

# **Cancer Patient Experience Survey**

2022 Results

**Barking, Havering and Redbridge  
University Hospitals NHS Trust**

Published July 2023

## Executive Summary

Barking, Havering and Redbridge University Hospitals NHS Trust has no scores above expected range

### Questions Below Expected Range

	Case Mix Adjusted Scores			National Score
	2022 Score	Lower Expected Range	Upper Expected Range	
Q3. Referral for diagnosis was explained in a way the patient could completely understand	<b>58%</b>	59%	71%	<b>65%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	<b>74%</b>	74%	83%	<b>78%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	<b>86%</b>	90%	96%	<b>93%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	<b>72%</b>	74%	83%	<b>78%</b>

## Introduction

The National Cancer Patient Experience Survey 2022 is the 12th 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 2022 survey involved 133 NHS Trusts. Out of 115,662 people, 61,268 people responded to the survey, yielding a response rate of 53%.

## 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 2022. The fieldwork for the survey was undertaken between November 2022 and February 2023.

As in the previous seven 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.

### Case-mix adjustment

Both unadjusted and adjusted scores are presented in this report. Case-mix adjusted scores allow 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 Male/Female/Non-binary/Other, age, ethnicity, 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 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%.

Please note that following a review of the scoring methodology, a change was made to the scoring of Q12 such that the response option "No, I was told by letter or email" is no longer considered neutral.

### Statistical significance

In the reporting of 2022 results, appropriate statistical tests have been undertaken to identify unadjusted scores for which the change over time is 'statistically significant'. A statistically significant difference means that the change in the result is very unlikely to have occurred by chance.

### Suppression

Data is suppressed for two reasons: to ensure unreliable results based on very small numbers of respondents are not released, and to prevent individuals being identifiable in the data.

In cases where a result is based on fewer than 10 responses, the result has been suppressed. For example, where fewer than 10 people answered a question from a particular Trust, the results are not shown for that question for that Trust.

For Trusts with an eligible population of 1,000 or fewer, data relating to the respondent and their condition has been suppressed where 5 people or fewer were in a particular category. In instances where only one has been suppressed, the next lowest category has been suppressed to prevent back calculation from the total number of responses.

### **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 (within the grey bar) 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 and 2022 unadjusted scores for this Trust for each scored question. If there is a statistically significant change from 2021 an arrow will be presented for the direction of change.

The adjusted 2022 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, Male/Female/Non-binary/Other, age, IMD quintile, long-term condition status 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.

### **Male/Female/Non-binary/Other tables**

These 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.

### **Long-term condition status tables**

The long-term condition status tables show the unadjusted scores for two groups: those who indicate they have one or more long term conditions and those who indicate that they have no long-term conditions.

### **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.

### **Year on year charts**

The year on year charts show two columns representing the unadjusted scores of the last two years (2021 and 2022) for each scored question.

## **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 2022 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 2022 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

415 patients responded out of a total of 935 patients, resulting in a response rate of 44%.

	Sample Size	Adjusted Sample	Completed	Response Rate
Overall response rate	1,010	935	415	44%
National	123,632	115,662	61,268	53%

### Respondents by Survey Type

	Number of Respondents
Paper	337
Online	76
Phone	2
Translation Service	0
<b>Total</b>	<b>415</b>

### Respondents by Tumour Group

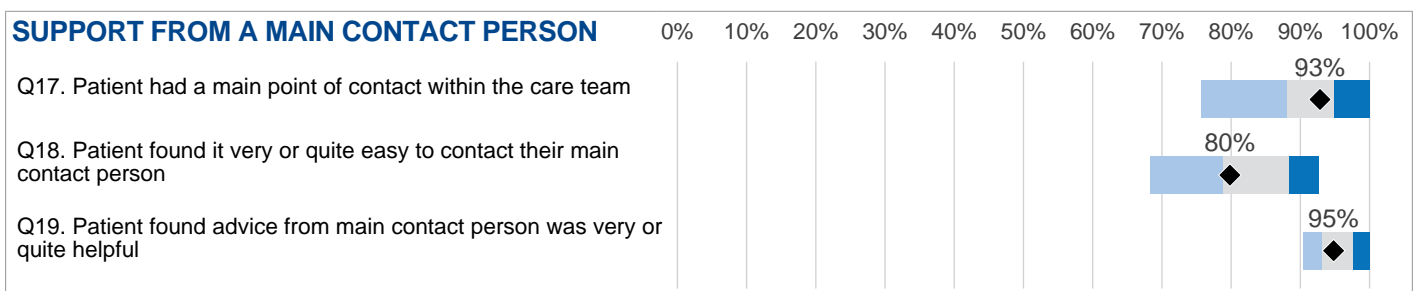
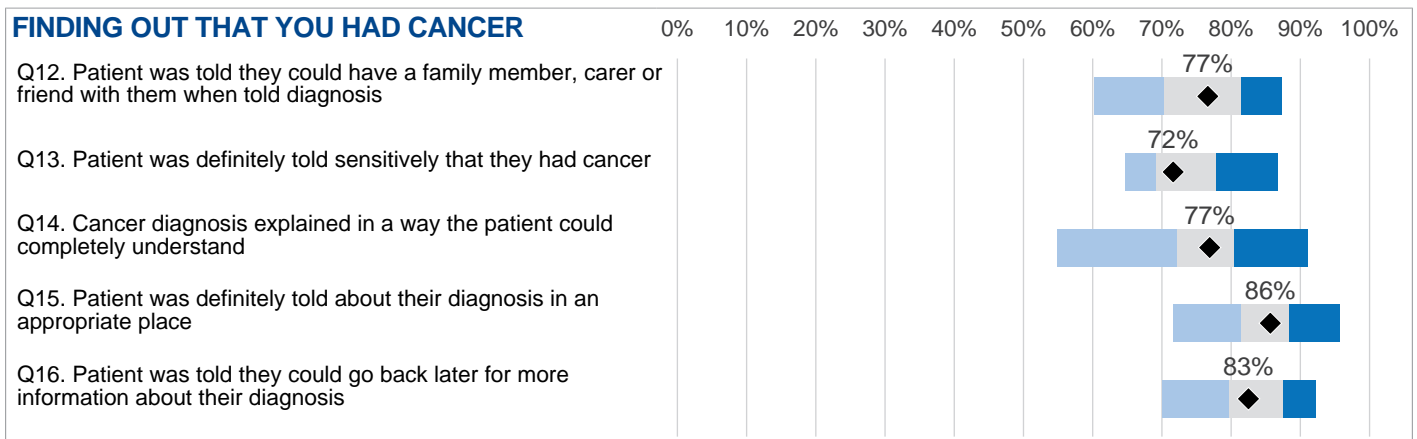
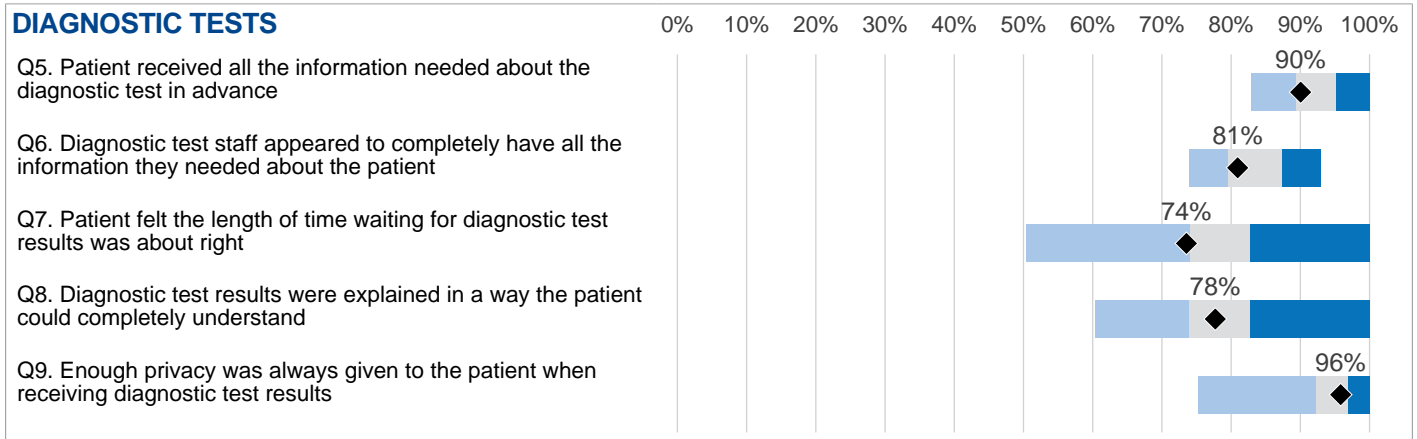
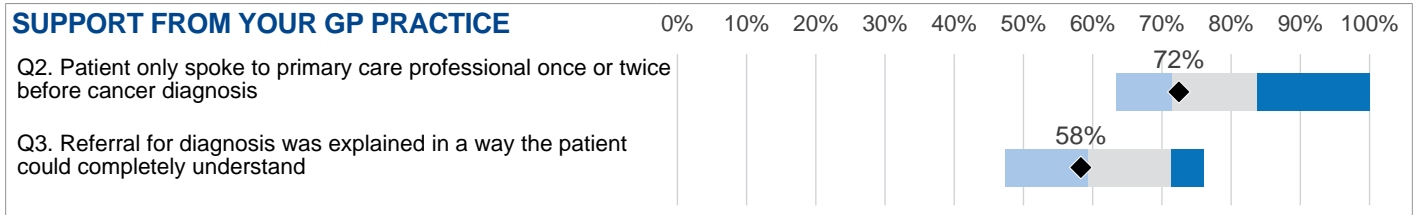
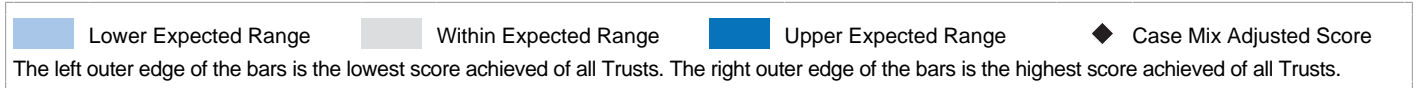
	Number of Respondents
Brain / CNS	*
Breast	74
Colorectal / LGT	51
Gynaecological	18
Haematological	44
Head and Neck	11
Lung	33
Prostate	54
Sarcoma	0
Skin	*
Upper Gastro	14
Urological	21
Other	85
<b>Total</b>	<b>415</b>

**Cancer Patient Experience Survey 2022**  
**Barking, Havering and Redbridge University Hospitals NHS Trust**

**Respondents by Ethnicity**

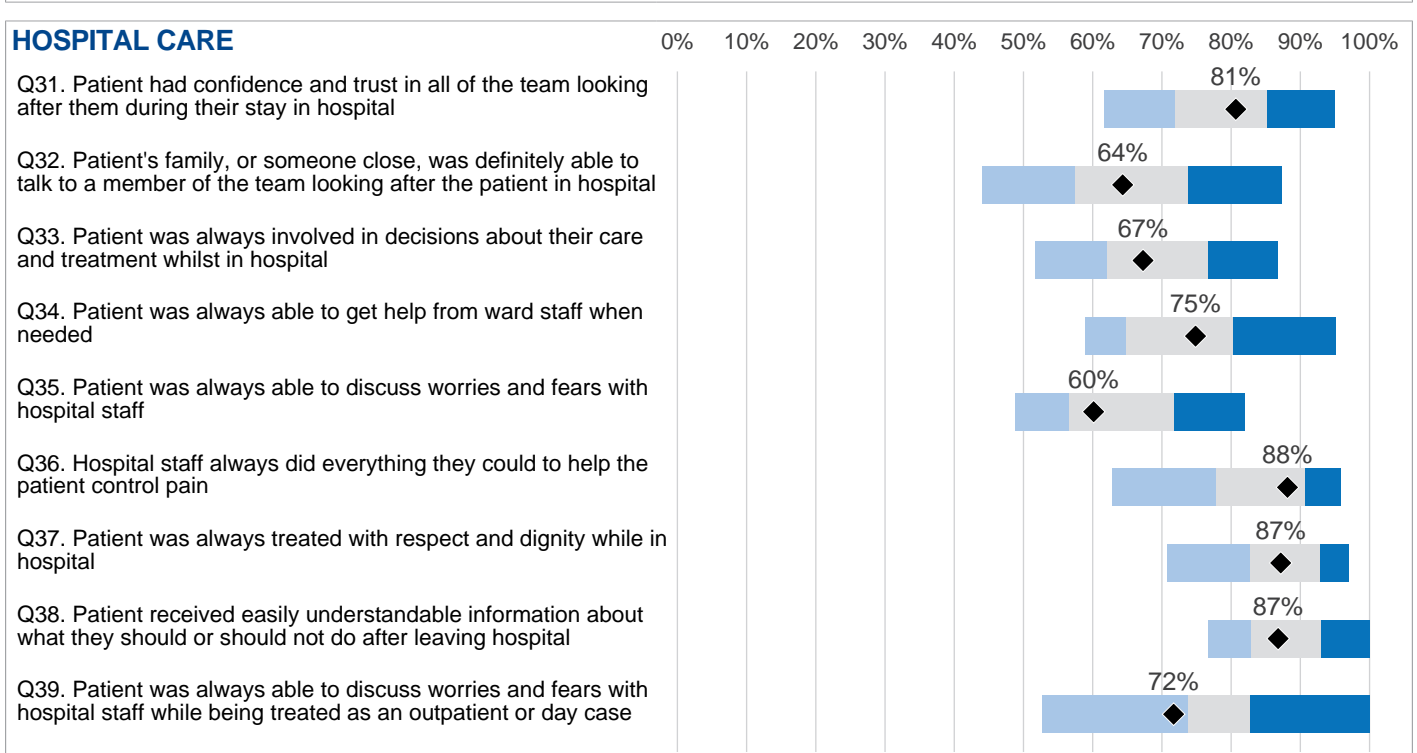
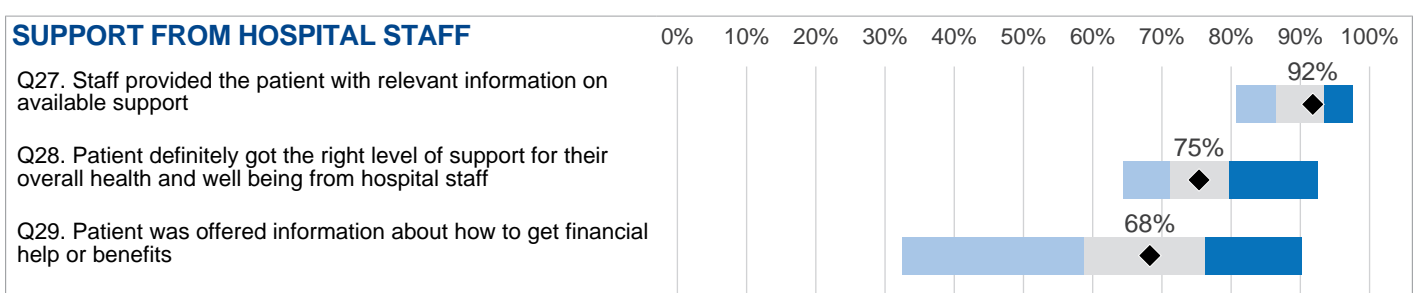
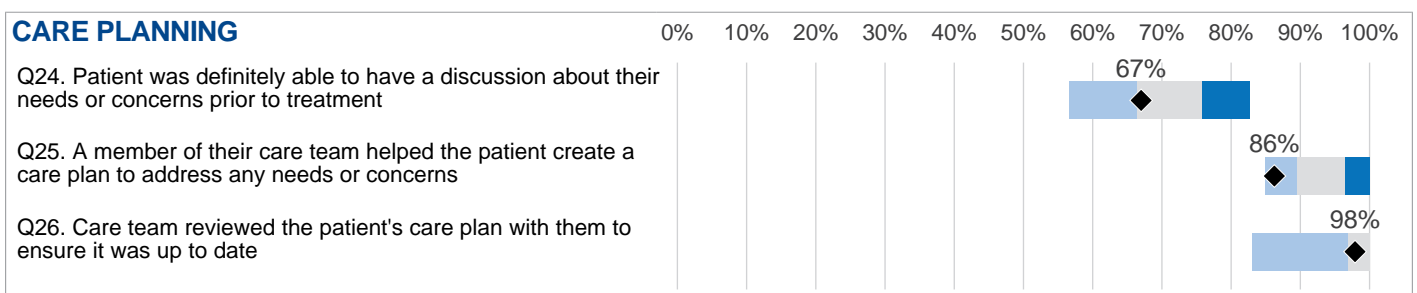
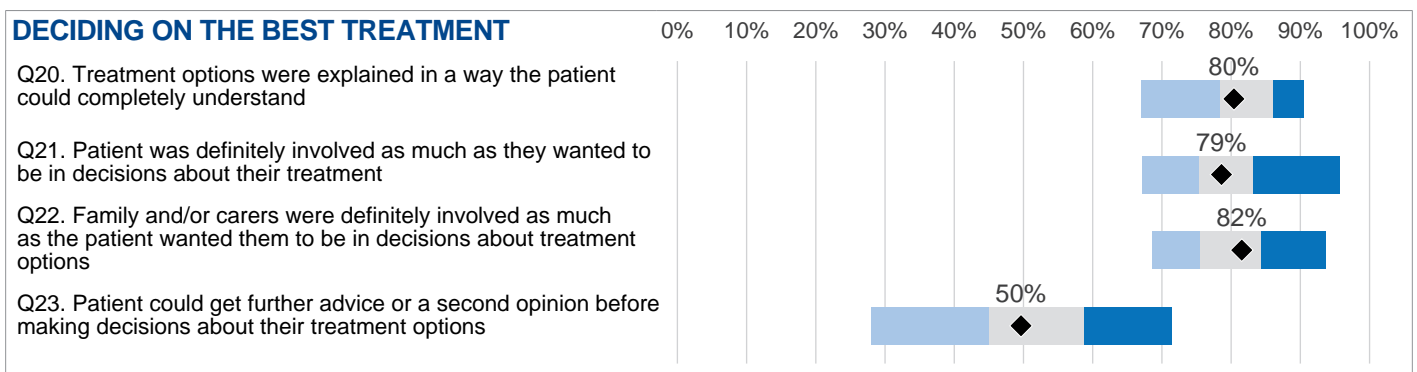
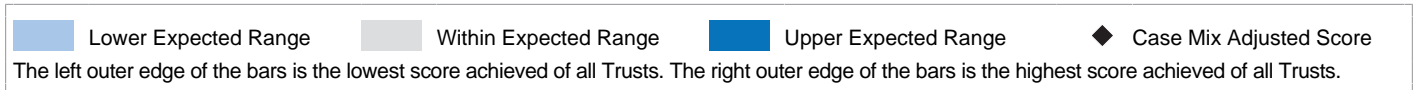
	Number of Respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	291
Irish	*
Gypsy or Irish Traveller	*
Any other White background	16
<b>Mixed / Multiple Ethnicity</b>	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
<b>Asian or Asian British</b>	
Indian	12
Pakistani	13
Bangladeshi	*
Chinese	8
Any other Asian background	*
<b>Black / African / Caribbean / Black British</b>	
African	11
Caribbean	7
Any other Black / African / Caribbean background	*
<b>Other Ethnicity</b>	
Arab	*
Any other ethnic group	*
<b>Not given</b>	
Not given	41
<b>Total</b>	<b>415</b>

## Expected Range Charts





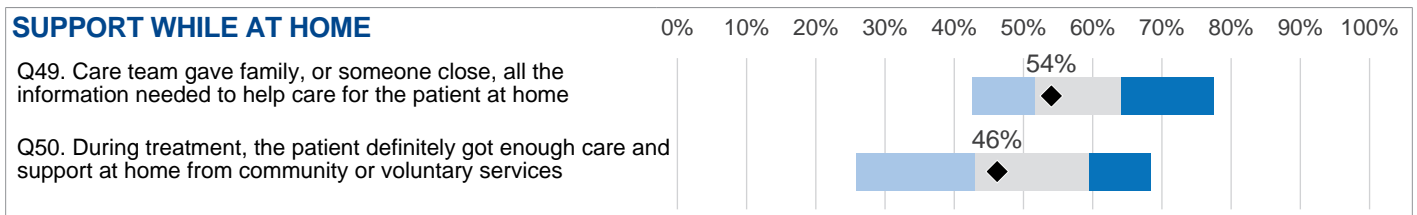
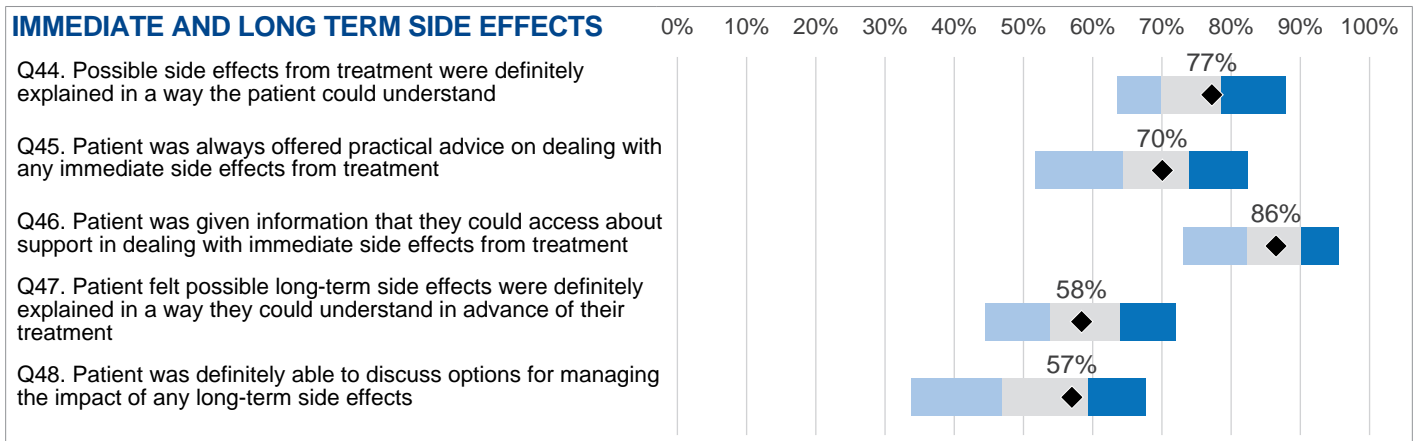
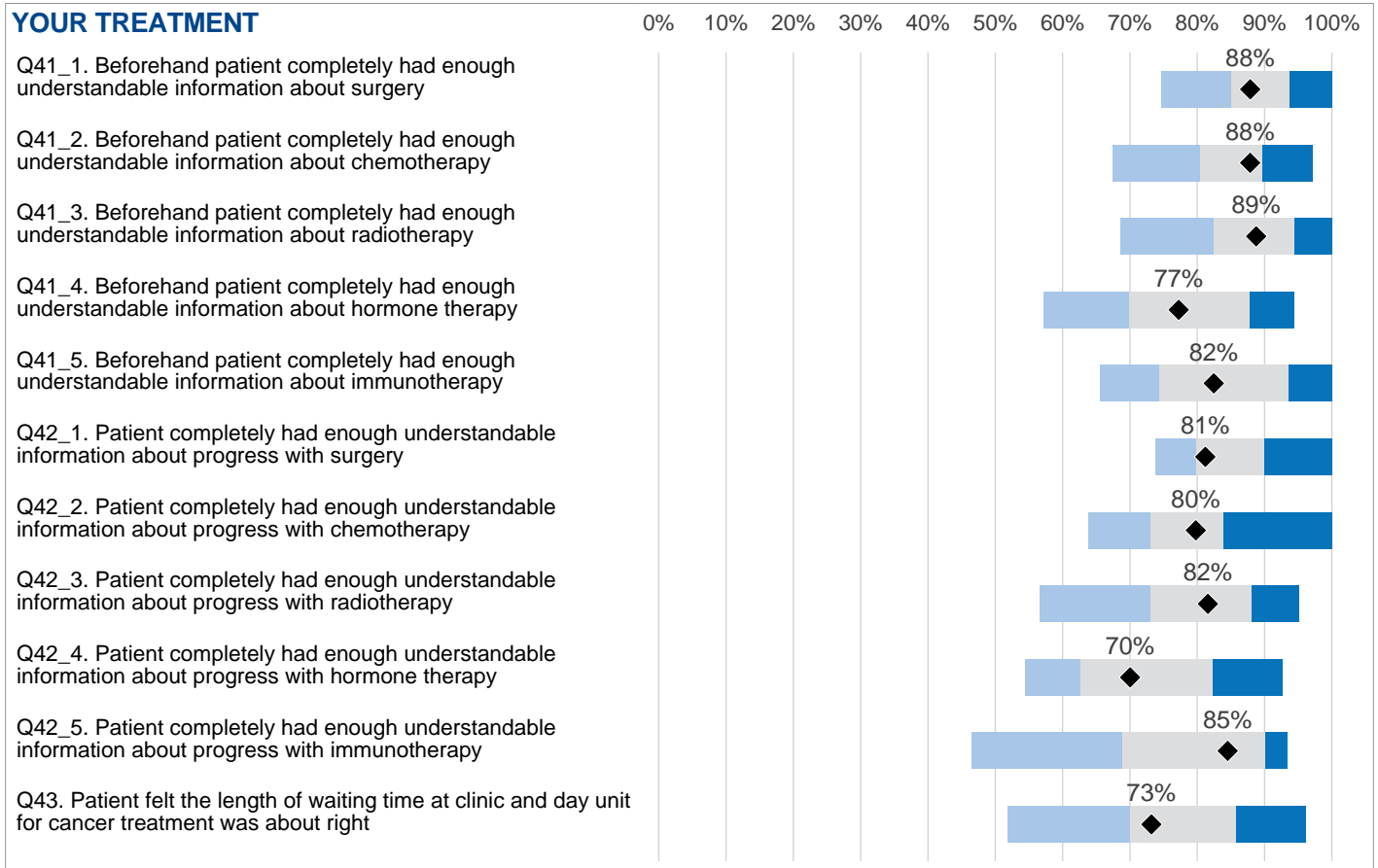
## Expected Range Charts



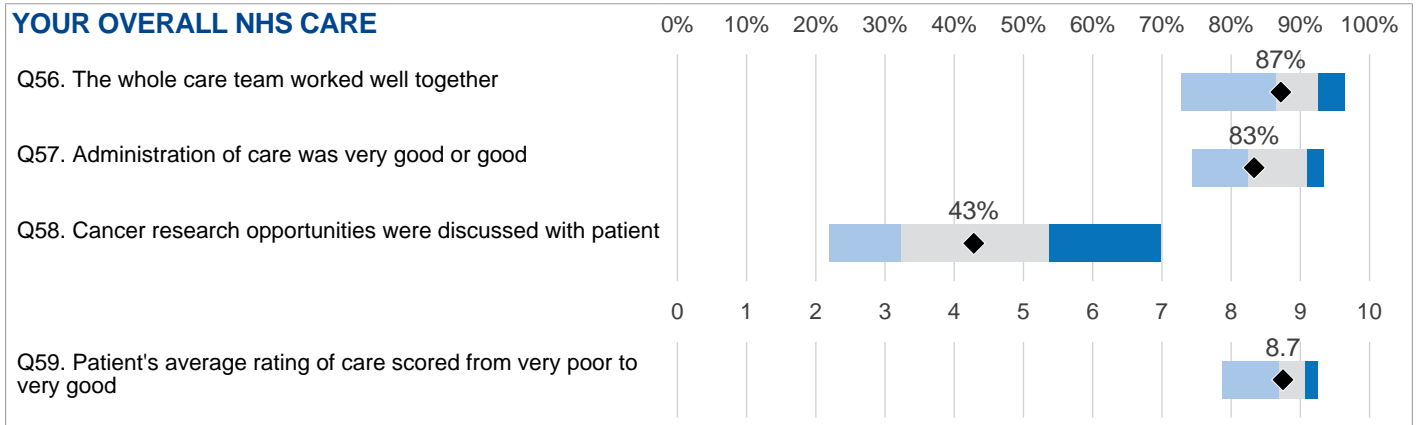
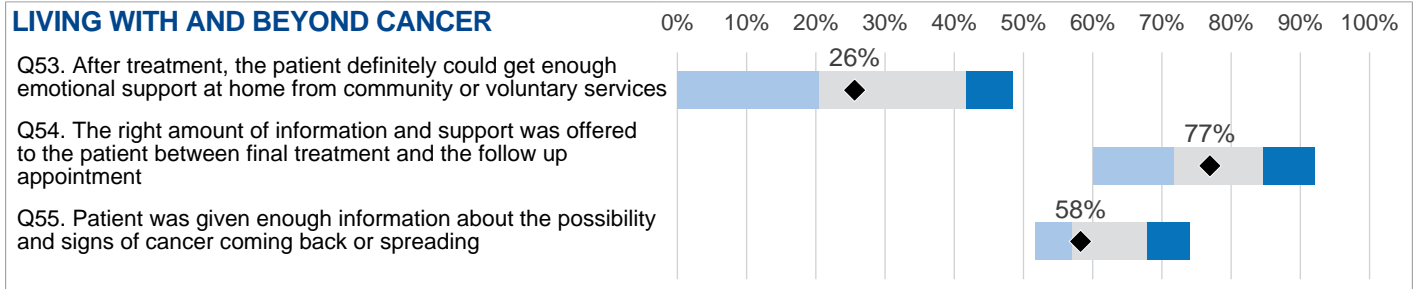
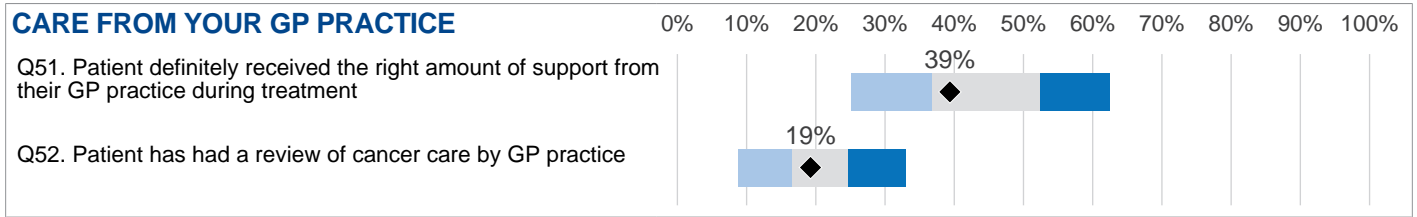
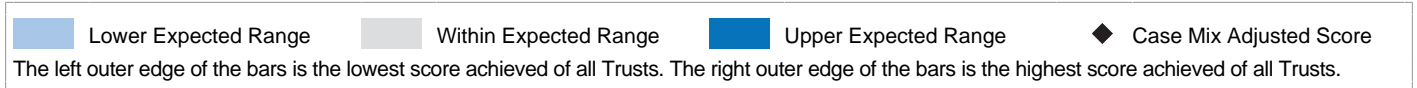
## Expected Range Charts

Lower Expected Range    
  Within Expected Range    
  Upper Expected Range    
  Case Mix Adjusted Score

The left outer edge of the bars is the lowest score achieved of all Trusts. The right outer edge of the bars is the highest score achieved of all Trusts.



## Expected Range Charts



## Comparability tables

\* Indicates where a score is not available due to suppression or a low base size.

▲ or ▼

Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.

\*\* No score available for 2021.

	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	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	128	<b>69%</b>	179	<b>70%</b>		<b>72%</b>	72%	84%	<b>78%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	165	<b>58%</b>	246	<b>57%</b>		<b>58%</b>	59%	71%	<b>65%</b>

DIAGNOSTIC TESTS	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q5. Patient received all the information needed about the diagnostic test in advance	259	<b>90%</b>	330	<b>90%</b>		<b>90%</b>	89%	95%	<b>92%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	273	<b>79%</b>	353	<b>80%</b>		<b>81%</b>	80%	87%	<b>83%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	275	<b>75%</b>	356	<b>73%</b>		<b>74%</b>	74%	83%	<b>78%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	272	<b>76%</b>	356	<b>76%</b>		<b>78%</b>	74%	83%	<b>78%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	275	<b>93%</b>	357	<b>96%</b>		<b>96%</b>	92%	97%	<b>95%</b>

FINDING OUT THAT YOU HAD CANCER	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 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	292	<b>70%</b>	383	<b>78%</b>	▲	<b>77%</b>	70%	81%	<b>76%</b>
Q13. Patient was definitely told sensitively that they had cancer	300	<b>75%</b>	410	<b>71%</b>		<b>72%</b>	69%	78%	<b>74%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	302	<b>78%</b>	410	<b>76%</b>		<b>77%</b>	72%	80%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	298	<b>85%</b>	408	<b>86%</b>		<b>86%</b>	81%	88%	<b>85%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	274	<b>80%</b>	356	<b>82%</b>		<b>83%</b>	80%	87%	<b>84%</b>

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q17. Patient had a main point of contact within the care team	291	<b>95%</b>	397	<b>93%</b>		<b>93%</b>	88%	95%	<b>91%</b>
Q18. Patient found it very or quite easy to contact their main contact person	260	<b>83%</b>	340	<b>79%</b>		<b>80%</b>	79%	88%	<b>84%</b>
Q19. Patient found advice from main contact person was very or quite helpful	269	<b>98%</b>	351	<b>95%</b>		<b>95%</b>	93%	98%	<b>95%</b>

## Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2021.</p>	<p>▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p>	<p><span style="display: inline-block; width: 15px; height: 10px; background-color: #d9e1f2; border: 1px solid #000;"></span> Adjusted Score below Lower Expected Range</p> <p><span style="display: inline-block; width: 15px; height: 10px; background-color: #e6e6e6; border: 1px solid #000;"></span> Adjusted Score between Upper and Lower Expected Ranges</p> <p><span style="display: inline-block; width: 15px; height: 10px; background-color: #0070c0; border: 1px solid #000;"></span> Adjusted Score above Upper Expected Range</p>
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DECIDING ON THE BEST TREATMENT	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q20. Treatment options were explained in a way the patient could completely understand	291	<b>83%</b>	386	<b>79%</b>		<b>80%</b>	78%	86%	<b>82%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	300	<b>81%</b>	406	<b>78%</b>		<b>79%</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	252	<b>75%</b>	346	<b>82%</b>		<b>82%</b>	76%	84%	<b>80%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	162	<b>46%</b>	212	<b>51%</b>		<b>50%</b>	45%	59%	<b>52%</b>

CARE PLANNING	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	266	<b>72%</b>	361	<b>66%</b>		<b>67%</b>	66%	76%	<b>71%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	168	<b>89%</b>	208	<b>87%</b>		<b>86%</b>	90%	96%	<b>93%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	125	<b>96%</b>	152	<b>98%</b>		<b>98%</b>	97%	100%	<b>99%</b>

SUPPORT FROM HOSPITAL STAFF	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q27. Staff provided the patient with relevant information on available support	265	<b>92%</b>	340	<b>91%</b>		<b>92%</b>	87%	93%	<b>90%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	300	<b>75%</b>	404	<b>75%</b>		<b>75%</b>	71%	80%	<b>76%</b>
Q29. Patient was offered information about how to get financial help or benefits	168	<b>70%</b>	237	<b>67%</b>		<b>68%</b>	59%	76%	<b>67%</b>

HOSPITAL CARE	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 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	143	<b>75%</b>	159	<b>81%</b>		<b>81%</b>	72%	85%	<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	123	<b>60%</b>	130	<b>65%</b>		<b>64%</b>	57%	74%	<b>66%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	135	<b>70%</b>	153	<b>68%</b>		<b>67%</b>	62%	77%	<b>70%</b>
Q34. Patient was always able to get help from ward staff when needed	138	<b>69%</b>	153	<b>75%</b>		<b>75%</b>	65%	80%	<b>73%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	133	<b>62%</b>	153	<b>59%</b>		<b>60%</b>	57%	72%	<b>64%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	124	<b>85%</b>	126	<b>88%</b>		<b>88%</b>	78%	91%	<b>84%</b>
Q37. Patient was always treated with respect and dignity while in hospital	141	<b>84%</b>	161	<b>87%</b>		<b>87%</b>	83%	93%	<b>88%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	134	<b>90%</b>	157	<b>87%</b>		<b>87%</b>	83%	93%	<b>88%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	256	<b>73%</b>	350	<b>71%</b>		<b>72%</b>	74%	83%	<b>78%</b>

## Comparability tables

\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for 2021.

▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.

	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	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	178	89%	195	88%		88%	85%	94%	89%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	176	89%	227	88%		88%	81%	90%	85%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	128	90%	111	88%		89%	83%	94%	88%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	66	83%	80	79%		77%	70%	88%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	31	84%	56	82%		82%	74%	94%	84%
Q42_1. Patient completely had enough understandable information about progress with surgery	180	86%	192	81%		81%	80%	90%	85%
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	176	81%	226	80%		80%	73%	84%	79%
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	124	87%	107	81%		82%	73%	88%	81%
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	64	72%	79	71%		70%	63%	82%	72%
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	31	74%	55	85%		85%	69%	90%	80%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	291	83%	405	72%	▼	73%	70%	86%	78%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	293	79%	384	77%		77%	70%	79%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	286	71%	359	69%		70%	64%	74%	69%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	252	83%	302	86%		86%	82%	90%	86%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	283	59%	358	58%		58%	54%	64%	59%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	245	54%	304	57%		57%	47%	59%	53%

SUPPORT WHILE AT HOME	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 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	57%	292	55%		54%	52%	64%	58%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	154	52%	155	46%		46%	43%	59%	51%



## Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size. ▲ or ▼ Change 2021-2022: Indicates where 2022 score is significantly higher or lower than 2021 score.</p> <p>** No score available for 2021.</p>	<p><span style="display: inline-block; width: 15px; height: 15px; background-color: #d9e1f2; border: 1px solid #000;"></span> Adjusted Score below Lower Expected Range</p> <p><span style="display: inline-block; width: 15px; height: 15px; background-color: #e6e6e6; border: 1px solid #000;"></span> Adjusted Score between Upper and Lower Expected Ranges</p> <p><span style="display: inline-block; width: 15px; height: 15px; background-color: #0070c0; border: 1px solid #000;"></span> Adjusted Score above Upper Expected Range</p>
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<b>CARE FROM YOUR GP PRACTICE</b>	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	178	<b>44%</b>	210	<b>40%</b>		<b>39%</b>	37%	52%	<b>45%</b>
Q52. Patient has had a review of cancer care by GP practice	288	<b>25%</b>	387	<b>20%</b>		<b>19%</b>	17%	25%	<b>21%</b>

<b>LIVING WITH AND BEYOND CANCER</b>	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 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	84	<b>37%</b>	74	<b>26%</b>		<b>26%</b>	21%	42%	<b>31%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	155	<b>79%</b>	157	<b>76%</b>		<b>77%</b>	72%	85%	<b>78%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	228	<b>56%</b>	320	<b>57%</b>		<b>58%</b>	57%	68%	<b>62%</b>

<b>YOUR OVERALL NHS CARE</b>	Unadjusted Scores					Case Mix Adjusted Scores			National Score
	2021 n	2021 Score	2022 n	2022 Score	Change 2021-2022	2022 Score	Lower Expected Range	Upper Expected Range	
Q56. The whole care team worked well together	288	<b>90%</b>	385	<b>87%</b>		<b>87%</b>	86%	93%	<b>90%</b>
Q57. Administration of care was very good or good	300	<b>86%</b>	402	<b>84%</b>		<b>83%</b>	82%	91%	<b>87%</b>
Q58. Cancer research opportunities were discussed with patient	157	<b>35%</b>	237	<b>45%</b>		<b>43%</b>	32%	54%	<b>43%</b>
Q59. Patient's average rating of care scored from very poor to very good	295	<b>8.8</b>	386	<b>8.7</b>		<b>8.7</b>	8.7	9.1	<b>8.9</b>

## Tumour type tables

\* Indicates where a score is not available due to suppression or a low base size.

	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	*	88%	67%	*	62%	*	54%	50%	*	*	*	64%	64%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	69%	62%	70%	33%	40%	50%	68%	*	*	*	57%	44%	<b>57%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q5. Patient received all the information needed about the diagnostic test in advance	*	93%	90%	73%	96%	*	93%	92%	*	*	77%	100%	86%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	79%	82%	*	94%	60%	83%	83%	*	*	79%	81%	71%	<b>80%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	70%	84%	75%	97%	*	80%	75%	*	*	79%	71%	55%	<b>73%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	76%	82%	67%	69%	80%	87%	72%	*	*	64%	85%	76%	<b>76%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	98%	91%	100%	94%	90%	100%	98%	*	*	86%	90%	97%	<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	*	82%	84%	94%	86%	100%	83%	65%	*	*	92%	50%	76%	<b>78%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	78%	78%	72%	79%	82%	64%	69%	*	*	64%	57%	66%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	86%	86%	71%	70%	91%	79%	70%	*	*	71%	67%	67%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	93%	86%	94%	86%	91%	82%	85%	*	*	86%	90%	75%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	85%	88%	78%	92%	90%	77%	82%	*	*	82%	74%	75%	<b>82%</b>



## Tumour type tables

\* Indicates where a score is not available due to suppression or a low base size.

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q17. Patient had a main point of contact within the care team	*	99%	94%	100%	98%	91%	84%	94%	*	*	91%	78%	90%	<b>93%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	84%	91%	81%	87%	80%	76%	66%	*	*	90%	58%	72%	<b>79%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	93%	96%	94%	95%	100%	96%	98%	*	*	90%	92%	94%	<b>95%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q20. Treatment options were explained in a way the patient could completely understand	*	84%	86%	88%	76%	82%	87%	66%	*	*	91%	79%	75%	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	79%	84%	83%	86%	73%	76%	78%	*	*	57%	68%	72%	<b>78%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	81%	85%	69%	89%	91%	77%	74%	*	*	75%	64%	85%	<b>82%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	54%	55%	*	67%	*	63%	47%	*	*	*	31%	44%	<b>51%</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	*	65%	67%	47%	70%	73%	76%	76%	*	*	46%	44%	66%	<b>66%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	84%	85%	91%	92%	*	88%	92%	*	*	*	*	88%	<b>87%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	96%	100%	*	100%	*	*	100%	*	*	*	*	100%	<b>98%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q27. Staff provided the patient with relevant information on available support	*	87%	85%	100%	97%	80%	100%	90%	*	*	100%	87%	91%	<b>91%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	74%	72%	72%	88%	91%	84%	74%	*	*	50%	75%	68%	<b>75%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	71%	42%	36%	69%	*	96%	58%	*	*	*	*	72%	<b>67%</b>

## Tumour type tables

\* Indicates where a score is not available due to suppression or a low base size.

	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	*	82%	90%	73%	62%	*	*	*	*	*	*	75%	68%	<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	*	57%	72%	60%	50%	*	*	*	*	*	*	*	64%	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	74%	72%	70%	62%	*	*	*	*	*	*	64%	65%	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	*	82%	76%	91%	57%	*	*	*	*	*	*	75%	58%	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	67%	69%	45%	62%	*	*	*	*	*	*	50%	53%	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	94%	96%	*	80%	*	*	*	*	*	*	80%	62%	<b>88%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	90%	93%	91%	79%	*	*	*	*	*	*	83%	79%	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	94%	93%	91%	77%	*	*	*	*	*	*	92%	72%	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	69%	68%	77%	77%	90%	74%	70%	*	*	55%	59%	69%	<b>71%</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%	86%	87%	*	*	*	91%	*	*	*	85%	89%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	91%	96%	90%	83%	*	86%	82%	*	*	83%	*	88%	<b>88%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	95%	93%	*	*	*	*	83%	*	*	*	*	86%	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	72%	*	*	*	*	*	81%	*	*	*	*	85%	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	93%	*	*	*	*	*	61%	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	85%	81%	79%	*	*	*	83%	*	*	*	77%	78%	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	81%	88%	90%	86%	*	86%	59%	*	*	69%	*	76%	<b>80%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	86%	85%	*	*	*	*	82%	*	*	*	*	71%	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	70%	*	*	*	*	*	62%	*	*	*	*	74%	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	*	*	*	86%	*	*	*	*	*	88%	<b>85%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	64%	85%	67%	67%	64%	76%	81%	*	*	93%	75%	63%	<b>72%</b>

## Tumour type tables

\* Indicates where a score is not available due to suppression or a low base size.

	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	*	73%	72%	88%	74%	91%	88%	78%	*	*	62%	71%	76%	<b>77%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	66%	77%	79%	70%	90%	74%	74%	*	*	69%	65%	60%	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	86%	91%	87%	79%	*	94%	78%	*	*	73%	63%	94%	<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	*	61%	63%	50%	57%	73%	55%	60%	*	*	50%	50%	54%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	54%	51%	50%	50%	*	65%	62%	*	*	64%	47%	57%	<b>57%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	49%	50%	60%	74%	70%	58%	60%	*	*	55%	29%	51%	<b>55%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	44%	62%	60%	75%	*	53%	44%	*	*	*	*	30%	<b>46%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	38%	37%	36%	41%	*	25%	55%	*	*	*	33%	37%	<b>40%</b>
Q52. Patient has had a review of cancer care by GP practice	*	30%	15%	44%	15%	*	17%	16%	*	*	46%	5%	14%	<b>20%</b>

## Tumour type tables

\* Indicates where a score is not available due to suppression or a low base size.

	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	*	25%	*	*	*	*	*	*	*	*	*	*	18%	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	60%	79%	100%	*	*	80%	78%	*	*	*	*	76%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	42%	59%	47%	76%	50%	65%	73%	*	*	40%	44%	57%	<b>57%</b>

	Tumour Type													
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and Neck	Lung	Prostate	Sarcoma	Skin	Upper Gastro	Urological	Other	All Cancers
Q56. The whole care team worked well together	*	89%	85%	94%	86%	73%	91%	100%	*	*	64%	71%	86%	<b>87%</b>
Q57. Administration of care was very good or good	*	93%	78%	78%	98%	100%	79%	88%	*	*	93%	67%	73%	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	*	45%	37%	*	82%	*	25%	43%	*	*	*	*	39%	<b>45%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	8.9	8.7	8.4	9.0	8.6	8.7	9.0	*	*	7.9	8.4	8.4	<b>8.7</b>

## Age group tables

\* Indicates where a score is not available due to suppression or a low base size.

<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	*	*	*	80%	63%	65%	75%	*	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	64%	70%	63%	56%	53%	46%	<b>57%</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	*	*	90%	84%	91%	91%	90%	93%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	73%	79%	82%	78%	82%	84%	<b>80%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	75%	67%	67%	76%	75%	79%	<b>73%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	83%	83%	75%	77%	75%	74%	<b>76%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	75%	92%	97%	98%	96%	89%	<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	*	*	87%	75%	68%	80%	82%	70%	<b>78%</b>
Q13. Patient was definitely told sensitively that they had cancer	*	*	81%	63%	70%	66%	80%	75%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	75%	75%	75%	71%	80%	90%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	75%	81%	85%	83%	89%	94%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	92%	81%	88%	80%	78%	82%	<b>82%</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%	90%	95%	94%	91%	94%	<b>93%</b>
Q18. Patient found it very or quite easy to contact their main contact person	*	*	87%	77%	70%	76%	88%	81%	<b>79%</b>
Q19. Patient found advice from main contact person was very or quite helpful	*	*	93%	81%	97%	95%	96%	100%	<b>95%</b>

<b>DECIDING ON THE BEST TREATMENT</b>	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	88%	84%	73%	83%	74%	95%	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	75%	75%	78%	83%	71%	80%	<b>78%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	93%	83%	83%	79%	80%	94%	<b>82%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	*	*	70%	47%	56%	50%	48%	*	<b>51%</b>

## Age group tables

\* Indicates where a score is not available due to suppression or a low base size.

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	*	*	80%	59%	74%	67%	58%	76%	<b>66%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	100%	89%	87%	82%	*	<b>87%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	90%	97%	100%	98%	*	<b>98%</b>

SUPPORT FROM HOSPITAL STAFF	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q27. Staff provided the patient with relevant information on available support	*	*	87%	89%	93%	93%	90%	86%	<b>91%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	75%	65%	78%	75%	72%	95%	<b>75%</b>
Q29. Patient was offered information about how to get financial help or benefits	*	*	73%	86%	71%	67%	53%	83%	<b>67%</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	*	*	*	75%	74%	79%	87%	*	<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	*	*	*	50%	74%	65%	65%	*	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	60%	69%	67%	67%	*	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	*	*	*	73%	62%	76%	80%	*	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	56%	58%	67%	54%	*	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	83%	91%	89%	86%	*	<b>88%</b>
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	88%	85%	84%	90%	*	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	94%	85%	87%	85%	*	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	50%	58%	71%	75%	70%	83%	<b>71%</b>

## Age group tables

\* Indicates where a score is not available due to suppression or a low base size.

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	*	*	85%	87%	88%	92%	84%	*	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	93%	82%	89%	90%	85%	*	<b>88%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	87%	96%	80%	88%	*	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	83%	64%	83%	77%	*	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	80%	76%	89%	*	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	*	*	85%	86%	80%	84%	77%	*	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	*	*	85%	81%	76%	85%	77%	*	<b>80%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	*	*	*	86%	84%	79%	73%	*	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	*	*	100%	60%	59%	76%	*	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	*	*	*	*	92%	89%	*	<b>85%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	63%	50%	71%	72%	77%	89%	<b>72%</b>

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	*	*	88%	78%	77%	75%	76%	78%	<b>77%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	81%	68%	72%	68%	68%	71%	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	93%	89%	88%	90%	78%	75%	<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	*	*	81%	53%	60%	62%	49%	67%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	56%	59%	56%	66%	47%	40%	<b>57%</b>

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	*	*	46%	41%	47%	61%	56%	59%	<b>55%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	31%	48%	45%	53%	*	<b>46%</b>

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	*	*	36%	16%	44%	41%	43%	*	<b>40%</b>
Q52. Patient has had a review of cancer care by GP practice	*	*	31%	27%	22%	17%	18%	30%	<b>20%</b>



## Age group tables

\* Indicates where a score is not available due to suppression or a low base size.

	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	*	*	*	*	33%	12%	33%	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	60%	73%	82%	78%	*	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	40%	50%	48%	64%	58%	83%	<b>57%</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	*	*	75%	84%	89%	88%	87%	95%	<b>87%</b>
Q57. Administration of care was very good or good	*	*	75%	81%	79%	89%	83%	80%	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	*	*	58%	30%	47%	44%	44%	*	<b>45%</b>
Q59. Patient's average rating of care scored from very poor to very good	*	*	8.3	8.5	8.6	8.8	8.7	8.9	<b>8.7</b>



## Male/Female/Non-binary/Other tables

\* Indicates where a score is not available due to suppression or a low base size.

<b>SUPPORT FROM YOUR GP PRACTICE</b>								Male/Female/Non-binary/Other
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	72%	70%	*	*	*	*	<b>70%</b>	
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	58%	*	*	*	*	<b>57%</b>	

<b>DIAGNOSTIC TESTS</b>								Male/Female/Non-binary/Other
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All	
Q5. Patient received all the information needed about the diagnostic test in advance	89%	92%	*	*	*	*	<b>90%</b>	
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	84%	77%	*	*	*	*	<b>80%</b>	
Q7. Patient felt the length of time waiting for diagnostic test results was about right	70%	76%	*	*	*	*	<b>73%</b>	
Q8. Diagnostic test results were explained in a way the patient could completely understand	77%	75%	*	*	*	*	<b>76%</b>	
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	98%	94%	*	*	*	*	<b>96%</b>	

<b>FINDING OUT THAT YOU HAD CANCER</b>								Male/Female/Non-binary/Other
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All	
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	80%	75%	*	*	*	*	<b>78%</b>	
Q13. Patient was definitely told sensitively that they had cancer	74%	68%	*	*	*	*	<b>71%</b>	
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	77%	*	*	*	*	<b>76%</b>	
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	83%	*	*	*	*	<b>86%</b>	
Q16. Patient was told they could go back later for more information about their diagnosis	81%	81%	*	*	*	*	<b>82%</b>	

<b>SUPPORT FROM A MAIN CONTACT PERSON</b>								Male/Female/Non-binary/Other
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All	
Q17. Patient had a main point of contact within the care team	95%	90%	*	*	*	*	<b>93%</b>	
Q18. Patient found it very or quite easy to contact their main contact person	80%	79%	*	*	*	*	<b>79%</b>	
Q19. Patient found advice from main contact person was very or quite helpful	93%	97%	*	*	*	*	<b>95%</b>	

## Male/Female/Non-binary/Other tables

\* Indicates where a score is not available due to suppression or a low base size.

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	82%	76%	*	*	*	*	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	80%	75%	*	*	*	*	<b>78%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	83%	82%	*	*	*	*	<b>82%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	43%	56%	*	*	*	*	<b>51%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	65%	66%	*	*	*	*	<b>66%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	89%	83%	*	*	*	*	<b>87%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	97%	98%	*	*	*	*	<b>98%</b>

	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	91%	*	*	*	*	<b>91%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	74%	*	*	*	*	<b>75%</b>
Q29. Patient was offered information about how to get financial help or benefits	72%	61%	*	*	*	*	<b>67%</b>

## Male/Female/Non-binary/Other tables

\* Indicates where a score is not available due to suppression or a low base size.

	Male/Female/Non-binary/Other						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	77%	89%	*	*	*	*	<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	62%	70%	*	*	*	*	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	72%	64%	*	*	*	*	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	76%	76%	*	*	*	*	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	60%	60%	*	*	*	*	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	88%	90%	*	*	*	*	<b>88%</b>
Q37. Patient was always treated with respect and dignity while in hospital	87%	89%	*	*	*	*	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	90%	84%	*	*	*	*	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	70%	71%	*	*	*	*	<b>71%</b>

	Male/Female/Non-binary/Other						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	89%	86%	*	*	*	*	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	90%	83%	*	*	*	*	<b>88%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	90%	84%	*	*	*	*	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	79%	*	*	*	*	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	83%	*	*	*	*	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	83%	79%	*	*	*	*	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	82%	73%	*	*	*	*	<b>80%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	82%	77%	*	*	*	*	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	69%	71%	*	*	*	*	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	83%	88%	*	*	*	*	<b>85%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	67%	78%	*	*	*	*	<b>72%</b>

## Male/Female/Non-binary/Other tables

\* Indicates where a score is not available due to suppression or a low base size.

<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>								Male/Female/Non-binary/Other
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75%	79%	*	*	*	*	<b>77%</b>	
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	71%	*	*	*	*	<b>69%</b>	
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	87%	84%	*	*	*	*	<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	58%	58%	*	*	*	*	<b>58%</b>	
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	56%	55%	*	*	*	*	<b>57%</b>	

<b>SUPPORT WHILE AT HOME</b>								Male/Female/Non-binary/Other
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All	
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	56%	53%	*	*	*	*	<b>55%</b>	
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	48%	42%	*	*	*	*	<b>46%</b>	

<b>CARE FROM YOUR GP PRACTICE</b>								Male/Female/Non-binary/Other
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	38%	42%	*	*	*	*	<b>40%</b>	
Q52. Patient has had a review of cancer care by GP practice	23%	18%	*	*	*	*	<b>20%</b>	

<b>LIVING WITH AND BEYOND CANCER</b>								Male/Female/Non-binary/Other
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All	
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	27%	21%	*	*	*	*	<b>26%</b>	
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	74%	79%	*	*	*	*	<b>76%</b>	
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	52%	63%	*	*	*	*	<b>57%</b>	

## Male/Female/Non-binary/Other tables

\* Indicates where a score is not available due to suppression or a low base size.

YOUR OVERALL NHS CARE	Male/Female/Non-binary/Other						
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	All
Q56. The whole care team worked well together	85%	89%	*	*	*	*	<b>87%</b>
Q57. Administration of care was very good or good	85%	81%	*	*	*	*	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	42%	47%	*	*	*	*	<b>45%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.7	8.7	*	*	*	*	<b>8.7</b>

## Ethnicity tables

\* Indicates where a score is not available due to suppression or a low base size.

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>							
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	74%	*	75%	*	*	47%	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	58%	*	62%	58%	*	50%	<b>57%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DIAGNOSTIC TESTS</b>							
Q5. Patient received all the information needed about the diagnostic test in advance	91%	*	86%	94%	*	89%	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	81%	*	77%	93%	*	69%	<b>80%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	*	71%	88%	*	74%	<b>73%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	79%	*	67%	63%	*	71%	<b>76%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	96%	*	93%	100%	*	100%	<b>96%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>							
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	78%	*	76%	73%	*	81%	<b>78%</b>
Q13. Patient was definitely told sensitively that they had cancer	72%	*	61%	72%	*	76%	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	*	73%	67%	*	59%	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	85%	*	87%	82%	*	85%	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	81%	*	84%	89%	*	79%	<b>82%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>							
Q17. Patient had a main point of contact within the care team	92%	*	94%	100%	*	100%	<b>93%</b>
Q18. Patient found it very or quite easy to contact their main contact person	80%	*	77%	71%	*	76%	<b>79%</b>
Q19. Patient found advice from main contact person was very or quite helpful	95%	*	97%	100%	*	89%	<b>95%</b>

	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>							
Q20. Treatment options were explained in a way the patient could completely understand	80%	*	68%	75%	*	88%	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	79%	*	68%	82%	*	75%	<b>78%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	*	82%	85%	*	70%	<b>82%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	48%	*	46%	60%	*	63%	<b>51%</b>

## Ethnicity tables

\* Indicates where a score is not available due to suppression or a low base size.

CARE PLANNING	Ethnicity						
	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	67%	*	64%	63%	*	67%	<b>66%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	88%	*	86%	*	*	86%	<b>87%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	98%	*	100%	*	*	93%	<b>98%</b>

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	91%	*	88%	100%	*	94%	<b>91%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	76%	*	71%	67%	*	73%	<b>75%</b>
Q29. Patient was offered information about how to get financial help or benefits	66%	*	65%	73%	*	74%	<b>67%</b>

HOSPITAL CARE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	84%	*	65%	*	*	68%	<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	67%	*	50%	*	*	59%	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	73%	*	41%	*	*	56%	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	77%	*	59%	*	*	74%	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	64%	*	47%	*	*	47%	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	92%	*	81%	*	*	82%	<b>88%</b>
Q37. Patient was always treated with respect and dignity while in hospital	92%	*	59%	*	*	80%	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	88%	*	81%	*	*	80%	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	74%	*	67%	50%	*	63%	<b>71%</b>

## Ethnicity tables

\* Indicates where a score is not available due to suppression or a low base size.

YOUR TREATMENT	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	91%	*	79%	*	*	80%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	88%	*	87%	73%	*	92%	<b>88%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	*	92%	*	*	*	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	79%	*	*	*	*	*	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	*	*	*	*	*	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	84%	*	71%	*	*	67%	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	79%	*	77%	70%	*	91%	<b>80%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	80%	*	77%	*	*	*	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	73%	*	*	*	*	*	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	84%	*	*	*	*	*	<b>85%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	75%	*	61%	56%	*	69%	<b>72%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	77%	*	72%	83%	*	75%	<b>77%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	69%	*	65%	76%	*	74%	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	*	92%	75%	*	88%	<b>86%</b>
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	60%	*	53%	65%	*	50%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	58%	*	48%	63%	*	60%	<b>57%</b>

SUPPORT WHILE AT HOME	Ethnicity						
	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	54%	*	63%	64%	*	48%	<b>55%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	44%	*	52%	*	*	41%	<b>46%</b>

CARE FROM YOUR GP PRACTICE	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	43%	*	35%	50%	*	24%	<b>40%</b>
Q52. Patient has had a review of cancer care by GP practice	17%	*	33%	7%	*	31%	<b>20%</b>



## Ethnicity tables

\* Indicates where a score is not available due to suppression or a low base size.

<b>LIVING WITH AND BEYOND CANCER</b>	Ethnicity						
	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	27%	*	*	*	*	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	80%	*	64%	*	*	62%	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	59%	*	57%	62%	*	44%	<b>57%</b>

<b>YOUR OVERALL NHS CARE</b>	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	88%	*	83%	100%	*	85%	<b>87%</b>
Q57. Administration of care was very good or good	83%	*	86%	82%	*	86%	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	44%	*	32%	67%	*	56%	<b>45%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.7	*	8.5	8.9	*	8.8	<b>8.7</b>

## IMD quintile tables

\* Indicates where a score is not available due to suppression or a low base size.

	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	67%	70%	64%	70%	76%	*	<b>70%</b>
Q3. Referral for diagnosis was explained in a way the patient could completely understand	59%	57%	54%	54%	63%	*	<b>57%</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	95%	91%	90%	93%	86%	*	<b>90%</b>
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	90%	73%	84%	78%	80%	*	<b>80%</b>
Q7. Patient felt the length of time waiting for diagnostic test results was about right	83%	76%	68%	73%	72%	*	<b>73%</b>
Q8. Diagnostic test results were explained in a way the patient could completely understand	93%	70%	69%	78%	79%	*	<b>76%</b>
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	100%	97%	98%	96%	90%	*	<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	83%	83%	77%	67%	82%	*	<b>78%</b>
Q13. Patient was definitely told sensitively that they had cancer	91%	75%	60%	74%	69%	*	<b>71%</b>
Q14. Cancer diagnosis explained in a way the patient could completely understand	89%	69%	80%	74%	73%	*	<b>76%</b>
Q15. Patient was definitely told about their diagnosis in an appropriate place	95%	79%	86%	90%	82%	*	<b>86%</b>
Q16. Patient was told they could go back later for more information about their diagnosis	82%	75%	83%	84%	84%	*	<b>82%</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	89%	97%	93%	92%	92%	*	<b>93%</b>
Q18. Patient found it very or quite easy to contact their main contact person	85%	84%	72%	82%	76%	*	<b>79%</b>
Q19. Patient found advice from main contact person was very or quite helpful	97%	94%	95%	95%	94%	*	<b>95%</b>

## IMD quintile tables

\* Indicates where a score is not available due to suppression or a low base size.

	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	83%	77%	75%	84%	79%	*	<b>79%</b>
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	82%	75%	72%	84%	77%	*	<b>78%</b>
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	81%	73%	79%	88%	84%	*	<b>82%</b>
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	64%	55%	38%	56%	51%	*	<b>51%</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	83%	51%	66%	69%	69%	*	<b>66%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	93%	84%	86%	82%	*	<b>87%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	90%	100%	100%	100%	*	<b>98%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
<b>SUPPORT FROM HOSPITAL STAFF</b>							
Q27. Staff provided the patient with relevant information on available support	89%	92%	93%	93%	89%	*	<b>91%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	82%	68%	74%	77%	76%	*	<b>75%</b>
Q29. Patient was offered information about how to get financial help or benefits	74%	72%	70%	67%	56%	*	<b>67%</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	95%	64%	80%	88%	82%	*	<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	72%	59%	65%	83%	48%	*	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	75%	50%	71%	81%	66%	*	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	95%	61%	77%	80%	72%	*	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	78%	47%	55%	77%	52%	*	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	100%	82%	90%	95%	80%	*	<b>88%</b>
Q37. Patient was always treated with respect and dignity while in hospital	100%	74%	83%	97%	88%	*	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	95%	82%	85%	97%	82%	*	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	83%	65%	64%	78%	70%	*	<b>71%</b>

## IMD quintile tables

\* Indicates where a score is not available due to suppression or a low base size.

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	92%	91%	83%	89%	86%	*	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	96%	80%	89%	94%	83%	*	<b>88%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	100%	86%	93%	82%	85%	*	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	86%	74%	67%	83%	*	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	79%	100%	79%	*	*	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	88%	79%	76%	82%	83%	*	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	88%	71%	84%	85%	74%	*	<b>80%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	91%	76%	82%	81%	81%	*	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	*	77%	71%	67%	71%	*	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	*	85%	87%	86%	*	*	<b>85%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	73%	64%	75%	76%	71%	*	<b>72%</b>

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	83%	78%	84%	74%	68%	*	<b>77%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	79%	69%	62%	76%	67%	*	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	84%	86%	89%	88%	82%	*	<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	71%	61%	62%	55%	50%	*	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	63%	52%	56%	62%	52%	*	<b>57%</b>

SUPPORT WHILE AT HOME	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	64%	55%	55%	58%	46%	*	<b>55%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	50%	45%	51%	56%	28%	*	<b>46%</b>

CARE FROM YOUR GP PRACTICE	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	30%	33%	40%	51%	38%	*	<b>40%</b>
Q52. Patient has had a review of cancer care by GP practice	22%	22%	22%	16%	20%	*	<b>20%</b>

## IMD quintile tables

\* Indicates where a score is not available due to suppression or a low base size.

	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	*	30%	23%	20%	33%	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	71%	75%	69%	81%	83%	*	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	66%	57%	50%	66%	54%	*	<b>57%</b>

	IMD Quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	100%	87%	87%	88%	82%	*	<b>87%</b>
Q57. Administration of care was very good or good	84%	79%	85%	90%	78%	*	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	44%	51%	44%	39%	46%	*	<b>45%</b>
Q59. Patient's average rating of care scored from very poor to very good	9.1	8.6	8.6	8.9	8.6	*	<b>8.7</b>

## Long term condition status tables

\* Indicates where a score is not available due to suppression or a low base size.

	Long term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM YOUR GP PRACTICE</b>				
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	70%	71%	58%	70%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	49%	76%	44%	57%

	Long term condition status			
	Yes	No	Not given	All
<b>DIAGNOSTIC TESTS</b>				
Q5. Patient received all the information needed about the diagnostic test in advance	88%	93%	96%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	76%	88%	79%	80%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	72%	74%	80%	73%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	77%	80%	76%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	95%	97%	100%	96%

	Long term condition status			
	Yes	No	Not given	All
<b>FINDING OUT THAT YOU HAD CANCER</b>				
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	80%	73%	80%	78%
Q13. Patient was definitely told sensitively that they had cancer	71%	71%	77%	71%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	81%	62%	76%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	88%	92%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	78%	86%	96%	82%

	Long term condition status			
	Yes	No	Not given	All
<b>SUPPORT FROM A MAIN CONTACT PERSON</b>				
Q17. Patient had a main point of contact within the care team	93%	91%	100%	93%
Q18. Patient found it very or quite easy to contact their main contact person	76%	87%	71%	79%
Q19. Patient found advice from main contact person was very or quite helpful	95%	96%	84%	95%

	Long term condition status			
	Yes	No	Not given	All
<b>DECIDING ON THE BEST TREATMENT</b>				
Q20. Treatment options were explained in a way the patient could completely understand	77%	82%	85%	79%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	74%	84%	81%	78%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	82%	80%	78%	82%
Q23. Patient could get further advice or a second opinion before making decisions about their treatment options	47%	56%	69%	51%

## Long term condition status tables

\* Indicates where a score is not available due to suppression or a low base size.

<b>CARE PLANNING</b>	Long term condition status			
	Yes	No	Not given	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	63%	69%	79%	<b>66%</b>
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	85%	88%	92%	<b>87%</b>
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	99%	96%	100%	<b>98%</b>

<b>SUPPORT FROM HOSPITAL STAFF</b>	Long term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	88%	96%	100%	<b>91%</b>
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	74%	77%	81%	<b>75%</b>
Q29. Patient was offered information about how to get financial help or benefits	64%	71%	79%	<b>67%</b>

<b>HOSPITAL CARE</b>	Long term condition status			
	Yes	No	Not given	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	78%	87%	*	<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	63%	69%	*	<b>65%</b>
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	63%	77%	*	<b>68%</b>
Q34. Patient was always able to get help from ward staff when needed	73%	80%	*	<b>75%</b>
Q35. Patient was always able to discuss worries and fears with hospital staff	58%	61%	*	<b>59%</b>
Q36. Hospital staff always did everything they could to help the patient control pain	88%	91%	*	<b>88%</b>
Q37. Patient was always treated with respect and dignity while in hospital	85%	92%	*	<b>87%</b>
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	84%	96%	*	<b>87%</b>
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	69%	74%	71%	<b>71%</b>

## Long term condition status tables

\* Indicates where a score is not available due to suppression or a low base size.

<b>YOUR TREATMENT</b>	Long term condition status			
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	86%	90%	90%	<b>88%</b>
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	88%	87%	88%	<b>88%</b>
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	87%	89%	*	<b>88%</b>
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	76%	80%	*	<b>79%</b>
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	83%	85%	*	<b>82%</b>
Q42_1. Patient completely had enough understandable information about progress with surgery	78%	86%	80%	<b>81%</b>
Q42_2. Patient completely had enough understandable information about progress with chemotherapy	79%	78%	94%	<b>80%</b>
Q42_3. Patient completely had enough understandable information about progress with radiotherapy	78%	83%	*	<b>81%</b>
Q42_4. Patient completely had enough understandable information about progress with hormone therapy	65%	77%	*	<b>71%</b>
Q42_5. Patient completely had enough understandable information about progress with immunotherapy	82%	92%	*	<b>85%</b>
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	72%	71%	77%	<b>72%</b>

<b>IMMEDIATE AND LONG TERM SIDE EFFECTS</b>	Long term condition status			
	Yes	No	Not given	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	75%	82%	67%	<b>77%</b>
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	72%	76%	<b>69%</b>
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	86%	85%	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	57%	63%	48%	<b>58%</b>
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	52%	65%	63%	<b>57%</b>

<b>SUPPORT WHILE AT HOME</b>	Long term condition status			
	Yes	No	Not given	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	55%	54%	56%	<b>55%</b>
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	55%	*	<b>46%</b>

<b>CARE FROM YOUR GP PRACTICE</b>	Long term condition status			
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	44%	35%	21%	<b>40%</b>
Q52. Patient has had a review of cancer care by GP practice	21%	19%	17%	<b>20%</b>



## Long term condition status tables

\* Indicates where a score is not available due to suppression or a low base size.

<b>LIVING WITH AND BEYOND CANCER</b>	Long term condition status			
	Yes	No	Not given	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	18%	38%	*	<b>26%</b>
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	71%	86%	*	<b>76%</b>
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	52%	66%	69%	<b>57%</b>

<b>YOUR OVERALL NHS CARE</b>	Long term condition status			
	Yes	No	Not given	All
Q56. The whole care team worked well together	86%	92%	81%	<b>87%</b>
Q57. Administration of care was very good or good	83%	83%	92%	<b>84%</b>
Q58. Cancer research opportunities were discussed with patient	43%	47%	50%	<b>45%</b>
Q59. Patient's average rating of care scored from very poor to very good	8.6	8.9	9.0	<b>8.7</b>

## Year on Year Charts

\* Indicates where a score is not available due to suppression or a low base size.

The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis



Q3. Referral for diagnosis was explained in a way the patient could completely understand

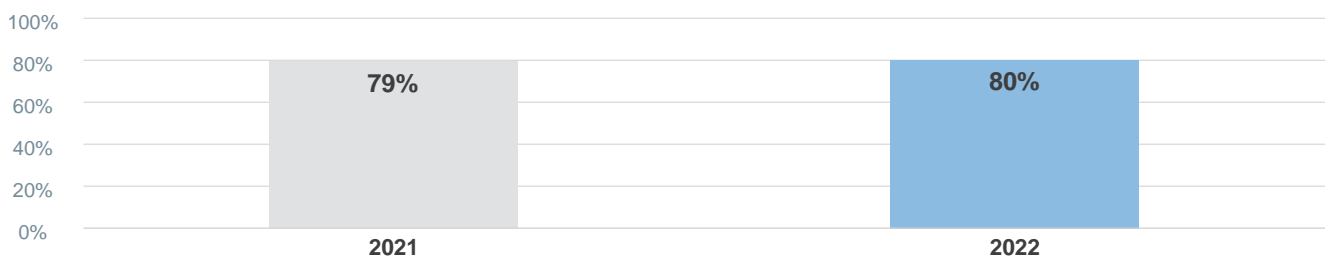


### DIAGNOSTIC TESTS

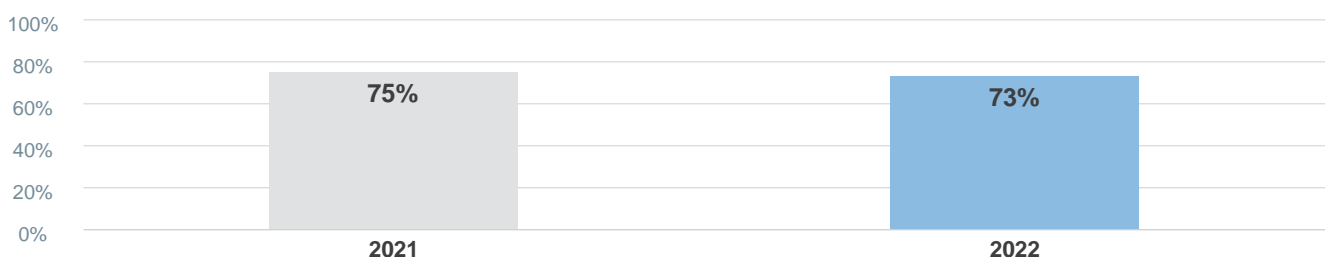
Q5. Patient received all the information needed about the diagnostic test in advance



Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient



Q7. Patient felt the length of time waiting for diagnostic test results was about right



## Year on Year Charts

\* Indicates where a score is not available due to suppression or a low base size. The scores are unadjusted and based on England scores only.

**Q8. Diagnostic test results were explained in a way the patient could completely understand**



**Q9. Enough privacy was always given to the patient when receiving diagnostic test results**



### FINDING OUT THAT YOU HAD CANCER

**Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis**



**Q13. Patient was definitely told sensitively that they had cancer**



**Q14. Cancer diagnosis explained in a way the patient could completely understand**



## Year on Year Charts

\* Indicates where a score is not available due to suppression or a low base size. The scores are unadjusted and based on England scores only.

**Q15. Patient was definitely told about their diagnosis in an appropriate place**



**Q16. Patient was told they could go back later for more information about their diagnosis**

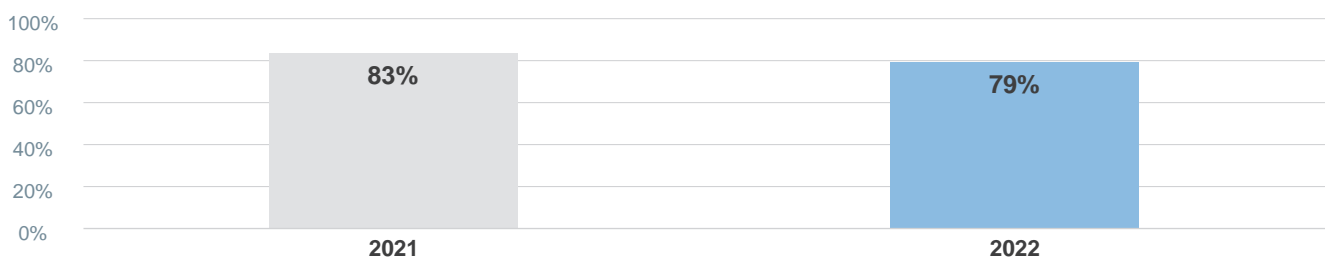


### SUPPORT FROM A MAIN CONTACT PERSON

**Q17. Patient had a main point of contact within the care team**



**Q18. Patient found it very or quite easy to contact their main contact person**



**Q19. Patient found advice from main contact person was very or quite helpful**



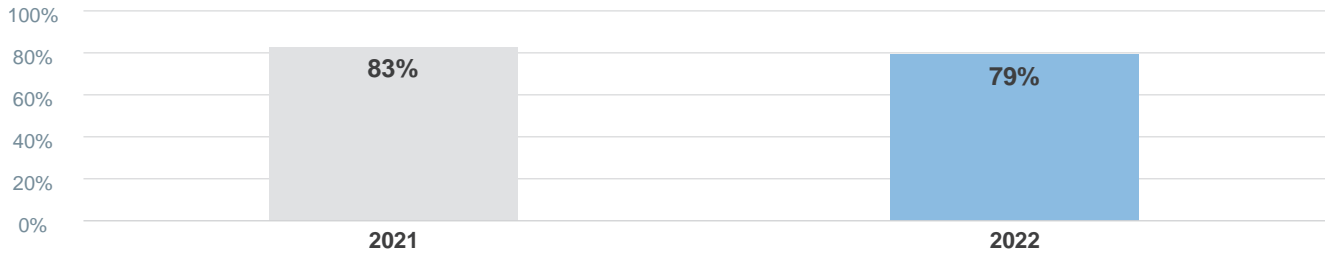
## Year on Year Charts

\* Indicates where a score is not available due to suppression or a low base size.

The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

Q20. Treatment options were explained in a way the patient could completely understand



Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment



Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options

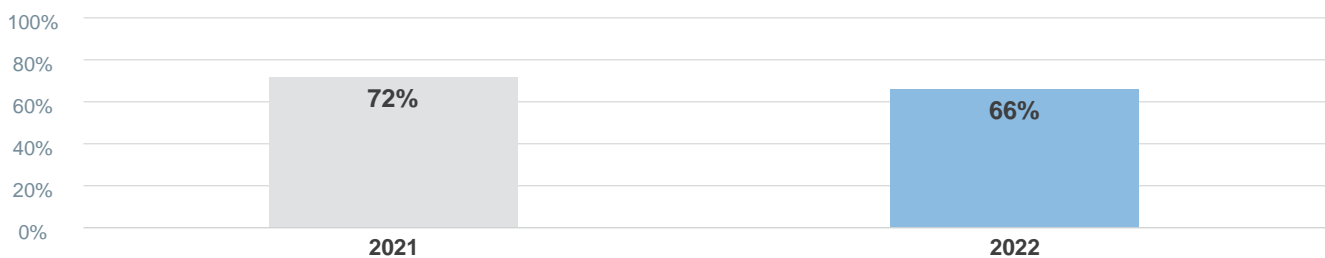


Q23. Patient could get further advice or a second opinion before making decisions about their treatment options



### CARE PLANNING

Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment



## Year on Year Charts

\* Indicates where a score is not available due to suppression or a low base size. The scores are unadjusted and based on England scores only.

**Q25. A member of their care team helped the patient create a care plan to address any needs or concerns**

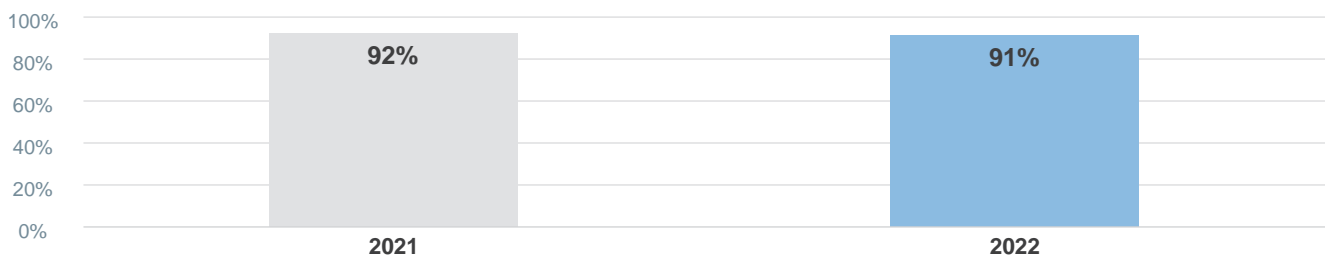


**Q26. Care team reviewed the patient's care plan with them to ensure it was up to date**

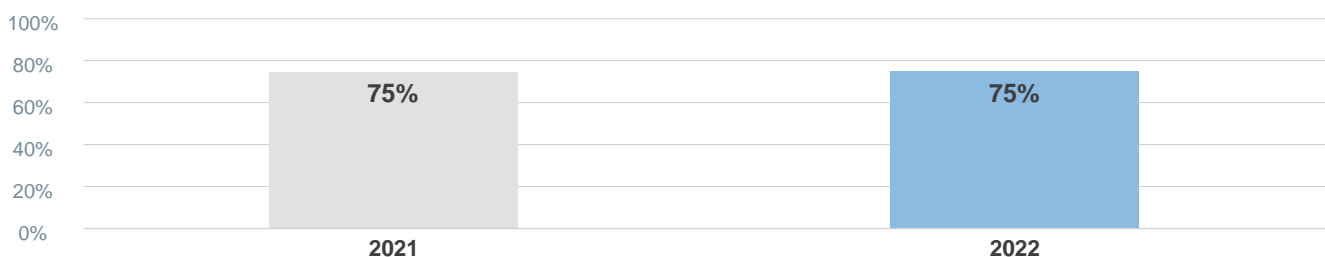


### SUPPORT FROM HOSPITAL STAFF

**Q27. Staff provided the patient with relevant information on available support**



**Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff**



**Q29. Patient was offered information about how to get financial help or benefits**



## Year on Year Charts

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### HOSPITAL CARE

Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



Q34. Patient was always able to get help from ward staff when needed



Q35. Patient was always able to discuss worries and fears with hospital staff



## Year on Year Charts

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**Q36. Hospital staff always did everything they could to help the patient control pain**



**Q37. Patient was always treated with respect and dignity while in hospital**



**Q38. Patient received easily understandable information about what they should or should not do after leaving hospital**

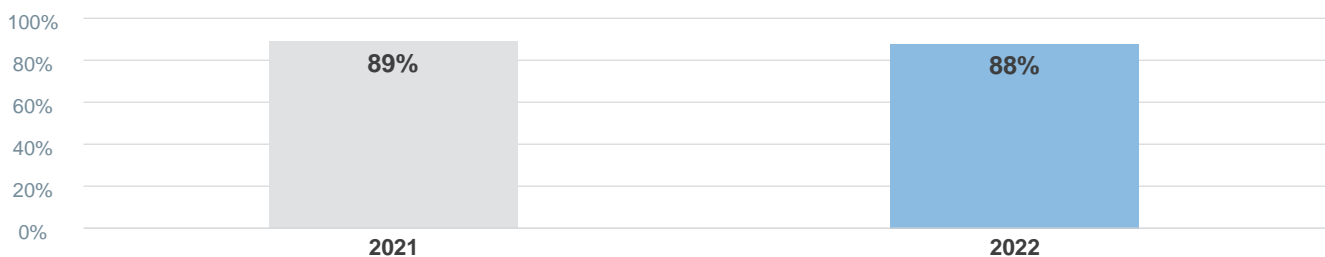


**Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case**



### YOUR TREATMENT

**Q41\_1. Beforehand patient completely had enough understandable information about surgery**





## Year on Year Charts

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**Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy**



**Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy**



**Q41\_4. Beforehand patient completely had enough understandable information about hormone therapy**



**Q41\_5. Beforehand patient completely had enough understandable information about immunotherapy**



**Q42\_1. Patient completely had enough understandable information about progress with surgery**



## Year on Year Charts

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Q42\_2. Patient completely had enough understandable information about progress with chemotherapy



Q42\_3. Patient completely had enough understandable information about progress with radiotherapy



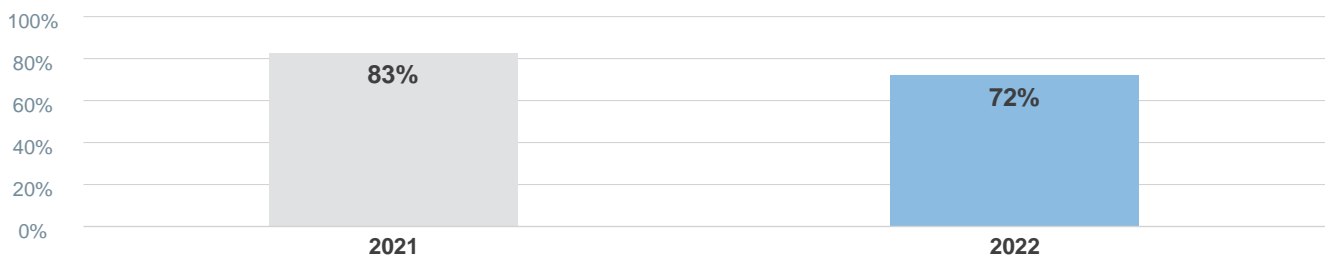
Q42\_4. Patient completely had enough understandable information about progress with hormone therapy



Q42\_5. Patient completely had enough understandable information about progress with immunotherapy



Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right



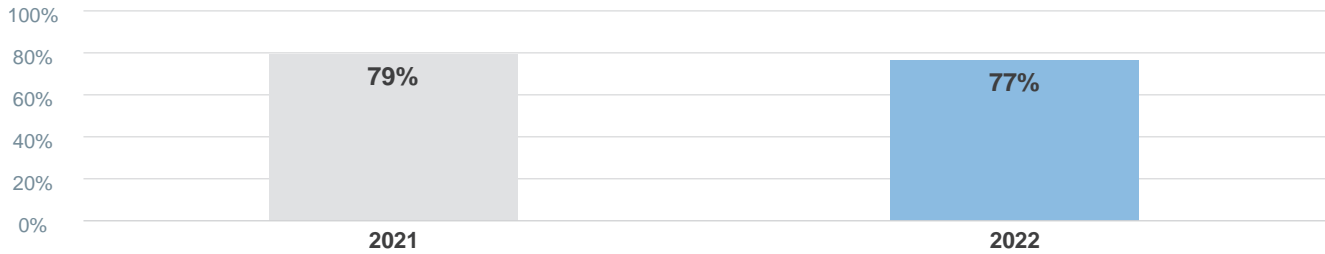
## Year on Year Charts

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### IMMEDIATE AND LONG TERM SIDE EFFECTS

**Q44. Possible side effects from treatment were definitely explained in a way the patient could understand**



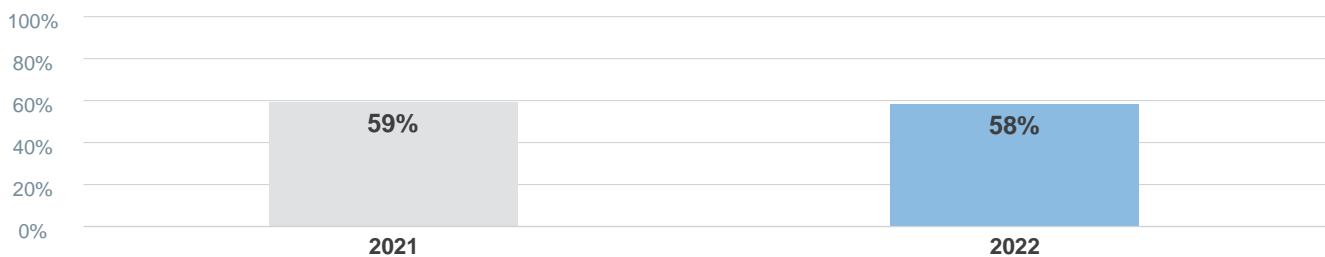
**Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment**



**Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment**



**Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment**



**Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects**



## Year on Year Charts

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### SUPPORT WHILE AT HOME

Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home



Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services



### CARE FROM YOUR GP PRACTICE

Q51. Patient definitely received the right amount of support from their GP practice during treatment



Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

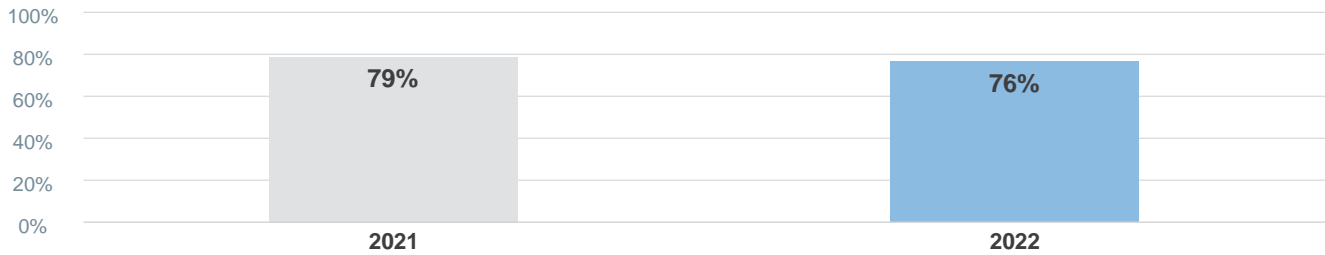
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services



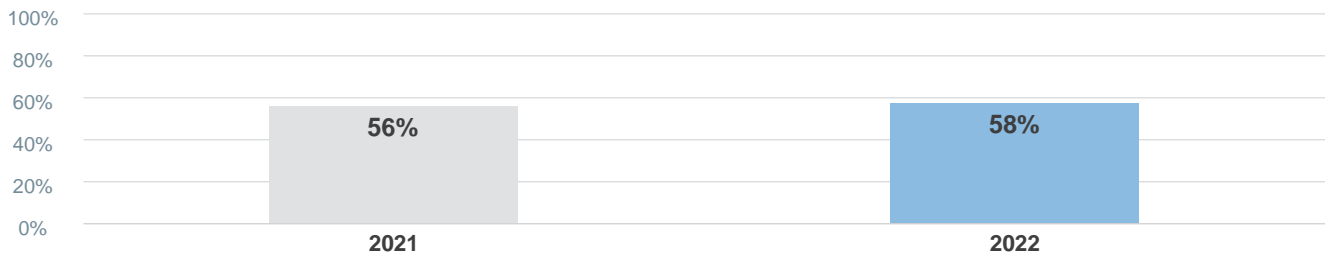
## Year on Year Charts

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**Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment**



**Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading**

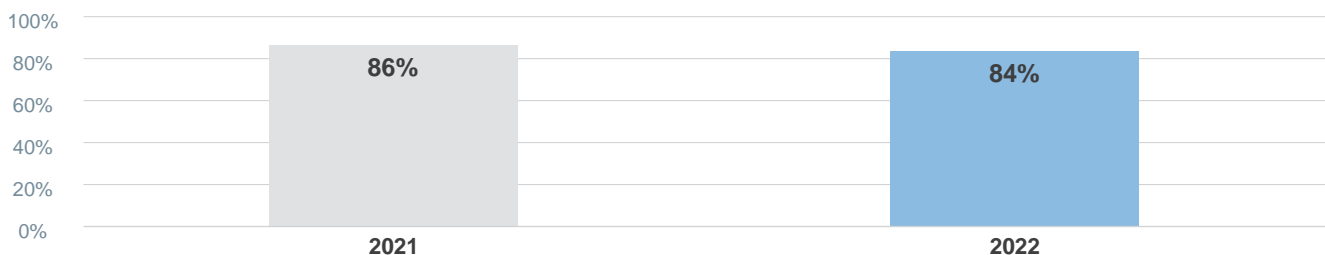


### YOUR OVERALL NHS CARE

**Q56. The whole care team worked well together**



**Q57. Administration of care was very good or good**



**Q58. Cancer research opportunities were discussed with patient**



## Year on Year Charts

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Q59. Patient's average rating of care scored from very poor to very good

