

# **Cancer Patient Experience Survey**

2021 Results

**St George's University Hospitals NHS  
Foundation Trust**

Published July 2022

## Executive Summary

### Questions Above Expected Range

	Case Mix Adjusted Scores			National Score
	2021 Score	Lower Expected Range	Upper Expected Range	
Q13. Patient was definitely told sensitively that they had cancer	<b>77%</b>	70%	77%	<b>73%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	<b>88%</b>	81%	87%	<b>84%</b>
Q17. Patient had a main point of contact within the care team	<b>95%</b>	89%	94%	<b>92%</b>
Q20. Treatment options were explained in a way the patient could completely understand	<b>86%</b>	79%	85%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	<b>83%</b>	75%	83%	<b>79%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	<b>68%</b>	54%	67%	<b>61%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	<b>91%</b>	81%	89%	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	<b>85%</b>	74%	83%	<b>79%</b>
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	<b>78%</b>	71%	78%	<b>74%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	<b>68%</b>	58%	67%	<b>63%</b>

### Questions Below Expected Range

	Case Mix Adjusted Scores			National Score
	2021 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	<b>68%</b>	72%	82%	<b>77%</b>

## Introduction

The National Cancer Patient Experience Survey 2021 is the 11th iteration of the survey first undertaken in 2010. It has been designed to monitor progress on cancer care; to provide information to drive local quality improvements; to assist commissioners and providers of cancer care; and to inform the work of the various charities and stakeholder groups supporting cancer patients.

The survey was overseen by a national Cancer Patient Experience Advisory Group. This Advisory Group set the principles and objectives of the survey programme and guided questionnaire development. The survey was commissioned and managed by NHS England. The survey provider, Picker, is responsible for designing, running and analysing the survey.

The 2021 survey involved 134 NHS Trusts. Out of 107,412 people, 59,352 people responded to the survey, yielding a response rate of 55%.

## Methodology

### Eligibility, fieldwork and survey methods

The sample for the survey included all adult (aged 16 and over) NHS patients, with a confirmed primary diagnosis of cancer, discharged from an NHS Trust after an inpatient episode or day case attendance for cancer related treatment in the months of April, May and June 2021. The fieldwork for the survey was undertaken between October 2021 and February 2022.

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

### Note on question comparability

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

### Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores allows us to account for the impact that differing patient populations might have on results. By using the case-mix adjusted estimates we can obtain a greater understanding of how a Trust 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 Trust. 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** Trust has a score suppressed. If this happens, we will suppress another Trust's results (both the Trust 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 Trust.

The same rule applies to groups in each subgroup breakdown. For example, if only **one** Trust has the 85+ age group suppressed for Q25 we will need to suppress another Trust'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 Trust scored for each question in the survey compared with national results. It is aimed at helping individual Trusts to understand their performance and identify areas for local improvement. Below is a description of the type of results presented within this report and how to understand them.

### **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 Trust.

Trusts 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 Trust performs better than what Trusts 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 Trust's size and demographics.

### **Comparability tables**

The comparability tables show the 2021 unadjusted scores for this Trust 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 Trusts may not be comparable, as they do not account for the impact that differing patient populations might have on results.

### **Tumour type tables**

The tumour type tables show the unadjusted scores for each scored question for each of the 13 tumour groups. Central nervous system is abbreviated as 'CNS' and lower gastrointestinal tract is abbreviated as 'LGT' throughout this report.

### **Age group tables**

The age group tables show the unadjusted scores for each scored question for each of the eight age groups.

### **Gender tables**

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

### **Ethnicity tables**

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

### **IMD quintile tables**

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

### **Further information**

This research was carried out in accordance with the international standard for organisations conducting social research (accreditation to ISO20252:2012; certificate number GB08/74322). The 2021 survey data has been produced and published in line with the Code of Practice for Official Statistics.

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2021 questionnaire and survey guidance on the website at [www.ncpes.co.uk](http://www.ncpes.co.uk). For all other outputs at Trust level, please see the Excel tables and dashboards at [www.ncpes.co.uk](http://www.ncpes.co.uk).

## Response Rate

### Overall Response Rate

629 patients responded out of a total of 1,274 patients, resulting in a response rate of 49%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	1,341	1,274	629	49%
National	113,516	107,412	59,352	55%

### Respondents by Survey Type

	Number of Respondents
Paper	497
Online	128
Phone	4
Translation Service	0
<b>Total</b>	<b>629</b>

### Respondents by Tumour Group

	Number of Respondents
Brain / CNS	7
Breast	133
Colorectal / LGT	55
Gynaecological	8
Haematological	117
Head and Neck	21
Lung	57
Prostate	52
Sarcoma	1
Skin	45
Upper Gastro	9
Urological	61
Other	63
<b>Total</b>	<b>629</b>

### Respondents by Age and Gender

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

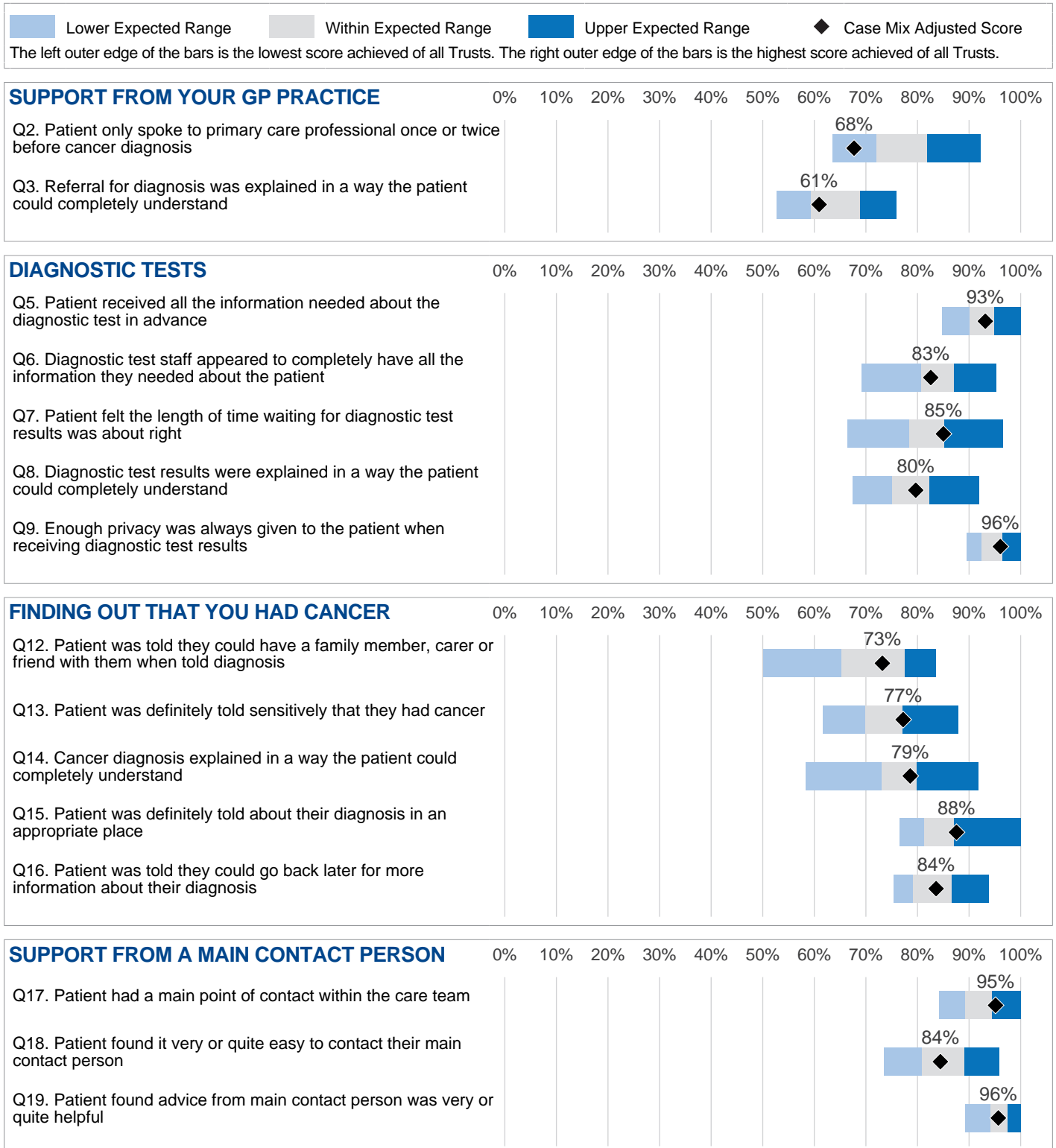
	Age 16-24	Age 25-34	Age 35-44	Age 45-54	Age 55-64	Age 65-74	Age 75-84	Age 85+	Total
Female	0	8	15	40	75	97	60	14	309
Male	1	0	5	14	69	97	82	17	285
Non-binary	0	0	0	0	0	0	0	0	0
Prefer to self-describe	0	0	0	0	0	0	0	0	0
Prefer not to say	0	0	0	0	1	0	0	0	1
Not given	0	0	3	0	4	17	8	2	34
<b>Total</b>	<b>1</b>	<b>8</b>	<b>23</b>	<b>54</b>	<b>149</b>	<b>211</b>	<b>150</b>	<b>33</b>	<b>629</b>

## Respondents by Ethnicity

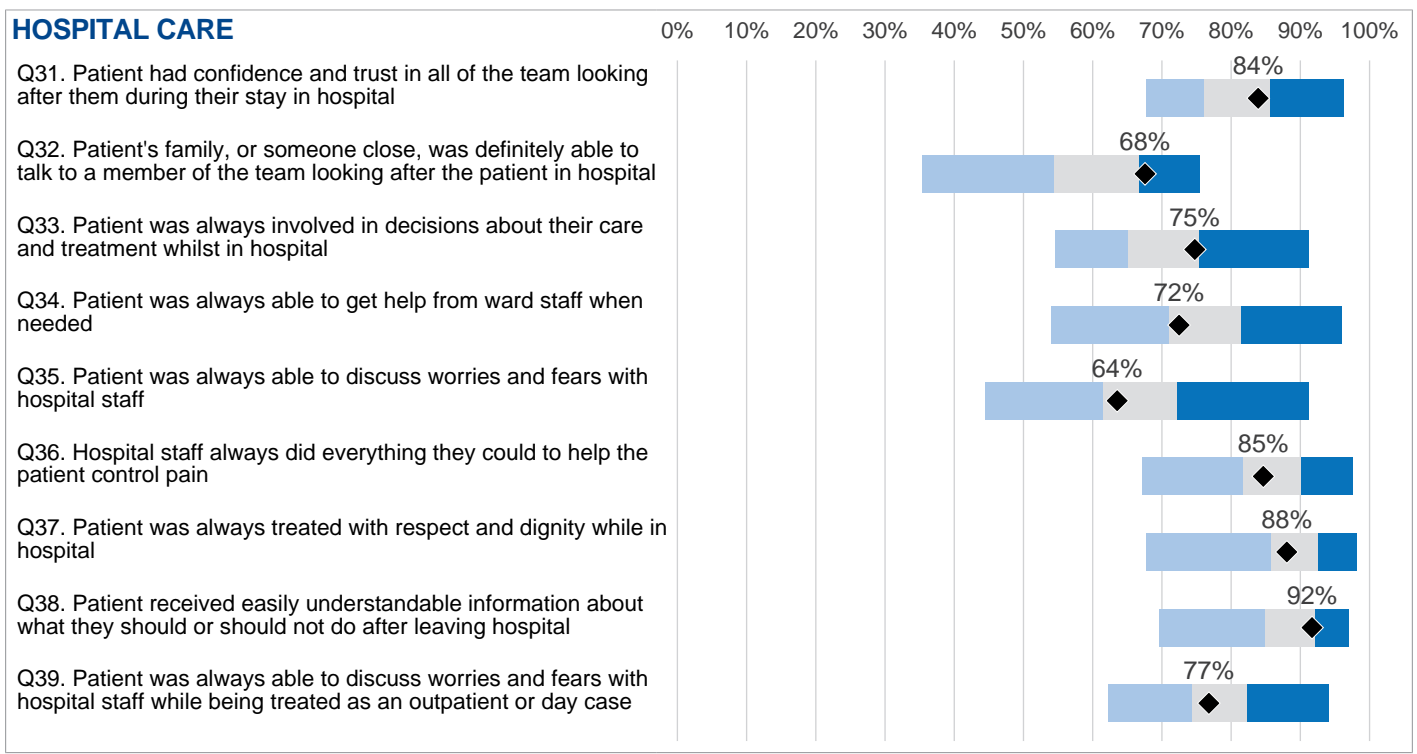
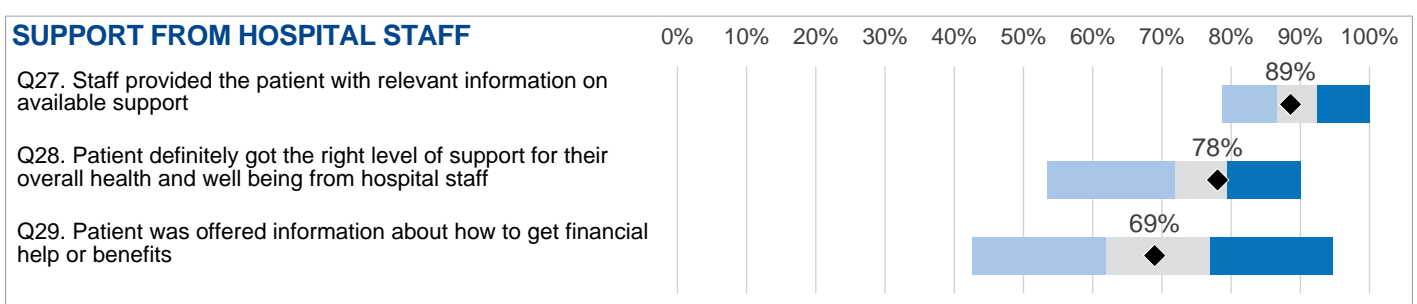
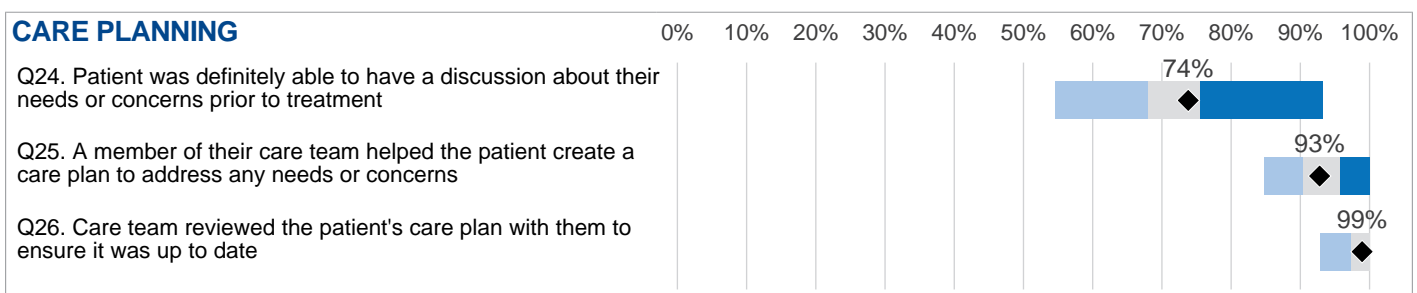
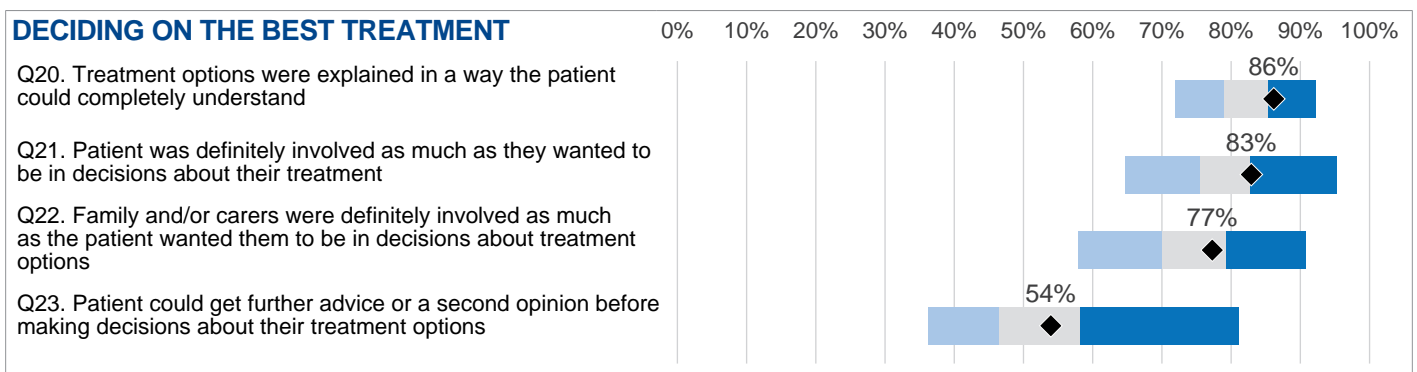
	Number of Respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	401
Irish	10
Gypsy or Irish Traveller	0
Any other White background	53
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	0
White and Black African	5
White and Asian	2
Any other Mixed / multiple ethnic background	9
<b>Asian or Asian British</b>	
Indian	17
Pakistani	8
Bangladeshi	1
Chinese	6
Any other Asian background	14
<b>Black / African / Caribbean / Black British</b>	
African	21
Caribbean	21
Any other Black / African / Caribbean background	2
<b>Other Ethnic Group</b>	
Arab	5
Any other ethnic background	0
<b>Not given</b>	
Not given	54
<b>Total</b>	<b>629</b>



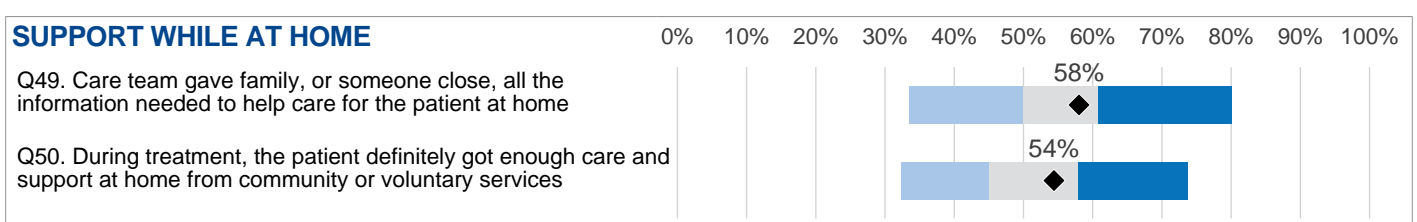
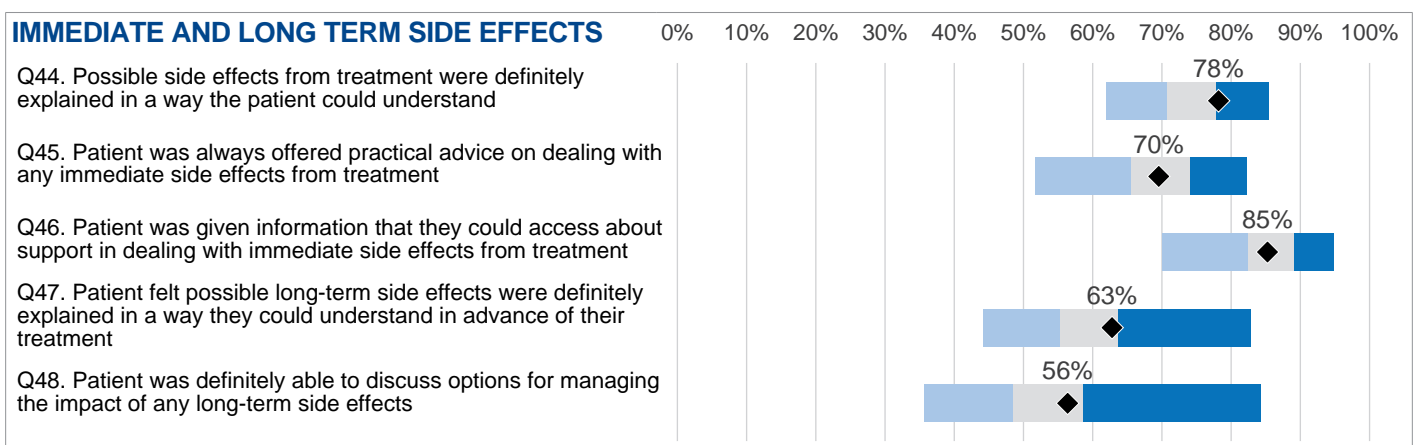
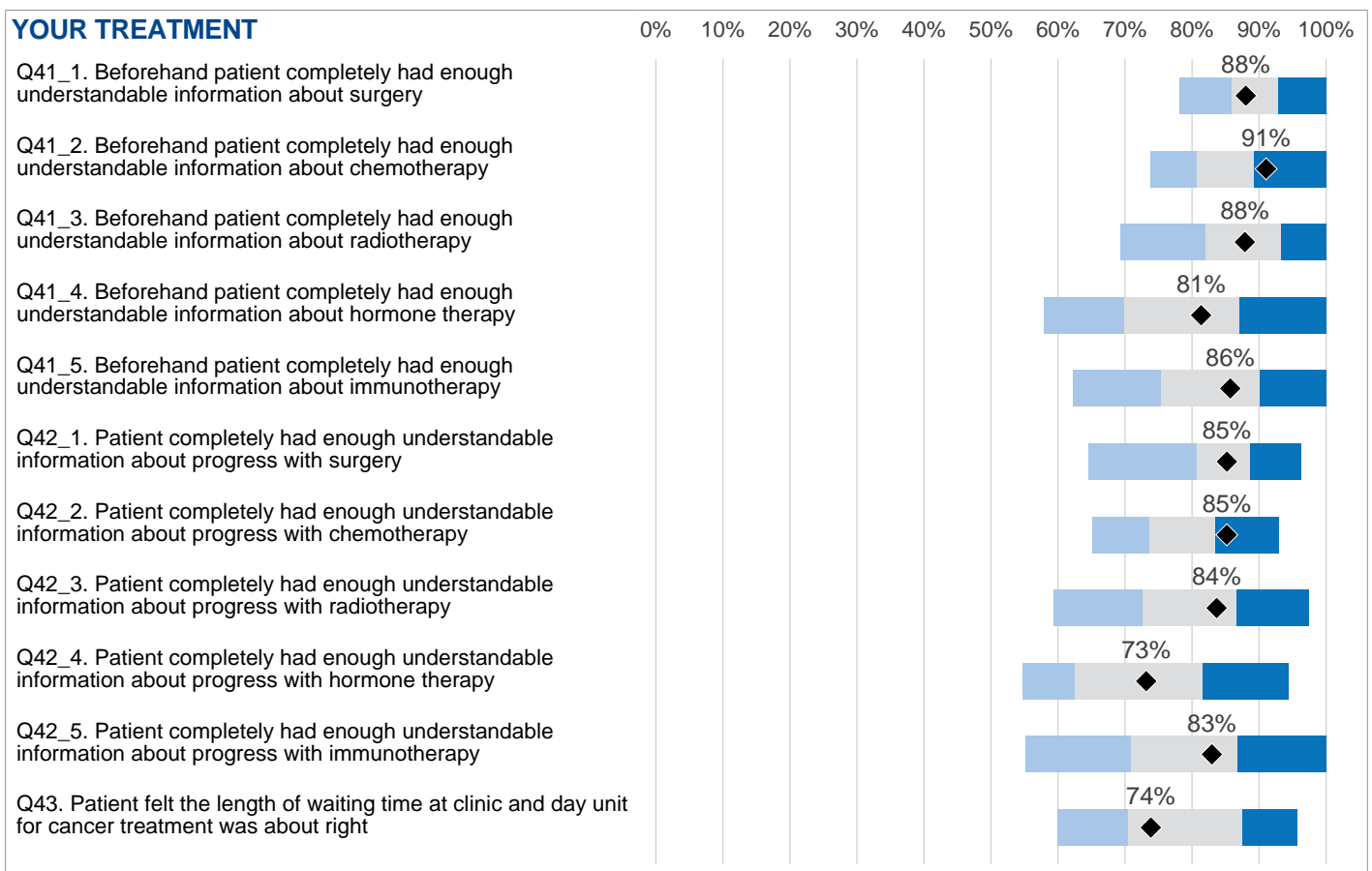
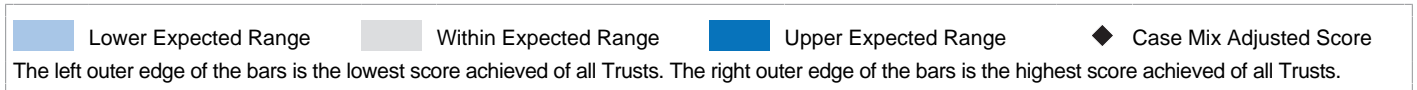
## Expected Range Charts



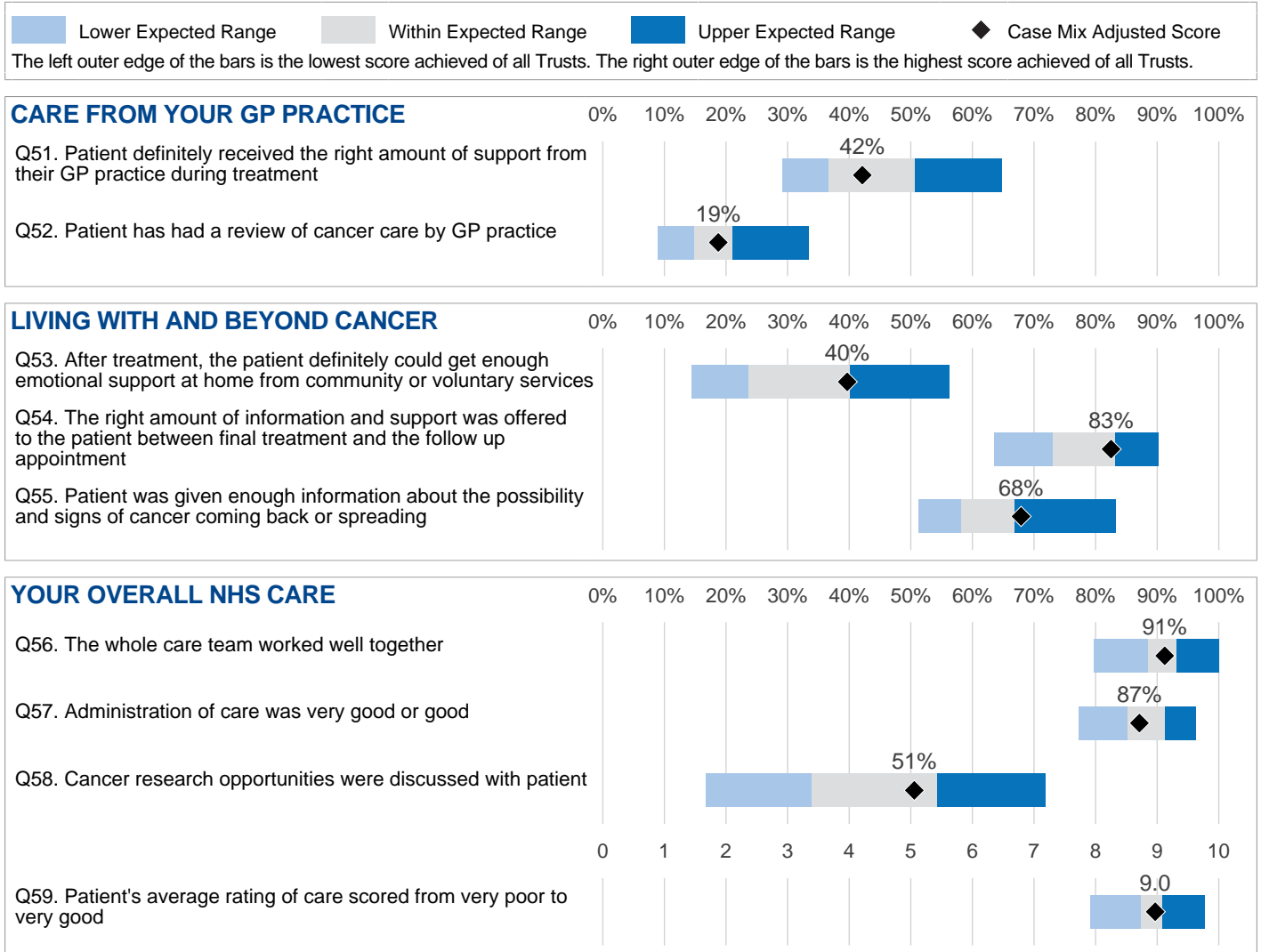
## Expected Range Charts



## Expected Range Charts



## Expected Range Charts



## Comparability tables

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

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>	Unadjusted Scores		Case Mix Adjusted Scores			National 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	281	<b>67%</b>	<b>68%</b>	72%	82%	<b>77%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	397	<b>60%</b>	<b>61%</b>	59%	69%	<b>64%</b>

<b>DIAGNOSTIC TESTS</b>	Unadjusted Scores		Case Mix Adjusted Scores			National 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	471	<b>93%</b>	<b>93%</b>	90%	95%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	494	<b>82%</b>	<b>83%</b>	81%	87%	<b>84%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	488	<b>85%</b>	<b>85%</b>	78%	85%	<b>82%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	494	<b>79%</b>	<b>80%</b>	75%	82%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	494	<b>96%</b>	<b>96%</b>	92%	96%	<b>94%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	Unadjusted Scores		Case Mix Adjusted Scores			National 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	577	<b>73%</b>	<b>73%</b>	65%	77%	<b>71%</b>
Q13. Patient was definitely told sensitively that they had cancer	613	<b>77%</b>	<b>77%</b>	70%	77%	<b>73%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	621	<b>78%</b>	<b>79%</b>	73%	80%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	614	<b>87%</b>	<b>88%</b>	81%	87%	<b>84%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	531	<b>83%</b>	<b>84%</b>	79%	87%	<b>83%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	Unadjusted Scores		Case Mix Adjusted Scores			National 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	597	<b>95%</b>	<b>95%</b>	89%	94%	<b>92%</b>
Q18. Patient found it very or quite easy to contact their main contact person	528	<b>84%</b>	<b>84%</b>	81%	89%	<b>85%</b>
Q19. Patient found advice from main contact person was very or quite helpful	546	<b>96%</b>	<b>96%</b>	94%	97%	<b>96%</b>

## Comparability tables

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

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

<b>DECIDING ON THE BEST TREATMENT</b>	Unadjusted Scores		Case Mix Adjusted Scores			National 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	581	<b>86%</b>	<b>86%</b>	79%	85%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	613	<b>82%</b>	<b>83%</b>	75%	83%	<b>79%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	494	<b>77%</b>	<b>77%</b>	70%	79%	<b>75%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	304	<b>55%</b>	<b>54%</b>	47%	58%	<b>52%</b>

<b>CARE PLANNING</b>	Unadjusted Scores		Case Mix Adjusted Scores			National 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	554	<b>73%</b>	<b>74%</b>	68%	75%	<b>72%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	344	<b>93%</b>	<b>93%</b>	90%	96%	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	266	<b>99%</b>	<b>99%</b>	97%	100%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Unadjusted Scores		Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	500	<b>88%</b>	<b>89%</b>	87%	92%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	615	<b>78%</b>	<b>78%</b>	72%	79%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	318	<b>68%</b>	<b>69%</b>	62%	77%	<b>69%</b>

<b>HOSPITAL CARE</b>	Unadjusted Scores		Case Mix Adjusted Scores			National 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	311	<b>84%</b>	<b>84%</b>	76%	86%	<b>81%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	244	<b>68%</b>	<b>68%</b>	54%	67%	<b>61%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	308	<b>74%</b>	<b>75%</b>	65%	75%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	304	<b>73%</b>	<b>72%</b>	71%	81%	<b>76%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	293	<b>63%</b>	<b>64%</b>	61%	72%	<b>67%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	264	<b>84%</b>	<b>85%</b>	82%	90%	<b>86%</b>
Q37. Patient was always treated with respect and dignity while in hospital	309	<b>88%</b>	<b>88%</b>	86%	93%	<b>89%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	303	<b>91%</b>	<b>92%</b>	85%	92%	<b>89%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	526	<b>76%</b>	<b>77%</b>	74%	82%	<b>78%</b>

## Comparability tables

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	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			National Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	308	<b>88%</b>	<b>88%</b>	86%	93%	<b>89%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	266	<b>91%</b>	<b>91%</b>	81%	89%	<b>85%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	130	<b>87%</b>	<b>88%</b>	82%	93%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	88	<b>80%</b>	<b>81%</b>	70%	87%	<b>78%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	102	<b>85%</b>	<b>86%</b>	75%	90%	<b>83%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	308	<b>85%</b>	<b>85%</b>	81%	89%	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	268	<b>85%</b>	<b>85%</b>	74%	83%	<b>79%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	128	<b>83%</b>	<b>84%</b>	73%	87%	<b>80%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	86	<b>72%</b>	<b>73%</b>	63%	82%	<b>72%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	101	<b>82%</b>	<b>83%</b>	71%	87%	<b>79%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	603	<b>73%</b>	<b>74%</b>	70%	88%	<b>79%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted Scores		Case Mix Adjusted Scores			National 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	593	<b>78%</b>	<b>78%</b>	71%	78%	<b>74%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	560	<b>69%</b>	<b>70%</b>	66%	74%	<b>70%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	420	<b>85%</b>	<b>85%</b>	83%	89%	<b>86%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	555	<b>63%</b>	<b>63%</b>	55%	64%	<b>60%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	481	<b>56%</b>	<b>56%</b>	49%	59%	<b>54%</b>

SUPPORT WHILE AT HOME	Unadjusted Scores		Case Mix Adjusted Scores			National 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	380	<b>59%</b>	<b>58%</b>	50%	61%	<b>55%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	232	<b>54%</b>	<b>54%</b>	45%	58%	<b>51%</b>

CARE FROM YOUR GP PRACTICE	Unadjusted Scores		Case Mix Adjusted Scores			National 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	330	<b>43%</b>	<b>42%</b>	37%	51%	<b>44%</b>
Q52. Patient has had a review of cancer care by GP practice	581	<b>20%</b>	<b>19%</b>	15%	21%	<b>18%</b>



## Comparability tables

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

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

<b>LIVING WITH AND BEYOND CANCER</b>	Unadjusted Scores		Case Mix Adjusted Scores			National 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	124	<b>37%</b>	<b>40%</b>	24%	40%	<b>32%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	261	<b>82%</b>	<b>83%</b>	73%	83%	<b>78%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	484	<b>69%</b>	<b>68%</b>	58%	67%	<b>63%</b>

<b>YOUR OVERALL NHS CARE</b>	Unadjusted Scores		Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2021 Score	Lower Expected Range	Upper Expected Range	
Q56. The whole care team worked well together	587	<b>91%</b>	<b>91%</b>	88%	93%	<b>91%</b>
Q57. Administration of care was very good or good	613	<b>87%</b>	<b>87%</b>	85%	91%	<b>88%</b>
Q58. Cancer research opportunities were discussed with patient	374	<b>51%</b>	<b>51%</b>	34%	54%	<b>44%</b>
Q59. Patient's average rating of care scored from very poor to very good	602	<b>8.9</b>	<b>9.0</b>	8.7	9.1	<b>8.9</b>



## Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	81%	41%	*	51%	*	71%	72%	*	77%	*	68%	62%	<b>67%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	68%	74%	*	52%	67%	48%	60%	*	59%	*	51%	63%	<b>60%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	93%	96%	*	92%	94%	95%	94%	*	94%	*	90%	91%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	82%	86%	*	76%	89%	83%	85%	*	86%	*	78%	83%	<b>82%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	85%	88%	*	84%	89%	86%	90%	*	68%	*	92%	80%	<b>85%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	82%	76%	*	73%	89%	75%	76%	*	84%	*	86%	75%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	96%	100%	*	94%	100%	95%	95%	*	100%	*	94%	96%	<b>96%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	79%	74%	*	68%	50%	75%	78%	*	69%	*	73%	72%	<b>73%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	85%	78%	*	70%	71%	81%	78%	*	77%	*	75%	71%	<b>77%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	80%	85%	*	69%	86%	81%	82%	*	82%	*	82%	69%	<b>78%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	87%	85%	*	86%	95%	87%	88%	*	89%	*	89%	85%	<b>87%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	86%	96%	*	83%	69%	74%	87%	*	76%	*	83%	82%	<b>83%</b>

## Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q17. Patient had a main point of contact within the care team	*	98%	100%	*	89%	95%	92%	94%	*	98%	*	90%	98%	<b>95%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	84%	92%	*	86%	88%	88%	69%	*	93%	*	74%	87%	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	92%	100%	*	94%	94%	93%	100%	*	100%	*	98%	98%	<b>96%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	85%	85%	*	86%	95%	85%	90%	*	83%	*	82%	82%	<b>86%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	77%	91%	*	78%	90%	89%	82%	*	84%	*	82%	85%	<b>82%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	73%	81%	*	76%	88%	84%	83%	*	71%	*	76%	78%	<b>77%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	60%	67%	*	50%	45%	63%	61%	*	35%	*	55%	60%	<b>55%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	74%	76%	*	74%	94%	67%	73%	*	83%	*	64%	70%	<b>73%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	89%	92%	*	97%	*	96%	93%	n.a.	95%	*	88%	93%	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	96%	100%	*	100%	*	100%	100%	n.a.	100%	*	100%	97%	<b>99%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	*	81%	98%	*	91%	76%	90%	95%	*	97%	*	86%	83%	<b>88%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	72%	81%	*	80%	90%	79%	82%	*	84%	*	73%	75%	<b>78%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	68%	64%	*	74%	82%	65%	64%	*	68%	*	56%	67%	<b>68%</b>

## Tumour type tables

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	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	76%	78%	*	89%	95%	84%	86%	n.a.	*	*	83%	85%	<b>84%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	58%	67%	*	67%	57%	75%	71%	n.a.	*	*	70%	76%	<b>68%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	81%	77%	*	77%	68%	66%	77%	n.a.	*	*	63%	79%	<b>74%</b>
Q34. Patient was always able to get help from ward staff when needed	*	74%	65%	*	73%	72%	78%	67%	n.a.	*	*	74%	82%	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	53%	51%	*	65%	67%	69%	67%	n.a.	*	*	63%	71%	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	83%	73%	*	84%	93%	91%	79%	n.a.	*	*	87%	91%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	83%	83%	*	86%	95%	92%	95%	n.a.	*	*	87%	91%	<b>88%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	94%	80%	*	98%	95%	97%	90%	n.a.	*	*	86%	94%	<b>91%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	67%	88%	*	75%	81%	81%	76%	*	79%	*	80%	76%	<b>76%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	88%	91%	*	93%	78%	94%	96%	n.a.	70%	n.a.	88%	87%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	91%	91%	*	90%	*	95%	*	*	*	*	83%	91%	<b>91%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	85%	*	*	*	*	91%	*	*	*	*	*	94%	<b>87%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	82%	n.a.	*	*	*	*	72%	n.a.	n.a.	n.a.	n.a.	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	n.a.	90%	*	*	83%	n.a.	86%	n.a.	*	82%	*	*	91%	<b>85%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	85%	89%	*	93%	83%	88%	96%	n.a.	67%	n.a.	85%	80%	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	81%	88%	*	81%	*	95%	*	*	*	*	89%	85%	<b>85%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	84%	*	*	*	*	82%	*	*	*	*	*	94%	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	72%	n.a.	*	*	*	*	82%	n.a.	n.a.	n.a.	n.a.	*	<b>72%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	n.a.	74%	*	*	75%	n.a.	93%	n.a.	*	91%	*	*	82%	<b>82%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	62%	83%	*	70%	68%	87%	86%	*	73%	*	81%	63%	<b>73%</b>

## Tumour type tables

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	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	78%	87%	*	74%	67%	78%	78%	*	74%	*	81%	81%	<b>78%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	67%	69%	*	72%	82%	72%	60%	*	55%	*	73%	68%	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	83%	95%	*	83%	*	77%	84%	*	89%	*	80%	84%	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	58%	78%	*	54%	58%	60%	70%	*	74%	*	67%	60%	<b>63%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	52%	70%	*	51%	46%	60%	56%	*	53%	*	73%	48%	<b>56%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	52%	57%	*	57%	43%	73%	44%	*	74%	*	60%	72%	<b>59%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	50%	41%	*	60%	*	57%	48%	*	86%	*	32%	54%	<b>54%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	39%	45%	*	58%	*	30%	36%	*	46%	*	30%	45%	<b>43%</b>
Q52. Patient has had a review of cancer care by GP practice	*	21%	21%	*	23%	16%	21%	20%	*	12%	*	18%	16%	<b>20%</b>

## Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	41%	45%	*	32%	*	*	*	*	*	*	*	44%	<b>37%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	76%	88%	*	83%	94%	86%	*	*	92%	*	85%	76%	<b>82%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	58%	77%	*	74%	53%	66%	72%	*	80%	*	80%	66%	<b>69%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. The whole care team worked well together	*	90%	96%	*	93%	100%	90%	88%	*	90%	*	89%	88%	<b>91%</b>
Q57. Administration of care was very good or good	*	88%	93%	*	84%	90%	89%	94%	*	84%	*	81%	87%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	*	48%	43%	*	55%	*	46%	52%	*	50%	*	50%	53%	<b>51%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	8.8	9.1	*	9.0	9.3	9.1	8.9	*	8.9	*	8.9	8.9	<b>8.9</b>

## Age group tables

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	67%	61%	63%	67%	72%	*	<b>67%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	65%	50%	72%	59%	54%	58%	<b>60%</b>

<b>DIAGNOSTIC TESTS</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	83%	100%	96%	92%	91%	92%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	61%	83%	79%	83%	85%	88%	<b>82%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	71%	78%	83%	88%	90%	72%	<b>85%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	61%	73%	75%	78%	87%	83%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	94%	95%	93%	97%	98%	100%	<b>96%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	63%	76%	70%	72%	78%	77%	<b>73%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	*	76%	76%	73%	78%	80%	81%	<b>77%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	64%	70%	77%	78%	84%	78%	<b>78%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	*	85%	86%	88%	90%	84%	<b>87%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	95%	88%	78%	82%	89%	68%	<b>83%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	100%	94%	96%	94%	94%	94%	<b>95%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	*	86%	80%	86%	80%	91%	69%	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	*	95%	96%	97%	94%	97%	100%	<b>96%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	75%	80%	86%	87%	86%	93%	<b>86%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	59%	78%	84%	80%	88%	91%	<b>82%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	74%	84%	77%	75%	80%	88%	<b>77%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	46%	63%	53%	53%	58%	63%	<b>55%</b>

## Age group tables

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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	*	*	*	72%	74%	74%	71%	79%	<b>73%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	n.a.	*	*	94%	95%	92%	93%	89%	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	n.a.	*	*	96%	99%	99%	100%	100%	<b>99%</b>

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	70%	83%	92%	87%	93%	78%	<b>88%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	71%	70%	72%	75%	90%	85%	<b>78%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	*	71%	71%	68%	61%	73%	*	<b>68%</b>

HOSPITAL CARE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	64%	71%	87%	83%	92%	75%	<b>84%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	*	*	61%	62%	66%	78%	81%	<b>68%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	55%	75%	69%	75%	80%	89%	<b>74%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	*	67%	76%	76%	76%	55%	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	36%	55%	67%	63%	62%	72%	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	91%	68%	84%	87%	92%	75%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	64%	83%	92%	90%	91%	80%	<b>88%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	82%	87%	94%	92%	92%	85%	<b>91%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	73%	73%	74%	78%	77%	81%	<b>76%</b>



## Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	n.a.	*	*	76%	94%	88%	89%	93%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	75%	96%	97%	88%	88%	92%	<b>91%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	n.a.	*	*	83%	91%	87%	92%	*	<b>87%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	*	*	100%	67%	79%	76%	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	n.a.	*	*	*	90%	88%	77%	*	<b>85%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	n.a.	*	*	70%	91%	85%	86%	87%	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	58%	92%	90%	85%	86%	67%	<b>85%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	n.a.	*	*	84%	88%	81%	92%	*	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	*	*	69%	65%	74%	78%	*	<b>72%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	n.a.	*	*	*	79%	82%	92%	*	<b>82%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	59%	62%	74%	76%	77%	66%	<b>73%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	70%	73%	82%	82%	73%	67%	<b>78%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	62%	70%	70%	71%	68%	56%	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	83%	83%	85%	85%	84%	81%	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	48%	59%	70%	63%	63%	39%	<b>63%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	50%	48%	61%	55%	60%	30%	<b>56%</b>

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	43%	50%	66%	51%	69%	48%	<b>59%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	46%	47%	52%	64%	71%	<b>54%</b>

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	42%	39%	50%	36%	39%	72%	<b>43%</b>
Q52. Patient has had a review of cancer care by GP practice	*	*	20%	27%	23%	19%	15%	18%	<b>20%</b>



## Age group tables

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

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	31%	49%	38%	26%	*	<b>37%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	83%	79%	89%	89%	64%	<b>82%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	67%	52%	72%	68%	78%	64%	<b>69%</b>

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q56. The whole care team worked well together	*	*	90%	92%	92%	89%	95%	90%	<b>91%</b>
Q57. Administration of care was very good or good	*	*	95%	89%	86%	86%	90%	91%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	*	*	57%	60%	57%	42%	56%	*	<b>51%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	*	8.4	8.8	8.9	9.0	9.2	8.8	<b>8.9</b>

## Gender tables

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

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	64%	70%	n.a.	n.a.	*	*	<b>67%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	56%	62%	n.a.	n.a.	*	*	<b>60%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	94%	93%	n.a.	n.a.	*	92%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	84%	n.a.	n.a.	*	*	<b>82%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	88%	n.a.	n.a.	*	82%	<b>85%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	81%	n.a.	n.a.	*	*	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	97%	n.a.	n.a.	*	*	<b>96%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	75%	71%	n.a.	n.a.	*	*	<b>73%</b>
Q13. Patient was definitely told sensitively that they had cancer	75%	79%	n.a.	n.a.	*	*	<b>77%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	82%	n.a.	n.a.	*	*	<b>78%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	86%	89%	n.a.	n.a.	n.a.	88%	<b>87%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	84%	83%	n.a.	n.a.	*	*	<b>83%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	97%	94%	n.a.	n.a.	*	*	<b>95%</b>
Q18. Patient found it very or quite easy to contact their main contact person	83%	83%	n.a.	n.a.	*	*	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	94%	98%	n.a.	n.a.	*	*	<b>96%</b>

## Gender tables

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

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	82%	89%	n.a.	n.a.	*	*	<b>86%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	84%	n.a.	n.a.	*	*	<b>82%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	75%	80%	n.a.	n.a.	*	74%	<b>77%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	59%	54%	n.a.	n.a.	*	39%	<b>55%</b>

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>CARE PLANNING</b>							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	74%	n.a.	n.a.	*	*	<b>73%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	92%	n.a.	n.a.	*	*	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	100%	n.a.	n.a.	*	*	<b>99%</b>

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>SUPPORT FROM HOSPITAL STAFF</b>							
Q27. Staff provided the patient with relevant information on available support	84%	93%	n.a.	n.a.	*	*	<b>88%</b>
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.	*	*	<b>78%</b>
Q29. Patient was offered information about how to get financial help or benefits	68%	71%	n.a.	n.a.	*	*	<b>68%</b>

## Gender tables

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

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	75%	91%	n.a.	n.a.	*	*	<b>84%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66%	70%	n.a.	n.a.	*	*	<b>68%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	81%	68%	n.a.	n.a.	*	*	<b>74%</b>
Q34. Patient was always able to get help from ward staff when needed	67%	78%	n.a.	n.a.	*	*	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	54%	72%	n.a.	n.a.	*	*	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	80%	88%	n.a.	n.a.	*	*	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	82%	94%	n.a.	n.a.	*	*	<b>88%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	92%	n.a.	n.a.	*	*	<b>91%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	72%	80%	n.a.	n.a.	*	*	<b>76%</b>

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q41_1. Beforehand patient completely had enough understandable information about surgery	86%	89%	n.a.	n.a.	n.a.	91%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	91%	*	n.a.	n.a.	n.a.	*	<b>91%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	88%	86%	n.a.	n.a.	*	*	<b>87%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	82%	*	n.a.	n.a.	n.a.	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	89%	*	n.a.	n.a.	n.a.	*	<b>85%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	86%	n.a.	n.a.	n.a.	91%	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	82%	*	n.a.	n.a.	n.a.	*	<b>85%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	85%	79%	n.a.	n.a.	*	*	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	70%	*	n.a.	n.a.	n.a.	*	<b>72%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	81%	*	n.a.	n.a.	n.a.	*	<b>82%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	63%	84%	n.a.	n.a.	*	*	<b>73%</b>

## Gender tables

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

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>							
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	77%	78%	n.a.	n.a.	*	*	<b>78%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	69%	n.a.	n.a.	*	*	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	87%	n.a.	n.a.	*	*	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	64%	n.a.	n.a.	*	*	<b>63%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	54%	57%	n.a.	n.a.	*	*	<b>56%</b>

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>SUPPORT WHILE AT HOME</b>							
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	61%	n.a.	n.a.	*	*	<b>59%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	53%	55%	n.a.	n.a.	*	*	<b>54%</b>

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>CARE FROM YOUR GP PRACTICE</b>							
Q51. Patient definitely received the right amount of support from their GP practice during treatment	39%	45%	n.a.	n.a.	*	*	<b>43%</b>
Q52. Patient has had a review of cancer care by GP practice	19%	21%	n.a.	n.a.	*	*	<b>20%</b>

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
<b>LIVING WITH AND BEYOND CANCER</b>							
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	38%	37%	n.a.	n.a.	*	*	<b>37%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	78%	88%	n.a.	n.a.	*	79%	<b>82%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	64%	75%	n.a.	n.a.	*	*	<b>69%</b>

## Gender tables

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

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	89%	94%	n.a.	n.a.	*	*	<b>91%</b>
Q57. Administration of care was very good or good	86%	89%	n.a.	n.a.	*	*	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	48%	54%	n.a.	n.a.	*	*	<b>51%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.9	9.0	n.a.	n.a.	*	*	<b>8.9</b>

## Ethnicity tables

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

<b>SUPPORT FROM YOUR GP PRACTICE</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	70%	*	53%	55%	*	52%	<b>67%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	60%	*	48%	67%	*	67%	<b>60%</b>

<b>DIAGNOSTIC TESTS</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	93%	*	97%	94%	*	95%	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	85%	*	76%	67%	*	75%	<b>82%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	85%	*	94%	76%	*	81%	<b>85%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	80%	*	80%	72%	*	74%	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	97%	*	97%	94%	*	98%	<b>96%</b>

<b>FINDING OUT THAT YOU HAD CANCER</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	73%	*	74%	77%	*	69%	<b>73%</b>
Q13. Patient was definitely told sensitively that they had cancer	76%	*	80%	80%	*	79%	<b>77%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	*	80%	66%	*	78%	<b>78%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	88%	*	89%	77%	*	90%	<b>87%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	83%	*	83%	88%	*	81%	<b>83%</b>

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	95%	*	93%	98%	*	86%	<b>95%</b>
Q18. Patient found it very or quite easy to contact their main contact person	84%	*	85%	77%	*	84%	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	96%	*	98%	95%	*	100%	<b>96%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	87%	*	89%	74%	*	88%	<b>86%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	84%	*	83%	70%	*	80%	<b>82%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	*	83%	70%	*	73%	<b>77%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	52%	*	63%	75%	*	54%	<b>55%</b>

## Ethnicity tables

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

<b>CARE PLANNING</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	72%	*	81%	66%	*	81%	<b>73%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	*	91%	97%	*	94%	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	*	100%	96%	*	100%	<b>99%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	89%	*	88%	90%	*	83%	<b>88%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	78%	*	87%	65%	*	85%	<b>78%</b>
Q29. Patient was offered information about how to get financial help or benefits	72%	*	47%	70%	*	57%	<b>68%</b>

<b>HOSPITAL CARE</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	85%	*	90%	74%	*	89%	<b>84%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	*	69%	50%	*	73%	<b>68%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	76%	*	80%	63%	*	82%	<b>74%</b>
Q34. Patient was always able to get help from ward staff when needed	74%	*	85%	58%	*	75%	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	65%	*	65%	47%	*	60%	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	86%	*	84%	63%	*	93%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	90%	*	90%	68%	*	88%	<b>88%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	92%	*	100%	79%	*	87%	<b>91%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	75%	*	85%	71%	*	82%	<b>76%</b>



## Ethnicity tables

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

YOUR TREATMENT	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	88%	*	88%	86%	*	88%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	90%	*	96%	86%	*	95%	<b>91%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	*	91%	58%	*	*	<b>87%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	*	*	*	*	*	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	86%	*	*	*	*	*	<b>85%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	85%	*	82%	79%	*	94%	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	83%	*	92%	78%	*	95%	<b>85%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	84%	*	82%	67%	*	*	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	72%	*	*	*	*	*	<b>72%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	80%	*	*	*	*	*	<b>82%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	*	71%	68%	*	80%	<b>73%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	78%	*	77%	76%	*	76%	<b>78%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	*	82%	62%	*	68%	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	85%	*	89%	83%	*	78%	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	62%	*	77%	61%	*	64%	<b>63%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	56%	*	63%	42%	*	55%	<b>56%</b>

SUPPORT WHILE AT HOME	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	60%	*	64%	43%	*	58%	<b>59%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	56%	*	56%	57%	*	56%	<b>54%</b>

CARE FROM YOUR GP PRACTICE	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	41%	*	43%	44%	*	55%	<b>43%</b>
Q52. Patient has had a review of cancer care by GP practice	18%	*	27%	28%	*	26%	<b>20%</b>

## Ethnicity tables

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

<b>LIVING WITH AND BEYOND CANCER</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	40%	*	31%	33%	*	*	<b>37%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	84%	*	84%	76%	*	79%	<b>82%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	69%	*	67%	79%	*	69%	<b>69%</b>

<b>YOUR OVERALL NHS CARE</b>	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	91%	*	95%	90%	*	93%	<b>91%</b>
Q57. Administration of care was very good or good	86%	*	96%	88%	*	92%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	49%	*	60%	54%	*	57%	<b>51%</b>
Q59. Patient's average rating of care scored from very poor to very good	9.0	*	8.8	8.7	*	9.1	<b>8.9</b>

## IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	69%	69%	73%	n.a.	<b>67%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	51%	58%	59%	69%	n.a.	<b>60%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	91%	96%	94%	93%	91%	n.a.	<b>93%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	74%	89%	78%	84%	n.a.	<b>82%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	87%	86%	85%	88%	81%	n.a.	<b>85%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	78%	75%	78%	78%	82%	n.a.	<b>79%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	94%	93%	99%	98%	n.a.	<b>96%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	73%	77%	71%	80%	66%	n.a.	<b>73%</b>
Q13. Patient was definitely told sensitively that they had cancer	85%	83%	76%	76%	73%	n.a.	<b>77%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	71%	73%	80%	78%	81%	n.a.	<b>78%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	79%	90%	83%	89%	90%	n.a.	<b>87%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	88%	86%	84%	82%	82%	n.a.	<b>83%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	93%	94%	94%	94%	96%	n.a.	<b>95%</b>
Q18. Patient found it very or quite easy to contact their main contact person	92%	77%	84%	83%	88%	n.a.	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	100%	95%	98%	93%	96%	n.a.	<b>96%</b>

## IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	92%	82%	85%	88%	85%	n.a.	<b>86%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	100%	78%	78%	82%	87%	n.a.	<b>82%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	90%	73%	79%	80%	74%	n.a.	<b>77%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	70%	52%	55%	49%	61%	n.a.	<b>55%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>CARE PLANNING</b>							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	88%	78%	72%	73%	68%	n.a.	<b>73%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	93%	93%	93%	90%	n.a.	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	95%	100%	100%	100%	n.a.	<b>99%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM HOSPITAL STAFF</b>							
Q27. Staff provided the patient with relevant information on available support	91%	87%	90%	90%	85%	n.a.	<b>88%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	78%	76%	79%	80%	76%	n.a.	<b>78%</b>
Q29. Patient was offered information about how to get financial help or benefits	79%	65%	72%	67%	65%	n.a.	<b>68%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>HOSPITAL CARE</b>							
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	92%	79%	81%	90%	84%	n.a.	<b>84%</b>
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	75%	69%	68%	63%	69%	n.a.	<b>68%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	77%	73%	73%	74%	76%	n.a.	<b>74%</b>
Q34. Patient was always able to get help from ward staff when needed	77%	71%	70%	76%	74%	n.a.	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	75%	67%	57%	68%	60%	n.a.	<b>63%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	85%	82%	81%	84%	90%	n.a.	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	85%	84%	85%	90%	92%	n.a.	<b>88%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	92%	88%	95%	90%	92%	n.a.	<b>91%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	88%	77%	76%	74%	76%	n.a.	<b>76%</b>

## IMD quintile tables

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<b>YOUR TREATMENT</b>	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	100%	88%	89%	87%	86%	n.a.	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	100%	91%	89%	95%	86%	n.a.	<b>91%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	88%	90%	*	83%	n.a.	<b>87%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	78%	77%	76%	n.a.	<b>80%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	86%	88%	83%	n.a.	<b>85%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	93%	81%	88%	85%	84%	n.a.	<b>85%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	100%	80%	88%	87%	81%	n.a.	<b>85%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	84%	86%	*	80%	n.a.	<b>83%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	78%	76%	71%	n.a.	<b>72%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	83%	83%	86%	n.a.	<b>82%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	75%	70%	75%	74%	72%	n.a.	<b>73%</b>

<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>	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	88%	76%	82%	79%	72%	n.a.	<b>78%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	84%	70%	74%	67%	63%	n.a.	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	79%	89%	84%	84%	n.a.	<b>85%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	77%	71%	58%	60%	61%	n.a.	<b>63%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	68%	57%	57%	53%	54%	n.a.	<b>56%</b>

<b>SUPPORT WHILE AT HOME</b>	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	60%	59%	61%	54%	61%	n.a.	<b>59%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	67%	41%	53%	55%	63%	n.a.	<b>54%</b>

<b>CARE FROM YOUR GP PRACTICE</b>	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	64%	32%	41%	45%	48%	n.a.	<b>43%</b>
Q52. Patient has had a review of cancer care by GP practice	30%	21%	19%	19%	17%	n.a.	<b>20%</b>

## 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	*	31%	40%	45%	*	n.a.	<b>37%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82%	69%	92%	79%	88%	n.a.	<b>82%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	80%	64%	74%	68%	68%	n.a.	<b>69%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	89%	88%	94%	90%	93%	n.a.	<b>91%</b>
Q57. Administration of care was very good or good	78%	87%	89%	89%	86%	n.a.	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	78%	47%	53%	57%	43%	n.a.	<b>51%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.7	9.0	8.9	9.0	n.a.	<b>8.9</b>