.	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	80%	81%	80%	70%	78%	n.a.	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	91%	86%	80%	82%	n.a.	85%
Q16. Patient was told they could go back later for more information about their diagnosis	84%	90%	86%	80%	89%	n.a.	86%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	93%	93%	93%	95%	97%	n.a.	94%
Q18. Patient found it very or quite easy to contact their main contact person	90%	88%	87%	82%	86%	n.a.	86%
Q19. Patient found advice from main contact person was very or quite helpful	94%	97%	99%	91%	96%	n.a.	95%

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
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	81%	86%	81%	76%	87%	n.a.	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	82%	76%	78%	87%	n.a.	81%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	68%	80%	74%	74%	70%	n.a.	73%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	65%	56%	52%	46%	56%	n.a.	54%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
CARE PLANNING							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	82%	76%	71%	68%	66%	n.a.	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	100%	89%	91%	93%	n.a.	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	94%	*	100%	*	100%	n.a.	99%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM HOSPITAL STAFF							
Q27. Staff provided the patient with relevant information on available support	86%	88%	93%	91%	94%	n.a.	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	79%	78%	71%	71%	73%	n.a.	74%
Q29. Patient was offered information about how to get financial help or benefits	52%	55%	71%	61%	70%	n.a.	62%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
HOSPITAL CARE							
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	85%	79%	82%	80%	83%	n.a.	82%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	59%	72%	63%	56%	64%	n.a.	62%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	76%	72%	63%	70%	n.a.	70%
Q34. Patient was always able to get help from ward staff when needed	85%	72%	77%	68%	77%	n.a.	75%
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	69%	65%	62%	69%	n.a.	66%
Q36. Hospital staff always did everything they could to help the patient control pain	88%	84%	89%	88%	92%	n.a.	88%
Q37. Patient was always treated with respect and dignity while in hospital	93%	95%	89%	86%	86%	n.a.	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	87%	85%	89%	82%	92%	n.a.	87%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	84%	71%	79%	76%	83%	n.a.	79%

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.

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	85%	93%	87%	88%	91%	n.a.	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	83%	89%	83%	82%	74%	n.a.	81%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	90%	88%	91%	88%	n.a.	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	88%	77%	67%	74%	73%	n.a.	76%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	88%	n.a.	86%
Q42_1. Patient completely had enough understandable information about progress with surgery	82%	85%	80%	80%	86%	n.a.	83%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	70%	78%	75%	78%	64%	n.a.	73%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	79%	94%	70%	83%	81%	n.a.	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	76%	54%	53%	63%	81%	n.a.	68%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	*	81%	n.a.	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	74%	79%	74%	74%	77%	n.a.	76%

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	74%	73%	75%	71%	72%	n.a.	73%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	70%	72%	67%	69%	n.a.	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	82%	84%	84%	86%	n.a.	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	68%	60%	60%	56%	58%	n.a.	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	57%	53%	53%	60%	52%	n.a.	55%

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	57%	58%	49%	39%	60%	n.a.	52%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	46%	53%	46%	49%	n.a.	47%

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	41%	45%	38%	49%	46%	n.a.	44%
Q52. Patient has had a review of cancer care by GP practice	15%	23%	13%	20%	18%	n.a.	18%

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
LIVING WITH AND BEYOND CANCER							
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	18%	32%	45%	29%	23%	n.a.	30%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	81%	76%	81%	75%	79%	n.a.	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	70%	61%	65%	63%	n.a.	63%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
YOUR OVERALL NHS CARE							
Q56. The whole care team worked well together	94%	94%	93%	89%	90%	n.a.	92%
Q57. Administration of care was very good or good	88%	88%	88%	86%	90%	n.a.	88%
Q58. Cancer research opportunities were discussed with patient	56%	46%	43%	41%	39%	n.a.	44%
Q59. Patient's average rating of care scored from very poor to very good	9.0	9.0	8.8	8.9	9.1	n.a.	8.9