

Cancer Patient Experience Survey

2021 Results

**The Queen Elizabeth Hospital, King's
Lynn, 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	
Q8. Diagnostic test results were explained in a way the patient could completely understand	84%	74%	83%	79%
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	80%	88%	84%

Questions Below Expected Range

	Case Mix Adjusted Scores			National 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	73%	73%	88%	81%

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

Response Rate

Overall Response Rate

352 patients responded out of a total of 568 patients, resulting in a response rate of 62%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	612	568	352	62%
National	113,516	107,412	59,352	55%

Respondents by Survey Type

	Number of Respondents
Paper	304
Online	47
Phone	1
Translation Service	0
Total	352

Respondents by Tumour Group

	Number of Respondents
Brain / CNS	0
Breast	89
Colorectal / LGT	35
Gynaecological	12
Haematological	55
Head and Neck	4
Lung	29
Prostate	27
Sarcoma	1
Skin	11
Upper Gastro	19
Urological	29
Other	41
Total	352

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Respondents by Age and Gender

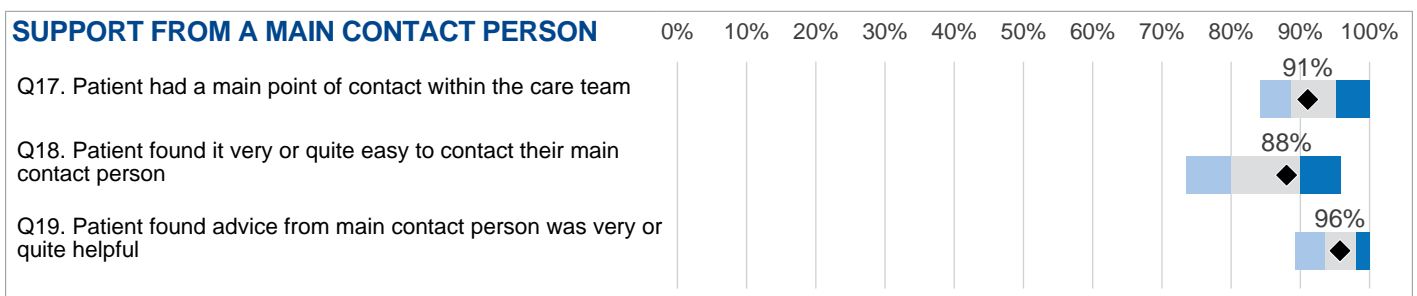
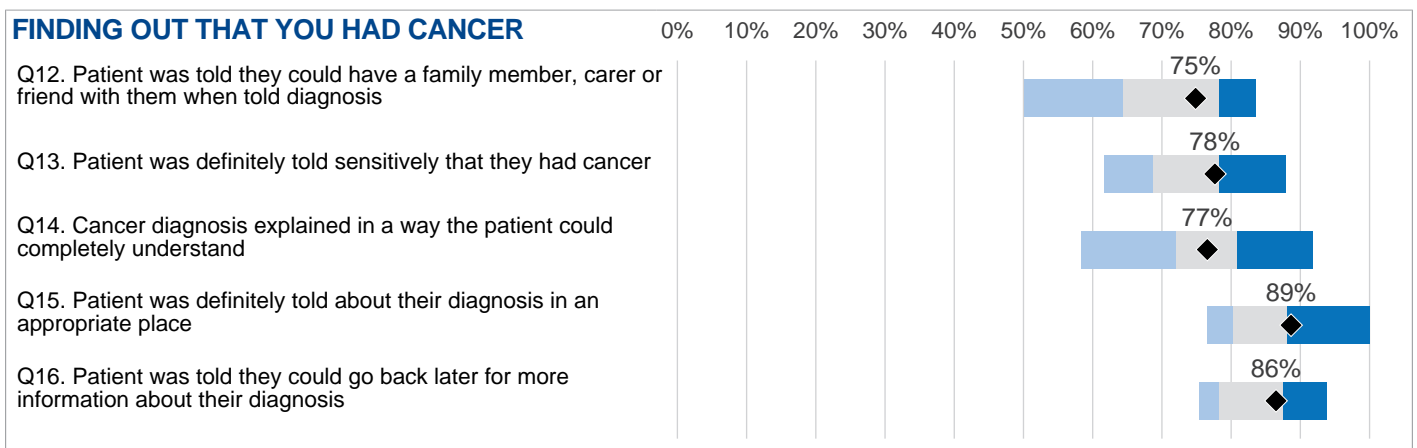
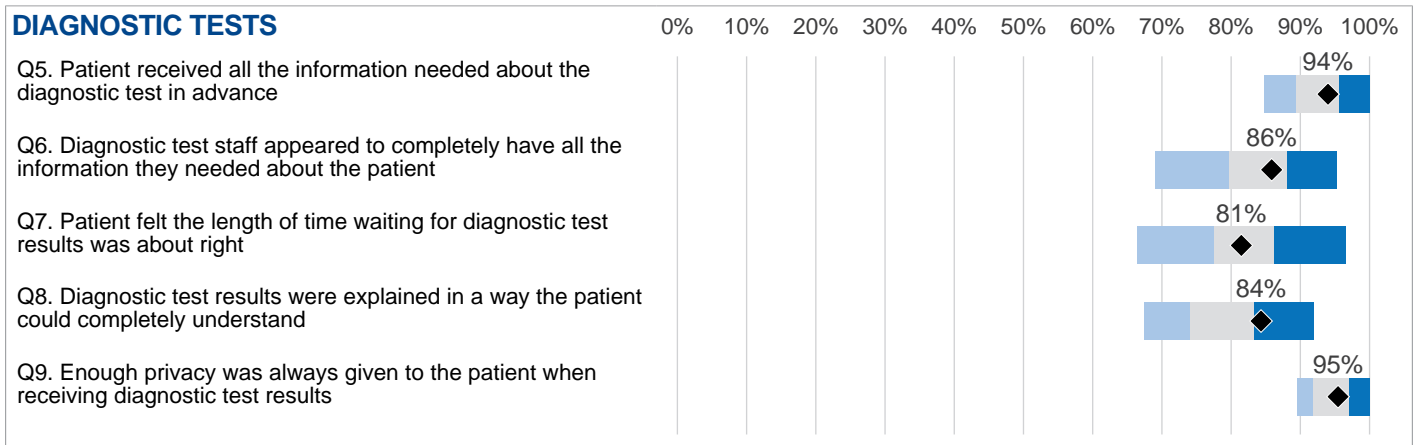
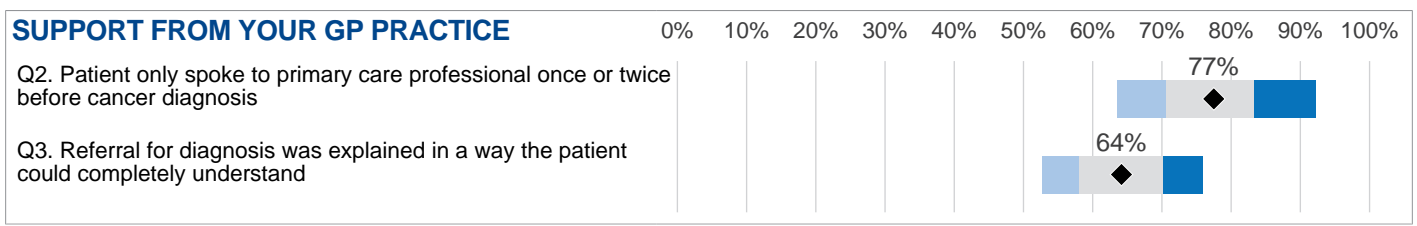
Respondents year of birth has been used to determine age. This information has been amalgamated into 8 age bands. The age and gender distribution for the Trust was as follows:

	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	3	7	22	40	57	48	8	185
Male	0	0	1	5	21	49	64	12	152
Non-binary	0	0	0	0	0	0	0	0	0
Prefer to self-describe	0	0	0	0	0	0	0	0	0
Prefer not to say	0	0	0	0	0	0	0	0	0
Not given	0	0	0	0	2	6	4	3	15
Total	0	3	8	27	63	112	116	23	352

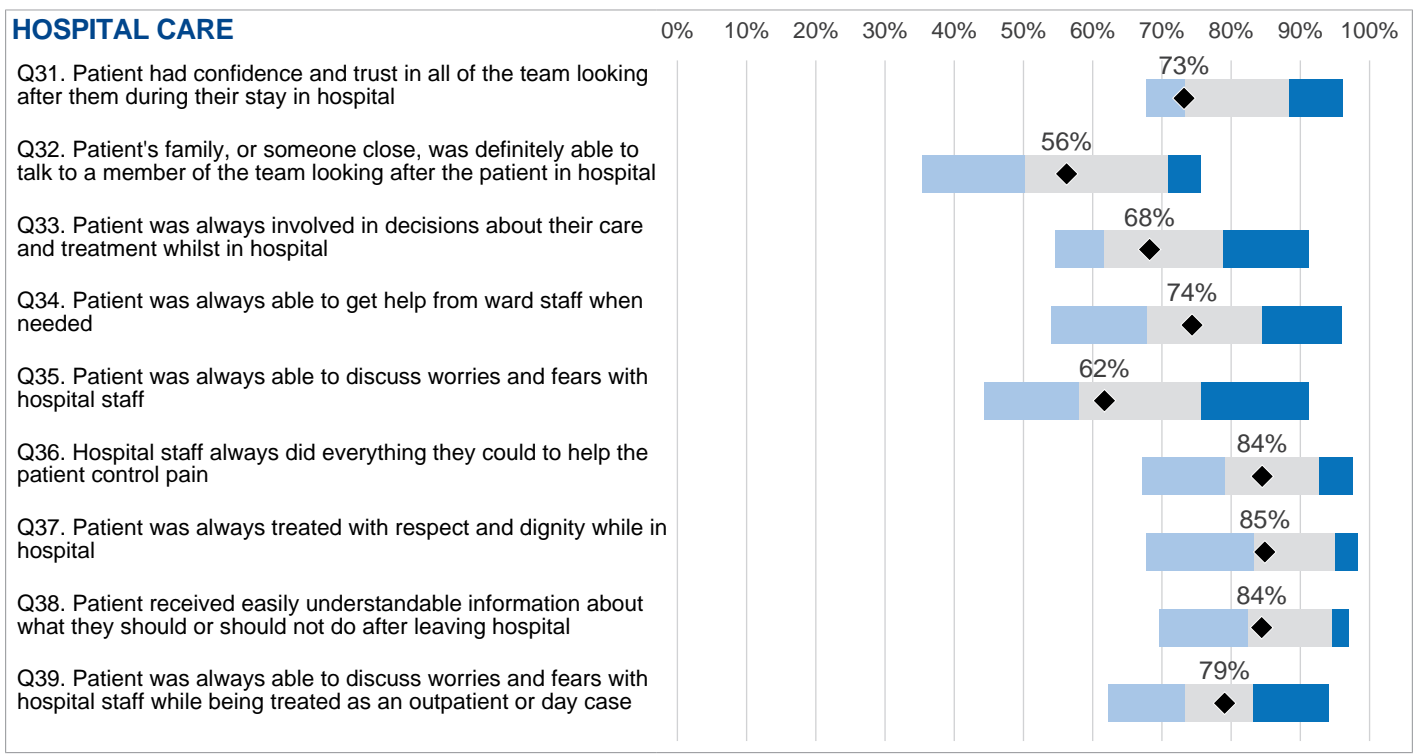
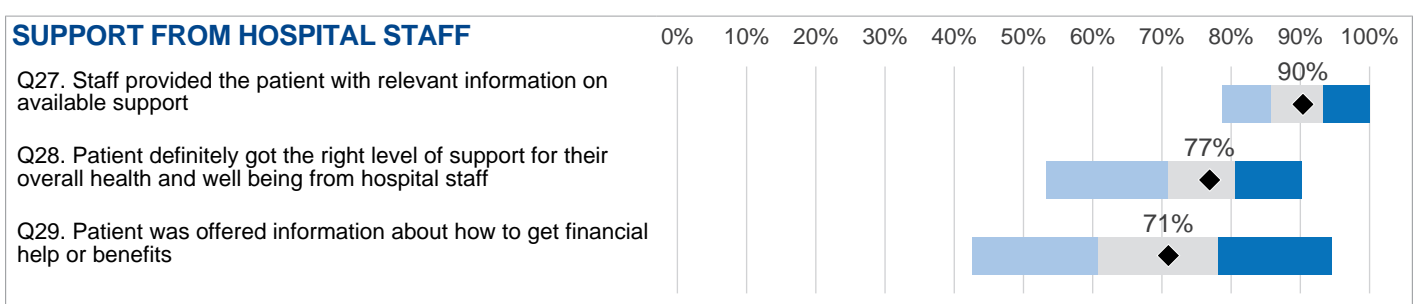
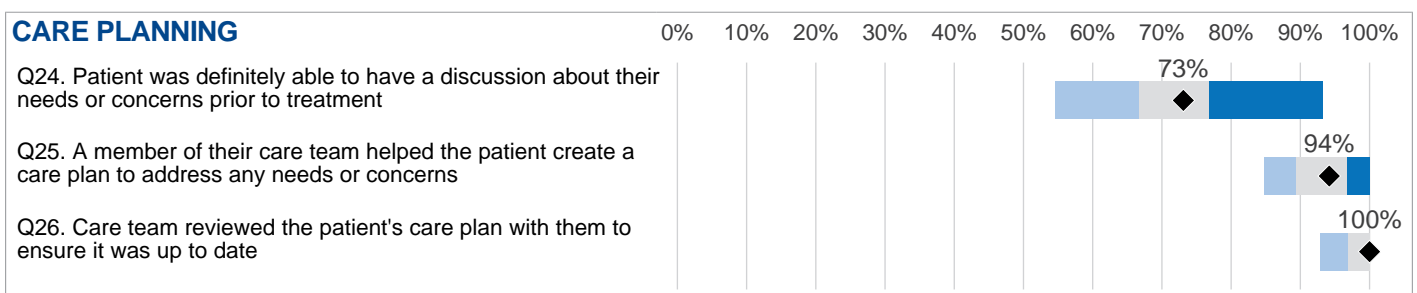
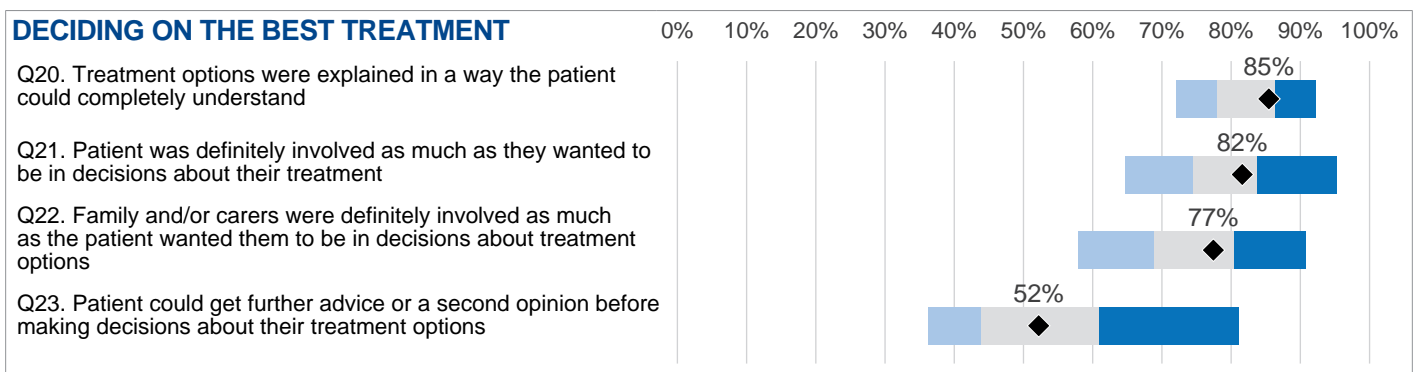
Respondents by Ethnicity

	Number of Respondents
White	
English / Welsh / Scottish / Northern Irish / British	315
Irish	2
Gypsy or Irish Traveller	0
Any other White background	9
Mixed / Multiple Ethnic Groups	
White and Black Caribbean	0
White and Black African	0
White and Asian	0
Any other Mixed / multiple ethnic background	0
Asian or Asian British	
Indian	2
Pakistani	0
Bangladeshi	0
Chinese	0
Any other Asian background	3
Black / African / Caribbean / Black British	
African	0
Caribbean	0
Any other Black / African / Caribbean background	0
Other Ethnic Group	
Arab	0
Any other ethnic background	1
Not given	
Not given	20
Total	352

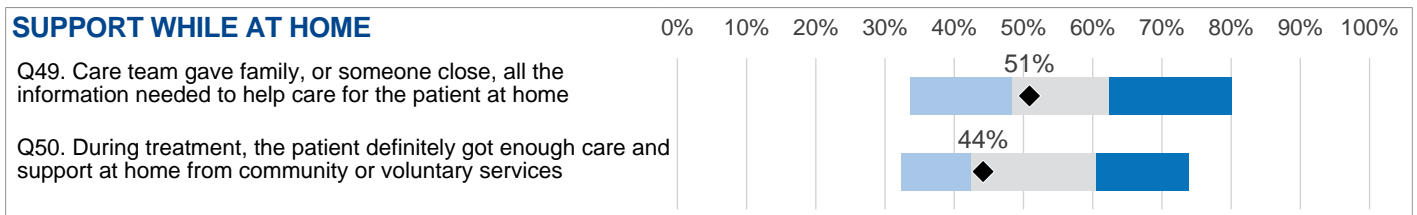
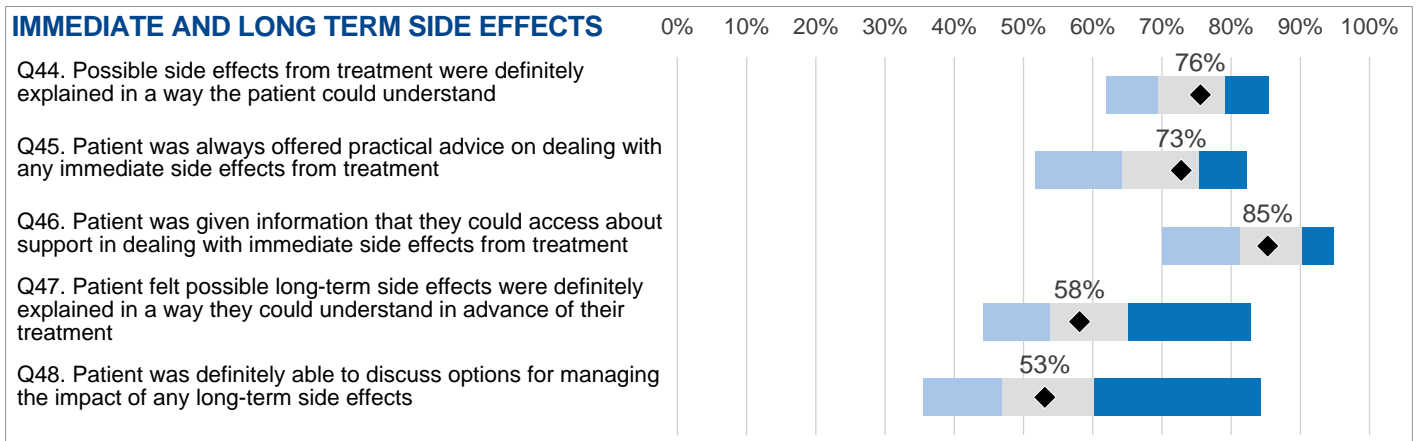
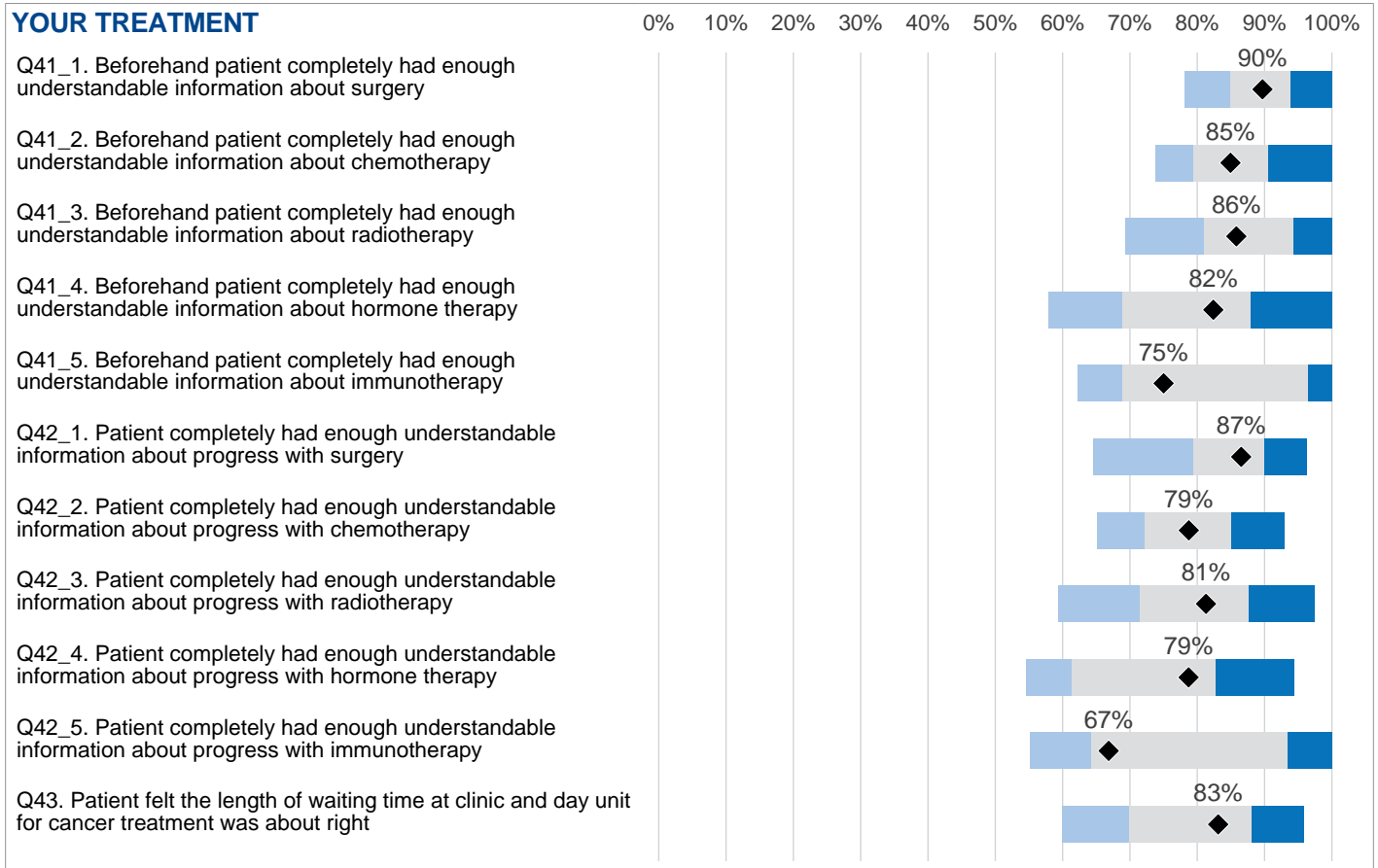
Expected Range Charts



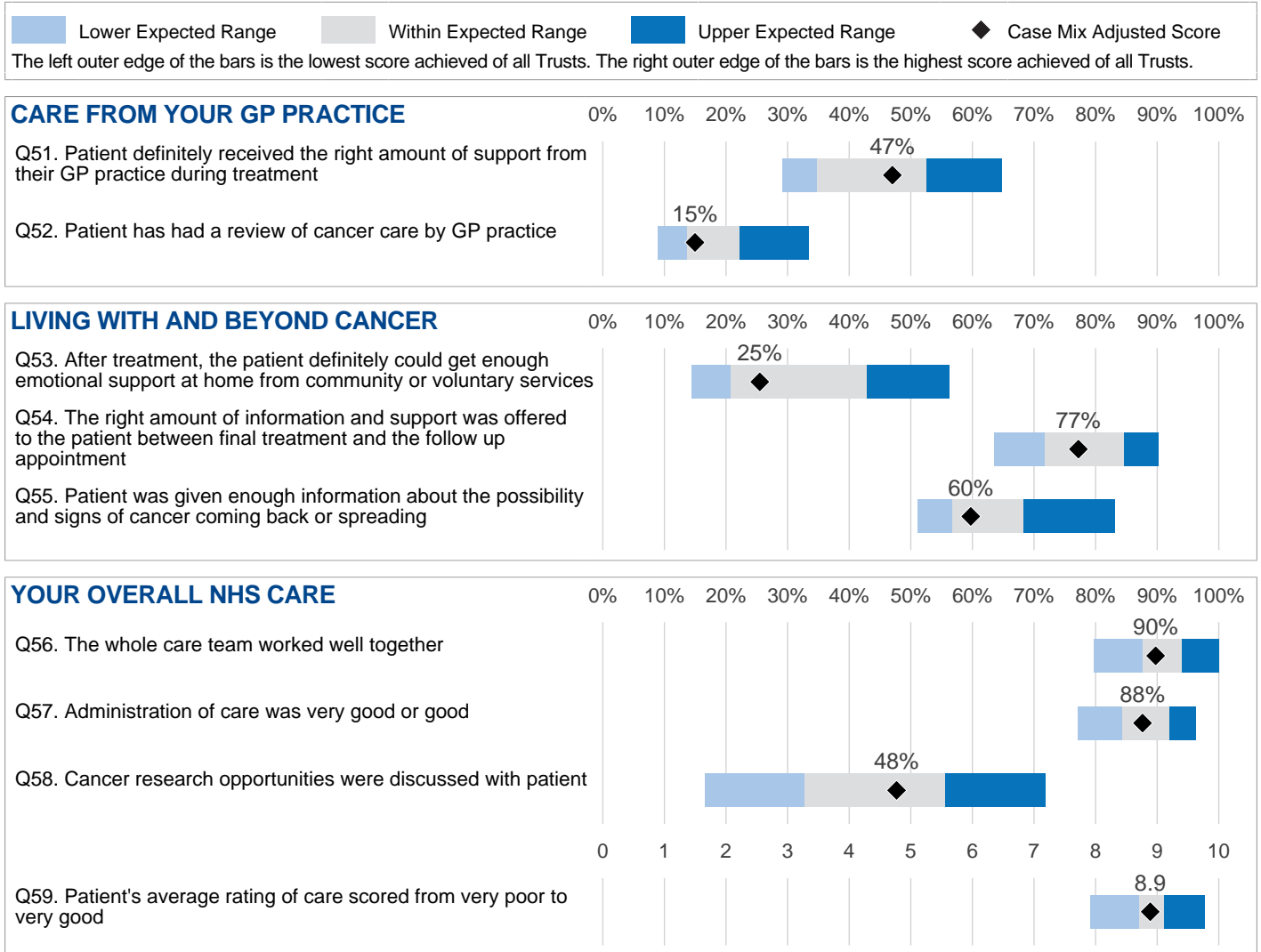
Expected Range Charts



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			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	167	77%	77%	71%	83%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	238	62%	64%	58%	70%	64%

DIAGNOSTIC TESTS	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	281	94%	94%	89%	96%	93%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	297	86%	86%	80%	88%	84%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	298	83%	81%	78%	86%	82%
Q8. Diagnostic test results were explained in a way the patient could completely understand	298	85%	84%	74%	83%	79%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	300	96%	95%	92%	97%	94%

FINDING OUT THAT YOU HAD CANCER	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	321	76%	75%	64%	78%	71%
Q13. Patient was definitely told sensitively that they had cancer	348	79%	78%	69%	78%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	350	77%	77%	72%	81%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	346	89%	89%	80%	88%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	305	86%	86%	78%	88%	83%

SUPPORT FROM A MAIN CONTACT PERSON	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	331	91%	91%	89%	95%	92%
Q18. Patient found it very or quite easy to contact their main contact person	281	88%	88%	80%	90%	85%
Q19. Patient found advice from main contact person was very or quite helpful	291	96%	96%	94%	98%	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			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	322	85%	85%	78%	86%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	339	82%	82%	74%	84%	79%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	281	78%	77%	69%	80%	75%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	138	54%	52%	44%	61%	52%

CARE PLANNING	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	300	73%	73%	67%	77%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	180	94%	94%	89%	97%	93%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	143	100%	100%	97%	100%	99%

SUPPORT FROM HOSPITAL STAFF	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	272	90%	90%	86%	93%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	343	78%	77%	71%	81%	76%
Q29. Patient was offered information about how to get financial help or benefits	176	70%	71%	61%	78%	69%

HOSPITAL CARE	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	111	76%	73%	73%	88%	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	87	60%	56%	50%	71%	61%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	109	69%	68%	62%	79%	70%
Q34. Patient was always able to get help from ward staff when needed	108	76%	74%	68%	84%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	109	63%	62%	58%	76%	67%
Q36. Hospital staff always did everything they could to help the patient control pain	100	85%	84%	79%	93%	86%
Q37. Patient was always treated with respect and dignity while in hospital	109	86%	85%	83%	95%	89%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	108	84%	84%	83%	95%	89%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	311	80%	79%	73%	83%	78%

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	179	91%	90%	85%	94%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	158	85%	85%	79%	91%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	95	86%	86%	81%	94%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	72	83%	82%	69%	88%	78%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	29	76%	75%	69%	96%	83%
Q42_1. Patient completely had enough understandable information about progress with surgery	176	88%	87%	79%	90%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	157	80%	79%	72%	85%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	95	82%	81%	72%	88%	80%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	67	79%	79%	61%	83%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	30	70%	67%	64%	93%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	331	83%	83%	70%	88%	79%

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	321	75%	76%	70%	79%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	299	73%	73%	64%	75%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	232	85%	85%	81%	90%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	297	58%	58%	54%	65%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	242	54%	53%	47%	60%	54%

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	214	51%	51%	48%	62%	55%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	119	44%	44%	43%	60%	51%

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	162	46%	47%	35%	53%	44%
Q52. Patient has had a review of cancer care by GP practice	320	15%	15%	14%	22%	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			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	68	25%	25%	21%	43%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	159	77%	77%	72%	85%	78%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	266	61%	60%	57%	68%	63%

YOUR OVERALL NHS CARE	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	327	90%	90%	88%	94%	91%
Q57. Administration of care was very good or good	340	88%	88%	84%	92%	88%
Q58. Cancer research opportunities were discussed with patient	185	48%	48%	33%	56%	44%
Q59. Patient's average rating of care scored from very poor to very good	326	8.9	8.9	8.7	9.1	8.9

Tumour type tables

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

	Tumour Type													
	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	n.a.	97%	70%	*	65%	*	62%	83%	n.a.	*	69%	*	72%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	n.a.	76%	58%	*	44%	*	45%	76%	n.a.	*	63%	71%	63%	62%

	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	n.a.	99%	87%	*	95%	*	84%	91%	*	*	100%	96%	93%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	n.a.	92%	75%	*	85%	*	88%	87%	*	*	76%	88%	87%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	n.a.	88%	73%	*	88%	*	74%	86%	*	*	78%	92%	81%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	n.a.	92%	88%	*	70%	*	75%	78%	*	*	94%	84%	90%	85%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	n.a.	99%	97%	*	98%	*	83%	91%	*	*	94%	96%	97%	96%

	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	n.a.	85%	76%	58%	78%	*	66%	71%	*	*	89%	60%	82%	76%
Q13. Patient was definitely told sensitively that they had cancer	n.a.	88%	80%	75%	80%	*	66%	70%	*	100%	72%	68%	78%	79%
Q14. Cancer diagnosis explained in a way the patient could completely understand	n.a.	84%	83%	83%	61%	*	69%	81%	*	100%	63%	69%	80%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	n.a.	99%	82%	100%	93%	*	75%	88%	*	100%	74%	76%	93%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	n.a.	95%	81%	92%	84%	*	88%	92%	*	*	80%	61%	84%	86%

Tumour type tables

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

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q17. Patient had a main point of contact within the care team	n.a.	96%	88%	91%	89%	*	89%	83%	*	*	100%	96%	85%	91%
Q18. Patient found it very or quite easy to contact their main contact person	n.a.	94%	84%	*	86%	*	83%	79%	n.a.	*	88%	96%	83%	88%
Q19. Patient found advice from main contact person was very or quite helpful	n.a.	99%	92%	*	95%	*	92%	90%	n.a.	*	94%	100%	97%	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	n.a.	93%	84%	83%	77%	*	88%	75%	*	*	84%	84%	87%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	n.a.	78%	86%	83%	83%	*	75%	87%	*	*	83%	79%	82%	82%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	n.a.	80%	83%	*	73%	*	78%	86%	*	*	71%	70%	79%	78%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	n.a.	63%	40%	*	57%	*	44%	82%	*	*	*	*	54%	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	n.a.	89%	68%	75%	74%	*	58%	55%	*	*	71%	67%	68%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	n.a.	96%	100%	*	94%	*	*	92%	*	*	*	*	90%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	n.a.	100%	100%	*	100%	*	*	*	*	*	*	*	100%	100%

	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	n.a.	96%	86%	83%	84%	*	88%	95%	*	*	94%	90%	81%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	n.a.	82%	77%	67%	79%	*	66%	73%	*	*	74%	83%	79%	78%
Q29. Patient was offered information about how to get financial help or benefits	n.a.	67%	75%	*	69%	*	82%	75%	*	*	69%	67%	64%	70%

Tumour type tables

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

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	n.a.	69%	71%	*	74%	*	*	*	n.a.	n.a.	*	84%	*	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	n.a.	*	77%	*	59%	n.a.	*	*	n.a.	n.a.	*	*	*	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	n.a.	77%	75%	*	72%	*	*	*	n.a.	n.a.	*	72%	*	69%
Q34. Patient was always able to get help from ward staff when needed	n.a.	83%	79%	*	72%	*	*	*	n.a.	n.a.	*	84%	*	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	n.a.	69%	63%	*	61%	*	*	*	n.a.	n.a.	*	74%	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	n.a.	83%	88%	*	93%	*	*	*	n.a.	n.a.	*	87%	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	n.a.	85%	83%	*	94%	*	*	*	n.a.	n.a.	*	89%	*	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	n.a.	92%	83%	*	88%	*	*	*	n.a.	n.a.	*	84%	*	84%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	n.a.	79%	85%	*	84%	*	64%	76%	*	*	77%	72%	83%	80%

	Tumour Type													All Cancers
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	
Q41_1. Beforehand patient completely had enough understandable information about surgery	n.a.	96%	87%	*	*	*	*	*	n.a.	*	*	90%	95%	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	n.a.	93%	89%	*	83%	n.a.	67%	*	*	n.a.	93%	*	94%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	n.a.	89%	*	*	*	*	*	*	n.a.	n.a.	*	*	*	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	89%	*	n.a.	*	n.a.	n.a.	82%	n.a.	*	*	*	*	83%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	n.a.	*	n.a.	n.a.	*	n.a.	64%	*	n.a.	n.a.	*	*	*	76%
Q42_1. Patient completely had enough understandable information about progress with surgery	n.a.	93%	70%	*	*	*	*	*	n.a.	*	*	86%	95%	88%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	n.a.	86%	78%	*	79%	n.a.	56%	*	*	n.a.	93%	*	88%	80%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	n.a.	89%	*	*	*	*	*	*	n.a.	n.a.	*	*	*	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	80%	*	n.a.	*	n.a.	n.a.	*	n.a.	*	*	*	*	79%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	n.a.	*	n.a.	n.a.	*	n.a.	55%	*	n.a.	n.a.	*	*	*	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	n.a.	84%	88%	83%	85%	*	68%	95%	*	82%	82%	82%	82%	83%

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	n.a.	76%	84%	83%	58%	*	79%	81%	*	*	88%	79%	72%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	n.a.	79%	81%	58%	68%	*	71%	65%	*	*	69%	70%	69%	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	n.a.	92%	84%	*	79%	*	84%	88%	*	*	80%	82%	80%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	n.a.	61%	63%	42%	52%	*	62%	68%	*	*	47%	68%	47%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	n.a.	53%	67%	*	46%	*	42%	69%	*	*	50%	58%	54%	54%

	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	n.a.	53%	50%	*	56%	*	52%	58%	*	*	58%	*	41%	51%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	n.a.	37%	50%	*	47%	*	50%	*	*	*	*	*	33%	44%

	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	n.a.	44%	50%	*	47%	*	43%	57%	*	*	*	57%	48%	46%
Q52. Patient has had a review of cancer care by GP practice	n.a.	18%	18%	0%	4%	*	21%	33%	*	18%	17%	12%	9%	15%

Tumour type tables

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	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	n.a.	16%	*	*	*	*	*	*	*	*	*	*	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	n.a.	77%	68%	*	83%	*	75%	*	*	*	*	82%	67%	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	n.a.	51%	60%	*	74%	*	61%	67%	*	*	50%	65%	58%	61%

	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	n.a.	94%	89%	82%	92%	*	85%	86%	*	*	88%	92%	85%	90%
Q57. Administration of care was very good or good	n.a.	93%	89%	73%	91%	*	83%	82%	*	*	89%	89%	80%	88%
Q58. Cancer research opportunities were discussed with patient	n.a.	56%	32%	*	56%	*	47%	*	*	*	*	*	39%	48%
Q59. Patient's average rating of care scored from very poor to very good	n.a.	9.3	8.8	*	9.1	*	8.3	8.6	*	*	8.9	8.7	8.9	8.9

Age group tables

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

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
SUPPORT FROM YOUR GP PRACTICE									
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	n.a.	*	*	81%	69%	76%	79%	*	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	n.a.	*	*	65%	66%	58%	60%	88%	62%

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
DIAGNOSTIC TESTS									
Q5. Patient received all the information needed about the diagnostic test in advance	n.a.	*	*	91%	98%	92%	93%	100%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	n.a.	*	*	74%	81%	87%	89%	95%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	n.a.	*	*	83%	85%	76%	87%	95%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	n.a.	*	*	87%	87%	81%	85%	85%	85%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	n.a.	*	*	96%	96%	93%	97%	100%	96%

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
FINDING OUT THAT YOU HAD CANCER									
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	n.a.	*	*	77%	75%	73%	81%	76%	76%
Q13. Patient was definitely told sensitively that they had cancer	n.a.	*	*	81%	77%	73%	81%	87%	79%
Q14. Cancer diagnosis explained in a way the patient could completely understand	n.a.	*	*	78%	69%	77%	78%	83%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	n.a.	*	*	85%	90%	87%	91%	91%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	n.a.	*	*	91%	94%	87%	79%	84%	86%

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
SUPPORT FROM A MAIN CONTACT PERSON									
Q17. Patient had a main point of contact within the care team	n.a.	*	*	92%	95%	87%	91%	100%	91%
Q18. Patient found it very or quite easy to contact their main contact person	n.a.	*	*	83%	89%	88%	89%	94%	88%
Q19. Patient found advice from main contact person was very or quite helpful	n.a.	*	*	96%	98%	98%	94%	95%	96%

	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
DECIDING ON THE BEST TREATMENT									
Q20. Treatment options were explained in a way the patient could completely understand	n.a.	*	*	81%	81%	86%	86%	89%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	n.a.	*	*	85%	75%	84%	85%	86%	82%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	n.a.	*	*	84%	78%	80%	76%	85%	78%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	n.a.	*	*	55%	46%	61%	49%	*	54%

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	n.a.	*	*	62%	76%	69%	77%	76%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	n.a.	*	*	100%	97%	95%	90%	100%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	n.a.	n.a.	*	100%	100%	100%	100%	*	100%

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	n.a.	*	*	88%	86%	92%	89%	100%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	n.a.	*	*	67%	73%	80%	81%	91%	78%
Q29. Patient was offered information about how to get financial help or benefits	n.a.	*	*	71%	69%	72%	65%	*	70%

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	n.a.	n.a.	*	*	74%	79%	84%	*	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	n.a.	n.a.	*	*	70%	50%	68%	*	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	n.a.	n.a.	*	*	83%	63%	72%	*	69%
Q34. Patient was always able to get help from ward staff when needed	n.a.	n.a.	*	*	74%	78%	81%	*	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	n.a.	n.a.	*	*	68%	47%	78%	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	n.a.	n.a.	*	*	90%	83%	87%	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	n.a.	n.a.	*	*	91%	84%	92%	*	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	n.a.	n.a.	*	*	91%	81%	89%	*	84%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	n.a.	*	*	75%	75%	77%	84%	94%	80%

Age group tables

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YOUR TREATMENT	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q41_1. Beforehand patient completely had enough understandable information about surgery	n.a.	*	*	100%	86%	88%	96%	*	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	n.a.	*	*	88%	81%	84%	88%	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	n.a.	n.a.	*	73%	80%	90%	89%	*	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	n.a.	*	*	*	72%	100%	72%	*	83%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	n.a.	n.a.	*	*	*	*	64%	*	76%
Q42_1. Patient completely had enough understandable information about progress with surgery	n.a.	*	*	94%	80%	89%	92%	*	88%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	n.a.	n.a.	*	71%	78%	82%	80%	*	80%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	n.a.	n.a.	*	64%	85%	89%	79%	*	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	n.a.	*	*	*	72%	95%	69%	*	79%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	n.a.	n.a.	*	*	*	*	67%	*	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	n.a.	*	*	77%	76%	83%	90%	80%	83%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	n.a.	*	*	76%	69%	79%	77%	84%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	n.a.	*	*	80%	68%	73%	74%	76%	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	n.a.	*	*	86%	84%	85%	83%	83%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	n.a.	*	*	40%	53%	60%	66%	57%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	n.a.	*	*	36%	50%	52%	63%	67%	54%

SUPPORT WHILE AT HOME	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	n.a.	*	*	52%	47%	52%	55%	*	51%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	n.a.	*	*	*	42%	38%	50%	*	44%

CARE FROM YOUR GP PRACTICE	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	n.a.	*	*	57%	42%	39%	51%	*	46%
Q52. Patient has had a review of cancer care by GP practice	n.a.	*	*	25%	15%	12%	15%	16%	15%

Age group tables

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	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	n.a.	*	*	*	22%	19%	30%	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	n.a.	*	*	71%	57%	83%	84%	*	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	n.a.	*	*	55%	59%	65%	61%	63%	61%

	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	n.a.	*	*	92%	92%	85%	91%	95%	90%
Q57. Administration of care was very good or good	n.a.	*	*	88%	88%	88%	88%	95%	88%
Q58. Cancer research opportunities were discussed with patient	n.a.	*	*	58%	44%	54%	45%	36%	48%
Q59. Patient's average rating of care scored from very poor to very good	n.a.	*	*	9.1	8.9	9.0	8.8	9.0	8.9

Gender tables

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

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	75%	*	n.a.	n.a.	n.a.	*	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	61%	63%	n.a.	n.a.	n.a.	64%	62%

	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	95%	*	n.a.	n.a.	n.a.	*	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	*	n.a.	n.a.	n.a.	*	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	85%	*	n.a.	n.a.	n.a.	*	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	86%	*	n.a.	n.a.	n.a.	*	85%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	97%	*	n.a.	n.a.	n.a.	*	96%

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	73%	n.a.	n.a.	n.a.	85%	76%
Q13. Patient was definitely told sensitively that they had cancer	80%	77%	n.a.	n.a.	n.a.	86%	79%
Q14. Cancer diagnosis explained in a way the patient could completely understand	78%	73%	n.a.	n.a.	n.a.	93%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	91%	86%	n.a.	n.a.	n.a.	93%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	87%	84%	n.a.	n.a.	n.a.	92%	86%

	Gender						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	92%	90%	n.a.	n.a.	n.a.	93%	91%
Q18. Patient found it very or quite easy to contact their main contact person	90%	86%	n.a.	n.a.	n.a.	91%	88%
Q19. Patient found advice from main contact person was very or quite helpful	97%	94%	n.a.	n.a.	n.a.	100%	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
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	87%	84%	n.a.	n.a.	n.a.	86%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	81%	82%	n.a.	n.a.	n.a.	92%	82%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	*	n.a.	n.a.	n.a.	*	78%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	54%	*	n.a.	n.a.	n.a.	*	54%

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
CARE PLANNING							
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	80%	64%	n.a.	n.a.	n.a.	85%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	95%	*	n.a.	n.a.	n.a.	*	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	*	n.a.	n.a.	n.a.	*	100%

	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
SUPPORT FROM HOSPITAL STAFF							
Q27. Staff provided the patient with relevant information on available support	91%	88%	n.a.	n.a.	n.a.	100%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	80%	n.a.	n.a.	n.a.	93%	78%
Q29. Patient was offered information about how to get financial help or benefits	71%	*	n.a.	n.a.	n.a.	*	70%

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.

HOSPITAL CARE	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	80%	n.a.	n.a.	n.a.	*	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	63%	*	n.a.	n.a.	n.a.	*	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	68%	n.a.	n.a.	n.a.	*	69%
Q34. Patient was always able to get help from ward staff when needed	*	79%	n.a.	n.a.	n.a.	*	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	67%	n.a.	n.a.	n.a.	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	*	90%	n.a.	n.a.	n.a.	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	*	92%	n.a.	n.a.	n.a.	*	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	87%	n.a.	n.a.	n.a.	*	84%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	80%	n.a.	n.a.	n.a.	92%	80%

YOUR TREATMENT	Gender						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	92%	*	n.a.	n.a.	n.a.	*	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	90%	*	n.a.	n.a.	n.a.	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	*	n.a.	n.a.	n.a.	*	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	86%	*	n.a.	n.a.	n.a.	*	83%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	n.a.	n.a.	n.a.	n.a.	76%
Q42_1. Patient completely had enough understandable information about progress with surgery	89%	*	n.a.	n.a.	n.a.	*	88%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	80%	*	n.a.	n.a.	n.a.	*	80%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	87%	*	n.a.	n.a.	n.a.	*	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	81%	*	n.a.	n.a.	n.a.	*	79%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	n.a.	n.a.	n.a.	n.a.	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	82%	85%	n.a.	n.a.	n.a.	75%	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	76%	74%	n.a.	n.a.	n.a.	83%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	72%	*	n.a.	n.a.	n.a.	*	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	89%	*	n.a.	n.a.	n.a.	*	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	59%	n.a.	n.a.	n.a.	83%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	*	n.a.	n.a.	n.a.	*	54%

	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	45%	*	n.a.	n.a.	n.a.	*	51%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	37%	*	n.a.	n.a.	n.a.	*	44%

	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	37%	*	n.a.	n.a.	n.a.	*	46%
Q52. Patient has had a review of cancer care by GP practice	13%	18%	n.a.	n.a.	n.a.	8%	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	20%	*	n.a.	n.a.	n.a.	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	73%	*	n.a.	n.a.	n.a.	*	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	55%	68%	n.a.	n.a.	n.a.	67%	61%

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	91%	89%	n.a.	n.a.	n.a.	92%	90%
Q57. Administration of care was very good or good	88%	87%	n.a.	n.a.	n.a.	100%	88%
Q58. Cancer research opportunities were discussed with patient	48%	*	n.a.	n.a.	n.a.	*	48%
Q59. Patient's average rating of care scored from very poor to very good	9.0	8.8	n.a.	n.a.	n.a.	9.2	8.9

Ethnicity tables

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

	Ethnic group						All
	White	Mixed	Asian	Black	Other	Not given	
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	76%	n.a.	*	n.a.	*	82%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	62%	n.a.	*	n.a.	*	57%	62%

	Ethnic group						All
	White	Mixed	Asian	Black	Other	Not given	
DIAGNOSTIC TESTS							
Q5. Patient received all the information needed about the diagnostic test in advance	94%	n.a.	*	n.a.	*	93%	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	86%	n.a.	*	n.a.	*	86%	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	84%	n.a.	*	n.a.	*	64%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	85%	n.a.	*	n.a.	*	79%	85%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	n.a.	*	n.a.	*	93%	96%

	Ethnic group						All
	White	Mixed	Asian	Black	Other	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	75%	n.a.	*	n.a.	*	94%	76%
Q13. Patient was definitely told sensitively that they had cancer	78%	n.a.	*	n.a.	*	84%	79%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	n.a.	*	n.a.	*	84%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	89%	n.a.	*	n.a.	*	89%	89%
Q16. Patient was told they could go back later for more information about their diagnosis	86%	n.a.	*	n.a.	*	84%	86%

	Ethnic group						All
	White	Mixed	Asian	Black	Other	Not given	
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	92%	n.a.	*	n.a.	*	83%	91%
Q18. Patient found it very or quite easy to contact their main contact person	88%	n.a.	*	n.a.	*	100%	88%
Q19. Patient found advice from main contact person was very or quite helpful	96%	n.a.	*	n.a.	*	100%	96%

	Ethnic group						All
	White	Mixed	Asian	Black	Other	Not given	
DECIDING ON THE BEST TREATMENT							
Q20. Treatment options were explained in a way the patient could completely understand	86%	n.a.	*	n.a.	*	79%	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	n.a.	*	n.a.	*	78%	82%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	77%	n.a.	*	n.a.	*	81%	78%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	53%	n.a.	*	n.a.	*	*	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%	n.a.	*	n.a.	*	82%	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	94%	n.a.	*	n.a.	*	100%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	n.a.	*	n.a.	*	*	100%

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	90%	n.a.	*	n.a.	*	94%	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	78%	n.a.	*	n.a.	*	84%	78%
Q29. Patient was offered information about how to get financial help or benefits	69%	n.a.	*	n.a.	*	*	70%

HOSPITAL CARE	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	76%	n.a.	*	n.a.	*	*	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	59%	n.a.	*	n.a.	*	*	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	69%	n.a.	*	n.a.	*	*	69%
Q34. Patient was always able to get help from ward staff when needed	78%	n.a.	*	n.a.	*	*	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	63%	n.a.	*	n.a.	*	*	63%
Q36. Hospital staff always did everything they could to help the patient control pain	84%	n.a.	*	n.a.	*	*	85%
Q37. Patient was always treated with respect and dignity while in hospital	86%	n.a.	*	n.a.	*	*	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	n.a.	*	n.a.	*	*	84%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	79%	n.a.	*	n.a.	*	88%	80%

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	91%	n.a.	*	n.a.	*	*	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	86%	n.a.	*	n.a.	*	*	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	n.a.	*	n.a.	n.a.	*	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	85%	n.a.	*	n.a.	n.a.	*	83%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	77%	n.a.	*	n.a.	n.a.	*	76%
Q42_1. Patient completely had enough understandable information about progress with surgery	87%	n.a.	*	n.a.	*	*	88%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	79%	n.a.	*	n.a.	*	*	80%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	81%	n.a.	*	n.a.	n.a.	*	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	79%	n.a.	*	n.a.	n.a.	*	79%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	73%	n.a.	*	n.a.	n.a.	*	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	84%	n.a.	*	n.a.	*	82%	83%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75%	n.a.	*	n.a.	*	82%	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	73%	n.a.	*	n.a.	*	86%	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	n.a.	*	n.a.	*	92%	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	57%	n.a.	*	n.a.	*	75%	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	n.a.	*	n.a.	*	67%	54%

SUPPORT WHILE AT HOME	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	50%	n.a.	*	n.a.	*	75%	51%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	45%	n.a.	*	n.a.	*	*	44%

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	45%	n.a.	*	n.a.	*	*	46%
Q52. Patient has had a review of cancer care by GP practice	14%	n.a.	*	n.a.	*	18%	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.

	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	24%	n.a.	*	n.a.	*	*	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	75%	n.a.	*	n.a.	*	*	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	60%	n.a.	*	n.a.	*	64%	61%

	Ethnic group						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	90%	n.a.	*	n.a.	*	88%	90%
Q57. Administration of care was very good or good	88%	n.a.	*	n.a.	*	94%	88%
Q58. Cancer research opportunities were discussed with patient	47%	n.a.	*	n.a.	*	*	48%
Q59. Patient's average rating of care scored from very poor to very good	8.9	n.a.	*	n.a.	*	8.9	8.9

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM YOUR GP PRACTICE							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	62%	79%	80%	*	*	n.a.	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	55%	66%	62%	*	*	n.a.	62%

	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	95%	92%	95%	*	*	n.a.	94%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	80%	92%	*	*	n.a.	86%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	80%	83%	85%	*	*	n.a.	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	82%	86%	85%	*	*	n.a.	85%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	91%	95%	98%	*	*	n.a.	96%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
FINDING OUT THAT YOU HAD CANCER							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	73%	76%	78%	*	*	n.a.	76%
Q13. Patient was definitely told sensitively that they had cancer	74%	78%	81%	*	*	n.a.	79%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	80%	75%	*	*	n.a.	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	89%	92%	*	*	n.a.	89%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	81%	89%	*	*	n.a.	86%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
SUPPORT FROM A MAIN CONTACT PERSON							
Q17. Patient had a main point of contact within the care team	90%	91%	91%	*	*	n.a.	91%
Q18. Patient found it very or quite easy to contact their main contact person	90%	88%	87%	*	*	n.a.	88%
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	95%	*	*	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	91%	81%	86%	*	*	n.a.	85%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	78%	84%	*	*	n.a.	82%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	78%	80%	75%	*	*	n.a.	78%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	63%	48%	56%	*	*	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	79%	70%	76%	*	*	n.a.	73%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	100%	92%	94%	*	*	n.a.	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	100%	100%	*	*	n.a.	100%

	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	91%	86%	91%	*	*	n.a.	90%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	78%	75%	82%	*	*	n.a.	78%
Q29. Patient was offered information about how to get financial help or benefits	73%	65%	71%	*	*	n.a.	70%

	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	69%	76%	81%	*	*	n.a.	76%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	55%	55%	69%	*	*	n.a.	60%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	68%	75%	65%	*	*	n.a.	69%
Q34. Patient was always able to get help from ward staff when needed	78%	72%	78%	*	*	n.a.	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	53%	75%	*	*	n.a.	63%
Q36. Hospital staff always did everything they could to help the patient control pain	85%	88%	85%	*	*	n.a.	85%
Q37. Patient was always treated with respect and dignity while in hospital	82%	89%	89%	*	*	n.a.	86%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	81%	83%	89%	*	*	n.a.	84%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	80%	83%	80%	*	*	n.a.	80%

IMD quintile tables

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

YOUR TREATMENT	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	93%	85%	92%	*	*	n.a.	91%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	80%	82%	90%	*	*	n.a.	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	86%	89%	*	*	n.a.	86%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	86%	82%	*	*	n.a.	83%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	77%	*	*	n.a.	n.a.	76%
Q42_1. Patient completely had enough understandable information about progress with surgery	93%	78%	90%	*	*	n.a.	88%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	72%	73%	87%	*	*	n.a.	80%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	79%	87%	*	*	n.a.	82%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	67%	82%	*	*	n.a.	79%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	69%	*	*	n.a.	n.a.	70%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	83%	79%	84%	*	*	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	82%	79%	72%	*	*	n.a.	75%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	85%	72%	73%	*	*	n.a.	73%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	94%	81%	86%	*	*	n.a.	85%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	56%	59%	61%	*	*	n.a.	58%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	53%	55%	57%	*	*	n.a.	54%

SUPPORT WHILE AT HOME	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	57%	53%	51%	*	*	n.a.	51%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	30%	50%	45%	*	*	n.a.	44%

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	31%	48%	52%	*	*	n.a.	46%
Q52. Patient has had a review of cancer care by GP practice	14%	20%	11%	*	*	n.a.	15%

IMD quintile tables

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

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	29%	31%	*	*	n.a.	25%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	87%	75%	74%	*	*	n.a.	77%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	68%	58%	59%	*	*	n.a.	61%

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	90%	90%	92%	*	*	n.a.	90%
Q57. Administration of care was very good or good	88%	91%	88%	*	*	n.a.	88%
Q58. Cancer research opportunities were discussed with patient	50%	47%	47%	*	*	n.a.	48%
Q59. Patient's average rating of care scored from very poor to very good	8.9	8.8	9.0	*	*	n.a.	8.9