

Cancer Patient Experience Survey

2021 Results

Surrey Heartlands Health and Care Partnership

Published July 2022

Executive Summary

Questions Above Expected Range

| | Case Mix Adjusted Scores | | | England Score |
|--|--------------------------|----------------------|----------------------|---------------|
| | 2021 Score | Lower Expected Range | Upper Expected Range | |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 85% | 79% | 85% | 82% |
| Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital | 84% | 78% | 84% | 81% |
| Q34. Patient was always able to get help from ward staff when needed | 82% | 73% | 80% | 76% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 92% | 86% | 91% | 89% |

Surrey Heartlands Health and Care Partnership has no scores below expected range

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

1,418 patients responded out of a total of 2,375 patients, resulting in a response rate of 60%.

| | Sample Size | Adjusted Sample | Completed | Response Rate |
|-----------------------|-------------|-----------------|-----------|---------------|
| Overall response rate | 2,496 | 2,375 | 1,418 | 60% |
| National | 113,516 | 107,412 | 59,352 | 55% |

Respondents by Survey Type

| | Number of Respondents |
|---------------------|-----------------------|
| Paper | 1,121 |
| Online | 293 |
| Phone | 4 |
| Translation Service | 0 |
| Total | 1,418 |

Respondents by Tumour Group

| | Number of Respondents |
|------------------|-----------------------|
| Brain / CNS | 8 |
| Breast | 330 |
| Colorectal / LGT | 138 |
| Gynaecological | 44 |
| Haematological | 260 |
| Head and Neck | 41 |
| Lung | 65 |
| Prostate | 127 |
| Sarcoma | 12 |
| Skin | 40 |
| Upper Gastro | 56 |
| Urological | 116 |
| Other | 181 |
| Total | 1,418 |

Respondents by Age and Gender

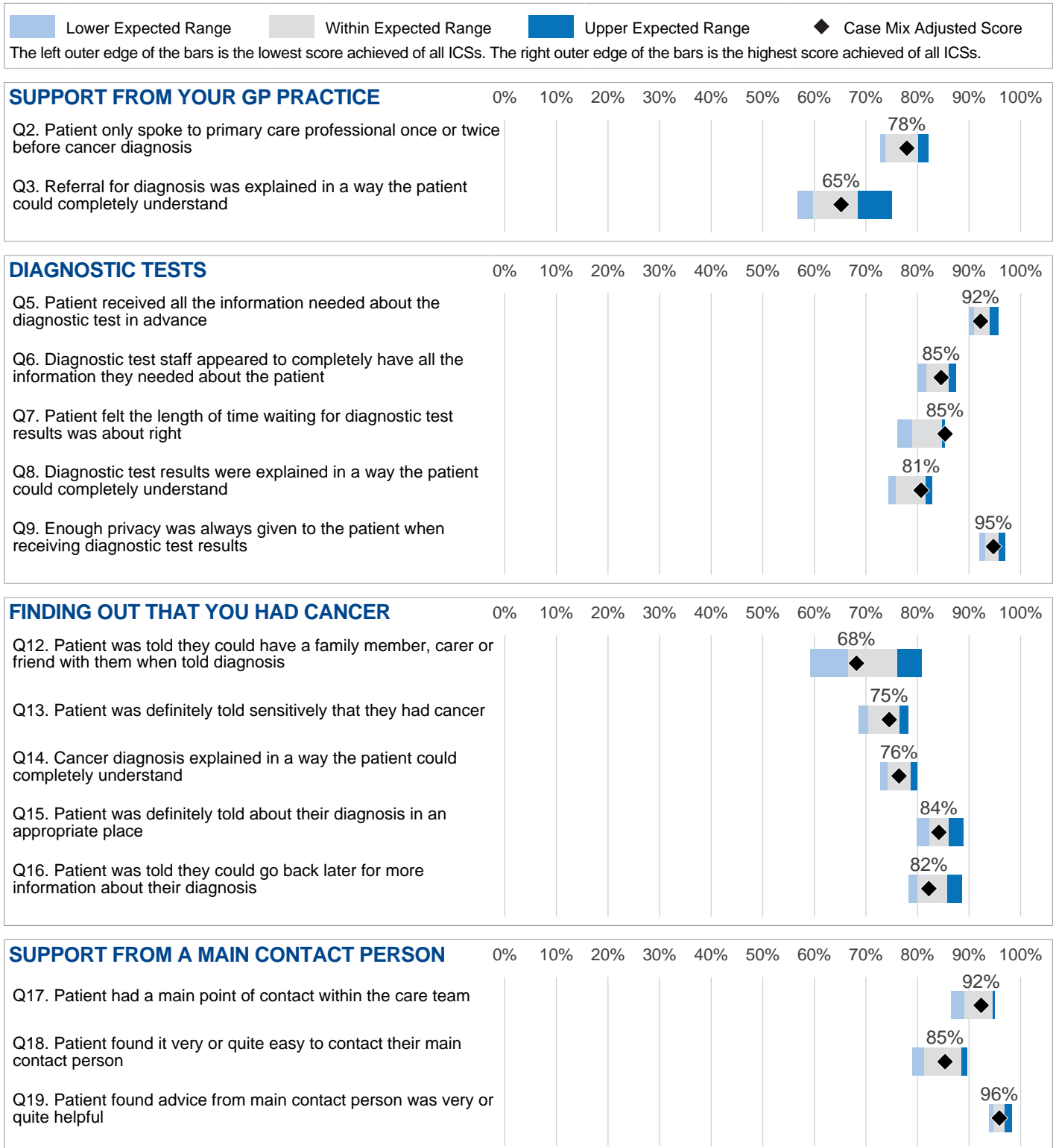
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the ICS was as follows:

| | Age 16-24 | Age 25-34 | Age 35-44 | Age 45-54 | Age 55-64 | Age 65-74 | Age 75-84 | Age 85+ | Total |
|-------------------------|-----------|-----------|-----------|------------|------------|------------|------------|-----------|--------------|
| Female | 4 | 6 | 36 | 92 | 175 | 217 | 166 | 37 | 733 |
| Male | 1 | 4 | 12 | 35 | 111 | 231 | 169 | 43 | 606 |
| 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 | 1 | 0 | 1 |
| Not given | 0 | 0 | 2 | 7 | 11 | 24 | 27 | 7 | 78 |
| Total | 5 | 10 | 50 | 134 | 297 | 472 | 363 | 87 | 1,418 |

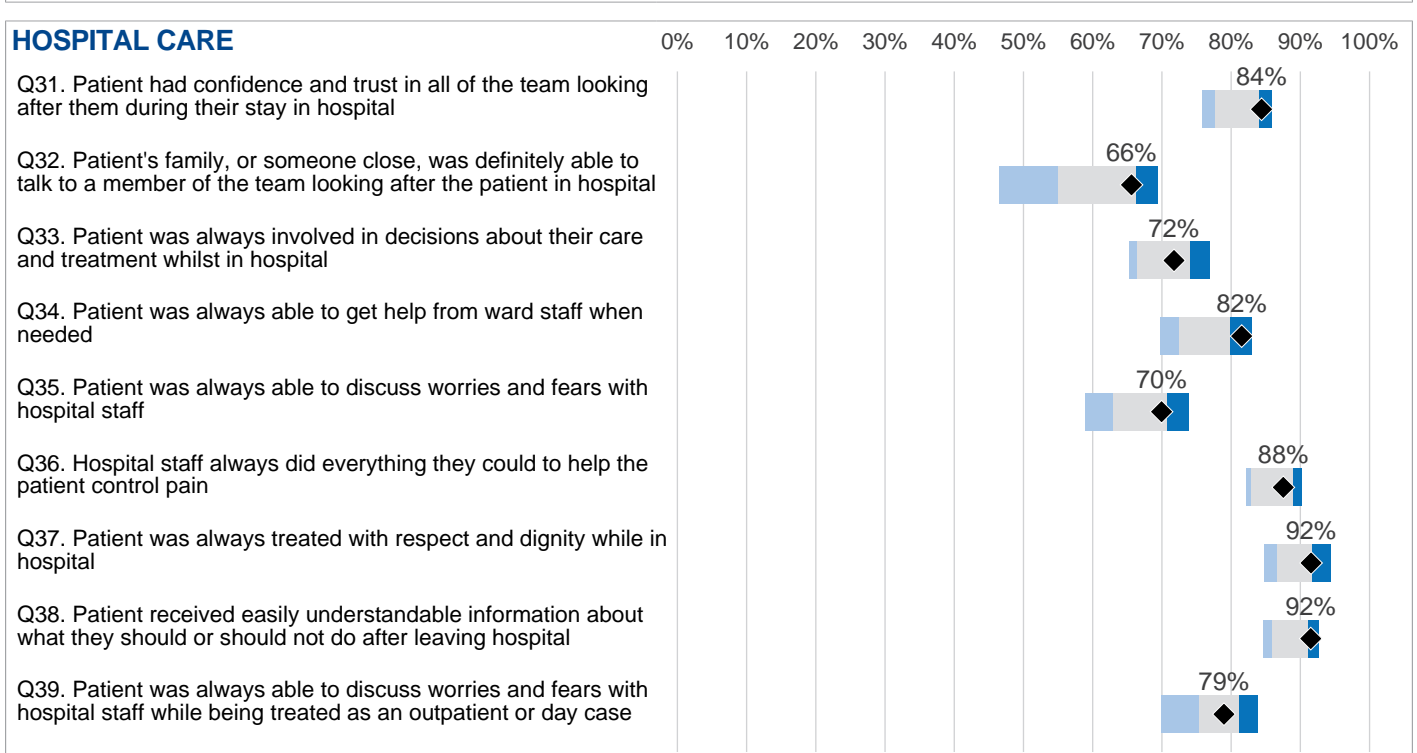
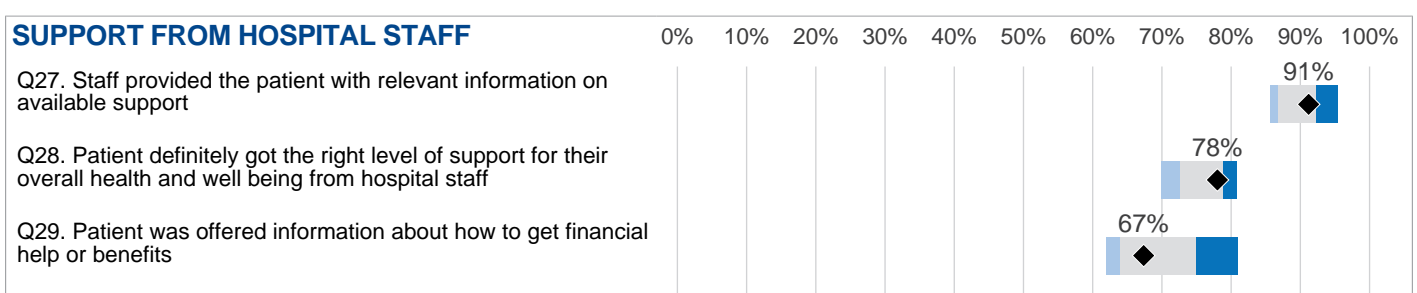
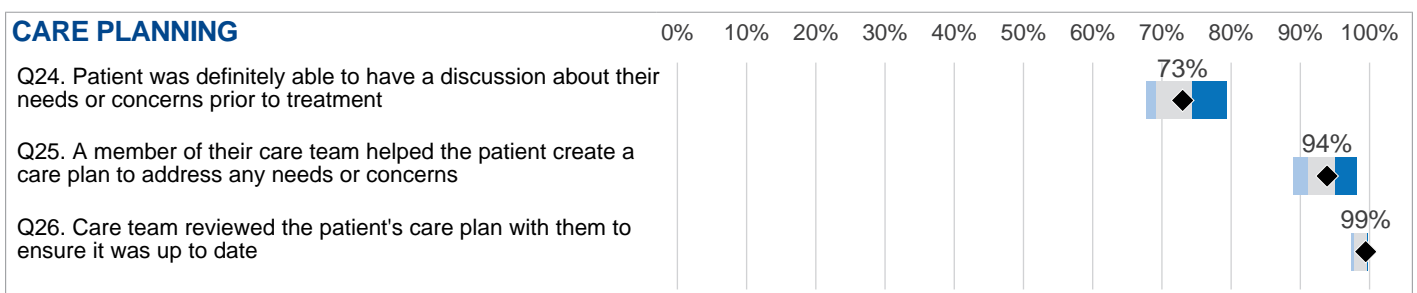
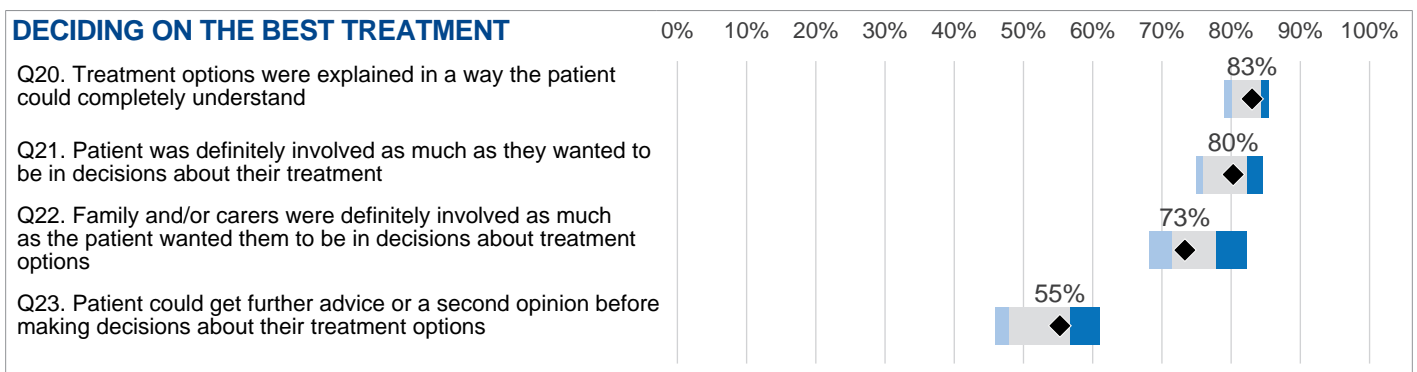
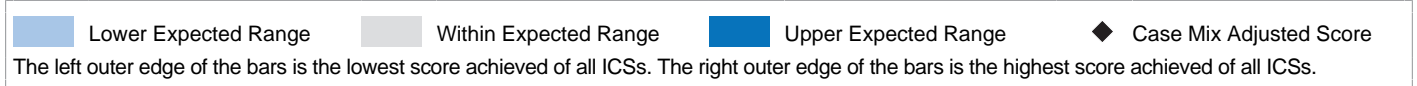
Respondents by Ethnicity

| | Number of Respondents |
|---|-----------------------|
| White | |
| English / Welsh / Scottish / Northern Irish / British | 1,186 |
| Irish | 12 |
| Gypsy or Irish Traveller | 0 |
| Any other White background | 69 |
| Mixed / Multiple Ethnic Groups | |
| White and Black Caribbean | 0 |
| White and Black African | 0 |
| White and Asian | 5 |
| Any other Mixed / multiple ethnic background | 2 |
| Asian or Asian British | |
| Indian | 11 |
| Pakistani | 6 |
| Bangladeshi | 0 |
| Chinese | 7 |
| Any other Asian background | 11 |
| Black / African / Caribbean / Black British | |
| African | 5 |
| Caribbean | 4 |
| Any other Black / African / Caribbean background | 1 |
| Other Ethnic Group | |
| Arab | 2 |
| Any other ethnic background | 2 |
| Not given | |
| Not given | 95 |
| Total | 1,418 |

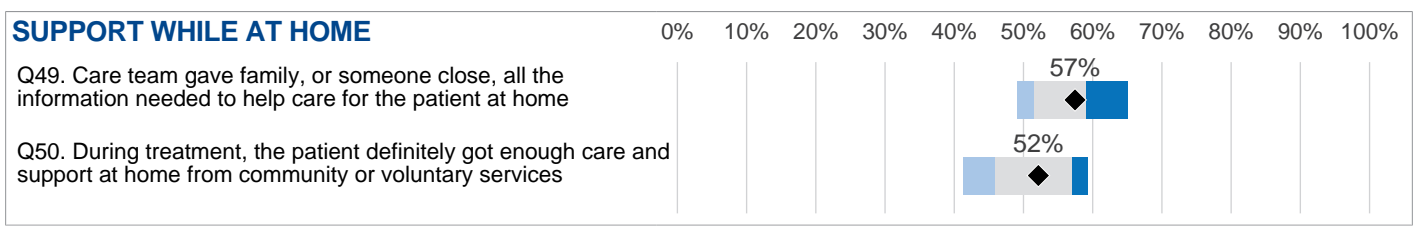
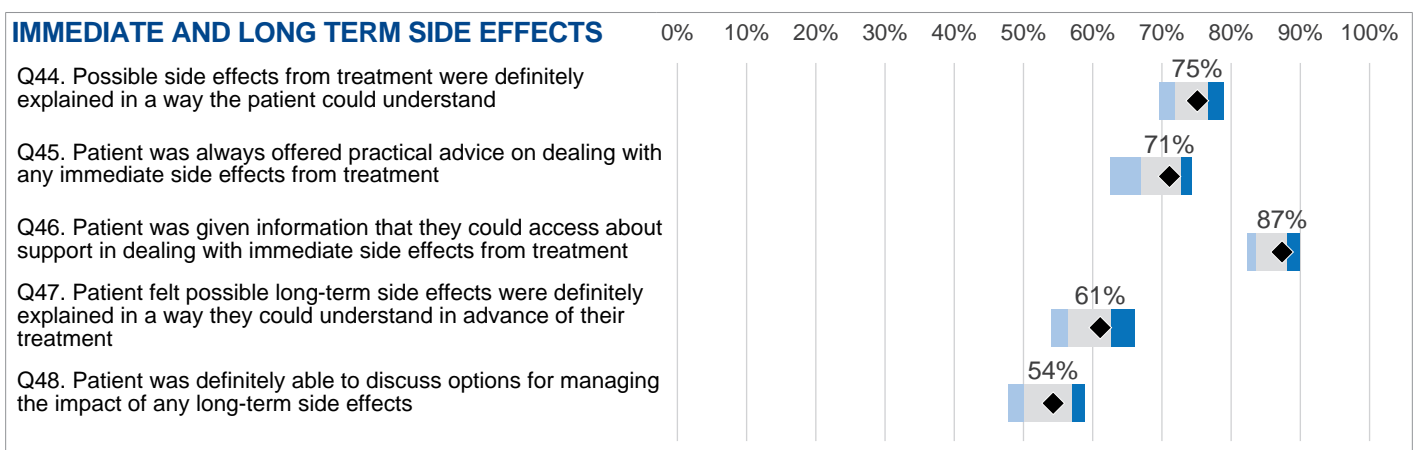
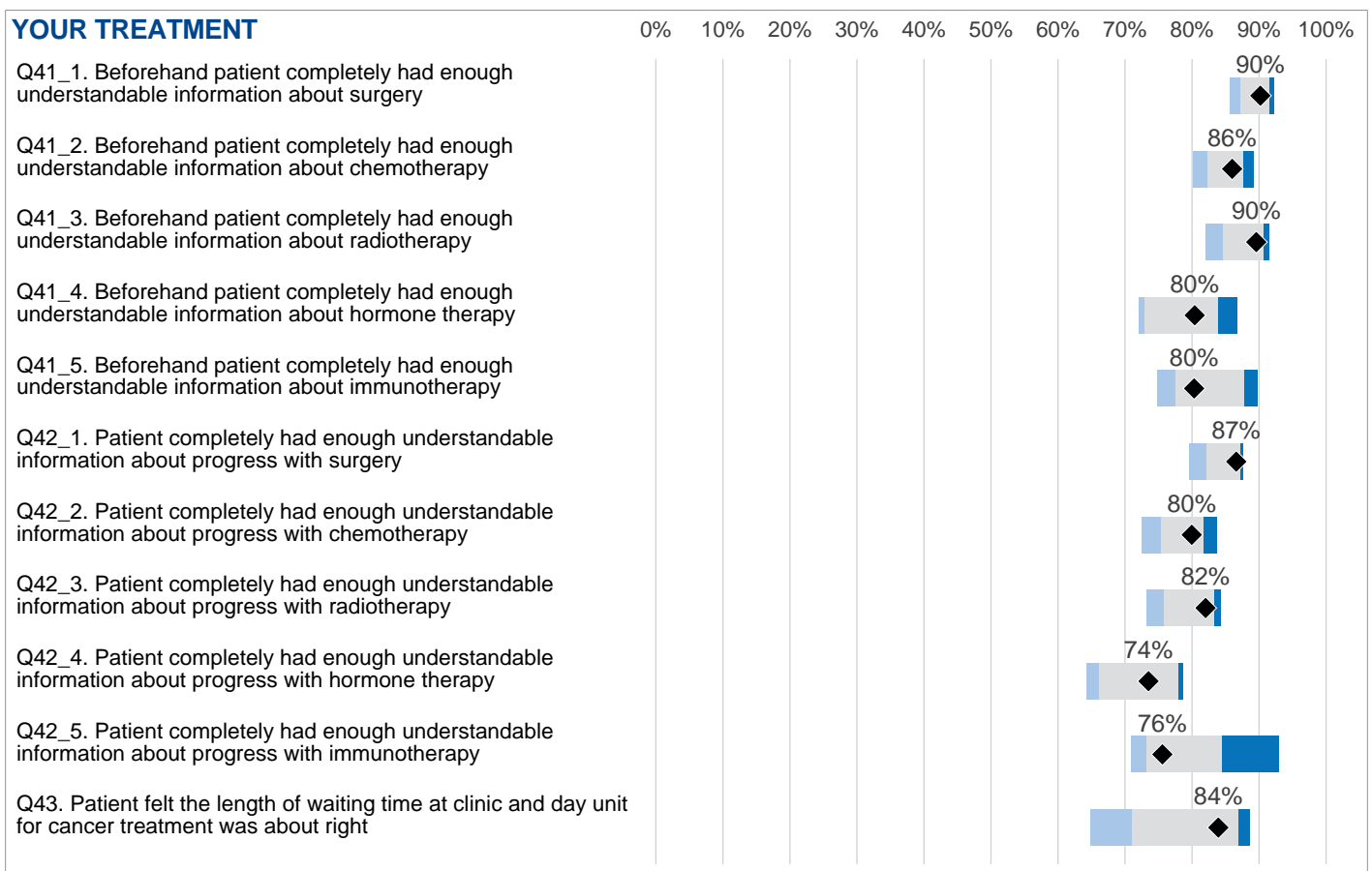
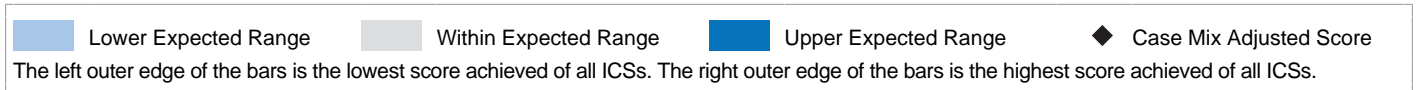
Expected Range Charts



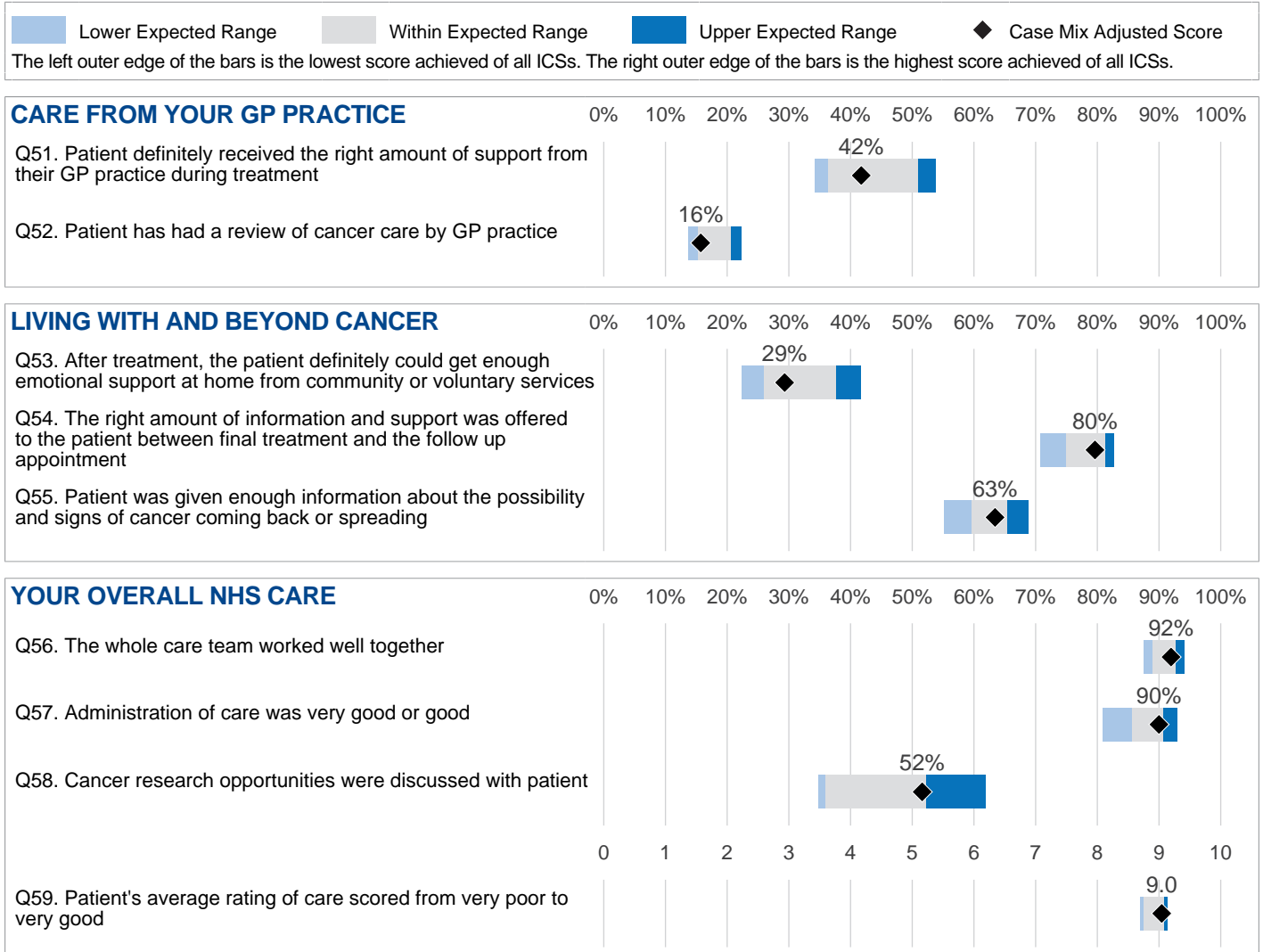
Expected Range Charts



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 | 689 | 78% | 78% | 74% | 80% | 77% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 907 | 66% | 65% | 60% | 69% | 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 | 1112 | 92% | 92% | 91% | 94% | 93% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 1159 | 85% | 85% | 82% | 86% | 84% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 1156 | 85% | 85% | 79% | 85% | 82% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 1161 | 81% | 81% | 76% | 82% | 79% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 1165 | 95% | 95% | 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 | 1288 | 67% | 68% | 67% | 76% | 71% |
| Q13. Patient was definitely told sensitively that they had cancer | 1383 | 74% | 75% | 70% | 77% | 73% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 1394 | 76% | 76% | 74% | 79% | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 1372 | 84% | 84% | 82% | 86% | 84% |
| Q16. Patient was told they could go back later for more information about their diagnosis | 1230 | 82% | 82% | 80% | 86% | 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 | 1351 | 92% | 92% | 89% | 95% | 92% |
| Q18. Patient found it very or quite easy to contact their main contact person | 1161 | 85% | 85% | 81% | 89% | 85% |
| Q19. Patient found advice from main contact person was very or quite helpful | 1190 | 96% | 96% | 95% | 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 | 1296 | 83% | 83% | 80% | 84% | 82% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 1375 | 80% | 80% | 76% | 82% | 79% |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 1113 | 73% | 73% | 71% | 78% | 75% |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | 626 | 54% | 55% | 48% | 57% | 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 | 1248 | 72% | 73% | 69% | 74% | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 693 | 94% | 94% | 91% | 95% | 93% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 549 | 99% | 99% | 98% | 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 | 1135 | 91% | 91% | 87% | 92% | 90% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 1384 | 77% | 78% | 73% | 79% | 76% |
| Q29. Patient was offered information about how to get financial help or benefits | 586 | 69% | 67% | 64% | 75% | 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 | 601 | 84% | 84% | 78% | 84% | 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 | 465 | 64% | 66% | 55% | 66% | 61% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 585 | 71% | 72% | 66% | 74% | 70% |
| Q34. Patient was always able to get help from ward staff when needed | 590 | 81% | 82% | 73% | 80% | 76% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 570 | 69% | 70% | 63% | 71% | 67% |
| Q36. Hospital staff always did everything they could to help the patient control pain | 509 | 87% | 88% | 83% | 89% | 86% |
| Q37. Patient was always treated with respect and dignity while in hospital | 598 | 91% | 92% | 87% | 92% | 89% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 585 | 92% | 92% | 86% | 91% | 89% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 1227 | 78% | 79% | 75% | 81% | 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 | 791 | 90% | 90% | 87% | 92% | 89% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 661 | 85% | 86% | 82% | 88% | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 436 | 89% | 90% | 85% | 91% | 88% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 219 | 79% | 80% | 73% | 84% | 78% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | 209 | 80% | 80% | 78% | 88% | 83% |
| Q42_1. Patient completely had enough understandable information about progress with surgery | 778 | 86% | 87% | 82% | 87% | 85% |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | 660 | 79% | 80% | 75% | 82% | 79% |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | 435 | 81% | 82% | 76% | 83% | 80% |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | 218 | 72% | 74% | 66% | 78% | 72% |
| Q42_5. Patient completely had enough understandable information about progress with immunotherapy | 207 | 74% | 76% | 73% | 84% | 79% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | 1364 | 83% | 84% | 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 | 1317 | 74% | 75% | 72% | 77% | 74% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 1243 | 70% | 71% | 67% | 73% | 70% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 954 | 87% | 87% | 84% | 88% | 86% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 1238 | 59% | 61% | 56% | 63% | 60% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 1012 | 52% | 54% | 50% | 57% | 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 | 820 | 56% | 57% | 52% | 59% | 55% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 460 | 53% | 52% | 46% | 57% | 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 | 676 | 42% | 42% | 36% | 51% | 44% |
| Q52. Patient has had a review of cancer care by GP practice | 1354 | 15% | 16% | 15% | 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 | 240 | 28% | 29% | 26% | 38% | 32% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 642 | 80% | 80% | 75% | 81% | 78% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 1100 | 63% | 63% | 60% | 65% | 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 | 1343 | 92% | 92% | 89% | 93% | 91% |
| Q57. Administration of care was very good or good | 1377 | 90% | 90% | 86% | 91% | 88% |
| Q58. Cancer research opportunities were discussed with patient | 860 | 51% | 52% | 36% | 52% | 44% |
| Q59. Patient's average rating of care scored from very poor to very good | 1355 | 9.0 | 9.0 | 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 | | | | | | | | | | | | | |
|---|-------------|--------|------------------|----------------|----------------|---------------|------|----------|---------|------|--------------|------------|-------|-------------|
| | 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 | * | 92% | 76% | 85% | 58% | 73% | 81% | 85% | * | 80% | 81% | 84% | 70% | 78% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | * | 80% | 71% | 59% | 51% | 60% | 56% | 76% | * | 60% | 63% | 65% | 61% | 66% |

| | 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 | * | 91% | 95% | 90% | 90% | 100% | 89% | 95% | * | 94% | 92% | 90% | 95% | 92% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | * | 86% | 88% | 83% | 82% | 89% | 89% | 85% | * | 88% | 76% | 84% | 87% | 85% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | * | 81% | 90% | 83% | 85% | 91% | 85% | 90% | * | 79% | 80% | 84% | 86% | 85% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | * | 85% | 88% | 73% | 70% | 76% | 66% | 81% | * | 82% | 82% | 80% | 87% | 81% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | * | 96% | 94% | 97% | 92% | 94% | 94% | 96% | * | 97% | 96% | 94% | 95% | 95% |

| | 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 | * | 72% | 76% | 44% | 65% | 70% | 71% | 48% | * | 54% | 69% | 64% | 72% | 67% |
| Q13. Patient was definitely told sensitively that they had cancer | * | 83% | 79% | 68% | 68% | 80% | 77% | 73% | * | 75% | 62% | 73% | 69% | 74% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | * | 81% | 85% | 68% | 63% | 85% | 67% | 81% | * | 88% | 71% | 80% | 77% | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | * | 91% | 88% | 81% | 79% | 83% | 81% | 79% | * | 90% | 74% | 86% | 80% | 84% |
| Q16. Patient was told they could go back later for more information about their diagnosis | * | 86% | 81% | 69% | 77% | 81% | 73% | 89% | * | 91% | 82% | 82% | 85% | 82% |

Tumour type tables

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

| | Tumour 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 | * | 94% | 97% | 91% | 93% | 84% | 89% | 89% | * | 93% | 94% | 86% | 90% | 92% |
| Q18. Patient found it very or quite easy to contact their main contact person | * | 81% | 86% | 89% | 86% | 93% | 82% | 89% | * | 85% | 92% | 91% | 82% | 85% |
| Q19. Patient found advice from main contact person was very or quite helpful | * | 93% | 97% | 95% | 97% | 100% | 96% | 96% | * | 100% | 96% | 95% | 96% | 96% |

| | 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 | * | 84% | 88% | 85% | 75% | 97% | 75% | 88% | * | 90% | 77% | 77% | 85% | 83% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | * | 79% | 84% | 73% | 74% | 88% | 80% | 83% | * | 93% | 80% | 78% | 83% | 80% |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | * | 68% | 81% | 74% | 69% | 88% | 58% | 77% | * | 84% | 74% | 80% | 74% | 73% |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | * | 51% | 52% | 50% | 46% | 64% | 60% | 74% | * | 40% | 46% | 51% | 56% | 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 | * | 72% | 83% | 81% | 66% | 69% | 61% | 82% | * | 71% | 81% | 65% | 72% | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | * | 91% | 99% | 92% | 93% | 100% | 96% | 98% | * | 100% | 88% | 92% | 92% | 94% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | * | 99% | 100% | 94% | 100% | 100% | 100% | 100% | * | 100% | 100% | 100% | 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% | 88% | 89% | 91% | 84% | 92% | 91% | * | 100% | 89% | 90% | 91% | 91% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | * | 75% | 81% | 74% | 76% | 70% | 75% | 85% | * | 79% | 78% | 80% | 76% | 77% |
| Q29. Patient was offered information about how to get financial help or benefits | * | 72% | 70% | 87% | 68% | 61% | 70% | 55% | * | * | 70% | 46% | 70% | 69% |

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 |
| Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital | * | 77% | 83% | 87% | 78% | 88% | 83% | 90% | * | * | 93% | 81% | 89% | 84% |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | * | 67% | 73% | 47% | 63% | 52% | 67% | 70% | * | * | 77% | 57% | 63% | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | * | 73% | 67% | 81% | 71% | 72% | 70% | 79% | * | * | 72% | 65% | 74% | 71% |
| Q34. Patient was always able to get help from ward staff when needed | * | 79% | 83% | 76% | 81% | 88% | 82% | 83% | * | * | 79% | 77% | 82% | 81% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | * | 60% | 75% | 77% | 64% | 75% | 68% | 75% | * | * | 81% | 68% | 61% | 69% |
| Q36. Hospital staff always did everything they could to help the patient control pain | * | 87% | 89% | 89% | 84% | 92% | 83% | 92% | * | * | 100% | 79% | 85% | 87% |
| Q37. Patient was always treated with respect and dignity while in hospital | * | 90% | 91% | 84% | 95% | 97% | 91% | 93% | * | * | 100% | 83% | 92% | 91% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | * | 94% | 95% | 89% | 91% | 97% | 96% | 85% | * | * | 93% | 87% | 93% | 92% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | * | 80% | 85% | 76% | 75% | 79% | 72% | 79% | * | 75% | 83% | 80% | 76% | 78% |

| | 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 | * | 91% | 90% | 94% | 74% | 89% | 93% | 93% | * | 85% | 100% | 88% | 86% | 90% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | * | 84% | 87% | 88% | 82% | 91% | 85% | * | * | 81% | 85% | 92% | 85% | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | * | 87% | 81% | 92% | 89% | 91% | 89% | 89% | * | n.a. | 100% | 100% | 93% | 89% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | n.a. | 76% | * | * | * | n.a. | * | 80% | n.a. | * | * | * | 88% | 79% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | * | 66% | * | * | 74% | * | 76% | * | * | 82% | * | 94% | 89% | 80% |
| Q42_1. Patient completely had enough understandable information about progress with surgery | * | 87% | 88% | 91% | 76% | 89% | 88% | 84% | * | 81% | 93% | 80% | 90% | 86% |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | * | 77% | 74% | 88% | 78% | 82% | 85% | * | * | 74% | 75% | 88% | 88% | 79% |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | * | 83% | 56% | 92% | 85% | 78% | 84% | 77% | * | n.a. | 93% | 67% | 93% | 81% |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | n.a. | 68% | * | * | * | n.a. | * | 76% | n.a. | * | * | * | 84% | 72% |
| Q42_5. Patient completely had enough understandable information about progress with immunotherapy | * | 68% | * | * | 64% | * | 65% | * | * | 82% | * | 90% | 83% | 74% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | * | 81% | 90% | 85% | 80% | 97% | 88% | 89% | * | 79% | 69% | 89% | 81% | 83% |

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 | * | 76% | 78% | 90% | 65% | 79% | 69% | 75% | * | 71% | 72% | 73% | 79% | 74% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | * | 71% | 79% | 74% | 60% | 76% | 73% | 64% | * | 63% | 69% | 72% | 75% | 70% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | * | 87% | 88% | 89% | 82% | 87% | 86% | 90% | * | 84% | 89% | 86% | 92% | 87% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | * | 57% | 70% | 57% | 49% | 72% | 57% | 69% | * | 55% | 67% | 56% | 61% | 59% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | * | 49% | 61% | 58% | 45% | 63% | 51% | 56% | * | 56% | 54% | 53% | 54% | 52% |

| | 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 | * | 51% | 64% | 17% | 61% | 63% | 55% | 47% | * | 72% | 61% | 53% | 61% | 56% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | * | 55% | 63% | * | 46% | 60% | 39% | 48% | * | 67% | 52% | 53% | 53% | 53% |

| | 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 | * | 46% | 49% | 45% | 44% | 40% | 28% | 42% | * | 43% | 37% | 43% | 37% | 42% |
| Q52. Patient has had a review of cancer care by GP practice | * | 16% | 19% | 24% | 11% | 8% | 13% | 18% | * | 13% | 21% | 13% | 15% | 15% |

Tumour type tables

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

| | Tumour Type | | | | | | | | | | | | | |
|---|-------------|--------|------------------|----------------|----------------|---------------|------|----------|---------|------|--------------|------------|-------|-------------|
| | Brain / CNS | Breast | Colorectal / LGT | Gynaecological | Haematological | Head and Neck | Lung | Prostate | Sarcoma | Skin | Upper Gastro | Urological | Other | All Cancers |
| Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services | * | 26% | 30% | 18% | 28% | 38% | 18% | * | * | * | 33% | 23% | 40% | 28% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | * | 77% | 79% | 88% | 83% | 81% | 63% | 78% | * | 78% | 91% | 80% | 86% | 80% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | * | 59% | 67% | 56% | 67% | 55% | 64% | 60% | * | 85% | 59% | 66% | 63% | 63% |

| | 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 | * | 93% | 96% | 93% | 90% | 95% | 88% | 94% | * | 95% | 90% | 91% | 88% | 92% |
| Q57. Administration of care was very good or good | * | 93% | 95% | 74% | 89% | 95% | 89% | 89% | * | 90% | 79% | 88% | 89% | 90% |
| Q58. Cancer research opportunities were discussed with patient | * | 34% | 62% | 73% | 55% | 50% | 52% | 48% | * | 28% | 59% | 51% | 64% | 51% |
| Q59. Patient's average rating of care scored from very poor to very good | * | 9.1 | 9.1 | 8.9 | 9.0 | 9.3 | 8.5 | 9.2 | * | 8.9 | 9.0 | 8.9 | 9.0 | 9.0 |

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 | * | * | 69% | 79% | 77% | 75% | 85% | 79% | 78% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | * | * | 68% | 75% | 71% | 64% | 63% | 61% | 66% |

| 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 | * | * | 70% | 92% | 96% | 94% | 93% | 91% | 92% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | * | * | 76% | 88% | 84% | 87% | 83% | 87% | 85% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | * | * | 67% | 73% | 83% | 88% | 89% | 92% | 85% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | * | * | 71% | 76% | 83% | 81% | 82% | 80% | 81% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | * | * | 91% | 93% | 95% | 95% | 97% | 94% | 95% |

| 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 | * | * | 68% | 57% | 67% | 65% | 70% | 78% | 67% |
| Q13. Patient was definitely told sensitively that they had cancer | * | * | 68% | 71% | 70% | 72% | 80% | 80% | 74% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | * | * | 70% | 72% | 74% | 78% | 79% | 74% | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | * | * | 76% | 84% | 83% | 81% | 86% | 93% | 84% |
| Q16. Patient was told they could go back later for more information about their diagnosis | * | * | 84% | 90% | 84% | 82% | 80% | 73% | 82% |

| 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 | * | * | 88% | 94% | 93% | 92% | 90% | 90% | 92% |
| Q18. Patient found it very or quite easy to contact their main contact person | * | * | 76% | 81% | 82% | 88% | 87% | 89% | 85% |
| Q19. Patient found advice from main contact person was very or quite helpful | * | * | 93% | 93% | 94% | 96% | 98% | 98% | 96% |

| 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 | * | * | 71% | 82% | 83% | 84% | 82% | 86% | 83% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | * | * | 54% | 81% | 78% | 81% | 82% | 83% | 80% |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | * | * | 41% | 68% | 72% | 73% | 79% | 80% | 73% |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | * | * | 50% | 48% | 47% | 59% | 52% | 59% | 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 | * | * | 55% | 71% | 75% | 73% | 72% | 69% | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | * | * | 96% | 91% | 92% | 94% | 95% | 97% | 94% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | * | * | 100% | 98% | 98% | 100% | 100% | 100% | 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 | * | * | 84% | 92% | 93% | 91% | 91% | 86% | 91% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | * | * | 49% | 77% | 73% | 80% | 81% | 80% | 77% |
| Q29. Patient was offered information about how to get financial help or benefits | * | * | 55% | 74% | 72% | 69% | 64% | 67% | 69% |

| 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 | * | * | 81% | 71% | 81% | 90% | 84% | 76% | 84% |
| 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% | 58% | 61% | 66% | 68% | 63% | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | * | * | 59% | 70% | 72% | 75% | 70% | 69% | 71% |
| Q34. Patient was always able to get help from ward staff when needed | * | * | 81% | 69% | 82% | 84% | 79% | 78% | 81% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | * | * | 54% | 64% | 65% | 75% | 70% | 65% | 69% |
| Q36. Hospital staff always did everything they could to help the patient control pain | * | * | 85% | 80% | 84% | 93% | 88% | 81% | 87% |
| Q37. Patient was always treated with respect and dignity while in hospital | * | * | 96% | 85% | 88% | 95% | 91% | 86% | 91% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | * | * | 89% | 91% | 92% | 93% | 92% | 89% | 92% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | * | * | 66% | 75% | 75% | 82% | 78% | 82% | 78% |

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 | * | * | 73% | 85% | 93% | 91% | 88% | 91% | 90% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | * | * | 78% | 89% | 86% | 83% | 85% | 100% | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | * | * | 68% | 90% | 89% | 92% | 86% | 90% | 89% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | n.a. | * | 65% | 67% | 80% | 88% | 79% | * | 79% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | n.a. | * | * | 60% | 79% | 83% | 82% | * | 80% |
| Q42_1. Patient completely had enough understandable information about progress with surgery | * | * | 73% | 86% | 88% | 87% | 85% | 88% | 86% |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | * | * | 70% | 85% | 77% | 82% | 78% | 77% | 79% |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | * | * | 68% | 92% | 81% | 83% | 77% | 81% | 81% |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | n.a. | * | 65% | 64% | 70% | 75% | 76% | * | 72% |
| Q42_5. Patient completely had enough understandable information about progress with immunotherapy | n.a. | * | * | 57% | 72% | 82% | 77% | * | 74% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | * | * | 70% | 79% | 81% | 86% | 85% | 87% | 83% |

| 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 | * | * | 68% | 80% | 73% | 77% | 70% | 68% | 74% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | * | * | 64% | 73% | 69% | 73% | 65% | 69% | 70% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | * | * | 81% | 87% | 88% | 88% | 86% | 93% | 87% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | * | * | 41% | 63% | 60% | 62% | 57% | 51% | 59% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | * | * | 32% | 52% | 50% | 56% | 51% | 57% | 52% |

| 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 | * | * | 22% | 48% | 51% | 58% | 61% | 74% | 56% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | * | * | 38% | 43% | 56% | 53% | 53% | 54% | 53% |

| 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 | * | * | 41% | 52% | 44% | 45% | 37% | 29% | 42% |
| Q52. Patient has had a review of cancer care by GP practice | * | * | 19% | 15% | 17% | 16% | 14% | 9% | 15% |

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 | * | * | 29% | 24% | 34% | 29% | 19% | * | 28% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | * | * | 41% | 81% | 77% | 85% | 77% | 86% | 80% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | * | * | 24% | 62% | 60% | 68% | 66% | 68% | 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 | * | * | 81% | 93% | 89% | 93% | 94% | 90% | 92% |
| Q57. Administration of care was very good or good | * | * | 81% | 92% | 86% | 92% | 89% | 90% | 90% |
| Q58. Cancer research opportunities were discussed with patient | * | * | 40% | 55% | 47% | 52% | 55% | 56% | 51% |
| Q59. Patient's average rating of care scored from very poor to very good | * | * | 8.5 | 9.1 | 8.9 | 9.2 | 9.1 | 8.9 | 9.0 |

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 | 81% | 74% | n.a. | n.a. | * | * | 78% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 68% | 65% | n.a. | n.a. | * | * | 66% |

| | 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% | 94% | n.a. | n.a. | * | * | 92% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 84% | 87% | n.a. | n.a. | * | * | 85% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 83% | 87% | n.a. | n.a. | * | * | 85% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 81% | 80% | n.a. | n.a. | * | * | 81% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 94% | 95% | n.a. | n.a. | * | * | 95% |

| | 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 | 68% | 65% | n.a. | n.a. | * | 74% | 67% |
| Q13. Patient was definitely told sensitively that they had cancer | 75% | 72% | n.a. | n.a. | * | * | 74% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 76% | 76% | n.a. | n.a. | * | * | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 85% | 82% | n.a. | n.a. | * | * | 84% |
| Q16. Patient was told they could go back later for more information about their diagnosis | 80% | 85% | n.a. | n.a. | * | * | 82% |

| | 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 | 92% | 92% | n.a. | n.a. | * | * | 92% |
| Q18. Patient found it very or quite easy to contact their main contact person | 84% | 86% | n.a. | n.a. | * | * | 85% |
| Q19. Patient found advice from main contact person was very or quite helpful | 95% | 96% | n.a. | n.a. | * | * | 96% |

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 |
| Q20. Treatment options were explained in a way the patient could completely understand | 82% | 83% | n.a. | n.a. | * | * | 83% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 78% | 82% | n.a. | n.a. | * | * | 80% |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 70% | 78% | n.a. | n.a. | * | 65% | 73% |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | 50% | 59% | n.a. | n.a. | * | * | 54% |

| | Gender | | | | | | |
|---|--------|------|------------|-------------------------|-------------------|-----------|------------|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | All |
| Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment | 71% | 74% | n.a. | n.a. | * | * | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 92% | 96% | n.a. | n.a. | * | 94% | 94% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 100% | 100% | n.a. | n.a. | n.a. | 97% | 99% |

| | Gender | | | | | | |
|--|--------|------|------------|-------------------------|-------------------|-----------|------------|
| | Female | Male | Non-binary | Prefer to self-describe | Prefer not to say | Not given | All |
| Q27. Staff provided the patient with relevant information on available support | 91% | 92% | n.a. | n.a. | * | 95% | 91% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 73% | 82% | n.a. | n.a. | * | * | 77% |
| Q29. Patient was offered information about how to get financial help or benefits | 70% | 65% | n.a. | n.a. | * | 85% | 69% |

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 | 78% | 88% | n.a. | n.a. | * | * | 84% |
| 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% | 69% | n.a. | n.a. | * | 67% | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 70% | 72% | n.a. | n.a. | * | * | 71% |
| Q34. Patient was always able to get help from ward staff when needed | 76% | 84% | n.a. | n.a. | * | * | 81% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 65% | 73% | n.a. | n.a. | * | * | 69% |
| Q36. Hospital staff always did everything they could to help the patient control pain | 82% | 91% | n.a. | n.a. | * | 100% | 87% |
| Q37. Patient was always treated with respect and dignity while in hospital | 90% | 93% | n.a. | n.a. | * | * | 91% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 91% | 92% | n.a. | n.a. | * | * | 92% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 78% | 79% | n.a. | n.a. | * | 76% | 78% |

| | 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% | 89% | n.a. | n.a. | n.a. | 90% | 90% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 82% | 89% | n.a. | n.a. | * | * | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 88% | 90% | n.a. | n.a. | n.a. | 100% | 89% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 76% | * | n.a. | n.a. | n.a. | * | 79% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | 77% | * | n.a. | n.a. | n.a. | * | 80% |
| Q42_1. Patient completely had enough understandable information about progress with surgery | 86% | 87% | n.a. | n.a. | n.a. | 80% | 86% |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | 77% | 83% | n.a. | n.a. | * | * | 79% |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | 82% | 79% | n.a. | n.a. | n.a. | 94% | 81% |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | 68% | * | n.a. | n.a. | n.a. | * | 72% |
| Q42_5. Patient completely had enough understandable information about progress with immunotherapy | 72% | * | n.a. | n.a. | n.a. | * | 74% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | 81% | 86% | n.a. | n.a. | * | * | 83% |

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 | 74% | 74% | n.a. | n.a. | * | * | 74% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 69% | 71% | n.a. | n.a. | * | * | 70% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 85% | 90% | n.a. | n.a. | * | 89% | 87% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 56% | 63% | n.a. | n.a. | * | * | 59% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 50% | 56% | n.a. | n.a. | * | 49% | 52% |

| | 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 | 53% | 61% | n.a. | n.a. | * | 56% | 56% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 50% | 55% | n.a. | n.a. | * | 55% | 53% |

| | 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 | 43% | 42% | n.a. | n.a. | * | 42% | 42% |
| Q52. Patient has had a review of cancer care by GP practice | 16% | 16% | n.a. | n.a. | * | 9% | 15% |

| | 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 | 24% | * | n.a. | n.a. | * | * | 28% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 76% | 84% | n.a. | n.a. | * | 81% | 80% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 61% | 66% | n.a. | n.a. | * | 60% | 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 | 92% | 92% | n.a. | n.a. | * | * | 92% |
| Q57. Administration of care was very good or good | 90% | 89% | n.a. | n.a. | * | * | 90% |
| Q58. Cancer research opportunities were discussed with patient | 48% | 56% | n.a. | n.a. | * | * | 51% |
| Q59. Patient's average rating of care scored from very poor to very good | 9.0 | 9.1 | n.a. | n.a. | * | * | 9.0 |

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 | 79% | * | 53% | * | * | 84% | 78% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | 67% | * | 55% | * | * | 55% | 66% |

| | 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 | 92% | * | 85% | * | * | 94% | 92% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | 86% | * | 75% | * | * | 80% | 85% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | 85% | * | 81% | * | * | 87% | 85% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | 81% | * | 66% | * | * | 83% | 81% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | 95% | * | 86% | * | * | 99% | 95% |

| | 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 | 66% | * | 72% | * | * | 75% | 67% |
| Q13. Patient was definitely told sensitively that they had cancer | 74% | * | 69% | * | * | 82% | 74% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | 76% | * | 74% | * | * | 75% | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | 84% | * | 83% | * | * | 86% | 84% |
| Q16. Patient was told they could go back later for more information about their diagnosis | 82% | * | 75% | * | * | 83% | 82% |

| | 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 | 92% | * | 88% | * | * | 90% | 92% |
| Q18. Patient found it very or quite easy to contact their main contact person | 85% | * | 81% | * | * | 87% | 85% |
| Q19. Patient found advice from main contact person was very or quite helpful | 96% | * | 89% | * | * | 96% | 96% |

| | 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% | * | 80% | * | * | 82% | 83% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | 80% | * | 71% | * | * | 77% | 80% |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | 74% | * | 68% | * | * | 69% | 73% |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | 54% | * | 54% | * | * | 51% | 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 | 73% | * | 64% | * | * | 72% | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | 94% | * | 96% | * | * | 95% | 94% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | 100% | * | 100% | * | * | 97% | 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% | * | 89% | * | * | 93% | 91% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | 77% | * | 74% | * | * | 74% | 77% |
| Q29. Patient was offered information about how to get financial help or benefits | 70% | * | 58% | * | * | 66% | 69% |

| 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 | 84% | * | 67% | * | * | 87% | 84% |
| 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% | * | 57% | * | * | 67% | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | 71% | * | 71% | * | * | 73% | 71% |
| Q34. Patient was always able to get help from ward staff when needed | 80% | * | 86% | * | * | 90% | 81% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | 70% | * | 58% | * | * | 63% | 69% |
| Q36. Hospital staff always did everything they could to help the patient control pain | 87% | * | 93% | * | * | 96% | 87% |
| Q37. Patient was always treated with respect and dignity while in hospital | 91% | * | 93% | * | * | 90% | 91% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | 91% | * | 93% | * | * | 97% | 92% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | 79% | * | 65% | * | * | 71% | 78% |

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 | 90% | * | 78% | * | * | 88% | 90% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | 86% | * | 70% | * | * | 86% | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | 90% | * | 76% | * | * | 86% | 89% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | 79% | * | * | * | * | * | 79% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | 80% | * | * | * | n.a. | * | 80% |
| Q42_1. Patient completely had enough understandable information about progress with surgery | 87% | * | 68% | * | * | 76% | 86% |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | 80% | * | 77% | * | * | 65% | 79% |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | 82% | * | 82% | * | * | 76% | 81% |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | 72% | * | * | * | * | * | 72% |
| Q42_5. Patient completely had enough understandable information about progress with immunotherapy | 75% | * | * | * | n.a. | * | 74% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | 83% | * | 91% | * | * | 85% | 83% |

| 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 | 74% | * | 65% | * | * | 77% | 74% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | 70% | * | 76% | * | * | 64% | 70% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | 87% | * | 90% | * | * | 89% | 87% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | 59% | * | 64% | * | * | 59% | 59% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | 53% | * | 52% | * | * | 47% | 52% |

| 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 | 57% | * | 42% | * | * | 57% | 56% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | 53% | * | 48% | * | * | 52% | 53% |

| 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 | 43% | * | 43% | * | * | 36% | 42% |
| Q52. Patient has had a review of cancer care by GP practice | 16% | * | 21% | * | * | 8% | 15% |

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 | 30% | * | 13% | * | * | * | 28% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | 81% | * | 63% | * | * | 78% | 80% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | 64% | * | 61% | * | * | 58% | 63% |

| YOUR OVERALL NHS CARE | Ethnic group | | | | | | |
|--|--------------|-------|-------|-------|-------|-----------|------------|
| | White | Mixed | Asian | Black | Other | Not given | All |
| Q56. The whole care team worked well together | 92% | * | 86% | * | * | 91% | 92% |
| Q57. Administration of care was very good or good | 89% | * | 91% | * | * | 91% | 90% |
| Q58. Cancer research opportunities were discussed with patient | 52% | * | 39% | * | * | 43% | 51% |
| Q59. Patient's average rating of care scored from very poor to very good | 9.0 | * | 8.6 | * | * | 9.1 | 9.0 |

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 | * | * | 80% | 83% | 77% | n.a. | 78% |
| Q3. Referral for diagnosis was explained in a way the patient could completely understand | * | * | 70% | 69% | 64% | n.a. | 66% |

| | 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 | * | * | 91% | 93% | 92% | n.a. | 92% |
| Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient | * | * | 85% | 84% | 86% | n.a. | 85% |
| Q7. Patient felt the length of time waiting for diagnostic test results was about right | * | * | 85% | 85% | 85% | n.a. | 85% |
| Q8. Diagnostic test results were explained in a way the patient could completely understand | * | * | 78% | 82% | 80% | n.a. | 81% |
| Q9. Enough privacy was always given to the patient when receiving diagnostic test results | * | * | 96% | 94% | 96% | n.a. | 95% |

| | 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 | * | * | 70% | 69% | 65% | n.a. | 67% |
| Q13. Patient was definitely told sensitively that they had cancer | * | * | 75% | 73% | 74% | n.a. | 74% |
| Q14. Cancer diagnosis explained in a way the patient could completely understand | * | * | 76% | 75% | 76% | n.a. | 76% |
| Q15. Patient was definitely told about their diagnosis in an appropriate place | * | * | 85% | 81% | 86% | n.a. | 84% |
| Q16. Patient was told they could go back later for more information about their diagnosis | * | * | 86% | 82% | 82% | n.a. | 82% |

| | 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% | 91% | 93% | n.a. | 92% |
| Q18. Patient found it very or quite easy to contact their main contact person | * | * | 85% | 86% | 86% | n.a. | 85% |
| Q19. Patient found advice from main contact person was very or quite helpful | * | * | 95% | 96% | 96% | n.a. | 96% |

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 |
| Q20. Treatment options were explained in a way the patient could completely understand | * | * | 82% | 82% | 84% | n.a. | 83% |
| Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment | * | * | 81% | 80% | 80% | n.a. | 80% |
| Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options | * | * | 76% | 75% | 72% | n.a. | 73% |
| Q23. Patient could get further advice or a second opinion before making decisions about their treatment options | * | * | 49% | 56% | 53% | n.a. | 54% |

| | IMD Quintile | | | | | | |
|---|-------------------|---|------|-----|--------------------|-------------|------------|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | All |
| Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment | * | * | 69% | 75% | 73% | n.a. | 72% |
| Q25. A member of their care team helped the patient create a care plan to address any needs or concerns | * | * | 96% | 96% | 93% | n.a. | 94% |
| Q26. Care team reviewed the patient's care plan with them to ensure it was up to date | * | * | 100% | 98% | 100% | n.a. | 99% |

| | IMD Quintile | | | | | | |
|--|-------------------|---|-----|-----|--------------------|-------------|------------|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | All |
| Q27. Staff provided the patient with relevant information on available support | * | * | 87% | 93% | 92% | n.a. | 91% |
| Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff | * | * | 75% | 78% | 78% | n.a. | 77% |
| Q29. Patient was offered information about how to get financial help or benefits | * | * | 60% | 68% | 72% | n.a. | 69% |

| | IMD Quintile | | | | | | |
|--|-------------------|---|-----|-----|--------------------|-------------|------------|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | All |
| Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital | * | * | 89% | 83% | 84% | n.a. | 84% |
| Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital | * | * | 65% | 65% | 63% | n.a. | 64% |
| Q33. Patient was always involved in decisions about their care and treatment whilst in hospital | * | * | 71% | 73% | 71% | n.a. | 71% |
| Q34. Patient was always able to get help from ward staff when needed | * | * | 82% | 84% | 79% | n.a. | 81% |
| Q35. Patient was always able to discuss worries and fears with hospital staff | * | * | 74% | 71% | 66% | n.a. | 69% |
| Q36. Hospital staff always did everything they could to help the patient control pain | * | * | 86% | 88% | 87% | n.a. | 87% |
| Q37. Patient was always treated with respect and dignity while in hospital | * | * | 93% | 88% | 92% | n.a. | 91% |
| Q38. Patient received easily understandable information about what they should or should not do after leaving hospital | * | * | 90% | 96% | 91% | n.a. | 92% |
| Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case | * | * | 80% | 79% | 78% | n.a. | 78% |

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 | * | * | 88% | 89% | 90% | n.a. | 90% |
| Q41_2. Beforehand patient completely had enough understandable information about chemotherapy | * | * | 84% | 85% | 86% | n.a. | 85% |
| Q41_3. Beforehand patient completely had enough understandable information about radiotherapy | n.a. | 96% | 89% | 88% | 89% | n.a. | 89% |
| Q41_4. Beforehand patient completely had enough understandable information about hormone therapy | n.a. | 86% | 72% | 76% | 81% | n.a. | 79% |
| Q41_5. Beforehand patient completely had enough understandable information about immunotherapy | n.a. | 77% | 79% | 81% | 81% | n.a. | 80% |
| Q42_1. Patient completely had enough understandable information about progress with surgery | * | * | 85% | 85% | 86% | n.a. | 86% |
| Q42_2. Patient completely had enough understandable information about progress with chemotherapy | * | * | 79% | 80% | 79% | n.a. | 79% |
| Q42_3. Patient completely had enough understandable information about progress with radiotherapy | n.a. | 84% | 84% | 82% | 80% | n.a. | 81% |
| Q42_4. Patient completely had enough understandable information about progress with hormone therapy | n.a. | 87% | 69% | 64% | 75% | n.a. | 72% |
| Q42_5. Patient completely had enough understandable information about progress with immunotherapy | n.a. | 69% | 70% | 80% | 73% | n.a. | 74% |
| Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right | * | * | 87% | 85% | 83% | n.a. | 83% |

| 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 | * | * | 69% | 73% | 76% | n.a. | 74% |
| Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment | * | * | 67% | 70% | 70% | n.a. | 70% |
| Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment | * | * | 83% | 88% | 88% | n.a. | 87% |
| Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment | * | * | 55% | 56% | 62% | n.a. | 59% |
| Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects | * | * | 49% | 52% | 53% | n.a. | 52% |

| 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 | * | * | 52% | 57% | 58% | n.a. | 56% |
| Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services | * | * | 46% | 59% | 53% | n.a. | 53% |

| 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 | * | * | 37% | 44% | 43% | n.a. | 42% |
| Q52. Patient has had a review of cancer care by GP practice | * | * | 14% | 15% | 16% | n.a. | 15% |

IMD quintile tables

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| | 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 | * | * | 32% | 32% | 23% | n.a. | 28% |
| Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment | * | * | 75% | 79% | 82% | n.a. | 80% |
| Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading | * | * | 58% | 61% | 67% | n.a. | 63% |

| | IMD Quintile | | | | | | |
|--|-------------------|---|-----|-----|--------------------|-------------|------------|
| | 1 (most deprived) | 2 | 3 | 4 | 5 (least deprived) | Non-England | All |
| Q56. The whole care team worked well together | * | * | 92% | 92% | 92% | n.a. | 92% |
| Q57. Administration of care was very good or good | * | * | 88% | 88% | 91% | n.a. | 90% |
| Q58. Cancer research opportunities were discussed with patient | * | * | 48% | 49% | 53% | n.a. | 51% |
| Q59. Patient's average rating of care scored from very poor to very good | * | * | 9.0 | 9.0 | 9.1 | n.a. | 9.0 |