

# **Cancer Patient Experience Survey**

2023 Results

**Lewisham and Greenwich NHS Trust**

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## Executive summary

Lewisham and Greenwich NHS Trust has no scores above expected range

### Questions below expected range

	Case mix adjusted scores			National score
	2023 score	Lower expected range	Upper expected range	
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	78%	88%	83%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	89%	92%	98%	95%
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	73%	76%	86%	81%
Q16. Patient was told they could go back later for more information about their diagnosis	78%	79%	89%	84%
Q17. Patient had a main point of contact within the care team	84%	87%	95%	91%
Q18. Patient found it very or quite easy to contact their main contact person	72%	78%	90%	84%
Q19. Patient found advice from main contact person was very or quite helpful	90%	93%	99%	96%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	71%	75%	85%	80%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	43%	49%	65%	57%
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	58%	67%	78%	72%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	95%	97%	100%	99%
Q27. Staff provided the patient with relevant information on available support	78%	87%	95%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	63%	70%	82%	76%
Q35. Patient was always able to discuss worries and fears with hospital staff	53%	56%	74%	65%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	77%	82%	95%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	62%	74%	85%	79%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	62%	70%	87%	78%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	79%	82%	92%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	46%	53%	67%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	43%	47%	62%	55%
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	47%	54%	69%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	43%	43%	61%	52%
Q51. Patient definitely received the right amount of support from their GP practice during treatment	37%	38%	54%	46%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	68%	71%	87%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	52%	57%	71%	64%
Q56. The whole care team worked well together	82%	86%	94%	90%
Q57. Administration of care was very good or good	81%	83%	91%	87%
Q58. Cancer research opportunities were discussed with patient	29%	32%	57%	45%
Q59. Patient's average rating of care scored from very poor to very good	8.4	8.7	9.1	8.9

## Introduction

The National Cancer Patient Experience Survey 2023 is the thirteenth 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 undertaken by Picker on behalf of NHS England and it 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 2023 survey involved 132 NHS Trusts. Out of 121,121 people, 63,428 people responded to the survey, yielding a response rate of 52%.

## 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 2023. The fieldwork for the survey was undertaken between November 2023 and February 2024.

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

### Note on question comparability

The questionnaire was redeveloped for the 2021 National Cancer Patient Experience Survey. Year on year comparisons between 2021, 2022 and 2023 are included in this report for most questions. A review of the questionnaire in 2023 saw four changes being made:

- The question text for Q23 and Q42 were amended. These questions are no longer deemed comparable to 2021 and 2022.
- The long-term condition question (Q67) was amended to include "Autism or autism spectrum condition" as a response option. And the "Neurological condition" answer option was updated to include an example condition changing it to "Neurological condition, such as epilepsy". These changes see the answer option "Neurological condition, such as epilepsy" as no longer being deemed comparable to 2021 and 2022.
- The ethnic group question (Q71) was amended to include "Roma" as an answer option. The ethnic group question is still deemed comparable to 2021 and 2022.

### 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%.

In 2022, 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 and is now scored as negative.

### Statistical significance

In the reporting of 2023 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 sub-group 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 sub-group 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 2022 and 2023 unadjusted scores for this Trust for each scored question. The Change 2022-2023 and Change overall columns show whether the scores show a statistically significant variation between years. This is shown between 2022-2023 and as an overall

between 2021-2023. An upwards arrow indicates a statistically significant increase, a downwards arrow indicates a statistically significant decrease and no arrow indicates no statistically significant change.

The adjusted 2023 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 group, 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 group tables**

The tumour group 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 three columns representing the unadjusted scores of the last three years (2021, 2022 and 2023) for each scored question.

## **National level and England level data**

In some cases (343 respondents in 2023), patients from outside England (from Wales, Scotland, Northern Ireland, the Channel Islands or the Isle of Man) are referred to English NHS Trusts for treatment. These patients are described as 'Non-England' in the data.

### **National level data (England and Non-England) is used for:**

- Response rate section
- National column in comparability tables section
- Sub-group tables section (Tumour group tables, Age group tables, Male/Female/Non-binary/Other tables, Ethnicity tables, IMD quintile tables and Long-term condition status tables)

### **England only level data is used for:**

- Expected range charts section (as case-mix adjustment includes IMD data specific to England)
- Comparability tables section
- Year on year charts section.

## Further information

This research was carried out in accordance with the international standard for organisations conducting market and social research (accreditation to ISO20252:2019; certificate number GB08/74322). Our statistical practice is regulated by the Office for Statistics Regulation (OSR). OSR sets the standards of trustworthiness, quality, and value in the Code of Practice for Statistics that all producers of official statistics should adhere to. You are welcome to contact us directly with any comments about how we meet these standards. Alternatively, you can contact OSR by emailing [regulation@statistics.gov.uk](mailto:regulation@statistics.gov.uk) or via the OSR website.

For more information on the methodology, please see the Technical Document. It can be viewed along with the 2023 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

264 patients responded out of a total of 598 patients, resulting in a response rate of 44%.

	Sample size	Adjusted sample	Completed	Response rate
Overall response rate	652	598	264	44%
National	129,231	121,121	63,438	52%

### Respondents by survey type

	Number of respondents
Paper	206
Online	57
Phone	0
Translation service	1
<b>Total</b>	<b>264</b>

### Respondents by tumour group

	Number of respondents
Brain / CNS	0
Breast	71
Colorectal / LGT	66
Gynaecological	*
Haematological	62
Head and neck	*
Lung	19
Prostate	17
Sarcoma	*
Skin	*
Upper gastro	*
Urological	7
Other	13
<b>Total</b>	<b>264</b>



## Respondents by ethnicity

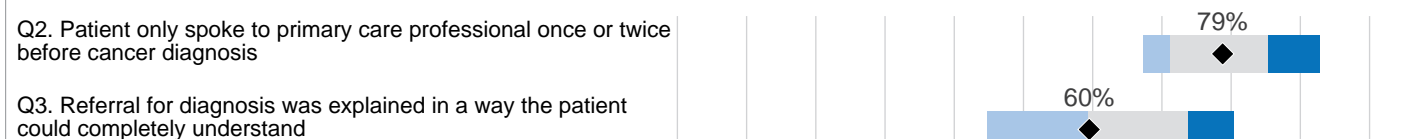
	Number of respondents
<b>White</b>	
English / Welsh / Scottish / Northern Irish / British	175
Irish	*
Gypsy or Irish Traveller	*
Roma	*
Any other White background	15
<b>Mixed / Multiple Ethnic Groups</b>	
White and Black Caribbean	*
White and Black African	*
White and Asian	*
Any other Mixed / multiple ethnic background	*
<b>Asian or Asian British</b>	
Indian	6
Pakistani	*
Bangladeshi	*
Chinese	*
Any other Asian background	*
<b>Black / African / Caribbean / Black British</b>	
African	15
Caribbean	8
Any other Black / African / Caribbean background	*
<b>Other Ethnicity</b>	
Arab	*
Any other ethnic group	*
<b>Not given</b>	
Not given	32
<b>Total</b>	<b>264</b>

\* indicates the count is not shown due to suppression

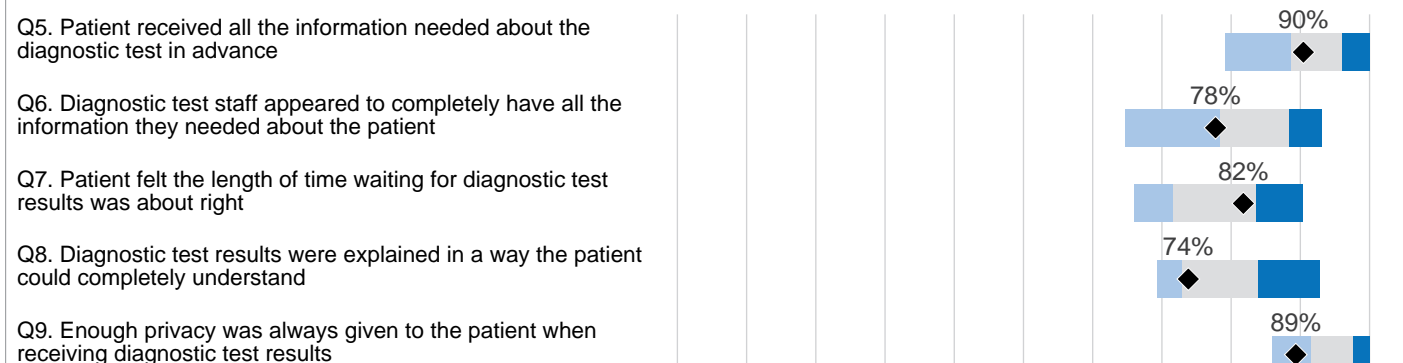
## Expected range charts



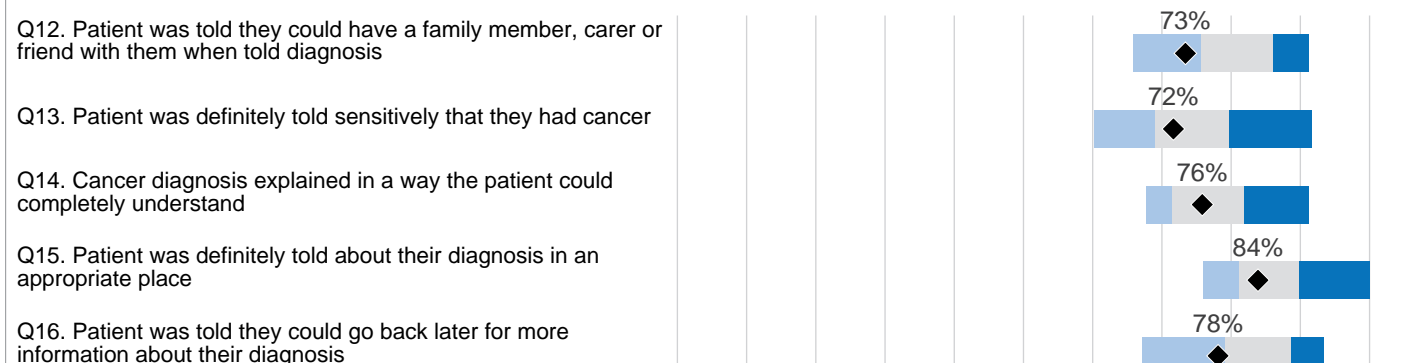
### SUPPORT FROM YOUR GP PRACTICE



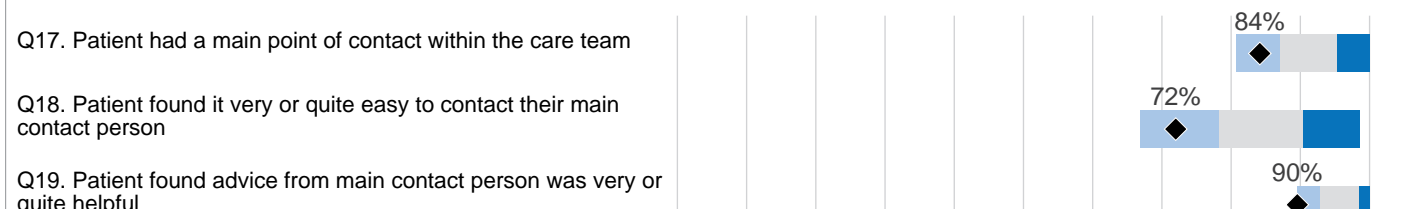
### DIAGNOSTIC TESTS



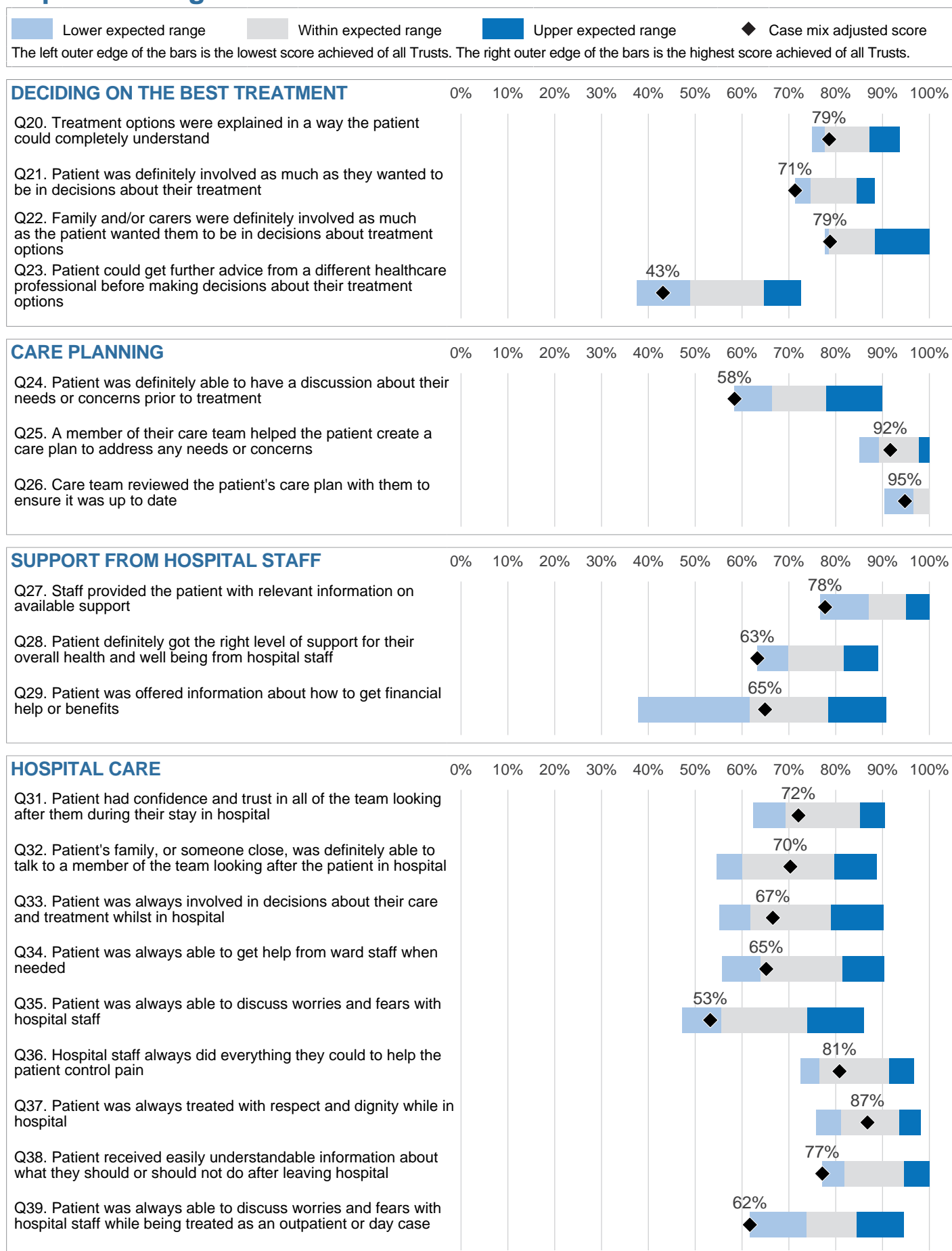
### FINDING OUT THAT YOU HAD CANCER



### SUPPORT FROM A MAIN CONTACT PERSON



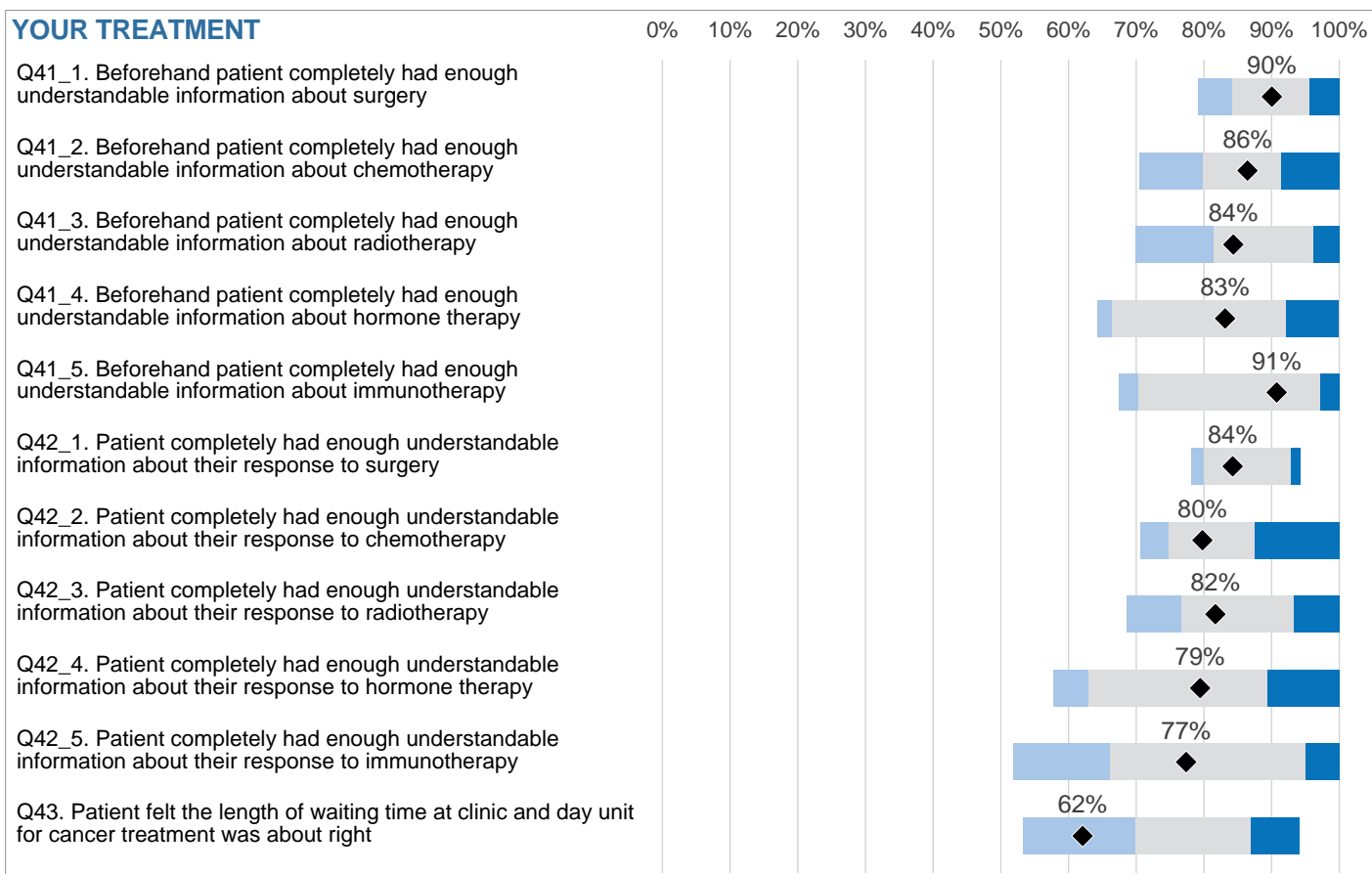
## Expected range charts



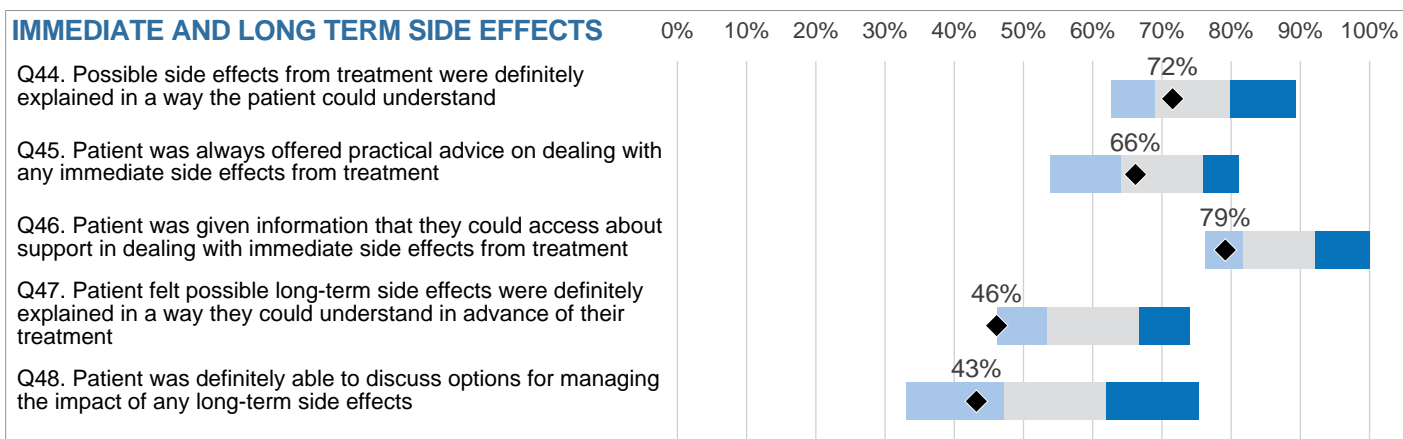
## Expected range charts



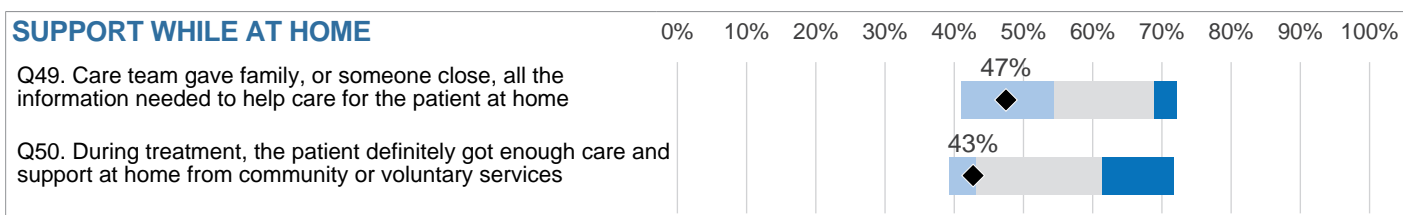
### YOUR TREATMENT



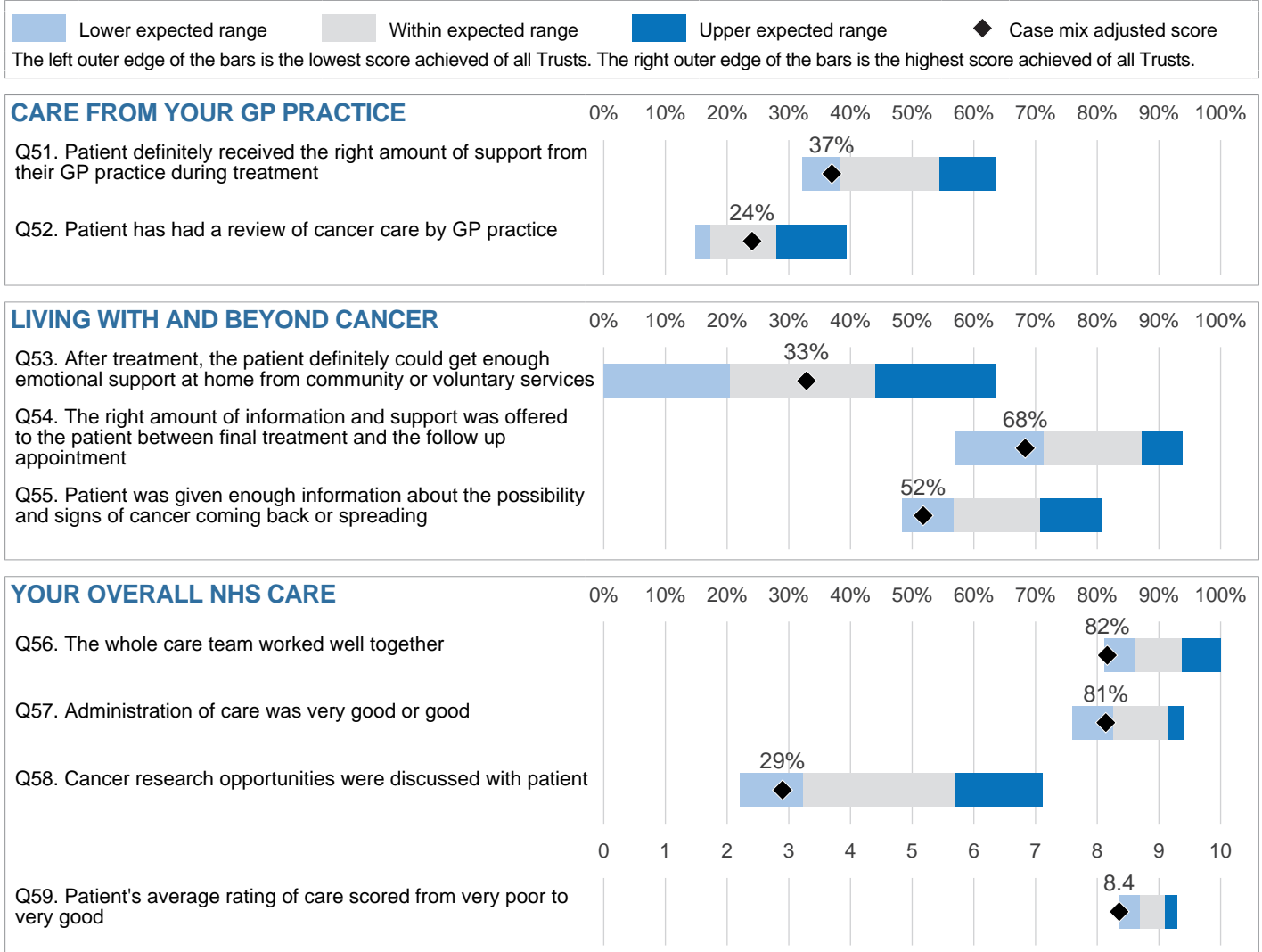
### IMMEDIATE AND LONG TERM SIDE EFFECTS



### SUPPORT WHILE AT HOME



## Expected range charts



## Comparability tables

<p>* Indicates where a score is not available due to suppression or a low base size.</p> <p>** No score available for 2022.</p>		<p>▲ or ▼</p>		<p>Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.</p> <p>Change overall: Indicates significant change overall (2021, 2022, and 2023).</p>		<p>Adjusted Score below Lower Expected Range</p> <p>Adjusted Score between Upper and Lower Expected Ranges</p> <p>Adjusted Score above Upper Expected Range</p>	
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SUPPORT FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	87	72%	128	77%			79%	71%	85%	78%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	121	53%	165	58%			60%	59%	74%	67%

DIAGNOSTIC TESTS	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q5. Patient received all the information needed about the diagnostic test in advance	161	84%	204	90%			90%	89%	96%	92%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	169	75%	217	77%			78%	78%	88%	83%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	176	82%	216	83%			82%	72%	84%	78%
Q8. Diagnostic test results were explained in a way the patient could completely understand	176	74%	221	74%			74%	73%	84%	78%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	174	92%	216	89%			89%	92%	98%	95%

FINDING OUT THAT YOU HAD CANCER	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 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	194	80%	239	75%			73%	76%	86%	81%
Q13. Patient was definitely told sensitively that they had cancer	207	70%	259	73%			72%	69%	80%	74%
Q14. Cancer diagnosis explained in a way the patient could completely understand	212	70%	260	75%			76%	72%	82%	77%
Q15. Patient was definitely told about their diagnosis in an appropriate place	210	82%	262	84%			84%	81%	90%	86%
Q16. Patient was told they could go back later for more information about their diagnosis	180	79%	226	78%			78%	79%	89%	84%

SUPPORT FROM A MAIN CONTACT PERSON	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q17. Patient had a main point of contact within the care team	205	83%	245	85%			84%	87%	95%	91%
Q18. Patient found it very or quite easy to contact their main contact person	162	73%	183	72%			72%	78%	90%	84%
Q19. Patient found advice from main contact person was very or quite helpful	163	91%	198	90%			90%	93%	99%	96%

## Comparability tables

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

▲ or ▼

Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.  
Change overall: Indicates significant change overall (2021, 2022, and 2023).

\*\* No score available for 2022.

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

DECIDING ON THE BEST TREATMENT	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q20. Treatment options were explained in a way the patient could completely understand	195	77%	241	78%			79%	78%	87%	82%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	206	70%	257	71%			71%	75%	85%	80%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	172	76%	217	78%			79%	79%	88%	83%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	**	**	152	43%			43%	49%	65%	57%

CARE PLANNING	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	187	58%	235	59%			58%	67%	78%	72%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	121	85%	127	92%			92%	89%	98%	94%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	89	99%	100	95%			95%	97%	100%	99%

SUPPORT FROM HOSPITAL STAFF	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q27. Staff provided the patient with relevant information on available support	173	83%	207	78%			78%	87%	95%	91%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	209	65%	260	63%			63%	70%	82%	76%
Q29. Patient was offered information about how to get financial help or benefits	127	65%	160	65%			65%	62%	78%	70%

## Comparability tables

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

\*\* No score available for 2022.

▲ or ▼

Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.  
Change overall: Indicates significant change overall (2021, 2022, and 2023).

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

HOSPITAL CARE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 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	80	73%	108	72%			72%	69%	85%	77%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	66	62%	86	72%			70%	60%	80%	70%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	78	63%	108	67%			67%	62%	79%	70%
Q34. Patient was always able to get help from ward staff when needed	81	65%	107	66%			65%	64%	81%	73%
Q35. Patient was always able to discuss worries and fears with hospital staff	75	60%	104	55%			53%	56%	74%	65%
Q36. Hospital staff always did everything they could to help the patient control pain	70	77%	93	82%			81%	77%	91%	84%
Q37. Patient was always treated with respect and dignity while in hospital	81	81%	108	87%			87%	81%	94%	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	80	78%	100	78%			77%	82%	95%	88%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	181	72%	229	61%			62%	74%	85%	79%

YOUR TREATMENT	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q41_1. Beforehand patient completely had enough understandable information about surgery	99	85%	109	90%			90%	84%	96%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	116	78%	144	87%			86%	80%	91%	86%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	55	87%	71	85%			84%	82%	96%	89%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	28	79%	38	84%			83%	66%	92%	79%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	25	80%	29	90%			91%	70%	97%	84%
Q42_1. Patient completely had enough understandable information about their response to surgery	**	**	109	84%			84%	80%	93%	86%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	**	**	145	80%			80%	75%	88%	81%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	**	**	72	82%			82%	77%	93%	85%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	**	**	40	80%			79%	63%	89%	76%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	**	**	29	76%			77%	66%	95%	81%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	206	69%	245	61%			62%	70%	87%	78%



## Comparability tables

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

\*\* No score available for 2022.

▲ or ▼

Change 2022-2023: Indicates where 2023 score is significantly higher or lower than 2022 score.  
Change overall: Indicates significant change overall (2021, 2022, and 2023).

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

IMMEDIATE AND LONG TERM SIDE EFFECTS	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	203	69%	251	71%			72%	69%	80%	74%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	193	60%	234	66%			66%	64%	76%	70%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	160	79%	182	79%			79%	82%	92%	87%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	197	45%	232	47%			46%	53%	67%	60%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	172	41%	202	43%			43%	47%	62%	55%

SUPPORT WHILE AT HOME	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 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	147	50%	176	48%			47%	54%	69%	62%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	94	41%	114	42%			43%	43%	61%	52%

CARE FROM YOUR GP PRACTICE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q51. Patient definitely received the right amount of support from their GP practice during treatment	121	36%	146	36%			37%	38%	54%	46%
Q52. Patient has had a review of cancer care by GP practice	200	19%	237	25%			24%	17%	28%	23%

LIVING WITH AND BEYOND CANCER	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 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	54	30%	60	32%			33%	20%	44%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	82	71%	112	66%			68%	71%	87%	79%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	153	56%	203	51%			52%	57%	71%	64%

YOUR OVERALL NHS CARE	Unadjusted scores						Case mix adjusted scores			National score
	2022 n	2022 score	2023 n	2023 score	Change 2022-2023	Change overall	2023 score	Lower expected range	Upper expected range	
Q56. The whole care team worked well together	199	84%	239	82%			82%	86%	94%	90%
Q57. Administration of care was very good or good	207	81%	255	83%			81%	83%	91%	87%
Q58. Cancer research opportunities were discussed with patient	119	32%	140	31%			29%	32%	57%	45%
Q59. Patient's average rating of care scored from very poor to very good	205	8.5	251	8.3			8.4	8.7	9.1	8.9

## Tumour group tables

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

SUPPORT FROM YOUR GP PRACTICE														Tumour group
	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	*	94%	77%	*	46%	*	70%	*	*	*	*	*	*	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	82%	60%	*	39%	*	46%	57%	*	*	*	*	*	58%

DIAGNOSTIC TESTS														Tumour group
	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	*	89%	93%	*	91%	*	93%	91%	*	*	*	*	90%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	76%	81%	*	77%	*	93%	69%	*	*	*	*	64%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	86%	86%	*	76%	*	93%	69%	*	*	*	*	90%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	76%	83%	*	65%	*	80%	69%	*	*	*	*	75%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	91%	89%	*	83%	*	87%	100%	*	*	*	*	83%	89%

FINDING OUT THAT YOU HAD CANCER														Tumour group
	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	*	81%	81%	*	68%	*	84%	69%	*	*	*	*	54%	75%
Q13. Patient was definitely told sensitively that they had cancer	*	76%	82%	*	68%	*	68%	71%	*	*	*	*	69%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	71%	83%	*	72%	*	84%	76%	*	*	*	*	77%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	87%	89%	*	82%	*	95%	76%	*	*	*	*	85%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	90%	80%	*	73%	*	88%	77%	*	*	*	*	55%	78%

## Tumour group tables

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

SUPPORT FROM A MAIN CONTACT PERSON								Tumour group						
	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	*	87%	87%	*	82%	*	83%	100%	*	*	*	*	83%	85%
Q18. Patient found it very or quite easy to contact their main contact person	*	60%	83%	*	68%	*	79%	67%	*	*	*	*	*	72%
Q19. Patient found advice from main contact person was very or quite helpful	*	84%	94%	*	85%	*	93%	100%	*	*	*	*	100%	90%

DECIDING ON THE BEST TREATMENT															Tumour group														
	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	*	83%	85%	*	68%	*	89%	86%	*	*	*	*	50%	78%															
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	69%	83%	*	66%	*	74%	59%	*	*	*	*	69%	71%															
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	70%	81%	*	81%	*	94%	87%	*	*	*	*	*	78%															
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	26%	49%	*	39%	*	54%	*	*	*	*	*	*	43%															

CARE PLANNING	Tumour group													
	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	*	56%	74%	*	56%	*	44%	71%	*	*	*	*	36%	59%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	88%	97%	*	90%	*	*	90%	*	*	*	*	*	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	74%	100%	*	100%	*	*	*	*	*	*	*	*	95%

SUPPORT FROM HOSPITAL STAFF						Tumour group								
	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	*	82%	75%	*	71%	*	94%	92%	*	*	*	*	*	78%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	55%	68%	*	62%	*	89%	59%	*	*	*	*	75%	63%
Q29. Patient was offered information about how to get financial help or benefits	*	73%	64%	*	59%	*	94%	*	*	*	*	*	*	65%

## Tumour group tables

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

	Tumour group													
	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	*	65%	73%	*	70%	*	*	*	*	*	*	*	*	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	*	42%	74%	*	68%	*	*	*	*	*	*	*	*	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	63%	63%	*	69%	*	*	*	*	*	*	*	*	67%
Q34. Patient was always able to get help from ward staff when needed	*	47%	66%	*	72%	*	*	*	*	*	*	*	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	44%	61%	*	50%	*	*	*	*	*	*	*	*	55%
Q36. Hospital staff always did everything they could to help the patient control pain	*	54%	94%	*	71%	*	*	*	*	*	*	*	*	82%
Q37. Patient was always treated with respect and dignity while in hospital	*	76%	88%	*	82%	*	*	*	*	*	*	*	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	80%	78%	*	64%	*	*	*	*	*	*	*	*	78%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	59%	60%	*	59%	*	67%	73%	*	*	*	*	67%	61%

	Tumour group													
	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	*	93%	90%	*	*	*	*	*	*	*	*	*	*	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	89%	93%	*	77%	*	*	*	*	*	*	*	*	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	85%	*	*	*	*	*	*	*	*	*	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	77%	*	*	*	*	*	91%	*	*	*	*	*	84%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	100%	*	*	*	*	*	*	90%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	81%	91%	*	*	*	*	*	*	*	*	*	*	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	73%	85%	*	74%	*	*	*	*	*	*	*	*	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	85%	*	*	*	*	*	*	*	*	*	*	*	82%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	67%	*	*	*	*	*	100%	*	*	*	*	*	80%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	90%	*	*	*	*	*	*	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	55%	65%	*	49%	*	67%	75%	*	*	*	*	85%	61%

## Tumour group tables

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IMMEDIATE AND LONG TERM SIDE EFFECTS								Tumour group						
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other	All cancers
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	76%	82%	*	58%	*	89%	56%	*	*	*	*	62%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	62%	70%	*	59%	*	78%	86%	*	*	*	*	64%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	83%	87%	*	66%	*	93%	82%	*	*	*	*	*	79%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	37%	55%	*	43%	*	56%	69%	*	*	*	*	40%	47%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	34%	49%	*	40%	*	64%	53%	*	*	*	*	*	43%

SUPPORT WHILE AT HOME															Tumour group									
	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	*	41%	58%	*	41%	*	53%	*	*	*	*	*	*	48%										
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	25%	56%	*	46%	*	33%	*	*	*	*	*	*	42%										

CARE FROM YOUR GP PRACTICE															Tumour group									
	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	*	41%	43%	*	31%	*	31%	40%	*	*	*	*	*	36%										
Q52. Patient has had a review of cancer care by GP practice	*	23%	25%	*	16%	*	39%	44%	*	*	*	*	27%	25%										

## Tumour group tables

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

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	33%	33%	*	24%	*	*	*	*	*	*	*	*
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	67%	74%	*	54%	*	*	*	*	*	*	*	*
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	39%	49%	*	55%	*	69%	62%	*	*	*	*	*

	Tumour group												
	Brain / CNS	Breast	Colorectal / LGT	Gynaecological	Haematological	Head and neck	Lung	Prostate	Sarcoma	Skin	Upper gastro	Urological	Other
Q56. The whole care team worked well together	*	84%	85%	*	71%	*	89%	93%	*	*	*	*	91%
Q57. Administration of care was very good or good	*	79%	85%	*	78%	*	95%	94%	*	*	*	*	91%
Q58. Cancer research opportunities were discussed with patient	*	15%	35%	*	31%	*	54%	*	*	*	*	*	*
Q59. Patient's average rating of care scored from very poor to very good	*	8.2	8.7	*	8.1	*	8.4	8.4	*	*	*	*	8.8

## Age group tables

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

SUPPORT FROM YOUR GP PRACTICE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	*	*	*	82%	81%	78%	74%	*	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	*	*	50%	62%	50%	64%	57%	*	58%

DIAGNOSTIC TESTS									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q5. Patient received all the information needed about the diagnostic test in advance	*	*	90%	95%	82%	90%	96%	*	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	*	*	80%	67%	79%	80%	78%	*	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	*	*	80%	71%	83%	80%	91%	*	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	*	*	80%	67%	67%	82%	75%	*	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	*	*	90%	83%	83%	92%	92%	*	89%

FINDING OUT THAT YOU HAD CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	*	*	80%	83%	76%	73%	74%	*	75%
Q13. Patient was definitely told sensitively that they had cancer	*	*	64%	72%	70%	73%	76%	*	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	*	*	100%	76%	69%	75%	80%	*	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	*	*	91%	83%	78%	85%	89%	*	84%
Q16. Patient was told they could go back later for more information about their diagnosis	*	*	100%	88%	80%	81%	70%	*	78%

SUPPORT FROM A MAIN CONTACT PERSON									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q17. Patient had a main point of contact within the care team	*	*	91%	82%	80%	86%	94%	*	85%
Q18. Patient found it very or quite easy to contact their main contact person	*	*	*	45%	76%	75%	77%	*	72%
Q19. Patient found advice from main contact person was very or quite helpful	*	*	90%	78%	90%	94%	91%	*	90%

DECIDING ON THE BEST TREATMENT									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q20. Treatment options were explained in a way the patient could completely understand	*	*	90%	75%	88%	76%	76%	*	78%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	*	*	55%	54%	70%	76%	76%	*	71%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	*	*	*	62%	79%	81%	81%	*	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	*	*	*	37%	38%	37%	64%	*	43%



## Age group tables

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CARE PLANNING	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	*	*	27%	42%	63%	67%	59%	*	59%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	*	*	*	100%	90%	90%	94%	*	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	*	*	*	*	95%	97%	100%	*	95%

SUPPORT FROM HOSPITAL STAFF	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q27. Staff provided the patient with relevant information on available support	*	*	*	76%	78%	81%	80%	*	78%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	*	*	70%	38%	65%	61%	76%	*	63%
Q29. Patient was offered information about how to get financial help or benefits	*	*	*	71%	61%	65%	66%	*	65%

HOSPITAL CARE	Age								All
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	*	*	*	60%	67%	75%	77%	*	72%
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%	63%	81%	76%	*	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	*	*	*	56%	78%	64%	69%	*	67%
Q34. Patient was always able to get help from ward staff when needed	*	*	*	81%	59%	61%	66%	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	*	*	*	50%	47%	64%	55%	*	55%
Q36. Hospital staff always did everything they could to help the patient control pain	*	*	*	73%	71%	87%	87%	*	82%
Q37. Patient was always treated with respect and dignity while in hospital	*	*	*	88%	83%	83%	90%	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	*	*	*	64%	88%	81%	75%	*	78%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	*	*	40%	43%	64%	59%	73%	*	61%



## Age group tables

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

YOUR TREATMENT	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	*	*	*	94%	93%	84%	88%	*	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	*	*	*	87%	81%	90%	91%	*	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	*	*	91%	80%	88%	82%	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	*	*	*	*	*	83%	*	84%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	92%	*	*	90%
Q42_1. Patient completely had enough understandable information about their response to surgery	*	*	*	76%	83%	92%	84%	*	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	*	*	*	53%	77%	90%	82%	*	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	*	*	82%	88%	72%	86%	*	82%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	*	*	*	*	100%	92%	*	80%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	83%	*	*	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	*	*	50%	57%	64%	57%	66%	*	61%

IMMEDIATE AND LONG TERM SIDE EFFECTS	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	*	*	80%	66%	75%	77%	67%	*	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	*	*	*	52%	67%	69%	70%	*	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	*	*	*	76%	75%	83%	85%	*	79%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	*	*	20%	25%	55%	49%	53%	*	47%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	*	*	*	33%	50%	45%	48%	*	43%

SUPPORT WHILE AT HOME	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q49. Care team gave family, or someone close, all the information needed to help care for the patient at home	*	*	*	16%	49%	52%	56%	*	48%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	*	*	*	14%	43%	33%	68%	*	42%

CARE FROM YOUR GP PRACTICE	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	*	*	*	40%	23%	47%	38%	*	36%
Q52. Patient has had a review of cancer care by GP practice	*	*	18%	23%	23%	30%	25%	*	25%

## Age group tables

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

LIVING WITH AND BEYOND CANCER									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q53. After treatment, the patient definitely could get enough emotional support at home from community or voluntary services	*	*	*	46%	38%	20%	40%	*	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	*	*	*	44%	73%	74%	72%	*	66%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	*	*	36%	38%	54%	53%	54%	*	51%

YOUR OVERALL NHS CARE									
	Age								
	16 - 24	25 - 34	35 - 44	45 - 54	55 - 64	65 - 74	75 - 84	85+	All
Q56. The whole care team worked well together	*	*	80%	78%	77%	86%	87%	*	82%
Q57. Administration of care was very good or good	*	*	50%	72%	80%	88%	88%	*	83%
Q58. Cancer research opportunities were discussed with patient	*	*	*	15%	19%	40%	37%	*	31%
Q59. Patient's average rating of care scored from very poor to very good	*	*	7.6	7.8	8.0	8.5	8.9	*	8.3

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

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

SUPPORT FROM YOUR GP PRACTICE							
	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	78%	77%	*	*	*	*	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	54%	*	*	*	*	58%

DIAGNOSTIC TESTS							
	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	88%	92%	*	*	*	*	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	78%	79%	*	*	*	*	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	84%	80%	*	*	*	*	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	72%	76%	*	*	*	*	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	88%	92%	*	*	*	*	89%

FINDING OUT THAT YOU HAD CANCER							
	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	77%	72%	*	*	*	*	75%
Q13. Patient was definitely told sensitively that they had cancer	74%	70%	*	*	*	*	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	74%	78%	*	*	*	*	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	83%	85%	*	*	*	*	84%
Q16. Patient was told they could go back later for more information about their diagnosis	83%	72%	*	*	*	*	78%

SUPPORT FROM A MAIN CONTACT PERSON							
	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	82%	89%	*	*	*	*	85%
Q18. Patient found it very or quite easy to contact their main contact person	71%	73%	*	*	*	*	72%
Q19. Patient found advice from main contact person was very or quite helpful	86%	95%	*	*	*	*	90%

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

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

DECIDING ON THE BEST TREATMENT							
	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	78%	81%	*	*	*	*	78%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	71%	74%	*	*	*	*	71%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	76%	84%	*	*	*	*	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	40%	47%	*	*	*	*	43%

CARE PLANNING							
	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	54%	67%	*	*	*	*	59%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	92%	93%	*	*	*	*	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	89%	100%	*	*	*	*	95%

SUPPORT FROM HOSPITAL STAFF							
	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	77%	82%	*	*	*	*	78%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	61%	67%	*	*	*	*	63%
Q29. Patient was offered information about how to get financial help or benefits	65%	69%	*	*	*	*	65%

## 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	78%	67%	*	*	*	*	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	68%	74%	*	*	*	*	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	67%	67%	*	*	*	*	67%
Q34. Patient was always able to get help from ward staff when needed	62%	71%	*	*	*	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	45%	65%	*	*	*	*	55%
Q36. Hospital staff always did everything they could to help the patient control pain	78%	84%	*	*	*	*	82%
Q37. Patient was always treated with respect and dignity while in hospital	87%	86%	*	*	*	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	80%	74%	*	*	*	*	78%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	58%	67%	*	*	*	*	61%

	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	92%	85%	*	*	*	*	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	86%	*	*	*	*	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	85%	81%	*	*	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	77%	92%	*	*	*	*	84%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	90%	*	*	*	*	*	90%
Q42_1. Patient completely had enough understandable information about their response to surgery	82%	88%	*	*	*	*	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	81%	*	*	*	*	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	84%	76%	*	*	*	*	82%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	67%	100%	*	*	*	*	80%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	70%	*	*	*	*	*	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	59%	66%	*	*	*	*	61%

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

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

IMMEDIATE AND LONG TERM SIDE EFFECTS							
	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	77%	67%	*	*	*	*	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	67%	70%	*	*	*	*	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	83%	78%	*	*	*	*	79%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	41%	53%	*	*	*	*	47%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	40%	51%	*	*	*	*	43%

SUPPORT WHILE AT HOME							
	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	46%	52%	*	*	*	*	48%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	36%	52%	*	*	*	*	42%

CARE FROM YOUR GP PRACTICE							
	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	31%	47%	*	*	*	*	36%
Q52. Patient has had a review of cancer care by GP practice	19%	32%	*	*	*	*	25%

LIVING WITH AND BEYOND CANCER							
	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	26%	43%	*	*	*	*	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	61%	78%	*	*	*	*	66%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	45%	58%	*	*	*	*	51%

## 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						All
	Female	Male	Non-binary	Prefer to self-describe	Prefer not to say	Not given	
Q56. The whole care team worked well together	82%	84%	*	*	*	*	82%
Q57. Administration of care was very good or good	82%	85%	*	*	*	*	83%
Q58. Cancer research opportunities were discussed with patient	28%	38%	*	*	*	*	31%
Q59. Patient's average rating of care scored from very poor to very good	8.3	8.6	*	*	*	*	8.3

## Ethnicity tables

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

SUPPORT FROM YOUR GP PRACTICE		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	78%	*	*	*	*	77%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	64%	*	*	43%	*	41%	58%

DIAGNOSTIC TESTS		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	87%	*	*	94%	*	100%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	80%	*	*	72%	*	67%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	83%	*	*	89%	*	83%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	75%	*	*	72%	*	72%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	90%	*	*	89%	*	75%	89%

FINDING OUT THAT YOU HAD CANCER		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	71%	*	*	82%	*	85%	75%
Q13. Patient was definitely told sensitively that they had cancer	73%	*	*	71%	*	71%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	76%	*	*	74%	*	71%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	84%	*	*	84%	*	81%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	78%	*	*	77%	*	79%	78%

SUPPORT FROM A MAIN CONTACT PERSON		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q17. Patient had a main point of contact within the care team	85%	*	*	91%	*	83%	85%
Q18. Patient found it very or quite easy to contact their main contact person	73%	*	*	63%	*	71%	72%
Q19. Patient found advice from main contact person was very or quite helpful	90%	*	*	95%	*	91%	90%

DECIDING ON THE BEST TREATMENT		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	77%	*	*	87%	*	73%	78%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	73%	*	*	75%	*	60%	71%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	80%	*	*	75%	*	61%	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	46%	*	*	43%	*	37%	43%



## 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	61%	*	*	64%	*	43%	59%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	93%	*	*	92%	*	84%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	95%	*	*	90%	*	100%	95%

SUPPORT FROM HOSPITAL STAFF	Ethnicity						
	White	Mixed	Asian	Black	Other	Not given	All
Q27. Staff provided the patient with relevant information on available support	78%	*	*	74%	*	77%	78%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	65%	*	*	63%	*	58%	63%
Q29. Patient was offered information about how to get financial help or benefits	66%	*	*	79%	*	50%	65%

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	76%	*	*	*	*	*	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	71%	*	*	*	*	*	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	66%	*	*	*	*	*	67%
Q34. Patient was always able to get help from ward staff when needed	65%	*	*	*	*	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	55%	*	*	*	*	*	55%
Q36. Hospital staff always did everything they could to help the patient control pain	81%	*	*	*	*	*	82%
Q37. Patient was always treated with respect and dignity while in hospital	89%	*	*	*	*	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	78%	*	*	*	*	*	78%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	67%	*	*	54%	*	43%	61%

## 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	88%	*	*	90%	*	*	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	*	*	100%	*	86%	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	86%	*	*	*	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	85%	*	*	*	*	*	84%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	90%	*	*	*	*	*	90%
Q42_1. Patient completely had enough understandable information about their response to surgery	86%	*	*	70%	*	*	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	79%	*	*	79%	*	86%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	*	*	*	*	*	82%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	79%	*	*	*	*	*	80%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	86%	*	*	*	*	*	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	62%	*	*	58%	*	54%	61%

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	74%	*	*	67%	*	57%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	71%	*	*	59%	*	54%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	81%	*	*	84%	*	56%	79%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	46%	*	*	35%	*	50%	47%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	44%	*	*	38%	*	30%	43%

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	51%	*	*	39%	*	42%	48%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	*	*	38%	*	50%	42%

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	38%	*	*	29%	*	21%	36%
Q52. Patient has had a review of cancer care by GP practice	23%	*	*	8%	*	29%	25%

## Ethnicity tables

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

LIVING WITH AND BEYOND CANCER		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	38%	*	*	*	*	17%	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	68%	*	*	71%	*	40%	66%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	50%	*	*	47%	*	46%	51%

YOUR OVERALL NHS CARE		Ethnicity					
	White	Mixed	Asian	Black	Other	Not given	All
Q56. The whole care team worked well together	80%	*	*	92%	*	88%	82%
Q57. Administration of care was very good or good	81%	*	*	88%	*	86%	83%
Q58. Cancer research opportunities were discussed with patient	28%	*	*	57%	*	33%	31%
Q59. Patient's average rating of care scored from very poor to very good	8.5	*	*	7.9	*	7.4	8.3

## IMD quintile tables

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

SUPPORT FROM YOUR GP PRACTICE							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	88%	76%	81%	73%	69%	*	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	67%	55%	45%	73%	53%	*	58%

DIAGNOSTIC TESTS							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q5. Patient received all the information needed about the diagnostic test in advance	86%	90%	91%	89%	96%	*	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	78%	75%	73%	85%	*	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	87%	87%	79%	80%	81%	*	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	67%	79%	69%	85%	*	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	90%	88%	87%	91%	89%	*	89%

FINDING OUT THAT YOU HAD CANCER							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	75%	75%	72%	78%	*	75%
Q13. Patient was definitely told sensitively that they had cancer	76%	67%	73%	72%	81%	*	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	79%	67%	76%	76%	88%	*	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	87%	85%	78%	89%	81%	*	84%
Q16. Patient was told they could go back later for more information about their diagnosis	81%	76%	79%	79%	80%	*	78%

SUPPORT FROM A MAIN CONTACT PERSON							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q17. Patient had a main point of contact within the care team	80%	86%	85%	85%	91%	*	85%
Q18. Patient found it very or quite easy to contact their main contact person	85%	67%	65%	70%	84%	*	72%
Q19. Patient found advice from main contact person was very or quite helpful	93%	93%	98%	77%	89%	*	90%

## IMD quintile tables

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

DECIDING ON THE BEST TREATMENT							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q20. Treatment options were explained in a way the patient could completely understand	80%	74%	81%	78%	83%	*	78%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	71%	63%	78%	70%	75%	*	71%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	76%	77%	83%	79%	70%	*	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	46%	35%	51%	47%	39%	*	43%

CARE PLANNING							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q24. Patient was definitely able to have a discussion about their needs or concerns prior to treatment	71%	49%	62%	59%	59%	*	59%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	91%	90%	100%	87%	*	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	100%	93%	96%	95%	91%	*	95%

SUPPORT FROM HOSPITAL STAFF							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q27. Staff provided the patient with relevant information on available support	83%	75%	82%	75%	81%	*	78%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	69%	59%	67%	62%	63%	*	63%
Q29. Patient was offered information about how to get financial help or benefits	71%	65%	65%	62%	64%	*	65%

HOSPITAL CARE							
	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital	79%	52%	79%	73%	88%	*	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	90%	71%	71%	74%	58%	*	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	77%	59%	69%	68%	67%	*	67%
Q34. Patient was always able to get help from ward staff when needed	57%	54%	71%	77%	73%	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	62%	45%	50%	64%	64%	*	55%
Q36. Hospital staff always did everything they could to help the patient control pain	77%	70%	96%	76%	92%	*	82%
Q37. Patient was always treated with respect and dignity while in hospital	86%	79%	86%	95%	93%	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	91%	70%	81%	73%	86%	*	78%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	61%	54%	60%	66%	70%	*	61%

## 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	100%	94%	90%	77%	92%	*	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	87%	86%	90%	82%	88%	*	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	*	96%	80%	71%	*	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	*	90%	*	64%	*	*	84%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	*	*	*	*	*	*	90%
Q42_1. Patient completely had enough understandable information about their response to surgery	82%	88%	86%	79%	85%	*	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	83%	78%	80%	79%	81%	*	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	*	88%	80%	81%	*	*	82%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	*	83%	*	67%	*	*	80%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	*	*	*	*	*	*	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	68%	61%	53%	61%	70%	*	61%

IMMEDIATE AND LONG TERM SIDE EFFECTS	IMD quintile						
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand	74%	69%	75%	70%	69%	*	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	78%	63%	61%	70%	62%	*	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	80%	73%	85%	88%	65%	*	79%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	64%	43%	41%	43%	50%	*	47%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	50%	39%	41%	44%	46%	*	43%

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	67%	44%	39%	50%	45%	*	48%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	40%	28%	35%	68%	58%	*	42%

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	44%	31%	35%	40%	35%	*	36%
Q52. Patient has had a review of cancer care by GP practice	25%	24%	25%	19%	37%	*	25%

## IMD quintile tables

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

LIVING WITH AND BEYOND CANCER		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	*	26%	20%	45%	*	*	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	89%	50%	72%	62%	69%	*	66%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	71%	44%	49%	46%	54%	*	51%

YOUR OVERALL NHS CARE		IMD quintile					
	1 (most deprived)	2	3	4	5 (least deprived)	Non-England	All
Q56. The whole care team worked well together	84%	82%	85%	79%	83%	*	82%
Q57. Administration of care was very good or good	79%	84%	86%	80%	84%	*	83%
Q58. Cancer research opportunities were discussed with patient	47%	29%	38%	25%	22%	*	31%
Q59. Patient's average rating of care scored from very poor to very good	8.4	7.9	8.5	8.4	8.7	*	8.3

## Long-term condition status tables

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

SUPPORT FROM YOUR GP PRACTICE		Long-term condition status		
	Yes	No	Not given	All
Q2. Patient only spoke to primary care professional once or twice before cancer diagnosis	74%	86%	73%	77%
Q3. Referral for diagnosis was explained in a way the patient could completely understand	57%	60%	59%	58%

DIAGNOSTIC TESTS		Long-term condition status		
	Yes	No	Not given	All
Q5. Patient received all the information needed about the diagnostic test in advance	92%	85%	95%	90%
Q6. Diagnostic test staff appeared to completely have all the information they needed about the patient	77%	77%	76%	77%
Q7. Patient felt the length of time waiting for diagnostic test results was about right	82%	83%	91%	83%
Q8. Diagnostic test results were explained in a way the patient could completely understand	74%	70%	82%	74%
Q9. Enough privacy was always given to the patient when receiving diagnostic test results	87%	92%	90%	89%

FINDING OUT THAT YOU HAD CANCER		Long-term condition status		
	Yes	No	Not given	All
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis	76%	76%	65%	75%
Q13. Patient was definitely told sensitively that they had cancer	73%	68%	82%	73%
Q14. Cancer diagnosis explained in a way the patient could completely understand	75%	73%	85%	75%
Q15. Patient was definitely told about their diagnosis in an appropriate place	82%	86%	96%	84%
Q16. Patient was told they could go back later for more information about their diagnosis	77%	81%	77%	78%

SUPPORT FROM A MAIN CONTACT PERSON		Long-term condition status		
	Yes	No	Not given	All
Q17. Patient had a main point of contact within the care team	86%	85%	84%	85%
Q18. Patient found it very or quite easy to contact their main contact person	70%	76%	74%	72%
Q19. Patient found advice from main contact person was very or quite helpful	90%	90%	89%	90%

DECIDING ON THE BEST TREATMENT		Long-term condition status		
	Yes	No	Not given	All
Q20. Treatment options were explained in a way the patient could completely understand	77%	82%	78%	78%
Q21. Patient was definitely involved as much as they wanted to be in decisions about their treatment	72%	73%	61%	71%
Q22. Family and/or carers were definitely involved as much as the patient wanted them to be in decisions about treatment options	79%	78%	71%	78%
Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options	45%	42%	39%	43%



## Long-term condition status tables

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

CARE PLANNING	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	60%	55%	63%	59%
Q25. A member of their care team helped the patient create a care plan to address any needs or concerns	90%	95%	94%	92%
Q26. Care team reviewed the patient's care plan with them to ensure it was up to date	93%	97%	100%	95%

SUPPORT FROM HOSPITAL STAFF	Long-term condition status			
	Yes	No	Not given	All
Q27. Staff provided the patient with relevant information on available support	74%	88%	73%	78%
Q28. Patient definitely got the right level of support for their overall health and well being from hospital staff	64%	60%	68%	63%
Q29. Patient was offered information about how to get financial help or benefits	67%	65%	53%	65%

HOSPITAL CARE	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	74%	67%	*	72%
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital	71%	68%	*	72%
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital	61%	77%	*	67%
Q34. Patient was always able to get help from ward staff when needed	65%	70%	*	66%
Q35. Patient was always able to discuss worries and fears with hospital staff	53%	54%	*	55%
Q36. Hospital staff always did everything they could to help the patient control pain	82%	77%	*	82%
Q37. Patient was always treated with respect and dignity while in hospital	84%	90%	*	87%
Q38. Patient received easily understandable information about what they should or should not do after leaving hospital	78%	79%	*	78%
Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case	62%	61%	58%	61%

## Long-term condition status tables

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

YOUR TREATMENT		Long-term condition status		
	Yes	No	Not given	All
Q41_1. Beforehand patient completely had enough understandable information about surgery	93%	85%	90%	90%
Q41_2. Beforehand patient completely had enough understandable information about chemotherapy	85%	89%	92%	87%
Q41_3. Beforehand patient completely had enough understandable information about radiotherapy	82%	95%	*	85%
Q41_4. Beforehand patient completely had enough understandable information about hormone therapy	87%	73%	*	84%
Q41_5. Beforehand patient completely had enough understandable information about immunotherapy	89%	*	*	90%
Q42_1. Patient completely had enough understandable information about their response to surgery	85%	83%	90%	84%
Q42_2. Patient completely had enough understandable information about their response to chemotherapy	82%	76%	85%	80%
Q42_3. Patient completely had enough understandable information about their response to radiotherapy	82%	80%	*	82%
Q42_4. Patient completely had enough understandable information about their response to hormone therapy	84%	64%	*	80%
Q42_5. Patient completely had enough understandable information about their response to immunotherapy	84%	*	*	76%
Q43. Patient felt the length of waiting time at clinic and day unit for cancer treatment was about right	65%	54%	58%	61%

IMMEDIATE AND LONG TERM SIDE EFFECTS		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	71%	74%	63%	71%
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment	68%	68%	54%	66%
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment	78%	85%	65%	79%
Q47. Patient felt possible long-term side effects were definitely explained in a way they could understand in advance of their treatment	45%	44%	63%	47%
Q48. Patient was definitely able to discuss options for managing the impact of any long-term side effects	42%	47%	40%	43%

SUPPORT WHILE AT HOME		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	50%	48%	35%	48%
Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services	41%	43%	46%	42%

CARE FROM YOUR GP PRACTICE		Long-term condition status		
	Yes	No	Not given	All
Q51. Patient definitely received the right amount of support from their GP practice during treatment	36%	44%	24%	36%
Q52. Patient has had a review of cancer care by GP practice	18%	30%	46%	25%

## Long-term condition status tables

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

LIVING WITH AND BEYOND CANCER		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	29%	44%	*	32%
Q54. The right amount of information and support was offered to the patient between final treatment and the follow up appointment	67%	70%	50%	66%
Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading	48%	54%	55%	51%

YOUR OVERALL NHS CARE		Long-term condition status		
	Yes	No	Not given	All
Q56. The whole care team worked well together	81%	86%	83%	82%
Q57. Administration of care was very good or good	86%	78%	77%	83%
Q58. Cancer research opportunities were discussed with patient	40%	20%	9%	31%
Q59. Patient's average rating of care scored from very poor to very good	8.5	8.2	8.0	8.3

## Year on year charts

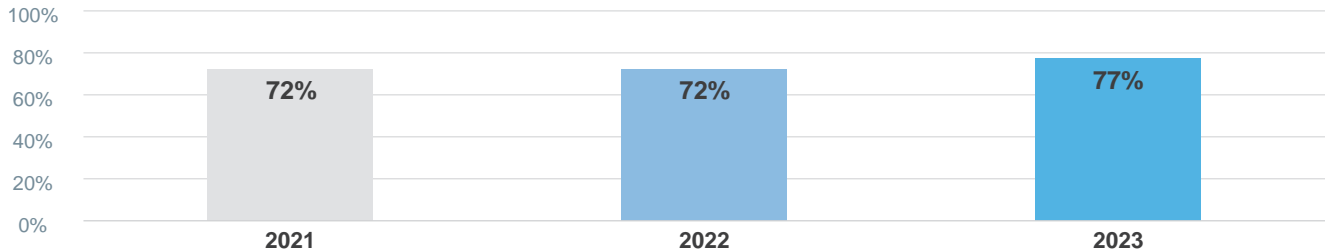
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

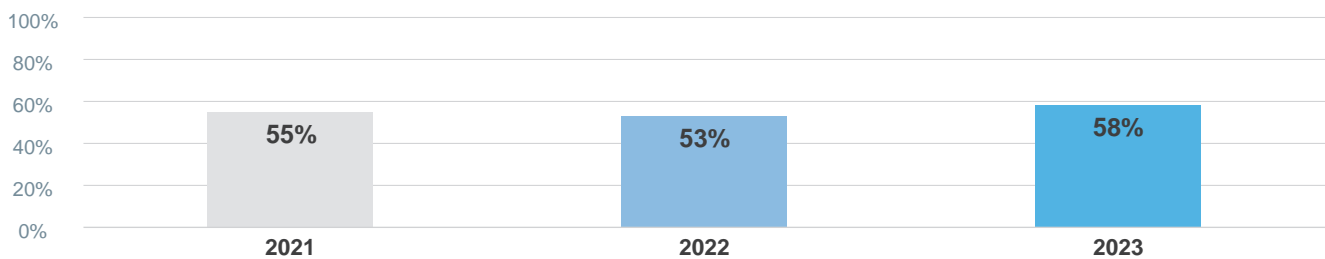
The scores are unadjusted and based on England scores only.

### SUPPORT FROM YOUR GP PRACTICE

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

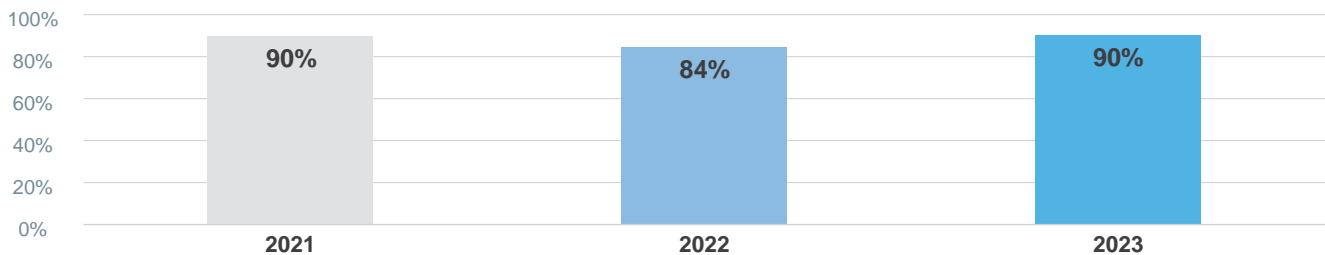


Q3. Referral for diagnosis was explained in a way the patient could completely understand

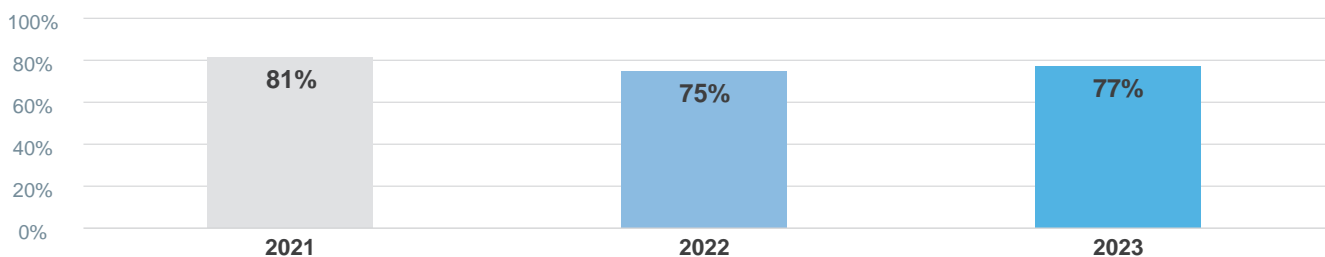


### DIAGNOSTIC TESTS

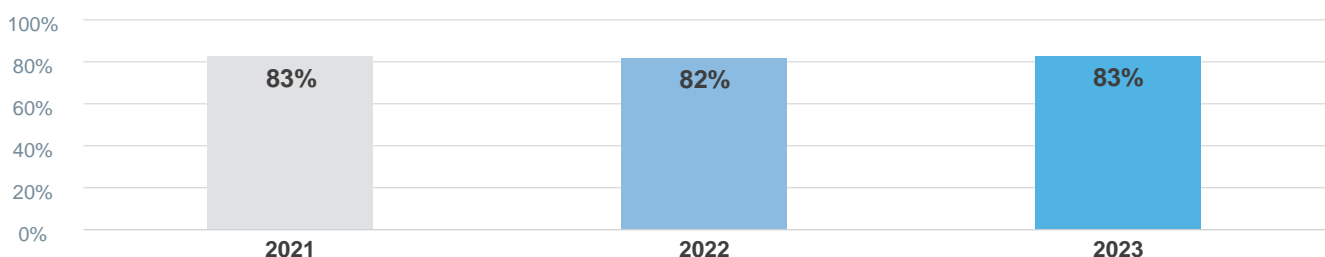
Q5. Patient received all the information needed about the diagnostic test in advance



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



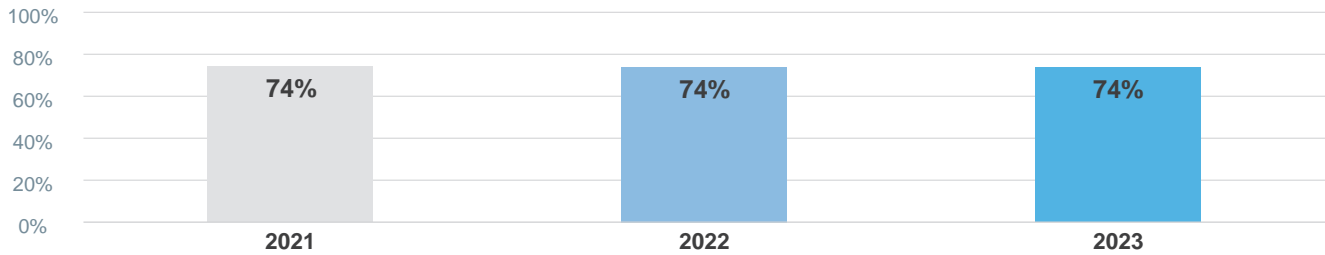
## Year on year charts

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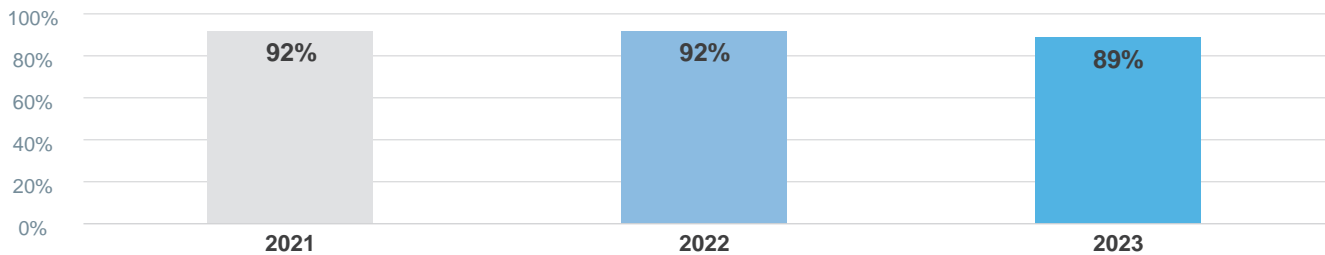
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

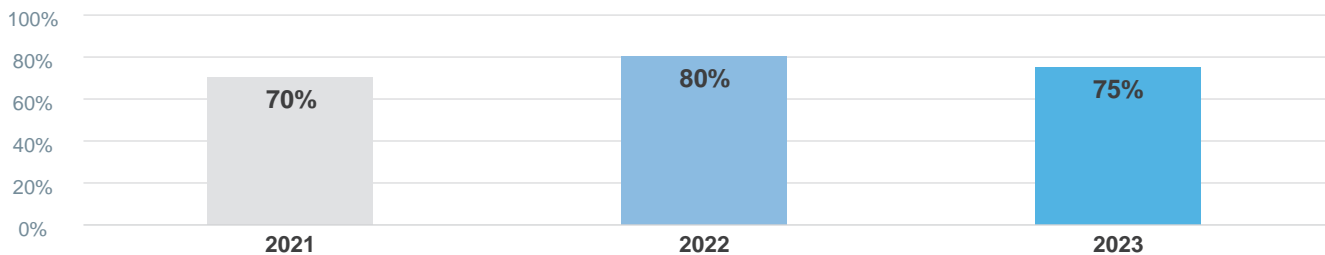


Q9. Enough privacy was always given to the patient when receiving diagnostic test results

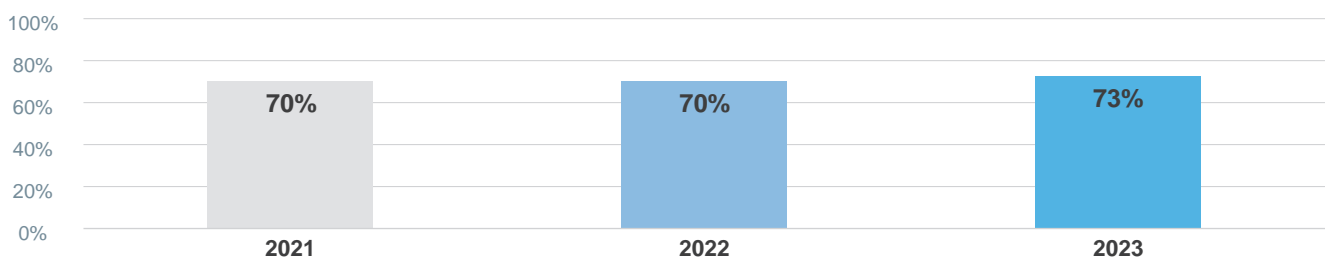


### FINDING OUT THAT YOU HAD CANCER

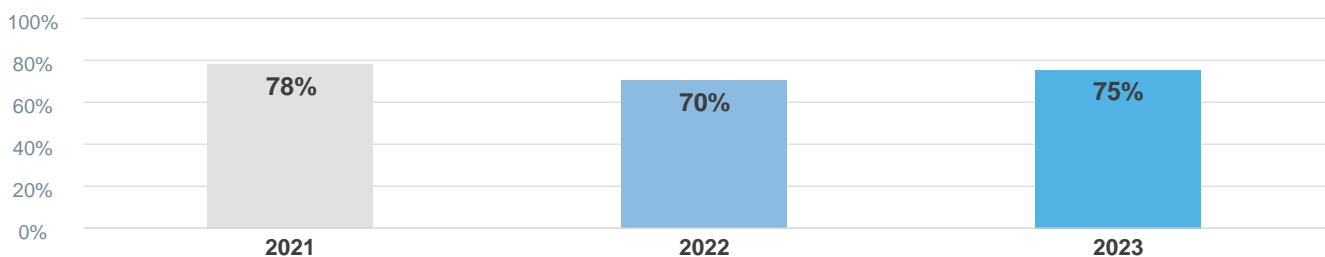
Q12. Patient was told they could have a family member, carer or friend with them when told diagnosis



Q13. Patient was definitely told sensitively that they had cancer



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



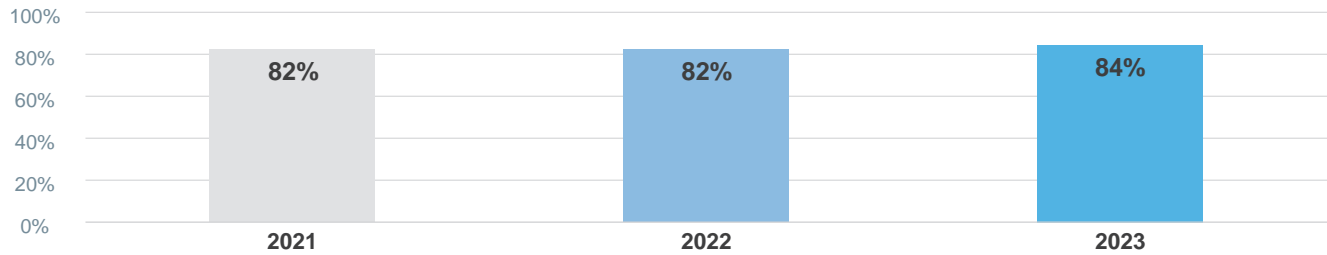
## Year on year charts

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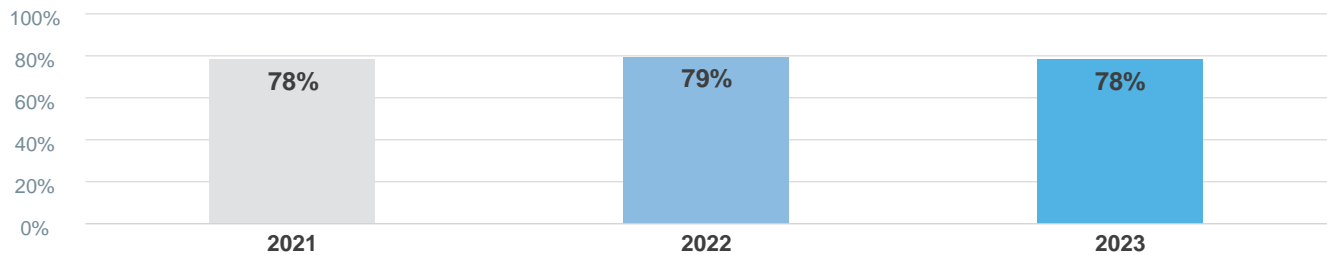
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

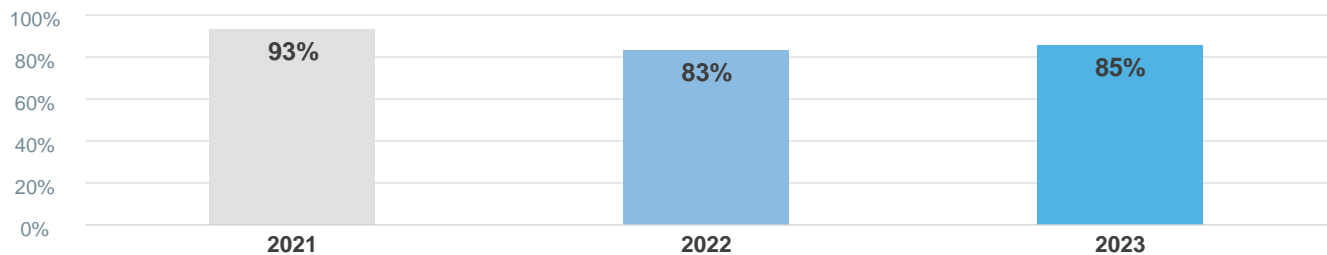


### Q16. Patient was told they could go back later for more information about their diagnosis

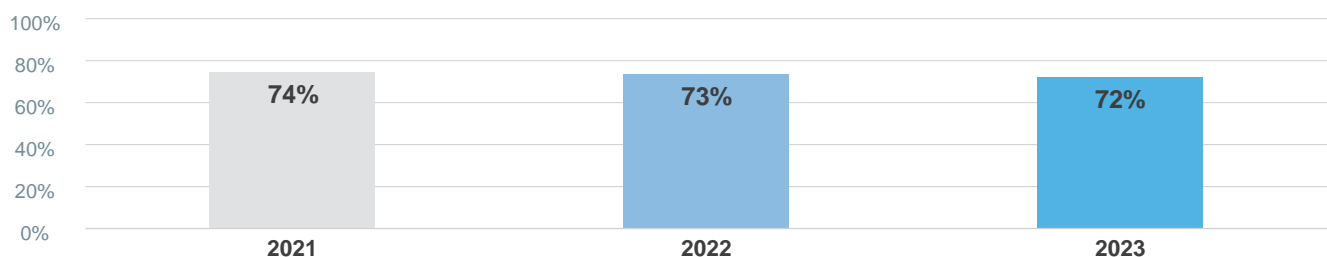


## SUPPORT FROM A MAIN CONTACT PERSON

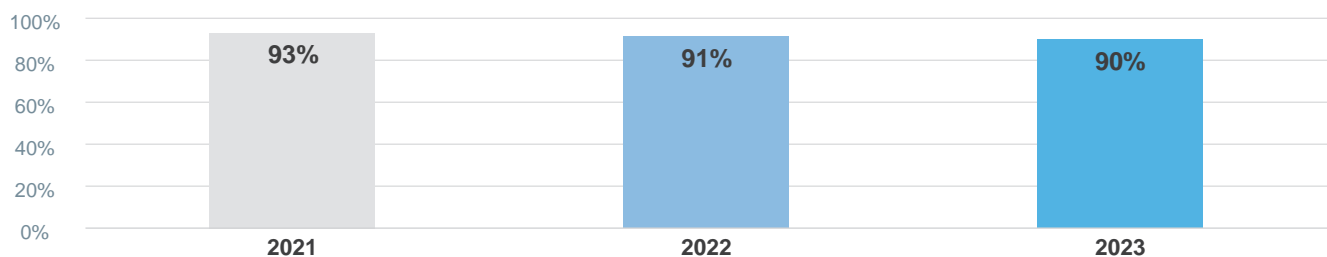
### Q17. Patient had a main point of contact within the care team



### 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

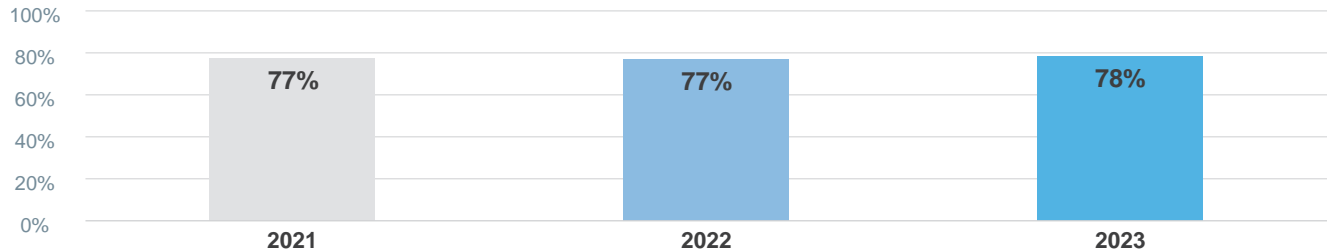
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

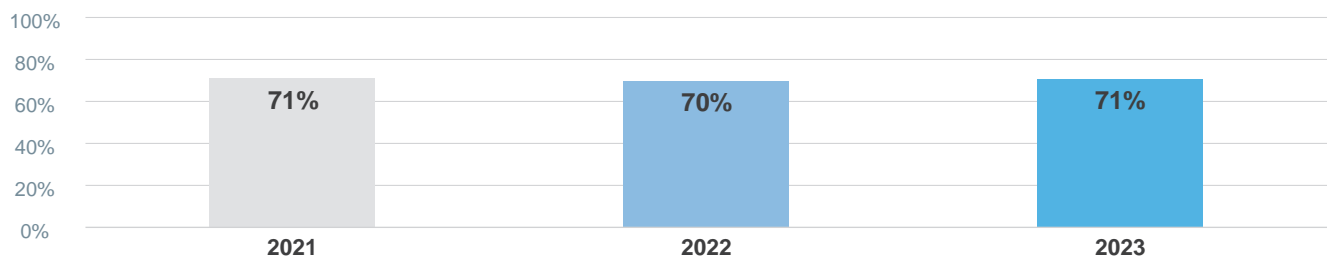
The scores are unadjusted and based on England scores only.

### DECIDING ON THE BEST TREATMENT

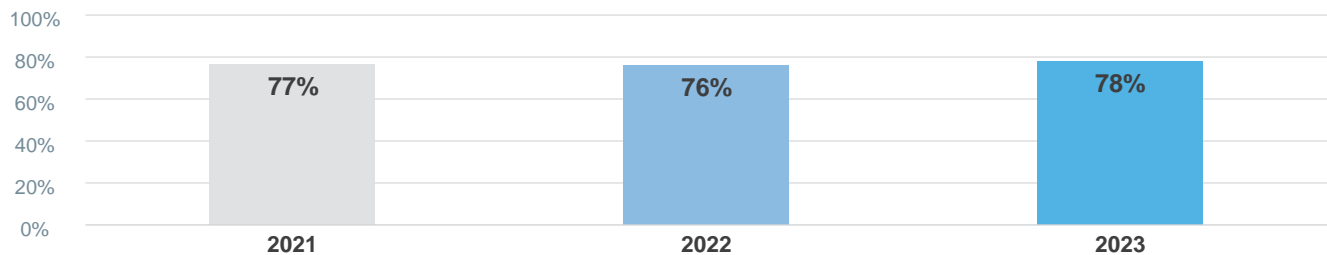
Q20. Treatment options were explained in a way the patient could completely understand



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

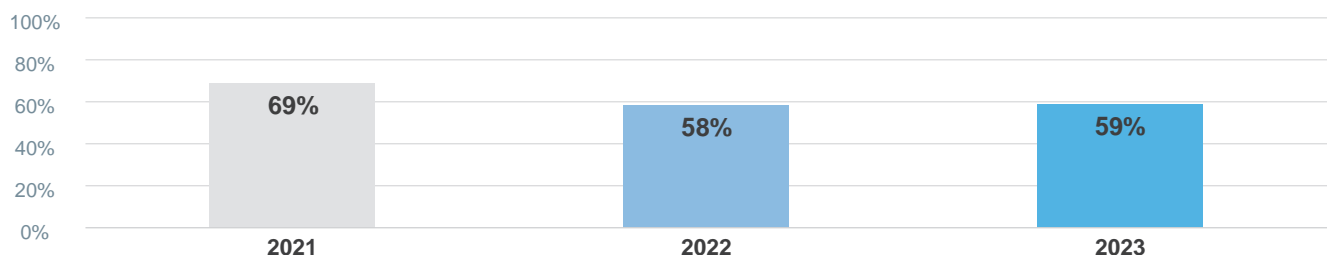


Q23. Patient could get further advice from a different healthcare professional before making decisions about their treatment options



### CARE PLANNING

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



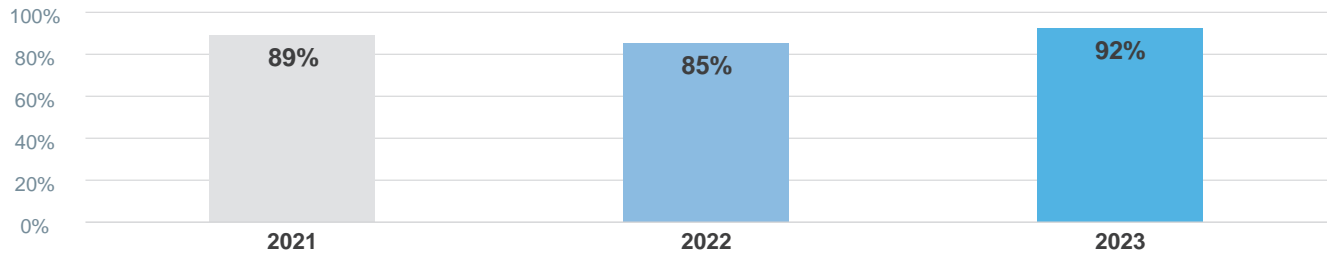
## Year on year charts

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

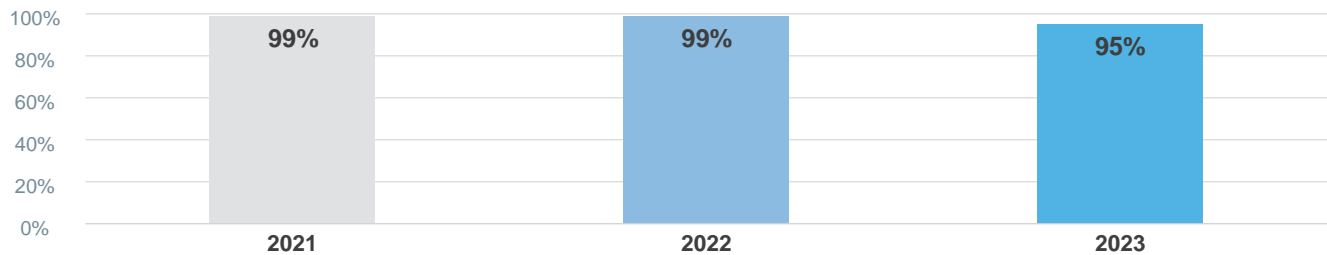
\*\* No score available for these years.

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

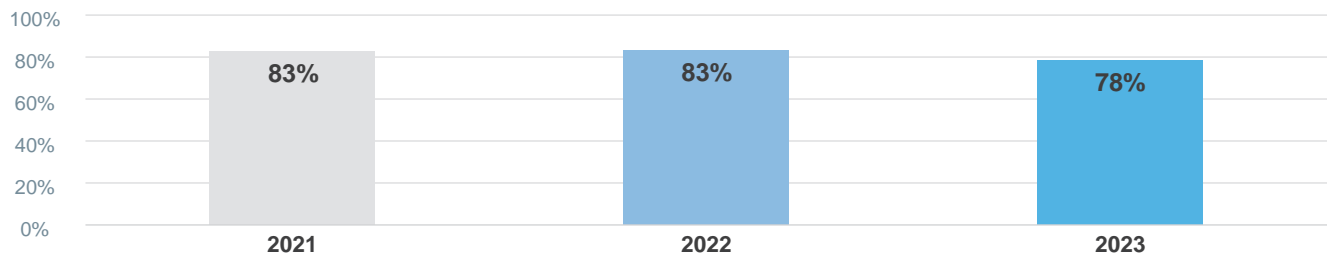


Q26. Care team reviewed the patient's care plan with them to ensure it was up to date

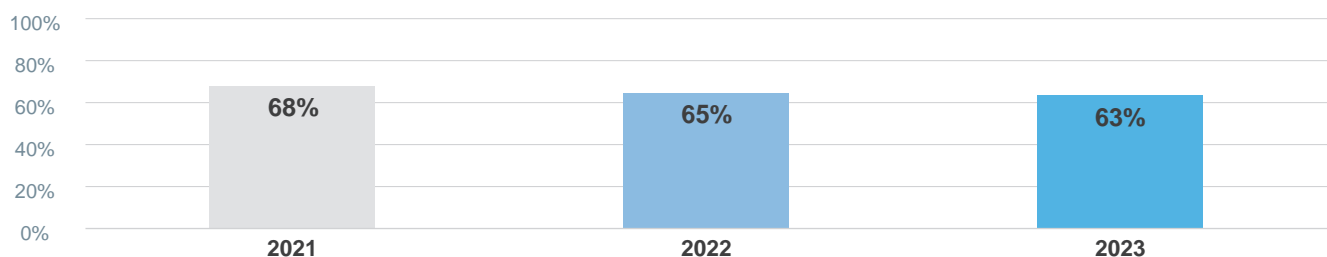


### SUPPORT FROM HOSPITAL STAFF

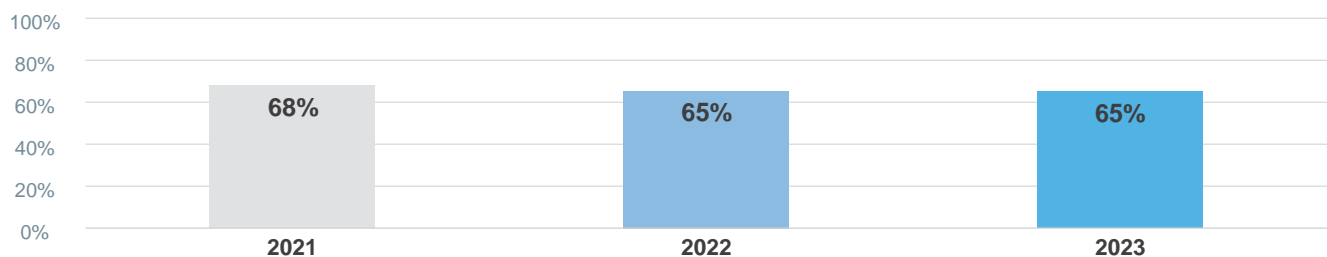
Q27. Staff provided the patient with relevant information on available support



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

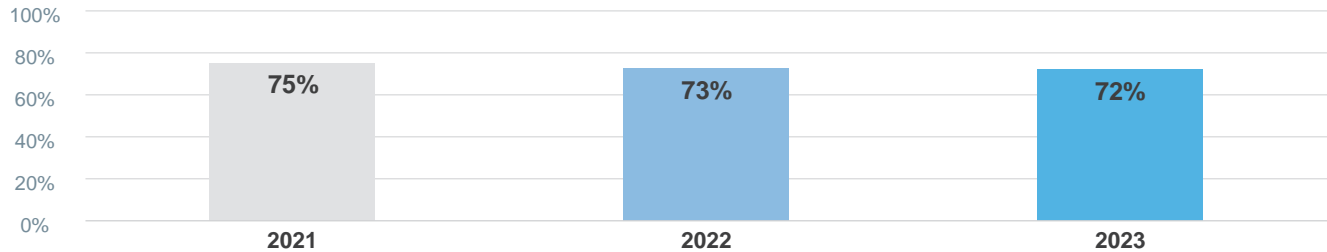
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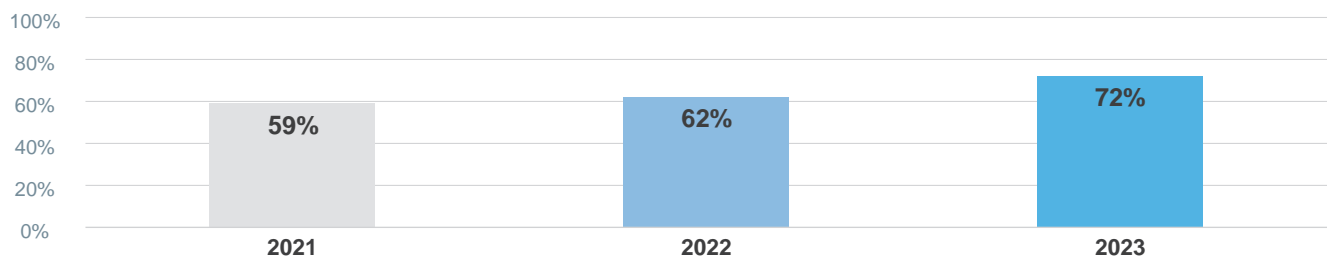
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### HOSPITAL CARE

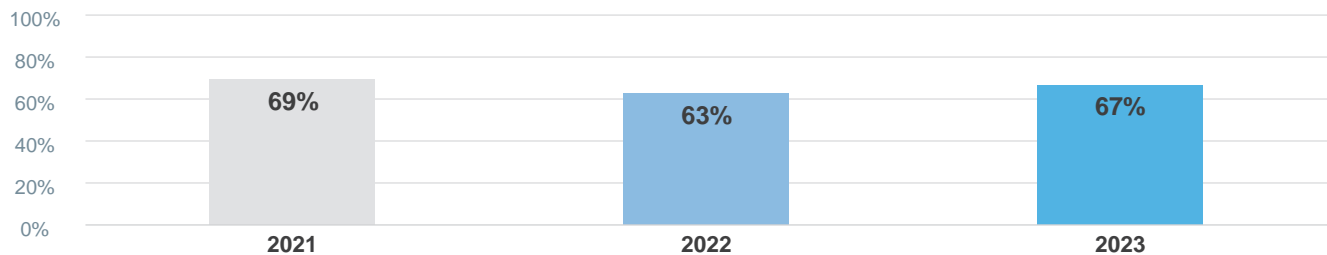
Q31. Patient had confidence and trust in all of the team looking after them during their stay in hospital



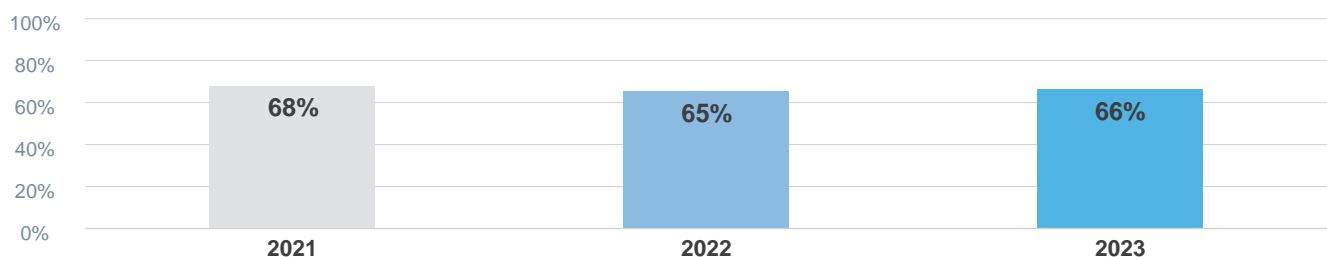
Q32. Patient's family, or someone close, was definitely able to talk to a member of the team looking after the patient in hospital



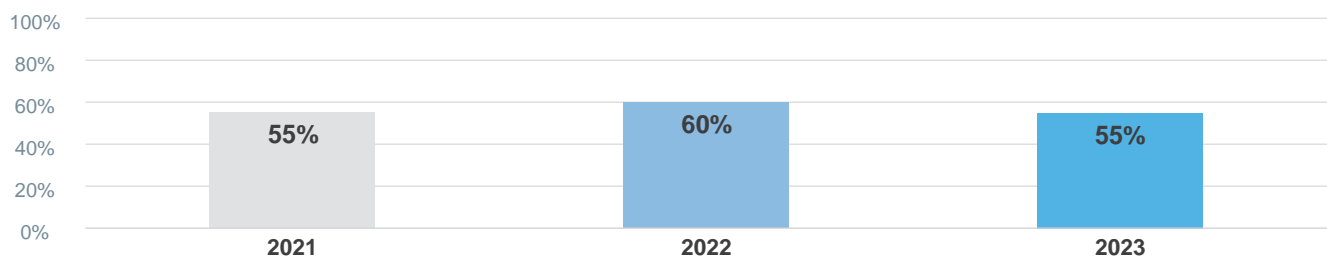
Q33. Patient was always involved in decisions about their care and treatment whilst in hospital



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



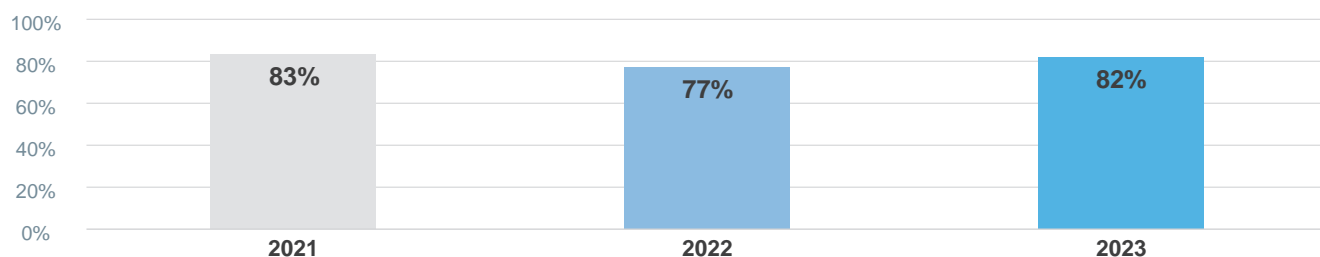
## Year on year charts

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

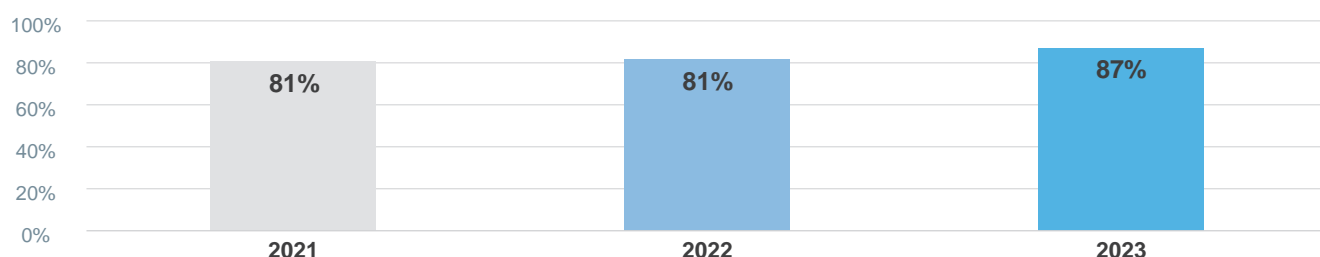
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

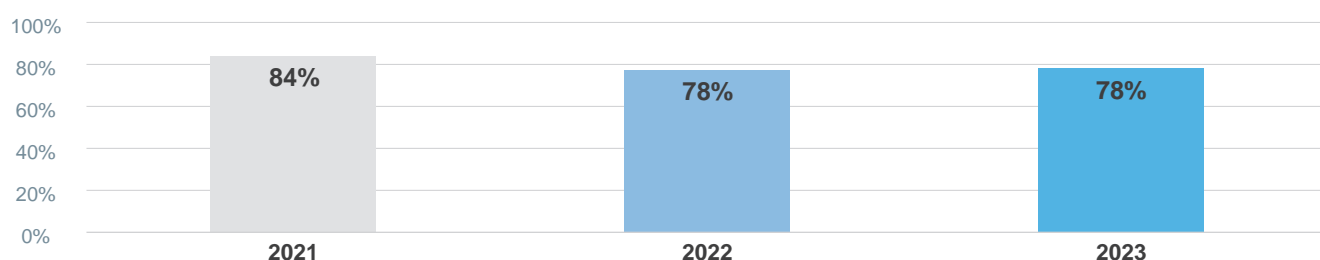
Q36. Hospital staff always did everything they could to help the patient control pain



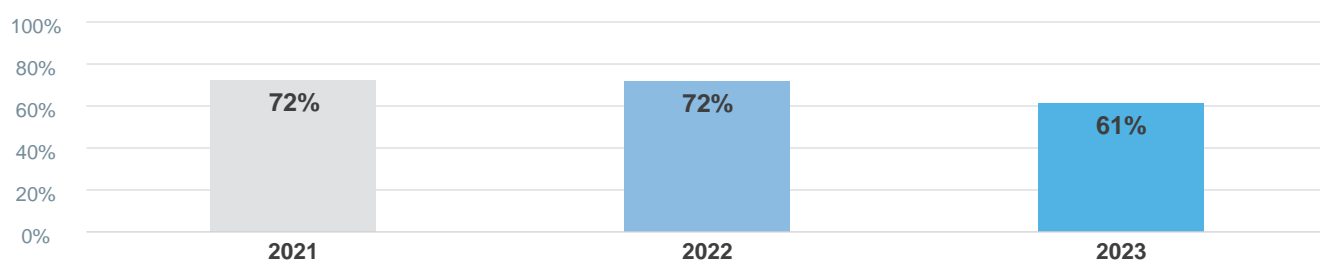
Q37. Patient was always treated with respect and dignity while in hospital



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

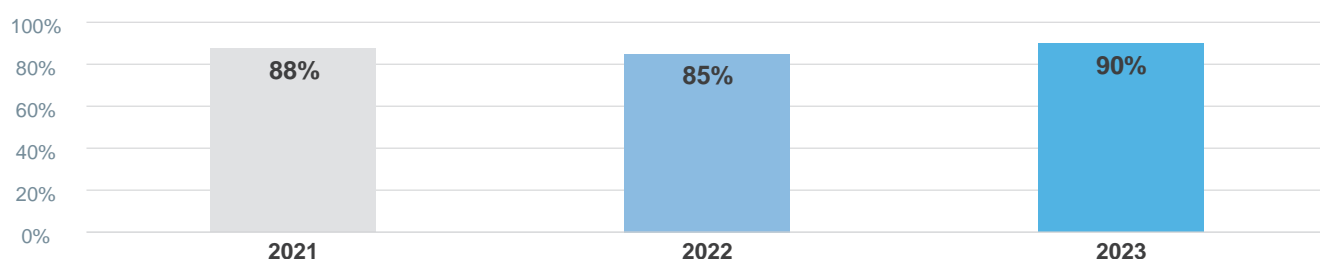


Q39. Patient was always able to discuss worries and fears with hospital staff while being treated as an outpatient or day case



## YOUR TREATMENT

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



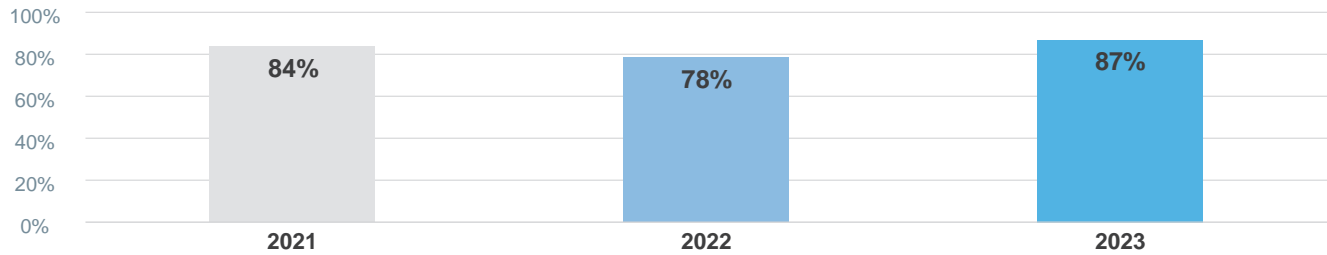
## Year on year charts

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

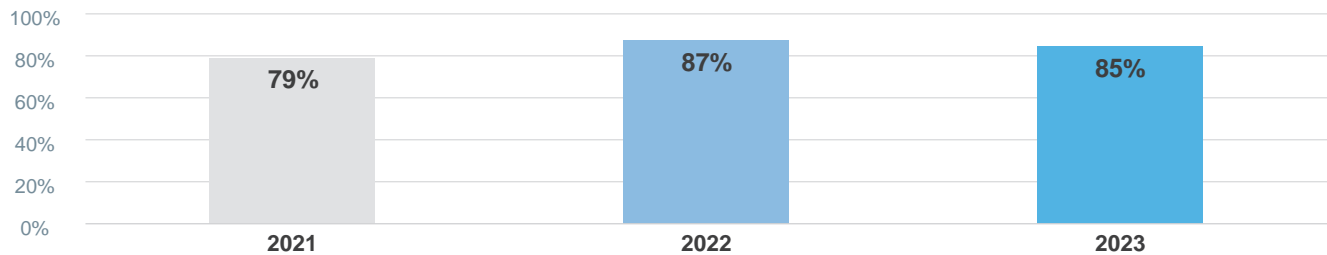
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

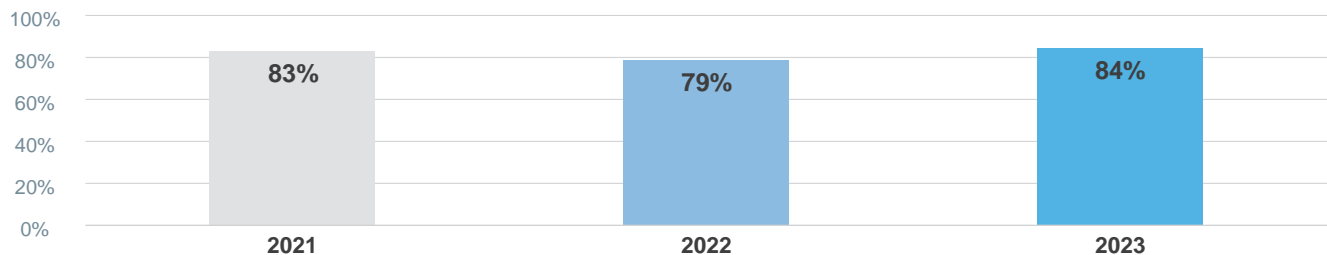
Q41\_2. Beforehand patient completely had enough understandable information about chemotherapy



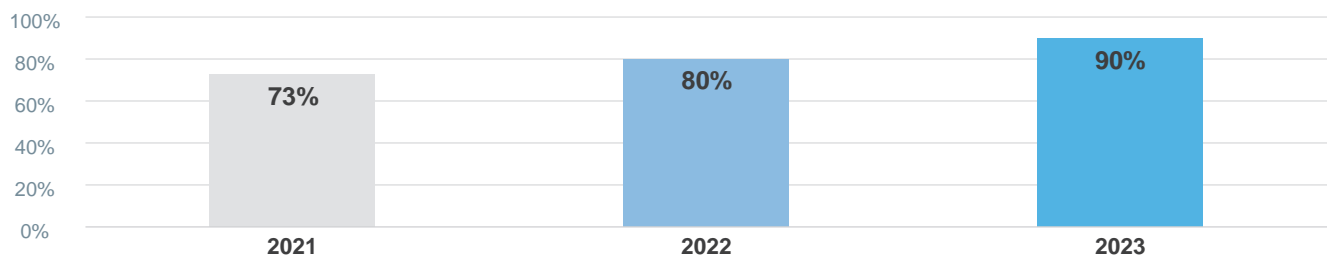
Q41\_3. Beforehand patient completely had enough understandable information about radiotherapy



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 their response to surgery



## Year on year charts

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

\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

Q42\_2. Patient completely had enough understandable information about their response to chemotherapy



Q42\_3. Patient completely had enough understandable information about their response to radiotherapy



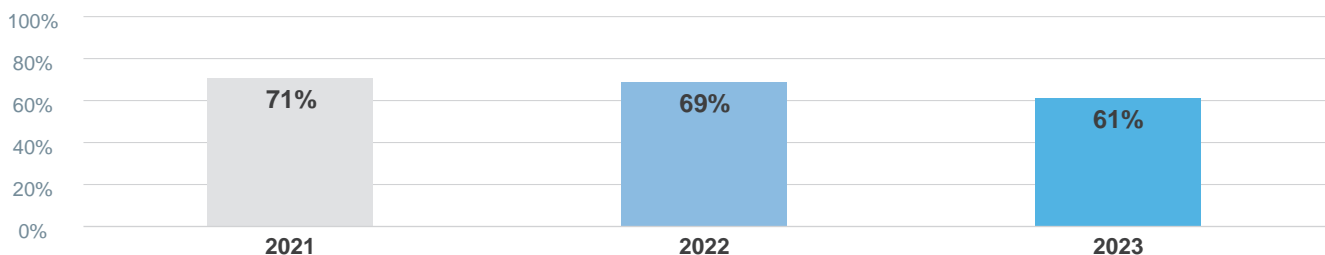
Q42\_4. Patient completely had enough understandable information about their response to hormone therapy



Q42\_5. Patient completely had enough understandable information about their response to immunotherapy



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



## Year on year charts

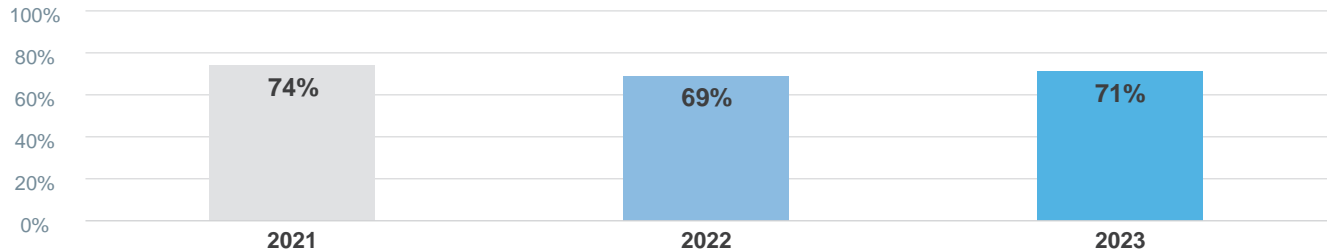
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

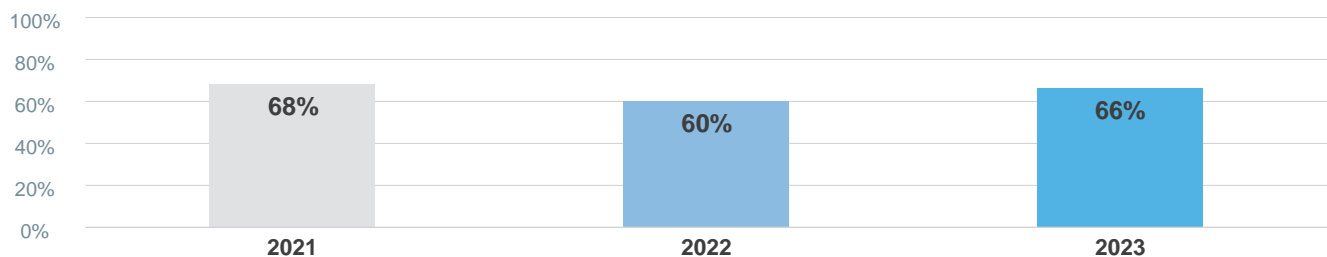
The scores are unadjusted and based on England scores only.

### IMMEDIATE AND LONG TERM SIDE EFFECTS

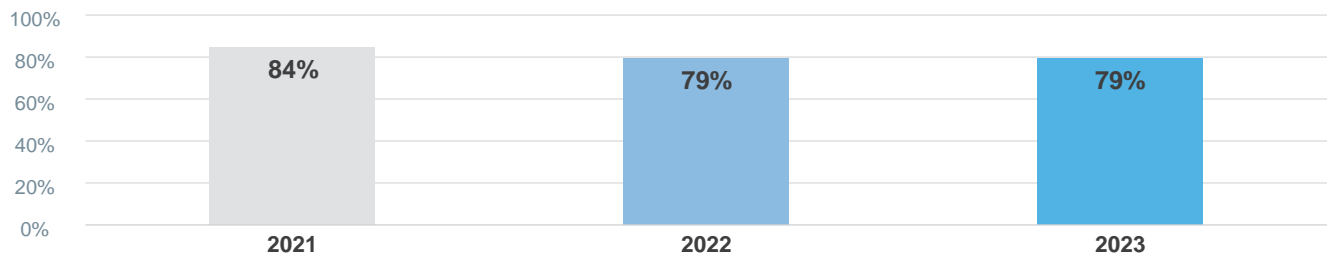
Q44. Possible side effects from treatment were definitely explained in a way the patient could understand



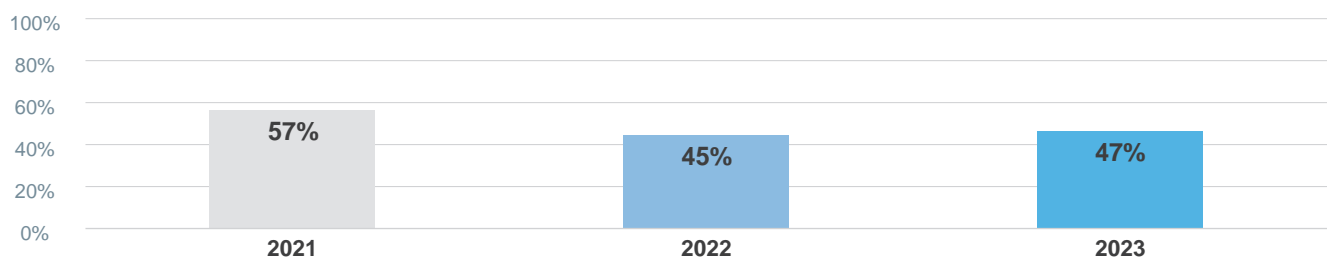
Q45. Patient was always offered practical advice on dealing with any immediate side effects from treatment



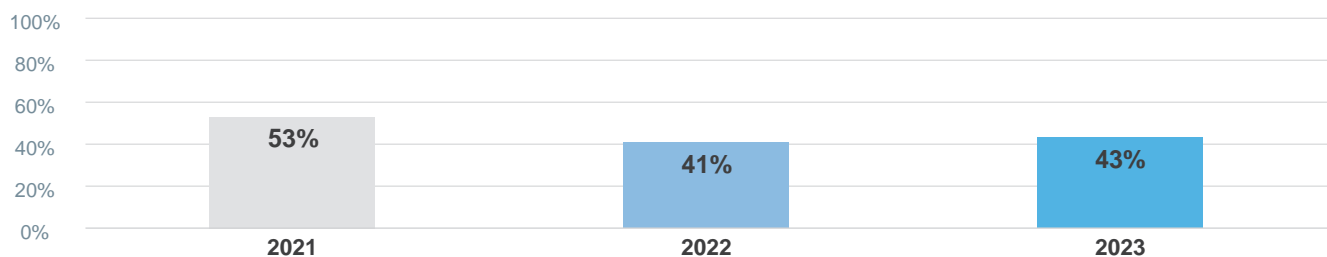
Q46. Patient was given information that they could access about support in dealing with immediate side effects from treatment



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

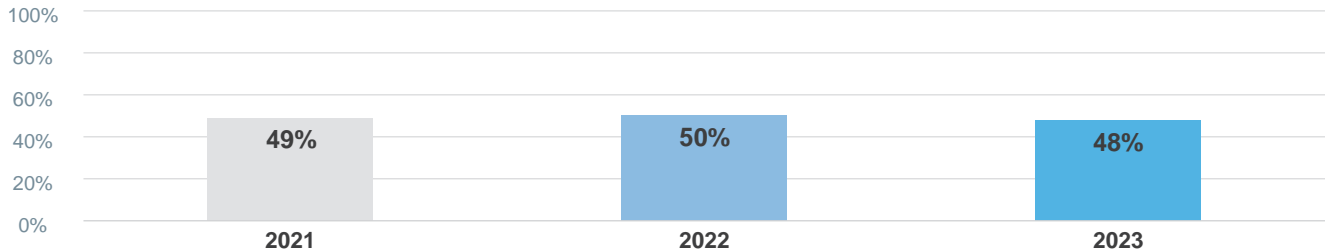
\* Indicates where a score is not available due to suppression or a low base size.

\*\* No score available for these years.

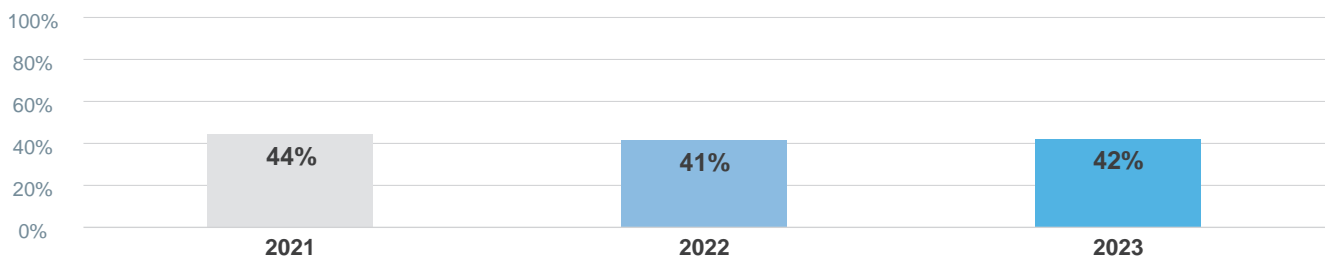
The scores are unadjusted and based on England scores only.

### SUPPORT WHILE AT HOME

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

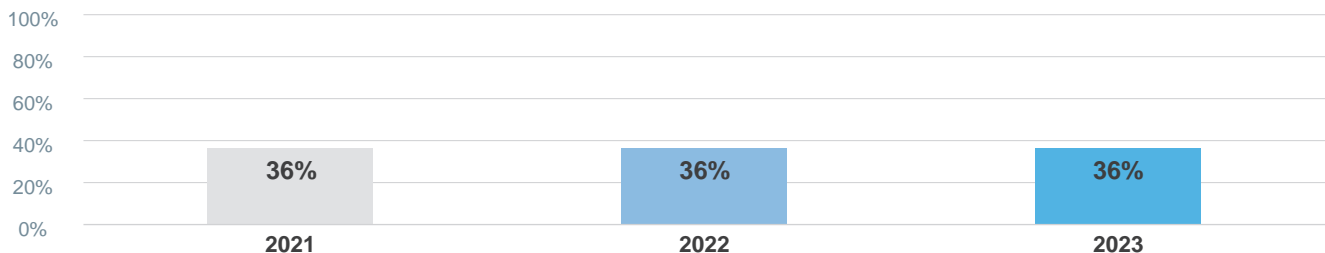


Q50. During treatment, the patient definitely got enough care and support at home from community or voluntary services

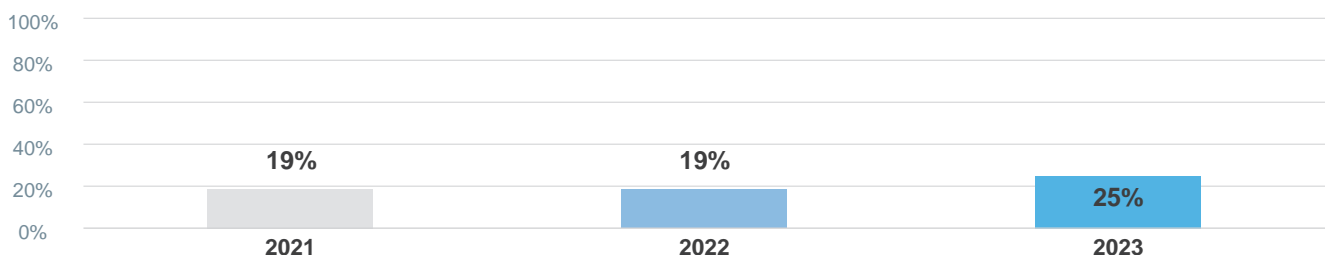


### CARE FROM YOUR GP PRACTICE

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

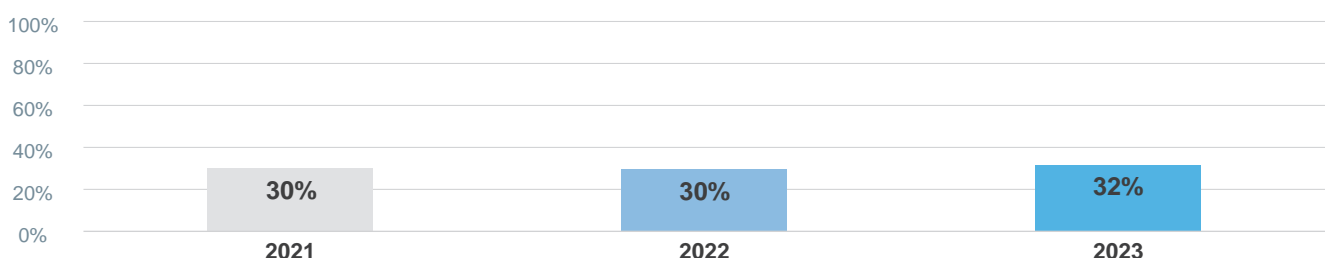


Q52. Patient has had a review of cancer care by GP practice



### LIVING WITH AND BEYOND CANCER

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



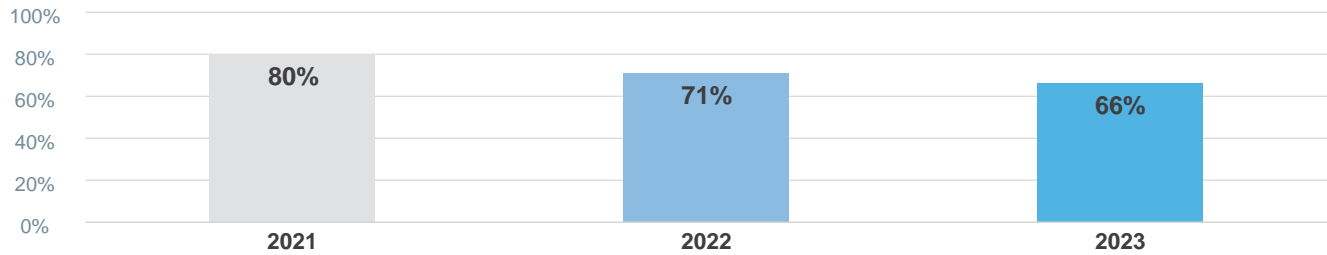
## Year on year charts

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

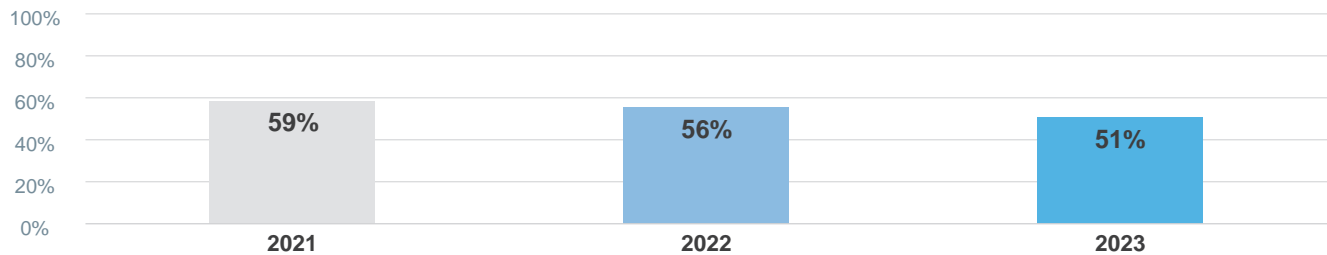
\*\* No score available for these years.

The scores are unadjusted and based on England scores only.

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

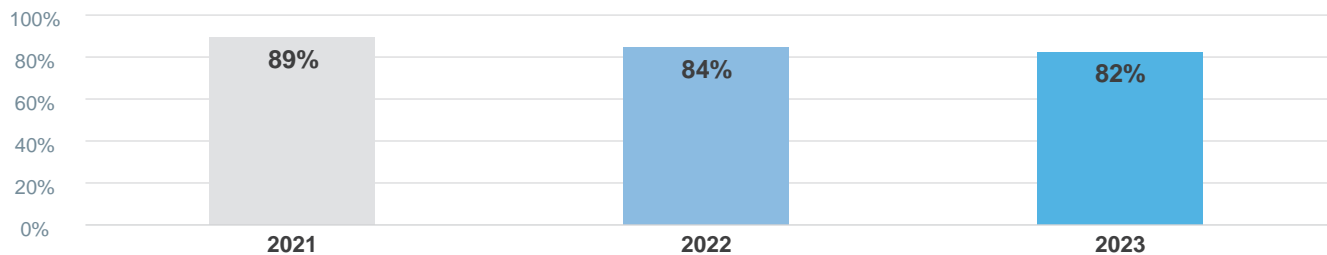


Q55. Patient was given enough information about the possibility and signs of cancer coming back or spreading

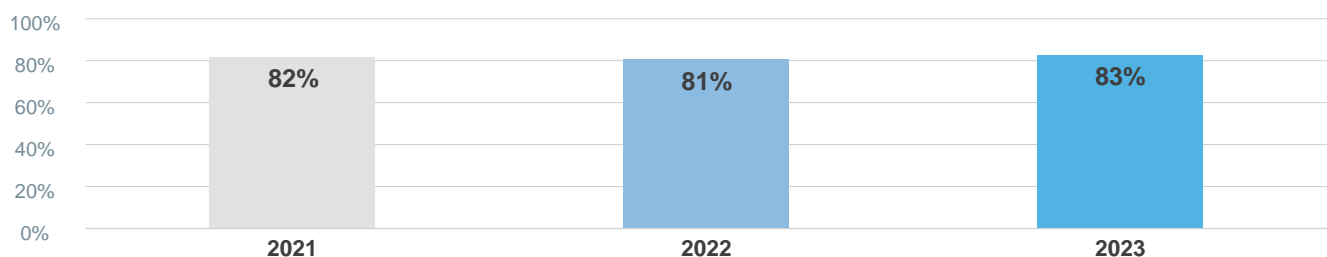


### YOUR OVERALL NHS CARE

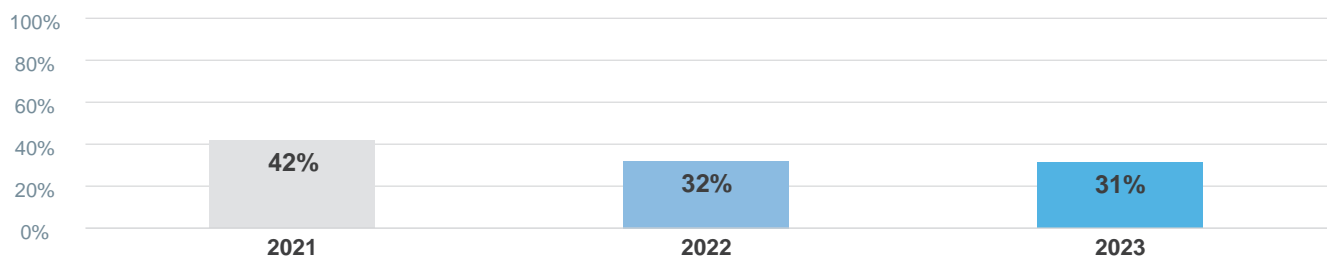
Q56. The whole care team worked well together



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

